How to pay a bill in RBC Online Banking

Welcome to our step-by-step guide on how to pay a bill in RBC® Online Banking. We appreciate that you are taking advantage of the many easy and convenient ways you can bank with us, without having to go into a branch.

What you need before you begin

Make sure you're already enrolled in RBC Online Banking and are signed in. You'll also need to have the bill you'd like to pay handy.

1 Once you've signed in, you'll see the Account Summary page.

On the right hand side, click "**Pay Bills & Transfer Funds**".

2 You'll now be on the Pay Bills & Transfer Funds page.

You'll need to choose which account you want the funds to be withdrawn from and who you'd like to make the payment to. If you have paid this bill before and you can see the payee you need when you click on "**To**", select that payee and go to Step 8.

Note:

If you haven't paid this bill before, you'll need to select "**Add Payee**" on the right side of the screen and follow the steps outlined on the following pages.

Pay Bills & Transfer Funds

| Pay with RBC Accounts | Pay with RBC Rewards Points |

From: Chequing 00006-5187067 = $ 762.39 ▼

To: Chequing 00006-5187067 = $ 762.39 ▼

● Selected Payee/Account
○ Other Royal Bank Customer
○ *Interac*‡ e-Transfer

$ Enter Amount

Related Services

Add Payee ———————— **Add Payee**

Register for *Interac* e-Transfer Autodeposit

Add *Interac*‡ e-Transfer Recipient

Add Other RBC Royal Bank Customer

Nickname Payees

Need Help?

Enter your question here →

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3 When you select "**Add Payee**", you'll be taken to a screen where you can search for the company you need to make a payment to.

Take a moment to read the tips at the top of this page. When you're ready, search for your payee in the Payee Name section by entering the name and clicking "**Search**".

Add a Payee

* Required Information

How to Add a Payee

To add a new payee follow these steps:

Before you begin, ensure you have a copy of your bill with you.

- Enter the name of the payee, as written on your bill, in the text box below and select "Search".
- Do not enter punctuation or special characters (?, *, @, #, etc.).
- Learn More 🖥

* **Payee Name:** enercare   Search ❯ ————— **Search ❯**

4 You should now see a list of payees to choose from. Double check that the payee name on your bill exactly matches the name you select on the screen. Click the name and click "**Continue**".

Add a Payee

* Required Information

Help Finding Your Payee

If you were unable to find your payee try the tips below:

- Confirm that the payee information was entered correctly.
- Enter the first 3 letters of your payee's name to expand your search results.
- Use specific keywords to narrow your search results. For example, enter "Union Gas" instead of "Gas" or "Rogers Cable" instead of "Cable".
- Do not enter punctuation or special characters (?, *, @, #, etc.).
- Learn More

* **Payee Name:** `enercare`   Search >

Please click the button beside the payee you wish to add.

* **1 to 3 of 3 possible payee matches for 'ENERCARE':**
  - ○ ENERCARE CONNECTIONS SUBMETER
  - ○ ENERCARE HOME SERVICES
  - ○ ENERCARE SOLUTIONS

3 results found

Tip — If you don't see any results or were unable to find your payee, try entering only the first three letters of the payee's name then press "Search".

Continue >

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5 Enter your account number or customer number from a recent statement in the Account Number box without any spaces or dashes and click "**Continue**".

Payee Information

* Required Information

The payee you have selected is: ENERCARE CONNECTIONS SUBMETER

This is for paying sub-metering services in Ontario.

*Account Number: `43229752`

Back   Cancel

Continue >

6 Using your latest bill, confirm that the payee name and account number are correct.

If so click "**Confirm**".

If you receive an error message, you'll need to enter the account number again. by pressing "**Back**".

Add Payee Confirmation

Payee: ENERCARE CONNECTIONS SUBMETER

Account Number: 43229752

Back   Cancel

Confirm >

7 You've now added a new payee.

Click "**Pay Bills & Transfer Funds**" to continue making your payment.

Add Payee Completed

✓ **Confirmed**

You have successfully added the payee to your list.

You may return to Manage Payees at any time to add, view, remove or change payees.

You may return to the Pay Bills & Transfer Funds page to complete your bill payment.

Go to Sort Payee List to customize the payee order.

Pay Bills & Transfer Funds

8 Click "**From**" and a drop-down list will appear showing your different accounts.

Select the account you would like the bill to be paid from.

Click "**To**" and a drop down-list of your payee accounts will appear. If you've just added a new payee, it will appear in this drop-down list.

Select a payee.

9 Enter the bill amount in the Enter Amount section.

10 Choose when you would like the payment to be made.

If you need to make the payment now, leave the date as is.

If you want to choose a specific date in the future, select the **month**, **day** and **year** to choose a new date.

| When: | Apr ▼ | 28 ▼ | 2020 ▼ | 🗓 |

11 Is this a one-off payment or is it a recurring payment?

If it is a recurring payment, click "**Frequency**" to choose how often you would like this payment to be made (for example, bi-weekly, monthly or yearly).

Click "**Submit**".

| Frequency: | Once ▼ |

Cancel

Submit

12 Review and confirm the transaction.

Take a moment to ensure all of the details are correct, and if they are, click "**Confirm**".

If something doesn't look right, click "**Cancel**" and complete the previous steps again.

Confirm Transaction

Please confirm the following :

Amount: $ 50.00

From: Chequing 00006-5187067

To: ENERCARE CONNECTIONS SUBMETER - (04) -
                 43229752

Confirm

Cancel

13 A confirmation screen will appear.

A record of your payment will be available on the History tab in the Send Money section if you need to review it again at a later date.

Transaction Complete

Please print this for your records.

Amount:	$ 50.00
From:	Chequing 00006-5187067
To:	ENERCARE CONNECTIONS SUBMETER - (04) - 43229752
New Balance(From Acct):	712.39
Confirmation Number:	7404
Date and Time:	28 Apr 2020 at 10:26:32 EDT

Make another payment or transfer

For more tutorials on completing banking transactions, visit rbc.com/howto.

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