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DEC Regulatory Fee Online Payment System

NYS Department of Environmental Conservation’s online Payment System allow customers to pay their regulatory invoices online.

As with many NYS online services, a NY.gov ID is required to gain access to the application. The sections below outline the process for

A. Create NY.gov ID

B. Customer Identification Validation: validating your NY.gov ID with DEC and,

C. View and Pay Invoices: utilizing the online payment system to view and pay invoices.

Note:
1. If you already have a NY.gov Personal ID (step A); you can use it for online payment system access. If so, please ignore this section and jump directly to section ‘Customer Identification Validation’.

2. If you have already gone through first two steps (A&B) once (for each fee type), can directly jump to section ‘View and Pay your Invoice electronically’.

NOTE: In this user guide, TitleV regulatory fee program is used for illustration. All other regulatory fee programs would have similar process flow.
Important Instructions

Before start executing the online process please carefully read and observe following instructions

1. **Avoid using the browser back button.** On most of the pages link/button is given to go onto the previous page. Use those instead.

2. **Home link:** Home link will always bring you back to the Customer search page.

3. **TIP messages:** Tip messages help you to browse the application uninterrupted.

4. **Access Level:** If you have any questions about the invoices you have access to, please contact the DEC Regulatory Fee Unit at (518) 402-9343 or e-mail them at revenue@dec.ny.gov

5. **Links:** Each page has multiple links like ‘Contact Us’, ‘Privacy Policy’ etc. Clicking on the link will open the related details in the new window (or tab).
A. Creating a NY.gov ID

**NOTE:** Beginning 3/23/22, the NY.gov ID Login page is being transformed to a one ID system providing a more secure, accessible, and seamless experience for eligible New Yorkers attempting to access state services. Should you require technical assistance, please contact the ITS Service Desk directly through fixit@its.ny.gov.

a) User ID creation


2. Click on the link ‘Creation of new NY.GOV account link’. The following page would be displayed
3. Click ‘Don’t have an Account’ button. Following page is displayed.

4. Click ‘Personal’ account type.
5. Click ‘Sign Up for a Personal NY.gov ID’ button and fill in the requested information.

6. After entering the User Information and Login Information, click ‘Create Account’ button.
7. Click ‘Continue’ button

8. Click ‘Finish’ button to complete the username creation process. This will return to screen shown in step 2 above.

9. Close the browser.

b) Setting Password

10. An email is sent by NY.govID to the email address provided in the User Information section as indicated above.

11. Open the email received from NY.gov Id. It appears as follows.
12. Click ‘Click Here’ link in the email or copy and paste the URL given in the browser. Answer the security questions.

13. Click ‘Continue’ button.

14. Click ‘Continue’ button. Enter password.
15. Click ‘Set Password’ button.

16. Click ‘CONTINUE’ button to finish NY.gov ID activation process.

17. Close the browser.
B. Customer Identification Validation


2. Click on the ‘View and Pay your invoice electronically’ link. Enter the NY.gov ID and password.

Note: Next steps (3 to 6) are applicable to only those users who have a Personal NY.gov ID and are logging into DEC online payment system for the first time. The system will jump returning users directly to ‘View and Pay your invoice electronically: Section C; step2’
3. Click ‘Sign In’ button. Enter the customer number and invoice number from the recent regulatory fee invoice you have received from DEC.

4. Click ‘Submit’ button. Following message is displayed.

5. **Close the browser.** You will shortly receive an email from DEC indicating that your account has been validated. Please check your SPAM/Junk email folder as some email rules may forward this type of email to that folder. If you have not received an email within an hour, please contact the Regulatory Fee Unit at (518) 402-9343 or you may e-mail them at: revenue@dec.ny.gov.
C. View and Pay your invoice electronically.

1. Open the email sent by ‘Revenue Admin’. It looks like the following.

   ![Email Example]

2. Click on the link provided in the email or copy and paste the given URL in the browser.

   If you have access to more than one Account or have multiple fee types, you will be directed to the Customer Search page.
Click ‘Go’ button to display all the customer sites you have access to.

Note: If you have access to only one account then you will automatically be directed to the ‘Account Detail’ page, omitting step 2.

3. The customer search page shows all the facilities you have access to. You will need to click on the eye glasses to drill down to the invoices for the desired account. With details such as Invoice number, Invoice and due dates, Permit Number, Original Invoice amount and outstanding amounts (if any). The Payment Status will be blank initially. By default, the System shows just the “Open” (unpaid or partially paid) invoices.
4. To pay an invoice, check the select checkbox to the left of the invoice. This will enable the Pay Amount field. The Pay Amount field will automatically populated with the outstanding invoice amount. The Pay Amount field is editable.

Note: To pay amount different than the invoice balance amount update the 'Pay Amount' field accordingly.

5. To pay the selected invoice(s), click ‘Pay Selected Invoice’ button. The ‘Payment Confirmation’ page will be displayed which includes a disclaimer and provides the ability to move forward with the payment or return to the prior page to make an adjustment. You can also print the disclosure by clicking the PDF icon directly next to the Disclaimer heading.
6. If all the information looks correct, click ‘Pay Invoices’ button. This will transfer you to the payment page.
7. Choose your payment option and click ‘Continue’ button. The Payment Preview page shows the payment amount and fees applied along with terms and conditions.
8. Click ‘Accept’ button to continue with the payment or select the ‘Decline’ button to cancel the transaction or the ‘Back’ button to make modifications. Upon selecting the ‘Accept’ button, enter the requested information.
9. Please confirm all the information, entered on the previous page, is correct and acceptable. If satisfied, click ‘Continue’ button, else click ‘Edit’ button to update the information.
10. Click ‘Submit’ button to process the payment. You will receive a confirmation page and email upon the successfully completing the transaction.

11. You may want to print the receipt by clicking on the printer icon. You will also receive an email confirmation as depicted below.
12. You may terminate the process at this point or the ‘Continue’ button (Refer Step 10 screen shot) will return you to the customer search page (as shown in step 2 or 3 based on the access level).

13. Note: To pay another invoice start at step 4

Access to Additional Customers/Sites

At the beginning of your online account an access to only one account is given. If you need access to multiple accounts / sites, please contact the DEC Regulatory Fee Unit at (518) 402-9343 or e-mail them at revenue@dec.ny.gov, giving full details of your requirements.
Random Issue Experienced By A Few Users At The Disclaimer Content

Some of the users faced a glitch on disclaimer part (shown below) of the payment page, especially using internet explorer (IE).

To get rid of the glitch carry out following steps.
1. Logout from the application. Open new instance of IE. From the main menu select ‘Tools’ and click ‘Compatibility View Settings’.
2. Compatibility View Settings window opens. Type ‘ny.gov’ in Add this website
section as shown below.

![Compatibility View Settings]

3. Click ‘Add’ button. ‘ny.gov’ should get added to the list (if any)

![Compatibility View Settings]
4. Log in to ePay application. This time onwards, the glitch disappears, and disclaimer is displayed properly.