



# Frequently Asked Questions (FAQs) and Common Cover Page Processing Errors

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### Calculate Taxes

- [The taxes \(or fees\) on my Payment Cover Page look incorrect. How can I find out how those taxes \(or fees\) were calculated?](#)

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### Search Property Records

***Why can't I find any documents recorded/filed before January 1, 1966?***

Documents filed before January 1, 1966 are not available online. To search and review documents filed before January 1, 1966, please visit the City Register Business Office in the borough where the document was recorded/filed. The address of City Register offices can be found on the [Contact the Department of Finance](#) page of the Department of Finance website.

***What do I do if the document I retrieved is not the correct document?***

Contact the ACRIS Help Desk via telephone (212) 487-6300 or via e-mail [acrishelp@finance.nyc.gov](mailto:acrishelp@finance.nyc.gov).

***How can I obtain a certified copy?***

Certified copies of documents recorded at the City Registers office may be paid for and obtained at any of the City Register offices. See [Contact the Department of Finance](#).

### Find Addresses and Parcels

***What do I do if the BBL (or address) is not the BBL (or address) that is on my document?***

Contact the ACRIS Help Desk via telephone (212) 487-6300 or via e-mail [acrishelp@finance.nyc.gov](mailto:acrishelp@finance.nyc.gov).

## Create Cover Pages

### ***What is a cover page?***

ACRIS is an online tool that prepares cover pages. The cover page summarizes the content of the pages that follow it. There are different types of cover pages. There is a Recording and Endorsement Cover Page, a Continuation Cover Page (if the Recording and Endorsement continues onto additional pages), Supporting Documents Cover Page, Tax Return Cover Pages, and a Payment Cover Page.

### ***What information should I have on hand before I create my cover page?***

You will need:

- The documents that you wish to be recorded by the City Register (i.e., mortgage, deed, agreement, power of attorney, etc.)
- Supporting documents (contract of sale, smoke detector affidavit, etc.), if any
- Accompanying tax forms (Real Property Transfer Tax, Real Estate Transfer Tax, etc.), if any

### ***Where do I start?***

Start with the Document Tab by selecting the Document Type from the drop-down list. Determine the Document type from the original document. It is usually in the form of a title at the top of the first or second page of the document. Document types are defined by the City Register.

### ***The cover page application is asking me for information that I do not have on my document. What do I do?***

Contact the ACRIS Help Desk via telephone (212) 487-6300 or via e-mail [acrishelp@finance.nyc.gov](mailto:acrishelp@finance.nyc.gov).

### ***How do I determine the correct Document Type?***

Determine the Document type from the original document. It is usually in the form of a title at the top of the first or second page of the document. Document types are defined by the City Register. Find and select your document type from the drop-down list.

### ***What's the difference between a Document ID and a Transaction Number?***

A Document ID represents a single document to be recorded (such as a mortgage, deed, or power of attorney). A transaction may consist of one or more documents that share a Transaction Number. For example, a deed and a mortgage might be submitted together in a single transaction. Each document in a transaction requires a Cover Page. The fees and taxes are

calculated individually for each document within ACRIS; however, charges are combined into one total payment for the transaction.

***I didn't print my transaction number and I've forgotten it, what do I do?***

The Transaction Number is the first 13 characters of the Document ID. The Document ID (16 characters long) is displayed at the top of the screen during the cover page session. If both the Transaction Number and the Document ID are forgotten, the user may create a new cover page; however, work in progress will be lost. Incomplete cover page transactions will be purged from the system every 30 days.

***What do I do if I've forgotten my user ID and/or password?***

If the user ID and/or password have been forgotten, a new user ID and password can be created; however, work in progress will be lost.

***What is a "non-standard form size"?***

A non-standard page exceeds 9" X 14" and/or the page is set up in double columns. A non-standard form results in a surcharge.

***What is a "point size"?***

Point size refers to the size of the text on a printed page. A point size of 8 points is equivalent to the size of ordinary newsprint. Smaller text results in a surcharge.

