



Department of Finance  
Fleet/Rental Unit

# **Fleet / Rental Online Services: Request a Hearing User Guide**

December 17, 2013

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## **1.1. About This Guide**

This guide describes the modified ECF 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 request one of two types of hearings: a “live” hearing (also call an in-house hearing), or a hearing-by-web.

## **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.

## 1.4. Introduction to a Hearing Request Process

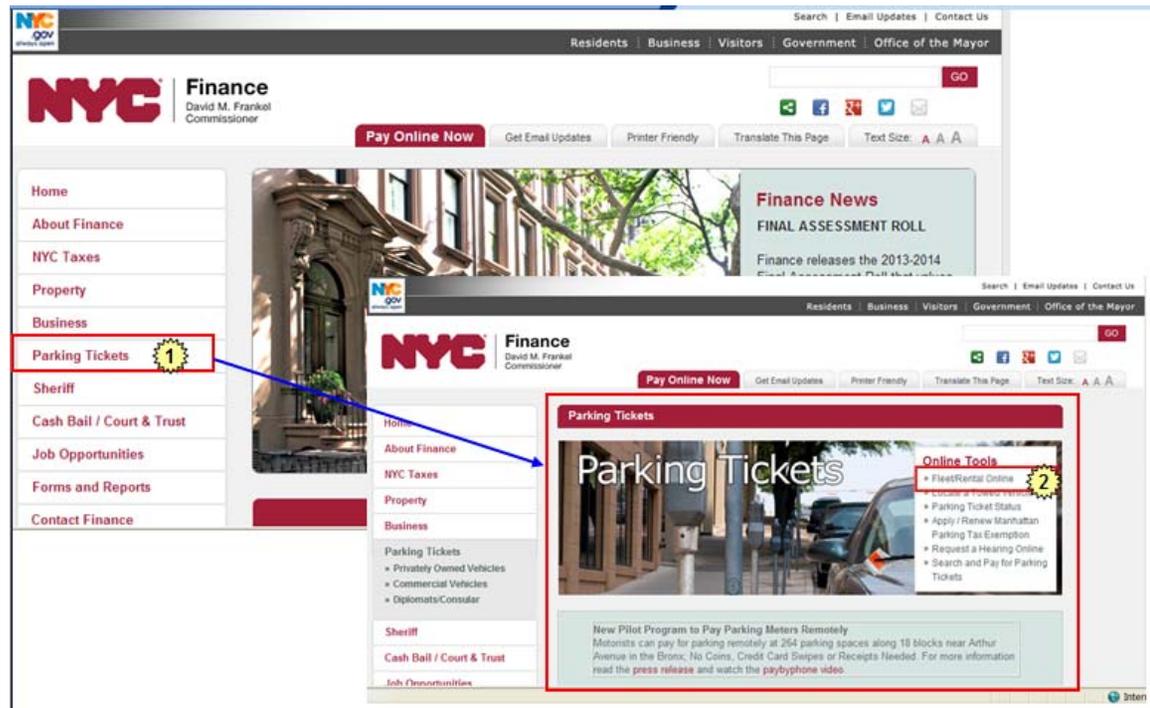
The ECF Creation feature of the Fleet/Rental Online Services web application allows users to search for and view all of their outstanding violations, place them into a multipurpose cart and if desired, request a hearing. If the user elects to adjudicate a violation, they can request one of two types of hearings: a “live” hearing (also call an in-house hearing), or a hearing-by-web. In either case, every selected violation will be placed into an Electronic Case Folder (ECF) for subsequent use during the hearing. Once a request for a hearing is successfully processed, an email confirmation sent to the user, containing the ECF number along with a URL link, which allows them to access the ECF details.

Please follow the Step by Step instructions on how to request a hearing. Please note: the screens in the actual product may look slightly different from how they appear in this document.

### Step by Step: How to Request A Hearing

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.



## Step by Step: How to Request A Hearing

From the **Fleet/Rental Online Services** page,

3. Click the **Logon** button. This launches the **Fleet/Rental Logon** page.

The screenshot shows the NYC.gov website interface for Fleet/Rental Online Services. At the top, there is a navigation bar with links for Search, Email Updates, Contact Us, Residents, Business, Visitors, Government, and Office of the Mayor. The main heading is "Fleet/Rental Online Services". Below this, there is a sidebar with buttons for Enroll, Logon, FAQs, Contact Us, and Home. The Logon button is highlighted with a red box and a yellow starburst containing the number 3. The main content area contains the following text:

The New York City Department of Finance welcomes you to the Fleet/Rental Program Online Services home page. Using this site, entities already enrolled in the Fleet/Rental programs can obtain important information online and 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.

