

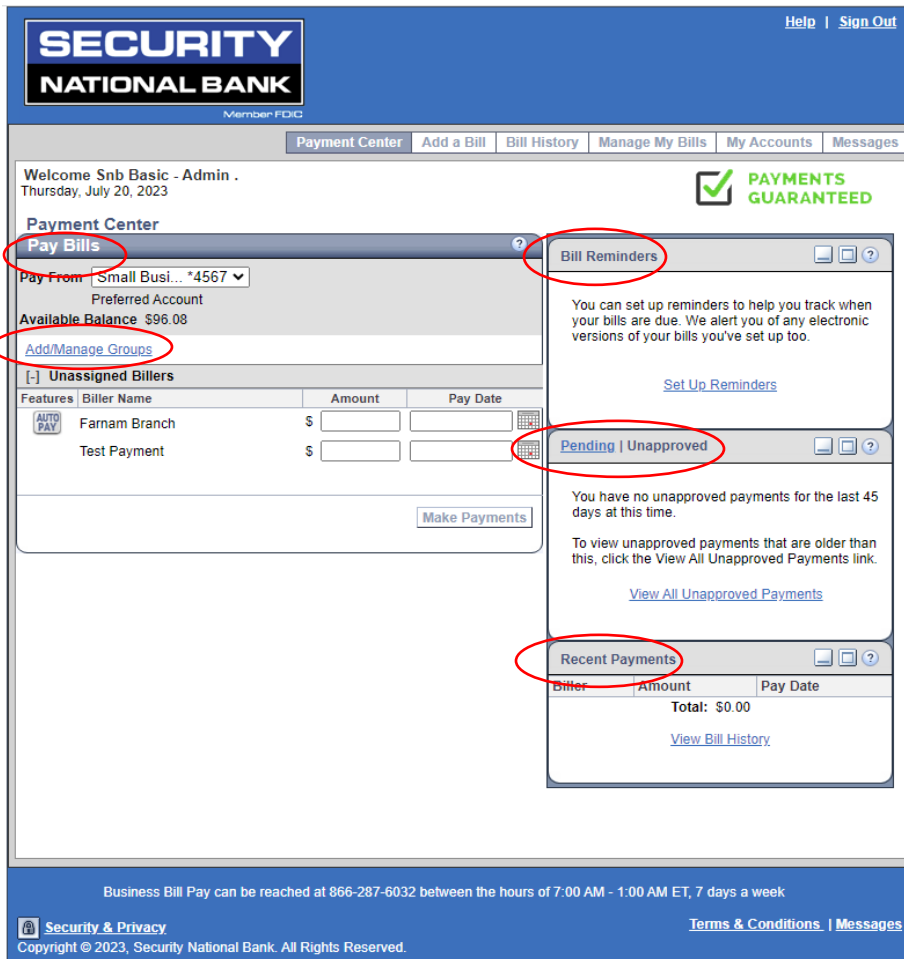


## Business Bill Pay Instructions – Initial Set up and Adding a Payee

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

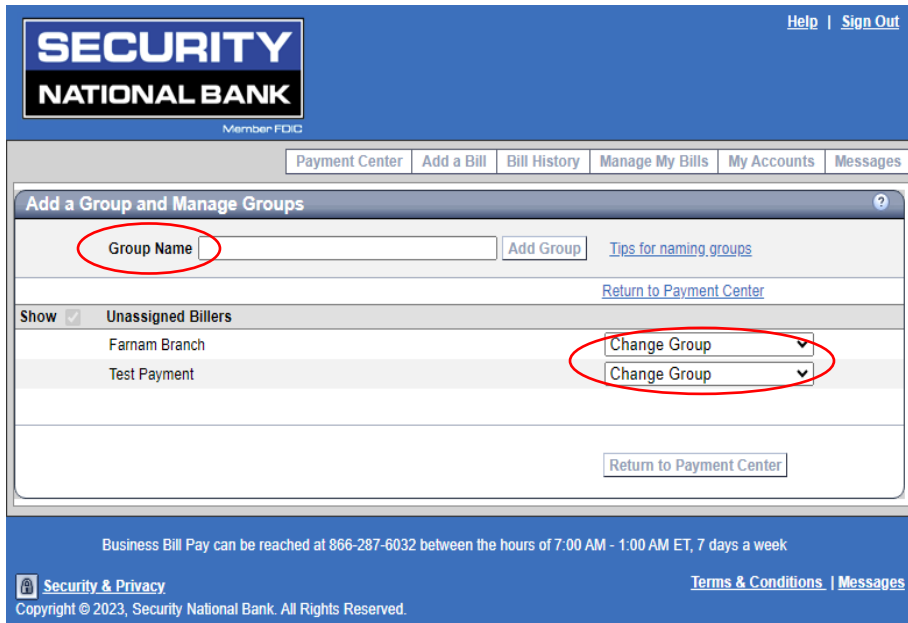


2. Click on the Bill Pay Tab to launch the Bill Pay system. This will open the bill payment center in a new tab and the Business Bill Pay Center homepage will be displayed.
