

Issue: Payees have the Member's Name rather than the Payee.

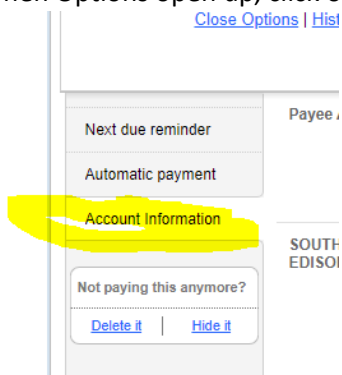
Problem: The system is defaulting to the payee "Nickname" field.

To fix:

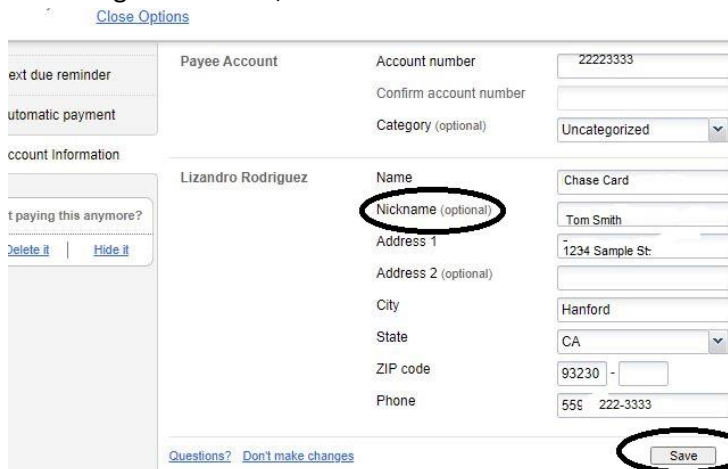
- 1) Log into online banking and bring up BillPay
- 2) For any payee showing the incorrect name, click on Options on the payee line



- 3) When Options open up, click on Account Information



- 4) On the right-hand side, click in the Nickname field and remove the nickname and press Save.



A screenshot of the 'Account Information' form for the 'CHASE CARD' payee. The 'Nickname (optional)' field is circled in black, and the 'Save' button at the bottom right is also circled in black. The form contains the following fields:

Payee Account	
Account number	22223333
Confirm account number	
Category (optional)	Uncategorized

Account Information	
Name	Lizandro Rodriguez
Name	Chase Card
Nickname (optional)	Tom Smith
Address 1	1234 Sample St.
Address 2 (optional)	
City	Hanford
State	CA
ZIP code	93230 -
Phone	555 222-3333

At the bottom of the form, there are links for 'Questions?' and 'Don't make changes', and a 'Save' button.

- 5) The payee name should now be correct.