

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#

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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