Regions BillerXchange

ADMINISTRATOR USER GUIDE (10/25/2023)



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INTRODUCTION

This User Guide is designed to provide assistance with using each of the reports and performing tasks available from the Main Menu.

There are various roles that may be enabled for a biller. A Biller Main User is the highest role of users and this user type will have access to all activities and reports that may be enabled for a biller.

It is important to note that our solution provides many capabilities that may not apply or are not enabled for every biller. If you have questions about which features are available to your users, please contact your Regions Relationship Manager.

A Biller Main User role often includes responsibility for assisting customers with their payments or accounts, providing access to other users within their organization, researching payment information, and accessing reports regarding customer enrollment or payment status.

BILLER PORTAL

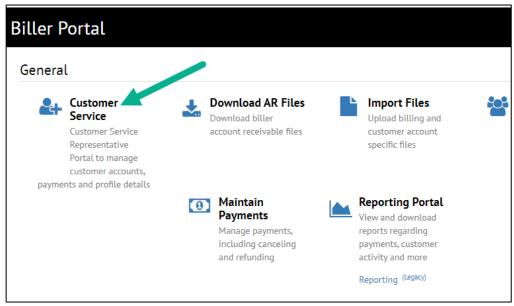
The BillerXchange Biller Portal is designed to make options easy to access and set up. The Biller Portal tailors the user experience to the specific role logging in. For example, if a user role does not have access to certain functions, they will not see those functions.

When a Biller level user logs into BillerXchange, they have a number of options for performing various tasks, including customer servicing and accessing reports for analyzing Biller level data. All these Biller level functions are accessible from the Biller Portal, which is the central landing point for all Biller level roles.

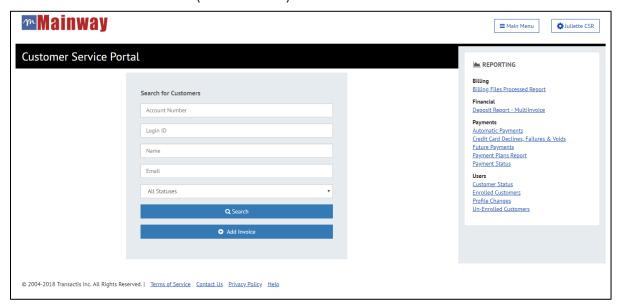


CUSTOMER SERVICE

The Customer Service Portal enables Customer Service Representatives (CSRs) to quickly search for accounts and perform various activities from a central location. To access the Customer Service Portal, click the tile Customer Service on the Biller Portal.



CUSTOMER SERVICE PORTAL (CSR PORTAL)



CSR Portal Search Screen - The User will only need to authenticate the payer one time and will then view a "dashboard" that shows primary information regarding the payer and allow common tasks to be performed.

Search Criteria:

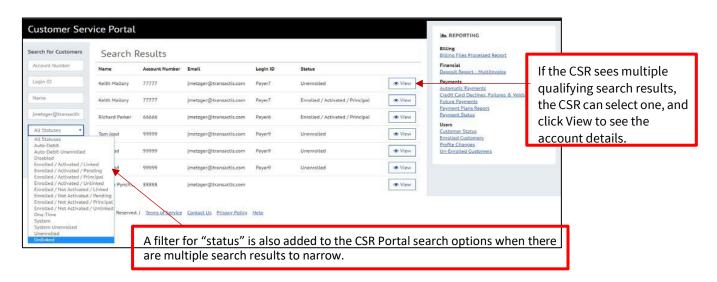
When searching within the Customer Service Portal, the search query will try to find a match based on all of the search parameters/values which are entered. Therefore, if multiple values (Account Number, Login ID, Name, Email) are entered for the search criteria, the related account would need to be match for all of the values provided in order to be displayed within the search results.

Search Results:

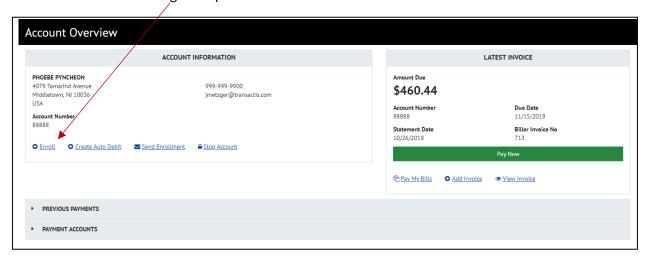
The search results are displayed in the following sort order:

- Order by **Enrollment** type (enrolled vs unenrolled)
- Then by Name (ascending)
- Then by Reference Number (descending)

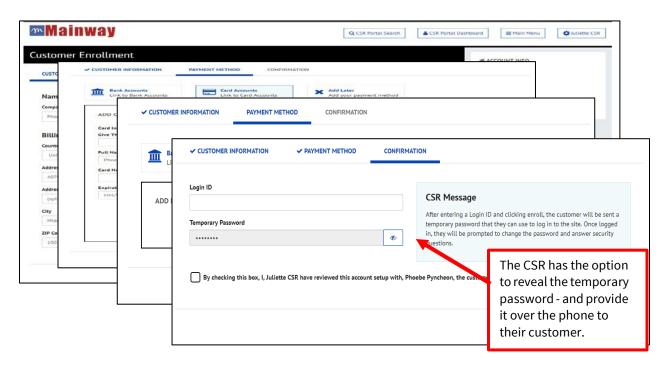
The accounts that match the criteria will be listed. Depending on the search criteria entered, the CSR is then taken to either a Search Results screen or directly to the Customer or Account Overview Screen.



If the payer is unenrolled, the CSR will see the **Account Overview** screen. To enroll an unenrolled account, the CSR clicks Enroll to begin the process.



