

Welcome to Business Online Banking

Business Bill Pay

Payments & Transfers

PAYMENTS & TRANSFERS

**Business Billpay**

Linkout to Business Billpay

**Loan Payments**

Submit a Loan Payment

**Payments**

An advanced workflow to send or collect wire, ACH, and other one-time or recurring payments

**Transfer Funds****Tax Payments**

Pay federal or state taxes

ACCOUNT MANAGEMENT

**Billpay Administration**

Manage users and payment accounts for Business Billpay

**Online Banking Activity**

View & manage single and recurring transactions and mobile deposits

Business BillPay allows you to Manage users and payment accounts for Business Bill Pay. Located under Payments & Transfers menu.

Note: Only the BillPay Admin will have access to the BillPay Administration Tile.

[< Back to Home](#)

Bill Pay

Please select at least one account below to enroll in Bill Pay

ANALYSIS CHECKING 1111 \$608.42

ANALYSIS CHECKING 2222 \$611.78

[Cancel](#)[Enroll in Bill Pay](#)

Select one account you would like to use for Bill Payments

Bill Pay

Please select at least one account to pay with.



Enrollment Successful

You have successfully enrolled in Bill Pay.

[Continue to Bill Pay](#)

Once the Enrollment Successful message appears you are ready to move to the Bill Pay Administration tile to entitle additional accounts before you begin using Bill Pay.

Welcome to Online Bill Pay!

Why should I pay online?

Paying your business bills online can help make your accounts payable process more efficient and organized.

You can:

- make one-time payments.
- set up automatic payments for repeating bills.
- get bills delivered to you online.
- send detailed invoice information with your payments.

Click **Get Started** to begin paying your business bills online today.

New Features

More control over your accounts payable process. The Payment Center brings all the critical payment tasks to one central location to save you time and keep you organized.

Faster payments. The dynamic calendar shows you the earliest date the biller can receive your payment. Many payments can be made by the next day.

A simplified user interface. We've made it easier to receive and pay e-bills, set up automatic payments and reminders, sign up for email notifications, and more!

[Get Started](#) ▶

Business Bill Pay Customer Service can be reached at 1-877-656-1875 between the hours of 4:00 AM -

 [Security & Privacy](#)

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Click on Get Started and follow the steps on the screens.

Prior to setting up Payments, please go back to Payments & Transfer menu and click on BillPay Administration tile. See next page for details

Payments & Transfers

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Transfer Funds

Transfer between accounts



Tax Payments

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To set up additional funding accounts or to add a new user to initiate bill payments - click on Billpay Administration

ACCOUNT MANAGEMENT



Billpay Administration

Manage users and payment accounts for Business Billpay



Online Banking Activity

View & manage single and recurring transactions and mobile deposits

Bill Pay User Rights Administration

Usage guidelines:

- At least one funding account (the primary) must be selected for any user who is not unenrolled.
- Accounts must be revoked from regular users before they may be revoked from administrators.
- Accounts must be granted to the administrators before they may be granted to other users.
- **Changes do not take effect until you click "Submit".**
- The role to which the Admin user is assigned cannot be edited.
- In corporate banking, the bill pay functions are assigned by role.
- Some accounts cannot be removed from the list.

User data updated successfully

Admin/Role	Bill Pay Role	Funding Accounts
BANK OF HOPE USER	Admin	<input type="button" value="Select All"/> <input type="button" value="Deselect All"/>
admin role	Level 2	<input type="button" value="1111"/> <input type="button" value="2222"/>
Copy of admin role	Level 2 <input type="button" value="v"/>	
VIEW ONLY	Unenrolled <input type="button" value="v"/>	
<input type="button" value="Submit"/>		

This is the level 1 admin role. As the Bill Pay Admin click on the admin role to select the bill pay funding account(s). Then submit.

Please follow then next steps to add sub users. If no additional sub users are required skip to slide #18

Settings

MESSAGES & ALERTS



Alert Settings

Manage transaction, balance and security alerts

COMPANY ADMINISTRATION



Policies

Manage permissions for transactions, features & accounts at a company level



Manage Users

Add, modify or delete users



Manage User Roles

Assign or modify users roles and access

To add a new user to initiate bill payments click on Settings on the top menu bar then Manage Users

SECURITY



Update Password

Change your password for online banking



Update Login ID

Update your Login ID for online banking













Edit SAC Contacts

Update your delivery methods for your Secure Access

User Management

Search Users

Add User

User ▲	Email Address ▲	Role	Status ▲	Last login ▲	
		admin role	Active	4 days ago	
BANK OF HOPE USER	gilbert.carrillo@bankofhope.com	admin role	Active	6 minutes ago	
		Copy of admin role	Active	2 days ago	
		admin role	Active		
					
					
					
		Copy of admin role	Active	17 hours ago	
		admin role	Active	4 days ago	
		admin role	Active	4 hours ago	

Edit BANK OF HOPE USER

To edit the user(s) click on the pencil icon to the right of the user.

User Details

Status

Active

[Edit Status](#)

PERSONAL DETAILS

First Name

BANK OF HOPE

Last Name

USER

Email Address

gilbert.carrillo@bankofhope.com

Phone Country

United States

Phone

(626)625-5399

USER ROLE

[Manage User Roles](#)**Current Role**

admin role

[Update Role](#)

Click on Manage User Roles

USER LOGINS










Login Name	Channel	Status	Last Logon	Actions
q2gilbert	Internet	Normal	10/10/2025	⋮

User Roles ?

