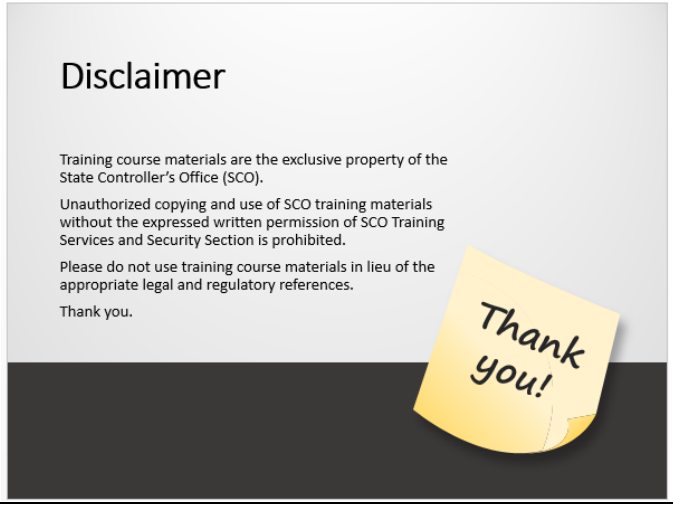
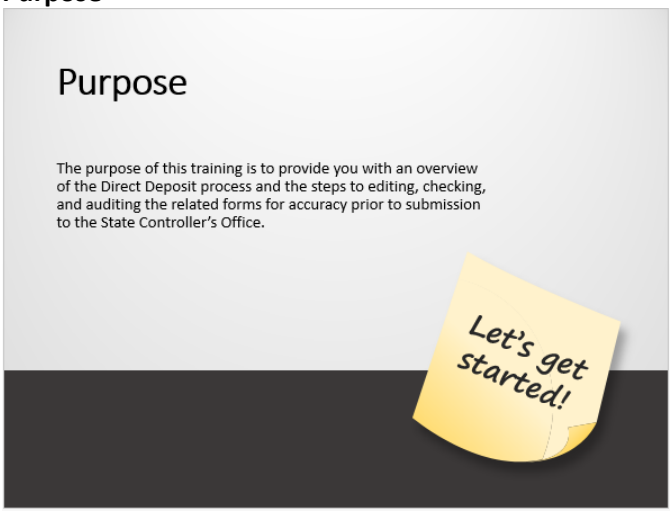
pg	Slide	Content
1	**Introduction Slide** 	Welcome to the State Controller's Office Direct Deposit training. We hope you find this eLearning beneficial and relevant. Should you have problems viewing or playing this eLearning program, please contact the Personnel/Payroll Training Services Unit at ppsdtraining@sco.ca.gov to request assistance.
2	**Disclaimer**  	Training course materials are the exclusive property of the State Controller's Office (SCO). Unauthorized copying and use of SCO training materials without the expressed written permission of SCO Training Services and Security Section is prohibited. Please do not use training course materials in lieu of the appropriate legal and regulatory references. Thank you.
3	**Purpose**  	The purpose of this training is to provide you with an overview of the Direct Deposit process and the steps to editing, checking, and auditing the related forms for accuracy prior to submission to the State Controller's Office. Now, let's get started.

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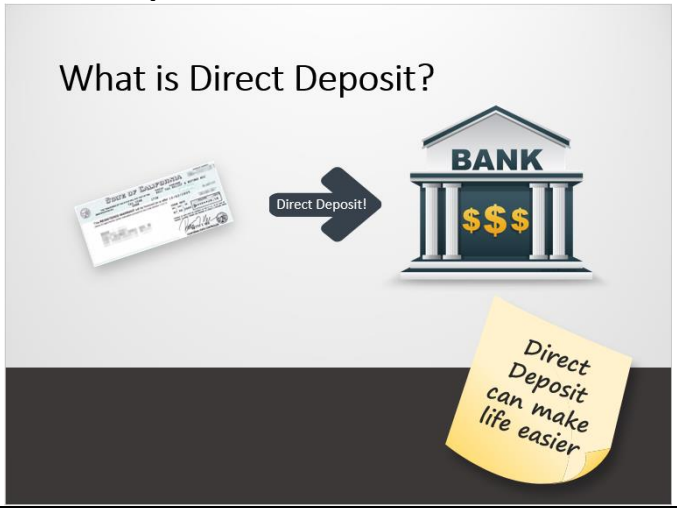
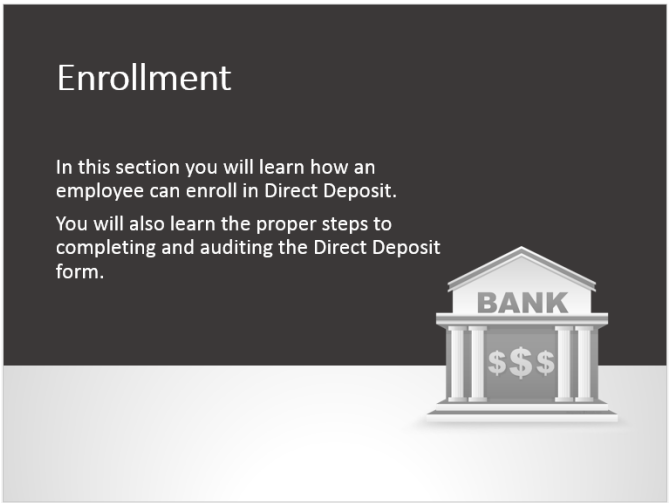
4	**Training Objectives** 	At the completion of this course, you will know: • How to process a New Direct Deposit • How to Change a Direct Deposit • How to Cancel a Direct Deposit • How to Stop Payment on a Direct Deposit • How to Reverse a Payment on a Direct Deposit.
5	**Direct Deposit Introduction Slide**  	What is Direct Deposit? Direct Deposit is a convenient method by which the State Controller's Office electronically transfers payment made to an employee to their bank account. Once enrolled in Direct Deposit, all payments due an employee, including supplemental payments such as overtime, awards/bonuses, etc., are transferred automatically to the financial institution of the employee's choice.
6	***Section introduction slide – Enrollment***  	In this section you will learn how an employee can enroll in Direct Deposit. You will also learn the proper steps to completing and auditing the Direct Deposit form.

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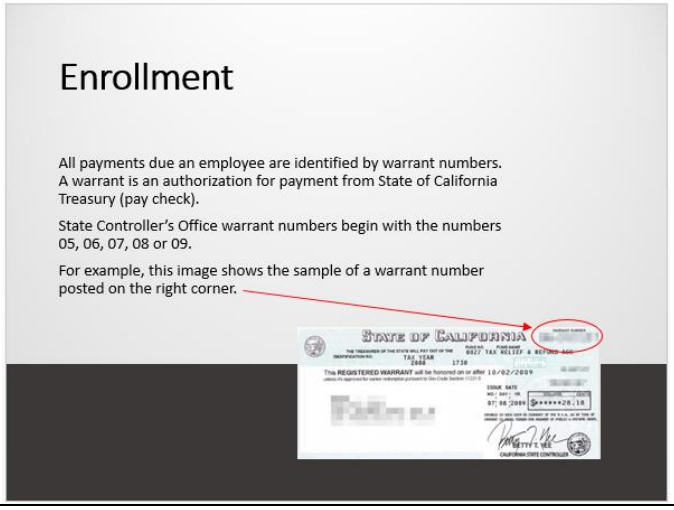
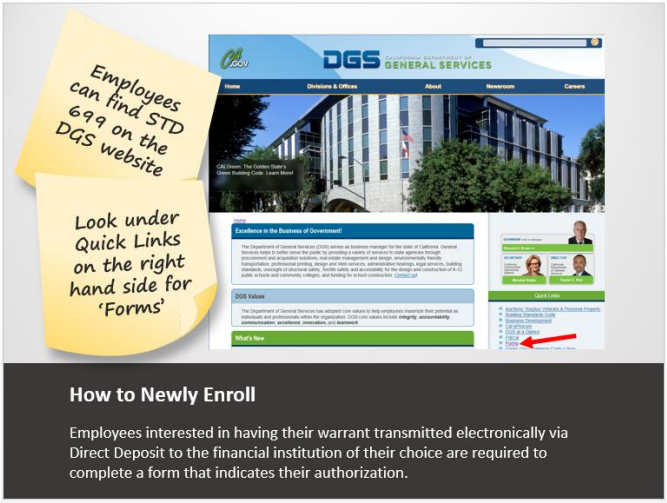
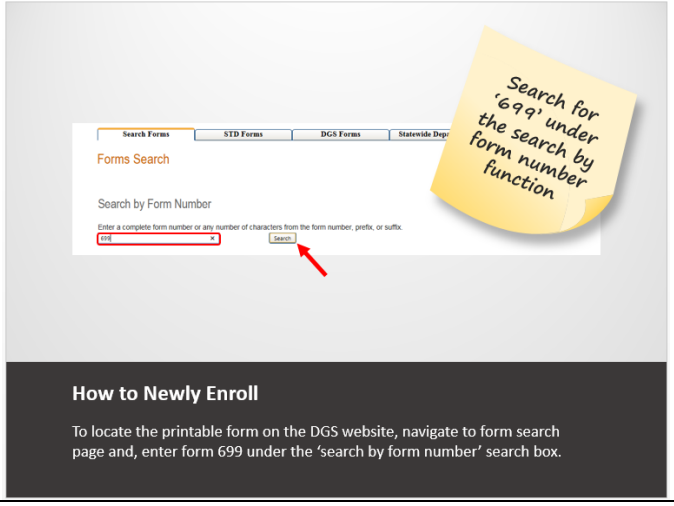
7	**Enrollment continued…**  	All payments due an employee are identified by warrant numbers. A warrant is an authorization for payment from State of California Treasury (or a pay check). A warrant number is the number assigned to an authorized payment from State of California Treasury. It is the number that is used to indicate a record of payment and/or adjustment for each employee. State Controller's Office warrant numbers begin with the numbers 05, 06, 07, 08, or 09. For example, this image shows the sample of a warrant number posted on the right corner.
8	**How to Newly Enroll**  	Employees interested in having their warrant transmitted electronically via Direct Deposit to the financial institution of their choice are required to complete a form that indicates their authorization. To register for the Direct Deposit Program, the employee would complete and sign the Direct Deposit Standard Form 699 (this is the Direct Deposit Authorization Form). This form can be found on the Department of General Services (or DGS) website and must be completed for all NEW Direct Deposit enrollments. To obtain a copy of the Standard Form 699 Direct Deposit Authorization Form, go to the DGS website and click the 'Forms' link.
9	**How to newly enroll – finding STD 699**  	To locate the printable form on the DGS website, navigate to the form search page and enter form 699 under the 'search by form number' search box.

