

FAQ's frequently asked Questions

- Does Bill pay have a daily limit?

Yes, the daily limit is \$25,000.00 per day. This can be increased with officer approval. We need an email from the officer stating the funding account number, the amount we can increase it to and how long we can have it increased. For example, is it a onetime increase for a bill or is it a bill they will be paying every month. You will do this under the change customer detail, click here for those steps.

- How can a customer change the account they want to pay their bill through our bill pay?

The customer needs to go into their bill pay, and on the right side (in the box) select the fourth circle at the top. They should then select FUNDING ACCOUNTS, and from there they would be given the option of which account they would like to pick.

- Why can I not send a Bill Payment to a PO Box?

You can send a Bill Pay item to a PO Box, however, you cannot overnight the item. If the customer is receiving this error, they have likely selected the 'overnight' option. The reason we cannot overnight a check to a PO Box is because someone needs to verify the check and there is no-one to verify the check at a PO Box.

- Can all Business Accounts have Bill Pay?

No, Business Basic and Business Interest accounts cannot have Bill Pay.

- How can we correct an "On File" payee address in Bill Pay?

A payee has an incorrect address listed as "on file" in bill pay. The customer already spoke with the company who gave her the correct address. How can we get this changed?

- Will Bill Pay send out reminders to customers prior to sending out a payment?

For Recurring payments, it does not send a reminder prior to only the confirmation email after it is scheduled. They would have to set a reminder on there as well to get a reminder before it goes out

- Can you do a Stop Payment on a Bill Pay Item

You cannot do a Stop Payment on a Bill Pay Item if it is an ACH (electronic Payment). When you open our Bill Pay tool, you will see the transaction listed as 'Electronic' or 'Check' always verify that the payment has been fully processed, as sometimes check payments may be converted to an ACH right before being sent. Once the check has been sent you will see it marked as 'paid'.

If it is a check that has been issued, but that the company has never received, and you can see that it is listed as 'paid' in Bill Pay. Always verify the address and account information. If that information is correct you may place a Stop Payment on the check and waive the fee (You write Bill Pay in the fee area) . If the customer entered the information incorrectly, you may place the Stop payment on the CHECK, but we will not waive the fee. Once again, we do not place stop payments on Electronic Bill Pay Items.