



FIRE DEPARTMENT OF THE CITY OF NEW YORK

FDNY Business

Making Anonymous Payments
Requests for Tags and Decals

April 26, 2021

IMPORTANT INFORMATION

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FDNY BUSINESS

1. Making a Payment on FDNY Business

FDNY Business now allows you to make payments for all **Requests for Tags and Decals** online. You can choose to create an FDNY Business account to make these online payments or you can choose to anonymously make online payments. (An Anonymous Payment does NOT require you to log in to FDNY Business and does NOT require you to have an FDNY Business account.)

NOTE: The ability to make an Anonymous Payment on FDNY Business is limited to ONLY Request for Tags and Decals records.

All other payments require that you have an FDNY Business account AND that you log in to your FDNY Business account before proceeding.

To make an Anonymous Payment, navigate to the [FDNY Business Home Page](#). Alternatively, you can click on the link provided in the FDNY confirmation email to access FDNY Business. Once there, click on **Search Applications/Requests**. See Figure 1.

NOTE: Ensure that you have your **Request for Tags and Details** Record Number available; you will need it to proceed. It can be found in the FDNY confirmation email that you will receive after you order Tags or Decals from Vanguard.

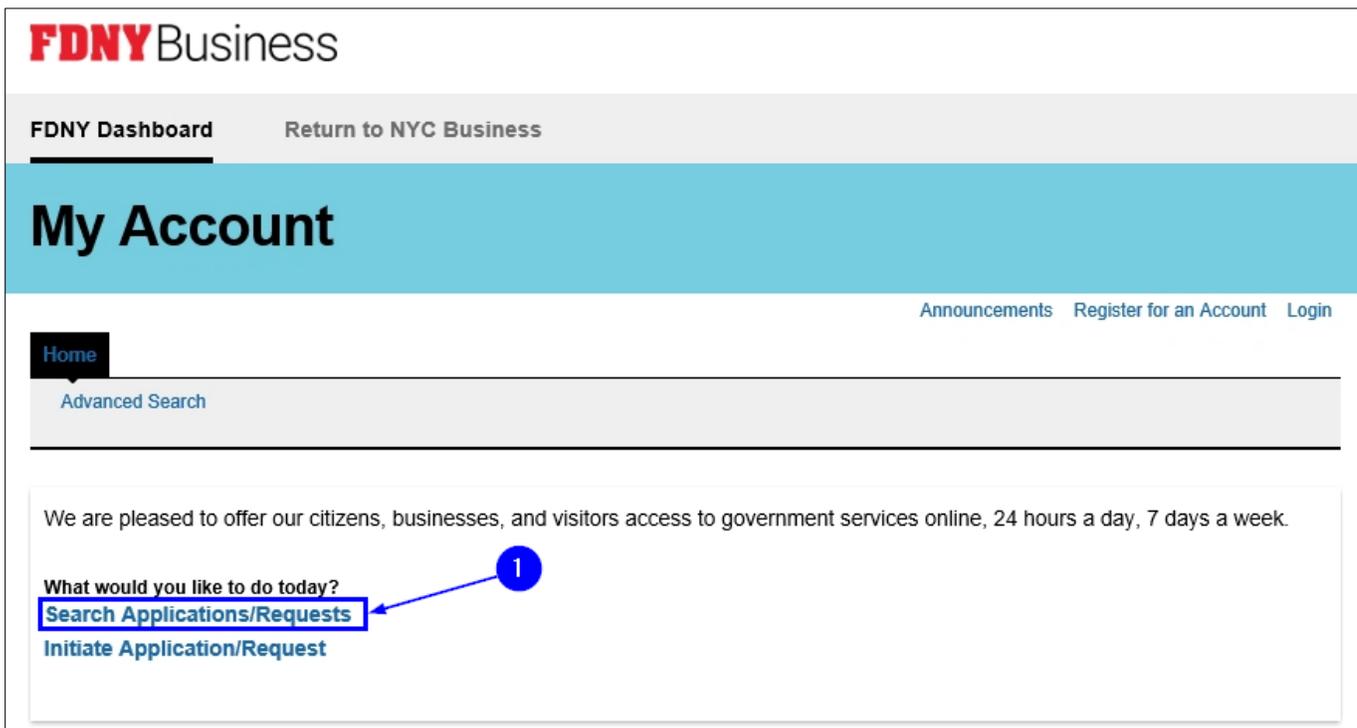


Fig. 1: Click on ‘Search Applications/Requests’

After the page refreshes, you will be directed to the “General Search” section. Within the section’s **Record Number** field, enter the Record Number (also known as the Account Number).

