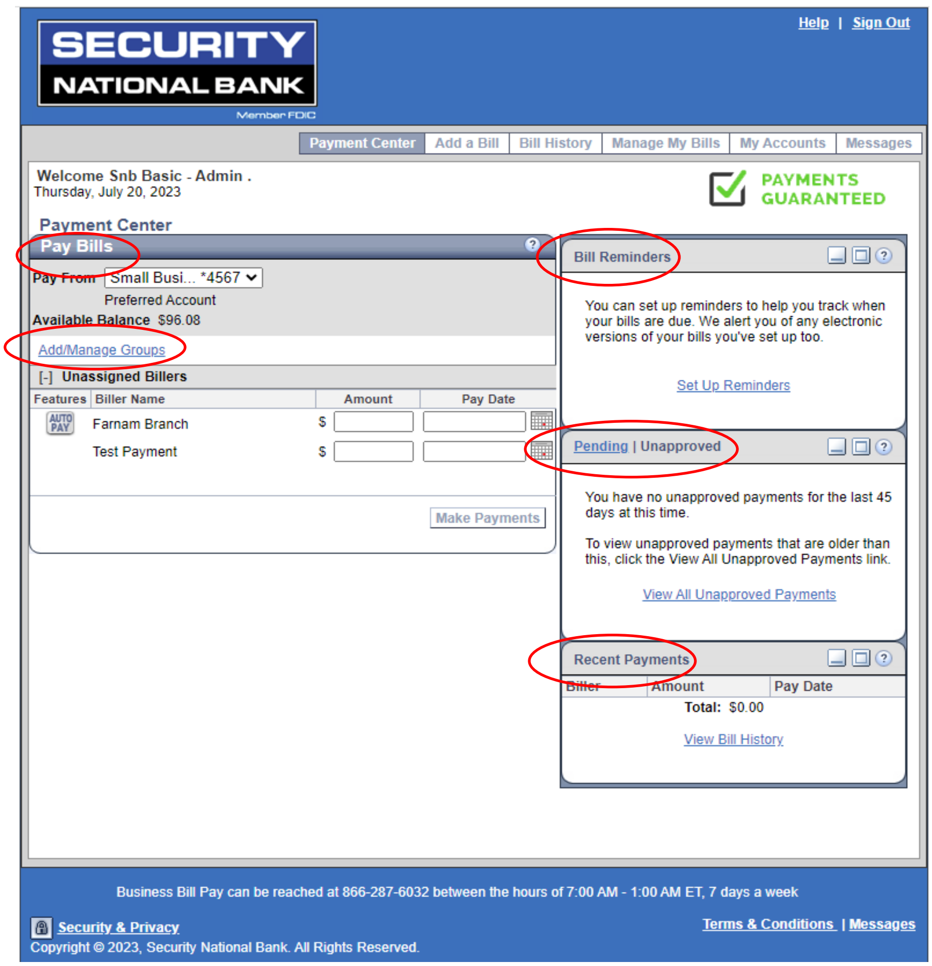
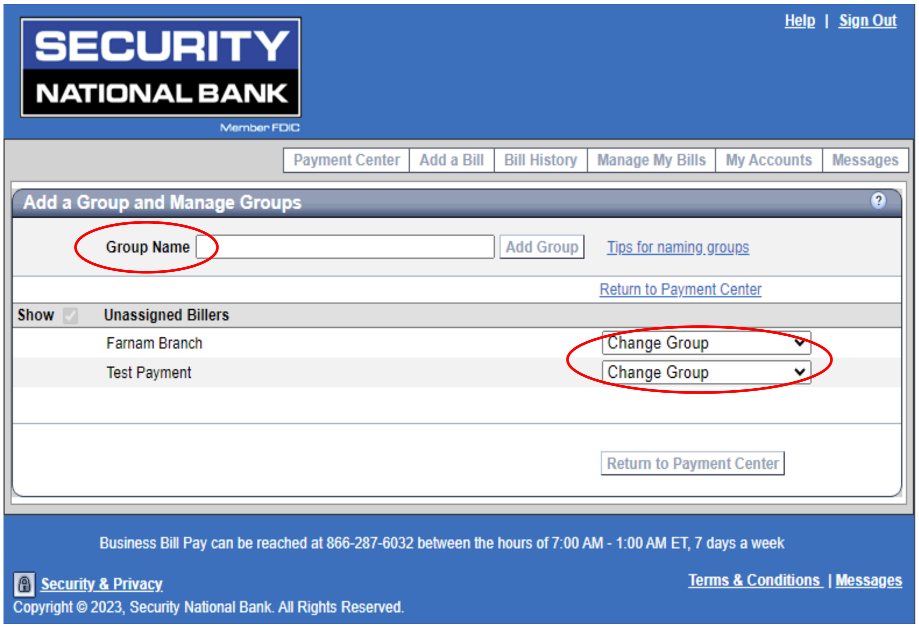
Business Bill Pay Instructions – Initial Set up and Adding a Payee

1. Click on the Payments & Transfers section at the top of the Business Online Banking home screen.

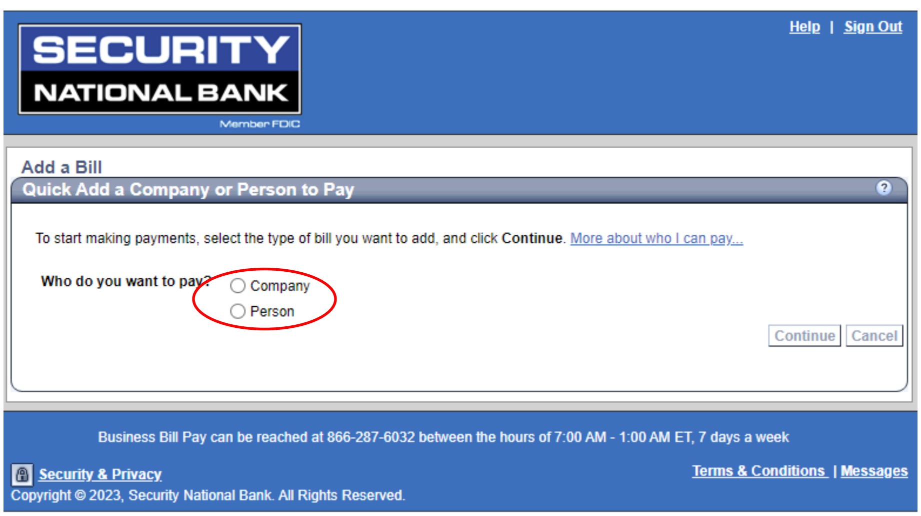
2. Click on the Bill Pay Tab to lauch the Bill Pay system. This will open the bill payment center in a new tab and the Business Bill Pay Center homepage will be displayed.
3. If this is the first time logging in to the new Business Bill Pay Center, additional information may be collected (i.e. Date of Birth, Phone number, Security Question, etc.)
4. The payment center homepage will show Bill Reminders, Pending Payments, Unapproved payments, recent payments and will allow you to set up billers and payment using the Pay Bills section.



