

April 10, 2019

IMPORTANT NORTH CAROLINA AGENT COMMUNICATION

Re: New E-Payment – Assigned Risk Premium Payment

We are pleased to announce that we are officially launching our new E-Payment solution to submit premium payments on assigned risk policies tomorrow afternoon (4/11/19). Any applications that are entered into ManageAR as of 4/12/19 must use this new payment method.

On Thursday, April 11, 2019, the ManageAR application will be unavailable starting at 4:00 PM as we begin our transition. Our staff will be working throughout the day to assign any completed applications before that point. Any applications in the system that remain in a pending status as of 4:00 PM will be declined in order to push the application back to the agent's workspace. All declined applications may be resubmitted on 4/12/19 for review by an analyst for determination of effective date and assignment.

Any checks submitted to support ManageAR applications processed after 4/11/19, will be returned to the agent.

Attached are some support guides to help you through this new process.

1. What to Expect- Photo guide of new e-payments process
2. FAQs

We're excited to welcome a more efficient system that saves time for both you and us. Please reach out to us at support@ncrb.org or 919-582-1056 if you have any questions.

Sincerely,

Jarred Chappell

Director, WC Operations

JC:ko
AG-19-6
Attachments

NCRB'S E- Payment Process

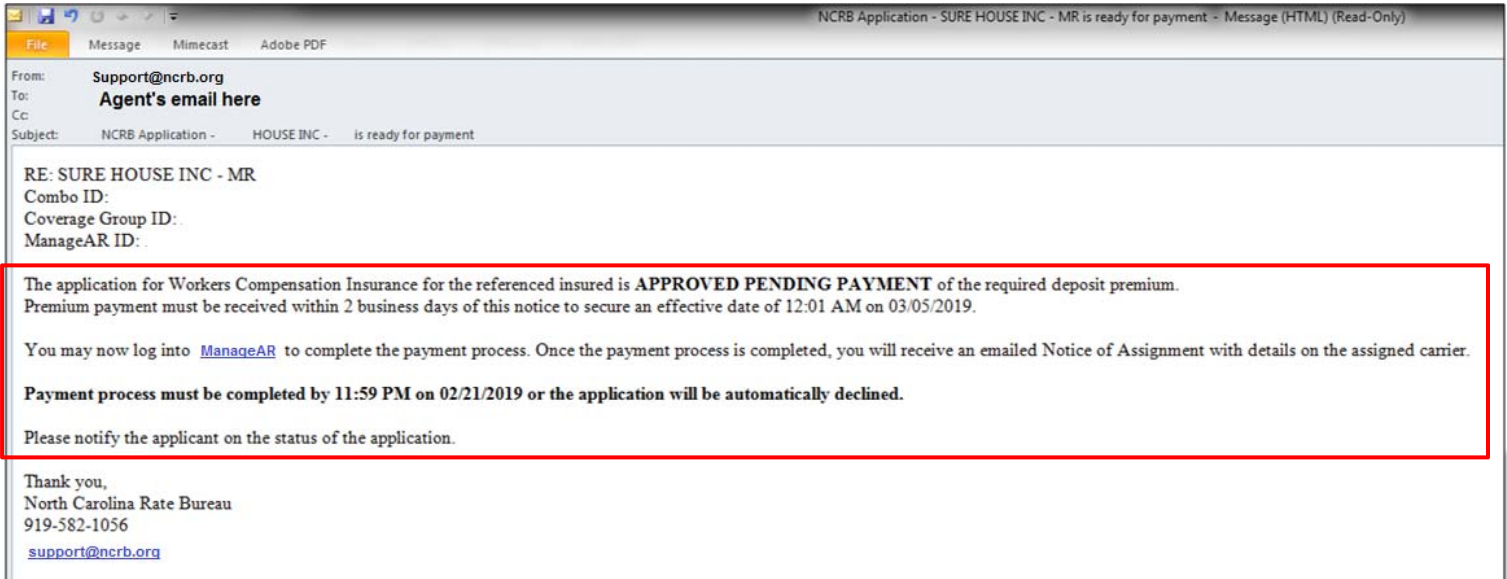
Overview:

Once your application has been received and reviewed, it will be given the status of “Approved pending payment”. A payment must be made using our new E- Payment process within 2 business days.

