

# I didn't receive my direct deposit

Direct deposits are sent out on Payday to the routing and account number you entered into Paycom. The processing times are variable for each financial institution, and RAS is unable to control how quickly the transaction is processed at your financial institution. It may not be deposited by your bank right away, especially if this is your first direct deposit from RAS.

Here are some steps that you can take right now to expedite the process of finding your direct deposit. Banks have extremely tight security, if RAS called in requesting information on your account, they would not be able to assist. The good news with this is that a lot of banks actually handle these kinds of issues internally....so if you entered in the wrong bank account number, the bank may be able help you out. I would recommend calling or visiting your financial institution in person and asking about this direct deposit. They will be able to tell you if the funds were returned or if there is another issue. You will also want to double check your account type, routing number and account number, and verify it matches what is in Paycom while speaking with them.

Normally, troubleshooting like this is significantly faster than a payroll company or an employer trying to resolve an issue. Whenever the account holder calls in, they can always get more information. Companies are typically denied assistance & the bank requests them to have the account holder/employee call in. If they were to give me your info, it would be a breach of their security.

If the funds have been rejected by your financial institution, they will be returned to RAS, typically within one week. Once RAS has received these funds back we will reach out to get them reissued to you.

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