



Business Bill Pay

User Guide

November 2020

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Business Bill Pay Overview

Making a payment has never been easier. Business Bill Pay is the online tool you can use to issue a payment to any person or business with a U.S. mailing address. From this single resource, you can save payee information for future payments, schedule recurring payments, easily review transaction information, upload payment information to various accounting software platforms, and more.

Features include:

- Integrated with City National Online
- Make payments online to any person or business with a U.S. mailing address
- Payments can be scheduled for the current business day or up to 12 months in advance (payments sent on business days only).
- Schedule recurring payments for any amount up to \$50,000.00
- Issue payments from up to 99 different accounts
- View 12 months history for all payments, including those that are approved or pending approval
- See pending transactions and make changes up to the scheduled payment date
- Mobile device access can enable payments to payees previously established through your desktop computer or laptop.

Benefits of Business Bill Pay

- Provides a simple, online method for issuing payments
- There is no complicated software or hardware installation
- You can store frequently used payee information to expedite the process for subsequent payments
- Automates your payment issuing process through scheduled future or recurring payments
- Offers a significant savings on the costs associated with printing and mailing checks

As described below, you are provided with the information you need to:

- create a new payee
- create single and multiple payments and approve payments
- access reports,
- set up alerts

To access the Bill Pay service, select the **Payments** menu and click **Bill Pay**

Learn Business Bill Pay with Video Training

Please refer to the Business Bill Pay Training Video, found [here](#):

<https://cnb.wistia.com/medias/hbc31a8pmz>

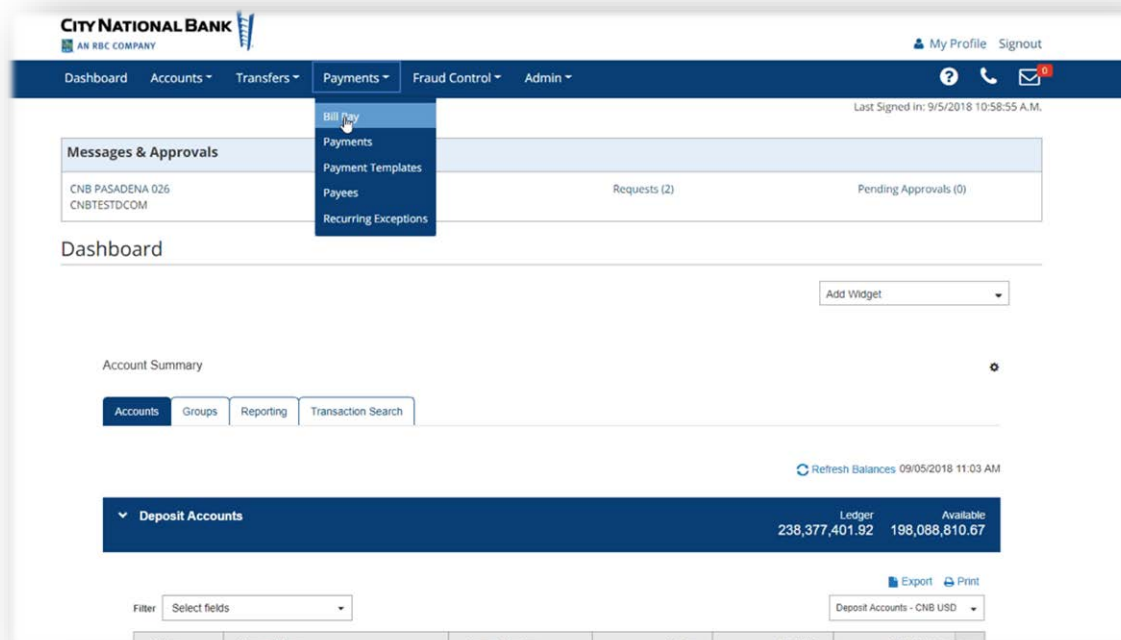
Comparison of Treasury Net/Business Online Bill Pay with Business Suite/Business Essentials Bill Pay

Users who have used Business Bill Pay with Treasury Net or Business Online will be pleased with features that are now available through City National Business Suite® or Business Essentials.

Business Bill Pay Updated Capabilities		
Functionality	Current (accessible through Treasury Net)	New (accessible through Business Suite)
User Administration	Separate user setup process	User setup is one streamlined workflow
User Registration/Activation	Required	Not Required
Payment Views	Multi-pay only	Single or multi-pay options
Funding account selection	Single funding account allowed for multi-pay submission	Allows varied funding accounts for multi-pay submission
Payment dashboard	Separate view for pending activity vs. payment initiation	Combined view of pending payments and payment initiation screen
Payee Search	Must select from payee list	Smart search from payee entry field
Payee setup options	Must first set up payee before first payment	Option to create payee with first payment initiation
Spending Report	Not available	New graphical spending report by payment category
Forecast Balance Worksheet	Not available	Forecast account balance with upcoming payment activity
Alerts Management	All Automated	Manage non-security alerts per user preference
Alert Recipients	Only provided to Admin	Available for all users
Payee List	Available from Payee Module	Available only from Multi-Pay Page

Accessing Bill Pay

1. To access the Bill Pay service, log in to the Business Online Portal as described in the General Overview User Guide. Select the **Payments** menu and click **Bill Pay**.
2. The main Bill Pay screen shows your upcoming payments and bill pay activity.



