

PAYMENTS & TRANSFERS>BILL PAY

Bill Pay

Bill Pay allows you to request a check or electronic payment be delivered to Billers from your Old National account. Billers may be a company or a person. When you add a new Biller, ONPointe Bill Pay will determine if that Biller has enrolled in electronic payment receipt. If they have, they will receive your payment as an ACH electronic funds transfer, with your memo information sent as an addendum to that payment. If they have not enrolled for electronic payment receipt, we will issue a check using your Old National account and mail it to the Biller. Please allow 3-5 business days for delivery of a payment to a Biller.

- **Timing** Transactions should be created 5 business days or more before their due date. The Bill Pay service will only make available to you dates that are within its Scheduled Payment Date window. Your account will be debited for the payment once the Biller has deposited the item and the check clears your Old National account.
- Check Positive Pay If you subscribe to our Check Positive Pay service and report your issued checks to Old National, note that any checks issued from this service must also be reported as issued items or they will be presented to you as exception items.

Overview: Adding & Managing Billers

From the Payment Center, you can access the following functions for Billers:

- A. Pay Bills: View and quickly schedule bill payments for existing Billers.
- B. e-Bill Enrollment Instructions: Learn how to replace paper bills with electronic bills.
- C. Add a Bill: Set up a new Biller.
- D. Manage My Bills: Edit or delete existing Billers.

			Payment Center	Add a Bill	Bill History	Manage My Bills	Messages
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Pay From	eBusine			avail	of the bills yo able electronic	u p ally as c-Bills!	BILL
Add/Man	age Groups		B	Clici	to Learn Mo	n. 🖌	-
[-] Loan	IS						
Features	Biller Name	Amount	Pay Date	Bill R	eminders		100
	Old National Bank Loan x1234	S		Pend	i <mark>ng </mark> Unapprov	ed	
	Tim Tim Test	\$		Recei	nt Payments		
[-] Utilit	ies						Co. STANA
Features	Biller Name	Amount	Pay Date	You	You have not made any payments in the la		last 45
	Test Bill *3458	S		day	50		
[-] Unas	signed Billers				15-	Dill Listen	
This g	roup does not contain any bil	lers. <u>Add/Mana</u> g	<u>te Groups</u>			W Dir History	
-			Make Paymer	its			
C.							



Your company administrator may limit some capabilities outlined in this help guide. If you do not see an option described, contact your company's ONPointe Treasury administrator to inquire about your user permissions.

Adding & Managing Biller Groups

You can group your Billers by categories in the Payment Center screen.

1)	Click Add/Manage Groups at the top of your Biller list	Add/Manage Groups
2)	By default, Billers will be added to the Unassigned Billers	Show 🗹 Unassigned Billers Old National Bank Loam 1723
	group.	*1234 Test Bill *3458 Change Group ▼
3)	To create a new group, enter the Group Name at the top	Group Name Add Group
	of the screen and click Add Group.	nad croop
4)	To change a Biller's group, click the Change Group	Change Group
	drop-down box and choose a new group.	onange ordep
5)	To rename an existing group, click Rename Group to the	Rename Group
	right of the group name.	
6)	To remove a group, click Remove Group to the right of	
	the group name. Billers in this group will be re-assigned	Delete Group
	to the Unassigned Billers group.	
7)	When finished, click Return to Payment Center.	Return to Payment Center

Refer to the Bill Pay Payments help guide for information about sending payments to existing Billers.

Add a Bill

Before you can send a Bill Pay payment, you need to add one or more Billers. Billers are companies or individuals to whom you wish to send a payment.

Adding a Business as a Biller

Business Billers may already be enrolled in our Bill Pay database, making them eligible to receive payments electronically with fewer days' lead time than those who have not enrolled. Enrolled Business Billers' payments will appear as an electronic debit to your Old National checking account on the payment date. Billers who are not enrolled for electronic payments will be paid by a check drawn on your Old National checking account.

1) C	Click Add a Bill in the menu bar.	Add a Bill	
,			



2)	Choose Company then click Continue to proceed.	Add a Bill Quick Add a Company or Person to Pay O To start making payments, select the type of bill you want to add, and click Continue. <u>More about who I den cay</u> Who do you want to pa? O Descon
3)	Enter the Biller's name in the box and click Search to locate the Biller in our database. Many larger companies are already established in our Bill Pay system, simplifying your Biller setup process. If you prefer, you can bypass this step by manually entering the information from your bill by clicking the link, "enter all the information for your bill."	Search To find the company you want to add, enter the information and olick Search. We'll try to find an address match for you. Bitter Name Courbit C
4)	Your search results will appear. Click on the company name that matches your bill then click Continue. If your do not see a matching biller, click the link, "enter all the information for your bill."	Stelect a Company Q You entered Oid National in the Biller Name box on the previous page. We found some possible matches for this company in our biller last. If the biller you want to add appears below, please select 8 and cloic Continue. Old National Bank: Old National Bank VA CMsg. Old Point National Bank VA Loan Old Point National Bank VA Syng If you prefer, you can <u>enter all the information for your bill.</u>
5)	Enter a Nickname for the bill. This will appear in the Payment Center so you can easily identify which bill you are paying.	Nickname What should Lype?
6)	Enter your account number with the Biller. Type it a second time in Confirm Account Number to ensure you entered the correct value.	* Account Number 1234 What if I don't have an account number? * Confirm Account Number 1234
7)	Enter the Biller's ZIP code from your bill. It's important to enter this correctly, so your payment routes to the correct, on-file mailing address.	* Biller ZIP Code 47715 Where you would mail payments
8)	Click Add Bill to finish.	Add Bill
9)	You will receive a confirmation of enrollment and your ONPointe Administrator will receive an email to notify them that a Biller was added. Click Add Another Bill to repeat this process for another Biller or click Finished to return to the Payment Center.	Company Added Vouve just added Old National Bank to Business Bill Pay, and we've saved your information. For security reasons, we'll send an email Confirmation to Confirmati

If you choose the "enter all the information for your bill" option during the previous process, you will follow steps 5 through 9 above, but will also be prompted to enter the Biller's Name and telephone number.

