

# INDUSTRY PORTAL STEP-BY-STEP GUIDE

## Using Venmo to Make a Payment

The following Step-by-Step Guide will outline the steps applicable to making a payment through Venmo in NYC CityPay.



### HELPFUL LINKS

[YouTube.com/DOBNOW](https://www.youtube.com/DOBNOW) 

[NYC.gov/DOBNOWINFO](https://www.nyc.gov/DOBNOWINFO) 

[NYC.gov/DOBNOWHELP](https://www.nyc.gov/DOBNOWHELP) 

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## Introduction

**DOB NOW** is a self-service online tool for transactions with the Department of Buildings (DOB) 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 the required PayPal 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 Venmo 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.

## System Guidelines

1. Fields with a red asterisk (\*) are required and must be completed.
2. Grayed-out fields are Read-Only or are auto-populated by the system.
3. Depending on the size of your screen or browser you may have to use the scroll bar to view more options or full fields.

The screenshot shows the 'Filing Representative Information' section of a web form. It includes an 'Email\*' field with a red asterisk and a red box around it, a red callout '1' pointing to it, an 'Applicant Type\*' dropdown menu with a red callout '2' pointing to it, and a 'Last Name' field with a red callout '2' pointing to it. Below these fields is a '+ Add Representative' button and a table with columns: First Name, Last Name, Email, Business Name, Business Telephone, and Action. The table contains one row with data: ADAM, JOE2, AJOETEST2@GMAIL.COM, AJ2, (211) 222-3333. Below the table is a horizontal scrollbar with a red callout '3' pointing to it. At the bottom, there is a pagination control showing 'Total Items: 1', navigation arrows, '1 / 1', a dropdown for '5' Items Per Page, and '1 - 1 of 1 items'.



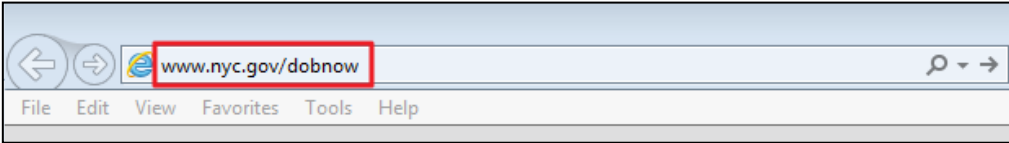
First Name	Last Name	Email	Business Name	Business Telephone	Action
ADAM	JOE2	AJOETEST2@GMAIL.COM	AJ2	(211) 222-3333	 

