A User Guide to Not-for-Profit Online Renewals

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

October 2015
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Introduction

This guide is designed to assist you with completing your Not-for-Profit property tax exemption renewal forms.

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 forms with ease.

We also have a Frequently Asked Questions (FAQs) document, which you can find on our website at www.nyc.gov/notforprofit.

You may always request help by visiting www.nyc/contactnonprofit 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 red like this:

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 orange 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 orange bar below allows you to:

- Jump to the Property List to see the BBLs that require not-for-profit renewals
- Jump to Owner Information so you can see what information you confirmed for the organization’s owner and contact information
- Jump to Contact Us if you have questions
- 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 on the letter you received in October. 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 Information – Screen 2. If you have logged in before, your next screen is Property List – Screen 3, go to page 9.
If you filed your renewal form online last year and you forgot your password, you may click Forgot your password? The password will be sent to the email address you submitted last year. If you did not submit online last year, you will have to use the password from the letter sent in October.

Change Password

Click Change Password in the orange bar.

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

Change Your Password

Select a password with at least 6 characters, including at least one letter or one number.

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

Retype the password and confirm it and click Change Password again.
Profile Information – Screen 2

This screen will only appear the first time you log into the Commercial Exemptions and Abatements Online Renewal system. If you filed online last year, you will go right to the Property List. See page 9.

The only field you cannot modify is the ‘Name’ field within the Owner Information section. If the name displayed in this box is incorrect, please contact us at http://www.nyc.gov/contactnonprofit. We verify that the property has not been sold to a new owner. If the property has been sold and the new owner is an NFP (Not-for-Profit), that organization has to submit a new application for exemption.

Helpful hint: Daytime Phone must be entered as 9 digits, no spaces or hyphens.
Property List – Screen 3

This screen lists each property owned by your Not-for-Profit that receives a not-for-profit property tax exemption. All properties that receive a full or partial not-for-profit property tax exemption are required to complete a renewal form. If you have signed-on previously, you will arrive here after entering the User ID and password.

Atop the property list you will see **Number of Properties: X.** This number is the total number of Borough-Block-Lots (BBLs) owned by your organization that have a full or partial Not-for-Profit property tax exemption.

**Understanding the Property List:**

Each row in the list represents the property address (where the property is located), the BBL, Status and Type of Form.

**Forms** describes the type of renewal form required for the BBL. There are three (3) different types of renewal forms:

1. General – organizations that are schools, hospitals, houses of worship, charities, veteran’s organizations or cultural organizations would complete this form.

2. Parsonage – this form is for properties owned by a house of worship to house the officiating clergy.

3. Contemplated Use – if the Not-for-Profit is renovating/building on the property, and the property is not being used, this is the required form.

**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 the link 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.
Search and Show Status

Above the properties table you will see a ‘Search’ field and a ‘Show Status’ list.

**Search** - You use this function to search by address. You can find a specific property or properties located on the same street/avenue. For example, if you own multiple properties that have an address on “Jamaica Avenue”, you may enter “Jamaica Avenue”, “jamaica ave” or “jamaica” in the search box. If you search on “Avenue” or “ave” or “avenue”, only those addresses with avenue will appear. To get the entire list back, click your browser’s back arrow.

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

Click the status you want to display. Only the BBLs with that form status appear. If there are no BBLs matching that form status, you will see:

To get the entire list back, select All.
Completing a General Renewal form

Reminder: Renewal forms are due by January 5, 2016. We encourage you to file as quickly as possible to allow us time to get back to you if we have questions.

Property Information is displayed at the top.

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**2016/17 NOT-FOR-PROFIT Exemption Renewal Form**

Please complete this form by January 5, 2016. Forms must be received by this date to keep the property tax exemption. Please visit DOF’s Website for a user guide and FAQ.

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**Property Information**

<table>
<thead>
<tr>
<th>Owner's Name</th>
<th>1123 Main Street</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mailing Address</td>
<td>15 Pleasant Avenue</td>
</tr>
<tr>
<td></td>
<td>NEW YORK NY 10038-3714</td>
</tr>
<tr>
<td>Borough-Block-Lot</td>
<td>M1</td>
</tr>
<tr>
<td>Building Class</td>
<td>4</td>
</tr>
</tbody>
</table>

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**Owner's Name** and **Mailing Address** were confirmed when you first logged-in to the application.

**Property Address** and **Borough-Block-Lot** are identifiers for this property. Note: vacant land or lots that do not have a building may not have a building number, but just a street name in the address box.

**Building Class** is a descriptive code Finance uses to identify characteristics of the BBL. It may describe construction material, type of use, or number of units (residential or commercial). To see a list of building class codes, visit [http://nycprop.nyc.gov/nycproperty/help/hlpbldgcode.html](http://nycprop.nyc.gov/nycproperty/help/hlpbldgcode.html). Alternatively, if you view a BBL’s Account History on [www.nyc.gov/finance](http://www.nyc.gov/finance) you will see the BBL’s building class and from there you can link to the list of building class codes.

