NEW JERSEY DIVISION OF TAXATION

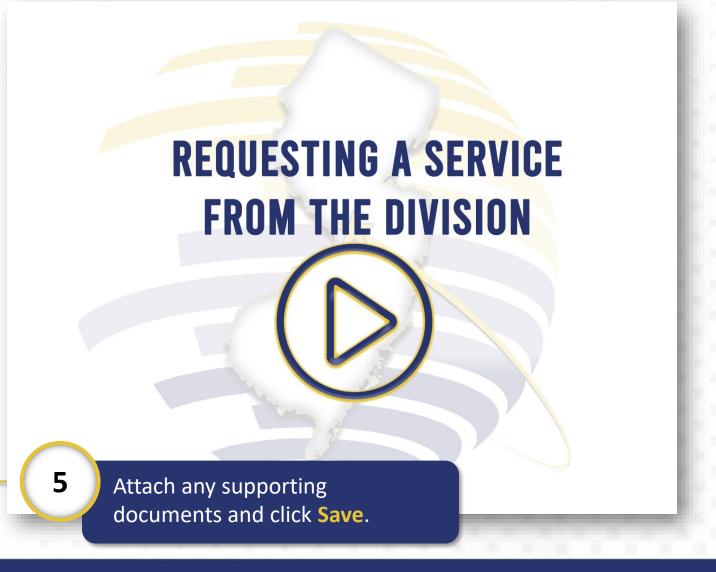Requesting a Service from the Division

Requesting a Service from the Division

CREATING A NEW SERVICE REQUEST AS A REGISTERED PORTAL USER

1 From the Service Requests dropdown, click **New Service Request** to open the Service Request Detail page.

2 Select the taxpayer from the Taxpayer Name dropdown.

3 Provide the request explanation in the **Reason for Request** field.

4 Select the **Request Type** and complete the required fields. For **General Inquiry**, provide contact details, the tax account type, and filing period.
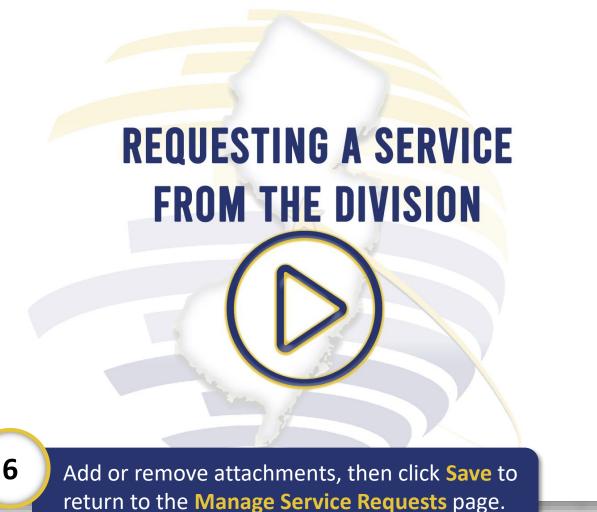
5 Attach any supporting documents and click **Save**.

REQUESTING A SERVICE FROM THE DIVISION

Requesting a Service from the Division

MANAGING A SERVICE REQUEST AS A REGISTERED PORTAL USER

1 From the Service Requests dropdown, select **Manage Service Requests**.

2 Choose a taxpayer from the **Taxpayer Name** dropdown to view their service requests.

3 Use the **Case Status** filter to narrow request types, then click **Filter** if needed.

4 Click the **Reason for Request** link to view details.

5 Use the **Request Follow Up** panel to add information or ask questions.

6 Add or remove attachments, then click **Save** to return to the **Manage Service Requests** page.

REQUESTING A SERVICE FROM THE DIVISION