Contact / Customer receive an email from the NAIC Publications Department regarding the associated Renewal Orders.

- The Renewal notice has instructions associated to the handling of the Renewals associated to the contact, with identification of the assigned CSR and contact information for additional questions / assistance.

Customer Contact logs into NAIC Account Manager and navigates to Manage Orders > Renewal Release.

- The page will open with the Customer ID / Contact name set as associated to the account.
  - Multiple customer accounts will require the contact to select the customer id by selecting the magnifying glass to move to a different customer account and review renewals.
  - A contact can modify the page to remove the contact id and switch the Selection mode to All – returning all renewals associated to the Customer.
The Contact/Customer can then determine the process for the Renewals

- Customer/Contact must confirm the address associated to the Renewal.
- Upon confirmation of the address the customer then receives the option of Renewal Action
  - Activate
  - Cancel
  - Leave Renewal in pending status

Once the Renewal action is selected the customer can then select to pay the item by Credit Card or choose the method of Bill Me Later.

If Credit Card is chosen the customer will be prompted to enter Associated First Name / Last Name / Email Address and Phone Number

The customer/Contact will then enter the credit card information associated to the orders and click the Pay Now option – which will only complete an Authorization

**Note that customers who wish to utilize different credit cards for different orders will need to complete the order all the way through and then return to the renewal order page to process the next renewal.

On the Renewal Review screen the customer/contact can determine which items were cancelled, activated or not modified.

The customer/contact can choose to modify the items at this time on panel or return to the renewal page to review more items.

Upon submittal of the Renewals the customer/contact will receive a notification page regarding information pertaining to the order placement.

The customer can return at anytime during the business day to make additional modifications to the orders – cancel, pay by credit card or bill later. The contact associated to the Renewal will receive an email regarding the status of the Renewal (Activate or Cancelled).