

ONLINE PENALTY PAYMENT SERVICE EMPLOYER INSTRUCTIONS



Florida Department of Financial Services
Division of Workers' Compensation
Bureau of Financial Accountability

The Florida Division of Workers' Compensation is pleased to offer the Online Penalty Payment Service. This service will allow you to submit your employer penalty payments electronically. Payments may be made by Visa, Master Card, or from a business or personal checking or savings bank account for a nominal service fee.

Online Penalty Payment Service Employer Instructions

Benefits of the Online Penalty Payment Service:

- Convenience
- Ease of Use
- View Electronic Payment History
- View the Total Penalty Assessed, the Outstanding Balance, Penalty Payment Amount Due, Service Fee and Total Amount to Pay

Who can make an Online Payment? Employers who have been served a penalty by the Division can make an online payment in two ways:

- You can enroll in the service to set up your payment information. Thereafter, you may log in monthly to make penalty payments or schedule recurring automatic payments.
- If you do not choose to enroll, you can access the service anytime and make a single online payment by entering your payment information.

You may access the Online Penalty Payment Service at www.MyFloridaCFO.com/Division/WC/Penalty_Pay.htm

The screenshot shows the website interface for the Florida Division of Workers' Compensation. At the top, there is a dark blue header with the text "DIVISION OF WORKERS' COMPENSATION" on the left and a search bar on the right. Below the header, the main content area is white. On the left side, there is a dark blue sidebar with white text listing various resources: "DWC Search", "About the Division", "DWC Laws & Rules", "Reimbursement Manuals", "Rule Changes & Notices", "Brochures, Guides, Posters", "Forms", "Reports", "Search Our Data", and "Bulletins". At the bottom of the sidebar, there is a "QUICK LINKS" section. The main content area has a breadcrumb trail: "MYFLORIDACFO.COM > DIVISION > WC > ONLINE PENALTY PAYMENT SERVICE". Below the breadcrumb, the title "Online Penalty Payment Service" is displayed in bold. The main text explains the service, stating that it allows employers to pay their entire penalty in full or in monthly installments. It lists accepted payment methods (Visa, MasterCard, business or personal checking, savings bank account) and mentions a \$2.00 service fee per transaction. It provides links for "English" and "Spanish" instructions. At the bottom, there is a bullet point with a link: "• [Click here to make a payment](#)".

General User Requirements and Information

- You will need your Invoice Number which can be found on the Online Penalty Payment Letter.
- You will also need the zip code as noted on the Stop-Work Order or Order of Penalty Assessment to access the service.
- Computer access with internet capability.
- The Online Penalty Payment Service will process only one payment per 24-hour time period.
- The Online Penalty Payment Service will time-out after 15 minutes of inactivity.
- The amount displayed in the “Total Amount to Pay” field cannot be changed. You are required to pay this amount.
- A \$2.00 service fee is added to each online payment transaction.
- The following is the list of supported browsers: IE (8 and higher) Edge (Initial Release + Higher) Firefox (35 and higher) Chrome (39 and higher) and Safari (5 and higher). Other browsers may work, but they have to support TLS 1.2. 256bit SSL is standard.

Frequently Asked Questions

I am unable to access my account and have tried multiple times. What do I do now?

Please contact the Financial Accountability Section at 1-(866) 738-6297 for assistance.

I forgot to make a payment last month; can I still make a payment Online?

Yes, you can still make a payment. The current amount due will include all past due payments, plus a service fee.

Can I pay more than the actual payment amount due?

Please contact the Financial Accountability Section at 1-(866) 738-6297 to make arrangements.

WC_FAS@MyFloridaCFO.com

Enrolling in the Web Portal:

Customers will use the web address below to access the web portal home page.

<https://www.billerpayments.com/app/cust/login.do?bsn=ccas>

How to enroll in the Online Penalty Payment Service:

Step 1: On the Web Portal home page click on the Enroll Now button found on the left side of the page.

