



Making an Online Payment

What

Making an online payment from an agency or a nonagency U.S. checking or savings account, credit or debit card in PolicyCenter®. Accepted cards include:

- Mastercard
- Visa
- Discover

Who

Agents and licensed customer representatives

When

When there is an outstanding balance or invoice on a policy.

Topic	See Page
Payments on New Business	1
Payments on Policy Changes, Installments, or Renewals	5

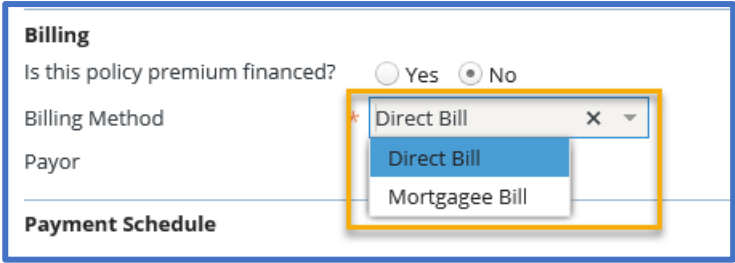
Notes:

Online payments are only available for Commercial Lines in a *Submission* transaction.

- Online payments are only available for Personal Lines in an *Issuance* transaction.
- Policyholders can submit online payments through [myPolicy](#) or the [one-time payment option](#) on our website.

Payments on New Business

During the new-submission process, make an online payment using the *Payment* screen in a transaction. To submit a payment on new business:

Step	Action
1	In the new-business transaction, navigate to the <i>Payment</i> screen.
2	<p>Select Direct Bill as the <i>Billing Method</i>:</p>  <p><i>Note:</i> For online payments, a premium finance company cannot be listed as the payor.</p>

