



SCDOR ACH DEBIT GUIDE

**Taxpayer's Guide to Successful ACH Debit Payments
(Electronic Funds Transfer)**

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Introduction

The South Carolina Department of Revenue (SCDOR) requires certain tax payments to be initiated electronically by the payment due date. Funds must be deposited into the SCDOR's bank account within two banking days after the due date. The SCDOR has established procedures and policies for this requirement.

The Electronic Funds Transfer (EFT) Program offers two options of payment: ACH Debit and ACH Credit. ACH Debit allows the SCDOR to debit the taxpayer's bank account for the amount being paid using MyDORWAY or [GOV.One](#). ACH Credit allows the taxpayer to send the funds to the SCDOR's bank account through a program offered by their financial institution. This document focuses on the ACH Debit option of payment using [GOV.One](#). For more information about making payments through MyDORWAY, our free online tax portal, visit dor.sc.gov/MyDORWAY.

To register for ACH Debit using [GOV.One](#), complete the D128- Registration Application for Electronic Funds Transfer which can be found at dor.sc.gov/forms. Once the SCDOR receives and processes the D-128, we will mail you detailed instructions on how to begin. Do not complete the D-128 if you choose to use MyDORWAY.

With the ACH Debit option, you authorize the SCDOR to transfer tax payments electronically from your financial institution into the state's account. You must initiate your payment by the due date. Payments will be considered late if they don't post in the state's bank account within two banking days after the due date.

Prior to the first ACH Debit transaction, the SCDOR must provide taxpayer registration information to [GOV.One](#). Per the submitted D-128, the information furnished to [GOV.One](#) includes the taxpayer identification number and the bank account number for the debit to be processed against. The state pays the cost of this transaction.

Sample procedures are included in this guide for you to follow when initiating an ACH Debit. You can choose between voice operator, touch-tone, or web initiated reporting instructions.

Advantages of making payments through EFT program:

- The cost and time to generate and sign checks is eliminated.
- You know exactly when your account will be debited.
- EFT can be implemented without purchasing additional equipment.

Fedwires are for emergencies only!

They must be pre-approved by calling 803-896-1715.

Program Participation

Eligibility

Taxpayers with a liability of \$15,000 or more during a filing period are required to make the funds immediately available to the SCDOR. Withholding taxpayers who make 24 or more payments within a year period are also required to make funds immediately available to the SCDOR. Filing period varies by tax type.

EFT is one option to meet this requirement for the following tax types:

- Corporate
 - Corporate (Domestic/Foreign)
 - Non-Profit Corporation
 - Utility
- Withholding

Exemptions

- Seasonal filers conduct business in South Carolina and are required to file and pay only during certain seasonal months of the year, for example, summer or winter months.
- Government agencies currently making tax payments through IDTs (Interdepartmental Transfers).

Taxpayers who choose to use the EFT program should mark the Exempt block on the D-128.

Tax Codes for ACH Debit Method of Filing

Tax Code	Tax Description
10807	Corporate (Domestic/Foreign, Non-Profit, or Utility)
10811	Withholding

Frequently Asked Questions

Is voluntary participation allowed?

Yes, voluntary participation is encouraged.

- Complete and submit the D-128.
- Check the box marked Voluntary Participant.

Can a taxpayer withdraw from the EFT program?

Taxpayers may withdraw from the EFT program if:

- For 12 consecutive months or 4 consecutive quarters, the qualifying threshold amount of \$15,000 is not satisfied.
- For 12 consecutive months, the number of payments sent to the SCDOR has fallen below the 24 payment requirement (for withholding only).
- Taxpayers who qualify should send a written request to BusinessEFT@dor.sc.gov.

What do I need to do if I change financial institutions?

The SCDOR must be notified of your change.

- Submit a new copy of the D-128, including your new Bank Name, the American Bank Association (ABA) Routing/Transit number, and the Bank Account number.
- Provide a copy of a voided check, micro specification sheet, or a letter from your bank, including your new information for verification purposes.
- Check the box for **Bank Change** under the ACH Debit selection and include an effective date for the bank change.

Transmitting Data:

Initiate your transaction by the due date **or** use the **Payment Warehousing** feature, which allows you to schedule payments up to 90 days in advance. The **Settlement Date** is the date the funds are actually transferred. Payments must post to the state's bank account within two banking days after the due date to be considered on time.

If my tax payment is even dollars, do I still report cents?

Yes, cents must be reported even if zero.

Can I change or cancel a previous report?

