

# Payments Manual

## DOB NOW Step-by-Step User Guide

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This guide describes how to submit payments in DOB NOW: *Build, Safety, Licensing*, and *BIS Options* through the NYC CityPay portal using eChecks, credit and debit cards, PayPal, and Venmo.

### Helpful Links

- NYC CityPay FAQs (DOF): <https://a836-citypay.nyc.gov/assets/citypay-faq.html>
- How to Pay video: [www.youtube.com/watch?v=YHDbxAuS8Dk](http://www.youtube.com/watch?v=YHDbxAuS8Dk)
- DOB NOW Training materials: [www.nyc.gov/dobnowtraining](http://www.nyc.gov/dobnowtraining)
- How to turn off popup blockers: [www1.nyc.gov/assets/Buildings/pdf/allow\\_popup\\_blockers.pdf](http://www1.nyc.gov/assets/Buildings/pdf/allow_popup_blockers.pdf)

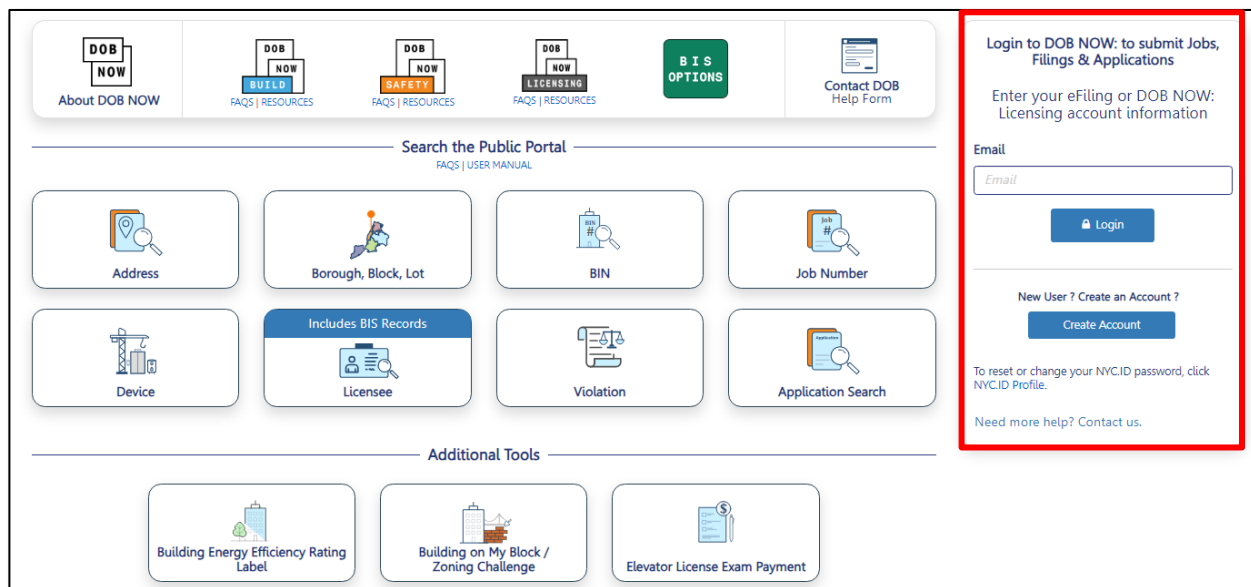


## Table of Contents

<b>DOB NOW Step-by-Step User Guide.....</b>	<b>0</b>
Helpful Links.....	0
<b>Log into DOB NOW to make a payment.....</b>	<b>2</b>
<b>Making Payments .....</b>	<b>3</b>
<b>CityPay Payment Methods.....</b>	<b>4</b>
<b>Enter Billing Information – eCheck or Credit Card.....</b>	<b>5</b>
<b>Complete Payment Method section - eCheck.....</b>	<b>6</b>
<b>Complete Payment Method section – Credit Card.....</b>	<b>7</b>
<b>Payment Review.....</b>	<b>9</b>
<b>Enter Payment Details: PayPal .....</b>	<b>10</b>
<b>Payment Receipt .....</b>	<b>14</b>
<b>Returned Checks .....</b>	<b>15</b>

## Log into DOB NOW to make a payment

Navigate to the DOB NOW login page at [nyc.gov/dobnow](https://nyc.gov/dobnow), Enter your NYC.ID in the **Email** field, and select **Login**. If you need to create an NYC.ID account, select **Create Account** or visit [nyc.gov/dobnowtips](https://nyc.gov/dobnowtips) for resources and step-by-step instructions.

