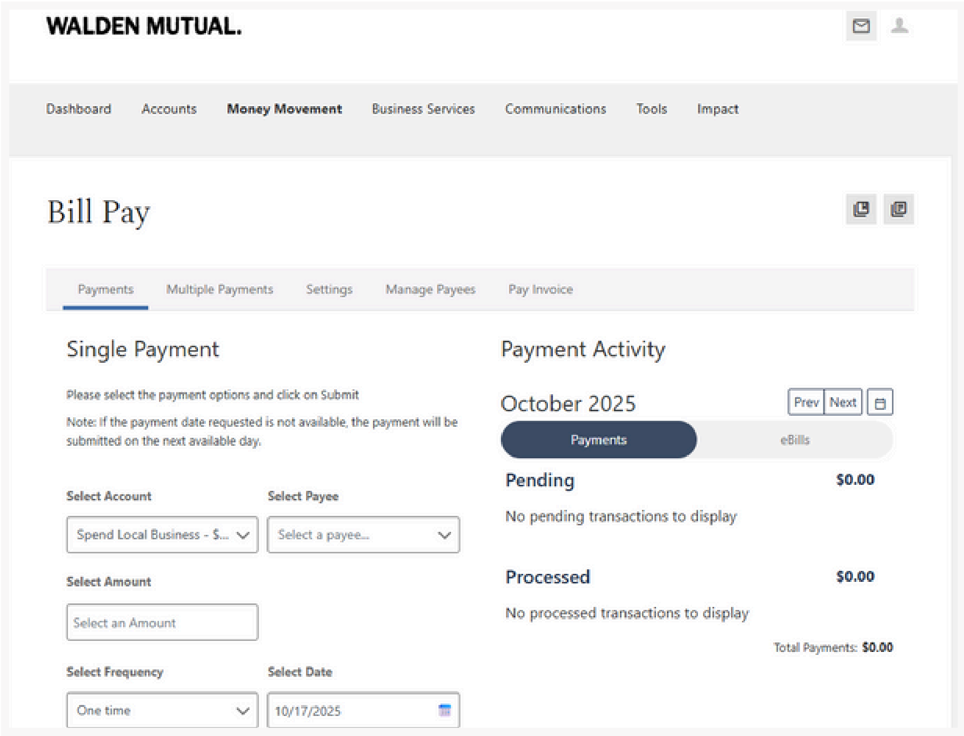
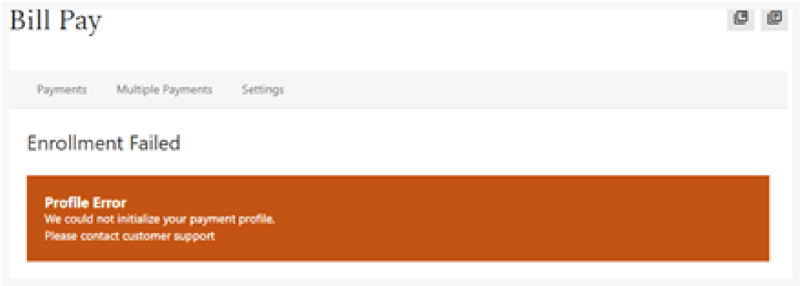
# Bill Pay

The Bill Pay feature allows organizations to schedule and make payments to various payees, like utility companies, credit card issuers or other vendors. It simplifies the process of paying bills by eliminating the need to write checks, buy stamps, or physically mail payments; Bill Pay does this on your behalf.

Even better: If your payee participates in our Bill Pay system, your payment could be turned into an electronic transfer (instead of a physical check).




**NOTE:** Any online banking user attempting to utilize Bill Pay must had a valid address defined in their profile settings (can be the business address) on their profile. If they don't, they see:



## IMPORTANT BILL PAY INFORMATION

Processing **cut off time is 5PM ET.** You can still submit payment after our cut off time, but they will process the next day of business.

Bill Pay can only be used for **transactions and payees within the United States.**

For payments sent electronically, accounts will be debited on the day that the transfer is sent (identified as the **Transfer Date)**.

Most electronic payments set-up before the designated cut-off time on the **Send Date** will be delivered **one business day later.**

Payments processed through the ACH network will be delivered **two business days** after the **Send Date**.

