

# Business Bill Pay FAQ

## What is River Cities Bank Business Bill Pay?

River Cities Bank Business Bill Pay is a safe, convenient way to manage your company's expenses by giving you the capability to pay your bills and payroll online. Money is automatically transferred from your existing bank account and sent electronically or by check to your vendors/employees. No more writing checks or paying for stamps! With just a click of the mouse, your monthly payments can be made.

## What all can the Business Bill Pay product do?

The Business Bill Pay solution offers all the features that consumers enjoy with online bill pay—like electronic payments and transfers. But Business Bill Pay also features tools to manage employee deposits, taxes, and payment history.

- Manage Bank Accounts
- Multiple-User Access
- Single/Recurring Payments
- Electronic Tax Payments
- Scheduled Deposits
- Payment/Deposit History
- Customize Auditing Report
- Account Summary
- Much more...

## How is River Cities Bank Business Bill Pay different from Online Banking?

River Cities Bank Business Bill Pay provides a fast and efficient way to manage your company's bills and bank account from any computer. Currently, Online Banking only allows you to transfer money between your own accounts at River Cities Bank. With Business Bill Pay, you will have the ability to pay your vendors, offer direct deposit to your employees, make tax payments, and much more. Business Bill Pay also allows you to schedule one time payments, set up recurring payments, and add new payees at any time.

## Is Business Bill Pay safe?

Protecting the security of your financial information is a priority. Therefore, we have implemented Multifactor Authentication security measures to ensure the safety of your personal information. Your payment instructions are sent using a secure Internet connection using encryption technology. In fact, along with an Internet browser that uses 128-bit encryption, paying bills online is far more secure than putting a paper check in the mailbox!

## How do I sign up for Business Bill Pay?

Enrolling for the service is easy. Simply follow the steps below:

1. Click on the Business Bill Pay Button at [http://www.rivercitiesbank.com/business\\_bill\\_pay.htm](http://www.rivercitiesbank.com/business_bill_pay.htm) and the Bill Pay page will open in a new window.
2. In the new window that opens, click the Enroll Button.
3. Fill out the enrollment form.
4. Print, sign, and return the Agreement to River Cities Bank - our contact information is located at the top of the form.
5. Once we have received your signed disclosure, we will contact you to finalize the enrollment process.

## Is there a limit to how much money can be transferred at once?

Yes. During enrollment a maximum amount will be set for the account.

## Can I use Business Bill Pay to pay anyone?

Yes – you can use Business Bill pay to submit payments to anyone within the U.S.

## Business Bill Pay FAQ

### How much does the Business Bill Pay Service cost?

Fees for Business Bill Pay are as follows:

	Monthly Charge	Transaction Limit	Per item fee after limit
A. Bill Pay Only	\$6.95*	15	\$0.50
B. Bill Pay and Direct Deposit	\$9.95*	15	\$0.50

\*Accounts will be deactivated after three months of inactivity. There will be a \$10.00 reactivation charge to reset up the account for Business Bill Pay once it has been deactivated.

Please note: Your monthly service fee is automatically debited each month from the default payment account you specify. It will be debited each month on the date you were approved.

### What other charges might be incurred?

These charges will only be assessed if you request one or more of the services listed here. There will be NO Charges for any items if needed to correct a Financial Institution error.

- Written Correspondence to Payee ..... \$10.00
- Per proof of Payment not necessitated by a dispute..... \$10.00
- Payments returned due to customer error..... \$ 5.00
- Overdraft fee..... \$20.00 per item
- Reactivation fee ..... \$10.00

River Cities Bank reserves the right to charge you for research time involving payments no longer available in your screen history. You will be informed of any such charges before they are incurred.

### When is my payment pulled from my account?

The payment is pulled on the process date at 5:00 CST. The process date should be set at least 5 days prior to the date the bill is due in order to ensure adequate time for the payment to be made. Additional days are recommended for payments made more than 4 states away.

### What is the latest time that I can make changes to a scheduled payment?

You can make changes to a scheduled payment at any time before 3:00 CST on the processing day.

### Can I have separate user accounts for my employees?

Yes. The Business Bill Pay Administrator at your company has the ability to set up different users to access the bill pay site. Each user can be set up to only be able to perform the capabilities needed. Users can be restricted to be able to pay bills, do payroll, add payees, and make administrative account changes. Each user can also be set up to have their own daily and per transaction limit.

### How long does it take for the money to get to my account if I make an external transfer?

It takes 3 days for the money to get to an account via external transfer.

### How long does it take for the money to get to my employees account from the day it was processed?

It takes 2 business days for the money to get to an employees account after the processing date (i.e. if your employee's payday is Friday, you will want to choose Wednesday as the processing date).

## Business Bill Pay FAQ

### How long does it take for the money to get to my account if I receive an email payment?

Please allow a minimum of 3- 5 business days for electronic payments to post. For check payments, please allow 3-8 business days to be received. Posting time for checks may take additional 1-2 business days, depending on the payees posting process for payments without the remittance slip. This does not include weekends or holidays. The payment will need to be scheduled to process accordingly before the actual due date, not including grace periods.

### What is the difference between payment thresholds and payment caps?

Setting a Payment Threshold for sub users will allow payments over the threshold amount process; however, an email will be sent to the administrator of your company's bill pay account to inform them about the payment. The payment cap is the maximum amount the employee is allowed to pay.

Don't see the answer to your question here? Log on to your Business Bill Pay Account or the demo at [http://www.rivercitiesbank.com/business\\_bill\\_pay.htm](http://www.rivercitiesbank.com/business_bill_pay.htm). Click the Help Link or the Live Chat Link, as indicated by the red arrows below:

