



GUEST PAYMENTS

Department of Revenue User Guide



KENTUCKY DEPARTMENT OF
REVENUE

**TEAM
KENTUCKY.**
FINANCE AND
ADMINISTRATION CABINET

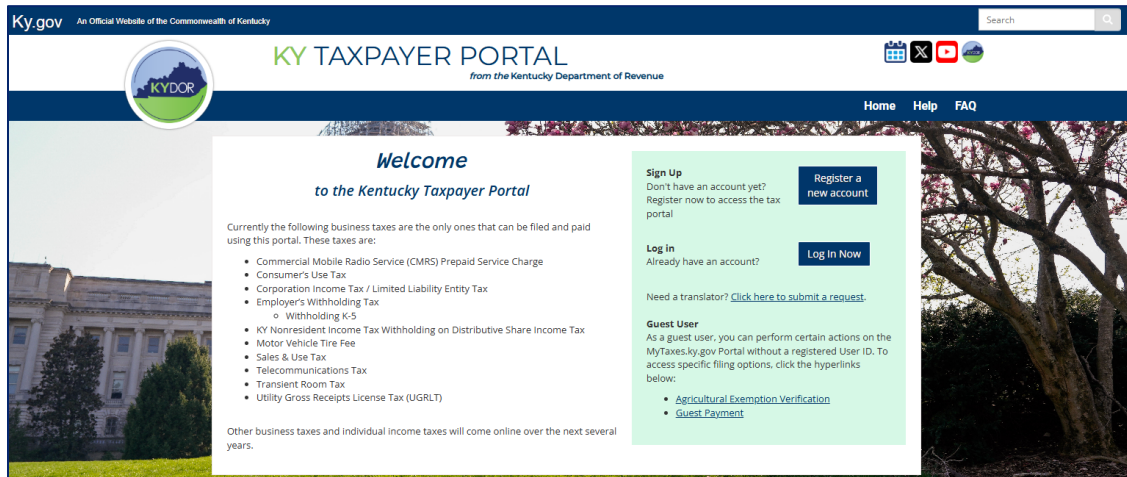
This user guide provides step-by-step instructions for making a Guest Payment in the MyTaxes portal. This guide applies to taxpayers and business representatives who do not wish to sign in or create a MyTaxes username but need to submit a bill payment or multiple debt payment through MyTaxes.ky.gov. The guide walks users through the complete guest payment process, from entering contact information and selecting a payment type to submitting credit / debit card or electronic check payments, ensuring secure and accurate payment submission.

Disclaimer: The information in this presentation is for educational and informational purposes only and does not constitute legal advice. Information is presented as an overall review that is subject to law changes and may not apply to all statutes. Information in this presentation is believed to be accurate as of the date of publication. In the event that any information in this manual is later determined to be in error, this manual cannot be used by taxpayers in supporting a specific position or issue before the Department of Revenue, as it does not constitute statutory or regulatory authority.

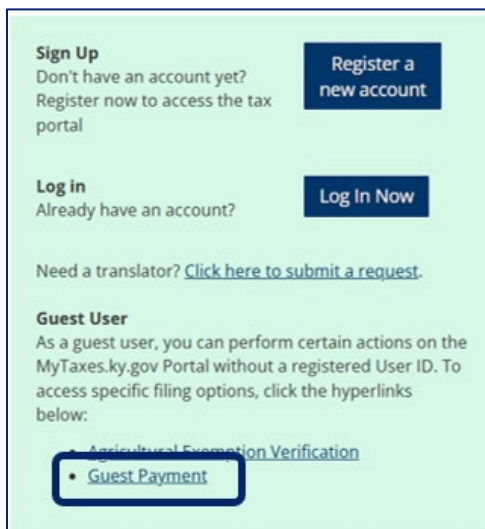
User Guide Last Updated: 07/15/2026

Making a Guest Payment

1. Navigate to the Kentucky Taxpayer Portal, MyTaxes by visiting MyTaxes.ky.gov.



2. Select **Guest Payment** under the Guest User heading on the right side of the page.



3. Read the Terms and Conditions. If you agree to the Terms of Use and Confidentiality conditions, select **the box** next to *I agree to the above Terms & Conditions*, then select **Next**.

