

Frequent Payor Account

Description

A Frequent Payor Account (FPA) is for customers filing documents online who prefer to pay using a prepaid account versus a credit card or mailing a check. The system stores the payee's name and address, the customer IDs, and the emails of those who can access the account.

Set up

To be set up for a frequent payor account you must complete our application that includes the contact information for the users that will be a part of the account. Each user must create their login at business.nebraska.gov.

After completing the frequent payor application please email the form to sos.businessservices@nebraska.gov.

Only predetermined Nebraska SOS Staff can set up a Customer Deposit Account. After the account is added to the system, the customer can use the portal to make deposits to their account.

How do I change/update the users associated to my account?

To update the users, complete the frequent payor account update form and email it to sos.businessservices@nebraska.gov.

How can I find my Frequent Payor Account and/or balance

After logging into your user account, click on your name in the top right-hand corner of the website and select 'My Account'.

Closing/Inactivating

Should the holder of a Customer Deposit Account ever want to close or deactivate the account, first notify our office and we will discuss the process. Funds on a Frequent Payor Account may be refunded to a customer by filling out a refund request form. If you or your business have not been set up in the Nebraska State Accounting System, then you will also need to provide a W-9 form. Please note that refunds can take several weeks to process. – To request the forms for a refund please call or email our office at (402) 471-4079 or sos.businessservices@nebraska.gov