



eDues 2.0 Frequently Asked Questions

1. What are eDues? How do I sign-up?

- Electronic dues, or eDues, is MEA's new system for collecting membership dues that is safe, easy, and secure. This system puts MEA in compliance with PA 53, which ended payroll deduction of dues for K-12 school districts.
- Signing an eDues authorization form or signing up online will make MEA strong and keep the Legislature from silencing your collective voice. Once you've signed up or enrolled online, your dues will be automatically taken care of every year. You will be paying your local, Region, MABO, MEA, NEA, and MEA-Retired dues (whichever are applicable) with this one action.
 - a. Sign up for automatic electronic payment of your MEA dues. It's fast and easy. You can pay by Visa, MasterCard, Discover, American Express (AMEX) or bank account (ACH/EFT) on a monthly basis. Discover and AMEX payment options are new with eDues 2.0.
 - b. Learn more or sign-up at www.mea.org/eDues or call the MEA Help Center at 866-MEA-HELP (866-632-4357).

2. What are the new features included in the MEA eDues 2.0?

- **Same day processing.** To ensure payments show up accurately & quickly on your bank account or credit card, eDues is now powered by leading edge automation software that improves payment data reliability and speed. Approved funds will be withdrawn from your selected account within 24 hours of your statement date.
- **Payment options** answer the question, "How do I want to pay?" One-time, pay up front, quarterly, automatically every month, partial payments, electronically through my bank account (ACH/EFT), credit card, check...we've got the options available to meet your needs. Discover and AMEX payment options are new with eDues 2.0 as well.
- A **monthly statement (starting February 2014)** is customized with each member's payment information and a corresponding breakdown of the individual dues that comprise the total payment. This personalized statement will be emailed to the member's personal email address approximately 7-10 days prior to the payment due date.

3. Is there anything I need to do as a result of these new features?

Other than making sure MEA has a home email address on file for the statement to be sent, in most instances members will not have to do anything further to enjoy these no-cost, value-added dues paying benefits.

- Active MEA dues paying member currently using eDues:
 - No action is required.
 - If you do want to modify your payment schedule or withdrawal options, simply [click here](#) to access your online portal.
- Active MEA dues paying member currently paying by check or cash:
 - Once you provide your email, you will start receiving your monthly invoice electronically. [Click here](#) to provide your personal email now.
 - Note that the mailing address for your payments has changed to:
MICHIGAN EDUCATION ASSOCIATION
P.O. BOX 638341
Cincinnati, OH 45263-8341
(updated 1/22 – typo in original FAQ...this and other references are correct)
- Active MEA dues paying member NOT currently using eDues:
 - Consider signing up for automatic electronic payment of your MEA dues. It's fast and easy. You can pay by credit card or bank account (EFT/ACH) on a monthly-basis or on your own schedule. [Check it out now.](#)
 - Learn more or sign-up at www.mea.org/eDues or call the MEA Help Center at 866-MEA-HELP (866-632-4357).
- New school employees who want to join the MEA:
 - Contact your local association president or go online at www.mea.org/join to download a membership application.

4. Why did the MEA decide to add these features?

Our mission is to continually find ways to make our members professional lives better, more secure and provide peace-of-mind. We have heard from many members they would like to have a monthly statement, more payment flexibility and more transparency of union dues. You asked; we delivered.

5. What payment types are available as part of eDues?

Members now have many ways to pay using eDues including automatic deductions from their Visa, MasterCard, Discover or American Express credit card or bank account (ACH/EFT). Members can also manually pay each month online at www.mea.org/edues. Additionally members can choose a payment schedule that works best for them including one-time, pay up front, partial, or automatically.

6. Can I still pay by check?

Yes members may still pay by check. Members now will have a monthly statement and remittance slip which will ease the process, which can be automatically sent to your home email address. Checks should now be mailed to our new, fast and secure processing center:

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P.O. BOX 638341
Cincinnati, OH 45263-8341

7. Why did the mailing address for checks & cash change? And why is it out of state?

eDues 2.0 uses an external mail processing center to fully automate checks and cash payments. Members no longer need to send checks directly to the MEA; just send to the processing center instead and your account will be automatically updated with your payment. The company we are working with, Billhighway, is based in Michigan, but its payment processing center is in Ohio. We are proud to be working with a Michigan-based company for our dues processing.

