Business Bill Payment - FAQs

Q:	**Can I have multiple Pay From accounts assigned in Business Bill Payment?**
A:	Yes, you can choose a primary account and any additional accounts you would like to have payment access from in the Bill Payment module. Only one account may be selected as the "Primary Account", all additional accounts will be considered "Secondary Accounts".
Q:	**How are additional Business Bill Payment users added?**
A:	As the *Exchange* administrator, you can entitle additional users within online banking for Business Bill Payment services. Once the primary user or administrator user registers in the Business Bill Payment service, then the additional users, previously entitled to the bill payment service in Exchange, may register as well. When the user has registered for the Business Bill Payment service, the administrator user, can modify their bill payment permissions within the bill payment application.
Q:	**How can user permissions be updated or changed?**
A:	Once each additional sub-user registers for the Business Bill Payment service, the administrator user may change the user's permission. These permissions may be found in the Options Tab "Manage Users" within the Business Bill Payment module. Several levels of permissions may be granted to provide greater security.
Q:	**What happens if I am locked out of Business Bill Payment?**
A:	As the administrator user you will unlock your Business Bill Payment sub-users, if you are the Business Bill payment administrator with locked access, please contact your Treasury Client Services Professional for assistance.
Q:	**Why are there Security/Challenge questions in Business Bill Payment?**
A:	The "Challenge" questions are specifically related to the Business Bill Payment service and will display as a pop-up when a subscriber initiates certain transactional activity (i.e., adding individual payees, adding transfer accounts or managing sub-users).
Q:	**How do I reset my Business Bill Payment Security/Challenge questions if I am locked out?**
A:	If the Business Bill Payment challenge questions have been locked then the Business Bill Payment administrator user will unlock the sub-users within the Business Bill Payment service under Options "Manage Users". Contact your Treasury Client Services Professional directly if you are the Business Bill Payment administrator and your own challenge questions have been locked.
Q:	**How do I stop a payment after the 11:00 a.m. CT cutoff deadline?**
A:	You may request a payment be stopped after the cutoff by contacting your Treasury Client Services Professional and make the request. Please understand, that an attempt to stop the payment will be made, however, there is no guarantee that the funds will be stopped. You may need to contact the Payee directly.

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Q:	**Can an internal transfer be initiated through Business Bill Payment?**
A:	No, internal (book) transfers are not available through the Business Bill Payment module however, you may initiate an internal account transfer through the *Exchange* Transfer module. If you do not have this module available, please contact your Treasury Client Services Professional to add this service.
Q:	**When will my payments be received by the Payee?**
A:	The estimated payment date is displayed directly under the payment process date (Est arrival) when creating a payment. It takes approximately two to five days from the process date for the payee to receive payment. It can take longer in some cases.
Q:	**Can I expedite the delivery of my payment?**
A:	Yes, there are three options for expediting (RUSH) payment delivery. For payments by check, your choices are next business day delivery and second business day delivery. For electronic payments you can choose second business day delivery. Additional fees apply for these services.
Q:	**Will I be able to see my account balances while in the Business Bill Payment module?**
A:	Account balances are not available in the Bill Payment module. These balances are available under the Reporting tab within *Exchange*.
Q:	**Can I delete accounts on Business Bill Payment?**
A:	Yes, there is a selection in the Options tab under “Manage Bill Payment Accounts” which allows users with appropriate permissions to delete Business Bill Payment “pay from” accounts. When an account is deleted in the Business Bill Payment module it only deletes the account from the Business Bill Payment service. If you would like the account removed from your online banking as well, please contact your Treasury Client Services Professional and request the account be deleted from *Exchange*.
Q:	**What is the eBill feature?**
A:	The eBill feature allows subscribers to view billing information from their payees, including the amount and due date for eligible payees. Through the eBill feature, subscribers are able to view current billing information, file their bill and set up automatic payments.
Q:	**How do I obtain a copy of a paid check?**
A:	Images of paid checks are available within the Business Bill Payment application by accessing transaction history in the Payments tab. Once you have located your payment, there is a “View Cleared Check” link that will provide the image both front and back in a pop-up.