- A reminder email will be sent if no payment is received within 1 business day.
- If no payment is received within 2 business days, the application will be automatically declined and must be resubmitted.

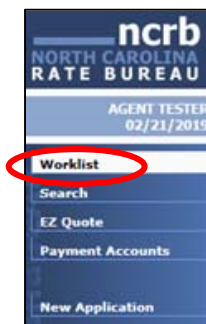
Step 1: Email sent

An email will be sent to the email address listed on the application requesting payment. Premium payment must be received within two business days to secure coverage.



Step 2: Log-on to the ManageAR

Use the link from the email received or log into ManageAR web application and navigate to the **Worklist**.



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Step 3: Select application

From the worklist, select the application that requires payment. This item will display with a green status of **PAYMENT PENDING**. Click on the ManageAR Id to navigate to the payment screen.

The screenshot shows the NCRB ManageAR interface. The user is logged in as AGENT TESTER on 02/21/2019. The Worklist table contains one entry for 'House Inc' with a ManageAR ID of 12465-00026, which is circled in red. The status is 'PAYMENT PENDING'.

ManageAR Id	Employer Name	FEIN	* Status	Status Date	Carrier Name	Coverage Effective Date	Combo Id	Coverage Id	Agent
12465-00026	House Inc	566556666	PAYMENT PENDING	02/19/2019				27030920	AGENT TESTER

Step 3: Make Payment

Select "Make Payment" to enter in your bank information for payment in full OR a minimum payment option will display if applicable.

Please note: You may have to disable any pop-up blocker in order to access the US Bank Site. For premium under \$5,000 payment will be required in full. For premium between \$5,000-\$10,000 a 75% payment down payment option will be available. For premium over \$10,000 a 50% premium down payment option will be available

The screenshot shows the NCRB ManageAR Payment screen for application 12465-00026. The estimated annual premium is \$3,642.00. The 'Make Payment' button is circled in red.

Payment Summary:

Estimated Annual Premium:	\$3,642.00
Total Required Deposit Premium:	\$3,642.00 See premium page for more information
Total Amount Paid:	\$0.00
Amount Required For Assignment:	\$3,642.00
Due Date:	2/21/2019

Payment Amount: \$3,642.00

- Coverage has been assigned pending payment
- By clicking on "Make Payment", you will be redirected to the US Bank E-Payment site
- Required premium must be received by the assigned carrier via the US Bank E-Payment site within 2 business days in order to bind coverage
- Once payment is applied, you will receive confirmation by email

NCRB'S E- Payment Process

Step 4: Set up new payment account

Set up a payment account by clicking on "Use a new payment account" to set up your payment account. You will have the ability to save this payment method to use for future payments.

The screenshot displays the 'Make a Payment' web form. At the top, it features the NCRB-NCIGA logo and the slogan 'Serving The Insurance Industry In North Carolina'. Below the header, there are two tabs: 'Make a Payment' (selected) and 'My Account'. The main content area is divided into three sections:

- My Payment:** Contains application details such as 'Amount Due \$1,842.00', 'ManageAR ID 12465-0026', 'Applicant Name House Ins', 'Coverage ID 27030840', and 'Effective Date 2/18/2019'.
- Payment Information:** Shows 'Frequency One Time', 'Payment Amount \$1,842.00', and 'Payment Date Pay Now'.
- Payment Method:** Includes a 'Saved Payment Methods' dropdown menu with a checked option for 'Use a new payment account', and an 'Email Address' field with 'cmj@ncrb.org'.

At the bottom left, there are 'Continue' and 'Cancel' buttons.

