

Commonwealth of Kentucky
Kentucky Department of Revenue

Enterprise Electronic Payment System (EEPS) Internet User Guide

Version 1.2



Contents

Overview	3
ACH/Electronic Check Payment	5
Credit/Debit Card Payment	8
Payment Complications	11
FAQS	12

Overview

The internet portion of the Enterprise Electronic Payment System (EEPS) is accessible through the Kentucky Department of Revenue's website <https://revenue.ky.gov/Pages/index.aspx> or directly at website <https://epayment.ky.gov/EPAY>.



Welcome to the Kentucky Department of Revenue's Electronic Payment Application. This site uses Secure Socket Layer (SSL) 128-bit encryption to safeguard the security of your transactions. At this time, DOR accepts payments by credit card or electronic check. If you have any questions, call the Department of Revenue at (502) 564-4581.

Get Started!

Click here to set up payment

Please note, if paying Estimated Individual Income Tax, only ACH payments can be accepted.

***PLEASE be aware... There has been a rate change for the service fee on **DEBIT** cards from **\$1.00** to **1.5% per transaction**.

*Please note that there is a service fee of 1.5% for debit card transactions and a service fee of 2.75% for credit card transactions.

Enterprise Electronic Payment System (EEPS) – Internet User Guide

Demographics

Please fill out the following information.
(Fields with * are mandatory)

Enter demographic information

First Name

Middle Name

Last Name

Suffix

Business Name Rectangular Smp

(Not Required for Individual Income Tax)

Zip *

Address Line 1 *

Address Line 2

Address Line 3

City *

State * (Select)

Phone Number * 999-999-9999

Extension

Email

(Required for email confirmation. Please ensure your phone number and email address are accurate. We will use this information to contact you if there are any issues with your transaction.)

Taxpayer and/or Business Name will need to be completed to proceed to the next page.

Payment confirmation will be emailed to address entered here.

Click "Next"

Demographics Taxpayer Information

Which Account Type Option Should I Choose?

- **Case Number:** This option should be used for payments being made towards collection cases or prior year tax periods.
 - Business cases should be in the format of 000XXXXXX.
 - Enterprise cases (school/hospital bills) should be in the format of 1000XXXXXX.
 - Individual Income tax cases should use the Social Security Number as the case number.
- **Notice Number:** This option should be used for payments being made towards a specific bill.
- **Account Number:** This option should be used for payments being made towards present or future tax periods.

Please fill out the following information.
(Fields with * are mandatory)

Account Type * Select Account Type
Account Type is required

Tax Type * Select Tax Type
Tax Type is required

Payment Type * Select Payment Type
Payment Type is required

Tax Period * mm/dd/yyyy
Tax Period is required

Select Case Number, Notice Number, or Account Number

Select either ACH/Electronic Check or Credit/Debit Card

ACH/Electronic Check Payment

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 **REVENUE** Home EEPS User Guide Security Contact

Electronic Payment

Demographics **Taxpayer Information**

Please fill out the following information.
(Fields with * are mandatory)

Account Type *

Tax Type *

Payment Type *

Tax Period *

Payment Amount *

Bank Name *

Bank Routing Number *

Verify Bank Routing Number *

Bank Account Number *

Verify Bank Account Number *

Customer Type *

Bank Account Type * Checking Account Savings Account

Select the correct bank account type to ensure payment is processed

Complete bank information

Click "Next"

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 **REVENUE** Home EEPS User Guide Security Contact

Electronic Payment

Demographics Taxpayer Information **Payment Review**

Payment Review

Tax Account Number: 123456
Payment Date: 09/11/2019

Payment Method	Description	Payment Amount
ACH	KY Dept of Revenue Tax Payment for Tax Type 002 - Employer's Withholding Tax , Tax Period 12/31/2018	1.00

By clicking "Sign and Submit," I certify that:

- The Routing, Account numbers and Payment Information are correct; and,
- I have contacted my financial institution and authorized Kentucky.gov's originating bank, First Premier Bank (ODFI ID #1522077581) and JP Morgan Chase (ODFI ID #9006402001), to debit my account; and,
- If the ACH Debit transaction gets returned by the bank as not payable, I am responsible for any fees or penalties assessed by my financial institution and the Department of Revenue; and,
- PLEASE NOTE:** If you are not protesting your liability and are not paying your tax debt in full within 60 days of the original notice date on your bill, you may be referred to the Division of Collections. If you need to negotiate a payment plan that exceeds this time frame, please contact the Division of Collections at 502-564-4921, ext. 5357 for assistance.

