Liberty Mutual® INSURANCE

Financial Services

Your Way Pay™ Policyholder User Manual

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About This Manual

This manual provides the guidelines and procedures for managing your workers compensation policies on Your Way Pay, powered by SmartPay™. You'll find step-by-step instructions on how to register your company, enter payroll, and view your account information.

We hope you will find this manual easy to follow, allowing you to manage your policies on Your Way Pay quickly and efficiently.

Pre-Registration Tasks

1. **Determine Your Payroll Reporting Process**

   Prior to registration, you will need to determine the process you will use to report your payroll by selecting one of the three options below:
   - Self-Reporting Process
     - o Allows for both manual entry of payroll or upload of your payroll via an Excel spreadsheet provided by SmartPay.
     - o Allows for self-reporting of wages by employee or class code level.
   - Payroll Provider Reporting Process
     - o To utilize a Third-Party Payroll Provider to report payroll on your behalf, by pay cycle, please confirm it is an **approved provider** ahead of time. If you are unable to locate your payroll provider on the list, please contact Smart Pay Support to see if they can be added.
   - SmartPay Payroll Reporting Process
     - o To utilize SmartPay's Payroll Reporting Service, submit a completed **SmartPay Payroll Reporting Service Registration Form** and receive approval from SmartPay that your account may be set up for this process.
     - o To be eligible for this service, employees must be classified by class code and a workers compensation report with totals by class code of subject wages or the components thereof must be available.

2. **Determine Your Payroll Reporting Cycle**

   If self-reporting, determine the payroll reporting cycle that will work the best for your business: either by "pay cycle" or "monthly" reporting
   - Pay Cycle Reporting – requires reporting of individual payrolls by check dates as they occur
   - Monthly Reporting – requires reporting of payrolls for the payroll check dates that fall within the calendar month. The exception to this is for reporting of the first and last months of the policy as follows:
     - o Policy effective date < or = to the 20th day of the month will complete their first report at the end of the first full month. Example: Policy A with an effective date of 6/19 will report their payrolls by the end of June. The last payroll should have a reporting date of 6/18 (the day before the expiration date).
     - o Policy effective date > 20th day of the month will complete their first report at the end of the first full month. Example: Policy B with an effective date 6/21 will report their June and July payrolls together by the end of July. The last payroll should have a reporting date of 6/20 (the day before the expiration date).

Process Overview

1. **Complete Account Registration/Setup**

   Once the Your Way Pay policy information is received by SmartPay, the designated policyholder contact will receive a Welcome/Registration email with a link to the SmartPay site to complete the online registration/account set up. Completing the registration is required to start the billing process.

   The account setup process requires creating a new password, adding client information, payroll and bank account information, and employee information, if you plan to report by employee rather than at the class code level.

2. **Report Payroll**

   Payroll reporting is due for each payroll period on or before the Payroll Reporting Date. If you are Self-Reporting, you will need to log in and enter or upload payroll. If there is no payroll for any particular pay period, you are required to report "Zero Payroll". To upload your payroll, you must first contact SmartPay to obtain the file format with instructions.

   If you are utilizing a Payroll Provider, SmartPay will work with the provider to accept payroll on your behalf. You remain responsible for the reporting of your payroll even if a Third-Party Payroll Provider has agreed to submit payroll on your behalf.

   If you are utilizing the SmartPay Payroll Reporting Service, SmartPay will work directly with you to confirm eligibility, and to set up of your account and your recurring payroll reporting.
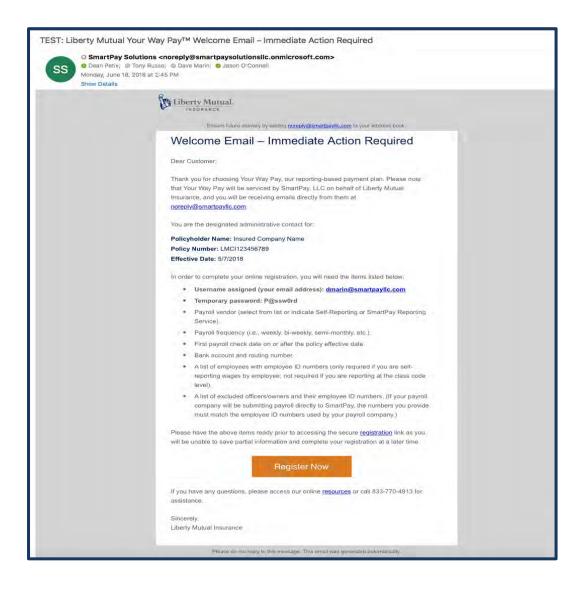
3. **System Email Requests**

