

KeyBank Business Online

Pay with ACH Service

EXTERNAL USER GUIDE



Table of Contents

Ι.	INTRODUCTION	2
п.	ENROLLMENT IN PAY WITH ACH SERVICE	2
А.	Steps To Enroll in Pay with ACH Service	3
В.	ACTIVATION OF PAY WITH ACH SERVICE	8
III.	UNENROLLMENT FROM PAY WITH ACH SERVICE	9
A.	STEPS TO UNENROLL FROM ACH	9
В.	INACTIVATION OF PAY WITH ACH SERVICE	12
IV.	MANAGE PAY WITH ACH SERVICE	12
Α.	Steps To Manage Sub User/s for Pay with ACH Service	13
B.	Steps To Manage Billing and Transaction Account/s for Pay with ACH Service	16



I. Introduction

Business clients have a capability to originate ACH (Automated Clearing House) electronic payments on KBBO. ACH payments daily transfer aggregated limit is \$100,000 at company Level per business day. Administrator of Business/Company from KBBO can:

- <u>Enrollment in Pay with ACH Service</u>: Enroll Admin and/or Sub-Users of a Business/Company for Pay with ACH
- <u>Unenrollment from Pay with ACH Service</u>: Unenroll Business/Company from Pay with ACH
- <u>Manage Pay with ACH Service</u>: Adding/removing Sub Users, Editing Billing and/or Transaction Account

KBBO Client can make three types of ACH payments:

- CCD (Cash Concentration or Disbursement) Business to Business Payments
- PPD (Prearranged Payment and Deposit Entry) Business to Personal Payments
- Tax Payments Business to IRS

ACH channel payments are processed at below times on a business day, to be delivered the next business day. Same Day ACH Payments are available until 3:00pm for an additional fee:

- 6:30am
- 9:00am
- 11:00am
- 1:00pm
- 3:00pm
- 6:30pm
- 8:00pm

For the Payments that are originated from Pay with ACH service:

- Funds are withdrawn from the Transaction account the date the payment is released.
- Funds are processed same day and delivered to the receiver by the value date indicated in the payment.
- Available balance in Transaction account is updated when the payment is processed.
- Ledger balance in Transaction account is updated the day after the payment is sent.

II. Enrollment in Pay with ACH Service

To Enroll in Pay with ACH service, an Admin of a Business/Company sends a request to enroll in ACH payment service from KBBO. Once request is received, it takes up to 10 business days for set up.

**Note: An Administrator can enroll itself or a Sub User of the company in Pay with ACH. If there are multiple Administrators in a Business/Company, then each Administrator must Enroll itself in Pay with ACH



A. <u>Steps To Enroll in Pay with ACH Service</u>

1. Login to KBBO

The Dashboard Screen Appears

2. From the top bar Click on Pay and Transfer Tab and, then Select Pay with ACH from Dropdown

i. If Administrator has Logged in KBBO with Verification/Second authentication as Security Question, then Pay with ACH page will not be displayed, and the Administrator will be prompted by the system for One-Time passcode Verification

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	For added security, we'll need to wells your identity with time personale.	1.000-		
	One-Time Rosscode			
	Neverteept Col. on at 1-800-588-3907 or T20/T7Y: 1-80 8100.	0.539		

- If Administrator Clicks Cancel on One-Time Passcode window, then system will take them back to Dashboard page
- If Administrator Clicks one-time passcode, then System will prompt user to follow One-Time passcode authentication.
- ii. If Administrator has Logged in KBBO with Verification/Second Authentication as one time passcode or successfully authenticated as described in above step, then Enroll in Pay with ACH page will be displayed. Click on Continue

Keybank V A		open a new Account + Q 4 W algn of
Accounts Pay & Transfer	✓ Business Solutions ✓ Tools ✓	Customer Service Feedback
< Back to My Account		
	Enroll in Pay with ACH	
	Pay employees, vendors and taxes quickly and securely.	
	The Automated Clavaring House (ACH Network is an electronic payments network that allows funds to be electronically credited to any checking or avaring account in the United States at any Financial Institution. The ACH Network is the backbone for the electronic movement of momey, providing a state, secure, reliable network for direct consumer and business payments. ACH payments are faster and more cost efficient than printing and mailing checks. Paying with ACH allows payments to be tracked and allows sender to determine the exact date the receiver is to receive the payment.	
	(CCD). Addenda may be included with CCD such as invoice #.	
	Same day payments (may incur an extra charge). Learn more about ACH fees.	
	Enrollment may take up to 10 business days to process.	
	Continue	

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iii.



