

# How to Report KY Unclaimed Property using the Online Portal

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Kentucky Department of Treasury  
State Treasurer Allison Ball

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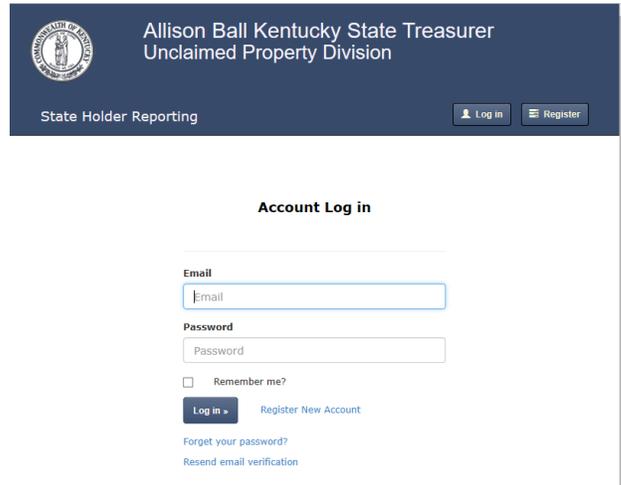
*\*\*\*Negative/ Zero Reports are no longer required by Kentucky.*

# User Account

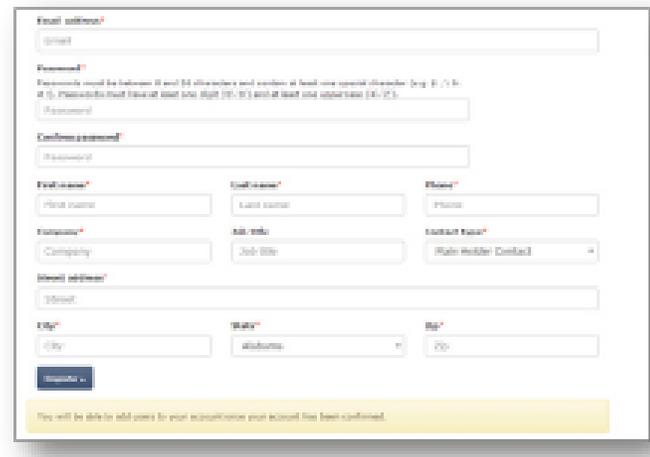
Go to: <https://kyholder.unclaimedproperty.com/Account/Login>

## ▶ Register

- ▶ 1. Select “Register.” You will only need to register once, regardless of how many submissions you plan to make.



- ▶ 2. Enter your information and click “Register.” Verify your account via email. Then login to the portal.



## ▶ Edit Information

- ▶ 1. Click on “Your Account Email Address” in the upper right hand corner of the screen.



- ▶ 2. Enter the information you like to change; then select “Save.”

## ▶ Add New User

- ▶ 1. Select “Add New User to Your Account” from the “Your Users” tab, OR select “Add a New User” after clicking on “View Your Users” from the same tab.



- ▶ 2. Enter information and verify account via email.

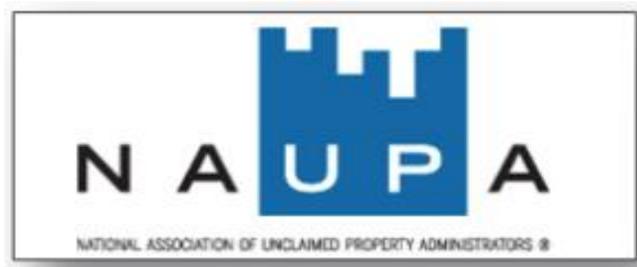


Created	File Uploaded	Holder Name	Status
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# Creating NAUPA Files

Once you have located property to report, gather all necessary information in order to create your NAUPA approved file.

**NOTICE:** Kentucky requires **ALL** reports be submitted in the NAUPA electronic format, regardless of the number of items being submitted on the report/s.



## Examples of Approved Vendors:

- 🔗 NAUPA website
- 🔗 Wagers—HRS Pro (has free version)
- 🔗 Trintech (formerly Chesapeake)—UPCS
- 🔗 ETM—UPEXchange
- 🔗 Financial Software Innovations—FSI Track
- 🔗 Ryan—Tracker Pro Software

## ▶ NAUPA Specifications

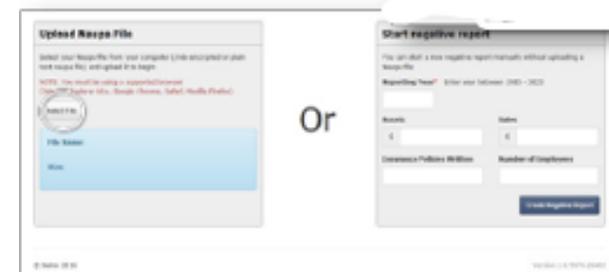
- ▶ For more information and acceptable vendors that supply unclaimed property reporting software, please refer to:

<https://www.unclaimed.org/reporting/naupa-standard-electronic-file-format/>

# Uploading Files

## Upload your Report

- ▶ 1. Select “Create Report” from the “Reports” tab **OR** select “Create New Report” after selecting “View Your Reports” from the same tab.

