



# Tools and Resources

## Trouble-shooting Problems with Registry Status

To troubleshoot problems with your business registration (BRC) status. What to do if you receive an error message and cannot obtain a BRC after searching for it online:

- If you receive an error message saying “There was no match on the fields entered.” There is likely a problem with the name and/or ID under which your business is registered. Try resolving the issue directly:
  - Double-check your entry
  - Reference your certificate of formation/authorization for name and 10-digit ID
  - Reference a recently filed tax return to verify your EIN and name
- If you receive an error message saying “We’re sorry, but the registration status of this business cannot be determined at this time.” There is likely a problem in one or a combination of areas:
  - Business is inactive (dissolved, cancelled, withdrawn, etc.) - No remedy -- business is closed
  - Business is revoked - File for reinstatement online at <https://www.njportal.com/DOR/AnnualReports/Business?sessionType=Reinstatement> (Businesses in revoked status for less than two years do not need tax clearance; those revoked for more than two years must obtain tax clearance)
  - Business is pending reinstatement - Requires tax clearance
  - Business IDs (10 digit and tax IDs) are not synchronized -- results from failure to follow registration instructions

To address these issues, contact the Division of Revenue and Enterprise Services at 609-292-9292. Be ready to provide your name and the business name and IDs - EIN and 10 Digit (if applicable). Our representative will provide you with status information and refer your matter to the appropriate registry unit for resolution. If your issue involves taxes, our agent will provide you with the Division of Taxation’s contact information.

You may also email us at [njdorescustomerservice@treas.nj.gov](mailto:njdorescustomerservice@treas.nj.gov). Allow two workdays for a call back. Provide your name, business name and telephone number. You may provide your 10-digit ID if applicable, but do not send your EIN via email. Our representative will call you to discuss the issue and resolution path. If your issue involves taxes, our agent will provide you with the Division of Taxation’s contact information.

# Tools and Resources

## Trouble-shooting Problems with Registry Status (Continued)

To obtain other forms of status information and copies of your records:

If you need to obtain a statement from the Division of Revenue and Enterprise services for a business transaction such as closing a loan or a contract, or for a legal proceeding, access the Division's record services site at: <https://www.njportal.com/DOR/businessrecords/>