

# Lesson 11 Managing Direct Bill Payments

## 11.1 Prerequisites

For this exercise, use:

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

This exercise builds on the payments entered in the **Enter New Payments** exercise from the **Receiving Direct Bill Payments** lesson. If you have not completed this exercise, enter a new suspense payment for \$400 for policy PA01-CBRANDT before starting this exercise.

## 11.2 Exercise 1: Handle a suspense payment.



### Activity

In this exercise, you continue with the suspense payment that you created in the exercise from the **Receiving Direct Bill Payments** lesson.

1. **Add a Personal Auto policy the Caroline Brandt XX account:**
  - Policy #: PA01-CBRANDT-XX
  - Payment Plan: **PP12**
  - Premium: **\$2000**
  - Tax: **\$400**
2. **On the Suspense Payments screen, confirm that there is an open suspense payment that is targeted for the policy you just created.**
  - a) Indicate to the instructor that you are ready to continue (11,1,2)
3. **WAIT: The instructor will run the *Suspense Payment* batch process to automatically release the suspense payment you created in a previous exercise.**
4. **Refresh the display and answer the following questions about the suspense payment:**
  - a) Is the \$400 suspense payment listed on the **Suspense Payments** screen?
  - b) Where is the money from the suspense payment now?
  - c) Indicate to the instructor that you are ready to continue (11,1,4)
5. **WAIT: The instructor will bill the first invoice for the new policy.**