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](http://www.MyFloridaCFO.com/Division/WC/Penalty_Pay.htm)
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.

**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.

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