Kentucky Unemployment Insurance Portal
Employer and Third-Party Administrator
Frequently Asked Questions

This document, intended for Tax end-users, contains answers to frequently asked questions about the system submitted by the same group of end-users; a second section contains instructions on how to submit new questions.

Updated as of 3/9/2026

Section Guidance

This document contains two sections: **Questions** and **Submissions**.

The **Questions Section** contains answers to frequently asked questions about the unemployment insurance (UI) system modernization project.

The **Submit Questions Section** contains instructions on how to submit additional questions about the UI system modernization project.

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⭐ Indicates a newly added question

Questions

This section contains questions submitted by employers and third-party administrators about the **Kentucky Unemployment Insurance Portal (KUIP) Project**. It will be regularly updated to reflect new questions and feedback, maintaining its relevance and accuracy.

General Questions

What is the Kentucky Unemployment Insurance Portal Project?
It is a modernization initiative to replace Kentucky's outdated UI system with a more efficient, accurate and user-friendly platform.

What will the new UI system do?
The new UI system will improve responsiveness to legislative and policy changes, empower claimants with modern claim management tools, enable employers and third-party administrators to better oversee accounts, and streamline daily tasks for all stakeholders.

What is the timeline for the implementation of the new UI system, and what are the key milestones?
The new UI system is expected to be fully implemented by 2028, with two main phases: the Tax Phase and the Benefits and Appeals Phase. The Tax Phase, scheduled to deploy in 2026, focuses on allowing employers and third-party administrators to easily understand their assigned rates, make payments, and manage accounts. The Benefits and Appeals Phase, scheduled to deploy in 2028, empowers Kentuckians to submit claims, review payments, appeal decisions and quickly receive UI payments.

What measures are being taken to make the new UI system more user-friendly for end users?
The new UI system is being designed with user-friendliness as a top priority and will feature intuitive navigation, streamlined processes and helpful tips to support users.

Have other Kentucky state agencies that rely on UI data been informed about the upcoming changes and restrictions related to the new system?
Yes, relevant state agencies are aware of the upcoming system changes and any necessary actions to be completed prior to go-live.

Will Kentucky's new UI system be similar to the UI systems in Colorado or Michigan?
Yes, Kentucky's new UI system will be similar to the UI systems in Colorado and Michigan but tailored to Kentucky's rules and requirements.

Will there be a blackout period for the current system before the Tax go-live?
Yes, the Education and Labor Cabinet is planning a brief blackout period for the current system ahead of the Tax Release go-live. Blackout dates have not yet been finalized. Additional details will be shared with employers and third-party administrators prior to go-live.

Wage Reporting Questions

Wage Reporting Methods and Authorization

Will two third-party administrators be able to report wages for the same employer in the same quarter?
No, only one third-party administrator will be able to report wages for a specific unit or location per quarter. However, employers will be able to authorize multiple third-party administrators for different functions (i.e., wage submission, payments, or responding to claims) during the same period. Alternatively, employers may authorize the same function for multiple third-party administrators over different periods.

If only one third-party administrator will be able to submit wages per quarter, how will incorrect submissions by a previous third-party administrator be handled?
Employers will be able to set start and end dates for third-party administrator authorizations so third-party administrators will only be able to submit wages if authorized for the relevant period. If a third-party administrator submits wages in error, the employer must update the authorization to designate the correct third-party administrator for the period in question.

Will employers and third-party administrators be able to enter employee wages manually?
Yes, employers and third-party administrators will have an option to manually enter employee wage details in the new UI system.

What is the threshold for overnight batch processing? How long will processing take?
Wage files uploaded to the new UI system that contain 500 or more records will require overnight batch processing. Batch processing will be completed within 24 hours.

Wage Report History and Adjustments

Will employers and third-party administrators be able to perform wage adjustments in the new UI system?
Yes, employers and third-party administrators will be able to adjust previously submitted wage reports in the new UI system, which will automatically recalculate the amounts due. Employers and third-party administrators also will be able to claim out-of-state wage credits themselves through new self-service functionality.

Will employers and third-party administrators be able to see who submitted reports or payments?
Yes, the *Wage Submission History* and *Payment Search* screens will show which user submitted each wage report or payment.

Will employers and third-party administrators be able to sort and filter their wage and payment history?
Yes, employers and third-party administrators will be able to sort historical data by selecting sort criteria in column headers.

Will there be a format to submit an adjusted ICESA file?
No, there will only be one ICESA format for filing and adjustments. Additionally, users must provide a reason when submitting an adjustment.

Will a second wage submission override or adjust a first wage submission?
If a wage report has already been submitted, the new UI system will prompt the user to either override the previous report or add to the original report when submitting a second report.

If the system assigns a dummy Social Security Number (SSN), will third-party administrators be required to reference the dummy SSN when submitting an amendment with the valid SSN?
No. Third-party administrators and employers will update the wage record with the correct SSN using their self-service portal. SSN changes will not be made via file upload.

Will the Education and Labor Cabinet no longer accept hard copy amendments with the new system?
No, the Education and Labor Cabinet will no longer accept hard copy amendments once the Tax system launches in spring 2026. Third-party administrators and employers will need to make amendments via self-service after the Tax system launch.

Out-of-State Wages

Will third-party administrators have to manually enter out-of-state wages or taxes for employers?
Yes, third-party administrators will need to manually enter taxable wages paid out-of-state to obtain credits. Credits will be applied immediately upon submission.

Will out-of-state wage amounts be included in wage reporting file uploads?
Yes, employers and third-party administrators will be able to report out-of-state wages via file upload in the new UI system.

Will out-of-state wage reporting be used for real-time taxable wage calculations?
Yes, out-of-state wage reporting will be used to perform real-time taxable wage calculations in the new UI system.

Will the out-of-state wage field be required when reporting wages?
No, the out-of-state wage field is not required, as many employers do not have out-of-state wages to report.

File Upload Error Processing

Will employers and third-party administrators see all errors in a file they upload, instead of handling them in batches?
Yes, all errors in an uploaded wage file will be displayed. Wage files with error rates exceeding 20% will be rejected.

If there is an error in one file, will the entire file error out? What will the threshold be for a file to error out?
No, the new UI system will only reject a file if 20% or more of its records contain errors, or if there is a fatal error. If fewer than 20% of the records have errors, the file will still be accepted and can be uploaded. If a fatal error is detected, the entire file will be rejected and will not be uploaded.

Will the error percentage be calculated based on a set number of errors within the file?
Yes, the error percentage will be based on the number of records with errors compared to the total number of records in the file. Files with more than 20% of records containing errors will not be uploaded.

Will the Education and Labor Cabinet publish examples of hard and soft errors before the new UI system goes live?
Yes, the Education and Labor Cabinet will provide examples of hard (i.e. fatal) and soft errors (i.e., non-fatal) in the ICESA and Delimited File Format Reference Guides that will be shared with employers and third-party administrators as a resource before the new UI system goes live. Examples of these new file formats can be found on the KUIP Modernization Project web page.

When submitting wages in the new system via file upload, will users be able to identify which errors apply to which wage record?
The new system will immediately display a File Error pop-up window for wage files processed in real time. This window will specify the incorrect record number (ranging from 1 to 499) and its error type. This pop-up window will also be accessible on the *View Submission History* screen for all previous file uploads, including those processed via batch.

If a fatal error occurs in the new system when uploading a wage file, will the entire original file need to be resubmitted?
No. If fewer than 20% of the records contain fatal errors, the records without fatal errors will be processed upon submission of the file. Users can then submit a smaller adjustment file containing only the corrected records; the original file does not need to be resubmitted.

Wage Calculations and Tax Information

Will third-party administrators be able to see gross wages, excess wages, and taxable wages for each employer?
Yes, third-party administrators will be able to view gross, excess, and taxable wages for each employer they are authorized for. After entering gross wages, the new UI system will calculate excess and taxable wages automatically.

Will third-party administrators be able to see taxable wages calculated for each individual employee to identify discrepancies?
Yes, third-party administrators will be able to view excess wages for each employee on the *Wage Detail History* screen, allowing them to compare taxable wage calculations between their system and Kentucky's new UI system.

Will third-party administrators be able to see tax rates for individual employers?
Yes, third-party administrators will be able to view and download rate files listing all their employers and respective tax rates.

How will excess wages be calculated for reimbursable employers in the new system?
All gross wages reported for reimbursable employers will be considered excess wages because none of the gross wages reported will be taxable.

File Formats and Uploads

Will the format of the upload file change?
Yes, the new system will use an updated, leaner ICESA file format and a new CSV (comma separated values) delimited file format that will make wage reporting more efficient for employers and third-party administrators. Examples of these new file formats can be found on the KUIP Modernization Project web page.

Will Social Security Number corrections be allowed for past returns?
Yes, corrections to certain fields such as Social Security Number will be allowed for past returns.

Will the new wage file allow for zero-wage reports to be filed?
Yes, third-party administrators will be able to upload a bulk zero-wage report file for applicable employers.

Will employers be able to submit wage records without an SSN? What will happen if an employer enters all zeros or leaves the SSN field blank in the wage record?
Employers will be able to submit wage records without an SSN. However, the system will treat each record without an SSN as a separate employee for each quarter. As a result, taxable wages for the same individual will not be combined across quarters, and the system will assign the employee a dummy SSN. If an employer enters all zeros for an SSN, the system will treat the entry as invalid.

Reporting and Reconciliation

Will a report be available after filing that third-party administrators can use as a reconciliation tool for current quarter filings and payments?
Yes, third-party administrators will be able to view and download payment distribution files corresponding to bulk wage filings as a reconciliation tool for current quarter filings and payments.

Will employers be able to file a report on the same day they register an account, even if it's the last day of a reporting month?
Yes, employers will receive their account number immediately after registering and will be able to file a report right away, even on the last day of a reporting month.

Payments Questions

Payment Scheduling and Methods

Will employers and third-party administrators be able to schedule payments?
Yes, employers and third-party administrators will be able to schedule payments up to the payment due date in the new UI system.

Will ACH credit be a payment option in the new system?
Yes, in addition to ACH debit and credit card payment options, the new UI system will offer ACH credit as an option for third-party administrators who represent 1000 or more employers in Kentucky.

Will ACH debit be a bulk e-file option in the new system?
Yes, employers and third-party administrators will be able to make bulk electronic payments using ACH debit.

Will ACH payments need to be submitted in one lump sum?
No, while the new UI system will allow third-party administrators to make a single bulk payment for multiple employers, bulk payment will not be required. Third-party administrators will also be able to make individual payments for each employer.

Will reimbursable employers be able to make payments online?
Yes, reimbursable employers will be able to make payments online using ACH debit and credit card.

Bulk Payments and File Uploads

Will third-party administrators be able to process payments by an individual employer in a bulk upload?
Yes, third-party administrators will be able to make bulk payments electronically for multiple employers.

Will third-party administrators be limited to 50 taxpayers in a file to make a bulk payment?
No, there will be no limit on the number of taxpayers in a bulk payment file in the new UI system.

If third-party administrators upload 50 or more taxpayers in one file, will the new UI system provide a breakdown of payments by taxpayer before submitting the payment?
Yes, the new UI system will allow third-party administrators to view and download payment distribution files corresponding to the bulk wage filing before submitting payment.

Will third-party administrators be able to see the amount due by individual employers to balance the payment?
Yes, third-party administrators will be able to see the amount due for each individual employer.

Refunds and Payment History

Will employers and third-party administrators be able to request refunds in the new UI system?
Yes, employers and third-party administrators will be able to request refunds. Refunds will be issued via check from eMARS (Kentucky's state refund system) and made payable to the employer on record. Electronic refunds will not be available due to state accounting system limitations.

Will employers be able to view their payment history and how their payments are applied?
Yes, employers will be able to view payment history and payment application details within their account on the *Transaction Summary* screen. They will also be able to view outstanding debts, credits, and a history of how each payment was applied.