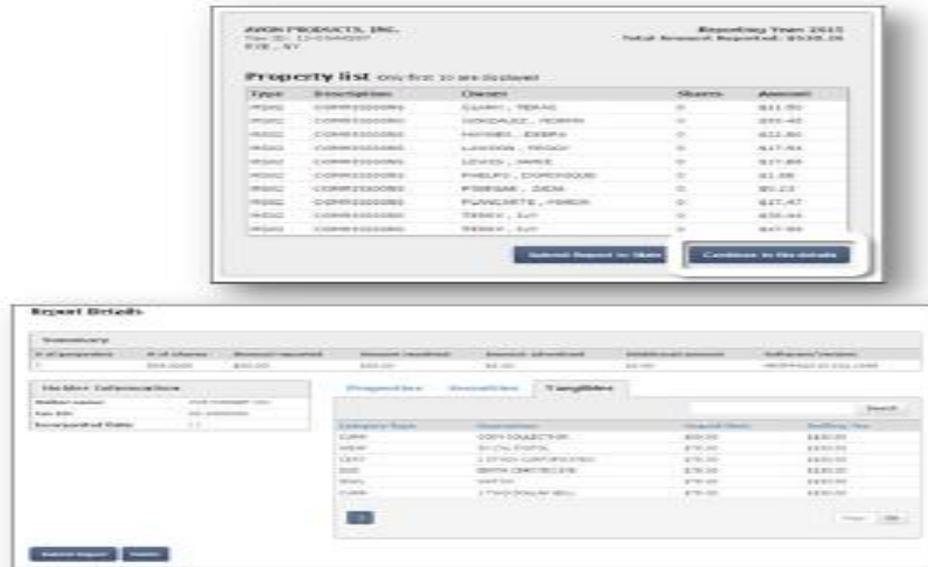


- ▶ 2. Click the “Select File” button
- ▶ 3. Select “Upload” in order to import the file.

*A progress bar will then appear. If the file upload is successful, a property list will replace the progress bar. You can then either submit the report to the state or continue to the file’s details.*



- ▶ 4. From the property list select “Continue to File Details” to navigate through all Property, Securities, and Tangibles on the file.

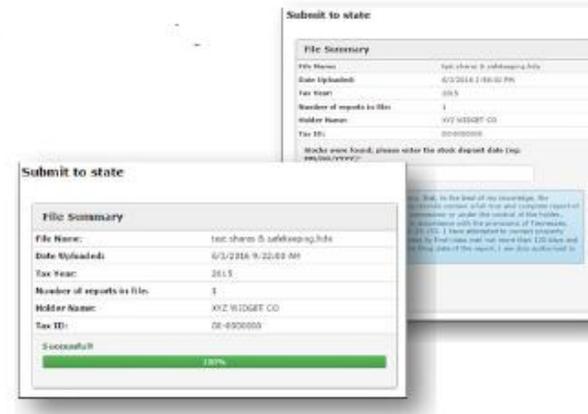


## Delete a Report

To delete a report that you made before submitting, select “Delete.” Once you submit the file to the state, all corrections will need to be handled through direct contact with the Unclaimed Property Department reporting staff.

# Submit a Report

- ▶ 1. Review the file.
- ▶ 2. Confirm your verification and affidavit.
- ▶ 3. Enter the stock deposit date (if applicable).
- ▶ 4. Select “Submit Report.”



# Error Message

If a file fails to upload, an error message will appear. When this happens, select “Download Errors” in order to see the mistakes in the file chosen. See end of manual for more information.



# Making Payments

Payments can be made through ACH Debit OR a check can be mailed in to our office.

- ▶ There are two payment options: ACH Debit payment and Mail payment.
  - ✓ ACH Debit grants our office access to pull the funds from your bank account.
  - ✓ Mail a Check & Confirmation Page to our office.

