

New York City Department of Buildings

DOB NOW

Payment User Manual

This is a dynamic document that is continually edited and updated. Please check the New York City Department of Buildings website to download the most current version.

as of February 12, 2018

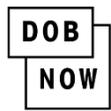
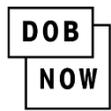


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Introduction

DOB NOW: Build and **DOB NOW: Safety** allows industry users to interact with the Department of Buildings (DOB) in a more efficient manner. After registering for an account, you can use **DOB NOW: Build** and **DOB NOW: Safety** to electronically submit filings, make payments, schedule appointments, check the status of an application, pull permits, and make renewals. This document serves as a guide on how to initiate a payment, enter all required details, and submit the payment to DOB.

Manual Overview

This user manual provides step-by-step instructions to **DOB NOW** users on how to navigate and make payments using the NYC CityPay portal. The set of steps required to process payments are identical for **DOB NOW: Build** and **DOB NOW: Safety**. Screenshots have been included to guide you through completing and submitting the required forms.

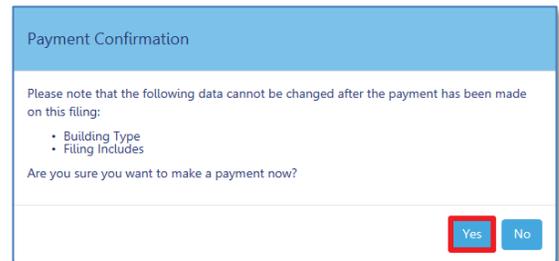
Making Payments

Please note that the pop-up blocker on your internet browser must be disabled in order to proceed with making a payment.

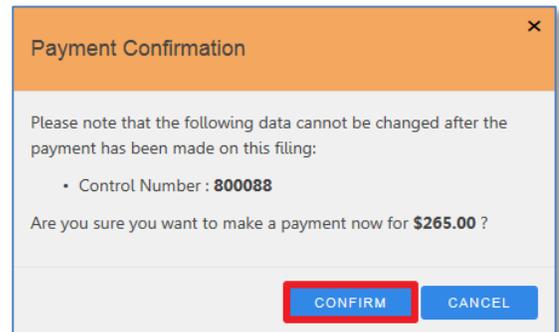
From the job filing screen click on the **Pay Now** button.



In DOB NOW: *Build*, the **Payment Confirmation** window will appear. Select **Yes** to proceed with the payment, or **No** to cancel the transaction.



In DOB NOW: *Safety* select **Confirm** to proceed with the payment, or **Cancel** to cancel the transaction.



After clicking on **Yes** or **Confirm**, you will be redirected to a secure third-party payment site. Follow the directions below to complete your payment.

Enter Payment Details

1. Payment Amount: Shows the total payment amount and an itemized list of the charges.
2. Payment Step: Indicates where you are in the payment process. The active step is indicated by a darker font color.
3. eCheck/Credit Card: **Select the appropriate payment method tab: eCheck (personal or business check) or Credit Card.** *Cashier's checks and money orders are not accepted.*

NYC CityPay Test Cart (1)

Enter Payment Details

1. Select Items 2. Enter Payment 3. Review and Pay

1 Payment Amount: \$30.00

| | |
|--|---------|
| ANNUAL BOILER INSPECTION (BIR) | |
| DOB NOW Safety | |
| Payment for Boilers Safety compliance report | |
| Filing Fee | \$30.00 |

2 **eCheck** Credit Card

To pay by electronic check, you will need your checking account and routing number. There is no additional fee.

Billing Information

First Name *

Last Name *

Country *

Address *

City *

State *

Postal Code *

Phone *

Email *

Re-enter Email *

CONTINUE **CANCEL PAYMENT**

You can review the payment before it's final.

Entering eCheck Information

(see page 9 for entering Credit Card Information)

1. Billing Information: **Complete all of the required fields.** NOTE: *Do not include special characters (such as #) in any of the fields.*
2. **Continue:** Click after completing required fields to proceed to the Payment Review page.
3. **Cancel Payment:** Click if you want to cancel the payment.

The screenshot shows a web interface for entering eCheck information. At the top, there are tabs for 'eCheck' and 'Credit Card'. Below the tabs, a message states: 'To pay by electronic check, you will need your checking account and routing number. There is no additional fee.' A red circle with the number '1' is positioned to the left of a red-bordered box that encloses the 'Billing Information' section. This section contains the following fields: 'First Name *', 'Last Name *', 'Country *' (with a dropdown menu showing 'United States'), 'Address *', 'City *', 'State *' (with a dropdown menu showing 'New York'), 'Postal Code *', 'Phone *', 'Email *', and 'Re-enter Email *'. Below the form, there are two buttons: 'CONTINUE' and 'CANCEL PAYMENT'. A red circle with the number '2' is placed to the left of the 'CONTINUE' button, and a red circle with the number '3' is placed to the right of the 'CANCEL PAYMENT' button. At the bottom of the form, a note reads: 'You can review the payment before it's final.'

