



## Bill Pay FAQ

### **What is Bill Pay?**

Bill Pay is an online bill payment system that allows you to send an electronic or check remittance to a business or person within the United States.

### **Is there a fee to use Bill Pay?**

The optional Bill Pay Service is free to members with Online Banking services. Expedited payments may have an additional fee.

### **How do I add Bill Pay accounts?**

After you are enrolled, you can add accounts from the Pay a Bill tab on our Online Banking platform.

### **When will I be eligible for bill pay?**

Members with an active checking account are eligible for our Bill Pay service.

### **How far in advance should I set up a payment to ensure it is paid on time?**

Check payments should be scheduled at least 7 business days in advance of when you want the payment to actually be posted to the payee.

Electronic payments should be made in 1 business day as long as the payment is scheduled by 7:00 PM. The system will show members the receive date when the scheduling.

NOTE - You may want to set up a payment to yourself so you can see how the system works.

### **How do I know if a payee is electronic or check?**

When you are setting up a new payee, you must enter the payee name. This will automatically search to see if the payee accepts electronic payments.

If not, you will need to click + add, and add the Biller Name, address and account number exactly as it appears on the billing statement, this will automatically produce a check.

### **What if I do not have enough money in my account for the payments I have scheduled?**

For an electronic payment: the payment process starts at 7:00 PM CT, there is only ONE attempt. If there are not enough funds for an electronic payment it is canceled.

Check payments: do not verify funds. If a check is returned, it is up to the receiver to re-present, and they can only re-present one time.

### **Whom can I pay with Bill Payment?**

You can pay any individual, bank or business in the United States.

### **How many payees may I set up?**

There is no limit to the number of payees you can have.

### **Can I have multiple payments to the same payee on the same day?**

Yes, but your payments may be limited by your normal daily account limits.



**How late in the day can I enter, edit or delete payments?**

You may enter, edit, or delete payments before 7:00 PM (CT) on the day of the scheduled payment date.

**How do I cancel a bill payment?**

To cancel a bill payment you have scheduled, you must cancel the payment online before 7:00 p.m. (CT) on the scheduled payment date.

**What happens if I have a scheduled payment that falls over a weekend or holiday?**

Any new payments that are scheduled over the weekend or on a holiday will be processed on the next business day.

**Can I place stop payments for electric bill payments, or can I delete the electronic item once it has been submitted?**

No, once the electronic item is submitted, it will be processed. We cannot place a stop payment on electronic payments after the item has been processed.

**When will the money be taken out of my account?**

An electronic payment will be sent at 7 pm on the scheduled payment date. A payment sent via check will be debited from your account, **once** it is presented for payment.

**Will the memo field I fill out when setting up a payment be passed on to the payee?**

Yes, for check payments only.