Pay Invoice Online Instructions

The North Carolina Industrial Commission allows invoices to be paid online. Anyone who has received a paper invoice via US Mail or an electronic invoice via email from the Industrial Commission may pay online and get a receipt for their payment immediately.

The Industrial Commission accepts payments via electronic check, VISA, and MasterCard on a secure web site.

Step 1: Navigate to the Pay Invoice Online Application

Go to the Industrial Commission website at www.ic.nc.gov and select *Pay Online* from the *Links* menu.

Step 2: Enter Invoice Information

On the *Pay Invoice* page, enter the *Invoice Number* and *IC File #* as well as your contact information. All fields other than the *Carrier/Attorney File #* are required.

Below, please find instructions for each of the form fields:

- *Invoice Number*: Enter the invoice number provided by the Industrial Commission on the paper or electronic invoice.
- *IC File #*: Enter the IC File Number on the paper or electronic invoice.
- *Payor Name*: Enter the name of the person the Industrial Commission should contact with any questions about the payment.
- *Account Holder*: Enter the name of the person or company who is the owner of the credit card or bank account you will use to pay this invoice.
- *Telephone*: Enter the phone number for the person the Industrial Commission should contact with any questions about the payment.
- *Email Address*: Enter the email address to which you want the receipt sent.
- *Carrier/Attorney File #*: If desired, enter your company's case tracking number.

Note: If you need help locating the *Invoice Number* or *IC File #* on your invoice, click the **Sample Invoice** button to view both a sample paper invoice and a sample electronic invoice with the *Invoice Number* and *IC File #* highlighted.

Once you have entered at least all required fields, click the **Continue** button.

Step 3: Identify the Payment Method

The *Payment Method* page allows you to review your invoice information for accuracy and designate your method of payment. You can pay by electronic check or credit card (VISA or MasterCard).

Review the information in the *Invoice To Process* section of the screen for accuracy. If it is not the invoice you intend to pay, click the **Back** button and modify your invoice information as necessary. If it is the correct invoice, but the amount does not match, abort the payment and report the discrepancy to the Industrial Commission at 919-807-2695.

Once you have verified that the information is correct, select your payment method.

If you intend to pay via electronic check, select that radio button and use the drop-down to indicate whether you will be using a personal account or a business one. It can be a checking account or a savings account.

If you intend to pay by credit card, just select that radio button.

To proceed with the payment, click the **Next** button.

Note: You also have the option to click the **Exit** button to abort your payment.

Step 4: Enter Payment Information

The *Payment Information* page has three sections:

- *Billing Address*: This section is optional. Entering this information will make no difference to your payment or your receipt. However, if you chose to enter this information, you have the option to enter a business name or a person's name. Check the box beside *Use Business Name* to replace the name fields with a single *Business Name* field.
- *Payment Details*: This section lists the payment amount. If the amount does not match your invoice, go back to the *Pay Invoice* page and make sure you have entered the correct *Invoice Number* and *IC File #*. If it is the correct invoice, but the amount does not match, abort the payment and report the discrepancy to the Industrial Commission at 919-807-2695.
- *Payment Method*: Enter your payment information here. This section varies depending upon whether you intend to pay via credit card or electronic check. Please see instructions for each below.

Credit Card

The *Payment Method* section of the page allows you to enter your credit card information.

Below, please find instructions for each of the form fields:

- *Name on Card*: Enter the name as it appears on your credit card. **Note:** Special characters are not accepted. If your cardholder name has an ampersand ("&"), enter "and" instead.
- *Card Number*: Enter your credit card number.
- *Expiration Date* (*Month*/*Year*): Select the month and year your credit card expires.
- *Enter the above code*: Enter the code that appears in the captcha image above this field. If you can't read the captcha image, click **Can't read? Try a different code.** to display a different one.

Once you have entered all required fields, click the **Next** button to proceed with your payment.

Note: You can also click the **Back** button to return to the *Payment Method* page or the **Exit** button to abort your payment.

Electronic Check

The *Payment Method* section of the page allows you to enter your electronic payment information.

Payment Method

*Account Number:	1111111111
*Re-Type Account Number:	1111111111
*Routing Number:	121000358
*Account Type:	⦿ Checking ◯ Savings

What's This? (Account Number)
What's This? (Routing Number)

Back Next Exit

Below, please find instructions for each of the form fields:

- *Account Number*: Enter the account number for the checking or savings account you intend to use for the payment.
- *Re-Type Account Number*: Verify the account number by entering it again.
- *Routing Number*: Enter the routing number for the checking or savings account you intend to use for the payment.
- *Account Type*: Select the appropriate radio button to indicate whether you intend to pay from a checking or a savings account.

