



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



# EMPLOYER PORTAL GUIDE

NETSUITE PORTAL UPDATE DECEMBER 2023

# 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.

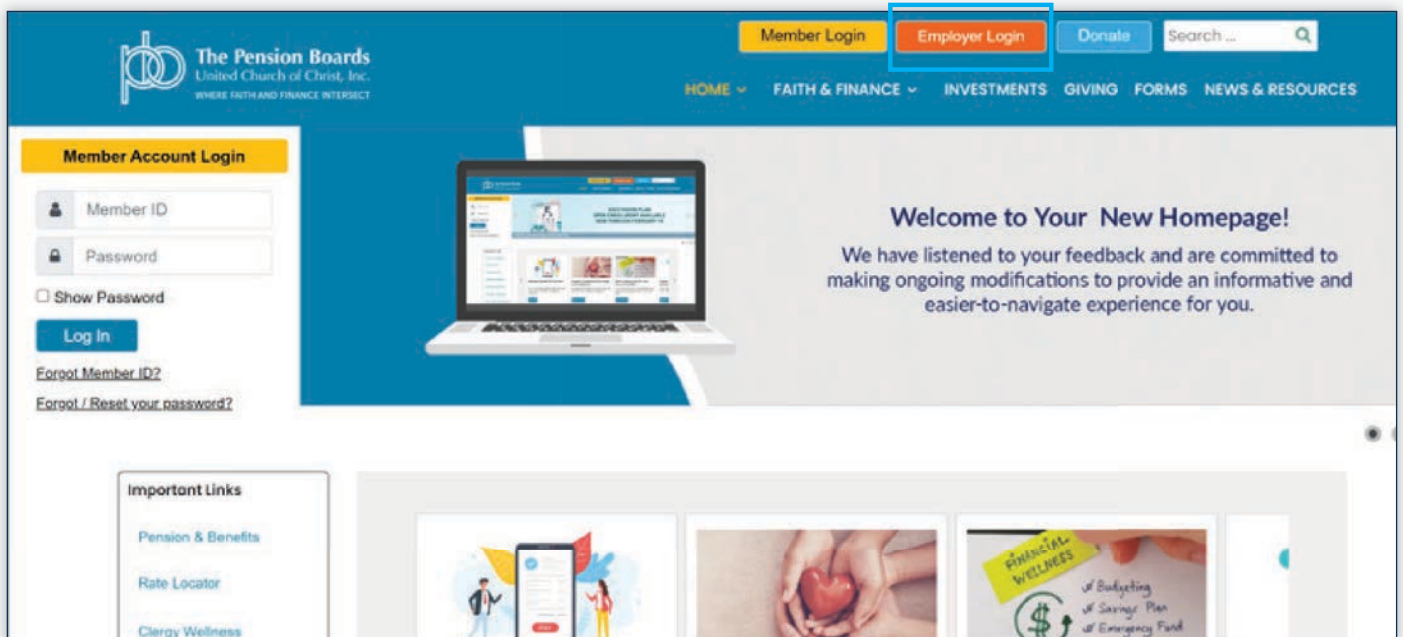
Make full or partial payments based on your budget and/or preference. Prioritize paying your employee benefit coverage first. Don't let medical, dental or life insurance coverage lapse. New flexible options such as the ability to make multiple partial payments during the same monthly billing cycle will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

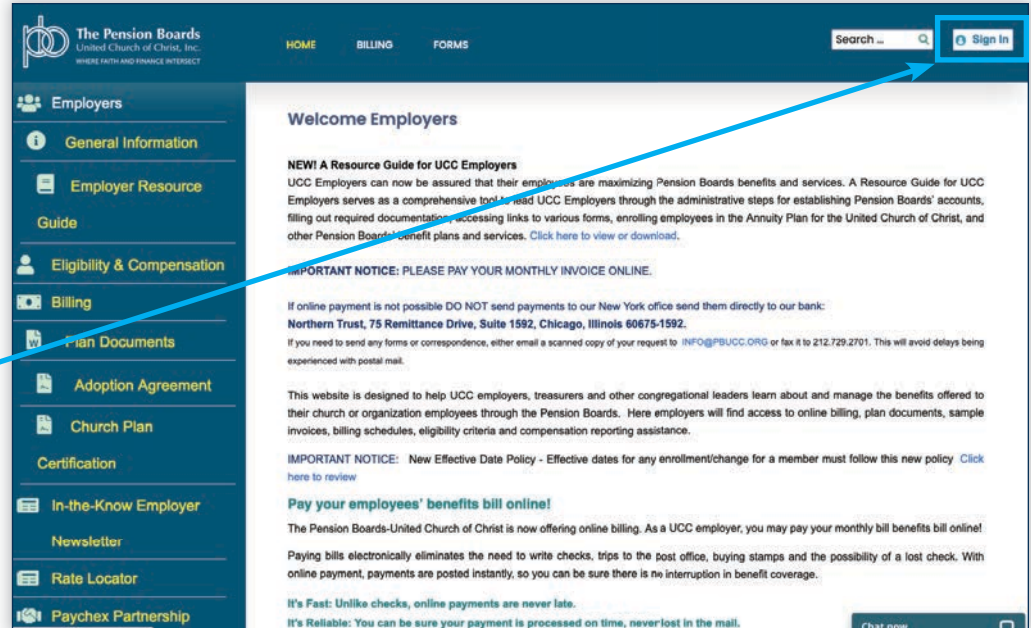
Navigate to [www.pbucc.org](http://www.pbucc.org) and Click **Employer Login** to reach the **Employer Portal Homepage**.



# ACCESS THE NEW EMPLOYER PAYMENT PORTAL

The Employer Portal Home Page will open.

From the Employer Welcome home page, Click **Sign-In** button located at the top right corner to access the log-in screen.

