DirectBiller (Present & Pay) Online Payer Portal Guide

If customer has questions or issues accessing the payment portal or making payments, please refer them to the AGCS Billing department.

Phone: 1-800-882-6919
Email: billing@agcs.allianz.com

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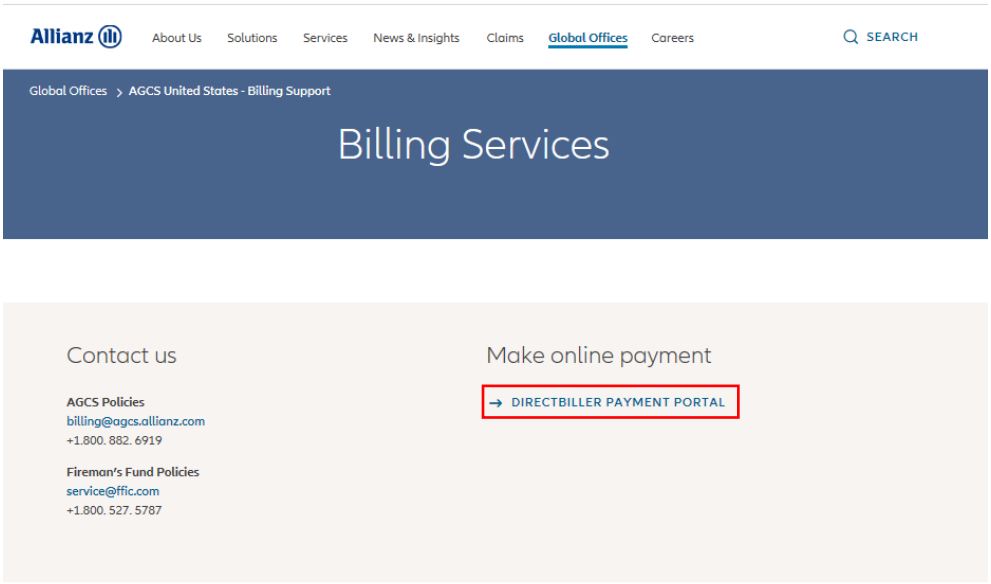
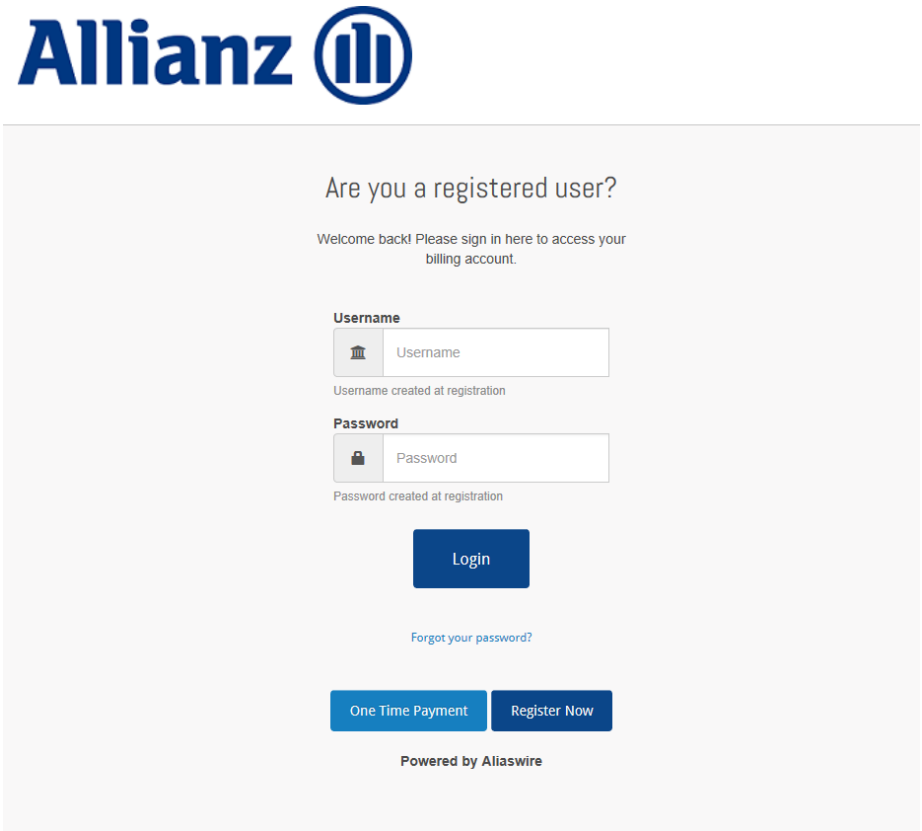
To access the portal the customer can go to the below URL, found on their invoice or statement
www.agcs.allianz.com/usbilling

- Click “DIRECTBILLER PAYMENT PORTAL” link



The customer will see the below landing page

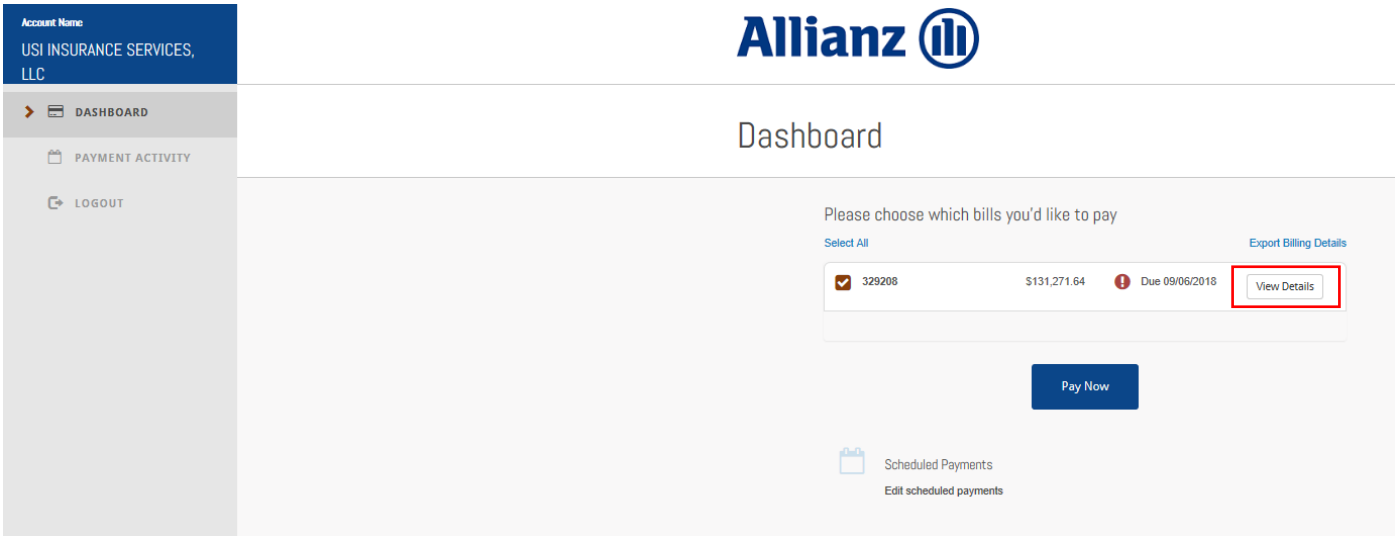
- If they have already registered, they can log in using the username and password they set up at registration
- If they have not registered, they can choose to register by clicking “Register Now”
- If they do not want to register and just want to make a payment, they can choose “One Time Payment”



