



Office of Property Assessment

OPA Tutorials - Property Inquiry

How to Submit a Property Inquiry

Table of Contents:

- 1. How to Search a Property for Inquiry**
 - Step 1: Search a Property for Inquiry
 - Step 2: Property Search Result

- 2. How to Enter the Inquiry Reason & Contact Information**
 - Step 1: Entering Inquiry Reason
 - Step 2: Entering Contact Information
 - Step 3: Proceed to Review Page

- 3. How to Review Your Entry**
 - Step 1: Review Your Entry
 - Step 2: Submit Inquiry

- 4. How to Confirm Your Inquiry**
 - Step 1: Confirmation
 - Step 2 (Optional): Print Out Your Property Inquiry
 - Step 3 (Optional): Submit More Inquiries

- 5. How to Submit an Inquiry for Property Not Found**
 - Step 1: Property Search Result - Unsuccessful Case
 - Step 2: Entering the Information of the Property Not Found
 - Step 3: Entering Inquiry Reason



Office of Property Assessment

OPA Tutorials - Property Inquiry

1. How to Search a Property for Inquiry

Step 1: Search a Property for Inquiry

Select the search method and enter the requested information in the text box(s) to begin a property search.

Please see the **OPA Tutorials - Property Search** on how to search a property.

Search by Address

Address: * Unit Number:

Search Tips:
Type the house number and street name into the Address Box. If you do not know the Address and know the building name, you may enter it in the Address Box.

*** Unit Number:**
For a condominium with a unit number you are certain of (e.g., "200 Locust St. Unit 2AN"), enter the **2AN** unit number in the Unit Number box. If you are uncertain of the unit number, leave it blank. Click Search once.

[? Help - How to Initiate a Search by Address](#)

Step 2: Property Search Result

If you have successfully located a property, the following screen appears:

Property Account Information		
*Select OPA Account Number to view details of the property account.		
OPA Account #:	Owner(s) Name:	Property Address:
883309000	SEPTA	1234 MARKET ST
Owner's Mailing Address:		
Name:	C/O GERARD MAIER DIR OF R E	
Address 1:	10TH FL	
Address 2:		
Street Name:	1234 MARKET ST	
City:	PHILADELPHIA	State: PA Zip Code: 19107
Do you want to submit an inquiry for the above property?		
<p>*Important* Your valid E-Mail address is required to submit an inquiry online. If you are unable to provide a valid E-Mail address, you may establish an email address by going to Yahoo.com or Hotmail.com. You may also contact the OPA by Phone or FAX.</p>		
<input type="button" value="Return to Property Search"/>		<input type="button" value="Yes, Proceed to Property Inquiry"/>

Please review the **"Property Account Information"** carefully to make sure it is the correct property that you are inquiring about. You may also click the underlined link below the **"OPA Account #"** label to view property details in a pop-up window. Click **"Yes, Proceed to Property Inquiry"** to access the inquiry form. If you want to search for a different property, click **"Return to Property Search"** to return to Step 1.

© 2010 Office of Property Assessment. All Rights Reserved.

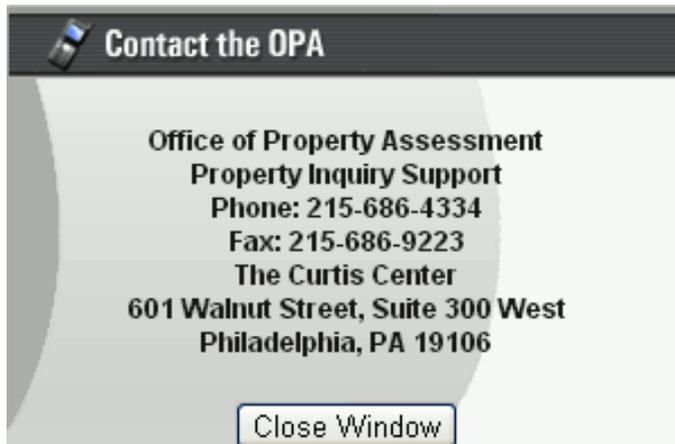


Office of Property Assessment

OPA Tutorials - Property Inquiry

Note: You need to provide a valid E-Mail address to submit your inquiry online.