   You will receive periodic email notifications regarding your account. It is your responsibility to respond to these emails, if requested. There is an explanation of the system emails and action required, if need be, on page 20.
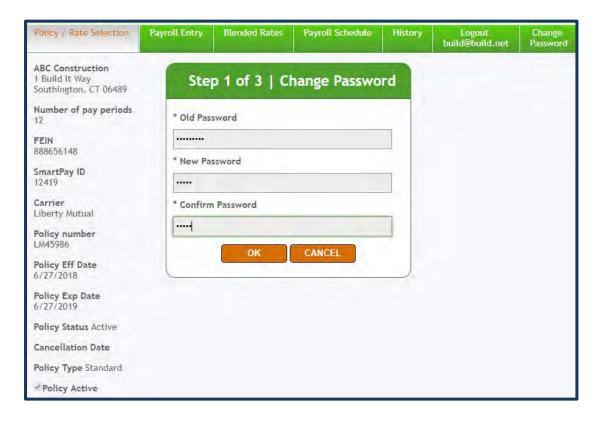
Registration

Once the Your Way Pay policy information is received by SmartPay, the designated policyholder contact will receive a **Welcome/Registration email**, as shown in the example below. It will contain a link to the SmartPay site to complete the online registration. Completing the registration is required to start the billing process.

You will receive a daily **Account Set-Up Reminder email** until you have completed the registration process or the policy is changed to an alternate payment plan or cancelled.
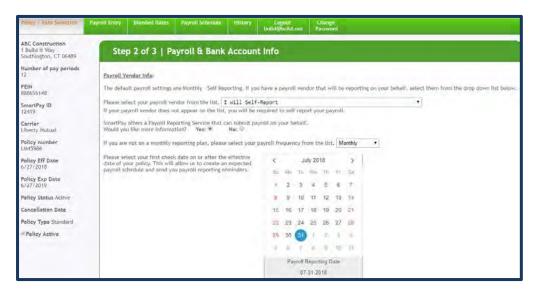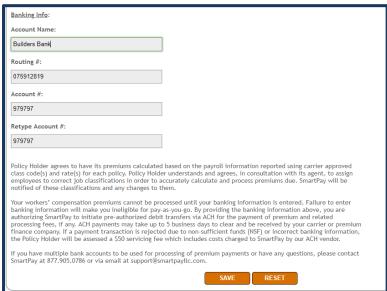
Create Your Account – Change Password

Step 1 of the registration process is to create a permanent password.

In the **Change Password** box, you will change your temporary password to the SmartPay site, provided in the Welcome/Registration email, to a permanent one of your own choice.

Once complete, click **OK**.

Create Your Account – Payroll & Bank Account Information

Step 2 of the registration process is to select your payroll reporting preference and enter your bank account information.

On the **Payroll and Bank Account Information** screen, you will need to select the following:
- Payroll vendor (from drop-down list), unless you will self-report
- SmartPay Payroll Reporting Service Information (Y/N)
- Payroll Frequency
- First Reporting Date

Next, enter your Bank Information*, then read and agree to the premium and payment requirements by clicking the **Save** button.

*Use of a savings account for this process requires notification to Smart Pay.

Create Your Account – Employee Set-Up Information

Step 3 of the registration process is to enter your employee information.

Note: This step can be skipped if you will be reporting at a class code level. This is the preferred time-saving option for many clients.

For Self-Reporting, by employee, select the **Assign An Employee** button at the bottom of the screen to open the **Employee Information** box.

Enter and save each employee's information individually, until all employees have been added. It is imperative to enter employee #'s exactly as shown on your payroll reports. Identify owners/officers by selecting 'Executive' from the drop-down list, then select either 'Included' or 'Excluded' to indicate how they should be handled for purposes of the payroll reporting process. If your payroll vendor will be reporting for you, only Excluded Owners/Officers need to be entered during this step.

Once complete, click **Save** on the Employee Information screen.

Registration Complete

Upon completion of the online registration process, you will receive an **Active Policy Notification email**, as shown in the example below. It will reflect all of the details specific to your policy.

From: SmartPay Solutions <noreply@smartpaysolutionsllc.onmicrosoft.com>
Date: Wednesday, June 27, 2018 at 10:35 AM
To: Build@build.net
Subject: TEST: Liberty Mutual Your Way Pay™ Active Policy Notification

Liberty Mutual.
INSURANCE

Ensure future delivery by adding noreply@smartpayllc.com to your address book.

