

# Bill Pay

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This guide will assist Bill Pay navigation both on Countybank online banking and the Full Bill Pay site.

**<<<<Effective July 30 Bill Pay is receiving a system update.>>>>**

As a valued Countybank Bill Pay customer, we are pleased to inform you of a system update that provides an enhanced Bill Pay experience. Watch for welcome screens when visiting the full Bill Pay site which will help guide you through the changes. Rest assured, your payment history remains available, and scheduled, in process and recurring payments remain unchanged.

(These changes do not apply to Business Bill Pay)

## What is Changing?



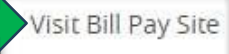
- The new Bill Pay aids in, quickly and easily, finding and adding new billers for you.
- To add or remove Pay From accounts, users will need to contact Countybank to make the change.
- Users will be able to view and accept legal disclosures on any channel or device.
- Billers previously assigned to a category, including those assigned to custom categories created by the user—will remain in that category after the upgrade.
  - o A biller will be assigned automatically to a predefined *category* when it is added by the user. New custom *categories* cannot be created; billers cannot be assigned to a custom *category*; and searching for and filtering on *categories* is not supported.
- Users will have access to—and will be able to organize billers in *groups*.

## How does this affect my current Bill Pay?

- Payments that are currently being processed or are scheduled for future payment will remain unchanged.
- Autopay settings for eBills and recurring/auto payments will remain in place.
- All the billers, as well as the payment history associated with those billers, will remain available.

# Bill Pay

## Log on to Bill Pay

STEP	ACTION
1	Log onto Online Banking
2	From the menu select the <a href="#">Transactions</a> link
3	Choose the Pay with Bill Pay tile <div>  <b>Pay with Bill Pay</b>  Add, schedule and manage bill payments </div>
4	Once the tile is selected a new window will open that has an Options button available. This can be selected to go "Visit Bill Pay Site" for more payment options, or you can remain on Countybank online banking platform for quick one-time payments. <div>   </div>

## Bill Pay - Countybank Online Banking Platform

[Back to Home](#)

### Bill Pay

[Pay Bills](#)
[Payment Activity](#)

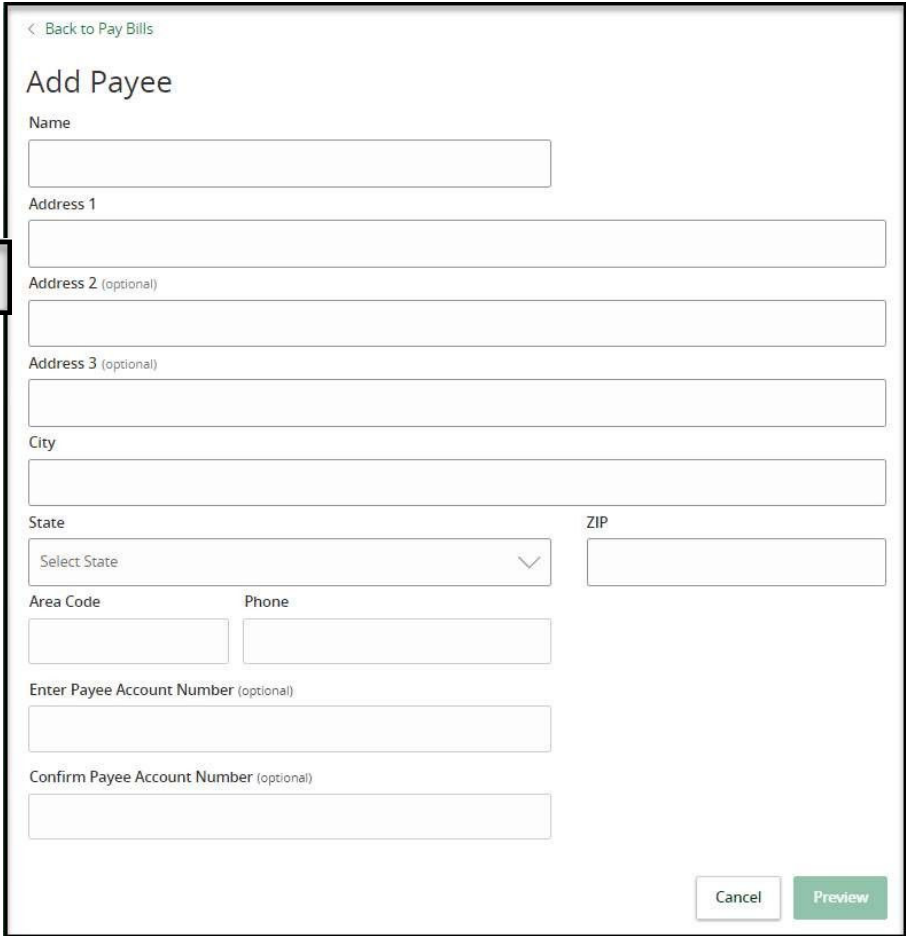
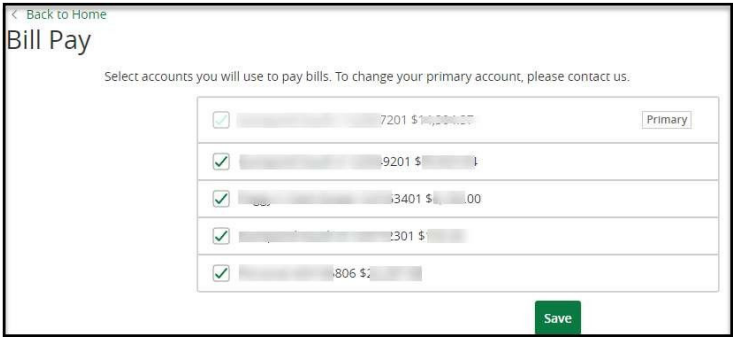

