



Welcome to PSIvet Pay

Get paid your way—with easier and more
secure access to your PSIvet® rebates.

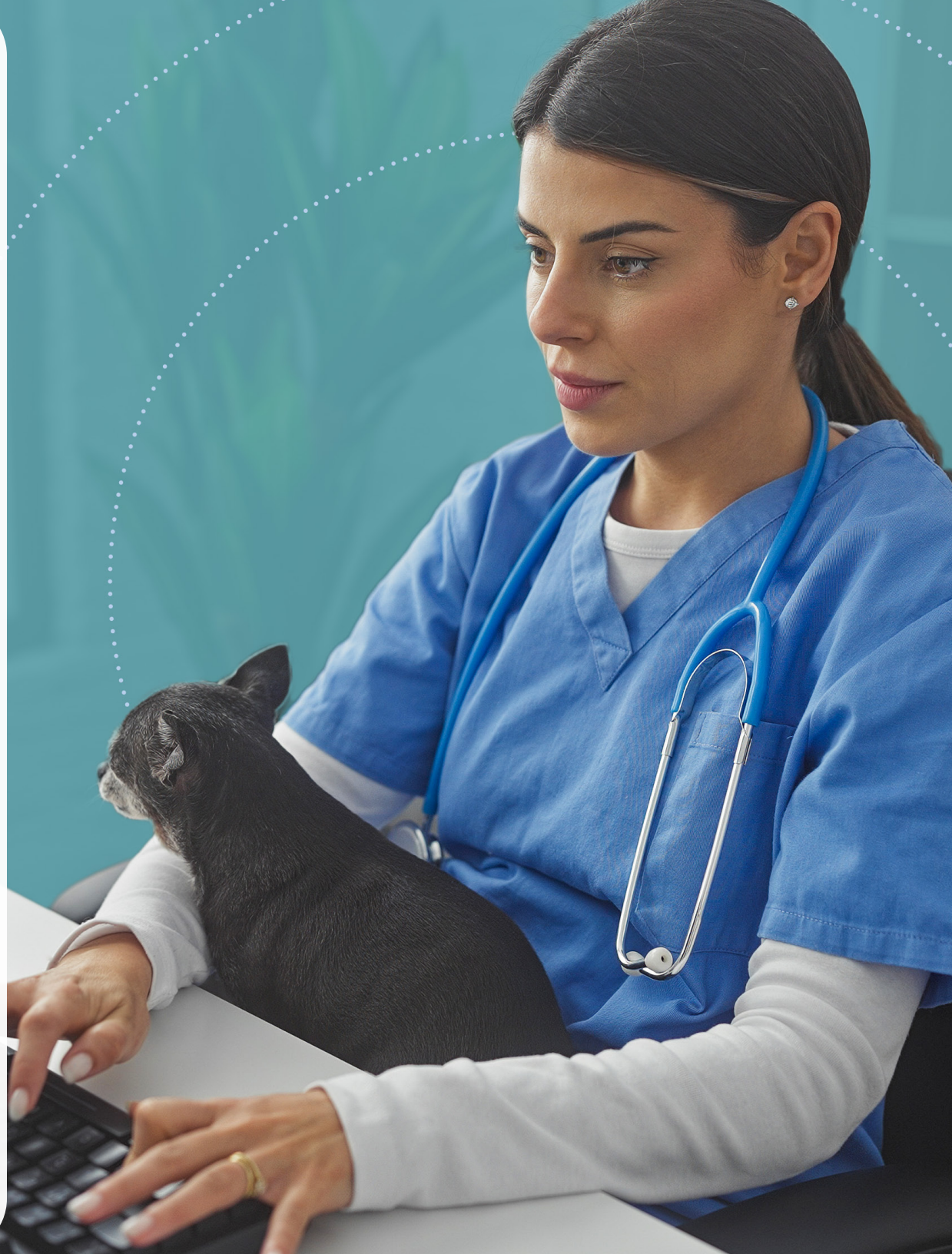


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Getting started with PSivet Pay is simple. Follow the steps in this guide to activate your account, set up transfers, and manage your PSivet rebates.

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One View. One Account. Your Value.

PSIvet Pay is the smarter way to access and manage your PSIvet rebates—all in one place.