View/Print Invoice

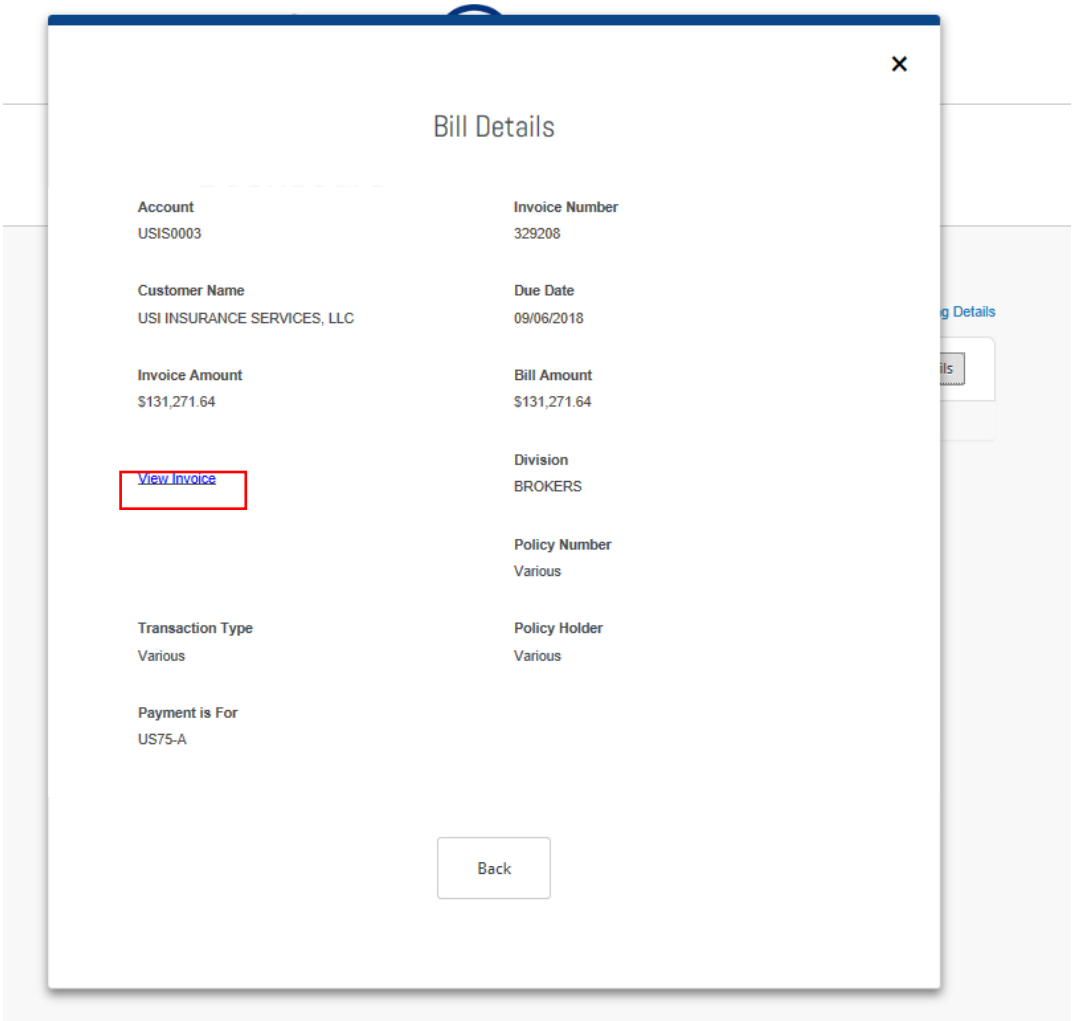
Customer will be taken to their Dashboard, any open invoices/statements available to pay will be listed on the Dashboard screen

- If the Customer want to view/print a copy of their invoice/statement
  - Click View Details



