



# State of Arizona Accounting Manual

Topic 40 Revenues and Receipts

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Section 32 ACH and E-Check Refunds

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## INTRODUCTION

This section of SAAM establishes the policy relating to payer requested refunds of amounts paid by way of the Automated Clearing House (ACH) and E-Checks.

## POLICY

1. With respect to payer requested refunds of amounts paid to the State by way of ACH or an E-Check:
  - 1.1. Refunds, when made within the first thirty (30) calendar days after payment, are to be accomplished using the same method by which the payment was originally made, i.e., by ACH or E-Check, as applicable.
  - 1.2. However, no refunds of payments made by ACH or E-Check may be refunded for the first ten (10) calendar days following the date of payment.
  - 1.3. Paper warrants are to be used to effect refunds of ACH or E-Check payments when an agency makes such refunds more than sixty (60) calendar days after receipt of the original payment.
2. This refund policy must be disclosed to the payer before the ACH or E-Check payment is accepted. This disclosure is to be made on any and all websites or other means used to solicit or accept ACH or E-Check payments.