3. Read and Accept Pay with ACH Terms and Condition and then Click Next

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**Note: The Administrator can also choose to Download the Disclosures by clicking Download. If Administrator clicks Exit Application, then the Administrator will be taken back to Account Summary Page

4. Choose Billing Account for ACH and Click Next

Administrator will be given an option to Choose Billing Account from the Company and Accounts in their profile that are eligible for ACH Billing. The Ineligible Companies Accounts will be displayed but grayed out by system for Selection. Also, a Link for Pay with ACH fees will be presented

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Terms & Conditions	Billing	Accounts	Sub-Users	Review	Confirmation	
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Which a	ccounts would	d you like to mak	ACH payments	from?	nte latar	
may take a	in additional 10 bus	siness days to process.	ni you make a paymen	t rom. Adding accou		
Кеува	ank Basic Business (Checking - 0101				
Key Busines	ts Silver MM Savings	i - 3333				
Some accounts are not eligible	to enroll, Learn M	ore				

****Note:** If Business/Company has multiple Administrators and if Administrator that first enrolled in Pay with ACH and has selected Billing Account, then the Administrator enrolling later will not be presented to select Billing Account

5. Choose Transaction Account for ACH and Click Next

Administrator will be given an option to Choose Account from the Company and Accounts in their profile that are eligible to originate ACH payments. The Ineligible Companies Accounts will be displayed but grayed out by system for Selection. Administrator can choose to make selection of Billing and Transaction Account to be same account.



< Back to My Account							
	Terms & Conditions	Billing	Accounts	Sub-Users	Review	Confirmation	
	Which a Each ACH may take	accounts would I transaction incurs a an additional 10 busi PANY	d you like to make a fee against the accou iness days to process.	e ACH payments 1 nt you make a payment	rom? from. Adding accour	its later	
	Key Busine	3ank Basic Business C	- 3333				
	Some accounts are not eligible	ie to enroll, Learn Mc	pre			Back Next	

6. Grant Access to Sub Users for Pay with ACH and Select Next

This is an optional step:

- If there are Sub Users in Company, then Administrator will be given an option to grant access to Sub Users. It is not Mandatory to grant access to Sub User for Pay with ACH
- If there are no Sub Users in Company, then Administrator will not be displayed with below Page
 Clack to My Access?

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Which a Sub-users new users	ub-users woul must have permissi later may take 10 o	Id you like to gra ion to access an acco x more business days	nt access for mak unt and to make payme to process.	ing ACH payme nts to use ACH. Add	ints? na	
A Key	Bank Basic Busir	ness Checking - 010	•			
Carl Text	Name					
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That	Nare					



7. Review and Select Next

Administrator can Review and Edit the information entered on:

- Billing Account Page for Pay with ACH
- Payment Account Page for Pay with ACH
- Grant Access to Sub User

KeyBank 🖓 🛪			Open a New Account + Q Q Sign Off
Accounts Pay & Transfer \checkmark Business Solutions \checkmark	Tools ~		Customer Service Feedback
K Back to My Account			
	Terms & Conditions Billing Accounts Sub-Users	Review Confirmation	
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		1	
	Let's review your ACH enrollment selections.		
	Billing Account Er	iit Ø	
	KeyBank Basic Business Checking - 0303		
	ACH Enrolled Accounts Er	it I	
	KeyBank Basic Business Checking - 0404		
	Sub-Users e.	. 1 .	

8. Confirmation Page

System will Confirm that Pay with ACH enrollment has been Submitted.





B. Activation of Pay with ACH Service

1. Administrator/s and Sub-User/s will get an email notification once their enrollment request is complete.

rel Your account ending in 0404 is now enrolled in Pay with
Sign On
excited for you to start using Pay with ACH, including these new, ced features.
Ability to customize ACH views within the module
Improved Same-Day ACH
Significant improvements to custom reporting options
etp getting started? Check out our guide to ACH and Pay with ACH
videos. Or reach out to us by calling 1-800-539-9093 and use Option 2
lerence code XXXXXXX. For TDD/TTY device, please call 539-6336.
lidn't set up Pay with ACH and are wondering why you got this notification, contact us right away.