In this example, you need to make payment on the following Record Number: **10000146**. After entering it (as highlighted below in “yellow”), click the **Search** button. See Figure 2.

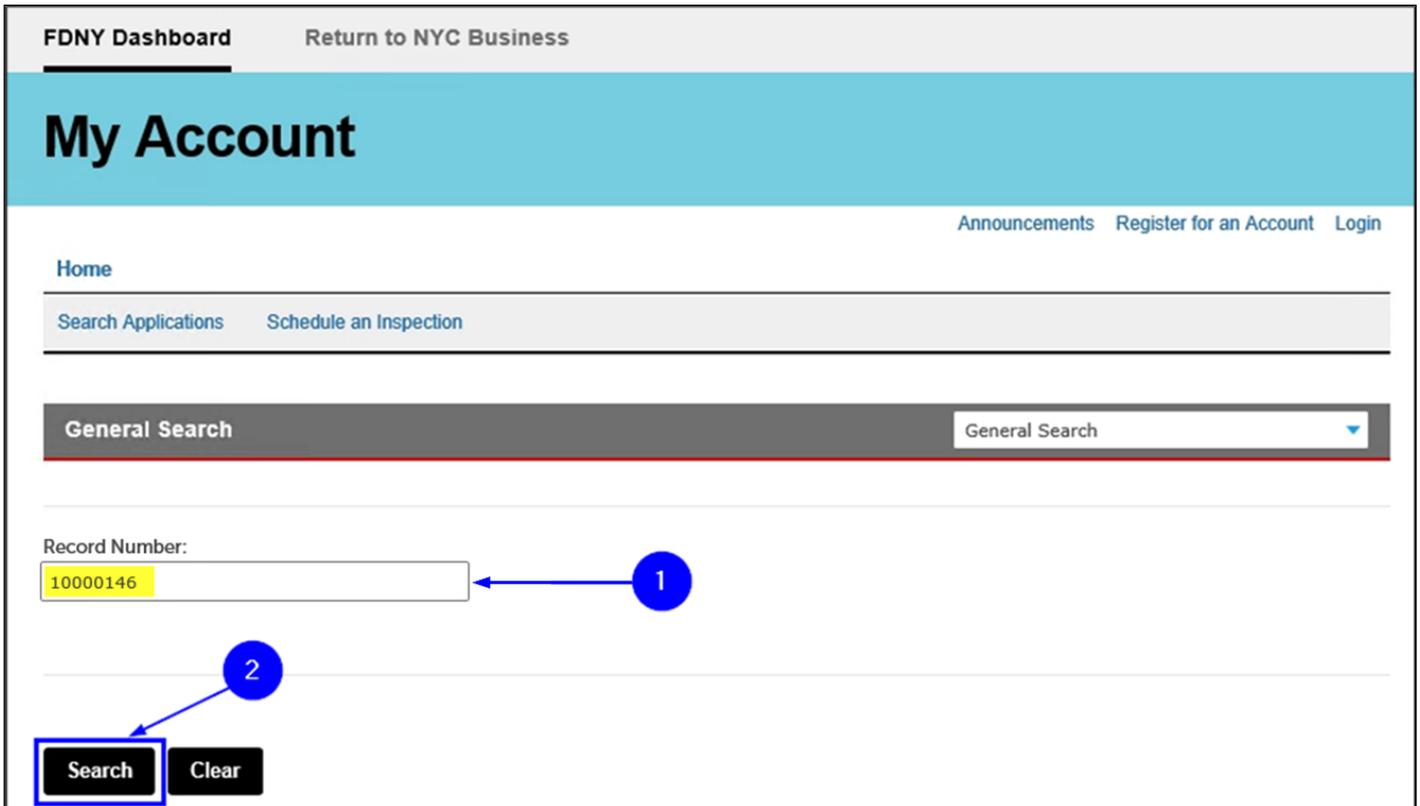


Fig. 2: Enter and Search the Record Number

After clicking on the **Search** button, you will see the “Please wait ...” notification as the system locates the Record Number. See Figure 3.

