FREQUENTLY ASKED QUESTIONS (FAQ) ABOUT CHECK HANDOUT

Why is WSU mailing my check?

- Effective July 1, 2008, the federal government changed rules regarding how universities must monitor financial aid checks. These new rules prompted us to change our check hand-out procedures.
- We must mail the checks or direct deposit them into the student’s bank account within a short time period. We must monitor each check from the date of issuance through the date of settlement.
- If the check is returned to us after 45 days, we are required to cancel the financial aid and send it back to the lender/program.
- If any checks haven’t been cashed within 240 days, we are required to cancel the aid and return those funds to the lender/program.
- These rules are found in the Code of Federal Regulations Title 34 (CFR 668.164) on and around page 44648.

Why is WSU emphasizing Direct Deposit?

- Direct Deposit is the safest, fastest, and by far the easiest method for students to receive their money. The form is easy to complete and only requires a couple of entries that you make from information found on your own checks.
- Mail delivery is slower and less secure than a direct deposit to your personal bank account.

How do I sign up for Direct Deposit?

- Establishing Direct Deposit in Zzusis for Student Accounts:
  1. Log in to Zzusis, click on “Main Menu”, then “Self Service”
  2. Click on “Campus Finances”, then choose “Enroll in Direct Deposit”
  3. Enter bank name, transit routing number and checking account number
  4. Note: Bank account must be a checking account, savings accounts will reject.
  5. Click “next”, click black arrow to select bank account name then “next”
  6. Enrollment agreement will appear, click “YES” to continue, then “submit”
  7. Click “Go to DD summary,” click modify direct deposit
  8. Direct deposit is now established, you can add/change your account information now.
• Changing account information for Direct Deposit:

1. Log in to Zzusis, click on “Main Menu”, then “Self Service”
2. Click on “Campus Finances,” then “Modify Direct Deposit”
3. Add new bank account information (routing number & account number), click “next”
4. Proceed to “Modify Direct Deposit”, choose bank account
5. Once you have the second account established you can click on the garbage can icon to delete the old account
6. Make sure your direct deposit is associated to the right account number.

If you want to cancel Direct Deposit you will need to call Student Accounts at 509-335-1891.

What if I want Direct Deposit but I only have a debit card?

• Your debit card is connected to a bank account. Contact your financial institution (bank) to get the correct transit routing number and account number to use in the steps above to establish direct deposit. **DO NOT use your debit card number.**

Where will my check be mailed?

• The check will be mailed to your primary mailing address that you maintain in ZZUSIS.
• It is your responsibility to keep your address updated.

How do I update my address?

• Update your addresses in ZZUSIS. Also update your emergency response information as well as updating your e-mail forwarding address.

When will my check be mailed?

• When a check is produced, it is processed, and mailed within three business days.

What if I lost my check?

• Contact University Receivables Office for procedures to re-issue a check by sending an e-mail univ-receivables@wsu.edu. WSU will replace your check approximately 10 working days after it was originally mailed. Please make sure you have included your name, your WSU ID number, the date of original check was issued and the dollar amount of the check.