FCCI Specialty (E&S) Agency Portal Payment Processing User Guide

User guide for agencies making payments before online rated (straight-through processing) policies can be issued.



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Purpose

This guide explains how an agency completes a required payment in the FCCI Specialty (E&S) Agency Portal before issuing an online rated (straight-through processing) policy. The submission remains in **Bound** status until the payment is processed.

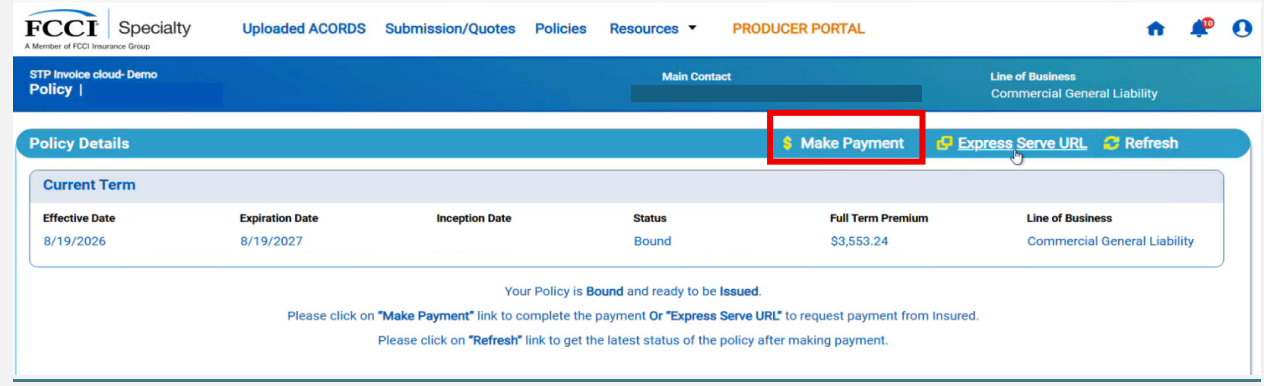
Before You Begin

- Confirm the submission is in **Bound** status.
- Have the payment method and payer information available.
- Be prepared to review any payment vendor fees before processing the payment.
- If the policyholder makes the payment, confirm the agency has the assigned billing account number to provide.

Agency Payment Process

Step 1: Start the Payment

On the Policy Details page, select **Make Payment**. The portal displays a message that the agency will continue to a separate payment site. Select **OK** to continue.

