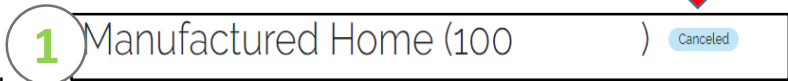


# AMsuite® Making a payment on a cancelled policy

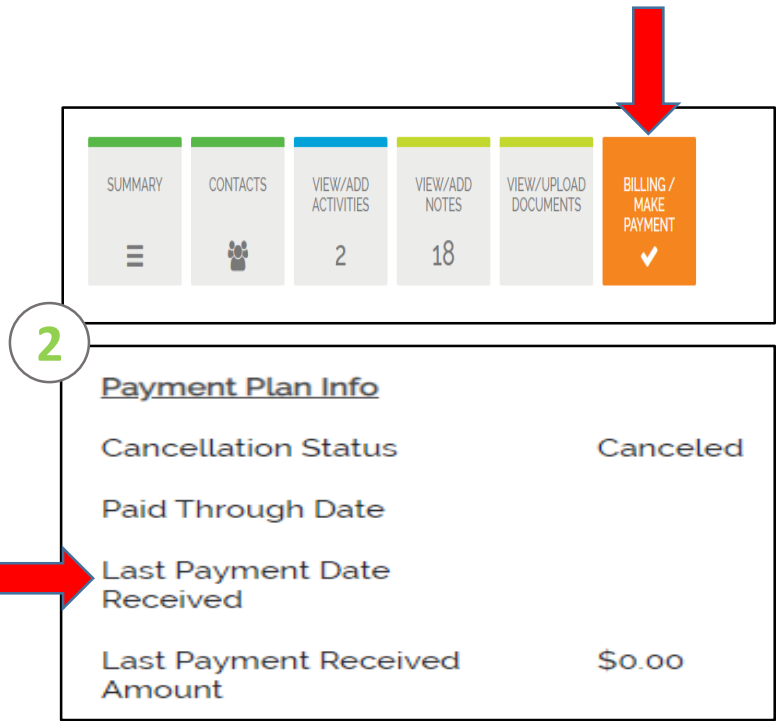
This document will assist in making a payment on a policy that is in cancelled status and in the 15-day window for possible reinstatement.

## AMsuite Portal

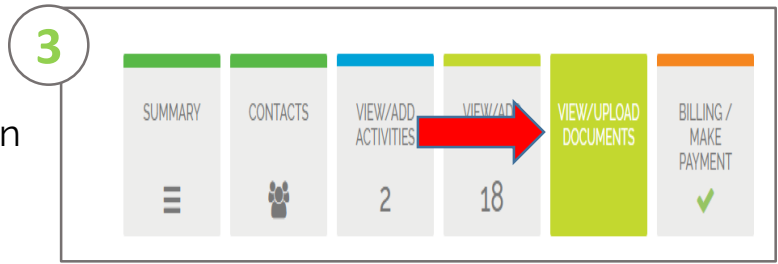
When you pull up the policy in Portal you will see that the policy is cancelled. Check the cancel date to verify the 15-day window for possible reinstatement. If within the 15-day window proceed to next step.



Select the Billing/Make Payment box to review when the last payment was received

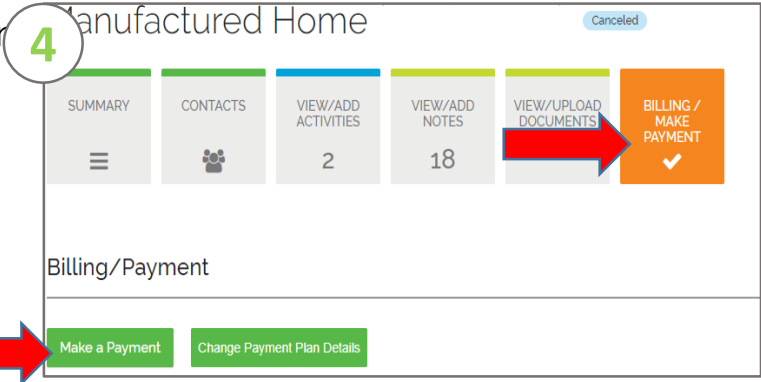


Go to View/Upload Documents to find the cancellation notice. Find the amount due on the cancellation notice.



