



## About Agency Sweep

Agency Sweep is a functionality that allows Nationwide to withdraw or “sweep”, member cash, check and money order payments from the agency’s bank account. Preparing an Agency Sweep account prior to working with customers makes down payment and policy payment processing more flexible for everyone.

The agent’s role and responsibility in holding an Agency Sweep account include:

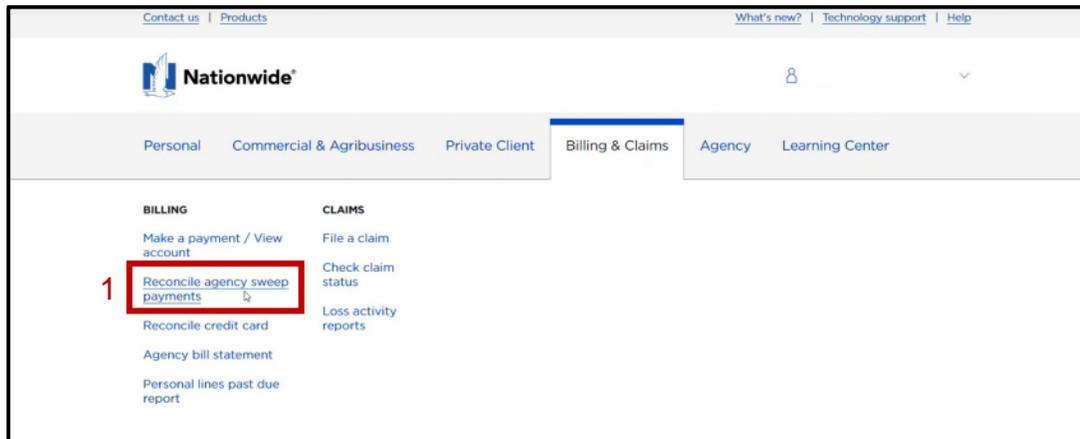
- Collecting cash, check, or money order premiums from members for transfers to your agency account.
- Maintaining a cash balance in your agency account that allows Agency Sweep deductions to apply payments in PolicyCenter for new business and Billing Advantage for existing business.
- Depositing member cash, check, or money order payments into your agency business account.

## How does Agency Sweep work?

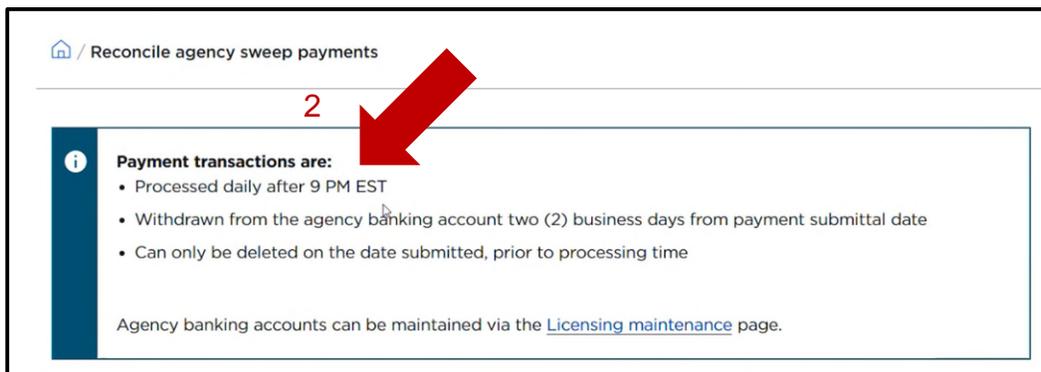
1. When you select cash, check, or money order as a policy premium payment option in PolicyCenter, member policy premiums are automatically deducted from your agency’s Agency Sweep account.
2. Your Agency Sweep account is set up to send payments to Nationwide as a money transfer service that debits your agency account.
3. **Please note:** Payments may be swept from your agency account prior to your agency depositing member payments into the agency account.
4. Be sure to deposit member cash, check, or money order payments into your agency account as quickly as possible to avoid overdrafts.

## To reconcile your Agency Sweep account:

1. Access this functionality under the ‘Billing & Claims’ Tab on Agent Center Workspace.



2. An information box displays with important payment transaction details.





# PL Billing – Agency Sweep

3. Your primary agency number will populate in the 'Agency number' section; however, you can input a different agency number if applicable.
4. Just as you see today, you have 3 tabs available to you: 'All transactions', 'NSF checks' or 'Delete payments'.