Continued on next page



Making an Online Payment, Continued

Payments on New Business, continued

Step	Action																								
3	<p>Select the desired installment plan under <i>Payment Schedule</i>:</p> <div data-bbox="565 466 1395 768" style="border: 1px solid blue; padding: 5px;"> <p>Payment Schedule</p> <table border="1"> <thead> <tr> <th>Select*</th> <th>Payment Plan</th> <th>Schedule</th> <th>Down Payment</th> <th>Installment</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td><input type="radio"/></td> <td>Citizens Full Pay</td> <td></td> <td>1,931.00</td> <td>-</td> <td>1,931.00</td> </tr> <tr> <td><input type="radio"/></td> <td>Citizens Semi Annual</td> <td></td> <td>1,172.40</td> <td>774.60</td> <td>1,947.00</td> </tr> <tr> <td><input type="radio"/></td> <td>Citizens Quarterly</td> <td></td> <td>786.60</td> <td>388.80</td> <td>1,953.00</td> </tr> </tbody> </table> </div> <p><i>Note:</i> The payment amounts and schedule can be previewed by selecting the icon under the <i>Schedule</i> column.</p>	Select*	Payment Plan	Schedule	Down Payment	Installment	Total	<input type="radio"/>	Citizens Full Pay		1,931.00	-	1,931.00	<input type="radio"/>	Citizens Semi Annual		1,172.40	774.60	1,947.00	<input type="radio"/>	Citizens Quarterly		786.60	388.80	1,953.00
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4	<p>Select Yes to make an online payment:</p> <div data-bbox="565 911 1395 1245" style="border: 1px solid blue; padding: 5px;"> <p>Billing</p> <p>Is this policy premium financed? <input type="radio"/> Yes <input type="radio"/> No</p> <p>Billing Method <input type="text" value="Direct Bill"/></p> <p>Payor </p> <p>Payment Schedule</p> <table border="1"> <thead> <tr> <th>*Select</th> <th>Installment Plan</th> <th>Schedule</th> <th>Down Payment</th> <th>Installment</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td><input type="radio"/></td> <td>Citizens Full Pay</td> <td></td> <td>64.00</td> <td>-</td> <td>64.00</td> </tr> <tr> <td><input checked="" type="radio"/></td> <td>Citizens Semi Annual</td> <td></td> <td>52.00</td> <td>31.00</td> <td>83.00</td> </tr> <tr> <td><input type="radio"/></td> <td>Citizens Quarterly</td> <td></td> <td>40.00</td> <td>16.00</td> <td>89.00</td> </tr> </tbody> </table> <p>Do you want to make an electronic online payment? <input checked="" type="radio"/> Yes <input type="radio"/> No</p> </div> <p>Result: Additional questions appear.</p>	*Select	Installment Plan	Schedule	Down Payment	Installment	Total	<input type="radio"/>	Citizens Full Pay		64.00	-	64.00	<input checked="" type="radio"/>	Citizens Semi Annual		52.00	31.00	83.00	<input type="radio"/>	Citizens Quarterly		40.00	16.00	89.00
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5	<p>Indicate the source of the payment:</p> <div data-bbox="565 1354 1395 1612" style="border: 1px solid blue; padding: 5px;"> <p>Payment Schedule</p> <table border="1"> <thead> <tr> <th>*Select</th> <th>Installment Plan</th> <th>Schedule</th> <th>Down Payment</th> <th>Installment</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td><input type="radio"/></td> <td>Citizens Full Pay</td> <td></td> <td>64.00</td> <td>-</td> <td>64.00</td> </tr> <tr> <td><input checked="" type="radio"/></td> <td>Citizens Semi Annual</td> <td></td> <td>52.00</td> <td>31.00</td> <td>83.00</td> </tr> <tr> <td><input type="radio"/></td> <td>Citizens Quarterly</td> <td></td> <td>40.00</td> <td>16.00</td> <td>89.00</td> </tr> </tbody> </table> <p>Do you want to make an electronic online payment? <input checked="" type="radio"/> Yes <input type="radio"/> No</p> <p>Payment From <input checked="" type="radio"/> Agency Bank Account <input type="radio"/> Non-Agency Bank Account</p> <p>Payment <input type="button" value="Pay Online"/></p> </div> <p>Result: The <i>Pay Online</i> option appears.</p> <p><i>Note:</i> If submitting a payment from a nonagency bank account, the <i>Single Epayment Authorization Form</i> must be completed and uploaded. Download a partially prefilled form by clicking the <i>Single Epayment Authorization Form</i> button. This completed form must be submitted to Citizens electronically</p>	*Select	Installment Plan	Schedule	Down Payment	Installment	Total	<input type="radio"/>	Citizens Full Pay		64.00	-	64.00	<input checked="" type="radio"/>	Citizens Semi Annual		52.00	31.00	83.00	<input type="radio"/>	Citizens Quarterly		40.00	16.00	89.00
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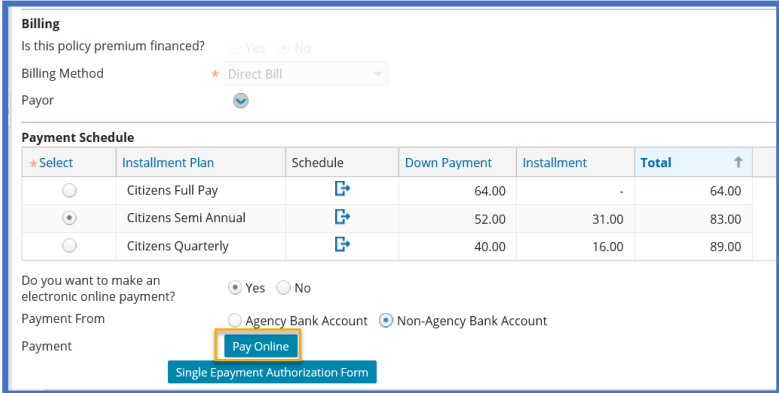
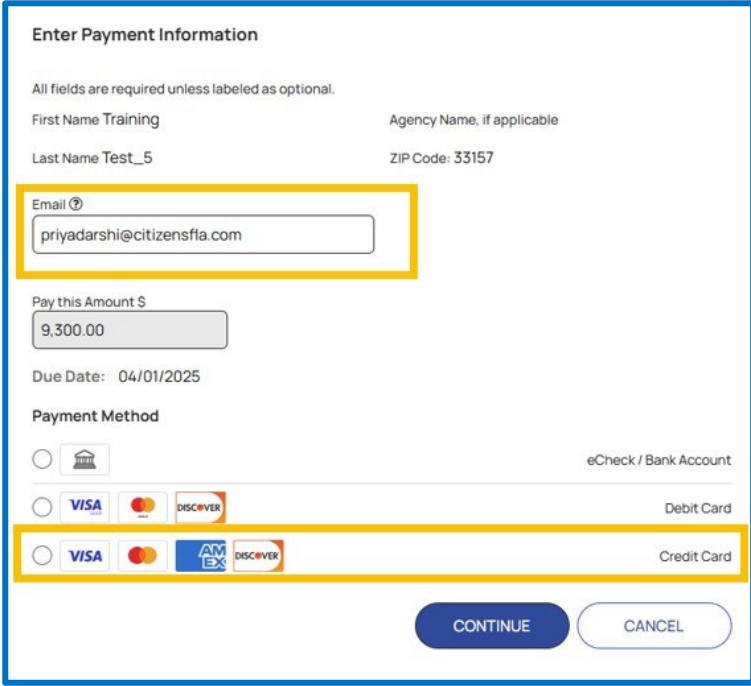


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Making an Online Payment, Continued

Payments on New Business, continued











Step	Action
6	<p>Select Pay Online:</p>  <p>Result: A confirmation window appears. Select OK to continue. The <i>Payment Entry</i> screen appears. Be sure to enable Pop-ups.</p>
7	<p>Enter the email address you will need the payment receipt issued to and select the desired payment method. Ex. 'Credit Card', then select Continue:</p>  <p>Result: The <i>One-Time Payment</i> screen appears.</p>

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Making an Online Payment, Continued

Payments on New Business, continued

Step	Action
8	<p>Ensure payment information is correct, then select Continue:</p> <div data-bbox="581 468 1247 1297" style="border: 2px solid blue; padding: 10px;"> <p>Enter Payment Information</p> <p>All fields are required unless labeled as optional.</p> <p>First Name Training Agency Name, if applicable</p> <p>Last Name Test_5 ZIP Code: 33157</p> <p>Email </p> <input type="text" value="priyadarshi@citizensfla.com"/> <p>Pay this Amount \$</p> <input type="text" value="9,300.00"/> <p>Due Date: 04/01/2025</p> <p>Payment Method</p> <p><input type="radio"/>  eCheck / Bank Account</p> <p><input type="radio"/>    Debit Card</p> <p><input checked="" type="radio"/>     Credit Card</p> <p>Card Number <input type="text" value="Enter card number"/> CVV </p> <input type="text" value="CVV"/> <p>Expiry Month <input type="text" value="MM"/> Expiry Year <input type="text" value="YYYY"/></p> <p>Card Holder Name <input type="text" value="Enter card holder name"/></p> <p>Zip Code <input type="text"/></p> <p style="text-align: right;"><input type="button" value="CONTINUE"/> <input type="button" value="CANCEL"/></p> </div> <p>Result: The <i>Confirm Payment</i> screen will appear.</p>

