

### Agency Billed Business (New or Renewal Billing)

1. Locate the correct client, and policy number. Enter the policy via the hyperlink. (If you were already working with this policy, simply begin with step 2 below. You do not need to exit and re-enter the policy.)
2. Check that the Effective Date and Transaction at the top left of the screen agrees with the date of the transaction about to be billed. In the Transaction Premiums section check that the premium line(s) agrees with the amount to be invoiced. Premium should not include fees, surplus lines tax or other non-premium items.

Note on package premium setup and invoicing:

AMS will invoice the premiums entered on the various Lines of Business on the premium tab. The agency likes to see Package policies set up as follows in the Transaction Premiums section, and invoiced as Packages.

LOB	Premium	Include	How Billed
General Liability	5,000	N	Not Billable
Commercial Property	3,000	N	Not Billable
Inland Marine	2,000	N	Not Billable
Package	10,000	Y	Customer Center

In this example, the system will pull the \$10,000 into invoicing and ignore the first three lines.

3. In the Transaction Fees, Taxes, Finance and Down Payments section enter a line with the New hyperlink for any additional items that need to be included on the invoice. For financing, choose the charge type: PF-FC Pays Agency, PF-FC pays Insurance/Brokerage Co., or PF-FC<sup>1</sup> by Insurance/Brokerage Co. as fits the situation. In the amount box enter the amount of the finance company's payment as a negative number.
4. When steps 2 and 3 are complete, verify the pay plan information and click the Create Invoice hyperlink in the Invoicing section.
5. Check that the correct transaction information is being pulled to the bill by verifying data in the Policy Transaction section of the bill.

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<sup>1</sup> PF=Premium Financed FC=Finance company

6. Check the amount and commission rate in the Invoice Transaction section. If commission rate is incorrect or missing, double-click on the line (or click on the Edit hyperlink) and correct rate or enter commission dollar amount. If the premium amount is wrong, cancel billing and begin again with verification steps 2 and 3. The premium pulled to billing is a direct result of the entry made in the Transaction Premiums and Transaction Fees sections. It should not be changed from within the invoice screens.
7. Check installment distribution by looking at the Invoice Installment Summary section. Installments should agree with company distribution—if they do not, change them so that they do! You must change them by moving the Next and Previous ▶'s at the top right of the invoice. Doing this changes the line displayed in the Invoice Transaction section. You may also change the description of each installment in this area, if desired.
8. For financed billings and all policy fees, surplus lines tax , or other miscellaneous charges:
  - The total amount billed field at top left in the Policy Transactions section should total the amount of the customer's down payment if financed, and should include any taxes and fees added.
9. Post or Post and Print the invoice.

Note: Printing of agency billed invoices can be prevented by entering the Bill To section of the main invoice screen and unchecking the PRINT INVOICE box.

## Agency Billed Business (Endorsement, cancellation or 2<sup>nd</sup> billing)

1. Locate the correct client, and policy number. Enter the policy via the hyperlink. (If you were already working with this policy, simply begin with step 2 below. You do not need to exit and re-enter the policy.)
2. Check that the Effective Date and Transaction at the top agrees with the date of the transaction about to be billed. In the Transaction Premiums section check that the premium line(s) agrees with the amount to be invoiced. On an endorsement, enter only the premium for the endorsement for the current year in the Premium field. Premium should not include fees, surplus lines tax or other non-premium items.
3. In the Transaction Fees, Taxes, Finance and Down Payments section enter a line with the New hyperlink for any additional items as described that need to be included on the invoice. For financing, choose the charge type: PF-FC Pays Agency, PF-FC pays Insurance/Brokerage Co., or PF-FC<sup>2</sup> by Insurance/Brokerage Co. as fits the situation. In the amount box enter the amount of the finance company's payment as a negative number.
4. When steps 2 and 3 are complete, verify the pay plan information and click the Create Invoice hyperlink in the Invoicing section.
5. Check that the correct transaction information is being pulled to the bill by verifying data in the Policy Transaction section of the bill.
6. Check the amount and commission rate in the Invoice Transaction section. If commission rate is incorrect or missing, double-click on the line (or click on the Edit hyperlink) and correct rate or enter commission dollar amount. If the premium amount is wrong, cancel billing and begin again with verification steps. The premium pulled to billing is a direct result of the entry made in the Transaction Premiums and Transaction Fees sections. It should not be changed from within the invoice screens.
7. Check the installment distribution by looking at the Invoice Installment Summary section. Installments should agree with company distribution—if they do not, change them so that they do! You must change them by moving the Next and Previous ▶'s at the top right of the invoice. Doing this changes the line displayed in the Invoice

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<sup>2</sup> PF=Premium Financed FC=Finance company

Transaction section. You may also change the description of each installment in this area, if desired.

8. For financed billings and all policy fees, surplus lines tax , or other miscellaneous charges:
  - The total amount billed field at top left in the Policy Transactions section should total the amount of the customer's down payment if financed, and should include any taxes and fees added
9. Post or Post and Print the invoice.

**Note on Installments:** If original billing was on installments pay close attention to the Premium To Bill On Effective Date field in the Invoicing section of the policy. *If it contains the same number as the endorsement premium it is possible that no installments will be used, even if installments are selected under the Payment Plan field. To use installments, change this field to show only the amount of premium due on the effective date of the endorsement—AMS will automatically spread the remainder of the premium over the remaining installments.*

Note on financed cancellation billings: If this is a financed cancellation, the return premium on the premium line will be a negative number. The financed amount will be a positive number up to the amount of the return premium, but should not exceed the original value of the finance agreement.

For example, if a policy had originally been written for \$10,000 and the finance company paid \$8,000, the original billing would have reflected that premium and the amount financed would have been a negative number. When the policy is canceled, and the return premium is \$9,000, that amount will now be entered as a negative number in the Premium field, and \$8,000 (the maximum because it is the amount originally financed) will be a positive number in the PF line of the Transaction Fee section. This will make the net bill to the insured a \$1,000 credit, which the agency owes back from the down payment. Any additional return premium will be given by the finance company. However, if the return premium had been \$7,500, the premium line would be negative \$7,500 and the PF line would be positive \$7,500, as that is less than the original finance agreement. The bill would total zero, and the agency would owe no return premium—it would all be determined by the finance company.

## Billing Corrections

Once the invoicing has been done, there are two ways to correct the billing. To determine whether to void or correct an invoice, or simply invoice an additional amount, consider what is required in the “real world” rather than the system. For instance, the difference between the first and second choices below is really whether the insured has paid the original invoice, and thus what the new invoice needs to be for the insured.

Needed in World	Choice In AMS 360
New invoice for full amount	Void, change premium and rebill
New invoice for difference	Change premium and Create Invoice
Correct Commission or date	Correct Invoice

### Void

Voiding completely removes the original invoicing from the system. To void an invoice, use the V smart button on the register next to the invoice. Invoices should always be voided AS OF TODAY. Once the void has been posted, the transaction premium or fees can be adjusted and the Create Invoice link can be used to rebill the policy for the correct amount.

### Correct Invoice

The correct invoice smart button CI, can be used to change commission and transaction effective date, either for the agency or the producer.

### Bill an Additional Amount

To bill an additional amount, simply change the transaction premium or add fees, and then use the Create Invoice link to create an invoice for only the difference.

### Bill a Reduction to Premium or Fee Amount

Change the transaction premium or fees to the reduced amount and use the Create Invoice link to create a credit invoice for only the difference.