

City Building Closure: FAQs

Getting your permit if you applied on paper

Did you submit your permit application and plans on paper BEFORE City buildings were closed?

L&I is continuing to review paper permit applications and plans. However, at this time L&I **cannot** receive payment in person or issue your permit in person.

Instead, review the FAQs below to **learn how to pay for and print your permit online if you filed on paper**. The FAQs include **additional information about moving your permit application forward if you filed on paper**.

1. I filed on paper. How can I receive a billing statement?

Please follow these steps:

- a) [Create an eCLIPSE account](#).
- b) If you are a design professional, [register your license](#) in [eCLIPSE](#).
- c) Notify L&I staff that you have completed these steps by filling out [this form](#).

2. I filed on paper. How can I pay for my permit?

Once you have received a billing statement, you can pay through your online account. Please **do NOT mail a check**; L&I cannot process checks at this time.

Please follow these steps:

- a) Log in to your [eCLIPSE](#) account.
- b) In the blue header bar, click 'Pay'.
- c) Select the check box next to the permit that requires payment.
- d) Click 'Submit & Pay Selected'.
- e) In the payment portal, follow the on-screen instructions to complete your payment.
- f) Notify L&I once you have paid.

L&I Permit and License Center

1401 John F. Kennedy Blvd., Municipal Services Building, Public Service Concourse
Open 8 a.m. to 3:30 p.m., Monday through Friday. Offices close at noon on the last Wednesday of each month.

3. I filed on paper. My permit is ready to issue. How can I get a copy?

You can retrieve your permit through your eCLIPSE account.

Please follow the steps below.

- a) Log in to your [eCLIPSE](#) account.
- b) Scroll down to the 'My Activities' section and locate your permit in the list.
- c) Open your permit and select the 'Download Permit' option on the righthand side of the page.

4. I applied on paper and my permit has been approved. How do I receive a copy of my approved plans?

All plans will be held at the MSB until the building re-opens.

If you're ready to start work immediately, [Notify L&I](#) at least **3 business days** before the first inspection. Your approved plans will be delivered by an L&I inspector during that first inspection.

5. I applied on paper. How can I submit additional information or corrected plans?

You can submit additional information or corrected plans by mail to the following address:

L&I Permit and License Center
Municipal Services Building, Concourse Level
1401 John F. Kennedy Boulevard
Philadelphia, PA 19102

Please include the permit application number and subject address in the mailing.

6. I applied on paper and need to submit additional information or corrected plans. Can I submit the information or corrected plans through eCLIPSE?

No. L&I cannot accept additional information or corrected plans online if the initial permit application was made on paper.

Please see item 5 above for how to submit additional information or corrected plans.

7. I filed on paper and the plans examiner sent me a request for additional information. If I am unable to submit the additional information within the usual 60-day timeframe, will my application be considered abandoned?

No. No applications will be abandoned within the next 30 days.

8. I filed on paper and my permit has been approved. If I am unable to get my approved permit within the usual 60-day timeframe, will my permit be considered abandoned?

No. No permits will be abandoned within the next 30 days.