Adding Payees

To add a payee, proceed as follows:

1. Click on the **Pay someone new** hyperlink
2. On the **Pay someone new** screen that appears, select from a list of commonly used billers or enter a payee manually. (NOTE: Using commonly used billers, when available, ensures that the payment will be sent out electronically.)
3. Enter the name for the payee in the field at the right side of the screen, as shown below. Click **Add**.

The screenshot shows the City National Bank online banking interface. At the top, there's a navigation bar with links for Dashboard, Accounts, Transfers, Payments, Fraud Control, and Admin. A user profile link and a 'Signout' button are on the right. Below the navigation bar, the 'Bill Pay' section is active. A modal window titled 'Add a Person or Business to Pay' is open. This modal has two main sections: 'Add a Popular Biller in Your Area' and 'Enter Any Person or Business'. The first section lists various credit cards (American Express, Bank of America, Capital One, Chase, Citibank, Discover, Macy's) and utilities (AT&T, Charter Communications, City of Pasadena, Water & Power, Southern California Edison, Southern California Gas Company, Verizon Wireless). The second section has a text input field for entering a full name, with an 'Add' button next to it. A 'Close' button is at the bottom right of the modal.

4. Enter the billing information as shown below. NOTE: It is recommended that you enter a phone number for the payee in the event that there are any delivery

questions. The city and state auto populate when you enter the ZIP code.

The screenshot shows the City National Bank online portal. The top navigation bar includes links for Dashboard, Accounts, Transfers, Payments, Fraud Control, and Admin. A user is logged in, with a 'My Profile' link and a 'Signout' button. The main heading is 'Bill Pay'. A modal window titled 'Add a Person or Business to Pay' is open, displaying the following fields:

- Name: Joe the Gardener
- Nickname: Joe the Gardener
- Account number: 123456789
- ☐ Hide account number
- Address line 1: 350 So Grand Ave
- Address line 2: Attn: Terry
- Zip: 90071
- City: LOS ANGELES
- State: CA
- Phone: 2136739098
- Category: None

At the bottom of the modal are 'Cancel' and 'Confirm' buttons. The background shows a 'Pay someone new' section with a table of transactions.

5. Click the optional **Category** dropdown arrow and select the category. You can change the icon for easy identification. Click **Confirm** when complete.

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My Profile Signout

Dashboard Accounts Transfers Payments Fraud Control Admin

Last Signed in: 9/5/2018 10:58:55 A.M.

Bill Pay

Pay someone new

Pay to: Pay to: Pay to:

Add a Person or Business to Pay

Name: Joe the Gardener

Nickname: Joe the Gardener

Account number: 123456789

Address line 1: Add/Modify Category

Address line 2: None

City: Auto

State: Credit Card

Zip: email address

City: Btm school

State: Household

Phone: Miscellaneous

Category: Utilities

Category: None

Cancel Confirm

Confirmation: Add a Person or Business to Pay

✓ You have successfully added Jan the Gardener ... 6879.

You can now make payments to Jan the Gardener . 6879 in the payment area.

Did you know?

We can make it easier to pay Jan the Gardener ... 6879. Just pick the option that suits you best!

[Set up auto-pay](#)

Send payments automatically based on rules.

[Learn more...](#)

[Add reminder](#)

Remind yourself when a payment is due.

[Learn more...](#)

Add another biller Pay this biller

Making a Payment

1. From the **Bill Pay** menu bar, select the **Single Pay** option. Your payees will be displayed across the top of the Bill Pay screen.
2. Select the payee you wish to pay and enter or confirm the payment fields.

The screenshot shows the City National Bank Bill Pay interface. At the top, there's a navigation bar with links like Dashboard, Accounts, Transfers, Payments, Fraud Control, and Admin. Below this, the 'Bill Pay' section is active. A 'Pay someone new' button is visible. A list of payees is shown, including 'Treasury Online', 'Josephine the HOME', 'Joe the Gardener', and 'Jones Dry clea'. The 'Joe the Gardener' payee is selected. The payment form below shows 'Pay to:' as 'Joe the Gardener, ...6789', 'Pay from:' as 'BILL PAY ...0775', 'Category:' as 'Household', and 'Amount:' as '\$'. The 'Deliver by:' date is '09/11/18'. There are buttons for 'Cancel' and 'Make payment'. On the right, there's an 'Activity' section showing a table of payments.

