

Brannen Bank

FINANCIAL SOLUTIONS SINCE 1926

Frequently Asked Questions – Bill Pay

Q: I do not currently have Bill Pay; how do I sign up in the new Digital Banking platform?

A: Select Bill Pay in the blue navigation bar.



Complete the Sign Up form and accept the Terms & Conditions.

A screenshot of the 'Sign Up' form for Bill Pay. The form is titled 'Sign Up' and includes a list of bullet points: 'One-time convenience fee for digital activation and Bill Pay Bill Pay Fee', 'One-time fee for phone loan from the party of digital services', and 'One-time fee for phone loan from the party of digital services'. Below the list are sections for 'Personal Information' with a 'First Name' field, 'Contact Information' with 'Country' and 'City' dropdown menus, and a checkbox for 'I have read and accepted the Terms & Conditions of service.'.

Begin setting up your payees by searching for the person or business you would like to add.

A screenshot of the 'Welcome to bill pay!' screen. The screen features a search bar with the text 'Who do you need to pay?' and a 'Pay All Bills on this page? Click on "Pay" Below to proceed. Total: \$0.00' button. To the right is a 'My Payments' section with a 'Search payee name' field and a 'Pay All' button. Below the search bar is a numeric keypad and a 'PAY TO...' section with a list of payees.A screenshot of the 'Welcome to bill pay!' screen, similar to the previous one, but with the search dropdown menu open. The dropdown lists several payees: 'Pay Energy Company', 'Pay Energy Co', 'Pay Energy, Al', 'Pay Energy, CO', 'Pay Energy of Land Summary', 'Pay Energy, Propane', and 'Pay Energy, Propane'. A red circle highlights the search input field, and a red arrow points to the first payee in the list.

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Q: My Bill Pay is set up; how do I set up Bill Pay payees?

A: From the Bill Pay Home page begin searching for the person or business you would like to pay from the Add a payee field.

Add a payee Type the name of the payee you would like to add in the search box

If the person or business is listed as a drop down option select the company and then click Add.

Add a payee Type the name of the payee you would like to add in the search box

Brighthouse Life Insurance Co
Brighthouse Networks - Spectrum

Input the requested payee information and select the add payee button.

Brighthouse Networks - Spectrum

Billing address Payee Account

There are multiple locations. Please enter the ZIP code at right, so we know where to send to.

Brighthouse Networks Spectrum

Account number

Confirm account number:

Nickname (optional)

ZIP code -

[Questions](#) [Cancel](#)

Start paying bills or add another payee.

My Bills & People I Pay

Sort by: Name (Nickname) Find:

[Get ACE](#) **Duke Energy FL** *0163

Options

Successfully added! You are ready to make payments (will be available) [Print bills](#) [Close](#)

Pay all bills on this page? Total: \$0.00

My Payments [View payment history](#)

Search payment history:

The Recent Area will show scheduled payments and payments completed in last 90 days

7 8 9 +
4 5 6 *
1 2 3 -
0 . /

I want to...
[Manage banking accounts](#)
[Send bill pay messages](#)
[Get help](#)
[Contact us](#)

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Q: My bill pay recipient is not listed as a drop down option can I still add them to my Bill Pay.

A: Yes. From the Bill Pay Home page; type the person or business's name completely in the Add a Payee search box and select Add.

Add a payee Type the name of the payee you would like to add in the search box

Ellen Test

Complete the requested information on the next screen and select the Add payee button.

Ellen Test ✕

Billing address

unknown. Please provide at right.

Payee Account

Account number

If you have one|

Confirm account number:

Nickname (optional)

Ellen Test

Ellen Test

Address 1

Address 2 (optional)