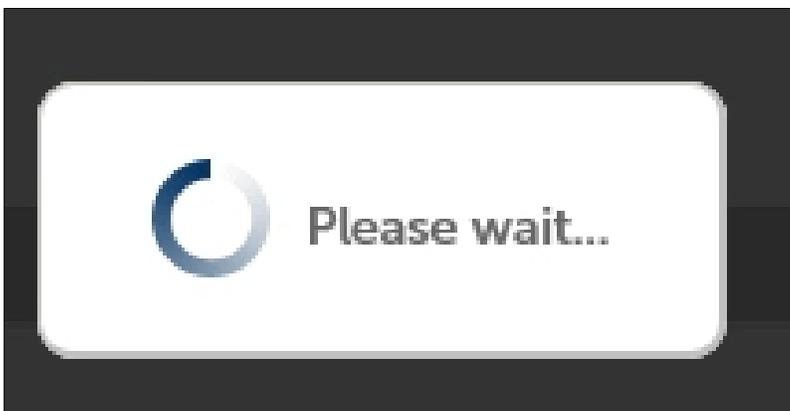


Fig. 3: Notification Window

Once the screen refreshes, the system confirms that your Record Number (highlighted below in “yellow”) has been located.

Additionally, as highlighted below in “orange,” a description of your item is provided. In this example, “Request for Tags and Decals” is displayed.

NOTE: If you are unable to locate your Record Number, please check to make sure you entered it correctly and try again. If you are still unable to locate it, contact 311 and ask to be transferred to FDNY Business Support for assistance.

The system also indicates the Record’s status. As highlighted below in “green,” the current status is “Payment Pending.”

To proceed with making your payment, click on the **Payments** drop-down list and then select the “Fees” value. See Figure 4.