***Who is the Presenter?***

The Presenter is the individual or business organization that is submitting the Transaction to the City Register.

***Who or what is the Return To entity?***

The Return To entity is the individual or business organization to which the City Register is to return the document.

***Can I copy names and addresses from one cover page to the next?***

Yes. ACRIS provides 3 ways to copy names and addresses. Within a transaction, names and addresses can be copied from a prior document to the current document by using the copy buttons on the Document and Party Tabs.

Also, the Presented To name and address will automatically be copied from the customer account profile of a registered Frequent User. The name and address will be retrieved immediately after the Frequent User logs into ACRIS and begins a Cover page session.

Names and addresses can also be copied via a shortcut. Frequent Users can create and maintain shortcuts by clicking the Edit Account Profile section on the Cover Page main menu. To use a shortcut, the user enters a slash (/)

immediately followed by the shortcut code in a Name field. The data associated with the shortcut code is copied to the screen. Shortcut codes can be used in the name and address fields of the Document and Party Tabs.

***Are cover pages included in the page count in calculating fees?***

Yes, there is a separate \$5 fee for submitting the Recording and Endorsement and Continuation Cover Page(s). There is no additional charge for other cover pages (Supporting Document Cover Page, Tax Return Form Cover Pages and Payment Cover Page) A detailed description of City Register taxes and fees can be found on the [Office of the City Register: Recording a Deed or Mortgage](#) page or you can download the [Office of the City Register - Schedule of Property Recording Fees and Taxes / Guide Checklist for Document Recording / Guide for Filing Personal Property Documents](#).

***How do I calculate my fees and taxes?***

Calculate taxes using the Cover Page Fees & Taxes Tab or use the Calculate Taxes option on the ACRIS Main Menu for estimating taxes. In either case, follow the step-by-step instructions. If you are using the Cover Pages Fees & Taxes Tab, the Document Type you entered on the Document Tab and the Property Type entered on the Property Tab will determine the type of taxes required.

***How do I complete a Cover Page with a Tax Exemption Affidavit?***

Enter a Tax Exemption Affidavit for a document by completing the Fees & Taxes and Supporting Documents tabs. Select the exemption type being submitted using the Fees & Taxes tab. Check off the exemption paper being submitted and enter a page count for the exemption using the Supporting Documents tab.

***How do I save my work?***

The preferred way to save your work is to complete all required entries on a Cover Page tab, such as the Document Tab, and click on the Next button. This should display a checkmark in front of the completed tab on the checklist at the left of the screen. The checkmark indicates all required entries for that tab have been made. You can return to the tab any time before the transaction is finished and change your entries.

***Can I stop in the middle of creating a Cover Page?***

Yes. As you complete each portion of the Cover Page process by clicking the Next button to progress to the next tab, the information is saved. It can be retrieved later by logging on and retrieving the transaction. Once the Transaction is retrieved, select the Document ID and continue working.

***How do I re-start a Cover Page and complete it?***

The Transaction screen is displayed when the user selects “Retrieve Transaction in Progress” from the Cover Page menu. The user must enter a Transaction number and click the Search button to retrieve the data. Until a document is submitted to the City Register, documents in the transaction can be edited, deleted, added, and/or re-sequenced using the buttons on the same line as the document.

### ***How do I print my Cover Pages?***

If the user is at City Register public access terminal (PAT), all pages will be printed to a printer located in the Public Access area. In this case, the customer will have to go to the printer to pick up the printouts. If the user is printing elsewhere, the pages will be printed to the user’s default printer.

Cover pages can be printed at any time after they have been successfully completed and up until the document(s) have been physically received by the City Register and completed the Intake process. A user can also print cover pages that have been rejected by the City Register.

### ***Can I make changes to the cover page after it has been submitted?***

A user can make changes to a transaction by selecting *Retrieve Transaction* from the ACRIS Main Menu. Changes can be made at any time up until the document(s) have been physically received by the City Register and completed the Intake process. A user can also make changes to correct a cover page that has been rejected by the City Register.

