FIRE DEPARTMENT OF THE CITY OF NEW YORK

FDNY Business

How to Make Online Payments and Request Refunds

V 1.1

IMPORTANT INFORMATION

This guide is made available by the Fire Department City of New York ("FDNY") as a courtesy to the public. It does not represent all the filing requirements for any given FDNY application. Though every effort is made to continuously update this guide, it in no way supersedes, or otherwise substitutes for the legal or procedural requirements of the New York City Fire Code, Building Code, Zoning Resolution or any other applicable rules, regulations or policies.

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INTRODUCTION

About this Guide

The *Making Online Payments and Requesting Refunds* Guide is designed to assist users with making payments and requesting refunds on FDNY Business.

Online payments can be done from any computer with an Internet connection. Applicants can also continue to make payments in person and via U.S. Mail. (Applications cannot currently be completed on mobile devices.)

To complete an online Application, you must have the following:

- An email address
- A NYC ID (instructions on creating an account are below)
- The record number of the Inspection, Test or Application you are paying for

Numbers in the images will assist you in following the instructions. For example, **1** indicates your first action, **2** indicates your second action, etc.

For additional assistance, dial 311 and ask for FDNY Business Support or send an email to FDNY.BusinessSupport@FDNY.nyc.gov.

MAKING ONLINE PAYMENTS AND REQUESTING REFUNDS

1. FDNY Business Online Payments

You must make payments for all Technology Management (TM) and Emergency Planning and Preparedness Group (EPPG) applications prior to submission on FDNY Business.

You can also make payments for other fees and/or services, such as for a Withdrawal (if applicable), and for an Inspection and/or a Test. Fees due for your account will be displayed under the "My Record" page.

You can also submit a Request for Refund on FDNY Business. For more information, refer to the section below on **Requesting a Refund on FDNY Business**

NOTE: If you selected "Yes" for Fee Exempt status, you <u>MUST</u> provide the appropriate documentation to support your request in order for it to be reviewed. Fee exempt applicants can submit their application without making a payment and will not see the payment process described below.

If you are unable to provide the appropriate supporting documentation and/or do not qualify for fee exemption, you will be required to pay the application fee and your application may be delayed.

In addition, some payments may be made using Simplified Payments, which do not require you to log in to FDNY Business.

2. Making Simplified Payments (login not required)

You do NOT need to login to make a Simplified Payment. You only need the record ID and your payment information. If you want to log in to continue making your payment, see

Step 1.   Search for your Record ID

To make a Simplified Payment, browse to the **FDNY Business My Account Page** or click on the link provided in the FDNY confirmation email to access the "My Account" page.

Click on **Search Applications/Requests**. See Figure 1.

NOTE: Be sure you have your Record Number available; you will need it to proceed. It can be found in the FDNY confirmation email that you receive after you submit your Application. This process will only apply to Inspection, Test, and Certificate of Fitness records. EPPG and TM fees should be paid by logging into your account. See "**Making Payments on FDNY Business**".
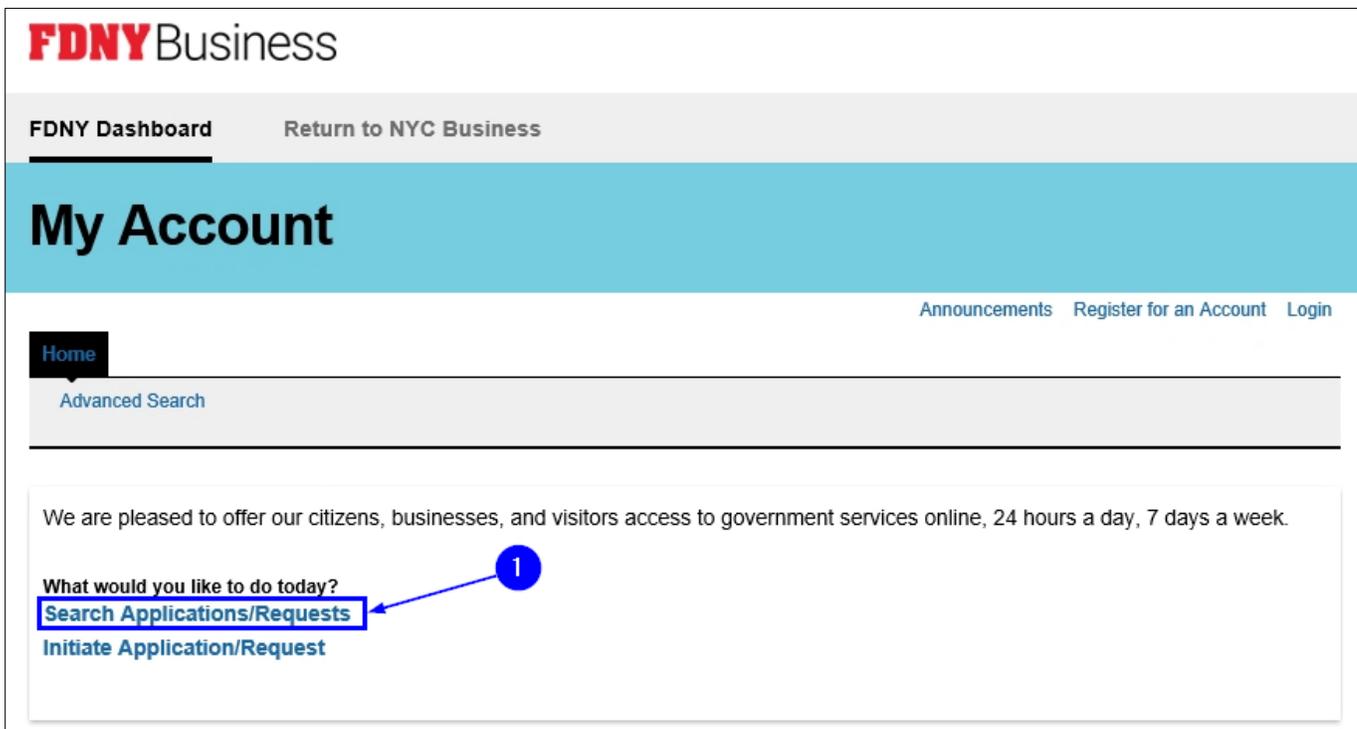
Fig. 1: Click on 'Search Applications/Requests'

You will be taken to the "General Search" page. In the **Account / Record Number** field, enter the Account Number (also known as the Record Number).

In this example, you need to make payment for the following Account Number: **10000146**. After entering it (as highlighted in "yellow"), click the **Search** button. See Figure 2.

Fig. 2: Enter and Search the Record Number

Once the screen refreshes, the system confirms that your Record Number (highlighted below in "yellow") has been located.

Additionally, as highlighted below in "orange," a description of your item is provided. In this example, "Request for Tags and Decals" is displayed.

> **NOTE:** If you are unable to locate your Record Number, please check to make sure you entered it correctly and try again. If you are still unable to locate it, dial 311 and ask for FDNY Business Support or send an email to FDNY.BusinessSupport@FDNY.nyc.gov for assistance.

The Record's status is displayed. In this example, as highlighted below in "green," the current status is "Payment Pending."

