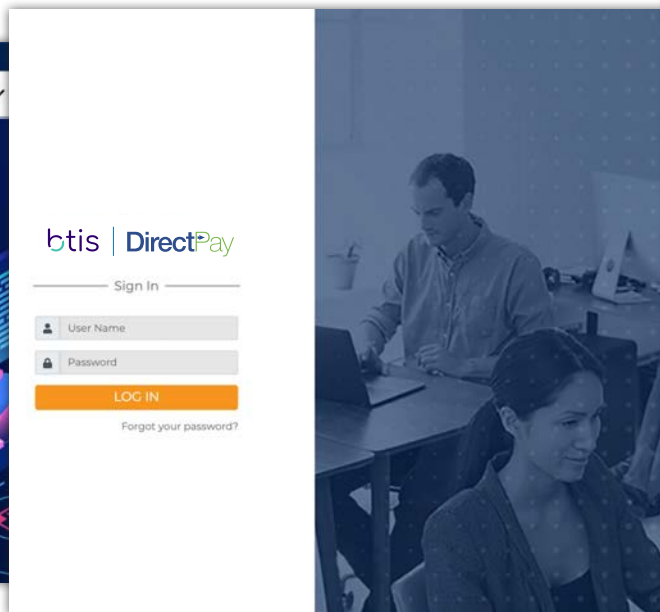
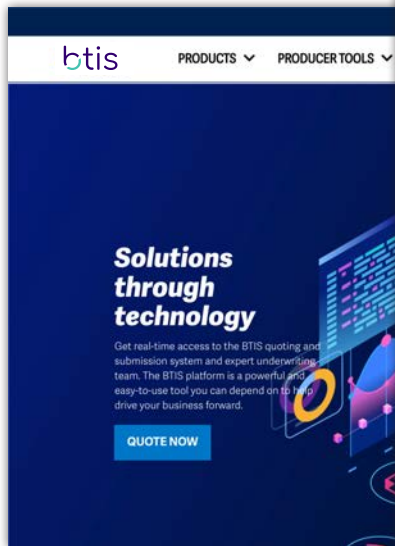


# btis | DirectPay

## User Guide

Manage your direct bill accounts online, anytime, anywhere.



## Introduction

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BTIS would like to welcome you to this brief User Guide for DirectPay Accounts. This guide is designed to help familiarize you with the process, features and options available.

**At a high level you and your staff will be able to:**

- › Select the direct billing option and enter payment information
- › View detailed account information
- › Manage digital notice delivery
- › View and print reports
- › View and print previously generated documents
- › Enter one-time electronic check and credit card payments
- › Set up and manage recurring payment options

# Contents

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- 4 | Welcome to BTIS DirectPay
- 5 | Logging into the Portal
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## Using the BTIS DirectPay Portal

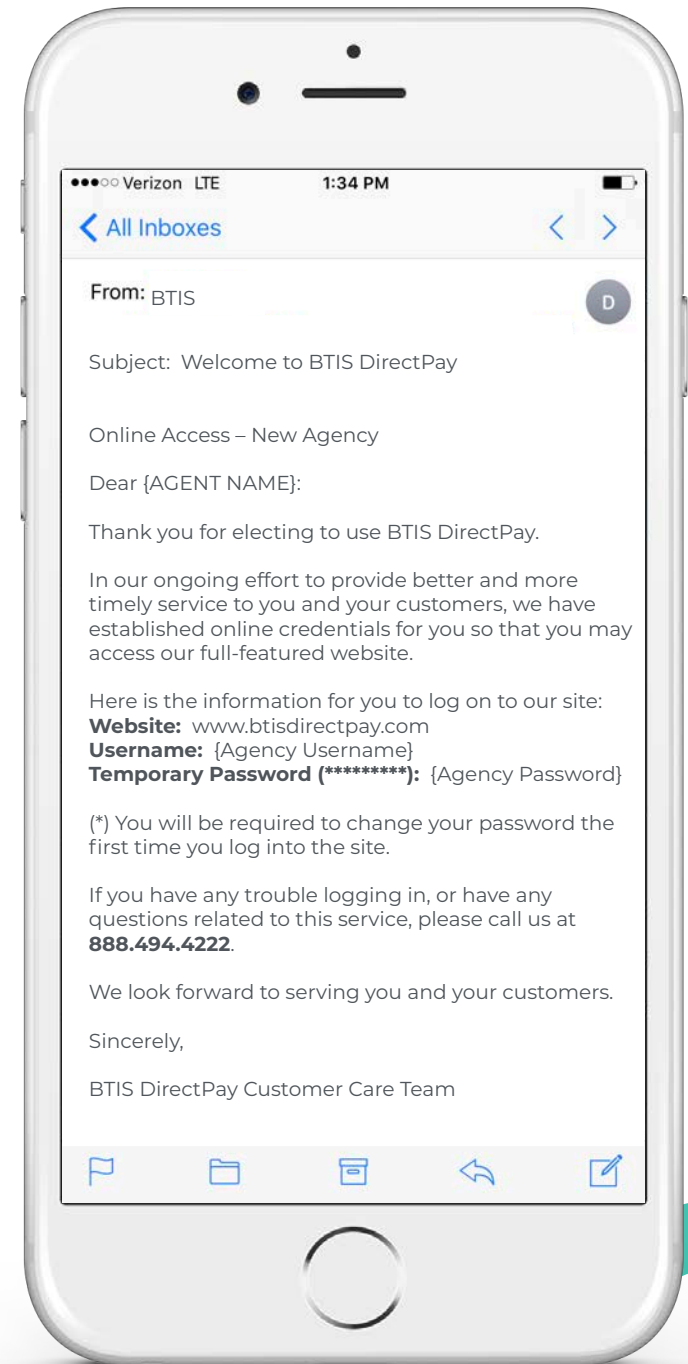
- 7 | Locating Customer Accounts
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## Contact Information