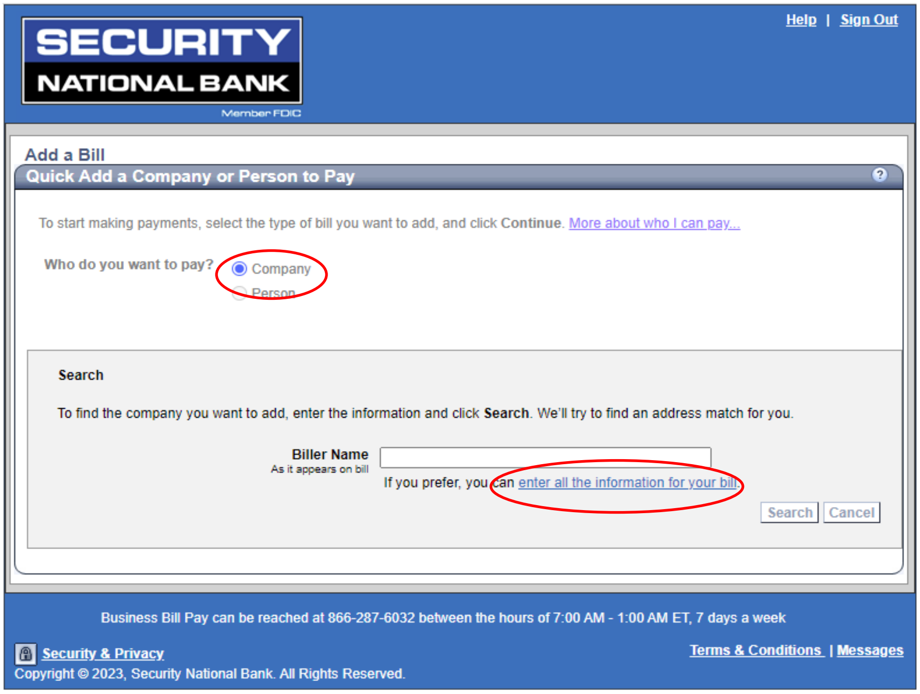
5. There is also the ability to add or manage groups for billers (i.e., Utilities, Credit Cards, Individuals, etc.)



6. To add a bill, click on the “Add a Bill” section on the payment center home page. On the next screen, add a company or person to pay.

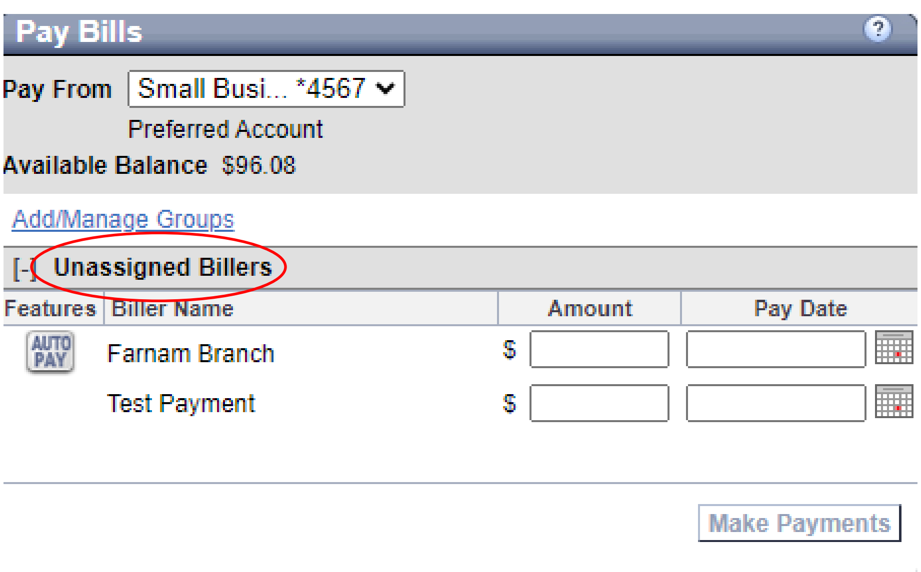


7. If adding a company, use the Search box to locate the biller. There is also the option to manually enter the bill information.

