HOW TO SUBMIT AND MANAGE SERVICE REQUESTS

Department of Revenue User Guide

This user guide provides step-by-step instructions for users who need to submit and manage Service Requests in MyTaxes. It navigates users through the Service Request menu and through the management and updating of existing Service Requests. This guide applies to MyTaxes users who have created a MyTaxes username, signed into MyTaxes.ky.gov, and linked their login to a taxpayer account.

Kentucky Department of Revenue

Team Kentucky
Finance and Administration Cabinet

Submit a New Service Request

A Service Request allows a taxpayer to submit a request to update their business information with the Department of Revenue. The following Service Requests are available via the MyTaxes.ky.gov taxpayer portal:

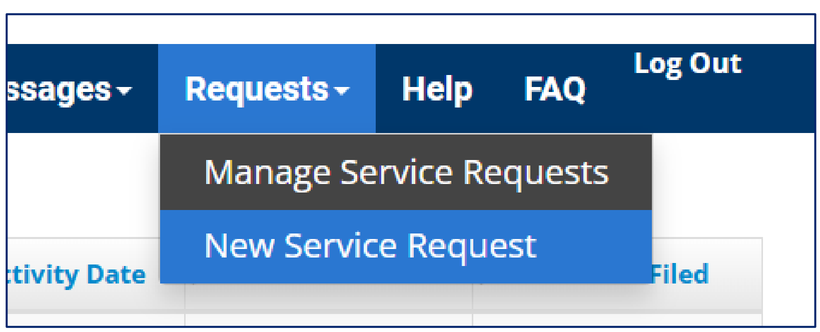
- Change Account DBA Name
- Change Filing Frequency – Employer's Withholding Tax
- Change Filing Frequency – Sales and Use Tax
- Change Legal Business Name
- Change Taxing Election
- Close Account – Business Sold
- Close Account – Merge Out of Existence
- Close Account – Other
- Close Business
- Letter of Good Standing / Tax Status Request

Follow the steps below to navigate to the *New Service Request* page. Please note that each option has different criteria and information required to complete the submission. All fields marked with a red asterisk are required to move forward with the submission.

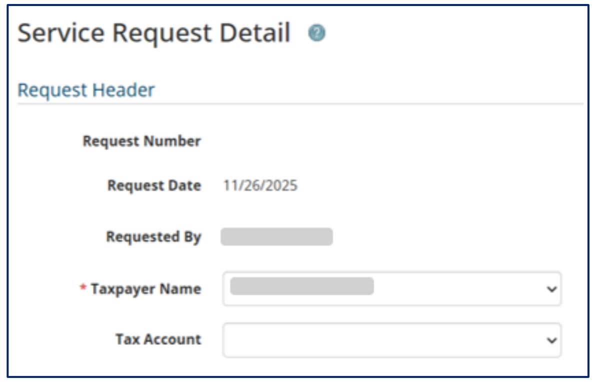
Once submitted, Department of Revenue staff processes all Service Requests in the order they are received. Instructions on viewing the status of a submitted Service Request and sending updates follow the New Service Request instructions.

1. Log into MyTaxes.ky.gov. Locate the blue Main Menu ribbon near the top of the page.

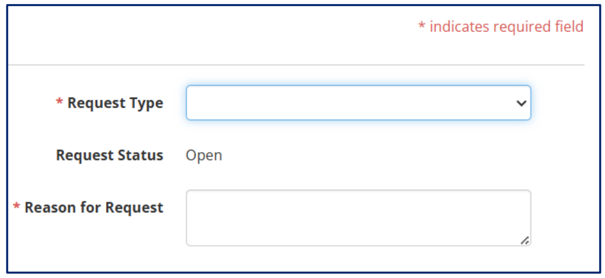
2. From the *Main Menu ribbon*, select the **Requests** tab then **New Service Request**.



3. On the left side of the page, select the **Taxpayer Name** and associated **Tax Account** for which the Service Request will be submitted.

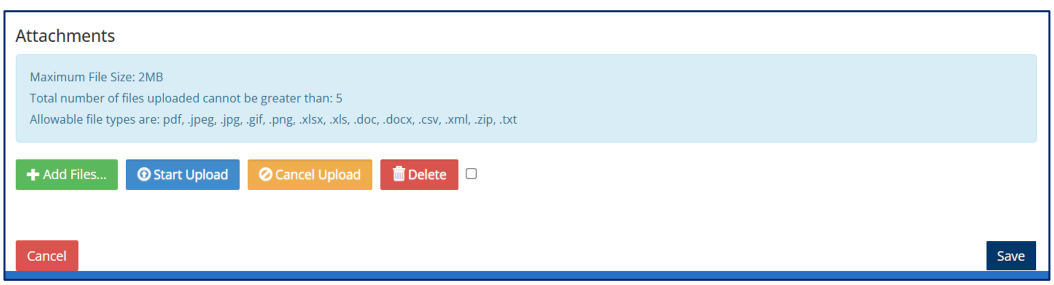


4. On the right side of the page, select the **Request Type** from the drop down and enter the *Reason for Request*.



5. The *Request Details* section will expand to allow for required and additional information and attachments to be added to the Service Request. All fields marked with a red asterisk are required.