Note: Click the **What's This?** link for an explanation of where to find your account and routing numbers. If you are still unsure, contact your financial institution for assistance.

In order to pay directly from your bank account, you'll need to provide us with your bank account number and bank routing number. You will find both of these numbers on the checks issued for your account.

Routing numbers are always 9 digits long. Account numbers may be up to 17 digits long. The check # is always 3 digits long and can be ignored. Some banks list the routing number first on the check, while other banks list the account number first. Below are examples of both types of checks with the account number circled in red:

Example Check 1
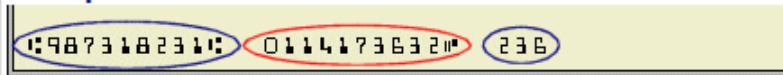
Example Check 2
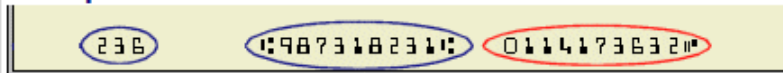
Once you have entered all required fields, click the **Next** button to proceed with your payment.

Note: You can also click the **Back** button to return to the *Payment Method* page or the **Exit** button to abort your payment.

Step 5: Complete the Payment

The *Payment Review* page allows you to validate your payment information and, if correct, complete the payment. Review your payment information and click the **Pay Now** button when ready. If your information is not correct, click the **Back** button to return to the *Payment Information* page to make any corrections.

Note: You can also click the **Exit** button to abort your payment.

This page varies depending upon whether you intend to pay via credit card or electronic check. Please see a screenshot of each below.

Credit Card

Electronic Check

Address
Billing Address:

Payment Method
Business Check
Checking
x1111
121000358

Payment Amount

> **Amount:** 400.00 USD
>
> **Total: 400.00 USD**

Today, being 3/22/2017, by entering the Company's routing and account number above and clicking "Pay Now," as an authorized Company representative, I authorize the payment in the amount indicated above to be processed as an electronic funds transfer (EFT) or draft drawn from the Company's checking or savings account as indicated above and, if neccessary, electronic credits to the Company's account to correct erroneous debits. I understand that the processing of the payment will be completed within 1-3 banking days. If the payment returns unpaid, I authorize you or your service provider to collect the payment and the state return item fee and, if applicable, costs, based on the Company's locale that I have provided above by EFT(s) or draft(s) drawn from the Company account. I understand that this authorization will remain in full force and effect until I notify you that I wish to revoke it and allow you reasonable opportunity to act on my notice.

I accept these terms, acknowledge these disclosures and authorize this payment on behalf of Company and further agree, on Company's behalf, that Company shall be bound by the NACHA Rules in effect, both now and as amended from time to time. PLEASE PRINT A COPY OF THIS PAGE FOR YOUR RECORDS.

| Back | Pay Now | Exit |

Step 6: View Your Receipt

Once you have completed your payment, your receipt displays. An electronic receipt (in PDF format) has also been emailed to the address you entered in Step 2.

NCIC Invoice Payment Receipt

North Carolina Department of Commerce
Industrial Commission
Accounts Receivable Section
4340 Mail Service Center
Raleigh, North Carolina 27699-4340

Received of:
Ronald Weasley
Weasley & Granger

Authorization Code	059784	Amount Paid	$400.00
Confirmation #	17033103269172	Date Tendered	03/31/2017
Payment Type	VISA		

Invoice	IC File #	Case	Form	Fee	Carrier/Atty File #	Transaction #
E-266542	714190	DUMMY FILE TEST FOLDER V. ACME FENCE COMPANY	CSA - Agreement	$400.00		16114

Your payment has been successfully processed. An Email with the confirmation receipt has been sent to : ccmstest@ic.nc.gov

Exit   Print   Pay Another Invoice

The receipt identifies the name and account holder entered in Step 2. It also contains information specific to the invoice such as the invoice number, IC File Number, carrier or Attorney file number, and the amount paid. Lastly, it includes information related to the payment, such as the confirmation number and authorization code.

At this point, you can click the **Exit** button to close the application, the **Print** button to print your invoice, or the **Pay Another Invoice** button to pay an additional Industrial Commission invoice.