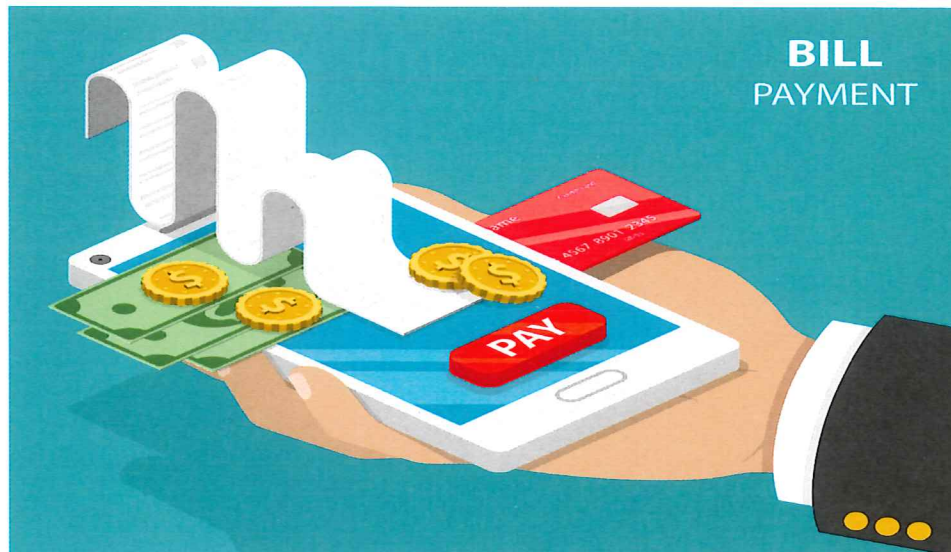


NPOCU Online Bill Pay



Take care of your bills in **3 EASY STEPS!**

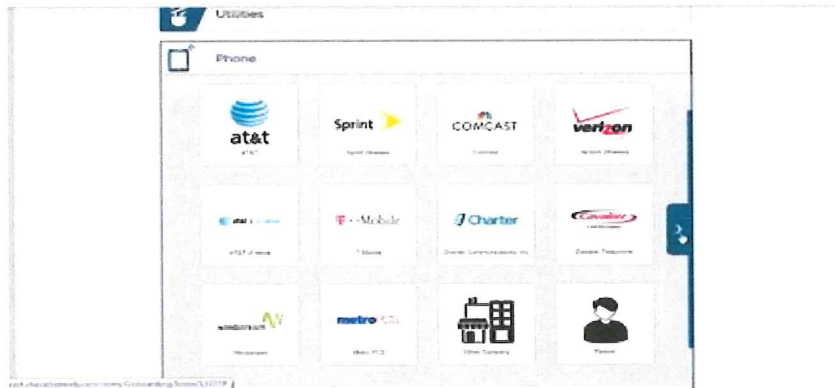
- 1** Pick a bill you want to pay.
- 2** Enter the info from your bill.
- 3** Choose how much and when.

- Utilities
- Phone
- Insurance
- Credit Cards

[More Bill Categories](#) [What else can I do?](#)

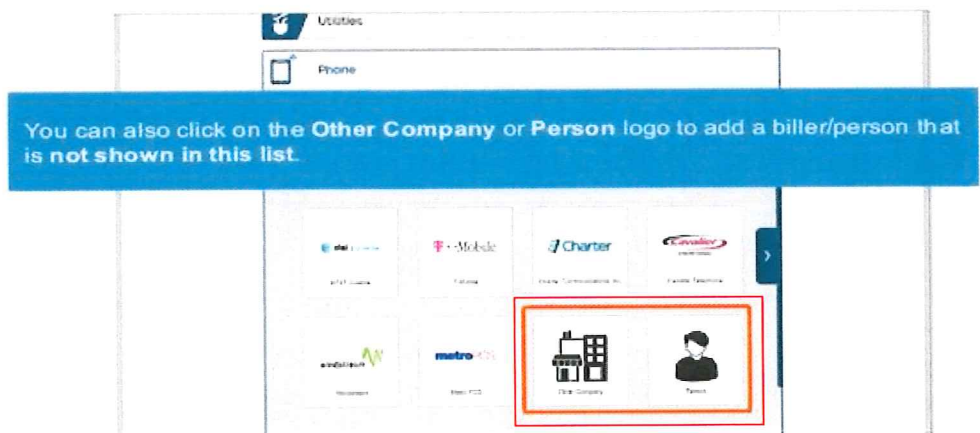
Once you are enrolled in Bill Pay, Step: 1 is to pick the bill you want to pay. There are two ways to find your vendor (biller). First is to search by category. Second is to search by the biller's name. Once you find the biller, you will be asked to enter your account information from your bill. Next, you will be able to enter the amount to be paid and the date you want to pay it.

 Pick a bill you want to pay



For example, let's say you want to pay your cell phone bill. You can click on the phone category and it will bring up a list of billers. Just pick the company you use then fill in the information needed to make your payment.

 Pick a bill you want to pay



If the biller or person you need is not listed in the category, you can add the information for a biller by clicking on the icon to add a company or person.

What Is The Payment Center?

