

# 14. Electronic Funds Transfer (EFT) - Direct Deposit

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## 14.1 Overview

### 14.1.1 Policy

Senate Bill 962, which was signed into law September 28, 2000, mandates that counties who offer Direct Deposit to their employees must also offer Direct Deposit as an option to recipients who receive cash assistance payments.

Recipients who choose Direct Deposit will receive their cash benefits through an electronic funds transfer (EFT) to their personal bank account instead of receiving a paper warrant or having their benefits issued through an electronic transmission to the EBT system.

### 14.1.2 Purpose

The purpose of Direct Deposit is to promote financial independence and self-sufficiency for clients. This is accomplished by offering more options for money management and encouraging clients to establish bank accounts. It also provides greater convenience for clients with existing bank accounts. Direct Deposit will also avoid mail delays and minimize lost or stolen checks.

### 14.1.3 Cash Assistance Programs

Cash assistance programs to be included in Direct Deposit are:

- Adoption Assistance Program (AAP)
- California Work Opportunity for Kids (CalWORKs)
- Cash Assistance Program for Immigrants (CAPI)
- Entrant Cash Assistance (ECA).
- Foster Care (FC)
- General Assistance (GA),
- KinGAP and
- Refugee Cash Assistance (RCA).



**Note:**

For General Assistance, only the personal needs portion of the grant may be paid in the form of Direct Deposit.

### 14.1.4 Client Enrollment

In order for a recipient of cash assistance to participate in Direct Deposit and have their benefits electronically transferred, he/she must have a savings or checking account at a banking institution.

A recipient may request to enroll or disenroll from Direct Deposit at any time. The EW must explain/offer Direct Deposit at intake, RV, and when a change in payee occurs.

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## 14.2 Definitions

The following definitions are used in reference to Direct Deposit:

### 14.2.1 Automated Clearing House (ACH)

Automated Clearing House (ACH) is a nationwide electronic fund transfer system governed by the National Automated Clearinghouse Association (NACHA) operating rules, which provide for interbank clearing of electronic payments for participating financial institutions.

### 14.2.2 Benefit Issuance Unit @ Julian

Since benefits are issued through various methods now including checks, warrants, Electronic Funds Transmission (EFT) and Electronic Benefit Transfers (EBT), the name of the fiscal group who handles these transactions was changed from "Warrant Control" to "Benefit Issuance." In the Handbook, the Benefit Issuance staff at Julian is being referred to the Benefit Issuance Unit @ Julian for clarity sake.

The Benefit Issuance Staff @ Julian is the designated staff responsible to input the client's account information in the **Maintain EFT Detail** window in CalWIN.

### 14.2.3 Direct Deposit

Direct Deposit refers to electronic fund transfers of cash assistance payments into a recipient's bank account. The CalWIN system refers to Direct Deposit as EFT on the benefit issuance windows and also in the OLU. The terms Direct Deposit and Electronic Funds Transfer (EFT) are interchangeable.

### 14.2.4 Electronic Funds Transfer (EFT)

Electronic Fund Transfers (EFT) which is commonly referred to as Direct Deposit is the electronic transfer of the recipient's cash assistance payments directly into the recipient's bank account. The terms Direct Deposit and Electronic Funds Transfer (EFT) are interchangeable. The CalWIN system uses the term EFT in the OLU and on the benefit issuance windows.

## 14.2.5 National Automated Clearinghouse Association (NACHA) Codes

National Automated Clearinghouse Association (NACHA) return codes identify the reason Direct Deposit is rejected.

## 14.2.6 Pre-Note Status

Pre-Note status means the Direct Deposit request is pending verification by the financial institution. The Pre-Note takes ten calendar days. Pre-Note rejects must be cleared within three working days.

## 14.2.7 Transmittal

Transmittal is the process of actually depositing the money into the client's individual bank account. The transmittal occurs during the CalWIN batch run after the electronic transmission is cleared through the county's disbursing bank, and the Automated Clearing House (ACH).

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## 14.3 Direct Deposit Form

The following form is used for Direct Deposit.

### 14.3.1 "Direct Deposit Enrollment Form" (SCD 1948)

#### Usage

- | The "Direct Deposit Enrollment Form" (SCD 1948) is to be used as the client's authorization to initiate Direct Deposit.

