



# Maria Pappas

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## Cook County Treasurer

### Re: Tax Year 2016 2nd Installment Third Party Agent (TPA) Program

Dear TPA Program Participants:

The TPA Program web site (available at [www.cookcountytreasurer.com/tpa](http://www.cookcountytreasurer.com/tpa)) allows third party payers such as banks, mortgage companies, their servicing agents and financial institutions to make current tax year property tax payments via wire transfer on large volumes of properties. Files must not exceed 75,000 PINs.

#### **Important Information:**

- ***All wire transfers must be sent to J.P. Morgan Chase and MUST include the 7-digit TPA Source/I.D., or the wire transfer(s) will be returned.***
- *Transfers made not using the bank name and ABA/Routing Number will be returned.*
- *Please review the complete instructions after registering/logging onto the site.*

#### **Due Dates**

- **The Tax Year 2016 Second Installment due date is Tuesday, August 1, 2017.**
- **The Tax Year 2016 First Installment due date was Wednesday, March 1, 2017.**

#### **Real-Time TPA System**

- Please note that the TPA Program Site will only allow the user to pay the current Tax Year 2016 taxes via wire transfer.

Please carefully read the following TPA Program procedures. Failure to fully comply with these procedures and meet the deadlines may result in rejected payments and late fees.

Sincerely,

Maria Pappas  
Cook County Treasurer

# Office of the Cook County Treasurer's TPA PROGRAM SYSTEM ENHANCEMENTS

## System Enhancements

The Cook County Treasurer's Office has implemented a series of enhancements in order to prevent duplicate tax payments. Please carefully review the following enhancements, as they may potentially impact the payment process.

## Verification of Profile Information

The TPA Program web site will now require registered TPAs to verify their profile information prior to *each installment*. It is imperative that you provide our office with your most current contact information.

## Master Payment File

The Master Payment File will now be uploaded to the TPA Program web site on a *daily basis*. Previously, this file was uploaded on a monthly basis. This payment file will now reflect the most current payment data, including tax reductions (2<sup>nd</sup> installment only) due to Certificates of Error (C of E's) issued by the Cook County Assessor.

## Daily Reconciliation Report – (A)

The Daily Reconciliation Report will provide a comprehensive list of all uploaded PINs, PIN Status, Original Tax Amount Billed, Total Current Tax Amount, and Increases/Decreases in Tax Amounts (if any) along with a reason why the tax amount changed. The report will indicate whether the PIN has had a Certificate of Error applied. In addition, the report will include the property address and current mailing address information.

## Duplicate Upload Resolution Report – (B)

The TPA Program web site will now generate notifications as to any PINs that both you and another TPA have uploaded to the web site. The Duplicate Upload Resolution Report will provide you with a list of such PINs along with contact information for the other TPA(s) that uploaded each PIN. The report will also identify the previous installment payment source, the property address, and the current mailing address information. We encourage communication amongst TPA Program participants to resolve all duplicate PIN uploads. Once another TPA has committed on a PIN, you will not be able to commit on the same PIN.

**PIN Management** [Help](#)

**PIN Reports**

For your convenience Uncommitted PINs, Committed PINs, Divided Parcels and Downloadable Reports are available. In addition various downloadable reports can be accessed.

Each report consists of rows of expandable summary information. To expand a row in a summary, click on the plus sign [+] on the left hand side of the row. The plus will become a minus [-], and your web browser will retrieve the information for that summary. To close a summary, simply click on the minus sign.

PINs are sorted in numerical order from lowest to highest to enable users to locate a specific PIN 'at-a-glance'.

Each report is described in detail below.

Uncommitted PIN(s) - 0 PINs : \$0.00	Total Tax/Penalty: \$0.00	Total Duplicate Fees: \$0.00	Total Processing Fees : \$0.00
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**Committed PIN(s)**

**Divided Parcels**

**Downloadable Reports**

This section contains downloadable formats which may be viewed offline.  
Please note that the downloadable reports do not include the \$5.00 per PIN duplicate bill fee and/or \$1.00 enhanced processing fee.

