

ClaimsPay[®]

Vendor & Service Provider Portal User Guide

Welcome!

The purpose of this document is to serve as a comprehensive guide for **Vendors / Service Providers** to understand the features and functionality of the **One Inc ClaimsPay[®] Vendor / Service Provider Portal**.

Disclaimers & Privacy Policy

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Who Is One Inc?

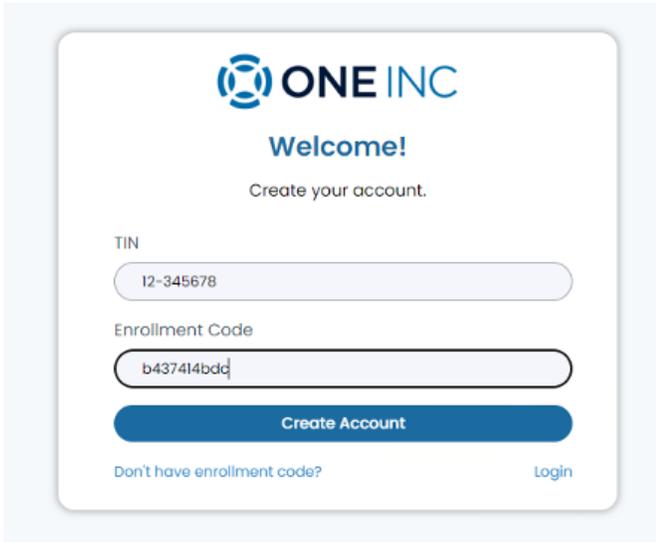
One Inc is a payments technology provider offering a **Digital Payments Platform** for insurance companies to receive premiums payments and send claims payments using secure web portals. One Inc also provides tools to communicate with customers via email, text, phone, and mail.

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Enroll My Business

Click on the URL: <https://providers.oneinc.com/register> found in your enrollment letter.

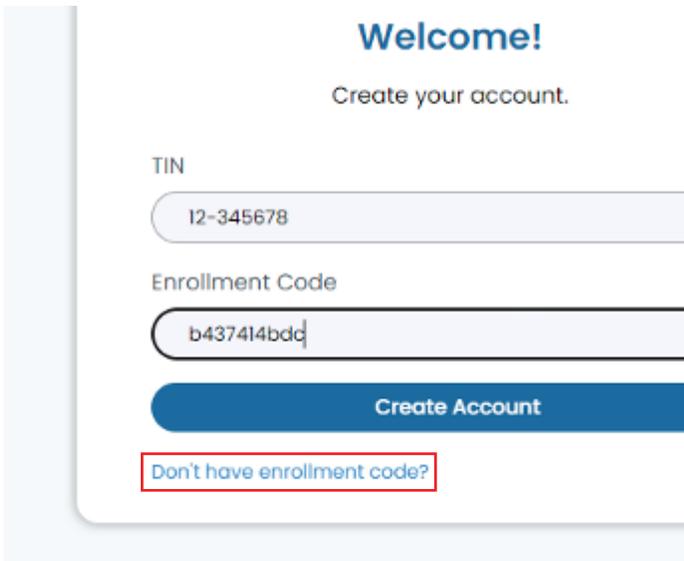


The screenshot shows the ONE INC registration page. At the top is the ONE INC logo and the text "Welcome! Create your account." Below this are two input fields: "TIN" with the value "12-345678" and "Enrollment Code" with the value "b437414bdd". A blue "Create Account" button is positioned below the fields. At the bottom left is a link "Don't have enrollment code?" and at the bottom right is a link "Login".

Enter **TIN** and the **Enrollment Code** found on your onboarding letter and click **Create Account**.

Lost Enrollment Code

If you lost the **Enrollment Code** provided to you from the Onboarding Letter, please click **Don't have enrollment code?** and the next screen will appear:



This screenshot is identical to the one above, but the "Don't have enrollment code?" link at the bottom left is highlighted with a red rectangular border.

ONE INC

Lost your enrollment Code?

Enter in the following information to retrieve an additional enrollment code.

Business Name

TIN

Business Phone

Business Email

Business Zip Code

Submit

Enter your business name, TIN number, business phone number, email and zip code. Click **Submit**.

If information entered is correct, the following **Information Submitted** screen will appear. One Inc will verify the information submitted and send a new enrollment code to your business email address.

ONE INC

Information Submitted

We are verifying your inputs. We will send a new enrollment code to the email provided once we have verified your information.

Done

Click **Done**

If information entered is invalid, an error message will appear. After three failed attempts, a message will appear to prompt you to call One Inc provider support number for assistance.

ONE INC

Welcome!

Create your account.

TIN

TIN is required

Enrollment Code

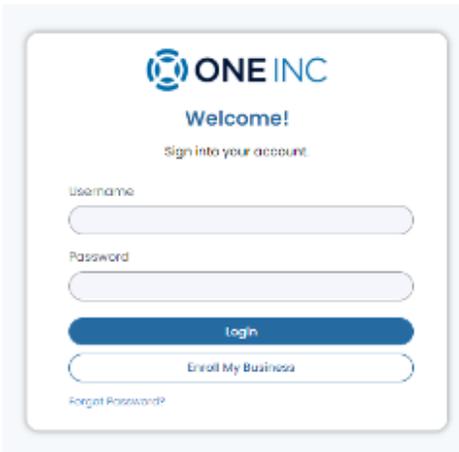
Create Account

Don't have enrollment code? [Login](#)

Max number of attempts has been reached. Please call 877-313-4898 for assistance

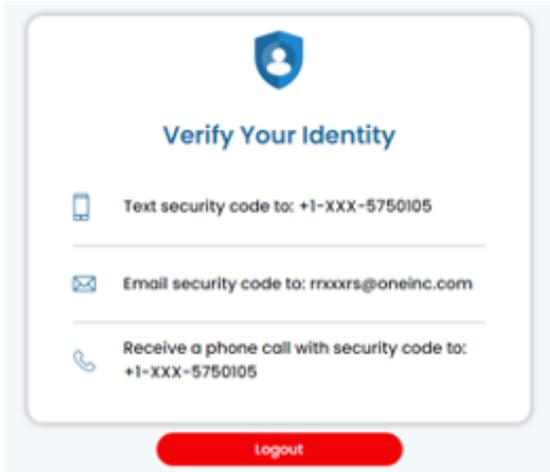
Login

To login, point your browser to <https://providers.oneinc.com/login>. Type in the correct **Username** and **Password** and then click the **Login** button. Note that you should have received a system-generated email with your login credentials and the One Inc URL. If you forgot your password, click on **Forgot Password?**



The login form features the One Inc logo at the top, followed by a 'Welcome!' message and a 'Sign into your account.' prompt. It includes input fields for 'Username' and 'Password', a blue 'Login' button, a white 'Enroll My Business' button, and a 'Forgot Password?' link at the bottom.

