**HOW TO LOG ON TO CCWEB**

1. Go to the CCWeb website by clicking on the first link on the right.

   Tip: As an alternative, go to the DOF website and type CCWeb on the search bar to log on to your account.

   [Link: http://www1.nyc.gov/assets/finance/jump/ezfleet.html]

2. Click on the **Logon** button to access your account.
3. The Fleet/Rental Logon page displays a NEWS UPDATE:

(A) highlighted in yellow is a new update announcing how to request a hearing for eligible camera violations
(B) highlighted in yellow is an upcoming maintenance schedule.

Enter the User Name and Password then click on the Login button to proceed to the Security Code Verification screen.

4. Enter the Security Code provided to you and click on the Login button.
5. **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.

6. **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 bring you to search screen.
7. The **Search** screen displays provide 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 plates enrolled with the Fleet or Rental Program.

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

8. All the plates listed on each page at the **Agency Plates Result** page can be selected from the list 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 **Previous** and **Next** button to move from page to page to review all the results of the search.

**Tip:** Plate Number, State, Type and Internal Plate Number can be arranged in ascending or descending order by clicking on their labels.
9. 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, enter the plate number; select the “Plate State” and “Plate Type” from the drop-down list.

10. If “Search by Violation” is selected, input the violation number and then click the [Search] button to retrieve the specific violation.
11. 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 [25] entries** at the top of the grid from 25 to 50 or 75 or 100 and then use the scroll bar to review all the records returned in the plate search and displayed at each page.

The number of plates may display on multiple pages.

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. Return to the Search screen 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** or **Last>>** buttons to view/select plates.
15. The **Violation Search Result** page has a link to each ECF is provided and filters are available to filter search results.

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

17. Clicking on the cart 🛒 icon will take you to the cart page. The cart icon displays the number of items in the cart.

   If a “Zero–balance” violation is included in the payment submission, an error message will display, and the payment cannot be submitted to CityPay. This only occurs when searching by violation.

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

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

   Or select the violations to include in a bill, payment, or request a hearing by checking each violation individually.
Buttons displayed the Cart Page:

➢ More Info 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.

➢ Add More Items to Cart allows customer to go back to their last “Violation Search Result” page and select more violations to add to their cart.

➢ Remove Items from Cart button allows a customer to select violations and remove them from their CCWeb cart.

- If you are using CCWeb to print a bill to submit to a Finance Business Center, it may not contain more than 200 violations. If you want to process more than 200 violations, you may create and submit multiple bills.

- If you pay online by electronic check, you will not be charged a fee.

- If you pay online by credit card, a 2% fee will be applied to each payment that you make. It may take up to 24 hours for credit card payments to post.

Note: Unselected violations remain in the Cart until they are removed or until the current session expires.

\[\text{Cart Info}\]

- Pay by eCheck: Pay selected violations online using your checking account information. There is no convenience fee applied when paying by eCheck.
- Pay by Credit Card: Pay selected violations online using your credit card. When paying by credit card, there is a 2.00% service fee applied to each payment.
- Create a Bill: Create a payment coupon for selected violations. Include the coupon along with your payment.
- Request a hearing: Request a hearing by mail or in-person by placing selected violations into an electronic case folder.
- Selecting Violations: Check the checkbox in the “Select” column next to the violations column header to select or deselect all items in your cart.
- Add More Items to Cart: Go back to your search results and add more items to your cart.

\[\text{Remove Items from Cart: Check the checkbox in the “Select” column next to the violations you want to remove and then click the Remove Items from Cart button.}\]

Clicking **Request Hearing** allows the user the option to request a hearing. Refer to pages 15 to 19 for detailed instructions on how to request a hearing.

Clicking on **Create Bill** will create a payment coupon. If the button is clicked and at least one violation has not been selected, a prompt will display requesting that at least 1 violation be selected for the request. The browser menu is on the following page.

Once violations are selected at CCWeb, click the **Pay** button opens a new browser window.

***NOTE: Due to the way some browsers behave, all CCWeb user are encouraged to turn-off their pop--up blocker prior to clicking on the button.***
➢ As a result of clicking “B, Create Bill”, the Bill Preview screen appears giving the user two options:
  o Confirm and print bill.
  o Cancel.