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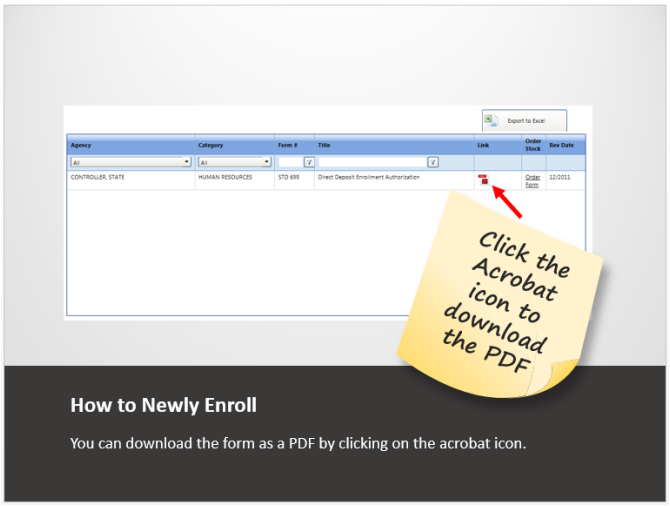
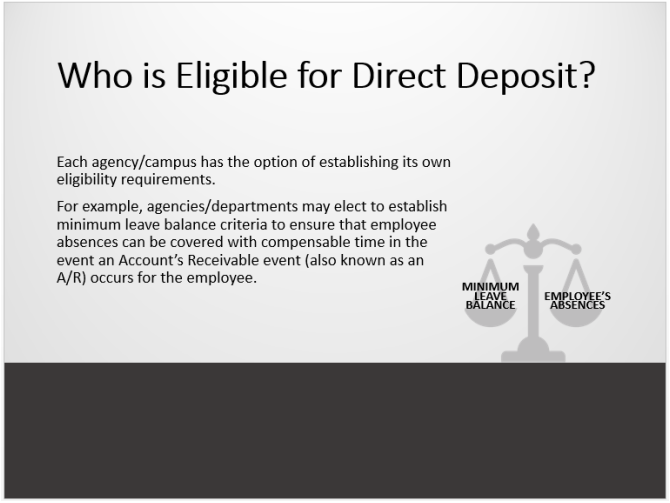
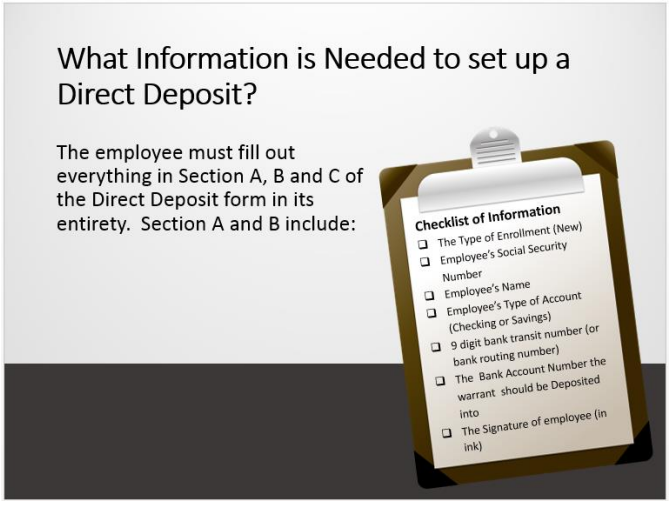
10	**How to newly enroll – finding STD 699**  	You can download the form as a PDF by clicking on the acrobat icon. This PDF form can be shared with employees who want to enroll or make a change to their Direct Deposit.
11	**Who is Eligible**  	Who is eligible for Direct Deposit? The State Controller's Office does not impose any mandated eligibility criteria. However, each agency/department has the option to establish their own eligibility requirements. For example, agencies/departments may elect to establish minimum leave balance criteria to ensure that employee absences can be covered with compensable time in the event an Accounts Receivable event (also known as an A/R) occurs for the employee. The State Controller's Office is not able to accommodate Direct Deposit requests for financial institutions outside the jurisdiction of the United States.
12	**What Information is Needed by Employee**  	What Information is Needed to set up a Direct Deposit? The employee must fill out Section A, B and C of the Direct Deposit form in its entirety. Section A and B include: • The Type of Enrollment. In the case of setting up a new Direct Deposit, the employee would select (New) • Employee's Social Security Number • Employee's Name • Employee's Type of Account (Checking or Savings) • 9 digit bank transit number or Bank Routing Number • The Bank Account Number the warrant should be Deposited into • The Signature of Employee Section C must have an "X" in the box Employees **MUST** sign this document in ink.

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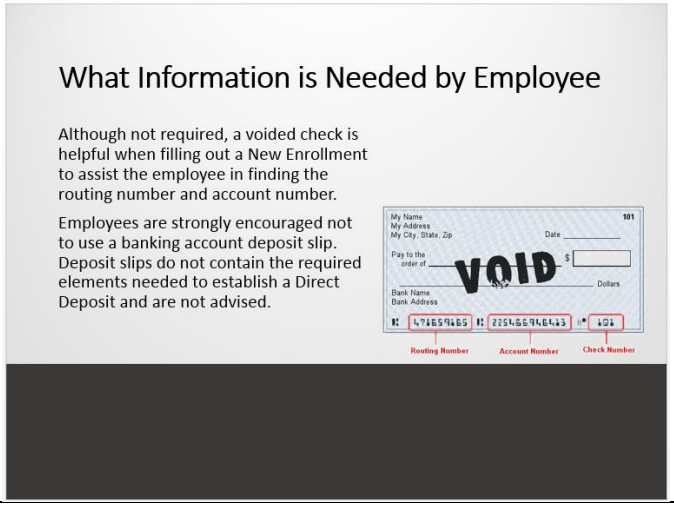
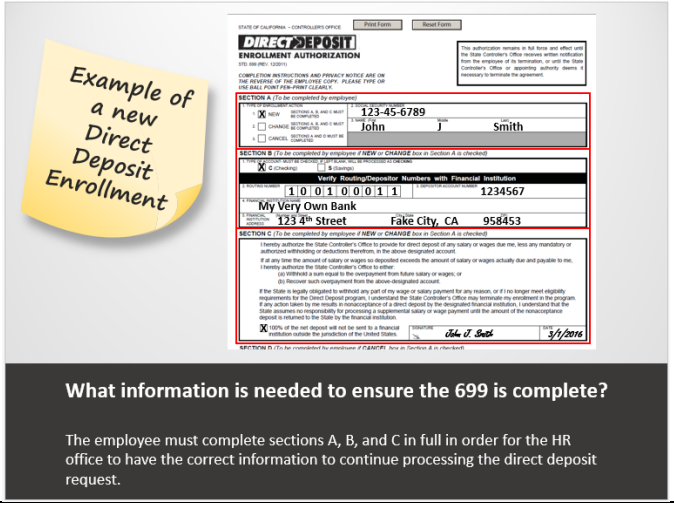
13	**What Information is Needed by Employee**  	Although not required, a voided check is helpful when filling out a New Enrollment to assist the employee in finding the routing number and account number. Employees are strongly encouraged not to use a banking account deposit slip. Deposit slips do not contain the required elements needed to establish a Direct Deposit and are not advised. The required elements to establish a Direct Deposit include the bank's routing number and employee account number. That information is usually noted on a voided check.
14	**What Accounts Qualify for Direct Deposit** 	The State Controller's Office is not able to accommodate employee requests to disburse warrants (or checks) to multiple accounts or multiple banks. Employees may designate only ONE account to receive their warrant electronically; this can be either a checking OR a savings account. If an employee wants a portion of their warrant to be deposited into another account, the employee must make arrangements with their financial institution for a transfer of funds between the accounts.
15	**Employee Fills out Sections A, B and C**  	What information is needed to ensure the 699 is complete? The employee must complete sections A, B, and C in full in order for the HR office to have the correct information to continue processing the direct deposit request.