Verify that payment information is correct

If payment is correct, click "Sign and Submit"



Demographics

Taxpayer Information

Payment Complete

Payment Schedule Confirmation

Your payment has been scheduled! You will receive an email when the payment is processed. Please print a copy of this receipt for your records.

Print

Payment Details

Tax Account Number: 000123456
Payment ID: 1711110
Payment Date: 09/11/2019

Keep Payment ID
for records

Account Holder Details

test
501 high st
Frankfort, KY 40601

Payment
Confirmation can be
printed here

Payment Method	Description	Payment Amount
ACH	KY Dept of Revenue Tax Payment for Tax Type 002 - Employer's Withholding Tax , Tax Period 12/31/2018	1.00

Kentucky Department of Revenue
501 High Street
Frankfort, KY 40601
[\(502\) 564-4581](#)

Print

[Make Another Payment](#)

Click here to schedule
another payment

Successful Payment Confirmation Email



DOR WEB Response EEPS Receipts

████████████████████

9/12/2016

KY ACH transaction has processed successfully prod



This is to confirm that your electronic payment of \$██████████ for ██████████ Tax Account number: ██████████ Tax Type "010 - Sales And Use Tax" for Tax Period ██████████ has been approved. Your confirmation number is ██████████. If you have any questions concerning your payment, please call - (502) 564-4581. Please print this page and save it for future reference.

By clicking "Pay," I certify that: the Routing and Account numbers are correct; and, I have contacted my financial institution and authorized Kentucky.gov's originating bank, First Premier Bank (ODFI ID #1522077581) and JP Morgan Chase (ODFI ID #9006402001), to debit my account; and, should the ACH Debit transaction be returned by the bank as not payable, I am responsible for any fees or penalties assessed by my financial institution and the Department of Revenue.

This message may contain sensitive or confidential information and is for the exclusive use of the intended recipient(s). If you are not the intended recipient(s), please note that any form of distribution, copying, forwarding or use of this communication or the information attached to it, is strictly prohibited and may be unlawful. If you have received this communication in error, please return it to the sender indicating that you received it by mistake, delete the email and destroy any copies of it. It should be expressly understood that the KRC cannot guarantee the security of the transmission and assumes no responsibility for intentional or accidental receipt by a third party.

Successful Scheduled ACH Confirmation Email



DOR WEB Response EEPS Receipts

████████████████████

9/12/2016

Successful Scheduled ACH



This is to confirm that your electronic payment of ██████████ has been captured to be processed on ██████████. Your payment id is ██████████. If you have any questions concerning your payment, please call - (502) 564-4581.

Please print this page and save it for future reference. This message may contain sensitive or confidential information and is for the exclusive use of the intended recipient(s). If you are not the intended recipient(s), please note that any form of distribution, copying, forwarding or use of this communication or the information attached to it, is strictly prohibited and may be unlawful. If you have received this communication in error, please return it to the sender indicating that you received it by mistake, delete the email and destroy any copies of it. It should be expressly understood that the KRC cannot guarantee the security of the transmission and assumes no responsibility for intentional or accidental receipt by a third party.

By clicking "Pay," I certify that: the Routing and Account numbers are correct; and, I have contacted my financial institution and authorized Kentucky.gov's originating bank, First Premier Bank (ODFI ID #1522077581) and JP Morgan Chase (ODFI ID #9006402001), to debit my account; and, should the ACH Debit transaction be returned by the bank as not payable, I am responsible for any fees or penalties assessed by my financial institution and the Department of Revenue.