The CSR will use a "wizard-like" approach to move through a predefined sequence of steps to enroll an unenrolled user.



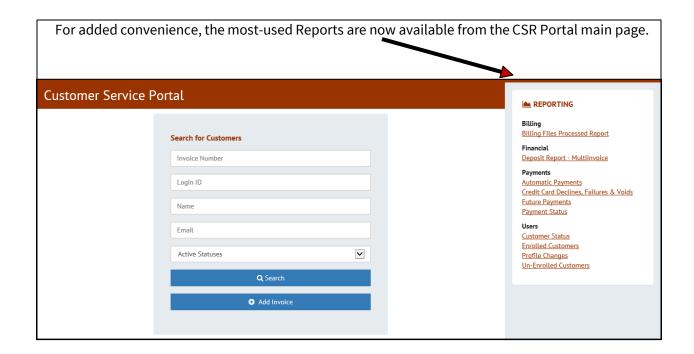
Once enrolled, the CSR can easily manage the customer's profile when they click Manage, including customer name, billing address, email address, phone number, consumer security information and notifications.



Once enrolled, the CSR can set up Automatic Payments for enrolled customers. The Automatic Payment screens, which include Recurring Payment, Auto Debit and Payment Plans, also use a wizard-like set up process.

CSR Portal Dashboard - The CSR Portal will then provide a dashboard that allows the User to view a customer overview and current bill information and easily navigate to common support activities.

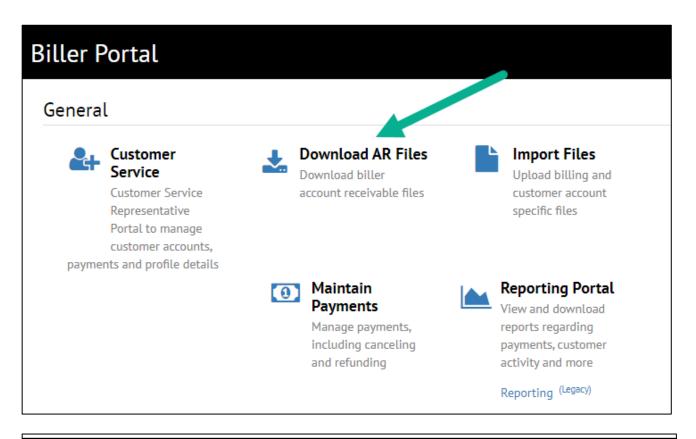


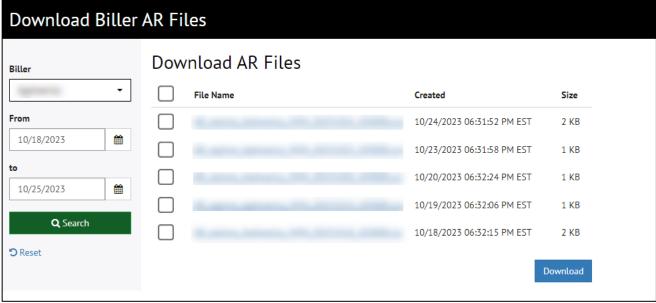


DOWNLOAD ACCOUNTS RECEIVABLE

Billers are able to download an A/R (Accounts Receivable) file through their User Interface (UI). Although A/R files are typically delivered by the Partner to the Billers via SFTP, or some other method, the Biller can choose to receive their AR file from the Biller Portal.

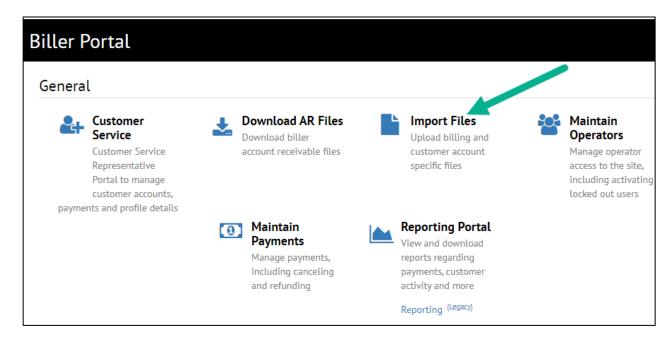
To access the A/R Files Download function, click the **Download AR Files** tile on the Biller Portal.





IMPORT FILES

Users can upload bill files or message files to the system, using the file import functions. To access the file import function, click the **Import Files** tile on the Biller Portal.



The Import Files screen that is displayed, has two main functions:

- Upload File
- Search Imported Files



MAINTAIN OPERATORS

Please disregard the Maintain Operators menu option. All BillerXchange roles will be maintained within the Regions OnePass® single sign-on platform. Please refer to the <u>Regions OnePass User Guide</u> to manage all Operators.

ROLES

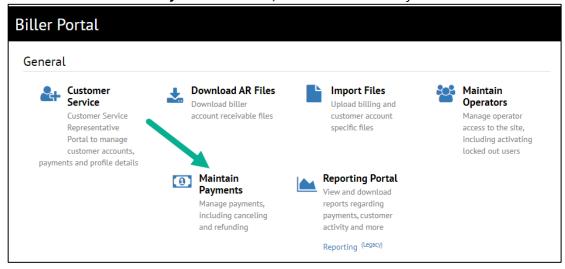
There are various roles that may be enabled for a biller. A Main User is the highest role of Users, and they have access to all activities and reports that may be enabled for a biller. All other operator roles are subsets of these menu options.