**Tax Class** is a legal categorization determined by property type. There are four tax classes:
- TC 1 – One to three-unit residential properties
- TC 2 – Residential property with more than 3 units including cooperatives and condominiums
- TC 3 – Utility company equipment and special franchise property
- TC 4 – All other real property, including office buildings, factories, stores, hotels and lofts
Contact Information

This is the contact information you confirmed when first logging into the renewal system.

**Section One**

- If your organization owned the property as of July 1, 2015 (the start of the tax year) indicate YES and proceed to Section Two.

- If your organization was not the owner on July 1, 2015, indicate NO. Your will be prompted to enter the new owner’s name and the date of sale.

Helpful hint: When you put your cursor in the Date of sale box a calendar will appear. Scroll to the month of sale, click on the date and the date will be written in the box.

After you enter the owner name and sale date, enter your name in the signature box and your title. Click the Submit Form button.
You will be asked to confirm that you want to submit the form. If so, click OK.

If you submit the form you will see a screen like this:

2016/17 NOT-FOR-PROFIT
Exemption Renewal Form

Congratulations on successfully submitting your renewal application.

You have the option of printing a copy of the form for your records by clicking Print Form, or you may go back to the Property List to continue to file the renewals for additional properties. 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 acknowledging receipt of the renewal form.
General Renewal form, Section Two

If you still own the property, you must complete the remainder of the sections. You must answer each question.

Section Two

You are required to answer all the questions below. If you answer YES to any question, provide an explanation in the box provided. If you need additional space for your answer, attach a document in Supporting Documentation, which is below this section.

Have any of the following changes occurred since you last filed a renewal or applied for this exemption?

2a. Ownership and use of the property are different. ○ YES ○ NO *
2b. Owner is renting part of the property. If YES, attach lease in Supporting Documentation below. ○ YES ○ NO *
2c. Owner is no longer exempt from federal taxes. ○ YES ○ NO *
2d. Articles of Incorporation or By-laws have changed. If YES, attach revised Articles or By-laws in Supporting Documentation below. ○ YES ○ NO *
2e. The property is now vacant land (building demolished). ○ YES ○ NO *
2f. Part or all of the building is not being used. ○ YES ○ NO *

If you answer YES to any question, the form will expand for you to enter text. You are required to provide an explanation when the box appears. If the text boxes do not provide enough room for you to enter all your information, you may attach a JPEG, MS Word or PDF file in Supporting Documentation (see page 15).

Helpful hint: The blue asterisk reminds you that you must either select YES or NO. Text boxes require a minimum of 25 characters.
Supporting Documentation – 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 file types are allowed: .pdf, .jpg, .jpeg, .doc and .docx. The maximum size of each file is 5 MB). When you have identified the right document, click open. If the upload is a success, the file screen will say “Uploaded successfully!” 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, .docx accepted.

Helpful hint: If you see “Uploaded successfully!” but the Uploaded document counter says “0”, click “Refresh”.

Supporting Documentation

Uploaded documents:
No files uploaded…

Upload a file

Refresh

Supporting Documentation

Uploaded documents:
No files uploaded...

Upload a file

Ready...

Refresh
Digital Signature and Save or Submit Form – Once you have answered all the questions and uploaded all attachments (if applicable), you are ready to submit the form. The last requirement is to sign digitally by entering your name and title (position within the organization) in the boxes as shown below.

Save and Complete Later – If you do not want to submit the form at this time, click Save & Complete Later. This will save your work and return you to the Property List page where the status for this BBL will show “In-Progress.” You may return to complete the form in this session, or log off and complete it at another time.
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, you will see the screen below.

You have the option of printing a copy of the form for your records by clicking Print Form, or you may go back to the Property List to continue to file renewals for additional properties. 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 acknowledging receipt of the renewal form. See below.
## Property List

**NFP Users** - Below is a list of the properties that the Department of Finance (DOF) has on record as being owned by your organization. You are required to complete a renewal form for each Borough-Block-Lot (BBL). You may start the renewal process for any BBL at any time by clicking on the form type in the column titled "Forms". If you believe that a BBL listed here is not owned by your organization, or if you believe that this list is missing a BBL that you do own that requires a not-for-profit renewal form, please contact DOF by clicking here. Be sure to include the BBL and/or the premise address of the property in question. Please note you are required to complete a shortened renewal form for any property on your list that you may have recently sold.

**ICIP/ICAP Users** - Below is the Certificate of Continuing Use (CCU) for the Borough-Block-Lot (BBL) and associated ICIP or ICAP Application Number you are required to complete. Each BBL/Application Number has a unique User ID and password. Contact Finance if you have questions.

