# E-ZPay Payment Portal
# **Frequently Asked Questions**

**How does E-ZPay work?**

You can use E-ZPay anytime you want to make a payment to PA Central. Use E-ZPay to make a monthly payment or whenever it's more convenient than putting a check in the mail. There's no sign up required.

You will need the following information to submit your payment:

- Your Member number/Account number
- Payment amount and payment date
- Loan description/type (Ex: auto, credit card, HELOC or personal loan)
- Bank Routing/Transit number

**When is my payment credited?**

Payments made before 3:00 p.m. Monday-Friday will be credited the same business day.

**What is the maximum payment allowed?**

You can make any payment amount up to $5000.00.

**Can I use Internet Explorer to access E-ZPay?**

E-ZPAY is not compatible with Internet Explorer.  We recommend you use another internet browser such as Edge, Chrome or Firefox.

**How do I access E-ZPay?**

Access E-ZPay from our website through the Loan/Credit Card Payment button. E-ZPay can also be accessed through the top menu on our home page under LOANS and CREDIT CARDS on our website www.pacentralfcu.com

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**Here is a step-by-step guide to making your payment using E-ZPay**

Complete the following steps to make a payment:

1. Access E-ZPay from our website through the Loan/Credit Card Payment button. E-ZPay can also be accessed through the top menu on our home page under LOANS and CREDIT CARDS on our website.
2. Check the Box to Agree to the terms and conditions then click the blue E-ZPay button.

3. Once the Make a Payment screen is open, begin entering your information. If you have any questions, hovering over a box will display an explanation of the information necessary to continue.



4. Once you are ready to select a payment method, you will have the option to pay with either a Credit Card, Debit Card or eCheck. Using the eCheck option allows you to make a payment using a checking or savings account directly.

5. Once all your payment information is entered, press Next.

**Note: the webpage will jump to the top and will be marked with red text if you are missing any required fields.  You will not be able to continue until these fields are filled in.**

6. The page you will see is the Review Payment Details screen.  After reviewing the information, click the Make Payment button.  The image below is an example.  Depending on your payment type, each Payment Detail screen will look a little different.

**Note:** If the payment is made with a savings or checking account, the Review Payment Details will show that an e-signature. **The e-signature IS case sensitive and needs to be entered exactly as it was on the prior screen.**  Also, if this is done on a mobile device, the keyboard needs to close (press a done button in the keyboard area) before the mobile device will let you move on.

Once finished reviewing, press the Make Payment button. This will take you to the Transaction Receipt.   To complete your transaction and close E-ZPay, choose the Done button.

**Note**:  If you do not enter your email address on the Transaction Receipt screen (see below), you will not receive an email confirmation.



Finally, check your inbox where the receipt was sent to. The email confirmation will be sent from noreply@PACentralFederalCreditUnion.com

If you do not see the email confirmation in your inbox, be sure to check your Junk or SPAM folder. Be sure to add this email address to your safe sender list to avoid this from happening in the future.

**PA CenFCU/800-356-3875 Receipt of Payment**
From: noreply@PACentralFederalCreditUnion.com
Sent: Fri, Mar 12, 2021 at 10:35 am
To: cford@pacentralfcu.com

ℹ Images, links, and attachments are disabled.  **LEARN MORE >**

Customer Account Number Payment Amount
12345-02                        $100.00

| | |
|---|---|
| Payment date: | 03/12/2021 |
| Payment time: | 8:34:32 AM (MST) |
| Type: | Sale |
| Subtotal: | $100.00 |
| Convenience fee: | $0.00 |
| Total: | $100.00 |
| Name: | Cassie Test |
| Card number: | ************1111 |
| Card Network Name: | VISA |
| Description: | test loan payment |
| Result: | Approved |
| Message: | Success |
| Auth code: | T44786 |
| PnRef: | 25014765 |
| Customer service phone number: | 800-356-3875 |
| Merchant country: | United States |