

Requesting Emergency Direct Deposit Stop

Last Updated: xx/xx/2025 <no need to update>

Overview

This process outlines how to handle emergency requests to stop direct deposit during payroll processing. It is intended for Tier 1 agents and escalation support staff assisting associates with urgent banking issues.

Coding <no need to update>

- Request Category:
- Topic:

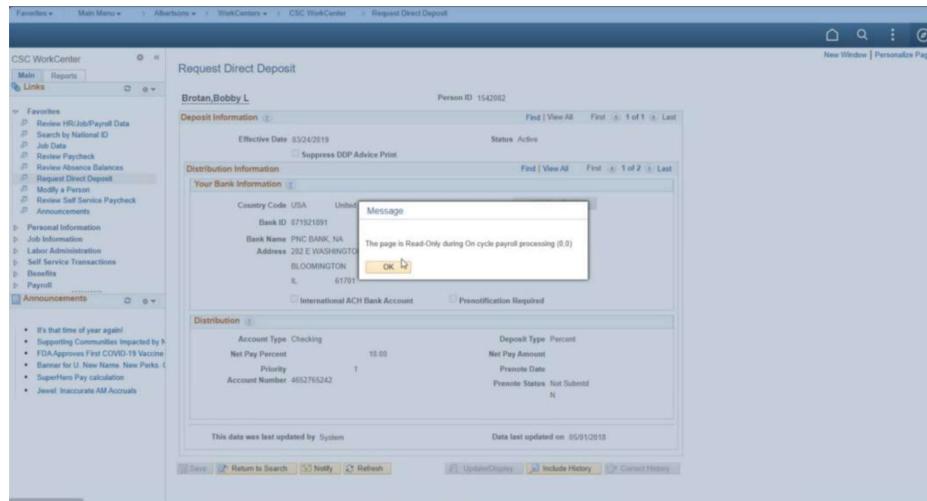
Applications:

- PeopleSoft
- ACI Knowledge Base
- Citrix File Explorer
- Direct Deposit Logs (Excel)

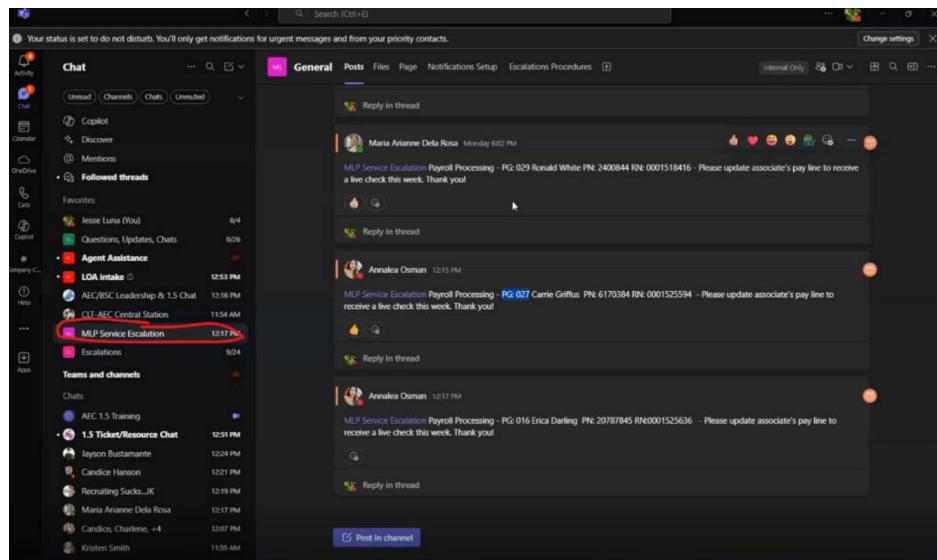
SLA: 15-20 minutes.

