Direct Deposit FAQs for Production Workers

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GENERAL OVERVIEW QUESTIONS

Do I get checks if my production doesn't offer Direct Deposit?
Yes, expect a mailed, paper check.

I have an Active Direct Deposit enrollment on myEP. Why am I still getting paper checks?
Your project may not be offering Direct Deposit. Refer to the Project Direct Deposit status indicator in myEP to check if your production is offering direct deposit. If your project is not listed, please contact the production office.

CREDIT UNION DIRECT DEPOSIT QUESTIONS

I've been getting Automatic Credit Union Deposit thought my Credit Union, do I still need to set up a Direct Deposit enrollment in myEP?

Automatic Credit Union Deposit will no longer be available through your Credit Union as of October 29, 2021. Going forward, you will only be eligible for direct deposit if you create an account on myEP (my.ep.com) and fill out the needed direct deposit forms.

Once you complete the one-time sign up you will be automatically eligible for direct deposit on all productions that use EP for payroll and have chosen to offer this payment method (no need to fill out forms for each show). If your show is not offering direct deposit, you will receive a physical check.

Note: If you already have a myEP account, please check your mailing address is correct so if checks are being mailed they go to the right location.

When will Automatic Credit Union Deposit through my Credit Union stop?
Automatic credit union deposit through Credit Unions will stop on October 29, 2021. You must create your myEP account and fill out your direct deposit forms by this date to take advantage of direct deposit if it is offered by your current show. If you are not signed up by October 29, 2021, or your show does not offer direct deposit, you will start receiving a physical check.

Note: If you already have a myEP account, please review your information to make sure your mailing address is correct so if checks are being mailed they go to the right location.

How is direct deposit through my show different than through my Credit Union?
If your show is offering direct deposit as an option, you may get paid a day faster than you did through the process with your Credit Union. Also, if your show does not offer direct deposit, even if you have signed up on myEP, you will now receive a physical check.

HOW TO LOOK UP IF YOUR SHOW HAS DIRECT DEPOSIT

How do I know if my production offers Direct Deposit?

1. **If you haven't received your first payment yet**, contact your production office to confirm if they offer Direct Deposit.
2. **If you have received at least one payment from your current production**, go to My Pay, then Direct Deposit Management. Under My Projects, you can see a list of projects that paid you in the last three months and if they're offering Direct Deposit.

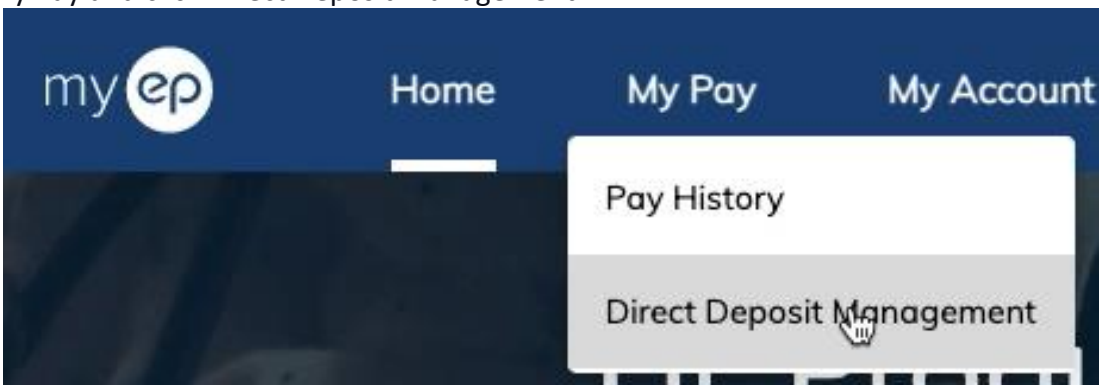
HOW TO SET UP DIRECT DEPOSIT IN MY EP

How do I enroll in Direct Deposit with EP?