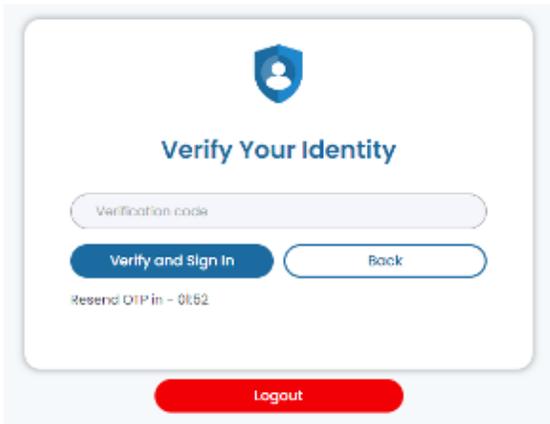
There is a two-factor authentication for every login.



The 'Verify Your Identity' screen displays a shield icon and three authentication options: 'Text security code to: +1-XXX-5750105', 'Email security code to: rxxxrs@oneinc.com', and 'Receive a phone call with security code to: +1-XXX-5750105'. A red 'Logout' button is positioned at the bottom.

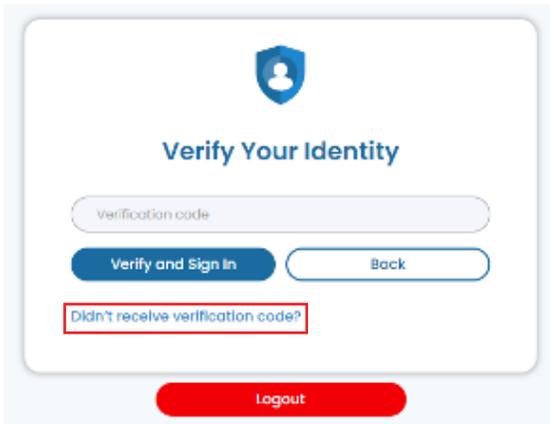
Click **Text**, **Email**, or **Phone Call** to receive your security code. Click **Logout** if you do not have access to any of the two factor authentication devices.

A **Verify Your Identity** screen will popup.



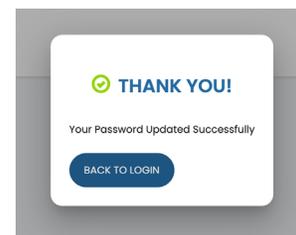
1. Enter the **Verification Code**
2. Click **Verify and Sign In**

IF AFTER TIME LIMIT HAS ELAPSED you didn't receive verification code, click on **Didn't receive verification code** on screen below



Temporary Password Reset

Upon first login, you will be required to set up a new password. **Note:** After you are done setting your password, you will be prompted to login again.



Type in your old password and then type in a new password twice. Click **Submit**. If your password was changed successfully, a success popup window will appear. Click **Back to Login.**

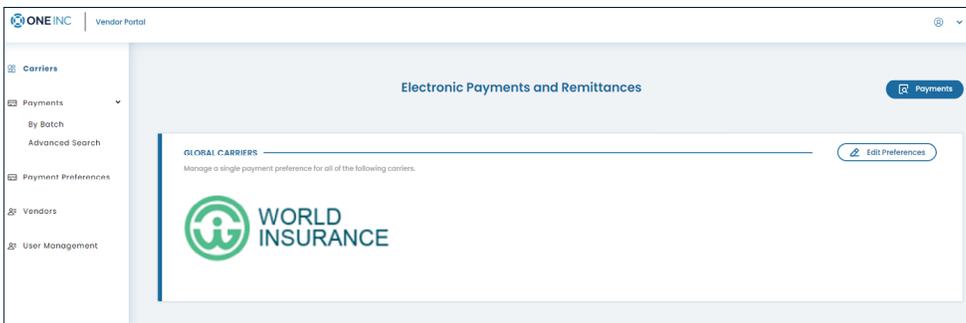
Home Page

Once you log in, the home page will be displayed. The page will contain tabs on the left, as shown below. You can navigate to:

1. **Carriers/Payors**
2. **Payments**
3. **Payment Preferences**
4. **Vendors**
5. **User Management**

The **Global Carrier's homepage** will display all carrier logos who issue you payments through One Inc. You can only choose one payment preference which will be used to pay you from all the carriers listed in this portal.

The Global Carriers refers to all the payors who leverage One Inc as their payment processor. Depending on how you are set up with the carrier, specific labels within this portal may vary from the examples displayed in this guide, such as: vendors/provider, payor.



Payments

To view payment history, click on the arrow on the right of the **Payments** tab on the left side of the home screen. There you will have two options to choose from:

1. **Payment Search by Batch** - this allows you to search for payments using the carrier's name, your organization name, the payment reference #, and the payment dates.
2. **Advanced Payment Search** - this allows you to conduct a search using claim number, customer name and amount.

Note: If you are being paid by Medical Mutual of Ohio, you will not see any payment history for Bank Account payments or Check payments. This portal will only displays Medical Mutual of Ohio payment history for Express Payments. If you are looking for Bank Account and Check payment history or any EOBs you will need to contact Medical Mutual of Ohio to access those details.



Payments By Batch

The purpose of this report is to allow you to quickly find a payment that would have occurred in the past. If you belong to multiple clients and a multi-shop organization and have access to view remittance details for all your shops, you can choose to filter this by selecting **Client Name** and/or **Organization Name**.

