

Office of the Illinois State Treasurer
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Request for Proposals
Electronic Funds Transfer Services
370-500-17-005

Addendum 1
November 21, 2016

The Request for Proposals Electronic Funds Transfer Services (370-500-17-005) (“RFP”) published by the Office of the Illinois State Treasurer (“Treasurer”) on November 10, 2016 is hereby amended as follows:

1. Pages 28-29 of Appendix F to the RFP contained errors. Appendix F to the RFP is hereby deleted in its entirety and replaced with a new Appendix F attached hereto and incorporated herein.
2. All other terms and conditions of the RFP remain unchanged.

Please e-mail Chief Procurement Officer Jim Underwood at junderwood@illinoistreasurer.gov with questions regarding this addendum or the RFP.

**ELECTRONIC PAYMENT
SPECIFICATIONS**

2016

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SECTION I

Introduction

INTRODUCTION

The Illinois Department of Revenue's (IDOR) electronic payments program began in 1990. Initially, the Department accepted ACH credits and ACH debits via a toll-free number utilizing operator assisted entry. That toll-free number eventually became an Interactive Voice Response (IVR) system, with operator assistance available for administrative functions only.

In the late 1990's, the Department increased its ACH activity through the introduction of several online electronic payment debit authorization products, and as of the last five years, this activity has grown even more so with the introduction of the Department's latest integrated online account management tool, MyTax Illinois.

Additionally, please note ACH activity received from approved third party software vendors and payroll providers continues to increase substantially.

Beginning October 1, 1993, the Illinois Department of Revenue's voluntary Electronic Funds Transfer (EFT) Program became mandatory for Illinois taxpayers possessing the largest tax liabilities. Currently, depending on the tax type, if a taxpayer's annual liability is within a range from \$12,000 to \$200,000 or more, they are legally required to make their tax payments electronically. The mandate program continues to grow as thresholds have become lower.

It should also be noted that IDOR's electronic payment penetration is now close to 90% of all receipts collected. In Fiscal Year 2016, IDOR processed over 7.2 million ACH payments totaling over \$34 billion. Of these totals, IDOR received approximately 132,000 ACH debit authorizations through IVR totaling \$1.4 billion.

Types of Payment Options

The contractor will be required to accept and process three (3) different types of Electronic Funds Transfer.

- 1. Automated Clearing House Debit (ACH Debit)**
The contractor will likely receive multiple ACH Debit files from various sources.
- 2. Automated Clearing House Credit (ACH Credit)**
Can include both CCD+TXP and TPP conventions.
- 3. Fedwire - For emergency use only!**
Taxpayers must contact the Illinois Department of Revenue's Electronic Payments Section at (217)782-6257 to determine if a Fedwire is necessary.

SECTION II

Confidentiality and Security

Confidentiality and Security Requirements

CONFIDENTIALITY

Provisions for safeguarding Illinois Tax information are detailed in the Illinois Compiled Statutes, Chapter 35, Section 5/917 (a), and Chapter 35, Section 120/11. All taxpayer payment and return information received by the successful bidder or its subcontractors, whether received from the taxpayer or the Department, shall be confidential except for official purposes and pursuant to official procedures for the collection of State of Illinois taxes. The successful bidder and its employees, any subcontractors and their employees shall be subject to the same civil and criminal penalties for unauthorized disclosure as Illinois Department of Revenue employees.

Illinois Income Tax Act, 35 ILCS 5/917 (a)

Confidentiality and information sharing

Except as provided in this Section, all information received by the Department from returns filed under this Act, or from any investigation conducted under the provisions of this Act, shall be confidential, except for official purposes within the Department or pursuant to official procedures for collection of any State tax or pursuant to an investigation or audit by the Illinois State Scholarship Commission of a delinquent student loan or monetary award or enforcement of any civil or criminal penalty or sanction imposed by this Act or by another statute imposing a State tax, and any person who divulges any such information in any manner, except for such purposes and pursuant to order of the Director or in accordance with a proper judicial order, shall be guilty of a Class A misdemeanor. However, the provisions of this paragraph are not applicable to information furnished to (i) the Department of Healthcare and Family Services (formerly Department of Public Aid), State's Attorneys, and the Attorney General for child support enforcement purposes and (ii) a licensed attorney representing the taxpayer where an appeal or a protest has been filed on behalf of the taxpayer. If it is necessary to file information obtained pursuant to this Act in a child support enforcement proceeding, the information shall be filed under seal.

Illinois Retailers' Occupation Tax Act, 35 ILCS 120/11 (in pertinent part)

All information received by the Department from returns filed under this Act, or from any investigation conducted under this Act, shall be confidential, except for official purposes, and any person who divulges any such information in any manner, except in accordance with a proper judicial order or as otherwise provided by law, shall be guilty of a Class B misdemeanor with a fine not to exceed \$7,500.

IDOR EMPLOYEE HANDBOOK:

Confidentiality of Information, Section 5.34

All Department records are considered confidential information. All information on any tax return, tax payment, or any document accompanying any tax return is confidential taxpayer information. Information provided to the Department by any other governmental or private agency also must be considered sensitive and confidential information.

Unauthorized release of confidential taxpayer information may result in criminal prosecution under Illinois and federal laws. Unauthorized release of confidential information and/or taxpayer information may result in disciplinary action up to and including discharge.

You may not publish, divulge, disclose, or make known in any manner any information contained in any report, tax payment, or record when such information discusses or potentially could identify a taxpayer unless it is already a matter of public record.

You may not use any information obtained by virtue of your employment at the Department for actual or anticipated gain for yourself or another person.

Additionally, all records and documents in the custody of or accessible by Department employees should be considered confidential, and are to be accessed for business reasons only.

No contractor or contractor employee may publish, divulge, disclose, or make known in any manner any information contained in any report, tax payment, or record when such information discusses or potentially could identify a taxpayer unless it is already a matter of public record.

A contractor or contractor employee may not use for private purposes or gain any information which was obtained in the course of the contract services.

All records and documents in the custody of or accessible by a contractor or contractor employee are for official business use only.

Violations of State confidentiality laws are prosecuted as Class A or Class B misdemeanors. Class A misdemeanors are punishable by a fine not to exceed \$2,500 and up to 364 days in jail or both. Class B misdemeanors are punishable by a fine not to exceed \$1,500 and up to six months in jail or both.

In addition to violating Illinois tax laws, persons who make unauthorized disclosures of federal tax information are subject to prosecution under the U.S. Internal Revenue Code. Divulging federal tax information, in any manner, that could identify a taxpayer is a felony punishable by up to five years in prison and a fine of up to \$5,000. The Internal Revenue Code also allows a taxpayer, about whom confidential information has been improperly released, to seek court-invoked civil damages for willful or negligent disclosure of information. The taxpayer has up to two years from the time the unauthorized disclosure is discovered to file suit.

The court may award the taxpayer the amount in actual damages incurred because of the disclosure (for example, income lost) as well as punitive damages in the case of willful disclosure or a disclosure which is the result of gross negligence, but in no case shall the plaintiff receive less than \$1,000 for each disclosure plus the costs of the action. Employees who violate this provision may be subject to personal civil liability in addition to criminal liability and Department discipline.

Confidentiality and Care of Official Documents, Section 5.35

The care of official documents is regulated by state law. All records and documents in the custody of Department employees, contractors, or contractor employees are for official use only. It is prohibited for any employee to conceal, alter, mutilate, obliterate, copy without authorization or destroy records or documents or to remove or attempt to remove copies or originals of such records without authorization from the Director of Revenue or his/her designee. Such conduct is disciplinable up to and including discharge.

You must not remove or copy information, records or documents of the Department without approval from a proper authority. This includes all Department information, records or documents, regardless of location, gathered or created in the course of Department business or operations. This includes but is not limited to information, records, reports, notes, spreadsheets etc. that may be in offsite locations, including but not limited to vehicles and employee's homes.

All Department policies and procedures concerning security and confidentiality of information apply wherever Department records or information are located. All employees with offsite records or offsite access to Department information are responsible for protecting the records and information in their possession from unauthorized disclosure, use or copying. Minimally, the employee must:

- Ensure records or information cannot and are not seen, viewed or copied by persons not authorized by the Department, including, but not limited to, family, friends and neighbors or their children/parents, even if these people are an employee of the Department.
- Department records and information MUST NOT be recorded on any home PC as there are issues of IT security as well as those of security and confidentiality. If an employee needs to work at home on a PC they should be provided with one (normally a laptop) for this purpose. It is important that home PCs are not used for business work as there could be issues of viruses and information being kept on a home computer that could be accessed by other family members who have no right to see the information. It is important to note that even when the information is deleted it is quite often possible to re-create it if someone has the technical expertise.

Work papers, copies of reports, data and other official records and documents must be sent promptly to file when no longer needed for official purposes. Records, documents and data are to be disposed of in accordance with established procedures.

You will be held responsible for the loss, disappearance, or theft of official documents or data when such events are attributable to your carelessness or negligence. Make sure all such records, information and data are stored securely behind at least two locked barriers. Official documents and data should not be left unprotected in automobiles, on public conveyances, or in public places. Recovery of documents may not necessarily relieve you of responsibility for their loss.

