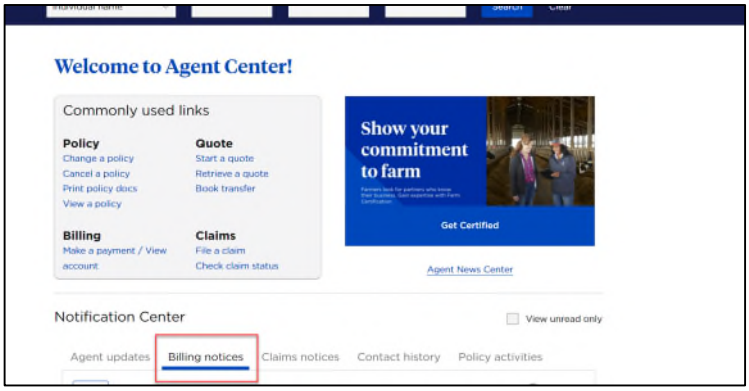
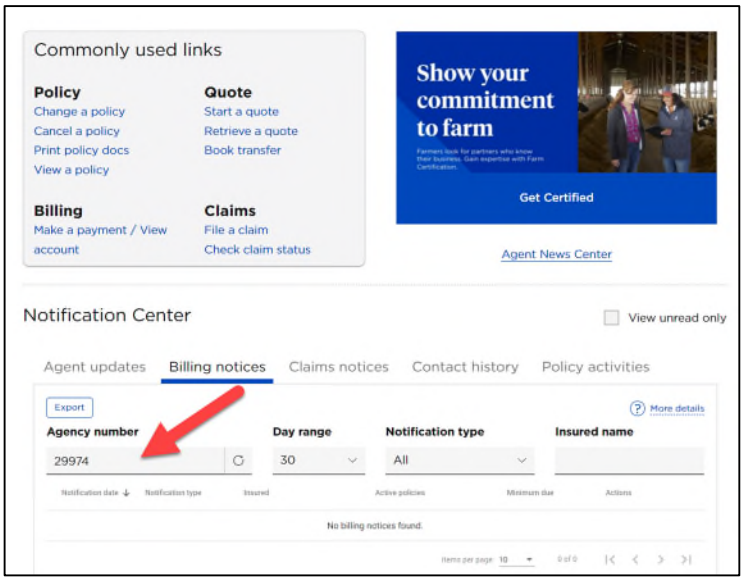
Personal Lines Billing System
Notifications & Communications

Finding Communications and Notices

Nationwide's **Agent Center Workspace** features two places where you can view notices related to billing accounts at risk of cancellation for late pay, as well as those that have already cancelled and/or been reinstated.

Step	Action	Screen
1	From **Agent Center Workspace** (agentcenter.nwie.net/home), click the **Billing Notices** tab.	
2	The Agency number will default; however, agencies with associated Agency numbers will see **All** and a drop-down from which they can select the appropriate number.	

