

Frequently Asked Questions

What is happening to the current Bill Pay system?

We are upgrading the current system in an effort to provide you with a richer online experience. The new Bill Pay will feature enhanced, one-click functionality with a user-friendly interface.

When will the change take place?

The new Bill Pay will be live on June 9, 2015. Payments you have scheduled to post will be paid as scheduled.

What should I do to prepare for the change?

We are committed to minimizing any inconvenience that may come with this upgrade. You may want to shorten any of your current payee account names that are longer than 25 characters, as they will be abbreviated in the new user interface.

It is best if you do not use the same nickname for multiple payees. In the new user interface, the nickname will be the default display for the payee. It will be easier for you to distinguish your accounts at a glance if your nicknames are specific. In addition, you will be able to click to view detailed account information, or change your nickname in the new user interface.

Will my scheduled payments be made?

If you have already scheduled payments, they will be made according to the pay dates you have set.

Will my account information change?

No. You will still be able to log in and see your account information as normal.

How much of a difference should I expect?

The core functionality of the systems is the same. You will be able to schedule payments, set up eBills and reminders, and view your payment history. The screens and menus, however, will be different.

As you can see from the example below, the new Bill Pay home page features easier navigation and more information at a glance from the "My Bills & People I Pay" page.

New Bill Pay home page:

The screenshot displays the new Bill Pay home page interface. It is divided into two main sections: 'My Bills & People I Pay' and 'My Payments'.

My Bills & People I Pay: This section features a search bar with the text 'Need to pay someone new? Enter person or business' and an 'Add' button. Below the search bar, there are two bill entries. The first entry is for 'ABC *3101' with a status of 'Waiting for next bill...' and a last payment of '\$12.59 on 10/31/14'. The second entry is for 'Administration *2383' with a status of 'Waiting for next bill...' and a last payment of '\$90.00 on 10/31/14'. Both entries include an 'Options' link and a status indicator (e.g., 'Will be scheduled when bill arrives' or 'Automatic payment will be scheduled soon').

My Payments: This section includes a search bar for 'Search payment history' and a 'Search' button. Below the search bar, there is a 'Scheduled payments' section with a 'Print' link. A table lists the scheduled payments:

Date	Payee	Amount	Action
11/12	Allied Waste 67	\$9.00	
12/17	AT&T - BellSouth	\$64.13	
12/23	AT&T - BellSouth	\$64.13	

You also will have more flexibility and control when making payments because the new Bill Pay allows you to click the "Pay" button for each individual payment. (See sample screen shot comparisons below.)

New:

The screenshot shows two payee tiles in a list. The first tile is for 'bharat' with the text 'Processing: \$3.00 on 11/10/14' and a link for 'Options'. It includes a text input for the amount (showing '\$0.00'), a date input (showing 'mm/dd/yy') with a calendar icon, and a 'Pay' button circled in red. The second tile is for 'car company' with the text '*2387' and 'Last paid: \$5.00 on 11/06/14', also with an 'Options' link, amount input (\$0.00), date input (mm/dd/yy), and a 'Pay' button.

Previous:

The screenshot shows a list of payees on the left, each with a status icon (DUE, BILL DUE, GET BILL) and a name. To the right of each name are two input fields for amount and date, and a calendar icon. At the bottom is a 'Make Payments' button. The entry for 'Test Bi *fiddi' is circled in red.

How do I make a payment in the new Bill Pay?

To make a payment in the new system, simply:

- Locate the payee you wish to pay and enter the dollar amount you want to pay.
- Enter the payment delivery date or click the calendar icon to display a calendar with available delivery dates in blue.
- Click on the "Pay" button to make the payment. A confirmation message will appear in the bottom half of the payee tile for your reference.

Are there differences with the login?

No. You will access Bill Pay the same as before, from Internet Banking using the same user name and password.

Will I need to reset my password?

No. Your password for Internet Banking will remain the same.

Will all payee information and history convert over?