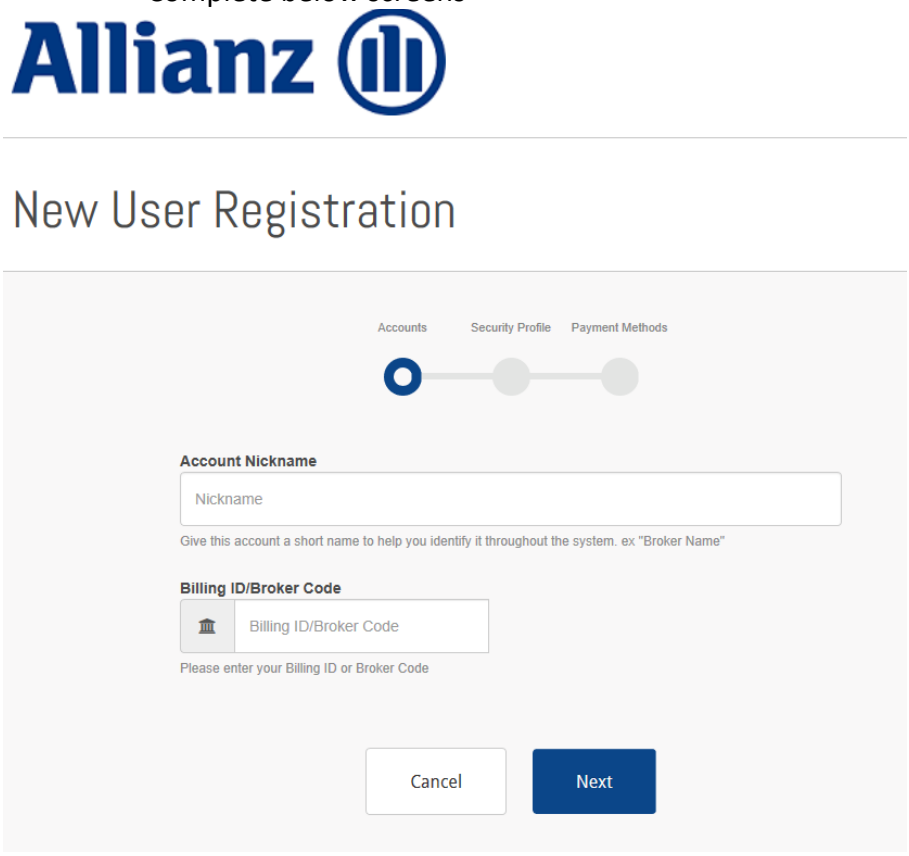
Bill Details screen will be displayed

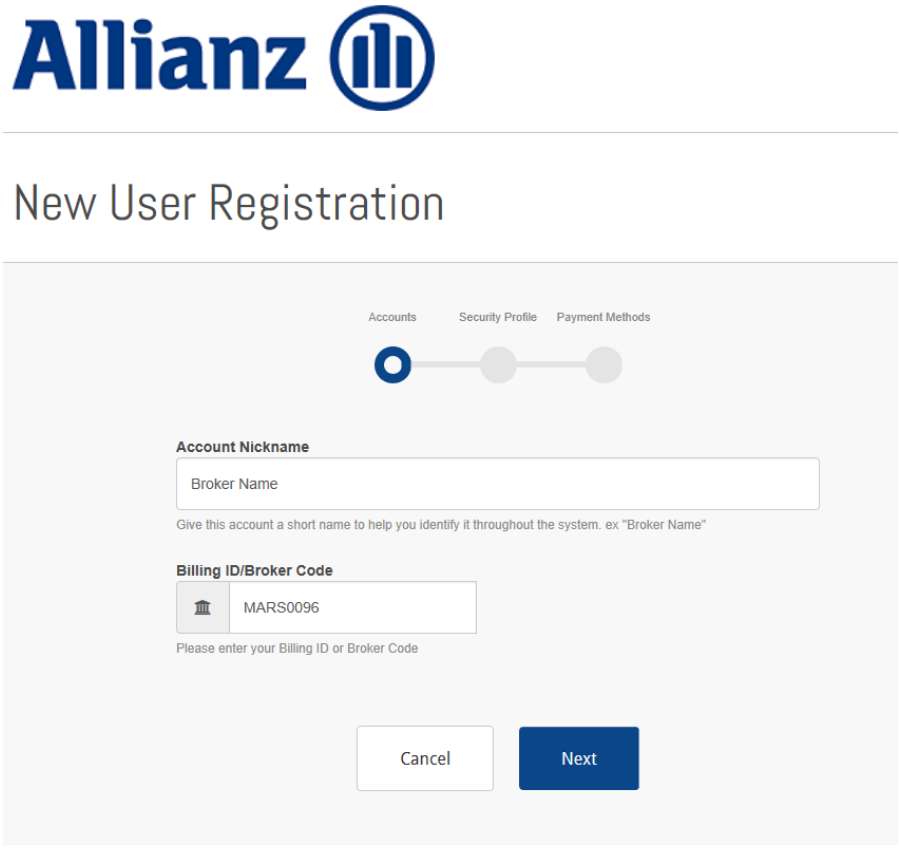
- Click “View Invoice” to pull up a PDF of the invoice/statement

