



# Money Connection Online™

## Bill Payer

### *Frequently Asked Questions*

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#### **Whom can I pay through Online Bill Payment?**

You can pay ANYONE in the United States from the next-door neighbor, to the utility company, to the bank, and even a child in college across the country.

#### **When will the money be taken out of my account?**

For an ELECTRONIC PAYMENT, funds are debited the same day that the payment is sent, providing it is sent by 12:00 Noon CST. Electronic payments submitted after 12:00 Noon CST are debited the next day during bill pay processing. CHECK payment funds are debited from the account when the check clears your account at the bank.

#### **What if I do not have enough money in my account?**

CHECK payments are handled in the same manner as a check written out of your checkbook against an insufficient balance.

ELECTRONIC payments are verified for funds availability during processing. If the funds are available, the account that you selected for the payment will be debited and the information sent on to Princeton for processing. If the funds are not available, the payment will not be processed and you will receive a message to inform you that the payment could not be sent due to insufficient funds. Each day the payment will be resubmitted for you until either you delete the payment or the funds are in the account to make the payment.

#### **How late in the day can I enter, edit, or delete a payment?**

You may add, edit, or delete a payment up to 2:00 AM CST on the day the payment is scheduled to be sent. If a same day payment is submitted between 2:00 AM CST and Noon CST it may be edited up until Noon CST.

#### **What happens if I have a scheduled payment that falls over a weekend or holiday?**

If a SCHEDULED payment falls on a holiday or weekend, it will be paid on the Friday BEFORE the weekend, or the last working day BEFORE the holiday.

#### **Can I use Online Bill Payment if I live outside the U.S.?**

Yes, as long as you have a bank account in the United States. However, you cannot pay bills to payees located outside the United States.

#### **Can I get a copy of a cancelled check?**

Yes. You will need to contact the bank for this information.

#### **How far in advance should I set up a payment to ensure it is paid on time?**

For an ELECTRONIC PAYMENT, allow 3 business days from when the payment is submitted.

For a CHECK, we guarantee that the check will be in the mail on the same day the payment is submitted, if it is entered before 12:00 Noon CST. (This is the same as if you wrote a check out of your checkbook, and put it in the mail on the same day). Allow 7 business days for a check payment.

Please note that we have no control over the U.S. Postal Service.

**Can I have multiple payments to the same payee on the same day?**

At this time, there is nothing that checks for multiple payments for the same amounts going to the same vendor on the same day.

**Can I stop a payment?**

Yes. After the check is printed and mailed, payment history will show the check number for that payment. The stop payment would be added in the same manner as for a regular check written out of your checkbook. ELECTRONIC payments cannot be stopped.

**How many payees may I have set up?**

There is no limit to the amount of payees you can set up through the Internet.

**Can I edit Payee addresses?**

Yes. You can edit the name, address, and even the account number.

**How do I know if a payee is electronic or check?**

Once you have set up the payee, then you can look at the PAYEE LIST screen and you will see a field that will tell you if the payee is electronic or check.

**When and how are the payments processed?**

Payments submitted, recurring or one time, before 2:00 AM CST Tuesday-Friday will be processed at 2:00 AM CST. Payments submitted between 2:00 AM CST and Noon CST will be processed at 12 Noon CST. Payments received after 12:00 Noon CST on Monday-Thursday will be processed the next business day. Payments received after 12:00 Noon CST on Friday will be processed the next business day. All payments scheduled to go on a weekend will be processed on the processing day before the weekend. All payments scheduled to go on a holiday will be processed the day before that date. Payments entered on the weekend, recurring or one time, will be processed on the next business day.

**How long is history retained in the View Payment History section?**

Payment history for active and deleted payees is retained and viewable for 19 months.

**What do the status fields indicate on the Payment History Page?**

Processed - The payment has been processed and sent.

Rejected NSF-The payment that you have tried sending has rejected due to Non-sufficient funds.

Communication Failure-There was an error due to communication problems.

Vendor Refund - Payment rejected at Princeton E-Com.