Treasury & Payment Solutions

Quick Reference Guide

Business Bill Pay: Update Contact Info, Add a Payee or Unlock Users via Webster Web-Link®

Business Bill Pay 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.

This guide will assist users to update their Company or Personal contact information, add or unlock a user. 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.

Updating Company Information: *Options>Company Profile*

Note: you may be prompted to enter a Challenge Response

1. Update Company Address, City/State/Zip, and Phone Number
2. Turn on/off Dual Signature (Dual Control) which requires at least two hands prior to going out
3. Scroll down and click 'Submit' when changes are complete. A confirmation page will display

Updating Contact Information: *Options>Profile>View Contact Info*

Email Address:

1. Select 'Update' (you may be prompted to answer your Challenge Response)
2. Enter and confirm your new email address
3. Click on "Submit"

Mobile Devices:

1. Select 'Update' (you may be prompted to answer your Challenge Response)
2. Select your provider
3. Enter your mobile phone number and select 'Test my mobile device'
4. A text will arrive from billpaysuppport@billpaysite.com the body will read: "this is a test message from your bill pay service."
5. Choose your time setting along with the quiet time (a confirmation page will display)

Phone Numbers:

1. Select 'Update'
2. Enter your mobile phone number or contact phone numbers
3. Select 'Save'

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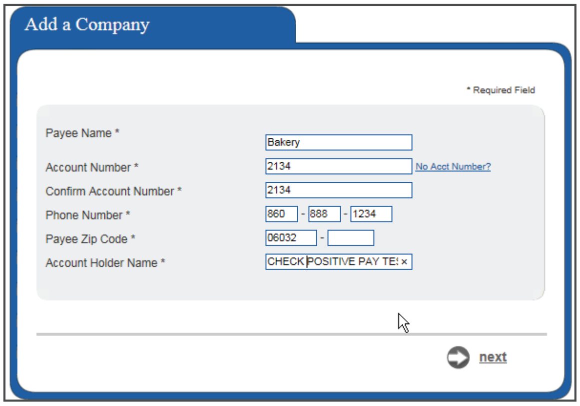
Updating Challenge Responses:

1. Choose a Challenge Phrase
2. Enter a response
3. Select 'Add Challenge Phrase'
4. You can also Remove responses

Note: Answers to these responses may be used to verify identity when calling in to Client Support.

Adding a Payee: ***Payees>Add a Company or Add an Individual***



1. Add a company, individual (check only), or Bank or Credit Union
2. Complete the form and click submit. Note: Enter the information from your statement and the Bill Pay platform will attempt to locate a payee match based on that information:
   a. Payee Name
   b. Account Number (account number on your invoice)
   c. Phone number
   d. Payee Zip Code
   e. Account Holder Name
3. If no, or an incorrect match is found, enter the Payee's info
4. Submit Payee
5. Schedule a Payment to this Payee or Add Another Payee

Note: If you add an individual, there is an activation process that needs to be complete.

Separation Line: ***Payees>Manage Payees.*** View list of Payees and select:

a. Pay

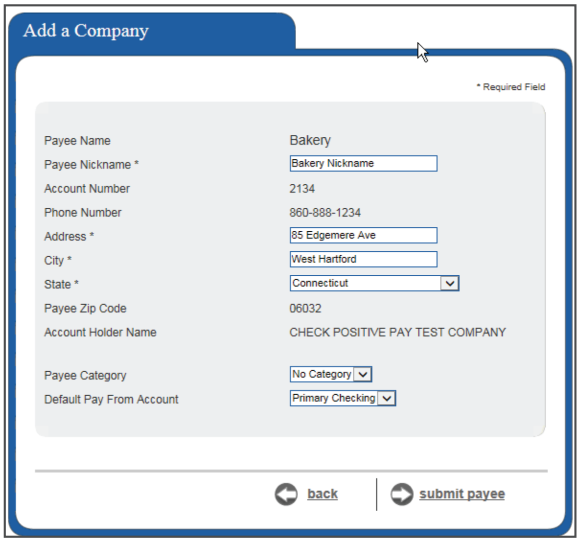
b. Edit

c. Delete

Note: Payee Name is not available for viewing/editing once added; only the nickname will display.

How to Upload a Payee File: ***Payees>Import>CSV File***

QuickBooks and Quicken importing abilities should not be used



1. Export a list of Payees from your account/software system
2. Save the file as a .csv
3. Format your file to match the following specifications:
4. Click Choose File, select your file
5. Select Upload
6. Validate the info came over correctly, add any missing info
7. Select Payees by checking box next to their name, click 'Add'

Tip: If you do not have a first or last name for a payee, you must still enter something to import without error. These fields will not display when the system recognizes it is a company.

Business Bill Pay: Update Contact Info, Add a Payee or Unlock Users via Webster Web-Link®

Unlocking a User: *Options>Manage Users*

Note: Only users with the ‘Manage Bill Pay Users’ permissions will be able to do this

1. Select the locked out user by choosing ‘Edit’ (next to the users last name you will see a lock symbol)
2. Scroll down to the bottom of the pop-up
3. Under the comments box there will be a unlock user switched on
4. Toggle this to unlocked
5. Click save changes

User’s perspective once unlocked:

1. User must log out of Web-Link completely if they are still logged in from their last session
2. User can log back in to Web-Link and Business Bill Pay
3. Once in the user will be prompted to set new challenge questions and answers

Tip: Challenge questions can be reset at any point during a user’s session by going to Profile>Challenge Phrases

Updated 07/2020

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