

# SOFTWARE PROVIDER MANUAL UPLOAD GUIDE



KENTUCKY DEPARTMENT OF  
**REVENUE**

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## REVISION HISTORY

Date	Version	Action
7/30/2025	1.0	Created document

## INTRODUCTION

The purpose of this guide is to provide information for both the registration and file upload processes for third party payroll providers (Vendors), including requirements, file formats, acknowledgements, and error handling.

## FUNCTIONS OF THE MYTAXES PORTAL FOR TRANSMITTER USERS

The MyTaxes Portal for Transmitter users (Portal) is available to registered and approved Software Providers, as well as their authorized agents or subsidiaries. The Transmitter User Portal is not intended for use by individual business taxpayers. Business taxpayers may visit the Kentucky MyTaxes Portal for Taxpayers for available electronic filing options. Transmitting agents may only utilize the Transmitter User profile if they are creating and supporting an internal software or are using software by an approved Software Provider.

The Transmitter User Portal can be used to file the electronic equivalents of Kentucky Employer's Return of Income Tax Withheld: Forms K-1, K-3, and their amendments. Announcements will be made on the Kentucky Department of Revenue (DOR) Software Developer Webpage, and updates will be made to this registration guide should anything change. The Transmitter User profile also accommodates W-2 Filing, but that is a separate process that the Withholding Tax Division assists with. For more information on navigation and use of the Portal, see [Using the Transmitter User Portal](#).

## PORTAL ADMINISTRATION & CONTACT INFORMATION

The Portal is a service created by RSI and utilized by DOR employees and taxpayers. The purpose of the Portal is to increase the ease and efficiency of compliance with Kentucky's tax filing requirements. While electronic return information is submitted through the Portal for processing, all issues surrounding compliance, including return timeliness and payments, are handled by the respective taxing areas within DOR. Please visit <https://revenue.ky.gov> for specific contact information.

Questions regarding this guide, registration, the use of the FSET schema, the status of submissions, errors, or other technical questions regarding the XML may be directed to the WH K-1 and K-3 Bulk Filing Liaison:

Division of Operations, E-Commerce Branch

501 High Street, STA 22

Frankfort, KY 40601-2103

Phone: (502) 564-5370

[KRC.WebResponseBulkFiling@ky.gov](mailto:KRC.WebResponseBulkFiling@ky.gov)

## REGISTRATION REQUIREMENTS

### INSTRUCTIONS FOR SOFTWARE PROVIDERS

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#### LIAISON CONTACT

Software Providers wishing to begin the initial registration process for Bulk Filing K-1 and K-3 returns will contact the WH Bulk File Liaison and request a Letter of Intent (LOI). From there, the process will flow as follows.

1. Request a Letter of Intent from the Bulk File Liaison
2. Submit Signed Letter of Intent to the Bulk File Liaison
3. Establish a Transmitter User account based on the guidance provided by the Liaison if not already completed. This process is detailed below under Portal Registration.
4. Provide the Username/User ID of your Transmitter User Portal Account and associated email address to the Liaison. The Liaison will work with the Registration Division to link your Transmitter User Portal Account to your assigned 5-digit Transmitter ID.

Once the signed Letter of Intent is received, and the Transmitter User account is established, the Software Provider must also send the Transmitter User's User ID. DOR will assign a Transmitter ID and Software ID information if not already established. There are two options for bulk filing. The first option is by XML via manual file upload through your Transmitter Portal User Account. The second option is for those who wish to utilize webservice. The same portal Transmitter credentials are used for this process, but there must be communication established in accordance with the configuration set up in the FSET WH Bulk Filing WebService SetupPROD document provided by the Liaison upon determining your intended usage in accordance with the responses from your LOI.

**»IMPORTANT:** The Software ID is a key piece of information which will only be distributed to the Vendor's point of contact, as designated within the LOI. All subsequent registrants for a specific Vendor will request the Software ID from the point of contact. A Vendor may have multiple Software IDs at its discretion. The above registration process will need to be completed for each Software ID requested.

