

# One Inc / eBilling Enhancement Training Guide

## Agent and Policyholder

## Project Overview

### The What

- EMPLOYERS has deployed a new, advanced payment processor, One Inc, which is replacing CyberSource to support our eBilling online microsite payment application.
  - **Application Features**
    - Ability to use credit cards for auto-pay.
    - Ability to split a payment between two credit cards.
    - Ability to postdate a payment.
    - Ability to make a payment through an automated interactive voice response (IVR) application.
    - Ability to make a payment directly without having to log in to EACCESS.
    - Ability to receive a link via text message or email to make payment.
  - **Application Features – Phase II**
    - Ability to pay through our Automated Phone System 27/7.
    - Ability to make a quick payment with our Make a Payment link on our homepage [www.Employers.com](http://www.Employers.com)
    - Ability to request a link from one of our associates to be sent to your mobile phone or email to click and make a payment.

### The Why

- Improved customer experience with advanced self-service options.
- Secure PCI (security for our insureds' payment methods).
- Reduction in call volume and ease of payment management for EMPLOYERS associates.

### The When

- One Inc will go-live 6/3/2022.
- Phase II Go-Live 9/21/2022.

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**Step 1: Login** – Access eBilling through EACCESS at [eaccess.employers.com](https://eaccess.employers.com) Agent and Policyholder View

**Please note:** Google Chrome is the preferred web browser for all new microsites, which includes eBilling, EACCESS, Get a Quote, and self-service endorsements.

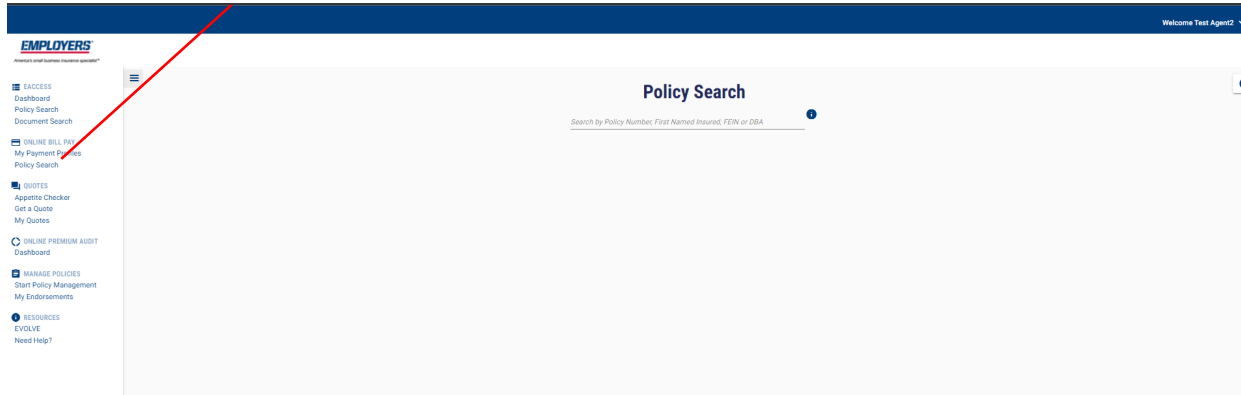
You will be required to set up a username/password if you have not previously registered with EACCESS. eBilling can be accessed through the side navigation.

The image displays two side navigation menus for the EMPLOYERS website, comparing the 'Policyholder View' and the 'Agent View'. Both views feature the EMPLOYERS logo and tagline at the top. The 'Policyholder View' menu includes sections for EACCESS (Dashboard, My Policies), ONLINE BILL PAY (My Bill Pay, My Payment Profiles), PRECISEPAY (My PrecisePay), ONLINE PREMIUM AUDIT (My Audits), and RESOURCES (How to Report a Claim, Products & Services, Press Releases & Blog, Loss Control, Educational Library, Need Help?). The 'Agent View' menu includes sections for EACCESS (Dashboard, Policy Search, Document Search), ONLINE BILL PAY (My Payment Profiles, Policy Search), QUOTES (Appetite Checker, Get a Quote, My Quotes), ONLINE PREMIUM AUDIT (Dashboard), MANAGE POLICIES (Start Policy Management, My Endorsements), and RESOURCES (EVOLVE, Need Help?). Red lines connect the 'EACCESS' and 'ONLINE BILL PAY' sections between the two views.

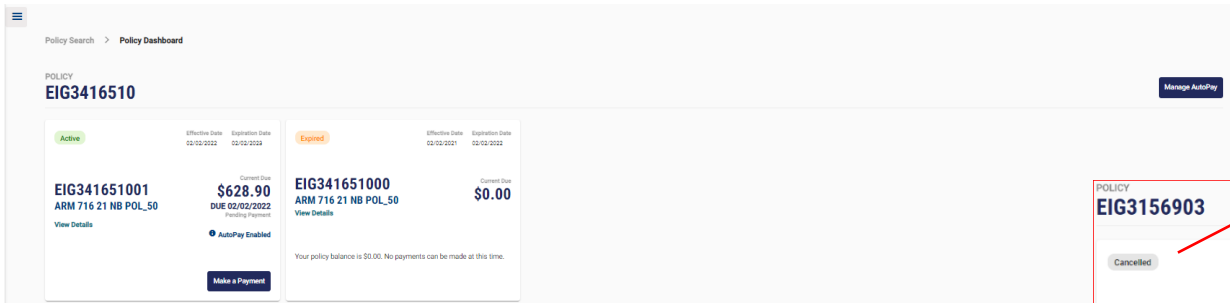
Policyholder View	Agent View
<b>EACCESS</b> Dashboard My Policies	<b>EACCESS</b> Dashboard Policy Search Document Search
<b>ONLINE BILL PAY</b> My Bill Pay My Payment Profiles	<b>ONLINE BILL PAY</b> My Payment Profiles Policy Search
<b>PRECISEPAY</b> My PrecisePay	<b>QUOTES</b> Appetite Checker Get a Quote My Quotes
<b>ONLINE PREMIUM AUDIT</b> My Audits	<b>ONLINE PREMIUM AUDIT</b> Dashboard
<b>RESOURCES</b> How to Report a Claim Products & Services Press Releases & Blog Loss Control Educational Library Need Help?	<b>MANAGE POLICIES</b> Start Policy Management My Endorsements
	<b>RESOURCES</b> EVOLVE Need Help?

