

Be exceptional.

Check Free Small Business Bill Pay User Guide

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New Users

There will be a splash page once you log on for the first time.

Welcome to Online Bill Pay!

Why should I pay online?

Paying your business bills online can help make your accounts payable process more efficient and organized.

You can:

- · make one-time payments.
- · set up automatic payments for repeating bills.
- · get bills delivered to you online.
- send detailed invoice information with your payments.

Click Get Started to begin paying your business bills online today.

New Features

More control over your accounts payable process. The Payment Center brings all the critical payment tasks to one central location to save you time and keep you organized.

Faster payments. The dynamic calendar shows you the earliest date the biller can receive your payment. Many payments can be made by the next day.

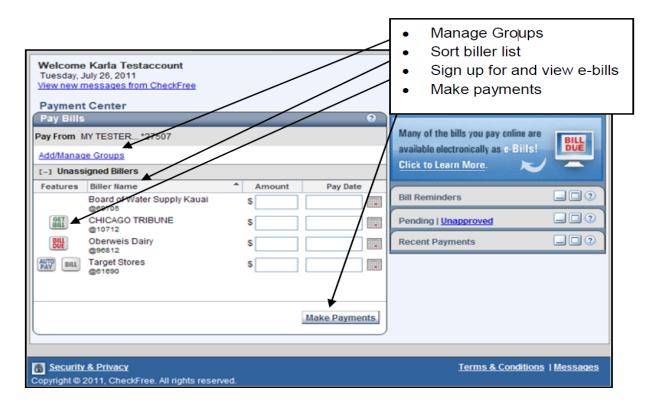
A simplified user interface. We've made it easier to receive and pay e-bills, set up automatic payments and reminders, sign up for e-mail notifications, and more!

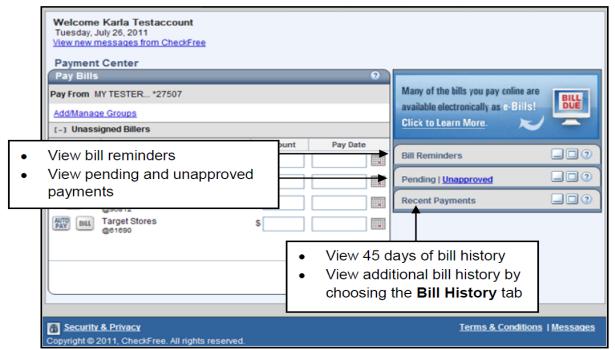
Get Started





Once signed in, the Payment Center displays. The Payment Center page serves as a "hub," or central location, for making payments and reviewing payment information. The simplified user interface provides intuitive navigation for the business user.









Setting Up Bills

In the Payment Center there will be a hyperlink to set up a new bill or to manage groups. Click Add a Bill.



If you are paying a person, the system will mail them a physical check to the address you provide by the date you submit. For these, the soonest pay date may be a few days out.

If you are paying a company, you can search the systems data base to find. If no results come up, you can enter everything for the payee using your statement from that company.

Once completed, the payee will show up on the main screen in the Payment Center as well as send you a confirmation email.



Tip. CheckFree Small Business sends alerts, reminders, and messages to the business email address indicated during enrollment. This is the email address presented on the **Subscriber Profile** within PartnerCare.

The messages are **not** sent to individual business users' email addresses.

Only the **Level 1** user can change the email address in CheckFree Small Business.

**If the business is set up to receive the payments electronically, the Pay Date will be sooner. If not the soonest pay date will be a few days away for allow processing time and time for the check to be delivered by mail.

