

# How to Use Express Pay

## Quick Reference



This quick reference shows you how to use **Express Pay** to pay a bill.

### INFORMATION NEEDED TO PAY A BILL

When making the initial/first down payment on a New Business or Renewal Quote, use the 8-digit Quote Number in the **Quote/Policy Number** field on the Express Pay form. After the initial down payment is made, use the 9-digit policy number. For example:

- To pay an initial New Business Down Payment, you must use the 8-digit Quote Number:
  - Found on Quote Proposal sent to Insured
  - Found on Quote Proposal in **History** section in eServices **Accounts | Policy Snapshot** (Paper Icon with Q) (Agent Only)
  - If there is no Quote Proposal Paper Icon, Agent must call Chesapeake Employers to retrieve quote number from Billing (Agent Only)
- To pay an initial Renewal Down Payment, you must use the 8-digit Quote Number:
  - Found on Quote Proposal sent to Insured
  - Found on Quote Proposal in **History** section in eServices **Accounts | Policy Snapshot** (Paper Icon with Q) (Agent Only)
  - If there is no Quote Proposal Paper Icon, Agent must call Chesapeake Employers to retrieve quote number from Billing (Agent Only)
- To pay a Regular Installment after an initial down payment has been made, you must use the 9-digit Policy Number. The policy number is seven digits long with a two-digit term suffix indicating the term of the policy. For example:
  - 276896500 00 indicates a new policy
  - 276896503 03 indicates third renewal
  - Found on Premium Invoice sent to Insured
  - Found in eServices on the Policy screen

Click on **Where is This?** to see examples on where to find Quote numbers and Policy numbers.

The screenshot shows the 'Express Pay' form at 'STEP 1 OF 4'. The form has four tabs: 'Policy Lookup' (highlighted in yellow), 'Payment Info', 'Review', and 'Confirmation'. Below the tabs, there are two input fields. The first field is labeled 'QUOTE/POLICY NUMBER' and has a red box around the 'Where is this?' link. The second field is labeled 'POLICY EFFECTIVE DATE' with the format 'MM/DD/YYYY' and also has a 'Where is this?' link.

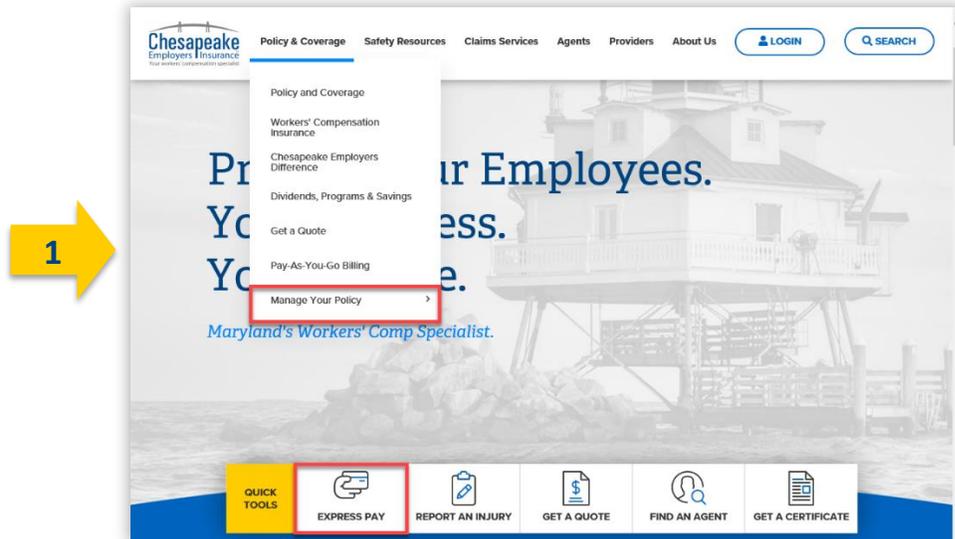
# How to Use Express Pay Quick Reference