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#### PORTAL REGISTRATION

Your Transmitter User Portal profile is used to transmit bulk K-1 and K-3 submissions via manual upload or webservice. For more information on creating this profile, please visit: [How to Guide for Transmitters](#)

**»IMPORTANT:** If you have difficulty creating an account, or have other login issues, please contact the Portal Help Desk at [PortalHelp@ky.gov](mailto:PortalHelp@ky.gov)

## REGARDING CLIENTS

Software Provider clients (clients) must be registered for an active and applicable tax account before bulk filers can successfully submit returns on their behalf. Clients with questions or concerns can use the contact information available at DOR's Business Registration page, <https://revenue.ky.gov/Business/Pages/Register-Business.aspx>, to get help.

## TRANSMISSION OF BULK FILES

### SECURITY

The transport protocol used for the Portal is Secure Web Services. The encryption methods allowed for the transport of XML submissions to DOR are Secure Sockets Layer (SSL) and WS-Federation.

Visit our Security Policy page at <http://kentucky.gov/policies/Pages/security.aspx> for more information.

### OVERVIEW

Once your agency has become an approved Software Provider, the specifications outlined in the FSET WH Bulk Filing WebService SetupPROD document provided by the Liaison, and your agency has provided DOR with your account details, you may seek approval for testing. Please review the FSET WH Bulk Filing WebService SetupPROD document provided by the Liaison, sample transmissions, edits/reject list, and schema for technical specifications and information.

If you are a transmitting agent who will be utilizing an approved third-party software, you will need to register for a Transmitter User Portal profile. For more information on creating this profile, please visit: [How to Guide for Transmitters](#)

Questions regarding any of these materials or processes can be addressed to the WH Bulk File Liaison.

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### TESTING

Before Software Providers can begin to transmit production data, they must successfully complete testing with DOR using fictitious data. DOR and the Software Provider will work together to specify a time frame to begin testing. The Department is still working on a testing environment process for manual upload filers and further guidance will be provided once established.

DOR requires that the Software Provider should test the following scenarios, and any other scenarios that the Software may wish to test:

- All return types for a specified tax, including amended returns.
  - **»IMPORTANT: When filing an amendment, make sure to include any payments made PRIOR to the amendment date in the PeriodPayments section.**

- **For example, you file an original return that shows \$100 in tax due. You pay the \$100 in tax. Later, you file an amended return. You will include the \$100 that you paid in the PeriodPayments section of the amended return.**
- File an amended return when no original return has been filed.
- Account number and FEIN mismatches.
- All tax periods and filing frequencies. This includes, but is not limited to past due returns, incorrect period begin and end dates, and future periods which are not available to file.
  - **»IMPORTANT: When filing past due returns, you have the option to manually calculate penalty and interest and include that in the return. However, if the amount which your agency calculates and pays is less than what DOR determines is owed, a bill will be generated for the difference. You can contact the relevant taxing area for assistance calculating penalties and interest on past due returns.**
- Invalid period begin and end dates.
- Refund and credit requests.
- Payments made prior to today for this period.
- Invalid Transmitter ID / ETIN and Software ID combination.

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## BEFORE YOU FILE

Before you begin to transmit production return data to DOR, review the following to minimize return rejects:

- 1) Ensure that the client has the applicable Kentucky tax account number.
  - a) “Applied For” is not an acceptable account number for bulk filed returns.
  - b) If your client has an “Applied For” account number, his or her return may be paper filed.
- 2) Ensure that you have the correct FEIN on file.
- 3) Verify that you have the filing frequency and FEIN / Kentucky tax account number combination that DOR has on file.
  - a) If your combination is invalid, or your frequency is incorrect, instruct the taxpayer to contact the relevant tax area or the Registration Branch for guidance.
- 4) Once you have verified the FEIN / Kentucky tax account number combination and filing frequency, you’re ready to file for that client.

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## TAX TYPES & CORRESPONDING RETURNS

This section contains a brief overview of return information for specified tax types. At this time, K-1 and K-3 tax data may be filed via XML submission.

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### WITHHOLDING TAX RETURN TYPES:

- Employer’s Return of Income Tax Withheld, K-1: Return for all periods not ending in 12/31.
- Amended Employer’s Return of Income Tax Withheld, 42A801: The corresponding amended return to the K-1.

- Employer's Return of Income Tax Withheld K-3: Return for all periods ending in 12/31. This return includes the K-1 fields for the period ending 12/31, as well as the annual reconciliation. The annual reconciliation is a list of all payments made throughout the tax year, as well as the total number of employees, wages, and tax withheld for the year.
- Amended Employer's Return of Income Tax Withheld, 42A803: The corresponding amended return to the K-3.

