



**The Pension Boards**  
United Church of Christ, Inc.



## EMPLOYER PORTAL GUIDE

# NEW PORTAL BENEFITS

Review your bill and contact Member Services if any changes are needed. Changes received in good order will be reflected the next day on the portal.

Make full or partial payments based on your budget and/or preference. Prioritize paying your employee benefit coverage first. Don't let medical, dental or life insurance coverage lapse. New flexible options such as the ability to make multiple partial payments during the same monthly billing cycle will now be available.

Save your payment information securely. No need to enter your credit card information each month.

Review your payment history to reconcile your account. View the outstanding balance, historical payment dates and amounts, benefits and more!

## ACCESS THE NEW EMPLOYER PAYMENT PORTAL

Navigate to [www.pbucc.org](http://www.pbucc.org) and Click **Employer Login** to reach the **Employer Portal Homepage**.

The screenshot shows the website header for The Pension Boards, United Church of Christ, Inc. The navigation menu includes: HOME, FAITH & FINANCE, INVESTMENTS, GIVING, FORMS, NEWS & RESOURCES. The main navigation buttons are Member Login, Employer Login (highlighted with a blue box), and Donate. A search bar is also present. Below the navigation, there is a Member Account Login section with fields for Member ID and Password, a Show Password checkbox, and a Log In button. Links for 'Forgot Member ID?' and 'Forgot / Reset your password?' are also visible. A large banner for 'Have You Considered Financial Counseling?' is featured, with a 'LEARN MORE' button. Below the banner, there is a carousel of three cards: 'Recursos en Español', 'New Financial Wellness', and 'Grants & Assistance for'. An 'Important Links' sidebar is on the left, listing: Pension & Benefits, Rate Locator, Clergy Wellness, and Financial Wellness.

## EMPLOYER PORTAL GUIDE

The Employer Home Page will open.

Log into the account by clicking the **Sign In** button located in the top right corner

The Pension Boards  
United Church of Christ, Inc.  
WHERE FAITH AND FINANCE INTERSECT

HOME BILLING FORMS

Search Sign In

Employers

General Information

Employer Resource Guide

Eligibility & Compensation

Billing

Plan Documents & Adoption

Agreements

In-the-Know Employer Newsletter

Rate Locator

FAQs

General Questions

Plan Documents

Billing

### Employers

The Pension Boards offers The UCC Lifetime Retirement Income Plan Document, which covers the benefits that plan participants are entitled to under the plan and provides guidelines for the plan administrator to use in decision-making regarding plan operations.

If you have not already reviewed The UCC Lifetime Retirement Income Plan document and completed the appropriate Adoption Agreements (QCCO, Non-QCCO, and Health and Welfare Benefits) [Click Here](#) to sign into the Employer page where you will find instructions to complete the Agreements.

This website was created to assist UCC employers, treasurers, and other congregational leaders learn about and manage the benefits offered to their church or organization employees through the Pension Boards. Employers can access online billing, plan documents, sample invoices, billing schedules, eligibility criteria and compensation reporting assistance on this website.

**MONTHLY INVOICES:** Please take advantage of our online payment portal to view and pay your monthly invoice.

It's Fast!  
It's Reliable: You can be sure your payment is processed, and never lost in the mail.  
It's Convenient: You can view all your payments in one place on your monthly statement.  
It's Secure: With online bill pay, you're protected from unauthorized transactions.

**To pay your invoice on line:**

- Sign in to your account by selecting the Sign In option at the top of the screen
- After entering your Employer ID and Password, select Billing from the side toolbar
- Then select View/Pay Bill from the side tool bar

If online payment is not possible, payments must be sent directly to our bank:  
**Northern Trust, 75 Remittance Drive, Suite 1592, Chicago, Illinois 60675-1592.**

If you need to send any forms or correspondence, either email a scanned copy of your request to [INFO@PBUC.C.ORG](mailto:INFO@PBUC.C.ORG) or fax it to 212.729.2701. This will avoid delays being experienced with postal mail.

**Questions?**  
Call toll-free **1.800.642.6543**  
or email [info@pbucc.org](mailto:info@pbucc.org)



Menu

**NOTE:** if you keep your screen magnified, access to the sign-in page will appear as three horizontal lines. Click to open the sign-in page.

## SIGN INTO THE PAYMENT PORTAL

The Sign-In page will open.

Enter your **Employer ID** and **Password** used to access your PBUC information.

For added security, you may be asked to sign in again to reach the payment portal, even if already signed in as an employer.

The Pension Boards  
United Church of Christ, Inc.  
WHERE FAITH AND FINANCE INTERSECT

### Welcome to the Pension Boards Employer website!

Please follow the instructions below to log in.

**New Employers:**  
If you are logging into <https://employers.pbucc.org> for the first time, then click the "New Users Click Here" link below to choose a new password. When your password is set successfully, in the login box enter Employer ID number and your new password. You will be prompted for your email address, which is the primary Employer email you registered with. If you are unsure of your Employer ID, contact Member Services at 1.800.642.6543.

