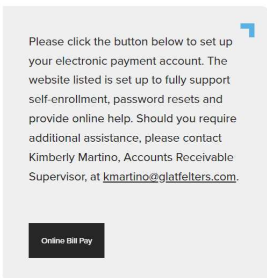
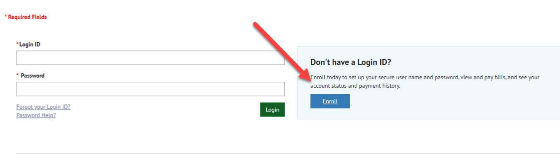
Online Payment Portal Quick Guide

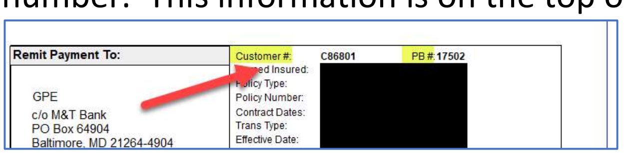
- You can set up your online profile at www.glatfelters.com/epay ; this link takes you to the GIG Home Page, from there click the link in the box on the right hand side of the page.



- Select the Enroll option.
- The account set up will ask for information off of your invoice to identify you.



- To enroll you will enter you broker number and your zip code.
- If your broker number is less than five digits, you will need to add zero's to the front of your broker number. Broker numbers need to be 5 digits to enroll. Example: If you broker number is 1234 for the portal you would type 01234.
- Brokers need to set up their online portal using their broker number not the client number. The system will acknowledge a client number, but it will not show any invoices under the profile. Agency billed accounts use the PB number to set up accounts and Direct Billed brokers use the Customer number. This information is on the top of the invoice.

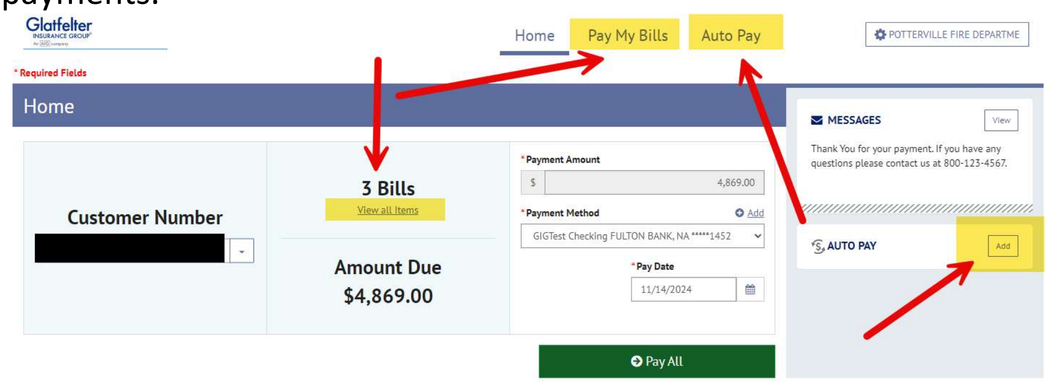


- While completing enrollment you will be required to set up security questions and notifications for past due invoices and payment dates approaching is optional.

- Once in the portal, the system is very user friendly!!

The first page is the Account overview Page:

From here you can click the quick link to view your open invoices or click the tab at the top of the page. This is also where you would navigate to set up automatic payments.

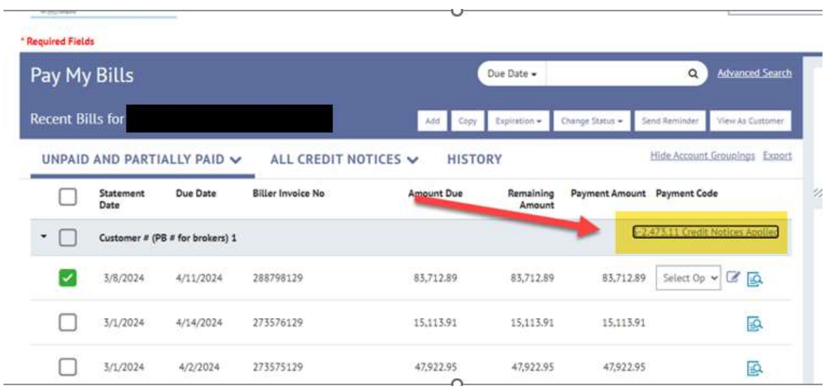


- At the bottom of this page there are drop downs where you can review previous payments made and what invoices they cleared, the bank accounts you have saved for processing payments and as a broker you can link multiple broker accounts to one log in.

