Business Bill Pay FAQ

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1. What is Business Bill Pay?

Business Bill Pay lets you pay bills online through Montecito Bank & Trust's Business Online Banking or Commercial Center systems.

Quick Facts about Bill Pay:

- You can pay almost anyone in the United States, including national bank card companies, mortgage or auto loan companies, department stores, your landscaper or the babysitter.
- Individuals or businesses outside the United States and its territories are not eligible to receive bill payments. Tax payments and court-ordered payments can be made with Bill Pay, but they are not covered by the Service Guarantee.
- The Service Guarantee ensures that we will process your payments exactly as you specify – on the date you choose, for the dollar amount you enter and to your chosen payee. If you entered the correct payment information, but the payment is not delivered on time, we will pay up to $50 in late fees, penalties or related finance charges that you incur from your payee.
- You can receive and pay some of your bills online through Business Bill Pay. These electronic bills, called "eBills", are available from hundreds of payees nationwide.
- You can also see a summary of your pending payments, eBills and the payments you've made.
- You can set up automatic or recurring payments to your payees.

- You can review your bills and payments for the past 18 months. Note - Bill Pay history will only reflect payments made through Business Bill Pay. You can also export payment information to a comma-separated values (CSV) file or QuickBooks® file.

2. How may I access Business Bill Pay?

Company administrative users must provide the appropriate entitlements to your user for you to be able to access and use Bill Pay.

- In Business Online Banking, you can access Business Bill Pay by selecting the **Payments & Transfers** option, and selecting **Bill Pay.**
- In Commercial Center, you can access Business Bill Pay by selecting the **Bill Pay** app tile after logging into Secure Browser.

3. What is a payee?

Payees are the individuals or businesses to whom you are sending payments.

4. How do I add a payee?

After selecting Bill Pay, select the **Add a Bill** option from the navigation bar. Select whether you are paying a **Person** or a **Company**. Follow the instructions on the page.

5. Do I need to set up payees for each Bill Pay user in my business?

No, all users set up under a business account will be able to view all payees that have been added to Business Bill Pay.

6. What if I don't have an account number for one of my payees?

If you have an account number, be sure to enter it. Your account number is the most reliable way to ensure that your payment is applied by the company to your account. If your account information is not correct, it may cause the payment to be credited to your account late or not at all. This can result in late fees, finance charges or service disconnections. The Service Guarantee for payments applies *only* if all the biller information provided is accurate.

With some payees, for example a landscaping or cleaning service, an account number might not be assigned. If you don't have an account number, you can enter other information that identifies you to the payee in the account number box. Check your bill or statement for an invoice number, your service address or the name on the account.

If you're adding a person as a payee, then you won't need to enter an account number.

7. How are my payments sent?

Payments are sent one of three ways: Electronic, Check or Draft. The payment method that is used is chosen by the vendor.

- **Electronic** – Payment is sent electronically to the payee.
- **Check** – Payment is drafted with our Bill Pay providers account information on the Check instead of your own.
- **Draft** – Payment is drafted with your bank account information printed on the Draft (i.e., account number). This is similar to writing a check out of your account.
- **Virtual Card** – Payment is sent via a Virtual Card. Virtual Cards are a single-use card token designed to deliver bill payments to participating payees electronically.

8. Why do my first available payment dates vary for the same payee?

The payment method that is used is chosen by Bill Pay. The available payment date will vary based on the payment method used.

9. How do I set up recurring payments?

Select **Manage My Bills** from the navigation bar. Select the payee to whom you want to set the recurring payment from the dropdown menu. Select the **Add an Automatic Payment** radio button. You will be able to set the **Pay From** account, **Payment Amount**, **Final Payment Amount** (if applicable), **First Payment Date**, **Frequency**, and **End Date** of the recurring payment.

10. What are eBills?

Some payees can be set up with eBills, which are electronic versions of your bills from payees that you will be able to view through Commercial Center. When eBills are turned on you will be able to set up automatic payments based on a variety of criteria such as Dollar Amount, the **Payment Delivery Date** and the **Pay From** account.

11. When is my account debited?

The payment method used will affect the date your account is debited.

- **Electronic, Check & Virtual Card** – Your account will be debited on the payment delivery date selected.
- **Draft** – Your account is debited when the payee cashes or deposits the Draft that is sent.

12. What if the delivery date of one of the payments in a recurring series lands on a weekend or holiday?

If a payment in a recurring series lands on a non-business day (weekends or holidays) the payment will be sent on the previous business day to ensure it is received on time. For example, if your recurring payment date lands on a Saturday, a non-business day, the payment will be sent the previous business day, Friday, as long as Friday is not a holiday.

13. Can I cancel or change a payment?

You can cancel or change a payment if the status shows Pending and the payment has not begun processing. You can find the status of a payment by selecting the Bill History tab. If available, you will be able to choose to Cancel or Change a payment from this screen.

14. Can I choose which account my payments are sent from?

Yes, you can decide from which account you wish to send payments from. If you have more than one eligible Bill Pay **Pay From** account, you may select the desired **Pay From** account from a dropdown menu of your eligible accounts. Once you select a **Pay From** account you will be given an option to make the selected account the **Preferred Account** for payments going forward.

15. How do Virtual Card payments work?

Once a participating biller elects to accept payments via Virtual Cards, they will be presented as electronic billers. When a payment is scheduled with a Virtual Card enabled biller, a single-use token is generated and delivered to the biller. The biller has five business days to process the payment.

This payment method offers the following benefits:

- Reduced paper check payments
- Enhanced security by minimizing risk of lost checks and fraud
- Faster transactions – payments are processed in one business day