



What Happens When You Add or Change Your Direct Deposit Information?

A “pre-note” process occurs when you add or change your bank or credit union direct deposit account information in the Hawaii Information Portal. This process validates that you have entered your account information correctly before actual funds are deposited.

What Direct Deposit Changes Trigger the Pre-note Process?

- Add a new or Change an existing Routing Number
- Add a new or Change an existing Account Number
- Add a new or Change an existing Account Type (Checking or Savings)

The pre-note will occur for new or changed account(s) only. Due to payroll deadlines and the timing of your change, your direct deposit may not be active right away. You will receive a paper check until your account details are confirmed with your financial institution.

What Direct Deposit Changes Do NOT Trigger the Pre-Note Process?

- A Change to your existing Direct Deposit Amount
- A Change to your existing Deposit Order

What happens if you enter incorrect direct deposit information?

You will be notified by your payroll office that you need to resolve an error by re-entering your correct direct deposit information in the Hawaii Information Portal. Your financial institution may also notify you of the error. Your previously entered account information will be deleted if it is confirmed to have an error.