Yes, if the change or cancellation relates to today's report prior to the cutoff or a warehoused payment.

To change or cancel the reported information, you must use voice or web.

What is the Tax Period End Date?

For Corporate Tax, it is your annual accounting period end date. For Withholding Tax, it is the last day of the quarter: March 31 (1st quarter), June 30 (2nd quarter), September 30 (3rd quarter), and December 31 (4th quarter).

Do I have to do a test payment (prenote)?

The prenote test is an industry standard used to verify the acceptability of your routing/transit number and bank account number. The SCDOR will conduct a prenote test when the ACH Debit method is used.

What should I do if I use ACH Debit and the transmission cannot be made?

Call the SCDOR for assistance. **Do not send a fedwire without prior authorization.**

Are payments on amended returns allowed through ACH Debit?

Yes. Indicate your Taxpayer ID, the tax type, period end date and tax code as if making a current payment.

Can I make bill payments through ACH Debit?

Yes. Indicate your Taxpayer ID, the tax type, period end date and tax code as if making a current payment.

How can I recover funds erroneously transmitted?

Call the EFT Help Desk for instructions on how to request a refund or possibly apply the payment to another period. Existing procedures for refunds will be followed.

Do I still have to file a return?

Important note: If you have received an Electronic Mandate Notice, you must not only pay your taxes electronically, you must also file your returns electronically. For more information on electronic filing options, go to our website: dor.sc.gov/biz-services.

Withholding

Do not file the WH-1601. However, continue to file the WH-1605 and the WH-1606. If a payment is due for either the WH-1605 or the WH-1606, make a payment through EFT and file the return on MyDORWAY or other approved SCDOR approved electronic methods.

Corporate

Do not file the SC1120-CDP, Corporation Declaration of Estimated Income Tax coupon. File the SC1120, Corporate Income Tax Return or the SC1120T, Tentative Corporation Tax Return and Conditional Extension.

Penalty and Interest

What will happen if I don't make timely EFT payments?

You will be subject to penalty and interest as prescribed by law. SC Code Sections 12-54-43(D) and (E) impose penalties of 0.5% per month, for a maximum of 25% for amounts shown on a return or required to be shown on a return that are not paid by the original due date. For Income Tax purposes, SC Code Section 12-54-55 imposes declaration penalties (equal to the federal interest rate) on underpayments of Estimated Tax. SC Code Section 12-54-25 imposes interest on amounts that are not paid when due. View SC Code Sections at dor.sc.gov/policy.

What will happen if I fail to file my return on time?

You can be charged a penalty under SC Code Section 12-54-210(A), of up to \$500 for failure to keep necessary books, papers, memoranda, records, render statements, make returns, or comply with regulations as the SCDOR prescribes.

What will happen if I am notified to register with the program and I don't comply?

You will be charged a penalty under SC Code Section 12-54-210 for failing to file as the SCDOR mandates under SC Code Section 12-54-250(D). The SCDOR will allow alternative means other than paper to file returns and reports under this code section.

Weekends and Holidays

What if a payment due date falls on a holiday or weekend?

- If the last day of a specified time period is a Saturday, Sunday, or legal holiday, SC Code Section 12-60-50 extends the end of the period to the next business day.
- If a payment due date falls on a bank holiday or weekend, you must initiate the transaction by the banking day following the holiday or weekend.
- For the payment to be on time, it must post to the state's bank account no later than two banking days after the date of the initiation.
- See the holiday schedule on the next page to determine when you must initiate your payment.

Holiday Schedule

Under SC Code Section 12-60-50, a legal holiday is any day the SCDOR (+) or the United States Postal Service (*) is closed. They include:

New Year's Day	January 1*+
Martin L. King Day	Third Monday of January*+
Presidents Day	Third Monday of February*+
Confederate Memorial Day	May 10+
Memorial Day	Last Monday in May*+
Juneteenth	June 19*
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*+
Day after Thanksgiving	Friday following Thanksgiving Day+
Christmas Eve	December 24+
Christmas Day	December 25*+
Day after Christmas	December 26+

* **Federal Reserve Bank Holiday** - If a Federal Reserve holiday falls on an SCDOR due date, the due date moves to the next business day regardless of whether the SCDOR was open on the Reserve holiday or not.

+ **SCDOR Holiday** - When a state holiday falls on a Saturday, it will be observed on the preceding Friday. When a state holiday falls on a Sunday, it will be observed the following Monday (Exceptions may apply.)