#### TIPS:

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- Kentucky has a regulation change that will require twice-monthly and monthly filers to file and pay electronically by assigned frequency for periods beginning on or after January 1, 2021 and all filing frequencies will be required to file and pay electronically by assigned frequency for periods beginning on or after January 1, 2022. More information regarding 103 KAR 18:150 Section 2.6 can be located at <https://apps.legislature.ky.gov/law/kar/103/018/150.pdf>.
- Filing frequencies are annual, quarterly, monthly, and twice-monthly. For filing frequencies and due dates, reference the Withholding Kentucky Income Tax Instructions for Employers here: <https://revenue.ky.gov/Forms/42A003515.pdf>.
  - **»IMPORTANT: Twice-monthly filers submit one return for Jan 1 – Jan 31, and submit twice-monthly for the remainder of the year.**
- Filing frequencies for all tax accounts are updated in January. Make sure to verify your clients' filing frequencies mid-January each year to keep records up to date.
- Gross Kentucky wages should be reported in the wage fields for returns.
- Returns must be completed for all tax periods in which the withholding account is active, even if there is no tax due.
- Amended returns (42A801, 42A803) can be filed by XML submission if the original return was also filed electronically (via XML or through the Taxpayer Administrators User Portal). A maximum of five amended returns can be submitted electronically for any particular period. After that, paper amended returns should be filed.

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#### ACKNOWLEDGEMENTS

- Initial Acceptance or Error Acknowledgements will be transmitted to the Vendor within 60-80 seconds. Acceptance only means that the Transmission file has been accepted for processing by DOR, not that processing has completed or that the returns within the transmission have been accepted.
- GetSubmissionStatusRequest (webservices) or the View Transmissions log can be queried or reviewed as soon as you receive initial status on your file. DOR does not provide Acknowledgements outside of the initial Acceptance or Error Acknowledgements mentioned above. Submission Statuses include Pending, Completed, and Rejected (with errors or alerts). The status of each submission, or return, can be viewed by navigating to the View Transmissions option under the Transmitter dropdown. The Submission ID is referred to as the Document ID in this view. Below are the scenarios for the status of a Transmission file and the submissions within the file that you may encounter.



- **»IMPORTANT: Submission status is provided at the submission level, not the Group Submission / Transmission ID level.**
- The software provider may query one Transmission ID at a time using the webservice. The software provider may also use the webservice to query Status, Alerts, and Errors for each submission ID.
- If there is an error in the Transmission itself, the Transmission will get rejected and you will see the error listed in acknowledgement.
- If there is an error in the Transmission but no error in submissions, the Transmission will still get Rejected, and you will see the reason for transmission rejection, but only status 'R' for submission. There will be no error list you will see for submissions.
- If there is no error in the Transmission and the Transmission passes the validation but all submissions failed the validation, the Transmission will have Accepted 'A' status, but all submissions will get rejected with the error list. No submissions will get processed.
- If there is no error in the Transmission and the Transmission passes the validation but one submission gets accepted and another rejected, the Transmission will have accepted status along with the accepted submissions. Accepted submissions will get processed but rejected ones will not.

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## TIMING & DEADLINES

- XML submissions can be transmitted "24/7," unless otherwise stated on the Software Developer webpage.
- Submission status may be checked via webservices one hour from the time of submission.
- Submissions may be transmitted for a specific period at any time on the due date. The due date is in accordance with Eastern Time. This means that a California transmitter would need to submit by 8:59pm on the due date to be timely by DOR standards.
- In the XML submission, Transmission → TransmissionHeader → Timestamp should be shown in Eastern Time.
- The due dates of returns are determined in accordance with the standards set forth by each tax area. Please contact the relevant tax area with any additional questions regarding timeliness.

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## STATE HOLIDAYS

DOR agents will not be available on the following holidays.

- Martin Luther King, Jr.'s Birthday
- Good Friday – unavailable after 12:00pm EST
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Veterans Day
- Thanksgiving
- Christmas
- New Year's

## USING THE TRANSMITTER USER PORTAL

At this point, you've used the MyTaxes Portal to register. However, you can also use the portal to manually upload an XML file with return data and view the transmission status of those returns.

