

Office of the Assessor-Recorder

Taxpayer Help Pages

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# Community Portal

#### What is Community Portal?

Community Portal is an external public facing interface designed specifically for taxpayers. They have the ability to quickly access ASR services and their records 24 hours a day, 7 days a week.

#### Taxpayers can:

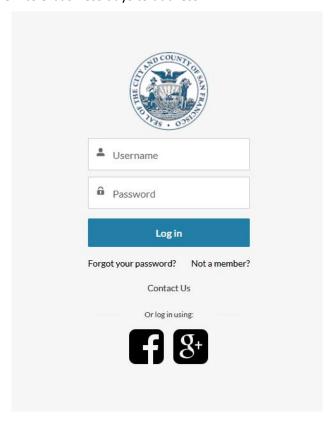
- E-file annual statements for BPP, Exemptions, and Marine (no need to mail forms)
- Submit customer service requests and view original submissions
- Access all properties under one account
- Update their account information, manage mailing addresses, view statements and past assessments

# First Time User Set Up

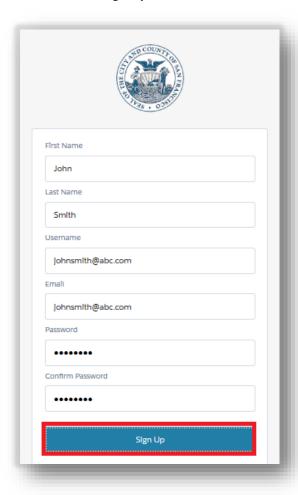
A Taxpayer navigates to <a href="https://online.sfassessor.org">https://online.sfassessor.org</a>. There are 3 ways to create an account: create Username / Password; log-in using Facebook; or log-in using Google. This section covers all three ways to sign up into the Community Portal.

#### Sign up

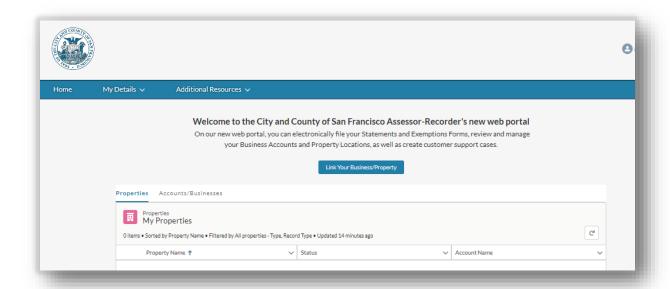
1. The Taxpayer creates a Username / Password by clicking the **Log in** link, or alternatively by clicking on **Contact Us** to send message as a guest to our services team, where services requests will generally take 1 to 3 business days to address.



2. The Taxpayer enters *First Name*, *Last Name*, *Username* (in email format), *Email*, *Password* and *Confirm Password*, then clicks the *Sign Up* button.

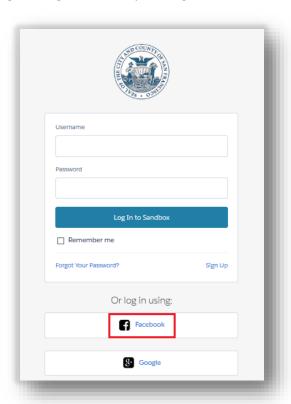


3. After successful login, the Taxpayer is navigated to the Community Portal Home page.

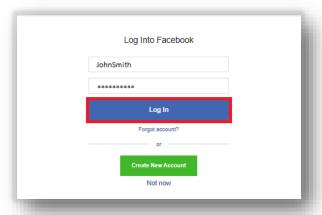


# Log in using Facebook

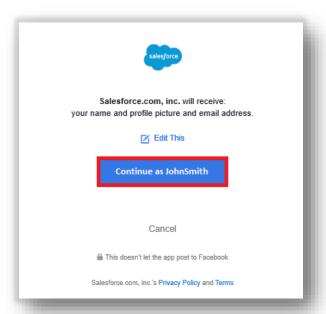
1. The Taxpayer can log in using Facebook by clicking the *Facebook* button.



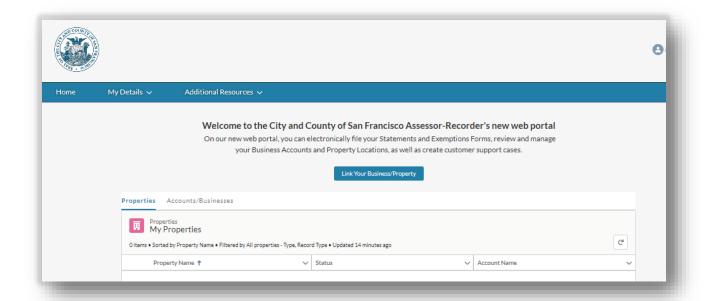
2. The Taxpayer enters *Email or Phone Number* and *Password*, then clicks the *Log In* button.



3. The Taxpayer clicks *Continue As...* button.

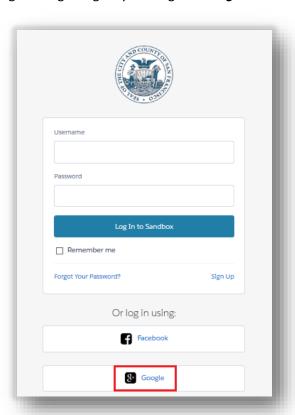


4. After successful login, the Taxpayer is navigated to the Community Portal Home page.

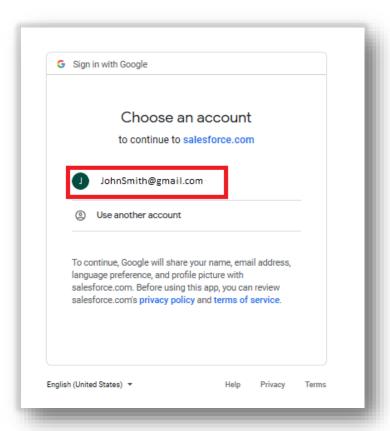


# Log in using Google

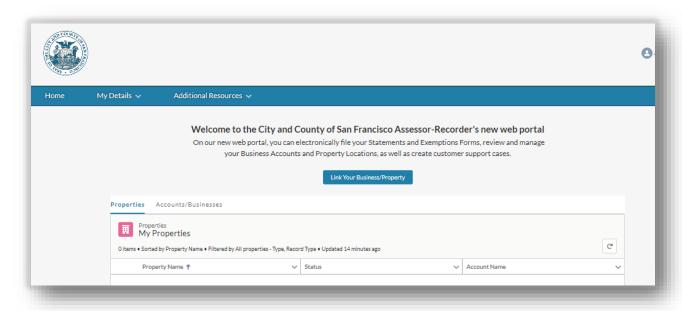
1. The Taxpayer can log in using Google by clicking the *Google* button.



2. The Taxpayer selects their existing Google account.



3. After successful login, the Taxpayer is navigated to the Community Portal Home page.

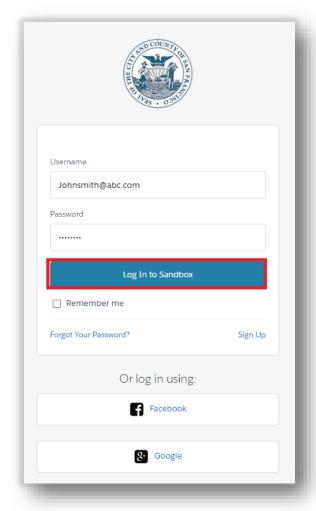


# Returning User Login and Password Reset

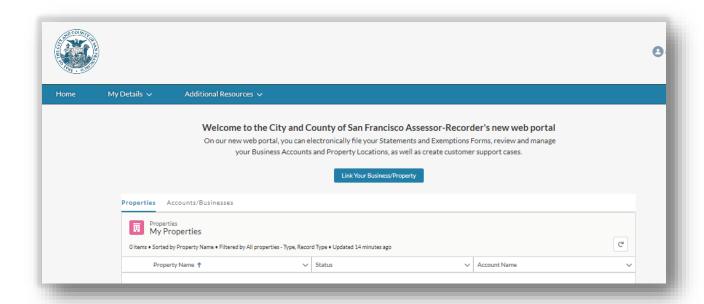
# Returning User Login

On subsequent visits, the Taxpayer can follow these steps to log in:

- 1. The Taxpayer goes to <a href="https://online.sfassessor.org">https://online.sfassessor.org</a> in an internet browser.
- 2. The Taxpayer enters *Username* and *Password* that was created during the signup process and clicks the *Log In* button.

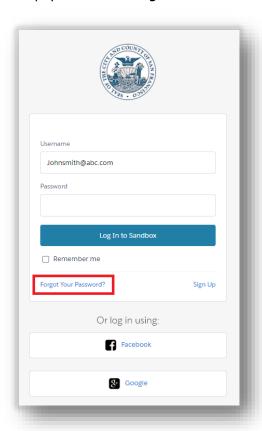


3. After successful login, the Taxpayer is navigated to the Community Portal Home page.



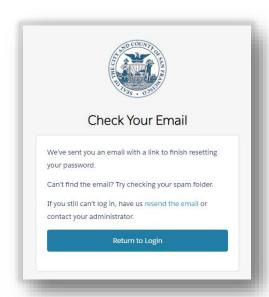
#### Password Reset

1. To reset password, the Taxpayer clicks the *Forgot Your Password?* link on the login page.

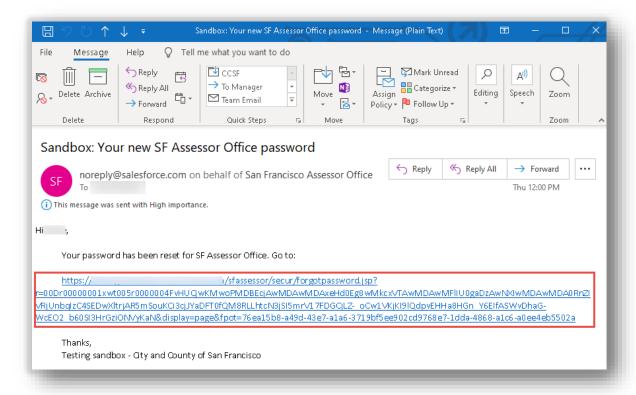


2. On Forgot Your Password page, the Taxpayer enters their *Username* and clicks *Continue*. The Check Your Email message appears.



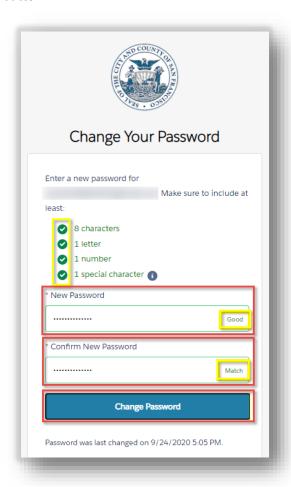


3. The Taxpayer locates the email in their inbox and clicks the link provided.

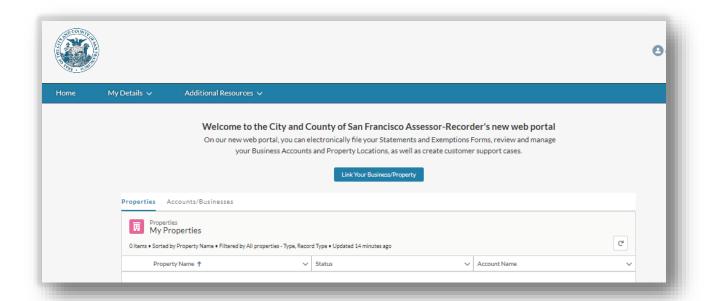


4. The Taxpayer is navigated to Change Your Password in the Community Portal. The Taxpayer enters *New Password*, adhering to the requirements listed. If an acceptable password is entered, *Good* appears to the right of the password. The Taxpayer enters *Confirm New Password* with the same entry as New Password. If Confirm New Password matches New

Password, *Match* appears to the right of Confirm New Password. The Taxpayer clicks the *Change Password* button.



5. After successful password change, the Taxpayer is navigated to the Community Portal Home page.

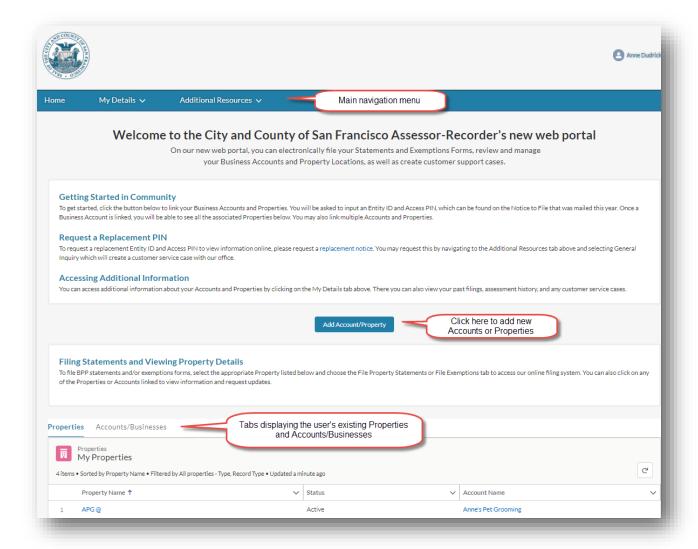


# Navigating Community Portal Home Page

This section explains how to navigate around the Community Portal Home Page.

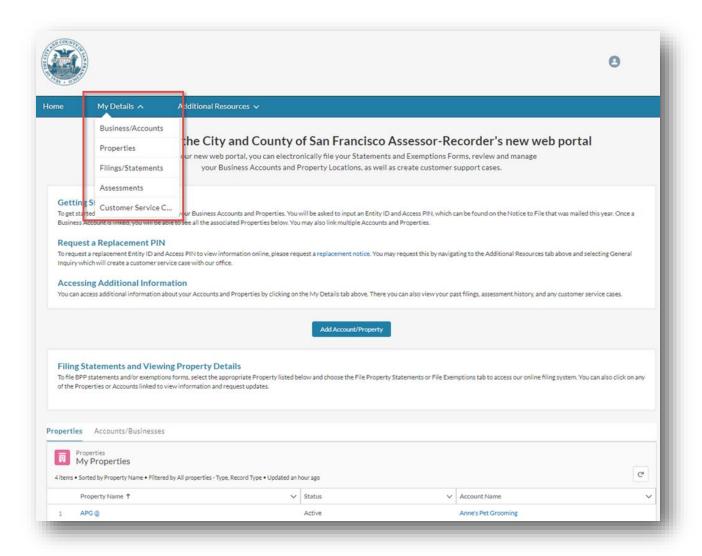
Upon successful login to the Community Portal, the Home page is displayed. There are three items on the main navigation menu:

- **Home** The Taxpayer clicks here to return to the Home page from anywhere within the Community Portal
- **My Details** Displays menu items that allow the Taxpayer to access their Accounts, Properties, Statements, Assessments, and Cases.
- Additional Resources Displays menu items that allow the Taxpayer to access resources:
  - o **General Inquiry** Allows the Taxpayer to contact Customer Support
  - CCSF Assessor-Recorder Navigates the Taxpayer to the website of the City & County of San Francisco Office of the Assessor-Recorder

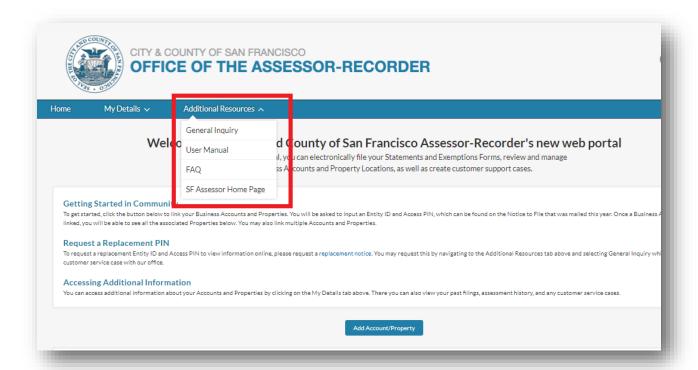


The menu *My Details* displays menu items that allow the Taxpayer to access the following:

- Businesses/Accounts Navigates to the Taxpayer's current Businesses/Accounts
- Properties Navigates to the Taxpayer's current Properties
- Filings/Statements Navigates to the Taxpayer's Filings/Statements
- Assessments Navigates to the Taxpayer's Assessments
- Customer Service Cases Navigates to the Taxpayer's Customer Service Cases



The menu Additional Resources displays menu items that allow the Taxpayer to access resources:



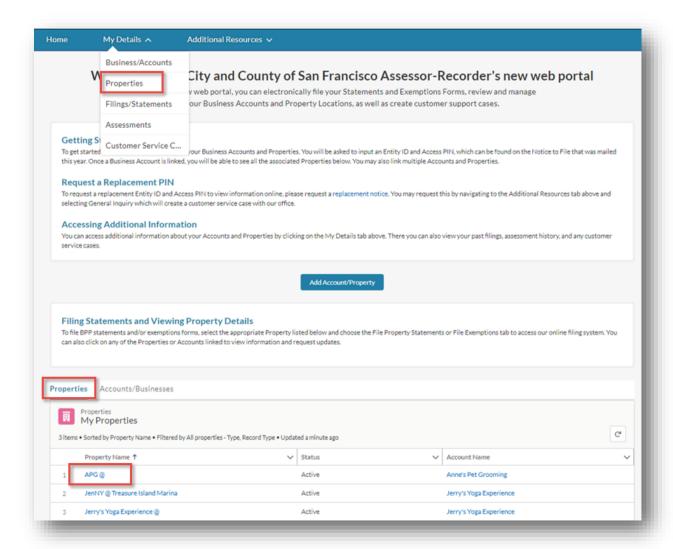
- **General Inquiry** Allows the Taxpayer to contact Customer Support. (See Creating a New Customer Case)
- User Manual Provides access to the User Manual for the Taxpayer to use the Community Portal
- FAQ Provide a list of Frequently asked questions and answers for the Taxpayer
- *CCSF Assessor-Recorder* Navigates the Taxpayer to the website of the <u>City & County of San Francisco Office of the Assessor-Recorder</u>.

# Filing Business Personal Property Statement

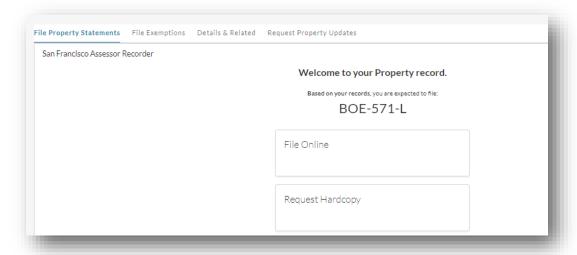
Business property owners must file a business property statement each year detailing the acquisition cost of all supplies, equipment, fixtures, and improvements owned at each location within the City and County of San Francisco. This section details the process of filing a Business Personal Property Statement.

#### Filing Statements

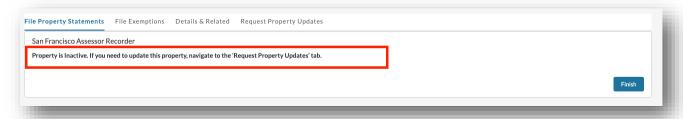
 A Taxpayer navigates to the Property by clicking the *Property Name* item on the Home page under the *Properties* tab. If the Taxpayer is not on the Home page, the list of Properties is displayed after clicking the *My Details* menu then clicking the *Properties* item. Then, the Taxpayer can click on the *Property Name*.



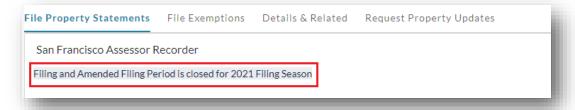
2. The Community Portal displays File Property Statements tab by default.



• The Taxpayer cannot submit statements for inactive property.



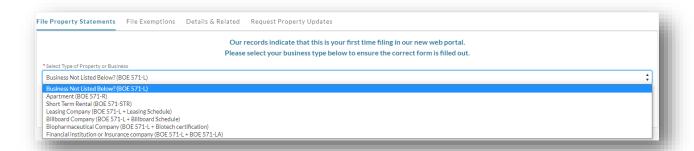
• The Taxpayer cannot submit statements past the yearly cut-off date. The Taxpayer can continue to submit generic Customer Service requests, and update their information.



The System defaults the type of the taxpayer business and the BOE Form to be filed.

The below table summarizes the types of business and the Form associated with that business type, for Business Personal Properties:

#	Property/Business Type	Form to be filed
1	Business Not Listed Below?	BOE 571-L
2	Financial Institution or Insurance Company	BOE-571-L and BOE-571-LA
3	Apartment	BOE-571-R
4	Short Term Rental	BOE-571-STR
5	Leasing Company	BOE-571-L Leasing
6	Billboard Company	BOE-571-L Billboard
7	Biopharmaceutical Company	BOE-571-L Biopharma

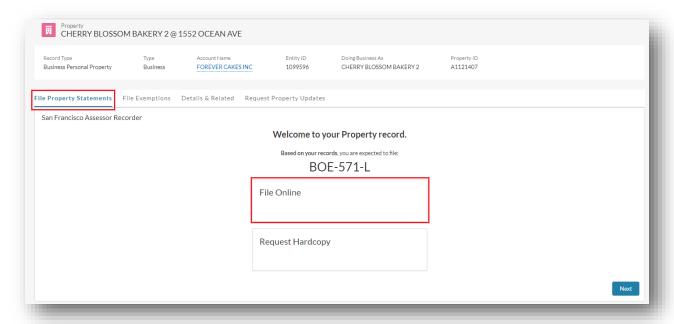


3. The Taxpayer can start the filing process, then save the statement to return back to complete the statement at any point of time.

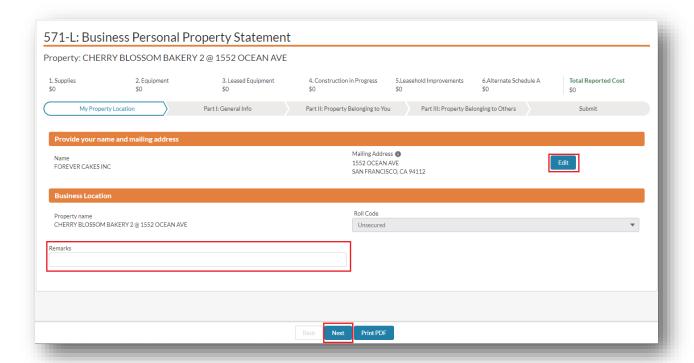
# Filing Form BOE-571-L Statement

If the business property is not one of the following: *Financial or Insurance Company, Apartment, Short Term Rental, Leasing Company, Billboard Company, Biotech Company,* then the Taxpayer is required to submit *Form BOE-571-L*. This section details the process of filing your *571-L Business Personal Property* Statement on the Community Portal.

