

DIRECT DEPOSIT FAQ's

Question: Why a VOIDED check not a Deposit Slip?

Answer: The Routing number that appears on the deposit slip is not the same number that appears on checks. The routing number that appears on the checks is the correct routing number for the accounts.

Question: What is the amount, my paycheck is different amounts?

Answer: If you are using one account number, then 100% of the paycheck will be deposited. The amount section is used when there are 2 or more accounts that will have deposits, such as a savings account and a check account.

Question: I have a Checking Account but I do not use checks. What do I need to do?

Answer: Employees with a Checking Account, but do not use checks, will need a letter prepared by their Banking Institution with their Routing number and Checking Account number. The letter from the Banking Institution will need to be attached to the completed CCC Direct Deposit form.

Question: I have a Savings Account, so what should I do?

Answer: Employees with a Savings Account need a letter prepared by their Banking Institution with their Routing number and Savings Account number. The letter from the Banking Institution will need to be attached to the completed CCC Direct Deposit form.

Question: I do not have a either Checking or Savings account. What should I do?

Answer: Employees that do not have either a Checking or Savings account, need go to a Banking Institution and open either a Checking or Savings account. Then they will need to get a letter prepared by the Banking Institution with their Routing number and Checking or Savings Account number.

Question: How can I get a copy of my paystub?

Answer: With direct deposit, employees can view and print their paystub 3 days prior to payday by logging on to the college's website, then select the tab labeled WebAdvisor.

Question: What is my User ID and password for WebAdvisor?

Answer: For logging into WebAdvisor, employee's user Id is your name as it appears on your Social Security card, *first name.last name*, for example: William.Smith **Password:** use your Active Directory password. If you do not have an Active Directory account, then go back to www.cravencc.edu, click on WebAdvisor, then click on Reset Password at bottom right and follow the instructions. If you encounter problems resetting your password, please click on the Helpdesk tab or send an email to helpdesk@cravencc.edu or call (252) 635-3773. The User Id cannot be changed. Please record your updated password in a safe place.

Question: How do I know when payday is?

Answer: Payday is always the last workday of each month. The dates for payroll are located in Other Benefits area of the Total Compensation section in WebAdvisor.

Question: What if I move from one Bank to another?

Answer: Employees that open a new account at different Banking Institution need to complete a new direct deposit form and turn it in at the Business Office by 15th of the month to allow the college reasonable time to act on it. If the form is received after the 15th of the month, the payroll will be deposited in the account on file, not the new account.