Deliver By	Paid To	Amount
10/01	Josephine the PI HOME	200.00
09/28	Treasury Online ...6789	28.27

Total scheduled: \$228.27

Note: The payment method and delivery date are defined by the payee type. (If a payee is not in the Bill Pay System's commonly used billers list, payment will default to payment via check with the 5 business day date.) Payees that receive 50+ payments on a monthly basis (from all payors, not just your business) can be added to the vendor database maintained by the Business Bill Pay provider to establish electronic payment option instead of by check. Your payee must request this on their own behalf.

3. Choose a date to Deliver By. The field is defaulted to the earliest date that this payment can be made.

Electronic payments are delivered within two business days from the business day of the request (or from the first business day after a request made on

weekend or holiday), and check payments are delivered within 5 business days from the business day of the request.

- To expedite a check or electronic payment, click the **need to pay it faster** hyperlink. (Note: To request expedited payment, you must be entitled by your Administrator to do so. A convenience fee applies and is displayed on the screen to assist you.)

If you expedite payment before 1:00 p.m. Pacific Time, an electronic payment can be made the same day and a check payment can be delivered the next business day by FedEx.

Multiple Payments Setup

- To begin, click **Multi Pay**. Your upcoming bills are displayed. To filter the payments, click the **View** dropdown menu in the dark blue bar and select desired preference. Options are All Payments or view of payments due in 30, 60 or 90 days or you may create a custom view by clicking on **Manage Custom Views**. You may also sort by Pay To, Coming Due or Last Scheduled, in ascending or descending order, by clicking on the column hyperlink.

The screenshot shows the City National Bank Bill Pay interface. At the top, there's a navigation bar with links like Dashboard, Accounts, Transfers, Payments, Fraud Control, and Admin. Below this, the 'Bill Pay' section is active. It features a 'Pay someone new' button and a 'View' dropdown menu set to 'Due in 30 days'. A search bar for 'Find a biller' is also present. The main table lists upcoming payments with columns for 'Pay To', 'Coming Due', 'Last Scheduled', '\$ Amount', and 'Deliver By'. Two payments are listed: 'Treasury Online Banking T' and 'Josephine the Plumber'. To the right, an 'Activity' sidebar shows a history of payments, including 'Forecast your balance', 'All accounts', and a list of recent transactions with dates, payees, and amounts. At the bottom, a 'Total scheduled' amount of \$240.61 is displayed.

Pay To	Coming Due	Last Scheduled	\$ Amount	Deliver By
Treasury Online Banking T ...8789	20 days on 09/25/18	\$28.27 on 09/28/18		09/11/18
Josephine the Plumber ...HOME	21 days on 09/26/18	\$200.00 on 10/01/18		09/11/18
Total				

Buttons: Clear, Confirm all payments

Deliver By	Pay To	\$ Amount
10/01	Josephine the Plumber ...HOME	200.00
09/28	Treasury Online ...8789	28.27
09/11	Joe the Gardener ...8789	12.34

Total scheduled: \$240.61

- Enter an amount and delivery date for each payee.

Additional tools to help you make payments are:

- Create a custom view of the payment window
- Utilizing the note option to enter information, such as the invoice number or other notes about the payment