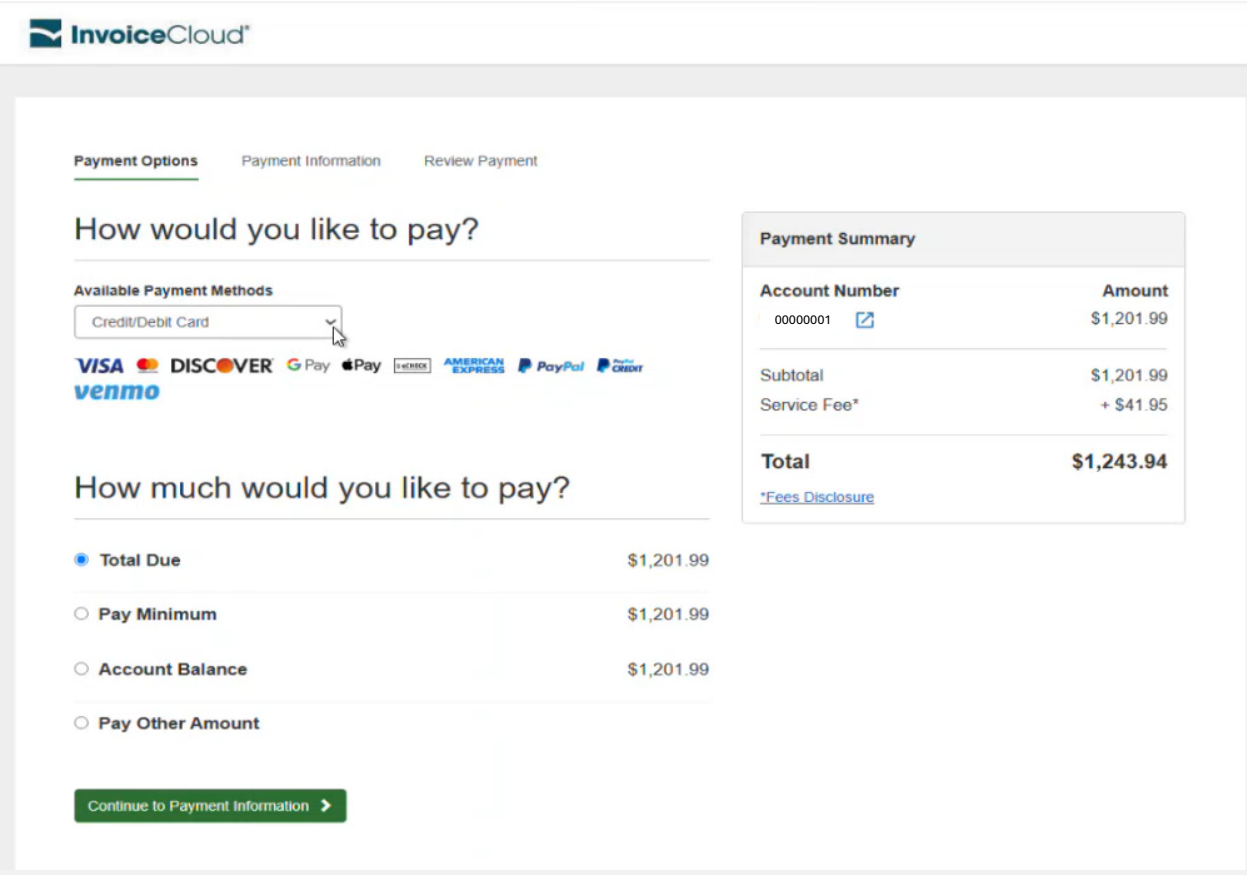


Policy Details Page

Select the **payment method** and **amount**, then select **Continue to Payment** Information. Available payment options vary by browser and device.

Step 2: Choose Payment Method and Amount

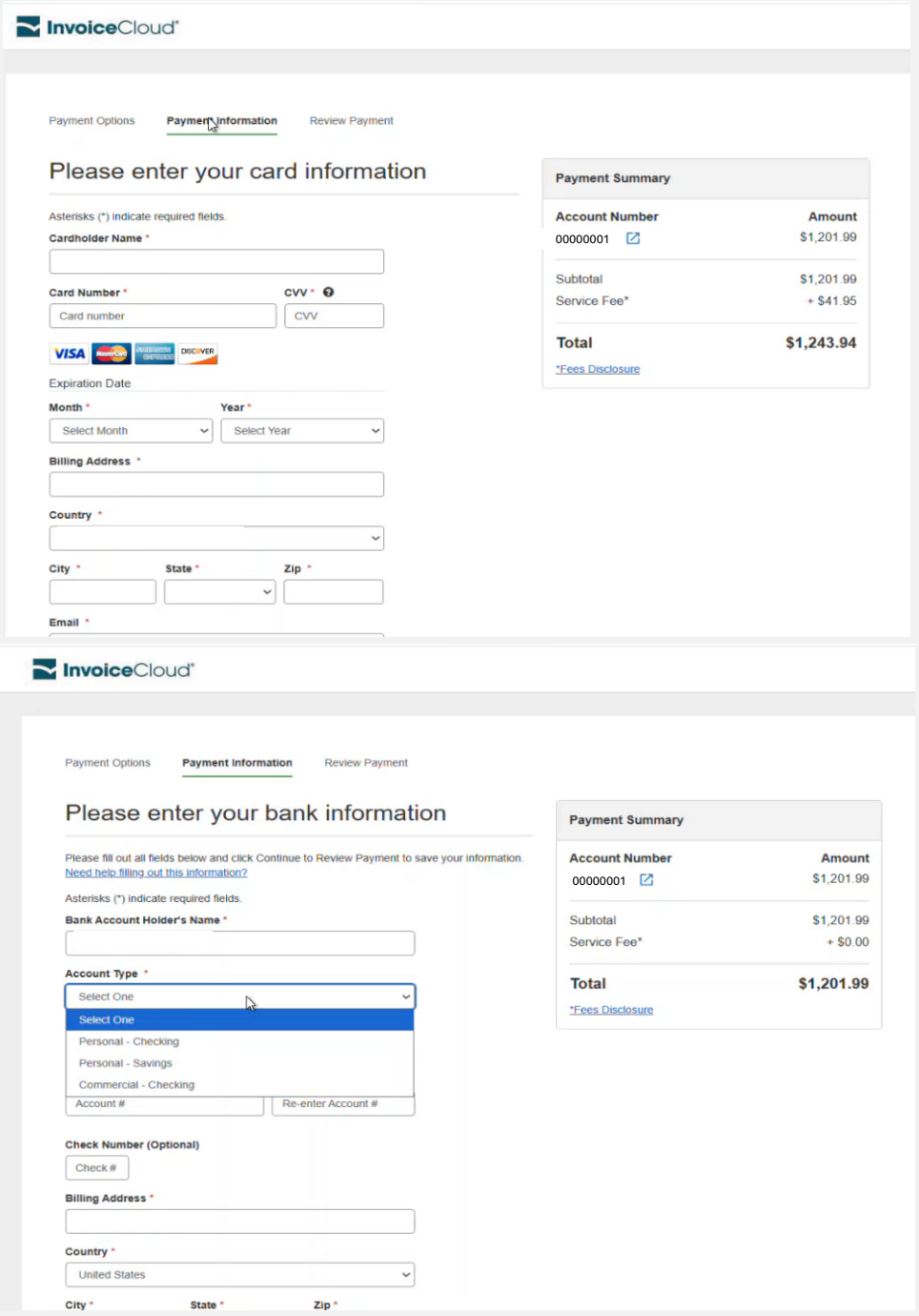
Important: The payment site charges a fee for debit or credit card payments. The Payment Summary displays the fee. The Fees Disclosure link also provides fee details.



