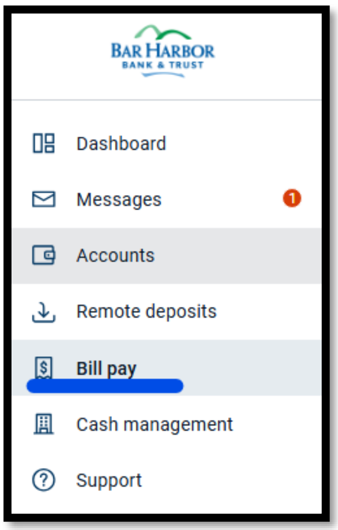
Business Bill Pay User Guide

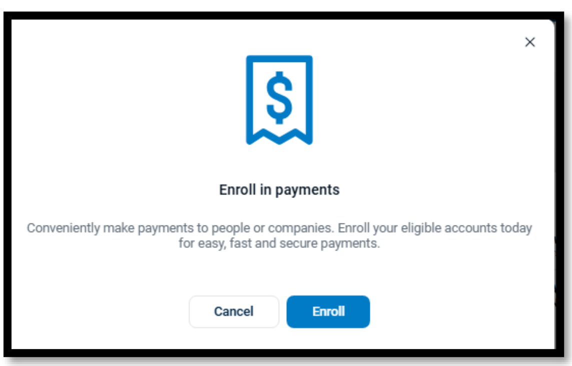
Get started with Bill Pay:

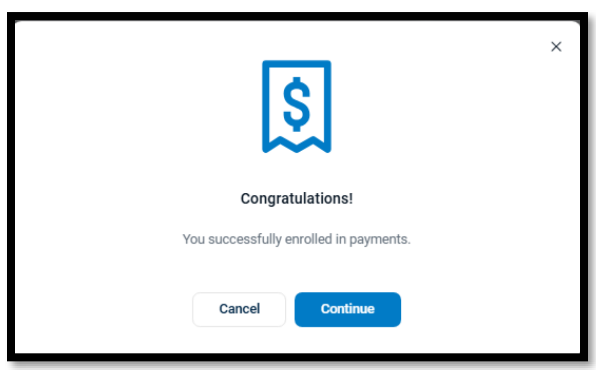
First-time enrollment steps to be completed by the primary Administrator prior to other users.

Starting at your Dashboard, select Bill Pay from the main menu.



Click on enroll and then continue



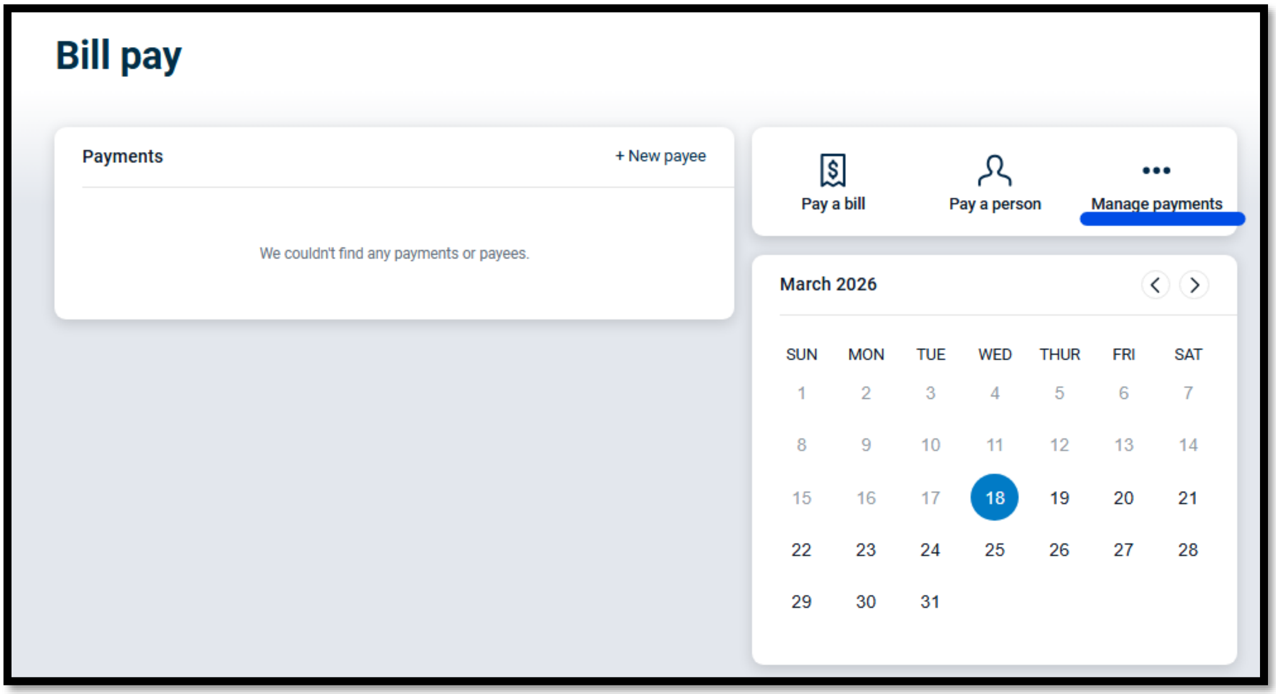


Select Mange Payments to get started and manage user permissions. You will be prompted to enter your password. This takes you to the Bill Pay Home screen.

