

Electronic Billing and Payments

Trucking

TABLE OF CONTENTS

SECTION 1: SIGN-UP/REGISTRATION 2

SECTION 1.1: FIRST-TIME REGISTRATION 2

SECTION 1.2: FORGOT USERNAME/PASSWORD 3

SECTION 2: QUICK PAYMENT/ONE-TIME PAYMENT 5

SECTION 2.1: PAY AS GUEST/QUICK PAY 5

SECTION 3: DASHBOARD (NAVIGATION) 7

SECTION 3.1: PROFILE INFORMATION 8

SECTION 3.2: ADD POLICY 8

SECTION 3.2.1: VIEW BILLING INFORMATION 9

SECTION 3.3: PAY NOW – NORMAL PAYMENT 10

SECTION 3.4: DOWNLOAD INVOICE 11

SECTION 3.5: INVOICE HISTORY 11

SECTION 3.6: PAYMENT HISTORY 13

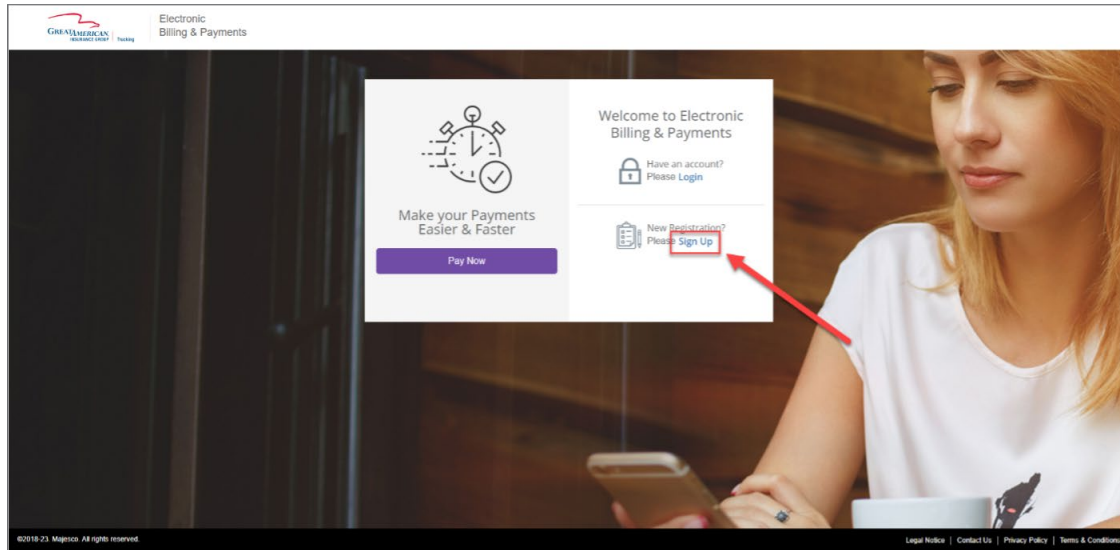
SECTION 3.7: FUTURE INSTALLMENTS (VIEW SCHEDULE) 13

