



New York City Taxi and Limousine Commission (TLC)

License Application Renewal System (LARS) User Guide

Version 1.1 (September 2011)

**CITY OF NEW YORK
DEPARTMENT OF INFORMATION TECHNOLOGY
& TELECOMMUNICATIONS**

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Introduction

Hello and Welcome!

This User Guide explains how to use the New York City Taxi & Limousine Commission (TLC) online **License Application Renewal System (LARS)**.

NOTE: This online system is for TLC Driver License Renewal payments only.

Before you begin the process of using this website to submit your renewal payment, please read the following sections:

- Accessing LARS – how to access LARS
- Before You Start – what you will need to begin
- Exiting LARS – how to exit the system
- Error Messages – about error messages you may receive as you work your way through the screens

Accessing LARS

You may access LARS by browsing to the [TLC website](https://www.nyc.gov/lars/), or you may go directly to LARS via this URL:

<https://www.nyc.gov/lars/>

Before You Start

To use this online system, you must have a valid credit card which you can use to pay for your license application renewal and a valid e-mail address to which the receipt confirmation can be sent. If you do not have a valid credit card and e-mail address, you cannot use LARS.

You must also have all of the following TLC and Department of Motor Vehicles (DMV) information before you begin:

- Your current TLC license number
- The date your current TLC license expires
- The last five characters of your DMV license number



Exiting LARS

If you decide that you would like to exit LARS, click the “Return to TLC Home” link in the top right corner of the “Driver Search,” “Driver Authentication,” or the “Payment Receipt and Checklist” screen.



Error Messages

You will receive an error message if, for example, you incorrectly enter information, if the system cannot find the information that you entered, or if you leave the application inactive. You should refer to “[Appendix 1 – Error Messages](#)” at the end of the document for a list of common error messages and explanations.

User Guide Version History

Version 1 April 2011: Initial publication

Version 1.1 September 2011: Updated renewal fee on screenshots

NOTE: Sample data in this guide is included for instructional purposes only and is not intended to represent actual data.



Entering Your Data

Once you browse to LARS directly, or click the link to LARS on the TLC website, you will start the license renewal process on the “Driver Search” screen; the top portion of which is shown below. This page asks for information to find your records in the system.

Enter ALL of the following data into the open fields:

- Your current TLC license number
- The date your current TLC license expires
- The last five characters of your DMV license number

“Driver Search” Screen

TLC | License Application Renewal System
[Return to TLC Home](#)

NEW YORK CITY TAXI & LIMOUSINE COMMISSION

TLC LARS | DRIVER SEARCH

Driver Search

Through the following screens of the License Application Renewal System (LARS), you can submit a renewal payment online for your TLC Operator's License.

Please have the following items out and in front of you before you begin:

- Your current TLC-issued operator's license, and
- Your Department of Motor Vehicle (DMV) license

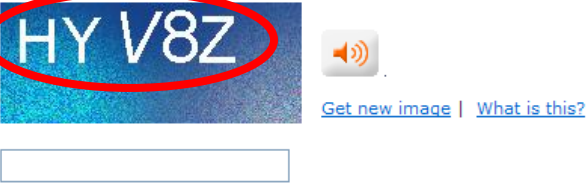
Once you are ready, enter the required information below. Double-check the information you have entered BEFORE you select the "Search" button. The information must match the details in our system or you will not be able to proceed. If you incorrectly enter the information three times, you will be locked out for an hour.

TLC License Number	<input style="width: 90%;" type="text"/>	
Expiration Date of TLC License No.	<input style="width: 30px;" type="text"/> MM <input style="width: 30px;" type="text"/> DD <input style="width: 40px;" type="text"/> YYYY	
Last 5 Digits of DMV License No.	<input style="width: 80%;" type="text"/>	No dashes or spaces



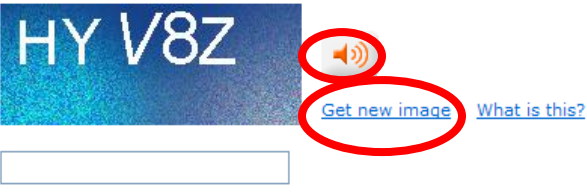
For security purposes, before submitting your information you must type the letters or numbers you see in the blue box into the field below the box.