**Existing Employers:**  
Please enter your 5 digit Pension Boards assigned Employer ID and password below.

Employer ID

**Employer ID**

Password

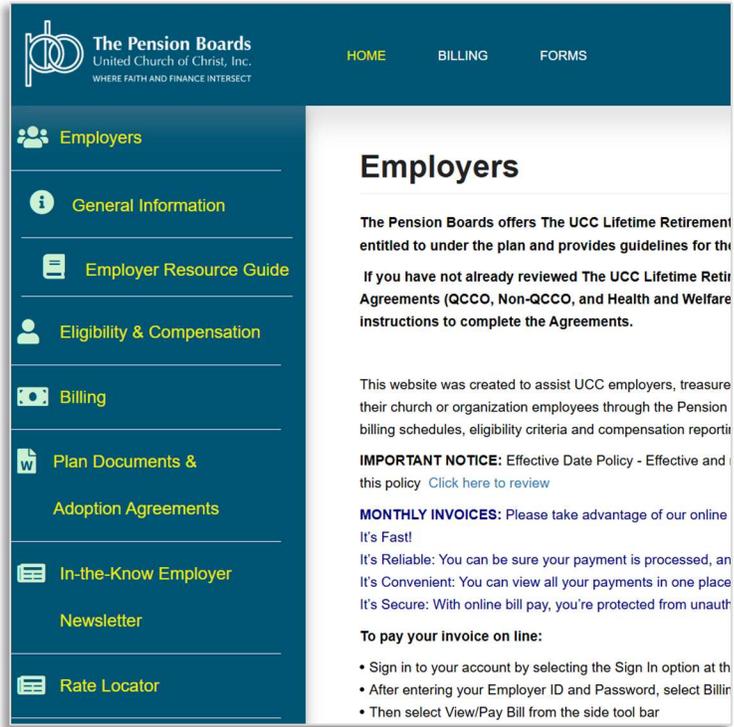
**Password**

[New Users Click Here](#)  
[Forgot / Reset your password?](#)

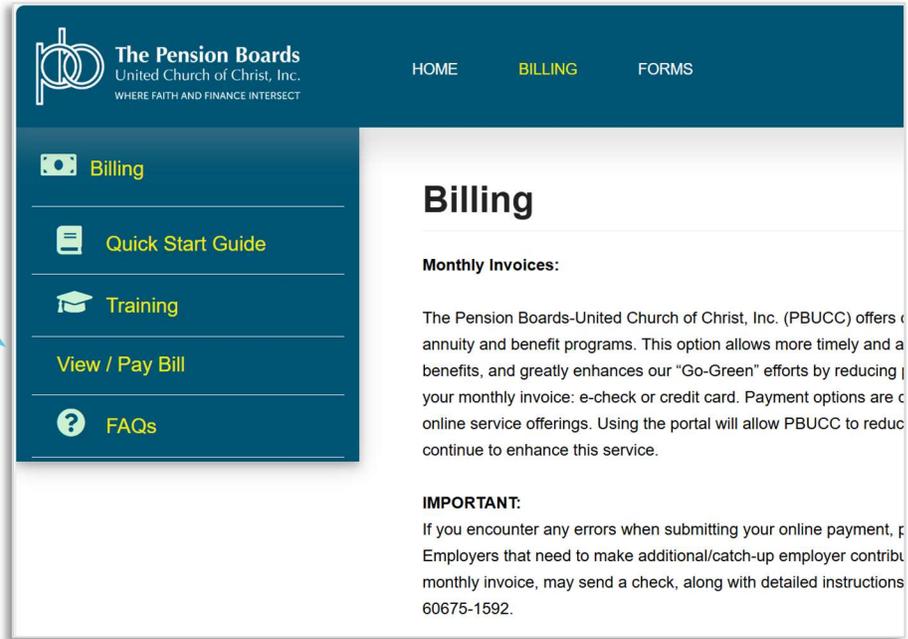
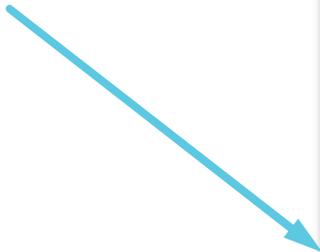
# LOCATE THE PAYMENT PORTAL

The Employer Portal Home Page will open.

From the home page, Select Billing from the menu.

