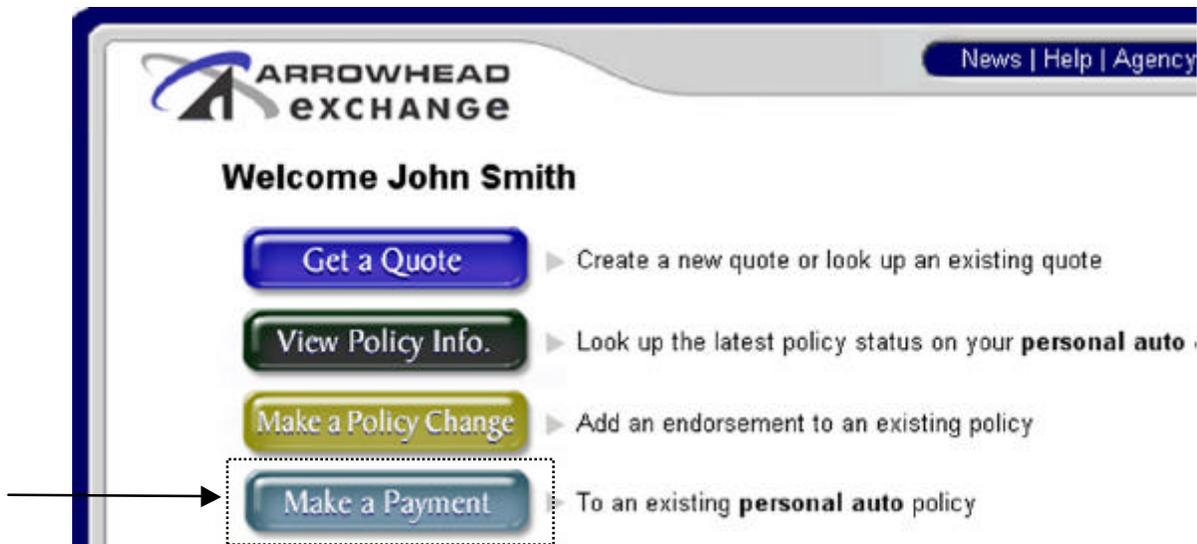


SECTION 6: Make a Payment or Payments — Auto



ARROWHEAD EXCHANGE News | Help | Agency

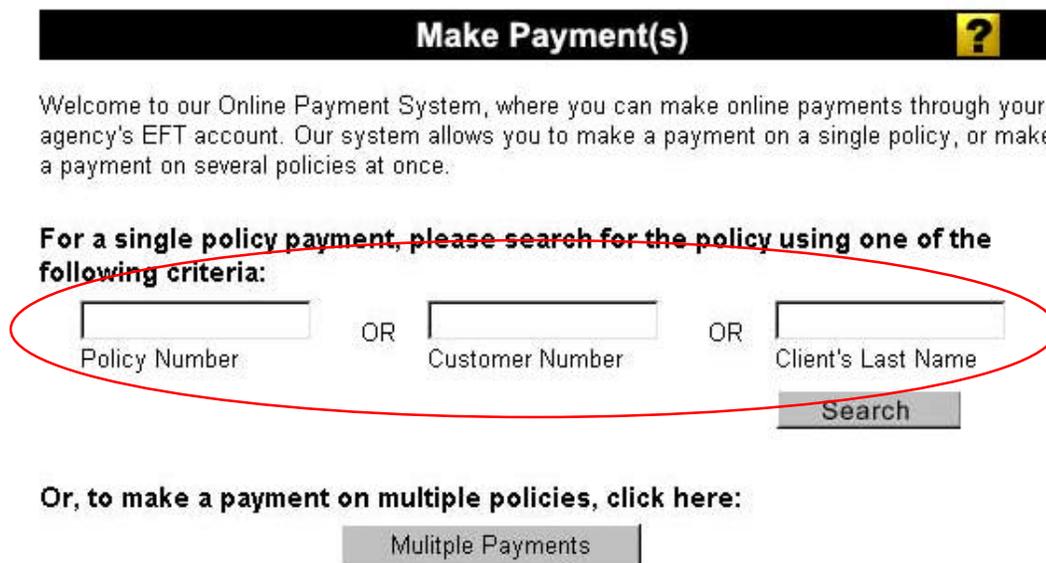
Welcome John Smith

- Get a Quote** ▶ Create a new quote or look up an existing quote
- View Policy Info.** ▶ Look up the latest policy status on your **personal auto**
- Make a Policy Change** ▶ Add an endorsement to an existing policy
- Make a Payment** ▶ To an existing **personal auto** policy

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.



