

CCWeb User Guide

Version 2.0

CCWEB USER GUIDE Version 2.0

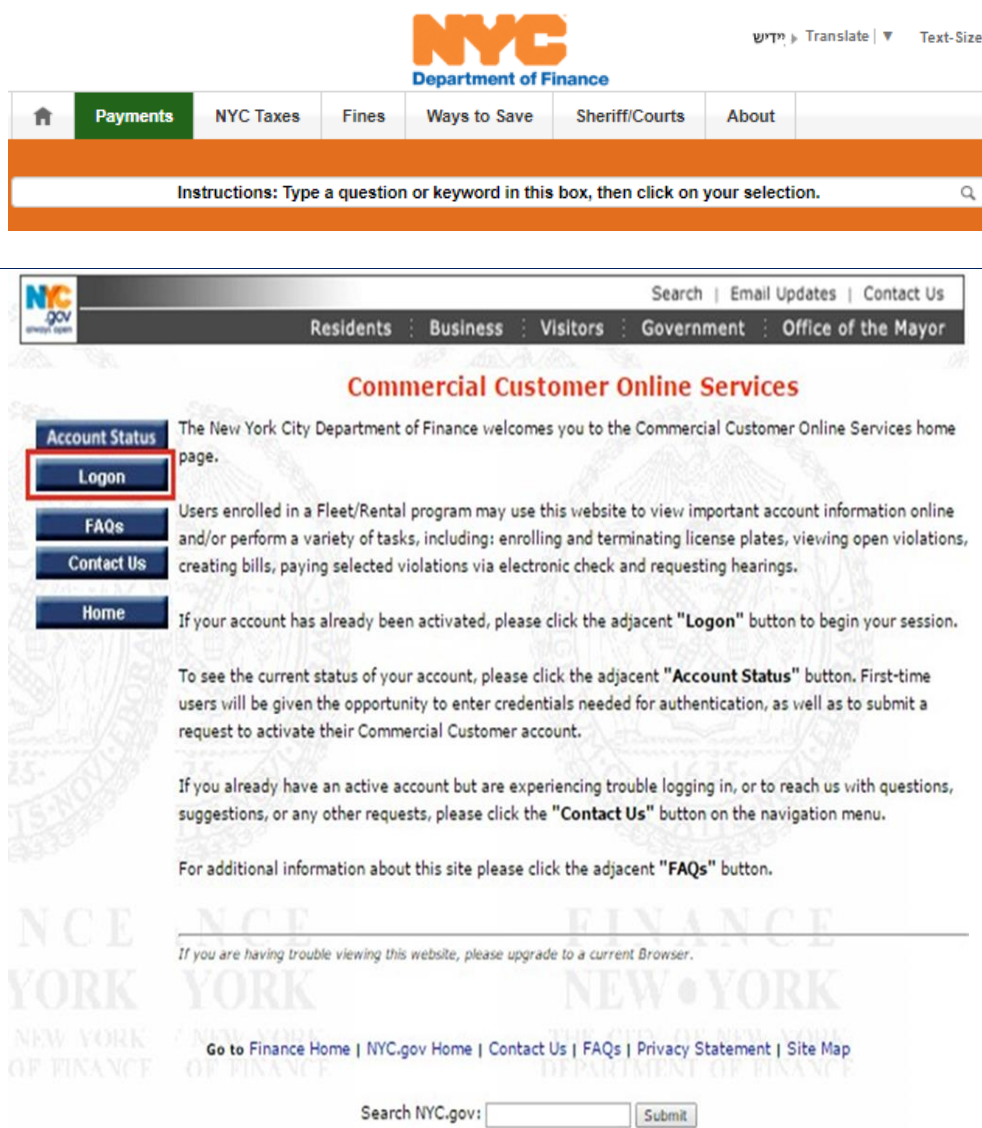
HOW TO LOG ON TO CCWEB

1. Go to the CCWeb website by clicking on the first link on the right.

Tip: As an alternative, go to the DOF website and type CCWeb on the search bar to log on to your account

<http://www1.nyc.gov/assets/finance/jump/ezfleet.html>

2. Click on  button to access your account.



NYC
Department of Finance

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Home Payments NYC Taxes Fines Ways to Save Sheriff/Courts About

Instructions: Type a question or keyword in this box, then click on your selection.