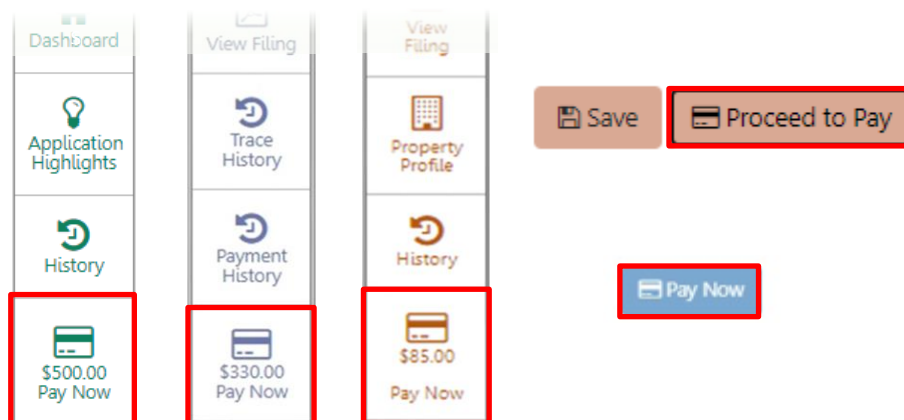


After logging into DOB NOW, the Welcome page displays. Select the module that contains the transaction for which you want to make a payment. Then select a filing and click to open it or search for a transaction from the dashboard.



## Making Payments

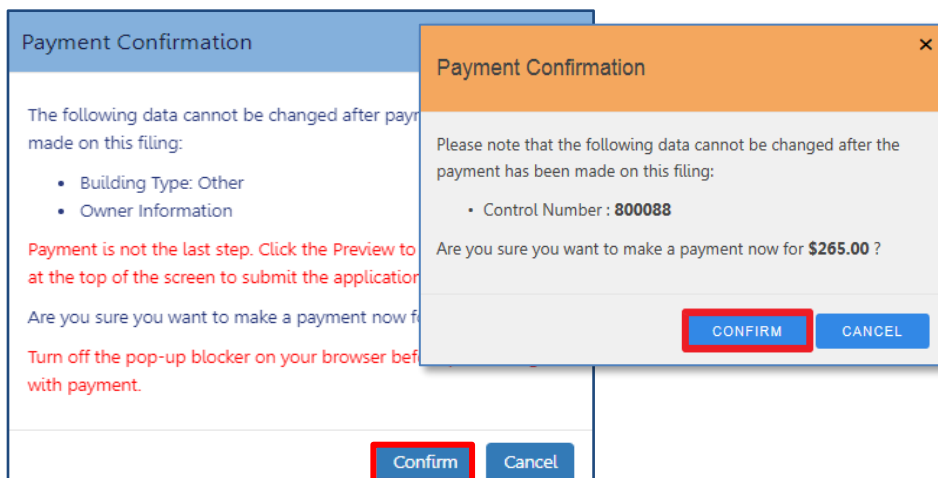
Locate the transaction (job, license, or violation) for which you are ready to make a payment. Click the **Pay Now** button. Depending on the module, the design of the Pay Now button may vary.



A **Payment Confirmation** window will open with the details of the transaction. Click **Confirm** to proceed, then **CityPay** will open in a new window/tab.

### Important before leaving DOB NOW:

- Don't close the DOB NOW portal window/tab. This window needs to stay open so that you will get confirmation that a payment has been made and to avoid making a duplicate payment in error.
- Be sure the popup blocker on your browser is disabled to be able to proceed with making a payment.



