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How do I delete a payee (will not show in list and scheduled / recurring payments will not continue)?

1. Click “Bill Pay” from the top menu
2. On the row of the payee you want to delete, click the “Options” icon on the far right
3. In the menu that appears, click “Delete it” in the bottom left
4. Confirm by clicking the “Yes – Delete” button

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How do I hide a payee (will not show in list, but scheduled / recurring payments will continue)?

1. Click “Bill Pay” from the top menu
2. On the row of the payee you want to hide, click the “Options” icon on the far right
3. In the menu that appears, click “Hide it” in the bottom left

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How do I turn off bill payment alerts?

1. Click “Bill Pay” from the top menu
2. On the row of the payee, click the “Options” icon on the far right
3. In the menu that appears, click “Turn off” in the top right

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How do I setup a recurring payment to a payee?

1. Click “Bill Pay” from the top menu
2. On the row of the payee, click the “Options” icon on the far right
3. In the menu that appears, click “Automatic payment” in the left column
4. Enter the payment and frequency information
5. Click the “Save” button

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How do I add a memo line to a payee?

1. Click “Bill Pay” from the top menu
2. Click on the row of the payee for which you want to add a memo
3. Under the “Pay” button, click on the “+ Memo” link
4. Add the memo information
5. Click the “Add Memo” button

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How do I change the nickname of a payee?

1. Click “Bill Pay” from the top menu
2. On the row of the payee, click the “Options” icon on the far right
3. In the menu that appears, click “Account Information” in the left column
4. Change the payee nickname
5. Click the “Save” button

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How do I find my bill payment history?

1. Click “Bill Pay” from the top menu
2. Click on the row of the payee for which you want to view history
3. Click the “View History” link under the name of the payee
4. On the “My Payments” page:
 - a. Date range can be edited in the top left by clicking “Change”
 - b. Information can be downloaded by clicking the “Download” link / icon in the top right
5. Return to the Bill Pay page by clicking “Bill Pay” from the top menu or clicking “Back to main page”

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How do I find a payment confirmation number?

1. Click “Bill Pay” from the top menu
2. Click on the row of the payee for which you want to view history
3. Click the “View History” link under the name of the payee
4. On the “My Payments” page:
 - a. Confirmation number is provided in Confirmation# column
 - b. Status is provided in the Status column
5. Return to the Bill Pay page by clicking “Bill Pay” from the top menu or clicking “Back to main page”

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How do I add an additional funding account to pay my bills?

Submit an email to us via the “Support” link in the upper right hand corner of any page, then click “Secure Support”. Your additional funding account will be added within five business days. Only checking accounts are available for bill payment.

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When will bill pay funds be removed from my account?

For bill payments sent electronic and by check, the funds will be deducted from your account two business days after your selected Send On date. For example, if you set the Send On date as Monday, September 17, the funds will be removed from your account on Wednesday, September 19.

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What is the expedited payment feature?

The expedited payment features allows you to have a payment delivered to your merchant the next business day. This includes payments sent electronically and by check. Fees apply to this functionality.

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What are the payment statuses in Online Bill Pay?

Sent: Check payment has been printed and mailed to the payee
Completed: Electronic payment has been received and processed by the payee
Cleared: Check payment has been received and cleared by the payee
Canceled: Payment that you cancelled
Stopped: Check payment has a stop pay placed on the check

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Why is my payment blocked?

Your payment may be blocked by our bill pay provider if the payment is for a large amount, logging in from a foreign location or based on fraud trends and patterns. Our bill payment provider will call the member to verify the payment indicating they are calling on behalf of Texans Credit Union. If the bill pay provider cannot reach you, they will reach out to Texans to verify the payment.

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What happens if the bill pay provider cannot reach me or Texans CU to verify my payment?

A block is placed on your bill pay service and all payments scheduled during the blocked period are cancelled. You will receive an email indicating a block has been placed on the account. You may contact our bill pay provider by calling 800.720.1818 and entering the agent's 5 digit extension.

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Why was my bill payment service blocked?

Your bill payment service can be inactivated if you did not have funds in your account to cover your bill payment. If your bill payment service is blocked, you will receive an email alert. You can view your pending payments and cancel pending payments, but current scheduled payments will be cancelled during the blocked period. In addition, recurring payments will be cancelled. Future dated recurring payments will be processed once the block is lifted. In addition, as needed, collection steps will be taken to recover the bill payment funds.

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When will my bill payment service be unblocked?

Your bill payment service will be unblocked three business days after you settle the uncollected payment(s) with our bill pay provider. The accounts are unblocked daily at 2:00 AM, 1:00 PM and 6:00 PM CT.

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Can Texans close my bill pay service?

Yes, Texans and/or its bill payment processor may close your bill payment service if you do not settle for the uncollected payments. Your account may be blocked for up to one year.

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