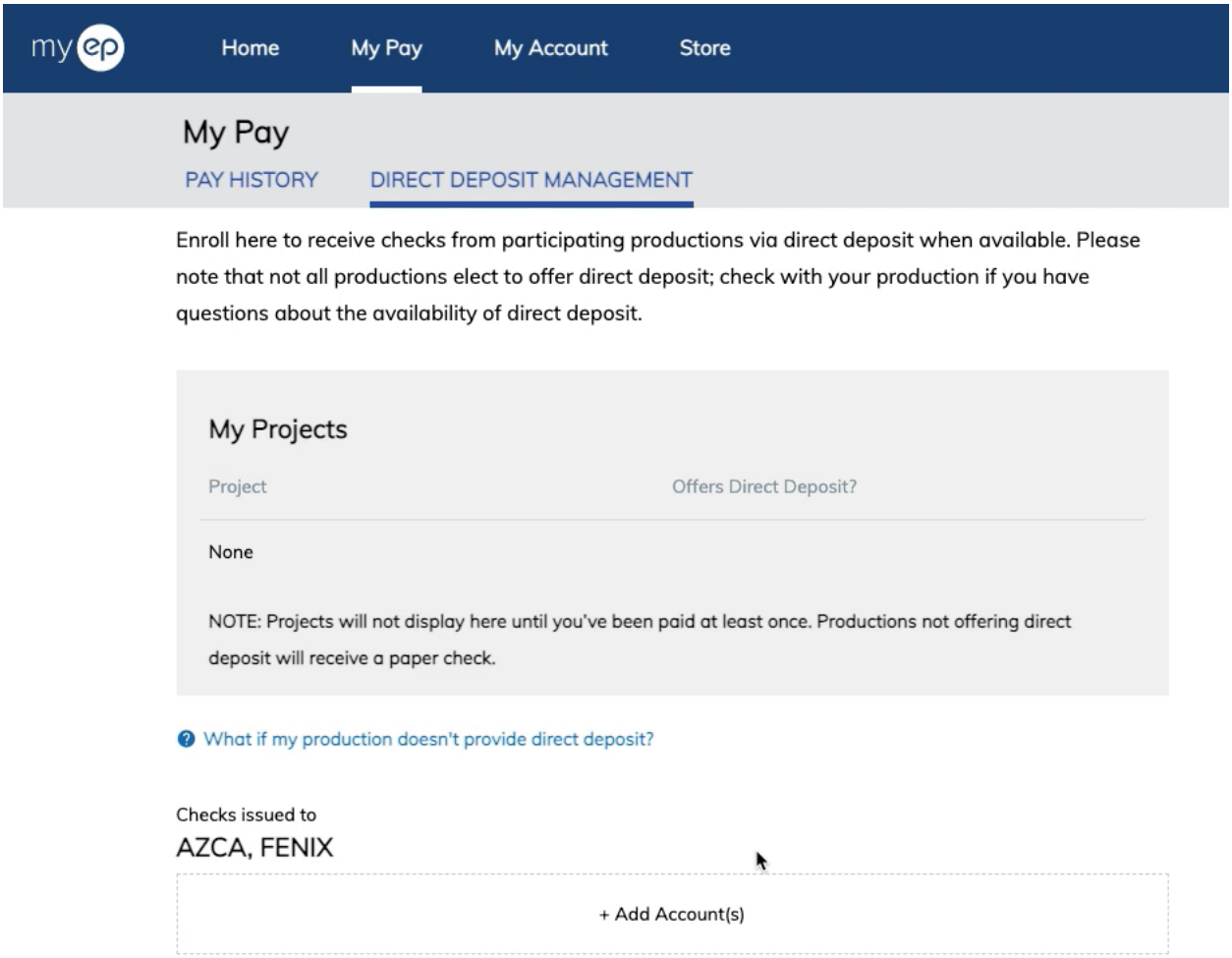
Video: myEP Direct Deposit Set Up

Go to my.ep.com

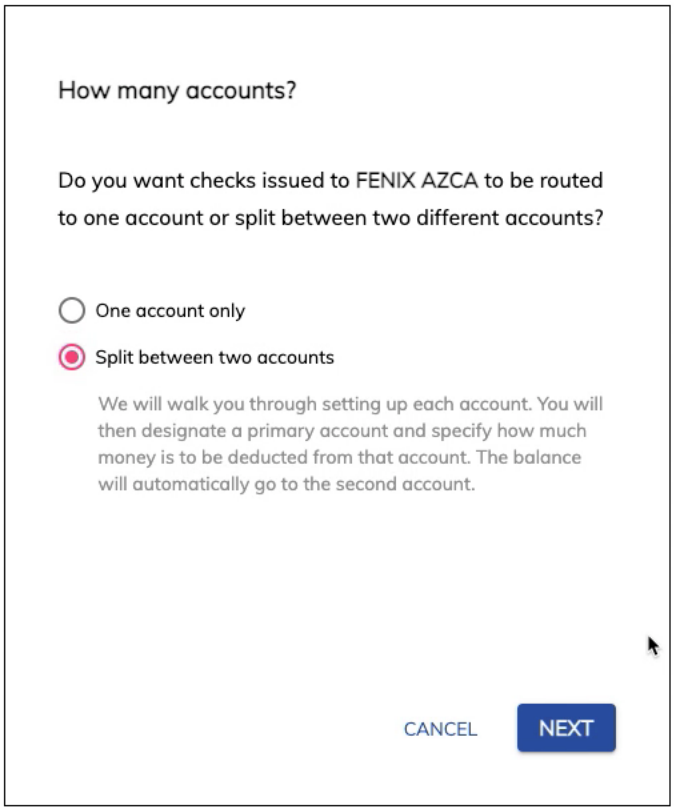
1. Go to My Pay and click Direct Deposit Management.



2. Below your project's status, you'll see your name or the name of any loan-outs. Click Add Account(s) to start your enrollment.

