

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

Global Offices > AGCS United States - Billing Support

Billing Services

Contact us

AGCS Policies
billing@agcs.allianz.com
+1.800. 882. 6919

Fireman's Fund Policies
service@ffic.com
+1.800. 527. 5787

Make online payment

→ DIRECTBILLER PAYMENT PORTAL

→ BACK TO AGCS UNITED STATES

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”



Are you a registered user?

Welcome back! Please sign in here to access your billing account.

Username

Username

Username created at registration

Password

Password

Password created at registration

Login

Forgot your password?

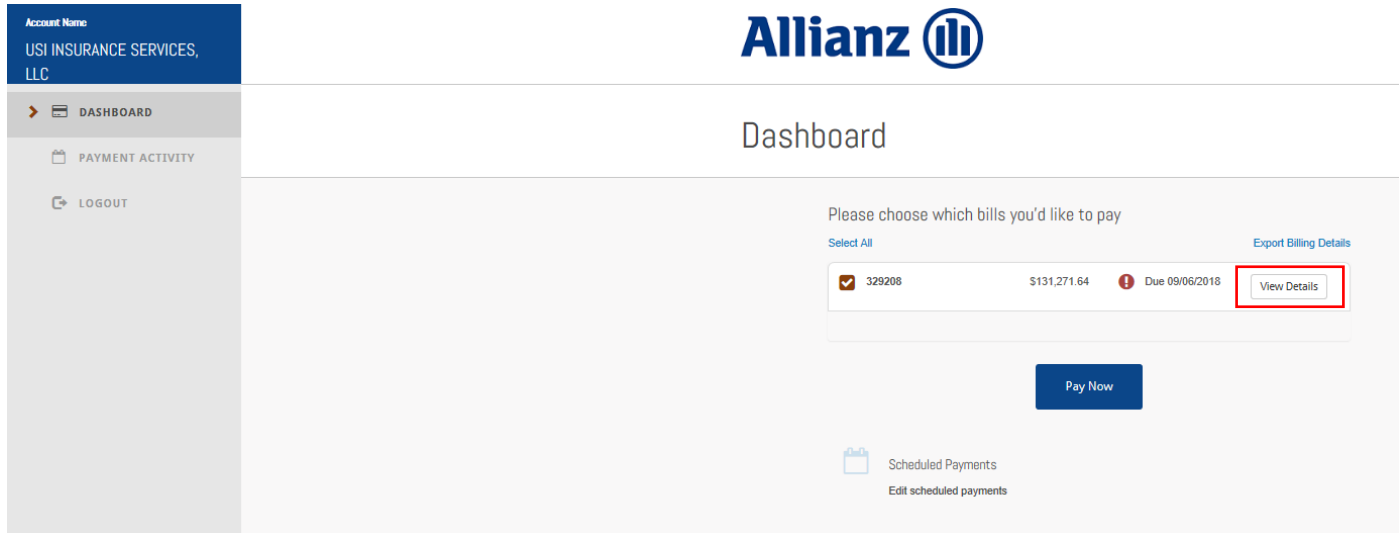
One Time Payment Register Now

Powered by Aliaswire

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

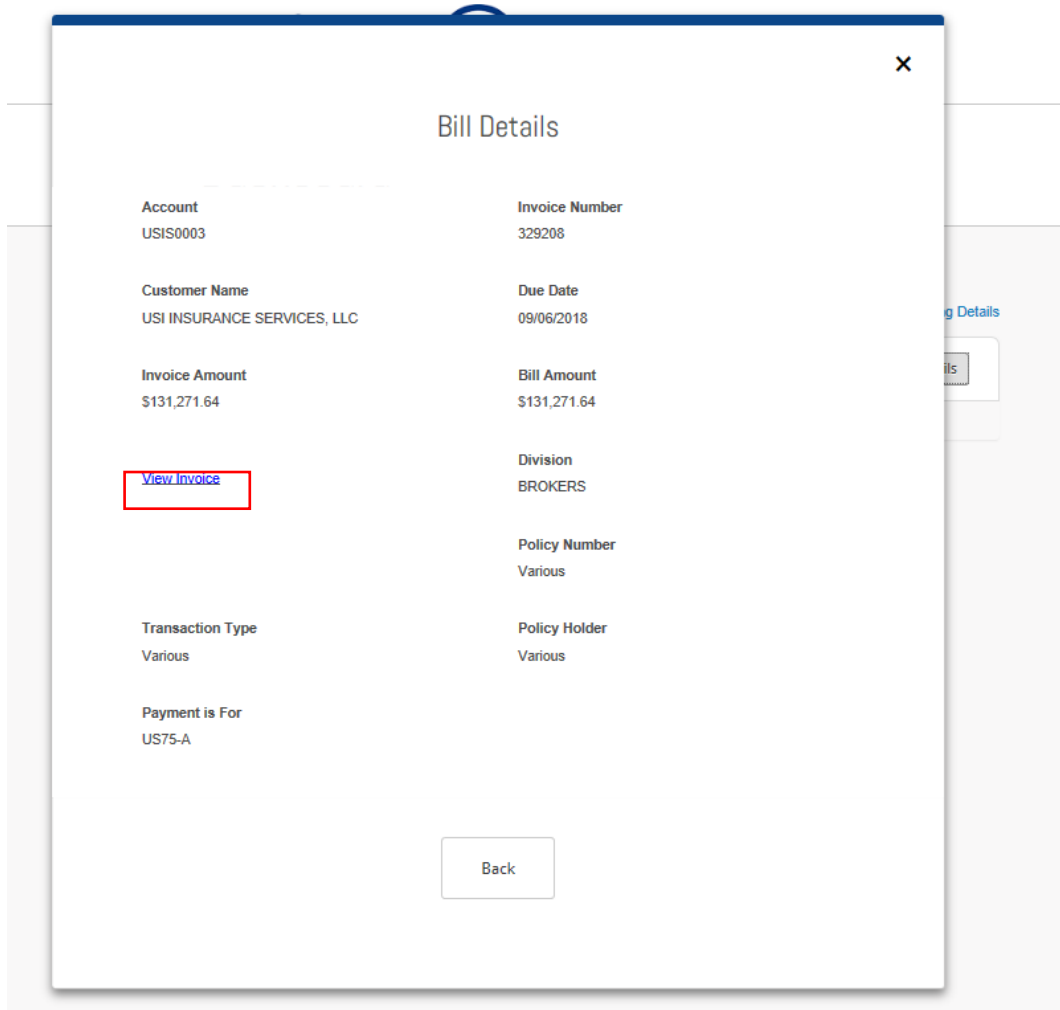


The screenshot shows the Allianz dashboard for USI INSURANCE SERVICES, LLC. The account name is displayed in the top left. The dashboard title is "Dashboard". A section titled "Please choose which bills you'd like to pay" contains a table with one bill entry: 329208, amount \$131,271.64, due date 09/06/2018. A "View Details" button is highlighted with a red box. Below the table is a "Pay Now" button. At the bottom, there is a "Scheduled Payments" section with a link to "Edit scheduled payments".

Invoice Number	Amount	Due Date	Action
329208	\$131,271.64	09/06/2018	View Details

Bill Details screen will be displayed

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



The screenshot shows the "Bill Details" screen. It displays the following information:

Account	USIS0003	Invoice Number	329208
Customer Name	USI INSURANCE SERVICES, LLC	Due Date	09/06/2018
Invoice Amount	\$131,271.64	Bill Amount	\$131,271.64
View Invoice		Division	BROKERS
		Policy Number	Various
Transaction Type	Various	Policy Holder	Various
Payment is For	US75-A		

A "Back" button is located at the bottom of the screen.