Daily Reconciliation Report	CSV
Duplicate Upload Resolution Report	CSV
All PINs	CSV HTML
All PINs (including deleted)	CSV HTML
PINs 'OK' for Payment	CSV HTML
PINs Committed for Payment	CSV HTML
Exceptions	CSV HTML
Deleted PINs	CSV HTML
PINs with Prior Installment Taxes Due	CSV HTML
Divided Parcel	CSV HTML

For Your Reference:

Below is a list of the PIN status codes.

<b>Status</b>	<b>Explanation</b>
OK	PIN is available for commitment.
Committed	PIN has been successfully committed to be paid.
Committed to fee	No amount is payable except for the \$5.00 duplicate bill fee.
Dup Upload	PIN has already been uploaded by another TPA.
No Tax Amount Due	PIN has been committed on by <i>another</i> TPA, or PIN has been paid.
Deleted	PIN has been deleted from your upload file (manually or via file overwrite).
New Parcel	PIN is a new parcel for Tax Year 2016. The 1 <sup>st</sup> Installment billing will be \$0.00. The 2 <sup>nd</sup> Installment billing will represent the entire year's tax liability.
Exception	Invalid PIN data or a tax type other than General has been submitted.

## Office of the Cook County Treasurer's TPA Program Procedures

*Important deadlines and procedures for participation in the TPA Program are outlined below. Failure to comply with ALL rules and regulations will jeopardize your participation in the TPA Program and may result in additional penalties. All deadlines and procedures will be strictly enforced.*

### Log-Ins and Passwords

You will be required to update your TPA Program account information prior to using the TPA Program web site for *each* installment. Please ensure all the information is complete and accurate.

Our office does not assign new log-ins and passwords for each installment; you can use your current, assigned log-in and password. If you do not remember your password, go to the TPA Program web site Welcome Page, and then click the 'Forgot My Password' link. You will be prompted with your TPA/Source ID and E-Mail Address then click 'OK' button. Your Username and Password will be sent to the e-mail address entered; provided that it matches the registered e-mail address.

The screenshot shows the 'Welcome' page of the TPA Program. A modal window titled 'Forgot My Password' is open, containing the following text and fields:

- \* Indicates required fields
- \* TPA/Source ID
- \* E-Mail Address

Buttons for 'Ok' and 'Cancel' are at the bottom of the modal. The background page contains various notices and instructions, including due dates for 2013 installments and a note about PINs.

The screenshot shows an email notification from the Cook County Treasurer's Office. The subject is 'Cook County Treasurer's Office - Third Party Agent Program'. The body of the email says: 'Please check your E-Mail for your User Name and Password.' There is an 'Ok' button at the bottom.

### Web Site Access

To access your TPA master account, go to [www.cookcountytreasurer.com/tpa](http://www.cookcountytreasurer.com/tpa) and then click 'Log-in with Password' radio button. You will be prompted to enter your assigned TPA/Source ID, log-in and password then click 'Submit Form' button.

The screenshot shows the login form on the TPA Program website. It has a radio button selected for 'Log-in with Password' and a link for 'Forgot My Password'. Below this, there is a note: 'If you want to pay via ACH debit and need a receipt, visit the [Real-Time TPA Payment System](#)'. The form includes the following fields:

- \* Indicates required fields
- \* TPA/Source ID:
- \* Login:
- \* Password:

A 'Submit Form' button is located at the bottom of the form.

- You may review and update your contact information as needed; this will ensure your receipt of vital information sent from our office. However, this action is required *prior* to each installment.

4/24/2019 10:52:14

**Profile Management**

**TPA INFORMATION**

This information must be that of the mortgage company, bank or financial institution – NOT THAT OF YOUR TAX SERVICE.

