

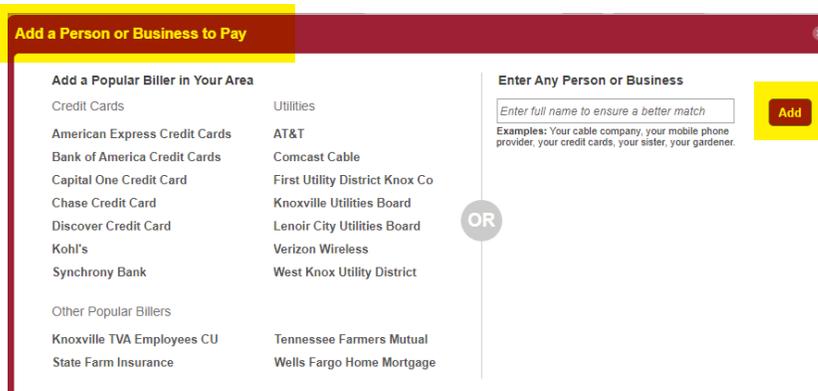
BILL PAY TIPS

Bill Pay is a free and convenient way to pay one-time and recurring payments to merchants. This service is completely free to our Members! If the payee has an electronic relationship with our Bill Pay Provider, payments will go electronically. Otherwise, a paper check will be sent on your behalf. Whether traveling or on the go, paying bills has never been easier!

GETTING STARTED:

1. To register, go to www.tvacreditunion.com, log in to Online Banking, and choose the **Bill Pay** tab.

2. Accept the terms of service, and you may start adding payees and making payments!



ADDING PAYEES:

1. Choose **Pay Someone New**
2. Some suggested payee options will appear on the left, or you may manually enter a business name or individual on the right and choose **Add**.

Add a Person or Business to Pay

Name: Test Payee

Nickname:

Account number:

Hide account number

Address line 1:

Address line 2:

Zip: ?

City:

State:

Phone:

Category:

3. A box will pop up, prompting for details about the payee. **Fill in the required fields and choose Confirm.**

4. A confirmation box will appear, confirming the payee has been successfully added.

5. To begin making payments for this payee, you may choose **Pay This Biller** or close the box and locate the payee on the **Bill Pay** dashboard.

Confirmation: Add a Person or Business to Pay

✔ You have successfully added Test Payee, ...5678.
You can now make payments to Test Payee, ...5678 in the payment area.

Did you know?
We can make it easier for you to pay Test Payee, ...5678. Just pick the option that suits you best!

[Set up auto-pay](#) [Add reminder](#)

Send payments automatically based on rules. Remind yourself when a payment is due.

[Learn more...](#) [Learn more...](#)

6. To make a one-time payment, enter the amount and choose a **Send On date**.

7. The date the payment is expected to deliver by will appear underneath the **Send On date column**. It will also disclose whether the payment will go by check or electronically.

8. Scroll to the bottom of the payee list and choose **Confirm** all payments.

9. A confirmation will appear. Choose **Confirm** to confirm the payment or **Cancel** to cancel.

Send On

Deliver by: 08/08
(Check)

View: All Find a biller

Pay To Pay From	Coming Due ↓	Last Scheduled	\$ Amount	Send On
Test Payee ...5678				08/02/22 Deliver by: 08/08 (Check)

Primary Checking... [Note](#) | [Memo](#)

Preview: Make Payment

Pay To	\$ Amount	Send On	Deliver by	Type
Test Payee ...5678	0.01	08/02/22	08/08/22	Check

Pay 0.01 from Primary Checking Account.

We may use a secure, single-use bank card to make this payment.

By completing this transaction, you hereby authorize us to process a one-time electronic debit from the account you provided, for each payment listed. The funds will be used to pay your bill(s) per your instructions given. If you have any questions regarding your payment or wish to revoke this authorization prior to the payment being processed, please contact Customer Service. Once processed, payment(s) cannot be canceled or modified. Payments made after the cutoff on a business day will be processed the next business day. We recommend that you print/save a copy of this authorization for your records. Click Confirm to complete or Cancel to terminate the payment process.

QUICK TIP

Pending payments will appear in the Activity tab to the right.

Activity			History	More
Forecast your balance		Print		
All accounts ▾				
Send On ↑	Paid To	\$ Amount		
08/02	Test Payee ...5678	0.01		

SETTING UP AUTO-PAY:

1. To set up payments to go automatically, choose a payee from the Bill Pay dashboard.
2. Click the arrow next to the payee's name and choose Set up auto-pay.
3. Enter in all required fields and choose Save auto-pay options.
4. If you wish to turn off auto-pay earlier than what is set, it must be turned off manually by an account holder.

Auto-Pay Options

Ktva Test, ...3456

Set auto-pay at regular intervals

Pay from: Primary Checking Acc, ... ▾

Memo:

Amount: \$

Frequency: Monthly ▾

Start on: ?

Continue payments:

Until I modify or cancel

Until

After payments

By completing this transaction, you hereby authorize us to process recurring electronic debits from the account you provided, to pay your bill(s) per your instructions given. If you have any questions regarding your

QUICK TIP

Auto-pay will not stop once something is paid off unless turned off.

CANCELING A BILL PAY PAYMENT:

1. Click on the payment in the **Activity Tab**.

- Item must be pending and not in a processed status to cancel.
- If processed, please get with the payee for further assistance.

2. Choose **Cancel** payment.

3. A confirmation screen will pop up. Choose **Cancel Payment**.

4. On the next box, press **Close**.

To make sure the payment was successfully canceled, look at the Activity tab to make sure it is no longer in there.

The screenshot shows a 'Payment Details' window with the following information:

Test Payee, ...5678		Note
Amount:	\$0.01	
Paid from:	Primary Checking Account, ...	
Category:	None	
Send on:	08/02/22	(Deliver by: 08/08/22)
Status:	Scheduled	?
Confirmation number:	DBVCLWWL	
Delivery type:	Check	
Check number:	9006	
Address:	KNOXVILLE, TN.	
Auto-pay:	No	

At the bottom, there are three buttons: 'Cancel payment' (highlighted in yellow), 'Modify payment', and 'Close'.

The screenshot shows a 'Preview: Cancel Payment' window with the following text:

Are you sure you want to cancel this payment to Test Payee, ...5678 for \$0.01 on 08/02/22?

At the bottom, there are two buttons: 'Don't cancel payment' and 'Cancel payment'.

The screenshot shows a 'Confirmation: Cancel Payment' window with the following text:

Your payment to Test Payee, ...5678 for \$0.01 was canceled on 08/02/22.
Confirmation number: DBVCLWWL

At the bottom right, there is a 'Close' button.