After clicking on **Continue**, you will be taken to a new page to enter the eCheck information.

NYC CityPay

Payment Method

* Indicates required field

Choose method of payment

Pay by electronic check

* Account Type: Personal ▾

Back Next Exit

Select the **Account Type** from the dropdown (Personal or Business)

* Indicates required field

Choose method of payment

Pay by electronic check

* Account Type: Personal
Business

Back Next Exit

Click on **Next**. Clicking on **Back/Exit** will take you back to the previous page where you entered the billing information.

* Indicates required field

Choose method of payment

Pay by electronic check

* Account Type: Personal ▾

Back Next Exit

Next you will be taken to the **Payment Information** page where the Billing Address section is displayed at the top. You can modify the information in this section, if needed. *No special characters are allowed; the field will show a ! and the text will appear in red until the special character is removed. Special characters include a period (.) in the name field and a pound sign (#) in the address field.* Check **Use Business Name** to remove the first and last name fields and enter a business name.

* Indicates required field

| Billing Address | |
|--|--|
| <input type="checkbox"/> Use Business Name | |
| *First Name: | <input type="text" value="Joe"/> |
| M.I.: | <input type="text"/> |
| *Last Name: | <input type="text" value="Adams"/> |
| *Street Line 1: | <input type="text" value="280 Broadway"/> |
| Street Line 2: | <input type="text"/> |
| *City: | <input type="text" value="New York"/> |
| *State: | <input type="text" value="New York"/> |
| *Zip: | <input type="text" value="10007"/> |
| *Country: | <input type="text" value="UNITED STATES"/> |
| *Phone: | <input type="text" value="(212) 555-1212"/> |
| *E-Mail: | <input type="text" value="joe@buildings.nyc.gov"/> |

The **Payment Details** section is immediately under the billing address details. It contains the payment amount information and any applicable fees.

| Payment Details |
|--|
| *Payment Amount: 40.00 USD |
| Convenience Fee: 0.00 USD |
| Your account will be debited in 1 to 3 days from the date identified. If your payment date falls on a non-banking day your payment will be executed on the next available banking day. Current date payments received after 1:00 AM ET will be executed on the next valid banking day. |

Enter your account information in the **Payment Method** section.

1. **Name on Account:** Enter the name that is on the account. *The name cannot contain special characters.*
2. **Account Number:** Enter your full Account Number.
3. **Re-Type Account Number:** Enter the Account Number again to verify it has been entered correctly.
4. **Routing Number:** Enter the Routing Number of your account. *A 9 digit number is required.*
5. **Account Type:** Indicate if it is a Checking or Savings account.

The screenshot shows a form titled "Payment Method" with the following fields and callouts:

- 1. *Name On Account: [Text Input Field]
- 2. *Account Number: [Text Input Field] with a "What's This?" link to the right.
- 3. *Re-Type Account Number: [Text Input Field] with a "What's This?" link to the right.
- 4. *Routing Number: [Text Input Field] with a "What's This?" link to the right.
- *Account Type: Checking Savings

At the bottom right of the form are three buttons: "Back", "Next", and "Exit". The "Next" button is highlighted with a red border.

After entering all necessary details, click on **Next**.

Go to page 12 for the next step, **Review Payment Details**.

Entering Credit Card Information

(see page 5 for entering eCheck Information)

Note that there is a 2.49% service fee when paying by credit or debit card.

4. **Billing Information:** Complete all of the required fields. NOTE: Do not include special characters (such as #) in any of the fields.
1. **Continue:** Click after completing required fields to proceed to the Payment Review page.
2. **Cancel Payment:** Click if you want to cancel the payment.

The screenshot shows a web form titled "Credit Card" under the "eCheck" tab. At the top, a message states: "Credit and debit card payments are charged a service fee of 2.49% of the payment amount. This fee is nonrefundable." Below this is a section labeled "Billing Information" (marked with a red circle '1') which contains the following fields: First Name *, Last Name *, Country * (dropdown menu showing "United States"), Address *, City *, State * (dropdown menu showing "New York"), Postal Code *, Phone *, Email *, and Re-enter Email *. At the bottom of the form, there are two buttons: "CONTINUE" (marked with a red circle '2') and "CANCEL PAYMENT" (marked with a red circle '3'). Below the buttons, a note reads: "You can review the payment before it's final."