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

Commercial Customer Online Services

Account Status The New York City Department of Finance welcomes you to the Commercial Customer Online Services home page.

Logon

FAQs Users enrolled in a Fleet/Rental program may use this website to view important account information online and/or 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.

Contact Us

Home If your account has already been activated, please click the adjacent "Logon" button to begin your session.

To see the current status of your account, please click the adjacent "Account Status" button. First-time users will be given the opportunity to enter credentials needed for authentication, as well as to submit a request to activate their Commercial Customer account.

If you already have an active account but are experiencing trouble logging in, or to reach us with questions, suggestions, or any other requests, please click the "Contact Us" button on the navigation menu.

For additional information about this site please click the adjacent "FAQs" button.

If you are having trouble viewing this website, please upgrade to a current Browser.

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

Search NYC.gov:

3. The Fleet/Rental Logon page displays a NEWS UPDATE:

(A) highlighted in yellow is a new update announcing how to request a hearing for eligible camera violations

(B) highlighted in yellow is an upcoming maintenance schedule.

Enter the User Name and Password then click on the **Login** button to proceed to the Security Code Verification screen.

Fleet/Rental Logon

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

Logon

FAQs If you are a **first-time** user and have not activated your company account, please do so now. Click the **Account Status** button which will take you to the **Company Search** page, where you may set up a user profile.

Contact Us

Home **Please remember to disable your browser's pop-up blocker if you plan to make any payments.**

A

NEWS UPDATE:
New! Request a hearing on your eligible camera violations.

Effective February 13, 2018, Commercial Company Website (CCWeb) users will now have an option to receive decision and orders via e-mail.

Beginning Tuesday morning, February 13, 2018, electronic payments made through CCWeb, our online Fleet portal, will be processed by a different bank. Because of this change, if you wish to pay the City of New York ("City") by E-Check, which is an Automated Clearinghouse (ACH) debit to your bank account, you must first ensure that your bank will accept the charge. You may have to contact your bank to pre-authorize the City's ACH debits by **Citibank, N.A.** and to provide your bank with the following information:

- City of New York ACH Originating Bank..... Citibank, N.A.
- City of New York Company ID..... AD36400434

If you need assistance please contact the Fleet and Rental unit.

Please note that our site is updated every day from 1:00 a.m. - 2:15 a.m. and on Sunday from 5:00a.m. - 10:00 a.m. Some site functions may not be available during these times.

B

Upcoming Maintenance Schedules:
Due to planned system maintenance, Bill Creations, Payments and Commercial Hearing Requests will be unavailable on **Sunday, 01/26/2020, from 07:00AM - 12:00PM.**
We apologize for any inconvenience this may cause.

User Name:

Password:

Login

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

4. Enter the Security Code provided to you and click on the **Login** button.

Security Code Verification

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

Logon

FAQs

Contact Us

Home

Security Code:

Login

Forgot your **Security Code**? [Click here](#) and we'll email it to you.

5. The CCWeb Homepage for Fleet Customers. (for the Master Company User).

At the Fleet Services Homepage, click the **Search** button at the navigational menu on the left side of the screen.

Items: 0

Click the icon to view cart

Agency: User: **EMPIRE**

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.

6. The CCWeb Homepage for Rental Customers.

At the Rental Services Homepage, click the **Search** button at the navigational menu on the left side of the Homepage screen. Clicking this button will bring you to **search** screen.

Items: 0

Click the icon to view cart

Agency: **Account Company Name** User: **User Name**

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
- Check Plates
- View Reports
- Manage your web account by adding users, changing your "status" or editing your profile
- View frequently asked questions about this site
- Reach us with questions, suggestions, or any other requests

Only authorized personnel are permitted to perform these functions.

