



## **NJSTART Vendor Support Portal Frequently Asked Questions (FAQ)**

### **1. What is the NJSTART Vendor Support Portal?**

It is a centralized online platform that vendors can use to submit vendor-related support inquiries.

### **2. Why are we switching to this new system?**

The portal improves efficiency by standardizing submissions, automating routing, and providing better visibility throughout the resolution process for the Vendor Support team.

### **3. Who should use the portal?**

The portal should primarily be used by any vendor/external partner requesting NJSTART support or reporting an NJSTART related issue.

### **4. What types of inquiries should be submitted through the portal?**

The portal should be used to address general NJSTART vendor support issues. Examples are but not limited to NJSTART vendor access needs, account management, payment assistance, categories and certification questions, quote submissions, and cooperative purchasing inquiries.

### **5. Will email submissions still be accepted?**

To ensure timely and accurate support, it is encouraged that all new inquiries be created through the portal. At this time, email submissions are still acceptable.

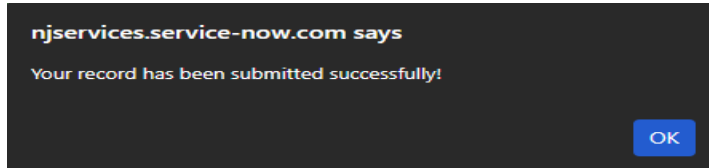
### **6. How do I open a NJSTART Vendor Support ticket?**

Please refer to the new '**NJSTART Vendor Support Portal User Guide**' at <https://www.nj.gov/treasury/purchase/vendor.shtml> for steps on how to open a ticket.

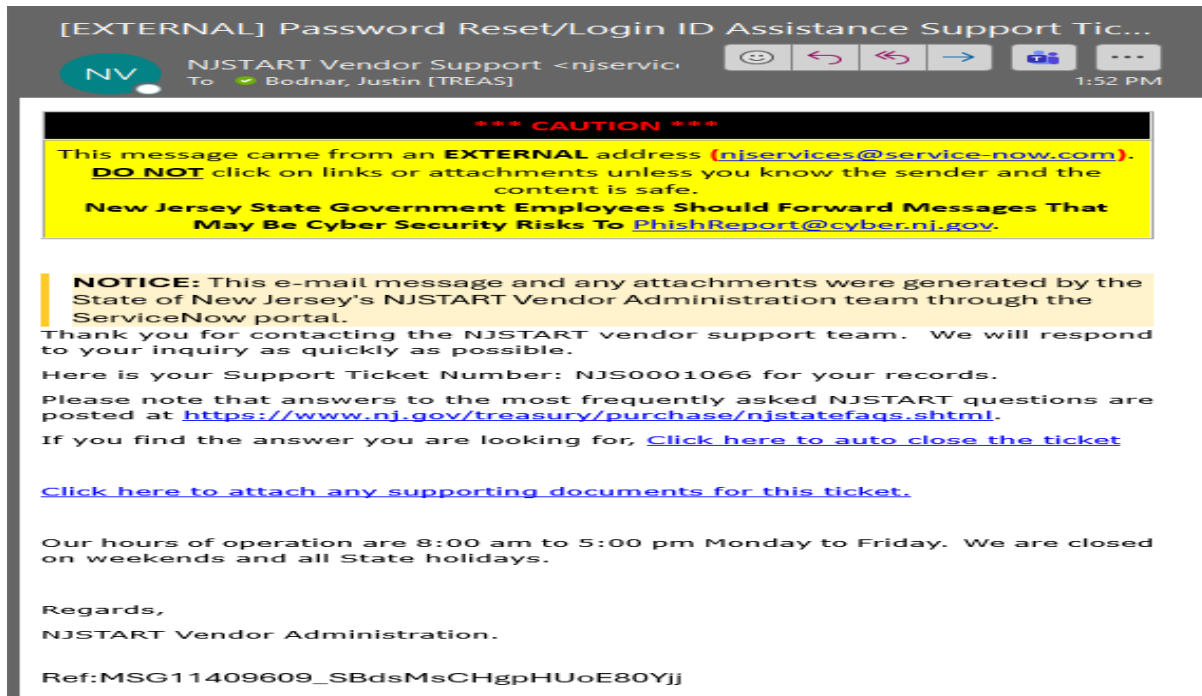
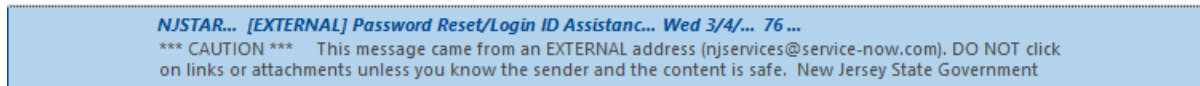


## 7. How can I track the status of my request?

After submitting an inquiry, a confirmation message like the one shown below will display if the ticket has been submitted successfully.



In addition, an email confirmation from njservices@service-now.com will be sent to the contact's email address that was referenced in the ticket.



At this time, vendors will receive updates through email only. They will not have a portal view.

## 8. Who do I contact if I have issues accessing or using the portal?

Please reach out to the NJSTART Vendor Support team via email at [njstart@treas.nj.gov](mailto:njstart@treas.nj.gov) if you need assistance with portal navigation or have general questions. Their hours of operation are from 8:00am to 5:00pm Monday to Friday and they are closed on weekends and all State holidays.