

## Agency Pay

### Two Places to Start

#### From RT Connector

- Login to [rsgconnector.com/login](https://rsgconnector.com/login)
- From the navigation menu on the left, click Make A Payment.

**Hint:** You'll be redirected to the ePay payment portal.

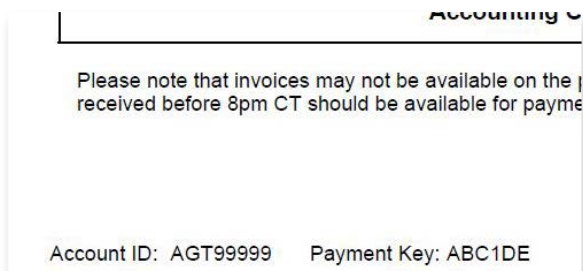
#### From The Invoice

- Click the Pay Online link shown on the invoice

**Hint:** You'll be redirected to the ePay payment portal with Account ID and Payment Key populated for you.

### Completing ePay

- 1 Complete the first 4 questions - Payer Name, Email Address, Account ID, Payment Code - with your agency's information.



Accounting & Finance

Please note that invoices may not be available on the day received before 8pm CT should be available for payment

Account ID: AGT99999    Payment Key: ABC1DE

**Hint:** You can find your Account ID and unique Payment Code listed in the invoice's footer. When accessing ePay from the invoice these data fields will be populated automatically.

### Payment Guide

No doubt a variety of payment methods make your job easier & insureds happier - precisely why we offer several payment options to choose from. Whether you select Agency Pay, Premium Financing or Insured Pay, this quick guide will walk you through executing payments for each.

- 2 A correct Account ID / Payment Key combination will display all invoices available for payments and credits.

Invoice	Name	Due Date	Amount	
SHS-726016	Joe's Bar		-\$8,712.43 credit	+ Add
COB-1970167	The Mason Jar	7/5/2020	\$590.00	+ Add
COB-1971167	Just Jeans	7/5/2020	\$654.16	+ Add
SHS-727854	Silver and Gold LLC	7/6/2020	\$1,184.51	+ Add

Click +Add for each invoice to be paid or credits applied.

**Hint:** A partial payment can be made, however you cannot pay an amount on an invoice that is higher than the balance.

- Review the total payment amount located below the invoice listing for accuracy.
- Select your form of payment, Credit Card or ACH, and enter payment details. A small service fee will automatically be calculated and included for all credit card payments.

Form of Payment	Amount	Fee (3.25%)	Total
Credit Card	\$654.16	\$21.26	\$675.42
ACH	\$654.16	\$0.00	\$654.16

Input fields: Name on Card, Credit Card Number, Month (MM), Year (YYYY), CVC, Postal Code.  Save my card for future use

**Hint:** Before submitting payment, please add any special handling instructions in the notes box. This is particularly important if you are making a partial payment.

- Click 'Send' to complete your payment

**Hint:** If the payment is successful a receipt will pop-up and be sent to the email address provided.

If you have a specific question about your invoice, how to make a payment or on past payments submitted contact our Accounts Receivable department:

(816) 949-2020

[rtaccountsreceivable@rtspecialty.com](mailto:rtaccountsreceivable@rtspecialty.com)

## Insured Pay

Looking to remove yourself from the policy payment process just a little? Insured Pay is the way to go! Agents can produce the invoice displaying the gross amount to forward on to the insured for payment. While you are still obligated for the payment, this option makes it easier for you to collect from the insured.

## Prepare the Insured Invoice

- From RT Connector's Bind screen, check the Insured (Gross) box

Which invoice method do you prefer?

Agency (Net)  Insured (Gross)\*

\*Agency forwards invoice to insured to pay directly. Agency is responsible for all uncollected minimum earned premiums & fees per the RT Specialty producer agreement.

[Save & Go Back](#) [Proceed to Bind](#)

**Hint:** The invoice will then be automatically packaged with the binder, which can be downloaded after both the agent and insured sign all policy documentation.

- Click the View Binder link to view & download the Insured (Gross) invoice

**THE CONNECTOR**  
with RT Specialty

**POLICY GLWF07774938 001 - PADDY CAKE BAKERY**

Bind Status: Pending state stamping [View Binder](#)

**E-SIGNATURE**

E-signature Status: Completed

[Policy Details](#)