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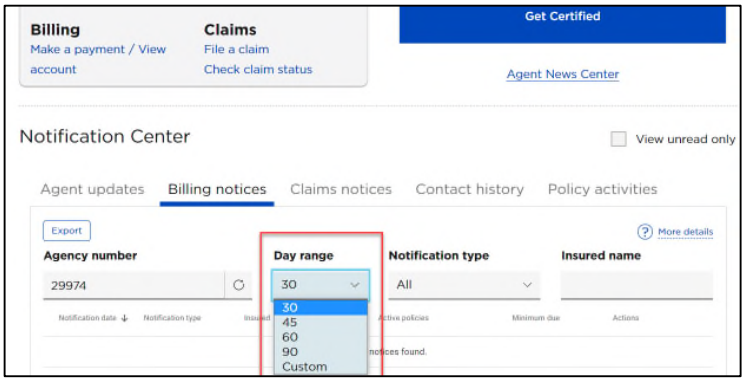
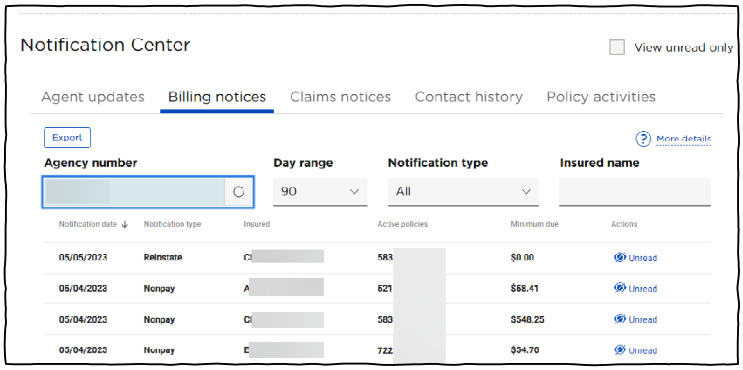
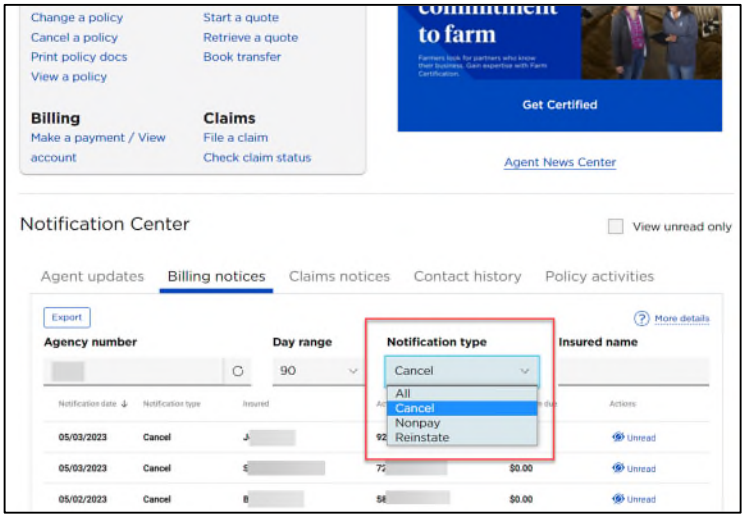
Step	Action	Screen
3	Select the **Day range**.	
4	Billing notices display in reverse chronological order.	
5	You can use the drop-down menu to sort by **Notification type**. **Notification Types:** • **Cancel** – due to Nonpay. The policy has cancelled and you would need to determine if it is eligible for Reinstatement. • **Nonpay** – the due date & grace period have passed, and the client has 10-14 days to pay prior to cancellation. • **Reinstate** - notifies you that the Reinstatement has gone through with no lapse. *Important Note: Keep in mind that these billing notices stay on the Workspace. You can mark them as read; however, they are not removed if a payment is made.*	

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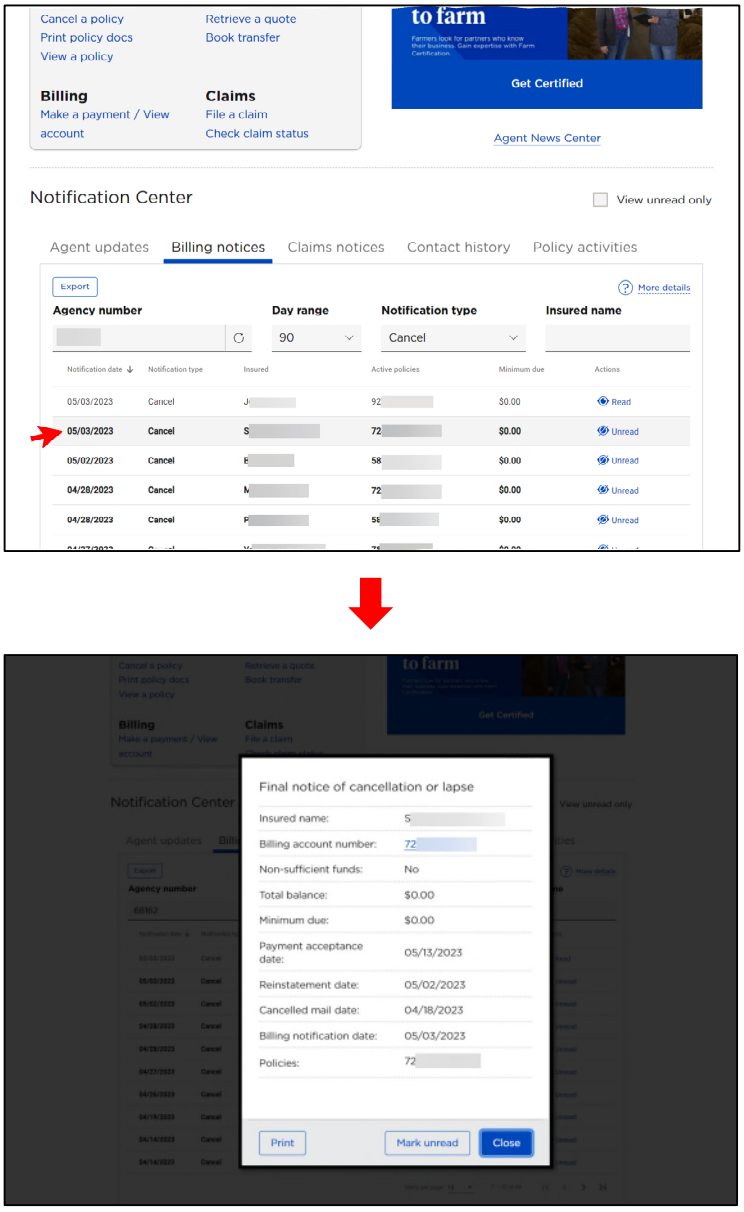
Step	Action	Screen
6	Unread notifications will appear in **bold**. Clicking on a notification will display additional information.	

