



VCU

Treasury Services

Direct Deposit FAQ's

It is the student's responsibility to maintain correct banking and personal information at all times. Incorrect banking information will result in a delay or loss of funds that the student must work to resolve themselves. Check and re-check your information when you enter your account and routing numbers. Make immediate updates any time your bank information changes.

Q: How do I sign up for Direct Deposit?

A: Please refer to the detailed instructions found [here](#).

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

A: Unfortunately, no. Only U.S. banks qualify.

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 in to [eServices](#). From the main menu, select Student, then Student Account, then Direct Deposit.

B: For non-students please contact Accounts Payable at 804-828-1077.

C: For employees please visit [VCU Payroll Services](#).

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

A: Your Direct Deposit authorization will go into effect after the banking information is validated. This can take 1 – 5 business days. Please plan accordingly.

Q: I still have questions, who should I contact?

A: Students can contact Student Accounting at stuacctg@vcu.edu or Disbursement Operations at disburse@vcu.edu. Employees and student workers can contact Payroll at payroll@vcu.edu.