

Bill Pay

User Guide *for Business*

Version 1.0



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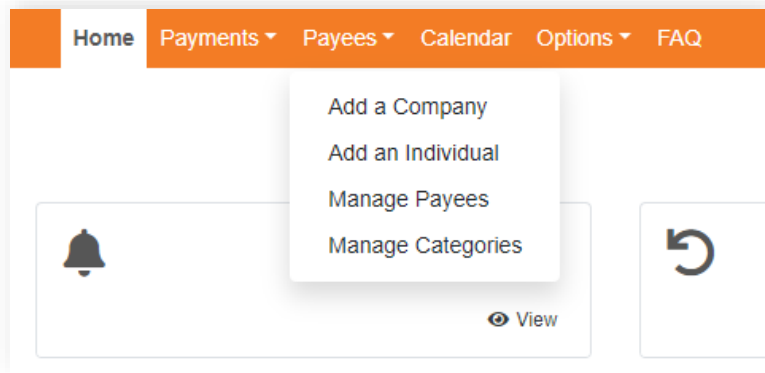
Overview

Bill Pay is a secure and efficient way to manage your payments. This service lets you schedule, review, and send payments directly from your account. With an easy-to-use interface and built-in safeguards, Bill Pay simplifies how you move money, giving you greater control and peace of mind.

Setting up a Payee

The first step to making a payment is to add a payee.

Go to the **Payees** tab and select **Add a Company** or **Add an Individual**.



To add a company, you will be required to input information that can be found on your most recent bill.

Add a company

Company details

Important information
Your payee's information is typically found on your most recent bill. In some cases, we may ask for additional information if the payee isn't listed in our database.

Payee name *

Account number *

No account number ?

Confirm account number *

Phone number * **Payee ZIP code ***

Account holder name *

[Next](#)

Adding an Individual

Allow the individual to provide his/her banking information

- For this option, you must provide:
 - The individual's email address
 - A one-time keyword of your choosing
- Share the keyword with the individual you wish to pay.
- The individual will receive an email with a secure site link. Using the keyword you provide; the individual can log in and provide his/her bank account information. That bank account information will be securely stored and never displayed to you.
- This is a one-time setup process. All future transactions to this individual will merely result in an email notification to the individual that you have made a deposit to the specified account.

Enter the individual's bank account information

- For this option, you must provide the recipient's:
 - Account number
 - Routing number
 - Bank account type
- To complete the setup process, you will need to enter a one-time activation code. The code will be sent to you immediately via the delivery method of your choice: phone, text message or email.

Mail a Check

With this option, you will need to provide the individual's full name and complete mailing address.

Add an individual

Select a method of payment

Electronic - Sending payments electronically is much more secure than a check in the mail, and it will arrive in as little as 2 business days.

Allow them to provide their banking information

I have the bank account information

Check - I prefer a check be mailed

Mail a check

All you need is their email address.

- You'll select a one-time keyword and share it with the person you are paying.
- We'll email a link to a secure server. They will log in using the keyword, then provide their bank account information for the deposit. Their account information will be securely stored and is never displayed to you.
- This is a one-time setup process. Any future payments to this person will generate an email notification letting them know you have made a deposit to their account.

Tell us about the individual

First name *	Last name *
<input type="text" value="First name"/>	<input type="text" value="Last name"/>
Nickname *	Phone number *
<input type="text" value="Nickname"/>	<input type="text" value="(xxx) xxx-xxxx"/>
Category	Default payment account *
<input style="border: none; border-bottom: 1px solid #ccc;" type="text" value="No Category"/> ▼	<input style="border: none; border-bottom: 1px solid #ccc;" type="text" value="Primary Checking"/> ▼