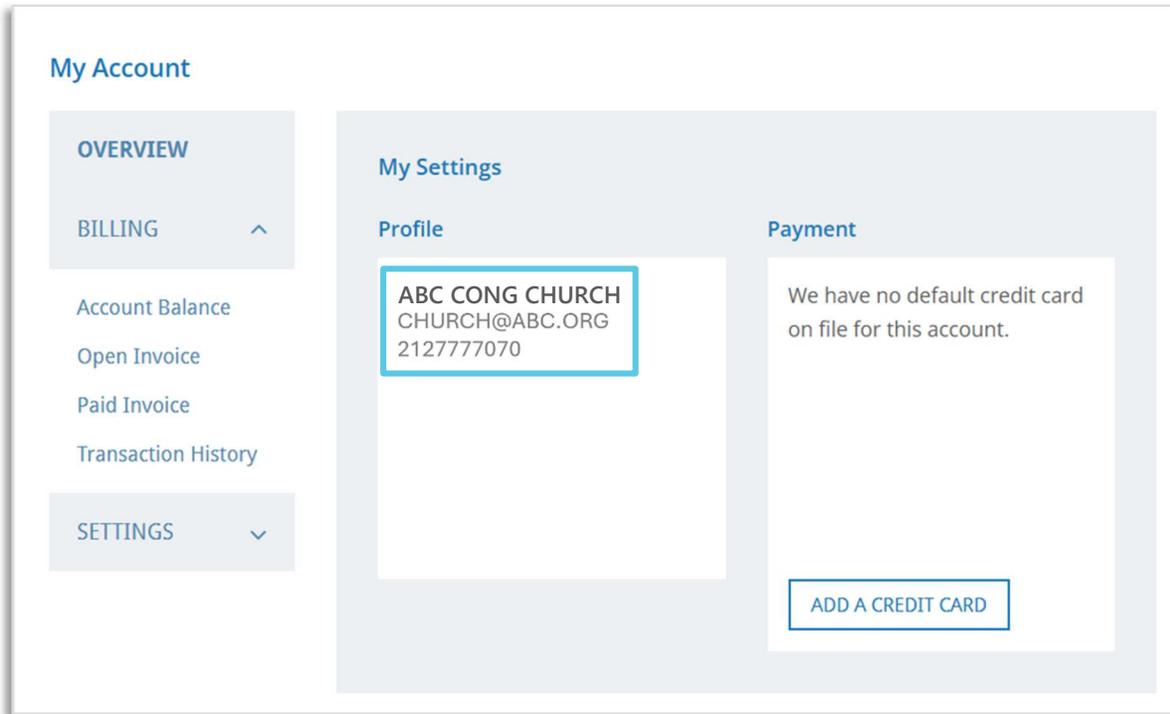


When the new billing page opens, Select View/Pay Bill



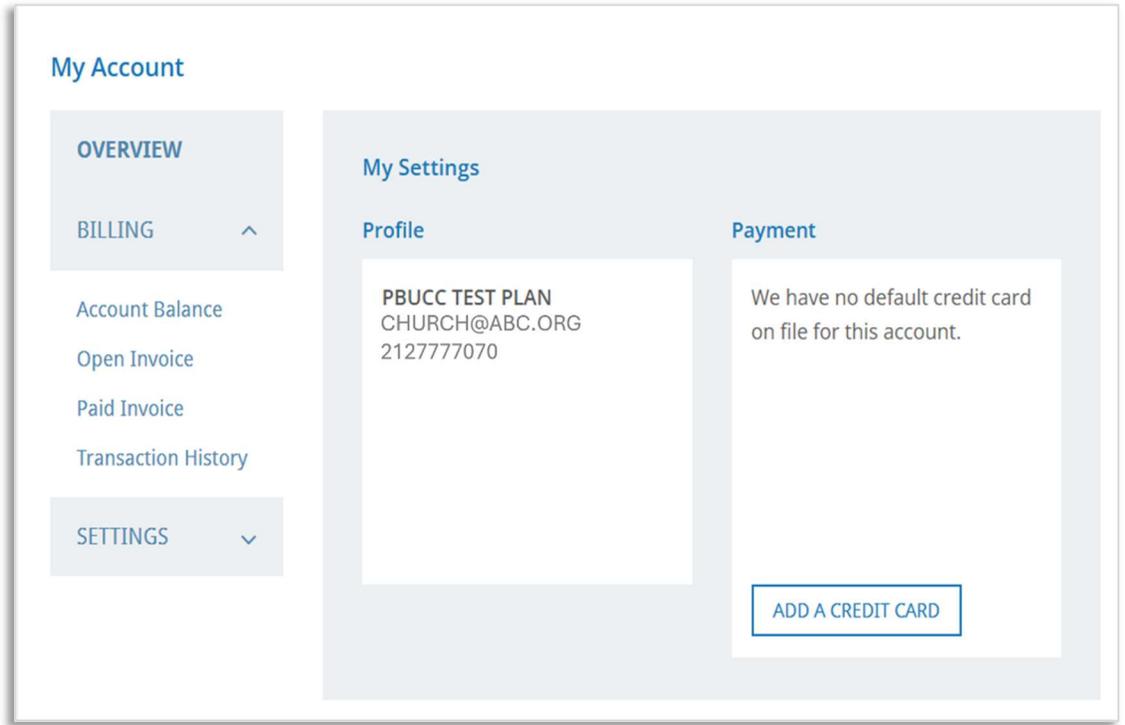
# PAYMENT PORTAL HOME PAGE

After selecting NetSuite-Billing from the menu and signing in, the payment portal home page for your account will open, displaying the name and contact information for the organization.



# ACCESS ACCOUNT PAYMENT AND BILLING OPTIONS

From the Account Home Page, **Select Billing** to drop down a menu of account payment and billing options.



## ACCOUNT BILLING AND PAYMENT MENU OPTIONS

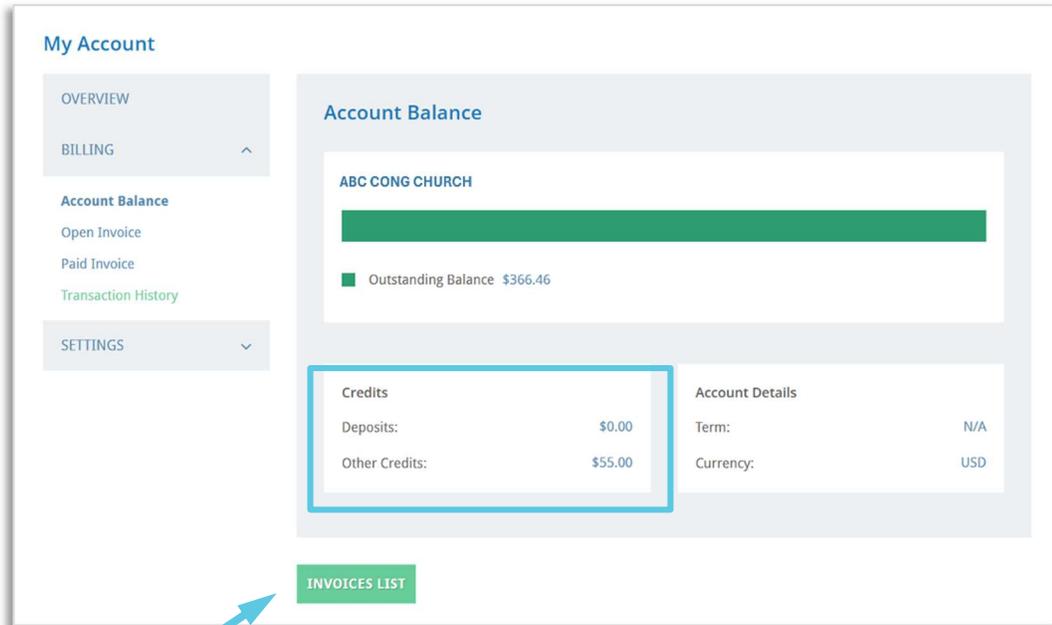
Click the menu links to manage your account:

- |                            |   |
|----------------------------|---|
| <b>Account Balance</b>     | Snapshot of outstanding balance and recent credits.   |
| <b>Open Invoice</b>        | View the current invoice and set-up full or partial payments.                               |
| <b>Paid Invoice</b>        | Look-up and view past invoices by month.  |
| <b>Transaction History</b> | Lookup and View how payments, credits, and other transaction types are applied to invoices. |

# EMPLOYER PORTAL GUIDE

## ACCOUNT BALANCE

The Account Balance screen displays a snapshot of the current account status including the outstanding balance and any credits available.

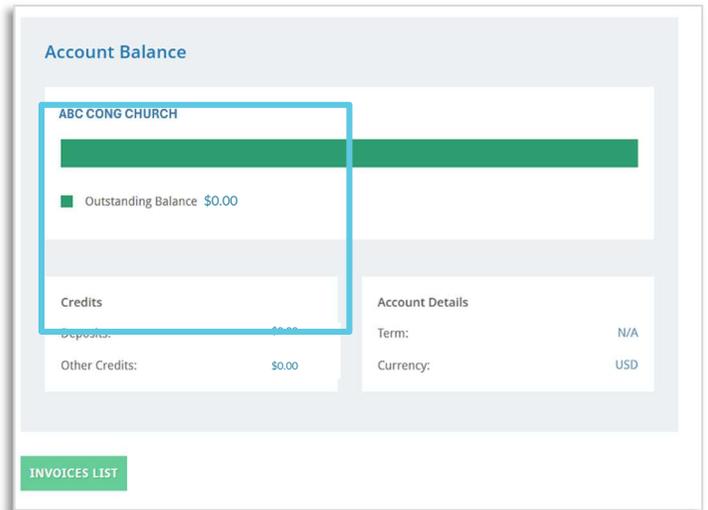
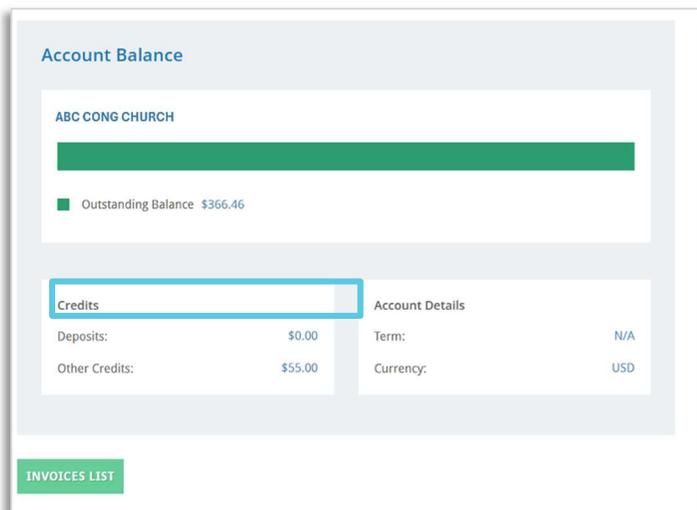


Quick link to view the current open invoice.

### CREDITS:

If you see an outstanding balance on the Account Balance Screen reflecting a negative dollar amount (amount in parenthesis), this means there is a credit that can be applied to your next bill.

**\$0 BALANCE:** If there are no open invoices, you will see an outstanding balance of \$0.00 and a designation of, "No Payment Due".



# OPEN INVOICE: VIEW

Select **Grouped by Member** or **Grouped by Benefit** to reconfigure the order of items listed in the **Current Month Invoice Detail Section**

**Open Invoice View** displays the full invoice with an **Invoice Summary** listing current charges at the top of the page.

**Scroll Down** to view the **Current Month Invoice Detail** and the **Invoice Detail for Overdue Amounts**.

OVERVIEW

BILLING

Account Balance

Open Invoice

Paid Invoice

Transaction History

SETTINGS

## Open Invoice

Grouped By Member
Grouped By Benefit

[PRINT A STATEMENT](#)

[MAKE A PAYMENT](#)

**The Pension Boards UCC**  
January 2026 Statement

Date	12/01/2025			
Due Date	12/28/2025			
Employer Name	ABC CONG CHURCH			
Employer ID	12345			

Invoice Summary for January, 2026

Benefit	Month/Year	Amount Due	Subtotal Due	Pay
<b>Flexible Spending Account - Medical Care</b>				
Monthly	December 2025	\$25.00		<input type="checkbox"/>
Subtotal Flexible Spending Account - Medical Care			\$25.00	<input type="checkbox"/>
<b>Employee Pre-Tax (TSA) Contribution (Annuity Plan)</b>				
Monthly	December 2025	\$37.50		<input type="checkbox"/>
Subtotal Employee Pre-Tax (TSA) Contribution (Annuity Plan)			\$37.50	<input type="checkbox"/>
<b>Employer Dues (Annuity plan)</b>				
Monthly	January 2026	\$344.88		<input type="checkbox"/>
Subtotal Employer Dues (Annuity plan)			\$344.88	<input type="checkbox"/>
Subtotal			\$12.00	<input type="checkbox"/>
<b>Total Amount Due</b>			<b>\$419.38</b>	<input type="checkbox"/>