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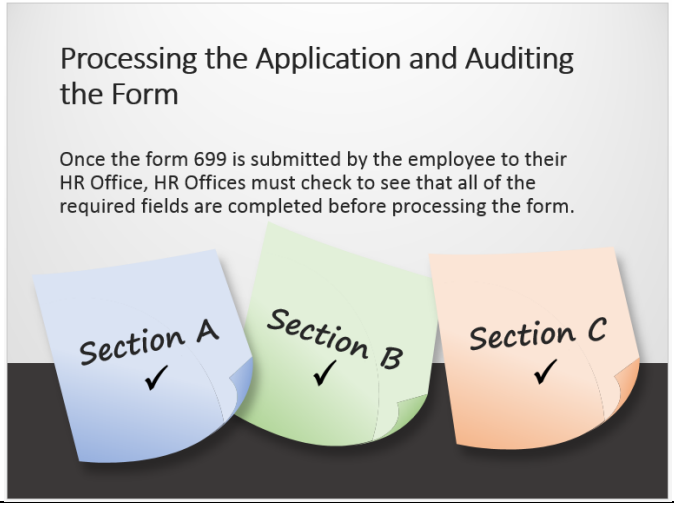
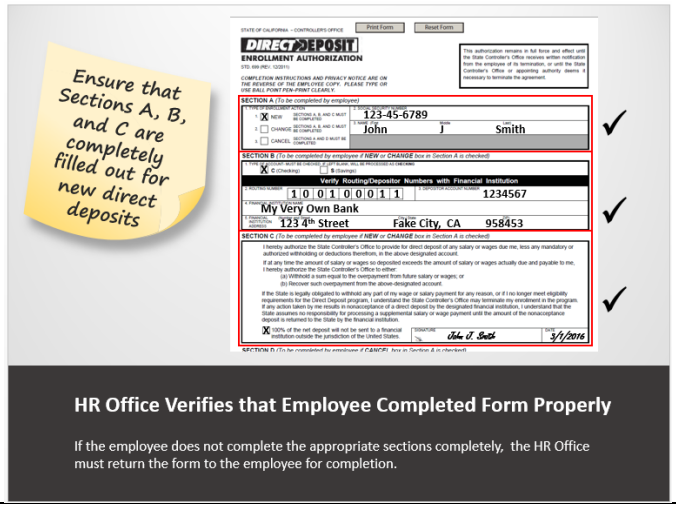
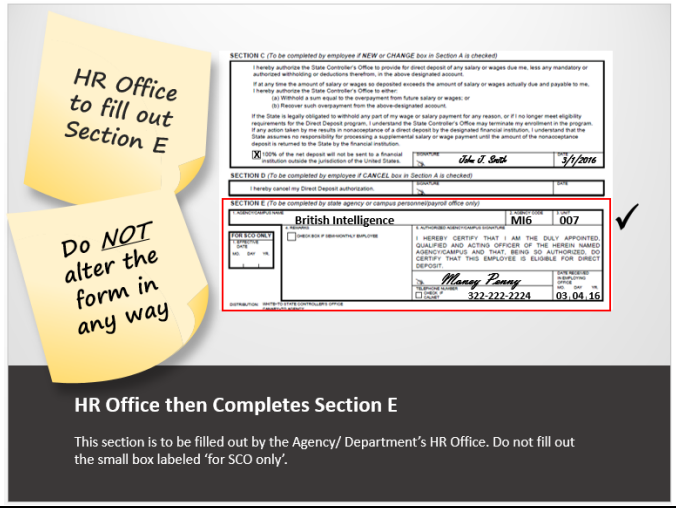
16	**Processing the Application and Auditing of the form**  	Once the form 699 is submitted by the employee to their HR Office, HR Offices must check to see that all of the required fields are completed before processing the form.
17	**HR Office to check the Employee Properly Completed Form**  	If the employee does not complete the appropriate sections completely, the HR Office must return the form to the employee for completion.
18	**What the HR Office Must Complete on the Form**  	**HR Office then Fills out Section E** This section is to be filled out by the Agency/ Department's HR Office. Do not fill out the small box labeled 'for SCO only'. The HR office must sign, date, and check the 699 for completeness. Failure to do this will delay the processing of the employee's Direct Deposit. Once the form is completed in full, do not alter the form in any way. The form can then be submitted to the State Controller's Office for processing.

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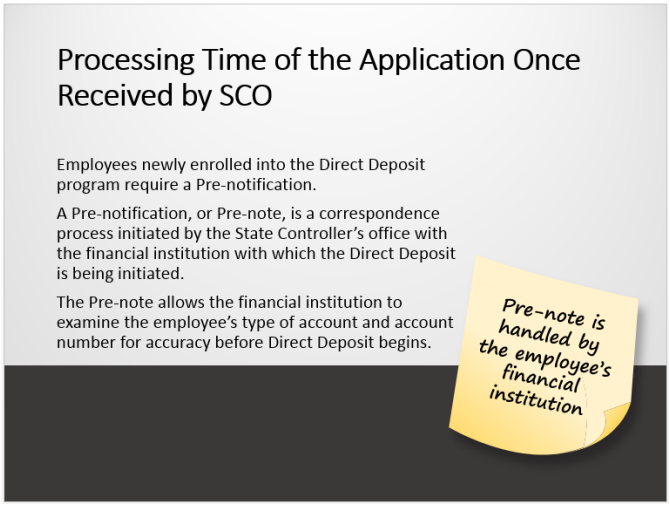
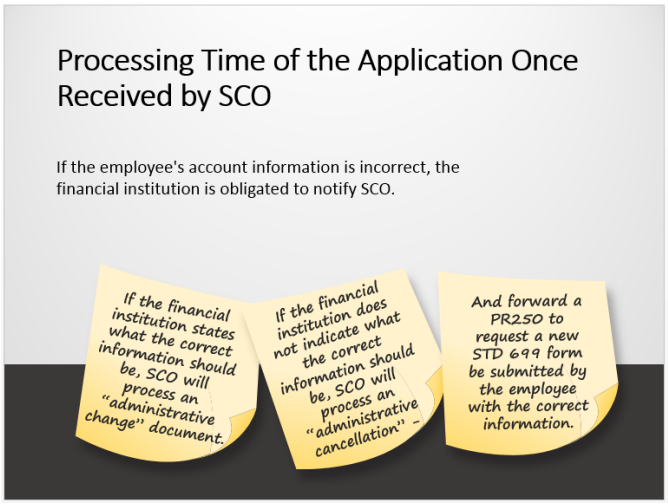
19	**Processing Time of the Application Once Received by SCO**  	Employees newly enrolled into the Direct Deposit program require a Pre-notification. A Pre-notification, or Pre-note, is a correspondence process initiated by the State Controller's office with the financial institution with which the Direct Deposit is being initiated. The Pre-note allows the financial institution to examine the employee's type of account and account number for accuracy before Direct Deposit begins. If the account information is not correct, the financial institution notifies the State Controller's Office of the error. If the employees account information is correct, the financial institution does nothing.
20	**Processing Time of the Application Once Received by SCO**  	In the occurrence that an employee's account information is incorrect, the financial institution is obligated to notify the State Controller's Office of the error. There are two ways that the Controller's Office is notified and the error is corrected. 1. When the financial institution provides what the employee's correct information should be to route the Direct Deposit correctly. In this instance, the Controller's Office will process an "administrative change" document. 2. When the financial institution does not indicate what the correct information should be to correctly route the Direct Deposit to the employee's account. In this instance, the Controller's Office will process an "administrative cancellation" of the Direct Deposit. They will also forward a PR250 to the Agency/Department. A PR250 is a process used by the Controller's Office to communicate with Agencies/Departments the type of errors being returned for further processing by the Agency/Department. The Agency /Department must follow up with the employee to obtain a new STD. 699 form and submit that New STD. 699 Form with the correct Direct Deposit information. Remember, that if the employees account information is correct, the financial institution does nothing.