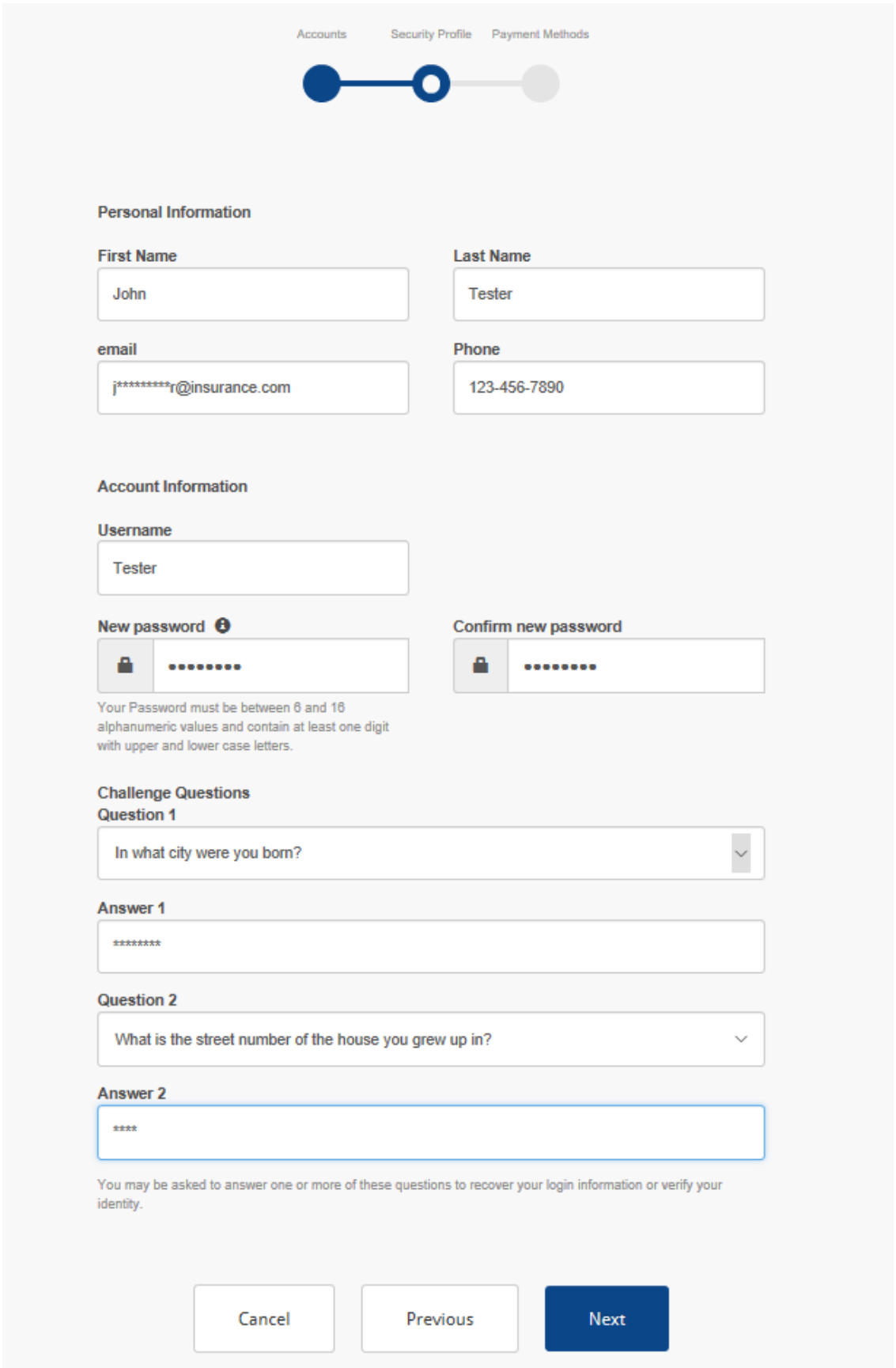


Register Now

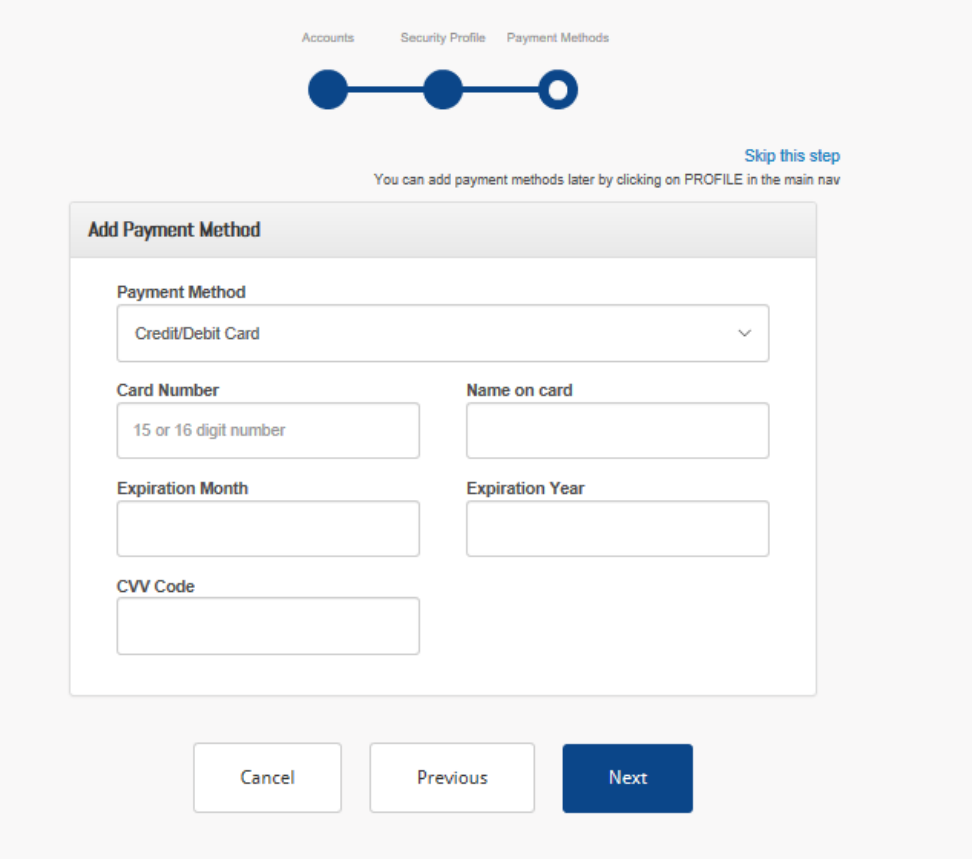
- Complete below screens

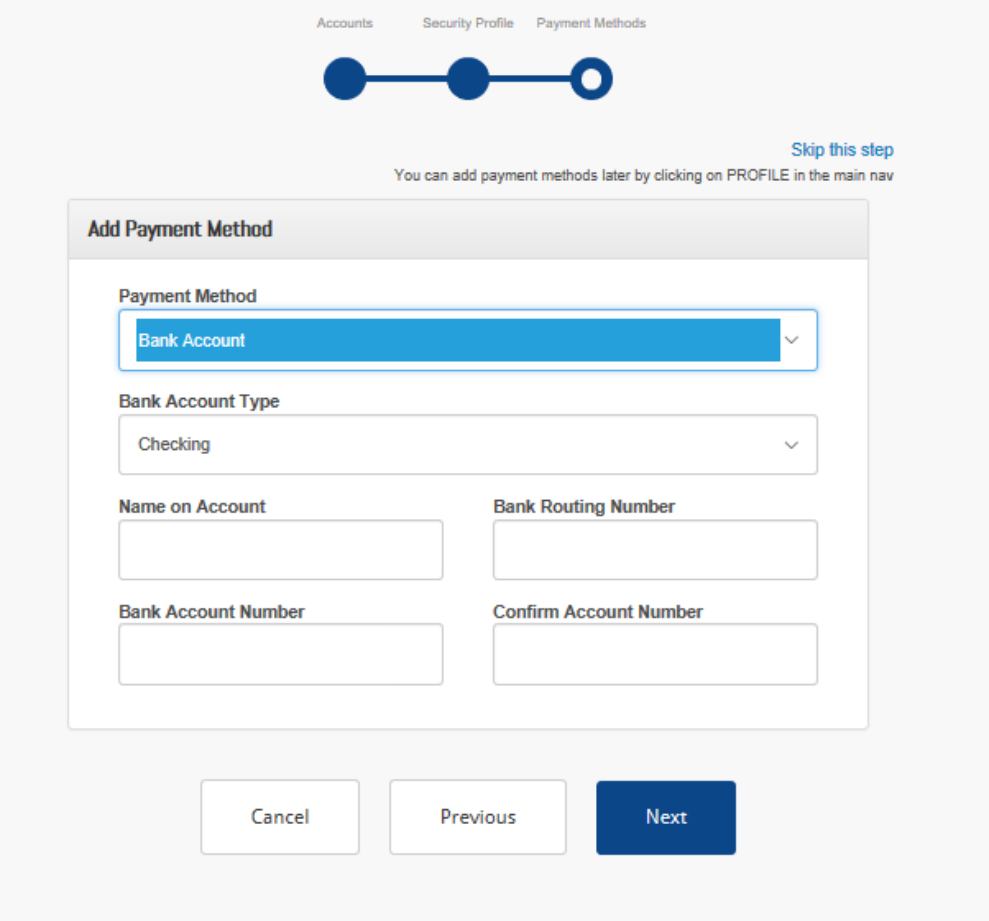





Accounts
Security Profile
Payment Methods
Personal Information
First Name
John
Last Name
Tester
email
j*********r@insurance.com
Phone
123-456-7890
Account Information
Username
Tester
New password
Confirm new password
Your Password must be between 6 and 16 alphanumeric values and contain at least one digit with upper and lower case letters.
Challenge Questions
Question 1
In what city were you born?
Answer 1
Question 2
What is the street number of the house you grew up in?
Answer 2
You may be asked to answer one or more of these questions to recover your login information or verify your identity.
Cancel
Previous
Next

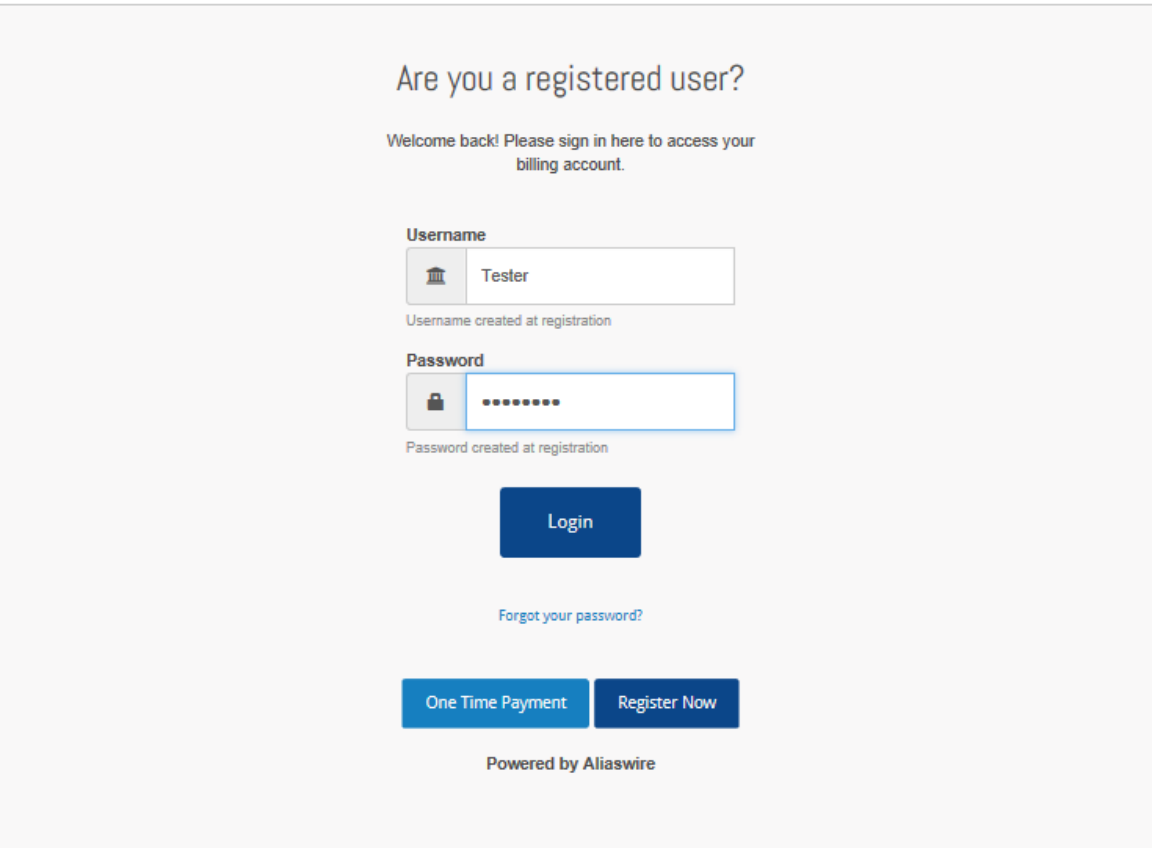
The customer can add payment information to save to their profile or they can “skip this step”