Failed ACH Transaction Email



DOR WEB Response EEPS Receipts

████████████████████

9/12/2016

KY ACH transaction failed prod



This is to advise that there was an error with your electronic payment of ██████████. Please call - (502) 564-4581 to set up a new payment.

This message may contain sensitive or confidential information and is for the exclusive use of the intended recipient(s). If you are not the intended recipient(s), please note that any form of distribution, copying, forwarding or use of this communication or the information attached to it, is strictly prohibited and may be unlawful. If you have received this communication in error, please return it to the sender indicating that you received it by mistake, delete the email and destroy any copies of it. It should be expressly understood that the KRC cannot guarantee the security of the transmission and assumes no responsibility for intentional or accidental receipt by a third party.

Credit/Debit Card Payment



Message displayed for Credit Card payment type

Demographics Taxpayer Information

Please fill out the following information.
(Fields with * are mandatory)

Account Type *

Tax Type *

Payment Type * Card billing address same as Primary address

Payment Date

Tax Period *

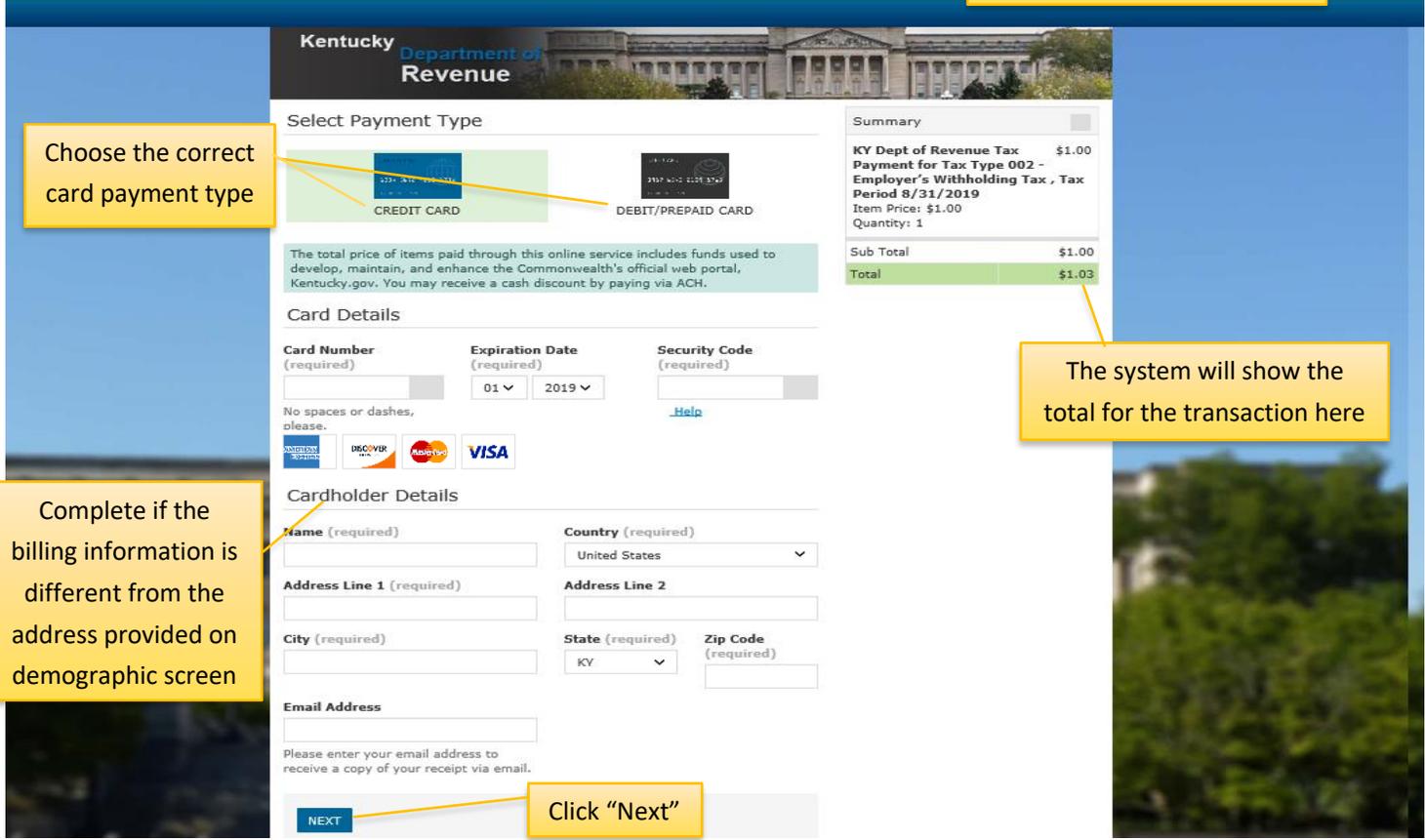
Payment Amount *

Check box to use the primary address as the billing address. If checked, the primary address will be populated on the billing screen.

- ACH/Electronic Check is a **FREE** service.
- Card Payments are subject to a convenience fee. The fees will be calculated per transaction, at the rates below:
 - Credit Cards 2.75%
 - Debit Cards 1.5%
- **PLEASE NOTE:** If you are not protesting your liability and are not paying your tax debt in full within 60 days of the original notice date on your bill, you may be referred to the Division of Collections. If you need to negotiate a payment plan that exceeds this time frame, please contact the Division of Collections at 502-564-4921, ext. 5357 for assistance.

PREVIOUS

Click the "Next" button to access the payment screen



Choose the correct card payment type

Complete if the billing information is different from the address provided on demographic screen

Summary	
KY Dept of Revenue Tax	\$1.00