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**MASTER ACCOUNT HOLDER PROFILE** \* Indicates required fields

\* TPA Business Name:

Master Account Login Name:

\* Address:

\* City:

\* State:

\* Zip Code:

\* Phone Number:  Extension Number:

Master Account Login E-Mail Address:

**CORPORATE CEO/PRESIDENT**

\* Company Name:

\* CEO Name:

CEO Title:

- If you use a tax service, we strongly recommend that you set up that tax service as an additional user of your master account rather than give the tax service your master account access information. Additional users can be added by following the instructions found on the Account Management tab. Tax services may not register on-line and must contact their clients to gain access to the system.
- Be aware that granting anyone access to your account on this site, whether an employee or a tax service, gives that person or service the authority to act on your behalf. Anyone with access to your account will have the ability to add, delete or edit PINs and to commit to payment(s) on your behalf.
- It is critical for TPAs that use more than one tax service to coordinate the "Commit to Pay" function with all account users. Once the commitment is made, you must pay the amount committed, and you will be prohibited from any further action on that payment file.
- New participants must complete the registration process in order to gain access to the TPA Program web site. This information should include your company address and contact information, not that of your tax service. We also request contact information for the company CEO or President; this information may be used to convey important policy information. Once your account is activated, you can upload or create a list of PINs for payment, review, and commit to pay the total amount. You will be able to add users to your master account and to print or download reports in a variety of formats.
- Your use of the information and/or services available through the TPA Program web site for any purpose other than the payment of General Taxes is strictly prohibited and could result in denial of your access to the TPA Program and/or the initiation of legal action.
- By your use of the TPA Program web site, you acknowledge and agree that obtaining the amount of tax due for any PIN (Property Index Number) constitutes your request for the electronic equivalent of a duplicate tax bill for that PIN pursuant to the provisions of 35 ILCS 200/20-12 and

Cook County Ordinance 07-O-68. If you are unable to comply with the requirements set forth herein, contact our office via e-mail at [www.cookcountytreasurer.com](http://www.cookcountytreasurer.com).

### PIN File Limitation

The file limitation is no more than 75,000 PINs. To assure a successful upload, do not create a file containing more than the 75,000 limitation.


### Upload Data File

- Each TPA must upload or create a data file listing all PINs, limited to no more than 75,000, for which it is requesting property tax information. All PINs entered into the system will be validated against our master file, and current tax amounts will be shown. The required file format for uploading data to the TPA Program web site is attached.
- Under Cook County's Duplicate Tax Bill Fee Ordinance, the term "duplicate tax bill" is defined as "a reproduction of the original tax bill as issued by the County Collector or its electronic equivalent." Cook County Ordinance No. 07-O-68, as authorized by 35 ILCS 200/20-12, thus requires that a \$5.00 duplicate bill fee be assessed for each PIN uploaded to the TPA Program web site. This fee will automatically be added for each uploaded PIN and must be *included* in the amount of your wire transfer.
- Furthermore, by your use of the TPA Program web site, you agree to pay a \$1.00 enhanced processing fee per PIN upon which you tender payment, assessed pursuant to Cook County Ordinance 130-12.

### Confirmation of Commitment

- Please review the PINs you want to pay *before* you commit. Changes cannot be made on a committed PIN file. You must commit to pay *before* you wire transfer the funds. TPAs must submit one wire transfer for each commitment made through the TPA Program. Wire transfers must be sent using the following information or they will be returned to the sender.
- Once a TPA has committed on a wire transfer amount and wire transfer date, the system displays confirmation screen. If you do not see the confirmation screen, your commitment has not been received. The confirmation details can be printed by clicking 'Print' button. Once the confirmation screen is closed, it cannot be accessed again.
- It is imperative that you provide an accurate Wire Transfer Date when prompted on the TPA Program web site. **Note that the current day's date is the defaulted Wire Transfer Date.**
- If you intend to change your Wire Transfer Date *after* you've committed to pay, you are required to notify our office via e-mail (click 'Contact Us') within **48 hours prior to** the committed Wire Transfer Date provided regarding changes in payment submission. **Wire transfers received outside of the Wire Transfer Date submitted on the site are subject to return.**

Bank Name and ABA Number

Bank : J.P. Morgan Chase	
ABA/RTN : 021000021	
Acct. Title : Cook County Treasurer's Office	
Acct. Number : *****	
OBI/Ref. : [Your TPA/Source ID]	

You MUST include your TPA/Source ID in the reference and OBI ('Other Beneficiary Information') field when sending your wire transfer or your wire transfer will be returned leaving taxes unpaid.