Select (Personal or Business) and enter in the Bank Routing and Account number. If you would like this account to be saved for future use, be sure to select the "Save this payment account for future use".

Please note: This payment account will need to be set once for each assigned risk carrier, which means you may have to set this account up more than once.

This screenshot provides a closer look at the 'Payment Method' section. It shows the 'Saved Payment Methods' dropdown menu with 'Use a new payment account' selected. Below this, there is a 'Sample Check' image with the following details:

- Address: 123 Main St, Anytown, MO 12345
- DATE: 1215
- Bank Routing Number: 123456789
- Bank Account Number: 0987654321
- Check Number: 12345

Below the sample check, there are fields for 'Bank Routing Number', 'Bank Account Number', and 'Bank Account Type' (radio buttons for 'checking' and 'Savings'). There are also checkboxes for 'This is a business account' and 'Save this payment account for future use'. An 'Email Address' field with 'cmj@ncrb.org' is also present. 'Continue' and 'Cancel' buttons are at the bottom left.

NCRB'S E- Payment Process

Step 5: Select "Continue" on the bottom, left hand side of the screen



Step 6: Review Payment and Confirm.

Review the information entered to ensure it is correct and click the "I accept the Terms and Conditions" and select "Confirm" to move on to the next step.

Review Payment

Please review the information below and select Confirm to process your payment. Select Back to return to the previous page to make changes to your payment.

Payment Details

Description	NC Workers Compensation Premium Deposit NCRB Online Applications http://www.ncrb.org
Payment Amount	\$1,983.00
Payment Date	02/26/2019
ManageAR ID	12465-00011
Applicant Name	RENOVATIONS INC TEST_CMJ
Coverage ID	27030630
Effective Date	3/7/2019

Payment Method

Account Nickname	test epay
Bank Routing Number	091000022
Bank Name	US BANK NA
Bank Account Number	*8523
Bank Account Type	Checking
Bank Account Category	Business
Confirmation Email	cmj@ncrb.org

By clicking "I Accept", I authorize the payee to electronically debit my bank account for the amount(s) and at the frequency and date set forth above.

If this is a single payment, this authorization is valid for this transaction only. If this is a recurring payment, this authorization is to remain in full force and in effect until I notify my bank or notify the payee of its termination. I understand that I do this by canceling any pending payments and recurring payment instructions within this system at least three banking days before my account is scheduled to be debited.

I accept the Terms and Conditions

Confirm [Back](#)

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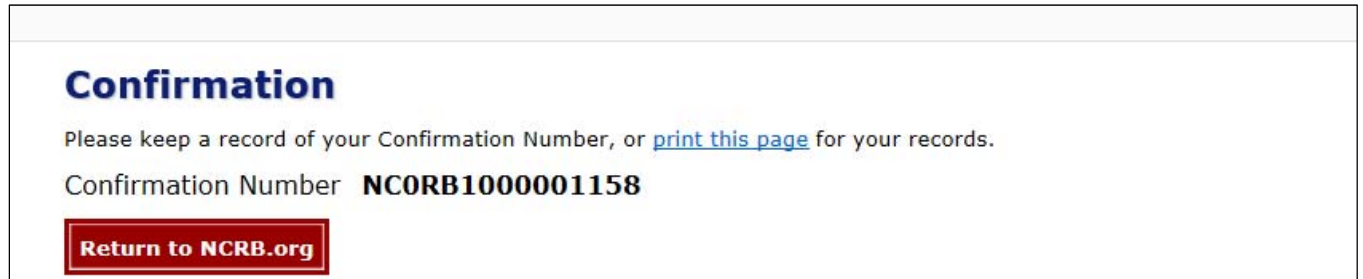
NCRB'S E- Payment Process

Step 7: Confirmation

Once you confirm payment, you will receive three types of confirmation.