## Welcome to DirectPay

BTIS DirectPay automatically greets all new agents with an informative email that outlines the details of their new service. It also delivers important account details.

- › A uniquely addressed welcome message
- › Custom login information
- › Support details and contact information
- › Instructions to change password



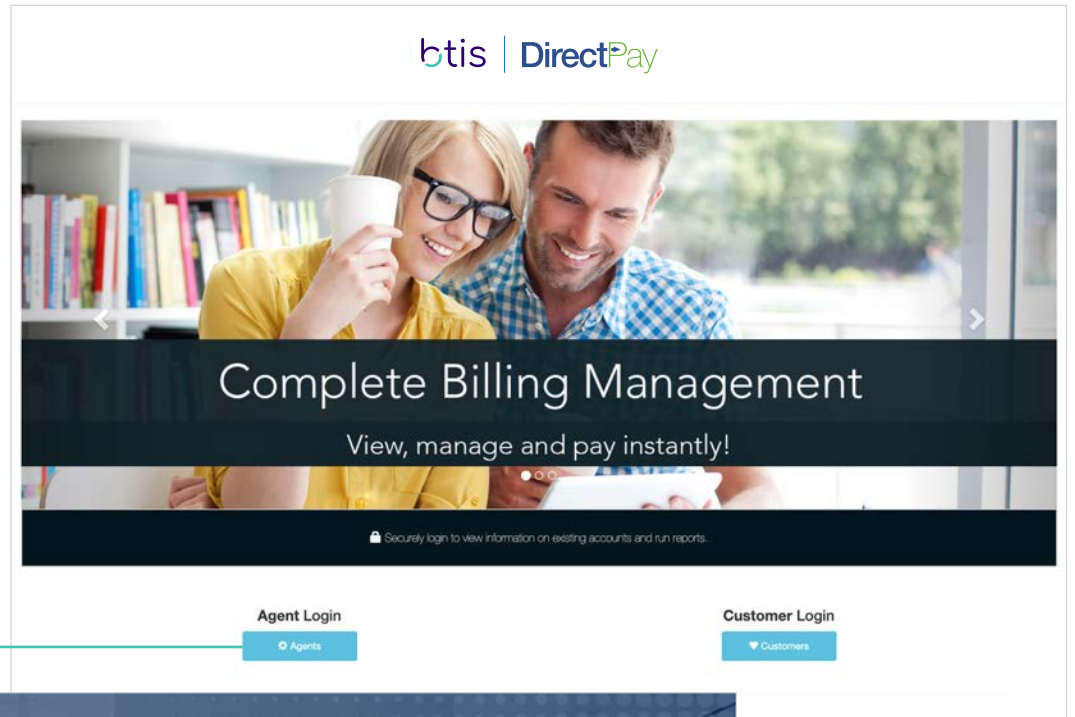
## Logging into the Portal

The BTIS DirectPay portal provides login access for customers and agents.

- 1 You can access the login page by going to [www.btisdirectpay.com](http://www.btisdirectpay.com) and clicking Agent Login.
- 2 Enter your username and password to access your agent account.

If you do not have a username or password or have misplaced it, please email: [btisdirectpay@input1.com](mailto:btisdirectpay@input1.com)

**Important Note:** In order to prevent unauthorized access to your accounts, login assistance email requests must come from an agency principal or an authorized contact that you have established within your agency.



## Navigating the Home Page

A variety of options to view and manage your accounts are available on the home page.

### Accounts/Customer Service

View any and all accounts placed through the program.

### Reports

A variety of business reports can be run anytime, anywhere.

### e-Payment Wizard

Process one-time payments on behalf of the customer.

- A** Home menu provides access to accounts, the e-Payment Wizard and reports as well as the ability to update your password.
- B** Quick search by name or account number.
- C** Quick Links connect you to your most-used features.
- D** Hot buttons give you instant access to accounts and reports.



## Locating Customer Accounts

In Customer Service, accounts can be located using the Basic or Advanced search options.

