



Funding Processes on the Enhanced FloresHR Portal



Welcome to Our Webinar!

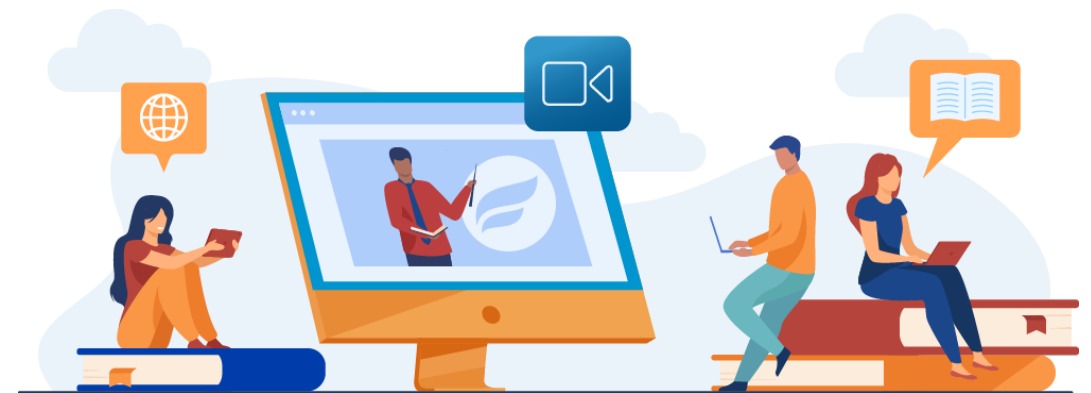
- **Questions during the webinar?**

- Use the Q&A panel to submit questions
- We'll answer questions live during our Q&A time
- We'll address unanswered questions by email after the webinar
- Please note: the purpose of this session is to provide an overview of funding processes; if you have questions on other topics, please contact your FloresHR account manager

- **Questions later?**

- **Funding questions:** funding@floreshr.com
- Other questions: Contact your FloresHR representative
 - Clients – Account Manager
 - Brokers – Sales Team Member
- Or call us at 800-532-3327 and select Option 4 for employer support

- **Recording and slides will be sent to all registrants by email following the webinar**





Agenda

- 1 Previous State/What's Changing
 - Reconciliation Process
 - Funding Process
 - HSA Funding Process
 - Submitting Payroll Files
- 2 Common Report Mapping
- 3 How to Load Contributions
 - Contributions from Scratch
 - Contributions from Payroll File
- 4 How to Pull Reports
 - Payroll Funding Reconciliation Report
- 5 How to Resolve a Common Error when Loading Contributions
 - Duplicate Transaction Error
- 6 Q&A



**Previous State/
What's Changing**



Reconciliation– Previous State

- **Reduction Lists**

- If you previously received a Reduction List from FloresHR:
 - The Reduction List reflected the anticipated amount to debit each pay period.
 - If the Reduction List didn't match your pay-period amounts, you were prompted to make edits:
 - On the legacy portal, or
 - By communicating the changes to your FloresHR Account Manager

- **Transfer & Exception Reports**

- If you previously supplied a payroll file for each pay period:
 - FloresHR sent you a Transfer & Exception Report after your file loaded.
 - Exceptions were cleared via the FloresHR portal or with your Account Manager.

- **Some clients provided approval directly to their FloresHR Account Manager for per-pay deductions.**

Reconciliation - What's Changing

- **Reduction Lists and Transfer & Exception Reports** will no longer be generated.
- **Debit approval** to your FloresHR account manager for per-pay deductions **is no longer required.**
- **Reduction List**
 - For employers with claims-based funding, only offering Healthcare FSA and/or Dependent Care FSA through FloresHR, payroll contributions will be automatically applied to participant accounts in accordance with your payroll schedule.
 - For all other employers previously using the Reduction List for reconciliation, you will use the FloresHR portal to upload your payroll data or make changes with the Contributions from Scratch Tool.
- **Transfer & Exception Reports**
 - If you were previously uploading your payroll contributions to the FloresHR portal, you will use the new FloresHR portal to upload your payroll data or make changes with the Contributions from Scratch Tool.
 - If you previously sent your payroll data via EDI, there are no changes. Payroll data must be uploaded **2 business days prior** to your paydate.

Funding – Previous State

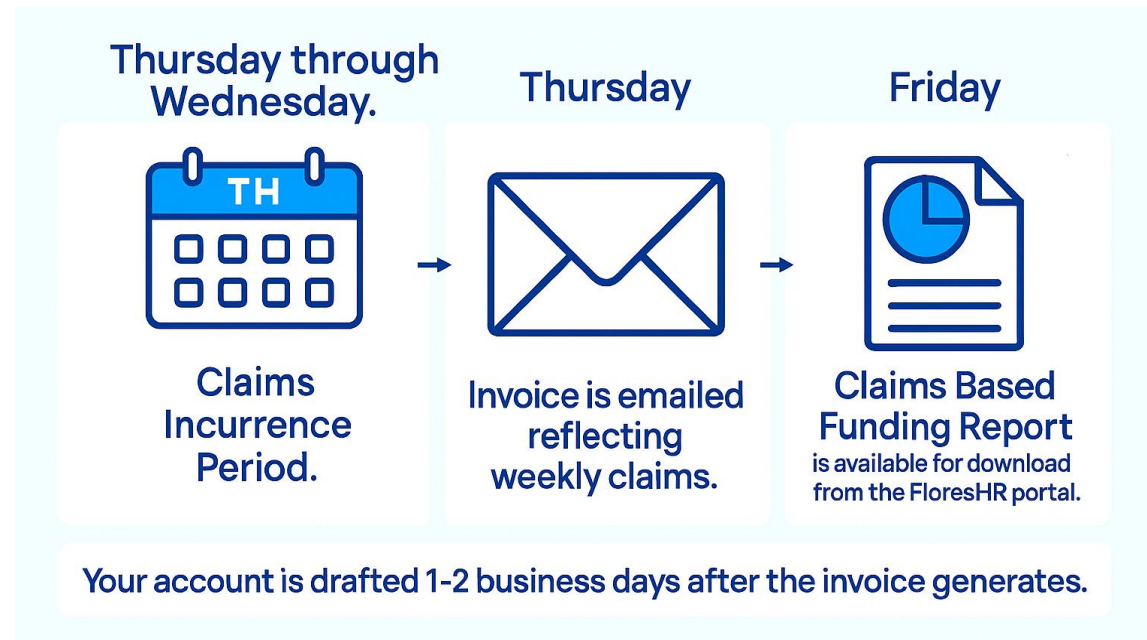
- **Plans with Contribution-Based Funding:**
 - Previously, funds were collected by FloresHR after payroll contributions were applied to participant accounts, in accordance with your reconciliation method.
 - If a direct debit was processed, a Direct Debit Confirmation was generated within the next business day.
- **Plans with Claims-Based Funding:**
 - Previously, a weekly Check Register was emailed from FloresHR on Fridays.
 - Check Register reflected claim and debit card expenses participants incurred over the prior week.
 - Some clients provided approval prior to debit.