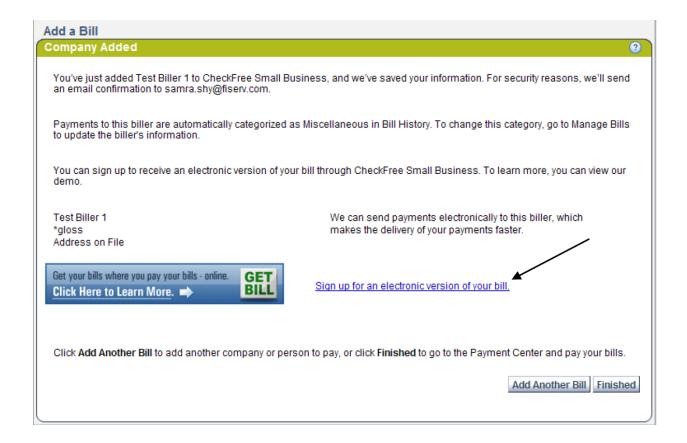




Signing up for e-bills/Options

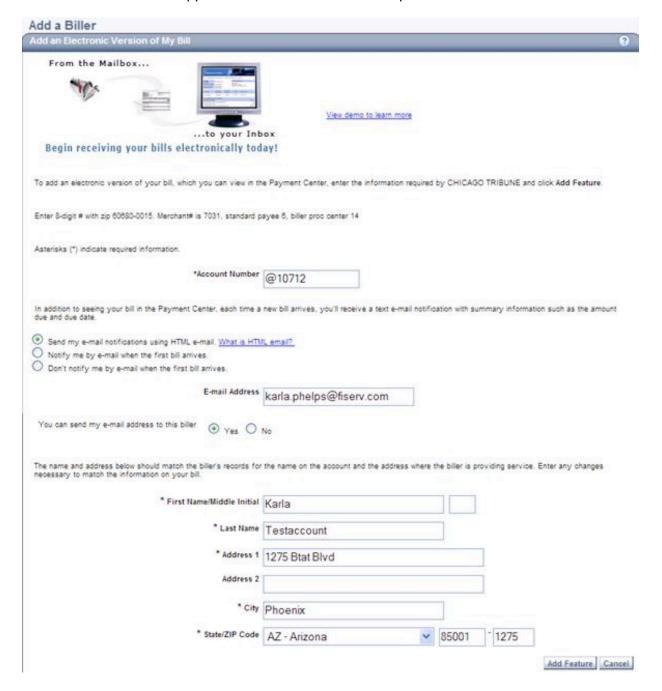
If the biller offers e-bills, the business user is prompted to sign up after adding the biller.

If the business user does not wish to sign up at this time, the user can do so later from the Manage Bills page, or from the e-bill icon beside the biller in the Payment Center.





The Add a Biller screen appears when a business user requests e-bills.





Once the business user has clicked on the Add Feature button, a message appears, advising the user that the e-bill request has been submitted.

The user clicks the Finished button to complete the activation request.

BILL

When the business user returns to the **Payment Center** page, the appears next to the biller.

All levels of business users may request e-bills for a biller.

EVEs and ESTALs

When a business user activates an e-bill, the user can receive Internet email reminders about upcoming bills.

There are two types of reminders offered within CheckFree Small Business.

- EVEs (optional)
- Stale E-bill Reminder

A business user will either receive an EVE, if offered by the financial institution, or a Stale e-bill Reminder (ESTAL) will be sent, but not both. If the financial institution does not implement EVEs, then only ESTALs are sent to the users.

EVEs or ESTAL:

- Are sent to the business email address when the e-bill is delivered into Small Business Bill Pay
- Will not be sent for an e-bill that has been viewed or automatically paid
- E-bill via email (EVE)
- E-bill via email, or EVE, is an Internet email sent to the business email address, when the e-bill is delivered into Small Business Bill Pay. This notice provides a summary of the bill.

The choice to send EVEs is dependent on these factors:

- Does the biller offer this?
- Does the financial institution support this?
- Has the business user enabled this?

Stale E-bill Reminder (ESTAL)

An Etale E-bill Reminder, or ESTAL, is also a notification that a new bill is available to view or pay.





If the financial institution does not implement EVEs, ESTALs are sent to notify the business users that an e-bill was delivered.

An ESTAL is sent if the business user opts out of getting an HTML version of the bill.



ESTAL is a plain text version of the EVE with the same information about the e-bill but without:

- Banner ads
- · Pay and view buttons
- The Minimum Amount Due and Account Balance fields

Payee Grouping

Payee grouping allows the business user to categorize billers in the Pay Bills section of the Payment Center.

Business users can add up to 60 payee groups. If users attempt to add additional groups beyond this maximum, they are prompted to delete one of the existing groups.

To expand the Payee Group, click the [-] or [+] icon.



Each business user has the ability to create and manage biller groups that are meaningful and viewable **only** to that user.

Create a Payee Group

- Click the Add/Manage Groups link.
- In the Group Name field, enter the group name, i.e. Credit Cards.
- Click the Add Group button

Managing Payee Groups

Assigning a biller to a group:

- Click the Change Group drop down box next to the biller in question.
- Select the group name

Once the biller(s) are assigned to the desired group(s), the business user clicks the Return to Payment Center link/button.





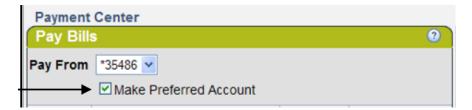
Preferred Account

For those businesses with multiple bank accounts linked to bill pay, CheckFree Small Business provides the option to choose which account is the preferred (or displayed in dropdown) bank account for payments.