To proceed with making your payment, click on the **Payments** drop-down list and then select "Fees". See Figure 3.
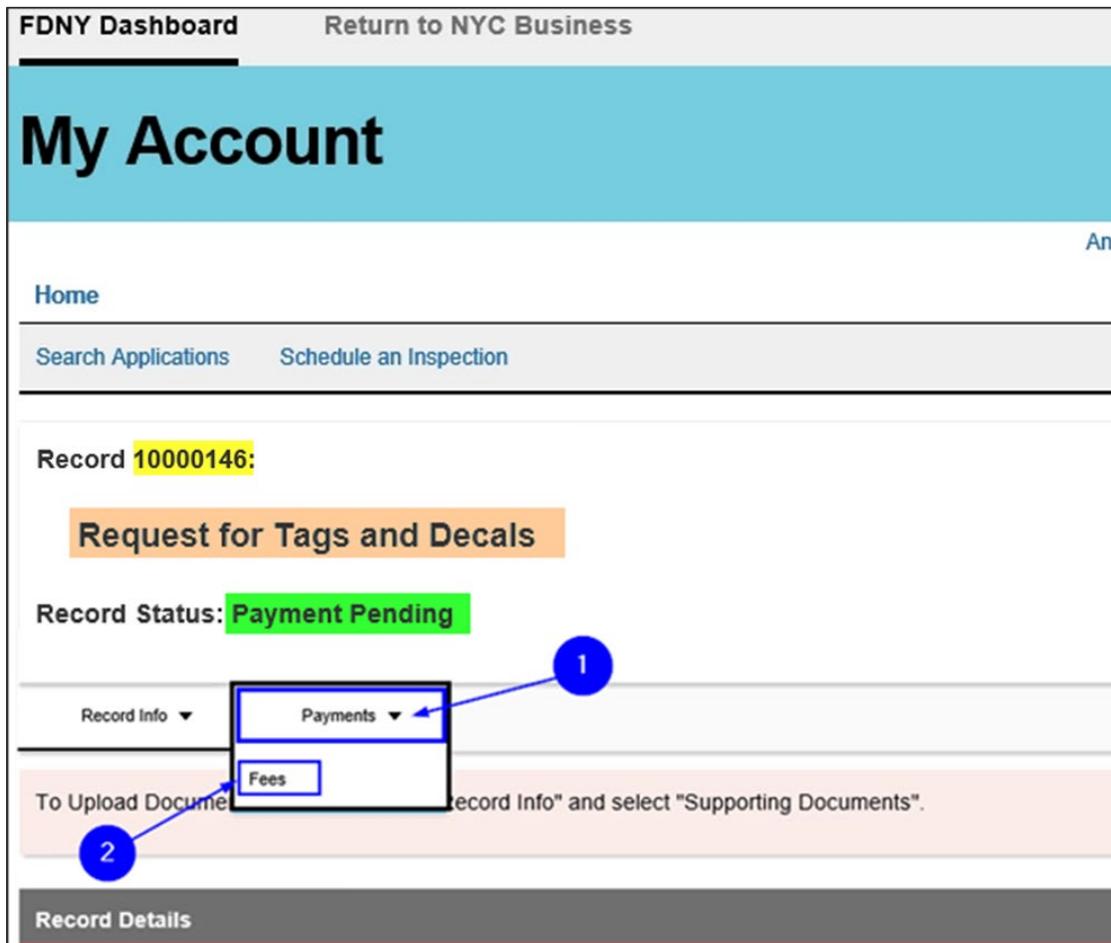

Fig. 3: Make your Selection from the 'Payments' Drop-Down List

The page refreshes. Under the "Fees" section, all Fees due for the record are itemized by **Date**, **Invoice Number** and **Amount**.

As highlighted in "yellow" in the below example, there are two (2) Fees associated with this **Request for Tags and Decals** record and both Fees appear on the same Invoice Number.

After reviewing, when you are ready to pay your Fee(s), click the **Pay** button. See Figure 4.
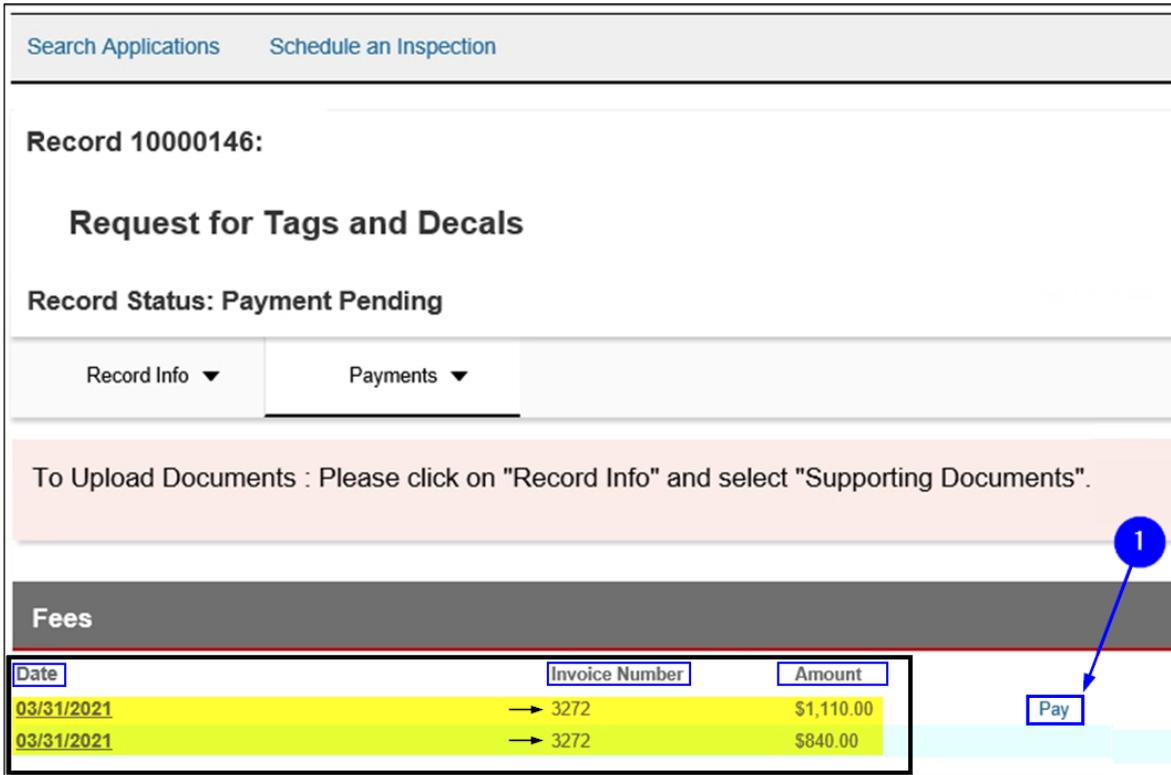
Fig. 4: Click the 'Pay' Button

> **NOTE:** You do not need to upload any Supporting Documents for **Simplified Payments**.

The page refreshes. Under the "Application Fees" section, an itemized list of Fees and Item Codes are shown with the quantity of each, and the amount.

In the below example, the **Amount** column (highlighted in "yellow") has a quantity of one (1) each and the **Total Fees** are $1,950.00.

Click the **Continue Application** button to proceed with the payment process. See Figure 5.

