User Guide for Self-Reporting Submission and Payments

Use ExpressServe and the reporting portal to submit self-reported exposure and make payments.



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FCCI INSURANCE GROUP

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Before You Begin

Confirm access to the online account and have the policy number available.

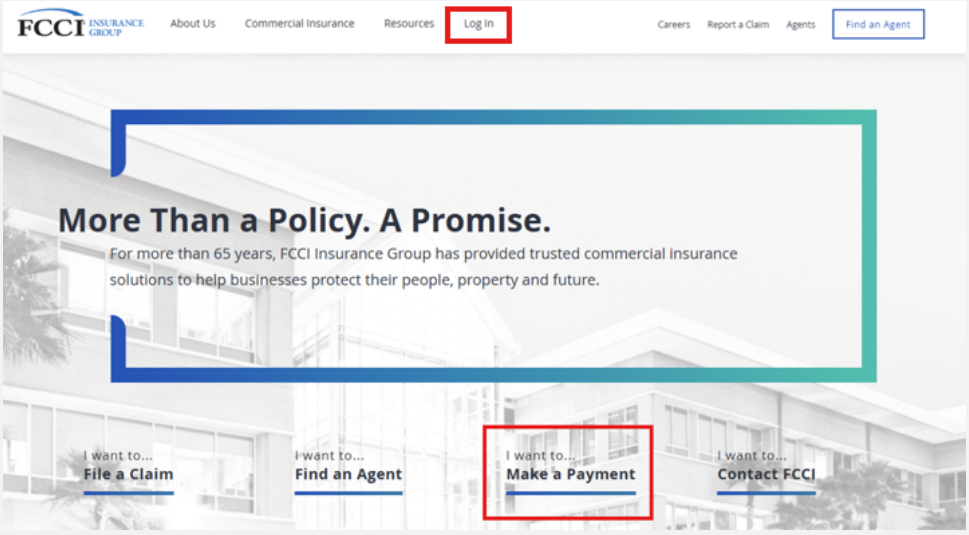
Entering the Report

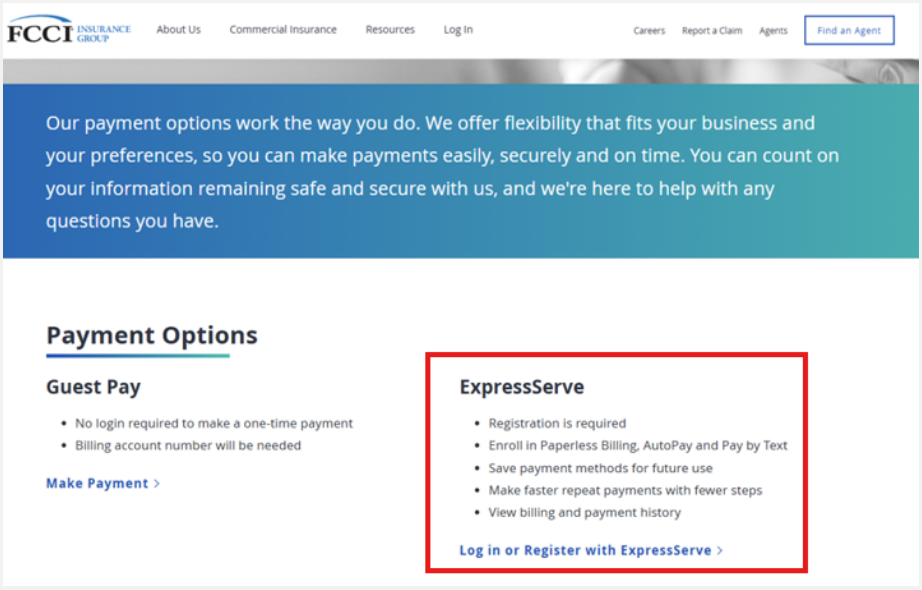
Log into ExpressServe

Access ExpressServe from fcci-group.com using one of the following options.

