



TWIA Agent Guest Pay

This job aid demonstrates the Guest Pay feature in the TWIA Website for Agencies to make payments on active policies.

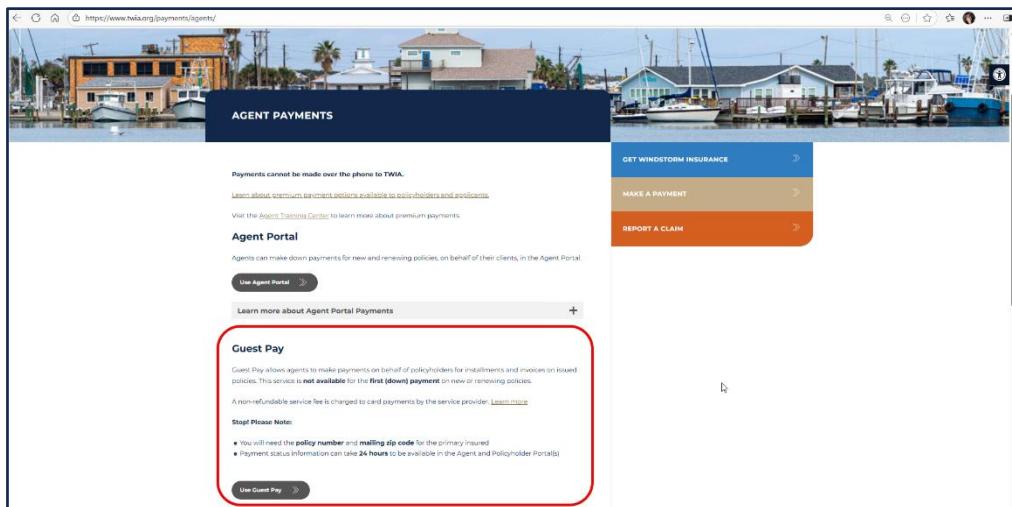
Guest Pay is a feature added to the TWIA Website where an Agency can make payments for a Policyholder.

Important Reminders:

- This feature DOES NOT apply when making an initial premium payment to issue a policy.
- A valid email must be on file for the email Payment Confirmation to the payee.

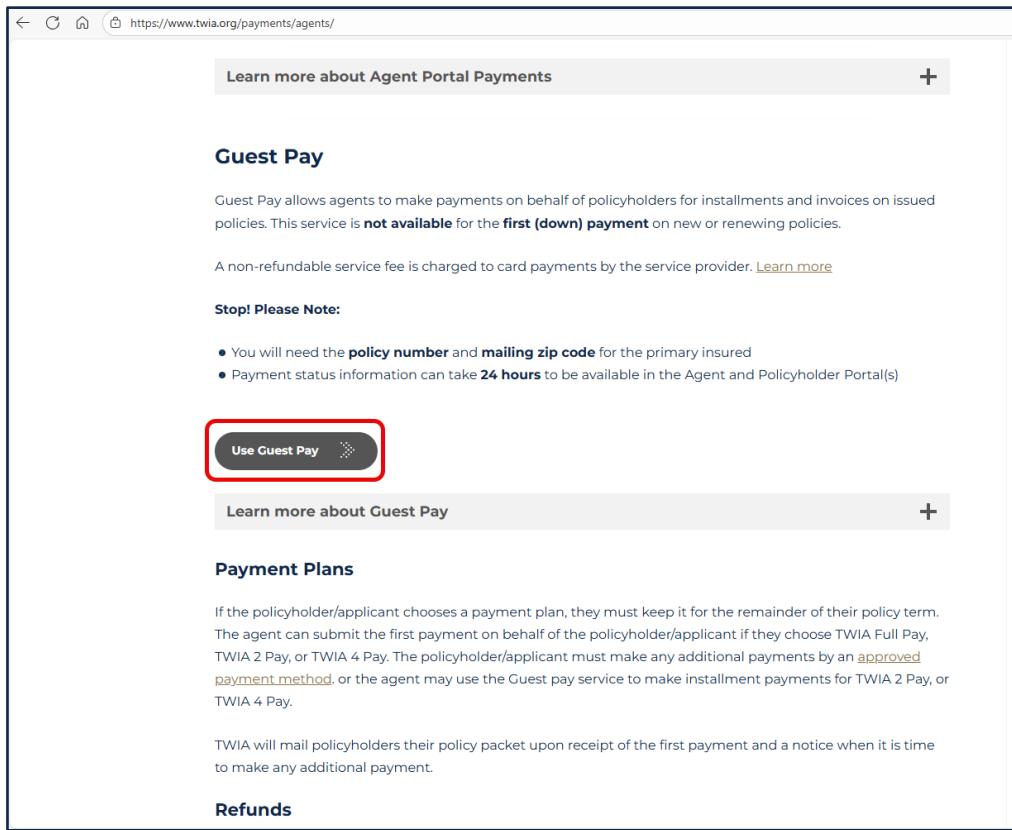
See Payments FAQ [HERE](#).