Fig. 5: Click the 'Continue Application' Button

NYC CityPay will open to the **Enter Payment Details** page. On the left-hand side (bordered below in "red"), you can see the Payment-related details. As highlighted in "blue," you can see the **Account #**; the **Bill Date**; the summarized **Request for Tags and Decals** information; and the **Applicant** name (which will appear as e.g., "anonymous anonymous" because you are making the payment without logging in to FDNY Business).

As shown on the right-hand side (bordered below in "blue") you will have the option to pay by **eCheck** or by **Credit Card**. In this example, as highlighted below in "yellow," we will make payment by **Credit Card**. After entering all the required information, click the **Continue** button. See Figure 6.

> **NOTE #1:** The total amount due <u>MUST</u> be paid with only one (1) payment type (e.g., with only one credit card or one eCheck) at the time of payment. <u>Partial payments or payments made by multiple payment types will not be possible</u>.

> **NOTE #2:** <u>ALL</u> payments made by **Credit Card** will incur a convenience fee (service fee). The convenience fee does <u>NOT</u> apply **eCheck** payments

Fig. 6: Select Payment Type / Enter Information / Click 'Continue'

On the following screen, click the **Next** button to confirm your payment type. See Figure 7.

Fig. 7: Click the 'Next' Button to Confirm Payment Type

On the next screen, review and confirm that all information under the "Billing Address" and "Payment Details" sections is correct. Then, enter your payment details into the "Payment Method" section — ensure you populate each field. When you are ready, click the **Next** button. See Figure 8.

Fig. 8: Confirm Details and Enter Payment Information

You are brought to the **Payment Review** page. Read the terms and conditions. To confirm your acknowledgment and to make your payment, click the **Pay Now** button. See Figure 9.

Payment Review

By clicking "**Pay Now**" you:

1. confirm that you are authorized to instruct this payment using the credit card, debit card or checking account included in your payment instructions;
2. authorize the City of New York to charge your account for the payment amount and, if applicable, the Service Fee;
3. confirm that the information provided by you is true, complete, and correct to the best of your knowledge and is supplied in good faith;
4. acknowledge that you have read and agree to the Terms and Conditions for using this site.

Address	
Billing Address:	

Payment Method	
Credit Card VISA	

Payment Amount	
Amount:	1950.00 USD
Service Fee:	39.00 USD
Total:	1989.00 USD

Back Pay Now Exit

Fig. 9: Click the 'Pay Now' Button to Complete Your Payment

After clicking the **Pay Now** button, you will see a notification on the upper-left side of your screen that indicates your payment is being processed. See Figure 10.

> **NOTE:** Do <u>NOT</u> close or refresh your browser and do <u>NOT</u> click the browser's back button while the system processes your payment. Doing so you may give you an error and/or your payment may not be processed.


Please wait while your payment is finalized.
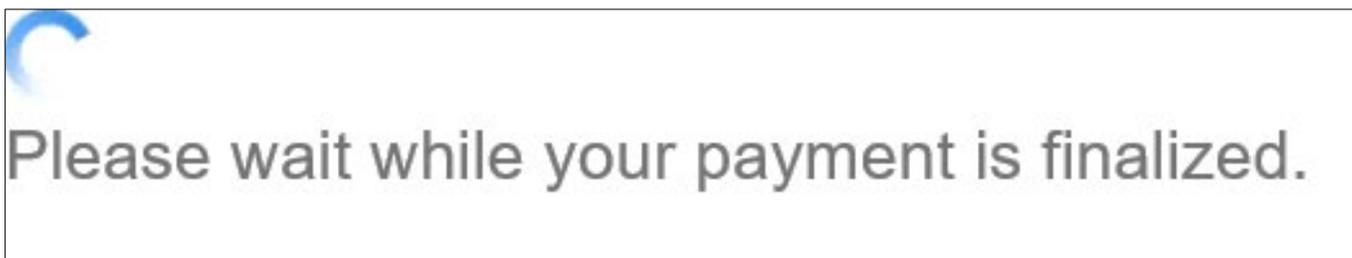
Fig. 10: Payment Is Processing

After your payment has been processed, you are directed to the **Receipt** page. As highlighted below in "yellow," the Record Number (in this example, **10000146**) on which you just made payment is indicated. If you wish to see a summary of the record's details (including payment), click on **View Summary**, as highlighted below in "blue." See Figure 11.

> **NOTE:** If your payment cannot be processed or if it has been rejected by your financial institution, you will receive a message stating that your payment could not be completed. To proceed, repeat the above steps to ensure that you have entered accurate information or provide an alternate form of payment.
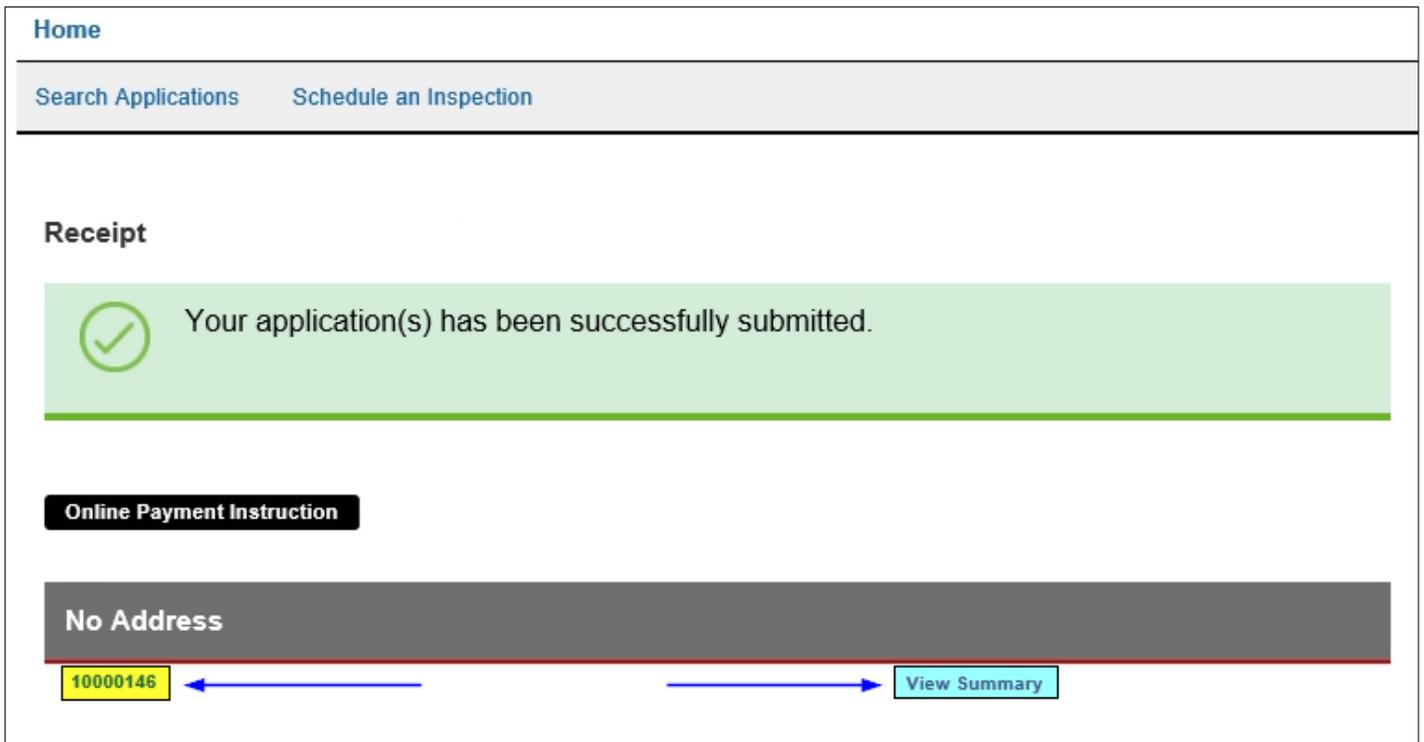
Fig. 11: 'Receipt' Page

After you have made your payment, a confirmation email will be sent to the email address you entered in the **Enter Payment Details** page's "Billing Information" section (as shown in Figure 12).

