

## **PayFlex begins emailing receipt request letters on February 6, 2007**

As of February 6, 2007, participants who are enrolled in the PayFlex eNotify service will begin receiving receipt request letters delivered to only their email addresses on file in eNotify. Participants will not receive receipt request letters via U.S. mail service. **It is your responsibility to make sure that the email address listed in eNotify is accurate. If the email address listed in eNotify is not accurate and the email is returned to PayFlex as undeliverable, you will not receive the receipt request letter. This could result in your PayFlex™ debit card being turned off until the receipt has been provided.**

To check or update your address or enroll in eNotify:

1. Go to the ERS website – [www.ers.state.tx.us](http://www.ers.state.tx.us)
2. Click 'TexFlex,' then 'TexFlex website.'
3. Click on 'My Account' and login to your account. If you do not have a password, click 'I forgot my username or password' and follow the instructions.
4. Once you have logged in, click 'My Info.'
5. Verify or update your email address and other contact information.
6. Check the box corresponding to 'Enroll in eNotify' if you wish to receive PayFlex correspondence (including receipt request letters) via email only. Remove the check if you do not want to receive PayFlex correspondence via email only. If the box is not checked, you will not receive communications via email regarding your account.
7. Click 'Submit' when finished.

## **Frequently Asked Questions About The PayFlex™ Debit Card**

### **How has the receipt request letter process changed?**

Currently the receipt request letters are sent via US mail service every other month to TexFlex participants when documentation is needed to prove that a PayFlex™ debit card purchase is eligible for reimbursement. With the new process, TexFlex participants enrolled in eNotify will receive those requests by email only.

### **Why is the process changing?**

Sending receipt request letters via email only will save money and participants will be able to resolve receipt requests more quickly.

### **What should I look for in my email in box?**

The email will be from [automail@payflex.com](mailto:automail@payflex.com) and the subject line will be "PayFlex© Debit Card documentation request". The letter will be attached as a pdf, and will look exactly like the letters sent via U.S. mail.

### **When can I expect to receive the receipt request letters via email?**

The process will change on February 6, 2007.

**How do I get set up to receive the letters via email?**

You must be enrolled in eNotify. To enroll, follow the instructions above.

**What if I am enrolled in eNotify but I don't want to receive receipt request letters via email?**

See #6 in the above instructions.

**My email address in ERS OnLine is correct. Do I need to check the PayFlex/eNotify system, too?**

Yes. The contact information on file with ERS OnLine is not shared with eNotify.

Therefore, you are encouraged to verify the accuracy of your mailing address, email address, and other contact information in both ERS OnLine and eNotify via the ERS website.

**How can I get more information about the TexFlex program?**

Go to the ERS website – [www.ers.state.tx.us](http://www.ers.state.tx.us) – and click TexFlex.