

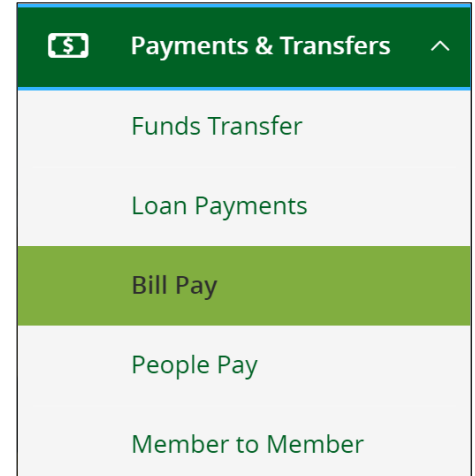
Bill Pay



Our upgraded online Bill Pay has a new look and added features. Here's what you'll need to know to use Bill Pay after our upgrade.

Enrollment Process

- 1) To enroll in Bill Pay as a new user, select Bill Pay from the sidebar menu on your Online Banking home page beneath Payments & Transfers.
- 2) Complete the enrollment form (below). Once you have read the terms and conditions, check **Yes, I accept the terms & conditions**.
- 3) Select **Accept & Submit** to begin using Bill Pay.



Get started with Online Bill Pay

* Required field

Personal information

First name *

Last name *

Email address *

Create an account

User ID *

Temporary password *

Re-enter password *

Account information

Account number *

☐ Yes, I accept the terms & conditions

Need help getting started?

[Chat Now](#) 888-888-3888

Benefits

Sign up for Online Bill Pay and take the next step in online banking. This safe and secure service allows you to:

- Pay bills online with instant access anytime, anywhere without the expense of stamps.
- Schedule one-time or recurring payments and never worry about missing a bill.
- Protect against check fraud making electronic payments and avoiding unsecured mail.

[Learn more](#) [View demo](#)

Payments

You can view and manage your bill pay account by using various features of the **Payments** tab.

Payments

Welcome Web Demo | demoaccount@hoosierhills.com | Last login: 11:53 AM on 01/20/2020 | Log out | Messages (1) | Chat Now | View demo

Attention required

Payments

Schedule

+ Payee

Display Category Payee name or nickname Search

Pay to	Pay from	Amount	Payment date	Actions
<input checked="" type="checkbox"/> American Express *3456				
AMERICAN EXPRESS Electronic	Primary Chec.*5676	\$ 0.00	01/27/2020 Deliver by: 01/29/2020	Pay Push delivery Make it recurring Add comment
<input checked="" type="checkbox"/> Car Loan *8467				
G M A C Electronic	Primary Chec.*5676	\$ 0.00	01/27/2020 Deliver by: 01/29/2020	Pay Push delivery Make it recurring Add comment
Totals				
Hobby Account		\$0.00		
Primary Checking		\$0.00		
Secondary Checking		\$0.00		
Payment total		\$0.00		

Review all Pay all

[View pending transactions](#) | [View history](#)

Pending

Processing in next 45 days | [View more](#)

Payee	Amount	Date	Actions
American Express	\$1,000.00	01/27/2020	Edit
Fred Andrew Nelson	\$50.00	01/29/2020	Edit
Red Cross	\$500.00	01/29/2020	Edit
Total:		\$1,550.00	

History

Processed in last 45 days | [View more](#)

Payee	Amount	Date	Actions
Christmas Account	\$200.00	01/27/2020	View
Day Care	\$500.00	01/27/2020	View
Mortgage	\$1,200.00	01/27/2020	View
Cellular One	\$75.00	01/21/2020	View
Phone	\$50.00	12/30/2019	View
Total:		\$2,025.00	

Add a Payee

To add a Payee, choose the **+ Payee** (Add Payee) button under the Payments tab.

You can choose to add a payee by type, or from a list of frequently used payees based on your location or payees added by users within Hoosier Hills.

Add payee

I need to:

☒ Pay a company (e.g. credit card, utilities or cable)

☐ Pay a person (e.g. friend or relative)

Search or select from frequently used payees:

Search Payee Add

- ☐ AMERICAN EXPRESS
- ☐ CAPITAL ONE
- ☐ CHASE MASTERCARD AND VISA
- ☐ CITI CARDS
- ☐ COLUMBIA GAS OF KENTUCKY
- ☐ DISCOVER CARD
- ☐ G E MONEY BANK
- ☐ KENTUCKY UTILITIES COMPANY
- ☐ LOWES
- ☐ U S BANK ELAN FINANCIAL SERVICES BUSINESS CARD

Back Next

Pay a Company

When adding a company, the subscriber enters information from their statement. Bill Pay attempts to locate a payee match based on that information.

