

About MyBilling

This website will allow a Producer to:

- Search for their clients, who are direct billed, by account/policy number, name, or producer.
- Search for their clients, who are agency billed, by policy number, name, or producer.
- View account/policy/producer summary.
- View direct bill/agency bill activity (e.g., premiums, amount outstanding, invoices, statements), including the installment schedule.
- View your Direct Bill commission statements and Agency Bill documents.
- Make electronic payments for your Agency Bill Statement of Accounts

Getting Started

- Open **Internet Explorer**.
- Type **MyBilling.gaic.com** into the address field. Press **Enter**.
- Select the **Agent** image
- Enter your **Username** and **Password**.
- Click **Agree**.
- If you are a new user and don't already have access to MyBilling, click the **Register as a New User?** hyperlink. A User Self-Service form will open, fill out the appropriate information and click **Submit**. You will receive an email when your access has been set up.
- If you have forgotten your password and need to have it re-set, click the **Forgot Your Password?** hyperlink. A User Self-Service form will open; fill out the appropriate information to reset your password.

Agent Log In

Username:

Password:

By clicking Log In, you are accepting the terms of use in the Access Agreement.

After logging in, MyBilling opens to the **Home** screen. The screen displays two (2) sections from where billing information can be viewed: **Quick Searches** and **Producer Details**.

The screenshot shows the MyBilling Home page. At the top right, it says 'Melissa Wiseman | Help | Logout'. Below the header, there are navigation links: Home, Search, Communications (Updated 09/29/15), Manual Switch User, and Contact Us. The 'Quick Searches' section is highlighted with a red box and contains three options: 'Global Customer Search', 'Direct Bill - Past Due Policies', and 'Policies Under Notice of Cancellation or Expiration'. Below this is the 'Producer Details' section, which includes a table of producer information and buttons for 'Direct Bill Downpayment' and 'Agency Bill Payment'.

From the Home screen, the **Quick Searches** section provides options for quickly accessing your Direct Bill accounts and/or your Agency Bill policies. Quick Search results will display on the Search screen.

The screenshot shows the 'Search Criteria' form with various filters like Billing Method, Policy Status, Business Unit, Profit Center, Account Number, Policy Number, Insured Name, Customer Number, Master Producer, Producer Code, Producer Name, Contract Number, Underwriter Last Name, Original Invoice Due Date, Transaction Type, Transaction Process Date, and Cancellation Reason. Below the form is a table of search results with columns for Billing Method, Amount, Customer Number, Policy, Contract Number, Effective Date, Insured Name, Master Producer, Producer Code, Producer Name, Business Unit, Profit Center, U/I Name, Status, and Cancel Date. Two rows are visible, one for 'Agency Bill' and one for 'Agency Bill'.

From the Home screen, the **Producer Details** section lists each master producer that you are authorized to view.

- Click the **Producer Details – Direct Bill** hyperlink to view your Direct Bill totals and Commission Statements
- Click the **Producer Details – Agency Bill** hyperlink to view your Agency Bill totals and Statements.

This screenshot is similar to the first one, but the 'Producer Details' section is highlighted with a red box. The 'Direct Bill Downpayment' and 'Agency Bill Payment' buttons are also highlighted with a green box.

From the Home screen, the Producer Details section also provides the option to submit electronic payments for:

1. **Direct Bill Downpayments.**
2. **Agency Bill Payments.** See the Agency Bill Payment section for additional details.

Viewing Direct Bill Producer Details

In the Producer Details section on the Home screen, click the **Producer Details - Direct Bill** hyperlink to view your Direct Bill Producer details.

