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Quick-Pay FAQs

Here are some Frequently Asked Questions (FAQ) to help you use this service for quick loan payments. Users are required to validate some information and are able to either complete a one-time registration or have the option to perform an “Express Pay” without completing a full registration to access Travis Quick-Pay and all of the advanced features.

Q. I can't complete my registration

A. If you can't complete the registration, please review your information to be sure you provided the correct answer or the correct format of the answer. For example, if **MM/DD/YYYY** is required and the user enters **M-D-YYYY** this will create an error. Additionally, dashes (–) are used in error when slashes are required.

Q. What do I do if my User ID is locked?

A. The username (which is the email address) may become temporarily locked after multiple failed login attempts. Continued failed login attempts will result in extended temporary lockout periods. If the username becomes temporarily locked please try again at a later time.

Q. How do I reset my password / What if I can't remember my password?

A. Please visit the “Forgot Your Password?” section of the web tool and follow the steps to reset your password. You may also submit a one-time payment via “Express Pay”, but the payment will not be included in your registered username's transaction history. A password reset email will not be sent while the username is temporarily locked. If you believe the username has become temporarily locked for failed login attempts you should try again later and complete the “Forgot Your Password?” section at that later time.

Q. I am trying to register for the first time and I've received a message saying “We could not find your account details.” How do I resolve this?

A. Please confirm your Member Number and the answers to the Security Questions are correct and in the requested format. If you still can't log in and need to initiate a payment, please call Travis Credit Union at **(800) 877-8328** during normal business hours.

Q. I can log in but I can't make a payment.

A. If you discover you can't make a payment after successfully logging in, please contact Travis Credit Union at **(800) 877-8328** during normal business hours.