SECTION 3.8: AUTO-PAY ENROLLMENT 14

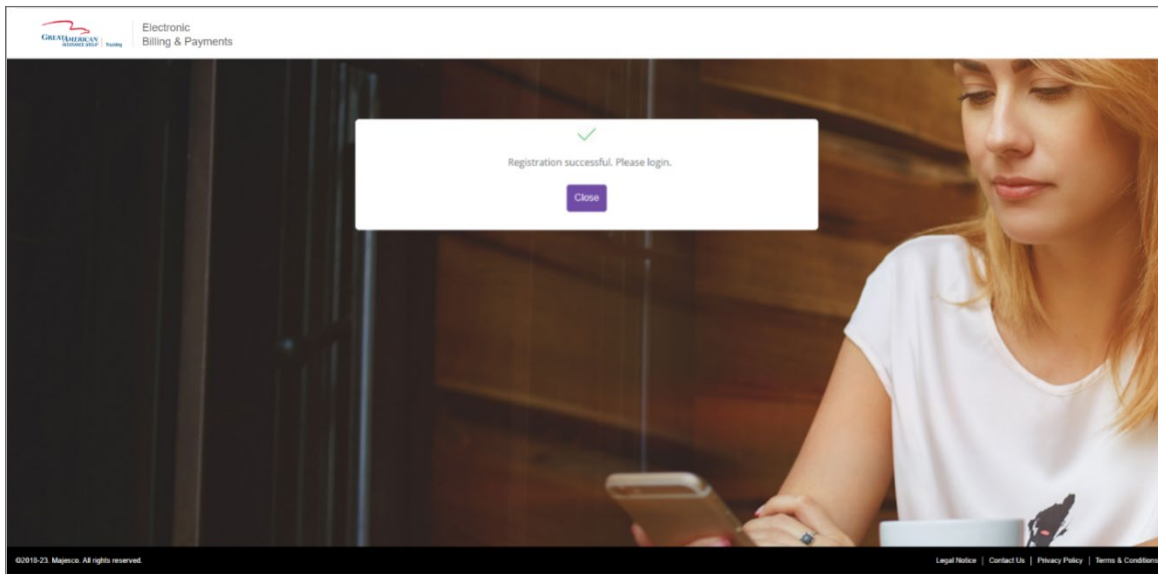
SECTION 1: SIGN-UP/REGISTRATION

SECTION 1.1: FIRST-TIME REGISTRATION

- From the landing page, select the blue hyperlink **Sign Up**. (THIS IS FOR INSURED ONLY)



- You will then be prompted to enter the following information:
 - You must enter both Policy Number and Zip Code correctly.
 - IMPORTANT!** If your policy number includes an additional P in the prefix (New Great Roadmap Policy #), the dash and mod (-0) must be included (for example: GTPP123456-7)
- IMPORTANT!** Please enter a valid email address as this will be used to retrieve your password/username in the future. Click **Sign Up** to create your account:



The screenshot shows the login page of the Great American Insurance Group. At the top is the company logo. Below it are two input fields labeled "Username" and "Password", each with a toggle icon on the right. A blue "Log In" button is positioned below the password field. Underneath the button is a checkbox labeled "Remember me" and a link that says "Forgot Username or Password?". At the bottom of the form area, there is a link "Not a customer?" followed by a "Try for Free" button. The footer contains the copyright notice "Copyright © 2019-2021 Majesco. All rights reserved. Privacy Policy".

SECTION 1.2: FORGOT USERNAME/PASSWORD

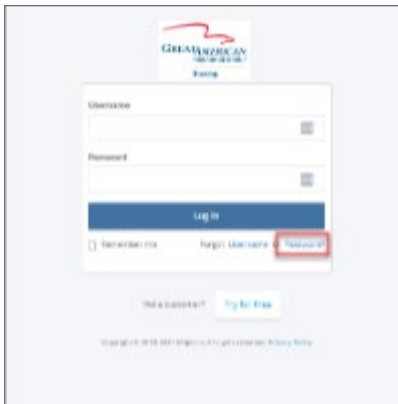
- Select **Forgot Username** by clicking on the hyperlink:

This screenshot is identical to the one above, showing the login page. However, the "Forgot Username or Password?" link is highlighted with a red rectangular box, indicating the correct action to take for this section.

- Enter your policy number and click submit.
 - **IMPORTANT!** If your policy number includes an additional P in the prefix (New Great Roadmap Policy #), the dash and mod (-0) must be included (for example: GTPP123456-7)
- You will receive an email confirmation to retrieve your username:

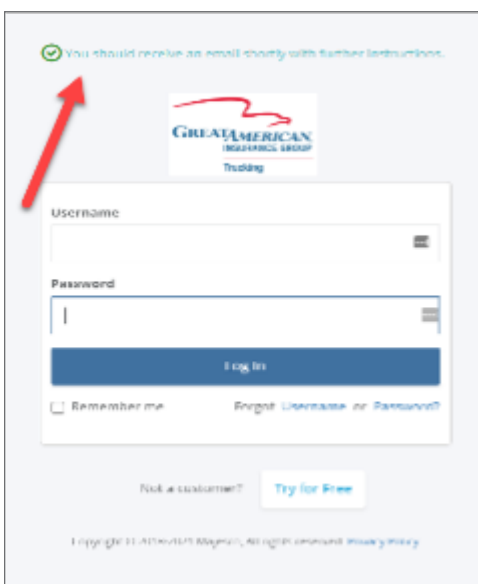
You will receive recovery email if the information is valid.

