



NORTH
CAROLINA
DEPARTMENT
OF REVENUE

Electronic Funds Transfer

ACH Debit Instructions and Guidelines

(for Voice Operated, Touchtone and Batch Payment Methods)

EFT Helpline

1-877-308-9103

(Select option 3, 1, and then 1 again)

August 2026

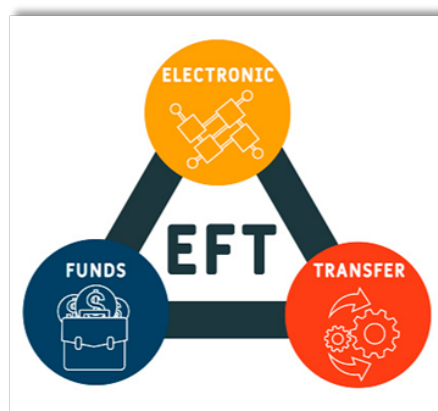


Table of Contents

Introduction.....	3
General Information	3
Enrollment.....	4
Input Methods.....	4
ACH Payment Guidelines and Requirements	
Timeliness of Making EFT Payments	5
Payment Due Dates on Holidays & Weekends	6
Payment Confirmation	6
Debit Blocks	6
Changes in Banking Information	7
Corrections.....	7
Penalties	7
Alternate Payment Options.....	8
Taxpayer Assistance.....	8
Tax Return Filing Requirements.....	8
Appendix A – Tax Type (TXP) Codes	12
Appendix B – Tax Period End Date	13
Appendix C – State Observed and Banking Holidays	16
Appendix D – Voice Instruction for the ACH Debit Method	17
Appendix E – Touchtone Instructions for the ACH Debit Method.....	22
Appendix F – Batch Payment Instructions for the ACH Debit Method.....	28

North Carolina Department of Revenue

Electronic Funds Transfer (EFT) ACH Debit Instructions and Guidelines

Introduction

Welcome to the North Carolina Department of Revenue's Electronic Funds Transfer (EFT) program. Pre-approval is required to make North Carolina tax payments by the Automated Clearing House (ACH) Debit Method for Touchtone, Voice Operated, and Batch payment methods. This information guide provides the instructions for making EFT payments. The Electronic Payment (ePay) Unit is available to assist you in making the transition from check (paper) payments to EFT payments.

This information guide is not intended to be a complete explanation of the rules and regulations of the National Automated Clearing House Association (NACHA); rather, it is intended to provide the specific requirements of the North Carolina Department of Revenue for the ACH Debit Touchtone, Voice, and Batch payment methods. A complete set of ACH rules and regulations may be obtained from your local ACH Association or NACHA.

The Department of Revenue is currently receiving ACH Debit payment for the following tax schedules:

- Alcoholic Beverages Tax
- Combined General Rate Sales and Use Tax (Utility, Liquor, Gas, and Other)
- Corporate Estimated Tax
- Insurance Tax
- Motor Fuels Tax (Excluding Highway Use Tax)
- Sales and Use Tax
- Tobacco Products Tax (Cigarette and Other Tobacco Products)
- Withholding Tax

General Information

Under the ACH Debit method, you authorize a third-party service vendor Data Collection Center (DCC) to electronically transfer tax payments from your bank account to the Department of Revenue's bank account. DCC is responsible for collecting and processing electronic payments from taxpayers. The Department will furnish the DCC with the banking information you provided on the ACH Debit Payment Method Authorization Agreement (EFT-100D).

The DCC will record this information in its database and mail the security information needed to access the Department's EFT Service directly to your company's contact person or authorized representative. The security information consists of your Account/NCDORID Number (also known as your Tax ID Number) and a four-digit Personal Identification

Number (PIN). The PIN ensures that only you or your approved contact can authorize withdrawals against your bank account. The Department of Revenue will not receive this PIN. If you do not receive your PIN within 14 days after receipt of your approval letter, please contact Customer Service at 1-888-217-0799. It is important that your PIN be retained in a safe and secure location.

For Voice and Touchtone methods, you may change your PIN by contacting Customer Service or directly through the Touchtone or Voice systems. Instructions can be found in Appendices D and E. For the Batch payment method, each Account ID/NCDORID and associated PIN should be included in the file upload. Should you forget or misplace your PIN, contact Customer Service at 1-888-217-0799 for assistance.

Enrollment

To make payments by ACH Debit Voice, Touchtone or Batch, you must first enroll with the Department by completing and submitting an ACH Debit Payment Method Authorization Agreement (EFT-100D) to the ePay Unit. The Department does not charge for using ACH Debit Services.

The EFT-100D form can be sent via email to NCTaxEpay@ncdor.gov or mailed to:

**Electronic Funds Transfer Unit
North Carolina Department of Revenue
PO Box 25000
Raleigh NC, 27640-0001**

The form is available on the Department's website at [Electronic Funds Transfer | NCDOR](#)

Input Methods

There are three methods to initiate payments using ACH Debit services. The methods are Voice, Touchtone, and Batch.

Voice: A live operator will answer the toll-free number and assist you with this transaction. Detailed instructions and a call worksheet are available in Appendix D.

Touchtone: Using a touchtone keypad on a phone, enter the information regarding the tax payment. An automated voice response will prompt and guide the user through the entry of information. Detailed instructions and a call worksheet are available in Appendix E.

Batch: This online payment method is available for tax service providers or companies that transmit a batch of 10 or more tax payments at a time to the Department. The online Batch payment method prompts for the information necessary to complete the transaction. Help text and instructions are provided in Appendix F and online in the ACH Debit Payment Portal. You are encouraged to make copies of call worksheets and complete the information regarding your payment prior to initiating your payment. Once your payment is completed, please retain the copy of the worksheet for your records.

