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Bill Payment and Presentment Quick Tips

How do I add a payee?
Click on the “Payees” button then click “Add Payee.” You can either enter the information manually or search the built-in payee list. If e-bills are available, you will be prompted to setup the e-bill. You can choose to skip this step and set it up another time, if you prefer.

What is an e-bill?
Bill Pay will connect directly to the payee’s site and pull in information from your bill. You can use this information to schedule payment dates and amounts. For example, you can choose to pay your credit card’s minimum payment or entire balance when the payment is due.

How do I setup an e-bill?
Every company is a little different. Either setup the bill when you create the payee, or navigate to your “Payee” section and choose “Set up e-bill.” In most cases you will enter your online logon information for that company. And if the site has security questions, you will generally have to answer these questions at setup. Tell Bill Pay your billing cycle, and complete the setup.

How do I make a one-time payment?
Click on “Payments” then choose “Make Payments.” Find your payee and enter the appropriate amount. You can quickly and easily see when a payment is guaranteed to arrive by clicking on the send-on date. The calendar tells you which days payments go out on (business days), and shows you the guaranteed arrival day. Meritrust’s payment guarantee ensures your payment will arrive on time or we’ll refund up to $50 in late fees! From this payment screen you can also see the amount and date of your last payment.

What if I want to make a recurring payment?
Click on “Payees” and in the “Payment Option” column choose “Set up automatic.” From there you can choose the funding account, the amount, frequency and whether you want an ending date. In this version of Bill Pay you’re no longer required to have a set ending date for your recurring payments! Once the recurring payment is setup you can see it on your “Payees” page, in the “Payment Option” column. To delete or edit the payment, simply click on it.

I didn’t realize I could have more than one funding account!
The older version of Bill Pay didn’t allow this, but the new version does! You can use any of your Meritrust checking accounts as funding accounts. When you make a payment you simply choose which funding account to make a payment from.

Can I edit the amount of my recurring payments?
Yes! The older version of Bill Pay didn’t allow this, but now you can edit your recurring payments by clicking on the link for that payee on the Payee page, in the “Payment Option” column.

My profile information (name, address, etc.) is outdated. How do I update it?
The older version of Bill Pay didn’t show your profile information. While outdated information does not Meritrust Bill Payment and Presentment Quick Tips stop you from making payments, if you would like this information updated call our Contact Center or stop by a branch and we would be happy to update it for you!

How do I view my payment history?
Click on the “Payees” button and click “Payments” in the “History” column. You will be able to see up to one year of payment history or look in the “Reports” section.

What can I do with the new Reports functionality?
You can quickly and easily see payments made for a set timeframe. You can create reports of your payment data, and print your history. You can get even more functionality from this section by assigning your payees to categories.

What are the categories for? Do I have to use them?
The categories are to help you organize where your money's going. You can choose to use the categories, and even create your own. Or you can ignore the categories all together. These are for your use only, and do not affect how a payment is made.

What's on the CD I can order?
It includes your payment history for the entire previous year. Many members may find this helpful with tax preparation or simply for record keeping. The fee for the CD will be debited from your Meritrust account.

I have more questions! Who can I talk to?
Call our Contact Center at 316.683.1199 or 800.342.9278 or stop by one of our branches. We're here to help!