



**FOR MORE  
INFORMATION,  
PLEASE CONTACT:**

SmartPay Solutions  
Support Team

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(877)-905-0786

## Pay-as-you-go SmartPay Solutions Agent FAQs



**Q:** What are the benefits of the SmartPay pay-as you-go billing plan?

**A:** For your workers' compensation customers:

- Premium payments are based on actual payroll reporting
- Better cash flow management
- No down payment unless the insured is self-reporting payrolls monthly then there is a 10% deposit
- More efficient and accurate audit process – less hassle
- No additional paperwork for subsequent renewal term
- Easy to get started

**Q:** Who is eligible?

**A:** Your customers who are insured by the AmeriComp Recycling insurance program must meet the following requirements:

- Elect a full-term policy
- Have at least one payroll-based classification
- Report payroll by class code or employee
- Agree to have premiums paid via Automated Clearing House (ACH) withdrawal from a checking account
- Policyholders with an exclusive per-capita rating are not eligible

**Q:** Why has AmeriComp Recycling's carrier partnered with SmartPay Solutions?

**A:** Founded by insurance professionals, SmartPay Solutions is a leading provider of pay-as-you-go workers' compensation solutions for insurance companies, agents, and payroll companies. For more information, visit their website at [www.smartpayllc.com](http://www.smartpayllc.com).

**Q:** Must my client use a payroll provider service?

**A:** No. Your clients may either self-report their payroll at the end of each payroll cycle, or on a monthly basis, with a 10% deposit. If their payroll vendor is onboarded with SmartPay Solutions, their payroll can be reported directly to SmartPay Solutions.

Automated premium withdrawals will occur regardless of reporting method, by ACH directly from the bank account the client sets up in SmartPay. There are no credit card payments allowed at this time.

*SmartPay is a third party service provider contracted by AmeriComp Recycling's insurance carrier to administer the pay-as-you-go payment plan.*



**Q:** Which payroll vendors will SmartPay Solutions accept?

**A:** SmartPay Solutions works with many different payroll vendors. Click on the link below for an updated listing:  
[https://www.smartpayllc.com/user\\_instructions/OnboardedPayrollVendors.html](https://www.smartpayllc.com/user_instructions/OnboardedPayrollVendors.html)

If your client's payroll vendor is not on the list, contact SmartPay Solutions so they can attempt to onboard the payroll vendor.

**Note:** If ADP or Paychex is the payroll vendor, policyholders must self-report or use the SmartPay Reporting Service (SPRS) for a fee.

**Q:** How do I get an insured set up on Pay-As-You-Go?

**A:** Amwins will send a copy of the final bound quote, along with the SmartPay registration form to [qbeamwins@smartpayllc.com](mailto:qbeamwins@smartpayllc.com).

The registration form has the additional information SmartPay will need to set up the account. The insured will then get a Welcome email to complete the setup by choosing a payroll company from the drop down menu, or they will self-report their payrolls monthly. They will also have the option of paying SmartPay an annual fee of \$275 for the SmartPay Payroll Reporting Service (SPRS) where SmartPay will report their payrolls for them.

**Q:** Are there costs associated with the pay-as-you-go plan using SmartPay Solutions?

**A:** The carrier pays the fee. A fee of \$275 will be collected if the insured would like SmartPay to report their payrolls for them (if they are with a payroll company not onboarded with SmartPay such as Paychex or ADP).

**Q:** Is there a deposit required?

**A:** If the insured is going on a monthly self-reporting plan there is a 10% deposit required.

**Q:** Are commissions paid differently than other policies?

**A:** No. The full commission amount will come through the direct bill statements in the month the policy is effective, based on the annual written premium. Any audit transactions will also come through in the month processed.

**Q:** How does this affect the final audit?

**A:** AmeriComp Recycling's carrier will still perform an audit. With accurate and timely reporting of payroll during the policy term, there will likely be very little to no premium adjustments, and the audit process will be much more efficient. Typical items for an audit are: verifying that employees are properly classified; reporting the status of "1099" workers; and determining the insurance coverage of any subcontractors used during the policy period.

Changes in commission, if any, due to differences in final premium based on lower or higher payrolls than estimated, will be reconciled at audit.

**Q:** Is a pay-as-you-go policy subject to cancellation?

**A:** Yes, a pay-as-you-go policy can be cancelled for non-reporting, non-pay or other reasons as permitted by law. If the insured fails to report payroll by the reporting date, reminders will be sent from SmartPay Solutions. If no report is made, AmeriComp Recycling will issue a cancellation notice.

**Q:** Will I be able to view my client's activity within the SmartPay Solutions portal?

**A:** Yes, if you arrange with your Territorial Account Executive to give you access.

**Q:** Will the pay-as-you-go billing still come from AmeriComp Recycling?

**A:** No. SmartPay Solutions will handle routine premium and payroll-related communications, collections, and questions.

**Q:** What if my client has seasonal payroll?

**A:** It is important that your client contact SmartPay Solutions. They can specify the off-season period in their system so that missed payroll notifications and the potential for notices of intent to cancel can be avoided.

**Q:** What if my client does not have payroll to report?

**A:** Payroll vendors do not typically submit zero payrolls. Your client will need to log in to SmartPay Solutions to report the zero payroll. This will help them avoid missing payroll notifications and the potential for notices of intent to cancel.

**Q:** What if there are endorsement changes to the policy?

**A:** You and your policyholder will continue to receive declaration pages for endorsements from AmeriComp Recycling. You and your policyholder will also receive an email from SmartPay Solutions that will confirm the endorsement has been processed and also outline any rate changes to be applied to the payroll premium.

**Q:** How do renewals work using this pay plan?

**A:** At renewal, policies will automatically continue on the pay-as-you-go plan, unless AmeriComp Recycling is otherwise notified before renewal processing. SmartPay Solutions will send a renewal email to the policyholder that outlines renewal policy and payroll premium information. If you have a client who would like to enroll in the pay-as-you-go plan at renewal, we recommend sending the request to your underwriter at AmeriComp Recycling at least 60 days before the renewal date.

**Q:** Can I request a mid-term change to an account set up using pay-as-you-go with SmartPay Solutions?

**A:** We cannot accept a change request to a pay-as-you-go account set up once the policy has been issued. We are happy to flag the policy for a change to the pay-as-you-go plan at the next renewal. We recommend sending the request to your underwriter at least 60 days before the renewal date.

If a policyholder opts out during the policy term, the policy must be cancelled and re-written into another pay plan.

<b>Situation</b>	<b>Allowed</b>
Self-reporting to payroll vendor processing	YES
Payroll vendor processing to self-reporting	YES
Change payroll vendor mid-term	YES
Direct bill to payroll vendor processing or self-reporting mid-term	NO
Payroll vendor processing/self-reporting to direct bill mid-term	NO

**Q:** Who should my clients contact if they have questions about SmartPay Solutions activity or transactions?

**A:** Questions about payroll reporting, payroll premium calculations, or collection should be directed to SmartPay Solutions.

Customer Support: 877-905-0786 | Email: [qbeamwins@smartpayllc.com](mailto:qbeamwins@smartpayllc.com)

Underwriting and policy processing questions should be directed to your underwriter.

**Note:** We will have a Pay-As-You-Go Toolbox online for further references