

Helpful Resources and Documents:

GAO Technical Bulletin [11-06 Electronic Deposit of Employee Payments](#)
GAO Technical Bulletin [04-2 HRIS Valid Accounts for Direct Deposits](#)
HRIS Training – [Direct Deposit](#)
[Bank of America CashPay Visa Payroll Card flyer](#)

Forms:

[GAO-65](#) Authorization for Direct Deposit Form

Agency Payroll Functions:

1. Verify GAO-65 is complete with proper documentation to establish direct deposit account.
2. Establish and maintain employee direct deposit accounts on XR12.1
3. Submit GAO-65 to GAO for employees who require/request a CashPay card.

Deadlines:

Enter new accounts by Day 7 of the payroll cycle to have it included on the pre-note file sent to the bank. Valid accounts pre-noted on the Day 7 file will deposit on the next main payroll.

DIRECT DEPOSIT SCREEN XR12.1

In the HRIS, Agency Payroll will set up direct deposit using the Direct Deposit screen (XR12.1). Detailed instructions are found in the [Direct Deposit](#) HRIS Training Manual. Before direct deposit can be established in the HRIS, the employee must complete all applicable fields on the Form GAO-65 (Authorization for a Direct Deposit) and attach a void check or a letter from their servicing bank indicating he or she is an authorized signer on the account.

Items to Note:

1. Employees may have up to a maximum of 3 different active account numbers. For example:
 - One "Percent of Net" pay direct deposit or
 - One "Percent of Net" pay direct deposit plus one "Flat Amount" direct deposit, or
 - One "Percent of Net" pay direct deposit plus two "Flat Amount" direct deposits
2. Employees must always have one account defined as "Percent of Net" to comply with GAO Technical Bulletin [11-06 Electronic Deposit of Employee Payments](#).
3. Accounts setup as "Percent of Net" pay must have the "Default" flag set to "Y".
4. If changes are requested for an existing direct deposit distribution Receiving DFI, Account Number, or Account Type, that distribution must be stopped and then the new account information added as a new Distribution Order to be accurately reflected in history.
 - a. The new direct deposit account must go through the pre-note process, which occurs every Tuesday night.
 - b. A change in "Flat Amount" or "Percent of Net" does not require a new distribution be created.
5. Never change the Begin Date of an account.
6. Never remove an end date from an account. Once a Direct Deposit is stopped, if an employee requests to restart a previously used direct deposit account, this is considered a new request and a new Distribution Order must be setup in order to go through the pre-note process.
7. Contact GAO Central Payroll to establish new routing numbers or update bank names.
8. New accounts entered by close of business on Day 7 will be included in the pre-note file. If successful, the employee will receive a direct deposit to the account on the upcoming payroll.
9. If an account is added in error, contact GAO Central Payroll immediately.

CASHPAY VISA PAYROLL CARD

A.R.S. § 23-351.D.5. Enables employers in the State to require their employees to receive compensation by direct deposit. If an employer has offered to credit an employee's account at an institution of the employee's choosing and the employee has not provided written consent or has not designated a

financial institution, the employer may credit the employee's net compensation and other payments to a payroll card account in the employee's name. GAO Technical Bulletin [11-06 Electronic Deposit of Employee Payments](#) addresses the State's decision to mandate that its employees enroll in direct deposit.

New CashPay Accounts

GAO Central Payroll is responsible for establishing CashPay accounts on XR12.1. Upon receipt of a completed GAO-65, GAO Central Payroll will establish a CashPay account with Bank of America and mail, to their address on record, a schedule of fees and a letter indicating the first payroll a deposit will occur. The employee will also receive his or her CashPay card directly from Bank of America within 7-10 business days; the card will be mailed to his or her address of record in the HRIS unless another address (non-PO Box) was designated on the application.

A GAO-65 CashPay will not be processed if:

- Country of Citizenship or Residency is missing or invalid
- Employee's address is a Post Office Box
- Both the employee's Home Phone number and Work Phone number are missing from the HRIS
- Signature Missing (Employee or Agency Representative if a Mandatory sign-up)

Changes to CashPay Accounts

Upon receipt of the GAO-65, Agency payroll is responsible for making the appropriate changes to the employee's direct deposit account setup.

Lost CashPay cards

If a CashPay card is ever lost or stolen, the employee must contact Bank of America Customer Service directly at 1-866-213-4074 to report it and order a new card. Employees can withdraw cash at any Visa Member Bank location like Western Union, upon presenting proper photo identification, until a new card is received. Any fees charged to the employee are not the responsibility of and will not be paid by the State.

DIRECT DEPOSIT ACCOUNTS WITH ERRORS

Pre-note files are sent to Bank of America each Tuesday night. Any accounts rejected by Bank of America will be end-dated by GAO Central Payroll; NEVER remove this end-date. If a change is requested for an existing direct deposit distribution Receiving DFI, Account Number, or Account Type, that distribution must be stopped and then the new account information added as a new Distribution Order to be accurately reflected in history. The new direct deposit account must go through the pre-note process.

The payroll file sent on compute Tuesday may contain rejected accounts with returned monies. Upon receipt of the error file and associated monies, GAO Central Payroll will generate a warrant through AFIS, payable to the employee for the monies being returned. The warrant will be available the next business day. GAO Central Payroll will email agencies regarding affected employee(s) with direct deposit errors with returned monies when the warrant is available. The warrant must be picked up by a Gold Card holder of the agency.