

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. I noticed that there is a PIN status of 'Pending C of E'. What does this mean?

A. The Cook County Assessor's Office has applied a tax-reducing Certificate of Error (C of E) to the PIN. The amount displayed for payment is the reduced amount. However, this reduction is still in a pending status and could potentially be voided/disapproved. You may pay the reduced amount. However, if the C of E is subsequently voided/disapproved, applicable statutory interest will be applied to the unpaid balance.

Please review the 'Downloadable Report' labeled 'Pending C of E Parcel' to review the original vs. reduced tax amounts. Should you wish to remit payment for the original amount, you may do so via ACH debit at www.cookcountypa.com; as the TPA wire transfer option does not allow adjustments to the payment amount. Additional questions regarding C of Es should be directed to the Cook County Assessor's Office.

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. However, if you are obligated to pay the taxes on the PIN, you may pay via the **Real-Time TPA** system at www.cookcountypa.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, refer 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.cookcountypa.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? (The 'Duplicate Upload Resolution Report' provides access the contact information for the other interested entity.)

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 that 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; the status will reflect '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 Certificates of Error, payments, commitments, etc. You must recall the original wire and resend a wire for the correct amount after you commit to pay on the desired 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 have uploaded the same PINs. The status 'dup upload' is not to 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 have forgotten your access information, click on 'Forgot My Password' from the Welcome Page. You will be prompted to enter your assigned 7-digit TPA/Source I.D. and the email address associated with your user profile. If the requested information is a match to the registration, the log in and password will be sent to the e-mail address as registered.

New registrants should select 'New Participant' from the Welcome Page and must complete the registration 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 **100,000 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 that you have deleted any 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 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'. Choose 'append' to add to an existing file upload. Note that the duplicate bill fee will be assessed even if the PIN(s) are subsequently deleted from your file.

The \$2.00 enhanced processing fee is also applicable for each PIN/Installment upon which payment is tendered.

It is the responsibility of the TPA participant to review and verify PIN files before a commitment is made. Committed PIN files cannot be subsequently altered or deleted. Please review internal records for files that have been sold, transferred, released etc. prior to committing to pay.

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

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

▶ **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 \$2.00 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
Pending Certificate of Error Parcel	CSV HTML

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 Source/I.D. when wiring monies, or the wire will be returned and taxes will remain unpaid.

Your wire transfer must be the 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. What is the issue?

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 fee twice?

A. No. The \$5.00 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 are 'exception' PINs in my upload. Why am I being charged the \$5.00 fee for the PIN?

A. The \$5.00 fee will be charged on each PIN uploaded; 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. PIN files, in-full or partial, cannot be deleted once committed. 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 Third-Party Agent (TPA) site and the Real Time (RTS) site?

A. Both sites are for use by Third Party Agents. The TPA site is for payment of the current tax year only, on larger quantities of PINs. Payments must be made in full. Payment made via the TPA site are achieved by uploading a PIN file and submitting the corresponding payment amount by wire transfer. The TPA site also offers a variety of downloadable reports for file uploads.

A. The RTS site is for payment of the current tax year and prior tax year (when available), on smaller quantities of PINs (15 or less). Payment made via the RTS site are achieved by manual entry of up to 15 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 visit www.cookcountypa.com.

Wire Transfer Instructions

Bank Name and ABA Number

Bank:	*****
ABA/RTN:	*****
Acct. Title:	*****
Acct. No:	*****
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 and taxes will remain ..

***Note: Non-redacted wire transfer account 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.

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.