Fleet / Rental Online Services:
Bill Creation User Guide

December 17, 2013
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1.1. About This Guide

This guide describes the modified Bill Creation feature of the Fleet/Rental Online Services web application. Using this guide the users will be able to search for and view all of their outstanding violations, place them into a multipurpose cart, and create a bar coded bill that may be mailed or brought in to a Business Center for payment.

1.2. Intended Audience

This document is meant to serve the registered Fleet/Rental Program participants.

1.3. Revision History

With the latest Fleet/Rental Online Services upgrades, introduced “shopping cart” (Cart) functionality that will:

- Temporarily store selected violations
- Allow users to add or remove selected violations
- Allow users to select items from the cart for specific processing: payment via e-check, bill creation, or to request a hearing.
Please follow the Step by Step instructions on how to create a bill. Please note: the screens in the final product may look slightly different from how they appear in this document.

### Step by Step: How to login to Fleet/Rental Services application

*From the NYC Finance homepage,*

1. Click the **Parking Tickets** hyperlink to access the Parking Ticket page
2. From the Parking Ticket page, click the **Fleet/Rental Online** hyperlink to access the Fleet/Rental Online Services application.
3. Click the Logon menu button. This launches the Fleet/Rental Logon page.
From the **Fleet/Rental Logon** page,

4. Enter your User ID in the User Name field.
5. Enter your current password in the Password field.
6. Click on the **Login** button. Your user name and password will be verified by the system and the Security Code Verification page will be displayed.
### Step by Step: How to login to Fleet/Rental Services application

**From the Security Code Verification page,**

1. Enter your security code in the Security Code field

2. Press the **Login** button. Your security code will be verified by the system and the FLEET OR RENTAL SERVICES HOMEPAGE will display.

*Note: Based on the user’s profile, the system displays either the “Fleet” or “Rental” header.*
Step by Step: How to search for and view the outstanding violations

From the Fleet Services Homepage,

9. Click the <Search> menu button to launch the search option dialog box.
From the Fleet Search page,
10. Click the appropriate radio button to select the type of search:
   - All agency plates
   - Individual plate
   - Individual violation number
11. Click the **Search** button to activate the search.
If “Return All Agency Plates” search option was selected, all registered plates will be shown on the Agency Plates Result screen.

12. Click the down arrow from
shows entries drop down list to select the number of rows you would like to have displayed per page.

13. The total number of pages in the footer will change based on the value selected from the “Show entries” drop down list.

14. Select one or more plates by clicking the individual check box(s) or Select check box to view unsatisfied violations associated with each plate.

15. Click First Previous or Next Last pagination buttons to manipulate through the result set.

16. Click the Search button to activate the search. It will transfer control to the VIOLATION SEARCH RESULT page.

17. Click the Back button to return to the main FLEET/RENTAL SEARCH page.
Step by Step: How to create a bill

From the **Violation Search Result** page,

18. Check off the boxes in the Select column for the violations you would like to add to the cart.

19. Once all the violations have been selected, click the **Add To Cart** button located at the bottom of the screen.

20. The system adds selected violations to a cart. The Cart counter will be updated as items are added and removed from the cart.

21. To search for more violations, click the **Back** button. It returns control to the previous page.

22. To view the cart contents, click the **Cart icon** located on top of the page. The CART page will display.
Step by Step: How to search for and view the outstanding violations

The Cart page displays:

23. The total number of items in the cart
24. The total amount the user has selected for payment
25. To add more items to the cart, click the Add More Items to Cart button to return to the search result from the previous page.
26. To remove selected items from the cart, click the Remove Items From Cart button.
27. To create a bill, click the Create Bill button. Control is passed to the Bill Preview page.
The **Bill Preview** page displays violations that were selected for payment from the Cart page. The user should review and then confirm the selections.

28. To add or remove violations from the bill, click the **Cancel** button. The system will return control to the CART page where you can modify your selection.

29. To initiate the bill creation process, click the **Confirm and Print Bill** button.
Step by Step: How to search for and view the outstanding violations

The bill is displayed with an option to print.

30. Click the button to print the bill. The bill can be mailed along with the payment to:

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

or brought in to a Business Center for payment.
31. A *Fleet/Rental Violations Bill* will display a **summary line** representing all the violations selected from the **Cart** page and the amounts due for all associated fines, penalties, interest, and reductions.

⚠️ Note: The bill is valid for 30 days. However, penalties and interest will continue to accrue until you submit payment.
Step by Step: How to search for and view the outstanding violations

32. An **email confirmation** with Bill and Violation Details will be sent to the email address provided by the user during their enrollment to Fleet/Rental Online Services website.

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**City of New York**

**FLEET : RENTAL VIOLATION BILL**

A bill has been generated from your Fleet/Rental account with the following details:

- **Bill Number:** 0000013752
- **Location:** Internet
- **Bill Date:** 11/20/2013
- **Expiration Date:** 12/20/2013

**Bill Details**

<table>
<thead>
<tr>
<th>Agency ID:</th>
<th>Total Base Fine:</th>
<th>Total Penalties &amp; Interest:</th>
<th>Total Reduction and Payment:</th>
<th>Total Amt Due:</th>
</tr>
</thead>
<tbody>
<tr>
<td>RFABC</td>
<td>$25.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$335.00</td>
</tr>
<tr>
<td></td>
<td>$310.00</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

This message has been automatically generated. Please do not reply to this message.

**Instructions:**

1. To pay this bill, mail it along with your payment to:
   
   NYC Department of Finance
   
   Fleet/Rental Unit
   
   66 John Street, 3rd floor 10038, New York, NY

2. If you would like to pay in person, please go to a Cashier Window at any Payment Center

3. This bill is not proof of payment. Penalties and interest will continue to accrue until payment is received.

This bill is valid for 30 days.

If you have questions, please email the Fleet/Rental program at fleetrental@finance.nyc.gov.

**Violation Details:**

<table>
<thead>
<tr>
<th>#</th>
<th>Plate Number</th>
<th>State</th>
<th>Type</th>
<th>Violation Number</th>
<th>Violation Description</th>
<th>Issue Date</th>
<th>Total Amount Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>705751Z</td>
<td>NY COM</td>
<td></td>
<td>705751Z5970</td>
<td>FAILURE TO STOP AT RED LIGHT</td>
<td>05-28-2012</td>
<td>$75.00</td>
</tr>
<tr>
<td>2.</td>
<td>705751Z</td>
<td>NY COM</td>
<td></td>
<td>7057502575</td>
<td>OVERTIME PARKING-MUNI METER</td>
<td>05-17-2012</td>
<td>$65.00</td>
</tr>
<tr>
<td>3.</td>
<td>705761Z</td>
<td>NY COM</td>
<td></td>
<td>7824773760</td>
<td>OVERTIME PARKING-MUNI METER</td>
<td>06-12-2012</td>
<td>$65.00</td>
</tr>
<tr>
<td>4.</td>
<td>25194MA</td>
<td>NY COM</td>
<td></td>
<td>7317844680</td>
<td>OVERTIME PARKING-MUNI METER</td>
<td>06-08-2012</td>
<td>$65.00</td>
</tr>
<tr>
<td>5.</td>
<td>25194MA</td>
<td>NY COM</td>
<td></td>
<td>7712514258</td>
<td>INSPECTION STICKER EXPIRED</td>
<td>06-08-2012</td>
<td>$65.00</td>
</tr>
</tbody>
</table>