Payment for Tax Type 002 - Employer's Withholding Tax , Tax Period 8/31/2019	
Item Price: \$1.00	
Quantity: 1	
Sub Total	\$1.00
Total	\$1.03

The system will show the total for the transaction here

Click "Next"

Enterprise Electronic Payment System (EEPS) – Internet User Guide

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Kentucky Department of Revenue

The total price of items paid through this online service includes funds used to develop, maintain, and enhance the Commonwealth's official web portal, Kentucky.gov. You may receive a cash discount by paying via ACH.

Summary

KY Dept of Revenue Tax Payment for Tax Type 002 - Employer's Withholding Tax , Tax Period 8/31/2019	\$1.00
Item Price: \$1.00	
Quantity: 1	
Sub Total	\$1.00
Total	\$1.03

Card Number ***** [REDACTED] Expiration Date 12/2019

Cardholder Details

test
501 high st
frankfort, KY 40601 United States

By clicking "Pay Now," You certify that: You understand that using this online payment service is voluntary and is being used as a convenience. By submitting this request, you are authorizing a charge to your credit card or a debit to your account for the total amount.

PAY NOW

[Cancel and return to ePAY Application](#)
[Log in with Kentucky.gov for more payment options!](#)

Policies Security Disclaimer Accessibility

Kentucky
COMMONWEALTH OF KENTUCKY

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Kentucky.gov

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Kentucky Department of Revenue

Thank you for your payment!

Your transaction has been submitted! Please print or e-mail a copy of this receipt for your records.

Summary

Confirmation Number **43325800** Account Holder Details

Payment Made: 09/11/2019 08:34 AM EDT
Payment Method: Visa Credit Ending With [REDACTED]

test
501 high st
frankfort KY 40601

Cart Items

Description	Price	Quantity	Extended Total
KY Dept of Revenue Tax Payment for Tax Type 002 - Employer's Withholding Tax , Tax Period 8/31/2019	\$1.00	1	\$1.00
Sub Total			\$1.00
Service Fee			\$0.03
Total			\$1.03

Kentucky Department of Revenue
501 High Street
Frankfort, KY 40601

FINISH

Credit Card Confirmation Email

Ky Dept. of Revenue Order Receipt

Your transaction has been submitted! Please print or e-mail a copy of this receipt for your records.