| Functions | Biller Role | | | | | | | |
|--|-------------|----------------|-----|------------------|--------------------|-------------------------|-------------------|--|
| | Main User | CSR Manager | CSR | CSR Read Only | File Management | Financial Specialist | Operator Admin | |
| Account Updater – Detail Report | Х | Х | Х | | | | | |
| Account Updater – Summary Report | Х | Х | Х | | | | | |
| ACH Notice of Change Received Report | Х | Х | Х | Х | | Х | | |
| ACH Notice of Change Replacement Report | Х | Х | Х | | | | | |
| Activate Locked Out User | Х | Х | Х | Х | | | Х | |
| Additional Fields Report | Х | Х | Х | Х | | | | |
| Add-On Payments Activity Report | Х | Х | Х | Х | Х | | Х | |
| Automatic Payment Setup | Х | Х | Х | | | | | |
| Automatic Payments | Х | Х | Х | Х | | | | |
| Bill Status Update Report | Х | | | | Х | Х | | |
| Biller Activity | Х | Х | Х | Х | Х | | | |
| Billing Account Update Report | Х | Х | Х | Х | Х | Х | | |
| Billing Files Processed Report | Х | Х | Х | Х | Х | | | |
| Change My Email | Х | Х | Х | Х | Х | Х | Х | |
| Change My Password | Х | Х | Х | Х | Х | Х | Х | |
| Consumer Enrollment | Х | Х | Х | Х | | | | |
| CSR Payment Report | Х | Х | | | Х | | | |
| Customer Service Portal | Х | Х | Х | Х | | | | |
| Customer Status | Х | Х | Х | Х | Х | | | |
| Customer Un-Enrollment Report | Х | Х | Х | Х | Х | | | |
| Deposit Report - Fee Detail | Х | Х | Х | Х | | Х | | |
| Deposit Report - Fee Summary | Х | Х | Х | Х | | Х | | |
| Deposit Report – Multi-Invoice | Х | Х | Х | Х | | Х | | |
| Deposit Report - Payment Detail | Х | Х | Х | Х | | Х | | |
| Deposit Report - Payment Summary | Х | Х | Х | Х | | Х | | |
| Download Biller AR Files | Х | | | | Х | | | |
| Enrolled Customers Report | Х | Х | Х | Х | Х | | | |
| Future Payments | Х | Х | Х | Х | | Х | | |
| Help Doc | Х | Х | Х | Х | Х | Х | Х | |

| Import Files | Х | | | | Х | Х | |
|--------------------------------------|---|---|---|---|---|---|---|
| Invoice Status Report | Х | | | | | | |
| Invoices Imported Report | Х | Х | Х | Х | Х | | |
| Maintain Customer Profiles | Х | Х | Х | | | | |
| Maintain Operators | Х | Х | | | | | Х |
| Maintain Stops | Х | Х | Х | Х | | | |
| Manage Billing Accounts | Х | Х | Х | | | | |
| Manage Operator Security Settings | Х | Х | Х | Х | Х | Х | Х |
| Mobile Wallet Activity Report | Х | Х | Х | Х | | | |
| Paper Suppression Report | Х | | | Х | | | |
| Payment Batch - Summary Report | Х | Х | Х | Х | | Х | |
| Payment Capture and Bill Management | Х | Х | Х | Х | | | |
| Payment Declines, Failures and Voids | Χ | Х | Х | Х | | Х | |
| Payment Patch - Detail Report | Χ | Х | Х | Х | | Х | |
| Payment Plans Report | Х | Х | Х | | | | |
| Payment Status | Х | Х | Х | | | Х | |
| Profile Change Report | Χ | Х | Х | Х | | | |
| Real Time Post Back Report | Х | Х | Х | | | Х | |
| Remittance File Download | Х | Х | | | Х | Х | |
| Resend Enrollment Activation Email | Х | Х | Х | Х | | | |
| Send Enrollment Page Link | Х | Х | Х | Х | | | |
| Settled Batches | Х | Х | Х | | | | |
| SSO Bill Load Report | Х | Х | Х | | Х | | |
| Suspended Payments Plan Management | Х | Х | Х | Х | | | |
| Un-Enroll Customer | Χ | Х | | Х | | | |

MAINTAIN PAYMENTS

To access the **Maintain Payments** function, click the Maintain Payments tile on the Biller Portal.



The Maintain Payments functionality provides users with a default outcome when accessed. The information displayed includes the last 30 days of data.

The payments are ordered by their creation date in descending order, and Payment Status is available on the last column.

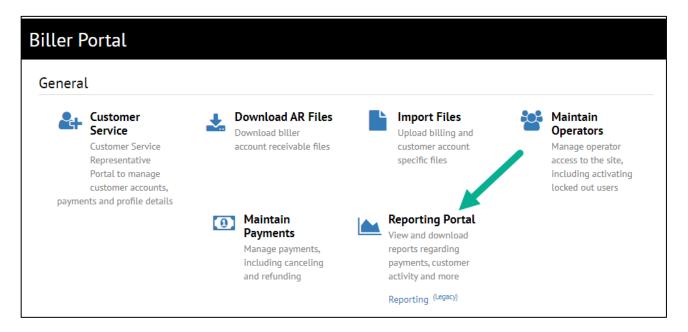
The Search options are available on the left side allowing users to search on their required data.