- The Taxpayer navigates to a Property, clicks on *File Property Statements* Tab.
   *Note:* The System shows the option to file using form *BOE 571-L*
- 2. The Taxpayer clicks *File Online*, then clicks the *Next* button to start filing for the property.

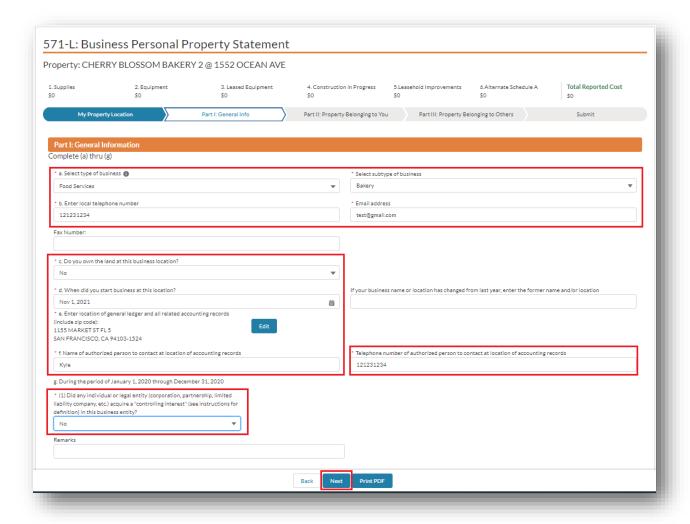


3. The Taxpayer can enter *Mailing Address and Remarks* on the *My Property Location* section. Taxpayer is required to enter the *Mailing address* and can click on *Edit* button to enter/make any changes. The Taxpayer clicks the *Next* button to save and proceed to the next section.



Note: The Taxpayer can click on Print PDF button to preview and print the statement.

4. The Taxpayer can update any field in the *Part I: General Info* section. All fields marked with a red asterisk (\*) are required to continue to the next section. The Taxpayer enters all the required fields and clicks the *Next* button to save & proceed to the next section.



# List of Business Type and SubType

Note: The Taxpayer must populate *Select type of business* and *Select subtype of business*, with available options as shown in the below table.

Business Type	Business Subtype
	Body Shop/Servicing/Repair
	Car Wash
Automotive	Gas/Service Station
	General
	Sales
	Sand/Dirt/Gravel – Retail/Wholesale Suppliers
	Spray Paint Booths
	Biotech

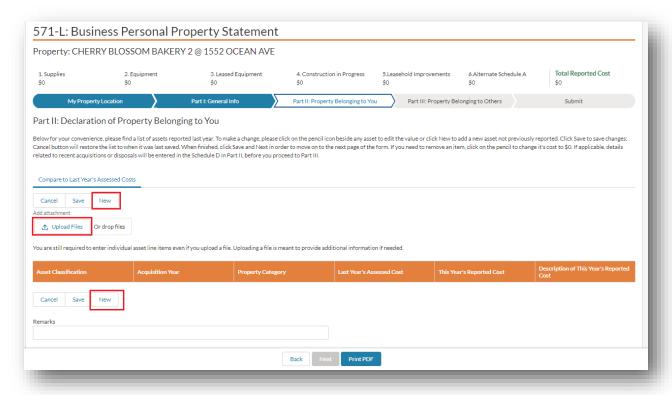
Biotech	General
	Laboratory
Cleaning	Car Wash
	Dry Cleaning
	General
	Janitorial Service
	Laundry – Commercial/Clothes Cleaning Service
	Laundry – Self Operating/Coin Operated
	Batch Plants (Concrete & Asphalt)
Construction	Demolition Contractor
	General
	Sand/Dirt/Gravel – Retail/Wholesale Suppliers
	Advertising
	Amusement Park (Not Theme Parks)
	Billboard
	Billiard Rooms
	Book Binding
	Bowling Alley
	Cable
	Cell Towers (Including Equip Sheds, Pads, Fences)
	Cell Towers (Tenants' Equipment)
Entertainment/ Media/ Communications	General
	News Publisher
	Offset Lithographic Printing Press
	Photo Labs – Commercial
	Photo Labs – One Hour
	Post-Presses
	Pre-Presses
	Presses
	Radio/TV Broadcasting
	Satelite Dishes (Residential)
	Telephone & Communications

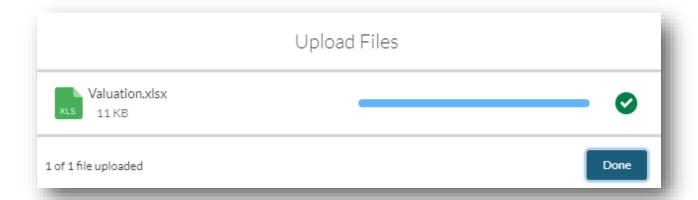
	Theater
	Theme Parks
	Bakery
	Bottling Plants (Other Than Breweries)
	Breweries
	Food Processing
Food Services	General
	Grocery/Supermarket
	Warehousing
	Winery
	Biotech
	Convalescent Care
	Dental Lab
	Drug/Pharmaceutical Mfg
	General
Health	Health Clubs/Gyms
	Laboratory
	Medical/Dental
	Pharmacy And Drug Store
	Veterinary Hospital
Leasing	-None-
	Apartment
Lodging	General
	Hotel
	Short Term Rental
	Batch Plants (Concrete & Asphalt)
	Brick, Sewer Pipe, Terra Cotta or Tile Manufacturing
	Canneries
	Cement Manufacturing
	Chemicals and Allied Product Mfg
	Circuit Board Mfg
	Cogeneration (Power Plants)

Manufacturing  Drug/Pharmaceutical Mfg  Electronic Equipment Manufacturing  Food Processing  General  Ice Plant  Laboratory  Semiconductor  Sugar & Sugar Product Manufacturing  Non-Profit  -None-	
Food Processing  General  Ice Plant  Laboratory  Semiconductor  Sugar & Sugar Product Manufacturing	
General  Ice Plant  Laboratory  Semiconductor  Sugar & Sugar Product Manufacturing	
Ice Plant  Laboratory  Semiconductor  Sugar & Sugar Product Manufacturing	
Laboratory  Semiconductor  Sugar & Sugar Product Manufacturing	
Semiconductor  Sugar & Sugar Product Manufacturing	
Sugar & Sugar Product Manufacturing	
Non-Profit -None-	
1.0	
Organizations General	
School or Instructional Institution	
Banking/Financial Institution	
Cable	
Dry Cleaning	
Financial Services	
Floor Covering and Installation Services	
Gas/Service Station	
Other Services General	
Insurance Services	
Janitorial Services	
Laboratory	
Mortuaries	
Recyclers	
Telephone & Communication	
Book Binding	
General	
Offset Lithographic Printing Press	
Photo Labs – Commercial	
Printing Photo Labs – One Hour	
Post-Presses	
Pre-Presses	

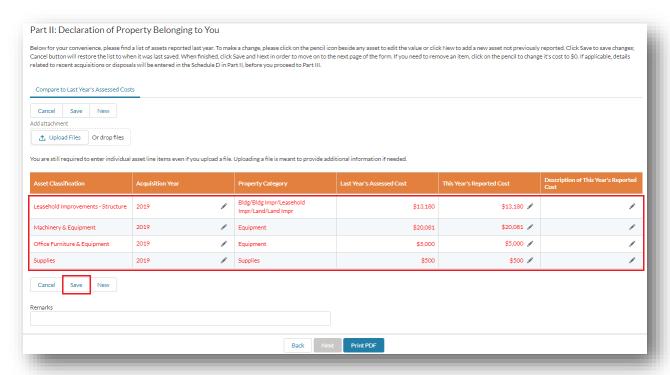
	Presses
	Building/Parking Management
Property Management	General
	Janitorial Service
	General
Retail/Wholesale	Pharmacy and Drug Store
	Sand/Dirt/Gravel Supplier
	Warehousing

5. The Taxpayer completes *Part II: Property Belonging to You* section. The Taxpayer can click the *Upload Files* button to attach any relevant documentation to this filing. The Taxpayer can also provide the details of the assets owned by them and any improvements they might have done to the property by clicking on the *New* button.





6. If the Taxpayer reported assets in previous assessment years, then all previously assessed assets are displayed by default. The Taxpayer can make necessary changes and click *Save* to save them. The Taxpayer can change *This Year's Reported Cost* to zero, if the asset no longer applies.



7. To add a new asset(s) to the filing, the Taxpayer can click the **New** button under **Asset Classifications**. This displays a popup to enter **Asset Classification**, **Acquisition Year** and the **Cost** of the new asset. The Taxpayer enters all fields marked with a red asterisk (\*) and clicks the **Save** button.



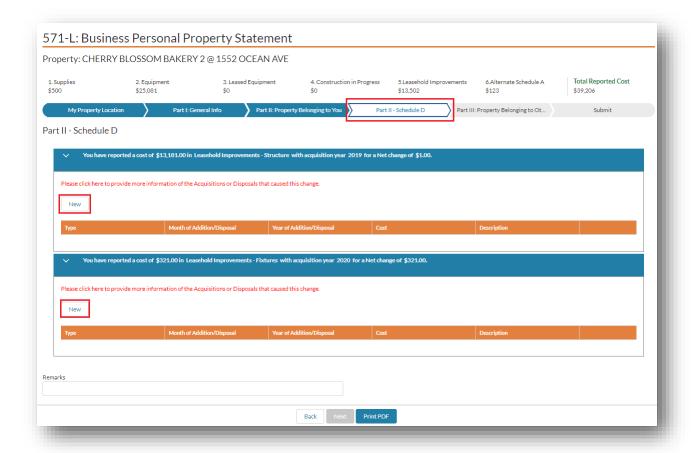
8. The Taxpayer can click on the pencil icon to make any changes to assets and click the *Save* button. The Taxpayer can click *Cancel* to revert the changes.



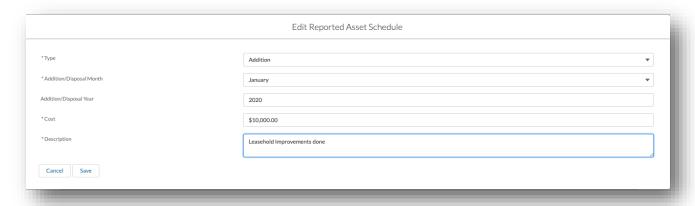
9. If there are no assets to declare, the Taxpayer clicks the certification check box before clicking the *Next* button to proceed.



10. The Taxpayer is required to complete *Schedule D*, if Leasehold Improvements assets (Fixtures or Structures) are entered in *Part II: Property Belonging to You* section.



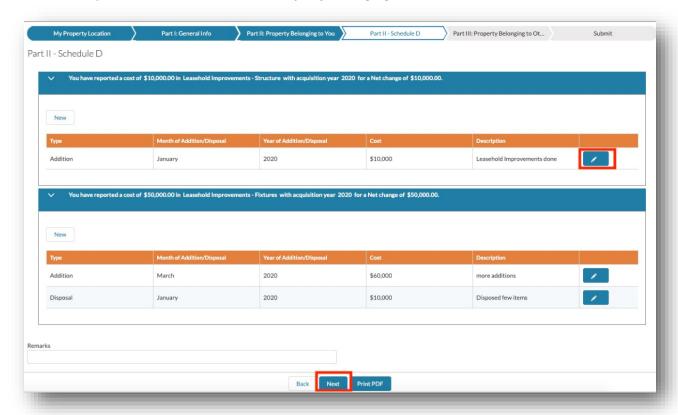
11. The Taxpayer can click the **New** button and enter each of their acquisitions and disposals related to the **Leasehold Improvements** entered in Part II. The Taxpayer enters all fields marked with a red asterisk (\*) in the popup window and clicks the **Save** button.



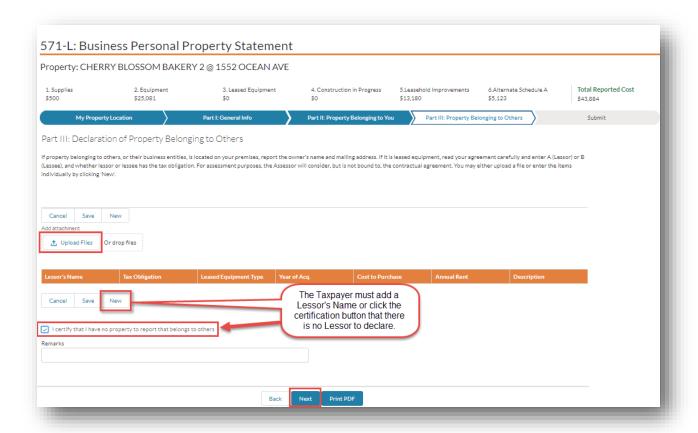
12. The Taxpayer can update the Schedule line items by clicking on the pencil icon. The Taxpayer completes Schedule D and clicks *Next* button to continue with the filing.

#### Note:

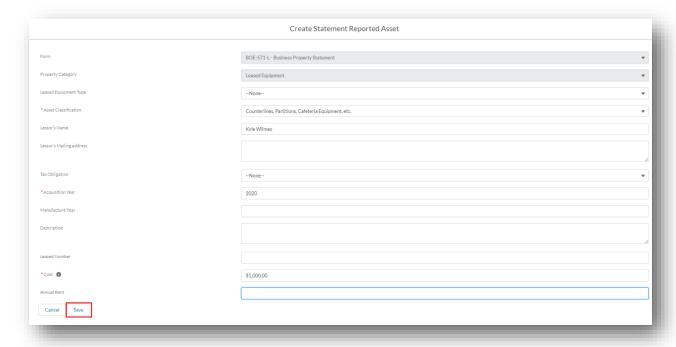
- The **Next** button is enabled only if the net change reported for each asset is equal to the total cost of **Additions and Disposals** for that asset.
- The Taxpayer cannot delete an *Addition/Disposal* line item. The Taxpayer can change the *Cost* to zero, if added by mistake.
- The net total of *Addition/Disposal* should be equal to the *Cost* entered for the Leasehold Improvement entered in *Part II: Property Belongings to You* section.



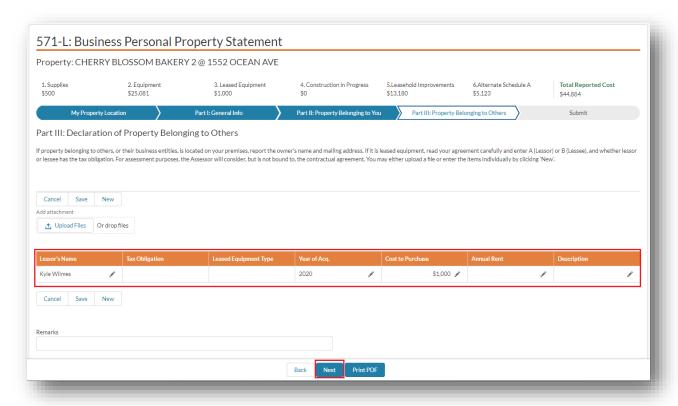
13. All businesses that are leasing assets from other leasing companies can report the leased assets under *Part III: Property Belonging to Others section*. The Taxpayer can click the *Upload Files* button to attach any relevant documentation to this filing and click *New* button to report the assets leased. If there are no leased assets leased from Lessors to declare, the Taxpayer must click the certification check box and click *Next* to proceed to the next step.



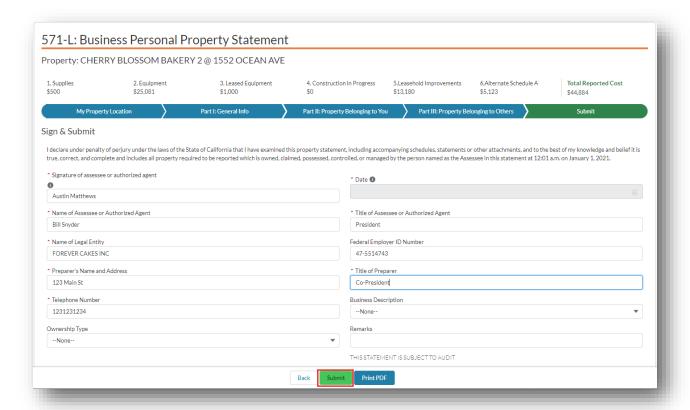
14. Upon clicking **New** button, Taxpayer enters all fields in the **Create Statement Reported Assets** popup window and clicks **Save**. All fields marked with a red asterisk (\*) are required.



15. The Taxpayer enters all assets belonging to others and clicks *Next* button to proceed to the next section.



16. The Taxpayer provides signature information (fields marked with a red asterisk (\*) are required) and clicks the *Submit* button.



17. The Community Portal displays the completed certification. The Taxpayer can click **View Statement** link to view the detailed statement. The Taxpayer can click **Print** link to print the certificate (or) to save a copy for later reference.



18. The Taxpayer receives an email informing them of their filing along with details related to the statement.



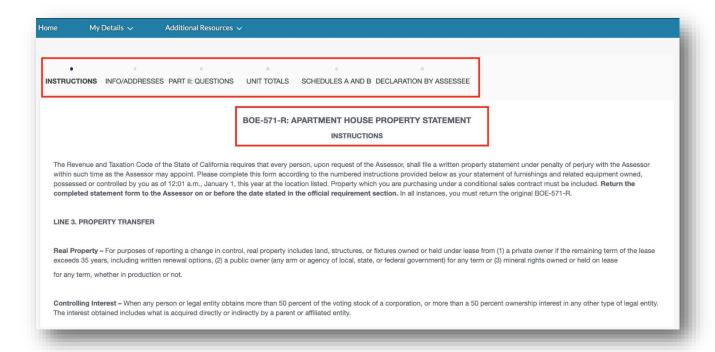
# Filing Form BOE-571-R for Business Apartment Property

If the property is a Residential Rental Property (that collects transient occupancy taxes or engages in property rental activity), the Taxpayer is required to file *Form BOE-571-R* for that property. This section details the process of filing *BOE-571-R Apartment House Property Statement* on the Community Portal.

1. The Taxpayer navigates to the Property (Apartment), clicks on *File Online* link under *File Property Statements* tab, and then clicks the *Next* button to start the filing.

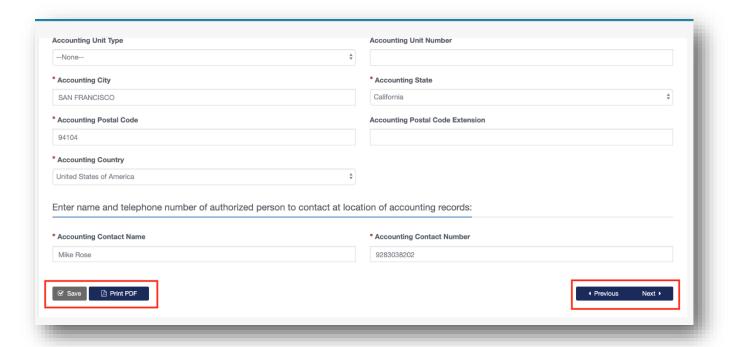
Note: The System shows the option to file using form Apartment (BOE 571-R)

2. The Taxpayer navigates to the form. The Taxpayer reads the instructions and clicks the **Next** button.

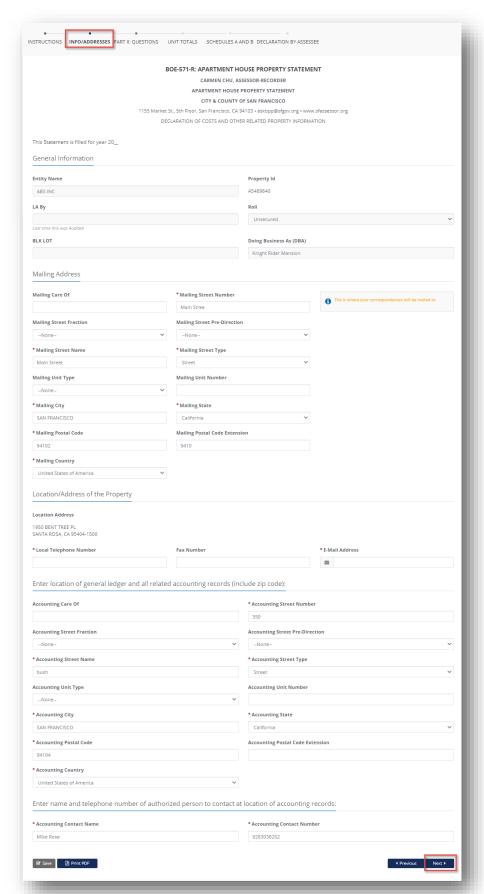


3. The Taxpayer must provide information marked with a red asterisk (\*) on all sections. The Taxpayer completes each section and clicks *Save* to save the contents. The Taxpayer clicks the *Next* button to save and proceed to the next section (or) *Previous* button to save and go to the previous section. The Taxpayer can click *Print PDF* button at any time to preview the data entered so far in a PDF format.

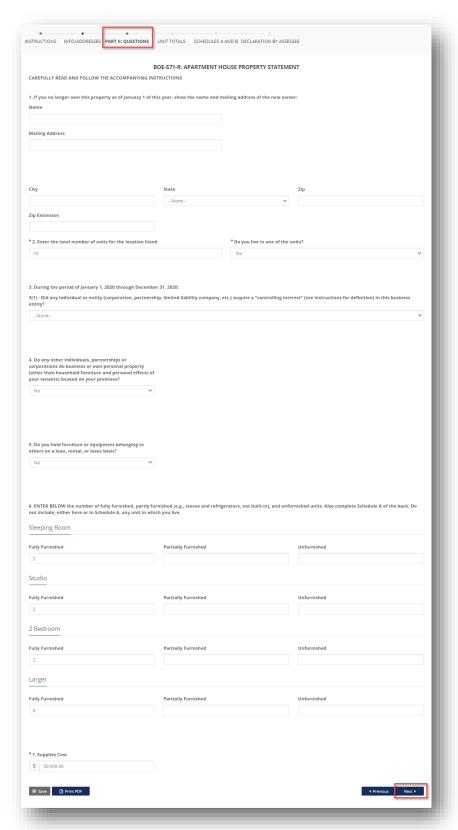
**Note**: Navigating to a different section by clicking on the section name in the status bar does not automatically save the form content. The Taxpayer has to click **Save, Next** or **Previous** to actually save the contents entered so far.