Appendix: GovOne Instructions

The SCDOR works with GovOne to provide this ACH Debit payment option. GovOne mails the following instructions after a taxpayer registers for this service.

The SCDOR provides GovOne's instructions beginning on the next page for your reference.

Voice Operator Instructions for the ACH Debit Method
Electronic Funds Transfer

VOICE OPERATOR PAYMENT INSTRUCTIONS

IMPORTANT: You must initiate your payment on or before the due date. For the payment to be timely, it must settle in the state's bank account no later than two banking days after the due date. Calls must be completed **by 4:00 p.m. Eastern Time** if intended to settle the next business day.

You may specify a future date, **up to 90 days in advance**, to charge your bank account and settle your payment amount. The date you charge your bank account must be a valid business date, i.e. holidays and weekends excluded.

You may make multiple tax payments in the same phone call.

FOR FASTER REPORTING, PLEASE HAVE THE FOLLOWING INFORMATION READY BEFORE CALLING.

- Your Tax ID Number
- Your PIN
- Tax type code (5 digits)
- Tax period end date (6 digit MMDDYY example 120514 for, December 05, 2014)
- Payment amount, as dollars **and** cents (please enter the amount you wish to pay)
- Penalty amount, as dollars **and** cents (If no penalty enter zero #)
- Interest amount, as dollars **and** cents (If no interest enter zero #)
- Tax payment date (6 digit MMDDYY).
- For tax related or EFT enrollment questions, you may contact SC Department of Revenue at 1-803-896-1715 (M-F 8:30-4:45 PM ET)
- For assistance with WEB or Phone PIN resets / payment inquires or payment cancellations please contact 1-866-821-2516 (M-F 9-7 PM ET)

Once you have the information noted above, call 1-800-834-7733.

Call: 1-800-834-7733

1. System: WELCOME TO THE SOUTH CAROLINA DEPARTMENT OF REVENUE'S EFT SERVICE.
Important notice: Payments made through this service are only intended for payments not associated with a foreign bank account. If the bank account being used for the transaction is funded from a financial institution located outside the United States, you cannot use this service and must contact the South Carolina Department of Revenue at 803-896-1715 for an alternate payment method.
- If you wish to initiate your payment through a touchtone system, please press '1' now. Otherwise, you may hold the line to speak with an operator.
- Remain on the line for an operator.
2. Operator: "Operator XXX. Welcome to the South Carolina Department of Revenue's EFT Service. What is your Tax ID number?"
- Caller: "My Tax Id Number is."
- Operator: The operator will repeat your Tax ID Number.
3. Operator: "What is your PIN?"
- Caller: "My PIN 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 Withholding Taxes is 10811.
5. Operator: "Will this be a payment, cancellation, inquiry, or a PIN 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.
7. Operator: "What is your Tax Amount?"
- Caller: "The Tax Amount is \$\$\$\$\$\$.cc."
- Operator: The operator will repeat the Tax Amount as \$\$\$\$\$\$ point cc.
8. Operator: "What is your Penalty Amount?"

Note: Please provide dollars and cents. The minimum value is \$0.00 and the maximum value is \$99,999,999.99.

Caller: "The Penalty Amount is \$\$\$\$\$\$.cc"

Operator: The operator will repeat the Penalty Amount as \$\$\$\$\$\$ point cc.

9. Operator: "What is your Interest Amount?"

Caller: "The Interest Amount is \$\$\$\$\$\$.cc"

Operator: The operator will repeat the Interest Amount as \$\$\$\$\$\$ point cc.

10. Operator: "You Total Amount is \$\$\$\$\$\$.cc"

11. Operator: "What date would you like your bank account debited?"

Caller: Specify the date you would like the SCDOR 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 SCDOR to receive your tax payment. It must be a legal banking day. Payments can be warehoused for up to 90 days. A debit date must be specified.

12. Operator: "Your payment has been accepted. Your reference number is _____. Repeating, your reference number is _____."

13. Operator: Do you wish to make additional payments or perform additional functions?"

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

VOICE OPERATOR - INQUIRING ON A TRANSACTION

You may inquire on previously made transactions with a voice operator by calling 1-800-834-7733 and following the prompts.

Call: 1-800-834-7733

1. System: WELCOME TO THE SOUTH CAROLINA DEPARTMENT OF REVENUE'S EFT SERVICE. Important notice: Payments made through this service are only intended for payments not associated with a foreign bank account. If the bank account being used for the transaction is funded from a financial institution located outside the United States, you cannot use this service and must contact the South Carolina Department of Revenue at 803-896-1715 for an alternate payment method.

