

Steps to applying a credit toward a balance invoice

The first screen in EZ-Pay will list all unpaid and partially paid invoices.

There should be a balance and a credit invoice. To apply the credit invoice, select the invoice with the balance amount.	5/19/2025 6/3/2025 610186568 8/1/2024 8/16/2024 100000735933	498.00 498.00 E
 Adjust the payment amount to reflect the credit. Example: \$3,093.78 - \$417.00 = \$2,676.78 should be the amount entered in the payment box Or refer to the Total Balance for the amount 	✓ 5/19/2025 6/3/2025 610186568 UNPAID AND PARTIALLY PAID ✓ Total Balance: \$111.00	498.00 1111.00
Select payment method or add payment method Confirm account and payment information. Check box to agree to terms and conditions. Select	Payment Method	♪ <u>Add</u> ✓

*If the credit is greater than the balance invoice, the credit will automatically be applied. Remaining credit will be applied to the future invoice until it is exhausted. No additional action is needed.

*To request a check, email ar@icwgroup.com.

For additional EZ-Pay information, refer to **EZ-Pay Quick Start Guide** or reach out to **ar@icwgroup.com** for assistance.

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