Bill Pay Updates

Coming to CentralNET on March 26th!

Overview

This update to our Bill Pay service is a UI (User Interface) refresh that will provide our customers the same convenient bill payment abilities with an updated appearance and workflow.

What will happen on March 26th?

When customers log into CentralNET and select Bill Pay on Wednesday, March 26 they will see a new layout of what is currently known as the Payment Center. All existing bill pay activities will remain in place which includes billers, autopay plans, eBills and payment history. Users who don't have any existing billers will be presented a landing page which will include information on how customers can simplify their bill pay routine with Central Bank & Trust Bill Pay and a button to get started.

Simplify your bill pay routine with Central Bank & Trust Bill Pay!

Convenience
Say goodbye to the hassle of juggling multiple passwords and accounts. Now, you can conveniently pay all your bills anytime, anywhere, on any device.

Control
Receive electronic bill statements directly to your account, eliminating paper clutter and streamlining your financial record keeping.
Set up customizable reminders and automatic payments to ensure you never miss a due date again.

Confidence
With just a few clicks, you can securely send payments to anyone without leaving your digital banking environment. Manage all your payments in one place, with one password.

Get started

What features will be available with this update?

- As previously stated, all users will retain their existing billers, autopay plans, eBills and payment history. Customers will also have the ability to export and download their bill pay history. In the future this will also include draft check numbers.
- Bill Pay will be more user friendly across all devices! The platform is designed to conform to any size screen from a smartphone to a desktop computer. This will keep a more consistent appearance and workflow for customers when they're on the go.
- For the first 90 days, beginning March 26th, customers using a browser will have the option to toggle their bill pay screen back to Classic View by selecting the link in the upper right-hand corner of their bill pay window.
- Multi Pay, the ability to setup payments to multiple billers at a time, will be available on devices with larger screens (i.e. tablets, laptops and desktop PCs).
- The same payment methods (electronic, single check and draft check) will be available.

What differences will customers see with this update?

- Currently users are presented with a default "Deliver by" date regardless of payment method. With this update, the default date wording for a check payment will display as "Estimated delivery".
- Billers will be displayed in order of most recent activity rather than the current alphabetic listing.
- Customers will not be able to create new custom categories for organizing their billers but any existing categories a user has in bill pay today will migrate to the new platform.

What will Bill Pay look like?

1. Search from existing list of billers. If the biller name does not exist when clicking search, the user will be directed to the add biller screen.
2. User can click this button to add a new biller.
3. If multiple billers have been selected (see 4) they will appear in this Multipay widget which will allow the user to setup payments to more than one biller at a time.
4. Users will select this checkbox if they want the biller to be available for the multipay option.
5. By selecting the name of the biller users will be directed to a screen that will allow them to edit the biller. This edit screen will include options such as pay biller, edit biller, add autopay, add reminders and biller activity.
6. If users prefer to make a single payment to a specific biller they can select the Pay button for that biller and they will be taken to the Review and Pay screen to complete payment.
7. Real time account balances for any eligible bill pay accounts will appear in this widget.
8. This widget will list any recent payment activity.
9. For the first 90 days that this update is active, users will have the ability to toggle to the "classic view" which will allow them to navigate bill pay as it was before March 26th.

How is a new biller created?

1. Select add biller.
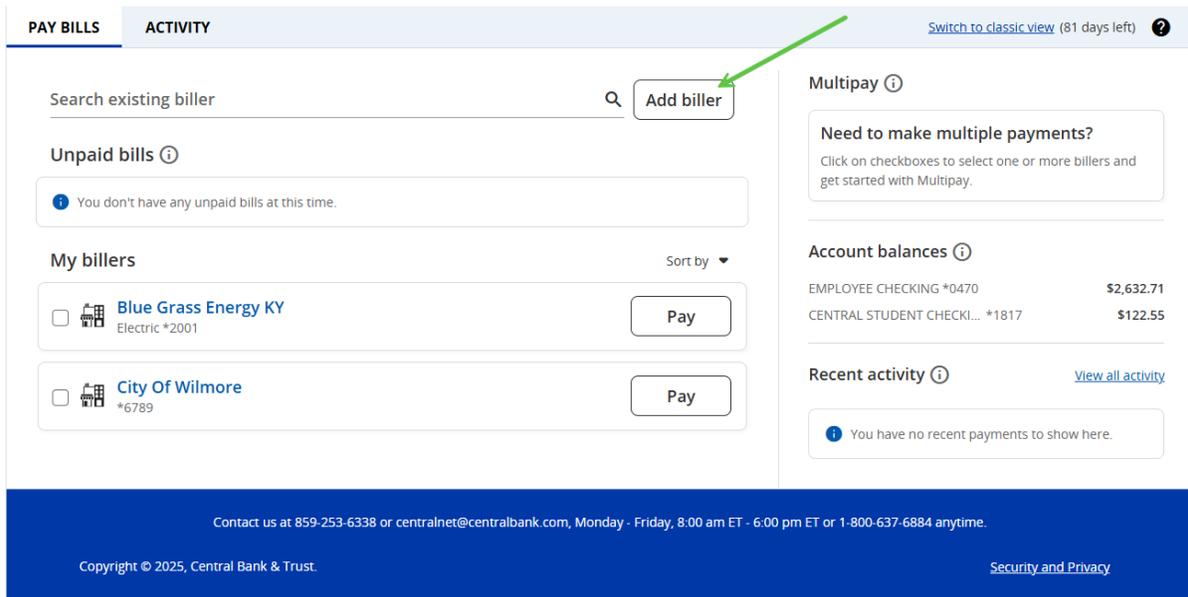
2. Search for the billers' name in the search feature. If Bill Pay has an agreement with the biller to receive electronic payments, the option to select the biller from the search results and enter account information will populate. If this electronic option is not available then the user will select the add biller option from the drop down and they'll be directed to a screen which will allow them to manually enter the biller information.
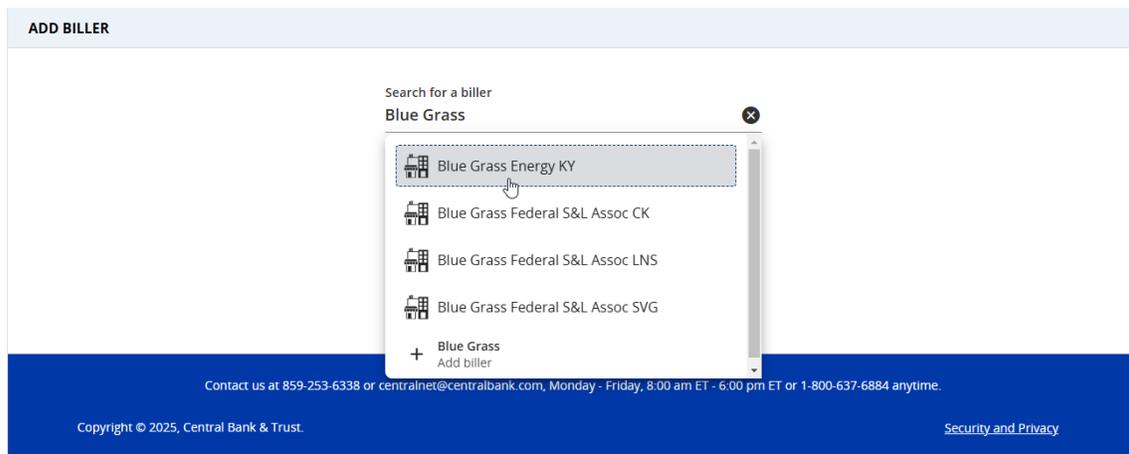
How is a payment created and submitted?