3. If this is the first time logging in to the new Business Bill Pay Center, additional information may be collected (i.e. Date 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.

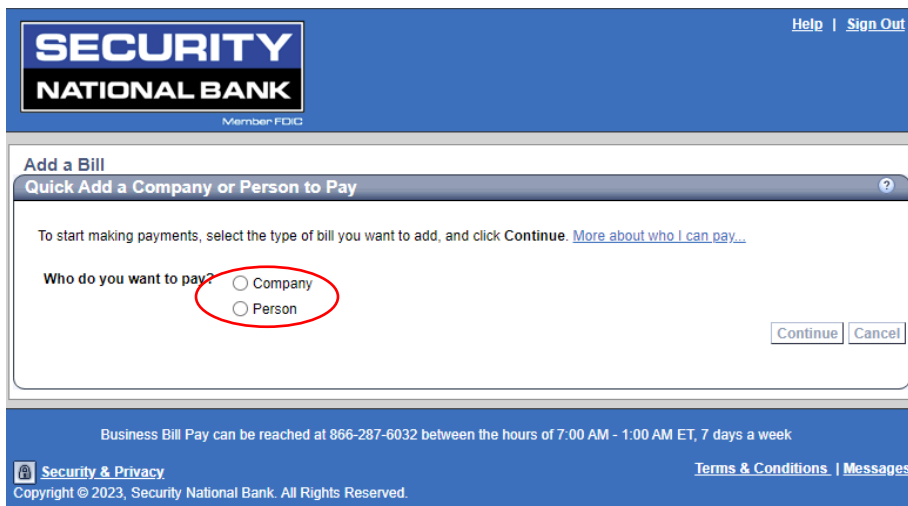




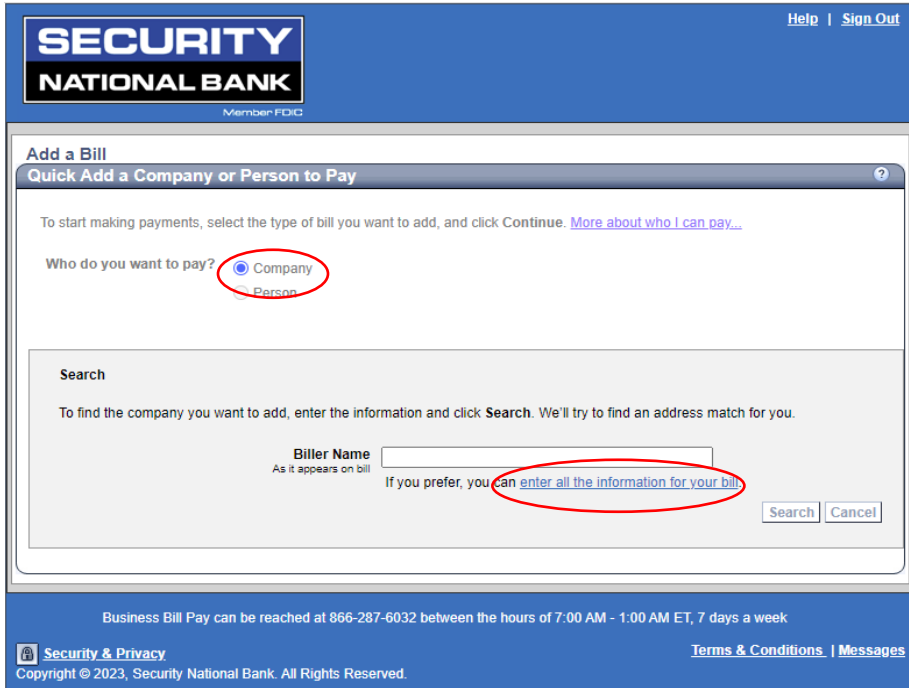
5. There is also the ability to add or manage groups for billers (i.e., Utilities, Credit Cards, Individuals, etc.)