#### Completion

- | The client must complete "Section 1" of the SCD 1948. "Section 2" is to be completed by the bank representative only if the client requests Direct Deposit be made into a savings account.  
  
If the client requests Direct Deposits be made into a checking account, a "voided" check must be provided. If the client is unable to provide a "voided" check, "Section 2" must also be completed and signed by the bank representative.
- | The EW completes the top portion of the form "Client Name/Number/EW". The white copy of the SCD 1948 is to be placed in the designated Direct Deposit basket. Clerical staff will batch the forms on a daily basis and forward them to the Benefit Issuance Unit @ Julian, who will make the necessary entries on the **Maintain EFT Detail** window.

## Scanning

- The yellow copy of the SCD 1948 and a copy of the check, if applicable, is to be scanned into the IDM system under BENEFITS / F2 - Case Verif /Child Support.

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## 14.4 CalWIN Issuance Information

### 14.4.1 Fiscal Month End - First of the Month Issuances

The following is general Fiscal Month End (FME) EFT issuance information:

- The first of the month benefits for the future month are generated at FME and the Issuance Status of the benefits on the **Search for Issuance** window is updated to *Issued*. Once the Issuance status changes to *Issued*, the EFT benefits can **NOT** be held or cancelled.
- EFT issuances have a unique Issuance Number range to easily identify them. All EFT issuance numbers begin with an alpha letter in the T-Z range, followed by five digits. (e.g. T45683).
- An CSF 75 notice will be printed for each Direct Deposit serving as a written verification for recipients that a Direct Deposit has been made. These notices are generated by CalWIN and mailed out automatically.
- Direct Deposit issuance records will generate the same type of issuance reports and claim records as paper warrants and EBT issuances.
- All recurring benefits are available at the opening of business on the **FIRST** of the month.

**REMINDER:** EFT benefits are NOT staggered.



#### Note:

In months when the first of the month falls on a non-banking day (e.g. Saturday, Sunday or Holiday) the funds will be available on the first prior banking day (e.g., If the first falls on a Saturday, the Direct Deposit will be available on the Friday before.)

### 14.4.2 Daily Process - Supplemental Issuances

The process for Daily Run and Calendar Month End (CME) issuances is as follows:

- The Daily Process for supplemental issuances creates electronic transmissions identical to the Fiscal Process.

- The supplement amount will be deposited in the recipient's account two business days after the transmission.



**Example:**

A supplemental issuance is generated on a case with Direct Deposit in the CalWIN run on Monday night. Tuesday the cash amount will be transmitted via the disbursing bank, to ACH, then to the individual's account. It will be available to the recipient on Wednesday.

- CSF 75 notices are printed in the Daily process for all Direct Deposits, and are automatically mailed to the recipient.

## 14.5 Initiating Direct Deposit

### 14.5.1 Procedures

The following procedures must be followed when a Direct Deposit request is initiated:

WHO	ACTION
Eligibility Worker (EW)	<ul style="list-style-type: none"> <li>• Responds to client inquiries for Direct Deposit and explains Direct Deposit requirements.</li> <li>• Sends "Direct Deposit Enrollment Form" (SCD 1948) to client.</li> </ul>
Mail Room	<ul style="list-style-type: none"> <li>• Receives the "Direct Deposit Enrollment Form" (SCD 1948).</li> <li>• Forwards SCD 1948 to the Eligibility Worker (EW) listed on the form.</li> </ul>