For the Batch input method, please see the system requirements below:

ACH Debit Batch Payment Portal System Requirements				
The portal is designed for modern browsers and operating systems. Most standard business computers meet these requirements.				
Supported Browsers	Required Browser Settings	Unsupported Browsers	Supported Operating Systems	Unsupported Operating Systems
Microsoft Edge Google Chrome Mozilla Firefox	128-bit encryption JavaScript Cookies * These settings must be enabled.	- Internet Explorer (all versions) - Legacy or end-of-life browser versions	Windows: Windows 10 or later (recommended) macOS: macOS 10.10 or later (some functionality may be inconsistent)	- Windows versions earlier than Windows 10 (e.g., Windows 7, 8, 8.1) - End-of-life or unpatched operating systems

ACH Payment Guidelines and Requirements

Timeliness of Making EFT Payments

To ensure a timely payment, you must initiate your payment by 3:45 p.m., Eastern Time, on the business day prior to the day you wish the funds to be transferred. This call must be made at least 1 (one) day prior to the due date of the tax. The Department does offer payment warehousing. A transaction can be warehoused for up to 60 (sixty) days. The transaction will be deposited into the Department's account on the banking day you specify when making your payment(s).

Payment Due Dates on Holidays and Weekends

Taxpayers participating in the Department of Revenue's EFT program must initiate tax payments so that the amount due settles into the Department's bank account on or before the due date of the payment under the appropriate revenue law.

If a tax due date falls on a Saturday, Sunday, state observed holiday, or financial institution holiday, the deposit by electronic funds transfer is required on or before the next banking day.

Please note that transactions can settle into the Department's bank account if financial institutions are not closed for a State observed holiday.

A listing of state observed, and banking holidays can be found in Appendix C.

Payment Confirmation

For Touchtone and Voice Methods

- At the conclusion of your call, you will be provided with a verification (trace) number which serves as your proof of payment (or receipt).

For the Batch Method

- Payments accepted by the system will display a Reference Number.

These numbers also provide an audit trail for the Department should have questions or problems arise. Please retain these numbers for your records.

Debit Blocks

Some financial institutions offer a “Debit Block” service for some banking accounts. A Debit Block is a restriction placed on a bank account to prevent unauthorized debits to the account. A debit block must be removed before an ACH Debit transaction can occur successfully. If you are unsure if your bank account has a debit block, contact your financial institution for more information.

For ACH Debit (Touchtone, Voice, or Batch payments), you may also provide your bank with the North Carolina Department of Revenue Company ID - **1561545517**. This number allows the bank to identify the NC Department of Revenue as an acceptable party to debit the account and bypass a debit block.

Changes In Banking Information

It is imperative that you notify the Department of Revenue immediately of any changes in your banking information. The EFT Unit should be notified about bank changes at least 10 (ten) days prior to the payment due date. Failure to provide these changes may prevent your transaction from being completed timely and accurately. To make changes, please complete a new authorization agreement (EFT-100D) and indicate on the form the date the changes should take effect. You may email or mail the completed forms to the Department at the following address or email address:

Electronic Funds Transfer Unit
North Carolina Department of Revenue
Post Office Box 25000
Raleigh, NC 27640-0001
Email: NCTaxEpay@ncdor.gov

Corrections

Should you discover that an error was made in communicating tax payment information to the DCC prior to 3:45 p.m., Eastern Time, on the business day before the scheduled payment settlement date, you may contact Customer Service at 1-888-217-0799 to revise or cancel the transaction. For Batch payments, you may also cancel online. See Appendix F for more information.

If an error is discovered after the noted cut-off time or on a subsequent day, contact the EFT Helpline at 1-877-308-9103 option 3, 1, and then 1 for more information. If the tax has been overpaid, you may request a refund, or the overpayment may be applied toward the tax due for the next reporting period. Refunds will not be made electronically; existing procedures will be followed. If the liability has been underpaid, an EFT Specialist can assist with instructions for making the payment of the additional amount due.

Penalties

If an electronic payment is not received by the appropriate due date or if the required tax return is not filed by the due date, the provisions for late payment penalties, late filing penalties, and interest will be assessed under the applicable provisions of the North Carolina Revenue Laws.

If an electronic transfer cannot be completed because of insufficient funds or the nonexistence of an account, a penalty for bad electronic funds transfer will be assessed equal to 10% of the amount of the tax (maximum penalty \$1,000.00) as provided for in General Statute 105-236(1a) of the North Carolina Revenue Laws.

Alternative Payment Options

If for any reason you cannot transmit your payment via ACH Debit, contact the DCC at 1-888-217-0799 or the EFT Helpline at 877-308-9103 (Option 3, 1, then 1 again). Assistance will be provided to determine next steps and instructions for making the tax payment. Most of the tax types made via ACH Debit are also available via ACH Credit or for filing and paying online at [File & Pay | NCDOR](#).

Taxpayer Assistance

Questions about the EFT program or need assistance in making electronic funds transfers can be directed to the EFT Helpline at 877-308-9103 (Option 3, 1, then 1 again) from 8:00 am to 5:00 pm EST Monday – Friday.

General information about North Carolina taxes, forms and other electronic services can be found on the Department’s website at [Taxes & Forms | NCDOR](#).

Tax Return Filing Requirements

The EFT system does not accept all tax schedule payment forms. Paying by EFT does not change the filing requirements or due dates for tax returns that are required to be filed. You must file returns, reports, schedules and/or any attachment, and remit payments by the appropriate due dates. The following tax schedules have a subset of forms that can be filed by ACH Debit:

- Alcoholic Beverage Tax
- Corporate Income Tax
- Insurance Gross Premium Tax
- Motor Fuels Tax
- Sales and Use Tax
- Tobacco Products Tax
- Withholding Tax

Tax forms are available on the Department’s website and certain tax returns are available for online electronic filing. Visit [eServices | NCDOR](#) for more information.

