Frequently Asked Questions ~ ACH Debit Batch Payments

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Additional information about the online Batch payment system is also available in the ACH Debit Instructions & Guidelines manual/user guide.

What are batch payments?

The online Batch Payment system is designed for tax service providers and companies that transmit or upload a batch of 10 or more payments at a time. For example, a payroll company may transmit a batch of Withholding tax payments for multiple clients in one transmission. Similarly, a company with multiple branch locations may transmit a batch of Sales & Use tax payments in one transmission. Each individual payment in the batch is provided a reference number for payment confirmation. Return to Menu: System & Requirements

Who can use the Batch Payment system?

Enrollment in the ACH Debit Batch payment method is available to tax service providers and companies that will be transmitting a batch of 10 or more payments at a time. For taxpayers not transmitting at least 10 or more payments, other electronic payment options are available; such as online payment through the Department's website (www.dornc.com), payment by ACH Credit, and payment by other ACH Debit services (Touchtone and Voice Operator). Return to Menu: System & Requirements

What are the minimum software and browser requirements?

The online Batch payment system requires a personal computer with internet connection. The compatible browsers are Internet Explorer 6.0 or greater, Firefox 3.0 or greater. The Operating System version required is Windows 95 or greater. Encryption 128-bit and screen resolution 1024 x 768 is recommended. Return to Menu: System & Requirements

What tax types are available for payment through this method?

The Department is currently receiving electronic payments via ACH Debit (Batch, Touchtone, and Voice Operated methods) for the following tax types: Return to Menu: System & Requirements

Withholding
Sales and Use
Machinery, Equipment & Manufacturing Fuel
Utility & Liquor Sales and Use
Utility Franchise
Alcoholic Beverages
Tobacco Products
Insurance Premium
Motor Fuels
Corporate Estimated
Piped Natural Gas

Please note that other tax types are available for online payment at www.dornc.com.

How do I enroll for Batch Payments?

You must first complete form EFT-100D (ACH Debit Payment Method Authorization Agreement) and submit to the Department. If approved for the Batch payment method, security information will be sent that will enable access to the system where batch payments can be uploaded. Return to Menu: Enrollment & User Profile

What is the difference between enrollment and registration?

Enrollment provides access for a Tax ID to the Batch payment system via the EFT-100D ACH Debit Payment Method Authorization Agreement

Registration is the process of setting-up your online User Profile in the Batch payment system and adding/associating Tax IDs and PINs within the system. Registration in the online system can only occur after being enrolled and approved for the Batch payment method. Return to Menu: Enrollment & User Profile

What is the link/URL to get to the Batch Payment system?

The URL is https://www.govone.com/TPP/northcarolina. You may also access the system from the Electronic Funds Transfer page of the Department's website by clicking on the "ACH Debit Batch Payment System" link.

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What is the difference between PIN and Password?

The Personal Identification Number (**PIN**) is a 4-digit code issued by the Department after enrolling a Tax ID for ACH Debit services. The PIN along with the Tax ID provides initial access to the ACH Debit Batch Payment System. The PIN for each Tax ID should also be included as part of the batch payment file when uploading payments.

A **Password** is set by the users during registration within the online User Profile. The unique password along with the Username will provide future access to the User Profile within the ACH Debit Batch Payment System. Return to Menu: Enrollment & User Profile

I need to change my Password for my User Profile.

Within the Batch Payment System, select the **Account** drop-down menu. Then select **Profile**. From this screen you can edit the Password for the User Profile. Return to Menu: Enrollment & User Profile

I haven't received my PIN yet- what should I do?

If you do not receive your PIN code within 14 days after receipt of your approval letter following enrollment, please contact Customer Service at 1-888-217-0799. Return to Menu: Enrollment & User Profile

I received my PIN letter- now what do I do?

After enrolling your Tax ID number for the Batch payment method and receiving your PIN, you are ready to register the Tax ID in your online User Profile. Return to Menu: Enrollment & User Profile

1. Go to the ACH Debit Batch Payment System site. At the **Log In** screen, you will be prompted to enter a Username and Password. If you are a new user, click the "**New User Register your Tax ID Number**" link.

2. The **Register Your Account** screen will prompt you to enter a Tax ID Number and PIN. You must enter a North Carolina Department of Revenue Tax ID number and the corresponding PIN to set-up/access your online User Profile.

3. From the **Registration Confirmation** screen or the **Account** drop-down menu (then **Registrations)** select "Add Tax ID Number". Once the Tax ID and PIN are added to your User Profile and your batch upload file, your may proceed with submitting payments.

What is a User Profile?

The User Profile is an online area of the ACH Debit Batch Payment System that allows you to set a Username, Password, Contact information, and create Security Questions. The User Profile is your personal gateway to submitting Batch payments and the ability to edit and view payment history.
Return to Menu: Enrollment & User Profile

Can the Username and Contact E-Mail be the same?

Yes. For your convenience your Username can be the same as the Contact E-Mail. Return to Menu: Enrollment & User Profile

Do I have to enroll and register each Tax ID?

Each Tax ID must be enrolled and approved separately for ACH Debit Batch Payments. After enrollment, online registration is also required for each Tax ID and PIN. Note: if your Tax ID is used for multiple tax types, Register/add it to your online User Profile only once. Return to Menu: Enrollment & User Profile

I am trying to register my Tax ID and receive an error: invalid Tax ID Number or PIN

Check to make sure you are entering 11 digits for the Tax ID. If your Tax ID is normally 9 digits, you may need to enter two leading zeros (in front of the 9-digit number). Return to Menu: Enrollment & User Profile

How do I format my batch payment file?

