

# Processing a Renewal User Guide

This user guide provides instruction on how to locate, process and submit a renewal application in Policy Center.

**With the implementation of Policy Center, all renewal applications for TWIA policies are electronically generated.**

1. Locate the renewal in the My Activities section. If the renewal is not there, manually search for the renewal.
2. Answer all Pre-Qualification Questions.
3. Answer both Pre-Renewal Information Questions and click Save Draft.

**\*\*Note:** Once these questions have been answered, the Renewal Application Notice will be available to view in the Documents section.\*\*

***All fields on the renewal marked with an asterisk should be verified, updated, or completed.***

4. Click the Edit Transaction button.
  - a. A message will notify you that edits require re-approval by underwriting. Click OK.
5. Click Locations and Risk Items on the left side of the screen.
6. Click on the item number to edit item details.
7. In the Additional Details section, complete information on changes made to the property.
8. For Residential Policies: Import a new MSB without “estimate” in the policy number before importing, if required. Refer to the [Import an MSB-Residential Policies Job Aid](#).  
For Commercial Policies: Create a Commercial Valuation, if required. Refer to the [Commercial Valuation Tool Job Aid](#).

Once the electronic renewal application has been verified, updated, and completed, click the Calculate Premium button.

On the Payment Screen, select the payment option in the Payment Method dropdown menu you would like to use to pay the premium.

Refer to the [Payments Job Aid \(not including Wellington\)](#) for eCheck, EFT, and Check/Money Order payment instructions.

Refer to the [Wellington Premium Finance Job Aid](#) for Wellington payment instructions.