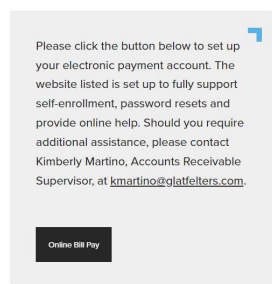


Online Payment Portal Quick Guide

- 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.

* Required Fields

Login ID:

Password:

Forgot your Login ID?

Don't have a Login ID?

Enroll today to set up your secure user name and password, view and pay bills, and see your account status and payment history.

- 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.

Remit Payment To: GPE c/o M&T Bank PO Box 64904 Baltimore, MD 21264-4904	Customer #: C86801 PB #: 17502
Policy Type:	Policy Number:
Contract Dates:	Trans Type:
Effective Date:	

- 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.*****

<input type="checkbox"/>	Statement Date	Due Date	Biller Invoice No	Amount Due	Remaining Amount	Payment Amount	Payment Code
<input type="checkbox"/>	Customer # (PB # for brokers) 1						
<input checked="" type="checkbox"/>	3/8/2024	4/11/2024	288798129	83,712.89	83,712.89	83,712.89	Select Op
<input type="checkbox"/>	3/1/2024	4/14/2024	273576129	15,113.91	15,113.91	15,113.91	Select Op
<input type="checkbox"/>	3/1/2024	4/2/2024	273575129	47,922.95	47,922.95	47,922.95	Select Op

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.

<input type="checkbox"/>	Statement Date	Due Date	Biller Invoice No	Amount Due	Remaining Amount	Payment Amount	Payment Code
<input type="checkbox"/>	Customer # (PB # for brokers) 1						
<input checked="" type="checkbox"/>	3/8/2024	4/11/2024	288798129	83,712.89	83,712.89	83,712.89	Select Op
<input type="checkbox"/>	3/1/2024	4/14/2024	273576129	15,113.91	15,113.91	15,113.91	Select Op
<input type="checkbox"/>	3/1/2024	4/2/2024	273575129	47,922.95	47,922.95	47,922.95	Select Op

Setting up Automatic Payments:

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

Home Pay My Bills **Auto Pay** POTTERVILLE FIRE DEPARTMENT

Home

Customer Number [Redacted]

3 Bills View all items

Amount Due \$4,869.00

* Payment Amount \$ 4,869.00

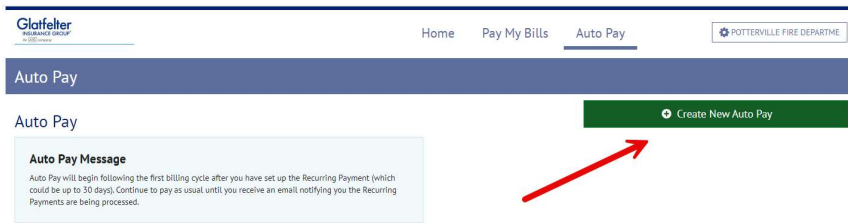
* Payment Method GI/Text Checking FULTON BANK, NA ****1452

* Pay Date 11/14/2024

AUTO PAY Add

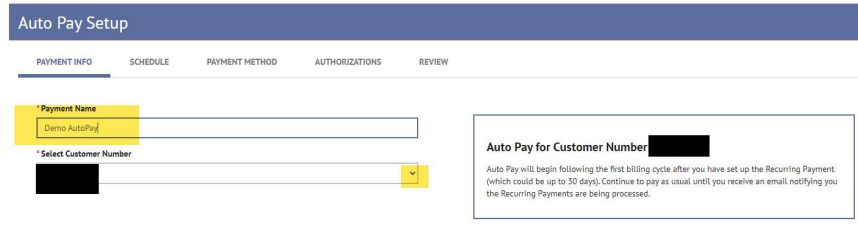
Pay All

-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.

When would you like to make your payment?

On Due Date Upon Bill Receipt Day of the Month

The payment will be processed on the date identified in the bill as the Due Date.

Payment Amount

Amount Due Fixed Amount

The payment will be processed for the amount due shown on the bill.

Keep Making This Payment Until

I Stop The Payment Number of Payments Specific

Pay All

Yes No

Pay 'ALL' outstanding invoices at the time of your payment.

Send me a reminder days before payment is to be processed.

***** If you are paying multiple policies on the same due date, you must select pay all 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.

The screenshot shows the 'AUTHORIZATIONS' step of a payment setup process. At the top, there is a navigation bar with tabs for 'PAYMENT INFO', 'SCHEDULE', 'PAYMENT METHOD', 'AUTHORIZATIONS', and 'REVIEW'. The 'AUTHORIZATIONS' tab is currently selected and highlighted in yellow. Below the navigation bar, there are three main sections: 1. 'When would you like to make your payment?' with a dropdown menu set to 'On Due Date', a text input field for 'Upon Bill Receipt', and a 'Day of the Month' field. 2. 'Payment Amount' with a dropdown menu set to 'Amount Due' and a 'Fixed Amount' field. 3. 'Keep Making This Payment Until' with a dropdown menu set to 'I Stop The Payment', a 'Number of Payments' field, and a 'Specific' field. Below these sections is a 'Pay All' section with a dropdown menu set to 'Yes' and a 'No' option. At the bottom, there is a checkbox for 'Send me a reminder' with a dropdown menu set to '3' days before payment is to be processed.

-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.

The screenshot shows the 'Pay My Bills' interface. At the top left, there is a 'Pay My Bills' header with a 'Due Date' dropdown and an 'Advanced Search' button. Below the header, there is a 'Recent Bills for' section with a dropdown menu and buttons for 'List', 'Copy', 'Export', 'Change Method', 'Send Payment', and 'View as Customer'. The main content area is divided into 'UNPAID AND PARTIALLY PAID' and 'HISTORY' sections. The 'UNPAID AND PARTIALLY PAID' section has a table with columns for 'Statement Date', 'Due Date', 'Billar Invoice No', 'Amount Due', and 'Remaining Amount'. The 'HISTORY' section has a table with columns for 'Statement Date', 'Due Date', 'Billar Invoice No', 'Amount Due', 'Remaining Amount', and 'Payment Code'. A red arrow points to the 'Payment Code' column. On the right side, there is a 'MESSAGES' section with a 'View' button and a message: 'For immediate assistance, please contact: Accounts Receivable:'. Below the message, there are five small circular icons.

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.