Figure 14 below shows a sample payment confirmation email that includes, among other information, your **Receipt Number** (as highlighted below in "yellow").
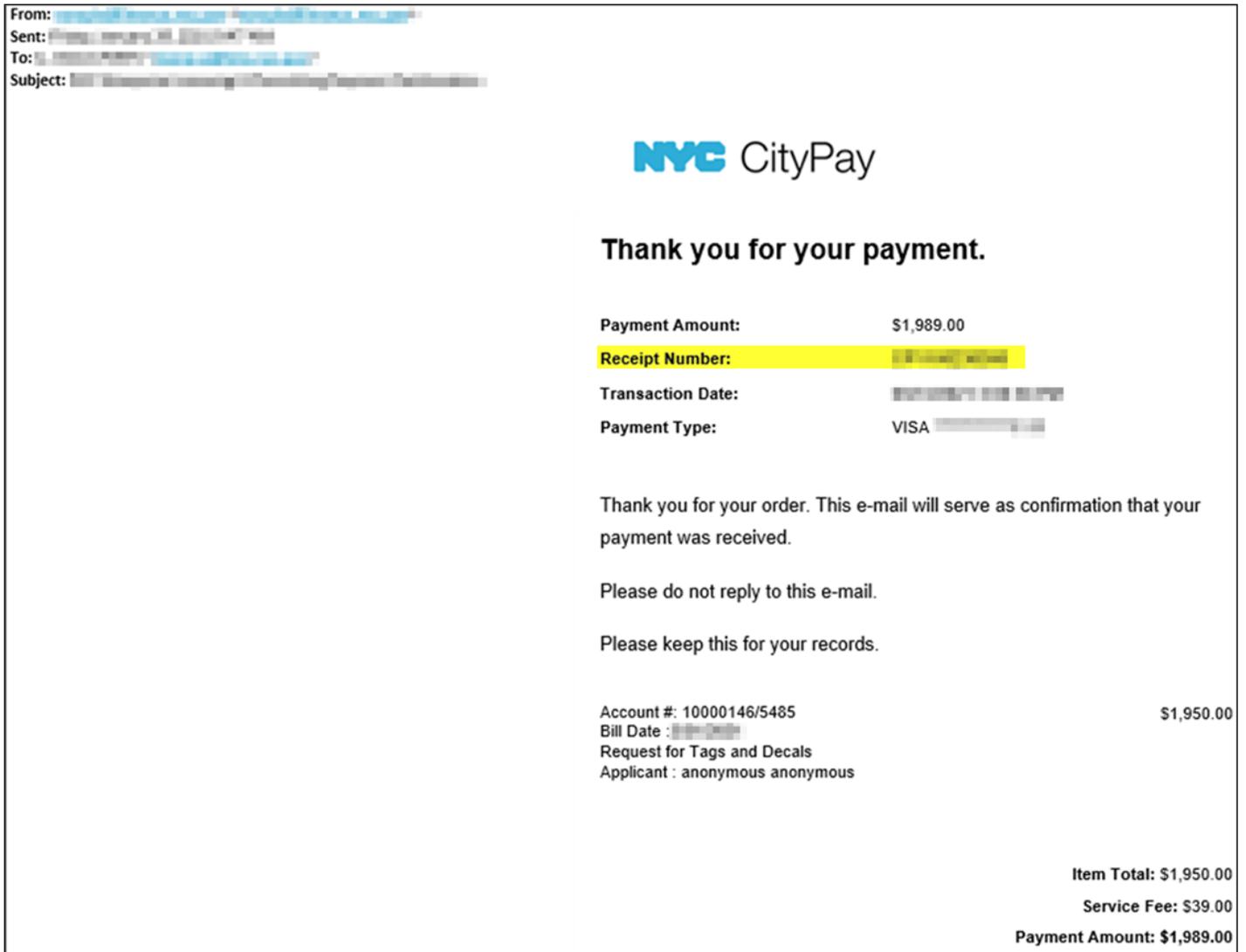
Fig. 12: Sample Payment Confirmation Email

3. Making Payments on FDNY Business

Prior to submitting your Application/Withdrawal, you will be taken to the **Pay** page to begin the payment process.

To make a payment when you are logged into your FDNY Business account, e.g. prior to submission of an Application, follow the steps below.

In this example, the Applicant has completed a Rangehood Plan Application. The associated Rangehood Plan Application Submission Fees and the Rangehood Plan Application Document Fees are $210.00 and $165.00, respectively.

As highlighted below in "yellow," the total amount the Applicant needs to pay is $375.00. To proceed with the payment, click the **Check Out** button. See Figure 1.

Fig. 1: Click the 'Check Out' Button

You will be taken to your Cart. From here, you can review the items you are paying for and then complete the checkout process.

If you want to add anything else to your Cart (e.g., another completed plan application to be paid for with the same payment type), click the **Continue Shopping** button (bordered below in "orange"). This will allow you to add additional items while retaining what you already have in your Cart until you continue with the checkout process.

You may use the **Edit Cart** button (bordered below in "green") to edit any section of your plan application before you pay for it. Additionally, the **Edit Cart** button will allow you to remove from your cart any application(s) you do not intend pay for at this time. (Applications removed from your Cart will return to your FDNY Business "My Drafts" dashboard. Anything in your "My Drafts" dashboard will require your review, acknowledgment of its terms, and payment in order to complete filing.)

All items in your Cart <u>MUST</u> be paid with only one (1) payment type (e.g., with one credit card or eCheck) at the time of payment. If you intend to pay for different items in your cart with different payment types, you <u>MUST</u> complete the checkout process separately for each item.

If you wish to view a detailed breakdown of your Cart's contents and the total amount due, click the arrow button(s) (as highlighted below in "yellow") next to each respective item.