Important Note: If you are making an EFT payment that requires a return to be filed and the return is not submitted, your account may become delinquent, and you may be subject to additional penalties and interest.

Returns Required to Be Filed

The following returns are required to be filed even if the payment is made via EFT:

Alcoholic Beverage Tax

Forms

- I. **B-C-710** – Beer Excise Tax Return
- II. **B-C-775** – Spirituous Liquor Return by ABC Boards
- III. **B-C-784** – Fortified & Unfortified Wine Excise Tax Return
- IV. **B-C-786** – Fortified & Unfortified Wine Excise Tax Return Wineries and Wine Shipper Permittees

Filing Requirements

- Refer to the Department's website to determine the correct filing due date for the [Alcoholic Beverage tax form](#) that you are required to file.
- If you are required to pay more than one type of Alcoholic Beverage Tax, a separate EFT transaction must be initiated for each tax type.

Insurance Gross Premiums Tax

Forms

- I. **IB-13** – Gross Premiums Tax Return – Life, Accident, Health and Title Companies
- II. **IB-14** – Installment Payment – Life, Accident, Health and Title Companies
- III. **IB-33** – Gross Premiums Tax Return – Property and Casualty Companies
- IV. **IB-34** – Installment Payment – Property and Casualty Companies
- V. **IB-43** – Gross Premiums Tax Return – Self-Insured Workers' Compensation Corporation
- VI. **IB-44** – Installment Payment – Self-Insured Workers' Compensation Corporation
- VII. **IB-53** – Gross Premiums Tax Return – Self-Insured Workers' Compensation Group, Health Maintenance Organization, Hospital Service Corporation, Prepaid Health Plan
- VIII. **IB-54** – Installment Payment – Self-Insured Workers' Compensation Group, Health Maintenance Organization, Hospital Service Corporation, Prepaid Health Plan
- IX. **IB-4A1** - Gross Premiums Tax Return – All Captive Insurance Companies except Protected Cell Captive Insurance Companies, Special Purpose Captive Insurance Companies with a Cell or Series Structure, and Consolidated Groups
- X. **IB-4A2** - Gross Premiums Tax Return – Protected Cell Captive Insurance Companies and Special Purposes Captive Insurance Companies with a Cell or Series Structure
- XI. **IB-4A3** – Gross Premiums Tax Return – Captive Insurance Companies Filings as a Consolidated Group
- XII. **IB-83** – Gross Premium Tax Return Risk Purchasing Group

Filing Requirements

- Refer to the Department's website to determine the correct filing due date for the [Insurance Gross Premiums Tax form](#) that you are required to file.
- Taxpayers remitting Insurance Taxes for the Gross Premiums Tax, Additional Property Coverage Tax, and the Insurance Regulatory Charge, will initiate one (1) payment for the sum total of all three tax types.

Motor Fuels Tax

Forms

- I. **Gas-1202** – Motor Fuels Supplier Return
- II. **Gas-1219** – Motor Fuels Importer Return
- III. **Gas-1252** – Alternative Fuels Provider Return

Filing Requirements

- Refer to the Department's website to determine the correct filing due date for the [Motor Fuels Tax form](#) that you are required to file.
- If you are required to pay more than one type of Motor Fuels Tax, a separate EFT transaction must be initiated for each tax type.

Sales & Use Tax

Forms

1. **E-500** – Sales & Use Tax Return
2. **E-500E** – Combined General Rate Sales and Use Tax Return (Utility, Liquor, Gas, and Other)

Filing Requirements

- Refer to the Department's website to determine the correct filing due date for the [Sales and Use Tax form](#) that you are required to file.
- If you are required to pay more than one type of Sales and Use Tax, a separate EFT transaction must be initiated for each tax type.

Tobacco Products Tax

Forms

- I. **B-A-5** – Monthly Return of Resident Cigarette Distributor
- II. **B-A-6** – Monthly Return of Nonresident Cigarette Distributor
- III. **B-A-101** – Monthly Other Tobacco Products Excise Tax Return

Filing Requirements

- Refer to the Department's website to determine the correct filing due date for the [Tobacco Products Tax form](#) that you are required to file.
- If you are required to pay more than one type of Tobacco Products Tax, a separate EFT transaction must be initiated for each tax type.

Returns Not Required to Be Filed

The following returns are not required to be filed even if the payment is made via EFT:

Withholding Tax

Forms

- I. **NC-5P** – Withholding Payment Voucher
- II. **NC-5** – Withholding Return

Filing Requirements

- Refer to the Department's website to determine the correct filing due date for the [Withholding Tax form](#) that you are required to file.
- Form NC-3 Annual Withholding Reconciliation and Form NC-5Q for semi-weekly filers must file these forms.

Corporate Income Tax

Forms

- I. **CD-429 – Corporate Estimated Income Tax**

Filing Requirements

- Extension with payments (CD-419) cannot be submitted via EFT.
- Refer to the Department's website to determine the correct filing due date for the [Corporate Income Tax form](#) that you are required to file.

A taxpayer may receive coupons or reports after enrolling in the EFT program. The payment information that accompanies these funds transfers constitutes the filing of the return for these tax schedules. Therefore, do not send in these non-required coupons or reports if an EFT payment has been made. For all other tax schedules, refer to the applicable General Statute for filing requirements.