The business user can change the preferred account by selecting a different account listed in the drop-down.

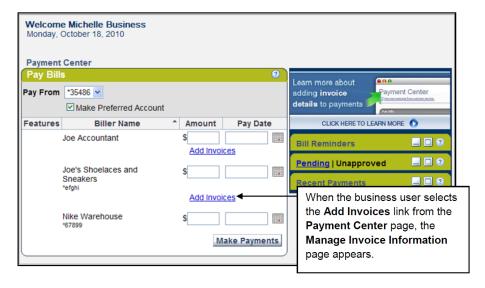
Select the radio box next to Make Preferred Account. The business user must schedule a payment from the selected bank account for it to be set as the preferred account.



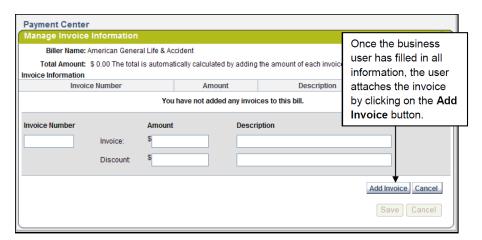


Adding an Invoice to a Payment

As soon as the business user tabs to the Amount or Pay Date fields, the Add Invoices link appears. A single payment may have as many as ten (10) invoices attached.



**All invoiced bill payments will go out as checks via US Mail. Pay date will be at least 4 business days



The business user is then directed back to the Manage Invoice Information page to add another invoice, change an invoice, or delete an invoice.

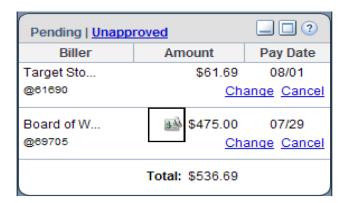




After filling in all necessary information about the invoice, the user clicks Add Invoice to save it.

If applicable, a message appears, advising that the pay date has been adjusted to include the invoice with the payment.

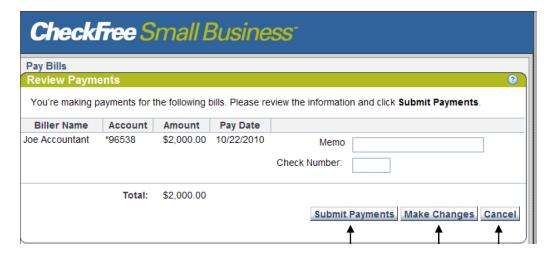
When a payment is scheduled with an attached invoice, the invoice icon appears next to the payment anywhere the payment is displayed in a list.



After filling in the dollar amount and pay date of the payment and adding an invoice (if applicable), the user scrolls to the bottom of the Payment Center page and clicks on the Make Payments button.



Make Payments



Payment Memo and Check Number

Payment Memo: CheckFree Small Business includes a payment memo feature for paper payments. The Memo field is a 34-character field that the user can edit for any paper payment. The memo and the account number are printed on the check.



Memos are only visible within the CheckFree Small Business product and on paper payments.

Memos are not visible within PartnerCare or Fiserv's internal systems.

Check Number: The business user may type a reference number for the payment.

After the business user has clicked on the Submit Payments button, the Payment Confirmation page appears. From this page, the user can:

- Print the page for the payment(s) just scheduled
- Add a note to the payment(s)
- View the confirmation number for the payment(s)





Authority Levels

In CheckFree Small Business, business customers can authorize multiple business users' access to the service and can designate an authority level for each person. Authority levels determine the functionality that business users can access and actions that business users are able to perform in CheckFree Small Business.

Payment Center and Bill History	Level 1	Level 2	Level 3
Approve a payment	Yes	Yes,* for Level 3	No
Change or cancel an approved (pending) payment	Yes	Yes*	No
Change or cancel an unapproved payment	Yes	Yes*	Yes*
Financial software export	Yes	Yes	Yes
Schedule a single payment in approved (pending) status	Yes	Yes*	No
Schedule a single payment in unapproved status	No	No	Yes*
Set the preferred account	Yes	Yes	Yes

Manage Bills and Add a Bill	Level 1	Level 2	Level 3
Add a biller	Yes	Yes	Yes
Add, change, or cancel an automatic payment (recurring payment or Automatic e-bill payment)	Yes	Yes*	No
Add, update, or delete bill reminders	Yes	Yes	Yes
Cancel e-bill service	Yes	Yes	Yes, unless Automatic payment is active
Change or delete a biller	Yes	Yes	Yes, unless there are pending payments