WHO	ACTION						
Eligibility Worker (EW)	<ul style="list-style-type: none"> <li>• Receives the SCD 1948 with client’s authorization for Direct Deposit. The form may be received either from the mail room or directly from the client. Upon receipt of the form:</li> <li>• Reviews the form for completeness: bank name, routing number, account number, client’s signature and a “voided” check. The bank account <b>MUST</b> belong to the payee.</li> <li>• Compares the account number and balance with personal property reported on the Statement of Facts and/or other documentation.</li> <li>• Places the original SCD 1948 in the designated basket for the CST to batch and send daily to the Benefit Issuance Unit @ Julian.</li> <li>• Has the yellow copy of the SCD 1948 and a copy of the check, if applicable, scanned into the IDM system.</li> <li>• Returns the pink copy to the client if it was sent to us.</li> </ul> <p><b>REMINDER:</b> For checking accounts, a “voided” check must be attached, or Section 2 of the SCD 1948 must be completed. For savings accounts, Section 2 must <b>ALWAYS</b> be completed.</p> <p><b>Note:</b>                      The EW <b>MUST</b> inform the client that the approval process for EFT will take several weeks and in the mean time they must receive their benefits as either a warrant or through the EBT system. Based on the client’s decision, the EW <b>MUST</b> set up the alternative issuance method for the case.</p>						
Benefit Issuance Unit @ Julian	<ul style="list-style-type: none"> <li>• Receives the SCD 1948 from the EW.</li> <li>• Reviews the SCD 1948 to ensure information needed for data entry is complete.</li> </ul> <table border="1" data-bbox="440 1157 1503 1413"> <thead> <tr> <th data-bbox="440 1157 902 1209">If the SCD 1948 is...</th> <th data-bbox="902 1157 1503 1209">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="440 1209 902 1297">NOT complete,</td> <td data-bbox="902 1209 1503 1297">Returns the SCD 1948 to the EW, noting what needs correction.</td> </tr> <tr> <td data-bbox="440 1297 902 1413">Complete,</td> <td data-bbox="902 1297 1503 1413">Completes all fields on the [Maintain EFT Detail] window using the information provided on the SCD 1948.</td> </tr> </tbody> </table> <p><b>NOTE:</b> When the [Maintain EFT Detail] window is completed for the first time on a case, or when bank information is revised, Direct Deposit is initiated.</p> <ul style="list-style-type: none"> <li>• Attaches a screen print of the <b>Maintain EFT Detail</b> window to the SCD 1948 and files both documents by case number in the designated binder for audit purposes.</li> <li>• Monitors the MRC046R “EFT Bank Exceptions” reports for rejected or returned Direct Deposits daily.</li> </ul>	If the SCD 1948 is...	Then...	NOT complete,	Returns the SCD 1948 to the EW, noting what needs correction.	Complete,	Completes all fields on the [Maintain EFT Detail] window using the information provided on the SCD 1948.
If the SCD 1948 is...	Then...						
NOT complete,	Returns the SCD 1948 to the EW, noting what needs correction.						
Complete,	Completes all fields on the [Maintain EFT Detail] window using the information provided on the SCD 1948.						

WHO	ACTION	
EW	If the SCD 1948 is...	Then...
	Returned for completeness,	Returns the SCD 1948 to the client, or schedules an appointment to have him/her come in and correct the form.  <b>Note:</b> Once the form is corrected, returns the form to the Benefit Issuance Unit @ Julian repeating actions listed above.
	Approved,	Views <b>Maintain Issuance Detail</b> window to check the status of the Direct Deposit.

## 14.5.2 EFT Status Codes

Once information is entered by the Benefit Issuance Unit @ Julian on the **Maintain EFT Detail** window, CalWIN will automatically update the EFT status. The following are status codes which appear in the **EFT Status** field of the **Maintain EFT Detail** window:

STATUS	DEFINITION
Pre-Note Pending	Appears immediately in “real time” after entries on the [Maintain EFT Detail] screen are made. This indicates entries have been accepted.
Pre-Note Issued	Appears the next day after the “nightly batch process” is run. Indicates the Pre-Note status.
Pre-Note Approved	Appears after the “Pre-Note” process is completed.
Pre-Note Rejected	Appears if the Financial Institution rejects entries. If Pre-Note Rejected appears, the ‘Direct Deposit has failed.
EFT Discontinued	Appears after discontinuance of the case and/or Direct Deposit.



### Reminder:

ONLY the Benefit Issuance Unit @ Julian has access to the **Maintain EFT Detail** window.

## 14.6 Pre-Note Process

The Pre-Note process is a ten calendar day process that consists of sending a zero dollar transaction to the client’s bank to verify the existence of the account.

The Pre-Note process is automatically generated by the Direct Deposit data entered on the **Maintain EFT Detail** window. CalWIN will automatically update the **EFT Status** field.

### 14.6.1 Pre-Note Approval

After approximately ten calendar days, if the account is valid, EFT is approved and the following CalWIN automatic action occurs:

- ‘Pre-Note Approved’ is displayed in the **EFT Status** field on the **Maintain EFT Detail** screen.
- The ‘Approval for Direct Deposit’ notice (CSF 71), which advises the client that Direct Deposit has been approved, is automatically generated and mailed.