If you wish to initiate your payment through a 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 Number, PIN, and the Tax Type Code.

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

VOICE OPERATOR - CANCELLING A TRANSACTION

You may cancel* a previously made transaction with a voice operator by calling 1-800-834-7733 and following the prompts.

* Note: Only payments that have not been transmitted to the Department can be cancelled provided you cancel the transaction by 4:00 p.m., Eastern Time, on the business day prior to the settlement date you specified (Tax Payment Date) for the transaction to be received by the Department. To cancel a transaction, you must:

Call: 1-800-834-7733

1. System: WELCOME TO THE SOUTH CAROLINA DEPARTMENT OF REVENUE'S EFT SERVICE.

Important notice: Payments made through this service are only intended for payments not associated with a foreign bank account. If the bank account being used for the transaction is funded from a financial institution located outside the United States, you cannot use this service and must contact the South Carolina Department of Revenue at 803-896-1715 for an alternate payment method.

If you wish to initiate your payment through a 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 Number, PIN, and the Tax Type Code.

Remain on the line for an operator. The operator will ask you for your Tax ID Number, PIN, and the Tax Type Code.

2. When the operator asks: "Will this be a payment, cancellation, inquiry, or a PIN 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 Cancellation 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.

VOICE OPERATOR - PIN CHANGE

You may change your PIN with a voice operator by calling 1-800-834-7733 and following the prompts.

Call: 1-800-834-7733

1. System: WELCOME TO THE SOUTH CAROLINA DEPARTMENT OF REVENUE'S EFT SERVICE.
Important notice: Payments made through this service are only intended for payments not associated with a foreign bank account. If the bank account being used for the transaction is funded from a financial institution located outside the United States, you cannot use this service and must contact the South Carolina Department of Revenue at 803-896-1715 for an alternate payment method.

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

2. When the operator asks: "Will this be a payment, cancellation, inquiry, or a PIN change?" Select the PIN option.

3. Provide the operator with the new 4 digit PIN of your choice. The operator will ask you to repeat the PIN 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.

Assistance?

Should you experience any difficulties in reaching the EFT System or relaying any of the necessary information, please contact the South Carolina Department of Revenue: Monday-Friday from 8:30 a.m. to 4:45 p.m., Eastern Time, at 1-803-896-1715.

TOUCHTONE INSTRUCTIONS - ACH DEBIT

- You must initiate your payment on or before the due date. For the payment to be timely, it must settle in the state's bank account no later than two banking days after the due date. Calls must be completed **by 4:00 p.m. Eastern Time** if intended to settle the next business day.
- You may specify a future date, up to 90 days in advance, to charge your bank account and settle your payment amount. The date you charge your bank account must be a valid business date, i.e. holidays and weekends excluded.
- You may make multiple tax payments in the same phone call

FOR FASTER REPORTING, PLEASE HAVE THE FOLLOWING INFORMATION READY BEFORE CALLING.

- Your Tax ID Number
- Your PIN
- Tax type code (5-digits)
- Tax period end date (6-digit MMDDYY example 120514 for, December 05, 2014)
- Payment amount, as dollars and cents (please enter the amount you wish to pay)
- Penalty amount, as dollars and cents (if no penalty enter zero #)
- Interest amount, as dollars and cents (if no interest enter zero #)
- Tax payment date (6-digit MMDDYY)
- For tax related or EFT enrollment questions you may contact SC Department of Revenue at 1-803-896-1715 (M-F 8:30-4:45 PM ET)
- For assistance with WEB or Phone PIN resets and payment inquiries or payment cancellations please contact 866-821-2516 (M-F 9-7 PM ET)

Once you have the information listed above, call 1-800-834-7733 and follow the system prompts.

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If you wish to initiate your payment through a touchtone system, please press '1' now. Otherwise, you may hold the line to speak with an operator.

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 star (*) key and the system will reprompt that field. At any time during the recording, press the star (*) key three times to transfer to an operator. To bypass this message, you may press the # sign at any time.