Org Name	Payment Method	Payment Reference #	Issued Date	Amount	Payment Details
VENDORRRS	Not available	10000033	2021-07-09	\$12.04	DETAILS
VENDORRRS	Not available	10000032	2021-07-08	\$12.03	DETAILS

1. **Client** - Click on the down arrow, scroll down and select the client's name from the dropdown list.
2. **Organization Name** - Click on the down arrow, scroll down and select the organization's name.
3. **From Date To Date** - Click on the calendar and select the date range you would like to run the report for.

Click **Search**. Or click **Reset** to clear all fields.

When you click **Search**, the payments will show on screen. Click **Details** for more information about the payment. Click on the left and right arrows on the bottom right side of the screen to scroll back and forth between pages.

Advanced Search

Depending on the number of payments you receive, or the payment details you have on hand to search with, you may need to use the **Advanced Search**. This search includes all the search criteria in the **Batch Search**, plus the ability to sort by **Claim Number**, **Customer Name** and **Amount**.

1. For particular client - Select **Client** from the **Client** drop down menu. Similarly select the **Organization Name** and click **Search**.
2. Enter the **Payment Reference Number, Claim Number, Customer Name, Amount, and From and to Dates**. Then click **Search**. The search results will populate below.
3. Click on **Download to CSV** to export search results into a comma-separated values (CSV) file.

Advanced Search

Client World Insurance	Organisation Name Auto Rental Ltd	Payment Reference#
Claim Number	Customer Name	Amount
From Date	To Date	Reset Search

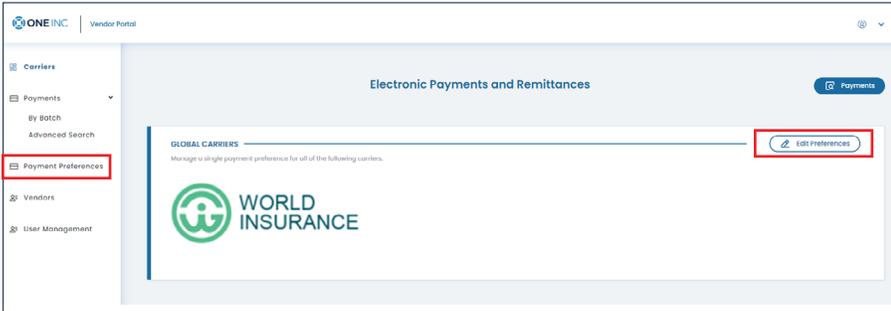
[Download to CSV](#)

Org Name	Payment Method	Payment Reference #	Issued Date	Invoice No	Claim No	Customer Name	Amount	Status	Comments
Glenn's Body Shop	Not available	71000026	2021-04-23	Invoice-124555	12345	Claimant Name - James Smith	\$724.75	Issued	Not available
Glenn's Body Shop	Not available	71000023	2021-04-22	Invoice-124555	101083	Claimant Name - James Smith	\$724.75	Issued	Not available
Glenn's Body Shop	Not available	71000020	2021-04-22	Invoice-124555	101083	Claimant Name - James Smith	\$724.75	Issued	Not available
Glenn's Body Shop	Not available	71000008	2021-03-29	Invoice-124555	052017	Claimant Name - James Smith	\$724.75	Issued	Not available

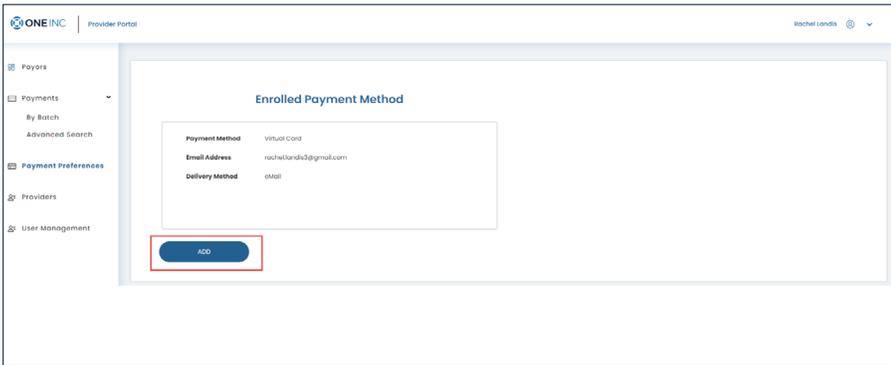
Payment Preferences-Global

Adding Payment Method

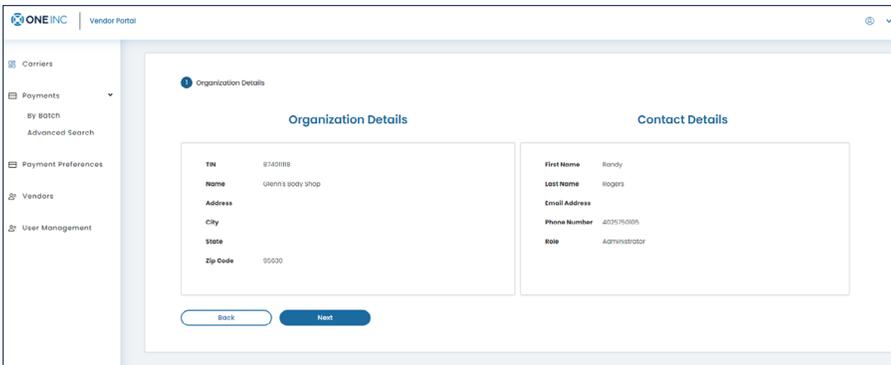
From the home screen click on **Payment Preferences** or **Edit Preferences**.



