



<p><b>Where do I login to CensusPro2?</b></p>	<p>You may access CensusPro2 (CPro2) directly at <a href="https://censuspro.bpas.com/DVW/">https://censuspro.bpas.com/DVW/</a>. Or, you may login from the home page at <a href="https://bpas.com">bpas.com</a>.</p>
<p><b>Where can I get help with the CensusPro2 site and submitting contributions?</b></p>	<p>The BPAS Census team is available to help you learn and navigate the CPro2 site. The team is available Monday through Friday from 8 am to 5 pm ET (7 am to 4 pm CT). You can call them directly at 1-315-292-6970 or email <a href="mailto:census@bpas.com">census@bpas.com</a>.</p>
<p><b>What do I do if I get a message that says “BPAS reviewing file?”</b></p>	<p>BPAS receives MHC employee data from WEX. You’ll need to first enter new employee information into the WEX Leap system (<a href="https://employerbenefits.wexhealth.com/">https://employerbenefits.wexhealth.com/</a>). Wex then transfers employee data to BPAS daily and it gets posted overnight. If you get an error message, log off and wait 1-3 business days for the processing team to review. The Census Department will follow up with you if the errors persist.</p>
<p><b>How do I get full employee data over to BPAS? Also what is the timing of this transfer?</b></p>	<p>You’ll need to enter new employee information in the WEX Leap system (<a href="https://employerbenefits.wexhealth.com/">https://employerbenefits.wexhealth.com/</a>). Be sure to flag new employees as VEBA eligible so the data flows over to BPAS. New data entered into the Leap system before 1 p.m. ET will be posted to the BPAS system that evening.</p>
<p><b>What are the two types of contributions on the file template and in CensusPro2?</b></p>	<p>There are two contributions types for MHC clients (not all clients use both):</p> <ol style="list-style-type: none"> <li>1. Active Claims Eligible (D): Contributions that may be used while still employed.</li> <li>2. Post-Employment Claims Eligible (F): Contributions that may be used after separation from employment.</li> </ol> <p>Contribution types are based on when an employee may use the funds, NOT the employee status at the time of the contribution.</p>
<p><b>On the Template file what goes in the BPAS Plan Number column?</b></p>	<p>Each plan has a BPAS plan number or also known as a Group Number. This number is 6 digit long and starts with 486XXX. Your Plan Number will be in the subject line of the initial email you receive from the census team. Once you log into your CensusPro2 account, you can review your Plan Number by selecting the drop down located under Participant Group.</p>
<p><b>On the template file, can I delete the header lines?</b></p>	<p>No. Your real data must start on line 5. Whether you leave the column headers or not, CensusPro2 will ignore the first 4 lines of the file.</p>
<p><b>Are there any formatting issues to avoid on the Excel template file?</b></p>	<p>Yes, most of which are noted in the headers. Some formatting items to note:</p> <ul style="list-style-type: none"> <li>• The file format must be correct and consistent for each submission</li> <li>• File extension must be lowercase and in the newer Excel version of <code>xlsx</code></li> <li>• Do not include any \$ signs and zero fill any numeric cells</li> </ul>
<p><b>Can I create my own file or get a direct feed from my payroll company?</b></p>	<p>Yes. BPAS can accept other file formats and layouts. However, you must coordinate with the BPAS Census team to make the changes. Please note that BPAS does offer 180-degree payroll integration, an automated process where specific data files may come directly from your payroll company. Please contact the BPAS Census team for more information about this option.</p>

**Questions? We're here to help.**


315.292.6970 | [census@bpas.com](mailto:census@bpas.com)



**My Work Order seems stuck or is taking too long. Are there system down times?**

The BPAS CPro2 is directly connected to our recordkeeping system. It gets a full back-up every day at noon ET and again during the evening trade. Each back-up process takes about 5 minutes. We recommend avoiding these times when using CPro2 to avoid the 5-minute delay. The BPAS Census Team receives an email notification 30 minutes after a work order has stopped moving through the submission process so we're able to step in and run an internal program to move the work order through the rest of the process.