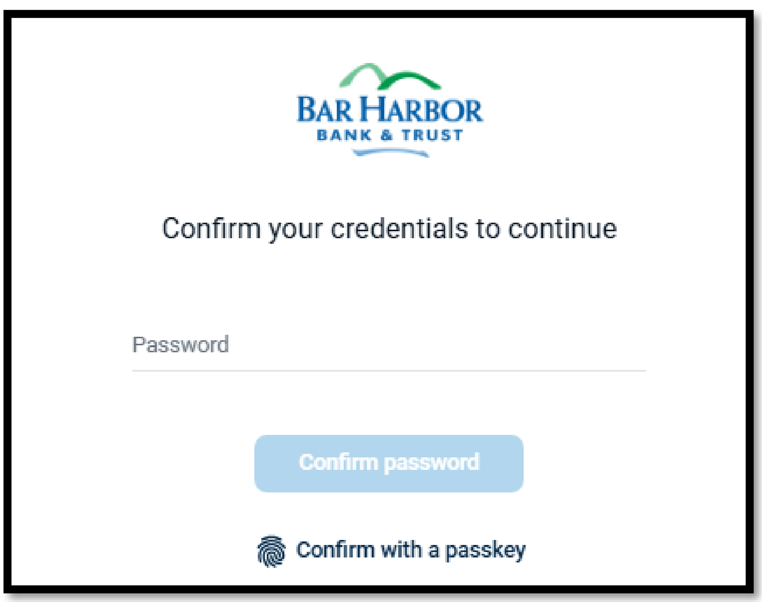
Bill Pay Home Screen

Go to Manage Payments to add payees, etc.

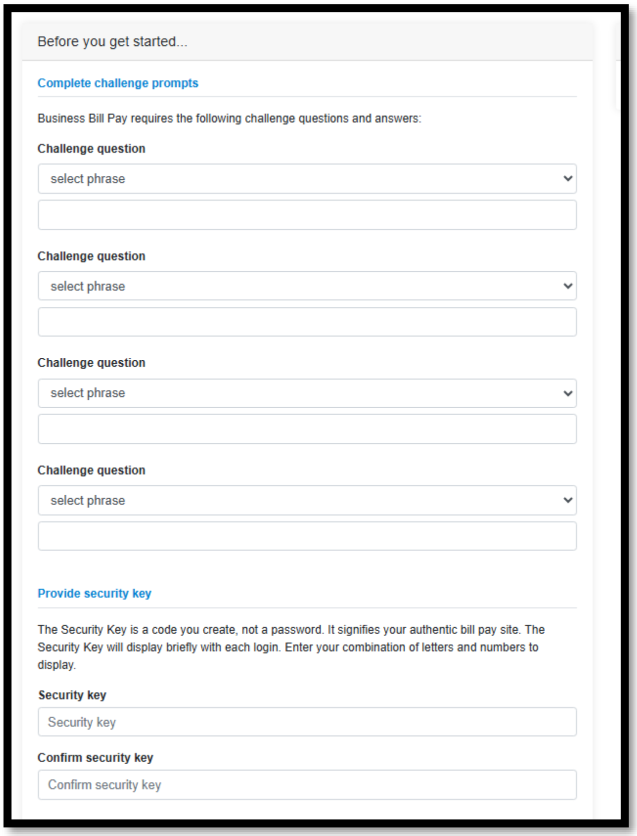
Once you have added payees, you may make payments from this screen

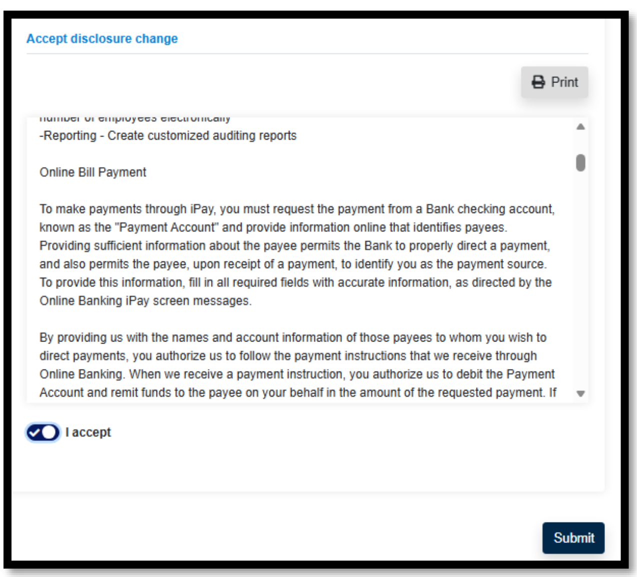


Enter your online banking password



If this is your first time logging into Bill Pay, it will take you to the “Before you get started…” screen to set-up challenge questions, create a security key and accept disclosures.

