



**A User Guide to
Commercial Revitalization/ Commercial Expansion
Online Renewals**

A step-by-step guide to help you complete the renewal application online

April 2015

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Introduction

This guide is designed to assist you with completing your CERP property tax abatement renewal form.

In the following pages, we provide a step-by-step manual with detailed explanations to help you navigate the Department of Finance's online renewal system and submit your renewal form with ease.

We also have a Frequently asked Questions (FAQs) document, which you can find on our website [click here](#) for CRP renewals and [click here](#) for CEP renewals.

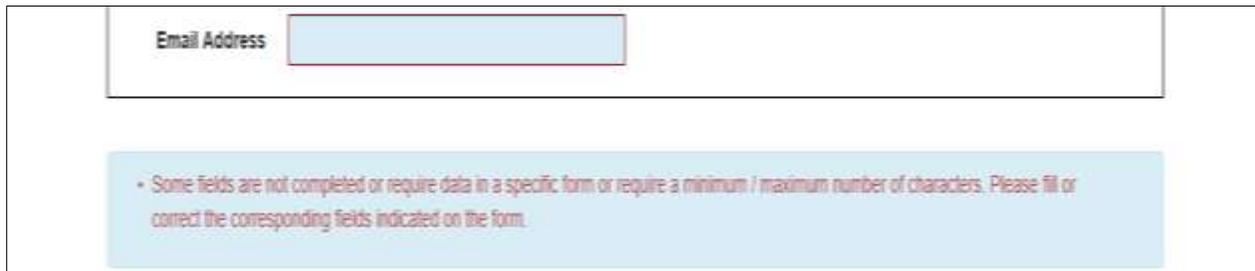
You may always request help by [contacting us here](#) or contacting 311.

Helpful Hints for Using the System

Required Fields

Throughout this system you will be asked to provide information and answer questions. There are certain fields that are required to be completed in order to move between screens or submit a renewal application.

If at any time you try to submit information by clicking Confirm or Submit Form and there is an error, you will see the message below. Fields that are blank or filled-in incorrectly will be highlighted in blue like this:



The screenshot shows a form with a label "Email Address" and a text input field. The input field is highlighted in light blue. Below the form is a light blue error message box containing the text: "• Some fields are not completed or require data in a specific form or require a minimum / maximum number of characters. Please fill or correct the corresponding fields indicated on the form."

Once you have made the necessary corrections, you will be able to submit and move to the next section.

Text Boxes

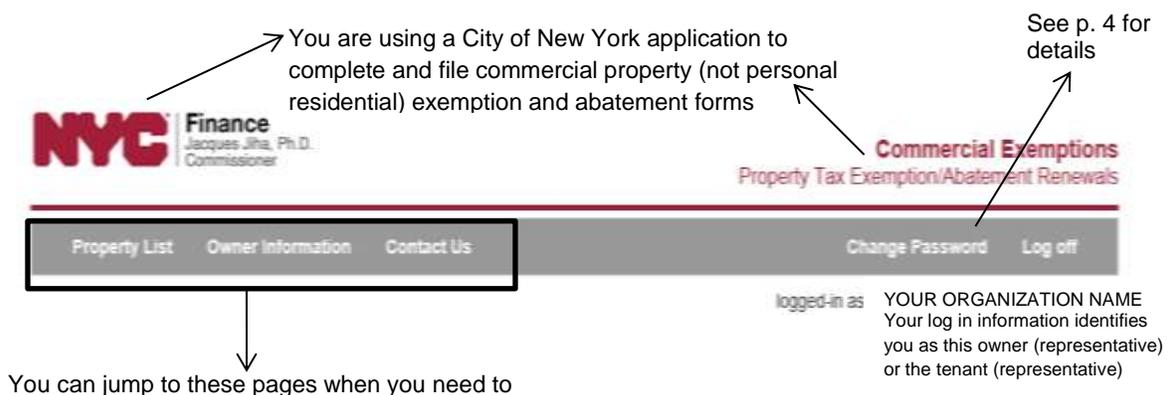
A text box will appear if you answer YES to a question. Text boxes require 25 characters. You may have to expand on your answer if you get an error message.

Time Out

Like many online applications, if you have no activity for one hour, you will lose all of your information, so be sure to submit or save your form if you plan to be away from your computer.

Navigating the Website

The grey banner that is at the top of each page contains important pieces of information and allows you to jump to different pages at any time.



The screenshot shows the top of the website. On the left is the NYC Finance logo with the text "NYC Finance Jacques Jilka, Ph.D. Commissioner". To the right of the logo is a grey banner with the text "Commercial Exemptions Property Tax Exemption/Abatement Renewals". Below the banner is a navigation bar with links: "Property List", "Owner Information", "Contact Us", "Change Password", and "Log off". The "Property List", "Owner Information", and "Contact Us" links are highlighted with a black box. An arrow points from the text "You are using a City of New York application to complete and file commercial property (not personal residential) exemption and abatement forms" to the banner. Another arrow points from the text "See p. 4 for details" to the banner. A third arrow points from the text "logged-in as YOUR ORGANIZATION NAME Your log in information identifies you as this owner (representative) or the tenant (representative)" to the banner. Below the navigation bar, the text "You can jump to these pages when you need to" is displayed with an arrow pointing to the highlighted links.