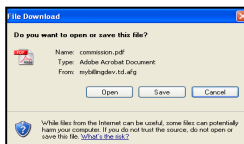
The Direct Bill Producer Summary screen displays in three (3) sections:

- Direct Bill Activity
- Direct Bill Commissions
- Direct Bill Quick Searches

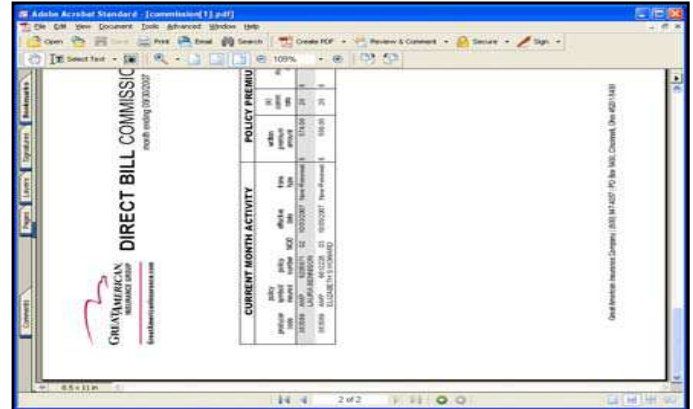
Click on the **Commission Statements PDF View** link to view commission statements by month and year in Adobe, or the **CSV View** link to view the commission statements in an Excel spreadsheet.

Click the applicable **Direct Bill Quick Search** button to view a subset of the producer's direct bill policies. Direct Bill Quick Search results will display on the Search screen.

When the **PDF View** link is clicked, the File Download dialog box opens for you to choose **Open** or **Save**, as shown below.



If **Open** is selected, the document opens in a separate window, as shown below.



When the **CSV View** link is clicked, the File Download dialog box opens for you to choose **Open** or **Save**.

If **Open** is selected, the document is converted to an Excel spreadsheet and opens in a separate window.

Viewing A Direct Bill Account

From the Direct Bill Producer Summary screen, select the appropriate quick search button to view a list of Direct Bill policies.

After selecting one of the Direct Bill Producer Details **Quick Searches** or by using the **Search** tab and typing in Account or Policy number, click on the **Account** hyperlink in the results to view the Account Details screen.

Billing Method	Account	Customer Number	Policy	Contract Number	Effective Date	Insured Name	Master Producer
Agency Bill			AGB 9999012-00		05/11/2010	COMPANY, INC.	7777777
Direct Bill	999999912		AGB 1565012-00		05/11/2010	COMPANY, INC.	7777777

In the Account Details screen, the account information displays in four (4) sections:

- Account Summary
- Policies on Account
- Account Transactions
- Account Output

Account Summary

Account Number: 888
 Invoice Due Date: 10/18/2013
 Amount Due: \$3,435.75

Account Name: AEROSPACE, INC.
 Last Invoice Date: 09/28/2013
 Account Balance: \$24,029.25

Customer Number: 000459
 Last Payment Date: 09/23/2013
 Account Status: Current

Send Invoices By: Mail
 Last Payment Amount: \$515.36

Installation Schedule

Policies on Account

Policy	Eff. Date	Prod. Code	Insured Name	Total Premium	Amount Due	Business Unit	Status	Cancellation Effective Date
WC_1889-03	07/06/2012	247	AEROSPACE, INC.	\$59,133.00	\$9.00	Trucking	Paid in Full	
WC_1889-04	07/01/2013	247	AEROSPACE, INC.	\$41,193.00	\$3,432.75	Trucking	Current	

Account Transactions

Process Date	Trans. Type	Trans. Amount
09/28/2013	Service Charge	\$3.00
09/23/2013	Payment - Check (DB Lockbox)	(\$515.36)
09/19/2013	Payment - Check (DB Lockbox)	(\$2,809.39)
09/20/2013	Service Charge	\$3.00

Account Output

Display: 6 Months

Date	Document Type
09/28/2013	Direct Bill Invoice
09/28/2013	Direct Bill Invoice

Click on the **Installation Schedule** button to view the projected account installment schedule for the remaining invoices. The schedule can be downloaded as a PDF or as CSV.