Current Month Invoice Detail for January, 2026

Benefit	Month/Year	Amount Due	Subtotal Due
<b>ROBERT DIAZ / 7777-777</b>			
Flexible Spending Account - Medical Care - Monthly	December 2025	\$25.00	
Employee Pre-Tax (TSA) Contribution (Annuity Plan) - Monthly	December 2025	\$37.50	
Employer Dues (Annuity plan) - Monthly	January 2026	\$37.50	
	January 2026	\$12.00	
Subtotal ROBERT DIAZ / 7777-777			\$112.00
<b>SALLY WILDER / 6666-666</b>			
Employer Dues (Annuity plan) - Monthly	January 2026	\$304.17	
Subtotal SALLY WILDER / 6666-666			\$304.17
<b>FATIMA JONES / 5555-555</b>			
Employer Dues (Annuity plan) - Monthly	January 2026	\$3.21	
Subtotal FATIMA JONES / 5555-555			\$3.21

Invoice Detail for Overdue Amounts

Benefit	Month/Year	Amount Due	Subtotal Due
<b>Dental Benefits</b>			
Monthly	August 2025	\$44.25	
Monthly	September 2025	\$44.25	
Subtotal Dental Benefits			\$88.50

# OPEN INVOICE: ALTERNATE VIEW

If an invoice contains charges for multiple benefits or members. It can be helpful to change how the Current Month Invoice Detail is displayed.

**Open Invoice**

Grouped By Member  Grouped By Benefit

[PRINT A STATEMENT](#) [MAKE A PAYMENT](#)

**The Pension Boards UCC**  
January 2026 Statement

Date 12/01/2025  
Due Date 12/28/2025

Employer Name ABC CONG CHURCH  
Employer ID 12345

Invoice Summary for January, 2026

Benefit	Month/Year	Amount Due	Subtotal Due	Pay
Flexible Spending Account - Medical Care	Monthly December 2025	\$25.00		<input type="checkbox"/>
Subtotal Flexible Spending Account - Medical Care			\$25.00	<input type="checkbox"/>
Employee Pre-Tax (TSA) Contribution (Annuity Plan)	Monthly December 2025	\$37.50		<input type="checkbox"/>
Subtotal Employee Pre-Tax (TSA) Contribution (Annuity Plan)			\$37.50	<input type="checkbox"/>
Employer Dues (Annuity plan)	Monthly January 2026	\$344.88		<input type="checkbox"/>
Subtotal Employer Dues (Annuity plan)			\$344.88	<input type="checkbox"/>
Subtotal January 2026		\$12.00		<input type="checkbox"/>
Subtotal			\$12.00	<input type="checkbox"/>
<b>Total Amount Due</b>			<b>\$419.38</b>	<input type="checkbox"/>

Current Month Invoice Detail for January, 2026

Benefit	Month/Year	Amount Due	Subtotal Due
<b>ROBERT DIAZ / 7777-777</b>			
Flexible Spending Account - Medical Care - Monthly	December 2025	\$25.00	
Subtotal Flexible Spending Account - Medical Care			\$25.00
Employee Pre-Tax (TSA) Contribution (Annuity Plan) - Monthly	December 2025	\$37.50	
Employer Dues (Annuity plan) - Monthly	January 2026	\$37.50	
Subtotal ROBERT DIAZ / 7777-777			\$112.00
<b>SALLY WILDER / 6666-666</b>			
Employer Dues (Annuity plan) - Monthly	January 2026	\$304.17	
Subtotal SALLY WILDER / 6666-666			\$304.17
<b>FATIMA JONES / 5555-555</b>			
Employer Dues (Annuity plan) - Monthly	January 2026	\$3.21	
Subtotal FATIMA JONES / 5555-555			\$3.21

Select Grouped by Member or

**Open Invoice**

Grouped By Member  Grouped By Benefit

[PRINT A STATEMENT](#) [MAKE A PAYMENT](#)

**The Pension Boards UCC**  
January 2026 Statement

Date 12/01/2025  
Due Date 12/28/2025

Employer Name ABC CONG CHURCH  
Employer ID 98765

Invoice Summary for January, 2026

Benefit	Month/Year	Amount Due	Subtotal Due	Pay
Flexible Spending Account - Medical Care	Monthly December 2025	\$25.00		<input type="checkbox"/>
Subtotal Flexible Spending Account - Medical Care			\$25.00	<input type="checkbox"/>
Employee Pre-Tax (TSA) Contribution (Annuity Plan)	Monthly December 2025	\$37.50		<input type="checkbox"/>
Subtotal Employee Pre-Tax (TSA) Contribution (Annuity Plan)			\$37.50	<input type="checkbox"/>
Employer Dues (Annuity plan)	Monthly January 2026	\$344.88		<input type="checkbox"/>
Subtotal Employer Dues (Annuity plan)			\$344.88	<input type="checkbox"/>
Subtotal January 2026		\$12.00		<input type="checkbox"/>
Subtotal			\$12.00	<input type="checkbox"/>
<b>Total Amount Due</b>			<b>\$419.38</b>	<input type="checkbox"/>