The screenshot shows a 'Terms and Conditions' window. At the top right, it says '* Indicates required field'. Below the title bar, there's a section 'Make a payment Disclaimer' and 'TERMS OF USE'. The text explains the Department of Revenue's Portal and the binding agreement. A 'Confidentiality' section follows, stating that accessing confidential information subjects the user to specific conditions. At the bottom, there is a checkbox labeled '* I agree to the above Terms & Conditions' which is checked. 'Cancel' and 'Next' buttons are at the bottom corners.

4. Complete the *Make a Payment – Contact Information* page, filling in all required fields marked with an asterisk. Select **the box** next to *I'm not a robot* then select **Next**.

Required fields:

- *First Name*
- *Last Name*
- *Daytime Phone*
- *Email*
- *Confirm Email*

The screenshot shows the 'Make a Payment - Contact Information' page. It has a header 'Submitter Instructions here' and a section 'Submitter Information' with a note '* Indicates required field'. The form contains several fields: '* First Name' (text box), '* Last Name' (text box), 'Position' (text box), '* Daytime Phone' (text box with placeholder 'xxx.xxx.xxxx'), 'Extension' (text box), 'Mobile Phone' (text box with placeholder 'xxx.xxx.xxxx'), '* Email' (text box with placeholder 'emailD@email.com'), and '* Confirm Email' (text box with placeholder 'emailD@email.com'). At the bottom, there is a checkbox labeled '* I'm not a robot' next to a reCAPTCHA logo. 'Cancel' and 'Next' buttons are at the bottom corners.

5. Review the options available for making a Guest Payment then choose the *Type of Payment* to be made from the drop-down box, then select **Next**.

The screenshot shows the 'Make a Payment' form. At the top, there is a light blue box with the title 'Make a Payment' and a list of taxes for which bill payment options are available: Commercial Mobile Radio Service (CMRS) Prepaid Service Charge, Corporate Income Tax, Employer's Withholding Tax, Limited Liability Entity Tax, Non-Resident Withholding Tax, Sales and Use Tax, Telecommunications Tax, Tire Tax, Transient Room Tax, and Utility Gross Receipts License Tax. Below this list, it states 'For all other taxes, please select the Multiple Debt Payment option.' To the right of this text is a red asterisk and the text '* Indicates required field'. Below the list, there is a red asterisk followed by the label '* Type of Payment'. To the right of this label is a dropdown menu with two options: 'Bill Payment' and 'Multiple Debt Payment'. To the right of the dropdown menu is a blue button labeled 'Next'.

To make a bill payment for a single debt for one of the tax account types listed on the screen, please follow the **Bill Payment** steps. To make a Multiple Debt Payment, paying multiple accounts at one time, please proceed to the **Multiple Debt Payment** section below.

Bill Payment

1. After choosing *Bill Payment* from the Type of Payment drop-down, the *Form Type* will auto-populate to Bill Coupon Payment. Select **Next**.

The screenshot shows the 'Make a Payment' form. At the top, there is a light blue box with the title 'Make a Payment' and a list of taxes for which bill payment options are available: Commercial Mobile Radio Service (CMRS) Prepaid Service Charge, Corporate Income Tax, Employer's Withholding Tax, Limited Liability Entity Tax, Non-Resident Withholding Tax, Sales and Use Tax, Telecommunications Tax, Tire Tax, Transient Room Tax, and Utility Gross Receipts License Tax. Below this list, it states 'For all other taxes, please select the Multiple Debt Payment option.' To the right of this text is a red asterisk and the text '* indicates required field'. Below the list, there is a red asterisk followed by the label '* Type of Payment'. To the right of this label is a dropdown menu with the option 'Bill Payment'. Below this dropdown menu is a red asterisk followed by the label '* Form Type'. To the right of this label is a dropdown menu with the option 'BILL COUPON PAYMENT'. To the right of the dropdown menu is a blue button labeled 'Next'.