7. The **Search** screen displays provides 3 search criteria options:

- Return All Agency Plates (default)
- Search by Plate
- Search by Violation

The search default at the **Company Plates Results** screen is “Return All Agency Plates”. Leaving this default search will return a listing all plates enrolled with the Fleet or Rental Program.

Once the search criterion is set, click the **Search** button and the Agency Plates Result page displays.

8. All the plates listed on each page at the **Agency Plates Result** page can be selected from the list by clicking in the “Select” check box at the results grid heading row.

Clicking this checkbox at the table header selects all the plate numbers displayed on the page.

Use the scroll bar at the right of the grid to view all plates returned with the search.

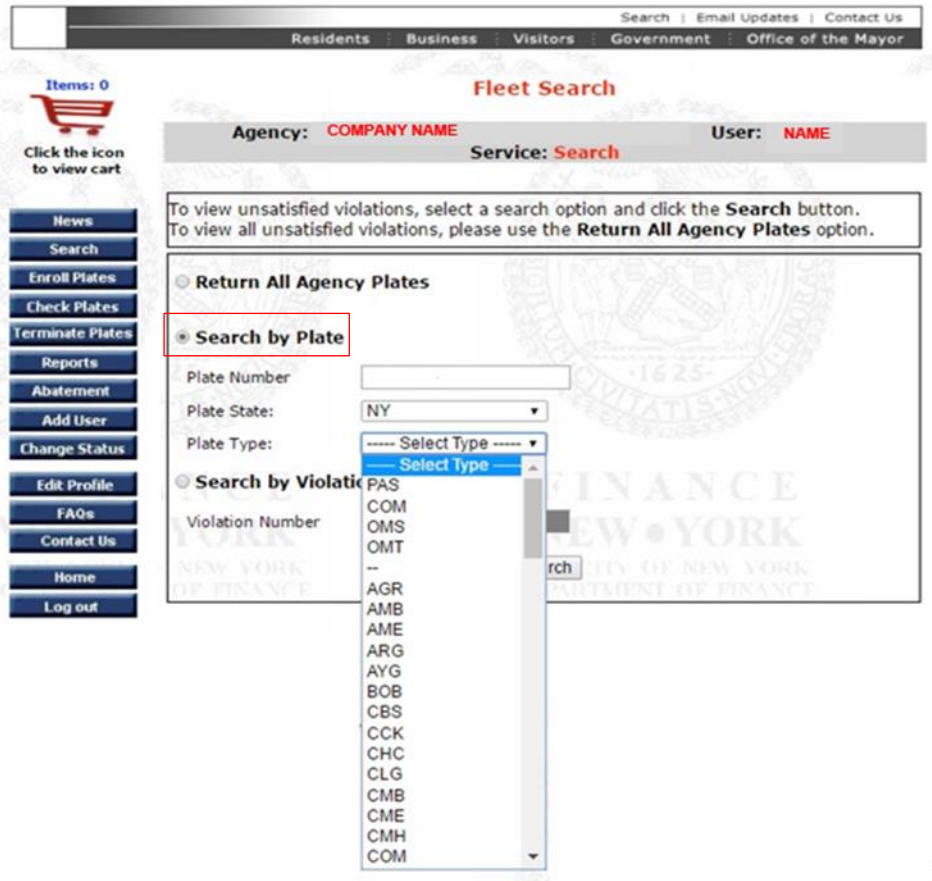
Or use the **Previous** and **Next** button to move from page to page to review all the results of the search.

Tip: Plate Number, State, Type and Internal Plate Number can be arranged in ascending or descending order by clicking on their labels.

