WELLS FARGO

Planning and partnership.

Moving forward with E-Bill Express Quick Pay

Why move forward?

Whether your goal is to streamline your back-end processes, better manage your cash flow, or simply give your customers more payment options, our E-Bill Express Quick Pay service* may help you:

Streamline your receivables posting. You can streamline posting and reconciliation with a detailed remittance file that uploads directly to your system.

Offer convenient bill payment options. Offer your customers options to pay bills online or by phone using credit cards, debit cards, or ACH.

Help protect against fraud. Our service combines a focus on security with a low-maintenance platform, so you and your customers can transact efficiently.

E-Bill Express Quick Pay lets you accept ACH and card payments with minimal technical effort on your part. Implementation is designed to be simplified and efficient and we're here each step of the way — to answer questions, provide guidance, and help make your transition as smooth as possible.

What questions should you be asking?

In our experience, organizations are better prepared to implement a new service by asking the following questions:

1. How do I prepare?
2. Who needs to be involved?
3. How long will implementation take?
4. What comes next?
5. What does your service look like after implementation?

In the sections that follow, we answer these questions to help you prepare to implement E-Bill Express Quick Pay. We set clear expectations about the implementation process and provide you with the information you need to make informed decisions.

Gather information now

We encourage you to think about what you want your accounts receivables (AR) processes to look like once you implement E-Bill Express Quick Pay. Consider your organization's goals, and the improvements you would like to see in your processes.

Before your meetings with our implementation team, you'll want to consider the following:

Electronic bill presentment and payment	
General	What type of payments do you accept? • Business-to-business • Consumer payments • Both

* Standard bill presentment and payment fees apply. Additional fees may apply for optional services.

Electronic bill presentment and payment	
Payer access	Do you want your customers to be able to make both enrolled and one-time (guest) payments? • **Enrolled payments:** Payers can save payment methods, set up recurring payments, view their E-Bill Express Quick Pay payment history, and schedule future-dated payments. • **One-time (guest) payments:** Guest payers do not save payment methods, and cannot set up recurring payments or see their payment history.
Payments	• Do you want to allow the payer to enter any payment amount, or are there restrictions? • Do you want to collect reason codes or comments from your customers? • Do you need the ability to stop a payer from making a payment?
CSR telephone payments	Do you want your CSRs (customer service representatives) to take a payment over the phone on the customer's behalf?
Payment Reporting	Do you want to receive an AR transmission with your payment reporting or would you prefer to manually download the payment report through the E-Bill Express Quick Pay Administrative Portal?

Plan your communication strategy

Communicating your implementation plans within your organization and to your customers and vendors is crucial to your success. If you haven't already done so, reach out to these groups to inform them of the change, and rally support for your new process. You'll want to consider the following questions as you prepare to implement E-Bill Express Quick Pay:

• Who in your organization will use E-Bill Express Quick Pay?
• How will you communicate the process changes with those individuals?

Suggested internal communications

Awareness email: We suggest your leadership team send an internal communication to outline your goals, expectations, and show support of the new process.

Go-live email: We also suggest you send an internal communication once E-Bill Express Quick Pay is live and is ready to use.

You may also need to send additional communications to specific groups, especially those who will be involved in the implementation meetings or may need training.

Who needs to be involved?

Who we'll need from your organization

At a minimum, you will need to identify someone to serve in the following roles.

Role	Responsibilities	Estimated involvement
Project lead	The project lead is the main point of contact for the project and has overall responsibility for the assignment of tasks to your project team and the completion of these tasks. The project lead is responsible for overseeing proper coordination and execution of the project plan and the associated tasks and due dates. The project lead will also obtain or provide any approvals if needed.	Approximately one to two hours per week, depending on your business requirements.
Business contacts	Business contacts are individuals from various areas, if applicable, who will be using the service for research, payment reconciliation, customer service, or any other reasons.	Approximately one to two hours per week, depending on your business requirements.
IT contact	Your IT contact will be in charge of connecting the E-Bill Express Quick Pay site to your website, and automated AR file transmission, if applicable. Keep in mind, IT may not be needed, depending on your requirements.	Approximately one to two hours per week, based on the files used and the skill level of your IT contact.

Your Wells Fargo implementation team

You'll work with representatives from our organization to help simplify your process and make sure your implementation is as seamless as possible.

Merchant Services consultant: Your Merchant Services consultant works primarily with your organization's decision maker and helps identify any potential obstacles prior to implementation. Your Merchant Services consultant can also be brought in for discussions with your staff to help ensure that information provided by your staff is communicated to the Wells Fargo implementation team.