City

State

ZIP code

Phone

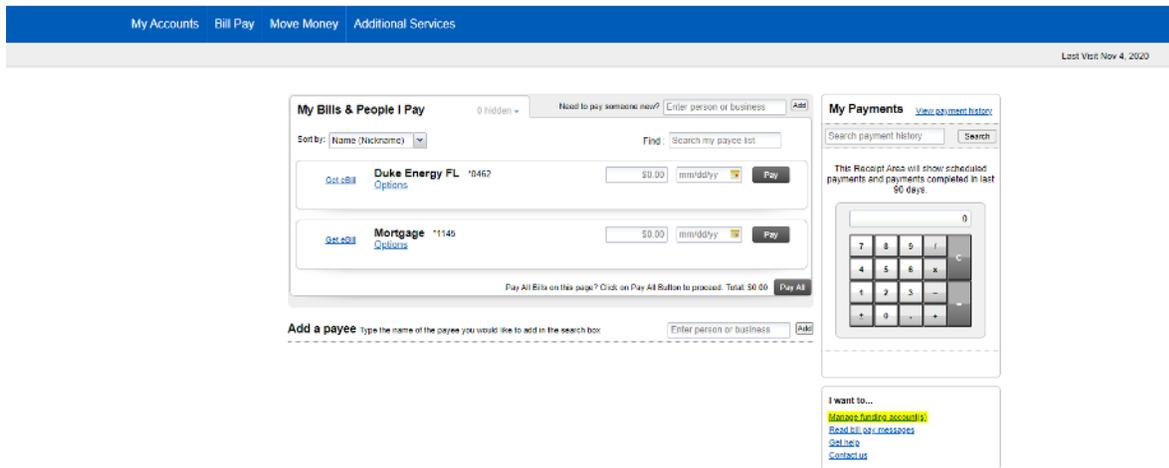
[Questions?](#) [Cancel](#)

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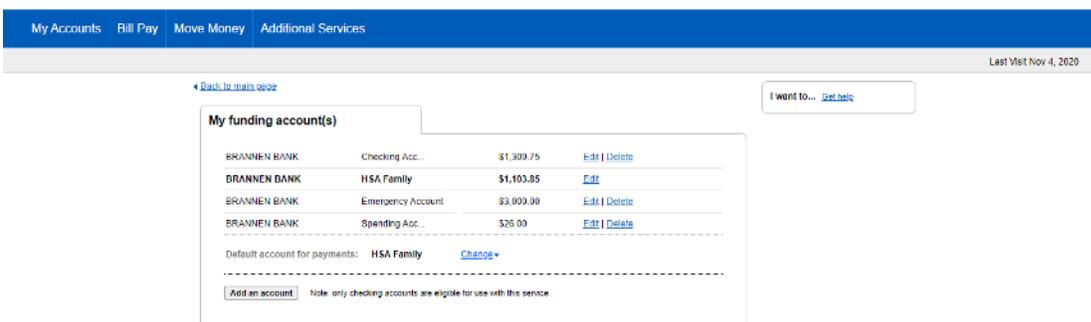
Q: I have set up my bill payees; how do I make sure my bills are being paid from the correct account?

A: From the Bill Pay Home page select the blue [Manage funding account\(s\)](#) hyperlink in the bottom right hand corner of your Bill Pay screen.



Accounts linked in Digital Banking will display. The account named as the Default account for payments is the account that bills will be paid from unless changed by you.

****Please note only Checking accounts may be utilized for Bill Pay services.****



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Q: How do I change the account that my bills will be paid from?

A: You have several options to change the account your bill will be paid from.

From the Bill Pay Home page select Manage funding account(s) in the bottom right corner and then select the blue [Change](#) hyperlink to select your default payment.

OR select the blue [Edit](#) hyperlink to make the account your default payment account or change the account nickname.

◀ [Back to main page](#) I want to... [Get help](#)

My funding account(s)

BRANNEN BANK	Checking Acc...	\$1,309.75	Edit Delete
BRANNEN BANK	Emergency Ac...	\$3,000.00	Edit Delete
BRANNEN BANK	HSA Family	\$1,103.85	Edit
BRANNEN BANK	Spending Acc...	\$26.00	Edit Delete

Default account for payments: **HSA Family** [Change](#)

- Checking Account
- Emergency Account
- Spending Account

[Add an account](#) Note: only checking accounts are eligible

You may also change the account the bill will be paid from directly from the Payee on the Bill Pay screen by clicking on the blue [account](#) hyperlink.

