



Commonwealth of Kentucky

One Stop Overview User Guide

Overview

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1 Introduction

Welcome to the Commonwealth of Kentucky's Business One Stop portal. One Stop provides you the ability to do the following:

- register a new business
- set up access (or link) to an existing business
- manage your business (for example, submit filings to the Secretary of State and update information on file with the Department of Revenue)
- manage individuals' access to your business information
- file selected business taxes and/or licenses with the Department of Revenue

Note

Registered businesses are assigned a unique Commonwealth Business Identifier (CBI) number, which functions as an enhanced security feature of the portal. The CBI also authenticates your business and validates that you are registered to access your information online.

The  icon on the One Stop "Dashboard" provides access to User Guides and Frequently Asked Questions (FAQs). User Guides are available for the main One Stop functions. Please review the table of contents in each guide for quick access to necessary information.

Note

Use of this system and the User Guides is not intended to replace professional legal and tax advice.

1.1 Register a New Business

One Stop currently allows you to register a business with the Office of the Secretary of State and the Department of Revenue. In future releases, the Commonwealth will expand One Stop's functionality to encompass other agencies.

For information about registering new businesses, please reference the separate 'User Guide' document entitled One Stop Register My Business. To register a new business, use the 'Register a new business' link on the "Dashboard" (see Section 2.4.1).

1.2 Link to an Existing Business

One Stop provides two methods for gaining access to an existing business:

- Request CBI - If your business has tax accounts with the Department of Revenue, and you do not know the CBI Number of your business, you may 'request' it by clicking on the click "here" to request it (CBI) on the main 'Link My Business' page. By answering a series of questions One Stop may be able to authenticate that you are authorized to

access confidential information about the business. The questions are designed to ensure that no unauthorized individuals may see your business information.

- If your business does not have tax accounts or you prefer not to answer the questions, you may request that the Commonwealth mail a letter to your business using information on file with the Office of the Secretary of State or the Department of Revenue. When you receive the letter, you may set up access to your business through One Stop using the Commonwealth Business Identifier (CBI), Business Name and the Security Token contained in the letter.

For information about setting up access to an existing business, please reference the separate 'User Guide' document entitled One Stop Link My Business. To link to an existing business, use the 'Link My Business' link on the "Dashboard" (see Section 2.4.1).

1.3 Manage an Existing Business

Depending on the type of business structure and whether the business was formed in Kentucky, you and your authorized business users may submit the following filings to the Office of the Secretary of State:

- File/Amend Annual Report
- Dissolve Business – Formally Dissolve, Cancel or Withdraw an Active, in Good Standing business
- Assumed Name – File, Amend, Renew, and/or Withdraw
- Statement of Change – Change Registered Agent and/or Principal Office Address

You and your authorized business users also may update the following information on file with the Department of Revenue:

- Add/Update Doing Business As (DBA) Name for specific tax accounts
- Apply for Additional Tax Accounts
- Change Accounting Period.
- Change Business Name (if not registered with the Secretary of State)
- Change Mailing Address on Tax Accounts
- Change Phone Number on Tax Accounts
- Enroll in Online Filing for eligible Tax Accounts
- File Tax Returns on eligible Tax Accounts
- Manage Responsible Parties
- Apply for Additional Cigarette/Tobacco Licenses
- Change Mailing Address on Cigarette/Tobacco Licenses
- Change Contact Information on Cigarette/Tobacco Licenses
- Change Process Agent on Cigarette/Tobacco Licenses

- File Tobacco Taxes on eligible Cigarette/Tobacco Licenses

In later releases, you and your authorized business users may submit additional filings to the Secretary of State as well as make other Tax Registration changes.

For information about the functionality listed above, please reference the separate 'User Guide' document entitled [One Stop Manage My Business](#). To manage an existing business, select the business in the 'My Businesses' grid on the "Dashboard" (see Section 2.4.1).

1.4 Manage Security for an Existing Business

The One Stop Business Administrator and other authorized individuals may invite and remove access of business users as well as view permissions granted to a specific individual.

To manage security, use the 'Manage Permissions' link on the "Dashboard" (see Section 2.4.1).

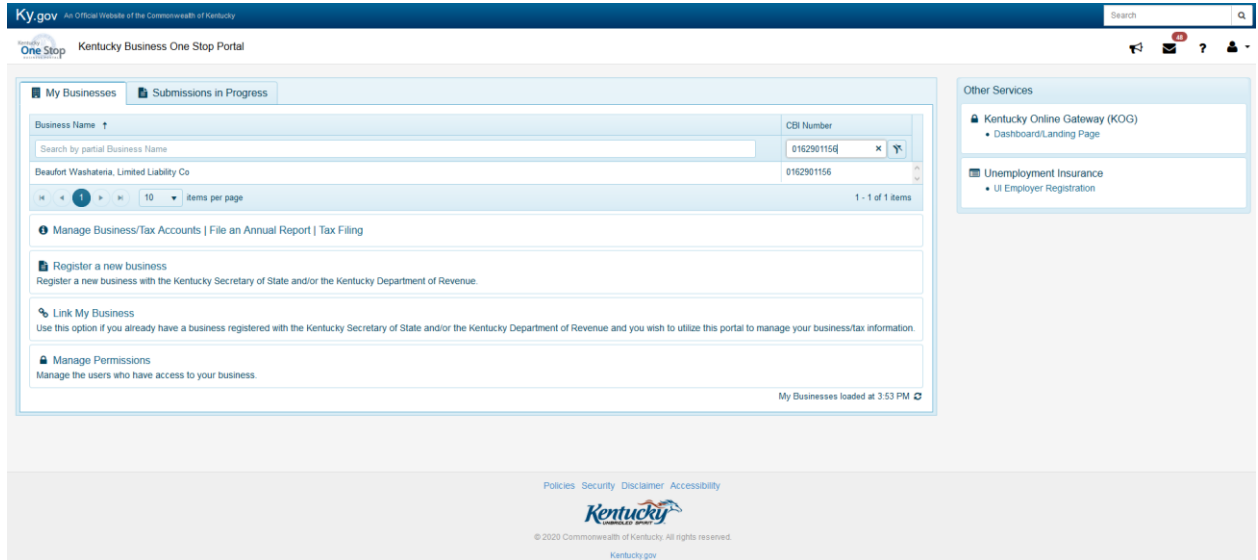
1.5 File Business Taxes

Authorized business users may file the following taxes through One Stop:

- Consumer's Use Tax
- Commercial Mobile Radio Service Prepaid Service Charge
- Motor Vehicle Tire Fee
- Sales and Use Tax
- Transient Room Tax

For information about electronic filing for Consumer's Use Tax, Commercial Mobile Radio Service Prepaid Service Charge, Motor Vehicle Tire Fee, Transient Room Tax and Sales and Use Tax, please reference the separate 'User Guide' documents entitled [eFile Quick Start](#) and/or [One Stop Tax Filing](#). To file these taxes, select the business in the 'My Businesses' grid on the "Dashboard" (see Section 2.4.1), then select 'File Taxes' on the "Business Summary" page within the 'Tax Accounts' tab.

2 One Stop Dashboard



Once you successfully log into Kentucky Business One Stop, you will see the “Dashboard.” The “Dashboard” functions as One Stop’s home page.

2.1 Ky.gov Banner




The blue section across the top is the Ky.gov banner; this section is standard on the Commonwealth of Kentucky’s official Web sites and offers a link to Kentucky’s official site. The search functionality in this banner searches all Ky.gov Web pages.





2.2 Portal Banner



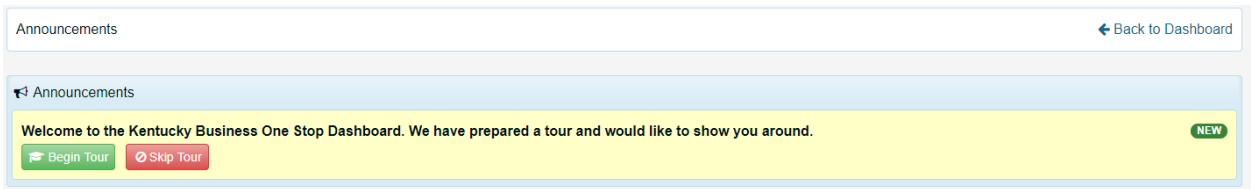
The white banner directly underneath the Ky.gov banner is the Kentucky Business One Stop Portal banner.

The following options are available in the One Stop banner:

Icon	Function
	Kentucky One Stop Business Portal logo – refreshes the “Dashboard” if that is the page displayed; otherwise, returns you to the “Dashboard.”

	Announcements.. The number indicates the number of announcements that you have not read. See Section 2.2.1.
	Message Center / My Messages. The number indicates the number of messages that you have not read. See Section 2.2.2
	Help Center. This area contains user guides, Frequently Asked Questions (FAQs) and contact information. See Section 2.2.3
	The dropdown shows your email address and allows you access to 'Account Settings' or to 'Sign Out' of the portal.' Account Settings provides options for you to update your name and address, email, and password.

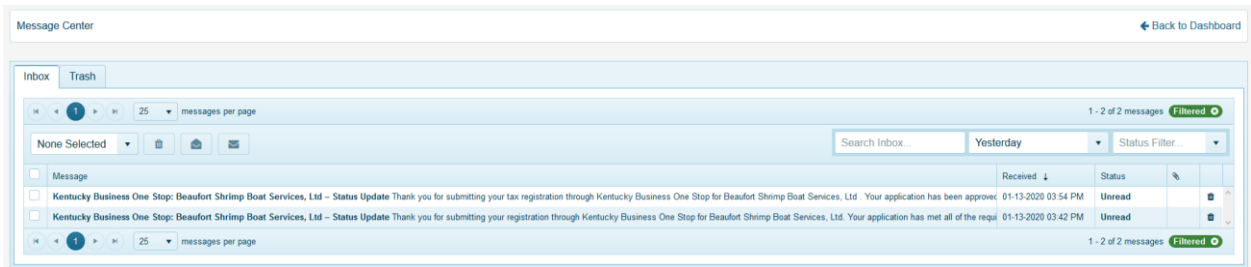
2.2.1 Announcements



The Announcements section provides information about upcoming events, including changes in functionality, planned outages, etc.

Click 'Back to Dashboard' to return to the main "Dashboard" page.

2.2.2 Message Center / My Messages



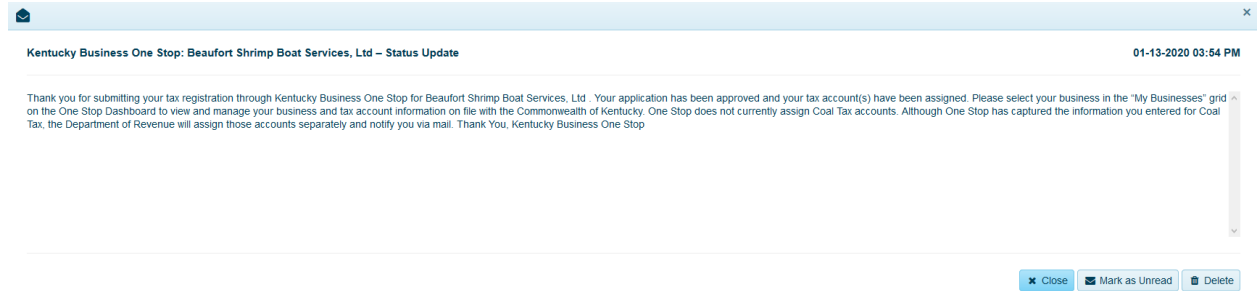
This grid lists messages sent to you from One Stop and the Commonwealth. The types of messages include registration status messages, notifications and permits for new tax accounts assigned to the business, notifications that tax filing periods are available.

The content of the grid is as follows:

Header	Content
Message	The subject header for the message
Received	The date and time you received the message.
Status	Statuses include read, unread, and deleted.

Header	Content
Attachment Icon	Shows if message has an attachment

Clicking on the Message link brings up a pop-up with the message itself, including attachments if applicable.



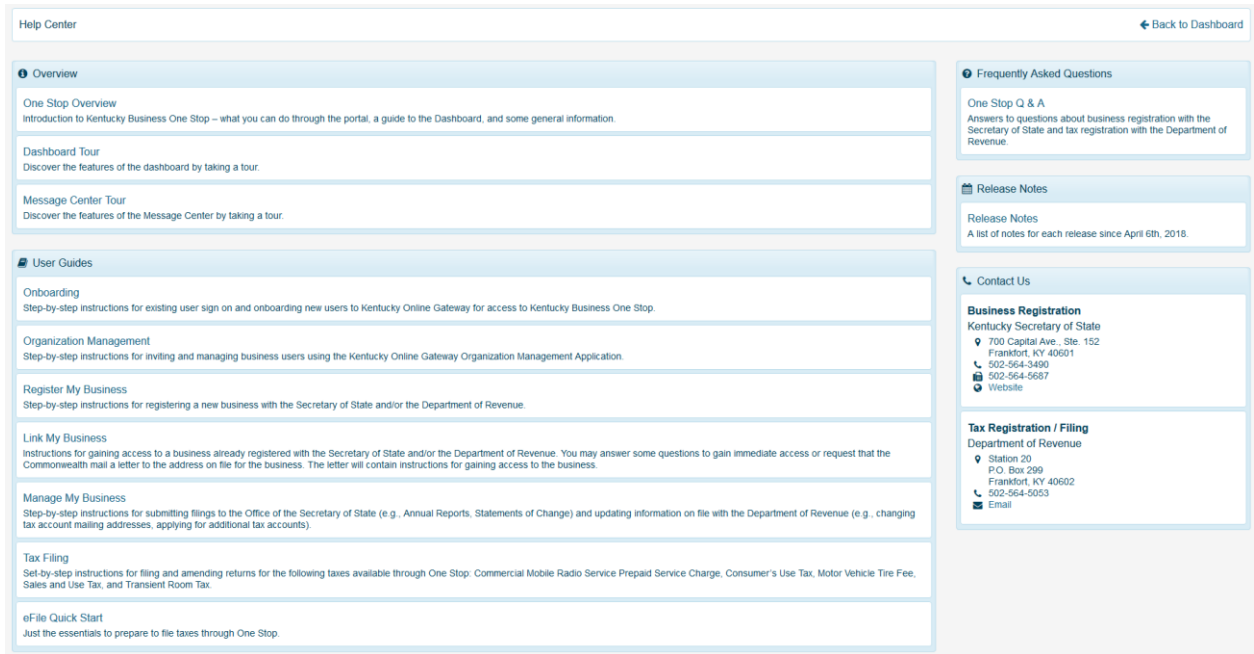
You may change the status of the message by clicking on one of the buttons. Once you open a message, it will become 'Read.' You may subsequently mark it as unread or delete it. If you filter on 'deleted' messages, you may delete them permanently or one at a time.

Note Attachments are produced in the Adobe Reader format. Depending on your browser, you may need to save an attachment to your desktop and open it using Adobe Reader for all characters to be readable.

When you have a new, urgent message, One Stop immediately sends you an email advising you to check your messages. When you have new, non-urgent messages, One Stop sends you – at most – one email per day advising you to check your messages. This will decrease the number of emails sent to you from the Commonwealth.

Click 'Back to Dashboard' to return to the main "Dashboard" page.

2.2.3 Help Center

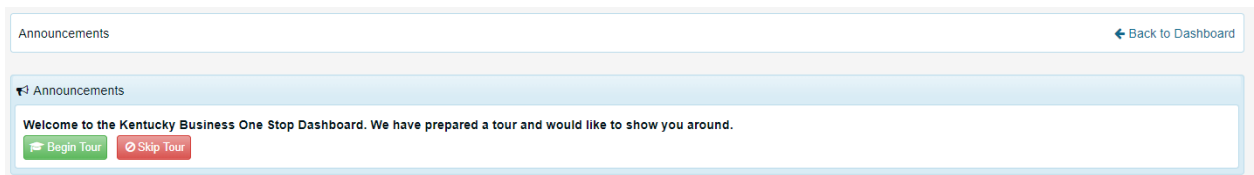


The Help Center contains links to user guides (including this one), the “Dashboard and Message Center” Tours if you need a refresher, Frequently Asked Questions, contact information and other information.

Click on a link to view the item.

Click ‘Back to Dashboard’ to return to the main “Dashboard” page.

2.3 Dashboard Welcome



One Stop recently introduced a new and improved “Dashboard.”

Under the ‘Announcements’ icon, you may take an online tour of the new “Dashboard” or skip the tour. After you take or skip the tour, the icon no longer appears as new. If you later want to see the tour, it is also available in the Help Center.

2.4 Dashboard Tabs

The “Dashboard” may contain several tabs. The ‘My Businesses’ tab always appears; the others will appear based on your authorization and activity.

The grids displayed on these tabs support the following functionality:

- You may click a column header to sort by that column – ascending or descending.
- You may search for a particular value in a column – just enter your search term and press the ‘Enter’ key.
- You may page through the list by using the forward and back buttons underneath the list. The first and last buttons on either end take you to the first and last page, respectively. The inside buttons take you one page at a time.
- You may change the number of items displayed on a page – click the dropdown and select a different value.
- The bottom right shows how many pages and how many items in the list.

A message at the bottom right of the tabs tells you when the grid was loaded. If you know information has changed, you may want to click the ‘refresh’ symbol to reload the grid

2.4.1 My Businesses

The screenshot displays the 'My Businesses' tab in the Kentucky Business One Stop Portal. At the top, there are two tabs: 'My Businesses' (selected) and 'Submissions in Progress'. Below the tabs, there is a search section with 'Business Name' and 'CBI Number' columns. A search bar is provided for the Business Name, and a dropdown menu shows the CBI Number '0162901156'. Below the search bar, a list of businesses is shown, with 'Beaufort Washateria, Limited Liability Co' as the first entry. Navigation controls include arrows for page navigation and a dropdown for '10 items per page'. At the bottom right of the list, it says '1 - 1 of 1 items'. Below the list, there are several action links: 'Manage Business/Tax Accounts | File an Annual Report | Tax Filing', 'Register a new business' (with a sub-description), 'Link My Business' (with a sub-description), and 'Manage Permissions' (with a sub-description). At the very bottom right, a status message reads 'My Businesses loaded at 9:57 AM' with a refresh icon.

The ‘My Businesses’ tab lists approved businesses that you may view or manage as well as links to additional functions and information.

Note

If you are the One Stop Business Administrator and only the One Stop Business Administrator for a business, you will not see the business in the ‘My Businesses’ grid. You will see it in the security module when you invite or remove someone’s access.

The content of the grid is as follows:

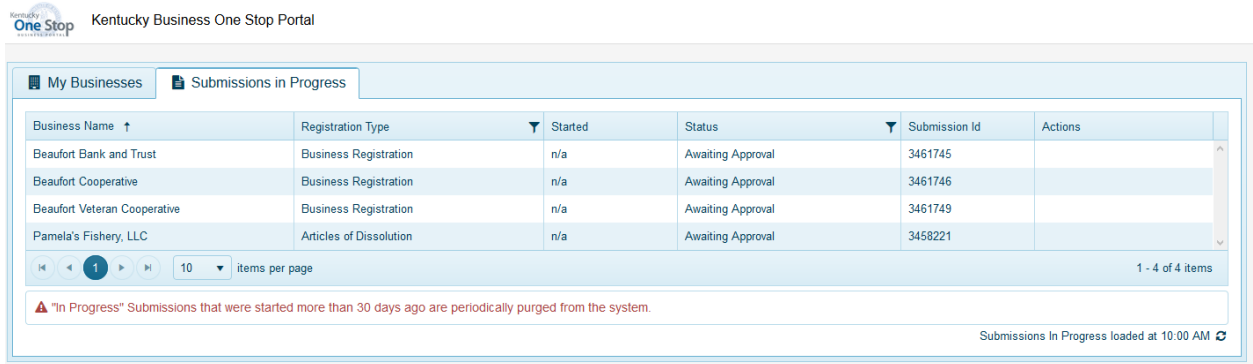
Header	Content
Business Name	The registered business' name.
CBI Number	The Commonwealth Business Identifier (CBI) for use in communicating with participating agencies in the Commonwealth. As of March 2015, the Office of the Secretary of State and the Department of Revenue are participating agencies.

Clicking on the business name or CBI Number link in this section displays information about the business and provides access to functions for you to manage the business. Please refer to the [One Stop Manage My Business](#) user guide for information about that functionality.

The links displayed beneath the grid provide access to the following functions:

Link	Function
Manage Business/Tax Accounts	Displays a quick tip about how to manage your business information on file with the Secretary of State and Department of Revenue.
File an Annual Report	Displays a quick tip about how to submit filings to the Office of the Secretary of State.
Tax Filing	Provides a quick tip on filing taxes with the Department of Revenue Commercial Mobile Radio Service Prepaid Service Charge, Consumer's Use Tax, Motor Vehicle Tire Fee, Sales and Use Tax and Transient Room Tax may be filed electronically through the Manage Business function. Select the business in the 'My Businesses' grid to file these taxes. The 'Employer's Withholding Tax' link takes you to the Withholding Return and Payment System (WRAPS). The 'Other' link takes you to the "E-file and Payment Options" page on the Department of Revenue's web site. Select one to continue.
Register a new business	Initiates registration with the Secretary of State and/or Department of Revenue. In future, you will be able to register with other Commonwealth agencies through this function. Please refer to the One Stop Register My Business user guide.
Link My Business	Initiates functionality to set up access to an existing business for which you have the Commonwealth Business Identifier (CBI) or confidential information to prove you should have access. Please refer to the One Stop Link My Business user guide.
Manage Permissions	If you are authorized to manage security for a business, this transfers you to Kentucky Online Gateway where you may view and manage permissions for your businesses.

2.4.2 Submissions in Progress



This grid includes information about business registrations that are in progress, awaiting approval or payment of fees.

