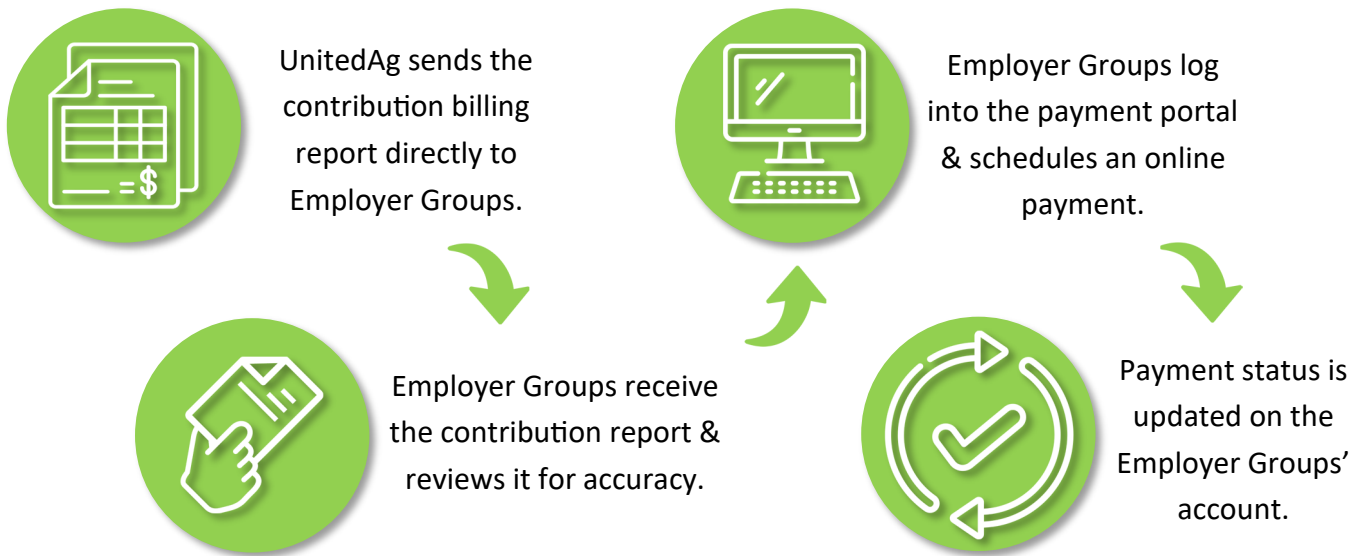


# Payment Portal Guide

Last Updated: 01/2023

**Employer Groups can utilize the Payment Portal to schedule online payments for their monthly contribution dues.**

## Payment Workflow



## Overview

This guide will walk through the steps of registering for and using the Payment Portal, including an FAQs section for your reference.

|          |                                                                                              |      |    |
|----------|----------------------------------------------------------------------------------------------|------|----|
| <b>1</b> | <b>Portal Registration</b><br>Step-by-step guide on registering to pay online.               | Page | 2  |
| <b>2</b> | <b>Scheduling Payments</b><br>Setting up one-time and recurring payments.                    | Page | 7  |
| <b>3</b> | <b>Payment History</b><br>Explanation on what information is available online.               | Page | 12 |
| <b>4</b> | <b>Login Assistance</b><br>How to retrieve forgotten login IDs and reset passwords.          | Page | 14 |
| <b>5</b> | <b>FAQs—Frequently Asked Questions</b><br>Get answers to questions about the payment portal. | Page | 15 |

## 1

## Portal Registration

## Payment Portal

Below is what the payment portal looks like. It can be reached at this website address:

<http://billpay.unitedag.org>



## Welcome to Online Billpay

Welcome to our new online bill presentment and payment service. Please note that all customers will need to enroll for this new service, even if you were previously enrolled for online payments.