Active Policy Notification

Dear Customer:

Your policy has been verified and accepted and is now available through the Your Way Pay website, powered by SmartPay.

Policyholder Name: ABC Construction
FEIN: 888656148
Policy Number: LM45986
Effective Date: 6/27/2018
Expiration Date: 6/27/2019
Payroll Reporting: Self-Reporting
Payroll Frequency: 12
First Check Date: 7/31/2018
Portal URL: www.smartpayllc.com/portal

For technical support or help with this process, contact support@smartpayllc.com or call 833-770-4913.
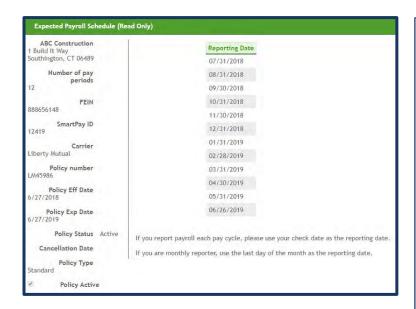
IMPORTANT PROGRAM TERMS:

- You, or your third party payroll provider, are responsible for reporting your payroll within 7 days following your payroll check date/reporting date.
- If there is no payroll for that period, a "Zero Payroll" needs to be reported.
- You will receive periodic notifications regarding your account. Failure to respond to these requests may lead to your payroll being processed at the highest rated class code or cancellation of your policy.
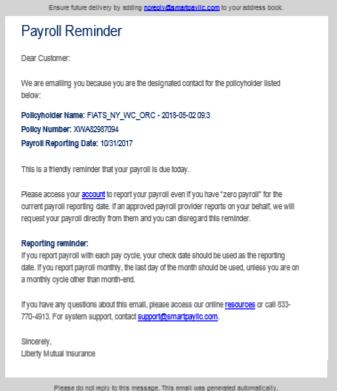
Report Payroll

Payroll reporting is due for each payroll period on or before the Payroll Reporting Date. The reporting dates for your policy can be found on the **Payroll Schedule** tab, as shown below.

If you have not reported your payroll prior to the Payroll Reporting Date, you will receive a **Payroll Reminder** email**,** also shown below, followed by 3 late payroll reporting emails (sent Day 3, Day 5 and Day 7 after due date) until you either report your payroll or your policy is changed to an alternate payment plan or cancelled.

Self-Reporting - you will need to log in and enter or upload payroll. If there is no payroll for any particular pay period, you are required to report "Zero Payroll". To upload your payroll, you must first contact SmartPay to obtain the payroll reporting template. For self- reporting, follow the steps beginning on page 13 of this document.
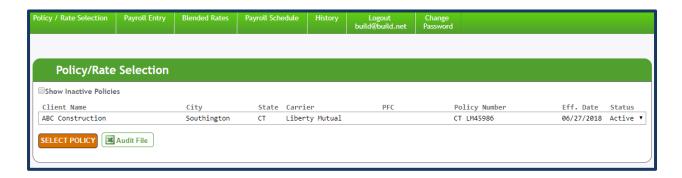
Blended Rates

Prior to entering payroll, if you wish to review the rates and fixed components used to calculate premium payments, click on the **Blended Rates** tab.

Total estimated payroll and premium should tie back to the policy as written.

Blended rates are applied to actual payroll each period, while non-wage based premium is spread evenly over the policy term.
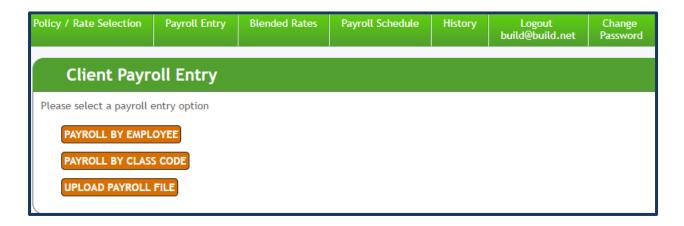
Policy/Rate Selection

Step 1 of the self-reporting payroll process is to select the appropriate policy for which payroll needs to be reported.

If there is more than one policy on the account, click on the drop-down arrow on the right-hand side of the screen to display the other policies. Click on and highlight the policy for which payroll will be entered.