Make Payment(s) ?

Welcome to our Online Payment System, where you can make online payments through your agency's EFT account. Our system allows you to make a payment on a single policy, or make a payment on several policies at once.

For a single policy payment, please search for the policy using one of the following criteria:

Policy Number OR Customer Number OR Client's Last Name

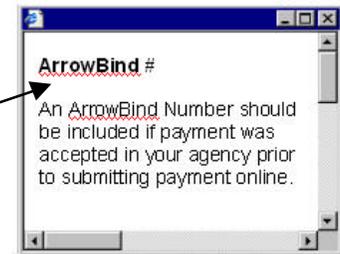
Or, to make a payment on multiple policies, click here:

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.

SECTION 6: Make a Payment or Payments — Auto ... Continued

Make Payment(s): Single Payment

Online Payment: Single Payment					
Policy #	Insured Name	Minimum Payment + Fees	Remaining Balance + Fees	Payment Amount	Arrowbind #
60D0533726	Pedro Garcia	153.31	436.07	<input type="text" value="153.31"/>	<input type="text"/>



Minimum Payment + Fees: This is the minimum 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.

Remaining Balance + Fees: 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

Make Payment(s)

Welcome to our Online Payment System, where you can make online payments through your agency's EFT account. Our system allows you to make a payment on a single policy, or make a payment on several policies at once.

For a single policy payment, please search for the policy using one of the following criteria:

OR OR
Policy Number Customer Number Client's Last Name

Or, to make a payment on multiple policies, click here:

SECTION 6: Make a Payment or Payments — Auto ...Continued

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 Payment: Multiple Payments

To add Policies, please enter Policy # then click the “Add Policy” button below

Policy #	Insured Name	Minimum Payment + Fees	Remaining Balance + Fees	Payment Amount	Arrowbind #	Print Individual Receipt	
21D2653745	This policy is not eligible for online payment.						<input type="button" value="Remove"/>
Grand Total:				<input style="width: 50px;" type="text" value="0.00"/>			

Online Payment: Multiple Payments

To add Policies, please enter Policy # then click the “Add Policy” button below

Policy #	Insured Name	Minimum Payment + Fees	Remaining Balance + Fees	Payment Amount	Arrowbind #	Print Individual Receipt	
80D0533726	Pedro Garcia	153.31	438.07	<input style="width: 50px;" type="text" value="153.31"/>	<input style="width: 50px;" type="text"/>	<input checked="" type="radio"/> yes <input type="radio"/> no	<input type="button" value="Remove"/>
80D0508886	Pedro Garcia	41.89	41.89	<input style="width: 50px;" type="text" value="41.89"/>	<input style="width: 50px;" type="text"/>	<input checked="" type="radio"/> yes <input type="radio"/> no	<input type="button" value="Remove"/>
80D0850650	This policy is not eligible for online payment.						<input type="button" value="Remove"/>
21D2653745	This policy is not eligible for online payment.						<input type="button" value="Remove"/>
Grand Total:				<input style="width: 50px;" type="text" value="195.20"/>			

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.

VIEW THE POLICY STATUS INFORMATION by clicking on their “policy number” 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.

REMOVE: 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.

SECTION 6: Make a Payment or Payments — Auto ... Continued

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”.



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

Online Payment: Confirmation

Online payments have been submitted for the following list of policies:

Policy #	Last Name	Amount	Receipt #	Message
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.
TOTAL:		\$195.20		

These payments will be posted to “View Policy Info” by the next business day.

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.*

