

# Arizona Luxury Tax Online

## Direct Deposit Request Q&As

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- Q) Who has authority to initiate a direct deposit change request?
- A) Direct deposit change requests can only be submitted by someone with an Account Manager web profile.
- Q) What is an Account Manager web profile?
- A) The Account Manager has security permissions to administer account types, access type, and access level for each Account Representative web profile established for the business. This profile type also has the ability to set direct deposit directives.
- Q) Where do I find Direct Deposit change request?
- A) Direct Deposit information is stored in the Account Manager user profile under My Accounts
- Q) How do I determine if I have an Account Manager profile?
- A) Log into Luxury Tax Online and go to the Profile tab. If you have access to the Manage Logons tab or the Direct Deposit sub tab under My Accounts, you have an account manager profile. If not, your profile type is Account Representative.
- Q) How do I set up direct deposit?
- A) See the Direct Deposit instructions on [azdor.gov](http://azdor.gov).
- Q) When will my direct deposit change request take effect?
- A) Unless your request is rejected, all changes take place 7 business days after the request is submitted.
- Q) What happens after I submit my request?
- A) Users will receive a status update by Luxury Tax Online web-mail within 7 business days after the request is submitted.
- Q) What if I receive notification that direct deposit was requested by someone without authorization to initiate the request?
- A) Please contact the Luxury tax Unit immediately at (602) 716-6152 to reject the request. An Account Manager may also disable the request on Luxury Tax Online after it has been processed.
- Q) How do I determine who the Account Manager is for my business organization?
- A) Account Managers can view access types from the Profile tab under Manage Logons. If you are an Account Representative and you do not have access to Manage Logons, you may also contact the Luxury Tax Unit to determine who the Account Manager is for your organization.