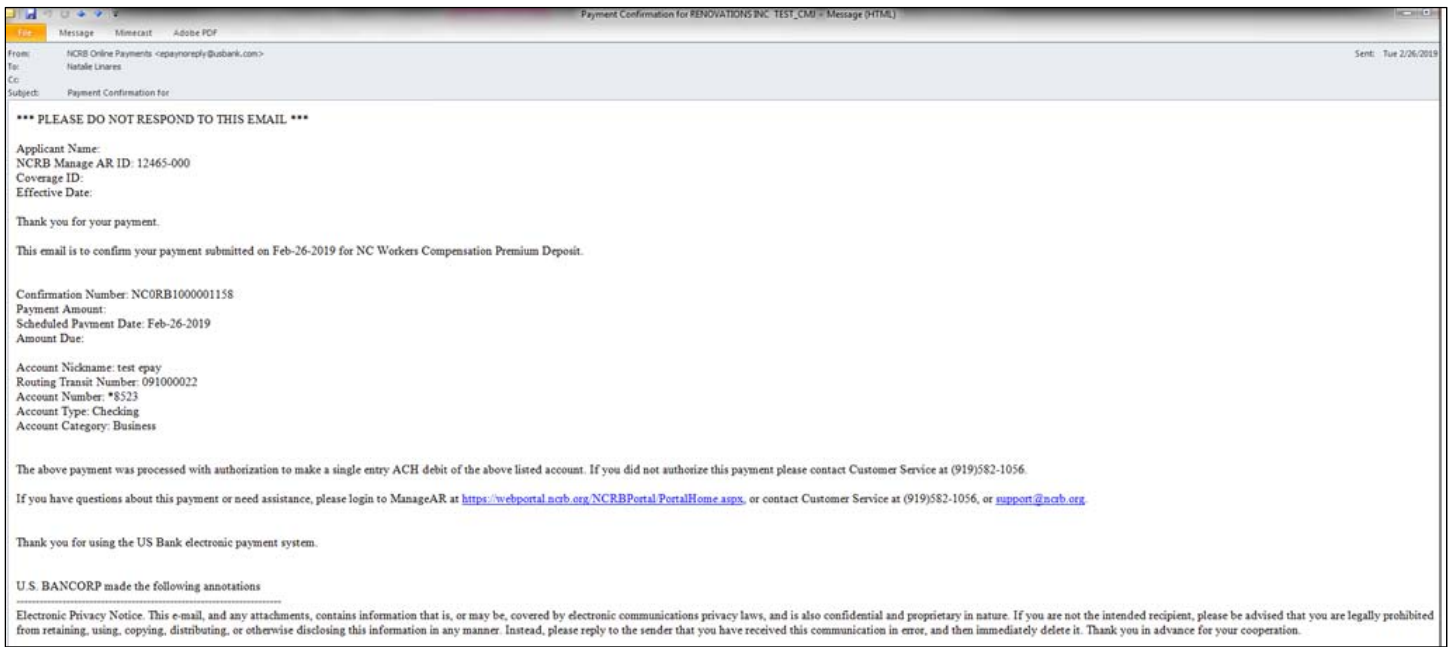
Confirmation # 1: Website display confirmation:

A confirmation number will display on the top of the website. You will also receive an email confirming payment.



Confirmation # 2: Email – Payment confirmation:

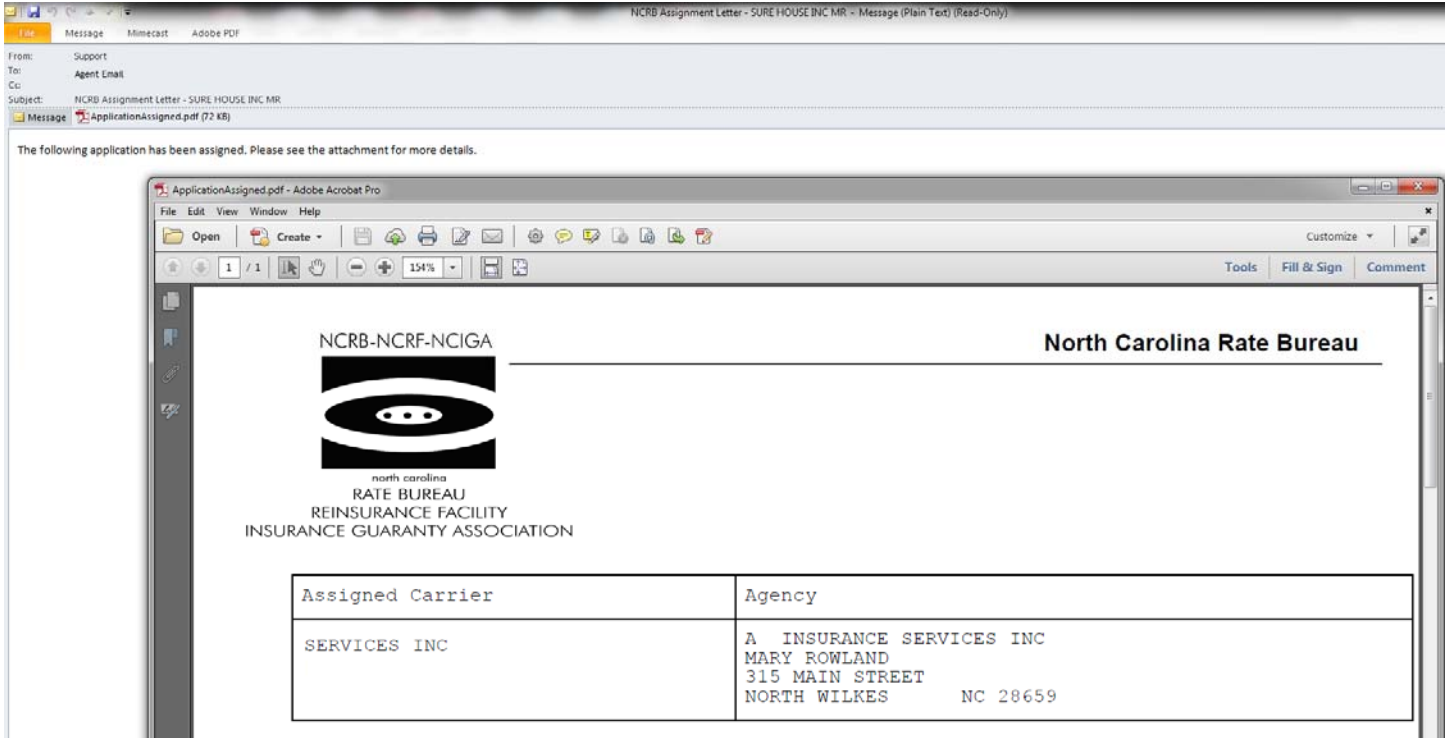
This email is from U.S. Bank and will be sent to the email address entered in the US Bank website for payment.



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Confirmation # 3: Email -Notice of Assignment from NCRB:

This email will have the subject NCRB Assignment Letter and will include a PDF attachment of the assignment letter and assigned carrier details.



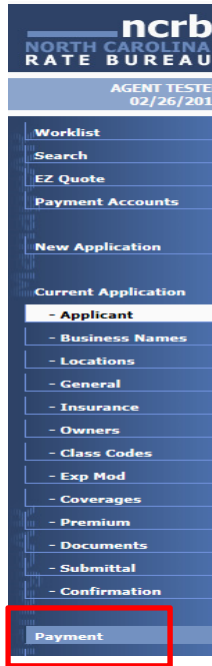
Step 9: Status Check

Login to ManageAR to view the updated status of your application using the work list. The application will display with a status changed to **ASSIGNED**.