Manage Bills and Add a Bill	Level 1	Level 2	Level 3
File a bill and update filed details	Yes	Yes	Yes
Request e-bill service activation	Yes	Yes	Yes
View bill detail and bill history	Yes	Yes	Yes

Level 1 - Focus Customer

Level 2 - Sub User Admin

Level 3 – Any other user the focus customer or sub user admin designates



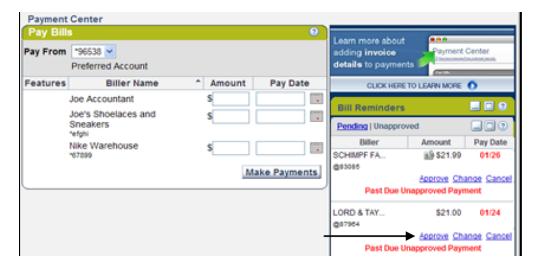
Caution. **Level 3** users do not have access to set up automatic payments (recurring or auto pay for e-bills). **Level 3** users are also not able to make updates or delete a biller if there are pending payments to the biller.

LENDER Member FDI



Approve Payments

To approve one payment at a time, a Level 1 or Level 2 user chooses the Approve link.



- Click the Approve Payment button.
- Once approved, the payment moves from the Unapproved section to the Pending section on the Payment Center page.

Approve Multiple Payments

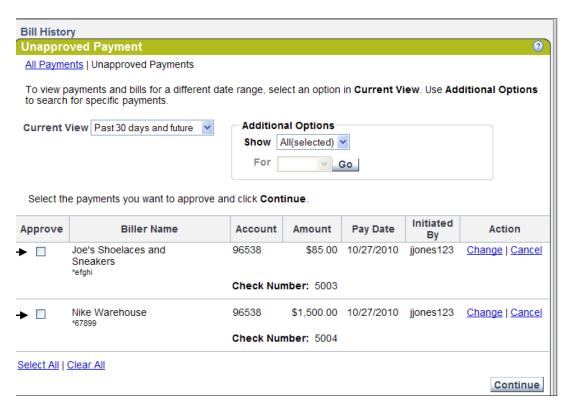
From the Bill History tab, Level 1 and Level 2 users may approve multiple payments.

1. Users choose either of the Unapproved Payments links at left.

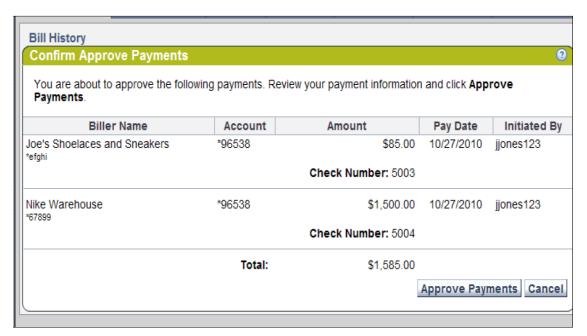


- 2. The user clicks on the checkbox to the left of the payment to be approved, or chooses Select All link to approve all unapproved payments.
- 3. The user then selects the Continue button.





4. The business user then selects the Approve Payments button.





Caution. Past-dated unapproved payments display in red text.

When a payment is not approved prior to the required processing date, CheckFree Small Business changes the pay date to the earliest available date once approved. A message is displayed advising of the change.





Unapproved Payment Alert

Alerts are sent daily when there are payments that are unapproved.

Unapproved Payment Alert provides a message to the business email address provided during enrollment. The alert provides a prompt to logon and approve the payment.

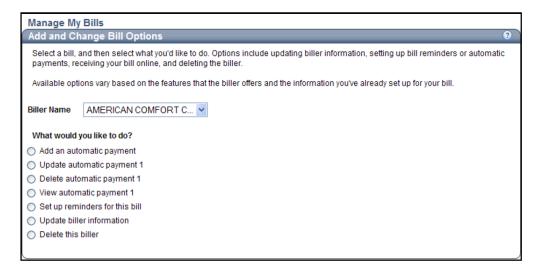
These alerts process Monday through Friday, beginning at 3:30 pm EST.

Manage Bills

The Manage Bills page intuitively aids the business user with setting up and managing each biller.

The user first chooses a biller from the dropdown box.

Edits, such as adding an automatic payment, updating biller information, and setting up reminders can easily be completed from this single view for any biller.