## CityPay Payment Methods

**Accepted Payment Methods:**

Visa, MasterCard, Discover, and American Express credit cards, debit cards that have a Visa or MasterCard logo, pre-paid debit/gift cards, Venmo, PayPal, and eCheck.

### Service Fees:

A 2% service fee is added for PayPal, Venmo, credit and debit card payments. There is no fee for eCheck payments.

### Processing Time:

Credit card payments process immediately.  
eCheck payments take up to 10 business days to process.

Select the **PayPal** tab for PayPal or Venmo.

Select the **eCheck** tab for eCheck.

Select the **Credit Card** tab for credit, debit, or gift cards.

NYC CityPay

Cart (2)

PayPal eCheck Credit Card

## Enter Payment Details

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

Payment Amount: \$304.00

PayPal eCheck Credit Card

FILING BALANCE - ALTERATION TYPE 2  
DOB NOW Build  
Job Filing - Alteration CO : M01079032-S1  
Filing Fees \$209.00

LANDMARKS COMMISSION FEE  
DOB NOW Build  
Job Filing - Alteration CO : M01079032-S1  
Filing Fees \$95.00

To pay by electronic check, you will need your checking account and routing number. There is no additional fee. If you are a corporation, click [here](#) for important information.

### Billing Information

First Name \*

Last Name \*

## Enter Billing Information – eCheck or Credit Card

Select the **eCheck** or **Credit Card** tab.

1. Complete all required **Billing Information** fields. Do not include special characters, such as the number sign (#), in any of the fields.
2. Click **CONTINUE** to proceed to the next page to enter the **Payment Method** details.
3. If you do not want to continue with payment, select the **Cancel** button.

PayPal
eCheck
Credit Card

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

1

### Billing Information

First Name \*

Last Name \*

Country \*

United States

Address \*

City \*

State \*

New York

Postal Code \*

Phone \*

Email \*

Re-enter Email \*

2

CONTINUE

CANCEL PAYMENT

## Complete Payment Method section - eCheck

If the eCheck tab was selected, in the **Payment Method** section, select **Personal** or **Business** for the **Account Type**. Click **Next** to go to the next page.



### Payment Method

\* Indicates required field

#### Choose method of payment

☒ **Pay by electronic check**

**\* Account Type:**

Personal
Business

Back
Next
Exit

Check the box for **Use Business Name** to remove the **First** and **Last Name** fields and enter a business name instead. Review your billing address and modify any information if needed. *No special characters are allowed; the field will show a red exclamation mark (!) and the text will appear in red until all special characters are removed.*

\* 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

Enter your account information in the **Payment Method** section, then click **Next**.

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

Payment Method

\*Name On Account:

1

\*Account Number:

2

[What's This?](#)

\*Re-Type Account Number:

3

[What's This?](#)

\*Routing Number:

4

\*Account Type:

☒ Checking
 ☐ Savings

Back

Next

Exit

## Complete Payment Method section – Credit Card

If the **Credit Card** tab was selected, in the **Payment Method** section, **Pay by credit card** will already be selected. Click **Next** to continue.

NYC CityPay

Payment Method

\* Indicates required field

Choose method of payment

☒ Pay by credit card

VISA

MasterCard

AMERICAN EXPRESS

DISCOVER

JCB

Back

Next

Exit



Check the box for **Use Business Name** to remove the **First** and **Last Name** fields and enter a business name instead. Review your billing address and modify any information if needed. *No special characters are allowed; the field will show a red exclamation mark (!) and the text will appear in red until all special characters are removed.*

\* 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

For the **Payment Method** enter your credit card account information, then click **Next**.

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

\*Name on Card:

\*Card Number:

\*Expiration Date:

\*Month ▼

\*Year ▼

\*Card Verification Value(CVV2):

Back

Next

Exit


The **Payment Details** section is immediately under the billing address details. It contains the payment amount information and the 2% convenience fee.