## New Users - Get Started Here

Not already enrolled? No problem, enrollment takes only a few minutes. To enroll you will need your biller account number, the online enrollment code printed on your billing statement and details of the bank account you want to use for your payments.

[Enroll Now](#)

- The site uses different terminology than UnitedAg, which we cannot change.

Here is a mapping to UABT-equivalent terms:

biller account number → Group Number  
online enrollment code → Zip Code

## 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](#)

## 1.1

## New Users

## Enrollment Steps

- 1 Terms and Conditions
- 2 Acct Details
- 3 Login ID
- 4 Email
- 5 Funding Source
- 6 Confirm



**Enroll**

[Terms](#)

[Acct Details](#)

[Login ID](#)

[Email](#)

[Funding Source](#)

[Confirm](#)

## 1.1.1

## Terms and Conditions

A page showing the terms and conditions to use the payment portal will start the registration process.

## Terms and Conditions

This is your bill payment agreement with United Agribusiness ("Billpay Provider"). You may use this bill payment service (the "Service"), to make payments to your account with us. "You" or "your" means each person who signs or otherwise indicates assent to this Agreement or is otherwise authorized to use the Service. "We", "us" or "our" means the Billpay Provider set forth above.

...

I HAVE READ AND UNDERSTAND THE FOREGOING AGREEMENT AND AGREE TO BE BOUND BY ALL ITS TERMS.

I Decline

I Agree

Press the [I Agree] button to acknowledge the terms and conditions. Then proceed to Step 2.

## 1.1.2

## Acct Details

The following info is needed to link the Login ID with the Employer Group profile in the portal:

- The UABT-assigned Group Number
- The 5-digit zip code from the address on file

## Mapping to UABT-equivalent terms

biller account number → Group Number

online enrollment code → Zip Code

authentication code → Zip Code

Please enter your biller account number and your authentication code which is the online enrollment code printed on your billing statement

Online Bill Pay Enrollment

Group Number\* :

Zip\* :

Please enter your Unique ID

Do Not Enroll Enroll

## Setting up Login Credentials

- 1 Login ID
- 2 Password
- 3 Security Question

Only one (1) Login ID can be created per Group Number.

### Online Bill Pay Service - Setup Login Credentials

Login ID\* :

Password\* :

Confirm Password\* :

Security Question\* :

Answer\* :

The LoginID should contain alphanumeric characters and can also contain underscore character

The password cannot be the same as the Login ID. It must be at least 8 characters and not more than 32 characters. Also, it must contain at least one lowercase letter, one uppercase letter and one number and one special character from ( [a-zA-Z0-9!@#\$%^&\*.,/?+=\~\_~;'()+ ).

## Email Notifications

The email address provided will be used to send notifications regarding:

- Successful registration into the Payment Portal
- Scheduled payments
- Payment receipts

**Automated notifications will be sent from:**

**unitedagribusiness@billerpayments.com**

**Please add this email to your address book, so it won't land in your Junk Folder.**

### Paperless Billing and Email Verification

Email Address\* :

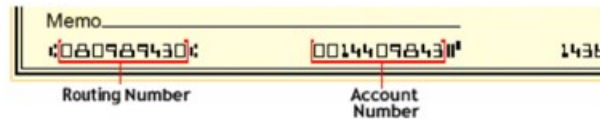
Confirm Email Address\* :

Please enter your Email Address.

### Adding Bank Account information

- A page asking to set up a bank account for your login profile will appear. The bank account information provided will be referenced to transmit funds for scheduled payments.

#### Add Funding Source Account



#### Funding Account Details

Personal Account Nickname :

Please enter a description or name for this account. (e.g. "John's Checking Account")

Name on the Account\* :

Please enter your name as it appears on the account you are using to pay.

Account Type\* :

Routing Number\* :

- The Account Nickname is Optional. This may be handy to use if multiple bank accounts are added to the profile.