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.



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



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### Add a Bill

#### Quick Add a Company or Person to Pay

To start making payments, select the type of bill you want to add, and click Continue. [More about who I can pay...](#)

Who do you want to pay?

Company  
 Person

**Search**

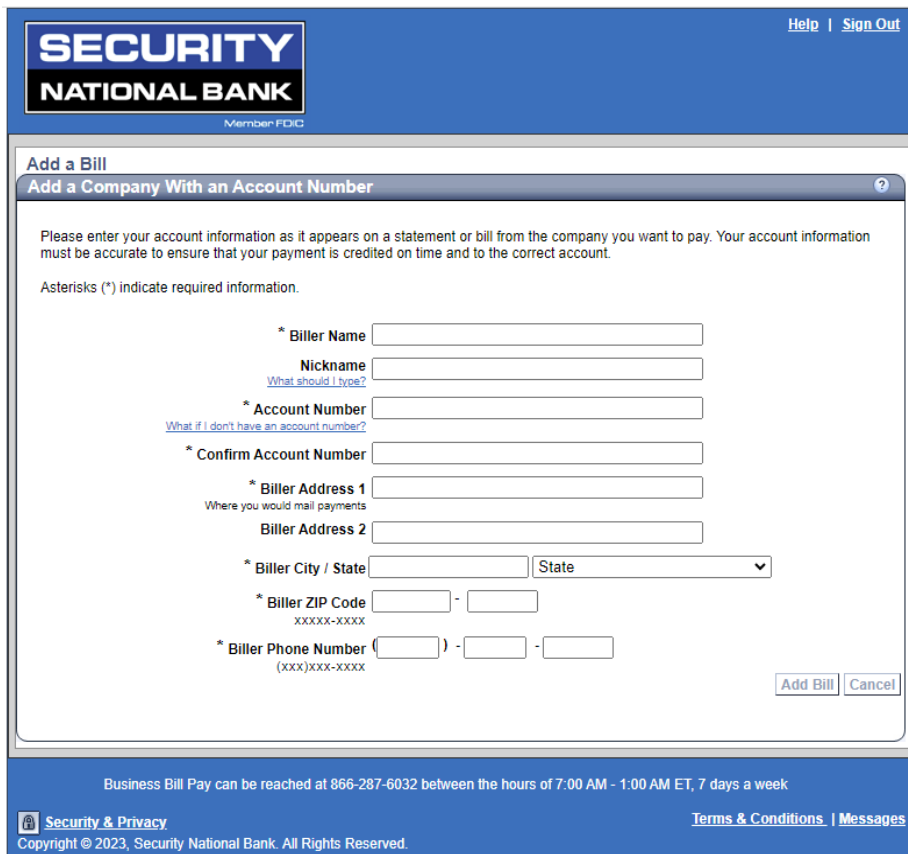
To find the company you want to add, enter the information and click Search. We'll try to find an address match for you.

Billers Name   
As it appears on bill

If you prefer, you can enter all the information for your bill.

Business Bill Pay can be reached at 866-287-6032 between the hours of 7:00 AM - 1:00 AM ET, 7 days a week

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### Add a Bill

#### Add a Company With an Account Number

Please enter your account information as it appears on a statement or bill from the company you want to pay. Your account information must be accurate to ensure that your payment is credited on time and to the correct account.

Asterisks (\*) indicate required information.

\* Biller Name

Nickname   
[What should I type?](#)

\* Account Number   
[What if I don't have an account number?](#)

\* Confirm Account Number

\* Biller Address 1   
Where you would mail payments

Billers Address 2

\* Biller City / State

\* Biller ZIP Code  -   
XXXXX-XXXX

\* Biller Phone Number  -  -   
(xxx)xxx-xxxx

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



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**Add a Bill**  
Add a Person to Pay

Please enter the information for the person you want to pay. Your account information must be accurate to ensure that your payment is credited on time and to the correct account. This information may appear on a bill or invoice you have received.