Account Summary

Account Number: 888
 Invoice Due Date: 10/18/2013
 Amount Due: \$3,435.75

Account Name: AEROSPACE, INC.
 Last Invoice Date: 09/28/2013
 Account Balance: \$24,029.25

Customer Number: 000459
 Last Payment Date: 09/23/2013
 Account Status: Current

Send Invoices By: Mail
 Last Payment Amount: \$515.36

Installation Schedule

Account Installment Schedule - Account 888

[PDF CSV](#)

Invoice Date	Due Date	Invoice Amount	Amount Outstanding
09/28/2013	10/18/2013	\$3,435.75	\$3,435.75
10/28/2013	11/17/2013	\$3,432.75	\$3,432.75

Click the **Document Name** hyperlink, under **Account Output**, to view a PDF version of the Account output, such as Invoices.

Account Output

Display: 6 Months

Date	Document Type
09/28/2013	Direct Bill Invoice
08/28/2013	Direct Bill Invoice

Click the **Back to Producer Summary** hyperlink (upper right corner of the screen) to return to the Direct Bill Producer Summary.

Viewing Agency Bill Producer Summary

In the Producer Details section on the Home screen, click the **Producer Details - Agency Bill** hyperlink to view your Agency Bill Producer details.

Agency Bill Producer Summary screen displays in four (4) sections:

- Agency Bill Activity
- Agency Bill Output
- Agency Bill Payments
- Agency Bill Policies

Click on the **Agency Bill Output PDF View** link to view agency bill statements by month and year in Adobe, or the **CSV View** link to view the agency bill statements in an Excel spreadsheet.

Click the applicable **Agency Bill Policies** quick search button to view a subset of the producer's agency bill policies. Agency Bill Quick Search results will display on the Search screen.

Great American Insurance Agency (1139174)
 301 E 4th St
 Cincinnati, OH 45202-4245

[Back to Producer Home](#)
 For Agency Bill questions, please contact Nancy Schutte
nschutte@gaic.com or 1-800-847-4357, extension 13251

Agency Bill Activity

Master Producer	Total Gross Premium (In Force)	Total Net Outstanding
1139174	\$3,210,781.64	\$1,262,894.07
Producer Name	Net Post Due	Last Payment Date
Great American Insurance Agency	\$393,089.99	09/25/2013
AB Output Preference	Net Current Billed	Last Payment Amount
Electronic	\$688,555.05	\$205,380.15
Agency Bill Plan	Total Net Due	Last Statement Date
Company Bill 45 Days	\$1,051,536.04	10/01/2013
		Next Statement Due Date
		10/15/2013

Agency Bill Output

Display: 3 Months

Date	Document	PDF	CSV
September 2013	Agency Bill Statement	View	View
August 2013	Agency Bill Supplemental Statement	View	View
August 2013	Agency Bill Statement	View	View
July 2013	Agency Bill Supplemental Statement	View	View
July 2013	Agency Bill Statement	View	View
June 2013	Agency Bill Supplemental Statement	View	View

Agency Bill Payments

Payment Range: 09/01/2013 - 10/21/2013

Agency Bill Payment

Process Date	Description	Amount (Net)
09/25/2013	Payment	(\$205,380.15)
09/19/2013	Disbursement	\$312.50
09/16/2013	Payment	(\$312.50)

Agency Bill online payment via MyBilling is not available for the international producers.

Agency Bill Policies

- [My Past Due Policies](#)
- [My Agency Bill Policies \(All\)](#)

Submitting An Agency Bill Payment

1. From the Home screen, click on the **Agency Bill Payment** button to view the Agency Bill Payment screen.
2. From the Agency Bill Producer Details screen, click on the **Agency Bill Payment** button in the Agency Payments section to view the Agency Bill Payment screen.

In the Agency Bill Payment screen, the producer payment information displays in two (2) sections:

- Agency Bill Activity
- Make A Payment

To submit payment from a Checking or Savings account:

1. Select or Enter the specific amount that you want to pay. (Total Net Due, Total Net Outstanding, Other)
2. Enter the Banking Information: **Routing Number** and **Account Number**. Once entered, the banking information will be saved for future use.
 - a. If you have used MyBilling to submit agency bill payments before, your banking information will be available in the drop down box **Use Account On File**.
3. Enter a **Scheduled Payment Date** if you would like the payment to process in the future. (*optional*) The funds will not be withdrawn from your account until the scheduled payment date.
4. Edit the Account Name and Address (*if applicable*)
5. Click **Process Payment**.
6. After you have clicked Process Payment, a confirmation box will appear. Click **OK** to continue processing the payment.