**What do all of the icons mean?**



1 View Data	6 Reset
2 Work Order Details	7 View Validation History
3 View Notifications	8 Delete Work Order
4 Edit Data	9 View Validation Errors
5 Correct Errors	10 View & Approve Funding

**Is there a read only way to view contributions in a Work Order?**

Yes, you can view the data within a work order by clicking on the **View Data** icon. You'll then be able to view and filter options to find specific data.

**Can I just manually enter my contributions or edit them after loading a file?**

Yes, there are manual entry and editing options within CPro2. If you want a full manual process, please contact the BPAS Census team to review your account set up.

To edit after a file is uploaded, simply click on the **Edit Data** icon. When editing is complete, choose **Save**, and then **Complete**. You will see a totals box to review. Simply select **Submit** to send the edited Work Order back into the validation processes.

**Do I need to create a Work Order in CPro2 each time I want to submit or is there another way?**

If you submit contributions on a consistent frequency, the Census team can update CPro2 to automatically create your Work Orders and send you notice when created. Please reach out to the Census Pro team for more information.

**How do I get back to the Advanced Search or Home Screen?**

On most pages in CPro2, there is an **Advanced Search** link at the top of the page. You may click the Advanced Search link to return to the home screen. It will also act as a refresh button so you're able to see the status of your Work Order as it goes through the processes. If you don't see the Advanced Search link, you may select either the Cancel button in the bottom left of the screen or the Work Order Details link in the top left corner.

**When creating a work order, what dates should go in the fields for Start, End, and Due date?**

Enter the same date in each field. The date fields pertain to the payroll check date if you are submitting per pay date. This date is used to put contributions in the correct plan year and to check eligibility. If you are submitting contributions for a prior year, please use 12/31/22 for example.

**What options do I have for funding the contributions to BPAS?**

The preferred form of funding at BPAS is by ACH Debit or Pull. We can also accept wire transfers or checks. We do not accept ACH Credit or Pushes. If you submit a wire or check, please be advised that the total must match the approved total of the contribution file. If BPAS receives a wire or check amount that differs from the approved total of the contributions file, we need to resolve the funding discrepancy prior to investing.

**Questions? We're here to help.**

315.292.6970 | census@bpas.com



<p><b>What is the timing to submit my data for investing?</b></p>	<p>For clients using <b>ACH Debit</b> for funding, BPAS will invest contributions <b>submitted and approved before 3:30 p.m. ET</b>. Contributions received after 3:30 p.m. will be processed the next business day. If a client uses a check or wire, the contribution file must be approved and the funding received before 3:30 pm ET for the contribution file to be invested that evening.</p>
<p><b>What do the "Errors Found" and "BPAS Reviewing" statuses mean in CPro2?</b></p>	<p>"Errors Found" means the system found light validation errors. If this happens, click on the Correct Errors icon to see and correct the errors. When finished, choose Save, then Complete and Submit to move the file forward.</p> <p>"BPAS Reviewing" means there were errors found at the host or plan level. Please log off. Our team will send you a Funding Approval email after we resolve the error. Standard processing time to resolve these errors is typically a 1-3 business days.</p> <p>Please see the CensusPro2 User Guide for information about these statuses.</p>
<p><b>Will I get an email notice when contribution data is ready to approve in CensusPro2</b></p>	<p>Yes. Whether you are still logged in and the step is ready in minutes or if it takes a few days to resolve errors, you will receive an email notice when the contribution data is ready for approval.</p>
<p><b>Can we add users, have multiple users, or different user types?</b></p>	<p>Yes. You may have as many users as you wish. We also offer 3 user types: Data Entry Only, Approval Only, or Full Access. To add or remove users, please contact the Census team.</p> <p>Please note you may change your own password once logged in. BPAS cannot see your password, but our Census team can reset it for you, if needed.</p>
<p><b>Who do we call with questions on CensusPro2?</b></p>	<p>The BPAS Census Team is available to assist you Monday through Friday from 8 am to 5 pm ET (7 am to 4 pm CT). You may reach them directly by calling 1-315-292-6970 or sending an email to <a href="mailto:census@bpas.com">census@bpas.com</a>.</p>



**Questions? We're here to help.**

315.292.6970 | [census@bpas.com](mailto:census@bpas.com)

