Direct Deposit Frequently Asked Questions (FAQs)

1. **I am already on Direct Deposit, do I need to enroll again using the new Cal Employee Connect (CEC) Direct Deposit feature?**
   No, if you are on direct deposit you will not need to re-enroll.

2. **Can I immediately resubmit another Direct Deposit request if I made an error on my first request?**
   CEC only allow employees to submit one direct deposit request within 30 day time period. If you made an error, please contact your departmental HR office as soon as possible. They will notify the CEC Team to cancel your request so you can submit your request again.

3. **Who do I contact if I would like to cancel CEC Direct Deposit request?**
   Please contact your departmental HR office.

4. **Who do I contact if my wages are not deposited in my account within 30 days?**
   For Direct Deposit posting dates, please visit the Direct Deposit Important Information.

5. **Who do I contact if I received a confirmation email for a Direct Deposit request I did not submit?**
   Please contact the CEC Team via CEC Help & Feedback, and your departmental HR office as soon as possible.

6. **Can I cancel my direct deposit within CEC?**
   No, currently, the Employee Services only allow employees to submit a New or Change Direct Deposit request. If you wish to **cancel** your Direct Deposit, you must use the Direct Deposit Form in the CEC More Info link and submit it to your departmental HR office.