



ACRIS E-Tax Forms Frequently Asked Questions (FAQs)

Version 1.0

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General questions about E-Tax

- My E-Tax session has timed out. Was my information saved?
- I can't edit my tax forms; my tax form status is "In Use."
- Can I use a future date when I create my tax forms?
- Why is my tax form status Incomplete?
- Why are the Number of Floors, Square Feet, and Assessed Value fields returning as zero?
- What if I prepaid my taxes?
- I have multiple grantees, grantors, or properties but not all of them are showing up in my tax form.
- Why don't the SSN and EIN display on my tax form?
- I have a Condop property, but I can't get FIND in the Property Information screen to return the unit number.

RPTT

- Where is my Property Owner's Registration Form? It didn't print out.
- I need to complete a NYC HPD in Lieu of Registration Form. Where is this in E-Tax?
- Why won't my alpha schedules check off?
- Why don't the dates and the names of the grantor and grantee print out on Page 5 of the RPTT?

TP-584

- How can I get to Part III of Schedule B of the TP-584?

RP-5217

- Why doesn't the attorney information print out on the RP-5217?
- Why can't I create a RP-5217?

Cover Page

- How do I copy my tax information into Cover Page?
- Why can't I delete my Cover Page?
- When I try to put my E-Tax information into Cover Page, I get "Tax Numbers do not agree."
- When I try to put my E-Tax information into Cover Page, I get "Tax Transaction is not complete."
- Do I have to complete a tax form for an Agreement Cover Page? Why do I have Tax Transaction ID and BBL fields for an Agreement Cover Page?

ACRIS Technical Issues

- If you are having software problems with ACRIS
- If you are having problems displaying or printing E-Tax Forms or Cover Pages



ACRIS E-Tax Forms Frequently Asked Questions (FAQs)

General Questions about E-Tax

1. My E-Tax session has timed out. Was my information saved?

Yes, your E-Tax information is saved for the tax screens that were fully completed before your session timed out. However, the data on the page that you were working may not have saved. To continue working on your tax transaction, you can retrieve it from the ACRIS Main menu. Note that an E-Tax session times out if it is left idle for more than 20 minutes.

2. I can't edit my tax forms; my tax form status is "In Use."

A status of "In Use" means that you may have already copied the information into a Cover Page.

In order to make any changes in the tax form, you will need to release the data from the Cover Page.

1. Retrieve the Cover Page.
2. Clear out the information in the Tax Transaction ID, Borough, Block, and Lot fields and click the Retrieve/Release Data button. This step should remove the tax form data from the Cover Page.
3. To make sure that the data was removed, click on the Property or Parties tab and make sure that the grids are now blank.
4. Go to the Print tab and click the Next button. When the Cover Page transaction screen appears, click the Finish and Print Payment Cover Page button. Close out of the Cover Page.
5. Retrieve your Tax Transaction.
6. You should now be able to edit your tax forms.
7. Reminder: After you make your changes, print out the new Final versions of the tax forms and the Cover Page.

3. Can I use a future date when I create my tax forms?

Yes, you can enter future dates when you create your tax forms.

4. Why is my tax form status Incomplete?



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You have not completed all required tabs and fields.

- 1. Go back into the tax form by clicking the Edit button in the Tax Transaction screen.*
- 2. Look at the checklist for any items that are not checked off.*
- 3. Complete these tabs and return to the tax transaction screen.*
- 4. The status should now change to Not Printed.*

5. Why are the Number of Floors, Square Feet, and Assessed Value fields returning as zero?

Typically, zero values are being returned because the property is new and has not yet been added to the City's assessment roll. Look through your document for Square Footage and Number of Floors information. For vacant land, you may enter "0" for the Number of Floors, but you must still enter a value for the Square Footage of the land.

6. What if I prepaid my taxes?

- If you have already prepaid **both** the RPTT and TP-584, you do not need to create an E-Tax form. When you create your Cover Page, select PreTransfer Tax from the Cover Page menu. Select Prepaid from the pull-down menus in the Fees & Taxes tab. Enter the reference number from your receipt and the amount paid.*
- If you have prepaid the RPTT **or** the TP-584, you will need to create an E-Tax form for the tax form that was not prepaid.*
 - 1. When you create your Cover Page, enter your Tax Transaction ID, BBL, and then click the Retrieve/Release Data button.*
 - 2. The information from the E-Tax form will copy over.*
 - 3. For the other tax form that you prepaid, select Prepaid from the pull-down menu in the Fees & Taxes tab. Enter the reference number from your receipt number and the amount paid.*

7. I have multiple grantees, grantors, or properties but not all of them are showing up in my tax form.



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When you look through your tax forms, you should see a rider listing the additional entries that did not display on the main pages of the tax forms. These riders should be submitted along with your tax forms to the City Register.

	<i>Multiple Parties</i>	<i>Multiple Properties</i>
RPTT	<i>Additional grantors and grantees print out on Schedule 3.</i>	<i>Additional properties will print out on a rider.</i>
RP-5217	<i>While all grantor and grantee information is saved, only the 1st two grantors and grantees will print on the form.</i>	<i>Additional properties will print out on a rider.</i>
TP-584	<i>Additional grantors and grantees print out on a rider.</i>	<i>Additional properties will print out on a rider.</i>

8. Why don't the SSN and EIN display on my tax form?

The SSN and EIN do not print on the draft copy; they only print out on the final copy.

9. I have a Condo property, but I can't get FIND in the Property Information screen to return the unit number.

Enter the address of the property with a unit number of "RES", and click the Find BBL button in the Property Information screen. After the BBL is retrieved, you can edit the Unit Number field so that it indicates the correct property. You can then add the property to the grid.

If the property information is not retrieved with a unit number of "RES", contact the ACRIS Help Desk as further research may be required.

Questions about the RPTT

10. Where is my Property Owner's Registration Form? It didn't print out.

The Property Owner's Registration Form does not print out. This information is stored in the system and will be automatically sent to the city.



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11. I need to complete a NYC HPD in Lieu of Registration Form. Where is this in E-Tax?

Currently, the NYC HPD in Lieu of Registration Form is not included in ACRIS E-Tax. You should continue to complete this using the paper forms.

12. Why won't my alpha schedules check off?

- *If your alpha schedules won't check off, then you have not completed all of the supplemental schedules that are required based upon your Condition of Transfer selections.*
- *If you believe that you are not required to complete the unchecked alpha schedule, review your selections in the Condition of Transfer screen. Go to the Alpha Schedule that will not check off and make sure that you did not enter any information; click the Clear button at the bottom of the alpha schedule.*

13. Why don't the dates and the names of the grantor and grantee print out on Page 5 of the RPTT?

This information is in the signature section of the RPTT. Therefore, this information should be written in when the forms are signed and dated.

Questions about the TP-584

14. How can I get to Part III of Schedule B of the TP-584?

In order to enter information into Part III of Schedule B, you must first check off the Exemption Claimed box in Parts I & II of Schedule B, or select Condition P as a condition of conveyance.



ACRIS E-Tax Forms Frequently Asked Questions (FAQs)

Questions about the RP-5217

15. Why can't I create a RP-5217?

First, create a RPTT. You must select "Yes" from the "Do you intend to record a deed related to this transfer" in the Condition of Transfer screen in the RPTT.

16. Why doesn't the attorney information print out on the RP-5217?

The attorney information is in the signature section of the RP-5217. Therefore, this information should be written in when the forms are signed.

Questions about using Cover Page with E-Tax

17. How do I copy my tax information into Cover Page?

*In order for the tax forms to have a Completed status, you must print out **Final** copies of ALL your tax forms. Then, you can copy the tax information into Cover Page.*

- 1. In Cover Page, select the document type.*
- 2. Enter your Tax Transaction ID. (This number should be on the bottom right-hand corner of the tax forms.)*
- 3. Enter the **FIRST BBL** listed in your tax forms.*
- 4. Click the Retrieve/Release button.*
- 5. To make sure that tax data copied into the Cover Page, click on the Property, Parties, and Fees & Taxes tabs. The tax information should be listed in the grids.*

In addition, make sure that no one else is editing the same tax form.

18. Why can't I delete my Cover Page?

Make sure that you have released all tax data from the Cover Page before you delete it.



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1. *In your Cover Page, delete out the information in the Tax Transaction ID, Borough, Block, and Lot fields and click the Retrieve/Release Data button. This step should remove the tax form data from the Cover Page.*
2. *To make sure that the data was removed, click on the Property or Parties tab and make sure that the grids are now blank.*
3. *You should now be able to delete your Cover Page.*

19. When I try to put my E-Tax information into Cover Page, I get “Tax Numbers do not agree.”

Make sure that you are entering the Tax Transaction ID number generated in E-Tax and the BBL of the first property listed in your tax forms.

20. When I try to put my E-Tax information into Cover Page, I get “Tax Transaction is not complete.”

In order to pull tax information into a Cover Page, you must first complete and print out a Final copy of all of your tax forms; all of your E-Tax forms should have a status of “Complete.” If any of your tax forms have a status of “Not Printed,” printing out a final copy of these forms will then allow you to enter your tax information into Cover Page.

21. Do I have to complete a tax form for an Agreement Cover Page? Why do I have Tax Transaction ID and BBL fields for an Agreement Cover Page?

For Agreements, the Fees & Taxes information is optional; therefore, if you are not submitting a TP-584, RPT, or RP-5217 with the Agreement, you may ignore these four fields. However, if you are submitting tax forms with your Agreement, then you should create online tax forms in E-Tax before creating your Cover Page. Then you will be able to pull all of the tax information directly into your Cover Page.

ACRIS Technical Issues

22. If you are having software problems with ACRIS:



ACRIS E-Tax Forms Frequently Asked Questions (FAQs)

If the E-Tax software is freezing or you are getting error messages:

Step 1: Check your Internet Browser:

1. Go to Help
2. Select About
3. The window that opens should display the version number of the Internet Browser
4. You should have IE 6.0 or Netscape 7.1
 - To get the latest version of Microsoft Internet Explorer
<http://www.microsoft.com/windows/ie/default.msp>
 - To get the latest version of Netscape Navigator
<http://channels.netscape.com/ns/browsers/default.jsp>

Step 2: Clear temporary Internet files and cookies

In the Internet window:

1. Go to Tools
2. Select Options
3. Select Delete Cookies (Click OK)
4. Select Delete Files and check off Delete all Offline Content (Click OK)
5. After you have deleted all of these files, click OK at the bottom of the Internet Options screen
6. Close out of ALL Internet windows
7. Go back into the Internet and try again.

If you do not have the Tools Option in your Internet Browser:

1. Go to the Start Menu
2. Select Settings
3. Select Control Panel
4. Select Internet Options
 - Select Delete Cookies (Click OK)
 - Select Delete Files and check off Delete all Offline Content (Click OK)
 - Select Clear History (Click OK)
 - After you have deleted all of these files, click OK at the bottom of the Internet Options screen
 - Close out of ALL Internet windows
5. Go back into the Internet and try again.



ACRIS E-Tax Forms Frequently Asked Questions (FAQs)

23. If you are having problems displaying or printing E-Tax Forms or Cover Pages:

Step 1: Check the Internet Browser and clear out any temporary Internet files. (These steps are listed out above in Question 22-2.)

Step 2: Update Adobe Reader Properties:

1. Go to the Start Menu at the bottom of the screen
2. Select Programs
3. Select Adobe Acrobat Reader. You should have Adobe 6.0 or higher.
 - If you need to upgrade, you can get the latest version of the Adobe Reader from www.adobe.com. (This is a free software download).
4. Once you have opened Adobe Acrobat Reader, select Edit from the pull-down menu.
5. Select Preferences.
6. Select Internet from the side menu in the Preferences screen.
7. Ensure all 4 boxes are checked.
8. Click OK in the Preferences screen.
9. Close out of the Adobe Reader.
10. Close out of ALL Internet windows.
11. Go back into the Internet and try again.