- Select **Forgot Password** by clicking on the hyperlink:



The screenshot shows the Great American Insurance Group login page. It features a 'Log In' button and three links below it: 'Remember me', 'Forgot Username', and 'Forgot Password'. The 'Forgot Password' link is highlighted with a red rectangular box.

- Enter your User ID or Email then click **Submit**.
- You receive the following message:

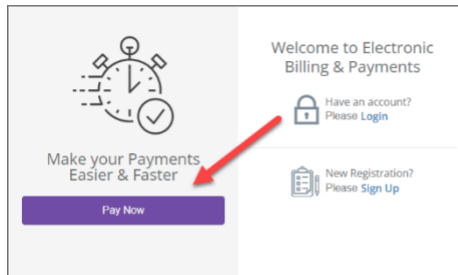


The screenshot shows the Great American Insurance Group login page. At the top, there is a green checkmark icon followed by the text: 'You should receive an email shortly with further instructions.' A red arrow points to this message. Below the message is the login form with fields for 'Username' and 'Password', a 'Log In' button, and links for 'Remember me' and 'Forgot Username or Password?'. At the bottom, there are links for 'Not a customer?' and 'Try for Free'.

SECTION 2: QUICK PAYMENT/ONE-TIME PAYMENT

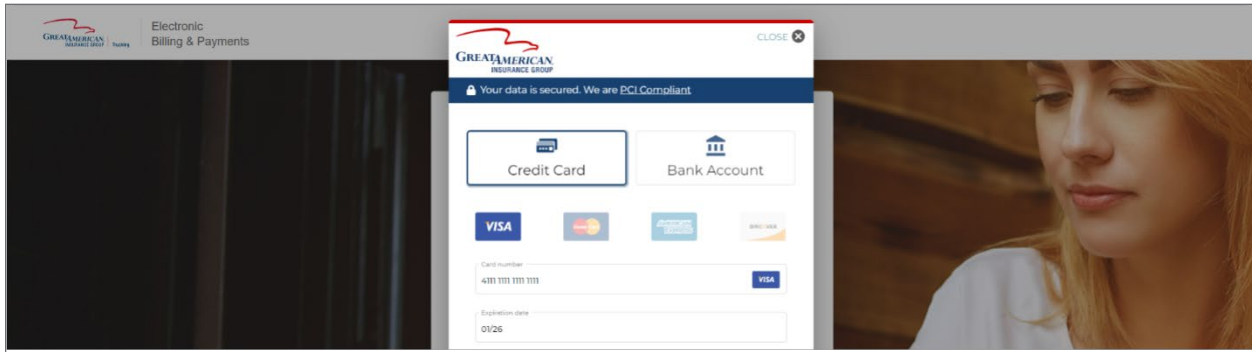
SECTION 2.1: PAY AS GUEST/QUICK PAY

- To **Pay As A Guest** and make a quick payment, click the **Pay Now** button to begin.

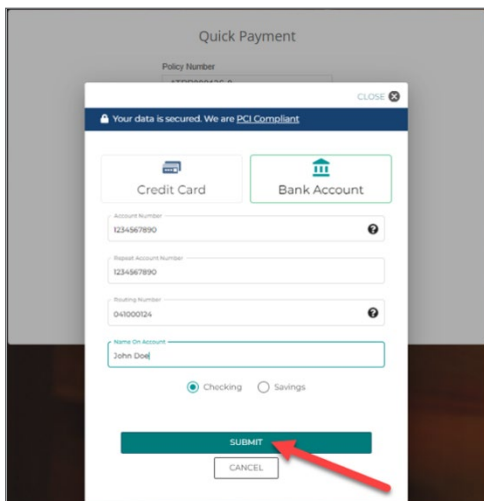


- Fill out the following information then select **Proceed to Pay** when finished (make sure to enter policy number as GTPXXXXXXX). **NOTE!** If your policy number includes an additional P in the prefix (New Great Roadmap Policy #), the dash and mod (-0) must be included (for example: GTPP123456-7)
 - **IMPORTANT!** The payment methods use for **Pay As A Guest** will NOT be retained.
- A payment successful message will appear and provide a short recap of the payment.

- On the next screen, you'll choose how to make your payment, either via **Credit Card** or **Bank Account**.
- **IMPORTANT!** If you fill out an initial payment method, switching to another method will delete all information entered.