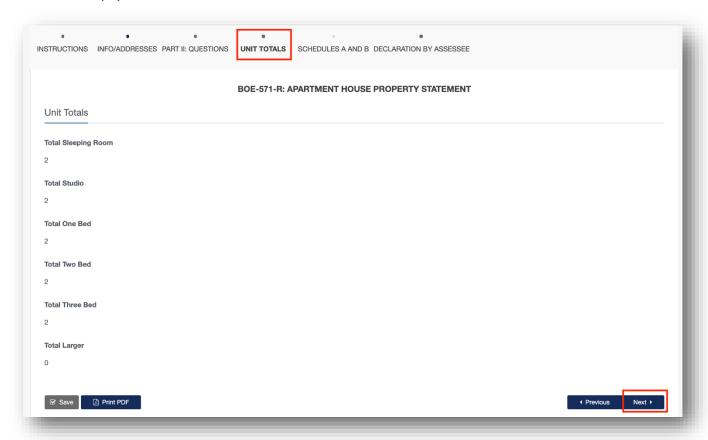
4. The Taxpayer enters mailing address, location address details on the **Info/Addresses** section, then clicks the **Next** button.



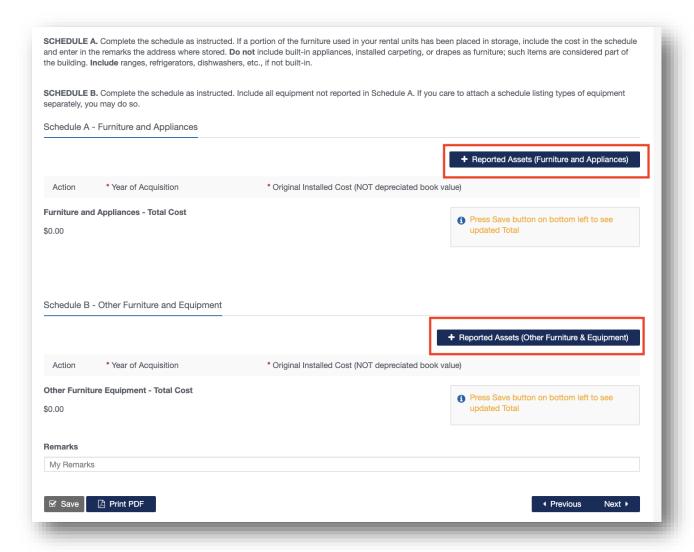
5. The Taxpayer enters all fields in *Part II: Questions* section, then clicks the *Next* button.

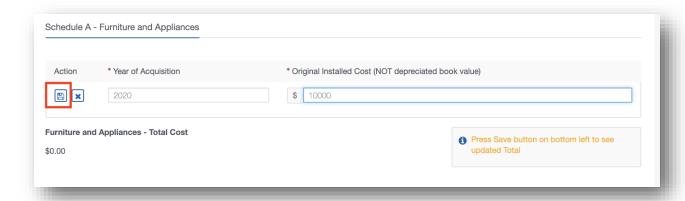


6. The Taxpayer checks the totals in *Unit Totals* section, then clicks the *Next* button.

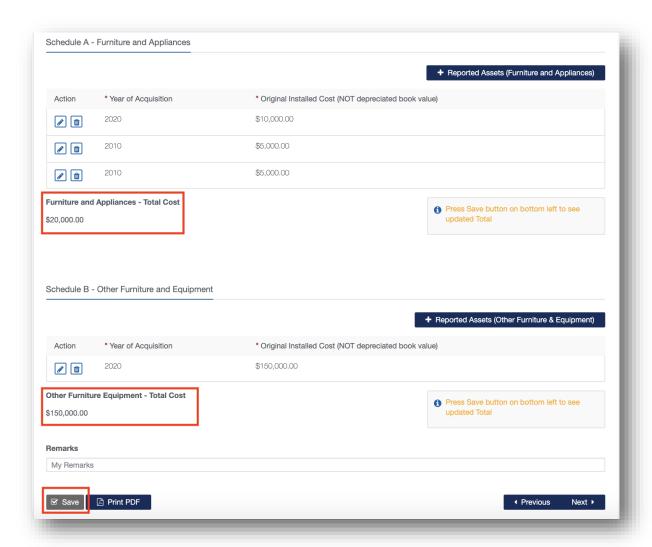


7. The Taxpayer reads the instructions and completes Schedule A and B section. The Taxpayer clicks on Reported Assets (Furniture and Appliances) and Reported Assets (Other Furniture & equipment) buttons to add reported assets. The Taxpayer enters Year of Acquisitions and Original Installed Cost, then clicks the Save button.



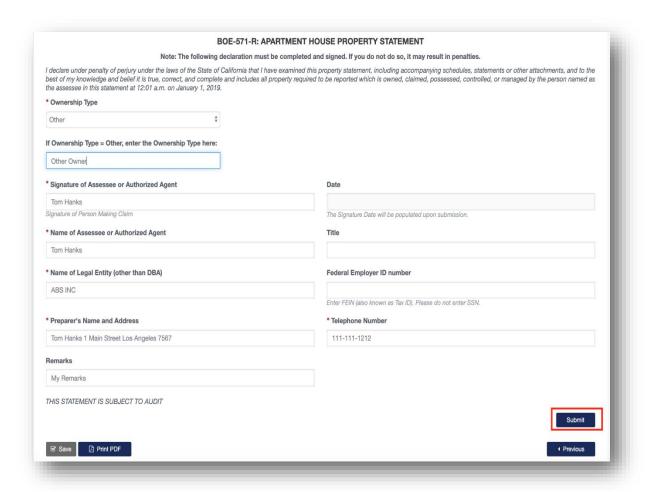


8. After entering all Reported Assets, the Taxpayer clicks the *Save* button at the bottom of the page to save the reported assets and update totals. The Taxpayer clicks *Next* button to proceed to the next section.

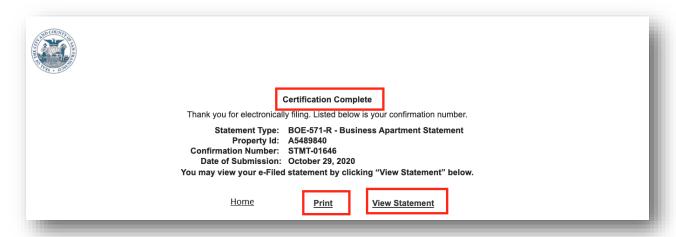


9. The Taxpayer signs and submits the form by clicking the **Submit** button on **Declaration of Assessee** section.

*Note*: All sections need to be completed to submit the statement.



10. A completion certificate is issued to the Taxpayer. The Taxpayer can click *View Statement* link to view the detailed statement. The Taxpayer can click *Print* link to print the certificate (or) to save a copy for later reference.



11. The Taxpayer receives an email informing them of their filing along with details related to the statement.

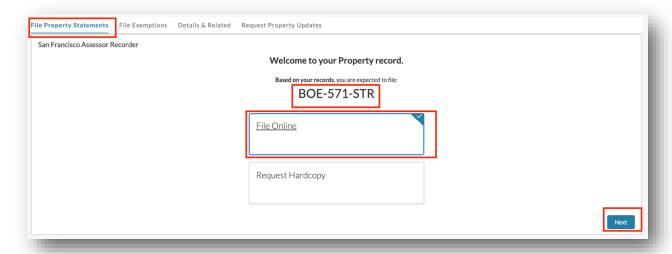


# Filing Form BOE-571-STR for Short Term Rental Property

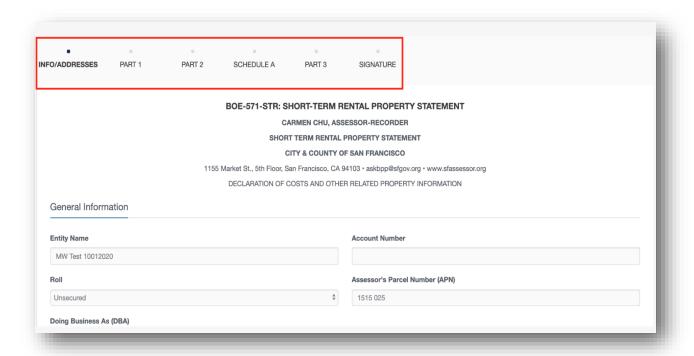
If the property is a Short Term Rental property, you are required to file *Form BOE-571-STR*. This section details the process of filing *BOE-571-STR Short Term Rental Property Statement* on the Community Portal.

1. The Taxpayer navigates to the Property (Short Term Rental property), clicks on *File Online* link within *File Property Statements t*ab and then clicks the *Next* button to start filing.

Note: The System shows the option to file using form Short Term Rental (BOE 571-STR)

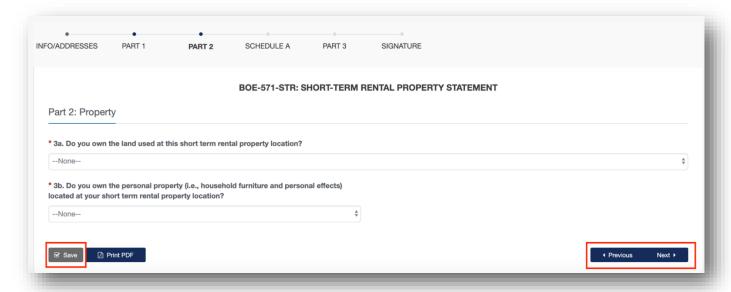


2. The Taxpayer navigates to the form. The Taxpayer completes all sections of the form.

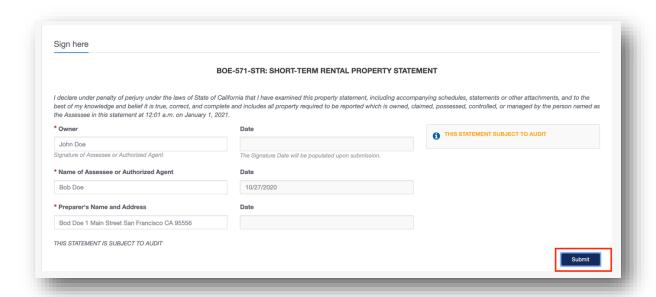


3. The Taxpayer must provide information marked with a red asterisk (\*) on all sections. Taxpayer completes each section and clicks *Save* to save the contents. Taxpayer clicks the Next button to save and proceed to the next section (or) *Previous* button to save and go to the previous section. Taxpayer can click *Print PDF* button to preview and print the statement.

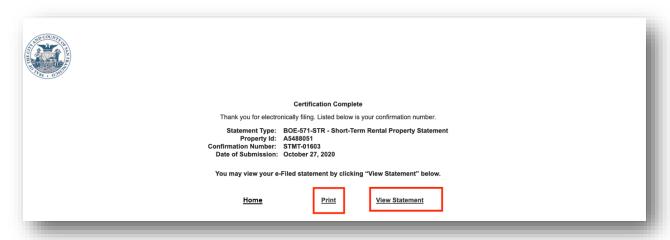
**Note**: Navigating to a different section by clicking on the section name in the status bar does not automatically saves the form content. The Taxpayer has to click **Save, Next** or **Previous** to actually save the contents entered so far.



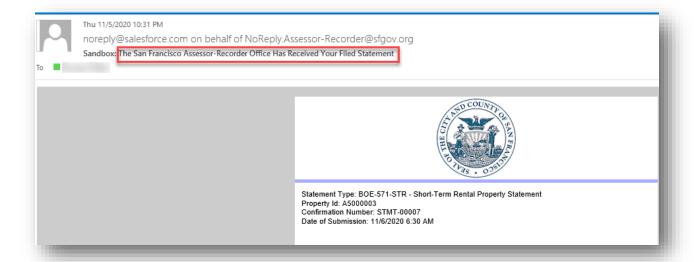
4. The Taxpayer signs and submits the form by clicking the *Submit* button.



5. A completion certificate is issued to the Taxpayer. The Taxpayer can click *View Statement* link to view the detailed statement. The Taxpayer can click *Print* link to print the certificate (or) to save a copy for a later reference.



6. The Taxpayer receives an email informing them of their filing along with details related to the statement.

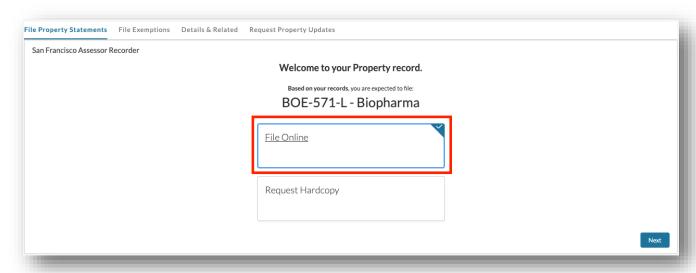


#### Filing Form BOE-571-L Biopharma for Biopharmaceutical Company

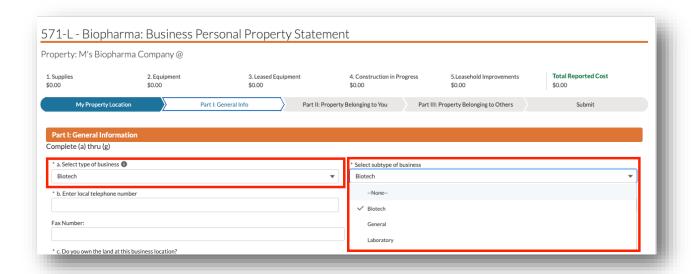
If the property/business is a *Biopharmaceutical/Biotech Company*, the Taxpayer is required to submit *Form BOE-571L + Biotech Certification*. This section details the process of filing **571-L – Biopharma Business Personal Property** Statement on the Community Portal.

 The Taxpayer navigates to the Property (Biopharmaceutical Company), clicks on *File Online* link within *File Property Statements* tab. The Taxpayer clicks *File Online*, then clicks the *Next* button to start filing for the property. Clicking *Next* creates the 571-L Biopharma statement.

**Note**: The System shows the option to file using form **Biopharmaceutical Company (BOE 571-L + Biotech Certification)** 

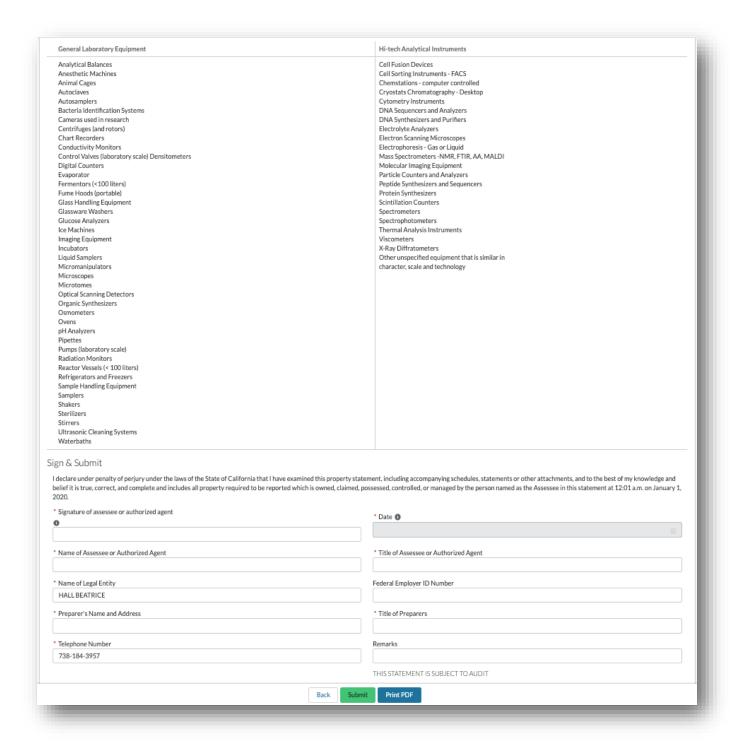


2. During the filing of the *571-L – Biopharma Statement*, the Taxpayer selects *Business Type* as *Biotech* and the appropriate subtype of business in the *Part I: General Info* section of the form.



- 3. The Taxpayer completes *My Property Location, Part 1, Part II and Part III* sections of the form. Refer to Filing Form BOE-571-L and BOE-571-LA for Financial/Insurance Company for detailed steps.
- 4. The Taxpayer completes Biopharma Certification, Signs and Submits. *Note: Biopharma Certification* is required when filing for the first time.

Supplies 2. Equipment 2. Equipment and fixtures owned and/or provide products for human or anima.  Specific equipment and fixtures utilized in connection and/or provide products for human or anima.  Specific equipment and fixtures utilized in connection and/or provide products for human or anima.  Specific equipment and fixtures utilized in connection and/or provide products for human or anima.  Specific equipment and fixtures utilized in connection and/or provide products for human or anima.  Specific equipment and fixtures owned and/or provide products for human or anima.  Specific equipment and fixtures owned and/or provide products for human or anima.  Column 1 - Machinery & Equipment  Column 3 - Other Equipment  Column 4 - Tools, Dies, Jigs  Schedule B	Part I: General Info  Part I: General Info  QUALIFIE  2) has adopted in July 2008 (effect) pes of property are addressed by to  Co County meet the State Board of  qualifying biopharmaceutical indu  in with, or in support of research a  all therapeutics, diagnostics, and/or	STATE BOA  CATIONS FOR A BIOPHARN  ive as of January 1, 2009 lier the SBE guidelines (AH 581) of Equalization's criteria by a stry equipment and fixtures stry equipment and fixtures und/or manufacturing activity vaccines	on the Business Property Statement signing and returning this form. You as follows: ies that use organisms, or materials d	\$0.00  Part III: Property Belonging  NTAND FIXTURES  of biopharmaceutical industrictory (5/71-1). The San Francisco Compay return this form with your perived from organisms, their extremely compared to the same of the same	y equipment and fixtures the bounty Assessor's Office required.	quests that you <u>notify us if your</u>
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Form 571-L Category  Schedule A  Column 1 - Machinery & Equipment  Column 3 - Other Equipment  Column 4 - Tools, Dies, Jigs	or used meeting the above criteria		ollowing reporting categories when o	ompleting Form 571-L:		
Schedule A  Column 1 - Machinery & Equipment  Column 3 - Other Equipment  Column 4 - Tools, Dies, Jigs		Description				
Column 1 - Machinery & Equipment  Column 3 - Other Equipment  Column 4 - Tools, Dies, Jigs						
Column 3 - Other Equipment Column 4 - Tools, Dies, Jigs	Schedule A					
Column 4 - Tools, Dies, Jigs	Column 1 - Machinery & Equipment General Laboratory Equipment and High Tech Analytical Instruments					
	Column 3 - Other Equipment		Commercial Manufacturing Equipment			
Schedule B	Column 4 - Tools, Dies, Jigs		ing Equipment			
Column 2 - Fixtures		Fixtures and Process Pi	iping			
A sample listing of the equipment and fixtures covered by LTA 99/54 is attached						
Firm Name	HALL BEATRICE		Account No.		A5493068	
neets the State Board of Equalization's criteria for biopharmaceutical industry equipment and fixtures for its property located in San Francisco County and requests assessment as a biopharmaceutical firm.				ical firm.		
Signature of Person Making Claim						
Schedule A Machinery and Equipment						

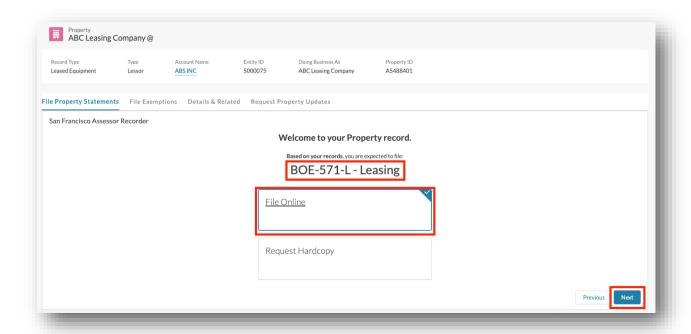


# Filing Form BOE-571-L Leasing for Leasing Company

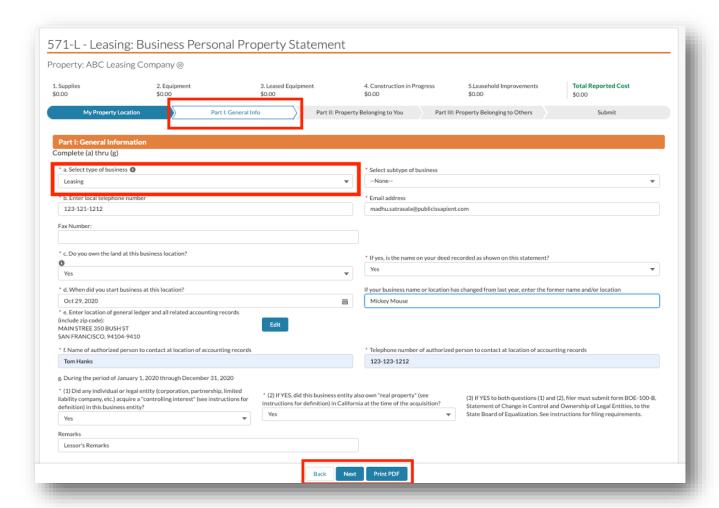
If the business property is a **Leasing Company**, the Taxpayer is required to submit **Form BOE-571L** + **Leasing schedule**. This section details the process of filing **571-L** – **Leasing Business Personal Property Statement** for Leasing Company on the Community Portal.

The Taxpayer navigates to the Property (Leasing Company), clicks on *File Online* link within *File Property Statements* tab and then clicks the *Next* button to start the filing process. Clicking *Next* creates the 571-L Leasing statement.

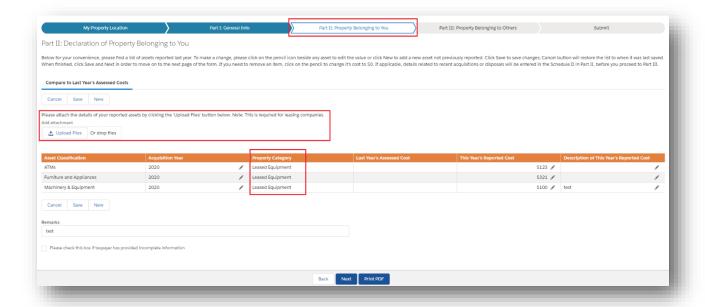
**Note**: The System shows the option to file using form **Leasing Company (BOE 571-L + Leasing Schedule)** 



- 2. The Taxpayer can refer to Filing Form BOE-571-L and BOE-571-LA for Financial/Insurance Company for completing all sections of the form, with following variations:
  - In *Part I: General Information* section, the Taxpayer chooses *Leasing* as business type. Taxpayer is *not required* to enter *subtype of business*.