Payment Options

Step 3: Enter Payment Information

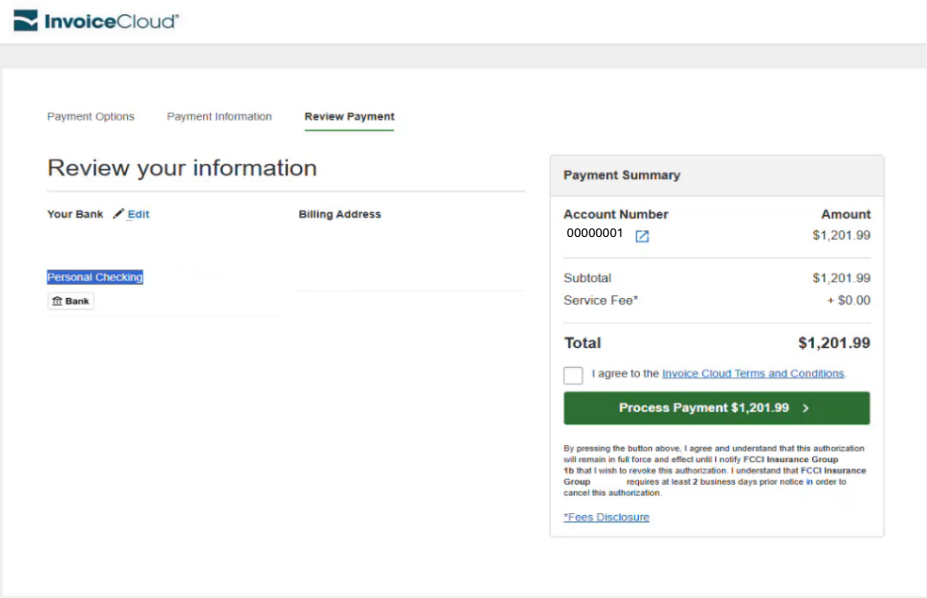
Enter the required details for the selected payment method. Select the option at the bottom of the page to return to payment options or continue to payment review.