20. The **Enter Payment Details** page is displayed if **Pay** is selected. The default payment method is echeck. There is no additional fee for echeck payments. On the left side you will notice the payment amount, the company name, number of summonses to be paid, and the agency id.

21. Enter the echeck **Billing Information** and click **CONTINUE** to select the account type; personal or business.

![Bill Preview](image)

**STEP ONE**
The following violations will be included in your bill. Please review your selections. To add or remove violations, click the **Cancel** button to return to the **Cart** page where you can modify your selection.

**STEP TWO**
Create your bill by clicking on the **Confirm and Print Bill** button at the bottom of the screen. This bill is valid for 30 days. An email confirmation with a bill number will be sent to you.

![Payment Details](image)

**Choose method of payment**
- Pay by electronic check
- Account Type: Personal

![Billing Information](image)

**Billing Information**
- **First Name**
- **Last Name**
- **County**
- **Address**
- **City**
- **State**
- **Postal Code**
- **Phone**
- **Email**
- **Re-enter Email**

![Payment Confirmation](image)

**Total Amount Due for Items:** $258.00

![Confirm and Print Bill](image)
22. The Enter Payment Details page also has a credit card payment option. There is a 2% service fee. On the left side you will notice the item total, service fee, payment amount, the company name, number of summonses to be paid, and the agency id.

23. Enter the credit card Billing Information and click continue. A Payment method screen will appear which will give the option to go back, click next, or exit.

24. The Payment Information screen appear when next is clicked, and it is divided to three sections:

➢ Billing Address: Allows users to review the billing information. The zip code is required.

➢ Payment Details: The total payment amount is listed.
  o The convenience fee is zero for echecks payments.
  o Information on when the bank account will be debited is listed for echecks.
  o The convenience fee is 2% for credit cards
Payment Method: In this section, enter the following information:
- Name on Account
- Account Number – clicking gives an example of where to locate this information on check.
- Re-Type Account Number Routing Number - clicking gives an example of where to locate this information on check.

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. Click on Next to proceed to the next screen.

25. The Payment Review Screen will display the CityPay Terms & Conditions. Clicking on Pay Now at the bottom of the screen acknowledges the terms and conditions.

Payment Review

By clicking “Pay Now” you:

1. confirm that you are authorized to instruct this payment using the credit card, debit card or checking account included in your payment instructions;
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 make this payment using the credit card, debit card, or checking account included in your payment instructions;
5. understand that if paying by e-Check and the e-Check is returned for any reason, the violations you intended to pay will be reinstated and due. 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;
6. understand that if paying by e-Check the request it may take up to four (4) - five (5) business days for your e-Check to clear;
7. understand that the City of New York offers multiple payment options. As a convenience to you, the City of New York accepts credit and debit cards. If you choose to pay with a credit or debit card, you will be charged a fee of 2% of payment amount. This fee is non-refundable. You will see this amount before you check out. The fee will be shown as a separate charge on your credit or debit card statement and the New York City Department of Finance will be the merchant. If you pay e-Check, you will not be charged a fee.
26. The Payment Review Screen also displays the following information for review:
   - Billing Address
   - Payment Method
   - Payment Amount

   The back button allows users to change the payment method.

   The Exit button returns the user to the Billing Information screen.

   Click Pay Now to proceed with the payment.

27. A Thank you for your payment screen appears after the Pay Now button is clicked.

   - On the left side of the screen displays the item total, service fee (if applicable), payment amount, the company name, number of summonses paid, the agency id, and the item total.

   - The middle of the screen displays the payment amount, receipt #, transaction date, and the payment type.

   The user may Print this screen or Return to Citypay Home.
28. A Summary Receipt is emailed when the payment is submitted.

Thank you for your payment.

Payment Amount: $24,182.83
Receipt Number: CPY2019021112
Transaction Date: 02/12/2020 9:42:59 AM
Payment Type: VISA **********1111

You will receive a separate e-mail containing a detailed receipt listing each summons paid. Please do not reply to this email. Please keep it for your records.

*If payment was made before 5pm, you will receive a detailed receipt within 24 hours.
*If payment was made after 5pm, you will receive a detailed receipt within 48 hours.

