



Department of Finance  
Finance Information Technology

# **Fleet/Rental Online Services: E-Payment User Guide**

**MAY 2014**

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## Release Notes: Modifications and New Features

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1. Modified the Agency Plates Result page ([Figure 7](#)):
  - a. Implemented pagination for large result sets.
  - b. Introduced the “Show # of entries” drop down list that will allow users to controls the number of rows displayed per page.
2. Modified the Violation Search Result page ([Figure 8](#)):
  - a. Displayed page data will persist until executed upon, replaced by a new search, or expired due to the session expiration.
  - b. The page data will refresh after each new Plate Search.
3. New Cart page ([Figure 9](#)):
  - a. The Cart page will be the common page for decision making on selected violations. It will allow users to select violation(s) and perform the following operations: find out more information on how to operate a cart, add more items to a cart, remove items from a cart, pay selected items by e-check, create a bill, or request a hearing.
4. New Checkout: Payee Information page ([Figure 10](#)):
  - a. The Payee Information page will display the total amount the user is responsible to pay, a notice explaining the City’s relationship with ClearTran and a brief explanation on how the electronic checking works, and the pre populated Agency information.
5. New Checkout: Select Check Type page ([Figure 11](#)):
  - a. The purpose of the Select Check Type page is to help the user identify where the check number resides within the Magnetic Ink Character Recognition (MICR) sequence printed on the bottom of their check and pass that information to the system.
6. New Checkout: Payment Information page ([Figure 12](#), [Figure 13](#)):
  - a. The Payment Information page will display an image of the e-check and with automatically filled previously entered payee information.
7. New Checkout: Validate Information page ([Figure 14](#)):
  - a. The Validate Information page will display all the information entered by the user, as well as the amount to pay and bank and branch information.
8. New Checkout: Processing Payment page ([Figure 15](#)):
  - a. This is the interim page that will be displayed approximately for two minutes. It will instruct users to wait for the Payment Confirmation page.
9. New Payment Confirmation page ([Figure 16](#)):
  - a. The purpose of this page is to display information about the payment, including the NYCServ receipt number, the date and time and a summary of the line items included.
10. New Payment Email Confirmation:
  - a. An email confirmation will be sent out to the user upon completion of the e-payment process. It will contain the payment details, payment summary and violation details.

## E-check payment process

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The Fleet/Rental Online Services application allows the enrolled agencies to:

- Review weekly reports that identify tickets issued to plates enrolled in the Fleet Program
- Add and terminate plates enrolled in the Fleet Program
- Select violations you wish to pay, create a bill and pay online via e-check
- Create electronic case folders for violations that you wish to contest via a hearing

This User Guide describes the e-check payment process only. Using this guide, readers should have a good understanding of how to access the Fleet/Rental Online Services application, search for and view all of their outstanding violations, place them into a multipurpose cart for electronic payment processing. Upon completion of the e-check payment process, the system will display a payment confirmation message and send an email confirmation to the user.

Please follow the Step by Step instructions on how to create an E-payment. 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.<sup>1</sup>