All cash benefits generated on the case after the steps listed above are completed would be Direct Deposit transactions instead of paper warrants or EBT transmissions. The first Direct Deposit will be the first of the month following the fiscal month end process after the pre-note is approved.



#### Example:

The pre-note status is approved on 04/27/06. The next Fiscal Month End run is scheduled for 05/24/06. The first Direct Deposit will be 06/01/06.

For a supplemental issuance, the Direct Deposit will be the next payment the client receives after the pre-note is approved.



#### Example:

The pre-note is approved on 03/10/06. The EW issues a supplemental payment on 03/15/06. The Direct Deposit will be available on 03/17/06, after the nightly batch is ran on 03/15/06 and the transmittal is sent on 03/16/06.

### 14.6.2 Pre-Note Rejects

A reject is a Pre-Note denial received from the Payee’s Financial Institution. The following CalWIN automatic actions occur when a Pre-Note rejects:

- The MRC 046R produced in the Direct Deposit daily process shows the pre-note rejects and reason for reject.
- The issuance status on the **EFT Status** field on the **Maintain EFT Detail** window changes to ‘EFT Discontinued’.
- The reject code, which is received from NACHA, is also displayed on the **Maintain EFT Detail** window in the **EFT Reason Code** and **EFT Reason Desc** fields.

If the reject is NOT corrected, Direct Deposit is NOT initiated and payments will be issued via EBT or paper warrants.



### 14.6.3 Pre-Note Reject Actions

The following action must be taken when a Pre-Note Action rejects:

WHO	ACTION	
Benefit Issuance Unit @ Julian	Receives the MRC 046R “EFT Bank Exception” Report and reviews the entries on the [Maintain Issuance Detail] window.	
	<b>If...</b>	<b>Then...</b>
	The Benefit Issuance Unit @ Julian is unable to make the corrections,	They notify the EW and EW Supervisor, via phone call or e-mail.
	The error is something the Benefit Issuance Unit @ Julian can correct,	The Benefit Issuance Unit @ Julian makes corrections to the <b>Maintain Issuance Detail</b> window as appropriate. New entries will be included in the CalWIN daily process which will initiate the same prenote process again.
	<b>If the client’s bank record then ...</b>	<b>Then...</b>
	Matches	EFT will be approved and all future benefits will be issued as EFT.
	Does not match,	The EW and the EW Supervisor must be advised that the error cannot be resolved. NOTE: The error will again appear on the MRC046R “EFT Bank Exceptions” Report. The reject code received from NACHA for the second attempt will also be displayed in the <b>EFT Reason Code</b> and <b>EFT Reason Desc</b> fields on the <b>Maintain EFT Detail</b> window.
EW	<ul style="list-style-type: none"> <li>Receives the information from the Benefit Issuance Unit @ Julian that the error cannot be resolved.</li> </ul>	
	<ul style="list-style-type: none"> <li>Determines if the information was entered incorrectly on the SCD 1948.</li> </ul>	
	<b>If the information is...</b>	<b>Then...</b>
	Incorrect,	Contacts the client and sends another SCD 1948, or has the client come in to complete another form.
	Correct,	Informs the client to contact the Bank Institution, as information appears correct but is not being accepted by the bank.
NOTE: CalWIN automatically generates a “Denial for Direct Deposit” (CSF 72) which advises the client that Direct Deposit was not initiated and requests they contact their EW if they want to have Direct Deposit. It also notifies them they will continue to receive their benefits in the mail.		

WHO	ACTION
EW Supervisor	<ul style="list-style-type: none"> <li>• Receives the information from the Benefit Issuance Unit @ Julian that the error cannot be resolved.</li> <li>• Ensures that the rejects are resolved within three working days.</li> </ul>

## 14.7 Direct Deposit Approval

The following are automatic actions taken by CalWIN when Direct Deposit is approved on a case that is:

- Active, or
- Discontinued.

### 14.7.1 Direct Deposit Approval on an Active Case

When the Pre-Note process is successful, and the case status is active, CalWIN takes the following automatic actions:

- Generates a CalWIN “Approval for Direct Deposit” notice (CSF 71).
- Updates the **Maintain EFT Detail** window to Pre-Note Approved after the “Pre-Note” process is completed.
- Sends “Notification of Direct Deposit (CSF 75) to the recipient for each Direct Deposit, verifying that a deposit has been made.
- Direct Deposit will begin the first of the month following the fiscal month end process after the pre-note is approved.