**Step 2: Screen Search / Policy Dashboard**

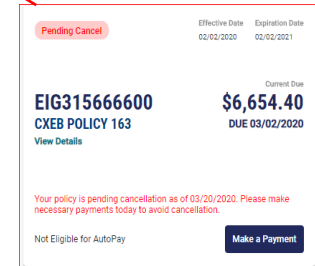
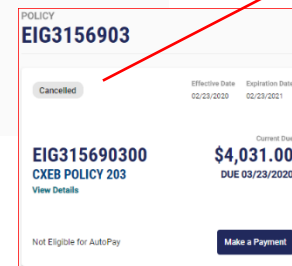
**Agent Only View – Search Screen**



**Agent and Policyholder View – Policy Dashboard**



Identifies when a policy is pending cancellation and/or is cancelled.



**Step 3: View Details Screen- Agent and Policyholder View**

Each card below will show the **effective dates, amount due**, and if it is **active, expired, cancelled, or future dated**. If you would like to see the Installment Schedule, Payment History, and Policy Details, please click "VIEW DETAILS" as shown below.

AutoPay Enabled

**EIG341651001**  
ARM 716 21 NB POL\_50

<b>CURRENT DUE</b>	<b>PAYMENT PENDING</b>	<b>PAST DUE</b>	<b>POLICY BALANCE</b>	<b>DUE DATE</b>
<b>\$628.90</b>	<b>(\$1,019.90)</b>	<b>\$0.00</b>	<b>\$6,720.00</b>	<b>02/02/2022</b>

---

Effective Date	02/02/2022	Total Amount Paid	\$0.00	Payment Status	Past due
Expiration Date	02/02/2023	Total Amount Refunded	\$0.00	Policy Status	Active

---

**Installment Schedule**

You're saving money on each installment with your policy enrolled in AutoPay.

Number	Invoice Date	Due Date	Installment Amount	Paid	Invoice
001	02/09/2022	02/02/2022	\$1,009.90	\$0.00	
002	02/09/2022	03/02/2022	\$638.90	\$0.00	
003		04/02/2022	\$633.90	\$0.00	
004		05/02/2022	\$633.90	\$0.00	
005		06/02/2022	\$633.90	\$0.00	
006		07/02/2022	\$633.90	\$0.00	
007		08/02/2022	\$633.90	\$0.00	
008		09/02/2022	\$633.90	\$0.00	
009		10/02/2022	\$633.90	\$0.00	
010		11/02/2022	\$633.90	\$0.00	

---

**Payment History**

Payment Date	Payment Amount	One Inc Processing Fee	Total Amount Charged	Payment Status	Payment Method	Transaction Reference	Merchant Reference
02/03/2022	\$10.00	\$0.30	\$10.30	Pending	Credit Card	16991689	1003EIG341651001_0001643924643_N
02/02/2022	\$1,009.90	\$0.00	\$1,009.90	Pending	ACH	20D4C0RK6WIFTVM	1003EIG341651001_0001643801529_Y

This page now shows the One Inc Credit Card Processing Fee and Total Amount Charged columns.

**Step 4: Make a Payment and Set Up Payment Profile - Agent and Policyholder View**

Policy Search > Policy Dashboard

POLICY  
**EIG3416510** Manage AutoPay

Status	Effective Date	Expiration Date	Current Due
Active	02/02/2022	02/02/2023	<b>\$628.90</b> DUE 02/02/2022 Pending Payment AutoPay Enabled
Expired	02/02/2021	02/02/2022	<b>\$0.00</b>

Your policy balance is \$0.00. No payments can be made at this time.

Policy Search > Policy Dashboard > **Make a Payment**

**EIG341651001** Current Due  
02/02/2022 - 02/02/2023 **\$628.90**  
Due 02/02/2022

**Current Due** **\$628.90**     **Past Due** **\$0.00**     **Policy Balance** **\$6,720.00**     **Other Amount** **\$ 0.00**

Back Continue

Choose payment amount from these four options, and then click "Continue."

**Step 4 Cont'd: Make a Payment and Set Up Payment Profile - Agent and Policyholder View****Navigation Confirmation**

I understand and agree that by clicking the "Continue" button below, I am leaving the EMPLOYERS website to make a payment with ONE INC, the third-party payment solutions provider that will make a payment to EMPLOYERS on my behalf. There is no fee to make a payment using a bank account. One Inc will charge a 2.99% service fee if you select credit/debit card as the payment method.

[Back](#)[Continue](#)



**Step 4 Cont'd: Make a Payment and Set Up Payment Profile - Agent and Policyholder View**

Choose "Add New Payment Profile" or choose an existing payment profile.

It is imperative to note that the ability to allocate "nicknames" to each Payment Profile is no longer an option – please ensure to manage payment profiles accordingly, to mitigate any payment posting errors

If adding new payment profile, enter payment profile information for credit card.  
Click "Submit."  
If choosing existing payment profile, go to Page 9.

Enter payment profile information for Bank Account / ACH.

