



CAPSTAR
BANK
A DIVISION OF OLD NATIONAL BANK



Migration Guide for Business Bill Pay

If your company uses Business Bill Pay in CapStar Flex Online (“CFO”) today, this guide will walk you through the migration to ONPointe Treasury and important differences between the two online banking platforms.

Important Transition Information: Action Required

Bill Pay Users’ Migration to Old National Business Bill Pay

If your company has not sent at least one payment since June 1, 2023, we will not enroll you in Old National’s counterpart service and your biller information will be deleted. To retain access, complete at least one transaction in the service before June 30, 2024. Clients who have used CapStar’s business bill pay service since June 1, 2023 will have their user and biller information migrated to Old National.

Re-Enroll for eBills

If you have any invoices electronically delivered to your CapStar business bill pay solution today, you will need to re-enroll eligible bills with Old National’s service. If a biller is eligible for eBills with Old National, you will see an icon on the screen beside the biller’s name to indicate eligibility. Note that some billers might not offer eBills through Old National.

Important Transition Information: For Your Information

Biller Information & User Permissions

If you have used this service at least once since June 1, 2023, we will migrate your biller information and user permissions on your behalf.

Reversion to Paper Checks

You may notice that payments that are sent electronically today will initially be sent as paper checks. This is largely a temporary change, as Old National’s service requires clients to have an established history of use before allowing payments to be sent as electronic transactions. Because paper checks require a longer lead time to be delivered, please plan in advance when scheduling your bill payment transactions by scheduling them earlier than you do today.

QuickBooks Integrated Bill Pay

Old National does not support integrated bill pay using QuickBooks. Instead of requesting payments from within QuickBooks, you will instead log into ONPointe Treasury to create your online bill payments.

Have Questions? We’re Here to Help!

If you need assistance with Business Bill Pay in ONPointe Treasury, contact our Treasury Management Client Services team between 7am-5pm CT on business days.

Phone: 800-844-1720

Email: tmservice@oldnational.com