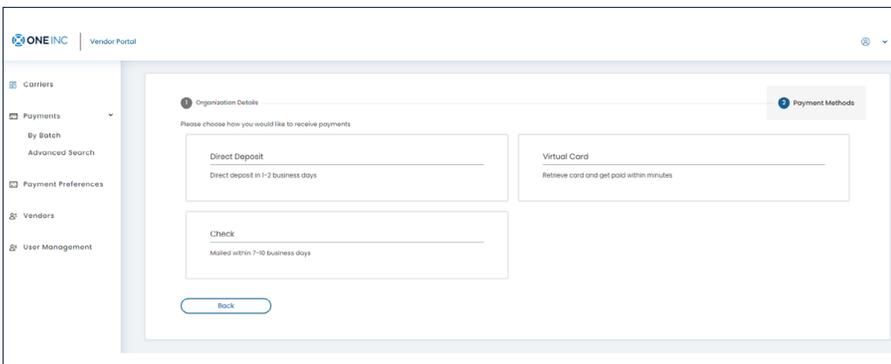
You will be taken to the page where you can change your current payment preference by clicking 'ADD'



You will be taken to the **Organization Details** page seen below.



Verify your **Organization Details** and **Contact Details** and click **Next**. After selecting the **Next** button, you will be navigated to the following page to select your payment preference.



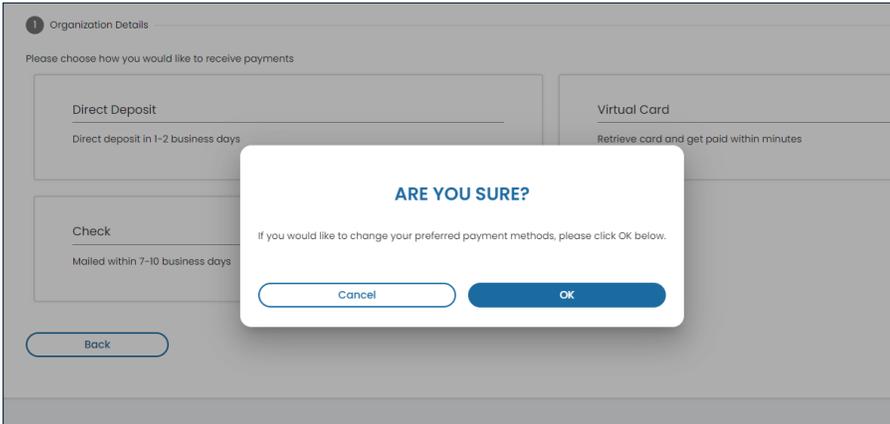
Select how you would like to receive your payments by clicking on one of the following forms of payment:

Virtual Card – Retrieve card by email or fax and get paid within minutes.

Direct Deposit – Funds will deposit directly into your bank account within 1-2 business days.

Check – You will receive a check in the mail within 7-10 business days.

Once you select a new payment method type, you will be prompted with a with a pop-up window. Click on **OK** to confirm payment type or click **Cancel** to go back and change payment type.

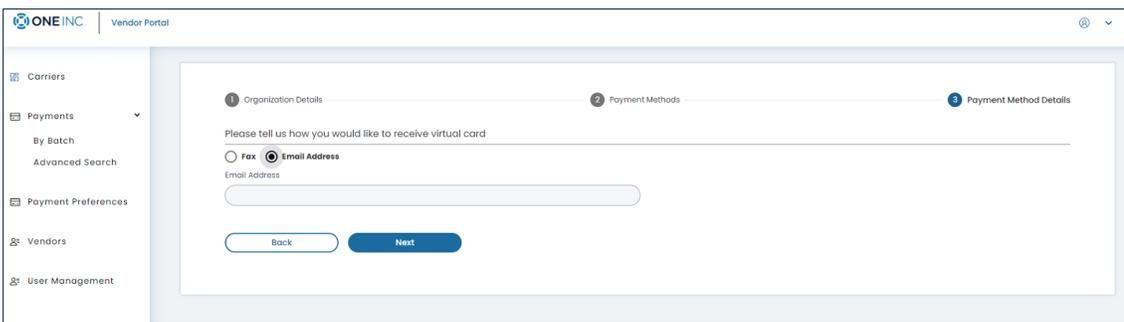


If you are sure you want to change your **Payment Method** click **OK**. If you select the option that you are already enrolled in, you will be presented with a pop-up message stating *“You have already enrolled payment method as (payment method). Please select a different payment method.”*

Virtual Card

If you select to be paid by **Virtual Card**, which is a One Inc **Express ClaimsCard®**, click on the **Email Address** button, enter your email address and click **Next**. Or if you prefer to fax your information, click on the **Fax** button, enter your information and click **Next**.

If you select to be paid by **Express ClaimsCard**, you will first need to input your preferred email or fax number to have your **Express ClaimsCard** delivered to. Once entered, select the **Next** button.



ONE INC | Provider Portal Colby Shaules

1 Organization Details 2 Payment Methods 3 Payment Method Details 4 Authorization Information

You certify that the information provided on this page is true and accurate and that you are authorized to make the payment preference changes on behalf of the organization identified on the prior pages.

Name Title Date

Remittance Information

Please provide email address to receive remittance information

Email

Documentation
Please upload below required documentation.

Upload Void Check Upload W9 (Optional)

Back Next

Enter **Name**, **Title**, **Date**, and **Email**. *Optional:* Upload a voided check and upload a W9 and select **Next**.

ONE INC | Vendor Portal

TIN XXXXXX119
Authorization Code XXXXXX

Organization Name Glenn's Body Shop
Address
City
State
Zip Code 12345

Primary Contact Details

First Name John
Last Name Smith
Email Address jsmith@gmail.com
Phone Number (123) 456-7890

Enrolled Payment Method

Payment Method Virtual Card
Delivery Method eMail
Email Address

I have read and agreed to the Payment Authorization and Consumer Electronic Signature Disclosure.

Back Next

Review the information and agree to terms and select **Next**. Once you select **Next**, you will be brought back to the payment preference page where you can see your updated preference.

Direct Deposit

If you select **Direct Deposit**, the following screen will appear:

The screenshot shows the ONE INC Vendor Portal interface. The left sidebar contains navigation options: Carriers, Payments (By Batch, Advanced Search), Payment Preferences, Vendors, and User Management. The main content area displays a progress bar with three steps: 1. Organization Details, 2. Payment Methods, and 3. Payment Method Details. Below the progress bar, there is a heading 'Select Business Checking or Business Saving' and two radio buttons: 'Business Checking' (selected) and 'Business Savings'.

