

Republic Bank

Business Bill Pay- Frequently Asked Questions

Q: What is business Bill Pay?

A: It's a service from Bill Pay that streamlines the back office functions of your business and allows you to make payments to any individual or company through your online banking account.

Q: Who can I pay with business Bill Pay?

A: You can pay any business or individual with a mailing address within the United States and Puerto Rico. Examples include utilities, office supply bills, consultants or independent contractors.

Q: How do I access Bill Pay?

A: Bill Pay is available for online banking customers, to enroll call 888.875.2265 or visit your local store.

Q: How do I start using Online Bill Pay?

A: The first step is to add a payee, the person or company you wish to pay. Here's how easy it is:

1. Log into online banking.
2. Click on Bill Pay tab on top of page.
3. Click on the "Payee" tab
4. Click "Add a Payee" button
5. Choose to a pay a company, pay an individual, or pay a bank or credit union.
6. If you choose to pay an individual you can learn more about this option by viewing the demo.
7. Enter the requested information then click Next,
8. Add company information, click "Submit Payee"
9. Choose to schedule a payment to this payee or add another payee
10. You can start making payments.

Q: How are online payments delivered?

A: Most payments are delivered electronically. Your payment information, such as your account number, is sent via secure transmission. All other payments are made by paper checks mailed via the U.S. Postal Service.

Q: Is business Bill Pay secure?

A: It's one of the safest ways for your business to pay bills. Business Bill Pay helps guard against identity theft from lost or stolen checkbooks, bills and statements. It also increases privacy because only you can access your account information, account numbers and payment history.

Q: How long does it take before a payment is received?

A: Generally, your payment is received within 2 to 7 days, depending on whether it is sent electronically or via paper check. 2

Q: What are the primary benefits of business Bill Pay?

A: The major benefits are true control and total convenience for you. This means you'll be able to:

- Pay your business's bills and view payment activity
- Delegate the payment responsibilities you choose
- Set permission controls so you maintain the payment authorities you desire
- Quickly run customized reports with the information your business needs
- Reduce your paperwork and bookkeeping
- Maintain more control over cash flow

Q: What is the difference between 'Pay an Individual' and 'Pay a Company'?

A: The 'Pay an Individual' option allows you to send person to person electronic payments using an email verification process. The 'Pay a Company' option allows you to send checks or electronic payments to Companies, Banks or Credit Unions. You can learn more about these various options by viewing the demo.

Q: Does business Bill Pay have Quicken/QuickBooks integration?

A: Yes. You can import payees from Quicken or QuickBooks directly into your business Bill Pay account.

Q: Can I set up recurring payments?

A: Business Bill Pay allows you to set up recurring payments for bills that are consistent every month. Examples include insurance payments, contractual payments, or your office lease.

Q: Can I pay multiple invoices at once?

A: Yes. With extended remittance you can send a single payment for multiple invoices from a single vendor.

Q: What kinds of payment responsibilities can I delegate?

A: You can delegate the payment responsibilities you want, such as paying utilities and suppliers, running reports or accessing payment history.

Q: What kind of permission controls can I set?

A: You can authorize who makes payments, which payments they can make, and the maximum payment amount. You can also set up final approvals so you give the approval before any payments are made.

Q: What kind of customized reports can I run?

A: You can run reports that allow you to:

- Have the audit information you need
- Review your spending
- View the payment activity of your authorized users

Q: How can I use the account-to-account transfer feature?

A: This feature allows your business to transfer money from different Republic Bank accounts. These can be setup as a one-time single transfer or recurring transfers.

Q: Is transaction history available prior to June 8, 2015?

A: Payment history prior to June 8, 2015 is available. Click on the “Bill Pay” tab in Online Banking. Once you are in Bill Pay, click on the “**Payments**” button. On your “**Payments**” screen click the “**Transaction History**” button. On the Payments -Transaction History: Payments screen click “**For payment history prior to June 8, 2015 [click here](#)**”. It will display all history available prior to June 8, 2015.

Q: If I have more questions after reviewing the demos is there a number I can call?

A: Yes, if you have additional questions regarding our Bill Pay Service, please call 888.875.2265 Monday thru Friday 7:30am – 8:00pm, Saturday 7:30am – 6:00pm and Sunday 11:00am – 4:00pm.