### Basic Search

Basic Search allows you to search for accounts by entering the known criteria into any of the fields provided.

### Advanced Search

Advanced Search allows you to search all available fields with complex search criteria

**Example:** You can use Advanced Search to list all accounts with a total premium greater than or equal to \$1,000.00 with a customer city of “Los Angeles”.

- 1 Add the search fields *Total Premium* and *Customer City* from the drop-down menu.
- 2 Select *greater than or equal to (>=)* condition for *Total Premium* and equal (=) condition for *Customer City* from the drop-down menu.
- 3 Enter the values “1000” for *Total Premium* and “Los Angeles” for *Customer City* in the designated fields.
- 4 Click **Search** to list all accounts containing these conditions.

### BASIC SEARCH

**Customer Service - Search**

Account #:  Name:  Serial #:   
 Address:  City:  Policy #:   
 Region:  Postal Code:  Pymt Amt Rcvd:   
 Agent Contact Email:   
 Include Archived Accounts **Advanced...** **Search**

Account No +	Name	Address	City	Region	APs
1114-7511	Welsh Construction	45730 Peak Road	Los Angeles	CA	0
1114-7922	Lee Selman	PO BOX 3294	Paso Robles	CA	0
1114-8432	Robert HVAC	42818 Sachs Drive	Lancaster	CA	0
1114-8735	RCN Drywall LLC	PO BOX 995	Springville	CA	0

### ADVANCED SEARCH

**Customer Service - Search**

Total Premium:     
 Customer City:

1 **Add Search Field...**  Include Archived Accounts **Basic...** **Search** 4

Address	City	Region	APs
45730 Peak Road	Los Angeles	CA	0
1640 W 12th Place	Los Angeles	CA	0
816 W 102nd St	Los Angeles	CA	0
PO BOX 995	Los Angeles	CA	0

## Viewing and Managing Customer Accounts

A tremendous amount of information and tools can be found on the main customer service screen. The tabs at the top allows users to review pertinent and detailed account information including:

- > Account Summary
- > Customer Information
- > Policies placed on the account
- > Terms
- > Payments
- > Documents
- > Notice Delivery

Customer Service - 1114-7511 - Welsh Construction
Account Number: 1114-7511      Account Name: Welsh Construction      Current / Active ✔

Summary
Customer
Policies
Terms
Payments
Documents
Notice Delivery
Endorsements

Customer Information	Summary Financials																		
<p>Account Number: 7511                      Alt. Account #: QAA03954182-1                      Account Holder: Welsh Construction                                               Daniel Welsh                      Main Address: 45730 Peak Road                                               Los Angeles, CA 92260                      Main Phone: (818) 636-6221</p> <p>Agent: A00008 - Insurance Group                      Main Phone: (720) 457-1101</p>	<p>Total Premium: 1,089.00                      Down Payment: (-29.797 %) 0.00                      Original Unpaid Balance 1,089.00                      No. of Installments: 10                      Original Installment Amount: Irregular                      Installments Made/Remaining: 1 / 9                      Next Installment Amount: 80.90                      Next Late Fee Amount: 0.00                      Shortage: 0.00</p> <p style="color: blue; font-size: 10px;">Auto Assessed Late Fee Breakdown</p> <p>Account Balance (inc. fees): 728.10  <span style="color: red; font-weight: bold;">Current Amount Due: 0.00</span></p>																		
<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; border-right: 1px solid #ccc; padding: 2px;">Received Date: --</td> <td style="width: 50%; padding: 2px;">Next Intent Date: 6/19/2020</td> </tr> <tr> <td style="border-right: 1px solid #ccc; padding: 2px;">Creation Date: 5/8/2020</td> <td style="padding: 2px;">Scheduled Cancellation Date: 7/6/2020</td> </tr> <tr> <td style="border-right: 1px solid #ccc; padding: 2px;">Created By: John Smith</td> <td style="padding: 2px;">Cancellation Hold Date: --</td> </tr> <tr> <td style="border-right: 1px solid #ccc; padding: 2px;">Effective Date: 5/18/2020</td> <td style="padding: 2px;">Next Reinstatement Date: --</td> </tr> <tr> <td style="border-right: 1px solid #ccc; padding: 2px;">Archive Date: --</td> <td style="padding: 2px;">Next Late Fee Date: 6/21/2020</td> </tr> <tr> <td style="border-right: 1px solid #ccc; padding: 2px;">Balance Due Date: --</td> <td style="padding: 2px;"></td> </tr> </table>	Received Date: --	Next Intent Date: 6/19/2020	Creation Date: 5/8/2020	Scheduled Cancellation Date: 7/6/2020	Created By: John Smith	Cancellation Hold Date: --	Effective Date: 5/18/2020	Next Reinstatement Date: --	Archive Date: --	Next Late Fee Date: 6/21/2020	Balance Due Date: --		<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; border-right: 1px solid #ccc; padding: 2px;">First Due Date: 5/18/2020</td> <td style="width: 50%; padding: 2px;">Last Intent Date: --</td> </tr> <tr> <td style="border-right: 1px solid #ccc; padding: 2px;">Next Due Date: 6/18/2020</td> <td style="padding: 2px;">Last Cancellation Date: --</td> </tr> <tr> <td style="border-right: 1px solid #ccc; padding: 2px;">Final Due Date: 2/18/2021</td> <td style="padding: 2px;">Last Reinstatement Date: --</td> </tr> </table>	First Due Date: 5/18/2020	Last Intent Date: --	Next Due Date: 6/18/2020	Last Cancellation Date: --	Final Due Date: 2/18/2021	Last Reinstatement Date: --
Received Date: --	Next Intent Date: 6/19/2020																		
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First Due Date: 5/18/2020	Last Intent Date: --																		
Next Due Date: 6/18/2020	Last Cancellation Date: --																		
Final Due Date: 2/18/2021	Last Reinstatement Date: --																		