Confirmation Information

Transaction Number	██████████
Payment Made	09/12/2019 09:17 AM (-04:00 UTC)
Payment Method	AmericanExpress Credit Ending With ██████████

Account Holder Details

Name	██████████
Address	██

Cart Item(s)

Description	Amount	Quantity	Extended Total
KY Dept of Revenue Tax Bill	\$10.00	1	\$10.00
Sub Total			\$10.00
	Total Amount		\$10.28

Kentucky Department of Revenue
501 High Street
Frankfort, KY 40601

Payment Complications

You are redirected to the following screen:

The screenshot shows a web browser window with the following content:

- Header: CACS for Government Internet Payment Agreement - Disclaimer
- Text Version link
- Section: Pay Outstanding Liabilities With the Internet Payment Agreement
- Instructions section with bullet points:
 - You may pay in full or create a pay plan.
 - Payment Options: Direct Debit from checking or savings account.
 - You will need: Most recent debt notice you received, A blank check or savings account information for direct debit payments, Social Security Number of bank account holder.
 - Changing a plan: If you need to change a plan after you set it up here, contact the Division of Collections, 502-564-4921, ext. 5357.
 - Getting Started: Read and accept the Terms of Payment Agreement in next column, and click on Continue button.
- Terms of Payment Agreement section with a scrollable list of terms:
 - Maximum payment term is 24 months.
 - Minimum monthly payment is \$50.00.
 - Estimated interest will be calculated, however, the final payment will reflect the actual amount due.
 - Any new liability will break the agreement and the full balance will become due immediately.
 - By entering into a pay agreement with KYDOR you acknowledge the validity of the tax due and all protest right of KRS 131.110 are extinguished.
- Form controls: Radio buttons for "I Do Not Accept" (selected) and "I Accept", and "Exit" and "Continue" buttons.
- Footer: Questions? Please send your questions or comments to KRC.WEBResponsePaymentAgreement@ky.gov

EEPS will redirect to the CACS for Government Pay Agreement screen if you have a notice in collections. If you do not want to set up an automatic draft pay agreement or already have an established pay agreement at this time, please contact the Division of Collections at **502-564-4921, option 1**, to schedule a single ACH payment. **You can schedule single credit card and debit card payments towards collection cases; however, debit cards have a 1.5% service fee and credit cards have a 2.75% service fee.**

You are redirected to the demographic screen or are unable to submit the payment:

Please ensure that the case, notice, or account number being used is correct. If you have received an individual income tax bill, please use your SSN as the Case number or use the Notice number provided on the bill.

FAQS

How do I cancel a payment?

Please contact the Kentucky Department of Revenue at **502-564-4581**.

Why has my payment been cancelled if I didn't cancel it?

Payments will be cancelled if a debit block has been placed against the bank account. A debit block is typically placed if the Kentucky Department of Revenue has not been authorized to debit the account or if a stop payment has been placed against a previously issued payment.

Who should I contact if I suspect there is a debit block against my bank account?

If this is your first payment to the Kentucky Department of Revenue or you've recently switched banks, you may need to contact your financial institution and provide the Kentucky Department of Revenue's originating IDs:

- ODFI ID #1522077581
- ODFI ID #9006402001

They can also be located at <https://revenue.ky.gov/News/Pages/New-Banking-Processes-for-ACH-Payments.aspx>.

Once your financial institution has confirmed that the Kentucky Department of Revenue is authorized, send an email to KRCWEBRESPONSEE-PAYMENT@KY.GOV or contact the E-Commerce Branch at **502-546-5370, option 2**, to request the debit block be removed.

I attempted to make a payment for my withholding or sales tax account but received a message stating that a payment had already been made for this period. What do I need to do?

Please close the entire web browser and log back into your account. Click on the period that you want to make sure a payment has been made towards. If no payment shows for the selected period, the payment was not processed successfully and can be submitted.