If you do not want to provide an E-Mail address, click the underlined link "[contact the OPA by Phone or FAX](#)". A pop-up window will appear to provide you with options to contact the OPA by Phone or Fax:





Office of Property Assessment

OPA Tutorials - Property Inquiry

2. How to Enter the Inquiry Reason & Contact Information

Step 1: Entering Inquiry Reason

Select your "**Inquiry Reason**" from the drop-down menu. This is required. Choose "**Other**" if you do not see your reason for contacting the OPA in the pull down menu.

The screenshot shows a web form with a section titled "Inquiry Reason". On the left, there are labels for "Please select the inquiry reason:" and "Please enter a detailed description of your inquiry:", both marked as "*Required". Below these are labels for "Who is submitting the Property Inquiry?:" (Name, E-Mail Address, Daytime Phone Number, FAX Number), all marked as "*Required". The main part of the form is a dropdown menu with a list of options: Abatement - Question on a submitted abatement application, Abatement - Question on an abatement decision, Abatement - Question on an ongoing or existing abatement, Appeal - Question on a submitted appeal, Appeal - Question on an appeal decision, Building not reflected on OPA record, Catastrophic Loss - Question on a submitted application, Catastrophic Loss - Question on an application decision, Catastrophic Loss - Question on an ongoing or existing approval, Change off-property mailing address information, Consolidation - Request for new addresses & OPA account numbers, Disabled Veterans - Implementing an exemption, Discrepancy in property characteristics, Non-Profit Exemption - Question on a submitted exemption application, Non-Profit Exemption - Question on an exemption decision, Non-Profit Exemption - Question on an ongoing or existing exemption, Not able to find property using website, Ownership information is different or has changed, and Property value is higher than similar properties in the neighborhood. A red box highlights the dropdown menu.

Then enter a "**detailed description**" of your inquiry reason into the text box. This is required. Please explain your inquiry in detail. You have unlimited space to do so.

The screenshot shows the same web form as above, but with the dropdown menu set to "Appeal - Question on an appeal decision". A red box highlights the text input area below the dropdown, which contains the placeholder text "Enter a detailed description here.".



Office of Property Assessment

OPA Tutorials - Property Inquiry

Step 2: Entering Contact Information

Specify "who is submitting the Property Inquiry". You may choose from "Owner", "Agent" or "Other":

Who is submitting the Property Inquiry?: *Required	<input checked="" type="radio"/> Owner <input type="radio"/> Agent <input type="radio"/> Other
--	--

Then enter the information of a contact person. If you are an "Owner" submitting the inquiry, you are required to provide your **Name**, valid **E-Mail Address** and a 10 digit **Daytime Phone Number**. A **Fax Number** is optional:

Name: *Required	<input type="text"/>
E-Mail Address: *Required	<input type="text"/>
Daytime Phone Number: *Required	<input type="text"/>
FAX Number:	<input type="text"/>

If you are an "Agent" or "Other" submitting the inquiry, you are required to provide your **Name**, **Mailing Address** includes Address 1 and 2(Optional), City, State and Zip, a valid **E-Mail Address** and 10digit **Daytime Phone Number**. A **Fax Number** is optional:

Name: *Required	<input type="text"/>
Mailing Address: *Required	Address 1: <input type="text"/>
	Address 2: <input type="text"/>
	City: <input type="text"/> State: <input type="text" value="Pennsylvania"/> Zip: <input type="text"/>
E-Mail Address: *Required	<input type="text"/>
Daytime Phone Number: *Required	<input type="text"/>
FAX Number:	<input type="text"/>



Office of Property Assessment

OPA Tutorials - Property Inquiry

Step 3: Proceed to Review Page

After filling in all required information, click the "**Review Your Entry**" button at the bottom of the page. You will be able to review your form before submitting online:



Note: Error Message - If you have left a "***Required**" field blank, or you have entered information in an incorrect format, you will receive a warning message similar to the one below:



Read the error message carefully. Click the "**OK**" button and proceed to fill in or correct the fields listed.