Click **Select Policy.**

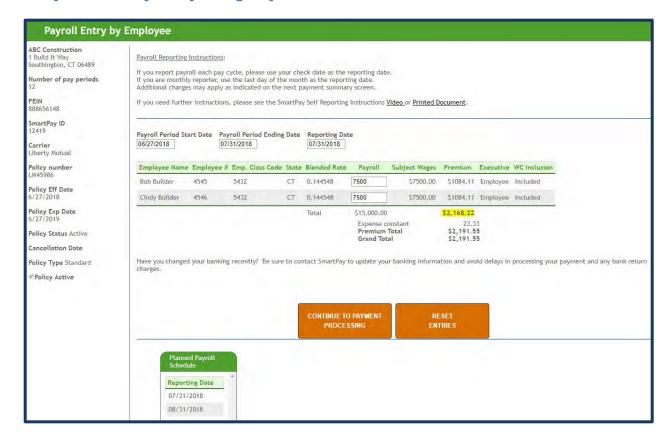# Client Payroll Entry

Step 2 of the self-reporting process is to select the payroll entry option.

Access the appropriate payroll screen by choosing from the **Client Payroll Entry** drop-down list. Click on the self-reporting option you selected during the registration process.

Proceed to one of the next four pages in this document for the steps related to the applicable reporting process.

Payroll Entry – By Employee

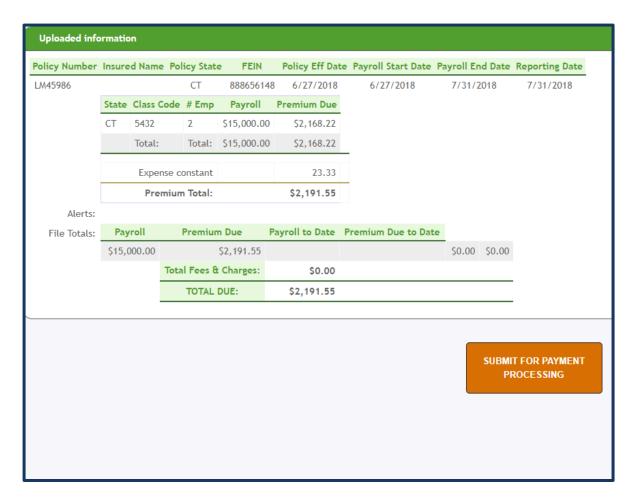**Step 3a** - Self-reporting payroll process, by employee.

To complete payroll by employee, enter the appropriate information in the following fields:

- Payroll Period Start Date
- Payroll Period Ending Date
- Reporting Date
- Payroll Amount (for each employee listed on the screen)

The Payroll Total will be automatically calculated for you. Review for accuracy and, if needed, make corrections to any employee(s) in which the payroll amount was entered incorrectly.

Once entry is complete, click **Continue to Payment Processing** to access the submission screen.
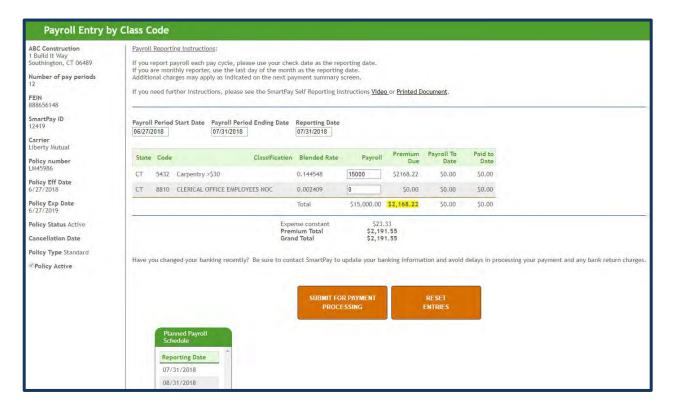
Payroll Entry – Employee (cont'd)

Uploaded information

Policy Number	Insured Name	Policy State	FEIN	Policy Eff Date	Payroll Start Date	Payroll End Date	Reporting Date
LM45986		CT	888656148	6/27/2018	6/27/2018	7/31/2018	7/31/2018

State	Class Code	# Emp	Payroll	Premium Due
CT	5432	2	$15,000.00	$2,168.22
	Total:	Total:	$15,000.00	$2,168.22

Expense constant	23.33
Premium Total:	**$2,191.55**

Alerts:

File Totals:

Payroll	Premium Due	Payroll to Date	Premium Due to Date		
$15,000.00	$2,191.55			$0.00	$0.00
	Total Fees & Charges:	$0.00			
	TOTAL DUE:	$2,191.55			

SUBMIT FOR PAYMENT PROCESSING

This submission screen will be presented upon completion of the payroll entry by employee. Note: this same screen is presented upon completion of the payroll upload process.

Click **Submit for Payment Processing** to finish this process. See page 19 of this guide for more information on the payment processing submission process.

Payroll Entry – By Class Code

Step 3b - Self-reporting payroll process by class code.

