

## PAYMENTS & TRANSFERS > BILL PAY

### Bill Pay

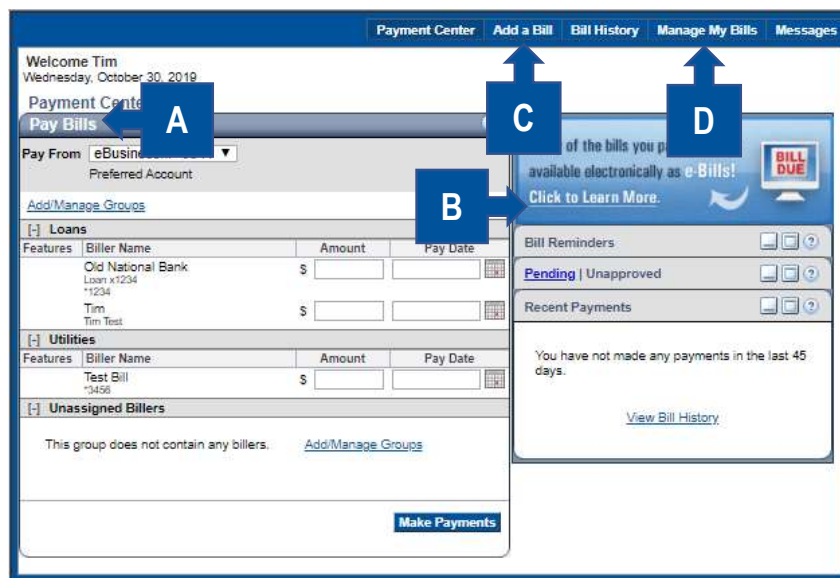
Bill Pay allows you to request a check or electronic payment be delivered to Billers from your Old National account. Billers may be a company or a person. When you add a new Biller, ONPointe Bill Pay will determine if that Biller has enrolled in electronic payment receipt. If they have, they will receive 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:


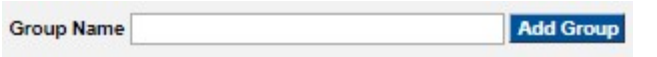
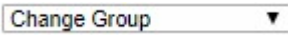
- Pay Bills:** View and quickly schedule bill payments for existing Billers.
- e-Bill Enrollment Instructions:** Learn how to replace paper bills with electronic bills.
- Add a Bill:** Set up a new Biller.
- Manage My Bills:** Edit or delete existing Billers.



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	<a href="#">Add/Manage Groups</a>
2) By default, Billers will be added to the Unassigned Billers group.	
3) To create a new group, enter the Group Name at the top of the screen and click Add Group.	
4) To change a Biller's group, click the Change Group drop-down box and choose a new group.	
5) To rename an existing group, click Rename Group to the right of the group name.	<a href="#">Rename Group</a>
6) To remove a group, click Remove Group to the right of the group name. Billers in this group will be re-assigned to the Unassigned Billers group.	<a href="#">Delete Group</a>
7) When finished, click Return to Payment Center.	<a href="#">Return to Payment Center</a>

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) Click Add a Bill in the menu bar.	<a href="#">Add a Bill</a>
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<p>2) Choose Company then click Continue to proceed.</p>	
<p>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."</p>	
<p>4) Your search results will appear. Click on the company name that matches your bill then click Continue. If you do not see a matching biller, click the link, "enter all the information for your bill."</p>	
<p>5) Enter a Nickname for the bill. This will appear in the Payment Center so you can easily identify which bill you are paying.</p>	
<p>6) Enter your account number with the Biller. Type it a second time in Confirm Account Number to ensure you entered the correct value.</p>	
<p>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.</p>	
<p>8) Click Add Bill to finish.</p>	
<p>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.</p>	

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.

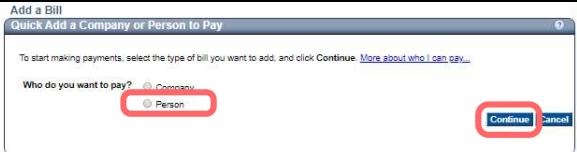


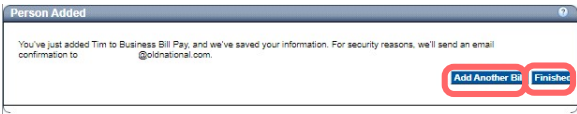
## Adding a Person as a Biller

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.