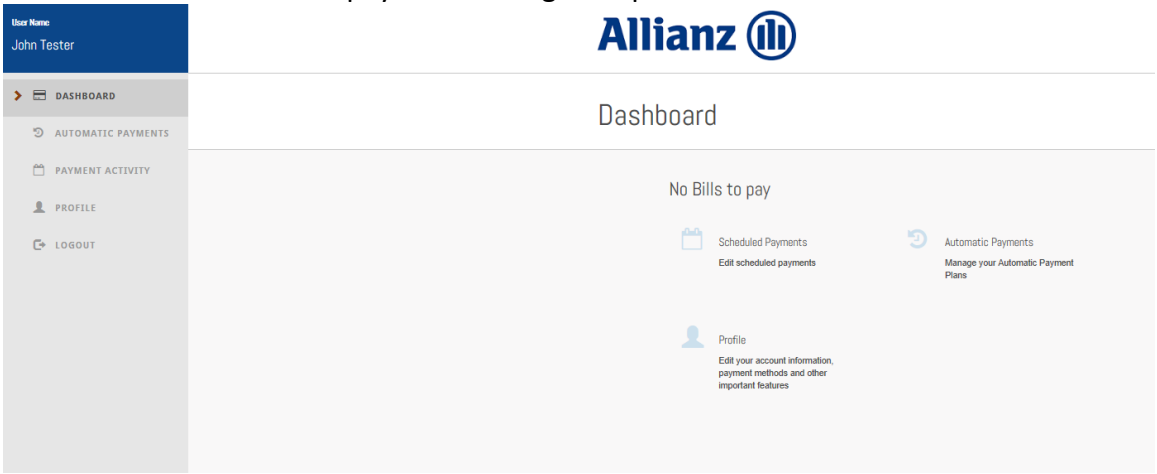
Registered User – Log In

- Log in using the username and password set up at registration
- If the customer forgot their password they can reset by answering the security questions set up at registration
- If the customer cannot answer the security questions, call AGCS Billing 1-800-882-6919 to have password reset

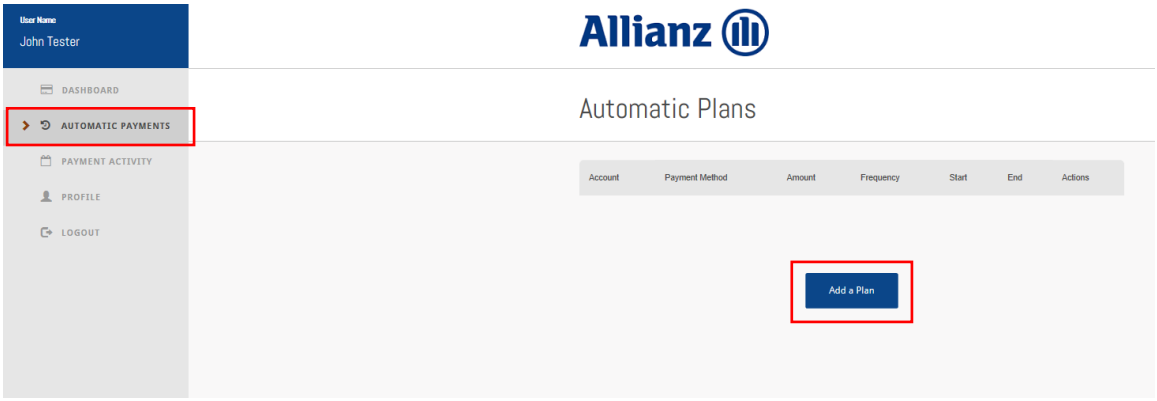


After logging in the customer will see their Dashboard, if they do not have any outstanding invoices to pay "No Bills to pay" will appear

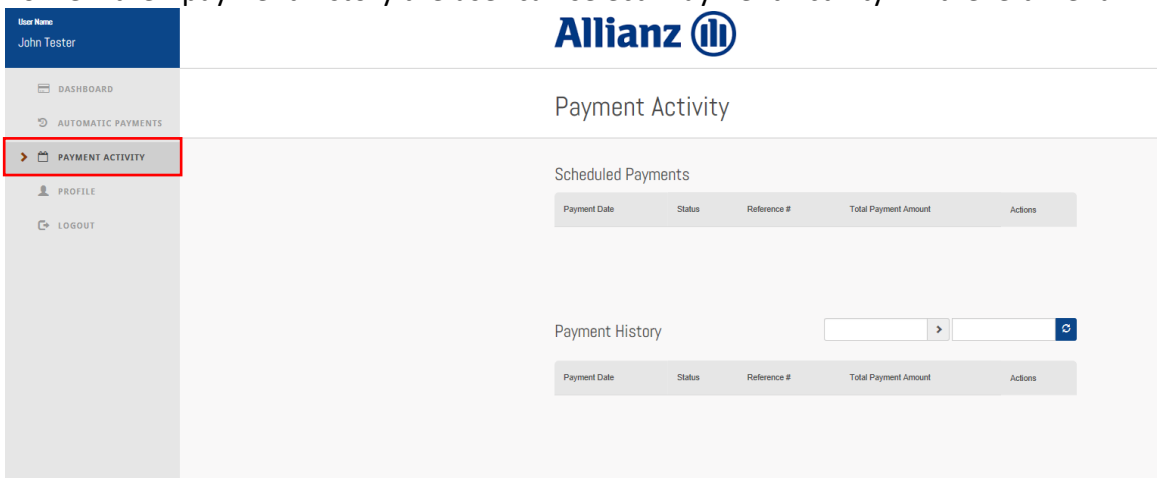
- In order to make a payment through the portal there has to be an available invoice



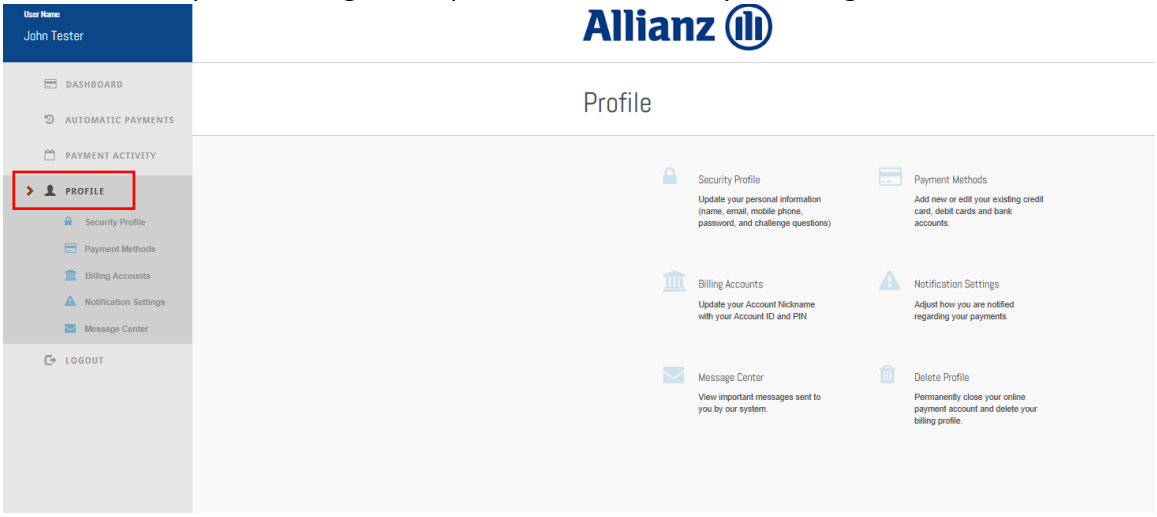
A registered user can set up automatic payments by selecting “Automatic Payments” in the left menu, then “Add a Plan”



