




Bill Pay Frequently Asked Questions

- **How do I pay a bill with Online Banking's Bill Pay Service?**
 - First National Bank's Bill Pay Service is available within our Online Banking website and via First National Bank's Mobile Banking App.
- **I've logged into Bill Pay and do not see the Payee I want to pay. How do I find/add a Payee?**
 - To add a new Payee in Bill Pay simply click "Pay Someone New" and search for Any Business or Person. If the Payee is not available in the Bill Pay Payee database you have the option to send a check to the Payee.
 - To find an existing Payee, you can change the View of the Payee list to view all existing payees and select from the list or you can utilize the "Find A Payee" search box to find specific Payees.
- **Can I change a one-time payment or auto-payment?**
 - Yes. You can change payment details for each payee by clicking the drop down arrow next to the Payee Name you wish to edit. An additional menu will appear with the options to change automatic payment rules, modify the payee information, or delete the payee all together.
 - If you accidentally pay the wrong Payee you can cancel a scheduled payment if the payment is in the Activity Column by selecting the payment you wish to cancel and pressing "Cancel Payment".
- **I have multiple accounts. How do I choose the account I would like the bill paid from?**
 - Once the Payee is established you will select the bill within the list of payees to expand the available options. Once the Payee is selected/expanded in italics under the Payee Name there is a  next to the account name and last four of the account the payment is defaulted to be paid from.
 - You can also change your DEFAULT Funding Account within the Resources Tab in Bill Pay.
- **I've set categories for my bill payments. How do I generate a report by category?**
 - To run a report on Bill Payment historical payments you must click the Resources tab, Reports, and select your desired filters.