Security Credit Union Bill Pay Update Guide

This guide will help you familiarize yourself with the updated look and feel of our Bill Pay system. As noted in the pages to follow, you can visit us at <u>www.securitycu.org/update</u> for demo videos of paying bills, paying a person and setting up alerts within the updated site.

As always, to get started, please visit our Home Page, <u>www.securitycu.org</u>, and click on the orange sliding button on the right side of the screen to log into Online Banking. Enter your Online Banking ID in the screen below and on the next screen, verify your security image and enter your Online Banking Password.



Paying Bills

Once you are logged into Online Banking, as you did before the update, you will click on the "Bill Pay" tab towards the top of your screen. However, instead of opening a new tab and asking for your Bill Pay User Name and Password, the system will now automatically log you into Bill Pay.



Deposit Accounts View 5 10 20 50 100 All			<u>100</u> <u>All</u>	Don't get left behind!	
	Description	Available	Balance		Open on IRA with Security
S0001 SHARE SAVI	Share Savings	er 1	Select Option	•	Credit Union today!

Next, you will be prompted to set up a default account for paying bills. Select the radio button in front of the account you would like to use (often this screen will only display one account) and click "Continue".



As our Terms and Conditions have updated, you will need to read and accept these Terms and Conditions before being able to proceed. Select the correct boxes and press "Accept & Sumbit".

Get started with Free Bill Pay

* Required field	
T	Ferms and Conditions Jpdated March 5, 2018
	 This is your bill paying agreement with Security Credit Union. You may use Security Credit Union?s bill paying service, Bill Pay, to direct Security Credit Union to make payments from your designated Security Credit Union checking account to ?Payees? you choose in accordance with this agreement. The terms and conditions of this agreement are in addition to the account Yes, I accept the terms & conditions Please notify me of account updates, benefits, or offers via email.
	Accept & Submit

At this point, you will notice our updated look and feel. The Bill Pay page has been redesigned and the colors and fonts from Online Banking now carry over into Bill Pay.

This is the starting page of Bill Pay, also known as the Dashboard. On the top of the page (in orange words), you will see links to your "Payments" page, a link to "Pay a person", "Transfers" to move funds from another financial institution, a "GiftPay" area for sending gifts or donations, a "Calendar", a "My account" area where you can adjust your Bill Pay settings, and finally a "Help" section.

You will also see all of your payees on this page.

Select "Add a payee" to add a new payee into the system.



Payments

Schedule				-
Add a payee Add a				
Display - Category -			Payee name or nickname	Search
Pay to	Pay from	Amount	Payment date	Actions

After selecting "Add a payee" on the previous screen, the updated system will ask whether you would like to pay a company, person or another bank or credit union.

For a video of this process, please visit <u>www.securitycu.org/update</u>.

We're going to move forward with paying a company. We select the radio button in front of that option and click "Next".



Add payee

I need to:	Pay a company (e.g. credit card, utilities or cable)	
	Pay a person (e.g. friend or relative)	
	Pay a bank or credit union (e.g. mortgage or loan)	
		Next Back

Next, enter some basic information regarding the company that you would like to pay. Click "Next" to proceed.

Security Credit Union		
Payments Pay a person Transfers GiftPa	y Calendar My account Help	
	Welcome .	Last login: 12:44 PM on 02/23/2018 🕞 Log out
Add payee		
Who are you trying to pay?		
* Required field		
Payee name *	Hallmark Insurance Agency	
Payee account number *	123456	
Confirm account number *	123456	
Payee phone number *	(810) 695 - 0600	
Payee zip code *	48439 -	
		Next Back

The system may then ask for some additional information to make sure that the payment is routed correctly, or this information may be prefilled for well-known companies. Supply the required information in the blank boxes and select the "Next" button, if there are no blank boxes, simply select the "Next" button in the bottom right corner.

Add	payee	
-----	-------	--

Need more information about Hallmark Insurance Agency				
* Required field				
Payee name	Hallmark Insurance Agency			
Payee account number	123456			
Payee phone number	810-695-0600			
Payee address *	11506 S Saginaw St			
Payee city *	Grand Blanc			
Payee state	Michigan			
Payee zip code	48439			
Payee nickname *	Hallmark Insurance Agency			
Default pay from *	CHK Acct: *****67(. *****			
Category	Unassigned			
Name on bill	Add new category Security Credit Union (Name as it appears on the bill)			
	Next Back			

The payee has now been added to the Dashboard.