Register Now

- Complete below screens



New User Registration

Accounts Security Profile Payment Methods

Account Nickname

Nickname

Give this account a short name to help you identify it throughout the system. ex "Broker Name"

Billing ID/Broker Code

Billing ID/Broker Code

Please enter your Billing ID or Broker Code

Cancel Next



New User Registration

Accounts Security Profile Payment Methods

Account Nickname

Broker Name

Give this account a short name to help you identify it throughout the system. ex "Broker Name"

Billing ID/Broker Code

MARS0096

Please enter your Billing ID or Broker Code

Cancel Next



Personal Information

First Name

Last Name

email

Phone

Account Information

Username

New password

Confirm new password

Your Password must be between 8 and 16 alphanumeric values and contain at least one digit with upper and lower case letters.

Challenge Questions

Question 1

Answer 1

Question 2

Answer 2

You may be asked to answer one or more of these questions to recover your login information or verify your identity.

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

Accounts Security Profile Payment Methods

● — ● — ○

[Skip this step](#)
You can add payment methods later by clicking on PROFILE in the main nav

Add Payment Method

Payment Method
Credit/Debit Card

Card Number
15 or 16 digit number

Name on card

Expiration Month

Expiration Year

CVV Code

Cancel Previous Next

Accounts Security Profile Payment Methods

● — ● — ○

[Skip this step](#)
You can add payment methods later by clicking on PROFILE in the main nav

Add Payment Method

Payment Method
Bank Account

Bank Account Type
Checking

Name on Account

Bank Routing Number

Bank Account Number

Confirm Account Number

Cancel Previous Next

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



Are you a registered user?

Welcome back! Please sign in here to access your billing account.

Username

Username created at registration

Password

Password created at registration

[Login](#)

[Forgot your password?](#)

[One Time Payment](#) [Register Now](#)

Powered by Aliaswire

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 screenshot of the Allianz user dashboard. At the top left, a dark blue header shows the user name "John Tester". Below this is a navigation menu with options: DASHBOARD (selected), AUTOMATIC PAYMENTS, PAYMENT ACTIVITY, PROFILE, and LOGOUT. The main content area features the Allianz logo and the word "Dashboard". A central message states "No Bills to pay". Below this are three interactive cards: "Scheduled Payments" with a calendar icon and a link to "Edit scheduled payments"; "Automatic Payments" with a circular arrow icon and a link to "Manage your Automatic Payment Plans"; and "Profile" with a person icon and a link to "Edit your account information, payment methods and other important features".

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

Allianz

Automatic Plans

Account	Payment Method	Amount	Frequency	Start	End	Actions
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[Add a Plan](#)

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

Allianz

Payment Activity

Scheduled Payments

Payment Date	Status	Reference #	Total Payment Amount	Actions
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Payment History

Payment Date	Status	Reference #	Total Payment Amount	Actions
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The user can update/change their profile information by selecting “Profile” in the left menu

Allianz

Profile

- Security Profile**
Update your personal information (name, email, mobile phone, password, and challenge questions)
- Payment Methods**
Add new or edit your existing credit card, debit cards and bank accounts.
- Billing Accounts**
Update your Account Nickname with your Account ID and PIN
- Notification Settings**
Adjust how you are notified regarding your payments.
- Message Center**
View important messages sent to you by our system.
- Delete Profile**
Permanently close your online payment account and delete your billing profile.

Making a Payment

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

- Click Pay Now



Dashboard

Please choose which bills you'd like to pay

[Select All](#) [Export Billing Details](#)

<input checked="" type="checkbox"/> 329208	\$131,271.64	Due 09/06/2018	View Details
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[Pay Now](#)

Scheduled Payments
[Edit scheduled payments](#)

- Enter email address for payment notification email

Account

Account Payment Confirmation Receipt

Account #USIS0003

Account
USIS0003

Account Name
USI INSURANCE SERVICES LLC

Invoice Number
329208

Email Address

Division
BROKERS

Policy Number
Various

Transaction Type
Various

Policy Holder
Various

Payment is For
US75-A

[Next](#)

- 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



Total Amount of \$50000.00 ^

Bill Amount
\$131,271.64 [View Invoice](#)