ncrb NORTH CAROLINA RATE BUREAU		ManageAR							
AGENT TESTER 02/26/2019		REPORTS	TOOLS	ALERTS	HELP	NCRB.ORG	BACK TO PORTAL		
Worklist		Worklist Your Worklist is comprised of the applications that you have access to view. Once NCRB receives a policy for an application it will no longer appear on your Worklist. If that application is declined and is over 60 days old it will not appear on the Worklist. To view the details of an application, select a ManageAR Id link from the list below. If you wish to find an application, you can use the Search screen to locate it. You may view the Carrier Contact List for additional carrier contact information.							
ManageAR Id	Employer Name	FEIN	* Status	Status Date	Carrier Name	Coverage Effective Date	Combo Id	Coverage Id	AGENT
12465-00028	GEORGE LAND INC - MR	235689666	ASSIGNED	02/19/2019	ACE AMERICAN INS CO (TRAVELERS INDEMNITY CO)	03/02/2019		27030910	AGENT

NCRB'S E- Payment Process

Step 10: Verification. For additional verification, navigate to the Payment tab to view payment confirmation number.



The ManageAR payment screen will display the confirmation number as well as indicate the amount required for assignment which should display as \$0.00

The screenshot displays the 'ManageAR' interface for the NCRB. The left sidebar contains a navigation menu with 'Payment' selected. The main content area shows the 'Payment' section for application 'SURE HOUSE INC - MR'. A table lists a payment of \$6,291 via Electronic Funds Transfer, with a confirmation number circled in red. Below the table, a summary shows the total amount required for assignment as \$0.00, with a due date of 2/21/2019. Buttons for 'Save', 'Cancel', and 'Delete App.' are visible at the bottom.

Amount	Payment Type	Check Number	Check Date	Check Payer	User	Confirmation Number
\$6,291	Electronic Funds Transfer				AGENT TESTER	NCORB1000001144

Estimated Annual Premium: **\$12,582.00**
Total Required Deposit Premium: **\$6,291.00** See [premium page](#) for more information
Total Amount Paid: **\$6,291.00**
Amount Required For Assignment: \$0.00
Due Date: **2/21/2019**

If you have any questions, please refer to our [FAQ](#) on our website or reach out to us directly at support@ncrb.org.

1. Q: Once application is approved, how long do I have to make an electronic payment?

A: Users have until 11:59 PM on the second full business day following approval to enter premium payment. If payment is not submitted by that time, the application will be automatically declined by the system.

2. Q: Where do I go to make a payment?

A: Once an application is approved and prepared for assignment, the submitting agent will receive an email with a unique link pertaining to that application and instructions on how to make an electronic payment.

3. Q: Can we send a link to the insured or the premium finance company for them to pay?

A: The link is unique to the ManageAR user account that the application is associated with. While you are able to put different bank account information into the system for each application, it can only be accessed by signing into the ManageAR account of the agent. NCRB does not suggest sharing your user ID and password with others.

4. Q: Will we get a carrier assignment prior to paying the premium?

A: No. Similar to the old payment system, the agent will receive notice of assignment after both an approved application AND payment of the full or deposit premium.

5. Q: Will the ACH ID# be the same as it is now?

A: No. Agents will no longer pay the premium to the NCRB, but rather to the assigned carrier. If your bank requires an ACH ID#, there will be 4 separate numbers that you need to have approved with your bank: E041543470, F060566050, E581181498, and F232240321.

6. Q: Can I pay by check?

A: Our current EFT platform will no longer be available for payments after the March 2019 transition. If you need to pay with a check, we will review this circumstance on a case by case basis with management. Please reach out to support@ncrb.org with any requests to pay by check.

7. Q: Why didn't my payment profile save?

A: When submitting a payment, you will have to set up your payment profile through US bank for each carrier. This means you may have to set up the account up to four times depending on which carrier(s) receives your assignment.

8. Q: I lost the email I received with the link to pay, how can I pay?

A: You do not need the official email in order to pay. At any time, you can log in to ManageAR application and navigate to your WORK LIST. The work list will identify all applications that require payment by displaying them in green.