Identifying Routing and Account Numbers on Checks-1594

Introduction

The **Bank Routing Number** is a **9-digit identifier** assigned to the bank by the **Registrar of Routing Numbers.**

It is found before the account number on a check.

Resolution Steps

If Bank Routing Number is Unavailable in BOLT

1. Click **Create Work Order or Technical Case**

   Fill out the information as described below and click **Submit**

Record Type	Non Technical
Reason	Financial, Payments & Refunds
Reason Detail	Payment Issue/Inquiry
Select	Is Case
Case Reason	Payment Issue/Inquiry
Destination Queue	Payment Processing

2. **Ask for** the **routing number and note the case** with it. Provide the customer with the **BOLT Case number**

3. Have the customer **mail or Fax** a **voided copy** of a check, **front and back** to us for processing

   - **US Mail (all markets)**
     - Attn. Payment Processing/Bank Routing Number - Case#

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       East Mt. Corporate Center
       100 Baltimore Dr.

Wilkes-Barre, PA 18702

- **Fax to**:
  - **Texas**: 833-247-2633
  - **All other markets**: 570-270-1498
    - Please include Case # _____

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