Department employees frequently review, distribute, possess, or otherwise gain knowledge or control of memoranda, records, letters, and other documents relating to matters of official

Department business. You must not copy, distribute, or otherwise divulge the contents of any document for other than official purposes. Unauthorized copying, use, or disclosure of documents or the contents thereof may be grounds for disciplinary action up to and including discharge.

It is improper for you to make a copy for personal use of any Department document.

SECURITY

The contractor shall be subject to identical security and confidentiality provisions as the IDOR employees, as established by IDOR in accordance with State Law.

Before securing employment with IDOR, all applicants may be requested to complete an employee security check authorization form which entitles IDOR to check the applicant's taxpaying history. Applicant's tax filing status must be current to secure employment. The contractor must allow IDOR to complete a security check on any/all contractor employees which will have access to taxpayer returns or tax payments, coupons, records, etc. If a contractor employee is found not to have a current filing status, the contractor must ensure that the contractor employee will not have access to IDOR taxpayer returns. For the contractor's employee to obtain access to IDOR taxpayer returns, his/her filing status must be made current and the employee security check authorization form cleared through IDOR Internal Affairs office.

It is the policy of the Department of Revenue for the Internal Affairs Division (IAD) to conduct criminal background investigations on all individuals, whether they are other state agency employees, or they are vendors who work in a Revenue facility, or who by their job assignment work, process or have access to Revenue related data. Existing non-Revenue employees shall be checked on a yearly basis. Revenue employees, and their contractors and vendors, shall have a background conducted that includes both a criminal and tax compliance check.

Contractor Requirements

All work including programming, maintenance, customer support, etc. is required to be done in the continental United States.

The contractor shall be subject to any or all of the following forms of audit and/or verification:

- On-site IDOR employee(s)
- Unannounced or announced audits by IDOR Internal Auditors during bank processing hours
- Site security reviews performed by IDOR Internal Affairs office

SECTION III

Operational Requirements

IVR SYSTEM REQUIREMENTS

IVR Phone Number

The contractor shall maintain a toll free number, which shall be used exclusively for the taxpayer to call and authorize IDOR to initiate a debit of Electronic Funds Transfer Payments. If the existing IVR vendor surrenders the current toll free number that is in use, the contractor is expected to use that toll free number. If the current toll free number is not made available, the contractor is expected to establish a toll free number on behalf of IDOR. At contract termination, IDOR will retain ownership of this toll free number. The primary basis for the use of this number will be an Interactive Voice Response (IVR) system whereby taxpayers enter information in response to a prerecorded script using a touch tone phone. Operator assistance will be provided by the contractor for customer service related issues only.

The contractor may use a sub-contractor to perform the IVR requirements contained in this RFP. However, any sub-contractor must be pre-approved by the Treasurer and the Illinois Department of Revenue. Also, the contractor and sub-contractor need to meet, follow and complete the requirements in Section IV, V, and VII in the EFT Request for Proposal related to the use of Sub-Contractors.

Updating and Maintaining Debit Database

On each day the Department is open for business, the contractor shall electronically pick up a file of additions, changes, and deletions to the debit database from the department.

PIN Number

A PIN number shall be assigned and maintained by the contractor for each taxpayer. The contractor shall also have the ability to reset the PIN number as required. At contract termination, the PINs become Department property. These PINs must be released to the Department in an electronic data format prescribed by the Department.

Days of Operation

The contractor shall provide taxpayers access to IVR service seven (7) days a week (Monday through Sunday), 24 hours a day. The Department would prefer to have a daily transaction cutoff time of 7:00 PM Central Time with a minimum cutoff time of no earlier than 3:30 PM Central Time. Taxpayers initiating their call prior to the daily transaction cutoff time will be allowed to select the next business banking day as a settlement date.

Federal Reserve Bank

The Department will adopt the same treatment as the Federal Reserve System for recognizing due dates which fall on weekends or Federal Reserve holidays. Thus, when the statutory due date falls on a weekend or a holiday observed by the Federal Reserve, the Department will allow payments to be credited on the next business banking day.

Illinois Department of Revenue Observed Holidays

In 2017, the following dates are state holidays observed by the Department. This information is provided simply to inform you when Department personnel will not be available to assist in EFT inquiries or problems resolution. Future years are reflected at the following web address:
<https://www.illinois.gov/cms/Employees/Personnel/Pages/StateHolidays.aspx>

January 2	Monday	New Year's Day
January 16	Monday	Martin Luther King Day
February 13	Monday	Lincoln's Birthday
February 20	Monday	President's Day
May 29	Monday	Memorial Day
July 4	Tuesday	Independence Day
September 4	Monday	Labor Day
October 4	Monday	Columbus Day
November 10	Friday	Veteran's Day
November 23	Thursday	Thanksgiving
November 24	Friday	Day After Thanksgiving
December 25	Monday	Christmas

DATA EXCHANGE REQUIREMENTS

Data Exchange

This is an overview of the data exchanges that will occur between the Electronic Payments Vendor and the Illinois Department of Revenue (IDOR). Vendor is expected to remain current on all industry standards, including but not limited to EDI, encryption, security and changing industry standards and trends.

General Information for data exchanges:

All the data exchanges will utilize Secure FTP (*SSL or ***SSH) or IDOR Gateway (see IDOR Gateway section). If the file will reside on the **DMZ at the vendor site file level encryption will be required. File level encryption will be done using PKZIP version 9.0 or higher. PKZIP 9.0 provides AES 256 bit level encryption.

If Secure FTP is chosen, IDOR will send/receive all files to/from the vendor's FTP server.

- 1) One or more times each weekday IDOR (Illinois Department of Revenue) will create a debit initiation request file for the vendor.

Currently this is produced each weekday approximately 1:00 PM Central Time.
Record ID '*****DBTINIT'

- 2) The vendor will produce a debit initiation response file from the debit initiation file IDOR submitted. The debit initiation response file will contain one record for each record submitted. The response record will tell IDOR whether or not the vendor can submit the debit to the ACH system. If errors are detected in the debit initiation file up to 3 error codes can be returned in the debit initiation response file.

This file will be supplied to IDOR upon creation of the file
Record ID '*****DBTACKD',

- 3) After the debits have cleared the ACH system the vendor will produce a debit post file and supply it to IDOR. There will be one file for each day that deposits are made. Currently deposits are made Monday through Friday and IDOR receives files Tuesday through Saturday. The file will be sorted by FTA Tax Type Code and an EFT balance record will follow. All unidentified FTA Tax Type Codes shall be grouped into one section of the file and be followed by one EFT balance record. This file will include ALL the debits, credits, and Fed Wires that comprise the deposit for the day. In short IDOR will receive one file per day that represents the deposits for a day. A file may not include deposits from more than one day. The file will include debit requests supplied to the vendor by IDOR, debit requests submitted via the IVR system, ACH credits, and Fed Wires.

This file will be transmitted to IDOR upon creation of the file or by 3:00 AM Central Time.

RECORD ID '*****DBTPOST',

- 4) After receiving the debit post file IDOR will produce a debit post response file and transmit it to the vendor. The debit post response file will tell the vendor whether or not IDOR can process the file. This is a file level reject. If the file is rejected, error codes and other information will be provided in the debit post response file that will allow the vendor to correct and retransmit the file. For more information about the error codes see the 800 series error codes in the record layout section.

This file will be supplied to the vendor upon creation of the file.

RECORD ID '*****DBTACKD',

- 5) The vendor will create and transmit two files containing ACH reversals, notice of changes and pre-notes. One file will contain the reversals and notices of change; the second will contain the pre-notes. An example of a reversal is an ACH debit that was submitted to the ACH system but the account didn't have sufficient funds to honor the request

This file will be supplied to IDOR upon creation of the file or by 3:00 AM Central Time.

RECORD ID '*****DBTREVS',

- 6) After receiving the debit reversal file, IDOR will produce a debit reversal response file and supply it to the vendor. The debit reversal response file will tell the vendor whether or not IDOR can process the file. This is a file level reject. If the file is rejected, error codes and other information will be provided in the debit post response file that will allow the vendor to correct and retransmit the file.

This file will be supplied to the vendor upon creation of the file

RECORD ID '*****DBTACKD',

- 7) Once each working day IDOR will create an updated file reflecting changes made to the EFT enrollment system. IDOR will supply the file to the IVR vendor. The IVR vendor will use the file to update their system. This file will be used by the IVR system. The file contains taxpayer and banking information.

This file will be supplied to the vendor at approximately 3:00 PM Central Time

RECORD ID '*****DBTENRL'

- 8) Once a week, currently late Sunday p.m. or early Monday a.m., IDOR will create a file of all the current valid tax type codes. This is a CSV formatted file containing one header record one trailer record, and the detail records between the header and trailer.

*SSL stands for "Secure Sockets Layer". SSL Definition; Secure Sockets Layer is a protocol designed to enable applications to transmit information back and forth securely. Applications that use the Secure Sockets Layer protocol inherently know how to give and receive encryption keys with other applications, as well as how to encrypt and decrypt data sent between the two.

** In computer networks, a DMZ (demilitarized zone) is a computer host or small network inserted as a "neutral zone" between a company's private network and the outside public network. It prevents outside users from getting direct access to a server that has company data.

***SSH stands for "Secure Shell". SSH is a cryptographic network protocol for operating network services securely over an unsecured network.

Overview of File Layouts

Overview of the file layouts: See Section titled file layouts to get more detailed information.

