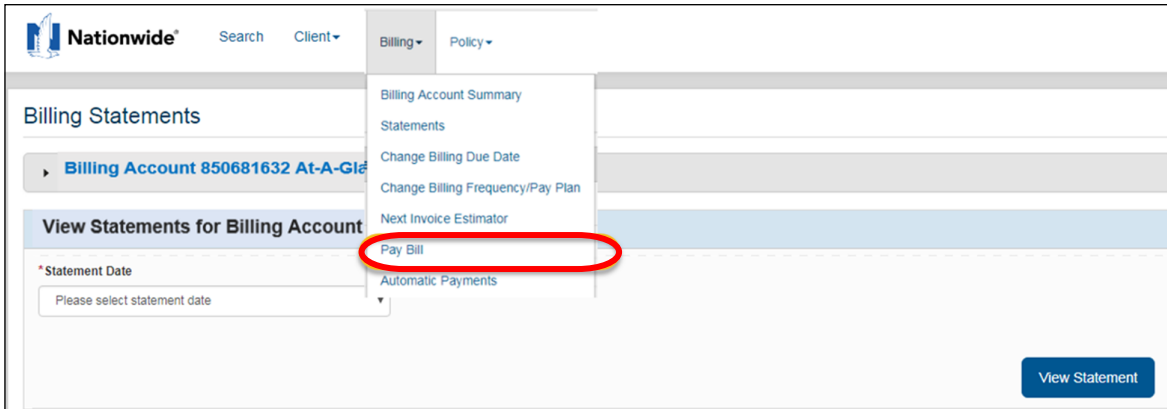


Pay a Bill

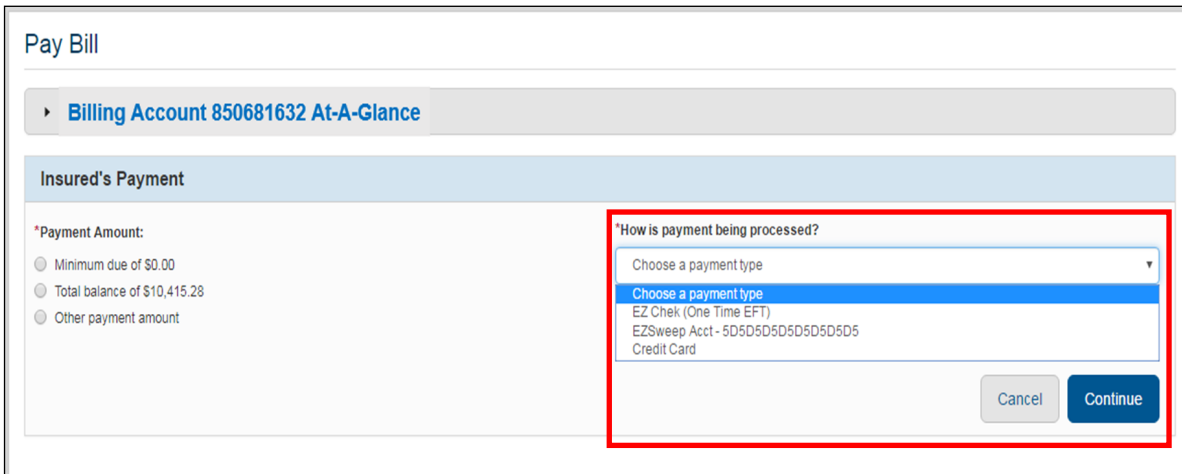
One of the most common transactions made in Agent Center is processing a customer's payment.



The screenshot shows the Nationwide Agent Center interface. The 'Billing' dropdown menu is open, and the 'Pay Bill' option is highlighted with a red circle. The 'Billing Account 850681632 At-A-Glance' section is visible, along with a 'View Statements for Billing Account' section and a 'View Statement' button.

Payment Types

There are three ways to process a payment: EZ Chek (One Time EFT), EZ Sweep, or Credit Card.



The screenshot shows the 'Pay Bill' form. The 'Insured's Payment' section is highlighted. The 'Payment Amount' section has three radio buttons: 'Minimum due of \$0.00', 'Total balance of \$10,415.28', and 'Other payment amount'. The 'How is payment being processed?' dropdown menu is open, showing options: 'Choose a payment type', 'EZ Chek (One Time EFT)', 'EZSweep Acct - 5D5D5D5D5D5D5D5D5', and 'Credit Card'. The 'Continue' button is highlighted.

EZ Check (One Time EFT)

Processing a one-time bank draft requires you to input the customer's banking information. No authorization form is needed since it is a one-time transaction. However, a common error experienced when processing an EZ Check is that you may exit the transaction before it is completed.



The screenshot shows the 'Pay Bill' form with the 'EZ Check (One Time EFT)' payment type selected. The 'Insured's Payment' section is highlighted. The 'Payment Amount' section has three radio buttons: 'Minimum due of \$0.00', 'Total balance of \$10,415.28', and 'Other payment amount'. The 'Check Information' section is highlighted, showing fields for 'Account Type' (Checking, Savings), 'Bank Routing Number', 'Insured's Bank Account Number', and 'Re-Enter Bank Account Number'. The 'Your Name' and 'Your Bank Name' sections are also visible, along with a 'Routing Number' and 'Account Number' section.