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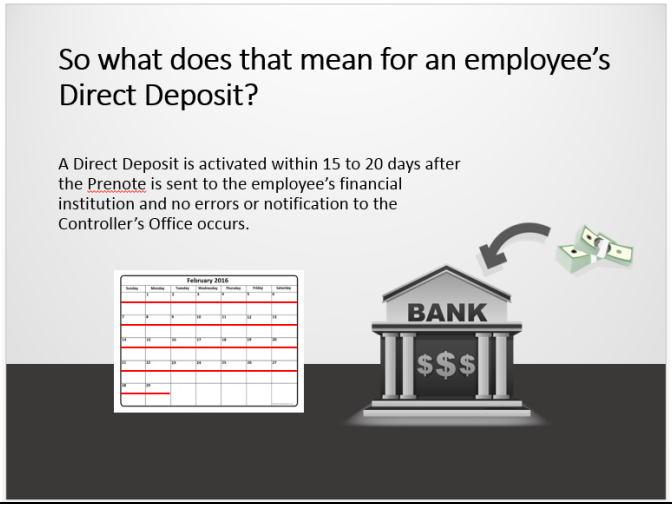
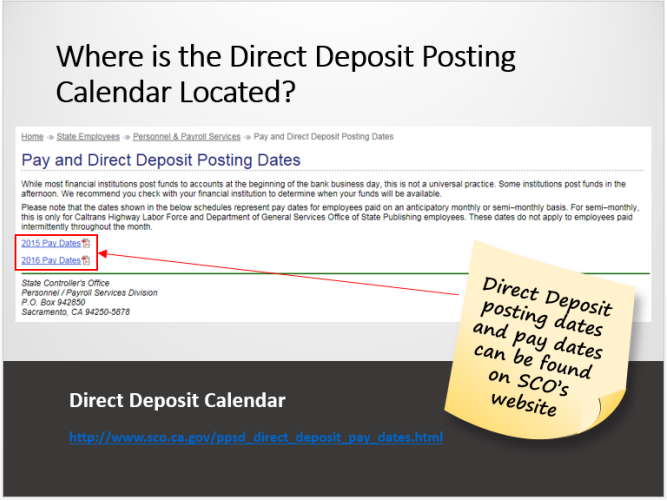
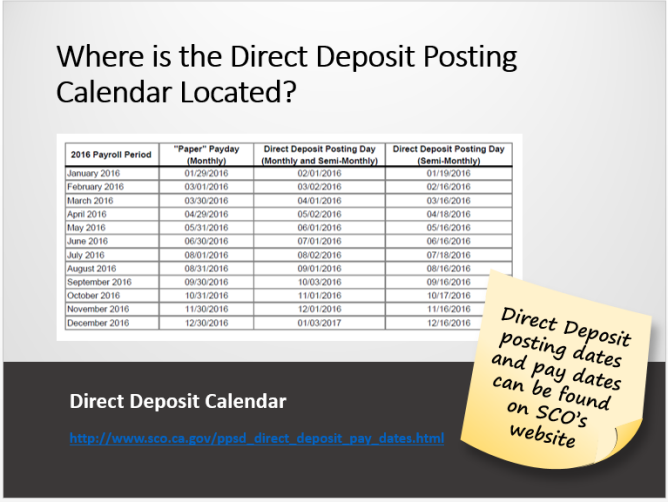
21	**So what does that mean for an employee's Direct Deposit?**  	So what does that mean for an employee's Direct Deposit? A Direct Deposit is activated within 15 to 20 days after the Pre-note is sent to the employee's financial institution and no errors or notification to the Controller's Office occurs. Typically it takes one full pay period for Direct Deposit to be set up and established for an employee.
22	**Where is the Direct Deposit Posting Calendar Located**  	So where is the direct deposit posting calendar located? To locate and verify pay period dates and Direct Deposit posting dates for Civil Service employees, please visit our web site.
23	**Where is the Direct Deposit Posting Calendar Located**  	Supplemental payments (e.g., overtime, shift differential, premium pays, award/bonuses, adjustments, etc.) are available within two banking days of the issue date of the payments. While most financial institutions post funds to accounts at the beginning of the bank business day, this is not a universal practice. Some institutions post funds in the afternoon instead of the morning. Additionally, some institutions may not be timely in posting Direct Deposits. If money has not been posted in the employee's account by the fifth day after funds are available, contact the Direct Deposit Unit to request a tracer.

2016 Payroll Period	"Paper" Payday (Monthly)	Direct Deposit Posting Day (Monthly and Semi-Monthly)	Direct Deposit Posting Day (Semi-Monthly)
January 2016	01/29/2016	02/01/2016	01/19/2016
February 2016	03/01/2016	03/02/2016	02/16/2016
March 2016	03/30/2016	04/01/2016	03/16/2016
April 2016	04/29/2016	05/02/2016	04/18/2016
May 2016	05/31/2016	06/01/2016	05/16/2016
June 2016	06/30/2016	07/01/2016	06/16/2016
July 2016	08/01/2016	08/02/2016	07/18/2016
August 2016	08/31/2016	09/01/2016	08/16/2016
September 2016	09/30/2016	10/03/2016	09/16/2016
October 2016	10/31/2016	11/01/2016	10/17/2016
November 2016	11/30/2016	12/01/2016	11/16/2016
December 2016	12/30/2016	01/03/2017	12/16/2016

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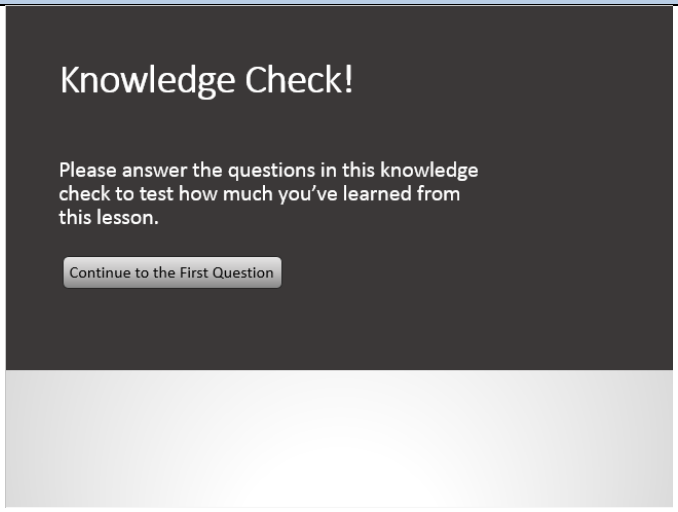
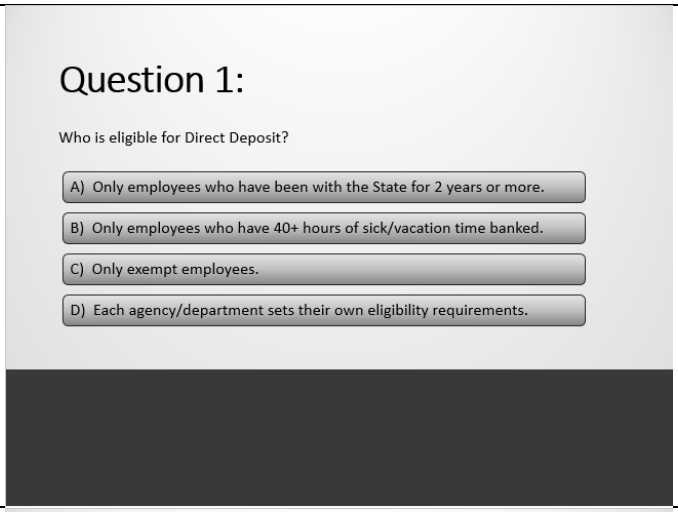
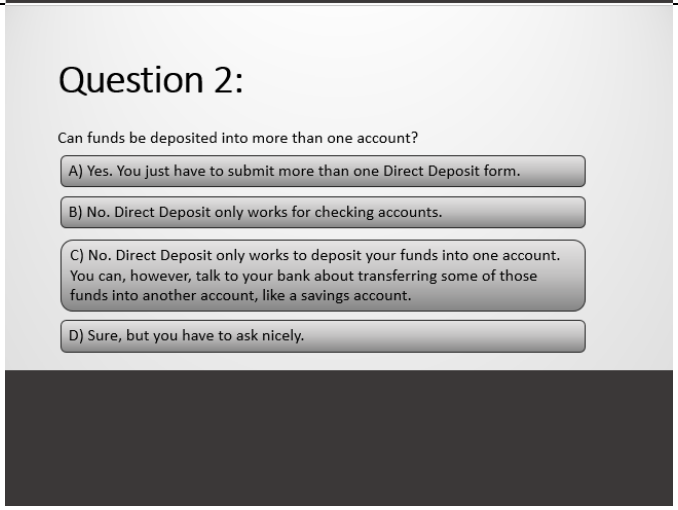
24		Knowledge Check Please answer the questions in this knowledge check to test how much you've learned from this lesson.
25		Please answer the question by selecting the correct answer from the following choices. Question 1: Who is eligible for Direct Deposit? A) Only employees who have been with the State for 2 years or more. B) Only employees who have 40+ hours of sick/vacation time banked. C) Only exempt employees. D) Each agency/department sets their own eligibility requirements.
26		Please answer the question by selecting the correct answer from the following choices. Question 2: Can funds be deposited into more than one account? A) Yes. You have to submit more than one Direct Deposit form. B) No. Direct Deposit only works for checking accounts. C) No. Direct Deposit only works to deposit your funds into one account. You can, however, talk to your bank about transferring some of those funds into another account, like a savings account. D) Sure, but you have to ask nicely.

