



VCU

Payroll Services

Payroll Services Direct Deposit FAQs

Reminder: Never send banking information through unsecure email.

Q: I'm a VCU employee. How do I sign up for Direct Deposit?

A: You will need to login to eServices to enter your banking information. Please see: [Employee Direct Deposit eServices Instructions](#) for further assistance. Please contact Payroll Services with any questions at 804-828-0740 or payroll@vcu.edu.

Q: I don't have a U.S. bank account. Can I enroll in Direct Deposit?

A: Unfortunately, no. Employees must submit information for U.S. Banks only. Employees of VCUArts Qatar, please contact qatarpayroll@vcu.edu for assistance.

Q: What bank document can I use if I don't have checks?

A: Please login into your online bank portal to access your account information for direct deposit. If you cannot locate the direct deposit account information form via the portal, please contact your bank directly. Please ensure your bank document shows the account name, account number and routing number.

Q: Can I use a bank account other than my own for Direct Deposit?

A: No, wages made payable to a VCU employee should be deposited into an account held by the employee. A joint account is permissible.

Q: I have a credit on my student account. When will I receive my refund?

A: Please contact Student Accounting at stuacctg@vcu.edu or visit the [Virtual Student Services Center](#) for information regarding your student account.

Q: How can I tell if I already have Direct Deposit set up?

A: For employees: Login to [eServices](#). From the main menu, select Employees, then Employee Dashboard, then Direct Deposit Information. If you have signed up, your banking information will be listed in the Proposed Pay Distribution section.

Q: How long does it take for my Direct Deposit to be set up?

A: New accounts will initially show 'Prenote' (pending) status. Payroll deposits will be deposited to the entered account information on the next upcoming payroll. Non-payroll payments, please refer to Student Accounting or Treasury Departments.

Q: How do I cancel my Direct Deposit?

A: VCU mandates direct deposit as a condition of employment. At least one account is required to be active. You may cancel a previous account by entering a new account within eServices and deleting the previous account. You do not need to upload a new bank letter to cancel an account but do need to provide all other information within eServices to activate a new account.

Q: How do I change the bank account on file for my Direct Deposit?

A: You may change your banking details in eServices (see: [Employee Direct Deposit eServices Instructions](#)).