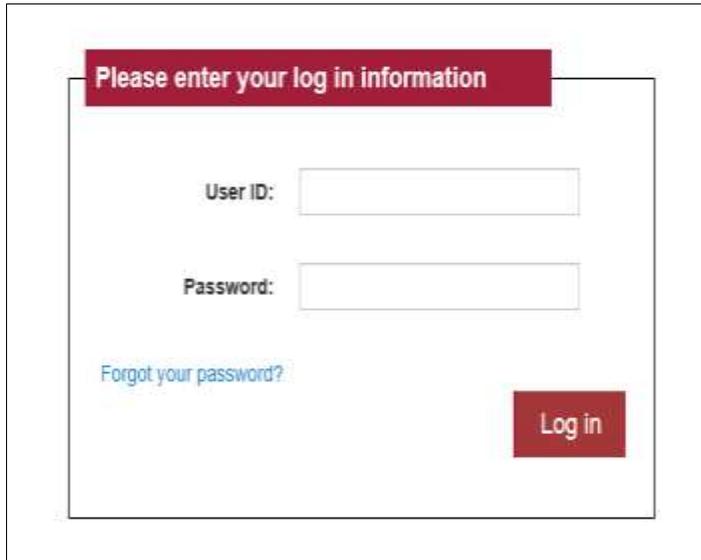
The grey bar allows you to:

- Jump to the Property List to see the CERP application that requires a renewal
- Jump to Owner Information so you can see what user information you confirmed for the application's owner (representative)/tenant (representative) contact information.
- Jump to Contact Us if you have questions
- Jump to Change Password if you want to change it
- Click Log off when you are ready to exit the application. All of your saved work can be completed or accessed when you log in again

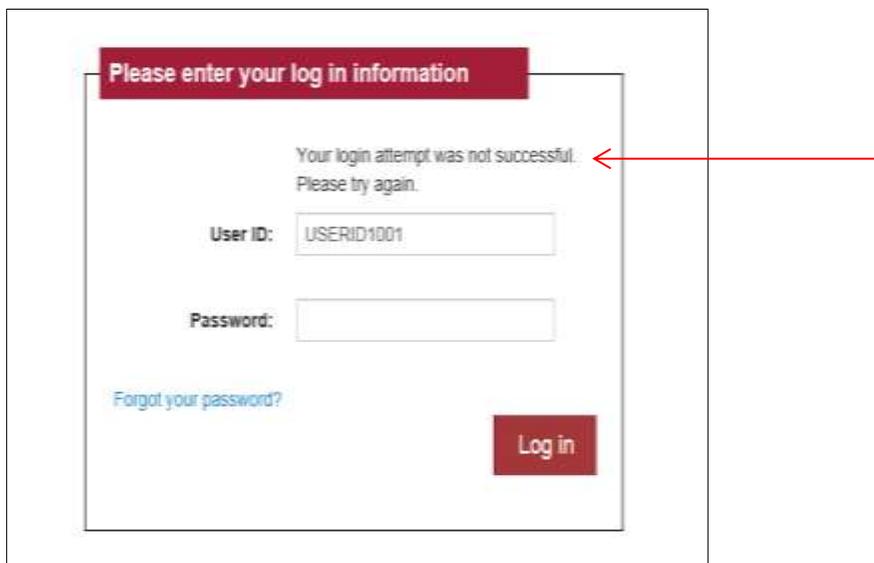
Log in – Screen 1

On the Welcome page, you will be asked to enter your User ID and password to log in. The User ID and password can be found in the letter you received in May. User IDs and passwords are case-sensitive, so enter them exactly as they appear.

Helpful hint: Be sure not to mistake “0” for “O” or “1” for “l”



If you mistype your User ID or password, you will see an error screen like this:



If this is your first time logging in, you will see Owner/User Information – Screen 2.

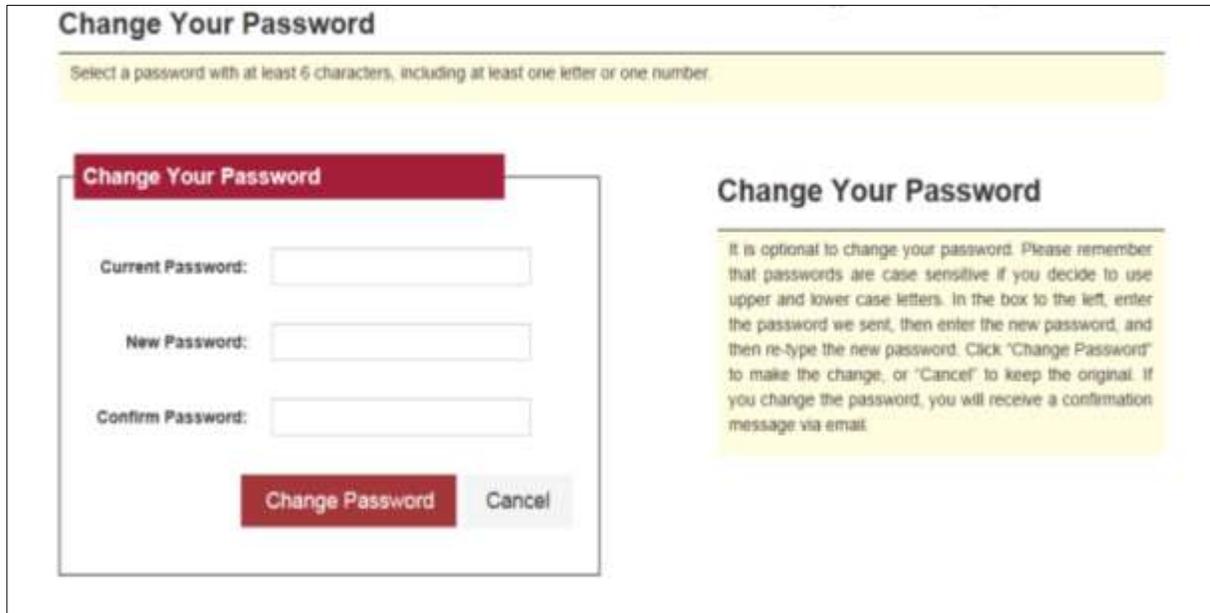
If you have logged in before, your next screen is Property List – Screen 3, so you may proceed to page 7.

Change Password

Click Change Password in the grey bar.