Office of Property Assessment

OPA Tutorials - Property Inquiry

3. How to Review Your Entry

Step 1: Review Your Entry

On this page, you are able to review the information you have typed in to a previous page. Take a moment to make sure the information you have typed is correct, before submitting the inquiry.

Property Account Information			
*Select OPA Account Number to view details of the property account.			
OPA Account #:	Owner(s) Name:	Property Address:	
883309000	SEPTA	1234 MARKET ST	
Owner's Mailing Address:			
Name:	C/O GERARD MAIER DIR OF R E		
Address 1:	10TH FL		
Address 2:			
Street Name:	1234 MARKET ST		
City:	PHILADELPHIA	State:	PA
		Zip Code:	19107
» Review Inquiry Reason			
Inquiry reason:	Building not reflected on Office of Property Assessment record		
Detailed description of your inquiry:	tutorial		
» Review Owner Contact Information			
Name:	tutorial		
E-Mail Address:	tutorial@tutorial.gov		
Daytime Phone Number:	111-111-1111		
FAX Number:			
Are you ready to submit the inquiry?			
<input type="button" value="Submit"/> <input type="button" value="Edit"/>			
<input type="button" value="Cancel"/>			

Note: If you have found the information that you would like to correct, click "**Edit**" to return to the previous page to edit. Your entries have been saved and do not need to be re-entered a second time.





Office of Property Assessment

OPA Tutorials - Property Inquiry

Step 2: Submit Inquiry

After you have reviewed the inquiry form and there are no corrections, you are ready to submit your inquiry. Click the "**Submit**" button. You will receive a confirmation number on the next page.



Note: If you have decided NOT submit the inquiry online, you have an option to withdraw your inquiry by clicking the "**Cancel**" button. **No information will be sent to the OPA.**



Office of Property Assessment

OPA Tutorials - Property Inquiry

4. How to Confirm Your Inquiry

Step 1: Confirmation

After a successful submission of your inquiry, you will receive a confirmation number like you see below:

>> **Confirmation**

Your Property Inquiry has been successfully submitted for

OPA Account # [883309000](#)

Property Inquiry-Ticket Number: **11932**

Submitted Date & Time: **9/30/2010 11:29:30 AM**

Please keep a copy of your Property Inquiry-Ticket Number for future reference.
You will be receiving a reply.

If you wish to print your Property Inquiry and
Property Inquiry-Ticket Number together :

Keep the "**Property Inquiry -Ticket Number**" for future reference by printing out the page.

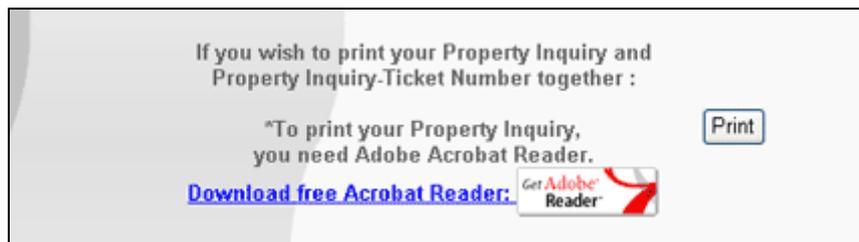


Office of Property Assessment

OPA Tutorials - Property Inquiry

Step 2 (Optional): Print Out Your Property Inquiry

If you have **Adobe Reader** installed on your computer, you are able to print out your Inquiry and confirmation together on one page. If you are certain that you have **Adobe Reader** installed on your computer, click "**Print**" to automatically generate the page in a new window for optional printing.



