

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,

A handwritten signature in cursive script that reads "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**.

The screenshot shows the Tyler Self Service portal. The header includes the Tyler logo and the text "Welcome to Self Service". Below the header, there is a navigation menu with options: Home, Self Service, Business Accounts, Personal Property, and Real Estate. The main content area displays information about Property Tax bills, with links for "Personal Property" and "Real Estate". A "Log in to access" button is highlighted in yellow. A "Don't have a login?" section provides instructions and links for "Personal Property" and "Real Estate".

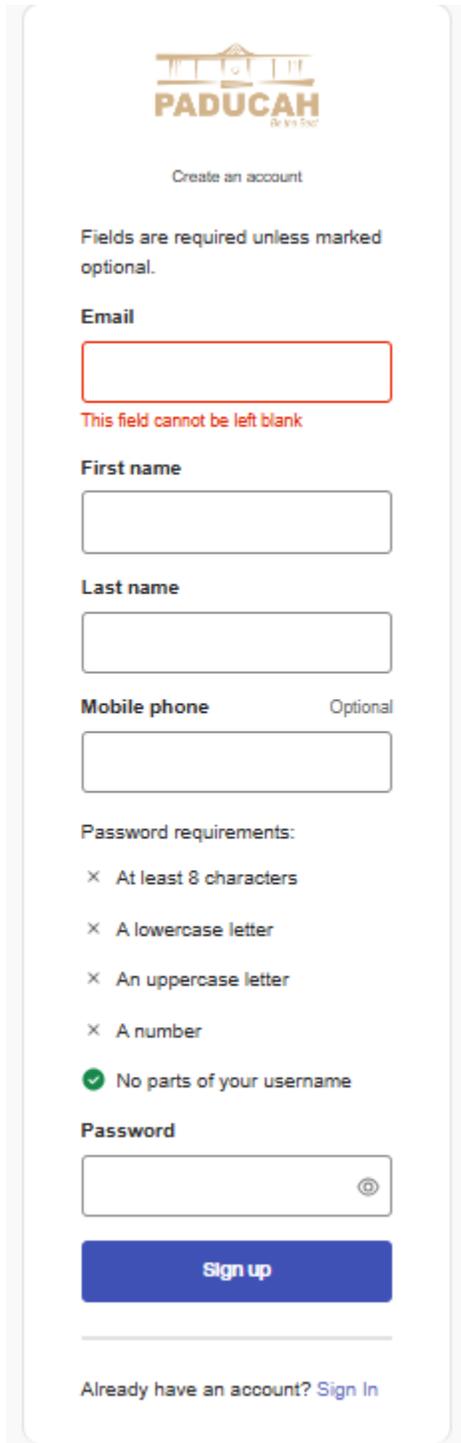
Step 2:

Click **Create an account**

The screenshot shows the Paducah KY (TRAIN) login and account creation page. The page features the Paducah logo and the text "Sign in to community access services for City of Paducah, KY (TRAIN)". There is a form for "Email address" with a text input field. Below the input field is a checkbox labeled "Keep me signed in". A blue "Next" button is positioned below the checkbox. Below the "Next" button is the text "OR". Underneath, there is a "Sign in with..." section with icons for Google, Apple, Microsoft, and Facebook. At the bottom of the form, there are links for "Unlock account?" and "Help" with an external link icon. A yellow "Create an account" button is highlighted at the bottom of the page.

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.



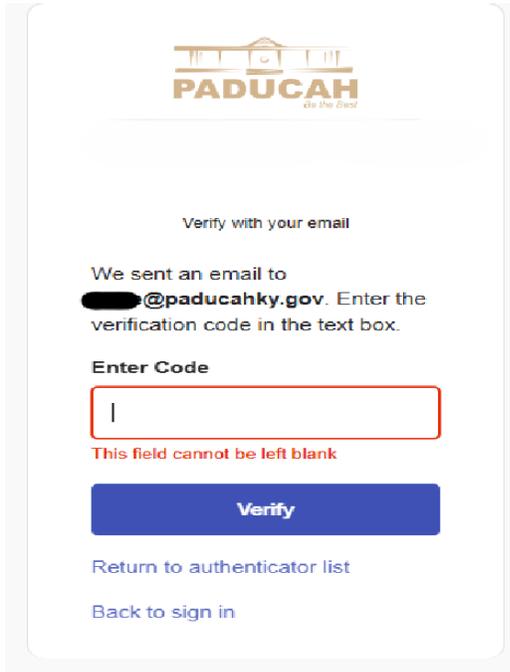
The image shows a registration form for PADUCAH. At the top is the PADUCAH logo with the tagline "BE INSURE". Below the logo is the text "Create an account". A note states "Fields are required unless marked optional." The form includes the following fields and requirements:

- Email:** A text input field with a red border and a red error message below it: "This field cannot be left blank".
- First name:** A text input field.
- Last name:** A text input field.
- Mobile phone:** A text input field, labeled as "Optional".
- Password requirements:**
 - At least 8 characters (marked with a red 'x')
 - A lowercase letter (marked with a red 'x')
 - An uppercase letter (marked with a red 'x')
 - A number (marked with a red 'x')
 - No parts of your username (marked with a green checkmark)
- Password:** A text input field with a password icon (a circle with a dot) on the right side.

At the bottom of the form is a blue "Sign up" button. Below the button is a horizontal line and the text "Already have an account? [Sign In](#)".

Step 4:

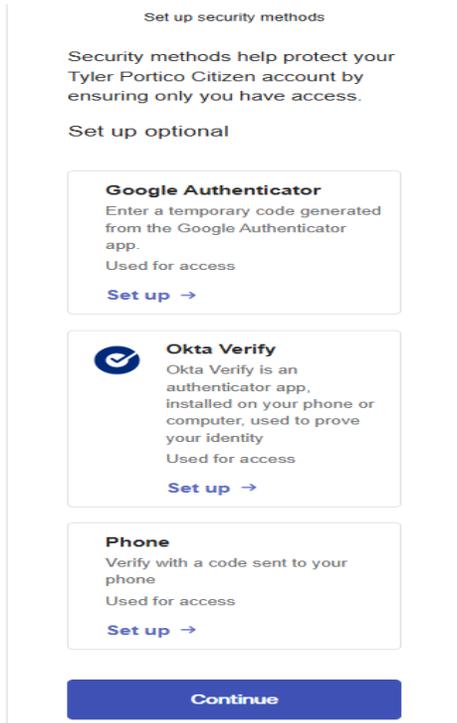
A verification code will be sent to your email address. Enter the code into the box to verify your email.



The screenshot shows a web page for PADUCAH with the tagline "Do The Best". The main heading is "Verify with your email". Below this, it states "We sent an email to [redacted]@paducahky.gov. Enter the verification code in the text box." There is a text input field with a red border and a vertical cursor. Below the field is a red error message: "This field cannot be left blank". A blue "Verify" button is positioned below the error message. At the bottom of the page, there are two links: "Return to authenticator list" and "Back to sign in".

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.



The screenshot shows a "Set up security methods" screen. It begins with the text "Security methods help protect your Tyler Portico Citizen account by ensuring only you have access." Below this is the heading "Set up optional" and three selectable options, each with a "Set up" link and a right-pointing arrow:

- Google Authenticator**: Enter a temporary code generated from the Google Authenticator app. Used for access.
- Okta Verify**: Okta Verify is an authenticator app, installed on your phone or computer, used to prove your identity. Used for access.
- Phone**: Verify with a code sent to your phone. Used for access.

A blue "Continue" button is located at the bottom of the screen.

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.**

The screenshot shows the Tyler Technology website interface. On the left is a navigation menu with links for Home, Self Service, Business Accounts, Accounts, Contact Us, Personal Property, and Real Estate. The main content area is titled "Business Accounts" and "Linked Accounts". Below the title is a light brown instruction bar: "Select an account to work with." Underneath, there is a yellow link labeled "Link to Account". A horizontal line separates this from a message: "No Business License accounts have been linked to this MSS User."

Step 7:

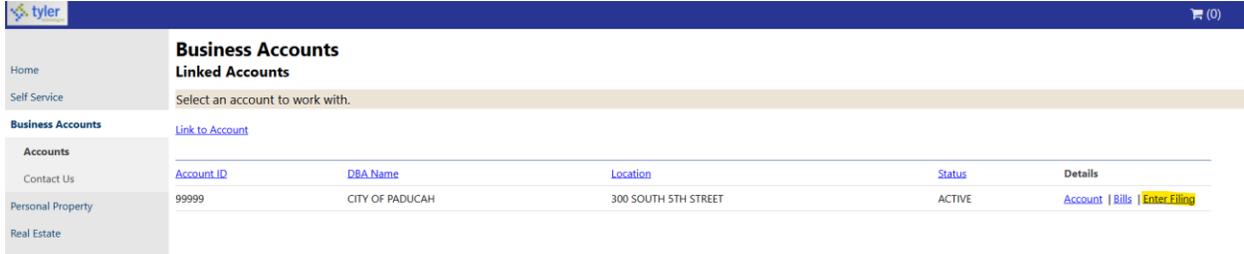
You must know your Business ID number. For payroll, this can be located on the top right of your pre-printed quarterly return. For insurance premium tax, this would be sent to you via USPS and by email.