- **Credit Card**
 - This will require the following information:
 - Card number
 - Expiration date
 - Name on card
 - Billing address
 - Billing zip code
- **Bank Account**
 - This will require the following information:
 - Account number (entered twice)
 - Routing number
 - Name on account
 - Checking or Savings
- Once all information is provided, click **Submit**



- You'll then be prompted to **Save Payment Method**, completing the payment.
 - IMPORTANT!** Bank and Credit Card information will not be saved for future use or stored in our system.

Quick Payment

Close

Great American Insurance Group

Your data is secured. We are PCI Compliant.

By selecting "Save Payment Method", you are authorizing Great American Trucking to use the payment method specified below for future payments.

Payment method

PNC BANK, OHIO Checking ending in 7890

SAVE PAYMENT METHOD

GO BACK

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- A confirmation will be sent to the email address provided.

SECTION 3: DASHBOARD (NAVIGATION)

Electronic Billing & Payments

Dashboard

Your policy/ies ATP4169268/03/17/2022 is/are Under Notice.

Under Notice

Policy No: ATP4169268

Policy Term: 03/17/2022 To 03/17/2023

View Billing Information

Collection

Policy No: ATP4169273

Policy Term: 03/17/2022 To 03/17/2023

View Billing Information

Interim

Policy No: ATP0000000-0

Policy Term: 01/01/2023 To 01/01/2024

View Billing Information

Canceled

Policy No: GTP3047284

Policy Term: 06/01/2019 To 06/01/2020

View Billing Information

Policy Number: ATP4169268

Under Notice

User Guide

Name	Policy Term	Policy Balance	Premium
XYZZY UZZYXX	03/17/2022 To 03/17/2023	1,398.82	8,204.21

Payment Due		Last Payment	
Date	Amount	Date	Amount
12/16/2022	1,398.82	03/16/2023	(125.00)

Pay Now

Download Invoice

Invoice History

Payment History

Future Installments

No future installments found for selected policy.

Payment Plan: Direct Bill Annual 8.33% Plus 1 Month Deposit And 11 Equal

Do you want to enroll for auto payment?

☐ I accept the Auto Pay Terms and Conditions

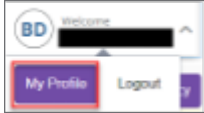
Enroll

Agent Information

Name	Phone	Email
XYZZYXZY DOLUXXXX XYZZYXX	(903) 792-7610	

SECTION 3.1: PROFILE INFORMATION

- By selecting the down arrow, you can either log out of the account or visit My Profile to view personal information, passwords, or payment options.



- My Profile
 - Once clicking on **My Profile**, a new window will appear with three line items:

Personal Info

- ❖ Here you'll find your Name, Email, and Phone Number. You can edit this information at any time.

Change Password

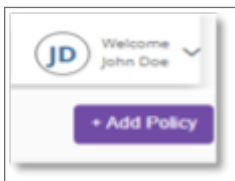
- ❖ If needing to change your password, enter your new password twice and click **Save**.

Payment Options

- ❖ Add **Credit Card** or **Bank Accounts** here to store within your account. Once added here, these payment methods can be used for **one-time payments** or **auto-payment** (not applicable for Pay As A Guest). There is **no limit** to the amount of cards or banks that can be added.

SECTION 3.2: ADD POLICY

- To add a new policy to your existing account, click the **+Add Policy** below the profile dropdown, in the upper right corner:



- You will be prompted to enter the Policy Number (Ex. GTPXXXXXXX) and Zip Code. Then click **Add Policy**.
 - IMPORTANT!** If your policy number includes an additional P in the prefix (New Great Roadmap Policy #), the dash and mod (-0) must be included (for example: GTPP123456-7)

A screenshot of a form titled 'Enter Policy Details'. It has two input fields: 'Policy Number' and 'Zip Code'. Below the 'Policy Number' field is a 'Cancel' button. Below the 'Zip Code' field is an 'Add Policy' button.

- If the information is correct, this will allow you to add new or existing policies to the dashboard and will be located on the left-hand column.

The screenshot shows a dashboard with a left-hand column containing a list of policies and a main area on the right showing details for a selected policy.

Policy List (Left Column):

- Under Notice:** Policy No. ATP4169268, Policy Term: 03/17/2022 To 03/17/2023. Button: View Billing Information (grayed out).
- Collection:** Policy No. ATP4169273, Policy Term: 03/17/2022 To 03/17/2023. Button: View Billing Information (purple).
- Inforce:** Policy No. ATP000098-0, Policy Term: 01/01/2023 To 01/01/2024. Button: View Billing Information (purple).
- Cancelled:** Policy No. (truncated).