2. Choose the *ID Type* to enter from the drop-down menu, then enter the associated *Identification Number* into the entry field and select **Next**.

ID Type options are:

- *Account Identifier*
- *Federal Employer Identification Number*
- *Social Security Number*

Bill Payment

* indicates required field

Authentication

* ID Type

* Identification Number

Back Next

3. Enter the *Invoice Number* provided in the billing notice then select **Next**.

Bill Payment ⓘ

◀ Change Payment Type

* indicates required field

Invoice Number

Cancel Next

4. The Tax Account information will appear, with details about the account, tax, penalty, interest, fee, and balance due.

Bill Payment ⓘ

◀ Change Invoice Number

Taxpayer Name Bill Type TAX DUE Invoice #

* indicates required field

Penalty and Interest are calculated as of today.

Account	Account ID	Account Name	Period End Date	Tax	Penalty	Interest	Fee	Balance
EMPLOYERS WITHHOLDING TAX/WITHHOLDING RECONCILIATION	Account ID:		12/31/2023	\$1,591.04	\$1,400.00	\$937.72	\$397.76	\$4,326.52
Total Outstanding Balance:								\$4,326.52

Showing 1 to 1 of 1 entries

* Payment Amount \$ ☐ Check here to pay Total Outstanding Balance

* Payment Method

Cancel Next

5. Enter the *Payment Amount* or check **the box** to pay the *Total Outstanding Balance*. Choose the *Payment Method* from the drop-down box, then select **Next**.

* Payment Amount \$ ☐ Check here to pay Total Outstanding Balance

* Payment Method

Cancel Next

Payment processing steps continue on page 8.

Multiple Debt Payment

1. After choosing *Multiple Debt Payment* from the Type of Payment drop-down, select **Next**.

Make a Payment

Select bill payment option for the following taxes:

- Commercial Mobile Radio Service (CMRS) Prepaid Service Charge
- Corporate Income Tax
- Employer's Withholding Tax
- Limited Liability Entity Tax
- Non-Resident Withholding Tax
- Sales and Use Tax
- Telecommunications Tax
- Tire Tax
- Transient Room Tax
- Utility Gross Receipts License Tax

For all other taxes, please select the Multiple Debt Payment option.

* Type of Payment Multiple Debt Payment ⌵

* indicates required field

Next

2. Choose the *ID Type* from the drop-down, then enter the *Identification Number* and *Case Number* and select **Next**.

ID Options:

- *Account Identifier*
- *Legacy ID*
- *Federal Employer Identification Number*
- *Social Security Number*

Multiple Debt Payment

* indicates required field

Authentication

* ID Type ⌵

* Identification Number Enter Identification Number

* CASE NUMBER Enter CASE NUMBER

Back **Next**

- The tax accounts will appear in the grid with the option to pay a specific amount or pay the full amount for each line.

Multiple Debt Payment 

[Change Payment Type](#) * indicates required field

The balances below may include penalty and interest amounts which reflect what is due as of today.

* Taxpayer Name:

* Account Type:

Account ID:

Account Type	Account ID	Account Period	Tax Amount	Penalty/Interest/Fee Amount	Collection Amount	Balance Amount	Payment Amount
SALES AND USE TAX/SALES AND USE FILING	ACC:		\$2,000.00	\$1,680.38	\$0.00	\$3,680.38	\$ Pay full Amount ☐
SALES AND USE TAX/SALES AND USE FILING	ACC:		\$600.00	\$642.95	\$0.00	\$1,242.95	\$ Pay full Amount ☐
SALES AND USE TAX/SALES AND USE FILING	ACC:		\$240.00	\$111.94	\$100.00	\$251.94	\$ Pay full Amount ☐

- In the *Account Type* drop-down, the selection can be changed from Pay Multiple Tax accounts, which will display all accounts connected, to individual Account Types, which will display only bills associated with specific account types.