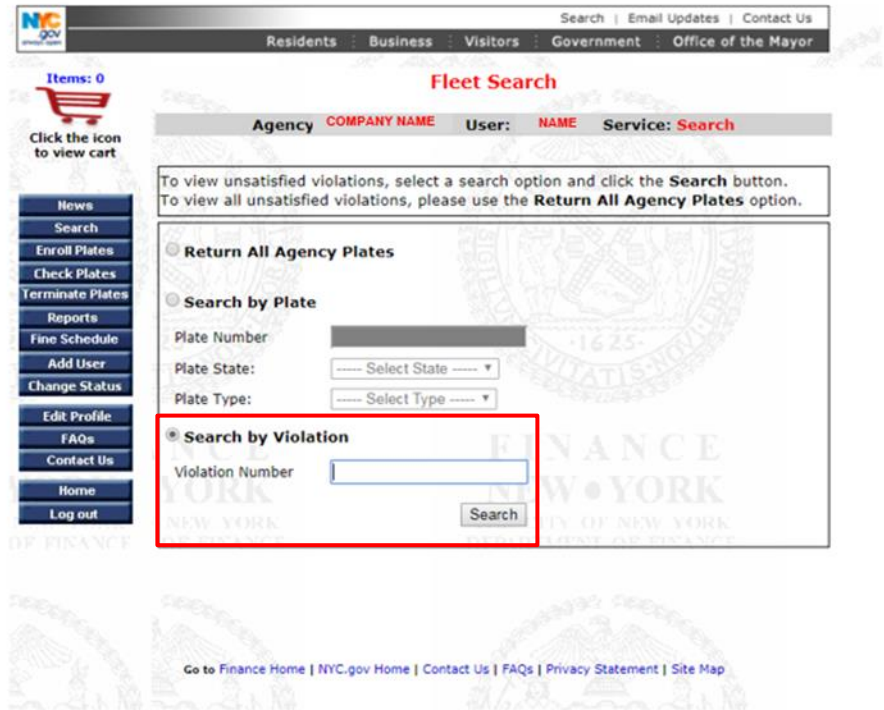
Select	Plate Number	State	Type	Internal Plate Number
<input checked="" type="checkbox"/>	5555NY	NY	PAS	
<input checked="" type="checkbox"/>	5555NY	NY	COM	
<input checked="" type="checkbox"/>	5555NY	NY	COM	
<input checked="" type="checkbox"/>	5555NY	NY	COM	
<input checked="" type="checkbox"/>	5555NY	NY	COM	
<input checked="" type="checkbox"/>	5555NY	NY	COM	
<input checked="" type="checkbox"/>	5555NY	NY	COM	
<input checked="" type="checkbox"/>	5555NY	NY	COM	
<input checked="" type="checkbox"/>	5555NY	NY	COM	

9. The search default can be changed by clicking on the “**Search by Plate**” radio button to search for violations associated with a specific plate number entered at the *Plate Number field*.

To search by plate number, enter the plate number; select the “Plate State” and “Plate Type” from the drop-down list.



10. If “**Search by Violation**” is selected, input the violation number and then click the button to retrieve the specific violation.



11. The **Agency Plates Results** page will display the results of the search, listing the company's registered plates. The number of entries displayed at this page can be controlled by changing the Show entries at the top of the grid from 25 to 50 or 75 or 100 and then use the scroll bar to review all the records returned in the plate search and displayed at each page.

The number of plates may display on multiple pages.

The screenshot shows the 'Agency Plates Result' page. At the top, it displays 'Agency: COMPANY NAME', 'Service: Search', and 'User: NAME'. Below this is a message: '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.' There is a 'Show 25 entries' dropdown menu highlighted with a red box. To the right is an 'Export to Excel' button. Below the message is a table with columns: Select, Plate Number, State, Type, and Internal Plate Number. The table contains 9 rows of data, all with '55555NY' as the plate number and 'NY' as the state. The first row has a 'PAS' type, while the others are 'COM'. At the bottom of the table are navigation buttons: '<< First', '< Previous', '2 / 9', 'Next >', and 'Last >>'.

12. Select the plates and click the button to search for violations. The search results will display at the **Violation Search Results** page.

13. Return to the Search screen to set different search criteria, click the button.

14. To maneuver to other pages of the **Agency Plates Result** listing, use either the or buttons to view/select plates.

This screenshot is identical to the one above, showing the 'Agency Plates Result' page with the table of 9 plates. In this version, the navigation buttons at the bottom of the table are highlighted with a light blue background: '<< First', '< Previous', '2 / 9', 'Next >', and 'Last >>'.

15. The **Violation Search Result** page has a link to each ECF is provided and filters are available to filter search results.