When you are ready, click the **Checkout** button (bordered below in "blue"). See Figure 2.
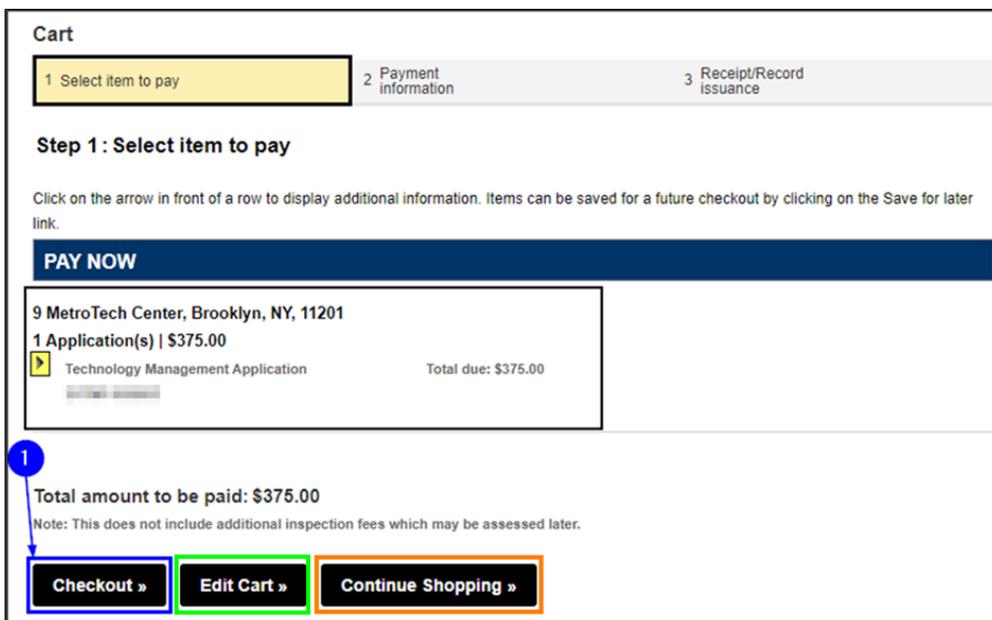
Fig. 2: Review and Click the 'Checkout' Button

After clicking the **Checkout** button, you will be directed to NYC CityPay to enter your payment details. On the left-hand side, as bordered below in "red," you can see the total amount due.

As highlighted below in "blue," you can see the **Account #**, the **Bill Date**, the **Application** type (in this example, a Technology Management Application), and the **Applicant** name.

On the right-hand side, you have the option to make payment by **eCheck** or by **Credit Card**. In this example, and has highlighted in below in "yellow," payment will be made by **Credit Card**. After populating all the required information, click the **Continue** button. See Figure 3.

> **NOTE #1:** All payments made with a **Credit Card** will incur a convenience fee (service fee).

> **NOTE #2:** The convenience fee does <u>NOT</u> apply to payments made by **eCheck**.

Fig. 3: Select Payment Type/Populate/Click the 'Continue' Button

On the following screen, click the **Next** button to confirm your payment type. See Figure 4.

Fig. 4: Click the 'Next' Button

On the next screen, confirm that all information under the "Billing Address" and "Payment Details" sections is correct and then populate all fields under the "Payment Method" section. When you are ready, click the **Next** button. See Figure 5.

Fig. 5: Confirm Details and Enter Payment Information

You are brought to the **Payment Review** page. Read the terms and conditions. To confirm your acknowledgment and to make your payment, click the **Pay Now** button. See Figure 6.

Payment Review

By clicking "**Pay Now**" you:

1. confirm that you are authorized to instruct this payment using the credit card, debit card or checking account included in your payment instructions;
2. authorize the City of New York to charge your account for the payment amount and, if applicable, the Service Fee;
3. confirm that the information provided by you is true, complete, and correct to the best of your knowledge and is supplied in good faith;
4. acknowledge that you have read and agree to the Terms and Conditions for using this site.

Address
Billing Address:

Payment Method
Credit Card VISA

Payment Amount	
Amount:	375.00 USD
Service Fee:	7.50 USD
Total:	382.50 USD

Back Pay Now Exit

Fig. 6: Click 'Pay Now'

After clicking the **Pay Now** button, you will see a notification in the upper-left side of your screen that your payment is being processed. See Figure 7.

> **NOTE:** Do not close or refresh your browser and do not click the browser's back button while the system processes your payment.

Please wait while your payment is finalized.
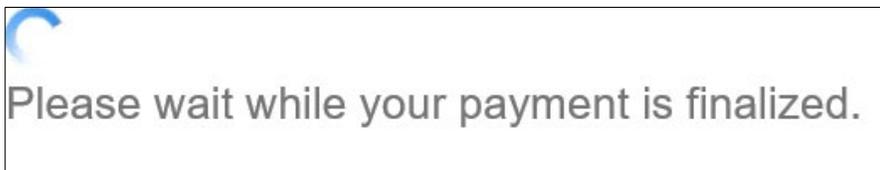
Fig 7: Payment Is Processing

After your payment has been processed, you are directed the **Receipt/Record Issuance** page. As highlighted below in "yellow," your paid plan application has been assigned a Record ID. If you wish to see its record- and payment- related details, click on the **Record ID**. See Figure 8.

NOTE: If your payment cannot be processed or if it has been rejected by your financial institution, you will receive a message stating that your payment could not be completed. To proceed, repeat the above steps to ensure that you have entered accurate information or provide an alternate form of payment.
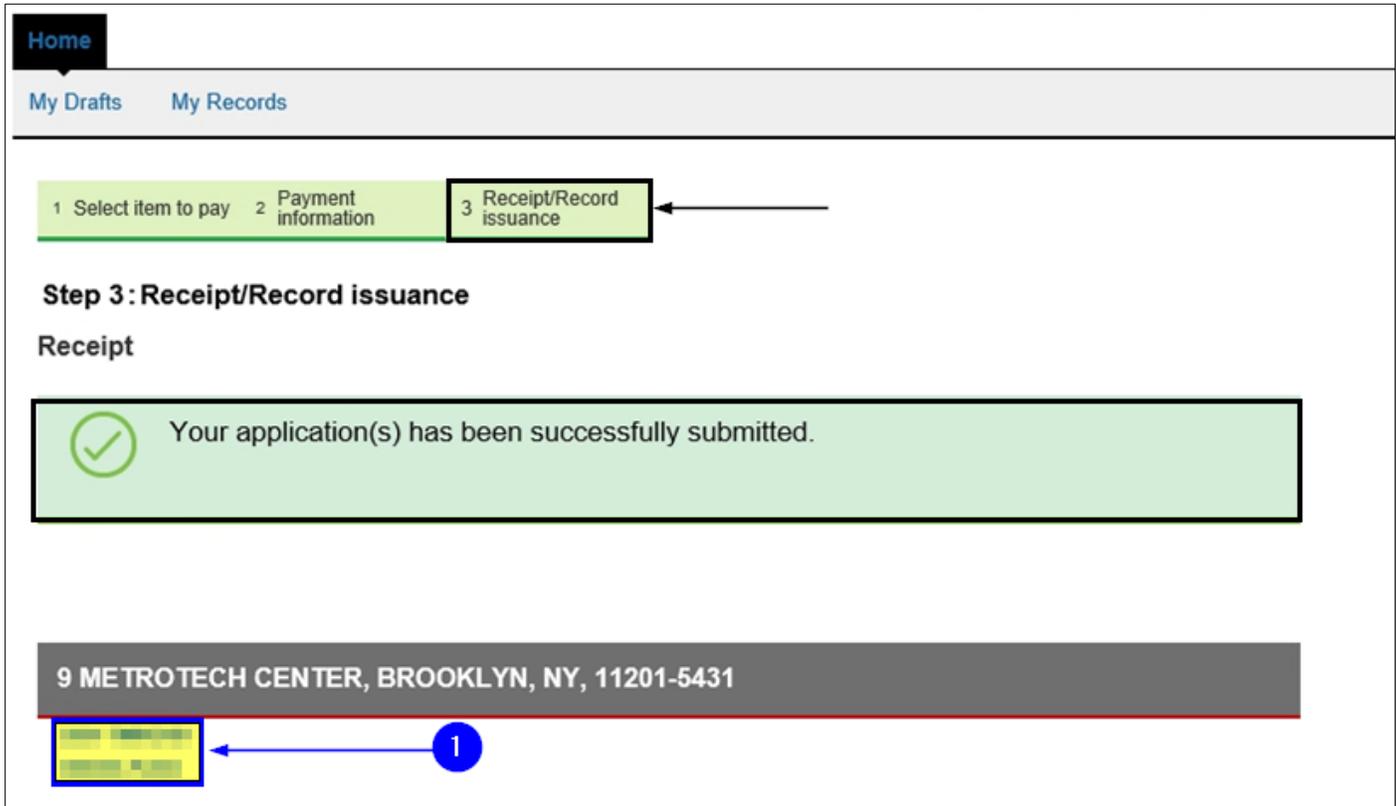
Fig. 8: 'Receipt/Record Issuance' Page