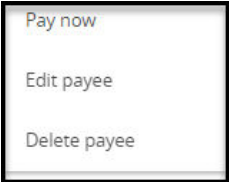
1
+ Add payee

2
Options


Payee	Pay from	Amount	Deliver on
3 <div>⋮</div>	4 <div> <input type="text" value="01"/> </div>	\$0.00	5 <div> <input type="text"/> </div>
<div>⋮</div>	<div> <input type="text" value="01"/> </div>	\$0.00	<div> <input type="text"/> </div>
<div>⋮</div>	<div> <input type="text" value="01"/> </div>	\$0.00	<div> <input type="text"/> </div>
<div>⋮</div>	<div> <input type="text" value="01"/> </div>	\$0.00	<div> <input type="text"/> </div>

Total for 0 payments: **\$0.00**
[Review Payments](#)

# Bill Pay

STEP	ACTION
1	<p>This is for Adding both Paper check And Electronic Recipients.</p> <p><b>+ Add payee</b></p> 
2	<p><b>Options</b></p> <p>Visit Bill Pay Site</p> <p>Edit "Pay from" accounts</p> <p>Delete a payee</p> <p>This is where you can choose the accounts that are available to you For Bill Pay.</p> 
3	<p>These tiles show payees already in the system ready to pay. From the kabob , three options show for a payee already in the system.</p> 