16. With violations selected at the **Violation Search Result** page, click the **Add To Cart** button to add the violations selected to the cart.

17. Clicking on the cart icon will take you to the cart page. The cart icon displays the number of items in the cart.

If a “Zero--balance” violation is included in the payment submission, an error message will display, and the payment cannot be submitted to CityPay. This only occurs when searching by violation.

Violation Search Result

Agency: COMPANY NAME User: NAME

Below are the open violations of your search result. Adding violations to your cart allows you to perform any of the three options: Pay by e-check, Create a Bill, Request a Hearing.

Select	Penalty Alert	Plate Number	State	Type	Violation Number	Violation Code	Issue Date	System Entry Date	Judgment Entry	Total Amount Due	Hearing Status	ECF Detail
<input type="checkbox"/>	S20 Pre-Penalty Warning	55555	NY	PAS	37		2013-05-10	2013-05-21		\$95.00	Guilty w/Reduction or Base Fine	View ECF
<input type="checkbox"/>	S20 Pre-Penalty Warning	55555	NY	COM	79		2013-05-24	2013-06-12		\$95.00		View ECF
<input type="checkbox"/>	S20 Pre-Penalty Warning	55555	NY	COM	51		2013-05-08	2013-05-09		\$115.00		View ECF
<input type="checkbox"/>	S20 Pre-Penalty Warning	55555	NY	COM	42		2013-04-25	2013-04-30		\$95.00	Guilty Hearing	View ECF
<input type="checkbox"/>	S20 Pre-Penalty Warning	55555	NY	COM	19		2013-05-12	2013-05-17		\$115.00		View ECF
<input type="checkbox"/>	S20 Pre-Penalty Warning	55555	NY	COM	14		2013-05-05	2013-05-11		\$115.00		View ECF
<input type="checkbox"/>	S20 Pre-Penalty Warning	55555	NY	COM	18		2013-05-05	2013-05-11		\$115.00		View ECF

BACK Add To Cart

18. At the **Cart** page, review the list of violations by using the scroll bar at the right side of the grid.

19. Clicking on the “Select” checkbox in the grid header selects all violations in the cart.

Or select the violations to include in a bill, payment , or request a hearing by checking each violation individually.

Cart

Agency: COMPANY User: NAME

The Cart allows you to select individual violations to (1) Pay by eCheck,(2) Pay by credit card, (3) Add to a Bill, or (4) Add to a Hearing Request.

- If you are using CCWeb to print a bill to submit to a Finance Business Center, it may not contain more than 200 violations. If you want to process more than 200 violations, you may create and submit multiple bills. [More Info](#)
- If you pay online by electronic check, you will not be charged a fee.
- If you pay online by credit card, a 2% fee will be applied to each payment that you make. It may take up to 24 hours for credit card payments to post.

*Note: Unselected violations remain in the Cart until they are removed or until the current session expires.

Add More Items to Cart Remove Items From Cart Items: 8 Amount: \$880.00

Select	Plate Number	State	Type	Violation Number	Violation Code	Total Amount Due
<input type="checkbox"/>	55555NY	NY	COM	21		\$45.00
<input type="checkbox"/>	55555NY	NY	COM	46		\$115.00
<input type="checkbox"/>	55555NY	NY	COM	38		\$65.00
<input type="checkbox"/>	55555NY	NY	COM	40		\$115.00
<input type="checkbox"/>	55555NY	NY	COM	38		\$95.00
<input type="checkbox"/>	55555NY	NY	COM	34		\$95.00
<input type="checkbox"/>	55555NY	NY	COM	48		\$175.00
<input type="checkbox"/>	55555NY	NY	COM	48		\$175.00

Create Bill Pay Request Hearing

Buttons displayed the Cart Page:

- **More Info button** displays a pop--up window when clicked and provides information on paying by eCheck, Credit card and requesting a hearing, etc. See screen shot.
- **Add More Items to Cart** allows customer to go back to their last “**Violation Search Result**” page and select more violations to add to their cart.
- **Remove Items from Cart** button allows a customer to select violations and remove them from their CCWeb cart.