**CERP Users** - Below is the renewal form for the Borough-Block-Lot (BBL) and associated CERP application number you are required to complete. Each Application Number has a unique User ID and password for both Owner and Tenant users. Contact Finance if you have questions.

<table>
<thead>
<tr>
<th>Property Address</th>
<th>Borough</th>
<th>Block</th>
<th>Lot</th>
<th>Application Number</th>
<th>Status</th>
<th>Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>123 Any Street</td>
<td>Manhattan</td>
<td>684</td>
<td>9</td>
<td></td>
<td>Completed</td>
<td>General</td>
</tr>
<tr>
<td>345 Any Avenue</td>
<td>Manhattan</td>
<td>684</td>
<td>99</td>
<td></td>
<td>In Progress</td>
<td>Parsonage</td>
</tr>
<tr>
<td>567 Any Boulevard</td>
<td>Manhattan</td>
<td>684</td>
<td>999</td>
<td></td>
<td>Not-Started</td>
<td>Contemplated Use</td>
</tr>
</tbody>
</table>

Number of Properties: 3
Completing a Parsonage Renewal Form

As with the General form described above, Parsonage renewal forms are due January 5, 2016, but we encourage you to file as soon as possible to allow us time to get back to you if we have questions.

For detailed descriptions of Profile Information, Contact Information, Section One and Section Two, go to pages 8 – 18 of this guide.

Section Three

A property is receiving a Parsonage exemption if the property is being used to house the officiating clergy for a house of worship. An officiating clergy is a duly authorized person having authority from, or in accordance with, the rules and regulations of the governing ecclesiastical body of the denomination or order to perform ceremonies (wedding, funerals).

In this section, provide the first and last names of the clergy person. Enter the congregation name and the congregation’s street address for the house of worship. If you need to find a BBL for an address, you may use the Property Address Search function on www.nyc.gov/finance or enter this link into your browser for quick access to the Search function: http://webapps.nyc.gov:8084/CICS/fin1/find001.

For information on attaching documents in Supporting Documentation, see page 15 of this guide.

For information on Digital Signature and Save or Submit Form, see pages 16 - 17 of this guide.
Completing a Contemplated Use Renewal Form

As with the General and Parsonage Not-for-Profit renewal forms described above, Contemplated Use renewal forms are due January 5, 2014, but we encourage you to file as soon as possible to allow us time to get back to you if we have questions.

For detailed descriptions of Profile Information, Property Information, Contact Information and Section One, please refer to pages 6 – 10 of this guide.

Section Two

There are 6 questions to answer about ownership and use of the property. Contemplated Use exemptions are granted when a Not-for-Profit organization is planning, renovating, or constructing a new building on their BBL. Questions 2e and 2f are your opportunity to tell Finance where you are with the progress toward completion of the exempt use of this BBL. If you answer NO to all the questions in Section Two, proceed to Section Three, go to page 22.
If you answer YES to the any of the questions in Section Two, the form will expand. See below.

**Question 2a** — If you answer YES — that the ownership and use of the property have changed since the previous renewal you filed or since you were granted the exemption — you must provide an explanation in the box that appears and attach a document that explains the change. Examples of documents to illustrate a change would be a deed, lease, or other evidence that the exempt use is no longer contemplated.

To upload a file click the ‘Choose file’ button to locate the file on your computer. (Please note that only the following file types are allowed: .pdf, .jpg, .jpeg, .doc and .docx. The maximum size of each file is 5 MB. When you have identified the right document, click open. If the upload is a success, the file screen will say “Uploaded successfully!” See page 15 for additional information on supporting documents.

**Question 2d** — If your Articles or By-laws have changed, include a statement in the box and attach the revised document. See above on how to attach a document to the renewal.
Question 2f – If there has been no alteration/construction work on the BBL, but you have applied to the Department of Buildings for a work permit, indicate YES. A calendar will appear. Scroll to the appropriate month, and highlight the date. The month, day and year will appear in the box.

For questions 2b, 2c and 2e, add your explanation in the box provided. If you need additional room for your explanation, you may attach a document. Refer to 2a above for instructions.

Section Three

You must provide an answer in this box whether construction/renovation has not started, is in progress, or is complete/near completion.

For example:

- If you are still in the contemplated stage, please provide details on the work that is to be done including the architect’s name and a description of the work to be done.

- If alteration/construction is done, you must state that in this box. A valid response would be: Construction completed June 2015.
Helpful hint: Your answer must be at least 25 characters.

**Note:** Please be advised that if you indicate that the building is ready for use, you must file a *new* application for Not-for-Profit exemption, which is available at [www.nyc.gov/notforprofit](http://www.nyc.gov/notforprofit). Finance may request an inspection of the property to ensure that it is being used for exempt purposes. We will contact you to coordinate any inspection.

For details on Supporting Documentation, see 2a on page 15 of this guide.

For details on Digital Signature, see page 16 - 17 of this guide.