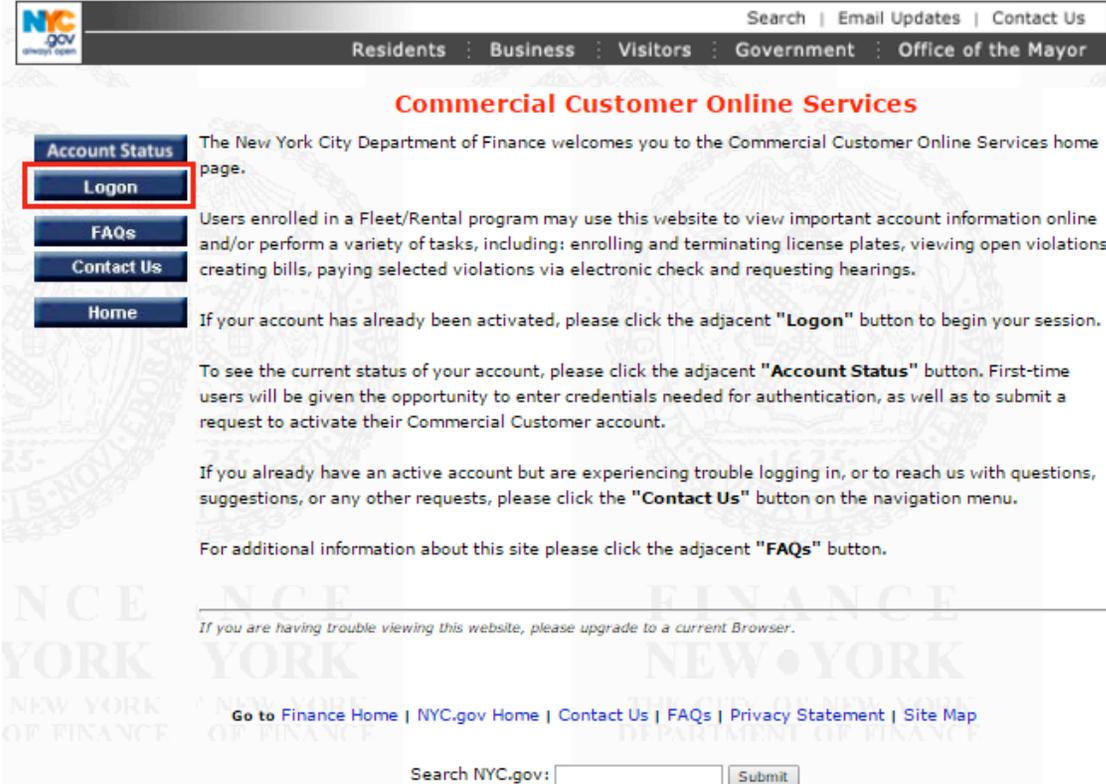




# **User Guide: Paying CCWeb Fleet/Rental Violations Online via CityPay**

December 2016

## User Guide: Paying Violations Online via CityPay for Fleet/Rental enrolled vehicles

<p>1. Navigate to the CCWeb website. The CCWeb landing page displays.</p>	<p><a href="http://www1.nyc.gov/assets/finance/jump/ezfleet.html">http://www1.nyc.gov/assets/finance/jump/ezfleet.html</a></p>
<p>2. Click the  button to navigate to the Login UI.</p>	 <p>The screenshot shows the 'Commercial Customer Online Services' page. At the top, there is a navigation bar with links for 'Residents', 'Business', 'Visitors', 'Government', and 'Office of the Mayor'. Below this, the page title is 'Commercial Customer Online Services'. A sidebar on the left contains several buttons: 'Account Status', 'Logon' (highlighted with a red box), 'FAQs', 'Contact Us', and 'Home'. The main content area contains the following text:</p> <p>The New York City Department of Finance welcomes you to the Commercial Customer Online Services home page.</p> <p>Users enrolled in a Fleet/Rental program may use this website to view important account information online and/or perform a variety of tasks, including: enrolling and terminating license plates, viewing open violations, creating bills, paying selected violations via electronic check and requesting hearings.</p> <p>If your account has already been activated, please click the adjacent "Logon" button to begin your session.</p> <p>To see the current status of your account, please click the adjacent "Account Status" button. First-time users will be given the opportunity to enter credentials needed for authentication, as well as to submit a request to activate their Commercial Customer account.</p> <p>If you already have an active account but are experiencing trouble logging in, or to reach us with questions, suggestions, or any other requests, please click the "Contact Us" button on the navigation menu.</p> <p>For additional information about this site please click the adjacent "FAQs" button.</p> <p><i>If you are having trouble viewing this website, please upgrade to a current Browser.</i></p> <p>At the bottom, there is a search bar for NYC.gov and a list of links: 'Go to Finance Home   NYC.gov Home   Contact Us   FAQs   Privacy Statement   Site Map'.</p>

3. At the Fleet/Rental Logon screen, enter **User Name** and **Password** then click on the **Login** button to navigate to the CCWeb Homepage.  
The CCWeb Homepage displays.

The Fleet/Rental Logon page displays a NEWS UPDATE highlighted in yellow announcing the change to payment portal for eCheck and the new payment method of credit card.

**Fleet/Rental Logon**

Please enter your **User Name** and **Password** and click the **Login button** in order to access the Rental/Fleet Commercial Customer Program Online Services.

If you are a **first-time** user and have not activated your company account, please do so now. Click the **Account Status** button which will take you to the **Company Search** page, where you may set up a user profile.

**NEWS UPDATE:** Beginning Monday night December 19, 2016, we are making some changes to the way payments are processed on our online Fleet portal, CCWeb. In addition to E-Checks, you will now be able to pay tickets in your CCWeb "Cart" using credit cards.

- To pay by credit card, once you have added tickets to the Cart, click the "Pay" button and select the "credit card" tab on the new payment page.
- To pay by E-Check, once you have added tickets to the Cart, click the "Pay" button and select the "E-Check" tab on the new payment page.

Because of these changes, if you wish to pay the City of New York ("City") by E-Check, which is an Automated Clearinghouse (ACH) debit to your bank account, you must first ensure that your bank will accept the charge. You may have to contact your bank to pre-authorize the City's ACH debits by Wells Fargo Bank and to provide your bank with the following information:

- City of New York ACH Originating Bank..... Wells Fargo Bank, N.A.
- City of New York Company ID..... AD36400434

If you need assistance please contact the Fleet and Rental unit.

Please note that our site is updated every day from 1:00 a.m. - 2:15 a.m. and on Sunday from 5:00a.m. - 10:00 a.m. Some site functions may not be available during these times.