Select **Business Checking** or **Business Savings**.

This screenshot shows the same 'Payment Method Details' step as the previous one, but with additional input fields. Below the radio buttons, there are four text input fields: 'Account Number', 'Confirm Account Number', 'Routing Number', and 'Bank Name'. At the bottom of the form, there are two buttons: 'Back' and 'Next'.

Enter your **Account Number, Routing Number, and Bank Name** then click **Next**.

The screenshot shows the 'Authorization Information' step in the ONE INC Vendor Portal. It includes a certification statement: 'You certify that the information provided on this page is true and accurate and that you are authorized to make the payment preference changes on behalf of the organization identified on the prior pages.' Below this, there are three input fields for 'Name', 'Title', and 'Date'. A section titled 'Remittance Information' contains an 'Email' input field. Under 'Documentation', there are two file upload buttons: 'Upload Void Check' and 'Upload W9 (Optional)'. 'Back' and 'Next' buttons are at the bottom.

Enter **Name, Title, Date, and Email**. *Optional:* Upload a voided check and upload a W9 and select **Next**.

This screenshot shows the 'Payment Preferences' step. It is divided into several sections: 'TIN' (XXXXXX), 'Organization Name' (Client's Body Shop), 'Address' (City, State, Zip Code: 02445), 'Primary Contact Details' (First Name: John, Last Name: Smith, Email Address: jsmith@gmail.com, Phone Number: (212) 456-7890), and 'Enrolled Payment Method' (Payment Method: Virtual Card, Delivery Method: virtual, Email Address). At the bottom, there is a checkbox for 'I have read and agreed to the Payment Authorization and Consumer Electronic Signature Disclosure' and 'Back' and 'Next' buttons.

Review the information and agree to terms and select **Next**. Once you select **Next**, you will be brought back to the payment preference page where you can see your updated preference.

Checks

If you select to be paid by check, One Inc will mail your check to the address that is on file with the carrier. If you have any issues please contact the adjuster to update your address. Click **Next**. Once you select **Next**, you will be brought back to the payment preference page where you can see your updated preference.

The screenshot shows the ONE INC Vendor Portal interface. The left sidebar contains navigation options: Carriers, Payments (By Batch, Advanced Search), Payment Preferences, Vendors, and User Management. The main content area displays a progress bar with three steps: 1. Organization Details, 2. Payment Methods, and 3. Payment Method Details. Below the progress bar, a message states: "Your Check will be mailed to the address on the file." At the bottom of this section are two buttons: "Back" and "Next".

Enter **Name, Title, Date, and Email**. *Optional:* Upload a voided check and upload a W9 and select **Next**. Once you select **Next**, you will be brought back to the payment preference page where you can see your updated preference.

The screenshot shows the ONE INC Provider Portal interface. The left sidebar contains navigation options: Payments (By Batch, Advanced Search), Payment Preferences, Providers, and User Management. The main content area displays a progress bar with four steps: 1. Organization Details, 2. Payment Methods, 3. Payment Method Details, and 4. Authorization Information. Below the progress bar, a message states: "You certify that the information provided on this page is true and accurate and that you are authorized to make the payment preference changes on behalf of the organization identified on the prior pages." There are three input fields for Name, Title, and Date. Below these is a section titled "Remittance Information" with a sub-heading "Please provide email address to receive remittance information" and an "Email" input field. Underneath is a "Documentation" section with the instruction "Please upload better required documentation." and two buttons: "Upload Void Check" and "Upload W9 (Optional)". At the bottom are "Back" and "Next" buttons.

Review the information and agree to terms and select **Next**. Once you select **Next**, you will be brought back to the payment preference page where you can see your updated preference.

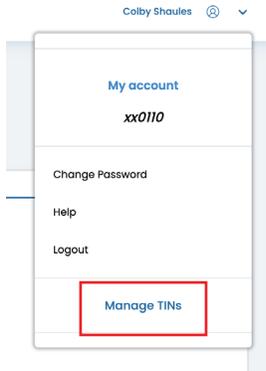
The screenshot shows the ONE INC Vendor Portal interface. The left sidebar contains navigation options: Payment Preferences, Vendors, and User Management. The main content area displays a progress bar with three steps: 1. Organization Details, 2. Payment Methods, and 3. Payment Method Details. Below the progress bar, there are two main sections. The first section contains fields for TIN (XXXXXXX), Authorization Code (XXXXXX), Organization Name (Glen's Body Shop), Address, City, State, and Zip Code (0345). The second section is titled "Primary Contact Details" and includes fields for First Name (John), Last Name (Smith), Email Address (jms9h@gmail.com), and Phone Number ((212) 456-7890). Below this is a section titled "Enrolled Payment Method" with fields for Payment Method (Virtual Card), Delivery Method (virtual), and Email Address. At the bottom, there is a checkbox labeled "I have read and agreed to the Payment Authorization and Consumer Electronic Signature Disclosure" and "Back" and "Next" buttons.

Do you have more than one tax ID number?

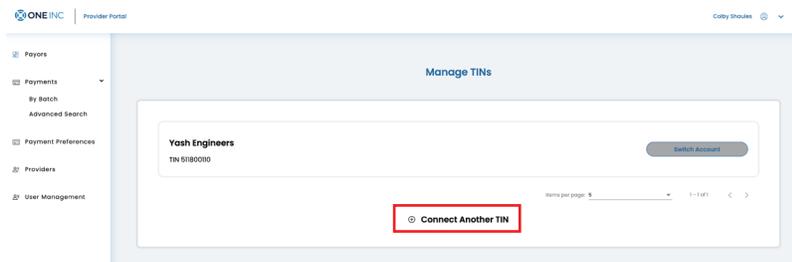
If you are an administrator or own more than one business and need to manage more than one Tax ID Number, you can connect those TINs together for easier navigation between your accounts by following the steps below.

