

Pay Invoice User Instructions

Click [here](#) to access video instructions.

How to Get Started

The screenshot shows the homepage of the North Carolina Industrial Commission. At the top, there is a header with the commission's logo, name, and contact information. Below the header is a navigation menu with links for HOME, LATEST NEWS, Injured Workers, Employers, Carriers, Attorneys, Medical Providers, FAQ's, SECTIONS, and LINKS. The main content area features a large banner image of the North Carolina state flag and a city skyline, with the text "Serving The State's Workforce". Below the banner is a paragraph describing the commission's mission and a "More..." link. On the right side, there is a "LINKS" menu with various options, including "Who To Contact", "Our Location", "NCIC Forms", "Information Specialists", "News & Events", "Database Lookup", "Administrators Directory", "Court Decisions", "Website Archives", "Annual Bulletin", and "NEW! Pay Online".

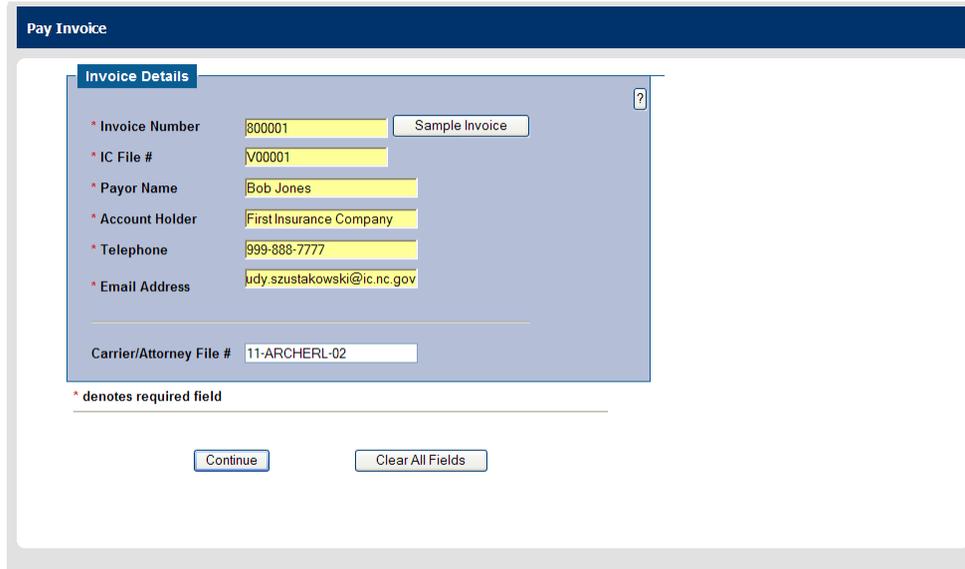
The North Carolina Industrial Commission allows invoices to be paid online. Anyone who has received a paper invoice via US Mail from the Industrial Commission may pay online and get a receipt for their payment immediately.

The Industrial Commission accepts payments in the form of Electronic Checks, VISA, and MasterCard on a secure web site.

The Industrial Commission Home Page is www.ic.nc.gov. This is your starting point. You may have referenced this web site in the past to obtain Workers' Compensation forms or to find the latest news related to the Industrial Commission.

From here, the quickest way to start the payment process is through the LINKS menu. Here you can see a Pay Online option. Clicking Pay Online will display the Pay Invoice Page and from there, you can submit your payment.

Complete the Pay Invoice Page



The screenshot shows a web form titled "Pay Invoice" with a sub-section "Invoice Details". The form contains several input fields, each with a red asterisk indicating it is a required field. The fields are: Invoice Number (800001), IC File # (V00001), Payor Name (Bob Jones), Account Holder (First Insurance Company), Telephone (999-888-7777), and Email Address (udy.szustakowski@ic.nc.gov). A "Sample Invoice" button is located to the right of the Invoice Number field. Below the main form, there is a "Carrier/Attorney File #" field with the value "11-ARCHERL-02". A legend indicates that a red asterisk denotes a required field. At the bottom of the form, there are two buttons: "Continue" and "Clear All Fields".

