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# BIC Online Portal

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## Violation Management Module Guide

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# Getting Started

## *What to Know Before You Go*

Use this module to review Commission issued violations/summonses and settlements.

This module allows users to:

- View newly issued early settlement violation offers, master settlements, and stipulations issued in lieu of notices of violation,
- Accept the terms offered for these matters, if you choose to accept BIC's settlement offer(s),
- Pay any outstanding penalties.

In this guide, use of the terms "violation/summons", "violation" and "summons" are used interchangeably.

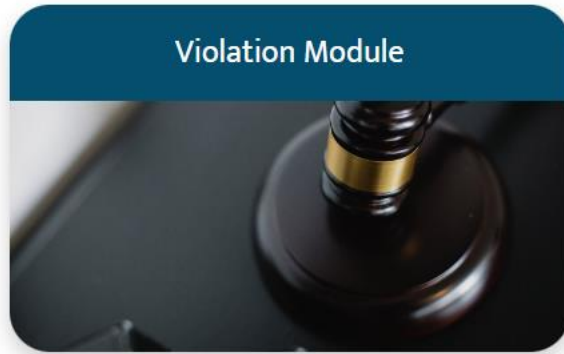
**Violation matters will no longer appear in the Portal once they are fully resolved, therefore the portal cannot serve as a record for all BIC violations received.**

**This Online Portal module replaces previous methods of notification for these types of violation settlement offers, including email and regular mail.**

**NOTE:** Screenshots in this guide are for presentation purposes only, and the system you are utilizing may or may not show all features shown in the screenshots.

# Navigating the Module

Once you have successfully logged in to the BIC Online Portal, the main menu appears. Click the **Violation Module** icon to access the main screen for the Violation Management Module.



## Main Screen

The main screen of the module will display any **currently active** violations/summonses with penalties due to the Commission and related information.

### SUMMARY INFORMATION OF VIOLATIONS

**Account Name:** Test & Account&Test

**List of Violations** (click to view details):

- **BIC Violation Number: TWC-226797 (Early Settlement)**

The following types of violation matters will appear in the Portal with the type in parentheses after the BIC Violation Number (TWC-xxxx number):

- **Early Settlement:** These are violations in which the Commission is offering the option of a discounted penalty amount to resolve the violation and the respondent is choosing to give up the right to a trial/hearing to settle the violation(s).
- **Settlement:** These are violations in which the Commission is offering a lump sum penalty amount to resolve multiple violations issued to the Respondent at one time and the respondent is choosing to give up the right to a trial/hearing to settle the associated violations.
- **Stipulation of Settlement in Lieu of Notice of Violation:** These are Stipulations of Settlement between the Commission and the Respondent agreeing to pay a penalty in lieu of being issued a Notice of Violation.
- **No Type (no parenthesis showing):** This type of violation where only the TWC-xxxx number shows, is typically a violation that is issued to the company that does not meet any of the above criteria. It can be a violation that has been adjudicated and a fine was imposed against the Respondent for which payment is due to the Commission.

The main screen will also show **any upcoming hearing dates** for violations, if applicable, similar to the below image:

### SUMMARY INFORMATION OF VIOLATIONS

**Account Name:** Test & Account&Test

**List of Violations** (click to view details):

- **BIC Violation Number: TWC-226797 Hearing Date: 2/8/2024 12:00 PM**

# Reviewing a Violation

To review a violation, click the TWC-xxxx number to show more details. The remainder of this guide shows reference images for an **Early Settlement** violation, however, the same steps will apply for the other violation types: **Settlement** or **Stipulation of Settlement in Lieu of Notice of Violation**.

■ BIC Violation Number: TWC-226797 (Early Settlement)

**SECTION - VIOLATION DETAILS**

Issue Date: 1/22/2024 12:00 PM Balance (\$): 1,000.00  
 Occurrence Location: 100 church street  
 Occurrence Location - City: new york  
 Occurrence Location - State: NJ  
 Occurrence Location - Zipcode: Not Available  
 Facts: TEST VIOLATION -- IT DEVELOPMENT On January 19 2024, at approximately 3:26 am, I observed a 2024 Mack Dump respondent's vehicle bearing BIC trade waste plate TEST-1 and NY DMV plate BICTEST and vehicle identification 1BICTESTVEHICLEVIN. A vehicle inspection was conducted in front of 100 Church Street New York, NY. The vehicle is registered to BIC Test Account, a regulated company with the Commission. This vehicle was loaded with source-separated trade waste such as, a clear garbage bags containing cardboard, mixed in with black garbage bags containing food waste, in the same compartment. The vehicle was also observed leaking leachate from the rear hopper area onto a city roadway. Additionally, the vehicle did not present a good appearance and was not maintained free of dirt in the hopper area and sides of the vehicle was coated with putrescible residue, and grease.

