Business Bill Pay FAQ’s

Q: What is business online bill pay?

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

Q: Why is business bill pay better than personal bill pay?

A: Business bill pay was designed specifically to meet the needs of today’s small businesses. In addition to making payments, you can run customized reports, delegate tasks, and set permission controls.

Q: Who can I pay with business bill pay?

A: You can pay virtually 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 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 online 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.

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’ bills and view payment activity anytime, anywhere
- Delegate the payment responsibilities you want to
- Set permission controls so you maintain the final say
- Quickly run customized reports with the information your business needs
- Reduce your paperwork and bookkeeping
- Maintain more control over cash flow
- Increase your security over mailing checks
Q: How do I start using business bill pay?

A: First, you need to enroll to activate your business bill pay account. If you haven’t enrolled, go to www.necu.org/businessbillpay, call 1-888-436-1847 and select Online Technical Support from option 4 from the menu. or email remoteservices@necu.org.

If you have enrolled, you can set up payees and start making payments in a few easy steps:

1. Go to the “Payees” tab
2. Click “Add a Payee”
3. Choose to add a company, individual or bank or credit union
4. Complete form by providing requested information about payee and “submit payee”
5. Then click “schedule a payment to this payee”

Q: What number do I use when asked for my Account number when enrolling?

A: This number should be your MICR number, the 9 digit number found at the bottom of your checks.

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 recurring payments for bill 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: Specify who can make payments, which payments they can make, and the maximum payment amount. You can also set up final approvals so you give the go-ahead 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 small business to transfer money from different accounts. These can be set up as a one-time single transfer or recurring transfers. You can also move funds back and forth between your personal and business accounts to help facilitate operations.

Q: What are the major benefits of this feature?
A: Account-to account transfers provide you with:

- Quick and flexible method for improving cash flow
- Anytime, anywhere transfer of funds
- Less expensive option than wire transfers

Q: How can I use the payroll automation feature?
A: You can automate your payroll and expensive reimbursement, savings time, improving organization, and enhancing control. That means no more manual calculations, spreadsheets, or check writing;

Q: What are the major benefits of this feature?
A: Payroll automation provides you with:

- Online access so you can handle payroll anytime, anywhere
- Payroll history that’s automatically updated and stored for you
- Filter options that allow you to set salaried and hourly employee compensation parameters
- Reminder emails that help you stay on top of when payroll is due

Q: What is eBill?
A: eBill is a feature that allows you to receive and pay electronic summary versions of paper bills directly from your business bill pay account.

Q: How do eBills work?
A: eBills are delivered directly to your business bill pay account. Once you set up an individual eBill for a company you do business with, an eBill comes directly from that payee to your account. Examples of businesses that offer eBills are phone service providers, utility providers, and credit card companies.

Q: Will I still receive paper statements when I have eBill?
A: Please contact the payee directly to ensure you continue receiving paper statements.

Q: How will I know if eBill is available for a payee?
A: There are two easy ways to determine if a payee offers eBill. You can check to see if there is a “Setup eBill” link next to their listing on your business bill pay home page, or look for the “Sign Up” icon under their name in the “View Payees” section.
**Q: What are the primary benefits of eBill?**

A: With eBill, everything you need is in one convenient location. Using eBill allows you to streamline your bill pay routine and have online access to your bills. In addition, you can view past bill summaries at a glance.

**Q: What information is included in an eBill?**

A: Balance due, due date, and minimum payment amount are included in your eBill. If you need additional details, there will be a link that lets you login to your account on your payee’s website.

**Q: How do I pay an eBill?**

A: To pay an eBill, simply choose the account you want to pay from, enter the amount you want to pay, and schedule when you want the payment delivered.

**Q: How do I know when I have received an eBill?**

A: You will receive an email notice to alert you when an eBill has been delivered to your account.