Add payee

Who are you trying to pay?

* Required field

Payee name *

Credit Card Company

Payee account number *

9999999999999999

Confirm account number *

9999999999999999

Payee zip code *

65708-4567

Back

Next

A newly added payee is placed at the top of the payee list with a new indicator for the remainder of the bill pay session.

Pay to	Pay from	Amount	Payment date	Actions
<div><div><div><div><div>☐ Credit Card Company *9999</div><div>CREDIT CARD COMPANY</div><div><div>Electronic</div><div>New</div></div></div></div></div></div>	<div>Primary Chec...*5676 ▾</div>	<div>\$ 0.00</div>	<div>01/30/2020 </div> <div>Deliver by: 02/03/2020</div>	<div><div>Pay</div><div>Make it recurring Add memo/comment</div></div>

Pay a Person

When adding a company, the subscriber enters information from their statement. Bill Pay attempts to locate a payee match based on that information.

Click Pay a person to view the options:

- 1) **Direct Deposit** (Electronic)
 - a. The subscriber provides the recipient's account information.
- 2) **Check**
 - a. A check is mailed to the recipient.

Add payee

I need to:

☐ Pay a company (e.g. credit card, utilities or cable)

☒ Pay a person (e.g. friend or relative)

Send the money by:

☒ Direct deposit (Electronic)
Requires routing and account number; paid within 1-2 business days.

☐ Check
Mailed and paid within 5-7 business days.

Direct Deposit

You can add a person to receive ACH deposits if you have their direct account information.

Who are you paying?

* Required field

Payee first name *

Jane

Payee last name *

Doe

Payee phone number *

(555) 555 - 6789

Payee account number *

123456

Confirm account number *

123456

Payee routing number *

33333333

Confirm routing number *

33333333

Payee account type *

Checking

Payee nickname *

Jane

Default pay from *

Primary Checking

Category

Unassigned

[Add new category](#)

Back

Next

Mail a Check

You must enter the payee's information in the appropriate fields.

Who are you paying?

* Required field

Payee first name *

Jane

Payee last name *

Doe

Payee phone number *

(555) 555 - 6789

Payee address *

663 W. Highway 60

Payee city *

Monett

Payee state *

MO

Payee zip code *

65708 -

Payee account number

888888

Confirm account number

888888

Payee nickname *

Jane

Default pay from *

Primary Checking

Category

Unassigned

[Add new category](#)

Back

Next

Select or Search a Frequently Used Payee

You can also select a payee from the list or search for a payee. When adding a company, enter information from your statement from that company. Bill Pay attempts to locate a payee match based on the account number format. If a match is located, the payee is successfully added. If a match is not located, additional information is required to complete process.

Add payee

Account Number Instructions

Please check your bill and enter the number starting with 37

Set up popular payee

* Required field

AMERICAN EXPRESS

Payee account number *

Confirm account number *

Back

Submit

Payee Display Options

This feature changes the way you view your payees. Payees are listed in alphabetical order with the option to schedule payments, but you can view specific payees by choosing one of the following display options:

- All - Displays a full list of your payees.
- Last 30 Days - Displays payees that have had a payment within the last 30 days.
- eBills - Displays payees enabled for eBill.
- Company - Displays payees added as a company.
- Individuals - Displays payees added as a person.
- Inactive - Displays payees added in the last 28 days where no payments were scheduled, or payees that have not been paid in the last 181 days.
- Hidden - Displays payees that you have chosen to hide.
- Search Your Payees - Allows you to search for your payees by the payee's full name, partial name, or nickname.

Payments

Payees

Pay a person

Transfers

GiftPay

Calendar

My account

Help

Welcome Web Demo | demoaccount@ncaymbills.com | Last login: 11:53 AM on 01/20/2020 | [Log out](#)
[Messages \(1\)](#) | [Chat Now](#) | [View demo](#)

Attention required

Payments

Schedule

+ Payee

Display

All

 Category

Payee name or nickname Search

Pay from Amount Payment date Actions

Primary Chec. *5676 \$ 0.00 01/27/2020

Pay

Rush delivery

Make it recurring

Add comment

Pending

Processing in next 45 days | [View more](#)

Payee

American Express \$1,000.00 01/27/2020 [Edit](#)

Fred Andrew Nelson \$50.00 01/29/2020 [Edit](#)

Red Cross \$500.00 01/29/2020 [Edit](#)

Total: \$1,550.00

History

Hide/Show a Payee

You can hide a payee by clicking the minus icon to the left of the payee's name on the Payments tab.

