Viewing a Request in the Help Center

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

Help Center	If this is an emergency please dial 911		
🖨 Help Center Home	if this is an emergency, please dial 911.		
Q Find Information	Artica Outertier	Submit - Bonnet	
Submit a Request	Ask a Question	Submit a New Request for Work/Service	
My Help Center			
Most Frequently Asked			
Questions		ک	
Turn Water On/Off for Customer	Submit a FOIA Request	Find Information Browse the Frequently Asked Questions (FAQ)	
Where can I take donations?	request to the City.	knowledge base	
How do I dispose of branches and yard waste outside of Brush Collection week?	R	o	
l am worried about a senior citizen who seems to be having trouble. What can l do?	Covid-19 Information	My Help Center	1
Is rental assistance available?	Browse Covid-19 related resources and information	Check the status of previously submitted questions/requests or manage your profile.	
What are the parking restrictions on public streets?			0
How can I view the salary range for a specific position at the City?	ų		J
What are the parking restrictions in downtown Naperville?	City Home <u>Return</u> to the City of Naperville web site.	Open Data Portal Explore Naperville's Data and Strategic Goals.	
Where can I find subsidized housing or housing for low-income people?		_	
Can I just put the old carpeting out at the curb with my normal garbage?		<u> </u>	
	Explore Naperville's Maps and Geographic Data.		

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

Help Center	If this is an emergency place dial 911
#Help Center Home	This is an emergency, please dial 911.
Q Find Information	🛔 My Support Center
🕼 Submit a Request	Login here to check the status of requests you have submitted or to update your customer account information.
🛔 My Help Center	View My Questions and Requests
Most Frequently Asked	Circk above to access and update the status of issues/questions submitted.
Questions	View My Invoices
Turn Water On/Off for Customer	Click above to view your invoice history.
Where can I take donations?	Edit Customer Profile
How do I dispose of branches and yard waste outside of Brush Collection week?	Search by Reference Number
I am worried about a senior citizen who seems to be having trouble. What can I do?	Click above to search for questions and requests by reference number.
Is rental assistance available?	

2 Click the blue View My Questions and Requests link.

Help Center	If this is an emergency please dial 911	
🖨 Help Center Home	— It uns is an entergency, prease dial 511.	
Q Find Information	Dogin 🕫	
læ Submit a Request	Please log in to an existing account or use the "Create Account" link below to create a new account to access this feature.	
🛔 My Help Center	Please Note: Your password is between 6-20 characters long & contains at least one lowercase letter and one number.	
Most Frequently Asked Questions	Email Address:*	
Turn Water On/Off for Customer	Password:*	
Where can I take donations?		
How do I dispose of branches and yard waste outside of Brush Collection week?	Forget your password? Click here to Reset New User? Click below to create a new account.	
I am worried about a senior citizen who seems to be having trouble. What can I do?	Create Account	
Is rental assistance available?	by logging in, you agree to dowder's <u>privacy policy</u> and <u>remits of ose.</u>	

If you are not signed into your Help Center account:

Enter your email address and password to access your account.

4 Click the **Login** button.

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

My Ise The li	sues		
Num	My Issues The list below shows all of the questions and / or service requests you have submitted using the Citizen Support Center. Please click on the <i>Reference</i> <i>Number</i> to see the details for that request.		
Sear	ch Criteria Please Select 💌 Equals 💌	Q Go A	
	ST - Tax Payment Form 178865-050720 3T - Tax Payment Form 1tus : Payment Received Kimb D ihmidt E F I View Invoices View Files Details	In Progress	

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

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.



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.



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

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

Help Center		
🖨 Help Center Home	My issues The list below shows all of the questions and / or service requests you have submitted using the Citizen Support Center. Please click on the Reference Number to see the details for that request.	
Q Find Information		
🗷 Submit a Request		
🛔 My Help Center	Search Criteria Please Select Equals Go	
Most Frequently Asked Questions		
Where can I take donations?	TEST - Tax Payment Form about a month ago W078865-050720 TEST - Tax Payment Form Status : Payment Received	
How do I dispose of branches and yard waste outside of Brush Collection week?		
l am worried about a senior citizen who seems to be having trouble. What can I do?	I View Invoices View Files Details 5	
ls rental assistance available?		
What are the parking restrictions on public streets?		
How can I view the salary range for a specific position at the City?		

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.	s0.00 <u>view transactions</u>	
-		
100010017	BB	
Files: 05/11/2020	CIP Page pdf	
Tax Payment Type:	Motor Fuel Tax	
Due Date: On or before the 20th of subsequent mon	th CC	
For Tax Period Ending:	04/30/2020	
Name of Business (DBA):	Kim's Gas Station #2 Business Name (DBA)	
Address GIS:	I	
Business Location Phone:		
Corporate Name:	KAS Com	
	If none applied, enter NA	
Corporate Address:		
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 50.04):	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 ####-3000	
Preparer Name:		
Prenarer Phone Number		
reparer mone number.		
Confirmation		
Under penalties of perjury and other penalties provided belief it is true, correct and complete. I further declare to which this return is filed.	by law I declare that I have examined this return and to the best of my knowledge and hat the information set forth is taken from the books and records of the business for	
Acknowledgement:	Laffirm all of the information provided	
Attachment		
Please attach a copy of the Illinois Department of Reven your internal report.	ue Sales and Use Tax Return (ST-1) or, County Motor Fuel Tax Form (CMFT-1/CMFT-2), or	
New Message DD		
Messages 12		
> ⊠ On 6/23/2020 7:31:37 AM, stagingnapervilleli@mycusthelp.net wrote:		
> 🖂 On 6/21/2020 6:29:02 AM, stagingnapervilleil@mycusthelp.net wrote:		

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.

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

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