Asterisks (\*) indicate required information.

\* First and Last Name

Nickname   
[What should I type?](#)

\* Address 1   
Where you would mail payments

Address 2

\* City / State  State

\* ZIP Code  -   
XXXXX-XXXX

\* Phone Number  ) -  -   
(xxx)xxx-xxxx

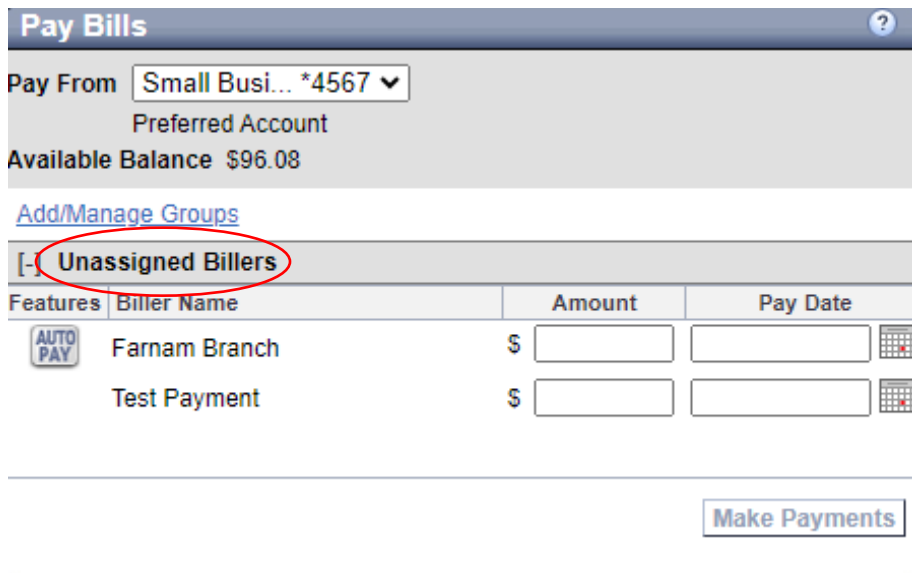
Add Bill Cancel

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






**Pay Bills**

Pay From  Preferred Account

Available Balance \$96.08

[Add/Manage Groups](#)

**Unassigned Billers**

Features	Billor Name	Amount	Pay Date
	Farnam Branch	\$ <input type="text"/>	<input type="text"/> 
	Test Payment	\$ <input type="text"/>	<input type="text"/> 

[Make Payments](#)



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.

Biller Name	Account	Amount	Pay Date	Memo
Test payment 2	Small Business Checking *4567	\$5.00	08/31/2023	
Total:		\$5.00		

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](mailto:snbbusinessbillpay@customercenter.net) <[snbbusinessbillpay@customercenter.net](mailto:snbbusinessbillpay@customercenter.net)>  
Sent: Tuesday, September 12, 2023 2:32 PM  
To: [testuser@snbomaha.com](mailto: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:#320239940351219089431\_

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	Billers Name	Amount	Pay Date
	Farnam Branch	\$ <input type="text"/>	<input type="text"/>
	Test Payment	\$ <input type="text"/>	<input type="text"/>
	Test payment 2	\$ <input type="text"/>	<input type="text"/>

[Make Payments](#)

**Bill Reminders**

You do not have any reminders to be displayed at this time.

[Set Up Reminders](#)

---

**Pending | Unapproved**

Billers	Amount	Pay Date
Farnam Bra...	\$10.00	09/27
<b>Total: \$10.00</b>		

[Approve](#) [Change](#) [Cancel](#)

[View All Unapproved Payments](#)

**Payment Center**

**Change Payment**

You can change the pay date, the amount, and the account this bill is paid from.

Billers Name	Confirmation
Farnam Branch	VCNDS-TTSC <a href="#">Cancel This Payment</a>

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

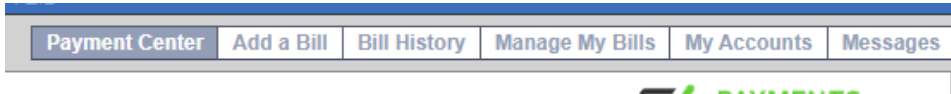
Invoice Number	Amount	Description
You have not added any invoices to this bill.		