Will banking information entered in the new system be saved automatically?
No, banking information will not be saved automatically in the new system. However, after entering banking details, users will be able to save them if they choose. Saving this information is optional and can make future payments faster and more convenient.

Will the new system store records of past payments?
Yes, the new system will retain records of past payments made within the system. Employers and third-party administrators may access their payment history using self-service in the new system.

IRS Notices and Recertification

Will third-party administrators be able to view and receive recertification letters to send to the IRS in case of a 940 notice?
Yes, third-party administrators will be able to view and receive recertification letters to send to the IRS if they receive a 940 notice.

Amendments and Adjustments

Will amendments be made via bulk upload, or must they be manually entered?
Employers and third-party administrators will be able to use bulk uploads for amendments.

Will amended returns be available in the new UI system?
Yes, employers and authorized third-party administrators will be able to make amendments to previously reported wages in the new UI system.

Third-Party Administrator Authorization Questions

Third-Party Administrator Authorization Process

Will employers be required to authorize third-party administrators?
Yes, employers will be required to authorize third-party administrators in the new UI system. To facilitate this process, third-party administrators will be able to initiate authorization requests to employers.

Will there be changes to the Power of Attorney (POA) process for assigning third-party administrators?
Yes, the POA requirement will be eliminated. Employers will be able to log in and authorize third-party administrators for specific functions, and third-party administrators will be able to request authorization from employers. Before go-live, the Education and Labor Cabinet will allow third-party administrators to submit a file of current employers for a one-time authorization.

Will third-party administrators and employers be able to view the same information on an employer account?
No, third-party administrators will only have access to information and activities the employer has specifically authorized (i.e., wage reporting, tax payments, etc.).

Will there be multiple third-party administrator Accounts for one bulk filer?
No, only one third-party administrator account (i.e., third-party administrator ID) will be created per third-party administrator with a unique FEIN. Each third-party administrator account can have secondary users managed by a third-party administrator.

Will different third-party administrator users have different access levels (i.e., one with full access, one with view-only)?
No, if an employer authorizes a third-party administrator account for a specified function, all users linked to that third-party administrator ID will be able to perform that function.

Can a third-party administrator submit a payment or report on behalf of an employer who has not authorized them to do so?
No. Unless a third-party administrator is authorized by an employer to submit payments or reports on their behalf, they will be unable to access the submission functionality in the new system.

Will the system send employers a notification when a third-party administrator requests authorization? Will they be given a deadline by which to respond?
Yes, the new system will send employers a notification by their preferred correspondence method (mail or email) when a third-party administrator requests authorization. Employers will have 14 calendar days to approve or deny the request. After 14 calendar days have elapsed, third-party administrators will automatically be granted the requested access.

Are third-party administrators required to provide an end date when requesting authorization to access an employer's account? What happens after the end date passes?
No, third-party administrators are not required to enter an end date when submitting an authorization request; this field is optional. If an end date is provided and has passed, the third-party administrator will still be able to view historical information and submit adjustments for the quarter(s) approved in the authorization on the employer's account.

Will third-party administrators be able to file or pay on behalf of employers before being authorized?
No, third-party administrators will not be able to access employer accounts or file on an employer's behalf without authorization. The new system will send employers a notification by their preferred correspondence method (mail or email) when a third-party administrator requests authorization. Employers will have 14 calendar days to approve or deny the request. After 14 calendar days have elapsed, third-party administrators will automatically be granted the requested access.

Will there be a grace period for penalties and interest if authorization is delayed?
No, Kentucky statutes do not allow abatement of interest or penalties.

Will there be a forum for third-party administrators to escalate authorization challenges?
The Education and Labor Cabinet is considering a dedicated channel to assist third-party administrators with onboarding and employer authorization. More details will be shared before the new UI system goes live.

Will the Education and Labor Cabinet provide instructions for employer third-party administrator authorization?
Yes, the Education and Labor Cabinet will share instructions with employers and third-party administrators for the authorization process before the new UI system goes live.