29. A Detailed Email is delivered afterwards.

- If payment was made before 5pm, the user will receive a detailed receipt with 24 hours.
- If payment was made after 5pm, the user will receive a detailed receipt within 48 hours.

Thank you for your payment.

Company Name: DELIVERY & SVS CO
Agency ID: F0000
Number of Summons Paid: 262

Summons Amount Paid: $23,708.68
Convenience Fee: $474.17
Payment Amount: $24,182.83

This email will serve as confirmation that your payment was received. Please do not reply to this email. Please keep it for your records.

<table>
<thead>
<tr>
<th>Summons Number</th>
<th>Issue Date</th>
<th>Plate</th>
<th>State</th>
<th>Type</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>7024517331</td>
<td>12/31/2019</td>
<td>555555</td>
<td>NY</td>
<td>PAS</td>
<td>40.00</td>
</tr>
</tbody>
</table>

Summons Amount Paid: $40.00
Convenience Fee: $0.80
Payment Amount: $40.80
1. Clicking allows the user the option to request a hearing. If the button is clicked and at least one violation has not been selected, a prompt will display requesting that at least 1 violation be selected for the request.

2. The Violation Selection Preview page, displays violations that were selected for adjudication from the Cart page and allows a user to schedule hearings by selecting one of the two hearing types:
   A) Hearing by WEB: to be used for non-in-person Commercial hearings
      Please note: When Hearing by WEB is selected, Decision and Orders may be delivered by mail or email.
   B) In-Person Hearing: to be used for in-person Commercial hearings.
      Please note: When In-Person hearing is selected, the delivery option is not given.
3. To exclude individual violations from the ECF creation, click the button located next to that violation number. It will remove the violation from the Violation Selection Preview.

4. To exclude individual violations from the ECF creation, click the button located next to that violation number. It will remove the violation from the Violation Selection Preview page.

5. To add more violations for adjudication, click the button to return to the Cart page.

6. Click the button to proceed with the hearing scheduling process.

7. Click to proceed with the hearing scheduling process. 

Click to return to the previous page.
8. The **Electronic Case Folder Preview** screen appears which displays two tables of information.

   A) The upper table displays violations that are ineligible for adjudication. The reason for ineligibility is displayed in the “Reason” column.

   B) The lower table contains the ECFs corresponding to the adjudication eligible violations, hearing type. **Yes/No** buttons to indicate whether the user is intending to upload the evidence, and expandable up/down arrows.

   Please Note:
   - If you have chosen not to upload any evidence, the Department of Finance will contact you to schedule a hearing date.
   - If you have chosen to upload evidence, all evidence must be uploaded within 24 hours of ECF creation or the ECF and any partially uploaded evidence will be deleted.
9. The Upload Selection Confirmation pop-up window displays the evidence upload selection indicated on the Electronic Case Folder Preview page.

10. Click **OK** to proceed with the hearing scheduling process. It will generate the ECF confirmation email and transfer control to the Electronic Case Folder Detail and Upload page.

11. Click **CANCEL** to change your upload decision. It will return control to the Electronic Case Folder Preview page.

12. From the Electronic Case Folder Detail and Upload page, Click the down arrow ▼ to view the violations details information associated with the ECF number.

   ➢ Click the **Upload** button in the row of the desired ECF. It displays the redirect message to an external Evidence Upload website. Evidence must be uploaded for one ECF at a time. See pages 20 to 41.

   ➢ Note: If you opted to not upload evidence on the previous screen, the Upload button will be greyed-out and will not be selectable. To change your upload preference, click the **BACK** button to return to the previous Electronic Case Folder Preview page.
13. Click the OK button. It will open a new Parking Ticket Evidence Upload window with a CAPTCHA screen displayed.

14. The preliminary ECF creation confirmation email is sent out as soon as the user confirms the hearing type from the hearing confirmation pop up. It serves as notification, that the listed ECF(s) are in the process of being created and provides the instructions on how to complete the process in case of the unexpected end of session.

Click the ECF link to access the Fleet/Rental Logon page. Once logged on using your User ID and Password, the system displays the Electronic Case Folder Detail and Upload page allowing you to view ECF detail with an option to upload evidence. With multiple ECFs, you will be prompted for new logon page for every ECF link clicked.
15. Click the link at the bottom of the email to access the Contact Finance page for further assistance.
1. This section of the User Guide covers the Vanguard Evidence Upload functionality and assumes that the commercial entity has completed their ECF Creation on the DOF Fleet Rental Online Services and has been successfully redirected to the Vanguard Evidence Upload page.