Due Date
09/06/2018

Payment Amount

Payment Method

Card Number **Name on card**

Expiration Month **Expiration Year**

CVV Code

Previous

Next

Payment



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

Confirmation

Account Payment **Confirmation** Receipt



Invoice 329208, Total Amount of \$50000.00 ^

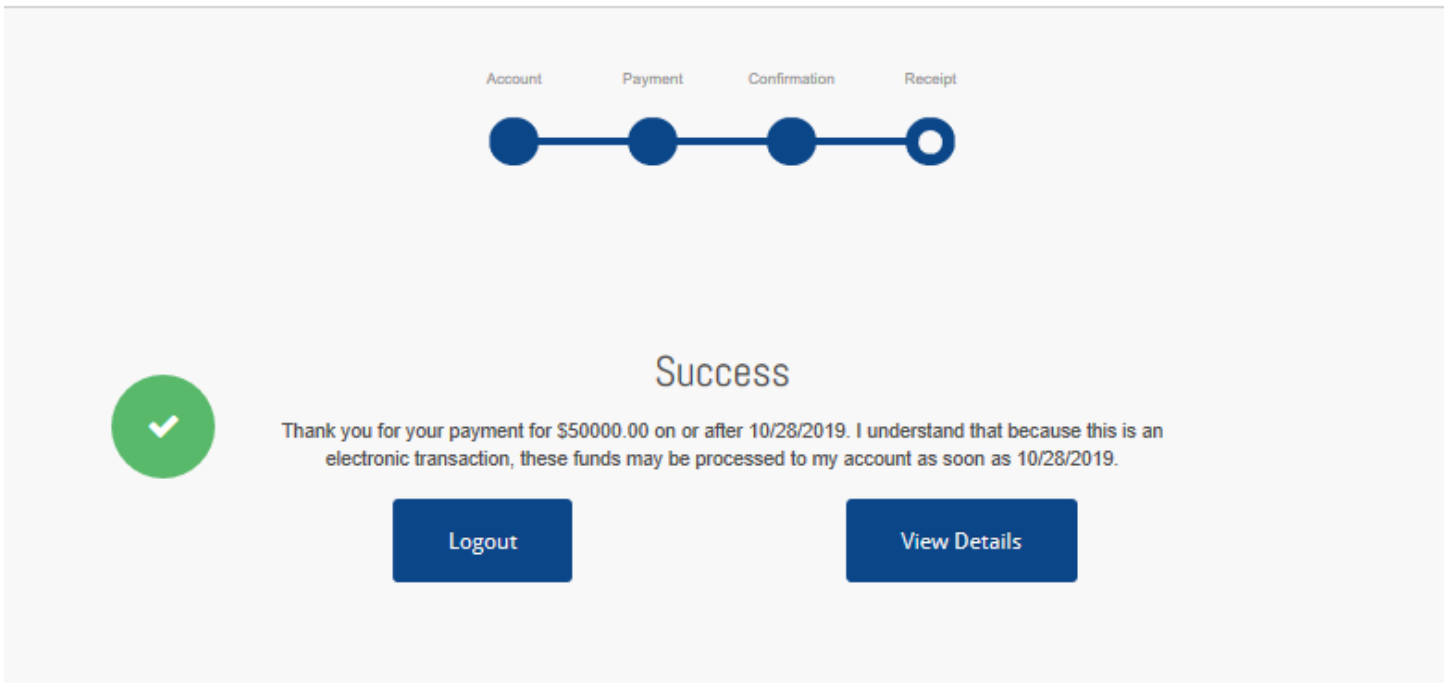
Payment Date 10/28/2019	Account USIS0003
Customer Name USI INSURANCE SERVICES LLC	Email Receipt to michelle.newsham@agcs.allianz.com
Invoice Number 329208	Due Date 09/06/2018
Payment Type Bill Payment	Bill Amount \$131,271.64
Division BROKERS	Policy Number Various
Transaction Type Various	Policy Holder Various
Payment is For US75-A	
Payment Method  Checking ...3456	
Payment Amount \$50,000.00	

By clicking Pay I authorize Allianz to electronically process my payment to my account ending in 3456, in the amount of \$50000.00 on or after 10/28/2019.