Note: You may download the free [Adobe Reader](#) if you do not have one. Click the underlined link "**Download free Adobe Reader**" to visit the website and follow the download instruction on the page.

Step 3 (Optional): Submit More Inquiries

If you would like to submit more Property Inquiries, you may do so by clicking one of the buttons as you see on the bottom of a confirmation page:



1. "**Submit another inquiry for this property**" - You are able to submit an inquiry for the same property that you just have submitted.
2. "**Submit an inquiry about a different property**" - You will return to the Property Search page to search and to submit another property inquiry.

If you would like to end your property inquiry search, click "**Return to the OPA Home**" to return to the OPA Home page, or just simply close your browser window.



Office of Property Assessment

OPA Tutorials - Property Inquiry

5. How to Submit an Inquiry for Property Not Found

Step 1: Property Search Result - Unsuccessful Case

If your search was unsuccessful, you will receive the custom error message (*See the custom error messages on "[OPA Tutorials: Property Inquiry - How to Search](#)"), and you will receive more options to search:

You can search again or submit a Property Inquiry. To inquire about a property online, a valid E-Mail address is required. If you are unable to provide a valid E-Mail address, you may establish an email address by going to [Yahoo.com](#) or [Hotmail.com](#). You may also [contact the OPA by Phone or FAX](#).

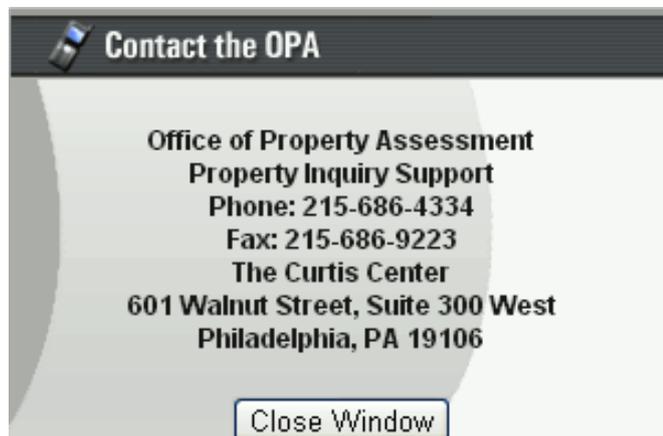
New Search

Property Inquiry

You are still able to submit the inquiry for the property that you are looking for, even if your search did not match the OPA record. Click "**Property Inquiry**" to submit an inquiry for the property that you are looking for, or click "**New Search**" to begin again

Note: You need to provide a valid E-Mail address to submit your inquiry online.

If you do not want to provide an E-Mail address, click the underlined link "**contact the OPA by Phone or FAX**". A pop-up window will appear to provide you with options to contact the OPA by Phone or Fax:





Office of Property Assessment

OPA Tutorials - Property Inquiry

Step 2: Entering the Information of the Property Not Found

Please enter the information of property that you would like to submit an inquiry for, along with the Inquiry Reason and contact Information. Please provide us as much information about the property as you can. A **"Property Address"** is required to submit the inquiry.

Enter the address that you are looking for.
*If you do not know any of the information, please leave them blank.

Owner(s) Name:	Property Address: *Required
<input type="text"/>	<input type="text"/>

Owner's Mailing Address:

Name:	<input type="text"/>				
Address 1:	<input type="text"/>	Address 2:	<input type="text"/>		
Street Name:	<input type="text"/>				
City:	<input type="text"/>	State:	<input type="text"/>	Zip Code:	<input type="text"/>

Step 3: Entering Inquiry Reason

To submit an inquiry for the property not found, select **"Not able to find property using website"** from the inquiry reason drop-down menu; Then enter a detailed description of the reason why you are not able to find the property.

>> Inquiry Reason

Please select the inquiry reason: ***Required**

Not able to find property using website

Please enter a detailed description of your inquiry: ***Required**

Please return to **Step 2** of **"2. How to Enter the Inquiry Reason & Contact Information"** to continue and complete your submission.