#### Example:

Account Number xxxxxx6546 to pay contributions for contracted Field employees ( Use Nickname: Field )

Account Number xxxxxx7690 to pay contributions for Administrative employees ( Use Nickname: Admin )

Account Type\* :

Routing Number\* :

- The Routing Numbers are not system validated for accuracy at this step of the process.

Confirm Routing Number\* :

Account Number\* :

- The Account Number becomes hidden after clicking out of the fields. Click back in to view the numbers entered.

Confirm Account Number\* :

Cancel

Continue

#### REMINDER

The only acceptable form of contribution payment for Employer Groups is via banking information, such as:

Online Check, ACH or Wire transfers

### Verify Banking information

- You will be prompted to review the bank information for accuracy before continuing to complete this section of the registration process.

#### Verify Add Funding Source Account

Name on the Account : UABT  
 Personal Account Nickname :  
 Account Type : Checking  
 Routing Number : 123123123  
 Account Number : xxxxxx0636

Cancel Edit Continue

- The Account Number only displays the last 4-digits, so if unsure, you may click the Edit button to be taken back to the Funding Account Details section.

If the submitted Routing Number is inputted wrong, you will receive the below error message and be re-directed back to the Funding Account Detail section to re-enter the correct Routing Number.

 An invalid ABA /Routing Number has been submitted. Please check the details and try again (252)

### Congratulations on completing the Registration process!

- The page will display an enrollment successful message when registration is complete and the [Schedule Payment] button will appear if you wish to schedule your contribution payment at this time.

#### Online Bill Pay Enrollment Successful



Welcome to Online Bill Pay system

Schedule Payment

#### Contribution Payment

Contribution Payment Online Payment Enrollment

You don't often get email from unitedagribusiness@billerpayments.com.

- You will also receive a system-automated email at the email address provided during registration confirming your successful enrollment into the online payment portal.

## 2

## Scheduling Payments

## What can be done within the Payment Portal:

- 1 Add, Edit and Delete a Bank Account
- 2 Schedule a One-time or Recurring Payment
- 3 Cancel a Scheduled Payment

A bank account must always be linked to the login profile in order to schedule a payment.

## 2.1 Managing Funding Sources

If a bank account was not set up during registration or additional accounts need to be added, this can be done in the **Manage Funding Sources** tab found within the Payments menu.

The screenshot shows the 'Payments' menu with 'Manage Funding Sources' selected. Below the menu, a message states: 'Below are the available Funding Sources you have stored in your Online Bill Payment profile. If you would like to make changes to an account, or delete it click on the Account Number below. If you would like to add an additional Funding Source, click the appropriate Add button shown below.' A note specifies: 'Your account is set up for bank account usage only. This means you can only use bank account information (account number and routing number) for payments through the portal.' Under 'Bank Account Details', a red message says: 'There is no active Bank Account(s) stored in your profile. If you would like to add a Bank Account(s) to your profile, click the Add Bank Account button below.' An 'Add Bank Account' button is visible in the bottom right.

- **To Add a Bank Account**, please see Section 1.1.5 located on pages 5 & 6 of this guide.

| Account Nickname                                                                                                  | Bank Name             | Account Number             | Account Status |
|-------------------------------------------------------------------------------------------------------------------|-----------------------|----------------------------|----------------|
|                                                                                                                   | BANK OF AMERICA, N.A. | <a href="#">xxxxxx0600</a> | Active         |
| <p>Account Type : Checking<br/>           Routing Number : xxx000661<br/>           Via : </p> <p>Delete Edit</p> |                       |                            |                |

- **To Delete a Bank Account**, click on the Account Number link to display the [Delete]/[Edit] buttons.

## 2.1

## Managing Funding Sources (continued)

- You will receive a prompt asking if you want to cancel the bank account deletion request or continue.

If you would rather NOT cancel this bank account, click **Cancel**. Otherwise, click **Delete** to continue.