Payment Details
<b>*Payment Amount:</b> 175.00 USD <b>Convenience Fee:</b> 3.50 USD

## Payment Review

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 " <b>Pay Now</b> " you:
<div><ul style="list-style-type: none"><li>1. confirm that you are authorized to instruct this payment using the credit card, debit card or checking account included in your payment instructions;</li><li>2. authorize the City of New York to charge your account for the payment amount and, if applicable, the Service Fee;</li><li>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;</li><li>4. acknowledge that you have read and agree to the Terms and Conditions for using this site.</li></ul></div>

Address
<b>Billing Address:</b> 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
<b>Amount:</b> 410.00 USD <b>Convenience Fee:</b> 10.21 USD <hr/> <b>Total:</b> 420.21 USD
<div>Back Pay Now Exit</div>

## Enter Payment Details: PayPal

Select the **PayPal** tab, then click the **PayPal** button to use your PayPal account or click the **Venmo** button to use your Venmo account.

Enter Payment Details

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

Item Total: \$390.00

Service Fee: \$7.80

Payment Amount: \$397.80

FILING BALANCE - ALTERATION TYPE 2

DOB NOW Build

Job Filing - Alteration : M00427812-11

Filing Fees

\$225.00

Record Management Fee: Other

DOB NOW Build

Job Filing - Alteration : M00427812-11

Filing Fees

\$165.00

PayPal

eCheck

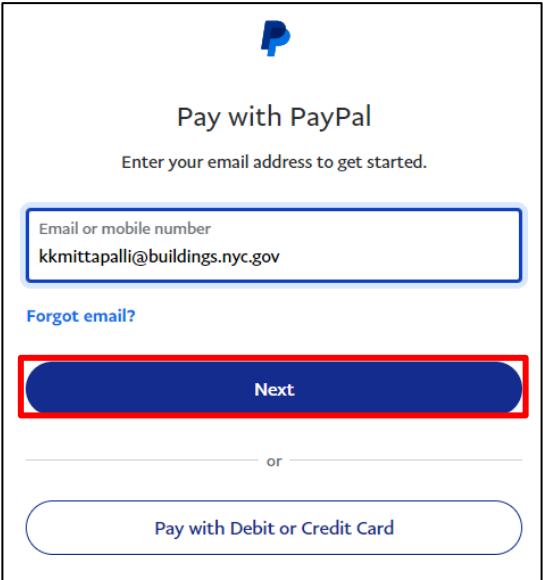

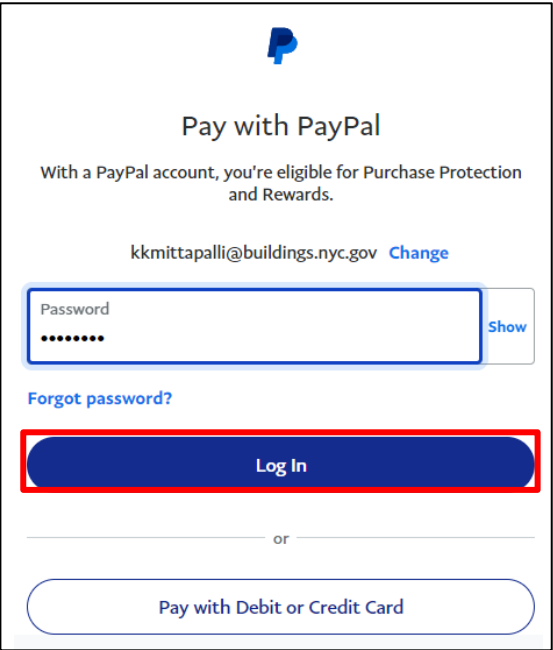

Credit Card

PayPal/Venmo payments are charged a service fee of 2.00% of the payment amount. This fee is nonrefundable.