Funding – What’s Changing

- **Plans with Contribution Based Funding:**
 - After payroll contributions are applied to participant accounts, in accordance with your reconciliation method, an invoice will generate the following business day.
 - A draft will process 1-2 days later.
 - The **Payroll Based Funding** report is available the next day on FloresHR and will reflect individual payroll contributions applied to member accounts.
- **Plans with Claims Based Funding:**
 - An invoice will generate weekly on Thursdays to reflect claim and debit card activity from the prior week.
 - An automatic draft for the total shown will occur 1-2 business days after your invoice is sent.
 - The **Claims Based Funding** report is available on FloresHR the day following invoice generation and details individual claim activity per participant to match the invoice.

Claims-Based Funding Process – Example

Claims incurred from Thursday through Wednesday will be recorded on the weekly invoice you receive the following business day (Thursday).



Example: an invoice generated on January 22, 2026, will reflect expenses **incurred** by your participants from January 15 to January 21, 2026.

HSA Funding – Previous State

- **Transfer & Exception Reports**
 - FloresHR sent you a Transfer & Exception Report after your HSA payroll file loaded.
 - Exceptions were cleared via the FloresHR portal or with your Account Manager.
- **HSA Funding**
 - Funds were collected by FloresHR after payroll contributions were applied to participant accounts.
 - If a direct debit was processed, a Direct Debit Confirmation was generated within the next business day.
 - Previously: Debit would occur for HSA participants, including those who have not passed CIP.
- **Some clients provided approval directly to their FloresHR Account Manager for per-pay deductions.**

HSA Funding – What’s Changing

- **For HSA Clients:**
 - Transfer & Exception Reports will no longer be generated.
 - If you were previously uploading your payroll contributions to the employer portal, you will use the new FloresHR portal to upload your payroll data or make changes with the Contributions from Scratch Tool.
 - If you previously sent your payroll data via EDI, there are **no changes**.
 - Payroll data must be uploaded 2 business days prior to your payday.
 - We will **not** debit for HSA participants until they are actively enrolled and verified.
 - **Debit approval** to your FloresHR account manager for per-pay deductions **is no longer required**.
- **A detailed breakdown of the HSA Funding experience can be found on the Platform Enhancement Guide website.**

Process for Submitting Payroll Files

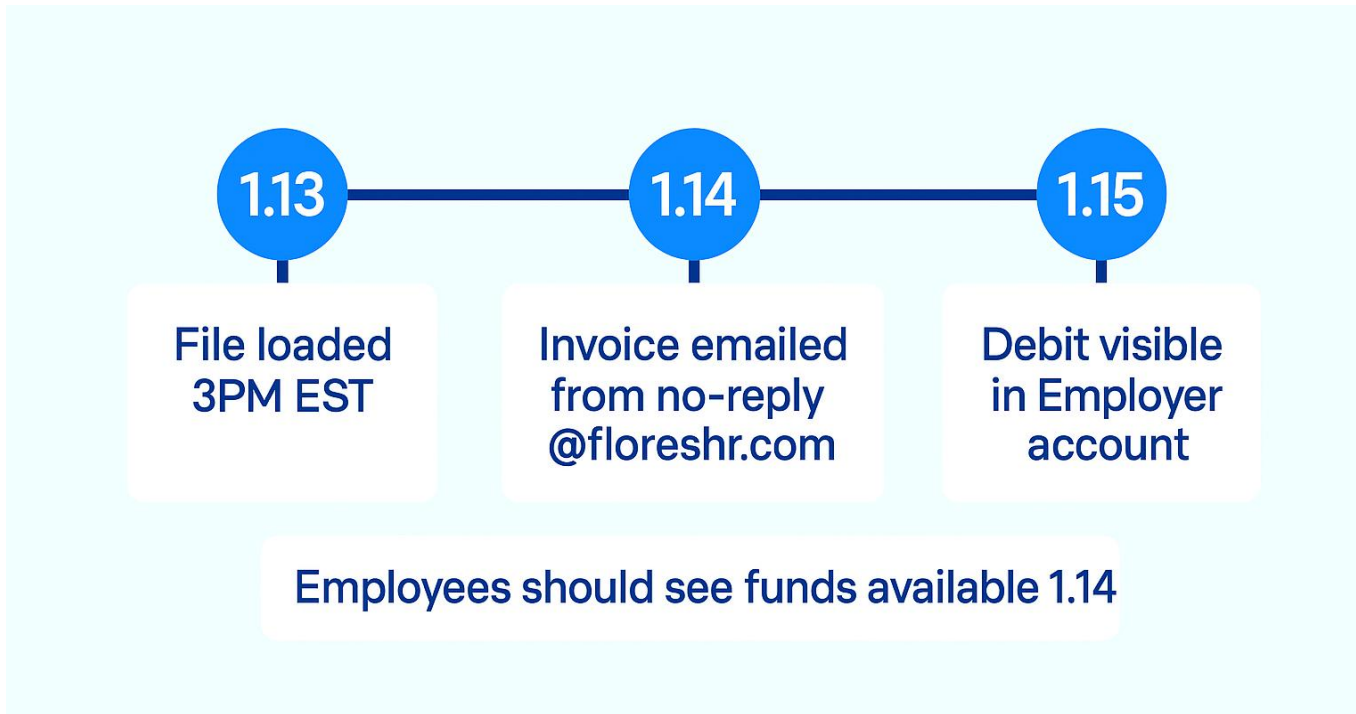
- **EDI Files:** If you send a secure payroll file via SFTP or FTP, you do not need to make any changes to your file submission process
- **Files via SPREADSHEET:** If you send a payroll file through portal upload, you can still upload on our new portal
 - Two options for file upload:
 - FloresHR Preferred Method: Import a payroll file per pay period
 - Download template to report and securely upload your per-pay deductions on our new site
 - Process Contributions from Scratch tool:
 - For this tool to work successfully, first send your AM a per-pay calendar
 - Not recommended practice at this time, but if you are interested in using this tool, reach out to your FloresHR AM for more information