EZ Check (One Time EFT) - Confirm Payment

After the banking information is entered and the “Continue” button is selected, you are required to CONFIRM the information entered. Often times, the user may exit out of this page, but doing so will render this payment incomplete. Don’t forget to hit the SUBMIT button for the payment to be processed.

Please confirm your payment

Billing Account Number: 850681632

Insured Information: Academy Accounting, Inc
3205 Salem Rd SE
Conyers, GA 30013-5302

Amount of Purchase: \$211.93

Bank or Financial Institution Name: MEMBERS CREDIT UNION
The name of the bank shown is the official name registered and may not be identical to the local branch.

Bank Routing Number: 253177793

Bank Account Type: Checking

Date: 4/24/2018

Bank Account Number: *****2804

Availability of funds has not been verified at this time.
Please allow 3-5 business days for payment to be processed.

[Change Payment Info](#) [Submit Payment](#)

Don't forget to SUBMIT!

EZ Check (One Time EFT) - Review and Print Receipt

Once the checking information is submitted, you can review and print the receipt. Make sure that you print the receipt on this page. Once you exit this screen, you are unable to retrieve the receipt online.

NOTE: Once checking information is submitted, we are unable to cancel or void the transaction. If the customer changes his/her mind, the only option is to request that the bank not authorize the payment. However, a “Non-Sufficient Funds” fee will most likely be issued.

Pay Bill

Billing Account 850681632 At-A-Glance

Insured's Payment

☒ The transaction has been approved for \$211.93. The approval code for this transaction is 24455590.
[View Receipt](#)

The following payments are already pending for this account:

Date of Payment	Amount of Payment	Payment Method	Status
04/24/2018	\$211.93	EZ CHEK PAYMENT	

***Payment Amount:**

☐ Minimum due of \$211.93
☐ Total balance of \$2,200.27
☐ Other payment amount

☐ Schedule Payment

***How is payment being processed?**
Choose a payment type

[Cancel](#) [Continue](#)

EZ Sweep

If the customer writes a check or gives cash to the agency, you can sweep the funds from your agency account.

Pay Bill

Account 858601642 At-A-Glance

Insured's Payment

*Payment Amount:

☐ Minimum due of \$0.00

☐ Total balance of \$81,705.03

☒ Other payment amount

*Other payment amount:

100.00

☐ Schedule Payment

EZSweep Information

*Select a different agency to see additional EZSweep accounts.

Account Name Bank Name Routing Number Account Number

BANK & TRUST *****2520

Check Number:

Cancel Continue

The Billing Help Desk gets a lot of calls from agents advising that Nationwide EZ Swept the policy, but the money was not deducted from their agency's bank account.

(Solution) After entering an EZ Sweep payment, the system will bring up a confirmation/verification page. Here the agent is required to select "Submit" again to view receipt and submit payment. If the agent fails to press submit again, the EZ Sweep payment will not process.

Please confirm your payment

Billing Account Number:

Insured Information:

Amount of Purchase: \$100.00

Check Number: 1111

Account Name:

Bank Name: BANK & TRUST

Routing Number:

Account Number: *****2520

Change Payment Info Submit Payment



EZ Sweep (cont'd)

Once the EZ sweep information is submitted, a success message appears. You can review and print the receipt. Make sure that you print the receipt on this page. Once you exit this screen, you are unable to retrieve the receipt online.

The screenshot shows the 'Pay Bill' interface for a Nationwide account. At the top, there are links for 'Inquiry', 'Search', 'Billing', and 'Policy'. Below this, the 'Pay Bill' section is active, showing 'Billing Account' and 'At-A-Glance' tabs. A message states: 'Currently there is no payment required for this account.' Below this, a green box with a checkmark indicates: 'The Payment amount of \$100.00 has been entered successfully on 6/21/2021 with customer's check number 1111. This amount will be swept from your account.' A 'View Receipt' link is provided. A table lists pending payments: one payment of \$100.00 on 06/21/2021 via EZ SWEEP PAYMENT. At the bottom, there are options for 'Payment Amount' (Minimum due, Total balance, Other payment amount) and 'How is payment being processed?' (Choose a payment type). 'Cancel' and 'Continue' buttons are at the bottom right.

Date of Payment	Amount of Payment	Payment Method	Status
06/21/2021	\$100.00	EZ SWEEP PAYMENT	

Pay with Credit Card

If the client chooses to pay by credit card, we accept Visa, MasterCard or American Express.

NOTE: Agents do not have the option to set up a customer for a recurring credit card transaction. However, clients can sign up for recurring credit card transactions by logging into the customer portal at nationwide.com. Recurring credit card payments are subject to the monthly billing fee.

When logged in, some agencies may not see “credit card” as a payment option. If this is the case, contact your Nationwide sales manager. There may be some information missing in your agency contract that prevents this option from being enabled under your agency code. Your client can still

The screenshot shows the 'Insured's Payment' form. It includes sections for 'Payment Amount' (Minimum due of \$1,184.83, Total balance of \$8,215.85, Other payment amount), 'How is payment being processed?' (Credit Card), 'Credit Card Information' (Name as it appears on card, Street Address, City, State, Zip), 'Credit Card Type' (MasterCard, Visa, American Express), and 'Credit Card Number' and 'Expiration Date'. 'Cancel' and 'Continue' buttons are at the bottom right.