ONE INC CLOSE X  
Welcome. Please make your payment choices below to keep your insurance policy active.  
EMPLOYERS  
1 PAYMENT AMOUNT  
\$10.00  
2 PAYMENT PROFILE MANAGE  
Split payment between two cards  
+ ADD NEW PAYMENT PROFILE  
REVIEW  
CANCEL

ONE INC CLOSE X  
Welcome. Please make your payment choices below to keep your insurance policy active.  
EMPLOYERS  
1 PAYMENT AMOUNT  
\$10.00  
2 PAYMENT PROFILE MANAGE  
Split payment between two cards  
+ ADD NEW PAYMENT PROFILE  
REVIEW  
CANCEL

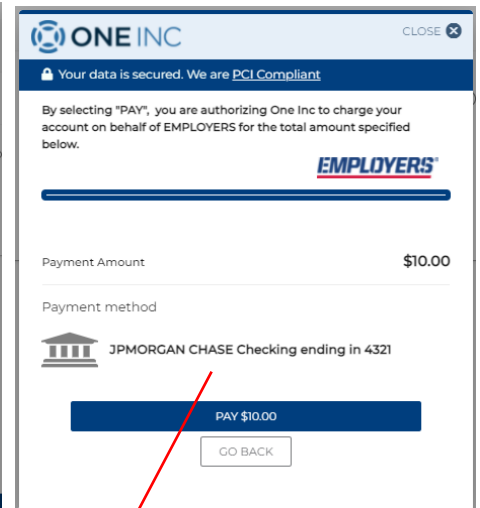
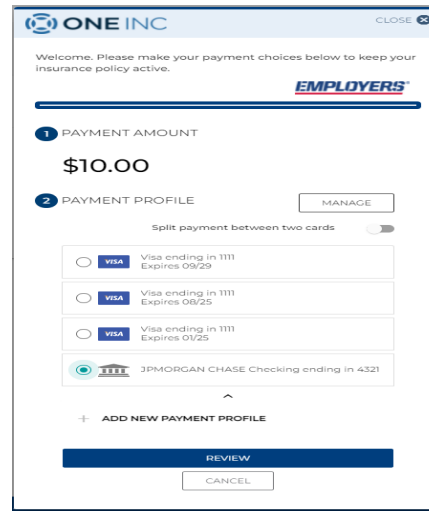
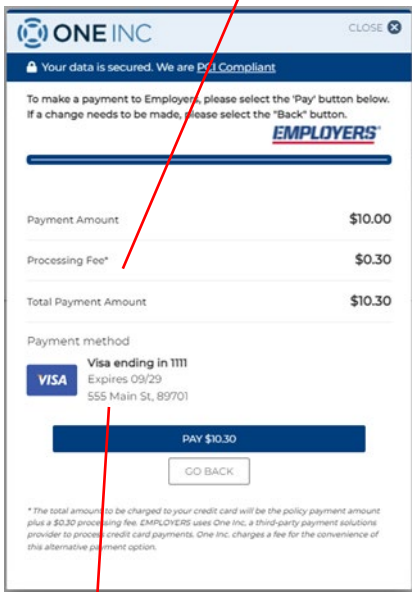
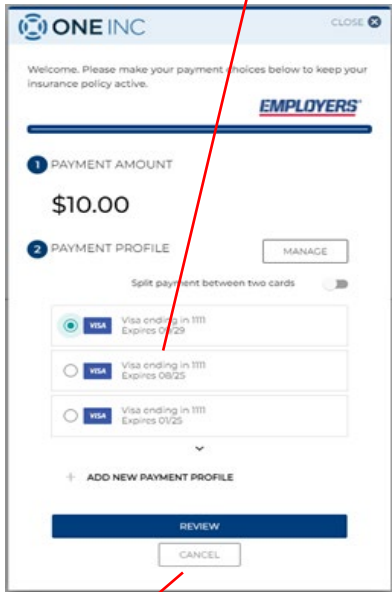
ONE INC ADD PAYMENT PROFILE CLOSE X  
Your data is secured. We are PCI Compliant  
Credit Card Bank Account  
VISA  
Number: 4111 1111 1111 1111  
Expiration date: 08/27  
Name On Card: ARM 716 21 NB POL\_50  
Billing Address: 555 Main St  
Billing Zip: 89701  
MAKE THIS MY DEFAULT PAYMENT PROFILE  
SUBMIT  
CANCEL

ONE INC ADD PAYMENT PROFILE CLOSE X  
Your data is secured. We are PCI Compliant  
Credit Card Bank Account  
Routing Number: 122105278  
Account Number: 0000000019  
Repeat Account Number: 0000000019  
Checking Savings  
Name On Account: ARM 716 21 NB POL\_50  
MAKE THIS MY DEFAULT PAYMENT PROFILE  
SUBMIT  
CANCEL

**Step 4 Cont'd: Make a Payment and Set Up Payment Profile - Agent and Policyholder View**

Verify the correct payment profile is clicked, and then choose "Review."

Review payment information, and then choose "Pay."



If you choose "Cancel," this will cancel

Credit Card Payment View

ACH Payment View

**Step 4 Cont'd: Make a Payment and Set Up Payment Profile - Agent and Policyholder View**

Choose which option to receive receipt.

The screenshot shows the ONE INC interface with a confirmation message "You're all set!". Below the message, the following details are listed:

Total Payment Amount	\$10.30
Transaction Number	17476874
Credit Card	Visa ending in 1111
Payment Date	04.25.2022, 01:58 PM PDT

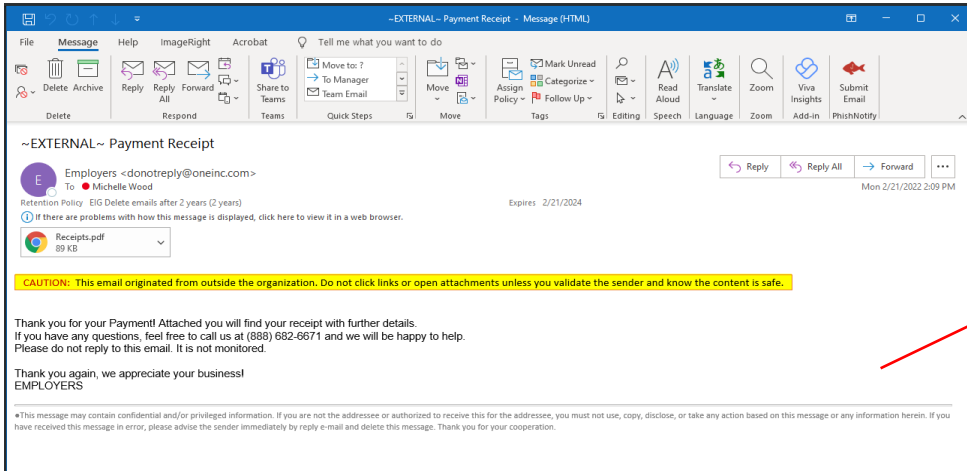
Below the details, there is a section "You can email receipt to:" with an email address input field containing "mwood@employers.com" and a "SEND" button. At the bottom, there are two buttons: "PRINT RECEIPT" and "DOWNLOAD RECEIPT", and a "CLOSE" button.