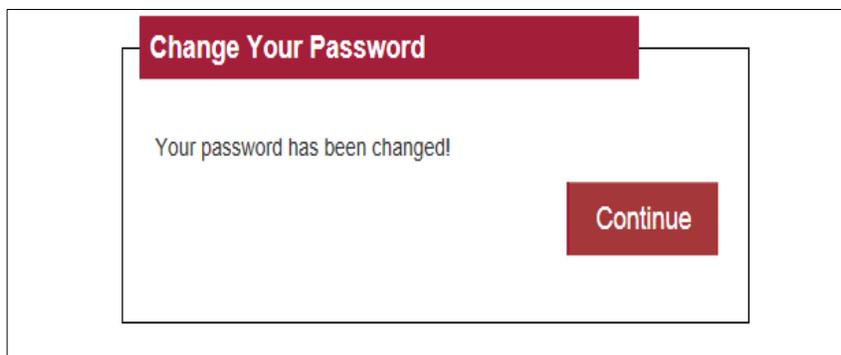
You will be asked to enter the password we sent, then type and confirm the new password that you want.

A form titled 'Change Your Password'. At the top, a yellow box contains the instruction: 'Select a password with at least 6 characters, including at least one letter or one number.' The form has a red header bar with the title. Below the header, there are three input fields labeled 'Current Password:', 'New Password:', and 'Confirm Password:'. At the bottom, there are two buttons: 'Change Password' (red) and 'Cancel' (grey). To the right of the form, there is a yellow box with the following text: 'It is optional to change your password. Please remember that passwords are case sensitive if you decide to use upper and lower case letters. In the box to the left, enter the password we sent, then enter the new password, and then re-type the new password. Click "Change Password" to make the change, or "Cancel" to keep the original. If you change the password, you will receive a confirmation message via email.'

Helpful hint: The password must have 6 characters including one letter or number.

Click Change Password to keep the one you have entered. Click Cancel to keep the current password.

If your changes password is successful, you will see a screen like this:



You will also receive a confirmation email to the provided address that the password has been changed.

If your new password is not successful, you will see an error message like this:



The image shows a web form titled "Change Your Password" with a red header. The form contains three input fields: "Current Password:", "New Password:", and "Confirm Password:". Below the "New Password:" field, there is an error message: "Password incorrect or New Password invalid. New Password length minimum: 6. Include one letter or number." A red arrow points from the right side of the page to the error message. At the bottom of the form, there are two buttons: "Change Password" (in a red box) and "Cancel" (in a grey box).

Retype the password and confirm it and click Change Password again.

Profile Information – Screen 2

If this is your first time using this system, you will see information about your organization. Review and update this information as necessary. Click the Confirm button to proceed to the next screen.

If you have used this system before, you will be taken to the Property List.

Profile information can be updated at any time while you are logged in. You may also submit a form, logout and log back in another time if you need to update profile or contact information. The only field you cannot modify is the Name field within the Profile Information section. If the name displayed in this box is incorrect, [contact us here](#). Keep in mind that this Name field identifies the company of the owner/tenant representative.

The screenshot displays two form sections. The top section, titled "Profile Information", contains fields for Name (ABC Organization LLC), Federal EIN (12 3456789), Mailing Address (Street No: 123, Street Name: Avenue X Place), City (New York), State (NY), and Postal Code (10622). A checkbox is present with the text "A Federal EIN is not required for my organization (APPLIES TO NFP USERS ONLY. ICIP/ICAP users must provide their EIN, or their application will be incomplete)". The bottom section, titled "Contact Information", contains fields for Name (John Representative), Relationship to owner (Representative), Daytime Phone (212123456), Phone Extension, and Email Address (JohnRep@ABCorganization.com).

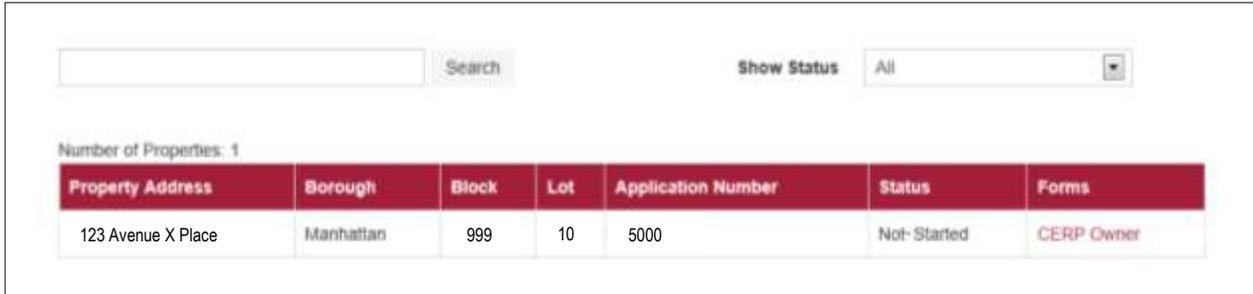
Profile Information	
Name	ABC Organization LLC
Federal EIN	12 3456789
Mailing Address	Street No: 123, Street Name: Avenue X Place
City	New York
State	NY
Postal Code	10622

Contact Information	
Name	John Representative
Relationship to owner	Representative
Daytime Phone	212123456
Phone Extension	
Email Address	JohnRep@ABCorganization.com

Helpful hint: Daytime Phone must be entered as 9 digits, no spaces or hyphens. You may enter a telephone extension if you have one.

Property List – Screen 3

This screen identifies the property and application receiving a CERP tax abatement benefit. All properties with benefitting CERP applications are required to complete a renewal form. If you have signed-on previously, you will arrive here after entering the User ID and password.



Number of Properties: 1

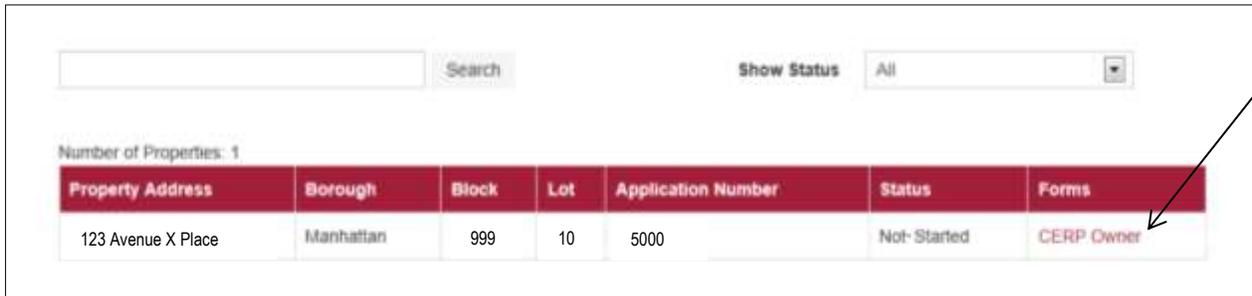
Property Address	Borough	Block	Lot	Application Number	Status	Forms
123 Avenue X Place	Manhattan	999	10	5000	Not-Started	CERP Owner

Understanding the Property List

The identified row represents the property address (parcel receiving the abatement), the BBL, Application Number, Status and Type of Form.