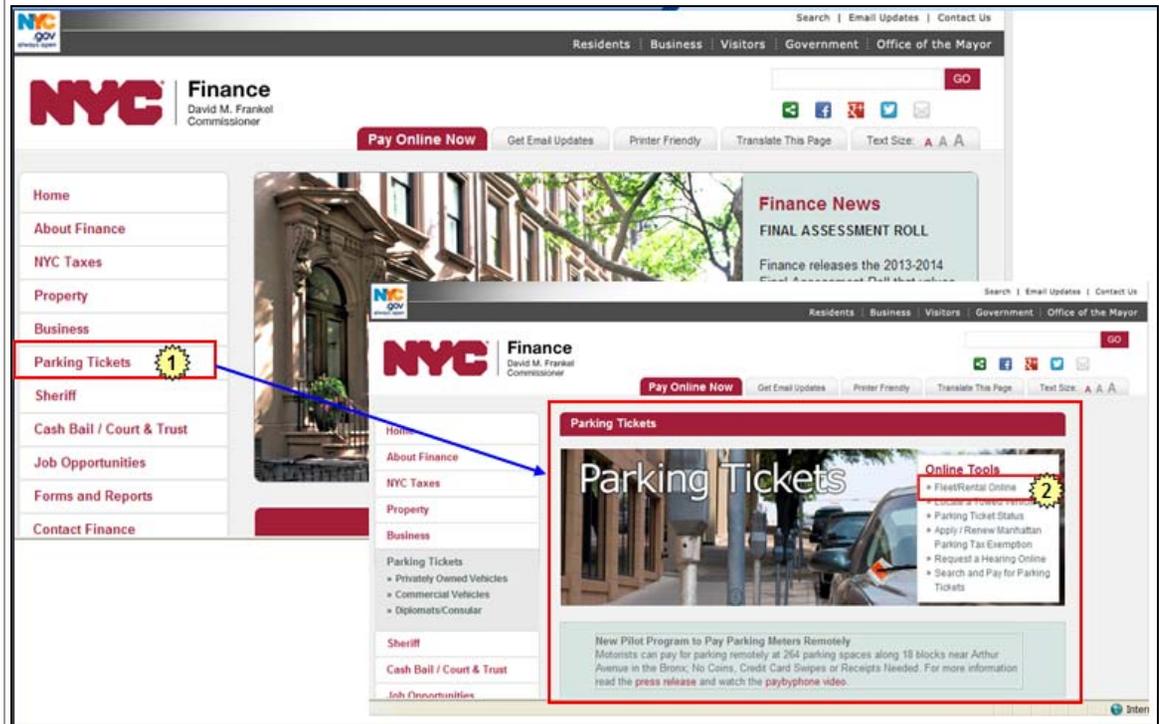


Figure 1: NYC Finance Homepage

<sup>1</sup> Alternately, you can access the Fleet/Rental Online page by clicking the tab “Pay Online Now” then select Fleet/Rental Program.

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

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

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



Figure 2: Fleet/Rental Online Services

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

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 **Login** button. Your user name and password will be verified by the system and the **Security Code Verification** page will display.

The screenshot shows the 'Fleet/Rental Logon' page. At the top, there is a navigation bar with 'NYC gov' logo and links for 'Residents', 'Business', 'Visitors', 'Government', and 'Office of the Mayor'. Below this is a search bar and 'Email Updates' and 'Contact Us' links. The main heading is 'Fleet/Rental Logon'. Below the heading, there is a message: 'Please enter your **User Name** and **Password** and click the **Login button** in order to access the Rental/Fleet Commercial Collections Program Online Services.' Below this, there is another message: '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.' The login form consists of two input fields: 'User Name:' with the value 'JOE 357' and 'Password:' with masked characters. A 'Login' button is located below the password field. A left-side navigation menu 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'. At the bottom of the page, there are links: 'Go to Finance Home | NYC.gov Home | Contact Us | FAQs | Privacy Statement | Site Map'. Numbered callouts 4, 5, and 6 are placed over the User Name field, Password field, and Login button respectively.

Figure 3: Fleet/Rental Logon

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

From the **Security Code Verification** page,

7. Enter your security code in the **Security Code** field
8. 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.

NYC.gov  
always open

Search | Email Updates | Contact Us  
Residents | Business | Visitors | Government | Office of the Mayor

