

# Tax Bill Online Services - Search Tips and Troubleshooting

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## Basic Principles of Data Searches

- If you are unsure of any of the information you are using to search by, don't enter it. Entering fewer items of information will more likely return results.
- For example, suppose you are looking for property on Miller Street but you are unsure of the property address number. Enter only Miller St, then select from the list. Even if you think you know the exact address, if your initial search does not find a match, reduce the information entered.
- The same is true for Tax block/lot searches. Enter only the first few digits of the block number unless you are sure of the full block/lot.
- Also, you may search for a street name that could be spelled multiple ways or with or without spaces. Try the search with alternative spellings and configurations.
- For example, suppose you are looking for Park Lawn Drive. It could be listed in the Tax Database as Parklawn or Park Lawn. Or it could even be entered differently for different tax records. Try several options before giving up the search.

## Search by Owner Name

You may search by all or part of any owner name. Example: John Doe or Doe. Do not use any punctuation such as commas or periods.

## Search by Property Address

When searching by property address, make sure that you don't enter the street type in the same field as the street name. Select the street type from the dropdown list. If you do not find a match using the exact property address, enter only the street name, then choose from the resulting pick list.

## Search by Account Number

Enter the account number from the tax bill.

## Search by PIN

Enter the 10-digit number. Example: 1234-56-7890.

## Search by Block/Lot/Account Number

*The correct format for a tax block:* the first four positions are numbers (with leading zeros, if necessary), the fifth position is either blank or a letter.

*The correct format for a tax lot:* the first three positions are numbers ((with leading zeros, if necessary), the fourth position is either blank or a letter.

For example, tax block 136, lot 23 would be entered as 0136 023. Tax block 4404D, lot 2E would be entered as 4404D002E.

**NOTE:** If you try a search and do not find a match, try entering only the block number, then choose from the resulting pick list.