Audit Log
Pay Now
Account Options... ▼
Edit
Close

## Updating Customer Information

The customer's address, contact information and notice delivery method can be reviewed from the **Customer** tab.

Any changes to the customer's information needs to be emailed to [endorsements@btisinc.com](mailto:endorsements@btisinc.com)

Customer Service - 1114-7511 - Welsh Construction
Account Number: 1114-7511    Account Name: Welsh Construction    Current / Active ✔

Summary    **Customer**    Policies    Terms    Payments    Documents    Notice Delivery    Endorsements

Submitted By: A00008 - Insurance Group

Name & Address	Contact
Name: Welsh Construction	Tax ID: <input type="text"/>
Daniel Welsh	Driver's License: <input type="text"/>
	E-Mail: <input type="text" value="welshconstruction@gmail.com"/>
Address: 45730 Peak Road	Main Fax: <input type="text"/>
	Home Phone: <input type="text"/>
	Main Phone: <input type="text" value="(818) 636-6221"/>
City: Los Angeles	Create: <input type="text"/>
Country: United States of America	
Region / Postal: CA - California    92260	
<input type="button" value="Additional Addresses"/>	

Email Notices:

Other Information	
Agent: A00008 - Insurance Group	Account Profile: Commercial
New/Renewal: New	Received Date: <input type="text"/>
Agent Contact Name: Alice Sun	Old Account: <input type="text"/>
Agent Contact Email: alicesun@insurancegroup.com	Alt. Account #: QAA03954182-1
Agent Contact Phone: 818-600-5605	Renewal Alt. Account #: <input type="text"/>
Rating State: CA	
Bankruptcy Status: <input type="text"/>	
Bankruptcy Date: <input type="text"/>	
Guarantee Amt: <input type="text"/>	
Last Return Mail Date: <input type="text"/>	
Return Mail Reason: <input type="text"/>	
Lienholders:	Code    Name
	No lienholders associated.
Notice Schema: DEFAULT: Default Schema	
Password: <input type="text"/>	Confirmation: <input type="text"/>

Account Options...

## Updating the Billing Method or Recurring Payment Information

The billing method and recurring payment information can be updated from the **Terms** tab.

- 1 Click **Edit** to edit the account.
- 2 The Billing Method can be changed by selecting an item from the drop down menu.
- 3 Recurring payment information can be entered or changed. Click **Save** to save the changes.

**Important Note:** When entering ACH or Credit Card information, be sure to select the appropriate Billing Method prior to saving the changes.

**Customer Service - 1114-7511 - Welsh Construction**  
 Account Number: 1114-7511 Account Name: Welsh Construction Current / Active

Summary Customer Policies **Terms** Payments Documents Notice Delivery Endorsements

Governing Region: California Billing Method: ACH  
 Billing Cycle: Monthly

ACH Information	Credit Card Information
Bank Name: Bank of America	Name on Credit Card:
Routing Number: 121000358	Address:
Account Number: *****0201	City:
Account Type: [Select an Item]	Country: United States of America
ACH Hold: <input type="checkbox"/>	Region / Postal:
<a href="#">Clear ACH Information</a>	Credit Card Type: [Select an Item]
	New Credit Card Number:
	Expire Date (MM/YY):
	Credit Card Hold: <input type="checkbox"/>

Account Options... **Edit** **Close**

## Setting or Removing a Recurring Payment Hold

If the billing method is a recurring payment option, such as ACH or Credit Card, a hold to prevent a payment from drafting may be set or removed from the **Terms** tab.

- 1 Click **Edit** to edit the account.
- 2 To place a hold on the recurring payment, check the appropriate hold check-box for the current billing method. Click **Save** to save the changes.