Previous Pay

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

Receipt



The receipt page features a progress bar at the top with four steps: Account, Payment, Confirmation, and Receipt. The 'Receipt' step is highlighted with a white circle, indicating completion. Below the progress bar is a green checkmark icon and the word 'Success'. A message of gratitude follows, mentioning a payment of \$50,000.00 on or after 10/28/2019. Two buttons, 'Logout' and 'View Details', are positioned at the bottom.

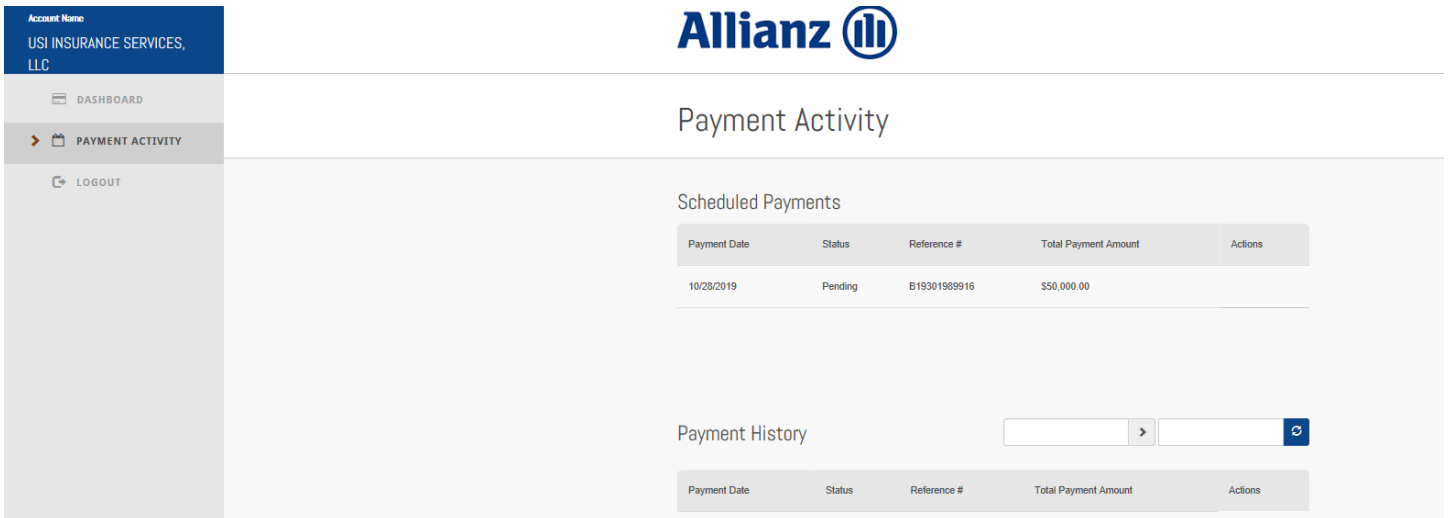
Account Payment Confirmation Receipt

Success

Thank you for your payment for \$50000.00 on or after 10/28/2019. I understand that because this is an electronic transaction, these funds may be processed to my account as soon as 10/28/2019.

Logout View Details

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



The Payment Activity screen displays the Allianz logo and a sidebar with navigation options: DASHBOARD, PAYMENT ACTIVITY (selected), and LOGOUT. The main content area shows the title 'Payment Activity' and a section for 'Scheduled Payments' with a table. Below the table is a 'Payment History' section with a search filter and a refresh button.

Account Name
USI INSURANCE SERVICES, LLC

DASHBOARD
PAYMENT ACTIVITY
LOGOUT

Allianz

Payment Activity

Scheduled Payments

Payment Date	Status	Reference #	Total Payment Amount	Actions
10/28/2019	Pending	B19301989916	\$50,000.00	

Payment History

Payment Date Status Reference # Total Payment Amount Actions

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.