1. This is the first page of the Evidence Upload Site you will see once you are redirected from the DOF CCWeb site. Instructions and time remaining to upload evidence for an ECF before expiration are listed. You will have until 11:59 PM of the day you initiated the evidence upload process to upload and submit evidence.

2. Captcha check: Click the checkbox to verify you are not a robot.

3. If you have questions about the Evidence Upload Site, click the Help link.

2. Re-CAPTCHAs Verification If the Captcha can verify you are not a robot, you will be immediately forwarded to the Summons Verification Page.

1. However, in the case the risk analysis engine can’t verify whether you are a human or robot, you will be prompted with an image challenge. Follow the directions and click all the relevant images that apply.
2. If you are not able to understand the text, click the reload button.

3. If you are visually impaired, click the audio button to hear a set of words that can be entered instead of the visual challenge.

4. If you have questions about Captcha, click the Captcha help icon.

5. If you need to report and issue with Captcha, click the “Report a problem” link.

6. Once you have selected all relevant images, click the Verify Button.

3. For additional security verification, enter a summons number from your ECF.

4. Click Submit
5. Upon clicking the Submit button on the Summons Verification page, the system verifies the summons number against the ECF. If the summons number is entered correctly and is verified as part of the ECF, you are prompted with a pop-up message. Click OK to proceed to the Evidence Upload Page.

6. You can also click the “X” button to remove the message and proceed to the Evidence Upload Page.

Upon successful verification, you will receive an Email #1 (at the email address you put on file in CCWeb) indicating the start of your evidence upload process. This email will also contain a link back to your evidence upload session in case you get disconnected or wish to return to your evidence upload session at a later time. Please see the Emails Section of this manual for further detail.

7. In the case where a summons number is not entered in the summons verification page and you click Submit, you are prompted with a pop-up message to enter a summons number. Click OK to proceed to return to the Summons Verification Page.

8. You can also click the “X” button to remove the message and return to the Summons Verification Page.
Error Message if Summons Number is Entered Incorrectly (1st attempt)

9. In the case where a summons number is not entered correctly in the summons verification page during the 1st attempt (summons number is verified in the system as not being part of the ECF) and you click Submit, an error message appears below the text box.

10. The error message notes that you have two more attempts to enter a summons number that is part of your ECF.

Error Message if Summons Number is Entered Incorrectly (2nd attempt)

11. In the case where a summons number is not entered correctly in the summons verification page during the 2nd attempt (summons number is verified in the system as not being part of the ECF) and you click Submit, an error message appears below the text box.

12. The error message notes that you have one more attempt to enter a summons number that is part of your ECF.
Error Message if Summons Number is Entered Incorrectly (3rd attempt)

13. In the case where a summons number is not entered correctly in the summons verification page during the 3rd (final) attempt (summons number is verified in the system as not being part of the ECF) and you click Submit, you are directed to an Error Page letting you know that you cannot proceed to your ECF and that you must contact DOF at the contact information listed.

ECF Help Section

14. Click the Help link to review any questions regarding the Evidence Upload Site.
15. The following describes the various data elements on the Evidence Upload Page:

1. ECF Number: This is the ECF Number created on CCWeb.

2. ECF Expiration: Lists the ECF and its expiration date / how much time is left to upload evidence.

3. Evidence Upload Instructions: Please review instructions prior to starting evidence upload process.

4. Violation Number: Summons number within each ECF (derived from ECF created on CCWeb).

5. Violation Description: Description of violation derived from ECF created on CCWeb.

6. Upload Evidence: For each Violation, you are required to select whether you will be uploading evidence or not.

7. Bytes Remaining: For each Violation, you are allocated 5 MB of evidence upload. Once you upload evidence, the bytes remaining will recalculate to reflect how much data space you have left to upload.
8. Files Uploaded: Denotes how many files are uploaded per violation. The quantity is updated based on how many files are uploaded per violation.