You can process a "Quick Payment" by typing the amount due into the Amount field, filling in the payment date and clicking "Pay".

We'll show you another way to pay on the next page.



Payments

Schedule				-	Pending -
Add a payee					Processing in next 45 days <u>View more</u>
			-		Payee
Display - Category -			Payee name or r	hickname Search	Total: \$0.00
Pay to	Pay from	Amount	Payment date	Actions	
⊟ Hallmark Insurance A	gency *3456				History
HALLMARK INSURANCE AGEN	CHK Acct: ***	\$ 0.00	03/01/2018	Pay	Processed in last 45 days <u>View more</u>
Check New			Process date:	Make it recurring	Payee
			0212012010	Add memo/comment	Total: \$0.00

You may also pay a payee using the Payee details page, to access the Payee details page, click on the name of the business in the Payees area of the Dashboard.

Pay to	Pay from	А
B Hallmark Insurance A	gency ^{*3456}	
HALLMARK INSURANCE AGEN	CHK Acct: ***	-

Now, simply enter the amount due, fill in the payment date and click "Pay".

Payee details

Check

Hallmark Insurance Agency *3456			
HALLMARK INSURANCE AGENCY Edit payee			
Schedule a payment			<u>View pending</u>
Pay to	Amount	Payment date	
Hallmark Insurance Agency *3456 HALLMARK INSURANCE AGENCY	\$ 100.00	03/01/2018	Pay

Process date: 02/23/2018

Pay from:
CHK Acct: **..*67' | Memo / Comment | Pay recurring

You will now be taken back to the Dashboard.

Your pending payment will now show on the right side of your screen in the Pending area. You can edit your pending payment there, by clicking the orange "Edit", and change the amount, due date or cancel the payment entirely.



C Liellerert Incomence Agenes: *3456

After you have scheduled your payment, you can click the name of the payee to access the Payee details page.

Pay to	Pay from	А
∃ Hallmark Insurance A	gency ³⁴⁵⁶	
HALLMARK INSURANCE AGEN CY Check New	CHK Acct: ***	[

From this page, you can see this pending payment (and all of your other payment history for this payee) on this Payee details page.

Hallmark Insurance Agency *3456					
HALLMARK INSURANCE AGENCY Edit payee					
Schedule a payment					<u>View pending</u>
Pay to	Amount		Payment date		
Hallmark Insurance Agency *3456 HALLMARK INSURANCE AGENCY Check	\$ 0.00		03/01/2018 Process date: 02	/23/2018	Pay
		Pay from	: 🚯 <u>CHK Acct: **</u>	<u>*67</u> 🖪 <u>Memo /</u>	Comment Pay recurring
Reminders					Add reminder
Delivery method	Reminder date		Frequency		Actions
	There are no scheduled ren	minders. <u>Add rem</u>	linder		
Recent activity					<u>View pending View history</u>
Pay to	Pay from	Amount	Process date	Deliver by	Additional items
Hallmark Insurance Agency *3456	CHK Acct: *****67	\$100.00	2/23/2018	3/1/2018	Conf. #9 Frequency: One time Delivery: Standard Status: <i>Scheduled</i>

Pavee details

Going back to the Dashboard page, you can easily see whether a payment will be made electronically or via a check by looking under the payee name.

For payees where a check must be mailed, you can set up a recurring payment by clicking "Make it recurring". Please visit our website at <u>www.securitycu.org/update</u> for a video walk-through of this process.



For payees that are sent electronically, you will also be able to set up a recurring payment by clicking "Make it recurring". Please visit our website at <u>www.securitycu.org/update</u> for a video walk-through of this process. For electronic payments, you can also set up a rushed payment by selecting "Rush delivery". Only electronic payments can be rushed at this time.

□ *0607				
	CHK Acct: ***67	▼ \$ 0.00	02/27/2018	Pay
			Process date:	Rush delivery
			02/26/2018	Make it recurring
				Add comment

Pay a Person

You can also choose to pay a person by sending them an email link to money, by direct depositing money into their account or by mailing them a check. If you would like to pay a business, please see our "Add a payee" section beginning on page 3 of this guide.

For a walk-through video of this process, please visit <u>www.securitycu.org/update</u>.

Let's proceed with sending money via email. Select the proper radio button and press "Next".



You will be asked to enter the information below. When complete, press "Next".