After you have made your payment, an email will be sent to the email address associated with your **NYC ID** confirming that your application has been submitted.

An email confirmation will also be sent to the email address you added in the Billing Information section (i.e., where you entered your payment details, as shown in Figure 3) confirming that payment has been made.

Figure 9 displays a sample payment confirmation email. As highlighted below in "yellow," the email includes your **Receipt Number**.
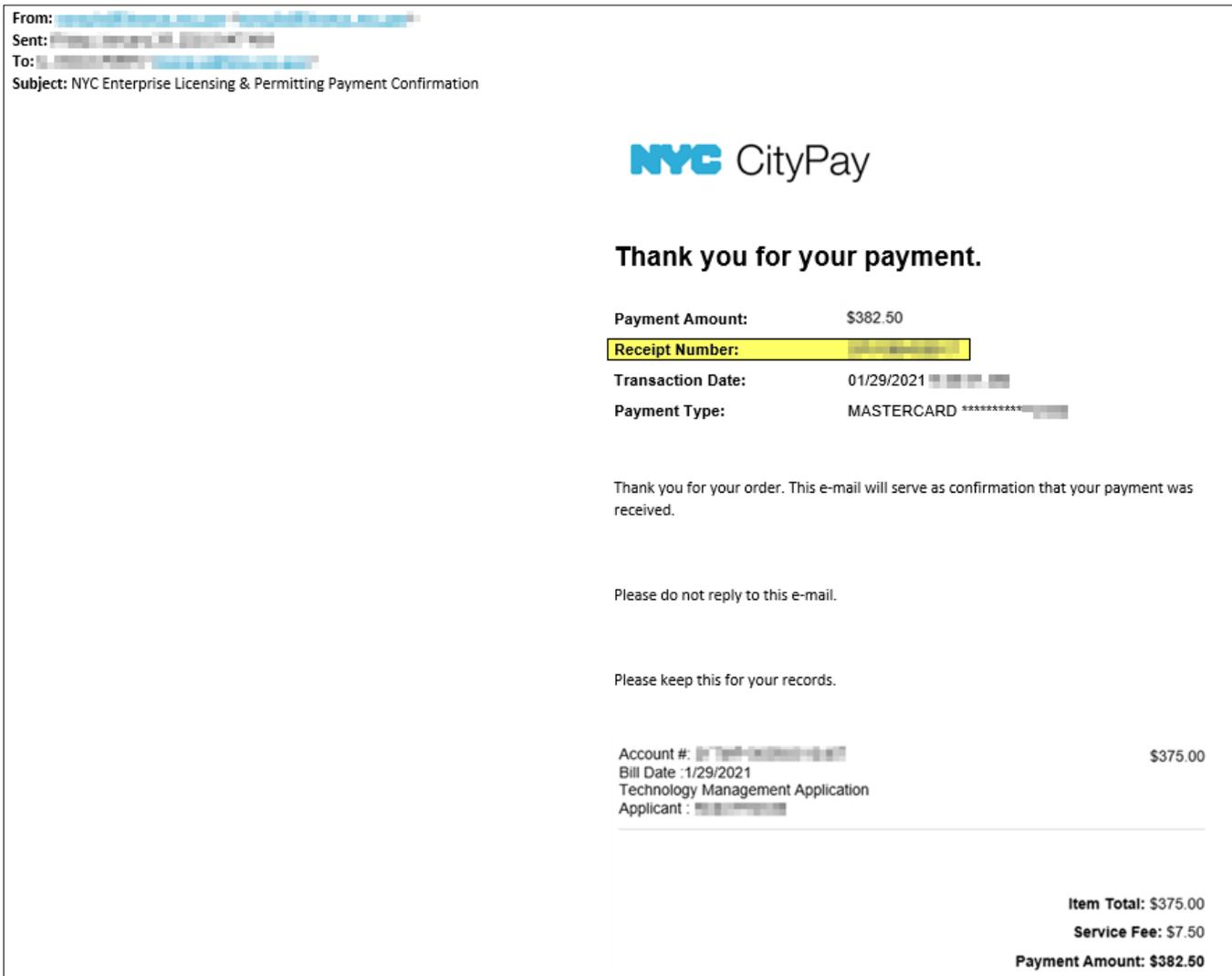
Fig. 9: Sample Payment Confirmation Email

4. Requesting a Refund on FDNY Business

You can now request refunds on FDNY Business for previously paid Technology Management (TM) and Emergency Planning and Preparedness Group (EPPG) applications. You can also request refunds for any other payments on your account, e.g. for an Inspection or Test.

You must be logged in to FDNY Business to request a refund. Once you have logged in, click **Initiate Application/Request**. See Figure 1.
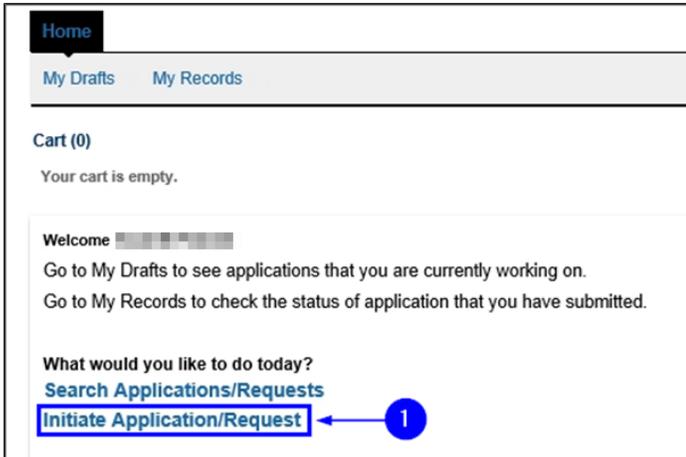
Fig. 1: Initiate Application/Request