Use the adjacent **Enroll** button to enroll in the online services program. If you are already enrolled, use the adjacent **Logon** button to begin your session.

For additional information about this site use the **FAQs** button or the **Contact Us** button to reach us with questions, suggestions, or any other requests.

*This web site is designed to work properly in Netscape Communicator 4.7 & up, and Internet Explorer 5.0 & up web browsers with JavaScript enabled.*

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## Step by Step: How to Request A Hearing

From the **Fleet/Rental Logon** page,

4. Enter User ID that has been in the **User Name** field.
5. Enter your current password in the **Password** field.
6. Click **Login** button. Your user name and password will be verified by the system and the **Security Code Verification** page will be displayed.

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### Fleet/Rental Logon

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

If your agency is **not yet enrolled** on this web site please click the **Enroll button** in the left-side bar in order to create your user profile and to enroll into the Program Online Services.

User Name:  **4**

Password:  **5**

**Login** **6**

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

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## Step by Step: How to Request A Hearing

From the **Security Code Verification** page,

7. Enter your security code in the Security Code field and then

8. Press the **Login** button. Your security code will be verified by the system and the **Fleet** or **Rental Services Homepage** will be displayed.

*Note: Based on the user's profile, the system displays either the "Fleet" or "Rental" header.*

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### Security Code Verification

Please enter your **Agency Security Code** and click the **Login button** in order to access the Rental/Fleet Commercial Collections Program Online Services.

Security Code:  **7**

**Login** **8**

#### Forgot your Agency Security Code?

If you are the Agency Account Administrator: [Click here](#) and we'll email it to you.  
If you are the Agency User: **Contact your Agency Account Administrator** to obtain the Security Code.

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## Step by Step: How to Request A Hearing

From the **Fleet Services Homepage**,

9. Click the **Search** button to launch the search option dialog box.

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Items: 0  
  
Click the icon to view cart

**Fleet Services Homepage**

Agency: **AUDIO VIDEO SYSTEMS INC** User: **JOE357**

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
- 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.

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## Step by Step: How to Request A Hearing

From the **Fleet Search** page,

10. Click the appropriate radio button to select the type of search by:

- All agency plates
- Individual plate
- Individual Violation number

11. Click the  button to activate the search.

The screenshot shows the NYC.gov Fleet Search interface. At the top, there is a navigation bar with links for Search, Email Updates, Contact Us, Residents, Business, Visitors, Government, and Office of the Mayor. The main heading is "Fleet Search". Below this, the current user information is displayed: Agency: AUDIO VIDEO SYSTEMS INC, User: JOE357, Service: Search. A sidebar on the left contains a shopping cart icon (Items: 0) and a list of menu items: 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 contains a search form with three radio button options: "Return All Agency Plates" (selected), "Search by Plate", and "Search by Violation". The "Return All Agency Plates" option is highlighted with a red box and a callout box labeled "10" that says "Select one of the Search options". The "Search by Plate" option is also highlighted with a red box. The "Search by Violation" option is highlighted with a red box and a callout box labeled "11". The search form includes fields for Plate Number, Plate State (dropdown menu), Plate Type (dropdown menu), and Violation Number. A "Search" button is located at the bottom right of the form. At the bottom of the page, there are links for "Go to Finance Home", "NYC.gov Home", "Contact Us", "FAQs", "Privacy Statement", and "Site Map".

## Step by Step: How to Request A Hearing

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

Show  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  or  pagination buttons to manipulate through the result set.

16. Click the  button to activate the search. It will transfer control to the **Violation Search Result** page.

17. Click the  button to return to the main **Fleet/Rental Search** page.

The screenshot displays the 'Agency Plates Result' page for 'AUDIO VIDEO SYSTEMS INC'. The page includes a navigation menu on the left with options like News, Search, Enroll Plates, Check Plates, etc. The main content area shows a table of 11 plates. The 'Select' column has checkboxes for each row, and a 'Select' button is highlighted in the first row. The page also includes a search bar at the top and pagination controls at the bottom.

