

New Customer Service Ticket Options – Manhattan

The Manhattan Borough Office has changed the customer service ticket options to allow customers to use one application processing ticket to perform multiple transactions. The new ticket options become effective June 28, 2010.

New Ticket Options	
A Ticket - Application Processing	H Ticket - Pre-filing
B Ticket - Professional	I Ticket - ECB
C Ticket - Construction Supervisor	J Ticket - AHV
D Ticket - Construction	K Ticket - Record Room
E Ticket - Electrical	L Ticket - Record Room
F Ticket - Plumbing	O Ticket - Cashier (3 rd Floor)
G Ticket - Priority Pre-filing	A Ticket - Cashier (4 th Floor)

Customers can perform up to three transactions using the same Application Processing “A” ticket for the following functions:

- E-Filing (unless requesting to have the application processed through to permit)
- Permit
- Less than five (5) D.E.A.R. corrections*

**Constitutes one transaction*

Customers can perform only one transaction using the “A” ticket for the following functions:

- E-Filing (if requesting to have the application processed through to permit)
- Public Assembly
- Demolition
- Sub-Division
- Non-Directive 14

Customers can perform up to three transactions using the same Cashier “O” ticket for the following cashier functions:

- Payment transaction
- Records Management fees

Note: Cashier “O” ticket cannot be used to perform Data Entry Transactions.

Required Identification

In order to process paperwork with the Department, customers must present the following identification:

Filing Representatives and Professionals: NYC Department of Buildings identification card

Out-of-State Professionals: State-issued identification card

Homeowners: State-issued identification card

Questions? Email OperationsRedesign@buildings.nyc.gov