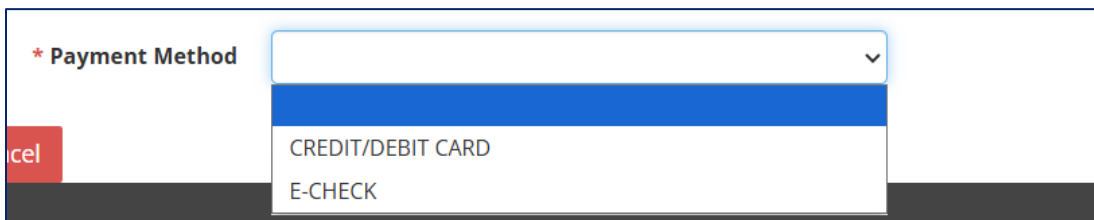
* Taxpayer Name:

* Account Type:

Account ID:

Account Period	Tax Amount	Penalty/Interest/Fee Amount	Collection Amount	Balance Amount
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5. Once all payment amounts have been updated, choose the *Payment Method* from the drop-down menu below the Accounts grid, then select **Next**.

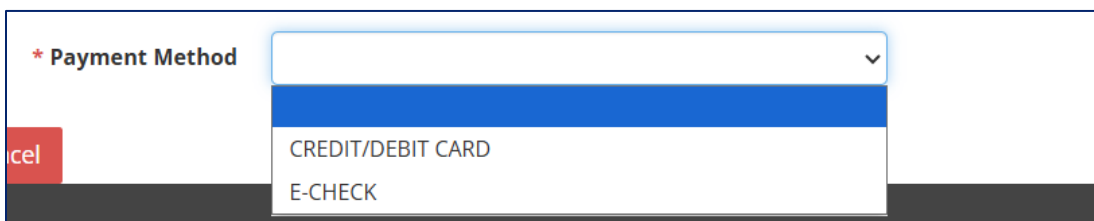
A screenshot of a web form. On the left, there is a red square with the text 'cel' in white. To its right is a label '* Payment Method'. Further right is a dropdown menu. The dropdown menu is open, showing two options: 'CREDIT/DEBIT CARD' and 'E-CHECK'. The top of the dropdown menu is highlighted in blue. The background of the form is white, and there is a dark grey bar at the bottom.

Payment Processing Steps

1. Two Payment Methods are available: *Credit / Debit Card* and *E-Check*.

Note: There is no fee for using an electronic check. A 1.5% convenience fee applies to debit card payments, and a 2.75% convenience fee applies to credit card payments. Visa, Mastercard, Discover, and American Express are accepted. To pay by phone, please call 502-564-5170.

To pay by *Credit / Debit Card*, please move on to **Step 2**.
For payment via *E-Check*, please proceed to **Step 6**.

A screenshot of a web form, identical to the one above. It shows the 'cel' logo, the '* Payment Method' label, and the open dropdown menu with 'CREDIT/DEBIT CARD' and 'E-CHECK' options. The 'CREDIT/DEBIT CARD' option is highlighted in blue.

2. If Credit / Debit Card is chosen, you will be directed to the Kentucky Department of Revenue's payment processing site, leaving the MyTaxes portal. Select **Continue** to proceed with a credit / debit card payment or select **Back** to change your payment method.

Warning - Exiting Site

You are leaving the Portal site.

Click "Continue" to be redirected or "Back" to select a different payment method.

Back

Continue

- On the payment screen, select **Credit Card** or **Debit / Prepaid Card** from the icons at the top of the page, then enter the *Card Details* and the *Cardholder Details* and select **Next**.