Field	Value
* Invoice Number	800001
* IC File #	V00001
* Payor Name	Bob Jones
* Account Holder	First Insurance Company
* Telephone	999-888-7777
* Email Address	udy.szustakowski@ic.nc.gov
Carrier/Attorney File #	11-ARCHERL-02

* denotes required field

Buttons: Continue, Clear All Fields

This is the Pay Invoice Page. From this page, you will enter information related to the invoice you are paying as well as information related to you, the person who is paying the invoice.

Remember, you need information from the invoice in order to process the payment, so be sure to have the invoice handy before you begin.

You can view a Sample Invoice at any time by clicking on this Sample Invoice button to the right of the Invoice Number field. This will help you locate the information you need.

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*****
** INVOICE   INVOICE   INVOICE **
*****

CARRIER FILE NO. -
CARRIER NO. - 101-000
EMPLOYER NO. - 7000000

PLEASE INCLUDE INVOICE NUMBER
WITH REMITTANCE AND SUBMIT TO:

DEPARTMENT OF COMMERCE
NORTH CAROLINA INDUSTRIAL COMMISSION
4340 MAIL SERVICE CENTER
RALEIGH, NORTH CAROLINA 27699-4340

STATE AGENCY VENDOR NUMBER - 12345678

INVOICE NO 200001
INVOICE DATE - 06/01/11
INJURY DATE - 12/31/10

IC FILE NUMBER 714190

RE- IC FILE NUMBER - 714190
JONES ROBERT D
VS - GENERIC EMPLOYER CO

ACME CARRIER CO
P O BOX 1000
RALEIGH, NC 276011000

DESCRIPTION OF CHARGES          COST
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THIRD PARTY ORDER DISTRIBUTION

TOTAL DUE          $ 300.00

PLEASE INCLUDE INVOICE NUMBER WITH REMITTANCE AND MAKE CHECK

PAYABLE TO:
DEPARTMENT OF COMMERCE
INDUSTRIAL COMMISSION

AND SUBMIT TO:
NORTH CAROLINA INDUSTRIAL COMMISSION
ACCOUNTS RECEIVABLE SECTION
4340 MAIL SERVICE CENTER
RALEIGH, NORTH CAROLINA 27699-4340

PLEASE RETURN COPY OF INVOICE WITH REMITTANCE.

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To get a better view of this sample, you can enlarge the screen by clicking on the Maximize button in the upper right.

You can find the Invoice Number on the right about one third down the page. On this sample, it is circled in red. The IC File Number is a little farther down the page and to the left. This is also circled in red.

Look at your invoice and locate the information you will need.

Close this page by clicking in the 'X' in the upper right.

Pay Invoice

Invoice Details ?

* Invoice Number

* IC File #

* Payor Name

* Account Holder

* Telephone

* Email Address

Carrier/Attorney File #

* denotes required field

Clicking the question mark in the upper right provides written instructions for processing your payment, and is also the place where you can review this video.

So, to pay the invoice, you simply fill out all of the required fields. Required fields are marked.

Take the Invoice Number and IC File Number directly from your paper invoice and enter these numbers (or sometimes letters) in the appropriate fields. Enter your name in the Payor field. By putting your name here, if the Industrial Commission has any questions concerning your payment, you can be contacted. In the Account Holder field, you should enter the name of the person or company who is the owner of the checking account or credit card you will use to pay this invoice.

The Telephone Number and Email Address should be entered for the Payor, and should not be the generic company information. The telephone number is being collected in case the Industrial Commission has questions. However, the email address is used to send a receipt immediately upon payment, so be sure you have this email address correct.

Finally, there is an optional field called Carrier / Attorney File Number. Use this number to put in your company's case tracking number. This number will print on the receipt and will assist you in matching the receipt with your internal records.

If you forget to enter data into one of the required fields, you will get an error message, such as "Email Address is a required field."

Once you have completed all of the data entry, you will click Continue to get to the Payment Methods Page.

