



Bill Pay - Frequently Asked Questions (FAQs)

Putnam Bank Bill Payment Service

Using our Bill Payment service will save you time and money. Rather than writing and mailing checks to the same biller/payee each and every month, you can establish a bill payment receiver (biller)/payee list. Then, each month it's just a matter of pointing and clicking on a biller/payee, entering a date and amount that you would like to pay. You have the option of scheduling payments or setting up recurring payments, as well as having the control to make your payments when you want to. To use our Bill Payment service simply select the payee, enter the date you would like your payment to be received and Bill Pay service will take care of getting it there. Our Bill Pay provider will issue the payment and withdraw the funds from your Putnam Bank checking account.

If you enroll in **eBills** you can download your electronic bill directly from the Bill Pay system. Often, only the biller/payee name and account number are required, although some do require an additional field for validation, such as ZIP or phone number.

Bill Payment

Bill Pay offers features and functionalities such as:

- Greater flexibility when scheduling payments.
- Helpful payment reminders for any payee.
- Extended cutoff time when scheduling payments.
- Increased number of payments will be sent electronically.
- Enhanced eBill functionality when you re-enroll your eBills:
 - Ability to view, download, and save a PDF of your bill.
 - Payment and alert options for each monthly eBill received.
- Advanced person to person payment options through Popmoney®.
- Convenient access to one year or more of bill payment history.

With our Bill Pay, every payment is evaluated to ensure that it is within your normal behavior as well as within the normal behavior for that biller/payee.

Popmoney®

Our Bill Payment service features **Popmoney®**. If you need to pay an individual electronically through the Automated Clearing House (ACH). For more information please see our [Popmoney® FAQs](#).

IMPORTANT INFORMATION ABOUT THE BILL PAYMENT

Will I have to select a funding account to send a bill payment?

The first time using our new Bill Pay, the system will default to one of your checking accounts. If you prefer to establish a different default funding account for all of your payees, contact the Online Banking Department for assistance 800-377-4424 option 2, or onlinebanking@putnambank.com, or when processing a payment for each bill pay receiver/payee you can select a specific funding account. Once processed our system will associate the funding account you selected with that bill pay receiver/payee.

Can I assign a specific funding account to a specific payment?

YES. Simply select the applicable account in the “Pay From” drop down, process and confirm the payment. Once processed our system will associate the funding account you selected with that bill pay receiver/payee.

Can you change the funding account for recurring payments?

YES. Changing the default funding account for recurring payments is easy. Simply select the “Accounts” tab and select the “Move Payments” link from the existing funding account. Select the new account from the “Move to this Account” drop down and click the “Move Payments” button.

What happens if you don't have enough money in your funding account?

If you do not have enough money in your account on the payment date, the payment will still be sent to the biller/payee and you could receive a Bill Payment Processor non-sufficient funds charge as well as a Bill Payment NSF item fee (as disclosed in our Schedule of Fees). We will attempt to collect payment a second time within 24-48 hours. If at that time you do not have sufficient funds, a second Bill Payment Processor non-sufficient funds charge as well as a Bill Payment NSF item fee may be assessed. At times, we may work with the biller/payee to try and reverse the payment. If the payment cannot be reversed, we will contact you directly to satisfy your outstanding balance. Your access to Bill Pay may also be restricted for payments resulting in non-sufficient funds.

What are eBills?

eBill enable you to electronic connect your bill to our Bill Pay service. This access to features PDF copies of your bill, eBill alerts and payment options that will allow you to schedule one time and recurring payments based on your eBill each month.

Can I download Bill Pay transactions to Quicken® or QuickBooks®?

YES, you may download your Bill Pay transactions to Quicken® or QuickBooks®. As of 5/02/17 we no longer offer the Direct Connect Bill Payment option within Quicken® or QuickBooks®. To issue a Bill Payment transaction, simply leave Quicken® or QuickBooks® and navigate to Putnam Banks Pay My Bills option.

What does “Payment” date mean?

The “Payment” date is the date the bill payment receiver/payee will receive the payment. If the payment is sent electronically, this will also be the date that the funds will be withdrawn from your account. If the payment is sent by check, the funds will be withdrawn from your account when the bill is presented to the bank for payment.

What should you do if you receive a message that “Bill Pay is not available”?

If you receive an error message that says “Bill Pay is not available,” please check to make sure we have the most up to date home phone and/or email address on file. You may verify this information by accessing the “Service Center” tab within Online Banking. If after verifying your information, you continue to receive an error message, please contact the Online Banking Department for assistance 800-377-4424 option 2, or onlinebanking@putnambank.com.

What are the payment methods in which a bill payment may go out?