## ADDITIONAL HELP & INFORMATION


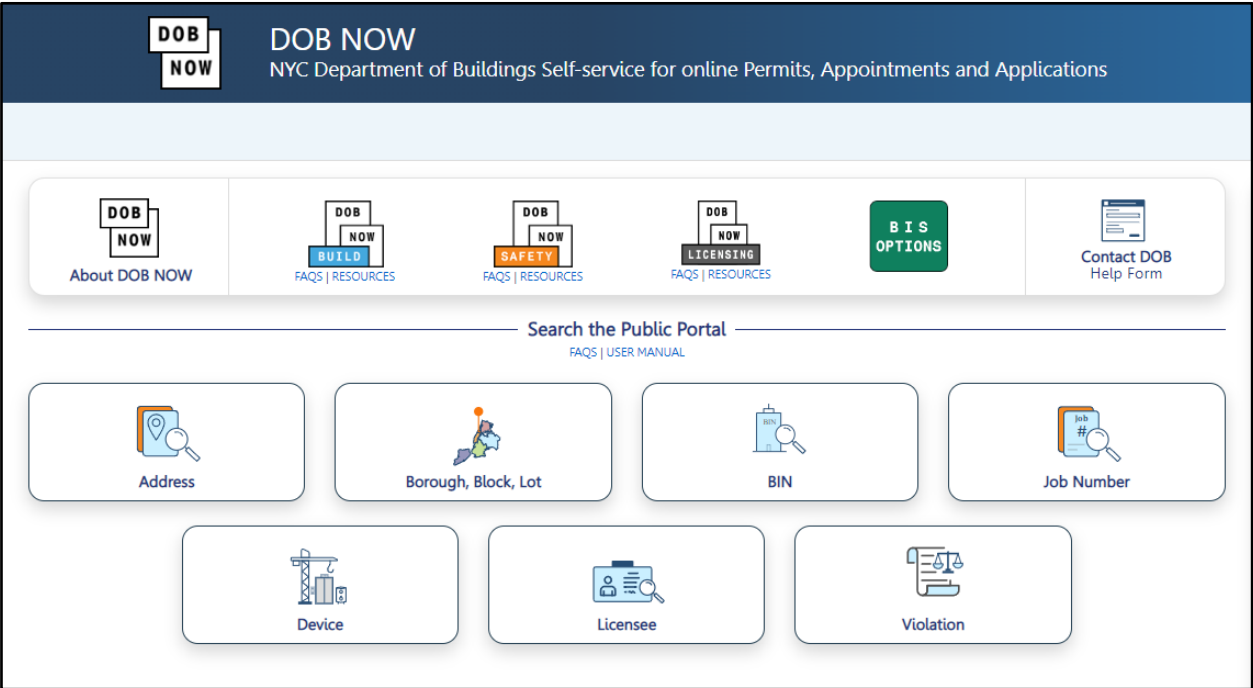
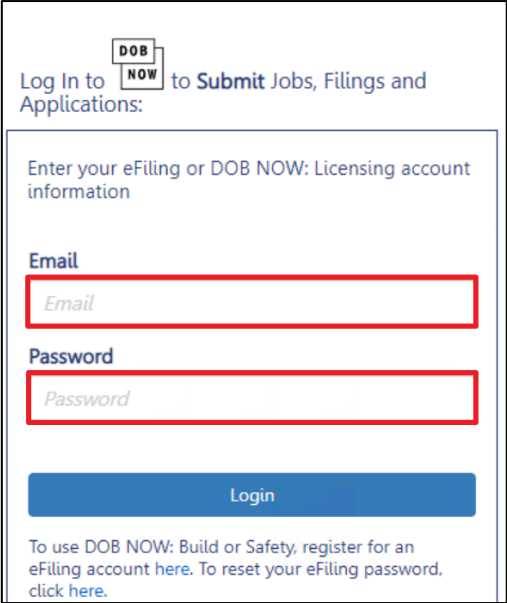
1. Video Tutorials: DOB NOW YouTube Channel: [www.youtube.com/NYCBUILDINGS](http://www.youtube.com/NYCBUILDINGS)
2. Presentations & Sessions: [www.nyc.gov/dobnowtraining](http://www.nyc.gov/dobnowtraining)