## Reconcile agency sweep payments

**Agency number**

3

4 All transactions NSF checks Delete payments

## All transactions tab

1. As you do today, enter your search criteria with 'Start date' and 'End date' as mandatory fields and 'Billing account' and 'Client name' as optional.
2. Click the 'Search' button. Your search results display.
3. You can export the results to an Excel spreadsheet by clicking the 'Export' button.

**All transactions** NSF checks Delete payments

1 **Start date**   **End date**

Use this format: MM/DD/YYYY

**Billing account (optional)**  **Client name (optional)**

2

3

Submittal date	Client name	Reference number	Amount	Bank account	Bank name
05/23/2023	XXXXXXXX	9188246	\$XXX.XX	XXXX844	COMMUNITYWIDE FED CR UN
<b>Total for 2023-05-23:</b>					
05/17/2023	XXXXXXXX	7214HS014916	\$XXX.XX	XXXX677	STATE BANK & TRUST COMPANY
<b>Total for 2023-05-17:</b>					
05/10/2023	XXXXXXXX	8745212	\$XXX.XX	XXXX7621	KEY BANK

**Total for specified search criteria: \$1,349.34**



## NSF checks tab

1. You can search for the NSF check by client name (required) and check number (optional).
2. Click the 'Search' button to display results.
3. Read the information box for important information.
4. Click the appropriate client under the 'Action' column.

### Reconcile agency sweep payments

Agency number

All transactions **NSF checks** Delete payments

1 Client name  Check number (optional)  2

Date of Bill	Client Name	Check number	Payment amount	Action
07/01/2023	NAME	342343	\$1,343.22	Select 4
07/01/2023	NAME	7654765	\$35.33	Select

3 i

- The NSF refund process is for **commercial lines only**. For personal lines, please contact the service center.
- **The agency must notify Nationwide of a customer's agency sweep check returned as non-sufficient funds (NSF)** so that we can cancel the payment, replace the amount of the customer's check in your account and cover any fees (one-time per check).
- **NSF notifications must occur within 30 days** of first keying the payment on Agent Center.

5. The selected client information displays.
6. Enter the amount of NSF fees you incurred from the returned check.
7. If everything looks good and you want to proceed, click the 'Submit' button.
8. A success message displays. Click the 'Close' button when finished.

5 ? Submit agency sweep check NSF notification

Client name: NAME

Reference number: 7255256607

Date paid: 07/01/2023

Check number: N/A

Amount of check: \$1,343.22

NSF fees you incurred: 6 \$  7

8 \$ Submit agency sweep check NSF notification

✔ Non-sufficient funds notification successfully submitted.

Client name: NAME

Reference number: 7255256607

Date paid: 07/01/2023

Check number: N/A

Amount of check: \$1,343.22

NSF fees you incurred: \$25.00



## Delete payments tab

When daily reconciling your agency sweep account, you find that a payment was entered incorrectly. The information box indicates that a payment transaction can only be deleted on the date submitted, prior to processing time.

1. Click the 'Delete payments' tab. The payments received today display.
2. Choose the appropriate client name by selecting 'Delete' under the 'Action' column.

Reconcile agency sweep payments

**Payment transactions are:**

- Processed daily after 9 PM EST
- Withdrawn from agency the banking account two (2) business days from payment submittal date
- Can only be deleted on the date submitted, prior to processing time

Agency banking accounts can be maintained via the [Licensing Maintenance](#) page.

### Reconcile agency sweep payments

Agency number  
Select

All transactions NSF checks **Delete payments** 1

Date of submission	Client name	Reference number	Check number	Payment amount	Action
02/02/2023	NAME	5435347889	N/A	\$124.22	<b>Delete</b> 2
02/02/2023	NAME	5435347889	23423	\$23.43	Delete
02/02/2023	NAME	5435347889	86534	\$1,203.42	Delete

3. A pop-up message displays asking you to confirm that you want to delete the selected agency sweep payment. Click 'Confirm' to proceed.
4. A success message displays. Click the 'OK' button when finished.

3

**Confirm deletion of agency sweep payment**

Click submit to verify that you would like to remove the selected agency sweep payment. Another payment will need processed to avoid policy cancellation.

Client name: NAME  
Payment amount: \$1,343.22

Cancel **Submit**

4

**Payment deleted**

The agency sweep for this transaction will not be processed.

OK