KENTUCKY DEPARTMENT OF REVENUE

Select Payment Type

CREDIT CARD

DEBIT/PREPAID CARD

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

Credit Card Payment Amount	\$2,000.00
Item Price: \$2,000.00	Quantity: 1
Sub Total	\$2,000.00
Total	\$2,055.00

Card Details

Card Number (required)

Expiration Date (required)

Security Code (required)

01

2026

Help






Cardholder Details

Name (required)

Country (required)

Jane Kentucky

United States

Address Line 1 (required)

Address Line 2

501 High St

City (required)

State (required)

Zip Code (required)

Frankfort

KY

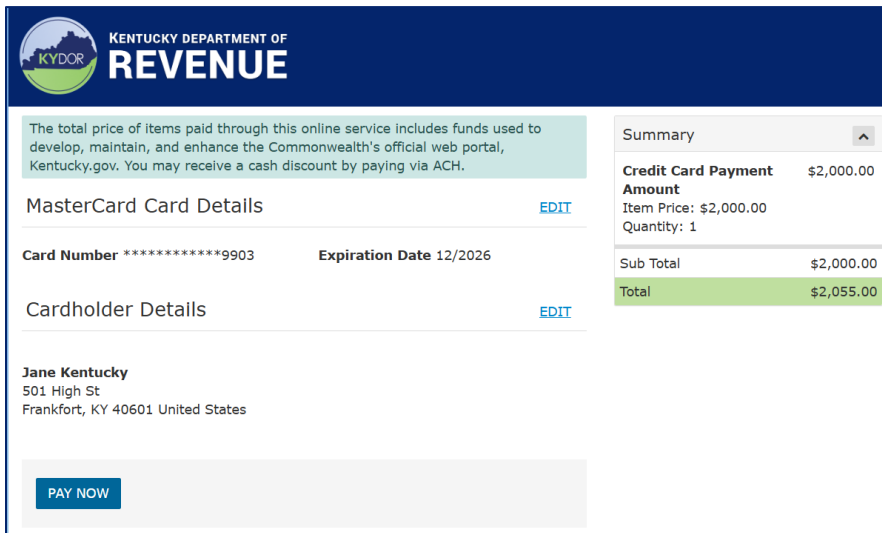
40601

Email Address

Please enter your email address to receive a copy of your receipt via email.

NEXT

4. The Summary screen will appear. Confirm the details are correct and the total amount to pay is accurate, then select **Pay Now**.



The screenshot shows the 'Summary' screen of the Kentucky Department of Revenue (KYDOR) online payment portal. The header features the KYDOR logo and the text 'KENTUCKY DEPARTMENT OF REVENUE'. A teal banner at the top states: '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.' The main content area is divided into two columns. The left column contains 'MasterCard Card Details' with an 'EDIT' link, showing a card number ending in 9903 and an expiration date of 12/2026. Below this is 'Cardholder Details' with another 'EDIT' link, listing 'Jane Kentucky' at 501 High St, Frankfort, KY 40601. A 'PAY NOW' button is at the bottom left. The right column, titled 'Summary', shows a 'Credit Card Payment Amount' of \$2,000.00 for an item price of \$2,000.00 in quantity 1. It also shows a 'Sub Total' of \$2,000.00 and a final 'Total' of \$2,055.00.

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.

MasterCard Card Details [EDIT](#)

Card Number *****9903 Expiration Date 12/2026

Cardholder Details [EDIT](#)