## Log into DOB NOW

Follow the steps below to access DOB NOW: Build and initiate a Venmo payment

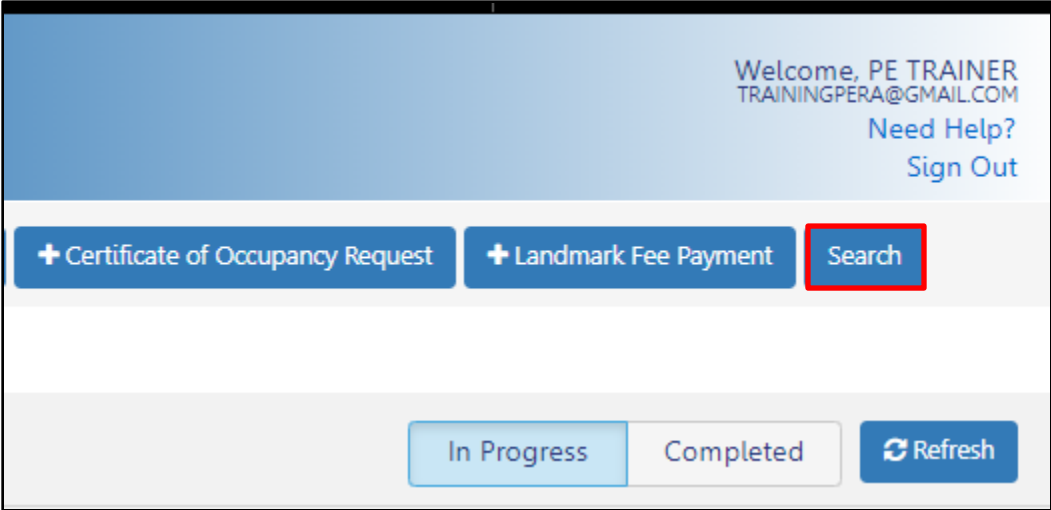
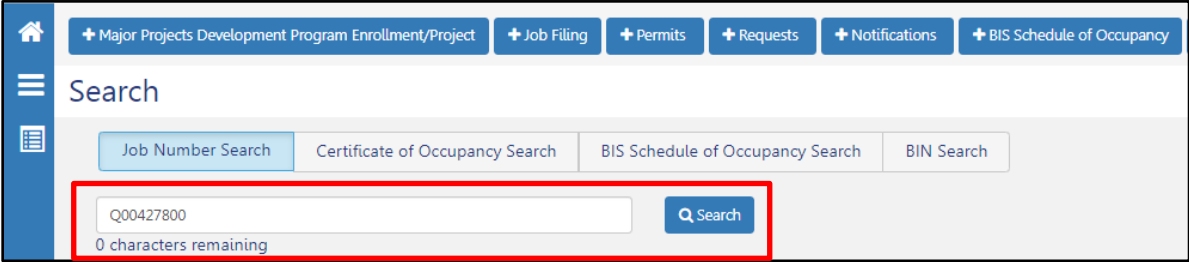
Step	Action
	<p><b>Note</b> To log in to DOB NOW, you must be registered for eFiling.</p> <p>Additionally, DOB recommends that you turn off pop-up blockers to successfully navigate within DOB NOW.</p> <p>For Step-by-Step instructions, please submit a question to <a href="http://www.nyc.gov/dobnowhelp">www.nyc.gov/dobnowhelp</a> or refer to the following links:</p> <ul style="list-style-type: none"> <li>■ How to Register for eFiling: <a href="http://www.nyc.gov/efilingtips">www.nyc.gov/efilingtips</a></li> <li>■ How to Turn Off Pop-up Blockers: <a href="https://www1.nyc.gov/assets/Buildings/pdf/allow_pop-up_blockers.pdf">https://www1.nyc.gov/assets/Buildings/pdf/allow_pop-up_blockers.pdf</a></li> </ul>
<p>1.</p>	<p>Access the Internet.</p> 
<p>2.</p>	<p>Enter <a href="http://www.nyc.gov/dobnow">www.nyc.gov/dobnow</a> in the URL field at the top of the browser window.</p> 
<p>3.</p>	<p>Press <b>Enter</b> on your keyboard.</p>







# DOB NOW: *Build* – USING VENMO TO MAKE A PAYMENT

Step	Action
	<p>The DOB Login page displays.</p> 
4.	<p>Enter your <b>Email and Password</b>.</p> 

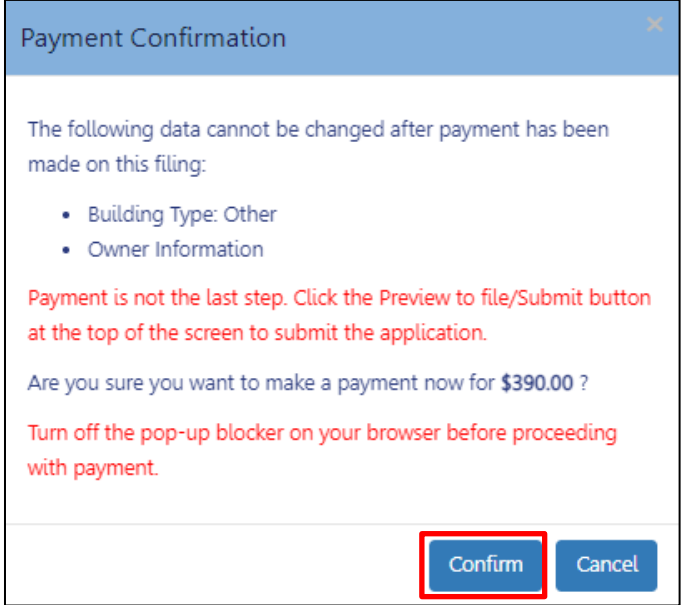
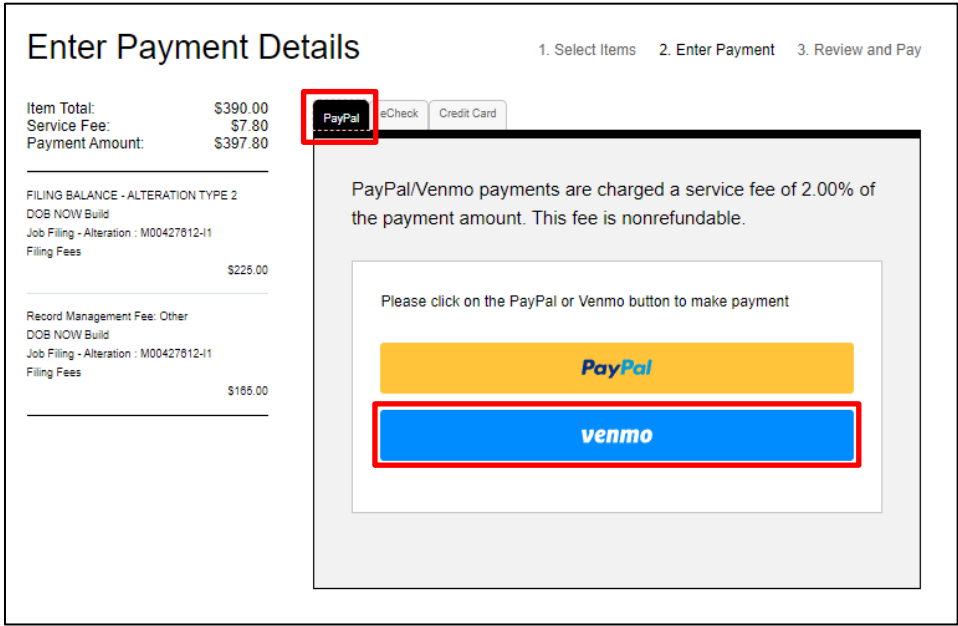
## Make a Payment Using Venmo

