

# KENTUCKY DEPARTMENT OF REVENUE

## VENDOR GATEWAY REGISTRATION OVERVIEW

### GATEWAY ADMINISTRATION & CONTACT INFORMATION

The Gateway is a service created and maintained by DOR. The purpose of the Gateway is to increase the ease and efficiency of compliance with Kentucky's tax filing requirements. While electronic return information is submitted to the Gateway 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 and use of the Gateway, the status of submissions, errors, or other technical questions regarding the Gateway may be directed to the Gateway 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)

### ARE YOU ELIGIBLE TO USE THE GATEWAY?

There are two available bulk filing options through the Vendor Gateway:

- **Web Service Client Application:** Return data is submitted to DOR in XML format with SOAP wrapper. Vendors will transmit and retrieve information from DOR through web services. *Vendors are responsible for the development of software capable of transmitting to DOR.* DOR will provide information to assist approved Vendors in the development process, however, no completed software is provided.
- **Manual Upload XML:** Return data is uploaded through the Vendor Gateway as an XML file. DOR will provide information to assist approved Vendors during the development and testing process.

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### WEB SERVICE CLIENT TRANSMISSION STEPS

- XML transmission, containing individual submissions (return data) is transmitted to DOR.
- DOR provides initial acceptance / rejection acknowledgement of the transmission.
- Vendor waits 48 hours to retrieve acknowledgements regarding submissions from DOR.
- Vendor provides an acknowledgement to DOR that the status of a particular submission is accepted.

If your agency transmits return data on behalf of multiple clients, and is capable of developing and maintaining software for the purposes of transmitting this data electronically to DOR, then you are eligible to apply.

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#### MANUAL UPLOAD STEPS

- Vendor creates an XML file based on XML schema provided.
- Vendor uploads XML file (transmission) containing individual submissions (return data) through the Vendor Gateway.
- Vendor will receive an acknowledgement email for successfully uploaded transmissions and will wait 48 hours to retrieve individual submission statuses by exporting an Excel report from the Vendor Gateway.

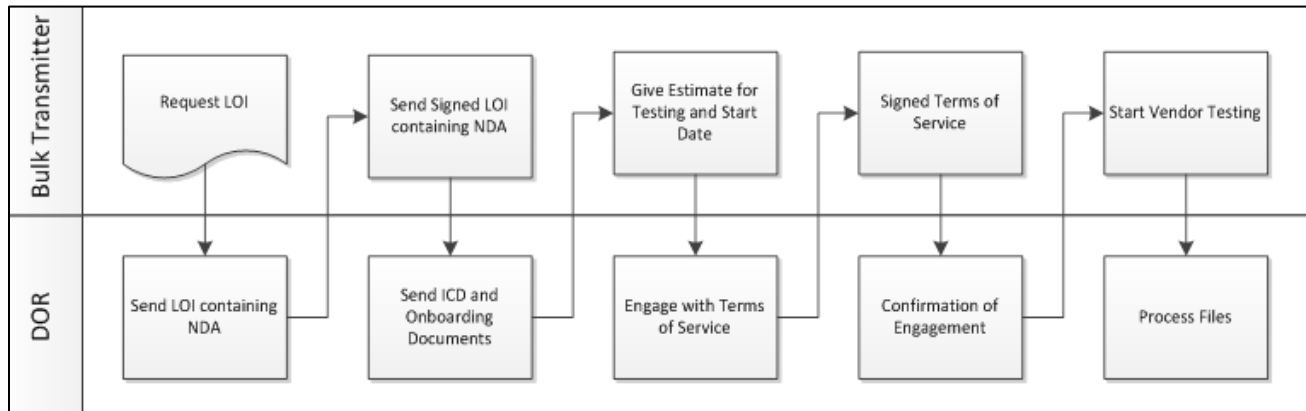
If your agency transmits return data on behalf of multiple clients, and is capable of developing and maintaining XML files for the purposes of uploading data electronically to DOR, then you are eligible to apply.

## REGISTRATION INSTRUCTIONS

### LIAISON CONTACT

Vendors wishing begin the initial registration process will contact the Gateway Liaison, and request a Letter of Intent (LOI). From there, the process will flow as depicted in Figure 1.

Figure 1 - Vendor Gateway Onboarding Process



Once the confirmation of engagement is established, the Vendor must exchange communication credentials with DOR as described within the Interface Communications Document (ICD) and receive an assigned Software ID.

### KENTUCKY ONLINE GATEWAY (KOG) COMPONENT

Your KOG profile is used to login to the Gateway Portal. To begin, visit <https://ssoexternal.chfs.ky.gov> and click "Citizen or Business Partner." Then, click "Create Account." Complete the required fields (and optional information, if desired), then click "Sign Up." Next, wait for an email from [KOG\\_DoNotReply@ky.gov](mailto:KOG_DoNotReply@ky.gov)<sup>1</sup>, which will provide a link to activate the account. When the account is activated, continue to the Gateway.

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

<sup>1</sup> Do not attempt to send mail to this email address. It is an automated notification account and is unable to receive replies.

Figure 2 - KOG Registration Page

https://kog.chfs.ky.gov/public/requestaccount/ Search...  
e Gateway x

## Please complete your Kentucky Online Gateway Profile

**i** If you already have an existing Kentucky Online Gateway (KOG) Account, please click [here](#) to reset your password **OR** click on the **Cancel** button below to log into your account.

Please fill out the form below and click **Sign Up** when finished.  
All fields with \* are required.

* First Name	Middle Name	* Last Name
<input type="text"/>	<input type="text"/>	<input type="text"/>
* E-Mail Address		* Verify E-Mail Address
<input type="text"/>		<input type="text"/>
* Password		* Verify Password
<input type="text"/>		<input type="text"/>
Mobile Phone		Language Preference
<input type="text"/>		English <input type="text"/>
Street Address 1		Street Address 2
<input type="text"/>		<input type="text"/>
City	State	Zip Code
<input type="text"/>	Kentucky <input type="text"/>	<input type="text"/>
Question		* Answer