

# Collections e-Service

## Frequently Asked Questions

### Login

1. What will I need to login?

Make a Payment:

- Collections account number
- Zip code

Account Summary:

- Collections account number
- Assessment number
- Zip code

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

Your account number is located on any correspondence received in reference to your Collections account:

Valid account numbers start with F, FME, FTC, S, SCT

- Account numbers may end with S
- If your account number begins with SCT, it will end with a S

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

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.

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

Use the five digit zip code that matches our current account records. If you have questions, contact Collections e-Service Problem Resolution Line at 517-335-1660 during normal business hours 8 AM – 4:30 PM Monday through Friday.

5. Why does my zip code not work?

To ensure the privacy of your information, part of the verification and authentication process includes matching the five digit zip code against our current account records. Use the five digit zip code listed on the most recent correspondence sent from the Michigan Department of Treasury. If you have any questions or difficulties accessing the system please contact 517-335-1660 for assistance.

## Payment

6. What does ACH mean?

ACH stands for Automated Clearing House. Electronic payments are processed through the Automated Clearing House Network. Equity accounts, investments accounts and checks issued by your credit card company cannot be used for ACH debit transactions.

7. What will I need to make an Automated Clearing House (ACH) payment?

- Collections account number
- Valid checking or savings account number
- Routing number of financial institution using for payment
- Email address
- Current zip code

8. Is there a fee for making an ACH payment?

No.

9. What will I need to make a credit/debit card payment?

- Collections account number
- Valid Discover, MasterCard, or Visa credit/debit card
- Email address
- Current zip code

10. Is there a fee for making a credit/debit card payment?

Yes. There is a 1.50% processing fee per transaction.

11. Can I make a credit/debit card payment over the phone?

No. For your security we cannot take your credit or debit card information over the phone.

12. Can I make a payment on more than one Collections account?

Yes, after successfully making a payment on the first Collections account you will need to logout and log back in using the other Collections account information.

13. Can I make a payment for someone else?

Yes.

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

No.

15. When can I expect funds to be removed from the account used to make the payment?

It can take 2-3 business days for the funds to be removed.

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

Yes.

17. Can I make an ACH payment using a foreign bank account?

No. We can only accept ACH payments in US dollars from a US bank account.

18. How do I view the payment that I have already made?

The Collections e-Service website does not currently allow for viewing payment history. Your confirmation email is a means to track your transaction.

19. Can I select a future date for my payment?

No.

20. Can I set up reoccurring payments?

No. You will need to access the site each time you want to make a payment.

21. How do I modify or cancel my submitted payment?

Payments cannot be modified once submitted. If you think you made a duplicate payment call Collections e-Service Problem Resolution Line at 517-335-1660 during normal business hours 8 AM – 4:30 PM Monday through Friday.

22. Will Collection e-Service notify if my ACH payment is not accepted?

No.

23. Who do I contact if I am having technical difficulties or did not receive a confirmation number?

Contact Collections e-Service Problem Resolution Line at 517-335-1660 during normal business hours 8 AM – 4:30 PM Monday through Friday.

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

Collections e-Service is updated daily and could reflect adjustments that were made after a letter was mailed. If you feel there is an error on your account contact the phone number on the last correspondence received.

25. Is my payment information saved for future visits?

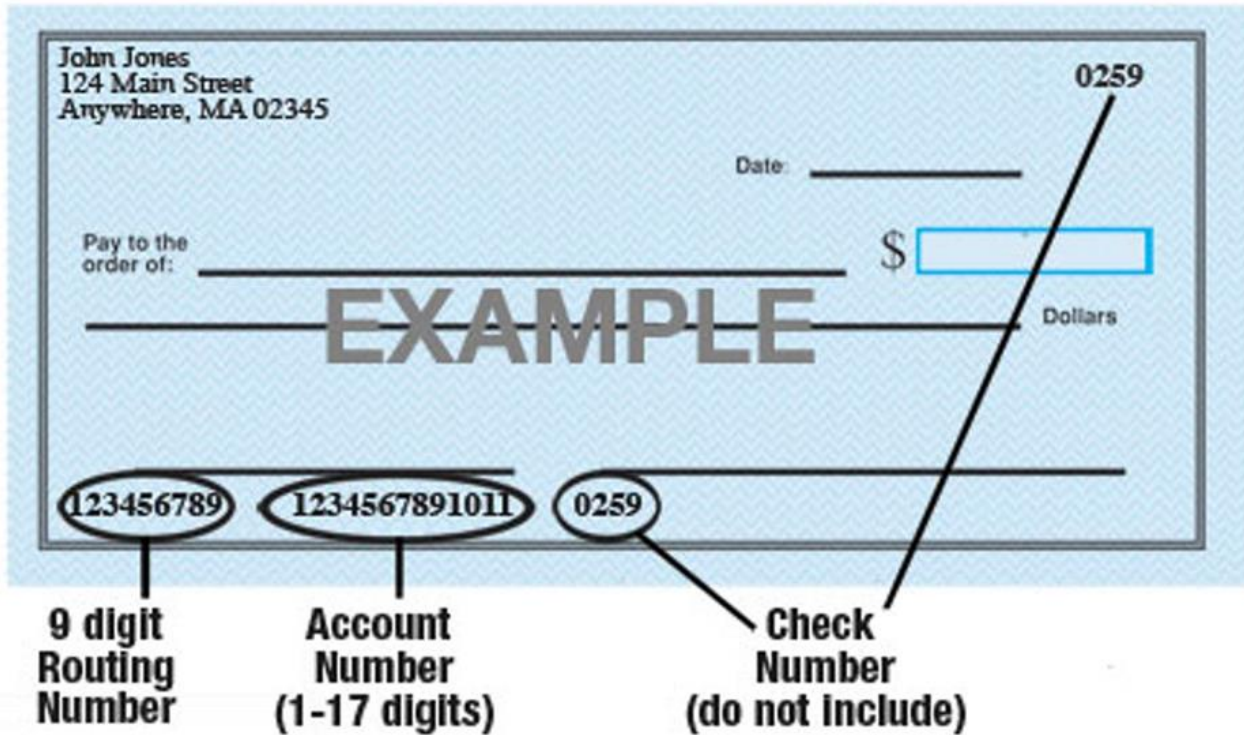
No. Each payment transaction will need to have the information manually entered.