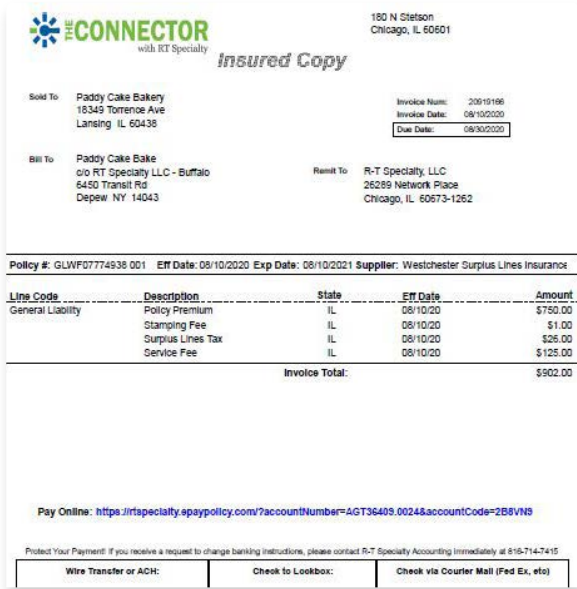
**Hint:** The invoice can also be viewed from the Dashboard. Click the policy in question followed by the download invoice link.

- Forward the invoice to the insured for payment

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# Insured's Guide to Completing ePay

1 Review the invoice and click the Pay Online link

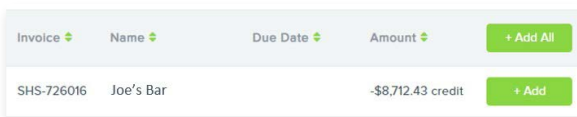


**Hint:** Gross pay invoices will show 'Insured Copy' watermarked on the top, and the pay online link is a unique URL specific to the insured.

2 Complete Payer & Email Address with your (insured) information

**Hint:** Account ID & Payment Code will pre-populate with the agency's information.

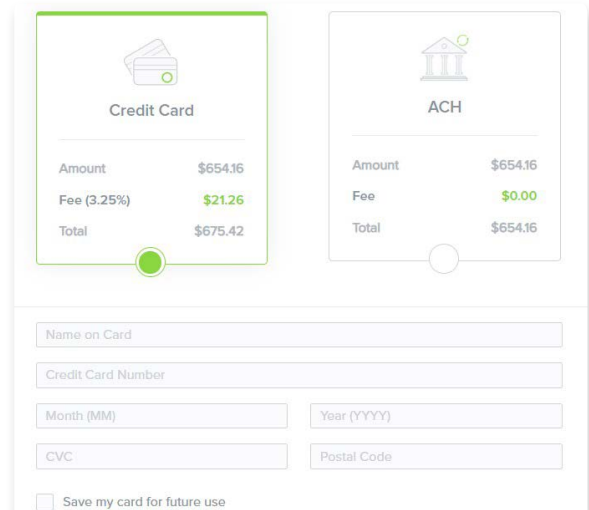
3 All invoices available for payment will appear.



Click +Add for each invoice to be paid.

4 Review the total payment amount located below the invoice listing

5 Select your form of payment, Credit Card or ACH, and enter payment details. A service fee will automatically be calculated and included for all credit card payments.



**Hint:** Before submitting payment, please add any special handling instructions in the notes box.

6 Click Send to complete your payment

**Hint:** If the payment is successful a receipt will pop-up and be sent to the email address provided.

Have a question about your invoice or how to make a payment? Let's connect:

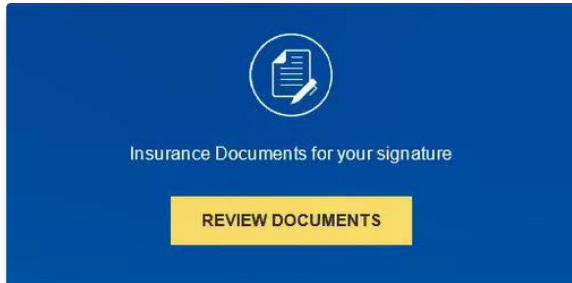
[support@rsgconnector.com](mailto:support@rsgconnector.com)

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# Premium Finance

## Bind with Premium Financing

- 1 From your inbox open the DocuSign email send from RT Connector and click Review Documents.



- 2 Once in DocuSign navigate to the premium finance section and select Yes when answering the 'Would you like a premium finance agreement for this policy?' question, then complete the signing process.

Hint: The insured will also see this option in their DocuSign package and will need to make the same selection.

- 3 Once all signatures are collected, Stetson Insurance Funding will contact the insured and provide complete details on the loan and how to make their monthly premium finance payments.

Did you know you can still secure premium financing with Stetson even if the policy doesn't meet the eligibility requirements built into RT Connector? Simply send the policy details to [quotes@stetsonfunding.com](mailto:quotes@stetsonfunding.com) and the Stetson team will be happy to quickly assist.

**THE CONNECTOR**  
with RT Specialty

**RT Connector is RT Specialty's Proprietary Digital Marketplace for Commercial E&S Business.**

The coverage process is streamlined, top-rated market access is multiplied, and robust third party tools are harnessed – empowering RT Specialty contracted retail agents to do their best work without sacrificing due diligence, time or profitability.

**Let's Connect**  
[support@rsgconnector.com](mailto:support@rsgconnector.com)

**LEARN MORE**

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