1. Access **Guest Pay** on the **Agent Payments** page of the TWIA Website for Agents.





2. Click the button **Use Guest Pay**.



A screenshot of a web browser showing the TWIA Agent Portal. The URL in the address bar is <https://www.twia.org/payments/agents/>. The page is titled "Guest Pay". It contains several sections: "Learn more about Agent Portal Payments", "Guest Pay" (which is the active section), "Stop! Please Note:", "Use Guest Pay" (button), "Learn more about Guest Pay", "Payment Plans", and "Refunds". The "Use Guest Pay" button is highlighted with a red box. The "Learn more about Guest Pay" section is expanded, showing a note about payment plans and a reminder that TWIA will mail policyholders their policy packet upon receipt of the first payment.

NOTE: Please take note of the reminders displayed for Guest Pay criteria prior to clicking the **Use Guest Pay** button. Click on the “+” icon to expand further information under “Learn more about Guest Pay”.



A screenshot of the "Learn more about Guest Pay" section from the previous page. The section is titled "Learn more about Guest Pay" and contains a note: "TWIA will mail policyholders their policy packet upon receipt of the first payment and a notice when it is time to make any additional payment." To the right of the text is a " +" icon, which is highlighted with a red box, indicating it can be clicked to expand more information.



3. Enter the Policy number and the Zip code to proceed in the displayed fields.

A screenshot of a web browser showing the "Account Details" page of the ACI payment portal. The URL in the address bar is <https://sandbox-payments.acipestdpay.com/texaswindstorm/account-identification?user=non-enrolled>. The page features the ACI logo at the top left. Below it, the text "Account Details" is centered. There are two input fields: "Policy Number" containing "TWRD" and "Policy Mailing Zip Code" containing "7". A blue "Get Payment Details" button is positioned below the fields. At the bottom of the page, there are links for "Terms and Conditions" and "Privacy Policy", followed by a "Contact Us" link and a copyright notice: "© 2024-2025 ACI Worldwide, Inc. ACI and all ACI product names are trademarks or registered trademarks of ACI Worldwide, Inc., or one of its subsidiaries, in the United States, other countries or both."

4. Click **Get Payment Details**.

A screenshot of the same "Account Details" page as the previous image, but with a mouse cursor hovering over the blue "Get Payment Details" button. The button is highlighted with a darker shade of blue and a small hand icon is visible on its right side, indicating it is a clickable element.



5. The **Amount Due** displays for the payment in multiple sections.

A screenshot of a web-based payment application. At the top, there are two large, dark rectangular boxes: the left one contains "Amount Due \$370.98" and the right one contains "Due Date 12/29/2025". Below these are several input fields and labels. A red box highlights the "Amount Due" field in the top left. To the right, a "Review Payment" section shows the payment details: Payment Date 1/15/2026, Payment Method (blank), Payment Amount \$370.98, and Fee (blank). The "Total Amount" is listed as "-----". At the bottom, there are buttons for "Review Payment", "Previous Step", and "Cancel".

NOTE: The **Amount Due** is the minimum payment due on the **Due Date**. The maximum amount that can be paid is the **Total Unpaid Premium**. The application will not allow any other payment above that amount.

A screenshot of the same payment application. The "Amount Due" and "Due Date" boxes are at the top. Below them, the "Total Unpaid Premium" field is highlighted with a red box. The rest of the interface is identical to the first screenshot, showing payment details and a review section.

The **Payment Amount** field defaults to the **Amount Due** but can be overridden if choosing to pay a different amount.

A screenshot of the payment application. The "Amount Due" and "Due Date" boxes are at the top. The "Payment Amount" field in the middle section is highlighted with a red box. The "Review Payment" section on the right shows the payment details, with the "Payment Amount" field also highlighted in red.



6. Enter payee information in the **Payment Details** fields.

Make a Payment

Payment Details

First Name _____ Last Name _____

Email _____

Payment Amount \$ 370.98 Payment Date 01/15/2026

Payment Method

 Bank Account

 Card

NOTE: A payment confirmation email is sent to the email address that is entered. Always use a valid email for the individual who is making the payment.