Continued on next page



Making an Online Payment, Continued

Payments on New Business, continued

Step	Action																				
9	<p>A breakdown of the payment amount, the added service fee and total amount will display. Select the Authorize box before proceeding to the blue 'Pay \$0.00' button at the bottom of the screen.</p> <div data-bbox="581 569 1346 1129" style="border: 1px solid black; padding: 10px;"> <p>Confirm Payment</p> <p>Payment Method VISA *****7985</p> <p>Payment Date Now (04/01/2025)</p> <p>Due Date: 04/01/2025</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: right;">Payment Amount</td> <td style="text-align: center;">+</td> <td style="text-align: right;">Service Fee</td> <td style="text-align: center;">=</td> <td style="text-align: right;">Total Amount</td> </tr> <tr> <td style="text-align: right;">\$9,300.00</td> <td></td> <td style="text-align: right;">\$218.55</td> <td></td> <td style="text-align: right;">\$9,518.55</td> </tr> </table> <p>Click to read the Payment Authorization Terms and Privacy Notice</p> <p><input checked="" type="checkbox"/> authorize and agree per Payment Authorization Terms.</p> <p>By clicking the PAY button, you agree to the service fee charged by Paymentus to be added to this payment.</p> <p>Click the PAY button to complete your payment.</p> <p style="text-align: center;"> BACK PAY \$9,518.55 CANCEL </p> </div>	Payment Amount	+	Service Fee	=	Total Amount	\$9,300.00		\$218.55		\$9,518.55										
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\$9,300.00		\$218.55		\$9,518.55																	
10	<p>The Payment Receipt will generate if processed successfully. Options will appear at the bottom of the confirmation to either Print or return Back to Home. Payment confirmation will be sent to the email on file.</p> <div data-bbox="581 1270 1086 1785" style="border: 1px solid black; padding: 10px;"> <p>Payment Receipt</p> <p>Your payment has been accepted</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td>Confirmation #</td> <td style="text-align: right;">504663</td> </tr> <tr> <td>Payment Type</td> <td style="text-align: right;">CST Prem Payment</td> </tr> <tr> <td>Policy No. / Offer No. / Agency ID</td> <td style="text-align: right;">72101126</td> </tr> <tr> <td>Due Date</td> <td style="text-align: right;">10/01/2029</td> </tr> <tr> <td>Status</td> <td style="text-align: right;">ACCEPTED</td> </tr> <tr> <td>Payment Date</td> <td style="text-align: right;">Sep 23, 2023 – 10:33:22 AM</td> </tr> <tr> <td>Payment Method</td> <td style="text-align: right;">Visa *****1111</td> </tr> <tr> <td>Payment Amount</td> <td style="text-align: right;">\$781.00</td> </tr> <tr> <td>Service Fee</td> <td style="text-align: right;">\$18.35</td> </tr> <tr> <td>Total Amount Charged</td> <td style="text-align: right;">\$799.35</td> </tr> </table> <p style="text-align: center;"> Print Back to home </p> </div>	Confirmation #	504663	Payment Type	CST Prem Payment	Policy No. / Offer No. / Agency ID	72101126	Due Date	10/01/2029	Status	ACCEPTED	Payment Date	Sep 23, 2023 – 10:33:22 AM	Payment Method	Visa *****1111	Payment Amount	\$781.00	Service Fee	\$18.35	Total Amount Charged	\$799.35
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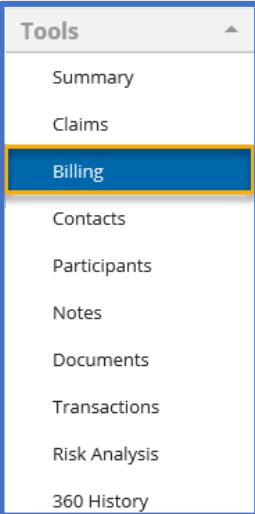
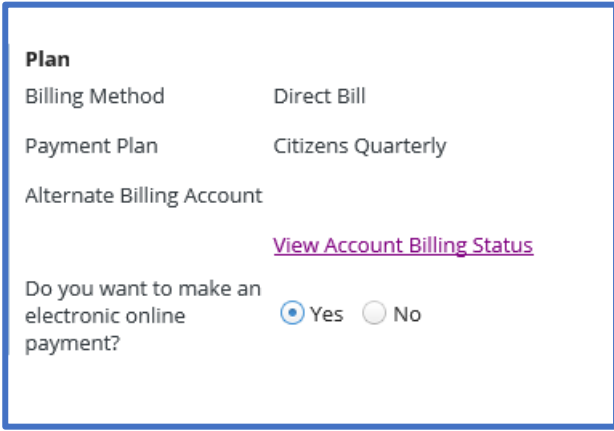
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Making an Online Payment, Continued

Payments on Policy Changes, Installments, or Renewals

On Personal Lines policies, an online payment can be made when a balance is due on an issued policy. To make an online payment on an issued policy:

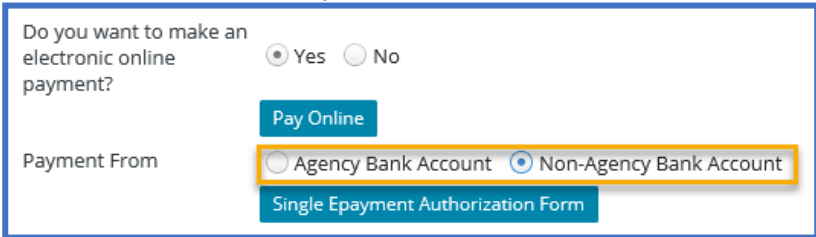
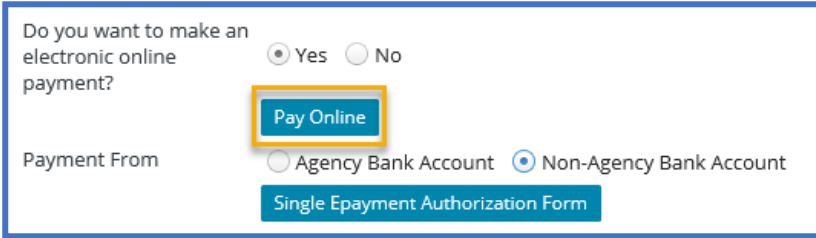
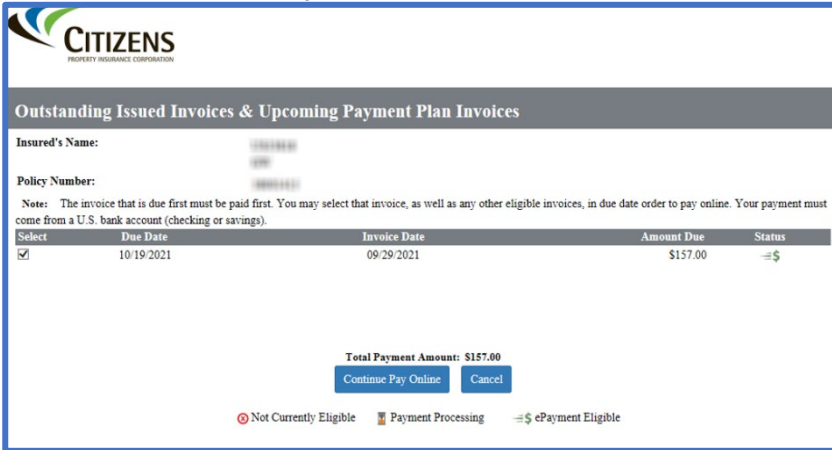
Step	Action
1	<p>Access the policy, then select Billing from the <i>Tools</i> sidebar.</p> <p>Result: The <i>Billing</i> screen appears.</p> 
2	<p>Select Yes to the question: <i>Do you want to make an electronic online payment?</i></p>  <p>Result: The <i>Pay Online</i> button appears, along with additional questions regarding the payment source.</p>