Payroll Files Remain

EDI or Portal Upload

Process for Submitting Payroll Files (continued)

Payroll files uploaded via SFTP or FloresHR Portal by 3PM EST will generate a funding invoice the following business day. The banking activity will occur the day after.



Payroll Files Remain

EDI or Portal Upload

Example payroll file funding experience. This experience applies to groups who previously received Reduction Lists, and groups who previously received a Transfer & Exception Report.



Common Report Mapping



Common Report Mapping

Below you will find a list of reports used in the Flores system previously along with the new equivalent report name.

- **Balance Reports** -> Enrollee Account Balance
- **Check Registers** -> Claims Based Funding Report
- **Reduction List and T&E Reports** -> Payroll Funding Reconciliation Notice
- **Direct Debit Confirmation Emails** -> Benefit Plan Funding Invoice (emailed invoice)

Claims Based Funding Report

This report replaces the CHECK REGISTER report and shows claim and debit card activity for the prior 7-day period.

Claims Based Funding Report

FloresHR

Date Range: 1/9/2026 - 1/15/2026

Report Generated On: 1/16/2026 15:35:00

Employer: ABC Test Company, Inc.

Division: <All>, Class: <All>

Employer Name	Trxn Date	Funding Date	Employee First Name	Employee Last Name	Claimant First Name	Claimant Last Name	Division Name	Class Name	Employee ID	Service Start Date	Service End Date	Claim Type	Account Type	Plan ID	Plan Start Date	Plan End Date	Amount	Split Trxn	Check Number	Bank Account Name
ABC Test Company, Inc.	01/12/2026	01/15/2026	Jane	Doe	Jane	Doe			XXXXX1234	05/01/2025	05/31/2025	Manual Claim	DCA	DCA	01/01/2025	12/31/2025	\$225.00		4577461	ABC Test Company, Inc. Account
ABC Test Company, Inc.	01/12/2026	01/15/2026	Jane	Doe	John	Doe			XXXXX1234	01/10/2026	01/10/2026	Debit Card	FSA	FSA	01/01/2025	12/31/2025	\$106.00			ABC Test Company, Inc. Account
ABC Test Company, Inc.	01/12/2026	01/15/2026	Tonya	Test	Tonya	Test			XXXXX6789	11/14/2025	11/14/2025	Manual Claim	FSA	FSA	01/01/2025	12/31/2025	\$30.00		4548821	ABC Test Company, Inc. Account
ABC Test Company, Inc.	01/11/2026	01/15/2026	Bill	Benefit	Bill	Benefit			XXXXX1278	03/01/2025	06/30/2025	Manual Claim	DCA	DCA	01/01/2025	12/31/2025	\$400.00		4569874	ABC Test Company, Inc. Account
ABC Test Company, Inc.	01/12/2026	01/15/2026	Frank	Flex	Frank	Flex			XXXXX6877	01/12/2026	01/12/2026	Debit Card	FSA	FSA	01/01/2025	12/31/2025	\$5.08			ABC Test Company, Inc. Account

Enrollee Account Balance Report

This report replaces the BALANCE REPORT and shows current balances. There are two tabs included for summary information and detail by participant.

Employee Account Details

Admin: FloresHR (T01605)

Employer: ABC Test Company, Inc.

Account Balances as of: 1/18/2026

Report Generated: 1/18/2026 6:53:44 AM (CST)

Employer	Total Enrollees	Annual Election	Employee Deposits	Employer Deposits	Total Deposits	Other Deposits	Total Interest	Total Disbursed	Forfeiture Balance	Available Balance	Balance Due	Rollover Amount	Rollover In	Rollover Out
ABC Test Company, Inc.	7	\$26200.00	\$791.66	\$5041.66	\$5833.32	\$0.00	\$0.00	\$1270.00	\$5500.82	\$10075.82	\$0.00	\$0.00		

Account Type	Total Enrollees	Annual Election	Employee Deposits	Employer Deposits	Total Deposits	Other Deposits	Total Interest	Total Disbursed	Forfeiture Balance	Available Balance	Balance Due	Rollover Amount	Rollover In	Rollover Out
DCA	2	\$13500.00	\$562.50	\$0.00	\$562.50	\$0.00	\$0.00	\$0.00	\$562.50	\$562.50	\$0.00	\$0.00		
FSA	3	\$5700.00	\$187.50	\$0.00	\$187.50	\$0.00	\$0.00	\$1000.00	\$125.00	\$4700.00	\$0.00	\$0.00		
HRA	1	\$5000.00	\$0.00	\$5000.00	\$5000.00	\$0.00	\$0.00	\$250.00	\$4750.00	\$4750.00	\$0.00	\$0.00		
TFS	1	\$2000.00	\$41.66	\$41.66	\$83.32	\$0.00	\$0.00	\$20.00	\$63.32	\$63.32	\$0.00	\$0.00		

Benefit Plan Funding Notice

This notice will replace direct debit confirmations.