1. Click dropdown arrow next to your User Name on the top right of the portal.

2. Click Manage TINs

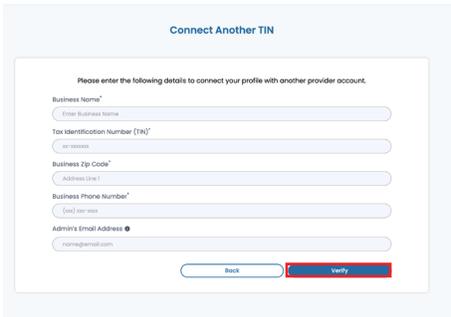


3. Click Connect Another TIN

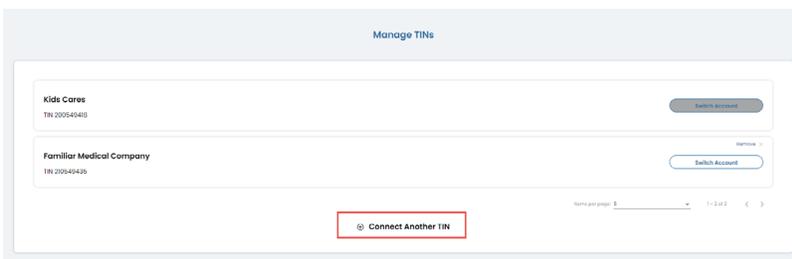


4. Fill in all required fields

5. Click Verify



6. Continue with however many TINs you need

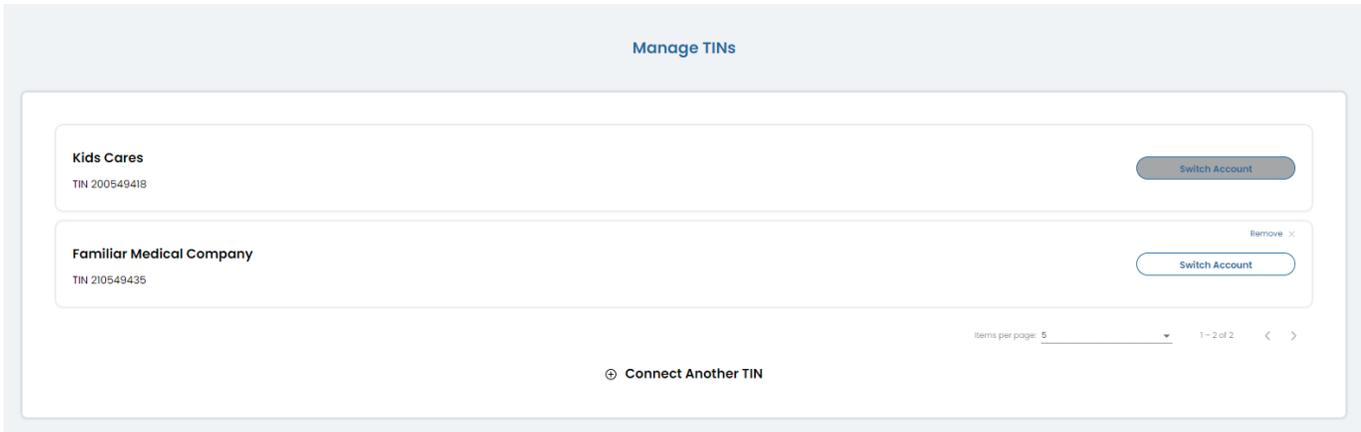


Manage TINs

Once you have added more than one TIN, and you would like to navigate between these accounts without needing to log out of the portal, follow the below steps.

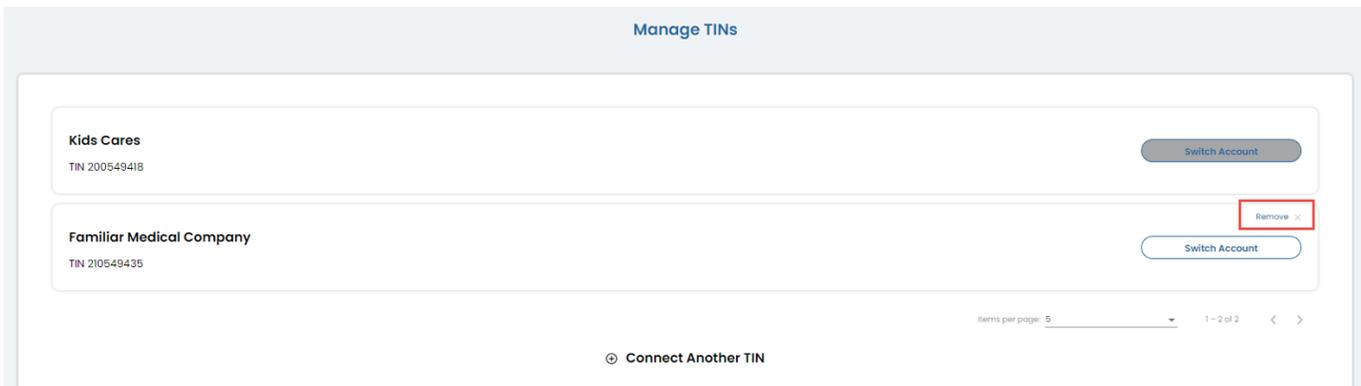
1. **Click dropdown arrow next to your User Name on the top right of the portal.**
2. **Click Manage TINs**
3. **Click on the TIN you would like to manage**

To switch between accounts, select an account where the **Switch Account** button is not greyed out. NOTE: The **Switch Account** button will be greyed out on the account that you are currently logged into.