Current Month Invoice Detail for January, 2026

Benefit	Member	Month/Year	Amount Due	Subtotal Due
<b>Flexible Spending Account - Medical Care</b>				
Monthly	ROBERT DIAZ / 7777-777	December 2025	\$25.00	
Subtotal Flexible Spending Account - Medical Care				\$25.00
<b>Employee Pre-Tax (TSA) Contribution (Annuity Plan)</b>				
Monthly	ROBERT DIAZ / 7777-777	December 2025	\$37.50	
Subtotal Employee Pre-Tax (TSA) Contribution (Annuity Plan)				\$37.50
<b>Employer Dues (Annuity plan)</b>				
Monthly	SALLY WILDER / 6666-666	January 2026	\$304.17	
Monthly	FATIMA JONES / 5555-555	January 2026	\$3.21	
Monthly	ROBERT DIAZ / 7777-777	January 2026	\$37.50	
Subtotal Employer Dues (Annuity plan)				\$344.88
Subtotal ROBERT DIAZ / 7777-777			January 2026	\$12.00
Subtotal				\$12.00

Grouped by Benefit to change how the details are organized.

# OPEN INVOICE: SET-UP PAYMENT

Set-Up a payment in **Open Invoice View** by selecting check boxes next to the amounts you would like to pay.

The screenshot shows the 'Open Invoice' interface for 'The Pension Boards UCC'. It includes a sidebar with 'My Account' and 'BILLING' sections. The main area displays invoice details and a table of benefits. A blue arrow points from the 'MAKE A PAYMENT' button to the 'Pay' column of the table. Another blue arrow points from the 'MAKE A PAYMENT' button to the 'Amount Due' column of the table.

Benefit	Month/Year	Amount Due	Subtotal Due	Pay
Flexible Spending Account - Medical Care	Monthly December 2025	\$25.00	\$25.00	<input checked="" type="checkbox"/>
Subtotal Flexible Spending Account - Medical Care				<input checked="" type="checkbox"/>
Employee Pre-Tax (TSA) Contribution (Annuity Plan)	Monthly December 2025	\$37.50	\$37.50	<input checked="" type="checkbox"/>
Subtotal Employee Pre-Tax (TSA) Contribution (Annuity Plan)				<input checked="" type="checkbox"/>
Employer Dues (Annuity plan)	Monthly January 2026	\$344.88	\$344.88	<input checked="" type="checkbox"/>
Subtotal Employer Dues (Annuity plan)				<input checked="" type="checkbox"/>
Subtotal	January 2026	\$12.00	\$12.00	<input checked="" type="checkbox"/>
Total Amount Due			\$419.38	<input checked="" type="checkbox"/>

Once payment selections are complete, the **Make A Payment Button** will turn from Grey to Green

click **Make a Payment** to continue

To make a partial payment, **select Individual boxes** next to the payment amount.

To pay the Total, **Select Total Amount Due.**

Note: Past due amounts must be paid prior current month.

# OPEN INVOICE: CREDIT CARD PAYMENT

If you have a credit on account, select the **Apply Credit** box to apply to your total.

**Make A Payment**  
1. PAYMENT AND REVIEW

**PAYMENT AND REVIEW**

CREDITS (2)

	Original amount	Remaining amount	Amount
<input type="checkbox"/> Pending Credit: 1		\$50.00	\$0.00
<input checked="" type="checkbox"/> Apply Credit: 1		\$5.00	5.00\$
			Credits Subtotal: -5.00\$

Pending Credits above are in progress. Check the 'Apply Credit' box to use the credit on your invoice. For questions, contact Member Services at 1-800-642-6543 or email info@pbucc.org.

**Payment Method**

Credit / Debit Card  ACH

Required \*  
Credit Card Number \*

Expiration Date \*  
12 2025

Name on Card \*

[Learn more about safe and secure shopping](#)

**PAYMENT SUMMARY**

Invoices (6)	421.46\$
Deposits Subtotal	0.00\$
Credits Subtotal	5.00\$
Payment Total	416.46\$

**SUBMIT**

**BACK** **SUBMIT**

To make a credit card payment, select the **Credit / Debit Card** option and Enter your **Payment Information**.

Once complete, Select, **Submit**.

# OPEN INVOICE: E-CHECK PAYMENT

If you have a credit on account, **select the Apply Credit** box to apply to your total.

To make a payment via E-Check, **Select the ACH** payment option and preferred account.

### PAYMENT AND REVIEW

#### CREDITS (2)

	Original amount	Remaining amount	Amount
<input type="checkbox"/> Pending Credit: 1		\$50.00	\$0.00
<input checked="" type="checkbox"/> Apply Credit: 1		\$5.00	5.00\$
			Credits Subtotal: -5.00\$

#### PAYMENT SUMMARY

Invoices (6)	421.46\$
Deposits Subtotal	0.00\$
Credits Subtotal	5.00\$
Payment Total	416.46\$

**SUBMIT**

Pending Credits above are in progress. Check the 'Apply Credit' box to use the credit on your invoice. For questions, contact Member Services at 1-800-642-6543 or email info@pbucc.org.