	Select	Plate Number	State	Type	Internal Plate Number
1	<input checked="" type="checkbox"/>	HY2405	NY	COM	
2	<input checked="" type="checkbox"/>	89026AP	NY	COM	
3	<input checked="" type="checkbox"/>	16124JE	NY	COM	
4	<input checked="" type="checkbox"/>	53077JA	NY	COM	
5	<input checked="" type="checkbox"/>	20217AN	NY	COM	
6	<input checked="" type="checkbox"/>	42647AJ	NY	COM	
7	<input checked="" type="checkbox"/>	65480JN	NY	COM	
8	<input checked="" type="checkbox"/>	VZ5847	NY	COM	
9	<input checked="" type="checkbox"/>	T118BV	NY	PAS	
10	<input checked="" type="checkbox"/>	VERYFAST	NY	PAS	
11	<input checked="" type="checkbox"/>	23774AD	NY	COM	

## Step by Step: How to Request A Hearing

From the **Violation Search Result** page,

18. Click the [View ECF](#) hyperlink to view the previously created ECF. If ECF exists, the system will transfer control to the **Electronic Case Folder (ECF) Details** page.

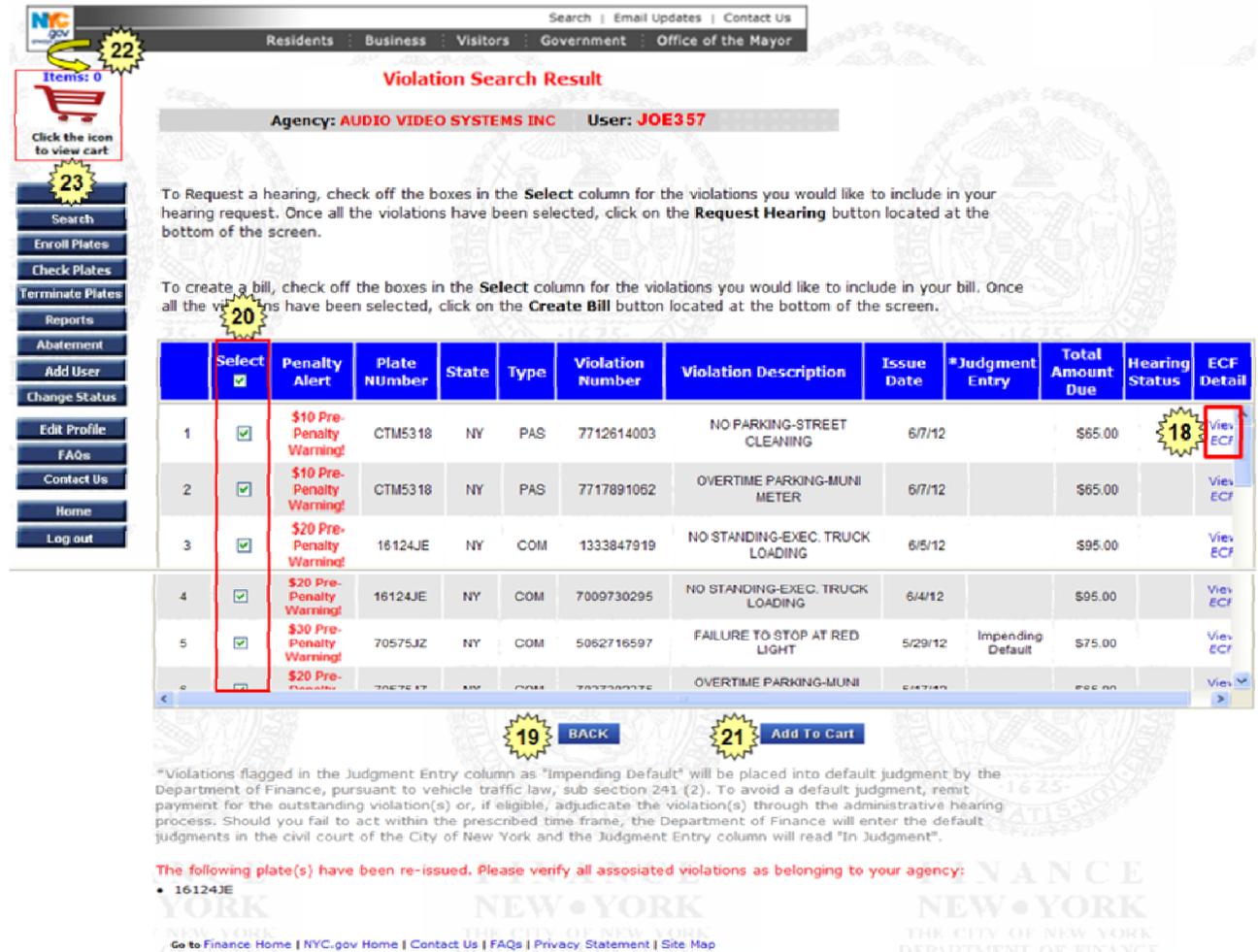
19. To search for more violations, click the [Back](#) button. It returns control to the previous page.