### 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.

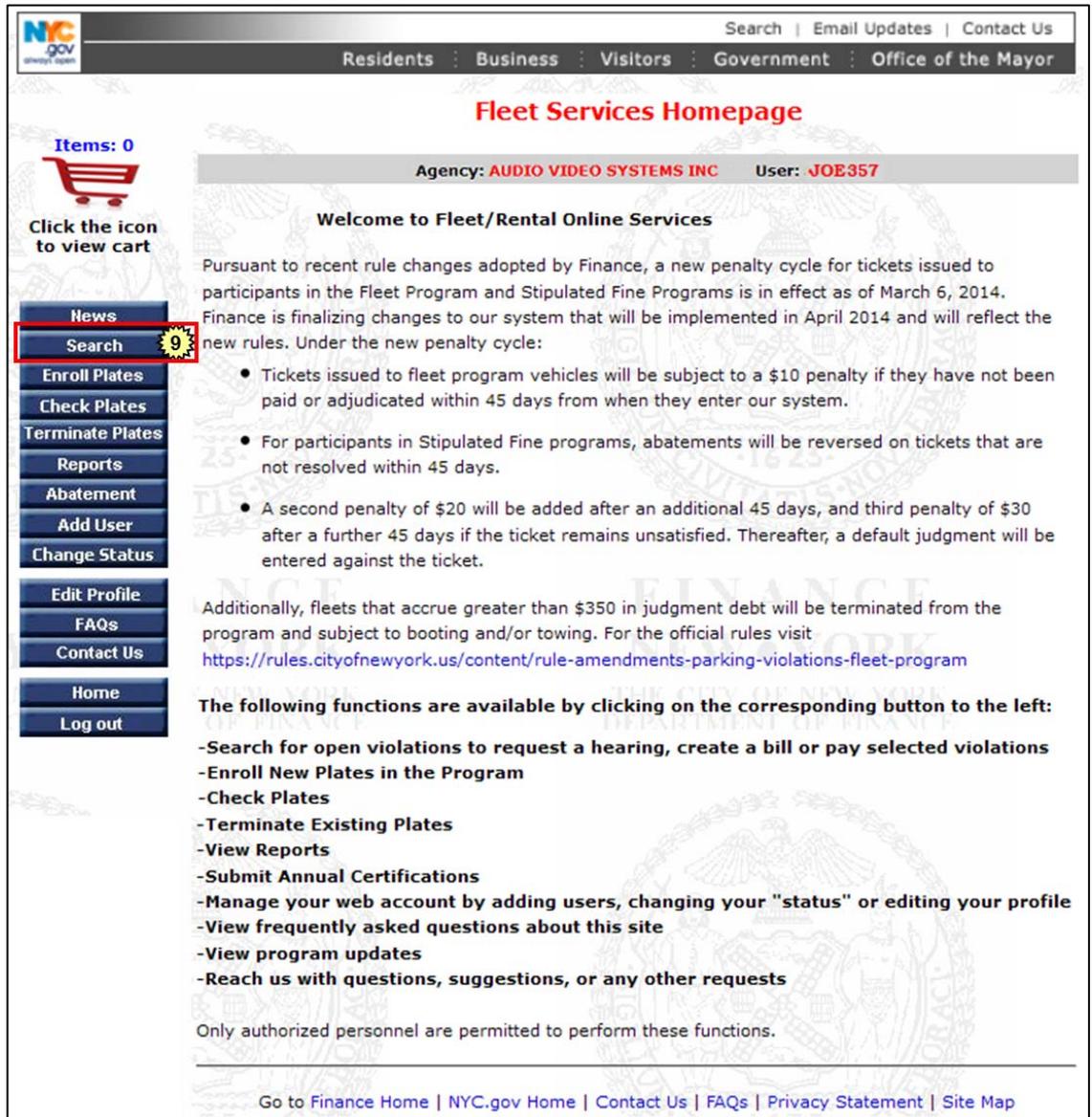
[Go to Finance Home](#) | [NYC.gov Home](#) | [Contact Us](#) | [FAQs](#) | [Privacy Statement](#) | [Site Map](#)

Figure 4: Security Code Verification

## Step by Step: How to search for and view the outstanding violations

From the *Fleet Services Homepage*,

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



The screenshot shows the Fleet Services Homepage with a navigation menu on the left. The 'Search' button is highlighted with a red box, and a yellow callout bubble with the number '9' points to it. The main content area displays a welcome message and a list of functions available to users.

**Items: 0**  
  
Click the icon to view cart

**News**  
**Search** 9  
**Enroll Plates**  
**Check Plates**  
**Terminate Plates**  
**Reports**  
**Abatement**  
**Add User**  
**Change Status**  
**Edit Profile**  
**FAQs**  
**Contact Us**  
**Home**  
**Log out**

**Fleet Services Homepage**

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

**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
- 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.

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

Figure 5: Fleet Services Homepage

## Step by Step: How to search for and view the outstanding violations

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 are navigation links for Residents, Business, Visitors, Government, and Office of the Mayor. The page title is "Fleet Search" and it displays the current agency as "AUDIO VIDEO SYSTEMS INC", user as "JOE357", and service as "Search". A sidebar on the left contains a shopping cart icon with "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 has a message: "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." Below this, there are three search options: "Return All Agency Plates" (selected), "Search by Plate", and "Search by Violation". Each option is annotated with a red box. A yellow callout box labeled "10" points to the radio buttons with the text "Select one of the Search options". Below the search options are input fields for "Plate Number", "Plate State" (with a dropdown menu), and "Plate Type" (with a dropdown menu). Under the "Search by Violation" option, there is a "Violation Number" input field. A "Search" button with a yellow callout labeled "11" is located at the bottom right of the search area. The footer contains links: "Go to Finance Home | NYC.gov Home | Contact Us | FAQs | Privacy Statement | Site Map".