You are directed to the **Select Type of Application** page. Click the **Refund Request** drop-down list and select "Request for Refund." Then, click the **Continue Application** button. See Figure 2.
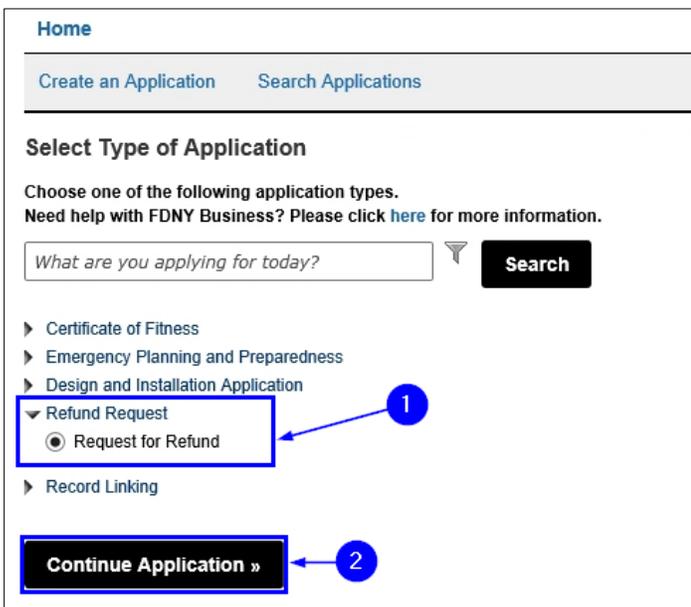
Fig. 2: Select 'Request for Refund'

You are taken to the **Request for Refund** page. Make sure to accurately populate the **Record ID or Account Number** field and, from the **Reason for Requesting Refund** drop-down list, select the appropriate option.

In this example, you have entered the Record ID of the plan you submitted and for which you have previously paid. You have also indicated that you submitted and paid for the wrong plan and have entered an explanation in the **Reason Details** text box.

In the event you are requesting a partial refund (e.g., for an overpayment), make sure to enter in the **Reasons Details** text box the overpayment amount that you would like to have refunded.

When you are ready, click the **Continue Application** button. See Figure 3.

Fig. 3: Populate and Click the 'Continue Application' Button

You are taken to the **Supporting Documents** page. Upload and attach any document(s) that serve(s) as proof of payment for the plan application(s) for which you are requesting a refund.

In the following scenario, you will upload a document that contains the front- and back-side copies of the cancelled check you used to pay for the application. To begin the upload process, click the **Add** button. See Figure 4.

> **NOTE:** You must provide the necessary supporting document(s) to avoid delays during the Request for Refund review process.
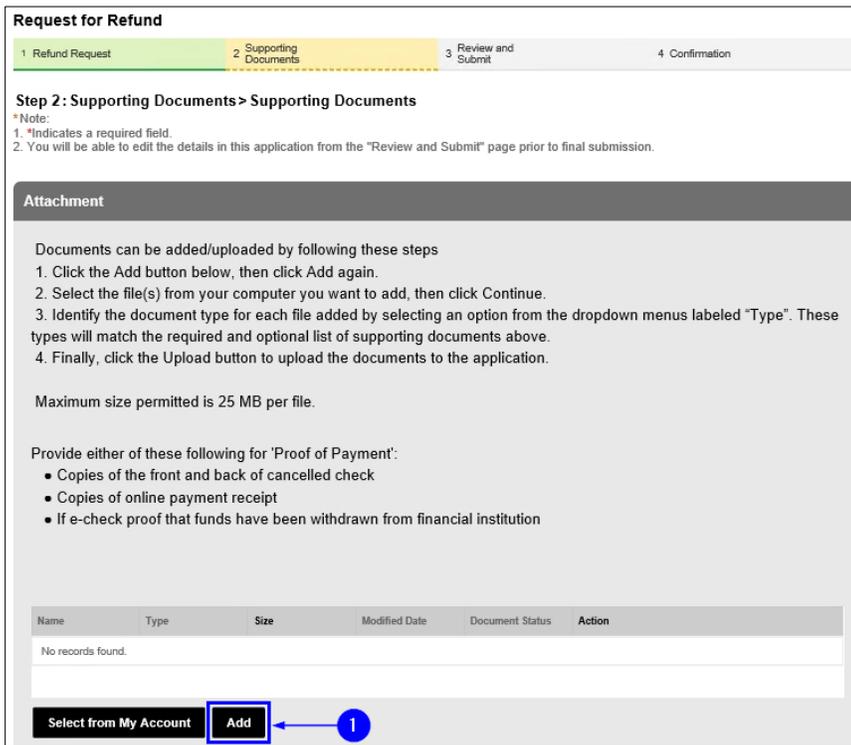
Fig. 4: Add Supporting Document(s)

The **File Upload** window opens. Click the **Add** button. See Figure 5.

Fig. 5: Click the 'Add' Button

Open your File Explorer, browse to the file you want to upload and click on it to select it. As highlighted below in "yellow," the selected file's name will appear in the "File Name" field. Now, click the **Open** button. See Figure 6.
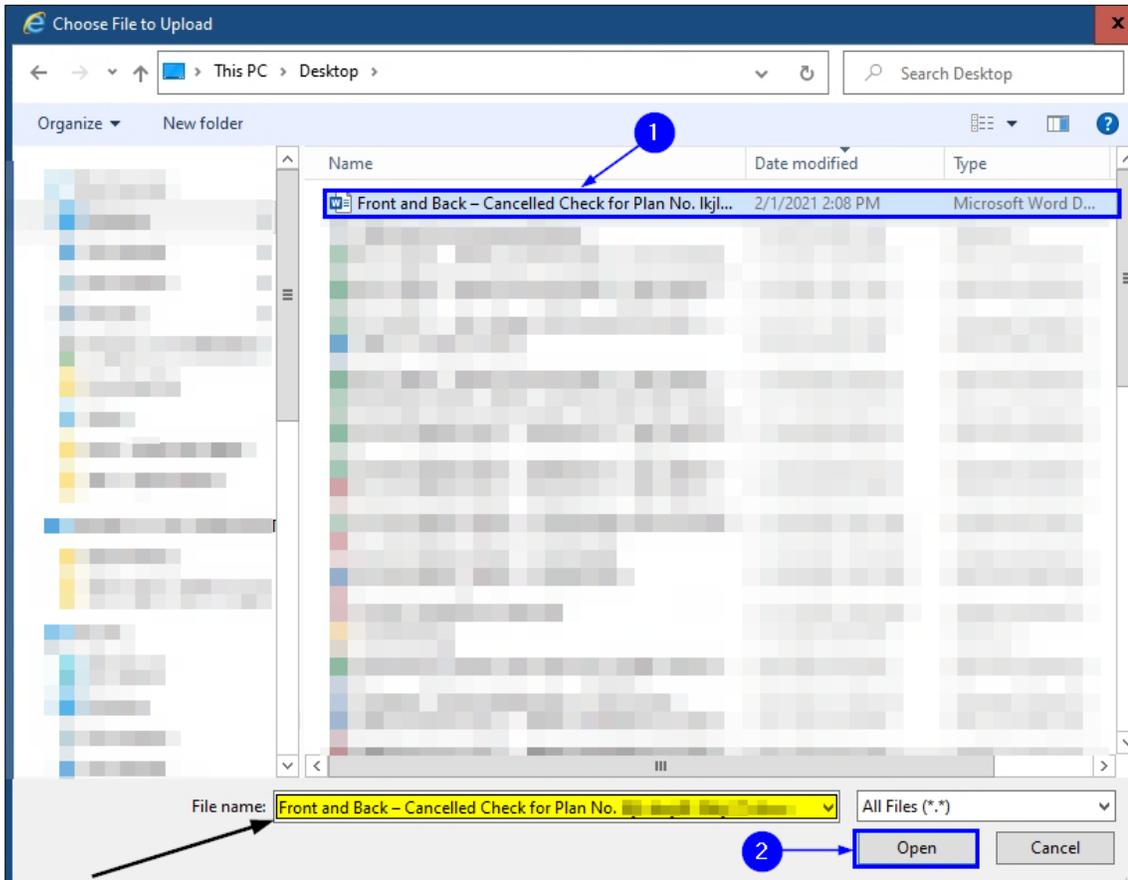
Fig. 6: Select the File and Click the 'Open' Button