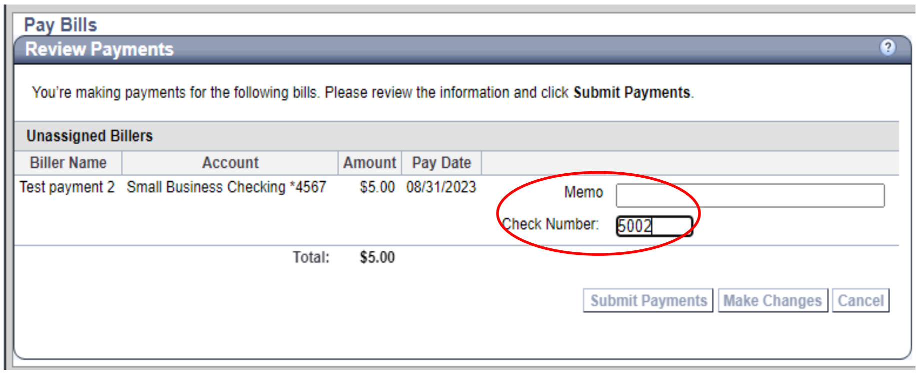


8. If adding a person to the bill pay system, input the information for the individual being paid.

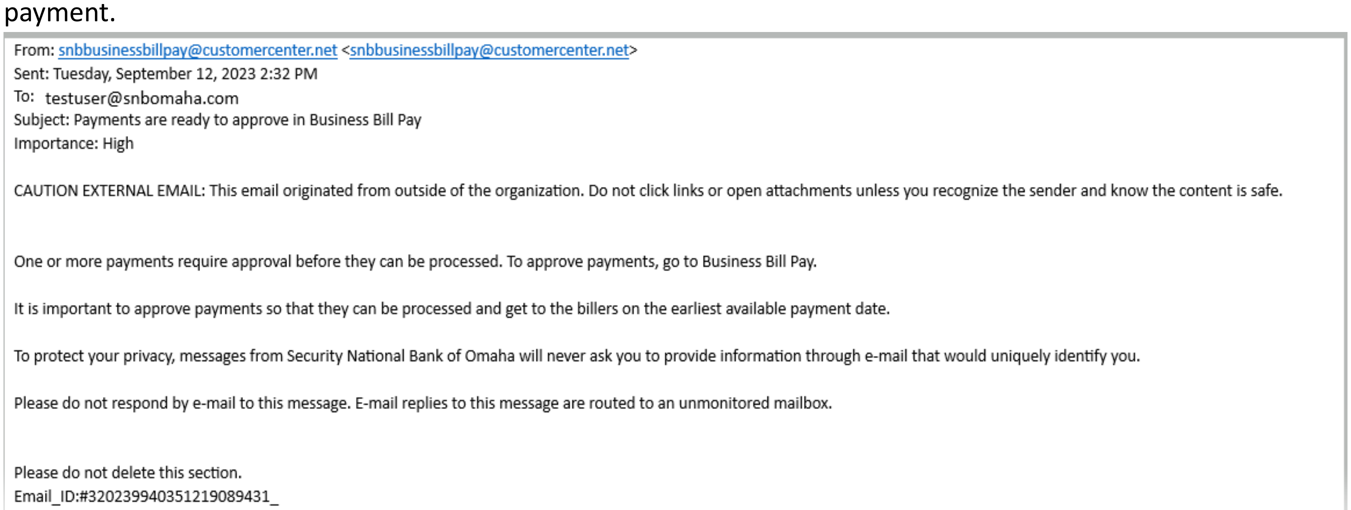
9. Once the information has been input, the new billers will appear on the payment center homepage under the Unassigned Billers category.



10. To make a payment, input the amount and the date for the bill to be paid, and click on Make Payments. Please ensure there is enough time allowed for processing if the item is sent as a check. On the next screen, a check number and memo line can be added. This check number can be added to the Positive Pay system, if applicable.



11. Once the bill payment has been submitted, an email will be sent to the BillPay Administrator to approve the item for payment.



From: snbbusinessbillpay@customercenter.net <snbbusinessbillpay@customercenter.net>
Sent: Tuesday, September 12, 2023 2:32 PM
To: testuser@snbomaha.com
Subject: Payments are ready to approve in Business Bill Pay
Importance: High

CAUTION EXTERNAL EMAIL: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

One or more payments require approval before they can be processed. To approve payments, go to Business Bill Pay.

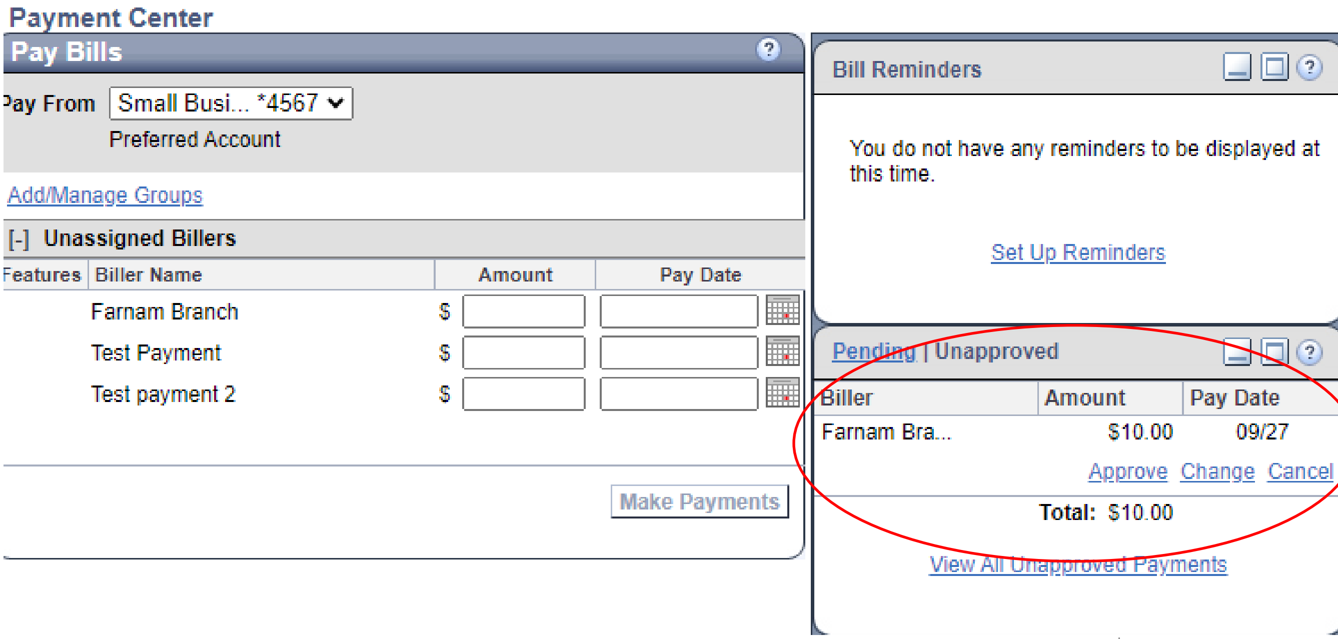
It is important to approve payments so that they can be processed and get to the billers on the earliest available payment date.

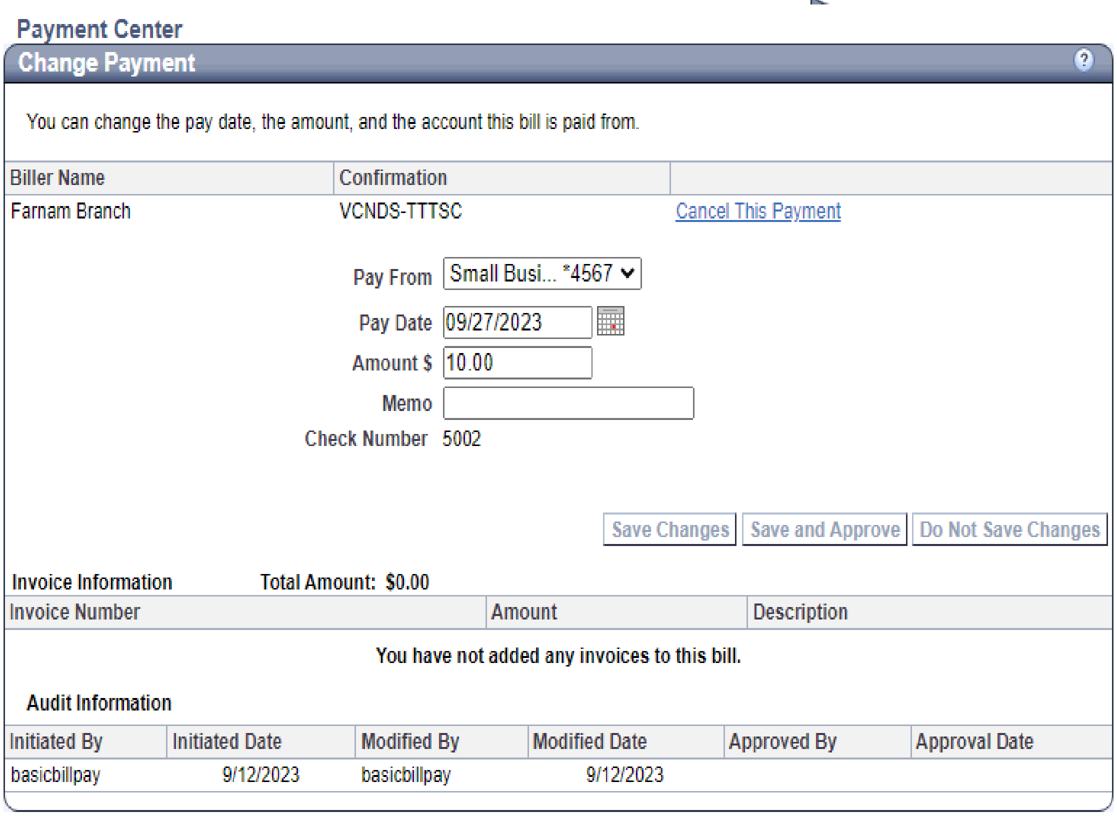
To protect your privacy, messages from Security National Bank of Omaha will never ask you to provide information through e-mail that would uniquely identify you.

