

EFT setup/change Process

The following information is intended for Departmental and Program use only:

This process is broken down into three stages: Handling and Reviewing an EFT Request, Troubleshooting, and Verification Guidance

STAGE 1: Handling and Reviewing an EFT Request

- 1) Please use the most current EFT Direct Deposit Authorization form.
- 2) Enter your Department/Agency information in Section I of the form and send the form to your vendor for completion. (Do not enter CMU information)

SECTION I - DEPOSITOR STATE AGENCY INFORMATION

Department of Personnel
& Administration

RETURN THIS FORM TO:

STATE DEPARTMENT:

MAILING ADDRESS:

CITY, STATE, ZIP:

DEPARTMENT CONTACT:

EMAIL:

PHONE:

- 3) Upon receipt of the EFT form and voided check from the vendor you must review the documentation.
 - a) Make sure that you have a current completed EFT form and a voided check or an official bank letter (as described in Section III on the EFT request form -- NO other document will be accepted: temporary checks or direct deposit slips, etc.)
 - b) Section II must have the following highlighted sections completed.
 - Mailing address in Section II and address on voided check must match.
 - Email remittance will be setup only if the email address is legible.

SECTION II - PAYEE (RECEIVOR) INFORMATION

VENDOR NAME

D/B/A IF VENDOR HAS A DBA

MAILING ADDRESS

CITY, STATE, ZIP

PHONE

EMAIL

- c) Section III must be completed in entirety and TIN provided in the appropriate box.
 - Verify that the ABA number and Bank account number on the form match what is on the voided check.

SECTION III - FINANCIAL INSTITUTION AND ACCOUNT INFORMATION

ATTACH A SCANNED COPY OF A VOIDED CHECK (TEMPORARY CHECKS AND DEPOSITS SLIPS WILL NOT BE ACCEPTED) OR A BANK LETTER. BANK LETTER MUST INCLUDE ALL INFORMATION REQUESTS IN SECTION III.

DEPOSITORY INSTITUTION NAME

BRANCH LOCATION (street,city,state,zip)

TRANSIT ABA NUMBER (9 digit routing number)

ACCOUNT # CHECKING ACCOUNT SAVINGS ACCOUNT

PAYEE SOCIAL SECURITY NUMBER ON BANK ACCOUNT

OR

PAYEE EMPLOYER IDENTIFICATION ON BANK ACCOUNT

- d) Section IV must be completed in entirety.
- Setup, change, or cancel must be check.
 - Printed name and date must be legible
 - Form must be signed

SECTION IV - AUTHORIZATION FOR DIRECT DEPOSIT SETUP, CHANGE, OR CANCELLATION

SET UP CHANGE CANCEL

I (we) certify I have the authority to execute this authorization. I (we) herby authorize the depositor named at the top of this form to initiate, change or cancel EFT credit entries (deposits), and if necessary to reverse any incorrect EFT payments made in error to the bank account indicated above. In the event a "reversal" can not be implemented, I (we) understand the state will utilize any other lawful means to recover the deposited funds to which the payee was not entitled. I (we) and the depositor agree to be bound by National Automated Clearing House Association (NACHA) Rules.

This authorization is to remain in full force until the State Depositor Agency named above has received written notification from me of termination in such time as to afford a reasonable opportunity to act on it.

PRINTED NAME TITLE

Signature Date

- 4) Search for the vendor's record on the VCUST table using the TIN and a portion of the vendor name.
- 5) Verify that the Vendor name/dba match what is on VCUST table.
- 6) Verify that the address on the form exists in the vendor record.
 - a) If more than one address id exists on the vendor record please note which address id requires the EFT modification.
- 7) If discrepancies were found move to STAGE 2: Troubleshooting. Otherwise move on to STAGE 3: Verification of Vendor Request.

STAGE 2: Troubleshooting

When reviewing the form and existing vendor record in CORE you may run into some discrepancies. Common discrepancies found include:

- 1) TIN number on form does not match vendor record in CORE
 - a) Contact vendor per STAGE 3; if this is a verified request:
 - Have the vendor submit a new request with the correct TIN.
- 2) Address on EFT form and voided check do not match
 - a) Contact vendor per STAGE 3; if this is a verified request:
 - Notify vendor of discrepancy
 - Note on form if vendor states that this is ok.
 - Have vendor submit a new form if necessary.

- 3) Addresses on form and check match but do not exist in CORE
 - a) Contact vendor per STAGE 3; if this is a verified request:
 - Have the vendor submit a W-9 so the CMU can change the vendor's address in CORE. (Please submit the W-9 request and wait for processing to be completed prior to sending in the EFT request)

If the request is submitted to the CMU with unresolved discrepancies the request will be returned to the agency.

STAGE 3: Verification Guidance

EFT requests are the most vulnerable area that a fraudster might use to redirect payment, but any type of payment address modification needs to be verified in the same manner. Do not be afraid to ask the vendor questions- We are protecting the Vendor as well as the State when we verify that changes to their record are appropriate.

- 1) Contact the vendor using information independent of what is on the EFT form. (DO NOT USE THE CONTACT INFORMATION PROVIDED ON THE EFT FORM)
- 2) Verify with the vendor that they did request EFT payments.
- 3) Ask the vendor any additional questions you might have especially if you found any discrepancies during your document review. (STAGE 2: Troubleshooting)
- 4) Make the vendor aware that email remittance advice will be sent to the email address entered on the form.
 - a) Verify the email address with the vendor, if it is unclear please write it at the bottom or include the address in the body of your email request, this is helpful in setting up the email remittance notification for the vendor.
 - b) Verify that this is the best email for these to be sent.
- 5) When you are satisfied that the EFT information came from your vendor and not a fraudster then scan the complete and correct EFT form and the voided check or bank letter as a single pdf, (one EFT request).
- 6) The naming convention for the PDF should be: VCUST number_vendor name – example VC00000000014293_Washington County
- 7) Email your single request to: State_centralapproval@state.co.us. In the email request **you MUST state that the information has been verified** using the above steps.

DO NOT SEND MULTIPLE REQUESTS IN SINGLE EMAIL