

### **1. What is HPay – Pay A Bill service?**

HPay – Pay A Bill is a digital service available to members through digital banking that provides a secure way to pay bills electronically or by check. To utilize Pay A Bill you must be 18 years of age or older, have an eligible checking account and be enrolled in Digital Banking.

### **2. Why do I have to re-enroll in E-Bills?**

In order for eBills to work you must login to your account at that biller and authorize the connection to our bill pay provider. Biller Login and password information does not transfer as part of our conversion process.

### **3. What is an eBill?**

An eBill is an electronic bill from a biller that will automatically schedule a payment when the eBill is received. You can also send payments on demand or schedule payments to that biller. If eBill is available for a biller you can sign up for eBills by following the instructions in Pay a Bill.

### **4. When can a bill payment be scheduled?**

You can schedule payments at any time. Processing occurs Monday through Friday, holidays excluded.

Electronic payments must be scheduled before cutoff time (5pm PST) in order to be processed the same day; payments scheduled after the cutoff time will be processed the following business day.

### **5. Where can I see Bill payments, both Scheduled & Processed?**

You can view all transactions on the Activity screen of Pay A Bill, you can also view them in the calendar icon versus looking at them in list form. You can see any processed

transactions by selecting history on the main screen. Once you find the transaction you're looking for you can also print this out.

All transactions can be found by selecting the Activity tab at the top of the screen. You can also see it on the main page HPay Pay A Bill, you can scroll down to the payee you're searching for and underneath the payee name it will give details on what type of payment it is and schedule information – Ex "Pending \$50.00 for 01/01/2030" OR the last time it was processed – Ex "Last Payment \$500.00 processed on 1/15/2026"

## **6. How can I create or add a Payee?**

Select the HPay Pay A Bill tab

In the right hand corner select the + button or add payee if you currently do not have Payees.

Type in the name of the Payee in the search box, enter in the address and account information needed to send the payment.

Select the next button and then enter your amount, the frequency and memo (optional). And schedule the payment.

## **7. Can a Bill payment be sent via check?**

Yes, in the event the payment cannot be sent electronically it will be sent by check.

## **8. When are the funds for electronic payments deducted from my account?**

The funds are withdrawn from your account that business day, then after the (5pm PST) cutoff time, the electronic bill payments will be sent to the Payee, checks will be mailed to the payee.

## **9. Will my Payees be converted over from the other Bill Pay system?**

Yes. Your payees will be converted along with any scheduled payments as well.

Note: Due to a changing Bill Pay systems, the new system may need updated information for the Payee like addresses or account numbers in order to process them correctly.