APPENDIX A

Tax Type (TXP) Codes

When reporting tax payment information to the Data Collection Center (DCC), you will be asked to provide a TXP Code. Listed below are the valid TXP codes for the North Carolina's Department of Revenue ACH Debit services.

EFT Tax Type (TXP) Codes	
Tax Type Schedules	TXP Code
Withholding Tax	
Semi-weekly	01101
Monthly	01102
Quarterly	01103
Corporate Estimated Income Tax	02100
Sales and Use (S&U) Tax	
Combined General Rate (Utl, Liq, Gas)	04001
S&U Monthly with Prepayment	04120
S&U Monthly	04111
S&U Quarterly	04120
Motor Fuels Tax	
Motor Fuels	05101
Alternative Fuels	05200
Alcoholic Beverage Tax	
Winery/Wine Shipper	06201
Wine Distributor	06202
Beer	06300
Spiritous Liquor	06500
Insurance Gross Premiums Tax	07100
Tobacco Products Tax	
Cigarette	07200
Other Tobacco Products	07300

Taxpayers remitting more than one type of Motor Fuels Tax, Alcoholic Beverage Tax, and Tobacco Products Tax should initiate a separate transaction with the DCC for each tax type.

APPENDIX B

Tax Period End Date

When reporting information to the Data Collection Center (DCC), you will be prompted for a tax period end date. The tax period end date is used to identify the period the payment covers. The format for the tax period end date is MMDDYY (MM-Month, DD-Day, YY-Year). Listed below are explanations of the valid tax period end dates for the various tax schedules.

Withholding Tax

For quarterly taxpayers, the tax period end date is the last day of the quarter for which the tax accrues. For monthly taxpayers, the tax period end date is last day of the month for which the tax accrues. The tax period end date for semi-weekly withholding taxes is the date the wages are paid to the employees.

Example 1: If your quarterly withholding tax payment is for the quarter ended March 31, 2025, you would format the Tax Period End Date as 033125.

Example 2: If your monthly withholding tax payment is for the month ended February 28, 2025, you would format the Tax Period End Date as 022825.

Example 3: If your withholding tax frequency is semi-weekly and the date the wages are paid to the employees is June 15, 2025, you would format the Tax Period End Date as 061525.

Corporate Estimated Tax

The tax period end date for corporate estimated tax is the last day of the tax year. The format for this entry is MMDDYY.

Example: If your estimated payment of corporate income tax is due on September 15, 2025, and is for the tax year ending December 31, 2025, you would format the Tax Period End Date as 123125.

Alcoholic Beverage Tax

The tax period end date for alcoholic beverage tax is the last day of the month for which the tax accrues. The format for this entry is MMDDYY.

Example: If your alcoholic beverage tax payment is for the reporting period of October 2025, you would indicate the tax period end date as 103125.

Sales and Use Tax

For quarterly taxpayers, the tax period end date is the last day of the quarter for which the tax accrues. For monthly and monthly with prepayment taxpayers, the tax period end date is the last day of the month for which the tax accrues. The format is MMDDYY.

Example 1: If your quarterly sales & use tax is due for the quarter ending March 31, 2025, you would format the Tax Period End Date as 033125.

Example 2: If your monthly or monthly with prepayment sales & use tax is due for the month ending January 31, 2025, you would format the Tax Period End Date as 013125.

Combined General Rate Sales and Use Tax Return (Utility, Liquor Gas, and Other)

For quarterly taxpayers, the tax period end date is the last day of the quarter for which the tax accrues. For monthly and monthly with prepayment taxpayers, the tax period end date is the last day of the month. The format is MMDDYY.

Example 1: If your quarterly Combined General Rate Sales and Use Tax Return (Utility, Liquor Gas, and Other) is due for the quarter ending March 31, 2025, you would format the Tax Period End Date as 033125.

Example 2: If your monthly Combined General Rate Sales and Use Tax Return (Utility, Liquor Gas, and Other) is due for the month ending January 31, 2025, you would format the Tax Period End Date as 013125.

Example 3: If your monthly with prepayment Combined General Rate Sales and Use Tax Return (Utility, Liquor Gas, and Other) is due for the quarter ending March 31, 2025, you would format the Tax Period End Date as 033125.

Tobacco Products Tax

The tax period end date for tobacco products tax is the last day of the month for which the tax accrues. If your company is filing on a fiscal month basis, the tax period end date is the last day of your reporting period. The format for this entry is MMDDYY.

Example 1: If your tobacco products tax payment is for the calendar month of March 2025, you would indicate the tax period end date as 033125.

Example 2: If your tobacco products tax payment is for the fiscal month ending January 17, 2025, you would indicate the tax period end date as 011725.

Motor Fuels Tax

The tax period end date for motor fuels tax is the last day of the month for which the tax accrues. The format for this entry is MMDDYY.

Example: If your motor fuels tax payment is for the reporting period of December 2025, you would indicate the tax period end date as 123125.

Insurance Taxes

The tax period end date for the annual insurance tax return is the last day of the prior calendar year. The format for this entry is MMDDYY.

Example 1: If your annual insurance tax return payment is due on March 15, 2025, you would format the Tax Period End Date as 123124.

The tax period end date for the installment payments of insurance taxes is the due date of the installment. The format for this entry is MMDDYY.

Example 2: If your installment payment is due on April 15, 2025, you would format the Tax Period End Date as 041525.

APPENDIX C

State Observed and Banking Holidays

The holidays listed below are observed by the State of North Carolina, North Carolina financial institutions, and/or the Federal Reserve System. If you have any questions regarding the date a holiday is observed, you may call the EFT Helpline or your financial institution.