To initiate a Venmo Payment:

Step	Action
1.	<p>You can search for a particular Job Filing by using the <b>Search</b> feature in the Dashboard on the right hand side of the screen.</p>  <p>The screenshot shows a user interface with a header area containing the text 'Welcome, PE TRAINER TRAININGPERA@GMAIL.COM', 'Need Help?', and 'Sign Out'. Below the header are three buttons: '+ Certificate of Occupancy Request', '+ Landmark Fee Payment', and 'Search'. The 'Search' button is highlighted with a red border. At the bottom of the dashboard are three buttons: 'In Progress', 'Completed', and 'Refresh'.</p>
2.	<p>Enter in the information of the file you would like to search for and then click <b>Search</b>.</p>  <p>The screenshot shows a search interface with a navigation bar at the top containing buttons for '+ Major Projects Development Program Enrollment/Project', '+ Job Filing', '+ Permits', '+ Requests', '+ Notifications', and '+ BIS Schedule of Occupancy'. Below the navigation bar is a 'Search' section with four tabs: 'Job Number Search', 'Certificate of Occupancy Search', 'BIS Schedule of Occupancy Search', and 'BIN Search'. The 'Job Number Search' tab is selected. Below the tabs is a search input field containing the text 'Q00427800' and a 'Search' button. The input field and the 'Search' button are highlighted with a red border. Below the input field, it says '0 characters remaining'.</p>