1. Search for the biller and select the Pay button associated with that biller.

2. On the Review and Pay screen the user will verify the biller being paid, enter the amount, select the deliver by date, choose the desired Pay from account from the drop down and select Pay.

3. Once the user selects Pay they'll be presented the Payment Confirmation screen which will give them the opportunity to review the details of the payment a second time before selecting done.

PAYMENT CONFIRMATION
🖨 Print

Blue Grass Energy KY
Electric *2001

✅

Your $173.58 payment is scheduled for Mar 11

Confirmation	X5CR1-2JWP9
Amount	$173.58
Pay from	EMPLOYEE CHECKING *0470
Estimated delivery	Mar 11 *Your check may be cashed, and the money withdrawn from your account, before, on, or after Mar 11.*
Delivery method	Check

Done

Contact us at 859-253-6338 or centralnet@centralbank.com, Monday - Friday, 8:00 am ET - 6:00 pm ET or 1-800-637-6884 anytime.

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Security and Privacy

4. The user can then confirm they see the payment listed in their recent activity widget.

PAY BILLS   ACTIVITY

Switch to classic view (81 days left) ❓

Search existing biller 🔍 **Add biller**

Unpaid bills ⓘ

ⓘ You don't have any unpaid bills at this time.

My billers   Sort by ▼

☐ 🏢 **Blue Grass Energy KY**   **Pay**
Electric *2001
Next payment Scheduled Mar 11 for $173.58

☐ 🏢 **City Of Wilmore**   **Pay**
*6789

Multipay ⓘ

Need to make multiple payments?
Click on checkboxes to select one or more billers and get started with Multipay.

Account balances ⓘ

EMPLOYEE CHECKING *0470 $2,632.71
CENTRAL STUDENT CHECKI... *1817 $122.55

Recent activity ⓘ   View all activity

🏢 **Blue Grass Energy KY** $173.58
Electric *2001   Scheduled Mar 11

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How can a biller's details be edited?

1. Select the name of the biller to be edited.

2. The Biller Details screen will display the options to edit the biller's payment information, setup autopay for the biller as well as setup reminders for the biller. Each of these screens can be viewed below in respective order.

City Of Wilmore
*6789

Account information

Account number

*6789   👁 Show   ✏ Edit

For your protection we only show part of your account number.

Nickname   ✏ Edit

Mailing address

210 S Lexington Ave   ✏ Edit
Wilmore, KY, 40390

Phone number

(859) 858-4411   ✏ Edit

[Cancel]   [Save changes]

Delete biller

Contact us at 859-253-6338 or centralnet@centralbank.com, Monday - Friday, 8:00 am ET - 6:00 pm ET or 1-800-637-6884 anytime.

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City Of Wilmore
*6789

First delivery date

03/11/2025   📅

Payments that fall on a weekend or holiday will be changed to previous business day.

Pay from

EMPLOYEE CHECKING *0470   ⌄

Available balance: $2,632.71

Always pay

$0.00

Frequency   ⌄

About frequencies ⓘ

Duration   ⌄

Memo

Printed on check   0/32

Send email notifications to **jonreifsnyder@gmail.com** when the payment:

Is due   [on ○]

Has been sent   [on ○]

[Cancel]   [Add autopay]

Contact us at 859-253-6338 or centralnet@centralbank.com, Monday - Friday, 8:00 am ET - 6:00 pm ET or 1-800-637-6884 anytime.

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City Of Wilmore
*6789

Typical due date ⓘ 📅

Numeric date starting with the month

Typical amount due ⓘ

$0.00

Bill received ⌄

Remind me in advance ⌄

Send email notifications to **jonreifsnyder@gmail.com** when the payment:

Is due   on ◯

Has been sent   on ◯

Isn't paid by the due date   on ◯

| Cancel | Set reminders |

Add autopay instead?

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