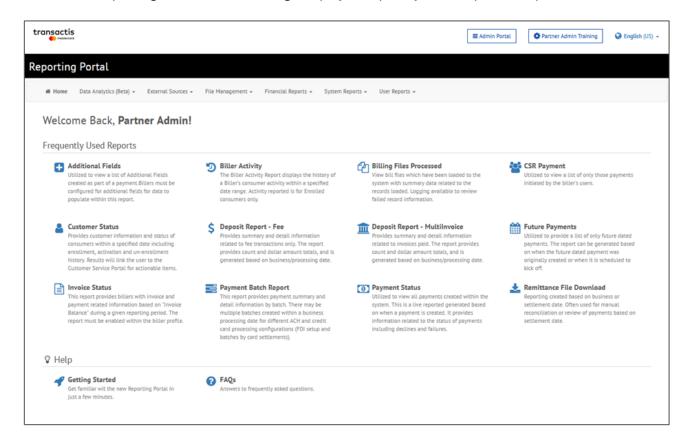
REPORTING PORTAL

The BillerXchange Reporting Portal is where users have access to the various types of reports available, based on their roles and access rights. The Reporting Portal provides a uniform look and feel to the reports as well as a central location where the reports can be accessed.

To access the Reporting Portal, click the Reporting Portal tile on the Biller Portal.

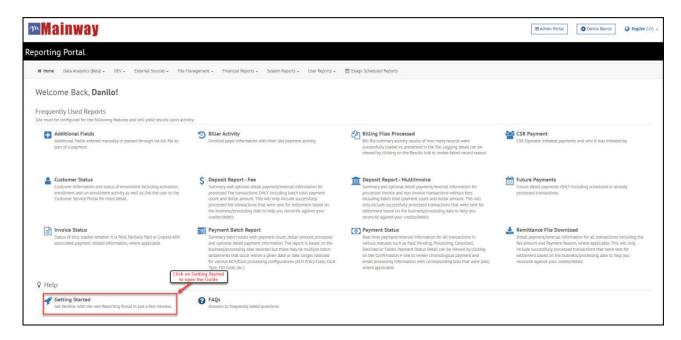


Once in the Reporting Portal, the Home Page displays Frequently Used Reports in alphabetical order.

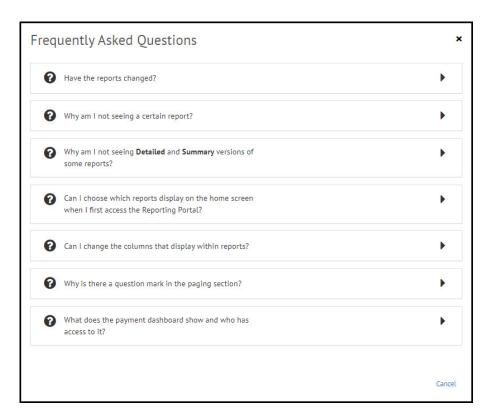


A new **Help** section has been added to the Home Screen with valuable resources for all user levels.

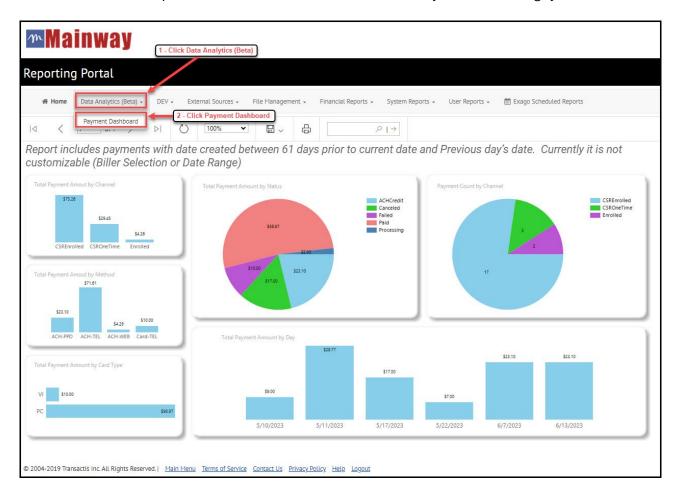
The **Getting Started** icon links to a Reporting Portal Startup Guide that provides basic instructions relating to the Reporting Portal specifically for Biller level users.



The **FAQ's** icon links to answers to the most commonly asked questions during initial introduction to the Reporting Portal.



A new Business Intelligence (BI) dashboard located within the Data Analytics (Beta) Menu, provides relevant statistics and quick useful information about the overall Payment Processing system.



The initial release of the Payments Dashboard provides static reporting showing relevant payment statistics for the Biller associated to the logged in user. Data is displayed for 60 days prior, excluding today and future processing.

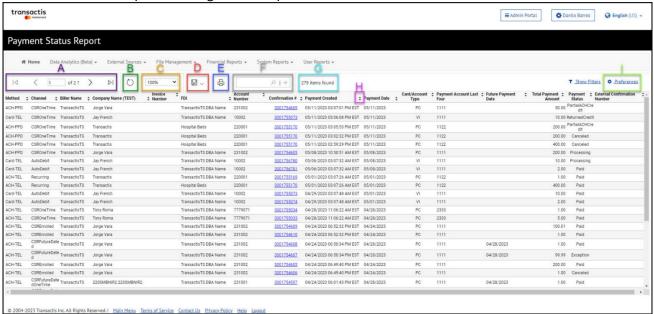
This screen is only available to the following user types:

- Biller Main User
- Biller Financial Specialist

The introduction of PowerBI, including the new Dashboard, provides a glance at our future where we'll strive to provide more insight into Business Intelligence. We anticipate future enhanced functionality to include items such as trending, date ranges search options, and additional availability of customization.

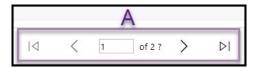
Additional Reporting Portal Features

New features offer improved navigation of reports.

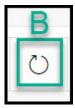


A - Paging

This new feature allows users to have the data displayed through Paging. Each page carries up to 33 line items. When a report is initiated, a "?" displays to speed up the process. If the user needs to know how many pages to expect, they can select the "last page" option which generates the full results.



B - Refresh



This feature refreshes the data with the latest information for the report that is currently being displayed.

