



Bill Pay Instructions

WRC Agency

This document provides instructions on entering electronic payments on the WRC Agency website.

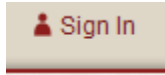


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STEPS TO ENTER PAYMENT

Click on “Sign In” located at the top right hand corner of the screen to log into the WRC website.



Enter your log in credentials.

Email Address

Password

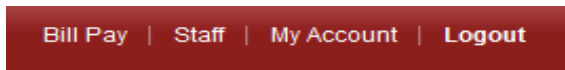
Remember Me

[Log In](#) [▶ Lost your password?](#)

Highlight the WRC Agency tab located on the top right hand corner of the screen.



Click on “Bill Pay” located at the top right hand corner of the screen above the WRC Agency tab.



If you are logging into “Bill Pay” for the first time, you will need to register for the User ID and Password. Please refer to instructions at the end of this manual on how to set up the registered user account. To register, click on the “**REGISTER**” link and fill out the necessary credentials. To make a one-time payment without registering, click on “**PAY WITHOUT REGISTERING**”. If you already have registered, enter the User ID and Password and click on “**LOG IN**”

User ID:

Password:

[Log In](#)

[Register](#)

[Forgot Password](#)

[Pay Without Registering](#)

On the next screen select the payment method. If making an automatic withdrawal (ACH) payment, select the “eCheck” option. If making a payment with Credit/Debit card, select this option. Click “Continue” after making the selection.

Make a Payment - WRC Agency - Premium Payment

PAYMENT METHOD SELECTION

Please choose a payment method:

Checking/Savings Account (eCheck)

Credit/Debit Card

VISA MasterCard DISCOVER

Continue Cancel

The subsequent sections discuss:

- ECHECK PAYMENT PROCESS
- CREDIT/DEBIT CARD PAYMENT PROCESS

ECHECK PAYMENT PROCESS

Enter the following information on the next screen:

- Payment Amount
- Insured Name
- Quote/Policy Number

Click “Continue” to proceed to the next screen.

WRC Agency Online Payments

*Required Field

PAYMENT INFORMATION

Payment Amount:* \$0.00

Payment Method: eCheck

Payment Date: Nov-23-2012

PAYMENT DETAILS

Insured Name:*

Policy Number or Quote Number:*

Continue Cancel

On the next screen enter the Bank Account Information and click “Continue”

Bank Routing Number: Follow the instructions on the screen to find the bank routing number on your check.

Bank Account Number: Follow the instructions on the screen to find the bank account number on your check.

Re-Enter Bank Account Number

Bank Account Type: Select the bank account type.

Is this a business account: Select “Yes” or “No” to answer this question.

Make a Payment - WRC Agency - Premium Payment

*Required Field

BANK ACCOUNT INFORMATION

Bank Routing Number: *

Bank Account Number: *

Re-Enter Bank Account Number: *

Bank Account Type: * Checking Savings

Is this a business account?: * Yes No

Continue **Cancel**

On the next screen enter the contact information. The fields labeled in bold and that has a red asterisk are required. If you are not a registered user, you can use the “Become a Registered User” window to sign up for an account. This window will not be visible if you are a registered user.

Contact Information

*Required Field

CONTACT INFORMATION

First Name: *

Last Name: *

Company Name:

Phone Number: * - -

E-mail Address:

Note: If you choose not to provide an e-mail address, you will be unable to check the status of your payment when you return to this site.

Street Address 1: *

Street Address 2:

City: *

State: * Choose one...

Zip Code: * -

BECOME A REGISTERED USER

User ID: **6-16 characters**

Password: **6-12 characters, at least one letter and one number**

Re-Enter Password:

Shared Secret Question:

Shared Secret Answer:

Save Registration?

Continue **Cancel**

On the payment confirmation screen, review the payment information. Check the “I accept the Terms and Conditions” box and click on “Confirm” to complete the payment process. A confirmation will be sent to you via email if you have entered the address in contact information. A sample verification screen is shown below.

Verify Payment - WRC Agency - Premium Payment

*** Required Field**

Please review the information below and select Confirm to process your payment. If you need to make any changes to your payment, select Cancel to return to the previous screen.

Your Payment Detail
Payment Amount: **\$10.00**
Payment Date: **Nov-19-2012**

Your Account Detail
Bank Routing Number: **075000022**
Bank Name: **US BANK NA**
Bank Account Number: **XXXXXXXXXXXXXXXX2345**
Bank Account Type: **Checking**
Bank Account Category: **Business**

Send an email confirmation:

Terms And Conditions
PLEASE READ AND APPROVE THE FOLLOWING AUTHORIZATION

By clicking "I Accept", I authorize the payee to electronically debit my bank account for the amount(s) and at the frequency and date set forth above.

If this is a single payment, this authorization is valid for this transaction only. If this is a recurring payment, this authorization is to remain in full force and effect until I notify my bank or notify the payee of its termination by cancelling any pending payments and recurring payment instructions within this system at least three banking days before my account is scheduled to be debited.