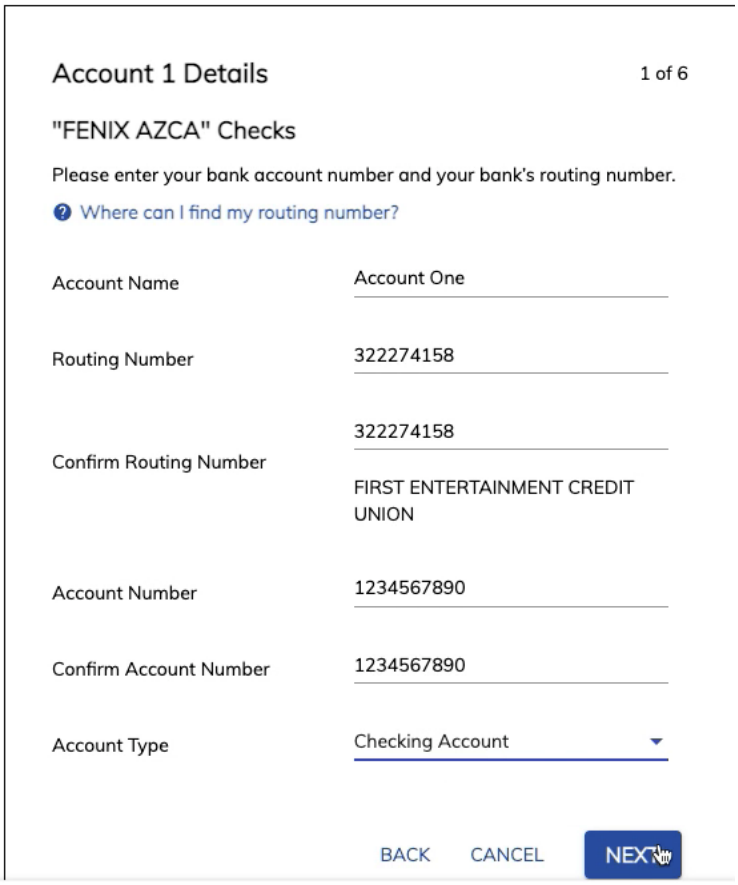


3. Choose to distribute funds into one account or split the funds. Then, click Next.



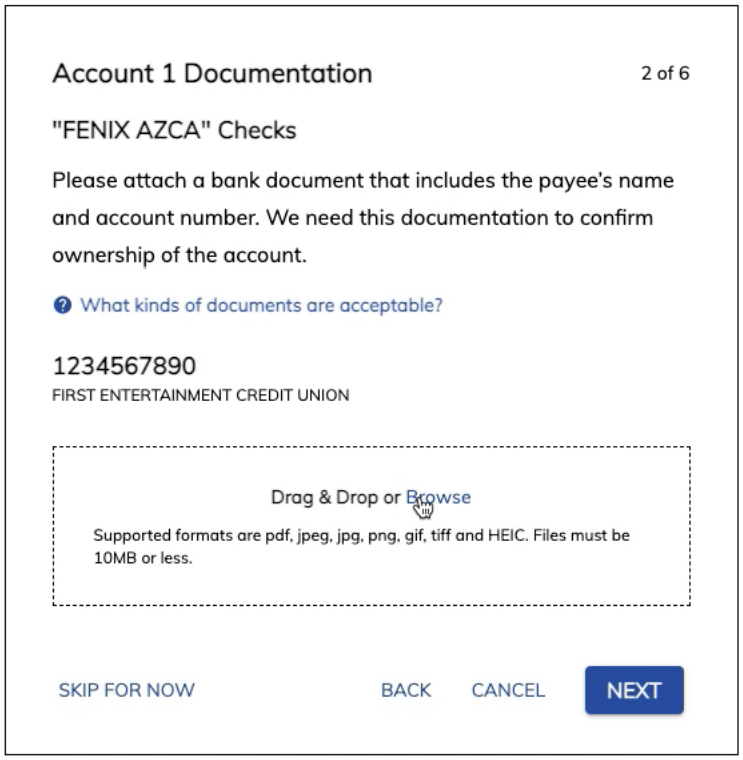
4. Enter details for the account you're setting up. Re-enter your routing number and account number to confirm (you won't be able to Copy/Paste). Choose the Account Type and click Next.

   Note: You can find your routing number on your personal checks, bank statements for a given bank account, or through your bank's website. Note that sometimes direct deposit slips don't contain a valid routing number.

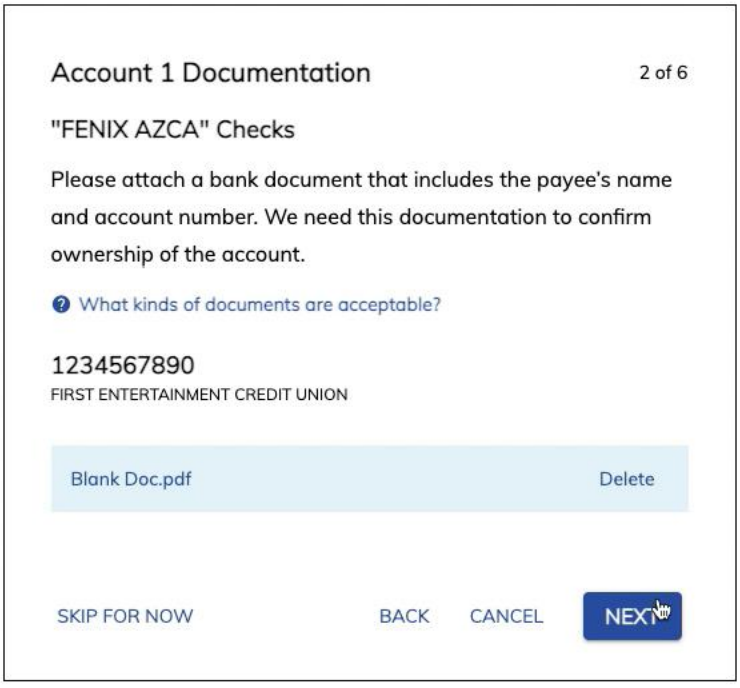


5. Upload backup documentation so EP can authenticate your account. Acceptable documents include a voided check, a bank document, or a direct deposit authorization with your account number and full name.

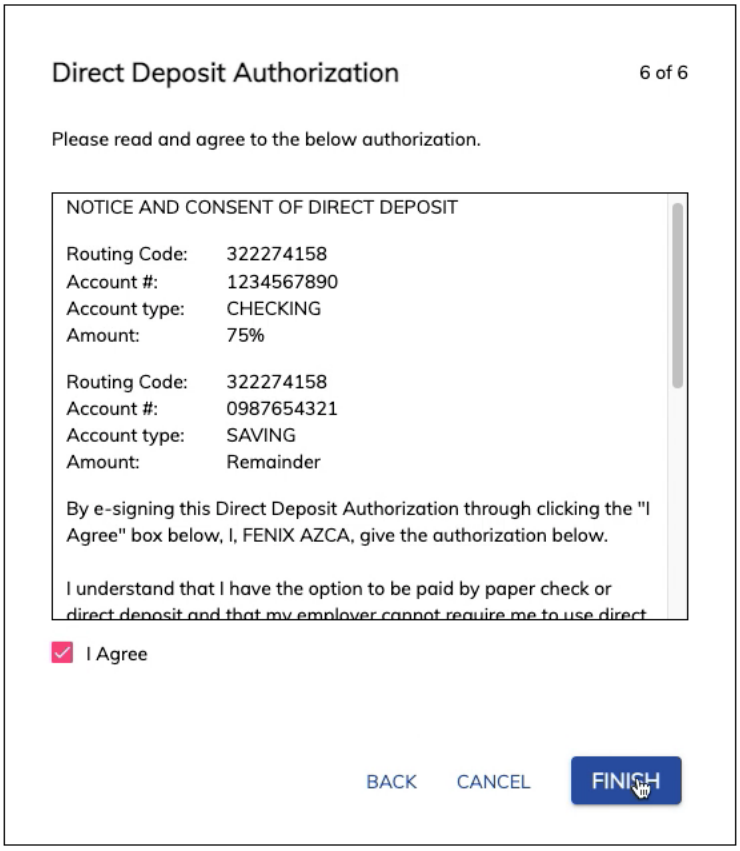
   Need a list of backup documents? Click the tooltip, “What kinds of documents are acceptable?” from the upload screen.



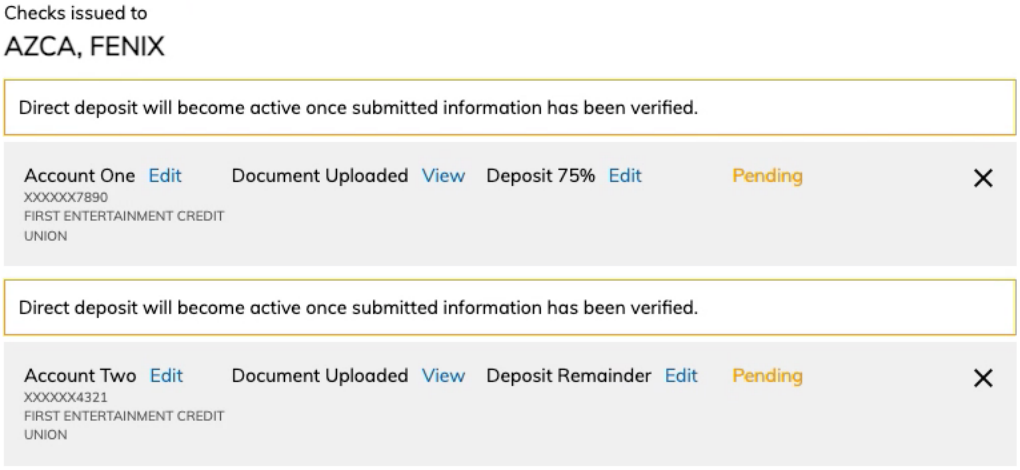
6. Once you upload your documents, click Next.



