SELECTIVE®
Flood Operations

Flood Online®

www.Floodonline.com

This Quick Start Guide will provide you with an understanding of basic Flood Online® functions. A detailed training guide is available under the Agency Work Bench on Flood Online®.

Free Flood Zone Determinations (FZDs)

- Click on **Create Quote** or **Create Application**
- Type in **Name** and **Property Address**
- Scroll down to **Community Information**
- Click **Order New Certificate** button
- Click **Submit** button
  - Generally an automatic FZD will be generated, but if a manual determination is required, you will receive an e-mail when it's ready.

Quote

- Click on **Create Quote**
- Fields with **" * "** are required fields
- Once page is completed, click **Calculate Premium** button
- Screen edits with **Red Arrows** help you along to correct errors
- Click **Print Quote** button to print or click **Convert to Application** button to move directly into an application or click **Finish** button to save for a later date
- Quote ID numbers are assigned and are located in bottom left corner of the printed quote

Application

- Click on **Create Application** to create a new application or click **Search** to move an existing quote to an application.
- On an existing quote verify your information, Click **Calculate Premium** and click **Convert to Application Button**
- Update enter **" * "** fields
- Once page is completed, click **Calculate Premium** button and then **Continue** button
- Screen edits with **Red Arrows** help you along to correct errors
- When you are done either click **Submit and Make Payment** button or click **Close** button to save for a later date.
- Pay by ACH, credit card or remit premium by mail. Print Application or Premium remittance advice

Endorsements – All Types
(Cash, Non-Cash & Pro-Rate Calculations)

- Click **Search**
- Search by Policy Number, Name or Address
- Scroll down click **Create Endorsement** button
- Enter effective date and choose endorsement reason (**Cash Endorsements based upon NFIP Rules**), click **Next** button
- Click the link to the section containing the policy information to be changed
- Make changes, click **Next** button or select another endorsement reason, click **Next**
- To only calculate the Pro-Rate, click **Delete this Transaction** button after calculation or click **Next** to create the endorsement
- Enter Effective Date Rule, Application & Submission date for Cash Endorsements, click **Save**
- Print Remittance Slip and/or Endorsement
- Click **Submit for processing** and forward endorsement with proper documentation and payment or click **Delete this Transaction** to remove.

View/Print Policy or Rollover Transactions

- Click on **Search**
- Find the account by entering policy number, or entering name, or address, or prior Carrier's Policy Number and click **Search** button
- Click on the policy or application
- Transactions are sorted by process date
- You can check renewal payment status
- Click on Paper Icon to view, print or e-mail PDF copy of bills or declaration pages

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The following functions are accessed from the main menu of Flood Online® under the Agency Profile

Add a User

- Click on "**Users**" tab
- Complete **" * "** required fields
- Click **Add** button
- User will receive 2 E-mails:
  1. User ID 2. Temporary Password
- Personalize your password and security questions

Inactivate a User

- Click **Users** tab
- Select user from list, click **Edit** button
- Change status to Inactive, click **Save** button

Reset Password

- Click **Users** tab
- Select user from list, click **Reset Password** button

Commissions

- Click **Commissions** tab
- Select **Statement Period,** click **Refresh** button
- Provides a summary of all commission transactions for the month/year selected

Reports

- Click on **Reports** tab
- Click on the **Production** or **Expiry Reports** or **Claim Report**
- Click **View** or **Download** buttons

Paperless

- Receive policy and bill output electronically
- You receive an e-mail on production days indicating output is ready
- Click on **Documents** tab
- Document Summary link allows you to select the date to view your electronic output
- You can view/print specific documents by clicking on individual accounts or view/print all by clicking **View All Documents Sent To Agent** button
- Originals are still sent to the insureds/mortgagees. Agents will still receive paper declarations on new accounts

Interested in Direct Deposit of your Commissions?

Agencies that process all of their transactions in the Flood Online® system and elect the paperless environment can have their commissions directly deposited to their designated bank account.
Contact: Steve Weber (877-348-0552 ext. 235)

Questions? Please contact Selective's Flood Operations:

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