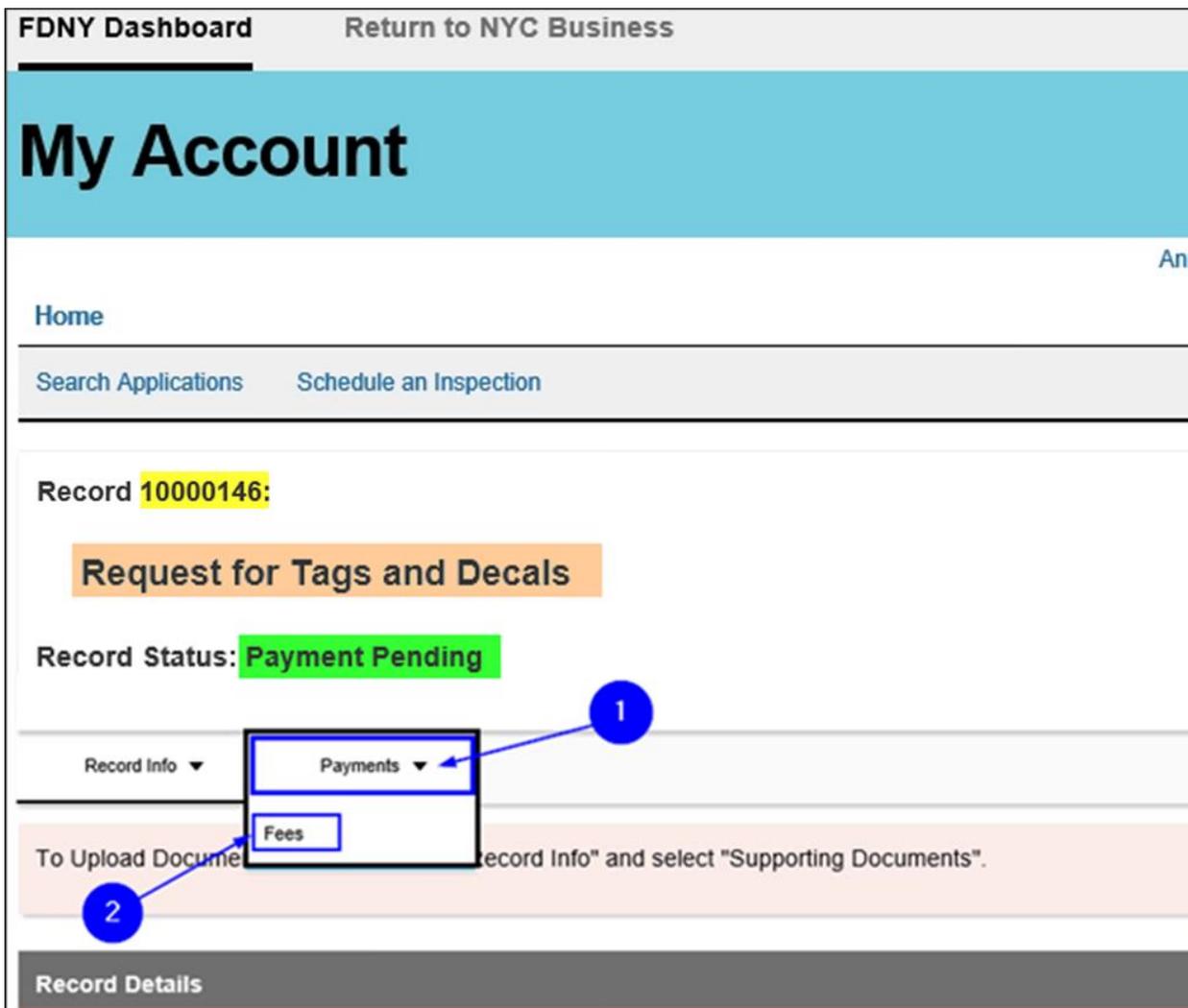


Fig. 4: Make your Selection from the ‘Payments’ Drop-Down List

The page refreshes. Under the “Fees” section, all Fees required for the record are itemized by **Date, Invoice Number** and **Amount**.

As highlighted in “yellow” in the below example, there are two (2) Fees associated with this **Request for Tags and Decals** record and both Fees appear on the same Invoice Number.

Review this information and when you are ready to pay your Fee(s), click the **Pay** button. See Figure 5.

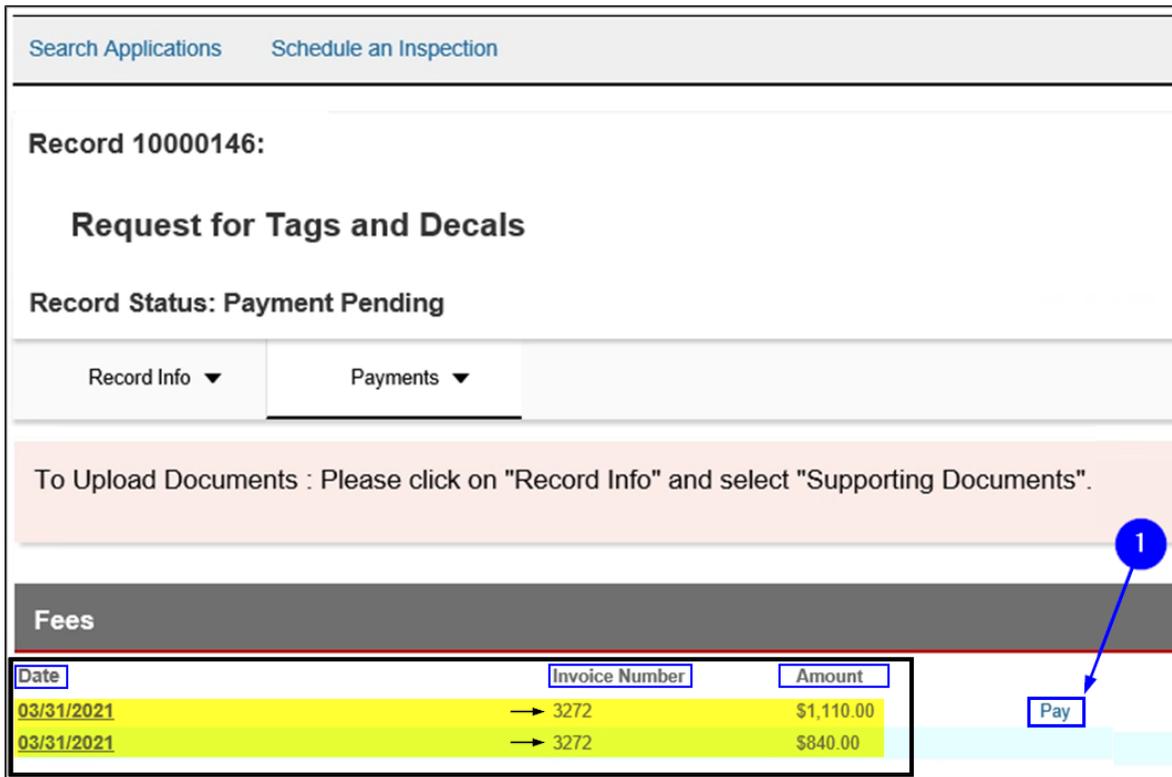


Fig. 5: Click the ‘Pay’ Button

NOTE: You do not need to upload any documents for a **Request for Tags and Decals** payment. Proceed as instructed below.