• The Taxpayer, who is in leasing business/Lessor, can use Part II: Property Belonging to You section to provide the details of the assets that have been leased to other businesses. The Property Category is pre-populated to Leased Equipment for each asset entered, and cannot be modified. These businesses are required to provide additional documentation, for example the Leasing Schedule with details of the leases, type of lease (true or conditional) and lessees. The Taxpayer can click the Upload Files button to attach any relevant documentation.

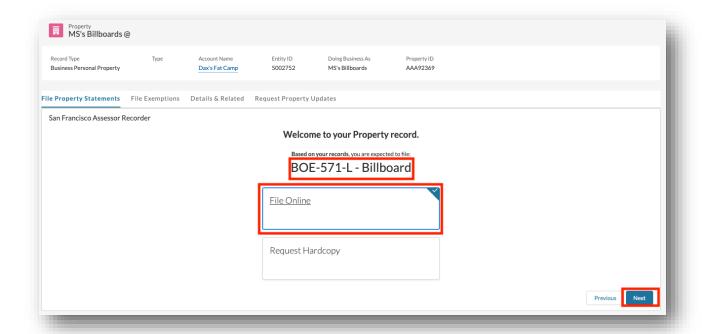


# Filing Form BOE-571-L Billboard for Billboard Company

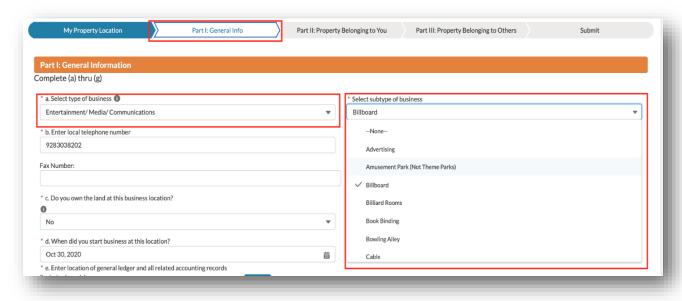
If the business property is a *Billboard Company*, the Taxpayer is required to submit *Form BOE-571L + Billboard Schedule*. This section details the process of filing **571-L – Billboard Business Personal Property** *Statement* on the Community Portal.

1. The Taxpayer navigates to the Property (Billboard Company), clicks on *File Online* link within *File Property Statements* tab and then clicks the *Next* button to start the filing process. Clicking *Next* button creates a 571-L Billboard statement for the property (if one does not already exist).

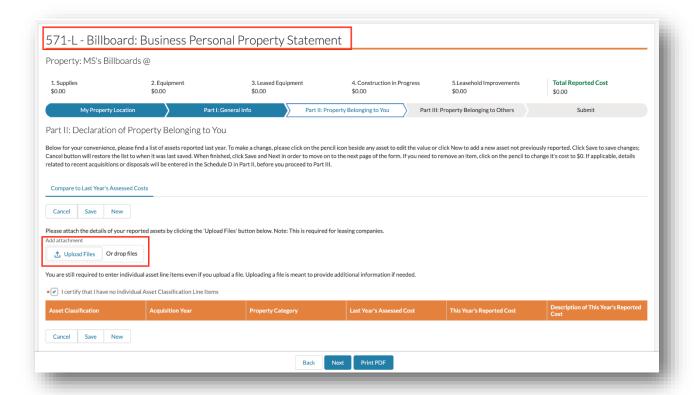
**Note**: The System shows the option to file using form **Billboard Company (BOE 571-L + Billboard Schedule)** 



- 2. The Taxpayer can refer to Filing Form BOE-571-L and BOE-571-LA for Financial/Insurance Company for completing all sections of the form, with following variations:
  - a. In *Part I: General Information* section, the Taxpayer chooses
     *Entertainment/Media/Communication* as business type and selects the appropriate subtype of their business.



b. In *Part II: Property Belonging to You* section, the Taxpayer can attach/upload billboard schedule.



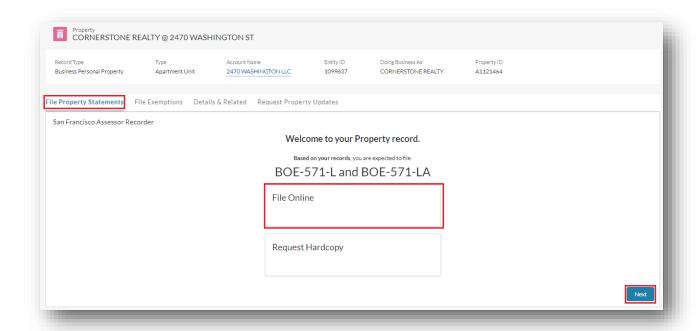
# Filing Form BOE-571-L and BOE-571-LA for Financial/Insurance Company

If the property/business is a *Financial Institution or Insurance Company*, Taxpayer is required to submit a *BOE-571-L & BOE-571-LA* Statement. This section details the process of filing your *571-LA Business Personal Property* Statement on the Community Portal.

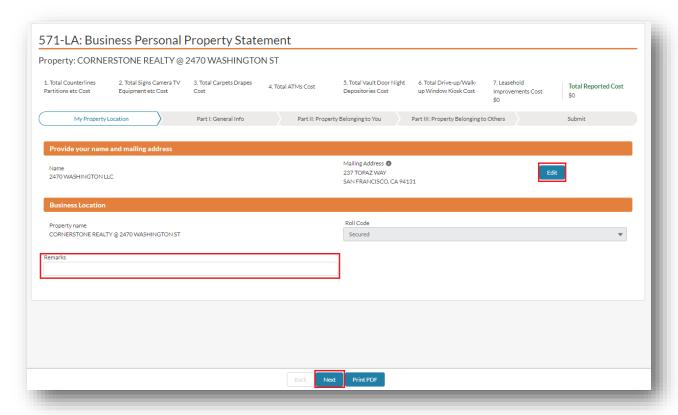
1. The Taxpayer navigates to the Property (Financial Institution or Insurance Company), clicks on *File Property Statements* Tab.

**Note**: The System shows the option to file using form **Financial Institution or Insurance Company (BOE 571-L + BOE 571-LA)** 

2. The Taxpayer clicks *File Online*, then clicks the *Next* button to start filing for the property.

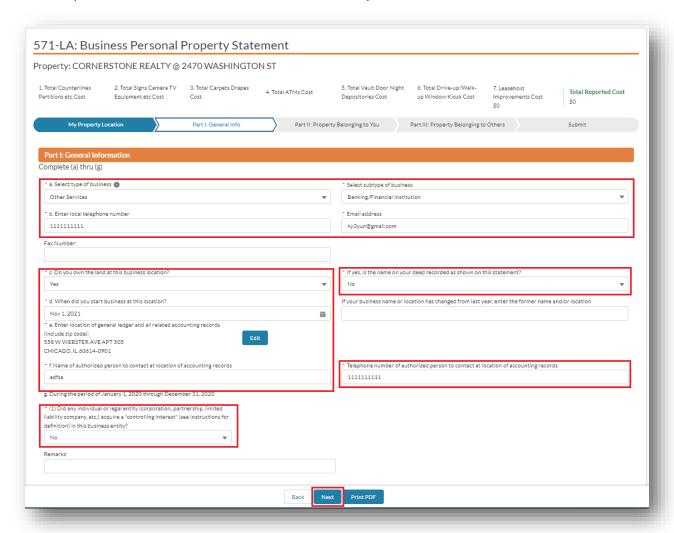


3. The Taxpayer can enter *Mailing Address and Remarks* on the *My Property Location* section. Taxpayer is required to enter the *Mailing address* and can click on *Edit* button to enter/make any changes. The Taxpayer clicks the *Next* button to save and proceed to the next section.



**Note**: The Taxpayer can click on **Print PDF** button to preview and print the statement.

4. The Taxpayer can update any field in the *Part I: General Info* section. All fields marked with a red asterisk (\*) are required to continue to the next section. The Taxpayer enters all the required fields and clicks the *Next* button to save & proceed to the next section.



Note: The Taxpayer must populate *Select type of business* and *Select subtype of business*, with available options as shown in the below table.

Business Type	Business Subtype
	Body Shop/Servicing/Repair
	Car Wash
Automotive	Gas/Service Station
	General
	Sales
	Sand/Dirt/Gravel – Retail/Wholesale Suppliers
	Spray Paint Booths

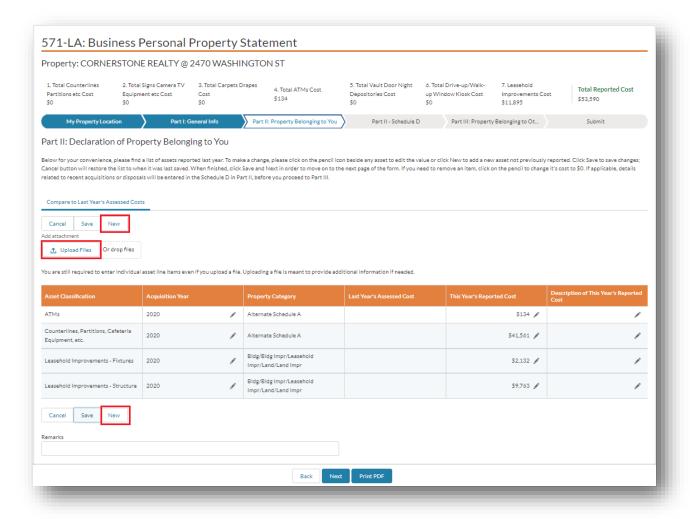
	Biotech
Biotech	General
	Laboratory
	Car Wash
	Dry Cleaning
Cleaning	General
	Janitorial Service
	Laundry – Commercial/Clothes Cleaning Service
	Laundry – Self Operating/Coin Operated
Construction	Batch Plants (Concrete & Asphalt)
	Demolition Contractor
	General
	Sand/Dirt/Gravel – Retail/Wholesale Suppliers
	Advertising
	Amusement Park (Not Theme Parks)
	Billboard
	Billiard Rooms
	Book Binding
	Bowling Alley
	Cable
	Cell Towers (Including Equip Sheds, Pads, Fences)
	Cell Towers (Tenants' Equipment)
Entertainment/ Media/ Communications	General
	News Publisher
	Offset Lithographic Printing Press
	Photo Labs – Commercial
	Photo Labs – One Hour
	Post-Presses
	Pre-Presses
	Presses
	Radio/TV Broadcasting
	Satelite Dishes (Residential)

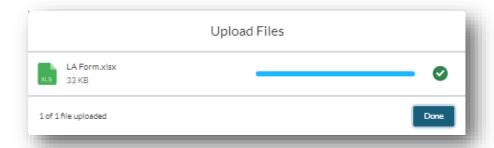
	Telephone & Communications
	Theater
	Theme Parks
	Bakery
	Bottling Plants (Other Than Breweries)
	Breweries
	Food Processing
Food Services	General
	Grocery/Supermarket
	Warehousing
	Winery
	Biotech
	Convalescent Care
	Dental Lab
	Drug/Pharmaceutical Mfg
	General
Health	Health Clubs/Gyms
	Laboratory
	Medical/Dental
	Pharmacy And Drug Store
	Veterinary Hospital
Leasing	-None-
	Apartment
Lodging	General
	Hotel
	Short Term Rental
	Batch Plants (Concrete & Asphalt)
	Brick, Sewer Pipe, Terra Cotta or Tile Manufacturing
	Canneries
	Cement Manufacturing
	Chemicals and Allied Product Mfg
<u> </u>	<u>l</u>

	Circuit Board Mfg
	Cogeneration (Power Plants)
	Dental Lab
Manufacturing	Drug/Pharmaceutical Mfg
	Electronic Equipment Manufacturing
	Food Processing
	General
	Ice Plant
	Laboratory
	Semiconductor
	Sugar & Sugar Product Manufacturing
Non-Profit	-None-
Organizations	General
	School or Instructional Institution
	Banking/Financial Institution
	Cable
	Dry Cleaning
	Financial Services
	Floor Covering and Installation Services
	Gas/Service Station
Other Services	General
	Insurance Services
	Janitorial Services
	Laboratory
	Mortuaries
	Recyclers
	Telephone & Communication
	Book Binding
	General
	Offset Lithographic Printing Press
	Photo Labs – Commercial
Printing	Photo Labs – One Hour

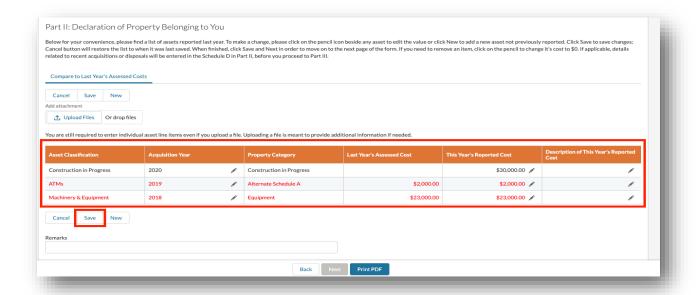
	Post-Presses
	Pre-Presses
	Presses
	Building/Parking Management
Property Management	General
	Janitorial Service
	General
Retail/Wholesale	Pharmacy and Drug Store
	Sand/Dirt/Gravel Supplier
	Warehousing

5. The Taxpayer completes *Part II: Property Belonging to You* section. The Taxpayer can click the *Upload Files* button to attach any relevant documentation to this filing. The Taxpayer can also provide the details of the assets owned by them and any improvements they might have done to the property by clicking on the *New* button.

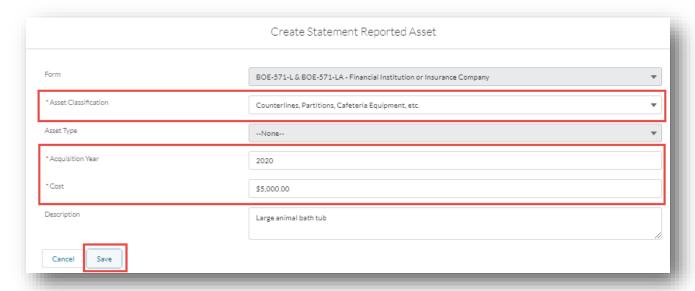




6. If the Taxpayer reported assets in previous assessment years, then all previously assessed assets are displayed by default. The Taxpayer can make necessary changes and click *Save* to save them. The Taxpayer can change *This Year's Reported Cost* to zero, if the asset no longer applies.



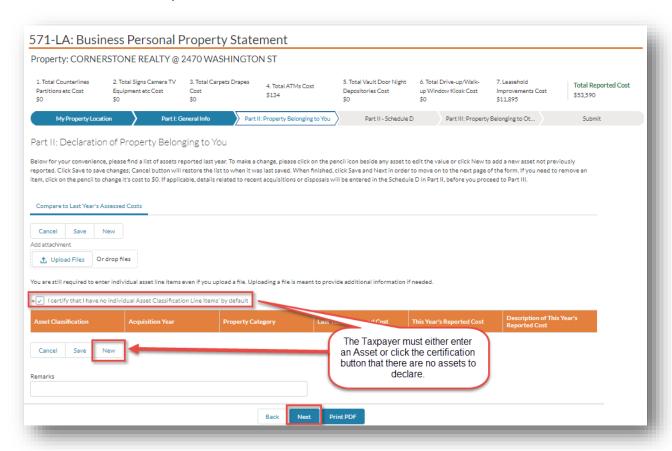
7. To add a new asset(s) to the filing, the Taxpayer can click the **New** button under **Asset Classifications**. This displays a popup to enter **Asset Classification**, **Acquisition Year** and the **Cost** of the new asset. The Taxpayer enters all fields marked with a red asterisk (\*) and clicks the **Save** button.



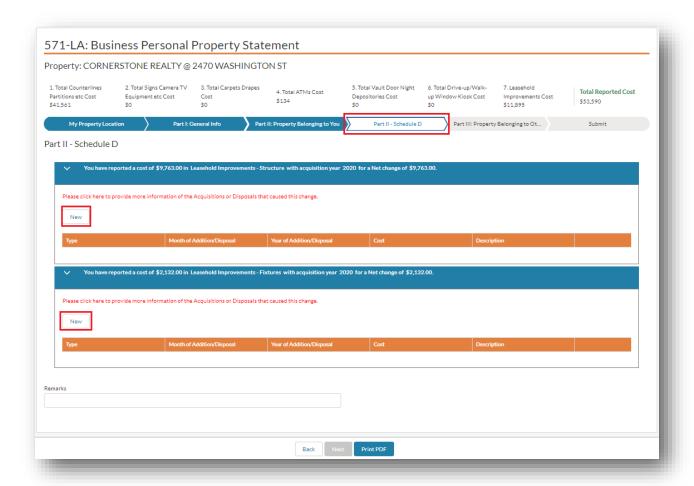
8. The Taxpayer can click on the pencil icon to make any changes to assets and click the *Save* button. The Taxpayer can click *Cancel* to revert the changes.



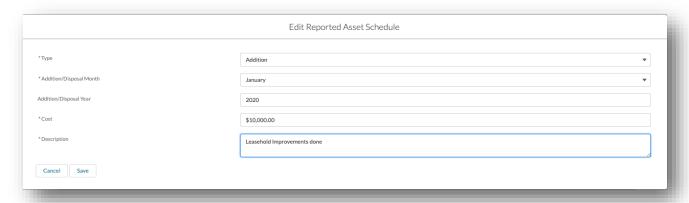
9. If there are no assets to declare, the Taxpayer clicks the certification check box before clicking the *Next* button to proceed.



10. The Taxpayer is required to complete *Schedule D*, if Leasehold Improvements assets (Fixtures or Structures) are entered in *Part II: Property Belonging to You* section.



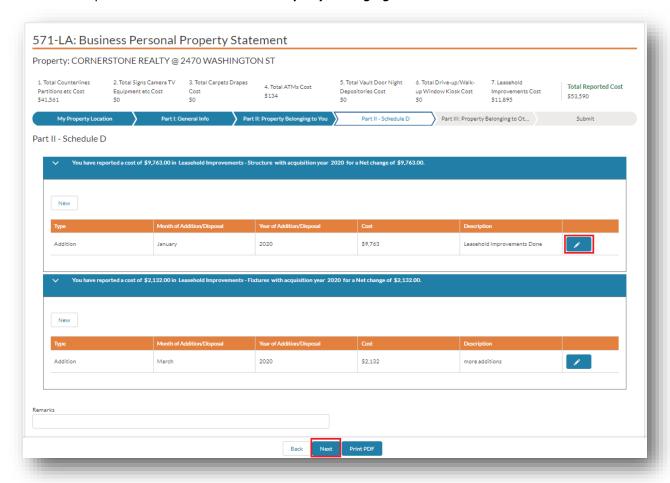
11. The Taxpayer can click the **New** button and enter each of their acquisitions and disposals related to the **Leasehold Improvements** entered in Part II. The Taxpayer enters all fields marked with a red asterisk (\*) in the popup window and clicks the **Save** button.



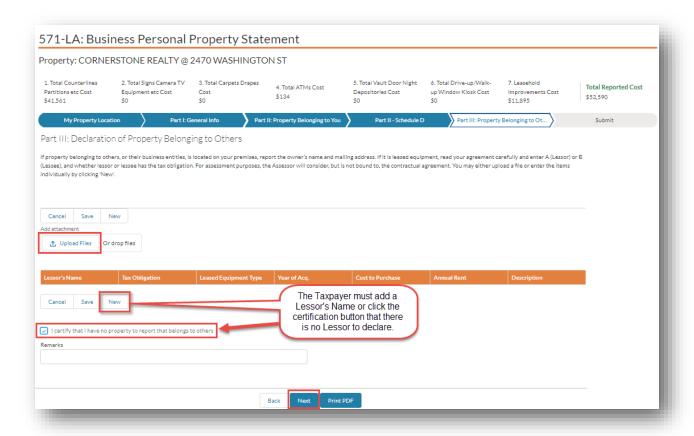
12. The Taxpayer can update the Schedule line items by clicking on the pencil icon. The Taxpayer completes Schedule D and clicks *Next* button to continue with the filing.

#### Note:

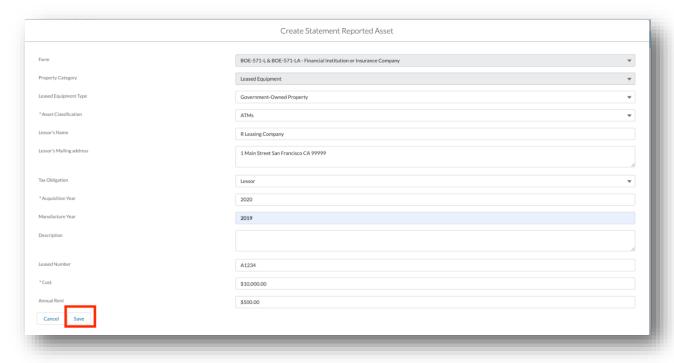
- The **Next** button is enabled only if the net change reported for each asset is equal to the total cost of **Additions and Disposals** for that asset.
- The Taxpayer cannot delete an *Addition/Disposal* line item. The Taxpayer can change the *Cost* to zero, if added by mistake.
- The net total of *Addition/Disposal* should be equal to the *Cost* entered for the Leasehold Improvement entered in *Part II: Property Belongings to You* section.



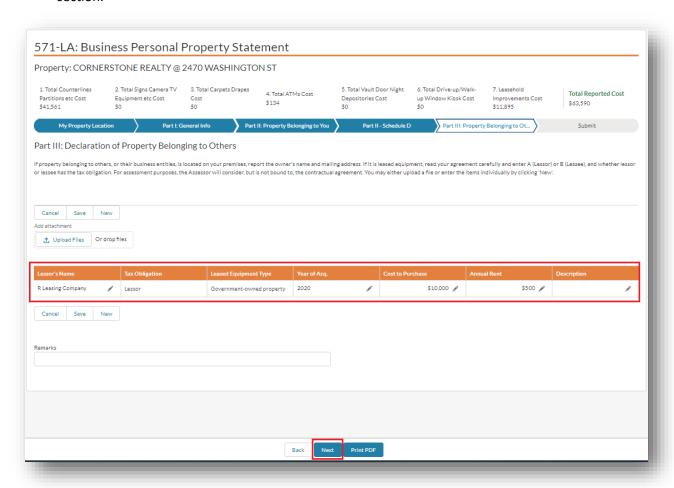
13. All businesses that are leasing assets from other leasing companies can report the leased assets under *Part III: Property Belonging to Others section*. The Taxpayer can click the *Upload Files* button to attach any relevant documentation to this filing and click *New* button to report the assets leased. If there are no leased assets leased from Lessors to declare, the Taxpayer must click the certification check box and click *Next* to proceed to the next step.



