

General Instructions: Frequently Asked Questions**Q. I want to enroll in direct deposit for the first time. What do I do?**

1. Check the "New" box to enroll in direct deposit for the first time.
2. Select the block designated as "Balance Account" for your main direct deposit account and indicate whether your "entire check" or the "Balance" is to be direct deposited into that account.

Note: If you choose "Balance", additional accounts need to be indicated. For each additional account, indicate a dollar amount per paycheck to be direct deposited.

Q. How many accounts can I assign direct deposit?

You can have up to four accounts for direct deposit.

Q. May I use direct deposit and receive part of my pay in a check?

Your entire paycheck must be direct deposited into the account(s) specified. You may **NOT** have a portion of your check direct deposited and still receive the balance in a physical, negotiable paycheck.

Q. If I have more than one account selected, do I have to select Balance as one of my direct deposit selections?

If more than one account is listed, one account **must** be assigned as Balance and the other accounts must have specific dollar amounts indicated. The Balance account will receive the balance of your paycheck after the specific dollar amount(s) have been deposited into your other account(s).

Q. Should I verify my account and routing numbers with my financial institution?

You **must** verify account and routing numbers with your financial institution because not all checks and/or deposit slips contain this information. Administaff is not responsible for errors or processing delays caused by incorrect or missing information.

Q. I am currently receiving direct deposit but I want to add another account. What do I do?

Check "Add" to add a financial institution and/or account for direct deposit. Complete an "Additional Account" block for each account to be added. You must provide the financial institution name and financial institution phone number for verification of information for each account added.

Note: If you currently have four direct deposit accounts established, you must cancel an existing account before adding a new one.

Q. I want to cancel a direct deposit account. What do I do?

Complete and submit the Direct Deposit with ePayStub Cancellation Request to your Administaff payroll specialist.

If you are canceling some or all of your direct deposit accounts, mark cancel on the form and provide the account numbers to be cancelled.

If you cancel all accounts, you will begin receiving your Administaff paycheck as a physical, negotiable check rather than a non-negotiable paystub.

Q. I want to cancel a direct deposit "balance" account and set up a new direct deposit "balance" account, but I do not want to receive a physical, negotiable paycheck in the interim. What do I do?

Follow the steps in this order to prevent a physical, negotiable paycheck.

1. To begin a new financial institution account direct deposit:

- Complete and submit the Direct Deposit with ePayStub Enrollment/Change Request for the new financial institution account with a small amount (\$10.00) for deposit.

- Do not change the amount deposited into the old financial institution account that you will cancel in the future.

2. After the new financial institution account starts to receive funds from Administaff:

- Complete and submit the Direct Deposit with ePayStub Enrollment/Change Request for the new financial institution account for the "balance" amount.

- Complete and submit the Direct Deposit with ePayStub Cancellation Request to stop direct deposit to your old financial institution account.

- You may close your old financial institution account.

Q. I want to cancel a direct deposit account and set up a new direct deposit account that is not the "balance" account. What do I do?

Follow the steps in order:

1. To begin a new financial institution account direct deposit:

- Complete and submit the Direct Deposit with ePayStub Enrollment/Change Request for the new financial institution account with a small amount (\$10.00) for deposit.

- Do not change the amount deposited into the old financial institution account that you will cancel in the future.

2. After the new financial institution account starts to receive funds from Administaff:

- Complete and submit the Direct Deposit with ePayStub Enrollment/Change Request for the new financial institution account for the amount.

- Complete and submit the Direct Deposit with ePayStub Cancellation Request to stop direct deposit to your old financial institution account.

- You may close your old financial institution account.

Q. What is an ePayStub?

ePayStub is an online version of a paper paystub. On payday, employees who have elected the ePayStub option may receive an e-mail reminder that their paystub is available online. A paper paystub will not be sent to employees who receive ePayStub. Employees may access their ePayStub online via the Employee Service CenterSM, a secured web site.

Note: The ePayStub option is available only to employees who have elected to be paid by direct deposit. If an employee is paid by a physical, negotiable check for any reason, the employee will receive a paper paystub.

If you are unsure of any financial information, contact your financial institution to verify before sending your Direct Deposit with ePayStub Enrollment/Change Request to Administaff. If any account information provided is incorrect, it will significantly delay the set up of your direct deposit account(s).

If you have additional questions, contact Administaff at 877-804-8978 and select option 2 or by e-mail at websupport@administaff.com.