After clicking the **Pay** button, you will see the “Please wait ...” notification. See Figure 6.

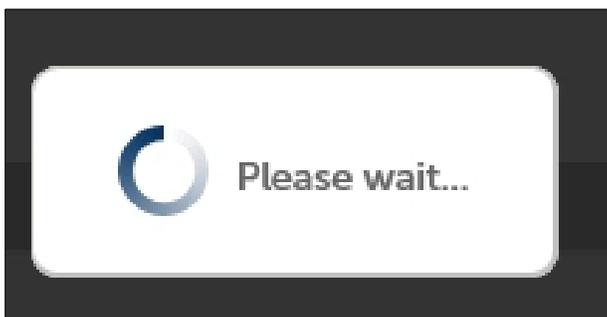


Fig. 6: Notification Window

The page refreshes and, within the “Application Fees” section, the complete list of Fees is presented to you; the list is itemized by each Fee item/code, the quantity of each, and the fiscal amount of the respective line item.

In the below example, the **Amount** column (highlighted in “yellow”) has a quantity of one (1) each. The **Total Fees** field shows \$1,950.00 (highlighted in “green”).

Also, as indicated below the **Total Fees** field (highlighted in “blue”), a note indicates that additional fees may be assessed.

Click the **Continue Application** button to proceed with the payment process. See Figure 7.

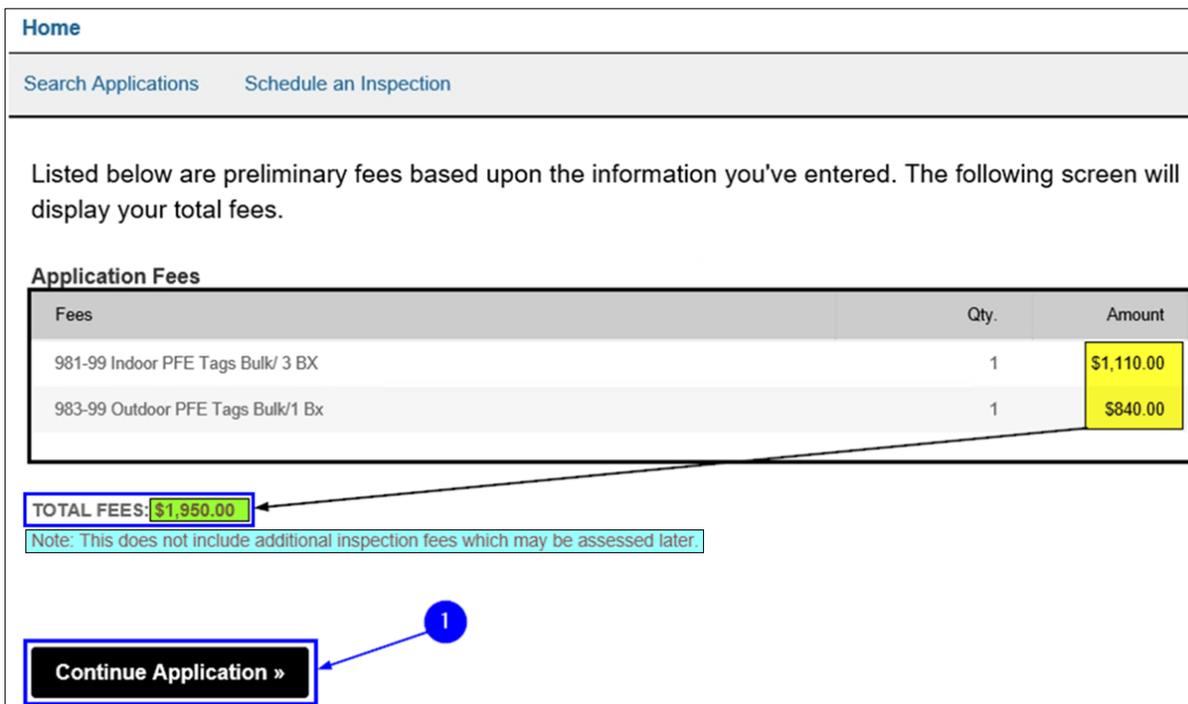


Fig. 7: Click the ‘Continue Application’ Button

After clicking on the **Continue Application** button, you will be directed to NYC CityPay to complete your payment. As the systems directs you to the site, you will again see the “Please wait ...” notification. See Figure 8.