Policy Details (Right Column):

Policy Number : ATP4169268 • Under Notice [User Guide](#)

Name	PolicyTerm	Policy Balance	Premium
XYZYU UZZYYX	03/17/2022 To 03/17/2023	1,398.82	8,204.21

Payment Due: Date: 12/19/2022, Amount: 1,398.82. **Pay Now**

Last Payment: Date: 03/16/2023, Amount: (125.00). **Download Invoice**

Invoice History **Payment History**

Future Installments: No future installments found for selected policy. **View Schedule**

Payment Plan: Direct Bill Annual 8.33% Plus 1 Month Deposit And 11 Equal

Do you want to enroll for auto payment?

☐ I accept the Auto Pay Terms and Conditions

Enroll

Agent Information: Name: XYZZYX ZXUXXYYX XYXZYXX, Email: (903)-792-7610, Phone: (903)-792-7610

- Each policy will indicate the status (i.e. In-Force, Cancelled etc.), policy number, and policy term. You can also select which policy term you'd like to view by clicking the down-arrow on the block.
 - **IMPORTANT!** When making payments on the policy, be sure the **current/active** term is selected.

This close-up shows the 'Inforce' policy block. A red arrow points to the small downward-pointing arrow next to the policy term '01/01/2023 To 01/01/2024', indicating that it is a dropdown menu.

SECTION 3.2.1: VIEW BILLING INFORMATION

- If your account contains multiple policies, you can toggle between each policy view by clicking on **View Billing Information**.
- When initially logging in, the billing information you see on the screen relates to the **View Billing Information** bar that is grayed out and cannot be re-selected.

The screenshot displays a user interface for viewing billing information. On the left, there is a sidebar with three policy cards: 'Under Notice', 'Collection', and 'Inforce'. Each card has a 'View Billing Information' button. A red arrow points to the button on the 'Under Notice' card. The main content area shows details for the selected policy (ATP4169268), including policy number, name, term, balance, and premium. It also displays payment due dates, amounts, and a 'Pay Now' button. Other buttons include 'Download Invoice', 'Invoice History', 'Payment History', and 'View Schedule'. At the bottom, there is a section for 'Agent Information'.

- Viewing the billing information provides you the following:
 - Policy Number
 - Status of Account
 - Payment Due (including date and amount)
 - Last Payment (including date and the amount will show red)
 - Invoice History
 - Payment History
 - Future Installments ([See Number 8.](#))
 - Payment Plan (including auto-enrollment)
 - Agent Information

SECTION 3.3: PAY NOW – NORMAL PAYMENT

- To make a one-time payment on your policy, simply select the Icon [Pay Now](#).
- A **payment window** will appear prompting you to select a payment amount and payment method
 - By selecting **Due Amount** or **Policy Balance**, you can proceed to select a **payment method**.
 - If **Other Amount** is selected, you must **enter an amount** (cannot be zero) before proceeding to payment method.
 - After an amount is chosen, if a payment method is on file (found in Profile Options), you click the Select button to proceed. If no payment method exists, click the [PAY](#) button to proceed.
 - **IMPORTANT!** If you do not want to use the payment methods on file, selecting the [PAY](#) button allows you to set up a new card or bank (which will then be saved for future use).

- The next screen will require you to provide [Credit Card](#) or [Bank Information](#).
 - **Credit Card** information requires Card number, Expiration date, Name on the card, billing address, and billing zip will automatically populate from your profile. If the billing information does NOT match your account, please update as necessary to ensure payment is accepted.
 - **Bank Information** requires the account number (entered twice for accuracy), routing number, name on account (populated from your profile), and selecting either **checking** or **savings**.
- After clicking **Submit**, the next screen will confirm your information is correct. **Reminder!** This will save the payment method to your profile for future use.
- To continue, select **Save Payment Method**
- You receive two messages:
 - Payment Method was added successfully (confirming that this will be saved for future use).
 - Payment was successful (recapping amount paid and which policy applied to).

SECTION 3.4: DOWNLOAD INVOICE

- This function allows you to view a PDF of your invoice electronically. By simply clicking on [Download Invoice](#), a new PDF document will appear and allow you to save to your computer for future reference.

