

Navigating Your NEW Online Bill Pay FAQ Guide

How do I access the new Bill Pay?

1. It is a seamless process. You can access bill pay by logging into your online banking; Clicking on “Services” Tab; and clicking on “Bill Pay” Tab.

How do I re-enroll into the new bill pay?

2. After logging into your online banking, click on “Services” Tab; Click on “Bill Pay” Tab; Follow the prompts; The system will guide you in setting up in an easy three step process.

What does the enrollment process look like?

It’s an easy three step process. Start by logging in to your online banking; Click on “Services” Tab; Click on “Bill Pay” Tab; Read and accept the Terms and Conditions.

Step 1: Pick a Bill You Want to Pay.

1. **Step 1** - use any of these options:
 - a. Click the applicable category affiliated with the payee.
 - b. Click **More Categories** and click **Add a Company** or **Add a Person**.
 - c. Enter payee name in the search field.



Step 2: Enter Bill Info

Navigating Your NEW Online Bill Pay FAQ Guide

2. Enter payee account information; e.g., account number.
 - a. Enter the **Account Number**.
 - b. Enter the payee's **Zip Code** (if required, based on payee)
 - c. Enter a **Nickname** (if applicable).
 - d. Click **Next Step**.



A screenshot of the 'Enter bill info.' step. It features the KENTUCKY UTILITIES logo on the left. To the right, there is a text input field for 'KENTUCKY UTILITIES Account Number'. Below this field are links for 'Nickname' and 'Cancel'. At the bottom right is a blue 'Next Step' button.

Step 3: Choose How Much & When

3. Enter payee account information; e.g., account number.
 - a. Select the **Pay from** account from the drop down, if applicable.
 - b. Enter the amount.
 - c. Enter the payment date.
4. Select **Make Payment**.

A screenshot of the 'Choose how much and when' step. It features the KENTUCKY UTILITIES logo on the left. In the center, there is a 'Pay from #g2001' dropdown menu. Below it is a text input field for the amount, currently showing '\$0.00'. To the right of the amount field is a calendar icon. Below the amount field is a 'Date' input field. At the bottom right is a blue 'Make Payment' button. To the left of the 'Make Payment' button is a blue link 'Finish Later'. On the right side of the screenshot, there is a calendar widget showing May 2013 and June 2013. A red arrow points from the calendar icon to the calendar widget.

Note: Once a payee is added, the member/subscriber will receive an email notification of that addition (for security purposes). Verify all your payee and history information, after setup, to avoid disruptions to your scheduled payments. For security purposes, please expect two emails from customercenter.net, during and after your test deposit verification.

Navigating Your NEW Online Bill Pay FAQ Guide

Why do I not see the enrollment process after clicking on Bill Pay from my online banking?

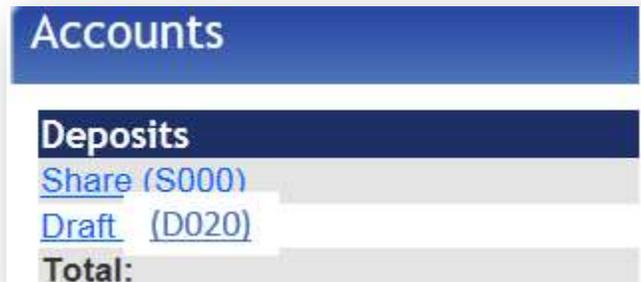
If you receive an error message as shown in the screenshot below, you have **NOT** configured your MICR number within your online banking.



How do I configure my MICR number in online banking?

To configure your MICR number in online banking, follow the steps detailed below:

- Log into your online banking; Click on your draft account.



- On the far right of the screen, Click on the “**Update**” next to MICR.

MICR: [\(update\)](#)

Navigating Your NEW Online Bill Pay FAQ Guide

- Ensure that you input the full ten digit number (as seen at the bottom of your check book); Click "Save" to update your MICR account number.



If you do not have a check book, input your eight-digit account number and your two-digit share id.

EXAMPLE: Jane's account # is 356327 and she has a "20" checking account.

Jane will put leading zeros for her account number to increase to an eight-digit number. [i.e. 00356327] To update her MICR line in online banking, Jane will therefore type in: 00035632720.

What is E-bill?

It's a "no-risk" trial to receive bills electronically. During this "no-risk" trial period, you will receive both electronic and paper bills. If you take no action, the electronic bill will go away at the end of the trial period, and you will continue to receive traditional paper bills.

Why did I receive an E-Bill when I did not initiate it?

This is an invitation for you, the member, to explore the convenience and benefits of receiving your bill at the same place where you currently pay your bill. During this introduction, you will be provided with an electronic bill while continuing to receive a paper bill. If you like the convenience of electronic billing, you can decide to stop receiving paper bills by taking action to enroll in E-billing.

How do I cancel the e-bill trial?

The e-bill will automatically stop when the trial period ends.

How do I remove myself from all future E-bill trial periods?

Contact UCCU for a Partner Care Manager.

What is the highest dollar amount that can be scheduled per transaction?

\$5,000.00 is the highest dollar amount that can be scheduled per transaction. Unfortunately, adjustments cannot be made to increase the maximum dollar amount.

Navigating Your NEW Online Bill Pay FAQ Guide

If you have a payment greater than \$5,000.00, the remaining payment amount will have to be made the next business day(s).

What is the Maximum dollar amount per day?

\$5,000.00 is the maximum dollar payment amount per day.

As mentioned, adjustments cannot be made to increase the maximum dollar amount. Multiple payments can be made to satisfy payee amount over the next business day(s).

Is there a fee for the new Bill Pay Service?

Bill Pay is a service provided as benefit to you with no fees for inbound transfers. Any outbound transfers will accrue a \$2.00 Account to Account Outbound Transfer fee. Upon request, this fee will be waived for the month of October while members are becoming accustomed to the new system.

Additional fees related to the Bill Pay Service are detailed below:

- \$9.95 Fee will apply for Same Day Bill Pay
- \$14.95 fee will apply for Overnight Checks