**User Name:**

**Password:**

**Login**

**Forgot your User ID or password? [Click here](#)** and we'll email it to you.

[Go to Finance Home](#) | [NYC.gov Home](#) | [Contact Us](#) | [FAQs](#) | [Privacy Statement](#) | [Site Map](#)

4. The CCWeb Homepage for Fleet Customers, (for the Master Company User).

At the Fleet Services Homepage, click the **Search** button at the navigational menu on the left side of the screen.

Clicking the **Search** button navigates the logged-in user to the Search UI.

**Items: 0**

Click the icon to view cart

**News**

**Search**

**Enroll Plates**

**Check Plates**

**Terminate Plates**

**Reports**

**Abatement**

**Add User**

**Change Status**

**Edit Profile**

**FAQs**

**Contact Us**

**Home**

**Log out**

## Fleet Services Homepage

**Agency: NAME of the COMPANY ACCOUNT**      **User: User Name**

**Welcome to Fleet/Rental Online Services**

Pursuant to recent rule changes adopted by Finance, a new penalty cycle for tickets issued to participants in the Fleet Program and Stipulated Fine Programs is in effect as of March 6, 2014. Finance is finalizing changes to our system that will be implemented in April 2014 and will reflect the new rules. Under the new penalty cycle:

- Tickets issued to fleet program vehicles will be subject to a \$10 penalty if they have not been paid or adjudicated within 45 days from when they enter our system.
- For participants in Stipulated Fine programs, abatements will be reversed on tickets that are not resolved within 45 days.
- A second penalty of \$20 will be added after an additional 45 days, and third penalty of \$30 after a further 45 days if the ticket remains unsatisfied. Thereafter, a default judgment will be entered against the ticket.

Additionally, fleets that accrue greater than \$350 in judgment debt will be terminated from the program and subject to booting and/or towing. For the official rules visit <https://rules.cityofnewyork.us/content/rule-amendments-parking-violations-fleet-program>

**The following functions are available by clicking on the corresponding button to the left:**

- Search for open violations to request a hearing, create a bill or pay selected violations
- Enroll New Plates in the Program
- Check Plates
- Terminate Existing Plates
- View Reports
- Manage your web account by adding users, changing your "status" or editing your profile
- View frequently asked questions about this site
- Reach us with questions, suggestions, or any other requests

Only authorized personnel are permitted to perform these functions.

5. The CCWeb Homepage for Rental Customers.

At the Rental Services Homepage, click the **Search** button at the navigational menu on the left side of the Homepage screen. Clicking this button will navigate the logged-in user to the Search UI.

**Items: 0**

Click the icon to view cart

**News**

**Search**

**Check Plates**

**Reports**

**Add User**

**Change Status**

**Edit Profile**

**FAQs**

**Contact Us**

**Home**

**Log out**

## Rental Services Homepage

**Agency:** Account Company Name    **User:** User Name

Welcome to Fleet/Rental Online Services

The following functions are available by clicking on the corresponding button to the left:

- Search for open violations to request a hearing, create a bill or pay selected violations
- Check Plates
- View Reports
- Manage your web account by adding users, changing your "status" or editing your profile
- View frequently asked questions about this site
- Reach us with questions, suggestions, or any other requests

Only authorized personnel are permitted to perform these functions.

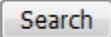
6. The **Search UI** displays providing 3 search criteria options:

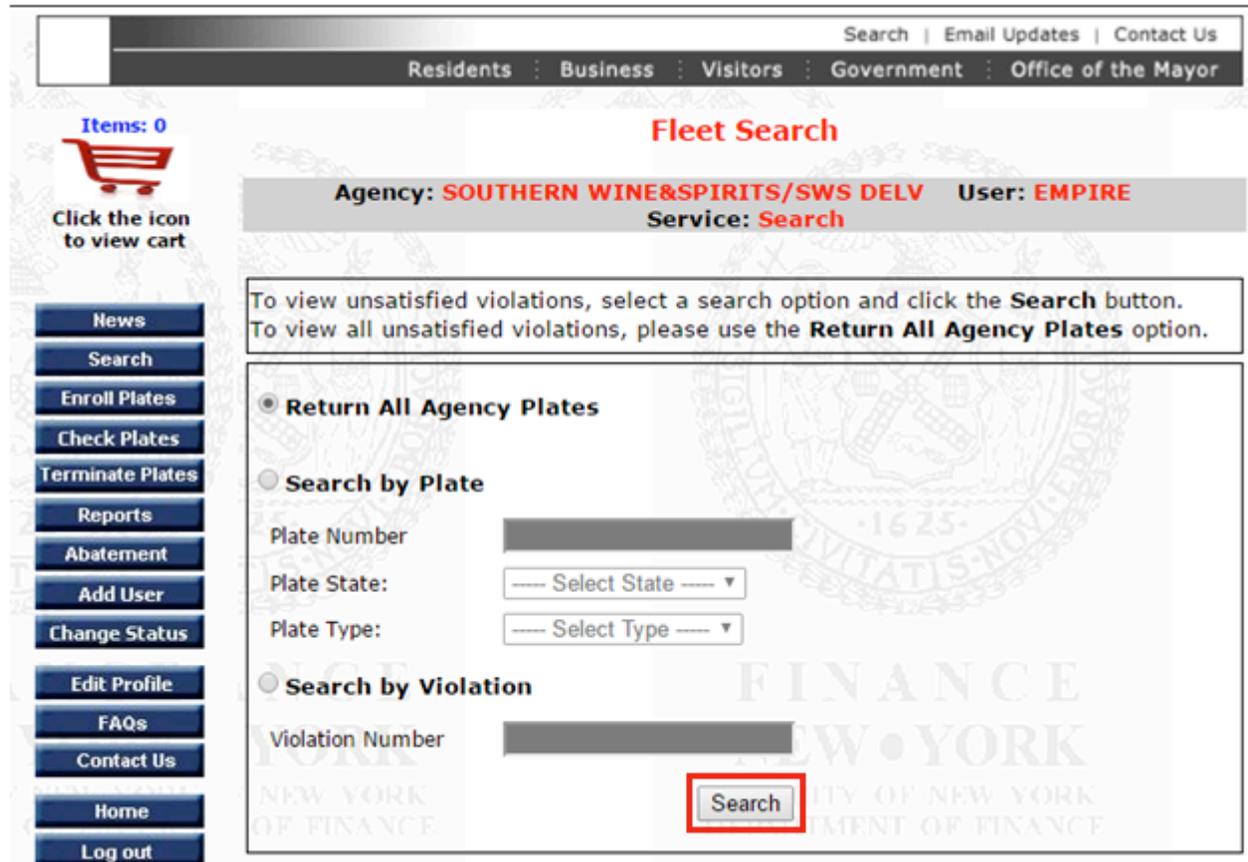
- Return All Agency Plates (default)
- Search by Plate
- Search by Violation

The search default at the **Company Plates Results** screen is “Return All Agency Plates”. Leaving this default search will return a listing all registered plates.