Payee's e-mail information Tell me more

Email address *

Confirm email address *

Create a security keyword Tell me more

Keyword *

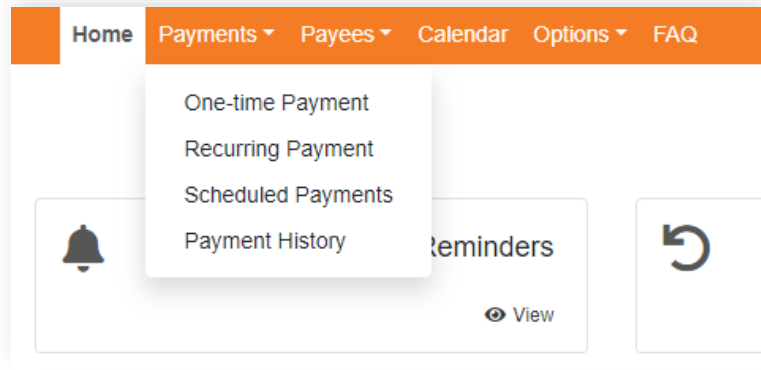
Confirm keyword *

Next

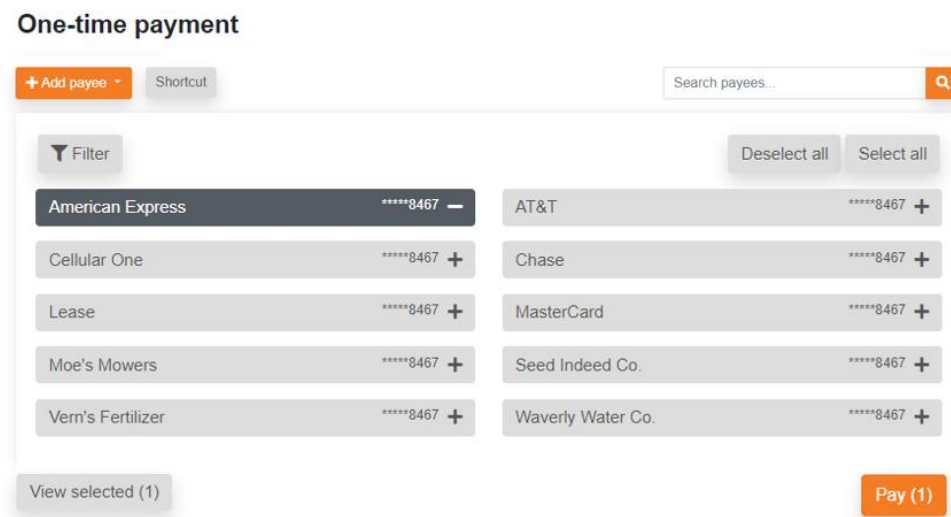
Making a Payment

Before you can make a payment, you must first add the person or company you wish to pay. To learn more, visit the 'Setting up a Payee' section.

Once you've added a payee, go to **Payments** and select **One-time Payment**, or **Recurring Payment**.



You can choose to make a **One-time Payment**.



You can choose to make a **Recurring Payment** for a Bill or for an Individual. This is a consistent payment that recurs on a regular basis, such as an insurance payment or an office lease.

Set up American Express recurring payment ×

Details

Name
American Express
Check
*****8467
Add comment

Pay from*
Primary Checking ▼

Amount*
\$

Series options / preferences

If the payment falls on a holiday or weekend?

Pay before
 Pay after

Frequency edit

Frequency*
Select a frequency ▼

Would you like this series to end?*

No

On this date 📅

After a set # of payments

Cancel
Review
Submit

By clicking submit, you authorize us to debit the indicated account for the amount of each payment.

Once you select the type of payment, choose a payee from your Payee List, or add a new payee.

Then select:

- Pay in the bottom right
- The account you want to pay from
- The amount of the payment
- The date of the payment

For recurring payments, you can also select the payment frequency and the series end date.

Resources

Resources are links to other User Guides and any other resources related to the topic of this guide.

- N/A

Feedback

This is a living document and is updated as needed. Please contact the credit union with your feedback.

To ensure that feedback is adequately addressed, please include:

- Document name and version
- Section name
- Suggested feedback