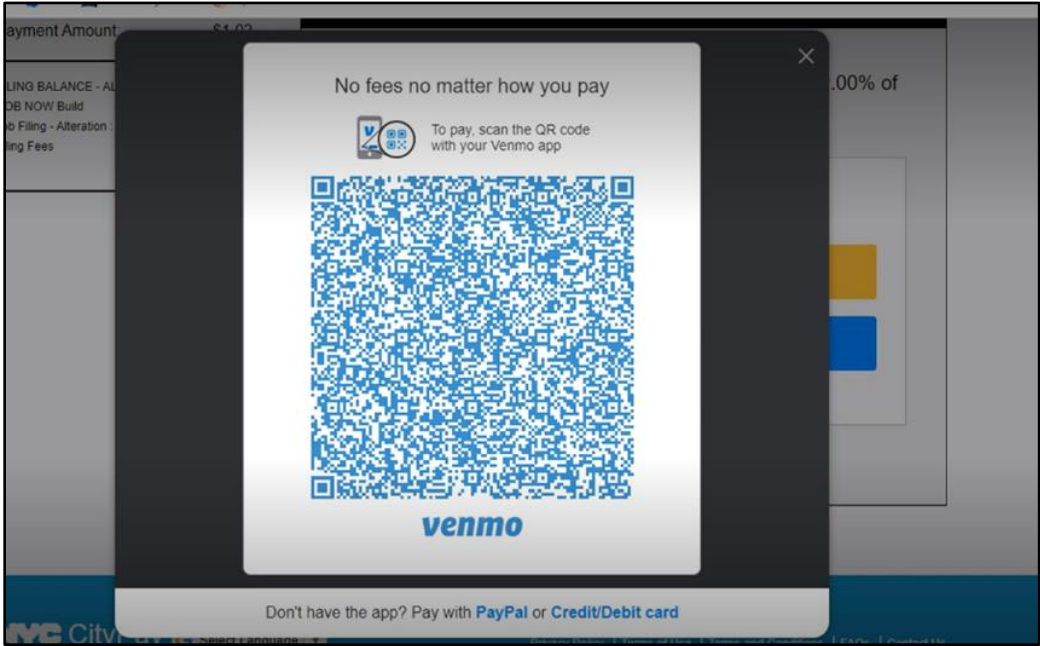

Step	Action												
3.	<p>You will now be on the Search Results page. Double click on the filing to begin the payment process. Anyone who is associated with a job can make a payment on that job, including owners, design professionals, licensed professionals, and filing representatives.</p> <div data-bbox="313 428 1495 812" style="border: 1px solid black; padding: 5px;"> <p><b>Search</b></p> <p> <a href="#">Job Number Search</a> <a href="#">Certificate of Occupancy Search</a> <a href="#">BIS Schedule of Occupancy Search</a> <a href="#">BIN Search</a> </p> <p> <input type="text" value="Q00427800"/> <input type="button" value="Search"/> </p> <p>0 characters remaining</p> <table border="1" data-bbox="342 674 1482 804"> <thead> <tr> <th>Filing Action</th> <th>Job#</th> <th>Filing#</th> <th>Job Type</th> <th>Filing Type</th> <th>Filing Status</th> </tr> </thead> <tbody> <tr> <td>Select Action: ▾</td> <td>Q00427800</td> <td>I1</td> <td>Alteration</td> <td>New Job Filing</td> <td>Pre-filing</td> </tr> </tbody> </table> </div>	Filing Action	Job#	Filing#	Job Type	Filing Type	Filing Status	Select Action: ▾	Q00427800	I1	Alteration	New Job Filing	Pre-filing
Filing Action	Job#	Filing#	Job Type	Filing Type	Filing Status								
Select Action: ▾	Q00427800	I1	Alteration	New Job Filing	Pre-filing								
4.	<p>Once the relevant details for a filing or request have been entered into DOB NOW, the system will determine how much is owed for that transaction. The <b>Pay Now</b> button on the right-hand tool bar will become active. Click it to begin the payment process.</p> <div data-bbox="313 984 451 1667" style="border: 1px solid gray; padding: 5px;"> <ul style="list-style-type: none"> <li> Dashboard</li> <li> Job Filing Highlights</li> <li> View Filing</li> <li> Property Profile</li> <li> History</li> <li style="border: 2px solid red; padding: 2px;"> \$390.00 Pay Now</li> </ul> </div>												