After clicking on **Continue**, you will be taken to a new page to choose method of payment. Click **Next** to continue to the Payment Information screen. Clicking on **Back** or **Exit** will take you back to the previous page where you entered the billing information.

NYC CityPay

Payment Method

* Indicates required field

Choose method of payment

Pay by credit card

VISA MasterCard American Express DISCOVER JCB

Back Next Exit

Next you will be taken to the **Payment Information** page where the Billing Address section is displayed at the top. You can modify the information in this section, if needed. *No special characters are allowed; the field will show a ! and the text will appear in red until the special character is removed. Special characters include a period (.) in the name field and a pound sign (#) in the address field.* Check **Use Business Name** to remove the first and last name fields and enter a business name.

* Indicates required field

Billing Address

Use Business Name

*First Name: Joe

M.I.:

*Last Name: Adams

*Street Line 1: 280 Broadway

Street Line 2:

*City: New York

*State: New York

*Zip: 10007

*Country: UNITED STATES

*Phone: (212) 555-1212

*E-Mail: joe@buildings.nyc.gov

The **Payment Details** section is immediately under the billing address details. It contains the payment amount information and the 2.49% convenience fee.

| Payment Details |
|--|
| <p>*Payment Amount: 175.00 USD Convenience Fee: 4.36 USD</p> |

Enter you account information in the **Payment Method** section.

1. **Name on Card:** Enter the full name on the card.
2. **Card Number:** Enter the entire card number. (15 or 16 digits)
3. **Expiration Date:** Select the card expiration date from the month and year dropdowns.
4. **Card Verification Value (CVV2):** Enter the card security code.

| Payment Method |
|---|
| <p>*Name on Card: <input type="text"/> 1</p> <p>*Card Number: <input type="text"/> 2</p> <p>*Expiration Date: <input type="text"/> 3 * Month <input type="text"/> <input type="text"/> * Year <input type="text"/> <input type="text"/></p> <p>*Card Verification Value(CVV2): <input type="text"/> 4</p> <p>Back Next Exit</p> |

After entering all necessary details, click on **Next**.

Review Payment Details

On the **Payment Review** page, review the statements, confirm all the information entered is correct and click **Pay Now** to authorize payment.

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:

Joe Adams
280 Broadway
New York, NY 10007
(212) 555-1212
joe@buildings.nyc.gov

Payment Method

Credit Card 
Joe Adams
x0102 10/24

Payment Amount

Amount: 410.00 USD
Convenience Fee: 10.21 USD

Total: 420.21 USD

[Back](#) [Pay Now](#) [Exit](#)

Payment Confirmation

After processing the payment, you will be taken to the receipt page indicating that your payment has been processed.

You have the option of printing this page by clicking **Print** at the bottom of the screen.

DOB
NOW
BUILD

Receipt for : JobFiling - New Job Filing : M00006865 - I1

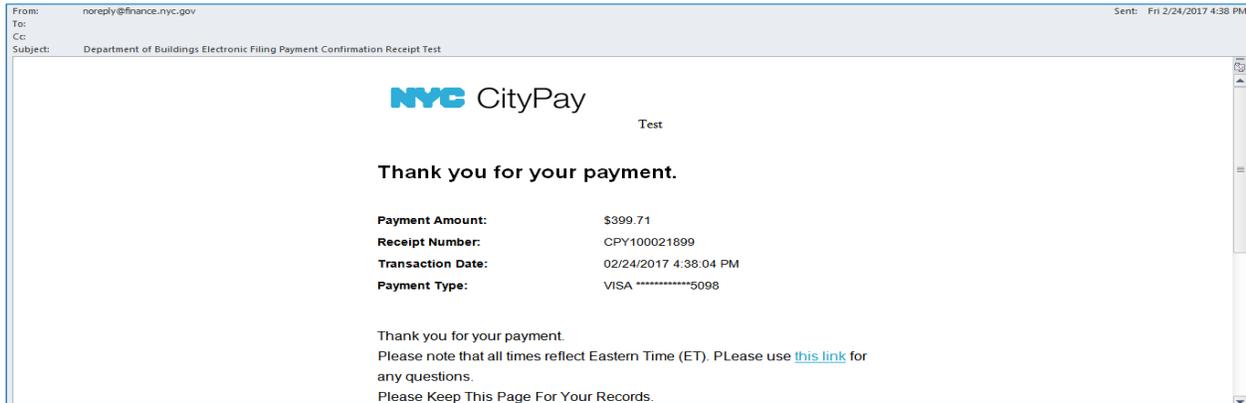
Premises : 2 PARK PLACE , MANHATTAN Job #: M00006865-I1
BIN : 1087167 Block :123 Lot : 7501