The “Search by Plate” option requires that the Plate Number is entered and then a Plate State is selected from a drop down and a Plate Type is selected from a drop down.

The customer can also “Search by Violation” number by entering their violation number in the field provided.

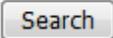
When the search criterion is selected and the  button is clicked, the search is executed.

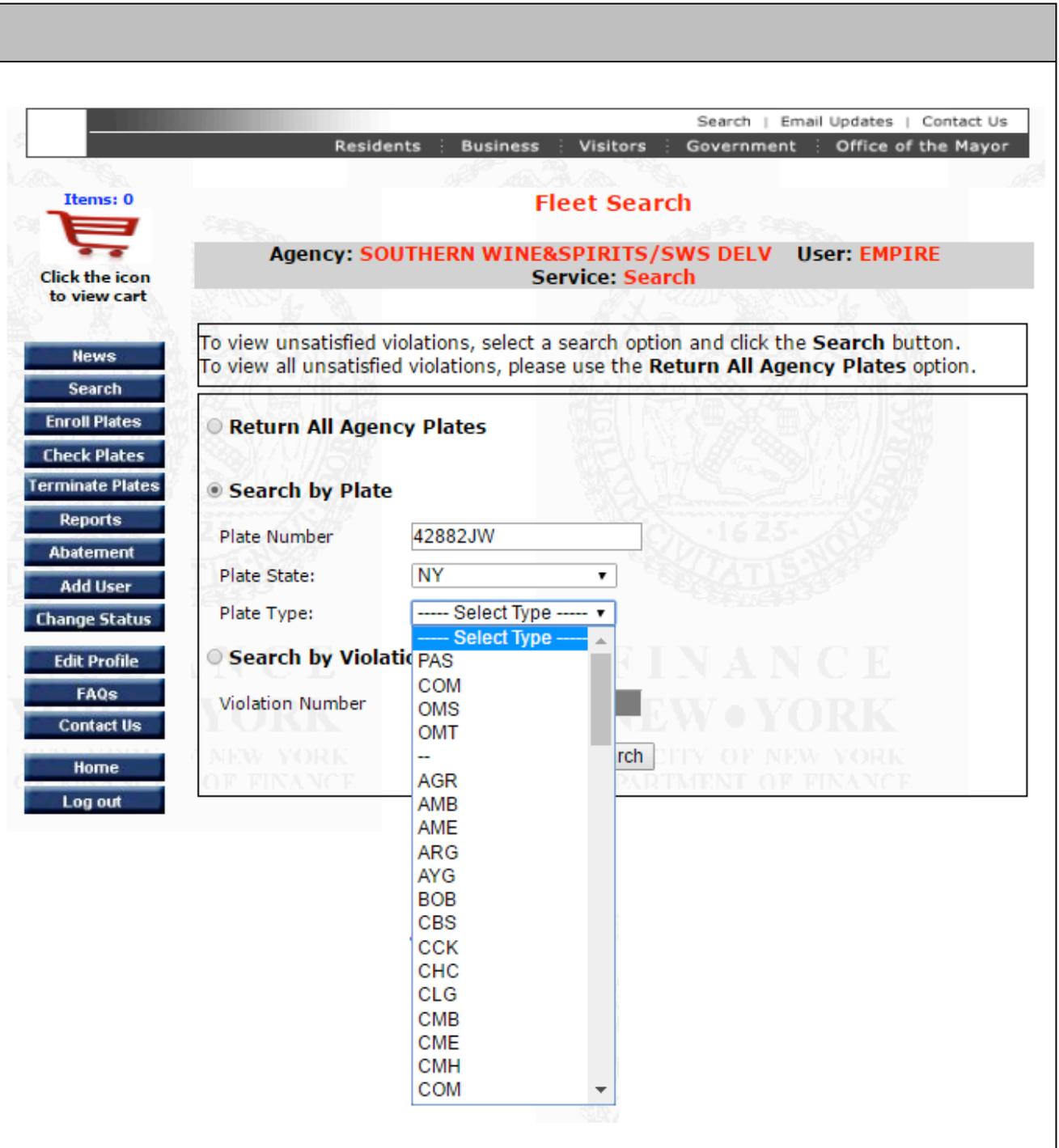


The screenshot shows the 'Fleet Search' interface. At the top, there is a navigation bar with links for 'Search', 'Email Updates', and 'Contact Us', and a secondary bar with 'Residents', 'Business', 'Visitors', 'Government', and 'Office of the Mayor'. Below this, a shopping cart icon shows 'Items: 0' with a 'Click the icon to view cart' prompt. A vertical sidebar on the left contains buttons for 'News', 'Search', 'Enroll Plates', 'Check Plates', 'Terminate Plates', 'Reports', 'Abatement', 'Add User', 'Change Status', 'Edit Profile', 'FAQs', 'Contact Us', 'Home', and 'Log out'. The main content area is titled 'Fleet Search' and displays 'Agency: SOUTHERN WINE&SPIRITS/SWS DELV' and 'User: EMPIRE' with a 'Service: Search' button. A text box instructs users to select a search option and click the 'Search' button, or use the 'Return All Agency Plates' option. The search options are: 'Return All Agency Plates' (selected), 'Search by Plate' (with fields for Plate Number, Plate State, and Plate Type), and 'Search by Violation' (with a Violation Number field). A 'Search' button is highlighted with a red box at the bottom right of the search options.

7. The search default can be changed by clicking on the “Search by Plate” radio button to search for violations associated with a specific plate number entered at the *Plate Number* field.

To search by plate number, must enter the plate number; select a state from the “Plate State” dropdown and “Plate Type” from the drop-down listing.