POWERED BY HYPERWALLET, A PAYPAL SERVICE, PSIVET PAY IS A SECURE FINANCIAL ACCOUNT THAT ALLOWS MEMBERS TO RECEIVE AND TRANSFER REBATES ELECTRONICALLY.

Instead of tracking payments across multiple vendors, your earnings are automatically deposited into a single account—giving you full visibility and control over your funds, with flexible options for how and when you get paid.

From desktop to tablet or smartphone, PSIvet Pay makes accessing, managing, and moving your funds simple—so you can spend less time tracking rebates and more time focusing on your practice.

Get Paid Faster

Access your rebates sooner with streamlined electronic payouts and optional auto-transfers.

Simplify Your Workflow

Eliminate manual tracking and consolidate all rebate activity into one easy-to-manage account.

Stay in Control of Your Cash Flow

Choose when and how funds are transferred so your money works on your schedule.

Gain Full Visibility

See exactly what you've earned, what's been paid, and what's available—at a glance.

Feel Confident Your Funds Are Secure

Built on a regulated, secure platform with advanced protection and verification standards.

What You Can Do With PSivet Pay

PSivet Pay gives you the tools to manage, access, and control your rebates with ease—all within a secure, regulated platform designed to protect your information and your funds.

Manage Your Account With Ease



Access Anywhere

Use PSivet Pay on any device with a responsive web and mobile experience designed for wherever you are.



Stay in Control

Take charge of your payouts with self-service tools that let you manage your account on your schedule.



See Everything at a Glance

Quickly view balances, track payments, and monitor activity with a clean, intuitive dashboard.

Get the Support You Need



Work in Your Language

Navigate your account in your preferred language with a platform designed for clarity and accessibility.



Get Help Anytime

Access 24/7 customer support via chat, email, or phone whenever you need assistance.

<https://pay.hyperwallet.com/hw2web/consumer/page/contact.html#selfServiceSupport>

Move Faster and Stay Informed



Act Quickly

An intelligent action bar highlights what needs your attention and gives you one-click access to key tasks.



Stay Informed

Receive real-time notifications so you always know when payments are received or actions are required.



Track With Confidence

Review deposits, transfers, and fees with clear transaction history for reporting and reconciliation.

Stay Secure and Protected



Multi-Factor Authentication

An extra layer of protection with secure verification to prevent unauthorized access.



Built for Compliance

PSivet Pay meets strict financial regulations, including identity verification, to help prevent fraud.



Protected by Design

Your funds and data are securely managed through a regulated financial platform.



Meet Your PSivet Pay Dashboard

Built for speed, visibility, and control, your dashboard gives you instant access to your funds, activity, and account tools—so managing your rebates is always simple and within reach.

