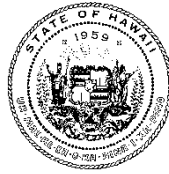


AMENDED

DAVID Y. IGE  
GOVERNOR




RODERICK K. BECKER  
COMPTROLLER  
AUDREY HIDANO  
DEPUTY COMPTROLLER

**STATE OF HAWAII**  
**DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES**

P.O. BOX 119, HONOLULU, HAWAII 96810-0119

April 16, 2018

**COMPTROLLER'S MEMORANDUM NO. 2018-10**

TO: Heads of Departments and Jurisdictions  
ATTN: Fiscal and Human Resources Offices  
FROM: Roderick K. Becker, Comptroller   
SUBJECT: Processing of Direct Deposit Account Additions, Changes or  
Cancellations in the New Hawaii Information Portal (HIP) Use of New  
DAGS Form D-59

The implementation and rollout of the Hawaii Information Portal (HIP) system will provide employees secure and authorized access to enter direct deposit information for any new accounts, changes or cancellations. Employees will primarily enter transactions upon hire, rehire or transfer their information on-line through Employee Self-Service in HIP.

As such, department employees will be updating their information in HIP and the entry of the required information for direct deposit will be coordinated with all agencies based on the scheduled enrollment windows, by deployment group. Once agencies are live and implemented in the system, employees will be able to transact any new direct deposit account adds, changes or cancellations online.

We anticipate that there will be situations and circumstances that do not allow an employee to transact these updates directly into HIP for any of the following reasons:

- The employee may not be able to complete a transaction due to restrictions with website accessibility or software readers that are not compatible with the HIP application.
- The employee is not able to access a State computer connected to the State network, and requests an accommodation due to physical impairment or restriction.
- The employee is unable to locate and access a computer that is connected to the State network.

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Should these situations occur in your departments, by exception, your employee will be able to complete the new Direct Deposit Form, D-59 – link provided below. The D-59 must be completed by the employee and sent to your agency payroll branch where authorized payroll staff will be able to enter the direct deposit information on behalf of the employee requesting accommodation.

<https://ags.hawaii.gov/hawaiipay/files/2018/02/HIP-DirectDepositForm-59-rev-03-29-18.pdf>

Please note that depending on when an employee completes the D-59 and transmits to your agency payroll branch, the update and processing of direct deposit will take time depending on when payroll is scheduled to process.

All new accounts added will be processed through a pre-notification process through the banking industry's Automated Clearing House (ACH) system to verify the employee's account information. Once that is completed successfully, direct deposit will be active in the next payroll processing cycle for disbursement. The pre-notification will run on the employee's first payroll cycle where the employee will receive a live paycheck, once the account information is validated, the subsequent cycle the employee's pay will be issued through direct deposit.

- The use of Form D-59 is now effective for direct deposit adds, changes and cancellations for agencies in the Group 1 Deployment schedule as we are now live with HIP payroll Employee Self-Service (ESS). Agencies in Group 2 and 3 Deployments will be notified when the use of Form-D59 is effective.
- The use of Form D-60 is still effective for the following purposes.
  - All other agencies until otherwise notified when deployment in Groups 2 and 3 are live for HIP payroll employee Self-Service (ESS).
  - All agencies that require the following types of transactions: cottage rental, motor vehicle deductions and for deferred compensation adjustments.

Questions from your agency payroll branches or human resources offices may be directed to the HIP Service Center at 201-SERV (7378) or [hip@hawaii.gov](mailto:hip@hawaii.gov). Questions received that require clarification or advisement from DAGS Central Payroll will be routed accordingly for resolution.