All the data exchanges will use a single file layout. The function of the file will be designated by utilizing the Record ID field in the transmission files

*****DBTINIT', ACH debit requests transmitted from IDOR to the Vendor

*****DBTPOST', Payment posting records transmitted from the vendor to IDOR. This includes ACH Credits, ACH debits (IDOR initiated and IVR), and Fedwires deposited the previous business day.

*****DBTACKD', Acknowledgements for DBTINIT, DBTREVS, and DBTPOST transmissions

*****DBTREVS', Returned bank items transmitted from vendor to IDOR. This file will also include pre-notes and change notices

*****DBTENRL' File of EFT Enrollment information created by IDOR and picked up by the vendor (for use by the IVR).

All transmissions will consist of

- 1) One Header record
- 2) One or more detail records
- 3) One or more balance records
- 4) One Trailer record

Transmissions will be sorted by FTA Tax Type Codes. One balance record will be present for each group of FTA Tax Type Codes in the transmission.

- Note that EFT enrollment transmissions will not include balance records.

Contingency Plan

In the event that conditions occur that prevent data exchanges between IDOR and the vendor these procedures will be followed:

- 1) The file that would normally be transmitted will be zipped and encrypted using PKZIP version 9.0 or higher.
- 2) The zipped and encrypted file will be written to a DVD. Other media may be approved by the IL. Dept. of Revenue but if no agreement is made DVD will be the media used.
- 3) The DVD, or other approved media, will be delivered to IDOR via overnight courier.

- 4) The vendor will call IDOR staff to verbally tell us the password used to encrypt the file.

If IDOR needs to deliver a file to the Vendor the same procedures will be followed.

Constructing IVR Confirmation Numbers

IDOR requires 14 character confirmation numbers. The confirmation numbers will be assigned using these procedures.

- 1) The first two characters of the confirmation will be the two digit year of the year the confirmation number was assigned.

Example: If the confirmation number is assigned in 2016 the first two digits of the confirmation number will be 16

- 2) Bytes 3 thru 5 of the confirmation will be a constant of 'EFT'
- 3) Bytes 6 thru 14 are a sequential counter starting at 000000001. As new confirmation numbers are assigned the counter is incremented by 1.

Examples:

Debit 1 is accepted by the vendors IVR system at 8:03 AM on 1/1/2010

Confirmation number assigned is '16EFT000000001'

Debit 2 is accepted by the vendors IVR system at 8:05 AM on 1/1/2010

Confirmation number assigned is '16EFT000000002'

Debit 3 is accepted by the vendors IVR system at 8:06 AM on 1/1/2010

Confirmation number assigned is '16EFT000000003'

- 4) When a new calendar year begins the first two bytes of the confirmation reflect the new year and bytes 6 thru 14 are initialized to zero or one depending on how the code is structured.

Example:

The first debit accepted by the vendors IVR system in 2017 will be assigned confirmation number '17EFT000000001'

Reports

The Contractor shall provide the following reports electronically or **online** or both:

- Daily Bank Statement. This should consist of both intraday and previous day activity with ACH Credit line items displaying trace numbers and all other identifying data with all EDI addenda segment(s) displayed (CCD+TXP and CCD+TPP).
- A Preliminary Report reflective of each day's activity stratified by tax type and clearing account. See below example:

EFSF175

SAMPLE PRELIMINARY 175 REPORT

Category	Doc Count	Sub Total Dollars	Total Dollars	Clearing Account
SALES				
RR3 - 0412	256	\$ 8,312,644.29		
STLPY - 0411	6,592	\$ 62,921,146.65		
STIX - 0413	0	\$ 0.00		
PST1 - 0421	10	\$ 120,683.48		
PST3 - 0422	0	\$ 0.00		
ST-556 - 047	2	\$ 5,208,895.00		
ST-556LSE - 04756	1	\$ 461,647.00		
MT-556LSE - 04757	7	\$ 11,181.00		
TAP 556 - 047	840	\$ 665,849.00		
LSE-1 - 04791	0	\$ 0.00		
CMFT - 056	7	\$ 17,181.00		
MPEA - 04230	226	\$ 670,547.91		
SOFTDRINK - 076	354	\$ 162,958.15		
RUT25 - 04710	3	\$ 71,249.00		
RUT25LSE - 04725	2	\$ 12,847.00		
ST44 - 045	6	\$ 15,222.00		
TIRE - 12008	0	\$ 0.00		
DRY CLEAN - 09001	0	\$ 0.00		
MEDMJ - 0420	2	\$ 5,931.43		
FRACK PURCH - 08401	0	\$ 0.00		
FRACK OPERA - 08402	0	\$ 0.00		
TOTAL				
SALES TAX	8,308	\$ 78,657,982.91	\$ 78,657,982.91	2370XX1111
TOTAL				
ART - 04730	17	\$ 70,225.34	\$ 70,225.34	2370XX2222
TOTAL				
AMN - 04707	0	\$ 0.00	\$ 0.00	2370XX3333
TOTAL SALES TAX				
SALES\ART\AMN	8,325	\$ 78,728,208.25		
INCOME				
1120ES - 021	221	\$ 16,867,464.50		
990T - 02090	0	\$ 0.00		
1041 - 02041	43	\$ 212,687.00		
1065 - 02065	237	\$ 1,538,653.51		
1120 RTN - 02020	281	\$ 1,316,428.22		
1120ST - 02030	1,075	\$ 1,649,302.51		
1023C - 02023	0	\$ 0.00		
505B - 0231	32	\$ 479,231.76		
IL516B - 02116	12	\$ 8,727,813.00		
SUBTOTAL				
BIT	1,901	\$ 30,791,580.50		
505I - 014	0	\$ 0.00		
1040ES - 012	5,991	\$ 25,595,160.20		
IL 1040 - 01301	223	\$ 220,738.16		
501 - 0112	8,744	\$ 19,876,146.70		
UI-WIT - 01166	0	\$ 0.00		

941V - 01141	184	\$	607,460.80		
IL516I - 02140	12	\$	214,095.00		
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SUBTOTAL					
IIT-WIT	15,154	\$	46,513,600.86		
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TOTAL INCOME TAX					
BIT\IIT-WIT	17,055	\$	77,305,181.36	\$	77,305,181.36 2370XX4444
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EXCISE					
PUBLIC UTILITIES					
GAS ACCL - 15012	1	\$	4,097.00		
TEL ACCL - 15032	13	\$	5,665,780.00		
ELEC ACCL - 15022	2	\$	6,044,512.00		
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SUBTOTAL					
ACCLERATED	16	\$	11,714,389.00		
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RETURNS					
GAS - 15011	4	\$	40,902.66		
EAC-G GAS - 15014	1	\$	2,151,606.91		
EAC ELEC - 15024	3	\$	9,216.25		
TELE RT2 - 15031	20	\$	65,960.64		
ELE RPU13 - 15021	6	\$	261,938.71		
TIMF RT10 - 15051	12	\$	2,477.48		
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SUBTOTAL					
RETURNS	46	\$	2,532,102.65		
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EST ICT1 - 15042	0	\$	0.00		
RTN ICT4 - 15041	0	\$	0.00		
<hr/>					
SUBTOTAL					
ICT	0	\$	0.00		
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TOTAL PUBLIC UTIL/ RETURNS/ICT	62	\$	14,246,491.65	\$	14,246,491.65 2370XX5555
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TRANSMITTALS					
IFTA - 05820	1	\$	20.86		
STP-MFUEL - 05910	17	\$	680.00		
MFUT-12 - 05312	30	\$	858.75		
MFUT-12R - 05313	0	\$	0.00		
MFUT-15 - 05315	6	\$	1,196.02		
MFUT VIOL - 05340	0	\$	0.00		
REINSTMT - 05399	0	\$	0.00		
ASSMT-PAY - 05319	0	\$	0.00		
RMFT-5 - 0505	23	\$	4,739,220.04		
RMFT-144 - 0520	2	\$	6,908.44		
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SUBTOTAL IFTA/STP/MFUEL	79	\$	4,748,884.11		
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RMFT-5-US - 05058	26	\$	285,851.11		
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SUBTOTAL UST	26	\$	285,851.11		
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TOTAL					
IFTA/STP-MFUEL/ MFUT	105	\$	5,034,735.22	\$	5,034,735.22 2370XX6666
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CIG - 07210	1	\$	292,545.00		
CIG-USE - 07220	1	\$	351,054.00		
CIG-TAX - 07244	0	\$	0.00		
TOBACCO - 073	41	\$	370,934.39		
CIG FEE - 07250	6	\$	450.00		
LITTLE CIGAR - 07255	0	\$	0.00		
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TOTAL CIG/CIG-USE					