If a convenience fee is added to the transaction, I understand that the convenience fee displayed will be included in the total payment amount.

In the event that a payment is returned for insufficient funds, I authorize the payee to electronically debit my bank account for the original amount of the transaction, as well as a returned item fee, up to the maximum amount allowed by law.

I accept the Terms and Conditions:

Confirm **Cancel**

Print the confirmation page that displays after the payment is confirmed. A sample confirmation page is displayed below.

SAMPLE CONFIRMATION PAGE

Payment Confirmation - WRC Agency - Premium Payment

Payments entered today will not be posted to your policy until the next business day. If you need payment to be applied earlier, please contact your carrier directly.

Please keep a record of your Confirmation Number, or [print this page](#) for your records.

Confirmation Number: WRAWRA000001012

Your Payment Detail
Payment Amount: **\$10.00**
Payment Date: **Nov-19-2012**

Your Account Detail
Bank Routing Number: **075000022**
Bank Name: **US BANK NA**
Bank Account Number: **XXXXXXXXXXXXXXXX2345**
Bank Account Type: **Checking**
Bank Account Category: **Business**

Email Address: **NA**

OK

SAMPLE EMAIL CONFIRMATION

*** PLEASE DO NOT RESPOND TO THIS EMAIL ***

Thank you for your payment.

This email is to confirm your payment submitted on Nov-16-2012 for WRC Agency ? Premium Payment.

Confirmation Number: WRAWRA000001013

Payment Amount: \$10.00

Scheduled Payment Date: Nov-19-2012

Insured Name: TEST

Quote Number: 1234

Account Nickname: N/A

Routing Transit Number: 075000022

Account Number: XXXXXXXXXXXXXXX2345

Account Type: Checking

Account Category: Business

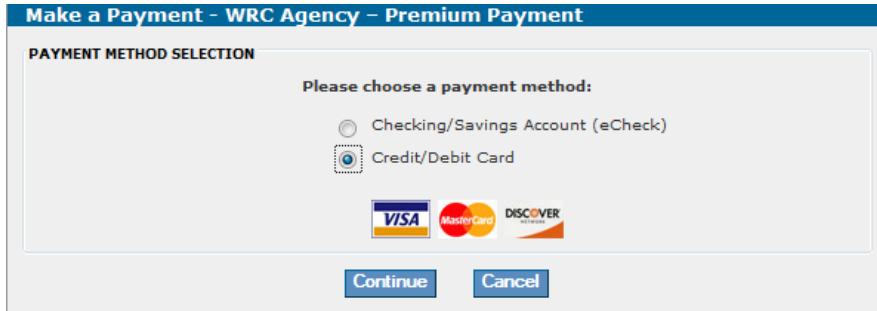
If you have questions about this payment or need assistance, please call Customer Service at (800)329-7020.

Thank you for using the WRC Agency - electronic payment system.

Next Section – Instructions to enter credit/debit card payment.

CREDIT/DEBIT CARD PAYMENT PROCESS

Log into your account and select Credit/Debit Card option






Make a Payment - WRC Agency - Premium Payment

PAYMENT METHOD SELECTION

Please choose a payment method:

Checking/Savings Account (eCheck)


Credit/Debit Card

Enter the following information on the next screen:

- Payment Amount
- Insured Name
- Quote/Policy Number

Click "Continue" to proceed to the next screen.



WRC Agency Online Payments

***Required Field**

PAYMENT INFORMATION

Payment Amount:* \$0.00

Payment Method: **Credit/Debit**

Payment Date: **Nov-21-2012**

PAYMENT DETAILS

Insured Name:*

Policy Number or Quote Number:*

On the next screen select the Credit/Debit card Type from the drop down menu and enter the remaining information related to the account and billing address. Click “Continue” to get to the contact information screen.

Make a Payment - WRC Agency - Premium Payment

*Required Field

ACCOUNT INFORMATION

Credit/Debit Card Type:* Choose one...
VISA MasterCard DISCOVER

Credit/Debit Card Number:*
Expiration Date:* /

BILLING ADDRESS

Street Address 1:*
Street Address 2:
City:*
State:* Choose one...
Zip Code:* -

Continue Cancel

On the next screen enter the contact information of the payer. If the contact address is the same as the billing address, select “Use my Billing Address as my Contact Address” field (as displayed below). If the contact address is not same as the billing address, select “Use the address entered below as my Contact Address” and enter the information in the fields provided.

Enter the following information:

- First Name
- Last Name
- Phone Number

The field names highlighted in bold are mandatory and should be completed before proceeding to the next screen. If you are not a registered user, you can fill out the required information in the “Become a registered user” field to process the same.

Contact Information

*Required Field

CONTACT INFORMATION

First Name:*
Last Name:*
Company Name:
Phone Number:* - -
E-mail Address:

Note: If you choose not to provide an e-mail address, you will be unable to check the status of your payment when you return to this site.

