

Understanding Direct Deposit for Commonwealth of Virginia Employees

Is Direct Deposit Mandatory for State Employees?

Yes, Direct Deposit is mandatory for State Employees.

What if I don't have a Bank Account?

No bank account, no problem!

Employees who do not have a bank account can apply for a Paycard (Debit Card). The current Paycard administrator is Way2Go. Employees who may have received child support payments from the Department of Social Services, or unemployment payments from the Virginia Employment Commission may already have the Way2Go Paycard because multiple state agencies use the same card for deposits.

What if I work at multiple agencies? Do I need to complete a separate Direct Deposit form for each agency?

No, a separate form is not needed for each agency because for each employee, there is one direct deposit record shared statewide with all Commonwealth of Virginia employers.

Employees that have had prior employment or current employment with other agencies could already have direct deposit information in HCM that must be considered when completing the Direct Deposit Form.

Please ask your agency contacts to share the current information stored in HCM for your employee ID number to ensure that your Direct Deposit Form is completed correctly.

Is the Net Direct Deposit Bank Account or Paycard only used for my paycheck deposits?

No, the Net Direct Deposit Bank Account or Paycard is also used for travel payments and other reimbursements paid to the employee from the Fiscal Office.

Where can employees get the COVA Direct Deposit form?

Please contact your Human Resources office for a copy of the form.

Where can employees get a Paycard application or more information?

https://www.doa.virginia.gov/forms/Payroll/VA-GO_Enrollment_Form_v01.3-Trifold.pdf

Can I use a Direct Deposit Authorization form from my bank/another institution instead of the COVA Direct Deposit Form?

No, employees must use the COVA Direct Deposit form.

What type of back up documentation is needed to support a direct deposit request?

The backup documentation required with the form is a document from your bank that includes the routing number, account number, and employee name. Back Up documentation can be bank statement, void check, letter from bank, etc.

Why is back up documentation required?

Backup documentation is needed to ensure that the information written on the COVA Direct Deposit form is accurate. It is recommended that employees provide a backup document that has the routing and account information pre-populated by the bank. Employees who submit backup documentation where the employee filled in the account and routing information risk having the receipt of funds delayed on payday because incorrect account numbers will be rejected by the bank and sent back to the Department of Accounts for handling which can delay pay for up to 5 business days after payday.

Can my pay be deposited to another person's bank account, such as another family member or friend?

Payroll funds can only be deposited to accounts where the employee is the account owner or joint account owner. Funds cannot be deposited to investment accounts or accounts owned by others. If there is need to direct funds from your bank account to another person's bank account, please work with your bank to set up automatic drafts to pay bills or send funds to external bank accounts/investments.

How quickly can I stop my Direct Deposit?

The employee's agency must receive the completed direct deposit form in time to submit to the Payroll Service Bureau at least 5 business days prior to payday.

What if I need to stop my Direct Deposit immediately?

When payroll is confirmed (on-cycle salaried confirmation occurs 4 days prior to payday, on-cycle wage confirmation occurs 3 days prior to payday), funds will be sent to the bank that was designated on the form.

If the account is overdrawn, or if the employee has directed funds to an account not owned by the employee, the bank WILL NOT return the funds. The employee would need to contact their bank for resolution.

If an employee closes an account or if there is fraudulent activity discovered on the account, the bank WILL return the funds to the Department of Accounts and the employee will be paid those funds by the agency via the expense module. As stated on the direct deposit form, no funds can be provided to the employee unless funds are returned from the bank (which can take up to 5 business days per banking rules).

If a last minute change is needed to stop your direct deposit, it must be made no later than 5 business days prior to payday.

What if I don't submit my request to stop my direct deposit 5 days prior to payday?

The funds are automatically sent to the bank and cannot be re-directed. If the bank has been informed of fraudulent activity or if the account is closed, the funds will be returned to State Payroll Operations for handling. The Payroll Service Bureau would contact the agency to coordinate follow up with the employee and re-direction of funds. If no funds are returned, it is up to the employee to work with the bank on a resolution.

How do I find out if I completed my Direct Deposit form correctly?

As a security measure, each employee will receive an email notification from Cardinal when a change is made to their Direct Deposit account. If the employee submitted a form but no notification is received at least 5 days prior to payday, the employee should notify their agency contacts for handling.

To prevent employee funds being sent to incorrect accounts and delaying receipt of pay, forms that are not completed correctly cannot be processed and are returned to the agency for correction.

Are there materials I can reference to ensure my form was completed correctly?

Yes, there are form completion examples available so please ask your agency contacts to provide a copy of these examples to ensure that the form is completed correctly for processing to avoid any payment delay on payday. Please ask your Human Resources contact any questions you may have.

Timely deposit of your paycheck is our number one priority!