

## **Frequently Asked Questions for U.S. Financial Institutions**

### ***What is Self-Service Multiple Direct Deposit?***

Direct Deposit is the electronic transfer of funds into a checking or savings account.

Self Service means banking information is entered by you through Academica. The University is offering multiple direct deposits which allows the electronic transfer in up to three (3) financial accounts.

### ***How do I enroll?***

Use a Wayne State computer to log into Academica, click on “Employee Resources”, Click on “Employee Self-Service”, click on “Other Services”, and click on, “Pay Information” then “Update Direct Deposit”. Enter financial information into the required fields according to the instructions.

### ***What if I currently have Direct Deposit and I don't want to add any other accounts, do I need to do anything?***

No.

### ***What if I signed up for Student Direct Deposit (Account Payable)? Do I need to sign up for payroll also?***

Yes, if you are an employee. These are two separate systems.

### ***When will my funds be available?***

On pay day, as soon as your financial institution has posted the information to your account.

### ***How long does it take to start my direct deposit?***

Information must be entered in Academica by 12pm the Friday prior to payday to be effective for the following Wednesday's pay.

### ***How can I cancel my direct deposit?***

Follow the instructions provided on the Academica Direct Deposit link for inactivating a direct deposit. You **must** cancel your direct deposit before 12pm Friday prior to payday to be effective for that pay.

### ***What if I close one of my accounts or enter incorrect information?***

You are responsible for maintaining your direct deposit information. If your bank will not accept our direct deposit due to an account closure or incorrect account information, payroll will issue a manual check within 5-10 business days after we receive notification from our bank.

***What if I want to use direct deposit for an account other than savings or checking (i.e. X-mas Club or Loans)?***

WSU can only deposit into savings or checking accounts. You will need to contact your financial institution for any other account types.

***Do I need to do anything if my financial institution merges or changes names?***

No. WSU updates the financial information electronically.

***What If I bank with a Canadian Bank?***

Due to certain complexities associated with Canadian Banking, you may only enroll in direct deposit for Canadian Financial Institutions through the Payroll Office in the Academic Administration Building (A/AB) at 5700 Cass, Suite 3800 (3<sup>rd</sup> floor), Detroit, MI 48202. The enrollment form is available at Payroll's website. [www.wayne.edu/fisops/index.php](http://www.wayne.edu/fisops/index.php). We will accept completed forms via email (Payroll @wayne.edu) provided you are sending it from your WSU assigned email address as part of the verification process. Self-Service and multiple direct deposit is not available at this time. For further information, refer to Canadian FAQ's.

***Who should I call if I have additional questions about Self0Service Multiple Direct Deposits?***

Contact the Payroll Office at 313-577-2138

***Who should I call if I have problems logging into WSU Pipeline or have password questions?***

Contact the Computer and Information Technology Help Desk at 313-577-4778.