**Multiple Direct Deposit FAQ**

**1 – When is the multiple direct deposit option going to be available in production?**

The multiple direct deposit project will go-live with the 2nd pay period in March, 2016. Checks that are dated 03/18/2016.

**2 – How soon can I sign up to have direct deposit to more than one account?**

The information will be available on the UCO Payroll Intranet Page during the week of March 7th. This includes a new enrollment form that is now two pages.

**3 – Can I use the multiple direct deposit to deposit money into any account I would like?**

As long as the bank is a participating member of NACHA (most banks are), you can use this account for multiple direct deposits. International banks are ineligible for this, as they require special handling and are not currently used for direct deposits.

Any Checking, Savings, or Money Market account – as long as it has an ABA/Routing and Transit number, can be used for any direct deposit.

**4 – How many accounts can I have my deposits split into?**

With the multiple direct deposit option, you can have as many as three (3) accounts. Two accounts will be able to have partial dollar amounts allocated to them, and one account will be the balance of your net pay.

For Example – I can choose:

$50 (account #1) $100 (account #2) and the remainder of my net pay will go into the last account.

**5 – Can I allocate a percentage (%) of pay into one of the partial account allocations?**

Unfortunately not, you can only elect a dollar amount to be deposited into one of the partial accounts. However, it does not have to be a whole dollar amount. It can be dollars and cents – such as $11.53, $109.75, etc. But, it cannot be 50%, 25%, etc.

**6 – Will my multiple direct deposit split happen with every payroll?**

Yes, the splits between your accounts will happen every payroll. This includes the payroll that is processed with the third (3rd) check of every month.

**7 – Will my multiple direct deposit split happen with every paycheck?**

Yes, the splits between your accounts will happen with EVERY single paycheck. If you are receiving multiple payments, ie: receiving your normal paycheck with a separate check for a bonus, etc. that split will happen with each payment that goes directly deposited.

**8 – Will my current deduction to the USF Federal Credit Union be impacted by this multiple direct deposit process?**

Yes, the USF Federal Credit Union deduction from your paycheck will no longer exist. Since this is essentially a deposit into an account with USF Federal Credit Union, for all employees that have a USF Federal Credit Union deduction currently, this will be systematically initiated as your partial direct deposit number one (1) with the same dollar amount that is currently being deducted.

However, this partial direct deposit will happen every single pay period. The month’s that have three paychecks, will still have three allocations going to the USF Federal Credit Union.

**9 – What happens is one of my accounts is closed?**

If one of your accounts is closed, and your bank notifies USF, any money will be returned to you if it is returned to USF from your bank. Additionally, the closed account will be inactivated on your direct deposit profile.

If the closed account was a partial direct deposit, that partial amount will be sent to the Balance of Net Pay account automatically.

If the closed account was the Balance of Net Pay account, any partial direct deposits will occur, and then the Balance of Net Pay will be issued in a check, that would need to be picked up in the John and Grace Allen Building (ALN147) on payday.

**10 - I just realized on payday that I made a mistake entering an account number. Where is my money?**

Special attention needs to be paid whenever you are completing any form either online via GEMS Self-Service, or the paper Direct Deposit Enrollment Form to ensure that all information provided is true and accurate.

If for some reason, the information that you provided was incorrect, and this was not noticed until your paycheck had already been deposited, USF Payroll will make all attempts to retrieve the monies deposited to the incorrect account. If the money is returned, it will be refunded to you via On-Demand (manual check) and you will be notified via email. Please note that the retraction of funds, and reversal of money can take up to 4 banking days.

The account that was incorrect will need to be cancelled by either deleting the account in GEMS Self-Service, or by completing the Direct Deposit Enrollment form checking Cancel/Change to remove the account from your record.

**11 – My wallet was stolen over the weekend and I need to cancel my direct deposit. How can I do that, and can I cancel all of my deposits?**

You can cancel your direct deposit via GEMS Self-Service, or on a paper form that is processed in UCO Payroll.

Although USF encourages direct deposit as a condition of employment, you do have the ability to cancel/delete all of your banking information, especially in this instance or for identity theft, etc. You should re-establish your direct deposit as soon as possible.

When you do not have any banking information in GEMS, you will receive a paper check that will need to be picked up in ALN-147.