

# DEPARTMENT DEPOSITS FAQ:

**Q: Where do I find information on how to make a deposit?**

A: <https://deptdeposits.utoledo.edu/> contains multiple different types of training materials on how to make a deposit.

**Q: How do I log in to the online platform to make a deposit?**

A: Your username and password are the same as your UTAD username and password.

**Q: I do not have a deposit bag and need to make a deposit. How do I acquire a deposit bag?**

A: Send a request to the Treasury Accounting Manager. Contact information for this individual can be located at <https://www.utoledo.edu/offices/treasurer/team.html>

**Q: The online platform has a “No Money To Bank” checkbox. When should I check that box?**

A: *Never!! This function has been set up for possible use with Credit Cards Transactions but is not currently being used.*

**Q: What deposit slip should I use? Can I use the deposit slip that prints out?**

A: *Each department should have their own pre-printed deposits slips from the bank (if needed see question below). You are able to print a deposit slip when you submit your deposit on the website, but that slip is for your records only and cannot be submitted to the bank.*

**Q: Where to get additional deposit slips?**

A: *Contact the Treasury and they will send deposits slips via UT inter-campus mail.*

*Note: Your business manager should have deposit slips on hand at all times.*

**Q: How long do I have after a deposit is put into the system to take it to the depository?**

A: *The deposit entry in the online platform and the drop-off in the curbside depository should be made the same day.*

**Q: How long should I wait to get an approval of my deposit?**

*A: The approval process could take up to 2-5 business days – if it's any longer, please contact the Treasurer's Department.*

**Q: Can I edit my deposit once I've already created it online?**

*A: If you need to make a change to a deposit which has already been entered in the system, you will have to notify the Treasurer's Department. Once notified, they can return the deposit for editing as long as it hasn't already been sent to the bank and approved.*

**Q: How do I edit/correct a deposit once it has been returned?**

*A: Please visit the website, login; choose View/Edit Deposits, select the date range or search by deposit id, under Details choose View, then select Edit Deposit, make changes accordingly and resubmit for approval. DO NOT CREATE A NEW DEPOSIT IF THE ORIGINAL HAS BEEN RETURNED FOR EDITING!*

**Q: Why didn't I receive the printable receipt after I submitted my deposit?**

*A: The printable receipt is generated in a new window and will not appear if your web browser is blocking pop-ups. To avoid this, you will need to turn your pop-up blocker off when visiting the website.*

**Q: Can UTPD still pick up my deposit?**

*A: Yes, if your deposit contains \$500 or more in **cash**. If you have a deposit that large, you can contact the UT police and they will pick up and deliver the deposit for you. NOTE: UT Police may check your bag to verify that the deposit actually contains \$500 or more.*

**Q: What to do if the curbside depository is stuck and cannot be opened?**

*A: Sometimes in the winter, due to snow and ice accumulations, the depository door can become stuck. If this happens, please notify the treasury immediately. Your deposit should then be brought physically to the Gateway Huntington Branch (NOT the branch in the Student Union).*

**Q: Why did I not get an email notification when the deposit was approved?**

*A: Being that this is a new process there is a system glitch causing some approval notifications to not be sent out if this occurs please visit the website, login; choose View/Edit Deposits, select the date range or search by deposit id, under details choose View, and under Current Status it will give you the status of the deposit, then under Deposit Comments: it will show who approved the deposit and when.*