To view their payment history the user can select “Payment Activity” in the left menu



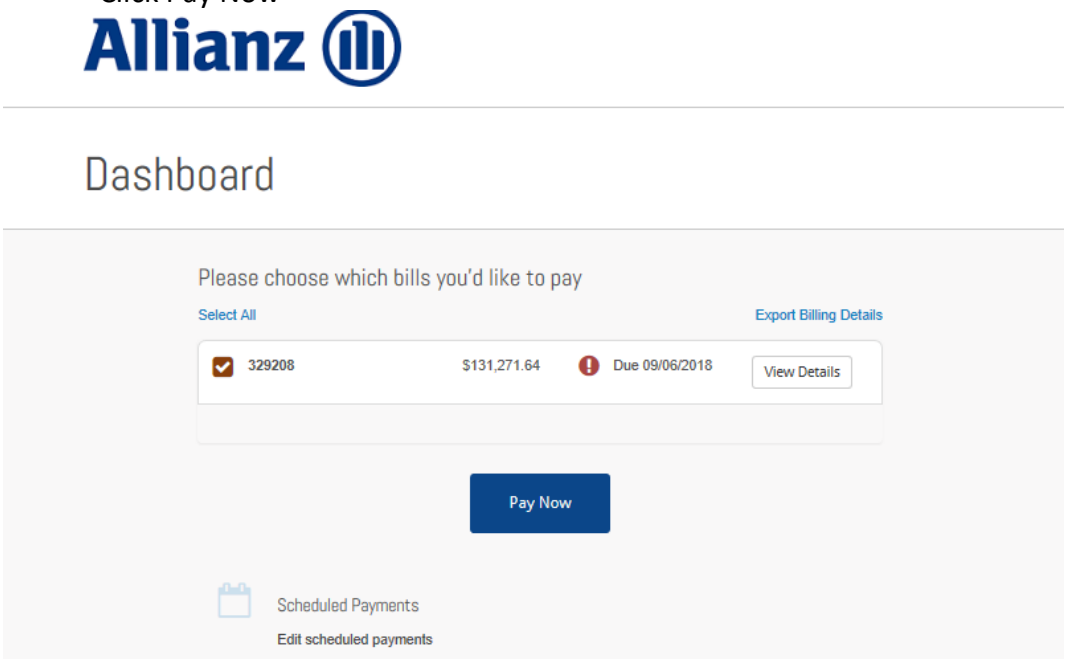
The user can update/change their profile information by selecting “Profile” in the left menu