9. Save and Exit: Save your evidence upload progress and return to this page by the expiration date/time of the ECF

10. Submit: Submits your evidence to DOF

16. The following describes the process for uploading a single file of evidence for a violation within an ECF:

1. Select the “Yes” radio button to upload evidence

2. Select the “Browse” button.

3. The Violation Number becomes a clickable link to expand/collapse the Violation Number and its evidence. This can also be done by clicking the blue triangle icon.
4. Select a single file from your computer that you would like to upload.

5. Click Open or double click the file you selected in Step 4 for automated upload.

Please note the following criteria for file upload:

- The file formats you can upload are pdf, jpg/jpeg, tiff, gif, and bmp.
- Zip files are not accepted.
- Files with the exact file name will not be accepted. Please verify that each file has a unique name before uploading.
- File name cannot contain special characters.
- While there is no restriction for the number of files that you can upload, you are limited to a total of 5 MB for all evidence files for each violation.

6. The Progress of Single File Upload is shown.
7. File Upload is complete. The File name of uploaded file is listed.

8. Page Count of file uploaded is reflected.

9. File size of file uploaded is reflected.

10. Action Section: You have option to View the uploaded file or Delete the uploaded file.

11. You have option to upload more files by clicking the “Browse” button again.

12. Bytes remaining of the amount of evidence that can be uploaded based on what was already uploaded is shown.

13. Number of files uploaded is shown. Clicking this link produces a concatenated TIFF file of all evidence uploaded.

17. The following describes the process for uploading multiple files of evidence for a violation within an ECF:
   1. Select the “Yes” radio button to upload evidence.
   2. Select the “Browse” button.
   3. The Violation Number becomes clickable to expand/collapse the Violation Number and its evidence. This can also be done by clicking the blue triangle icon.
4. Select multiple files from your computer that you would like to upload

5. Click Open or double click the files you selected in Step 3 for automated upload

Please note the following criteria for multiple file upload:

- The file formats you can upload are pdf, jpg/jpeg, tiff, gif, and bmp.
- Zip files are not accepted.
- Files with the exact file name will not be accepted. Please verify that each file has a unique name before uploading.
- File name cannot contain special characters.
- While there is no restriction for the number of files that you can upload, you are limited to a total of 5 MB for all evidence files for each violation.

6. The Progress of the Multiple Files Upload is shown

7. File Upload is complete. The file names of all uploaded files are listed.

8. Page Count of the files uploaded is reflected.
9. File size of the files uploaded is reflected.

10. Action Section: You have the option to View uploaded files or Delete uploaded files.

11. You have the option to upload more files by clicking the “Browse” button again.

12. Bytes remaining of the amount of evidence that can be uploaded based on what was already uploaded is shown.

13. Number of files uploaded is shown. Clicking this link produces a concatenated TIFF file of all evidence uploaded.

19. To make the Evidence under a violation number visible/invisible:

1. Click the Violation Number link and/or blue triangle icon next to the Violation Number whose data underneath you want to collapse.
2. Note that the evidence is now collapsed (no longer visible) under the Violation whose Violation Number link and/or blue triangle icon was clicked.

3. In order to make the evidence visible again (as viewed in Step 1), simply click the Violation Number link and/or blue triangle icon again.

20. You can view evidence that was uploaded.

1. Click the View Button of evidence uploaded that you would like to view.
2. Upon clicking the “View” button, a pop-up message appears prompting you to either Open or Save the evidence file which was selected for viewing.

21. You can view a consolidated file of all evidence that was uploaded under a single violation:

1. Click the Number of Files Uploaded link for the Violation you wish to view all the evidence for (all single files uploaded under that Violation)
2. Upon clicking the Number of Files Uploaded link, a pop-up message appears prompting you to either Open or Save the concatenated TIFF file which was selected for viewing.

This TIFF file will display all evidence files that were uploaded for the violation in one document. In this example, the consolidated document will display file0.pdf, file1.pdf, file2.jpg, and file3.bmp in one document.

22. You can Save your evidence upload progress at any point once you have started your Evidence Upload session. However, you must return to the Evidence Upload Page by the expiration date/time designated or else the ECF created and all violations/evidence uploaded will expire:

1. Click the Save and Exit Button.
2. Upon clicking the Save and Exit button, you are prompted with a pop-up message. If you clicked the Save and Exit button in error or change your mind, click the “x” icon to return to the Evidence Upload Page.
3. If you would like to proceed with exiting your Evidence Upload Session, click the “Exit” button.
4. Upon clicking exit, you are prompted with an Exit Confirmation Page.

