Business Bill Pay
User Guide

2020
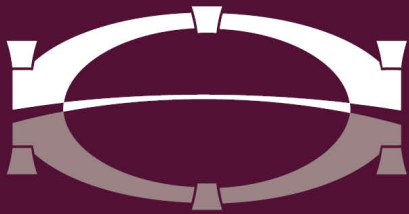
BRIDGEWATER BANK

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Introduction to Business Bill Pay

Welcome to Bridgewater Bank Business Bill Pay! Business Bill Pay is a simple more accelerated method to stay on top of your financial commitments. This secure online service allows you to initiate payments to any person or business within the United States. There are many benefits to this product such as saving time and money by no longer writing and mailing out checks, control over when your bills are paid, and being able to make and manage all your bills in a single location.

Inherent Risks Associated with Business Bill Pay

While Business Bill Pay simplifies the bill payment process, there are also inherent risks to consider. Bridgewater offers additional security features to assist with safeguarding your accounts, but it is important that you understand the additional risks associated with this product and that it is up to you to secure your access. The two most common types of risk associated are corporate account takeover and operational errors. An example of corporate account takeover is where a criminal steals a legitimate user's credentials and fraudulently sends unauthorized bill payments. An example of operational error is a bill being sent with an incorrect dollar amount.
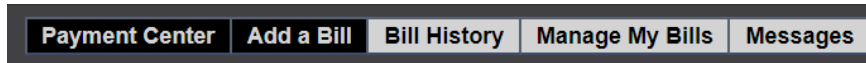
Getting Started

General Information

- Bridgewater Bank's Business Bill Pay vendor is CheckFree. CheckFree's E-Pay Customer Service should be contacted for general assistance at 877-243-4429 between the hours of 6am – 12am CST 7 days a week.
- Contact the Business Services Team to add an account or to place a stop payment. They can be reached M-F, 8:30am-4:30pm at 952.542.5100 or hello@bridge2bwb.com.
- Business Bill Pay utilizes a fraud detection and monitoring system called Fraudnet. Fraudnet is able to identify instances of fraud in a real-time environment by analyzing transaction behavior.
- Dual Control is optional and requires all bill payments initiated to be approved by another user within the company. Please reach out to Business Services to establish.
- If a payment is scheduled prior to the due date and was not delivered timely due to circumstances out of CheckFree's control, such as lost mail, CheckFree may refund late fees or interest charges.
- Payment processing varies by biller and dollar amount. Once a payment is initiated, it will be initiated using one of the three method types and determines when your account will be debited. Also, a payment can be edited or canceled if the status is "pending" but once it is in a "processed" status you can no longer make any modifications.
    - o Electronic Payment - funds debited on the due date
    - o Electronic to Check Payment – funds debited on the due date
    - o Laser Draft Payment – funds debited once the check clears
- Bridgewater follows the Federal Reserve's processing dates. For a most up-to-date Federal Reserve Holiday calendar, reference https://www.federalreserve.gov/aboutthefed/k8.htm .

How to Initiate a Bill Payment

- Select Add a Bill

| Payment Center | Add a Bill | Bill History | Manage My Bills | Messages |

- Select the type of biller you are creating
- Select continue

Add a Bill

Quick Add a Company or Person to Pay

To start making payments, select the type of bill you want to add, and click **Continue**. More about who I can pay...

Who do you want to pay?   ○ Company
○ Person

Continue   Cancel

- o Each option gives you the ability to perform a quick Search
  - ▪ Search by Company – Biller Name

Search

To find the company you want to add, enter the information and click **Search**. We'll try to find an address match for you.

Biller Name
As it appears on bill

If you prefer, you can enter all the information for your bill.

Search   Cancel

- ▪ Search by Person - Phone Number

Search

To find the person you want to add, enter the phone number and click **Search**. We'll search publicly available phone listings and try to find a name and address match for you. More about phone search...