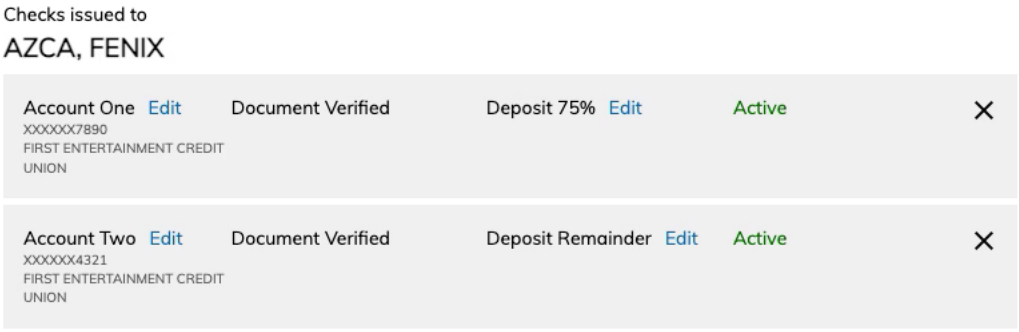
7. Last up is Direct Deposit Authorization. Verify the information and review the terms and conditions of enrolling in Direct Deposit with EP. Click the I Agree checkbox when ready. Then, click Finish.



8. Back on the Direct Deposit Management screen, your new enrollment(s) shows a Pending status. This status means EP is reviewing.



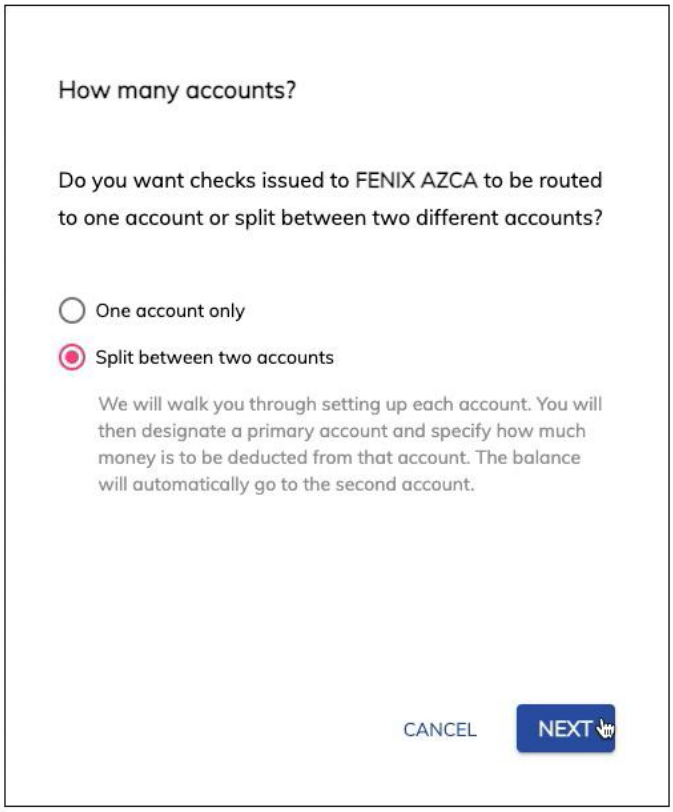
9. When your enrollment is all set, the status updates to Active and you receive an email notification that your account is approved.



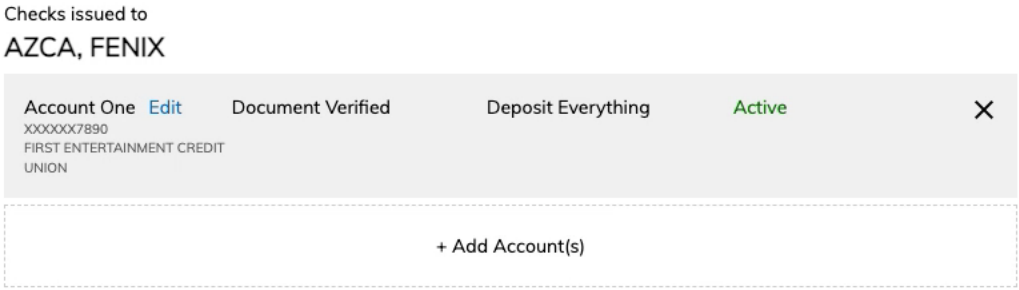
ENROLLING IN MULTIPLE ACCOUNTS FOR DIRECT DEPOSIT AND MAKING CHANGES

How do I enroll more than one account for Direct Deposit?

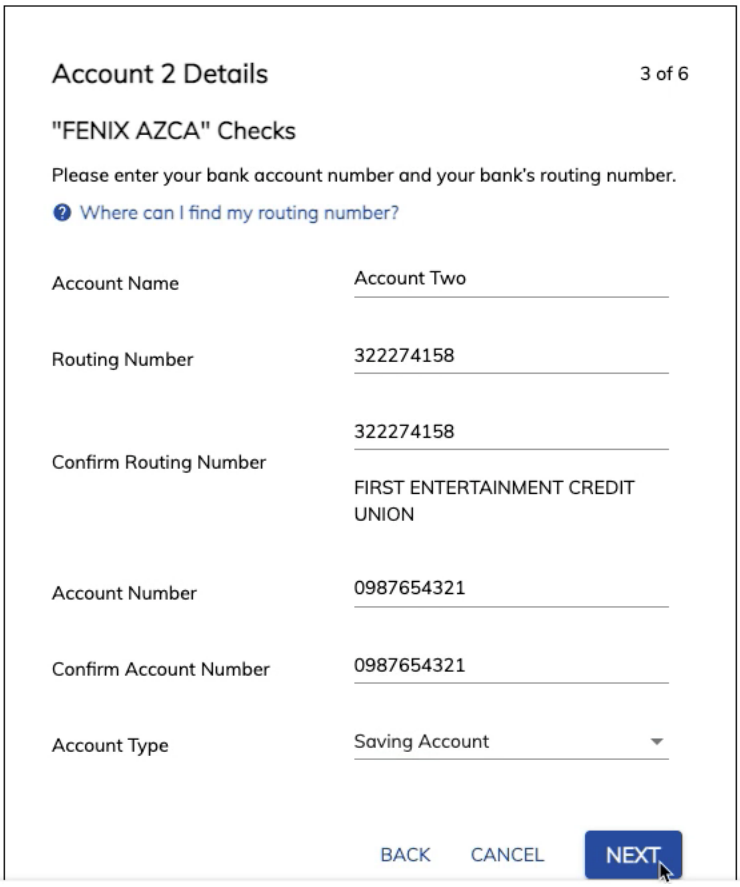
1. If you're setting up a new enrollment, choose "Split between two accounts" during your initial setup.



