

e-Service
Frequently Asked Questions

Payment

1. What type of accounts can I make payments on?

Answer: Delinquent accounts that have been assigned an assessment number by the State of Michigan's Department of Treasury, Office of Collections. These include [Delinquent Tax Debts](#), [Driver Responsibility Fees](#), and other delinquent State Agency debts.

2. What will I need?

Answer: You will need your:

- Account number provided by Treasury Collections,
- Checking or savings account number,
- Routing number of the financial institution that you will be using,
- Email address
- Zip code.

Make sure the funds are currently available, although it could take 2-3 business days for the actual transfer. Select the "Make a Payment" option on the homepage.

3. Can I make payments on more than one account?

Answer: Yes, although you may only make one payment per transaction. To make a payment on multiple accounts, you will need to complete separate transactions for each account. Each payment will show separately on your bank statement and have separate confirmation numbers.

4. Can I make a payment for someone else?

Answer: Yes, provided you have the collections account number, the zip code of the person you are making a payment for, a checking or savings account number and the financial institutions routing number. Select the "check here if you're paying for someone else" box and enter your billing information in the "Billing Information" section.

5. How will my payment be posted/allocated on my account?

Answer: Tax accounts will apply in the order of the oldest assessment and then in order of interest, penalty, and tax respectively. Other assessment types will have payments applied in order of the oldest assessment (There are some exceptions). Payments may not post to the assessment number entered on the authentication page.

6. Can I make a payment to a specific assessment number?

Answer: No payments will apply in the order of the oldest assessment first.

7. When can I expect my payment to be debited from my bank account?

Answer: It can take 2-3 business days in order for the funds to be debited out of your account.

8. When will my payment post to my collections account?

Answer: Payments may take 10 business days to post to your account pending acceptance by your financial institution.

9. Will my payment be on time if I pay on my due date?

Answer: Yes, a payment is documented at the time the confirmation page is produced. However, it may take 10 business days for the balance to be updated pending acceptance by your financial institution.

10. Can I make more than one payment in a month?

Answer: Yes, however security measures do not allow you to make a payment for the same dollar amount from the same financial institution account within a 12 hour period. If an [Installment Agreement](#) has been approved on your account, the payment must add up to the minimum payment amount by the due date in order to avoid default of the agreement.

11. Can I make a payment using a debit or a credit card?

Answer: No, currently the only option for making a payment online is through your checking or savings account. This is done by providing your bank account and routing numbers.

12. How do I view the payments that I have already made?

Answer: Currently the "Account Summary" feature allows you to view your last payment. The confirmation page is intended to show that you attempted to make a payment online. Verification of a payment should be confirmed through your financial institution or bank statement.

13. Can I select a future date for my e-Service payment?

Answer: No, e-Service is not set up to post-date payments; funds will need to be in your bank account prior to submitting a payment.

14. Can I set up recurring monthly payments?

Answer: No, to use e-Service you will need to access the site each time you want to make a payment.

15. How do I modify or cancel my e-Service Payment?

Answer: Once a payment has been confirmed, it may not be modified or cancelled. If you accidentally make a double payment (you pressed the submit button a second time prior to receiving a confirmation), please call e-Service Problem Resolution at (517) 335-1660 during normal business hours. Monday – Friday, 8:00 a.m. – 5:00 p.m.

16. Can I make my Installment Agreement payments on the web?

Answer: Yes, Installment Agreement payments may be made online. The full amount of the [Installment Agreement](#) payment must be made by the due date to avoid the agreement going into default.

17. I do not have an e-mail address; can I still make a payment?

Answer: No, an e-mail address is a required field to make a payment to ensure a confirmation e-mail is sent.

18. Will I be notified if my payment is not accepted?

Answer: No, e-mail notifications will not be sent for payments that are not accepted by your financial institution. Please verify funds have been withdrawn from your financial institution.

Account Information

1. What will I need to access e-Service?

Answer: You will need the collections account number, assessment number, and zip code.

2. What is my collections account number and where can I locate it?

Answer: Your account number(s) is located on any correspondence received in reference to your collections account.