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.

The screenshot shows the Tyler Technology website interface for the "Account Link Setup" page. The navigation menu is the same as in Step 6. The main content area is titled "Business Accounts" and "Account Link Setup". Below the title is a light brown instruction bar: "Please use your Business ID to link your account." The main form area contains the question "What is the account ID of this business? *" followed by an empty text input field. Below the input field are two buttons: "Submit" and "Cancel". At the bottom left of the form area, there is a note: "* indicates required field".

Step 8:

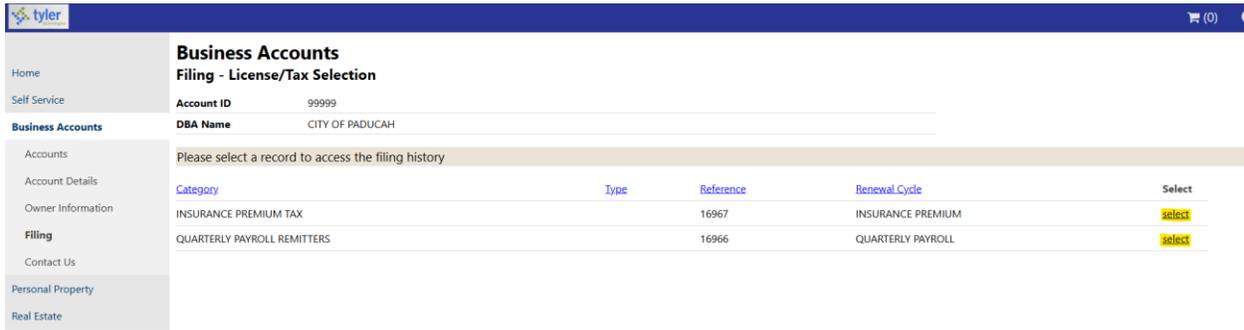
Welcome to your landing page. You will see your business id, DBA, and physical location, if applicable. To begin a filing click, **Enter Filing**.



The screenshot shows the Tyler Business Accounts interface. The header includes the Tyler logo and a shopping cart icon with '(0)'. A navigation menu on the left lists 'Home', 'Self Service', 'Business Accounts', 'Accounts', 'Contact Us', 'Personal Property', and 'Real Estate'. The main content area is titled 'Business Accounts' and 'Linked Accounts'. Below this, there is a 'Link to Account' link and a table with columns: 'Account ID', 'DBA Name', 'Location', 'Status', and 'Details'. A single row is visible with the following data: Account ID: 99999, DBA Name: CITY OF PADUCAH, Location: 300 SOUTH 5TH STREET, Status: ACTIVE, and Details: Account | Bills | 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.



The screenshot shows the Tyler Business Accounts interface for 'Filing - License/Tax Selection'. The header includes the Tyler logo and a shopping cart icon with '(0)'. The navigation menu on the left lists 'Home', 'Self Service', 'Business Accounts', 'Accounts', 'Account Details', 'Owner Information', 'Filing', 'Contact Us', 'Personal Property', and 'Real Estate'. The main content area is titled 'Business Accounts' and 'Filing - License/Tax Selection'. It shows 'Account ID: 99999' and 'DBA Name: CITY OF PADUCAH'. Below this, there is a message: 'Please select a record to access the filing history'. A table with columns: 'Category', 'Type', 'Reference', 'Renewal Cycle', and 'Select' is displayed. Two rows are visible: 'INSURANCE PREMIUM TAX' with Reference 16967 and Renewal Cycle 'INSURANCE PREMIUM', and 'QUARTERLY PAYROLL REMITTERS' with Reference 16966 and Renewal Cycle 'QUARTERLY PAYROLL'. Both rows have a 'select' button in the 'Select' column.