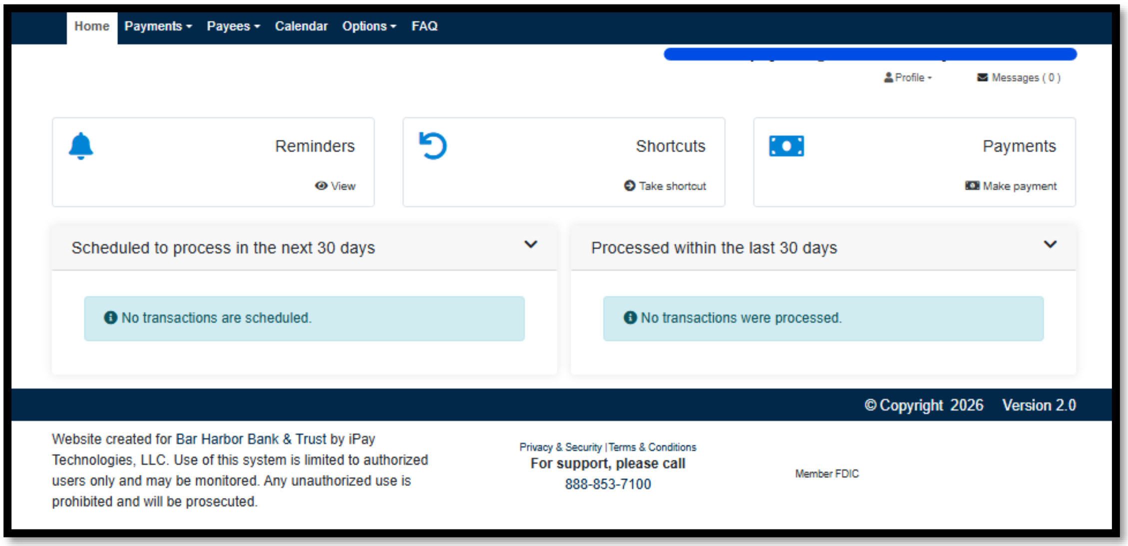




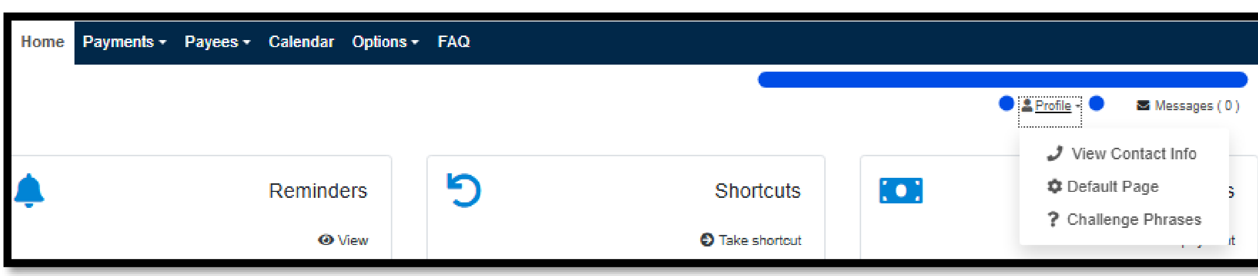
How to Use Bill Pay from the Manage Payments screens

Note: menu options may be vary based on your permissions

Home provides a snapshot view of the bill pay activity.

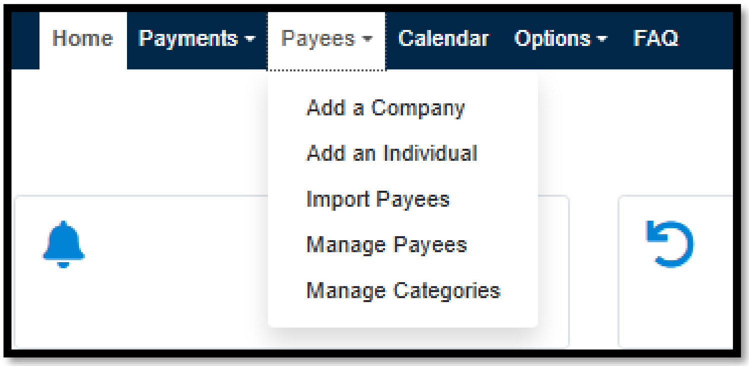


Profile is the users account profile, the user can update contact information and challenge phrases. Can also choose a default page to determine where your bill pay session will open.