TOBACCO	49	\$	1,014,983.39	\$	1,014,983.39	2370XX7777
LIQUOR - 06010	84	\$	210,123.44			
LIQ AIR - 06020	6	\$	234.67			
LIQ WINE - 06030	111	\$	9,853.80			
TOTAL						
LIQUOR	201	\$	220,211.91	\$	220,211.91	2370XX8888
TOTAL						
HOTEL-M - 074	68	\$	2,458,015.80	\$	2,458,015.80	2370XX9999
RHSFS - 21102	4	\$	24,462.00			
R-ESTATE - 21202	0	\$	0.00			
TOTAL RHSFS/ R-ESTATE	4	\$	24,462.00	\$	24,462.00	2370XX0000
TOTAL						
RUT50 - 04720	3	\$	23,045.00	\$	23,045.00	2370XX1112
TOTAL						
LEVY DEBIT - 200	0	\$	0.00	\$	0.00	
LEVY CREDIT - 201	0	\$	0.00	\$	0.00	
TOTAL						
LEVY	0	\$	0.00	\$	0.00	2370XX2223
BALDUE - 20099	625	\$	1,021,565.66			
BINGO - 14110	2	\$	297.12			
CHGAME - 14120	1	\$	242.20			
PULLTAB - 14130	2	\$	1,000.00			
TOTAL BALDUE/ BINGO/CHGAME/PULL	630	\$	1,023,104.98	\$	1,023,104.98	2370XX3334
TOTAL						
PAMSGET - 21313	745	\$	187,580.80	\$	187,580.80	2370XX4445
TOTAL						
QLD SOLID - 12000	0	\$	0.00	\$	0.00	2370XX5556
TOTAL						
COIN OPER - 077	1	\$	78.00	\$	78.00	2370XX6667
TOTAL						
ADTEN - 078	0	\$	0.00	\$	0.00	2370XX7778
TOTAL						
LIQ CONT - 066	81	\$	44,350.00	\$	44,350.00	2370XX8889
TOTAL EXCISE	1,949	\$	24,277,058.75	\$	24,277,058.75	
GRAND TOTAL SENT TO TAX SYSTEM	27,329	\$	180,310,448.36	\$	180,310,448.36	
TOTAL SUSPENSE	0	\$	0.00	\$	0.00	2370XX9990
TOTAL FROM BANK FILE		\$	180,310,448.36			

Note: The above is only an example. Information (clearing account numbers, etc.) contained may be subject to change.

- Internal Transfers Statement - A report with all internal transfers not converted and reflected as an ACH transaction when applicable.
Note: IDOR highly desires that internal transfers be converted to ACH transactions and submitted in the ACH file.
- ACH Return Items Statement - A report that includes electronically returned payments, ACH notices of change, and pre-notes.

Error/Out of Balance Conditions

The contractor shall be required to resolve error conditions within one business day from notification by IDOR. This time frame does not refer to the transmission being out of balance, as a transmission should never be sent to IDOR out of balance. IDOR's expectation is that a transmission error should be resolved and resent by 10:00 AM Central Time, the same business day, excluding Saturday, Sunday, and holidays.

The error rate is not to exceed 1/2 of 1%.

Future Services

As the Department expands its participation in electronic commerce, additional financial support services may be requested of the contractor. Expansion of mandated EFT into additional taxes and the increase of qualifying taxpayers because of possible changes in the qualifying criteria (tax liability threshold, etc.) will probably be one area requiring future support. The vendor will need the ability to add additional tax types or products within 90 days of notification from IDOR and the Illinois State Treasurer.

COMMUNICATION REQUIREMENTS—IDOR GATEWAY

Communications Information

These procedures are in effect currently. The Illinois Department of Revenue (IDOR) may find it necessary to alter procedures in the future to adapt to changing conditions.

Files must be transmitted to and from the IDOR Gateway server via the Internet using Secure Socket Layer (SSL) technology. File transmission must use the https post method. This type of transmission provides secure data exchange by strongly encrypting the data stream in both directions according to the SSL protocol.

Transmissions to the Gateway require a modern high speed Internet connection. High bandwidth Internet connections, such as a T1 line or DSL, is preferred; although slower 56K modem connections can be used provided that the connection to the Internet service provider is of high quality and somewhat above the 28.8 K-baud range. Noisy phone lines or transmission speeds below this range are not reliable. Transmissions should be posted to the following URL:

<https://biz.revenue.state.il.us/il/gateway>

Before users can transmit files, they must register with the Illinois Department of Revenue to obtain a login I.D. and password. Users who have transmitted in the past by z-modem should already have a login I.D. and password.

The Gateway conforms to standard http protocols. For fuller documentation regarding the http specification in general, refer to the World Wide Consortium web site at the following URL:

<http://www.w3c.org>

In particular, for documentation regarding the http protocol, see

RFC 2616: Hypertext Transfer Protocol – HTTP/1.1
at URL: <ftp://ftp.isi.edu/in-notes/rfc2616.txt>

For documentation regarding http authentication protocols, see

RFC 2617L: HTTP Authentication: Basic and Digest Access Authentication
at URL: <ftp://ftp.isi.edu/in-notes/rfc2617.txt>

The Gateway uses basic authentication, which is made secure by the SSL encryption. The login I.D. and password are applied to the https transmission headers in the form of a standard basic authentication header. The SSL protocol guarantees that the I.D. and password are also encrypted during transmission. As is standard practice, the basic authentication header must be base-64 encoded. The Gateway supports both challenge-response and pre-emptive authentication.

The Gateway adheres to the following practices:

- 1.) All transmissions or requests to the Gateway occur in a single request-response https session.
- 2.) No cookies are placed on the users' computers. No session tracking is required, and as a result, cookies are not needed.
- 3.) Only one file may be transmitted per session. To enforce this rule, the Gateway does not allow MIME attachments. One consequence of this is that transmitters cannot use the HTML forms transmission protocol built into most web browsers, as these automatically generate MIME headers.

Required HTTPS Transmission Headers

The following shows an example of a complete https post transmission including all HTTPS transmission headers:

```
POST /il/gateway HTTP/1.0
Host: biz.revenue.state.il.us
Authorization: Basic MQBxWrS7hmQ3V4ly (Base64 encoded)
Accept: text/plain, text/html, text/xml
```

User-Agent: (optional header)
X-Transmit-ID: doc1
Content-Type: text/plain
Content-Length: 97

```
*****  
The transmitted file goes here.  
*****
```

This example shows the presence of an authorization header with a value given as a base-64 encoded user I.D. and password. Also, as shown, transmitters must supply a “Content-Length” header for file uploads giving the byte-size of the transmitted file. The Gateway uses this value to verify that the number of bytes received matches what the transmitter actually intended to send. It is the responsibility of the transmitter to make sure this value accurately reflects the size of the file being transmitted.

The https transmission headers must also include one extended header named “X-Transmit-ID”. This header governs the action of the Gateway. The header has two reserved values – “NewAck” and “LastAck”. These values are not case sensitive. A value of “NewAck” will cause the Gateway to return all available acknowledgment files in the https response stream. These files will be concatenated together into one big file and, depending on the type of acknowledgements being returned, may or may not contain file separators. A value of “LastAck” given to the “X-Transmit-ID” header will cause the Gateway to re-transmit all acknowledgment files that were transmitted the last time the “NewAck” request was sent to the Gateway. Any other value of the “X-Transmit-ID” header will cause the Gateway to expect to receive a transmission from the user. This value will be echoed back to the user at the end of the transmission in an acknowledgment receipt response as explained in the next section.

Gateway Responses

As stated above, the Gateway responds by transmitting all available acknowledgment files when the transmitter issues a request via the “X-Transmit-ID” extended header. This type of response will always include a “Content-Length” https transmission header giving the exact number of bytes being returned. The transmitter should always verify that the number of bytes received matches exactly the number of bytes given in this “Content-Length” header.

In addition to returning acknowledgment files to the transmitter, the Gateway provides a number of feedback responses when files are received. If a transmitter sends a file with normal completion, the Gateway will respond with an acknowledgment receipt, called an Ack-One receipt. A typical example of an Ack-One response is as follows:

```
HTTP/1.1 200 OK  
Content-Type: text/plain  
Content-Length: 231  
Date: Tue, 09 Dec 2003 21:47:19 GMT  
Server: Apache Coyote/1.0
```

Connection: close

Illinois Department of Revenue Acknowledgement One

1. ETIN = 99999
2. TransmissionIDNumber = doc1
3. TransmissionTimeStamp = 12/09/2003 03:47:19 pm
4. FileSize = 97
5. SysFileName = T9999920031209154719146.343

This is the standard response to a successful file transmission and shows the time and date the department received the file. A transmission should not be considered successful unless an Ack-One response is received. The data given shows the received file size and also the value of the "X-Transmit-ID" header, labeled as "TransmissionIDNumber". This value is returned to the transmitter as a convenience in file tracking. Please keep in mind that the Ack-One response only confirms file "receipt" and not file "acceptance". It is the user's responsibility to pick up acknowledgment files at a later time to use to verify if the transaction/s were accepted or rejected.

The Gateway also returns two error responses. In case of an incorrect user I.D. or password, the Gateway will respond with an https status code of "401: Unauthorized" value in the https status code line of the response stream. Likewise, in cases during which some of the department's systems may be down, the Gateway will respond with an https status code of "503: Service Unavailable".

HTTPS Post Utility Program

The Illinois Department of Revenue has an HTTPS Post Utility Program available for use that transfers files to and from the Illinois Department of Revenue's Gateway server via the Internet using Secure Socket Layer (SSL) technology. The utility runs as a stand-alone application. The utility supports both a graphical user interface (GUI) mode of operation, as well as a command line mode suitable for batch processing. Installation consists in copying the executable file, HttpsPost.exe, to an empty directory or folder. For convenience in launching the application in its GUI mode, place shortcuts to the executable on the desktop or in the START menu. Simply launching the executable without command line arguments starts the application in its GUI mode. You can download a free copy at tax.illinois.gov/ElectronicServices/HttpsPost.exe with complete instructions and documentation at tax.illinois.gov/ElectronicServices/HttpsPost.pdf.