## Pay with ACH Debit

1. Select “ACH Debit” button to Utilize this payment option and finish the reporting process.

ACH Debit Payment

Allison Ball Kentucky State Treasurer  
Unclaimed Property Division

State Holder Reporting Your Users Reports jball@kentucky.gov Log off

Submit to state

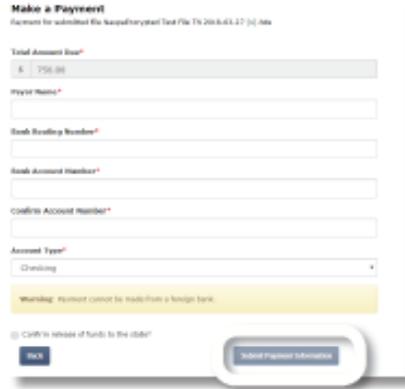
File Summary	
File Name:	Research Purposes - Key Bank KY 2018.txt
Date Uploaded:	8/14/2019 12:06:27 PM
Tax Year:	2018
Number of reports in file:	1
Holder Name:	Key Bank
Tax ID:	[REDACTED]
Successful	

ACH Debit Payment Mail Payment

Back to your reports

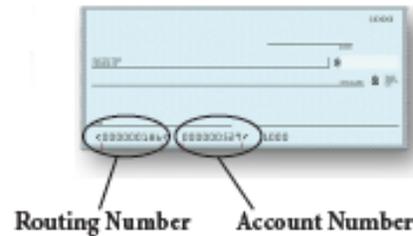
# Pay with ACH Debit

- ▶ 2. Enter Payor Name, Bank Routing Number and Bank Account Number.



The screenshot shows a web form titled "Make a Payment" with the following fields and options:

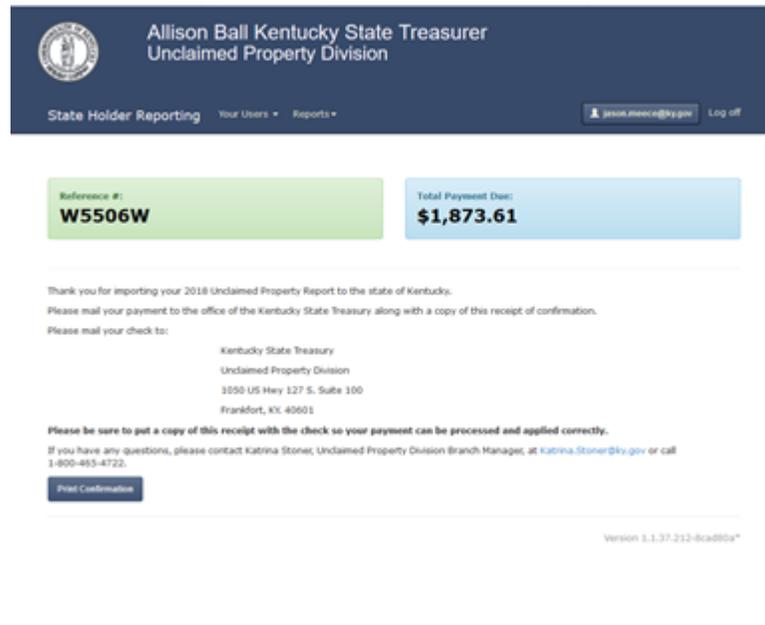
- Total Amount Due: \$ 750.00
- Payor Name: [Text Input]
- Bank Routing Number: [Text Input]
- Bank Account Number: [Text Input]
- Confirm Account Number: [Text Input]
- Account Type: [Dropdown Menu, currently showing "Checking"]
- Warning: Payment cannot be made from a foreign bank.
- Checkbox:  Cash to release of funds to the state
- Buttons: "OK" and "Submit Payment Information"



- ▶ 3. Select the Account Type.
- ▶ 4. Confirm the release of funds to the state by checking the appropriate box and select "Submit Payment Information."

# Pay by Check

- ▶ 1. Mail a check to our office: Kentucky State Treasurer, 1050 US Hwy. 127 South, Suite 100, Frankfort, KY 40601.
- ▶ 2. Be sure to Print the Confirmation Page and mail it with your check.



The screenshot shows a web interface for the Kentucky State Treasurer's Unclaimed Property Division. At the top, there is a dark blue header with the state seal on the left, the text "Allison Ball Kentucky State Treasurer Unclaimed Property Division" in the center, and navigation links "State Holder Reporting", "Your Users", and "Reports" on the right. A user profile for "jason.merc@ky.gov" is visible with a "Log off" button.

Below the header, there are two colored boxes: a green one on the left containing "Reference #: W5506W" and a blue one on the right containing "Total Payment Due: \$1,873.61".