#### Payment Method

Credit / Debit Card  ACH

Selected

Ending in 5866

**321654987**

Routing Number:789456123  
Account Type:Checking  
Owner Name:Alpaca Farm Credit Union  
Limit:15000.00

Edit Remove

Select

Ending in 5555

**Test123**

Routing Number:252525252  
Account Type:Checking  
Owner Name:PBUC  
Limit:10000.00

Edit Remove

Select

Ending in 3123

**United Bank of Money**

Routing Number:789789789  
Account Type:Checking  
Owner Name:ABC Church  
Limit:10000.00

Edit Remove

Learn more about [safe and secure shopping](#)

Click Submit

# OPEN INVOICE: ADDING A BANK ACCOUNT

To add a new bank account, **Select + Add Bank Account.**

Payment Method

Credit / Debit Card **ACH**

Select

Ending in 5555

Test123  
Routing Number: 252525252  
Account Type: Checking  
Owner Name: PBUCC  
Limit: 10000.00  
[Edit](#) [Remove](#)

Selected

Ending in 3123

United Bank of Money  
Routing Number: 789789789  
Account Type: Checking  
Owner Name: ABC Church  
Limit: 10000.00  
[Edit](#) [Remove](#)

**+ Add Bank Account**

Learn more about [safe and secure shopping](#)

[BACK](#) [SUBMIT](#)

Enter banking information and Select **ADD ACH**

**Add ACH**

Required \*

Account Number \*

654725866

Payment Method \*

ACH

Account Type \*

Checking

Routing Number \*

789456123

Bank Name \*

321654987

Owner Name \*

Alpaca Farm Credit Union

Limit \* ⓘ

15000.00

[ADD ACH](#) [CANCEL](#)

A box to review and approve your Banking Information will open. Click **Yes** if the information is correct.

Enter an amount in the **Limit Box** to set a limit per transaction.

**Approve Consent** ×

I, PBUCC TEST PLAN, authorize to initiate an ACH debit to my account in the amount of \$15,000.00 on 12/18/2025.

[YES](#) [CANCEL](#)

# PAID INVOICE

**My Account**

- OVERVIEW
- BILLING ^
- Account Balance
- Open Invoice
- Paid Invoice**
- Transaction History
- SETTINGS v

### Paid Invoice

Invoice Date: December 2025

Grouped By Member | Grouped By Benefit

PRINT A STATEMENT

**The Pension Boards UCC**  
December 2025 Statement

Date: 11/01/2025  
Due Date: 11/28/2025

Employer Name: ABC CONG CHURCH  
Employer ID: 98765

Benefit	Month/Year	Amount	Subtotal
Vision Benefits			
2026 Annual Vision Premium	December 2025	\$4.93	
<b>Subtotal Vision Benefits</b>			<b>\$4.93</b>
<b>Total Amount</b>			<b>\$4.93</b>

Benefit	Month/Year	Amount	Subtotal
<b>ROBERT DIAZ / 7777-777</b>			
Vision Benefits - 2026 Annual Vision Premium	December 2025	\$2.73	
<b>Subtotal ROBERT DIAZ / 7777-777</b>			<b>\$2.73</b>
<b>SALLY WILDER / 6666-666</b>			
Vision Benefits - 2026 Annual Vision Premium	December 2025	\$1.10	
<b>Subtotal SALLY WILDER / 6666-666</b>			<b>\$1.10</b>
<b>FATIMA JONES / 5555-555</b>			
Vision Benefits - 2026 Annual Vision Premium	December 2025	\$1.10	
<b>Subtotal FATIMA JONES / 5555-555</b>			<b>\$1.10</b>

To review any invoices **Select a Month** using the Invoice Date box.

The Paid Invoice page is similar to Open Invoice. Choose **Grouped by Member** or **Grouped by Benefit** to toggle how detail is displayed.

The **Paid Invoice** screen also provides an Invoice Summary and Invoice Detail section.

# TRANSACTION HISTORY

Transaction History provides a look-up function to track how payments, credits and other transactions have been applied. Different viewing options are available.

1. Select a date range

2. Select a Record Type from the drop-down menu or choose Show all record types.

The screenshot shows the 'Transaction History' page in an employer portal. On the left is a 'My Account' sidebar with a menu including 'OVERVIEW', 'BILLING', 'Account Balance', 'Open Invoice', 'Paid Invoice', 'Transaction History' (highlighted with a red box), and 'SETTINGS'. The main content area is titled 'Transaction History' and features a filter section with 'From' and 'to' date pickers (set to 2025-11-01 and 2025-12-15), a 'Show all record types' dropdown menu, a sort icon, and a 'by Date' dropdown. Below the filters is a table with columns for 'Number', 'Date', and 'Amount', containing three payment records.

Number	Date	Amount
Payment #PYMT186714	12/03/2025	\$419.38
Payment #PYMT182226	11/17/2025	\$25.00
Payment #PYMT181655	11/10/2025	\$12.00

# TRANSACTION HISTORY

A list of **Payment Numbers** with the chosen record type and date range will populate.

**My Account**

Transaction History

From 2024-01-01 to 2025-12-18 Show all record types by Date

Number	Date	Amount
Payment #PYMT187789	12/17/2025	\$5.00
<b>Payment #PYMT186714</b>	12/03/2025	\$419.38
Payment #PYMT182226	11/17/2025	\$25.00
Payment #PYMT181655	11/10/2025	\$12.00
Payment #PYMT149049	05/22/2025	\$0.02
Payment #PYMT84178	05/31/2024	\$0.84
Payment #PYMT84177	05/31/2024	\$0.84
Payment #PYMT84176	05/30/2024	\$166.68
Payment #PYMT84066	05/30/2024	\$0.20
Payment #PYMT84061	05/30/2024	\$0.20
Payment #PYMT83978	05/29/2024	\$0.20
Payment #PYMT57957	02/22/2024	\$0.24
Payment #PYMT50824	01/09/2024	\$0.10

**3.** Click an individual Payment Number to open a detail screen showing the invoice status and

**My Account**

Payment #PYMT186714 **\$419.38**

Date: 12/03/2025 Status: Deposited

**DOWNLOAD AS PDF**

**INVOICES**

Number	Date	Disc	Amount
Journal	12/03/2025	\$0.00	\$419.38

Payment Total: \$419.38

**BILLING & PAYMENT METHOD**

Ending in 7890 Expires on 3/2029 Jack Alpaca

Click the Download as PDF button to print a copy of the record.

