



eBill Online Enrollment

eBills (electronically presented bills) is a great way to efficiently pay your bills online. You receive email notification that a bill is ready to be paid. You can then review it prior to submitting payment.

During PFB’s system upgrade which is scheduled to **begin on May 23, 2019 through May 27, 2019** , the eBill presentment may be disrupted for a short time. This system upgrade DOES NOT require you to re-enter your existing biller relationships or alter your recurring or future dated payments. For eBill users, there WILL be one additional step required and you may temporarily receive a paper bill in order to initiate your payment. If you have automatic payments in response to an eBill presentment, they will be discontinued until you have re-enrolled into the eBill service.

Please follow the eBill Monitoring Directions included below to assist you in re-enrolling in the eBill service.

eBill Monitoring Directions

We recommend that you make a list of the eBills you are currently receiving, noting the following:

- The payee name
- Due date of the last bill received
- Date paid (if paid before the system upgrade)
- Amount paid (if paid before the system upgrade)

Biller Name	Due Date	Date Paid	Amount Paid	Next Month's Bill Received	Receive new eBill

Following your normal log-in you will see links on your biller list inviting you to “Set up eBills”. Simply click the link and follow the online instructions. Upon re-enrollment of the eBill service, your billers may provide a duplicate bill. Please review your list against the bills presented and watch for any of the following situations:

- The bill presented is for the next month than the one on your list – PAY this bill.
- The bill presented is for the same month and amount as the one on your list – this is a duplicate bill, only pay if you have not paid before the system upgrade. If you have paid it before the system upgrade, click FILE BILL.
- A paper bill was received in the US Mail – pay this bill and watch for eBill in the coming months.
- No bill was presented nor received in the US Mail around the usual receipt date –contact the biller and verify your account due date and amount due.

It is also recommended that **prior to May 23, 2019**, you record the last eBill received and paid in order to monitor the flow from eBill to paper and then back to eBill.

If you have a question, please contact PFB Toll-Free at (800) 684-8118 or visit your local branch.