



NEW JERSEY DIVISION OF TAXATION

Requesting a Service from the Division

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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**.

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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.

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WELCOME TO THE NEW JERSEY TAX PORTAL

For additional assistance, email us at njtaxportal@treas.nj.gov or contact our Customer Service Center Monday-Friday, 8:00 a.m. - 4:00 p.m. EDT at 609-772-8577.