Penalty Amount (\$): 1,000.00

**SECTION - CHARGES ASSOCIATED WITH VIOLATION**

Law ID	Charge Description	# of Counts	Max Penalty
17 RCNY 5-12(b)	Licenses required to recycle. A licensee that collects or transports designated recyclable materials that have been source-separated as required in 16 RCNY § 1-10(b) or materials that have been commingled pursuant to 16 RCNY § 1-10(c) and paragraph (2) of subdivision (c) of this section shall transport such materials to putrescible or non-putrescible transfer stations or other facilities that accept such materials for recycling, reuse or sale for reuse. Such licensee shall not bring such materials for disposal, or cause such materials to be brought for disposal to any solid waste disposal facility, whether or not such disposal facility is operated by the Department of Sanitation, in an amount that should have been detected through reasonable inspection efforts by the licensee.	1	\$10,000.00
17 RCNY 5-08(j)	Vehicles and containers shall be thoroughly cleaned inside and outside frequently so that they shall present a good appearance and be maintained free of dirt and offensive odors at all times.	1	\$10,000.00

The violation will show the following information when opened:

- Issue date
- Occurrence location
- Facts of the violation
- Maximum penalty amount
- BIC's offered settlement amount as the balance due (upper right, in red).
- Hearing date (upper right, in black, only when the associated violation has a scheduled court date)
- For **Settlement** type only, a listing of all violations settled.
- Charge(s) associated with the violation.
  - o Number of counts of each charge
  - o Maximum penalty for each charge (it is important to note that the maximum penalty can change depending on how many counts are associated with a specific charge)
- Payment schedule (if the violation is on a payment plan, the scheduled amounts, and dates due will be noted here, otherwise it will be empty).
- Action section

# Signing a Violation Agreement

The **Action** section will change depending on the type of violation. This section will contain the agreement language, ability to accept the agreement, and ability to digitally sign the settlement agreement. The **Action** section for an early settlement is shown in the image below:

## SECTION - ACTION

Please be advised that the Business Integrity Commission ("Commission") has issued the above Notice of Violation to Test & Account&Test (the "Respondent"). This administrative violation has been issued with an early settlement offer. You may elect to accept the early settlement offer, or the Commission will place this matter on the calendar to proceed with a conference and trial before the New York City Office of Administrative Trials and Hearings ("OATH").

### OPTION 1: Accept the early settlement offer by admitting to the charged violation and paying the reduced civil penalty

If the Respondent wishes to accept the early settlement offer and resolve the violation without proceeding to a conference and trial the Respondent must agree to the following terms and conditions by selecting the box below:

- (i) Respondent admits to the charge(s) set forth in the Notice of Violation and agrees to waive any right to a trial of the violation(s) and any appeal thereof;
- (ii) Respondent agrees to pay the reduced civil penalty of: **\$1,000.00** within 30 days of receiving this offer; and
- (iii) By accepting this early settlement offer and paying the reduced civil penalty within 30 days, the charges set forth in the Notice of Violation are resolved and settled. A digitally signed copy of this document will be sent to you via email for your records.

This early settlement offer is only valid for 30 days. If you choose to accept the offer and admit to the violation, you must do so **within 30 days** of this letter. The violation will not be resolved until the Commission receives this completed form and payment.

### OPTION 2: Proceed to a Conference and Trial

You have the right to a trial before OATH, pursuant to NYC Admin Code § 16-518 and 17 RCNY § 1-03. If you do not respond to this notice within 30 days by admitting to the charged violation and paying the reduced civil penalty described above, the violation will be placed on the OATH calendar.

I have read the terms and conditions specified in Option 1 and, by selecting the box below, Respondent agrees to all of the specified terms and conditions, including waiver of the right to a trial or appeal.

Once you select the "Pay This Violation/Summons" button, you will be forwarded to NYC CityPay to process payment online. You can pay with a **credit or debit card** (\*subject to convenience fee, please see details below) or with an electronic check (eCheck). You can also submit payment via a check, money order or cashier's check. Please make payable to the NYC Business Integrity Commission, include the TWC(s) numbers in the memo section, and mail to 100 Church Street, 20th fl., New York, N.Y., 10007.

\*Credit and debit card payments are subject to a convenience fee. This fee is nonrefundable. Prior to payment, you will be informed of the amount. The fee will appear as a separate charge on your

The bottom of the **Action** section shows the option to agree to the offered terms by selecting the **'Agree to Above Terms'** checkbox. Then, the **'Agree and Pay'** button will be available to click.

\*Credit and debit card payments are subject to a convenience fee. This fee is nonrefundable. Prior to payment, you will be informed of the amount. The fee will appear as a separate charge on your credit or debit statement from the New York City Department of Finance.