- The payee remains hidden until you choose to show them.
- Scheduled payments and reminders are not affected by hiding the payee.

The screenshot shows the 'Day Care' payee interface. At the top left, there is a minus icon in a red box next to the payee name 'Day Care *6789'. Below the name, it says 'Day Care' and 'Last paid: \$500.00 on 01/30/2020'. There is a 'Check' button. To the right, there is a dropdown menu showing 'Primary Chec... *5676', a text box with '\$ 0.00', and a date field with '01/30/2020' and a calendar icon. Below the date field, it says 'Deliver by: 02/05/2020'. There is a 'Pay' button, a 'Rush delivery' link, and a 'Make it recurring' link. A blue notice box at the bottom states: 'Day Care is now hidden and will not appear on the payments page. To display Day Care on the payments page again, use the "Hidden" link in the "Display" options to access your payee and click "Show payee" icon.'

To show a hidden payee, navigate to the Payments tab, click the Display drop-down, then select Hidden. Clicking the plus icon to the left of the appropriate payee's name returns the payee to all other display views.

The screenshot shows the 'Day Care' payee interface with the 'Display' dropdown menu open. The menu options are: All, Last 30 days, eBills, Company, Individuals, Inactive, and Hidden (which is highlighted with a red box). The main interface shows the same payee information as before, but the minus icon is now a plus icon. A blue notice box at the bottom states: 'Day Care will now be listed on the payments page'.

Scheduling Payments

You can schedule one-time, rush, or recurring payments. To make a one-time payment:

- 1) Select a Pay from account
- 2) Type in the amount
- 3) Choose a payment date
 - a. Select the calendar to see a Calendar view of payment dates. (Shown Right)
 - b. **NOTE** The first available payment date is prefilled.

The screenshot shows the payment scheduling interface. At the top, there is a date field with '01/29/2020' and a 'Pay' button. Below the 'Pay' button, there is a dropdown menu showing 'American Expr' and a text box with '\$1,000.00'. A 'Payment cutoff time: 4:00 PM ET' is displayed. Below this, there is a calendar view for January 2020 and February 2020. The calendar shows dates from 1 to 31. The date '29' is highlighted in blue. Below the calendar, there is a 'Process date: 01/29/2020' and a 'Deliver by: 01/31/2020' (Est. date payee will receive payment). There is a 'Close' button and a 'Payee' dropdown menu.

- | Pay to | Pay from | Amount | Payment date | Actions |
|--------------------------------|-----------------------|-----------|---|--|
| [-] American Express *3456 | | | | |
| AMERICAN EXPRESS
Electronic | Primary Chec..*5676 ▼ | \$ 135.00 | 01/29/2020 📅
Deliver by:
01/31/2020 | <button>Pay</button>
<a>Rush delivery
<a>Make it recurring
<a>Add comment |
| [-] Car Loan *8467 | | | | |
| GMAC
Electronic | Primary Chec..*5676 ▼ | \$ 625.35 | 01/29/2020 📅
Deliver by:
01/31/2020 | <button>Pay</button>
<a>Rush delivery
<a>Make it recurring
<a>Add comment |
| [-] Cellular One *5555 | | | | |
| | | | | |
| Totals | | | | |
| Hobby Account | \$0.00 | | | |
| Primary Checking | \$760.35 | | | |
| Secondary Checking | \$0.00 | | | |
| Payment total | \$760.35 | | | |

