



VCU

Treasury Services

Direct Deposit FAQ's

Reminder: Never send banking information through unsecure email.

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: 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](#).