3. When complete, click **Confirm All payments**.

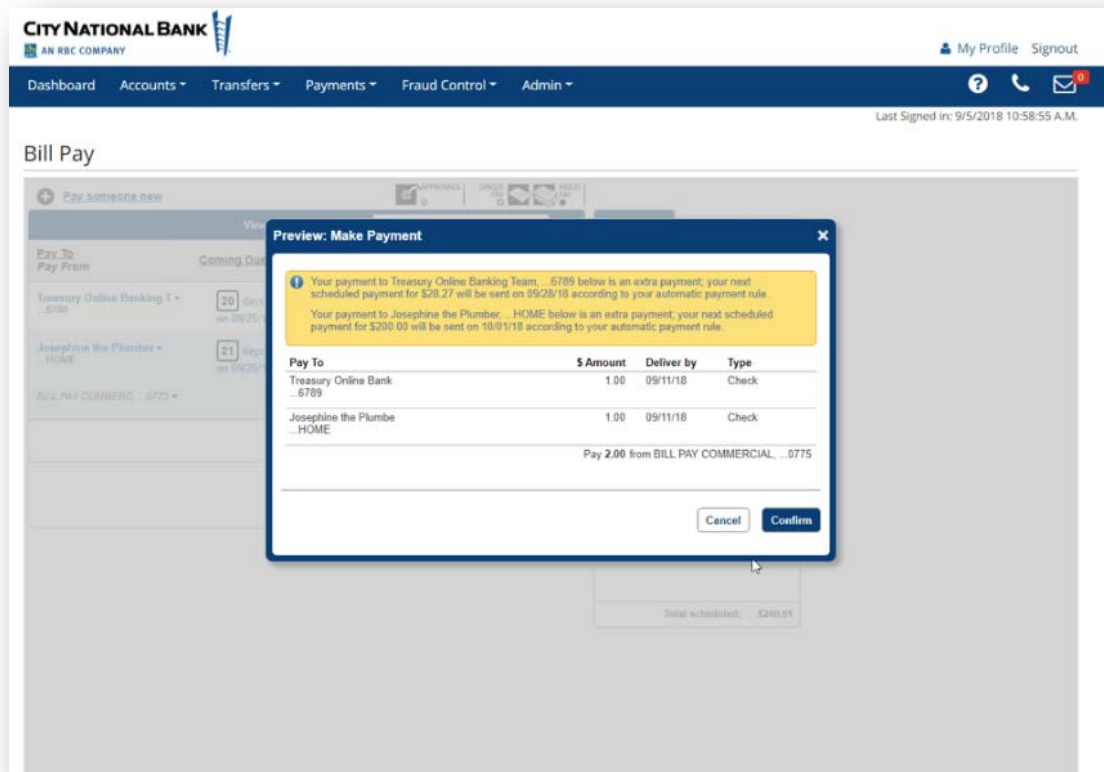
The screenshot shows the City National Bank Bill Pay interface. At the top, there's a navigation bar with links to Dashboard, Accounts, Transfers, Payments, Fraud Control, and Admin. Below this, the 'Bill Pay' section is active. It features a table of payments with columns for 'Pay To', 'Coming Due', 'Last Scheduled', '\$ Amount', and 'Deliver By'. The table lists three payments: 'Treasury Online Banking T', 'Josephine the Plumber', and 'BILL PAY COMMERC'. Each payment has a 'Coming Due' date and a 'Last Scheduled' date. The total amount is \$1.00. At the bottom of the table, there are 'Clear' and 'Confirm all payments' buttons. To the right of the table, there's an 'Activity' section with tabs for 'Activity', 'History', and 'More'. It shows a list of recent payments with columns for 'Deliver By', 'Paid To', and '\$ Amount'. The total scheduled amount is \$240.61.

Pay To	Coming Due	Last Scheduled	\$ Amount	Deliver By
Treasury Online Banking T ...6789	20 days on 09/25/18	\$28.27 on 09/28/18	1.00	09/11/18
Josephine the Plumber ...HOME	21 days on 09/26/18	\$200.00 on 10/01/18	1.00	09/11/18 (Check)
BILL PAY COMMERC, ...0775				
Total:			\$1.00	

Clear Confirm all payments

Deliver By	Paid To	\$ Amount
10/01	Josephine the Plumber ...HOME	200.00
09/28	Treasury Online ...6789	28.27
09/11	Joe the Gardener ...6789	12.34
Total scheduled:		\$240.61

4. Review the payments and click **Confirm**.



Note: Additional options are available for your payments. For example, you can add invoice information, make an extra payment, and more.

Timing of Debits and Payments

Payments are debited from your account on the scheduled delivery date for payments sent electronically. For payments issued by check, your account will be debited when the check is presented to City National Bank for payment. Checks are issued and mailed via USPS for delivery by or before the 5th business day after you submit the payment request. Be aware your account may be debited anytime it is presented to City National Bank for payment, which in some cases may be prior to the 5th business day after you submit the payment request.

Note: Clicking the **Options** link in the window showing your vendor/payee allows you to do the following, as allowed by your permissions in the system.

Bill Pay

Pay someone new

Organize by: Due In View: All Find a biller

Joe the Gardner 6789
2 scheduled payments
Auto-pay: 17 days

Newport News 5856
Scheduled: \$80.00 on 04/11/19

Sanford and So 2256
Scheduled:

T-Mobile 2787

Options -

- Pay
- Need to pay it faster?
- Set up auto-pay
- Add reminder
- View payment history
- Modify
- Delete
- Hide

Cancel Make payment

Pay to: Enter a person or business to pay ...

Pay from:

Category:

Activity History More

Forecast your balance Print

All accounts *

Deliver By	Paid To	\$ Amount
04/25	Joe the Gardner 6789	50.00
04/11	Joe the Gardner 6789	50.00
04/11	Newport News 5856	80.00
04/09	T-Mobile 2787	80.00

Total scheduled: \$260.00

- Add an invoice
- Designate a faster payment option (if available). You must have permissions established on the system to make this selection.
- Establish an auto pay process for this payee
- Add a reminder to alert you before a payment is due for that payee
- View the payment history for this payee

4. When complete, click **Make Payment**. Click **Confirm** upon reviewing the Preview window and click **Close** on the Confirmation window.

Preview: Make Payment

Pay To	\$ Amount	Deliver by	Type
Sanford and Son, ...2256	50.00	04/11/19	Check

Pay 50.00 from Payables, ...4238

Cancel Confirm

Confirmation: Make Payment

✓ The following payments were successfully scheduled. You can edit or cancel a payment until the payment begins to process by going to Scheduled Activity.