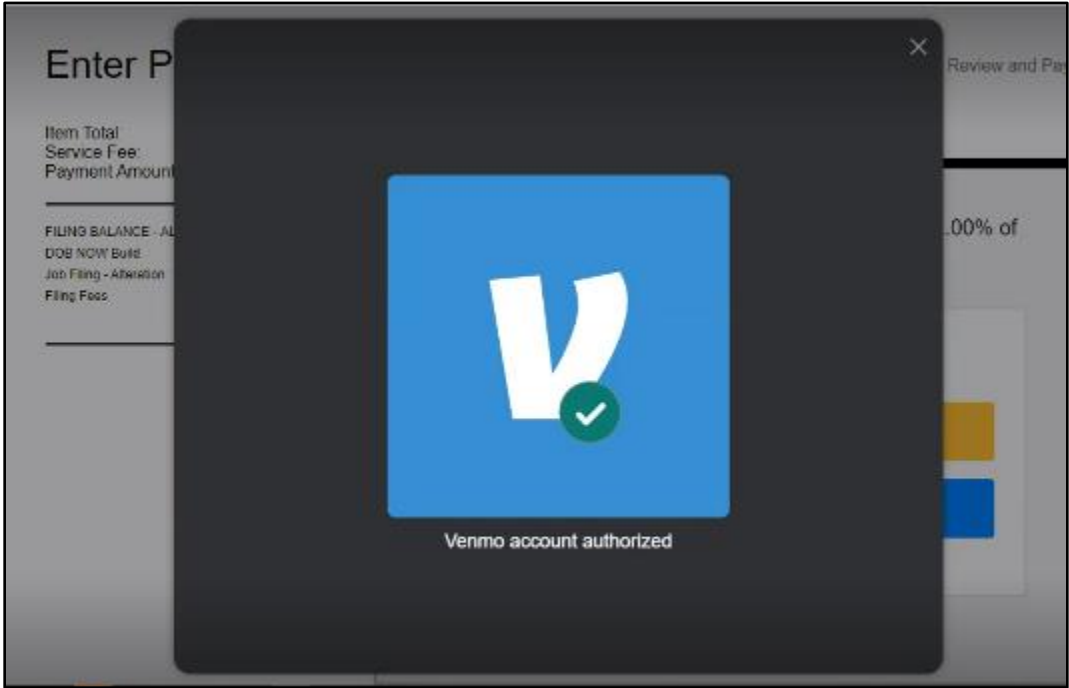
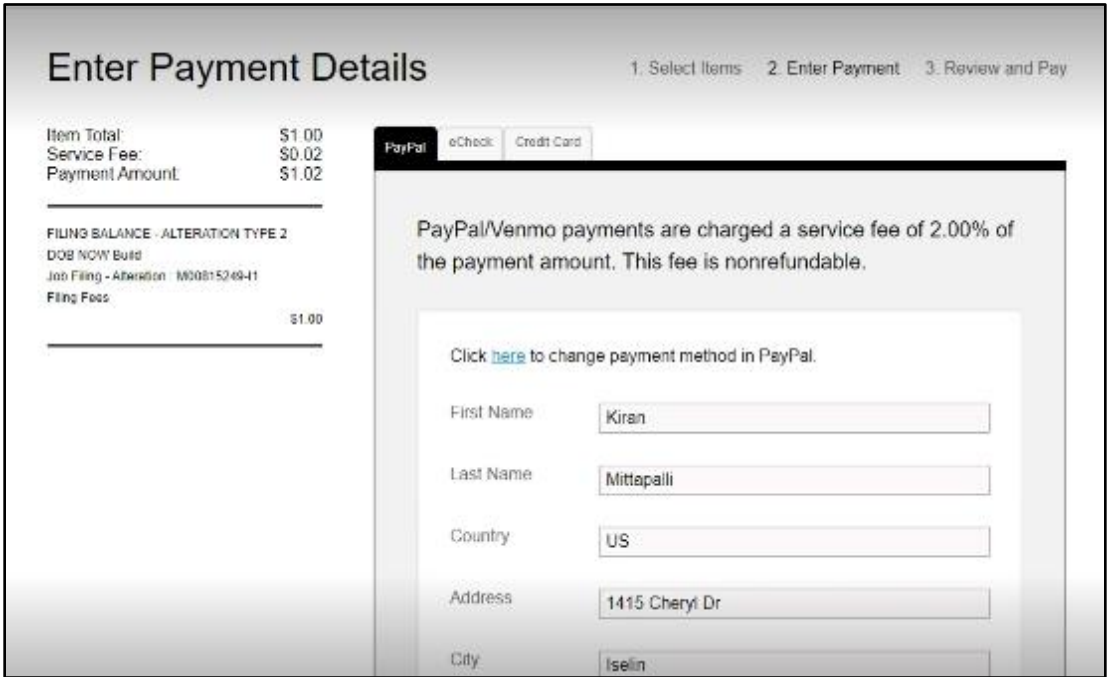
## DOB NOW: *Build* – USING VENMO TO MAKE A PAYMENT