FloresHR Funding Invoice

Employer: ABC Test Company, Inc.
Division:
Account Segment:

Funding Period: 01/08/2026 - 01/14/2026
Invoice Date: 01/15/2026
Billing Group:

Invoice #: FAATEST-12345-CAF123456789

Due Date: N/A



Plan Year	Account	Activity	Adjustments	Total
01/01/2026 - 12/31/2026	Healthcare FSA	\$141.08	\$0.00	\$141.08
01/01/2026 - 12/31/2026	Dependent Care FSA	\$625.00	\$0.00	\$625.00
			Amount Due:	\$766.08

ABC Test Company, Inc. has activity totaling **\$766.08** on **01/15/2026**. If the amount above is negative, a credit will be posted to the bank account on record. If positive, a debit will be posted.

A detailed report will be available for your review within the next 24 hours. To view the Claims Based Funding report, please visit the [FloresHR Employer Portal](#). Upon login, navigate to the Reports tab and find the box labeled My Last Runs. Click the arrow icon labeled View all runs, and then Via Admin Platform. Here you will see the current and most recently run reports.

For Reference, our ACH Originator ID is: 1561542307.

If you have questions about this invoice, please contact funding@floreshr.com.

Thank you.



How to Load Contributions

Processing Contributions from Scratch



Processing Contributions

Employer Portal > Contributions

Employer Portal

- Participants
- Home
- Contributions**
- Reports
- Bulk Enrollment
- Settings
- My Account

Contributions

Process Contributions From a Payroll File
Upload a payroll file with contributions already configured, validate, and submit.

Start

Process Contributions From Scratch
Choose account types, employees, and enter contributions amounts for each.

Start

Last 5 Contribution Submissions

Submission and processing details for the most recent contribution submission details.

Payroll submission/file name	Created	Submitter	Employee	Employer	Status
0 records found					

Getting Started

- Log in to Employer Portal: app.wealthcareadmin.com
- Select **Contributions**
- Select **Start** for one of the options:
 - Process Contributions From Scratch

Processing Contributions from Scratch

Employer Portal > Contributions > Process Contributions From Scratch

The screenshot shows the 'Process Contributions From Scratch' page in the Employer Portal. The page has a left sidebar with navigation options: Participants, Home, Contributions (selected), Reports, Bulk Enrollment, Settings, and My Account. The main content area has a breadcrumb trail: Contributions > Process Contributions From Scratch. Below the breadcrumb is the title 'Process Contributions From Scratch' and a sub-instruction: 'Choose account types, employees, and enter contributions amounts for each.' There are three tabs: 'Configure payroll submission' (selected), 'Edit contribution amounts', and 'Review & submit for processing'. The form contains several fields, each with a green checkmark indicating it is completed: 'Submission name' (text input with placeholder 'Enter a name for this submission'), 'Payroll date' (calendar input with placeholder 'MM/DD/YYYY Set the payroll processing date'), 'Plan' (dropdown menu with placeholder 'Select plan(s) to which you want to contribute'), 'Division (Optional)' (dropdown menu with placeholder 'All divisions'), and 'Starting contribution amounts' (radio buttons with 'Yes (default to amounts based on elections)' selected and 'No (default to \$0.00)' unselected). A 'Next' button with a green checkmark is located at the bottom right of the form.

Configure Payroll Submission

- Give your file a **Name**
- Select the **Payroll Date** desired
- Select the **Plan(s)** loading payroll for
 - **Optional:** Select the **Division(s)**
- Choose the **Starting contribution amount** criteria
- Click **Next**

Processing Contributions from Scratch

Configure Payroll Submission

Employer Portal

Contributions > Process Contributions From Scratch

Process Contributions From Scratch

Choose account types, employees, and enter contributions amounts for each.

Configure payroll submission Edit contribution amounts Review & submit for processing

Sample Template 2 [Revert to Original File](#) All rows [Delete \\$0.00 rows](#) [Export Formatted CSV](#)

Total number of records: 1 | Total contributions:

Payroll date	Account type code	Last name	First name	Employee ID	Employee	Employer
Jan 22, 2026	FSA	Sample	John	123123123	\$ 50.00	\$0.00

Total: \$0.00 Total: \$0.00 Deleted rows: 0

[Save as Draft](#) [Previous](#) [Next](#) ✓

- Edit amounts for each participant
- Select *Next* when done
- Optional: *Save as Draft* to save file for later use

Processing Contributions from Scratch

Contributions > Process Contributions From Scratch

Process Contributions From Scratch

Choose account types, employees, and enter contributions amounts for each.

Configure payroll submission Edit contribution amounts Review & submit for processing

Sample ... [Revert to Original File](#) All r... [Delete \\$0.00 r...](#) [Export Formatted ...](#)

Total number of records: 1 | Total contributions: \$75.00

Payroll date	Account typ...	Last name	First name	Employee ID	Employee	Employer	
Jan 23, 2026	FSA	Sample	John	123123123	\$50.00	\$25.00	
					Total:	Total:	Deleted rows:
					\$50.00	\$25.00	0

[Save as Draft](#) [Previous](#) [Next](#)

Edit Contribution Amounts

- Review and make edits if necessary
 - If edits are needed, click the amount under the column and update the amount
- Select *Next*
- Select *Export Formatted CSV* to open and view the file

Processing Contributions from Scratch

The screenshot displays the 'Process Contributions From Scratch' interface in the Admin Portal. The employer is identified as 'Investment Testing - WT3IT'. The page is divided into three steps: 'Configure payroll submission', 'Edit contribution amounts', and 'Review & submit for processing', with the third step being the active and highlighted one. A summary bar indicates 'Total number of records: 2 | Total contributions: \$6,000.00'. Below this, the breakdown is as follows:

Category	Details
Unique participants	2
Unique account types	1
WCS (Health Savings Account)	\$6,000.00
Employee Contributions	\$5,000.00
Employer Contributions	\$1,000.00
Payroll dates	1
Jan 23, 2026	\$6,000.00

At the bottom of the page, there are three buttons: 'Save as Draft', 'Previous', and 'Submit'. The 'Submit' button is highlighted with a red border.

