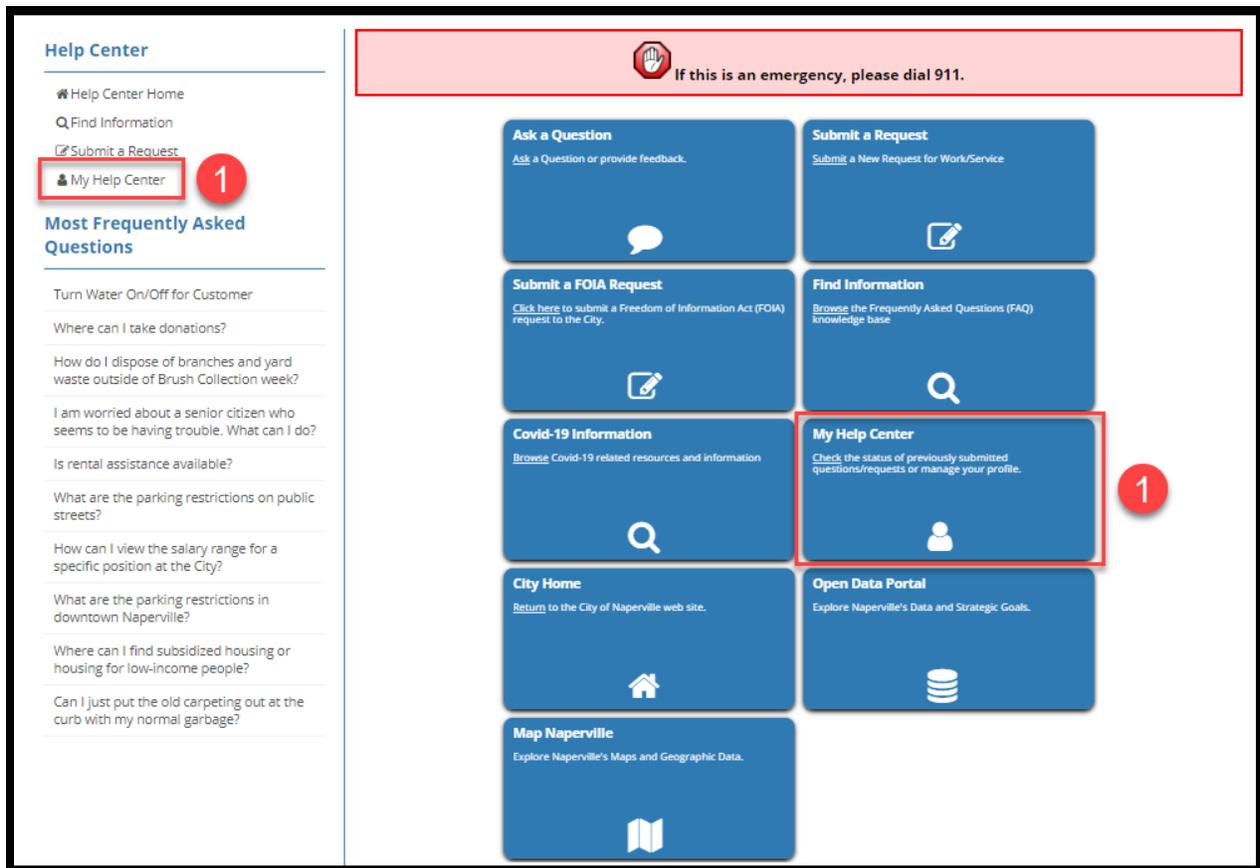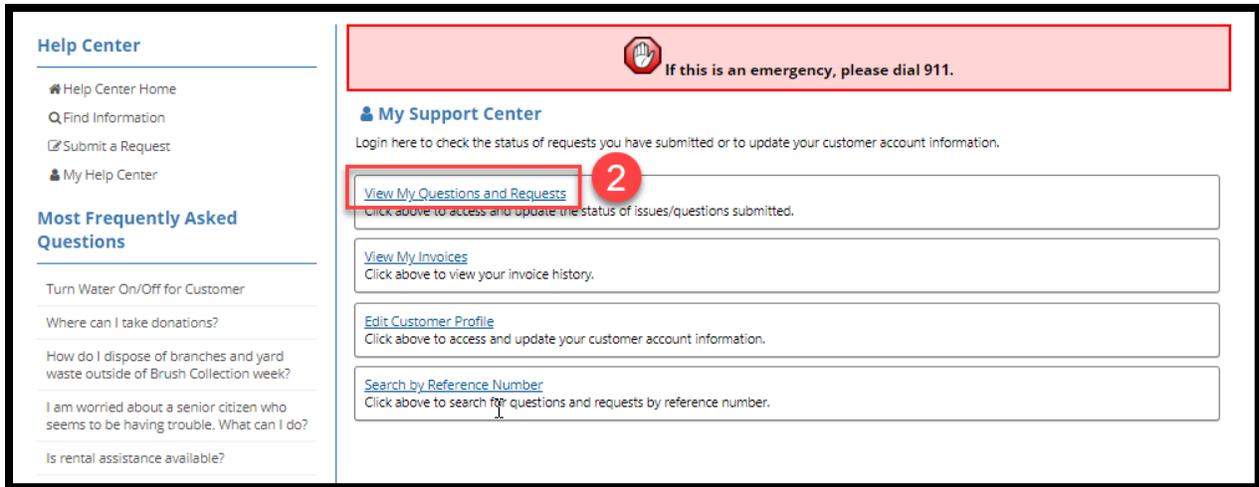# Viewing a Request in the Help Center