Hours of Availability

The Gateway is available to transmitters seven days a week, except from 10:00 p.m. Sunday evening to 2:00 a.m. Monday morning. This system down-time is required for scheduled system maintenance.

Error Recovery/Problems/Backups

Vendors must be able to recreate an entire transmission upon request. Please contact the Department during normal business hours if you are experiencing problems you feel are related to failure of the Department's hardware or software.

If the problem cannot be resolved, you may be required to send the data to the Department by courier on magnetic media or compact disk. This should be in the same format as the Electronic Data Transmissions without encryption and/or PKZIP.

Contact Information

Contact information will be made available to the vendor upon award of the contract.

SECTION IV

File Layouts

Appendix A: EFT File Layouts

Appendix A

EFT DETAIL RECORD						
FIELD NO	FIELD NAME	LENGTH	START POSITION	END POSITION	DESCRIP	COMMENTS
010	RECORD ID	12	1	12	A/N	CONSTANT '*****DBTINIT', '*****DBTPOST', '*****DBTACKD', '*****DBTREVS', '*****DBTENRL' OR '*****DBTENAK'.
020	RECORD CODE	3	13	15	A/N	CONSTANT 'DTL'.
030	FILE CREATE DATE	8	16	23	N	CCYYMMDD, STATIC THROUGH OUT FILE.
040	FILE CREATE TIME	6	24	29	N	HHMMSS, CREATE TIME, HOUR-MINUTE-SECOND, STATIC THROUGH OUT FILE.
050	FTA TAX TYPE	5	30	34	A/N	CODE IDENTIFYING TYPE OF TAX BEING PAID. FOR USE WITH TAX PAYMENT (TXP) BANKING CONVENTIONS.
060	ERROR CODE 1	3	35	37	A/N	RESERVED FOR ACKNOWLEDGMENTREVERSAL, ERROR CODE - SEE REVERSALERROR CODE SHEET FOR VALUE ELSE SPACE FILL.
070	ERROR MESSAGE 1	60	38	97	A/N	RESERVED FOR ACKNOWLEDGMENTREVERSAL, ERROR MESSAGE. IF NONE, SPACE FILL.
080	ERROR CODE 2	3	98	100	A/N	RESERVED FOR ACKNOWLEDGMENTREVERSAL, ERROR CODE - SEE REVERSALERROR CODE SHEET FOR VALUE ELSE SPACE FILL.
090	ERROR MESSAGE 2	60	101	160	A/N	RESERVED FOR ACKNOWLEDGMENTREVERSAL, ERROR MESSAGE. IF NONE, SPACE FILL.
100	ERROR CODE 3	3	161	163	A/N	RESERVED FOR ACKNOWLEDGMENTREVERSAL, ERROR CODE - SEE REVERSALERROR CODE SHEET FOR VALUE ELSE SPACE FILL.
110	ERROR MESSAGE 3	60	164	223	A/N	RESERVED FOR ACKNOWLEDGMENTREVERSAL, ERROR MESSAGE. IF NONE, SPACE FILL.
120	RECORD NUMBER	7	224	230	N	CAN BE USED AS RECORD COUNTER FOR '*****DBTINIT', '*****DBTPOST', '*****DBTACKD', '*****DBTREVS', OR '*****DBTENAK' FILES ELSE ZERO FILL. FOR '*****DBTENRL' ENROLLMENT RECORDS, LOCATOR RECORD ID NUMBER.
130	ACKNOWLEDGMENT RECORD ID	12	231	242	A/N	RESERVED FOR ACKNOWLEDGMENT, RECORD ID (FIELD 010) OF RECORD BEING ACKNOWLEDGED.
140	CREDIT/DEBIT AUTHORIZATION AMOUNT	15	243	257	N	FORMAT 13,2 IMPLIED DECIMAL, RIGHT JUSTIFY, LEFT ZERO FILL. AMOUNT OF PAYMENT. FIELD 140 MUST EQUAL THE SUM OF FIELDS 300 +320 + 340.
						CCYYMMDD, IF IT IS A DEBIT INIT FILE, IT CONTAINS REQUESTED SETTLEMENT DATE, MAY NOT END UP AS THE TRUE SETTLEMENT DATE DUE TO PROBLEMS. IF IT IS A DEBIT POST FILE, IT CONTAINS THE ACTUAL TRUE SETTLEMENT DATE. I.E. THE DATE THE FUNDS WERE DEPOSITED TO STATE BANK ACCOUNT. IF IT IS A DEBIT REV FILE, IT CONTAINS THE AFFECTED DEPOSIT DATE. FOR AN RBI, THE DATE THE FUNDS WERE REMOVED FROM THE STATE'S BANK ACCOUNT. FOR NOC AND PRENOTES, IT CONTAINS THE DEPOSIT DATE THAT WOULD HAVE BEEN AFFECTED IF IT WERE A POST OR RBI, THIS MAY BE BANK'S PROCESSING/RECEIVED DATE. IN ACK FILES, IT CONTAINS THE DATE SENT IN THE FILE THAT THE ACK IS FOR.
150	IDOR REQUESTED DEPOSIT DATE	8	258	265	N	NOTE: EACH FILES MUST ONLY CONTAIN THE RECORDS PERTAINING TO ONE SPECIFIC DEPOSIT DATE.
160	TAX IDENTIFICATION NUMBER	15	266	280	A/N	IBT - ILLINOIS BUSINESS TAX NUMBER, SSN - SOCIAL SECURITY NUMBER + POST, FEIN - FEDERAL IDENTIFICATION NUMBER, MATCHING NUMBER FOR ERT CREDITS OR OTHER ASSIGNED NUMBER IDENTIFYING ORIGINATING TAXPAYER.
170	APE	8	281	288	N	CCYYMMDD, ACCOUNT PERIOD ENDING - APE, VALID CALENDAR DATE OR ZERO FILL.
180	CONFIRMATION NUMBER	14	289	302	A/N	UNIQUE IDENTIFICATION FOR THE TRANSACTION. FOR ACH CREDITS, SPACE FILL. FOR ACH DEBIT, CONFIRMATION NUMBER ASSIGNED BY SOURCE APPLICATION. FOR FEDWIRE, FEDERAL REFERENCE NUMBER (17), TRUNCATE ON LEFT.
190	TAXPAYER BANK ROUTING NUMBER	9	303	311	A/N	TAXPAYER BANK ROUTING NUMBER.
200	TAXPAYER BANK ACCOUNT NUMBER	17	312	328	A/N	TAXPAYER BANK ACCOUNT NUMBER.
210	CHECKING OR SAVINGS INDICATOR	1	329	329	A/N	'C' - CHECKING INDICATOR 'S' - SAVINGS INDICATOR.

220	ACH STANDARD ENTRY CLASS CODE	3	330	332	A/N	'PPP' - PERSONAL INDICATOR 'CCP' - CORPORATE INDICATOR 'TEL' - TELEPHONE INDICATOR 'WEB' - WEB INDICATOR 'IAT' - IAT INDICATOR.
230	NAME ON ACCOUNT	35	333	367	A/N	NAME ON ACCOUNT.
240	PAYMENT METHOD CODE	1	368	368	A/N	'C' - CREDIT 'D' - DEBIT 'F' - FED WIRE 'M' - CREDIT MEMO 'V' - CREDIT CARD.
250	ORIGINATOR PHONE NUMBER	15	369	383	N	ORIGINATOR PHONE NUMBER.
260	BATCH NUMBER	10	384	393	N	RESERVED, ZERO FILL.
	BATCH NUMBER YEAR	2				BATCH NUMBER YEAR.
	BATCH NUMBER JULIAN	3				BATCH NUMBER JULIAN.
	BATCH NUMBER STATION	3				BATCH NUMBER STATION.
	BATCH NUMBER SEQUENCE	2				BATCH NUMBER SEQUENCE.
270	DOCUMENT NUMBER	3	394	396	N	RESERVED, ZERO FILL.
280	EFFECTIVE ENTRY DATE	8	397	404	N	DATE THE PHONE CALL WAS MADE ON IVR PHONE DEBIT SYSTEM ELSE ZERO FILL.
290	AMOUNT TYPE 1	1	405	405	A/N	AMOUNT TYPE 1. IF NONE, SPACE FILL.
300	AMOUNT 1	10	406	415	N	AMOUNT 1. FORMAT 8,2 IMPLIED DECIMAL, RIGHT JUSTIFY, LEFT ZERO FILL, IF NONE, ZERO FILL.
310	AMOUNT TYPE 2	1	416	416	A/N	AMOUNT TYPE 2. IF NONE, SPACE FILL.
320	AMOUNT 2	10	417	426	N	AMOUNT 2. FORMAT 8,2 IMPLIED DECIMAL, RIGHT JUSTIFY, LEFT ZERO FILL, IF NONE, ZERO FILL.
330	AMOUNT TYPE 3	1	427	427	A/N	AMOUNT TYPE 3. IF NONE, SPACE FILL.
340	AMOUNT 3	10	428	437	N	AMOUNT 3. FORMAT 8,2 IMPLIED DECIMAL, RIGHT JUSTIFY, LEFT ZERO FILL, IF NONE, ZERO FILL.
350	MEMO FIELD FOR FEDWIRE\CREDIT\DEBIT ADDENDA INFORMATION	160	438	597	A/N	MEMO FIELD FOR FEDWIRE\CREDIT\DEBIT ADDENDA INFORMATION
360	IAT INDICATOR	1	598	598	A/N	IF FIELD 360 = 'Y' USE 'IAT' FOR IAT INDICATOR FIELD 370 OR IF FIELD 360 = 'N', SPACE FILL FIELD 370. WELLS FARGO WILL USE IAT INDICATOR, FIELD 370 TO INDICATE IAT TRANSACTIONS. FIELD 220 WILL ALSO CONTAIN 'IAT' WHEN FIELD 360 = 'Y'.
370	TRANSACTION TYPE CODE	3	599	601	A/N	IF FIELD 360 = 'Y' USE 'IAT' FOR IAT INDICATOR OR IF FIELD 360 = 'N', SPACE FILL.
380	RECEIVER NAME	35	602	636	A/N	RECEIVER NAME.
390	ORIGINATOR NAME	35	637	671	A/N	ORIGINATOR NAME.
400	ORIGINATOR STREET ADDRESS	35	672	706	A/N	ORIGINATOR STREET ADDRESS.
410	ORIGINATOR CITY	30	707	736	A/N	ORIGINATOR CITY.
420	ORIGINATOR STATE	2	737	738	A/N	ORIGINATOR STATE.
430	ORIGINATOR PROVINCE	3	739	741	A/N	ORIGINATOR PROVINCE.
440	ORIGINATOR COUNTRY	3	742	744	A/N	ORIGINATOR COUNTRY.
450	ORIGINATOR POSTAL CODE	30	745	774	A/N	ORIGINATOR POSTAL CODE.
460	ODFI NAME	35	775	809	A/N	ODFI NAME.
470	ODFI ID	34	810	843	A/N	ODFI ID.

