



# IMPORTANT INFO ABOUT BILL PAY

Per our previous communication, 802 Credit Union is upgrading former VTVAFCU members online banking services, which includes Bill Pay, the weekend of September 29, 2023 to better serve your banking needs. Details about the upgrade can be found on our website at: [www.802cu.com/system-upgrades/](http://www.802cu.com/system-upgrades/). Please note that we will continue to add to this page as more information is available so check back often for updates.

## Things to know

- Your Bill Pay payees **will NOT** carry over to the new system.
- The recurring and one-time scheduled payments **will NOT** carry over to the new system.
- Any eBills you have set up now will need to be set up again in the new system.
- **As of 5:00 pm on September 27, 2023, you can no longer schedule bills to be paid in the old platform.**
- **Any payments scheduled for September 28, 2023, and beyond, will not be processed.**
- For payments due after September 27, 2023, you will need to make other arrangements until our new bill pay service becomes available beginning October 2, 2023.
- **Please note:** Our new Bill Pay platform processes payments differently than your old platform. The old platform would take the funds out of your account on the scheduled date of payment. The new platform deducts funds once the payment has cleared through your payee. This allows you to know when the payment was made and leaves the funds in your account longer.

## Steps to take

**Before September 27, 2023**, we recommend that you log into your VTVAFCU bill pay platform and print out or save a list of your payee history as well as the Payee details. This makes set-up in our new Bill Pay platform easier.

### Access Payee History

- **Login** to your current online banking platform
- Go to **Bill Payer**
- From the **Payments tab**, scroll to the bottom
- Select **View History**
- Select the **Search** filter at the top
- Choose the **custom date range** for your history
- Slide the **view spreadsheet slider to the "on" position**
- **Save** the spreadsheet to your device

### Access Payee Details

- **Login** to your current online banking platform
- Go to **Bill Payer**
- Go to the **Payments tab**
- Scroll and hover over the highlighted Payee names, then right click on that payee.
- Select the **Edit Payee tab**
- Then print or save the screen

**Starting October 2, 2023**, you will need to enroll in online banking with 802 Credit Union to access the new bill pay platform.

We want to make sure you are comfortable with this transition. Please don't hesitate to contact us with questions.

VTVAFCU office: 802-295-5104

802CU White River Jct. office: 802-295-7805

If you would like some extra help, we encourage you to contact our offices and set-up an after-conversion appointment for help setting up your new bill pay service.



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