

How are payments made?

You tell us who, when and how much to pay. Payments are issued electronically or via paper checks, depending on the payee's capabilities. Both forms of payments always include remittance information, ensuring that your payee can accurately record that a payment has been received for your account.

Are there any payments I can't request?

Due to legal requirements, payments to payees outside of the United States are prohibited and may not be issued under any circumstances.

How do I change/update my information on the "Personal Profile" page?

At this time, to change any of the information on the "Personal Profile" page, i.e. address, email address, etc., please contact our Call Center at (888) 372-9299.

How do I add a payee?

To add a new payee to your account, enter the name in the pay someone new section and click the "Add" button on the Make Payments screen. Enter the required information about the person or business you want to pay and click "Continue." Review the payee information and click "Go to Make Payments."

Can I change information for an existing payee?

Select the payee on the list of payees on the Make Payments screen. Click on the "View/Change Payee Details" link under the payee's name. On the right-hand side of the screen, click on the "Change Payee Information" link. Make the required changes and click "Save Changes."

How do I deactivate/activate a payee?

To deactivate a payee, from the list of payees, click the payee name on the Make Payments screen and then under the payee's name, click the "View/Change Payee Details" link. From the Payee Details page click "Deactivate Payee" and follow the onscreen instructions. This removes the payee from the list payees on the main screen, but allows you to reactivate the payee if need be. To activate a payee, follow the same steps but once you are in the Payee Details page, click on the "Activate Payee" link and select the "Activate Payee" button.

How do I delete a payee?

To delete a payee, from the list of payees, click the payee name on the Make Payments screen and then under the payee's name click the "View/Change Payee Details" link. From the Payee Details page click the "Delete Payee" link and select the "Delete Payee" button. In order to make another payment to this payee after deleting it, you would have to add the payee again.

How do I change a payee nickname?

Nicknames are given to your payees to help you identify your accounts quickly. To change a payee nickname, from the list of payees on the Make Payments screen, click the payee name and select the "Change Payee Nickname" link.

What happens if I have a dispute with a payee?

If you have an issue with a specific charge on a bill, you will need to contact the payee directly.

How do I change my default funding account?

To change your default funding account, from the links on the left-hand side of the screen, click "Funding Account List." This displays your funding accounts available. If you wish to change your default account, click the "Change" link on the account you wish to be default. Please note – the last four digits of the funding account number are displayed at the top of the payee listing on the Make Payments page. You can change the funding account for a specific payment by clicking on the account there and selecting the account you wish to use.

How do I cancel a payment?

When the payment is pending, you can see it in the Pending Payments section on the upper right of the Make Payments page, click the "Cancel" link for the appropriate payment and confirm that you want to cancel the payment. Please note – you cannot cancel an expedited payment after it has been submitted.

How do I change payment information?

From the Pending Payments section on the upper right of the Make Payments page, click the "Edit" link for the appropriate payment. Here you can specify your changes to the amount, deliver by date, which account to pay from and the payment category of this payment, then you must click save.

How will I know when a payment has been sent?

Once a payment has been sent electronically or mailed, you will receive an email confirming that the payment has been sent. Another way to verify that a payment has been sent, from your navigation links on the left hand side of the screen, click "View Reports." The View Reports page appears. From the Report title list box, select the appropriate report and click "View." You can also create a new report, edit or delete an existing report by selected the "Create a Report" or the "Edit/Delete Report" hyperlink in the View Reports page.

Can I download or print these reports?

To download a report, click on the "View Reports" link on the left hand side of the Make Payments screen. Select the report you want to download, click the "Download" hyperlink on the upper right hand corner, select the file format, click on the "Download" button and click on "Save" when the File Download window appears. Printing a report is very similar to downloading it, from the View Reports page, select the report you wish to print then click on the "Print" hyperlink in the upper right hand corner. This causes a printer friendly version of the report to appear in a new window, at the top of the page, click "Print this report," verify the printer's settings and then click "OK."

Is there a way to search my entire payment history?

You can search your entire payment history by using the "Search Records" link on the left hand side of the screen. Select the criteria in which you want to search and click "Search Records." A Search Payment – Results page appears that lists the report data you requested.

How do I make an expedited payment?

On the left-hand side of the Make Payments screen, click on the "Expedited Payments" link. Select the payee you want to make an expedited payment to and click "Continue." Specify the payment type and details for the payment and click "Continue." Review the payment and click "Make Payment." Please note - Expedited payments are subject to a convenience fee that is automatically debited from your funding account.

Are there any expedited payments I can't issue and can I make them at any time?

Expedited payments cannot be sent to an address in Hawaii, Alaska or a P.O. Box and are available Monday–Friday, 4am–7pm EST.

How do I set up an Automatic Payment for an existing payee?

Please Note - Automatic payments can be set up for any payee. From the list of payees on the Make Payments page, click the payee name. Click the "Pay Automatically" link. Enter the required information and click "Save Changes."

Can I modify an Automatic Payment?

Click on the payee name from the list of payees on the Make Payments page, and select the "Change Autopay Options." Enter the required information and click "Save Changes."

How do I cancel an Automatic Payment?

Click on the payee name from the list of payees on the Make Payments page, and select the "Change Autopay Options." In the Payment Option field, select "Pay Manually" and click "Save Changes."

What is an e-bill?

Instead of receiving paper bills or going to different websites to pay your bills, you can receive your bill and make your payments through Web BillPay. This allows Web BillPay, to know your due dates, payment amounts, and email you reminders about your pending bills. Web Bill pay also has the ability to set up autopay through your e-bill, this is a payment that is set up to pay every time you receive an e-bill without requiring your approval each time. You can pay the full bill, the minimum due, pay nothing and file the bill or create your own rule for how the bill gets paid. You can also select when to pay the bill – either when the bill arrives or a designated number of days before the bill is due (10 days is the default).

How do I sign up for an e-bill?

Please note – You must be signed up to access your account through the payee's website in order to set up an e-bill. Find the payee you wish to set the e-bill up for in your list of payees. If an e-bill is available for this payee, there will be a link under the payee's name on the Make Payments page that says "Sign up for e-bill." After you click on it, you will be prompted to fill in information that you would normally use to sign into the payee's website, select how often you are billed by this payee and click "Continue." Now your e-bill will be set up for the payee, but it may take 1-2 billing cycles before you receive your first bill. If you want to discontinue your paper bill, contact the payee directly.

Once I have set up my e-bill, how do I view my bill?

From the list of payees on the Make Payments page, locate the payee you have an e-bill set up for. If a bill is available, a hyperlink of "View" will appear below the payee name. Once you click "View" the most current bill will appear. If you are looking for a bill history, click the payee name on the Make Payments page, and then click on the "View Bill History" link.

What does it mean to file an e-bill?

When you log into Web BillPay, if there are any e-bills that have not been paid, you will received a notification by a yellow dot in the upper right hand corner of the screen and next to the payee's name. If you wish to not make a payment towards the e-bill that month, you can file away the e-bill. File away the e-bill by clicking the "File" hyperlink below the payee's name on the Make Payments page. Please Note – when you file a bill, you are responsible for any necessary notification or changes with the payee.

Who do I contact for questions regarding Bill Payment?

You may contact our Call Center at (607) 734-3374 or (888) 372-9299, Monday through Friday 8:00am to 5:00pm, or stop by your local branch office during normal business hours. Bill Payment Support is also available 24 hours a day by calling (855) 618-6595.