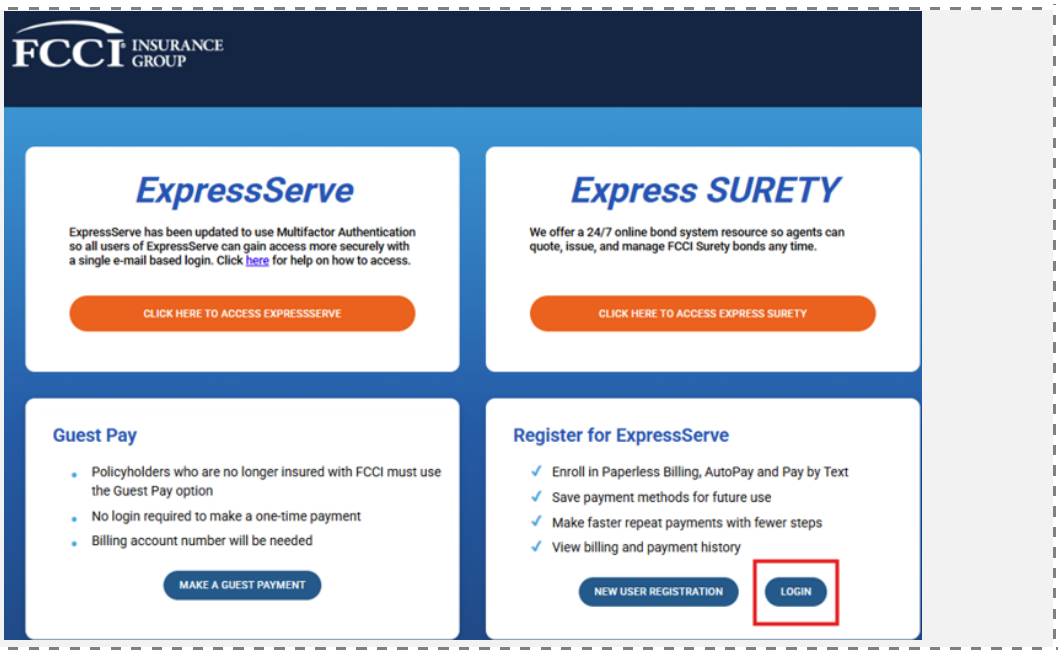
Option 1 – Go to www.fcci-group.com, select **Log In** at the top of the page, and then select **ExpressServe**.

Option 2 – Select **I want to… Make a Payment** and then **Log in** under **ExpressServe**.



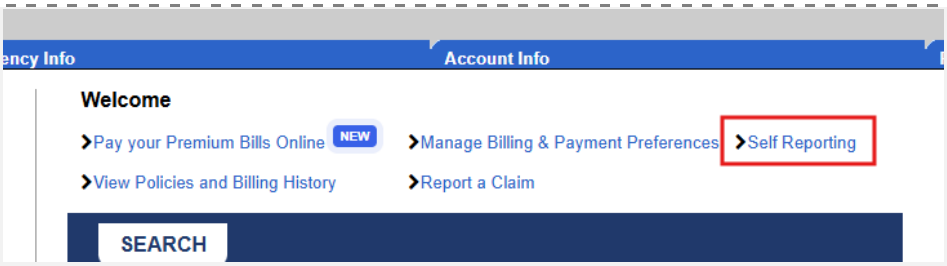


Option 3 – On the My FCCI Apps page, select **Make a Payment** or **ExpressServe**, and then select **ExpressServe**.



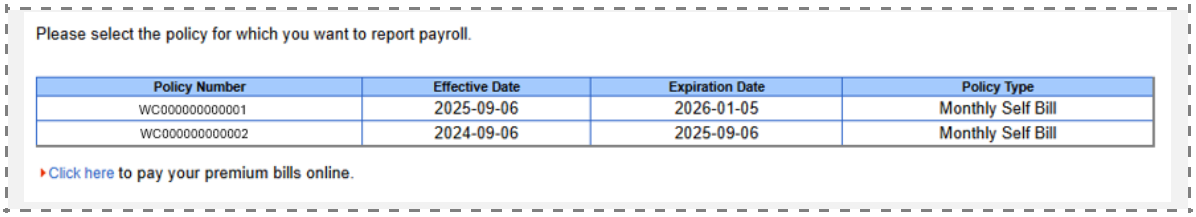
Choose Self Reporting

After logging into **ExpressServe**, select **Self Reporting**. Have the policy number and policy year available.