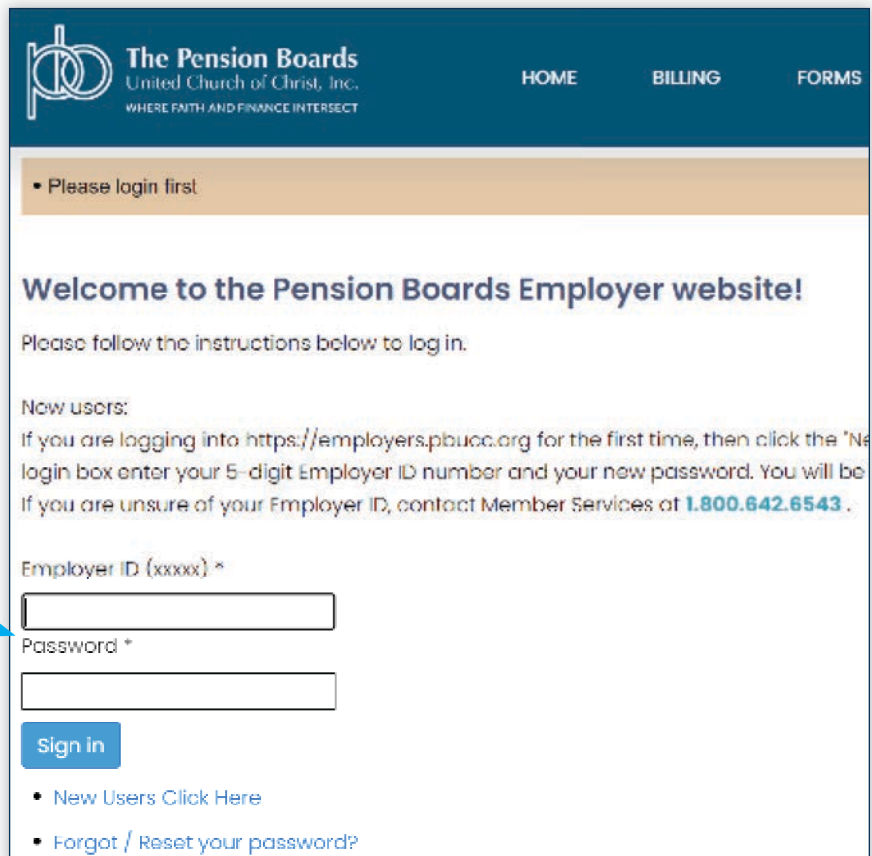


# SIGN INTO THE PAYMENT PORTAL

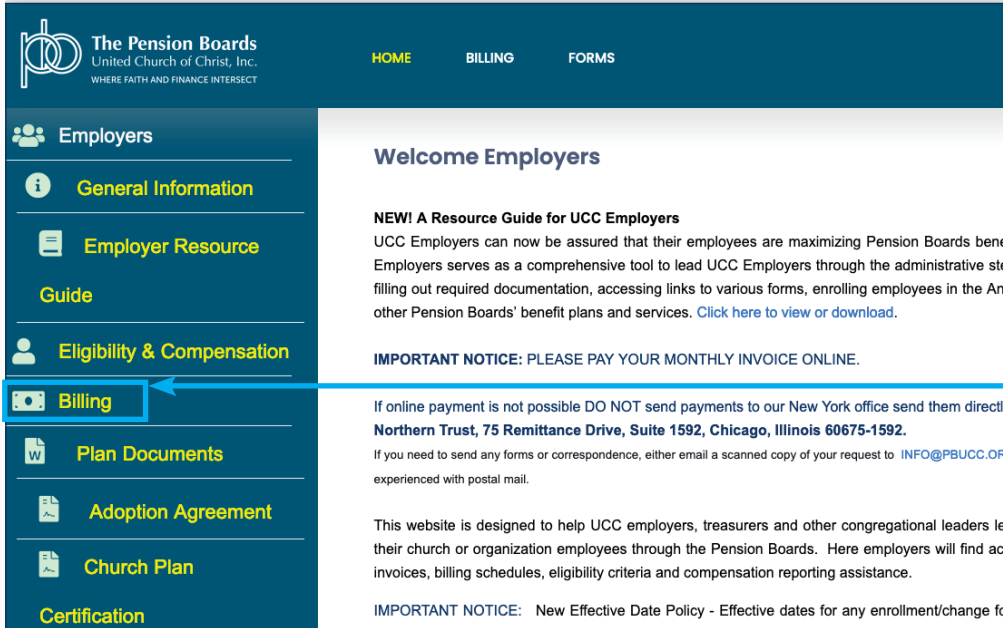
The employer Sign-In page will open.

Access to the new payment portal will remain the same. Please continue to use your current Employer ID and password.

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

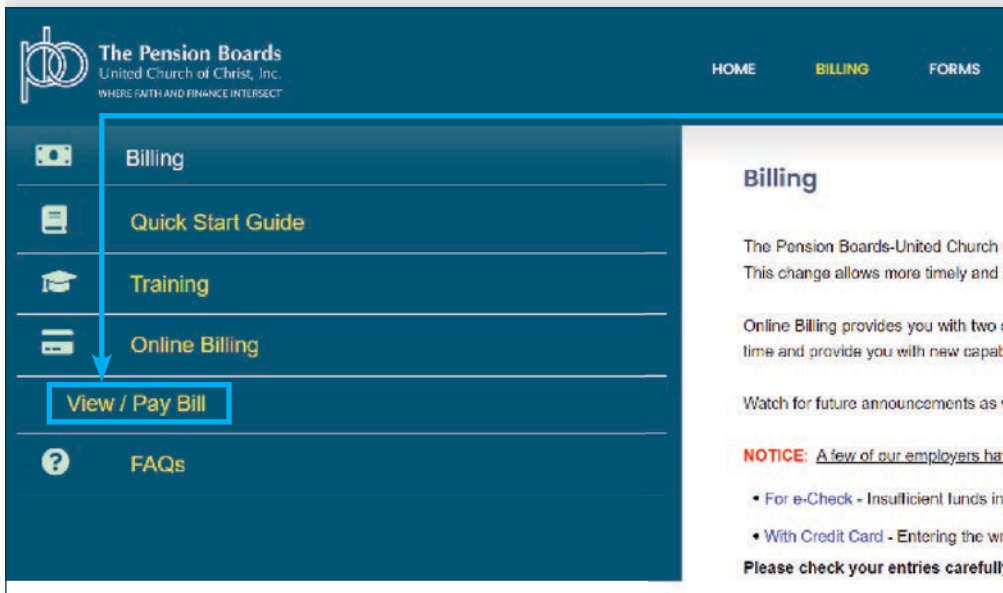


# LOCATE THE PAYMENT PORTAL



The Employer Portal Home Page will open.

From the home page, **Select Billing** from the menu options.

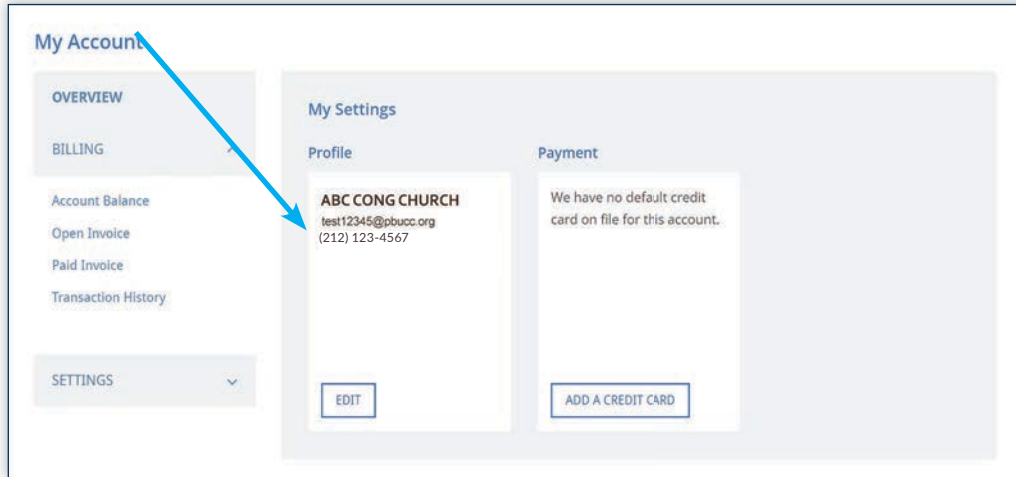


When the new billing page opens, **Select View/Pay Bill.**



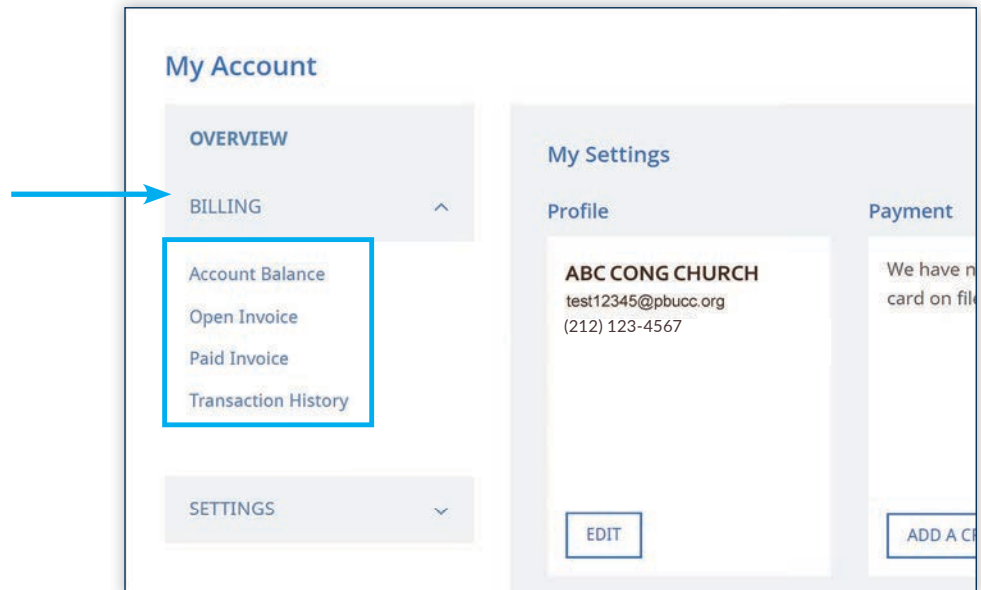
## PAYMENT PORTAL HOME PAGE

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.