You must select your billing address as your contact address or enter a new contact address.

Use my Billing Address as my Contact Address
test
Madison, WI 53718

Use the address entered below as my contact address

Street Address 1:*
Street Address 2:
City:*
State:* Choose one...
Zip Code:* -

BECOME A REGISTERED USER

User ID: 6-16 characters
Password: 6-12 characters, at least one letter and one number
Re-Enter Password:
Shared Secret Question: Select Question
Shared Secret Answer:
Save Registration?

Continue Cancel

On the next screen verify the payment information, enter the "Credit/Debit Card Security Code", and select "Confirm". If you want to receive a confirmation via email, enter the email address in the field provided.

Verify Payment - WRC Agency - Premium Payment


Please review the information below and select Confirm to process your payment. If you need to make any changes to your payment, select Cancel to return to the previous screen.

Your Payment Detail
Payment Amount: **\$20.00**
Payment Date: **Nov-16-2012**

Your Account Detail
Payer Name: **test data**
Card Number: **XXXXXXXXXXXXXXXX0018**
Card Type: **Visa**
Expiration Date: **Feb-2013**

Your Credit/Debit Card Billing Address
Street Address 1: **test**
Street Address 2:
City: **Madison**
State: **WI**
Zip Code: **53718**

Send an email confirmation:

3-digit code on the signature strip of your credit card: 

SAMPLE PAYMENT CONFIRMATION

Payment Confirmation - WRC Agency - Premium Payment

Payments entered today will not be posted to your policy until the next business day. If you need payment to be applied earlier, please contact your carrier directly.

Please keep a record of your Confirmation Number, or [print this page](#) for your records.

Confirmation Number: WRAWRA000001014

Your Payment Detail
Payment Amount: **\$20.00**
Payment Date: **Nov-16-2012**

Your Account Detail
Payer Name: **test data**
Card Number: **XXXXXXXXXXXXXXXX0018**
Card Type: **Visa**
Merchant: **WRC Agency**
Website: **www.thewrcgroup.com/wrcagency**

Your Credit/Debit Card Billing Address
Street Address 1: **test**
Street Address 2:
City: **Madison**
State: **WI**
Zip Code: **53718**

SAMPLE EMAIL CONFIRMATION

*** PLEASE DO NOT RESPOND TO THIS EMAIL ***

Thank you for your payment.

This email is to confirm your payment submitted on Nov-16-2012 for WRC Agency ? Premium Payment.

Confirmation Number: WRAWRA000001014

Payment Amount: \$20.00

Scheduled Payment Date: Nov-16-2012

Insured Name: test

Quote Number: 3456

Payer Name: test data

Credit Card Number: XXXXXXXXXXXXXXX0018

Credit Card Type: VISA

Approval Code: N/A

Merchant: WRC Agency

Website: www.thewrcgroup.com/wrcagency

If you have questions about this payment or need assistance, please call Customer Service at (800)329-7020.

Thank you for using the WRC Agency - electronic payment system.

STEPS TO SET UP A REGISTERED USER ACCOUNT

On the log in screen select “Register”

User ID:

Password:

[Log In](#)

[Register](#)

[Forgot Password](#)

[Pay Without Registering](#)

Enter the necessary information on the next screen. All fields that are bolded and have a red asterisk are mandatory. Hit the “Submit” tab to complete the registration process.

User Registration

***Required Field**

PAYOR IDENTIFICATION

User ID:* **6-16 characters**

Password:* **6-12 characters, at least one letter and one number**

Re-Enter Password:*

PAYOR PROFILE

First Name:*

Last Name:*

Company Name:

Street Address 1:*

Street Address 2:

City:*

State:* ▼

Zip Code:* -

E-mail Address:

Phone Number:* - -

Shared Secret Question:* ▼

Shared Secret Answer:*

[Submit](#) [Cancel](#)

The next screen will display a message indicating the registration is complete. You will also receive a confirmation in email if you submitted the email address when filling out the registration information.

Registration Complete

Thank you for registering. You are now logged in to the system. Please make a note of your User ID and Password for the next time you visit the payment system.

[Continue](#)

MAIN MENU OPTIONS

The following options are available on the main menu. The description by each tab explains the use of each function. Please refer to the screen below for more information on the main menu selections.

The screenshot displays a user interface with a top navigation bar containing four buttons: 'PRIVACY' (with a document icon), 'CUSTOMER SERVICE' (with an information icon), 'HELP' (with a speech bubble icon), and 'EXIT' (with a person icon). Below this is a 'Main Menu' section with a dark blue header. The menu items are listed in a table-like format with blue buttons on the left and text descriptions on the right.

Main Menu	
Make Payment	Make a payment from a specified account.
Manage Accounts	Add, Edit and Delete your accounts.
Pending Payments	View, Edit and Delete your pending payments.
Recurring Payments	Create, View, Edit and Stop your recurring payments.
Payment History	View your payment history.
Update Profile	View your registration information.

[Browser Requirements](#)