



Direct Deposit Frequently Asked Questions

(A\$CEND participants, please consult the A\$CEND Handbook for enrolling in direct deposit)

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General Information – Direct Deposit

1. **Why should I enroll in direct deposit?**

- It's more secure than having checks mailed
- It's convenient
- It's easy to enroll
- Advance email payment notification

2. **What do I need to enroll in direct deposit?**

- U.S. bank account that the payment will be deposited into, that agrees with the vendor/provider name
- Image of the check pertaining to the account that the payment will be deposited into

3. **Is direct deposit required or will I have the option of receiving a live check?**

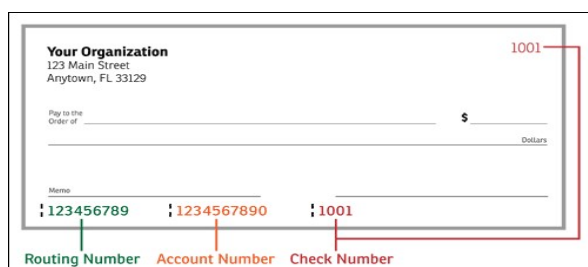
All providers and vendors that have a contract with The Children's Trust (The Trust) and A\$CEND participants are required to enroll in direct deposit. Vendors that do not have a contract with The Trust may have the option of receiving a live check unless their agreement with The Trust requires direct deposit.

4. **I cannot provide a voided check. What can I provide instead?**

In lieu of submitting an image of the voided check, you may provide a statement or letter from your bank, that includes the name that the account is held under, the type of account e.g. checking, the bank routing number, and the account number that the funds are to be deposited into. If a letter is submitted, the letter must be on the bank's letterhead and signed by a representative of the bank.

5. **Where can I find my bank routing number and account number?**

You can find the bank routing number and your account number on your check. A sample check is provided below.



Note that the location of the bank's routing number on a check may vary by financial institution. The bank routing number must be nine digits.

You may also contact your bank representative for help if you have any questions about the financial information requested.

General Information – Direct Deposit Web Link

6. *How do I enroll in direct deposit?*

It's easy and it is online!

Providers and Vendors with a contract using Trust Central

If you are currently not enrolled in direct deposit, a Trust Representative will contact you to provide an email of a director or authorized representative to add and make updates to banking information.

- I. An email will be sent to the email address provided. This email will contain a link that will be unique to you and will allow you to complete your banking information.
- II. For your security, once the form is completed and submitted, the email link will no longer be accessible.

Vendors requesting reimbursement and are NOT using Trust Central

You may contact your Trust Representative to provide the email of a director or authorized representative to add and make updates to banking information.

7. *I submitted my request to enter/update banking information. Why am I getting a phone call to confirm the information that was submitted?*

As part of The Trust's overall risk management approach, The Trust may randomly call a vendor, using the contact information on file, prior to emailing the vendor's unique direct deposit/ACH email link. The Trust will then confirm that the contact information submitted is current.