Pay To	\$ Amount	Deliver by	Type	Confirmation
Sanford and Son, ...2256	50.00	04/11/19	Check #9003	6BKBMZ84

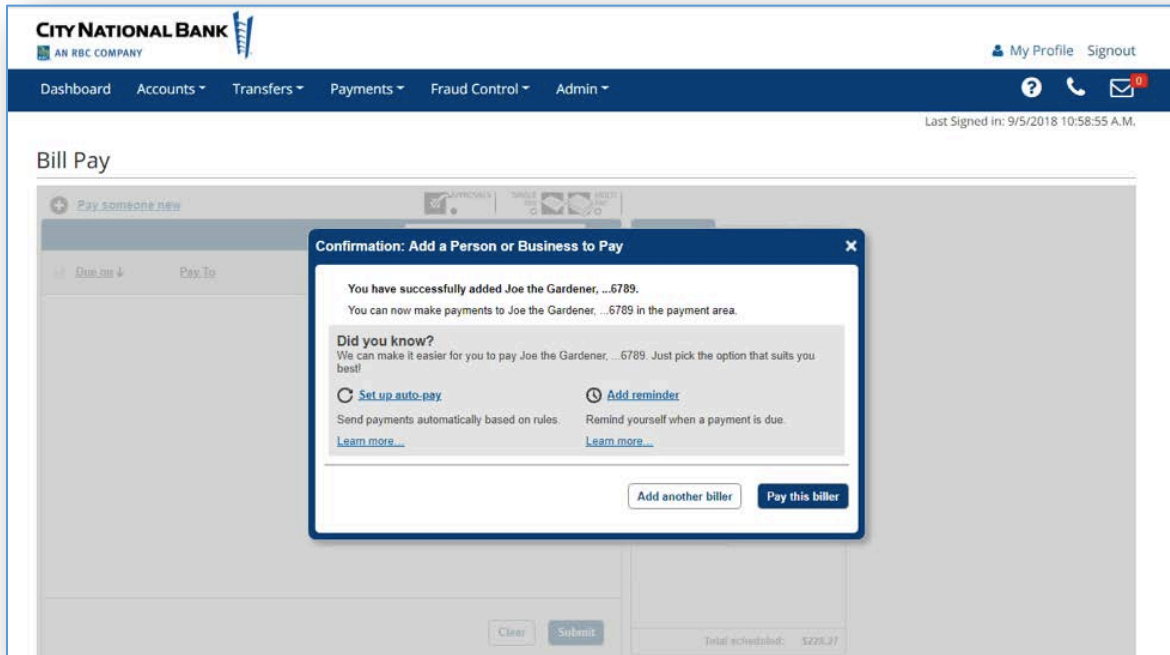
Pay 50.00 from Payables, ...4238

Close

Auto Pay and Payment Reminders

Auto Pay Setup

Auto Pay sends payments automatically based on the rules you define.



1. Select the account you will pay from and select **Auto-Pay** (it is in the drop down options, not on the default screen).
2. Enter the amount of the payment.
3. Select the frequency of this payment.
4. Specify the date when the first payment will be made and when the payments will stop.
5. Click **Save auto-pay options**, as shown in the screen below.

The screenshot shows the City National Bank Bill Pay interface. A modal window titled "Auto-Pay Options" is open, allowing the user to set up automatic payments. The modal includes the following fields and options:

- Pay from:** A dropdown menu showing "BILL PAY, ... 0775".
- Memo:** A text input field.
- Amount:** A text input field showing "\$ 2.00".
- Frequency:** A dropdown menu showing "Monthly".
- Start on:** A date picker showing "09/20/18".
- Continue payments:** Three radio button options:
 - ☒ Until I modify or cancel
 - ☐ Until MM/DD/YY
 - ☐ After payments
- Buttons:** "Don't save auto-pay option" and "Save auto-pay options".

The background shows a list of bills to pay, including "Treasury Online Banking T-...", "Josephine the Plumber", and "monthly servicing, ...7678".

Approving Payments

1. First, click **Approvals**.

The screenshot shows the City National Bank Bill Pay interface with the "Approvals" tab selected. A red arrow points to the "APPROVALS" tab in the top navigation bar. The main content area displays a table of payments requiring approval:

Pay To	Pay From	Last scheduled	\$ Amount	Deliver By
monthly servicing, ...7678	...	10 on 10/18		09/11/18 (Check)
BILL PAY COMMERC,			09/11/18
Treasury Online Bank,			09/11/18

Each row has a "Pay it faster?" link. The right sidebar contains links to "Reports", "Balance Worksheet", "Alert Preferences", "Add/Modify Categories", and "Funding Accounts".

2. All payments that require approval are displayed. Simply mark any of the payments you wish to approve.
3. When complete, click **Submit**.