2. Administrator login KBBO \rightarrow From the top bar Clicks on Pay and Transfer Tab \rightarrow Select Pay with ACH from Dropdown \rightarrow Pay with ACH Hub page is displayed:

KeyBank 🔷 🛪		Open a New Account +	Q. D. (Sign Off
Accounts Pay & Transfer V	Business Solutions V Tools V	c	ustomer Service Feedback
C Back to My Account			
	Pay with ACH Pay employees, vendors and taxes outday and securely.		
	Manage settings Go to Dashboard		
	Which account would you like to manage?		
	Companies		
	TEST COMPANY NAME	~	
	Some accounts are not eligible to enroit. Learn more		

3. Administrator Clicks on Go to Dashboard button \rightarrow they will be displayed with Pay with ACH screen to originate their ACH transactions



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****Note:** After the enrollment request has been submitted and activation email notification has not been received by Administrator/s and/or Sub-User/s, then meanwhile Administrator/s and/or Sub-User/s will see Pending Activation Screen when they click Pay with ACH,

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Keylbark 🖓 1mil 8.40	***		
Automatic Pay & Transfer - B	uniona Balaitano - Taula -		
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		AGH Excelement Pserding	
		libries still princessing your ADH membrani. Presse scienti, kanis sume.	
		Back in My Account	

III. Unenrollment from Pay with ACH Service

To Unenroll in Pay with ACH service, an Admin of a Business/Company sends a request to unenroll in ACH payment service from KBBO. Unenroll from Pay with ACH removes all the Accounts, all the Administrators (if Business/Company has multiple Admins) and all the Sub users from the Pay with ACH service.

A. <u>Steps To Unenroll from ACH</u>

1. Login to KBBO

The Dashboard Screen Appears

2. From the top bar Click on Pay and Transfer Tab and, then Select Pay with ACH from Dropdown



 If Administrator has Logged in KBBO with Verification/Second authentication as Security Question, then Pay with ACH page will not be displayed, and the Administrator will be prompted by the system for One-Time passcode Verification

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	Automa	Canal			
	For atched security, we'll need to write time prescoils.	your identify with a one-			
	Over-Time Passo				
	Newsmarth Colice at 1-800-588-2877 - 8108	or TDO/TTY: 1-800-529-			

- If Administrator Clicks Cancel on One-Time Passcode window, then system will take them back to Dashboard page
- If Administrator Clicks one-time passcode, then System will prompt user to follow One-Time passcode authentication.
- If Administrator has Logged in KBBO with Verification/Second Authentication as one time passcode or successfully authenticated as described in above step, then Pay with ACH page will be displayed. Click on Manage Settings

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counts Pay & Transfer ~	Business Solutions V Tools V		Customer Service Feedba
lack to My Account			
	Pay with ACH		
	Pay employees, vendors and taxes quickly and securely.		
	Manage settings Go to Dashboard		
	Which account would you like to mana	age?	
	Companies		
	TEST COMPANY NAME	~	
	Some accounts are not eligible to enroll. Learn mo	0.02	

3. Select Remove Pay with ACH



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oouning i Pay a manaler o Business Solutions o To		
ack to My Account		
	Mangage the accounts you're using fo	r ACH.
	Select edit to remove or add accounts.	*
	Updates may take up to 10 business days to process. Pendin removed accounts remain active until we've processed your r	g and scheduled payments for equest.
	Billing Account	Edit Ø
	Key Business Reward Checking - 0101	
	ACH Enrolled Accounts	Edit Ø
	Key Business Reward Checking - 0202	
	Don't want to use Pay with ACH anymore?	
	You can remove Pay with ACH service from your profile below before your accounts are unenrolled.	r. It may take up to 10 business days

4. Confirm Selection

A Pop-up will be displayed to confirm the Selection

Select edit to re	emove or add accounts.		
Updates may take u removed accounts	p to 10 business days to process. Pending and scheduled particular	yments for	
Billing Account	Remove Pay with ACH	Edit Ø	
KeyBank Basic Bu	Are you sure you want to remove the Pay with ACH service? Please note any pending or scheduled payments planned by you or sub-users will remain active until the		
ACH Enrolled Accou	request is processed, which could take up to 10 days.	Edit 🥖	
KeyBank Basic Bu	Never Mind Yes I'm Sure		
Don't want to u	se Pay with ACH anymore?		
You can remove Pay before your account	y with ACH service from your profile below. It may take up to take up to the sare unenrolled.	10 business days	

