

Oregon Department of Revenue
Combined Payroll Tax and Assessment

ACH Debit
Electronic Funds Transfer

Program
Guide

Application form and instructions

Introduction

The Oregon Department of Revenue has developed a program to accept state combined payroll tax payments through Electronic Funds Transfer (EFT). These payments are processed through the Automated Clearing House (ACH) network. EFT greatly reduces the cost and time to generate and handle paper checks and allows for quicker and more accurate posting of tax payments.

Private industry and the federal government have been using EFT technology for many years. For example, direct deposit of employee's wages, Social Security payments, and federal income tax refunds are commonly made through EFT. Many corporations also use EFT to pay their suppliers for goods and services.

For the Oregon EFT program, we are offering two payment options: ACH debit and ACH credit. These options use the ACH network. The ACH network is a nationwide system designed to electronically transfer funds between financial institutions using industry accepted standards. These standards were designed to ensure network security and increase the efficiency of EFT transactions.

Advantages of making payments through the EFT program are:

- The cost and time to generate and sign checks is greatly reduced or eliminated.
- You know exactly when your account will be debited.
- You can use the EFT program without significant investments, such as computers or remittance processing equipment.

We realize that you may have many questions about the EFT program and your obligation to make state payroll tax payments electronically. The information in this program guide is intended to provide you with specific information and answers to the most commonly asked questions about making combined payroll tax payments using the ACH debit method.

Note: If, after reading through this program guide, you have additional questions or believe ACH debit through Oregon's WebPay or TelePay systems will not work for your business, please visit www.oregon.gov/DOR/ESERV/eft.shtml and consider our ACH credit method. If you still have questions or do not have internet access, call our EFT Help/Message Line at 503-947-2017 or write: EFT Coordinator, Oregon Department of Revenue, PO Box 14725, Salem OR 97309-5018.

Program participation

Am I required to participate in this program? You must pay your Oregon combined payroll taxes electronically if you are federally mandated to pay your federal taxes electronically using the Electronic Federal Tax Payment System (EFTPS). You must complete either the ACH Debit Authorization Agreement and Application form included in this program guide or the ACH Credit Agreement and Application.

A special note to Oregon corporation excise and income taxpayers. Corporate taxpayers are also required to make their estimated tax payments by EFT when they are federally mandated through EFTPS. Do not use the enclosed application form. You can obtain our "Estimated Corporation Excise and Income Tax Electronic Funds Transfer Program Guide" with an application form from www.oregon.gov/DOR/ESERV/eft.shtml or by calling our EFT Help/Message line, 503-947-2017.

Can I participate in the program even if I'm not required to do so? Yes. If you don't meet the requirement, but you want to make your combined payroll tax payments by EFT, you may do so. You must complete either the ACH Debit Authorization Agreement and Application form included in this program guide or the ACH Credit Agreement and Application. Once registered as a voluntary participant, you will be subject to the same rules established for mandatory participants.

I received a Mandated EFT Notification. What do I need to do? If we have notified you that you may be required to use EFT, you must either return your completed authorization agreement or submit an EFT waiver request within 60 days of receipt. If a payroll or tax service makes your combined payroll tax payments, you must notify them of your requirement. Failure to do so may result in penalties and interest.

Can I withdraw from the EFT program? The department may grant you a waiver from participation in the EFT program if:

1. You receive notification that you meet the mandatory requirement to pay your combined payroll taxes by EFT, but you disagree with the determination; or
2. You receive notification that you meet the mandatory requirement to pay your combined payroll taxes by EFT, but you would be disadvantaged by the requirement; or
3. You are a voluntary participant in the EFT program, and you find EFT does not meet your needs.

Your request for a waiver must be in writing and received by the department at least 30 days prior to your next payment due date. Please write "EFT Waiver" at the top of your request and include the reasons for your request. Send your waiver request to: EFT Coordinator, Oregon Department of Revenue, PO Box 14725, Salem OR 97309-5018 or fax it to 503-947-2016. We will notify you within 30 days of receiving your request whether or not your waiver from EFT participation has been granted.

What if I use a payroll service, certified public accountant (CPA), bookkeeper, or other service provider for my payroll? You may still enroll in our EFT program, but must complete a *Power of Attorney and Declaration of Representative* form. You can download this form from www.oregon.gov/DOR/PERTAX/docs/800-005fill.pdf.