2. If you already have a single enrollment and want to add a secondary account, choose the Add Account(s) option below your current account and follow these steps.

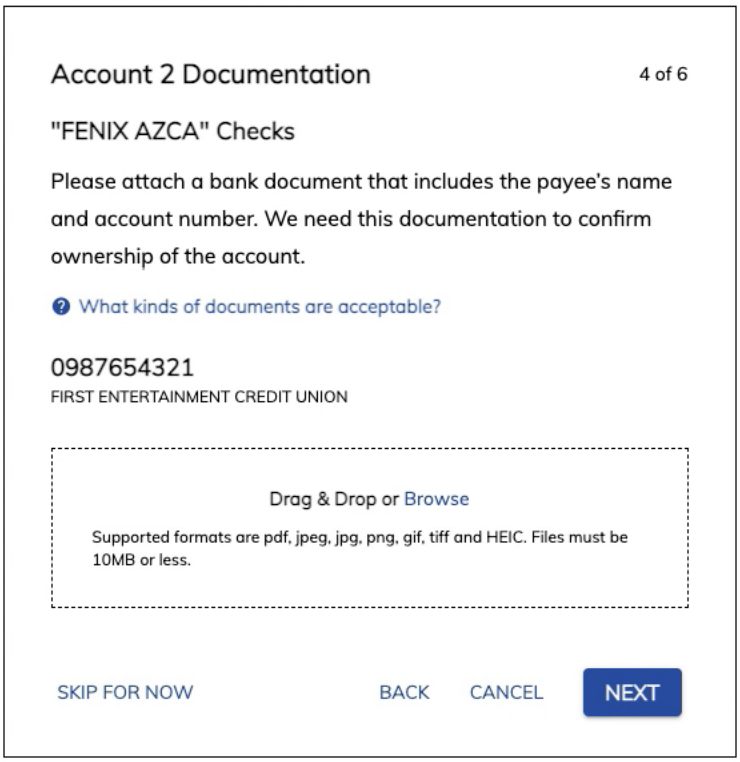


3. From Add Account(s), enter details for the account you're setting up. Re-enter your routing number and account number to confirm (you won't be able to Copy/Paste). Choose the Account Type and then click Next.



4. Upload backup documentation so EP can authenticate your account. Acceptable documents include a voided check, a bank document, or a direct deposit authorization with your account number and full name.

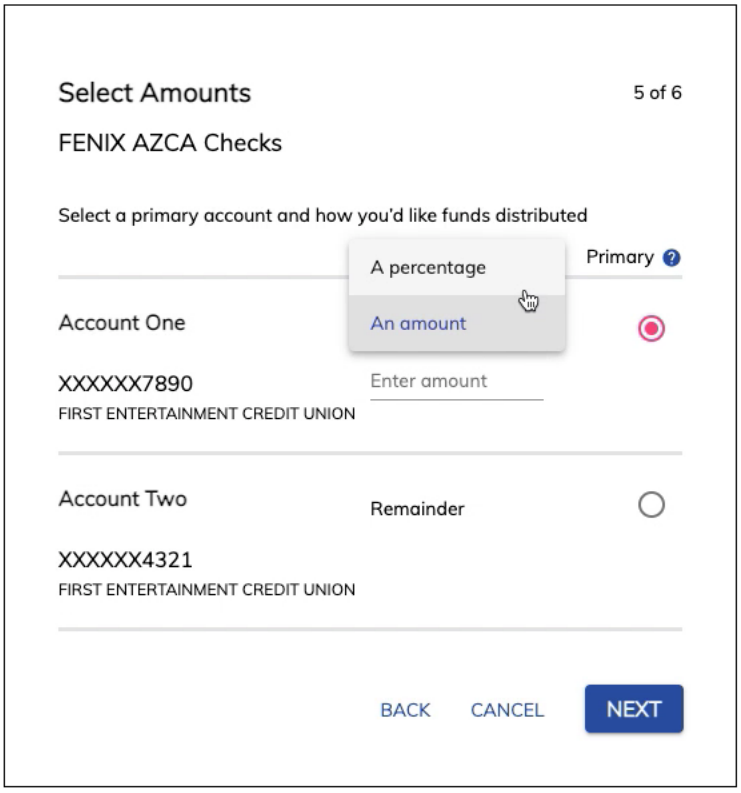
   Need a list of backup documents? Click the tooltip, "What kinds of documents are acceptable?" from the upload screen.