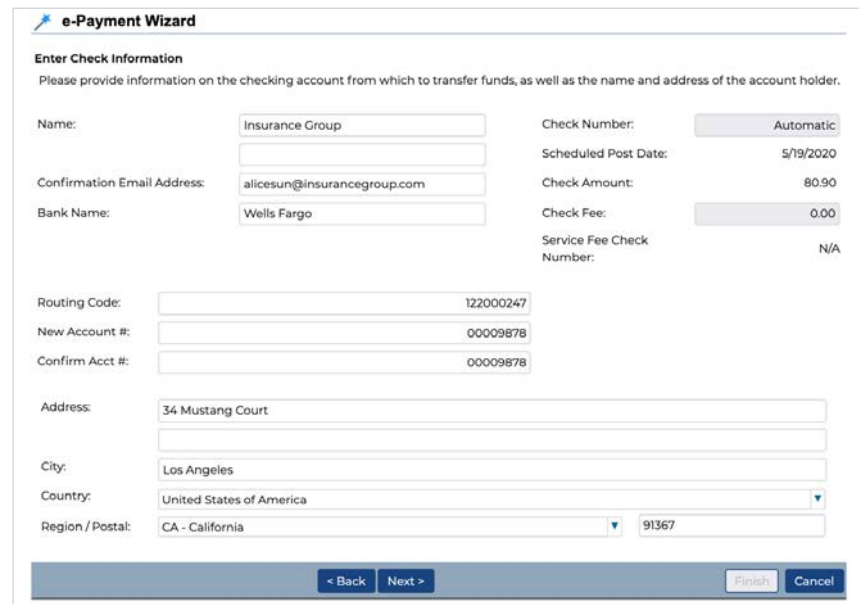
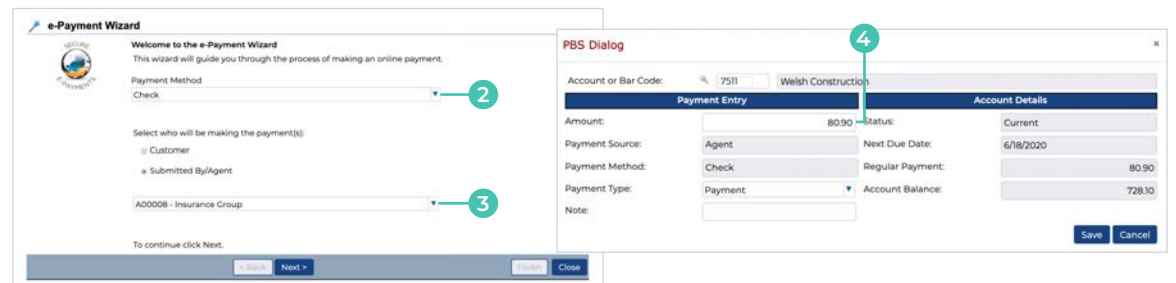
**Important Note:** Any payment made on the account, such as a one-time e-Payment or a mailed-in check, will automatically remove the hold on the recurring billing.

The screenshot displays the 'Customer Service - 1114-7511 - Welsh Construction' interface. The account is currently active. The 'Terms' tab is selected, showing billing details: Governing Region: California, Billing Method: ACH, Billing Cycle: Monthly. The 'ACH Information' section includes Bank Name: Bank of America, Routing Number: 121000358, and Account Number: \*\*\*\*\*0201. The 'Credit Card Information' section is also visible. A callout box (labeled '2') highlights the 'ACH Hold' checkbox, which is checked. Another callout box (labeled '1') points to the 'Edit' button at the bottom right of the form. A 'Clear ACH Information' button is also present.

## Making One-time Payments

One-time e-Payment can be made by the customer or on behalf of the customer.

- 1 Click **Pay Now** towards the bottom of the Customer Service screen of an account to start the e-Payment Wizard.
- 2 Choose the Payment Method.
- 3 Select who will be making the payment. You are able to make a payment on behalf of the customer. Click **Next >** to continue.
- 4 The payment amount will be prefilled if the payment is due or soon to be due. To process a different amount, enter the new amount in the *Amount* field. Click **Save** to continue.
- 5 Enter the payment information for the payment method selected in Step 2. Click **Next >** to continue.



## Making One-time Payments (continued)

After entering the payment information, a confirmation of the information entered will be shown.

- 6 Confirm the information entered is correct and click **Finish** to complete the transaction.
- 7 The e-Payment Confirmation confirms the transaction was completed successfully. You can print the e-Payment confirmation for your records. A copy of the e-Payment Confirmation has also been sent via email if an email address was entered during Step 5.

**Important Note:** Credit card e-Payments are processed in real-time during the e-Payment Wizard. If declined, the declination reason will be shown in lieu of the e-Payment Confirmation.

Check e-Payments are processed as a batch. The e-Payment Confirmation will always appear even though the payment may be returned by the bank after the fact. To minimize returned payments, it is important to enter payment information accurately.

6

**e-Payment Wizard**

**Confirm Payment**  
Check the information below. Click the back button to make any changes. If all the information below is correct, click the finish button to complete the transaction.