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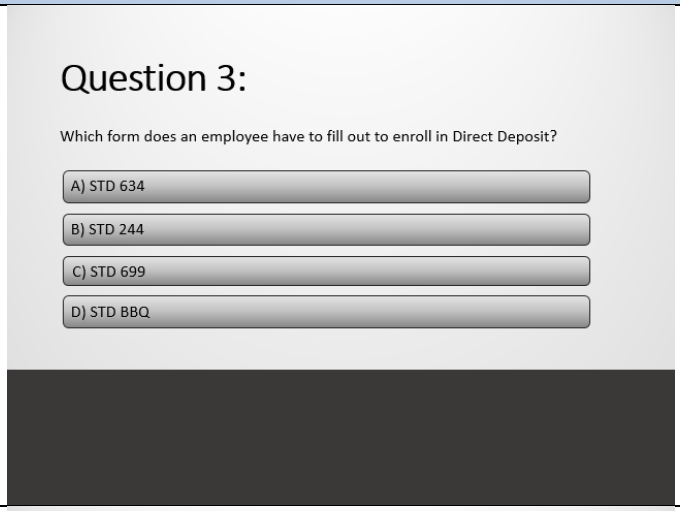
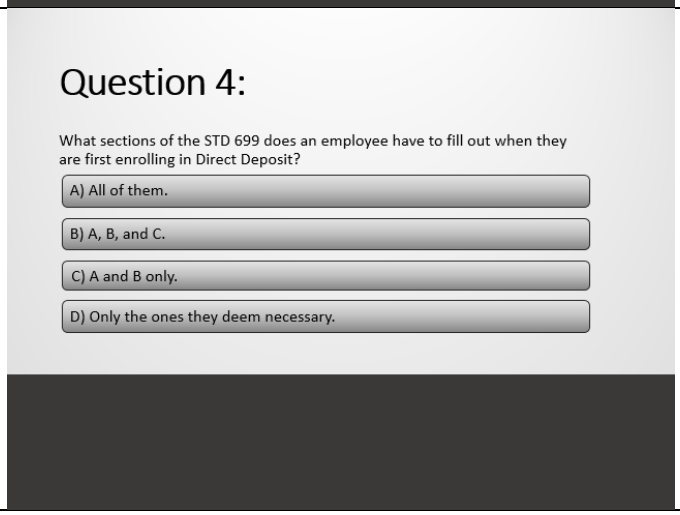
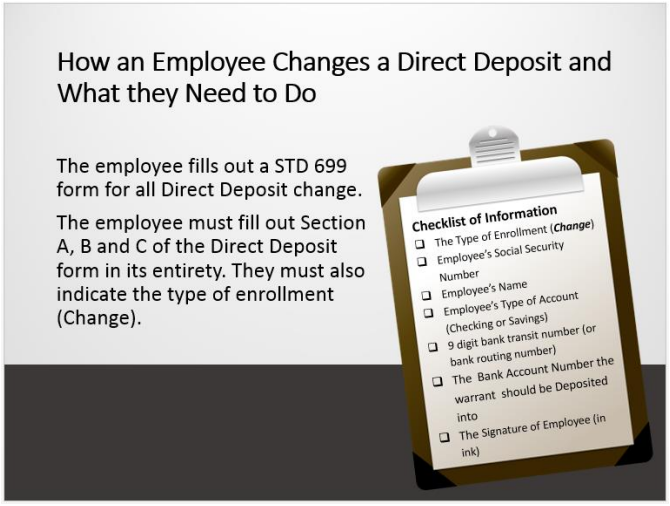
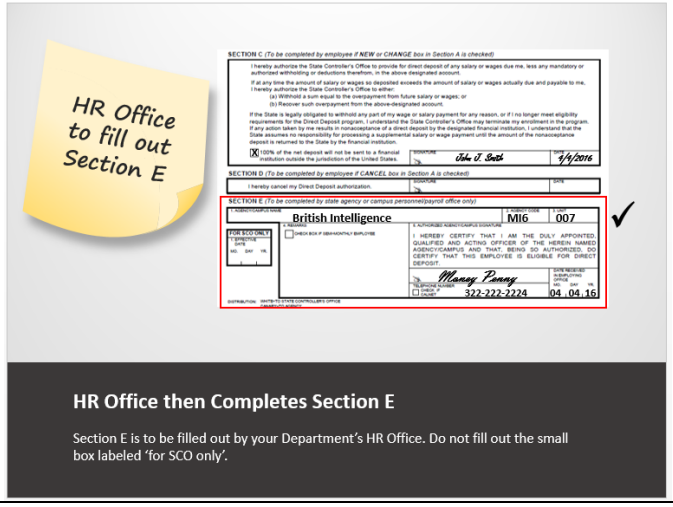
27		Please answer the question by selecting the correct answer from the following choices. Question 3: Which form does an employee have to fill out to enroll in Direct Deposit? A) STD 634 B) STD 244 C) STD 699 D) STD BBQ
28		Please answer the question by selecting the correct answer from the following choices. Question 4: What sections of the STD 699 does an employee have to fill out when they are first enrolling in Direct Deposit? A) All of them B) A, B, and C C) A and B only D) Only the ones they deem necessary
29	**Changes** 	An employee can change the name, account number, or financial institution of their Direct Deposit. In this section you will learn how an employee can make changes to their Direct Deposit.

pg	Slide	Content
30	**How an Employee Changes a Direct Deposit and What they Need to Do**  	In order to make changes to a direct deposit, the employee must fill out a new STD 699 form. Just like with filling out the STD 699 form for a new enrollment, all of the employee's information must be included. This form is different from a new enrollment, as the type of enrollment will be marked 'change', and any changes to the employee's information must be included. Section C must have an “X” in the box. And the employee MUST sign the document in ink. The employee will receive a live paper warrant until the new changed enrollment is effective.
31	**HR Office to check the Employee Properly Completed Form** 	Just like with a new enrollment, the HR Office will check that the employee has properly completed the form. Ensure that all of the appropriate sections are completed appropriately – make sure that the employee marked ‘Change’ instead of ‘New’ in Section A. If the employee did not fill out the appropriate sections completely, the form must be sent back for proper completion.
32	**What the HR Office Must Complete on the Form**  	Section E is to be filled out by your Department’s HR Office. Do not fill out the small box labeled ‘for SCO only’. You must sign and date this document and check for the completeness of the form by the employee. Failure to do this will delay the processing of the change to the employee’s Direct Deposit. Once completed, submit the form to the State Controller’s Office.

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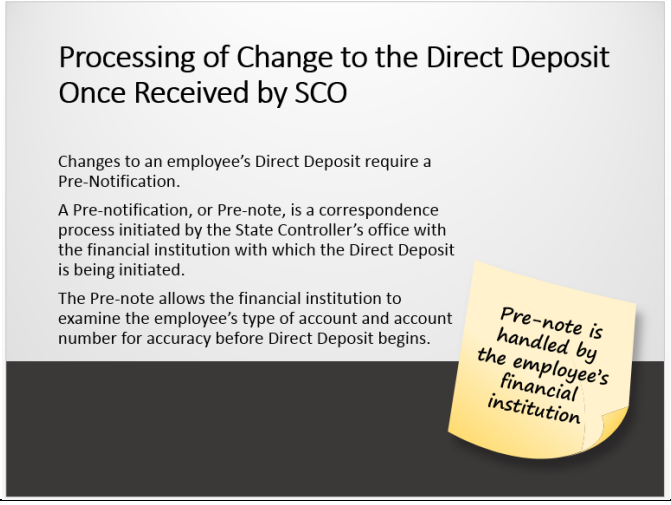
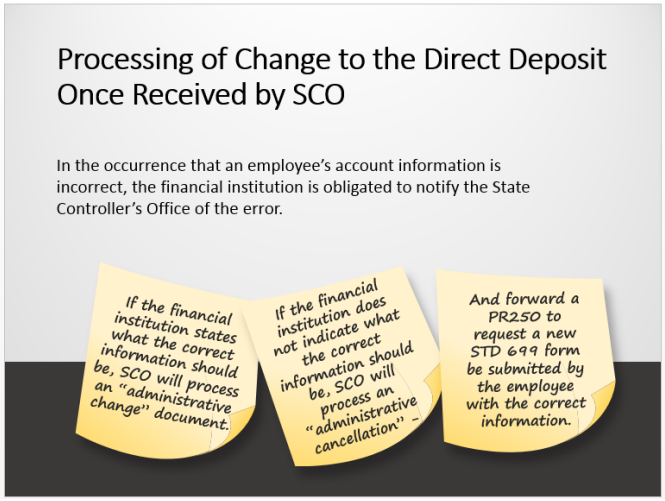
33	**Processing Time of the Application Once Received by SCO**  	All changes to an employee's Direct Deposit require a Pre-notification. The Pre-note allows the financial institution to examine the employee's type of account and account number for accuracy before the Direct Deposit begins. If the employee's account information is correct, the financial institution will do nothing.
34	**Processing Time of the Application Once Received by SCO**  	In the occurrence that an employee's account information is incorrect, the financial institution is obligated to notify the State Controller's Office of the error. There are two ways that the Controller's Office is notified and the error is corrected. In the first way, the financial institution provides what the employee's correct information should be to route the Direct Deposit correctly. In this instance, the Controller's Office will process an 'administrative change' document. In the second way, the financial institution does not indicate what the correct information should be to appropriately route the Direct Deposit to the employee's account. In this instance, the Controller's Office will process an 'administrative cancellation' of the Direct Deposit. They will also forward a PR250 to the agency/department. A PR250 is a process used by the Controller's Office to communicate with agencies/departments the type of errors being returned for further processing by the agency/department. The agency/department must follow up with the employee to obtain a new STD 699 form and submit that new form with the correct Direct Deposit information. Remember, that if the employee's account information is correct, the financial institution does nothing.