3. System: Please enter your Tax ID Number.
 Caller: _____ #
4. System: You entered _____.
 Caller: Press '#' to accept, or '*' to correct and reenter.
5. System: Enter your PIN.
 Caller: _____ #
6. System: Enter the 5-digit tax code being reported.
 Caller: _____ #
7. System: You entered _____.
 Caller: Press '#' to accept, or '*' to correct and reenter.
8. System: To make a payment, press '1'. To perform a cancellation or inquiry, press '2'.
 For a PIN change, press '3'.
 Caller: 1# - Proceed with prompt #9
 2# - Hold for operator
 3# - Follow along as prompted
9. System: Enter your tax period end date.
 Caller: MMDDYY #
10. System: You entered _____
 Caller: Press '#' to accept, or '*' to correct and reenter.
11. System: Enter your Tax Payment Amount.
 Caller: _____ . _____ #
12. System: You entered _____ dollars and _____ cents.
 Caller: Press '#' to accept or '*' to correct and reenter.
13. System: Enter your penalty amount.
 Caller: _____ . _____ #
 Caller: Press '0' and '#' if no penalty.
14. System: You entered _____ dollars and _____ cents.
 Caller: Press '#' to accept, or '*' to correct and reenter.
15. System: Enter your interest amount.
 Caller: _____ . _____ #
 Caller: Press '0' and '#' if no interest.
16. System: You entered _____ dollars and _____ cents.
 Caller: Press '#' to accept or '*' to correct and reenter.
17. System: Your Total amount is _____.
18. System: To accept, press '1'. To correct and reenter all amounts again, press '2'.
 Caller: 1# - Proceed with prompt #19
 2# - Proceed with prompt #11

19. System: Enter the date you would like your bank account debited.

Caller: MMDDYY #

20. System: You entered _____

Caller: Press '#' to accept, or '*' to correct and reenter.

21. System: Your payment has been accepted.

Your reference number is _____. Repeating, your reference number is _____.

22. System: To disconnect, press '1'. To make additional payments or perform additional functions, press '2'.

Caller: 1# - Thank you for using the South Carolina Department of Revenue's EFT Service.

2# - Continue to step 23.

23. System: To report for the same Tax ID Number, press '1'. To report for a different Tax ID Number, press '2'.

Caller: 1# - Return to step #6.

Caller: 2# - Return to step #3.

TOUCHTONE - INQUIRING ON A TRANSACTION

You may inquire on previously made transactions by calling 1-800-834-7733 and following the prompts.

Call: 1-800-834-7733

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 PIN change, press "3".

Enter "2". (You will be transferred to an operator)

2. When the operator asks: "Will this be a payment, cancellation, inquiry, or a PIN 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 tax payments on file.
4. Once you have obtained the requested information, you may end the inquiry.

TOUCHTONE - CANCELLING A TRANSACTION

You may cancel* a previously made transaction by calling 1-800-834-7733 and following the prompts.

* Note: Only payments that have not been transmitted to the Department can be cancelled provided you cancel the transaction by 4:00 p.m., Eastern Time, on the business day prior to the date you specified (Tax Payment Date) for the transaction to be received by the Department. To cancel a transaction, you must:

Call: 1-800-834-7733

System: WELCOME TO THE SOUTH CAROLINA DEPARTMENT OF REVENUE'S EFT SERVICE. Important notice: Payments made through this service are only intended for payments not associated with a foreign bank account. If the bank account being used for the transaction is funded from a financial institution located outside the United States, you cannot use this service and must contact the South Carolina Department of Revenue at 803-896-1715 for an alternate payment method.

If you wish to initiate your payment through a touchtone system, please press '1' now. Otherwise, you may hold the line to speak with an operator.

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 PIN change, press "3".

Enter "2". (You will be transferred to an operator)

2. When the operator asks: "Will this be a payment, cancellation, inquiry, or a PIN 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 Cancellation 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.

TOUCHTONE - PIN CHANGES

You may change your PIN number by calling 1-800-834-7733.

And following the prompts

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If you wish to initiate your payment through a 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 (#) 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 reprompt 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 number."

Caller: Enter your 9 digit Tax ID number followed by the "#" sign.

System: "You entered _____."

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

4. System: "Enter your PIN."

Caller: Enter your 4 digit PIN followed by the "#" sign. (PIN is NOT repeated)

5. System: "Enter the 5-digit tax code being reported."

Caller: Enter the tax 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 Withholding Taxes, enter the tax type code 10811#.

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

Caller: Press 3, followed by the "#" sign.

7. System: "Enter the new PIN."

Caller: Enter the new 4 digit PIN of your choice followed by the "#" sign.

8. System: "Please enter the PIN a second time for verification."

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

9. System: "Your PIN 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 South Carolina EFT Service."

WEB PAYMENT INSTRUCTIONS

The Web payment option is accessible at govone.com/TPP/southcarolina/Account/Logon. This web site is used for both individual payments and batch upload.