- Valid account numbers start with F, FME, FTC, FTR, S, SCT.
- It may end with the letter S (Do not include dashes).
- If your account number begins with SCT, and you are unable to access e-Service please try your SSN with an S before and an S after.
Ex. S999999999S

3. What is my collections assessment number and where can I locate it?

Answer: Your assessment numbers can be located by looking at the "ASSESSMENT NUMBER" column of any correspondence received in reference to your collections account.

- Valid assessment numbers are 7 characters in length and begin with a letter.
- It may be necessary to use the most recent assessment number to access the "Account Summary / Detail" options for some accounts.

4. What zip code do I use to access e-Service?

Answer: Please use the five digit zip code that matches our current account records. If you have any questions or difficulties accessing the system please call e-Service Problem Resolution at (517) 335-1660 during normal business hours. Monday – Friday, 8:00 a.m. – 5:00 p.m.

5. Can I access account information on more than one account?

Answer: Yes, although you may only access one account at a time. To view information on multiple accounts, you will need to enter each account number and corresponding assessment number on the account summary login page.

6. Why is there a difference between my balance online and the letter received?

Answer: The online payment system is updated daily and could reflect adjustments that were made after a letter was mailed. Please verify the date of the letter and compare it with the amount due date displayed online. If you feel there is an error on your account, please contact the phone number on the last correspondence received for the account you are accessing.

7. What information is available for viewing on the e-Service website?

Answer:

- Account Summary
 - Amount due
 - Last payment received
- Account Details
 - Assessment information
 - Tax periods
 - Amount due
 - Tax Type
- Installment Agreement Information

8. I disagree with the balance/assessment information provided, who do I contact?

Answer: Please contact the phone number on the last correspondence received for the account you are accessing.

9. Who should I contact if it says my last payment was not accepted?

Answer: Please contact your financial institution to verify the status of your payment before you contact Treasury. Please have your Collections account number, date of payment, confirmation number, and payment amount available before contacting Treasury. If you have questions please call e-Service Problem Resolution at (517) 335-1660 during normal business hours. Monday – Friday, 8:00 a.m. – 5:00 p.m.

10. Why are only some of my assessments on an Installment Agreement?

Answer: Please contact the phone number on the last correspondence received for the account you are accessing to discuss your [Installment Agreement](#).

11. Why is my Installment Agreement payment amount different from the agreed upon amount?

Answer: Please contact the phone number on the last correspondence received for the account you are accessing.

12. Why is my assessment no longer on an Installment Agreement?

Answer: Please contact the phone number on the last correspondence received for the account you are accessing.

System/Security

1. What are the most common user errors when paying online?

Answer: The three most common errors are:

- Attempting to use an incorrect collections account number
- Incorrect financial institution account number
- Incorrect financial institution routing number

2. What happens if my web payment request does not go through? Who do I contact if I'm having technical difficulties?

Answer: If you receive an error message, follow the directions given on that message. If you receive no response once you submit payment or are encountering other technical difficulties, contact e-Service Problem Resolution at (517) 335-1660 during normal business hours. Monday – Friday, 8:00 a.m. – 5:00 p.m.

3. Is my information secure?

Answer: Yes, the web site and information is secure. Relayed information is encrypted and not visible to others. Information will not be shared.

4. My account number does not qualify to make a payment on e-Service, why am I being referred to a call center?

Answer: In order to make a payment on e-Service, there are specific parameters that an account needs to meet. If it does not meet each of those parameters, e-Service will not attempt the transaction. If you have questions please call e-Service Problem Resolution at (517) 335-1660 during normal business hours. Monday – Friday, 8:00 a.m. – 5:00 p.m.

5. Why does my browser or mobile device not work properly with e-Service?

Answer: This e-Service site is not a mobile 'app' however, it is mobile friendly to many devices. If you encounter trouble while using a mobile device, attempt to use a computer instead. Browsers are updated frequently; ensure you are running the most current version of your browser. If you experience trouble using a current version of your browser please call the e-Service Problem Resolution at (517) 335-1660 during normal business hours. Monday – Friday, 8:00 a.m. – 5:00 p.m.

General

1. What are the benefits of using e-Service?

Answer: The e-Service System is free of charge; there is no waiting in line at the field office, or on the phone with a customer service representative; saves the cost of stamps and allows for faster processing.

