

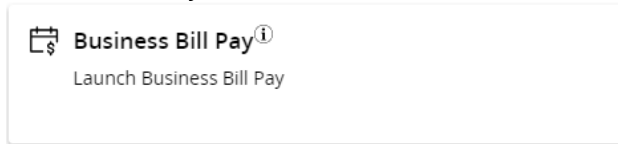
Business Online Banking Migration: Bill Pay Administration

Your business Bill Pay experience has been upgraded to give you more self-administration capabilities! Business Bill Pay activity, history and payees have been converted to the new system, along with users who were designated as a Bill Pay Admin. To complete business Bill Pay enrollment, the Admin must complete the following steps:

Questions beyond this information should be directed to the Customer Care Center (CCC) at 844-479-8502.

Bill Pay Admin Users

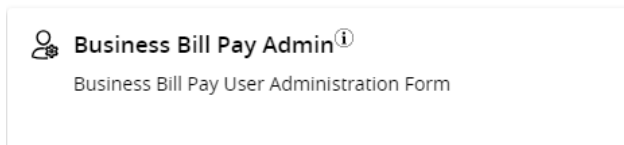
1. Log in to business online banking
2. Navigate to the Preferences & Settings menu, then click on the Business Bill Pay Admin tile
3. Click Submit
4. Access the Payments & Transfers menu, then click on the Business Bill Pay tile



5. A list of available Bill Pay funding accounts displays. Select at least one, then click Enroll in Bill Pay
6. Once enrollment is complete, the Business Bill Pay welcome page will display
7. Click Get Started button to launch Business Bill Pay service

Assigning Additional Bill Pay Users

1. After completing the above steps, navigate to the Preferences & Settings menu, then click on the Business Bill Pay Admin tile



2. Assign a role/authority level to each applicable user by accessing the dropdown menu and selecting Level 2 or 3. **Note:** See Frequently Asked Questions below.
3. Assign a funding account(s) to each applicable user by selecting the colored icons next to each account
4. Click Submit to save changes

Frequently Asked Questions

How do I know if I'm a Bill Pay Admin?

If you see the Business Bill Pay Admin tile under the Preferences & Settings menu, you are designated as the Bill Pay Admin.

I'm seeing an error when I click on the Business Bill Pay tile – what do I do?

Ensure that the Bill Pay Admin has completed the above steps granting access to the user. If the error persists, contact Bank OZK at 844-479-8502 for assistance.

I added an account via the Business Bill Pay Admin tile but I'm not seeing the account when I access Bill Pay. What happened?

Be sure to click Submit anytime you make changes via the Business Bill Pay Admin tile. Updates will not save unless Submit is clicked.

Can I delete the assigned Bill Pay Admin?

No! Deleting the Business Bill Pay admin will result in all users receiving an error message when attempting to access the service.

What do the roles/authority levels allow a user to do in business Bill Pay?

Access is detailed in the following chart:

Authority Level	Description	Access
Level 1 User (ECORP Senior Administrator) <i>Do not delete.</i>	The user who enrolled in the service and is ultimately responsible for the business account.	Full access to product functionality, including: <ul style="list-style-type: none"> ▪ Add, change, cancel, and approve payments, including automatic payments. ▪ Manage billers and electronic bills. ▪ Manage payment accounts. ▪ Unique access to manage administration option
Level 2 User	Users who have the authority to commit to expenditures and approve the disbursement of funds on behalf of the business.	Full access to product payment functionality, including. <ul style="list-style-type: none"> ▪ Add, change, cancel, and approve payments, including automatic payments. ▪ Manage billers and electronic bills. ▪ Manage payment accounts ▪ Level 2 users can manage their own information and the information for all Level 3 users.
Level 3 User	Users who have limited authority to commit to expenditures of behalf of the business.	Restricted access to product functionality, including: <ul style="list-style-type: none"> ▪ Add payments, which must be approved by a user of higher authority. ▪ Manage billers and electronic bills, but only when no pending payments exist that have already been approved. ▪ Manage payment accounts. ▪ Access to only manage their own information.