USER ROLE TEMPLATES ▼

USER ROLES

[Create Role](#)

Name [^]	Description	Status [^]	Users [^]	
Copy of admin role	jk test	Pending Approval	2	  
VIEW ONLY	ACCESS ACCOUNT VIEW ONLY	Active	5	  
admin role	None	Active	8	  

Create a new Role for each additional BillPay sub user



New User Role

Role Name

BillPay Role

Description (optional)

BillPay Access

Cancel

Ok

Create a NEW role
“ BillPay Role”. The Role
Name could be the sub user’s
name if you have more than
one sub user.

User Roles > BillPay Role 

User Role Policy 

Transactions **Features** Accounts

Under your new sub user role, click on features

Save

Filter: **All** Enabled Disabled

ACH Batch
Can view all transactions
Can Draft/Approve/Cancel
\$999,999,999,999.99

ACH BATCH Enabled

ACH Collection
Can view all transactions
Can Draft/Approve/Cancel
\$1,000.00

Rights Allowed Actions

View All 

ACH Pass Thru
Can view all transactions
Can Draft/Approve/Cancel
\$999,999,999,999.99

Approval Limits

	Maximum Amount	Maximum Count
Per Transaction	\$ 999,999,999,999.99	
Daily Per Account	\$ 999,999,999,999.99	999,999,999
Daily	\$ 998.00	999,999,999
Monthly	\$ 999,999,999,999.99	999,999,999

Domestic Wire
Can view all transactions
Can Draft/Approve/Cancel
\$1,000.00

EFTPS
Can view all transactions
Can Draft/Approve/Cancel
\$1,000.00

Funds Transfer
Can view all transactions
Can Draft/Approve/Cancel
\$99,999,999.00

International Wire

<input type="checkbox"/> Manage Recipients	<input type="checkbox"/> Manage Users
<input checked="" type="checkbox"/> Online Help Center	<input checked="" type="checkbox"/> User Guides
GENERATED TRANSACTION	
<input type="checkbox"/> Enable Multi-Transfer	<input type="checkbox"/> Enable Multi-Wire
CORPORATE	
<input type="checkbox"/> Enable SFTP File Delivery	<input checked="" type="checkbox"/> Information Reporting (0 of 20 selected)
	<input type="text" value=""/>
<input type="checkbox"/> Manage Company Policy	<input type="checkbox"/> Manage User Roles
ACH	
<input type="checkbox"/> Enable Same Day ACH Credits	<input type="checkbox"/> Enable Same Day ACH Debits
<input type="checkbox"/> Enable Same Day ACH Payroll	
SYSTEM VALUES	
<input type="checkbox"/> Enable SpendTrack Direct Sign-on Link	<input type="checkbox"/> SSO: eCustomerService SpendTrack
<input type="checkbox"/> feature.item.featureUser/CFBusinessBillPayAdmin	<input checked="" type="checkbox"/> feature.item.featureUser/CFBusinessBillPaySubUser
CUSTOM FEATURES	
<input type="checkbox"/> feature.item.featureGroupCustUser/AdvancedEstatementViewer	<input type="checkbox"/> feature.item.featureGroupCustUser/FiservRemittanceManager
<input type="checkbox"/> feature.item.featureGroupCustUser/LoanPaymentsTCT	
<input type="checkbox"/> feature.item.featureGroupCustUser/Member1	

Click on
Feature.item.featureUser/CV
BusinessBillPaySubUser.

Select any other related
features you would like the
user to access under this role.

Then click Save

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Transfer between accounts



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To set permissions for a new user to initiate bill payments click on Billpay Administration

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admin role	Level 2	<input type="button" value="Deselect All"/>
Copy of admin role	Level 2 <input type="button" value="v"/>	<input type="button" value="x"/> 1111
VIEW ONLY	Unenrolled <input type="button" value="v"/>	<input type="button" value="x"/> 2222
<input type="button" value="Submit"/>		

Level 2 users are also considered Admin users and have most of the same entitlements.

Level 3 users are non-Admin users whose primary purpose is to use Bill Pay. These users have no administrative authority.

Unenrolled - indicates the user is not enrolled in and has no access to Bill Pay.

Please select account(s) to fund the bill payments

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Admin/Role	Bill Pay Role
BANK OF HOPE USER	Admin
admin role	Level 2
Copy of admin role	Level 2 <input type="button" value="v"/>
VIEW ONLY	Unenrolled <input type="button" value="v"/>

Once the User data updated successfully appears,
the user may begin creating payees and payments
based on their permission

Welcome Bank Of Hope User
Friday, October 10, 2025

Payment Center

Pay Bills

Pay From *1111
Available Balance \$608.42

Before you can pay your bills, you must first add the companies and people you want to pay using Business Bill Pay. After you add your bills, they are listed here. You can make payments by entering an amount and date for each bill. To get started, you can [add a bill](#) now.

Click on add a bill and follow the steps on the screens to schedule add a bill payment

Bill Reminders

You can set up reminders to help you track when your bills are due. We alert you of any electronic versions of your bills you've set up too.

[Set Up Reminders](#)

Pending | Unapproved

You have no unapproved payments for the last 45 days at this time.

To view unapproved payments that are older than this, click the [View All Unapproved Payments](#) link.

[View All Unapproved Payments](#)

Recent Payments

You have not made any payments in the last 45 days.

[View Bill History](#)



Visit us at Bankofhope.com Business Banking for additional information

<https://www.bankofhope.com/business-banking>