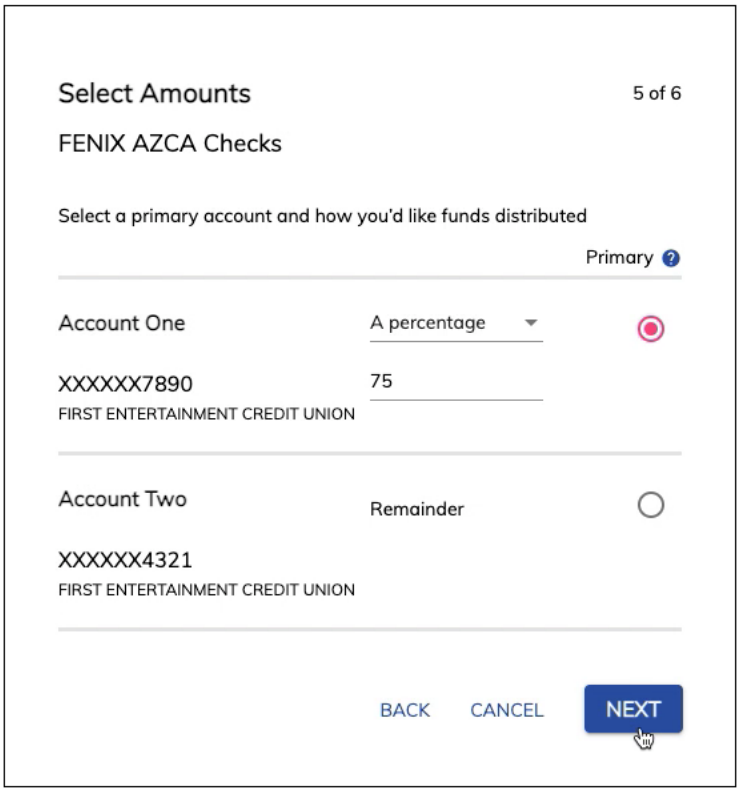
5. Once you upload your documents, click Next.

6. On the Select Amounts step, choose how to distribute funds between the accounts. Set a Primary account and choose if you want a percentage or a flat amount deposited. Non-Primary accounts receive the rest of the funds. Click Next.

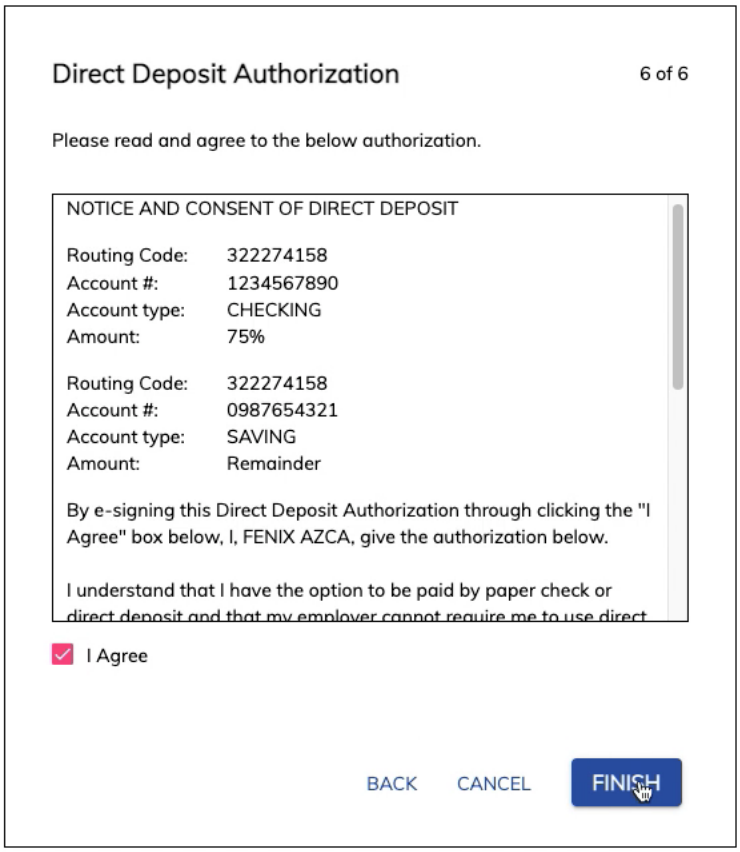
Unmask account numbers



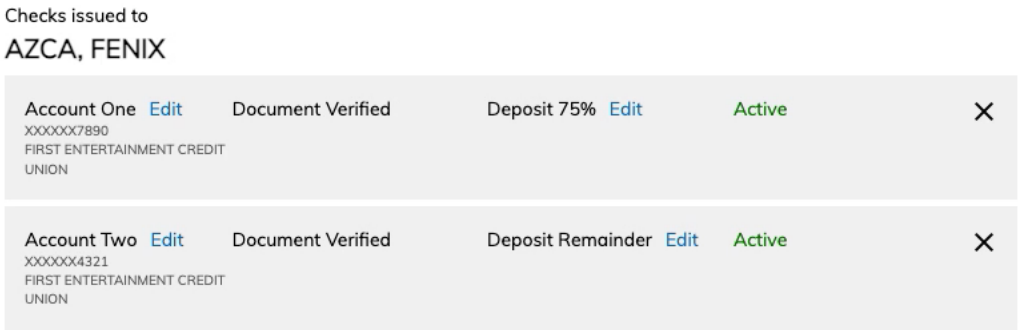
Unmask account numbers



7. Last up is Direct Deposit Authorization. Verify the information and review the terms and conditions of enrolling in Direct Deposit with EP. When ready, click the I Agree checkbox and then click Finish.

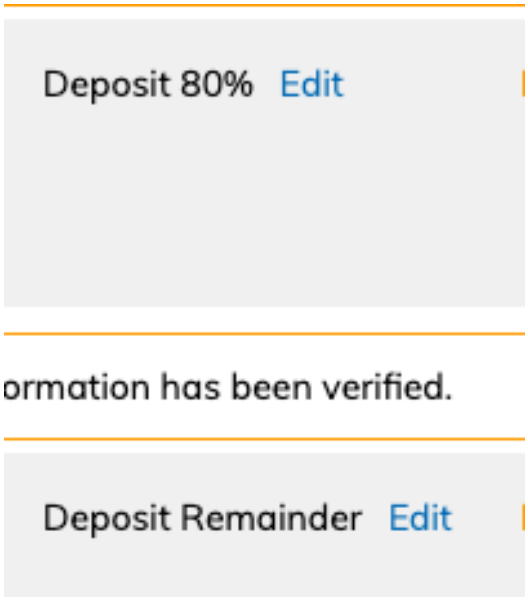


8. Back on the Direct Deposit Management screen, your new enrollment(s) shows a Pending status. This status means EP is reviewing. When your enrollment is all set, the status updates to Active and you receive an email notification that your account is approved.

