

Information for L&I customers during COVID-19 emergency: 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.

- Learn how to pay for and print your permit online if you filed on paper.
- 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 the [Request for online invoice 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.

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?

After you have paid for your permit, you can [make an appointment](#) to pick up your plans at MSB. Appointment times will start on May 11th. You **MUST** have an appointment and follow safety instructions to be allowed to pick up your plans at the MSB.

For additional information, refer to [L&I's blog post about permit applications that were filed on paper](#).

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

You have two options:

- a) You can remain on paper and mail your additional information or corrected plans to the following address (**Please include the permit application number and subject address**):

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

- b) You can resubmit electronically but must upload all original permit documents. To gain necessary permit access and functionality you must submit the [Submission of Revised Plans Form](#).