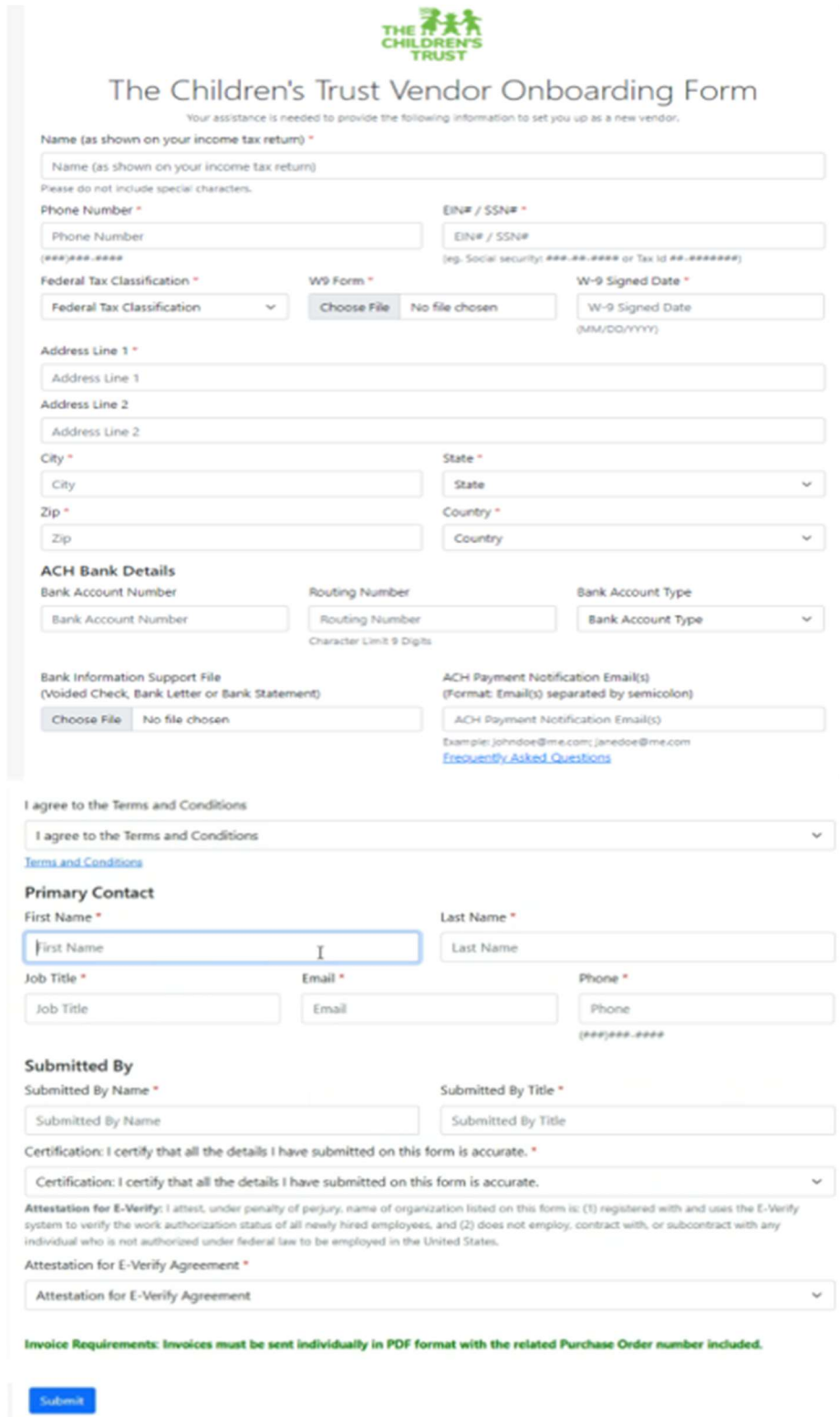
8. *What happens if the bank information provided does not agree to the copy of the voided check image or the image cannot be read?*

You will receive an additional email link requesting additional information.

Instructional – Web Link

9. What steps do I need to complete in the vendor form? Please present a visual.

Click the link from the email. This will open a webpage containing the vendor form. Complete the information requested on the vendor form. You must attach ach support and agree to the Terms and Conditions.



The Children's Trust Vendor Onboarding Form

Your assistance is needed to provide the following information to set you up as a new vendor.

Name (as shown on your income tax return) *

Name (as shown on your income tax return)

Please do not include special characters.

Phone Number *

Phone Number

(###)###-####

EIN# / SSN# *

EIN# / SSN#

(eg. Social security: ###-##-#### or Tax ID ##-#####)

Federal Tax Classification *

Federal Tax Classification

W9 Form *

Choose File No file chosen

W-9 Signed Date *

W-9 Signed Date

(MM/DD/YYYY)

Address Line 1 *

Address Line 1

Address Line 2

Address Line 2

City *

City

State *

State

Zip *

Zip

Country *

Country

ACH Bank Details

Bank Account Number

Bank Account Number

Routing Number

Routing Number

Bank Account Type

Bank Account Type

Character Limit 9 Digits

Bank Information Support File

(Voided Check, Bank Letter or Bank Statement)

Choose File No file chosen

ACH Payment Notification Email(s)

(Format: Email(s) separated by semicolon)

ACH Payment Notification Email(s)

Example: johndoe@me.com; janedoe@me.com

[Frequently Asked Questions](#)

I agree to the Terms and Conditions

I agree to the Terms and Conditions

[Terms and Conditions](#)

Primary Contact

First Name *

First Name

Last Name *

Last Name

Job Title *

Job Title

Email *

Email

Phone *

Phone

(###)###-####

Submitted By

Submitted By Name *

Submitted By Name

Submitted By Title *

Submitted By Title

Certification: I certify that all the details I have submitted on this form is accurate. *

Certification: I certify that all the details I have submitted on this form is accurate.