Review & Submit for Processing

- Review the contributions one last time
- Select *Submit*

Processing Contributions from Scratch

The screenshot shows the 'Contributions' section of the Admin Portal. The left sidebar contains navigation options: Admin Portal, Participants, Home, Integration Manager, COBRA, Contributions (highlighted), Insights, Reports, and Bulk Enrollment. The main content area is titled 'Contributions' and 'History'. It includes a search bar for the employer 'Investment Testing - WT3IT'. Below the search bar, there are tabs for 'Submission History' and 'Contribution Status'. A table lists contribution submissions with columns for 'Payroll submission/file name', 'Created', 'Submitted', 'Employee', 'Employer', and 'Status'. One entry for 'HSA' is highlighted with a red box. Below the table, there is a summary section with details such as 'Total number of records: 2', 'Total contributions: \$6,000.00', 'Created by: Francesca Loeffel', 'Submitted by: Francesca Loeffel', 'Unique account types: 1', 'Payroll dates: 1', 'Employee Contributions: \$5,000.00', and 'Employer Contributions: \$1,000.00'. A note at the bottom states: 'Note: Actual processing/posting totals may differ. Please review contributions for more detail.'

Status of Contributions Submitted

- After selecting Submit, users will be redirected to the **History** page
- **History** page shows the status of the contributions submitted
- Expand the **Payroll submission/file name** to view details

Processing Contributions from Scratch

Admin Portal

- Participants
- Home
- Integration Manager
- COBRA
- Contributions
- Insights
- Reports
- Bulk Enrollment

Go to WCA

Settings

My Account

Employer: Investment Testing - WT3IT

Contributions

Contributions > History

History

View all contribution submissions from the last 100 days and the current status of all individual contributions

Submission History | **Contribution Status**

Last 100 Days

Payroll date	Account ty...	First name	Last name	Employee ID	Employee	Employer	Status	Response ...	Submitted
Jan 30, 2026	WCS - WealthCare Saver HSA	Investment Testing	Four	**0004	\$2,000.00	\$0.00	Pending	-	Jan 22, 2026
Jan 30, 2026	WCS - WealthCare Saver HSA	Investment Testing	One	**0001	\$3,000.00	\$1,000.00	Pending	-	Jan 22, 2026

Status of Contributions Submitted

- Select *Contribution Status* tab to view the status of the contributions submitted
- This tab will also display contributions submitted in the last 100 days



How to Load Contributions

Processing Contributions from a Payroll File



Processing Contributions

Employer Portal > Contributions

Employer Portal

- Participants
- Home
- Contributions**
- Reports
- Bulk Enrollment
- Settings
- My Account

Contributions

Process Contributions From a Payroll File

Upload a payroll file with contributions already configured, validate, and submit.

Start

Process Contributions From Scratch

Choose account types, employees, and enter contributions amounts for each.

Start

Last 5 Contribution Submissions

Submission and processing details for the most recent contribution submission details.

Payroll submission/file name	Created	Submitter	Employee	Employer	Status
0 records found					

Getting Started

- Log in to Employer Portal: app.wealthcareadmin.com
- Select *Contributions*
- Select *Start* for one of the options:
 - Process Contributions From a Payroll File

Processing Contributions from a Payroll File

Employer Portal

Contributions > Process Contributions From a Payroll File

Process Contributions From a Payroll File

Upload a payroll file with contributions already configured, validate, and submit.

Upload a payroll file Validate contributions Review & submit for processing

Download a [sample payroll file](#) or a [document explaining payroll file formatting](#).

Select a File

or drop file here

.csv supported

Next

Upload a Payroll File

- Exit to main page and select *Process Contributions from a Payroll File*

- Drag and drop the downloaded file

OR

- Use the *Select a File* option
- Select *Next*

Processing Contributions from a Payroll File

Employer Portal

Contributions > Process Contributions From a Payroll File

Process Contributions From a Payroll File

Upload a payroll file with contributions already configured, validate, and submit.

Upload a payroll file Validate contributions Review & submit for processing

Download a [sample payroll file](#) or a [document explaining payroll file formatting](#).

or drop file here
.csv supported

Sample Template.csv
211 Bytes

Next

Upload a Payroll File

- Confirm the selected payroll file is correct
- Select *Next*

Processing Contributions from a Payroll File

Employer Portal

Contributions > Process Contributions From a Payroll File

Process Contributions From a Payroll File

Upload a payroll file with contributions already configured, validate, and submit.

Upload a payroll file Validate contributions Review & submit for processing

Download a [sample payroll file](#) or a [document explaining payroll file formatting](#).

Confirmation Required [X]

Do you use SSN as Employee ID?

Yes

No

Cancel **Confirm** [✓]

Next

Upload a Payroll File

- If prompted, select dial for **Yes** or **No** to confirm if using SSN as the Employee ID
- Select **Confirm**
- Select **Next**

Processing Contributions from a Payroll File

Employer Portal

Contributions > Process Contributions From a Payroll File

Process Contributions From a Payroll File

Upload a payroll file with contributions already configured, validate, and submit.