Please do not respond by e-mail to this message. E-mail replies to this message are routed to an unmonitored mailbox.

Please do not delete this section.
Email_ID:#3202399403512l9089431_

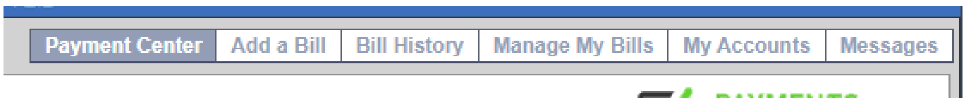
12. The administrator must login to the BillPay system to approve the item for payment. This can be completed on the BillPay homepage as shown below. If any updates are needed prior to the item being approved, use the Change option to make corrections


Payment Center
Pay Bills
Pay From
Small Busi... *4567
Preferred Account
Add/Manage Groups
[-] Unassigned Billers
Features
Biller Name
Amount
Pay Date
Farnam Branch
Test Payment
Test payment 2
Make Payments
Bill Reminders
You do not have any reminders to be displayed at this time.
Set Up Reminders
Pending | Unapproved
Biller
Amount
Pay Date
Farnam Bra...
$10.00
09/27
Approve Change Cancel
Total: $10.00
View All Unapproved Payments

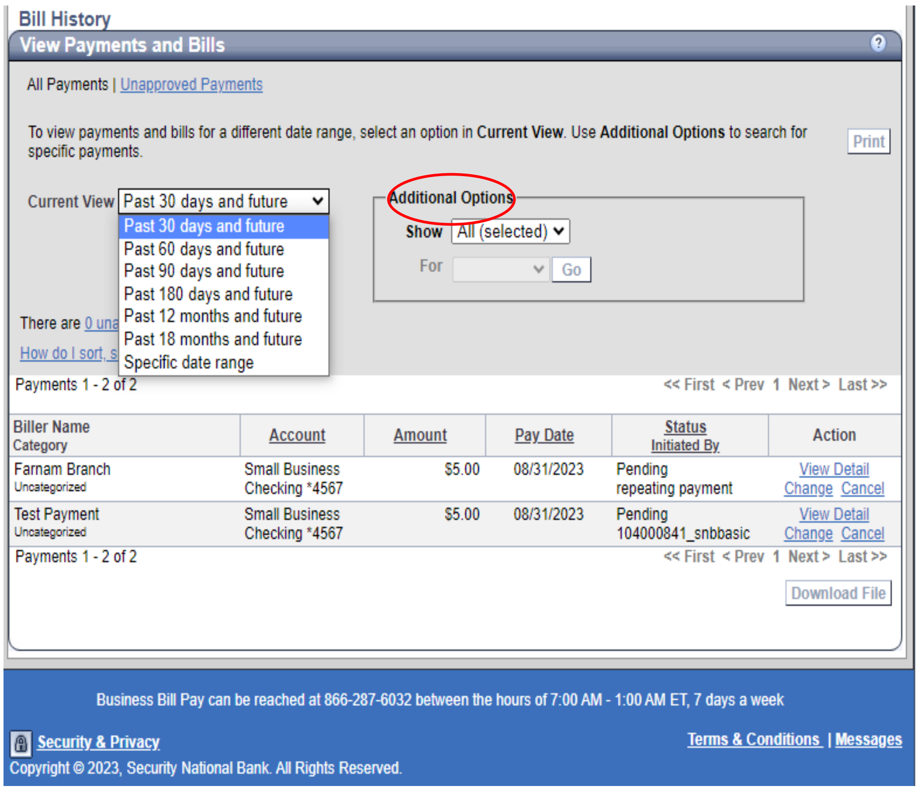

Payment Center
Change Payment
You can change the pay date, the amount, and the account this bill is paid from.
Biller Name
Confirmation
Farnam Branch
VCNDS-TTTSC
Cancel This Payment
Pay From
Small Busi... *4567
Pay Date
09/27/2023
Amount $
10.00
Memo
Check Number
5002
Save Changes
Save and Approve
Do Not Save Changes
Invoice Information
Total Amount: $0.00
Invoice Number
Amount
Description
You have not added any invoices to this bill.
Audit Information
Initiated By
Initiated Date
Modified By
Modified Date
Approved By
Approval Date
basicbillpay
9/12/2023
basicbillpay
9/12/2023

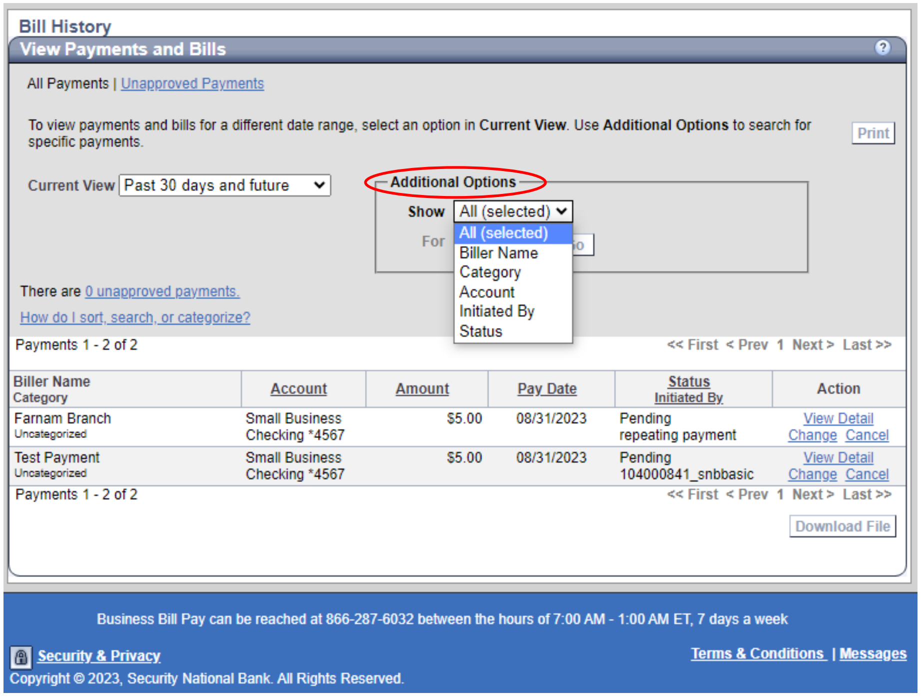
Business Bill Pay – Bill History and Managing Bills

