

# Paymentus Frequently Asked Questions (FAQ)

## 1. What is Paymentus?

Paymentus is an independent company providing online bill payment services to more than 450 clients in 48 states.

## 2. What has changed with the ESS payment system?

The Funds and Union have introduced a new payment system on ESS that will allow Employers to make payments using the same payment method, ACH Debit, that was used for Chase PayConnexion. Employers who previously paid Funds and Union invoices online through Chase PayConnexion will now be redirected to the Paymentus site when making payments in Employer Self Service (ESS).

## 3. Is Paymentus an ACH Debit like Chase PayConnexion?

Yes. Paymentus is an Automated Clearing House (ACH) transaction and is often referred to as an “electronic check”. This is the same method you are using if you use a payroll provider or file taxes electronically, just like Chase PayConnexion.

## 4. How does an employer register with Paymentus?

If you were registered and authorized to make payments in Chase PayConnexion, then the 32BJ Funds and Paymentus have will automatically registered your ESS User ID and transferred all your payment accounts on day one of the conversion to the Paymentus portal.

For new ESS users, registration will occur upon first payment attempt in ESS. There are three ways an Employer can arrive at Paymentus. The most common method will be upon clicking the ‘Make A Payment’ button on the confirm payment page in ESS. The other methods will be from the ESS “User Administration” page by clicking a button called “Manage Paymentus Accounts” or simply clicking the “Make A Payment” button on the Transactions tab; however, those buttons will only be present once you have completed a payment in Paymentus.

**5. When will I be able to see the “Manage Paymentus Accounts” and “View Paymentus Payment History” buttons?**

Users will only see “Manage Paymentus Accounts” and “View Paymentus Payment History” after processing their first payment with Paymentus.

**6. Is there a maximum number of Users for Paymentus?**

There is not a maximum number of Users.

**7. Do I need to open an account with another bank for the ACH Transfer?**

No. The ACH debit will work with your current bank and your current account(s).

**8. Will 32BJ Benefit Funds or the Union have access to my bank account information?**

No. Fund and Union employees will never have access to your bank account information. This information is entered during set up and can only be updated by your employees. And, once an account is saved, the leading account number digits are hidden for security purposes.

**9. Can monies be moved from my bank account without my consent?**

No. Neither the Funds nor the Union can initiate the ACH request until you have authorized the amount you wish to pay. You will control and approve all your electronic payments.

**10. I do not feel comfortable with anyone using my operating account for electronic banking. Can I set up a separate bank account for this process?**

Yes. Paymentus will work with any bank account you want to use for this process.

**11. I manage multiple buildings with multiple bank accounts; can I use a separate bank account for each of my 32BJ Benefit Funds accounts?**

Each 32BJ Funds building within the system can have its own bank account.

**12. Will I know the exact amount being debited from my bank account?**

Yes. You will confirm the information either entered or imported into ESS, which will “lock” the transaction. The information will be broken down and totaled for your review. The totals will then be displayed for authorization of payment. If you authorize a payment, a unique confirmation number will

be generated by the system with totals for your records. In addition, you will be able to print or save a report showing a detailed breakdown of the monies you have paid.

**13. Can I pay more than one obligation at a time?**

You can pay multiple invoices at a time, but they must be of the same invoice type. Payments for invoices of different types must be paid separately. This is the same as it was previously.

**14. Why did I receive duplicate payment alert?**

Users will receive this alert (message) when our system shows you have submitted a similar payment recently for the same dollar amount. If you wish to processed with this payment, click on “Continue”.

**15. Why would a user see “Name on Account” if the field is blank?**

When the “Name on Account” is blank on the Wallet, that field in the email confirmation defaults to the First Name/Last Name of the user. You will be prompted to add a “Name on Account” for each of your banking accounts.

**16. My Paymentus confirmation number does not match what is found on my bank statement.**

**Why is this?**

Your Paymentus payment confirmation number is not shared with your bank. You may see your bank’s own confirmation number on your statement. Contact your banking institution if you have questions about your banking statements.