# Bill Pay

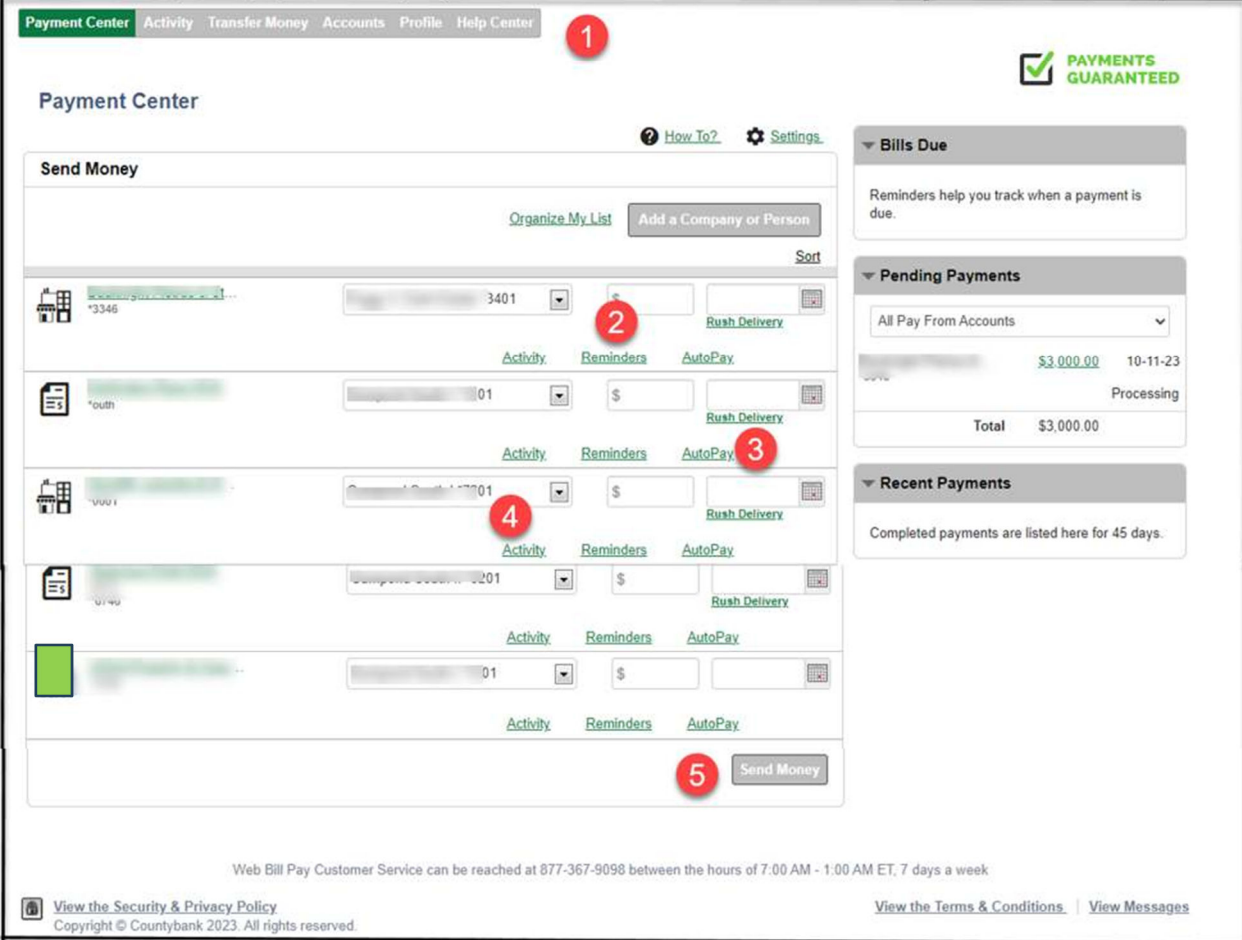
4	This is where the “from account” is chosen. The desired account will need to be reselected each time a one-time payment is made for each payee. The primary Bill Pay account will always be automatically selected. On most accounts a balance will be shown below each available account.	
5	The calendar will have the soonest possible date for that payment to be received by the payee. Once date is selected select “Review Payment” at the bottom of the page.	

## Bill Pay – Full Bill Pay Site

From the Countybank Online Banking Platform bill pay page, select Options, then Visit Bill Pay Site.



