# SECTION 6: Make a Payment or Payments — Auto



To make a payment, click on the "Make a Payment" button off of the Arrowhead Exchange Main Menu. [Only EFT authorized Producers will see this area].

### Submit a payment for a single policy or multiple policies through an EFT account.

In order to make a payment for a single policy, type in the policy number, customer number, or client's last name.

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For a single policy pay following criteria:	ment, please search for t	<del>he policy using</del> one of t	he
Policy Number	OR Customer Number	OR Client's Last Nam	1e
		Search	ĺ

**NOTE**: Make Payment(s) through Arrowhead Exchange can only be made for **WPC policies**. Policies from our previous processing system must be ArrowBound and submitted by check or money order to: PO BOX 85389, San Diego, CA 92186-5389.

#### Make Payment(s): Single Payment ArrowBind # **Online Payment: Single Payment** An ArrowBind Number should Minimum Remaining be included if payment was Payment Policy # Insured Name Payment + Balance + Arrowbind # accepted in your agency prior Amount Fees to submitting payment online. Fees 60D0533726 Pedro Garcia 153.31 436.07 153.31

Submit Back

<u>Minimum Payment + Fees</u>: This is the <u>minimum</u> amount that can be submitted online. The amount includes billing fees as well as premium and should reflect the amount shown on the billing statement.

**<u>Remaining Balance + Fees</u>**: This is the total remaining amount that can be submitted online in order to pay off the policy for the current term. Please note: This amount is subject to change in the event the policy is endorsed or another bill is generated.

**Payment Amount:** This is the current payment amount including billing fee. This amount can be increased up to the amount of the remaining balance. However, the payment amount cannot be less than the minimum payment plus fees.

**ArrowBind:** Include an ArrowBind number if payment was taken prior to the time the payment was submitted online. This is optional because the payment does not need to be bound if the payment is submitted online at the time it was received by the insured. If the policy is lapsed, and can be reinstated, the ArrowBind number is verified and the date and time of the ArrowBind is used to reinstate the policy, instead of the date and time the payment is transmitted online. This can be very important if there has been a claim.

# Make Payment(s): Multiple Payments

Velcome to our Online F	<sup>p</sup> ayment System, where you can	make on	ine payments through you
a payment on several po	licies at once.	a haàineirr	on a single policy, or mai
For a single policy p	ayment, please search for t	the polic	y using one of the
	- · · · · · · · · · · · · · · · · · · ·		
Policy Number	OR Customer Number	OR	I Client's Last Name
			Search
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In order to make multiple payments for several policies, type in the policy number, and then click "Add Policy". Continue doing this until they are all listed.

	Online Paymen	t: Multiple Payment	:S				
l Policies, ple	ase enter Policy #	then click th	ne "Add Policy" but	ton below			
	Add	Policy					
/#	Insured Name	Minimum Payment + Fees	Remaining Balance + Fees	Payment Amount	Arrowbind #	Print Individu Receipt	Jal
653745	This policy is not eligit	ole for online payment.					Remo
			Grand Total:	0.00			
To add Policie	Online Paym 5, please enter Policy #	ent: Multiple Paymer	nts the "Add Policy" but	ton below			
To add Policie	Online Paym s, please enter Policy #	ent: Multiple Paymer then click 1	nts the "Add Policy" but	ton below			
To add Policie Policy#	Online Paym 5, please enter Policy # 	ent: Multiple Paymer then click Add Poley Payment + Fees	tts the "Add Policy" but Remaining Balance + Fees	ton below Payment Amount	Arrowbind #	Print IndMdusi Receipt	
To add Policie Policy# <u>ROD0583726</u>	Online Paym s, please enter Policy # Insured Name Pedro Garcia	ent: Multiple Paymen then click Add Policy Minimum Payment + Fees 163.31	tts the "Add Policy" but Remaining Balance + Fees 438.07	ton below Payment Amount (153.31	Arrowbind #	Print IndMdual Receipt C no	Remove
To add Policie Policy ≠ <u>80D0533726</u> 80D0508886	Online Paym s, please enter Policy # Insured Name Pedro Garcia	ent: Multiple Paymen then click 1 Add Poley Add Poley Payment + Fees 153.31 41.89	tts the "Add Policy" but Remaining Balance + Fees 436.07 41.89	Payment Amount 153.31	Arrowbind #	Print IndMidual Receipt C no C no C no	Remove
To add Policie Policy ≠ <u>80D0533726</u> <u>80D0508986</u> 80D0950650	S, please enter Policy # s, please enter Policy # Insured Name Pedro Garcia Pedro Garcia This policy is not el	ent: Multiple Paymer then click 1 Add Poley Minimum Payment + Fees 153.31 41.89 Igible for online payment	tts the "Add Policy" but Remaining Balance + Fees 436.07 41.89	Payment Amount (153.31	Arrowbind #	Print IndMidual Receipt C no C yes C no C no	Remove Remove Remove
To add Policie Policy # 80D0533726 80D0506886 80D0850650 21D2863745	S, please enter Policy # s, please enter Policy # Insured Name Pedro Garcia Pedro Garcia This policy is not el This policy is not el	ent: Multiple Paymer then click 1 Add Paley Add Paley Payment • Fees 153.31 41.89 Igible for online payment	tts the "Add Policy" but Remaining Balance + Fees 436.07 41.89	Payment Amount 153.31	Arrowbind #	Print IndMidual Receipt C no C no C no	Remove Remove Remove