Passive Role Assignment and Bulk Authorization

What is passive role assignment?
Passive role assignment is an optional one-time process that will automatically set up accounts for third-party administrators in the new system, create third-party administrator IDs, and establish third-party administrator-employer relationships for current clients before the new system goes live. This will help facilitate a smooth transition to the new system. After the new system is launched, third-party administrators who did not participate in passive role assignment, or whose passive role assignment submissions were not accepted, will be required to request authorization from their employers.

Will the Education and Labor Cabinet consider a Memorandum of Understanding (MOU) relationship with third-party administrators?
No; however, the Education and Labor Cabinet will permit third-party administrators to submit a bulk file of existing authorizations before go-live for a one-time association. Outside of this one-time bulk authorization, the Education and Labor Cabinet will not adopt an MOU relationship.

If a third-party administrator completes the one-time passive role assignment process, will the resulting authorization between the third-party administrator and the employers included in the file become permanent?
Yes, the authorizations established through the passive role assignment process in the new system will remain in effect until the associated employer chooses to modify or revoke them.

What will happen if multiple third-party administrators list the same employer during bulk authorization?
The Education and Labor Cabinet is still determining the process for situations where multiple third-party administrators list the same employer during bulk authorization. More details will be shared before the new UI system goes live.

Employer and Third-Party Administrator Account Setup

What actions will employers need to take to set up an account?
Employers will have to create a user account in the new UI system and link it to their existing business account, which will be converted from the legacy UI system. Employers will be able to set up their login and password (and reset their login and password, if needed). The employer's Account Administrator will be able to create secondary users and authorize third-party administrators. More details on the process for setting up an employer account will be provided before the new UI system goes live.

Will third-party administrators be able to close accounts online?
Yes, third-party administrators will be able to inactivate an employer account if given access to that function by the employer.

Will login information from the legacy UI system roll over?
No, login information from the legacy UI system will not roll over. Employers will need to set up their user account by creating a new login and password. Details on the process for setting up user accounts will be provided before the new UI system goes live.

Will employers set up their accounts online?
Yes, registration and account creation will be fully online; paper registration will no longer be available.

Will employers be notified if an auditor registers an account on their behalf?
Yes, employers will receive a notification if an auditor registers an account on their behalf. The employer must then create a user account to access the account.

Will employers be able to reset their own passwords?
Yes, employers will be able to reset passwords using self-service with multi-factor authentication (MFA). OUI staff will not have access to employer passwords.

Will third-party administrators be able to complete the account initiation process for employers?
No, employers will be required to establish their own accounts in the new system. Third-party administrators will not be able to create an account on an employer's behalf. The Education and Labor Cabinet will provide third-party administrators with additional details on the process employers should follow to register in the system before the new UI system goes live.

Will employers be required to re-register their account or create a new login in the new system?
Employers with existing accounts in the current KEWES system will not need to re-register in the new system. Instead, existing employers will receive the following important credentials by mail (at employer's physical address) and in KEWES (as a pop-up message):
   • An 8-digit account initiation code
   • A new, 9-digit Kentucky Employer Identification Number (KEIN)
With these credentials, employers can access the new system to set up their new account, username, and password.

Transition and Bridging Period

How will the new UI system operate for third-party administrators handling both Tax and Benefits functions during the transition

Following the Tax go-live, third-party administrators will see benefit charges against employer accounts in the Tax system. Other Benefits functions will remain the same in the legacy UI system until the Benefits and Appeals Phase goes live.

Will third-party administrators still receive mailed documents (i.e., benefit charges, wage audits) after go-live?

No, only documents with appeal rights will be mailed by USPS per Kentucky statute. Benefits-related correspondence will not be available electronically until the Benefits and Appeals Phase goes live.

⭐ **Following the Tax Release go-live, will employers and third-party administrators still need the employer's KEIN in the legacy format to complete benefits-related actions and manage correspondence during the bridging period?**

During the bridging period, some benefits-related activities will continue to rely on the employer's KEIN in the legacy format. The Education and Labor Cabinet is evaluating potential support channels to assist third-party administrators in managing legacy-format KEINs for their clients; additional guidance will be communicated to employers and third-party administrators prior to the Tax Release go-live.