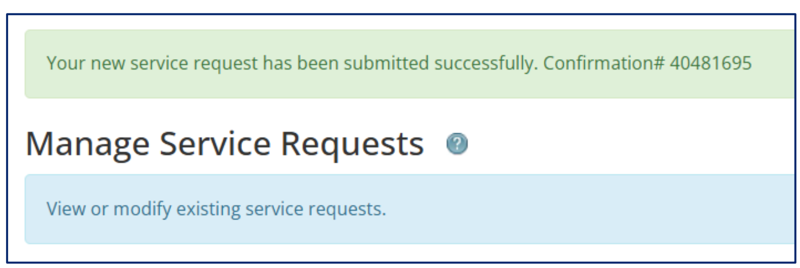
   Once all fields are complete and attachments have been added, select **Save** to complete the Service Request submission.



6. You will be routed to the *Manage Service Requests* page where a green ribbon should appear to indicate the Service Request has been submitted successfully.

   A *Confirmation Number* will be listed in the green ribbon. Please record that number for your records.

   Note: all Service Requests are worked in the order they are received.



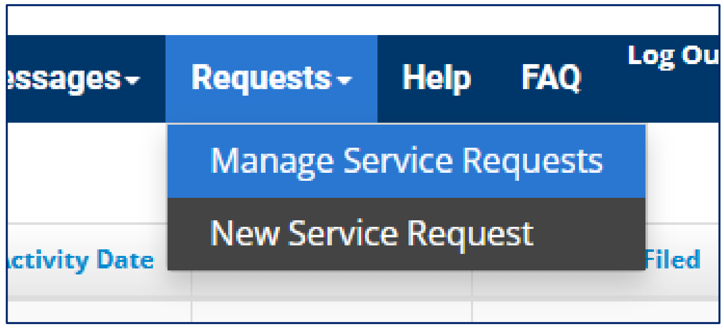
Manage Service Requests

View updates and communicate with Department of Revenue staff regarding previously submitted Service Requests.

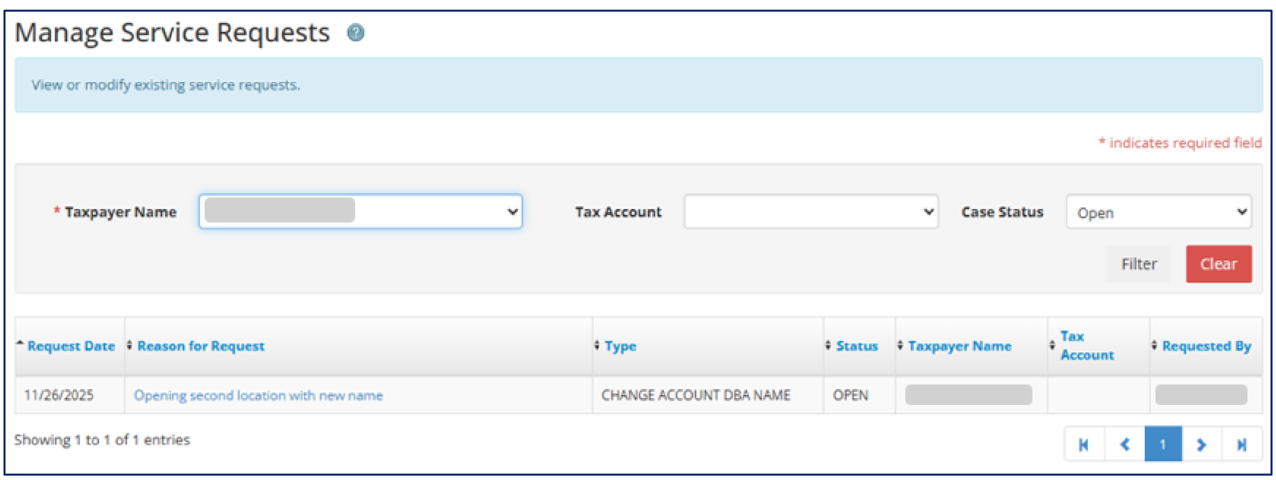
1. All *Service Requests* are worked by Kentucky Department of Revenue employees in the order they are received.

   To check the status of a *Service Request*, you can review the information on the *Manage Service Requests* page.