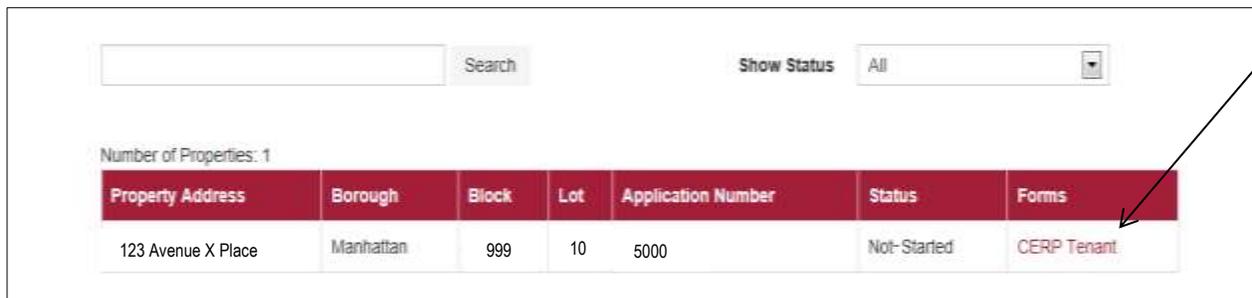
Forms

The Form Type will depend on the User Credentials. The form will either be CERP Owner or CERP Tenant.



Number of Properties: 1

Property Address	Borough	Block	Lot	Application Number	Status	Forms
123 Avenue X Place	Manhattan	999	10	5000	Not-Started	CERP Owner



Number of Properties: 1

Property Address	Borough	Block	Lot	Application Number	Status	Forms
123 Avenue X Place	Manhattan	999	10	5000	Not-Started	CERP Tenant

Status

Status describes the status of the renewal form. A renewal form can be in one (1) of three (3) different statuses:

1. Not-Started: you have not clicked to open the form.
2. In Progress: you have started to complete the form, but were not able to finish. Your work has been saved.
3. Completed: you have opened, completed and submitted the form. A confirmation email has been sent to the email address you provided to acknowledge that the form has been submitted.

Show Status

The Property List is defaulted to show all forms Completed, In-Progress, and Not-Started. To display only one status, click down arrow and all options appear.



Helpful Hint: There will only be a single form displayed; the Show Status should remain on All.

If there are no application forms with the status you choose, you will see:

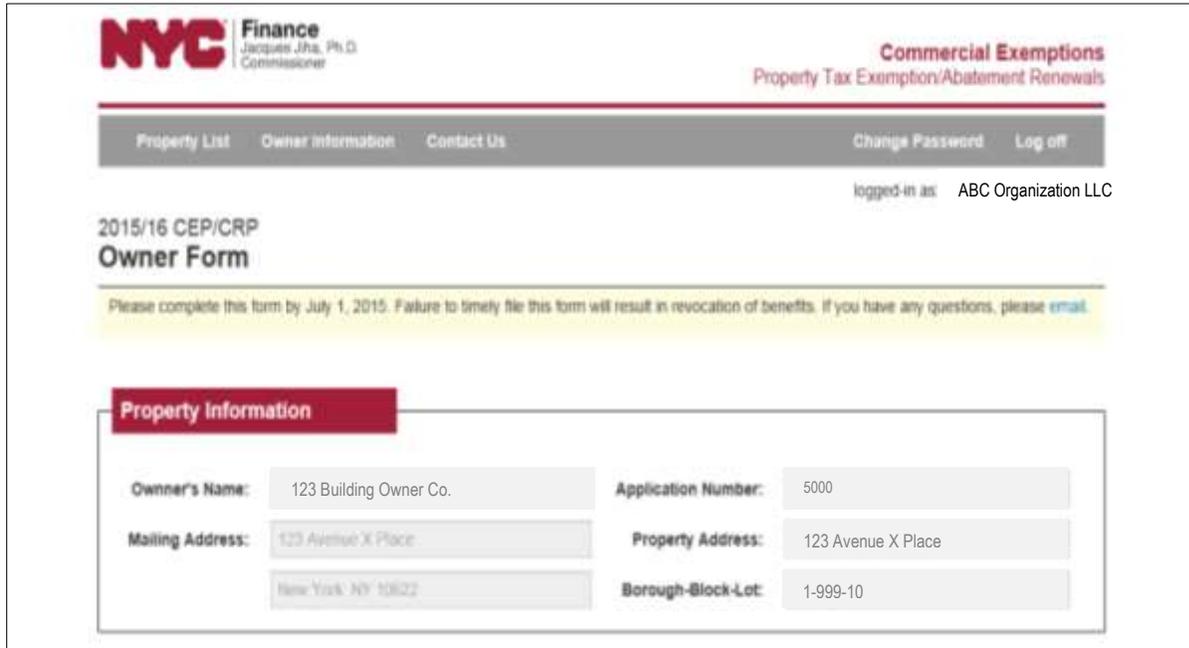


To get the entire list back, select All.

Completing a CERP Owner Renewal Form

Reminder: Renewal forms are due by July 1st 2015. We encourage you to file as quickly as possible to allow us time to get back to you if we have any questions.

All of the data is prepopulated based on the information entered on the previous screens.