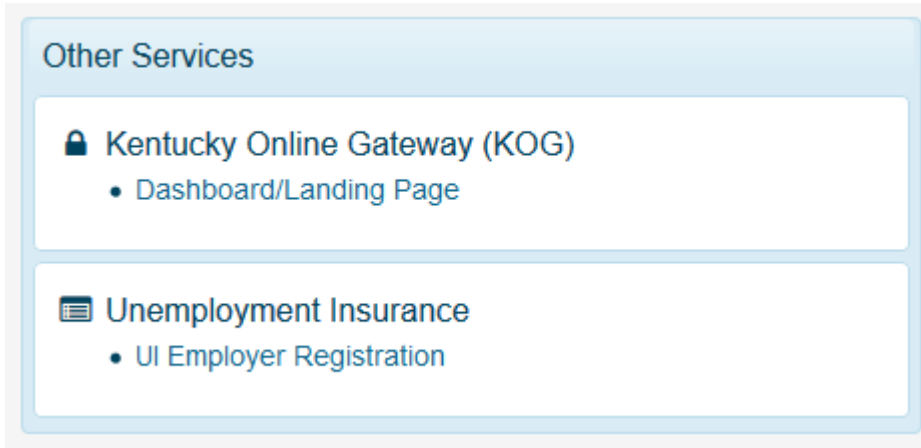
The content of the grid is as follows:

Header	Content
Business Name	The registered business' name if provided during the registration process.
Registration Type	Indicates whether the registration is business, tax or license.
Started	The number of days since the registration was started. One Stop will warn you when an 'in progress' registration is 15 days old; One Stop will delete 'in process' registrations over 30 days old. For registrations awaiting approval, n/a will be displayed.
Status	Status of the registration, either in progress, awaiting approval, pending payment or payment in process.
Submission Id	Number assigned to this submission.
Actions	\$Pay Now button appears for tobacco registrations requiring payment



For an 'In Progress' registration, clicking on the Submission Id link returns you to the last completed section for you to resume the registration process.

For a registration 'Awaiting Approval,' clicking on the submission Id link displays the summary page for the type of filing submitted.

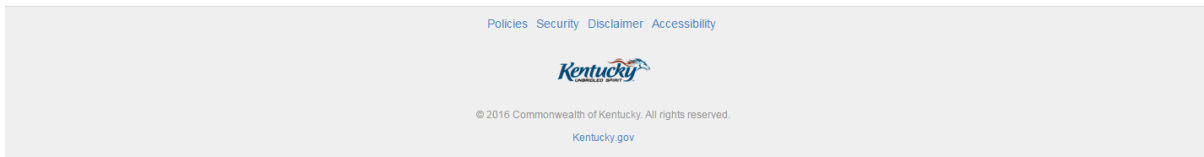
2.5 Other Services



The 'Other Services' section provides access to the following:

 Kentucky Online Gateway (KOG)	Transfers you to the Kentucky Online Gateway dashboard/landing page.
 Unemployment Insurance	Provides access to Kentucky Unemployment Insurance Self-Service Web.

2.6 Commonwealth Policies



The gray section across the bottom provides links to the Commonwealth’s Privacy, Security, Disclaimer and Accessibility policies and statements as well as displaying copyright information. This section is standard on the Commonwealth of Kentucky’s official Web sites.

3 General Information

3.1 Software Requirements

One Stop functions support Chrome (Some functions also support other browsers and/or other browser versions).

One Stop will notify you when you attempt to access a function that does not support the browser you are using. When this happens, One Stop will offer links to download a supported browser with a message similar to the one below. (Note: Some functions in One Stop also require JavaScript for built-in services.)

THIS BROWSER OR VERSION IS NOT SUPPORTED!

Supported Browsers are Google Chrome and Internet Explorer. Click the links to get the latest versions of each.

Click one of the approved browsers to be transferred to the appropriate web site for downloading the latest version of the selected browser. After downloading the new browser, please log in again to One Stop.

In future releases, One Stop will be updated to support other browsers.

3.2 Help Icon



The white question mark in a blue circle indicates that additional information is available for one or more fields on a page. Hover over the icon to display the 'help' text.

