



**ACH Information:**

**What should I do if my account information changes?**

If your deposit account information changes for any reason, you must notify your payroll office immediately.

If your account is closed or frozen, the account or routing number is changed, or your account is otherwise unable to receive deposits and you do not notify your agency payroll office one week before the established pay date, your agency may not be able to change the payment information before the payment is sent.

If the payment is sent to the wrong account because you did not inform the payroll office of a change with sufficient time to change the payment information, the state is not responsible for the payment until it is returned by the financial institution.

If a payment is rejected or returned by your institution, the state cannot release payment to you until the funds have been returned to the state—usually 3-4 banking days.

**How long will it take to set up my account?**

If you choose Pay Card, your agency will set up your account right away. Once you receive the card package in the mail (7-10 days), activate your card following the instructions enclosed in the packet, and notify your payroll office so your Focus Card account can be funded.

No matter what type of ACH account you choose (checking, savings, Pay Card) the payroll system must validate the account exists. This can take from three to ten days. Until this process completes, you will receive a paper warrant for your net pay on pay day.

**Check Routing and Account Number Examples:**

YOUR NAME PRE-PRINTED	4444
HOMETOWN USA	
PAY TO THE ORDER OF: _____	
_____ Dollars	\$ <input style="width: 50px;" type="text"/>
X _____	
<b>Ⓜ 123456789 Ⓜ</b>	<b>15588456 Ⓜ</b>
<b>4444</b>	

Routing Number

Account Number

Check Number

YOUR NAME PRE-PRINTED	4444
HOMETOWN USA	
PAY TO THE ORDER OF: _____	
_____ Dollars	\$ <input style="width: 50px;" type="text"/>
X _____	
<b>Ⓜ 123456789 Ⓜ</b>	<b>004444 Ⓜ</b>
<b>10900 123456 Ⓜ</b>	

Routing Number

Check Number

Account Number