The web site allows you to:

- Make individual tax payments
- Upload batch files
- Inquire on payments
- Cancel payments not transmitted to the bank
- View and download batch file format and sample file
- View Payment history

Important: All users of the Web must first create a custom Username and Password by registering their Tax ID(s) and PIN(s) on the web, which were previously assigned by the Department of Revenue.

Note: You may register multiple Tax IDs and PINs to one custom Username and Password.

NEW USERS

Step 1: Logon On to: govone.com/TPP/southcarolina/Account/Logon

Select: New User? Register your Tax ID Number.

Follow the prompts on the Register your Account Page and User Profile Page and create a unique Username and Password that you will use for accessing the web site.

The Register Your Account screen will prompt you to enter a Tax ID Number and PIN. You must enter a South Carolina Department of Revenue Tax ID number and the corresponding PIN to setup your online User Profile. If you have more than one Tax ID you are responsible for, it doesn't matter which Tax ID and associated PIN is entered to set up the user profile.

1. Enter the Tax ID Number and PIN (issued after enrollment for ACH Debit) and Click "Next".
2. Complete the User Profile Page and Click Submit. You will be taken to the Make a Payment Page where you can follow the prompts and make a payment or add more Tax IDs to your profile via the drop-down menus.

RETURNING USERS

Step 1: Navigate to: govone.com/TPP/southcarolina/Account/Logon

Step 2: Enter your custom Username and Password and follow along as prompted.

Step 3: Perform desired function(s), make a payment, inquire, cancel, batch upload, add Tax ID and PIN.

BATCH PAYMENT INSTRUCTIONS - ACH DEBIT

IMPORTANT: For your tax payments to be considered timely, you must upload and submit your payments on or before the due date. The funds will be transferred from the indicated bank account(s) to the Department on the Effective Date you designate.

The online Batch payment system is recommended for tax service providers or businesses that transmit 10 or more tax payments at a time to the Department and is accessed through the web payment URL.

The file format and a sample file along with step-by-step upload instructions are available on the web site by selecting "Payments" from the dropdown menu choice and next selecting "Upload a File" from the dropdown list.

Before you can make any payments using the batch method, you must set-up your online User Profile and register all your Tax IDs and PINs as outlined above in the New User section. Make sure that you have the following information available:

A. 9-digit Tax ID Numbers (Tax Account numbers issued by the SC Department of Revenue).

B. 4-digit PINs associated to the Tax IDs (issued from the Department after enrolling for ACH Debit).

SUBMITTING BATCH FILES

When ready to submit your batch payment file for upload, log in with your Username and Password select "Upload A File" from the "Payments" dropdown menu and follow the on screen instructions: Submitting a Batch of Payments is a four-step process:

Step 1: Create or modify your batch payment file according to the file format specifications (sample file provided online).

Step 2: Upload a batch payment file.

Step 3: If upload is successful, go to Pending Payments to submit payments for processing. Pending and Failed payments are displayed in a grid for the Tax ID numbers you designate. Follow the onscreen instructions to Edit, Delete, or Submit payments for processing.

****Important**** Be aware that a "pending" payment must be "submitted" before the payment gets sent to the Department for processing. For your tax payments to be considered timely, you must submit on or before the tax due date. The funds will be transferred from the indicated bank account(s) to the Department on the Effective Date you designate.

Step 4: If payment submission is successful, go to Payment History to view payments and acknowledgement numbers. Select Payment History from the Payments dropdown. Select a payment Tax ID number from the dropdown field and click "Search." You can view scheduled and settled payments in the Payments History grid.

CANCELLING A PAYMENT

Payments can be canceled online. Cancellations must be performed by 4:00 p.m. Eastern Time at least one business day prior to the Effective Date. A payment that has already settled cannot be canceled.

- a. To cancel payments, select Cancel Payments from the Payments Menu.
- b. To view/locate payments, select a payment Tax ID number from the drop-down field and click "Search."
- c. To cancel a payment, click the Cancel icon on the line next to the payment(s) you wish to cancel and click "Submit."
- d. Print your Cancellation Confirmation for your record.

ALTERING/CHANGING A PAYMENT

A batch payment that has already been submitted and accepted cannot be altered. Only Pending Payments may be altered.

- a. To correct a payment before it is accepted, go to Pending Payments. Follow the online instructions to edit the payment and then submit it for processing.
- b. 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 correctly.