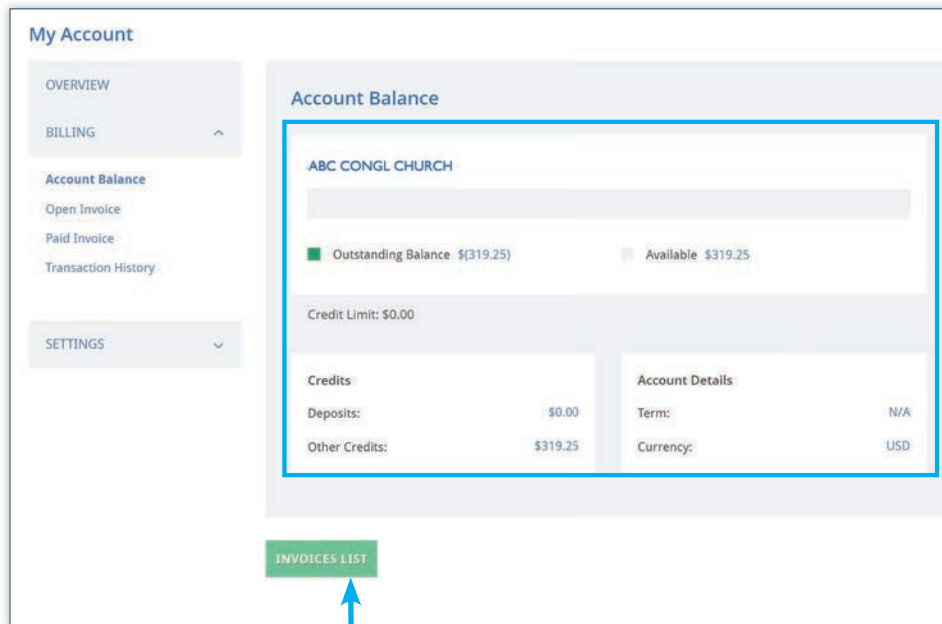
# ACCOUNT BILLING AND PAYMENT MENU OPTIONS

Click the menu links to manage your account:

- Account Balance** Snapshot of outstanding balance and recent credits.
- Open Invoice** View the current invoice and set-up full or partial payments.
- Paid Invoice** Look-up and view past invoices by month.
- Transaction History** Lookup and View how payments, credits, and other transaction types are applied to invoices.
- Print a Statement** Print a Statement of Account as a list of charges and payments by invoice number and date.

## ACCOUNT BALANCE

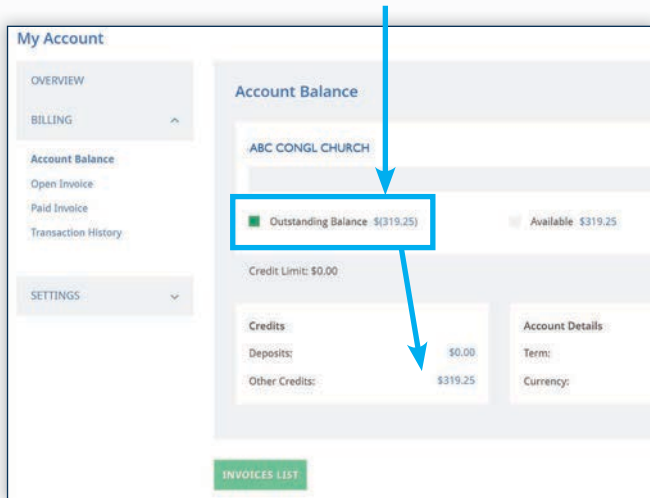
The Account Balance screen displays a snapshot of the current account status including the outstanding balance and any credits available.



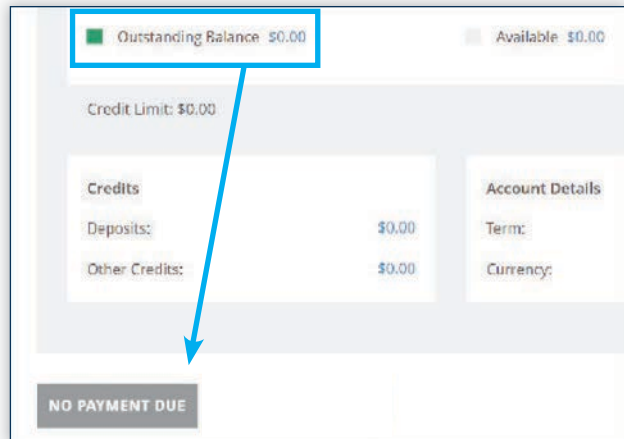
Quick link to view the current open invoice.

# ACCOUNT BALANCE

**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

**My Account**

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

**Open Invoice**

Grouped By Member **Grouped By Benefit**

PRINT A STATEMENT MAKE A PAYMENT

**The Pension Boards UCC**  
March 2023 Statement

Date: 2/01/2023  
Due Date: 2/28/2023

Employer Name: ABC CONG CHURCH  
Employer ID: 12345

**Invoice Summary for March, 2023**

Benefit	Month/Year	Amount Due	Subtotal Due	Pay
<b>Employee Pre-Tax (TSA) Contribution (Annuity Plan)</b>				
Monthly	March 2023	\$1,668.00		<input type="checkbox"/>
Subtotal Employee Pre-Tax (TSA) Contribution (Annuity Plan)			\$1,668.00	<input type="checkbox"/>
<b>Dental Benefits</b>				
Monthly	January 2023	\$44.25		<input type="checkbox"/>
Monthly	February 2023	\$44.25		<input type="checkbox"/>
Subtotal Dental Benefits			\$88.50	
<b>Total Amount Due</b>			<b>\$1,756.50</b>	<input type="checkbox"/>

**Current Month Invoice Detail for March, 2023**

Benefit	Month/Year	Amount Due	Subtotal Due
<b>JOHN DOE / 7777-777</b>			
Employee Pre-Tax (TSA) Contribution (Annuity Plan) - Monthly	March 2023	\$1,668.00	
Subtotal JOHN DOE / 7777-777			\$1,668.00

**Invoice Detail for Overdue Amounts**

Benefit	Month/Year	Amount Due	Subtotal Due
<b>Dental Benefits</b>			
Monthly	January 2023	\$44.25	
Monthly	February 2023	\$44.25	
Subtotal Dental Benefits			\$88.50

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.