Yes. All payees, pending payments, scheduled recurring payments, and your payment history will be available via the new user interface.

What is an eBill?

An eBill is an electronic version of your paper bill that you receive directly within FI_Name Bill Pay. An eBill allows you to conveniently view and pay a bill in one place, right from Bill Pay.

How do I know when my eBills are delivered?

Once you set up an eBill, you will automatically receive an email notification when your eBill arrives. There are also notifications on the “My Bills & People I Pay” page of the new Bill Pay to alert you of any eBills that need your attention. (See example below.)

NOV 14 View bill File	T-Mobile *2235 Last paid: \$5.00 on 03/20/14 Options	\$22.00	11/07/14		Pay
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Will my eBills automatically convert to the new Bill Pay system?

Yes. All available eBills will be displayed in the new user interface. You will have the opportunity to set up new eBills by clicking the “Get eBill” link that will appear next to any of your payees that accept eBills. (See screen shot example below.)

	car company *2387 Last paid: \$5.00 on 11/06/14 Options	\$0.00	mm/dd/yy		Pay
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How do I make sure my payee information converts to the new system?

Once the new user interface is live, simply review the list of payees on the “My Bills & People I Pay” page. To view additional details for each payee, click on the “Options” link below the payee name and select the “Account information” tab. (Note: Some addresses may appear as “On file.” This means that the address is automatically maintained and updated for you.)

Waiting for next bill...	ABC *3101 Last paid: \$12.59 on 10/31/14 Close Options History	Will be scheduled when bill arrives Add
Your Bill (eBill)	Your Account	Account number: ****3101
Next due reminder		Confirm account number: <input type="text"/>
Automatic payment		Category (optional): Household
Expedited payment	T-Mobile	Nickname (optional): ABC
Account Information		Address: The address is on file .
Not paying this anymore?	<input type="button" value="Save"/> Don't make changes	Questions?
Delete it <input type="button" value="HIDE"/> Hide it		

▲ close ▲

How do I make sure a payment has been made?

To view payments that have been made review the list of “Scheduled payments”, “In-process payments”, or “Recently processed payments” on the right hand side of the “My Bills & People I Pay” page. You can click on the “View payment history” link to view additional detail.

The screenshot shows the 'My Bills & People I Pay' interface. On the right side, the 'My Payments' section is circled in red. It includes a search bar for payment history and a table of scheduled payments.

Date	Payee	Amount	Action
11/12	Allied Waste 67	\$9.00	✎ ✕
12/17	AT&T - BellSouth	\$64.13	✎ ✕
12/23	AT&T - BellSouth	\$64.13	✎ ✕

How does my account information appear in the new user interface?

The new user interface is meant to be easy to use and intuitive. Nicknames and the last four digits of the account number will appear on the home page instead of the payee name. If you have not indicated a nickname in the previous system, the payee name will be the default. Make sure your nicknames are unique and specific and you will be able to easily scan, review and pay bills.

The screenshot shows the 'My Bills & People I Pay' interface. The payee name 'Administration *2383' in the list is circled in red.

How do I change a nickname in the new user interface?

To change a payee nickname click on the “Options” link below the payee name. Then click on the “Account Information” tab. Next, enter a new nickname, and save your changes. (See a screenshot below).

Waiting for next bill... **ABC *3101** Will be scheduled when bill arrives | [Add](#)
Last paid: \$12.59 on 10/31/14
[Close Options](#) | [History](#)

Your Bill (eBill)	Your Account	Account number	<input type="text" value="****3101"/>
Next due reminder		Confirm account number	<input type="text"/>
Automatic payment		Category (optional)	Household <input type="button" value="v"/>
Expedited payment	T-Mobile	Nickname (optional)	<input type="text" value="ABC"/>
Account Information		Address	The address is on file .

[Don't make changes](#) [Questions?](#)

Not paying this anymore?
 [Delete it](#) | [Hide it](#)

close

Who do I contact if I have more questions?
Please contact us at 207-442-8711.