Receipt Details

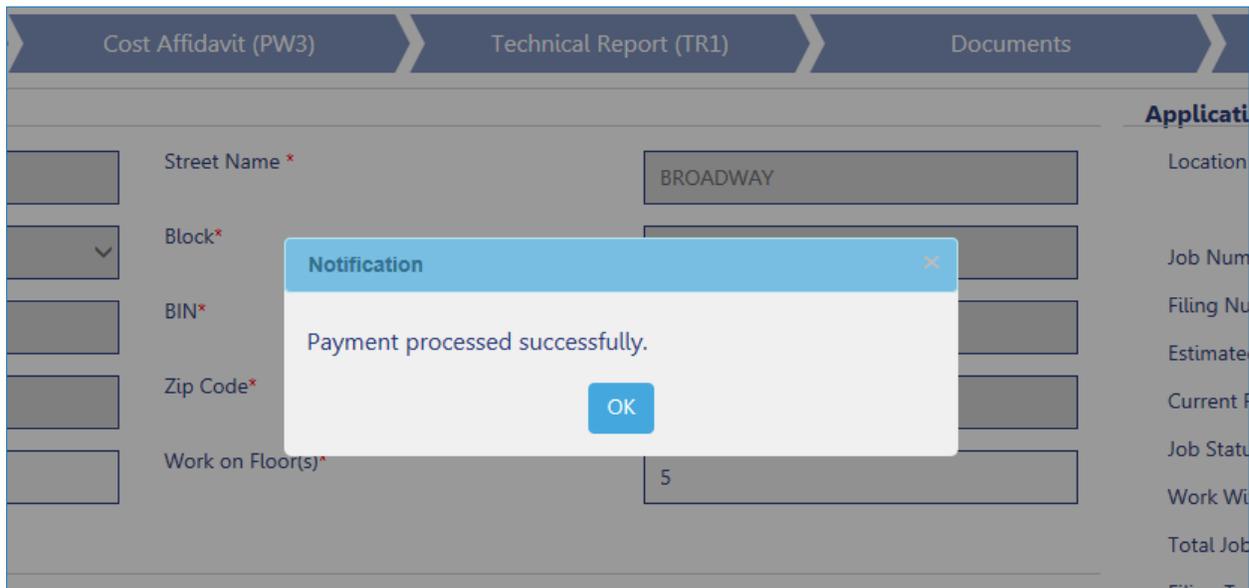
Invoice Number : 100036810 Receipt Number : CPY100048887
Date Issued : 1/3/2018 3:37:53 PM Amount Paid : \$91.50

Print

An auto-generated email will also be sent to the email address you provided during the payment process with the payment amount and receipt number.



After the payment has been processed, close the payment tab on your browser. On the DOB NOW Portal there will be a pop-up message indicating that payment has been processed successfully.



Canceling Payments

You are able to cancel a payment at several points in the payment process.

You can click on the **Cancel Payment** button on the first Payment Entry screen, located underneath the Billing Information section.

Billing Information

First Name *

Last Name *

Country *

Address *

City *

State *

Postal Code *

Phone *

Email *

Re-enter Email *

You can review the payment before it's final.

You can also cancel the payment from the Review Payment Details page located at either the top or bottom of the screen. Click on **Cancel Payment** to cancel it.

| Review Payment Details | | 1. Select Items | 2. Enter Payment | 3. Review and Pay |
|------------------------|----------|--|------------------|-------------------|
| Item Total: | \$100.00 | <input type="button" value="PROCESS PAYMENT"/> <input type="button" value="CANCEL PAYMENT"/> | | |
| Service Fee: | \$2.49 | | | |
| Payment Amount: | \$102.49 | | | |

After you click on **Cancel Payment**, a new page will appear notifying you that the payment has been cancelled. Select **Click here** to return to the DOB NOW Portal.

DOB NOW

Payment has been cancelled. Please click here to go back to dashboard! [Click here](#)

Print

Returned Checks

When a check is returned by the payer’s bank, a \$20 fee will be added to the original fee for each check that is returned. Additionally, a hold will be placed on the job filing until a valid payment is received (if you pay by eCheck again, it will take up to another five business days to clear). The applicant of record and owner will receive an email notification when a check is returned. DOB staff will not review the filing until the payment is fully processed.