



SYNOVUS<sup>®</sup>

G A T E W A Y

Tax Payment  
User Guide

# Contents

Contents.....	2
Purpose .....	3
Audience .....	3
CHAPTER 1: TAX PAYMENTS .....	4
Creating a Tax Payment .....	4
CHAPTER 2: ACTIVITY CENTER.....	4
Using the Activity Center .....	5
Viewing a payment .....	5
Cancelling a payment.....	5
Approving a payment.....	6
CHAPTER 3: TAX AUTHORITY REQUIREMENTS .....	7

## Purpose

This document is intended to give you the background information and procedures that you need to originate taxes via ACH transactions in Synovus Gateway. This guide explains how to do the following procedures and more:

- Create tax payments transactions
- Manage tax payments

## Audience

This document is intended for all Synovus Gateway users with business and commercial accounts.

## CHAPTER 1: TAX PAYMENTS

Synovus Gateway offers streamlined, secure electronic payments and transactions. Eliminate check writing, reduce costs, and increase security by leveraging ACH – including same-day – to send funds to a federal, state, or local tax authority.

### Creating a Tax Payment

To create a tax payment:

1. In the navigation menu, click or tap Payments > Tax Payments.
2. In the State or Federal Authority drop down list, select the tax authority.
3. (Optional) You can search for a specific payment in the Filter forms search field.
4. Click or tap a payment type.
5. On the tax form page, enter the required items.
  - a. Note: the tax identifier field is prepopulated with the ACH originator ID. Clear the field and enter the appropriate identifier.
6. Click or tap Draft.
7. A confirmation message appears. Click or tap Close.



ACH Processing Windows are 6PM Eastern and 2PM Eastern for Same Day ACH

## CHAPTER 2: ACTIVITY CENTER

If your rights allow it, you can use Activity Center view a payment. You may also be able to cancel a scheduled but incomplete payment. Activity Center includes additional details a payment.

**Activity Center**

Single Transactions   Recurring Transactions   Mobile Deposits

Search transactions

☆   🖨️   ⬇️   🏠

Created date ▾	Status ▾	Approvals	Transaction Type ▾	Account ▾	Amount ▾	<input type="checkbox"/>
11/22/2021	Drafted	0 of 1	Tax Payment - Transaction ID: 427602	DESA Master Buddy 01628721500	\$1,200.00	<input type="checkbox"/> ⋮
11/22/2021	Drafted	0 of 1	Tax Payment - Transaction ID: 427593	DESA Master Buddy 01628721500	\$1,000.00	<input type="checkbox"/> ⋮

## Using the Activity Center

### Viewing a payment

To view a payment on the Activity Center page:

1. In the navigation menu, click or tap Transactions > Activity Center.
2. On the Activity Center page, click or tap Single Transactions to view a single payment.
3. Browse to locate the payment that you want to view.
4. You can filter by transaction type, status, transaction ID, and amount.
5. You can also sort the search table.

### Cancelling a payment

You can use the Activity Center page to cancel a payment. If you have the right to cancel a payment, you can cancel it only if the status is Drafted, Authorized, or Pending.

To cancel a single payment:

1. In the navigation menu, click or tap Transactions > Activity Center.
2. Click or tap the payment that you want to cancel. The transaction details appear.
3. In the Actions drop-down list, click or tap Cancel. A message appears asking you to confirm the cancellation.

4. Click or tap Confirm.
5. Click or tap Close to return to Activity Center.

## Approving a payment

A drafted payment must be approved before it is processed. To be eligible to approve a transaction, you must have the Approve right for the Transaction Type and the payment cannot exceed your approval transaction limits.

To approve one or more payments on the Activity Center page:

1. In the navigation menu, click or tap Transactions > Activity Center. The Activity Center page appears.
2. Browse or search for the payments that you want to approve.
3. On the Activity Center page, do one of the following:
  - To approve a single payment, click or tap the Actions drop-down list in the row of the payment you want to approve. Click or tap Approve.
  - To approve multiple payments, select the check box for each payment.
  - Click or tap Actions column, then click or tap Approve Selected.
4. Open your VIP Access mobile or desktop app, enter the current code from the token when prompted.
5. When prompted, click or tap Confirm to verify the approval. A message confirms the approval.
6. Click or tap Close. The status of the items will change to Authorized.



