

# CAPITOL

PAYMENT PLAN



PREMIUM BILLING SYSTEM  
a cloud based management solution

## FREQUENTLY ASKED QUESTIONS

What is PBS? Premium Billing System (PBS) is the new platform CPP agents will be using to prepare finance agreements and status accounts.

Why is CPP switching to PBS? PBS offers agents new functions and flexibility not currently allowed in our current system. Information in PBS is also real time.

Will I be speaking with the same customer service people? Yes, nothing else is changing. Same telephone numbers, same contact information, same customer service representatives.

Does anything need to be installed in my computer? No. PBS is an entirely web based product, so nothing needs to be installed. PBS is also more compatible with newer versions of windows and all web browsers.

Will I notice a difference from what I currently use? Agents will have the same functionality as before plus a lot of new features. The primary difference agents will experience is the location of items on the screen.

I found Quotes-In-View very easy to use. Can I switch back if I do not like PBS? Unfortunately no. Like any new program it will take a little time to get use to but we think you will find what PBS offers very beneficial. Once you have been trained on PBS we will be shutting down your access to QIV.

What is happening to Accounts-In-View? You will continue to have access to AIV to manage your existing accounts. We will not be moving existing accounts to PBS. All accounts that start with *CPP* will continue to be managed in Accounts-In-View.

Does this mean I have to use multiple systems? For the first few months the answer is yes.

Do I need new credentials to log into PBS? No, you will be able to use the same username and password you are currently using. PBS also allows users to change passwords, retrieve lost passwords, and assign different log in credential to employees. If you have difficulty logging in to PBS contact Karen Mayen at 866-639-1333 x107.

When is this switch over going to happen? We are targeting the end of 2015. Our goal is to visit all of our producers and take them through the program.

Do I need to be seen before I can start using PBS? We are going to leave that up to you. PBS is very user friendly so a lot of instruction is not required. Until new accounts are entered into PBS, agents will primarily be using PBS to generate agreements. Feel free to play around with the system.