Based on average United States Postal Service mailing times, payments sent by check that are set-up before the designated cut-off time on the **Send Date** will be **delivered in ten business days.**

Is it the responsibility of the organization to set-up bill payments with sufficient time for their Payees to both receive the payments and post them to their accounts before the due dates.

## DEFAULT LIMITS

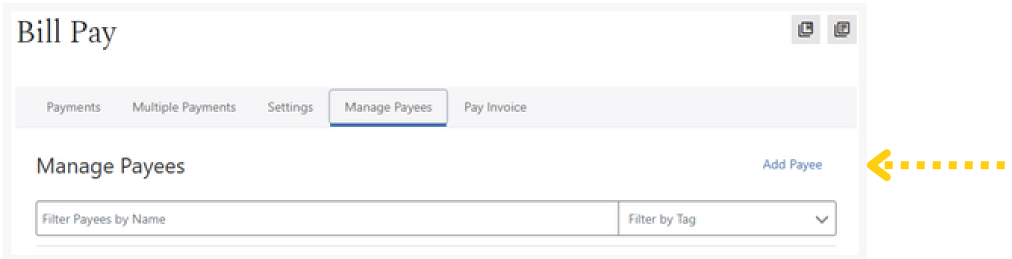
**Max Payment Amount: $25K**
**Max Daily Amount: $75K**
**Max Monthly Amount: $150K**

**NOTE:** The Bill Pay **Submit Up To** feature does not work. If you enter an amount, the user will still be able to submit payments for amounts greater than the designated limit. Sorry for the confusion!

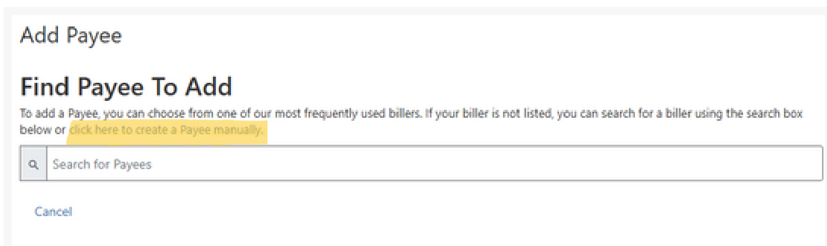
**NOTE:** If a Bill Pay check is lost in the mail, a Stop Payment will need to be placed to ensure the check isn't deposited by someone other than the payee. To place a Stop Payment, go to **Tools → Stop Payment → New Stop Pay Request.** A fee applies (see waldenmutual.com/fees for details).

## CREATING A BILL PAY PAYEE

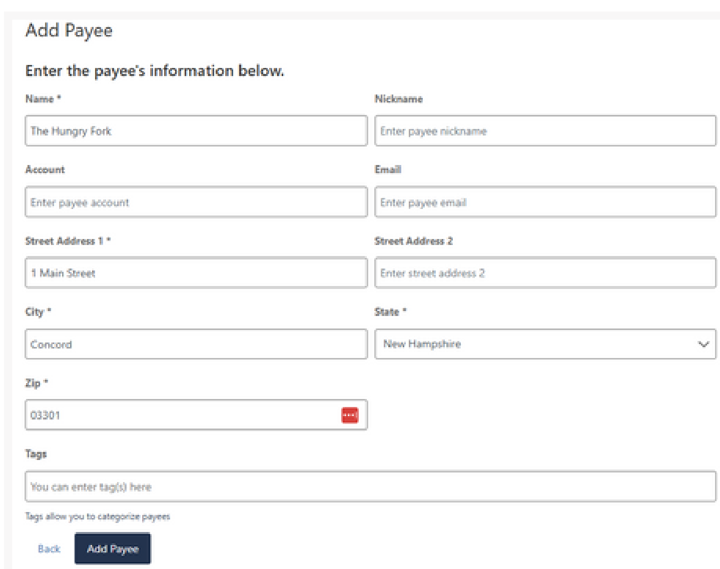
To create a payee go to **Money Movement** → **Bill Pay** → **Manage Payees**. Click **Add Payee.**




To add a payee, you can choose from one of our most frequently used billers. If your biller is not listed, you can search for a biller using the search box below or select **click here to create a Payee manually.**