Account Numbers and Data Management

Will employer IDs be changing?

Yes, all employers will receive a new Kentucky Employer Identification Number (KEIN) in the new UI system, while retaining the same 6-digit base number. Employers and third-party administrators will not be able to file wages or make payments using their old KEIN. Employers already registered in the current UI system will receive their new KEIN prior to the Tax go-live. New employers registering in the new UI system will receive a KEIN in the new format upon completing the registration process.

⭐ **When will the updated employer KEINs appear in the KEWES system? When will they be shared with employers?**

Updated employer KEINs will be available in the KEWES system beginning April 1. Upon login, users will see a pop-up displaying both their current and updated KEINs. Letters with the new KEIN will be mailed in mid-April to the employer's current physical address.

Will there be a data exchange for third-party administrators to validate new KEINs for employers?
The Education and Labor Cabinet is exploring the process for third-party administrators to validate new KEINs for employers. More details will be shared before the new UI system goes live.

Will third-party administrators be able to see and export a list of all associated employers?
Yes, third-party administrators will be able to view and download rate files listing all their employers and respective tax rates.

Will reimbursable employers have unique account numbers?
No, reimbursable employers will not have unique account numbers; however, reimbursable employers will have an indicator flag visible to OUI staff.

Will existing account numbers be converted to the new format?
Yes, existing account numbers will be converted to the 9-digit KEIN format. The new UI system will not support both formats.

What will happen if two or more employers attempt to use the same KEIN in the new system?
The new system will not allow more than one employer to use the same KEIN. Employers will be prevented from registering with a FEIN associated with an existing account in the new system. Any wage file submitted with a duplicate KEIN will be rejected, resulting in a fatal error.

Third-Party Administrator Account Capabilities and Roles

Will third-party administrators be able to see activities for all employers at once in the new UI system?
Yes, third-party administrators will be able to search, filter, and select among all their authorized employers, upload bulk wage reports, and make bulk payments in the new UI system.

Will third-party administrators be able to serve as account administrators for their employers?
Yes, Employers will be able to authorize third-party administrators for the "Edit Account Maintenance" role, enabling them to manage the account on the employer's behalf. With this role, third-party administrators will be able to view account maintenance, manage benefit charges, manage wage reports, manage tax payments, submit appeals, and assign roles.

Which authorizations will third-party administrators receive during bulk authorization at go-live?
Third-party administrators will be authorized to submit wages and make payments during the bulk process, as long as the required information is submitted.

When an employer ends a relationship with a third-party administrator, who will be responsible for making updates in the new UI system?
It will be the employer's responsibility to end the third-party administrator relationship in the new UI system. Employers will be able to update third-party administrators in their Account Role Assignments. Third-party administrators may contact the Education and Labor Cabinet for assistance if needed.

Will third-party administrator accounts in the new system support multiple users?
Yes, third-party administrator accounts in the new system will support multiple users, all of whom will operate under the same third-party administrator ID.

Will multiple third-party administrators have the same role for an employer?
No, each role will be assigned to only one third-party administrator at a time. Employers will be able to authorize multiple third-party administrators for different functions during the same period, or the same function for different periods, but only one third-party administrator will be able to report wages for a given quarter for a specific unit or location.

How will third-party administrators know which user roles they have on an employer's account and what actions they can perform?
Third-party administrators can review their assigned roles for each client in the new system using the *TPA Authorized Employer Search* screen. From there, they can sort/filter by employer name, Federal Employer Identification Number (FEIN), KEIN, and assigned user roles, or run a blank search to see all roles across all authorized clients.

Will the new system allow employers and third-party administrators to add address information to their account?
Yes, the new system will allow users to add address information based on their communication preferences, including a dedicated correspondence address for Benefits Charging or Claims Forms.

Submit Questions

Employers and third-party administrators are encouraged to submit questions about the Kentucky Unemployment Insurance Portal (KUIP) Project. Please follow the instructions below to submit any questions you may have.

Submit Project questions via the KUIP Project Questionnaire