Great American Insurance Agency (1139174)
301 E 4th St
Cincinnati, OH 45202-4245

[Back to Producer Details](#)
For Agency Bill questions, please contact: Nancy Schutte
nschutte@gaic.com or 1-800-847-4357, extension 13251

Agency Bill Activity

Master Producer: 1139174	Total Gross Premium (In Force): \$3,210,781.64	Total Net Outstanding: \$1,262,804.07
Producer Name: Great American Insurance Agency	Net Past Due: \$393,080.99	Last Payment Date: 09/25/2013
AB Output Preference: Electronic	Net Current Billed: \$688,555.05	Last Payment Amount: \$205,380.15
Agency Bill Plan: Company Bill 45 Days	Total Net Due: \$1,081,636.04	Last Statement Date: 10/01/2013
		Next Statement Due Date: 10/15/2013

Make A Payment

Payment can be made from a Checking or Savings account.

Total Net Due \$1,081,636.04
 Total Net Outstanding \$1,262,804.07
 Other Amount

Payment Amount \$1,081,636.04

Scheduled Payment Date 10/21/2013

Bank Routing Number

Bank Account Number

Bank Account Type Checking Savings

Name On Account Great American Insurance Agency

Address 301 E 4th St

City Cincinnati

State Ohio

Zip 45202

[Process Payment](#)

Do not click the "Process Payment" button twice or refresh the screen as this could result in duplicate payments.

If you chose the payment amount "Other", you must send supporting information to your Agency Bill Account Rep on or before the date of the payment.

Make A Payment

Payment can be made from a Checking or Savings account.

Total Net Due \$1,081,636.04
 Total Net Outstanding \$1,262,804.07
 Other Amount

Payment Amount \$0.00

Scheduled Payment Date 10/21/2013

You are paying an amount different than Net Due or Net Outstanding. Please email documentation to support the payment to your Account Rep. SpecAcctAgencyBill@gaic.com

After submitting the agency bill payment, a **Payment Confirmation Statement** is displayed. The confirmation has also been sent via email to individual processing the payment.

Payment Confirmation Statement

Thank you for using Great American Insurance Group's Make A Payment service.
Print this confirmation statement for your records.

Print

Date:	10/21/2013
Scheduled Payment Date:	10/21/2013
Producer Name:	Great American Insurance Agency
Master Producer:	1139174
Bank Number:	XXXXXXXX2333
Payment Amount:	\$1,081,636.04
Confirmation Number:	000000019241

Agency Bill producer and policy balances will not be updated automatically with MyBilling online payment activity
Agency Bill payment list may not reflect MyBilling online payments made in the last 24 hours

Viewing a Policy (direct bill or agency bill)

1. From the Agency Bill Producer Summary screen, click on the **Policy Number** hyperlink to view the Agency Bill Policy Details.
2. From the Search screen, type an Account or Policy number, click on the **Policy** hyperlink in the results to view the Policy Details screen.

If the policy is Direct Bill, there will also be an **Account Number** hyperlink.

If the policy is Agency Bill, there will not be an **Account Number** hyperlink.

Billing Method	Account	Customer Number	Policy	Contract Number	Effective Date
Agency Bill			AGB 9999012-00		05/11/2010
Direct Bill	999999912		AGB 1565012-00		05/11/2010

In the policy Details Screen, the policy information displays in three (3) sections:

- Policy Summary
- Policy Transactions
- Policy Output (if applicable)

AEROSPACE, INC.
509 BRACKEN RD.
RYE, NH 03870

[Back to Account Details](#)
For questions regarding policies or premiums, please contact your insurance agency, Great American Insurance Agency (800)295-2149