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Making an Online Payment, Continued

Payments on Policy Changes, Installments, or Renewals, continued

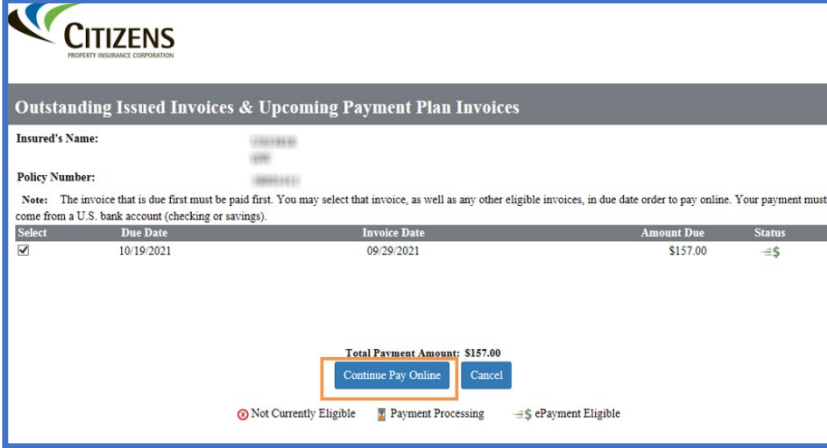
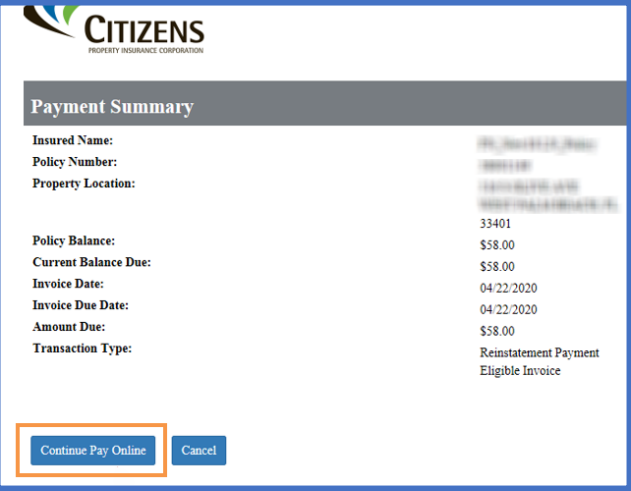
Step	Action										
3	<p>Indicate the source of payment:</p>  <p><i>Note:</i> If submitting a payment from a nonagency bank account, the <i>Single Epayment Authorization Form</i> must be completed and uploaded. Download a partially prefilled form by clicking the <i>Single Epayment Authorization Form</i> button. This form must be uploaded prior to submitting the payment.</p>										
4	<p>Select Pay Online, then OK to continue.</p>  <p>Result: The <i>Outstanding Issued Invoices & Upcoming Payment Plan Invoices</i> screen appears.</p>										
5	<p>Select the invoice to pay:</p>  <table border="1"> <thead> <tr> <th>Select</th> <th>Due Date</th> <th>Invoice Date</th> <th>Amount Due</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td><input checked="" type="checkbox"/></td> <td>10/19/2021</td> <td>09/29/2021</td> <td>\$157.00</td> <td>=e\$</td> </tr> </tbody> </table> <p>Total Payment Amount: \$157.00 Continue Pay Online Cancel</p> <p><input type="radio"/> Not Currently Eligible <input type="checkbox"/> Payment Processing <input checked="" type="checkbox"/> ePayment Eligible</p>	Select	Due Date	Invoice Date	Amount Due	Status	<input checked="" type="checkbox"/>	10/19/2021	09/29/2021	\$157.00	=e\$
Select	Due Date	Invoice Date	Amount Due	Status							
<input checked="" type="checkbox"/>	10/19/2021	09/29/2021	\$157.00	=e\$							