Review allPay all

Make a payment

Review

▼ American Express ^{*3456}

\$135.00

01/31/2020
Estimated delivery

Payment type

Electronic

Pay with

Primary Checking ^{*5676}

Send on

01/29/2020

Total: \$135.00

Edit

Submit

Make a payment

Payment Scheduled

▼ American Express ^{*3456}

\$135.00

01/31/2020
Estimated delivery

Payment method

Electronic

Pay with

Primary Checking ^{*5676}

Send on

01/29/2020

Confirmation #

26

Total: \$135.00

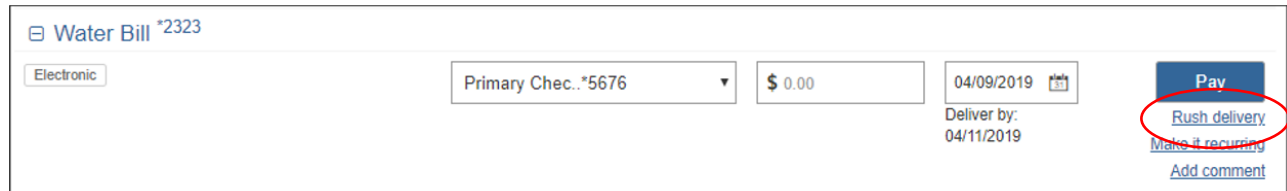
Close

Rush Payments

Rush Delivery guarantees the payment is delivered within one or two business days.

- Please note: Not all payees accept Rush Delivery payments. Rush Delivery only appears when available for the payee.

Click Rush Delivery.



Water Bill *2323

Electronic

Primary Chec..*5676

\$ 0.00

04/09/2019

Deliver by:
04/11/2019

Pay

[Rush delivery](#)

[Make it recurring](#)

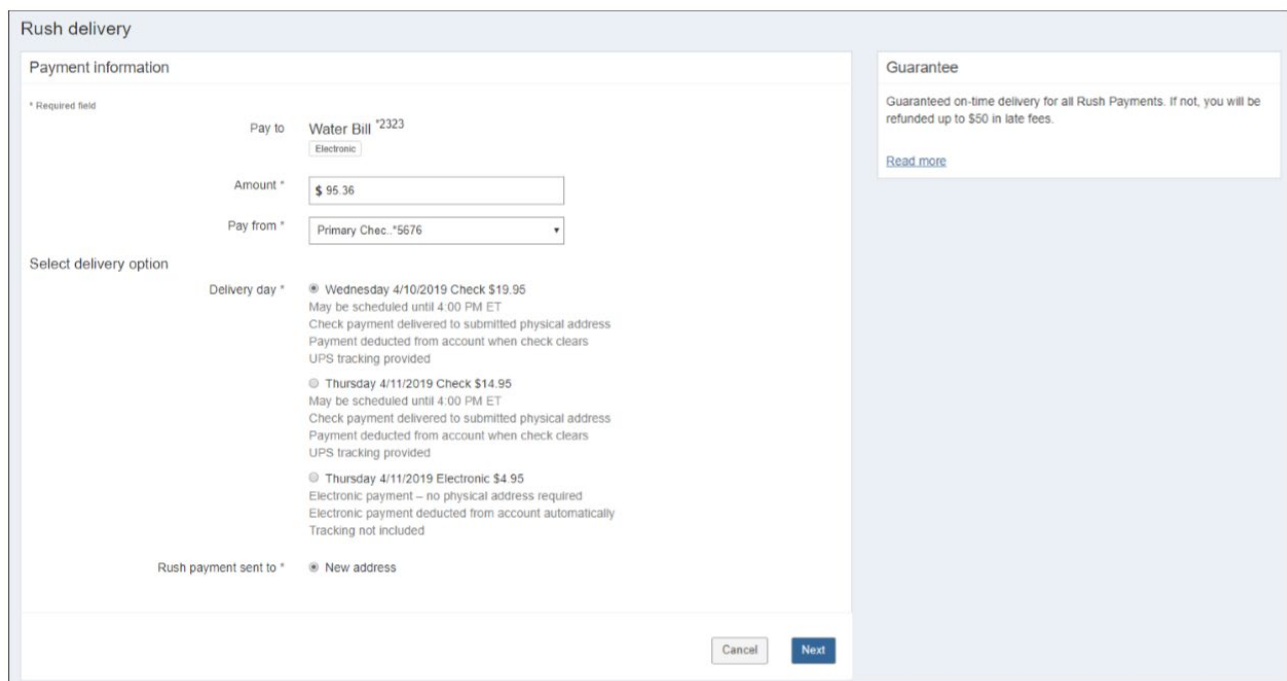
[Add comment](#)

There are three types of rush payments:

- 1) \$19.95 (Draft Check) – Next business day
- 2) \$14.95 (Draft Check) – Second business day
- 3) \$4.95 (Electronic) – Second business day

These payments are guaranteed to be delivered by the specified date. If not, you may be refunded up to \$50 in late fees.

On the Rush Delivery page, enter the amount and select a pay from account, then click Next.



