

Tidemark Federal Credit Union

1941 Bridgeville Highway

Seaford, DE 19973

www.tidemarkfcu.org



Quick Start Guide

Bill Payment

**The quicker and easier
way to pay your bills.**

Paying bills online is a **convenient, secure** service that will help you to better manage your finances and provide a more **efficient** process for paying your bills.



Getting Started

1

Follow the short registration process by clicking on the [Bill Payment] link.

2

Fill out the [Bill Payment] application.

3

Accept the Disclosure.

4

Receive an email letting you know you've been approved.

Setting Up Billers

Setting up Billers is fast and easy. For most Billers, all you need to enter is the name, account number and billing zip code.

1 Click on the **Add a Biller** button.

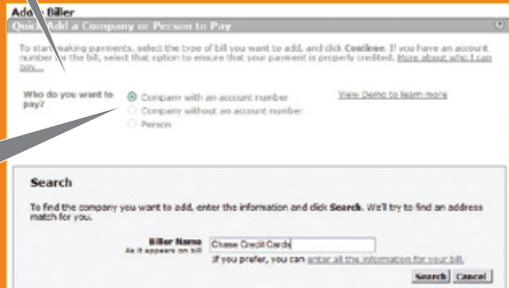
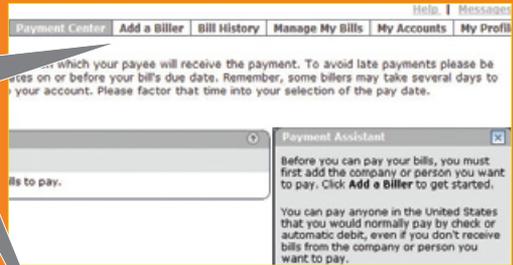
2 To add a biller select **Who do you want to pay?**

3 If you select a **Company with an account number**, you will then be asked to provide the **Biller Name**. When you click **Search**, [Bill Payment] will add the Biller or return the closest matches in the system. Once the correct Biller is chosen, enter the Account Number and the biller is added.

If a match isn't found, you can still add the biller by entering in the billers address found on your bill. If you don't have an account number with the Biller, such as in the case of a landscaper or babysitter, you can simply check the box to bypass this field.

4 Once you've added the Biller, you will receive a confirmation that the Biller has been added.

Now you can add another Biller, or make a payment to the one you just added.



Setting Up ebills

ebills allow you to stay on top of your bills. You will automatically be notified when your bills arrive or are past due.



Add a Biller
Add an Electronic Version of My Bill

[View demo to learn more](#)

To add an electronic version of your bill, which you can view in the Payment Center, enter the information required by Test Biller 10 and click **Add Feature**.

ONE ALPHA CHARACTER FOLLOWED BY TEN NUMERIC CHARACTERS

Asterisks (*) indicate required information.

*Account Number

*Home Phone Number

In addition to seeing your bill in the Payment Center, we can send you an e-mail of your bill.

Only e-mail me to notify me when my first bill arrives

No, thanks

E-mail Address

If the Biller also offers ebills, you can fill out the information requested on the screen to enable this feature. You will then have your bill delivered to your [Bill Payment] Inbox each month. If you decide to skip this step, you can always add ebills later.



QUICK TIP



To make this process even easier, have an old bill handy to reference the biller's information.

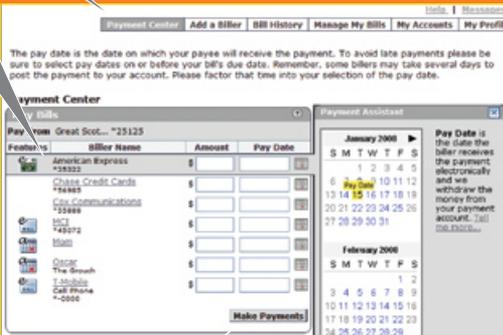
Making Payments

Now that you've added your Billers, making payments is quick and easy.

1 Click on the **Payment Center** button. You will now see a list of all your Billers.

2 Select the biller that you would like to make a payment to, enter the amount of the payment and the date to send the payment. As you click in each field, a Payment Assistant will appear to show you the available processing dates and any recent payments you have made. Repeat this process for anyone you want to pay.

3 When you've entered in all your payments, click the **Make Payments** button at the bottom of the screen. Once you click **Make Payments**, you will be asked to confirm the information. Once confirmed, your payments will be scheduled and you will receive a confirmation screen. You can return to the main **Payment Center** screen and see your payments in the **Pending Payments** section.



The screenshot shows the 'Payment Center' interface. At the top, there are navigation tabs: 'Payment Center', 'Add a Biller', 'Bill History', 'Manage My Bills', 'My Accounts', and 'My Profile'. Below the tabs, a message states: 'The pay date is the date on which your payee will receive the payment. To avoid late payments please be sure to select pay dates on or before your bill's due date. Remember, some billers may take several days to post the payment to your account. Please factor that time into your selection of the pay date.' The main area is titled 'Payment Center' and contains a table of billers with columns for 'Features', 'Biller Name', 'Amount', and 'Pay Date'. The table lists several billers including American Express, Chase Credit Cards, Cox Communications, and others. To the right of the table is a 'Payment Assistant' window showing a calendar for January 2008 and February 2008, with a 'Pay Date' dropdown menu. A 'Make Payments' button is located at the bottom right of the interface.



Pay your bills from anywhere!

Congratulations, you've made your first payment!

OTHER BENEFITS OF PAYING BILLS ONLINE

As you become more comfortable with paying bills online, feel free to explore the other features and benefits that we offer through the service:

- Payment date delivery confirmations for processed payments
- Bill Presentment
- Recurring automatic payments
- Payment categories
- Payment History reporting

For more information, contact a

Member Services at 302-629-0100 or email
memberservices@tidemarkfcu.org

