

Where's my money?! and other FAQs from Employees to Payroll

Why are some employees getting paid before me?

- **Scenario 1: Employee doesn't have early direct deposit**

If your financial institution doesn't offer early direct deposit, other employees are probably getting their paycheck earlier because they do have early direct deposit. Early direct deposit can provide access to their paychecks up to two days early.

- **Scenario 2: Employee recently enrolled in early direct deposit**

Depending upon where you bank, it can take a couple of pay periods after you enroll for you to get early direct deposit.

- **Scenario 3: Employee has been enrolled in early direct deposit for more than two pay periods**

Not all early direct deposits arrive at the exact same time. Some financial institutions like Chime make funds available to your account as soon as possible after your payment information is processed through the ACH network. Other financial institutions may take longer.

- **Scenario 4: Employee still hasn't received early direct deposit by payday**

You may want to double-check your direct deposit instructions to ensure that your account and routing numbers are correct. If they are, you may want to notify your banking provider that the funds have not arrived.

Where's my money?! I have early direct deposit and usually get my pay by now.

Delays can occur due to bank holidays, employer payroll processing schedules, or issues in the ACH network. Other employees who do not have early direct deposit are expected to receive their deposits by [Insert Your Payroll Settlement Date]. If you do not receive your funds by then, please notify your financial institution.

How does early direct deposit work?

When payroll is run, your financial institution will receive a notification that the money is on its way. With early direct deposit, your account gets credited before the money officially arrives. Early access to direct deposit funds depends on the timing of the submission of the payment file from the payer. Financial institutions that offer early direct deposit generally make these funds available on the day the payment file is received, which may be up to 2 days earlier than the scheduled payment date.

Is early direct deposit the same as earned wage access?

No, early direct deposit enables you to receive your paycheck up to two days early while earned wage access allows you to access some of your earned but unpaid wages before your scheduled payday. This means you can get some of the money you're already worked for, when you need it, without waiting for your official payday. Some providers like Chime offer both early direct deposit and earned wage access.

Chime® is a financial technology company, not a bank. Banking services provided by The Bancorp Bank, N.A. or Stride Bank, N.A., Members FDIC. MyPay® line of credit provided by The Bancorp Bank, N.A. or Stride Bank, N.A. MyPay services provided by Chime Capital, LLC (NMLS ID 2316451).

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