A. Action Bar

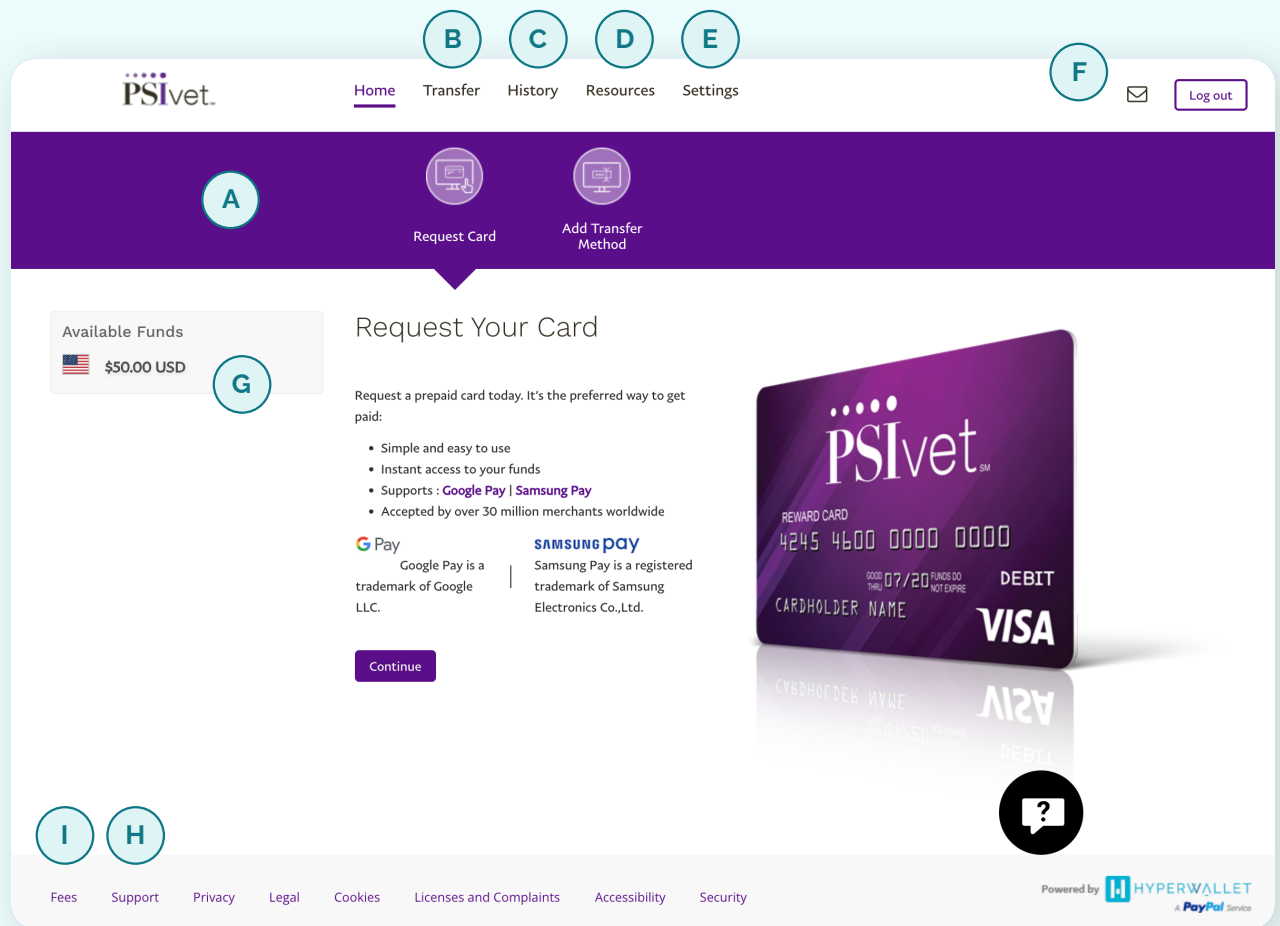
Highlights key tasks based on your account activity, with one-click access to what needs attention. A red indicator appears for urgent items.

B. Transfer

Move available funds quickly using your preferred payout method.

C. History

View all transactions, including payments, transfers, and fees, anytime.



D. Resources

Access helpful tips, security information, and tools to enhance your experience.

E. Settings

Update personal details, reset your password, and manage account preferences like language and time zone.

F. Notifications

Stay updated with alerts on payments, account activity, and important announcements.

G. Available Funds

See your current balance and funds ready for transfer at a glance.

H. Support

Find answers to common questions or connect with support via chat, email, or phone.

I. Fees

Review any fees associated with your account and transactions.



How To Get Started

Getting started with PSivet Pay is simple. Once your account has been created, you can activate it, choose how you want to receive funds, and begin managing your rebates in one secure place. Activation starts from the welcome email sent by Hyperwallet, and setup includes creating your login, adding a transfer method, and completing verification if prompted.

What you'll need:

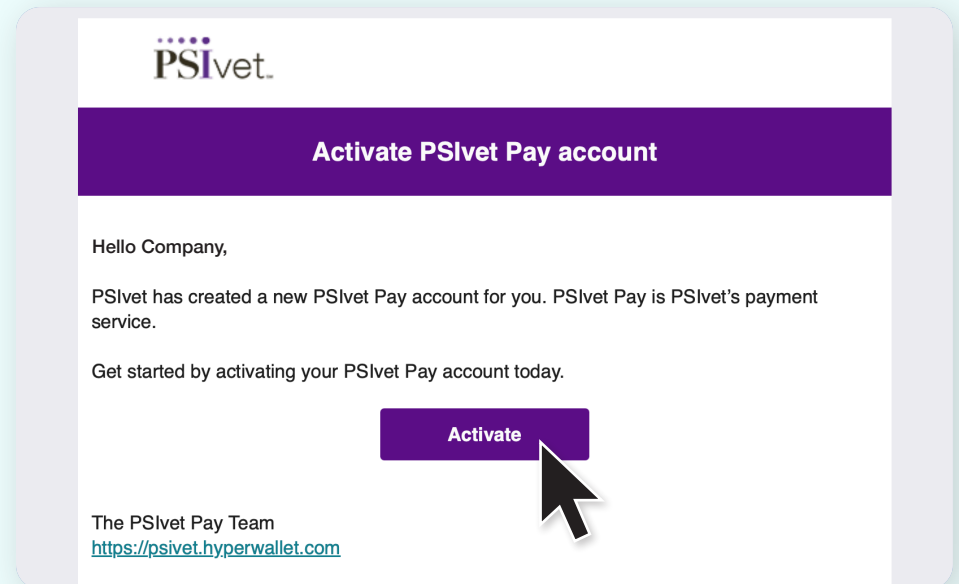
- **PSivet account number**
- **Federal tax ID (employer identification number)**
- **Practice owner's date of birth**
- **PSivet Pay activation email**
- **Security question answers—necessary for dual authentication and resetting account password**

For additional assistance, please refer to PSivet Pay's [support center](#).

Step 1: Activate Your Account

Look for your PSivet Pay activation email from Hyperwallet (do.not.reply.hyperwallet.com) once your account has been created by PSivet, and follow the link to begin setup.

When prompted, enter your PSivet ID and continue through the registration process. You'll be asked to create a password, set your security questions, and accept the legal agreements to finish activating your account.



Note: It is important that you complete the registration process in a timely manner, as the activation link will expire. If the link expires, and you know what email address is associated with the account, you may request a new activation link from the login screen at PSivet Pay (psivet.hyperwallet.com). Otherwise, you must contact PSivet at memberupdates@psivet.com and request a new link be sent.

Step 2: Complete Your Profile

Enter your account details exactly as they appear on your business records, then create your login credentials to finish setup.

Helpful tips:

- Use your Federal Tax ID as the "Business Reg Number" (no dashes).
- Enter a physical business address (no P.O. boxes).
- List the practice Owner/DVM as the business contact.
- Use a mobile number for account access and password resets.
- Create a secure password and set your security questions.

Accurate information helps avoid delays and ensures your account meets security and compliance requirements. Contact PSivet if your details do not match your tax documents.

Note: Remember your security question answers—they're required to reset your password. If they're unavailable, the Owner/DVM on file must contact PSivet Member Updates for assistance.

PSivet.

HomeTransferHistoryResourcesSettings

✉️Log out

Available Funds

\$50.00 USD

Update Account Profile

Please confirm your account information and ensure only Latin characters and numbers are used to successfully request a card. Contact PSivet if you would like to make changes but cannot edit the fields below.

To update any information which cannot be updated, please contact PSivet

Business Information

Legal Business Name:

Business Type:

Corporation

Member ID:

Employer Identification Number:

Business Reg Number:

Business Registration Coun...:

US

Company Address

Country/Region:

United States

State/Province/Region:

PA

Street:

Step 3: Add a Transfer Method

Once your account is active, log in to PSivet Pay and select Transfer, then Add New Transfer Method. Choose the option that works best for your practice, such as a bank account, PayPal, Venmo, prepaid card, or paper check, and enter the required information to save your preference.

Note: Transfer fees are deducted from the total transfer amount

Transfer Method	Transfer Fee*	Instructions
Prepaid Reloadable Debit Card (\$2,500 daily purchase limit)	No transfer fees	• Select shipping option • Enter/Verify shipping information (where card will be delivered) • Read/Download agreements • Select "Continue"
Bank Account (Preferred)	\$0.95 transfer fee	• Select business or business contact as account holder for transfer method • Read/Download agreements • Enter banking information • Select "Submit"
PayPal	\$0.95 transfer fee	• Enter PayPal account email • Select "Submit"
Venmo	\$0.95 transfer fee	• Enter Venmo account ID • Select "Submit"
Paper Check	\$3.00 transfer fee	• Select business or business contact as account holder for transfer method • Select "Submit"

Step 4: Set Up Auto Transfer

For the easiest experience, enable Auto Transfer on your preferred payment method. This allows rebates to move automatically once they are deposited, helping you access funds faster without having to log in and transfer them manually each time. PSivet recommends setting up automatic transfers to a verified bank account for convenience and security.