Adding a Person as a Biller

You can pay people using Bill Pay, as well. Most people are not enrolled to receive electronic payments, so nearly all payments sent to Billers designated as a Person will be sent as a check drawn on your Old National checking account.

1) Click Add a Bill in the menu bar.	Add a Bill
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2)	Choose Person then click Continue to proceed.	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 dick Continue <u>More about who I can gay</u> Whe do you want to pa? Person Continue Tanned
3)	Enter the Biller's telephone number to search our database to search if they have enrolled as an electronic payee. Click Search to continue. If you prefer, you can bypass this step by manually entering the information from your bill by clicking the link, "enter all the information for your bill."	Phone Number () of person you want to pay (xxx)xxx-xxxx
4)	Enter the required information for the Biller. Required fields are marked with an asterisk (*). Click Add Bill to continue.	Add Additional Information 0 We did not find a match for 800-731-2209. Please enter the information for the person you want to pay. Your account information must be accurate to ansure that your payment is orecliked on time and to the correct account. This information may appear on a bill or invoice you're received. You account information Asterisks (*) indicate required information. * First and Last Name Which and Diverse * Address 1 When you want and payments * City / State * City / State * Proore Number (6000) > - [731] * Place Number (6000) > - [731] * Midd Ball parcet
5)	You will receive a confirmation of enrollment and your ONPointe Administrator will receive an email to notify them that a Biller was added. Click Add Another Bill to repeat this process for another Biller or click Finished to return to the Payment Center.	Person Added You've just added Tim to Business Bill Pay, and we've saved your information. For security reasons, we'll send an email Confirmation to Add Another Bill Finishee N

Manage My Bills

Updating Biller Information

	Add and Change Bill Options		
1) Choose a Biller from the drop-down list.	Select a bill, and then select what you'd like to do. Options include updating biller information, setting up bill reminders or automatio payments, reaeving your bill online, and deteing the biller. Available options vary based on the features that the biller offers and the information you've already set up for your bill. Biller Name Select From List		
	What would you like to do?		
2) Choose Update biller information	Set up reminders for this bill		
	Update biller information		
	Delete this biller		



		*Biller/Person Name	Old National Bank		
3)	Update the desired field(s) of information for the biller.	Nickname	Loan x1234		
		Category Can Ladd a category?	Miscellaneous v		
		*Account Number To change, type the entire number	*1234		
		*Confirm Account Number	*1234		
		*Address 1	1 Main Street		
		Address 2	·		
		*City	Evansville		
		*State/ZIP Code	IN - Indiana 🔻 4771	5 -1234	
		*Biller Phone Number xxx-xxx-xxxx	800-844-1720		
4)	Click Save Changes when finished.		Save Changes		

Deleting Billers

Note: This process cannot be undone and your biller's information will be permanently deleted from Bill Pay once they have been deleted.

		Add and Change Bill Options		
1)	Choose a Biller from the drop-down list.	Select a bill and then select what you'd like to do. Options include updating biller information, setting up bill reminders or automatic payments, receiving your bill online, and deleting the biller. Available options vary based on the features that the biller offers and the information you've already set up for your bill. Biller Name Select From List		
2)	Choose Delete this biller.	What would you like to do? Add an automatic payment Set up reminders for this bill Update biller information Delete this biller		
3)	A prompt will appear, notifying you that any pending payments will be canceled if you delete the biller. To proceed, click OK.	ОК		

Messages

For questions about your Bill Pay transactions, use the Messages feature within the Bill Pay application. Note that these messages are answered by a separate team than your other ONPointe-related questions, so you should only use this feature for non-urgent questions specific to Bill Pay. For urgent Bill Pay matters, contact Business Bill Pay Support. For all other, non-Bill Payment questions, contact Old National Treasury Management through Messages in ONPointe Treasury or by phone.



2)	Your inbox will be displayed. From here, you can click Sent Messages to view messages you've previously created or you can create a new message by clicking Create Message.	Inbox Zent Messages O This page last the Business Bill Pay messages you have received. Click View to read a message. Click Sent Messages at the top of this page to view the messages and inquiries you have sent. Creats Message Creats Message Your inbox is empty. Status Sender Date Subject Action
3)	 To send a message, click Create Message. You will choose a reason from the Specific Reason drop-down box. Options include: Service Fee – Question about service fee (do not use this; instead, contact your Old National Treasury Management representative) Electronic Bills – General electronic bill question, comment or suggestion Electronic Bills – Inquiry about status of electronic bill service Electronic Bills – Electronic bill late or not received Messages – Response to message from customer service Export – Question about PFM Export Product – Unexpected behavior in the product 	Specific Reason
4)	Enter a custom subject line and compose your message. Click Send when complete. A representative from Bill Pay Support will reply within 1-2 business days.	Subject Message Send

Questions

For Business Bill Pay support, we have a dedicated support line that can assist with Business Bill Pay questions:

Hours: 7am – 1am ET / 6am – Midnight CT 7 Days a Week Phone: 844-699-1613



For all other questions regarding ONPointe Treasury, please contact Old National Bank Treasury Management Support.

Hours: 8am – 6pm ET/7am – 5pm CT Monday-Friday Phone: 800-844-1720 Email: tmsupport@oldnational.com