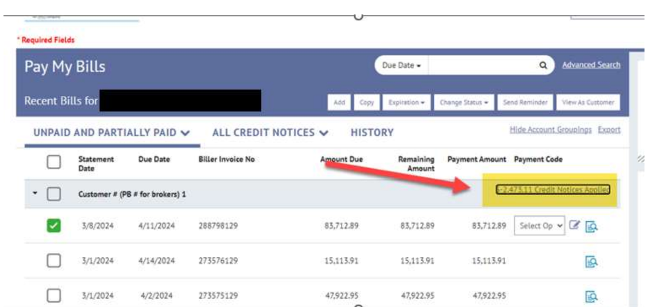
Pay my Bills Page:

-On the pay my bills page you can check off the invoices you are paying and complete the payment process on the right side of the screen.

*****IMPORTANT please keep in mind that invoices are listed by due date, the most current invoices due will be at the top on the pay my bills screen.**
If you select the wrong invoices they will be the invoices payment is applied to.*****

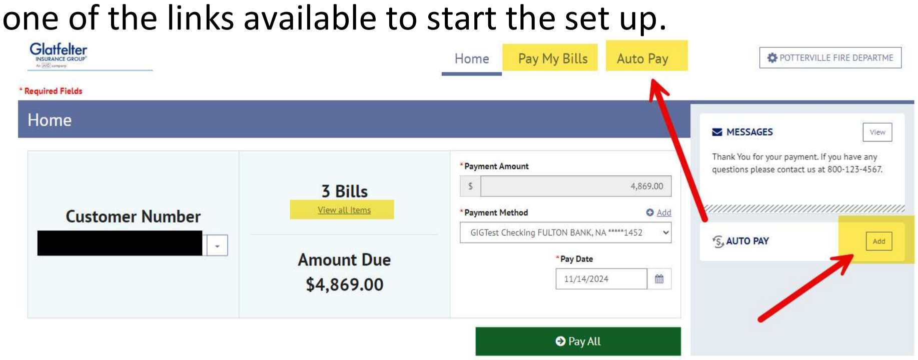


Also, you can apply credits on account from this screen. There is a quick link to the right of the top of the screen where credits can be applied.

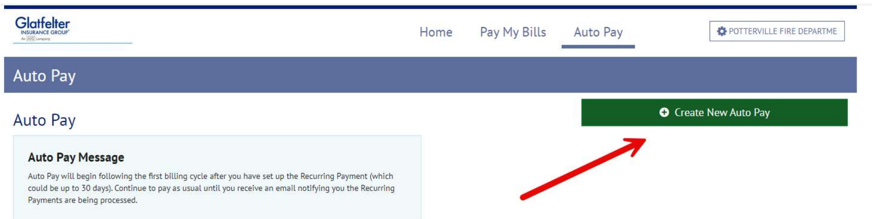


Setting up Automatic Payments:

-Click one of the links available to start the set up.