The screenshot shows the ONE INC interface with a confirmation message "You're all set!". Below the message, the following details are listed:

Total Payment Amount	\$10.30
Transaction Number	17476874
Credit Card	Visa ending in 1111
Payment Date	04.25.2022, 01:58 PM PDT

Below the details, there is a section "You can email receipt to:" with an email address input field containing "mwood@employers.com" and a "SEND" button. Below this, there are two buttons: "PRINT RECEIPT" and "DOWNLOAD RECEIPT", and a "CLOSE" button. At the bottom, there is a green banner with a checkmark and the text "Receipt Successfully Sent" and a "CLOSE" button.

**Step 4 Cont'd: Make a Payment and Set Up Payment Profile - Agent and Policyholder View**



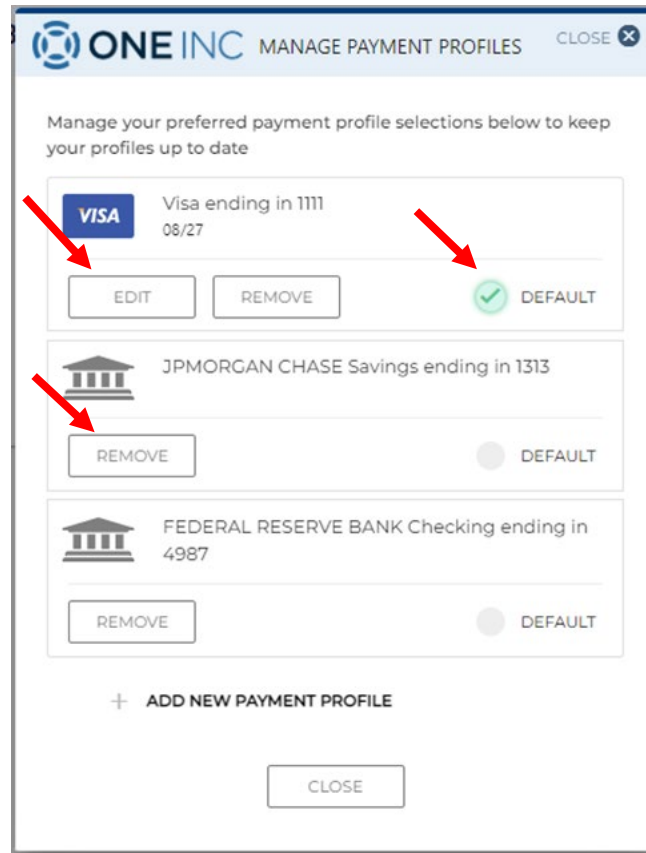
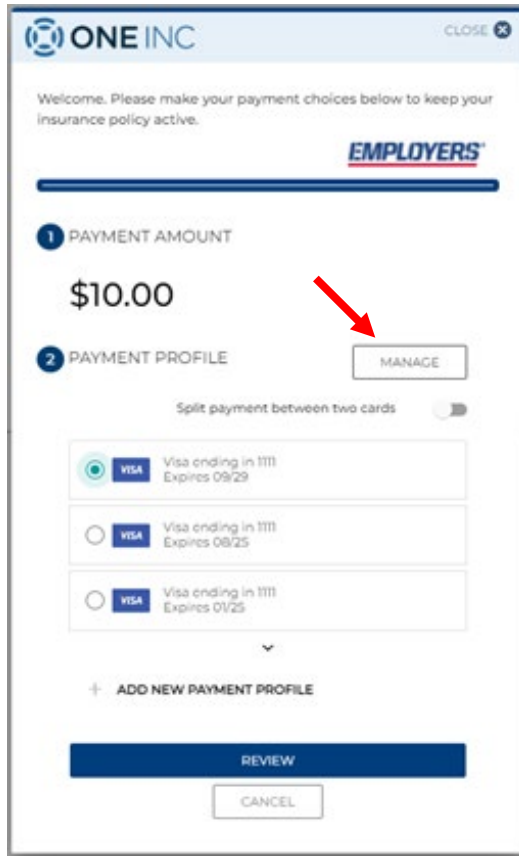
Copy of email sent and receipt received.

**INSURANCE PAYMENT RECEIPT**

Policy Information	
Customer Name:	SAKSHI MD EPIC_2799
Policy Number:	EIG360364200
Payment Transaction	
Transaction Number:	17082478
Payment Date:	02/21/2022 02:06:40 PM
Payment Profile:	*1111
Payment Amount:	\$6.00
Processing Fee:	\$0.18
Total Payment Amount:	\$6.18
Additional Information	
Thank you for making your payment to EMPLOYERS	
For billing inquiries, please contact EMPLOYERS Customer Service at (888) 682-6671	

**Step 5: Manage Payment Profiles — One Inc Module - Agent and Policyholder View**

You can manage any of your profiles, including editing a credit card expiration date, address, and zip code; adding and deleting profiles; and setting any of your profiles to be a default payment.