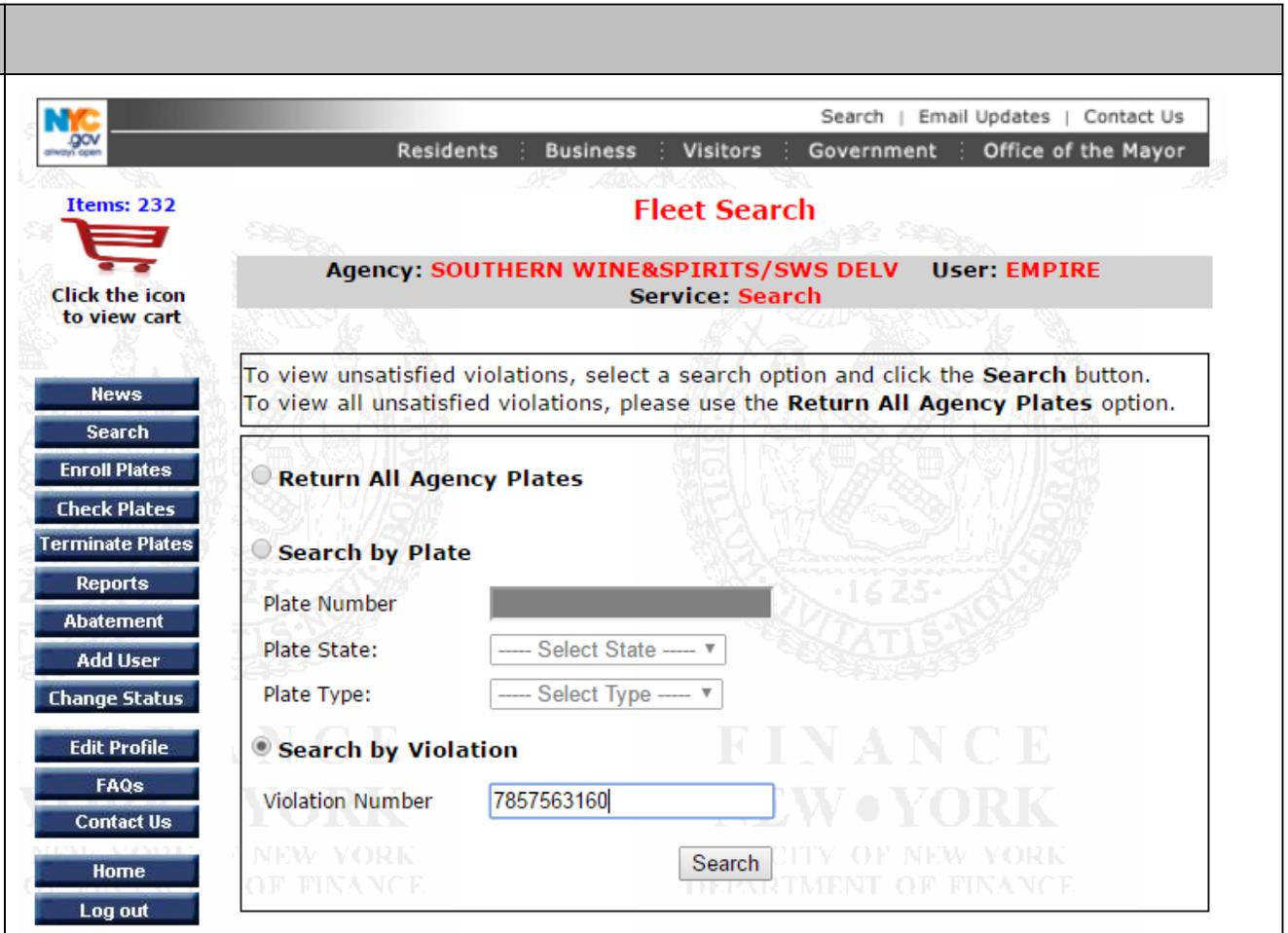
When the criteria is set and the  button at the bottom of the UI is clicked, the system will return all violations for the plate indicated in the “Plate Number “ field that also meet the other plate criteria for “Plate State” and “Plate Type”.



The screenshot displays the 'Fleet Search' interface. At the top, there is a navigation bar with links for 'Search', 'Email Updates', and 'Contact Us', and a secondary bar with 'Residents', 'Business', 'Visitors', 'Government', and 'Office of the Mayor'. A shopping cart icon shows 'Items: 0' with a 'Click the icon to view cart' link. A vertical sidebar on the left contains buttons for 'News', 'Search', 'Enroll Plates', 'Check Plates', 'Terminate Plates', 'Reports', 'Abatement', 'Add User', 'Change Status', 'Edit Profile', 'FAQs', 'Contact Us', 'Home', and 'Log out'. The main content area features a header with 'Agency: SOUTHERN WINE&SPIRITS/SWS DELV' and 'User: EMPIRE', and a 'Service: Search' button. A text box instructs users to select a search option and click the 'Search' button, or use the 'Return All Agency Plates' option. Below this, there are two radio button options: 'Return All Agency Plates' and 'Search by Plate'. The 'Search by Plate' option is selected, showing a 'Plate Number' field with '42882JW', a 'Plate State' dropdown set to 'NY', and a 'Plate Type' dropdown menu open, listing various codes like PAS, COM, OMS, OMT, --, AGR, AMB, AME, ARG, AYG, BOB, CBS, CCK, CHC, CLG, CMB, CME, CMH, and COM. A 'Search by Violation' option is partially visible with a 'Violation Number' field. A 'Search' button is located at the bottom right of the search form area.

8. If "Search by Violation" is selected, input the violation number and then click the  button to retrieve the specific violation.

9. Once the search criterion is set, click the  button and the **Agency Plates Result** page displays.



NYC.gov  
Search | Email Updates | Contact Us  
Residents : Business : Visitors : Government : Office of the Mayor

Items: 232  
  
Click the icon to view cart

**Fleet Search**

Agency: SOUTHERN WINE&SPIRITS/SWS DELV User: EMPIRE  
Service: Search

To view unsatisfied violations, select a search option and click the **Search** button.  
To view all unsatisfied violations, please use the **Return All Agency Plates** option.

Return All Agency Plates  
 Search by Plate  
 Search by Violation

Plate Number:

Plate State:

Plate Type:

Violation Number:

Navigation buttons: News, Search, Enroll Plates, Check Plates, Terminate Plates, Reports, Abatement, Add User, Change Status, Edit Profile, FAQs, Contact Us, Home, Log out

10. The **Agency Plates Results** page will display the results of the search, listing the company's registered plates. The number of entries displayed at this page can be controlled by changing the

Show  entries

at the top of the grid from 25 to 50 or 75 or 100 and then use the scroll bar to review all of the records returned in the plate search and displayed at each page.

The number of plates may display on multiple pages.

11. All of the plates listed on each page at the **Agency Plates Result** page can be selected from the listing by clicking in the "Select" check box at the results grid heading row. Clicking this checkbox at the table header selects all the plate numbers displayed on the page.

Use the scroll bar at the right of the grid to view all plates returned with the search.

Or use the  or  button to move from page to page to review all the results of the search.

**Agency Plates Result**

Agency: **SOUTHERN WINE&SPIRITS/SWS DELV** User: **EMPIRE**  
Service: **Search**

To view unsatisfied violations, please select plate(s) and click the **Search** button. Click the **Back** button to return to main **Search** page. To view all unsatisfied violations, select all plates.

Show  entries Export to Excel

Select	Plate Number	State	Type	Internal Plate Number
<input checked="" type="checkbox"/>	19407MC	NY	PAS	
<input checked="" type="checkbox"/>	19407MC	NY	COM	
<input checked="" type="checkbox"/>	45836MC	NY	COM	
<input checked="" type="checkbox"/>	35357MC	NY	COM	
<input checked="" type="checkbox"/>	45837MC	NY	COM	
<input checked="" type="checkbox"/>	45838MC	NY	COM	
<input checked="" type="checkbox"/>	45839MC	NY	COM	
<input checked="" type="checkbox"/>	45840MC	NY	COM	
<input checked="" type="checkbox"/>	48398MC	NY	COM	

<< First    < Previous    2 / 9    Next >    Last >>

12. Select the plates and click the **Search** button to search for violations. The search results will display at the **Violation Search Results** page.

