

**NEBRASKA**

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DEPARTMENT OF REVENUE

# Nebraska Tele-pay User Guide

# Nebraska Tele-pay

Phone: 800-232-0057

**Your call must be completed before 5:00 p.m. Central Time on or before the timely filed date. If a statutory due date falls on a weekend or a legal holiday, the timely filed date becomes the next state business day.**

Before calling, have ready your Nebraska ID number, your password, the tax type you are reporting, the tax period ending date, the amount to be debited, your bank account information, and the scheduled payment date.

Once you are prepared with all the necessary information, call 800-232-0057 and follow the voice prompts. **Please note, the voice prompts you hear will change depending on whether or not you have previously made a payment.** These instructions show caller responses where no entry mistakes are made. Separate instructions are used when an invalid entry is made.

## Touchtone Instructions

Tele-pay: Welcome to Nebraska Tele-pay. Attention new users: You must enter your Nebraska ID number as your password the first time you log in to Tele-pay. To make a payment, you will need your bank account information ready. Please enter your Nebraska ID number, followed by the pound sign.

**Caller: Enter your Nebraska ID number, followed by the pound sign (#).**

Tele-pay: Please enter your password, followed by the pound sign. First-time customers should enter their Nebraska ID number, followed by the pound sign.

**Caller: Enter your password, followed by the pound sign (#).**

Tele-pay: At any point during this call, to return to the main menu, press 7; to quit, press 9; or to talk to an operator, press 0. To make a payment, press 1; to edit saved accounts, press 2; to change your password, press 3. To end this call, press 9; or simply hang up.

**Caller: Enter '1' to make a payment.**

Tele-pay: Please enter the Tax Type Code.

**Caller: Enter the Tax Type (choose from the following).**

- 11020** = Air Carrier Tax
- 04720** = ATV/UTV Sales Tax, corresponding to Form 9ATV (for use only by county treasurers or other county officials)
- 11010** = Car Line Tax
- 07210** = Cigarette Tax-Purchase Order & Postage
- 07200** = Cigarette Tax>Returns
- 02100** = Corporation Income Tax – Estimated, corresponding to Forms 1120N-ES or 1120NF-ES (Use year-end month for tax period.)
- 02300** = Corporation Income Tax – Extension, corresponding to Form 7004N (Use year-end month for tax period.)
- 02000** = Corporation Income Tax, corresponding to Forms 1120N, 1120NF, 1120-SN, 1120XN, 1120XNF, or a Balance Due Notice (Use year-end month for tax period.)
- 04700** = County Treasurers Sales Tax, corresponding to Nebraska Form 9
- 11200** = Documentary Stamp Tax, corresponding to Form 52
- 01700** = Fiduciary Income Tax, corresponding to Form 1041N
- 01720** = Fiduciary Income Tax – Estimated, corresponding to Form 1041N-ES (Use year-end month for tax period.)
- 01730** = Fiduciary Income Tax – Extension, corresponding to Form 7004N (Use year-end month for tax period.)
- 01100** = Income Tax Withholding, corresponding to Forms 501N, 941N, or W-3N
- 12020** = Litter Fee
- 07400** = Lodging Tax
- 04710** = Motorboat Sales Tax, corresponding to Form 6MB  
(for use only by county treasurers or other county officials)

- 05000** = Motor Fuels Combined Reporting Tax
- 02900** = Partnership Income Tax, corresponding to Form 1065N
- 02930** = Partnership Income Tax – Extension, corresponding to Form 7004N (Use year-end month for tax period.)
- 04900** = Prepaid Wireless Surcharge, corresponding to Form E911N
- 04100** = Sales and Use Tax, corresponding to Nebraska Form 10 (if Tax Category is 1)
- 04400** = Sales and Use Tax, corresponding to Nebraska Form 10 (if Tax Category is 2)
- 08000** = Severance and Conservation Tax
- 20020** = Tire Fee
- 07300** = Tobacco Products Tax
- 04500** = Use Tax, corresponding to Nebraska Form 2 (business) or Form 3 (individual)
- 12010** = Waste Reduction and Recycling Fee

Tele-pay: You have selected to make a payment for [repeat Tax Type]. If this is correct, press 1. To make changes, press 2.

