



## FREQUENTLY ASKED QUESTIONS (FAQs)

### ONLINE BILL PAYER:

#### What do the Lightning Bolt and Envelope icons mean that appear next to my payees?

The lightning bolt icon indicates that your payment will be/has been sent electronically. The envelope icon indicates that your payment will be/has been sent as a paper check through the mail.

#### How do I set up an Electronic Payment for a new payee?

1. Login to your Online Banking account, click the Transactions tab, and then select Bill Pay from the drop-down.
2. Click the orange Add Payment button.
3. Make sure Electronic: Pay Bills Electronically is highlighted in teal at the top of the dialog box that appears.
4. Enter the account you wish to pay the bill from, the account number of the payee from your bill, the first line of the payment address from your bill, and the name of the payee.
5. The Bill Payer system will try to locate your entered payee information from its database and populate possible matches. Possible matches will appear below the payee name you have entered.
6. **Look for three checkmarks (Account Matches, Address Matches, and Name Matches) to indicate the Bill Payer system has found the match for your payment within its database.** Click the orange Select button next to the appropriate payee. **Note:** If you have verified that the information you have entered is correct, but do not see the matching payee, please use the Check by Mail option for that bill.
7. Click Next.
8. Schedule your payment by selecting the appropriate time frame of your payment (bi-weekly, monthly, one-time, etc.) from the top of the next dialog box.
9. Enter the date range for recurring payments, or the payment date for a one-time payment.
10. Click Next.
11. Enter the payment amount, and click the orange Add Payment button.
12. You will receive a message that your payment has been scheduled.

#### How do I set up a Check By Mail Payment for a new payee?

We will send your payments electronically whenever we can, but if the person or company you're paying doesn't accept electronic payments, we will print a check and mail it for you.

1. Login to your Online Banking account, click the Transactions tab, and then select Bill Pay from the drop-down.
2. Click the orange Add Payment button.
3. Make sure Check By Mail is highlighted in teal at the top of the dialog box that appears.
4. Enter the account you wish to pay the bill from, the account number of the payee from your bill, the payee name, and the payment address.
5. Click Next.

6. Schedule your payment by selecting the appropriate time frame of your payment (bi-weekly, monthly, one-time, etc.) from the top of the next dialog box.
7. Enter the date range for recurring payments, or the payment date for a one-time payment.
8. Click Next.
9. Enter the payment amount, and click the orange Add Payment button.
10. You will receive a message that your payment has been scheduled.
11. Please allow up to seven (7) business days for your payment to post.

**Where can I find my current payees?**

Once logged into your Online Banking account, you may find a list of your current Bill Payer payees by navigating to the Bill Pay page and then selecting the My Payees tab at the top.

**How do I send a one-time payment for an existing payee?**

Select the My Payees tab from the Bill Pay page to display a list of your current payees. Click the orange dollar sign icon in the Actions column next to the payee you wish to pay. Follow the step-by-step prompts, and click the orange Add Payment button to complete your payment.

**How do I set up a recurring payment for an existing payee?**

Select the My Payees tab from the Bill Pay page to display a list of your current payees. Click the orange calendar icon in the Actions column next to the payee you wish to pay. Follow the step-by-step prompts, and click the orange Add Payment button to complete your payment.

**How do I edit a payee?**

Select the My Payees tab from the Bill Pay page to display a list of your current payees. Click the orange edit icon (it looks like a box with a pencil) in the Actions column next to the payee you wish to edit. Make the appropriate changes and save.

**How do I delete a payee?**

Select the My Payees tab from the Bill Pay page to display a list of your current payees. Click the orange trash can icon in the Actions column next to the payee you wish to delete. Click the orange Yes button to confirm deletion.

**Where do I find a history of my payments?**

Select the History tab from the Bill Pay page to display a history of your payments. The history information will show whether a payment was sent electronically or as a paper check through the mail. Paper check payment information includes the check number and a date cleared.