Upload a payroll file Validate contributions Review & submit for processing

Samp... [Revert to Original File](#) All rows [Delete \\$0.00 rows](#)

Total number of records: 1 | Total contributions: \$75.00

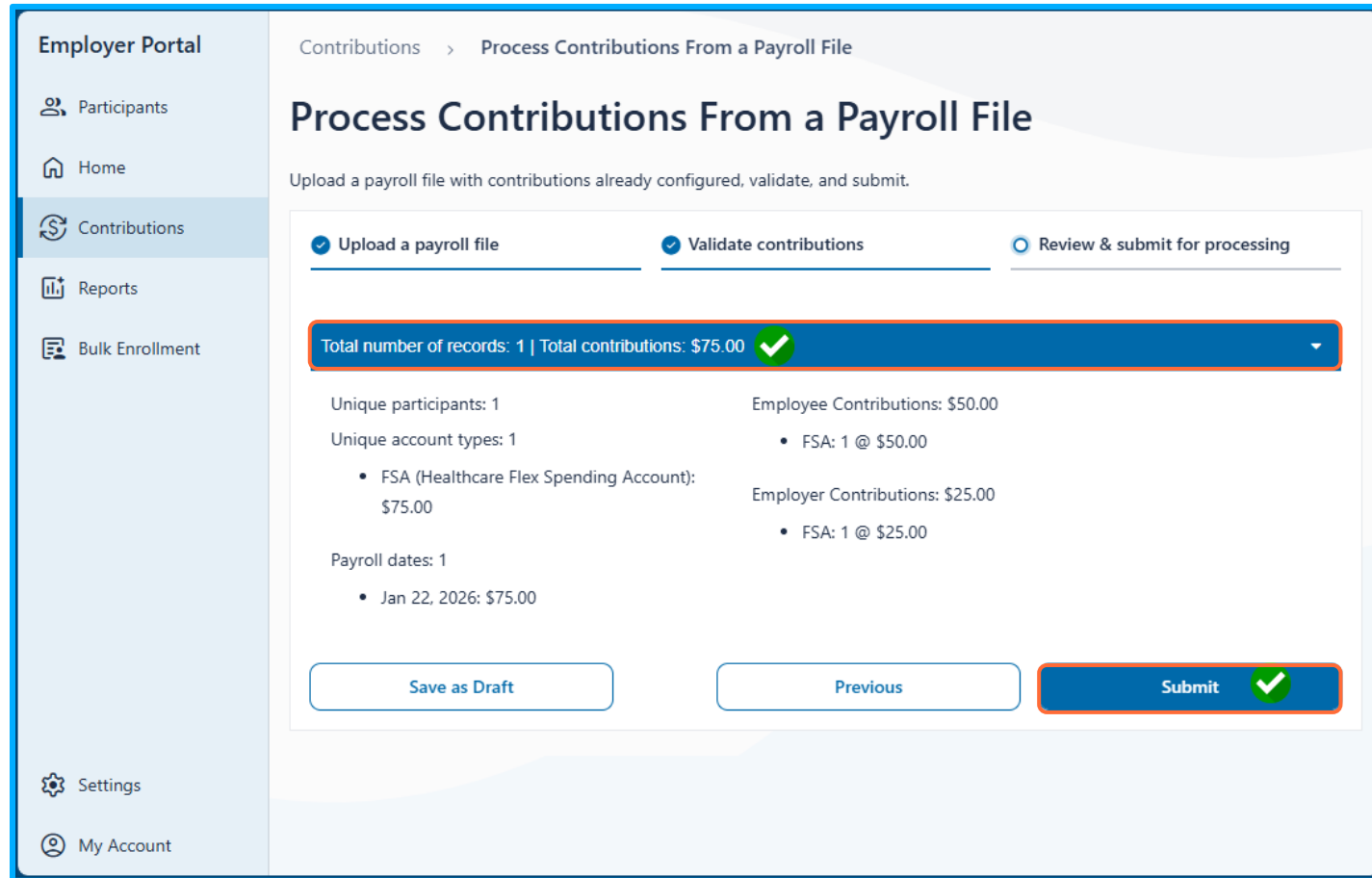
Payroll date	Account t...	Last name	First name	Employee ...	Employee	Employer	
Jan 22, 2026	FSA	Sample	John	123123123	\$50.00	\$25.00	
					Total:	Total:	Deleted rows:
					\$50.00	\$25.00	0

[Save as Draft](#) [Previous](#) [Next](#) ✓

Upload a Payroll File

- Review record information and select *Next*
- If not correct, click *Previous* and go back to make additional edits and upload a new file

Processing Contributions from a Payroll File



Employer Portal

Contributions > Process Contributions From a Payroll File

Process Contributions From a Payroll File

Upload a payroll file with contributions already configured, validate, and submit.

Upload a payroll file **Validate contributions** Review & submit for processing

Total number of records: 1 | Total contributions: \$75.00 ✓

Unique participants: 1
Unique account types: 1
• FSA (Healthcare Flex Spending Account): \$75.00
Payroll dates: 1
• Jan 22, 2026: \$75.00

Employee Contributions: \$50.00
• FSA: 1 @ \$50.00
Employer Contributions: \$25.00
• FSA: 1 @ \$25.00

Save as Draft Previous **Submit** ✓

Validate Contributions

- Review submission history noting the status
- Select *Submit*
- If not correct, select *Previous* to edit

Processing Contributions

Employer Portal

- Participants
- Home
- Contributions**
- Reports
- Bulk Enrollment

Contributions

Process Contributions From a Payroll File
Upload a payroll file with contributions already configured, validate, and submit.

Start

Process Contributions From Scratch
Choose account types, employees, and enter contributions amounts for each.

Start

Last 5 Contribution Submissions

Submission and processing details for the most recent contribution submission details.