C - Zoom Options

The Zoom option allows users to change the report size according to user preference and business needs. This new feature allows for all columns of data within a report to be displayed on a user's screen based on the size of that screen.



The available options include:

- Page Width
- Whole Page
- 500% | 200% | 150% | 100% | 75% | 50% | 25% | 10%

D - Export Options

The Export option provides users with the ability to extract the data from the reporting portal into different formats, as needed to meet their business needs. Users can export the reporting data to Excel, PDF or CSV formats.



Those reports offering the options for both summary and detailed data will always export all detailed information. See below for specifics related to how each format type responds.

Reports containing both summary and detail options include:

- Deposit Report Multi-Invoice
- Deposit Report Fee
- Payment Batch Report

Exporting to Excel

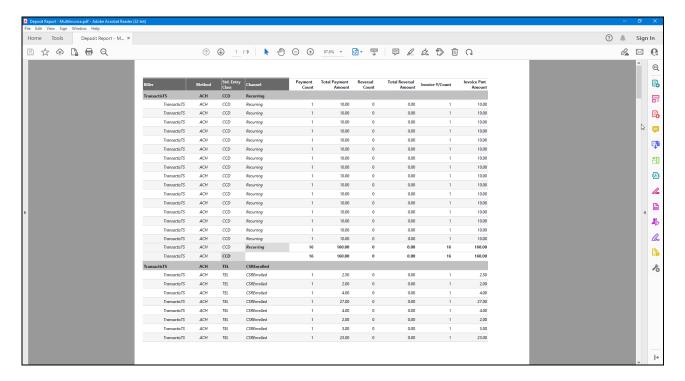
When exported to Excel format, those reports offering options to display data in both summary and detail formats will export in the mode selected when the report is initially run. On the right side of the Excel workbook, the user will see either a + or – to expand or collapse the detailed data.



• For a better viewing experience, you can Print or Print to PDF using custom scaling to Fit All Columns on One Page or Fit Sheet on One Page.

Exporting to PDF

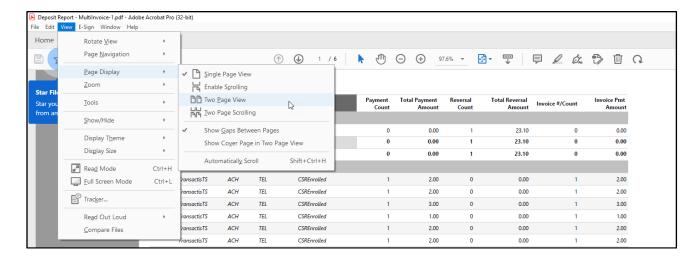
When exported to PDF format, the export contains the full reporting details, and does not offer the collapse or expand capability, as displayed below.



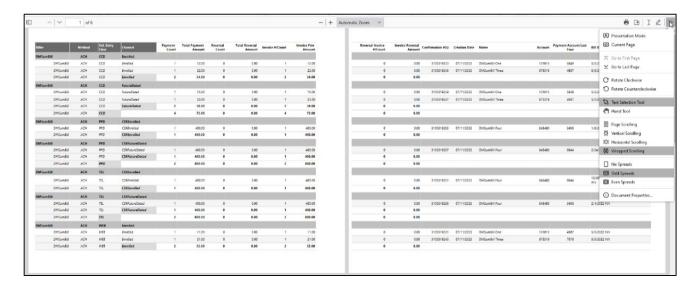
To control the orientation and paper size of the PDF, click the print icon.

Reports that are too wide due to the number of columns presented will export the same rows to PDF across multiple pages. If you change Page View to Two-Page View or print Two Pages on One Sheet, you can get the first two pages to align the rows with the column headers, but you will need to adjust the remaining pages. Adjusting preference settings to remove unnecessary columns can also aid in getting the data to display in 1-2 pages.

View the PDF in your Reader in Two Page View to display the report side by side.

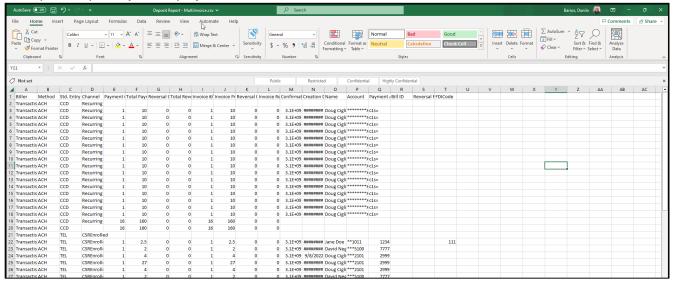


View the PDF as a web page and change spreads to Odd Spreads to display the report side by side.



Exporting to CSV

When exported to CSV format, the export contains the full reporting details, and does not offer the collapse or expand capability, as displayed below.



E - Printing Option

The Printing option allows users to print reports.



When printing the data, users will be prompted to define the page size and orientation, according to user preferences, and depending on the features available from their individual printer.

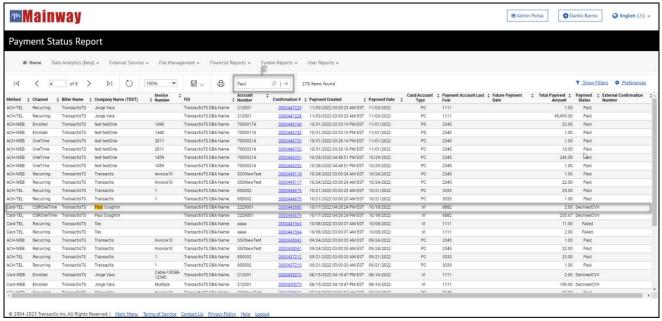
F - Search

The Search feature allows users to quickly move to specific data based on search criteria.