## UNIQUENESS OF THE TRANSMISSION & SUBMISSION IDS

The 20 characters of the transmission ID and the submission ID, both are formatted as follows:

- 1) The first six characters will represent the transmitter ID of the transmitter. For example, if the transmitter ID is 123, the first six characters will be represented as 000123.
- 2) The next four characters will represent the current year.
- 3) The next three characters will be represented by Julian day of the year. For example, 233.
- 4) The next seven characters will be generated as a sequence starting with zero. For example, 0000001.

The submission ID for this example would be as follows:

"000123" + "2025" + "233" + "0000001" = "00012320252330000001"

## XML MANUAL UPLOAD

The upload process is fairly straightforward, and an instructional video is shown here: [How to Upload Bulk Files](#)

Please note, you can only upload xml files that are properly formatted with the Transmitter ID associated with your Transmitter User account. Files should be Encoded as UTF-8 without BOM. Currently we are suggesting that xml files contain no more than 1,000 returns and be of a size no larger than 7mb.

If the file uploads successfully, you will see a green ribbon at the top of the screen stating that the file was accepted. If the XML file cannot be uploaded successfully, then you will receive an error message in red, along with a list of Submission IDs (Document IDs), and their corresponding rejection reasons at the bottom of the page.

Figure 1 - Successful XML Upload

The screenshot shows the KY Taxpayer Portal interface. At the top, there is a navigation bar with the "MyTaxes" logo and the text "KY TAXPAYER PORTAL from the Kentucky Department of Revenue". The navigation bar includes links for Home, User Profile, Transmitter, Messages, Requests, Reports, Help, FAQ, and Log Out. Below the navigation bar, the breadcrumb trail shows "Transmitter / File Bulk Returns". The main content area is titled "Confirmation" and displays a green message box stating "Your FSET file has been uploaded." Below this, the "Transmission ID: 00000120250090000025" is shown. At the bottom, a blue banner reads "Stay Connected!" with the text "Get the latest Revenue news and updates sent directly to your inbox." and a "Sign Me Up!" button.

Figure 2 - Failed XML Upload

The screenshot shows the KY Taxpayer Portal interface with a failed XML upload error. The breadcrumb trail is "Transmitter / File Bulk Returns". The main content area is titled "File Bulk Returns" and displays a red message box stating "Bulk file upload failed. Please see errors below." Below this, a light blue box provides instructions: "Select the file type you wish to upload below." followed by a list of file types: "Upload Sales tax return in XML format according to SST.org standards.", "Upload Withholding tax return in XML format according to FSET standards.", and "Upload W2W2C1099 tax returns in TXTZIP format." Below the list, it states "Maximum File Size:1536MB" and "Allowable file types are:". Below the instructions, there is a dropdown menu labeled "\* Select File Type" and four buttons: "+ Add Files...", "Start Upload", "Cancel Upload", and "Delete". At the bottom, there is a "Cancel" button and a "Submit" button. Below these buttons is a table with error information:

Error Code	Error Description	Error Additional Information
800010	The ETIN provided at system Logon did not match the transmitter ETIN provided in the Transmission Header.	Transmission ID 00096620240600050602

Below the table, it says "Showing 1 to 1 of 1 entries" and a pagination control showing "1" of 1 entries.

The status of each submission, or return, can be viewed by navigating to the View Transmissions option under the Transmitter dropdown. The submission ID is referred to as the Document ID in this view. Below are the scenarios for the status of a Transmission file and the submissions within the file that you may encounter.

- If there is an error in the Transmission itself, the Transmission will get rejected and you will see the error listed in acknowledgement.
- If there is an error in the Transmission but no error in submissions, the Transmission will still get Rejected, and you will see the reason for transmission rejection, but only status 'R' for submission. There will be no error list you will see for submissions.
- If there is no error in the Transmission and the Transmission passes the validation but all submissions failed the validation, the Transmission will have Accepted 'A' status, but all submissions will get rejected with the error list. No submissions will get processed.
- If there is no error in the Transmission and the Transmission passes the validation but one submission gets accepted and another rejected, the Transmission will have accepted status along with the accepted submissions. Accepted submissions will get processed but rejected ones will not.