Choose Policy

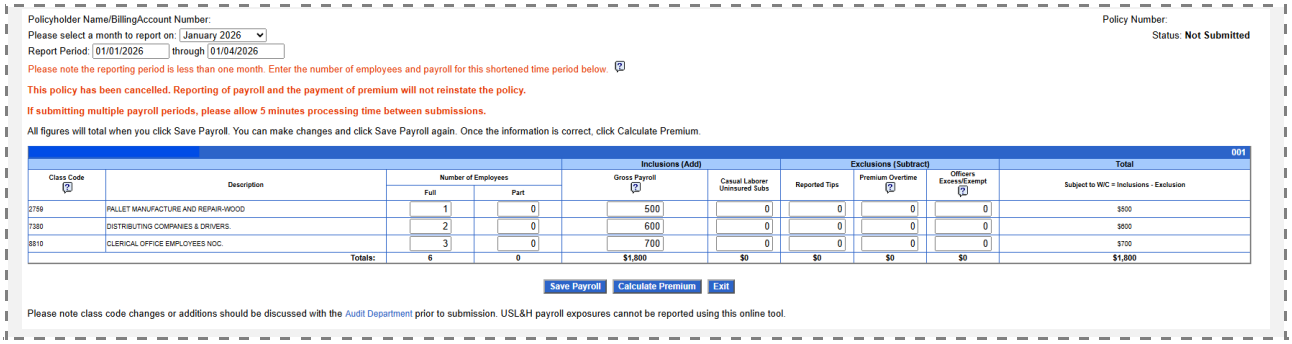
Select the policy number for the report.



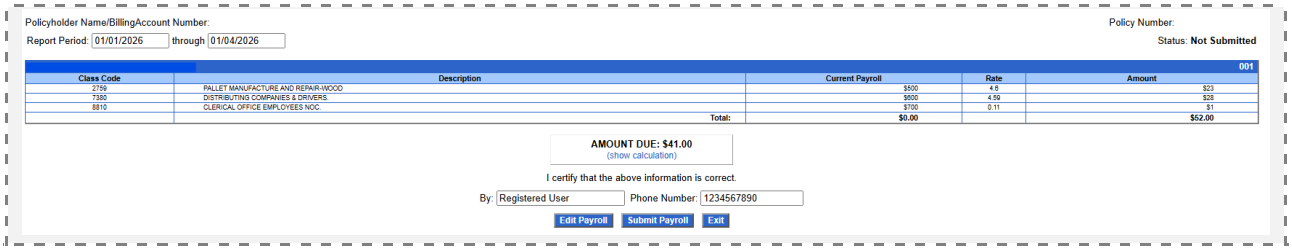
Enter Exposure

Select the reporting period and enter the required information in each field.

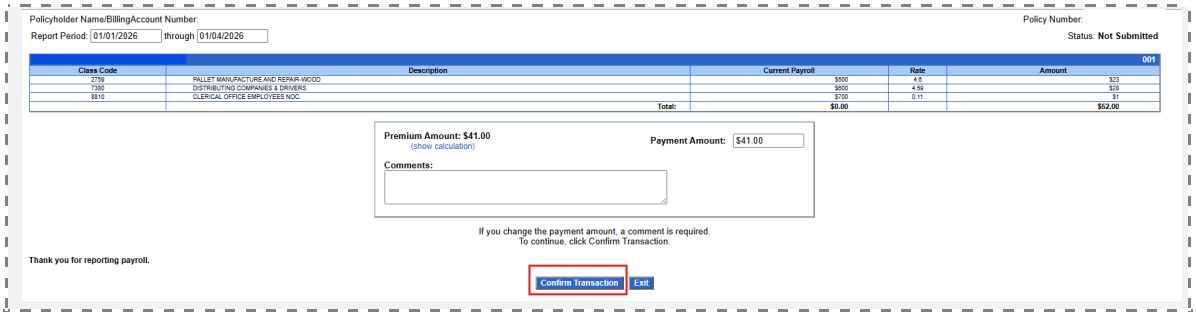
After entering all required information, select **Calculate Premium** to calculate the amount due for the reported exposure, or select Save **Payroll** to return later.