Registration

How do I register for the EFT program? To register for the ACH debit method, you must first have a current active business registration with the department and an Oregon Business Identification Number (BIN) that is open and active for combined payroll taxes. Next, you must complete the ACH Debit Authorization Agreement and Application form included in this guide. Return your completed form to: EFT Coordinator, Oregon Department of Revenue, PO Box 14725, Salem OR 97309-5018 or fax it to 503-947-2016.

Be sure to include your Oregon BIN on any correspondence with the department regarding EFT payments.

Changes

What do I do if I change financial institutions or need to change the payment method I originally selected? Obtain a new Authorization Agreement and Application form and advise us of your change. All information requested on the form must be provided for any change you are making.

My financial institution notified me they are changing my account number. What do I need to do? From time to time, financial institutions may find a need to change account numbers, routing numbers, or other information. If this happens, you need to inform the department of the change. Complete a new Authorization Agreement and Application form advising us of the change. We will need to put a stop on EFT transactions until we can process your changes. It will take the department about three weeks to make this

change. During this time you will need to make any payroll tax payments with a check and OTC coupon.

What do I do if some or all of my business information changes? You must notify the department by completing a new Authorization Agreement and Application. A new authorization agreement must be filed if a Change in Status Report is submitted or if any of the following are changed: your Oregon Business Identification Number (BIN), Federal Employer Identification Number (FEIN), business name, business address, EFT contact person, telephone number, fax number, or e-mail address. Depending on the type of change, we may need to lock you out of the WebPay and TelePay systems.

Payment options

What are the two payment options? The two payment options are ACH debit and ACH credit. Each method has its own program guide. This is the ACH debit program guide. You can get the ACH credit program guide from www.oregon.gov/DOR/ESERV/eft.shtml or by calling our EFT Help/Message Line, 503-947-2017.

- **ACH Debit** (Automated Clearing House Debit)

There is no cost to you. No software. No hardware. No transmission charges. You initiate the transmission of your tax payment through either a secure internet application or a touchtone telephone.

Under this option, you authorize the State of Oregon to electronically transfer tax payments from your financial institution into the state's financial institution. You make the payment by signing into a secure internet application or by calling a toll-free telephone number sponsored by the Oregon Department of Revenue. To avoid penalty and interest charges for late payments, you must initiate the payment at least one banking day prior to the due date (if you are a one-banking day depositor, you can initiate your deposit on the due date). You may initiate a payment up to 45 banking days prior to the due date by indicating the payment date.

Prior to the first debit transfer, the Department of Revenue needs some information. We will need your Oregon Business Identification Number (BIN), your financial institution's routing number, and the account number you wish to debit. You must provide this information on the ACH Debit Authorization Agreement and Application form.

If you select the ACH debit method, we will send you a confirmation letter after you are registered with us. The registration process for this method can **take up to 30 days**. The registration time will include a test where we issue a request to debit your account for zero dollars (referred to as a pre-note), to ensure the financial institution's account information is accurate.

Important. You need to attach a voided check or a letter from your financial institution to your completed application when registering for ACH debit. The letter from your financial institution must include your financial institution's routing number and your account number. We must confirm your EFT information with one of these source documents.

- **ACH Credit** (Automated Clearing House Credit)

There may be a cost to you. You must contact your financial institution prior to choosing this method.

This option allows you to initiate ACH transfers using the Cash Concentration or Disbursement Plus (CCD+) entry. You will contact your financial institution and instruct them to initiate the transaction in time to reach our financial institution by the due date. To avoid penalty and interest charges for late payment, the transaction must reach our financial institution no later than the day the tax is due.

To use ACH credit, you must be set up to do so with your financial institution. If you wish to pursue this option, we recommend you contact your financial institution to determine what ACH origination services they offer and the cost. If you have any questions or wish to enroll in the ACH credit method, please download the ACH credit program guide from www.oregon.gov/DOR/ESERV/eft.shtml or call our EFT Help/Message Line, 503-947-2017.

Penalty and interest

What happens if I don't make my EFT payments by the due date? The use of EFT doesn't affect the penalties and interest applicable to late payments. If you do not make an EFT payment, or make it late, the same penalties will apply as if you were paying by check.