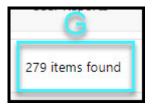
Once the criteria is defined and the search icon is clicked, the data will be highlighted in yellow for quick reference.

If the search criteria is found in 1 or more records, all records will be highlighted accordingly. To go to the next record, click the next arrow in the search box.



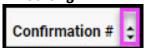
The search feature does not apply a filter and will not change the overall data being presented on the screen.

G - Items count



The Items count feature allows the user to quickly identify the amount of data available within the selected criteria range for the report.

H - Sorting



The sorting feature allows the user to quickly organize the data available within the report in ascending or descending numeric order or alphabetical/reverse alphabetical order. Users will find the option to sort to the right of the header label.

All non-system calculated columns from the report will offer the option to sort. If a column has been sorted, the icon will display to indicate the direction the data has been sorted: Ascending/Alphabetical

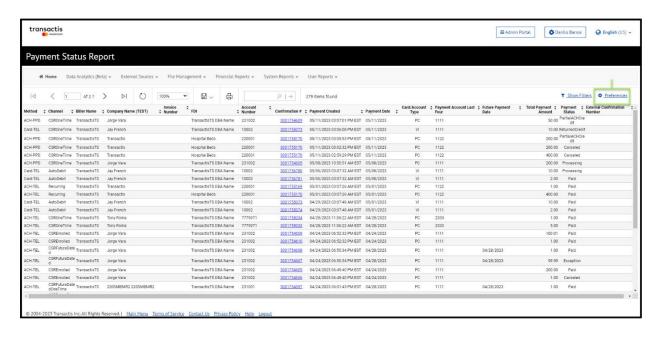
Order Sort or Descending/Reverse Alphabetical Order Sort. Columns with calculations are not available for sorting.

I - Preferences



The Preferences feature allows users to customize the columns presented in a Report according to their preferences and requirements.

This feature is found in any report on the right side with the link named Preferences.





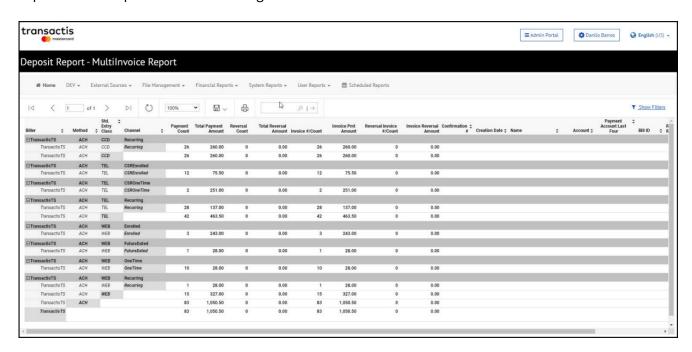
When you click the link, it brings up a list of all the columns that can be enabled/disabled. User will be able to select the column to be displayed and save which will bookmark that report for the next time the user runs the report.

Detailed and Summary Reports Options

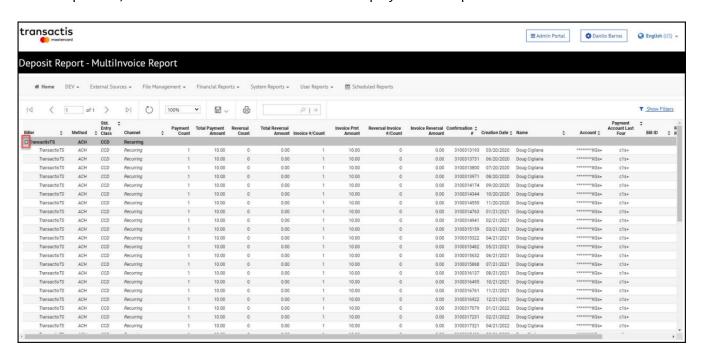
The reports listed offer options to display the data in summary or detail formats. When viewing as detail, users are provided with additional detail related to the individual items.

- Deposit Report Multi-Invoice
- Deposit Report Fee
- Payment Batch Report

Within these reports, collapse and expand options display on the records so that the user is able to expand and collapse the data according to their individual needs.



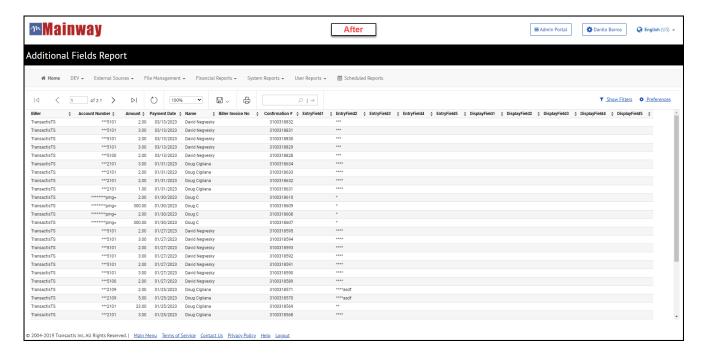
Once expanded, all the details for the transaction are displayed in an expanded mode.



Reports containing Collapse/Expand options extracted to PDF or Excel (CSV) will be similar to the report displayed in BillerXchange. For CSV, it may require cleanup on the extracted data. <u>Click here</u> to see additional details on the export functionality.