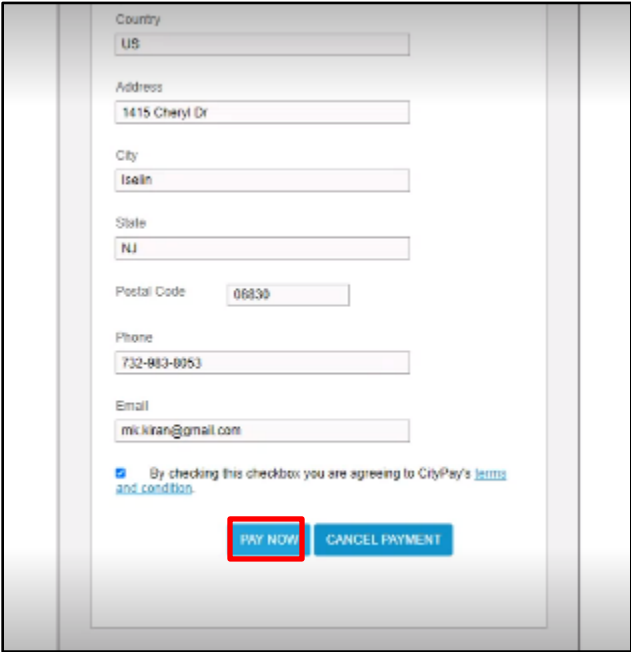
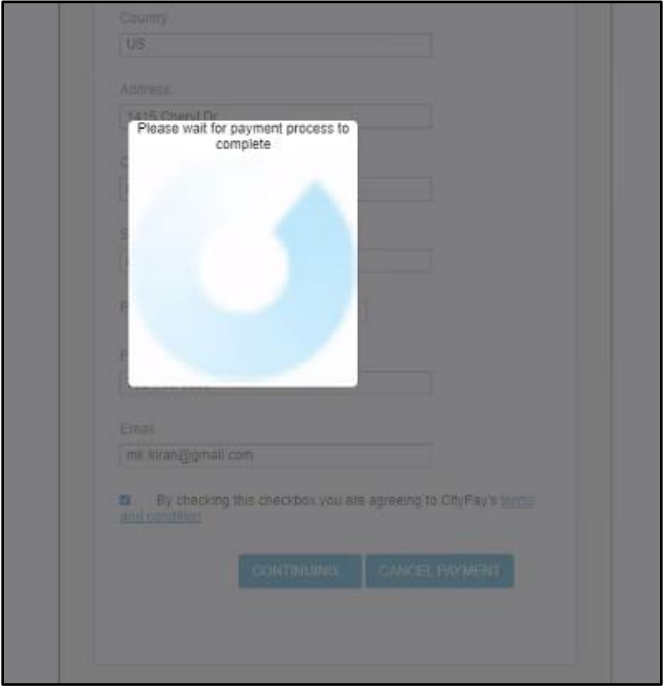
Step	Action
5.	<p>A <b>Payment Confirmation</b> window will open with the details of the transaction. Click <b>Confirm</b> to proceed.</p> 
6.	<p>Select the <b>PayPal</b> tab to use your Venmo account, then click the Venmo button.</p> 



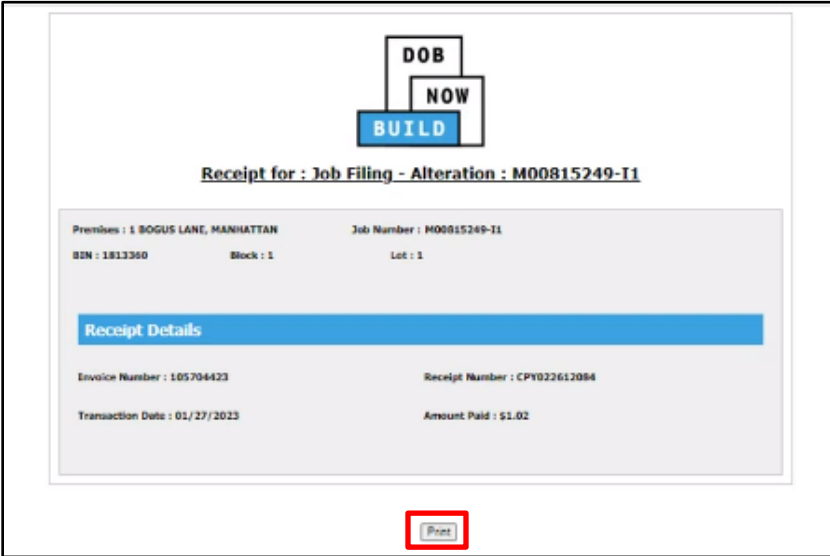
## DOB NOW: *Build* – USING VENMO TO MAKE A PAYMENT