NYC Finance
Jacquie Jha, Ph.D.
Commissioner

Commercial Exemptions
Property Tax Exemption/Abatement Renewals

Property List | Owner Information | Contact Us | Change Password | Log off

logged-in as: ABC Organization LLC

**2015/16 CEP/CRP
Owner Form**

Please complete this form by July 1, 2015. Failure to timely file this form will result in revocation of benefits. If you have any questions, please [email](#).

Property Information

Owner's Name:	123 Building Owner Co.	Application Number:	5000
Mailing Address:	123 Avenue X Place New York, NY 10022	Property Address:	123 Avenue X Place
		Borough-Block-Lot:	1-999-10

Owner's Name field identifies the name of the entity that owns the building receiving the abatement benefit. If this information is incorrect and the identified party does not own the building, please [contact us here](#).

Mailing Address field data was confirmed when you first logged-in to the application. This field identifies the mailing address of the associated owner representative.

Application Number field was confirmed during Property List –Screen 3 validation. It identifies the application number associated with this specific abatement.

Property Address and **Borough-Block-Lot** are identifiers for the property.



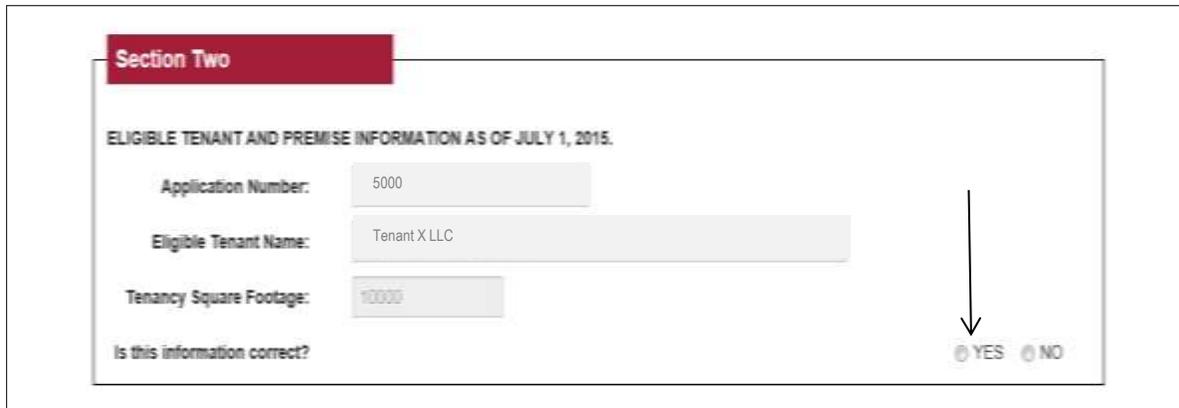
Contact Information

Contact Name:	John Representative	Relationship to Owner:	Representative
Contact Phone:	2121234567	Email Address:	JohnRep@ABCorganization.com
Owner's Taxpayer ID: (Federal Employer Identification Number)	12-3456789		

This is the contact information you confirmed when first logging into the renewal system. You may change the contact information at any time by clicking Owner/User Information on the grey bar.

Section Two

- If the presented information is correct, choose YES and proceed to the forms next section.



The screenshot shows a form titled "Section Two" with the heading "ELIGIBLE TENANT AND PREMISE INFORMATION AS OF JULY 1, 2015." The form contains three input fields: "Application Number" with the value "5000", "Eligible Tenant Name" with the value "Tenant X LLC", and "Tenancy Square Footage" with the value "10000". Below these fields is the question "Is this information correct?" with two radio button options: "YES" and "NO". A black arrow points down to the "YES" radio button, which is selected.

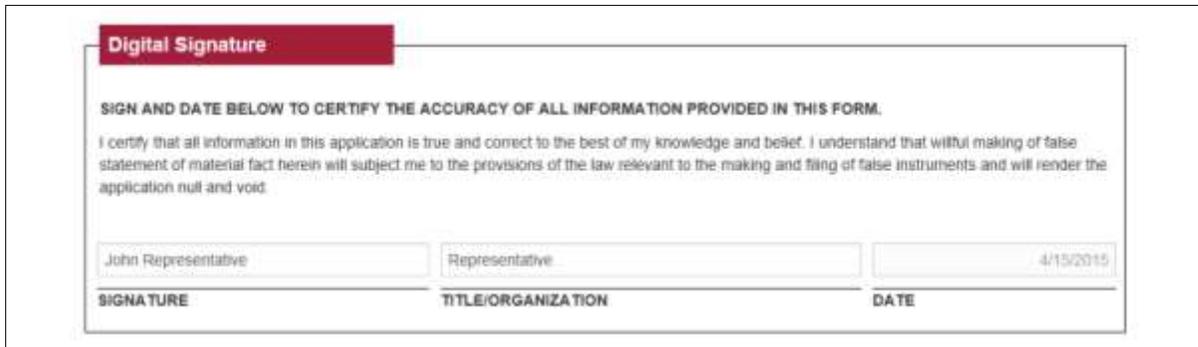
- If the presented information is incorrect, Choose NO and enter the corrected information in the provided text box.



The screenshot shows the same form as above, but with the "NO" radio button selected. A black arrow points down to the "NO" radio button. Below the "Is this information correct?" question and radio buttons, a large rectangular text box is highlighted with a thick black border, indicating where the user should enter corrected information.