Please enter the characters you see in the box below (not case-sensitive):



If you cannot see the characters clearly, you can request a different set of characters by clicking the blue “Get new image” link. Or you can listen to a voice recording by clicking the button with the red speaker icon.

Please enter the characters you see in the box below (not case-sensitive):



When you are done, click the yellow “Search” button at the bottom of the page to proceed.

Click the “Search” button once to proceed.



NOTE: If any required information has been entered incorrectly the system will display an error message and you will not be able to continue. Refer to the [“Appendix 1 – Error Messages”](#) section at the end of this document for more details.



Authenticating Your Data

Once you have correctly entered all of the required information, the system will display your information on the “Driver Authentication” screen. It will look like the following example. Note that, due to space constraints on this page, the following example displays only the top portion of the screen. Check all of the information to confirm it is correct. **NOTE:** For security purposes, you will only have 20 minutes to review the information and proceed to the next page.

“Driver Authentication” Screen

TLC | License Application Renewal System
[Return to TLC Home](#)

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TLC LARS | DRIVER AUTHENTICATION

Driver Authentication

Please review the information below. If it is not correct or your information has changed, you SHOULD NOT proceed because your license, if the application is approved, will be mailed to the name and address listed below. Please call the TLC Call Center at 212.227.6324 or visit our TLC Licensing Office at 32-02 Queens Boulevard, 2nd Floor, Long Island City, NY 11101 to update your address information before using this payment system.

Please note that you will have 20 minutes to review the information on this page and proceed to the next page. If you do not proceed to the next page within the allotted number of minutes, your "session" will expire and you will have to re-enter your information.

Please also be aware that a payment made using this service does not mean that your license will be approved for renewal. Upon the receipt of your payment, a review of all other licensing requirements will be done. If you have met all of the renewal requirements, an approved license will be mailed to the name and address listed below.

NOTE: Due to processing requirements, payments made after 5:00 PM using this online process may not be posted to your account until the next full business day.

Driver's Name	JOHN,EDWARD,DOE
Mailing Address	32-02 5TH FLOOR NEW YORK, NY 11111
TLC License Number	5370599
Renewal Fee	\$168.00
Late Fee	\$25.00

[Search Again](#)



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You may return to the “Driver Search” page at any time by clicking the “Search Again” link at the bottom of the “Driver Authentication” screen.

Late Fee	\$25.00
Search Again	

Incorrect Information

If there is any problem with the information displayed on the “Driver Authentication” screen, you should:

- contact the TLC Call Center at (212) 227-6324 or
- visit TLC’s Licensing Office at
 32-02 Queens Boulevard
 2nd Floor
 Long Island City, NY 11101

You should not continue with the payment process.

Fees

The “Driver Authentication” page will display the renewal fee you must pay to renew your license. If your renewal is late, the page will also display a late fee.

Driver's Name	JOHN,EDWARD,DOE
Mailing Address	32-02 5TH FLOOR NEW YORK, NY 11111
TLC License Number	5370599
Renewal Fee	\$168.00
Late Fee	\$25.00
Search Again	

Using the online License Application Renewal System, you are protected from paying the same renewal fee more than once.



Declaration of Applicant


The picture below shows the bottom of the “Driver Authentication” screen. If the information in the top portion of the screen is correct and your renewal payment is due, then you must scroll down to the bottom of the page to check off your agreement and acceptance of the declaration before you can continue.

Click the “I agree” checkbox, and then click the “Submit” button.

Declaration of Applicant

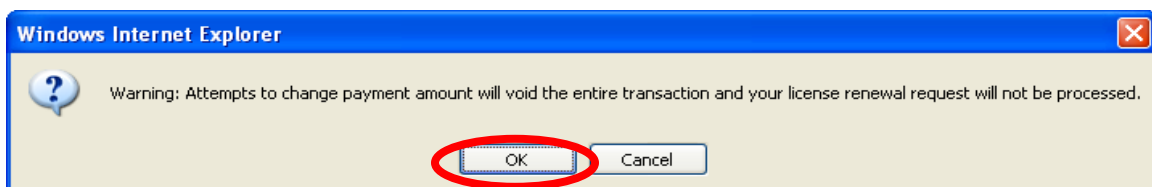
Under penalties of perjury, I declare that I have examined the information shown above and, to the best of my knowledge and belief, all the information shown herein is true, correct, and complete. I am aware and understand that, in accordance with law, all license applications are public records and subject to public disclosure, which include the application and all other documents and information filed therewith and I understand and agree that the New York City Taxi and Limousine Commission may verify any documents and information provided by me, including verification of my Social Security number by the Social Security Administration, and child support case status if applicable, in connection with this application. I understand that I am obligated to conform, and am subject to, all rules and regulations of the New York City Taxi and Limousine Commission, and further, I understand that the renewal fees submitted today are non-refundable, and are only a payment and do not guarantee the issuance of a renewal license.

