

# Big Fish Payroll Services

950 East Katella Avenue, Suite 6  
Orange, California 92867

## Direct Deposit Services FAQ

### **When does the money leave my business account?**

Payroll funds will be debited from your account the day before check date. The total will include all Tax activity and ACH activity, including employees Direct Deposit and payroll service fees. If you do not have money available, it is best if you don't submit your payroll.

### **When will direct deposit be credited to my employee's bank account?**

Direct Deposit is credited on the check date or "pay day" of your payroll. It will usually be available at 12:01am on that day but the specific time of availability is a function of the employees receiving bank.

### **When do I have to submit my payroll?**

To ensure Direct Deposit is credited on the correct date you must submit your payroll at least two business days before check date by noon. For example, if your payroll check date is on a Friday then you must submit payroll by noon on Wednesday.

### **What happens if I miss my deadline?**

You will get at least one reminder call before your deadline. If you still are unable to submit in time you will have two choices; you may run the payroll with live checks (no Direct Deposit) and have them delivered, or you may let the Direct Deposit's go through and most likely see them credited one day after check date.

### **Will Big Fish Payroll Services LLC cover bounced check fees or electronic payments?**

No, writing checks on money that is not available in your checking account is not advisable. Direct Deposit errors are extremely rare but they do happen. Any electronic payments that your employees may schedule (i.e. electronic bill pay, etc) should be scheduled 2-3 days after your normal pay date. This leaves time to catch any errors.

### **What exception fees are there?**

Notice of Change charges of \$2.50 are assessed when a bank routing number is changed and your employee does not notify you/us ahead of time. Returned Item fees of \$10 are assessed when an employee closes their account and does not notify you of the change. Returned item fees of \$50-\$ 100 are assessed if an Employer debit is returned. Fee's are subject to change.

*Direct Deposit is an optional service. Big Fish Payroll Services LLC reserves the right to remove the client from Direct Deposit should the client NSF their debit more than once.*