#### Confirm Bank Account Details

Personal Account Nickname :

Name on the Account : UABT

Account Type : Checking

Routing Number : 122000661

Account Number : xxxxxx0600

Cancel

Delete

- Be careful if you have scheduled (pending) payments on the bank account you are deleting.
- Deleting the bank account before these payments go through will also delete the transactions, and your contribution billing will not be paid.

#### Manage Banking Information



Your bank account has been successfully deleted along with any unprocessed payments that were set up under that account. If you would like to add a bank account, click Manage Funding Sources at the top of this page.

Manage Funding Sources

- To Edit a Bank Account**, the Edit button will display the Funding Source Details noted in section 1.1.5 found on pages 5 & 6.

## One-Time Payments

Pressing the [Schedule Payment] button will display the below payment page.

The Payment Type is defaulted to One-Time payments.

**Please note:** All dollar amounts listed below are for the current month only. Future dollar amounts will vary. Please take this into consideration when scheduling Recurring Payments. Online Bill Pay will NOT process payments without your authorization.

### Enter Information

Select Payment Type\* : ☒ One Time ☐ Recurring

Funding Account Number\* :

Payment Date (mm/dd/yyyy)\* : 10/19/2022

Amount\* : ☐ Current Statement Balance Amount (\$0.01) This is Current Statement Balance based on your statement ☐ Please enter Payment Amount \$

- The Funding Account Number will auto-fill with a bank account listed on your profile. Use the dropdown to pay with another bank account if you have multiple accounts listed.

You have two options within the Amount field:

- Current Statement Balance Amount (pay as billed)
- Please enter Payment Amount \*\*

- Any outstanding billing amount due will appear within the parentheses (\$).

\*\* UnitedAg advises Employer Groups to pay as billed.

Please note a (\$) displayed amount does not represent a credit. If there is an unused credit on the account, a zero (\$0.00) dollar amount will be displayed to represent no new monies owed.

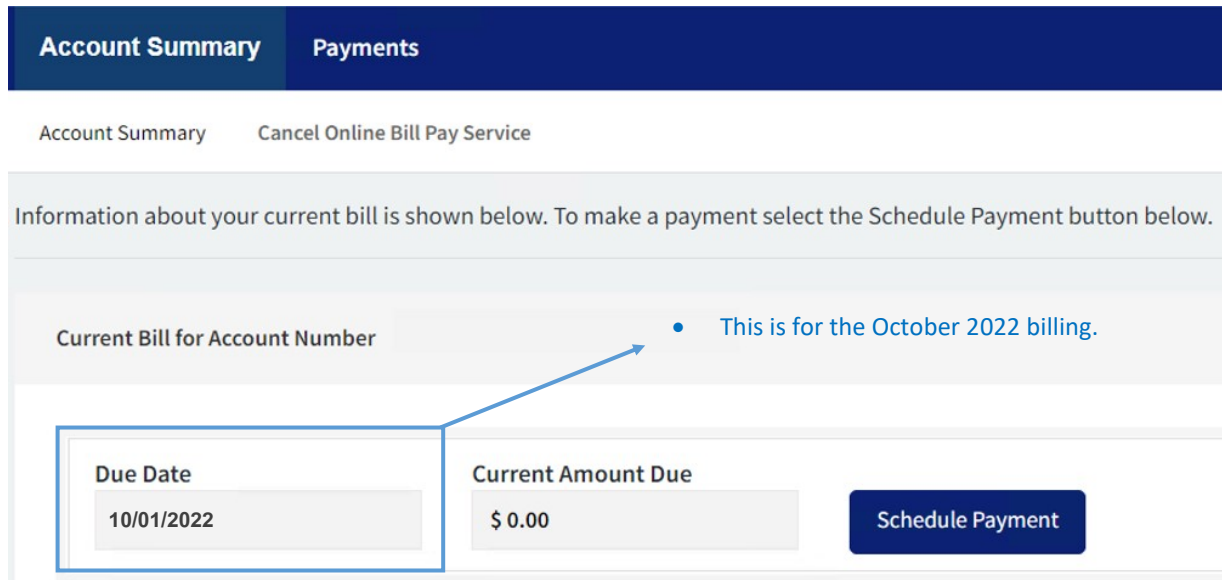
### Enter Additional Payment Details

Payment Notes\* :

Payment Notes

- Any payment notes, payment breakdowns or instructions to the UABT team can be given in the Payment Notes field. The displayed box looks small, but it is a freeform space and can hold more notes than what's displayed.