Payroll submission/file name	Created	Submitted	Employee	Employer	Status
Sample Template 2	Jan 20, 2026	Jan 20, 2026	\$50.00	\$25.00	Completed
Sample Template.csv	Jan 20, 2026	Jan 20, 2026	\$50.00	\$25.00	Submitted

Total number of records: 1 | **Total contributions:** \$75.00
Created by: sample employer on Jan 20, 2026, 1:40:30 PM
Submitted by: sample employer on Jan 20, 2026, 1:50:57 PM
Unique participants: 1

Unique account types: 1
• PSA (Healthcare Flex Spending Account): \$75.00

Payroll dates: 1
• Jan 22, 2026: \$75.00

Employee Contributions: \$50.00
• PSA: 1 @ \$50.00

Employer Contributions: \$25.00
• PSA: 1 @ \$25.00

Note
Actual processing/posting totals may differ. Please [review contributions](#) for more detail.

Review Contributions

- Exit to the home screen
- Select the *Contributions*
- Able to view the **Last 5 Contribution Submissions** and their statuses
- There are three statuses at the file level:
 - Submitting
 - Submitted
 - Errored

Reviewing Contributions

Last 5 Contribution Submissions
Submission and processing details for the most recent contribution submission details.

Payroll submission/file name	Created	Submitted	Employee	Employer	Status	
▶ Sample Templateneq.csv	Jan 20, 2026	Jan 20, 2026	\$1,000.00	\$0.00	Submitted	A...
▶ Sample Template 2	Jan 20, 2026	Jan 20, 2026	\$50.00	\$25.00	Completed	A...
▶ Sample Template.csv	Jan 20, 2026	Jan 20, 2026	\$50.00	\$25.00	Submitted	A...

View full history

Review Contributions

- Select the **History** icon shown to see all submissions for the past 100 days
- Ensure that the correct plan is selected

Employer Portal

Contributions > History

History

View all contribution submissions from the last 100 days and the current status of all individual contributions

Submission History				Contribution Status		
Payroll submission/file name	Created	Submitted	Employee	Employer	Status	
▶ Sample Templateneq.csv	Jan 20, 2026	Jan 20, 2026	\$1,000.00	\$0.00	Submitted	Actions
▶ Sample Template 2	Jan 20, 2026	Jan 20, 2026	\$50.00	\$25.00	Completed	Actions
▶ Sample Template.csv	Jan 20, 2026	Jan 20, 2026	\$50.00	\$25.00	Submitted	Actions



How to Pull Reports



How to Run Reports

Ensuring the Correct Data is Pulled

Employer Portal

- Participants
- Home
- Contributions
- Reports
- Bulk Enrollment

Reports

Favorite Reports
All your saved reports can be found here

My Last Runs
The last five reports that you ran

Up Next
Your next five scheduled reports

Choose a Report to Run or Schedule

Search keywords to narrow down your reports

Enrollee	HSA Administration	Settlement	Transactions
Enrolled Participant	HSA Account Details	Bank Transaction Reconciliation	Claim History
Enrollee Account Balance	HSA Funded Contributions	Claims Based Funding	Employee Deposit Log
Negative Disbursable Balance	HSA Payroll Reconciliation	Employer Account Reconciliation	Manual Claim Reimbursements
	HSA Terminations	Employer Disbursements	Total Spend By Category
		Employer Funding	Transaction History
		Payroll Funding Reconciliation Report	
		Reimbursement History	

- Run/Schedule Report
- View Reports
- Add to Favorites

Settlement Reports

- Navigate to the *Reports* page
- Choose the *Payroll Funding Reconciliation Report*
- Select *Run/Schedule Report*

How to Run Reports

Ensuring the Correct Data is Pulled

The image displays three side-by-side screenshots of the 'Configure Report' interface for a 'Payroll Funding Reconciliation Report (Settle...)'. Each screenshot shows a form with various fields and options. The first screenshot, titled 'Options List', shows the 'Date Search Type' dropdown menu open with 'Payroll Date' selected. The second screenshot, titled 'Best Option' with a star icon, shows 'Invoice Date' selected in the 'Date Search Type' dropdown and an 'Invoice Number' field filled with 'SMB1001-30002-EOF-202601210511410'. The third screenshot, titled 'Additional Option', shows 'Payroll Date' selected in the 'Date Search Type' dropdown. All three screenshots have 'Start Date' and 'End Date' fields set to '01/21/2026', 'Include Failed Deposits' set to 'Yes', and the 'Email me when the report is ready' checkbox checked. Each form has a 'Run Report' button and a 'Cancel' button at the bottom.

Configure Report

- Enter the **Date/Date Range** for the criteria
- For best results:
 - Enter the **Invoice Date** from the top right of your invoice
 - Enter the **Invoice Number** in the optional field for an exact match to the invoice you are looking to reconcile
- After entering your filter criteria, click **Run Report** to submit your request

How to Run Reports

Ensuring the Correct Data is Pulled

The screenshot displays the 'Employer Portal' interface. On the left is a navigation sidebar with options: Participants, Home, Contributions, Reports (highlighted), Bulk Enrollment, Settings, and My Account. The main content area is titled 'Reports' and is divided into three sections: 'Favorite Reports' (with a bookmark icon), 'My Last Runs' (with a refresh icon), and 'Up Next' (with a calendar icon). Below these is a 'Choose a Report to Run or Schedule' section with a search bar and four columns of report categories: Enrollee, HSA Administration, Settlement, and Transactions. A notification box at the bottom center, titled 'Report submitted', states: 'Payroll Funding Reconciliation Report Report may take a few minutes before it is ready to download.' An orange arrow points from this notification to a report entry in the 'My Last Runs' section: 'Payroll Funding Reconciliation Report (Settlement)' dated 'January 21, 2026 at 1:06:12 PM GMT-5'.

Locating Report

- After submitting the request, the report will show under **My Last Runs**



How to Resolve a Common Error when Loading Contributions



How to Resolve a Common Error when Loading Contributions

Duplicate Transactions Error

The screenshot shows the 'Employer Portal' interface. On the left is a navigation menu with 'Contributions' selected. The main area is titled 'History' and contains a table of contribution submissions. A 'Contribution Status' tab is highlighted. The table shows three entries for 'FSA - Flexible Spending Account' on 'Jan 22, 2026'. The middle entry is marked as 'Rejected' with a yellow warning icon and the message 'Duplicate transaction ...'. The other two entries are 'Pending'.