To complete payroll by class code, enter the appropriate information in the following fields:

- Payroll Period Start Date
- Payroll Period Ending Date
- Reporting Date
- Payroll Amount (for each class code listed on the screen)

The Payroll Total will be automatically calculated for you. Review for accuracy and, if needed, make corrections to any class code in which the payroll amount was entered incorrectly.

Once complete, click **Submit for Payment Processing.** See page 19 of this guide for more information on the payment processing submission process.
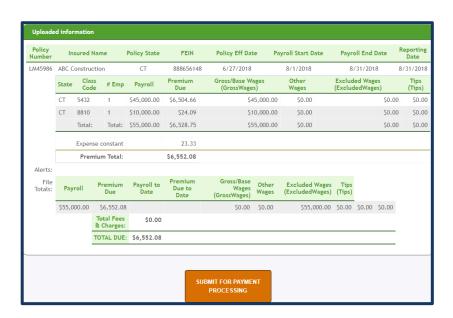
Upload Client Payroll

Step 3b - Self-reporting payroll via file upload.

To upload payroll, you must first contact SmartPay to let them know this is the option you desire. Confirm with them that the use of the below SmartPay spreadsheet and instructions are still appropriate.

Click **Browse** to locate the appropriate payroll file saved on your computer, then click **Upload**.

- Self Report Gross Template
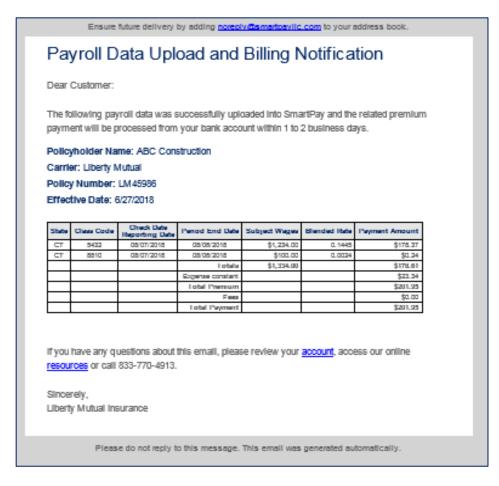- Self Report Gross Template Instructions

This submission screen will be presented upon completion of the upload.

Click **Submit for Payment Processing** to finish the upload process. See page 19 of this guide for more information on the payment processing submission process.

Submit for Payment Processing

For each of the 3 self-reporting options offered, you will be required to submit your payroll for payment processing. In each case, a message will be presented acknowledging your payroll has been saved.

You will receive a **Billing Notification** email, as shown in the example above, after submission of each payroll for payment processing, informing you of the payment that will be withdrawn from your designated bank account.

If you need to view the premium amount for a policy at a later time, that information is available under the **History** tab on the home page.

If there is an issue with the entry and/or submission of your payroll, please contact SmartPay Support immediately.

Email Notifications

Email Notification	Description	Action Required
Welcome/Registration Email	Request to complete account registration.	Access and complete the account registration using the link provided in this email.
Account Set-Up Reminder	Reminder to complete account registration.	Access and complete the account registration using the link provided in this email.
Active Policy Notification	Confirms the account is set up and ready to accept payrolls	Report any late payrolls to date based on the effective dates of the policy.
Payroll Reminder	Reminder that payroll is due that day, if not yet submitted. Reminder is sent even if you are using a payroll provider.	If self-reporting, report current payroll including zero payroll. If using a payroll provider, no action required. SmartPay will contact them directly.
Late Payroll Notification 1 & 2	Notices sent on Day 3 and Day 5 after the payroll due date has passed to remind insured that payroll(s) have not been received.	Submit the late payroll(s) immediately.
Late Payroll Notification 3- Pending Cancellation Notification	Notice sent on Day 7 after the payroll due date has passed to remind the insured that payroll(s) have not been received and the policy is in jeopardy of cancellation.	Submit the late payroll(s) immediately.
Payroll Data and Billing Notification	Notification of the premium amount to be drafted from the bank account on file and listing of successful payroll(s) for a policy for a given day.	Validate the payroll(s) agrees with your records and there are sufficient funds in your bank account to cover the bank withdrawal.
Bank Return Notification	Notification of a bank draft returned on the account (e.g., insufficient funds, incorrect bank account information, etc.)	Contact SmartPay Support immediately.
Bank Information Change	Notification of change to bank account Information.	Contact SmartPay Support immediately if the policyholder did not initiate this change request.
Password Reset Notification	Notification providing user with temporary password.	Log in to site using temporary password and change to a permanent password.