New Year's Day

Martin Luther King Jr. Day

Washington's Birthday (Presidents Day)

Good Friday

Memorial Day

Juneteenth National Independence Day

Independence Day

Labor Day

Columbus Day

Veterans Day

Thanksgiving Day

Christmas

APPENDIX D

Voice Instructions for ACH Debit Method

Electronic Funds Transfer

North Carolina Department of Revenue (NCDOR)

IMPORTANT: For your tax payments to be considered timely, you must call the Data Collection Center (DCC) by 3:45 pm, EST at least one (1) banking day prior to the tax due date. The funds will be transferred from your bank account to the Department's bank account on the day you designate during your call.

Part I

Before placing your call, make sure that you have the following information:

- 11-digit Tax ID/NCDOR ID Number (NCDOR Account/NCDOR ID Number)
- 4-digit PIN (Personal Identification Number)
- Tax Type Code
- Tax Period End Date
- Tax Payment Amount
- Verification Code (Check Digit)
- Date Selected for bank account to be debited

Verification Code Calculation

The calculation of the verification code (check digit) for the tax payment amount must be calculated prior to placing the call. The calculation ensures the correct tax payment amount is initiated and received. If the value of the verification code is greater than two (2) digits, use the last two digits.

Use the following calculation steps below to assist with creating the verification code.

Verification Code (Check Digit) Calculation		
Step	Action	Example
1	Determine what the tax payment amount will be.	\$58,367.24
2	Sum all the digits together.	$5+8+3+6+7+2+4=35$
3	Add every other digit, beginning from the right.	$4+7+3+5=19$
4	Count the number of digits for the payment amount.	$5(1),8(2),3(3),6(4),7(5),2(6),4(7)=7$
5	Add the amounts from steps 2, 3, and 4. Use this amount from the computation as the verification code.	$35+19+7=61$

Part II

After getting all of the required payment details from Part I, call 1-888-PAY-NCTA (1-888-729-6282). The call flow for the ACH Debit Voice payment method is as follows.

1. **System:** “Welcome to the North Carolina Department of Revenue's EFT Service. If you wish to initiate your payment through the touchtone system, please press "1" now. Otherwise, you may hold the line to speak with an operator.”

Caller: Remain on the line for an operator.

2. **Operator:** "Operator XXX. Welcome to the North Carolina Department of Revenue's EFT Service. What is your Tax ID/NCDORID number?"

Caller: "My Tax Id Number is _____."

Operator: The operator will repeat your Tax ID/NCDORID Number.

3. **Operator:** "What is your password?"

Caller: "My PIN/password is _____."

4. **Operator:** "What is the Tax Type Code being reported?"

Caller: "The Tax Type Code is _____."

Operator: The operator will repeat the Tax Type Code.

Example: The tax type code for Semi-weekly Withholding Taxes is 01101. Refer to Appendix A of the ACH Debit Instructions and Guidelines for valid Tax Type Codes.

5. **Operator:** “Will this be a payment, cancellation, inquiry, or a password change?"

Caller: **Select the payment option.**

6. **Operator:** "What is the Tax Period End Date?"

Caller: "The Tax Period End Date is MM/DD/YY."

Operator: The operator will repeat the Tax Period End Date.

Example: Refer to Appendix B of the ACH Debit Instructions and Guidelines for the information requested.

7. **Operator:** "What is the Tax Payment Amount?"
- Caller:** "The Tax Payment Amount is \$\$\$\$\$\$.cc."
- Operator:** The operator will repeat the Tax Payment Amount as \$\$\$\$\$\$ point cc.
- Please provide dollars and cents. The minimum value is \$0.01 and the maximum value is \$99,999,999.99.
8. **Operator:** "What is your Verification Code?"
- Caller:** The verification code is _____. (The verification code is computed in Part 1, Steps 1-5).
- Operator:** The operator will repeat the verification code.
9. **Operator:** "What date would you like your bank account debited?"
- Caller:** Specify the date you would like the Department to debit your bank account.
- Operator:** The operator will repeat the date you provided.
- This is the date you would like your bank account to be debited and the Department to receive your tax payment. It must be a legal banking day. Payments can be warehoused for up to 60 days. If a debit date is not specified, the date will default to the next business day.
10. **Operator:** "Your payment has been accepted. Your reference number is _____. Repeating, your reference number is _____."
11. **Operator:** "Do you wish to make additional payments or perform additional functions?"
- Caller:** "Yes" or "No". If no, your call has been completed.

INQUIRING ON A TRANSACTION

You may inquire on any transaction on file for a period of 60 days. If a change is needed for a specific transaction, you should follow the procedures for cancelling transactions. To inquire about a transaction, you must:

1. **System:** "Welcome to the North Carolina Department of Revenue's EFT Service. If you wish to initiate your payment through the touchtone system, please press "1" now. Otherwise, you may hold the line to speak with an operator."

Caller: Remain on the line for an operator. The operator will ask you for your Tax ID/NCDORID Number, Password, and the Tax Type Code.

2. When the operator asks: "Will this be a payment, cancellation, inquiry, or a password change?" **Select the Inquiry option.**
3. If you want to inquire on a specific payment, please provide the reference number. Otherwise, proceed with a general review of the prior reports on file. The information is available for 60 days.
4. Once you have obtained the requested information, you may end the inquiry.

CANCELLING A TRANSACTION

Payment transactions that have not been transmitted to the Department can be cancelled provided you cancel the transaction by 3:45 p.m., Eastern Time, on the business day prior to the date you specified for the transaction to be received by the Department. To cancel a transaction, you must:

1. **System:** "Welcome to the North Carolina Department of Revenue's EFT Service. If you wish to initiate your payment through the touchtone system, please press "1" now. Otherwise, you may hold the line to speak with an operator."