When the status of your selected document reads "100%," as highlighted below in "yellow," Click the **Continue** button. See Figure 7.
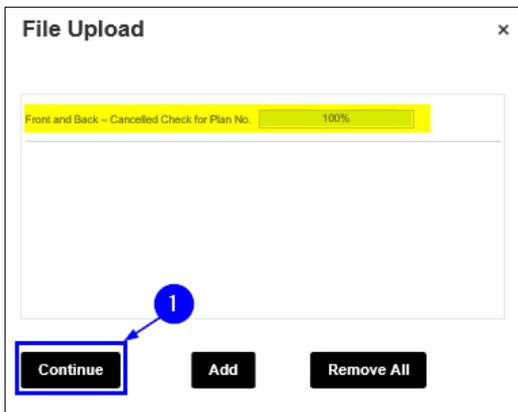
Fig. 7: Click 'Continue'

Now, back on the **Supporting Documents** page, enter within the "Description" text box any applicable notes regarding the file you are uploading (as highlighted below in "yellow"). Then, click the **Upload** button.

NOTE: At the top of your screen, you will see a notification indicating that you your file has been successfully uploaded.

> ✓ **The attachment(s) has/have been successfully uploaded.**
> It may take a few minutes before the changes are reflected.

Then, click the **Continue Application** button. See Figure 8.

Name	Type	Size	Modified Date	Document Status	Action
No records found.					

File: Remove

Front and Back – Cancelled Check for Plan
No. lkjl-aksjdf-llakj (1).docx

[100%]

Description and/or additional details about this document and its contents (Optional)
Front/Back of Cancelled Check

1

[Upload]   [Select from My Account]   [Add]   [Remove All]

[Save and Resume Later]   Tip: Save your application periodically to avoid losing your work by clicking on 'Save and Resume Later' button.   **2** → [Continue Application »]

Fig. 8: Complete the Upload / Click the 'Continue Application' Button

You are directed to the **Digital Signature** page. After populating the name fields, you must select the appropriate value from the **Title/Roles** drop-down list. Then, click the **Continue Application** button. See Figure 9.

> **NOTE:** The **Digital Signature** page's fields <u>MUST</u> match the user who currently is is logged in to FDNY Business and who is entering this information.

Fig. 9: Apply Your Digital Signature and Click the 'Continue Application' Button

You are taken to the **Review and Submit** page, which displays a summary of all the information you have entered for your Request for Refund.

Scroll through the page to review the accuracy of all the information you entered. If necessary, click the corresponding **Edit** button to make any corrections to that section before continuing.

When you are ready, click the checkbox to acknowledge the terms and conditions and then click the **Submit Application** button. See Figure 10.

Fig. 10: Review, Confirm and Click the 'Submit Application' Button

You are taken to the **Confirmation** page and, as highlighted below in "yellow," you are provided with your Request for Refund Record ID. See Figure 11.
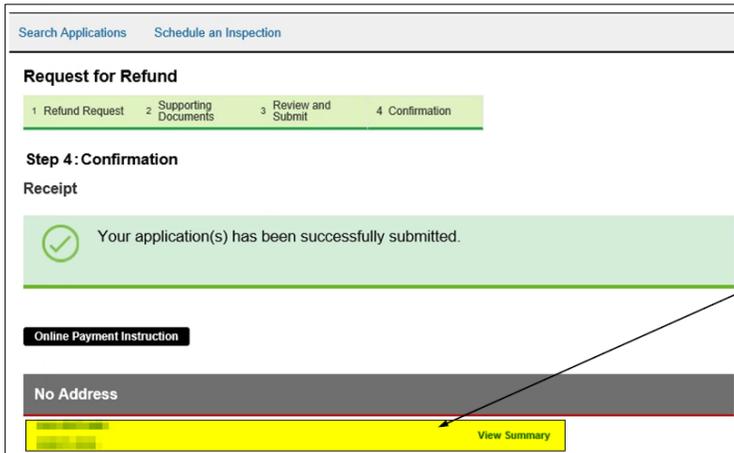

Fig. 11: Request for Refund Record ID

An email confirming your Request for Refund will be sent to the email address associated with your **NYC ID**. As highlighted in "yellow" in the below example, you are provided with your Request for Refund Record ID and a URL so that you can check the status of your request. See Figure 12.
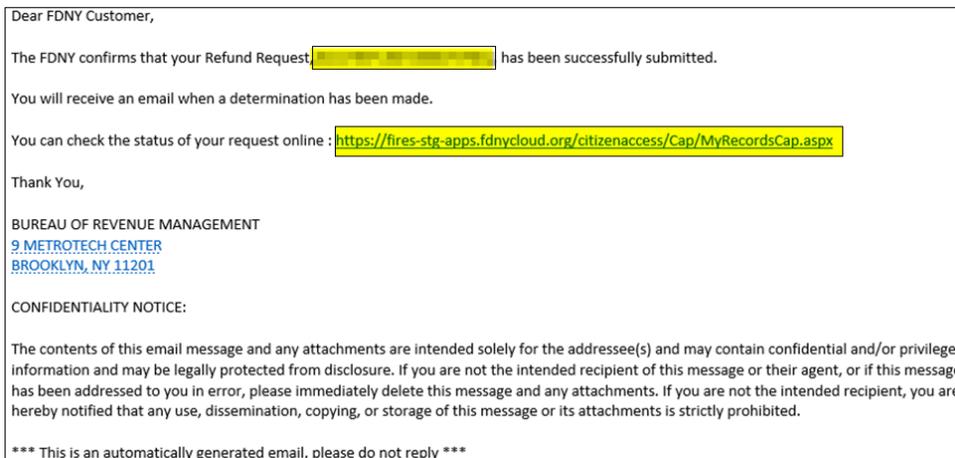

Fig. 12: Email Confirmation

> **NOTE #1:** Upon its review, you will receive an email with FDNY's determination regarding your Request for Refund.
>
> **NOTE #2:** Refunds will be processed to the original form of payment.
>
> **NOTE #3:** Dependent upon FDNY's review and/or bank processing lead times, refunds may take up to 60 days to be credited.

For questions regarding Withdrawals or for assistance with FDNY Business, dial 311 and ask for the FDNY Customer Service Center, or email **FDNY.BusinessSupport@FDNY.nyc.gov**.