- If you are using CCWeb to print a bill to submit to a Finance Business Center, it may not contain more than 200 violations. If you want to process more than 200 violations, you may create and submit multiple bills.
- If you pay online by electronic check, you will not be charged a fee.
- If you pay online by credit card, a 2% fee will be applied to each payment that you make. It may take up to 24 hours for credit card payments to post.

[More Info](#)

Note: Unselected violations remain in the Cart until they are removed or until the current session expires.

[Add More Items to Cart](#) [Remove Items From Cart](#) **Items: 8** **Amount: \$680.00**

Cart Info ✕

Pay by eCheck: Pay selected violations online using your checking account information. There is no convenience fee applied when paying by eCheck.

Pay by Credit Card: Pay selected violations online using your credit card. When paying by credit card, there is a 2.00% service fee applied to each payment.

Create a Bill: Create a payment coupon for selected violations. Include the coupon along with your payment.

Request a hearing: Request a hearing by mail or in-person by placing selected violations into an electronic case folder.

Selecting Violations: Check the checkbox in the “Select” column next to the violations column header to select or deselect all items in your cart.

Add More Items to Cart: Go back to your search results and add more items to your cart.

Remove Items from Cart: Check the checkbox in the “Select” column next to the violations you want to remove and then click the **Remove Items from Cart** button.

A Clicking [Request Hearing](#) allows the user the option to request a hearing. Refer to pages 15 to 19 for detailed instructions on how to request a hearing.

B Clicking on [Create Bill](#) will create a payment coupon. If the button is clicked and at least one violation has not been selected, a prompt will display requesting that at least 1 violation be selected for the request. The browser menu is on the following page.

C Once violations are selected at CCWeb, click the [Pay](#) button opens a new browser window.

[Add More Items to Cart](#) [Remove Items From Cart](#) **Items: 8** **Amount: \$880.00**

	Select	Plate Number	State	Type	Violation Number	Violation Code	Total Amount Due
1	<input type="checkbox"/>	5555NY	NY	COM		21	\$45.00
2	<input type="checkbox"/>	5555NY	NY	COM		46	\$115.00
3	<input type="checkbox"/>	5555NY	NY	COM		38	\$65.00
4	<input type="checkbox"/>	5555NY	NY	COM		40	\$115.00
5	<input type="checkbox"/>	5555NY	NY	COM		38	\$95.00
6	<input type="checkbox"/>	5555NY	NY	COM		34	\$95.00
7	<input type="checkbox"/>	5555NY	NY	COM		48	\$175.00
8	<input type="checkbox"/>	5555NY	NY	COM		48	\$175.00

B [Create Bill](#)
C [Pay](#)
A [Request Hearing](#)

*** NOTE: Due to the way some browsers behave, all CCWeb user are encouraged to **turn-off** their pop--up blocker prior to clicking on the button.

- As a result of clicking “B, Create Bill”, the Bill Preview screen appears giving the user two options:
 - Confirm and print bill.
 - Cancel.

Bill Preview

STEP ONE
The following violations will be included in your bill. Please review your selections. To add or remove violations, click the **Cancel** button to return to the **Cart** page where you can modify your selection.

STEP TWO
Create your bill by clicking on the **Confirm and Print Bill** button at the bottom of the screen. This bill is valid for 30 days. An email confirmation with a bill number will be sent to you.

Total Amount Due for Items: **\$258.00**


Export to Excel 

	Plate Number	State	Type	Violation Number	Violation Description	Issue Date	Total Amount Due
1	AJ721M	NJ	PAS	7659002430	NO STANDING-DAY/TIME LIMITS	10/22/2014	\$100.00
2	AJ721M	NJ	PAS	7328375978	NO STANDING-DAY/TIME LIMITS	04/18/2013	\$100.00
3	AJ721M	NJ	PAS	7328375980	PLTFRM LFTS LWRD POS COMM VEH	04/18/2013	\$58.00

Total Amount Due for Items: **\$258.00**

20. The **Enter Payment Details** page is displayed if **Pay** is selected. The default payment method is **echeck**. There is no additional fee for echeck payments. On the left side you will notice the payment amount, the company name, number of summonses to be paid, and the agency id.

