

Washington State Department of Revenue
Instructions for Initiating
Electronic Funds Transfer (EFT) Payments
By Touch-Tone Telephone

DOR Reporting Number:

Important Information - Please Read Carefully

- Your Company number is 44263, _____, _____. This number ensures that only you can initiate Automated Clearing House (ACH) transactions from your bank account. Please keep this information confidential and DO NOT surrender this information to anyone not associated with the ACH network.
- Your phone call must be completed BEFORE 5:00 P.M. Pacific Time on the banking day prior to the date your excise tax payment is due. Transactions done after the deadline will incur a penalty.
- You have the ability to initiate the transaction with a future effective date to help make your payment timely. Your account will not be drafted until the date specified and you may avoid any possible late penalties for missing the payment deadline. This is called 'warehousing' the payment.
- The effective date of the transaction and the date that you initiate the transaction cannot be the same. If they are, the transfer will occur the following banking day.
- Contact a Department of Revenue EFT representative immediately if you experience any difficulties. This includes: reaching the Cash Management Operator, relaying any of the necessary information, or completing your call by the 5:00 P.M. Pacific Time deadline. EFT representatives are available to assist you at telephone number (360) 902-7170.
- To cancel the transaction at any time during the call, simply tell the operator you wish to cancel your transaction. The entire transaction will be canceled. To correct or cancel a transaction after finishing your call, see the appropriate sections for correcting or canceling a transaction on the following pages of these instructions.
- After each field is entered, the system will repeat the entry and ask if it is correct. Enter 1# if correct and the system will proceed to the next field. Enter 0# if not correct and the system will ask for the value again.
- To cancel the current transactions during a call, simply enter three stars (***) followed by the pound sign (#) at any point during your call. The entire transaction will be canceled.

Initiating a Transaction - Please follow each step in the exact order given.

1. Calculate the check digit. Add up the number of digits in the payment amount along with the numerical value of all the digits. For example, the check digit for a payment of \$23,400.50 equals 21. It is calculated as follows:

$$\begin{aligned} 2,3,4,0,0,5,0 &= 7 \text{ digits} \\ 2+3+4+0+0+5+0 &= 14 \\ \text{The Check Digit} &= 21 \end{aligned}$$

2. Dial 1-800-733-9974 (Toll-Free Number)
3. After you hear "Welcome. Please enter a pound sign after each entry. Please enter your service access key", enter your Service Access Key followed by #:

44263 * _____ * _____ # (Dept. of Revenue ID, Location Number, Password)

4. After a valid service access key is entered, you will hear "Welcome to Washington State Dept. of Revenue's Electronic Tax Payment Service. Please enter Tax Amount", enter the payment amount. The maximum payment that can be accepted is \$999,999,999.00. Enter the dollars and cents exactly as shown in the following example of a tax payment amount of \$23,400.50:

Example: 23400*50#

5. The system will calculate a check digit and say "The check digit is ##, is that correct?" This number should be compared to your previously calculated number (Step #1).
 - If it is correct enter 1#
 - If it is incorrect enter 0# and the system will ask you to reenter the tax payment amount.

REMINDER: After each field is entered, you will be asked if it is correct. Enter 1# if correct and the system will proceed to the next field. Enter 0# if incorrect and the system will ask for the value again.

6. After you hear "Please enter Tax Type" enter the tax type code for the type of tax you are paying. Always enter 1 for excise tax, followed by the # sign.

Example: 1#

7. After you hear "Please enter Tax Period Frequency", enter the frequency code for the tax you are paying. Enter 1 for Monthly, 2 for Quarterly, 3 for Annual.

Examples: 1# (monthly) or 2# (quarterly) or 3# (annual)

8. After you hear "Please enter Tax Period" enter the tax period as shown below based on the tax period frequency.

For Monthly Payments enter MM*YY

Example: May 2003 entered as 05*03#

For Quarterly Payments enter QQ*YY

Example: 2nd Qtr 2003 entered as 02*03#

For Annual Payments enter 01*YY

Example: For 2003 enter 01*03#

Examples: 05*03# (monthly) or 02*03# (quarterly) or 01*04# (annual)

9. After you hear "If you have an invoice number, please enter it now" enter the invoice number for your Balance Due, Tax Assessment or Tax Warrant Payment followed by the # sign.

If you do not have an Invoice Number you may skip this field and proceed to the next prompt by entering an asterisk (*) followed by the pound (#) sign. The system will then prompt you for the next field.

10. After you hear "Please enter Effective Date" enter the date using MM*DD*YY format.

Example: For effective date of May 21, 2003 enter 05*21*03#

PLEASE NOTE: To avoid penalties, this date should not be later than the EFT due date. The EFT due date is one banking day after the tax return due date. A flyer listing the EFT payment due dates is available from the Department of Revenue.

11. At this point the system will provide you with a verification number (trace number) for your transaction. Please note this number for your records. This number allows the Department of Revenue to trace your transaction and will aid in correcting/canceling the transaction should the need arise.
12. Once you have received the trace number, your transaction is complete. To enter another transaction, enter 1#. To exit the system, enter 9# or you may hang up the phone.

Correcting/Canceling a Transaction

You have the ability to correct a transaction before 5:00 PM Pacific, on the same day the original transaction was called in. If you need to correct a transaction after 5:00 PM Pacific Time on the same day or on a following day you should contact an EFT representative at the Department of Revenue at telephone number (360) 902-7170.

To correct a transaction you must first cancel the original transaction and then initiate a new transaction. Please follow these steps to cancel a transaction on the same day through the ACH network.

1. Dial 1-800-669-3110.
2. Tell the operator, "I need to cancel a transaction. My Company Number is:"

44263, _____, _____ (Dept. of Revenue ID, Location Number, Password)

3. Give the operator the trace number you were given by the system for the original transaction.
4. You may hang up once you are finished. An operator will call you back with a new trace number for your records.
5. To enter the correct information, please follow the procedure above under INITIATING A TRANSACTION.

How Else Can We Help?

Your EFT representative at the Department of Revenue is available to assist you should you have any additional questions about your EFT transaction or have other tax related questions. Please contact a representative at (360) 902-7170.