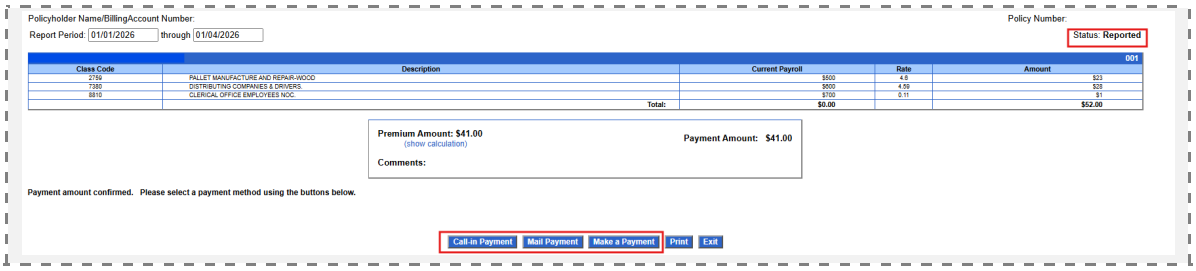
Once you have calculated premium, select **Submit Payroll** to submit the report for processing.



Select **Confirm Transaction**.

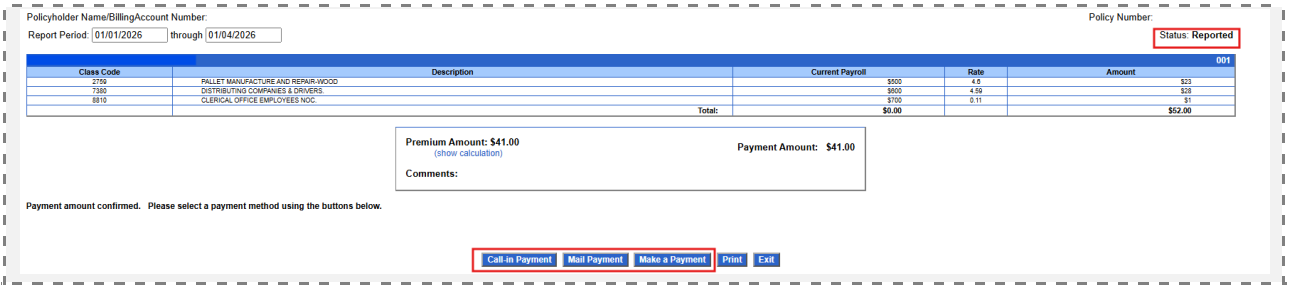


After confirmation, the report status in the upper-right corner changes to **Reported**.



Choose Payment Type

After the report status changes to Reported, select a payment method. Selecting **Make a Payment** will open the online payment portal.

