

Lesson 9 Receiving Direct Bill Payments

9.1 Prerequisites

For this exercise, use:

- In a supported browser go to the BillingCenter URL
 - Username: **studentXX**
 - Password: **gw**

9.2 Exercise: Enter new payments.



Activity

This exercise simulates a few common payment entry tasks in BillingCenter. Assume that you are customer service representative who is responsible for entering payments that your office has received from policyholders. During this exercise, you will use both the **Multiple Payment Entry wizard** and the **Direct Bill Payment screen** to record payments.

1. Open the Extreme Watersports XX account.

- a) Where is the default payment instrument specified for this account?
- b) What default payment instrument is specified and what does it mean?

2. Add a policy to the account with the following details:

- Policy #: GL01-EWATERSPORTS-XX
- Product: General Liability
- Payment Plan: **PP14**
- Charge: Premium \$11500
- Charge: **Tax \$500**

3. Look at the first invoice:

- a) What is the total amount of the first invoice?
- b) Is the policy using bill date or due date invoicing?
- c) When will the first invoice be billed?

4. **WAIT:** The instructor will make the first invoice billed. (You will need to refresh the display to see the changed invoice status.)

5. You are given a \$2000 check for GL01-EWATERSPORTS-XX that must be applied to the current invoice.
 - a) What payment entry screen is suitable for entering a single payment with a known target?
 - b) Enter and execute the payment.
6. Open the GL01-EWATERSPORTS-XX policy.
 - a) How much has been paid on this policy?
 - b) How much has been billed and not yet paid?
 - c) How can you verify that the \$2000 payment was received for this policy?
7. Open the Multiple Payment Entry wizard. Attempt to enter the following set of payments into BillingCenter and resolve any issues you encounter:
 - \$400 payment to policy PA01-CBRANDT-XX
 - \$1950 payment to policy GL01-EWATERSPORTS-XX
8. What issue did you encounter in the previous step? How did you resolve the issue?
9. Where in BillingCenter can you find:
 - a) The \$400 payment entered earlier for policy PA01-CBRANDT-XX?
 - b) The \$1950 payment entered earlier for policy GL01-EWATERSPORTS-XX?
10. Has the payment for \$1950 been allocated to invoice items on the GL01-EWATERSPORTS policy? If not, why not?

9.3 Solution



Solution

1. Open the Extreme Watersports XX account.
 - a) Where is the default payment instrument specified for this account? *Account Details screen*
 - b) What default payment instrument is specified and what does it mean? *Responsive. The insured will be billed and will respond by paying the bill.*
2. Add a policy to the account with the following details:
 - Policy #: GL01-EWATERSPORTS-XX
 - Product: General Liability
 - Payment Plan: **PP14**
 - Charge: Premium \$11500
 - Charge: **Tax \$500**

3. Look at the first invoice.

- a) What is the total amount of the first invoice? \$3950
- b) Is the policy using bill date or due date invoicing? *Due date—the Due Dates have the same day of month.*
- c) When will the first invoice be billed? *Date will vary*

4. WAIT: The instructor will make the first invoice billed. (You will need to refresh the display to see the changed invoice status.) - See Appendix for instructions

5. You are given a \$2000 check for GL01-EWATERSPORTS-XX that must to be applied to the current invoice.

- a) What payment entry screen is suitable for entering a single payment with a known target? *The Direct Bill Payment screen so that the payment can be applied immediately to the current invoice.*
- b) Enter and execute the payment.
Account tab: Actions → New Payment → New Direct Bill Payment. Select the unapplied fund. Enter 2,000 in the Amount field. Click Execute.

6. Open the GL01-EWATERSPORTS-XX policy.

- a) How much has been paid on this policy? \$2000
- b) How much has been billed and not yet paid? \$1950
- c) How can you verify that the \$2000 payment was received for this policy? *There are several ways to do this in BillingCenter, but the easiest way is to look at the “Last Payment Received” field on the Policy Summary screen. If the payment has been applied to this policy, that field will have the payment amount.*

7. Open the Multiple Payment Entry wizard. Attempt to enter the following set of payments into BillingCenter and resolve any issues you encounter:

Desktop tab: Actions → New Payment → New Direct Bill Payment.

- \$400 payment to policy PA01-CBRANDT-XX
- \$1950 payment to policy GL01-EWATERSPORTS-XX

8. What issue did you encounter in the previous step?

Because the PA01-CBRANDT-XX policy does not exist in BillingCenter, you will receive an error. How did you resolve the issue?

Changing the item type to Suspense will allow the payment to be entered.

9. Where in BillingCenter can you find:

- a) The \$400 payment entered earlier for policy PA01-CBRANDT-XX? *Since this was a suspense payment, it is not associated with either an account or a policy. The money from this payment is held in suspense payments and is visible on the Desktop in the Suspense Payments screen.*
- b) The \$1950 payment entered earlier for policy GL01-EWATERSPORTS-XX? *On the Account Summary and Policy Summary screens. You can also see it on the Payments screen for the policy.*

10. Has the payment for \$1950 been allocated to invoice items on the GL01-EWATERSPORTS-XX policy? If not, why not?

Not yet. It is currently in the unapplied fund for the policy. The Total Unapplied field on the Account Summary shows the unallocated amount. There are batch processes such as New Payment that will automatically apply this money based on the payment allocation plan.