Rush delivery

Payment information

* Required field

Pay to: Water Bill *2323

Electronic

Amount: \$ 95.36

Pay from: Primary Chec..*5676

Select delivery option

Delivery day *

- ☒ Wednesday 4/10/2019 Check \$19.95
May be scheduled until 4:00 PM ET
Check payment delivered to submitted physical address
Payment deducted from account when check clears
UPS tracking provided
- ☐ Thursday 4/11/2019 Check \$14.95
May be scheduled until 4:00 PM ET
Check payment delivered to submitted physical address
Payment deducted from account when check clears
UPS tracking provided
- ☐ Thursday 4/11/2019 Electronic \$4.95
Electronic payment – no physical address required
Electronic payment deducted from account automatically
Tracking not included

Rush payment sent to * ☒ New address

Cancel Next

Guarantee

Guaranteed on-time delivery for all Rush Payments. If not, you will be refunded up to \$50 in late fees.

[Read more](#)

On the next page, enter in a physical street address and phone number for the payee, then click Next.

Rush delivery

Warning!

Delivery fees will not be refunded for an invalid or incorrect payee address.

New address

* Required field

Please provide a physical street address for Water Bill. Rush delivery not available to Post Office Boxes. Rush Payments may need to be sent to another address than appears on your regular billing statement.

Pay to

Water Bill *2323

Electronic

Payee phone number *

(866) - 555 - 4575

Payee address *

663 W. Highway 60

Payee city *

Monett

Payee state *

MO

Payee zip code *

65708 -

Back

Next

Processing Fees & Funds

- **Check Rush Payments (Draft Checks):** Fee is debited on the process date and the funds are released from your account when the payee cashes the check.
- **Electronic Rush Payments:** Fee and funds for the payment appear as two separate debits on your account on the process date.

You must agree to the Fee Debit Authorization to schedule the rush payment. If you agree, click Accept & Submit.

Rush delivery

Review payment information

Pay to

Water Bill *2323

Electronic

Pay from

Primary Checking

Amount

95.36

Payee phone number

866-555-4575

Rush payment fee

\$19.95

New delivery date

4/10/2019

Payment sent to

663 W. Highway 60
Monett, MO 65708

Fee Debit Authorization

We agree to deliver your payment to the payee on the business day following the current process day. The posting of your payment will be dependent on the payee's processing procedures.

By completing this expedited payment request, you are also agreeing to accept the fee associated with the service. This fee will be separate from the expedited transaction and will be charged directly to your current bill pay account.

Back

Accept & Submit

You will receive a notification at the top of the page confirming your rush payment.

Rush delivery

✓ Rush payment confirmed

Payment information

Print

Pay to

Water Bill *2323

Electronic

Pay from

Primary Checking

Amount

95.36

Payee phone number

866-555-4575

Rush payment fee

\$19.95

New delivery date

4/10/2019

Payment sent to

663 W. Highway 60
Monett, MO 65708

Additional items

Conf. #28
Delivery: Rushed

Return to payments

Recurring Payments

You can set payments to be paid automatically on the frequency of your choice by clicking **Make It Recurring**.

Car Loan *8467

Electronic

Primary Chec...*5676

\$ 0.00

09/24/2019

Deliver by:
09/26/2019

Pay

Rush delivery

Make it recurring

Add comment

This will bring you to the Recurring Payment screen. Recurring frequencies include:

- Weekly
- Every other week
- Every four weeks
- Monthly (default selection)
- Every other month
- Twice monthly
- Every three months
- Every six months
- Annually

Complete the form and click Submit.

Recurring payment

To schedule your payment automatically, select your preferences below.

* Required field

Pay to

Car Loan *8467

Electronic

Pay from *

Primary Chec..*5676

Amount *

\$ 0.00

Frequency *

Monthly

On *

Last Business Day

Select first payment date *

Mon, Sep 30, 2019

Process date: 09/27/2019

Deliver by: 09/30/2019 (Estimated date payee will receive payment)

If the payment falls on a holiday or weekend, what would you like to do? *

☒ Pay before

☐ Pay after

Will this payment series end? *

☐ Yes

☒ No

Payment cutoff time: 4:00 PM ET

Cancel

Submit

NOTE *If you set an end date for a recurring series or set the series to end after a specific number of payments, you can choose to receive alerts when there is one payment remaining in the series.*

You will have the opportunity to review your recurring payment options. If the information on the screen is correct, click Submit.