By checking this box I am confirming that I have read and fully understand the Declaration of Applicant above.

I agree 

Paying for Your License Renewal

After you submit your agreement to the “Declaration of Applicant” at the bottom of the “Driver Authentication” screen, a warning message will display:



You cannot change the payment amount on the “Payment” screen. If you try to change it, the transaction will be cancelled and you will be returned to the “Driver Search” screen.



When you click the “OK” button on the warning window, the “Pay by Credit Card” screen will open. Use this page to enter your credit card information, and then click the “Continue” button:

“Pay by Credit Card” Screen

Pay by Credit Card
 (* denotes required fields)

Credit Card Information:

*Country:

*Billing Name: (exactly as it appears on card)

*Billing Address Line 1: (exactly as on statement)

Billing Address Line 2:

*City:

*State/Province/Region:

*ZIP/Postal Code: (exactly as on statement)

*Email Address:

*Confirm Email Address:

*Type of Credit Card:
 American Express Visa
 MasterCard Discover

*Card Number (Enter without spaces/dashes):

*Expiration Date (mm/yyyy): /

*Card Verification Number: (What is this?)

Continue



Payment Confirmation

After you have submitted your credit card information, you will see the following “Confirmation” screen. But you are not finished! This screen gives you a chance to review all the information and make sure it is correct before you make your payment.

If you need to correct your email address or credit card information, click the “Change” button in the “Billing Information” section of the page to return to the “Pay by Credit Card” screen. Correct your information and click the “Continue” button to return to the confirmation screen.

When you are ready to finalize your payment, you must read the statement in the gray box on the “Confirmation” screen. Once you have confirmed your information, you should then **click the box** to certify the information and click the “Continue” button to complete the submission of your payment.

NOTE: Do not click on the “Change” button near the top section or the “Cancel Transaction” button crossed out below or you will completely cancel the transaction.

“Confirmation” Screen

Confirmation
Agency and Item Information

Agency / Division	Item No.	Item Description	Qty	Item Cost (\$US)	Shipping Cost (\$US)	Tax (\$US)	SUBTOTAL (\$US)
TLC - LARS	1	Renewal fee	1	168	0	0	168.00
TLC - LARS	2	Late fee	1	25	0	0	25.00
Total(\$US):							193.00

Change item info: ~~Change~~

Billing Information

Email Address:	test@nyc.gov
Credit Card Type and Last 4 Digits:	VISA 2225
Total Amount To Be Charged:	\$ 193.00

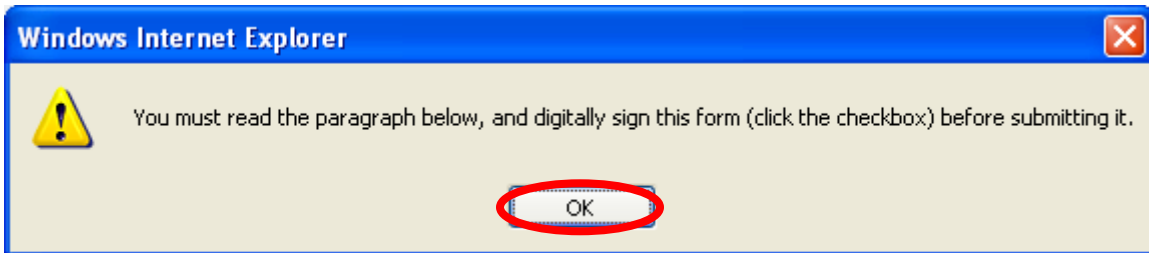
Change billing info: **Change**

*I certify that the information provided by me is true, complete and correct to the best of my knowledge and is made in good faith. By submitting this form, the total cost indicated above will be billed to the card indicated above.