Figure 6: Fleet Search

## Step by Step: How to search for and view the outstanding violations

If “Return All Agency Plates” search option was selected, all registered plates will be returned.

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  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.

**Agency Plates Result**

Agency: **AUDIO VIDEO SYSTEMS INC** User: **JOB357** 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

	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	

Navigation: << First  1 / 3  Last >>

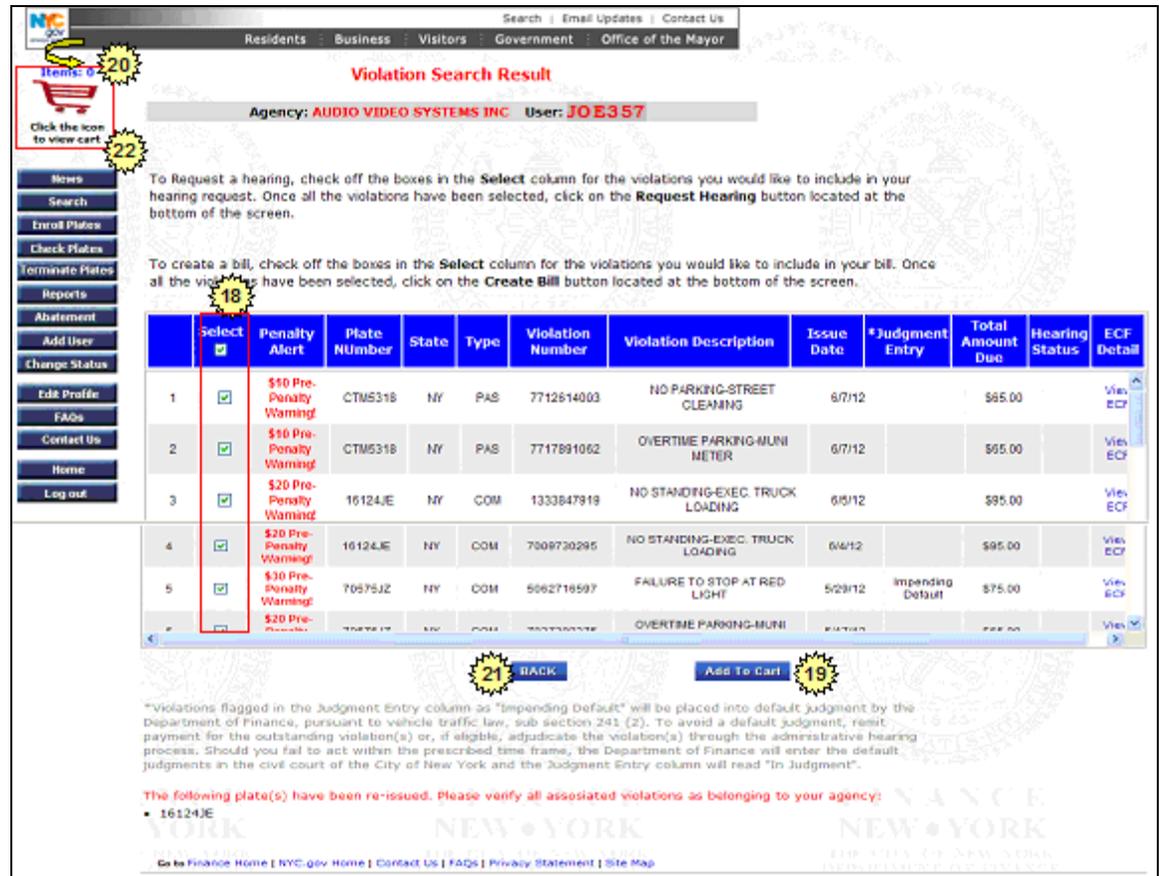
Buttons:

Figure 7: Agency Plates Result

## Step by Step: How to search for and view the outstanding violations

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 the selected violations from the **Violation Search Result** page to a cart. The Cart  counter will be updated as items are added and removed from the cart.
21. To add more violations, click the **Back** button. It returns control the previous page.
22. To view the cart contents, click the cart icon located on top of the page. The **Cart** page will display.



