

BMO

Bill Payment Services

Product Transition Guide

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Bill Payment Services

Overview

When your Bank of the West business deposit accounts and cash management services convert to BMO, your Bank of the West Bill Payment services will transition to BMO Bill Payment services. This guide provides you with:

- Actions you need to take to use your new Bill Payment services after your accounts convert
- Important changes to your Bill Payment services
- Contacts and resources available to help you

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Bill Payment Services



Important dates and required action summary

Important dates and events	Action required?	Actions to take <i>Select the topic name to view more action details</i>
Change request freeze period: August 14, 2023 – September 4, 2023	Yes	Please do not make any changes to Bill Pay entitlements from August 14, 2023, through September 4, 2023 (Change request freeze period)
Conversion to Online Banking for Business: September 5, 2023	Yes	Begin using Online Banking for Business for Bill Pay activities

Important changes summary

Category	Impacted Items <i>Select the topic name to view change details</i>
Important changes to bill payment services	Authorized user list Billing fee posting Bill Pay cut-off times Bill Pay version 2.0 Payment limits Operational Freeze period

Key

 Required action	Required steps to ease your transition and limit disruption to your business.
 Additional support	Additional resources available to support your transition to new services.

Changes to Bill Pay services

Authorized user list

Beginning September 5, 2023, to manage authorized users go to Online Banking for Business and select **Administration > User Management > Manage Users**.



To learn more about managing users in Online Banking for Business, see: [How do I modify an Online Banking for Business user?](#)

We are migrating all your existing information within bill pay.

- Users
- Billers
- Scheduled payments
- Alerts
- Reminders
- Payment history (2 years)

Billing fee posting

Beginning September 5, 2023, if you exceed 20 bill payments per month you will be assessed a service charge. The service charge will be posted to your primary funding account on the fifth calendar day of the following month via an ACH Debit transaction with a description of "Bill Pay fee." If the fifth calendar day is a non-business day, the ACH Debit will be posted the next available business day.



If you use your primary funding account for ACH Positive Pay and there is an exception, you'll need to approve the payment to avoid suspension of your Bill Pay account.



If you need to change your primary funding account that's used for billing purposes, please contact your Relationship Manager.

Bill Pay version 2.0

Refer to [Bill Pay User Guide](#) to familiarize yourself with the new look and feel of the service; it closely resembles the previous service you used.

Bill Pay cut-off times

The Bill Pay cut-off time is 3 p.m. CT. If an electronic payment (ACH) is completed before 3 p.m. CT, it will post the next business day. If it is initiated after 3 p.m. CT, the payment will post in two business days.

Check payments submitted by 3 p.m. CT will be mailed the next business day and could take 4-5 days to reach the biller.

Payment limits

Beginning September 5, 2023, your bill payment limits are \$100,000 per transaction and \$250,000 per day.

The threshold for electronic payments is \$10,000 per transaction and \$30,000 per day.

Once the payments reach \$10,000 per transaction or \$30,000 per day, we'll send a check instead of an electronic payment.

Positive Pay - check number

If you have Positive Pay, you'll need to add the check number to your issue files to avoid an exception from occurring once the check is presented for payment.

Here's how to find the check number:

1. In Online Banking for Business, select the **Payments & Receivables** tab.
2. Under "Tax and Bill Payments", choose **Bill Payment**.
3. In the right-hand menu, under "Activity", select your payment.
4. Your check number will appear in the "Payment Details" window.

You can now add your check number to your issue file.



To learn more about payment limits, see:

[What are my bill payment limits?](#)

Change request freeze period

Please do not make any changes to Bill Pay entitlements in TreasuryNow or in Online Banking for Business from August 14, 2023, through September 4, 2023. Any changes to Bill Pay entitlements will not take effect.



Do not make any changes to Bill Pay entitlements between August 14, 2023, and September 4, 2023, in TreasuryNow or in Online Banking for Business.



Changes can be made in Online Banking for Business on or after September 5, 2023.

Additional resources summary

Topic	Resources
Migration information	Treasury and Payment Solutions for Bank of the West Customers
Support materials	Bill Payment Service - User Guide - US
Live support	<p>You may contact a Migration Specialist with any questions at 866-523-1663. Migration Specialists are available:</p> <ul style="list-style-type: none"> • May 15 – August 13, 2023: 8 a.m. – 7 p.m. CT • August 14 – October 6, 2023: 7 a.m. – 7 p.m. CT