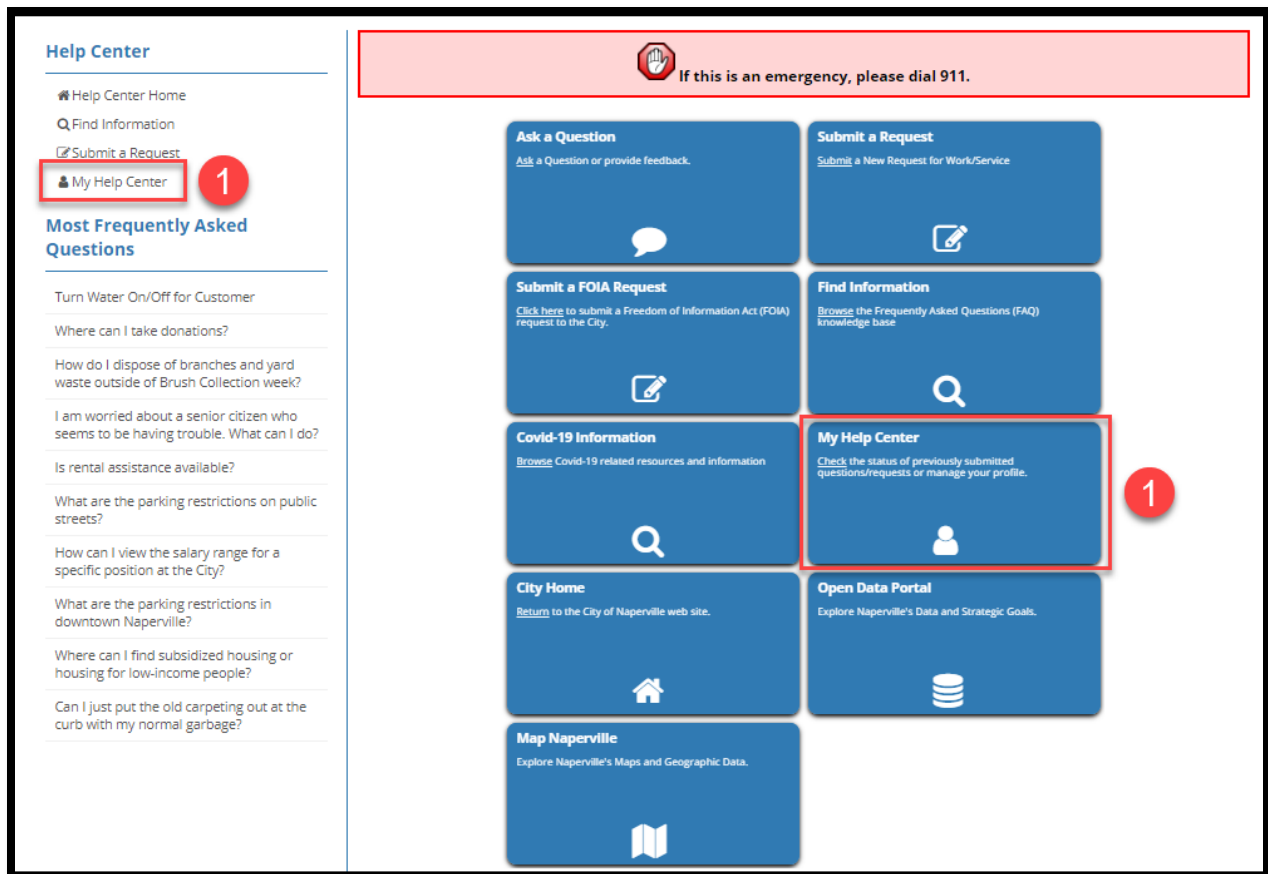
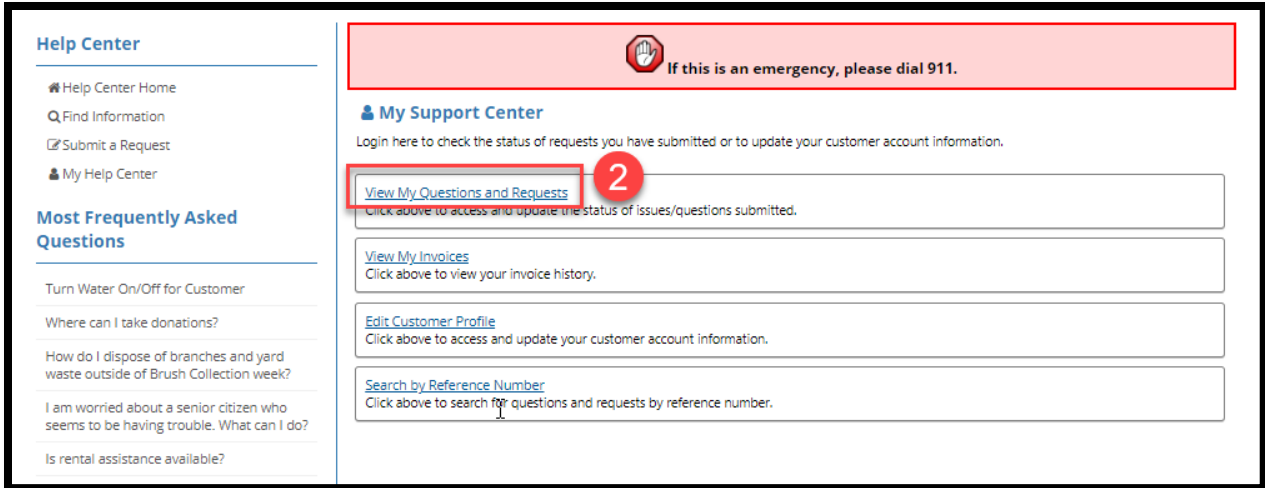