Caller: Remain on the line for an operator. The operator will ask you for your Tax ID/NCDORID Number, Password, and the Tax Type Code.

2. When the operator asks: "Will this be a payment, cancellation, inquiry, or a password change?" **Select the cancellation option.**
3. Provide the reference number of the payment you wish to cancel.
4. Request the operator to confirm all of the data associated with the tax payment. When the operator asks, "Are you sure you wish to cancel this payment ?", either rescind the request to cancel or verify the desire to cancel the transaction.
5. Upon cancellation, the operator will provide you with a new Reference Number as a confirmation of the cancellation.
6. **Operator:** "Do you wish to make payments or perform additional functions?"

Caller: "Yes" or "No". If no, your call has been completed.

SUBSEQUENT DAY: Call the Department of Revenue's EFT Helpline at 1-877-308-9103 option 3,1, and then 1 again for assistance.

PASSWORD CHANGES

1. **System:** “Welcome to the North Carolina Department of Revenue's EFT Service. If you wish to initiate your payment through the touchtone system, please press "1" now. Otherwise, you may hold the line to speak with an operator.” (Procedures for changing passwords through the touchtone system can be found in Appendix E.)

Caller: Remain on the line for an operator. The operator will ask you for your Tax ID/NCDORID Number, Password, and the Tax Type Code.
2. When the operator asks: "Will this be a payment, cancellation, inquiry, or a password change?" **Select the password option.**
3. Provide the operator with the new 4 digit password of your choice. The operator will ask you to repeat the password a second time for verification.
4. **Operator:** “Do you wish to make payments or perform additional functions?”

Caller: "Yes" or "No". If no, your call has been completed.

ISSUES

Should you experience any difficulties in reaching the ACH System or relaying any of the necessary information, please contact the ePay Unit from 8:00 a.m. to 5:00 p.m., Eastern Time, Monday-Friday at 1-877-308-9103 option 3, 1 and then option 1.

APPENDIX E

Touchtone Instructions for ACH Debit Method

Electronic Funds Transfer

North Carolina Department of Revenue (NCDOR)

IMPORTANT: For your tax payments to be considered timely, you must call the Data Collection Center (DCC) by 3:45 pm, EST at least one (1) banking day prior to the tax due date. The funds will be transferred from your bank account to the Department's bank account on the day you designate during your call.

Part I

Before placing your call, make sure that you have the following information:

- 11-digit Tax ID/NCDOR ID Number (NCDOR Account/NCDOR ID Number)
- 4-digit PIN (Personal Identification Number)
- Tax Type Code
- Tax Period End Date
- Tax Payment Amount
- Verification Code (Check Digit)
- Date Selected for bank account to be debited

Verification Code Calculation

The calculation of the verification code (check digit) for the tax payment amount must be calculated prior to placing the call. The calculation ensures the correct tax payment amount is initiated and received. If the value of the verification code is greater than two (2) digits, use the last two digits.

Use the following calculation steps below to assist with creating the verification code.

Verification Code (Check Digit) Calculation		
Step	Action	Example
1	Determine what the tax payment amount will be.	\$58,367.24
2	Sum all the digits together.	5+8+3+6+7+2+4=35
3	Add every other digit, beginning from the right.	4+7+3+5=19
4	Count the number of digits for the payment amount.	5(1),8(2),3(3),6(4),7(5),2(6),4(7)=7
5	Add the amounts from steps 2, 3, and 4. Use this amount from the computation as the verification code.	35+19+7=61

Part II

After getting all of the required payment details from Part I, call 1-888-PAY-NCTA (1-888-729-6282). The call flow for the ACH Debit Voice payment method is as follows.

1. **System:** "Welcome to the North Carolina Department of Revenue's EFT Service. If you wish to initiate your payment through the touchtone system, please press "1" now. Otherwise, you may hold the line to speak with an operator."

Caller: "1"

2. **System:** "To expedite your call, please press the pound (#) sign after each entry **and** after the system repeats your entry. If your entry or what you hear is NOT correct, press the asterisk (*) key and the system will re-prompt that field. At any time during the recording, press the asterisk (*) key three times to transfer to an operator." **To bypass this message, you may press the # key at any time.**

3. **System:** "Please enter your Tax ID/NCDORID number."

Caller: Enter your 11 digit Tax ID/NCDORID number followed by the "#" sign.

System: "You entered _____."

Caller: Press # if correct, or * to correct and re-enter.

4. **System:** "Enter your password."

Caller: Enter your 4 digit PIN/password followed by the "#" sign.

5. **System:** "Enter the Tax Type Code being reported."

Caller: Enter the Tax Type Code followed by the "#" sign.

System: "You entered _____."

Caller: Press # if correct, or * to correct and re-enter.

Example: If your tax payment is for Semi-weekly Withholding Taxes, enter the tax type code 01101#. Refer to Appendix A of the ACH Debit Instructions and Guidelines for valid Tax Type Codes.

6. **System:** "To make a payment, press "1". To perform a cancellation or inquiry, press "2". For a password change, press "3"."

Caller: Press 1, followed by the "#" sign.

7. **System:** "Enter the Tax Period End Date."

Caller: Enter the Tax Period End Date in a MMDDYY format followed the "#" sign.

System: "You entered (Month, Day, Century Year)."

Caller: Press # if correct, or * to correct and re-enter.

Example: The tax period end date is September 25, 1997, enter the date as 092597#. Refer to Appendix B of the ACH Debit Instructions and Guidelines for the information requested.

8. **System:** "Enter the Tax Payment Amount."

Caller: Enter your Tax Payment Amount followed by the "#" sign.

System: "You entered \$\$\$\$\$\$cc"

Caller: Press # if correct, or * to correct and re-enter.