**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.

### Bill History

**View Payments and Bills**

All Payments | [Unapproved Payments](#)

To view payments and bills for a different date range, select an option in Current View. Use Additional Options to search for specific payments. Print

Current View Past 30 days and future

- Past 30 days and future
- Past 60 days and future
- Past 90 days and future
- Past 180 days and future
- Past 12 months and future
- Past 18 months and future
- Specific date range

There are 0 unapproved payments.

[How do I sort, search, or filter?](#)

**Additional Options**

Show All (selected)

For   Go

Payments 1 - 2 of 2 << First < Prev 1 Next > Last >>

Bill Name Category	Account	Amount	Pay Date	Status Initiated By	Action
Farnam Branch Uncategorized	Small Business Checking *4567	\$5.00	08/31/2023	Pending repeating payment	<a href="#">View Detail</a> <a href="#">Change</a> <a href="#">Cancel</a>
Test Payment Uncategorized	Small Business Checking *4567	\$5.00	08/31/2023	Pending 104000841_snbasic	<a href="#">View Detail</a> <a href="#">Change</a> <a href="#">Cancel</a>

Payments 1 - 2 of 2 << First < Prev 1 Next > Last >>

[Download File](#)

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**Bill History**  
View Payments and Bills

All Payments | [Unapproved Payments](#)

To view payments and bills for a different date range, select an option in Current View. Use Additional Options to search for specific payments. [Print](#)

Current View: Past 30 days and future **Additional Options**

There are [0 unapproved payments](#).  
[How do I sort, search, or categorize?](#)

Payments 1 - 2 of 2 << First < Prev 1 Next > Last >>

Bill Name Category	Account	Amount	Pay Date	Status	Initiated By	Action
Farnam Branch Uncategorized	Small Business Checking *4567	\$5.00	08/31/2023	Pending repeating payment		<a href="#">View Detail</a> <a href="#">Change</a> <a href="#">Cancel</a>
Test Payment Uncategorized	Small Business Checking *4567	\$5.00	08/31/2023	Pending	104000841_snbasic	<a href="#">View Detail</a> <a href="#">Change</a> <a href="#">Cancel</a>

Payments 1 - 2 of 2 << First < Prev 1 Next > Last >>

[Download File](#)

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

a. View Detail

**Bill History**  
**Bill Detail** [Print](#)

Bill Name	Account	Amount	Pay Date	Confirmation	Status
Farnam Branch	Small Business Checking *4567	\$5.00	08/31/2023	V63D5-WNN3W	Pending

Check Number: 5001

This bill payment is pending. The payment will be processed in time for the biller to receive it by the pay date. [Finished](#)

**Invoice Information**

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
repeating payment	7/19/2023	104000841_snbasic	7/19/2023	repeating payment	

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b. Change a payment

**Bill History**  
**Change Payment**

You can change the pay date, the amount, and the account this bill is paid from.

Billers Name	Confirmation	
Farnam Branch	V63D5-WNN3W	<a href="#">Cancel This Payment</a>

Pay From:

Pay Date:

Amount \$:

Memo:

Check Number: 5001

**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
repeating payment	7/19/2023	104000841_snbbasic	7/19/2023	repeating payment	

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c. Cancel a Payment

**Bill History**  
**Cancel Payment**

To stop this payment from processing, click **Cancel Payment**. [Change this payment](#)

Billers Name	Account	Amount	Pay Date	Confirmation
Test Payment	Small Business Checking *4567	\$5.00	08/31/2023	V63DF-C1ZP7

Memo: Test Give to Mike Mann      Check Number: 3100      Note:

**Invoice Information** Total Amount: \$0.00

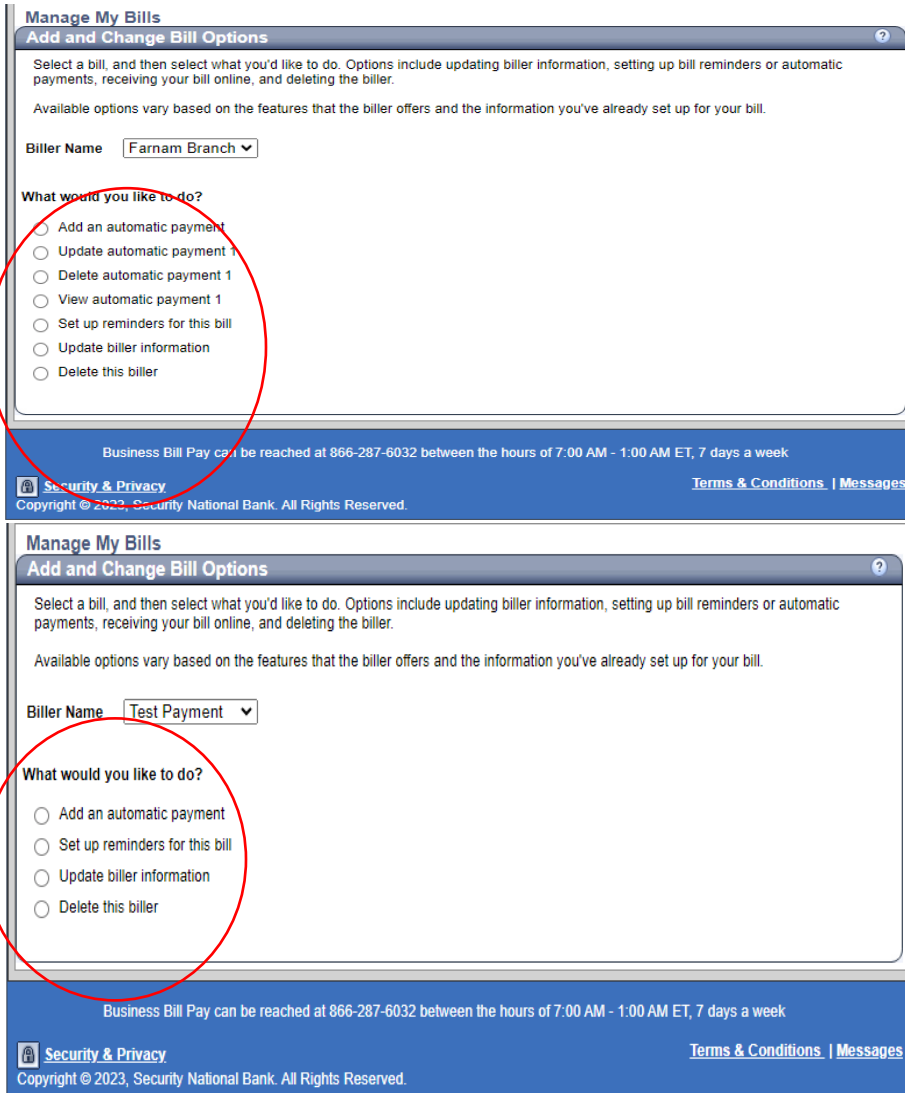
**Audit Information**

Initiated By	Initiated Date	Modified By	Modified Date	Approved By	Approval Date
104000841_snbbasic	7/19/2023	104000841_snbbasic	7/19/2023	104000841_snbbasic	7/19/2023

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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 then 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



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Add an automatic payment

Asterisks (\*) indicate required information.

Pay From

\*Payment Amount \$

All payments are the same amount  
 The amount of the last payment should be \$

\*Send First Payment On

\*Payment Frequency

Send Payments Until  I change or cancel this payment  
 A total of  payments are sent  
 But not after

---

You can also receive email about your automatic payments.

Email address

Email me when the payment is pending  
 Email me when the payment has been sent  
 Email me 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:

manage my bills

### Add and Change Bill Options

Select a bill, and then select what you'd like to do. Options include updating biller information, setting up bill reminders or automatic payments, receiving your bill online, and deleting the biller.

Available options vary based on the features that the biller offers and the information you've already set up for your bill.

Biller Name

What would you like to do?

Add an automatic payment  
 Update automatic payment 1  
 Delete automatic payment 1

View automatic payment 1

---

Asterisks (\*) indicate required information.

Pay From

\*Payment Amount \$

All payments are the same amount

\*Send Next Payment On

\*Payment Frequency

Send Payments Until  I change or cancel this payment

---

You can also receive email about your automatic payments.