If you are unsure which contribution month the Current Balance Amount due is for, you can jump to the main page via the **Account Summary** tab to see the date in the **Due Date** field.



The screenshot shows the 'Account Summary' tab selected. Below the navigation bar, there are links for 'Account Summary' and 'Cancel Online Bill Pay Service'. A message states: 'Information about your current bill is shown below. To make a payment select the Schedule Payment button below.' Below this, there is a section for 'Current Bill for Account Number' with a bullet point: '• This is for the October 2022 billing.' A blue box highlights the 'Due Date' field, which contains '10/01/2022'. An arrow points from this box to the bullet point. To the right of the 'Due Date' field is the 'Current Amount Due' field, which contains '\$ 0.00'. To the right of the 'Current Amount Due' field is a 'Schedule Payment' button.

| Due Date   | Current Amount Due |                                  |
|------------|--------------------|----------------------------------|
| 10/01/2022 | \$ 0.00            | <a href="#">Schedule Payment</a> |

#### Contribution Payment

Contribution Payment Payment Instruction Scheduled

You don't often get email from unitedagribusiness@billerpayments.com.

- If you provided an email address during Registration, you will receive a system-automated email confirming successful scheduling of a payment in the payment portal.

**Please Note:** This is different from the payment receipt you will receive if scheduling the payment over the phone with a Group Administration representative.

## 2.2.2

## Recurring Payments

Recurring payments display a few different fields from the One-Time payments page, most notably it'll ask the number of times you'll want the payment to recur.

Select Payment Type\*: ☐ One Time ☒ Recurring

Funding Account Number\*: Bank A/C-xxxxxx0600

Start Date\*: 10/19/2022

Frequency\*: Monthly

No. of Payments\*:

Amount\*: ☒ Current Statement Balance Amount This is Current Statement Balance based on your statement

- The Funding Account Number auto-fills with a bank account listed on your profile.
- Use the dropdown menu to pay with another bank account if you have multiple accounts listed.
- Recurring payments only have the option to pay as billed
- This can be set for a specific number of recurrences. For example, set for 2 recurring payments near the end of year if your offices will be closed for the holidays.
- Leaving the field blank will set recurring payments indefinitely until you change your payment settings.

Submitted payments will appear in the **Scheduled Payments** section.

When the payment is successfully processed, it will move to the **Processed Payments** section as shown below.

| Scheduled Payments                           |              |                |                       |              |
|----------------------------------------------|--------------|----------------|-----------------------|--------------|
| The following are One Time Standard Payments |              |                |                       |              |
| Confirmation Number                          | Payment Type | Scheduled Date | Funding Source        | Total Amount |
| IP2YPCHWS0                                   | One Time     | 10/19/2022     | Checking - xxxxxx8601 | \$2,323.92   |



| Processed Payments                   |              |                |                       |              |                |
|--------------------------------------|--------------|----------------|-----------------------|--------------|----------------|
| The following are Processed Payments |              |                |                       |              |                |
| Confirmation Number                  | Payment Type | Scheduled Date | Funding Source        | Total Amount | Payment Status |
| IP2YPCHWS0                           | One Time     | 10/19/2022     | Checking - xxxxxx8601 | \$2,323.92   | Processed      |

## 2.2.3

## Cancelling Payments

If a payment was scheduled in error, such as paid the wrong amount or from the wrong bank account, it's possible to cancel the transaction but only if it's still listed in the **Scheduled Payments** section as shown below.