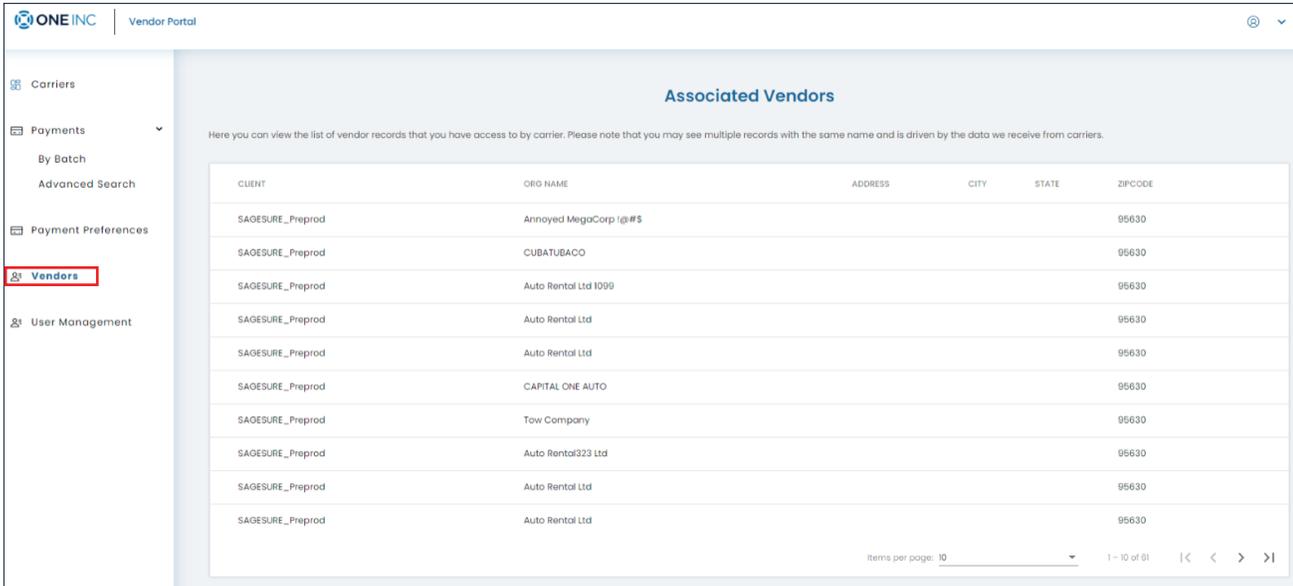
Remove Account

To remove an account, click on **Remove** to the right of the account name you want to remove. The **Switch Account** button will be greyed out on the account you are currently logged into. To add back a TIN to the list, click on **Connect Another TIN**.



Vendors

When you click Vendors on the left side menu, you will be able to view all locations associated with your tax id number.



The screenshot shows the ONE INC Vendor Portal interface. The left sidebar contains navigation options: Carriers, Payments (with sub-options: By Batch, Advanced Search), Payment Preferences, Vendors (highlighted with a red box), and User Management. The main content area is titled "Associated Vendors" and includes a descriptive note: "Here you can view the list of vendor records that you have access to by carrier. Please note that you may see multiple records with the same name and is driven by the data we receive from carriers." Below this is a table with columns: CLIENT, ORG NAME, ADDRESS, CITY, STATE, and ZIP CODE. The table lists 12 records, all with CLIENT "SAGESURE_Preprod" and ZIP CODE "95630". The ORG NAME entries include "Annoyed MegaCorp 1@#5", "CUBATUBACO", "Auto Rental Ltd 1099", "Auto Rental Ltd", "CAPITAL ONE AUTO", "Tow Company", and "Auto Rental323 Ltd". At the bottom right of the table, there is a pagination control showing "Items per page: 10" and "1 - 10 of 81" with navigation arrows.

CLIENT	ORG NAME	ADDRESS	CITY	STATE	ZIP CODE
SAGESURE_Preprod	Annoyed MegaCorp 1@#5				95630
SAGESURE_Preprod	CUBATUBACO				95630
SAGESURE_Preprod	Auto Rental Ltd 1099				95630
SAGESURE_Preprod	Auto Rental Ltd				95630
SAGESURE_Preprod	Auto Rental Ltd				95630
SAGESURE_Preprod	Auto Rental Ltd				95630
SAGESURE_Preprod	CAPITAL ONE AUTO				95630
SAGESURE_Preprod	Tow Company				95630
SAGESURE_Preprod	Auto Rental323 Ltd				95630
SAGESURE_Preprod	Auto Rental Ltd				95630
SAGESURE_Preprod	Auto Rental Ltd				95630

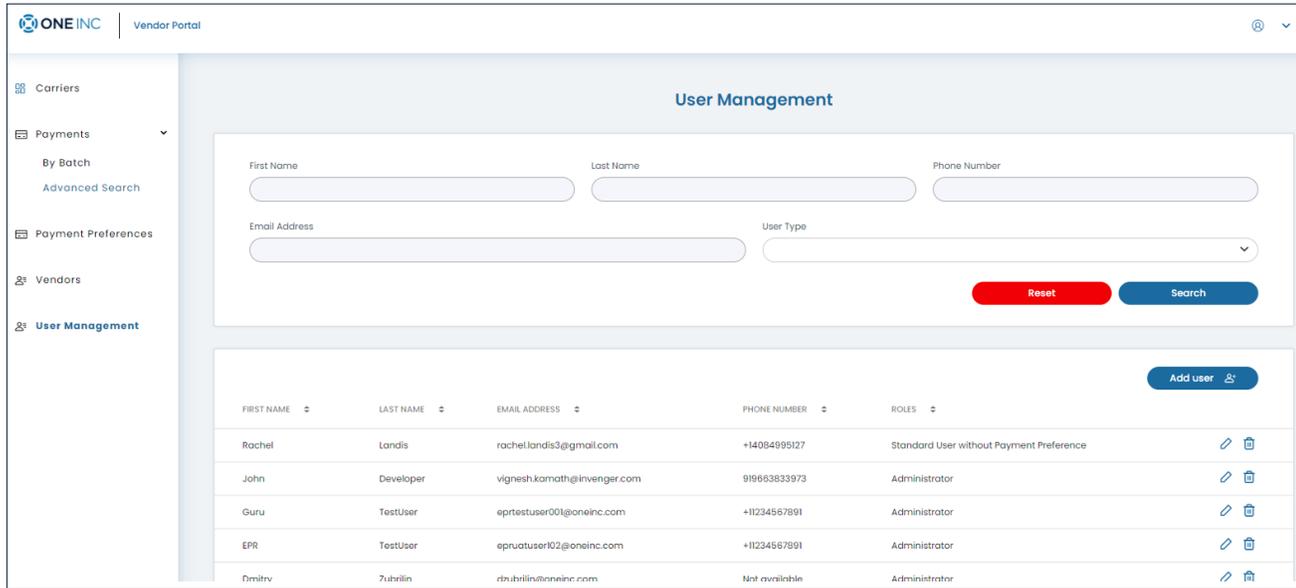
User Management

When you click **User Management** on the left side menu, there are three possible user roles: **Administrator**, **Standard User with payment Preference**, and **Standard User without Payment Preference**. Adding New Users and Removing Users is only allowed in the **Administrator** role.