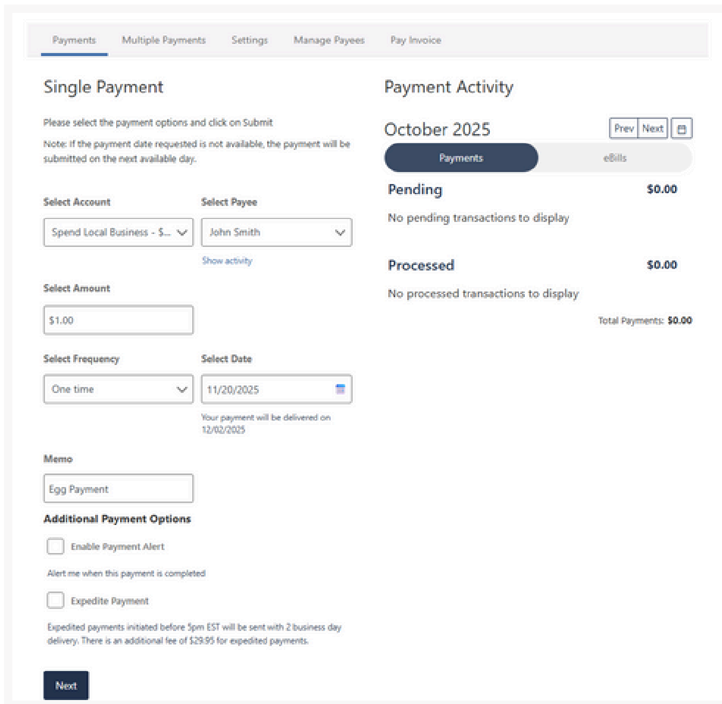

Enter the payee's information. **Name, Street Address, City, State** and **Zip** are required. All other fields are optional.




Click **Add Payee** to save the payee.

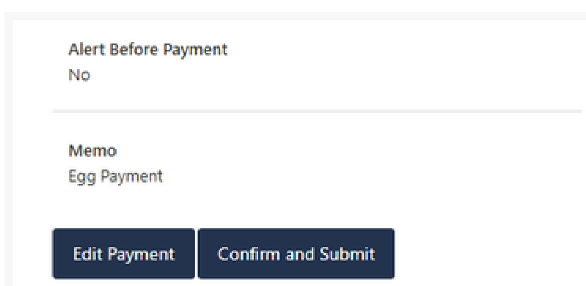
## SUBMITTING A SINGLE BILL PAY PAYMENT

To submit a bill payment, go to **Money Movement** → **Bill Pay** → **Payments.** Select **Account, Payee, Frequency, Date** and enter the **Payment Amount. Memo** and **Payment Alerts** are optional fields.

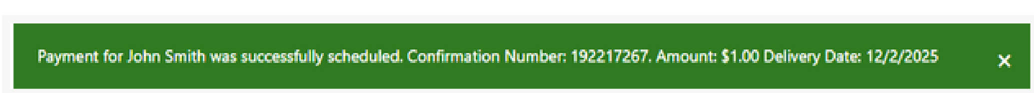



**NOTE:** You can also expedite payments initiated before 5PM ET. The payments will be sent with two business day delivery. Additional fees will apply for expedited payments.

Click **Next.** Review the payment then click **Confirm and Submit** to process the payment.

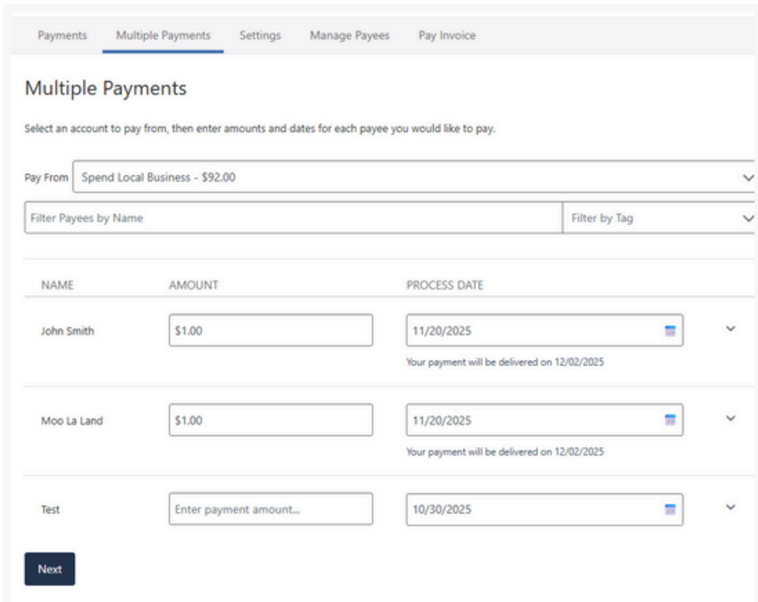



A green information message will display when the Bill Pay payment is successfully submitted.