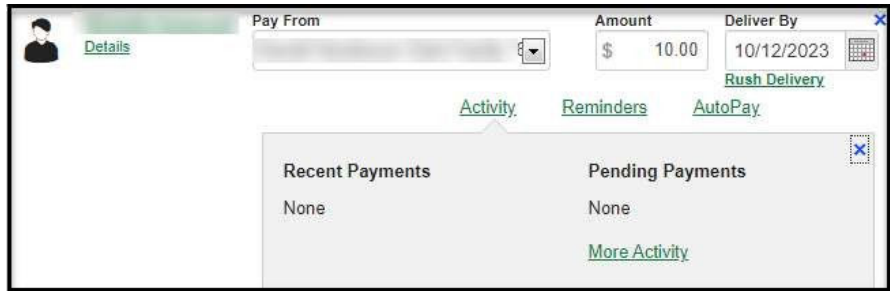
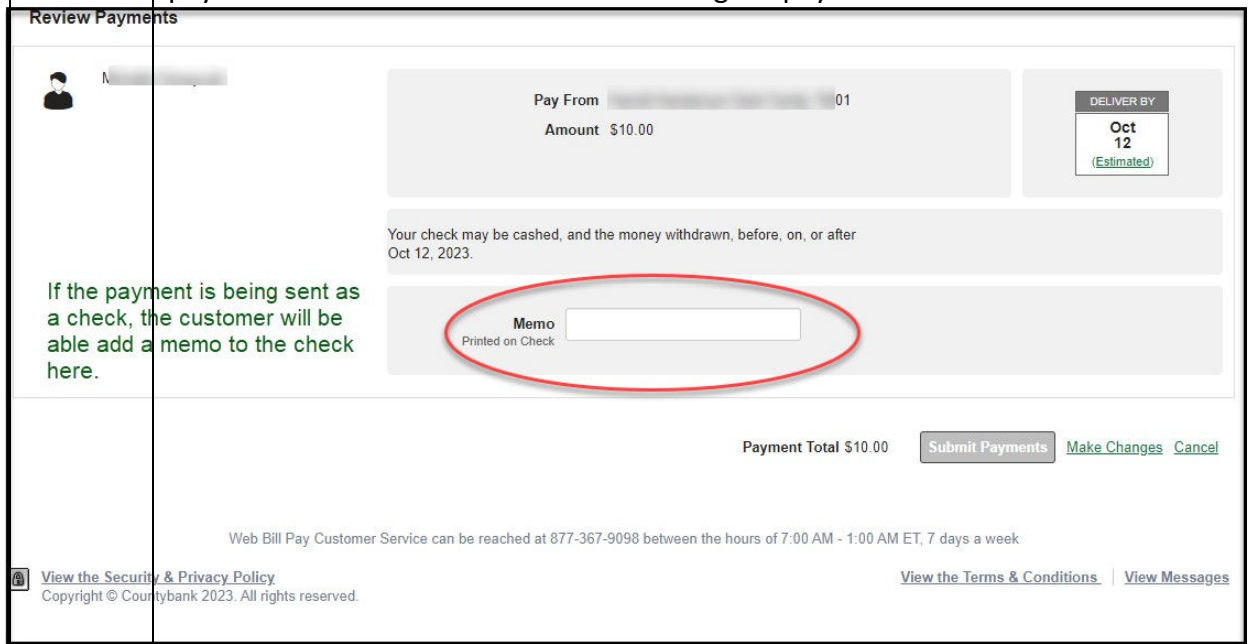
The following webpage will display.



The screenshot shows the 'Payment Center' interface. At the top, there is a navigation bar with links: Payment Center, Activity, Transfer Money, Accounts, Profile, and Help Center. A red circle with the number 1 is placed over the 'Payment Center' link. Below the navigation bar, the 'Send Money' section is visible. It includes a list of payees with their account numbers and balances. A red circle with the number 2 is placed over the 'Add a Company or Person' button. A red circle with the number 3 is placed over the 'AutoPay' link. A red circle with the number 4 is placed over the 'Activity' link. A red circle with the number 5 is placed over the 'Send Money' button. On the right side, there are sections for 'Bills Due', 'Pending Payments', and 'Recent Payments'. The 'Pending Payments' section shows a payment of \$3,000.00 due on 10-11-23. The footer contains links for 'View the Security & Privacy Policy', 'View the Terms & Conditions', and 'View Messages', along with a copyright notice for Countybank 2023.



# Bill Pay

4	<p>Activity shows pending, recent, past and more</p> 
5	<p>Once the amount, date, and account have been chosen, the customer will be able to select "Send Money." Once selected, the customer will be able to view the payment one more time before submitting for payment.</p>
 <p>If the payment is being sent as a check, the customer will be able add a memo to the check here.</p>	

For any questions or concerns please call Countybank customer service at (864) 942-1500 or go into any Countybank Financial Center.

[www.ecountybank.com](http://www.ecountybank.com)