Webpayer FAQs

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System based

1. What is the California Electronic Funds Transfer (EFT) web based payment system?

   The California EFT web based system is an integrated Automated Clearing House (ACH) network that allows payers to submit their tax/fee payments online for various California state agencies.

2. <u>When is the system available?</u>

    The system is available 24 hours a day / 7 days a week. Payments can be submitted at any time through this interface.

3. <u>How does the system work?</u>
    This system uses the Automated Clearing House (ACH) network to remit payments. The user creates an online payment for the participating California state agency by inserting details such as:
    a. Payment Type - This is the type of tax/fee you want to pay.
    b. Tax period ending date - The last day of the tax/fee reporting period, not the due date.
    c. Tax/Fee Amount - The amount of payment you want to remit.
    d. Bank debit date -This is the date the user's bank account will be debited.

        Note: Some agencies may require specific information unique to their agency.

4. <u>What are the benefits of using this system?</u>
    The California EFT payment system offers many benefits:
    a. **Ease of Use -** California EFT offers 4 easy "step by step" instructions to make a payment.
        i.   Select Payment Option
        ii. Enter Payment Information
        iii. Confirm Payment Information
        iv. Receive Payment Acknowledgement
    b. **Fast -** Payments can be scheduled in minutes.
    c. **Scheduling -** Payments can be scheduled in advance for future dates. Depending on your agency, a payment can be scheduled up to 90 banking days from the current day.
    d. **Secure -** This system implements a high degree of security to protect your payments. All payments are sent to your financial institution through secured connections. As part of multi-factor authentication for added security, a verification code will be emailed for entry on the Verification Page. The "Email" field has been added to the account profile page.
    e. **History -** California EFT stores your payment history for a minimum of 3-year period. Users can log into their account to review the payments and the status using the "Payment Inquiry" feature. Payments made through telephone (IVR - Interactive Voice Response), bulk filer (bulk) or through a customer service representative (CSR) will also show on this web based system.
    f. **Paperless -** This system eliminates the need for writing checks to make payments. Your payment receipts are stored online and can be printed if needed.

5. <u>What types of payments can be made through the web based payment system?</u>
    A number of California state agencies participate in the California EFT system using this web platform.
    a. California Department of Health Care Services (DHCS)
    b. California Department of Industrial Relations (DIR)

c. California Department of Insurance (CDI)
d. California Department of Pesticide Regulation (CDPR)
e. California Employment Development Department (EDD)
f. California Franchise Tax Board (FTB)
g. California Public Employee's Retirement System (PERS)
h. California Public Utilities Commission (CPUC)
i. California Department of Tax and Fee Administration (CDTFA)
j. California State Controller's Office (SCO)
k. California State Water Resources Control Board (SWRCB)
l. California Teacher's Retirement System (STRS)
m. California Department of Conservation (DOC)
n. California Health Facilities Financing Authority (CHFFA)
o. California State Mining and Geology Board (SMGB)

6. <u>What are the minimum software and browser requirements to make payments online?</u>
   You will need a computer with Internet access and one of following browsers:
   a. Google Chrome 44 or newer
   b. Internet Explorer Version 9 or newer
   c. Firefox 42 or newer
   d. Safari 7 or newer

7. <u>Does the system place cookies on my computer?</u>

   Our system does not store cookies on your computer. Users will have to enter their username and password each time they log onto this system.

8. <u>Will my payments be submitted securely?</u>

   This system utilizes the most advanced security available to ensure the privacy of your payment information. All transactions are conducted over a Secure Sockets Layer (SSL) connection, secured with 256-bit encryption and is the communications protocol for transmitting private information over the Internet. Multi-factor authentication is used as an added layer of protection.

9. <u>What are some of the security features?</u>
   a. All transmitted information is sent using an encrypted Secure Sockets Layer (SSL) connection.
   b. Your session will timeout after 20 minutes if left idle.
   c. Your browser will not cache the information entered and it will not be stored locally on your computer.
   d. Below are some security features that are included with Multi-factor authentication.
      - First Time User Registration process must include "email address".
      - reCAPTCHA steps help to verify that the login is a person versus a robot.
      - If an incorrect verification code is entered, the user will be prompted to re-enter the code or request a new code.
      - If the user enters an incorrect verification code more than 3 times in a single session, the user will be sent to "Access Denied" page.

User Based

1. Who can use the system?

   This system is available to users who have completed an enrollment application with the appropriate California state agency. Upon confirmation of their enrollment, users will obtain a 4-digit security code and will be required to register on the web application screen by creating a username (6-16 characters) and password (8-25 characters containing at least 1 uppercase, 1 lowercase, 1 number and 1 special character (!@#$%^&*)). Some agencies allow un-enrolled users to make payments as well.