5. Confirmation Page

System will Confirm that Pay with ACH Unenrollment has been Submitted

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damaria PayA.Tanoite - Basiron Asialam - Sain -			Contente Device	Persilant
C Black to By Automat				
	You've successfully removed Pay with ACH. Period and photoat payments for an early account server, active, with individual processed your request, while early large to 12 area.			
	Thesis is Automati Theorem			



B. Inactivation of Pay with ACH Service

**Note:

• After request for Unenrollment is submitted the Administrator will not be able to access Pay with ACH Service

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Booluntill Pay & Taandar v. Baamaa Bahdoon v. Toats v.	Culturies Bendlock
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ACH Granvallmant P	anding
Write titl processing your AC Phase check task	ef comonalitations.
Bank to Bly Asso	

• The Administrator will be displayed with Enroll in Pay with ACH screen after Unenroll setup is Complete

KeyBank 🗸 🛪		Open a New Account +	u u w	Sign Off
Accounts Pay & Transfer V Busines	s Solutions 🗸 Tools 🗸		Sustomer Service	Feedback
C Back to My Account				
E	nroll in Pay with ACH employees, vendors and taxes quickly and securely.			
Thi main for for con to to	Automated Clearing House (ACH) Network is an electronic payments network allows funds to be electronically credited to any checking or awings account he londed States any Financial Institution. The ACH Network is the backbone the electronic movement of money, providing a safe, secure, reliable network direct consumer and business payments. ACH payments are faster and more at efficient than printing and maling checks. Paying with ACH allows payments be tracked and allows sender to determine the exact date the receiver is to elive the payment.			
• ;	Consumer Payments and Payroll (PPD). Corporate Vendor Payments Taxes CCD). Addenda may be included with CCD such as invoice ≢.			
• 5	ame day payments (may incur an extra charge). Learn more about ACH fees.			
• •	nrollment may take up to 10 business days to process.			
	Continue			

IV. Manage Pay with ACH Service

Administrator can request changes to ACH payment service after setup, such as adding or removing Sub User users who have access or changing the ACH billing or payment accounts. When a client requests maintenance, it can take up to 10 business days for the changes to be completed.

- If a Business/Company has multiple Administrators, then one administrator cannot enroll another Administrator to Pay with ACH service. Every Administrator must self-enroll in Pay with ACH
- An action taken by the Admin to either add or remove Billing and/or Transactional account is at the Company level. Once set up is completed by the bank the changes will be reflected in all the Admins and/or Sub Users profiles who have access to the DDA accounts



- Only Active Sub-User can be Edited by Administrator for Pay with ACH Service
- Sub-User with no access to Pay with ACH Service will be displayed with below screen, when they Select Pay with ACH



• Sub-User with access to Pay with ACH Service will be displayed with below screen, when they Select Pay with ACH

KeyBank 🖓 🛪		Open a New Account +	QQQ	Sign Off
ccounts Pay & Transfor ~	Business Solutions 🗸 Tools 🗸		Customer Service	Feedback
Back to My Account				
	Pay with ACH			
	Pay employees, vendors and taxes quickly and securely.			
	Manage settings Go to Deshboard			
	Which account would you like to manage?			
	Companies			
	TEST COMPANY NAME	~		
	Some accounts are not eligible to erroll. Learn more			

A. <u>Steps To Manage Sub User/s for Pay with ACH Service</u>

1. Login to KBBO

The Dashboard Screen Appears

2. From the top bar, select Tools, then Click Manage Access \rightarrow Manage Sub-User



Accounts.	Pay I Turcher -	manage Bristory -	Tasta A	
	C Bank in	Me teased Manage / Add and mane Add multiple saler Add multiple saler Add multiple saler Add sale for an and Add for an an and Add for an an and Add for an	Norma Kone Usingi Dorom Antonio Antonio Rome Per Tana Martina	niterousu 3
		Turn OF Manager Turnered at task care	Anamai 6 and they access.	2

