PADUCAH
Be the Best

Dear Quarterly Remitters,

The City of Paducah is excited to announce that we have launched a new online filing system for quarterly payroll withholding and insurance premium tax. This initiative aims to streamline and simplify the process for both employers and City staff, ensuring greater efficiency.

Key Benefits of the Online Filing System:

User-Friendly Interface: Our platform is designed with ease-of-use in mind, making it accessible for all levels of tech-savviness.
Time-Saving Features: Eliminate the need for paper-based submissions and reduce processing time with our digital solution.
Accuracy and Compliance: The system is equipped with tools to help ensure accurate tax calculations and adherence to current regulations.
Secure Transactions: We prioritize the security of your data, employing advanced encryption methods to protect sensitive information.

We encourage all employers to take advantage of this new system and experience the benefits firsthand. For more information and to begin using the online filing system, below is a step-by-step guide for registration, filing, and submitting payment.

Thank you for your continued partnership in ensuring the smooth operation of our tax processes.

Sincerely,

Stephanie Millay

Stephanie Millay

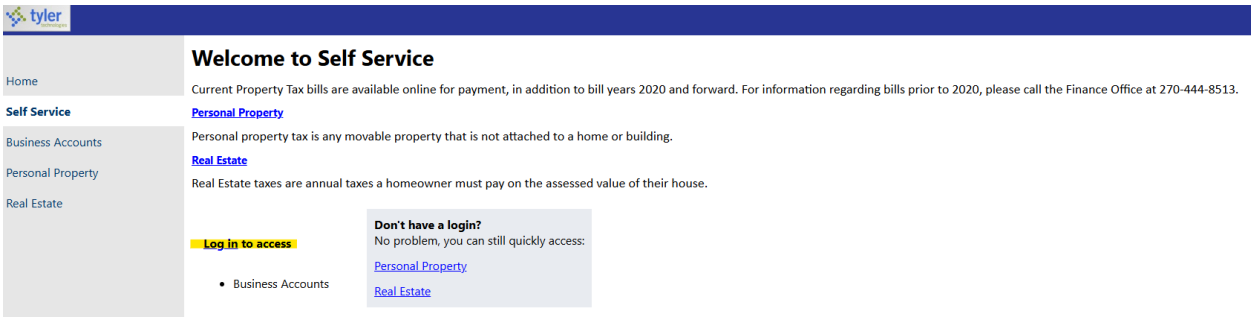
Revenue Manager

Document Objectives:

- Register for online access to an existing payroll withholding or insurance premium tax account
- File a quarterly payroll withholding or insurance premium tax return
- Submit payment

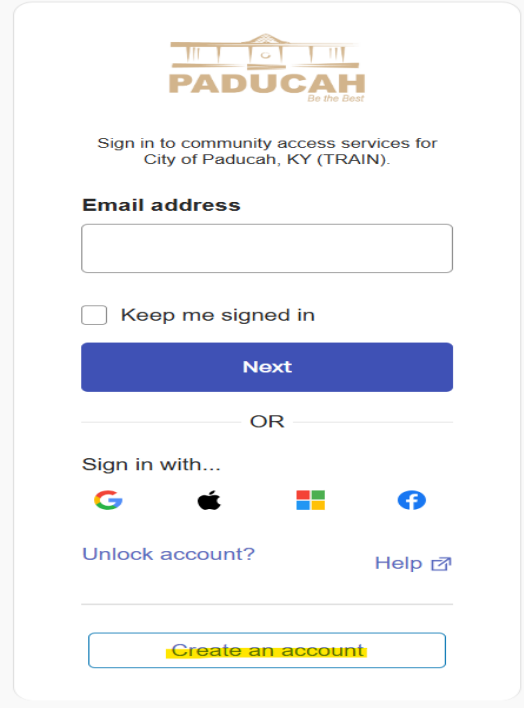
Step 1:

Visit https://paducahkycitizens.munisselfservice.com/citizens/default.aspx to begin the registration process by clicking **Log in to access**.