26. Why I am not able to make a payment?

Certain accounts are not qualified to make Collections e-Service payments for various reasons. If you have questions contact Collections e-Service Problem Resolution Line at 517-335-1660 during normal business hours 8 AM – 4:30 PM Monday through Friday.

27. Where can I find the necessary information to make an ACH payment?

The appropriate information can be easily located on the front of a check. If you are unsure of your routing number and checking/savings account number, we recommend you contact your financial institution for verification. Also confirm with your bank that your account will allow a direct debit by ACH transaction.



28. Where can I find the 'Card Verification Value (CVV2)' information on a credit/debit card?

The CVV2 value is located on the back of the credit/debit card inside the signature area. Typically the signature panel will have a series of numbers, but only the last three digits makeup the CVV2 code.



## Installment Agreement

29. Can I make my installment agreement payment on the web?

Yes.

30. How do I know if an assessment is included in the installment agreement?

On the account details page, a "Yes" indicates that the assessment is included on an installment agreement that has been approved by the Department.

31. If an assessment(s) is not on an Installment Agreement, contact us to make payment arrangements at 800-950-6227.

Failure to make payments as agreed will result in the default of the installment agreement which may result in further Collection action. Prior to missing a payment, contact us at 800-950-6227.

## Driver Responsibility Fee (DRF)

32. I have a Driver Responsibility Fee; can I take my payment receipt page or confirmation email to the Secretary of State/Michigan Department of State (MDOS) to get my driver license reinstated?

No. MDOS will be notified of your payment once it posts to your Collections account. This process may take up to 10 business days.

33. If I make a payment using Collections e-Service, will my driver license be automatically reinstated?

No. If an Order of Action notice is received from the Secretary of State/Michigan Department of State (MDOS), an online payment for the full amount due must be submitted at least 10 business days prior to the date your license is scheduled for suspension.

## General

34. What is Spam Block?

In order to help reduce spam and prevent automated software from performing actions which decrease the quality of service provided to you by this web site, the State of Michigan has implemented a simple form of "Human Checking". This simply involves entering the sum of two numbers in an additional form field in an effort to ensure the response is being generated by a human being

35. Can I use the Collections e-Service features through my smart phone or other mobile device (tablet)?

Yes.

36. If I am in Bankruptcy, can I use Collections e-Service to make a payment?

No. Contact our Bankruptcy Unit at 517-241-5002 for more information.

37. What do the three letters under the column debt type mean?

Here is a list of the most common debt types.

- ATO: OTHER TOBACCO PRODUCTS, UNCLASSIFIED ACQUIRER
- CIG: CIGARETTE TAX
- CIT: CORPORATE INCOME TAX
- CMA: CENTRAL MICHIGAN UNIVERSITY
- CTJ: CORRECTIONS - SUPERVISION FEES REGION 2/FLINT
- CTK: CORRECTIONS - SUPERVISION FEES REGION 3/GRAND RAPIDS
- CTL: CORRECTIONS - SUPERVISION FEES REGION1/DETROIT
- EDF: MHESLA (MICHIGAN HIGHER EDUCATION STUDENT LOAN AUTHORITY) - MI LOANS
- EMA: EASTERN MICHIGAN UNIVERSITY
- FSA: FERRIS STATE UNIVERSITY
- GVA: GRAND VALLEY UNIVERSITY
- HPT: HOMESTEAD PROPERTY TAX
- IFR: IFTA (INTERNATIONAL FUEL TAX AGREEMENT) FUEL TAX-RECEIPTS
- IIT: INDIVIDUAL INCOME TAX
- LRF: LICENSING & REGULATORY AFFAIRS - OCS FINES AND PENALTIES
- MBT: MICHIGAN BUSINESS TAX
- MNS: OFFICE OF SCHOLARSHIP AND GRANTS
- MST: MICHIGAN SALES TAX
- MUT: MICHIGAN USE TAX
- MWT: MICHIGAN WITHHOLDING TAX
- OUB: OAKLAND UNIVERSITY
- SAL: SALES TAX
- SBT: SINGLE BUSINESS TAX
- SSS: HUMAN SERVICES - FIP-FINANCIAL INDEPENDENCE PROGRAM
- STP: MDOS (MICHIGAN DEPARTMENT OF STATE) - DRIVER RESPONSIBILITY FEE
- STR: MDOS (MICHIGAN DEPARTMENT OF STATE) - REINSTATEMENT FEE FOR STP (DRIVERS RESPONSIBILITY FEE) DEBTS
- USE: USE TAX
- WTH: WITHHOLDING TAX