3. Manage Sub-User Screen is Displayed

- i. Select the Active Sub-user from Active Sub-user list
- ii. Review Sub-user information Page is displayed
- iii. Click Edit Account Permission



iv. System will direct to the Account Permission page

	View checks, statements, and more.	FULL ACCESS	
ř	Payments & Transfers Manage transactions between KeyBa accounts.	FULL ACCESS	
Ý	Bill Pay Make bill payments.	FULL ACCESS	
Ý	Pay with ACH Make bill payments with ACH.	FULL ACCESS	

v. Select Pay with ACH and Add/Remove Sub User from Pay with ACH service



`	Pay with ACH NO ACCESS Make bill payments with ACH.
Se	lect the accounts from which the sub-user can send H payments.
Th	is lets the sub-user make payments using the Pay with H service.
•	Sub-users must have permission to access an account and make transfers to use Pay with ACH.
•	Each ACH transaction incurs a fee drawn from the account that made the transfer.
Pa bu	y with ACH permission for sub-users may take up to 10 siness days to process.
Th ha the	e accounts displayed below are accounts the sub-user s permission to access and are registered for use with Pay with ACH service.
lf y	ou do not see the account you want listed below:
•	Ensure you have given the sub-user access to the account. See Account Permissions.
•	Ensure you have the account added to the Pay with ACH service.
м	JSTARD STREET CONSTRUCTION
_	TEST COMPANY NAME - 0101

vi. Click Review Changes Action Button on Right side bottom of the Page

′	Account Requests View checks, statements, and more.	FULL ACCESS	
~	Payments & Transfers Manage transactions between KeyBa accounts.	FULL ADDESS	
~	Bill Pay Make bil payments.	FULL ACCESS	
Ŷ	Pay with ACH Make bill payments with ACH.	FULL ADDESS	

vii. Review Sub-User permission page is displayed. Review and Click Submit

Submit

Review Changes

	Account Requests View checks, statements, and more.	FULL ACCESS
	Payments & Transfers Manage transactions between KeyBank accounts.	FURL ACCESS
	Bill Pay Make bill payments.	FULL ACCESS
	Pay with ACH Make bill payments with ACH.	TIRL ACCESS
ε	ST COMPANY	
	Test Company - 0808	



viii. Review Sub-user Information Access page is displayed and will reflect the updated changes

****Note:** Once a client requests to add Sub user to Pay with ACH service it submitted, it will take up to 10 business days for the changes to be completed.



B. <u>Steps To Manage Billing and Transaction Account/s for Pay with ACH</u> Service

1. Login to KBBO

The Dashboard Screen Appears

2. From the top bar Click on Pay and Transfer Tab and, then Select Pay with ACH from Dropdown

KeyBank 🖓 🛪		Open a New Account +	Q.Q. (D) Sign Off
Accounts Pay & Transfer ~	Business Solutions V Tools V		Customer Sorvice Feedback
C Back to My Account			
	Pay with ACH		
	Pay employees, vendors and taxes quickly and securely.		
	Matage settings Go to Dashboard		
	Which account would you like to manage?		
	Companies		
	TEST COMPANY NAME	~	
	Some accounts are not eligible to entiti. Lean more		

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Page 16 Need Help or Have Questions? Call Customer Service:1-888-588-3977



3. Select Manage Settings

KeyBank 🔶 🛪 Small Business			Open a New Account +
Accounts Pay & Transfer ∨ Business Solutions ∨ Tools ∨			
< Back to My Account			
	Mangage the accounts you're using for ACH.		
	Select edit to remove or add accounts.		•
	Updates may take up to 10 business days to process. Pending and scheduled payments removed accounts remain active until we've processed your request.	for	
	Billing Account	Edit 🖉	
	Key Business Reward Checking - 0101		
	ACH Enrolled Accounts	Edit 🖉	
	Key Business Reward Checking - 0202		÷
	Don't want to use Pay with ACH anymore?	and the	
	rou can remove ray with AUH service from your profile below. It may take up to 10 bus before your accounts are unenrolled.	iness day	λa
	Remove Pay with ACH		

4. Click on Edit button on the Billing Account (or Ach Enrolled Account section whichever Administrator chooses to make changes)