1. To review bills paid previously, click on the Bill History tab of the homepage



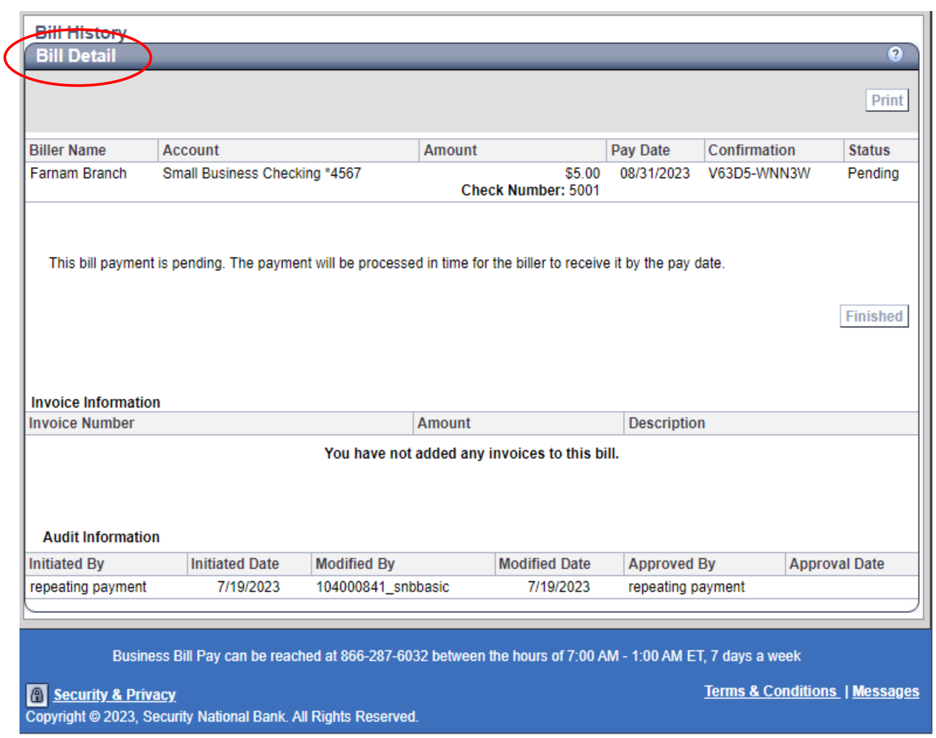
2. The Bill History page will display the past 30 days of payment along with upcoming payments. There are several search options available: Additional options will be available to refine the search criteria.