20. To continue with the hearing request, check off the boxes in the **Select** column for the violations you would like to add to the cart.

21. Once all the violations have been selected, click the [Add To Cart](#) button located at the bottom of the screen.

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

23. To view the cart contents, click the Cart icon located on top of the page. The **Cart** page will display.



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**Violation Search Result**  
Agency: **AUDIO VIDEO SYSTEMS INC** User: **JOE357**

To Request a hearing, check off the boxes in the **Select** column for the violations you would like to include in your hearing request. Once all the violations have been selected, click on the **Request Hearing** button located at the bottom of the screen.

To create a bill, check off the boxes in the **Select** column for the violations you would like to include in your bill. Once all the violations have been selected, click on the **Create Bill** button located at the bottom of the screen.

	Select	Penalty Alert	Plate Number	State	Type	Violation Number	Violation Description	Issue Date	*Judgment Entry	Total Amount Due	Hearing Status	ECF Detail
1	<input checked="" type="checkbox"/>	\$10 Pre-Penalty Warning!	CTM5318	NY	PAS	7712614003	NO PARKING-STREET CLEANING	6/7/12		\$65.00		<a href="#">View ECF</a>
2	<input checked="" type="checkbox"/>	\$10 Pre-Penalty Warning!	CTM5318	NY	PAS	7717891062	OVERTIME PARKING-MUNI METER	6/7/12		\$65.00		<a href="#">View ECF</a>
3	<input checked="" type="checkbox"/>	\$20 Pre-Penalty Warning!	16124JE	NY	COM	1333847919	NO STANDING-EXEC. TRUCK LOADING	6/5/12		\$95.00		<a href="#">View ECF</a>
4	<input checked="" type="checkbox"/>	\$20 Pre-Penalty Warning!	16124JE	NY	COM	7009730295	NO STANDING-EXEC. TRUCK LOADING	6/4/12		\$95.00		<a href="#">View ECF</a>
5	<input checked="" type="checkbox"/>	\$30 Pre-Penalty Warning!	70575JZ	NY	COM	5062716597	FAILURE TO STOP AT RED LIGHT	5/29/12	Impending Default	\$75.00		<a href="#">View ECF</a>
6	<input checked="" type="checkbox"/>	\$20 Pre-Penalty Warning!	70575JZ	NY	COM	7009730295	OVERTIME PARKING-MUNI	6/7/12		\$65.00		<a href="#">View ECF</a>

19 [BACK](#) 21 [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 2-91 (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".

The following plate(s) have been re-issued. Please verify all associated violations as belonging to your agency:  
• 16124JE

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## Step by Step: How to Request A Hearing

The **Cart** page displays:

24. **(a,b)**The total number of items in the cart.
25. The total amount the user has selected for payment.
26. 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.
27. To remove selected items from the cart, click the **Remove Items From Cart** button.
28. To request a hearing, click the **Request Hearing** button. Control is passed to the **Electronic Case Folder Preview** page.

The screenshot shows the 'Cart' page for 'AUDIO VIDEO SYSTEMS INC' user 'JOE357'. It features a navigation menu on the left, a main content area with a table of violations, and several action buttons. Callout boxes 24, 25, 26, 27, and 28 highlight specific elements: 24 points to the 'Items 20' badge, 25 to the '\$1,450.00' amount, 26 to the 'Add More Items to Cart' button, 27 to the 'Remove Items From Cart' button, and 28 to the 'Request Hearing' button.