Who are you paying?		
* Required field		
Payee first name *	John	
Payee last name *	Smith	
Payee email address	jsmith@me.com	
Confirm email address	jsmith@me.com	
Payee phone number	(810)235 - 2322	
Payee nickname *	John	
Default pay from *	CHK Acct: *****67:	
Category	Unassigned	
	Add new category	



Next, you will be asked to create a keyword. You must give this keyword to the person you are paying as it will need to be entered by them to receive the money you are sending. Choose a keyword that both of you will be able to remember however please use a more secure password than the one in our example.

Create a keyword for John			
The Keyword is a password you create for John. They wi keyword with John right away.	ill use this password when accessing our secure website to submit account informatio	n. Be sure to sha	are the
* Required field			
Keyword *	Password1		
Confirm keyword *	Password1		
	John access will be locked after 3 failed login attempts		
		Next	Back

We'll come back to this in a minute, but first, we would like to show you what happens if you select to send the funds to someone else's account or by check.

If you have chosen to send the money via Direct Deposit, choose that radio button and press "Next".

Pay a person

Send the money by:	 Email (Electronic) Recipient provides routing and account number; paid within 1-2 business days.
	 Direct deposit (Electronic) Requires routing and account number; paid within 1-2 business days.
	Check Mailed and paid within 5-7 business days.
	Next

The system will now ask for some information about the person you would like to send money to. All fields are required. When they are complete, press "Next".

Who are you paying?		
* Required field		_
Payee first name *	John	
Payee last name *	Smith	
Payee phone number *	(810)235 - 2322	
Payee account number *	123456789	
Confirm account number *	123456789	
Payee routing number *	272480115	
Confirm routing number *	272480115	
Payee account type *	Checking •	
Payee nickname *	Johnny	
Default pay from *	CHK Acct: *****67	
Category	Unassigned •	
	Add new category	J



If you would like to send money via check, choose that radio button and press "Next".

Pay a person

Send the money by:	 Email (Electronic) Recipient provides routing and account number; paid within 1-2 business days.
	 Direct deposit (Electronic) Requires routing and account number; paid within 1-2 business days.
	Check Mailed and paid within 5-7 business days.
	Next

As before, the system requires that you enter some information regarding the person you would like to pay. Enter the required information and press "Next".

Who are you paying?		
* Required field		
Payee first name *	John	
Payee last name *	Smith	
Payee phone number *	(810)235 - 2322	
Payee address *	1234 Main St	
Payee city *	Grand Blanc	
Payee state *	MI	
Payee zip code *	48439 -	
Payee account number	123456789	
Confirm account number	123456789	
Payee nickname *	John (Landlord)	
Default pay from *	CHK Acct: ****67 .	
Category	Unassigned •	
	Add new category	



For all three payment and delivery methods, as an additional layer of security, the system will send you an activation code so you can add the payee. You may select any of the contact methods that are on file. If you need to update your contact methods, you may do that in the "My account" section of Bill Pay.

Select the radio button for the method you would like to use and press "Next".

First time payee activation for John		
* Required field For security purposes, a one-time activation code is requ Delivery method for activation code *	 wired before being able to schedule payments to this payee. Work phone: Primary email: 	
		Next Back

After you receive the activation code, enter it in the box and press "Next".

First time payee activation for			
* Required field Your activation code is being sent to (810) Enter activation code *	Click here to resend code]	
		Next	Back

The system will now take you back to the Dashboard and your list of payees. You will see this new person has been added to the list. You will have payment options on the right such as the ability to make the payment recurring, add a comment or note to the payment. Now that this person has been added, you may pay them in the same manner as we described above beginning on page 7.

Schedule				-
+ Add a payee				
Display - Category -		F	Payee name or nickname	Search
Pay to	Pay from	Amount	Payment date	Actions
🖂 John				
JOHN SMITH Electronic New	CHK Acct: ***67 •	\$ 0.00	MM/DD/YYY	Pay Make it recurring Add comment Add personal note

Transfers

To set up transfers from another financial institution into your SCU account, select "Transfers" from the top menu. Then select "Add Account".

Payments	Pay a person	Transfers	GiftPay	Calendar	My account	Help

Transfers

Accounts				
From	То	Amount	Date	Actions
Select from account	Select to account	nt 🔻 💲 0.00	MM/DD/YYYY	Make it recurring Add comment
Add another transfer	<u>entry</u>			
			Review	Submit transfer
View pending Vie	ew history			

You will next be asked to enter information for the other account, then please select "Next". You will also be asked to confirm the information you entered.