Viewing a Request in the Help Center

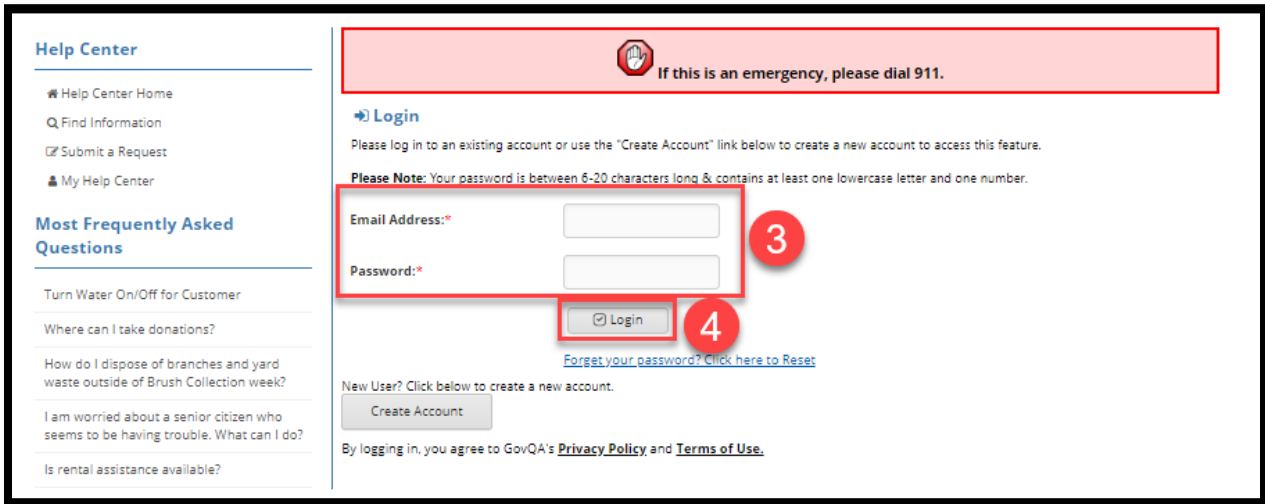
(Food & Beverage Tax, Hotel/Motel Tax and Local Motor Fuel Tax)



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.