13. To return to the Search UI to set different search criteria, click the **Back** button.

14. To maneuver to other pages of the **Agency Plates Result** listing, use either the **<< First**, **< Previous**, **Next >** or **Last >>** buttons to view/select plates.

**Agency Plates Result**

Agency: **SOUTHERN WINE&SPIRITS/SWS DELV** User: **EMPIRE**  
Service: **Search**

To view unsatisfied violations, please select plate(s) and click the **Search** button. Click the **Back** button to return to main **Search** page. To view all unsatisfied violations, select all plates.

Show **25** entries Export to Excel

	Select	Plate Number	State	Type	Internal Plate Number
1	<input checked="" type="checkbox"/>	16182JT	NY	COM	
2	<input checked="" type="checkbox"/>	16183JT	NY	COM	
3	<input checked="" type="checkbox"/>	16184JT	NY	COM	
4	<input checked="" type="checkbox"/>	16185JT	NY	COM	
5	<input checked="" type="checkbox"/>	16186JT	NY	COM	
6	<input checked="" type="checkbox"/>	16187JT	NY	COM	
7	<input checked="" type="checkbox"/>	16242JT	NY	COM	
8	<input checked="" type="checkbox"/>	16246JT	NY	COM	
9	<input checked="" type="checkbox"/>	16250JT	NY	COM	

<< First   < Previous   4 / 9   Next >   Last >>

Search   Back

15. The result of the selection from the plate search is displayed at the “**Violation Search Result**” page.

To create a bill or a payment, select all the records in the cart by checking the “Select” check box at the table header; this will mark all records as selected. Or scroll through the search return listing and select random records from the grid to add to the cart.

**\*\*NOTE: the maximum number of violations that can be submitted in a bill or for payment through CityPay is 250 violations. If more than 250 violations are in the cart, multiple payment submissions will have to be created to resolve all of the violations.**

16. The **Violation Search Result** page a link to each ECF is provided and filters are available to filter search results.

17. With violations selected at the **Violation Search Result** page, click the **Add To Cart** button to add the violations selected to the cart.

18. Clicking on the cart icon will navigate to the cart page. The cart icon displays the number of items in the cart.

Items: 340  
Click the icon to view cart

News  
Search  
Enroll Plates  
Check Plates  
Terminate Plates  
Reports  
Abatement  
Add User  
Change Status  
Edit Profile  
FAQs  
Contact Us  
Home  
Log out

Agency: **SOUTHERN WINE&SPIRITS/SWS DELV** User: **EMPIRE**

Below are the open violations of your search result. Adding violations to your cart allows you to perform any of the three options: Pay by e-check, Create a Bill, Request a Hearing.

Filter by Penalty Alerts: All, None, \$10 Pre-Penalty Warning!  
 Search All Columns  
 Search Violation Codes  
 Filter by Date Type: From: To: Export to Excel

Select	Penalty Alert	Plate Number	State	Type	Violation Number	Violation Code	Issue Date	System Entry Date	*Judgment Entry	Total Amount Due	Hearing Status	ECF Detail
<input type="checkbox"/>	\$20 Pre-Penalty Warning!	DRH1458	NY	PAS	7653928002	37	2013-05-16	2013-05-21		\$35.00	Guilty w/Reduction or Base Fine	View ECF
<input type="checkbox"/>	\$20 Pre-Penalty Warning!	8826JX	NY	COM	1351497200	78	2013-05-24	2013-05-12		\$65.00		View ECF
<input type="checkbox"/>	\$20 Pre-Penalty Warning!	8826JX	NY	COM	7453830242	51	2013-05-08	2013-05-09		\$115.00		View ECF
<input type="checkbox"/>	\$20 Pre-Penalty Warning!	8826JX	NY	COM	7867158649	42	2013-04-25	2013-04-30		\$65.00	Guilty Hearing	View ECF
<input type="checkbox"/>	\$20 Pre-Penalty Warning!	6026JY	NY	COM	7335559000	19	2013-06-12	2013-06-17		\$115.00		View ECF
<input type="checkbox"/>	\$20 Pre-Penalty Warning!	6026JY	NY	COM	7063743661	14	2013-06-06	2013-06-11		\$115.00		View ECF
<input type="checkbox"/>	\$20 Pre-Penalty Warning!	6026JY	NY	COM	7969113025	18	2013-06-05	2013-06-11		\$115.00		View ECF

BACK Add To Cart

\*Violations flagged in the Judgment Entry column as "Impending Default" will be placed into default judgment by the Department of Finance, pursuant to vehicle traffic law, sub section 241 (2). To avoid a default judgment, remit payment for the outstanding violation(s) or, if eligible, adjudicate the violation(s) through the administrative hearing process. Should you fail to act within the prescribed time frame, the Department of Finance will enter the default judgments in the civil court of the City of New York and the Judgment Entry column will read "In Judgment".