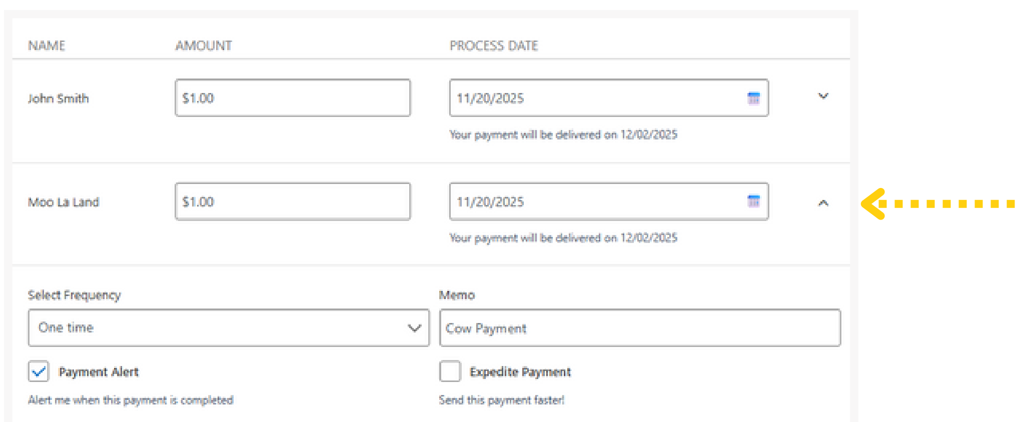


## SUBMITTING MULTIPLE BILL PAY PAYMENTS

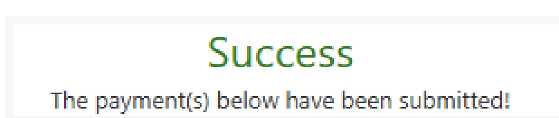
To submit multiple bill payments, go to **Money Movement** → **Bill Pay** → **Multiple Payments.** Enter the **Amount** and select the **Process Date** next to each **payee** you would like to create a payment for.




Click on the **carrot icon ("^ ")** to select the **Frequency** and add a **Memo** or to select **Payment Alert** or **Expedite Payment**.

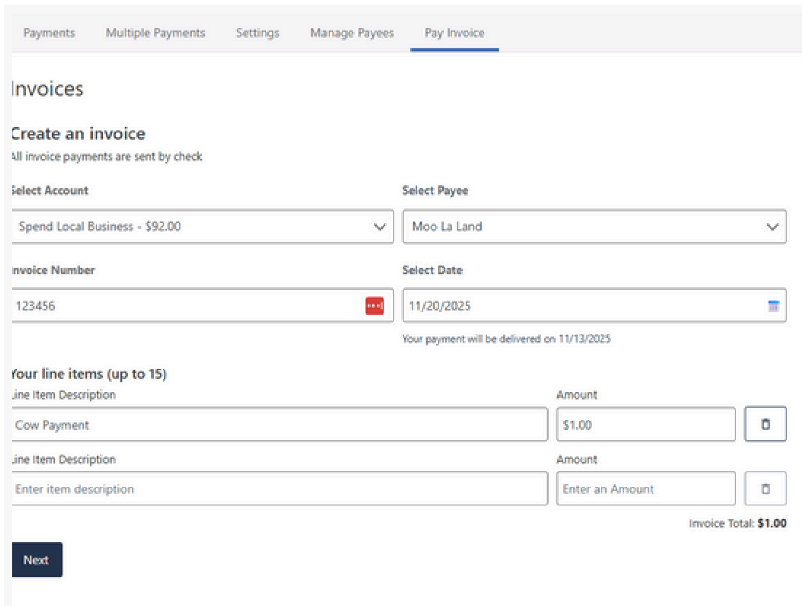



Click **Next,** then review and confirm your payments by clicking **Next** again. A **Success** message will display when the bill pay payment has been successfully submitted.