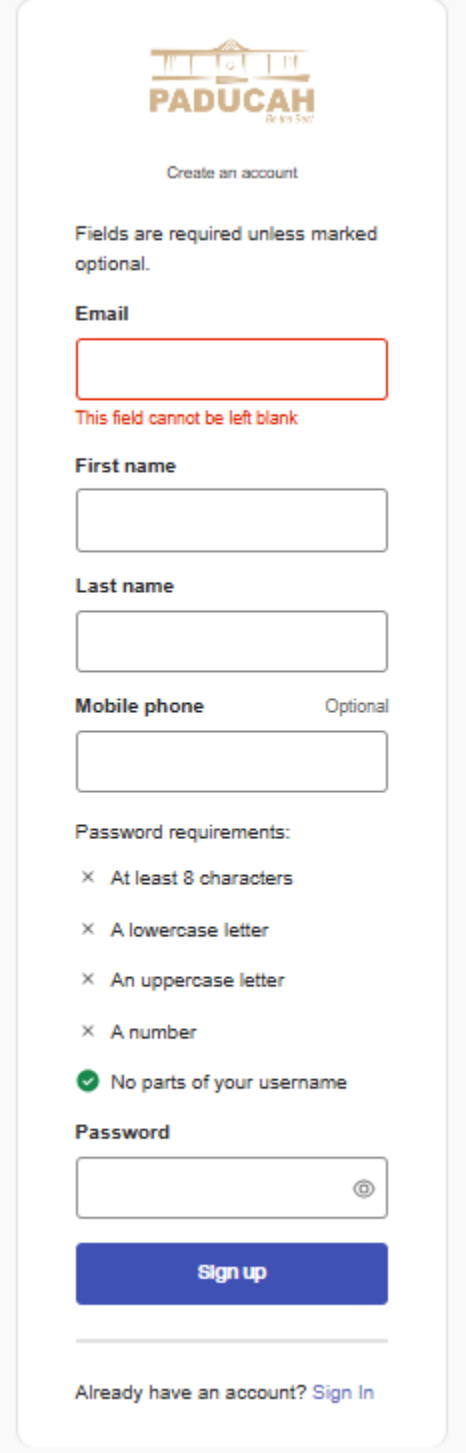
Step 2:

Click **Create an account**



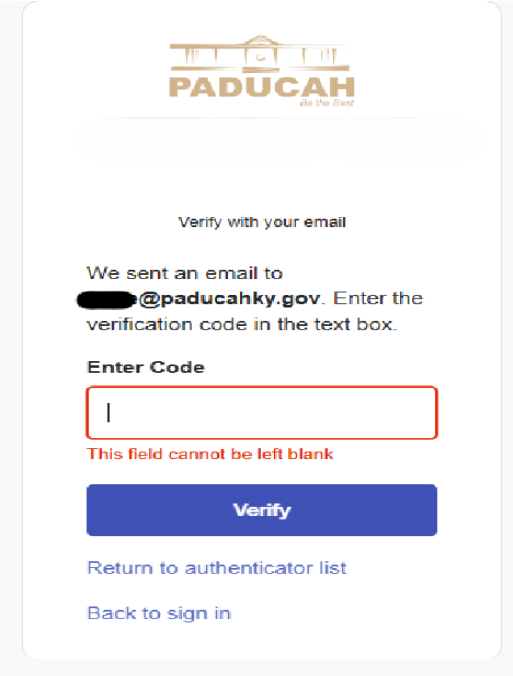
Step 3:

Register using an **email address** and **first and last name** of the payroll/insurance contact who is filing returns (mobile phone number is optional, not required), then follow password requirements when selecting your portal password.



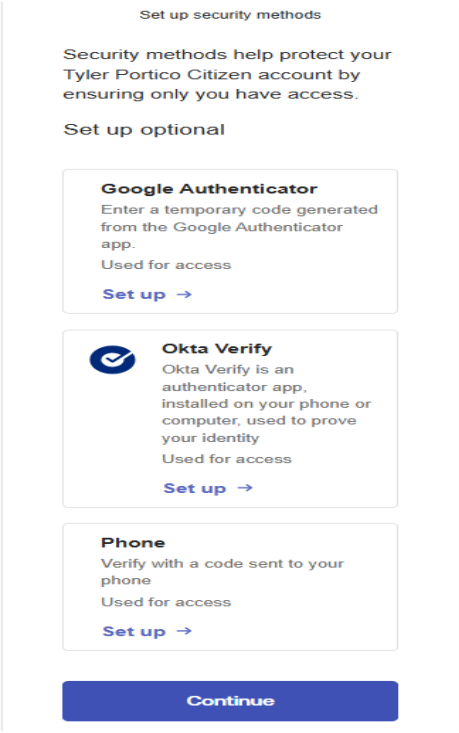
Step 4:

A verification code will be sent to your email address. Enter the code into the box to verify your email**.**