## ACCESSING AND USING EXPRESS PAY

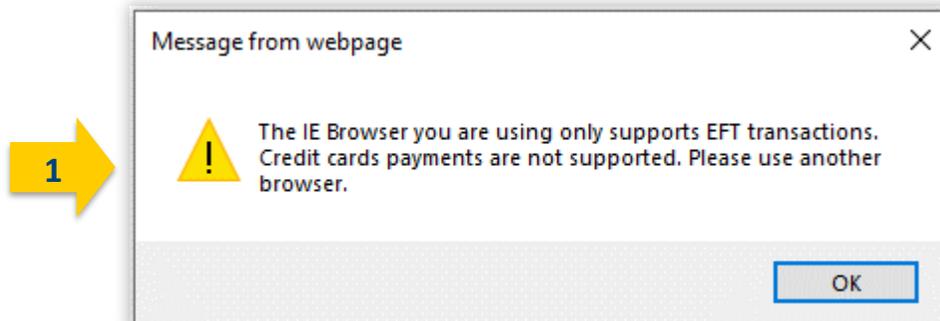
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To access Express Pay on the Chesapeake Employers' website, select the **EXPRESS PAY** option from the **QUICK TOOLS** menu **OR** select **Manage Your Policy** from the **Policy & Coverage** menu.



**Note:** Express Pay does not support the IE (Internet Explorer) web browser for making payments via credit card. If you are using the IE browser when you open Express Pay, you will receive the following message and will only be able to pay via EFT:



If you would like to use the credit card function in Express Pay, you will need to exit and use a different browser (for example Edge, Chrome, or Firefox) to access the Chesapeake Employers' website and reopen Express Pay.

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On the **Express Pay** screen:

- If paying a New Business Quote or a Renewal Quote, enter your 8-digit Quote number in the **QUOTE/POLICY NUMBER** field.
- If paying on a Policy, enter your 9-digit Policy number in the **QUOTE/POLICY NUMBER** field.
- Enter the effective date of the Policy or Quote in the **POLICY EFFECTIVE DATE** field.
- Click the **I'm not a robot** check box and follow any instructions for reCAPTCHA.
- Click the **Next** button.



STEP 1 OF 4

### Express Pay

Policy Lookup | Payment Info | Review | Confirmation

QUOTE/POLICY NUMBER: 507342204 | POLICY EFFECTIVE DATE: 07/15/2019

Where is this? | Where is this?

I'm not a robot | reCAPTCHA

NEXT

Common Questions

- What is Express Pay? +
- When will my payment be posted? +
- Can I pay partial amounts with different payment methods? +
- Can I select a future payment date? +
- How do I delete or change a payment I just made? +

Load More +

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**Note:** To help you locate your Quote or Policy number, as well as Policy effective date, click on the **Where is This** links. You can also click on the plus signs (+) under **Common Questions** to obtain helpful information about Express Pay.