Payment Information Page

Step 4: Review and Process Payment

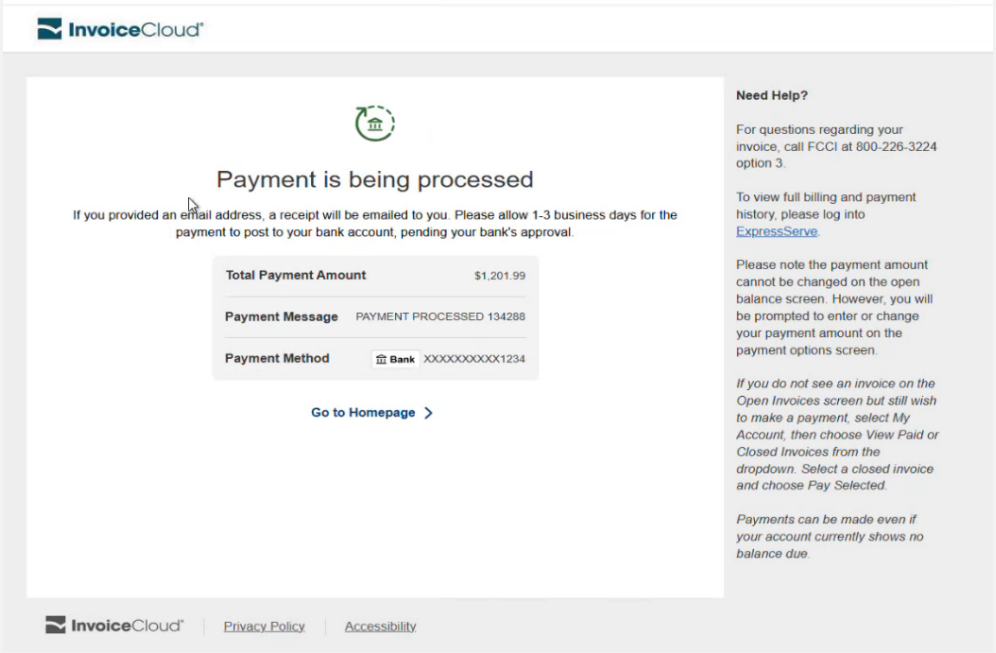
On the review screen, verify the payment information and edit it if needed. Select the checkbox to agree to the payment vendor's terms and conditions, then select **Process Payment**.



Review Payment Screen

Step 5: Confirm Receipt

After the payment processes, the screen displays a receipt.



Payment Receipt

Email Confirmation

The payment site sends a confirmation email with receipt details to the address entered during payment.

After Payment Is Processed

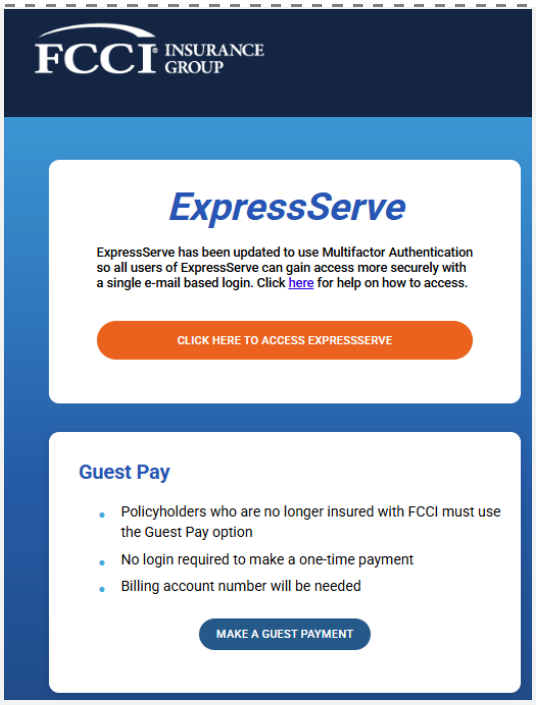
After the payment processes, the submission status changes from **Bound** to **In Force**.