Things you can do from the Payment Center:

- Pay Bills
- View Bill Reminders
- View Pending Payments
- View Recent Payments
- Manage Billers
- View Payment History



The Payment Center is a snapshot of all of your Bill Pay activity. Let's take a look.

A screenshot of the Payment Center web interface. The top navigation bar includes 'Payment Center', 'Activity', 'Accounts', 'Profile', and 'Help Center'. A green checkmark icon with the text 'PAYMENTS GUARANTEED' is in the top right. The main content area is divided into several sections: 'Send Money' with a dropdown menu showing 'Pay From My Mad Money *4321' and a button 'Add a Company or Person'; 'Bills Due' with a note about reminders; 'Pending Payments' showing a payment to 'Kentucky Blue *Blue' for \$100.00 on 8-10-20; and 'Recent Payments' showing a payment from 'BridgeCrest formerly DriveTime *9000' for \$100.00 on 9-3-20. Each section has a 'Send Money' or 'View Activity' button. The interface is clean and modern with a teal and white color scheme.

The Payment Center provides lots of information for you. If the biller you are trying to pay is not in the list of billers then you can add them to your Payment Center. You can see the account you are paying your bills from. The billers you use most common are listed so you can easily make payments to them. You can see your pending payments and payment history.

Payment Center Activity Accounts Profile Help Center

Activity

Reminders

Reminders help you track when a bill is due.

Payments

Date Range: Past 30 days Aug 09, 2020 and future

Filter By

Showing 1 - 2 of 2 payments

Description	Category	Amount	Deliver By	Status
Kentucky Blue *8502		\$100.00 My Mad Money *4321	9-10-20	Processing Cln # OPLFR-3KPHH
Bridgecrest formerly DriveTime *9000	Automobile Loan	\$100.00 My Mad Money *4321	9-3-20	Processed Cln # OPLFR-3GFH2
Total		\$200.00	<i>Pending, Processing, and Processed payments only, including any fees</i>	

Showing 1 - 2 of 2 payments

The Activity Page lets you see the status of your payments and payment history.

Payment Center Activity Accounts Profile Help Center

Accounts

Manage Accounts

Account	Account Number	Used for ...
My Mad Money	*4321	Bill Pay only

[Change Name](#)

Please contact Nashville Post Office CU at 615-871-4221 for any changes to your account.

Bill Pay Member Service can be reached at 833-405-0523 between the hours of 6:00 AM - 12:00 AM CT, 7 days a week

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[View Messages](#)

You can set up multiple accounts for your payments to pull from. However, one must be set up as the Primary Account. You can also view your messages here.

Payment Center Activity Accounts **Profile** Help Center

Profile

Manage Bill Pay Profile Options

- ▶ View personal info
- ▶ View payment plan

Bill Pay Member Service can be reached at 833-405-0523 between the hours of 6:00 AM - 12:00 AM CT, 7 days a week

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[View Messages](#)

Your Profile Page is where you can make changes to your personal information, for example change your email address etc. You can also view any messages you have from this page.

Other Services:

- Same-Day Bill Payments
- Overnight Payments

Same – Day Bill Payments

For some billers it is possible to do same-day bill payments. However, there are restrictions:

- There is a fee for this service. The fee charged for Same-Day Bill Payments varies by biller.
- Members can schedule Same-Day Bill Payments on business days only (no weekends or holidays).
- Once the payment is scheduled, it cannot be modified or cancelled by anyone, (Member nor Credit Union).

Overnight Payments

An Overnight Payment option is available with limitations:

- Overnight Payments will be by check.
- There is a fee for this service. The fee will be debited separately.
- Overnight check cut off time is 3:00 p.m. CST.
- Must be to biller in continuous 48 states.
- Can not send to P.O. Boxes, international addresses, or military addresses.
- No weekend or holiday delivery.



Payment Center | Activity | Accounts | Profile | Help Center

Help Center

Bill Pay FAQs

Info about Bill Pay. How does it work? Is it secure?

Overview

What is Bill Pay?

- [How does Bill Pay work?](#)
- [Who can I pay using Bill Pay?](#)
- [Who can't I pay with Bill Pay?](#)
- [Is my info secure?](#)
- [Is my personal info kept private?](#)
- [Can I use assistive technologies to access Bill Pay?](#)

Adding and Managing Your Accounts

Managing Your Personal Profile

Troubleshooting

Overview

What is Bill Pay?

With Bill Pay you can pay any company or person you owe.

Quick Facts

- Pay anyone in the United States that you would normally pay by check, automatic debit, or cash. We send the money electronically whenever we can. If the person or company can't accept electronic payments, we print a check and mail it for you.
- Review your payments and bills for the past 84 months in Activity. You can download your payment info to a comma-separated values (CSV) file. You can import the file into a number of different personal financial software applications.

More Convenience

- **eBills.** Save a trip to the mailbox or another website to get your bills. Some of your bills can be delivered right in Bill Pay. You can view your eBills in Payment Center and pay them with a few simple clicks. You decide how much you want to pay and when you want to send the payment.
- **AutoPay.** You can set up automatic payments to be sent according to a schedule you set. You can change or cancel AutoPay at any time.
- **AutoPay for eBills.** You can set up some eBills to be paid automatically according to options you set. You can change or cancel AutoPay for eBills at any time.

The Help Center Page is available to help with common questions about the Bill Pay system as well as troubleshooting.