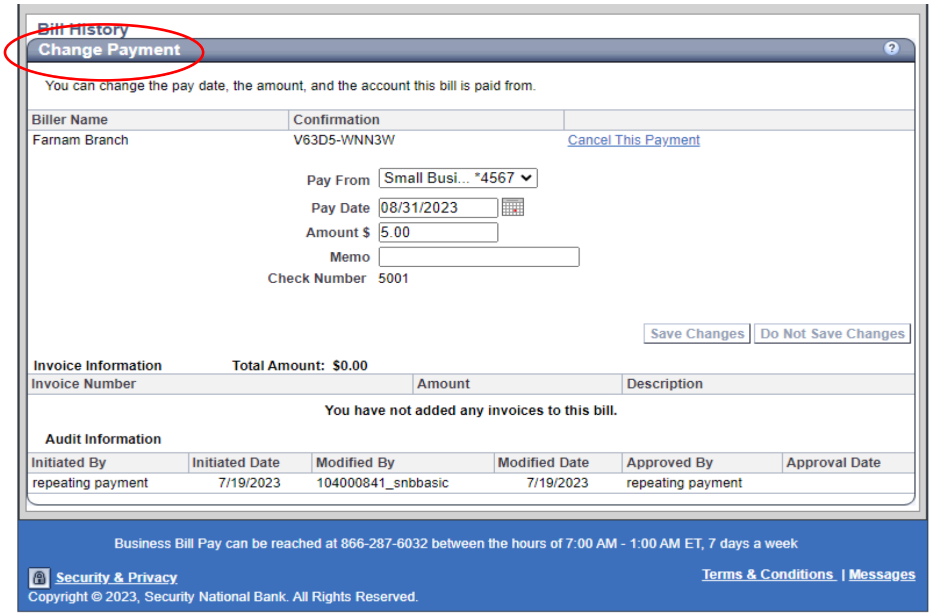


3. The ability to view detail, change or cancel payments is also located on the Bill History Page.

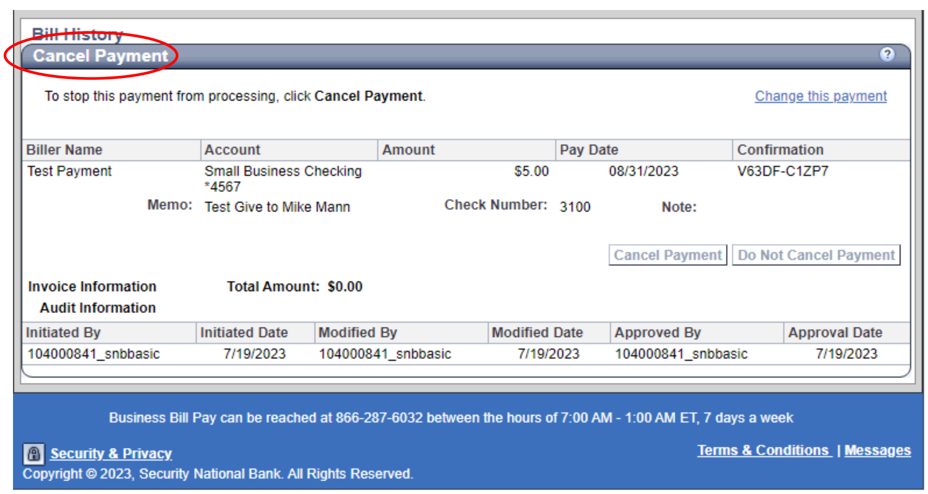
    a. View Detail



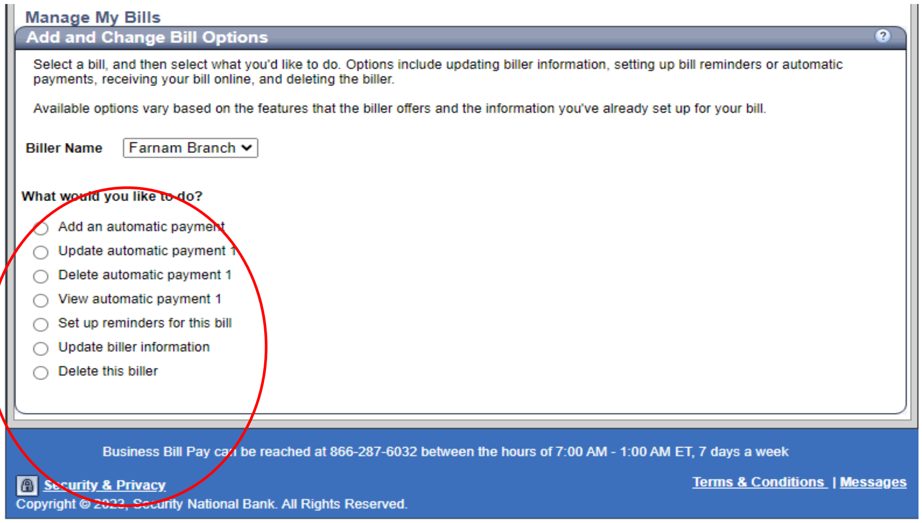
b. Change a payment

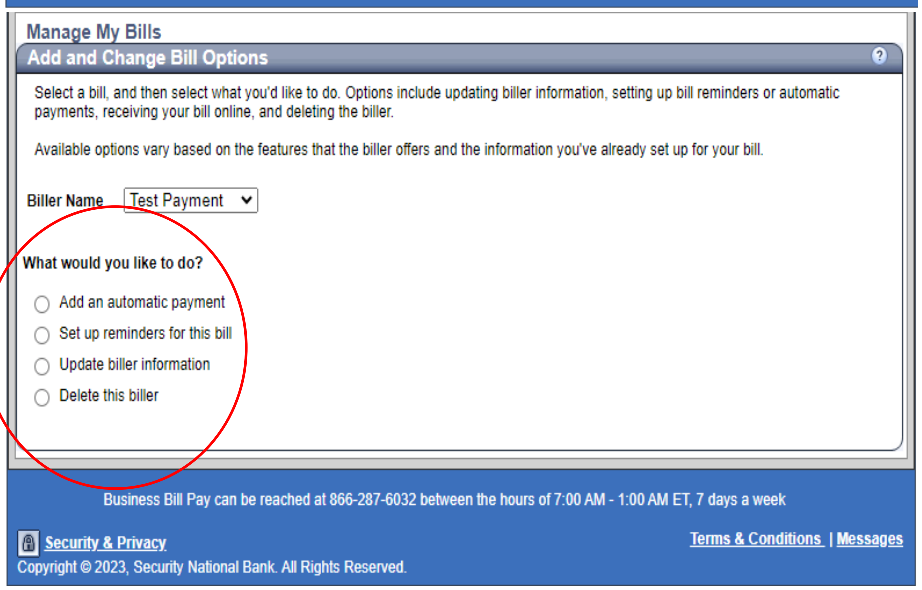


c. Cancel a Payment

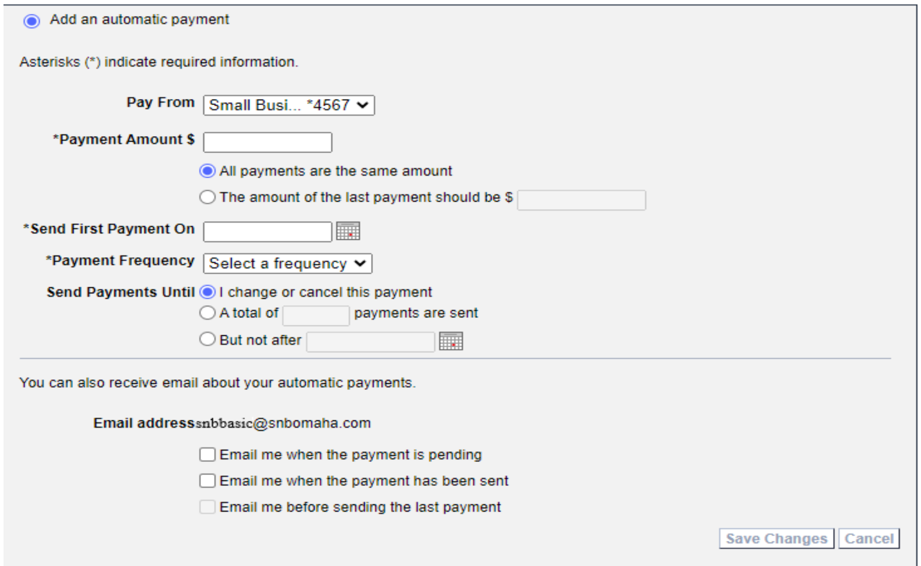


4. On the Manage My Bills Page, select the Biller Name to be modified, and click on the button next to the changes being made. The options will vary depending on the biller and current settings.