Administrator	Standard User with Payment Preference	Standard User without Payment Preference
Access: Can view, edit, connect TINs, and add new users.	Access: Can view and edit payment preferences and connect TINs. Cannot add new users	Access: View only. Cannot add users or edit payment preferences and can not connect TINs.

Search User

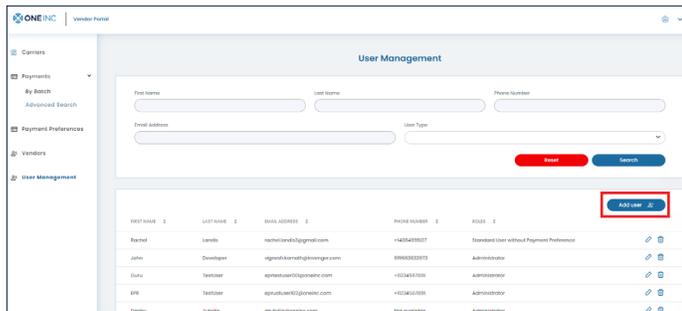
Click on **User Management** on the left side menu.



1. Enter **First Name, Last Name, Phone Number, Email Address**. Click on the down arrow in **User Type**, scroll down and select the user type.
2. Click **Search**. The user's information will appear.

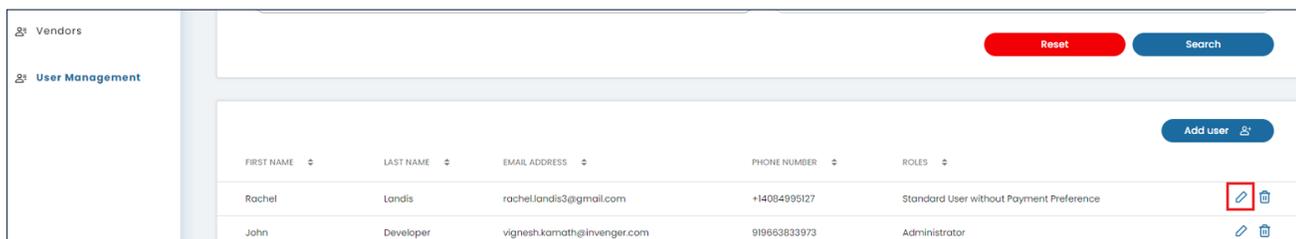
Add User

To add a new user, click on **Add User**. Enter the user's information. Then Click **Next**. Adding New Users and Removing Users is only allowed in the Administrator role.



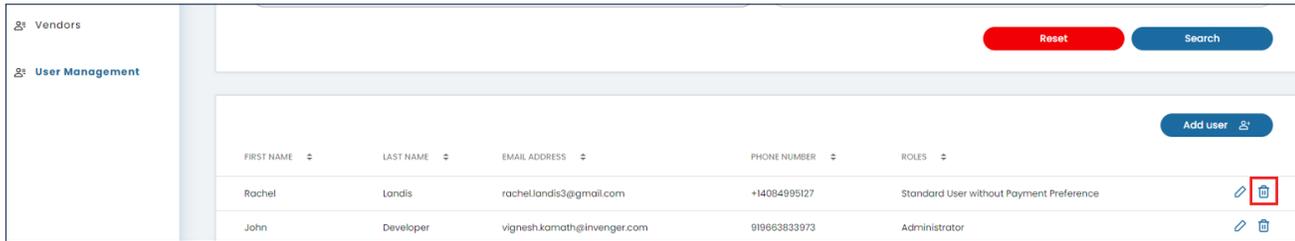
Edit User

To Edit a User, go to the person's name and click on the pen icon to the right. Edit the information you want to change. Adding New Users and Removing Users is only allowed in the Administrator role.



Remove User

To remove a user, click on the trash can icon to the right of that user's name. Adding New Users and Removing Users is only allowed in the Administrator role.

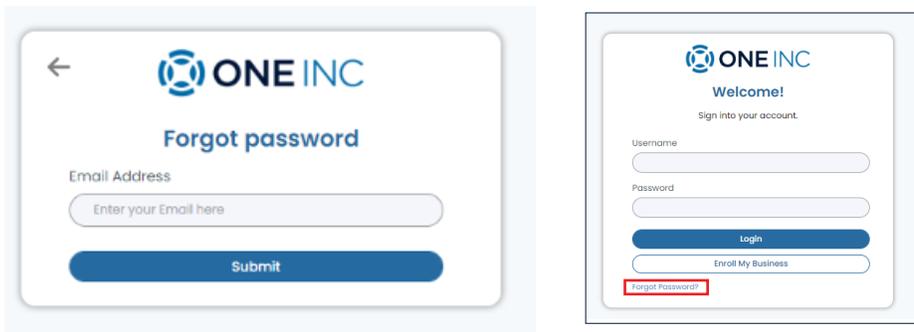


Forgot Password

In the event you try to login with an incorrect password, your account will be locked. You will need to call **Customer Support (877) 313-4898** to unlock your account.

To prevent being locked out of your account, click **Forgot Password**, enter your e-mail address, and click **Submit** to reset your password.

Note: After you are done resetting your password, you will be prompted to login again.



Enter email address and click **Submit**. If you have an account, an email will be sent with directions on how to complete resetting the users password.

My Account

Change Password

1. Click on the dropdown arrow next to your profile on the upper right-hand corner of the screen.
2. Click on **Change Password**

