

## 2018 E-filing Frequently Asked Questions:

Note: When contacting the Assessor's Office for assistance, please have your **Assessment Number** and **Bin #** on hand.

Q: Where can I find this year's rate tables?

A: The 2018 Rate Tables are located on the Assessor's website at <https://www.sjgov.org/department/assr/forms> or you may request them via email at [assessor@sjgov.org](mailto:assessor@sjgov.org).

Q: The Schedules on my E-file statement are blank or missing prior years' information. Where can I find my previous costs?

A: The cost data is missing from the Schedules on this year's E-file statements due to our software conversion. However the data and asset listing is located on page 4 of the statement in an Excel spreadsheet (which is visible in the .pdf printed statement after you logon). Once we receive and process your statement for this year, your costs will appear once again in next year's statement.

Q: I am having trouble logging in or I misplaced my Bin #. What do I do?

A: Please contact our office at (209) 468-2685 or email us at [assessor@sjgov.org](mailto:assessor@sjgov.org). We will be happy to assist you.

Q: I final filed my statement and then found an error that I need to correct. I am unable to log back in now, what can I do?

A: Please call (209) 468-2685. We can unlock your Bin # or reset it for you.

Q: My business or property is an exempt organization, and I received an e-file statement. Am I still required to file?

A: Yes. According to Revenue and Taxation Code Section 441(a):

Each person owning taxable personal property, other than a manufactured home subject to Part 13 (commencing with Section 5800), having an aggregate cost of one hundred thousand dollars (\$100,000) or more for any assessment year shall file a signed property statement with the assessor. Every person owning personal property that does not require the filing of a property statement or real property shall, upon request of the assessor, file a signed property statement. Failure of the assessor to request or secure the property statement does not render any assessment invalid.

Q: I didn't have to file last year. Why am I required to file this year?

A: There has been a change to your account that has prompted a change in your filing status for this year.

Q: I have no changes to report. Am I still required to file?

A: Yes. However you only need to update page 1 in this circumstance.

Q: I do not own any personal property, but I do lease my land to someone else. Do I need to file?

A: Yes, you are required to report who you lease your land to.

Q: I own no equipment and do not lease my land out, however I have trees, vines or other crops to report. Do I still need to file?

A: Yes. Report zero (0) for equipment.

Q: I need to report costs in Schedule A or Schedule B, but I am unable to find the specific schedules to enter my costs into. What do I do?

A: Just select A or B, enter the information and description. An Auditor will move it to the corresponding schedule when we process your statement.

Q: I am having technical difficulties and wish to paper file. How do I do this?

A: Please contact us at (209) 468-2685 and we will mail you a blank statement and your historical costs.