3.3 Addresses

Addresses are handled consistently throughout the application. Typical address entry looks like the following when first displayed:

Use a Previous Address 501 HIGH STFrankfort,KY,40601-2103,US ▼

ATTN

Country United States ▼

Zip/Postal Code 40601-2103

Address Line 1 501 HIGH ST

Address Line 2 (optional)

City Frankfort

State(Enter state/province name if non-USA countries) Kentucky ▼

County Franklin ▼

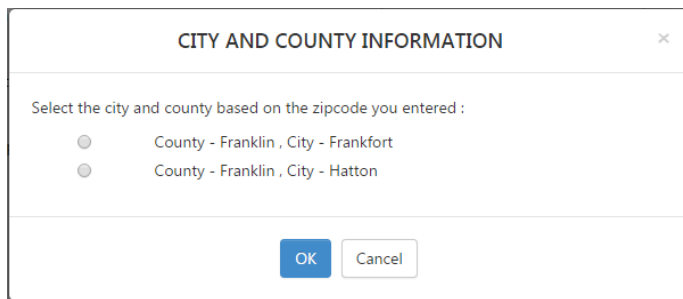
You may choose to use a previously entered address by checking the box and selecting an address from the list.

If a previously entered address is not available or does not match the one being requested, enter the correct address. The best approach is to start at the top by selecting country, and then work down the fields from top to bottom.

If you encounter any difficulties when entering addresses, use the 'Previous' button to back up to the previous page and clear the address fields. Some pages also have a 'Cancel' button that you may use to clear the information. Once cleared, you may re-enter the address, making sure to start with country and work your way down the page.

3.3.1 Addresses in the United States

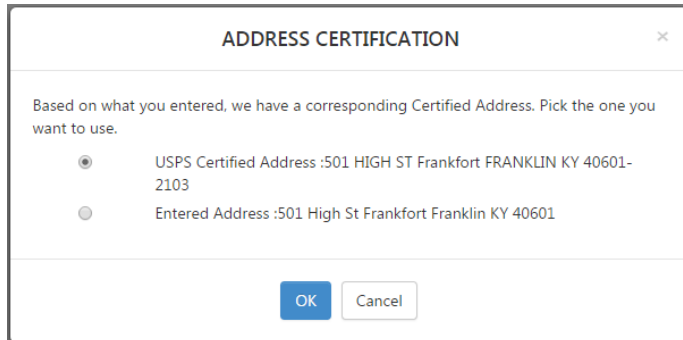
When you select the United States (first in the list), One Stop can validate the Zip/Postal Code that you enter and, if valid, fill in the City and State.



When the Zip/Postal Code matches more than one city, One Stop presents a selection list. For example, Zip/Postal Code 40601 matches two cities in Franklin County, Kentucky. When this happens, select the appropriate city and click 'OK.' One Stop fills in the City and State for the address.

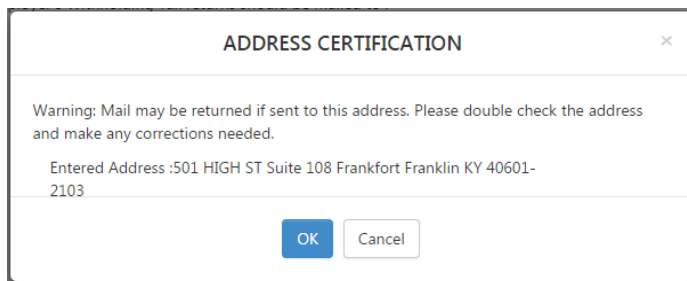
If you choose to select the state, the dropdown lists the fifty states and the District of Columbia.

When you choose to continue (usually by clicking 'Next'), One Stop validates and certifies the address with the United States Postal Service (USPS). One Stop displays the results in the Address Certification dialog box.



If the USPS certified address is correct, please select it. One Stop will overlay the address you entered with the USPS certified address. If the USPS certified address is not correct, select the entered address. Click 'OK' to continue. (The 'Cancel' button returns you to the page where you may modify the entered address.)

If the address you entered is not a valid mailing address, One Stop displays the following warning.



You may click 'OK' to accept the address as is, or 'Cancel' to fix the address and try again.

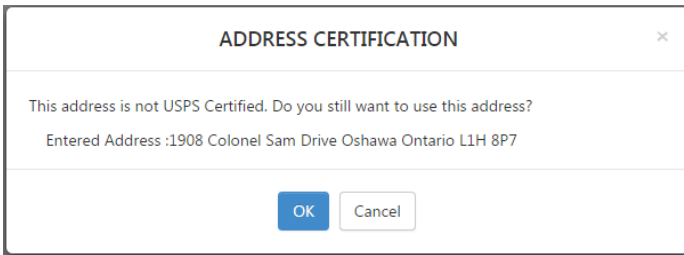
After clicking 'OK' on the Address Certification dialog box, you will need to choose to continue again, usually by clicking 'Next' on the page.

3.3.2 Addresses outside the United States

When you select a country other than the United States, entry of the Zip/Postal Code is free format and the 'State' dropdown is empty. You may enter additional information in the 'City' field if required for addresses in the country you selected.