Jane Kentucky
501 High St
Frankfort, KY 40601 United States

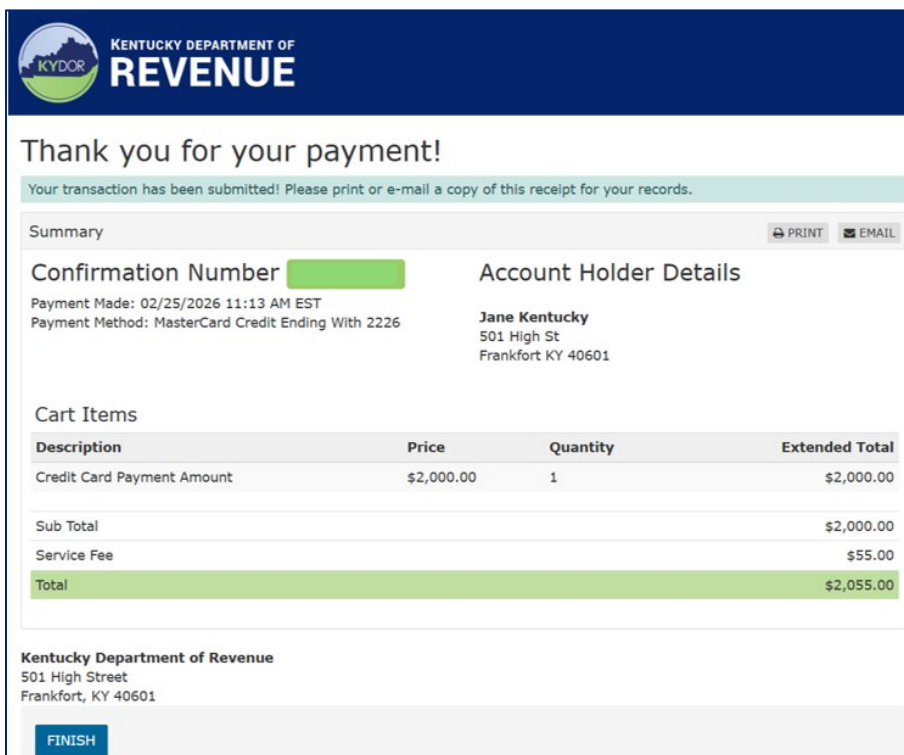
PAY NOW

Summary

Credit Card Payment Amount \$2,000.00
Item Price: \$2,000.00
Quantity: 1

Sub Total \$2,000.00
Total \$2,055.00

5. The Payment Confirmation page will provide the confirmation number and amount paid. The payment process via Credit / Debit Card is now finished.



The screenshot shows the 'Payment Confirmation' screen of the KYDOR online payment portal. The header is the same as the previous screen. A teal banner at the top says: 'Thank you for your payment! Your transaction has been submitted! Please print or e-mail a copy of this receipt for your records.' Below this, there are 'PRINT' and 'EMAIL' icons. The main content area is divided into two columns. The left column, titled 'Summary', shows a 'Confirmation Number' (redacted with a green box) and 'Payment Made: 02/25/2026 11:13 AM EST'. The right column, titled 'Account Holder Details', lists 'Jane Kentucky' at 501 High St, Frankfort KY 40601. Below these is a 'Cart Items' table with columns: Description, Price, Quantity, and Extended Total. The table shows a 'Credit Card Payment Amount' of \$2,000.00 in quantity 1, a 'Sub Total' of \$2,000.00, a 'Service Fee' of \$55.00, and a final 'Total' of \$2,055.00. At the bottom left, the address 'Kentucky Department of Revenue, 501 High Street, Frankfort, KY 40601' is listed, and a 'FINISH' button is at the bottom center.

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 [PRINT](#) [EMAIL](#)

Confirmation Number [REDACTED] Account Holder Details

Payment Made: 02/25/2026 11:13 AM EST
Payment Method: MasterCard Credit Ending With 2226

Jane Kentucky
501 High St
Frankfort KY 40601

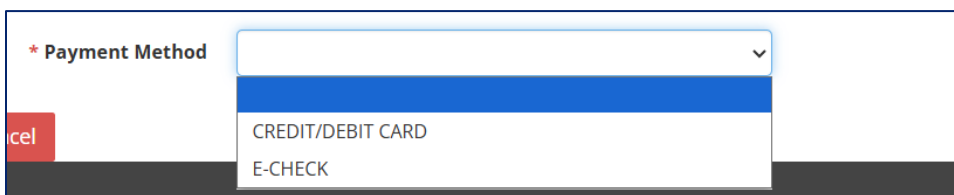
Cart Items

Description	Price	Quantity	Extended Total
Credit Card Payment Amount	\$2,000.00	1	\$2,000.00
Sub Total			\$2,000.00
Service Fee			\$55.00
Total			\$2,055.00