(Food & Beverage Tax, Hotel/Motel Tax and Local Gas Tax)

1 Click the **My Help Center** link on the left side of the screen or the **My Help Center** button in the center.

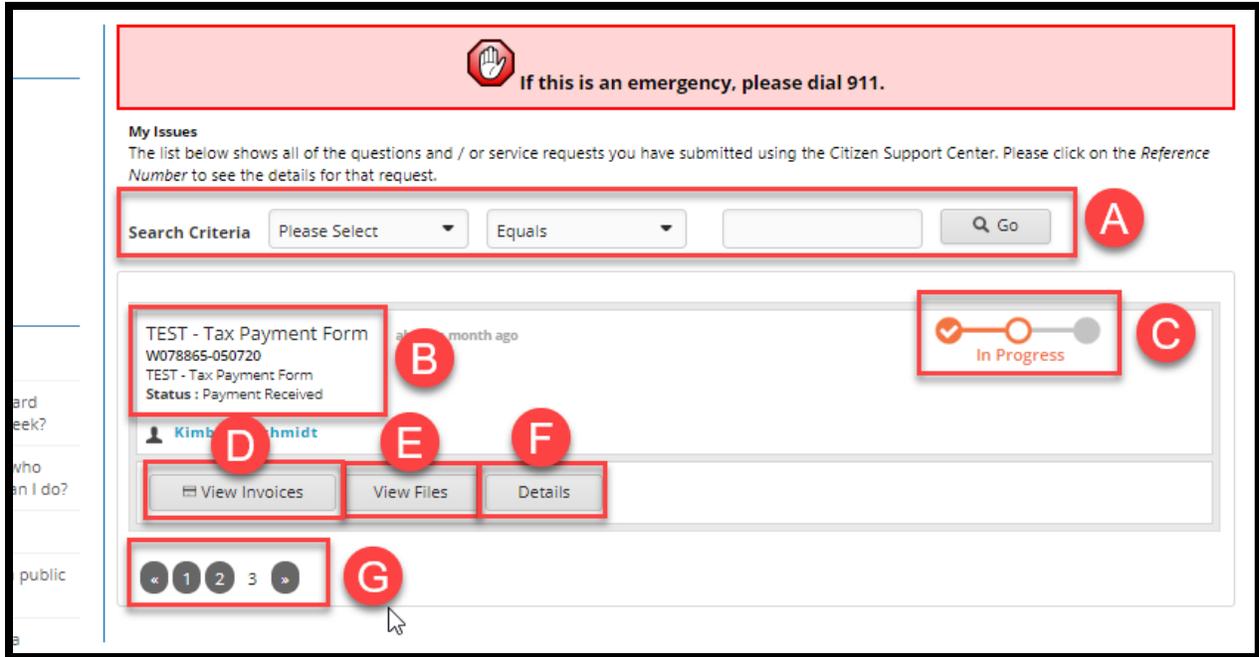② Click the blue **View My Questions and Requests** link.