Digital Signature

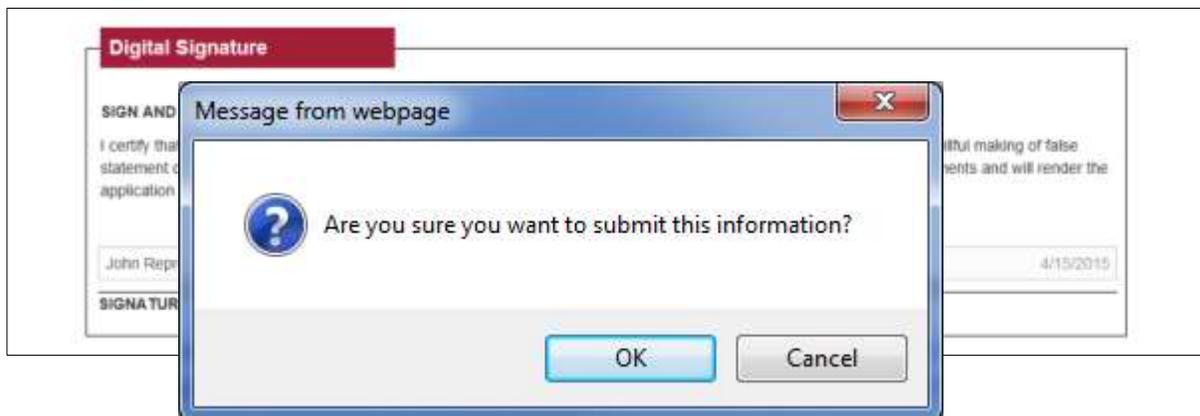
To digitally sign the form, enter your name and title (position within the organization) in the displayed field boxes.



The screenshot shows a section titled "Digital Signature" with a red header. Below the header, there is a bold instruction: "SIGN AND DATE BELOW TO CERTIFY THE ACCURACY OF ALL INFORMATION PROVIDED IN THIS FORM." This is followed by a paragraph of legal disclaimer text. At the bottom, there are three input fields: "John Representative" under the label "SIGNATURE", "Representative" under the label "TITLE/ORGANIZATION", and "4/15/2015" under the label "DATE".

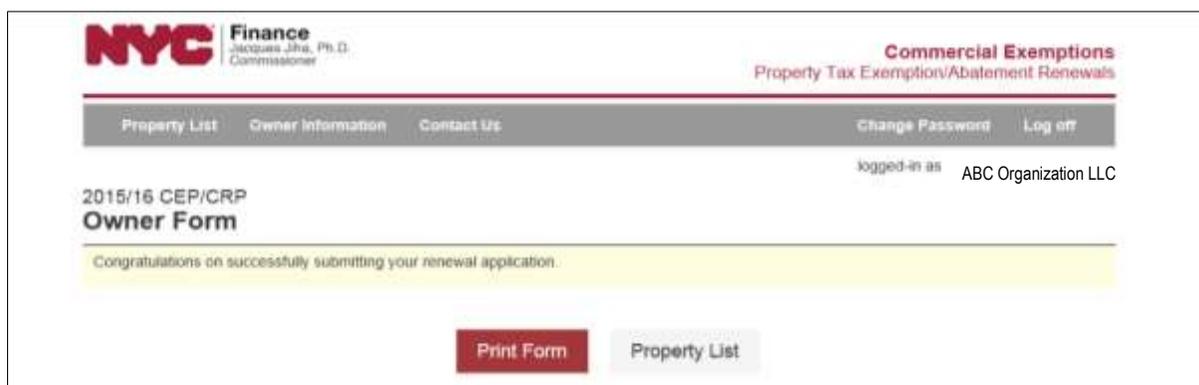
Submit Form

If you are satisfied that the form is accurate, click Submit Form. You will be asked to verify if you want to submit the form as completed.



The screenshot shows the same "Digital Signature" form as above, but with a "Message from webpage" dialog box overlaid. The dialog box has a question mark icon and asks, "Are you sure you want to submit this information?". It has "OK" and "Cancel" buttons at the bottom.

Click OK to submit or click Cancel to keep the form active and not submit. If you submit the form you will then see the screen below:



The screenshot shows the NYC Finance website interface. At the top left is the NYC Finance logo with the text "NYC Finance" and "Jitendra Jha, Ph.D. Commissioner". At the top right is "Commercial Exemptions Property Tax Exemption/Abatement Renewals". A navigation bar contains "Property List", "Owner Information", "Contact Us", "Change Password", and "Log off". Below the navigation bar, it says "logged-in as ABC Organization LLC". The main content area displays "2015/16 CEP/CRP Owner Form" and a yellow message box that says "Congratulations on successfully submitting your renewal application." At the bottom, there are "Print Form" and "Property List" buttons.

You have the option of printing a copy of the form for your records by clicking Print Form. In the Property List, the form for the BBL you just submitted will say Completed. You will receive an email to the address you provided when you first logged-in, acknowledging receipt of the renewal form.

Completing a CERP Tenant Renewal Form

Reminder: Renewal forms are due by July 1st 2015. We encourage you to file as quickly as possible to allow us time to get back to you if we have any questions.

All of the data is prepopulated based on the information entered on the previous screens.

NYC Finance
Jacqueline Jirsa, Ph.D.
Commissioner

Commercial Exemptions
Property Tax Exemption/Abatement Renewals

Property List | Owner Information | Contact Us | Change Password | Log off

logged-in as: Tenant Reps LLC

2015/16 CEP/CRP Tenant Form

Please complete this form by July 1, 2015. Failure to timely file this form will result in revocation of benefits. If you have any questions, please [email](#).

Property Information

Tenant's Name:	Tenant X LLC	Application Number:	5000
Mailing Address:	555 Avenue P Blvd New York NY 10005	Property Address:	123 Avenue X Place
		Borough-Block-Lot:	1-999-10

Tenant's Name field identifies the name of the entity that is receiving the abatement benefit. If this information is incorrect and the identified party is not the benefitting tenant, please [contact us here](#).

Mailing Address field data was confirmed when you first logged-in to the application. This field identifies the mailing address of the associated tenant representative.

Application Number field was confirmed during Property List –Screen 3 validation. It identifies the application number associated with this specific abatement.

Property Address and **Borough-Block-Lot** are identifiers for the property.

