Reminder: Never send banking information through unsecure email.

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

Q: What bank document can I use if I don’t have checks?
A: Most banks have an ACH authorization form available online. If you cannot find one, please contact your bank. Do not send a bank statement. Make sure 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: Yes, you may use another account but make sure the Direct Deposit Authorization form is filled out and signed by you (the recipient).

Q: I have a credit on my student account. When will I receive my refund?
A: Please contact Student Accounting at stuacctg@vcu.edu for information regarding your student account.

Q: How can I tell if I already have Direct Deposit set up?
A: For students: Log on to eServices. From the main menu, select Student, then Student Account, then Student Direct Deposit and Electronic Funds Transfers. If you have signed up, your banking information will be at the bottom.
A: For non-students please contact Accounts Payable at 804-828-1077.

Q: How long does it take for my Direct Deposit to be set up?
A: Your Direct Deposit authorization is usually processed within 2 business days but during peak times it can take a little longer. You can check eServices to see if it’s been set up. See previous FAQ.

Q: How do I cancel my Direct Deposit?
A: You may cancel by submitting a new Direct Deposit Authorization form and checking the Cancel box. You do not need to upload a bank document to cancel but do need to provide all other information on the form.

Q: How do I change the bank account on file for my Direct Deposit?
A: You may change your banking details by submitting a new Direct Deposit Authorization form and checking the Change box.

Q: I’m a VCU employee. How do I sign up for Direct Deposit?
A: Please contact HR at 804-828-0740 or visit Direct Deposit of Payroll.