# How to Use Express Pay

## Quick Reference

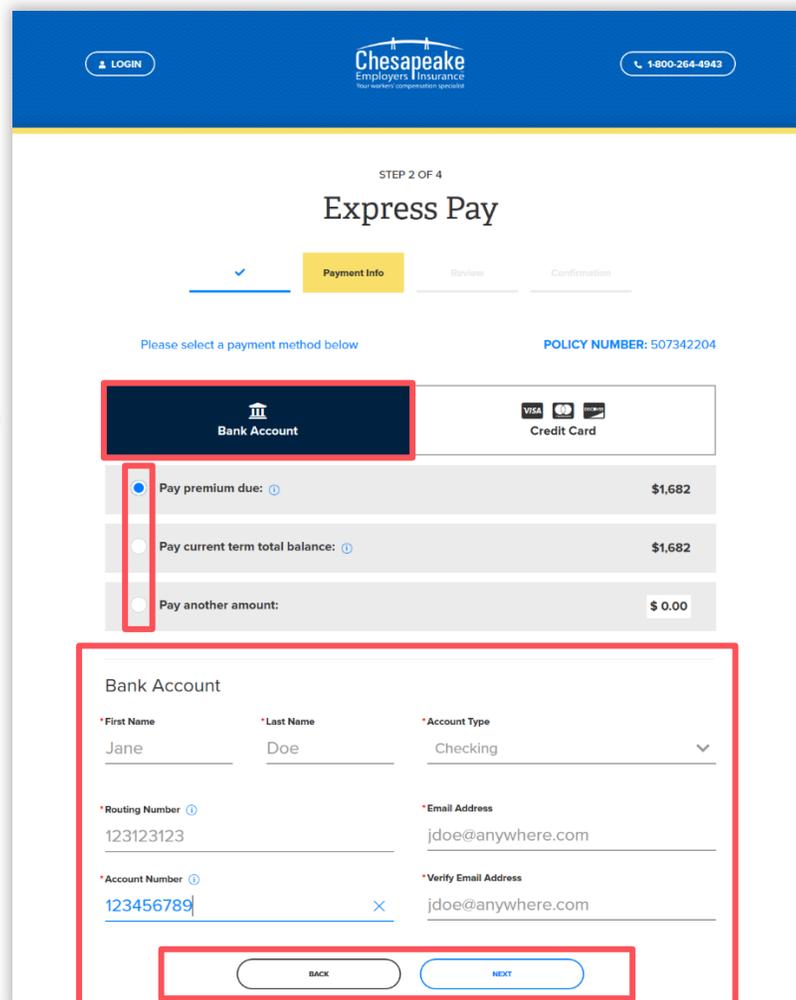
### To PAY BY EFT USING A BANK ACCOUNT

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To pay using your bank account, select the **Bank Account** option.

- If you want to pay your current policy term installment amount (which does not include any prior policy term past due amounts as a result of audits or non-payments), select the **Pay premium due** option.
  - If you want to pay the total amount remaining on your current policy term (which does not include any prior policy term past due amounts as a result of audits or non-payments), select the **Pay current term total balance** option.
  - If you want to pay a specific amount of your choice, select the **Pay another amount** option and enter the amount in the box.
  - Enter the required information in the fields on the screen.
- Note:** Click the blue information icons for help completing the screen.
- Click the **BACK** button if you need to fix any previous information entered.
  - Click the **NEXT** button to proceed to the next screen.



STEP 2 OF 4

## Express Pay

Payment Info | Review | Confirmation

Please select a payment method below

POLICY NUMBER: 507342204

**Bank Account** | Credit Card

Pay premium due: \$1,682

Pay current term total balance: \$1,682

Pay another amount: \$ 0.00

Bank Account

\*First Name: Jane | \*Last Name: Doe | \*Account Type: Checking

\*Routing Number: 123123123 | \*Email Address: jdoe@anywhere.com

\*Account Number: 123456789 | \*Verify Email Address: jdoe@anywhere.com

BACK | NEXT

# How to Use Express Pay Quick Reference



## 4 Review the information you have entered:

- If the information is correct, click the blue **Terms and Conditions** link and read the information. After reading the information, select the **I have read and agree to the following** check box and click the **SUBMIT PAYMENT** button.
- If the information is not correct, click the **BACK** button to go back and fix any errors.



STEP 3 OF 4

### Express Pay

Review

Review Your Payment POLICY NUMBER: 507342204

Payment Amount	\$1,682
Payment Date	2/20/2020 5:06 PM
Payment Method	Bank Account - Checking
Confirmation Email	jdoe@anywhere.com

I have read and agree to the following [Terms and Conditions.](#)

[BACK](#) [SUBMIT PAYMENT](#)

[CONTACT US](#) [TERMS & CONDITIONS](#) [PRIVACY POLICY](#) Your workers' compensation specialist