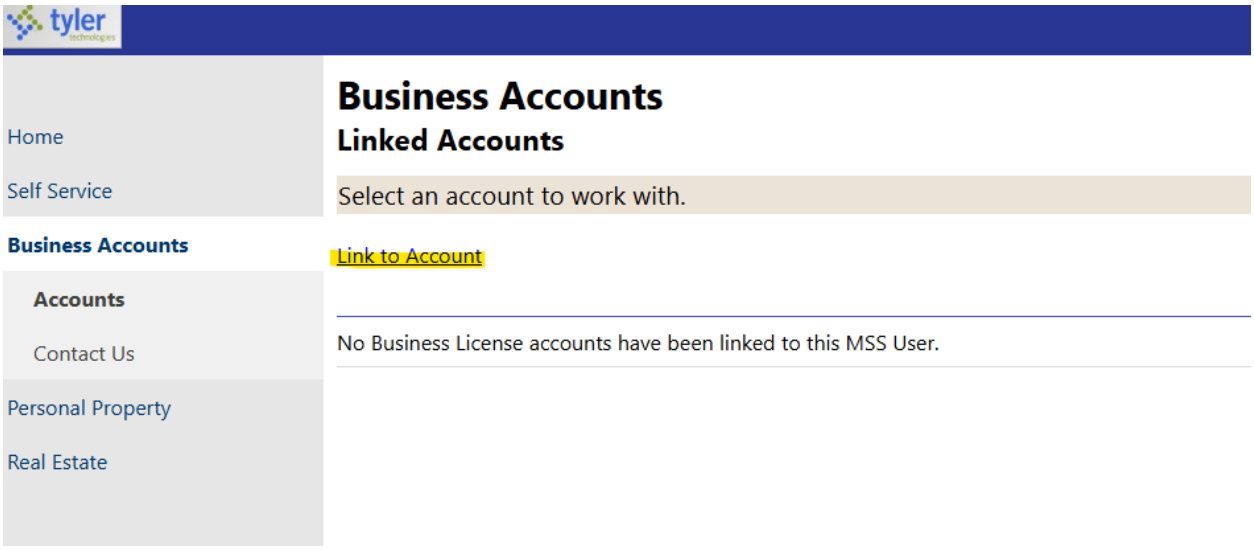
Step 5:

Multi Factor Authorization is **required**. You are welcome to choose one of the three below and follow the prompts for verification. Registration is now complete and this process will not be required again.



Step 6:

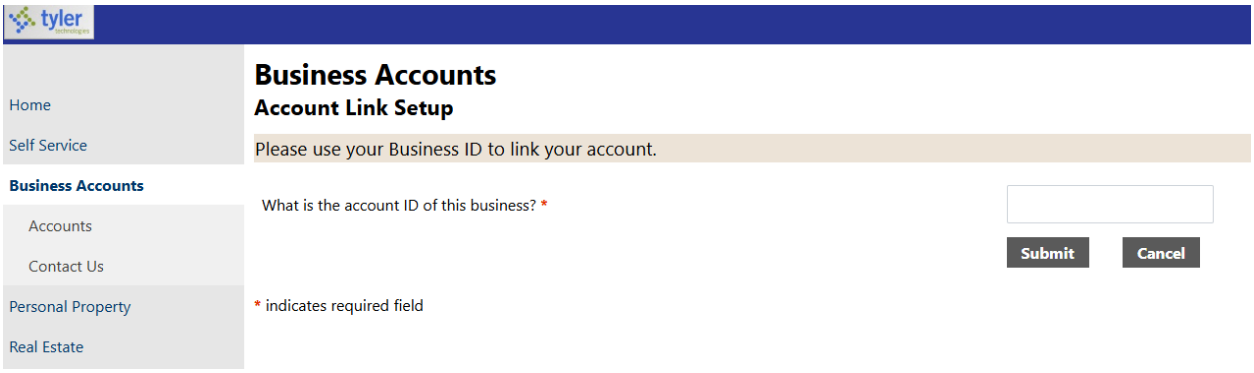
The next step is to link the account just created to an existing Business Account. Under Self Service, click **Business accounts** and then **Link to Account**. Note: **You may only link to an existing business account. If you need to register a new account please contact revenue@paducahky.gov for instructions.**



Step 7:

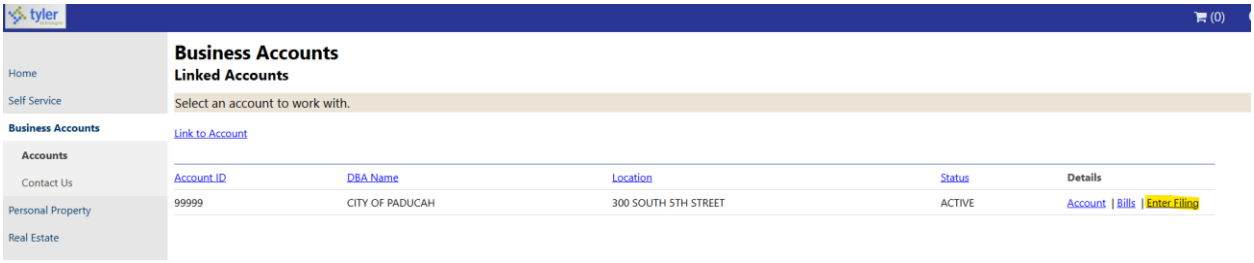
You must know your Business ID number. For payroll, this can be located on the top right of your pre-printed quarterly return. For insurance premium tax, this would be sent to you via USPS and by email.

Enter your business id and click submit. Your account will now be linked to the business id and this process will not be required again.