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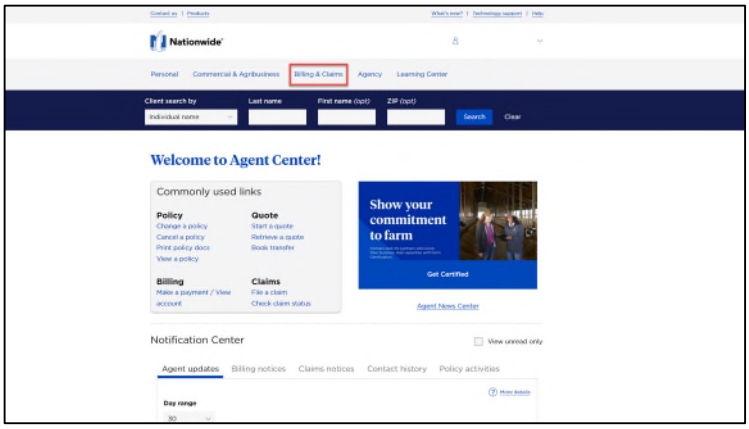
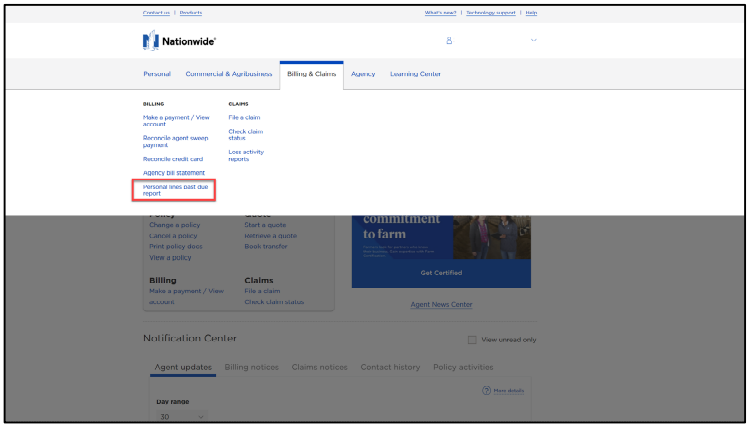
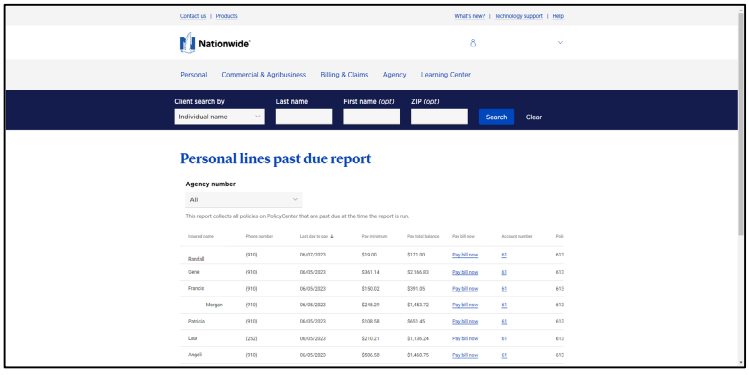
Personal Lines Past Due Report

Step	Action	Screen
1	From **Agent Center Workspace**, select **Billing and Claims**.	
2	Select **Personal lines past due report** from the *Billing* column.	
3	The *Personal lines past due report* will generate automatically for all agency numbers assigned to you. You can use the drop-down to select a specific agency.	