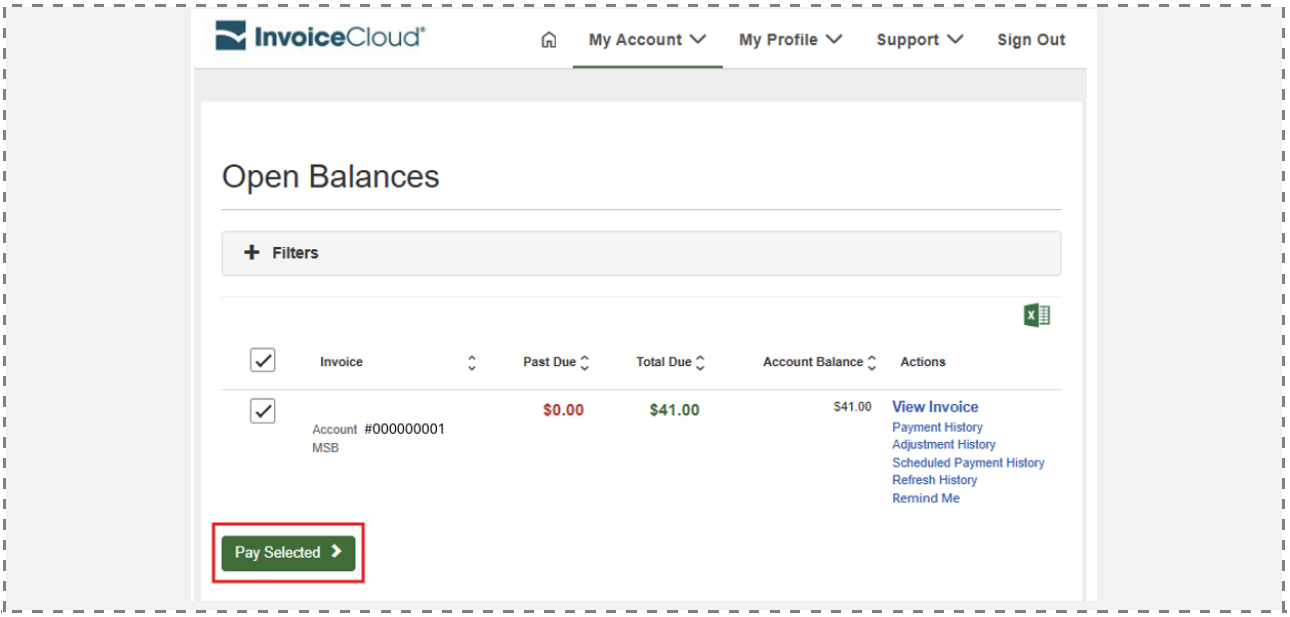


Payment Options

- **Online payment is the preferred option:** Invoice Cloud supports secure transactions, multiple payment methods, and saved payment accounts.
- **Pay by phone:** Call 1-800-226-3224. Select option 3 for Premium Billing, and then select option 1 to make a payment. Have the 10-digit billing account number available.
- **Mail a check:** Make the check payable to FCCI Insurance Group and mail it to PO Box 405563, Atlanta, GA 30384. Submit the report by the 5th of each month so the payment arrives by the due date on the 15th.

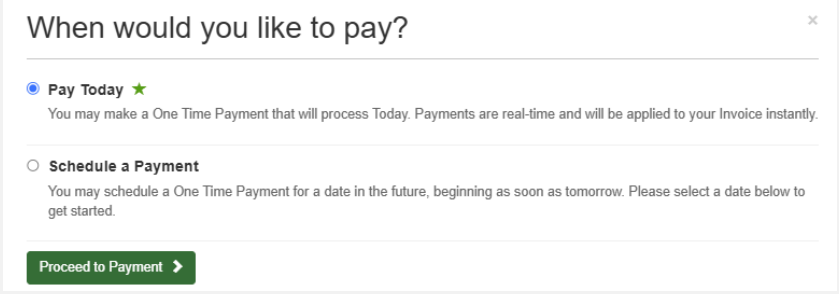
Making Online Payments

Select the box next to the billing account, and then select **Pay Selected**.



Choose When to Pay

- Select **Pay Today** to make an immediate payment.
- Select **Schedule a Payment** to pay on a different day.
- If there is a past due balance, only **Pay Today** will be available.
- Click **Proceed to Payment.**