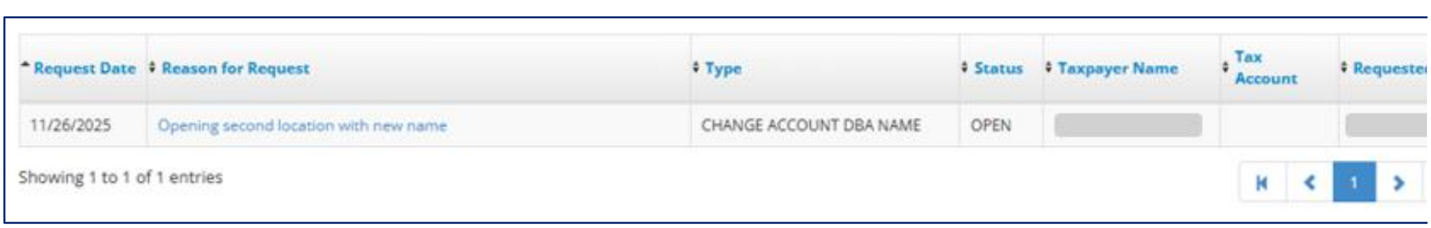
   To view this page by starting at the main Account screen, select the **Requests** tab from the blue *Main Menu ribbon* near the top, then **Manage Service Requests**.



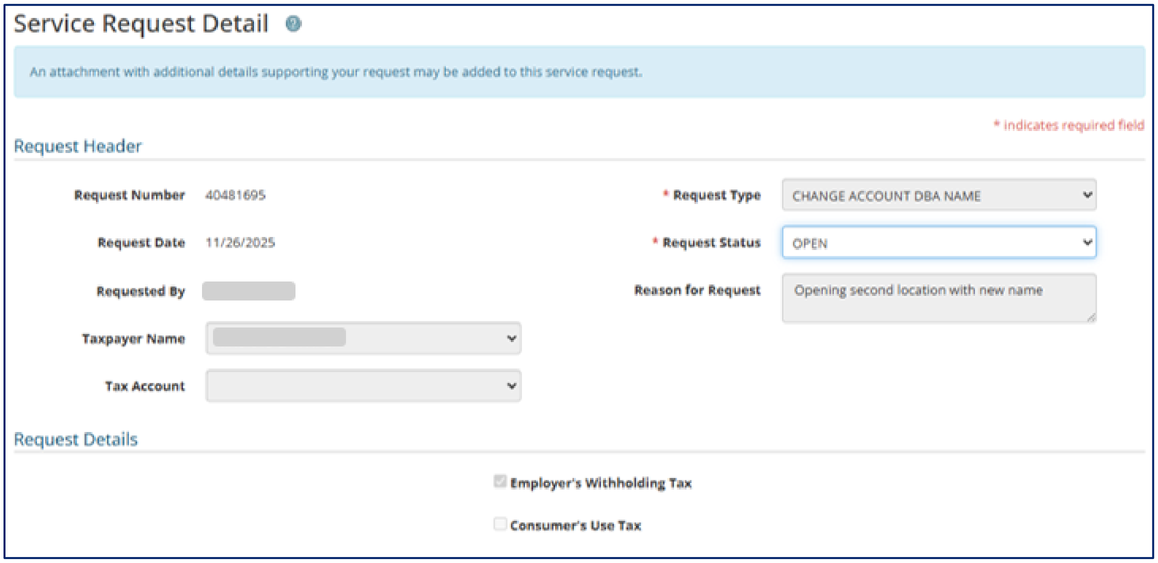
2. On the *Manage Service Requests* screen, you can see at quick glance the status of requests previously submitted. You can also filter the view by choosing a specific **Taxpayer Name** and **Tax Account**, and the **Case Status**.



3. To communicate with Department of Revenue employees assigned to review and process the Service Request, select the blue hyperlinked **Reason for Request** line in the chart.

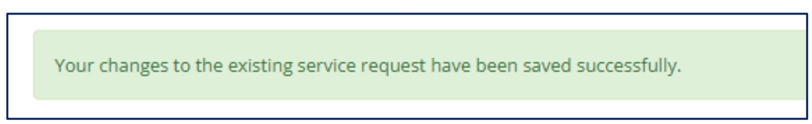


4. The *Service Request Detail* will open. All previously submitted information will show and be greyed out to prevent editing.



5. At the bottom of the page, a *Request Follow Up* section will contain a Message box. Type in all information you want to communicate to the Department of Revenue for review on the previously submitted Service Request, then select **Save**.

6. A green confirmation ribbon will appear to tell you the information submitted has been saved successfully.



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. Representatives are available Monday through Friday, excluding State Holidays, from 6:00 AM to 6:00 PM ET.