Content:

1. Confirm whether the request is during payroll processing (typically Monday or Tuesday).



2. If processing is active, inform the associate that changes cannot be made at this time.
 - a) Recommended script: "Hey, our payroll team is currently processing. Our system is locked for changes, and this cannot be done right now."
 - b) Ask: "Is this an emergency?"
3. If the associate confirms an emergency (e.g., closed account, fraud), proceed with MLP service escalation.

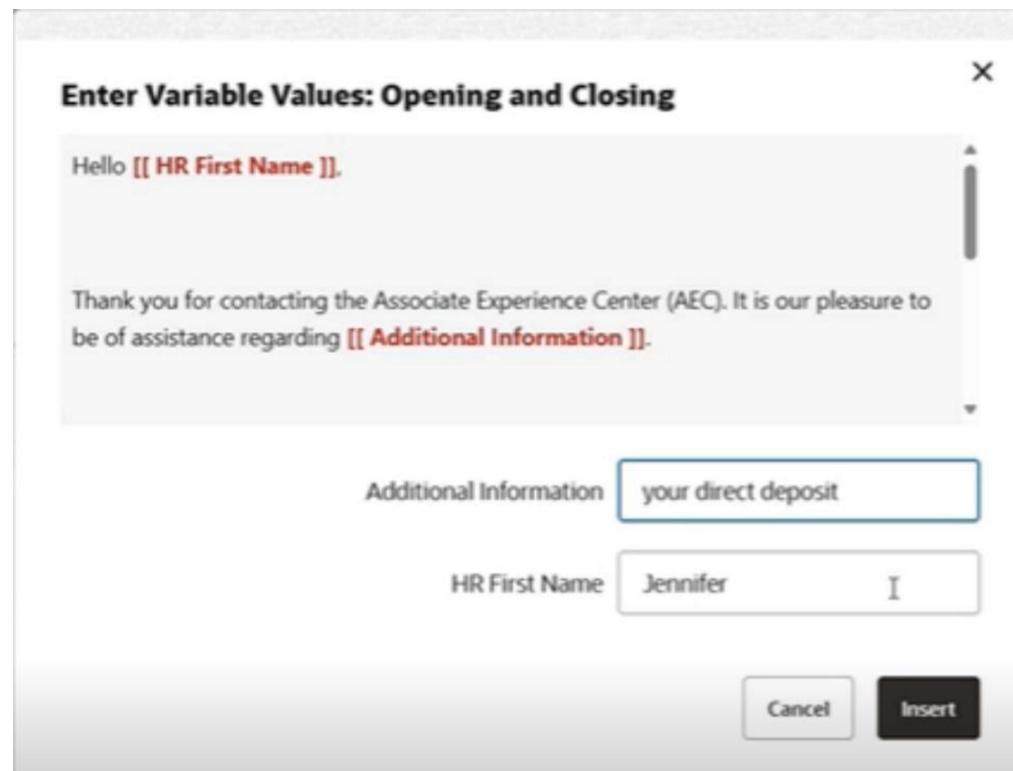


4. Check if a pay stub has already been generated in ACI.
 - a) If yes, direct deposit reversal is the only option.
 - b) If no, proceed with emergency stop request.
5. Open a Help Desk ticket and assign it to yourself (1.5).
6. Update the ticket Category field to Pay Inquiry.
7. Click Try Resolve Help Desk Request and select Compose Message.
8. In the Messages section:

Channel: Web

Subject: Update

- a) Apply SmartText: #Opening and Closing
- b) Enter variable values including associate's first name.



c) Message body:

"A request to have our payroll team process a paper paycheck has been sent. Please be advised that this is not guaranteed. I will provide an update on Wednesday this week, once

our weekly payroll processing has been completed."

Hello Jennifer,

Thank you for contacting the Associate Experience Center (AEC). It is our pleasure to be of assistance regarding your direct deposit.

A request to have our payroll team process a paper paycheck has been sent. Please be advised that this is not guaranteed. I will provide an update on Wednesday this week, once our weekly payroll processing has been completed.]

