



GUEST PAYMENTS

Department of Revenue User Guide



KENTUCKY DEPARTMENT OF
REVENUE

**TEAM
KENTUCKY.**
FINANCE AND
ADMINISTRATION CABINET

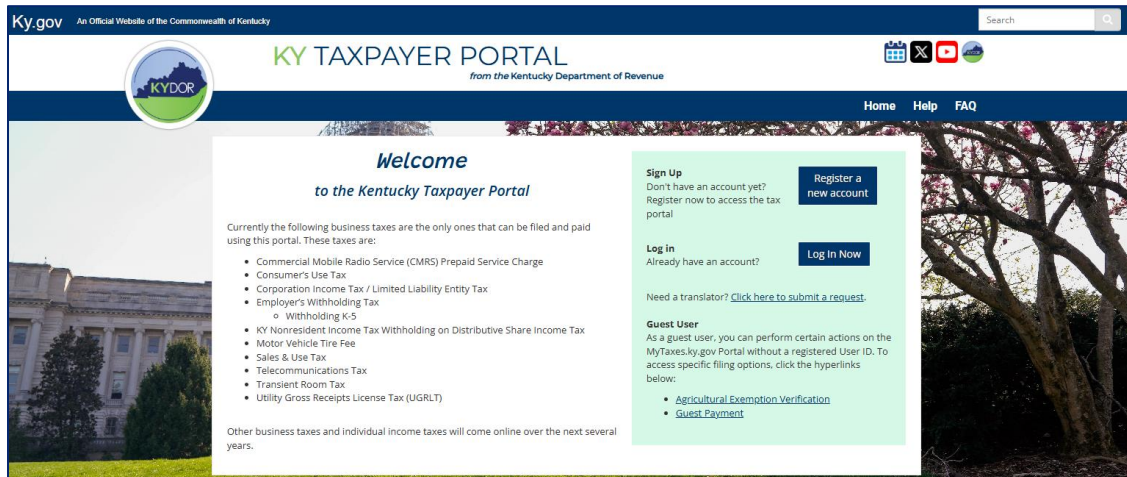
This user guide provides step-by-step instructions for making a Guest Payment in the MyTaxes portal. This guide applies to taxpayers and business representatives who do not wish to sign in or create a MyTaxes username but need to submit a bill payment or multiple debt payment through MyTaxes.ky.gov. 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.

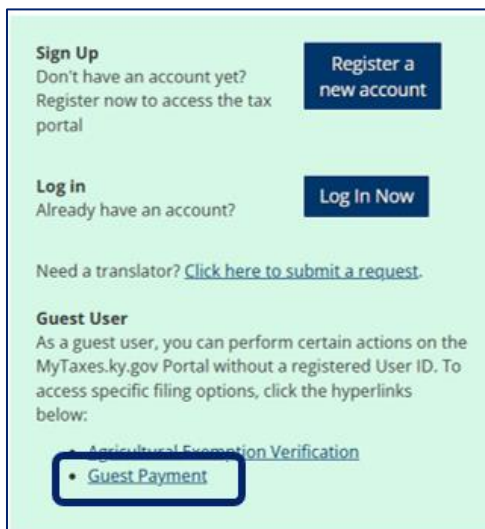
User Guide Last Updated: 09/16/2026

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**.

Terms and Conditions * Indicates required field

Make a payment Disclaimer

TERMS OF USE

Welcome to the Department of Revenue's Portal. Your privacy is important. Please carefully review the Terms of Use (TOU) before using Portal. These TOU establish a binding agreement that governs your use of this service and together with the Privacy Policy and Data Policy (together, "Terms"), govern your use of this service. By using this service, you agree to be bound by these Terms. If you do not agree to these Terms, you may not use this service. The following policies apply only to the use of Portal.

Confidentiality

Accessing confidential information made available through Portal subjects the user to all the conditions of Section 32.057 RSMO Confidentiality of Tax Returns and Department Records. Violation of Section 32.057 may result in criminal prosecution.

☒ * I agree to the above Terms & Conditions

Cancel Next

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*

Make a Payment - Contact Information

Submitter Instructions here

Submitter Information * Indicates required field

* First Name

* Last Name

Position

* Daytime Phone

Extension

Mobile Phone

* Email

* Confirm Email

☐ I'm not a robot 

Cancel Next

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 'Select bill payment option for the following taxes:' followed by a bulleted list: 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 says 'For all other taxes, please select the Multiple Debt Payment option.' To the right of this box, there is a red asterisk and the text '* indicates required field'. Below the light blue box, there is a label '* Type of Payment' followed by a dropdown menu. The dropdown menu is open, showing two options: 'Bill Payment' and 'Multiple Debt Payment'. To the right of the dropdown menu, there 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 'Select bill payment option for the following taxes:' followed by a bulleted list: 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 says 'For all other taxes, please select the Multiple Debt Payment option.' To the right of this box, there is a red asterisk and the text '* indicates required field'. Below the light blue box, there are two labels: '* Type of Payment' and '* Form Type'. The '* Type of Payment' label is followed by a dropdown menu that has 'Bill Payment' selected. The '* Form Type' label is followed by a dropdown menu that has 'BILL COUPON PAYMENT' selected. To the right of the dropdown menus, there 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 (What is an 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.