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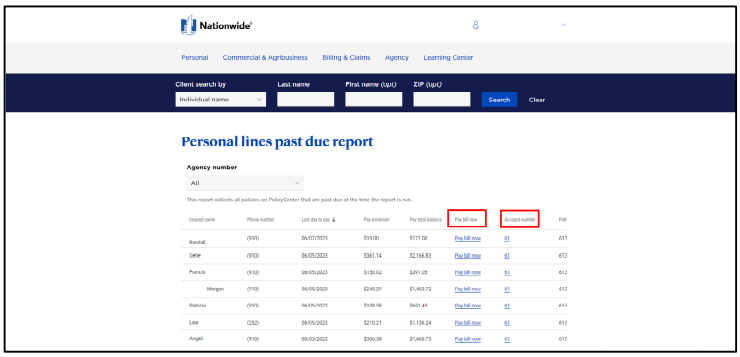
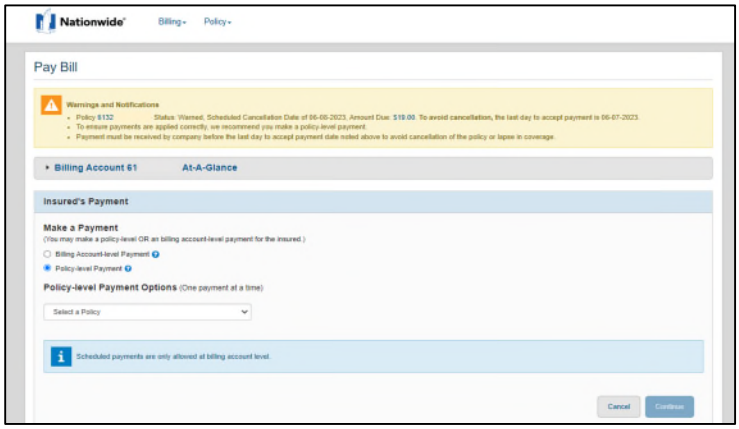
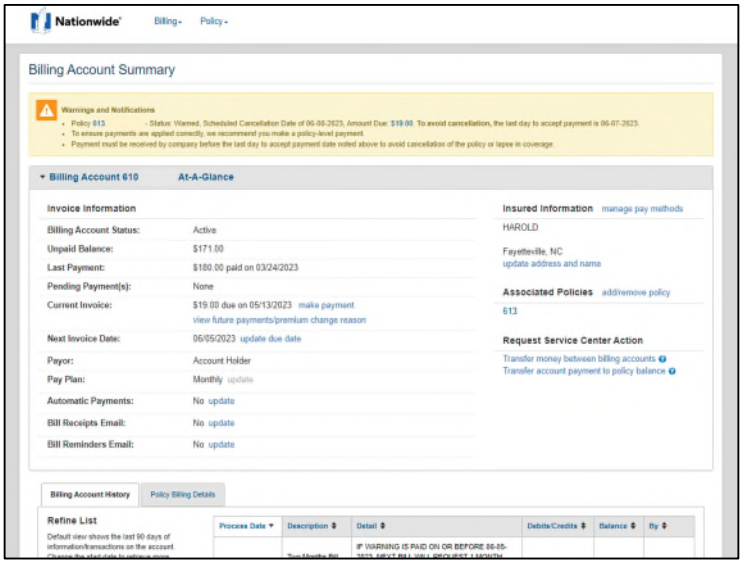
Step	Action	Screen
4	You can either select **Pay bill now** to process a payment or click on the **Account number** to see additional information.	 If you select **Pay bill now**, you will see this screen:  If you select **Account number**, you will see this screen: 

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