# 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**  
April 2023 Statement

Date: 3/01/2023  
Due Date: 3/28/2023

Employer Name: ABC CONG CHURCH  
Employer ID: 12345

Invoice Summary for April, 2023

Benefit	Month/Year	Amount Due	Subtotal Due	Pay
<b>Employee Pre-Tax (TSA) Contribution (Annuity Plan)</b>				
Monthly	March 2023	\$1,348.75		<input type="checkbox"/>
Monthly	April 2023	\$1,884.49		<input type="checkbox"/>
Subtotal Employee Pre-Tax (TSA) Contribution (Annuity Plan)			\$3,233.24	<input type="checkbox"/>
<b>RSA Employee After-Tax Contribution (Annuity Plan)</b>				
Prior Adjustment	See details below	\$283.34		<input type="checkbox"/>
Subtotal RSA Employee After-Tax Contribution (Annuity Plan)			\$283.34	<input type="checkbox"/>
<b>Employer Dues (Annuity plan)</b>				
Monthly	April 2023	\$1,227.12		<input type="checkbox"/>
Subtotal Employer Dues (Annuity plan)			\$1,227.12	<input type="checkbox"/>
<b>RSA Employer Dues (Annuity plan)</b>				
Monthly	April 2023	\$85.01		<input type="checkbox"/>
Subtotal RSA Employer Dues (Annuity plan)			\$85.01	<input type="checkbox"/>
<b>Total Amount Due</b>			<b>\$4,828.71</b>	<input type="checkbox"/>

Current Month Invoice Detail for April, 2023

Benefit	Member	Month/Year	Amount Due	Subtotal Due
<b>MIGUEL SANCHEZ / 8888-888</b>				
RSA Employee After-Tax Contribution (Annuity Plan) - Prior Adjustment		March 2023	\$283.34	
RSA Employer Dues (Annuity plan) - Monthly		April 2023	\$85.01	
Subtotal MIGUEL SANCHEZ / 8888-888				\$368.35
<b>MARY JONES / 9999-999</b>				
Employer Dues (Annuity plan) - Monthly		April 2023	\$216.49	
Employee Pre-Tax (TSA) Contribution (Annuity Plan) - Monthly		April 2023	\$216.49	
Subtotal MARY JONES / 9999-999				\$432.98
<b>JOHN B DOE / 7777-777</b>				
Employer Dues (Annuity plan) - Monthly		April 2023	\$1,010.63	
Employee Pre-Tax (TSA) Contribution (Annuity Plan) - Monthly		April 2023	\$1,668.00	
Subtotal JOHN B DOE / 7777-777				\$2,678.63

Select Grouped by Member or

Grouped By Member  Grouped By Benefit

PRINT A STATEMENT MAKE A PAYMENT

**The Pension Boards UCC**  
April 2023 Statement

Date: 3/01/2023  
Due Date: 3/28/2023

Employer Name: ABC CONG CHURCH  
Employer ID: 12345

Invoice Summary for April, 2023

Benefit	Month/Year	Amount Due	Subtotal Due	Pay
<b>Employee Pre-Tax (TSA) Contribution (Annuity Plan)</b>				
Monthly	March 2023	\$1,348.75		<input type="checkbox"/>
Monthly	April 2023	\$1,884.49		<input type="checkbox"/>
Subtotal Employee Pre-Tax (TSA) Contribution (Annuity Plan)			\$3,233.24	<input type="checkbox"/>
<b>RSA Employee After-Tax Contribution (Annuity Plan)</b>				
Prior Adjustment	See details below	\$283.34		<input type="checkbox"/>
Subtotal RSA Employee After-Tax Contribution (Annuity Plan)			\$283.34	<input type="checkbox"/>
<b>Employer Dues (Annuity plan)</b>				
Monthly	April 2023	\$1,227.12		<input type="checkbox"/>
Subtotal Employer Dues (Annuity plan)			\$1,227.12	<input type="checkbox"/>
<b>RSA Employer Dues (Annuity plan)</b>				
Monthly	April 2023	\$85.01		<input type="checkbox"/>
Subtotal RSA Employer Dues (Annuity plan)			\$85.01	<input type="checkbox"/>
<b>Total Amount Due</b>			<b>\$4,828.71</b>	<input type="checkbox"/>

Current Month Invoice Detail for April, 2023

Benefit	Member	Month/Year	Amount Due	Subtotal Due
<b>RSA Employee After-Tax Contribution (Annuity Plan)</b>				
Prior Adjustment	MIGUEL SANCHEZ / 8888-888	March 2023	\$283.34	
Subtotal RSA Employee After-Tax Contribution (Annuity Plan)				\$283.34
<b>Employer Dues (Annuity plan)</b>				
Monthly	MARY JONES / 9999-999	April 2023	\$216.49	
Monthly	JOHN B DOE / 7777-777	April 2023	\$1,010.63	
Subtotal Employer Dues (Annuity plan)				\$1,227.12
<b>Employee Pre-Tax (TSA) Contribution (Annuity Plan)</b>				
Monthly	MARY JONES / 9999-999	April 2023	\$216.49	
Monthly	JOHN B DOE / 7777-777	April 2023	\$1,668.00	
Subtotal Employee Pre-Tax (TSA) Contribution (Annuity Plan)				\$1,884.49

Grouped by Benefit to change how the detail is organized.

# OPEN INVOICE: SET-UP PAYMENT

Set-Up a payment in **Open Invoice View** by selecting which amounts you would like to pay.

**My Account**

OVERVIEW

BILLING ^

Account Balance

**Open Invoice**

Paid Invoice

Transaction History

SETTINGS v

**Open Invoice**

Grouped By Member Grouped By Benefit

PRINT A STATEMENT MAKE A PAYMENT

**The Pension Boards UCC**  
March 2023 Statement

Date 2/01/2023  
Due Date 2/28/2023

Employer Name ABC CONG CHURCH  
Employer ID 12345

Invoice Summary for March, 2023

Benefit	Month/Year	Amount Due	Subtotal Due	Pay
<b>Employee Pre-Tax (TSA) Contribution (Annuity Plan)</b>				
Monthly	March 2023	\$1,668.00	\$1,668.00	<input type="checkbox"/>
Subtotal Employee Pre-Tax (TSA) Contribution (Annuity Plan)				<input checked="" type="checkbox"/>
<b>Dental Benefits</b>				
Monthly	January 2023	\$44.25	\$88.50	<input type="checkbox"/>
Monthly	February 2023	\$44.25		<input type="checkbox"/>
Subtotal Dental Benefits				
<b>Total Amount Due</b>			\$1,756.50	<input checked="" type="checkbox"/>

Once payment selections are complete, **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 to current month*