19. At the **Cart** page, review the list of violations by using the scroll bar at the right side of the grid.

20. Clicking on the “Select” checkbox in the grid header selects all violations in the cart.

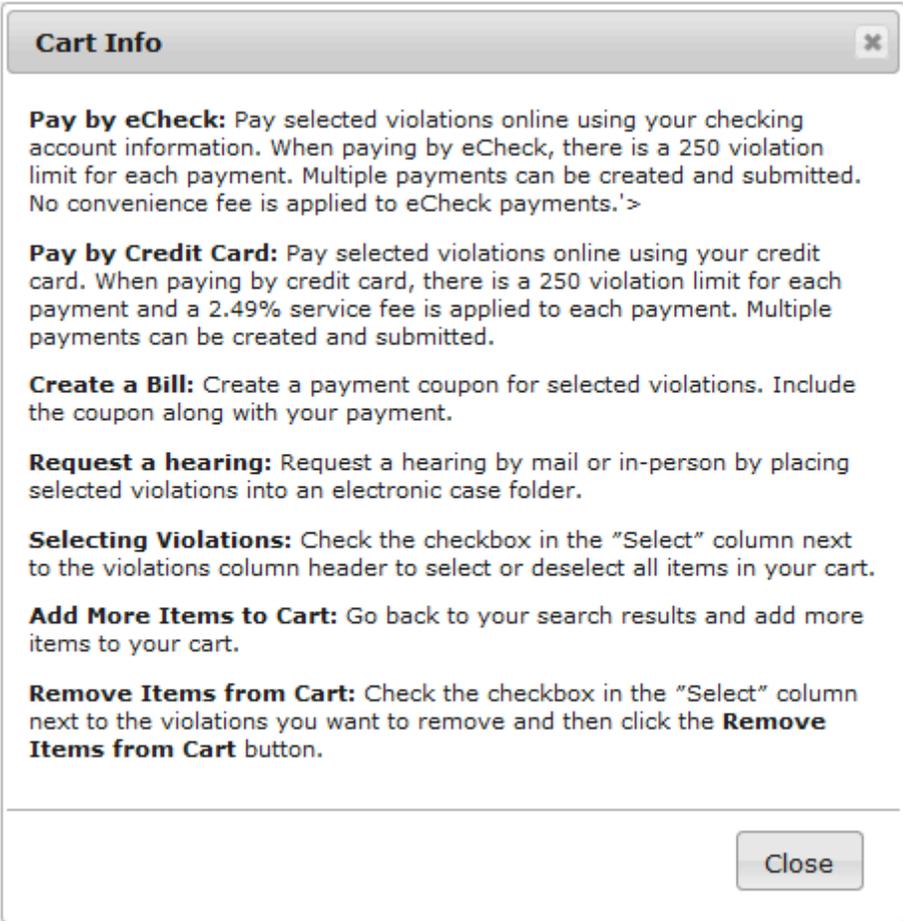
Or select the violations to include in a bill or a payment by checking each violation individually.

**\*\*** If all of the items in the cart are selected and the total number of items is more than 250 violations, the payment cannot be submitted nor can a bill be created. An error will display indicating the number of violations selected exceeds the 250 limit.

**\*\*** If a “Zero-balance” violation is included in the payment submission, an error message will display and the payment cannot be submitted to CityPay.

The screenshot shows the 'Cart' page for the City of New York Department of Finance. At the top, there is a navigation bar with 'Search | Email Updates | Contact Us' and a menu for 'Residents', 'Business', 'Visitors', 'Government', and 'Office of the Mayor'. The page title is 'Cart' and it shows 'Agency: SOUTHERN WINE&SPIRITS/SWS DELV' and 'User: EMPIRE'. A sidebar on the left contains a shopping cart icon with 'Items: 336' and a list of navigation links: News, Search, Enroll Plates, Check Plates, Terminate Plates, Reports, Abatement, Add User, Change Status, Edit Profile, FAQs, Contact Us, Home, and Log out. The main content area has a heading 'Cart' and a sub-heading 'Agency: SOUTHERN WINE&SPIRITS/SWS DELV User: EMPIRE'. Below this, there is a paragraph explaining the cart's functionality and a list of three bullet points regarding payment limits and fees. A 'More Info' button is located to the right of the second bullet point. Below the text, there are three buttons: 'Add More Items to Cart', 'Remove Items From Cart', and a summary bar showing 'Items: 336 Amount: \$35,530.86'. The main part of the page is a table with the following columns: 'Select', 'Plate Number', 'State', 'Type', 'Violation Number', 'Violation Code', and 'Total Amount Due'. The 'Select' column has a checkbox for each row, and the first row's checkbox is highlighted with a red box. The table contains 8 rows of violation data. At the bottom of the table, there are three buttons: 'Create Bill', 'Pay', and 'Request Hearing'.

Select	Plate Number	State	Type	Violation Number	Violation Code	Total Amount Due
<input type="checkbox"/>	DRH1458	NY	PAS	7853928602	37	\$35.00
<input type="checkbox"/>	88289JX	NY	COM	1351497200	78	\$85.00
<input type="checkbox"/>	88289JX	NY	COM	7453830242	51	\$115.00
<input type="checkbox"/>	88289JX	NY	COM	7867158649	42	\$85.00
<input type="checkbox"/>	60286JY	NY	COM	7335559900	19	\$115.00
<input type="checkbox"/>	60286JY	NY	COM	7063743661	14	\$115.00
<input type="checkbox"/>	60286JY	NY	COM	7999113025	18	\$115.00
<input type="checkbox"/>	60286JY	NY	COM	7861272280	19	\$115.00

<p>Buttons displayed the <b>Cart</b> Page:</p> <ul style="list-style-type: none"> <li>– <b>More Info</b> button displays a pop-up window when clicked and provides information on paying by eCheck, Credit card and requesting a hearing, etc. See screen shot.</li> <li>– <b>Add More Items to Cart</b> allows customer to go back to their last “Violation Search Result” page and select more violations to add to their cart.</li> <li>– <b>Remove Items from Cart</b> button allows a customer to select violations and remove them from their CCWeb cart.</li> <li>– Clicking on <b>Create Bill</b> will create a payment coupon. If the button is clicked and a least one violation has not been selected, a prompt will display requesting that at least 1 violation be selected for the request,</li> <li>– Clicking on the <b>Request a Hearing</b> button allows for the creation of an ECF with selected violations to be included in a hearing.</li> </ul> <p>21. Once violations are selected at CCWeb, click the <b>Pay</b> button opens a new browser window.</p>	 <p>Displayed when the ‘More Info’ button is clicked</p>
<p>22. The <b>Pay</b> button.</p>	<p><b>*** NOTE</b></p> <p>Due to the way some browsers behave, all CCWeb user are encouraged to <b>turn-off</b> their pop-up blocker prior to clicking on the <b>Pay</b> button.</p>

23. Clicking on the **Pay** button opens a new browser window with the **CityPay Terms & Conditions** screen displayed.

Click on the "I agree" checkbox and then click the **CONTINUE** button to enter CityPay.

The screenshot shows the NYC CityPay Terms and Conditions page. At the top, there is a black navigation bar with the NYC logo on the left and links for "NYC Resources", "311", and "Office of the Mayor" on the right. Below this is a white header area with the "NYC CityPay" logo in the center and a "Cart" icon on the right. The main content area has a heading "Terms and Conditions" followed by the text "By clicking 'I agree,' you:". Below this is a numbered list of four terms: 1. acknowledge that you have read and agree to the Terms and Conditions for using this site; 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. confirm that you are authorized to instruct this payment using the credit card, debit card, or checking account included in your payment instructions. Below the list is a checkbox labeled "I agree." which is checked. A blue "CONTINUE" button is positioned below the checkbox. At the bottom of the page, there is a blue footer bar containing the NYC CityPay logo, a "Select Language" dropdown menu, and links for "Privacy Policy", "Terms of Use", "Terms and Conditions", "FAQs", and "Contact Us".

24. When the "I agree" check box is filled and the

**CONTINUE**

button is clicked the default eCheck, **Enter Payment Details** page displays. At this screen enter the following information:

- ABA Routing Number
- Account Number
- Re-enter Account Number
- Select Account Type from a dropdown list:
  - Checking Account
  - Savings (US Dollars Only)
  - Corporate (US Dollars Only)

A graphic of a check is displayed where the Routing Number and Account Number are indicated.