My Bills & People I Pay

0 hidden Need to pay someone new? [Add](#)

Sort by: Find:

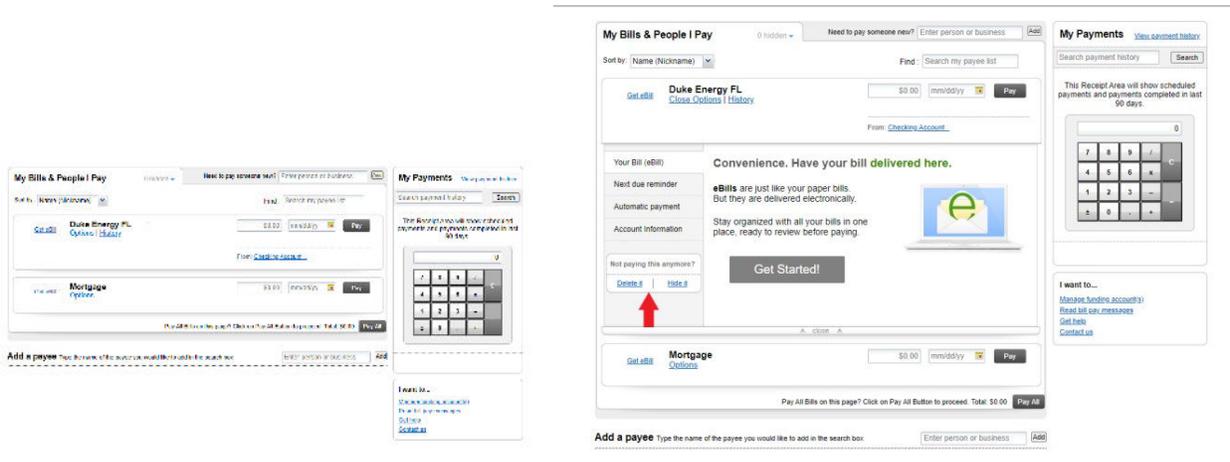
Get eBill	Duke Energy FL	\$0.00	<input type="text" value="mm/dd/yy"/>	Pay
Options History		From: Checking Account	\$1,309.75	

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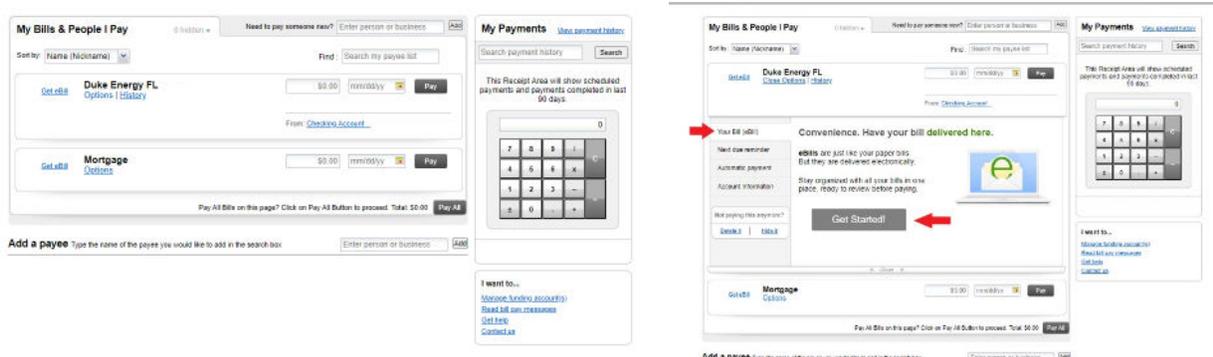
Q: How do I delete a bill payee?

A: From the Bill Pay Home page select the blue [Options](#) hyperlink under the payee. On the next screen you can choose to delete or hide the payee by selecting the blue [Delete It](#) or [Hide It](#) hyperlink



Q: How do I set up an eBill?

A: From the Bill Pay Home page select the blue [Get eBill](#) or [Options](#) hyperlink for the payee. The next screen will automatically default to the Your Bill (eBill) tab. Select Get Started to enroll for eBill.

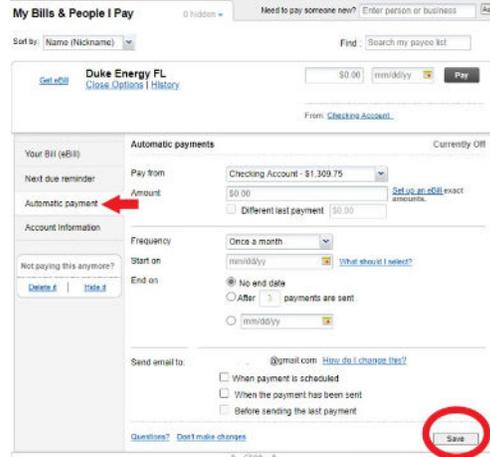
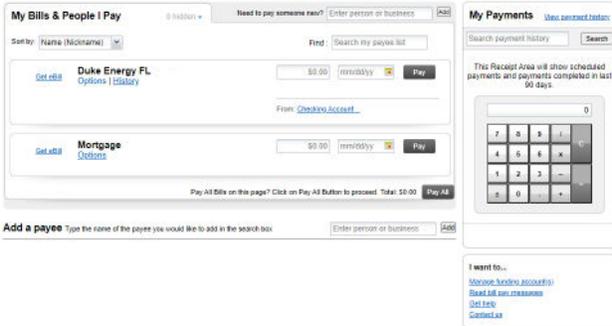