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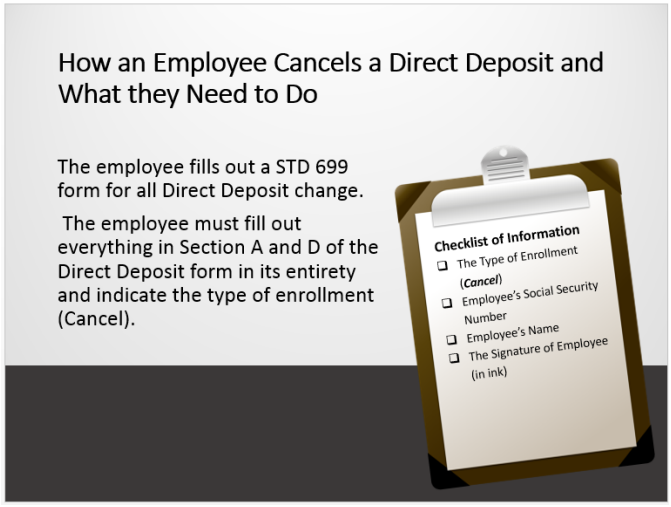
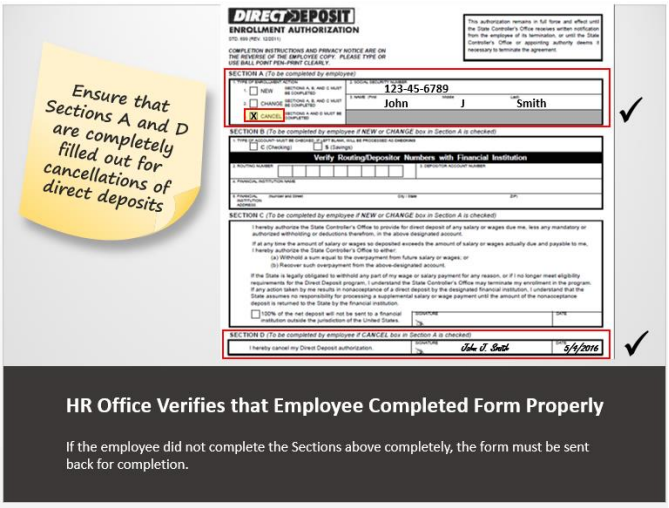
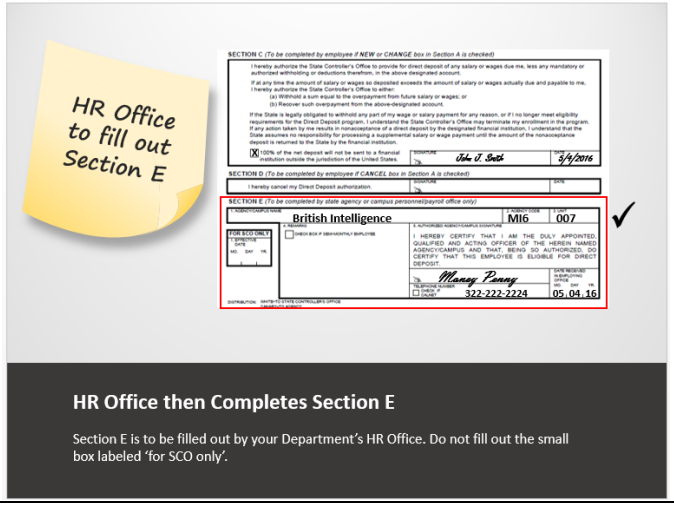
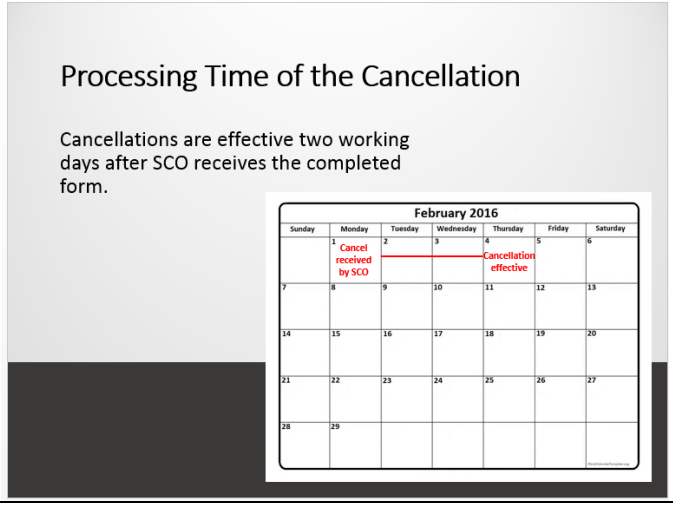
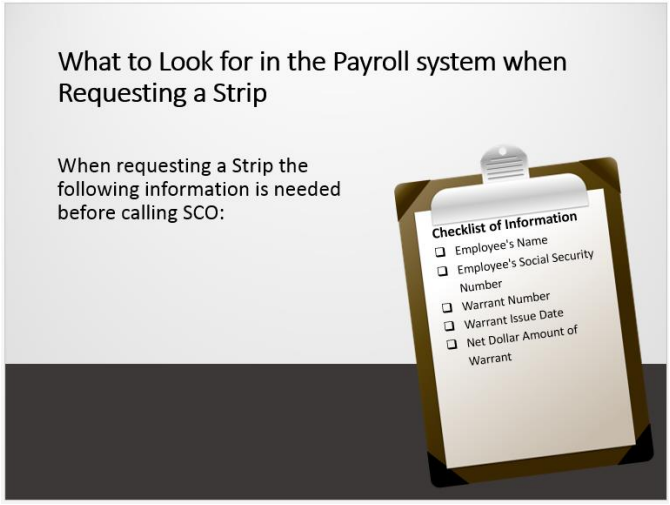
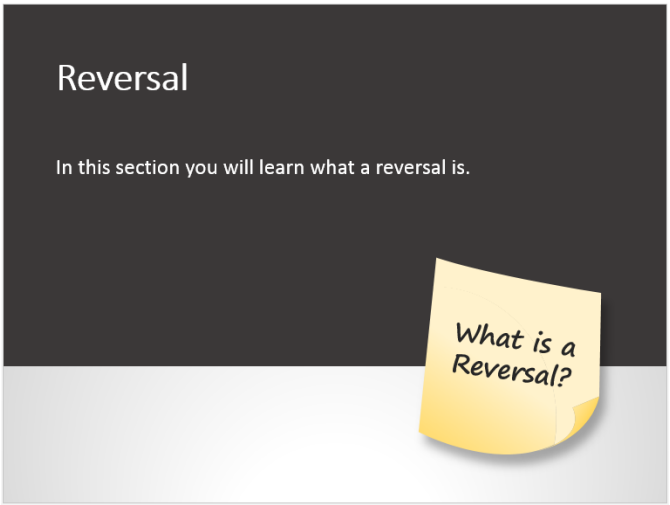
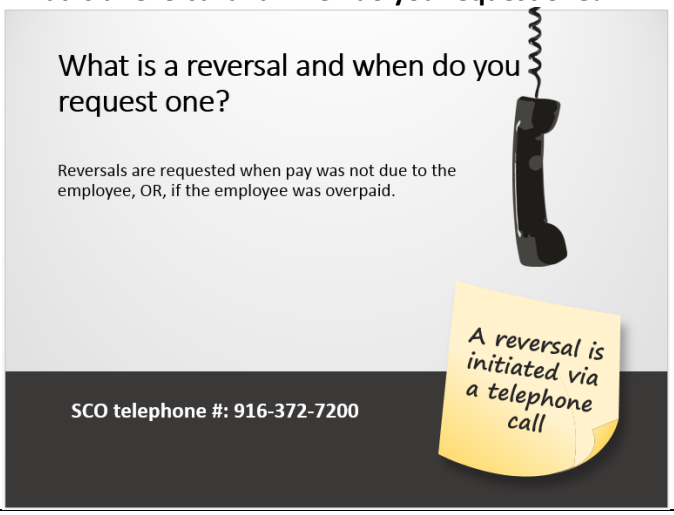
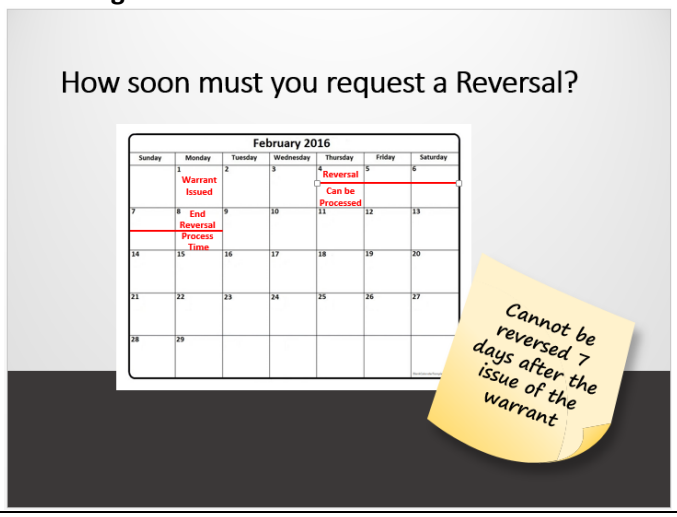
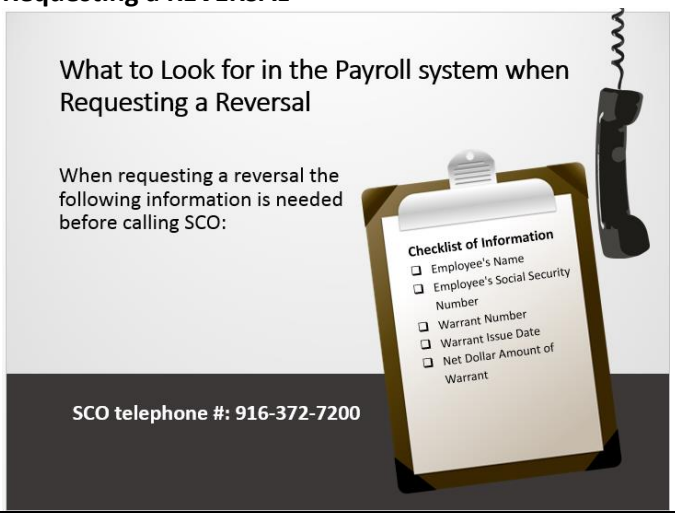
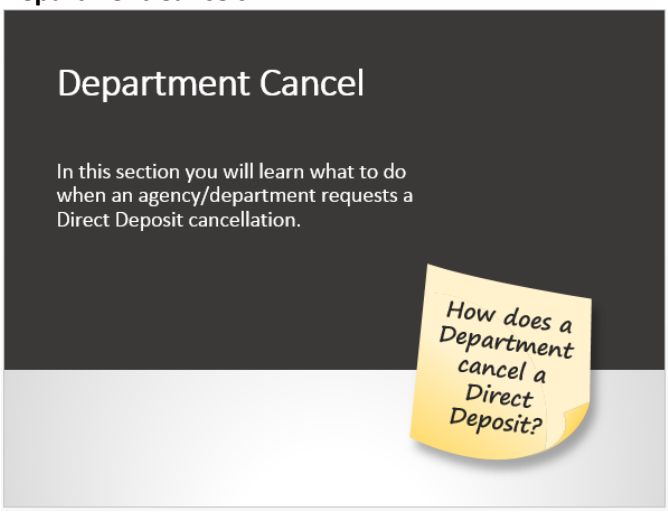
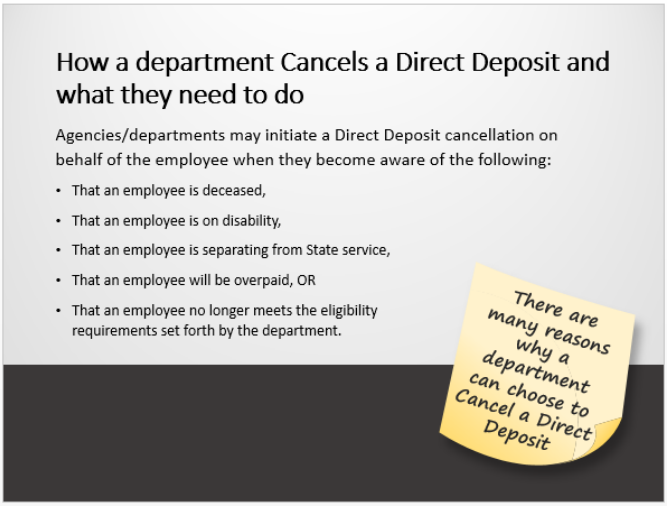
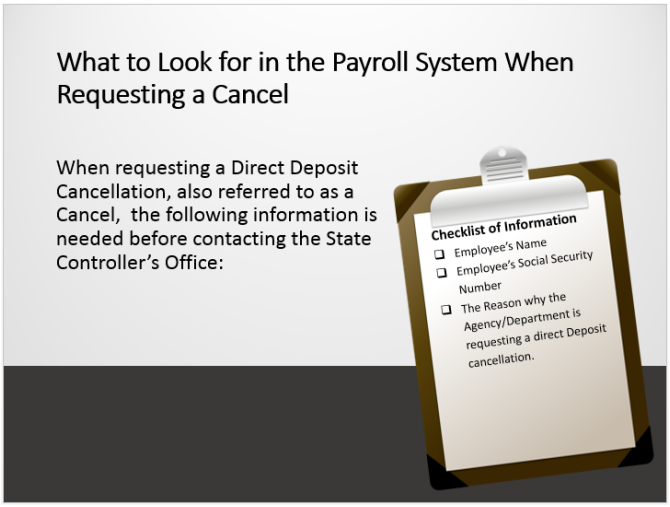
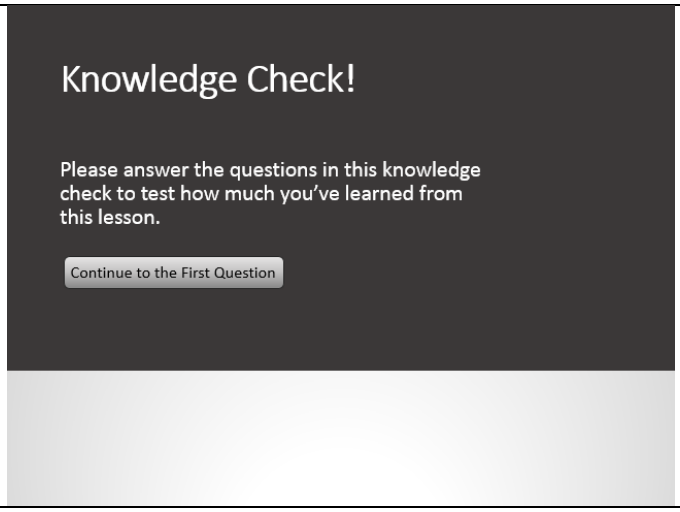
35	**Employee Requested Cancels** 	In this section you will learn how an employee can cancel their Direct Deposit.
36	**How an Employee Cancels a Direct Deposit and What they Need to Do**  	So how can an employee cancel a direct deposit, and what do they need to do? The employee would fill out a STD 699 form for all Direct Deposit changes. The employee must fill out everything in Sections A and D of the Direct Deposit form and they must indicate the type of Enrollment. This would be a 'Cancel'. They MUST sign this document in ink. The employee will now receive a live paper warrant once the cancellation goes into effect.

