



# State of Arizona Accounting Manual

Topic 40 Revenues and Receipts

Issued 04/15/24

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. No refunds of payments made by ACH or E-Check may be refunded for the first ten (10) calendar days following the settlement date.
  - 1.2. Refunds, when made after the first ten (10) calendar days and within the first sixty (60) calendar days after the settlement date, are to be accomplished using the same method by which the payment was originally made, i.e., by ACH or E-Check, as applicable.
  - 1.3. 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 the settlement date.
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.