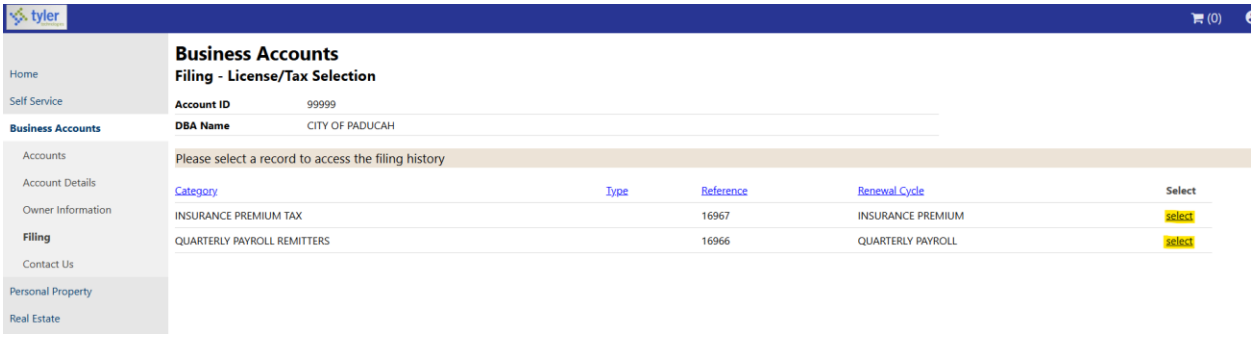
Step 8:

Welcome to your landing page. You will see your business id, DBA, and physical location, if applicable. To begin a filing click, **Enter Filing**.



Step 9:

Here you will see a listing of available accounts which accept online filing. The purpose of this document is to provide instruction on both insurance premium and payroll filing but it is very likely you will only have one type of account. Click **select** on the right to continue with your filing of the applicable category.



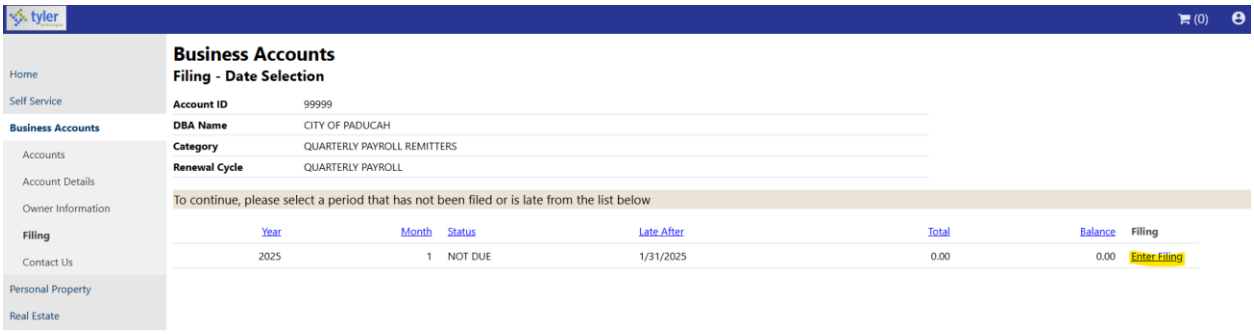
Step 10:

Here you will select the quarter in which you would like to file. Periods are listed by the month the filing is due. See chart below.

Quarter Ending	Month	Late After
March-31	4	April-30
June-30	7	July-31
September-30	10	October-31
December-31	1	January-31

Step 11:

Click **Enter Filing**

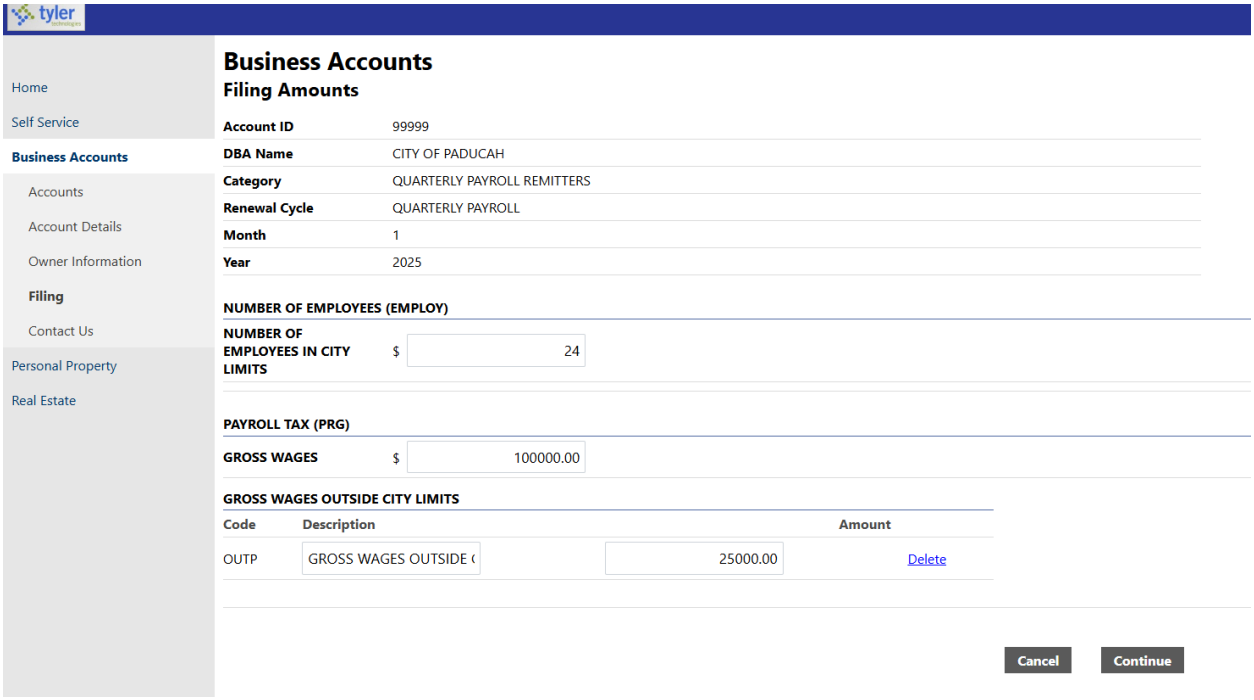


Step 12:

Payroll Tax Filers:

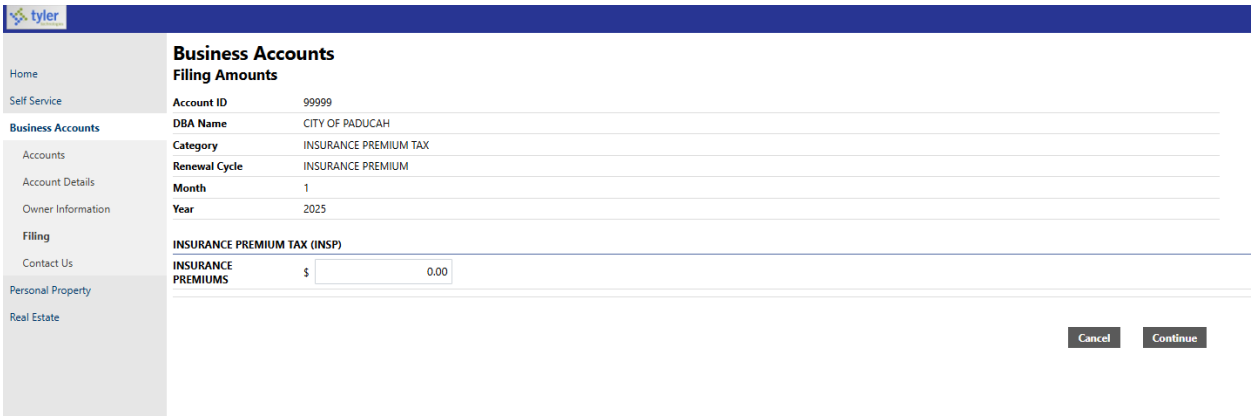
Key in number of employees, rounded to a whole number; ignore the dollar sign.

Key in wages paid to employees in the gross wages box. If you have payroll in other jurisdictions you will key those wages into the gross wages outside city limits box and the portal will calculate your Paducah withholding. In this example I have 24 employees who earned $100,000 but $25,000 was earned in another jurisdiction. Click continue.



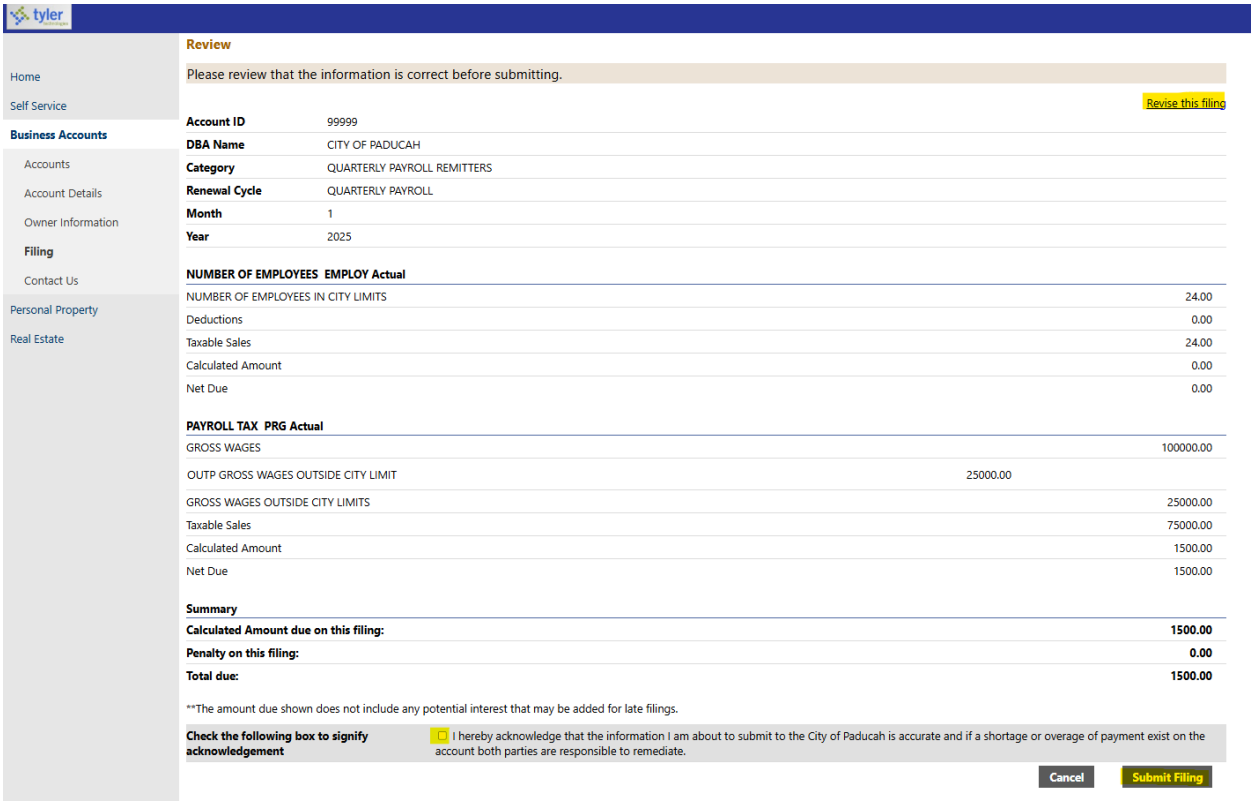
Insurance Premium Tax Filers:

Key in total premiums received for the quarter and click continue.



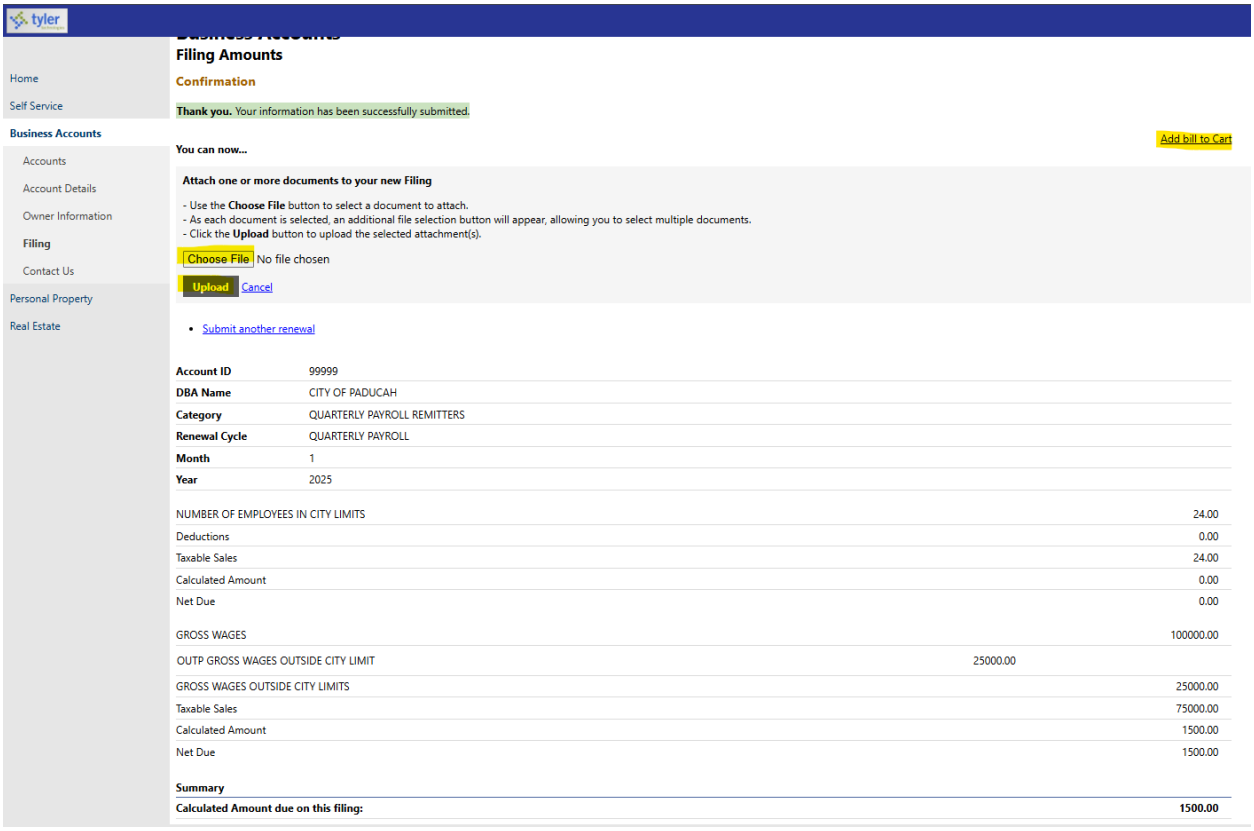
Step 13:

Next, you have an opportunity to revise your filing if something is incorrect. Click the blue hyperlink on the top right to go back to the previous page if necessary. Once all data is correct, click the check box to signify acknowledgement, and then click submit filing.



