ARKANSAS SALES AND USE TAX
TOUCHTONE TELEPHONE INSTRUCTIONS

YOU MUST COMPLETE YOUR CALL BEFORE 3:00 PM CENTRAL STANDARD TIME ON OR BEFORE THE LAST BUSINESS DAY PRIOR TO THE DUE DATE.

TAX ID NUMBER	Tax ID (Sales and Use Tax Account ID) THIS IS AN EIGHT DIGIT NUMMERICAL FIELD. If your Sales Tax Account ID is 12345678-SLS, your Taxpayer ID will be 12345678.
SECURITY CODE	4-digit number selected by you. **For first-time callers, please refer to number one (1) of the "Touchtone Telephone Guidelines" section on the reverse side.**
TAX TYPE	**PREPAYMENT TAX TYPE CODES** **04201 PREPAYMENT # 1** **04202 PREPAYMENT # 2** **EXCISE TAX RETURN CODE** **04020 EXCISE TAX RETURN**
TAX PERIOD ENDING DATE	Tax period ending date (MMDDYY) is indicated by using the last day of the month for the filing period.
ACCOUNT DEBIT DATE	6-digit MMDDYY format your desired funds settlement date (i.e. your bank account debited). [NOTE: Weekends and holidays are excluded].
TAX PAYMENT	Enter as dollars and cents, the total tax amount being reported.
VERIFICATION CODE	Two-digit computed value confirming the tax amount entered. **Please refer to number seven (7) of the "Touchtone Telephone Guidelines" section on the reverse side.**

CALL 1-800-200-8894

1. System: Welcome to Arkansas' Electronic Funds Transfer System. If you are calling from a touchtone telephone, please press '1' now. If you have a rotary phone, please hold on the line for operator assistance.
   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 star (*) key and the system will re-prompt that field. *(NOTE: You may press pound (#) to bypass this message altogether.)*

3. System: **Enter your Tax ID Number**.(SALES AND USE ACCOUNT ID NUMBER)
   Caller: _________________ # (8 digits)

4. System: You entered _________________________.
   Caller: *Press '#' at anytime to accept or bypass the system's recording or '*' to correct and reenter.*

5. System: **Enter your Security Code**.
   Caller: _ _ _ _ #.

6. System: **Enter your Tax Type Code**.
   Caller: _ _ _ _ _ #.

7. System: You entered _________________________.
   Caller: *Press '#' at anytime to accept or bypass the system's recording, or '*' to correct and reenter.*

8. System: To make a tax payment, press '1'. To perform a cancellation or inquiry, press '2'. For a Security Code change, press '3'.
   Caller: _ #. (1# - *proceed with prompt # 9*, 2# - forwards to a voice operator, 3# - follow as prompted).

9. System: **Enter your Tax Period Ending Date (MMDDYY)** –Tax period ending date is indicated by using the last day of the month for the filing period.
   Caller: _ _ _ _ _ _ #. (MMDDYY)

10. System: You entered __________________________.
    Caller: *Press '#' at anytime to accept or bypass the system's recording or '*' to correct and reenter.*

11. System: **Enter your Tax Amount**.
    Caller: $_______________________ #.

12. System: You entered ____________________dollars and ____________cents.
    Caller: *Press '#' at anytime to accept or bypass the system's recording, or '*' to correct and reenter*

13. System: **Enter Verification Code**.(*NOTE:To cancel your call, you may hang up here or at any time prior to this prompt*.)
    Caller: _ _ #.

14. System: **Enter the date you would like your bank account debited (MMDDYY**).
    Caller: _ _ _ _ _ _ #. (MMDDYY)

15. System: You entered __________________________________.
    Caller: *Press '#' at anytime to accept or bypass the system's recording, or '*' to correct and reenter*

16. System: Tax report accepted. Your Reference Number is ______________. Repeating, your Reference Number is ___________. Please record this number for you records.

17. System: To disconnect, press '1'. To perform <u>additional</u> functions, press '2'.
    Caller: 1 # - Thank you for using Arkansas' Electronic Fund Transfer System.
    2 # - (proceed to next step).

18. System: To report for the same Taxpayer ID Number, press '1'. To report for a <u>different</u> Taxpayer ID, press '2'.
    Caller: 1 # - return to step #5
    2 # - return to step #3

For assistance with your Touchtone Telephone transmission problems or questions, contact the Arkansas Sales and Use tax EFT/Prepay Unit at: Excise Tax (501) 682-7105 Fax (501) 682-7904

Touchtone Telephone Guidelines

1. **<u>First Time Caller</u>**: At step **#** 5, simply enter the "initial" and **temporary *Security Code* value of "0 0 0 0**". The system will prompt you to change it to a 4-digit numeric value of your choice. Once you have completed this change, the system will proceed to step #6.

2. **<u>Originator ID</u>: Businesses with b**ank account(s) which have a filter or a debit block must provide their bank with the following originator ID **716014466** prior to submitting the first payment.

3. **<u>Due Dates on Weekends or Holidays</u>**: You must stipulate the settlement/debit date on or before the last business date immediately Preceding the subject due date. [EXAMPLE: A Monday holiday due date would require transfer by the preceding Friday**. Federal Banking Holidays and State Holidays are not business days.**

4. **<u>Tax Period Ending Date</u>:** Tax period ending date (MMDDYY) is indicated by using the last day of the month for the filing period.

5. **<u>Canceling a previous tax payment</u>**: You can effectively cancel a transaction by requesting and performing this function any time before 3:00 pm Central Daylight/Standard Time <u>one</u> business day prior to the specific debit date. By selecting option # 2 at the menu prompt, you will be transferred to a voice operator. Indicate your desire to perform a cancellation with the operator and be prepared to supply the *Reference Number* identifying the transaction you wish to cancel.

6. **<u>Purpose of the Reference Number</u>**: The *Reference Number* is generated by the system to track each completed tax transaction. It is crucial for system inquires and cancellations and beneficial for researching any payments in questions.

7. **<u>Verification Code Calculation</u>**: You must precalculate this value based on the reported *Tax Amount*. It is computed by adding 1) the sum of the digits with 2) the number of digits in your *Tax Amount*. [EXAMPLE: $55,950.10. 1) 5+5+9+5+0+1+0= 25, 2) 5,5,9,5,0,1,0=7. Thus, the Verification Code on this *Tax Amount* is 25+7 = 32].

8. **<u>Changing the Security Code</u>**: Your 4-digit numeric Security Code may be changed as often as you wish. Simply select option # 3 at the menu prompt prior to or after initiating a payment, then enter your current Security Code along with two entries of the new Security Code. If you should ever forget your Security Code, and cannot successfully reset it yourself, please contact the appropriate department listed above.

9. **<u>How far in advance can a payment be made</u>**: You may specify a debit date no more than 45-days in advance. Your payment will be stored on the system for inquiry or cancellation until 3:00 pm Central Standard Time on the business date prior to the specified debit date.

10. **<u>Changing Registration Information</u>**: Please report any change to your 1) payment method, 2) financial institution, 3) checking or saving account number, 4) address or contact person 5) taxpayer account ID number 6) to the appropriate department listed above.