



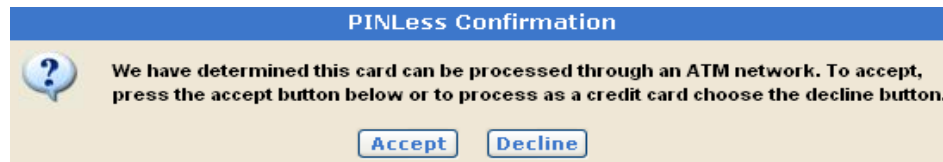
FARMERS

Payment with Debit Card Option

Payments processed through ACA.

1. ACA is used for Standard Bill credit card payments and FAB payments
2. Locate the agent code.
3. From the Billing Summary screen dropdown menu select Customer Payments, (ACA) and click on 'Go'.
4. Enter the State, District and Agent Code for the policy and click on 'Go'.
5. Click on the "Add Receipts to Current ACA" link.
6. Customer Receipts: Enter the customers first and last name in the appropriate fields.
7. Payment Details: Select the payment method. Enter the card or account information in the fields provided.

If you receive a popup menu advising that the transaction can be processed as a "debit" transaction, verify with the customer how they would prefer the payment be processed.



8. Policy Details:
Company name:
 - 7- FAB Farmers All Lines Billing enter the account number.
 - 9- Farmers Payment Plan to apply to a Farmers EasyPay account.
 - If Standard Bill policy, choose the rating company, located on Policy Summary.
9. Once all the fields are complete, verify the payment amount and click the "Enter Payment" button. The confirmation screen will appear.
10. Offer to give the receipt number to the insured for their records.
11. To email the receipt- Once the ACA payment has been processed and the receipt is pulled up; at the top left there is an envelope button. Click the envelope button and add the insureds e-mail address. At the bottom, click on "send e-mail".
12. Document the payment in green screens under the policy number. Comments should start with today's date, receipt #, agent code used to ACA, name of caller, amount of payment, transaction type, your initials followed by KCCS.
Note: For **FAB** accounts you will need to leave comments in E-Agent.