

Online Bill Pay Frequently Asked Questions

Getting Started

How do I get access to the Encinal's online bill payment system?

Log in to the "Members' Area" on the Encinal website and click the "Member Statements" link on the left side of the page. You can:

- View account activity
- View current and past statements
- Pay your statement balance online
- Set up automatic bill payment
- Make changes to your online bill payment settings

How to I sign up to use the online bill payment system?

Contact Lisa at adminassistant@encinal.org for instructions.

Can I still pay my balance by check even if I sign up for online bill payment?

Yes. You can see your last statement online, download the statement for your records, and mail a check to the Encinal.

Paying Bills Online

How can I pay my Encinal account online?

You have two choices:

- Go online and pay your bill manually each month
- Sign up for auto-pay

Manual Pay

How do I manually pay my balance online?

On the "Pay Balance" page, choose "E-check" under payment methods. You must log in each month to manually pay your balance.

Auto-pay

What is auto-pay?

On the 15th of every month, the Encinal will deduct the balance due shown on your most recent statement from your bank account, or charge the balance due to your credit card. You will not have to log in to pay your balance online each month if you sign up for auto-pay.

How do I activate auto-pay?

Click on the “Member Statements” link on the left side of the “Members’ Area” main page. In the box on the upper left, click on “Edit my credit card” or “Edit my bank account”, depending on which method you want to use for auto-pay. At the bottom of the credit card or bank account information screen, click on the “Auto-pay Balance” box.

When will my statement balance be deducted from my bank account or charged to my credit card through auto-pay?

On the 16th of the month.

Can I change the date for my auto payment?

No.

How do I know if I have activated auto-pay?

Click on “Edit my credit cards” or “Edit my bank accounts” on the main statement page. If the box next to “Auto-Pay Balance” at the bottom of the “My Payment Methods” screen has a blue check mark, you have activated auto-pay. Do not activate auto-pay for more than one payment method.

How do I change my auto-pay from a credit card to a bank account?

On the “Member Statements” main page, click on “Edit my credit card” and click the auto-pay box at the bottom of the page. The blue check mark will disappear. Save the change and click on the bank account tab at the top of the page. Click the auto-pay box and a blue check mark will appear. Save the change.

How do I change my auto-pay to a different credit card or bank account?

On the “Member Statements” main page, click on “Edit my credit card” or “Edit my bank account”. On the “My Payment Methods” page, click on the credit card or bank account tab. Click “Add new bank account” or “Add new credit card”. Deactivate auto-pay on the current account, fill out the information screen for the new account, and activate auto-pay for the new account

How do I pay my balance online if I don’t use auto-pay?

You will use the manual payment system. On the main “Member Statements” page, click on “Pay Balance”. Fill out the form and click “Continue”.

Monthly Statements**If I don’t sign up for online bill payment, will I still receive a paper statement in the mail?**

Yes, unless you sign up for email statements.

Can I get an email statement instead of a paper statement?

Yes. Sign in to the “Members’ Area” and select “Member Profile” on the left side menu. On the “Address” tab, uncheck the “Statements” box at the bottom of the page. On the “Email” tab, check the “Statements” box at the bottom of the page.

How do I see my statements online and get a copy?

On the main “Member Statements” page, choose the billing period that you want to view and click on “View Statement”. Save the page in your browser and a PDF file of your statement will download to your computer.

What’s the difference between Statement Balance and Current Balance?

Statement balance is your balance as of the close of the most recent billing period (the last day of the previous month). Current balance includes your most recent statement balance, plus any new charges that you have made at the club during the current month. If you pay manually, you can choose to pay your statement balance, current balance, or some other amount each month.