# NEW THIS YEAR: SEND SUPPORT REQUEST ONLINE

REMINDER: CHECKS CAN ONLY BE VERIFIED ONCE. IF A CHECK HAS BEEN VERIFIED AND SUBSEQUENTLY CANNOT BE CASHED, PLEASE SUBMIT A CHECK VERIFICATION REQUEST. DO NOT VOID THE CHECK.

SEARCH FOR THE CUSTOMER

There are **TWO WAYS TO SEARCH** the check and open the support request:

    a. Search for the customer with last name or SSN via **"SEARCH APPLICATIONS"** from the homepage. Scroll down to "Details," find the check that needs to be reset, and click "Open."
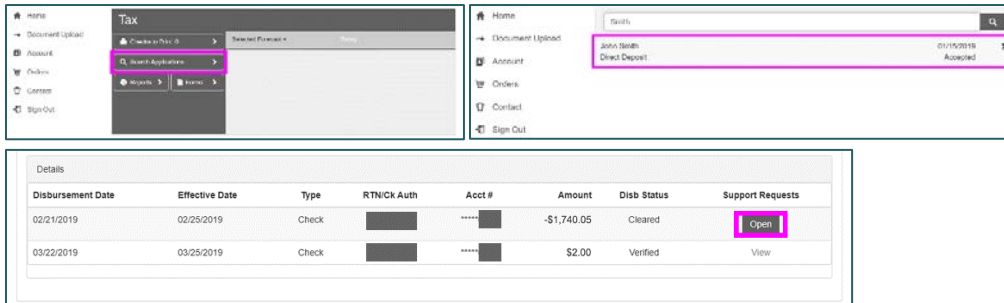
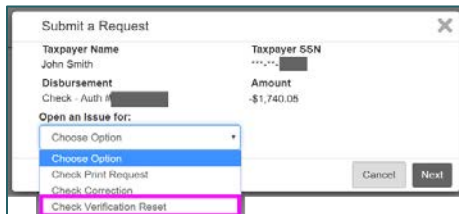   b. **OR,** Search by Check Number, Status, Name, SSN, Auth Number, or Account Number via **"CHECKS TO PRINT"** from the homepage; select the "Search" tab at the top. Once you have found the check, click "Open."
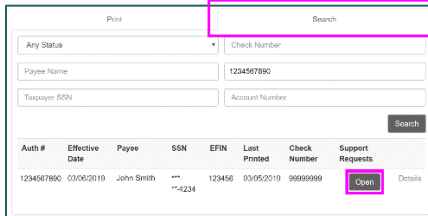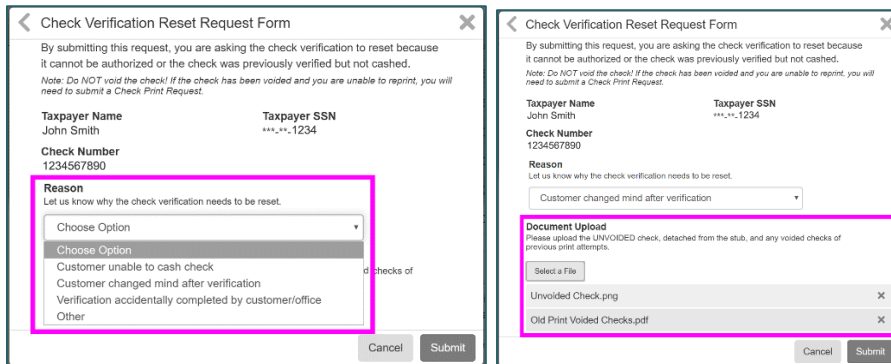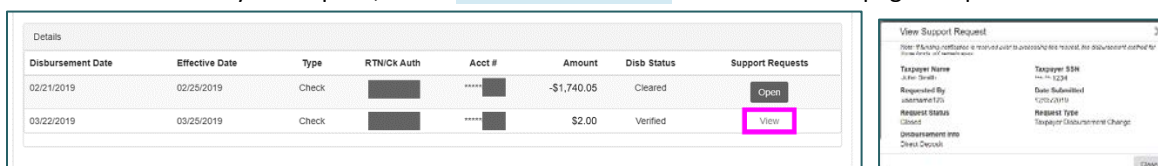

SUBMIT CHECK VERIFICATION RESET

2. Select **"CHECK VERIFICATION RESET"** from the dropdown and click "Next."

3. **SELECT THE REASON** for the check verification reset from the dropdown and **UPLOAD A COLOR COPY OF THE UNVOIDED CHECK**, detached from the stub, **AND ANY VOIDED CHECKS FROM PREVIOUS PRINT ATTEMPTS**. Review and click "Submit."

4. To view the status of your request, select **"VIEW REQUEST"** on the customer page to open the modal.

CHECK VERIFICATION RESET FORM

REMINDER: By submitting this form, you are asking EPS Financial to RESET THE CHECK VERIFICATION.

DATE:

EFIN:

LAST 4 OF SSN:

CHECK DATE:

TAXPAYER'S NAME:

CHECK AMOUNT:

CHECK NUMBER:

REASON FOR RESET:

DO NOT USE THIS FORM FOR CHECKS THAT ARE VOIDED, MISPRINTED, DAMAGED, INSTEAD USE THE "CHECK REISSUE FORM".

ATTENTION: DID YOU ATTACH THE FOLLOWING, REQUIRED DOCUMENTS?

o   UNVOIDED check, detached from the stub
o   All VOIDED checks from previous print attempts

UPLOAD THIS FORM AND ALL REQUIRED DOCUMENTS IN YOUR DIRECT ACCOUNT AT
EPSTAX.NET OR EMAIL TO TAXFORMS@METABANK.COM

ERO SIGNATURE:

DATE:

IF YOU HAVE ANY QUESTIONS, PLEASE CALL CUSTOMER SUPPORT AT (888)782-0850