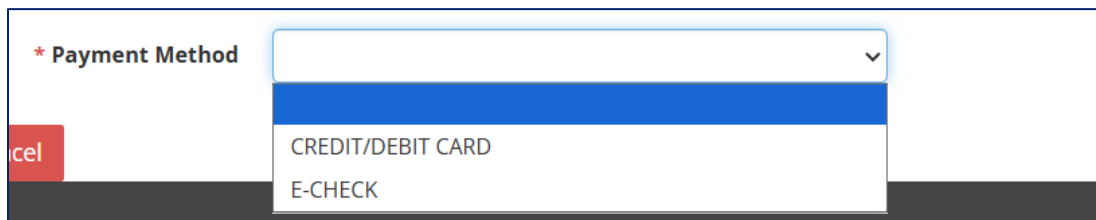
* Taxpayer Name:

* 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**.

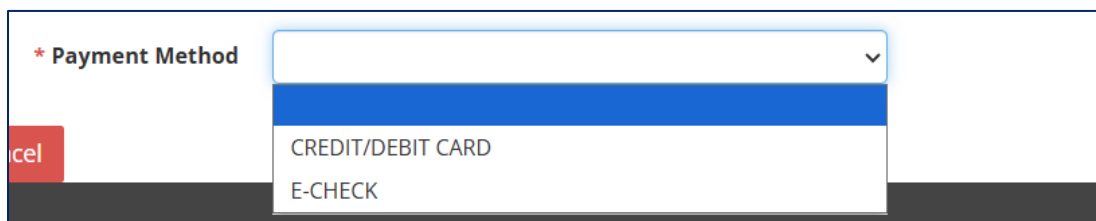
A screenshot of a web form. On the left, there is a red square with the white text 'cel'. To its right is a label '* Payment Method'. Further right is a dropdown menu. The dropdown menu is open, showing two options: 'CREDIT/DEBIT CARD' and 'E-CHECK'. The top of the dropdown menu is highlighted in blue.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

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

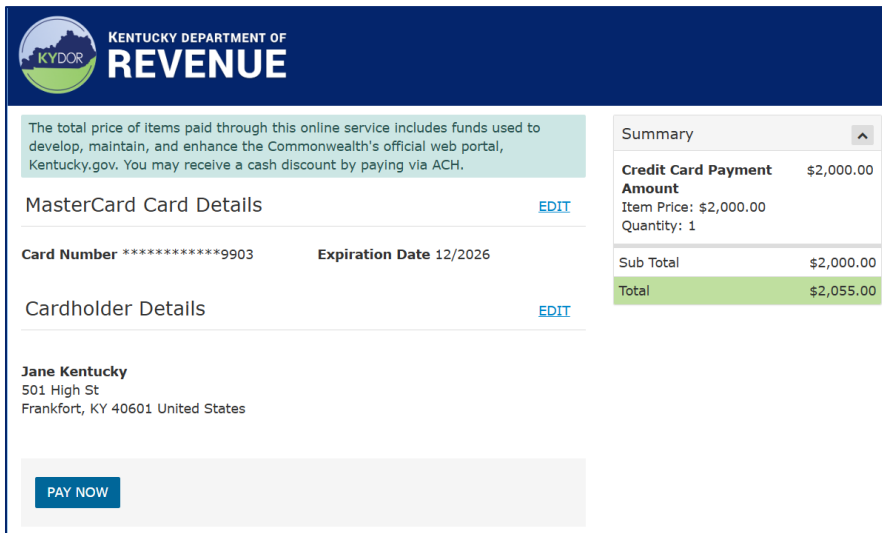
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Email Address

