

E-Bill Frequently Asked Questions

Table of Contents

About E-Bill	4
What can I do in E-Bill?	4
Why use E-Bill?	4
What are the minimum browser requirements for using E-Bill?	4
Who do I contact if I have questions about E-Bill?	4
Accessing E-Bill	4
Where do I access E-Bill?	4
How do I get started using E-Bill?	4
Where is the credit card or bank account information I previously saved in E-Pay?	4
Reallocation	5
What is reallocation?	5
How are reallocation payments reflected in Web CRD?	5
How long does a reallocation payment take to process?	5
Invoice Payments	5
What payment methods can I use to pay invoices?	5
What major credit cards accepted?.....	5
I selected to pay an invoice and fund the FINRA Flex-Funding Account, how come I do not see the pay by credit card option?	5
Can I set up automatic payments for invoices?.....	5
How long does a credit card or ACH payment take to process?	5
Who do I contact if I have questions about an invoice?.....	5
FINRA Flex-Funding Account	6
What payment methods are available in E-Bill for funding the FINRA Flex-Funding Account?	6
Does the FINRA Flex-Funding Account balance in E-Bill differ from the balance in Web CRD/IARD?	6
FINRA Renewal Account	6
I have the required entitlement to see the FINRA Renewal Account in E-Bill but how come I do not see the account on the Open Invoices/Accounts page?	6
How do I view my Renewal Statement in E-Bill?	6
What payment methods are available in E-Bill for funding the FINRA Renewal Account?.....	6
Can I make partial payments towards my Renewal Statement Charges?.....	6

Can I pay more than the amount owed on my Preliminary Renewal Statement? 6

How will the credit from my Final Renewal Statement be refunded to my firm? 6

Transaction History 7

Will the Transaction History page show payments made by other users at my firm?..... 7

Where are my E-Bill transactions reflected in Web CRD? 7

Alerts 7

How do I find an alert? 7

How do I set-up an invoice alert? 7

Where can I find the list of available alerts? 7

Can I have alerts sent to multiple users?..... 7

Will all SAAs automatically receive an alert when a new invoice is available? 8

How often, per invoice, can we receive the “delinquent invoice” alert? 8

About E-Bill

What is E-Bill and what can I do in E-Bill?

FINRA's electronic billing system, E-Bill, enables entitled users to view and pay invoices, to view and/or add funds to the FINRA Flex-Funding and Renewals accounts.

Why use E-Bill?

E-Bill saves you time by allowing you to view invoice details, pay invoices, and fund the FINRA Flex-Funding Account and Renewal Account all in one place. E-Bill also offers multiple payment options to avoid the additional costs of a wire transfer fees and postage fees for mailed checks.

What are the minimum browser requirements for using E-Bill?

- Internet Explorer 7.x -9.x (Windows)
- Firefox 4.x (Windows and Macs)
- Firefox – 5.x – current (Windows)

Who do I contact if I have questions about E-Bill?

For questions related to the E-Bill system contact the FINRA Call Center at 301-590-6500.

Accessing E-Bill

Where do I access E-Bill?

E-Bill can be accessed in any of the following ways:

- Access via Firm Gateway at: <https://firms.finra.org/ebill/>
- Access E-Bill from Web CRD/IARD at <https://crd.finra.org/>. Once in the Accounting tab, select “Make an Electronic Deposit/Payment” from the sub-menu.

How do I get started using E-Bill?

Your firm's Super Account Administrator (SAA) must grant you the proper entitlements in the User Administration section of Firm Gateway. If you do not know who your firm's SAA is, please contact the FINRA Call Center at 301-590-6500.

Where is the credit card or bank account information I previously saved in E-Pay?

Stored bank account and credit card information from FINRA's E-Pay system was not migrated over to E-Bill. You will need to re-enter the account information in E-Bill and save the account information for future use.

Reallocation

What is reallocation?

The Reallocation payment method allows users to pay open invoices and Renewal Statement charges using the funds already available in their firm's FINRA Flex-Funding Account. Other transactions initiated during the day will be processed prior to any reallocation requests made that same day. If your FINRA Flex-Funding Account balance is not sufficient to cover the reallocation submitted once all other transactions have been processed, the reallocation will not be processed.

*Reallocation entitlement is required in order to use reallocation as a payment method.

How are reallocation payments reflected in Web CRD?

Reallocations will display in the Web CRD Daily Account and Renewal Account Transfer Details as a transfer type labeled EBILL REALLOCATION.

How long does a reallocation payment take to process?

Reallocation requests are processed nightly and will be reflected in E-Bill the following day.

Invoice Payments

What payment methods can I use to pay invoices?

Invoice payments can be made by credit card, ACH, or by reallocating funds from your firm's FINRA Flex-Funding Account.

What major credit cards accepted?

E-Bill accepts the following credit cards: Visa, MasterCard, American Express, and Discover.

I selected to pay an invoice and fund the FINRA Flex-Funding Account, how come I do not see the pay by credit card option?

At this time, the FINRA Flex-Funding Account cannot be funded by a credit card payment. If you would like to pay the invoices using a credit card, please uncheck the FINRA Flex-Funding Account box on the Open Invoices screen.

In order to pay the invoices and fund your FINRA Flex-funding Account in one transaction, you must submit an ACH payment.

Can I set up automatic payments for invoices?

At this time, E-Bill does not offer automatic payment set-up. However, you can store bank account and credit card information for future use.

How long does a credit card or ACH payment take to process?

E-Bill payments are processed overnight and will be reflected in E-Bill the following business day.

Who do I contact if I have questions about an invoice?

For questions related to invoices, please contact the FINRA Call Center at 301-590-6500

FINRA Flex-Funding Account

What payment methods are available in E-Bill for funding the FINRA Flex-Funding Account?

