

FAQs

Business Banking Invoicing & Payments
Powered by Autobooks

Release Notes

Business Banking

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General Questions

Q: Will changes made on the financial institutions core be sent to Autobooks?

A: No, any changes to addresses, phone number, or email addresses will need to be completed in the Autobooks profile for the business.

Q: Can the Terms and Conditions be altered that is presented by Autobooks?

A: No, the end user agreement is between Autobooks and the business. Autobooks will assume all risk associated with the payments.

Q: Can my financial institution charge an additional fee for the service?

A: No, in our agreement that allows NCR to share in the subscription fee and card processing with your institution, additional fees for invoicing & payments are prohibited.

Q: Can we automatically enroll all business customers in Autobooks and/or the upgraded accounting service?

A: No, since the customer agreement is with the business customer and Autobooks, your institution cannot automatically enroll a business in the service.

Q: Once Invoicing & Payments has been enabled for my institution, will we have to manually add it to all new customers?

A: No, Invoicing & Payments will default as enable on your current segments/groups.

Q: How will Autobooks know who to contact at my financial institution?

A: Each institution will need to complete an operational form for Autobooks. This form can be used for changes within your organization as well.

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Q: Can my financial institution monitor the connectivity for Autobooks?

A: Yes, you are encouraged to subscribe to real-time and historical data on Autobooks connectivity at <http://status.autobooks.co/>

Go To Market

Q: How can I prepare my financial institution for Invoicing & Payments enablement?

A: There are several resources available to help your institution prepare for Autobooks Invoicing & Payment launch. Autobooks also offers various webinars monthly for your institution to learn more about the service and help your program grow. Visit www.autobooks.co/ncr for the latest list of resources.

Q: If a customer has an issue with a payment or within Autobooks, how can we assist our customer?

A: Autobooks will service all customer issues and questions. This includes questions about payments, access, or modifications to their access. The customer can contact Autobooks with the following:

Phone: (866) 617-3122 Monday – Friday 9AM-6PM EST

Email: support@autobooks.co

Q: What if my customer has a question about invoicing & payments outside Autobooks normal business hours?

A: Autobooks had an extensive help library online with articles and teaching videos. Customers can also reach out by email to support@autobooks.co and a support person will contact them. SLA for customer contact is 1 business day.

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Q: Will my financial institution have access to reports for customers using Autobooks?

A: Yes, once your financial institution is enabled for Autobooks, admin access will be granted to your institution to Autobooks Hub. The Hub will provide reports on enrollment, payments, and access to approve businesses that could not be auto approved in Autobooks. To gain access to the Hub, fill out the Operational Form found at www.autobooks.co/ncr.

Q: How are users approved for Autobooks?

A: Most businesses will be approved within minutes of completing the application with Autobooks. If the customer is not able to provide specific information or is not automatically approved, your institution will receive a notice and a report will be available within the Autobooks Hub. Autobooks will work with your institution to clarify any information and approve the customer for invoicing & payments.

Q: Are customers only approved for the service during business hours?

A: No, Autobooks can approve customers through their automated service 24/7.

Business Customer

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Q: Who will have access to Autobooks Invoicing & Payments?

A: Once the business is enabled for Invoicing & Payments, the Primary and Secondary Administrator will have access to enroll in the service. The administrator will have the option to enable business users after enrollment.

Q: Can they business enroll more than one company or TIN for Invoicing & Payments?

A: No, during enrollment, the admin will choose a company to be associated with Autobooks for invoices and payments.

Q: When will cards and ACH items settle into the customer's account?

A: Settlement for cards range from 1-3 days into the DDA. ACH items are settled within 2 business days.

Q: Can customers import the payment information from Autobooks into QuickBooks®?

A: Yes, there is an import feature to upload information from payments or an import feature for payees and accounting* (*Autobooks accounting subscription required \$9.99)

Q: Can the customer choose the type of card they will allow for payments?

A: No, currently Autobooks does not allow for this optionality of the card to use, but all card transactions are charged a 3.49%* flat fee no matter what card is used.

*As of February 15, 2023 – Subject to fee schedule set by Autobooks

Q: Is there a trail period for the customer to test the service?

A: There are no fees assessed to the customer for digital Invoices until a payment is processed. The customer can explore the service without a monthly fee. If they choose to subscribe to the upgraded accounting reports, they will receive a 30-day free trial before incurring a fee of \$9.99 per month.

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Compliance

Q: How long will the Autobooks browser stay open without activity?

A: The window will stay open if the customer is working in the session. If there is more than 11 minutes of inactivity, a warning message will be given and sign out after 15 minutes.

Q: Is an OFAC check be competed on the business?

A: The small business will have an OFAC check preformed at signup because they are being underwritten by Autobooks, but the individual payees do not have an OFAC. Since Autobooks holds the responsibilities (financially and regulatory) for these payments.

Q: Does Autobooks offer a due diligence package for financial institutions to review?

A: Yes, the due diligence package is available to financial institutions for compliance review. An MNDA is required and will be executed by Autobooks to your institution. A request for the package can be sent to ncrsupport@autobooks.co