Guidance on How to use the Kentucky.gov ACH Pay Application

Kentucky Department of Education Office of Finance and Operations Division of District Support District Financial Management Branch

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Kentucky.Gov ACH Pay Application

To access the Kentucky.Gov ACH Pay application all **NEW** users will need to get registered. To get started go to the below website and GET REGISTERED. Follow the steps to create a username and password and answer the personal security questions. If possible, please provide a primary user and 2 backups. **NOTE:** Every user should have their own login credentials.

Registration Link: https://secure2.kentucky.gov/Identity/Account/Register

ACH Pay SETUP

Step 1: Provide the following information. **NOTE:** Each district user will need register with their own information.

Kentucky.gov	Business Education	n Employment	Family & Health	Government	Residents	Tourism
Kentucky.gov New User I	Registration.					
Please provide the following informa Privacy Policy.	ition to create your Kentucky.	gov user accour	nt. If you have ques	stions about ho	w this inform	mation is used, please read our
First Name						
Last Name						
Phone Number						
Zip Code						
Email Address						
I'm outside of the United State	s					
Job Category						
Select from the list below						~
O Yes, I would like to subscribe to	the Kentucky.gov newsroc	m				

By subscribing to the Commonwealth News Center, you will receive summaries via email of news releases on topics of your choosing on a daily or weekly basis absolutely free.

Step 2: Decide on a "Username". Click on the "Username requirements" to see requirements. **NOTE:** Each district user will need to register with their own username

Username	
Username requirements	

Step 3: Decide on a "Password". Click on the "Password requirements" to see requirements. **NOTE:** There should be a different password for each registered user in your district.

Password	
Password requirements	
Re-type Password	
	_

Step 4: Choose your Security Questions and Answers.

Security Question 1	
Select from the list below	~
Security Answer 1	
Security Question 2	
Select from the list below	~
Security Answer 2	

Step 5: Check the box.

I'm not a robot	reCAPTCHA Privacy - Tarma

Last Step: Be sure to PRINT this page so that you will have all the information that you entered for your records. Click on the "Complete registration" button. You are now done registering.

Complete Registration

NOTE: All users must be GRANTED ACCESS before they are able to submit a payment. (See "To Change or Update Account" or "FAQs" for more information)

TO MAKE A PAYMENT

Once the new user has been given access to the ACH Pay application, they may then go to the ACH Pay link (below) to log in and make a payment. (Add this link to your favorites!)

ACH Pay application: <u>https://secure.kentucky.gov/achpay</u>

Once logged in, there will be displayed the five (5) most recent payments made. To <u>create a payment</u>, click on the link titled "Add New Payment Item".

Make Payment Reporting	AND AND AN	ANNY TA MANY AN ANNY BRANCHARTAN	A TO VIEW / A A A A A A A A A A A A A A A A A A	
Make Payment Add New Payment Item List of 5 Most recent payments	Recent Payments Date of Payment 7/12/2011 3:42:54 PM 7/11/2011 1:19:52 PM	Payment Type XXX000XXX - Controller's Off XXX000XXX - Controller's Off	Amount fice Test \$3.00 f fice Test \$2.00 f	Paid By fabulousones fabulousones

On the **Create Payment Item** page enter <u>amount of payment</u> and click **CREATE**. ***Note:** If you have multiple payment types be sure to choose the proper payment type from the dropdown menu for your agency.



The **Make Payment** screen allows users to review payments that have been created or delete items, if necessary. After reviewing payment information (amount and last four digits of bank account number), click **Submit Payment** to process payment. ***Note:** Only click **Submit Payment** once. The transaction may take a few seconds to process.

Make Payment	Reporting				
Make Payme	nt				
Add New Payment Item					
Payme XXX000XXX - Con	nt Type troller's Office	Amount Test \$100.00 D	elete		
To be paid for with Chase account number ending with 6402.					
Submit Payment					

Next is the payment confirmation page. If you see the message "Your Payment Confirmation number is..." that means your payment was successful. From this page you can click on the link titled **Print Receipt** to print out a receipt of the transaction. Click **FINISH** to return to home page.

Make Payment R	leporting
	Print Receipt 🔤 Email Receipt
Thank you for	your payment!
Your Payment Confirm	ation number is 8408753.
Payment Date: Wedne	esday, July 13, 2011
Account Holde	r Details
Account Holder: Cont	croller's Office
Billing Address: 702 (Capital Ave - Room 484
Fran	kfort, KY 40601
Cart Items	
Description	Quantity Amount Extended Total
Controller's Office Tes	t 1 \$100.00 \$100.00
Payment Summ	nary
Paid By:	fabulousones
Payment Method: AC	H Account ending with 6402
	\$100.00

You can click on the "**Reporting**" link at the top of the screen and this page will list all payments that have been made. From this page you can view the payment receipt for each payment.

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Make Payment R	eporting						
-							
Reporting							
Find by Paid User:	Customer	Bank Account	Paid By	Payment Status	Date of Last Payment Attempt	Payment Type	Amount
<u> </u>	Controller's Office	Chase	fabulousones	Paid	7/13/2011 5:58:40 AM	XXXX000XXXX - Controller's Offic	e Test \$100.00 Receipt
Search	Controller's Office	Chase	fabulousones	Paid	7/12/2011 3:42:54 PM	XXXX000XXX - Controller's Offic	e Test \$3.00 Receipt
	Controller's Office	Chase	fabulousones	Paid	7/11/2011 1:19:52 PM	XXX000XXX - Controller's Offic	e Test \$2.00 Receipt
	<< First < Previou	us 1 Next > La	st >>				

TO CHANGE OR UPDATE ACCOUNT

To make a change to the account/customer setup (i.e., add/remove user access to account, change banking information, contact information, etc.) click on the "ACH Change Form" link below.

ACH Change Form: https://secure.kentucky.gov/formservices/ACHPay/Request

NOTE: This link with prompt you to sign into the Kentucky.gov website, only an active user can use this feature. Once logged in scroll to the bottom of the screen then choose the "Request Type" and follow the prompts. Please **NOTE**, if there is <u>no active user in your district/coop</u> then you will need to send an email with your "User ID" to Bethany Crockett at the Finance Controller's Office to request access.

FREQUENTLY ASKED QUESTION'S (FAQs)

- **Q.** How do you get access to the account to make the payment?
- **A.** If there is an active user in your district then they can use the "ACH Change Form" to make the request. If there is not an active user in your district/coop, then you will need send an email with your "User ID" to the Bethany Crockett at the Finance Controller's Office to request access.
- **Q.** What is the URL to access the Kentucky.Gov ACH Pay application?
- A. https://secure.kentucky.gov/achpay
- **Q.** What is the URL to reset my Kentucky.Gov password (if I don't know it)?
- A. https://secure.kentucky.gov/g2p/KII.G2P.Portal.Web.Pages.SSO/ForgotPassword.aspx
- **Q.** What is the cutoff time for making my payment?
- **A.** Payments made by 4:00 p.m. EST will be processed that day. Transactions take two business days to process with your bank account.
- Q. Can I "void/cancel" a payment in the ACH Pay application?
- A. Once a payment is successful (Confirmation # provided) it cannot be voided from within the ACH Pay application. To void a payment, you must contact the Finance Controller's Office that same day. A payment made prior to 4:00 p.m. EST Monday - Thursday must be voided by 4:00 p.m. on the same day or it will be processed.

CONTACT

If you have any problems or issues with the Kentucky.gov ACH Pay Application, please contact Bethany Crockett with the Finance Controller's Office at Bethany.Crockett@ky.gov or (502) 564-6690.

NOTE: These instructions were drawn up by the Financial Management Branch by using the information provided by the Finance Controller's Office to assist the local school districts.

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