TLC Licensing
Online Self Scheduling Guide

As of 3/13/2019
Welcome to the NYC TLC online appointment system

Before requesting an appointment, please review the below information to help you select the correct transaction type.

To make your appointment, please use the drop down menus on the left:

1) Select Location (you may only select the Staten Island location if you are a FHV vehicle owner affiliating with a base located on Staten Island).
2) Under “select transaction type,” select the reason for your appointment (see below for a full description of each appointment type).
3) Select an available date and time.
4) Enter information.
5) Select “finalize appointment.”
An appointment confirmation will be e-mailed to the e-mail address provided.

Street Hail Livery Permit Appointments (SHL)
Step 1: Select Location

Welcome to the NYC TLC online appointment system.

Before requesting an appointment, please review the below information and choose your transaction type.

1) Select Location (you may only select the Staten Island location if you are affiliating with a base located on Staten Island).
2) Under “select transaction type,” select the reason for your appointment.
3) Select an available date and time.
4) Enter information.
Step 2: Select Transaction Type

Welcome to the NYC TLC online appointment system.

Before requesting an appointment, please review the below information and select a transaction type.

To make your appointment, please use the drop down menus on the left:

1. Select Location (you may only select the Staten Island location if you are affiliating with a base located on Staten Island).
2. Under "select transaction type," select the reason for your appointment.
3. Select an available date and time.
4. Enter information.
5. Select "finalize appointment."

An appointment confirmation will be e-mailed to the e-mail address provided.

Street Hail Livery Permit Appointments (SHEL)
Step 3: Select Appointment Date

Welcome to the NYC TLC online appointment system

Before requesting an appointment, please review the below information to help you select the transaction type.

To make your appointment, please use the drop-down menus on the left:

1. Select Location (you may only select the Staten Island location if you are a FHV affiliating with a base located on Staten Island).
2. Under “select transaction type,” select the reason for your appointment (see below description of each appointment type).
3. Select an available date and time.
4. Enter information.
5. Select “finalize appointment.”

An appointment confirmation will be e-mailed to the e-mail address provided.

Street Hail Livery Permit Appointments (SHL)

Questions about SHLs? Visit the TLC website for more information: Street Hail Livery Permits (SHL)

The requirements to file an SHL application or to update/transfer an SHL permit can be found at https://www1.nyc.gov/site/tlc/businesses/street-hail-livery-permit.page

SHL Permit Application: A SHL Permit Application is used to purchase a New Street Hail Permit (Wheelchair Accessible).

SHL Permit Update and Affiliation: A SHL Permit Update and Affiliation appointment is used to update ownership, change Base and/or Vehicle that is attached to the permit.

Vehicle Appointments
Step 4: Select Date and Time

Appointment Locator

**Location**
NYC TLC Long Island City: 31-00

**Location Address**
31-00 47th Avenue, 3rd floor
Long Island City, NY 11101

**Select Transaction Type**
Vehicle Appt - Base Transfer

A Base Transfer appointment is used to move the vehicle from one Base to another Base. Note: You must include the name of the vehicle licensee, the vehicle license number, and the vehicle identification number for all transfer appointment requests. If this is not included, the TLC will cancel your appointment. The requirements to file a transfer can be found at [www.nyc.gov/html/tlc/downloads/pdf/veh_transfer_affil_app](http://www.nyc.gov/html/tlc/downloads/pdf/veh_transfer_affil_app)