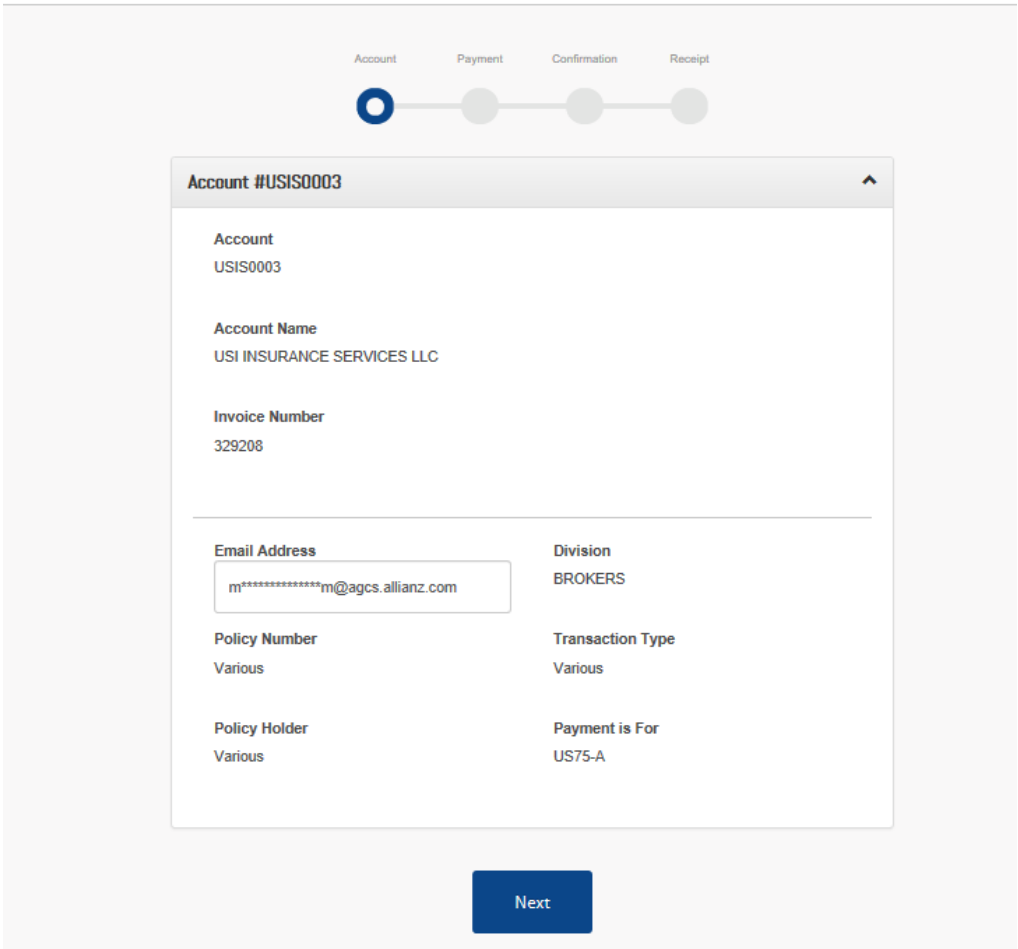
Making a Payment

From the Dashboard, select the invoice/statement to be paid

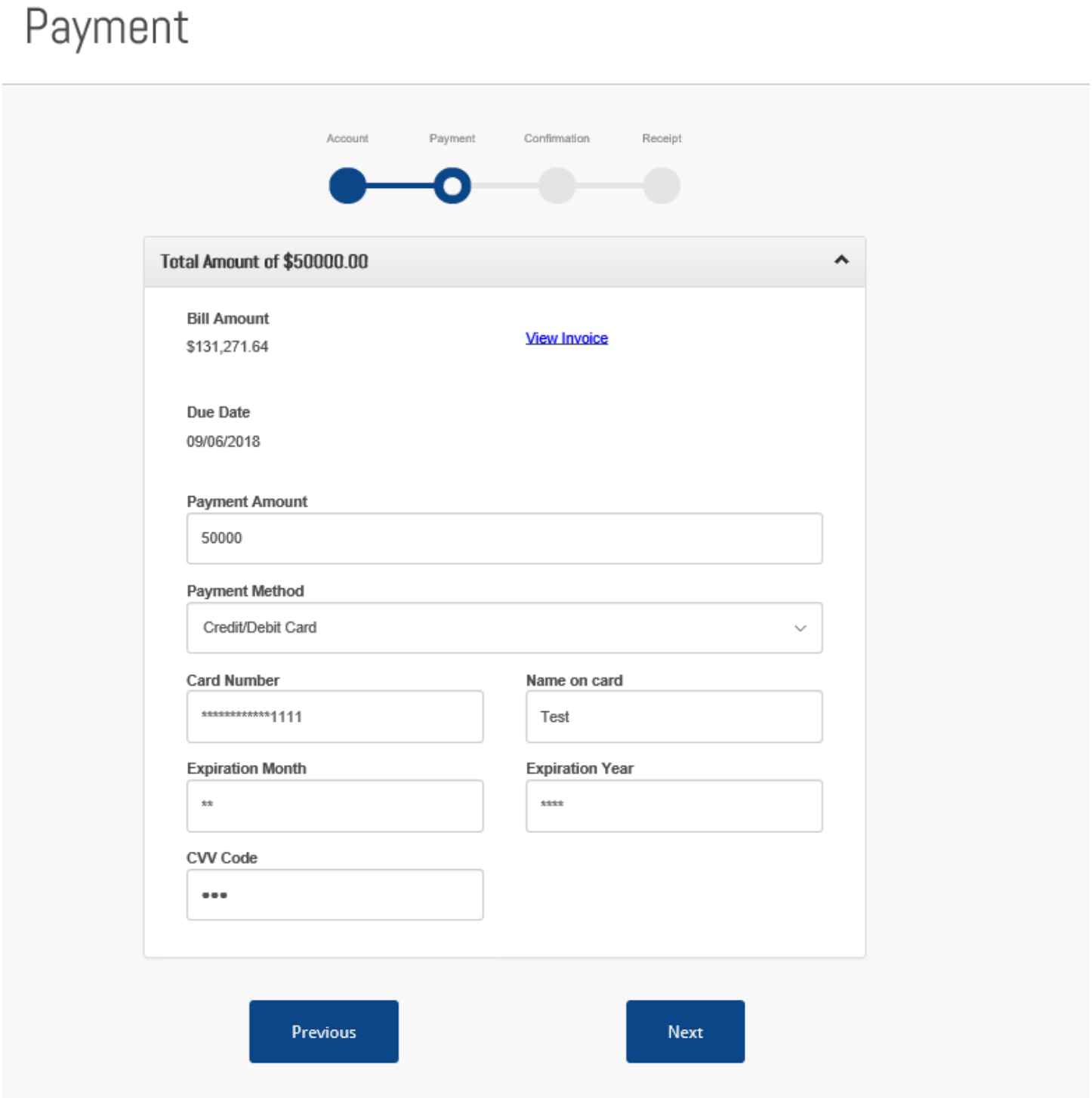
- Click Pay Now



- Enter email address for payment notification email



- Enter payment information
  - Payment amount can be any amount, does not have to be bill amount
  - Direct Bill customers – can pay by credit/debit card or bank account/ACH
  - Agency Bill customers – should only pay by bank account/ACH



Payment

Account Payment Confirmation Receipt

Total Amount of $50000.00

Bill Amount
$131,271.64

View Invoice

Due Date
09/06/2018

Payment Amount
50000.00

Payment Method
Bank Account

Bank Account Type
Checking

Name on Account
Tester

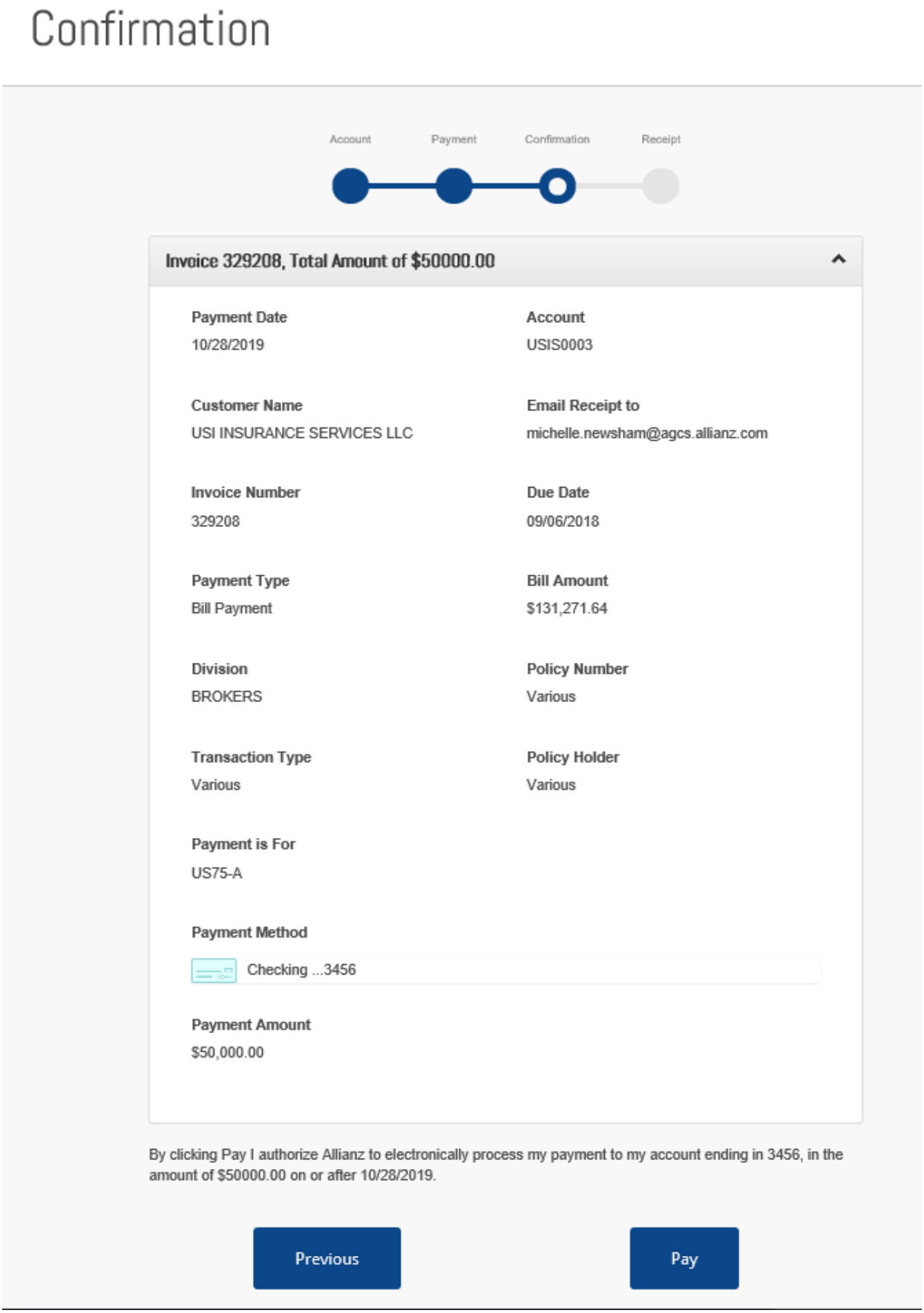
Bank Routing Number
121301028
BANK OF HAWAII

