Electronic Funds Transfer (EFT)/Direct Deposit Payments
Enrollment Instructions for Accounts Payable

Overview

State Farm offers the option to set up payments to be directly deposited into a bank account. This process is referred to as enrolling for Electronic Funds Transfer (EFT) payments. If you have not done so already, please reach out to your normal State Farm contact (for example, a relationship manager, Purchasing specialist, or invoice payment contact) to express your interest in receiving EFT payments. Your State Farm contact will help you get started.

If you have questions about or experience issues with using the B2B site, please call the B2B Help Desk @ 800-782-8332. Ask for help with the Accounts Payable B2B EFT Enrollment process.

State Farm Business 2 Business (B2B) Account

State Farm will create an account for your company’s designated contact, referred to as your ACCOUNT ADMINISTRATOR, on our Business 2 Business (B2B) web site @ https://b2b.statefarm.com/b2b/index.html. Your ACCOUNT ADMINISTRATOR will use this web site to set up EFT payments and to view your remittance information when payments are issued.

Your privacy is important to us! Any information you enter into the B2B site is kept safe and is only shared with a few individuals who support payment processing.

Before you start:

Your ACCOUNT ADMINISTRATOR will receive two emails from State Farm with information about your B2B account and enrolling for EFT payments. If you do not see these emails, check your Junk/Spam folder. The emails will be from the addresses shown below.

<table>
<thead>
<tr>
<th>From</th>
<th>Subject</th>
<th>Reason for Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>HOME SYS-B2BINTERNAL</td>
<td>State Farm B2B Self-Registration</td>
<td>Action Required: Click the link to set up your user ID and password for your B2B account</td>
</tr>
<tr>
<td>HOME CLMS-CBT-EFTSUPPORTTEAM</td>
<td>State Farm EFT / B2B Website</td>
<td>Information Only</td>
</tr>
</tbody>
</table>

Tips to Get Started:

- Have your company's full bank account number and routing number readily available. You will need this information to set up your EFTs. Please note the following regarding bank account use and setup.
  - You are advised to use a single bank account for all deposits if at all possible to avoid invoice payments being deposited into the wrong bank account or failing processing.
  - If you need to have payments sent to different bank accounts, each bank account must be set up under a unique location, defined as the remit address zip code used on your invoices.
  - **IMPORTANT**: The location zip code for your bank account must match the Remit To zip code included on your invoices. The invoice’s remit to zip code will be used during invoice payment processing to automatically determine the bank account for the associated EFT payment.

- Be near a phone. You will receive (and need to answer) an automated phone call from State Farm when you start the B2B account registration process.
  - If you are using a mobile device with call filtering or blocking, you may need to turn off these options so that you can receive this phone call.

- Read all instructions ahead of time to familiarize yourself with the B2B Account Registration process and the EFT Enrollment form. Both of these steps must be completed.
How to Register Your B2B Account

First, you will register your B2B account. During this process, you will create a unique User ID and Password to log in to the B2B portal. After your account has been registered, you will log in to your account and complete the EFT Enrollment form.

To get started, look for the “State Farm B2B Self-Registration” email, shown to the right.

Click on the link in this email to start the registration process.

When you click the link, the B2B portal will open.

Enter your phone number and click the Continue button.

Be sure this is the phone number you provided Accounting for setting up your payments.

You should now see a screen that looks like the one shown on the next page.
Verify your phone number is correct. This is very important! You are going to receive a phone call at this number to continue the process.

If your phone number is incorrect, stop and call the B2B Help Desk.

Click the “Call Me Now” button.

Within seconds, you will receive a phone call from the State Farm Business to Business Self-registration confirmation process. You will be asked to speak or enter the confirmation number shown on the B2B portal.

Provide is the Verification Code; in this example, you would say or enter “647444”.

After you speak/enter the Verification Code, you will hear the message: “Congratulations, you are ready to register to use the State Farm B2B system.” The call will end.

You will now return to the B2B web site to continue setting up your account.

On the B2B site, you will be presented the Terms of Use page. Click the “Agree” button.
EFT Enrollment Instructions

Next, you will create a User ID, Password, and Security Question.

You address and contact information will be displayed.

**Create a User ID and Password and select a Security Question.**

You will want to remember your User ID and Password for your account. You will use this information to login to the B2B portal to set up your EFT payments and to view payment remittance as needed.

**When finished, click the Submit button.**

After clicking “Submit”, you should receive a ‘Thank You’ page to confirm your registration is complete. This means your account is set up and ready to use. **Click the Continue to Login button.**

Now that your account has been created, you are ready to set up your electronic payments! Log in to your account to complete the EFT Enrollment Form.
How to Enroll/Set up EFT Payments

Follow these step-by-step instructions to complete the EFT Initial Enrollment form on the B2B portal.

By completing the EFT Initial Enrollment form, you will be providing State Farm your bank account for depositing your payments. You are also authorizing State Farm to electronically deposit payments into your bank account until payments are discontinued or you request State Farm to stop making deposits.

To get started:

On the B2B site, enter your B2B User ID and Password then click the “Login” button.

Your B2B account will open.

You should see a link for EFT Forms on the right side of the page. Click this link.
A list of EFT Forms will appear.

Click on the first link - United States **EFT Initial Enrollment**.

You will now start the EFT Enrollment form.