The screenshot shows the 'Violation Search Result' page for 'AUDIO VIDEO SYSTEMS INC' user 'JOE357'. It features a table of violations with columns for Select, Penalty Alert, Plate Number, State, Type, Violation Number, Violation Description, Issue Date, Judgment Entry, Total Amount Due, Hearing Status, and ECF Detail. Callouts 18, 19, 19, 20, 21, and 22 highlight the 'Select' column, the 'Add To Cart' button, the 'Add To Cart' button, the 'Add To Cart' button, the 'BACK' button, and the 'Add To Cart' button respectively.

	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	7712814003	NO PARKING-STREET CLEANING	8/7/12		\$85.00		View ECF
2	<input checked="" type="checkbox"/>	\$10 Pre-Penalty Warning	CTM5318	NY	PAS	7717891062	OVERTIME PARKING-MUNI METER	6/7/12		\$65.00		View ECF
3	<input checked="" type="checkbox"/>	\$20 Pre-Penalty Warning	16124JE	NY	COM	1333847819	NO STANDING-EXEC. TRUCK LOADING	6/5/12		\$95.00		View ECF
4	<input checked="" type="checkbox"/>	\$20 Pre-Penalty Warning	16124JE	NY	COM	7009720295	NO STANDING-EXEC. TRUCK LOADING	6/4/12		\$95.00		View ECF
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		View ECF
6	<input type="checkbox"/>	\$20 Pre-Penalty Warning	16124JE	NY	COM	7009720295	OVERTIME PARKING-MUNI METER	6/7/12		\$65.00		View ECF

Additional text on the page includes: "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." and "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."

**Figure 8: Violation Search Result**

## Step by Step: How to create E-payment

The **Cart** page displays:

- 23. The total number of items in the cart
- 24. The total amount the user is responsible to pay
- 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 violation from the cart, click the **Remove Items From Cart** button.
- 27. To initiate the **Checkout** process, click the **Pay by eCheck** button. It will transfer control to the **Payee Information** page.

**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 Remove Items From Cart
Items: 20 Amount: \$1,450.00

	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 Request Hearing

Figure 9: Cart Preview

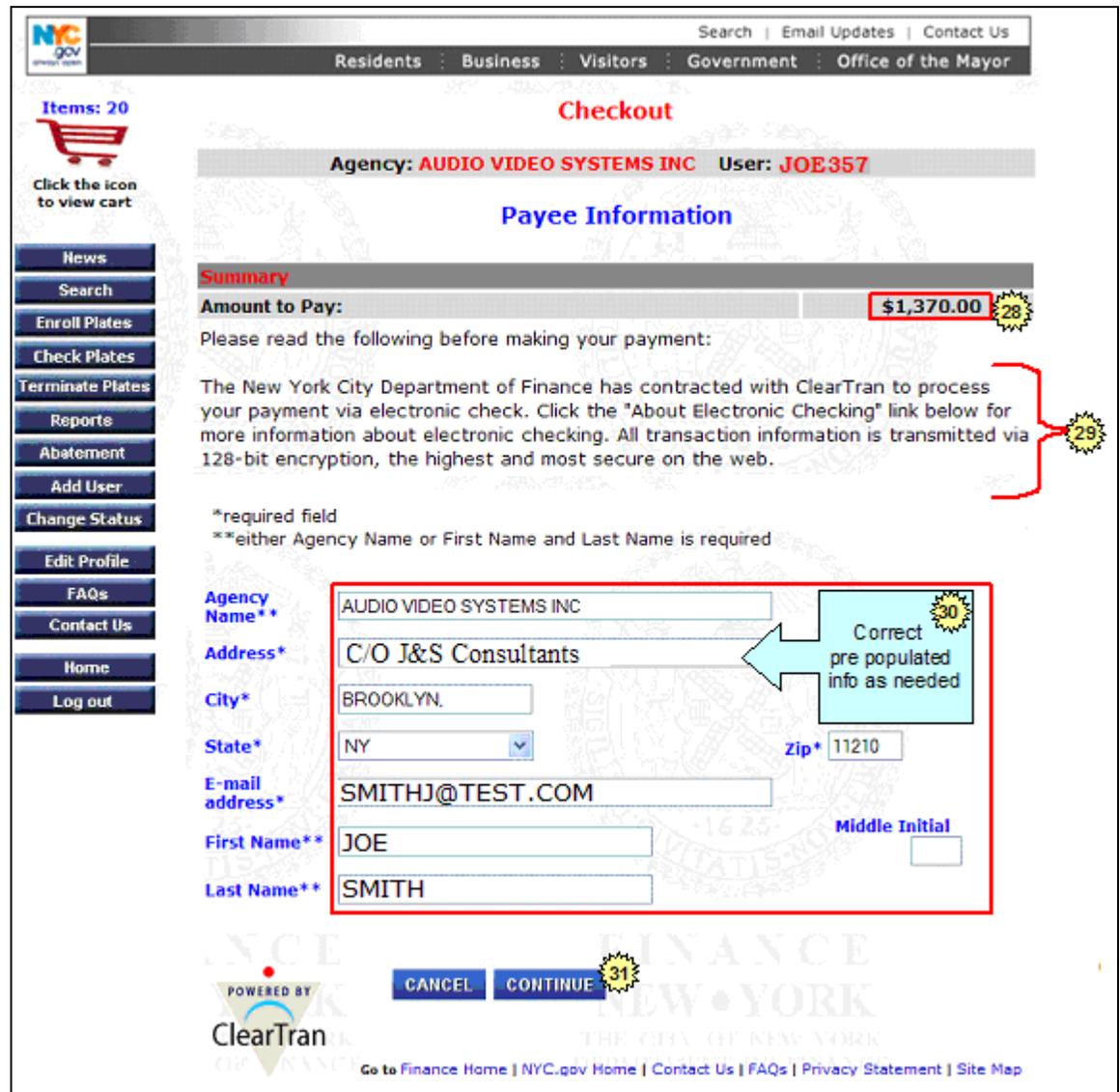
## Step by Step: How to create E-payment