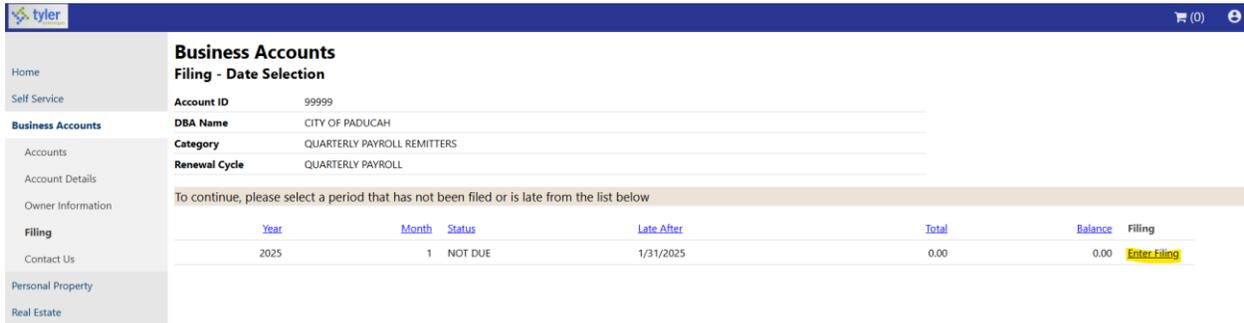
Step 10:

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



The screenshot shows the Tyler Business Accounts interface. The left sidebar contains navigation links: Home, Self Service, Business Accounts (highlighted), Accounts, Account Details, Owner Information, Filing, Contact Us, Personal Property, and Real Estate. The main content area is titled "Business Accounts Filing - Date Selection". It displays account information: Account ID 99999, DBA Name CITY OF PADUCAH, Category QUARTERLY PAYROLL REMITTERS, and Renewal Cycle QUARTERLY PAYROLL. Below this is a message: "To continue, please select a period that has not been filed or is late from the list below". A table lists filing periods with columns for Year, Month, Status, Late After, Total, Balance, and Filing. The first row shows Year 2025, Month 1, Status NOT DUE, Late After 1/31/2025, Total 0.00, Balance 0.00, and a yellow "Enter Filing" button.

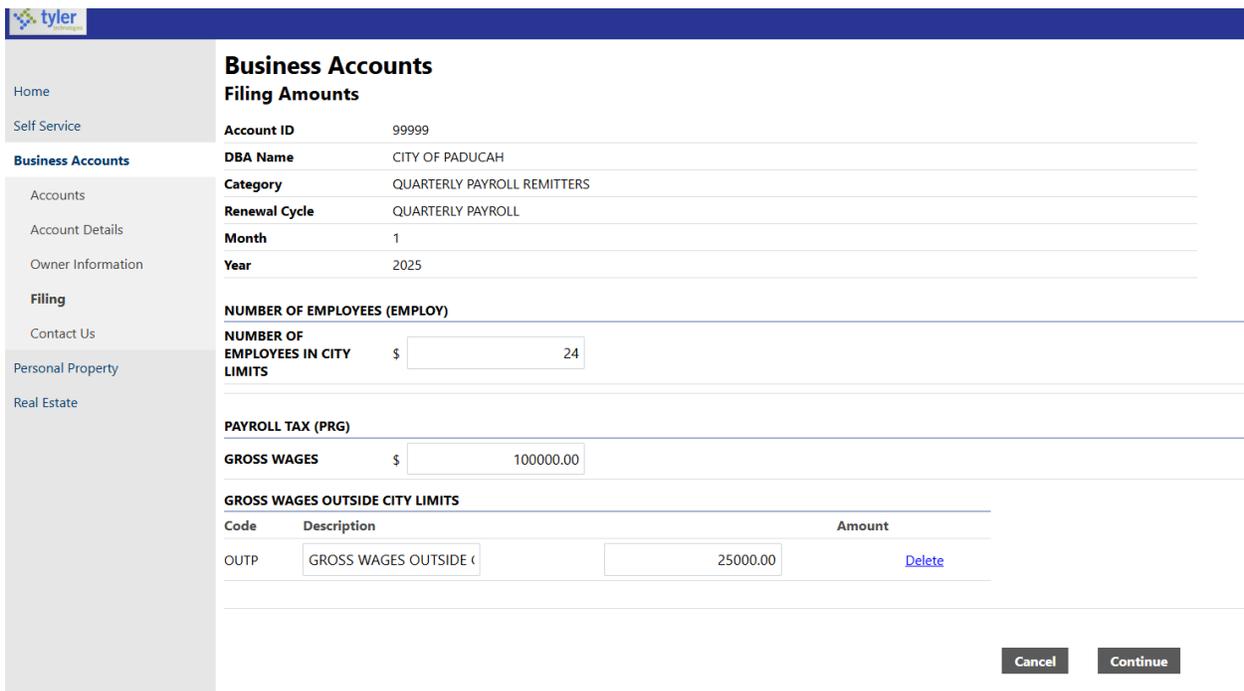
Year	Month	Status	Late After	Total	Balance	Filing
2025	1	NOT DUE	1/31/2025	0.00	0.00	Enter Filing