Please provide dollars and cents. For example, if the tax payment amount is \$74,820.25, enter the payment as 7482025#. The minimum value is \$0.01 and the maximum value is \$99,999,999.99.

9. **System:** "Enter the Verification Code."

Caller: Enter the verification code followed by the "#" sign. (This is the verification code computed in Steps a - e).

System: "You entered _____."

Caller: Press # if correct, or * to correct and re-enter.

10. **System:** "Enter the date you would like your bank account debited."

Caller: Enter the debit date in a MMDDYY format followed the "#" sign.

System: "You entered (Month, Day, Year)."

Caller: Press # if correct, or * to correct and re-enter.

This is the date you would like your bank account to be debited and the Department to receive your tax payment. It must be a legal banking day. Payments can be warehoused for up to 60 days. You may press the “#” sign without entering a date if you want your bank account to be debited on the next business day.

11. **System:** "Your payment has been accepted. Your reference number is _____.
Repeating, your reference number is _____."

12. **System:** "To disconnect, press "1". To make additional payments or perform additional functions, press "2"."

Caller: Enter 1, followed by the "#" sign. - "Thank you for using the North Carolina Department of Revenue's EFT Service."

or

Enter 2, followed by the "#" sign - return to step 3.

INQUIRING ON A TRANSACTION

You may inquire on any transaction on file for a period of 60 days. If a change is needed to a specific transaction, you should follow the procedures for cancelling transactions. To inquire about a transaction, you must:

1. Follow steps 1-5 on the Touchtone System. When the system prompts you as follows: "To make a payment, press "1". To perform a cancellation or inquiry, press "2". For a password change, press "3". Enter "2".
2. When the operator asks: "Will this be a payment, cancellation, inquiry, or a password change?" **Select the Inquiry option.**
3. Provide the reference number, if you want to inquire on a specific payment. Otherwise, proceed with a general review of the prior reports on file. The information is available for 60 days.
4. Once you have obtained the requested information, you may end the inquiry.

CANCELLING A TRANSACTION

Payment transactions that have not been transmitted to the Department can be cancelled provided you cancel the transaction by 3:45 p.m., Eastern Time, on the business day prior to the date you specified for the transaction to be received by the Department. To cancel a transaction, you must:

1. Follow steps 1-5 on the Touchtone System. When the system prompts you as follows: “ To make a payment, press "1". To perform a cancellation or inquiry, press "2". For a password change, press "3"". Enter "2".
2. When the operator asks: "Will this be a payment, cancellation, inquiry, or a password change?" **Select the cancellation option.**
3. Provide the reference number of the payment you wish to cancel.
4. Request the operator confirm all of the data associated with the tax payment. When the operator asks, "Are you sure you wish to cancel this payment ?", either rescind the request to cancel or verify the desire to cancel the transaction.
5. Upon cancellation, the operator will provide you with a new Reference Number as a confirmation of the cancellation.
6. **Operator:** “Do you wish to make additional payments or perform additional functions?”
Caller: "Yes" or "No". If no, your call has been completed.

SUBSEQUENT DAY: Call the Department of Revenue's EFT Helpline at 1-877-308-9103 option 3,1, and then 1 again for assistance.

PASSWORD CHANGES

1. Follow steps 1-5 under Part I, of the Touchtone System. When the system prompts you:
System: To make a payment, press "1". To perform a cancellation or inquiry, press "2". For a password change, press "3".
Caller: "3"
2. **System:** "Enter the new password."
Caller: Enter the new 4 digit password of your choice followed by the "#" sign.

3. **System:** "Please enter the value a second time for verification."

Caller: Re-enter the password followed by the "#" sign.

4. **System:** "Your password has been accepted. To continue with other functions, press "1". To disconnect, press "2"."

Caller: Enter 1, followed by the "#" sign - to return to the main menu.

or

Enter 2, followed by the "#" sign. - "Thank you for using the North Carolina EFT Service."

ISSUES

Should you experience any difficulties in reaching the ACH System or relaying any of the necessary information, please contact the ePay Unit from 8:00 a.m. to 5:00 p.m., Eastern Time, Monday-Friday at 1-877-308-9103 option 3, 1 and then option 1.

APPENDIX F

Batch Payment Instructions for ACH Debit Method

Electronic Funds Transfer

North Carolina Department of Revenue (NCDOR)

IMPORTANT: For your tax payments to be considered timely, you must submit online by 3:45 pm, EST at least one (1) banking day prior to the tax due date. The funds will be transferred from the indicated bank account to the Department on the effective day you designate.

The online batch payment system is available for tax service providers or businesses who transmit 10 or more payments at a time to the Department.

Part I

Before making a payment using this method, you must register in the online batch payment system and set up your online user profile. Make sure that you have the following information:

- 11-digit Tax ID/NCDOR ID Number (NCDOR Account/NCDOR ID Number)
- 4-digit PIN (Personal Identification Number)
- Valid email address
- Tax Type Code
- Tax Period End Date
- Tax Payment Amount
- Date Selected for bank account to be debited

Part II – Batch Payment System Log In

After getting all of the required payment details from Part I, go to the [ACH Debit Batch Payment System](#) on the Department’s website. You can access the link from the Department’s website at [Electronic Funds Transfer | NCDOR](#).

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

Multifactor Authentication (MFA) was added to the payment portal for an additional level of security. Users will be prompted to enter a code that will be sent to the email address that was used to register and to obtain access to use the online batch payment system.

Part III – New User Registration

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

If you have more than one Tax ID/NCDOR ID you are responsible for, it does not matter which Tax ID/NCDOR ID and associated PIN is entered to gain access to the User Profile.