Implementation project manager: An experienced project manager from our implementation team leads the entire implementation process and partners with your staff to develop the schedule and document the process we'll follow. Your implementation project manager is experienced in the payment service implementation process and takes complete ownership of the project, including running calls and coordinating testing and training.

How long will implementation take?

The average implementation takes **three to six weeks**; we also monitor your service for two to three weeks after going live to help ensure there are no issues.

Project planning and configuration	Statement of Work (SOW) created/reviewed	Configuration and set up	Testing and training	Production: E-Bill Express Quick Pay is live	Production Watch
1 - 2 weeks		1 - 2 weeks		1 - 2 weeks	2 - 3 weeks

It's important to remember that timelines are not set in stone — they can vary based on the unique structure and needs of your organization, as well as the breadth and availability of your resources.

Factors that could affect your timeline

We will work closely with you to help ensure your E-Bill Express Quick Pay implementation goes as quickly and smoothly as possible. However, the following factors could affect the timeline, and we want to make sure you are aware of them ahead of time.

- Transmission testing, if you choose to receive a transmission of your payment reporting.
- Requested changes to your service setup after you approve the SOW.
- The responsiveness of your organization's dedicated resources to start implementation on time, and their commitment throughout the process.

What comes next?

We break it down step-by-step

Project planning and configuration

We start by bring in your implementation team to discuss the timeline and key dates for the implementation. It's critical that your project team reviews the timeline to make sure it's compatible with other projects and responsibilities you may have competing for resources.

Your Wells Fargo implementation project manager will provide an agenda before each call and send out the meeting minutes afterwards. Your Wells Fargo implementation project manager is also responsible for communicating the target go-live date and creating the project plan.

Statement of Work (SOW) development

The SOW includes the business requirements and will serve as a roadmap for your E-Bill Express service.

- Your Wells Fargo project manager sets up meeting times to gather the SOW requirements with your project team.
- Once all requirements are gathered, we'll present the complete SOW to your team and request your emailed approval.

Configuration and set up

We will set up your E-Bill Express services to your requirements outlined in the SOW.

Training

Before we move into the testing phase, we'll provide the following training resources:

- Training on the user interface and administration module
- Quick reference guides
- Test scripts
- Issues log

User acceptance testing (UAT)

After we establish your service and your user training is underway, you'll conduct testing. User testing is critical to the long-term success of your service. Comprehensive testing at the beginning of the process means that many problems can be resolved long before you begin processing "live" transactions.

AR file testing
Once payments are made, we'll send remittance information, including refunds and returns, to you for testing.

It's important to use test data reflective of your production environment. This makes testing more effective and reduces the risk of errors. However, please do not use real data during testing, as it could be a security issue.

Additional testing may be required depending on the complexity of your implementation.

Production

During this stage, we'll move your service into a live production environment.

Production watch

The Wells Fargo project team monitors the first two to three weeks of production.

The following shows the stages of implementation, the steps included in each stage, as well as who will need to be involved at each step.

Stage	Step	Your Organization	Wells Fargo
Project planning and configuration	Document configurable requirements and prepare SOW	N/A	Yes
	Determine configurable options	Yes	N/A
SOW development	Draft SOW and review with your organization	N/A	Yes
	Approve SOW	Yes	N/A
	The implementation date is determined after the SOW is approved	Yes	Yes
Configuration and set up	Configure system to SOW requirements	N/A	Yes
Training	Train-the-trainer training provided	N/A	Yes
	Train users	Yes	N/A
User acceptance testing (UAT)	Provide remittance file, if applicable	N/A	Yes
	Test all applicable scenarios, including reporting	Yes	N/A
Production	Code moves to production environment	N/A	Yes
Production watch	The Wells Fargo project team monitors the first two to three weeks of production	N/A	Yes
Transition to E-Bill Express support	The Wells Fargo project team transitions your organization to our E-Bill Express support team for ongoing service needs	N/A	Yes

What does your service look like after implementation?

E-Bill Express production support

Our specialized E-Bill Express Production Support Team will be your single point of contact for service and ongoing support relating to E-Bill Express once your implementation is complete.

Remember, no matter whom you contact, our goal is to work together as a team. We want to make sure you have the live interaction and experienced support you need to make the best use of your E-Bill Express service, for years to come. You can rest assured knowing we are here to help you through your implementation, and beyond.

Are you ready to take the next step?

Contact your Merchant Services consultant to get started.