5. Upon clicking the “Save and Exit” button, you will receive an Email #2 (at the email address you put on file in CCWeb) indicating you have opted to save your evidence upload progress and exit the current session. This email will also contain a link back to your evidence upload session when you wish to return to your evidence upload session at a later time. Please see the Emails Section of this manual for further detail.

23. Submitting your evidence to DOF:
1. Once you are done uploading evidence, click the “Submit” button.

   Please note: You must select “Yes” or “No” to uploading evidence for each Violation Number in order to proceed with uploading evidence.
2. Upon clicking the “Submit Button,” you will be prompted with a pop-up message to check that you have uploaded all your evidence. If you would like the double check your evidence or forgot to upload evidence, click the Review button, which will return you to the Evidence Upload page.

3. As an alternative, if you would like to return to the Evidence Upload page, you can also click the “x” icon at the top right hand corner of the pop-up message.

4. If you are sure you have uploaded and checked all your evidence, click the Submit Button.

5. Upon clicking “Submit,” the ECF Upload confirmation page is displayed itemizing the evidence that you submitted.

6. Upon clicking the “Submit” button, you will receive an Email #3 (at the email address you put on file in CCWeb) indicating your submission of evidence. Please see the Emails Section of this manual for further detail.
24. Evidence Upload: File Type is not supported

The file formats supported for evidence upload are: PDF, JPG/JPEG, TIFF, GIF, and BMP. If you upload a file type that is not specified above, you will receive an error message.

A. Upload a file type that is not one of the following file types: pdf, jpg/jpeg , tiff, gif, OR bmp.

B. You will receive the following pop-up message that this file type is not supported. You must upload a file type that is supported by the application.

25. Evidence Upload: Amount of Evidence Upload for a Violation Exceeds 5 MB.

You are limited to uploading a total of 5MB for all evidence files for each violation:

A. Upload a file size that is greater than 5 MB (or file size that will put you over 5MB total for a violation).

B. You will receive the following pop-up message that you are only limited to 5 MB space per violation. You will need to reduce the file size or select another file for upload.
26. Duplicate File Name. Files uploaded with the exact same filename will not be accepted:

1. Upload a file.

2. Upload a file with the same exact file name in Step 1.

3. You will receive the following pop-up message you are not allowed to upload a file with the same file name if it was already been uploaded for a specific violation. Please verify that each file has a unique name before uploading.

27. Files uploaded cannot contain special characters in the name:

1. Upload a file with special characters in the file name: (*~!@#$%^&*()+.

2. You will receive the following pop-up message that you are not allowed to upload a file name with special characters in the name. You will need to remove special characters and re-upload the file.
28. Deletion of Evidence. Once you have uploaded evidence, you have the ability to delete that evidence.

1. Click the “Delete” button next to evidence that was uploaded.

2. You will receive the pop-up message confirming if you are sure you want to delete your evidence.

3. Click “Delete” to delete evidence or click “Cancel” to return to Evidence Upload Page.

4. If you mistakenly deleted the file, you will need to re-upload the file.

29. In order to submit an ECF, you must select “Yes” or “No” to uploading evidence for each Violation. You will not be able to submit an ECF if some of the radio buttons (Yes/No) are not selected:

1. Do not select “Yes” or “No” to uploading evidence for some violations.

2. Click the “Submit” button.

3. You will receive the pop-up message that you are required to select “Yes” or “No” to uploading evidence for each violation.
30. In the case you selected “Yes” to uploading evidence but then didn’t actually upload any files, the system will check this in case this was done in error:

31. 
1. Select “Yes” to uploading evidence for a violation, but do not upload any evidence files for that violation.
2. Ensure that you have selected “Yes” or “No” to all violations in the ECF. Click the “Submit” button.
3. You will receive the pop-up message that you have selected “Yes” to upload evidence for some violations, but have not actually submitted evidence.
4. You must go back to any Violations which you marked “Yes” to uploading evidence and upload evidence files. If you do not have evidence to upload, change your answer from “Yes” to “No.”