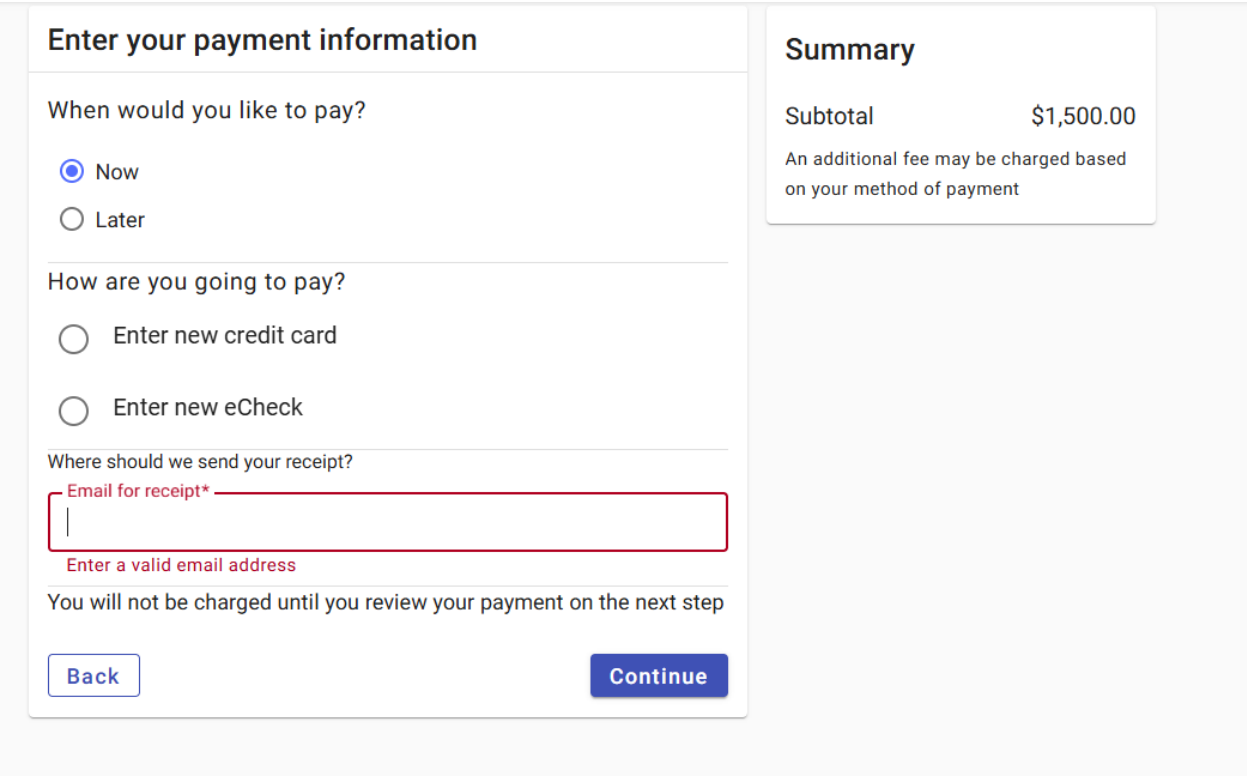
Step 14:

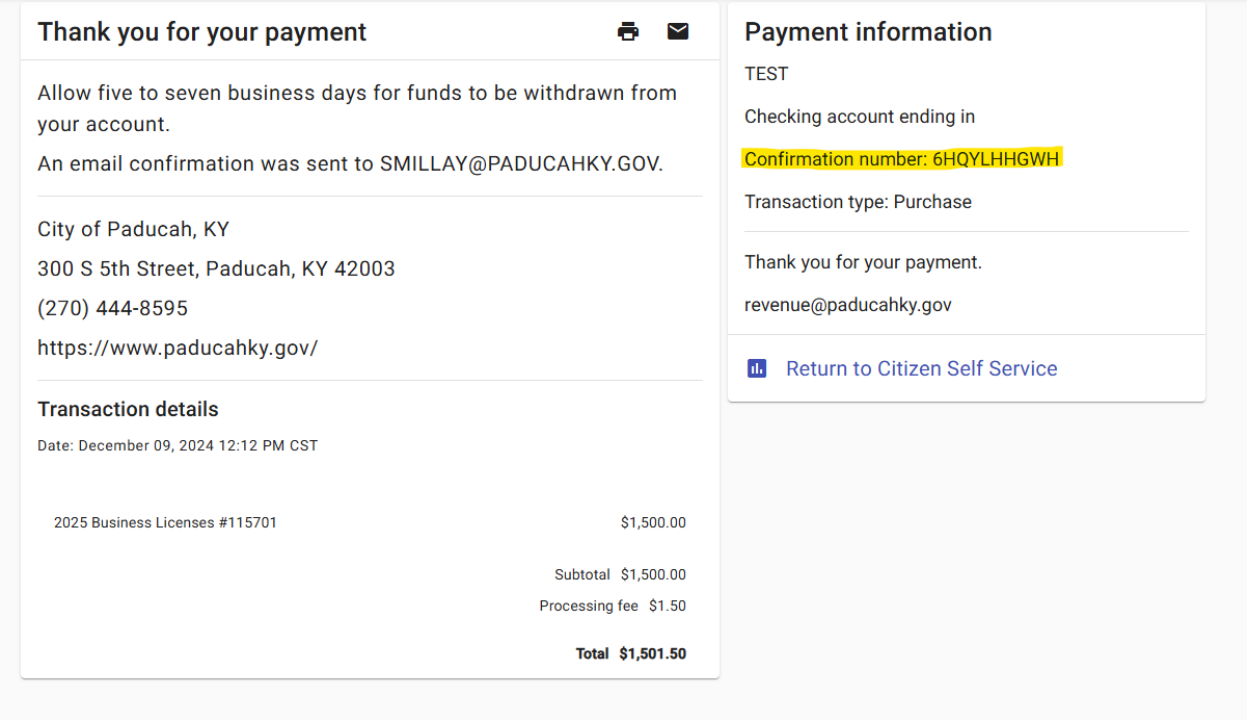
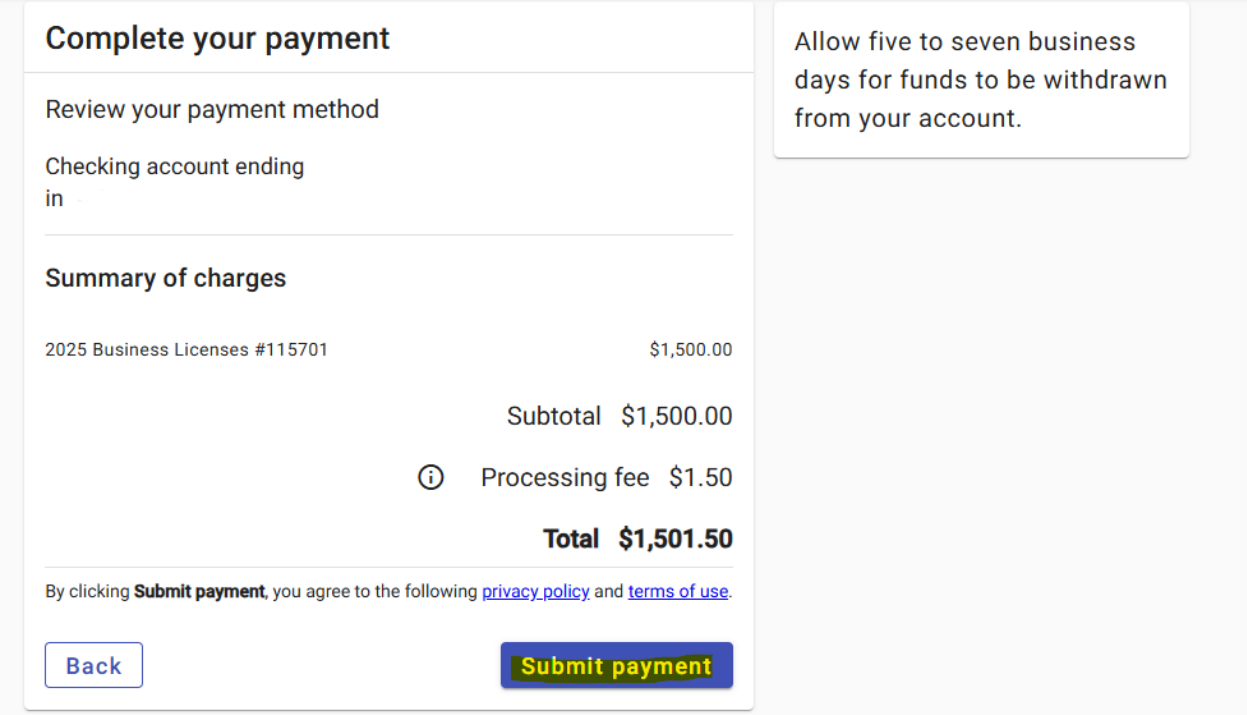
This step you will attach your source document to your filing. For payroll it will be your employers quarterly return of license fee withheld form and for insurance premium it will be your form LGT-141. Click choose file and then click upload. If you are filing a $0.00 return you are now complete. If you have a liability due, click add bill to cart, click the shopping cart in the top right, and click checkout and then continue.



Step 15:

In this step you will submit your payment information. You have a choice to pay now or schedule a payment for a future date. Payment options are credits cards and e-check. We accept Visa, Discover & Mastercard, with a service fee of 3.75% of your transaction or $2.50, whichever is greater. E-check is processed with a flat $1.50 fee per transaction. Make your selection, follow the prompts to enter payment information, and reenter your email address to receive a receipt for payment**.**



Step 16:

Click Submit Payment and then you will be directed to a confirmation screen and should receive your receipt immediately.