



BP FEDERAL CREDIT UNION MEMBER PAYROLL INFORMATION DIRECT DEPOSIT UPDATE

federal credit union

We are upgrading our payroll posting system in order to correct a couple of longstanding issues.

Specifically:

Payment Consolidation - i.e. when joint owners on an account receive their respective payrolls on the same day, they will occasionally be combined into one lump sum under one company, rather than the individual deposits that they should be.

Manual Posting - a certain group of our members deposits have been receiving manual postings to their accounts for their payroll, meaning these individuals receive their funds only as quickly as our accounting team can post them.

Posting must be done manually in instances where the account number received is not recognized by our software. If your payroll has been manually posted you will see a 'Manual Posting' note. In order to have your payroll deposited automatically, we ask that you contact your HR or check your portal to ensure your account number is listed as follows:

XXXXXX (X=Account Number)

**PLEASE BE CERTAIN THAT YOUR ACCOUNT HAS THE SHARE YOU HAVE SELECTED TO DEPOSIT YOUR FUNDS TO.
(CHECKING AND/OR SAVINGS).**

Please Note:

- Leading zeros are not necessary, we suggest leaving them off if possible. We understand this is not an option in some cases so if you are required to enter zeros do not exceed ten (10) digits. Older accounts may only have five (5) digits instead of six (6) digits.
- Please ensure that these are the only numbers being sent. Do not include numbers for checking and/or savings, you should have an option to select checking and/or savings via your HR or Portal.
- If all your information is correct, please do not make any changes. We will address any exceptions after the new system is in place. We will generate any necessary updates for your HR departments.
- For some companies, payroll updates may cause a 'Pre-Note' (a zero dollar test transaction) and a *live check* will be disbursed to you instead of direct deposit for one or more pay periods.
Please consider using our **FREE REMOTE DEPOSIT APP**, which can be found in the 'APPLE APP STORE' and 'GOOGLE PLAY' to deposit your *live checks*.
- Be sure to check your accounts, loan payments and other disbursements to ensure they are still processing as scheduled. You can now manage these at your convenience online via your home banking account.

We sincerely apologize for any inconveniences that these updates may cause, and thank you for your patience.