



This guide will be used to describe how to use the Biller Direct payment service within online banking to pay outside vendor bills. All you need is your login credentials for any vendor account you are wanting to link to your online banking account. You will need to have the account set up with the vendor prior to starting this process.

BILLER DIRECT SETUP

1. Select [Biller Direct](#), found under Transactions on the menu
 - A brief overview of the product will come up. Click [Next](#) after reviewing the product introduction. If you aren't interested in the introduction, click [Skip](#) on the top righthand side of the screen.
2. Select [Add a bill](#)
 - You will need to agree to the Terms and Conditions by clicking [I accept](#).
 - You can set up a new vendor bill for payment following the Linking Accounts section below.

BILLER DIRECT DASHBOARD

1. The Biller Direct Dashboard will have a timeline of bills scheduled to be paid or that are due broken down by THIS WEEK, NEXT WEEK, or NEXT MONTH.
2. The screen has several sections depending on the status of the vendor account you are setting up.
 - [Bills Due](#) — your bill is due within the next week
 - [Bills Paid](#) — your bill doesn't have an outstanding amount due at this time
 - [Processing](#) — your scheduled or recent payment is processing
 - [Syncing](#) — you've recently added a new vendor bill and the account is in the process of syncing
 - Your account will need to be verified with the business and the link completed. This may take 24 to 48 hours, depending on the vendor.
3. Menu items will be available at the bottom of the screen. Either you can scroll down or click on the circle with the three lines at the bottom righthand side of the screen to access [Add a bill](#), [Get Help](#), or [Settings](#).
 - [Add a bill](#) — use the Linking Accounts section below for adding vendor bills
 - [Get Help](#) — this brings you to our partner help portal where you can search for topics you are needing assistance with
 - [Settings](#) — you can change Notifications settings for payments made and payments due as well as the payment methods

LINKING ACCOUNTS

1. Click [Add a bill](#).
2. Under [Select a company](#), enter the Vendor's name you are looking up. An example name is Netflix. Suggested vendors will come up based on the information entered. Look for and select the name of the business you are trying to make a payment to.
 - Only participating vendors will be on the list. The list is updated on a regular basis as new businesses are registered.
3. Enter your login credentials for the vendor's website. Click [Submit](#).
 - Your account credentials will need to be verified. This should take between 10 to 20 seconds. Your account will also need to sync with Biller Direct. This may take between 24 and 48 hours depending on the vendor. The account will show up on the Biller Direct Dashboard under the Syncing category and will move up to the Bills Due or Bills paid categories after the sync is complete.
4. You can click [Add another bill](#) or [I'm done](#).

PAYING BILLS

1. You can select to pay or schedule a payment
2. Receive Money by entering first name, last name, debit card information for where you want the funds transferred to and then clicking Deposit Payment.
 - The timing of the deposit will depend on the receiving account. If funds are being deposited into an account that belongs to a participating network, funds are immediately available. Otherwise, the recipient will be prompted to enter the details for a checking account and funds will be available in 1 to 3 days.
 - Mobile users can opt out of MultiPay at any time by replying "Stop" to any MultiPay text.



REVIEWING HISTORY

1. You can view your payment history by toggling left on the payment timeline at the top of the screen or by clicking [View](#) next to the vendor. The history will be visible on the middle tab.

MANAGING CARDS

1. Select [Menu](#), found at bottom of screen or by clicking the circle at the bottom of the screen with the three lines.
2. Select [Payment methods](#).
 - You can add and remove debit cards and checking accounts from this section. You can also change the nickname (Custom Label) by selecting the gear next to the account previously set up.