

DIRECT DEPOSIT REIMBURSEMENTS

The Business Office processes reimbursements payable to ASU employees by direct deposit. Please review the following guidelines to ensure receipt of your reimbursements.

- It takes approximately two weeks to establish direct deposit payment service for new employees. During this time period, you will receive travel, flex-spending, and other miscellaneous reimbursements by check. After your employee account on At Your Service is activated, all bank account information will be automatically uploaded through At Your Service and used to process direct deposit reimbursements on your behalf.
- **Since the bank account upload is an automatic process, please ensure that the banking information entered by you through At Your Service is accurate. If funds are returned due to bank account errors entered by you through At Your Service, it will take 7 to 14 days for the Business Office to recover and reissue your reimbursement.**
- Travel, flex-spending, and other miscellaneous reimbursements paid by direct deposit will be processed once per week. As always, we will continue to process your requests for payment within five working days, but we must allow your bank two working days to post the payment to your account. This is in keeping with our commitment to reimburse you in a timely manner.
- You will be contacted by email each time a direct deposit reimbursement is processed on your behalf. This email will let you know when to check your bank account to ensure receipt of payment. Direct deposit reimbursements will post to the same bank account that you have set up under At Your Service. Please be aware that multiple payments processed within the same week will normally post as a single total.
- **If an employee enters incorrect bank account information through At Your Service and funds are lost, the Business Office will make every effort to retrieve the funds. If we are unable to recover the funds, however, the employee will be responsible for the loss.**
- Those responsible for departmental budgeting should maintain appropriate documentation for each request for payment. This documentation should be checked against the Budget Transaction Detail Report each month. Questions concerning the payment amount and/or status of payments should be directed as follows:
 - Tamisha Sullivan at tsullivan@aug.edu for Athletic Travel and Agency Account Reimbursements
 - Candace Stevenson at ccstevenson@aug.edu for All Other Travel Reimbursements
 - June Hall at jhall@aug.edu for flex-spending reimbursements
 - Rebecca Colflesh at rcolflesh1@aug.edu for studies abroad reimbursements

If you have questions concerning the direct deposit reimbursement process, please contact Tamisha Sullivan at tsullivan@aug.edu. Thank you!