Please click on the PayPal or Venmo button to make payment

PayPal

venmo

PayPal	Venmo
<p>Enter the appropriate email for the payment then click <b>Next</b>.</p> <div>  <p>The screenshot shows the PayPal login interface. At the top is the PayPal logo. Below it, the text "Pay with PayPal" is followed by "Enter your email address to get started." There is a text input field containing "kkmittapalli@buildings.nyc.gov". Below the field is a link "Forgot email?". A blue button labeled "Next" is highlighted with a red border. Below this is a horizontal line with "or" in the center, and a button labeled "Pay with Debit or Credit Card".</p> </div>	<p><b>Scan</b> the code using the Venmo App on your mobile device.</p> <div>  <p>The screenshot shows a Venmo QR code screen. At the top, it says "No fees no matter how you pay". Below this is a large QR code. The Venmo logo is at the bottom. A small text at the very bottom says "Don't have the app? Pay with PayPal or Credit/Debit card".</p> </div>
<p>Enter in your password and click <b>Log In</b>.</p> <div>  <p>The screenshot shows the PayPal password login interface. At the top is the PayPal logo. Below it, the text "Pay with PayPal" is followed by "With a PayPal account, you're eligible for Purchase Protection and Rewards." There is a text input field containing "kkmittapalli@buildings.nyc.gov" with a "Change" link next to it. Below the field is a password input field with "Password" and "Show" labels. Below the password field is a link "Forgot password?". A blue button labeled "Log In" is highlighted with a red border. Below this is a horizontal line with "or" in the center, and a button labeled "Pay with Debit or Credit Card".</p> </div>	<p>Enter <b>Billing Address</b> in the Venmo App and authorize.</p> <div>  <p>The screenshot shows a Venmo authorization screen. It features a large blue square with a white "V" logo. Below the logo, it says "Go to your Venmo app and authorize".</p> </div>

PayPal

Click the radio button to select **PayPal Balance** and then click **Continue to Review Order**.

Review the information to ensure all is correct. If you want to change the payment method in PayPal click the **here** link above the **First Name** text field.

Venmo

After clicking **Authorize** from the Venmo App, you will see Venmo account authorized as below.

The system will return to the CityPay site and Billing details will auto populate. Review the information to ensure all is correct.

build safe

live safe

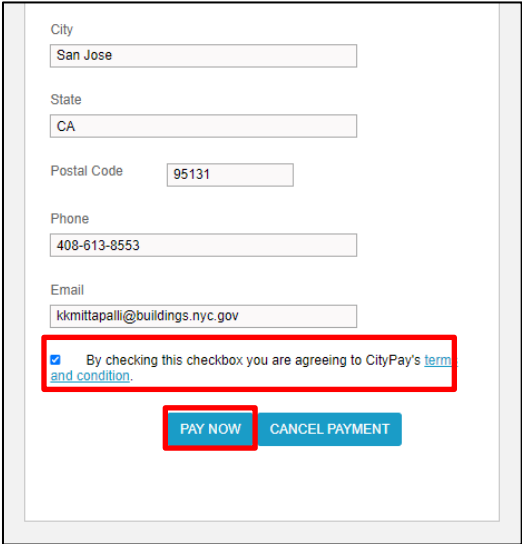
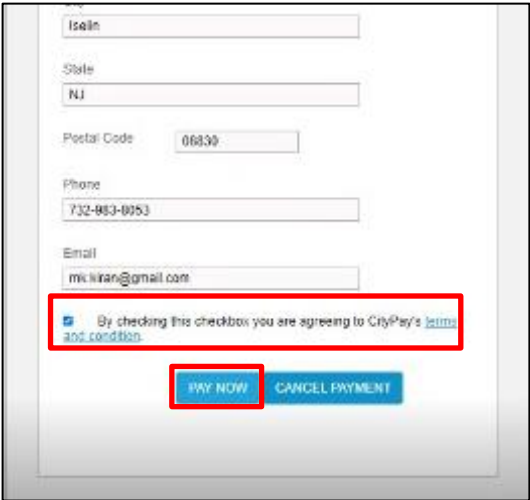