The main content area contains the following text:  
Thank you for importing your 2018 Unclaimed Property Report to the state of Kentucky.  
Please mail your payment to the office of the Kentucky State Treasury along with a copy of this receipt of confirmation.  
Please mail your check to:  
Kentucky State Treasury  
Unclaimed Property Division  
1050 US Hwy 127 S, Suite 100  
Frankfort, KY 40601

Below this, it states: "Please be sure to put a copy of this receipt with the check so your payment can be processed and applied correctly." and provides contact information for Katrina Stoner, Unclaimed Property Division Branch Manager, at [katrina.stoner@ky.gov](mailto:katrina.stoner@ky.gov) or call 1-800-465-4722.

At the bottom left of the content area is a "Print Confirmation" button. At the bottom right, the version number "Version 1.1.37.212-0ca800a\*" is displayed.

# More Information

## ▶ Frequently Asked Questions

### ▶ *When are reports due to the state?*

All businesses report unclaimed property to the state on November 1<sup>st</sup> of each year.

All Insurance companies are required to report on May 1<sup>st</sup> of each year.

### ▶ *What do I do if I forgot or lost my log-in password?*

From the Log In page, select “Forget your password?” You will receive an email to reset the password at the address provided.

### ▶ *I only have 1 item to submit to the state. Do I still need to send electronically over the portal?*

Yes. Kentucky requires all unclaimed property to be submitted electronically over the portal. CD’s, flash drives, etc. will no longer be accepted and your report will be considered late.

### ▶ *How should securities and tangibles be remitted and what information is required?*

Please refer to the online [Unclaimed Property Holder Reporting Booklet](#) for more information.

### ▶ *What are Primary and Secondary users?*

A Primary user manages the group of users, but all users (Primary & Secondary) are able to review and select files that have been submitted (completed or incomplete), create a new report, and make payments on any existing file.

### ▶ *What should I do if the Primary user leaves the company?*

Contact the Branch Manager at the Unclaimed Property Division so the Primary user can be switched to an inactive Secondary user. [katrina.stoner@ky.gov](mailto:katrina.stoner@ky.gov)

▶ ***How can someone else with my company make payments?***

Once the person is registered as a Secondary user, they can make payments on any file.

▶ ***Are Negative/Zero reports required?***

No. Our office no longer requires these reports.

▶ ***What file formats are accepted? Can my file be encrypted?***

The following formats are acceptable: .txt, .hde or .rpt. Use the .hde format for encrypted files.

▶ ***What does it mean if the file selected to submit is rejected? What do the errors in the Error Report Mean?***

The system either accepts the entire file or rejects it. If the file is rejected, there is an error (or blank field) and the Error Report will detail the specific errors on each line inside the file.

▶ ***What do I do now that I received errors after my file was rejected?***

Once you have reviewed the errors in the Error Report, correct the mistakes if you can or contact the creator of the file in order to resolve all issues and then resubmit. After trying this and using the Complete Reporting Guide as reference, you can call our office for additional assistance uploading the file.

▶ ***Can a file have multiple reports?***

Yes, the file can have multiple reports.

▶ ***What if only one report in my file has errors? How do I submit the rest of the reports?***

You can extract the clean reports from the file and submit them in a separate file; but you will need to correct the error in the bad report if you try to submit the file altogether.

▶ ***How can someone else with my company make payments?***

Once the person is registered as a Secondary user, they can make payments on any file.

▶ ***What if I can't pay online?***

Submit a check to our office along with your printed confirmation page.

▶ ***What are the most common errors when making an ACH Debit payment?***

A debit block may be placed on your account when the Treasury attempts to pull the remitted funds, rejecting the transaction as an unauthorized debit. Contact your financial institution prior to making payments to approve the upcoming transactions.

▶ ***I did not receive a confirmation email after my report submission. What should I do?***

Check your spam and junk mail boxes prior to contacting our office. If you do not see the confirmation email in your spam or junk email box, you can send an email to the branch manager in the unclaimed property division: [katrina.stoner@ky.gov](mailto:katrina.stoner@ky.gov) requesting assistance.

▶ ***Can I leave some fields blank when reporting to the state?***

If you leave fields blank, your report will reject with errors. Then you will be required to go back in to correct your report/add information to the blank fields, then resubmit.

▶ ***What if I still have additional questions?***

Email our Holder Reporting Specialist, Jason Meece at [jason.meece@ky.gov](mailto:jason.meece@ky.gov) for further assistance. He will reply to your email as soon as possible.

- ▶ *For more information about holder reporting responsibilities, quick tips and more, please refer to our Holder Reporting & Instructions booklet at our website:*  
<https://treasury.ky.gov/unclaimedproperty/Pages/Report-Unclaimed-Property.aspx>