# OPEN INVOICE: SET-UP PAYMENT

**Note:** There must be at least one amount due selected in order to proceed with payment.

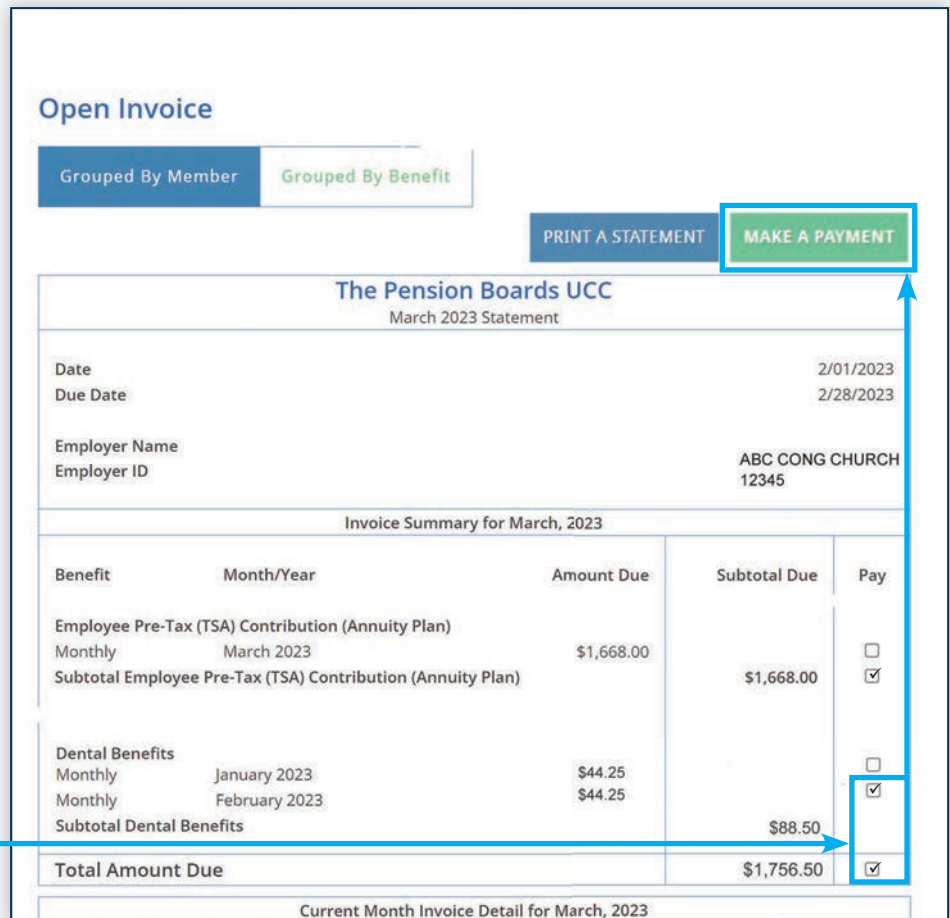
**Problem:** "I am trying to make a payment; however, Make Payment button is greyed out, how do I proceed?"



**Solution:** Select one or more payment due amounts.

The **Make a Payment** button will turn from **grey** to **green**.

**Click the button** to proceed with payment.




# OPEN INVOICE: MAKING A CREDIT CARD PAYMENT

**PAYMENT AND REVIEW**

**Payment Method**

Credit / Debit Card **ACH**

Required \*  
Credit Card Number \*  
12345678912



Expiration Date \*  
10 2025

Name on Card \*  
John Doe

Make this my default credit card

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

**BACK** **SUBMIT**

To make a credit card payment, **Enter** your **Payment information**

New! If you are submitting payment via a Credit or Debit Card, enter your information and check the **“Make this my default credit card”** box to safely store your information for future payments!

Once complete, select, **Submit**.

# OPEN INVOICE: MAKING AN E-CHECK PAYMENT

To make a payment via E-Check, **Select “ACH”** as the payment method and **click the E-Check button**. Next, **click “Submit”** to reach the **Billing Information** page.

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

**PAYMENT AND REVIEW**

**Payment Method**

Credit / Debit Card     ACH

Select

You will be redirected to your external payment site after reviewing your order on next step. Once your order is placed, you will return to our site to see the confirmation of your purchase.

**PAYMENT SUMMARY**

Invoices	\$1,756.50
Deposits Subtotal	\$0.00
Credits Subtotal	\$0.00
Payment Total	\$1,756.50

**SUBMIT**

**BACK**    **SUBMIT**

# OPEN INVOICE: MAKING AN E-CHECK PAYMENT

1. Enter your banking information.

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

**PAYMENT AND REVIEW**

**Payment Method**  
Credit / Debit Card **ACH**

**Required \***

Account Number \*  
1231231231

Payment Method \*  
ACH

Account Type \*  
Checking

Routing Number \*  
123456789

Bank Name \*  
My Bank

Owner Name \*  
John Doe

Limit \* ⓘ  
\$1,756.50

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

**BACK** **SUBMIT**

The Payment and Review page will open.

2. Review the payment summary.

PAYMENT SUMMARY	
Invoices (2)	\$ 1,756.50
Deposits Subtotal	\$0.00
Credits Subtotal	\$0.00
Payment Total	\$1,756.50

**SUBMIT**

3. If the information is correct, click the Submit button.

Enter a Payment Limit equal to the amount of your payment.

**Approve Consent**

I, JOHN ROBERT DOE, authorize to initiate an ACH debit to my account in the amount of \$1,756.50 on 10/31/2023.

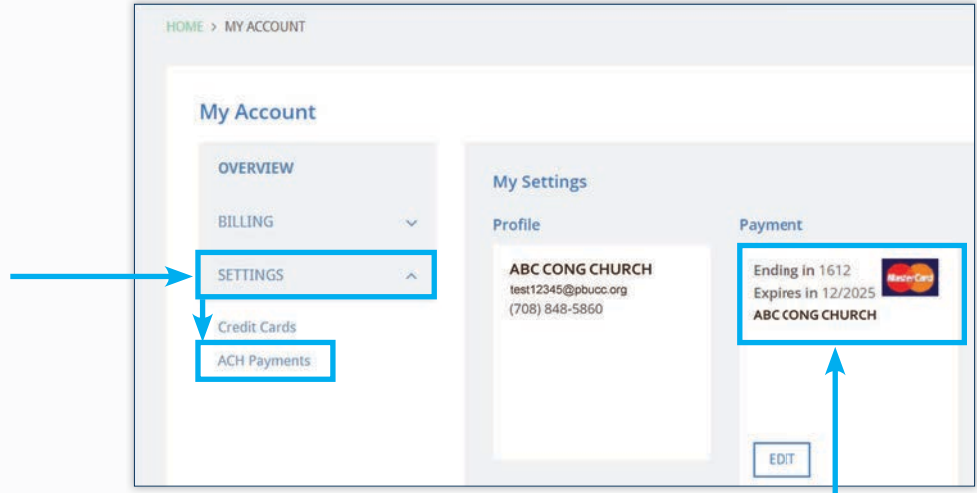
**YES** **CANCEL**

4. A Pop-Up will open, click YES to approve consent for payment.



# OPEN INVOICE: SAVE BANKING INFORMATION FOR FUTURE E-CHECK PAYMENTS

To securely Save banking information for future payments, **Click Settings** from the Menu and then **ACH Payments**.



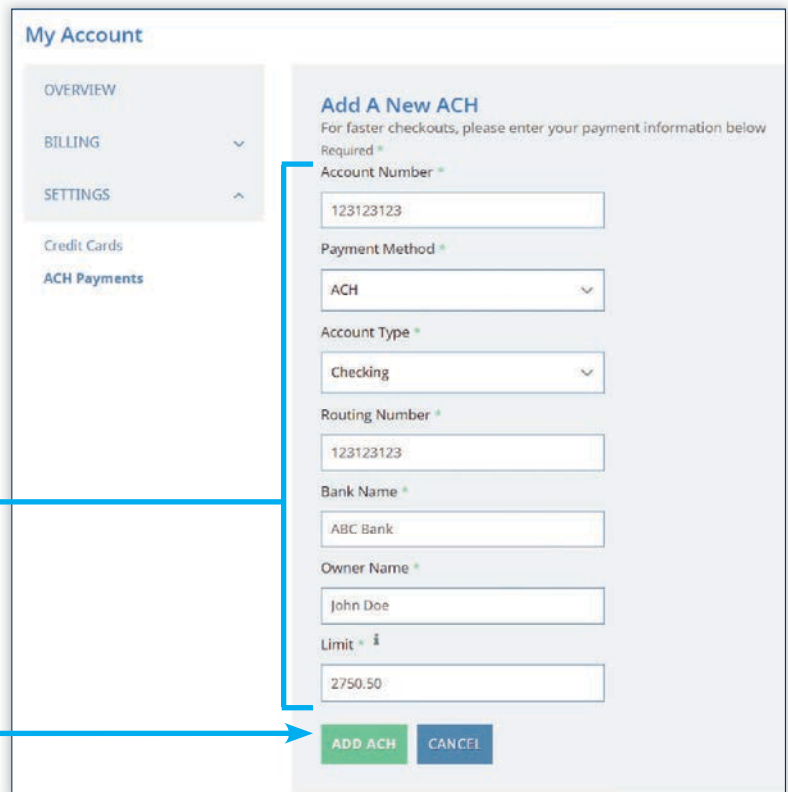
Previously saved payment information will appear on this screen.