Add account

* Required field		
Account holder name	(
Account nickname *	Son's Account	
Account type *	Checking	
Routing number *	123456789	
Confirm routing number *	123456789	
Account number *	987654321	
Confirm account number *	987654321	
Category	Unassigned Add new category	
		·



Next, as an additional layer of security, the system will send you an activation code so you can add activate the account. You may select any of the contact methods that are on file. If you need to update your contact methods, you may do that in the "My account" section of Bill Pay. After the account has been activated, you will be able to transfer funds from the other account. Select the radio button (only select one) that corresponds with the method you would like to use and click "Next".

One time activation for Son's Account	
For security purposes, a one-time activation code is required. Delivery method for activation code * Phone: Primary email:	
	Next Back

Enter the activation code you receive and the account will be added for transfers.

One time activation for Son's Checking		
* Required field Your activation code is being sent to the second Enter activation code *	Click here to resend code	
		Submit Back

Once the account has been added, you will see it on your transfers page. To transfer money, simply select the From and To accounts from the drop-down boxes and enter an amount and payment date, then press "Submit transfer". You may also schedule a recurring payment by selecting "Make it recurring". On the right side of the page you will see a listing of your available Transfer accounts. To edit or delete an account, simply select the "Edit" button and follow the prompts.

Transfers

Accounts						Transfer accounts	
+ Add account							
From	То	Amount	Date		Actions	ξ	
CHK Acct: *6 🔻	Son's Che * 🔻	\$ 100.00	02/28/2018	Mak A	<u>e it recurring</u> dd comment	<u>Son's Checking</u> To	<u>Edit</u>
Add another transf	<u>er entry</u>					CHK Acct: *****67'	<u>Edit</u>
			Review	Submit tra	ansfer	From	

GiftPay

One new feature that has come from our update is the ability to send a "gift" through Bill Pay. To send a gift, select "GiftPay" from the options at the top of the page. To add a new gift recipient, select "Add recipient".

Payments	Pay a person	Transfers	GiftPay	Calendar	My account	Help	
				١	Welcome .		Me:
GiftPay							
+ Add recipient							
Display -							
	١	íou have no re	ecipients. <u>Ad</u>	d recipient			
View pending	View history						

You will also be asked one, of a variety of challenge questions to proceed. Please answer the question and press "Submit".

Challenge prompt	
* Required field	
Maternal grandmother's maiden name *	
	Submit

Next, you will set up the type of gift you are sending. You are able to send a gift check or donation check. Descriptions of the two types are below and will always appear on screen. For now, we're going to proceed with setting up a gift check. Select the correct radio button and press "Next".

Add recipient

What kind of GiftPay are you sending?

Gift checks

If you're the gift-giving type, make it easy for you and special for them. Send a gift check with a personalized message designed for birthdays, new babies, weddings, graduations, anniversaries, or just because for only \$0.00.

Donations

Show you care by giving a gift that doesn't end. Send a donation to your favorite charity or organization in honor or memory of someone special for only \$0.00. You can send a personalized message about your donation using up to 4 email addresses and receive a copy for tax purposes. If you wish to send a standard donation without these features, <u>click here</u> to add your charity and schedule as a payment at no additional cost.

Gift check Gift check	
Donation	

You will then need to complete the following information regarding your gift recipient. Once all fields are completed (fields with an asterisk are required, other fields are optional), press "Next".

Tell us about your gift recipient		
* Required field		_
First name *		
Middle name		
Last name *		
Payee address *		
Payee city *		
Payee state *	Select State	
Payee zip code *	-	
		Next Back

You will then be asked to review the information you've added. If it is all correct, press "Submit". If not, select "Edit", correct the information and repeat the process.

Review your gift recipient	
First name	Food Bank
Middle name	
Last name	of Eastern Michigan
Payee address	2300 Lapeer Rd
Payee city	Flint
Payee state	MI
Payee zip code	48503 -
	Submit
	Subhik

Once the recipient is added, they will display on the GiftPay page. Select "Send gift" to send them a check.

GiftPay		
Add recipient		
Display 🗸		
Food Bank of Eastern Michigan	Last sent: N/A Gift amount: N/A	Send gift
View pending View history		

Complete the information on the Send gift check page to send a gift check. Once all fields have been completed, select "Next".

* Required field	Food Bank of Eastern Michigan	
From *	CHK Acct: ***67'	
Amount *	\$ 100.00	
GiftPay fee	\$ 0.00	
Date *	03/01/2018	
Please select the occasion *	Just Because	
		Next Back

Send gift check

You will also have the ability to enter some messages to appear with the check.