*Note:* Wire transfer information will be provided in the instructions to registered users. Payments will be posted within **72 hours** of receipt of your payment file and your wire transfer, provided the TPA has fully complied with all program rules. Wire transfers received prior to the receipt of the payment file will be returned.

***Wire transfers will be returned to the sender and taxes will remain unpaid if the Commitment and Wire Transfer amounts do not match, the TPA number is not indicated, or a commitment has not been made.***

Real-Time TPA Payment System

In addition to the TPA Program wire system, you can also use our Real-Time TPA Payment System (RTS). RTS is designed for TPAs paying on a smaller quantity of PINs and needing receipts. The RTS web site allows for payments of the current tax year and the prior tax year to be paid online using an ACH debit. You can enter up to 10 PINs per transaction and view updated payment information. Official Cook County Treasurer's Office e-receipts will be available on the system immediately after completing each transaction. Receipts will be stored for 180 days after each transaction, along with a downloadable payment history screen. For more information, go to [www.cookcountytpa.com](http://www.cookcountytpa.com).

General and Technical Support

All questions regarding this program must be submitted online at [www.cookcountytreasurer.com](http://www.cookcountytreasurer.com).

## Cook County Treasurer's Office TPA Site User Instructions

[www.cookcountytreasurer.com/tpa](http://www.cookcountytreasurer.com/tpa)

Log in to access your TPA account.

To access your TPA master account, go to [www.cookcountytreasurer.com/tpa](http://www.cookcountytreasurer.com/tpa) and then click 'Log-in with Password' radio button. You will be prompted to enter your assigned TPA/Source ID, login and password then click 'Submit Form' button.

Log-in with Password. [Forgot My Password](#)

If you want to pay via ACH debit and need a receipt, visit the [Real-Time TPA Payment System](#)

- \* Indicates required fields
- \* TPA/Source ID:
- \* Login:
- \* Password:

## PIN Management

The PIN Management TAB consists of four (4) sub menu:

- Upload PINs - allows you to upload a PIN file to a maximum of 75,000 PINs. (See 'Program File Upload Instructions' section).

**Upload PIN(s)**

NOTE: DEPENDING ON CONNECTION SPEED, NETWORK LATENCY, FILE SIZE, AND OTHER FACTORS OUTSIDE THE CONTROL OF THE COOK COUNTY TREASURERS OFFICE, PIN FILES MAY REQUIRE SUBSTANTIAL UPLOAD AND PROCESSING TIME. USERS OF THIS SYSTEM ACCEPT SOLE RESPONSIBILITY TO ENSURE THAT PIN UPLOADS ARE INITIATED SUFFICIENTLY IN ADVANCE OF THE COMMITMENT DATE FOR THE SYSTEM TO FULLY PERFORM PROCESSING. PIN FILES THAT ARE NOT FULLY PROCESSED AND COMMITTED BY 11:59:59 PM ON THE COMMITMENT DATE MUST BE PAID VIA OTHER MEANS.

**Add PINs By Uploading**

[Click here](#) for instructions on how to upload a file.

If you are uploading a large file, we recommend you create a zip archive of the file first, and then upload the archive.  
[Click here](#) to download a free evaluation copy of WinZip.

PLEASE NOTE: Pursuant to business policies of the Cook County Treasurer's Office aimed at preventing duplicate payments, the Treasurer's Office does not accept payments or payment commitments in respect of property taxes that another party has already paid or committed to pay. Consequently, prior to uploading your PIN file, you should verify that you are the party legally responsible for paying the property taxes of all PINs included therein.