Policy Summary

Account Number 888	Total Premium \$41,193.00	Policy Status Current
Insured Name .AEROSPACE, INC.	Total Fees \$0.00	Payment Plan Monthly 25%
Policy WC 889	Current Due \$3,432.75	Customer Number 0004
Policy Mod 04	Past Due \$0.00	Contract Number
Policy Version	Total Amount Due \$3,432.75	Producer Code 247
Effective Date 07/01/2013	Policy Balance \$24,029.25	Business Unit Trucking
Expiration Date 07/01/2014		Profit Center # 233
Cancellation Effective Date	Installment Schedule	Underwriter Name SUE

Policy Transactions

Transaction Range: 08/16/2013 - 10/15/2013

Process Date	Trans. Type	Trans. Amount
09/23/2013	Payment	(\$512.36)
09/16/2013	Payment	(\$2,920.39)

Policy Output

Display 6 Months

Date	Document Type
09/24/2013	Notice Of Rescission
09/24/2013	Past Due Invoice

Click on the **Installment Schedule** button to view the projected policy installment schedule for the remaining invoices. The schedule can be downloaded as a PDF or as CSV.

Click the **Document Name** hyperlink, under **Policy Output**, to view a PDF version of the Policy output, such as Notice of Cancellation and Past Due Invoice.

Policy Output

Display 6 Months

Date	Document Type
09/24/2013	Notice Of Rescission
09/24/2013	Past Due Invoice

- If you are viewing a Direct Bill policy, click **Back to Account Details** hyperlink (upper right corner of the screen) to return to the Account Summary.
- If you are viewing an Agency Bill policy, click **Back to Agency Bill Producer Summary** hyperlink (upper right corner of the screen) to return to the Agency Bill Producer Summary.

Search

Enter information into the **Search Criteria** using the following recommended rules, then click **Search**:

1. Account Number – enter at least 5 digits.
2. Policy Number – enter at least 4 digits.
3. Insured Name – enter at least 3 characters.
4. Producer Code – enter the entire number, 6 digits.
5. Master Producer Code – enter the entire number, 7 digits.

6. Business Unit – if a value is selected, you should also enter information into another field besides the Billing Method.
7. Profit Center – if a value is selected, you should also enter information into another field besides the Billing Method.

Search Criteria

Billing Method: All
Policy Status: All
Business Unit: All
Profit Center: All

Account Number:
Policy Number:
Insured Name:
Customer Number:

Master Producer:
Producer Code:
Producer Name:
Contract Number:

Underwriter Last Name:
Original Invoice Due Date:

Transaction Type:
Transaction Process Date:
Cancellation Reason:

The search results are displayed at the bottom of the screen. The quick searches prefill the search criteria. The results can be exported into CSV, if you have less than 10,000 result rows. The File Download dialog box opens for you to choose **Open** or **Save**.

If **Open** is selected, the document is converted to an Excel spreadsheet and opens in a separate window.

(1 of 1) 14 total policies

Billing Method	Account	Customer Number	Policy	Contract Number	Effective Date	Insured Name	Master Producer	Producer Code	Producer Name	Business Unit	Profit Center
Agency Bill			AGB 999912-00		05/11/2010	COMPANY, INC.	7777777	200000	ACME Agency	Equine Farm	1139
Direct Bill	999999912		AGB 1565012-00		05/11/2010	COMPANY, INC.	7777777	200000	ACME Agency	Equine Farm	1139

Search for Notice of Cancellation for Non-Payment

To search for policies receiving a notice of cancellation by Business Unit and/or Profit Center Number:

1. Click **Search** on the toolbar.
2. Select the **Status** of **Under Notice** using the drop down arrow.
3. Click **Search**.

Search | Communications | Manual Switch User | External Switch User | Contact Us | (Updated 08/29/13)

Search Criteria

Billing Method: All
Policy Status: **Under Notice**
Business Unit: AgriBusiness
Profit Center: 1338

Account Number:
Policy Number:
Insured Name:
Customer Number:

Master Producer:
Producer Code:
Producer Name:
Contract Number:

Underwriter Last Name:
Original Invoice Due Date:

Transaction Type:
Transaction Process Date:
Cancellation Reason:

All policies with a status of **Pending Cancellation** or **Pending NOE** (Notice of Expiration) will display. Follow instructions for viewing accounts/policies.

