



PENS - Plan Examination Notification System Standard Operating Procedures Appointment Guidelines

Calendar

1. Plan examination appointments can be made up to two months in advance
2. Callers may schedule standard plan examination appointments virtually 24 hours a day, 7 days a week (the system is unavailable due to maintenance every morning from 12:00 a.m. to 4:00 a.m.)
3. All appointments default to 20 minute intervals
4. Callers may request a 40 minute appointment for NB's and ALT1's only (40 minute appointments are not automatic for these job types)
5. A 40 minute appointment for a job/document will be counted as one appointment
6. Up to four appointments may be scheduled per phone call
7. Appointments may be cancelled and rescheduled during the same phone call

BIS Validation

1. BIS will validate:
 - Job number, type and status
 - Document number, type and status
 - Status of PAA filing fee
 - Number of open appointments in PENS
2. BIS validation will fail and 311 will be unable to schedule appointments if:
 - The job number does not exist
 - The document number does not exist
 - The job/document combination is not in a valid status
 - There are too many open appointments for a job/document combination
 - The PAA filing fee was not paid

Appointment Limitations

1. A maximum of 3 open appointments are allowed for any one job number as follows:
 - A maximum of 2 open appointments for any NB or ALT1 job/document combination
 - A maximum of 1 open appointment for any job/document combination that is other than an NB or ALT1

Appointment Scheduling

1. Standard plan examination appointments are scheduled by 311 call representatives; call 311 to make a plan examination appointment. Outside of New York, call 212 NEW YORK (212-639-9675)
2. The following "manual" appointments are only scheduled by the borough office:
 - Clusters
 - Additional job reviews
 - Re-consideration appointments
 - Pre-consideration appointments
 - Emergency appointments
 - TCU audits



PENS - Plan Examination Notification System Standard Operating Procedures Appointment Guidelines

- Pre-BIS jobs, post approval submissions and non-typical applications that require appointments but can't be validated through BIS

Information Needed To Make An Appointment

1. Callers must provide the following information to schedule a plan examination appointment:
 - Job number
 - Document number
 - Name and phone number of scheduler
 - Name and phone number of attendee
 - E-mail address of attendee (necessary for e-mail confirmations)
2. The following information is desirable but not required for scheduling an appointment
 - Attendee's DOB identification number

Appointment Availability

1. Standard plan examinations are performed at the Department of Buildings, Monday through Friday between the hours of 9:00 a.m. and 1:00 p.m.
2. To schedule a standard plan examination, call 311
3. You may call to schedule standard plan examination appointments any time of day or night *except* during system maintenance as follows: every night from 12:00 a.m. to 4:00 a.m. and Sunday from 5 a.m. to 10:00 a.m.
4. The 311 representative will use PENS to identify the first three available appointments with the plan examiner, beginning with the next business day (calendar switches over at 12:00 a.m.)
5. If the first three dates and times are not acceptable to the caller, the 311 representative will query PENS for three additional dates and times – if those dates are not acceptable, the caller is instructed to call back at a later time
6. The 311 representative will only query PENS twice, during the same phone call, for available dates and times
7. Specific appointment times cannot be requested

Appointment Confirmation Number

1. All callers will receive a PENS confirmation number beginning with BA1-1-
2. Confirmation numbers will be given each time an appointment is scheduled or canceled
3. E-mail confirmations will also be sent to attendees who provide their e-mail address
4. Confirmation numbers are required to confirm, cancel or reschedule appointments

Appointment Cancellations

1. Callers must provide the confirmation number to cancel any plan examination appointment
2. Standard plan examination appointments may be canceled and rescheduled by calling 311
3. Manual plan examination appointments may be canceled and rescheduled by calling the Borough Office



**PENS - Plan Examination Notification System
Standard Operating Procedures
Appointment Guidelines**

4. Attendee initiated cancellations with less than 24 hours notice are considered late cancellations

Reasons Why Scheduled Appointments May Not Be Honored

1. Attendee appears for a plan examination appointment without the proper identification (DOB ID or driver's license for homeowner)
2. Attendee appears for a plan examination appointment without the job that is scheduled in PENS
3. Attendee is not listed on the PW-1 as a filing representative or does not have a signed letter on company letterhead authorizing him/her to represent the job
4. Attendee is more than 5 minutes late for an appointment
5. Attendee is not familiar with the job, and/or unable to discuss the objections raised by the plan examiner
6. Substitute attendee does not meet the criteria listed below

Substitute Attendees

An attendee other than one scheduled in PENS may appear for a plan examination appointment if:

1. The job/document is the same as the one scheduled in PENS, and
2. The substitute attendee is listed as a filing representative for the job or brings a signed letter on company letterhead authorizing him/her to represent the job, and
3. The substitute attendee has proper identification

Additional Reviews

1. Time permitting, plan examiners may perform 1 additional review per 20 minute appointment or 2 additional reviews per 40 minute appointment
2. Several jobs within the same cluster may count as one additional review
3. Additional reviews do not have to be for the same applicant

Siebel Is Not Working – BIS Is Not Working

1. If Siebel or BIS is not operational for less than 24 hours, callers will be directed to call back at a later time
2. If Siebel or BIS is not operational for more than 24 hours, manual appointments will be made by the Buildings Appointment Center
 - Appointments will not be scheduled more than two weeks in advance