If you have additional questions or require immediate assistance, please contact the Associate Experience Center at 1-888-255-2269. Representatives are available from 6:00 am to 6:00 pm Arizona Time, Monday through Friday.

Have a nice day and thank you for contacting the Associate Experience Center.

Best regards,

Associate Experience Center (AEC)

Aⁿ v | AI v | ← → | A^v | A^v | B I U | := := | ≡ ≡ | Ⓢ | ☰ v | ↕ v

Characters: 750

9. Click Send.
10. Click Edit to return to the ticket parent page.
11. Update ticket Status to In Progress or Waiting.
12. On Wednesday, check the associate's paystub in PeopleSoft:
 - a) Click Review Self Service Paycheck.
 - b) Enter Empl ID, click Search.
 - c) Click the arrow-left icon next to the account.
 - d) Click View Paycheck.
 - e) Check NET PAY DISTRIBUTION section.

NET PAY DISTRIBUTION			
Payment Type	Account Type	Account Number	Amount
Advice #7630262	Checking	XXXXXX5242	23.20
	Checking	XXXXX5757	208.84
TOTAL:			232.04

13. If issued as a paper check:
 - a) Go to Request Direct Deposit in PeopleSoft.
 - b) Enter Empl ID, click Search.
 - c) Click the arrow-left icon next to the account.
 - d) Click the + icon.

Person ID [REDACTED]

Deposit Information [?](#)

*Effective Date

*Status

Suppress DDP Advice Print

Distribution Information [Find](#) [View All](#) [First](#) [1 of 2](#) [Last](#)

Your Bank Information [?](#)

Country Code United States

Bank ID [Add New Bank](#)

Bank Name

Address

International ACH Bank Account Prenotification Required

Distribution [?](#)

*Account Type

*Deposit Type

Net Pay Percent

Net Pay Amount

Priority

Prenote Date

Account Number

Prenote Status Not Submtd

N

This data was last updated by Employee Self Service User Data last updated on 01/18/2025

Save Return to Search Notify Refresh Update/Display Include History Correct History

- e) Set Status to Inactive.
 - f) Click Save.
 - g) Update ticket with:
 - Subject: Resolution
 - Message body:

Hello [Associate Name],

Your direct deposit has been made inactive. The update will take effect next week. Your paycheck for week ending 9/27/25 has been issued as a live paper check and will be mailed to your store.

Channel Web

Subject Resolution

Hello Jennifer,

Thank you for contacting the Associate Experience Center (AEC). It is our pleasure to be of assistance regarding your direct deposit.

Your direct deposit has been made inactive. The update will take effect next week.

Your paycheck for week ending 9/27/25 has been issued as a live paper check and will be mailed to your store.

If you have additional questions or require immediate assistance, please contact the Associate Experience Center at 1-888-255-2269. Representatives are available from 6:00 am to 6:00 pm Arizona Time, Monday through Friday.

Have a nice day and thank you for contacting the Associate Experience Center.

Best regards,

Associate Experience Center (AEC)

14. If issued as direct deposit and emergency stop failed:

- a) Update ticket with:
 - Subject: Update
 - Message body:

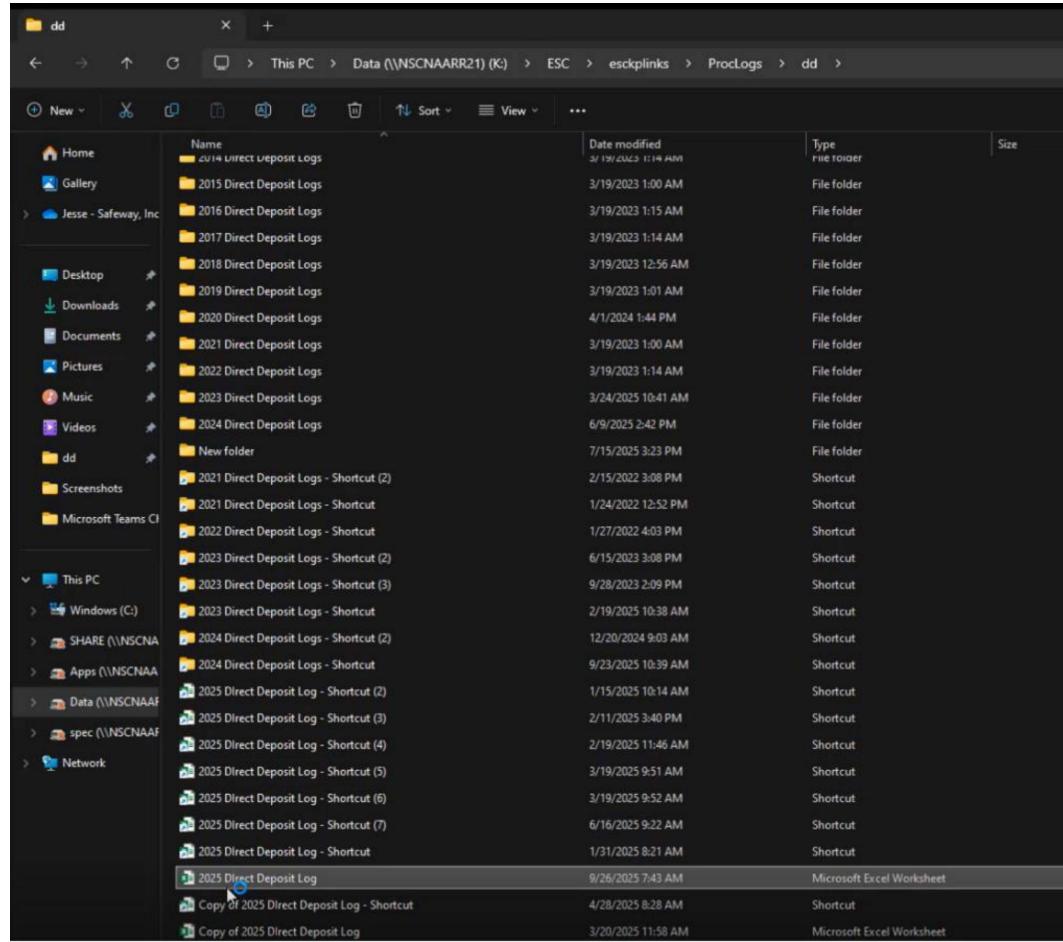
Hello [Associate Name],

Your direct deposit has been made inactive. The update will take effect next week. Your paycheck for week ending 9/27/25 has been issued as a direct deposit. Unfortunately, we were unable to stop it in time due to our payroll processing schedule.

15. Review Direct Deposit Logs:

- US Agents: K:\ESC\esckplinks\ProcLogs\dd
- Manila Agents via Citrix: <\\NSCNAARR21\Data\ESC\esckplinks\ProcLogs\dd>

Click Read Only on the password prompt.



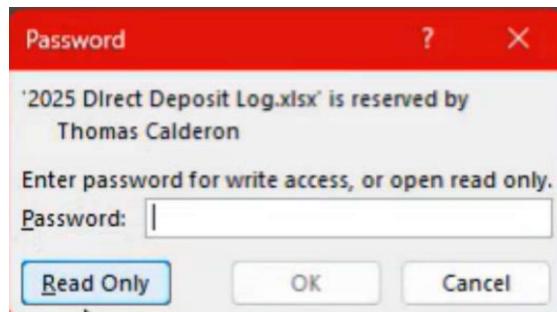
The screenshot shows a Windows File Explorer window with the following details:

- Path:** Data (\\\NSCNAARR21) (K) > ESC > esckplinks > ProcLogs > dd
- File List:** The table lists numerous files and shortcuts, mostly named "20XX Direct Deposit Logs" where XX is a year from 14 to 26. There are also several "20XX Direct Deposit Log - Shortcut" entries and a few specific log files like "2025 Direct Deposit Log".
- Columns:** The table has columns for Name, Date modified, Type, and Size. The "Type" column includes entries for "File folder" and "Shortcut".
- Bottom Row:** The last three items listed are "2025 Direct Deposit Log", "Copy of 2025 Direct Deposit Log - Shortcut", and "Copy of 2025 Direct Deposit Log", all identified as Microsoft Excel Worksheet files.