Email address

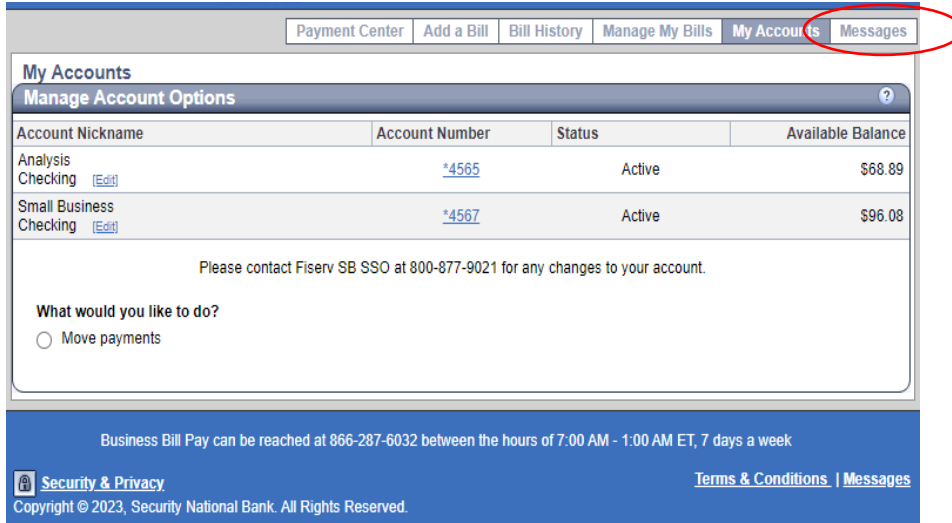
Email me when the payment is pending

---

Set up reminders for this bill  
 Update biller information  
 Delete this biller

## Business Bill Pay – Managing Accounts and Messages

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



Account Nickname	Account Number	Status	Available Balance
Analysis Checking <a href="#">(Edit)</a>	*4565	Active	\$68.89
Small Business Checking <a href="#">(Edit)</a>	*4567	Active	\$96.08

Please contact Fiserv SB SSO at 800-877-9021 for any changes to your account.

What would you like to do?

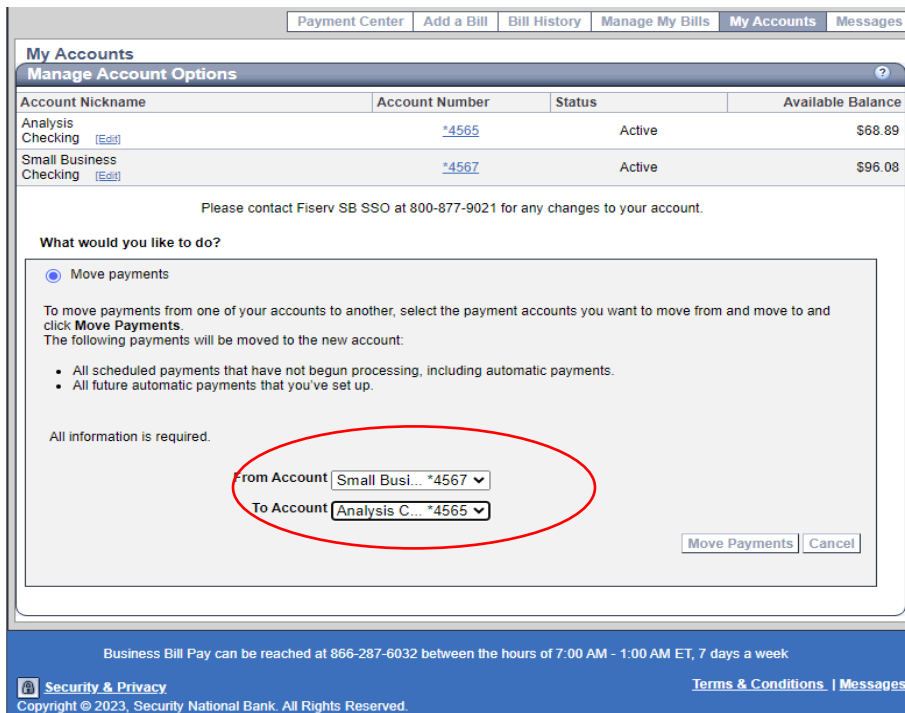
Move payments

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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.



Please contact Fiserv SB SSO at 800-877-9021 for any changes to your account.

What would you like to do?

