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Overview

The Withholding Return and Payment System (WRAPS) provides the taxpayers of the Commonwealth, the ability to file their Withholding K-1 and K-3 returns online. Taxpayers will be able to file returns, view and amend returns that were previously filed online, request refunds and credit forwards, as well as the ability to access the Enterprise Electronic Payment System (EEPS) for paying Withholding Tax Due.

This User Manual is being provided as a guide to working with the system and can be used as a quick reference guide for frequently asked questions.

Please review the table of contents for quick access to necessary information.
Login - Accessing WRAPS via KOG

WRAPS        - Withholding Returns and Payment System
KOG           - Kentucky Online Gateway

Existing Users/Citizens Sign In

NOTE: To WRAPS Users having KOG ID’s prior to 5/31/19:

On 5/31/19, WRAPS, along with many other systems within the Commonwealth of Kentucky, transitioned into a new security portal known as KOG.

To learn more about KOG, please go to: [https://kog.chfs.ky.gov/public/learnmore/](https://kog.chfs.ky.gov/public/learnmore/)

In order to access your WRAPS account & see the Businesses you are associated with, you will need to login using your WRAPS email address that was associated with your Businesses prior to 5/31/19. Not doing so will result in not being able to see your Businesses & Roles.

Single Sign-on:
If you would like to use your old KOG ID that you had prior to the 5/31/19 date, in order to access WRAPS, you will need to register that email address in WRAPS & assign your Business roles to that email address. *See section New Users/Citizens Registration
NOTE - If you have forgotten your Email Address, please contact the KOG Security Help Desk at KOGhelpdesk@ky.gov

WRAPS can be accessed from the following URL’s:

https://kog.chfs.ky.gov/home/

https://revenue.ky.gov/Pages/index.aspx > Business > Employer Payroll Withholding > WRAPS

On the sign in screen, existing Users need to ‘Sign in with your Kentucky Online Gateway Account’:

1. Enter the ‘Email Address’ and ‘Password’ that exists on their current User Profile.
2. Click on ‘Sign In’ button to navigate to the KOG dashboard.

NOTE - If you have forgotten your Email Address, please contact the KOG Security Help Desk at KOGhelpdesk@ky.gov
New Users/Citizens Registration

WRAPS can be accessed from the following URL:  https://kog.chfs.ky.gov/home/

On the sign in screen, new Users will need to ‘Create an Account’:
Please fill in the form below and click the ‘Sign Up’ button when finished.

Required fields contain a red asterisk ( * ).
Complete Your KOG Profile

After completing Sign Up, Users/Citizens will receive a notice, as shown below, that their account is ‘Pending Email Verification’. Please check the email account you used to ‘Sign Up’.

If you have already verified your account by clicking the link provided in the email, please click on ‘Sign In’ button to continue.

Email Not Received
If no email was received, click on the link provided and follow the directions:

Didn't receive an account verification email?

1. Check Spam and Junk folders on your email.
   Your email’s spam blockers or filters may have listed our email as junk email. Your email service provider such as Hotmail may be blocking our email. If you believe that is a possibility, please contact your email provider.

2. Ask for a new account verification email.
   Enter the email address used while creating your account and select Verify. If your account isn’t already verified you will see a message “Account verification needed click here”, when you click the link a verification email will be sent to your email address.

   You will have 4 hours to verify your account.

E-Mail Address

VERIFY

Sign In
Account Verification

After checking your email account for the verification email, click on the link provided to ‘activate your account’.

[Image of email verification]

- Charlene Daniel (mymeralmanor@gmail.com)
- This email is to help you complete the last step of account set-up.
- Your Citizen account username is: mymeraldmanor@gmail.com
- Click on the below link now, to activate your account:
  https://kog.chfs.ky.gov/public/fwink?linkid=ddd8ba01.4986-4b7a-a499.825d1b1d-c5bb
- Click here for Help Desk contact information
- Kentucky Online Gateway

NOTE: Do not reply to this email. This email account is only used to send messages.

Privacy Notice: This email message is only for the person it was addressed to. It may contain restricted and private information. You are forbidden to use, tell, show, or send this information without permission. If you are not the person who was supposed to get this message, please destroy all copies.
Validate New Account

After clicking on the link in the email, you will be redirected back to KOG to ‘Validate New Account’. Click on the ‘Continue to Sign In’ button.
New User Sign In

Using the URL:  https://kog.chfs.ky.gov/home/

On the sign in screen, existing Users need to ‘Sign in with your Kentucky Online Gateway Account’:

1. Enter the ‘Email Address’ and ‘Password’ that exists on their current User Profile.
2. Click on ‘Sign In’ button to navigate to the KOG dashboard.