ATTN:
 Country:
 Zip/Postal Code:
 Address Line 1:
 Address Line 2 (optional):
 City:
 State(Enter state/province name if non-USA countries):
 County:

No matter the country, One Stop attempts to certify the address entered with the USPS and displays this Address Certification dialog box.



Click 'OK' to continue.

After clicking 'OK' on the Address Certification dialog box, you will need to choose to continue again, usually by clicking 'Next' on the page.

3.4 Phone Numbers

Phone numbers are handled consistently throughout the application. Typical phone number entry looks like the following when first displayed.

Mailing Telephone Number

The country code defaults to the United States (signified by the flag). United States phone numbers are formatted as (nnn) nnn-nnnn as you type in the numbers. One Stop also validates phone numbers in the United States.

Mailing Telephone Number

You may select a country other than the United States. In this case, One Stop will not format or validate the number you enter.

Mailing Telephone Number

 (905) 644-5000

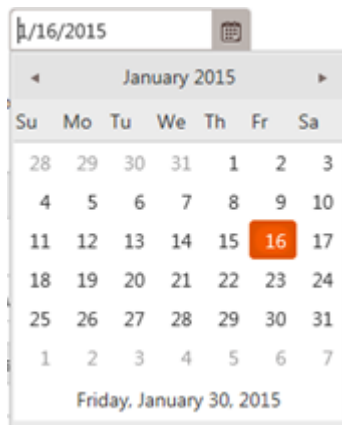
3.5 Dates

Dates are handled consistently throughout the application. Typical date entry looks like the following when first displayed.

Date

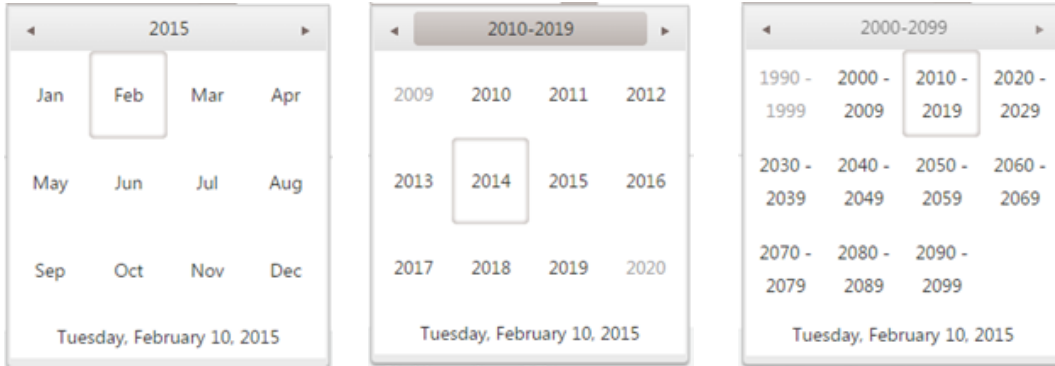


You cannot type directly in the text box. Click the 'calendar' icon to the right. One Stop displays the calendar (starting with the current month) and prevents selection of dates that do not meet business rules. For example, if the date being requested must be a future date, One Stop will disable dates before today's date.



Use the arrows on either side of the month and year to move the calendar backward and forward. When you click a specific date, One Stop fills in the date field and closes the calendar display.

You can quickly move to other months in the year, years in the decade and so on by clicking the middle of the top scroll bar, where the month and year are displayed.



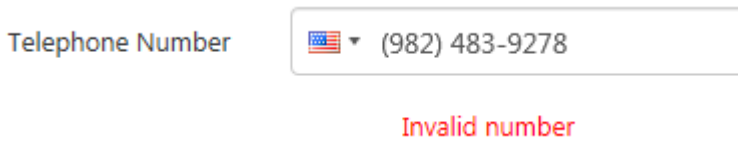
The calendar first expands the selection to months of the year as shown in the example on the left. Click the top scroll bar again and the calendar expands the selection to years in the decade. Click the top scroll bar again and the calendar expands the selection to decades. When you select a decade, the calendar contracts in reverse so that you may select a year in the decade, a month in the year and finally a day in the month.

3.6 Error Messages

One Stop typically validates data entered on the page when you choose to proceed to the next page, for example, by clicking the 'Next' button.



In some cases, One Stop validates data when you exit a field. For example, when you enter a phone number, One Stop checks its validity as soon as you tab out of the field and lets you know immediately if the number is invalid.



In any case, simply correct the error and try again.