Bank Account Number
123456

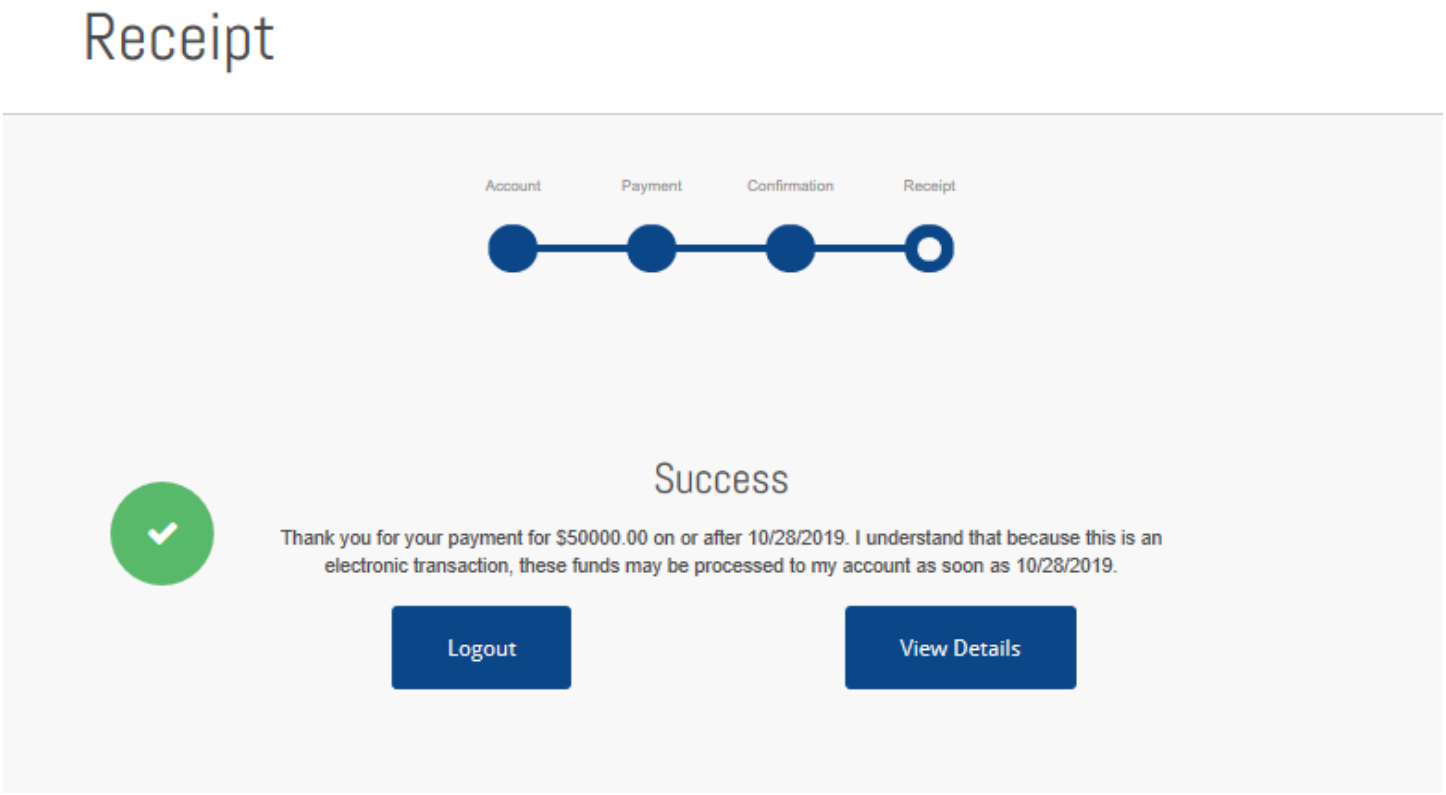
Confirm Account Number
123456

Previous Next

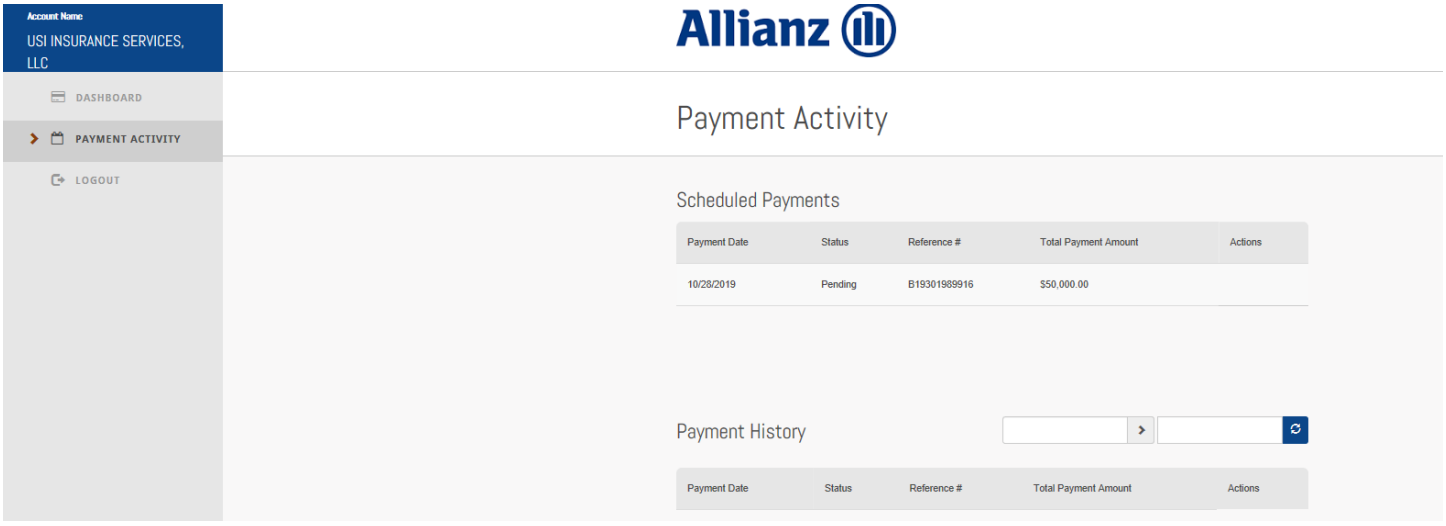
If all information on the Confirmation screen is correct, user needs to click “Pay” to process/complete payment



Once payment is successfully processed, user will see the Receipt page. This page means payment is complete.



After the payment is made, the user can see the payment on their “Payment Activity” screen



Customer will receive confirmation email for their records

Mon 10/28/2019 4:09 PM

InformationServices@aliaswire.com

Allianz Alert: Payment Initiated

To Newsham, Michelle (AGCS)

Your payment to Allianz has been initiated.

Biller Name: Allianz
Payment Date: 10/28/2019
Amount Paid: $50,000.00
Payment Method: Bank Account ending in ****3456
Reference Number: B19301989916

This payment will be applied to your account with Allianz ending in ****0003

You authorized Allianz to process a payment from your Bank Account ending in ****3456.
If you have any questions about this transaction please contact Allianz during business hours.

AGCS Customer Service:
Phone number: 1-800-882-6919
Email: billing@agcs.allianz.com.