Complete the Payment Method Page

NORTH CAROLINA INDUSTRIAL COMMISSION

Payment Method

Please Review your Invoice Information:

* Indicates required field

Invoice To Process
Invoice Number: 800001
IC File Number: V00001
Carrier / Attorney File Number: 11-ARCHERL-02
Account Holder: First Insurance Co
Amount: \$77.50

Choose method of payment

Pay by electronic check

* Account Type: Personal

Pay by credit card

VISA MasterCard

Back Next Exit

Need Help with this screen? Contact NCIC by phone (automated Voice Mail) at (919) 807-2695 or email us at ccmssupport@ic.nc.gov

The purpose of the Payment Method page is to identify how you plan to pay your invoice. Will you use an electronic check, which will deduct the invoice amount from your checking or savings account, or will you use a credit card? The Industrial Commission accepts both VISA and MasterCard.

But, before you make that selection, you should verify the data at the top of the page to ensure this is the invoice you intend to pay. Also, does the amount listed on this page match the amount on your invoice? If not, check that you typed in the correct invoice number. If you have the correct invoice number, but the amount does not match, you should not pay this invoice online. Instead, you should call the Industrial Commission at 919-807-2527 for assistance.

Once you have verified that the data is correct, you can make your Payment Method selection at the bottom of the screen. To do this, click in one of the circles to indicate either electronic check or credit card – if you click in one circle and want to change your mind, just click in the other circle. If you choose electronic check, you also need to use the drop-down box to indicate if the account is a personal account or a business account.

At any time, you can change your mind and decide not to pay the invoice today. Click on the Exit button and the payment transaction will be halted.

But, to continue paying, you need to click on the Next button. This takes you to the Payment Information Page, where you can enter your account numbers.

Enter Credit Card Information

The screenshot shows a web form titled "Payment Method". It contains three input fields: a text box for the name "First Insurance Co", a text box for the card number "4111111111111111", and two dropdown menus for the expiration date, with "05" selected for the month and "2013" for the year. At the bottom right of the form are three buttons: "Back", "Next", and "Exit".

When you are paying by Credit Card, the Payment Information Page gives you another opportunity to compare the invoice amount displayed on the screen with the amount on your paper invoice. You probably checked this on the previous page, but if you forgot, you can compare it now. If the amounts do not match, you should not pay this invoice online. Instead, call the Industrial Commission at 919-807-2527 for assistance.

At the bottom of the page, you must enter the Name as it Appears on the Credit Card, the Card Number, and the Expiration Date. You may need to scroll down to see these fields.

The Card Number is 16 digits long. You can enter this as one long string of numbers or you can break it up into 4 numbers of 4 digits each with spaces in between. This is how it appears on your card, and is sometimes easier to enter this way.

The Expiration Date is entered by using the drop-down lists for month and year. Some credit cards show a month-day-year expiration date and others show a month-year. You only need to enter the month and year, even if your card shows a day.

Then, click Next to see the Payment Review Page.

Enter eCheck Information

Billing Address	
*First Name:	John <input type="text"/>
M.I.:	<input type="checkbox"/>
*Last Name:	Doe <input type="text"/>
Street Line 1:	<input type="text"/>
Street Line 2:	<input type="text"/>
City:	<input type="text"/>
State:	Select State <input type="button" value="v"/>
Zip:	<input type="text"/>
Phone:	<input type="text"/>
E-Mail:	<input type="text"/>
Payment Details	
*Payment Amount: 375.00	
<small>Your account will be debited in 1 to 3 days from the date identified. If your payment date falls on a non-banking date your payment will be executed on the next available banking day. Current date payments received 4:00 PM MT will be executed on the next valid banking date.</small>	
Payment Method	
*Name On Account:	First Insurance Co <input type="text"/>
*Account Number:	1111111111 <input type="text"/> What's This?
*Routing Number:	121000358 <input type="text"/> What's This?
*Account Type:	<input checked="" type="radio"/> Checking <input type="radio"/> Savings

When you are paying by Electronic Check, you must enter the First and Last Names of the payor in the Billing Address at the top of the page. You may have already entered this information on a previous page, but you must validate your entry by typing it again.

In the center of the page is the invoice amount. If you forgot to compare the invoice amount on the previous page, you can check it now to make sure it matches your paper invoice. If the amount does not match your paper invoice, you should not pay this invoice online. Instead, call the Industrial Commission at 919-807-2527 for assistance.