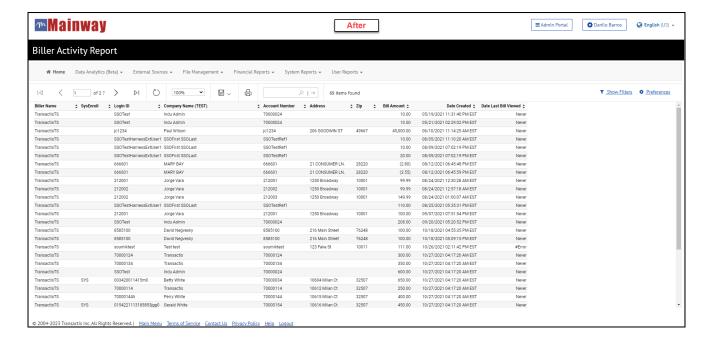
Additional Fields Report

This report is utilized to view a list of Additional Fields created as part of a payment.



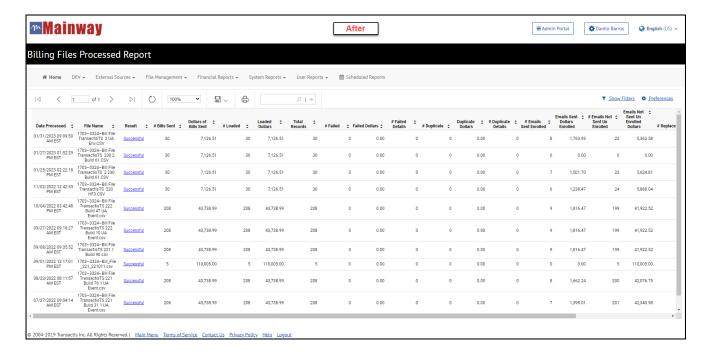
Biller Activity Report

This report provides history of a Biller's activity within a specified date range. Activity report is for Enrolled customers only.



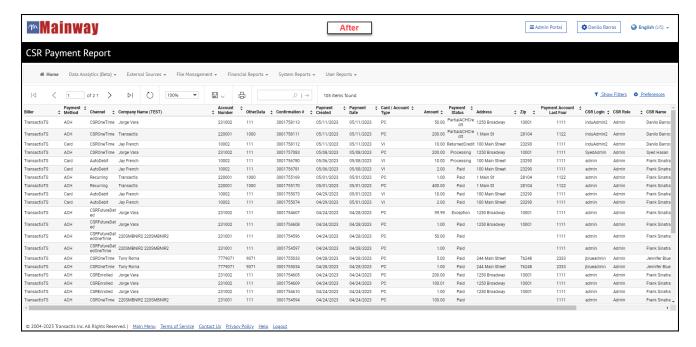
Billing Files Processed Report

This report displays Bill File summary activity results of how many records were successfully loaded vs. presented in the file. Log details can be viewed by clicking the Results link of the associated record to review failed reason.



CSR Payment Report

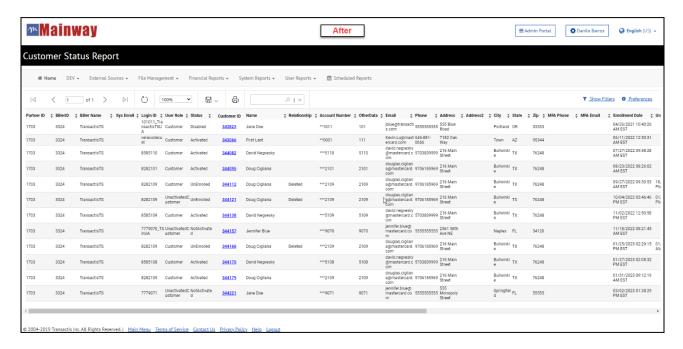
This report provides a list of payments initiated by the Biller's user.



Customer Status Report

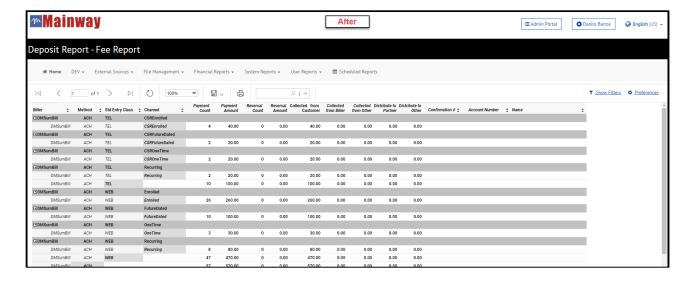
The Enrolled Customers and Customer Un-Enrollment Reports have been combined into the Customer Status report. This report provides customer information and status of customers within a specified date including enrollment, activation, and un-enrollment history.

Results will link the Customer ID column to the Customer Service Portal for actionable items, as seen below.



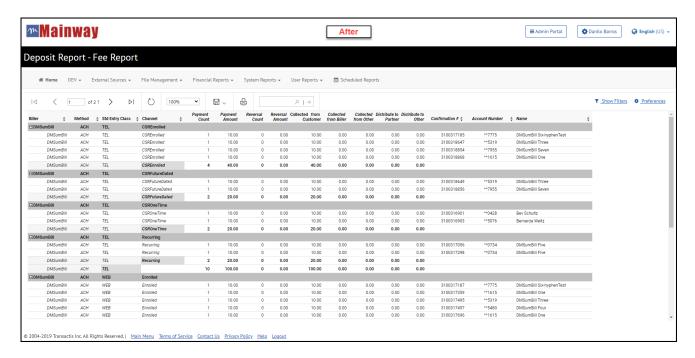
Deposit Report - Fee Summary

This report provides reporting of payments based on the business/processing date. Summary information can be pulled using this report. The report provides counts and dollar amount totals based on invoices paid. This report can be utilized for reconciliation of payments.