FILE NAME

- Add PINs – allows the user to enter PINs manually.

**Add PIN(s)**

**Add PIN(s) Manually**

If you have a single PIN or a small number of PINs, you can add them to your PIN file one at a time using the fields below.

- \* Indicates required fields
- \* Property Index Number (PIN)  
 -  -  -  -

TAXPAYER INFORMATION

\* First Name or Trust Number  \* Last Name or Trust Name

Tax Year  
2013



- PIN Reports – allows the user to generate reports.

### PIN Reports

For your convenience Uncommitted PINs, Committed PINs, Divided Parcels and Downloadable Reports are available. In addition various downloadable reports can be accessed.

Each report consists of rows of expandable summary information. To expand a row in a summary, click on the plus sign [+] on the left hand side of the row. The plus will become a minus [-], and your web browser will retrieve the information for that summary. To close a summary, simply click on the minus sign.

PINs are sorted in numerical order from lowest to highest to enable users to locate a specific PIN 'at-a-glance'.

Each report is described in detail below.

**Uncommitted PIN(s) - 0 PINs : \$0.00**  
 Total Tax/Penalty: \$0.00 Total Duplicate Fees: \$0.00 Total Processing Fees : \$0.00

The Uncommitted PIN(s) lists all uncommitted PIN information currently in your PIN Commitment File, and the status of each PIN. You may click to view or edit information.

### PIN Reports

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Each report is described in detail below.

**Uncommitted PIN(s) - 0 PINs : \$0.00**  
 Total Tax/Penalty: \$0.00 Total Duplicate Fees: \$0.00 Total Processing Fees : \$0.00

**Committed PIN(s)**

The Committed PIN(s) lists all committed PIN information and the status of each PIN.

### PIN Reports

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Each report consists of rows of expandable summary information. To expand a row in a summary, click on the plus sign [+] on the left hand side of the row. The plus will become a minus [-], and your web browser will retrieve the information for that summary. To close a summary, simply click on the minus sign.

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Each report is described in detail below.

**Uncommitted PIN(s) - 0 PINs : \$0.00**  
 Total Tax/Penalty: \$0.00 Total Duplicate Fees: \$0.00 Total Processing Fees : \$0.00

**Committed PIN(s)**

**Divided Parcels**

This report lists any divided parcels that are in your PIN file, and the PINs of the new properties.

### PIN Reports

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**Uncommitted PIN(s) - 0 PINs : \$0.00**  
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**Committed PIN(s)**

**Divided Parcels**

**Downloadable Reports**

This section contains downloadable formats which may be viewed offline.  
 Please note that the downloadable reports do not include the \$5.00 per PIN duplicate bill fee and/or \$1.00 enhanced processing fee.

Daily Reconciliation Report	CSV
Duplicate Upload Resolution Report	CSV
All PINs	CSV HTML
All PINs (including deleted)	CSV HTML
PINs 'OK' for Payment	CSV HTML
PINs Committed for Payment	CSV HTML
Exceptions	CSV HTML
Deleted PINs	CSV HTML
PINs with Prior Installment Taxes Due	CSV HTML
Divided Parcel	CSV HTML

- PIN Search – allows the user to search for specific PIN.

### PIN Search

Find PINs Matching

-  -  -  -

## Commit to Pay

This page allows the user to view the TPA information such as Company Name, Contact Name, Address, Wire Transfer Date and Total Wire Transfer Amount that were uploaded via Upload PINs or entered manually via Add PINs. Note: Please review and change (if necessary) the wire transfer date before you click the 'Commit to Pay' button then a Print screen is displayed. Also note the 'Commit to Pay' button is only displayed if the Wire Transfer Amount is greater than \$0.00.

### Commit To Pay

Please complete the **Wire Transfer Date** field below to commit to pay against your PIN file. The system will automatically reject any unresolved exceptions from your PIN file.