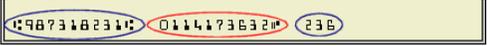
Then, at the bottom of the page, you must enter the name of the bank account owner - this might be a company and not a person. You must also enter your account number and the routing number. These numbers are printed on your paper checks. But, if you don't know where to find your account number and routing numbers, click on the What's This link to the right of the Account Number field to see a sample check.

eCheck Help

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



If you are still unsure, you should call your financial institution to get assistance. You can close this page using the 'X' in the upper right.

Billing Address	
*First Name:	John
M.I.:	<input type="checkbox"/>
*Last Name:	Doe
Street Line 1:	<input type="text"/>
Street Line 2:	<input type="text"/>
City:	<input type="text"/>
State:	Select State <input type="button" value="v"/>
Zip:	<input type="text"/>
Phone:	<input type="text"/>
E-Mail:	<input type="text"/>
Payment Details	
*Payment Amount: 375.00	
<small>Your account will be debited in 1 to 3 days from the date identified. If your payment date falls on a non-banking date your payment will be executed on the next available banking day. Current date payments received 4:00 PM MT will be executed on the next valid banking date.</small>	
Payment Method	
*Name On Account:	First Insurance Co
*Account Number:	1111111111 What's This?
*Routing Number:	121000358 What's This?
*Account Type:	<input checked="" type="radio"/> Checking <input type="radio"/> Savings

Finally, indicate the type of account you are using to pay the invoice by clicking the circle for either Checking or Savings. If you make a mistake, you can click the other choice to correct it.

If you decide not to pay the invoice today, you should click the Exit button and the payment transaction will stop.

When you are ready, click Next to see the Payment Review Page.

Review Before you Pay

Payment Review	
Please review your payment information below and click the "Pay Now" button when ready. If your information is not correct, please click the "Back" button and make any corrections before proceeding.	
Address	
Billing Address:	
Payment Method	
Electronic Check Checking x1111 121000358	
Payment Amount	
Amount: \$77.50	
Total: \$77.50	
By clicking PAY NOW, I authorize my payment to be processed as an electronic funds transfer or draft drawn from my account. If the payment is returned unpaid, I authorize you or your service provider to collect the payment and my state's return item fee by electronic funds transfer(s) or draft(s) drawn from my account.	
Click here to view your state's returned item fee.	
If this payment is from a corporate account, I make these authorizations as an authorized corporate representative and agree that the entity will be bound by the NACHA Operating Rules. To exit without authorizing, click EXIT.	
Back Pay Now Exit	
Need Help with this screen? Contact NCIC by phone (automated Voice Mail) at (919) 807-2695 or email us at ccmssupport@ic.nc.gov	

This is the Payment Review Page. This is your last chance to review the information before your bank account is debited or your credit card is charged. If you decide not to pay this invoice at this time, click Exit and the payment process will be cancelled.

If there is an error in your data entry, you can click Back to return to the previous page and correct your error.

But, if everything looks OK, you should click Pay Now to pay this invoice. It will take a few seconds to process the payment and once that is completed, you will get a receipt.

Keep your Receipt

Pay Invoice

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:
Bob Jones
First Insurance Co

Transaction No 110 Authorization Code 1234
Amount Paid \$77.50 Confirmation No 11092000421149
Date Tendered 09/20/2011 Payment Type E-Check

Invoice	IC File No	Case	Form	Fee	Carrier/Atty File #
800001	V00001	LEW ARCHER v. LOCAL POLICE FORCE		\$77.50	11-ARCHERL-02

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

This is your receipt. The Industrial Commission keeps a copy of this receipt for its records. And, a copy in PDF format has already been emailed to the email address that was entered on the Pay Invoice Page. When you receive that email, you can print it, forward it, or save it to your local network.

The receipt identifies the person who paid the invoice, as well as the company who owns the bank account or credit card that was used. It also shows information specific to the invoice such as the Invoice Number, IC File Number, Carrier / Attorney File Number, and Amount Paid. Lastly, it includes information related to the payment, such as the Confirmation Number and Authorization Code.

At this point, you can choose to pay an additional Industrial Commission invoice or, if you have no more invoices to pay, you may simply close your web browser.