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.

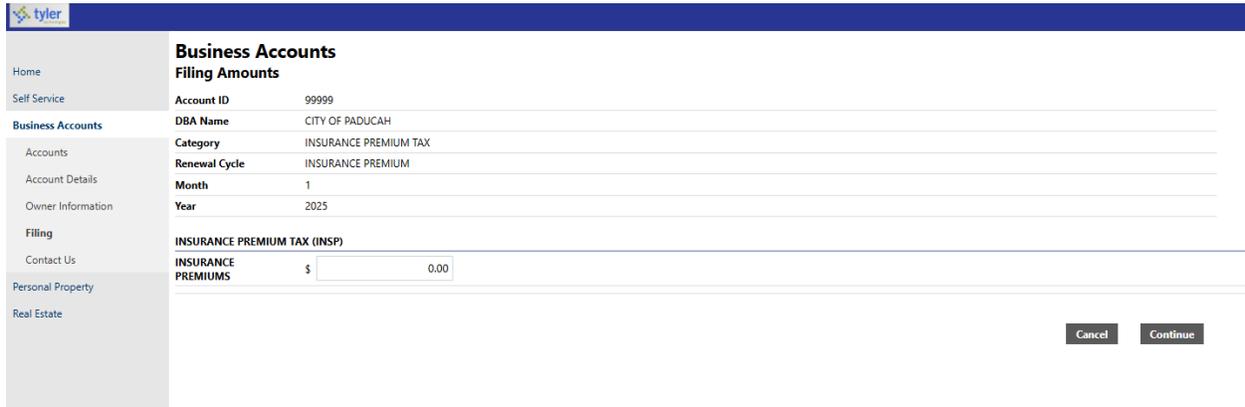


The screenshot shows the Tyler Business Accounts interface for "Filing Amounts". The left sidebar is the same as in Step 11. The main content area is titled "Business Accounts Filing Amounts". It displays account information: Account ID 99999, DBA Name CITY OF PADUCAH, Category QUARTERLY PAYROLL REMITTERS, and Renewal Cycle QUARTERLY PAYROLL. Below this are input fields for Month (1) and Year (2025). The "NUMBER OF EMPLOYEES (EMPLOY)" section has a field with the value 24. The "PAYROLL TAX (PRG)" section has a "GROSS WAGES" field with the value \$ 100000.00. The "GROSS WAGES OUTSIDE CITY LIMITS" section has a table with columns for Code, Description, and Amount. The first row shows Code OUTP, Description GROSS WAGES OUTSIDE C, and Amount 25000.00, with a "Delete" link. At the bottom right are "Cancel" and "Continue" buttons.

Code	Description	Amount
OUTP	GROSS WAGES OUTSIDE C	25000.00

Insurance Premium Tax Filers:

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



The screenshot shows the 'Business Accounts Filing Amounts' page. The left sidebar contains navigation links: Home, Self Service, Business Accounts (selected), Accounts, Account Details, Owner Information, Filing, Contact Us, Personal Property, and Real Estate. The main content area displays the following information:

- Account ID:** 99999
- DBA Name:** CITY OF PADUCAH
- Category:** INSURANCE PREMIUM TAX
- Renewal Cycle:** INSURANCE PREMIUM
- Month:** 1
- Year:** 2025