2. Can a payment be scheduled for any day?
   Payments may be scheduled for any banking day up to 90 days in advance; however, they cannot be scheduled for weekends or any of the Federal Reserve holidays listed below:

   a. New Year's Day   January 1*
   b. Martin Luther King Jr. Day   Third Monday in January
   c. Presidents' Day   Third Monday in February
   d. Memorial Day   Last Monday in May
   e. Juneteenth   June 19
   f. Independence Day   July 4*
   g. Labor Day   First Monday in September
   h. Columbus Day   Second Monday in October
   i. Veteran's Day   November 11*
   j. Thanksgiving Day   Fourth Thursday in November
   k. Christmas Day   December 25*
      *If this day falls on a Sunday, the banks are closed the following Monday.

3. At what times during the day can I submit a payment?

   Payments can be submitted any time the system is available. If you are scheduling a payment for the next banking day, it must be completed before 3:00 pm Pacific Time.

4. What information do I need to make a payment?
   In addition to your username and security code to access the system, you will need the following basic information:
   a. Payment type
   b. Tax period ending date
   c. Amount of the payment
   d. The debit date or the date you want the funds withdrawn from your account and deposited in the state agency account. The EFT debit date cannot be the same date you initiate your payment.
   e. Other information required by the agency
   f. Verification code that will be emailed to user for multi-factor authentication
   g. Email address to receive the above verification code

5. <u>I lost my confirmation number. How can I retrieve it or find the payment I submitted?</u>
   a. Select the Payment Inquiry option from the main navigation menu.
   b. Enter the criteria of the payment you would like to retrieve and click Search.

6. <u>If I have problems using this system, how can I get help?</u>

   Contact Customer Service at 1-800-554-7500 and follow the prompts to get to an operator, or contact your agency's EFT Helpline for assistance.

Logins

1. <u>How do I register to make payments through the web?</u>

   On the Sign In page, click the "Register" button for first time users. Complete the required fields and click "Create Profile" to activate your web account.

   First Time Users will be required to enter and confirm current and new security code. The user will enter their username, password, email address and contact name. A security reCAPTCHA screen will prompt them with steps to follow.

   Once valid registration information is entered, the user will be prompted to check their email to retrieve and enter a verification code on the Verification Code Page as part of 2nd factor validation. Once the code is entered, the user will successfully login.

2. <u>I forgot my password. How can I retrieve it?</u>

   On the Sign In page, click the "Forgot Password?" link. Enter your username and click the "Next" button on Forgot Password screen.

   Once a valid username is entered and updated in the database, the user will be prompted to check their email for a verification code. Upon entering the verification code on the Verification page, the user will be prompted to create a new password and then return to the login page. This process is updating the system for authentication.

   If the username is not valid or if the user's account flag is not updated in the database, the user will be prompted to answer random security question. Upon successfully answering the security question, they user will be prompted to create and submit a new password. Afterwards, they will be sent to the login page.

Payments

1. <u>How do I make a payment?</u>
   a. Select the Agency
   b. Login
   c. Check and enter the verification code sent to your email as part of multi-factor authentication for added security.
   d. Select the desired Payment Type and enter the appropriate values in the displayed fields. Click "Continue". The Payment Verification screen will be displayed.
   e. Review the payment information for accuracy. If it is correct, click "Submit

Payment". If incorrect, click the "Edit Payment" button to make changes.

f. The Payment Confirmation screen will be displayed with the Payment Confirmation Number. Print this page as your payment receipt. If you wish to make another payment, click "New Payment". Otherwise, you may select another function, or log off the system.

2. How do I search for previously made payments?
   a. Log in and click "Payment Inquiry" on the navigation menu.
   b. Enter the search criteria of the payment you would like to view and click "Search".
   c. When you find your payment, click on "View" to display the payment details.

3. <u>Can I sort the payment search results?</u>

   Yes. The search results may be sorted by clicking the column header text.

4. <u>What do the different payment statuses mean?</u>
   a. Scheduled: The payment is successfully scheduled for debit on a future date. Payment may still be cancelled.
   b. Submitted: The payment has been submitted for payment on the next banking day. Cannot be cancelled.
   c. Paid: Payment processed successfully.
   d. Returned: Payment processed successfully but was rejected by the financial institution.
   e. Ambiguous: Payment processed successfully but may have been Returned. Contact your financial institution for clarification.
   f. Cancelled: The payment was cancelled.
   g. Failed: Payment failed and was not processed.

5. <u>How do I print my payment confirmation?</u>
   a. When viewing the Payment Confirmation screen, click the "Print this Page" button. A printer-friendly version of the page will be displayed.
   b. Select File/Print or click the printer icon in your web browser to print the page.

6. <u>How do I cancel a payment?</u>
   a. Log in and click "Payment Inquiry" on the navigation menu.
   b. Enter the search criteria for the payment you would like to cancel and click "Search."
   c. Click the View/Cancel button beside payment you would like to cancel.
   d. Click "Cancel Payment" on the View/Cancel Payment screen if you are certain you want to cancel the payment.
   e. Click "Confirm" on the screen to confirm the cancelation.
   f. After the payment is cancelled, the Payment Cancelled confirmation screen will be displayed. You may print this page for your records.

7. <u>Can I un-cancel a payment after it has been cancelled?</u>

   No. Once a payment has been cancelled, it cannot be altered again. The payment will need to be re-entered and a new confirmation number will be generated.