A form for saving ACH Banking Account information will open.

**1. Enter your banking information.** Include a limit equal to the amount of payment.

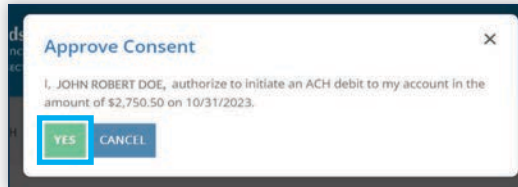
**2. Review the banking information** entered.

**3. If correct, click the ADD ACH button** to save.

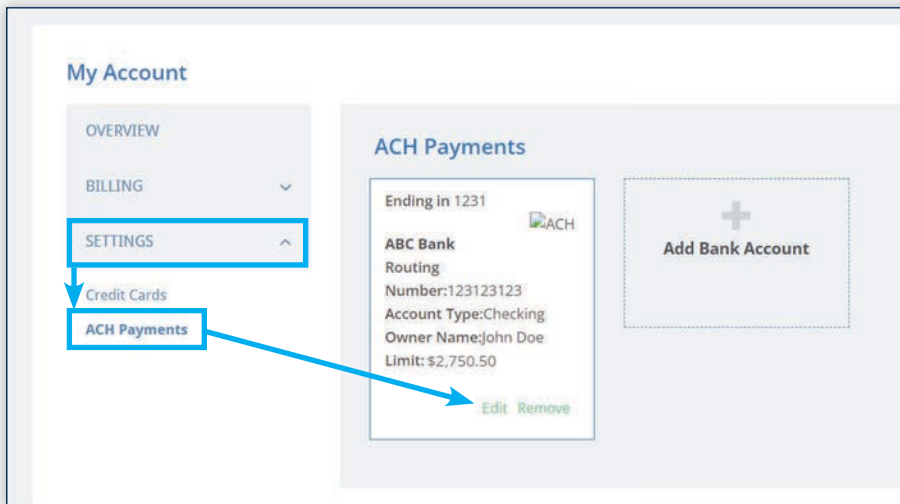


# OPEN INVOICE: SAVE BANKING INFORMATION FOR FUTURE E-CHECK PAYMENTS

4. The Approve Consent box will open. **Click, YES** to save your banking information.



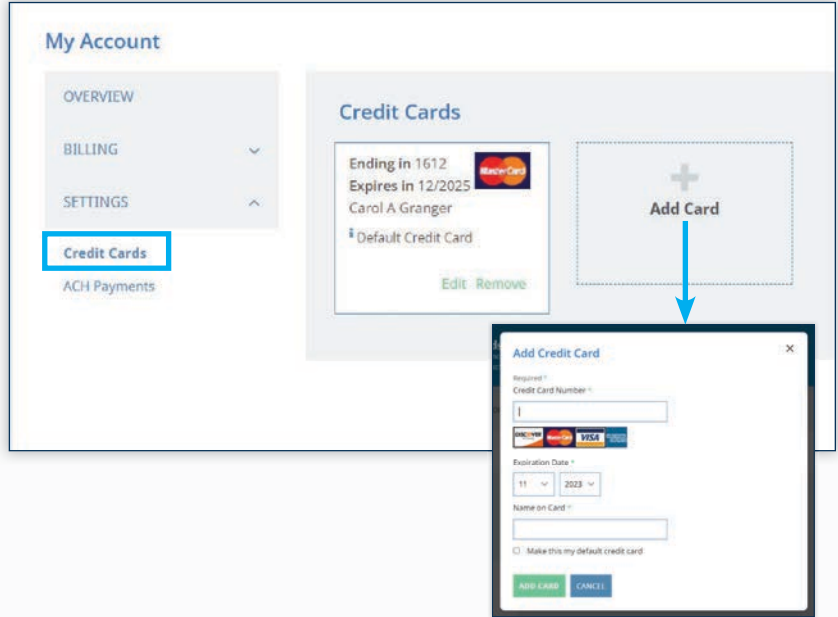
The Saved banking information will be saved and available for future payments.



To edit or delete saved payment information, **open the Settings Menu and Select Credit Cards or ACH Payments**. A Payment Box will display saved data, **Select Edit or Remove to proceed**.

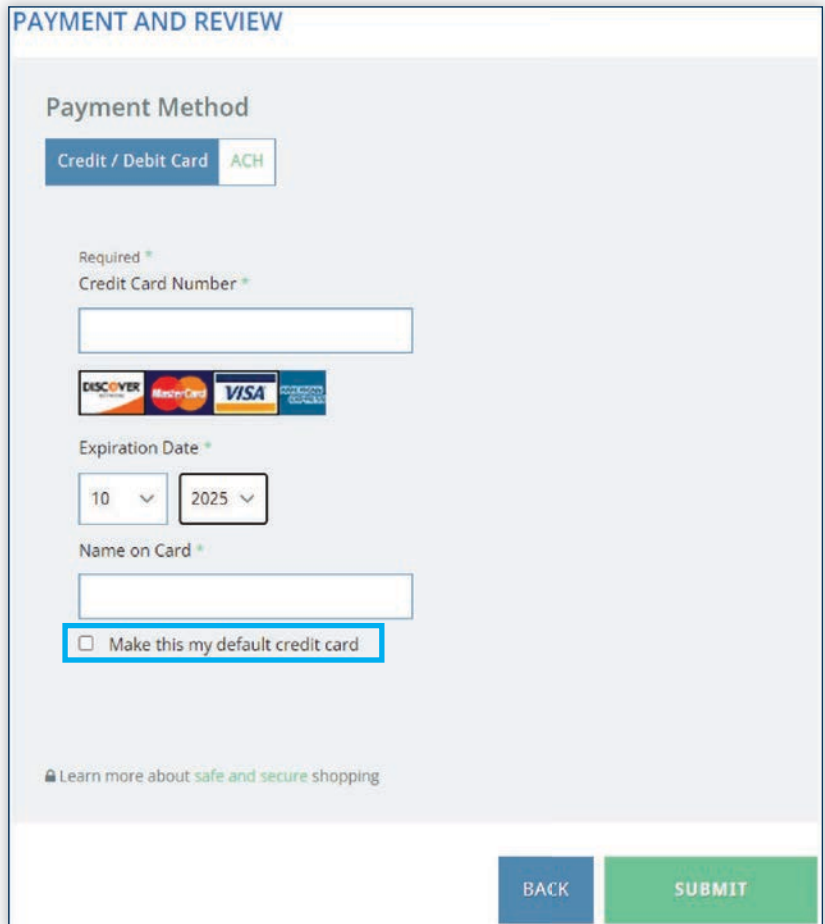
# OPEN INVOICE: SAVE CREDIT CARD INFORMATION FOR FUTURE PAYMENTS

Payment methods can be added or edited in the ACH payments window. To access, open the **Settings Menu**, and select **Credit Cards**.