1. Enter the Tax ID/NCDOR ID Number and PIN that was issued after enrollment for ACH Debit.
2. Click the checkbox for the reCAPTCHA verification to confirm “I’m not a robot” and click “Next”.
3. If you successfully pass the reCAPTCHA verification step, you will then proceed to the next screen.

Only one (1) registration is required for each Tax ID/NCDOR ID number. If your Tax ID/NCDOR ID is used for multiple tax types, register and add it to your profile only once.

Part IV – User Profile

The “Create Profile Screen” will prompt you to create a Username, Password, Contact Information, and set/answer Security Questions. You will need the Username and Password each time you log in to use the batch payment system.

1. Follow the online instructions for completing the required fields and click “Submit.”
2. If your profile is successful, a confirmation page will display. Print your User Profile confirmation for your record.

Part V – Adding or Deleting Tax ID/NCDOR ID Numbers from Profile

After the User Profile has been set up, you may register/add additional Tax ID/NCDOR ID numbers that will be uploaded in your batch payment file. You must be authorized to work with these accounts and the Tax ID/NCDOR ID’s must already be enrolled for ACH Debit Batch payments.

1. On the “Registration Confirmation” screen or “Registration Maintenance” link, select “Add Tax ID Number”.
2. Enter the Tax ID/NCDOR ID and associated PIN for the account.
3. Enter a description for the account. This step is optional; however, this may help identify the account more easily.

4. Repeat Steps 2 and 3 until all Tax ID/NCDOR IDs you will submit have been registered/added to your User Profile.

Registration Maintenance permits the user to view, edit, or delete Tax ID/NCDOR ID numbers associated with your User Profile. To delete a Tax ID/NCDOR ID number from your profile, follow the steps below.

1. Locate the Tax ID/NCDOR ID number from the grid.
2. Select “Delete” next to the item.
3. Review the “Delete Registration Verification” display and verify the selected Tax ID/NCDOR ID displayed is the ID that you want to delete.
4. If the correct Tax ID/NCDOR ID is selected, click “Confirm”.

After the Tax ID/NCDOR ID number is deleted, you will not be able to make a payment for the deleted ID number using the online batch payment system.

Part VI – Submitting a Batch Payment

Before uploading a payment file using the online batch payment system, a payment file must be created using the Department’s ACH file layout specifications. Once the file has been created and it adheres to the NACHA and NCDOR file layout requirements, you are ready to upload the payment file. Submitting a batch payment file is a four-step process.

1. Select “Upload Batch Payments” from the “Payments” drop down menu.
2. Upload the batch payment file.
3. If successfully uploaded, go to “Pending Payments” to submit the payment file for processing.
 - a. Pending and failed payments are displayed in a grid for the Tax ID/NCDOR ID number you designate.
 - b. Follow the onscreen instructions to Edit, Delete or Submit payments for processing.
4. If payment submission is successful, go to “Payment History” to view payments and acknowledgement numbers.
 - a. Select “Payments History” from the “Payments” drop-down menu.
 - b. Select a payment Tax ID/NCDOR ID number from the drop-down field and click “Search”.
 - c. “Payment History” grid will display so that you can view scheduled and settled payments.

Please note that “Pending” payments have not been submitted to the Department. The payment file must be successfully submitted to the Department to ensure the payment is received and processed by the Department.

Part VII – Canceling a Payment

Certain payments can be canceled online or by contacting Customer Service at 1-888-217-0799. Cancellations must be performed by 3:45 pm EST at least one (1) business day prior to the effective date. A payment that has already been settled cannot be canceled. To cancel a payment, follow these instructions.

1. Select “Cancel Payments” from the “Payments Menu”.
2. Select a Tax ID/NCDOR number for a payment from the drop-down field and click “Search”.
3. Click “Cancel” icon next to the payment you wish to cancel and click “Submit”.
4. Print your Cancellation Confirmation page for your records.

Part VIII – Altering/Changing a Payment

A batch payment that has already been submitted and accepted cannot be altered or changed. Only pending payments may be altered. To change a payment before it is accepted, follow these instructions.

1. Go to “Pending Payments”.
2. Follow the online instructions to edit the payment.
3. Submit the payment for processing.

If a payment has already been accepted and it is at least one business day prior to the effective date, you may be able to cancel the payment and resubmit.

Part IX – Support and Resources

Additional help and Frequently Asked Questions (FAQs) are available on the Department’s website at [Frequently Asked Questions \(FAQ\) for ACH Debit Batch Payments | NCDOR](#).

If you need assistance with any of the items listed below, please contact the Data Collection Center (DCC) Customer Service at 1-888-217-0799.

- | | |
|--|---|
| ▪ Log In to Online Batch Payment System | ▪ Submitting Batch Payments |
| ▪ User Profile | ▪ File Format Specifications |
| ▪ Username and Password | ▪ Pending Payments |
| ▪ Adding Tax ID/NCDOR ID to User Profile | ▪ Canceling or Altering a Batch Payment |
| ▪ Security Questions | ▪ Failed Payments |
| ▪ PIN | ▪ Payment Reference Number |
| ▪ Payment Error After Cut-off Time | ▪ Browser Problems |

If you need assistance with any of the items listed below, please contact the EFT Helpline at 1-877-308-9103 (Option 3,1, and then 1 again) from 8:00 am to 5:00 pm., EST, Monday – Friday.

- Enrollment for ACH Debit Batch Payment System (EFT-100D)
- Changes to Banking Information
- Other Enrollment Information and/or Complete a New EFT-100D Form
- Debit Blocks
- Tax Type Codes (See Appendix A)
- Tax Period Ending Dates (See Appendix B)
- State Observed and Banking Holidays (See Appendix C)