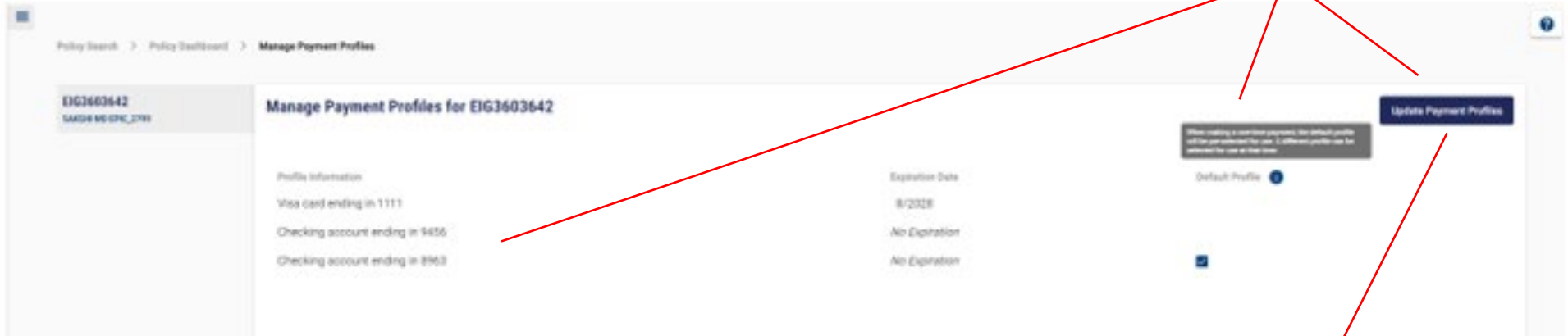
**Step 5 Cont'd: Manage Payment Profiles — eBilling - Agency View**

**Step 5 Cont'd: Manage Payment Profiles — eBilling — Policholder View**

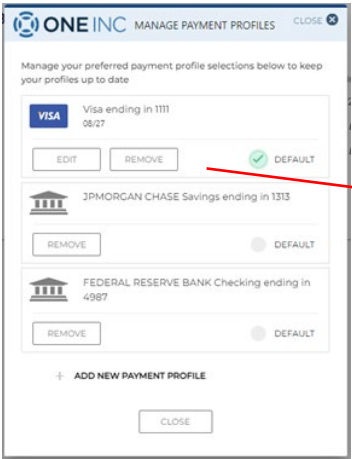
The screenshot displays the EMPLOYERS eBilling portal interface. On the left is a navigation menu with categories: EACCESS (Dashboard, My Policies), ONLINE BILL PAY (My Bill Pay, My Payment Profiles), PRECISEPAY (My PrecisePay), ONLINE PREMIUM AUDIT (My Audits), and RESOURCES (How to Report a Claim, Products & Services, Press Releases & Blog, Loss Control, Educational Library, Need Help?). The main content area shows a policy card for POLICY EIG3603642, which is cancelled. It lists a current due amount of \$85,465.50, with a pending payment of \$85,465.50 that is past due. A 'Make a Payment' button is visible on the card. In the top right corner of the main area, there is a 'Manage Payment Profiles' button and a note 'Not Eligible for AutoPay'. A red arrow points to the 'Manage Payment Profiles' button.

**Step 5 Cont'd: Manage Payment Profiles — eBilling - Agency and Policyholder View**

Review, edit, delete, or identify default profiles.

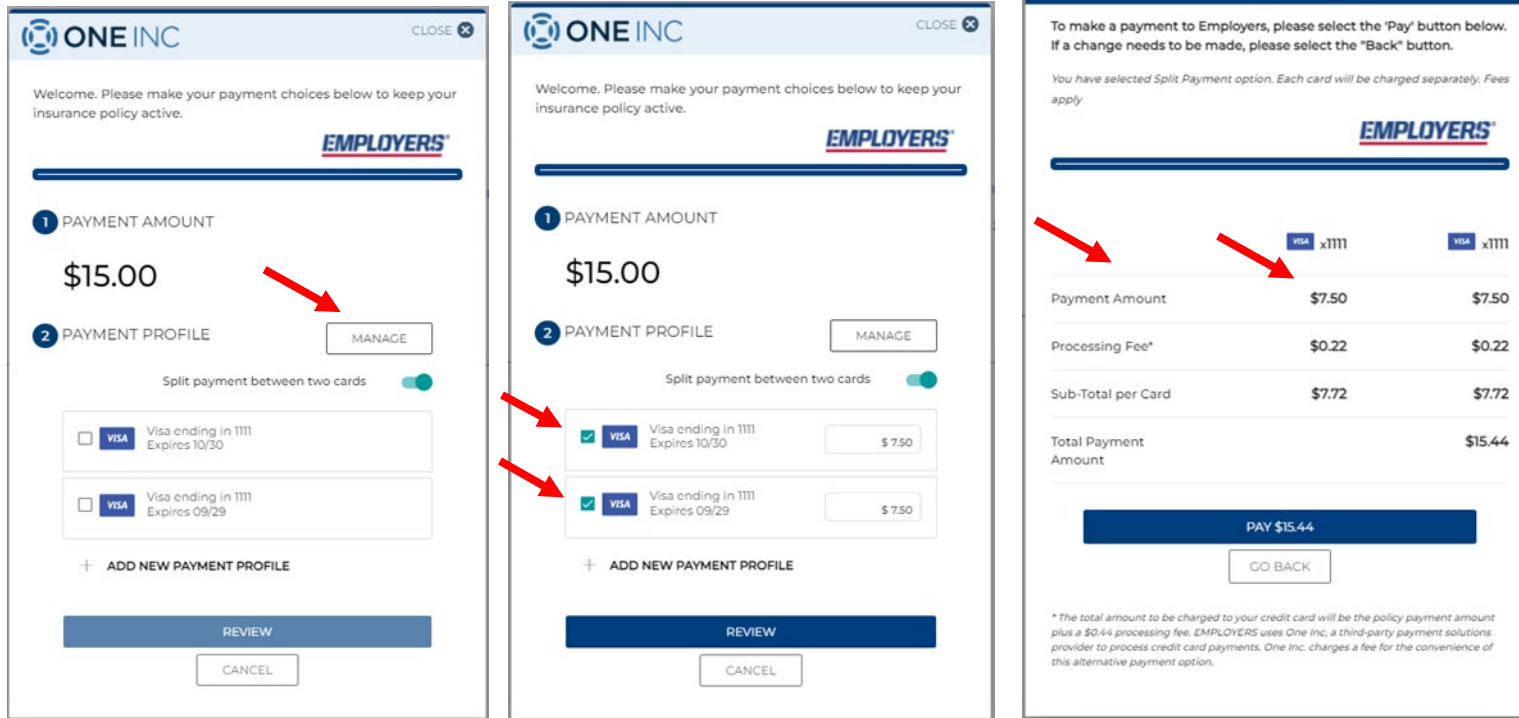


“Update Payment Profiles” brings you directly to One Inc module.