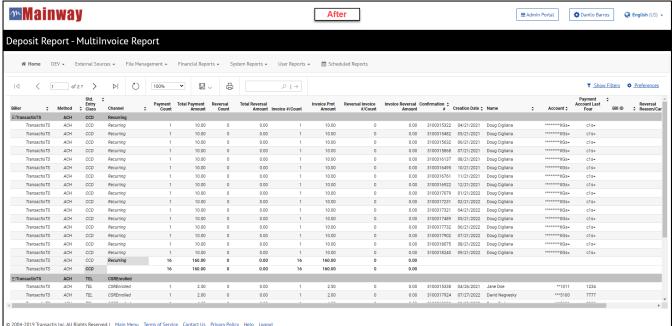
Deposit Report - Fee Detail

This report provides a reporting of payments based on the business/processing date. Detailed information can be pulled using this report. The report provides counts and dollar amount totals based on invoices paid. This report can be utilized for reconciliation of payments.



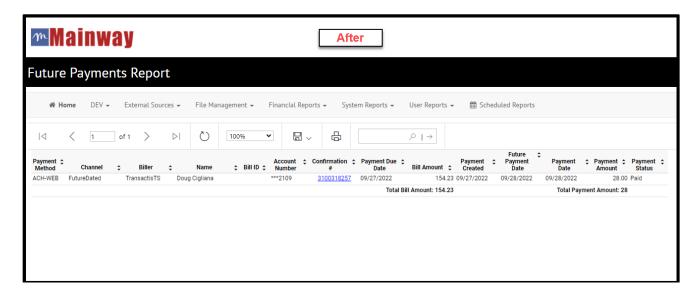
Deposit Report - Multi-Invoice

This report provides reporting of payments based on the business/processing date. Summary information can be pulled using this report. Detailed information includes each single invoice with values broken down per invoice. The report provides counts and dollar amount totals based on invoices paid. This report can be utilized for reconciliation of payments.



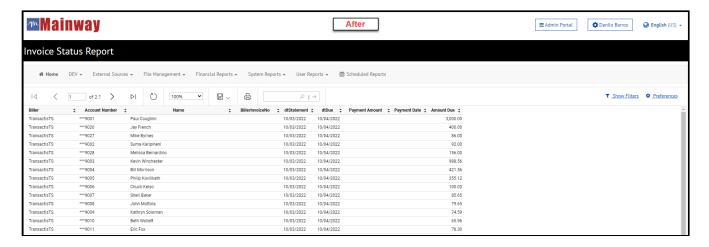
Future Payments Report

This report is utilized to provide only a list of Future Dated Payments. The report can be generated based on when the future dated payment was originally created or when it is scheduled to kick off.



Invoice Status Report

This report provides Billers with invoice and payment related information based on 'Invoice Balance' during a given reporting period. The report must be enabled within the Biller profile.



Payment Batch Summary Report

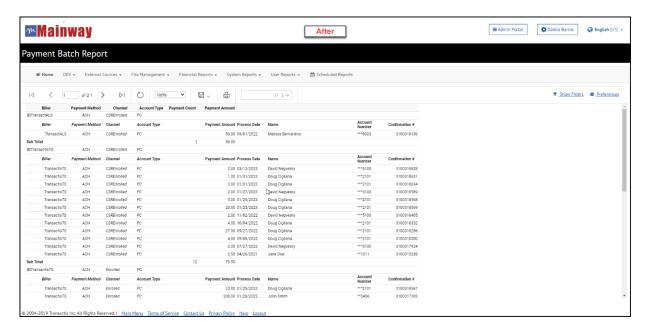
This report provides payment summary information by batch. There may be multiple batches created within a business processing date for different ACH and credit card processing configurations (FDI setup and batches by card settlements).

The new report allows more visibility and information by clicking the + sign available on each line of the report. It will allow user to get details and expand the data available, as seen below.



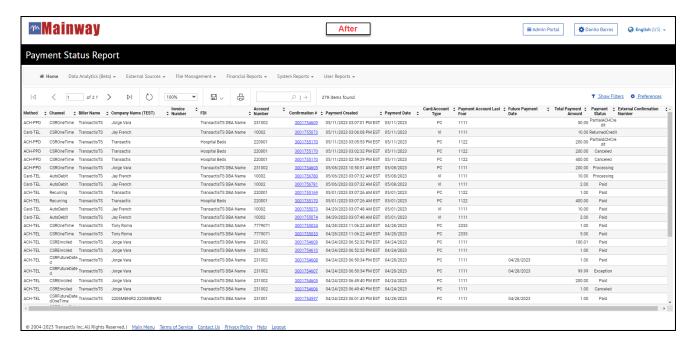
Payment Batch Detail Report

This report provides detailed payment information by batch. There may be multiple batches created within a business processing date for different ACH and credit card processing configurations (FDI setup and batches by card settlements).



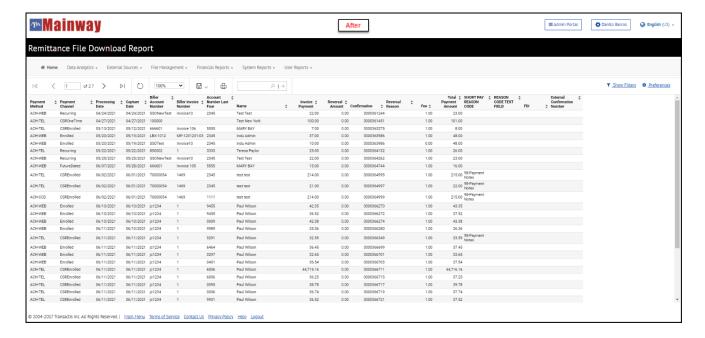
Payment Status Report

The Payment Status Report is utilized to view all payments created within the system. This is a real-time report generated based on when a payment is created. It provides information related to the status of payments including declines and failures.



Remittance File Download Report

This report is created based on the business or settlement date. Often used for manual reconciliation or review of payments based on settlement date.



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