The **Payee Information** page displays:

28. The total amount the user is responsible to pay
29. A notice explaining the City's relationship with ClearTran and a brief explanation on how electronic checking works and,
30. The pre populated Agency information that can be overwritten by users as needed, such as: Agency Name, Address, City, State, E-mail address, First Name, Last Name.

 *All required fields must be entered.*

31. Verify all the payee information for accuracy and click the **CONTINUE** button to go to the next step. The **Select Check Type** page will display.



NYC.gov  
Residents Business Visitors Government Office of the Mayor

Items: 20  
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

Search | Email Updates | Contact Us

Residents Business Visitors Government Office of the Mayor

Checkout

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

Payee Information

Summary

Amount to Pay: **\$1,370.00** 

Please read the following before making your payment:

The New York City Department of Finance has contracted with ClearTran to process your payment via electronic check. Click the "About Electronic Checking" link below for more information about electronic checking. All transaction information is transmitted via 128-bit encryption, the highest and most secure on the web. 

\*required field  
\*\*either Agency Name or First Name and Last Name is required

Agency Name\*

Address\*

City\*

State\*

Zip\*

E-mail address\*

First Name\*\*

Last Name\*\*

Middle Initial

Correct pre populated info as needed 

CANCEL CONTINUE 

POWERED BY ClearTran

Go to Finance Home | NYC.gov Home | Contact Us | FAQs | Privacy Statement | Site Map

Figure 10: Payee Information

## Step by Step: How to create E-payment

The purpose of the **SELECT CHECK TYPE** page is to help the user identify where the check number resides within the **Magnetic Ink Character Recognition (MICR)** sequence printed on the bottom of the check and pass that information to the system.

Depending on the bank, the position of the check number can vary; it may be on the left, on the right, or in the middle.

32. Following the information displayed on the page, locate the check number on your paper check then select the radio button next to the illustration that matches the format of the check.

33. Once the position of the check number is selected, click the **CONTINUE** button to go to the next step. The **Payment Information** page will display.

**Items: 20**  
Click the icon to view cart

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

**Select Check Type**

To help you enter your check account information easily and accurately on the following screen, we need to find your check number within your check "MICR line". The check number is always in the upper right hand corner of your check (circled in blue), and the MICR line is across the bottom of the check (circled in red).