**Scheduled Payments**  
The following are One Time Standard Payments

| Confirmation Number        | Payment Type | Scheduled Date | Funding Source        | Total Amount |
|----------------------------|--------------|----------------|-----------------------|--------------|
| <a href="#">IP2YPCHWS0</a> | One Time     | 10/19/2022     | Checking - xxxxxx8601 | \$2,323.92   |

- Clicking the Confirmation Number link opens this shaded menu box.

Payment Status : Scheduled  
Amount : \$2,323.92  
Made Via :

**DELETE** **EDIT**

You can either **Delete** the scheduled payment entry or select **Edit** to correct the payment amount or Funding Source for the transaction.

## 3

## Payment History

**Account Summary** **Payments**

Schedule Payment    Manage Funding Sources    [View Payment Activity](#)

If you would like to edit or cancel a payment, click on the Confirmation Number below. Only payments that have a Scheduled status can be edited or deleted. Payments that have already been processed, canceled or returned as unsuccessful cannot be changed.

**Scheduled Payments**

You do not have any payments

- You can see your Payment History from the main page or within **View Payment Activity**.
- Only payments scheduled and processed within the payment portal are displayed.

**Processed Payments**  
Showing 1 to 6 of 30 payments found

| Confirmation Number        | Payment Type | Scheduled Date | Funding Source        | Total Amount | Payment Status |
|----------------------------|--------------|----------------|-----------------------|--------------|----------------|
| <a href="#">IP2YPCHWS0</a> | One Time     | 10/19/2022     | Checking - xxxxxx8601 | \$2,323.92   | Processed      |

## 3

## Payment History (continued)

## Processed Payments

The following are Processed Payments

| Confirmation Number | Payment Type | Scheduled Date | Funding Source        | Total Amount | Payment Status |
|---------------------|--------------|----------------|-----------------------|--------------|----------------|
| IP2YPCHWS0          | One Time     | 10/19/2022     | Checking - xxxxxx8601 | \$2,323.92   | Processed      |

Amount : \$2,323.92

Made Via : 

Call Center Agent

When you click on the Confirmation Number link for a processed payment, very minimal information is displayed.



The person icon represents a payment scheduled over the phone with a Group Administration representative.

“Call Center Agent” will display when you hover your cursor over it.



The mouse icon represents a payment scheduled online via the Employer Group's login access.

“Enrolled Web” will display when you hover your cursor over it.

**For more detailed information about your payments**, such as which contribution month it was applied to or statuses of other payment types such as mailed-in checks, wire or ACH transactions, please call 800-223-4590 to speak to an available Group Administration representative or email: [billing@unitedag.org](mailto:billing@unitedag.org)

## 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

## Self-Service Links

- If you've forgotten your login ID or password, there are self-service links in the **Existing Users** section of the Login page that you can use to retrieve your Login ID or change your password.

## Forgotten Password - Enter Login ID

Login ID\* : UABT\_Test00

Please enter your Login ID.

Customer Id\* : 99908

Zip\* : 92606

Cancel

Continue

- You will be prompted to create a new password after entering in your Login ID, Group Number and zip code for profile matching.



Change Password Successful. Please login below with the updated password.

## Forgotten Login ID - Verify Credentials

Customer Id\* : 99908

Zip\* : 92606

Please enter your Zip Code.

Cancel

Continue

- Enter your Group Number and zip code for the portal to locate and retrieve your Login ID.
- It will display the Login ID if a match is found.

## Forgotten Login ID

Login ID linked to your account profile is shown below. Use this to Login.

Login ID : UABT\_Test00

**Look-up Answers for:**

- 1 General Portal Questions
- 2 Login & Registration Questions
- 3 Payment Questions



## 5.1

## General Portal Questions

**Is a copy of my contribution bill available online?**

No. To request copies of a bill, please call 800-445-9500 to speak to an available Group Admin representative or email: [billing@unitedag.org](mailto:billing@unitedag.org)

**Will I see the billing history for my account(s)?**

Only the current balance amount due from the most recent contribution billing is displayed on the site for payment scheduling.