8. What if I want to pay quarterly instead of monthly? Are there other options?

Yes! Members can choose a payment schedule that works best for them including one-time, pay up front, or automatically. However, any payment schedule you select must keep at least up-to-date on what is owed in dues at that point in the year. In order to be eligible for all the benefits of membership, including legal representation, MEA **policies** require that members be in good standing on dues throughout the year – which generally means being paid up within a month of when dues are due. **For more details, go to www.mea.org/governance and see MEA's Member in Good Standing Policy and Dues Transmittal Policy.** The simplest way to avoid any concerns is to sign up for automatic monthly withdrawals.

(updated 1/22 – changed to reflect that the requirement is a policy, not a bylaw, and clarify where to find it online)

9. How much do these new features cost?

*There is **no** additional cost for any of these new features.* In fact by automating this process, MEA can spend more time and resources working with our members, protecting your rights, and advocating for public education in Michigan.

10. Sometimes my personal email does not work. How else can I see my statement?

- You can view your statement anytime via the [eDues online system](#) using your login name and password.

- If you do not currently have your login, select create or reset your login and password link on the login page.

11. I have never had an account number before. Do I need to include it when I write a check?

It is helpful to include the account number that is located in the upper right hand corner of your monthly statement on your check. The account number is also on the remittance portion. The account number is also used for phone payments using the automated phone system, powered by Billhighway, at 877-333-6007. Please note that the account number is different than your MEA membership number.

12. What do all of the acronyms on my statement mean and what are the dues amounts with them?

- MEA – Michigan Education Association dues – 1.5% of your prior year contractual and/or guaranteed salary, capped at \$640.
- NEA – National Education Association dues - \$182.00 for EA members, \$110.50 for ESP members, prorated for temporary employees working less than half or quarter time.
- Temp – MEA Temporary Pension Dues, which were adopted for a three-year period by the 2012 Spring MEA Representative Assembly as a temporary solution to pension underfunding caused by the Wall street crisis. The MEA RA reauthorizes that plan each year, including the amount and pro-ratio based on income. 2013-14 is the second year of that three year plan and the following rates were adopted based on a member's salary:
 - Below \$15,000 - \$0
 - \$15,000 - \$29,999 - \$15
 - \$30,000 to \$42,666 - \$35
 - Above \$42,666 - \$50
- Local – Dues established by your local association/bargaining unit.
- MABO – Multi Association Bargaining Organization – Some locals are part of a MABO that advocates for good contracts across a collection of locals within an area.
- Region – MEA has 17 regions across the state, each of which is allowed to set their own small dues amount.
- MEA-R – MEA-Retired – Through the All-Inclusive Membership (AIM) program, members pre-pay for their MEA-Retired membership over the course of their career, keeping members from having to pay a larger, one-time fee upon retirement to remain eligible for the benefits of MEA membership.

Please note that local, MEA and NEA dues are adopted annually by the governing bodies of each group, which are made up of democratically-elected members of the association.

13. Because I have a past-due balance, my balance was being spread out across my remaining payments this year. Will that automatic “dues spreading” continue?

No. Based on member feedback, MEA has stopped the automatic dues spreading process. Members said that increasing that amount automatically is not how they would prefer to pay their past-due balances. From now on, members who have missed a payment will be able to pay that balance in the manner they choose and can use any of the new payment methods that are part of the improved eDues system to do so.

14. **NEW 1/22** – How do I use the automated phone system to make payments?

Starting in February, after members get their first electronic billing statement, members will be able to call toll-free 877-333-6007 to make payments with either a bank account or a credit card. This phone payment system, powered by Billhighway, is yet another option to make the eDues system more flexible and user friendly. All you'll need is your zip code and the account number from your electronic billing statement (see #11 – note: account number is different from your six-digit MEA member number). Automated prompts walk you through the process to make your payment via phone.

15. **NEW 1/22** – I'm already signed up for automatic withdrawal, but I want to change my payment method. Can I do that online now?

Unfortunately, other than changing the Expiration Date of your credit card, you cannot change your method of automatic payment without contacting MEA. However, you can make one-time payments using a new credit card – for security reasons, that card is not stored with your record. You can contact the MEA Help Center at 866-MEA-HELP (866-632-4357) to change your automatic payment method.

16. **NEW 1/22** – Who is Billhighway?

Billhighway is the company providing MEA with the technology solutions for eDues. They are a Michigan-based company that works nationally on technology and billing solutions for member-based associations and nonprofits. We are proud to be working with this Michigan-based company for our dues processing.

17. Help, I have a question. Where do I go?

Learn more at www.mea.org/eDues or call the MEA Help Center at 866-MEA-HELP (866-632-4357).

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