Under Oregon Revised Statute and Oregon Administrative Rule, responsible officers, employees, and members of a corporation or other business entity

can be held liable for any taxes due and not paid to the department.

EFT Help/Message Line

What services does the EFT Help/Message Line provide? The EFT Help/Message Line, 503-947-2017, provides complete customer service for using Oregon's EFT program.

The EFT Help/Message Line will:

- Provide you with instructions on how to enroll in the EFT program.
- Answer your questions about using EFT to pay your Oregon combined payroll tax and assessments.
- Direct you to EFT website, www.oregon.gov/DOR/ESERV/eft.shtml.

Initiating a payment

When should I initiate my payment to make sure it is timely? You must have successfully completed your transaction no later than 6 p.m. Pacific Time (PT) one banking day before the day the payment is due. You can initiate the payment up to 45 banking days prior to the due date. However, you must specify the payment date; otherwise, the payment will be processed on the next banking day.

Can I initiate an EFT payment on a non-banking day?

You can use Oregon's WebPay and TelePay systems on non-banking days such as weekends and banking holidays. However, you cannot enter a non-banking day as your payment date. Payments are always due on the first available banking day. If a payment due date falls on a weekend or banking holiday, it is moved to the next valid banking day. The following table shows scheduled banking holidays.

New Years Day	January 1
Martin Luther King Day	Third Monday in January
Presidents' Day	Third Monday in February
Memorial Day	Last Monday in May
Independence Day.....	July 4
Labor Day	First Monday in September
Columbus Day	Second Monday in October
Veterans' Day	November 11
Thanksgiving Day.....	Fourth Thursday in November
Christmas Day.....	December 25

When a legal holiday falls on a Sunday, it will be observed on the following Monday. When a legal holiday falls on a Saturday, it will be observed either on that day or on the preceding Friday.

When will my account be debited for the payment?

Your account should be debited one banking day following the payment date entered in either the WebPay or TelePay system.

What is the confirmation number and why do I need it?

It's a number that's given to you each time you successfully complete a WebPay or a TelePay transaction. It can be traced back to the payment you made. It also serves as proof of your payment. Always record your confirmation number. This confirmation number is also required if you need to cancel a payment through the WebPay system.

What happens if I make a mistake while initiating a payment?

If you have completed the transaction, received a confirmation number, and it is at least one banking day prior to the payment date, you can sign into the WebPay system, cancel the transaction, and initiate a new corrected transaction. You must have the total payment amount and the confirmation number to cancel the transaction. If you have any questions or need assistance, call the EFT Help/Message Line, 503-947-2017.

Note: A transaction must be canceled at least one banking day prior to the payment date.

Which payment method does the Department of Revenue recommend?

We recommend you select the ACH debit method because it does not cost you anything. It is also very accurate in applying payments to the correct programs in the correct amounts on the correct date.

How can I recover funds paid in error?

You can call the EFT Help/Message Line, 503-947-2017, to get instructions for requesting a refund. You may also be able to apply the funds to another payroll tax program or quarter. Existing procedures for refunds will be followed. Refunds are not issued electronically. Refund or transfer requests must be submitted in writing and can be faxed to 503-947-2016.

What do I do if I get locked out of the WebPay or TelePay system?

If you have trouble accessing the system, call our EFT Help/Message Line, 503-947-2017.



WHO TO CALL FOR HELP

For EFT questions

EFT Help/Message Line.....	503-947-2017
EFT Coordinator.....	503-947-2018
EFT Technician.....	503-947-2037
EFT Fax.....	503-947-2016

For tax and assessment questions

Oregon Department of Revenue	
Corporation excise or income taxes.....	503-378-4988
Withholding, TriMet, or Lane Transit taxes.....	503-945-8091
Oregon Department of Employment	
Unemployment taxes.....	503-947-1488
Oregon Department of Consumer and Business Services	
Workers' Benefit Fund assessments.....	503-378-2372

Send all EFT correspondence to:

**EFT Coordinator
Information Processing Division
Oregon Department of Revenue
PO Box 14725
Salem OR 97309-5018**

Information and forms are also available at
www.oregon.gov/DOR/ESERV/eft.shtml