ACH is the only available payment method for funding the FINRA Flex Funding Account and FINRA Renewal Account through E-Bill.

Does the FINRA Flex-Funding Account balance in E-Bill differ from the balance in Web CRD/IARD?

The Flex-Funding Account balance in E-Bill matches the Posted Account Balance in Web CRD/IARD.

FINRA Renewal Account

I have the required entitlement to see the FINRA Renewal Account in E-Bill but how come I do not see the account on the Open Invoices/Accounts page?

The FINRA Renewal Account section will only display during the annual Renewal Period. This section will display once the Preliminary Renewal Statement is generated.

How do I view my Renewal Statement in E-Bill?

In the FINRA Renewal Account section of the Open Invoices/Accounts screen, select the "Preliminary" or "Final" hyperlink in the Type column. A second window will open that displays your Renewal Statement in Web CRD/IARD.

What payment methods are available in E-Bill for funding the FINRA Renewal Account?

The FINRA Renewal Account can be funded by ACH or by reallocating funds from your firm's FINRA Flex-Funding Account.

Can I make partial payments towards my Renewal Statement Charges?

Partial payments can be made for both the Preliminary and Final Renewal Statements. However, payment in full is required by the due date.

Can I pay more than the amount owed on my Preliminary Renewal Statement?

You also have the option to make a payment greater than the amount owed on the Preliminary Renewal Statement. This option is available in the event you expect additional charges to be assessed when the Final Renewal Statement is generated. Once the Final Renewal Statement is generated, if you still have an outstanding balance, the payment amount cannot exceed the amount owed.

How will the credit from my Final Renewal Statement be refunded to my firm?

Credits, if any, will be adjusted to the FINRA Flex-Funding Account. Firms can use the funds for other FINRA activities, or request a refund.

Transaction History

Will the Transaction History page show payments made by other users at my firm?

The Transaction History screen will display any payments made by an E-Bill user for your firm.

Where are my E-Bill transactions reflected in Web CRD?

The Transaction History screen will not display wire transfers, check payments, or manual reallocation requests submitted outside of E-Bill.

Alerts

What is Alerts for E-Bill?

The Alerts functionality allows users to subscribe to alert types, enter alert parameters, and receive email notifications based upon selected criteria.

- Alerts History provides a view of the emails sent.
- Alerts Active Subscription and History displays a user's current subscriptions and a history of subscriptions (**NOTE:** SAAs with the E-Bill entitlement have the ability to view the firm's subscription history and a history by user.)

Where can I find alerts?

Alerts are found under E-Bill. From the Firm Gateway home page, click the E-Bill tab. The Alerts option is listed on the E-Bill submenu.

Who has access to alerts?

Access to alerts is provided by the E-Bill entitlement. Furthermore, the SAA has additional privileges for viewing data in the Alerts History and Subscription sections.

Does the Alerts Functionality require separate entitlement?

No. the Alerts functionality does not require separate entitlements.

How do I set-up an Alert?

To set an alert, select the Alerts option from the E-Bill submenu. Select the desired alert from the Alerts/Subscription navigation panel, located on the left side of the screen. Enter the criteria for the alert. Click the Update button and the OK button.

Where can I find the list of available Alerts?

The list of available Alerts is displayed in the Alerts/Subscription navigation panel on the left side of the screen. Currently, there are three categories of alerts: Flex-Funding Account, Invoices, and General Settings. The availability of Alerts is dependent on entitlement. The availability of invoice types is dependent upon the Invoice availability for the firm.

Can I have Alerts sent to multiple users?

Subscriptions are based on individual User Names/IDs. Multiple users can request a subscription to the same Alert. However, each user must subscribe to an alert individually.

Who gets the Alert email?

E-Bill Alerts are subscription based. Only the user who subscribes to the alert gets the alert.

Will all SAAs automatically receive an Alert when a new invoice is available?

No. Alerts for invoices will not be sent automatically to SAAs. SAAs must subscribe to receive Invoice Alerts.

What is the 'from' email address?

DoNotReplyEBill@finra.org inbox is the "from address." The email address is not monitored. For any queries regarding E-Bill or its functionality please reach out to the FINRA Gateway Call Center at 301-590-6500.

When will the Invoice Alert be sent?

Invoice Alert emails are sent to users in the morning. Alerts are generated after the batch process for invoices has occurred. After the invoices have reconciled, the system will email any Invoice Alerts based upon the criteria saved by the user.

How often, per invoice, can we receive the "delinquent invoice" alert?

The Delinquent Invoice Alert is only sent once per invoice.

Why are alerts different between different invoice alert types?

There are different invoice alert types because payment terms differ between invoices. For example, Invoices that have a payment term of 30 days, have all available alert types; Invoices that are due on the day they are generated do not have the alert type "Invoices Due In;" and Invoices that are due quarterly do not have the alert types "Invoices Due In" and "Invoices Past Due."

What is the difference between Alert History and Alert Subscription and History?

Alert History shows a list of email generated and sent to the user in a 30-day period. Alert Subscription and History defaults to display ALL active subscriptions for the user, with the option to include history - which displays all active and inactive alerts for the period of 12 months.

Will all users see the Alerts History?

All users will have the option to see their own Alert History. Only SAAs will see all history for all users in the firm, including the SAA's.

Can you retrieve email from history?

Email cannot be retrieved. However, the Alert History link on the left navigation panel will display a summary of emails that were sent.

Are Alerts and Notifications the same?

No. Firm Notification is the Web CRD[®] function that provides entitled users at broker-dealer, investment adviser, and broker-dealer/investment adviser firms (joint firms), the capability to request automatic e-mail reminders whenever significant registration-related changes occur.