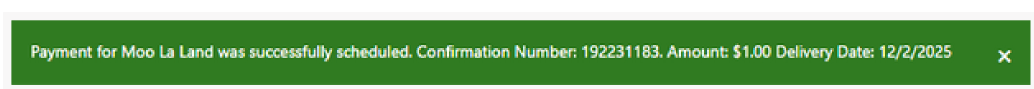
## CREATING AND SUBMITTING A BILL PAY INVOICE

To create and submit an invoice via Bill Pay, go to **Money Movement** → **Bill Pay** → **Pay Invoice.** Select the **Account, Payee,** and **Date**. Enter the **Invoice Number, Line Item Description** and **Amount.**




**NOTE:** After you enter one Line Item Description, another field will appear (so you can enter up to 15).

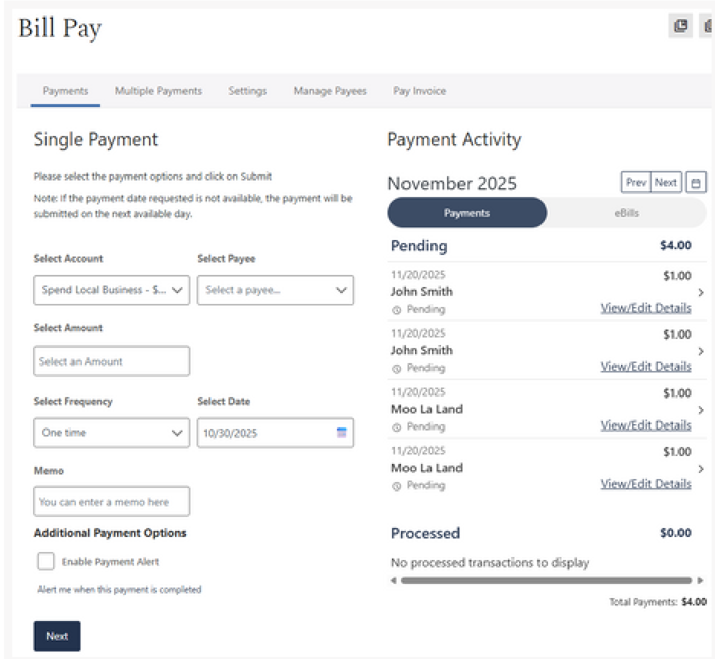
Click **Next** to review the invoice, then click **Submit** to submit the invoice for processing. A green success message will display when the payment has been successfully submitted.



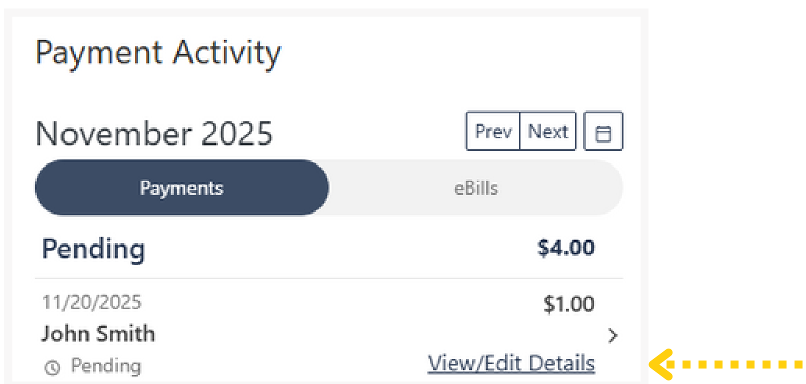

**NOTE:** All invoice payments are sent by check.

## CANCELING OR EDITING A FUTURE BILL PAY PAYMENTS

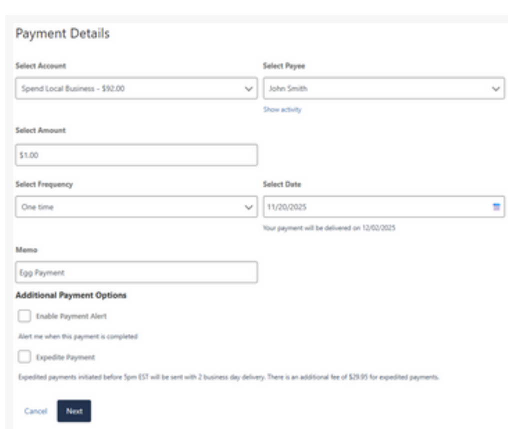
To cancel or edit a pending bill payment go to **Money Movement** → **Bill Pay** → **Payments.** The **Payment Activity** calendar will show **Pending** and **Processed** payments. If a payment is in **Pending** status, it can be deleted and edited. If a payment is in **Processing** status, the payment can not be deleted or edited and will continue to be sent to the Payee as is.