<b>Paid By:</b> Insurance Group	<b>Bank Information:</b> Bank Name: Wells Fargo Routing #: 122000247 Account #: *****9878 Service Fee Serial Number: N/A	<b>Check Information:</b> Check #: N/A Date Entered: 5/19/2020 Check Amount: 80.90
------------------------------------	--	---

34 Mustang Court Los Angeles, CA 91367  
Scheduled Post Date: 5/19/2020

Account	Payment Type	Amount
1114-7511 - Welsh Construction	Payment	80.90

1 Item Total Payment Amount: 80.90

7

**e-Payment Wizard**

**e-Payment Confirmation**

You have successfully completed the e-Payment Wizard.  
Summary of Tasks Completed:

- Payment Entered By: Insurance Group
- Payment Entered Time: 5/19/2020 10:03 AM
- Payment Source: A00008 - Insurance Group
- Selected 1 Account to make a payment on.
- List of Account(s):  
1114-7511 Welsh Construction 80.90
- Reference Number: 7823
- Check Number: N/A
- Scheduled Post Date: 5/19/2020
- Total Amount: 80.90

Note: The E-payment Cut-off time is 4:00 PM EST. Any payment made after that time will be posted on the next business day. The Scheduled Post Date indicates the date this payment will be posted to your account.

To exit this wizard, click Close.

## Accessing Documents

Previously generated account notices and letters are stored on the account and can be viewed from the **Documents** tab.

- 1 Click on the document you wish to view.
- 2 The document will open in a separate window.

**Important Note:** If the document does not automatically open in a separate window, you may need to turn off the pop-up blocker on your browser.

The screenshot shows the 'Customer Service - 1114-7511 - Welsh Construction' account page. The 'Documents' tab is selected, displaying a table of documents. A red circle '1' points to the 'Documents' tab, and another red circle '2' points to the document preview window.

Title	Description	Method	Creator	Date Created	Pages
Notice of Intent to Cancel		Day End	PbsSystemAccou...	6/19/2020	4
Welcome Letter		Day End	PbsSystemAccou...	5/8/2020	4

The document preview window shows the following content:

BTIS DirectPay  
1 Baxter Way  
Suite 270  
Westlake Village, CA 91362

Phone/Fax: (888) 494-4222/(855) 750-2303  
[www.btisdirectpay.com](http://www.btisdirectpay.com)

**NOTICE OF CANCELLATION**

Statement Date **6/19/2020**  
Account Number **1114-7511**  
Policyholder **Welsh Construction**

Statement Effective Date **6/19/2020**  
Scheduled Cancellation Date **7/6/2020**

Welsh Construction  
45730 Peak Road  
Los Angeles, CA 92260

To Our Valued Customer:

Your payment due on 6/18/2020 has not been received. You are hereby notified of your insurance carrier(s) intent to cancel your insurance policy(ies) listed below at 12:01 A.M. Pacific Standard/Daylight Time on 7/6/2020 unless payment is received in our office by said date.

If payment is received by 6/21/2020, please pay 80.90.  
If payment is received after 6/21/2020, please pay 90.90 which includes an additional late charge of 10.00.

Sincerely,

**BTIS DirectPay**

## Running Reports

A number of standard reports are available to be run anytime, on demand.

- 1 To access the list of reports, select Reports from the Home menu or click Reports in the Quick Links section.
- 2 Select the report you wish to run.
- 3 Modify the report parameters to filter the report results.

**Example:** A Broker Statement Report can be run for ACH, Credit Card, or both types of transactions.

- 4 Select the report format: PDF or Excel.
- 5 Click **Run** to generate the report.

The screenshot displays the btis | DirectPay interface. At the top, there is a navigation bar with the btis | DirectPay logo, the PDS logo, and user information (A00008 | Log Off). Below the navigation bar, there is a 'View Print Activity' section with a 'Home' menu and a 'Contact Us' link. The 'Home' menu is expanded, showing options like 'Home', 'Change Password', 'Customer Service', 'e-Payment Wizard', 'Reports', and 'Missing Policy Numbers'. The 'Reports' option is highlighted with a green box and a '1' callout. To the right of the 'Home' menu is a 'QUICK SEARCH' section with an 'Account Search' input field and a search button. Below the search bar is a 'QUICK LINKS' section with buttons for 'Customer Service' and 'Reports'. The 'Reports' button is highlighted with a green box and a '2' callout. Below the 'QUICK LINKS' section is a 'Reports' section with a list of report options. The 'Broker Statement Report' option is selected and highlighted with a green box and a '3' callout. The 'Broker Statement Report' form is shown with the following fields: 'Statement Period:' (dropdown menu), 'Begin Date:' (calendar icon), 'End Date:' (calendar icon), 'Specific Entity:' (dropdown menu with 'Add' and 'Clear' buttons), 'Specific Transaction Type:' (dropdown menu), 'Funding Method:' (dropdown menu), 'Sort By:' (dropdown menu), and 'Agent Contact Email:' (text input field). There is a 'Total Only' checkbox. Below the form is a text box containing the message: 'This report will list all transactions in the Entity AR for an agent.' At the bottom right of the form is a 'Run' button. A '4' callout points to the 'Run' button, and a '5' callout points to the 'Run' button. A '6' callout points to the 'PDF' option in the report format dropdown menu.