NOTE - If you have forgotten your Email Address, please contact the KOG Security Help Desk at KOGhelpdesk@ky.gov
Register Your Mobile Number

New Citizens/Users may be prompted to ‘Register Your Mobile Number’.
‘Yes Register Now’ will prompt you to ‘Enter Mobile Phone’.

Click on ‘Send Passcode’ to complete the registration.

**NOTE:** You can also click on ‘Continue to application’ to bypass mobile registration.
KOG Dashboard

After a successful Sign In, Users are navigated to their KOG Dashboard.

Existing WRAPS Users will have the ‘WRAPS’ tile under ‘My Apps’ on their dashboard for accessing WRAPS. If the User has access to multiple applications or multiple pages of applications, they may narrow their search by keying in a partial Application name in the “Search for Applications” area or by using the Letter Index below.
Online Filing

WRAPS Home/Dashboard

Once the User has successfully signed into KOG, they will be directed to the WRAPS Home Dashboard.

NOTE - If a User does not have any businesses associated with their account, a message will appear indicating that they need to ‘Request access to a registered business’ or ‘Register a business for online filing’.
Online Filing Registration

The “Request Access to a WH Account” button (highlighted in red) will enable the User to request for a WH Account access.

The User will need to enter the correct withholding tax account number and either the registered Business Name or the Federal Employer Identification Number (FEIN). Once the required information is entered, the User will click ‘Submit’ as shown below.
After entering the correct credentials and clicking the submit button, two new radio buttons are displayed, “**Click here to request access**” and “**I do not want to request access**”. In order to request access for the specific role (Filer, Payor, Viewer, Filer + Payer or Admin to the WH Tax Account from the Admin, the User will need to click on the “**Click here to Request Access**” button as shown below.

![Image of WRAPS interface](image)

After clicking the “**Click here to request access**” button, the User will be notified through an email as shown below:

![Image of email notification](image)
The User can also see the submission confirmation on the WRAPS Page as shown below:

When the Admin grants the requested role to the User for WH Tax Account, an email will be sent to the User as displayed below:
Business Administrator

If the User enters the correct Tax Account Number and the correct Business Name and/or FEIN, and if the business is not already registered for Bulk filing, the User will be presented with a screen asking if they would like to become the Administrator for that particular business.

**NOTE** - In order for a business to be registered for Online Filing, there must always be an Administrator assigned to the business.

Terms and Conditions

If the User chooses to ‘**Become the WRAPS Administrator**’, they will be presented with a screen where they can hit ‘**Cancel**’ to cancel the registration process, or check the ‘**Terms and Conditions**’ box and click ‘**Register as the WRAPS Administrator**’.

**NOTE** - The User must also agree to Terms and Conditions when sending a request for registration to DOR.
After the User agrees to the Terms and Conditions, they will be presented with the screen below:

![Screen shot of WRAPS Administrator Terms and Conditions]

The User can also deny the request for the Role Access by clicking on the radio button as shown below:

![Screen shot of Associate your WRAPS account with a business]

This business has an existing WRAPS administrator who will need to approve your role request. You will receive an email notification once the WRAPS administrator approves or denies your request.
Invalid Registration

If the User enters an invalid Withholding Tax Account Number, the system will display an error message stating that the User needs to contact the Kentucky Department of Revenue to receive additional assistance.
Manage WRAPS Requests

The ‘Manage WRAPS Requests’ feature allows withholding tax account administrators using the WRAPS online tools to approve or deny requests made by Users who are not associated with the business. This allows the WRAPS Administrator to easily manage who has access to the withholding tax account.

The Admin of the WH Bulk Account can see the User requests in the following screen.
After clicking the ‘Manage Request Button’, the User is taken to the following screen as shown below.

The Admin User can Grant / Deny the User Request for the roles of **WRAPS Filer + Payer**, **Wraps Filer**, **Wraps Payer**, **Wraps Viewer** or even grant the **WRAPS Admin Role**.
Bulk Filing

Clicking on the “**Bulk Filing**” radio button will enable the User to register for Bulk Transmitter ID. Payroll providers wishing to register their business as Bulk Transmitter must be assigned a Bulk Transmitter ID by completing the registration process.

Clicking on the “**New Registration**” button will direct the User to the Vendor Gateway Portal where they have to fill in their necessary business information and get registered as Bulk Transmitter.
Filing

When the User has at least one business registered with their User account, the User will see a Dashboard / Home screen with all businesses associated with their account.

If a return is available for filing, there will be an alert in the alert column for the business. To access the business page the User can click the Business Name. To file a return, the User will need to click ‘Filing available’ or “! Not filed online”.