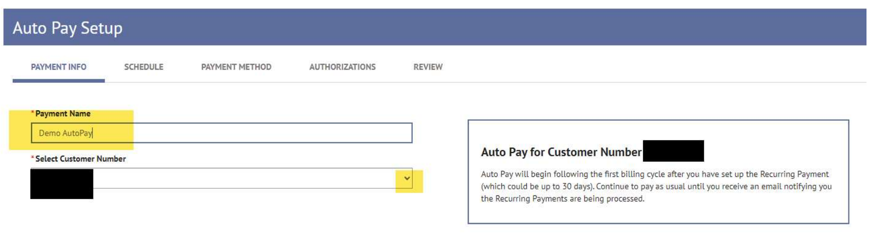


-Select Create New Auto Pay

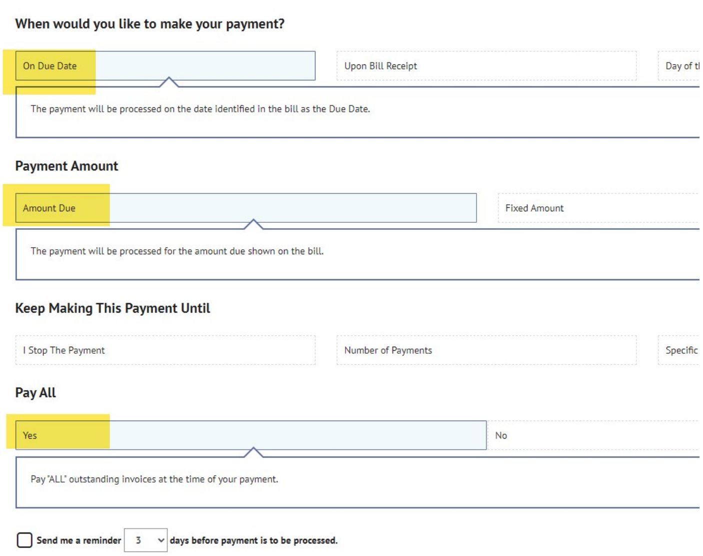


-Name your payment template and select customer/broker number.

- If your agency has more than one PB # connected to the account, you need to select that account from the drop down. If there is only one account, then it prefills to that account. Click continue.

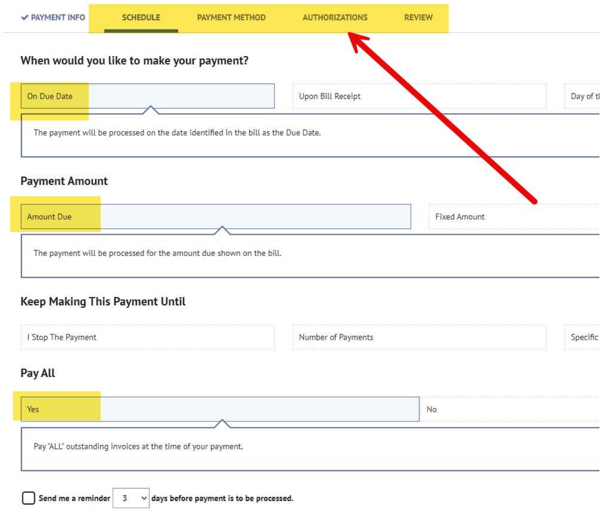


-The next screen is the schedule screen. There are multiple options to choose from.



*****If you are paying multiple policies on the same due date, you <u>must</u> select <u>pay all</u> or the system will only grab the first invoice due and only pay that one. ******

-Continue through the set up by clicking continue at the bottom right of the screens.



-On the top left-hand side of the home and bill screen there is a message center with your Accounting Reps. contact information if you have a question about an invoice.

Updates & Reminders as of 11.11.24:

- Currently Brokers on Statement terms do not have access to the portal. However, we are accommodating brokers on statement terms with an alternative ACH Process. Please contact AccountingAR@glatfelters.com and we will give you the documents to process your payments electronically through our accounting department.
  When this option is available an Eblast will go out to all brokers on statement terms.
- If you have set up automatic payments for your future installments, please keep in mind any endorsement adds to your policies will need to be paid as they are received.
  They will not automatically get included in your automatic payments.
- Payments through the online portal are ACH only there are no fees associated with this process.
- Invoices and Payments must be applied/paid in full. The online payment system does not allow partial credit applications or payments of invoices.
- The portal is set up to allow clients/brokers to enroll if they are the entity that the invoice is addressed to. If paying on behalf of someone you must use the guest option.