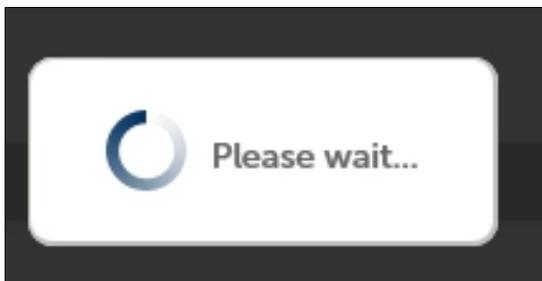


Fig. 8: Notification Window

NYC CityPay will open to the **Enter Payment Details** page. On the left-hand side (bordered below in “red”), you can see the payment-related details. As highlighted in “blue,” you can see the **Account #**; the **Bill Date**; the summarized **Request for Tags and Decals** information; and the **Applicant** name. (In this example, the **Applicant** name is listed as “anonymous anonymous” because we have chosen to make the payment without logging in to FDNY Business).

As shown on the right-hand side (bordered below in “blue”) you will have the option to pay by **eCheck** or by **Credit Card**. In this example, as highlighted below in “yellow,” we will make payment by **Credit Card**. After populating all the required information, click the **Continue** button. See Figure 9.

NOTE #1: The total amount due MUST be paid with only one (1) payment type (e.g., with only one credit card or one eCheck). Partial payments or payments made by multiple payment types cannot be done online.

NOTE #2: ALL payments made by **Credit Card** will incur a convenience fee (service fee). The convenience fee does NOT apply to **eCheck** payments.

Fig. 9: Select Payment Type/Populate/Click ‘Continue’

On the following screen, click the **Next** button to confirm your payment type. See Figure 10.

Fig. 10: Click the ‘Next’ Button to Confirm Payment Type

On the next screen, review and confirm that all information under the “Billing Address” and “Payment Details” sections is correct. Then, enter your payment details into the “Payment Method” section — ensure you populate each field. When you are ready, click the **Next** button. See Figure 11.

Fig. 11: Confirm Details and Enter Payment Information

You are brought to the **Payment Review** page. Read the terms and conditions. To confirm your acknowledgment and to make your payment, click the **Pay Now** button. See Figure 12.

Payment Review

By clicking “**Pay Now**” you:

1. confirm that you are authorized to instruct this payment using the credit card, debit card or checking account included in your payment instructions;
2. authorize the City of New York to charge your account for the payment amount and, if applicable, the Service Fee;
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;
4. acknowledge that you have read and agree to the Terms and Conditions for using this site.

Address
Billing Address: [Redacted]
Payment Method
Credit Card  [Redacted]
Payment Amount
Amount: 1950.00 USD
Service Fee: 39.00 USD
Total: 1989.00 USD



Fig. 12: Click the ‘Pay Now’ Button to Complete Your Payment

After clicking the **Pay Now** button, you will see a notification on the upper-left side of your screen that indicates your payment is being processed. See Figure 13.

NOTE: Do NOT close or refresh your browser and do NOT click the browser’s back button while the system processes your payment. Doing so you may give you an error and/or your payment may not be processed.

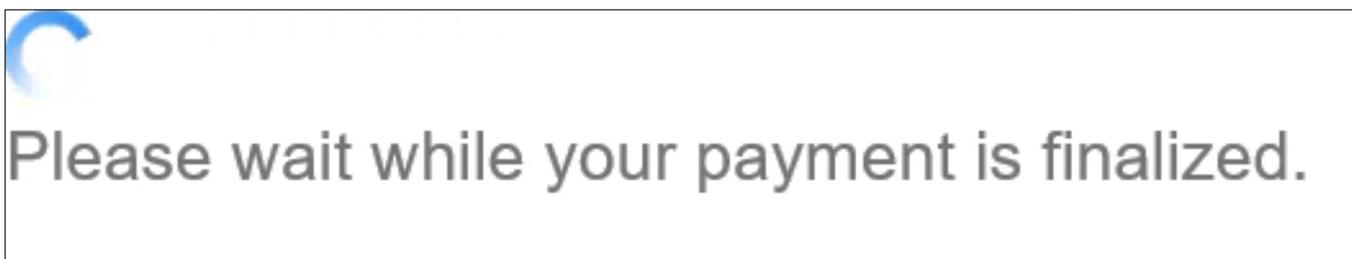


Fig. 13: Payment Is Processing

After your payment has been processed, you are directed to the **Receipt** page. As highlighted below in “yellow,” the Record Number (in this example, **10000146**) on which you just made payment is indicated. If you wish to see a summary of the record’s details (including payment), click on **View Summary**, as highlighted below in “blue.” See Figure 14.