All information on this form is mandatory. Failing to input data in each field will display an error on the page.

Only the ABA Routing Number is validated.

**NYC** NYC Resources | 311 | Office of the Mayor

# NYC CityPay

 Cart (4)

## Enter Payment Details

 1. Select Items 2. Enter Payment 3. Review and Pay

Payment Amount: \$280.00

Violation Number: T653925502  
Plate Number: DRH1455  
State: NY  
Type: PAS \$25.00

Violation Number: 1251497200  
Plate Number: 55265JX  
State: NY  
Type: CDM \$85.00

Violation Number: T453532242  
Plate Number: 55265JX  
State: NY  
Type: CDM \$115.00

Violation Number: T987155542  
Plate Number: 55265JX  
State: NY  
Type: CDM \$85.00

**eCheck** Credit Card

To pay by electronic check, you will need your checking account and routing number. There is no additional fee.

### eCheck Information

ABA Routing Number\*

Account Number\*

Re-enter Account Number\*

Account Type\*  
AccountType ▾

Where are my account numbers?\*

DATE: 1355

PAY TO THE ORDER OF: \$  DOLLARS

Routing Number Account Number

25. Billing Information is at the bottom of the eCheck form must be filled-in. All fields are mandatory.

This form cannot be submitted if any field is left empty.

### Billing Information

First Name \*

Last Name \*

Country \*

Address \*

City \*

State \*

Postal Code \*

Phone \*

Email \*

Re-enter Email \*

You can review the payment before it's final.

26. In the **Billing Information** section of the form, the email address is validated for syntax.

If the email address input at the first field does not match the email address at the second field, this input must be repaired for this form cannot be submitted. Both email addresses must match.

When the form is filled in, clicking the **CONTINUE** button advances the payment submission.

The screenshot shows a 'Billing Information' form with the following fields and values:

- First Name \*: Jerry
- Last Name \*: Garcia
- Country \*: United States (dropdown)
- Address \*: Magnolia Blossom Lane
- City \*: Brooklyn
- State \*: New York (dropdown)
- Postal Code \*: 11213
- Phone \*: 718466
- Email \*: jerry\_garcia@internetprovider.com
- Re-enter Email \*: jerry\_garcia@internetprovide.com (with a red border and the error message 'Does not match email' below it)

At the bottom of the form is a blue 'CONTINUE' button and the text: 'You can review the payment before it's final.'

27. The **Review Payment Details** screen displays the information that had been input and the list of violations to be paid. Clicking on the [Change](#) link the **eCheck Information** section or at the **Billing Information** section allows modifying information that was input.

If the information input is correct clicking the **PROCESS PAYMENT** button submits the payment for processing.

**NYC** NYC Resources | 311 | Office of the Mayor

# NYC CityPay

[Cart \(5\)](#)

## Review Payment Details

1. Select Items 2. Enter Payment 3. Review and Pay

Payment Amount: **\$475.00**

**PROCESS PAYMENT**

Violation Number: 1351497200  
Plate Number: 88269JX  
State: NY  
Type: COM  
\$65.00

Violation Number: 7453830242  
Plate Number: 88269JX  
State: NY  
Type: COM  
\$115.00

Violation Number: 7867158649  
Plate Number: 88269JX  
State: NY  
Type: COM  
\$65.00

Violation Number: 7335559900  
Plate Number: 60266JY  
State: NY  
Type: COM  
\$115.00

Violation Number: 7063743661  
Plate Number: 60266JY  
State: NY  
Type: COM  
\$115.00

Payment Amount: **\$475.00**

### eCheck Information [Change](#)

ABA Routing Code: 011900571  
Account Number: 12345678910  
Account Type: Checking

### Billing Information [Change](#)

First Name: Jerry  
Last Name: Garcia  
Country: US  
Address: Magnolia Blossom Lane  
City: Brooklyn  
State/Province: NY  
Postal Code: 11213  
Phone: 718466  
Email: jerry\_garcia@internetprovider.com

**PROCESS PAYMENT**

28. The **Thank you for your payment** screen displays after the **PROCESS PAYMENT** button is clicked. This screen also displays a message that indicates an email version of the receipt will be sent shortly.

NYC Resources | 311 | Office of the Mayor

## NYC CityPay

### Thank you for your payment

We have received your payment. You will receive an email version of this receipt shortly.

Payment Amount: \$295.00

---

Violation Number: 7999113025  
Plate Number: 60266JY  
State: NY  
Type: COM  
\$115.00

---

Violation Number: 7661272260  
Plate Number: 60266JY  
State: NY  
Type: COM  
\$115.00

---

Violation Number: 7661271965  
Plate Number: 60266JY  
State: NY  
Type: COM  
\$65.00

---

Payment Amount: \$295.00  
Receipt Number: CPY100018335  
Transaction Date: 12/06/2016 03:06 PM  
Payment Type: eCheck

You will receive an email confirmation of your payment from [noreply@finance.nyc.gov](mailto:noreply@finance.nyc.gov). We recommend that you check your email's SPAM folder for the payment confirmation email if you do not see it. You will provisionally receive credit for making your payment on the date that you click the Process Payment button on this website. However, it may take up to two or more business days for your payment to be reflected on this website. Your payment will not be considered final until it is deemed settled by your financial institution. This means that if, for example, there is not enough money in your bank account or if your payment fails to settle, you will not receive credit for making your payment. Your summonses will be reinstated, and you may be charged interest and penalties. You will receive notice of any such failures to settle via your weekly report of outstanding summonses, which will indicate such reinstatements via an entry of "Y" in the "NG PMT" column. You may also be required to pay \$20 dishonored check fee;

[PRINT](#) [RETURN TO CITYPAY HOME](#)

29. An email is sent confirming the check payment; however, it may take 24 hours for a check payment to fail.



**Thank you for your payment.**

**Payment Amount:** \$245.00  
**Receipt Number:** CPY100018412  
**Transaction Date:** 12/07/2016 3:59:41 PM  
**Payment Type:** CHECK

You will provisionally receive credit for making your payment on the date that you click the Process Payment button on this website. However, it may take up to two or more business days for your payment to be reflected on this website. Your payment will not be considered final until it is deemed settled by your financial institution. This means that if, for example, there is not enough money in your bank account or if your payment fails to settle, you will not receive credit for making your payment. Your summonses will be reinstated, and you may be charged interest and penalties. You will receive notice of this via your weekly report of outstanding summonses, which will indicate such reinstatements via an entry of "Y" in the "NG PMT" column. You may also be required to pay \$20 dishonored check fee;

