City of Union
Frequently Asked Questions

What types of assistance can GovOS provide to me?

GovOS can assist you with any system-related or technical questions about the registration process, accessing tasks, or navigating the business center. You can reach GovOS at blt.str.support@govos.com and by phone at (888) 751-1911 (10AM EST - 7PM EST).

Where are my tax forms? My Action Center is empty.

Your tax forms will be available on the 1st day of the month following the last day of the tax period. For example, the Quarter 1 (January-March) tax forms will be available in your Action Center on April 1. If you do not see the forms you expected, please contact the city at occtax@cityofunionky.org

Can I manage multiple businesses with one login?

Yes. To do so, click Add accounts from your user login under Manage Your Account(s). You will need your 6-digit Account Number and the Activation Code to connect to an existing Occupational Tax Account.

Can a business have more than one user?

Yes, each business can have an unlimited number of users. Each user is required to provide the 6-digit Account Number and the GovOS Activation Code to be authorized to connect to an existing Occupational Tax Account. The first user on an account will have administration rights and will need to assign roles (permissions) for each user before they will be able to see the account.

I did not receive, or I misplaced the letter with my activation code. What do I do?

Contact GovOS blt.str.support@govos.com or by phone at (888) 751-1911 for assistance. You will need to confirm account details to be verified for the account. To protect the security on Occupational Tax accounts, you will need written (email) permission from a registered owner or officer of the Occupational Tax account for us to provide you with a new activation code.

What payment types are accepted by the City through GovOS?

The city accepts ACH Debit, or e-check as well as the following major credit cards: Visa, Mastercard, Discover and American Express.

There is a 2.65% credit card convenience fee with a $3.00 minimum and a flat fee of $1.50 for e-check payments.

There is a $25 charge for any returned payments, check or electronic.

How do I request a refund?

A written application for refund or credit must be received by the City of Union within 2 years from date of payment. A refund request application may be found at https://cityofunionky.org/taxes/.

How do I change the User on a Business?

All users need to register, just as you did, by going to the home page for that jurisdiction (i.e. https://cityofunion.munirevs.com). They will click on the "Go" button under "New Users". They will also need the 6-digit Account Number and Activation Code for the business. I would add how to delete a user as well.

I forgot my password. What do I do?

From the Log In page, click the "Forgot your password" link and follow the instructions that will be emailed to the User's registered email address.

Do I have to login to GovOS to see my alerts and reminders?

No. All alerts are emailed to all authenticated email address on your account. When you login to the system, you will also see any open alerts that need to be addressed in your Action Center. Please note that if you file by paper you may continue to get reminders that your tax form has not been filed as it takes additional time to manually enter those forms into the system.

I need to Close my business account. What do I do?

You may request the *Close Business Request form* from GovOS at blt.str.support@govos.com. Please include your account number when requesting this from GovOS. After completing this form through the Open Tasks section of the business center, the City of Union will review and approve you for your business closure.

I have questions about Bulk Filing, who do I contact?

For any questions regarding Bulk Filing, please contact taxportal@govos.com for assistance.

I need to file an Amended Return. What do I do?

Please send any amendment requests to occtax@cityofunionky.org

I file taxes on behalf of my clients. Am I considered a service provider?

A service provider is a business that files taxes using an XML on behalf of other businesses. If your business does not have the capability to use an XML, you are not considered a service provider. You will need to individually fill out the tax returns for the businesses you are filing for and proceed with either registering the businesses on behalf of the owner or adding yourself to the account of an already registered business.

Other Tax Information:

Can I adjust the amount due on my tax form to match what my own tax software says I owe?

If the tax amount calculated within GovOS is different than that of your own tax calculation software due to rounding differences, you will be required to remit what is shown as due in GovOS. If you prefer to file a different amount other than what is shown in GovOS, you may file a paper return addressed to City of Union, ATTN: OCC TAX, at the address of: 1843 Bristow Dr., Union, KY 41091.

City of Union Tax Maximum Information:

Year:	Wage:	Maximum Tax:
2023	$160,200	$3,204

How to Make an Estimated Payment:

Making an Estimated Payment can be accomplished in the site via the Business Center Details page (detailed below). To make an estimated payment, a user can go to their business center, scroll down to the "Manage Your Account(s)" section, and click into your account. If applicable, you should see a blue link to click that says:

Make an estimated payment for your Governmental Employee Tax Return

Business Center Details Page:

Each account in the site has access to the Business Center Details Page. This page allows a user to complete the following tasks:

1. View high-level information about their account
2. View & print any active business licenses on the account
3. Fill out and submit an "Account Information Update" form
4. Update your user email address or add new users to your account
5. Remove yourself from the business if you are no longer associated with that account
6. Make Estimated Payments for Governmental Employee
7. View your Estimated Payment or Overpayment Balance
8. View Business Parent/Subsidiary Account Information if applicable
9. View the taxpayer user roles for all users on an account
10. If you are a Taxpayer Admin user, you can update the taxpayer roles for other members on the account if applicable

To access this page and information, go to the Business Center: https://cityofunionky.munirevs.com/business

Then, scroll down to the "Manage Your Account(s)" section and click into your account. The next page will be your Business Center Details page where you can interact with the items listed above.

Taxpayer User Rights - More Information:

The City of Union's GovOS site has a taxpayer user rights feature for every account. Taxpayer user rights can limit which items on the account users are able to interact with and view. For example, if an account has multiple employees attached to it, and one employee should not be able to view any W2 information, that employee's user rights can be updated to limit that employees' viewable data in the site. Even if W2 related items are assigned to the account, that user won't be able to physically see or interact with those forms/data.

NOTE: The first user to attach to a business will become the "Taxpayer Admin" by default. The Taxpayer Admin has access to **all forms and data** on an account. A Taxpayer Admin can delegate user rights out to other uses via the Business Center Details tab. There must always be at least one Taxpayer Admin on an account, but there can also be multiple.

Please reference the following:

1. Taxpayer Admin (1st one that registers has access to everything)
2. Payroll (has access to payroll related functions only)
3. Business Admin (has access to license but not payroll)
4. Payroll with Business admin
5. Service provider – for payroll
6. Government employee

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For Technical Assistance, Contact
GovOS Support (10AM EST – 7PM EST)
blt.str.support@govos.com
(888) 751-1911

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When contacting support, be sure to include the jurisdiction (City of Union, KY) and your account number in all emails or voicemails. This will help us assist you as promptly as possible. Thanks!