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Making an Online Payment, Continued

Payments on Policy Changes, Installments, or Renewals, continued

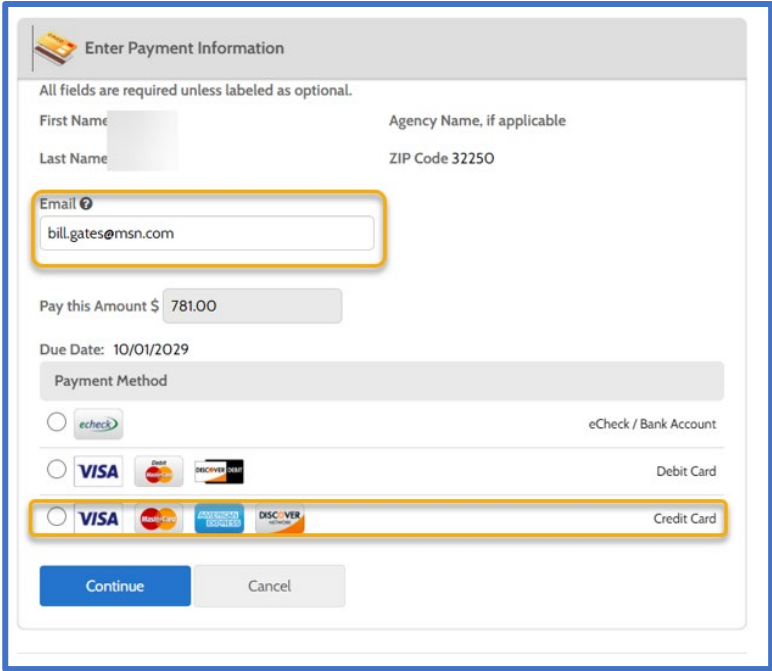
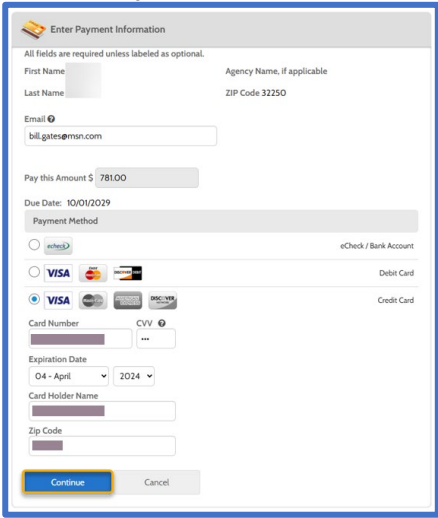
Step	Action
6	<p>Select Continue Pay Online:</p>  <p>Result: The <i>Payment Summary</i> screen appears.</p>
7	<p>Select Continue Pay Online:</p> 

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Making an Online Payment, Continued

Payments on Policy Changes, Installments, or Renewals, continued

Step	Action
8	<p>Enter the email address you will need the payment receipt issued to and select the desired payment method. Ex. 'Credit Card', then select Continue:</p>  <p>Result: The <i>One-Time Payment</i> screen appears.</p>
9	<p>Ensure payment information is correct, then select Continue:</p>  <p>Result: The <i>Confirm Payment</i> screen will appear.</p>

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Making an Online Payment, Continued

Payments on Policy Changes, Installments, or Renewals, continued

Step	Action
10	<p>A breakdown of the payment amount, the added service fee and total amount will display. Select the Authorize box before proceeding to the blue 'Pay \$0.00' button at the bottom of the screen.</p> <div data-bbox="581 569 1380 1146" style="border: 2px solid blue; padding: 10px;"> </div> <p>Result: The payment receipt will generate if processed successfully. Options will appear at the bottom of the confirmation to either Print or return Back to Home. Payment confirmation will be sent to the email on file.</p>

End Procedure