Kentucky Department of Revenue
501 High Street
Frankfort, KY 40601

FINISH

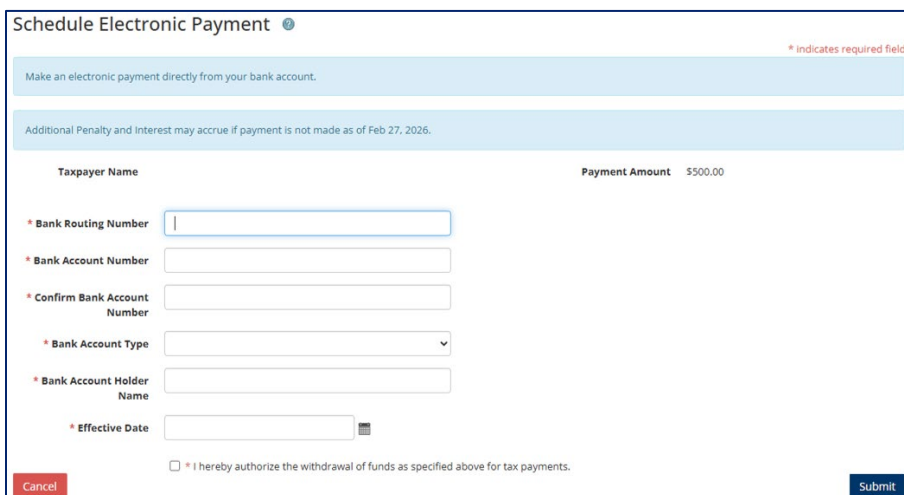
6. If E-Check (Electronic Check) was chosen as the payment method, select **Next**.

A screenshot of a web form showing a dropdown menu for "Payment Method". The dropdown is open, displaying two options: "CREDIT/DEBIT CARD" and "E-CHECK". The "E-CHECK" option is highlighted in blue. To the left of the dropdown is a red button with the text "cel".

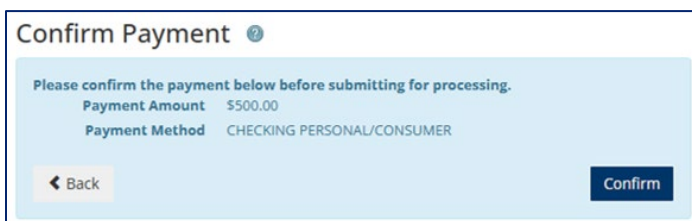
7. On the Schedule Electronic Payment screen, enter the banking information requested and choose the *Effective Date* for which the payment will be withdrawn. Check **the box** to authorize the withdrawal of funds, then select **Next**.

Banking information required:

- *Bank Routing Number*
- *Bank Account Number*
- *Bank Account Type:*
 - *Checking Personal / Consumer*
 - *Savings Business / Corporate*
 - *Savings Personal / Consumer*
 - *Checking Business / Corporate*
- *Bank Account Holder Name*