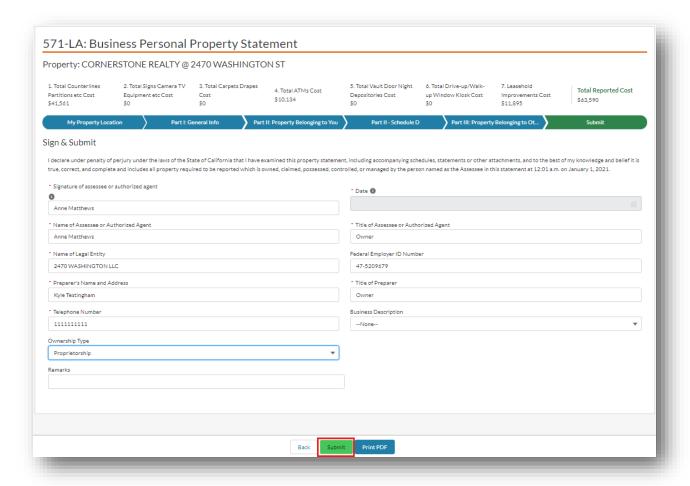
14. Upon clicking **New** button, Taxpayer enters all fields in the **Create Statement Reported Assets** popup window and clicks **Save**. All fields marked with a red asterisk (\*) are required.



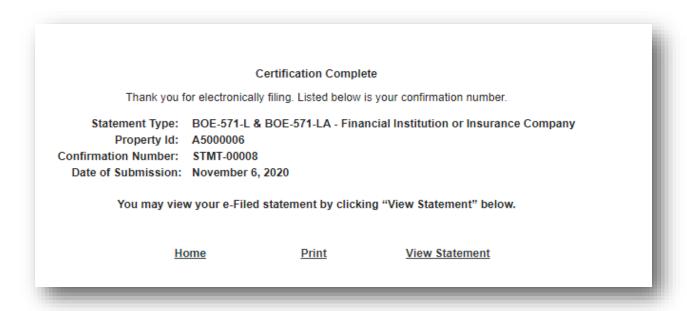
15. The Taxpayer enters all assets belonging to others and clicks *Next* button to proceed to the next section.



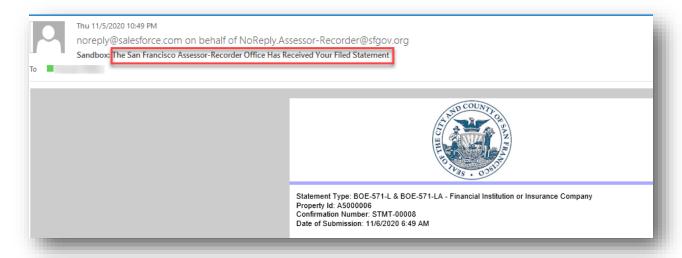
16. The Taxpayer provides signature information (fields marked with a red asterisk (\*) are required) and clicks the *Submit* button.



17. The Community Portal displays the completed certification. The Taxpayer can click **View Statement** link to view the detailed statement. The Taxpayer can click **Print** link to print the certificate (or) to save a copy for later reference.



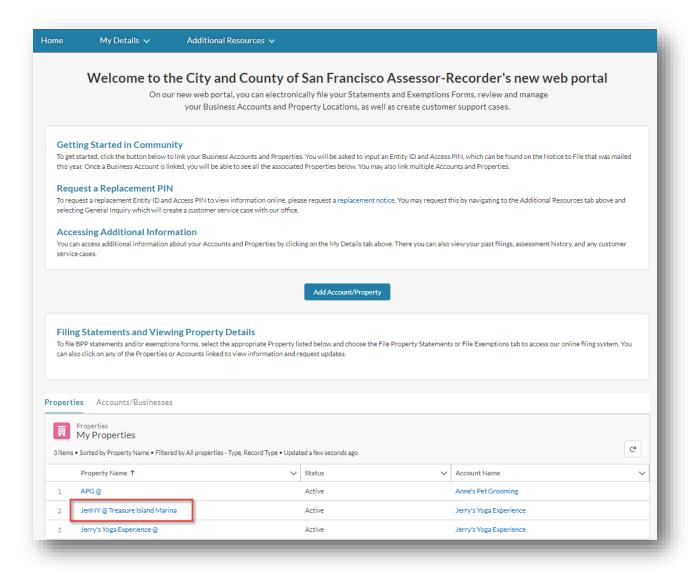
18. The Taxpayer receives an email informing them of their filing along with details related to the statement.



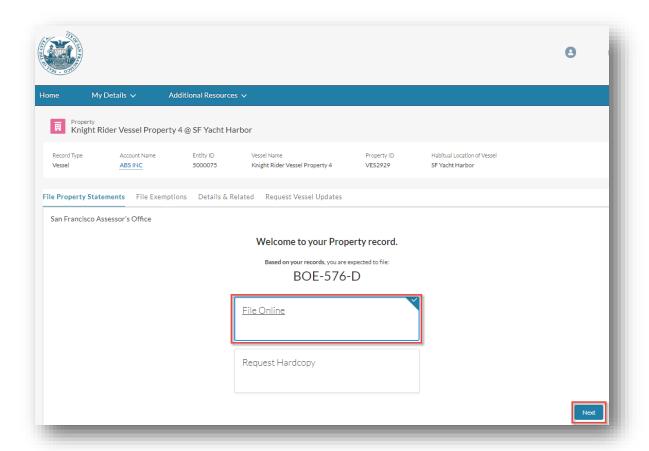
# Filing a Vessel Property Statement (Includes 50 Ton Vessel Exemption)

This section details the process to file a 50 ton vessel exemption on the Community Portal.

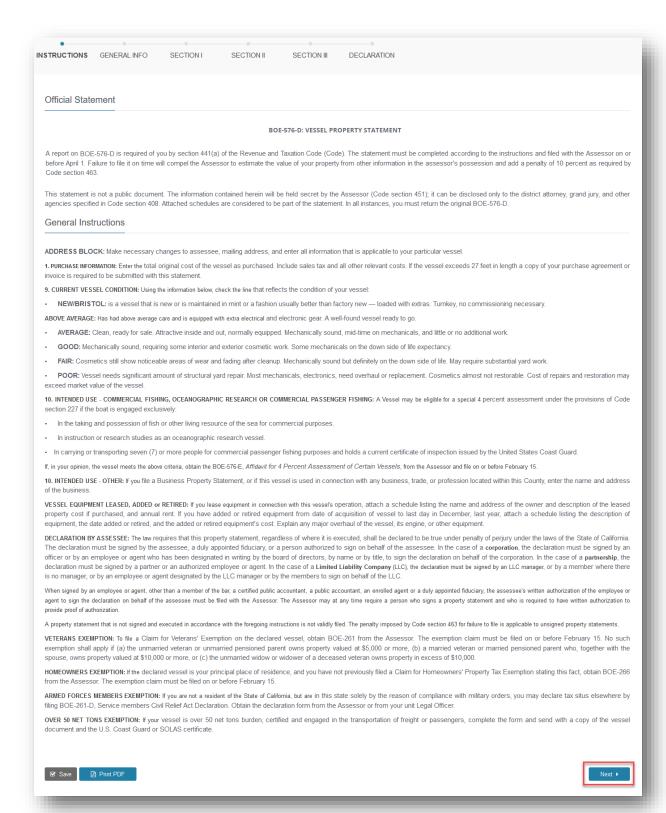
1. On the Community Portal Home page, the Taxpayer clicks the vessel *Property Name* for which an exemption needs to be filed.



2. The *File Property Statement* tab opens by default and the Taxpayer clicks the *File Online* link and clicks the *Next* button.

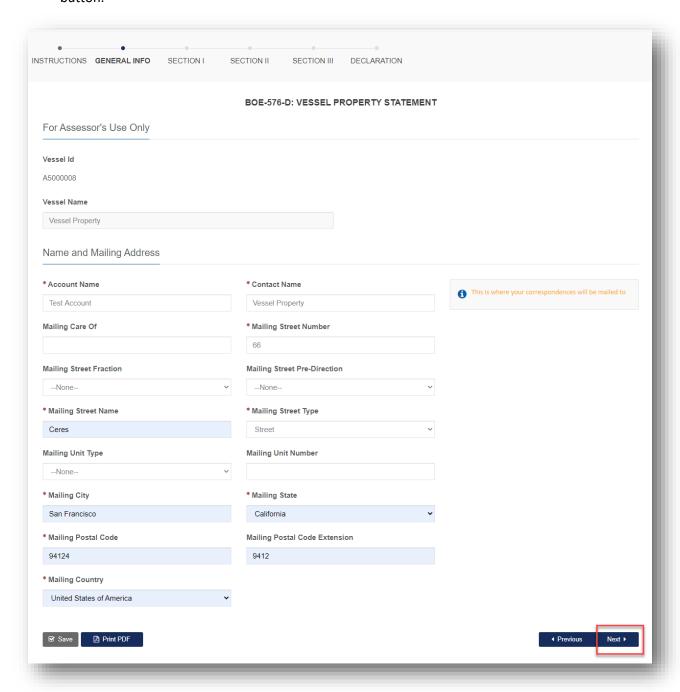


3. The Taxpayer reads the official statement and instructions and clicks the *Next* button.

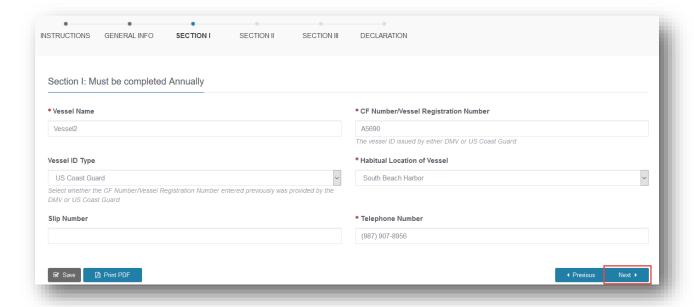


4. The Taxpayer enters required information marked with a red asterisk (\*), enters other general information about their vessel. Many fields will be pre-populated with existing data in the

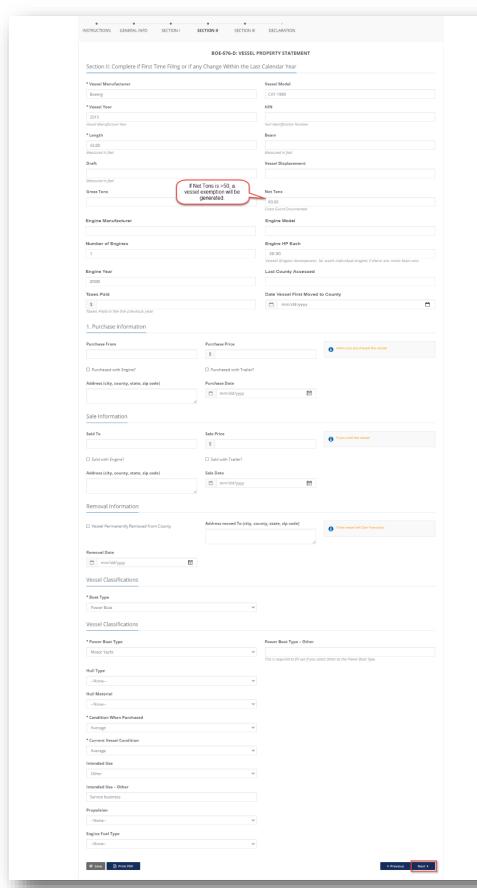
SMART System, but the taxpayer should confirm the values are correct. Taxpayer clicks the *Next* button.



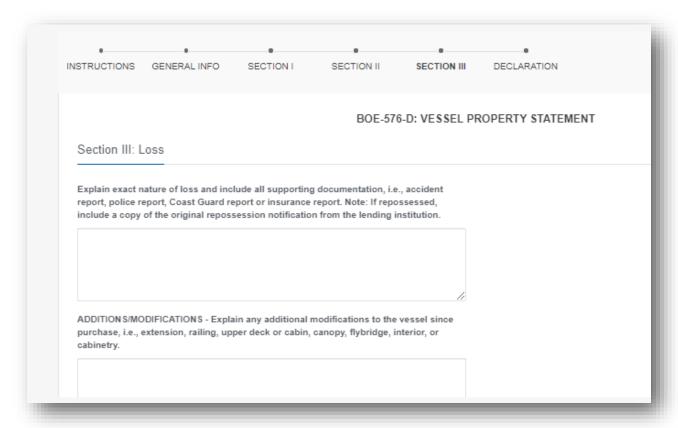
5. The Taxpayer completes **Section I** of the form by entering the required information marked with a red asterisk (\*) on vessel and registration. Many fields will be pre-populated with existing data in the SMART System, but the taxpayer should confirm the values are correct. The taxpayer clicks the **Next** button.

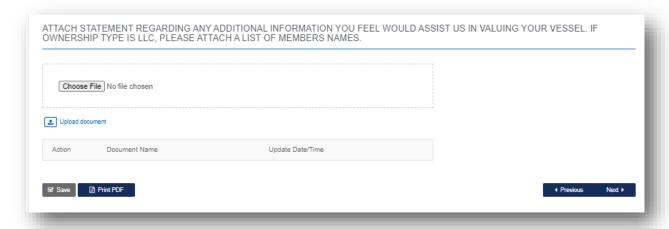


6. The Taxpayer filing for the first time or making changes within the last calendar year must fill Section II of the form. The Taxpayer completes this by providing purchase information and vessel classifications. In order to qualify for a 50-ton vessel exemption, a Taxpayer must enter Net Tons as 50 or greater. The Taxpayer must enter required information marked with a red asterisk (\*) before proceeding to the next step. Many fields will be pre-populated with existing data in the SMART System, but the taxpayer should confirm the values are correct. The taxpayer clicks the Next button.

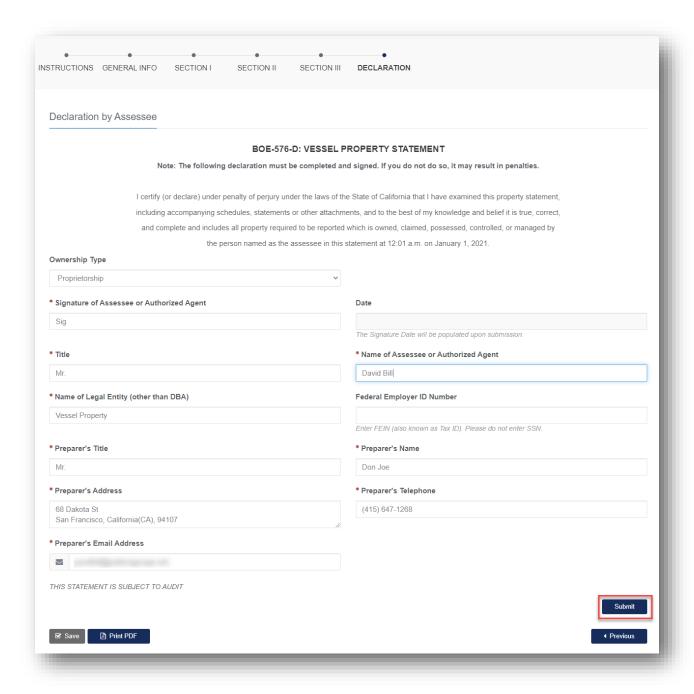


7. The Taxpayer completes *Section III* of the form by providing loss information. The Taxpayer can attach additional documentation, if needed, to support the statement, then click the *Next* button.





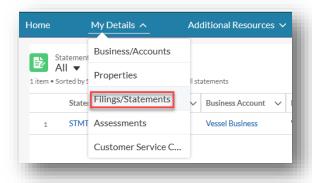
8. The Taxpayer must enter required information marked with a red asterisk (\*), then signs the declaration and clicks the **Submit** button.

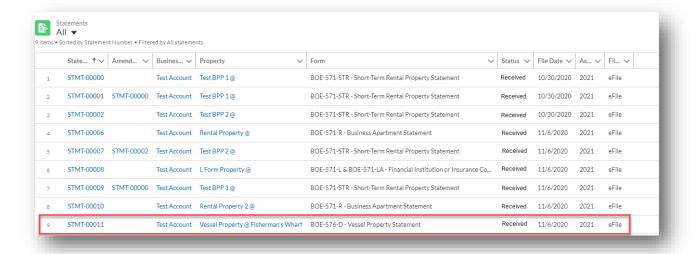


9. The Taxpayer receives an email informing them of their filing along with details related to the statement.



- 10. The Taxpayer receives automated exemption approval or denial notice via email.
- 11. The Taxpayer can view the submitted statement by navigating to the *My Details* menu and clicking the *Filings/Statements* menu item. The Taxpayer clicks the *Statement Number* to view its details.

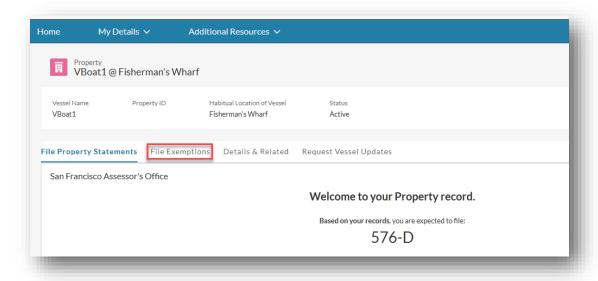




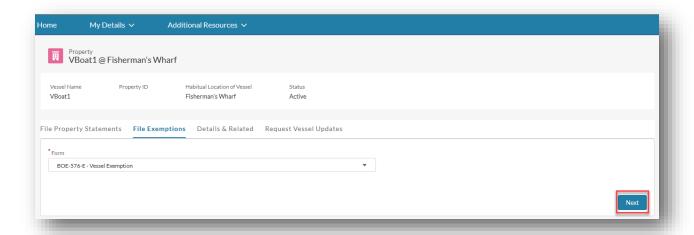
# Filing a Vessel Exemption (4% affidavit)

This section details the process to file an online vessel exemption for 4% affidavit.

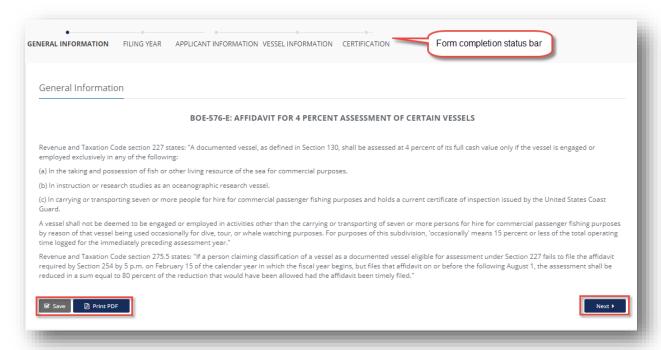
1. On the Community Portal Home page, the Taxpayer selects the vessel Property for which an exemption needs to be filed and clicks the *File Exemptions* tab.



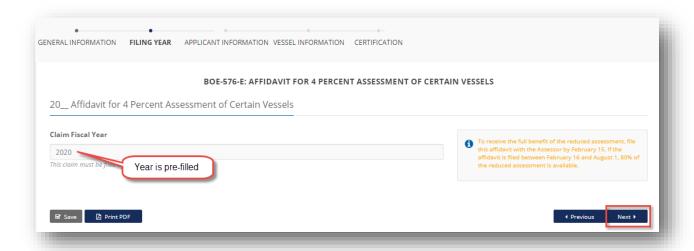
The form BOE-576-E Vessel Exemption is already selected, and the Taxpayer clicks the *Next* button.



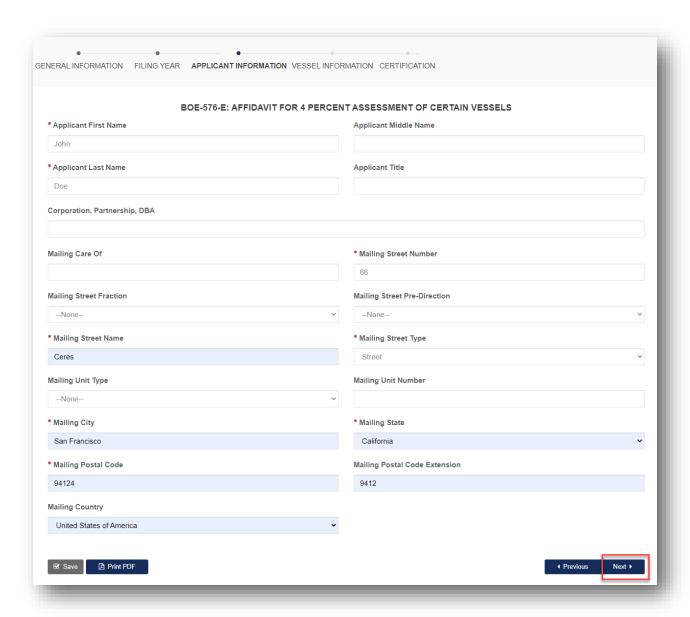
3. The *General Information* pages displays with instructions for completing the form. The Taxpayer reads this section. On any of the pages, the Taxpayer can click the *Print PDF* button to print the form in PDF format and can click the *Save* button to save the information filled out in the form and resume form completion at a later time. The Taxpayer clicks the *Next* button to proceed to the next page.



4. On the Filing Year page, the *Claim Fiscal Year* is pre-filled. The Taxpayer clicks the *Next* button to proceed to the next page.



5. The Taxpayer completes the *Applicant Information* section of the form. The Taxpayer enters the required information marked with a red asterisk (\*) before proceeding to the next step, then clicks the *Next* button.