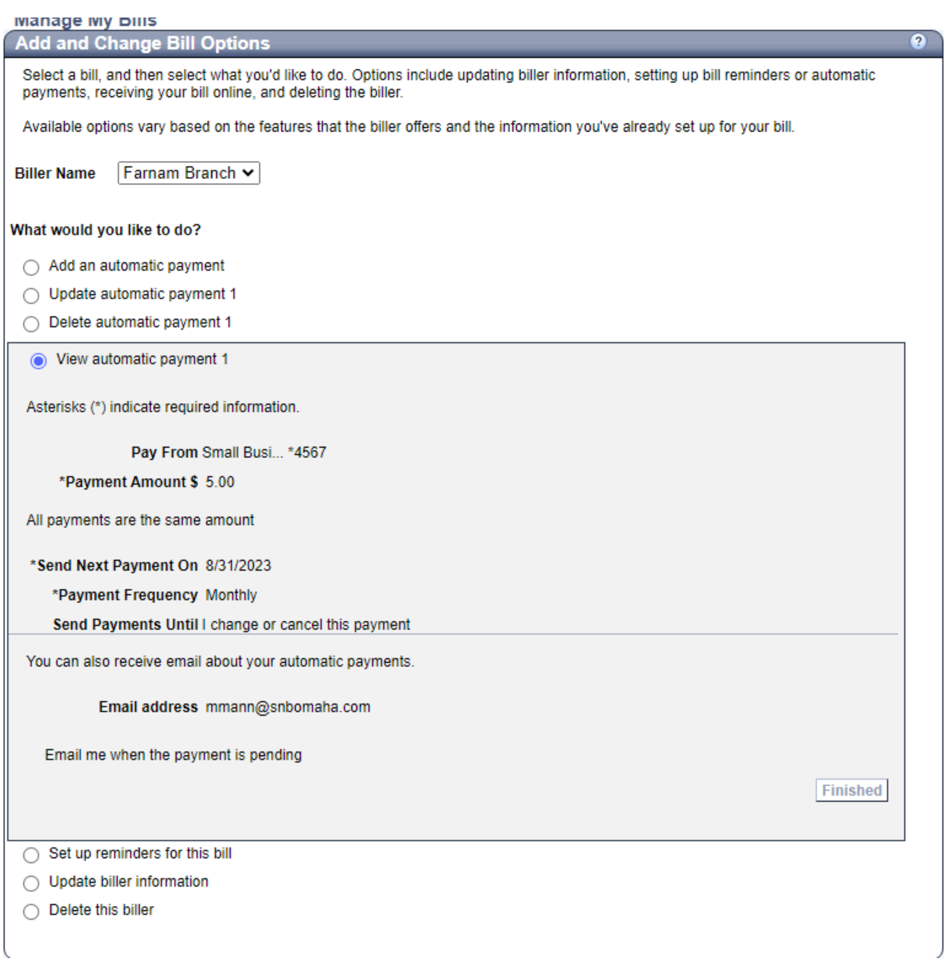




5. To add an Automatic payment, select Add an Automatic Payment from the options, and the input the requested information:
    a. Amount of Payment
    b. First Payment date
    c. Total number of payments or final payment date
    d. If the last payment amount will be different, this can be added on this screen as well
    e. Email frequency: When payment is pending, has been sent or before sending the last payment

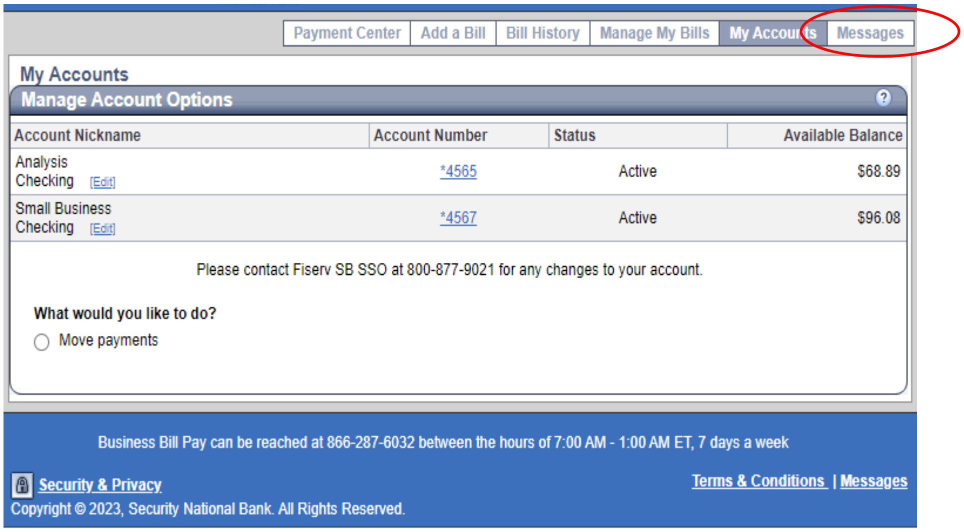


6. To view the bill information for automatic payments, select the View Automatic Payment option. The following screen will display:

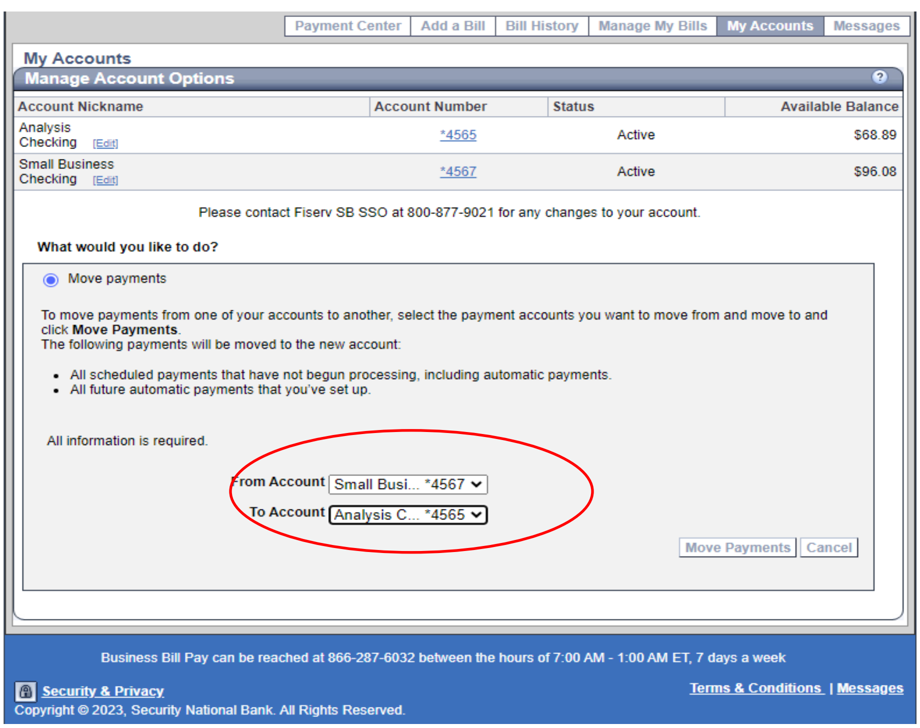


Business Bill Pay – Managing Accounts and Messages

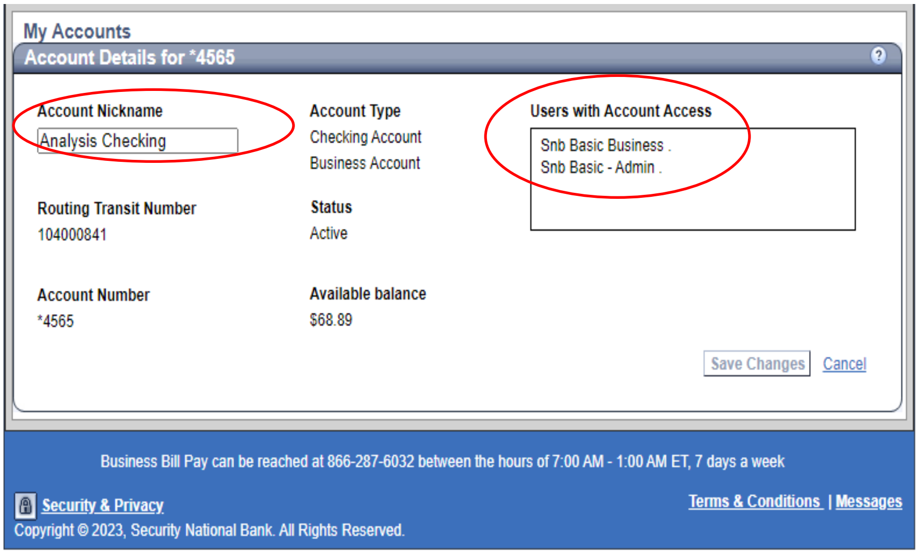
1. The My Accounts tab will display any active accounts from which bill payments are made.