Attestation for E-Verify: I attest, under penalty of perjury, name of organization listed on this form is: (1) registered with and uses the E-Verify system to verify the work authorization status of all newly hired employees, and (2) does not employ, contract with, or subcontract with any individual who is not authorized under federal law to be employed in the United States.

Attestation for E-Verify Agreement *

Attestation for E-Verify Agreement

Invoice Requirements: Invoices must be sent individually in PDF format with the related Purchase Order number included.

Submit

I enrolled in direct deposit – now what?

10. When will direct deposit payments begin?

We will verify the information with your bank after the direct deposit online enrollment has been successfully submitted. The verification process may take up to fifteen (15) business days, from this date. If there are no issues, your next payment will be deposited directly into your bank account. If there are issues during the verification process, we will contact you.

11. Are my payments going to be processed on the same schedule as they were before being direct deposited?

Once an invoice has been approved, payments will be processed through our accounting system (the system that creates direct deposit payments) on Wednesday morning. Funds are typically deposited within three to five business days, provided that all required documentation is received. Invoices and the required documentation, if any, that are not approved by The Trust on Monday of a given week, will not be processed for payment in the accounting system during the same week. It is on the deposit date that the funds will be directly deposited into your designated account.

12. How quickly will a payment be deposited into my designated account?

Payments are deposited on the settlement date i.e. date that payments are available in your designated bank account.

13. Will I receive advance notification of payment as to when the monies will be deposited into my designated account?

Yes. You will receive an email that serves as an advance notification of payment from The Trust alerting you that payment is being sent to your designated bank account, along with an anticipated deposit date. This email is sent approximately two to three business days prior to the date that the monies are to be deposited into your designated account. The email address(es) that were submitted when enrolling will be the email address(es) used for the advance notification of payment. We recommend that one of the email addresses include your finance representative that will record the transaction in your accounting system. We also recommend that a group email account be created by your organization that will include all personnel that should receive an email notification.

Additionally, you may contact your bank directly or use online banking, mobile applications, and regular bank statements to confirm the deposit. Please note that while most banks do not charge a fee for direct deposits made into your account, some banks charge a nominal fee. Please contact your bank if you have any questions about bank fees that they may charge.

14. How will I know what the payment is for?

The advance notification of payment email that you receive from The Trust will list the applicable invoice(s), along with any credits applied against that invoice, so that you will know what the payment is for.

15. Can I cancel my direct deposit enrollment? What happens if I do?

If your contract with The Trust requires payment using direct deposit, you cannot cancel your direct deposit enrollment while the contract is in effect. Provided that there is no requirement to enroll in direct deposit, you must contact your Trust Representative. If direct deposit is cancelled future payments will be paid by check.

16. I am not receiving direct deposit related emails. Why is this happening?

Please check your junk email and/or spam folder. If the address is correctly listed and the email is not in the junk and/or spam folder, please contact your Trust representative.

Changes to enrollment information that was previously submitted

17. Who should I notify at The Trust if the individual who enrolled in The Trust's direct deposit program is no longer an authorized representative?

Please contact your Trust representative.

18. What must the provider/ vendor do if the provider/vendor's bank and/or account number changes?

Whenever a change occurs pertaining to the information required for enrollment, inform your Trust representative so that a team member may send you an email link so that you may edit the bank account information.

19. How do I add or remove individuals to receive email payment notification?

Inform your Trust representative that you would like to make a change to your direct deposit enrollment information. Your Trust representative will then notify the department team member to email your unique link. This email link will allow you to update your direct deposit enrollment.

20. I forgot to notify The Trust that my bank account changed and payment was submitted to the outdated/closed bank account. What do I do now?

Please contact your Trust representative and together we will do what is necessary to resolve the issue.

Terms and Conditions

21. What are the Terms and Conditions for enrolling in direct deposit?

Please visit <https://www.thechildrenstrust.org/ach-direct-deposit> to review the terms and conditions. The terms and conditions link will also be provided during the enrollment process.