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

NEXT

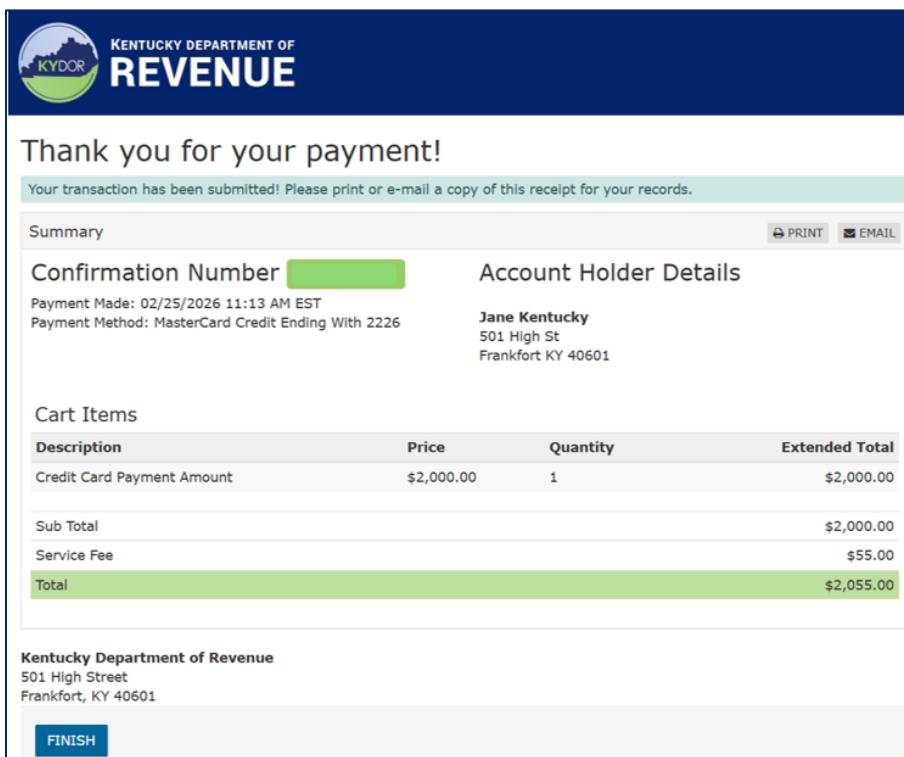
- The Summary screen will appear. Confirm the details are correct and the total amount to pay is accurate, then select **Pay Now**.



The screenshot shows the 'Summary' screen of the Kentucky Department of Revenue (KYDOR) online payment system. The header includes the KYDOR logo and the text 'KENTUCKY DEPARTMENT OF REVENUE'. A notice 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 'Card Number *****9903' and 'Expiration Date 12/2026'. Below this is 'Cardholder Details' with another 'EDIT' link, showing 'Jane Kentucky', '501 High St', and 'Frankfort, KY 40601 United States'. At the bottom left is a 'PAY NOW' button. The right column is titled 'Summary' and contains a table with the following items:

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

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

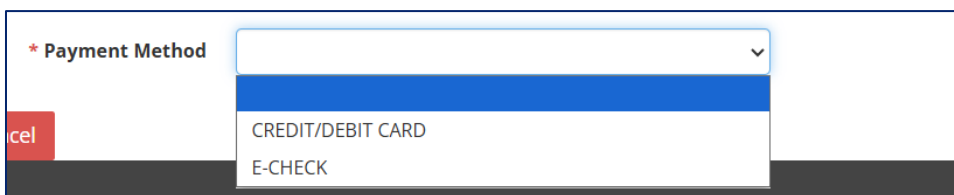


The screenshot shows the 'Payment Confirmation' screen of the Kentucky Department of Revenue (KYDOR) online payment system. The header includes the KYDOR logo and the text 'KENTUCKY DEPARTMENT OF REVENUE'. The main heading is 'Thank you for your payment!'. A notice states: 'Your transaction has been submitted! Please print or e-mail a copy of this receipt for your records.' Below this is a 'Summary' section with 'PRINT' and 'EMAIL' buttons. The 'Summary' section is divided into two columns. The left column contains 'Confirmation Number' (a green box), 'Payment Made: 02/25/2026 11:13 AM EST', and 'Payment Method: MasterCard Credit Ending With 2226'. The right column contains 'Account Holder Details' showing 'Jane Kentucky', '501 High St', and 'Frankfort KY 40601'. Below this is a 'Cart Items' table with the following 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

At the bottom left is a 'FINISH' button.

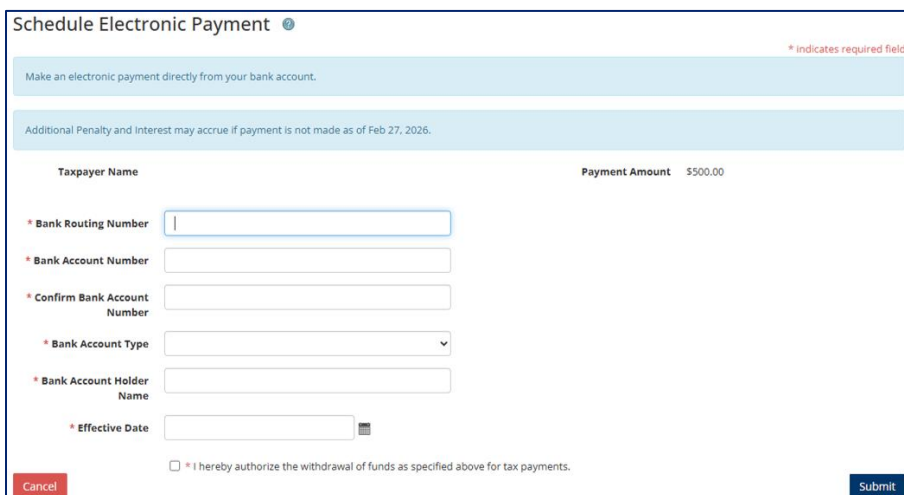
6. If E-Check (Electronic Check) was chosen as the payment method, select **Next**.

