

GENERAL INFORMATION

Your credit union will be launching a new, enhanced, online bill pay. Our new system will include features that will make this valuable tool even better, including:

- Full integration within online banking
- Full mobile functionality for your phone or tablet
- Ability to configure email alerts
- Real-time access to checking account balance
- Reminders if balance isn't sufficient to pay bills
- A more intuitive, user-friendly experience

WILL PAYMENTS PROCESS DIFFERENTLY?

IMPORTANT CHANGE – You will no longer select the 'deliver by' date when scheduling payments. The new system will ask you what day you want to 'send' your payment. Here is an example of the difference:

Previous Method: You would schedule a payment to be delivered by 08/12/16. The bill pay system will then send your payment prior to the payment date so that your payment would arrive by said date.

New Method: You will pick the day that you want your payment to be processed. You will notice that we will display the estimated delivery date for your convenience. If your payment is due by 08/12/16, you would need to login before your due date and schedule your payment.

Electronic Payment – You would need to send on or before 08/11/16.

Check Payment – You would need to send on or before 08/03/16.

Additionally, with the previous bill pay system, your payment could be sent as a member draft check, corporate check, or an electronic payment. The new system will no longer send a corporate check from your account.

DO I NEED TO SET UP MY PAYEES AGAIN?

We expected a high percentage of payee information to automatically convert to our new bill pay system. That said, yes, you may need to set up your payees again. In the event that we were not provided with a biller address, you might be required to add the payee to the new bill pay system.

It is very important that you login now, review your payees, and confirm all of the payees transferred over to the new system. If they did not, follow these 3 simple steps to add them back:

1. Find your most recent bill or the payee collection form (if you filled this out prior to the upgrade).
2. Enter the payee name
3. Enter your bill information in each box and hit "Add Payee"

Have you checked out our member tutorial called “Adding a Payee in It’s Me 247 Bill Pay?”



Adding a Payee in
It's Me 247 Bill Pay

URL: <https://youtu.be/kYhNqJNUysU>

DID MY PAYMENTS STILL PROCESS DURING THE UPGRADE?

Yes. Any payments scheduled through **February 26th, 2016**, have been paid through our previous bill pay system. You will not have access to review these payments within the new system, however we suggest reviewing your checking account history within online banking or contacting your payee to confirm your payment had been received.

DID REPEATING OR AUTOMATED PAYMENT CONVERT?

Although we anticipated recurring payments to convert, we recommend taking a moment to confirm they have loaded correctly. Refer to the Payee Collections form you completed prior to the upgrade for your account information.

WHAT ABOUT PAYMENT HISTORY?

Roughly 6 months’ of your payment history should be available to you at this time. Your most recent bill pay history will not be available, however we recommend reviewing your checking account history within online banking or contacting your payee to confirm your payment had been received.

DID MY STATEMENTS CONVERT?

Your electronic bill did not carry over to the new system. If your payee was sending your bill directly to bill pay, you have been un-enrolled from this service. Please login now and re-establish this connection!

WHERE IS THE PAYMENT INQUIRY TOOL?

The payment inquiry tool is no longer be available within bill pay. If you have a question about your bill, you can contact our member service department by giving us a call or stopping by your local branch.

HOW WILL I RECEIVE BILL PAY NOTIFICATIONS?

We have two ways of communication with our enhanced system.

EMAIL NOTIFICATION: You will receive an email notification from our bill pay system. The communication will be sent by noreply@payveris.com. We encourage that you add this email address to your address book to ensure that it is correctly delivered to your inbox.

ONLINE BANKING NOTIFICATION: It'sMe247 will display the same communication within the bill pay message center.

WHERE ARE MY EXTERNAL ACCOUNTS?

The Account-to-Account (A2A) feature is no longer be available with the enhancement. If you have added an external account for these transfers, the information did not carry over to our new system. We are excited to announce that we will be offering a Person-to-Person (P2P) program. See below for more details!

WHAT IS PERSON-TO-PERSON?

The Person-to-Person program allows you to electronically send money to any individual located in the United States. You will not be asked to enter their account number and routing number. Instead – you will be asked to specify how you wish to send the payment. You will be able to send either a secure text message or email communication. With your transfer, you will enter a password that should be provided to the recipient. They will be sent a secure website that walks them through the steps of collecting the money you sent.

WHAT IF I AM NOT AN ACTIVE BILL PAY USER?

We encourage you to enroll! This is a quick, and easy way for you to pay your bills online.

BILL PAY KEY TERMS

ELECTRONIC PAYEE: Merchant allows payments to be processed electronically.
(Processing Time: 1-2 Business Days)

PAPER CHECK PAYEE: Merchant will receive a physical check in the mail delivered by the United States Postal System (USPS).
(Processing Time: 7 Business Days)

MANAGED PAYEE: The bill pay vendor and the payee have established a relationship to better deliver payments on behalf of the member. The payment address is not displayed to member because the information is considered proprietary information to the vendor.

RECURRING PAYMENTS: User-defined request for automatic payments for a specific payee. The member will define the payment amount, frequency, start date, and end date.

EBILL: Payment (bill) information will display within your Bill Pay Dashboard. This information will provide you with the important items such as Payment Date, Amount Due, and Available Balance *(if applicable)*.

Thanks for being our member!