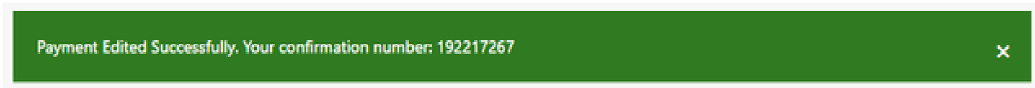

Click **View/Edit Details** on the payment you would like to cancel or edit.



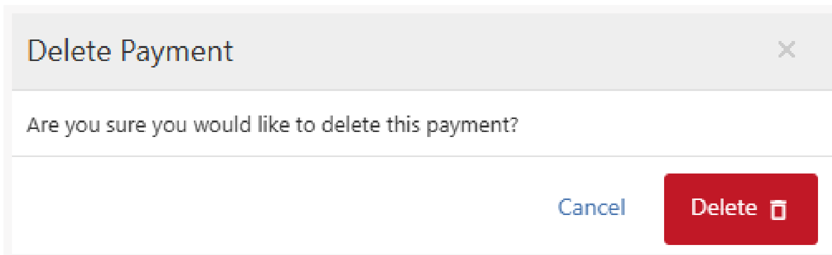

Click **Edit** to update **Amount, Frequency, Date of Delivery** or **Memo**.



Click **Next** to update the Bill Pay payment information. A green sucess message will display when the bill payment has been successfully updated.



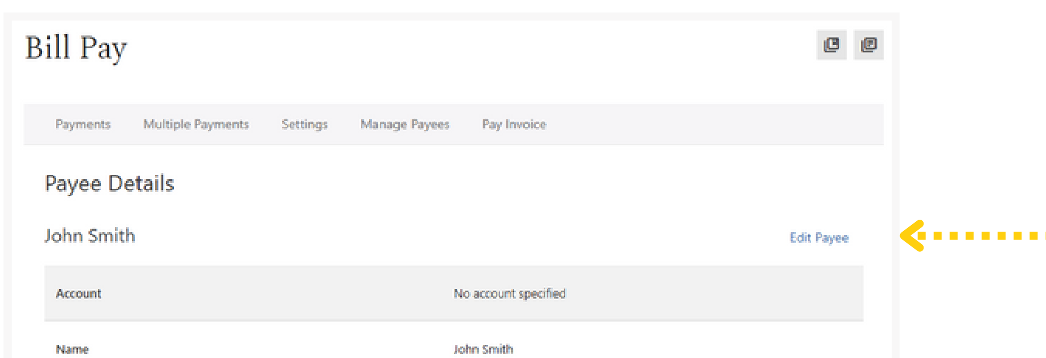

Click **Delete**, then **Delete** again to delete the bill payment.



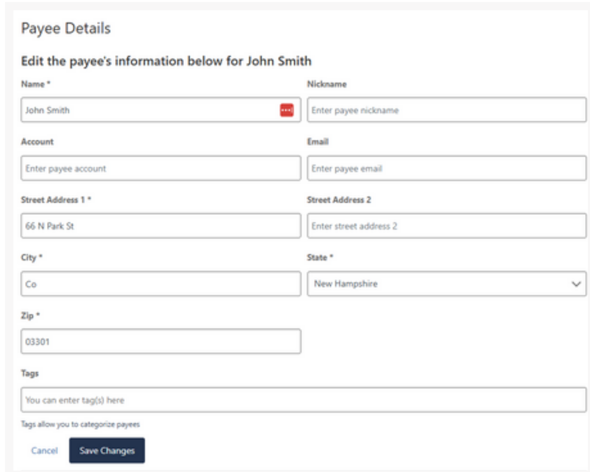

A green success message will display when the bill payment has been successfully deleted.


## EDITING AND DELETING A BILL PAY PAYEE

To edit a Bill Pay payee, go to **Money Movement** → **Bill Pay** → **Manage Payees.** Click the **Payee** profile you need to edit then click **Edit Payee**.




Update the payee's profile, then click **Save Changes**.




A green success message will display when the payee has been successfully updated.


You can also remove a payee from the system by clicking **Delete Payee** then **Delete**.