NOTE: If your payment cannot be processed or if it has been rejected by your financial institution, you will receive a message stating that your payment could not be completed. To proceed, repeat the above steps to ensure that you have entered accurate information or provide an alternate form of payment.

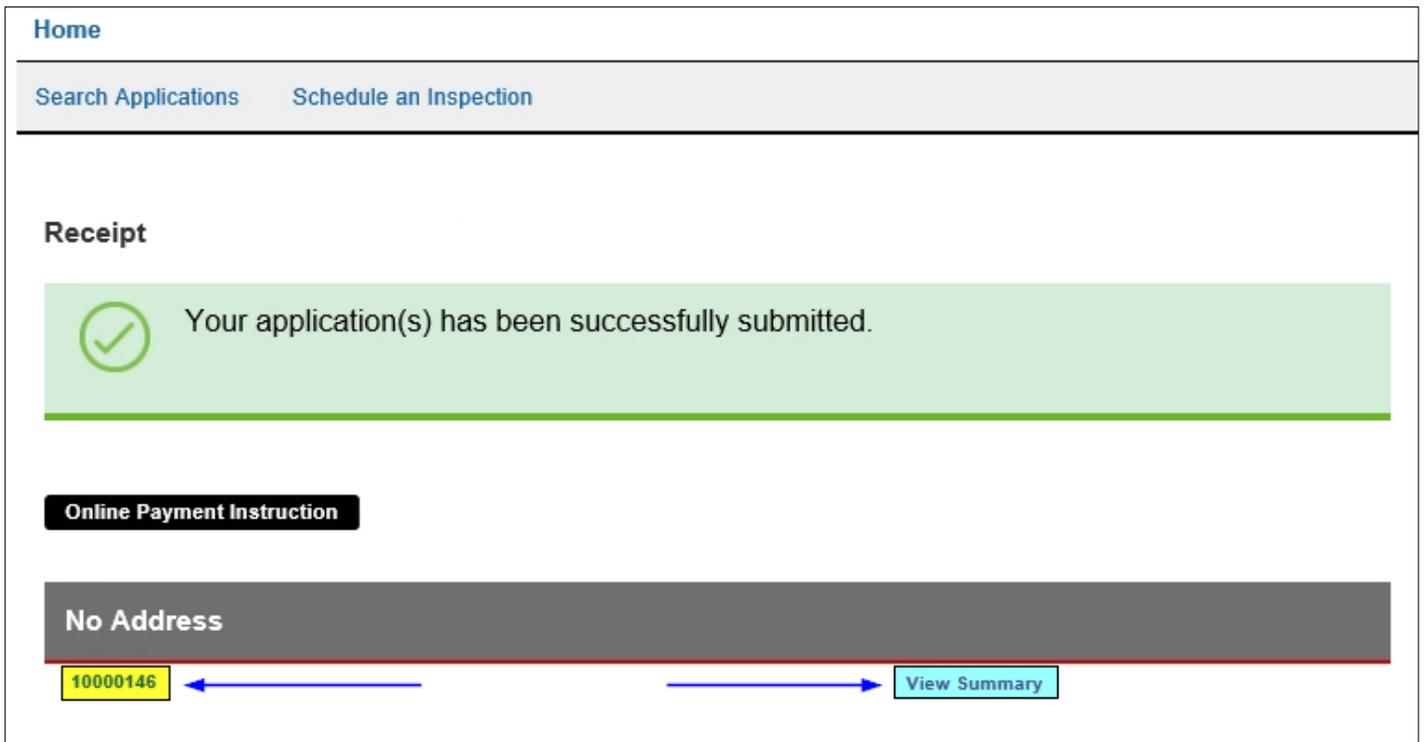


Fig. 14: ‘Receipt’ Page

After you have made your payment, a confirmation email will be sent to the email address you entered in the **Enter Payment Details** page’s “Billing Information” section (i.e., where you entered your payment details, as shown in Figure 9).

