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Frequently Asked Questions Upgraded Bill Payment Service

1. Why is Blackhawk changing Bill Pay?

Our upgraded system offers many more features. We know you'll love the new and improved system. [Click here to see a demo.](#)

2. Do I have to do anything before conversion?

While the conversion is automatic, we encourage you to review your existing bill payment details before conversion and do the following:

- a. Delete any old and unused payees – if you haven't reviewed your list in a while, it would be a good time to do so.
- b. If you would like your online bill payment history, make sure to print your reports now (prior to conversion). Please also know that Blackhawk will have access to your online bill payment account history for six months.
- c. Test your computer's internet browser [here](#) for compatibility to the new bill payment system.

3. How do I print my Bill Pay account history in the old system?

Sign in to your home banking account, click Bill Pay and follow these steps:

- a. Click View Reports.
- b. Select the appropriate timeframe.
- c. Click Create a Report.
- d. Select the criteria you prefer for the report.
- e. Click Create a Report at the bottom of the page.
- f. Once the report appears, click Print.

4. What happens to my old Bill Pay account?

Your old bill pay account access will shut down on Thursday, November 17, 2011. You will not be able to access your accounts online over the weekend while we convert to the new bill payment system. The new system will be up and running by 6:00 AM on Monday, November 21, 2011.

5. Will my Online Bill Payments go over to the new system?

Yes, all of your payees and any scheduled payments will transfer to the new system automatically. You will not have to re-enter your bill information. **Although, your bill history will not transfer, so if you would like your history, please print it prior to the conversion.** Please note that all payments that process as of Monday, November 21 will record in your new payment history.

6. What happens to any Online Bill Payments that I have scheduled for November 17-21?

All of these payments will be transferred from the old bill payment system and processed on Monday, November 21.

JANESVILLE EDGERTON DELAVAN STOUGHTON

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7. Do I have to do anything the first time I use the new Bill Payment System?

Yes, the first time you visit the new Bill Payment System, you will be prompted to confirm your checking account and to set up 3 challenge questions that are unique to you and utilized for security purposes.

8. I have a business account with Blackhawk and use the Bill Payment System, what is new for me?

Good news! First, all bill pay transactions will be **FREE**. You will no longer be charged \$5.99 per month.

Second, there are convenient new features to the new Bill Payment System, including:

- a. Issuing Invoices, which will cost \$10.95 per month. [Click here to see a demo.](#)
- b. Processing Payroll, which will be \$6.95 per month. [Click here to see a demo.](#)

9. As a business accountholder, how do I sign-in to the system?

Sign in to your home banking account, click Bill Pay, select Business Bill Pay and enter your username (this is the same as your home banking username) and we will contact you with a temporary password for you to change to a personalized one.

If you have questions about your password or would like assistance logging in to Bill Pay, please call us at 800-779-5555.

10. If I use Email Payment Notifications in the old system, will they transfer to the new system?

No, the new system offers expanded payment notification options, including email and text, so you will need to set them up in the new system. We would be happy to help you with this. Call us at 800-779-5555 or visit any of our branches.

11. Are there any new features that are different?

Yes, you will be able to process donations, gift checks, and rush payments in the new system for a small fee. These items are issued as a check drawn off of your account and will debit your account after the check has been cashed. The fee will be charged at the time that the the check is issued.

You will be able to sign up for eBills, which sends your bills to you electronically. The new Bill Pay system will automatically indicate which of your payees offer electronic bills. It's easy to enroll!

12. What if I do not have enough funds in my checking account when a payment is scheduled?

You will receive a notice from us stating that there were insufficient funds for the bill and you will be charged the current NSF fee. The payment will be canceled and you will need to re-schedule this payment.

13. How does the timing for the new Bill Payment System work?

You will select the "Sent on Date" for the date you want your bill to be paid. Your checking account will be debited 3 days before this date and the payment will be sent.

14. What if I have other questions?

We are happy to help with any questions you have regarding Online Bill Payment. Please call us at 800-779-5555 or email us at info@bhccu.org.

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