The screenshot shows the 'Bill Pay' section of the City National Bank online portal. At the top, there's a navigation bar with links to Dashboard, Accounts, Transfers, Payments, Fraud Control, and Admin. Below this, the 'Bill Pay' title is followed by a '+ Pay someone new' button and a search bar labeled 'Find a biller'. A table lists four payments:

Due on 4	Pay To	Pay From	\$ Amount	Created By
09/26/18	John Smith Gardening Service, .reel	CNB MAN...07	60.00	03VIDEO USER
09/26/18	The Dance Studio,	CNB MAN...07	125.00	03VIDEO USER
09/27/18	Josephine the Plumber,	CNB MAN...07	20.00	03VIDEO USER
09/27/18	John Smith Gardening Service, .reel	CNB MAN...07	10.00	03VIDEO USER

At the bottom of the table are 'Clear' and 'Submit' buttons. To the right, there's a sidebar with tabs for 'Activity', 'History', and 'More'. The 'Activity' tab is active, showing a 'Forecast your balance' section and a table with columns 'Deliver By', 'Paid To', and '\$ Amount'.

4. Review the payments and click **Continue**.

This screenshot shows the same 'Bill Pay' interface, but with an 'Approval' modal window open over the payment list. The modal has a title 'Preview: Approval' and a sub-header 'Please review your approvals.' It contains a table with the following data:

Pay To	\$ Amount	Due Date	Deliver By	Type	Confirmation
Josephine the Plumber	20.00	09/27/18	09/27/18	Check	4
John Smith Gardening Service, .reel	10.00	09/27/18	09/27/18	Check	1
30.00 paid from CNB FOR CASH MANAGEMENT					

At the bottom of the modal are 'Cancel' and 'Continue' buttons. The background 'Bill Pay' interface is dimmed.

- **Note:** To the right of the Single Pay or Multi-Pay view, included are three tabs allowing for additional information on your Bill Pay system. These are described in the Bill Pay Reporting section below.

- Recent bill pay activity (See Bill Pay Reporting below)
- History of payments for this payee
- More
- Clicking the **More** tab on the side allows the following actions:
 - Reports – To choose from the reports available
 - Balance worksheet – Allowing for cash flow forecasting based on payments scheduled and the deposit account balances
 - Alert preferences – To change how alerts are presented to you
 - Add/modify categories – Allows you to group your payees and payments within default categories or create special categories you desire
 - Funding accounts – To select from funding accounts you have connected to your Bill Pay service

Bill Pay Reporting

1. The **Activity** tab shows the bill payments you scheduled today. The **History** tab shows a full history of all payments.

The screenshot displays the City National Bank Bill Pay interface. The 'Activity' tab is selected, showing a table of scheduled payments. A red arrow points to the 'Activity' tab. The table lists two payments: one to John Smith Garder for \$60.00 and another to The Dance Studio for \$125.00. The right sidebar shows a 'Forecast your balance' section with a table of scheduled payments.

Due on	Pay To	Pay From	\$ Amount	Created By
09/26/18	John Smith Garder		60.00	03VIDEO USER
09/26/18	The Dance Studio,		125.00	03VIDEO USER

Deliver By	Paid To	\$ Amount
08/27	Jessamine the PI	20.00
09/27	J. Smith Garder	10.00

Total scheduled: \$30.00

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Dashboard Accounts Transfers Payments Fraud Control Admin

Bill Pay

[+ Pay someone new](#)

View: Due in 30 days Find a biller

Pay To Pay From	Coming Due ↓	Last Scheduled	\$ Amount	Deliver By
Treasury Online Banking T ...6789	20 days on 09/25/18	2 scheduled payments		09/11/18
Josephine the Plumber ...HOME	21 days on 09/26/18	2 scheduled payments		09/11/18 (Check) Pay it faster?
BILL PAY COMMERC, ...0775				
Total:			\$0.00	

[Clear](#) [Confirm all payments](#)

Activity History More

[Create spending report](#) [Print](#)

View: 30 days All accounts

Deliver By ↑	Paid To	\$ Amount	Status
09/04	Treasury Online ...6789	300.00	Paid
08/31	Treasury Online ...6789	28.27	Paid
08/31	David's plumbing	200.00	Canceled
08/31	Josephine the Pl ...HOME	200.00	Paid
08/31	Treasury Online ...6789	300.00	Paid
08/31	Junes Dry cleane ...3885	2.00	Paid
08/31	Treasury Online ...6789	450.00	Paid
Total paid:		\$1,408.27	

- You can view payments that occurred in the last 30 days up to the last 12 months. The **More** tab provides access to additional Bill Pay reports.