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".

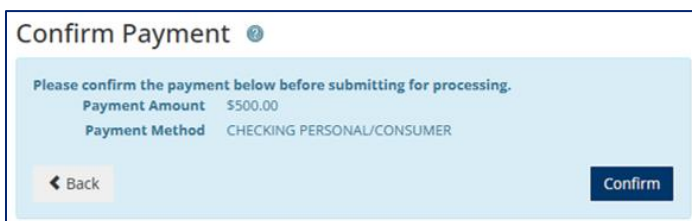
7. On the Schedule Electronic Payment screen, enter the banking information requested and choose the *Effective Date* for which the payment will be withdrawn. Check **the box** to authorize the withdrawal of funds, then select **Next**.

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*

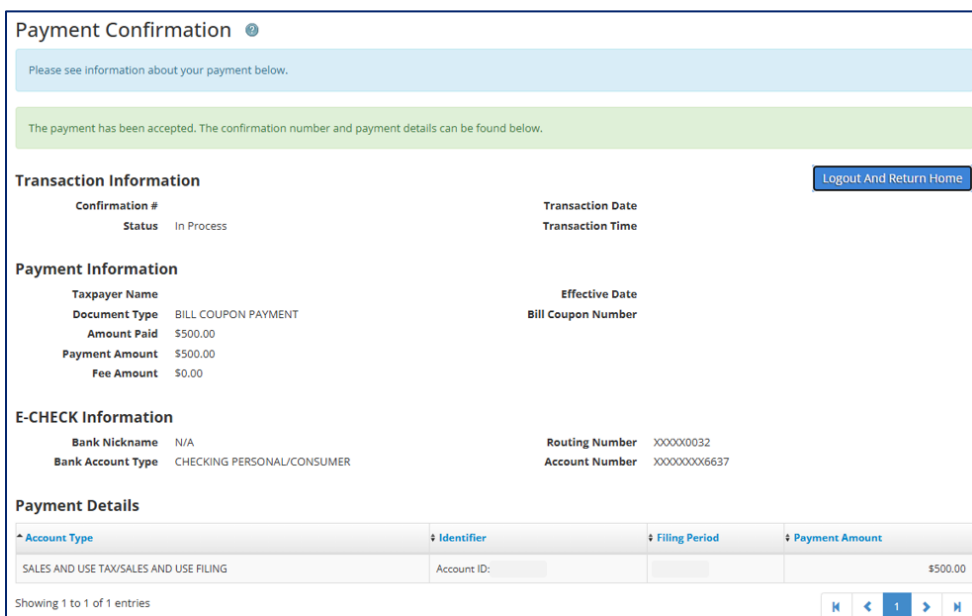
A screenshot of the "Schedule Electronic Payment" screen. The screen has a light blue header with the title "Schedule Electronic Payment" and a small icon. Below the header is a light blue banner with the text "Make an electronic payment directly from your bank account." and a note "Additional Penalty and Interest may accrue if payment is not made as of Feb 27, 2026." The main form area contains several fields: "Taxpayer Name" (text input), "Payment Amount" (text input with "\$500.00" pre-filled), "* Bank Routing Number" (text input), "* Bank Account Number" (text input), "* Confirm Bank Account Number" (text input), "* Bank Account Type" (dropdown menu), "* Bank Account Holder Name" (text input), and "* Effective Date" (text input with a calendar icon). 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" (red) and "Submit" (blue). A small 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 and a help icon. Below is a light blue box containing 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 and a help icon. Below is a light blue box with the instruction 'Please see information about your payment below.' and a green box stating 'The payment has been accepted. The confirmation number and payment details can be found below.' A 'Logout And Return Home' button is in the top right. 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: Account Type, Identifier, Filing Period, Payment Amount). The table shows one entry for 'SALES AND USE TAX/SALES AND USE FILING' with an 'Account ID' and a 'Payment Amount' of '\$500.00'. At the bottom, it says 'Showing 1 to 1 of 1 entries' and has navigation buttons.

Account Type	Identifier	Filing Period	Payment Amount
SALES AND USE TAX/SALES AND USE FILING	Account ID:		\$500.00

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 502-764-555. Representatives are available to assist Kentuckians Monday through Friday, excluding State Holidays.