Your business’ name, TIN, and contact information will be displayed automatically. **Note: The address displayed here may not be the same as your company’s invoicing/payment address.**

From the “Type of Vendor” drop-down choose ACP – Accounts Payable Vendor.

Then, click the Continue button.
EFT Enrollment Instructions

Next, you will provide your banking information.

Tip: Look at a copy of your check or bank statement to find your Bank Account and Routing Number.

To complete this page:

- Enter your Bank account number
- Enter your Bank’s Routing Number in the Branch/Bank ID Account field
- Choose the Type of Account (Checking or Savings Account)
- Skip the Remittance Option field. This field automatically populates.
- Indicate whether multiple Locations & Bank Accounts need to be set up.
  - Answer NO to both questions if you are only using 1 bank account for all payments.
  - To set up more than 1 bank account, select YES to both questions. You will be prompted to enter the bank information for each unique Location.
- Click on Continue.

A Confirmation page appears with the information that you just entered. Review and make sure your bank account and routing number are correctly entered. Once you submit this page, you will not be able to change your banking information!
EFT Enrollment Instructions

On the lower half of Confirmation page, the ‘Authorization and Disclaimer’ appears. Read the statement and check the box that you have read and agree to the authorization agreement. Then, click the Continue button.

A ‘Thank you’ page should appear to confirm that your request has been submitted. Click the Log Out button to exit the B2B portal.

Congratulations! You have finished setting up your payments to be deposited to your bank account.

Please note that your EFT payments should begin with the next new invoice you send to State Farm. Any pending payments that State Farm is currently processing will be paid via check.
FAQs

Who should I contact for assistance with the B2B site (registration, log in, navigation or account updates)?

Please call the B2B Help Desk at 855-311-2681.

Who should I contact for assistance with completing the EFT setup process?

Please call the B2B Help Desk at 855-311-2681. Identify yourself as an Accounts Payable vendor and ask for assistance with the EFT enrollment process.

I can’t see the EFT Forms to set up my payments. Who should I contact?

Only your company’s account Administrator(s) can complete the EFT Forms. You likely have not been granted Administrator permissions. If another employee of your company has an account, please check with them to see if they have access to the forms.

If you need access to the forms, please call the B2B Help Desk at 855-311-2681. Identify yourself as an Accounts Payable vendor and advise them that you cannot view the EFT Forms. The B2B Help Desk will contact the appropriate team on your behalf and ask them to follow up with you. You should be contacted within a couple of business days to resolve the issue.

Can I receive emails advising me of new payments?

No. This function is not available.

When will my payments be viewable on the B2B website?

Accounts Payable payments will be viewable within 1-2 days of the payment date.

Who should I contact if I am unable to view the EFT “View Remittance” link?

Please call the B2B Help Desk at 855-311-2681.

Why can’t I find a payment when I click on “View Remittance”?

Please click on all zip codes to view your payments.

- You will see payment information for every zip code that has been paid under your Tax ID Number (TIN).
- You may have to use the Ctrl-F function to “find” your zip code. Look for multiple results in the zip code.
- Once you find the zip code and click “view” your payments will be displayed below the zip codes so you may have to scroll down to see them.

If you still cannot see payments, you may need to delete your temporary internet files/cookies.

- Log out of your account
- Delete your temporary internet files/cookies
- Close and re-open your browser
- Log into your account again.

If you still cannot see payments, please call the B2B Help Desk at 855-311-2681.

Who should I contact if I need additional information about a payment? (Ex. Why did we receive this payment? I believe this payment was issued in error.)

Please contact your State Farm relationship manager, purchasing buyer, or invoice processing team group.
EFT Enrollment Instructions

How do I update my bank account information?

- Log into your account
- Click on the “EFT Forms” link
- Complete the appropriate form

*Note: Only Administrators have access to the EFT Forms.

How can I update my address?

The address on file in your account may be either your office’s primary or payment mailing address (not the address of your bank).

Please call the B2B Help Desk at 855-311-2681. Ask for assistance with an address change for your B2B account.

If you have a new payment address, please contact your State Farm relationship manager or invoice processing team to notify them of the address change.

How can I update my company name and/or Tax ID Number (TIN)?

First, your company’s information will need to be updated in the Accounts Payable invoice payment system. Please contact your State Farm relationship manager, purchasing/contract specialist, or invoice processing team group for assistance. You will need to provide State Farm an updated/current, signed W9 form.

Second, your B2B account will need to be updated. Please call the B2B Help Desk at 855-311-2681. Identify yourself as an Accounts Payable vendor and ask for assistance with updating your B2B account information. The B2B Help Desk will contact the appropriate team on your behalf and ask them to follow up with you. You should be contacted within a couple of business days to discuss the changes.

Note: If your TIN is changing, your current EFT enrollment will be cancelled, and you will need to re-enroll for EFT payments under your new TIN after your account has been updated.

Where do I go to add additional users?

Administrators may add additional users through the Profile & Settings tab (top navigation) and selecting the “User Admin” tab.

How do I change the Administrator on my company’s account? (Ex. Employee has left the company or changed roles.)

Please call the B2B Help Desk at 855-311-2681. Identify yourself as an Accounts Payable vendor and ask for assistance with changing the administrator for your company’s EFT payments. The B2B Help Desk will contact the appropriate team on your behalf and ask them to follow up with you. You should be contacted within a couple of business days to discuss the changes.