Bill Pay

Pay someone new

View: Due in 30 days Find a biller

Pay To	Coming Due	Last Scheduled	\$ Amount	Deliver By
Treasury Online Banking T... ...6789	20 days on 09/25/18	2 scheduled payments		09/11/18
Josephine the Plumber ...HOME	21 days on 09/26/18	2 scheduled payments		09/11/18 (Check)
BILL PAY COMMERC...0775				
			Total:	\$0.00

Clear Confirm all payments

Activity History More

Create spending report Print

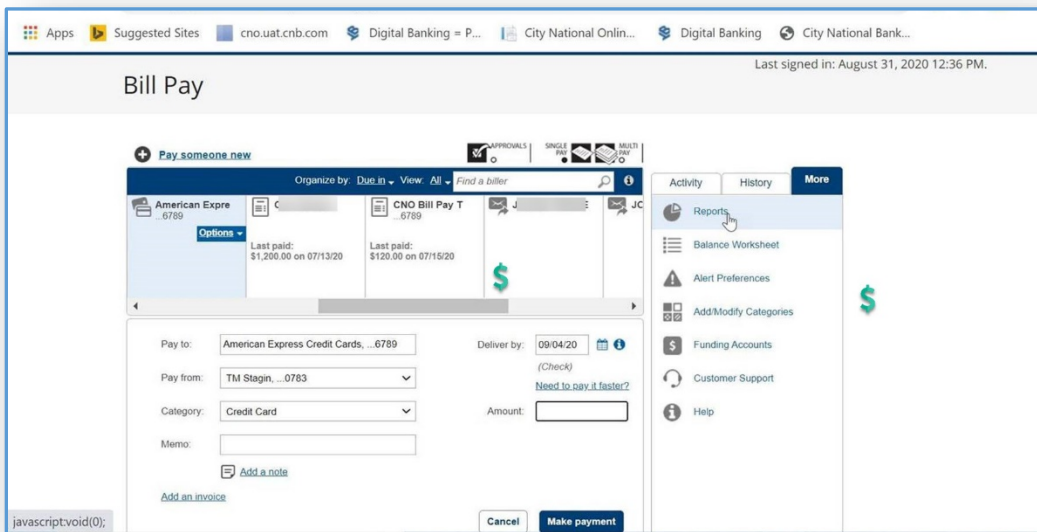
View: 30 days All accounts

Deliver By	\$ Amount	Status
09/04	300.00	Paid
08/31	28.27	Paid
08/31	200.00	Canceled
08/31	200.00	Paid
08/31	300.00	Paid
08/31	2.00	Paid
08/31	450.00	Paid
Total paid:		\$1,408.27

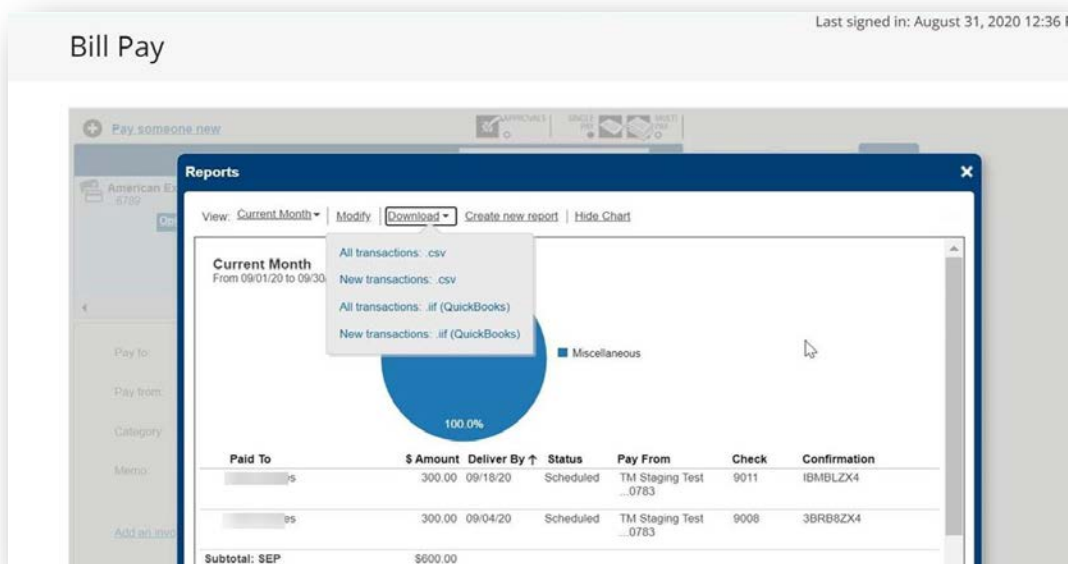
Downloading Reports and Information from Bill Pay

The following procedures allow you to download reporting from Business Bill Pay for your archive or reference purposes.

1. Click the **Reports** drop down on your Bill Pay screen, as shown below. The Reports popup screen will appear as shown below.



2. Choose your preferred download option from the **Download** dropdown menu, as shown below.



Payment Method Verification (Check vs. Electronic)

Bill Pay payments are generally transmitted to recipients by ACH, unless the payee does not have account information in the system, in which case, a check will be issued

by the offsite check payment service. Whether a payment can be stopped or cancelled is determined by whether the payment is sent via ACH or check. To determine how a payment was processed, proceed as follows:

1. Click on the **Activity** tab to the right of the Business Bill Pay screen.
2. Click the appropriate payment from the list of pending payments to display payment details.
3. Delivery Type will show as Check or Electronic.