Page

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12

NYC

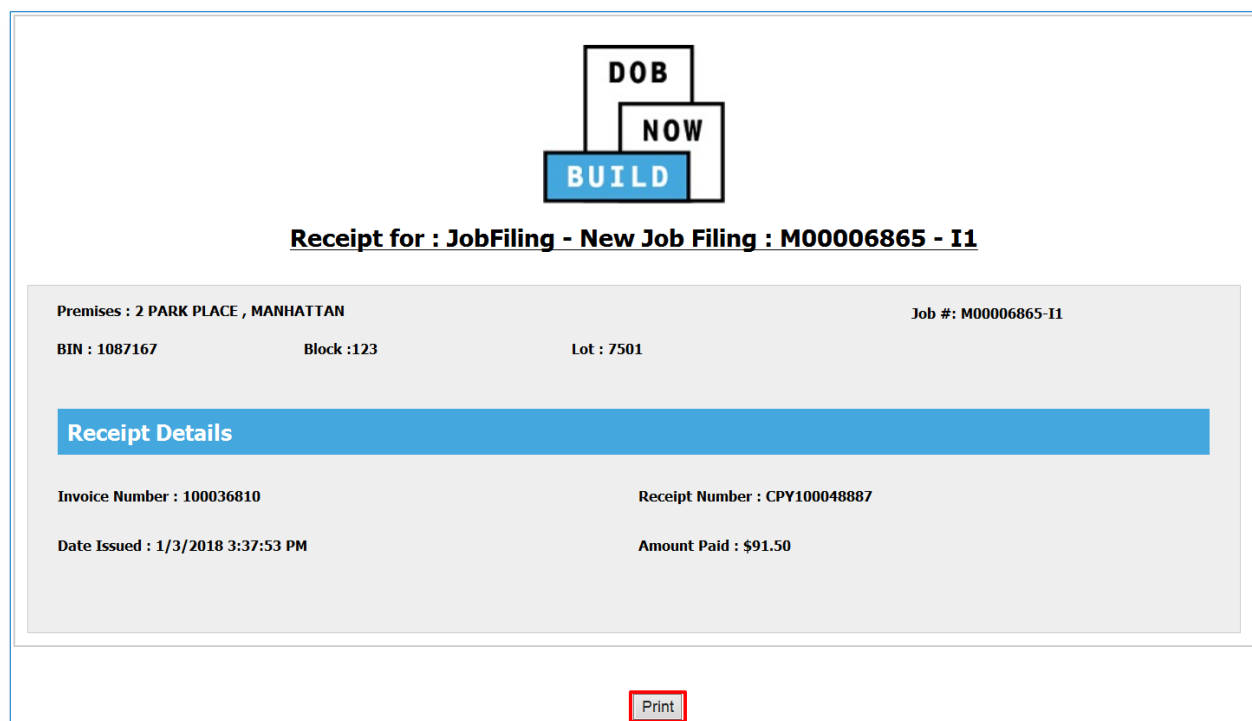
Buildings

PayPal	Venmo
<p>Scroll down to the bottom of the page and click the checkbox to agree to CityPay’s terms and conditions, then click the <b>PAY NOW</b> button.</p> 	<p>Scroll down to the bottom of the page and click the checkbox to agree to CityPay’s terms and conditions, then click the <b>PAY NOW</b> button.</p> 
<p>Wait for the payment process to complete.</p> 	

## Payment Receipt

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

You can print this page by clicking **Print** at the bottom of the screen.



**DOB  
NOW  
BUILD**

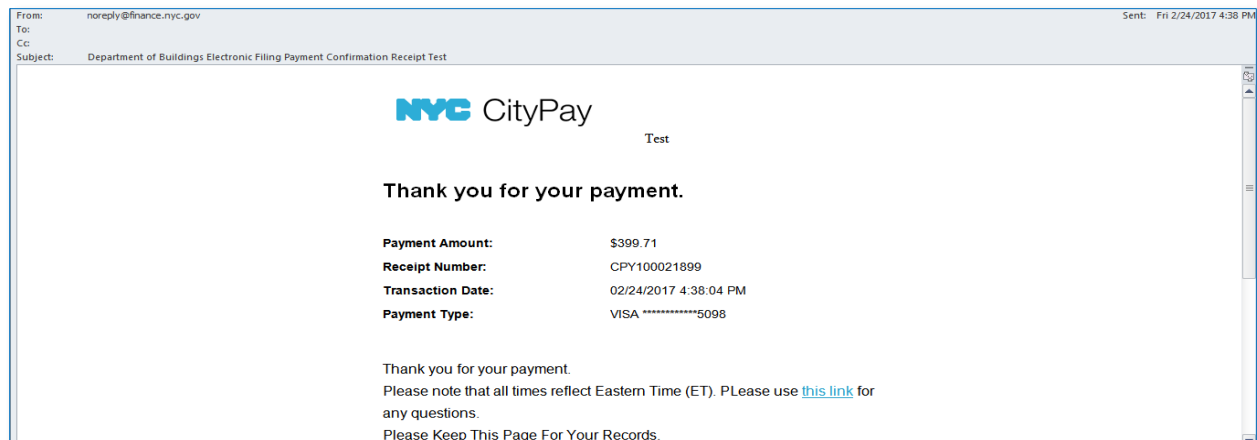
**Receipt for : JobFiling - New Job Filing : M00006865 - I1**