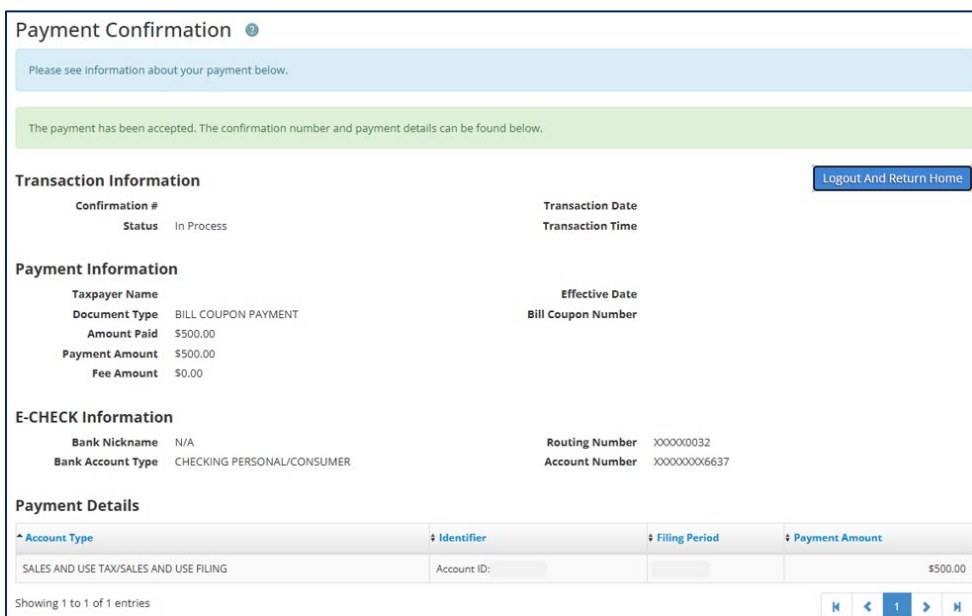
A screenshot of the "Schedule Electronic Payment" screen. The screen has a light blue header with the title "Schedule Electronic Payment" and a small icon. Below the header is a light blue banner with the text "Make an electronic payment directly from your bank account." and a note "Additional Penalty and Interest may accrue if payment is not made as of Feb 27, 2026." The main form area contains several fields: "Taxpayer Name", "Payment Amount" (displaying "\$500.00"), "* Bank Routing Number", "* Bank Account Number", "* Confirm Bank Account Number", "* Bank Account Type" (a dropdown menu), "* Bank Account Holder Name", and "* Effective Date" (a date picker). At the bottom, there is a checkbox labeled "* I hereby authorize the withdrawal of funds as specified above for tax payments." and two buttons: "Cancel" and "Submit". A red asterisk indicates required fields.

8. Review the payment information the select **Confirm**. Select **Back** to make edits to the information.



The 'Confirm Payment' screen features a light blue header with the title 'Confirm Payment' and a help icon. Below the header, a light blue box contains the instruction 'Please confirm the payment below before submitting for processing.' and two lines of payment details: 'Payment Amount \$500.00' and 'Payment Method CHECKING PERSONAL/CONSUMER'. At the bottom of this box are two buttons: a light blue 'Back' button with a left arrow and a dark blue 'Confirm' button.

9. Once complete, the Payment Confirmation page will show, providing a confirmation number and payment detail information. The payment process via E-Check is now finished.



The 'Payment Confirmation' screen has a light blue header with the title 'Payment Confirmation' and a help icon. Below the header, a light blue box contains the instruction 'Please see information about your payment below.' and a green box contains the message 'The payment has been accepted. The confirmation number and payment details can be found below.' A 'Logout And Return Home' button is located in the top right corner. The screen is divided into four sections: 'Transaction Information' (Confirmation #, Status: In Process, Transaction Date, Transaction Time), 'Payment Information' (Taxpayer Name, Document Type: BILL COUPON PAYMENT, Amount Paid: \$500.00, Payment Amount: \$500.00, Fee Amount: \$0.00, Effective Date, Bill Coupon Number), 'E-CHECK Information' (Bank Nickname: N/A, Bank Account Type: CHECKING PERSONAL/CONSUMER, Routing Number: XXXXX0032, Account Number: XXXXXXXX6637), and 'Payment Details' (a table with columns for Account Type, Identifier, Filing Period, and Payment Amount). The table shows one entry for 'SALES AND USE TAX/SALES AND USE FILING' with an Account ID, a blank Filing Period, and a Payment Amount of \$500.00. At the bottom, it says 'Showing 1 to 1 of 1 entries' and has a pagination control showing '1'.

Thank you for doing business in Kentucky. For questions on the process contained in this guide or other MyTaxes portal questions, please contact the Kentucky Department of Revenue Customer Contact Center at 502-764-5555 to connect with a representative who can help.