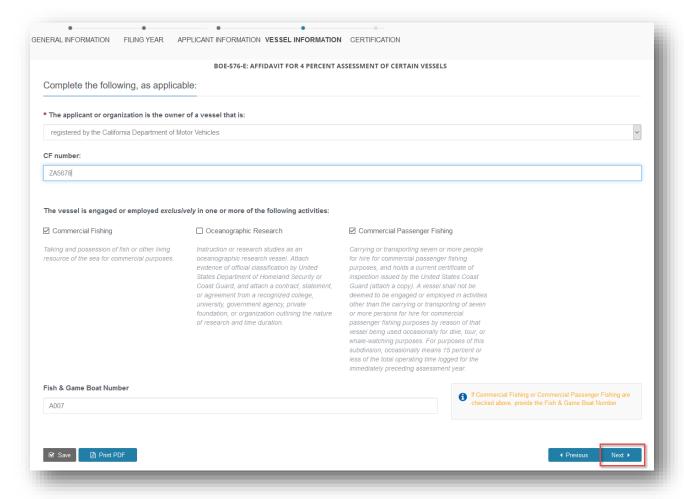


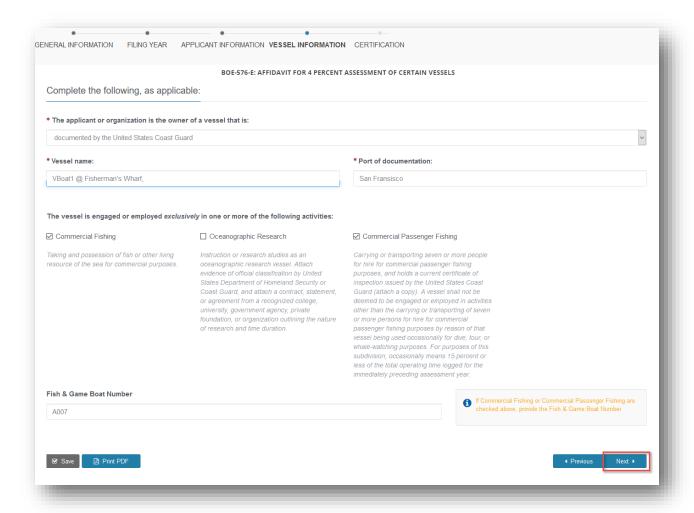
6. For the **Vessel Information** page of the application, the below table summarizes the dynamic field display logic based on the Taxpayer selections:

User Selection	Associated Required Fields Displayed on the Form
	Vessel Name
	Port of Documentation
	Fish and Game Boat Number
United States Coast Guard	Vessel Activity
	Commercial Fishing
	Fish and Game Boat Number
	Commercial Passenger Fishing

User Selection	Associated Required Fields Displayed on the Form
	CF Number
	Fish and Game Boat Number
California Department of	Vessel Activity
Motor Vehicles	Commercial Fishing
	Fish and Game Boat Number
	Commercial Passenger Fishing

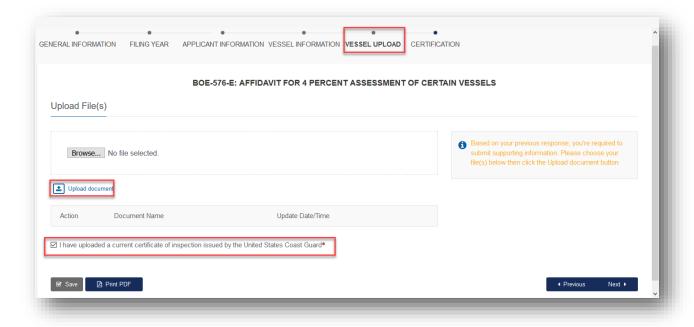
7. The Taxpayer completes the **Vessel Information** section of the form. The Taxpayer enters the required information marked with a red asterisk (\*) before proceeding to the next step, then clicks the **Next** button.

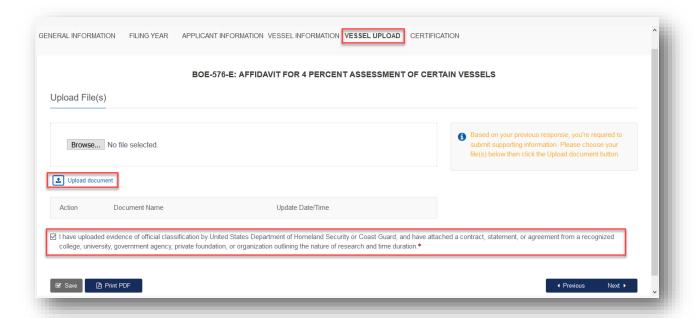




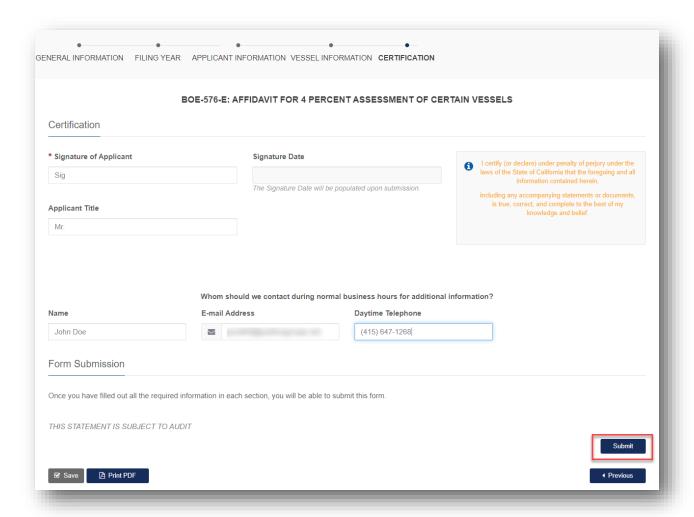
- 8. Depending on the vessel engagement selection, the Taxpayer may be required to upload documentation to help processing of the form and select the acknowledgement checkbox.
- 9. The following table summarizes the type of documentation to be uploaded:

User Selection	Associated Documentation
Commercial Fishing	N/A
Oceanographic Research	Evidence of official classification by United States Department of Homeland Security or Coast Guard, and have attached a contract, statement, or agreement from a recognized college, university, government agency, private foundation, or organization outlining the nature of research and time duration
Commercial Passenger Fishing	Current certificate of inspection issued by the United States Coast Guard





10. The Taxpayer signs and submits the form by clicking the *Submit* button.



11. A completion certificate is issued to the Taxpayer. The Taxpayer can click the *View Statement* link to view the detailed statement.



12. The Taxpayer receives an email informing them of their filing along with details related to the statement.

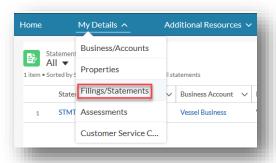


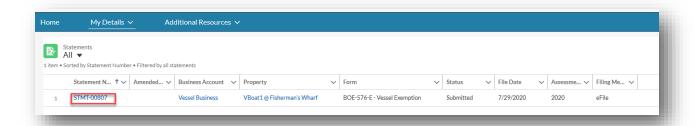
13. The Taxpayer receives an automated exemption approval or denial notice via email.

#### Amending a Filed Statement

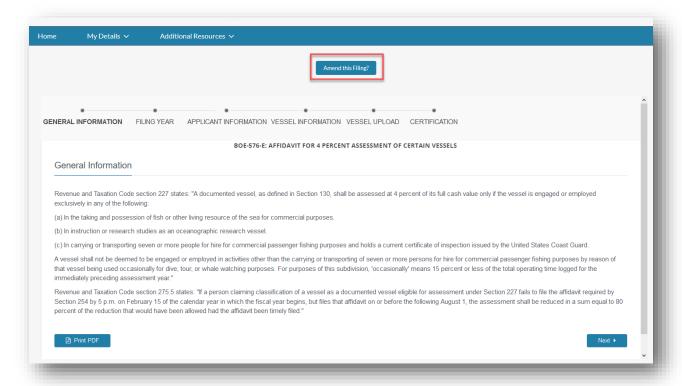
This section details the process that a Taxpayer can follow to amend an existing statement. Post amendment, a new statement is created from the previously submitted statement.

1. The Taxpayer can access a previously filed statement by navigating to the *My Details* menu and clicking the *Filings/Statements* menu item. The Taxpayer can click the *Statement Number* to view its details.

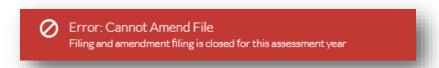




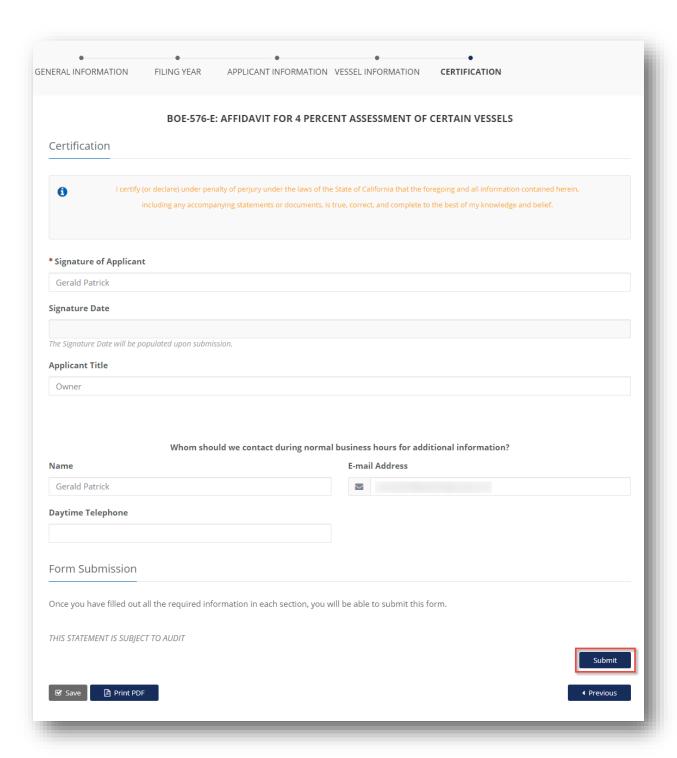
2. The Taxpayer clicks the **Amend this Filing?** button to modify an existing statement. This feature can be used for amending BPP electronic filings as long as assessment year is still open to accept amendments. For exemptions, the Taxpayer can submit amendments, and ASR can process these as allowed by policy and law.



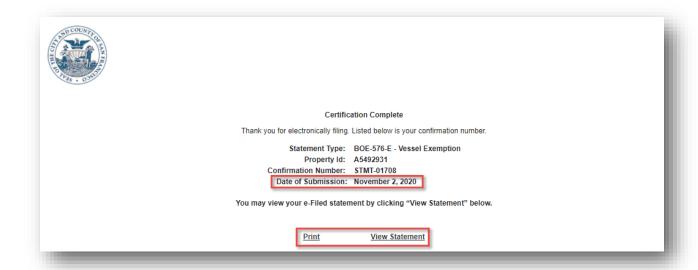
**a.** If the assessment year is not open to accept amendments, the Taxpayer sees the following error message when clicking Amend this Filing?



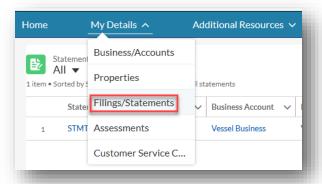
3. Taxpayer can update the form, upload the file, sign it and click the **Submit** button. The **Date of Submission** on the certificate updates to reflect current date and time.

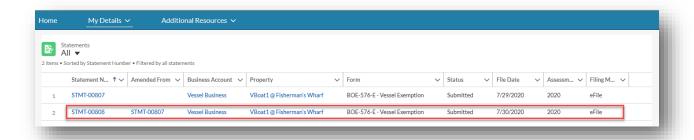


4. The Taxpayer can print the certificate or save the certificate as a PDF on their local computer by clicking the **Print** button. The Taxpayer can view the certificate within the Community Portal by clicking the **View Statement** button.



5. The Taxpayer can view the amended statement by navigating to the *My Details* menu and clicking the *Filings/Statements* menu item. The amended statement has the *Amended From* information associated with it.



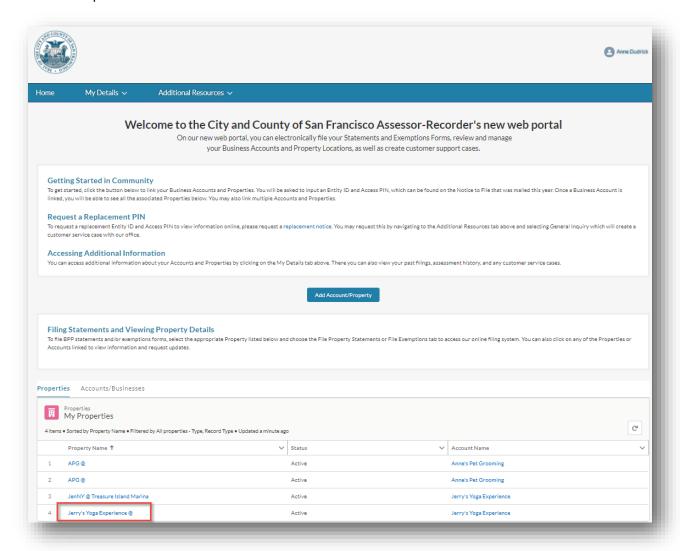


## Filing an Institutional Exemption

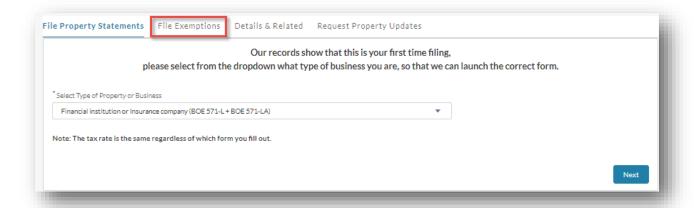
This section details the process to file an institutional exemption on the Community Portal. The following exemptions are available for the Taxpayer to file:

#	Form Name
1	BOE-267-S - Religious Exemption
2	BOE-267-A- Welfare Exemption (Annual)
3	BOE-267- Welfare Exemption (First Filing)
4	BOE-260 - Work of Art Exemption
5	BOE-268-B - Free Public Library or Museum Exemption
6	BOE-262-AH - Church Exemption
7	BOE-264-AH - College Exemption

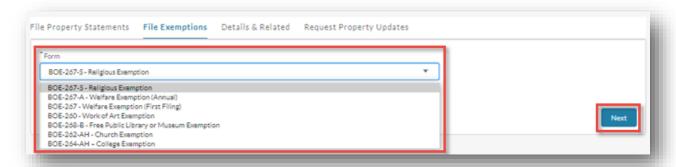
1. On the Community Portal Home page, the Taxpayer clicks the BPP *Property Name* for which an exemption needs to be filed.



2. The Taxpayer clicks the File Exemptions tab.



3. The Taxpayer selects an exemption type and clicks the *Next* button.



4. The below table summarizes the various sections for each type of exemption form. Once the form is selected, the first page displayed contains the *Instructions* for the form. The Taxpayer reads the instructions to determine all requirements to file the needed exemption.

#	Form Name	Sections of the Form	Conditions for Submission
1	BOE-267-S - Religious Exemption	Instructions Filing Years Applicant Info Property Info Use of Property Contact Info Certification	The Instructions section explains all of the requirements and conditions for filing this exemption. The <i>Submit</i> button on the <i>Certification</i> page does not appear if these conditions are not met:  • On the <i>Use of Property</i> page, question #7: <i>Is there a sanctuary (church) on or adjacent to this property?</i> • On the <i>Use of Property</i> page, question #9: <i>Are bingo games being operated on this property?</i>
2	BOE-267-A- Welfare Exemption (Annual)	Instructions Filing Info Property Info	The <b>Submit</b> button on the <b>Certification</b> page does not appear if these conditions are not met:

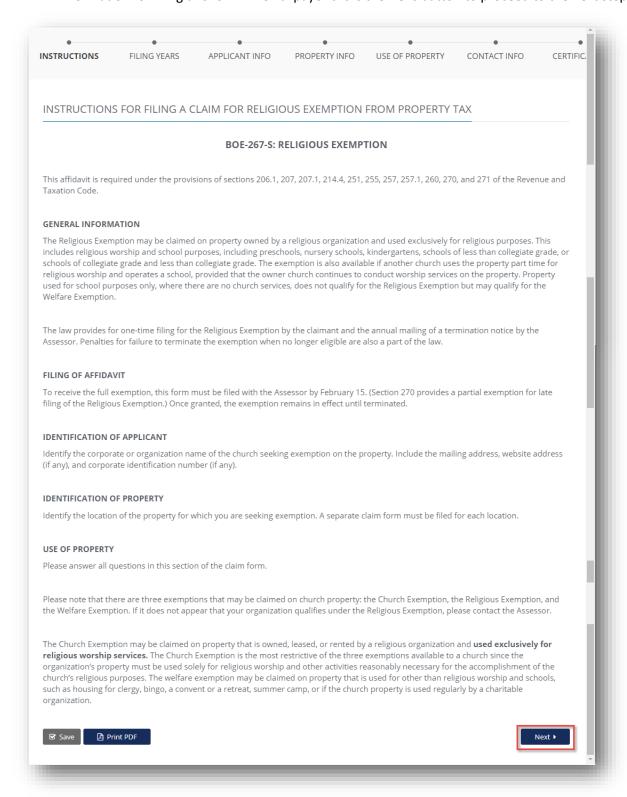
#	Form Name	Sections of the Form	Conditions for Submission
		Exemption Info (P.1) Exemption Info (P.2) Contact Info Certification	On the Exemption Info (P.2) page, question #5: Is any portion of the property used for living quarters (other than transitional or emergency shelter, low-income housing or housing for the elderly or handicapped listed under questions 6 or 7)?
			<ul> <li>On the Exemption Info (P.2) page, question #6: Is this property used as low-income housing?</li> <li>On the Exemption Info (P.2) page, question #7: Is this property used as a</li> </ul>
			housing for the elderly or handicapped?
			On the Exemption Info (P.2) page, question #8: Do other persons or organizations use any of this property?
			On the Exemption Info (P.2) page, question #9: Did this or any portion of this property generate taxable "unrelated business taxable income," as defined in section 512 of the Internal Revenue Code?
			On the Exemption Info (P.2) page, question #10: Have the organization's income and/or expenses increased by more than 25 percent since last year?
3	BOE-267- Welfare Exemption (First Filing)	Instructions Filing Info Property Identification Property Type(s) Use of Property Exemption Info Contact Info Certification	The <i>Submit</i> button on the <i>Certification</i> page does not appear if these conditions are not met:  • On the <i>Filing Info</i> page, question: <i>Filed For OCC With The Board?</i>
			Please refer to the <i>Instructions</i> page to see all requirements for this exemption.
4	BOE-260 - Work of Art Exemption	Instructions Filing Year Claimant Info Work of Art Info	N/A

#	Form Name	Sections of the Form	Conditions for Submission
		Certification Director Certification	
5	BOE-268-B - Free Public Library or Museum Exemption	Filing Info Addresses Exemption Info Attachments Owned Property Contact Info Certification	Please refer to the <i>Instructions</i> page to see all requirements for this exemption
6	BOE-262-AH - Church Exemption	Filing Info Addresses Church Info (P.1) Church Info (P.2) Contact Info Certification	<ul> <li>The Submit button on the Certification page does not appear if these conditions are not met:</li> <li>On the Church Info (P.1) page, question #6: School or Day Care Operated at this Location?</li> <li>On the Church Info (P.2) page, question #9: Are bingo games being operated on this property?</li> <li>On the Church Info (P.2) page, question #10: Is any portion of this property being used for living quarters for any person?</li> </ul>
7	BOE-264-AH - College Exemption	Filing Info Addresses Property Info (P.1) Property Info (P.2) Attachments Certification	Please refer to the <i>Instructions</i> page to see all requirements for this exemption

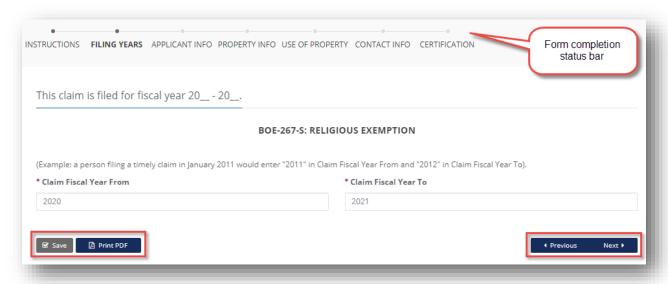
5. The Taxpayer navigates to the form. The Taxpayer reads the *Instructions* and completes the various sections of the form. The Taxpayer must provide information marked with a red asterisk (\*) before proceeding to the next step. On each page of the forms, the Taxpayer can click the *Save* button to save the changes and click the *Print PDF* button to print the form in PDF format. The Taxpayer can also return to the previous page of the form by clicking the *Previous* button. When all required fields are entered in the current page of the form, the Taxpayer clicks the *Next* button to proceed to the next page. *Note*: Navigating to a different section by clicking on the section in the status bar does not save the contents. The Taxpayer must click the *Save* button to actually save the contents entered so far.

Below are examples of the Religious Exemption form pages.

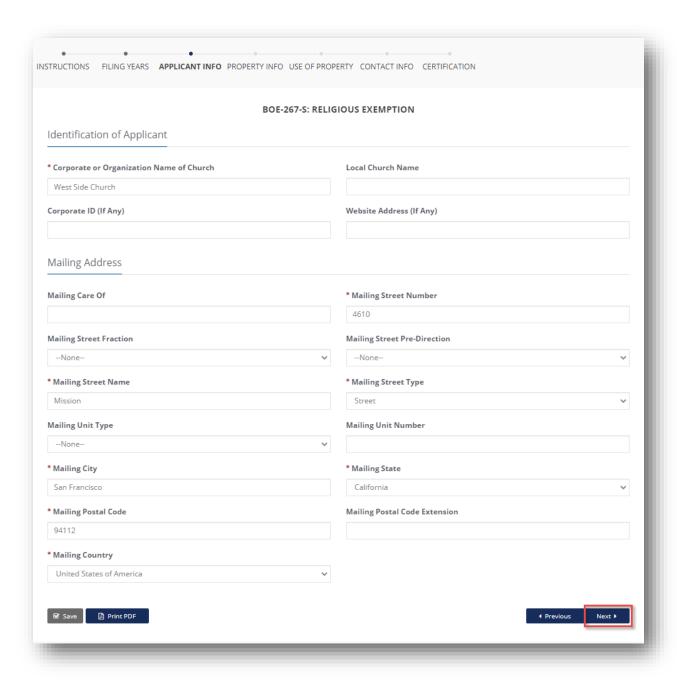
6. *Instructions*: Upon selecting *BOE-267-S - Religious Exemption*, the *Instructions* for filing this form are displayed. The Taxpayer reads all of the instructions to understand the required information for filing this form. The Taxpayer clicks the *Next* button to proceed to the next step.