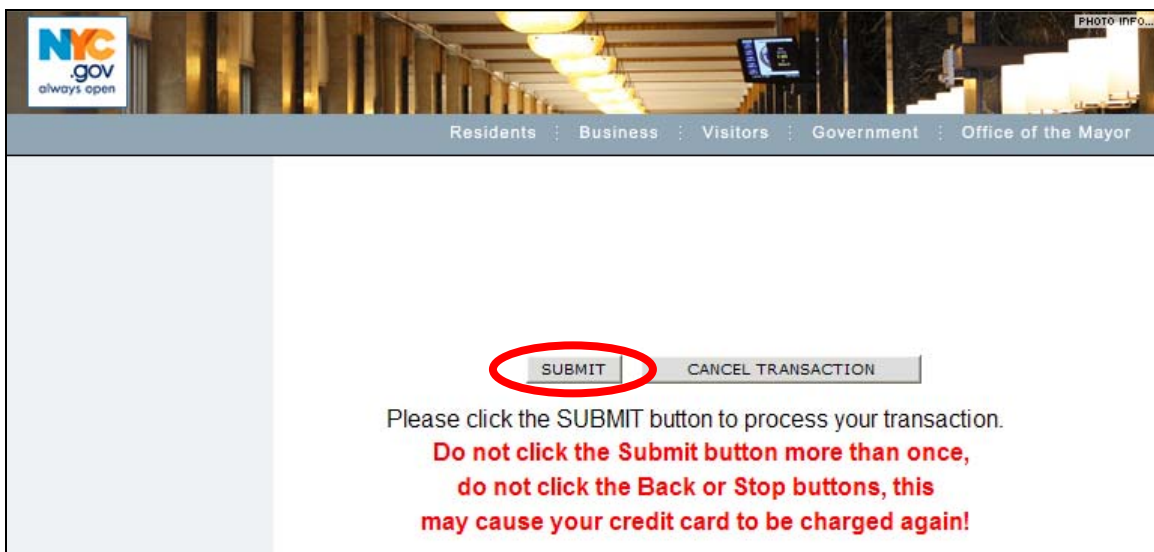
Continue ~~Cancel Transaction~~



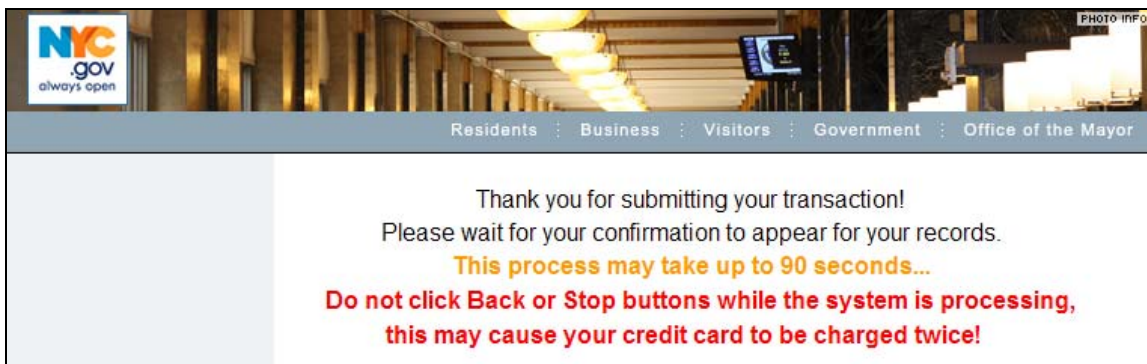
If you do not click the checkbox, then when you click the “Continue” button, you will see this message:



After you have marked the checkbox and clicked the “Continue” button, the following screen will give you one last chance to stop before your credit card is billed:

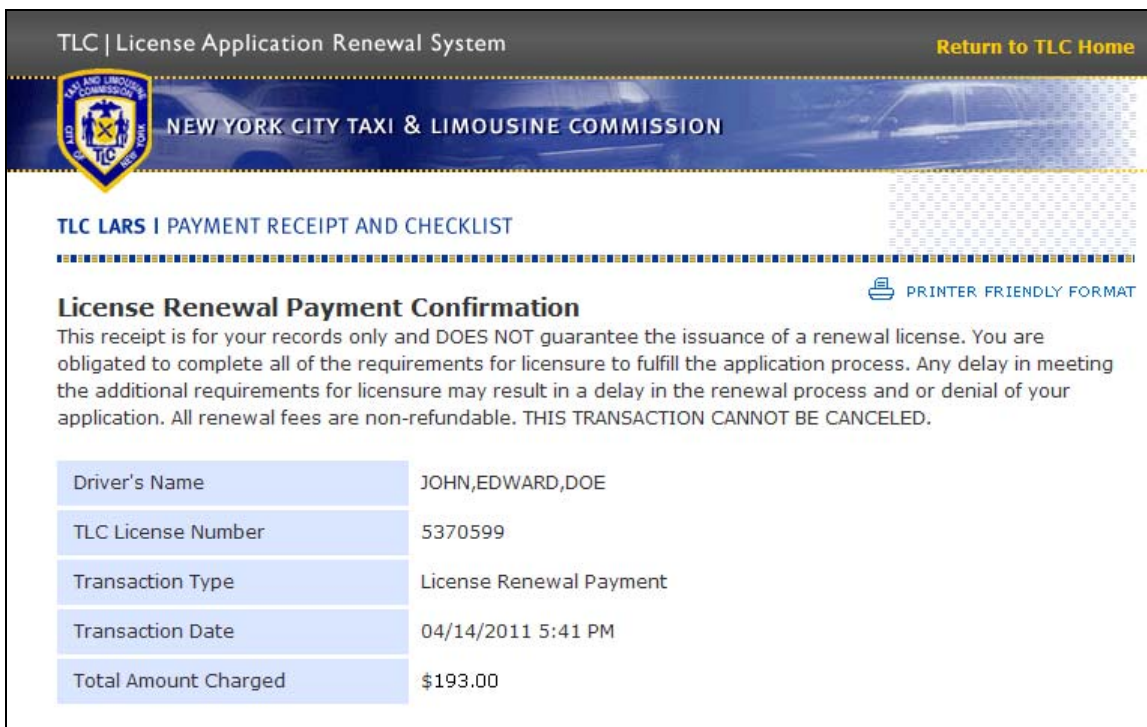


After you have clicked the “Submit” button, this next screen will appear. Please be patient and wait for the process to finish as it will then show you your online payment confirmation.



After the TLC LARS application has finished processing your renewal payment, the “Payment Receipt and Checklist” screen will show you information about your license, renewal requirements, and payment. The following is the top portion of the screen.

“Payment Receipt and Checklist” Screen



The lower portion of the screen will display a detailed checklist of important information you should know about your outstanding TLC license renewal requirements, as explained in the following [“Important Note about License Renewal Requirements”](#) section.



There is very important license information on the “Checklist” page. Please be sure to scroll down to the bottom of the screen and READ all of the information provided.

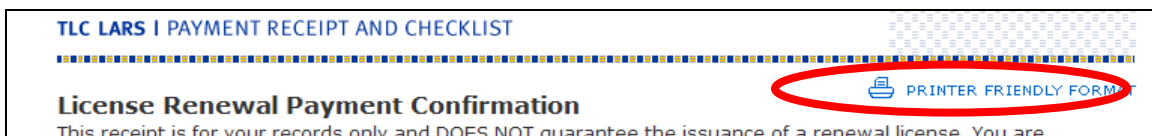
Important Note about License Renewal Requirements

After you submit your license renewal payment through LARS, a screen will display your payment confirmation and the License Renewal Requirements Checklist. **The items on the checklist must be completed before your license can be renewed.** Upon receipt of your payment, TLC will review all other licensing requirements. If you have met the license renewal requirements, your application will be approved and your license will be mailed to you. YOU are responsible for making certain that all requirements are met by your TLC license expiration date or your renewal will be denied.

Printing the Payment Confirmation and License Renewal Checklist

IMPORTANT! Be sure to print a copy of the License Renewal Payment Confirmation and Renewal Requirements Checklist before you close the browser window. Once you close the browser window, you will not be able to return to the “Payment Receipt and Checklist” screen.

At the top of the screen, click the “Printer Friendly Format” link to make a paper copy of the confirmation and checklist. There is another “Printer Friendly Format” link at the bottom of the screen.