Welcome to Online Payment Processing

Welcome to the SUI-DFS Workers Comp Penalties. For identification purposes, please have your Workers' Compensation Invoice Number and payment information ready. To make a payment, please enter your Invoice Number and 5 digit Zip Code as found on your Online Payment Letter and click Continue to proceed. For assistance, please contact us at (866) 738-6207 or email us at WC_FAS@myfloridafo.com

New Users - Get Started Here

Not already enrolled? No problem, enrollment takes only a few minutes. To enroll you will need your Invoice Number and Zip Code as found on your Online Penalty Payment letter.

[Enroll Now](#)

Not ready to enroll, but still want to make a payment online?

[Click here to make a single payment](#)

Existing Users - Login Here

If you have already enrolled for our new service please enter your login information to access the site.

Note: If you cannot remember your Login ID or Password please select the appropriate link below to start the automated Login ID or Password reset process.

Login Id :

Password :

[Forgot Login / Forgot Password](#)

[Login](#)

Step 2: Agree to the Terms and Conditions.

Step 3: Enter your Invoice Number and Zip Code, and click on Continue.

Step 4: Setup your Login Credentials.

- Login ID must be
 - 6 - 12 characters
 - Only letters and numbers
- Password
 - Cannot be the same as the Login ID
 - 8 - 32 characters
 - Must have at least one special character
 - Must have at least one Upper case letter
 - Must have at least one Lower case letter
 - Must have at least one Number

Step 5: Enter your email address, twice, and click on the Submit button.

Step 6: View and confirm your Additional Account Details and click on the Submit button.

Step 7: Select a Funding Type. The funding type options are bank account or card account.

***Only Visa and Mastercard
are accepted.***

Step 8: Verify Add Funding Source Account information, and click on the Continue button.

Step 9: Your enrollment is now complete. A Confirmation page will confirm successful completion, and you will receive an email confirmation of the enrollment.

Logging in as an Enrolled User:

<https://www.billerpayments.com/app/cust/login.do?bsn=ccas>

This address will take you to the login page. When you are on the login page, enter your Login Id and Password, and click on the Login button.

JIMMY PATRONIS
FLORIDA'S CHIEF FINANCIAL OFFICER

Welcome to Online Payment Processing

Welcome to the SOF DHS Workers Comp Penalties. For identification purposes, please have your Workers' Compensation Invoice Number and payment information ready. To make a payment, please enter your Invoice Number and 5 digit Zip Code as found on your Online Payment Letter and click Continue to proceed. For assistance, please contact us at (866) 738-6297 or email us at WC_FAS@myfloridafco.com

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Existing Users - Login Here

If you have already enrolled for our new service please enter your login information to access the site.

Note: If you cannot remember your Login ID or Password please select the appropriate link below to start the automated Login ID or Password reset process.

Login Id :

Password :

Forgot Login |
Forgot Password

Login

Forgot Login:

If you are an existing enrolled user and you have forgotten your Login Id, you can use the Forgot Login feature to assist you with recovering it.

Step 1: Click on the Forgot Login link. This is located on the bottom of the page, just above the "Login" button.

Step 2: Enter your Invoice Number and 5 Digit Zip Code, and click on the Continue button.

Step 3: Then your Login ID will be shown to you.

Step 4: Click on the Home button, and proceed with logging in.

Forgot Password:

If you are an existing enrolled user and you have forgotten your password, you can use the Forgot Password feature to assist you with recovering it.

Step 1: Click on the Forgot Password link. This is located on the bottom of the page, just above the "Login" button (next to the Forgot Login link).

Step 2: Enter your Login Id, Invoice Number, and 5 Digit Zip Code, then click on the Continue button.

Step 3: Enter your new password twice, and click on the Submit button.

Step 4: Log in using your new password.

Account Summary Section:

The Account Summary Section has two subcategories for you to choose from. They are:

- My Profile
- Cancel Online Bill Pay



**Florida Department of Financial Services
Division of Workers' Compensation
Bureau of Financial Accountability**

200 East Gaines Street

Tallahassee, Florida 32399-4228

Telephone: 1-(866) 738-6297

Fax: (850) 354-5100

www.MyFloridaCFO.com/Division/WC