



*This publication includes updated policy information for businesses as of June 9.
Please also monitor nyc.gov/BusinessToolbox.*

BUSINESS FAQs

License Applications

I submitted a license application before March 16, 2020 and haven't heard back, will I get a license?

DCA is currently processing all applications. If you have paid all required fees and submitted all other necessary requirements, your license application will be processed accordingly.

Can I mail in my license application materials?

Due to the current COVID-19 State of Emergency, DCA will be accepting applications and requirements via our online system. If your application requires documentation that cannot be uploaded online, please mail it via USPS and email it to onlineappsdocs@dca.nyc.gov.

I need to close my business and still have a year left on my DCA license, can I get a refund?

Yes. A prorated refund will be issued, minus a processing fee (fees may vary). To request a refund, email onlineappsdocs@dca.nyc.gov and you will be contacted with further instructions.

Can I get a refund on my fingerprint and exam fees if my license was not issued and I am withdrawing my application?

Yes, you may get a refund if you did not take the exam or get fingerprinted. Email onlineappsdocs@dca.nyc.gov to request a refund.

How will exams work in order to get my license?

Process servers submitting their renewal applications will be notified directly on instructions to take their exam. All other exams will not be administered at this time. Exams will resume as soon as regular business operations resume. If a new license or renewal requires an exam, you cannot operate.

How will the fingerprints requirement work in order to get my license?

Fingerprints are not being administered at this time. We will resume taking fingerprints at our office locations as soon as regular business operations resume. If a new license requires fingerprints, you cannot operate.



Will business licenses that are up for renewal receive an extension?

DCA is extending certain license expiration dates and renewal application deadlines. You can visit nyc.gov/BusinessToolbox and read our Important Update Flyer: [Does Your Consumer Affairs License Expire February through June 2020?](#)

Will DCA still be mailing my renewal application?

Yes, renewal packages are still being mailed. Follow instructions on your renewal notice regarding current submission processes.

I am trying to file my application online but have difficulty navigating the website, can someone assist?

If you are having technical difficulties, call 311 (212-NEW-YORK outside NYC) and ask for "NYC Online Licensing Service - Assistance and PIN Request." Assistance is available from 9:00 a.m. to 5:00 p.m. Monday through Friday.

Collections

I can't afford my payment for fines or an offer of settlement, what are my options?

We will not attempt to collect any outstanding fines until further notice. When we do begin to collect fines again respondents will have the ability to enter into payment plans to help ease the burden of payments.

Inspections and Violations

How will tow truck inspections work, (license expiring 4/30 even years)?

All renewals submitted online with all required documentation and fees are being processed and inspections being conducted.

The scales used at my business are expiring soon, how can an inspector inspect if I have limited my business hours?

Scales must be inspected once per calendar year. You can submit your scale inspection request through 311 with details of your business operating hours. After the New York State "On Pause" comes to an end, a New York City inspector will schedule an inspection for your scale before the end of the year.

I got a violation for price gouging but I only increased prices because supplier costs went up.

If you increased prices because you incurred extra costs to supply items (e.g., supplier costs, delivery fees, etc.), you can submit proof. Price increases must be comparable.

I got a violation for price gouging, do I have to attend the hearing in person?

The Office of Administrative Trials and Hearings (OATH) Hearing Centers are currently closed until the state's "stay-at-home" order has been lifted and government agencies are allowed to reopen. Until further notice, hearings are being conducted by phone or online. Visit nyc.gov/oath before the hearing date to schedule your Hearing by Phone or learn about Online Hearing options. If you believe that your case must have an in-person hearing or you are unable to participate in a telephone or online hearing, please email Livehearings@oath.nyc.gov to schedule an in-person hearing that will take place on a future date when City offices have reopened to the public.

OATH's Help Center is conducting remote Help Sessions. If you are self-represented and would like assistance with your case, please visit the [Help Center](#) section of OATH's website to learn more.

Newsstands

Will my license be revoked if I close my sidewalk newsstand for two consecutive months?

No, we will not be revoking licenses if newsstands temporarily close for the duration of the COVID-19 State of Emergency.

Will the price limit for items sold at newsstands increase?

No, the price limit will remain at \$10.00.

Pedicabs

Will there be a pedicab plate lottery this year?

No, there will not be a pedicab lottery at this time. Under Executive Orders by Mayor de Blasio and Governor Cuomo, all businesses, except those deemed essential, must "reduce its in-person workforce at any locations by 100%."

Sidewalk Cafes

Will sidewalk café hearings be postponed?

Due to the COVID-19 State of Emergency, the process for holding sidewalk café hearings is on pause. DCA is reviewing applications and will inform applicants directly on the process.

Do sidewalk cafes have to pay their consent fees?

The City is waiving all consent fees for unenclosed sidewalk cafes due between March 1, 2020 and February 28, 2021. Enclosed sidewalk café consent fees are waived for the duration of the state of emergency.



Any consent fees already collected will be refunded. For updates, visit nyc.gov/BusinessToolbox.

Temporary Amusement Device

I applied for a Temporary Amusement Device license and now my event is cancelled, can I get a refund?

If the license was issued, the law prohibits DCA to issue a refund. If your license was not issued, you can withdraw your application by contacting specialapps@dca.nyc.gov. A prorated refund will be issued minus a processing fee (fees may vary).

To request a refund from the [Department of Buildings](#) (DOB) for the inspection fee of the devices, please complete the [refund request application](#) and email it to fiscalrefunds@buildings.nyc.gov.

Tobacco Retail Dealer

I am applying for a Tobacco Retail Dealer license and it says I can only submit my application in person, what do I do?

Due to the current COVID-19 State of Emergency, DCA is temporarily accepting Tobacco Retail Dealer and Electronic Cigarette Retail Dealer applications via email at: onlineappsdocs@dca.nyc.gov.

Workplace Laws

What are my responsibilities as an employer to make sure I am complying with labor laws?

To stay up to date on City, state, and federal workplace laws visit nyc.gov/workers and read our [Update about Workplace Laws as NYC Seeks to Stop the Spread of the New Coronavirus \(COVID-19\)](#).

Visit nyc.gov/BusinessToolbox regularly. On DCA's website, you can find the latest laws and rules that may affect your business; our inspection checklists; online Live Chat for businesses; and more. To stay up to date on the latest coronavirus updates including guidance for small businesses, visit nyc.gov/coronavirus.

Other Business Questions

I have a question not answered in this document, who can I contact?

Please contact us using **Live Chat** at <https://www1.nyc.gov/site/dca/businesses/live-chat.page>, available weekdays between 9:30 a.m. and 5:00 p.m.

OR

You can email the relevant Division for assistance. Learn more at nyc.gov/BusinessToolbox.