Employee Reimbursement via Direct Deposit FAQs

Who do I contact regarding questions on direct deposit?
Accounts Payable and Travel Direct Deposit Payment questions should be directed to the Controller’s Accounts Payable and Travel Office:
Controller’s Office – AP and Travel
Mail Stop 0124
Ross Hall, Room 103
Reno, Nevada 89557-1124
(775) 784-1448

For Payroll direct deposit please access the Employee Self Service system.

How will direct deposit for reimbursements work?
Once the process is implemented, you will submit your travel expense claims or request for payments in the same manner. When payment is processed, accounts payable will load your deposit information from your payroll primary direct deposit account to the Controller’s disbursement system. The reimbursement amount will then be deposited into the same primary account you have on file with the payroll department – accessible through Employee Self Service (ESS). Any updates or changes you make to your primary payroll account will be updated in the Controller’s disbursement system also.
(Please note: If you already have a direct deposit account already established with the Travel department, your account will remain as is and will not be changed with the initial load of data on September 15th, 2014. However, if you make changes to your HR primary account through ESS after 9/15/14 your account in Controller’s disbursement system will be updated with changes. See below.)

What if I do not have a direct deposit account set up with HR?
If you are not using direct deposit for payroll and you do not submit a direct deposit request form to the Accounts Payable and Travel department, then your reimbursements will be made to your payroll debit card.

I received a paper check for a travel or business claim. Why did this happen?
It is possible that if this is your first time requesting a reimbursement through Accounts Payable or Travel, then the setup of your direct deposit did not happen before check processing. This should only happen with your first expense reimbursement. If you continue to receive checks, you should contact the Accounts Payable and Travel department to see why this is happening.

What if I want my reimbursement deposited to a different account?
If you want your reimbursements to be deposited to an account different than your primary payroll account, you must submit a new Direct Deposit Request and Authorization form directly to the Accounts Payable and Travel department.

If I change my primary account through ESS, do I have to send an update to AP?
Maybe. You will only have to send an updated Direct Deposit Request form to Accounts Payable/Travel if you are having your business and travel reimbursements deposited to an account different from your primary payroll account. If these deposits are going to your primary payroll account then any updates you make through ESS to your primary bank information will be uploaded to the Controller’s disbursement system.

How do I change my deposits back to my primary payroll account?
If you would like to change your deposits back to your primary payroll account, you may submit a new Direct Deposit Request and Authorization form to the Accounts Payable and Travel Department. Once this is done, changes you make to your primary account through ESS will update in the Controller’s disbursement system. Or, if you are making a change to your primary account through ESS this change will automatically update your deposit account in the Controller’s disbursement system and no other action is necessary.

How will I know when the reimbursement payment has been deposited?
You will have to monitor your bank account for the deposits.

Will my reimbursement payment be combined with my payroll wage payment and be subject to withholding taxes?
No, the two payments will continue to be processed separately; one through Accounts Payable and Travel and one through Payroll.