The bottom portion of the “Payment Receipt and Checklist” screen is shown on the next page.

NOTE: After you have reviewed and printed the Renewal Checklist, for security purposes, be sure to close the browser window.



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License Renewal Requirements Checklist

Please review the renewal requirements listed below. These items must be completed before your license will be renewed. Upon receipt of your payment we will review all other licensing requirements. If you have met the license renewal requirements your application will be approved and your license will be mailed. YOU are responsible for making certain that all requirements are met by your TLC expiration date or your renewal will be denied.

※ **Renewal Requirements: ALL Licensees**

● **Renewal Form/Certification**

Review of the required Declaration of Applicant and acceptance of the declaration in order to submit the renewal.

Transaction Date: **04/14/2011**

● **Renewal Payment**

Your payment of the non-refundable fee of \$168, (in addition to a \$25 late fee, if required)

Your ePayments Order Number is: **0281550427**

● **Driver's License**

You MUST have and maintain a current and valid Department of Motor Vehicles (DMV) chauffeur license, or its equivalent.

● **"Abstract" (State Driver Record)**

If you have a license from *outside of New York State (NYS)*, you must immediately send us an original certified "Abstract" from the state that issued your license. **You must include a copy of your TLC license and the online payment receipt with the abstract for identification purposes. You must mail the original certified "Abstract" to: NYC Taxi and Limousine Commission Attn: Renewal Unit, 32-02 Queens Blvd., 2fl., Long Island City, NY 11101.**

● **No Money Owed**

You must not have any outstanding judgments with the DMV, NYC Traffic Violations Bureau, and the Taxi and Limousine Commission (TLC). **ALL** open judgments MUST be paid in full.

● **A Clear TLC Record**

You must not have any open TLC suspensions

The number of your open suspensions is: **0**

※ **Renewal Requirements: ONLY "Yellow" Medallion Taxicab & For-Hire Drivers (in addition to the requirements above)**

● **Drug Test Requirements**

You MUST *take and pass* your drug test within the thirty (30) days immediately prior to the expiration date of your license. [Learn more about drug tests](#) (in PDF)

Your Last Drug Test Date: **03/22/2010**

● **Defensive Driving Course (DDC)**

Your DDC must be current (no older than 3 years). [Read our website's FAQs for additional information](#)

Your Last Defensive Driving Course: **02/13/2010**

※ **Renewal Requirements: Paratransit & Commuter Van Drivers ONLY (in addition to all renewal requirements above)**

● **Active 19-A Status**

You must have an active 19-A driver license status. If it is inactive, your application will not be processed. [Learn more about 19-A status on the NYS DMV website](#)

REMEMBER! TLC Driver Licenses are renewed for a two (2) year period if the application is complete, all requirements are met and you successfully pass the review of your background and driving records.

All renewal fees are non-refundable.

All incomplete renewal applications will cause a delay in the processing and issuance of your renewal license or may cause your application to be denied.

.....
IMPORTANT NOTE: The information above reflects what appears in our system as of 04/14/2011. Information on your most recent Drug Test dates, Defensive Driving Course dates, etc may vary due to timing. Updates of this information can take between 3 to 7 days to be shown in our system.



Questions/Feedback

Congratulations!

You have submitted your renewal payment online using the License Application Renewal System (LARS) of the New York City Taxi & Limousine Commission (TLC).

If you have any questions, or want to provide any feedback about this online process, please:

- contact the TLC Call Center at (212) 227-6324 or
- visit TLC's Licensing Office at
32-02 Queens Boulevard,
2nd Floor,
Long Island City, NY 11101

Thank you for using the New York City's Taxi & Limousine Commission website to submit your renewal payment.



Appendix 1 - Error Messages

The following is a list of common error messages and an explanation of why each occurs.