SECTION 3.5: INVOICE HISTORY

- This function allows you to download a PDF document of your previous invoices, if any, for the current policy in view.

- Simply click **Invoice History** and a new block will appear with multiple viewing options such as 30, 60, or 90 days. You can also view **All Invoices** as shown below.

Policy Number : 01M3G2281

Policy Term: 10/01/2022 To 10/01/2023

Policy Balance: (205.00)

Payment: 302.00

Payment Due: 10/01/2022

Amount: 0.00

Pay Now

Last Payment: 09/27/2022

Amount: (102.00)

Download Invoice

Invoice History

Payment History

Invoice History

30 days 60 days 90 days All Invoices

Invoice Date	Due Date	Amount	
Oct 12, 2022	Nov 01, 2022	202.00	

Future Installments

No future installments found for selected policy.

View Schedule

Payment Plan: Direct Bill Annual 5.23% Plus 1 Month Deposits And 11 Equal

Do you want to enroll for auto payment?

☐ I accept the Auto Pay terms and conditions

Enroll

- Once you select your desired timeframe, you'll see the following information appear:

Invoice History

30 days 60 days 90 days All Invoices

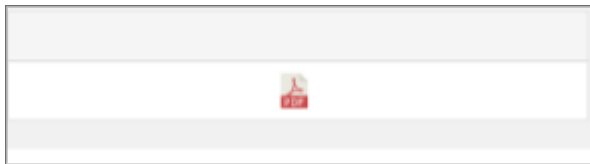
Invoice Date	Due Date	Amount	
Oct 12, 2022	Nov 01, 2022	202.00	

Future Installments

No future installments found for selected policy.

View Schedule

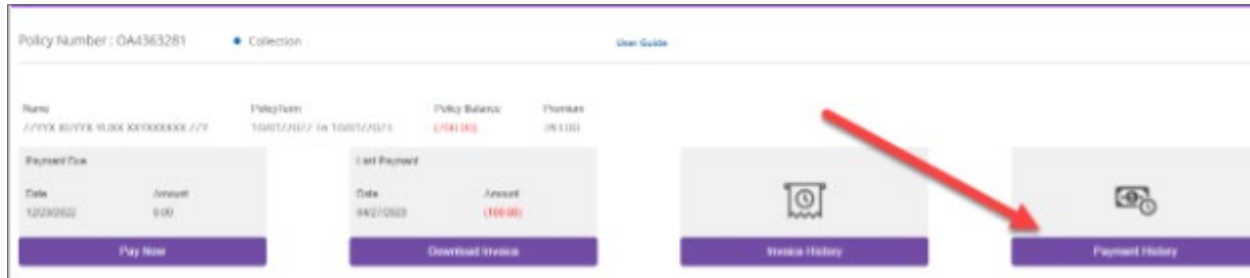
- To download a copy, simply click the icon shown on the right column.



- To exit this block, select the **X** on the top right corner and your invoice screen will minimize.

SECTION 3.6: PAYMENT HISTORY

- To review historic payments, select the **Payment History** tab.



- A new block will appear showing past payments. You can select from 30 days, 60 days, 90 days, or All Payments.

Payment History

30 days 60 days 90 days All Payments

Date	Amount	Payment Method	Status	Reference#
Apr 27, 2023	(100.00)	Credit Card		20973684
Apr 27, 2023	(100.00)	EFT		20974335
Jan 18, 2023	(203.99)	Recurring CC		000

SECTION 3.7: FUTURE INSTALLMENTS (VIEW SCHEDULE)

- If you would like to view your payment schedule for the remaining policy year, click on the icon **View Schedule**.
 - IMPORTANT!** Under **Future Installments**, you can view when the next invoice will be sent, the amount, and when that payment is due.
- This will generate a new block showing future installments for your specific policy:

000136-0 Invoice

Policy/Term: 05/18/2023 To 05/18/2024 Policy Balance: 1,507.67 Premium: 1,699.00

Amount: 144.35

Last Payment: Date: 05/18/2023 Amount: (144.35)