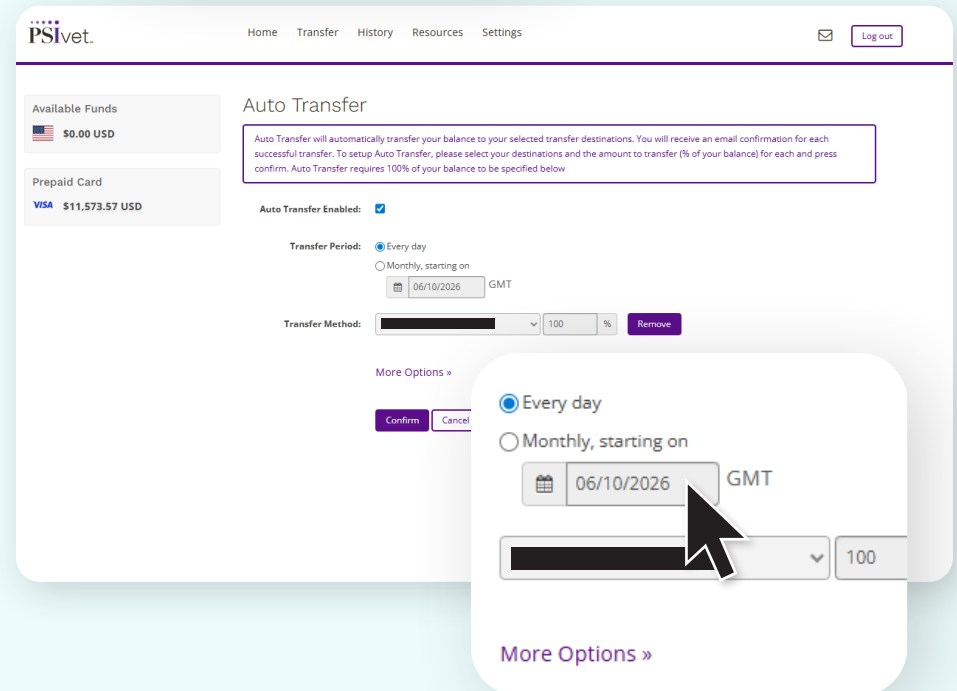
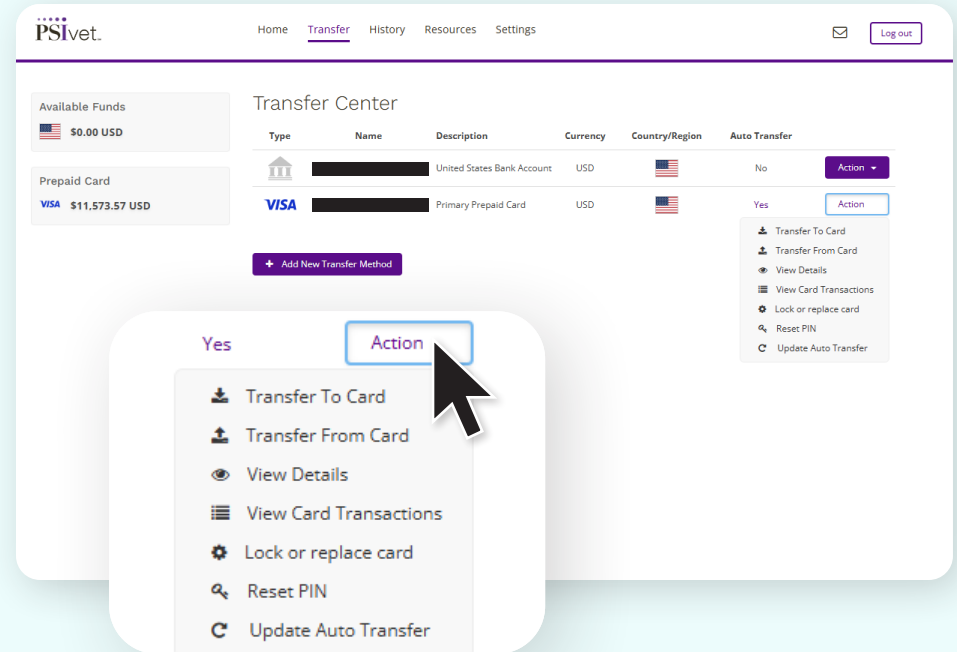
Helpful tips:

- Log in to your account at psivet.hyperwallet.com.
- In the top banner, select "Transfer."
- Select "Action" to the right of your transfer method.
- Select "Auto Transfer" from the drop-down box.
- Ensure the "Auto Transfer Enabled" box is checked.
- Select the frequency of your auto transfer.*
- Confirm your transfer method.
- Select "Continue."

**PSivet recommends a monthly transfer for all transfer methods except the prepaid reloadable card because there is no charge for any transfers to the card.*

There is a \$0.95 charge per transfer to a bank account, Venmo, or Paypal, thus the recommendation for a monthly transfer for these methods. You must select a starting date for auto transfer monthly and this will be the day of the month that all future auto transfers are completed.

Transfer of funds to a physical check incurs a \$3.00 fee per check.



Step 5: Verify Your Account if Requested

Because PSivet Pay is a regulated financial account, you may be asked at any time to verify your account if there are any account contact changes or a large sum is deposited into your account. If prompted, complete the required fields and upload documents that match your business name, address, and EIN exactly. This step helps protect your account and prevent fraud.

Helpful tips:

- Confirm your identity as the business contact by completing the required fields.
- Complete all required fields in the "Proof of Business Registration" section.
- Select "Confirm."
- In the "Proof of Business Registration - Documents" section, upload the required documents for verification and security.
- Select "Submit Document."

For your security, Hyperwallet requires the submission of documents that verify your business information.

Follow these guidelines to ensure that your documents meet the validation requirements:

- Name on the document must be an exact match with the business name
- Address on the document must be an exact match with the business address on your PSivet Pay account
- Document must be dated and should not be older than 12 months
- Document must show the business registration/Federal Tax ID number
- Document must include logo and/or footer of the issuer
- Document must be readable and of good quality
- Document size requirements: min 30KB - max 4MB
- Document format: .pdf, .jpg, or .png files

If you cannot find these documents, please visit your state's Business Entity lookup website or reach out to the IRS Business & Specialty Tax Line at (800) 829-4933 to request an EIN Verification Letter (147C) to confirm your account information.

<https://pay.hyperwallet.com/hw2web/consumer/page/contact.xhtml#selfServiceSupport>

Proof of Business Registration

To make sure your account remains secure and compliant, we require additional information to confirm the information about your business.

Ensure the information is entered as it appears in public records, with no abbreviations or misspellings.

Business Information

Legal Business Name

DBA / Trade Name

Business Registration

Business Registration Number

Business Registration Country/Region

Business Contact Information

Email

Phone Number

Business Address

Street

Address Line 2

City

Zip/Postal Code

Country/Region

State/Prov.

[Confirm](#)

Proof of Business Registration - Documents

We need some additional information to confirm your business and help keep your account secure and compliant.

Make sure the document:

- Is legible and the most current version
- Does not exceed a total size of 4 MB
- Is not smaller than 30 KB
- Is of .jpg, .jpeg, .png, .pdf format

Proof of Business Registration

Make sure your file matches the following information:

- Legal Business Name: **COMPANY**
- Business Registration Number: **123456789**
- Business Registration Country: **GB**
- Business Address: **789 Fifth Street, London, London, GB, WF4J 0AZ**