**Items 20** <sup>24</sup>

Click the icon to view cart

Agency: **AUDIO VIDEO SYSTEMS INC** User: **JOE357**

Select violations below to perform any one of three options: Pay by e-check, Create a Bill, or Request a Hearing. Unselected violations will stay in the Cart unless removed or until expiration of the current session. **More Info**

**Add More Items to Cart** <sup>26</sup> **Remove Items From Cart** <sup>27</sup> Items: **20** <sup>24</sup> Amount: **\$1,450.00** <sup>25</sup>

	Select	Plate Number	State	Type	Violation Number	Violation Description	Total Amount Due
1	<input checked="" type="checkbox"/>	70575JZ	NY	COM	5062716597	FAILURE TO STOP AT RED LIGHT	\$75.00
2	<input checked="" type="checkbox"/>	70575JZ	NY	COM	7037302375	OVERTIME PARKING-MUNI METER	\$65.00
3	<input checked="" type="checkbox"/>	70576JZ	NY	COM	7824773760	OVERTIME PARKING-MUNI METER	\$65.00
4	<input checked="" type="checkbox"/>	25194MA	NY	COM	7337834690	OVERTIME PARKING-MUNI METER	\$65.00
5	<input checked="" type="checkbox"/>	25194MA	NY	COM	7712614258	INSP. STICKER-EXPIRED/MISSING	\$65.00
6	<input checked="" type="checkbox"/>	25194MA	NY	COM	7706151487	INSP. STICKER-EXPIRED/MISSING	\$65.00
7	<input checked="" type="checkbox"/>	25194MA	NY	COM	7327447520	INSP. STICKER-EXPIRED/MISSING	\$65.00
8	<input checked="" type="checkbox"/>	25194MA	NY	COM	7709487233	NO PARKING-STREET CLEANING	\$65.00
9	<input checked="" type="checkbox"/>	25194MA	NY	COM	7709487245	INSP. STICKER-EXPIRED/MISSING	\$65.00
10	<input checked="" type="checkbox"/>	25194MA	NY	COM	7993951409	OVERTIME PARKING-MUNI METER	\$65.00
11	<input checked="" type="checkbox"/>	25194MA	NY	COM	7659245995	OVERTIME PARKING-MUNI METER	\$65.00

**Create Bill** **Pay by eCheck** <sup>28</sup> **Request Hearing**

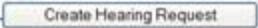
## Step by Step: How to Request A Hearing

### 29. The Electronic Case Folder

**Preview** page, displays violations that were selected for adjudication from the **Violation Search Result** page and allows a user to schedule hearings by selecting one of the two hearing types:

- Hearing by WEB – to be used for non-in-person Commercial hearings
- In-Person Hearing – to be used for in-person Commercial hearings

30. To deselect or add more violations for adjudication, click the  button to return to the **Cart** page.

31. To proceed with the hearing scheduling process, click the  button. A confirmation pop up will be displayed based on selected hearing type.



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Items: 24  
Click the icon to view cart

**Electronic Case Folder Preview**

You have selected to adjudicate the violations shown below. Selected violations will be added to an Electronic Case Folder (ECF). If more than 51 violations are selected, multiple ECFs will be created.

To exclude any violations from the ECF creation, please click the Cancel button to modify your selection.

To proceed with the ECF(s) creation, please select the **Hearing Type** and click the **Create Hearing Request** button.

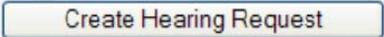
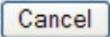
**\*Important:**

- Hearing Type Hearing by Web - All evidence must be post marked within 5 business days from the date of this request.**
- In-Person Hearing - You will be contacted within 5 business days from the date of this request with a scheduled hearing date.**
- Evidence to contest violations must be in the same sequence as shown on the ECF Details screen.**

**Select Hearing Type**

**Hearing by Web** [\(Click here for details\)](#)  **In-Person Hearing** [\(Click here for details\)](#)

Plate	State	Type	Violation Number	Amount Due
CTM5318	NY	PAS	7712614003	\$65.00
CTM5318	NY	PAS	7717891062	\$65.00
16124JE	NY	COM	1333847919	\$95.00
16124JE	NY	COM	7009730295	\$95.00
70575JZ	NY	COM	5062716597	\$75.00

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## Step by Step: How to Request A Hearing

From the hearing confirmation pop up,

32. Click  button to proceed with the hearing scheduling process. It will transfer control to the **Electronic Case Folder Confirmation** page.

