eCHECK Request FAQs

1. **When can I use an eCHECK Request?**

**Payee Information:**

2. **How do I permanently update the incorrect Payee information (name, tax ID/social security number, address) listed in UMeNET?**
3. **Which Payee do I select when the Payee search comes back with similar results?**
4. **What do I do if the name and tax ID/social security number are correct, but the address is wrong?**
5. **How do I create a new Payee?**

**Account/Sub Object Code Information:**

6. **What do I do if my sub object code isn’t available under the payment type I selected?**
7. **What do I do if my account number isn’t appearing in eCHECK Request?**
8. **How do I correct or update my account’s approval flow?**
9. **How do I split my accounting information among multiple accounts or sub object codes?**

**Tax Information:**

10. **When do I need to provide the Payee’s Tax ID, Social Security, or UM ID Number?**
11. **When do I need to submit a W-9 or a copy of the individual’s social security card as part of my backup documentation?**

**Delivery Options:**

12. **What is an enclosure?**
13. **How do I send an original enclosure out with my eCHECK Request?**
14. **How can I have the check interofficed back to my department?**
15. **Where do I send original enclosures and Fed Ex envelopes?**

**Special eCHECK Requests:**

16. **Are there any special instructions for eCHECK Request payable to the Department of Homeland Security?**
17. **What special information needs to be entered when completing a Petty Cash eCHECK Request?**

**Post Submission eCHECK Request Information:**

18. **How do I close out a Petty Cash Fund?**
19. **What do I need to do with the eCheck backup documentation?**
20. **Where do I find the Summary Page?**
21. **What needs to be done if my eCHECK Request has been denied?**
22. _When will the check write?_
23. _Where’s my check? How can I find out when my check was written and when it was delivered?
24. _How can I view a copy of the check?_