

## Quick Reference Guide

# Business Bill Pay: Payments and Notifications via Webster Web-Link®

Business Bill Pay (BBP) allows you to pay vendors or other businesses from your Webster accounts. These payments will either be made electronically (via ACH) or by check depending on the payee's ability to accept electronic payments:

- You can import your payees via your desktop using a CSV formatted file
- Rush payments are available for last-minute payments via an overnighted FedEx or UPS check

**Note:** Internet Explorer is not a recommended or supported browser when accessing Business Bill Pay.

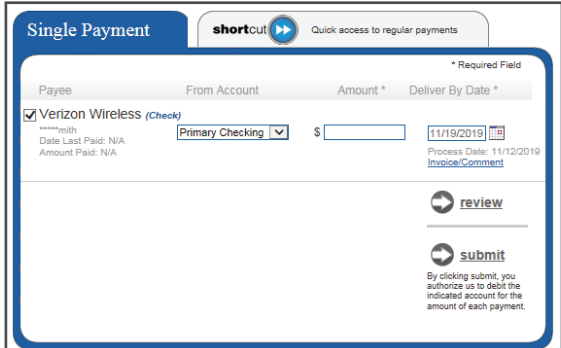
The Business Bill Pay module is located under the Payments tab in the top navigation on Web-Link:

[Treasury Dashboard](#) | [Accounts](#) | [Payments](#) | [Fraud Control](#) | [Check Services](#) | [File Services](#) | [Tools](#) | [Administration](#)

Depending on your entitlement, the top navigation bar may appear different, e.g. Home instead of Treasury Dashboard.

### Making a Payment: [Payments](#)>[Links](#)>[Business Bill Pay](#)

1. Enter the Business Bill Pay site
2. Hover over the Payments top navigation bar
3. Choose from Single or Recurring Payment
  - a. For a Bill
  - b. For an Individual: these are Check payments only & require activation to your phone or email since these are "high risk" see the Individual Activation Process
  - c. For a Tax Payment: goes to the Federal Tax Payment System website
4. Select a Payee Note: if the Payee is not already set-up, click Add a Bill Payee. Then you will see whether the payment is going out Check or Electronic
5. Select the payment information:
  - a. Payee
  - b. Account to pay from
  - c. Amount
  - d. Deliver by Date (DBD)
    - i. Checks: DBD can be from 5-8 business days, depending on our history with this merchant
    - ii. Electronic: DBD is 2 days out
  - e. Option to add invoice/comment information
6. Review and Submit the payment



**Tip:** Payments can be scheduled 18 months in advance; recurring payments can be set with no end date.

You can edit/cancel a payment prior to the 4:00 pm cutoff, if a payment is still editable the 'Edit' link will display. (Cancels are referred to as "stops"). Cancelled check numbers are never used again, for example check number 104 was cancelled in the BBP system, and the next check will be 105.

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If a Stop Payment needs to be applied to a check already cut, use Web-Link or call the Bank to do so.

**Tip:** To change the starting check number, Options>Manage Bill Pay Accounts>Edit>Enter starting check number>Click Save Changes

### Individual Activation Process:

This is an additional security feature for higher-risk payees, like individuals. When setting up an individual, you will receive a one-time activation code to your phone or email:

- The code is specific to each individual payee. It is a one-time system generated code
- The code expires if a new code is requested or if you end the Business Bill Pay session
- Payments to this Payee cannot be scheduled until activation is complete

Starting from Step 3b (previous page), select the preferred delivery method to receive the activation code by phone email or text. Enter the activation code and click submit. Activation is complete.

**Add an Individual**

JOHN SMITH [View Details](#)

**Activation Process**  
Please select a delivery method. You will be asked to submit the 4-digit code on the next page.

**Important:** If you have to leave billpay before entering your code, you may enter it later. The code will not expire.

- I want my code now by phone
  - (555) 555-1234 [Update](#)
  - (555) 555-4321 [Update](#)
- I can wait a few seconds to receive my code by text message
  - 5555551212 [Update](#)
- I prefer to wait a few minutes for my code to arrive by email
  - jsmith@demo.com [Update](#)

[request activation code](#)

### Approving a Payment:

Using Dual Control, or to a user without the Approval Authority permission.

If Dual Control is turned on, and a user without approval authority creates a payment, then two users with that authority must approve the payment before it is scheduled:

1. After the payment is created by a user without approval authority
2. User with Approval authority logs in and sees "Attention Required"
3. Select 'Approve' to view details of the payment
4. After reviewing details, to schedule the payment select
  - a. Approve – approve the payment
  - b. Edit – make changes to existing payment
  - c. Stop – cancel the payment

**Tip:** Approvals are within the Business Bill Pay iframe, these will not display in Payment Approval in Web-Link.

Home Payments Payees Calendar Options

Thursday, November 7, 2019

**Attention required**  
[Payments Awaiting Approval](#)

Payments Awaiting Approval		
Bakery Nickname	\$1.01	<a href="#">Approve</a>

### Payment Statuses:

- **Scheduled** – You still have control over the payment and can make changes
- **Processed** – You would need to call the bank to cancel a payment prior to 12:30 EST
- **Paid** – Payment is in process to the payee and does not necessarily mean posted, activity in Web-Link will show when it has posted

