



Cook County Clerk Real Estate & Tax Services
TAX BUYER UPDATE as of 8-14-2020 - TAX BUYER POSTING REQUESTS –
STEPS SYSTEM PAYMENTS

Under the current State and County Executive Orders to limit public access to County Buildings, the Cook County Clerk's Office will process subsequent tax payments made through the Treasurer's STEPS system as follows:

The process for the submission, acceptance and processing of STEPS Payments is:

- Tax buyers may submit eligible STEPS PAYMENT postings to Delinquent.TaxSales@cookcountyil.gov.
- All submissions require the standard postings sheet and proof of payment of subsequent taxes made through STEPS that are eligible under the Property Tax Code. Receipts must be saved in PDF form and submitted with postings sheet.
- The email subject line must have the title: Tax Buyer Posting- STEPS PAYMENT. **Keep your sent email, it will serve as your receipt.**
- Subsequent taxes should be grouped by the date paid on the STEPS system. In other words, each email should include all payments made by a certain tax buyer on a certain date, i.e. first email- Tax Buyer #12345, STEPS payments made on March 27th, second email – Tax Buyer #12345, STEPS payments made on March 30th. Each email should contain only those payments made on that particular date.
- Tax Buyer emails will be accepted and dated the date and time the email is received. Emails will be accepted during operating business hours, between 9:00 AM and 5:00 PM, Monday through Friday, except holidays.
- Email submissions sent during non-business hours will be considered received and accepted at 9:00 AM the next business day. (For example, if an email is sent to the Clerk at 5:02 PM on May 5, 2020, it will be considered received by the Clerk on May 6, 2020 at 9:00 AM)
- The Postings Sheet must state the correct tax sale information, including the original tax buyer name, as well as the tax buyer submitting the posting request. The amount requested on the Postings Sheet to be added to the sale, must match the proof of payment submitted, or the posting request will be rejected.
- All scanned submissions must be legible, or the posting will be rejected.
 - If your submission is rejected, you will receive an email stating "Posting Rejected" and an explanation of the reason for rejection.
 - Resubmitted postings will be considered accepted on the date the new email is received by the Clerk's Office.
- After processing, a stamped copy of the posting will be provided in hard copy upon request.

The Clerk's Office highly recommend that any submissions from Tax Buyers are done as soon as practicable to ensure the timely processing of the posting requests.

Questions about any of the above should be emailed to Tax.Redemption@cookcountyil.gov. We apologize for any delay in response time, as staff is working remotely and on rotating schedules.

****Please continue to check the Clerk's website at <https://www.cookcountyclerk.com/agency/property-taxes> for any operational changes resulting from a change in the current COVID-19 public health emergency orders.****