#### Note:

All cash assistance payments generated after the Pre-Note status is approved will be Direct Deposit transactions instead of paper warrants or EBT issuances.

### 14.7.2 Direct Deposit Approval on a Discontinued/Closed Case

If the case status is discontinued or closed at the time of Pre-Note approval, the “Approval for Direct Deposit” notice (CSF 71) will NOT be generated. The Benefit Issuance Unit @ Julian will check monthly the “EFT Bank File Report (MRC 045R) advising that EFT was not completed and will notify the EW, who in return must check the **Maintain Case Issuance Method** window for EFT coding when a discontinued or closed case is restored.

### 14.7.3 Direct Deposit on a Restored/Rescinded Case

When a case is discontinued, Direct Deposit will NOT be discontinued. If the case is restored/rescinded at a later date, Direct Deposit will automatically reinitiate without going through the pre-note process.

If ...	And ...	Then ...
The [Issuance Type] is EFT,	<ul style="list-style-type: none"> <li>The recipient wants EFT, and</li> <li>The EFT (bank) information is valid (i.e. has not changed),</li> </ul>	When the case is approved benefits will be issued as EFT.
The recipient wants EFT,	The bank information has changed,	Change the issuance method to warrant or EBT, as applicable, and follow the instructions for initiating Direct Deposit.
The recipient no longer wants EFT,	The [Issuance Type] is EFT,	Change the [Issuance Type] to EBT or Warrant, as applicable, on the [Maintain Case Issuance Method] window.

Once Direct Deposit converts to a closed status, if the case is later restored/ rescinded, Direct Deposit must be reinitiated and go through a pre-note process. [Refer to “Initiating Direct Deposit,” page 14-5] and “Pre-Note Process,” page 14-7.]



#### Note:

Direct Deposits CANNOT be issued as immediate needs. When restoring/ rescinding a discontinuance, if the client qualifies for an immediate need, the EW must issue a paper warrant. Direct Deposit must then be reinitiated and go through a pre-note process. [Refer to “Initiating Direct Deposit,” page 14-5] and “Pre-Note Process,” page 14-7.]

## 14.8 Deleting Direct Deposit

Deleting Direct Deposit means that Direct Deposit will be terminated. Upon verbal or written request to delete Direct Deposit, the EW must:

- Document the request on the [Main Case Comments] window.
- If a verbal request, give the reason if known.
- If a written request, have it scanned into the IDM system under F2 - Case Verif /Child Support

- Notify the Benefit Issuance Unit @ Julian of the request by sending an e-mail to Warrant Control (warrantcontrol@ssa.sccgov.org).
- Change the [Issuance Type] on the **Maintain Case Issuance Method** window to Warrant or EBT, as appropriate.

**Note:**

This action must take place prior to Fiscal Cut-Off or the next monthly issuance will be directly deposited into the client's account.

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## 14.9 Direct Deposit Holds and Releases

The following are ways a Direct Deposit can be held and/or released:

### 14.9.1 Holds

Holds placed on benefits by the system for non-receipt of a QR 7, failure to complete the RRR, etc. will hold the EFT benefits. The issuance status in the **Search for Issuance** window for future benefits changes from *Pending* to *Hold*.

Once the QR 7 is logged into CalWIN as received and complete or the RRR is completed, the issuance status in the **Search for Issuance** window is automatically changed back to "Pending" and benefits will be issued as EFT.

EFT benefits with an **Issuance Status** of *Pending* can be held and/or cancelled.

### 14.9.2 Emergency Hold Process

EFT Benefits are generated at FME at which time the **Issuance Status** is updated to *Issued*. Emergency holds, per county policy, are NOT to be placed on EFT benefits once the [Issuance Status] is changed to *Issued*.

Only EFT benefits with an **Issuance Status** of *Pending* can be held and/or cancelled.