7. Select the payment option of either **Bank Account** or **Card**.

Make a Payment

Payment Details

First Name _____ Last Name _____

Email _____

Payment Amount \$ 370.98 Payment Date 01/15/2026

Payment Method

 Bank Account

 Card

8. Expand the drop down to populate the information.



9. Click **Review Payment** to confirm details prior to submitting.

A screenshot of a web-based payment interface. At the top, it displays the amount due (\$404.22) and the due date (12/29/2025). Below this, there are sections for policy details (Policy Number: TW, Policyholder Name: [redacted], Total Unpaid Premium: \$1,212.68) and payment details (First Name: Jane, Last Name: Skittlebot, Email: jskittles@gmail.com, Payment Amount: \$ 404.22, Payment Date: 01/09/2026). On the right, a "Review Payment" box shows payment history: Payment Date 1/8/2026, Payment Method DISCOVER, Card Number [redacted], Payment Amount \$404.22, Fee \$0.00. It also shows the Total Amount (\$404.22) and a "Review Payment" button, which is highlighted with a red box. Other buttons include "Previous Step" and "Cancel".

Amount Due		Due Date	
\$404.22		12/29/2025	

Policy Number: TW | Amount Due: \$404.22 | Payment Amount: \$ 404.22 | Due Date: 12/29/2025

Policyholder Name: [redacted] | Property Location Address: [redacted]

Total Unpaid Premium: \$1,212.68 | Next Invoice Due Date: 02/28/2026

Make a Payment

Payment Details

First Name: Jane	Last Name: Skittlebot
Email: jskittles@gmail.com	
Payment Amount: \$ 404.22	Payment Date: 01/09/2026

Payment Method

Bank Account

Review Payment

Payment Date: 1/8/2026	Payment Method: DISCOVER
Card Number: [redacted]	Payment Amount: \$404.22
Fee: \$0.00	Total Amount: \$404.22

Review Payment **Previous Step** **Cancel**

10. Notice the fees for Credit Card and Debit Card payments applied under **Fee** in the **Review Payment** box. Click the **Pay Now** button to complete the transaction.

A screenshot of the same payment interface, but with a fee applied. The "Fee" field in the "Review Payment" box is highlighted with a red box and contains the value \$9.70. The total amount is now \$413.92. The "Pay Now" button is also highlighted with a red box. The rest of the interface is identical to the previous screenshot.

Amount Due		Due Date	
\$404.22		12/29/2025	
Policy Number: TW	Amount Due: \$404.22	Payment Amount: \$ 404.22	Due Date: 12/29/2025
Policyholder Name: [redacted]	Property Location Address: [redacted]		
Total Unpaid Premium: \$1,212.68	Next Invoice Due Date: 02/28/2026		

Make a Payment

Payment Details

First Name: Jane	Last Name: Skittlebot
Email: jskittles@gmail.com	
Payment Amount: \$ 404.22	Payment Date: 01/09/2026

Payment Method

Bank Account

Review Payment

Payment Date: 1/8/2026	Payment Method: DISCOVER
Card Number: [redacted]	Payment Amount: \$404.22
Fee: \$9.70	Total Amount: \$413.92

By selecting Pay Now you agree to the [Terms & Conditions](#) and [Privacy Policy](#).

Pay Now **Previous Step** **Cancel**



- Once the payment is complete, a **Payment Success** confirmation appears showing the payment details.

A screenshot of a payment confirmation page from ACI. At the top, a green circular icon with a white checkmark is followed by the text "Payment Success!". Below that, a smaller line of text says "Thank you for your payment." The page is titled "Receipt" and contains a table of payment details. The table includes the following information:

Confirmation Code:	18317984
Policy Number	TWRD
Payment Created Date:	01/08/2026
Payment Amount:	\$261.80
Fee:	\$6.28
Payment Method:	DISCOVER ****1390
Paid by:	Jane Skittlebot
Email:	jskittlebot@
Paid to:	Texas Windstorm Insurance - Guest Pay
Biller's Address:	[Redacted]
Austin, TX 78735	

Below the table, the total amount paid is listed as **\$268.08**. At the bottom of the page are two buttons: "Make Another Payment" and "Return URL".

Important! The **Card** option accepts Visa, Master Card, Discover and American Express (as displayed). Fees apply for Credit Card payment option. Debit cards may also be processed the same as a Credit Card and will also have a fee.

A screenshot of a payment review screen from ACI. The left side of the screen shows payment details: Email (jb123@yahoo.com), Payment Amount (\$ 370.98), Payment Date (01/08/2026), and Payment Method (Bank Account). A dropdown menu is open, showing "Card" as the selected option, which is highlighted with a red box. The right side of the screen is titled "Review Payment" and shows the same information: Payment Date (1/6/2026), Payment Method (Card), Card Number (redacted), Payment Amount (\$370.98), and Fee (redacted). Below these, a "Total Amount" is listed as redacted. At the bottom are three buttons: "Review Payment", "Previous Step", and "Cancel".

NOTE: The payment status becomes available for viewing in the Policyholder portal and Agent portal within 24 hours of payment transaction.