### ***What do I need to bring into the City Register’s office if I submit my document(s) in person?***

You will need to bring in a complete transaction which should be assembled as follows:

- Document #1:
  - The Recording and Endorsement Cover Page (the most recent version if any corrections were made to the initial Recording and Endorsement Cover Page)
  - The document to be recorded
  - The Supporting Documents Cover Page, if any
  - The Supporting documents
  - Tax Return Cover Page(s), if any
  - Tax Return(s)
- Document #2
  - The Recording and Endorsement Cover Page....etc.
- The Payment Cover Page
- Check or cash in the amount indicated on the Payment Cover Page

### ***What do I need to include if I submit my document(s) by mail?***

The contents of submission a package are the same whether mailed or delivered in person. However, cash cannot be accepted via mail.

***Where do I mail or bring my documents and Cover Pages?***

The address of City Register offices can found on the [Contact the Department of Finance](#) page of the Department of Finance website.

***How can I check on the status of a submitted document?***

A user can check the status of a document by selecting the *Retrieve Transaction* option on the [ACRIS Cover Page Home](#) page. The status of each document within a transaction will be displayed in the “Status” field.

***To whom do I make my check payable?***

Checks for Recording Fees, Filing Fees, Mortgage Tax, NYS Stamp Tax, and NYC Real Property Transfer Tax should be made payable to NYC Department of Finance. The City Register reserves the right to require payment by certified check.

## **Calculate Taxes**

***The taxes (or fees) on my Payment Cover Page look incorrect. How can I find out how those taxes (or fees) were calculated?***

A detailed description of City Register taxes and fees can be found on the [Office of the City Register: Recording a Deed or Mortgage](#) page or you can download the [Office of the City Register - Schedule of Property Recording Fees and Taxes / Guide Checklist for Document Recording / Guide for Filing Personal Property Documents](#)

**COMMON COVER PAGE PROCESSING ERRORS**

<b>Document Tab</b>	
<b>Error</b>	<b>Description / Impact of Error</b>
<i>Wrong Document Type</i>	The document type determines the requirements for recording. If the document type is incorrect, the document will be returned to the customer for correction. Contact the ACRIS Help Desk [via telephone (212) 487-6300 or via e-mail <a href="mailto:acrishelp@finance.nyc.gov">acrishelp@finance.nyc.gov</a> ] if you are uncertain about the document type.
<i>Page Count</i>	If the wrong page count is entered, the total fees due will be incorrect.
<b>Property Tab</b>	
<i>Wrong Property Type</i>	If the wrong property type is selected, ACRIS may not be able to find the Borough, Block and Lot (BBL). For example, if the property is classified as an apartment building, however the user selects multiple condominium unit, the BBL will not be located. Contact the ACRIS Help Desk [via telephone (212) 487-6300 or via e-mail <a href="mailto:acrishelp@finance.nyc.gov">acrishelp@finance.nyc.gov</a> ] if you are uncertain about the property type.
<i>Incorrect number of properties</i>	If too few or too many properties are entered, the total fees due on the Taxes and Fees Tab may be incorrect.
<i>Entered both Address and BBL</i>	ACRIS will accept only an address or a BBL. If the address is known and the user needs to confirm the BBL by clicking <b>Find BBL</b> . If the BBL is known and the user needs to confirm the address, by clicking <b>Find Address</b> .
<b>Parties Tab</b>	
<i>Omitted a sub-tab: Two parties entered on the Party 1 (or Party 2) Tab instead of one party on each tab</i>	There are 2 sub-tabs on the Parties Tab, one for Party 1 and one for Party Two. If all required fields of the Parties Tab have not been successfully completed, the Cover Page transaction cannot be completed.
<b>Cross Reference Tab</b>	
<i>Entered a cross reference but did not change the radio button to the appropriate cross reference</i>	The radio button defaults in the CRFN (City Register File Number) field. Users may for example, enter a cross reference in the Document ID field but forget to highlight the corresponding radio button. Both the radio button and the field next to it must be filled in order to save. If all required fields of the Cross Reference Tab have not been successfully completed,