480	ODFI BRANCH COUNTRY CODE	3	844	846	A/N	ODFI BRANCH COUNTRY CODE.
490	RDFI NAME	35	847	881	A/N	RDFI NAME.
500	RDFI ID	34	882	915	A/N	RDFI ID.
510	RDFI BRANCH COUNTRY CODE	3	916	918	A/N	RDFI BRANCH COUNTRY CODE.
520	RECEIVERS ID NUMBER	15	919	933	A/N	RECEIVERS ID NUMBER.
530	RECEIVERS ID STREET ADDRESS	35	934	968	A/N	RECEIVERS ID STREET ADDRESS.
540	RECEIVERS CITY	30	969	998	A/N	RECEIVERS CITY.
550	RECEIVERS STATE	2	999	1000	A/N	RECEIVERS STATE.
560	RECEIVERS PROVINCE	3	1001	1003	A/N	RECEIVERS PROVINCE.
570	RECEIVERS COUNTRY	3	1004	1006	A/N	RECEIVERS COUNTRY.
580	RECEIVERS POSTAL CODE	30	1007	1036	A/N	RECEIVERS POSTAL CODE.
590	RETURNED BANK ITEM BDN	13	1037	1049	N	RESERVED FOR IDOR USE, ZERO FILL. RETURNED BANK ITEM BDN.
600	ADD\CHANGE\DELETE INDICATOR	1	1050	1050	A/N	'A' - ADD 'C' - CHANGE 'D' - DELETE INDICATOR USED FOR EFT ENROLLMENT. SPACE FILL FOR ALL OTHER RECORDS.
610	BANK DATE	8	1051	1058	N	CCYYMMDD, IF IT IS A DEBIT INIT FILE, IT CONTAINS REQUESTED SETTLEMENT DATE, MAY NOT END UP AS THE TRUE SETTLEMENT DATE DUE TO PROBLEMS. IF IT IS A DEBIT POST FILE, IT CONTAINS THE ACTUAL TRUE SETTLEMENT DATE. I.E. THE DATE THE FUNDS WERE DEPOSITED TO STATE BANK ACCOUNT. IF IT IS A DEBIT REV FILE, IT CONTAINS THE AFFECTED DEPOSIT DATE. FOR AN RBI, THE DATE THE FUNDS WERE REMOVED FROM THE STATE'S BANK ACCOUNT. FOR NOC AND PRENOTES, IT CONTAINS THE DEPOSIT DATE THAT WOULD HAVE BEEN AFFECTED IF IT WERE A POST OR REVERSAL, THIS MAY BE BANK'S PROCESSING/RECEIVED DATE. IN ACK FILES, IT CONTAINS THE DATE SENT IN THE FILE THAT THE ACK IS FOR.
620	TRACE NUMBER	40	1059	1098	A/N	NOTE: EACH FILE MUST ONLY CONTAIN THE RECORDS PERTAINING TO ONE SPECIFIC DEPOSIT DATE. TRACE NUMBER ELSE ZERO FILL. FOR ACH CREDIT, ACH TRACE NUMBER. FOR ACH DEBIT, ACH TRACE NUMBER. FOR FEDWIRE, USE WELLS FARGO IDENTIFIER (12) LEFT ZERO FILL.
630	ORIGINATOR EMAIL ADDRESS	60	1099	1158	A/N	ORIGINATOR EMAIL ADDRESS.
640	RECEIVERS PHONE NUMBER	15	1159	1173	N	RECEIVERS PHONE NUMBER.
650	RECEIVERS EMAIL ADDRESS	60	1174	1233	A/N	RECEIVERS EMAIL ADDRESS.
660	CARD TYPE	10	1234	1243	A/N	VISA - VISA MAST - MASTERCARD AMER - AMERICAN EXPRESS DISC - DISCOVER
670	VENDOR NAME	35	1244	1278	A/N	RESERVED, SPACE FILL.
680	INTENDED INITIATION DATE	8	1279	1286	N	CCYYMMDD, DATE PAYMENT SHOULD HAVE BEEN INITIATED
690	SECONDARY TAX IDENTIFICATION NUMBER	15	1287	1301	A/N	IBT - ILLINOIS BUSINESS TAX NUMBER, SSN - SOCIAL SECURITY NUMBER + POST, FEIN - FEDERAL IDENTIFICATION NUMBER, MATCHING NUMBER FOR ERT CREDITS OR OTHER ASSIGNED NUMBER IDENTIFYING ORIGINATING TAXPAYER.
700	IDOR INTERNAL REFERENCE ID	25	1302	1326	A/N	NORMALLY USED FOR EDI TPP07 (REFERENCE ID)
710	RESERVED	92	1327	1418	A/N	RESERVED, SPACE FILL.

220	ACH STANDARD ENTRY CLASS CODE	3	330	332	A/N	'PPP' - PERSONAL INDICATOR 'CCP' - CORPORATE INDICATOR 'TEL' - TELEPHONE INDICATOR 'WEB' - WEB INDICATOR 'IAT' - IAT INDICATOR.
230	NAME ON ACCOUNT	35	333	367	A/N	NAME ON ACCOUNT.
240	PAYMENT METHOD CODE	1	368	368	A/N	'C' - CREDIT 'D' - DEBIT 'F' - FED WIRE 'M' - CREDIT MEMO 'V' - CREDIT CARD.
250	ORIGINATOR PHONE NUMBER	15	369	383	N	ORIGINATOR PHONE NUMBER.
260	BATCH NUMBER	10	384	393	N	RESERVED, ZERO FILL.
	BATCH NUMBER YEAR	2				BATCH NUMBER YEAR.
	BATCH NUMBER JULIAN	3				BATCH NUMBER JULIAN.
	BATCH NUMBER STATION	3				BATCH NUMBER STATION.
	BATCH NUMBER SEQUENCE	2				BATCH NUMBER SEQUENCE.
270	DOCUMENT NUMBER	3	394	396	N	RESERVED, ZERO FILL.
280	EFFECTIVE ENTRY DATE	8	397	404	N	DATE THE PHONE CALL WAS MADE ON IVR PHONE DEBIT SYSTEM ELSE ZERO FILL.
290	AMOUNT TYPE 1	1	405	405	A/N	AMOUNT TYPE 1. IF NONE, SPACE FILL.
300	AMOUNT 1	10	406	415	N	AMOUNT 1. FORMAT 8,2 IMPLIED DECIMAL, RIGHT JUSTIFY, LEFT ZERO FILL, IF NONE, ZERO FILL.
310	AMOUNT TYPE 2	1	416	416	A/N	AMOUNT TYPE 2. IF NONE, SPACE FILL.
320	AMOUNT 2	10	417	426	N	AMOUNT 2. FORMAT 8,2 IMPLIED DECIMAL, RIGHT JUSTIFY, LEFT ZERO FILL, IF NONE, ZERO FILL.
330	AMOUNT TYPE 3	1	427	427	A/N	AMOUNT TYPE 3. IF NONE, SPACE FILL.
340	AMOUNT 3	10	428	437	N	AMOUNT 3. FORMAT 8,2 IMPLIED DECIMAL, RIGHT JUSTIFY, LEFT ZERO FILL, IF NONE, ZERO FILL.
350	MEMO FIELD FOR FEDWIRE\CREDIT\DEBIT ADDENDA INFORMATION	160	438	597	A/N	MEMO FIELD FOR FEDWIRE\CREDIT\DEBIT ADDENDA INFORMATION
360	IAT INDICATOR	1	598	598	A/N	IF FIELD 360 = 'Y' USE 'IAT' FOR IAT INDICATOR FIELD 370 OR IF FIELD 360 = 'N', SPACE FILL FIELD 370. WELLS FARGO WILL USE IAT INDICATOR, FIELD 370 TO INDICATE IAT TRANSACTIONS. FIELD 220 WILL ALSO CONTAIN 'IAT' WHEN FIELD 360 = 'Y'.
370	TRANSACTION TYPE CODE	3	599	601	A/N	IF FIELD 360 = 'Y' USE 'IAT' FOR IAT INDICATOR OR IF FIELD 360 = 'N', SPACE FILL.
380	RECEIVER NAME	35	602	636	A/N	RECEIVER NAME.
390	ORIGINATOR NAME	35	637	671	A/N	ORIGINATOR NAME.
400	ORIGINATOR STREET ADDRESS	35	672	706	A/N	ORIGINATOR STREET ADDRESS.
410	ORIGINATOR CITY	30	707	736	A/N	ORIGINATOR CITY.
420	ORIGINATOR STATE	2	737	738	A/N	ORIGINATOR STATE.
430	ORIGINATOR PROVINCE	3	739	741	A/N	ORIGINATOR PROVINCE.
440	ORIGINATOR COUNTRY	3	742	744	A/N	ORIGINATOR COUNTRY.
450	ORIGINATOR POSTAL CODE	30	745	774	A/N	ORIGINATOR POSTAL CODE.
460	ODFI NAME	35	775	809	A/N	ODFI NAME.
470	ODFI ID	34	810	843	A/N	ODFI ID.