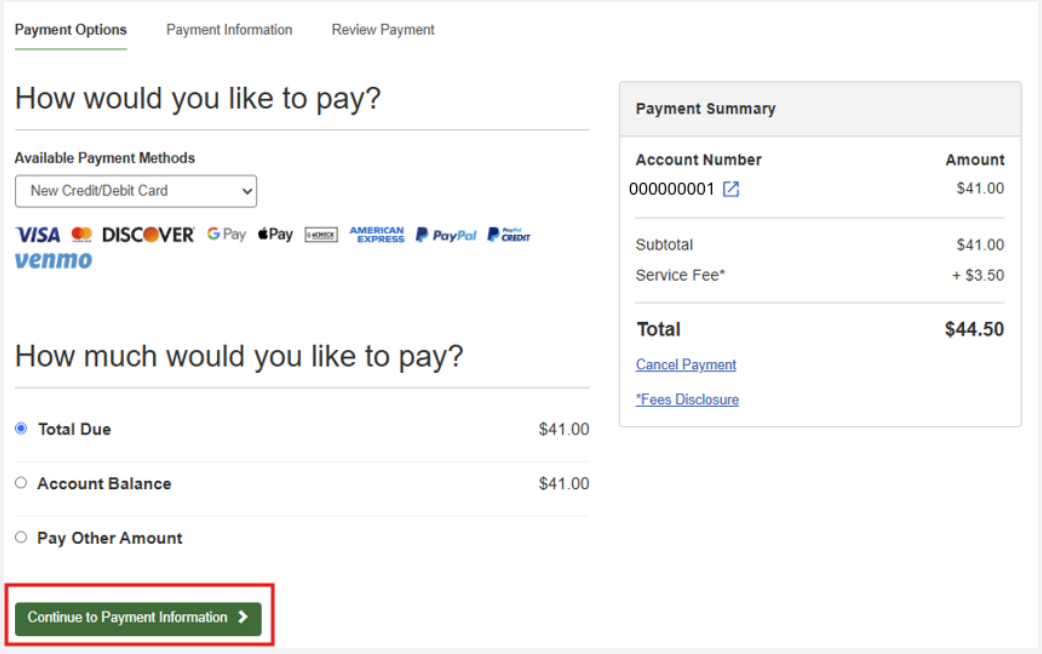
Select a Payment Method and Amount

Choose an available saved payment account or enter a new debit card, credit card, or bank account.

Available options may also include Google Pay, Apple Pay, PayPal, or Venmo, depending on the device and browser.

Select the amount to pay: Past Due, Total Due, Account Balance, or Other Amount. Only applicable options will display.

Select **Continue to Payment Information**.



Enter New Payment Account Information

Enter any required payment account information when using a new payment account.

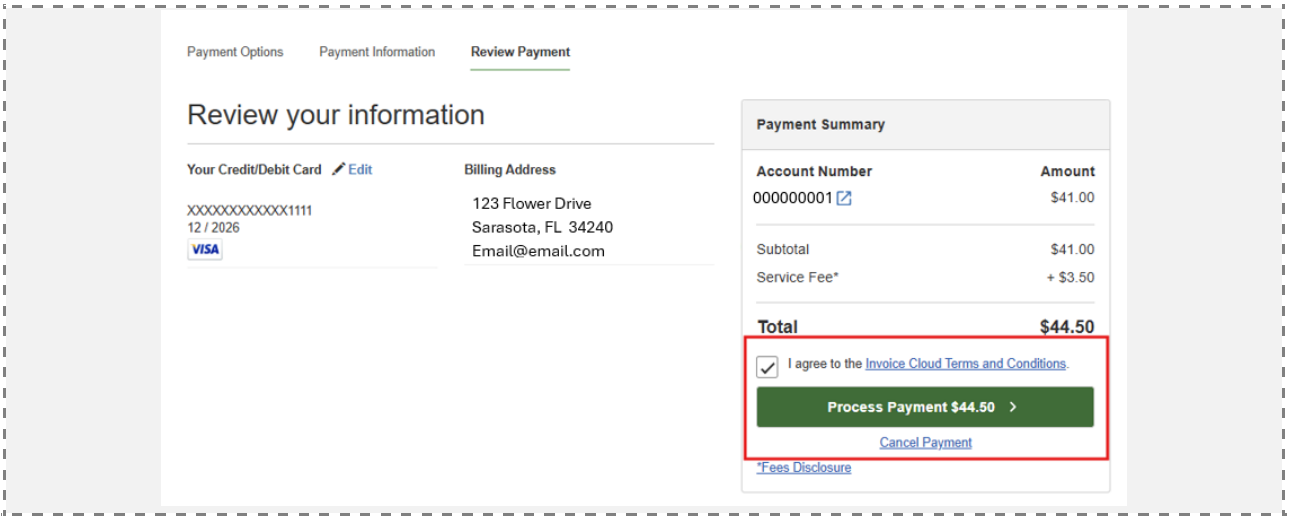
Select **Continue to Review Payment**.

Review Payment Information

Review the payment information.