**Select Appointment Time**

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Appointment Type</th>
<th>Book it</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tuesday, March 19, 2019</td>
<td>8:00am EST</td>
<td>Base Transfer Appointment</td>
<td>Book it</td>
</tr>
<tr>
<td>Tuesday, March 19, 2019</td>
<td>10:00am EST</td>
<td>Base Transfer Appointment</td>
<td>Book it</td>
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<tr>
<td>Tuesday, March 19, 2019</td>
<td>11:00am EST</td>
<td>Base Transfer Appointment</td>
<td>Book it</td>
</tr>
<tr>
<td>Tuesday, March 19, 2019</td>
<td>1:00pm EST</td>
<td>Base Transfer Appointment</td>
<td>Book it</td>
</tr>
<tr>
<td>Tuesday, March 19, 2019</td>
<td>2:00pm EST</td>
<td>Base Transfer Appointment</td>
<td>Book it</td>
</tr>
<tr>
<td>Wednesday, March 20, 2019</td>
<td>8:00am EST</td>
<td>Base Transfer Appointment</td>
<td>Book it</td>
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<td>Wednesday, March 20, 2019</td>
<td>9:00am EST</td>
<td>Base Transfer Appointment</td>
<td>Book it</td>
</tr>
<tr>
<td>Wednesday, March 20, 2019</td>
<td>10:00am EST</td>
<td>Base Transfer Appointment</td>
<td>Book it</td>
</tr>
<tr>
<td>Wednesday, March 20, 2019</td>
<td>11:00am EST</td>
<td>Base Transfer Appointment</td>
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<td>Wednesday, March 20, 2019</td>
<td>2:00pm EST</td>
<td>Base Transfer Appointment</td>
<td>Book it</td>
</tr>
<tr>
<td>Thursday, March 21, 2019</td>
<td>8:00am EST</td>
<td>Base Transfer Appointment</td>
<td>Book it</td>
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</tbody>
</table>

**March 2019 Calendar**

<table>
<thead>
<tr>
<th>Sun</th>
<th>Mon</th>
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<td>23</td>
</tr>
</tbody>
</table>
Step 5: Enter Appointment Details

Appointment Locator

Location
NYC TLC Long Island City: 31-00

Location Address
31-00 47th Avenue, 3rd floor
Long Island City, NY 11101

Select Transaction Type
Vehicle Appt - Base Transfer

A Base Transfer appointment is used to move the vehicle from one Base to another Base. Note: You must include the name of the vehicle licensee, the vehicle license number, and the vehicle identification number for all transfer appointment requests. If this is not included, the TLC will cancel your appointment. The requirements to file a transfer can be found at www.nyc.gov/html/tlc/downloads/pdf/veh_transfer_affili_app

Selected Appointment

Location
NYC TLC Long Island City: 31-00 47th Ave 3rd Floor, Long Island City, N.Y. 11101

Location Address
31-00 47th Avenue, 3rd floor
Long Island City, NY 11101

Schedule / User
Base Transfer Appointment

Transaction Type
Vehicle Appt - Base Transfer

Date
Tuesday, March 19, 2019

Start Time
8:00am

Please complete the following information.

New User

* Indicates required field

Full Name or Company Name

This appointment is valid only for the licensee or applicant entered. All appointments are non-transferable.

Telephone Number

E-mail

Your appointment confirmation will be sent to this e-mail address.

Current Licensees: Enter the TLC license number of the license that you are making an appointment for.

New Applicant: Please leave blank

TLC License #

VIN

For Vehicle Appointments Only: Enter the Vehicle Identification Number (VIN) of your vehicle.

[Finalize Appointment]
Sample Details Completed

Please complete the following information.

New User

* Indicates required field

* Full Name or Company Name  John Smith

This appointment is valid only for the licensee or applicant entered. All appointments are non-transferable.

* Telephone Number  (718) 391-5501

* E-mail  youremailaddress@website.com

Your appointment confirmation will be sent to this e-mail address

TLC License #  543210

Current Licensees: Enter the TLC license number of the license that you are making an appointment for.

New Applicant: Please leave blank

VIN  1A23B45C67D89E123

For Vehicle Appointments Only: Enter the Vehicle Identification Number (VIN) of your vehicle.

[Finalize Appointment]
Appointment Submission Confirmation

Locator

nd City: 31-00

3rd floor
11101

Type
Transfer

Appointment is used to move the Vehicle to a different Base. Note: You must include the vehicle license plate number for all requests. If this is not included, the appointment will not be processed.

The requirements to file a base transfer are:
1. Ensure you have the correct vehicle license plate number.
2. Submit the completed form and required documentation.

Selected Appointment

<table>
<thead>
<tr>
<th>Location</th>
<th>NYC TLC Long Island City: 31-00 47th Ave 3rd Floor, Long Island City, N.Y. 11101</th>
</tr>
</thead>
</table>
| Location Address | 31-00 47th Avenue, 3rd floor  
Long Island City, NY 11101                                  |
| Schedule / User | Base Transfer Appointment                             |
| Transaction Type | Vehicle Appt - Base Transfer                        |
| Date         | Tuesday, March 19, 2019                                |
| Start Time   | 8:00am                                                |

Your appointment has been confirmed!