**Step 6: Split Payments - Agent and Policyholder View**



Split Payment Details

- Can adjust dollar amounts between different credit cards.
- Can only split between two credit cards.
- One email with two receipts will generate.

**Step 7: Autopay - Agent and Policyholder View**

**Agent Only View**

EMPLOYERS  
America's small business insurance specialist

WELCOME Test Agent2

**Policy Search**  
Search by Policy Number, First Named Insured, FEIN or DBA

- ACCESS
  - Dashboard
  - Policy Search
  - Document Search
- ONLINE BILL PAY
  - My Payment Profiles
  - Policy Search
- QUOTES
  - Appetite Checker
  - Get a Quote
  - My Quotes
- ONLINE PREMIUM AUDIT
  - Dashboard
- MANAGE POLICIES
  - Start Policy Management
  - My Endorsements
- RESOURCES
  - EVOLVE
  - Need Help?

**Agent and Policyholder View**

Policy Search > Policy Dashboard

**POLICY**  
**EIG3416510**

Status	Effective Date	Expiration Date	Current Due	Due Date
Active	02/02/2022	02/02/2023	\$628.90	02/02/2022
Expired	02/02/2021	02/02/2022	\$0.00	

**EIG341651001**  
ARM 716 21 NB POL\_50  
View Details

**EIG341651000**  
ARM 716 21 NB POL\_50  
View Details

Your policy balance is \$0.00. No payments can be made at this time.

Manage AutoPay

**Step 7 Cont'd: Autopay – ACH Policyholder Terms and Conditions**

My Bill Pay > Setup AutoPay

EIG355980400  
09/15/2021 - 09/15/2022

Setup AutoPay

Select a Profile to Use for AutoPay

Add/Edit Payment Profiles

Profile Information	Expiration Date	Select
Checking account ending in 4987	No Expiration	<input checked="" type="checkbox"/>
Savings account ending in 1313	No Expiration	<input type="checkbox"/>

Enter Your Email Address for AutoPay Notifications and Payment Confirmations

Enter Email Address Here  
mwood@employers.com

Back Review AutoPay

My Bill Pay > Setup AutoPay

EIG355980400  
09/15/2021 - 09/15/2022

AutoPay Review

mwood@employers.com  
AutoPay Email Address

This is where we will send AutoPay Notifications and Payment Confirmations

PAYMENT ACCOUNT  
Checking account ending in 4987

I authorize EMPLOYERS\* to enroll our policy issued to IB DE EAC\_2021 in automatic recurring payments via ACH and to initiate recurring deductions from the Checking Account ending in 4987 for premium installment payments as each becomes due. I understand that this is a recurring payment plan, which means I authorize EMPLOYERS to continue to make deductions for the current policy and for all future and renewal policies until such authorization is cancelled or revoked. I understand that EMPLOYERS will send advanced notification to the email address on file of the installment amount and the due date prior to making a deduction from the designated bank account, and that our business will receive notice of changes to our policy that cause a change in premium. I certify that I am an authorized representative of IB DE EAC\_2021 with authority to consent to this authorization on its behalf in accordance with the terms stated herein. I understand that because this is an electronic transaction, these funds may be withdrawn from the account as soon as the installment transaction due date, and that there is a limited time to report and dispute errors. I certify that the above account is a U.S. bank account enabled for ACH transactions. This authorization may be revoked at any time prior to the initiation of an ACH debit transaction by returning to EMPLOYERS' EACCESS, Payment Profile and selecting 'Disable' and save the updated profile. I will print a copy of this authorization and retain it for our records.

\*EMPLOYERS provides insurance through Employers Preferred Insurance Company, Employers Assurance Company, Employers Compensation Insurance Company and Employers Insurance Company of Nevada.

I have read, understand and agree to the consent statement above.

Back Submit

**Step 7 Cont'd: Autopay – ACH Agent Terms and Conditions**

Policy Search > Policy Dashboard > Setup AutoPay

**EIG341651001**  
02/02/2022 - 02/02/2023

**Setup AutoPay**

1 Select a Profile to Use for AutoPay Add/Edit Payment Profiles

Profile Information	Expiration Date	Select
Checking account ending in 4200	No Expiration	<input type="checkbox"/>
Checking account ending in 8098	No Expiration	<input type="checkbox"/>
Checking account ending in 3098	No Expiration	<input type="checkbox"/>

2 Enter Your Agent Email Address for AutoPay Notifications and Payment Confirmations

NOTE: The policyholder will automatically receive these notifications as well.

Enter Email Address Here

Back Review AutoPay

Policy Search > Policy Dashboard > Setup AutoPay

**EIG341651001**  
02/02/2022 - 02/02/2023

**AutoPay Review**

*mwood@employers.com*  
AutoPay Email Address

PAYMENT ACCOUNT  
Checking account ending in 4200

This is where we will send AutoPay Notifications and Payment Confirmations

NOTE: The policyholder will automatically receive these notifications as well

I authorize EMPLOYERS\* to enroll the policy issued to ARM 716 21 NB POL\_50 in automatic recurring payments via ACH and to initiate recurring deductions from the Checking Account ending in 4200 for premium installment payments as each becomes due. I understand that this is a recurring payment plan, which means I authorize EMPLOYERS to continue to make deductions for the current policy and for all future and renewal policies until such authorization is cancelled or revoked. I understand that EMPLOYERS will send advanced notification to the email address on file of the installment amount and the due date prior to making a deduction from the designated bank account, and that the business will receive notice of changes to the policy that cause a change in premium. I certify that I am an authorized representative of ARM 716 21 NB POL\_50 with authority to consent to this authorization on its behalf in accordance with the terms stated herein. I understand that because this is an electronic transaction, these funds may be withdrawn from the account as soon as the installment transaction due date, and that there is a limited time to report and dispute errors. I certify that the above account is a U.S. bank account enabled for ACH transactions. This authorization may be revoked at any time prior to the initiation of an ACH debit transaction by returning to EMPLOYERS' EACCESS, Payment Profile and selecting 'Disable' and save the updated profile. I will print a copy of this authorization and retain it for our records.