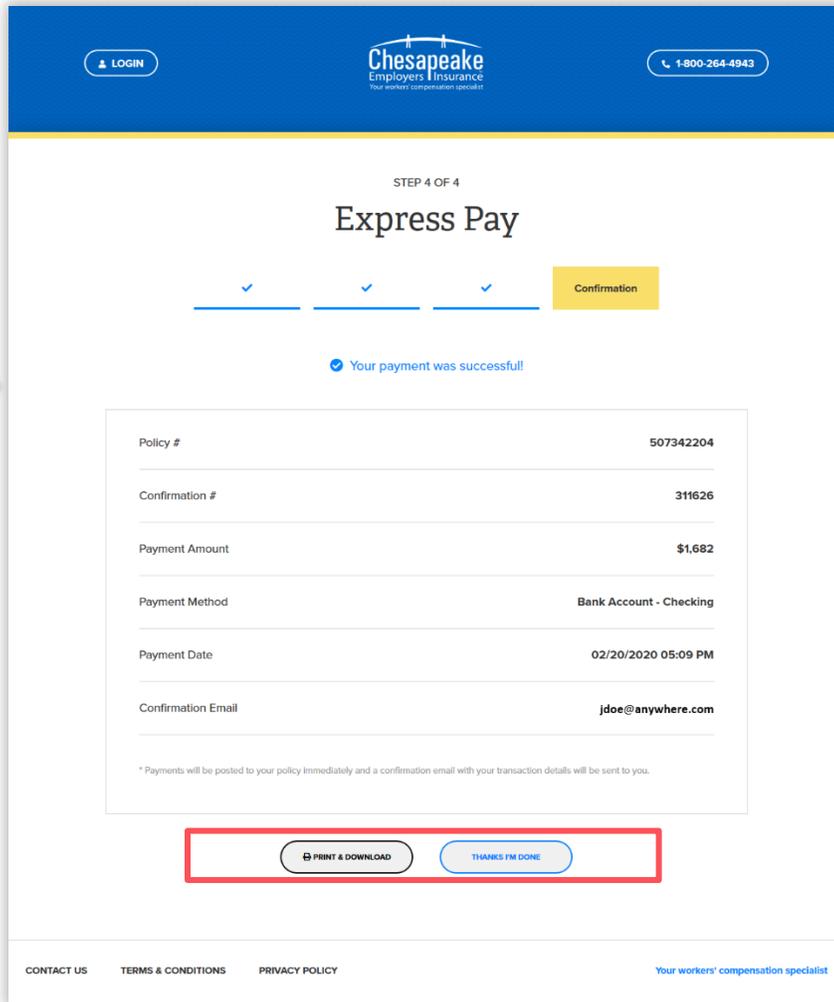
# How to Use Express Pay Quick Reference

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After submitting the information, the following confirmation message will display:

- If you would like to print the confirmation message, select the **PRINT & DOWNLOAD** button.
- If you are finished with the transaction, click the **THANKS I'M DONE** button.



The screenshot shows the Express Pay confirmation page. At the top, there is a blue header with a 'LOGIN' button, the Chesapeake Employers Insurance logo, and a phone number '1-800-264-4943'. Below the header, it says 'STEP 4 OF 4' and 'Express Pay'. There are four progress indicators, with the fourth one highlighted in yellow and labeled 'Confirmation'. A blue checkmark icon and the text 'Your payment was successful!' are displayed. Below this is a table with the following details:

Policy #	507342204
Confirmation #	311626
Payment Amount	\$1,682
Payment Method	Bank Account - Checking
Payment Date	02/20/2020 05:09 PM
Confirmation Email	jdoe@anywhere.com

Below the table, there is a note: '\* Payments will be posted to your policy immediately and a confirmation email with your transaction details will be sent to you.' At the bottom of the page, there are two buttons: 'PRINT & DOWNLOAD' and 'THANKS I'M DONE', both highlighted with a red border. The footer contains links for 'CONTACT US', 'TERMS & CONDITIONS', and 'PRIVACY POLICY', along with the tagline 'Your workers' compensation specialist'.

