The purpose of this document is to guide campus business units in completing the U.S. Bank ePayment Service Questionnaire (UWM standard U.S. Bank configuration version).

To reduce cost and improve efficiency of implementation, some questionnaire responses have been standardized at the campus level. UWM standard U.S. Bank configuration questionnaire responses have already been provided in the questionnaire document and are indicated in the tables below with an arrow, ⇊, in the status column.

The questionnaire responses that are the responsibility of the campus business unit that is choosing to implement U.S. Bank ePayment are outlined below. Please indicate your responses within the questionnaire document.

<table>
<thead>
<tr>
<th>Status</th>
<th>Responsible party</th>
<th>Question</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provide your answer.</td>
<td>1. Implementation</td>
<td>Contact</td>
<td>Typically this person is the project or program manager responsible for the activities related to selling your unit’s products or services. Often it’s also the same individual within your business unit who is lead contact for UITS on any technical web development project(s) required by your implementation.</td>
</tr>
<tr>
<td>Provide your answer.</td>
<td>2. Technical contact</td>
<td></td>
<td>Typically this person is the same as the implementation contact. If technical staff within your business unit are involve in your U.S. Bank ePayment implementation, you may choose to identify the person from your technical team as the technical contact.</td>
</tr>
<tr>
<td>⇊</td>
<td>UWM standard configuration item.</td>
<td>3. File Transmission Contact</td>
<td>Transmission of remittance files containing transitional data is not required because that information is available via U.S. Bank’s administrative terminal.</td>
</tr>
<tr>
<td>Provide your answer.</td>
<td>4. Contact for Outages</td>
<td></td>
<td>Typically this person is the same as the implementation contact. If your business unit has a person responsible for communications related to IT services, you might choose to identify that person as contact for outages.</td>
</tr>
<tr>
<td>⇊</td>
<td>UWM standard configuration item.</td>
<td>5. ACH contact:</td>
<td>Non-applicable. UWM standard U.S. Bank configuration does not include echeck as payment option.</td>
</tr>
<tr>
<td>Provide your answer.</td>
<td>6. Security Officer</td>
<td></td>
<td>This person is responsible for managing who within your business unit has access to the U.S. Bank administrative terminal (web-based administrative tool) that allows authorized individuals to generate financial reports, issue refunds, view details related to declined payments and other activities.</td>
</tr>
<tr>
<td>Provide your answer.</td>
<td>7. Security Officer Backup</td>
<td></td>
<td>This person is responsible for serving as the security officer in the event that the primary security officer is unavailable.</td>
</tr>
</tbody>
</table>
### Getting started

<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>8. Volume and Target Date questions 1 through 3</td>
<td>Estimate the number of transactions you expect to process. For lines 1 and 2 only answer for web.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>9. Volume and Target Date question 4</td>
<td>Specify when you'd like to go live with U.S. Bank ePayment. This date should be at least 3 weeks out from when U.S. Bank first receives your completed questionnaire.</td>
</tr>
<tr>
<td>UWM standard configuration item.</td>
<td></td>
<td>10. Payment Channels</td>
<td>Only U.S. Bank ePayment Service Web Site is available as part of UWM standard configuration.</td>
</tr>
<tr>
<td>UWM standard configuration item.</td>
<td></td>
<td>11. Payment Network Options</td>
<td>Only Credit and/or ATM Card is available as part of UWM standard configuration.</td>
</tr>
<tr>
<td>UWM standard configuration item.</td>
<td></td>
<td>12. Multiple Billers</td>
<td>Only a single biller is available as part of UWM standard configuration.</td>
</tr>
<tr>
<td>UWM standard configuration item.</td>
<td></td>
<td>13. Convenience Fee Collection</td>
<td>Convenience fees are not collected as part of UWM standard configuration.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Messages

<table>
<thead>
<tr>
<th>Status</th>
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<th>Question</th>
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</tr>
</thead>
<tbody>
<tr>
<td>UWM standard configuration item.</td>
<td></td>
<td>14. Confirmation Messages</td>
<td>Technical settings for all UWM standard configurations are a UWM standard configuration item because all messages travel through a single integration point at UWM.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Payment parameters

<table>
<thead>
<tr>
<th>Status</th>
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<th>Question</th>
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</tr>
</thead>
<tbody>
<tr>
<td>UWM standard configuration item.</td>
<td></td>
<td>15. Payor Registration</td>
<td>Payor registration is not available as part of UWM standard configuration.</td>
</tr>
<tr>
<td>UWM standard configuration item.</td>
<td></td>
<td>16. Payment Criteria</td>
<td>Selections in the questionnaire are configured for single payments because recurring payments are not available as part of UWM standard configuration.</td>
</tr>
<tr>
<td>UWM standard configuration item.</td>
<td></td>
<td>17. Recurring Payments</td>
<td>Selections in the questionnaire are configured for single payments because recurring payments are not available as part of UWM standard configuration.</td>
</tr>
<tr>
<td>UWM standard configuration item.</td>
<td></td>
<td>18. Payment Due Date</td>
<td>Selections in the questionnaire are configured for single payments because recurring payments are not available as part of UWM standard configuration.</td>
</tr>
<tr>
<td>UWM standard configuration item.</td>
<td></td>
<td>19. Payment Amount questions 1 through 3</td>
<td>Selections in the questionnaire are configured for single payments because recurring payments are not available as part of UWM standard configuration.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>20. Payment Amount question 4</td>
<td>Please specify the minimum and maximum dollar amount of any simple payment that you want to allow processed.</td>
</tr>
</tbody>
</table>
## Web site setup