Move payments

To move payments from one of your accounts to another, select the payment accounts you want to move from and move to and click **Move Payments**.  
The following payments will be moved to the new account:

- All scheduled payments that have not begun processing, including automatic payments.
- All future automatic payments that you've set up.

All information is required.

From Account:

To Account:

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

**My Accounts**  
 Account Details for \*4565

<b>Account Nickname</b> Analysis Checking	<b>Account Type</b> Checking Account Business Account	<b>Users with Account Access</b> Snb Basic Business Snb Basic - Admin
<b>Routing Transit Number</b> 10400841	<b>Status</b> Active	
<b>Account Number</b> *4565	<b>Available balance</b> \$68.89	

Save Changes Cancel

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- 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.

Payment Center Add a Bill Bill History Manage My Bills My Accounts **Messages**

**Messages**  
 Inbox Sent Messages

This page lists the Business Bill Pay messages you have received. Click **View** to read a message. Click **Sent Messages** at the top of this page to view the messages and inquiries you have sent.

Create Message

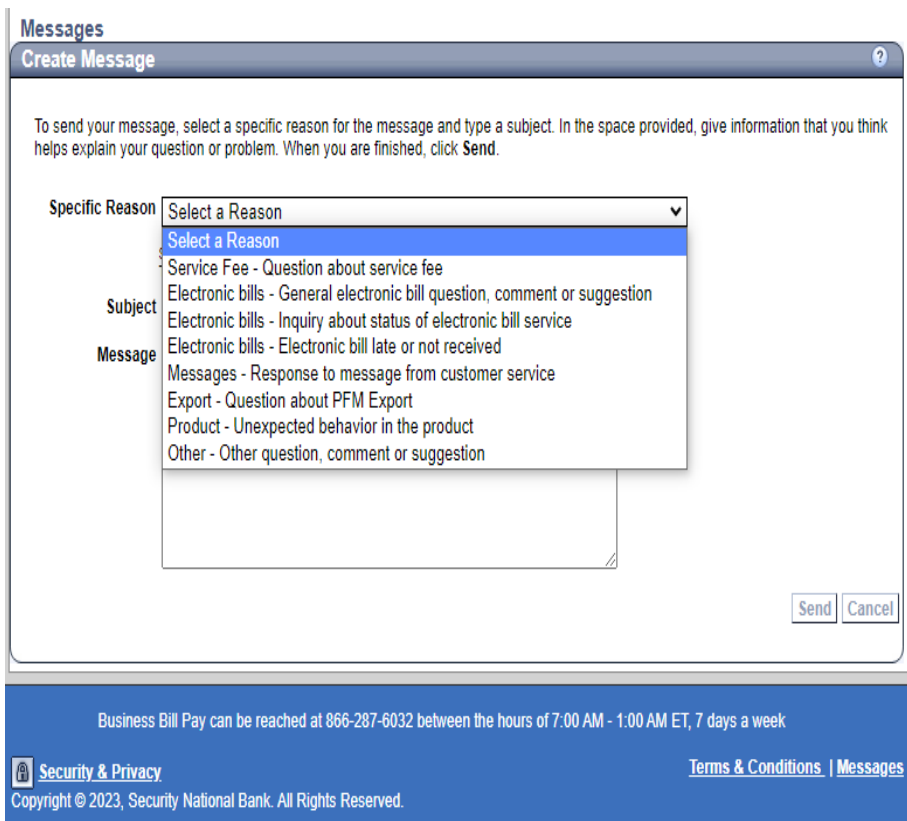
Your inbox is empty.

Status	Sender	Date	Subject	Action
--------	--------	------	---------	--------

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



**Messages**  
Create Message

To send your message, select a specific reason for the message and type a subject. In the space provided, give information that you think helps explain your question or problem. When you are finished, click **Send**.

**Specific Reason** Select a Reason

- Select a Reason
- Service Fee - Question about service fee
- Electronic bills - General electronic bill question, comment or suggestion
- Electronic bills - Inquiry about status of electronic bill service
- Electronic bills - Electronic bill late or not received
- Messages - Response to message from customer service
- Export - Question about PFM Export
- Product - Unexpected behavior in the product
- Other - Other question, comment or suggestion

**Subject**

**Message**

Send Cancel

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### 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.

Billers: 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](mailto:treasuryops@snbomaha.com).