For a list of the possible error codes, please refer to the [Transmission Level & Submission Level Validations](#) section of the Appendix.

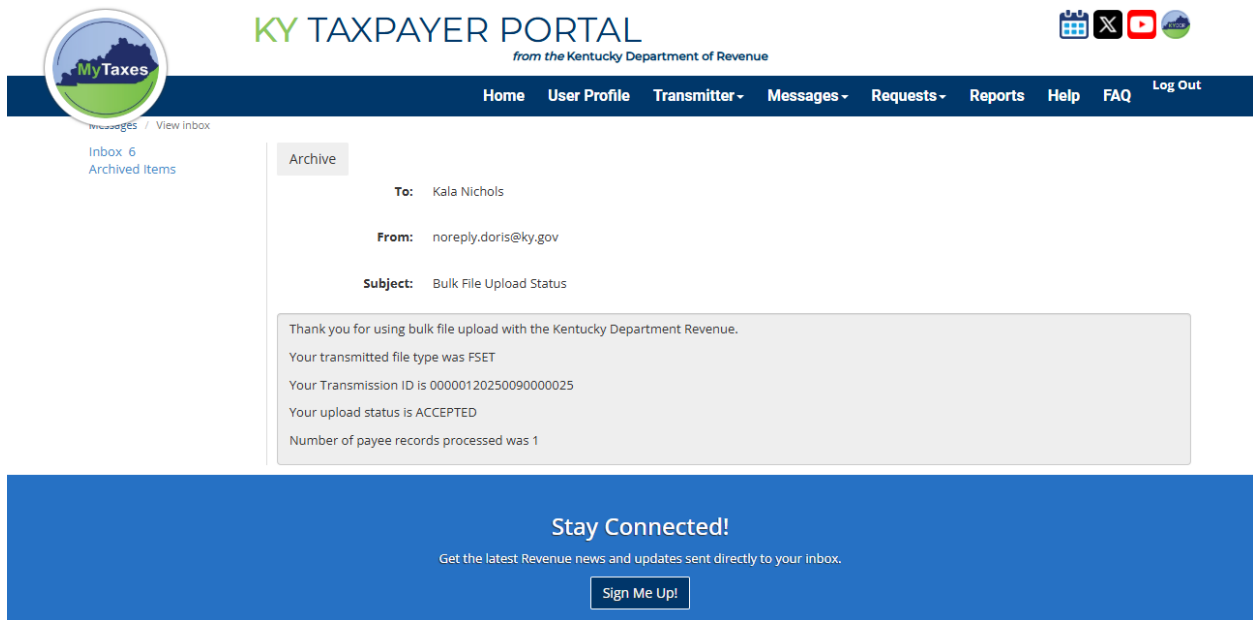
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## ACKNOWLEDGEMENT EMAIL

**>> IMPORTANT:** Please note that email acknowledgements for successful uploads are sent to your Portal account.

You will receive an acknowledgement email for successful transmission uploads that includes the Transmission ID and the number of returns that were included in the upload. You can search the Transmission ID for specific return statuses by clicking Transmitter → View Transmissions. Please note that an “Accepted” transmission does not mean that all the submissions in the file were accepted. Each submission will have its own status once the transmission is accepted.

Figure 3 - Acknowledgement Email



## VIEW TRANSMISSIONS

Choose Transmitter → View Transmissions to search the Transmission IDs associated with your account. You can see here whether your upload has been accepted, rejected, and if specific submissions were rejected.

Figure 4 – View Transmissions

### Transmissions Details ?

Submitted Date	Transmission ID	Transmission Type	Document Count	Status
05/16/2025 08:27:41	00096620240600050602	FSET	1	Prepare data load step failed.
05/16/2025 08:25:56	00097720240600000001	FSET	1	Prepare data step complete.
01/29/2025 14:15:08	000001202500900000025	FSET	1	Channel stage load complete.
01/27/2025 08:28:15	000001202500900000023	FSET	1	Channel stage load complete.
01/24/2025 18:03:29	00097720242985872349	FSET	1	Prepare data load step failed.
01/24/2025 15:43:55	000001202500900000021	FSET	1	Channel stage load complete.
01/24/2025 15:28:55	000001202500900000019	FSET	1	Channel stage load complete.
01/24/2025 15:24:27	000001202500900000017	FSET	1	Channel stage load complete.
01/24/2025 15:13:56	00097720242985872349	FSET	1	Channel stage load complete.
01/23/2025 13:47:28	000001202500900000016	FSET	1	Channel stage load complete.
01/23/2025 13:45:44	000001202500900000014	FSET	1	Prepare data load step failed.
01/23/2025 13:37:59	000001202500900000003	FSET	1	Prepare data load step failed.
01/23/2025 09:47:22	000001202500900000001	FSET	1	Prepare data load step failed.
01/23/2025 08:03:26	00097720242985872349	FSET	1	Prepare data load step failed.
01/09/2025 11:39:46	000001202500900000014	FSET	1	Channel stage load complete.