480	ODFI BRANCH COUNTRY CODE	3	844	846	A/N	ODFI BRANCH COUNTRY CODE.
490	RDFI NAME	35	847	881	A/N	RDFI NAME.
500	RDFI ID	34	882	915	A/N	RDFI ID.
510	RDFI BRANCH COUNTRY CODE	3	916	918	A/N	RDFI BRANCH COUNTRY CODE.
520	RECEIVERS ID NUMBER	15	919	933	A/N	RECEIVERS ID NUMBER.
530	RECEIVERS ID STREET ADDRESS	35	934	968	A/N	RECEIVERS ID STREET ADDRESS.
540	RECEIVERS CITY	30	969	998	A/N	RECEIVERS CITY.
550	RECEIVERS STATE	2	999	1000	A/N	RECEIVERS STATE.
560	RECEIVERS PROVINCE	3	1001	1003	A/N	RECEIVERS PROVINCE.
570	RECEIVERS COUNTRY	3	1004	1006	A/N	RECEIVERS COUNTRY.
580	RECEIVERS POSTAL CODE	30	1007	1036	A/N	RECEIVERS POSTAL CODE.
590	RETURNED BANK ITEM BDN	13	1037	1049	N	RESERVED FOR IDOR USE, ZERO FILL. RETURNED BANK ITEM BDN.
600	ADD\CHANGE\DELETE INDICATOR	1	1050	1050	A/N	'A' - ADD 'C' - CHANGE 'D' - DELETE INDICATOR USED FOR EFT ENROLLMENT. SPACE FILL FOR ALL OTHER RECORDS.
610	BANK DATE	8	1051	1058	N	CCYYMMDD, IF IT IS A DEBIT INIT FILE, IT CONTAINS REQUESTED SETTLEMENT DATE, MAY NOT END UP AS THE TRUE SETTLEMENT DATE DUE TO PROBLEMS. IF IT IS A DEBIT POST FILE, IT CONTAINS THE ACTUAL TRUE SETTLEMENT DATE. I.E. THE DATE THE FUNDS WERE DEPOSITED TO STATE BANK ACCOUNT. IF IT IS A DEBIT REV FILE, IT CONTAINS THE AFFECTED DEPOSIT DATE. FOR AN RBI, THE DATE THE FUNDS WERE REMOVED FROM THE STATE'S BANK ACCOUNT. FOR NOC AND PRENOTES, IT CONTAINS THE DEPOSIT DATE THAT WOULD HAVE BEEN AFFECTED IF IT WERE A POST OR REVERSAL, THIS MAY BE BANK'S PROCESSING/RECEIVED DATE. IN ACK FILES, IT CONTAINS THE DATE SENT IN THE FILE THAT THE ACK IS FOR.
620	TRACE NUMBER	40	1059	1098	A/N	NOTE: EACH FILE MUST ONLY CONTAIN THE RECORDS PERTAINING TO ONE SPECIFIC DEPOSIT DATE. TRACE NUMBER ELSE ZERO FILL. FOR ACH CREDIT, ACH TRACE NUMBER. FOR ACH DEBIT, ACH TRACE NUMBER. FOR FEDWIRE, USE WELLS FARGO IDENTIFIER (12) LEFT ZERO FILL.
630	ORIGINATOR EMAIL ADDRESS	60	1099	1158	A/N	ORIGINATOR EMAIL ADDRESS.
640	RECEIVERS PHONE NUMBER	15	1159	1173	N	RECEIVERS PHONE NUMBER.
650	RECEIVERS EMAIL ADDRESS	60	1174	1233	A/N	RECEIVERS EMAIL ADDRESS.
660	CARD TYPE	10	1234	1243	A/N	VISA - VISA MAST - MASTERCARD AMER - AMERICAN EXPRESS DISC - DISCOVER
670	VENDOR NAME	35	1244	1278	A/N	RESERVED, SPACE FILL.
680	INTENDED INITIATION DATE	8	1279	1286	N	CCYYMMDD, DATE PAYMENT SHOULD HAVE BEEN INITIATED
690	SECONDARY TAX IDENTIFICATION NUMBER	15	1287	1301	A/N	IBT - ILLINOIS BUSINESS TAX NUMBER, SSN - SOCIAL SECURITY NUMBER + POST, FEIN - FEDERAL IDENTIFICATION NUMBER, MATCHING NUMBER FOR ERT CREDITS OR OTHER ASSIGNED NUMBER IDENTIFYING ORIGINATING TAXPAYER.
700	IDOR INTERNAL REFERENCE ID	25	1302	1326	A/N	NORMALLY USED FOR EDI TPP07 (REFERENCE ID)
710	RESERVED	92	1327	1418	A/N	RESERVED, SPACE FILL.

SECTION V

IVR PHONE SCRIPT AND WORKSHEET*

* The IVR vendor will be required to create specific edits per tax type in regards to taxpayer IDs, account types, and account periods as described in the IVR phone script and worksheet documents (Form EFT-10 & EFT-11). Note: Payment type IL-1023-C and IL-1023-CES are no longer supported however still reflected on Form EFT-11; accompanying spreadsheet should be used for actual IVR payment types currently supported.



EFT-10 Electronic Funds Transfer Payment System Phone Script (Audio Response)



For your payment to be received on time, you must complete your call no later than **3:30 p.m. central time* on or before the last business banking day before the due date.**

*11:30 a.m. Hawaii; 12:30 p.m. Alaska; 1:30 p.m. Pacific Time; 2:30 p.m. Mountain Time; 4:30 p.m. Eastern Time; 5:30 p.m. Atlantic Time



Call **1 888 453-6789** to use the Electronic Funds Transfer Payment System. Calls can be placed 24 hours a day, 365 days per year. Do **not** call the Illinois Department of Revenue to make your payment.

Note: Before you call, complete Form EFT-11, Electronic Funds Transfer Payment System Worksheet.

1 You dial 1 888 453-6789.

System responds

"Welcome to the Illinois Electronic Funds Transfer Audio Response Payment System. If you have a touch-tone phone, press one now."

You press

1 if you are calling from a touch-tone phone. (If not, stay on the line. Go to Page 2 — operator assisted)

System responds

"To expedite your call, press the pound sign after each entry. If you make a mistake, press the star key."

System prompts

2 "Please enter your Illinois EFT identification number."

You enter

your nine-digit FEIN, three-digit sequence number, one-number check digit, then press **#** .

Or, enter

your eight-digit account ID number, then press **#** .

Or, enter

your nine-digit SSN, then press **#** .

System prompts

3 "Enter your password." (First time callers see "password" on Form EFT-11 worksheet.)

You enter

your password, then press **#** .

System prompts

4 "Enter your three-to-five digit tax type code."

You enter

your three-to-five digit tax type code, then press **#** .

System prompts

5 "To make a payment, press one. To cancel or inquire about a payment, press two. To change your password, press three."

You press

1 # to make a payment.

Or, press

2 # to cancel or inquire about a payment. (Go to Page 2 — operator-assisted)

Or, press

3 # to change your password. (The system will tell you what information to enter.)

If you pressed 1, system prompts

6 "Enter your tax period end date."

You enter

your tax period end date in MMDDYY format, then press **#** .

System prompts

7 "Enter your tax payment amount in dollars and cents."

You enter

the amount of your payment in dollars and cents, then press **#** .

System prompts

8 "You have entered: Tax type code (says number); tax period end date (says date in MMDDYY format); payment amount (says amount). To accept, press one. To correct and re-enter, press two. To void and exit, press three."

You press

1 # to accept.

Or, press

2 # to correct and reenter.

Or, press

3 # to void the transaction and start over.

System prompts

9 "Enter the date you want your bank account to be debited."

You enter

the date you want your bank account to be debited in MMDDYY format, then press **#** .

If you pressed 1, system prompts

10 "Payment accepted. Your confirmation number is (says number). Repeating, your confirmation number is (says number)."