### Hearing by Web Confirmation

You have requested a hearing by WEB.

Evidence for WEB hearing must be mailed to:

66 John Street, 3rd floor  
New York, NY 10038  
Attn:CAU

Evidence must be post marked within 5 business days from the date of this request.

Please note, evidence submitted to contest violations must be in the same sequence as shown on subsequent ECF Details screens.

Evidence that is not received in the correct sequence will be returned and the ECF will be closed.

Click OK to proceed.



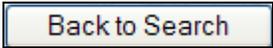
## Step by Step: How to Request A Hearing

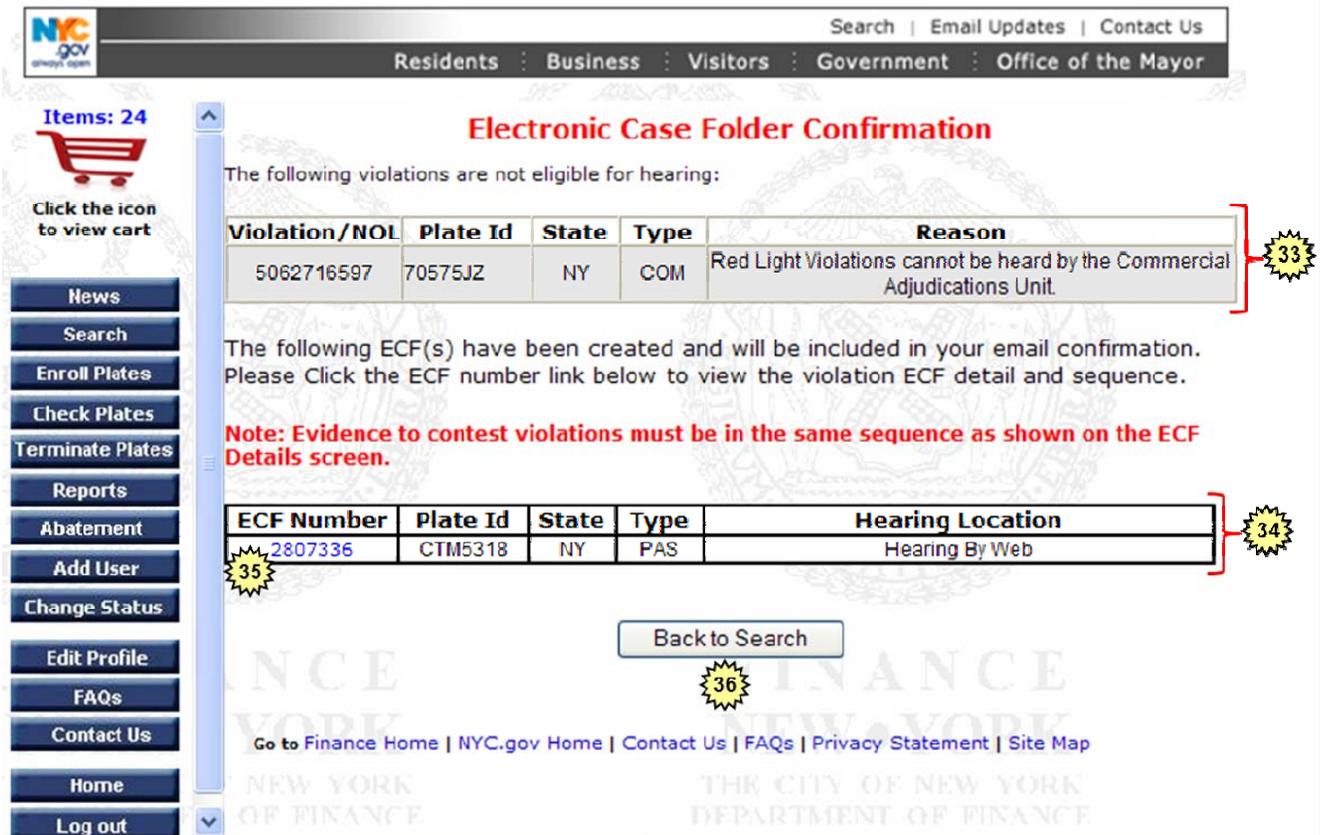
The **Electronic Case Folder Confirmation** page consists of two data tables/grids.

