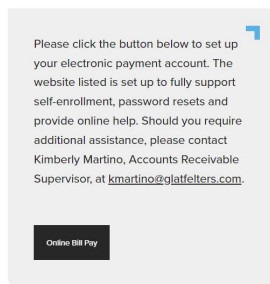


Online Payment Portal Quick Guide

- ❖ 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? Password Help?

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 customer number including the C and your zip code.

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

- ❖ 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.

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.*****

Statement Date	Due Date	Biller Invoice No	Amount Due	Remaining Amount	Payment Amount	Payment Code
3/8/2024	4/11/2024	288796129	83,712.89	83,712.89	83,712.89	Select Op
3/1/2024	4/14/2024	273576129	15,113.91	15,113.91	15,113.91	
3/1/2024	4/2/2024	273575129	47,922.95	47,922.95	47,922.95	

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.

Home Pay My Bills Auto Pay POTTERVILLE FIRE DEPTARME

Customer Number [Redacted]

3 Bills View all Items

Amount Due \$4,869.00

Payment Amount \$ 4,869.00

Payment Method GIGTest Checking FULTON BANK, NA ****1452 Add

Pay Date 11/14/2024

AUTO PAY Add

Pay All

-Select Create New Auto Pay

Home Pay My Bills Auto Pay POTTERVILLE FIRE DEPTARME

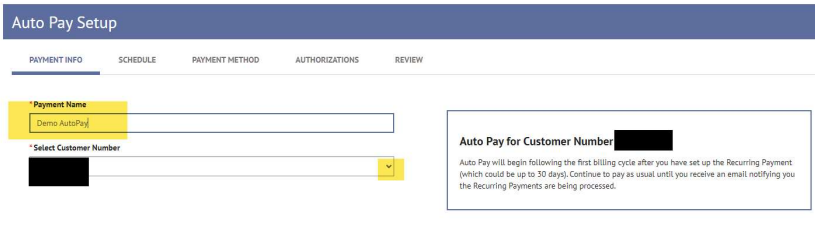
Auto Pay

Create New Auto Pay

Auto Pay Message

Auto Pay will begin following the first billing cycle after you have set up the Recurring Payment (which could be up to 30 days). Continue to pay as usual until you receive an email notifying you the Recurring Payments are being processed.

-Name your payment template and Click continue.



Auto Pay Setup

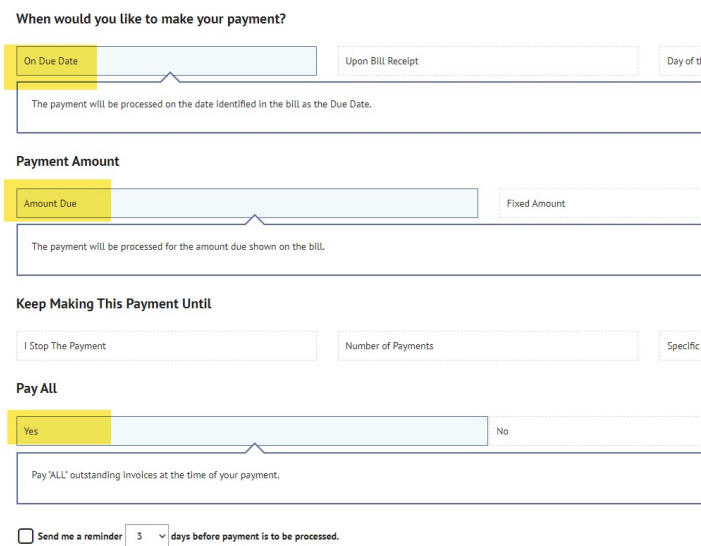
PAYMENT INFO SCHEDULE PAYMENT METHOD AUTHORIZATIONS REVIEW

Payment Name
Demo AutoPay

Select Customer Number
[Redacted]

Auto Pay for Customer Number [Redacted]
Auto Pay will begin following the first billing cycle after you have set up the Recurring Payment (which could be up to 30 days). Continue to pay as usual until you receive an email notifying you the Recurring Payments are being processed.

-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 ti

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 3 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 a multi-step payment setup form. At the top, there are five tabs: PAYMENT INFO, SCHEDULE, PAYMENT METHOD, AUTHORIZATIONS, and REVIEW. A red arrow points to the AUTHORIZATIONS tab. Below the tabs, the form is divided into several sections: 'When would you like to make your payment?' with fields for 'On Due Date', 'Upon Bill Receipt', and 'Day of 0'; 'Payment Amount' with fields for 'Amount Due' and 'Fixed Amount'; 'Keep Making This Payment Until' with fields for 'I Stop The Payment', 'Number of Payments', and 'Specific'; 'Pay All' with 'Yes' and 'No' radio buttons; and a checkbox for 'Send me a reminder' with a dropdown 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, there is a search bar for 'Due Date' and an 'Advanced Search' button. Below this, there are buttons for 'Recent Bills for', 'Add', 'Copy', 'Export', 'Change Method', 'Send Customer', and 'View as Customer'. The main area is divided into 'UNPAID AND PARTIALLY PAID' and 'HISTORY' sections. A table is visible with columns for 'Statement Date', 'Due Date', 'Bill# Invoice No', 'Amount Due', 'Remaining Amount', and 'Payment Code'. A red arrow points to the 'Payment Code' column header. On the right side, there is a 'MESSAGES' section with a 'View' button and a note: 'For immediate assistance, please contact: Account Receivables:'. Below the note are five small circular icons.

Updates & Reminders as of 11.11.24:

- 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.