Step	Action
7.	<p>Scan the code using the Venmo App on your mobile device.</p>  A screenshot of a mobile payment interface. A dark grey overlay box is centered on the screen. At the top of the overlay, it says "No fees no matter how you pay" with a Venmo logo and a credit card icon. Below this, it says "To pay, scan the QR code with your Venmo app" and displays a large blue QR code. At the bottom of the overlay is the Venmo logo. Below the QR code, there is a link: "Don't have the app? Pay with PayPal or Credit/Debit card". The background shows a payment screen with a "Payment Amount" of \$4.00 and a list of items including "FILING BALANCE - AL", "DOB NOW Build", "Job Filing - Alteration", and "Filing Fees".
8.	<p>Enter <b>Billing Address</b> in the Venmo App and <b>Authorize</b>.</p>  A screenshot of a mobile payment interface. A dark grey overlay box is centered on the screen. In the center of the overlay is a large blue square with a white "V" logo. Below the logo, it says "Go to your Venmo app and authorize". The background shows a payment screen with the heading "Enter P" and a list of items including "FILING BALANCE - AL", "DOB NOW Build", "Job Filing - Alteration", and "Filing Fees".

Step	Action
9.	<p>After clicking Authorize from the Venmo App, you will see <b>Venmo Account Authorized</b> as below.</p> 
10.	<p>After the account is authorized, the system will return to the CityPay site and Billing details will auto populate.</p> 

Step	Action
11.	<p>Select Checkbox and click on “Pay Now”.</p>  <p>The screenshot shows a payment form with the following fields: Country (US), Address (1415 Cheryl Dr), City (Iselin), State (NJ), Postal Code (08830), Phone (732-983-0953), and Email (mk.kiran@gmail.com). A checkbox is checked with the text "By checking this checkbox you are agreeing to CityPay's <a href="#">terms and condition</a>". At the bottom, there are two buttons: "PAY NOW" (highlighted with a red box) and "CANCEL PAYMENT".</p>
12.	<p>Wait for the payment process to complete.</p>  <p>The screenshot shows the same payment form as in step 11, but with a loading spinner overlay in the center. The spinner is a blue circle with a white center, and the text "Please wait for payment process to complete" is displayed above it. The "PAY NOW" button is now labeled "CONTINUING" and the "CANCEL PAYMENT" button is still visible.</p>

## DOB NOW: *Build* – USING VENMO TO MAKE A PAYMENT

Step	Action										
13.	<p>After the Payment proceeds successfully, the system will navigate back to the CityPay site and you can see the Payment receipt. It can be printed by clicking the <b>Print</b> button.</p> <p><b>Note:</b> When the CityPay screen opens it is important not close the DOB NOW: <i>Build</i> screen. This will ensure the payment updates the record to reflect that the payment has been made.</p> <div data-bbox="313 474 1138 1026" style="border: 1px solid black; padding: 10px;"><p style="text-align: center;"><b>DOB</b> <b>NOW</b> <b>BUILD</b></p><p style="text-align: center;"><b>Receipt for : Job Filing - Alteration : M00815249-I1</b></p><table border="1" style="width: 100%;"><tr><td>Premises : 1 BOGUS LANE, MANHATTAN</td><td>Job Number : M00815249-I1</td></tr><tr><td>BDN : 1813360</td><td>Block : 1</td></tr><tr><td></td><td>Lot : 1</td></tr></table><p style="text-align: center;"><b>Receipt Details</b></p><table border="1" style="width: 100%;"><tr><td>Invoice Number : 105704423</td><td>Receipt Number : CPY022612084</td></tr><tr><td>Transaction Date : 01/27/2023</td><td>Amount Paid : \$1.02</td></tr></table><p style="text-align: center;"><input type="button" value="Print"/></p></div>	Premises : 1 BOGUS LANE, MANHATTAN	Job Number : M00815249-I1	BDN : 1813360	Block : 1		Lot : 1	Invoice Number : 105704423	Receipt Number : CPY022612084	Transaction Date : 01/27/2023	Amount Paid : \$1.02
Premises : 1 BOGUS LANE, MANHATTAN	Job Number : M00815249-I1										
BDN : 1813360	Block : 1										
	Lot : 1										
Invoice Number : 105704423	Receipt Number : CPY022612084										
Transaction Date : 01/27/2023	Amount Paid : \$1.02										
<p>You have now completed the <b>How to use Venmo for payments in DOB NOW</b> Step-by-Step.</p>											