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

**Receipt Details**


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

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.



From: noreply@finance.nyc.gov  
To:  
Cc:  
Subject: Department of Buildings Electronic Filing Payment Confirmation Receipt Test

Sent: Fri 2/24/2017 4:38 PM



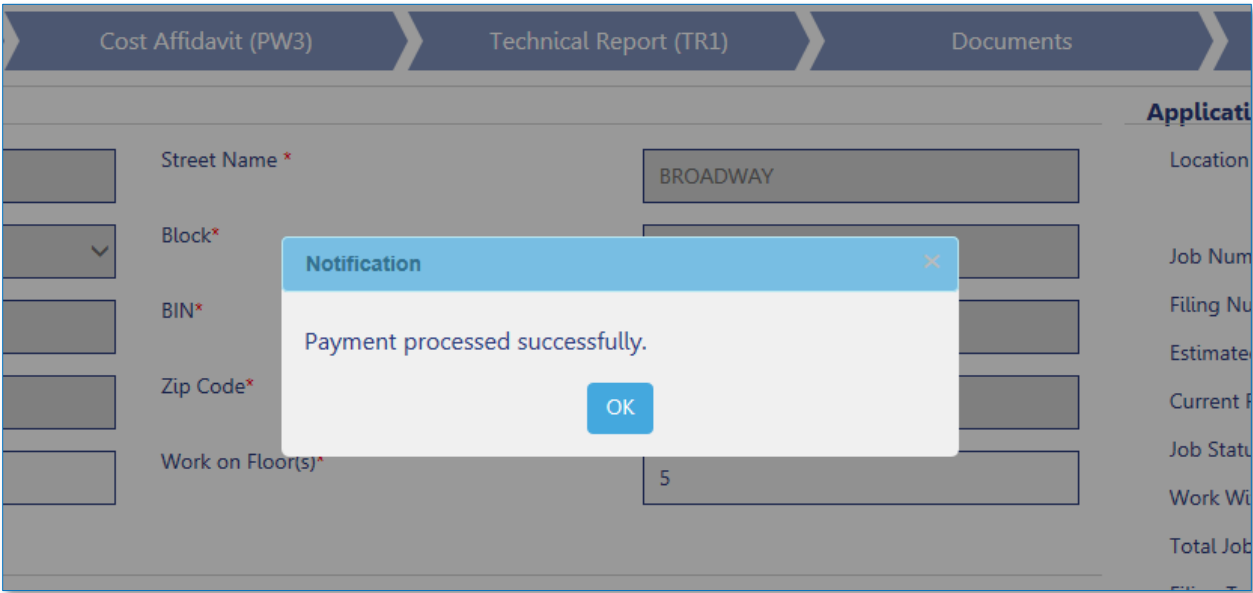
Test

**Thank you for your payment.**

<b>Payment Amount:</b>	\$399.71
<b>Receipt Number:</b>	CPY100021899
<b>Transaction Date:</b>	02/24/2017 4:38:04 PM
<b>Payment Type:</b>	VISA *****5098

Thank you for your payment.  
 Please note that all times reflect Eastern Time (ET). Please use [this link](#) for any questions.  
 Please Keep This Page For Your Records.

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.



## 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 filing until a valid payment is received (if you pay by eCheck again, it will take up to another 10 business days to clear). The stakeholders on the filing will receive an email notification when a check is returned. DOB staff will not review the filing until the payment is fully processed.