Subrit Cancel

**MAKE MULTIPLE PAYMENTS** at one time through the "Make Payments" screen. If the policy is eligible for an online payment, the payment information will be displayed. If the policy is in cancelled status and is not eligible for reinstatement or is not a policy on our new processing system, the following message will be displayed:

#### This policy is not eligible for online payment.

<u>VIEW THE POLICY STATUS INFORMATION</u> by clicking on their "<u>policy number</u>" in order to verify the status of the policy. *Payments for policies on our previous policy processing system cannot be made online, but should be ArrowBound and mailed to Arrowhead for processing.* 

**PRINT RECEIPTS**: You can "Print an individual receipt" for each payment by indicating yes or no.

**<u>REMOVE</u>**: If you decide not to make a payment and want to remove an insured/policy entry before submitting multiple payments, click the "**Remove**" button next to the appropriate entry.

When you are finished, click on the "Submit" button.

Next, you will see the "Total payment is" amount, be sure to verify the amount and click "OK". If this is **NOT** the correct amount or you decide **NOT** to submit the payments, you can cancel the transaction by clicking "Cancel".

Microsoft	Internet Explorer 🛛 🗙
?	Total payment is \$195.20 Do you want to submit?
0	Cancel

Once you have clicked "OK", you will receive an Online Payment Confirmation:

Policy#Last NameAmountReceipt#Message60D0533726Garcia153.318227Payment Submitted60D0506886Garcia41.898228Payment Submitted60D08506500.00This policy is not eligible for online payment21D26537450.00This policy is not eligible for online payment	Online payments have been submitted for the following list of policies:				
60D0533726 Garcia 153.31 8227 Payment Submitted   60D0506886 Garcia 41.89 8228 Payment Submitted   60D0850650 0.00 This policy is not eligible for online payment   21D2653745 0.00 This policy is not eligible for online payment	Policy #	Last Name	Amount	Receipt#	Message
60D0506886   Garcia   41.89   8228   Payment Submitted     60D0850650   0.00   This policy is not eligible for online payment     21D2653745   0.00   This policy is not eligible for online payment	60D0533726	Garcia	153.31	8227	Payment Submitted
60D0850650   0.00   This policy is not eligible for online payme     21D2653745   0.00   This policy is not eligible for online payme	60D0506886	Garcia	41.89	8228	Payment Submitted
21D2653745 0.00 This policy is not eligible for online payme	60D0850650		0.00		This policy is not eligible for online payment
	21D2653745		0.00		This policy is not eligible for online payment
TOTAL: \$195.20	TOTAL:		\$195.20		

# **Print a receipt for the entire transaction and retain for your records or return to the Main Menu.** Note: \* Policies that are not eligible for online payment will not be submitted even in the event they are not removed prior to submission. See receipt for details.

**Online Payment Receipt Example:** 

General Insurance	e Agency, Inc.				
Ari	rowhead General In	surance Agency Pre	mium Payment Recei	pt	
Producer Code:	086676	Paymen	Payment Date:		
User Name:	test	Master Payment ID:		8226	
Total Payment Amount:	195.20				
Payment Details:					
Foncy Number:	Insured Last Name	Individual Payment ID	Payment Date	Payment Amount	
60D0506886	Garcia	8227	04/02/2003	41.89	
0020200000	Galva	0220	Subtotals:	195.20	

Once the payment is submitted, the payment will be instantly posted to our processing system. Nothing else needs to be submitted; the money is swept from your trust account in four to five days.

#### **IMPORTANT!**

We are unable to cancel a policy for installment payments in which a [NSF] non-sufficient funds check has been written to the agency. The agency has the option to submit or endorse a check to us, bind the payment and send it directly to our office. Discretion must be used when accepting a check from the insured for this very reason.