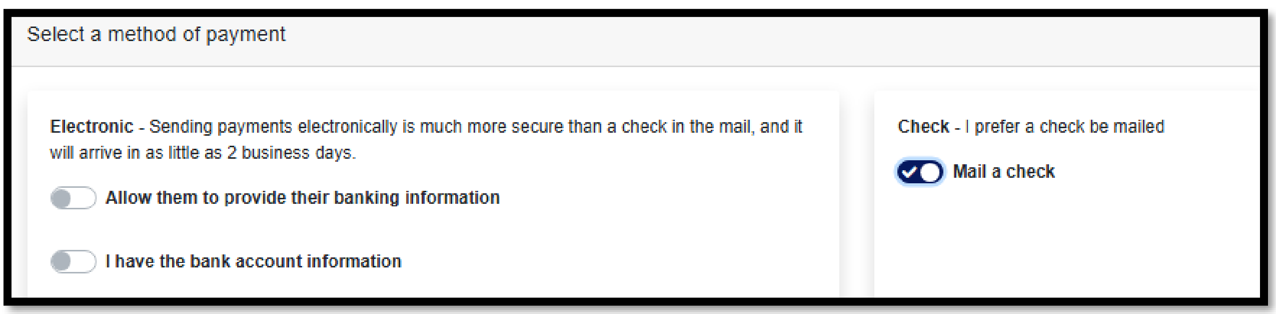
Messages is For Future Use.

Payees:



Add a Company - Select a method of payment, either you have the company details, or you have the companies' bank account information.

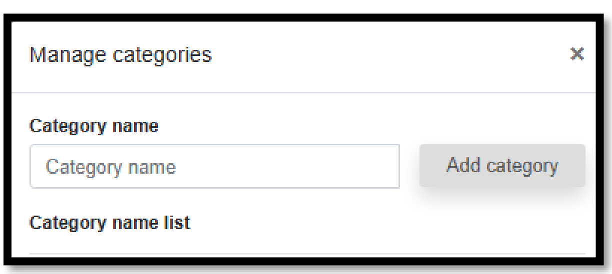
Add an Individual – *you will be prompted answer challenge question* – select a method of payment



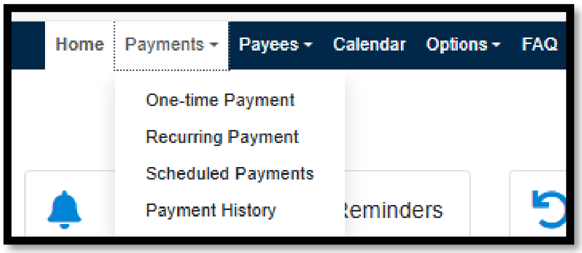
Import Payees - Payee records cam be imported from another apllication.

Manage Payees - Can add, edit and delete payees.

Manage Catogories - Manage multiple payees by placing them in catagories you create.

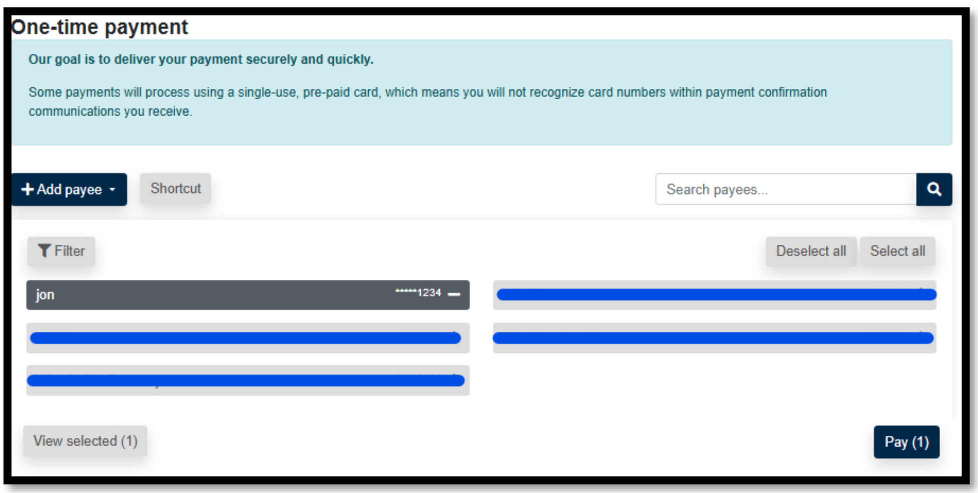


Payments:

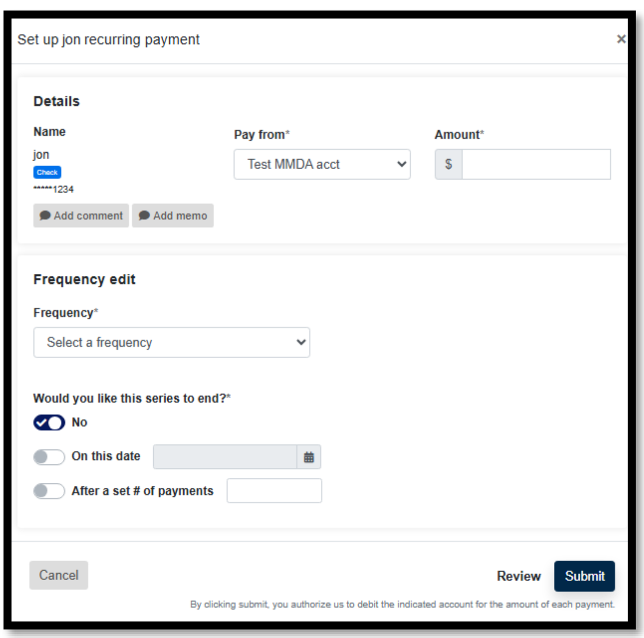


One-Time Payment – Select Payee and click on Pay

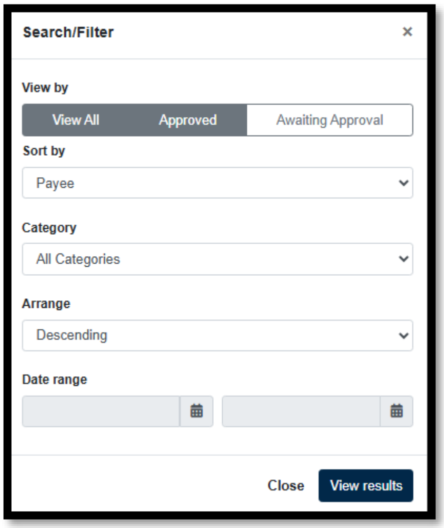
Note: Some payments will process using a single-use, pre-paid card.



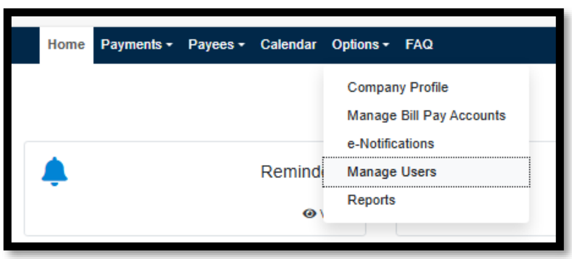
Recurring Payment – Select Payee and complete frequency settings. Review and Submit.



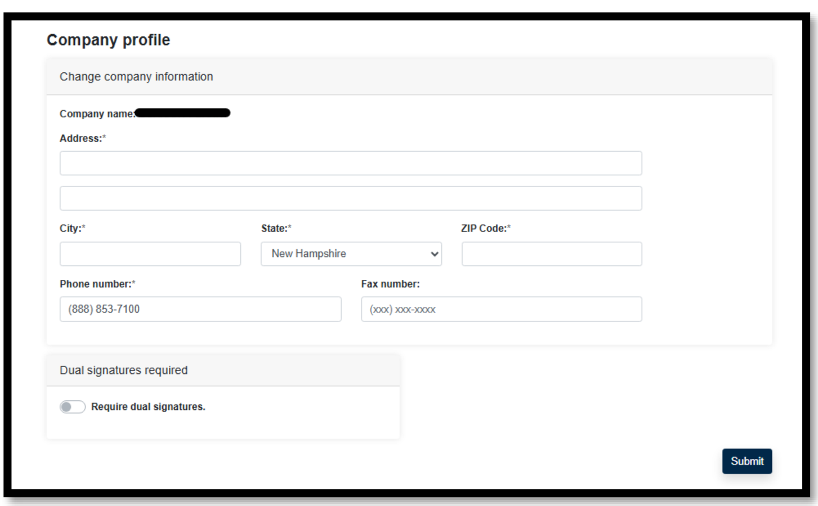
Scheduled Payments – view scheduled payments and can search by different filters



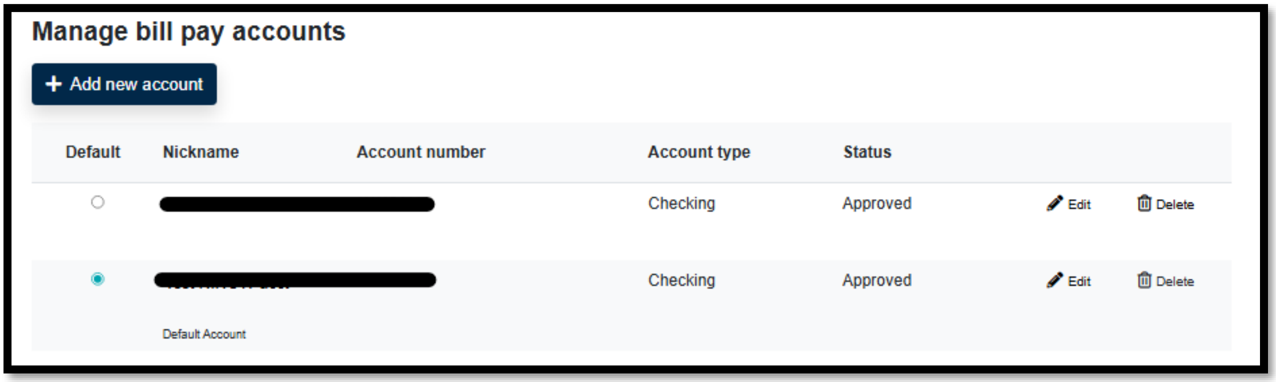
Options:



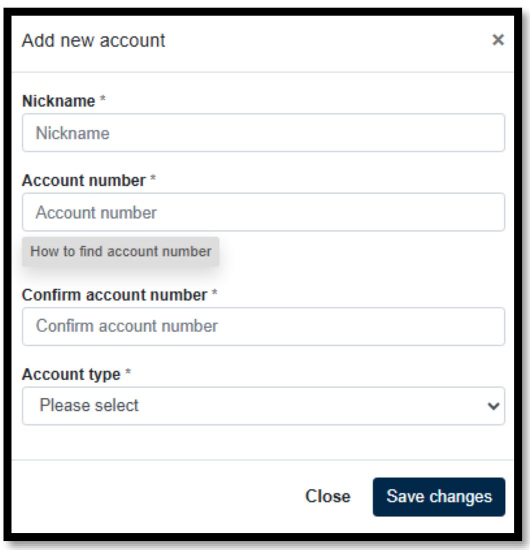
Company Profile – *you will be prompted to answer a challenge question*
Business users can update their company profile and turn Dual Signatures on or off. Dual Signatures is a security feature that requires scheduled or edited transactions to be approved.



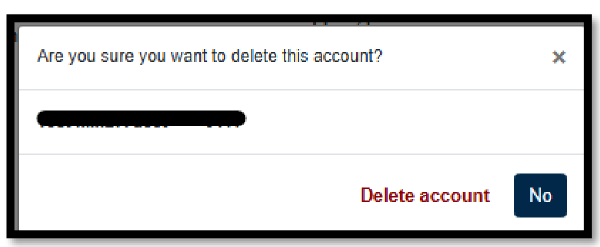
Manage Bill Pay Accounts – Request to add additional accounts,edit the account's nickname or the default pay-from account. Additional accounts require aproval by the bank and could be rejected.



