



# CANCEL A PAYMENT

**Department of Revenue User Guide**



KENTUCKY DEPARTMENT OF  
**REVENUE**

**TEAM  
KENTUCKY.**  
FINANCE AND  
ADMINISTRATION CABINET

This user guide provides step-by-step instructions for canceling payment in the MyTaxes portal.

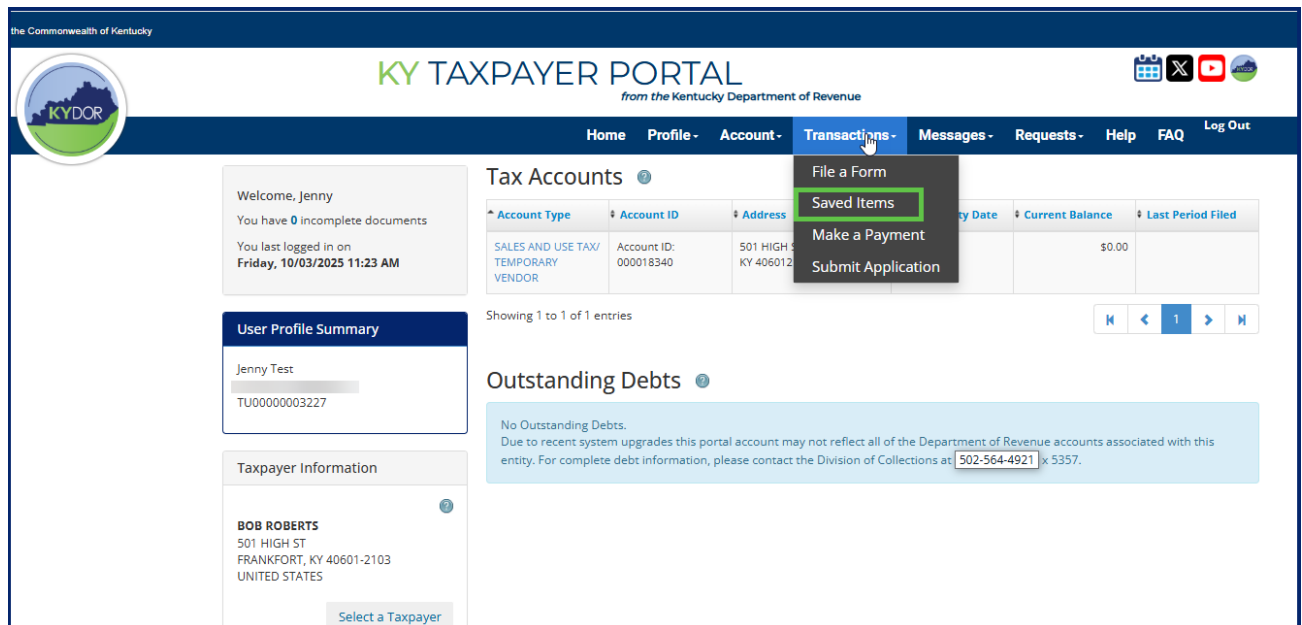
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# Cancel a Payment

Please note that only Check/ACH payments which are future dated may be cancelled. Credit Card payments cannot be cancelled in MyTaxes; you must contact your Credit Card company to do so.

1. Log into your MyTaxes account at [Mytaxes.ky.gov](https://mytaxes.ky.gov) For questions, see the [Sign In User Guide](#).
2. From the **Main Menu ribbon**, select the **Transactions** tab and then **Saved Items**.



- On the **Saved Items** page, locate the **View Scheduled Payments** tab and select it.

Transaction History

Taxpayer Name	Identifier	Period End Date	Confirmation Number	Payment Amount	Date Submitted	Form Type	Status	Submitter Name
BOB ROBERT S	Temporary ID: 000000618	11/20/2025	FR0000003263	\$121.50	11/20/2025 11:42:36	Payment Voucher - SALES AND USE TAX/TEMPORARY VENDOR	In Process	Jenny QRG Testing
BOB ROBERT S	Temporary ID: 000000618	11/20/2025	FR0000003263	\$0.00	11/20/2025 11:37:54	30A006 - TRANSACTIONAL RETURN	Posted	Jenny QRG Testing

- On the **Scheduled Payments** page, identify the payment that you would like to cancel. Select the **trashcan** icon located on the far right, next to the confirmation number.

Scheduled Payments

Taxpayer Name	Effective Date	Payment Type	Payment	Bank Account Type	Bank Account Number	Confirmation Number
BOB ROBERTS	03/30/2026	Return or Balance Due Payment	\$2,026.00	CHECKING PERSONAL/CONSUMER	XXXX1941	3366

5. The **Cancel Scheduled Payment** screen will open. Review the information and then select the **Confirm** button.

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KY TAXPAYER PORTAL  
from the Kentucky Department of Revenue

Home Profile - Account - Transactions - Messages - Requests - Help FAQ Log Out

Transactions / Make a Payment

### Cancel Scheduled Payment

The following scheduled payment will be canceled.

**Transaction Information**

Confirmation #	3366	Transaction Date	Monday, 03/30/2026
Status	In Process	Transaction Time	06:30 PM

**Payment Information**

Taxpayer Name	BOB ROBERTS	Effective Date	Monday, 03/30/2026
Payment Type	Return or Balance Due Payment	Period Covered	11/20/2025
Document Type	Payment Voucher	Account Type	SALES AND USE TAX
Amount Paid	\$2,026.00		
Payment Amount	\$2,026.00		
Fee Amount	\$0.00		

**E-CHECK Information**

Bank Nickname	N/A	Bank Routing Number	XXXXX8441
Bank Account Type	CHECKING PERSONAL/CONSUMER	Bank Account Number	XXXX1941

**Payment Details**

Account Type	Identifier	Filing Period	Payment Amount
SALES AND USE TAX/TEMPORARY VENDOR	Account ID:000018340	11/20/2025 - 11/20/2025	\$2,026.00

Showing 1 to 1 of 1 entries

Back Confirm

6. A green **confirmation ribbon** will appear to confirm that the payment was canceled successfully.

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KY TAXPAYER PORTAL  
from the Kentucky Department of Revenue

Home Profile - Account - Transactions - Messages - Requests - Help FAQ Log Out

Transactions / Make a Payment

### Scheduled Payments

View and cancel your upcoming electronic payments.

Payment was canceled successfully.

Search:

Taxpayer Name	Effective Date	Payment Type	Payment	Bank Account Type	Bank Account Number	Confirmation Number
No data available in table						

Showing 0 to 0 of 0 entries

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](tel:502-764-5555) to speak with a Department representative who can help you.