Agree to Above Terms

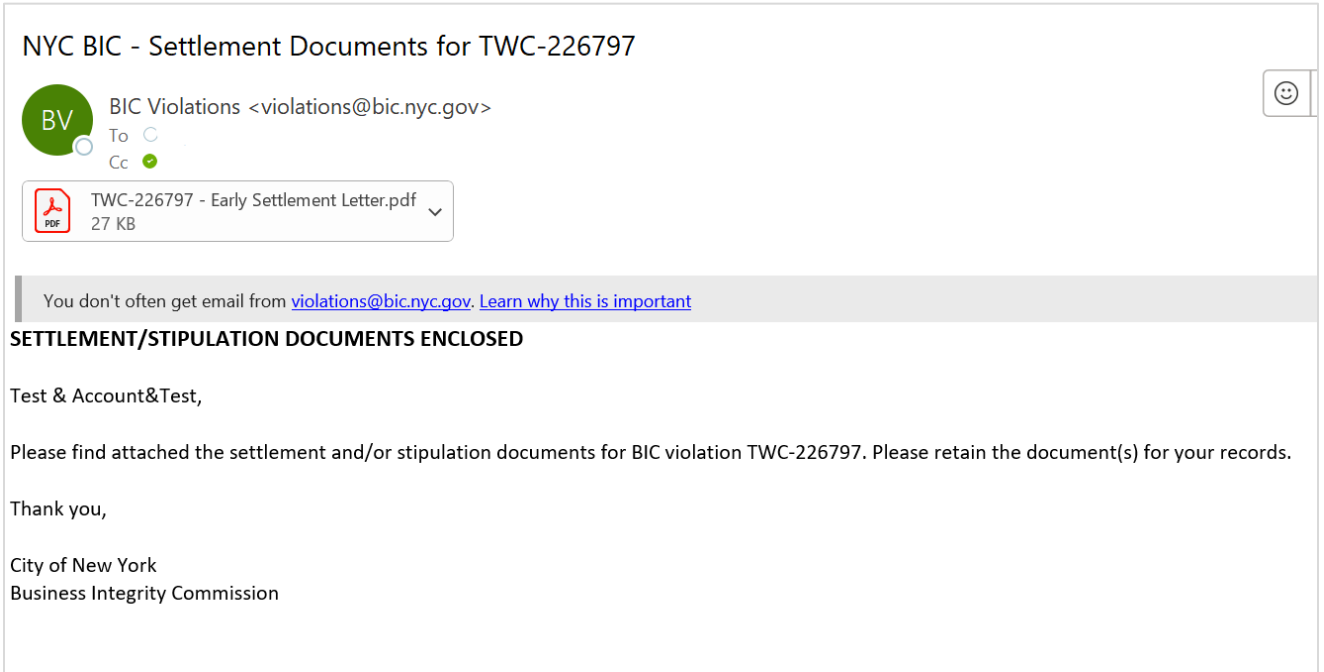
Agree and Pay This Violation/Summons

Agree to Above Terms

Agree and Pay This Violation/Summons

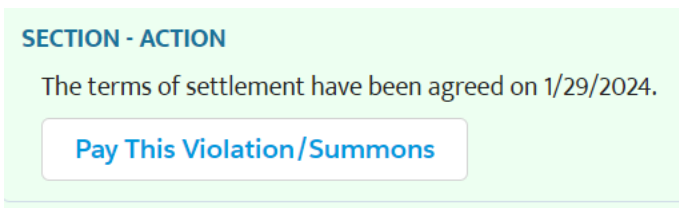
**Clicking the "Agree and Pay This Violation/Summons" button to sign and accept the agreed to details in the Action section cannot be undone.**

Once this button is clicked, you will be forwarded to **VioPay** to continue payment for the violation. In addition, you will receive an email at the company's business email address on file with the Commission as well as the user account that signed the agreement containing the signed document. An example of the email is shown below:



**Please keep this email for your records as fully resolved violations will no longer appear in the Portal to view later.**

If you have already signed the agreement, but still have an outstanding balance, the button will look like this:



Once the violation's outstanding balance has been satisfied, it will be considered closed and no longer appear in the Violation Module.



# Support Website

For technical assistance, please contact BIC via the link on our website:

<http://www1.nyc.gov/site/bic/industries/portal-support-form.page>

The screenshot shows the NYC Business Integrity Commission website. The header includes the NYC logo, the text "Business Integrity Commission", and a search bar. The main navigation menu includes "Industries", "News", "Laws & Rules", "Complaints", "About", and "Contact". The "Industries" menu is selected. The main content area is titled "Portal Support Form". On the left side, there is a vertical list of links: "Carter Information", "Customer Information", "Trade Waste Approved Companies", "Trade Waste Denied Companies", "Trade Waste Forms", "Trade Waste Fees", "Maximum Rates", "Trade Waste Decals", "Safety Resources", "Regulatory Reporting", and "Trade Waste Advisory Board". The main form area is titled "Portal Support Form" and contains the following fields and options:

- BIC File#: \*
- Company Name: \*
- Name of person submitting information: \*
- Phone Number (numerals only):
- E-mail Address (e.g., test@example.com):
- Do you need a password reset?  
 Yes  No
- Please explain the problem you are having with the portal.

At the bottom left of the form, there are social media sharing icons for Facebook, Twitter, LinkedIn, and YouTube, along with a "Share" button.

Include as much detail about the issue as possible, such as the specific error message received. BIC IT will work to resolve the issue and respond as soon as possible.