

## Direct Deposit – Vendor Website Frequently Asked Questions

### 1. Who can submit Direct Deposit Authorization Form?

Vendors currently doing business with the Los Angeles County can register for Direct Deposit.

### 2. What information do I need to provide in order to sign-up for Direct Deposit?

You will need your Los Angeles County issued Vendor Code, Tax Identification Number, Bank Routing Number, Bank Account Number, Type of Account, Email Address, Authorized Representative Contact Information, and Supporting Documentation(s). See below question for acceptable supporting document(s).

### 3. Where can I find my vendor code?

You may find your vendor code by referring to a recent check stub that you received from Los Angeles County. See stub sample below:

COUNTY OF LOS ANGELES REMITTANCE ADVICE				
PAYEE NAME	PAYEE NUMBER		HANDLING CODE	
VENDOR 11	DISBDDTEST11			
PAYMENT REFERENCE NUMBER	DISB CAT	ISSUE DATE	AMOUNT	WARRANT NUMBER
GAX-AC-DISBDD050	015	02/04/2009	\$0.28	2043007265

### 4. What type of supporting document(s) do I need to provide to register for Direct Deposit?

We accept one of the following types of documents:

- Copy of a voided Check
- 1<sup>st</sup> page of the bank statement showing the full account number and name
- Bank verification letter. *Note: the bank verification letter must confirm the bank account holder's name, address, account number, routing number, and account type (checking or savings). In addition, the letter must be on the bank's original letterhead, signed by a bank representative, with his/her name, title, contact number, and bank's address.*

**5. Why can't I sign-in with my vendor code and Tax Identification Number:**

If your vendor code is all numeric, enter only the first 6 digits and omit the last 2 digits which might be 01 or 02. Then enter your Tax Identification Number without any dashes.

**6. How will I be notified when my authorization form has been approved?**

Once approved, an email notification will be sent to the email address that was provided on the authorization form.

**7. How will I be notified when my authorization form has been rejected?**

When rejected, an email notification will be sent to the email address that was provided on the authorization form with specific reject reason(s).

**8. Why did my Direct Deposit Authorization Form get rejected?**

Below are some common rejection reasons:

- Payee name on attached document (voided check, bank statement, bank verification letter) does not match the name we have in our system.
- Banking information on attachment does not match the banking information on application (e.g. bank account number, bank account name, account type or routing number).
- The supporting document provided is not acceptable. We accept one of the following: copy of a voided check, the first page of a bank statement or a bank verification letter.

Please note that the bank verification letter must confirm the bank accountholder's name, address, account number, routing number, and account type (either checking or savings). In addition, the letter must be on the bank's original letterhead, signed by a bank representative, with his/her name, title, contact number, and bank's address.

- A third-party Direct Deposit Set-Up/Authorization Form is not an acceptable form of bank verification.

**9. How will I be notified when I receive a payment?**

When a payment is issued, a remittance advice will be emailed to the email address that was provided on the authorization form.

**10. How long will it take for my Direct Deposit Authorization Form to be approved?**

Once the authorization form is received, it takes approximately 15 business days for the vendor to be set up for direct deposit. This includes review of the authorization form and the bank verification process.

**11. How quickly will a payment be deposited into my account via direct deposit?**

Payments are normally deposited in 2 business days after the date they are issued.

**12. How will I know what the payment is for?**

The payment information is included in the remittance advice that is emailed to you. The remittance advice will also have a contact number should you have any questions regarding the payment. If you are already a Vendor Self Service (VSS) user, you may also access your account to obtain payment information. If you are interested to sign up for VSS, see #16 below for how to get access to VSS.

**13. What happens if my bank account is closed?**

If a payment is issued to a bank account that is closed without prior notification to the Los Angeles County, your direct deposit will be inactivated. As a result, your payment will be delayed and reissued via warrant/check .

**14. What must I do if I change my bank or my account number?**

You must submit a new authorization form on the Direct Deposit Website with your new banking information. Please note the following:

- *Until your new authorization form is approved, all payments will continue to be deposited into your old bank account.*
- *Once your new authorization form is approved, the old bank account will be turned off automatically.*

**15. How do I update my name, address, Tax Identification Number, or email address?**

- If your vendor code is all numeric, contact the Internal Services Department Vendor Relations Unit at 323-267-2725 to update the necessary information.
- If your vendor code is not all numeric, contact the Los Angeles County Department that you are doing business with to update the necessary information.
  - (i) You will need to submit a new Direct Deposit Authorization form if your name or Tax Identification Number was changed.
  - (ii) You will not need to submit a new Direct Deposit Authorization form if your address or email address was changed.

**16. How can I get access to Vendor Self Service (VSS)?**

VSS allows vendors to manage their own account information and view financial transactions. To gain access to VSS go to link <https://lacovss.lacounty.gov> and follow the Vendor Help Guide Menu.