Check your e-mail inbox for a confirmation of your appointment. Please note that it may take up to 10 minutes to appear in your e-mail account.

Your confirmation e-mail will contain the following additional information:

- Instructions for your appointment
- A link to reschedule or cancel your appointment

Note: You must bring your appointment confirmation with you to your appointment.

Confirmation Number # 136275

Print Confirmation

Appointment Activity
### New York City Taxi and Limousine Commission

#### Appointment Confirmation
718-391-5501

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**Appointment Information**

<table>
<thead>
<tr>
<th>Information</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appointment Status</td>
<td>Scheduled</td>
</tr>
<tr>
<td>Location</td>
<td>NYC TLC Long Island City: 31-00 47th Ave 3rd Floor, Long Island City, N.Y. 11101</td>
</tr>
<tr>
<td>Confirmation Number</td>
<td>Blacked Out</td>
</tr>
<tr>
<td>TLC License #</td>
<td>543210</td>
</tr>
</tbody>
</table>

**Vehicle Appt - Base Transfer**

- **Date:** Tuesday, March 19, 2019
- **Time:** 8:00am
- **With:** Base Transfer Appointment

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**Contact Information**

John Smith  
Telephone Number: (718) 391-5501
Dear Jane Smith,

Your appointment with the NYC TLC has been confirmed. The appointment information is below:

Location: NYC TLC Long Island City: 31-00 47th Ave 3rd Floor, Long Island City, N.Y. 11101
Transaction Type: Base Transfer Appointment
Date: Tuesday, March 19, 2019
Time: 8:00am EST
TLC License #: XXXXXXXX
Confimation Number: XXX

A Vehicle Transfer appointment is used to change a Vehicle, Base, or Plate on an existing FHV license.

The requirements to file a transfer can be found at https://www1.nyc.gov/assets/tlc/downloads/pdf/veh_transfer_affili_app.pdf

We will send you a reminder prior to your appointment. You must bring all required documents on the date of your appointment. For information on requirements visit: www.nyc.gov/tlc

If you need to cancel or reschedule your appointment, you may do so by clicking the link below. Please note that you may not make any changes within 48 hours of your appointment.

Note: Fitness Review and Grant Intake appointments cannot be changed online. You must contact the unit using the e-mail above in order to reschedule.

https://bocknow.appointment-plus.com/ams/appointment_actions?token=12345678941321658

Thank you,
NYC TLC
E-mail Confirmation: Reschedule Link

Your Appointment Details

Location: NYC TLC Long Island City: 31-00 47th Ave 3rd Floor, Long Island City, N.Y. 11101
Transaction Type: Vehicle Appt - Base Transfer
Date: Tuesday, March 19, 2019
Time: 8:00am - 9:00am

Appointment Actions

- Appointment status: Scheduled
- Reschedule my appointment
- Cancel my appointment
Reschedule Options

- Reschedule

Message from webpage
This will immediately cancel your current appointment and take you to the Appointments Page to select a new appointment date.

Are you sure you want to continue?

- Cancel

Message from webpage
Please note that once this appointment is canceled, you will not be able to reclaim it. You will need to create a new appointment for the next available date and time.

Are you sure you want to continue?
Making Additional Appointments:

- If you need to make appointments for other licenses, you must click to the log out option at the top of the page after reaching the below confirmation page.
- Note: You are limited to one appointment per log in session.

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**Appointment Locator**

- **Location**
  - NYC TLC Long Island City: 31-00 47th Ave, 3rd Floor, Long Island City, NY 11101

- **Location Address**
  - 31-00 47th Avenue, 3rd Floor
  - Long Island City, NY 11101

- **Select Transaction Type**
  - Vehicle Appt - Base Transfer

**Selected Appointment**

- **Location**
  - NYC TLC Long Island City: 31-00 47th Ave 3rd Floor, Long Island City, N.Y. 11101

- **Location Address**
  - 31-00 47th Avenue, 3rd floor
  - Long Island City, NY 11101

- **Schedule / User**
  - Base Transfer Appointment

- **Transaction Type**
  - Vehicle Appt - Base Transfer

- **Date**
  - Tuesday, March 19, 2019

- **Start Time**
  - 8:00am

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*Your appointment has been confirmed!*