32. Email Notifications:

1. Email #1: Email containing link to reconnect upon unexpected end of session

Dear Cristina's Company,

This email serves as a confirmation that you requested to upload evidence for a commercial hearing for ECF 725568.

You will have 9 hours 34 minutes to upload and complete the ECF.

If during that time, your session is disconnected or experiences any issues please use the link below to reconnect and continue your uploading session. The links below may be copied and pasted into your web browser:

http://23.253.170.79/hbwc/hbw/ecf_number/725568

If you need to contact NYC Department of Finance please send a detailed email explaining the issue to: correspondence@finance.ny.gov with the following information:

Company Name: Cristina's Company

User ID: Cristina Gomes

ECF Number: 725568

Issue: Issue you are facing at the moment.

Thank you,

NYC Department of Finance
2. Email #2: Email containing link to reconnect upon user controlled session
Timing: Email is sent to user upon clicking the “Save and Exit” button on the Evidence Upload page. Information highlighted in Yellow will be populated on a case by case basis specific to the ECF.

Dear Cristina’s Company,

This email serves as a notification that you voluntarily left CC Web before completing your ECF. To complete ECF 725568 please use the link provided below to complete the ECF.
The ECF must be completed within 9 hours 1 minute from the time you started.
To continue your ECF creation sessions go to:
http://23.253.170.79/hbw/hbw/ecf_number/725568
If you do not complete the ECF within the 9 hours 1 minute time frame, the ECF will expire and you will need to create a new ECF and upload all corresponding evidence again.

Below you will see your current status for ECF 725568
Total summonses in ECF............................................10
Summonses with Evidence.........................................2
Summonses with 'No Evidence' selected......................8
Summonses requiring completion................................0

Thank you,
NYC Department of Finance

3. Email #3: Email containing Successful Upload confirmation
Timing: Email is sent to user upon clicking the “Submit” button on the Evidence Upload Page. Information highlighted in Yellow will be populated on a case by case basis specific to the ECF.

Dear Cristina’s Company,

Thank you for submitting your ECF.
Your uploaded evidence will be processed and the Department of Finance will contact you to schedule a hearing date.
Please review the information below. If you have any questions please email correspondence@finance.nyc.gov.

ECF No. 725568

Total summonses in ECF............................................10
Summonses with Evidence.........................................2
Summonses with 'No Evidence' selected......................8

Thank you,
NYC Department of Finance
4. Email #4: Email Notification on Time Expired on ECF
Timing: Below is an example of an email is sent to user upon expiration of their Evidence Upload Session. Information highlighted in Yellow will be populated on a case by case basis specific to the ECF.

Dear Cristina's Company,
This email is to inform you that ECF 26089420319854 created on (07-28-2014) was not completed and is now expired.
To have these summonses heard, you must:

1. Create a new ECF,
2. Upload all the necessary evidence, and
3. Reply to all required fields on the ECF creation screen, within the allotted time.

The following ECF and summonses has expired:

- ECF Number: 26089420319854
- Summon Number:1104118170
- Summon Number:1021536943
- Summon Number:1342764023
- Summon Number:1110112473
- Summon Number:1219999690
- Summon Number:1273773221

Thank you,
NYC Department of Finance

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HOW TO ACCESS YOUR FLEET/RENTAL REPORTS

1. **For Fleet Companies:** On the Fleet Services Homepage, Fleet Companies have access to their Fleet Summons Issuance Report (164) by clicking on **Fleet Services Homepage**.

   - 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](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
   - Submit Annual Certifications
   - Manage your web account by adding users, changing your “status” or editing your profile
   - View frequently asked questions about this site
   - View program updates
   - Reach us with questions, suggestions, or any other requests

   Only authorized personnel are permitted to perform these functions.

2. **For Rental Companies:** On the Rental Services Homepage, Rental Companies have access to their Rental Summons Issuance Report (164) by clicking on **Rental Services Homepage**.

   - 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
     - Submit Annual Certifications
     - Manage your web account by adding users, changing your “status” or editing your profile
     - View frequently asked questions about this site
     - View program updates
     - Reach us with questions, suggestions, or any other requests

   Only authorized personnel are permitted to perform these functions.
3. **For Fleet Companies:** The Commercial Customer Fleet Report Page is displayed. The Fleet Summons Issuance Report is listed first. It is highlighted in blue since it contains a link.