### 14.9.3 Direct Deposit Returns

A return is Direct Deposit money which is returned to the County from the bank. When a cash assistance payment is returned, the following automatic CalWIN process occurs:

STEP	PROCESS
1.	The <b>Issuance Status</b> for the returned benefit will change from <i>Issued</i> to <i>EFT Transfer Error</i> on the <b>Search for Issuance</b> window.
2.	The return EFT Reason Code and EFT Reason Description received from NACHA appear on the <b>Display EFT Reasons</b> window.
3.	"Termination of Direct Deposit" (CSF 74) is generated to inform the recipient that they no longer have Direct Deposit.
4.	Returned funds are automatically canceled and reissued as a paper warrant in the daily process after the next transmittal date. NOTE: All future cash benefits will be issued via paper warrants. <b>REMINDER:</b> If the case would normally receive their cash benefits through EBT, the case must be changed back to EBT unless the client meets the qualifications for another EBT Cash Exemption. Change the <b>Issuance Type</b> on the <b>Maintain Case Issuance Method</b> window and the <i>Status</i> and <i>Reason</i> fields on the <b>Capture EBT Exemption</b> window accordingly.
5.	Returns are reported on the MRC045R "EFT Bank File Report" .

### 14.10 Non-Receipt of Direct Deposit

The EW must take the following actions when a client reports the cash grant was not direct deposited into his/her bank account:

Step	Action
1.	Confirm that the cash grant was issued as an EFT by viewing the <b>Maintain Issuance Detail</b> window. <b>Note:</b> EFT Issuance numbers begin with T-Z.
2.	Determine if the EFT benefits were held <b>PRIOR</b> to FME by viewing the <b>Issuance Status</b> on the <b>Maintain Issuance Detail</b> window

Step	Action
3.	<p>View the Issuance Status in the [Issuance Status] field on the [Maintain Issuance Detail] window to determine if the EFT benefits rejected.</p> <ul style="list-style-type: none"> <li>• If EFT was rejected, contact the Benefit Issuance Unit @ Julian. [Refer to “Pre-Note Reject Actions,” page 14-9].]</li> <li>• Advise the client of the reason for the reject and that the grant will be issued automatically as a paper warrant.</li> </ul> <p><b>Note:</b></p> <p>If everything appears to be correct, the EW should advise the client to notify the financial institution that there is a problem with the account and Direct Deposit is not being accepted. The EW is also to notify the Benefit Issuance Unit @ Julian of the problem so they are aware of the situation and can do additional research or contact the financial institution, if necessary.</p> <p><b>REMINDER:</b> A Notice of Action (CSF 74) is sent to the client when a EFT deposit is rejected by the financial institution</p>
4.	<p>Request a new “Direct Deposit Enrollment Form” (SCD 1948) from the client with corrected information, if the client wishes to continue Direct Deposit. Repeat steps for initiating Direct Deposit. [Refer to “Initiating Direct Deposit,” page 14-5]]</p> <p><b>REMINDER:</b> If the client does NOT wish to continue with Direct Deposit, and the case would normally receive their cash benefits through EBT, the case must be changed back to EBT unless the client meets the qualifications for another EBT Cash Exemption. Change the <b>Issuance Type</b> on the <b>Maintain Case Issuance Method</b> window and the "Status" and "Reason" fields on the <b>Capture EBT Exemption</b> window accordingly.</p>

### 14.10.1 Direct Deposit Changes

There may be instances when change codes are received from the Automated Clearing House (ACH) bank notifying CalWIN about changes or discrepancies of the client’s bank information. When this happens it automatically starts the following process:

Step	Process
1.	The Direct Deposit will be made however EFT will be terminated.
2.	CalWIN will update the <b>Maintain EFT Detail</b> window, if applicable, with the changed bank information.
3.	<p>The Benefit Issuance Unit @ Julian must notify the EW of what information is needed to continue Direct Deposit.</p> <p><b>Note:</b></p> <p>The Benefit Issuance Unit @ Julian has a list of change codes on the MRC 046R report that indicate what information is needed.</p>

Step	Process
4.	<p>“Change in Direct Deposit” (CSF 73) will be automatically generated and mailed to the client. The CSF 73 notifies the client that their deposit was made but that the financial institution notified the county that there was a change in the back account. It request the client contact their EW to complete a new SCD 1948 to re-initiate Direct Deposit.</p> <p><b>Note:</b></p> <p>When the SCD 1948 is returned to the EW by the client, procedures must be followed to re-initiate the Direct Deposit. <a href="#">[Refer to “Initiating Direct Deposit,” page 14-5]</a></p>

### 14.10.2 Changing Direct Deposit Bank Accounts

If a client requests changing their existing Direct Deposit bank account to a new bank account, the EW must:

- Inform the client that the approval process for EFT on the new account will take several weeks and in the mean time they must receive their benefits as either a warrant or through the EBT system.
- Notify the Benefit Issuance Unit @ Julian of the request.
- Delete the existing Direct Deposit by changing the **Issuance Type** on the **Maintain Case Issuance Method** window and establish the alternative method of issuance for benefits based on the client’s decision.
- Obtain a new SC 1948 and follow procedures to initiate Direct Deposit. [\[Refer to “Initiating Direct Deposit,” page 14-5\]](#)

### 14.10.3 Payee Changes

- When an existing payee with Direct Deposit becomes a payee on a new case, he/she may request Direct Deposit on the new case.
- A new SC 1948 must be obtained and the procedures to initiate Direct Deposit must be followed. [\[Refer to “Initiating Direct Deposit,” page 14-5\]](#)

## 14.11 CalWIN Electronic Funds Transfer (EFT) Listings

Several CalWIN reports are produced during the EFT process and are distributed and utilized by various departments in the Agency. This section will only list reports that are utilized by eligibility / the Benefit Issuance Unit @ Julian.

These listings are located in the Benefit Issuance folder in the Reporting subsystem.

### **14.11.1 MRC020R - Register of EFT - Daily Process**

The MRC020R Report is produced in the daily batch process. It is a listing of the contents in the Direct Deposit Bank File. This list contains a detailed listing of each EFT generated by case number and a summary listing by aid code.

### **14.11.2 MRC 046R - “EFT Bank Exception” Report**

The MRC 046R is produced in the Direct Deposit daily process. It is a report of the pre-note rejects, EFT returns and changes received from the ACH network. Corrective action must be taken immediately to reinitiate Direct Deposit. The report is monitored by the Benefit Issuance Unit @ Julian which will notify the EW if they are unable to correct the error in the daily process.

### **14.11.3 MRC011R - Register of EFT - Fiscal Month End Process**

The MRC011R Report is produced in the Fiscal month end process. It is a listing of the contents in the Direct Deposit Bank File. The MRC011R contains a detailed listing of each EFT generated by case number and a summary listing by aid code.

Staff may review this report on-line to ensure Direct Deposits were deposited correctly.

### **14.11.4 MRC041R - EFT Benefits Held**

The MRC041R Report is produced in the Fiscal month end process. The MRC041R lists cases where the Direct Deposit benefits are held, including holds for the previous month.

Staff may review this report on-line to verify the status of Direct Deposits hold requests.

### **14.11.5 MRC015R - Register of EFT - Calendar Month End Process**

The MRC015R Report is produced in the Calendar month end process. It is a listing of the contents in the Direct Deposit Bank File. This list contains a detailed listing of each EFT issuance generated by case number and a summary listing by aid code .

Staff may review this report on-line to ensure Direct Deposits were deposited correctly.

### **14.11.6 MRC045R - EFT Bank File Report**

The MRC045R Report is produced in the Calendar month end process. The MRC045R is a listing by case number and a monthly summary by aid type of EFT processing status changes. This listing is used by the Benefit Issuance Unit @ Julian to monitor EFT activities. and for the monthly reconciliation process.



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## 14.12 CalWIN EFT Other Correspondence

CalWIN also generates “Other Correspondence” informational notices which are mailed to the client when specific EFT actions occur.

### 14.12.1 CSF 71 - Approval for Direct Deposit

The CSF 71 is an Other Correspondence that is used to notify a recipient when Direct Deposit is approved for the case.

### 14.12.2 CSF 72 - Denial for Direct Deposit

The CSF 72 is an Other Correspondence that is used to notify a recipient when Direct Deposit is denied for the case.

### 14.12.3 CSF 73 - Change in Direct Deposit

The CSF 73 is an Other Correspondence that is used to notify a recipient when a financial institution notifies us of a change in the client account which is currently on Direct Deposit. It requests the client contact the worker to complete a new “Direct Deposit Application Form” (SC 1948).

### 14.12.4 CSF 74 - Termination of Direct Deposit

The CSF 74 is an Other Correspondence that is sent when Direct Deposit is terminated due to the financial institution rejecting the Direct Deposit transmission.

### 14.12.5 CSF 75 Notification of Direct Deposit

The CSF 75 is an Other Correspondence which is created out of the Daily, Fiscal and Calendar Month End processes and is sent in place of the warrant to inform the client that his/her benefits were deposited in his/her account through a Direct Deposit transaction.

