



University of Massachusetts

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University of Massachusetts (UMass) Zelle® FAQ

What is Zelle®?

Zelle® is an easy way to send and receive money directly between almost any U.S. bank accounts. With just an email address, you can quickly, safely and easily receive money from UMass. This is also known as a Digital Disbursement.

Are there any requirements to receive Zelle payments from UMass?

You must be a domestic individual supplier using an US Bank Account. Domestic individuals without an US Bank Account do not qualify for Zelle®.

Entities are NOT eligible for Zelle®, but UMass offers other options for electronic payments. Please contact Treasurer_ePay@umassp.edu for more information on University Payment Options

What are the Zelle net terms with UMass?

Receive UMass payments via Zelle® net 45 days compared to check net 60 days

How do I enroll with UMass to receive my payments by Zelle®?

If you are a domestic individual with a US bank account, ask UMass for the Zelle® UMass Domestic Individual Supplier Enrollment Form to sign up. You will provide an email address associated with your Zelle® account on the form, sign and send back to UMass. Instructions are on the top of the form.

What will UMass do with my email address?

UMass will use the email address only when making payments via Zelle® and to communicate payment information.

What if I am already enrolled with Zelle®?

No additional enrollment steps or downloads needed if you're already enrolled with Zelle®.

What if I am NOT enrolled with Zelle®?

If you are not registered, a one-time enrollment to Zelle® is required and available via the following link: <https://enroll.Zellepay.com/>

What if my financial institution doesn't offer Zelle®?

If your financial institution does not offer Zelle®, you can still use Zelle® by downloading the Zelle® app, then enroll your Visa® or Mastercard® debit card.

Are there any fees to receive money using Zelle®?

Zelle® doesn't charge a fee to send or receive money. We recommend confirming with your bank or credit union that there are no additional fees.

How long does it take to receive money with Zelle®?

Money sent with Zelle® is typically available to an enrolled recipient within minutes.

If it has been more than three days, we recommend confirming that you have fully enrolled your Zelle® profile, and that you entered the correct email address and provided this to UMass.

If you're using Zelle® through your bank or credit union's mobile app or online banking, please check their support FAQs or contact their customer support team for help.

What happens if UMass sends my payment by Zelle® and I have not enrolled with Zelle®?

You will receive a payment notification email to the email address you supplied UMass stating you have a payment waiting for you and to enroll in Zelle® to receive those funds.

What if I accidentally deleted the email or text message telling me to enroll with Zelle®?

Don't worry! Just visit <https://enroll.Zellepay.com/> and follow the simple steps to enroll with Zelle®. If you received a payment notification, be sure to enroll the same email address your payment notification was sent to.

Can I access Zelle® to receive money without a smartphone?

If your bank or credit union offers Zelle®, you may be able to use their online banking site to receive money without a mobile device.

If your bank or credit union does not offer Zelle®, then you must have a smartphone in order to access the Zelle® app to receive money.

Who do I contact if I am having trouble with the Zelle® app on my mobile phone?

If you're using the Zelle® app, give Zelle® customer support team a call toll-free at 844-428-8542 or get in touch through their support page at www.zellepay.com/support/contact

Who do I contact if I am having trouble with receiving my Zelle® payments or need to make changes to payment option?

University of Massachusetts Unified Procurement Services Team (UPST) at UPST@umassp.edu