Contact Information

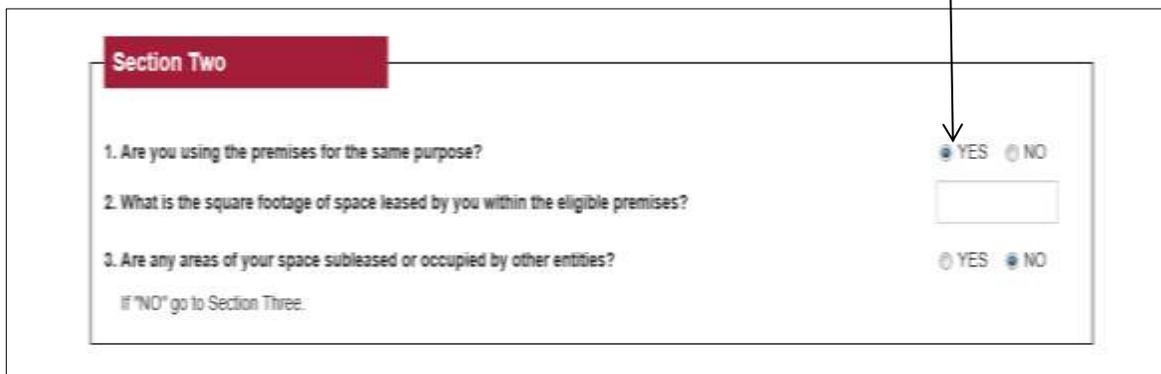
Contact Name:	Jane Director	Relationship to Owner:	Director
Contact Phone:	2125557890	Email Address:	JaneDirector@Tenants.com
Owner's Taxpayer ID: (Federal Employer Identification Number)	12-3456789		

This is the contact information you confirmed when first logging into the renewal system. You may change the contact information at any time by clicking Owner/User Information on the grey bar.

Section Two

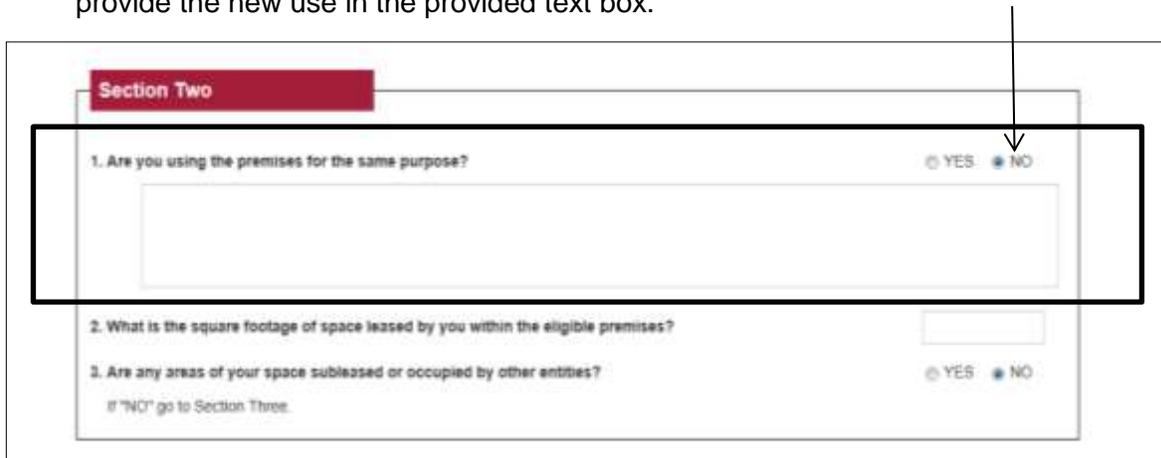
Question 1

- If you are using the premises for the same purpose click YES for question 1.



The screenshot shows a form titled "Section Two" with three questions. Question 1 is "1. Are you using the premises for the same purpose?" and has two radio button options: "YES" (which is selected) and "NO". Question 2 is "2. What is the square footage of space leased by you within the eligible premises?" and has an empty text input field. Question 3 is "3. Are any areas of your space subleased or occupied by other entities?" and has two radio button options: "YES" and "NO" (which is selected). Below the questions, it says "If 'NO' go to Section Three." An arrow points from the top right to the "YES" radio button.

- If you are not using the premises for the same purpose, click NO for question 1 and provide the new use in the provided text box.



The screenshot shows the same form as above, but with the "NO" radio button selected for question 1. A large black rectangular box highlights the text input field for question 2, indicating where to provide the new use. An arrow points from the top right to the "NO" radio button.

Question 2

- For question 2, provide the square footage of the current tenancy.

Section Two

1. Are you using the premises for the same purpose? YES NO

2. What is the square footage of space leased by you within the eligible premises?

3. Are any areas of your space subleased or occupied by other entities? YES NO

If "NO" go to Section Three.

Helpful Hint: When entering the square footage, do not include commas. For example; 5,000 square feet should be entered as 5000.

Question 3

- If none of the occupied space has been sublet to another entity and you occupy the same amount of square feet, click NO and proceed to Section Three.

Section Two

1. Are you using the premises for the same purpose? YES NO

2. What is the square footage of space leased by you within the eligible premises?

3. Are any areas of your space subleased or occupied by other entities? YES NO

If "NO" go to Section Three.

- If any area of the occupied space has been sublet or occupied by another entity, click YES provide responses to the subsequent questions;
 4 – provide the amount of subleased space (do not include commas)
 4a – indicate the sublease start date
 4b – provide the relationship between the eligible tenant and the sub-tenant

Section Two

1. Are you using the premises for the same purpose? YES NO

2. What is the square footage of space leased by you within the eligible premises?

3. Are any areas of your space subleased or occupied by other entities? YES NO

If "NO" go to Section Three.

4. Please provide the amount of subleased space.

4a. Indicate the sublease commencement date.

4b. Explain relationship between eligible tenant and sub-tenant.

Helpful Hint: When providing the sublease start date, question 4a, please use the pop-up calendar that appears.



A screenshot of a web form with three questions. Question 4a is highlighted with a red box. A calendar pop-up is shown over the form, displaying the month of April 2015. The calendar is circled in black.

Supporting Documentation

If Yes was the answer to question 3 in Section Two of the renewal form, you are required to provide a copy of the sublease agreement as supporting documentation.



A screenshot of the 'Supporting Documentation' section. It contains the instruction: 'Upload a copy of the sublease agreement in the Upload section below.' Below this, there is a section for 'Uploaded documents:' which currently shows 'No files uploaded.' and a 'Refresh' button. To the right, there is an 'Upload a file' section with a text input field, a 'Browse...' button, and a 'Ready' status indicator.