Showing 1 to 15 of 17 entries

## FAQS

### Q. CAN PAYMENTS BE MADE VIA XML SUBMISSION?

**A.** Not at this time. Payments can be made by Electronic Funds Transfer (EFT). Otherwise accepts ACH Debit via the Portal at the account level.

### Q. DO PAYMENT VOUCHERS NEED TO ACCOMPANY THE RETURNS?

**A.** No. If you've made payments prior to the due date for a specific period, list the total in the WHPeriodPayments section of the XML.

### Q. DO I NEED TO PROVIDE A TRANSMITTAL OR CLIENT LISTING FOR CLIENTS INCLUDED IN THE XML SUBMISSION?

**A.** No.

### Q. DO I NEED TO FILE ZERO TAX DUE RETURNS?

**A.** Yes.

### Q. WHEN IS THE EARLIEST THAT A BULK RETURN CAN BE SUBMITTED?

**A.** Returns can be submitted as early as the 20th of the period end month, though it is not advised. "Return obligations" are created by DOR on the 20th. The only unique circumstance would be for twice monthly filers. Take a look at the following example:

A return needs to be submitted for a withholding tax account. The filing frequency is twice monthly. Returns for period end 3/15 are due on 3/25. Returns for period end 3/31 are due on 4/10. The return for period end 3/15 was generated on 2/20, alongside the return for 2/28. The return for 3/31 was generated on 3/20, along with the return for 4/15. So, you can file the return for 3/15 as soon as 2/20. You can file the return for 3/31 as soon as 3/20.

### Q. WHAT HAPPENS IF I FILE A DUPLICATE RETURN FOR A SPECIFIC PERIOD?

**A.** If the second return that you file is paper, it will post to the taxpayer's account, and it may cause the taxpayer to receive no-pay bills. If your second return is a bulk return, your bulk filed return will be rejected as a duplicate OR it will show as an informational return if submitted before the original submission has had a chance to process. Depending on the circumstances, you may want to file an amended bulk return, amended paper return, or not file anything. You or the taxpayer should contact the relevant tax area for guidance.

### Q. WILL MY CLIENT'S RETURN POST TO HIS / HER ACCOUNT IF THE ACCOUNT IS CLOSED?

**A.** If the period was due prior to account closure or is the year end return for the year of closure, then the return will post. However, if the period was not available prior to account closure, then the return will not post.

Sometimes, an account will not be closed in time to prevent a return obligation from generating for the following period. A zero tax due return will still need to be filed for that period. All unfiled periods, whether the account is closed or not, may generate delinquencies. The client should contact the appropriate tax area for guidance.

**Q. WHAT DO I NEED TO DO IF MY CLIENT'S TAX ACCOUNT IS CLOSED, BUT I NEED TO FILE FOR HIM / HER AFTER THEIR "CLOSED" DATE?**

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**A.** The client should refer to the Registration branch's webpage at <https://revenue.ky.gov/Business/Pages/Register-Business.aspx> for guidance on reopening their tax account, or applying for a new tax account.

**»IMPORTANT:** If the client has gotten a new FEIN, then he or she needs a new Kentucky tax account number and should file under the new tax account number. If your client updates their FEIN, make sure that you receive new Kentucky tax account numbers as well. Old, unused account numbers should be closed. Once the new number is acquired, contact the applicable tax area for filing guidance.