## PAYMENT RULES

According to IRS Guidelines, Employee TSA and FSA Contributions should be submitted by the 15th of the following month that they were withheld from the employee’s paycheck.

The Pension Boards always suggests that you pay your entire invoice by the due date, but if you are unable to pay the invoice in full, we suggest the following payment hierarchy:

- Medical Premiums
- Life Insurance Premiums
- Dental Premiums
- Employer Contributions
- Employee TSA/After-tax Contributions
- FSA Premiums

**PLEASE NOTE:** The entire amount for a specific benefit (Health, Dental, Employer Contribution) must be paid. Partial payment of an individual benefit is not currently permitted.

## PAYMENT SCHEDULES

### Medical, Dental and Life Insurance Payments

Invoice Create Date	Invoice Month	Invoice Due Date
12-1	January	12-28
1-1	February	1-28
2-1	March	2-28
3-1	April	3-28
4-1	May	4-28
5-1	June	5-28
6-1	July	6-28
7-1	August	7-28
8-1	September	8-28
9-1	October	9-28
10-1	November	10-28
11-1	December	11-28

### Employee Contributions

Invoice Create Date	Invoice Month	Invoice Due Date
1-1	January	1-28
2-1	February	2-28
3-1	March	3-28
4-1	April	4-28
5-1	May	5-28
6-1	June	6-28
7-1	July	7-28
8-1	August	8-28
9-1	September	9-28
10-1	October	10-28
11-1	November	11-28
12-1	December	12-28

## INVOICE NOTIFICATIONS

Type and purpose of notifications you may receive each month regarding your monthly invoice.

Type of Communication	Date Sent	Actions
Monthly Invoice available on the portal	2 <sup>nd</sup> of the month	Review Invoice
Revised Invoice changes processed through the recordkeeping system during the current month	Once changes are live on the portal	Review of revised invoice
Payment not received two months after the invoice is due	5 business days after the first of the second month	Make a payment. Health Benefits will be terminated if payment is not received within 30 days.
Payment not received, month after the invoice is due	5 business days after the first of the month	Make a payment. Health Benefits will be terminated if payment is not received within 60 days.
Payment not received by the end of the month due	5 business days prior to the end of the month	Make a payment. Health Benefits will be terminated if payment is not received within 90 days.

## OVERDUE BENEFITS POLICY

If benefits are not paid on time, they will be removed from the invoice once non-payment exceeds the designated timeline(s) in the chart below. Health Benefits will be terminated if the payment is not received within 90 days of the invoice date.

If a benefit has been terminated due to non-payment and reinstatement is needed, please contact our Customer Care team at 1.800.642.6543. Enrollments can be processed for qualifying life events or during open enrollment in the fall.

Benefit	Removed from Invoice Due to Non-Payment
Pension Contributions (Employer and Employee Contributions)	6 Months
Health Benefits (Medical, Dental, LIDI, FSA)	3 Months

## FREQUENTLY ASKED QUESTIONS

**I reviewed my invoice and noticed an incorrect amount. Can I correct it?**

Yes, contact our Member Services team at 1-800-642-6543 to discuss what form needs to be submitted to make the correction.

**I am not able to submit payment for the full amount of the invoice. What can I do?** Submit a partial payment. Check off the items that you can pay this month and then submit for payment. Our recommendation is to pay health benefits first, so that benefit coverage continues.

*Please note, the individual benefit line items can be paid in segments.*

**When should I pay TSA or FSA contributions?**

According to IRS Guidelines, Employee TSA and FSA Contributions should be submitted by the 15th of the following month that they were withheld from the employee's paycheck.

**I made a partial payment earlier in the month. Can I submit another payment?**

The Open Invoice will reflect the remaining payment amount required. Yes, multiple payments can be made on one invoice.

**My invoice reflects open invoices for multiple months. Do I need to pay all open invoices at once?**

No, but you must pay the oldest outstanding invoice first. Paying all open invoices is recommended, but not mandatory.

**Can I set up autopay for monthly recurring payments?**

Not at this time. Autopay is not currently a feature, but you can save your payment information securely and save time having to re-enter your information when paying with a credit card.

## FREQUENTLY ASKED QUESTIONS

### **Why does my invoice reflect overdue amounts when I made a payment?**

If you did not pay by the 28th of the month, the invoice will reflect an overdue amount. Additionally, if the entire invoice was not paid, the portion that was not paid will reflect as overdue.

### **Will I receive payment confirmation emails?**

Yes, confirmation emails are sent after payments are submitted. Confirmations will be delivered to the email address on file.

### **How can I prevent a lapse in benefit coverage due to non-payment?**

Non-payment of health benefits for 90 days may cause a lapse in coverage. Therefore, it is recommended to prioritize health benefit payment dues.

### **Will I receive helpful reminders when payments are overdue, and when?**

Yes, reminder e-mail notifications are sent when invoices are past due over 30, 60 or 90 days.

### **How can I review and update my Credit Card information on file?**

Select 'Settings' then 'Credit Cards'. From this screen enter the preferred Credit Card information and click 'Add Card.'

# EMPLOYER PORTAL GUIDE



**The Pension Boards**  
United Church of Christ, Inc.