A message stating that a “New SWRPT164 Report is Available” when the latest report is available.

4. **For Rental Companies:** The Rental Reports Page is displayed. The Rental Summons Issuance Report is listed at the bottom. It is highlighted in blue since it contains a link.

A message stating that a “New SWRPT164 Report is Available” when the latest report is available.
5. **For Fleet Companies:** The SWRPT164 – Fleet Summons Issuance Report is displayed. Fleet Companies will have access to the last twelve weekly Fleet Summons Issuance Reports.

6. **For Rental Companies:** The SWRPT164 – Rental Summons Issuance Report is displayed. Rental Companies will have access to the last twelve weekly Rental Summons Issuance Reports.
7. The 164 Report is also called the Fleet Summons Activity Report for Fleet Companies and the Rental Summons Activity Report for Rental Companies. The 164 Report will list all outstanding summonses that were issued to vehicles that are enrolled in the Fleet Program or Rental Program. The 164 Report is divided into two (2) sections; Overpayment Processing section and Outstanding Summonses section.

- The Overpayment Processing section informs program participants of their overpayment activity such as: judgement debt starting balance, amount applied to judgement summonses, total judgement amounts due, total amount due, and refund amount issued.

- The Outstanding Summonses section informs program participants of their outstanding summonses activity such as: total violations outstanding, total amount due, total violations in judgement, total judgement

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**Fleet Program Activity Report – Overpayment Processing Section**

- **Judgment Starting Balance:** 0.00
- **Amount Applied To Judgment Summonses:** 0.00
- **Total Judgment Amount Due:** 65.00
- **Total Amount Due:** 170.23
- **Refund Amount Issued:** 0.00

**OVERPAYMENTS OLDER THAN 90 DAYS**

- **PLATE ID:** NY COM
- **OVERPAYMENT AMOUNT:** 170.23
- **DATE OF OVERPAYMENT:** 11/04/19
- **NUMBER ISSUED:** 1875
- **SUMMONS OVERPAID:** 0.00
- **AMOUNT APPLIED TO JUDGMENT SUMMONSES:** 170.23

* Multiple overpayments for a plate have been combined, and in some cases, a summons number and issue date may not be available.

**CREDIT APPLICATIONS**

- **NO ACTIVITY**
Fleet Program Activity Report – Outstanding Summons Section

Violations flagged in the Penalty Warning column as 'UOMT PENDING' 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 violations 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 a judgment entry date will be listed in the Judgment column.

You may create your bill and pay on the Fleet and Rental Program online portal.

You may also create a bill on the Fleet and Rental Program online portal and mail with a check or money order to:

NYC Department of Finance
Fleet/Rental Unit
66 John Street, 3rd Floor
New York, NY 10038

Rental Program Activity Report – Overpayment Processing Section

NO ACTIVITY

OVERPAYMENTS OLDER THAN 90 DAYS

NO ACTIVITY

CREDIT APPLICATIONS

NO ACTIVITY
### Rental Program Activity Report – Outstanding Summons Section

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**REGISTRATION NUMBER:** RENTAL

**PROGRAM:** RENTAL

Violations flagged in the Penalty Warning column as 'JOMT PRNU' will be placed into default judgment by the Department of Finance, pursuant to vehicle traffic law, sub section 241 (a). To avoid a default judgment, remit payment for the outstanding violations 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 a judgment entry date will be listed in the Judgment Column.

**BROOKLYN NY 11226**

**TOTAL VIOLATIONS OUTSTANDING:** 5

**TOTAL AMOUNT DUE:** 247.06

**TOTAL JUDGMENT VIOLATIONS:** 3

**TOTAL JUDGMENT DUE:** 122.06

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**TOTAL VIOLATIONS OUTSTANDING:** 5

**TOTAL AMOUNT DUE:** 247.06

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You may also create a bill on the Fleet and Rental Program online portal and mail with a check or money order to:

NYC Department of Finance
Fleet/Rental Unit
66 John Street, 3rd Floor
New York, NY 10038

Please contact the NYC DOF Fleet and Rental Unit at [FleetRental@finance.nyc.gov](mailto:FleetRental@finance.nyc.gov) if you have any questions.