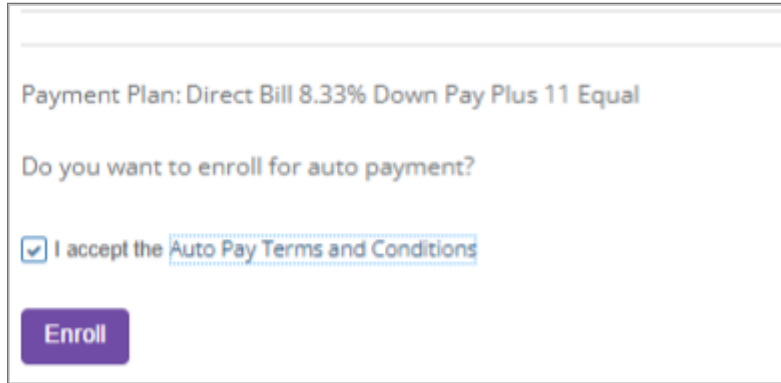
Download Invoice Service History

Invoice Sent Date	Payment Amount	Invoice Due Date
06/29/2023	144.35	07/18/2023
07/26/2023	144.35	08/19/2023
08/26/2023	144.35	09/19/2023
09/26/2023	144.35	10/18/2023
10/27/2023	144.35	11/18/2023
11/26/2023	144.35	12/18/2023

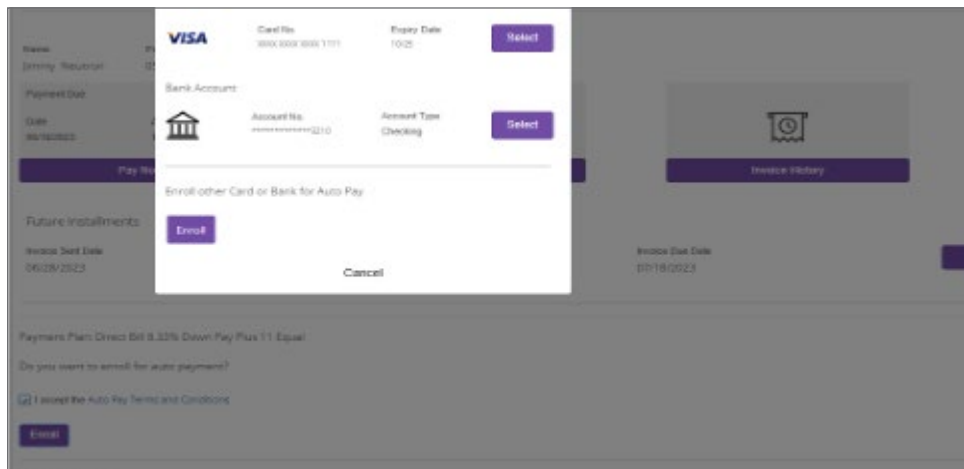
- In some cases, there may be multiple pages depending on the type of payment plan selected for the policy. For instance, you will notice this policy has 10 records but only shows six on the block. To view more installments, click on the **page button** at the bottom of the block or select the dropdown **Go To Page** to change the page number. This allows you to view all installments for the current policy year.

SECTION 3.8: AUTO-PAY ENROLLMENT

- On the main screen, under **Future Installments**, you can find your **Payment Plan** listed and below will ask if you would like to initiate auto payment. This feature will automatically charge your bank or credit card for upcoming invoices. To initiate this feature, you must first accept the terms and conditions by **checking the box**, then clicking **Enroll**.



- You will then be prompted to select your method of payment; **Credit Card** or **Bank Account**. If you would like to use a completely different bank account or card, select **Enroll** to add another form of payment.
 - NOTE!** By adding another payment method, it will be saved to your Profile for future use.



- Once you have selected your method of payment, **auto payment is activated**.

- If you select the wrong payment method to auto payment, rather than disabling and reactivating auto payment, you can select the hyperlink **Switch Payment Method** shown [here](#).
- You will then be prompted to select another method of payment, other than what is currently selected ([grayed out](#)).
- Once selected, the method of payment will automatically switch over and become ready for use.
- To unenroll in auto payment, click on the [green slider](#).
- The system will then confirm auto payment should be **disabled**.

Are you sure you want to turn off Auto Pay?

No

Yes

Policy Number : ATPP000136-0

User Guide

Name	PolicyTerm	Policy Balance	Premium
Jimmy Neutron	05/18/2023 To 05/18/2024	1,557.67	1,699.00

Payment Due

Last Payment

Date	Amount	Date	Amount
06/18/2023	144.33	05/18/2023	(141.33)