Create your message		
* Required field		
Opening message *		
Personalized message *		
	(Maximum characters: 300) You have 300 characters left.	
Closing message *		
		Next Back

Finally, you will be asked to verify the information you have entered. If all of the information is correct, please select "Submit".

Gift check information

То	Food Bank of Eastern Michigan
Amount	\$ 100.00
GiftPay fee	\$ 0.00
Process date	2/26/2018
Deliver by	3/1/2018
Memo	(Maximum characters: 25) Memos will appear at the bottom of your check.
Return address	FLINT, MI 48503



The process to send a donation is similar. Select the correct radio button and click "Next".

What kind of GiftPay are you sending?

Gift checks

If you're the gift-giving type, make it easy for you and special for them. Send a gift check with a personalized message designed for birthdays, new babies, weddings, graduations, anniversaries, or just because for only \$0.00.

Donations

Show you care by giving a gift that doesn't end. Send a donation to your favorite charity or organization in honor or memory of someone special for only \$0.00. You can send a personalized message about your donation using up to 4 email addresses and receive a copy for tax purposes. If you wish to send a standard donation without these features, <u>click here</u> to add your charity and schedule as a payment at no additional cost.



Add information regarding your charity and click "Next". The system will have you review the information regarding your charity before adding it.

Tell us about your charity		
* Required field		-
Charity name *	Food Bank of Eastern Michigan	
Payee address *	2300 Lapeer Rd	
Payee city *	Flint	
Payee state *	MI	
Payee zip code *	48503 -	
		Next Back

Once the recipient has been added, it will appear on the GiftPay page, select "Send donation" to send a donation.

GiftPay		
Display 🗸		
Food Bank of Eastern Michigan Donation check New	Last sent: N/A Donation amount: N/A	Send donation

Complete the required fields to send a donation. You can also choose to send the gift in honor of someone else, request an acknowledgement of the donation and create a personalized email to be sent with your donation. When you are finished, press "Next".

Send donation

* Required field		
То	Food Bank of Eastern Michigan	
	Donation check	
From *	CHK Acct: ***67	•
Amount *	\$ 100.00	
GiftPay fee	\$0.00	
Date *	03/01/2018	Ċ
	Process date 02/26/2018	
Send in recognition of someone? *	In Honor of A Loved One	
Request an acknowledgement of my donation? *	○ Yes No	
Create a personalized email to someone to notify them regarding my donation? *	Yes ◎ No No	
		Nevt

If you have selected to have your donation acknowledged, complete the fields below using your contact information. When you are finished, click "Next".

Acknowledgement request		
* Required field		
First name *	John	
Last name *	Smith	
Address *	1234 Main St	
City *	Grand Blanc	
State *	MI	
Payee zip code *	48439 -	
		Next
		Dack

If you have chosen to send a personalized email, complete the information on the page. You can also choose to disclose the amount of your donation in the email and receive a copy of the email. Fields with an asterisk are required. When complete, press "Next".

Personalized email		
* Required field		
Recipient email *	contactus@securitycu.org	
Email		
Email		
Email		
Options	✓ Disclose donation amount	
	Send me a copy	
Email opening *	Dear Sir or Madam	
Message *	A donation has been made to your organization.	
	(Maximum characters: 300) You have 254 characters left.	
Email closing *	Thank you for helping feed hungry people.	
		Next Back

You will then be asked to review the details of your donation.

If you requested an acknowledgement, your information will appear at the top of the page.

Review your donation	
Requested acknowledgement	
To address	John Smith 1234 Main St Grand Blanc, MI 48439
Followed by your personalized email information if you requested one be sent.	

Review your donation	
Personalized email	
То	contactus@securitycu.org
Subject	Donation from
Message	A donation has been made to the Food Bank of Eastern Michigan in the amount of \$100.00
	Dear Sir or Madam
	A donation has been made to your organization.
	Thank you for helping feed hungry people.

Finally, you will be asked to verify the information of the donation itself. If all of the information is correct, please select "Submit". If not, please choose "Back" and adjust the information as necessary.

Donation check information

Food Bank of Eastern Michigan
\$100.00
\$ 0.00
2/26/2018
3/1/2018
(Maximum characters: 25) Memos annear at the bottom of your check
(maximum enaracters, 25) mentos appear at are solten or your encert.
FLINT, MI 48503



For other features, please reference our demo videos at <u>www.securitycu.org/update</u>, click the "Help" link at the top of your Bill Pay dashboard or contact a Security Credit Union representative by phone at (810) 235-2322.



Dedicated. Secure. Trusted.