**Q. WILL MY CLIENT BE ABLE TO SEE THE RETURNS THAT I FILE ON HIS / HER BEHALF?**

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**A. Withholding Tax:** Yes! Taxpayers must first register for a Taxpayer Portal account by visiting: [How to create a Portal Taxpayer Account](#) Once they have requested access to their business and become the administrator, they can view any returns that you have filed on their behalf. Once the return has completed processing, the taxpayer may also amend returns that you've bulk filed.

**Q. WHAT HAPPENS IF I SUBMIT A CLIENT'S RETURN FOR THE INCORRECT TAX PERIOD?**

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**A1: You submit a return at a lower frequency than required.** Your client has a twice-monthly frequency for withholding tax, but you submit a quarterly return on their behalf for period end 3/31. The return will be rejected. Your client will accrue delinquencies for all periods which would've been included in the quarterly return (1/01 – 3/31). Your agency would need to submit original late returns for all missing twice-monthly periods and amend the quarterly return to reflect the correct figures for the period 3/16 – 3/31.

**A2: You submit a return at a higher frequency than required.** Your client is a quarterly filer for withholding tax, but you submit a monthly return for period 1/01 – 1/31. The return is rejected immediately as 1/31 is not a valid period end date for this taxpayer.

**A2, continued:** Your client is a quarterly filer, but you submit a return for 3/01 – 3/31. The return is rejected immediately as 1/31 is not a valid period end date for this taxpayer.

**A3: Make sure to amend the incorrect return and submit originals for any missing periods!** Originals submitted after the due date will be considered late and billed accordingly. The taxpayer may protest penalties for late filed returns. Interest is mandatory.

**Q. WHAT SHOULD I DO IF I HAVE THE INCORRECT FREQUENCY ON FILE FOR MY CLIENT?**

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**A.** The taxpayer must contact DOR to verify their filing frequency, and then provide this information to you.

**Q. WHAT SHOULD I DO IF I USE GETSUBMISSIONSTATUS AND DON'T RECEIVE A RESPONSE?**

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**A.** Please allow for up to 48 hours for any missing responses. If you have, manually check the status through the Transmitter Portal under View Transmissions. If you are still unable to get the status of your Submission ID, contact the WH Bulk File Liaison with your Transmission ID and Submission IDs in question or check the Software Developer Page to see if there have been any service outages.

**Q. WHAT SHOULD I DO IF I HAVE SUBMITTED BULK RETURN INFORMATION FOR THE INCORRECT CLIENT?**

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**A.** Contact the WH Bulk File Liaison or relevant tax area. The resolution should be determined on a case-by-case basis.