## Running Reports (continued)

After the report has been initiated, the Report Activity window will open in a separate window. Reports may be viewed or downloaded once they are ready.

- Once the report is ready, you can click to view the report in a separate window or download the file to your computer.

**Important Note:** If the Report Activity window or viewed report does not automatically open in a separate window, you may need to turn off the pop-up blocker on your browser.

For Excel files, most browsers require the file to be downloaded before it can be viewed.

- The report will display the available information based on the report parameters selected.

**Report Activity - BTIS DirectPay**

Requested	Report Name	Status
12/18/2024	Broker Statement Report	Ready. <a href="#">View / Download</a> x

**Tip:** For Excel documents, pressing <Ctrl> + 7 will show/hide the File menu

**Broker Statement Report** BTIS DirectPay

**Filter(s):** Statement date range: From 06/12/2025 to 07/9/2025  
Specific Entity: A00008 - ABC Insurance Services

**Option(s):** Sorted by Transaction Date; Grouped by Entity Wednesday, June 18, 2025 5:35 PM

Transaction Date	Account Number	Insured Name	Sub-Producer Code	Agent Contact Name	Policy Number	Carrier Name	Policy Premium	Commission %	Total Commission Amount	Amount	Description
<b>Entity: ABC INSURANCE SERVICES - A00008</b>											
06/13/2025	45661	STONE N' TILE LLC	AB025	Rodolfo Arroyo	NA166337681	Insurance Company	5,170.00	12.500%	646.25	-59.70	Commission Amount Received
06/27/2025	50163	3K CONSTRUCTION	AB025	Dan Buck	NA000389452	Insurance Company	1,010.00	15.000%	151.50	-15.15	Commission Amount Received
12/9/2024	-	-	-	-	-	-	-	-	-	74.85	Disbursement

Count(s): 3

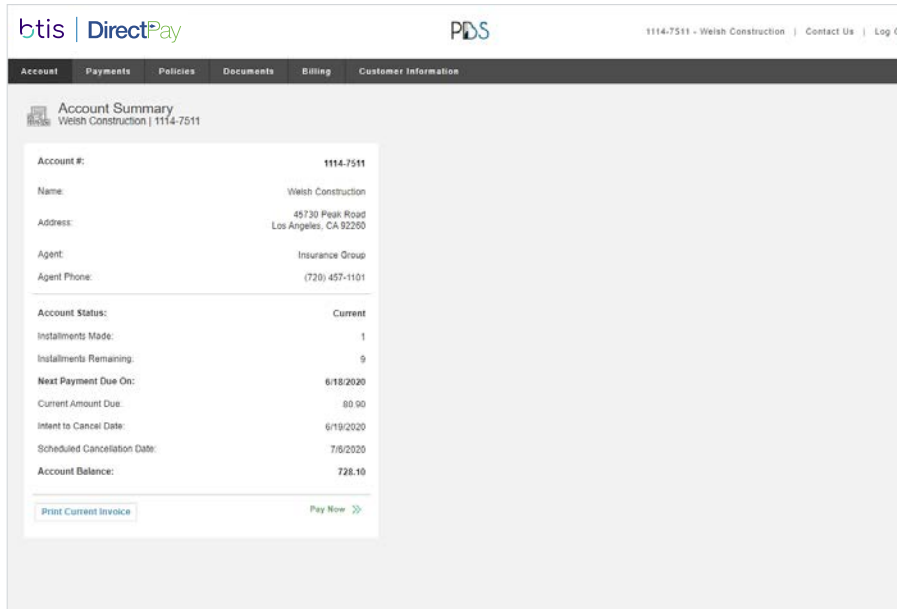
Total Recap	
Beginning Balance	0.00
Net Payment From Broker	0.00
Net Disbursements	74.85
Commission Amount Received	-74.85
Unearned Commission Deducted	0.00
Ending Balance	0.00

Page 1 of 1

**Insured Access**

A Welcome Letter is issued to every account holder upon set up of their account with DirectPay. This letter contains details to access their account online to perform the following:

- View account summary information
- Enter one-time electronic check and credit card payments (Additional Fees will apply)
- Change passwords
- View policy details
- View and print previously generated documents



BTIS DirectPay  
 1 Baxter Way  
 Suite 270  
 Westlake Village, CA 91362

Phone/Fax: (888) 494-4222/(855) 750-2303  
[www.btisdirectpay.com](http://www.btisdirectpay.com)

Welsh Construction  
 45730 Peak Road  
 Los Angeles, CA 92260

**WELCOME LETTER**

Statement Date	<b>5/8/2020</b>
Account Number	<b>1114-7511</b>
Policyholder	<b>Welsh Construction</b>
Installation Amount	<b>See Installation Schedule</b>
# of Installments	<b>10</b>
First Installation Due Date	<b>5/18/2020</b>

Your account is set up for automatic payment via your bank account. Your first installment will be withdrawn from your bank account on or about 5/18/2020.