Violation Number: 1351497200 \$65.00

Plate Number: 88269JX

State: NY

Type: COM

Violation Number: 7453830242 \$115.00

Plate Number: 88269JX

State: NY

Type: COM

Violation Number: 7867158649 \$65.00

Plate Number: 88269JX

State: NY

Type: COM

**Payment Amount: \$245.00**

30. To pay via credit card click on the “Credit Card” tab at the **Enter Payment Details** screen.

**NYC** NYC Resources | 311 | Office of the Mayor

# NYC CityPay

[Cart \(4\)](#)

## Enter Payment Details

1. Select Items 2. Enter Payment 3. Review and Pay

Item Total: \$460.00  
Service Fee: \$11.45  
Payment Amount: \$471.45

Violation Number: 1355790438  
Plate Number: 32575MB  
State: NY  
Type: COM  
\$115.00

Violation Number: 7874769752  
Plate Number: 32575MB  
State: NY  
Type: COM  
\$115.00

Violation Number: 7619646279  
Plate Number: 32575MB  
State: NY  
Type: COM  
\$115.00

Violation Number: 7842091328  
Plate Number: 32575MB  
State: NY  
Type: COM  
\$115.00

eCheck **Credit Card** ← Click the Credit Card tab to pay with a credit card

Credit and debit card payments are charged a service fee of 2.49% of the payment amount. This fee is nonrefundable.

### Card Information

Card Number \*



Expiration Date \*

Security Code \*

[What is this?](#)

### Billing Information

If you are paying with a credit or debit card, please make sure you enter the name and address associated with this card.

First Name \*

31. All information at the **Card Information** section is required.

The credit card is validated immediately, if the card number is invalid, a prompt will display under the **Card Number** field.

**NYC** NYC Resources | 311 | Office of the Mayor

# NYC CityPay

Cart (4)

## Enter Payment Details

1. Select Items 2. Enter Payment 3. Review and Pay

Item Total: \$460.00  
Service Fee: \$11.45  
Payment Amount: \$471.45

Violation Number: 1355790438  
Plate Number: 32575MB  
State: NY  
Type: COM  
\$115.00

Violation Number: 7874769752  
Plate Number: 32575MB  
State: NY  
Type: COM  
\$115.00

Violation Number: 7619646279  
Plate Number: 32575MB  
State: NY  
Type: COM  
\$115.00

Violation Number: 7842091328  
Plate Number: 32575MB  
State: NY  
Type: COM  
\$115.00

eCheck  Credit Card

Credit and debit card payments are charged a service fee of 2.49% of the payment amount. This fee is nonrefundable.

### Card Information

Card Number \*

AMERICAN EXPRESS  DISCOVER  MASTERCARD  VISA

Expiration Date \*

Security Code \*  [What is this?](#)

32. All fields at the **Billing Information** section are mandatory.

This form cannot be submitted if any information on the form is omitted. With a credit card payment, the **Billing Information** must be associated with the card. This is validated when the payment is submitted.

The email address entered in the “Re-enter Email\*” field must match the address input in the “Email\*” field.

The email address fields are validated for syntax.

**Billing Information**

If you are paying with a credit or debit card, please make sure you enter the name and address associated with this card.

First Name \*

Last Name \*

Country \*

Address \*

City \*

State \*

Postal Code \*

Phone \*

Email \*

Re-enter Email \*

[CONTINUE](#)

You can review the payment before it's final.

33. Once all required information is entered, when the **CONTINUE** button is clicked at the **Billing Information** screen, the **Review Payment Details** screen displays where the card and billing information is reviewed and can be revised by clicking on the **Change** links.

This screen displays information on the service fee and indicates that it is not refundable.

When all information is reviewed, clicking on the **PROCESS PAYMENT** button advances the payment submission.

34. The **Thank you for your payment** screen displays after the **PROCESS PAYMENT** button is clicked and an alert displays indicating that an email version of the receipt will be sent.

This screen displays a “Print” and a “Return to CityPay Home” buttons.

To return to CCWeb to create another payment submission, close the CityPay browser window and return to CCWeb, which is still open, to create and submit another payment submission.

**NYC** NYC Resources | 311 | Office of the Mayor

# NYC CityPay

## Thank you for your payment

We have received your payment. You will receive an email version of this receipt shortly.

Item Total:	\$345.00
Service Fee:	\$8.59
Payment Amount:	\$353.59

---

Violation Number: 7335559900  
Plate Number: 60266JY  
State: NY  
Type: COM  
\$115.00

---

Violation Number: 7063743661  
Plate Number: 60266JY  
State: NY  
Type: COM  
\$115.00

---

Violation Number: 7999113025  
Plate Number: 60266JY  
State: NY  
Type: COM  
\$115.00

Payment Amount: \$353.59  
Receipt Number: CPY100018358  
Transaction Date: 12/06/2016 04:04 PM  
Payment Type: \*\*\*\*\*5098

You will receive an email confirmation of your payment from [noreply@finance.nyc.gov](mailto:noreply@finance.nyc.gov). We recommend that you check your email's SPAM folder for the payment confirmation email if you do not see it. You will provisionally receive credit for making your payment on the date that you click the Process Payment button on this website. However, it may take up to two or more business days for your payment to be reflected on this website. Your payment will not be considered final until it is deemed settled by your financial institution. This means that if, for example, there is not enough money in your bank account or if your payment fails to settle, you will not receive credit for making your payment. Your summonses will be reinstated, and you may be charged interest and penalties. You will receive notice of any such failures to settle via your weekly report of outstanding summonses, which will indicate such reinstatements via an entry of "Y" in the "NG PMT" column. You may also be required to pay \$20 dishonored check fee;

[PRINT](#) [RETURN TO CITYPAY HOME](#)

35. Email delivered when the credit card payment is submitted.



**Thank you for your payment.**

**Payment Amount:** \$353.59  
**Receipt Number:** CPY100018358  
**Transaction Date:** 12/06/2016 4:04:10 PM  
**Payment Type:** VISA \*\*\*\*\*5098

You will provisionally receive credit for making your payment on the date that you click the Process Payment button on this website. However, it may take up to two or more business days for your payment to be reflected on this website. Your payment will not be considered final until it is deemed settled by your financial institution. This means that if, for example, there is not enough money in your bank account or if your payment fails to settle, you will not receive credit for making your payment. Your summonses will be reinstated, and you may be charged interest and penalties. You will receive notice of this via your weekly report of outstanding summonses, which will indicate such reinstatements via an entry of "Y" in the "NG PMT" column. You may also be required to pay \$20 dishonored check fee;

Violation Number: 7335559900 \$115.00

Plate Number: 60266JY

State: NY

Type: COM

Violation Number: 7063743661 \$115.00

Plate Number: 60266JY

State: NY

Type: COM

Violation Number: 7999113025 \$115.00

Plate Number: 60266JY

State: NY

Type: COM

**Item Total:** \$345.00

**Service Fee:** \$8.59

**Payment Amount: \$353.59**