Error Message	Explanation
Please enter your TLC License number.	This error message will appear when you have left the "TLC License Number" field blank on the "Driver Search" screen. Please enter the license number and resubmit.
Please enter Expiration {Month}, {Day}, {Year}.	This error message will appear when you have left one of the "Expiration Date of TLC License No." fields on the "Driver Search" screen blank. Please reenter the correct date and resubmit.
Please enter numeric value for Expiration {Month}, {Day}, {Year}.	This error message will appear when you have entered a non-numeric value in one of the "Expiration Date of TLC License No." fields on the "Driver Search" screen. Please enter numeric values only and resubmit.
Please enter the last 5 digits of your DMV License number.	This error message will appear when you have left the "Last 5 characters of DMV License No." field blank on the "Driver Search" screen. Please enter the correct digits and resubmit.
TLC License expiration date is invalid.	This message will appear when the TLC License expiration date is invalid. Please reenter.
The letters in the graphic were entered incorrectly. Please try again.	You will receive this error message when you incorrectly enter the numbers and letters that you see in the blue graphic on the "Driver Search"



	<p>screen. Try reentering them. Or, if you cannot see the characters clearly, you can request a different set of characters by clicking the blue “Get new image” link. Or you can listen to a voice recording instead, by clicking the button with the red speaker icon.</p>
<p>TLC records indicate the license for the driver data provided was already paid online on {Date}. If you believe this is an error, check the data you provided. For questions, contact the TLC Call Center at 212.227.6324.</p>	<p>According to the data found in the system, the renewal fee was already paid for this driver. Follow the onscreen instructions.</p>
<p>TLC was not able to find a Driver matching the data provided. Please check the data entered and try again.</p>	<p>You will see this error message if the TLC license number is correct but the other information entered does not match the information for that TLC license.</p> <p>You can try again two more times. You will get only three chances to try, before the system locks you out for an hour. This is to protect you and keep your information secure.</p> <p>Check your information, reenter, and resubmit.</p>
<p>Attention Licensee: Your log-in attempts have been unsuccessful. This license number has been blocked for online payment for one hour. Please review the information on your TLC and DMV licenses carefully before you try again. Remember, the information must match the details in our system</p>	<p>If you have correctly entered your TLC license number, but the system has not been able to match the other information entered three times, you will receive a message that you are locked out of the system for an hour. Wait an hour, carefully review your license information, and retry. If you</p>



<p>or you will not be able to proceed and will have to renew by mail.</p> <p>If you are still unable to gain access after a second attempt and your believe you have entered all the information correctly, please contact the TLC Call Center at 212.227.6324 or visit TLC's Licensing Office at 32-02 Queens Boulevard, 2nd Floor, Long Island City, NY 11101.</p>	<p>receive the error message again, follow the onscreen instructions in the error message for the next steps.</p>
<p>You must agree to the Declaration of Applicant to proceed.</p>	<p>If you do not click the "I agree" checkbox, then when you click the yellow "Submit" button on the "Driver Authentication" screen, you will see this error message. You must mark your agreement before you can pay to renew your license. Select the "I agree" checkbox and click the "Submit" button.</p>
<p>SESSION HAS EXPIRED! Your session has expired for security reasons. Please click on the link below to return to the Search Page.</p>	<p>This is another way the system protects you and keeps your information secure. There are two instances when the session may time out:</p> <ol style="list-style-type: none"> 1. If you are on the "Driver Search" page, after 30 minutes of inactivity (no typing in any fields or clicking on any buttons) 2. If you are on the "Driver Authentication" page and have begun to enter information, but then leave the page inactive for 20 minutes <p>If the session expires, then you must return to the "Driver Search" screen to</p>



	<p>restart the process. Click the “Return to Search Page” link at the bottom right of the screen.</p>
<p>The page has expired for security reasons; please close your browser window.</p>	<p>This message will display if you were on one of the payment-related screens, but were inactive in a window for a certain time period and then tried to proceed. Close the browser window and return to the “Driver Search” screen to begin the process again.</p>
<p>SYSTEM ERROR! An error occurred while processing your request. Please try again or contact an administrator.</p>	<p>Please contact TLC at 212.227.6324.</p>
<p>You were returned to this Web page because your payment session has expired or there was a problem with your payment. The TLC does NOT know if your credit card payment was processed.</p> <p>You cannot continue with the license renewal process and must restart the process. Before continuing you should check with your credit card company to confirm the payment status before restarting the online license renewal payment process. If you want to confirm with the TLC directly whether a payment was received, you can contact the TLC Call Center between the hours of 8AM to 6PM, from Monday to Friday at 212.227.6324.</p>	<p>This message will display if your payment session expired or if there was a problem with your payment. Follow the onscreen instructions.</p>