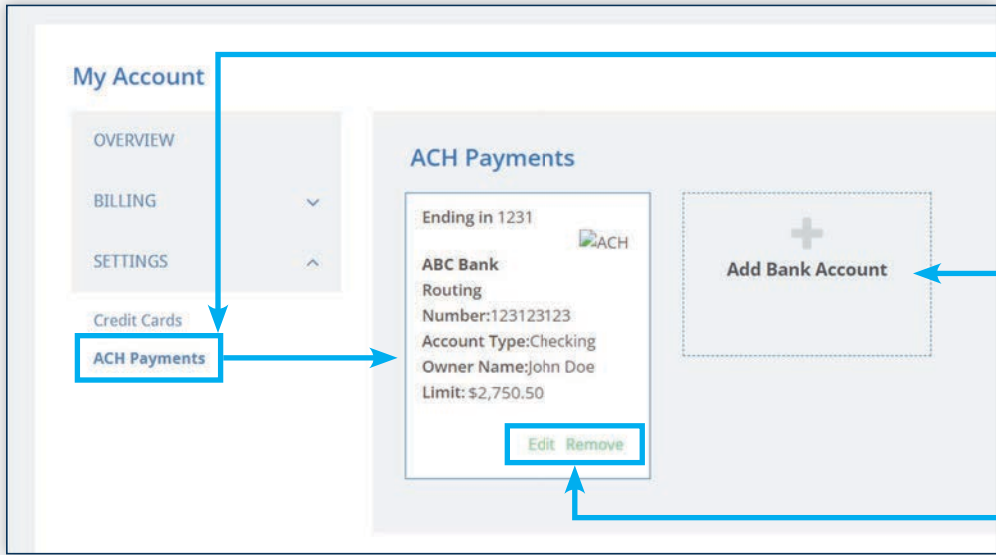
Methods of Payment can also be saved during a transaction.

On the Payment Method screen, click the **“Make this my default credit card”** box to save your account information for future use.



# OPEN INVOICE: DELETE OR EDIT SAVED PAYMENT INFORMATION

1. To Edit or Delete previously saved payment information, **Select Settings** from the side menu.



2. From drop-down menu under Settings, **select Credit Cards** or **ACH Payments** to display the saved data.

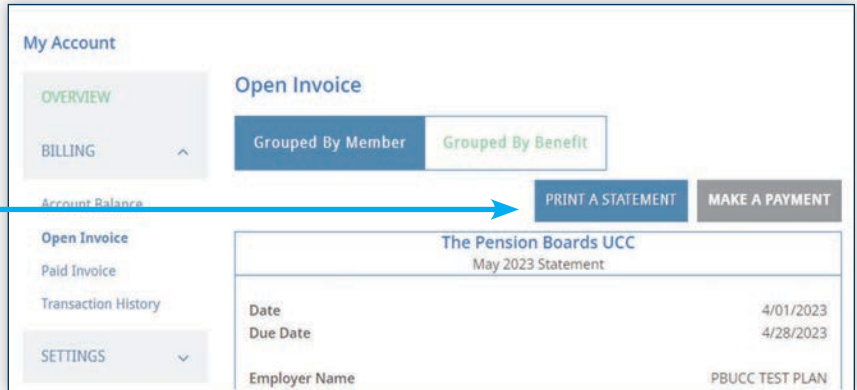
Additional payment accounts can be added to the portal as needed.

3. In the payment box display, **Select Edit** or **Remove** to update the information on file.

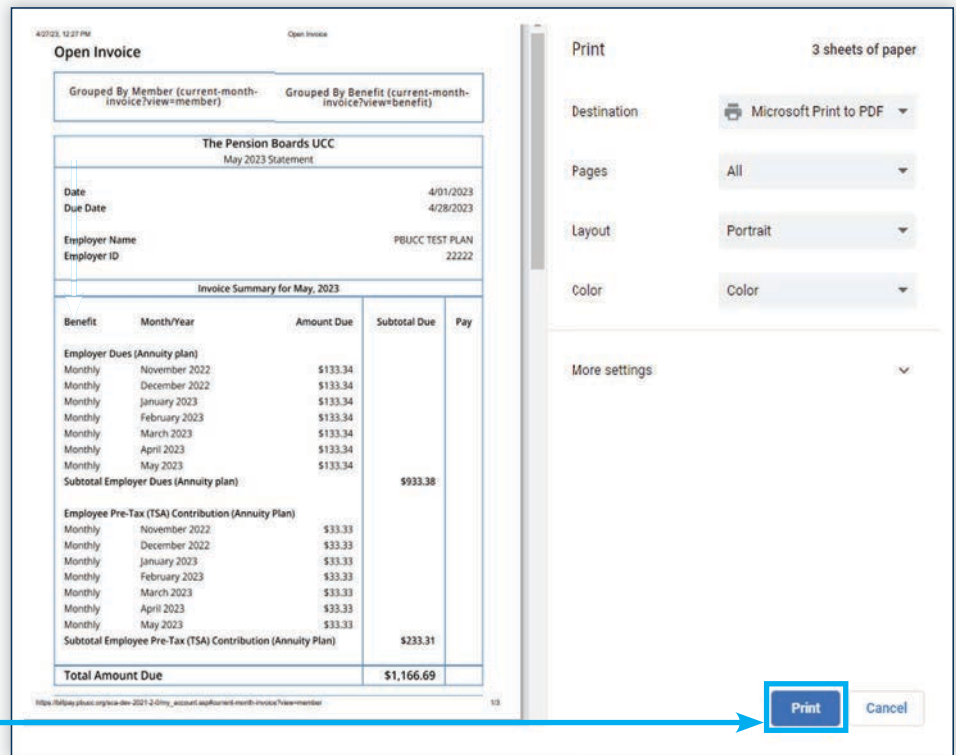
# OPEN INVOICE: PRINT A STATEMENT

To Print a Statement, Navigate to the Open Invoice page to display the current open invoice.

Click Print A Statement



Next, a print box will open. Select print options and **click Print** to save a copy to your own device.



# PAID INVOICE

**My Account**

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

**SETTINGS** v

### Paid Invoice

Invoice Date: January 2023

Grouped By Member | Grouped By Benefit | PRINT A STATEMENT

**The Pension Boards UCC**  
January 2023 Statement

Date: 12/01/2022  
Due Date: 12/28/2022

Employer Name: ABC CONG CHURCH  
Employer ID: 12345

Invoice Summary for January, 2023			
Benefit	Month/Year	Amount	Subtotal
Employee Pre-Tax (TSA) Contribution (Annuity Plan)	Monthly		
	January 2023	\$216.48	
Subtotal Employee Pre-Tax (TSA) Contribution (Annuity Plan)			\$216.48
<b>Total Amount</b>			<b>\$216.48</b>

Invoice Detail for January, 2023			
Benefit	Month/Year	Amount	Subtotal
JOHN DOE / 7777-777			
Employee Pre-Tax (TSA) Contribution (Annuity Plan) - Monthly	January 2023	\$216.48	
Subtotal JOHN DOE / 7777-777			\$216.48

To review past 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.

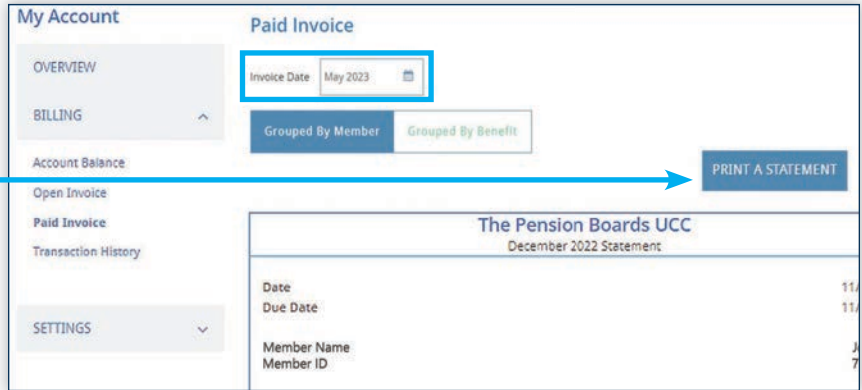
The **Paid Invoice** screen also provides an Invoice Summary and Invoice Detail section.