Create Report Subscription

Click the **Agent Reports** hyperlink, on the toolbar, to view the list of reports that are available for email subscription. Select the report you would like to create a recurring subscription for. Once subscribed to a report, it will be emailed to you at the email address specified, based on the frequency chosen.

1. Select a report using the drop down arrows.
2. Select the **Billing Method** to run the report.
3. Some reports allow you to request a report **Frequency**, others have a set frequency.
4. Enter the **Email Address** that the Excel report should be delivered to.
5. Click the **Submit** button.

Select Report

Select the report you would like to create a recurring subscription for. Once subscribed to a report, it will be emailed to you at the email address specified, based on the frequency chosen.

NOCs Generated Today

A list of your policies that have been issued Notices of Cancellation today. A daily subscription can be made to this report below. This report runs at 8 AM Eastern Time.

Please fill out all fields and click submit.

Billing Method
Direct Bill

Frequency
Daily

Email Address
jdoe@acme.com

Enter Email Address Again
jdoe@acme.com

Submit

Please allow 3 business days for the report subscription to be activated. The MyBilling report will be sent from sqlserver@gaic.com and include an Excel file attachment of the report requested.

Symbol	Policy Number	MOD	Ver	Billing Method	Cancellation Effective Date	Producer Name	Master Producer	Producer Code	Profit Center #	Business Unit	Document Name	Document Create Time
APK	1000001	03	00	Direct Bill	02/01/2017	ABC Insurance Solutions, LLC	1111111	456789	1234	AgriBusiness	Notice of Cancellation	01/11/2017
APK	1000002	07	00	Direct Bill	01/30/2017	The Smith Group, Inc.	2222222	123456	1234	AgriBusiness	Notice of Cancellation	01/11/2017
APK	1000003	05	00	Direct Bill	01/30/2017	The Acme Agency	3333333	987654	1234	AgriBusiness	Notice of Cancellation	01/11/2017

Contact Us

Mail and Phone Contact Information

We are ready to assist!

Billing Inquiries: (800) 847-4357	Canadian Payments
Direct Bill Fax: (513) 369-7375	First Class: Royal Bank of Canada Great American Insurance Co. PO Box 7408 Station A Toronto, ON M5W3C1 Canada
Agency Bill Fax: (513) 369-7300	Overnight: Toronto Wholesale Remittance Department 4 Prince Andrew Place Toronto, Ontario M3C 2H4 Canada Attn: RBC Wholesale Lockbox Remittance Dept. Great American Insurance Company Lockbox # 7408
Service Hours: 8:00am - 5:00pm (EST) Monday - Thursday 8:00am - 3:30pm (EST) Friday	
Technical Help (ID and Password): Customer Care Center (513) 369-3663 (800) 543-1150	
Billing Correspondence: Great American Insurance PO Box 5430 Cincinnati, OH 45201-5430	
Direct Bill Payments	Agency Bill Payments
First Class: Great American Insurance PO Box 89400 Cleveland, OH 44101-6400	First Class: Great American Insurance 3561 Solutions Center Chicago, IL 60677-3005
Overnight: Great American Insurance Group Specialty Accounting Services 301 E 4th Street, Floor #17N Cincinnati, OH 45202	Overnight: Great American Insurance Company Lockbox #773561 350 East Devon Avenue Itasca, IL 60143

Send us an email

Your contact info:

* Name : Phone:

* Email :

In Reference To: General Question Billing Type: Agency Bill

Comments:

Click the **Contact Us** hyperlink, on the toolbar, to view contact phone numbers, fax numbers and addresses, or to fill out a form, with your questions. When completed, click **Submit** to send your request to Specialty Accounting Services.

If your request is on Direct Bill accounts or policies, it will be submitted to Accounting's general mailbox.

If your request is on Agency Bill policies or producers, it will be submitted to your Agency Bill Representative.