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# Frequently Asked Questions on ACH Payments

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## Is ACH available for all property types?

No. ACH is not available for manufactured or mobile homes.

## When will the funds be withdrawn from my account?

Residential and Commercial Property: May 10<sup>th</sup> and October 10<sup>th</sup>

Agricultural: May 10<sup>th</sup> and November 10<sup>th</sup>

If the 10<sup>th</sup> is a holiday or weekend, the withdrawal will be on the next business day.

## Will I be notified of the withdrawal date and amount?

Yes, you will receive a notification letter approximately two weeks prior to the funds being drawn from your account. The letter will detail the amount due and the last day to cancel or change your account information with our office, which is about 5 business days prior to the date of the payment. Example: If the payment withdrawal is May 10<sup>th</sup>, 2024, the last day to cancel or change is May 4<sup>th</sup>, 2024.

## Do I need to provide a voided check or savings slip?

Yes, the information on the check is easy for us to read and is usually void of clerical errors. It will reduce the chances of your payment being returned because we were given incorrect account and/or routing number or that we misinterpreted the handwriting. We will not accept a deposit slip.

## What if my mailing address changes?

It is very important that you keep your mailing address current with our office. A post office change of address does not update that information with our office. You may email the updated information to [revenue@olmstedcounty.gov](mailto:revenue@olmstedcounty.gov) or call 507-328-7636.

## May I change the bank account that my payment is coming from?

Yes, please complete a new Olmsted County Direct Payment Plan Authorization of Automatic Withdrawal form (herein after referred to as ACH Form) with the updated banking information and return it to the address at the bottom of the ACH form on or before the cutoff date on the ACH form.

## May I cancel a payment but keep the ACH active for future withdrawals?

Yes, the request must be in writing and the request must be received by our office on or before the last day to cancel for that payment. Please be clear that you want to keep the ACH active for future payments.

## May I cancel my ACH at any time?

Yes, you may cancel at any time **except for the time period between the cancellation date and the pull date**. For example: in 2024, the last day to cancel an ACH is May 2nd for the May 10<sup>th</sup> pull date. You could cancel your ACH anytime on or before May 2nd, or you may cancel for future payments. After May 2nd, we would not be able to cancel your May 10<sup>th</sup> payment from coming out of your account.

What do I do if I need to cancel my ACH and it is past the date to cancel? You would contact your bank and have your bank stop the payment from being pulled out of your account. You may incur a fee from your bank and from us (\$30.00). Please notify us if you intend to do a stop payment by calling 507-328-7636 or emailing [revenue@olmstedcounty.gov](mailto:revenue@olmstedcounty.gov).

May I add additional parcels to my existing Authorization of Automatic Withdrawal (ACH) form?

Yes, please complete a new ACH form for the additional parcels. The cutoff date to set up an ACH for the upcoming payment is on the form. If it is too late to set up your ACH for an upcoming payment, please pay the taxes by other means on or before the due date. Your ACH will be set up for subsequent payments and a notification letter will be sent prior to funds being pulled from your account.

What happens if I sell or transfer title to the property?

The ACH Automatic Withdrawal service will remain in effect until you alert Olmsted County in writing that you want it stopped. The ACH **may** automatically terminate if there is any type of transfer (including putting the property into a trust), name change, returned payments, or if Olmsted County requires termination to the parcel(s) enrolled. **NOTE: this is determined by the recording date of the transfer document and not your closing date and it is not guaranteed.** If your documents are not recorded immediately, the cancellation of your ACH will also be delayed. If you have a payment coming up and you are not sure if it will be canceled in time, it will be up to you to notify us.

### **Important ACH dates in 2024:**

**April 5, 2024:** Last day to sign up for the May 15<sup>th</sup> payment

**May 2, 2024:** Last day to cancel an existing ACH

**May 10, 2024:** First half taxes come out of the account

**September 6, 2024:** Last day to sign up for taxes due October 15<sup>th</sup> payment

**October 2, 2024:** Last day to cancel an existing ACH

**October 4, 2024:** Last day to sign up for taxes due November 15<sup>th</sup> payment

**October 10, 2024:** Second half taxes come out of the account

**November 1, 2024:** Last day to cancel an existing ACH

**November 12, 2024:** AG second half taxes come out of the account