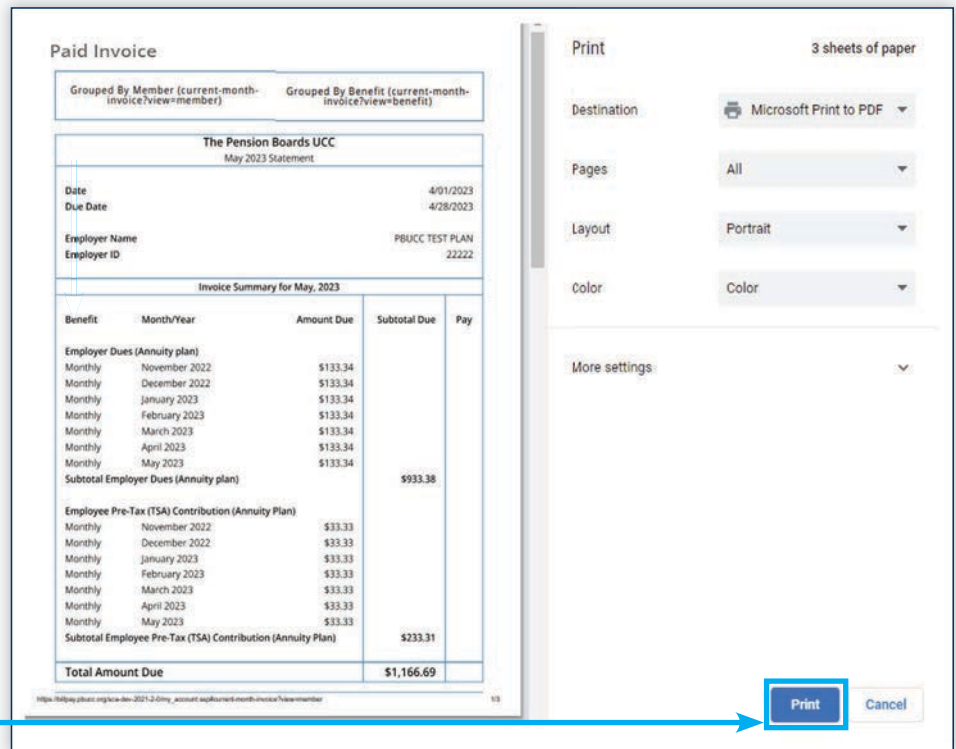
# PAID INVOICE: PRINT A STATEMENT

To Print a Paid Invoice, **Select the month** you would like to print using the Invoice Date Box.

Click Print A Statement



Next, a print box will open. Select print options and **click Print** to save a copy to your own device.



# 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.

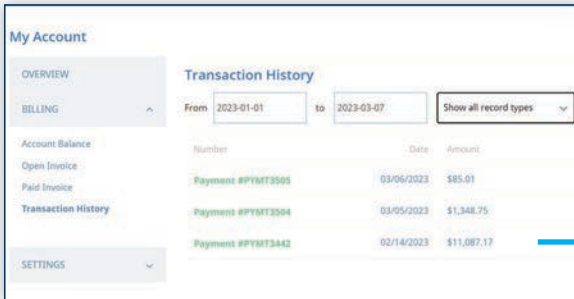
1. Select a date range

2. Select a Record Type from the drop-down menu or choose to Show All:

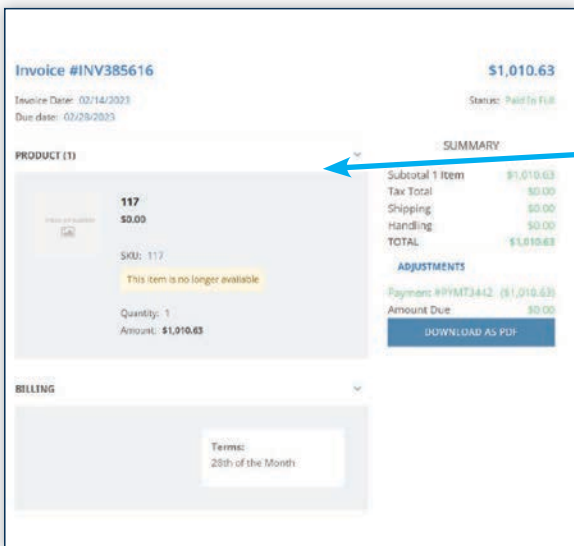
Number	Date	Status
Payment #PYMT3505	03/06/2023	
Payment #PYMT3504	03/05/2023	
Payment #PYMT3442	02/14/2023	\$11,087.17

# TRANSACTION HISTORY

A list of transactions with the chosen record type and date range will populate.



3. Click an individual **Payment Number** to open a list of invoices where that payment or transaction has been applied



4. Click an individual **Invoice Number** to open a detail screen showing the invoice status and summary.

## PAYMENT SCHEDULES

### Employer Contributions

Medical, Dental and Life Insurance Payments

Invoice Create Date	Invoice Month	Invoice Due Date
12-1-22	January 2023	12-28-22
1-1-23	February 2023	1-28-23
2-1-23	March 2023	2-28-23
3-1-23	April 2023	3-28-23
4-1-23	May 2023	4-28-23
5-1-23	June 2023	5-28-23
6-1-23	July 2023	6-28-23
7-1-23	August 2023	7-28-23
8-1-23	September 2023	8-28-23
9-1-23	October 2023	9-28-23
10-1-23	November 2023	10-28-23
11-1-23	December 2023	11-28-23

### Employee TSA and FSA Contributions

Invoice Create Date	Invoice Month	Invoice Due Date
1-1-23	January 2023	1-28-23
2-1-23	February 2023	2-28-23
3-1-23	March 2023	3-28-23
4-1-23	April 2023	4-28-23
5-1-23	May 2023	5-28-23
6-1-23	June 2023	6-28-23
7-1-23	July 2023	7-28-23
8-1-23	August 2023	8-28-23
9-1-23	September 2023	9-28-23
10-1-23	October 2023	10-28-23
11-1-23	November 2023	11-28-23
12-1-23	December 2023	12-28-23

## PAYMENT RULES

According to IRS Guidelines, Employee TSA and FSA Contributions should be submitted by the 15<sup>th</sup> 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.**

## 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	1st 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 revised invoice
Payment not received, two months after the invoice is due *	3 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*	3 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 prior to the end of the month	Make a payment. Health Benefits will be terminated if payment is not received within 90 days.

\* These notifications will begin starting May/June 2023

## 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.

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 submitted the necessary paperwork to correct an invoice. When can I expect to see the correction?**

The review process generally takes five business days. After the paperwork is deemed to be in good order, the changes are processed. The corrected invoice will be available on the following business day.

**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 remit contributions that are withheld from the employee's paycheck?**

According to DOL guidelines, employee contributions should be submitted by the 15<sup>th</sup> 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.



## FREQUENTLY ASKED QUESTIONS

### **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.

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

TSA or FSA contributions should be withheld from employee paychecks per IRS regulations. Therefore, TSA or FSA benefit line items on invoices must be paid if either one has already been withheld.

### **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. One Month Overdue Emails and Two Month Overdue Emails are sent on the 3rd business day of the month.

### **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

NETSUITE PORTAL UPDATE DECEMBER 2023



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