



Mobile Banking Payee Setup & Maintenance Guide



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PAYEE MAINTENANCE

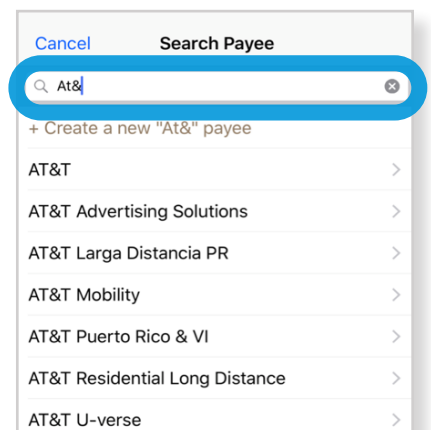
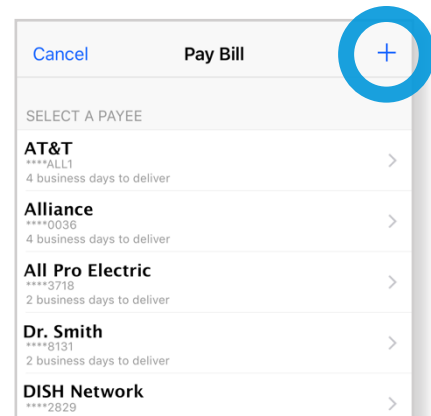
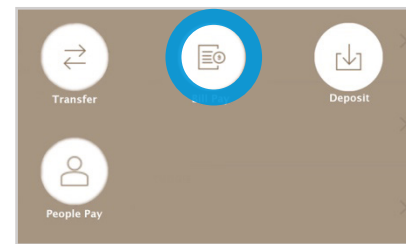
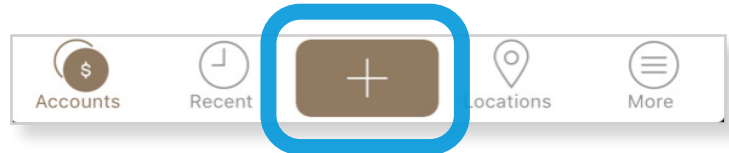
Country Club Bank's Bill Pay users can now add, edit and delete payees through the mobile banking Bill Pay interface.

Adding a Listed Payee

To add a Listed payee use the following steps:

- 1 First access **Bill Pay** by selecting the Plus menu in the task bar of the mobile app.
- 2 Select **Pay Bill** on the resulting screen.
- 3 The Select a **Payee** screen appears showing a list of the user's payees.
Select the **Plus** in the upper right-hand corner to add a payee.
- 4 Begin typing the **payee name** to see if it comes up in the list of known (listed) payees. Select the desired payee from the list.

If payee doesn't appear in the list, proceed to the non-Listed payee section starting on page five (section four).



- 5 Once you select or create a payee, you'll be asked to fill in the payee details. Select any field to start typing:

Nickname: A friendly name you can apply to the payee to help you remember who they are. Ex: Cellphone

Account Number: Your account number with that specific payee.

Zip: Zip code to where payments are sent (usually found on your bill).

Phone: An optional field that can be edited to contain the payee's customer service number.

Click **Done** once you've entered the required information.

4:20

< Search Payee Add Payee Done

AT&T

Nickname

Account Number

Zip

Phone (optional)

- 6 Next, you'll be taken back to the Pay Bill tab where you can see your new payee added to the list.

A message also appears at the top of the screen confirming that your payee was successfully added.

✓ AT&T was successfully added to your payee list.

CLOSE

AT&T
***ALL1
4 business days to deliver >

Alliance
***0036
4 business days to deliver >

All Pro Electric
***3718
2 business days to deliver >

Dr. Smith
***8131
2 business days to deliver >

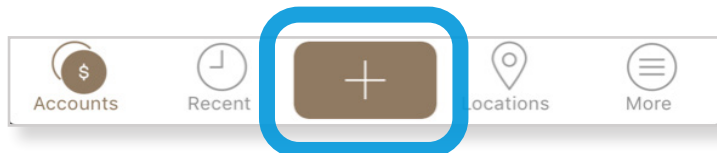
DISH Network
***2829
2 business days to deliver >

Adding a Non-Listed Payee

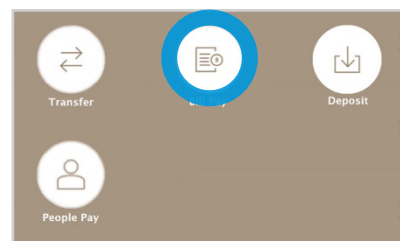
Non-listed payees are those billers with whom CCB does not have a relationship. Examples of non-listed payees would be small local businesses, babysitters, doctors' offices, etc.

To add a non-listed payee use the following steps:

- 1 First access Bill Pay by selecting the **Plus** menu in the task bar of the mobile app.