Below, a sample payment confirmation email is shown. Among other information, it includes your **Receipt Number** (as highlighted below in “yellow”). See Figure 15.

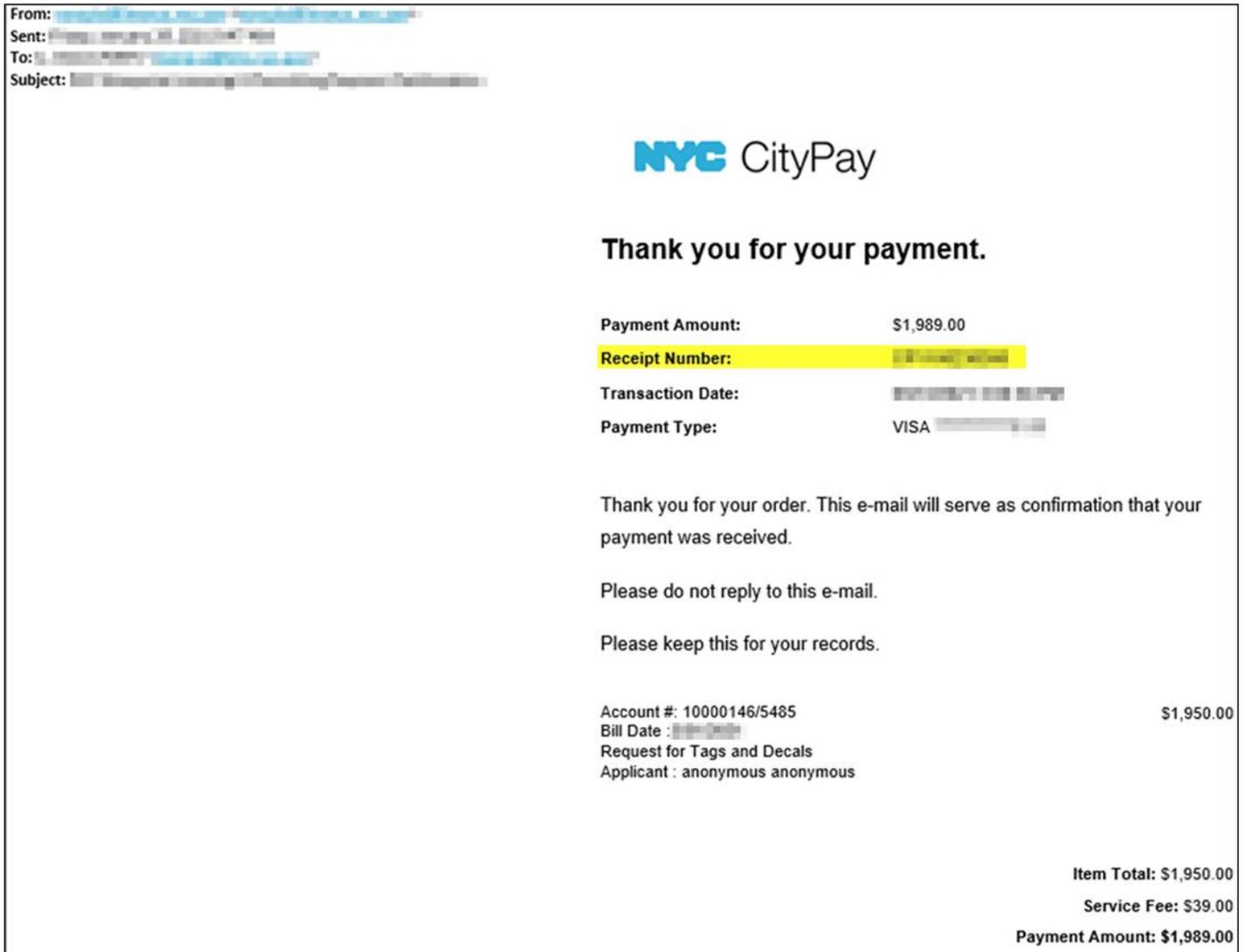


Fig. 15: Sample Payment Confirmation Email

For assistance with FDNY Business, dial 311 and ask for the FDNY Customer Service Center (FDNY CSC) or email FDNY.BusinessSupport@FDNY.nyc.gov.