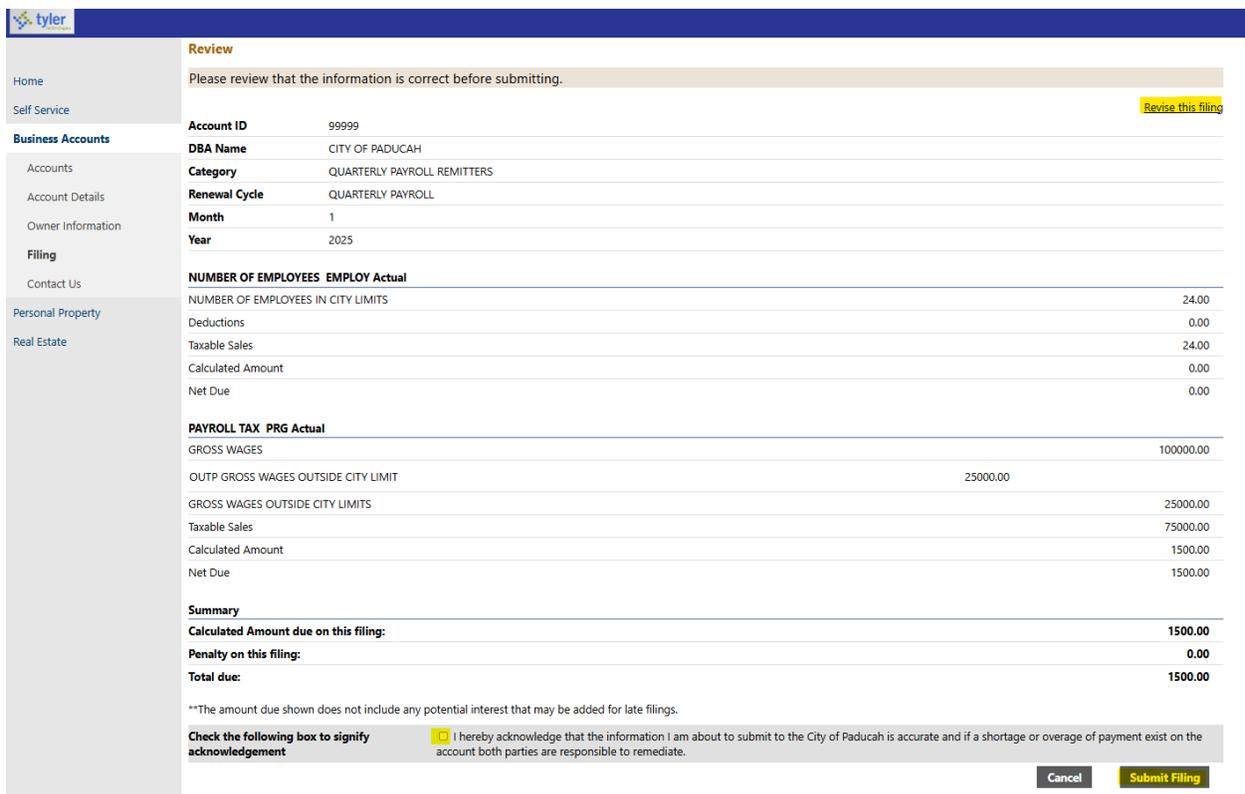
Below this information, there is a section for 'INSURANCE PREMIUM TAX (INSP)'. It includes a table with the following entry:

INSURANCE PREMIUMS	\$	0.00

At the bottom right of the page, there are two buttons: 'Cancel' and '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.



The screenshot shows the 'Review' page. The left sidebar is identical to the previous page. The main content area displays a review summary and a table of amounts.

Review
Please review that the information is correct before submitting. [Revise this filing](#)

Account ID: 99999

DBA Name: CITY OF PADUCAH

Category: QUARTERLY PAYROLL REMITTERS

Renewal Cycle: QUARTERLY PAYROLL

Month: 1

Year: 2025

NUMBER OF EMPLOYEES EMPLOY Actual

NUMBER OF EMPLOYEES IN CITY LIMITS	24.00
Deductions	0.00
Taxable Sales	24.00
Calculated Amount	0.00
Net Due	0.00

PAYROLL TAX PRG Actual

GROSS WAGES	10000.00
OUTP GROSS WAGES OUTSIDE CITY LIMIT	25000.00
GROSS WAGES OUTSIDE CITY LIMITS	25000.00
Taxable Sales	75000.00
Calculated Amount	1500.00
Net Due	1500.00

Summary

Calculated Amount due on this filing:	1500.00
Penalty on this filing:	0.00
Total due:	1500.00

**The amount due shown does not include any potential interest that may be added for late filings.

I hereby acknowledge that the information I am about to submit to the City of Paducah is accurate and if a shortage or overage of payment exist on the account both parties are responsible to remediate.

