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

<table>
<thead>
<tr>
<th>Step</th>
<th>Instruction</th>
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<tbody>
<tr>
<td>4.</td>
<td>Enter User ID that has been in the User Name field.</td>
</tr>
<tr>
<td>5.</td>
<td>Enter your current password in the Password field.</td>
</tr>
<tr>
<td>6.</td>
<td>Click Login button. Your user name and password will be verified by the system and the Security Code Verification page will be displayed.</td>
</tr>
</tbody>
</table>
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.
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.
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 **Search** button to activate the search.
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 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 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.
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.
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.
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:

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

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

31. To proceed with the hearing scheduling process, click the [Create Hearing Request] button. A confirmation pop up will be displayed based on selected hearing type.
Step by Step: How to Request A Hearing

From the **hearing confirmation pop up**, 32. Click **OK** button to proceed with the hearing scheduling process. It will transfer control to the **Electronic Case Folder Confirmation** page.
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 **Back to Search** button to start a new search for outstanding violations. It will transfer control to the **Fleet/Rental Search** page.
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 **Back** button to return to the previous page.
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.

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From: nycserv@finance.nyc.gov [mailto:nycserv@finance.nyc.gov]
Sent: Thursday, December 12, 2013 11:10 AM
To: Smith, Joe
CC: esuappointment@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.


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_famr.htm