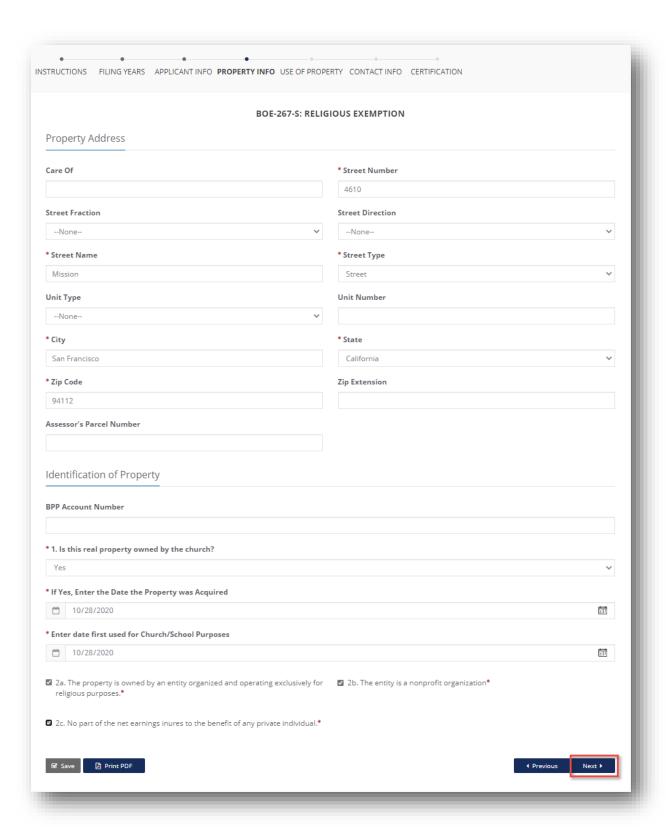
7. **Filing Years**: The Taxpayer provides information marked with a red asterisk (\*). The Taxpayer can click the **Save** button to save the changes and click the **Print PDF** button to print the form in PDF format. The Taxpayer can also return to the previous page of the form by clicking the **Previous** button. When all required fields are entered in the current page of the form, the Taxpayer clicks the **Next** button to proceed to the next page.



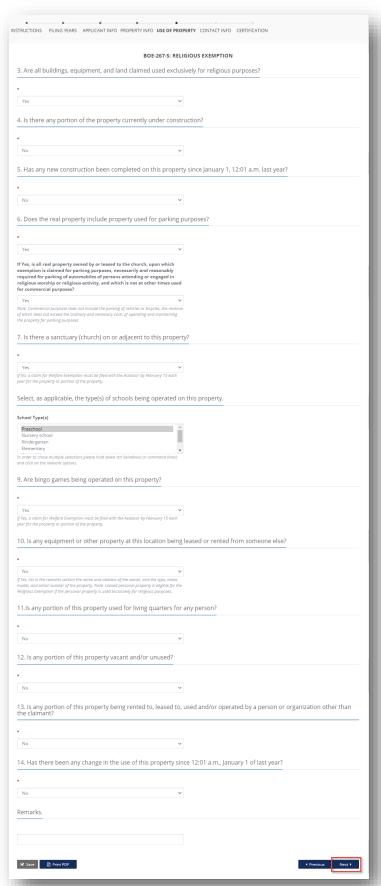
8. **Applicant Info**: The Taxpayer provides information marked with a red asterisk (\*), then clicks the **Next** button to proceed to the next page.



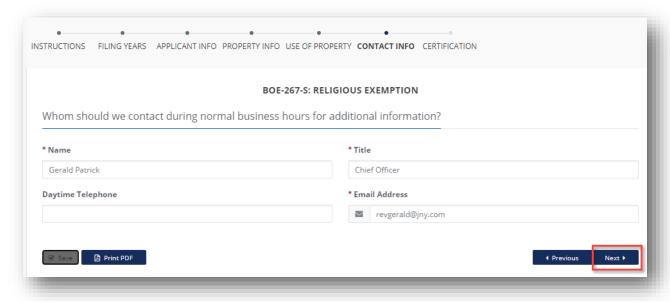
9. **Property Info**: The Taxpayer provides information marked with a red asterisk (\*), then clicks the **Next** button to proceed to the next page.



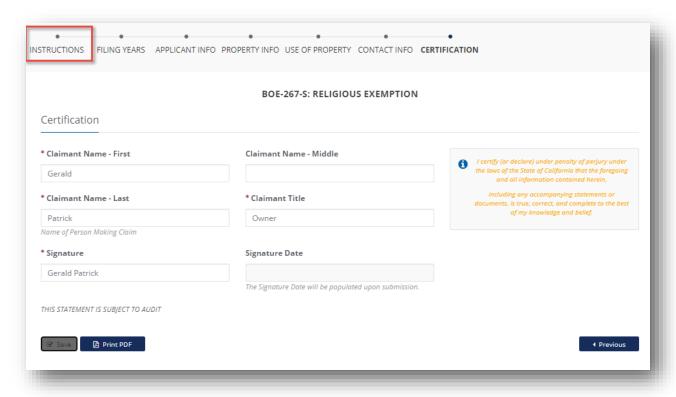
10. *Use of Property*: The Taxpayer provides information marked with a red asterisk (\*). For some of the answers, other required fields are displayed that require entry based on the answer provided. When complete, the Taxpayer clicks the *Next* button to proceed to the next page.



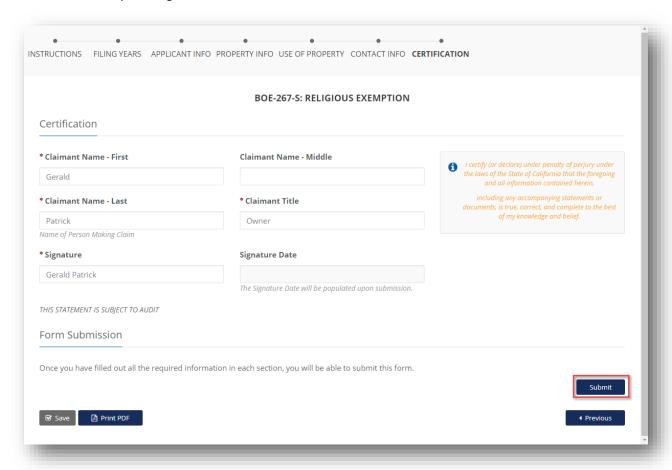
11. **Contact Info**: The Taxpayer provides information marked with a red asterisk (\*), then clicks the **Next** button to proceed to the next page.



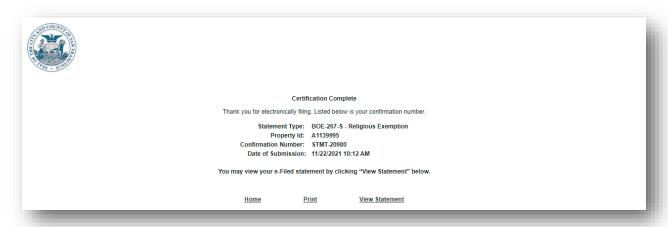
12. **Certification**: The Taxpayer provides information marked with a red asterisk (\*). If the **Submit** button is not available, this indicates that the prerequisite information has not been provided. The Taxpayer can click on the **Instructions** section to review the instructions for all required information needed to file this form.



13. *Certification*: Once all required information has been provided, the Taxpayer signs and submits the form by clicking the *Submit* button.



14. A completion certificate is issued to the Taxpayer. The Taxpayer can click the *View Statement* link to view detailed statement and the *Print* link to print the certificate.



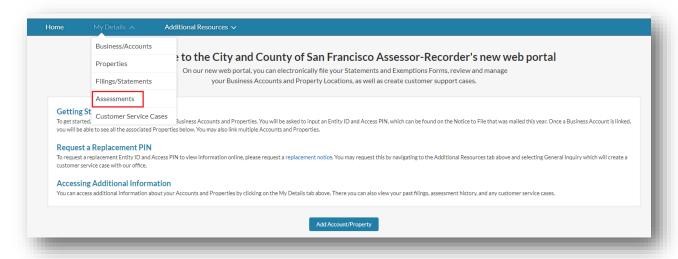
15. The Taxpayer receives an email informing them of their filing along with details related to the statement.



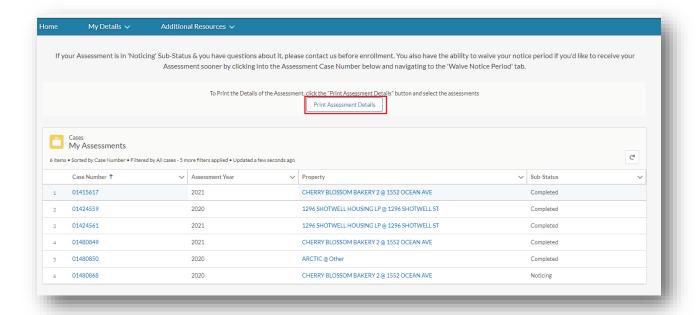
#### Generating a Valuation Report

This section details the process for a taxpayer to generate a Valuation Report.

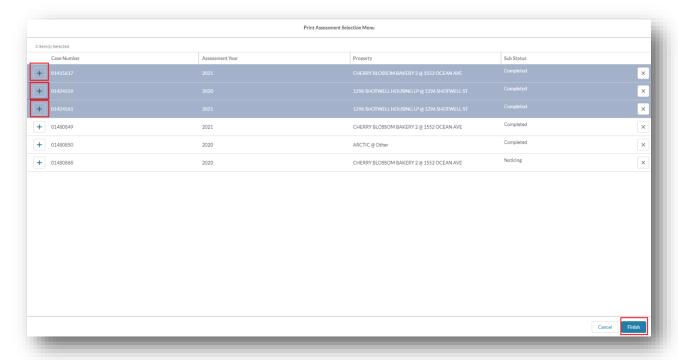
1. The Taxpayer logs into the Community Portal. From the Home Page, the Taxpayer navigates to **Assessments** menu item within the **My Details** menu.



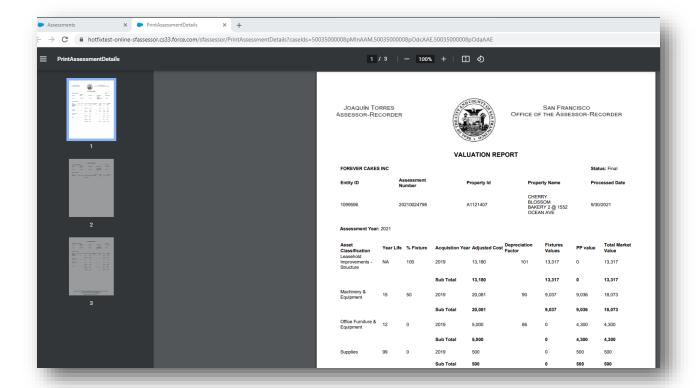
2. The Taxpayer clicks *Print Assessment Details* button.



3. The Taxpayer selects one or more Assessments by clicking the + sign, and then clicks the *Finish* button.



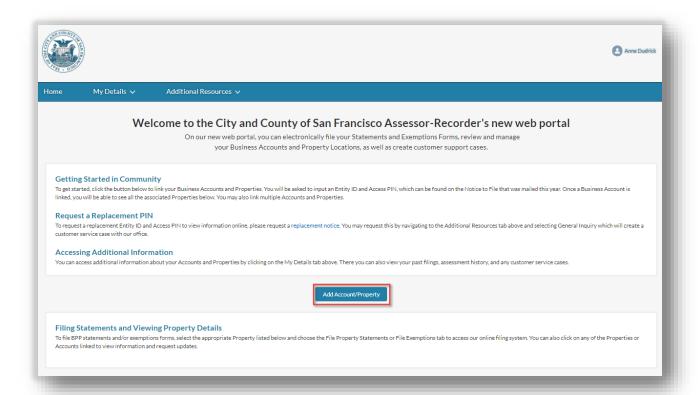
• The SMART System opens up a new tab in the browser with the Valuation Reports generated as PDF files.



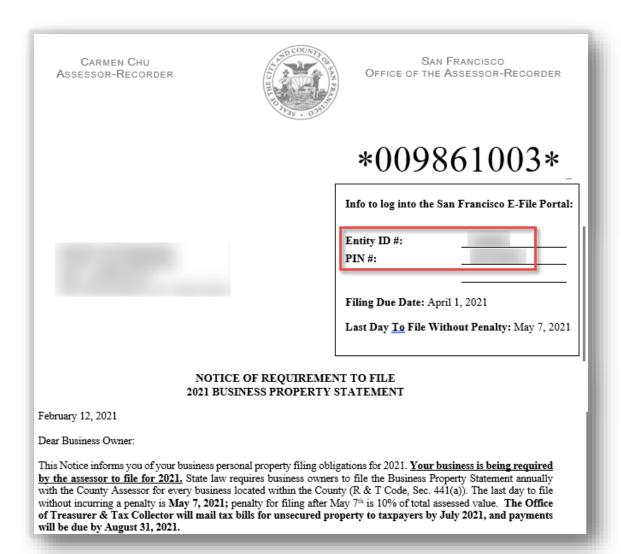
## Claiming Accounts and Properties

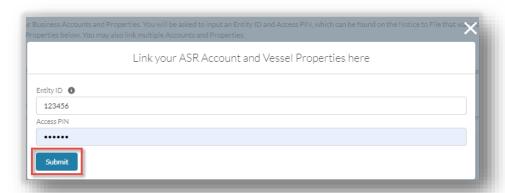
This section details the process for a Taxpayer to claim their Accounts and Properties in order to manage and electronically file statements for them.

1. On the Community Portal Home page, the Taxpayer clicks the *Add Account/Property* button to add Accounts and Properties to their portal.

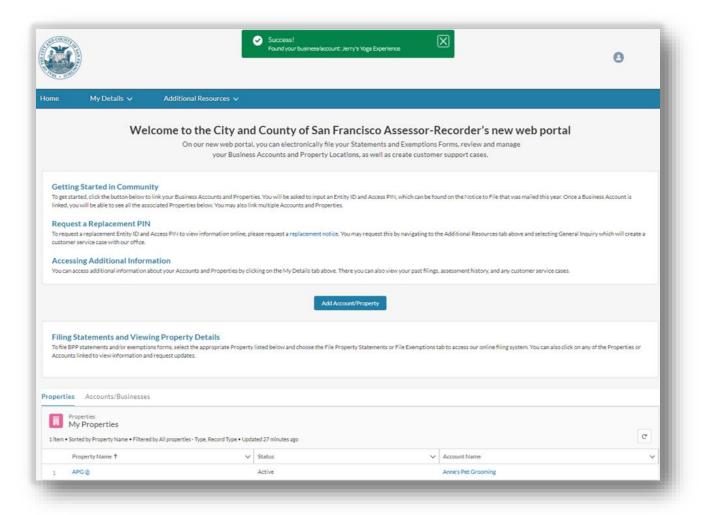


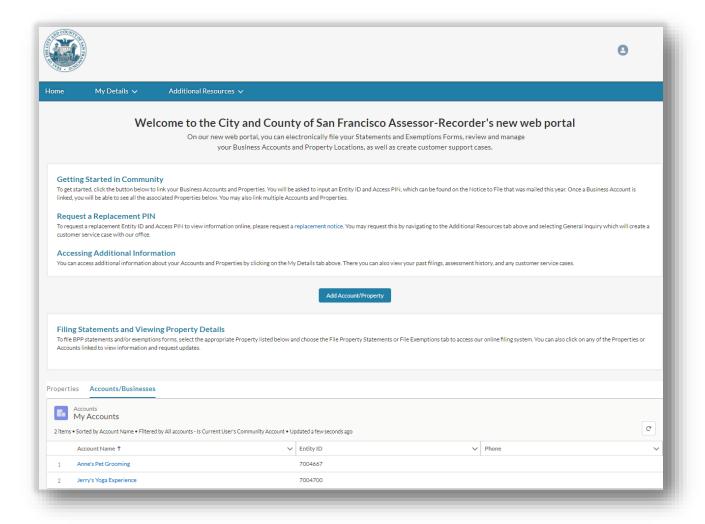
2. The Taxpayer enters the *Entity ID*, *Access PIN* and clicks the *Submit* button. These details are included in the annual *Notice to File*. An Entity ID is provided for the Account that the Taxpayer can use to link an Account on the Community Portal.





3. Once the Account has been successfully linked, the Taxpayer can view the Property and Account /Business.

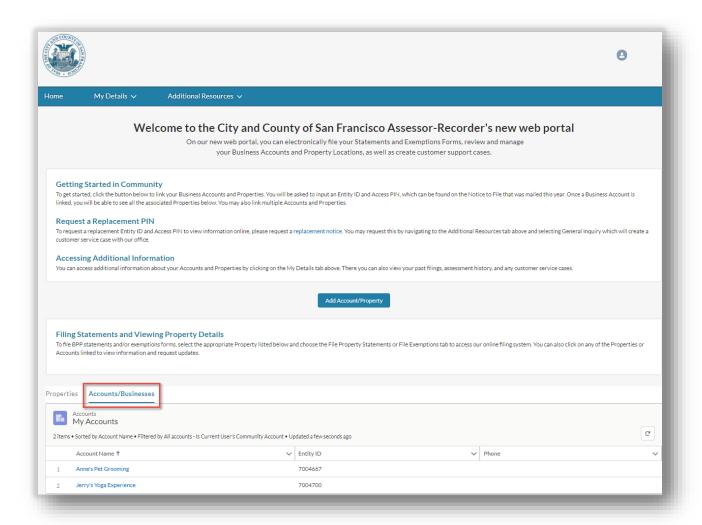




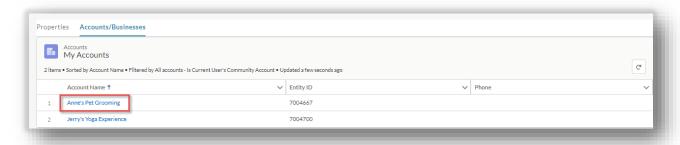
# **Updating Account Information**

This section details the process for a Taxpayer to update information for their account in the Community Portal.

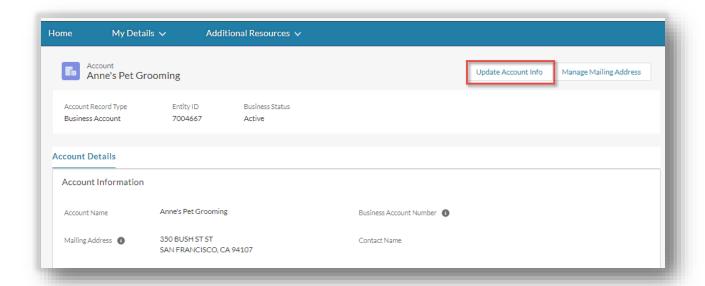
1. On the Community Portal Home page, the Taxpayer clicks the *Accounts/Businesses* tab.



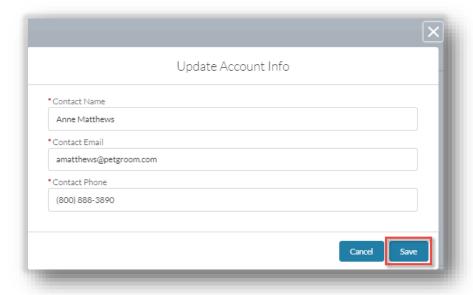
2. Under *My Accounts*, the Taxpayer clicks the Account that needs to be updated.



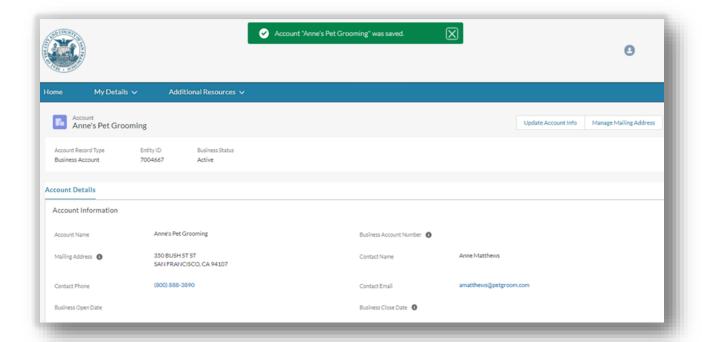
3. The Taxpayer clicks the *Update Account Info* button to update relevant information.



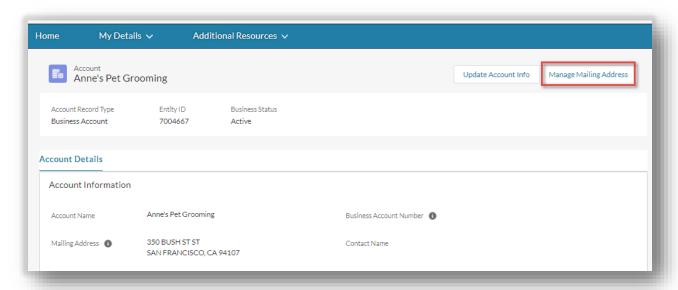
4. In Update Account Info, the Taxpayer can provide updated information and click the *Save* button.



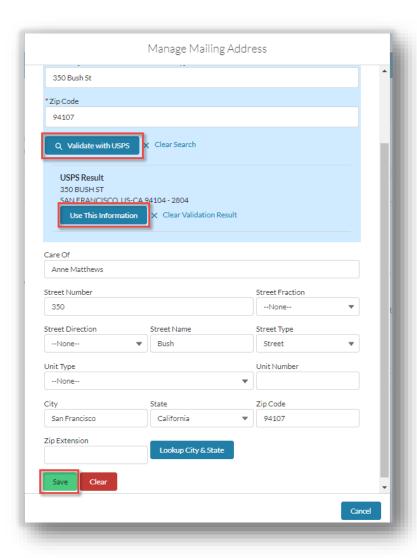
5. The most up-to-date information is now available in the Community Portal.



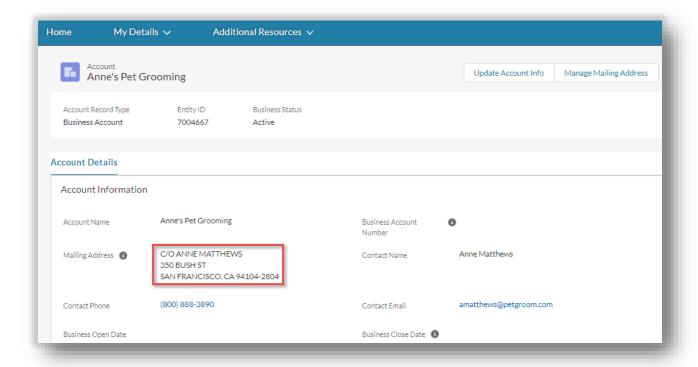
6. The Taxpayer can update mailing address associated with the Account by clicking the *Manage Mailing Address* button.



7. The Taxpayer enters a new Address and Zip Code and enters <Tab> key which enables Validate with USPS. The Taxpayer clicks the Validate with USPS button. If the address provided is valid, it displays. The Taxpayer clicks the Use This Information button to assign the provided USPS address to the account, then clicks the Save button.