\*EMPLOYERS is required to notify the policyholder of any activity taken on their policy. You hereby certify that the email provided is the correct email address for this policyholder to receive payment notification.

\*EMPLOYERS provides insurance through Employers Preferred Insurance Company, Employers Assurance Company, Employers Compensation Insurance Company and Employers Insurance Company of Nevada.

I have read, understand and agree to the consent statement above.

Back Submit

**Step 7 Cont'd: Autopay – Credit Card Policyholder Terms and Conditions**

My Bill Pay > Setup AutoPay

**EIG355980400**  
09/15/2021 - 09/15/2022

**Setup AutoPay**

Select a Profile to Use for AutoPay Add/Edit Payment Profiles

Profile Information	Expiration Date	Select
Visa card ending in 1111	8/2027	<input checked="" type="checkbox"/>
Checking account ending in 4987	No Expiration	<input type="checkbox"/>
Savings account ending in 1313	No Expiration	<input type="checkbox"/>

**Enter Your Email Address for AutoPay Notifications and Payment Confirmations**

Enter Email Address Here  
mwood@employers.com

Back Review AutoPay

My Bill Pay > Setup AutoPay

**EIG355980400**  
09/15/2021 - 09/15/2022

**AutoPay Review**

mwood@employers.com  
AutoPay Email Address

PAYMENT ACCOUNT  
Visa account ending in 1111

This is where we will send AutoPay Notifications and Payment Confirmations

By selecting 'Submit', you are authorizing One Inc. to use the Visa Card ending in 1111 for future payments to EMPLOYERS. The total amount to be charged to your credit card will be the policy payment amount plus a 2.99% processing fee. There is a processing fee, collected by One Inc., for the convenience of this alternative payment option.

This authorization may be revoked at any time prior to the initiation of a credit card transaction by returning to EMPLOYERS' Manage AutoPay and selecting 'Disable AutoPay'. I will print a copy of this authorization and retain it for our records.

I have read, understand and agree to the consent statement above.

Back Submit

**Step 7 Cont'd: Autopay – Credit Card Agent Terms and Conditions**

Policy Search > Policy Dashboard > Setup AutoPay

**EIG366181000**  
03/24/2022 - 03/24/2023

Setup AutoPay

**Select a Profile to Use for AutoPay** Add/Edit Payment Profiles

Profile Information	Expiration Date	Select
Visa card ending in 1111	3/2023	<input checked="" type="checkbox"/>
MasterCard card ending in 1111	12/2024	<input type="checkbox"/>
Discover card ending in 6611	12/2023	<input type="checkbox"/>

**Enter Your Agent Email Address for AutoPay Notifications and Payment Confirmations**

NOTE: The policyholder will automatically receive these notifications as well.  
Enter Email Address Here  
mwood@employers.com

Back Review AutoPay

Policy Search > Policy Dashboard > Setup AutoPay

**EIG366181000**  
03/24/2022 - 03/24/2023

AutoPay Review

mwood@employers.com  
AutoPay Email Address

PAYMENT ACCOUNT  
Visa account ending in 1111

This is where we will send AutoPay Notifications and Payment Confirmations  
NOTE: The policyholder will automatically receive these notifications as well

By selecting 'Submit', you are authorizing One Inc. to use the Visa Card ending in 1111 for future payments to EMPLOYERS. The total amount to be charged to your credit card will be the policy payment amount plus a 2.99% processing fee. There is a processing fee, collected by One Inc., for the convenience of this alternative payment option.

This authorization may be revoked at any time prior to the initiation of a credit card transaction by returning to EMPLOYERS' Manage AutoPay and selecting 'Disable AutoPay'. I will print a copy of this authorization and retain it for our records.

I have read, understand and agree to the consent statement above.

Back Submit

**Step 7 Cont'd: Autopay – Agent and Policyholder Confirmation**

My Bill Pay > Manage AutoPay

EIG355980400  
09/15/2021 - 09/15/2022

AutoPay Confirmation

**AutoPay setup for this policy was successful!**

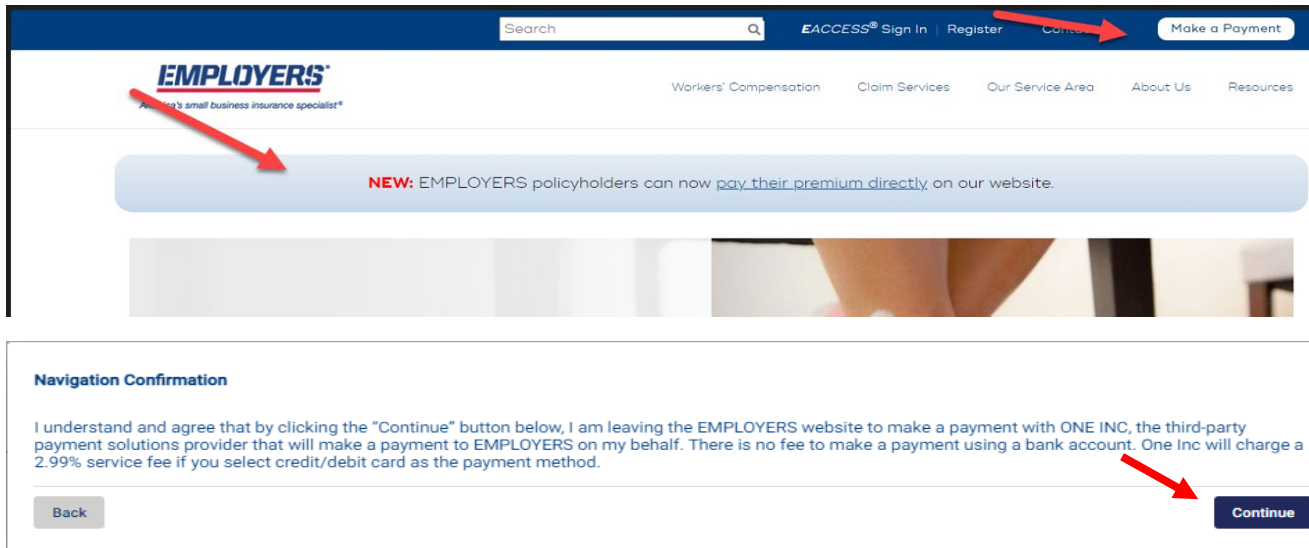
For accounts using AutoPay, the deposit and installments will be charged on the due date. If you wish to make a payment sooner, please come back to EBILLING after the policy has been issued and use "One Time Payment".