To Our Valued Customer:

BTIS DirectPay provides monthly billing services. Please contact us for any questions regarding billing or payments. Please contact your broker for questions concerning your insurance coverage.

We encourage you to use our online system to view payment history, see your next due date, make a payment and perform other helpful tasks. Should you have any billing questions, please contact our billing department at the number shown below, Monday through Friday between the hours of 6:00am and 5:00pm PST/PDT.

Thank you for your business. We look forward to serving you.

Sincerely,

**BTIS DirectPay**

**For Questions Concerning Your Coverage:**

**Call**  
 Insurance Group  
 Phone: (818) 600-5605

Builders and Tradesmens Insurance Services

**For Questions Concerning Billing or Payment:**

**Visit us on the internet:**  
[www.btisdirectpay.com](http://www.btisdirectpay.com)

**Username:** 1114-7511  
**Password:** X27892u  
 (unless you have changed it)

**Call us:** (888) 494-4222

**Email us:** [BTISdirectpay@input1.com](mailto:BTISdirectpay@input1.com)

**INSURANCE POLICY(IES) RELATING TO THIS NOTICE**









Policy No.	Effective Date	Coverage
NA155712300	5/18/2020	GL
IM123571200	5/18/2020	IM

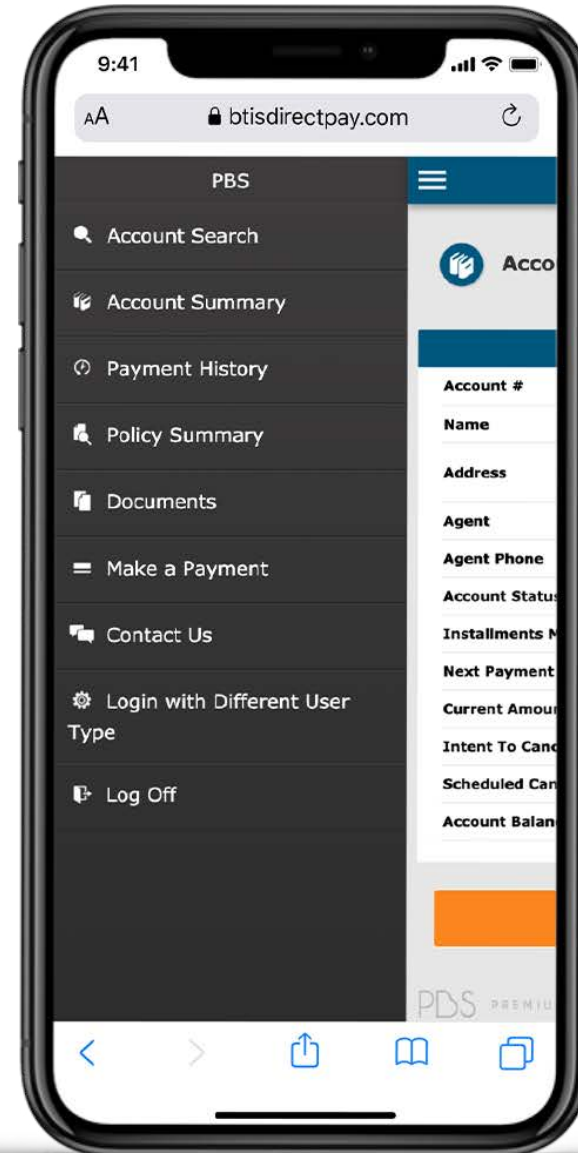
(00498139)

GDBNOA Version 1

## Mobile Web Application

A convenient and easy way to manage your account information is available through the mobile web application. Users can access their accounts, view account summaries, monitor their payment history, make one-time payments and much more.

- 
**Account Search**  
 Find any account at any time
- 
**Account Summary**  
 The account detail you need
- 
**Payment History**  
 A complete view of payments
- 
**Policy Summary**  
 Your need-to-know info
- 
**Documents**  
 Retrieve any document
- 
**Make a Payment**  
 Payments from anywhere
- 
**Contact Us**  
 Provide faster access to service
- 
**Different User Type**  
 Portfolio access for all types of users



## Contact Information

---

### Customer Care

Main Phone: (888) 494-4222

Email: [BTISDirectPay@input1.com](mailto:BTISDirectPay@input1.com)

### Self-Service Website

Visit the portal, [www.btisdirectpay.com](http://www.btisdirectpay.com), and enter your login credentials.

### Mailing Address

1 Baxter Way, Suite 270

Westlake Village, CA 91362