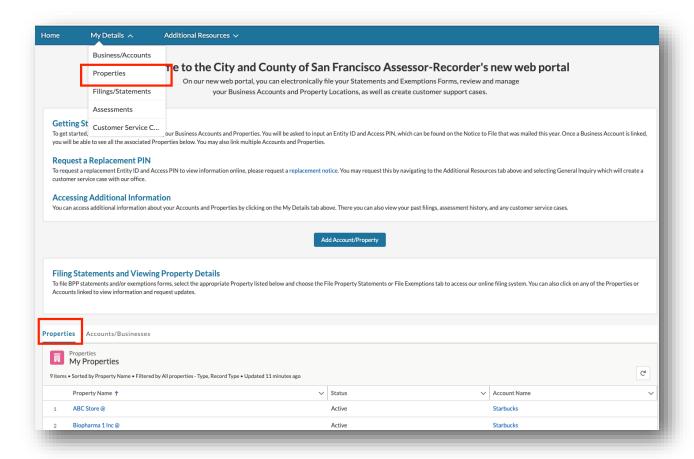
8. The updated information is reflected on the Community Portal.



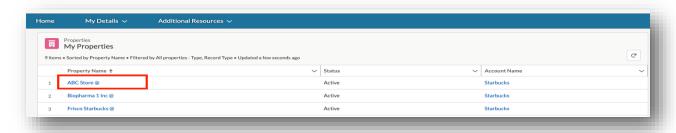
# **Requesting Property Updates**

This section details the process of how a Taxpayer can create a Customer Service Case in the Community Portal to report updates to information on their business property.

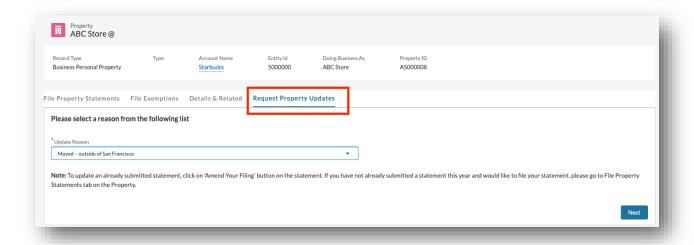
1. The Taxpayer can navigate to the list of properties by clicking the *Properties* tab on the Home page or by selecting *Properties* under *My Details* section in the menu bar.



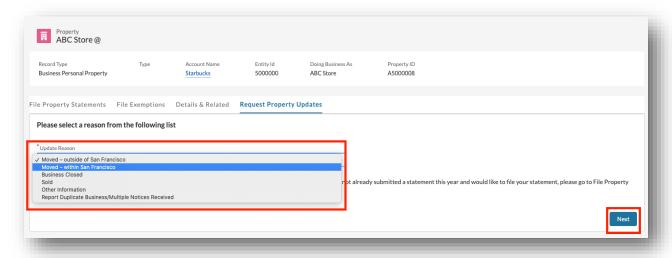
2. The Taxpayer selects the business Property that needs to be updated from the list of Properties by clicking the Property Name.



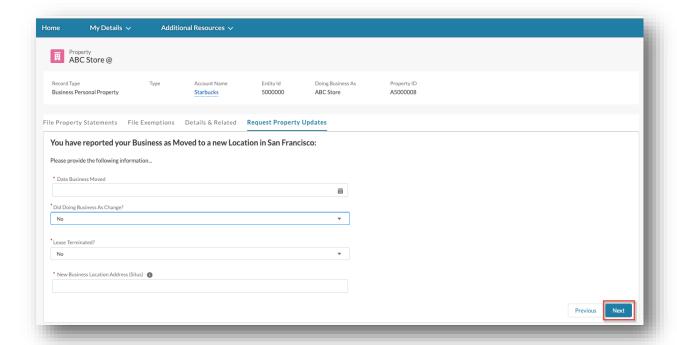
3. The Taxpayer can click the *Request Property Updates* tab to update business information, provide associated information, and create a new customer service case.



4. Taxpayer selects the reason for update and clicks the *Next* button to continue.



5. Taxpayer enters required information on the next screen, with fields displayed depending on the Update Reason selected on the prior screen. The Taxpayer can use the *Previous* button to change the Update Reason. All fields marked with a red asterisk (\*) are required.

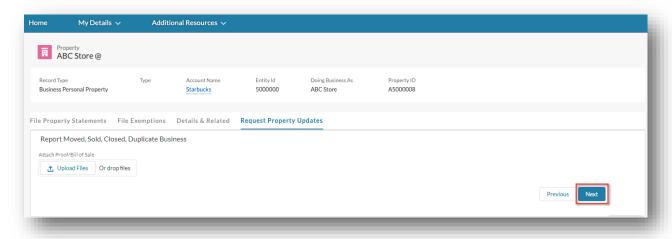


The following information is needed based on the type of action the Taxpayer takes:

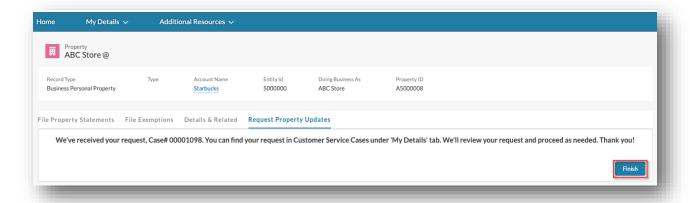
Update Reason	Information Needed	Mandatory Information
Business Closed	Date Business Closed	Yes
	Lease Terminated?	Yes
	Lease Termination Date	Conditional – required if <i>Lease Terminated?</i> is Yes
	Property ID	Yes
Report Duplicate Business/Multiple Notices Received	Doing Business As	Yes
	Location Address	Yes
	Other Information	No
Moved - outside of San Francisco	Date Business Moved	Yes
	Lease Terminated?	Yes
	Lease Termination Date	Conditional - required if <i>Lease Terminated?</i> is Yes
Moved - within San Francisco	Date Business Moved	Yes
	Did Doing Business As Change?	Yes
	New Doing Business As Name	Conditional - required if <i>Did Doing Business As Change?</i> is Yes
	Lease Terminated?	Yes

Update Reason	Information Needed	Mandatory Information
	Lease Termination Date	Conditional - required if <i>Lease Terminated?</i> is Yes
	New Business Location Address (Situs)	Yes
Other Information	Subject	Yes
Other information	Description	No
	Date Business Sold	Yes
	New Owner/Entity	No
	Lease Terminated?	Yes
Sold	Lease Termination Date	Conditional - required if <i>Lease Terminated?</i> is Yes
	New Owner Contact Name	No
	New Owner Mailing Address	No
	New Owner Phone	No
	New Owner E-mail	No

6. The Taxpayer can upload a file if necessary and click the *Next* button to submit the request.



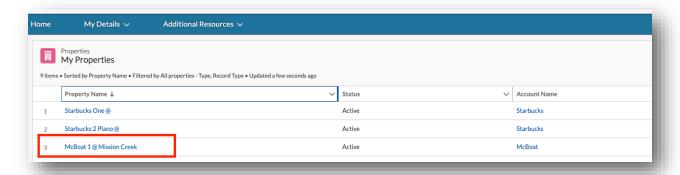
7. The Taxpayer receives a message with the *Case* number upon submission. The user clicks the *Finish* button to close the message.



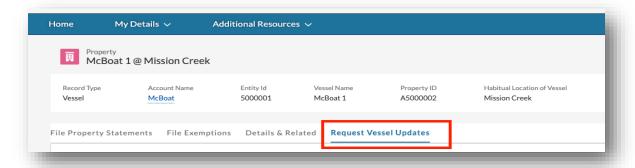
### Requesting Vessel Updates

This section details the process of how a Taxpayer can create a Customer Service Case in the Community Portal to report updates to information on their vessel property.

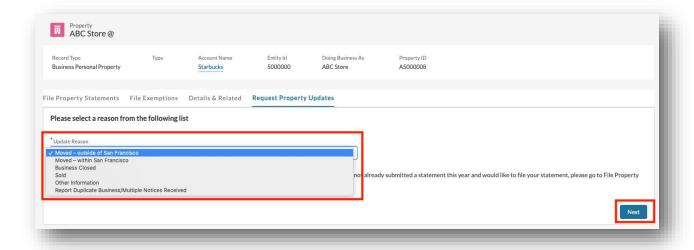
1. The Taxpayer selects the vessel property from the list of *My Properties* by clicking the vessel Property Name.



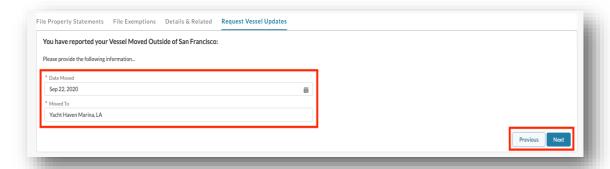
2. The Taxpayer clicks the *Request Vessel Updates* link to update the vessel information, provide associated information, and create a Customer Service Case.



3. The Taxpayer selects the reason for update and clicks the *Next* button to continue.



4. Taxpayer enters required information on the next screen, with fields displayed depending on the Update Reason selected on the prior screen. The Taxpayer can use the *Previous* button to change the Update Reason. All fields marked with a red asterisk (\*) are required.

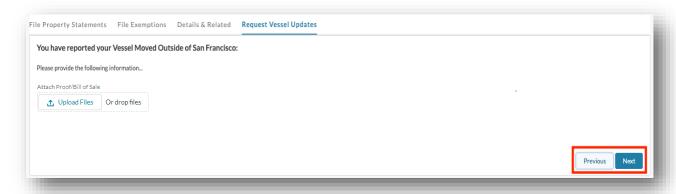


The following information is needed based on the type of action the Taxpayer takes:

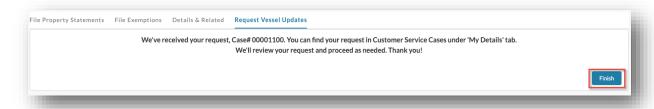
Update Reason	Information Needed	Mandatory Information
Vessel Moved – outside of San Francisco	Date Moved	Yes
	Moved To	Yes
Vessel Moved – within San Francisco	Date Moved	Yes
	Moved To	Yes
	Other Marina	Yes
	Slip Number	No
	Date Inoperable?	Yes
Vessel Inoperable	Reason Inoperable	Yes
	Attach Proof/Bill of Sale	Yes

Update Reason	Information Needed	Mandatory Information
Vessel Sold	Date Sold	Yes
	Attach Proof/Bill of Sale	Yes
Other Information	Other Information	Yes
Report Duplicate	Property ID	Yes
Vessel/Multiple Notices	Vessel Name	Yes
Received	Location Address	Yes

5. The Taxpayer can upload a file if necessary and click the *Next* button to submit the request.



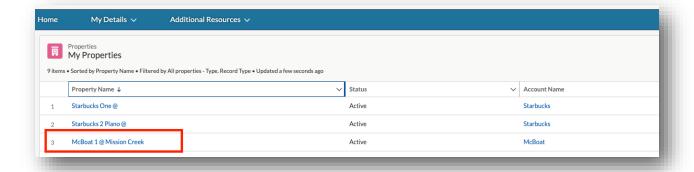
6. The Taxpayer receives a message with the new Customer Service Case number upon submission and clicks the *Finish* button to acknowledge the message.



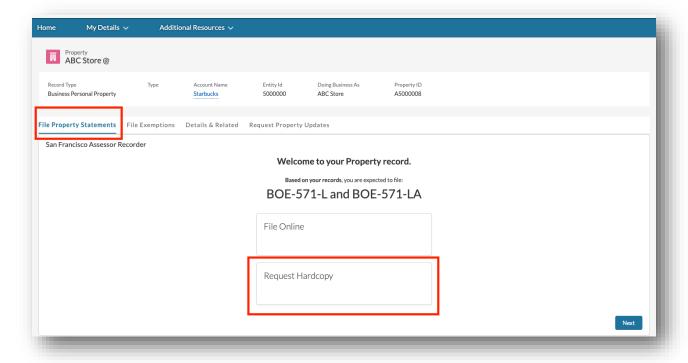
# Requesting Prepopulated Hard Copy Statement

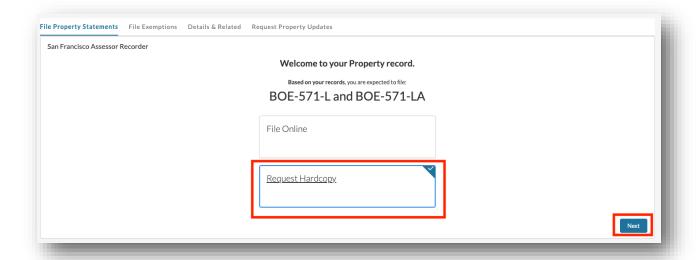
The Taxpayer can request a prepopulated hard copy of their statement via the Community Portal.

- 1. The Taxpayer can navigate to the Property for which they would like to request the prepopulated hard copy statement by either clicking the *Properties* tab on the Home page or by clicking the *My Details* link in the global menu bar and then *Properties*.
- 2. The Taxpayer can click the *Property Name* from the list of the properties.

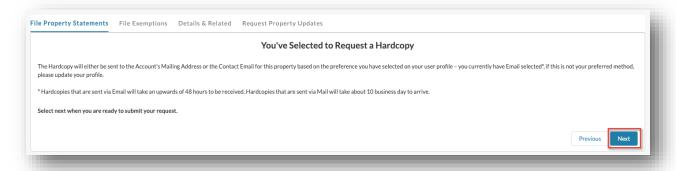


3. The Taxpayer navigates to the *File Property Statements* tab and clicks the *Request Hard copy* button.

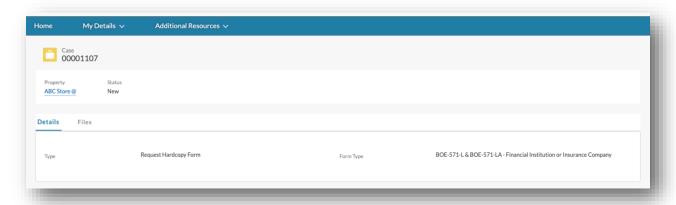




4. The Taxpayer clicks the *Next* button to create a Customer Service case.



5. Upon completion, the Taxpayer is routed to the *Case* details, which displays that the request has been made.



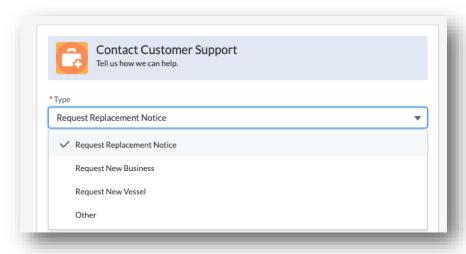
### Creating a New Customer Case

This section details the process of how a Taxpayer can create a Customer Service Case for a replacement notice, to add a new business location, to add a new vessel or to make other requests via the Community Portal.

1. The Taxpayer can navigate to the *General Inquiry* menu item listed under *Additional Resources* in the menu bar.



- 2. The Taxpayer selects the *Type* of the request by choosing from the following options:
  - Request Replacement Notice to request a Replacement notice for an Account/Business
  - Request New Business to add a new business
  - Request New Vessel to add a new vessel
  - Other for any other inquiry

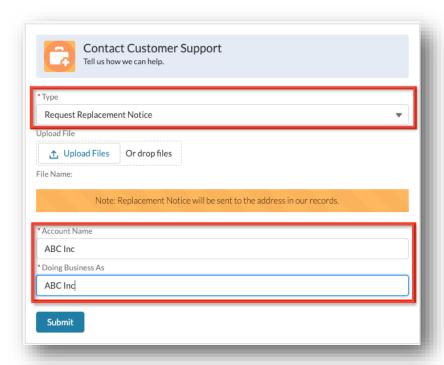


The following information is needed based on the *Type* chosen:

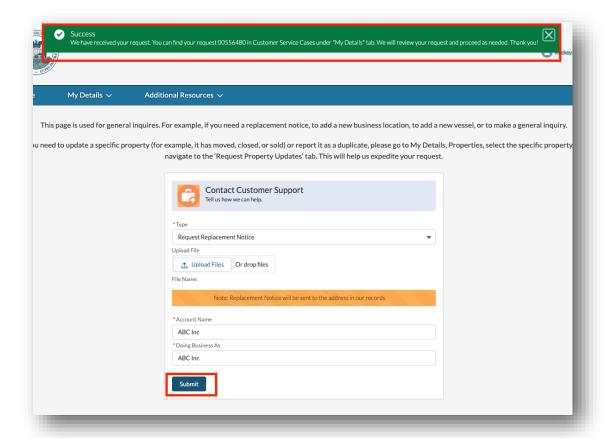
Туре	Information Needed	Mandatory Information
Request Replacement Notice	Account Name	Yes
	Doing Business As	Yes
Request New Business	Business Owner	Yes

Туре	Information Needed	Mandatory Information
	Doing Business As	Yes
	Business Location Start Date	Yes
	New Business Location Address	Yes
	Owner	Yes
	Vessel Name	Yes
	Vessel ID Type	Yes
Request New Vessel	Vessel ID	Yes
nequest new vesser	Location of Vessel	Yes
	Fish & Game Boat Number	No
	Date Vessel Moved into San Francisco	Yes
Other	N/A	

3. The Taxpayer provides the required information marked with a red asterisk (\*) based on the fields in the previous table.



4. The Taxpayer clicks the *Submit* button, and new Customer Service Case is created.



# Viewing and Tracking Existing Customer Case

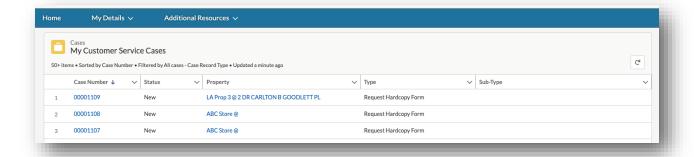
This section details the process of how a Taxpayer can view all existing Customer Service Cases, view specific Case information, and upload a file/document to a Case in the community.

### Viewing All Customer Service Cases

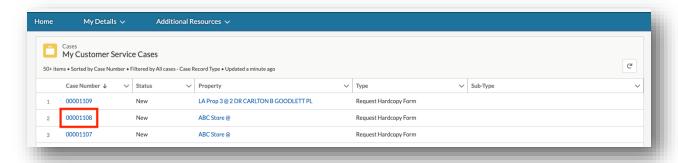
1. The Taxpayer can navigate to *My Details* menu and click the *Customer Service Cases* menu item.



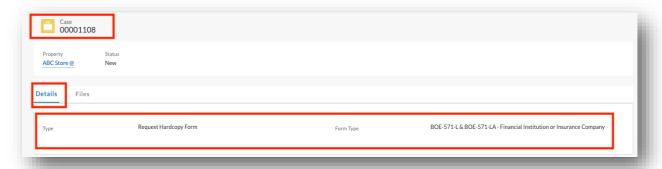
2. The Taxpayer can view all existing *Customer Service Cases*.



3. The Taxpayer can click a specific *Case Number* to see additional information regarding the *Case*.



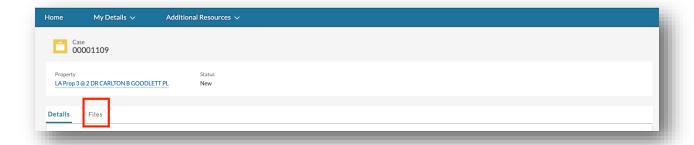
4. The Taxpayer can navigate to the *Details* tab to view the Customer Service Case information.



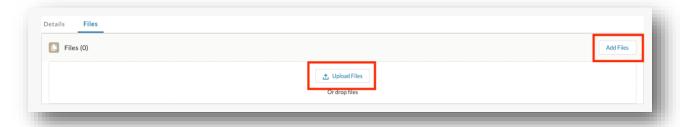
# Uploading a File/Document to a Case

The Taxpayer can upload a file/document related to a case.

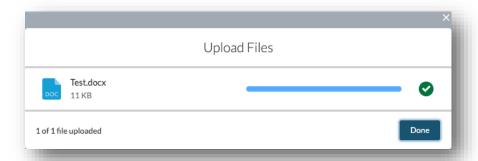
1. The Taxpayer can navigate to a specific *Case* and click the *Files* tab.



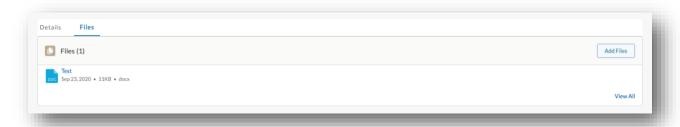
2. The Taxpayer can click the *Upload Files* or *Add Files* button to upload a document/file.



3. The Taxpayer can pick a file from their computer and attach to the *Case*. Once the file is uploaded, the user clicks the *Done* button.



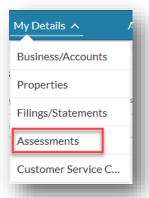
4. The Taxpayer can view the file that was uploaded.



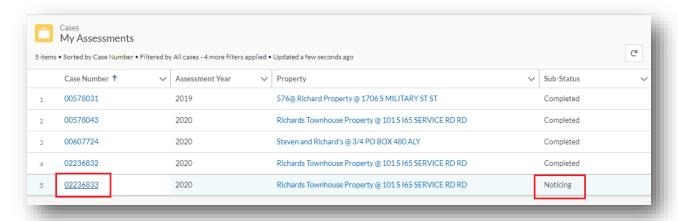
# Waiving Noticing Period for Assessments

The Taxpayer can request to have the Notice Period waived using the Community Portal.

1. The Taxpayer can navigate to My Details menu and click the Assessments menu item.



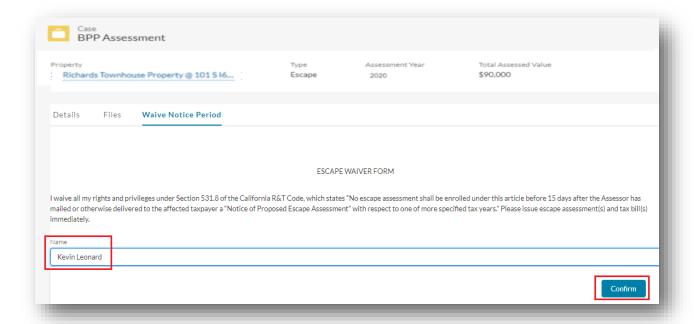
2. The Taxpayer clicks an assessment *Case Number* for which the noticing period needs to be waived.



3. The Taxpayer clicks the Waive Notice Period tab.



4. The Taxpayer reviews the waiver rights details, signs the waiver form by entering *Name* and clicks the *Confirm* button.



5. The SMART system displays a Success message.