![Dashboard / Home screen with all businesses associated with their account.](image)

![Alert in the alert column for the business.](image)

![Alert in the alert column for the business.](image)
To file the K-1 or K-3 return, the User will need to click 'File K-1/K-3 Original' in the period section on the left or the button on the right.
Withholding Return

The User will then need to fill out all required fields and click ‘Submit the K-1 Original return’.
Credits

In order for the User to apply credit to a return, the User must click the arrow at the ‘Apply credit?’ field and select either ‘Yes, apply credit from a different period’ or ‘Yes, apply Economic Incentive Credit’.

If a credit from a different period is to be used, the User will select the appropriate option and additional fields will appear.
If the ‘Economic Incentive Credit’ is to be used, the User will select the appropriate option and additional fields will appear.

Electronic Signature

In order to submit the return, the User will need to agree to the electronic signature terms and submit using the ‘Sign and Submit the return’ button.
View Return

In order to view the filed return, the User can view the summary or click the return link on the Period Screen to view the detailed return.
Edit a Return

The User can edit the return by clicking the ‘Click here to edit the return’ button.

Note: If corrections for period are needed, it can only be EDITED before it is processed. Once the return has been processed, changes can only be made by AMENDING the return.
Disabled Period

The User can notice that a period is disabled as the return for that period cannot be filed online.

<table>
<thead>
<tr>
<th>Period Begin Date</th>
<th>Period End Date</th>
<th>Due Date</th>
<th>Return Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>12/16/2014</td>
<td>12/31/2014</td>
<td>1/31/2015</td>
<td>Click here to edit the return</td>
</tr>
<tr>
<td>12/1/2014</td>
<td>12/15/2014</td>
<td>12/26/2014</td>
<td>Not available for online filing</td>
</tr>
<tr>
<td>8/16/2014</td>
<td>8/31/2014</td>
<td>9/15/2014</td>
<td>Click here to view the return</td>
</tr>
<tr>
<td>8/1/2014</td>
<td>8/15/2014</td>
<td>8/31/2014</td>
<td>Click here to view the return</td>
</tr>
</tbody>
</table>

After the User has clicked the ‘Not available for online filing’ in the ‘Return Status’ column, the User can notice a disabled tab that states ‘Return Filing Unavailable’.
Amend Return

**NOTE** - To amend the return, the User will need to click “File K-1 Amendment” from the Period Screen for the Business.

The return will be available to amend once the original return has been processed.
The User will need to update any values necessary and click ‘Submit the Return’.

A return may only be amended up to 5 times online. Once the maximum number of amendments has been reached, the User will be allowed to download a paper amendment form.

⚠️ You have filed 5 amendments and must submit future amendments by completing the paper amendment form. Click the link below to open and print the amendment form.

Download Amendment Form
Managing Users

In order to add, remove or update a User’s permissions, the Business Administrator will access the Business’ home screen.

Click the business name above to access its home screen.
Adding Users

To add a new User to the Business, the Business Administrator will click ‘Add WRAPS User’.

![Image of WRAPS user interface with highlighted 'Add WRAPS User' button]
The Business Administrator will then enter the email address that is associated with a User registered within KOG and click 'Search for a registered email address'.
If the User is registered with KOG, the Business Administrator will be presented with the option to grant the User one of the following roles: **Filer & Payer, Filer, Payer, Viewer or Administrator.**
Inviting Users

If the User is not registered with KOG, the Business Administrator will be presented with the option to send the User an invitation to create a User account. To send the invitation, the Business Administrator will need to click ‘Send invitation to: {email address}’.

The User will receive an email similar to the one below, indicating to which business the User has been added and the permission level that was granted.
Update Permissions & Remove Users

To edit a User’s permissions or to remove a User from the Business, the Business Administrator will need to click on the role.

The Business Administrator will then need to choose to ‘Remove User Access’ or grant the User another permission level.
WRAPS Manage Account Filing Method

Update WRAPS Account Filing Method

To update the Online Filing Status, the Business Administrator will need to access the Business Home Screen in WRAPS and click ‘Manage Account Filing Method’.
If the Business is currently registered for Bulk filing, the Business Administrator will need to click ‘Account Filing Method’ and opt for the Appropriate Filing Method (Online/ Paper or Bulk Filing). The User will then need to provide a reason and click on the “Change Account Filing Method” button as shown in the screen shot below.
Clicking on the ‘Change Account Filing Method’ button will take the User to the following screen below to confirm the changes.

After confirming the request by clicking on ‘Yes’ tab in the screen shot below, the Administrator will be able to see the desired Account Filing Method under the Business Profile.
Important Links
Links in WRAPS

The following links can be found on the WRAPS Home Page:

1. Withholding Business Registration (paper registration form)
2. Registration Application form
3. Account Cancellation form
4. Public User Guide
5. Contact Us Link