Recurring payment

Review your payment series

Pay to

Car Loan *8467

Electronic

Pay from

Primary Chec..*5676

Amount

\$291.65

First payment date

Mon, Sep 30, 2019

Additional items

Frequency: Monthly on the Last Business Day

Back

Submit

Finally, you will have a confirmation page letting you know that your recurring payment series was successfully scheduled.

Recurring payment

✓ Success!

Payment series scheduled

Payment information

Print

Pav to Car Loan*8467

A recurring indicator appears by a payee's name when a recurring series is scheduled.

Car Loan *8467

Electronic

Recurring

Primary Chec..*5676

\$ 0.00

09/24/2019

Deliver by:
09/26/2019

Pay

[Rush delivery](#)
[Edit recurring](#)
[Add comment](#)

Manage a Payee

Your payees are listed on the Payments tab. **You can manage specific payees by clicking the payee's name.**

Pay to	Pay from	Amount	Payment date	Actions
<div>Car Loan *8467</div> <div>CREDIT CARD COMPANY</div> <div><div>Electronic</div><div>New</div></div>	Primary Chec..*5676	\$ 0.00	01/30/2020 Deliver by: 02/03/2020	<div>Pay</div> <div>Make it recurring Add memo/comment</div>

This action shows the payee's name and last four digits of their account number. You can then take further actions.

Payee details

Car Loan *8467

G M A C | [Edit payee](#)

Schedule a payment

Pay to

Amount

Payment date

Car Loan *8467

\$ 0.00

01/31/2020

Deliver by: 02/04/2020

Pay

Pay from: Primary Chec..*5676 | [Comment](#) | [Pay rush](#) | [Pay recurring](#)

Reminders

Delivery method

Reminder date

Frequency

Actions

There are no scheduled reminders. [Add reminder](#)

Recent activity

Pay to

Pay from

Amount

Process date

Deliver by

Additional items

No payments found

[Return to payments](#)

Edit a Payee

Beneath the Payee name, you will see an **Edit Payee** link. This allows a you to change the payee account information, assign the payee to a category, or delete the payee.

The screenshot shows the 'Payee details' section. At the top, it displays 'Car Loan *8467' and 'G M A C'. Below this, there is a link 'Edit payee' which is circled in red. Underneath, the 'Schedule a payment' section is visible, showing a table with columns for 'Pay to', 'Amount', and 'Payment date'. The 'Pay to' column shows 'Car Loan *8467' and 'G M A C' with an 'Electronic' button. The 'Amount' column shows '\$ 0.00'. The 'Payment date' column shows '01/31/2020' and 'Deliver by: 02/04/2020'. A 'Pay' button is on the right. At the bottom, there are links for 'Pay from: Primary Chec... *5676', 'Comment', 'Pay rush', and 'Pay recurring'.

Make changes to the payee account information or choose from the category drop-down menu to assign this payee to a category. Click Submit to save any changes. If **I would like to delete this payee** is selected, clicking Submit will delete the payee.

The screenshot shows the 'Edit payee' form. It includes fields for 'Payee name' (G M A C), 'Payee phone number' (800-555-1246), 'Payee nickname *' (Car Loan), 'Payee account number *' (*8467), 'Default pay from *' (Primary Checking), 'Category' (Loans), and 'Name on bill' (Web Demo). There is a link 'Add new category' below the category dropdown. At the bottom, there is a checkbox labeled 'I would like to delete this payee' which is circled in red. The form also has 'Cancel' and 'Submit' buttons.

Schedule a Payment

The Schedule a Payment Section allows you to schedule single, rush, or recurring payments. (See Rush Payments or Recurring Payments sections for more information.)

The screenshot shows the 'Schedule a payment' section. It displays a table with columns for 'Pay to', 'Amount', and 'Payment date'. The 'Pay to' column shows 'Car Loan *8467' and 'G M A C' with an 'Electronic' button. The 'Amount' column shows '\$ 0.00'. The 'Payment date' column shows '01/31/2020' and 'Deliver by: 02/04/2020'. A 'Pay' button is on the right. At the bottom, there are links for 'Pay from: Primary Chec... *5676', 'Comment', 'Pay rush', and 'Pay recurring'.

Pending Payments

This feature allows you to view payments scheduled to process in the next 45 days. You can also take further actions, such as editing or stopping a payment.

To access pending payments, select View Pending Transactions beneath your payees.