When the Policyholder Makes the Payment

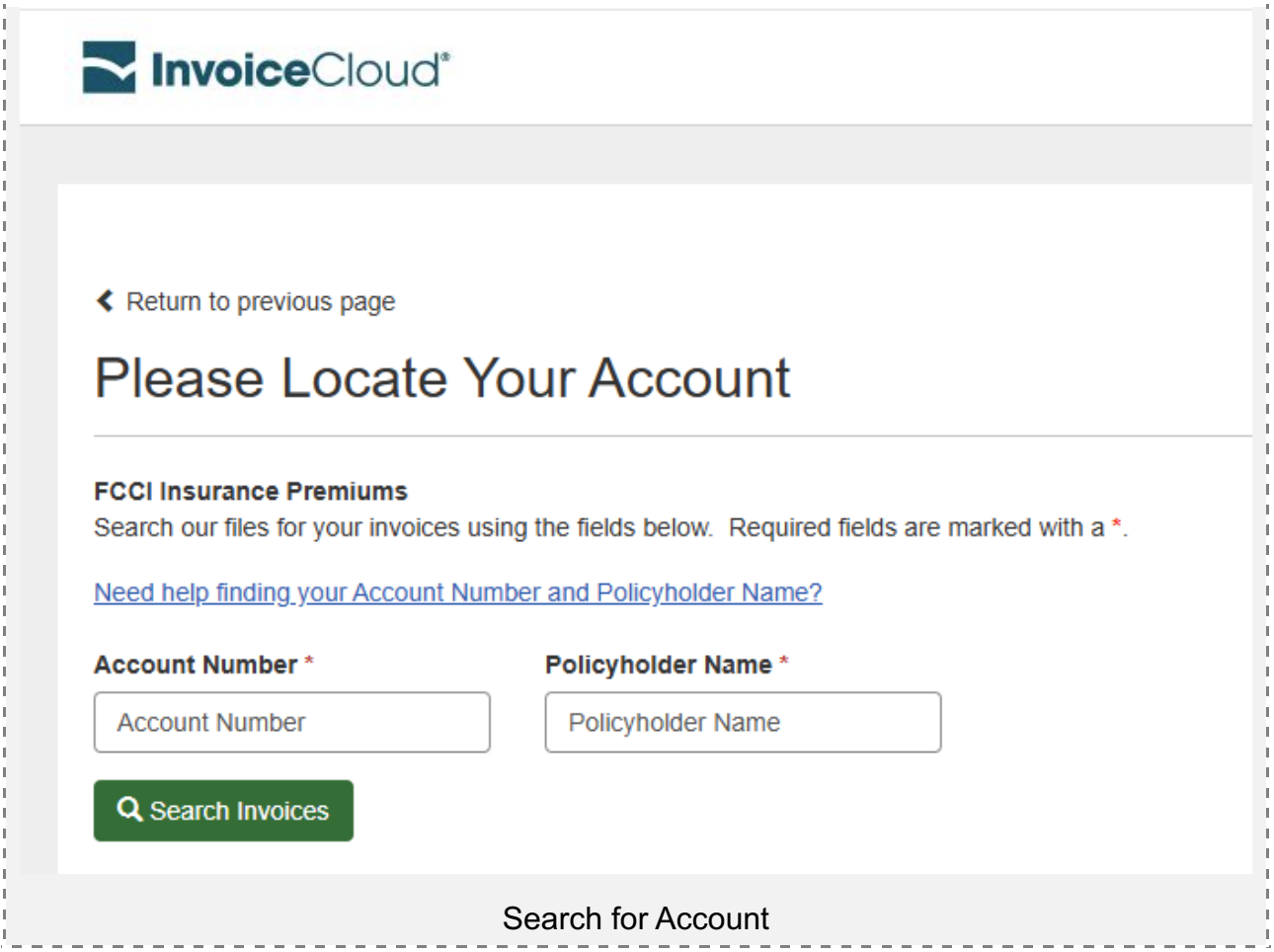
To prepare a policyholder payment, start on the **Policy Details** page. Select **Make Payment**, then select **OK**. The payment site opens and creates the amount due.

Select the **ExpressServe URL** button. Copy the URL and send it to the policyholder with the **billing account number**. The policyholder will need to **open the URL**, select **Guest Pay**, enter the **billing account number** and **policyholder name**, search for the **amount due** and **complete the payment**.

After the policy is issued, the binder page displays the ExpressServe URL. The ExpressServe URL remains available in the producer portal for 10 days. The policyholder can visit www.fcci-group.com and select the payment button to access the same payment options. After the policy is issued, available options include ExpressServe with authorized access, payment by phone or Guest Pay.



ExpressServe Make a Guest Payment



Search for Account

After the search, the payment process is the same for the policyholder. Separate instructions for making payments can be found here.

Quick Reference Checklist

- Open the Policy Details page in the producer portal.
- Select **Make Payment**.
- Select **OK** on the redirect notification.
- Select the payment method and amount.
- Review payment site fees, if applicable.
- Enter payment details.
- Review payment information.
- Agree to the vendor's terms and conditions.
- Select **Process Payment**.
- Confirm that the screen displays a receipt and the payment site sends a confirmation email.
- Verify the submission status changes from **Bound** to **In Force**.

Troubleshooting and Helpful Notes

- If payment options do not appear, confirm that the browser and payment device meet the supported requirements.
- After returning to the payment options screen, verify the selected payment method and amount before continuing.
- If the policyholder pays, provide the assigned billing account number.
- Consider the payment complete only after the receipt appears on screen and the confirmation email arrives.