	the Cover Page transaction cannot be completed.
<b>Fees and Taxes Tab</b>	
<i>Omitted a sub-tab: Completed the Real Property Transfer Tax but not Real Estate Transfer Tax or Fees Tab</i>	There are 4 sub-tabs on the Fees and Taxes Tab: three tax tabs (Real Property Transfer tax, Real Estate Transfer tax and Mortgage Recording Tax) and the Recording Fees tab. Users may, for example complete the Real Property Transfer Tax tab but forget to complete the Real Estate Transfer Tax tab. If all the required fields of the Fees and Taxes Tab have not been successfully completed, the Cover Page transaction cannot be completed.
<i>Wrong Property Type</i>	An incorrect property type may cause the total taxes due amount to be incorrect.
<i>Number of Parties</i>	Too few or too many Parties entered on the Parties Tab may cause the total Fees due to be incorrect.
<i>Number of Properties (or BBLs)</i>	Too few or too many properties entered on the Properties Tab may cause the total Fees due to be incorrect.
<b>Supporting Documents Tab</b>	
<i>Omitted page count for required supporting document</i>	Required supporting documents are automatically checked off; however, the user must enter the number of pages of each supporting document. If the page counts of the supporting documents tab have not been entered, the Cover Page transaction cannot be completed.
<b>Print Tab</b>	
<i>Closed Adobe Print window without clicking Print icon</i>	The Adobe print window will open when the user clicks <b>Print Cover Pages</b> or <b>Print Both</b> . However, the user must click the <b>Print</b> icon on the Adobe print window in order to complete the printing process. After printing, click <b>Close the Window</b> to continue.
<b>Transaction Screen</b>	
<i>Did not print Payment Cover Page</i>	The Payment Cover Page is required in order for payment to be accepted at NYC Serv Payment Centers. If the Payment Cover Page is not printed, customers will be asked to print a copy before payment is accepted.

## City Register Reasons for Rejection

	Eliminated	Improved	Unchanged
Missing BBL	✓		
Incorrect BBL with Premises	✓		
First and/or second parties address missing	✓		
Address and/or legal description of property location missing	✓		
Unit number missing for condos	✓		
Acknowledgement defective – old form used	✓		
Acknowledgement defective – information missing			✓
Endorsement Page missing	✓		
Simultaneous or recording language missing			✓
Property (improvement) clause missing on mortgage			✓
Name in caption does not agree with signature			✓
Affidavits do not agree with documents			✓
Affidavits missing or incomplete information		✓	
HPD Affidavits missing		✓	
HPD Affidavits incomplete			✓
Smoke detector affidavit missing		✓	
Smoke detector affidavit incorrect			✓
RPL Section 275 clause missing on assignment	✓		
Illegible document		✓	
Chain broken on SATS			✓
Unsigned checks			✓
Illegible check			✓
Check not made out to NYC Department of Finance			✓
Incorrect recording fee		✓	
Incorrect mortgage tax		✓	
Incorrect amount on check/ insufficient funds for documents		✓	
Consideration on RPT and TP 584 does not match			✓
Information on RPT missing			✓
Information on RPT incorrect			✓
Information on TP 584 missing			✓
Information on TP 584 incorrect			✓
Missing defendant's address on referee's deed			✓

CRFN

**Links in this document:**

<http://www.nyc.gov/html/dof/html/email.html#register>

<http://www.nyc.gov/html/dof/html/emailregister.html>

<http://www.nyc.gov/html/dof/html/regfees.html>

<http://www.nyc.gov/html/misc/html/pdfhowto.html>

ACRIS Cover Page Home page (address tbd)

ACRIS Information Page (address tbd)