At the bottom right, there are two buttons: 'Cancel' and '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.



Business Accounts

Filing Amounts

Confirmation

Thank you. Your information has been successfully submitted.

[Add bill to Cart](#)

You can now...

Attach one or more documents to your new Filing

- Use the **Choose File** button to select a document to attach.
- As each document is selected, an additional file selection button will appear, allowing you to select multiple documents.
- Click the **Upload** button to upload the selected attachment(s).

Choose File No file chosen

Upload [Cancel](#)

- [Submit another renewal](#)

Account ID	99999
DBA Name	CITY OF PADUCAH
Category	QUARTERLY PAYROLL REMITTERS
Renewal Cycle	QUARTERLY PAYROLL
Month	1
Year	2025

NUMBER OF EMPLOYEES IN CITY LIMITS	24.00
Deductions	0.00
Taxable Sales	24.00
Calculated Amount	0.00
Net Due	0.00
GROSS WAGES	100000.00
OUPG GROSS WAGES OUTSIDE CITY LIMIT	25000.00
GROSS WAGES OUTSIDE CITY LIMITS	25000.00
Taxable Sales	75000.00
Calculated Amount	1500.00
Net Due	1500.00

Summary

Calculated Amount due on this filing:	1500.00
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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.

Enter your payment information	Summary
<p>When would you like to pay?</p> <p><input checked="" type="radio"/> Now <input type="radio"/> Later</p> <hr/> <p>How are you going to pay?</p> <p><input type="radio"/> Enter new credit card <input type="radio"/> Enter new eCheck</p> <hr/> <p>Where should we send your receipt?</p> <p>Email for receipt* <input type="text"/></p> <p>Enter a valid email address</p> <hr/> <p>You will not be charged until you review your payment on the next step</p> <p>Back Continue</p>	<p>Subtotal \$1,500.00</p> <p>An additional fee may be charged based on your method of payment</p>

Step 16:

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

<h3>Thank you for your payment</h3> <p>Allow five to seven business days for funds to be withdrawn from your account.</p> <p>An email confirmation was sent to SMILLAY@PADUCAHKY.GOV.</p> <hr/> <p>City of Paducah, KY 300 S 5th Street, Paducah, KY 42003 (270) 444-8595 https://www.paducahky.gov/</p> <hr/> <h4>Transaction details</h4> <p>Date: December 09, 2024 12:12 PM CST</p> <table><tr><td>2025 Business Licenses #115701</td><td>\$1,500.00</td></tr><tr><td>Subtotal</td><td>\$1,500.00</td></tr><tr><td>Processing fee</td><td>\$1.50</td></tr><tr><td>Total</td><td>\$1,501.50</td></tr></table>	2025 Business Licenses #115701	\$1,500.00	Subtotal	\$1,500.00	Processing fee	\$1.50	Total	\$1,501.50	<h3>Payment information</h3> <p>TEST</p> <p>Checking account ending in</p> <p>Confirmation number: 6HQYLHHGWH</p> <p>Transaction type: Purchase</p> <hr/> <p>Thank you for your payment. revenue@paducahky.gov</p> <hr/> <p>Return to Citizen Self Service</p>
2025 Business Licenses #115701	\$1,500.00								
Subtotal	\$1,500.00								
Processing fee	\$1.50								
Total	\$1,501.50								

<h2>Complete your payment</h2> <p>Review your payment method</p> <p>Checking account ending in</p> <hr/> <h3>Summary of charges</h3> <table><tr><td>2025 Business Licenses #115701</td><td>\$1,500.00</td></tr><tr><td>Subtotal</td><td>\$1,500.00</td></tr><tr><td>Processing fee</td><td>\$1.50</td></tr><tr><td>Total</td><td>\$1,501.50</td></tr></table> <p>By clicking Submit payment, you agree to the following privacy policy and terms of use.</p> <p>Back Submit payment</p>	2025 Business Licenses #115701	\$1,500.00	Subtotal	\$1,500.00	Processing fee	\$1.50	Total	\$1,501.50	<p>Allow five to seven business days for funds to be withdrawn from your account.</p>
2025 Business Licenses #115701	\$1,500.00								
Subtotal	\$1,500.00								
Processing fee	\$1.50								
Total	\$1,501.50								