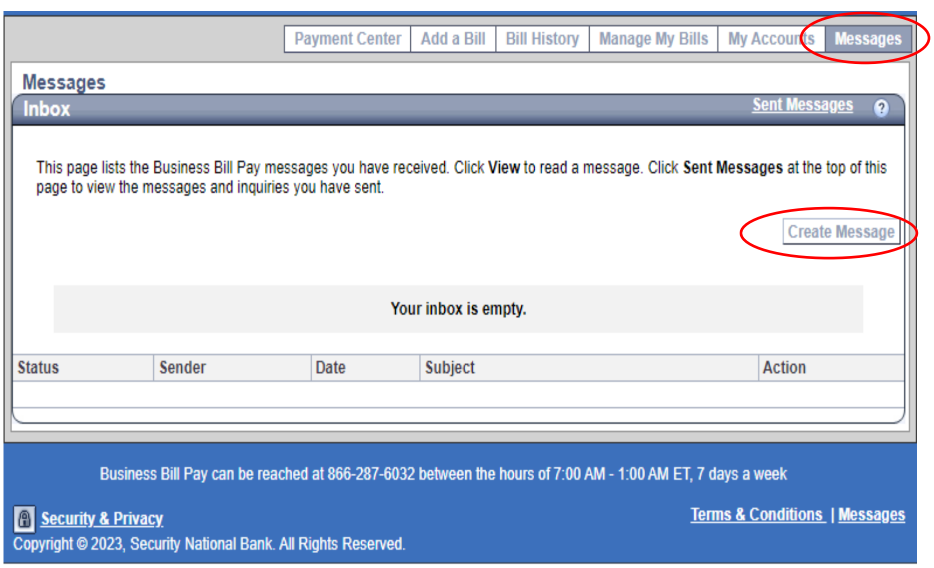
2. To move payments from one active account to another, click on the Move Payments option. The next screen will provide two drop downs. Select the account the payment is currently coming out of as the From account. Select the new account the payment will be coming out of as the To account.



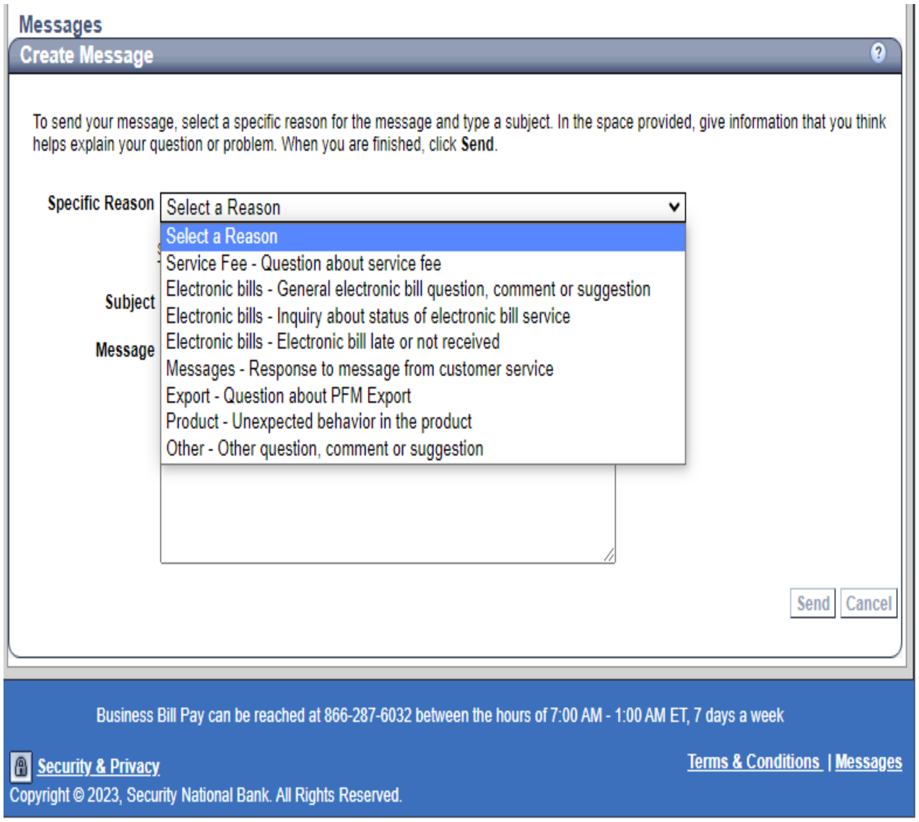
3. To edit account information and see what users have access to the account, click on the account number hyperlink.



4. On the Messages tab, any BillPay messages received will display. There is also the option to create a message to send to the bill pay provider.



5. To create a message, click on "Create Message" and select a reason from the dropdown on the next screen.



Business Bill Pay – Adding new biller email

When a new biller is added to the system, an email will be sent out to notify the main contact on the account. An example email is shown below:

From: snbbusinessbillpay@customercenter.net <snbbusinessbillpay@customercenter.net>
Sent: Wednesday, July 19, 2023 3:10 PM
To: Snb Basic <snbbasic@snbomaha.com>
Subject: A new biller was added to Business Bill Pay
Importance: High

Dear Snb basic business .:

Because we care about your security, we are contacting you to confirm that someone in your business added a new biller to Business Bill Pay.

Biller: Farnam Branch
Account: XXXment
Date Added: 07/19/2023

If you do not recognize this biller, please contact us immediately at 866-287-6032. If someone in your business did add this biller, please disregard this message and do not reply.

To protect your privacy, messages from Security National Bank of Omaha will never ask you for any information through e-mail that would uniquely identify you.

Please do not respond to this message. Replies to this message are routed to an unmonitored mailbox.

Please do not delete this section.
Email_ID:#320280359061917013680_

For any questions, please contact Treasury Operations at: 402-350-3590 toll free at 877-686-3590 or via email at treasuryops@snbomaha.com.