Phone Number
of person you want to pay
(xxx)xxx-xxxx

(   )   -

If you prefer, you can enter all the information for your bill.

Search   Cancel

- To manually enter the information, select "enter all the information for your bill"

Search

To find the company you want to add, enter the information and click **Search**. We'll try to find an address match for you.

Biller Name
As it appears on bill

If you prefer, you can enter all the information for your bill.

Search Cancel

- Enter the required information (the example below is for a Company):
  - Biller Name
    - Nickname is optional
  - Account Number
  - Confirm Account Number
  - Biller Address
  - Biller City/State
  - Biller Zip Code
  - Biller Phone Number

Add a Bill

Add a Company With an Account Number

Please enter your account information as it appears on a statement or bill from the company you want to pay. Your account information must be accurate to ensure that your payment is credited on time and to the correct account.

Asterisks (*) indicate required information.

* Biller Name

Nickname
What should I type?

* Account Number
What if I don't have an account number?

* Confirm Account Number

* Biller Address 1
Where you would mail payments

Biller Address 2

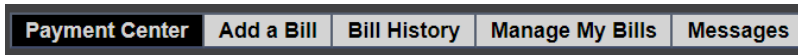* Biller City / State   State

* Biller ZIP Code
xxxxx-xxxx

* Biller Phone Number ( ) - -
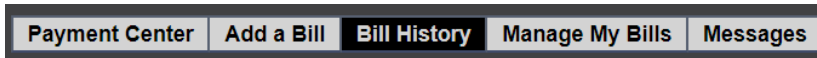(xxx)xxx-xxxx

Add Bill Cancel

- Select Add Bill
- Select Finish
- Enter the Amount and Pay Date (default is earliest pay date) of the payment to send
- Select Make Payments

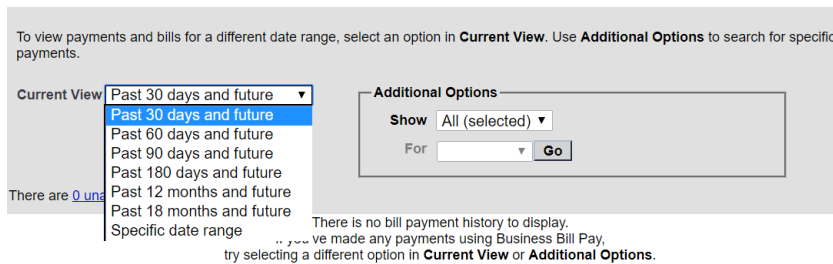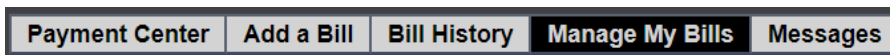Once a biller is established you can initiate a payment from the Payment Center.

| Payment Center | Add a Bill | Bill History | Manage My Bills | Messages |

Payment Activity

- Select Bill History

| Payment Center | Add a Bill | Bill History | Manage My Bills | Messages |

- Choose dates to search

To view payments and bills for a different date range, select an option in **Current View**. Use **Additional Options** to search for specific payments.

Current View: Past 30 days and future ▼
- Past 30 days and future
- Past 60 days and future
- Past 90 days and future
- Past 180 days and future
- Past 12 months and future
- Past 18 months and future
- Specific date range

Additional Options
Show: All (selected) ▼
For: _____ ▼ Go

There are 0 una...

There is no bill payment history to display.
.. you ve made any payments using Business Bill Pay, try selecting a different option in **Current View** or **Additional Options**.

- Select Go

Updating a Biller

- Select Manage My Bills

| Payment Center | Add a Bill | Bill History | Manage My Bills | Messages |

- Choose the biller and the item to be updated

Biller Name   Tester *3456 ▼

What would you like to do?
- ○ Add an automatic payment
- ○ Set up reminders for this bill
- ○ Update biller information
- ○ Delete this biller