Joe Smith  
123 Main St.  
Sometown, NY  
DATE \_\_\_\_\_  
PAY TO THE ORDER OF \_\_\_\_\_ DOLLARS  
Some Bank  
Sometown, NY  
MEMO \_\_\_\_\_  
⑆0 123456789⑆ 0 123 ⑆0 1234567890 12⑆

The check number within the MICR line will always be by itself (separated by a blank space). As you can see in the sample check above, the check number (123) is in the center of the MICR line.

Please select the position of the check number on your check from the options below.

**32**  
Select the position of the check number as it appears on your check

Right  
 Center  
 Left

Check #  
⑆0 123456789⑆ 0 1234567890 12⑆

Check #  
⑆0 123456789⑆ 0 123 ⑆0 1234567890 12⑆

Check #  
⑆0 123⑆ ⑆0 123456789⑆ 0 1234567890 12⑆

**33**  
BACK CANCEL CONTINUE

POWERED BY  
ClearTran

Figure 11: Select Check Type

## Step by Step: How to create E-payment

The **Payment Information** page displays an image of the electronic check:

34. The name and address are automatically filled in by the system, using the data previously entered on the Personal Information page. The today's date, the Payee, and the amount to pay values are also filled in. These values are not editable.

35. Enter the Routing Number, Account Number, and Check Number, including any leading zeros. You may optionally enter a Memo note.

**Important:** Please void this check in your checkbook.

36. Upon completion, click the **CONTINUE** button to go to the next step. A pop-up message will display.

The screenshot shows the NYC.gov website's checkout process. 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 "Checkout" with the Agency: AUDIO VIDEO SYSTEMS INC and User: JOE357. Below this is the "Payment Information" section. It contains a form with the following fields: Agency (AUDIO VIDEO SYSTEMS INC), User (JOE SMITH), Date (08/21/2013), Payee (City of New York), and Amount (\$1,370.00). There are also fields for Memo, Routing #, Account #, and Check #. A green banner at the bottom of the form area says "Important: Please void this check in your checkbook." and a blue button labeled "CONTINUE" is visible. The page is powered by ClearTran and has a "FINANCE NEW YORK" logo.

Items: 20  
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

Search | Email Updates | Contact Us  
Residents | Business | Visitors | Government | Office of the Mayor

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

**Payment Information**

Please enter your bank account information from the MICR line on your check in the spaces provided below. Note: your account number may have blank spaces in it. Please do not enter the blanks, but please be sure to enter all of the digits in your account number. If you are a representative of a corporation or business, please enter the business name or account holder's name in the memo field.

If the MICR line on your check is not in this order, please click the **BACK** button to select a different order.

**AUDIO VIDEO SYSTEMS INC**  
JOE SMITH  
C/O J&S Consultants  
BROOKLYN, , NY 11210

Date **08/21/2013**

PAY TO THE ORDER OF City of New York \$1,370.00

Written amount not required

MEMO

Signature not required

Routing #  Account #  Check #

**Important**  
Please void this check in your checkbook.

**CLEAR FORM** **BACK** **CANCEL** **CONTINUE**

POWERED BY ClearTran  
FINANCE NEW YORK

Figure 12: Payment Information\_1

## Step by Step: How to create E-payment

The pop-up message is instructing the user to re-enter their account number.

37. Click **OK** to dismiss the pop up, and

38. Re-enter you account number

39. Click the **CONTINUE** button to go to the next step. If the account numbers do match, the system automatically displays the **Validate Information** page.

The screenshot shows a payment form for AUDIO VIDEO SYSTEMS INC, dated 08/21/2013. The payee is JOE SMITH, C/O J&S Consultants, Brooklyn, NY 11210. The amount is \$1,370.00, payable to the City of New York. The routing number is 123456780 and the check number is 1234. A yellow callout box with a starburst icon labeled '38' points to the routing number field, containing the text 'Re-enter the account number'. A blue message box titled 'Message from webpage' with a warning icon and starburst icon labeled '37' displays the message: 'Please re-enter the account number portion for verification purposes.' with an 'OK' button. At the bottom, there are buttons for 'CLEAR FORM', 'BACK', 'CANCEL', and 'CONTINUE' (with starburst icon '39'). The background features the 'FINANCE NEW YORK' logo and 'POWERED BY ClearTran'.

Figure 13: Payment Information\_2

## Step by Step: How to create E-payment

The **Validate Information** page displays all the information entered by the user, as well as the amount to pay and bank and branch information.

40. Verify the information displayed and check the “I accept the Terms and Conditions” checkbox

41. Click the **PROCESS PAYMENT** button. While the payment is being processed, the system displays the **Processing Payment** page.

NYC.gov  
Residents Business Visitors Government Office of the Mayor

Search | Email Updates | Contact Us

Items: 20  
Click the icon to view cart

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

Validate Information

**Payer Information**

Agency Name: AUDIO VIDEO SYSTEMS INC  
Name: JOE SMITH  
Address: C/O J&S Consultants  
BROOKLYN, NY 11210  
Email Address: SMITHJ@TEST.COM

**Payment Information**

Amount to Pay: \$1,370.00  
Routing Number: 123456780  
Account Number: 123456789  
Check number: 123456789  
Memo:  
Bank:

Note: The bank's address may not match your branch's address

**Important**  
By clicking the PROCESS PAYMENT button, I authorize the NYC Department of Finance and its money transmission vendors to charge my credit account as I have designated above. Clicking the PROCESS PAYMENT button also constitutes my acceptance to the Terms and Conditions.

Terms and Conditions

accept the Terms and Conditions

Once the **PROCESS PAYMENT** button is clicked, your account will be debited for the listed Amount to Pay.

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BACK CANCEL **PROCESS PAYMENT**

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Figure 14: Validate Information

## Step by Step: How to create E-payment

The **Processing Payment** page is displayed approximately for two minutes. Do not leave this page until the **Payment Confirmation** page is displayed.

42. If the NYC Serv receipt number didn't get generated at the end of the payment processing, please contact us at [nyc.gov/contactfinance](http://nyc.gov/contactfinance) for further assistance.

Items: 20  
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 Payments**  
Agency: **AUDIO VIDEO SYSTEMS INC** User: **JOE357**

**Processing Payment**

Your payment request is being processed. Once your payment is processed, this page should be replaced with another page, displaying a receipt number for this transaction. (We will also send you an e-mail containing your transaction information to the e-mail address that you provided.) If the page does not appear your payment will not be accepted. You should restart your browser and re-execute your transaction or check with your credit card company for the last payment posted against your credit card. Please note: If you don't receive a NYC SERV receipt number you cannot assume that the payment was accepted. You can contact us at <http://nyc.gov/contactfinance>.

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FINANCE  
NEW YORK  
THE CITY OF NEW YORK  
DEPARTMENT OF FINANCE

Figure 15: Processing Payment

## Step by Step: How to create E-payment

Once payment processing is complete, the **Payment Confirmation** page is displayed and the system sends an e-mail confirmation to the e-mail address entered by the user.

43. This page displays information about the payment, including the date and time, the NYCServ Receipt Number, and a summary of the line items included in the payment.

44. Click the **PRINT** button to print the **Payment Confirmation** for the future reference.

**Items: 20**

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

**Checkout**

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

**Payment Confirmation**

Your transaction has been accepted. Please use the PRINT button below to print this confirmation page for future reference. To confirm your transaction, we will also send you an e-mail containing your transaction information to the e-mail address listed below. Even though we send this e-mail immediately, we cannot guarantee immediate delivery as this is dependent upon your Internet Service Provider. If you do not receive our e-mail within 24 hours, please contact us at [nyc.gov/contactfinance](http://nyc.gov/contactfinance).

It may take up two (2) business days for your payment to be reflected against your account. However, the date and time you complete this transaction will be accepted by the City of New York as your date of payment. All transactions are subject to the collection of funds. Payments resulting in uncollected funds will be reversed and interest and penalties will continue to accrue where applicable.

All returned checks are subject to a \$20.00 returned check fee.

If you need further assistance, please contact us at [nyc.gov/contactfinance](http://nyc.gov/contactfinance).

Date and time of payment: 2013-08-21 12:38:47  
 Receipt number: WWW10053767  
 Amount paid: 1,370.00  
 Check number: 0123  
 Email address: SMITHJ@TEST.COM

Total Number of Violations	Agency ID	Agency Name	Payee Name	Total Base Fine	Total Penalties	Total Interest	Total Amt Due
20		AUDIO VIDEO SYSTEMS INC	JOE SMITH	\$1,370.00	\$0.00	\$0.00	\$1,370.00

**PRINT**

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Figure 16: Payment Confirmation