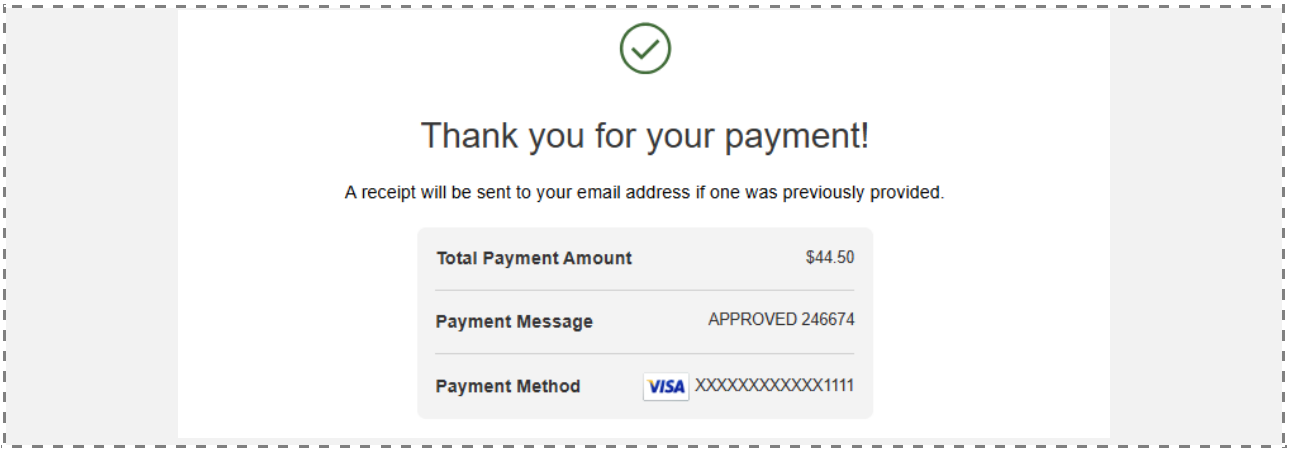
Agree to the terms and conditions by checking the box.

Select **Process Payment**.



Payment Confirmation

After the payment processes, an onscreen message confirms the payment or identifies a declined credit card.



The system also sends a confirmation email to the address entered on the payment screen.

Troubleshooting and FAQ

Troubleshooting

Issue	What to Check	Recommended Action
Unable to log in to ExpressServe	Confirm the user ID and password are correct.	Reset the password if needed or, for help with account access, email help@fcci-group.com.
Policy does not appear in Self Reporting	Verify the policy number, policy year, and reporting eligibility.	Confirm the correct policy was selected. Contact your agency or email billing@fcci-group.com, if the policy still does not display.
Premium does not calculate	Review all required exposure fields for missing or incomplete information.	Complete all required fields, then select **Calculate Premium** again.
Payment options are limited	Check for a past-due balance and review the payment methods displayed on the screen.	If there is a past due balance, select **Pay Today**. Use an available payment method shown on the screen.
Payment is declined	Review the payment account details, available funds, card status, and billing information.	Correct the payment information or choose another payment method before processing again.
Confirmation email is not received	Confirm the email address entered on the payment screen and check junk or spam folders.	If the confirmation is still not received, retain the onscreen confirmation details and contact support if needed.

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Frequently Asked Questions

When should the report be submitted?

Submit the report as soon as the required exposure information is available and no later than the 15th of each month for monthly reports. If mailing a check, submit the report by the 5th of each month to allow enough mailing time for payment to arrive by the due date.

Can the report be saved and completed later?

Yes. Select **Save** to keep the entered information and return later to complete and submit the report.

What payment methods are available?

Available payment methods may include saved payment accounts, debit card, credit card, bank account, Google Pay, Apple Pay, PayPal, or Venmo, depending on the device, browser, and account options shown.

Can a payment be scheduled for a future date?

Yes, select **Schedule a Payment** when available. If there is a past due balance, only **Pay Today** may be available.

What should be done after payment is processed?

Review the onscreen confirmation and retain the confirmation information for your records. The system also sends a confirmation email to the address entered on the payment screen.