



01/05/2026

Re: 01/02/2026 Payroll

On Friday, January 2<sup>nd</sup>, 2026, Milwaukee Public Schools (MPS) processed a same-day ACH file for payroll. During service setup, our onboarding coordinator failed to select both the ACH Debit and ACH Credit options for your same-day payroll file. As a result, the request was processed as ACH Debit only. This was a human error on our part, and there is no excuse—we recognize the trust you place in us and are deeply sorry that we fell short. I am writing to offer a sincere apology for the stress and disruption it caused your district and employees.

Once the issue was identified, our operations and ACH production teams processed your file through our normal same-day processing window and posted payroll as intended by end of day on 01/02/2026.

We want to clarify that the process used on Friday, January 2, is not the standard process for MPS payroll files. It was used as a one-time solution to address an IRS date concern raised initially by the MPS Payroll team. Utilizing Same-Day ACH engages different settlement windows and affects the timing for recipients. The timing of the employee's payroll payments on Friday was not impacted by the implementation mistake and subsequent correction. We were able to correct the error and process the payroll file in accordance with Same-Day ACH Rules. As a result, no employees should have been affected by the bank's mistake. <https://www.frbservices.org/resources/resource-centers/same-day-ach/fedach-processing-schedule.html>

U.S. Bank highly values our relationship with Milwaukee Public Schools. We understand that timing matters—especially for bills due and account balances earlier in the day—and we regret the worry and inconvenience this caused. If any employees incurred overdraft fees or experienced returned items due to the delay in morning deposit availability, U.S. Bank will reimburse those fees due to our long-standing relationship.

To process reimbursements promptly, please ask impacted employees to provide documentation (e.g., a statement or notice showing the fee/return and the date) and send it directly to me via email:

\*Contact: Kerri G. Stoner, Senior Vice President & Relationship Manager

\*Email: [kerri.stoner@usbank.com](mailto:kerri.stoner@usbank.com)

We will review each case and issue reimbursement by credit or check, depending on the employee's account situation. If you prefer a centralized intake for your payroll/HR team, we can coordinate that as well.



Preventing recurrence—controls & training:

We have already engaged the managers of our onboarding and operations teams and are implementing the following safeguards:

1. Mandatory dual-control validation of ACH same-day service setups to ensure debit/credit selections exactly match each client's profile.
2. System stop-gaps that prevent activation unless both required options are confirmed for payroll origination.
3. Targeted training and coaching for onboarding and operational staff, emphasizing the downstream impact of configuration errors and reinforcing same-day ACH timing considerations.
4. Enhanced go-live checklist specific to public-sector payrolls, with named accountability and leadership sign-off.

Your mission and your employees matter. We are committed to earning and keeping your trust, and we will follow through until every concern is addressed. I welcome the chance to meet, virtually or in person—to walk through the event, our corrective actions, and any additional steps you'd like us to take.

Thank you for your patience and partnership, and please accept our heartfelt apology. We value the opportunity to always do the right thing.

With sincere apologies,



Kerri Stoner-Ford

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