

## ■ Changes to Electronic Funds Transfer (EFT) Payment Process

### **TO:** Taxpayers who make their tax payments by EFT

On November 9, 1998, we are installing a new audio response phone system that you will use when you initiate your Automated Clearing House (ACH) Debit EFT payments.

#### **How does the new system affect me?**

You still use your phone to initialize, cancel, or inquire about an EFT payment transaction; however, you will not speak with an operator if you initiate a payment transaction. Instead, you will enter the information we need to complete your transaction using the number keys on your touch-tone phone. The new phone system will repeat the information you enter and will allow you to correct mistakes.

#### **How do I complete an EFT transaction if I do not have a touch-tone phone?**

If you do not have a touch-tone phone, the new phone system will transfer your call to an operator who will assist you with your payment transaction.

#### **Do I still dial the same toll-free phone number to make my EFT payment?**

No. Beginning November 9, 1998, the new toll-free number that you dial to complete your EFT payment transaction is **1 888 453-6789**.

#### **Do I still use the same phone scripts?**

No. A new phone script and worksheet have been developed. Destroy your old phone scripts.

The new phone script, Form EFT-10, Electronic Funds Transfer Payment System Phone Script, identifies the information you must enter and how the system will respond to your entry.

Form EFT-11, Electronic Funds Transfer Payment System Worksheet, helps you determine what information you must enter using the number keys on your phone. A chart of tax forms, tax type codes, and tax period end dates is on the back of Form EFT-11. Copy this worksheet and complete it before you make your call.

We sent the new script and worksheet to you in October. If you have not received them, please call us.

#### **What information must I know to complete my payment transaction?**

To complete your payment transaction you must know your

- Illinois EFT tax identification number,
- password,
- tax type code,
- tax period end date,
- payment amount, and
- debit date (the date you want your account to be debited).

The phone system will tell you when to enter this information. The system will assign a confirmation number to each

successfully completed transaction. Keep this number in your records.

#### **Did my password change?**

No. If you already established a password to complete your EFT payment transactions, your password did **not** change.

If you have never established a password, you will be asked to establish one when you make your first call to the new payment system. The system will tell you what information you need to enter.

#### **When must I initiate my payment?**

We recommend that you complete your call no later than 3:30 p.m. Central Standard Time at least one banking business day before the due date. If you do not, your payment will be late.

#### **What should I do if I want to cancel an EFT payment transaction?**

To cancel a payment, you must know the confirmation number of the completed transaction. When you choose this option, you will be automatically transferred to an operator. Follow the procedure on Page 2 of Form EFT-10. An operator will assist you.

#### **Questions?**

If you have questions or need more information, please call or write us. Our telephone numbers and address are printed at the bottom of this bulletin.