If you are not signed into your Help Center account:

③ Enter your email address and password to access your account.

④ Click the **Login** button.

If you are signed into your Help Center account, this step will be skipped.

The system will return a list of requests submitted by the user account.

A **Search Criteria:** Search for a specific request using a search field (Keyword, Reference #, Request Status or Type) rather than scrolling through the requests.

B **Request Information:** The upper left corner of the request will show the Request Type, Request #, and Status.

C **Progress Bar:** Indicates if the request is In Progress or Completed.

D **View Invoices:** Click to view the invoice(s) associated with a Tax Payment submittal. The invoice will be created by the system after City staff approve the Tax Payment submittal.

E **View Files:** Click to view the files you attached to the request.

F **Details:** Click to see the full request and communicate with City staff.

G **Scroll Arrows:** Click the page numbers and/or arrows to scroll between pages of requests.

⑤ Click the Details button to view the request.

☑ Submit a Request

Service Request Type:	TEST - Tax Payment Form	
Description:	Tax Payment Form	
Contact E-Mail:		
Reference No:	W078871-051120	
Status:	Waiting for Payment	
Balance Due:	$4.00	View Invoices
Payments:	$0.00	View Transactions

AA

UPLOAD DATE

DOWNLOAD ALL

Files:	05/11/2020	CIP_Page.pdf

BB

Tax Payment Type:	Motor Fuel Tax

Due Date: On or before the 20th of subsequent month

CC

For Tax Period Ending:	04/30/2020
Name of Business (DBA):	Kim's Gas Station #2
	Business Name (DBA)
Address GIS:	
Business Location Phone:	
Corporate Name:	KAS Corp
	If none applied, enter NA
Corporate Address:	
	Include City, State and Zip
Corporate Phone:	

COMPUTATION OF TAX LIABILITY

Gallons of Motor Fuel Sold:	100
Calculated Tax Total:	$0.00
Calculated Penalty:	
Total Tax Due:	$0.00
Naperville Motor Fuel Tax Due (Line 1 x $0.04):	Until further notice, the City is suspending discounts and late fees. This is the amount of your tax due.
Illinois Retailer Occupation Tax Number (IBT):	1234-eres
	####-XXXX
Preparer Name:	
Preparer Phone Number:	

Confirmation

Under penalties of perjury and other penalties provided by law I declare that I have examined this return and to the best of my knowledge and belief it is true, correct and complete. I further declare that the information set forth is taken from the books and records of the business for which this return is filed.

Acknowledgement:	I affirm all of the information provided

Attachment

Please attach a copy of the Illinois Department of Revenue Sales and Use Tax Return (ST-1) or, County Motor Fuel Tax Form (CMFT-1/CMFT-2), or your internal report.

DD

New Message	

Messages 17   🖨 Print Messages

E

> ✉ On 6/23/2020 7:31:37 AM, stagingnapervilleil@mycusthelp.net wrote:
> ✉ On 6/21/2020 6:29:02 AM, stagingnapervilleil@mycusthelp.net wrote:

AA Provides general information about the request type, request number, status, and monies due and payments made.

BB List of attachments. Click on the document names to open them.

CC Shows the information you submitted with the payment form.

DD Click New Message if you want to send a message to the Finance Department about this request.

EE View any of the prior message associated with this request by clicking the arrow to the right of a message to open it up.