Tip: You can also approve payments from Quick Actions on the Home page.

## CHAPTER 3: TAX AUTHORITY REQUIREMENTS

The below table provides requirements for each tax authority and their respective tax types.

Tax Authority	Tax Payment Form	Comments
Alabama	2100-Sales Tax (State)	10 Digits required
Alabama	2610-Use Tax - Consumer	10 Digits required
Alabama	2800-Pharmacy Privilege Tax	10 Digits required
Alabama	9501-Local Sales, Use, Lodgings and/or Rental Tax	10 Digits required
Alabama	A-6-Income Tax - Withholding Monthly Return	10 Digits required
North Carolina	Alternative Fuels Tax	11 Digits required
California	Billing Payment Cable and Telecommunications (Monthly Return)	Taxpayer ID (FTB) is 7 digits. Posting Control is 5 digits
Tennessee	Communication Services Tax	9 Digit number required
Florida	Employer Withholding Tax	Taxpayer ID (Business Partner Number - Up to 15 Digits
Virginia	Tax	Enter valid taxpayer ID
California	Extension Payment Fiduciary Extension Payment	Taxpayer ID (FTB) is 7 digits. Posting Control is 5 digits
Minnesota	Form 720 - Quarterly Excise Tax	Up to 15 digits
Federal	Form 940 - Employers Annual Unemployment Tax Return Federal Tax Deposit	Enter the EIN or Tax ID
Federal	Form 941 - Employers Quarterly Tax Return Federal Tax Deposit	Enter the EIN or Tax ID
Federal	Form 1120 - US Corporation Income Tax Federal Tax Deposit	Enter the EIN or Tax ID
Kentucky	Gross Receipts Tax Gross Retail and Sales Tax	6 Digits required
Indiana	Tax	13 Digits required

	Illinois Withholding Income Tax Payment (Form IL-501)	13 Digits required (FEIN plus 4)
Illinois		
Colorado	Income Withholding	10 digits taxpayer ID issued by the state
	IRPO-International Reg. Plan - Out of State	10 digits required
Alabama		
	Miscellaneous Excise (Gasoline)	5-15 digits accepted
Massachusetts		
	MO-941 Employer's Return of Income Taxes Withheld	8-digit taxpayer ID is required
Missouri		
	Next banking day SDI/PIT deposits	8-digit taxpayer ID is required
California		
	PSE-Business Privilege Tax Extension	10 Digits required
Alabama		
Texas	Sales and Use Tax	11-digit taxpayer ID is required
Kentucky	Sales and Use Tax	6-digit taxpayer ID is required
Georgia	Sales Tax	9-digit taxpayer ID is required
Minnesota	Sales Tax	Enter valid taxpayer ID
Oklahoma	STS - Sales Taxes	11-digit taxpayer ID is required
Kentucky	Telecommunications	6-digit taxpayer ID is required
	Telecommunications Infrastructure Maintenance Fees (Form RT-10)	8-digit taxpayer ID is required
Illinois		
	Telecommunications (Form RT-2)	8-digit taxpayer ID is required
Illinois		
	Tobacco Products (Form TP-1)	8-digit taxpayer ID is required
Illinois		
Arizona	TPT Payment July Unemployment Insurance	10 Digit tax payor license number; 6-digit taxpayer verification field (optional)
Wisconsin		7-digit taxpayer ID is required
Indiana	Utility Receipts Tax	13-digit taxpayer ID is required
South Carolina	Withholding	Enter valid taxpayer ID
	Withholding - Registration or payment with original or amended return	10-digit taxpayer ID is required
Louisiana		
Georgia	Withholding Tax	Enter valid taxpayer ID
Wisconsin	Withholding Tax	15-digit taxpayer ID is required
	Withholding Taxes (Semi-Weekly)	9-digit taxpayer ID is required
North Carolina		



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