**NOTE: USERS OF THIS SYSTEM ACCEPT SOLE RESPONSIBILITY TO ENSURE THAT SUBMISSION OF THIS COMMITMENT FORM IS INITIATED SUFFICIENTLY IN ADVANCE OF THE COMMITMENT DATE FOR THE SYSTEM TO PROCESS THE COMMITMENT.**

**TPA INFORMATION**

\* Indicates required field

Company Name	Contact Name		
<input type="text"/>	<input type="text"/>		
Address	City	State	Zip Code
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Phone Number			
<input type="text"/>			
* Wire Transfer Date	Wire Transfer Amount		
<input type="text"/>	<input type="text" value="\$0.00"/>		

Pursuant to the terms and conditions, the wire transfer amount includes a \$5 duplicate bill fee for each PIN that is loaded onto this Site of the TPA Program and a \$1 enhanced processing fee per PIN and installment upon which payment is tendered.

### Commit To Pay

The Cook County Treasurer's Office thanks you for your participation in the TPA program. You have committed to pay via wire transfer on

TPA participants are highly encouraged to print this page for their records.

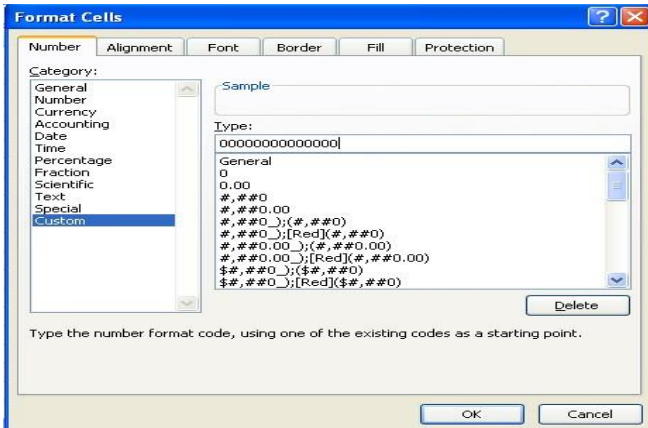
Your confirmation number for this commitment is

Information required to process your wire transfer follows:  
**REMIT \$5.00 VIA WIRE TO:**  
J.P. Morgan Chase  
Transit Routing Number: 021000021  
Credit Account: Cook County Treasurer's Office, Account

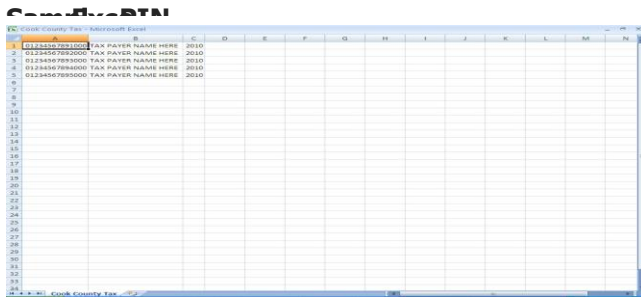
## Cook County Treasurer's Office TPA Program File Upload Instructions

### TO CREATE A PIN FILE:

1. Open an Excel spreadsheet. Keep only one worksheet, sheet1; delete any additional worksheets such as sheet2 and sheet3 within the excel workbook. Customize Column A by highlighting the entire Column A, and then right click your mouse. Scroll down to 'Format Cells' to display the Format Cell pop-page. Scroll down to 'Custom' on the right side of the pop-up page below 'Type:' enter 14 zeroes without any special characters such as dashes. Then click OK to save.



2. Enter the 'Paying On Behalf of' Name (Second and Last max of 34 characters in Column B).
3. Enter the 4-digit Tax Year (Column C).



4. Click on Save As (ensure that the PIN file is stored on a (local) drive that is accessible to you at the time of upload.)
  - a. Save As File name: Name of File
  - b. Save As Type: CSV (comma delimited)

