

## Empire Online

### Frequently Asked Questions(FAQ)

#### General Questions

**1. What is “Empire Online”?**

- a. “Empire Online” is a flexible web based tool that can provide account and invoice related information as well as the ability to pay your Empire Merchants bills on line.

**2. What are the benefits of using “Empire Online”?**

- a. This system provides you with the convenience to review your account information, payment history, purchase history and pay bills at any time from your computer. You just need internet access.
- b. You can also reduce the time to process your payments as you do not need to physically deliver checks to our office or spend money on stamps/overnight postage.
- c. Empire Online provides you with the ability to plan and schedule future payments. This system is very easy to use...at no extra cost to you.

**3. Is there a fee to access the On Line Bill Pay system at Empire Merchants?**

- a. Empire Merchants does not charge any fees for an on line payment; However you should check with your bank to see if there any ACH fees.

**4. Can I pay Empire Merchants using the Online services from my bank?**

- a. Yes - however, if you use Empire Merchants on line bill application, you can pay bills the same day they are due and this may take longer using your own bank. Nonetheless, you should check with your bank.

**5. Are the penalties the same as today if funds were not available to support the transaction (i.e. bouncing a payment)?**

- a. Yes - the fees are the same.

**6. Will you use my email for other purposes? Or my banking information?**

- a. Empire Merchants takes the issue of privacy seriously. Please take the time to review our privacy policy at [www.empiremerchants.com](http://www.empiremerchants.com) under the “Customer/Policy Memos” tab.

**7. If I am already receiving emails from Empire Merchants for “Invoices Coming Due and Delinquent Notifications”, do I need to sign up again?**

- a. Yes - this is a different program and the email information is not shared between these two offerings.

**8. When will I be able to order Online from Empire Merchants?**

- a. Currently, this is a future project and we do not have a specific timeline.

**9. Is your Empire Online application secure?**

- a. We recognize the sensitivity of the information that has been supplied to Empire Merchants to use the on line bill pay system and we use standard industry practices to secure this information.

**10. What information is needed to set up my on line account with Empire Merchants?**

- a. You will need to fill out the Enrollment form which includes the following information:
  - i. Customer #, License number, names of principals on licensee, Banking information and voided check.
  - ii. It can take up to 10 days to process your application once the completed paperwork is received.

**11. What if I forget my user id/email address and cannot log on to the system?**

- a. If you are the Customer Administrator for your account (that is, the person who completed the enrollment form), you should call Customer Service at 800-441-5614 to request what email is registered and, optionally, to have your password reset
- b. If you are the Planner or Approver for your account – you should contact your Customer Administrator to retrieve your user id/email address or have your password reset. Since your Customer Administrator set you up in the system, they have the capability to handle these issues.

**12. What if I forget my password?**

- a. Click “forget password” and a new temporary password will be sent to the email address associated with your login. You will be prompted to change it the next time you signon.

**13. What if I decide to terminate my enrollment in “Empire Online”?**

- a. You should contact Customer Service and they will provide instructions on how to terminate your account.