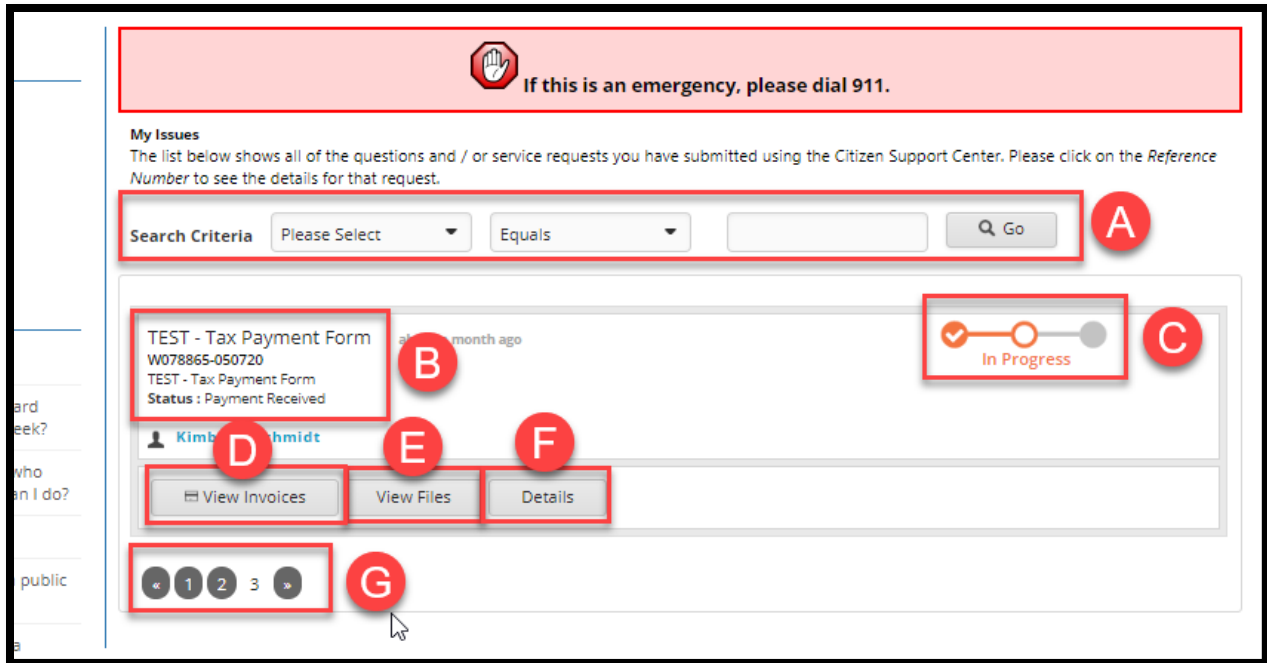


If you are not signed into your Help Center account:

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.

Help Center

- Help Center Home
- Find Information
- Submit a Request
- My Help Center

Most Frequently Asked Questions


- Where can I take donations?
- How do I dispose of branches and yard waste outside of Brush Collection week?
- I am worried about a senior citizen who seems to be having trouble. What can I do?
- Is 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?

 **If this is an emergency, please dial 911.**


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.

Search Criteria: Equals

TEST - Tax Payment Form about a month ago

W078865-050720  In Progress

TEST - Tax Payment Form
Status : Payment Received

 **Kimberly Schmidt**

5

1 2 3

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:	[Redacted]
Reference No:	W078871-051120
Status:	Waiting for Payment
Balance Due:	\$4.00 View Invoices
Payments:	\$0.00 View Transactions

Files: 05/11/2020 [CIP Page.pdf](#)

Tax Payment Type: Motor Fuel Tax

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

For Tax Period Ending: 04/30/2020

Name of Business (DBA): Kim's Gas Station #2
Business Name (DBA)

Address GIS:

Business Location Phone: [Redacted]

Corporate Name: KAS Corp
If none applied, enter NA

Corporate Address: [Redacted]
Include City, State and Zip

Corporate Phone: [Redacted]

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: [Redacted]

Preparer Phone Number: [Redacted]

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.





[New Message](#) [DD](#) [Print Message](#) [E](#)

Messages 17

- On 6/23/2020 7:31:37 AM, stagingnaperville@mycusthelp.net wrote:
- On 6/21/2020 6:29:02 AM, stagingnaperville@mycusthelp.net wrote:

AA

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

-  List of attachments. Click on the document names to open them.
-  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.
-  View any of the prior message associated with this request by clicking the arrow to the right of a message to open it up.