Document Type

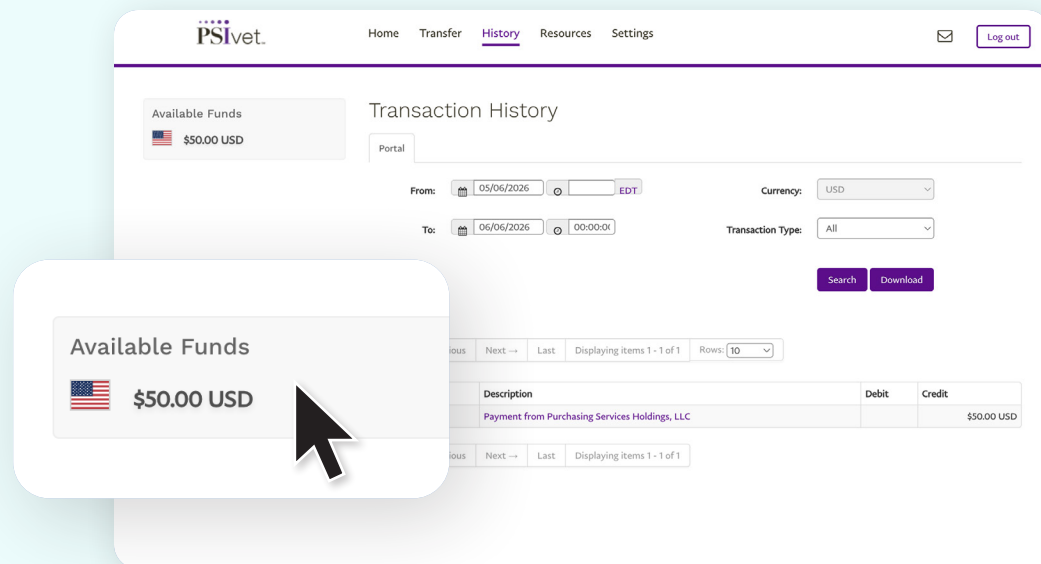
[Front of Articles of Incorporation](#) 1239-f.pdf

[Submit Documents](#)

Step 6: Start Managing Your Rebates

Once setup is complete, you can log in anytime to view your available funds, track payments, review transaction history, update preferences, and manage transfers—all from one centralized account. PSivet Pay gives you one place to activate, transfer, and experience the full value of your PSivet rebates.

Be sure you have your password and security questions for login.



Got All That? Let's Make Sure.

☐ **Activate Your Account**

Use the activation email from Hyperwallet to access your PSivet Pay account and set up your login.

☐ **Complete Your Profile**

Enter your business and contact details exactly as they appear on your official records.

☐ **Add a Transfer Method**

Choose how you want to receive funds—bank account, PayPal, Venmo, prepaid card, or check.

☐ **Enable Auto Transfer**

Set up automatic transfers so your rebates move to your preferred method without manual action.

☐ **Verify Your Account (if prompted)**

Complete any required identity or business verification to keep your account secure and compliant.

☐ **Start Managing Your Rebates**

Log in anytime to view balances, track payments, and manage your funds—all in one place.



Have Questions? We've Got Answers.

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Find quick answers to common questions about PSivet Pay, including account setup, payments, transfers, and troubleshooting.

Getting Started

What is PSivet Pay?

PSivet Pay is a financial account powered by Hyperwallet, a PayPal service, that allows members to securely receive and transfer rebates electronically.

When are PSivet Pay accounts created?

PSivet Pay accounts are created for active PSivet members who have earned rebates from approved vendor partners. When your first rebate is earned, an account is created and activation instructions are emailed to the DVM/Owner listed on the PSivet membership form.

How do I set up or activate my account?

PSivet creates your account and Hyperwallet sends activation instructions to the DVM/Owner email on file.

Why do I need to verify my identity?

Federal banking laws require verification to comply with "Know Your Payee" (KYP) anti-fraud regulations.

Managing Your Account

How do I change my email?

Log in to your account. Select Settings > Preferences > Notifications > Update Email.

If the account is locked or in pre-activation, contact PSivet Member Updates at memberupdates@psivet.com

Can I use the same email for multiple accounts?

No. Each PSivet Pay account requires a unique email address.

Can I consolidate multiple accounts?

Yes, by requesting a PSivet Pay Account Consolidation Request Form from PSivet Member Updates at memberupdates@psivet.com.



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Security & Access

I forgot my password.

Use "Forgot Password" on the Pay Portal login page to reset it via email.

I forgot my security questions.

The DVM/Owner must call PSivet Member Updates at (888) 275-6523 to complete a PSivet Pay Security Q&A Request Form. This is required to prevent theft or fraud and secure your account.

What if my account is locked?

Contact Hyperwallet Support at (877) 546-8220. If Hyperwallet Support is unable to assist, please contact PSivet Member Updates for further assistance.