# How to Use Express Pay Quick Reference

- 6 ▶ You will receive the following confirmation email to the email address you provided:



We have received your payment!

Thank you for paying online using our **Express Pay** service. Please see your payment details below.

**Payment Details**

Policy #	507342204
Confirmation #	311626
Payment Amount	\$1682.00
Payment Date	02/20/2020 05:09 PM
Payment Method	Bank Account

If you did not make a payment on your policy, or if you paid in error, please contact our Customer Service Department at 1-800-264-4943.

**Chesapeake Employers' Insurance Company**  
Your Workers' Compensation Specialist  
[www.ceiwc.com](http://www.ceiwc.com)

# How to Use Express Pay

## Quick Reference

### To PAY BY CREDIT CARD

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To pay using a credit card, select the **Credit Card** option.

- If you want to pay your current policy term installment amount (which does not include any prior policy term past due amounts as a result of audits or non-payments), select the **Pay premium due** option.
- If you want to pay the total amount remaining on your current policy term (which does not include any prior policy term past due amounts as a result of audits or non-payments), select the **Pay current term total balance** option.
- If you want to pay a specific amount of your choice, select the **Pay another amount** option and enter the amount in the box.
- Click the **BACK** button if you need to fix any previous information entered.
- Click the **NEXT** button to go to the next screen.