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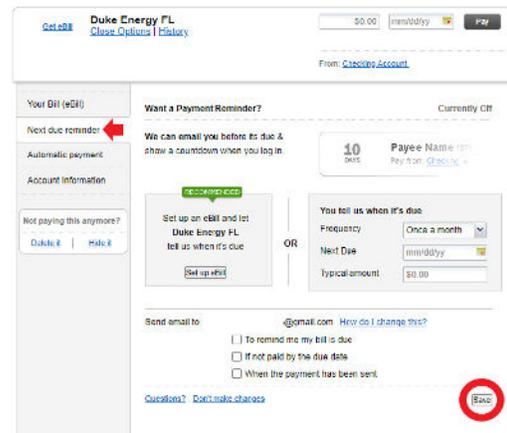
Q: How do I set up automatic payments?

A: From the Bill Pay Home page select the blue **Options** hyperlink under the payee. On the next screen select the Automatic Payment tab, complete the requested information and select save.



Q: How do I establish due date/payment reminders?

A: From the Bill Pay Home page select the blue **Options** hyperlink under the payee. On the next screen select the Next due reminder tab, complete the requested information and select save.



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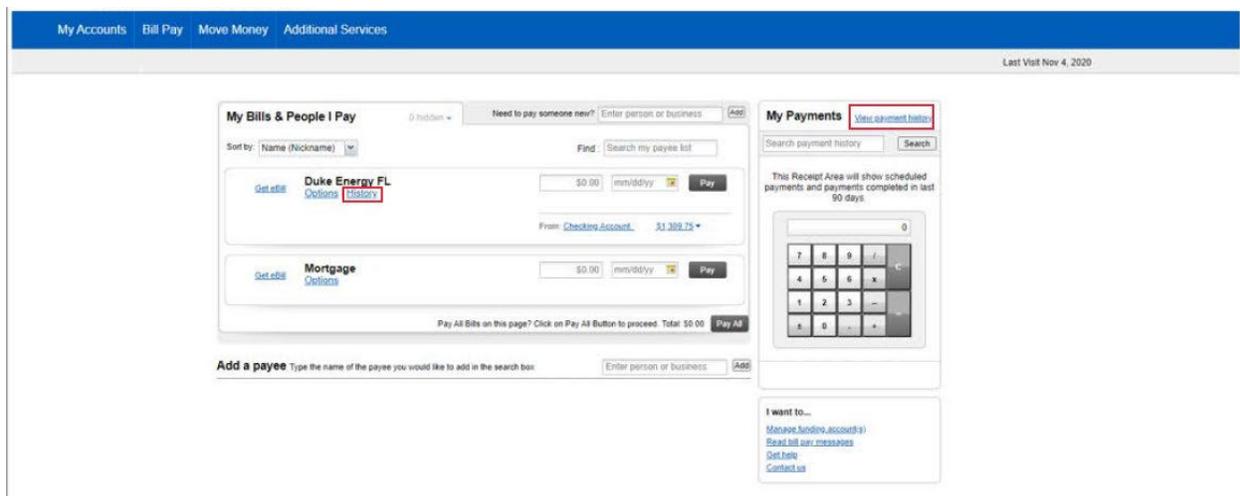
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Q: How do I get Bill Pay payment history?

A: You have two options to view payment history.

From the Bill Pay Home page click in the Payee box and then select the blue [History](#) hyperlink that appears beneath the payee name.

If you want to view the history of all payments made rather than history of a single payee then select the blue [View payment history](#) hyperlink in the right hand corner above the calculator.



Q: I paid a bill through my Bill Pay services and I do not see it OR the person/business is saying they did not receive my payment what do I do?

A: Please contact us at 352-726-1221, option 0, option 2, option 1 for additional information on payments made through Bill Pay.