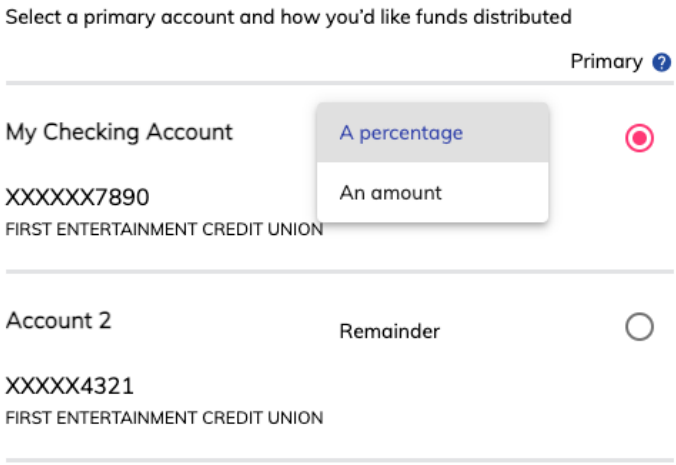


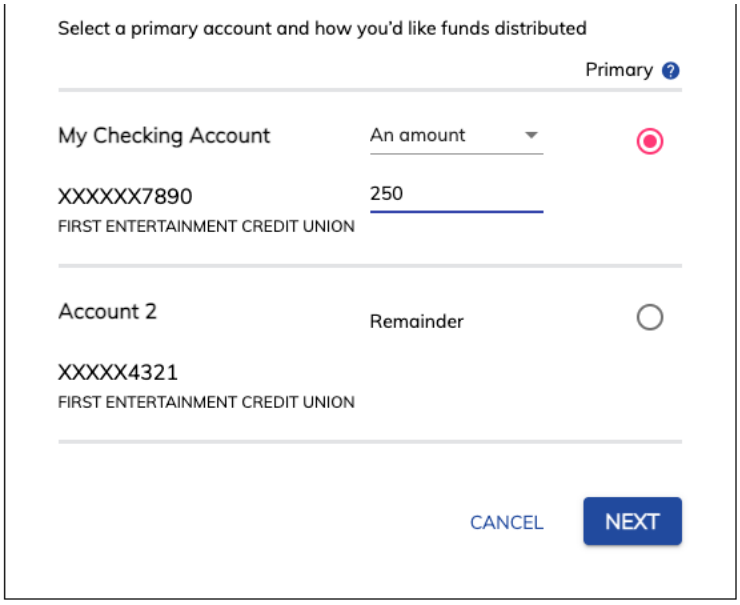
What if I want to change one of my two accounts?

1. Click Edit next to the deposit allocations of either account.

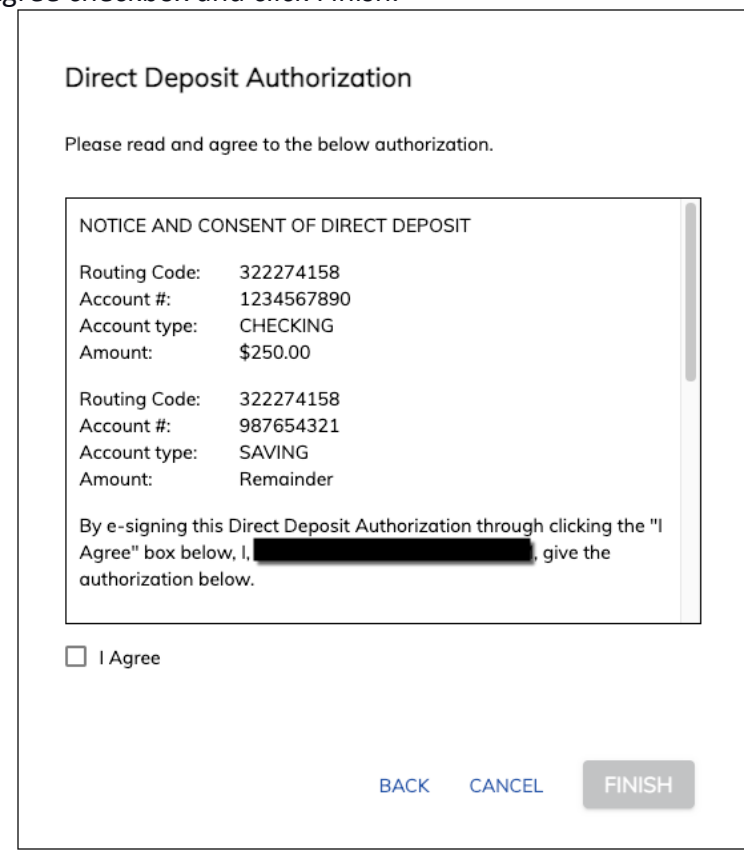


2. From Select Amounts, update your distributions for the accounts. Set a Primary account and decide if you want to deposit a percentage or a flat amount. Non-Primary accounts receive the rest of the funds. Click Next.

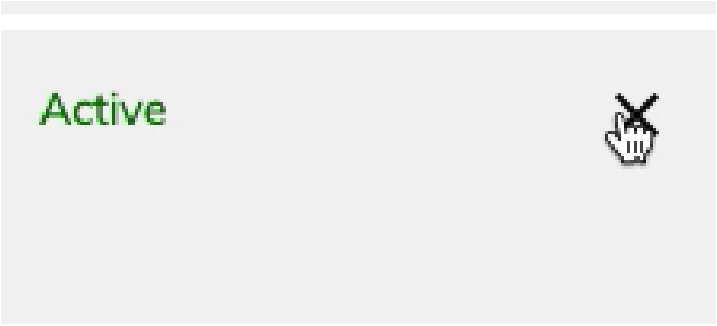




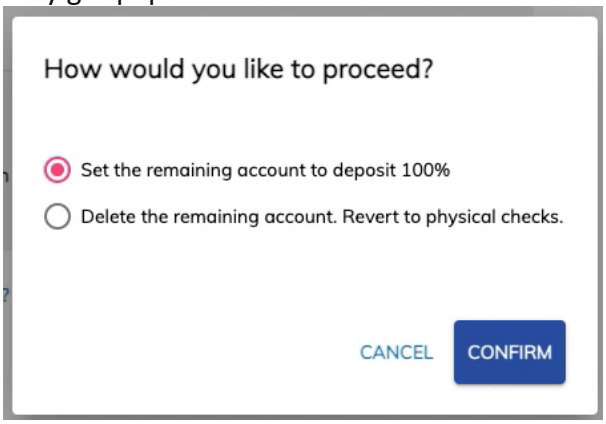
3. The final step is the Direct Deposit Authorization. Verify the information and agree to the terms and conditions of enrolling in Direct Deposit with EP. Once you verify the data and read the terms, click the I Agree checkbox and click Finish.



