

## Online Banking Expedited Payment Frequently Asked Questions

### What is State Bank of Lincoln Expedited Payment Service?

This service allows you to send payments overnight Federal Express

### What is the expedited payment fee?

The fee for this service is \$19.95. You must have sufficient funds for the fee and payment amount at the time you submit the payment.

How can I make an expedited payment?

- Log into your online banking, then click on the bill payment tab and select expedited payments under the payee tab
- Complete the expedited payments screen. Fields marked with an \* are required fields.
- Click continue. The address is validated, funds verified to be sufficient for the \$19.95 fee and the payment amount.
- Receive an online package tracking number. This number is also available in your bill payment history.

### If I added a merchant/payee today, can I immediately make an expedited payment?

Your bill pay payee list is not used for the expedited payment feature. You will enter all information regarding the payment on the expedited payment screen. Some fields are required. This address is validated, funds in your selected account are verified to be sufficient for the \$19.95 fee and the payment amount and a confirmation tracking number will be given.

### What merchants/payees are eligible for expedited payments?

Merchants/payees who can accept paper checks are within the continental U.S. are eligible for expedited payments. You must have a deliverable Federal express address and initiate payment prior to **6:00 p.m. central time** for the next business day delivery.

### Can I make an expedited payment after hours or on a Saturday?

Expedited payments submitted by you on a non-federal reserve business day, weekend, holiday or submitted by you after the weekday cutoff of **6:00 p.m. central time** will be sent the following federal reserve business day for the next business day delivery. You will be charged a fee for each expedited payment you submit. Expedited payments submitted without complete or accurate information will not be processed.

If you have questions about expedited payments you may contact Online banking support

Debbie Stout  
Online Banking Administrator  
Lincoln Office 217-735-7100

Desiree Skelton  
Online Banking Customer Service Representative  
Lincoln Office 217-735-7100