

Bill Payment Frequently Asked Questions

General Information

Whom can I pay through Bill Payment?

You can pay anyone in the United States from the next door neighbor, to the utility company, to the bank, and even a child in college across the country. However, you cannot pay any government agency.

When will the money be taken out of my account?

Electronic Payments – the money will be withdrawn from your account approximately 3 business days after the scheduled payment date.

Check Payments – the money will be withdrawn out of your account when the payee cashes the check and it clears your bank account at BSV, just as it would be if you had written the check yourself.

What if I do not have enough money in my account?

Your bank will treat bill payment items just like any other check that you write. Should the item be returned, a hold may be placed on your bill payment service.

How late in the day can I enter, edit or delete a payment?

You may add, edit, or delete payments scheduled Sunday through Friday up until 12:00 pm CST the day before the scheduled payment date.

Can I use Bill Payment if I live outside the United States?

Yes. As long as you have a checking account at BSV.

Can I get a copy of a canceled check?

You will be able to view all Bill Pay checks that clear your account on NetTeller by clicking on the check number link and printing a copy of the check, just as you can with other checks that you write out of your account. This information is viewable on NetTeller for 90 days. Any checks prior to 90 days can be obtained by contacting your branch. **There may be a research fee associated with obtaining checks prior to 90 days.*

Payee

Can I edit payee addresses?

No. You are only able to edit the Payee Alias and the Account number for an existing payee. To change their address you will need to set up a new payee with the correct address and delete the old one.

How do I know if a payee is electronic or check?

Once you have set up the payee, you can click on View Payee List and you will see a field that will tell you if the payee type is electronic or check.

Can I set up recurring payments?

Yes. You can set up recurring payments in the following frequencies:

One-Time
Weekly
Bi-Weekly
Monthly
Semi-monthly
Quarterly
Annually
Semi-Annually

Will the memo field that I fill out when setting up a payment be passed on to the payee?

The memo field will be passed on to the payee for Check payments only.

Payments**How far in advance should I set up a payment to insure it is paid on time?**

Check payments should be scheduled 7 business days in advance, of when you want the payment to actually be posted at the payee. **Although this time frame cannot be guaranteed due to possible postal service delays that are not within our control.*

***NOTE** – You may want to set up a payment to yourself so you can see how the time frame of the payment system works for check payments.

Electronic payments should be made 3 business days in advance of when you want the payment to be posted at the payee.

Are there any minimum and maximum payment amounts?

Yes. The minimum amount you may make a payment for is \$0.01. The maximum amount is \$9,999.00.

Can I stop a payment?

You can place a Stop Payment on a check payment by using the “Enter Stop Payment” feature for your account listed on NetTeller.

You cannot place a Stop Payment on an electronic payment.