<p>1) Click Add a Bill in the menu bar.</p>	
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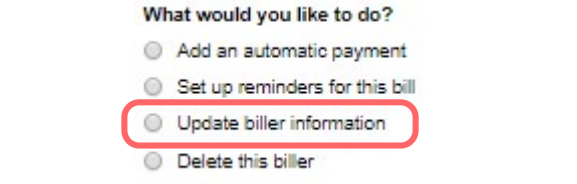
# ONPointe Treasury

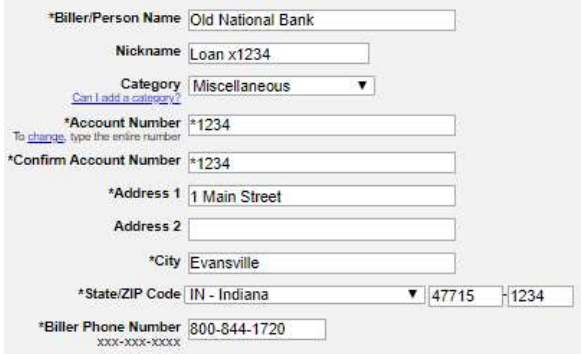
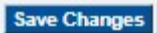


<p>2) Choose Person then click Continue to proceed.</p>	
<p>3) Enter the Biller's telephone number to search our database to search if they have enrolled as an electronic payee. Click Search to continue. If you prefer, you can bypass this step by manually entering the information from your bill by clicking the link, "enter all the information for your bill."</p>	
<p>4) Enter the required information for the Biller. Required fields are marked with an asterisk (*). Click Add Bill to continue.</p>	
<p>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.</p>	

## Manage My Bills

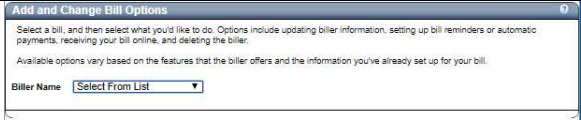
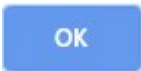
### Updating Biller Information

<p>1) Choose a Biller from the drop-down list.</p>	
<p>2) Choose Update biller information.</p>	

<p>3) Update the desired field(s) of information for the biller.</p>	
<p>4) Click Save Changes when finished.</p>	


## 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.


<p>1) Choose a Biller from the drop-down list.</p>	
<p>2) Choose Delete this biller.</p>	<p><b>What would you like to do?</b></p> <ul style="list-style-type: none"> <li><input type="radio"/> Add an automatic payment</li> <li><input type="radio"/> Set up reminders for this bill</li> <li><input type="radio"/> Update biller information</li> <li><input checked="" type="radio"/> Delete this biller</li> </ul>
<p>3) A prompt will appear, notifying you that any pending payments will be canceled if you delete the biller. To proceed, click OK.</p>	

## 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.

<p>1) Click Messages in the Navigation Bar.</p>	
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# ONPointe Treasury

<p>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.</p>	
<p>3) To send a message, click Create Message. You will choose a reason from the Specific Reason drop-down box. Options include:</p> <ul style="list-style-type: none"> <li>• Service Fee – Question about service fee (do not use this; instead, contact your Old National Treasury Management representative)</li> <li>• Electronic Bills – General electronic bill question, comment or suggestion</li> <li>• Electronic Bills – Inquiry about status of electronic bill service</li> <li>• Electronic Bills – Electronic bill late or not received</li> <li>• Messages – Response to message from customer service</li> <li>• Export – Question about PFM Export</li> <li>• Product – Unexpected behavior in the product</li> <li>• Other – Other question, comment or suggestion</li> </ul>	<p style="text-align: center;">Specific Reason</p>
<p>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.</p>	<p style="text-align: center;">Subject Message <b>Send</b></p>

## 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

# ONPointe Treasury

OLD  
NATIONAL  
BANK

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](mailto:tmsupport@oldnational.com)

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