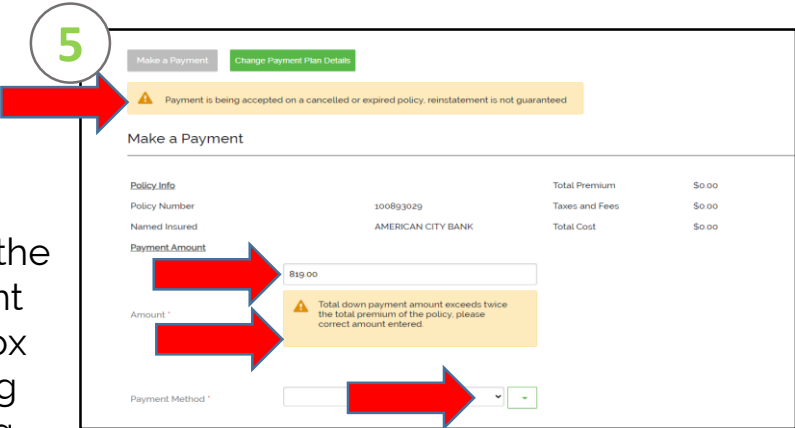
# AMsuite® Making a payment on a Cancelled Policy

After retrieving the payment amount required from the cancellation notice select the Billing/Make Payment box.



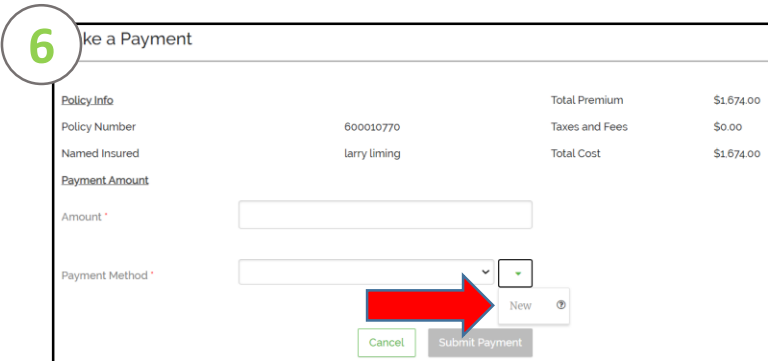
Select the Make a Payment box under Billing/Payment

A yellow box will appear advising "Payment is being accepted on a cancelled or expired policy, reinstatement is not guaranteed."



Enter the payment amount from the cancellation notice in the Payment Amount box. A yellow caution box will appear, proceed with entering the payment method by selecting the drop-down and choosing a saved account. Proceed to step 11.

To enter new payment information next to the Payment Method box use the dropdown to select New.



# AMsuite® Making a Payment on Cancelled Policy

On the New Payment Instrument page select the payment method.

**7** New Payment Instrument

Payment Method \*  Select one

Save for future use? \*  Yes  No

Payor is Primary Named Insured? \*  Yes  No

Enter the bank account routing and account number. Then select the Verify box.


**8**

EFT/ACH

Bank Account Type \* CHECKING ▾


Routing Number \*

Account Number \*



Once you have entered the banking information, answer the two questions regarding saving for future use and if payor is Primary Named Insured. When completed select Ok.

**9** New Payment Instrument

Payment Method \* EFT 

Description ACH/EFT Checking (00003458)


Save for future use? \*  Yes  No


Payor is Primary Named Insured? \*  Yes  No 

On the Make a Payment screen enter the Payment Amount and select the Payment Method.

**10** Make a Payment

Policy Number	600010770	Total Premium	\$1,674.00
Named Insured	Larry Lining	Taxes and Fees	\$0.00
Payment Amount		Total Cost	\$1,674.00


Amount \*  


Payment Method \* ACH/EFT Checking (00003458) ▾ 

Select the Notice about Electronic Check Conversion and select Submit Payment

**11** Notice About Electronic Check Conversion

When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.  



The Confirmation screen will then appear, review all the information, the information can be printed. After printing select Ok to return to the main screen.

**12** Confirmation

Transaction Type ach

Payment Instrument ACH/EFT Checking


Policy Number

Named Insured

Amount \$1,674.00

Date 12/28/20

Receipt Number 1000022055



For Agent Use Only - Not for Distribution

January 2021  
Version: 2.0

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