## TRANSMISSION LEVEL & SUBMISSION LEVEL VALIDATIONS

DORIS Reject Code	Data Element	Error Message	Error Condition	Validation Type	Previous Reject Code
		<b>TRANSMISSION</b>			
000001	General	UserID/Password Failed Authentication	The combination of UserID and password in the security token in the message header failed to authenticate	SOAPFault	
000002	ETIN	The ETIN provided at system Logon did not match the transmitter ETIN provided in the Transmission Header.	ETIN of the transmitter at Logon must equal the ETIN in the Transmission Header	Transmission	
000003	TransmissionID	Transmission ID cannot be blank.	TransmissionHeader/TransmissionID is blank.	Transmission	
000004	Transmission RecordCount	Invalid Transmission Count.	The TransmissionHeader/recordCount element does not equal the total number of returns in the Transmission	Transmission	
000005	General	The transmission does not validate.	One or more documents failed the schema validation.	Transmission	
000006	General	File was empty.	File was empty (contained 0 bytes) or has XML formatting errors	Transmission	
000007	ProcessType	Production/test code does not match Transmitter profile.	The TransmissionHeader/Process Type <value> does not match the transmitters profile process type <value>.	Transmission	
000008	Transmitter	Transmitter not valid for transmission type.	Transmitter not valid for transmission type	Transmission	
000009	TransmissionID	Transmission ID already exists in the system.	TransmissionHeader/TransmissionID provided exists in database already.	Transmission	
000010	General	Schema Validation Failed.		SOAPFault	
000011	Jurisdiction	Return Header Jurisdiction must equal <jurisdiction>.	ReturnState/ReturnHeaderState/Jurisdiction Value OR TransmissionHeader/Jurisdiction is other than <jurisdiction>.	Transmission	
000017	General	Parser reports verbose error.		SOAPFault	
		<b>SUBMISSION</b>			
000011	Jurisdiction	Return Header Jurisdiction must equal <jurisdiction>.	ReturnState/ReturnHeaderState/Jurisdiction Value OR TransmissionHeader/Jurisdiction is other than <jurisdiction>.	Document	
000012	TINTypeValue	TIN Type Value is required.	FSETReturnHeaderState/ReturnHeader/Filer/TIN/TINTypeValue is missing	Document	
000016	FinancialTransaction	Multiple payments are not accepted.	If Multiple FinancialTransaction sections are received	Document	Not currently applicable
000021		Tax year is not supported for the form type passed		Document	
000022	FilingAction	Supplemental Returns are not supported.	If FilingAction/Action = Supplemental	Document	
000023	StateAnnual	Annual return information must be available for K3 returns.	Form = KYWHK3v1 AND StateAnnual section missing	Document	KYWHSUB-00004
000024	TINTypeValue/StateEIN	Invalid FEIN or withholding account number.	If FEIN and/or StateEIN does not match DORIS	Document	KYWHSUB-00036
000025	FilingAction	Original return already exists in the period.	If FilingAction/Action = Original and Original Return already exists for this period	Document	KYWHSUB-00005 ( )
000026	FilingAction/Reason	An explanation of the adjustment is required.	If FilingAction/Action = Amended and FilingAction/Reason is blank	Document	KYWHSUB-00030
000027	FilingAction	Amended return filed with no original return on file	If FilingAction/Action = Amended and no original return in period	Document	
000033	CreditPeriodEndDate	Credit Forward Period must be greater than Period End Date.	CreditElect/CreditPeriodEndDate > TaxPeriodEndDate	Document	KYWHSUB-00017
000034	WHTotalDue	The total amount due is not equal to (CreditForward Amount + Refund Amount).	WHTotalDue < 0 AND <> (WHOverpayment/RefundElect/RefundOption/RefundElectDirectDeposit/Refund Amount + WHOverpayment/CreditElect/CreditAmount)	Document	KYWHSUB-00013
000035	WHTaxableWages	The income tax withheld cannot be greater than the wages paid this period.	WHTaxableWages < TotalIncomeTaxWithheld	Document	KYWHSUB-00010
000036	NumberOfEmployees	You have no employees but have income tax withheld greater than 0.	NumberOfEmployees = 0 AND TotalIncomeTaxWithheld > 0	Document	KYWHSUB-00009
000037	NumberOfEmployees	You have no employees but have wages greater than 0.	NumberOfEmployees = 0 AND WHTaxableWages > 0	Document	KYWHSUB-00008
000038	RefundAmount	Refund cannot be claimed when tax due is greater than zero.	RefundAmount claimed but WHTotalDue is > 0	Document	KYWHSUB-00044
000039	AmountOfOverpayment	AmountOfOverpayment MUST MATCH negative WHTotalDue.	WHOverpaymenttag included and AmountOfOverpayment <> WHTotalDue	Document	KYWHSUB-00041
000040	WHTotalDue	WHTotalDue does not equal to (WHTaxDue + WHPenalty + WHInterest).	WHTotalDue <> (WHTaxDue + WHPenalty + WHInterest)	Document	KYWHSUB-00039
000041	WHTaxDue	WHTaxDue does not equal to (TotalIncomeTaxWithheld - WHPeriodPayments - CreditAmount).	WHTaxDue <> (TotalIncomeTaxWithheld - WHPeriodPayments - CreditAmount)	Document	KYWHSUB-00038
000042	RefundAmount	Refund request invalid. Refund amount must be greater than zero.	RefundAmount < 0	Document	KYWHSUB-00019
000043	TaxPeriodBegin/EndDate	Tax period does not match filing frequency on WH account.	If TaxPeriodBeginDate and TaxPeriodEndDate do not match FilingFrequency on WH Account (if prior period, check history)	Document	

## HELPFUL LINKS

- DOR Website: <https://revenue.ky.gov>
- Software Developer Webpage: <https://revenue.ky.gov/Software-Developer/Pages/default.aspx>
- Tax Area Contact List: <https://revenue.ky.gov/Get-Help/Pages/Tax-Area-Contact-Information.aspx>
- Registration Branch Help & Contact: <https://revenue.ky.gov/Business/Pages/Register-Business.aspx>