<table>
<thead>
<tr>
<th>Status</th>
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</tr>
</thead>
<tbody>
<tr>
<td>➡️ UWM standard configuration item.</td>
<td>22. Address Information – All Customers, question 1</td>
<td>Processing of international payments is enabled as part of UWM standard configuration.</td>
<td></td>
</tr>
<tr>
<td>➡️ Provide your answer.</td>
<td>23. Address Information – All Customers, Customer Service Page question 2</td>
<td>Provide the default fields. This is the contact information for the individual or group within your business unit who handles customers' questions about your products or services.</td>
<td></td>
</tr>
<tr>
<td>➡️ UWM standard configuration item.</td>
<td>24. Page Layout - ePayment Service Web Site Customers Only</td>
<td>Selections are part of UWM standard configuration. Please see questionnaire for description.</td>
<td></td>
</tr>
<tr>
<td>➡️ UWM standard configuration item.</td>
<td>25. Non-Payment Pages - ePayment Service Web Site Customers Only</td>
<td>Selections are part of UWM standard configuration. Please see questionnaire for description.</td>
<td></td>
</tr>
<tr>
<td>➡️ UWM standard configuration item.</td>
<td>26. Payment Pages - ePayment Service Web Site Customers Only</td>
<td>Selections are part of UWM standard configuration. Please see questionnaire for description.</td>
<td></td>
</tr>
<tr>
<td>➡️ UWM standard configuration item.</td>
<td>27. Verification Page - ePayment Service Web Site Customers Only</td>
<td>Selections are part of UWM standard configuration. Please see questionnaire for description.</td>
<td></td>
</tr>
<tr>
<td>➡️ UWM standard configuration item.</td>
<td>28. Confirmation Screen - ePayment Service Web Site Customers Only</td>
<td>Selections are part of UWM standard configuration. Please see questionnaire for description.</td>
<td></td>
</tr>
<tr>
<td>➡️ UWM standard configuration item.</td>
<td>29. Historical Payment Detail Page - ePayment Service Web Site Customers Only</td>
<td>Selections are part of UWM standard configuration. Please see questionnaire for description.</td>
<td></td>
</tr>
</tbody>
</table>

## Electronic check

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<tr>
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</tr>
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<tbody>
<tr>
<td>➡️ UWM standard configuration item.</td>
<td>30. Electronic Check (ACH Payments)</td>
<td>Non-applicable. UWM standard U.S. Bank configuration does not include echeck as payment option.</td>
<td></td>
</tr>
</tbody>
</table>
### Card setup

<table>
<thead>
<tr>
<th>Status</th>
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<th>Question</th>
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</tr>
</thead>
<tbody>
<tr>
<td>🔄</td>
<td>UWM standard configuration item.</td>
<td>31. Credit, Signature Debit, and ATM Card, question 1</td>
<td>Selections are part of UWM standard configuration. Please see questionnaire for description.</td>
</tr>
<tr>
<td>🔄</td>
<td>Provide your answer.</td>
<td>32. Credit, Signature Debit, and ATM Card, question 2</td>
<td>Specify the pages on your web site that include the information requested in the bulleted items outlined under question 2.</td>
</tr>
<tr>
<td>🔄</td>
<td>UWM standard configuration item.</td>
<td>33. Credit, Signature Debit, and ATM Card, questions 3 and 4</td>
<td>Selections are part of UWM standard configuration. Please see questionnaire for description.</td>
</tr>
</tbody>
</table>

### Convenience fees

<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>🔄</td>
<td>UWM standard configuration item.</td>
<td>34. Convenience Fees</td>
<td>Selections are part of UWM standard configuration. Please see questionnaire for description.</td>
</tr>
</tbody>
</table>

### Email setup

<table>
<thead>
<tr>
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</tr>
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<tbody>
<tr>
<td>🔄</td>
<td>UWM standard configuration item.</td>
<td>35. Email Creation</td>
<td>Selections are part of UWM standard configuration. Please see questionnaire for description.</td>
</tr>
</tbody>
</table>

### Product parameters

<table>
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</tr>
</thead>
<tbody>
<tr>
<td>🔄</td>
<td>UWM standard configuration item.</td>
<td>36. Product Parameters</td>
<td>Selections are part of UWM standard configuration and will be provided to US Bank during account setup.</td>
</tr>
</tbody>
</table>