### 🗱 Community Bank

### USER GUIDE

# **Premier Business Connect Bill Pay**

### **Access Business Bill Pay**

Click Log in to Bill Payment.

### 🐯 Community Bank 🔅

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You may be prompted to select security questions and answers.

Before you get started	
Complete challenge prompts	
Business Bill Pay requires the following challenge questions a	and answers:
Challenge question	
select phrase	
Challenge question	
select phrase	
Challenge question	
select phrase	
Challenge question	
select phrase	

You will be prompted to select a **Security Key**. This is a word or phrase that you create and will see when you enter the **Bill Pay** function.

You will be entered into **Bill Pay**, the **Security Key** that was just created will float onto the screen for a few seconds.

#### Provide security key

The Security Key is a code you create, not a password. It signifies your authentic bill pay site. The Security Key will display briefly with each login. Enter your combination of letters and numbers to display.

#### Security key

Security key

#### Confirm security key

Confirm security key

### **Create Payees**

Click on the **Payees** tab and choose the type of payee.

# Bill Payment



## Enter the payee information on the next screen.

Company details	
Important information     Your payee's information is typically found on your most recent bill. In son     database.	ne cases, we may ask for additional information if the payee isn't listed in our
Payee name *	
Payee name	
Account number "	
Account number	
No account number ?	
Confirm account number "	
Confirm account number	
Phone number *	Payee ZIP code '
(1001) 1004-10000	X00001-3000X
Account holder name "	

Default pay from account

Back

Primary Account

You can then select a **Payee Category** (optional) and the default pay from account.

Payee category

No Category

Payee added

If the payee does not receive electronic payments, the next screen will require more information. You will receive the following when completed and can schedule a payment or add another payee.

### Add an Individual Payee

Select **Electronic** (you need the routing and account number of the payee) or **Check**. (A mailing address will be required.)

dd an individual		
Select a method of payment		
Electronic - Sending payments electronically is much mor will arrive in as little as 2 business days.	e secure than a check in the mail, and it	Check - I prefer a check be mailed
If you have the bank account information for the individ     We will ask you to complete a secure, one-time activat	tual, you can use this option to send electron ion process before you log out today.	c payments.
If you have the bank account information for the individual     We will ask you to complete a secure, one-time activat Tell us about the individual First name *	buil, you can use this option to send electron ion process before you log out today.	c payments.
If you have the bank account information for the indukt     We will ask you to complete a secure, one-time activat  Tell us about the individual  First name  First name	buil, you can use this option to send electron ion process before you log out today.	c payments.
If you have the bank account information for the indukt     We will ask you to complete a secure, one-time activat Tell us about the individual First name First name First name First name	buil, you can use this option to send electron ion process before you log out today. Last name * Last name	c payments.

You have successfully added National Grid to your list of payees. You may now make payments to this payee

## Complete the fields to send a payment electronically.

Bill payment information	
Nickname *	Category
Nickname	No Category V
Default pay from account 1	
Primary Account ~	
Information who if basic appoint	
Account number "	Confirm account number
Account number	Continn account number
Routing number *	Confirm routing number *
Routing number	Confirm routing number
Payee's account type 1	
Checking ~	
	Next >

Any payee set up as an **Individual** will need to be activated. You will receive a one-time activation code sent by a delivery method of your choice. You may update your contact methods.

Enter your activation code and click **Submit**.

The payee will be added and you can schedule a payment or add another payee.

Hease select a delivery method, you will be asked to submit the 4-digit code on the next page. Tell me more	Contact phone 1 not on file     Contact phone 2 not on file	Update
mportant: If you have to leave bill pay before entering your code, you may enter it later. The code will not expire.	I can wait a few seconds to receive my code by text message No text address on file	Update
	I prefer to wait a few minutes for my code to arrive by email	
Enter activation code		

### Send Payments

Choose **One-time Payment** or **Recurring Payment**. You can also view a list of your **Scheduled Transactions** and **Payment History**. The **Calendar** option allows you to see all of your payments in a calendar format.

You can select one or multiple payees for payment.



+ Add payee * Shortcut	Search payees	٩
T Filter	Deselect at	Select all
View selected (1)		Pay (1)

Choose the account you would like to pay from, processing date and enter the payment amount.

Payee	From account	Amount	Process*		
National Grid	Primary Account	v \$	3/3/2022 Est annut, 3/3/2022 B Invoice/Comment	<b>=</b>	Remove
< Back		By diabing Pe	y all, you authorize us to dabil the indicated a	Revie	w Pay all

You will receive a confirmation screen.

National Grid	\$1.00	3/11/2022	Confirmation # From account Est arrival Delivery	3210 Primary Account 3/17/2022 Standard

Within the **Options** tab you can view and/or change specific settings.



Manage Bill Pay Accounts allows you to view which accounts are available to pay bills from as well as add new accounts to pay bills from.

Manage Users allows you to edit each user and set their permission settings.

Manage b	ill pay accounts	i				
+ Add new a	thuococ					
Default	Nickname	Account number	Account type	Status		
٠	Primary Account		Checking	Approved	110	Delete
	Default Account					

Manage users					
Last name	First name	User ID	Last login		
INC Powery User	AC	skenterprise	N/A	🖋 Edit	Permissions
Jacqueline Miller		26122218	2/1/2022	🖋 Edit	Permissions
HODGES	BILL	616C86463475433FB 817	3/3/2022	🖋 Ean	Permissions
	Kristin	7E78F204EDC300960 53F	3/3/2022	🖋 Edit	Permissions

You can change a user's name and email address and add comments.

**Permission Settings** allows you to give each user specific access to functions within **Bill Pay**, e.g., which payees a user is allowed to pay, which accounts the user can pay bills from, etc.



### **E-Notifications**

You can elect to receive alerts about events within **Bill Pay**, payments and reminders.

Notifications	
Event Logout Recurring Reminders	
Email address on file	Short text address on file
kristin vankennen@cbna.com	3152624236@vtext.com
Event Notifications With Event Notifications you can develop outcompart communications where	e you are notified each time a particular event occurs through your bill pay account.
A transaction needs approval	
A transaction needs approval Send notification to	
Email Address	v
	Submit

#### Reports

View reports concerning payees, processed payments, etc.

ports					
yments Processed	Payment Changes	Payments Stopped	Payees Added	Outstanding Check Report	
ayments Processed					
All Users		Scheduling U	lser	Approving User	
Date Range					
Current Month					
Start Date			End Date		
Start date		<b>#</b>	End date		

### **Questions? Contact Us.**

Get in touch. Stop into your local branch, pick up the phone or visit our website at **cbna.com**.

### **Commercial Services Support** (M-F: 8am-6pm ET): 1-866-764-8638, Option 3, Option 3 or **commercialservices@cbna.com**.

### Telephone Banking (24/7 automated voice response):

1-866-764-8638, Option 1