Attaching a file works the same here as if you were attaching something to your email. Click the Browse button to locate the file on your computer (please note that only the following files are allowed: .pdf, .jpg, .jpeg, .doc and .docx and the maximum size of each file is 5MB). When you have identified the right document, click Open.

If the upload is a success, the file screen will say Uploaded Successfully

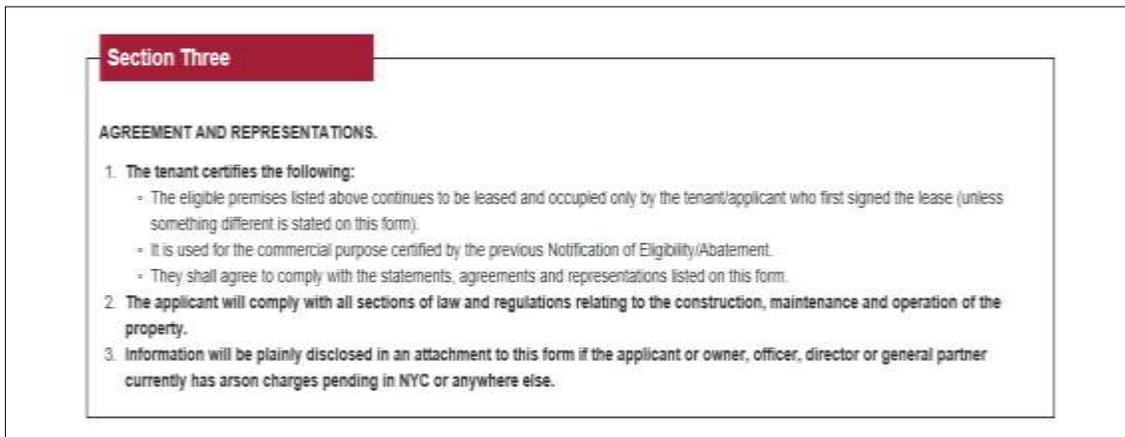


A screenshot of the 'Supporting Documentation' section showing a successful upload. The 'Uploaded documents:' section now lists 'Date.doc' with a 'Delete' button next to it. The 'Upload a file' section shows the file path 'jmsdotnetapp001m.financ.nycnet\homedir4\...' and the text 'Uploaded successfully!'. An arrow points from the text above to the 'Uploaded successfully!' message.

If you've accidentally uploaded the wrong file, click Delete to remove it. If you try to attach a file format that is not accepted, you will see this message: Only .pdf, .jpg, .jpeg, .doc and .docx accepted.



Section Three



The information in this section must be acknowledged by the tenant (representative). The agreements will be certified within the next section of this form.

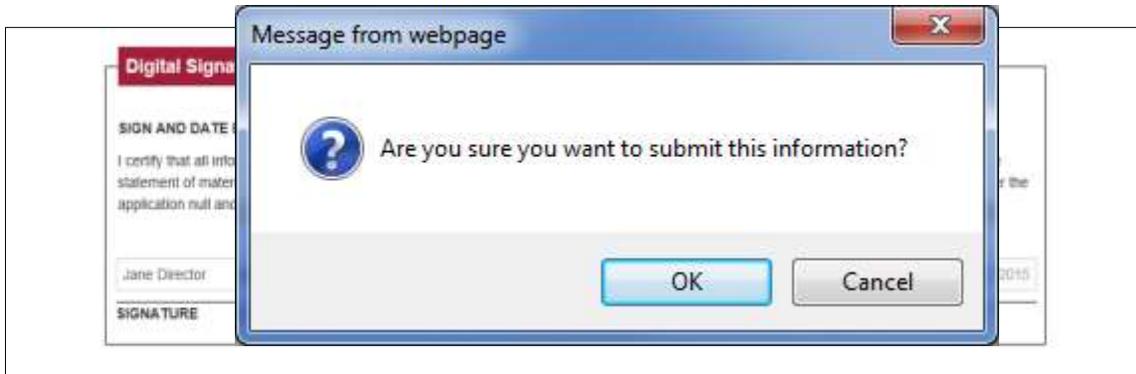
Digital Signature

To digitally sign the form, enter your name and title (position within the organization) in the displayed field boxes.

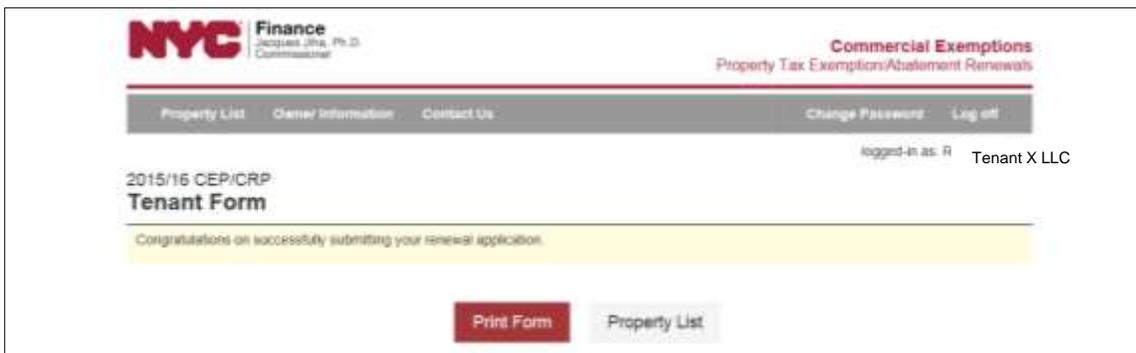


Submit Form

If you are satisfied that the form is accurate, click Submit Form. You will be asked to verify if you want to submit the form as completed.



Click OK to submit or click Cancel to keep the form active and not submit. If you submit the form you will then see the screen below:



You have the option of printing a copy of the form for your records by clicking Print Form. In the Property List, the form for the BBL you just submitted will say Completed. You will receive an email to the address you provided when you first logged-in, acknowledging receipt of the renewal form.