33. The upper table/grid displays violations that are ineligible for adjudication. The reason for ineligibility is displayed in the "Reason" column.

34. The lower table/grid contains the ECFs corresponding to the adjudication eligible violations. It displays the ECF number hyperlinks with corresponding Plate Number, State, Type and Hearing Location.

35. Click the ECF number hyperlink to view violations details included in the ECF number. The system will display the **Electronic Case Folder (ECF) Details** page

36. Click the  button to start a new search for outstanding violations. It will transfer control to the **Fleet/Rental Search** page.



Items: 24

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

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### Electronic Case Folder Confirmation

The following violations are not eligible for hearing:

Violation/NOI	Plate Id	State	Type	Reason
5062716597	70575JZ	NY	COM	Red Light Violations cannot be heard by the Commercial Adjudications Unit.

The following ECF(s) have been created and will be included in your email confirmation. Please Click the ECF number link below to view the violation ECF detail and sequence.

**Note: Evidence to contest violations must be in the same sequence as shown on the ECF Details screen.**

ECF Number	Plate Id	State	Type	Hearing Location
<a href="#">2807336</a>	CTM5318	NY	PAS	Hearing By Web

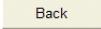
Back to Search

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## Step by Step: How to Request A Hearing

The **Electronic Case Folder Details** page displays the ECF Number, Hearing Status, Hearing Location, Hearing Completion Date and the associated violation details.

**Note:** Evidence to contest violations must be in the same sequence as shown on the ECF Details screen.

37. Click the  button to return to the previous page.



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**Items: 24**



Click the icon to view cart

### Electronic Case Folder (ECF) Details

ECF Number: 2807336
Hearing Location: Hearing By Web

Hearing Status: Pending
Hearing Completion Date: Pending

Violation Number	Violation Description	Plate Id	State	Type	Issue Date	Amount Due
7712614003	NO PARKING-STREET CLEANING	CTM5318	NY	PAS	06/07/12	\$65.00
7717891062	OVERTIME PARKING-MUNI METER	CTM5318	NY	PAS	06/07/12	\$65.00
1333847919	NO STANDING-EXEC. TRUCK LOADING	16124JE	NY	COM	06/05/12	\$95.00
7009730295	NO STANDING-EXEC. TRUCK LOADING	16124JE	NY	COM	06/04/12	\$95.00



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- Terminate Plates
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- Change Status
- Edit Profile
- FAQs
- Contact Us
- Home
- Log out

## Step by Step: How to Request A Hearing

After a hearing request has been completed and an ECF is successfully created, an email confirmation will be sent to the email address provided during the enrollment to Fleet/Rental website.

38. Click the ECF link to return to access the **Fleet/Rental Logon** page. Once the user logs on using their User ID and Password, the system displays the **Electronic Case Folder (ECF) Details** page.

39. Click the link at the bottom of the email to access the **Contact Finance** page for further assistance.

**From:** nycserv@finance.nyc.gov [mailto:nycserv@finance.nyc.gov]  
**Sent:** Thursday, December 12, 2013 11:10 AM  
**To:** Smith, Joe  
**Cc:** cauappointments@finance.nyc.gov  
**Subject:** Thank you for your Hearing Request submission to the City of New York

### City of New York

#### HEARING REQUEST CONFIRMATION

This email serves as a confirmation that your hearing request has been submitted to the NYC Department of Finance. Please save this information in case you have questions about the Hearing Request you submitted .

**Hearing Request Date:** 12/12/13

**Name:** JOE SMITH

**Phone Number:** (718)-123-4678

**Address:** C/O J&R CONSULTANTS 123 SMITH STREET BROOKLYN, NY 12345

**Agency ID:** F0ABC

#### ECF Numbers:

2807336

#### ECF Details:

Click the links below to go to a web page containing ECF details for your hearing. The links below may be copied and pasted into your web browser.

[http://10.157.24.159:9095/CCWeb-1/sp/frames/frame\\_main.jsp?ecfno=2807336](http://10.157.24.159:9095/CCWeb-1/sp/frames/frame_main.jsp?ecfno=2807336) 

Thank you for using Fleet/Rental website to submit your Hearing Request. Please do not reply to this email. You may contact us by visiting <http://www.nyc.gov/html/dof/html/contact/contact.shtml> 