

BILL PAY UPGRADE GUIDE

With this UPGRADE, you'll enjoy each access to both of these features in online banking and the mobile app - with no fees!



PAY A BILL

Schedule one-time or recurring payments and receive alerts when payments have been processed, sent or delivered.



PAY A PERSON

Send money to anyone, no matter where they bank. All you need is their e-mail address or mobile phone number. For more protection you will also set up a security question for your recipient to answer the first time you perform a transaction.

NOTE: Now is the perfect time to remove any out-of-date information and delete outdated payees.

NEW BILL PAY LAUNCHES MARCH 19

AFTER THE UPGRADE

Be sure to review your list of payees. Any payee that is missing critical information will be highlighted in yellow and marked with a notice to "Update Biller." Be sure to add the requested information as soon as possible. Payments cannot be made to any of these payees until the necessary information is added.



Will my existing payees display automatically in the new bill pay?

Most existing payees will be transferred and displayed automatically in the new platform, as well as your past six months of payment history. However we do recommend you review your payees prior to March 11.

Will my recurring bill payments transfer to the new system?

Yes, except in rare instances where the payee information does not transfer properly. Be sure to make a note of any scheduled payments prior to March 11, then confirm payment as scheduled once the new system is available.

Continue reading for more FAQs

FAQ BILL PAY UPGRADE



Why do you need me to update the biller information?

Some billers required Achieva to have more information in order to complete a payment. If any of your billers are highlighted in yellow, we need more information on this biller. Simply use your monthly statement or invoice from this biller to fill in the necessary information.

Which of my billers are displayed?

All of your billers should be displayed in either an “active” or “on-hold” status. For billers with an “on-hold” status, see the question above to provide necessary information prior to sending a payment.

How are bill payment items delivered to my billers?

Bill payments are delivered either by paper check or electronic transfer. Electronic payments will be delivered the next business day. Paper checks will be delivered within 7 business days. Checks are mailed from Glastonbury, CT.

Why did my electronic payment change to a check payment?

If any of the biller’s information changed between the time you originally set up the payment and our upgrade to the new system, it may have caused the payment to be sent as a check payment rather than an electronic payment. To resolve this, you can re-enter the biller information using a recent statement to ensure that it is current and accurate.

When will my payments be deducted from my account?

Check payments will be deducted from your account once the biller deposits the check. Electronic payments are deducted from your account on the payment send date.

Why are all my payees/billers listed even though I’ve hidden them?

All payees were converted, including payees you may have “hidden”. You now have the option to delete “hidden” billers.

Where can I see check payment images?

Check copies are available after the biller presents the check for payment and it clears successfully. You can review check images in your account history in online and mobile banking.

Can I place a stop payment on a Bill Pay payment?

You can place a stop payment for paper checks by calling Achieva at 800-593-2274.

How much of my bill payment history is available?

All transactions for active billers are listed for the previous six months.

Why are my recurring payments showing in my scheduled payments twice?

Recurring payments were brought over with the most recent transaction showing a recurrence of “once”. All future payments show a recurrence of “monthly”.

Will my eBill data be converted over to the new Bill Pay System?

The eBill service will be provided in the new system; however, the data can't be converted. If you have Bill Payments set to automatically pay an eBill, you will have to set those up in the new Bill Pay system.

Why is the address of my biller not displayed?

If your biller is paid electronically, the mailing address of the biller will not be displayed.

Can I schedule payments throughout the upgrade?

You can schedule payments until 6pm on Monday, March 11. After this time, the previous system will be unavailable. You may begin scheduling payments on the upgraded platform on Tuesday, March 19.

Where can I find my business payment data moved to the new system?

Achieva has transferred bill pay data into the new system including pending and recurring payments, biller information, and 6 months of payment history. Payments made from your business account(s) will be transferred to the Business Online Banking system. To see the payees, log into your business profile or enroll the business in Business Online Banking.

Pay-a-Person FAQs

What is Pay-a-Person?

Pay-a-Person is a free service that allows you to pay anyone with a bank account in the US. All you need is their email address or mobile phone number to get started.

How do security questions work with Pay-a-Person?

When using Pay-a-Person, you will set up a security question and answer for your recipient to answer the first time you perform a transaction together. The answer to the security question is space-sensitive. For example, if you write “NewYork” without spaces and the recipient writes “New York” with spaces, the security question would be invalid. A limited number of attempts are available before the transaction is canceled automatically. So, be sure to communicate directly with the person you are sending money to.

General FAQs

Can I setup Alerts and Notifications?

Yes! You can set up alerts and notifications, so you'll get updates on your payment status based on your selections. Please make sure you have an updated email address and mobile phone number to ensure your alerts are delivered to the appropriate destination.

I scheduled a payment on a non-business day (holiday, Saturday, or Sunday) when will my payment be sent?

Your payment will be sent on the first business day following the non-business day.

How long should I allow for my payment to be received by my payee?

Electronic Bill Payments arrive the following business day if sent before 8pm EST.

Check Bill Payments typically arrive 5 – 7 business days after the send date.

Pay-a-Person Payments arrive the following business day if sent before 4pm, however, this is dependent upon when the recipient provides their payment instructions.

Can I cancel or change a payment or transfer?

You can cancel or make changes to your Bill Pay, or Pay-a-Person, until 8pm EST on the payment send date. You may place a stop payment on a check payment if needed.