Payment methods may include, but may not be limited to, an electronic payment (ACH) (funds are withdrawn from your account on the deliver by date), a corporate check payment (funds are withdrawn from your account on the deliver by date) or a laser draft payment (funds sent to the biller/payee are deducted from your funding Account when the laser draft is presented to Putnam Bank for payment).

After I make a payment how long does it take for the funds to be debited from my account?

Electronic payments (ACH) and corporate check payments are debited from your account on the morning of the selected payment date. Laser draft payments, funds are deducted from your account when the payee deposits the check.

Will the payment method ever change?

POSSIBLY. In some cases the Bill Payment service may send a payment by check versus electronically. This is because the payment method is based on typical payment behaviors the enhanced system needs to learn to identify your bill payment behavior. If the system recognizes any payment behavior that is not typical you will receive a popup alert. This may help to reduce payment errors.

IMPORTANT – Our Bill Pay service provider is among the largest processors in the U.S., contracting with an extensive number of companies/corporations to accept payments electronically. This database is always changing. Therefore we process updates on a regular basis. With this in mind, you may see your payment first go out as a check, then convert to an electronic payment in the future. The reverse can also hold true. *It is important to always review the payment method for each of your transactions, prior to confirmation. The payment method is one of several important details used to determine the payment timeline (your request to receipt by your payee).*

IMPORTANT - Also, if the payment behavior is not typical or if the service is concerned about the payment, the payment maybe held for 48 hours while we try to contact you for verification. If we are unable to contact you, the payment may be cancelled.

IMPORTANT - Since your payment may go out as a check, it is extremely important that you verify the PAYEE address prior to submitting the payment to ensure the payment gets mailed to the correct address.

Why are some payments sent electronically, while others are sent by check?

The method of payment is determined by the biller/payee. Some biller/payees may also set certain dollar limits to what payments are sent electronically and what payments are sent by check. This means that your payment could be sent electronically, and other times, a payment to that same biller/payee could be sent via check. This could also be because, the system will monitor your normal payment behaviors and anything outside your normal payment behaviors may go out as a check to reduce the risk of payment errors or fraud on your account.

How do I know if a biller/payee offers eBills, but doesn't on the enhanced bill pay system?

Use the link below to see if a payee participates in eBills through the bill payment system.

<http://www.ebillplace.com/cda/ebillplace/providers/providers.html>

If there is a biller/payee on the list, but you don't see the eBill link, verify the payee details. The payee could only allow eBills if the address is set to X, but your biller/payee has an address of Y. It could also be that the specific type of bill you have for a certain biller/payee doesn't participate in eBills through our new Bill Pay system. For example, a biller/payee may allow eBills for their credit cards, but not for their auto loans.

Why do all of your payments prior to 5/02/2017 show in the history as a check payment?

As part of the Bill Pay upgrade, any payments from the previous system will be shown as a check payment. This will only affect payment made prior to 5/02/2017. Should you need any additional details regarding past payments, you may reference your account statements or contact the bank and we can provide you with additional

Can I see the memo line in my history for check payments?

The memo line will be available in your history for any payments issued after 5/02/2017. Should you need to reference the memo line for previous check payments, you can view check image and refer to the memo line. If you need assistance with an ACH or Check Payments, please contact the Online Banking Department for assistance 800-377-4424 option 2, or onlinebanking@putnambank.com.

Can you cancel a Scheduled Payment?

YES. You may cancel or edit any Scheduled Payment (including recurring payments) by selecting the “Change” or “Cancel” links within the Pending Payments section of the Bill Pay system. There is no charge for canceling or editing a Scheduled Payment. Once the payment has begun processing, it cannot be cancelled or edited; therefore a stop payment request must be submitted.

How can you pay a person through the Bill Payment system?

Our Bill Payment service features Popmoney® for Person to Person payments. Popmoney® lets you pay an individual electronically through the Automated Clearing House (ACH). For more information please see our [Popmoney® FAQs](#).

How can you add a new biller/payee?

Click the “Add a Company or Person” button from within the Payment Center and select the “Company Tab.” You can either search for the company in the “Search” bar, or you can select the company from the list of major biller/payees. When adding a major biller/payee, the biller/payee information has already been identified by the Bill Pay system, therefore, all you need to do is enter your account information for that major biller/payee. For smaller businesses or local businesses, the biller/payee information may not be readily available; therefore, you may need to enter more information about the business such as mailing address and phone number.

Can you organize your list of billers/payees?

YES. To organize your list of billers/payees, select the “Organize my List” link from the Payment Center. This will allow you to group biller/payees together in a way that works for you.

Who can you contact if you have questions and concerns about the Bill Payment enhancement?

Please contact the Online Banking Department for assistance 800-377-4424 option 2, or onlinebanking@putnambank.com.