



How to Use Online Bill Pay

To have Bill Pay added to your existing Online Banking profile, contact Customer Care at 800.741.3283, send a secure email request while logged in to Online Banking (click "Contact" in the upper right hand corner), or visit your local branch.

You can make online payments two ways: by check and directly to your Payee electronically.

Step 1: Add Your Payees

Click the "Bill Payment" link and then the link "Add Payee." On the next screen, to search for Payees, enter the name of the Payee, your Account Number, Address and Zip Code +4 from your billing statement. Click "Search" to search the electronic payment database.

Choose the billing address (if any appear) that matches the one found on your billing statement. The screen will change and you will notice the payment method will be "Electronic." Add the Alias (how you want to refer to the bill in the system) and Telephone Number of the company. Then click "Submit" to create the electronic Payee.

Electronic payments take 2-3 business days to credit your billing account. Funds are deducted from your bank account immediately upon sending.

If there is no matching electronic payee found, refine your search criteria or click "Add Check Payee." On the next screen, Add the Alias (how you want to refer to the bill in the system), Address, and Telephone Number of the payee. Click "Submit."

A check will be mailed to your Payee. Allow 7-10 business days for a check to credit your billing account.

Continue to Add Payees until all are added to the system.

Step 2: Add Payment

Next, click "New Payment." The "Quick Payment" tab allows you to select up to 10 Payees to schedule at once. "Add Payment" allows you to schedule one at a time and add additional information such as receiving an Alert when the payment is processed and choosing the Frequency for recurring payments. When you schedule payments, remember to allow sufficient time before the due date as indicated above. If the payment amount of a recurring bill varies each month, you may return to the Scheduled Payments list and edit the dollar amount and date before the payment is sent each month.

Step 3: View Your Scheduled Payments

The "Main" screen in the Bill Pay program displays payments that are scheduled to be sent on the date and for the amount you specified. Click the "Bill Payment" link to verify and view your scheduled payments.

Step 4: View Your Payment History

After a payment is sent, you may view the time, date, payee, and amount of the payment by choosing the "History" link from the Bill Payment "Main" screen. This is your confirmation that payment was sent. Remember, checks are NOT deducted from your balance until received by the payee and presented for payment. Click the "View" link to see details of the payment.

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