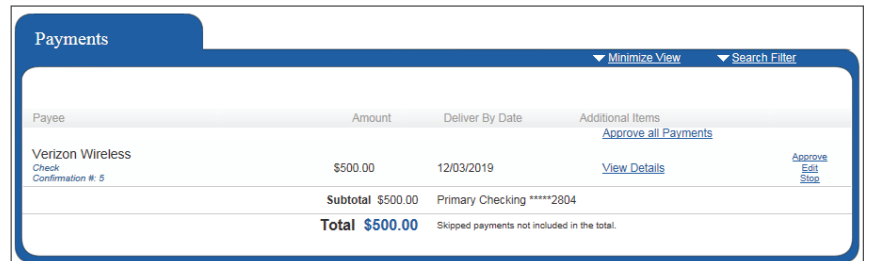
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### Dual Control: *Options>Company Profile*

Under the Company Profile screen, scroll down to the Dual Signatures Required. Check On or Off:

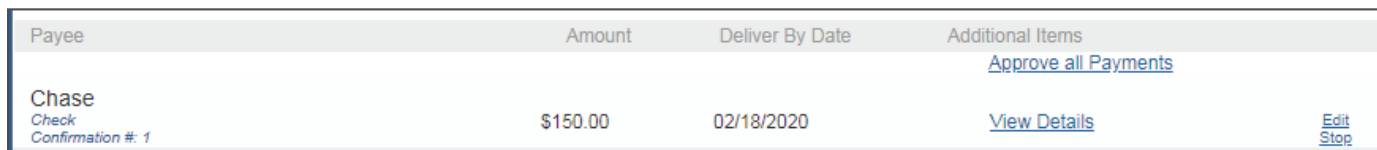
- ON – means 2 users with approval authority will need to approve all bill payments
- OFF – allows those with approval authority to approve their own payments automatically



Payee	Amount	Deliver By Date	Additional Items
Verizon Wireless <small>Check Confirmation #: 5</small>	\$500.00	12/03/2019	<a href="#">Approve all Payments</a> <a href="#">View Details</a>
<b>Subtotal \$500.00</b>		Primary Checking ****2804	
<b>Total \$500.00</b>		Skipped payments not included in the total.	

### Canceling a Payment: *Payments>Scheduled Payments*

- Find the payment to cancel and click 'stop'. If 'stop' does not appear the cutoff has passed
- A Stop Single Payment will display, click 'submit'



Payee	Amount	Deliver By Date	Additional Items
Chase <small>Check Confirmation #: 1</small>	\$150.00	02/18/2020	<a href="#">Approve all Payments</a> <a href="#">View Details</a> <a href="#">Edit</a> <a href="#">Stop</a>

If the cutoff time passed and you need to stop a check, use Web-Link, call Support or visit a branch.

### Enroll in e-notifications

#### Add or Update Email/Phone Number: *Options>e-Notifications*

Short text address on file: N/A [Update](#)

You can update your email address or Phone number by clicking 'Update' on the grey bar above the Event Notifications. N/A will display until there is an email or phone number on file.

#### Enabling Notifications: *Options>e-Notifications* Toggle between "On" or "Off" and click 'Submit':

- Transaction needs approval – this will always be "on" for users with the approval entitlement
- Recurring transaction processes
- Single Transaction processes
- New message in my message center
- Pay from account is approved – disregard
- New eBill has been received
- Transaction exceeds a specified amount
- Payee info has been updated – this will always be "on"
- Payee or account is activated with an activation code

#### Logout: Decide which notifications are emailed to you at the log-out of each session

- Scheduled Transactions
- Added Payees – this is greyed out and only sends an email when users are added during your session
- Deleted Payees
- Skipped and Stopped transactions
- Added admin users

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**Recurring:** These can be set to remind you of Recurring Payments scheduled or history of payments.

**Reminders:** These can be set to remind you to schedule a payment.


Notifications will come from: billpaysupport@billpaysite.com. Example:


Tue 4/7/2020 2:19 PM

 Webster Web-Link Business Bill Pay <billpaysupport@billpaysite.com>  
[EXTERNAL] Pending payments need your approval


To:  Rider, Kristy

Retention Policy AllFolderRetention (1 year) Expires 4/7/2021

 You forwarded this message on 4/7/2020 2:33 PM.

 1632470023439645904072020141919.html  
2 KB

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 WebsterBank<sup>®</sup>

Exclusively for account ending in 1387

Kristy Rider,

Your recently scheduled payment(s) need to be approved by a user with approval authority. The payment(s) will remain in a pending status and will not process until they have been approved.

To log in to your account, go to <https://websterweblink.com/> (or type that website address into your browser).

If you have any questions regarding your account, call 866-708-9873 and a customer service representative will assist you.

Regards,

Webster Web-Link Business Bill Customer Service  
Webster Bank, N.A.  
866-708-9873

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**Caution: This email came from outside Webster Bank.**

Updated 07/2020

If you have any questions, contact your Client Support Specialist.