

ONLINE BILL PAY INSTRUCTIONS

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Access Online Bill Pay - the fastest, easiest way to pay your bills – from fecca.com.

- Create payees for bill payments
- Make quick one-time payments
- Set up recurring payments
- Set up bills to be paid electronically or by physical check.
(Electronic payments are paid via ACH in 2-3 business days. Physical, paper checks are mailed, so you'll need to allow 7-10 business days for delivery. Check payments are deducted from your account when the check is processed by the payee.)

HOW TO ADD PAYEES

Login to your account from fecca.com. From the BILL PAYMENT tab, click the ADD PAYEE icon.

Choose your payee type, company, financial institution or person. If you're setting up a person, you'll also choose the payment type. *For security purposes, a random one-time activation code is required to complete payee setup. You'll be prompted at the end of your setup to receive this code either by phone or email.*

To add a Company or Financial Institution:

- Using the information from your bill, enter the payee name, payee account number, phone number and zip code, then click NEXT.
- Enter the complete address, a nickname (what you will see when making a payment), your Account ID (i.e. the "pay from" account), and any additional optional information. Click NEXT.

To add person:

- First specify how you want the funds sent: electronically via email/text, electronically via direct deposit, or by a physical, mailed check.

For electronic payments via email/text: enter the payee's name (first and last), the payee's email or mobile number, a payee nickname, the payee's account

number (i.e. the account the payment will go to), and any additional optional information. Click NEXT, then create a keyword.

For electronic payments via direct deposit: enter the payee's name (first and last), the payee's phone number, the payee account number (i.e. the account the payment will go to), the payee's routing number, the account type, a payee nickname, your account ID (i.e. the "pay from" account), and any additional optional information. Click NEXT.

For physical, mailed checks: enter the payee's name (first and last), the payee's phone number, the payee's complete address, a payee nickname, your account ID (i.e. the "pay from" account), and any additional optional information. Click NEXT.

HOW TO ADD PAYMENTS

- On the BILL PAYMENT homepage, payees will be listed with a PAY icon to the right of each.
- The default "pay from" account will autofill; you may choose a different account from the dropdown menu. Enter the amount to be paid, choose the payment date, click PAY.
- You can enter up to 10 payments at a time. Click REVIEW ALL PAYMENTS. After reviewing, click SUBMIT on all payments.

To setup a recurring payment:

- Choose "Make it Recurring" to the right of the payee.
- The default "pay from" account will autofill; you may choose a different account from the dropdown menu. Enter in the amount to be paid, choose the payment frequency, and the first payment date.
- Choose holiday/weekend payment option (i.e. either before or after). The default is set to pay before.
- Choose a payment series end date (optional).
- Review recurring payment, then click SUBMIT.

HOW TO REVIEW PAYMENT HISTORY

- On the BILL PAYMENT homepage, click HISTORY in the far right column.
- Click "View More" to search and sort payments by payee, status of payments and dates.

HOW TO EDIT/ VIEW OR DELETE A SCHEDULED BILL PAYMENTS

- On the BILL PAYMENT homepage, click the BILL PAYMENT TAB.
- Click the PENDING column (on the far right), which lists all scheduled payments still pending.
- Click “Edit” beside the scheduled payment/s in order to edit/cancel.

* For instructions on how to use REX Online Services, click on “Applications and Publications” and choose “REX Getting Started”.)

If you have any questions or concerns about our online bill pay service, click MESSAGES at the top of the Online Services homepage and send us a secure message. You can also call for support directly at 855-295-8183.

Our phone number is 800-228-8513

or

901-344-2580 from the Memphis area