The screenshot shows the 'Payments' page with a green navigation bar. The 'Schedule' section is active, displaying a table of scheduled payments. At the bottom of the 'Schedule' section, the link 'View pending transactions' is circled in red. The 'Pending' section on the right shows payments processing in the next 45 days. The 'History' section shows payments processed in the last 45 days.

Pay to	Pay from	Amount	Payment date	Actions
American Express *3456	Primary Chec.*5676	\$ 0.00	01/27/2020	Pay
Car Loan *8467	Primary Chec.*5676	\$ 0.00	01/27/2020	Pay

Totals

Hobby Account	\$0.00
Primary Checking	\$0.00
Secondary Checking	\$0.00
Payment total	\$0.00

View pending transactions | View history

To view pending transactions from the Payee Details page, select **View pending** from the Schedule a payment section.

The screenshot shows the 'Schedule a payment' form. The 'View pending' link is circled in red. The form displays a payment to 'Car Loan *8467' for \$0.00, scheduled for 01/31/2020. The 'Pay from' section shows 'Primary Chec.*5676'.

Pay to: Car Loan *8467

Amount: \$ 0.00

Payment date: 01/31/2020

Pay from: Primary Chec.*5676

View pending

Edit a Payment

This action allows you to **edit a payment**. You can:

- Edit a pay-from account.
- Edit an amount.
- Edit a payment date.
- Stop a payment.
- Edit a recurring series.

Pending payments

Transactions

Category

Payees

Date range

Start date

End date

Search

Pay to	Pay from	Amount	Process date	Deliver by	Additional items
ABC Credit *3456 <div>Electronic</div>	Primary Checking *5676	\$125.63	4/9/2019	4/11/2019	Conf. #26 Frequency: One time Delivery: Standard Status: Scheduled <div>Edit</div> <div>Rush delivery</div>
Car Loan *8467 <div>Electronic</div>	Primary Checking *5676	\$291.85	4/9/2019	4/11/2019	Conf. #27 Frequency: One time Delivery: Standard Status: Scheduled <div>Edit</div> <div>Rush delivery</div>
Suzy at College *2345 <div>Electronic</div>	Primary Checking *5676	\$75.00	4/9/2019	4/11/2019	Conf. #30 Frequency: One time Delivery: Standard Status: Pending <div>Edit</div>
Car Loan *8467 <div>Electronic</div> <div>Recurring</div>	Primary Checking *5676	\$291.85	5/6/2019	5/8/2019	Conf. #29 Frequency: Monthly Delivery: Standard Status: Scheduled <div>Edit</div>
Primary Checking		\$784.33			
Payment total		\$784.33			

[View history](#)

Return to payments

Editing a Single Payment allows you to choose a different Pay from account, amount, or payment date. You can also add a comment to the payment and **Stop the payment**. To stop the payment, check I would like to stop this payment and click Submit.

Edit payment

* Required field

Pay to

ABC Credit *3456

Electronic

Pay from *

Primary Chec. *5676

Confirmation

26

Amount *

\$ 125.63

Payment date *

04/09/2019

Deliver by: 04/11/2019

Comment

(Maximum characters: 1000) You have 1000 characters left. Comments are for personal use and will not be seen by the payee

☐ I would like to stop this payment

Cancel

Submit

When editing a recurring payment, you can choose to skip or edit a single payment or edit the entire series.

Edit recurring payment

To schedule your payment automatically, select your preferences below.

* Required field

Pay to

Car Loan^{*8467}

Electronic

Pay from

Primary Checking

Amount

\$ 291.85

Payment date

5/8/2019

Additional items

Confirmation #: 29
Process date: 5/6/2019
Delivery: Standard
Series start: 5/6/2019

What would you like to do? *

☐ Skip this payment scheduled on

5/6/2019

☐ Edit single occurrence scheduled on

5/6/2019

☐ Edit entire series

Cancel

Continue

Editing a Single Occurrence of a Payment: (note the notification at the top of the screen reminding you that you are editing only one occurrence of this payment series.)

Edit recurring payment

i

Please note

You are editing a single occurrence within a recurring payment series. To edit the entire payment series, [click here](#).