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My Profile

Dashboard | Accounts | **Payments** | Admin

Bill Pay

Pay someone new

Organize by: Due in View: All Find a biller

Bill	Scheduled Payments	Auto-pay
TEAZALEA Test ...2020	6 scheduled payments	Auto-pay: 6 days
Pie City	2 scheduled payments	Auto-pay: 15 days
BBP Testing AZ ...2020	3 scheduled payments	Auto-pay: 27 days
Cake City	Last paid: \$0.02 on 08/06/20	Auto-pay: 36 days

Pay to: Enter a person or business to pay... Deliver by: MM/DD/YY

Activity History More

Forecast your balance Print

All accounts

Deliver By	Paid To	\$ Amount
09/25	BBP Testing AZAL ...2020	0.18
09/25	TEAZALEA Test Pa ...2020	0.15

Payment Details

BBP Testing AZAL ...2020

Amount: \$0.18

Paid from: TMTest Ac

Category: None

Deliver by: 09/25/20

Status: Scheduled

Confirmation number: 6BUCC6V3

Delivery type: Check

Check number: 8824

Address:

Auto-pay: Yes

Cancel payment Modify payment Close

Cancel Single/Recurring (automatic payments)

1. From the **Activity** tab, click on the appropriate payment to display the payment details.
2. For Single Payments click **Cancel payment** and **confirm**
3. For Recurring Payments click **Cancel payment**
 - a. Select **Cancel just this payment** to cancel one payment
 - b. Select **Cancel automatic rule** to cancel all recurring payments

Note: If a payment is sent electronically (via ACH), it cannot be stopped once processed.

The screenshot shows the City National Bank Bill Pay interface. The top navigation bar includes 'Dashboard', 'Accounts', 'Payments' (highlighted), and 'Admin'. The 'Bill Pay' section is active. Below the navigation bar, there's a 'Pay someone new' button and a search bar. The main area displays a list of payments organized by 'Due in' and 'View: All'. The 'Activity' tab is selected, showing a list of payments with columns for 'Deliver By', 'Paid To', and '\$ Amount'. The first payment is dated 09/25/2020 with an amount of 0.18. The second payment is dated 09/25/2020 with an amount of 0.15. The interface also shows '6 scheduled payments' and 'Auto-pay: 6 days' options.

The screenshot shows the City National Bank online payment interface. A 'Payment Details' modal window is open, displaying the following information:

- BBF** ...2020
- Amount:** \$0.18
- Paid from:** TMTest Ac
- Category:** None
- Deliver by:** 09/25/20
- Status:** Scheduled
- Confirmation number:** 6BUCC6V3
- Delivery type:** Check (highlighted in yellow)
- Check number:** 8824
- Address:** [Redacted]
- Auto-pay:** Yes

At the bottom of the modal, there are three buttons: 'Cancel payment', 'Modify payment', and 'Close'. The background shows a blurred view of the main payment page with fields for 'Pay to:', 'Pay from:', and 'Category:'.

Business Bill Pay Stop Payment Requests (Checks Only)

Clients who are enrolled in Business Bill may place stop payments online, using Business Suite or Business Essentials. Clients may request six (6)-months, two (2) years or a permanent stop payment, per single item or a range of up to 10 checks. Fees vary according to duration. To request a stop payment for a range larger than 10 checks, clients must contact the Client Contact Center or visit a Branch.

Note: THE BANK DOES NOT ACCEPT STOP PAYMENT REQUESTS FOR ELECTRONIC PAYMENTS (ACH).

Business Suite Stop Payments

To place a stop payment for a check(s) online using **Business Suite** the client must:

1. Sign onto Business Suite and click **Accounts** from the top navigation menu.
2. Click **Stop Pay Requests**.
3. Click **Add Stop Payment Request**.
4. Select the appropriate account and complete the appropriate fields.
5. Click **Save**.
6. Confirmation message will display when completed successfully. (Request may require an approval if the client company is setup with Single Approval not Allowed.)

Business Essentials Stop Payments

To place a stop payment for a check(s) online using **Business Essentials** the client must:

1. Sign onto Business Essentials and click **Stop Pay Requests** from the **Account Services** menu.
2. Click **Add Stop Payment Request**.
3. Select the appropriate account and complete the appropriate fields.
4. Click **Save**.
5. Confirmation message will display when completed successfully.

Standard stop payment charge(s) will be assessed according to the **Business Suite** or **Business Essentials** applicable Fee Schedule. Clients can view active stop payments from the Stop Payment Request list view or by clicking **Checks and Stops Inquiry** from the **Accounts** menu to search for a specific stop payment or range.