37	**HR Office to check the Employee Properly Completed Form**  	The next step is for the HR office to check that the employee has properly completed the form. Ensure that all the sections required are completely appropriately, making sure that the employee has marked 'Cancel' instead of 'New' or 'Change' in Section A. If the employee did not fill out the sections required completely, the form must be sent back for proper completion.
38	**HR Office then Fills out Section E**  	Section E is to be filled out by your Department's HR Office. Do not fill out the small box labeled 'for SCO only'. You must sign and date this document and check for completeness of the form by the employee. Failure to do this will delay the processing of the change to the employee's Direct Deposit. Once completed, submit the form to the State Controller's Office.
39	**Processing Time of the Application Once Received by SCO**  	So what's the processing time of the application once it's received by SCO? Cancellations are effective two working days after SCO receives the completed form. Agencies/departments can also call SCO after to the 15th of each month and prior to the monthly or semi-monthly master payroll cutoff to request that SCO initiate a cancellation. A telephone request to cancel a Direct Deposit is only permitted when agencies/departments become aware that a participant is deceased, on disability, or separating, and will not continue employment with the State and will be overpaid.

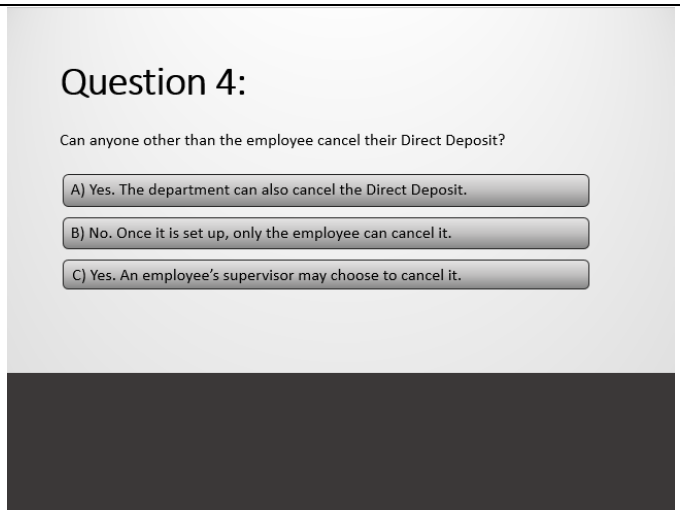
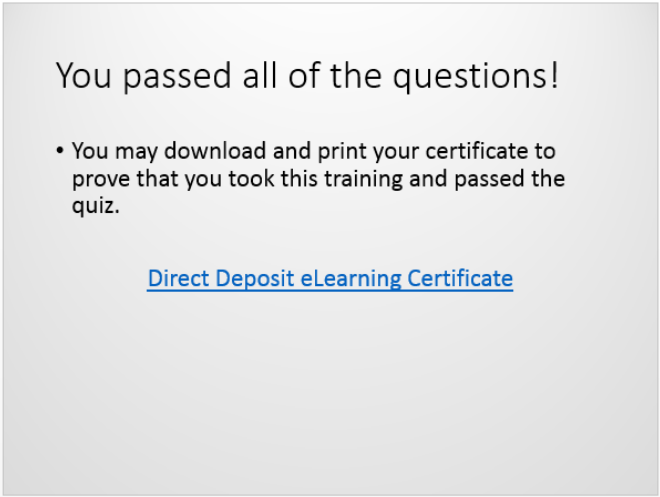
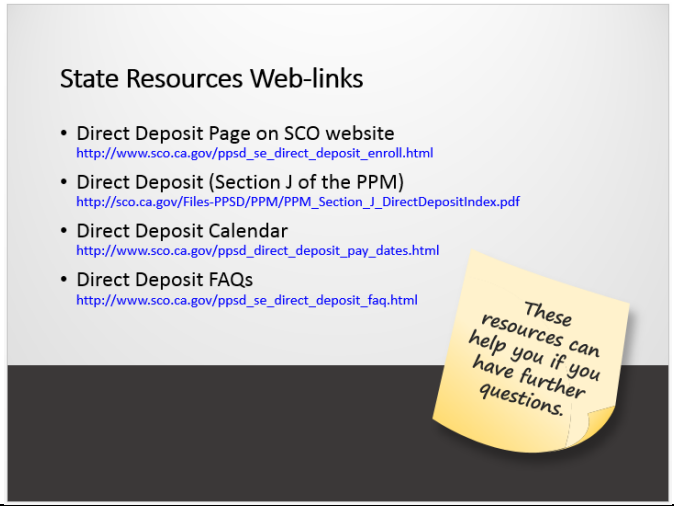
40	**Strips** 	In this section you will learn how to process a stop payment, or as it is otherwise known, a 'Strip'.
41	**What is a STRIP?** 	So what is a Strip? When an agency/department becomes aware that a payment is an overpayment, the situation can be corrected via the 'Stop Payment' (or Strip). The Stop Payment is used to prevent the payment from being sent to the participant's designated financial institution. Upon telephone request, SCO will delete the payment and cancel the participant's Direct Deposit enrollment. The agency/department can check its daily warrant registers for the redeposit to ensure that the payment was actually 'STRIPPED'.
42	**What to Look for in the Payroll system when Requesting a STRIP**  	So what do you need to look for in the Payroll System when you're requesting a Strip? When requesting a Strip the following information is needed before calling SCO: • Employees Name • Employees Social Security Number • Warrant Number • Warrant Issue Date • Net Dollar Amount of Warrant This information can be found on the "HIST" screen of the SCO Legacy System.

43	**Deadlines for Requesting STRIPS** 	So what are the deadlines for requesting Strips? For Master and Semi-Monthly Payroll, a telephone call to SCO after Master Cutoff or after Semi-Monthly Cutoff and by 11:00 AM <u>and</u> two (2) working days prior to the posting date. For Daily Payroll, a telephone call to SCO by 11:00 AM on the issue date of the warrant.
44	**Reversals**  	In this section you will learn what a reversal is.
45	**What is a reversal and when do you request one?**  	So what is a Reversal and when do you need to request one? Reversals are requested when pay was not due to the employee OR if the employee was overpaid. The Reversal is initiated via a telephone call to SCO to recover payments <u>already</u> sent to the participant's designated financial institution. If the deadline is missed, Reversals may still be posted up to five (5) banking days after the original payment was posted.

46	**How Long Do You Have a to Do a REVERSAL**  	So what's the timeline around a Reversal? Reversals can be processed 2 days after the issue date of the warrant. Warrants cannot be reversed after 7 days of the issue date.
47	**What to Look for in the Payroll System When Requesting a REVERSAL**  	What do you need to look for in the Payroll System when requesting a Reversal? When requesting a Direct Deposit REVERSAL, also known as a Reversal, the following information is needed before calling SCO: • Employees Name • Employees Social Security Number • Warrant Number • Warrant Issue Date • Net Dollar Amount of Warrant This information can be found on the "HIST" screen of the SCO Legacy System.
48	**Department Cancels**  	In this section you will learn what to do when an agency/department requests a Direct Deposit cancellation.

49	**How a Department Cancels a Direct Deposit and What they Need to Do**  	Agencies/Departments may initiate a Direct Deposit cancellation on behalf of the employee when they become aware of the following: • That an employee is deceased, • That an employee on disability, • That an employee is separating from state service, • That an employee will be overpaid, OR • That an employee no longer meets the eligibility requirements set forth by the Department.
50	**What to Look for in the Payroll System When Requesting a CANCEL**  	So what do you look for in the payroll system when requesting a Cancel? When requesting a Direct Deposit Cancellation, also referred to as a Cancel, the following information is needed before contacting the State Controller's Office: • Employees Name • Employees Social Security Number • The Reason why the Agency/Department is requesting a direct Deposit cancellation. Please note that the Employee's name and Social Security Number can be cross referenced and located on the "PIMS" screen of the SCO Legacy System.
51	 	Knowledge Check! Please answer the questions in this knowledge check to test how much you've learned from this lesson.

52	Question 1: When an employee wants to make a change to their Direct Deposit, do they fill out a brand new STD 699? A) Yes B) No. They use a form STD 699b. C) No. They use white out on the old one and resubmit it.	Please answer the question by selecting the correct answer from the following choices. Question 1: When an employee wants to make a change to their Direct Deposit, do they fill out a brand new STD 699? A) Yes B) No. They use a form STD 699b. C) No. They use white out on the old one and resubmit it.
53	Question 2: Do changes to an employee's Direct Deposit require a new Pre-notification? A) Yes. The bank has to verify that the new account number and name are correct. B) No. The original Pre-note is all that was needed. C) Maybe. It depends on the bank. D) Yes, but only if the employee has been with the State less than two years.	Please answer the question by selecting the correct answer from the following choices. Question 2: Do changes to an employee's Direct Deposit require a new Pre-notification? A) Yes. The bank has to verify that the new account number and name are correct. B) No. The original Pre-note is all that was needed. C) Maybe. It depends on the bank. D) Yes, but only if the employee has been with the State less than two years.
54	Question 3: What is the difference between a STRIP and a REVERSAL? A) Strips are used to 'strip' an employee of their Direct Deposit, cancelling it permanently. Reversals are used to return the funds sent to an employee's financial institution, back to the State. B) Strips are used to stop payment before it has been sent to a financial institution, and reversals are used once the payment has already been sent. C) There is no difference; they are the same thing.	Please answer the question by selecting the correct answer from the following choices. Question 3: What is the difference between a STRIP and a REVERSAL? A) Strips are used to 'strip' an employee of their Direct Deposit, cancelling it permanently. Reversals are used to return the funds sent to an employee's financial institution back to the State. B) Strips are used to stop payment before has been sent to a financial institution, and reversals are used once the payment has already been sent. C) There is no difference; they are the same thing.

55		Please answer the question by selecting the correct answer from the following choices. Question 4: Can anyone other than the employee cancel their Direct Deposit? A) Yes. The department can also cancel the Direct Deposit. B) No. Once it is set up, only the employee can cancel it. C) Yes. An employee's supervisor may choose to cancel it.
56		You passed all of the questions! You may now download and print your certificate to prove that you took this training and passed the quiz.
57	**State Resources Web-links** 	As an additional job aid, we have provided a listing of the State Resource web-links referenced in this training. This job aid, as well as additional job aids, are located on the State Controller's Office Statewide Training eLearning webpage.

58	**Thank you Slide** 	This completes the State Controller's Office Direct Deposit course. We thank you for your participation.