BUSINESS BILL PAY
Quick Step User Guide

Business Bill Pay is an online tool for small businesses to easily and efficiently pay bills. This convenient service provides our business online banking users the ability to set up an online billing account and then make payments electronically for any bill, any company, any person – whether they receive a paper bill, an electronic bill, or simply need to pay an individual.

Features and Functions
- The ability to attach Detailed Invoices on checks.
- Establishing authorized users, allows a business owner to have their employee schedule the bills to be reviewed and approved by the owner prior to sending them.
- Additional control in setting user permissions.
- Importing payees from Quicken or QuickBooks.
- Assigning account holder name for each payee.
- Rush payments.
- Online Chat for easy customer support.
- Additional reporting and notifications.
- Single sign on to online banking.

Step 1: Login to Online Banking

To access your Business Bill Pay, login to Online Banking and choose the ‘Business Bill Pay’ option under “Transactions”.

Establish 4 challenge questions, set a personalized Security key (welcome phrase) and accept the terms and conditions.

Each time you login to Business Bill Pay you will be shown your personalized Security Key to confirm that you are logging into the authentic Bill Pay website.

Step 2: Home page

Once you have accessed your Business Bill Pay you will notice a menu of options that allow you to send or schedule Payments, set up Payees, or manage your Options.
The Home page will advise you of any ‘New Messages’ and any payees or payments that require ‘attention’. The Transactions Scheduled to Process and the payments processed since your last login.

Step 3 Set up Payee

To set up a new Payee, view current Payees, or Manage Categories, select PAYEES from the list of menu options. Click Add a Payee

Choose the type of payee you will be adding.
Enter in the biller ‘payee’ information.

Complete the payee information. Choose a category to help you organize your bills. Choose the Default Pay From Account.

Now you are ready to schedule a payment.
Step 4 Schedule Payment

Under **PAYMENTS, Single Payment**, click on the payees that you would like to pay. As you select one from the Payee List it will move over to the right hand side to allow you to schedule the payment. Choose a specific category to narrow your payee list.

Once you have selected your payees, select the account you will be paying from, enter the amount, and click on the calendar to choose the process date.

From the calendar choose the date the payment will be processed. Depending on whether the payment will be sent electronically or by check the calendar will provide the **First Available Estimated Arrival Date** for your payment. If this is not the desired date, choose a different date from the calendar. Electronic Payments will be withdrawn from your account **two (2)** business days prior to the scheduled arrival date. Check payments will post to your account after deposit by the recipient.

Click on Invoice/Comment to add an invoice or comment.
Payments with invoice information will be sent by check.

Complete the invoice information that will appear on the check stub. Click submit.

Need the payment to arrive faster? Click on the RUSH Delivery tab.
Step 5 Research a Payment
To research a payment. Select the PAYMENTS tab. Choose Transaction History.

Select the View Options. Choose View.

Click View Details
If the payee has not received the payment, click on the Payment Resolution Center and open a case for us to investigate the payment.

Step 6 Managing User Permissions
Choose the OPTIONS tab and select ‘Manage Users’
Answer a challenge question.

You can manage your current users profile information by selecting Edit. Or Select ‘Permision Settings’ to update your user’s permission rights.
Choose **Edit User Permissions** and then use the menu on the left to choose the type of permissions to add, edit or remove. The current permissions will be pre selected.

Select the desired permissions and **Save Changes**.

**Step 7 Alerts and Notifications**

Choose the **OPTIONS** tab and select ‘**eNotifications**’. Choose the type of notification.
Select the notifications you would like to receive. Choose to receive them by eMail, Text, or both.

Choose **Logout** to be notified if a user has added any new payees or admin users.

**Step 8 Reports**

Choose the **OPTIONS** tab and select ‘Reports’. Select the Report Type.
Test drive our Business Bill Pay demo by visiting our website at www.bankofthepacific.com or by visiting https://www.businessbillpay-e.com/loginconfirm.asp?instid=80051&demo=1