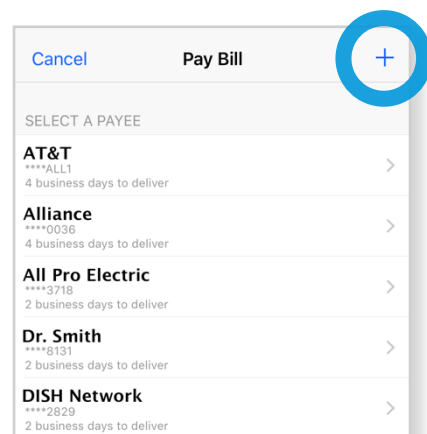


- 2 Select **Pay Bill** on the next screen

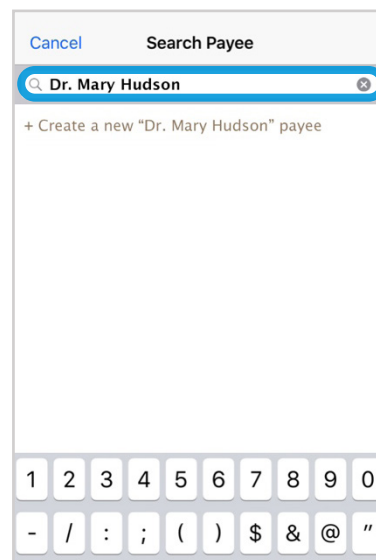


- 3 The Select **Payee** screen appears showing a list of the user's payees.

Select the **Plus** in the upper right-hand corner to begin adding a payee.



- 4 Begin typing the **payee name** to see if it comes up in the list of known payees. If it doesn't appear in the list select "Create a New Payee".



5

The **Add Payee** screen will appear and ask for more information. Select any field to start typing:

Nickname: A friendly name you can apply to the payee to help you remember who they are. Ex: Cellphone

Account Number: Your account number with this specific payee. Account numbers aren't required for personal payees.

Address, City, State and Zip: Address where payment should be sent.

Phone: An optional field that can be edited to contain the payee's customer service number.

Once you've entered the necessary information, click **Done**.

You should see a confirmation message showing that your **payee was added successfully**.

4:15

< Search Payee Add Payee Done

Dr. Mary Hudson

Nickname

Account Number

Address Line 1

Address Line 2 (optional)

City

State

Zip

Phone (optional)

4:17

✓ Dr. Mary was successfully added to your payee list.

CLOSE

SELECT A PAYEE

Alliance Radiology
****ALL1
4 business days to deliver

Amber Meadows
****0036
4 business days to deliver

AP via Amazon_Chase
****3718
2 business days to deliver

AP via AT&T SCOTT
****8131
2 business days to deliver

AP via Capital One Credit Card
****2829
2 business days to deliver

AP Via Spire (MO Gas Energy)
****1111
2 business days to deliver

AP via Target Store Card
****5723
2 business days to deliver

AP via Wells Fargo Mortgage
****0232
2 business days to deliver

Apria Healthcare
****0567
4 business days to deliver

Ark Animal
****0001

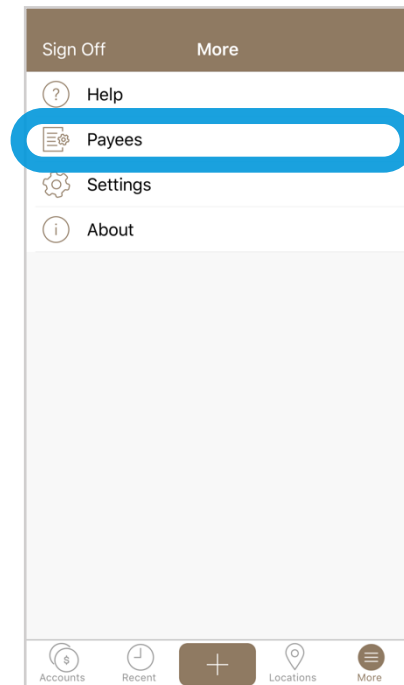
Editing Listed and Non-Listed Payees

You may find the need to update payee information in order for payments to be successfully delivered. Follow the steps below to edit listed and non-listed:

- 1 To edit a payee you've previously set up, go to the **More** menu



- 2 Select **Payees** to bring up your payee list.



- 3 The app will ask you to **login** to your account to verify your identity before allowing you into the payee section.

A screenshot of the 'Sign On' login screen in the mobile app. It has a 'Cancel' button on the left and a 'Continue' button on the right. The title is 'Sign On'. Below the title, it says 'ENTER YOUR USER ID AND PASSWORD TO ACCESS SECURED FEATURES'. There are two input fields: 'User ID' and 'Password'. Below these is a toggle switch for 'Save my User ID', which is currently turned off. The bottom of the screen is a large, empty light gray area.

4

Select a **payee** from the list, and then select Edit

The screenshot shows a mobile app interface with a brown header bar containing three tabs: '< Payees', 'Details', and 'Edit'. The 'Details' tab is selected. Below the header, the payee's name 'Meritas' is displayed, followed by its address: 'Meritas Health Corporation', 'PO Box 505245', 'Saint Louis, MO 63150-5245', and phone number '(816) 436-7072'. Below this, the 'Nickname' is 'Family Doctor' and the 'Account Number' is '****5555'. At the bottom of the screen is a brown button labeled 'Pay Bill'.

5

The **Edit Payee** screen displays the information available for that payee.

Listed Payees will display will display a nickname, account number, and phone number.

Non-Listed Payees will display nickname, account number, address, and phone number.

NOTE: Only the Account Number cannot be edited for non-listed payees.

Once the desired changes are made, select Update in the upper-right.

You can also select Delete Payee here to remove them from your list.

The screenshot shows a mobile app interface with a light gray header bar containing three tabs: 'Cancel', 'Edit Payee', and 'Update'. The 'Edit Payee' tab is selected. Below the header, the payee's name 'Meritas' is displayed. Below this, the 'Nickname' is 'Family Doctor' and the 'Account Number' is '****5555'. Below this, the address is displayed: 'Meritas Health Corporation', 'PO Box 505245', 'Saint Louis', 'Missouri', '63150-5245', and phone number '(816) 436-7072'. At the bottom of the screen is a brown button labeled 'Delete Payee'.