



## EXPRESS ENROLLMENT FOR NEW BUSINESSES

### IRS Customer Service--Scripts

**1.**

**Q. What is Express Enrollment for New Businesses?**

A. This is a new initiative by IRS designed to help business taxpayers with a federal tax obligation begin making their Federal Tax Deposits more quickly and accurately through the Electronic Federal Tax Payment System, EFTPS. EFTPS is a service provided free by the U.S. Department of the Treasury. More information about EFTPS is available at [www.eftps.gov](http://www.eftps.gov).

**2.**

**Q. Why was I pre-enrolled in EFTPS?**

A. Beginning January 2004, all businesses receiving any new EIN (Employer Identification Number) are pre-enrolled in EFTPS to make all their federal tax payments, if they will have federal tax obligations.

**3.**

**Q. I don't have any federal tax obligations now but I received this mailing, what do I do?**

A. You are still pre-enrolled in EFTPS. You should complete the activation of your enrollment so you will be ready to make payments through EFTPS when you do have tax obligations.

**4.**

**Q. Can I still use FTD coupons?**

A. You should have received one coupon in your EIN package. You have the option to order FTD coupons if you want to make additional payments by check, but you will need to allow 5-6 weeks for coupons to arrive by mail. The number to call for ordering coupons is 1-800-829-4933.

**5.**

**Q. Can I use both EFTPS and FTD coupons?**

A. Yes. You have the option to order FTD coupons if you want to make additional payments by check, but you will need to allow 5-6 weeks for coupons to arrive by mail. The number to call for ordering coupons is 1-800-829-4933. Please remember: Your EFTPS payment history that is available online or by phone will only reflect the electronic payments you make, not any payments made with a coupon.

**6.**

**Q. I never received my EFTPS PIN?**

**A. How long ago did you receive your EIN?**

[If more than one week, ask...] In which state are you located? [refer to state split between FA's and give taxpayer the appropriate EFTPS Customer Service Number.]

[If less than 1 week, explain a PIN should be received within 5 business days (one week) after receiving the EIN.]

**7.**

**Q. I never received my EIN?**

**A. How long ago did you receive your EFTPS PIN?**

[If more than one week, give taxpayer the IRS Business and Specialty Tax hotline at 1-800-829-4933]

[If less than one week...

Did taxpayer complete a paper application? If so, it may take up to 10 days after receipt of application for mailed EIN to reach taxpayer.

Did taxpayer fax an application? If yes, receipt of EIN should be no more than 4 days. If more than 4 days, give taxpayer the IRS Business and Specialty Tax Hotline 1-800-829-4933.

If taxpayer applied by phone or Internet, the EIN was given immediately.]

**8.**

**Q. How do I activate my EFTPS enrollment?**

**A.** You should have received instructions in your EFTPS PIN mailing. You can just follow the steps in the "How to Activate Your Enrollment" brochure.

*[These are the steps to activate an EFTPS enrollment:*

**1.** *Taxpayers will call the 800-number listed in their EFTPS PIN package and follow the instructions they hear.* [The 800-number the taxpayer receives is based on the state in which they are located. Refer to state split between FA's for the appropriate EFTPS Tax Payment Number.]

**2.** *Enter their financial institution information (bank and account number)*

**3.** *Choose if they want their bank to verify that the account number they entered is a valid number*

NOTE: If taxpayers chose not to have their bank account number verified, they can begin making payments after all the activation steps have been completed, and by calling the EFTPS payment number. If they wish to have their account verified, it will delay making a payment by approximately 6 business days.

Taxpayers are responsible for the accuracy of the number they entered. If it is incorrect, their financial institution may return their payment and they may incur an IRS penalty for late payment.

**4.** *Authorize withdrawals of electronic payments from their account*

**5.** *Enter their phone number*

**6.** *Write down the confirmation number*

**7.** *The voice response system will offer taxpayers the option of obtaining an Internet Password so they can make payments online*

*8. Within 7-10 days, taxpayers will receive an EFTPS Confirmation/Update package by mail that contains a Confirmation/Update Form, an EFTPS Payment Instruction Booklet and an Internet Password Brochure.*

**9.**

**Q. What is “bank account verification?”**

**A.** This is an option to have your bank verify that the account number you entered is a valid bank account number according to their system. If you chose not to have your bank account number verified, you can begin making payments by calling the EFTPS payment number after all the activation steps have been completed. If you wish to have your account verified, it will delay making a payment by approximately 6 business days. Taxpayers are responsible for the accuracy of the number they entered. If it is incorrect, their financial institution may return their payment and they may incur an IRS penalty for late payment.

**10.**

**Q. I finished my activation, but did not receive a confirmation number?**

**A.** In which state are you located? [refer to state split between FA’s and give taxpayer the appropriate EFTPS Customer Service Number.]

**11.**

**Q. I finished my activation, but couldn’t get my Internet Password?**

**A.** In which state are you located? [refer to state split between FA’s and give taxpayer the appropriate EFTPS Customer Service Number.]

**12.**

**Q. How does this differ from regular EFTPS?**

**A.** Usually businesses enroll in EFTPS by completing a paper enrollment Form 9779, or by going online to enter their information. Once the enrollment information is received by EFTPS, it takes approximately 2 weeks to process. Express Enrollment completes the enrollment step in advance for new businesses with tax obligations. Once taxpayers activate their EFTPS enrollment by phone, they can then make payments using EFTPS by phone. If they chose to obtain an Internet Password, they can also make payments online.

**13.**

**Q. Can I use the Internet right away to make payments?**

**A.** Yes. Once you activate your enrollment and obtain an Internet password by phone, you can make payments immediately (online or by phone) if you chose not to have you bank account verified. If you chose to have your bank account number verified, you will have to wait an additional 6 days for completion of the verification process before making a payment.

**14.**

**Q. How will I know if my payments have been made?**

**A.** For each payment made through EFTPS, you receive an immediate acknowledgement number that can be used to track the payment and communicate with IRS. This

acknowledgement number acts as a receipt for the payment. You can go online or call EFTPS Customer Service to verify payments and to review up to 16 months of your payment history.

**15.**

**Q. How does EFTPS work?**

**A.** Online or by phone, you schedule your tax payments through EFTPS at least one calendar day prior to the tax due date. Based on your instructions, EFTPS initiates a debit against the bank account you indicated, sends the money to Treasury, and sends the tax payment information to IRS for updating your tax records. Business taxpayers can schedule a payment up to 120 in advance of tax due date.