Payroll date	Account type	First name	Last name	Employee ID	Employee	Employer	Status	Response descrip...	Submitted
Jan 22, 2026	FSA - Flexible Spending Account	John	Sample	**3123	\$1,000.00	\$0.00	Pending	–	Jan 20, 2026
Jan 22, 2026	FSA - Flexible Spending Account	John	Sample	**3123	\$50.00	\$25.00	Rejected	Duplicate transaction ...	Jan 20, 2026
Jan 22, 2026	FSA - Flexible Spending Account	John	Sample	**3123	\$50.00	\$25.00	Pending	–	Jan 20, 2026

Note: Duplicate transactions are determined by comparing the payroll date and the dollar amount per plan type

Steps to Confirm Duplicate:

- Review the Contribution History by selecting *Contributions*
- Select *Contribution Status*
 - The contributions from the last 100 days will be displayed along with the date submitted, amounts, and statuses

How to Resolve a Common Error when Loading Contributions

Duplicate Transactions Error

Employer Portal

Contributions > History

History

View all contribution submissions from the last 100 days and the current status of all individual contributions

Submission History

Last 100 Days

Payroll date	Account type	First name	Last name	Employee ID	Employee	Employer	Status	Response descrip...	Submitted
Jan 22, 2026	FSA - Flexible Spending Account	John	Sample	**3123	\$1,000.00	\$0.00	Pending	–	Jan 20, 2026
Jan 22, 2026	FSA - Flexible Spending Account	John	Sample	**3123	\$50.00	\$25.00	Rejected	Duplicate transaction ...	Jan 20, 2026
Jan 22, 2026	FSA - Flexible Spending Account	John	Sample	**3123	\$50.00	\$25.00	Pending	–	Jan 20, 2026

Steps to Confirm Duplicate:

- Identify individual contributions with alert icons
- Review response description associated
- Response description will dictate resolution
 - Ex: Duplicate Deposit – confirm the existence of the duplicate within the participants page

How to Resolve a Common Error when Loading Contributions

Duplicate Transactions Error

Steps to Confirm Duplicate:

- Next, navigate to the *Participants* page
- Search for the employee by **Name or Employee ID**

OR

- **Select** the employee from the list

The screenshot shows the 'Employer Portal' interface with a sidebar on the left containing 'Participants', 'Home', 'Contributions', 'Reports', 'Bulk Enrollment', and 'Settings'. The main area is titled 'Participants +'. At the top right, there is a search bar labeled 'Search Name or Employee ID'. Below the search bar is a table with columns: 'Participant', 'Has dependent', 'Home address', 'Date of birth', and 'Status'. The table lists seven employees. The row for 'John Sample' (Emp ID **3123) is highlighted with an orange box. At the bottom right of the table, there is a pagination control showing 'Items per page: 10' and '1 - 7 of 7'.

Participant	Has dependent	Home address	Date of birth	Status
DD David Davis Emp ID **1326	No	PO Box 1715, Boston, MA 02454, US	Dec 25, 2000	New
CC Colton Cole Emp ID **1325	No	1515a SE Smith Street, Boston, MA 02454, US	Dec 24, 2000	New
BB Barney Barnes Emp ID **1324	No	1501 Jones Avenue, Apt #3, Boston, MA 02454, US	Dec 23, 2000	New
AA Abby Abbott Emp ID **1323	No	13 South Lane, Boston, MA 02454, US	Dec 22, 2000	New
SS Samuel Smith Emp ID **1322	No	1 Main Street, Boston, MA 02454, US	Dec 21, 2000	New
JJ Joe Jones Emp ID **1321	No	12 Main Street, Apt #3, Boston, MA 02454, US	Dec 20, 2000	New
JS John Sample Emp ID **3123	Yes	1601 Trapelo Rd, Waltham, MA 02454, US	Nov 1, 1969	New

How to Resolve a Common Error when Loading Contributions

Duplicate Transactions Error

Steps to Confirm Duplicate:

- Select the **Deposits** tab
- Only posted or denied deposits will display
- This error was designed to prevent duplicate contributions from processing
- Usually happens when the same file is submitted twice
- Usually doesn't need to be reloaded

Employer Portal

John Sample

Employee status: New ✓

Employee ID: **3123

Hire date: -

Eligibility date: -

First name: John

Last name: Sample

Date of birth: Nov 1, 1969

Phone: -

Mobile number: -

Email: [Redacted]

SSN: XXX-XX-3123

Home address: 1601 Trapeio Rd
Waltham Massachusetts 02454 US

Shipping address: -

Accounts | Dependents | Cards | **Deposits**

Deposits

Type	Account	Service date	Status
Wellness Plan		May 7, 2021	\$100.00 Approved ✓
Dependent Care Spending Account (DCA)		Jan 10, 2020	\$500.00 Approved ✓
Health Flexible Spending Account (FSA)		Jan 1, 2020	\$1500.00 Denied ✗
Health Flexible Spending Account (FSA)		Jan 1, 2020	\$1500.00 Denied ✗

<https://beta-app.healthcareadmin.com/apps/#/participants/T02433/SMB1001/10LNT93uszvgyTkQ/transactions>

Q&A

- **Questions now?**
 - Go ahead and use the Q&A panel to submit funding questions now
 - We'll address unanswered questions by email after the webinar
- **Questions later?**
 - **Funding questions:** funding@floreshr.com
 - Other questions:
 - Clients – FloresHR Account Manager
 - Brokers – FloresHR Sales Team Member
 - Or call us at 800-532-3327 and select Option 4 for employer support
- **Resources: Platform Enhancement Guide**
 - <https://www.floreshr.com/platform-enhancement-guide/>





Thank you!