Accounts Pay & Transfer V	Business Solutions $ \lor $	Tools 🗸		Customer Service	Feedbar
Back to My Account					
			Make adjustments to your billing account This is where will bill your monthly ACH service fee. Learn more about ACH fees.		
			KWIK STOP FOODS INC		
			Key Business Reward Checking - 1111		
			Key Business Resard Checking - 2222		
			Kep Boness Blow Md Barvers 3333 Boness Material 4444 Barvess Thater (A444 Barvess Material 4666 Commercial Lance 7068) Commercial Lance 7068		
			Cancel Next		

**Note: Ineligible account will be displayed to the Administrator but will be grayed out for selection.

5. Select and click Next



ccounts Pay & Transfer V Business Solutions V Tools	v l	Customer Service	Feedba
tack to My Account			
	Make adjustments to your billing account This is where will bill your monthly ACH service fee. Learn more about ACH fees.		
	KWIK STOP FOODS INC		
	Key Business Reward Checking - 1111		
	Key Business Reward Checking - 2222		
	Key Iherines (Sile Mt M Elseys) – 2033 Duraines Marcalos - 4444 Brannes Trend Prevensis March/Call - 4550 Brannes Marcalos - 4560 Commercial Live Of Credit-1777 Commercial Live - 4560		

6. ACH Enrolled Accounts will be displayed.

Accounts Pay & Transfer V Business Solutions V Tools V		Customer Service Feedbac
Back to My Account		
	Add or remove accounts you would you like to make ACH	
	payments from Each ACH transaction incomes a fee against the account you make a payment from. Adding accounts later may take an additional 10 business days to process.	
	WHIK STOP FOODS INC	
	Key Business Reward Checking - 2222	
	Key Boarses Diver VM Sinerger 3333 Boariem Matter Gal - 4444 Boariem Trend Flewards Matterfacel - 8065 Boariem Mather Ground - 6060 Commencia Line - 6060 Commencia Line - 6060	
	Cancel Next	

7. Select and Click Next.

Accounts Pay & Transfer V Business Solutions V Tools	1.4	Customer Service	Feedbac
Back to My Account			
	Make adjustments to your billing account This is where we'll bill your monthly ACH service fee. Learn more about ACH fees.		
	KWIK STOP FOODS INC		
	Key Business Reward Checking - 1111		
	Key Business Reward Checking - 2222		
	Key Bulenes Blew MM Servige. 3333 Bulanes Marchard-44-44 Bulanes Towar Research MattarCard. 6505 Bulanes Marchard-4600 Commercial Line of Coder. 7777 Commercial Line of Coder. 7777 Commercial Line of Coder. 7777		

8. Review Page will be displayed. Review the changes made and Click Submit



Back to My Account Let's review your ACH enrollment selections. Billing Account Key Business Reward Checking - 0707				
Let's review your ACH enrollment selections. Billing Account Edit 🖉 Č Key Business Reward Checking - 0707				ly Account
Billing Account Edit 🥒 *			Let's review your ACH enrollment select	
Key Business Reward Checking - 0707	*	Edit 0	Billing Account	
			Key Business Reward Checking - 0707	
ACH Errolled Accounts Edit 🥒		Edit 🧷	ACH Enrolled Accounts	
Key Business Reward Checking - 0009 .	÷		Key Business Reward Checking - 0808	

9. Confirmation Page will be displayed



****Note:** Once a client requests to change Billing and/or Transaction account is submitted:

- it will take up to 10 business days for the changes to be completed. (Pay with ACH service will be active with the Accounts before maintenance was submitted)
- Administrator will receive an Email notification that the Account is now available for ACH payments once the request is complete and the Status of the Account will change to Enrolled on the Pay with ACH Hub page
- Until the request is complete, the changes in ACH Enrolled Account for Pay with ACH service will not reflect when Administrator/s and or Sub User/s originates the ACH Payment. The Status of the Accounts will be displayed on the Pay with ACH Hub Page as Pending:



KeyBank 🔭		Open a New Account #	Q.Д.@ sign off
Accounts — Pay & Transfer ~	Business feddioss = Tosts ~		Overlaner Service Freedback
C Back to My Account			
	Pay with ACH		
	Pay implepent, vendors and taxes quickly and security		
	and the second for		
	Which account would you like to manager.		
	TEST COMPANY NAME	× .	
	Some accounts are not eligible to enroll. Laws more		