Name	Date modified	Type	Size
2014 Direct Deposit Logs	3/19/2023 1:14 AM	File folder	
2015 Direct Deposit Logs	3/19/2023 1:00 AM	File folder	
2016 Direct Deposit Logs	3/19/2023 1:15 AM	File folder	
2017 Direct Deposit Logs	3/19/2023 1:14 AM	File folder	
2018 Direct Deposit Logs	3/19/2023 12:56 AM	File folder	
2019 Direct Deposit Logs	3/19/2023 1:01 AM	File folder	
2020 Direct Deposit Logs	4/1/2024 1:44 PM	File folder	
2021 Direct Deposit Logs	3/19/2023 1:00 AM	File folder	
2022 Direct Deposit Logs	3/19/2023 1:14 AM	File folder	
2023 Direct Deposit Logs	3/24/2025 10:41 AM	File folder	
2024 Direct Deposit Logs	6/9/2025 2:42 PM	File folder	
New folder	7/15/2025 3:23 PM	File folder	
2021 Direct Deposit Logs - Shortcut (2)	2/15/2022 3:08 PM	Shortcut	
2021 Direct Deposit Logs - Shortcut	1/24/2022 12:52 PM	Shortcut	
2022 Direct Deposit Logs - Shortcut	1/27/2022 4:03 PM	Shortcut	
2023 Direct Deposit Logs - Shortcut (2)	6/15/2023 3:08 PM	Shortcut	
2023 Direct Deposit Logs - Shortcut (3)	9/28/2023 2:09 PM	Shortcut	
2024 Direct Deposit Logs - Shortcut	2/19/2025 10:38 AM	Shortcut	
2024 Direct Deposit Logs - Shortcut (2)	12/20/2024 9:03 AM	Shortcut	
2024 Direct Deposit Logs - Shortcut	9/23/2025 10:39 AM	Shortcut	
2025 Direct Deposit Log - Shortcut (2)	1/15/2025 10:14 AM	Shortcut	
2025 Direct Deposit Log - Shortcut (3)	2/11/2025 3:40 PM	Shortcut	
2025 Direct Deposit Log - Shortcut (4)	2/19/2025 11:46 AM	Shortcut	
2025 Direct Deposit Log - Shortcut (5)	3/19/2025 9:51 AM	Shortcut	
2025 Direct Deposit Log - Shortcut (6)	3/19/2025 9:52 AM	Shortcut	
2025 Direct Deposit Log - Shortcut (7)	6/16/2025 9:22 AM	Shortcut	
2025 Direct Deposit Log - Shortcut	1/31/2025 8:21 AM	Shortcut	
2025 Direct Deposit Log	9/26/2025 7:43 AM	Microsoft Excel Worksheet	
Copy of 2025 Direct Deposit Log - Shortcut	4/28/2025 8:28 AM	Shortcut	
Copy of 2025 Direct Deposit Log	3/20/2025 11:58 AM	Microsoft Excel Worksheet	

16. Press Ctrl + F and search by Employee ID.

Note: If not found, bank has not returned the funds.



17. If found, update ticket with:

- a) Queue: Banking Desk
- b) Topic: Direct Deposit Reversal
- c) Check Date
- d) Check Amount
- e) Last 4 digits of account number (from PeopleSoft > Request Direct Deposit > Distribution section)
- f) Reason for Reversal (ask associate; if unsure, select Other)

FAQ <update as needed>

Related Articles <update as needed>

Escalation Criteria

Emergency stop requests must be escalated via the MLP service escalation channel. This is not guaranteed and depends on payroll division schedules.

Example Scripts <update as needed>