For your convenience, **File Format Specifications** and a **Sample File** are available from the **Upload Batch Payments** screen. From the Payments drop-down menu, select Upload Batch Payments. A detailed sample file is available for you to use to begin to enter your data formatted for the North Carolina Department of Revenue. If you need additional assistance, please contact Customer Service at 1-888-217-0799. Return to Menu: Making Payments

I have an additional Tax ID to make payments for, how do get it added?

If the Tax ID is not enrolled for ACH Debit Batch Payments, then you must first complete form EFT-100D (ACH Debit Payment Method Authorization Agreement) and submit to the Department. If approved for the Batch payment method, security information will be sent that will enable access to the system where batch payments can be uploaded. Return to Menu: Enrollment & User Profile

I will no longer be making payments for a Tax ID, what should I do?

To **Delete** a Tax ID from your User Profile, select the **Account** drop-down menu, then **Registrations**. From here, you may View, Edit, or Delete Tax IDs from the User Profile.

Caution: if the same Tax ID is used for multiple tax types and you Delete it from your profile, you will be unable to submit payments for any tax type associated to that Tax ID.

Remember, when changes are needed to Business Contact/address information, banking information, or Contact address/ information, you should also update your enrollment records for the Batch payment system. The EFT-100D form may be used for change of information. Return to Menu: Enrollment & User Profile

I forgot to enter a payment in my batch and need to submit a single payment- what do I do?

The Batch Payment System does allow you to enter a single payment as needed. Select the **Payments** drop-down menu and then **Make a Payment**. Follow the prompts to submit payment.
Return to Menu: Making Payments

What is the maximum number of payments I can include in a batch?

The Batch Payment System can accommodate a large number of payments. An uploaded batch file should not exceed 4 MB (.net default) which corresponds to 20,000 payments.
Return to Menu: Making Payments

I have uploaded a batch payment file, are the payments submitted?

No. Submitting payments is an additional step from the Upload. To submit a batch of payments, go to **Pending Payments,** select each payment that is ready, and then click **Submit**.
Return to Menu: Making Payments

My uploaded payments show a status of Pending, how do I submit?

Submitting payments is an additional step from the Upload. To submit a batch of payments, go to **Pending Payments,** select each payment that is ready, and then click **Submit**.
Return to Menu: Making Payments

What if I leave a payment in Pending status?

Payments left in a Pending status have not been submitted to the Department. Pending payments shall be kept for 60 days and then expire. An exclamation point will display next to a Pending payment that will expire (in 7 days or less). Return to Menu: Making Payments

I received a Failed payment status, what does that mean?

Failed payments contain invalid information. You may edit a Failed or Pending payment by selecting the payment (from the **Pending Payments** display) and clicking "Edit".
Return to Menu: Making Payments

I need to update Contact Name or Phone Number, what do I do?

For any changes to Tax Account information that have occurred since enrollment of the Tax ID for Batch payments (such as Business Name, Address, phone number, Name of Contact, Contact Business Name, Contact Business Address, phone number, banking information…etc.), please submit an EFT-100D form with the updated information. In these cases, be sure to fill-in the circle on the form marked "Change of Information" and also indicate the date the changes should take effect. Normally, changes to banking information require 2-3 business days to be processed before a payment can be made.

Changes to Contact information in the online User Profile can be updated through the online Batch payment System by clicking on **Account** from the drop-down menu and **Profile**. Please note that any changes made to the online User Profile do not automatically update the Tax Account enrollment information. Changes to Tax Account enrollment information must be done by submitting the EFT-100D form. Return to Menu: Enrollment & User Profile

I need to change banking information for a Tax ID, what do I do?

Changes to banking information (bank routing number or bank account number) for an enrolled Tax ID must be made by submitting an EFT-100D form with the updated information. In this case, be sure and fill-in the circle for "Change of Information" and indicate the date the change should take effect. Normally, changes to banking information require 2-3 business days to be processed before a payment can be made. Return to Menu: Enrollment & User Profile

Can I schedule/warehouse future payments?

Yes. For your convenience, the Batch Payment System offers the option to schedule/warehouse tax payments for up to 60 days in advance. The transaction will be deposited into the Department's account on the banking day you specify when making the payment. Please refer to the ACH Debit Instructions & Guidelines user guide for more information. Return to Menu: Making Payments

Can I make same day payment?

No. To ensure timely payment, you must initiate your payment by 3:45pm Eastern Time on the business day **prior** to the day you wish the funds to be transferred to the Department.

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How can I get help with the online Batch Payment System?

If you need assistance with the items below, please contact **Customer Service** at: 1-888-217-0799.

- Log In to the online Batch payment system
- User Profile
- User Name and Password
- Adding Tax ID Numbers to User Profile
- Security Questions
- PIN
- Submitting batch payments
- File Format Specifications
- Pending Payments
- Cancelling or Altering a Batch Payment
- Failed Payments
- Obtaining a payment reference number
- Browser problems

If you need assistance with the items below, please contact the **EFT Helpline** at 1-877-308-9103 (options 2, 1, and then 1 again) from 8:00 a.m. to 5:00 p.m., Eastern Time, Monday-Friday

- Enrollment for ACH Debit Batch Payments (EFT-100D Authorization Agreement)
- Changes to banking information or other enrollment information
- Debit Blocks
- Tax Type Codes (see Appendix A)
- Period Ending dates (see Appendix B)
- Legal Banking days or NC State Holidays (see Appendix C)
- You submitted a payment and discover an error after the cut-off time