If you have previously made a payment using Nebraska Tele-pay, it will read the last four digits of the payment account number used for the most recent transaction, and ask if you would like to use this account to make the payment, or if you would like to use a different account to make the payment. All the payment information is then repeated to you for verification. You then have the option to confirm the payment or make edits. If you confirm the payment, a message including a unique confirmation number is read to you. Please record this confirmation number for your records.

If you are new to Nebraska Tele-pay or you are making a one-time payment (where Nebraska Tele-pay does not know your banking information), you will be prompted to enter your Bank Routing Transit Number and Account Number.

Tele-pay: You will now enter your bank account information. Please enter your bank's nine-digit Routing Transit Number. This can be found in the lower left-hand corner of your check.

**Caller: Enter your nine-digit Routing Transit Number.**

Tele-pay: Please enter your bank account number, followed by the pound sign.

**Caller: Enter your bank account number, followed by the pound sign (#).**

Tele-pay: You entered [repeats bank account number]. If this is correct, press 1. To make changes, press 2.

**Caller: Press 1 if there is no change.**

Tele-pay: If this is a checking account, press 1. If this is a savings account, press 2.

**Caller: Press either 1 or 2.**

Tele-pay: If this is a consumer account, press 1. If this is a business account, press 2.

**Caller: Press either 1 or 2.**

Tele-pay: Enter the amount you wish to pay in dollars and cents, followed by the pound sign. You must enter cents even if you are paying a whole dollar amount.

**Caller: Enter the amount to be debited from your account, followed by the pound sign (#).**

Tele-pay: You entered [repeats payment amount]. If this is correct, press 1. To change the amount, press 2.

**Caller: Press either 1 or 2.**

Tele-pay: Please enter Tax Period End Date. Enter it using a 2-position month, 2-position day, and 4-position year. For example, September 30, 2014 would be 09302014.

**Caller: Enter the Tax Period End Date in MMDDYYYY format.**

Tele-pay: You entered [repeats tax period end date]. If this is correct, press 1. To change this date, press 2.

**Caller: Press either 1 or 2.**

Tele-pay: The first day you can submit this payment is on [first payment date]. To select this date, press 1. To select a future date, press 2.

**Caller: Press 2 to change the scheduled payment date.**

Tele-pay: Select your payment date by entering the 2-position month, followed by the 2-position day, followed by the 4-position year.

**Caller: Enter the scheduled payment date in MMDDYYYY format.**

Tele-pay: You have entered a payment date of [repeat payment date]. To continue, press 1. To select a different date, press 2.

**Caller: Press either 1 or 2.**

Tele-pay: Thank you for your payment. Please retain the following confirmation number for your records. Your confirmation number is [reads confirmation number]. To repeat your confirmation number, press star (\*). To return to the main menu, press 7. To end this call, press 9.

### **General Information**

**Review, Edit, or Cancel a Payment.** You have the option to hear details regarding pending payments that were initiated via Nebraska Tele-pay. To hear details of a pending payment, select “Review, Edit, or Cancel a Pending Payment” from the Main Menu. You will be prompted to enter the numeric portion of the confirmation number, or to select the payment from a list. Once a pending payment has been selected, you will hear the details of the payment and be provided the option to edit or cancel the payment. Please note that payments which have already been processed cannot be reviewed or revised using Nebraska Tele-pay.

**Warehouse a Payment.** This feature allows you to schedule a payment up to 365 days in the future from the date the payment was initiated. Payment warehousing typically reduces the number of late payments as it allows you to schedule future payments instead of having to remember to make the payment closer to the due date.

**Edit Bank Accounts.** If you need to change your bank account information, you can edit the account at any time by selecting “Edit Account” from the main menu. You will be provided a list of your saved accounts and prompted to select the account you wish to edit. Once the account is selected, you will be provided a list of the attributes you can change and prompted to select one. After a change is made, you are provided the opportunity to make additional changes to the account.