Payments & Transfers

How do rebate payments work?

Rebates are deposited into your Hyperwallet account. If Auto Transfer is enabled, funds will automatically move to your designated Transfer Method (for example, your verified bank account or prepaid card) within 1-2 days. If Auto-Transfer is NOT enabled, funds will remain in the Hyperwallet account until you log in and manually initiate a transfer to one of the transfer methods you have established (bank account, prepaid card, PayPal, Venmo, or request a paper check).

How do I transfer funds?

Log in to PSivet Pay > Select Transfer > Add New Transfer Method.

Alternatively, if there are multiple transfer methods on the account, you may transfer from one method to another. Example: You may transfer from a prepaid card to a bank account.

Are there transfer fees?

Yes, there are fees associated with some transfer methods.

For bank account transfer, PayPal, or Venmo, the fee is \$0.95 per transfer.

There is a \$3.00 fee for issuance of paper checks.

There is no fee for transfer to a reloadable card.



Have Questions? We've Got Answers.

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Find quick answers to common questions about PSivet Pay, including account setup, payments, transfers, and troubleshooting.

Payments & Transfers (continued)

How long do transfers take?

1–3 business days depending on your bank or PayPal/Venmo verification requirements.

Should I use the prepaid card or transfer to my bank account?

PSivet recommends setting up automatic transfers to a verified bank account or requesting payment by check for convenience and security.

- Bank transfer: \$0.95 per transfer (1–3 business days).
- Paper check: \$3.00 per check (5–10 business days).
- Prepaid card: No fee, but inactivity over 90 days may suspend the card, and there is a maximum card spend of \$2,500 per day.

Direct deposit ensures faster, safer rebate access.

How do I view or download my transaction history?

Log in to your PSivet Pay/Hyperwallet account and go to History. From there you can view recent deposits (rebates), transfers, fees, and card activity. Use the available filters (date range, transaction type) to narrow or expand results. You can view transaction details by hovering over the Description field. To download records as an Excel file, select the download option on the Transactions History page.

Prepaid Debit Card

Are there restrictions?

One card per account; cannot be used for recurring payments or cash redemption; \$2,500 daily limit; inactive over 90 days = suspension.

How do I reactivate a suspended card?

Contact Hyperwallet Support at (877) 546-8220.

What is the maximum balance?

\$75,000 at any time, with a maximum daily spend limit of \$2,500.

How do I request a replacement card?

If you need to replace your card for any reason, contact Hyperwallet Support at (877) 546-8220. A Replacement Card Fee of \$6.95 is issued if the card is replaced for any reason except card expiration.



Have Questions? We've Got Answers.

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Find quick answers to common questions about PSivet Pay, including account setup, payments, transfers, and troubleshooting.

Rebates & Program Details

Are Covetrus VetSuite rebates included?

Yes. Rebates are paid via PSivet Pay to the VetSuite signatory on file.

Can multiple clinics combine rebates?

Yes, if the same ownership applies and PSivet approves consolidation.

Troubleshooting Quick Reference

Password reset

Hyperwallet – (877) 546-8220. Use "Forgot Password" first.

Email change

PSivet Support – (888) 275-6523. Only Owner/DVM may request.

Card inactive

Hyperwallet – (877) 546-8220. Use once every 90 days to avoid card suspension

Account locked

Hyperwallet – (877) 546-8220. If Hyperwallet Support is unable to assist, please contact PSivet Member Updates, and we will assist in resolution.

Support Contacts

PSivet Member Updates: memberupdates@psivet.com or (888) 275-6523

Hyperwallet Support: (877) 546-8220



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Find quick answers to common questions about PSlvet Pay, including account setup, payments, transfers, and troubleshooting.

Business Account Verification

What information must match for account verification?

The business name, address, and EIN (Employer Identification Number) must exactly match the details on the documents you upload. This ensures compliance with U.S. banking regulations and helps prevent delays in activation.

What if I can't find my EIN verification document?

Contact the IRS Business & Specialty Tax Line at (800) 829-4933 and request an EIN Verification Letter (147C) to confirm your account information.

Why is verification required?

Because Hyperwallet is a regulated financial institution. Federal laws require business and identity verification before releasing any funds. This protects both the account owner and PSlvet from fraud and unauthorized access.