Office Use Only

Prenoted:

Completion Instructions

- To enroll in direct deposit or make changes to your current direct deposit account(s), complete the employee information and all information for each direct deposit account (up to four accounts).
- Send the completed and signed form to your Administaff payroll specialist.
- For new enrollments and changes, a **voided check** (for checking accounts) or **deposit slip** (for savings accounts) must be attached to this form for verification of routing and transit numbers.
- By completing this form you are electing to receive an ePayStub unless you check the "I do not elect to receive ePayStub" box below.
- CONTACT YOUR FINANCIAL INSTITUTION TO VERIFY ROUTING AND ACCOUNT NUMBERS.**
- ADMINISTAFF WILL NOT BE RESPONSIBLE FOR ANY ERRONEOUS INFORMATION PROVIDED.**

EMPLOYEE INFORMATION. - Complete all fields.

Employee Name		Social Security Number	
Client Company Name		Client Number	
E-mail Address (Check one for e-mail location for ePayStub reminder.)	<input type="checkbox"/> Home <input type="checkbox"/> Work	Business Phone	Home Phone

BALANCE ACCOUNT: ☐ NEW ☐ ADD ☐ CHANGE

Financial Institution Name		Area Code & Telephone No.	
Routing/Transit No.	Type Of Account (Check One) <input type="checkbox"/> Money Market Checking <input type="checkbox"/> Money Market Savings	<input type="checkbox"/> Checking <input type="checkbox"/> Savings	
Account Number	Amount Per Paycheck <input type="checkbox"/> Entire Check <input type="checkbox"/> Balance		

ADDITIONAL ACCOUNT: ☐ NEW ☐ ADD ☐ CHANGE

Financial Institution Name		Area Code & Telephone No.	
Routing/Transit No.	Type Of Account (Check One) <input type="checkbox"/> Money Market Checking <input type="checkbox"/> Money Market Savings	<input type="checkbox"/> Checking <input type="checkbox"/> Savings	<input type="checkbox"/> 529 College Plan
Account Number	Amount Per Paycheck \$		

ADDITIONAL ACCOUNT: ☐ NEW ☐ ADD ☐ CHANGE

Financial Institution Name		Area Code & Telephone No.	
Routing/Transit No.	Type Of Account (Check One) <input type="checkbox"/> Money Market Checking <input type="checkbox"/> Money Market Savings	<input type="checkbox"/> Checking <input type="checkbox"/> Savings	<input type="checkbox"/> 529 College Plan
Account Number	Amount Per Paycheck \$		

ADDITIONAL ACCOUNT: ☐ NEW ☐ ADD ☐ CHANGE

Financial Institution Name		Area Code & Telephone No.	
Routing/Transit No.	Type Of Account (Check One) <input type="checkbox"/> Money Market Checking <input type="checkbox"/> Money Market Savings	<input type="checkbox"/> Checking <input type="checkbox"/> Savings	<input type="checkbox"/> 529 College Plan
Account Number	Amount Per Paycheck \$		

I hereby elect to receive my paystub electronically. I understand that I can view and print my paystub at any time via the Employee Service CenterSM, a secured web site. I understand that on my payday I may be sent an e-mail containing a reminder and a secured link to my paystub. I have regular access at work to a nearby computer terminal and printer, provided free of charge, at which I can view and print my paystub, including during working hours. I would like my paystub reminder sent to the e-mail address listed above or other e-mail address that I provide later to Administaff. I understand that I can obtain a written copy of my paystub information at any time by making a request to Administaff. I understand I can revoke this election at any time by forwarding a cancellation form to my Administaff payroll specialist specifying my request. I understand that I can change my e-mail address at any time by completing an Employee Change of Status. ☐ **I do not elect to receive an ePayStub.**

I hereby authorize my employer to initiate deposits (credits) of my net pay and/or corrections to the previous credits to my checking or savings account at the financial institution(s) named on this form. I understand and acknowledge that my election to use this account is completely optional on my part. I understand that I am solely responsible for the accuracy of the information I have submitted on this form. It is my responsibility to notify Administaff of any changes or corrections to my financial institution account information. I understand it will take approximately four weeks to process my enrollment, change or cancellation request from the date received by my Administaff payroll specialist. If I submit a change in financial institution information, I may receive one or more physical, negotiable paychecks until the new financial institution information is processed. In the event of a network electronic failure, I may receive a physical, negotiable paycheck. If I become subject to any attachment, garnishment or levy, my participation in direct deposit may be terminated, and I may receive a physical, negotiable paycheck for my pay. In the event my employment is terminated, the final pay may be a physical, negotiable paycheck. I agree to hold harmless the above named financial institution(s) for any erroneous deposits or adjustments not caused by the financial institution. I agree to hold harmless Administaff for any erroneous deposits or adjustments. I understand that Administaff reserves the right to reverse direct deposit of funds paid in error. I understand that it is my responsibility to verify funds deposited into such account(s) before performing transactions on those funds. Neither Administaff Companies nor

(Client Company)
are responsible for insufficient funds charges posted to such account(s) due to errors in electronic funds transfer.

SIGN AND DATE THE FORM	Employee Signature	Date
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