**When will the billed amount be displayed on the portal site to pay?**

The payment portal site is updated weekly on Friday. Please take into consideration the timing of when monthly bills are distributed before logging in to view billed amounts due.

**Will I see the payment history for my account(s)?**

Only payments scheduled through the payment portal will be displayed. Records of mailed-in checks, Wire and ACH payments are not displayed on the site.

**Can I check the status of my payment online?**

Only statuses of payments scheduled through the payment portal will be available. Statuses of mailed-in checks, Wire and ACH payments are not displayed on the site.

**I registered and created my login ID/password in the 1st Quarter of 2022. I tried to login today, but it's not working. My login ID and password are correct, so what's wrong?**

Unfortunately, we could not preserve previous login registrations when improving the registration and user experience on the payment portal. Everyone will need to re-register.

**How many active user logins can I have for my account?**

Only one (1) login user can be assigned to each Group Number.

**The site asks for a 'biller account number' and 'online enrollment code printed on the billing statement' to register. What are these? I never heard of it and don't see anything like that on my contribution billing.**

Our apologies for the confusion. This is standard verbiage built into the site, which we cannot change.

biller account number = UABT Group Number

online enrollment code = 5-digit zip code linked to your UABT Group profile

**I've forgotten my login ID or password. What do I do?**

Please use the self-service Forgot Login or Forgot Password links located at the bottom of the Existing Users section on the Login page to initiate the automated retrieval and password reset process.

**I have multiple group numbers for my account. Do I have to register separately for each one?**

No, you can register under one group number if preferred for ease of use. When scheduling payment, you can pay for your subgroups together & provide a breakdown on how to allocate the monies in the Payment Notes field, or email the breakdown information to: [billing@unitedag.org](mailto:billing@unitedag.org)

#### **Payment Breakdown Example**

Group 100 pays a total of \$10,000.00 for all their groups for contribution month of October 2022.

- Payment Notes: Group 100 = \$5000, Group 101 = \$2000, Group 102 = \$3000

**Can I pay the contribution with a credit/debit card?**

No. Employer Groups are only authorized to pay with a bank account.

**Can I pay the contribution with multiple bank accounts?**

Yes, you will need to add all the bank accounts you wish to use to the login ID, and schedule payments to pay out of each one.

**Will I receive a confirmation number for my payment?**

Yes, each scheduled payment is assigned a confirmation number.

NOTE: Recurring Payments share the same Confirmation Number assigned at the creation of the scheduled payment.

**Example:**

Recurring Payment scheduled on 1/22/2022 assigned Confirmation Number IP5ABC0X1H.

Payment #1 processed on 1/31/2022 linked to Confirmation Number IP5ABC0X1H.

Payment #2 processed on 2/28/2022 linked to Confirmation Number IP5ABC0X1H.

**Can I switch between scheduling One-Time payments and Recurring payments?**

Yes, you may change your payment options at any time.

NOTE: Please consider the timing of this change especially if switching from Recurring to One-Time payments and make the change at least five (5) business days before the payment is scheduled to allow time for the switch over to complete.

**I scheduled payment in error (wrong amount/wrong bank account). Can I get it cancelled/voided?**

Same-day payments with a Scheduled (still pending) status can be voided/cancelled.

**I see \$0 in the Current Amount Due field. Does that mean I don't owe anything this month?**

It depends on when the last monthly billing cycle was and when you logged into the payment portal. It may mean your account is already paid in full or that the billed amount is not loaded yet. You can refer to the Due Date on the main page to confirm which billing month is loaded.

Due Date

10/01/2022

Current Amount Due

\$ 0.00

Schedule Payment

• This is for the October 2022 billing.