



Frequently Asked Questions

Is my payment information secure?

Yes. All Web transactions are encrypted to ensure that no one can intercept or decipher your data. You are never asked to send your bank account information through the Web. You only need to send the payment amount and the payment date.

Why is the scheduled payment date three banking days in the future?

The electronic fund transfer (EFT) process takes three days to complete. On the first day, information is sent to the State Treasurer and validated. If any problems are encountered, the second day is used to resolve them. On the third day, the fund transfer is made.

What are banking days?

Any day that banks are open for business. Banks are closed on weekends and state and federal holidays.

Can you take my payment from the wrong account?

No. We take your payment from the account number you specified when you signed up for ePay by completing the [Bank Account Authorization](#) form. We will always take your payment from this account unless you send us a new form instructing us to change it.

Can I have separate accounts for paying retirement and DCP?

Yes. You can set up one account for paying retirement monies due and another one for paying DCP monies due. When you submit the payment advice, we will withdraw dollars from the appropriate account.

What if the account has insufficient funds to cover the payment amount?

If there are not sufficient funds in the account on the scheduled payment date, the EFT request will be rejected and no money will be deducted from your account. DRS will be notified of the rejection and will contact you to let you know there was a problem and help you determine how to correct it.

What is the due date for payment?

For monthly retirement reporting, we must receive payment by the 15th of the month following the report month/year. For example: if your report is for April, payment is due by May 15.

For DCP reporting, we must receive payment within five business days of your pay date.

For invoices, payment is due by the date shown on the invoice.



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What if I need to make a change after I submit the payment advice?

A submitted payment advice is processed three business days before its scheduled payment date. If a payment advice is still in "submitted status," you can undo it by selecting it from the Payment Advice Listing screen and clicking the save button on the Payment Advice screen. This changes the status from "submitted" to "saved."

Once the status shows as "processing" on a submitted payment advice, you can no longer make any changes.

What happens after the payment is processed?

After processing, the payment advice will no longer appear on the Payment Advice Listing screen. If you wish to verify that the transaction was made, you can compare your saved payment advice copy to your bank statement.

Does signing up for ePay mean I have to use it each month to submit payment information?

No. You're not required to use ePay each month once you have signed up. You can use it one month and mail a payment advice form and a check the next month. You can use ePay to suit your individual needs.

Can I submit multiple payment advices in one month?

Yes. You can submit as many payment advices as appropriate to match your reporting.

Why don't I see a report when I click on the Add WBET Amounts button?

A couple things can cause this. First, the WBET report might not be submitted yet. If a WBET report has been saved, but has not been submitted, it will not show. Second, the WBET report may be for another report period. The report month and year of the payment advice must be the same as the report month and year of the WBET report.