[Return to Policy](#)

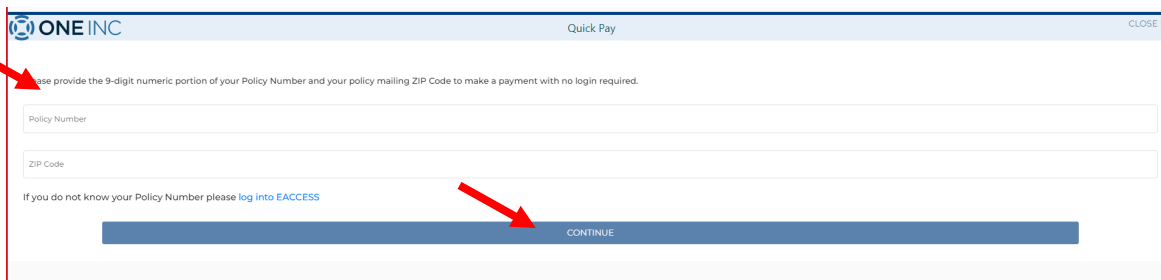
**Step 8: QuickPay – Agent and Policyholder**

Go to our homepage [www.Employers.com](http://www.Employers.com) and click on the “Make a Payment Button” on the top right of the screen and follow these prompts.

**Please note:** Only a one-time payment can be made through QuickPay, prior profiles that are set up cannot be accessed, and a new profile cannot be saved.



Enter your full 9 digit policy number and zip code and “Continue”





**Step 8 Cont'd: QuickPay – Agent and Policyholder**

Click “Edit” and make your payment choice

The screenshot shows the 'MAKE A PAYMENT' interface. At the top, there is a header with the 'ONE INC' logo on the left, 'MAKE A PAYMENT' in the center, and a 'CLOSE' button on the right. Below the header, a message reads: 'Welcome. Make your payment choices below to keep your Insurance Policy active.' The 'EMPLOYERS' logo is displayed in the center. A blue horizontal bar separates the header from the main content. Underneath, the section is titled '1 PAYMENT AMOUNT' and shows '\$529.73'. To the right of the amount is an 'EDIT' button, which is highlighted by a red arrow. Below the amount is a large blue 'CONTINUE' button and a smaller 'CANCEL' button.

Choose payment amount option and click “ok”

The screenshot shows a dialog box for selecting a payment amount. It has a header with the 'ONE INC' logo on the left and a 'CLOSE' button on the right. The dialog contains two radio button options: 'Current Amount Due' (which is selected) and 'Remaining Balance'. Both options are associated with a payment amount of '\$529.73'. At the bottom center of the dialog is an 'OK' button. A red arrow points to the 'Current Amount Due' radio button.

Click “Continue”

This screenshot is identical to the first one, showing the 'MAKE A PAYMENT' screen with the payment amount of '\$529.73'. In this version, a red arrow points to the large blue 'CONTINUE' button.

**Step 8 Cont'd: QuickPay – Agent and Policyholder**

Enter payment information

**Please note:** A payment profile cannot be saved through QuickPay

ONE INC MAKE A PAYMENT CLOSE

Your data is secured. We are PCI Compliant.

Credit Card Bank Account

If your bank requires an ACH Originator ID, EMPLOYERS is 3800546791. Be sure to notify your bank to allow ACH transactions from this ID.

VISA

Number

Expiration date Card

Name on Card

Billing Address

Billing Zip

CONTINUE

GO BACK

Confirm and click “Pay”

ONE INC CLOSE

Your data is secured. We are PCI Compliant.

To make a payment to Employers, please select the 'PAY' button below. If a change needs to be made, please select the 'GO BACK' button.

EMPLOYERS

Payment Amount	\$529.73
Processing Fee*	\$15.84
Total Payment Amount	\$545.57

Payment method

VISA Visa ending in 1111  
Expires 08/29  
555 Main St, 09074

PAY \$545.57

GO BACK

\*The total amount to be charged to your credit card will be the policy payment amount plus a \$15.84 processing fee. EMPLOYERS uses One Inc, a third party payment solutions provider to process credit card payments. One Inc charges a fee for the convenience of this alternative payment option.

**Step 8 Cont'd: QuickPay – Agent and Policyholder**

Choose your receipt option

ONE INC CLOSE

You're all set!

Total Payment Amount \$545.57  
Transaction Number 18926066  
Credit Card Visa ending in 1111  
Payment Date 09.01.2022, 10:40 AM PDT

You can email receipt to:

Email Address  SEND

PRINT RECEIPT DOWNLOAD RECEIPT CLOSE

**Step 9: Pay-By-Link – Agent and Policyholder**

An agent and a Policyholder can contact Employers at 888.682.6671 and request from an associate, that a link be sent to their mobile phone or their email. The customer will click on the link and be prompted with the One Inc screen to make a payment. Please see Page 9 and follow next steps.

**Please note:** Only a one-time payment can be made, prior profiles that are already set up cannot be accessed, and a new profile cannot be created or saved.

**Step 10: IVR – Automated Pay by Phone – Agent and Policyholder**

**Dial: 888.682.6671 - Choose Option 1**