

Truist Online Bill Presentment and Payment

General information

Truist Online Bill Presentment and Payment (OBPP) provides you with the ability to accept payments through your existing website. You can also use the solution to accept payments over the phone. And, you can show your customer's details around the balance due, such as the invoice or statement details. Upon reviewing the details, your customers can initiate an ACH or card payment. At the end of each day, you receive a remittance file of your online payments and have real-time access to payment reports.

Key things to know

You'll access Online Bill Presentment and Payment from a new URL on December 5, 2021.

Key things to do

Please communicate the new URL to your payers. They'll automatically be redirected to the new URL for a period of time.

Frequently asked questions

Do I need a merchant account to process card payments via OBPP?

Yes, card payments are processed through SunTrust Merchant Services. An account with SunTrust Merchant Services must be established in order to accept card payments.

Can OBPP accept credit card, debit card, and ACH payments?

Yes, the OBPP system has the ability to accept debit and credit card payments, but cannot limit to only debit or only credit card payments. The system can be configured to accept ACH only, credit/debit card only, or both.

Can I charge convenience fees?

Yes, you have the ability to collect those charges when your payer initiates a convenience fee payment within the solution.

Service description information

On February 20, 2022, your SunTrust account will become a new Truist account, and your treasury services will transition to Truist treasury services. For treasury services, service descriptions and certain pricing will be modified. Any pricing changes for deposit accounts or treasury services will be effective February 1, 2022.

We have worked to limit fee changes for our clients, but depending on your services and usage there may be changes to your entity's pricing. To view your personalized treasury services pricing detail, please review your account analysis statement when it becomes available for the February 2022 period.

An overview of the changes to Treasury Solutions service descriptions, definitions and standard pricing for the services, is located [here](#). Your actual pricing may be different based on your usage of services, account types, or other agreements we have with you relating to pricing. The service descriptions are shown by product and broken into three categories for ease of review as listed below:

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- 1) **No change** - Service Description and Definition provided for reference.
- 2) **Service description name change only** - The description on your statement will change, but the billing methodology and price are unchanged.
- 3) **Change to name, billing methodology and or price** - Services with a change to billing methodology or price are provided along with additional information to help you understand how any changes may affect your account.

If you have questions about this information, contact Truist support at **877-882-1195**.
Representatives are available from 8 am to 6 pm ET, Monday through Friday on bank business days.