Automatic Payments

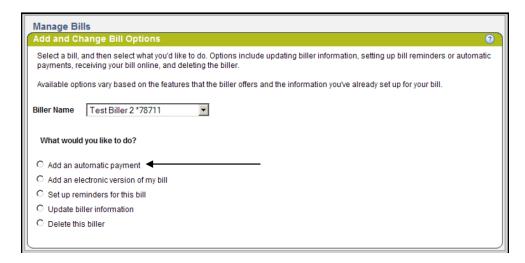
Automatic Payments can be enabled for billers that are activated for e-bills and for billers paid on a recurring basis.

The type of automatic payment that is set up depends whether or not the user is receiving ebills.



Level 1 and **Level 2** users are the only users who have the authority to add either an automatic payment to an activated e-bill, or to a biller who does not send e-bills.

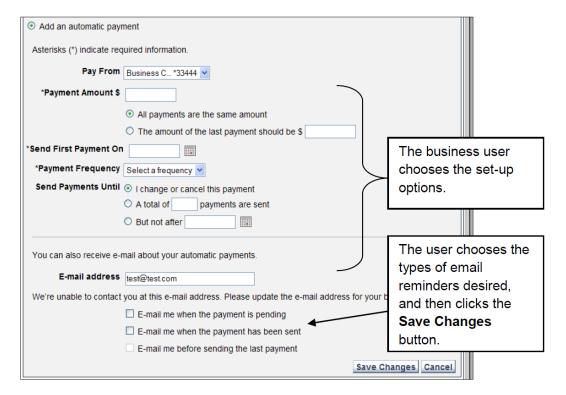
Level 1 and **Level 2** users cannot activate automatic payments for the e-bill until the first e-bill has arrived.



From the Manage Bills tab, users can choose to schedule an automatic payment to a person or company who does not offer e-bills.



Business users complete the following screen:



Once the repeating Automatic Payment is enabled, the user sees the icon next to the biller on the **Payment Center** page.





Setting up Automatic Payments for e-bills

Automatic payments can be enabled for billers that are activated for e-bills so that the billers are paid based on the delivery of the bill. Specific options for setting up an automatic payment are presented based on the biller.





Caution. If the user does not want next month's bill to be automatically paid, the user must turn off this feature before the e-bill is received.

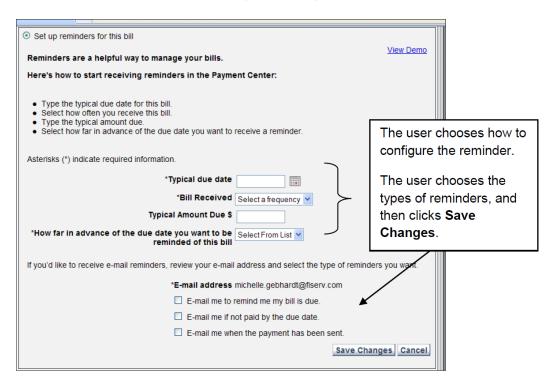


Setting up Bill Reminders

Business users may create reminders to pay billers that are not set up for e-bills or recurring payments. These reminders are delivered to the business email address indicated during enrollment. The notifications appear in the Biller Reminders section of the Payment Center page as well.

Reminders include:

- When the bill is due
- If the bill is not paid by the due date
- When the bill has been sent (processed)



When the business user receives an e-bill, the reminder automatically appears in the Bill Reminders section on the Payment Center page.

When a bill is past due, the reminder appears in red.

Past due reminders typically disappear five days after the bill's due date.







Bill History

The Bill History page allows the business user to review payment history for the last 18 months from the current date, including invoices.

E-bills may be viewed for the last 13 months.

The business user is also able to:

- Print the page.
- Determine which payments have invoices.
- View the status of an e-bill or payment.
- Determine who scheduled the payment.
- · View payment or e-bill detail.
- Cancel or change a pending payment.

Download Payments

From the Bill History tab, users click on the Download File button to download payment history into personal finance management software.



The business user may choose from these formats:

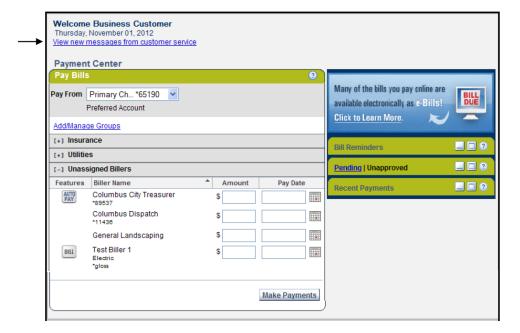
- CSV Comma Separated Value
- IIF QuickBooks
- QIF Quicken





Messages

The Messages links allow the business user to send email and view bill pay messages and e-bill notices.



Messages display in order by date, with the most recent appearing first.

Each new message is marked as "New".