You write

your confirmation number on Form EFT-11 (worksheet).

System prompts

11 "To disconnect, hang up. To perform additional functions, press two."

You

hang up to disconnect.

Or, press

2 # to perform additional functions. The system will take you back to Step 2.



EFT-10 Electronic Funds Transfer Payment System Phone Script (Operator-Assisted)

If you are on a rotary phone or you pressed 2 in Step 5 on Page 1, operator responds,

1 "Welcome to the Illinois Electronic Funds Transfer System. This is (says operator ID). May I have your Illinois EFT ID?"

You tell the operator your Illinois EFT identification number from your EFT-11 worksheet.

Operator responds, 2 "What is your password?"

You tell the operator your password.

Operator responds, 3 "What is your three-to-five digit tax type code?"

You tell the operator your tax type code.

Operator responds, 4 "Will this be a payment, cancellation, inquiry, or password change?"

You tell the operator which option you want.

Payment

If you are making a payment, the operator will follow the script on Page 1, beginning with Step 6.

Cancellation

If you are canceling a payment, the operator will use this script.

Operator responds, 5 "What is the confirmation number of the payment you wish to cancel?"

You tell the operator the confirmation number.
(Your confirmation number allows the operator to have access to the transaction information stored on the system.)

Operator responds, 6 (First, the operator will repeat all transaction information, including the payment amount, for the confirmation number you provide.) "Is this the payment you wish to cancel?"

You respond "Yes," if that is the payment you want to cancel.

Or "No," if that is not the correct payment — operator will verify the confirmation number.

Operator responds, 7 "Are you certain you wish to cancel this payment?"

You respond "Yes."

Operator responds, 8 "Your payment has been cancelled. Is there anything else I can help you with?"

Password Change

If you are changing your password, the operator will use this script.

Operator responds, 5 "May I have your new password?"

You tell the operator your new password (must be four numeric characters).

Operator responds, 6 "Please repeat it a second time for verification."

You repeat your new password.

Operator responds, 7 "Your new password has been accepted. Please make a note of it for future use. Is there anything else I can help you with?"

Inquiry

The time during which you may inquire about a payment transaction is limited.

Operators can provide information about a payment transaction from the date you complete your call until seven days after the date your payment is due. After that time, operators will refer you to the Illinois Department of Revenue.

If you have trouble making your payment with the payment center, please call us weekdays between 8 a.m. and 5 p.m. at 1 800 732-8866 or 217 782-3336; or call the TDD - telecommunications device for the deaf at 1 800 544-5304.



EFT-11 Electronic Funds Transfer Payment System Worksheet (Audio response and operator-assisted)



In order for your payment to be received **on time**, you must complete your call **no later than 3:30 p.m. central time*** on or before the last business banking day before the due date.

*11:30 a.m. Hawaii	1:30 p.m. Pacific time	4:30 p.m. Eastern time
12:30 p.m. Alaska	2:30 p.m. Mountain time	5:30 p.m. Atlantic time



Complete the worksheet below before placing your call.

Dial 1 888 453-6789 to use the Electronic Funds Transfer Payment System. Calls may be placed 24 hours a day, 365 days per year. We recommend that you make copies of this worksheet for future use.

Electronic Funds Transfer Payment System Worksheet

◆ **Illinois EFT identification number** Write your Illinois EFT identification number. You can find this number on your registration acceptance letter. It will be one of the following three options.

Withholding income tax and business income taxes

Your EFT ID number is your nine-digit federal employer identification number (FEIN), three-digit sequence number, and one-number check digit.

___ - ___ - ___ - ___ - ___ - ___ - ___ - ___ - ___ (FEIN +4)

Or

Sales, use, and excise taxes

Your EFT ID number is your eight-digit account ID number.

___ - ___ - ___ - ___ - ___ - ___ - ___ - ___ (account ID)

Or

Individual income taxes

Your EFT ID number is your nine-digit Social Security number (SSN).

___ - ___ - ___ - ___ - ___ - ___ - ___ - ___ - ___ (SSN)

◆ **Password** A temporary password "0000" is assigned to first-time callers. You must establish your new password before making a payment by calling 1 888 453-6789. To change your password, follow the instructions on the EFT-10, Electronic Funds Transfer Payment System Phone Script. Your password must be four numeric characters.

___ - ___ - ___ - ___ Write your new four-digit password.

◆ **Tax type code** Write your three, four, or five-digit tax type code. See the chart on the back for your tax type code.

___ - ___ - ___ - ___

◆ **Last day of tax liability period** Write, in MMDDYY format, the last day of your tax liability period, **not** your return due date. See the chart on the back for the last day of your tax period.

___ / ___ / ___

◆ **Payment amount** \$ _____ Write the payment amount in dollars and cents.

◆ **Debit date** Write, in MMDDYY format, the date you want your account debited.

___ / ___ / ___

◆ **Confirmation number** Write the confirmation number you receive from this call. To cancel a payment, use the confirmation number you received when that payment was accepted. Then, follow the instructions on Page 2 of Form EFT-10.
(Write your confirmation number)

___ - ___ - ___ - ___

Chart for Electronic Payments by Phone: Tax Type Codes and Tax Liability Period Ending Dates

Section 1: Tax return payments (payments only)

Note: Making a payment through EFT does not eliminate your requirement to file your return.

<i>Tax return form number</i>	<i>Tax return name</i>	<i>Taxpayer ID</i>	<i>Tax type code</i>	<i>Last day of tax liability period</i>
ART-1	Automobile Renting Occupation and Use Tax Return	Account ID	04730	Last day of month or year
CMFT-1	County Motor Fuel Tax Return	Account ID	056	Last day of month, quarter, or year
ICT-4	Electricity Distribution and Invested Capital Tax Return	Account ID	15041	Last day of year
IL-941	Illinois Withholding Income Tax Return	FEIN plus 4	01141	Last day of quarter or year
IL-990-T	Exempt Organization Income and Replacement Tax Return	FEIN plus 4	02090	Last day of year
IL-1023-C	Composite Income and Replacement Tax Return	FEIN plus 4	02023	Last day of year
IL-1041	Fiduciary Income and Replacement Tax Return	FEIN plus 4	02041	Last day of year
IL-1065	Partnership Replacement Tax Return	FEIN plus 4	02065	Last day of year
IL-1120	Corporation Income and Replacement Tax Return	FEIN plus 4	02020	Last day of year
IL-1120-ST	Small Business Corporation Replacement Tax Return	FEIN plus 4	02030	Last day of year
PST-1	Prepaid Sales Tax Return	Account ID	0421	Last day of month
RG-1	Gas Tax Return	Account ID	15011	Last day of month, quarter, or year
RHM-1	Hotel Operators' Occupation Tax Return	Account ID	074	Last day of month or year
RL-26	Liquor Revenue Return	Account ID	06010	Last day of month
RL-26-A	Liquor Revenue Airline Return	Account ID	06020	Last day of month
RPU-13	Electricity Excise Tax Return	Account ID	15021	Last day of month, quarter, or year
RT-10	Telecommunications Infrastructure Maintenance Fees Return	Account ID	15051	Last day of month or quarter
RT-2	Telecommunications Tax Return	Account ID	15031	Last day of month, quarter, or year
ST-1	Sales and Use Tax Return	Account ID	0411	Last day of month, quarter, or year
ST-4	Metropolitan Pier and Exposition Authority (MPEA) Food and Beverage Tax Return	Account ID	04230	Last day of month, quarter, or year
ST-14	Chicago Home Rule Municipal Soft Drink Retailers' Occupation Tax Return	Account ID	076	Last day of month, quarter, or year
TP-1	Tobacco Products Tax Return	Account ID	073	Last day of month

Section 2: Estimated, quarter-monthly, and withholding tax payments

Note: Do not mail payment voucher or coupon forms, including extension vouchers.

<i>Voucher or coupon form number</i>	<i>Voucher or coupon name</i>	<i>Taxpayer ID</i>	<i>Tax type code</i>	<i>Last day of tax liability period</i>
ICT-1	Electricity Distribution and Invested Capital Tax Estimated Payment	Account ID	15042	Last day of year
IL-1023-CES	Composite Estimated Tax Payments for Partners and Shareholders	FEIN plus 4	021	Last day of year
IL-1040-ES	Estimated Income Tax Payments for Individuals	SSN	012	Last day of year
IL-1120-ES	Estimated Income and Replacement Tax Payments for Corporations	FEIN plus 4	021	Last day of year
IL-501	Payment Coupon (IL-941, IL Withholding Inc. Tax)	FEIN plus 4	0112	Last day of quarter or year
IL-505-B	Automatic Extension Payment (business)	FEIN plus 4	0231	Last day of year
IL-505-I	Automatic Extension Payment (individual)	SSN	014	Last day of year
PST-3	Prepaid Sales Tax Quarter-monthly Payment	Account ID	0422	Last day of month
RPU-50	Public Utility Quarter-monthly Payment (gas)	Account ID	15012	Last day of month
RPU-50	Public Utility Quarter-monthly Payment (telecom.)	Account ID	15032	Last day of month
RPU-50	Public Utility Quarter-monthly Payment (electric)	Account ID	15022	Last day of month
RR-3	Sales and Use Tax Quarter-monthly Tax Payment	Account ID	0412	Last day of month

EFT-11 back (R-9/10)