

## **Helpful Tips for Cook County TPA (Third Party Agent) Participants:**

### **Tax Amounts and Committed PINs:**

Q. Will the amount of taxes due change after I commit on PINs?

A. No. Once you commit on a group of PINs, the amounts will not change.

Q. Will I be paying on the Original Tax Amount Billed or the Total Current Tax Amount as displayed in the Daily Reconciliation Report?

A. You will pay the Total Current Tax Amount. If the Original Tax Amount Billed changes due to a payment or Certificate of Error, the reduced tax amount will be reflected. If the Total Current Tax Amount is zero, then no payment can be made on the system.

Q. I have uploaded a PIN, but have not committed on it. In the Daily Reconciliation Report the status is 'no amount due', even though I have not committed on it. When I try to commit, the system will not allow me. Why?

A. If another TPA has already committed on the PIN, you will not be able to pay it via the TPA system. If you are obligated to pay the taxes on the PIN, you may pay via the Real-Time TPA system at [www.cookcountytypa.com](http://www.cookcountytypa.com)

Q. I uploaded a PIN, but I have not committed on it. When I checked the Daily Reconciliation Report yesterday, the status of the PIN was 'ok'. Today when I attempted to commit on the PIN, I was unable to do so. Why?

A. To determine why you are unable to commit on a PIN, go back to the Daily Reconciliation Report and recheck the PIN status. If the status is 'no amount due', then either another TPA has uploaded the PIN and committed on it before you did, or the PIN has been paid via another source. If you are obligated to pay the taxes on the PIN, you may submit the payment via the Real-Time TPA system at [www.cookcountytypa.com](http://www.cookcountytypa.com)

Q. I have contacted the TPA that has also uploaded the same PIN but failed to receive a response; do I proceed with my commitment or wait?

A. If you are obligated to pay, you may proceed with your commitment. Otherwise, another TPA that uploaded the same PIN may commit before you. Once another TPA commits, you cannot commit on the PIN.

Q. I have a 'dup upload' PIN in my file but I am not responsible to pay the taxes on the PIN. How do I remove this PIN from my file so I can proceed with my commitment on the remaining PINs?

A. You can delete the PIN manually. Select 'uncommitted PINs' and click on 'Del' to the right of the selected PIN. Once the PIN has been removed from your file, you may proceed with your commitment. The duplicate bill fee will still be assessed even though you deleted the PIN from your file; however, the enhanced processing fee will not. The status will show 'committed to fee'.

Q. I have already sent the wire for the 'uncommitted PINs' amount. Now the amount of the 'uncommitted PINs' has changed. What do I do?

A. It is imperative that you DO NOT send a wire until you commit to pay, as the amounts may vary each day due to Certificate of Errors, payments, commitments, etc. You must recall the original wire and resend a wire for the correct amount after you commit to pay on the PINs.

Q. I uploaded the same file twice, why are the PINs not reflected as 'dup uploads'?

A. The 'dup upload' status is when another TPA has also uploaded the same PINs. The status 'dup upload' does not reflect duplicate uploaded PINs within the same file that you have uploaded. The TPA site does not allow the same PIN to be uploaded by an individual TPA.

### **Logging on to the TPA site:**

If you are a returning registrant but forgot your access information, select the 1st radio button and your assigned TPA number. The log in and password will be sent to the e-mail address as registered.

New registrants must complete all information in its entirety; otherwise, your request will be rejected. Once your registration has been approved, you will receive an e-mail from our office which will include your assigned TPA number and log in information.

### **Creating a File:**

PIN files must not exceed 75,000 PINs.

Verify your file has been created exactly as instructed; column A, B and C must include the information as instructed only. DO NOT include any additional data on the spreadsheet.

Column A must contain the complete valid PIN (Property Index Number), then **custom formatted as 14 zeros**; the PINs will not upload correctly if this step is not completed. Do not use any other format, or you may lose the value of the data and need to re-enter the PINS.

Ensure you have deleted the extra worksheets within the Excel workbook; you should only be working with one worksheet.

The file must be saved as format CSV (comma delimited); other formats will not be accepted.

### **Uploading a File:**

If your file contains duplicate PINs, only one of the duplicated PINs will be uploaded. You can verify this by reviewing the downloadable reports.

The \$5.00 duplicate bill fee and the \$1.00 enhanced processing fee will be added to each PIN uploaded; if you attempt to upload the same file for any reason, be sure to use the exact same file and select overwrite.

It is the responsibility of the TPA participant to review and verify PIN files **before** a commitment is made.

The most current amount due data will be available on a daily basis; change in tax amounts will be generated in your daily reconciliation report.

## **Committing to Pay:**

You must commit to pay **before** you wire the monies. Wires sent without commitments will be returned and taxes will remain unpaid.

You must include your TPA number when wiring monies, or the wire will be returned and taxes will remain unpaid.

Your wire transfer must be the same exact dollar amount as your commitment. Wires sent that do not match to the commitment amount will be returned, and taxes will remain unpaid.

## **Technical Support Questions & Answers:**

Q. I tried to upload a file but continue to get an error message.

A. The file upload instructions must be followed exactly; please verify the data within the file as being created correctly and attempt to upload again.

Q. I uploaded a file, and then uploaded the same file again; will I be charged the \$5.00 duplicate bill fee and the \$1.00 enhanced processing fee twice?

A. No. The \$5.00 duplicate bill fee and the \$1.00 enhanced processing fee is applicable per PIN. Since the system will not upload the same PIN twice, you are only being charged once per PIN.

Q. There is exception PINs in my upload; why am I being charged the \$5.00 fee for these?

A. The \$5.00 duplicate bill fee will be charged on each PIN uploaded, but the \$1.00 enhanced processing fee will be charged only for PINs that are actually committed and paid. PIN verification is the responsibility of the TPA participants.

Q. My total is not matching with your system total; how can I verify the amounts?

A. Use the downloadable reports to verify your amounts before committing and before sending the wire transfer.

Q. Can I remove PINs from a committed file?

A. Committed PINs cannot be removed from a file. It is the responsibility of the TPA to verify the PINs being paid before a commitment is made.

Q. What is the difference between using the TPA site and the Real Time site?

A. Both sites are for Third Party Agents. However, the TPA site is for the current tax year only, on larger quantities of PINs being paid in full by uploading a PIN file and submitting payment by wire transfer. The TPA site also offers a variety of downloadable reports for file uploads.

A. The Real Time site is for the current tax year and prior tax year (when available), on smaller quantities of PINs by manual entry of 10 PINs and submitting payment by ACH debit. The Real Time site also allows for partial payments and generates electronic receipts. To use the RTS site, please go to [www.cookcountypa.com](http://www.cookcountypa.com)

We trust this information has been helpful; however, if you did not find your answer here, please submit your inquiry through the contact us link at [www.cookcountytreasurer.com](http://www.cookcountytreasurer.com)

**Bank Name and ABA Number**

<b>Bank:</b>	*****
<b>ABA/RTN:</b>	*****
<b>Acct. Title:</b>	*****
<b>Acct. No:</b>	*****
<b>OBI/Ref.:</b>	[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 and taxes will remain unpaid.**

**\*Note: Wire transfer information will be provided in the instructions to registered users.**

**Wire transfers will be returned to the sender and taxes will remain unpaid if the Commitment and Wire Transfer amounts do not match, TPA number is not indicated, commitment has not been made OR wire transfer is submitted using incorrect bank information.**