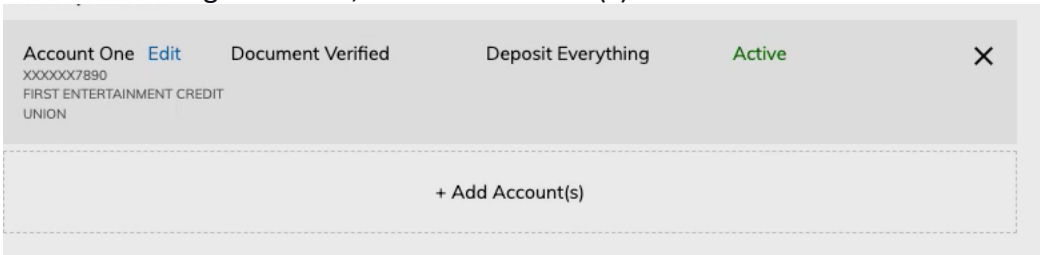
4. To replace an existing account, remove one account by clicking the X-out icon on the top right of the card.



5. You're prompted to distribute 100% of funds to the remaining account or to remove both accounts and temporarily get paper checks.



6. Once you remove a single account, click Add Account(s) to enroll a new account.



Can I pause one or both of my accounts?
Remove the account from your profile to stop an Active Direct Deposit enrollment.

Can I do a partial Direct Deposit or a partial physical check?
No, Direct Deposit needs to apply 100% of a payment.

DIRECT DEPOSIT TIMING

How long does it take for my Direct Deposit enrollment to be approved?
Your Direct Deposit enrollment status updates in myEP in three to four business days. This happens after your request is reviewed and backup document requirements are met. Turnaround times can be affected by request volume.

How can I confirm if my Direct Deposit enrollment is approved and Active?
You receive an email confirmation when your enrollment is active and approved. Check for the Active status on your accounts at any time on your Settings page or Direct Deposit Enrollment page.

DIRECT DEPOSIT DOCUMENTATION

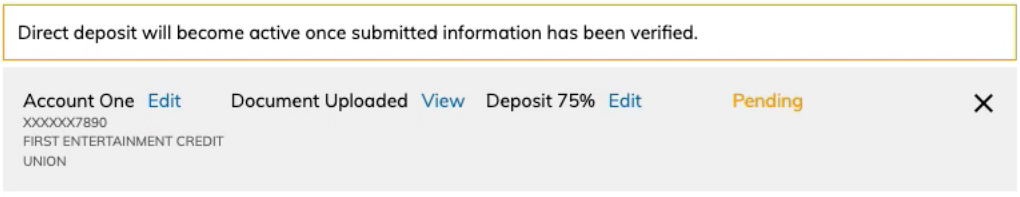
Why does EP need backup documentation?
Backup documentation lets EP confirm ownership of the account and verify that payments will deposit into the right account.

What can I use as backup documentation to set up my Direct Deposit?
Examples of acceptable documents include a bank statement, a direct deposit authorization form, or a voided check. Backup documentation needs to be pre-printed and must include your name and account number. Handwritten documents can't be accepted.

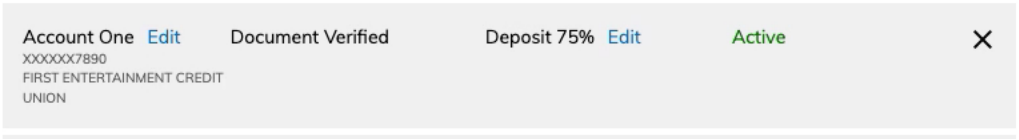
DIRECT DEPOSIT STATUSES

What do the statuses mean?

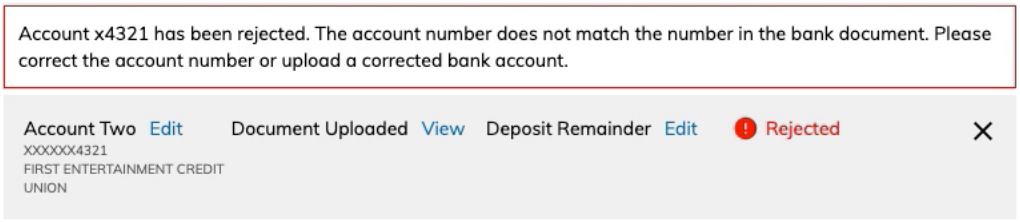
Pending – Pending means EP is reviewing your Direct Deposit enrollment.



Active – Active means EP verified your account(s) and you're ready to receive Direct Deposit payments.



Rejected – Rejected means EP couldn't approve your Direct Deposit enrollment.



Suspended – Suspended means a Direct Deposit transmission returned to EP after other deposits went through.

DIRECT DEPOSIT REJECTIONS, SUSPENSIONS, ROUTING ISSUES, ISSUES WITH UPLOADING DOCUMENTATION

Why was my Direct Deposit enrollment rejected?
If your Direct Deposit enrollment is rejected, expect an email alert that includes the reason. Or, check anytime by logging in and navigating to the Settings page or the Direct Deposit Enrollment page. From there, view the status and the reason. Common reasons enrollments are rejected include:

1. The backup documentation didn't include your name or account number.
2. The name on the document didn't match the name of the person being paid.
3. The account number entered didn't match the account number on the document.

Why was my Direct Deposit suspended?
A Direct Deposit enrollment is suspended when a direct deposit transmission is returned to EP when EP previously made deposits to that account. Contact your bank to resolve. Or, remove the account from myEP and submit a new enrollment for a different, valid account.

Why is myEP not accepting my routing number?

MyEP uses a routing number validation system to ensure the correct routing number is received. If the system does not accept your routing number, confirm with your bank that you have the right number. Or, try a different account. Once you enter a valid number, your bank's name displays.

Why can't I upload my backup documents?

1. Make sure you are using a supported format: PDF, JPEG, JPG, PNG, GIF, TIFF, and HEIC.
2. Check that the file size is 10MB or less.

TYPES OF ACCOUNTS ACCEPTED AND ACCOUNT OPTIONS

Do you accept foreign bank accounts?
Only domestic bank accounts are accepted for U.S. myEP users and Direct Deposit enrollment is not yet available for Canadian users of myEP.

Can I set up Direct Deposit for my Residuals/Beneficiary record?
This is not available yet.

Can I set up different Direct Deposit enrollments for my individual record and my corporation records?
Yes, this is an available option.