Edit single occurrence

* Required field

Pay to

Car Loan^{*8467}

Electronic

Pay from *

Primary Chec. ^{*5676}

Amount *

\$ 291.85

Frequency

Monthly

Process date *

This date is original to be removed: 5/6/2019

05/06/2019

Comment

(Maximum characters: 1000) You have 1000 characters left. Comments are for personal use and will not be seen by the payee

Cancel

Submit

Editing an Entire Payment Series:

Edit recurring payment

Edit entire series

* Required field

Pay to

Car Loan^{*8467}

Electronic

Series start: 5/6/2019

Pay from *

Primary Chec. ^{*5676}

Amount *

\$ 291.85

Frequency *

Monthly on the 6th

If the payment falls on a holiday or weekend, what would you like to do? *

☒ Pay before ☐ Pay after

Will this payment series end? *

☐ Yes ☒ No

☐ I would like to stop this payment

Cancel

Submit

This feature allows you to view transactions processed in the last 45 days. You can also take further actions, such as viewing their payment timeline. Payment history is stored for 18 months. To access payment history, select **View History** beneath your payees.

Payment history						
Transactions ▾	Category ▾	Payees ▾	Status ▾	Date range Start date End date Search		
Pay to ▾	Pay from ▾	Amount ▾	Process date ▾	Deliver by ▾	Additional items ▾	
Day Care* ⁶⁷⁸⁹ Electronic	Primary Checking* ⁵⁶⁷⁶	\$500.00	4/9/2019	4/10/2019	Conf: #13 Check number: 12 Frequency: One time Delivery: NextBusinessDay Status: Paid Details: View	
Mortgage* ²³⁴⁵ Electronic	Secondary Checking* ⁷⁶⁰¹	\$1200.00	4/8/2019	4/10/2019	Conf: #24 Frequency: One time Delivery: Standard Status: Processed Details: View	
Holiday Account* ²³⁴⁵ Electronic	Primary Checking* ⁵⁶⁷⁶	\$200.00	4/8/2019	4/10/2019	Conf: #8 Frequency: One time Delivery: Standard Status: Processed Details: View	
Cell Phone* ⁵⁵⁵⁵ Electronic	Secondary Checking* ⁷⁶⁰¹	\$75.00	4/2/2019	4/4/2019	Conf: #17 Frequency: One time Delivery: Standard Status: Paid Details: View	
Phone* ⁶⁶⁶⁶ Check	Secondary Checking* ⁷⁶⁰¹	\$50.00	3/12/2019	3/18/2019	Conf: #25 Check number: 12 Frequency: One time Delivery: Standard Status: Paid Details: View	

My Account

You can manage your Bill Pay account through the My Account section.

Personal Information

In this section, you can update your contact information (please call Hoosier Hills to update your contact information with us, as this feature will only update your Bill Pay contact information), add a secondary user, and provide Bill Pay (iPay Solutions) with a mobile phone number and provider to enable text message alerts.

The screenshot shows the 'My account' section of a web application. The top navigation bar includes 'Payments', 'Payees', 'Pay a person', 'Calendar', 'My account', and 'Help'. The 'My account' section is active. Below the navigation bar, there are three main cards: 'Pay from accounts', 'Personal information', and 'Notifications'. The 'Personal information' card contains the text: 'Review and edit address, phone numbers, and email addresses. Add or edit a secondary account holder.' Below this text is a link 'View/Edit personal information' which is circled in red. The 'Notifications' card contains the text: 'Customized communications to keep you informed on bill pay activities' and links for 'View alerts' and 'View reminders'.

Add a Secondary Bill Pay User

You can also add a secondary user to your bill pay account. Doing so allows the secondary user to call or chat for support with the iPay Solutions call center.

- Secondary account holders can only be added and viewed here.
- Hoosier Hills must approve secondary users.
- **iPay Solutions can only assist callers who are listed on the Bill Pay account.**

The form is titled 'Secondary account holder'. It contains three input fields for the user's name: 'First name', 'Middle name', and 'Last name'. Each field is represented by a text label followed by an empty rectangular input box.

Help

You can find answers to the most frequently asked questions about bill pay services under the Help tab.

FAQ

What is a payee?

A payee is the issuer of a bill that is due to be paid by you.

How do I add a payee?

Clicking "Add payee" at the top of the payments page will walk you through a one-time, step-by-step setup process to gather key information used to send your payments.

Why does my dashboard say, "Attention required"?

If there are actions required, the "Attention required" indicator will appear to notify you | and provide links to help you resolve the items.

What is the payment calendar and how do I use it?

The payment calendar is a monthly snapshot of transactions that are pending or processed. You can access pending payment or payment history by clicking the transaction totals displayed on any given day.

How do I view my personal information?

Under "My account" click the "View/Edit personal information" link to review or edit your information.

How can I get help with my online bill pay account?

Contact options are available by phone at **855.225.8869**.