

Piedmont Payment Services JetNet Instructions

Thank you for entrusting Piedmont Payment Services to manage your payments for your TWU Voluntary Benefits.

Your premium payment amount is scheduled to be received by direct deposit Bi-Weekly beginning **January 10, 2025**. **Please note that your insurance premiums will not be paid if you do not setup the direct deposit in JetNet.**

- The earliest that you can make changes to your direct deposit in JetNet is **December 26, 2024**.
- The latest that you can make changes to your direct deposit in JetNet is **January 05, 2025**.

Setup is simple and should only take a few minutes.
We have automated the process to make it easy for you.

Follow three easy steps:

1. **Click Here:** *****.piedmontpays.com/apps/piedmont/truv
2. **Enter** your JetNet Username and Password
3. **Click** Submit Piedmont Payment Services will do the rest.

TO MANUALLY SETUP JETNET:

If you prefer to setup **JetNet** manually please use this information and follow the steps outlined below.

Routing Number: 031101169

Account Number: 404XXXXXXXXXX

Premium Final Amount: \$34.05

INSTRUCTIONS: To make the change in JetNet to process on the first payroll date of **2025** you must make the change during the time frame listed below:

- The earliest that you can make changes to your direct deposit in JetNet is **December 26, 2024**.
- The latest that you can make changes to your direct deposit in JetNet is **January 05, 2025**.

If you are setting up this account within JetNet for the first time, create a NEW, separate deduction window in JetNet (according to the timetable above).

Use the **Routing Number, Account Number and Premium Final Amount** above for the instructions.

If you are updating the amount to your existing account in JetNet, please follow the first 6 steps. Then locate your existing account, change the amount to match the Final Amount listed above and save.

Piedmont Payment Services JetNet Instructions

1. **Log onto JetNet**
2. Go to team member services, **click on Money and Attendance**
3. Make sure you are enrolled in **DUO** (instructions are on JetNet)
4. **Click on "Send me a Push"**
5. **Respond to message on cell phone** or how DUO app is setup
6. Go to **"Direct Deposit"** and **click on "I Agree"**
7. **Click on "Add Account"** and **enter new account#** provided above
8. **Select Checking account** and **add bank routing** and account# from above
9. **Add total amount indicated** from above where it states **"Premium Final Amount"** and **click "add account"** Make sure you enter the Premium final amount of your benefit deductions
10. **Name account** nickname **"TWU Vol Benefits"**
11. Arrange order if necessary
12. **Click "Save And Finish"**

- Our customer service team is available Monday-Friday 9 am to 5 pm. EST:
- For billing questions: support@piedmontpays.com
- For instructions for JetNet, other in-force benefits, or changes to your union website account: info@unionbenefitplanners.com
- Our terms and conditions are available at ***.piedmontterms.com

Thank you again for allowing us to serve you!