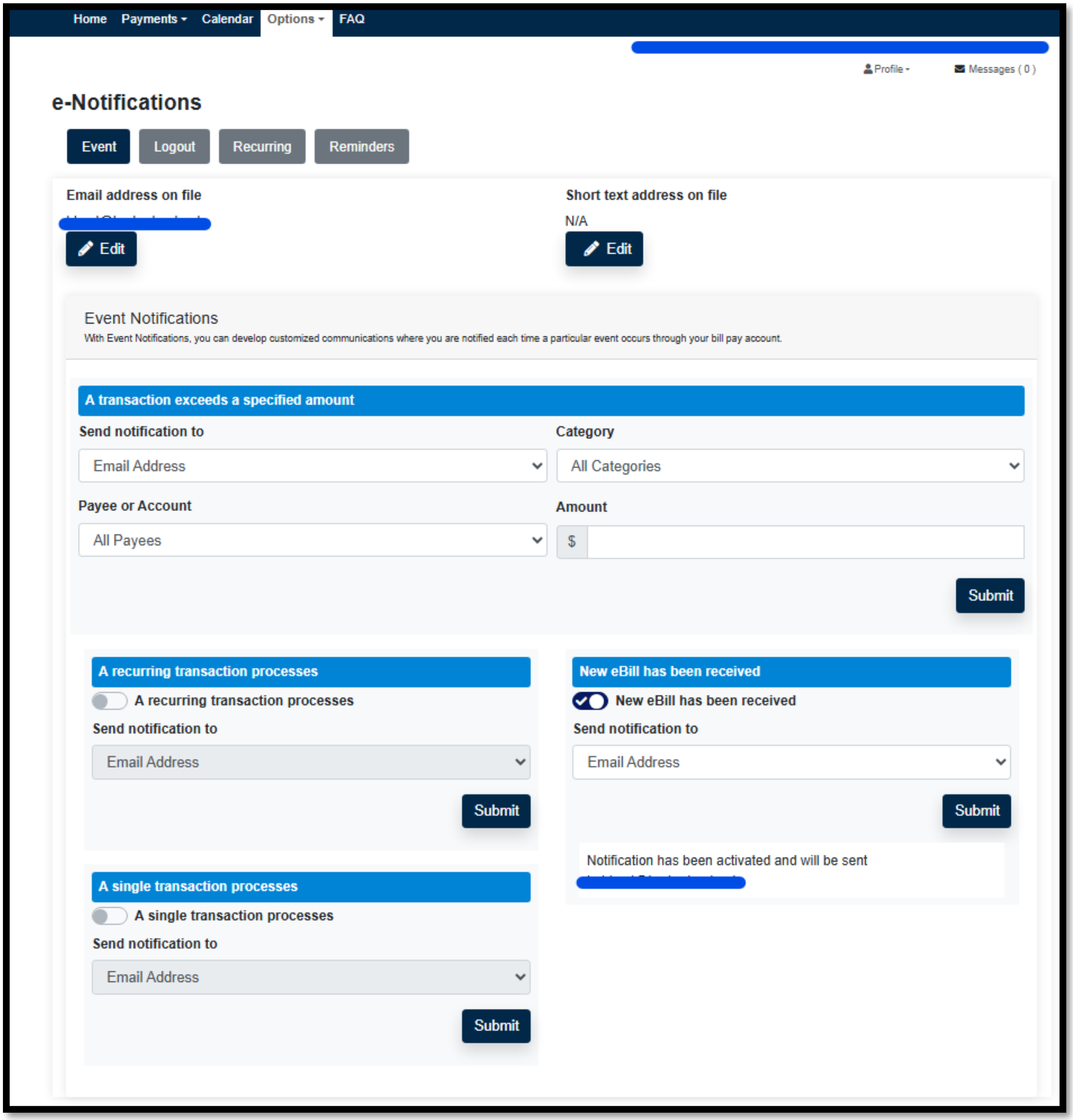
Add new Account



Edit or Delete an Account



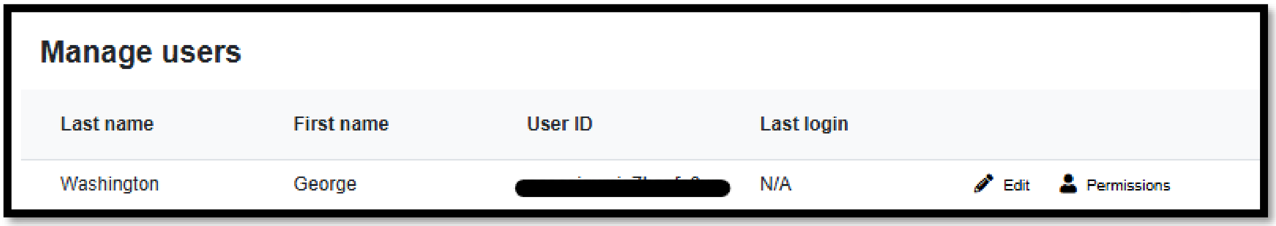
eNotifications - Allows the business to monitor activity and assist with detecting potential fraud on their bill pay account. Notifications can be sent by email, text message, or both.



NOTE: A recurring transaction and a single transaction process event notifications, these are sent to all users with the permissions to Schedule Bill Payments, Schedule Email Payments, and/or Schedule Transfers.

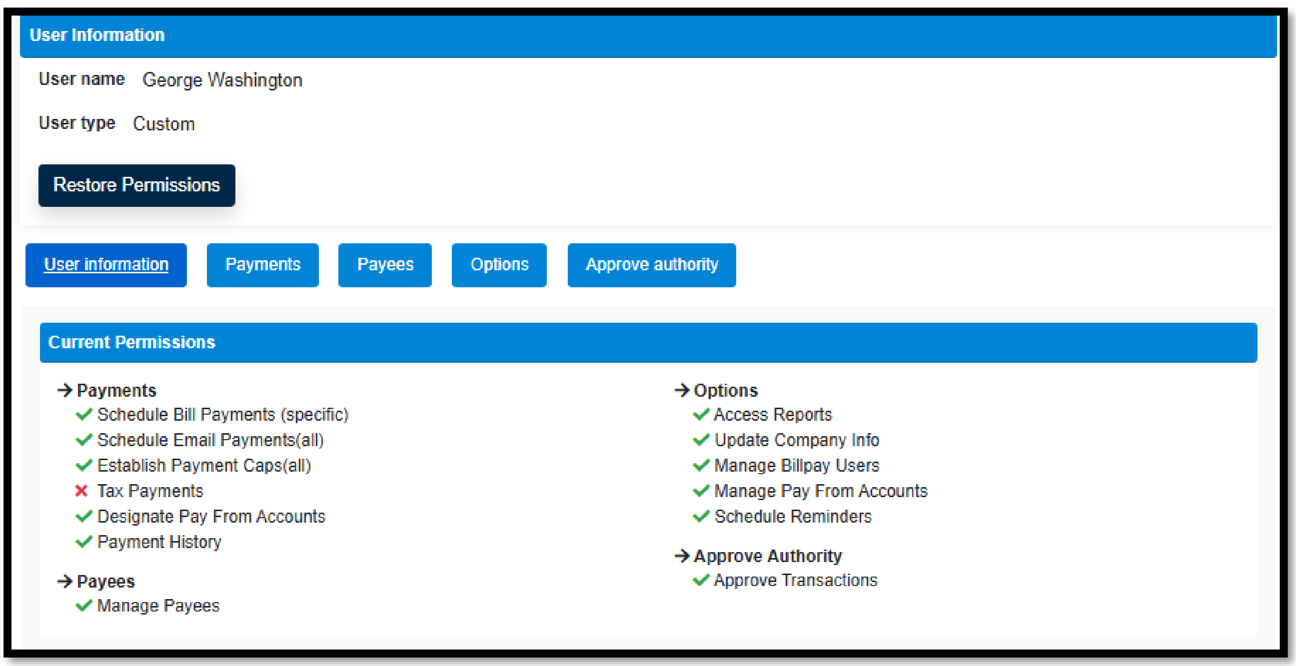
For Admins Only:

Manage Users - Opens the list of autorized users. *you will be prompted to answer a challenge question*



Click Edit to update user information

Click Permissions to review and update permissions as needed. Click on each catogory tab to edit.

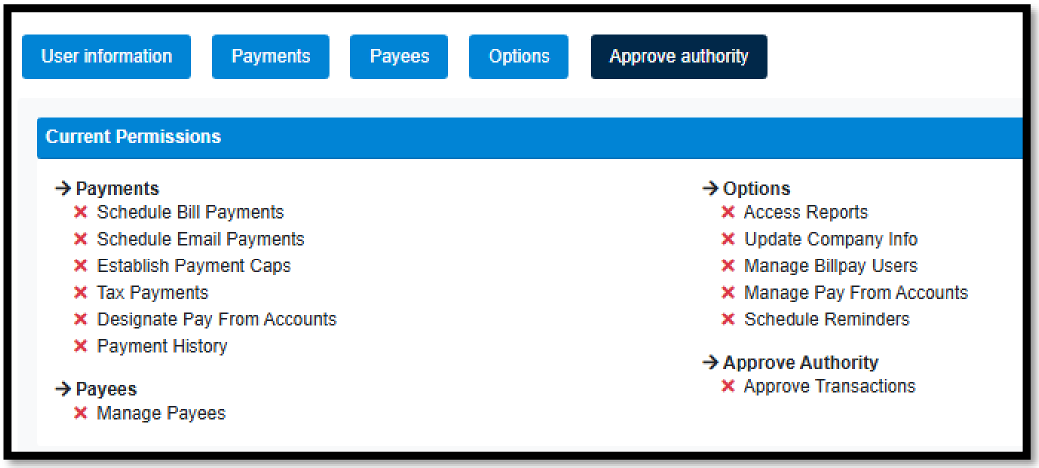


Click Save at the bottom of the screen once completed.

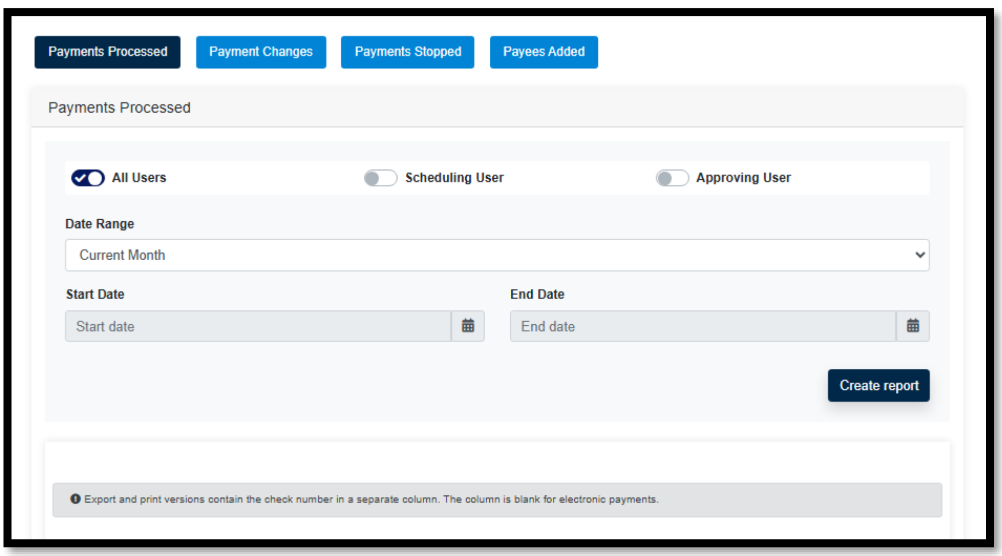
It will take you back to the Current Permissions screen.

Restore Permissions will restore to the previous version of permission for the user.

To deactivate a user, toggle off all permissions and save.



Reports - Assist with managing details of the bill pay account. These can be converted to Excel.



FAQ – To find answers to the most frequently asked questions about bill pay services.