STEP 2 OF 4

## Express Pay

Payment Info

Please select a payment method below

POLICY NUMBER: 204497823

Bank Account

Credit Card

Pay premium due: \$0

Pay current term total balance: \$232,302.60

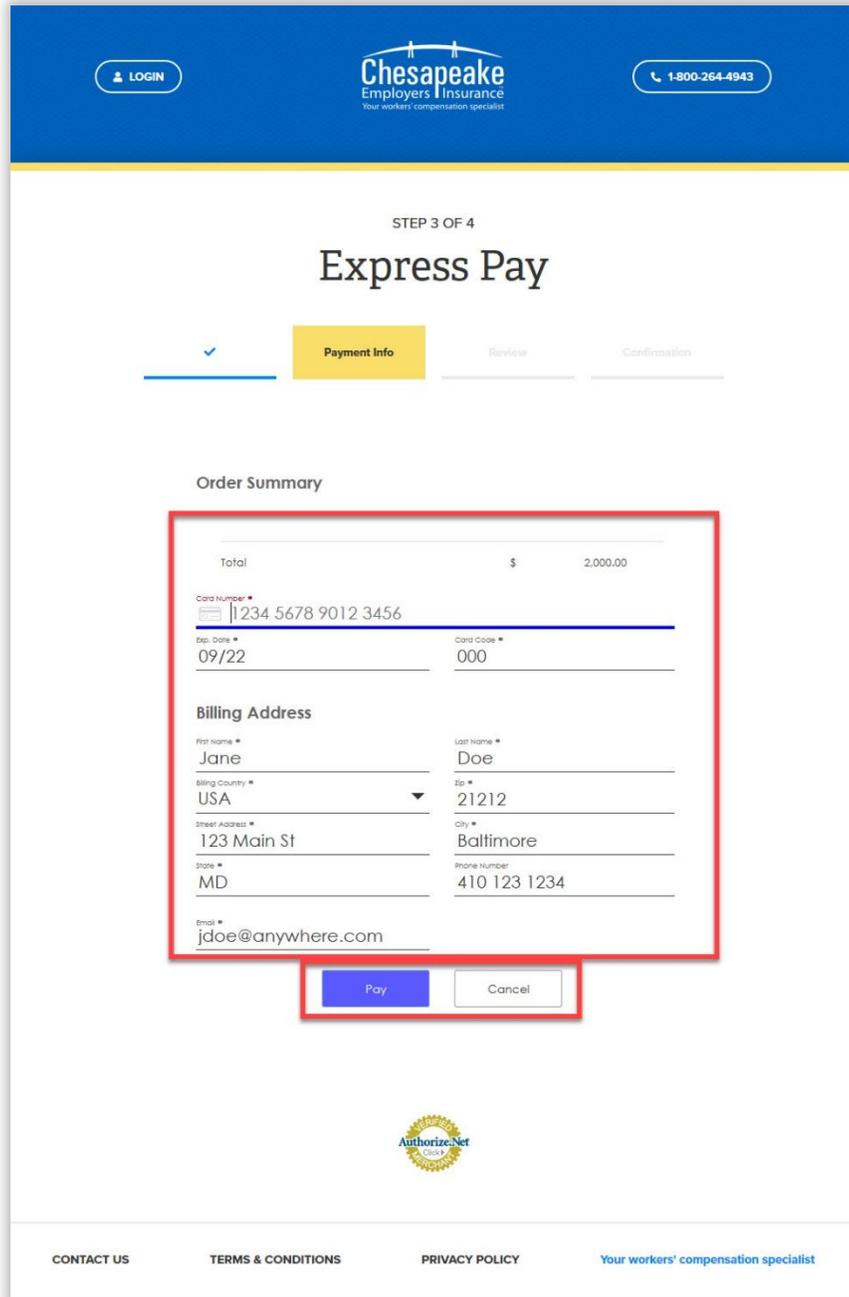
Pay another amount: \$ 2,000.00

BACK NEXT

CONTACT US TERMS & CONDITIONS PRIVACY POLICY Your workers' compensation specialist

# How to Use Express Pay Quick Reference

- 8 ▶ Enter the required information on the screen that displays and click the **Pay** button to submit your information or **Cancel** button to discard the transaction.



Chesapeake Employers Insurance  
Your workers' compensation specialist

1-800-264-4943

STEP 3 OF 4

## Express Pay

Payment Info

Review

Confirmation

### Order Summary

Total	\$	2,000.00
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Card Number \*  
1234 5678 9012 3456

Exp. Date \* 09/22 Card Code \* 000

### Billing Address

First Name \* Jane Last Name \* Doe

Billing Country \* USA ZIP \* 21212

Street Address \* 123 Main St City \* Baltimore

State \* MD Phone Number \* 410 123 1234

Email \* jdoe@anywhere.com

Pay Cancel

Authorize.Net  
Click

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After submitting the information, the following confirmation message will display:

- If you would like to print the confirmation message, select the **PRINT & DOWNLOAD** button.
- If you are finished with the transaction, click the **THANKS I'M DONE** button.



STEP 4 OF 4

### Express Pay

Confirmation

✔ Your payment was successful!

Policy #	204497823
Authorization Code	J4VBRC
Confirmation #	312004
Transaction ID	60138296266
Payment Amount	\$2,000
Payment Method	🏠 Visa Ending in XXXX0056
Payment Date	02/26/2020 11:33 AM
Confirmation Email	jdoe@anywhere.com

\* Payments will be posted to your policy immediately and a confirmation email with your transaction details will be sent to you.

**PRINT & DOWNLOAD**   **THANKS I'M DONE**

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# How to Use Express Pay Quick Reference

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



<b>Order Information</b>	
Description:	Goods or Services
Customer ID	204497823
<hr/>	
<b>Billing Information</b>	<b>Shipping Information</b>
Jane Doe 123 Main St Baltimore, MD 21212 11111 <a href="mailto:jdoe@anywhere.com">jdoe@anywhere.com</a> 410 123 1234	
<hr/>	
<b>Total: \$2000.00 (USD)</b>	
<hr/>	
<b>Payment Information</b>	
Date/Time:	26-Feb-2020 11:33:18 EST
Transaction ID:	60138296266
Payment Method:	Visa XXXX0056
Transaction Type:	Purchase
Auth Code:	J4VBRC
<hr/>	
<b>Merchant Contact Information</b>	
Orlando Pares Bellevue, WA 98004 US <a href="mailto:opares@ceiwc.com">opares@ceiwc.com</a>	