2. Where can I find the necessary bank information?

Answer: Examples can be found by selecting the following: [Banking Information](#)

3. Will I receive a receipt or confirmation number?

Answer: A confirmation page is provided at the end of your transaction. You may print this for your records. In addition, if you provide your email address when prompted, the confirmation page will be e-mailed to you.

4. What should I do if I don't get a confirmation number after submitting my payment?

Answer: If you receive no response once you submit payment and need to determine if a payment transaction has been entered on your account, contact e-Service Problem Resolution at (517) 335-1660 during normal business hours. Monday – Friday, 8:00 a.m. – 5:00 p.m.

5. What does ACH mean?

Answer: ACH stands for Automated Clearing House. Electronic payments are made through the Automated Clearing House (ACH) Network.

6. Can I use e-Service on my cellular telephone or other internet devices?

Answer: Generally, any device that can access the internet will have full use of the e-Service features.

7. I have a driver's responsibility fee: Can I take my confirmation page to the [Secretary of State/Michigan Department of State](#) (MDOS) to get my driver's license reinstated?

Answer: No, your confirmation page will not be accepted by MDOS. MDOS will be notified of your payment once it posts to your collections account; This process may take up to 10 business days.

8. How soon after I make my online payment can my lien be released?

Answer: It may take up to 10 business days for the payment to post. Once posted, it can take an additional 30 days for the lien to be released. If you paid your account in full, and the lien has not been released after 40 days from your online payment, you may contact the Special Procedures Unit at 517-636-5250.

9. If I am in bankruptcy, can I use the online option to make a payment?

Answer: No. The system will not allow you access for this payment option. Please contact our Bankruptcy Unit at 517-241-5002 for more information.

10. I've been assessed Corporate Officer Liability (COL), can I make a payment using this site?

Answer: No. We are unable to process COL payments utilizing this method.

11. Is there a fee for this service?

Answer: No, there is no fee to use this service.

12. I have a debt type listed on the account detail screen that I do not recognize, how can I find out what it is?

Answer: Below are some of the most common debt types.

If your dent type is not listed please contact the phone number on the last correspondence received for the account you are accessing.	
STP	MDOS (MICHIGAN DEPARTMENT OF STATE) - DRIVER RESPONSIBILITY FEE
IIT	TREASURY/IIT - INDIVIDUAL INCOME TAX
SAL	TREASURY/SUW - SALES TAX
WTH	TREASURY/SUW - WITHHOLDING TAX
EDF	TREASURY/ MHEsla (MICHIGAN HIGHER EDUCATION STUDENT LOAN AUTHORITY) - MI LOANS
USE	TREASURY/SUW - USE TAX
STR	MDOS (MICHIGAN DEPARTMENT OF STATE) - REINSTATEMENT FEE FOR STP (DRIVERS RESPONSIBILITY FEE) DEBTS
MBT	MICHIGAN BUSINESS TAX
FSA	TREASURY/UNIVERTIY - FERRIS STATE UNIVERSITY/STUDENT ACCOUNTS
CMA	TREASURY/UNIVERSITY - CENTRAL MICHIGAN UNIVERSITY STUDENT ACCOUNT
EMA	TREASURY/UNIVERSITY - EASTERN MICHIGAN UNIVERSITY/STUDENT ACCOUNT
SBT	TREASURY/SBT - SINGLE BUSINESS TAX
CTK	CORRECTIONS - SUPERVISION FEES REGION 3/GRAND RAPIDS
OUB	OAKLAND UNIVERSITY LOAN AND STUDENT ACCOUNT #2
CIG	TREASURY/ MOTOR FUEL - CIGARETTE TAX
GVA	TREASURY/UNIVERSITY - GRAND VALLEY UNIVERSITY/STUDENT ACCOUNT
CTL	CORRECTIONS - SUPERVISION FEES REGION1/DETROIT
MNS	TREASURY - OFFICE IF SCHOLARSHIP AND GRANTS
HPT	TREASURY/ IIT - HOMESTEAD PROPERTY TAX
SSS	HUMAN SERVICES - FIP-FINANCIAL INDEPENDENCE PROGRAM
IFR	TREASURY/MOTOR FUEL - IFTA (INTERNATIONAL FUEL TAX AGREEMENT) FUEL TAX-RECEIPTS
CIT	TREASURY/SBT - CORPORATE INCOME TAX