Payment Amount: **\$1,190.00**

Company Name: CABLEVISION
 Number of Summonses Paid: 14
 Agency ID: FOFBR
 \$1,190.00

21. Enter the echeck **Billing Information** and click **CONTINUE** to select the account type; personal or business.

* Indicates required field

Choose method of payment

Pay by electronic check

* Account Type: Personal ▾

eCheck Credit Card

To pay by electronic check, you will need your checking account and routing number. There is no additional fee.

Billing Information

First Name *

Last Name *

Country *

Address *

City *

State *

Postal Code *

Phone *

Email *

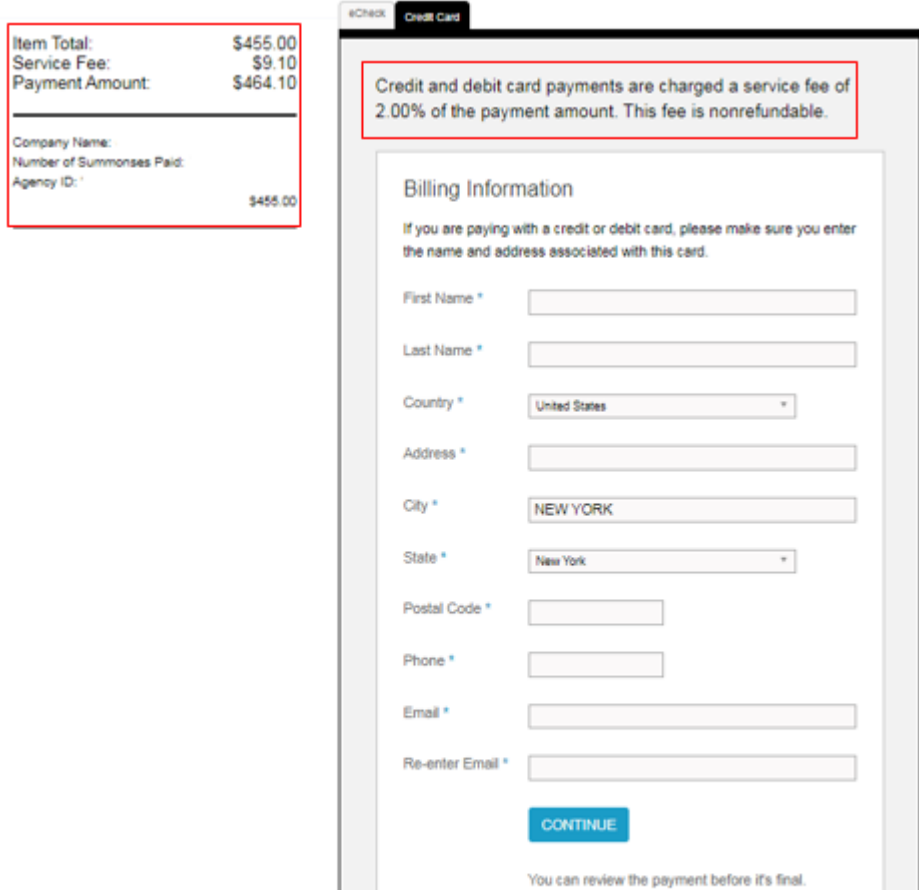
Re-enter Email *

22. The Enter Payment Details

page also has **credit card** payment option. There is a 2% service fee. On the left side you will notice the item total, service fee, payment amount, the company name, number of summonses to be paid, and the agency id.

23. Enter the credit card Billing Information and click

CONTINUE. A Payment method screen will appear which will give the option to go back, click next, or exit.



24. The Payment Information screen appear when next is clicked, and it is divided to three sections:

- **Billing Address:** Allows users to review the billing information. The zip code is required.
- **Payment Details:** The total payment amount is listed.
 - The convenience fee is zero for echecks payments.
 - Information on when the bank account will be debited is listed for echecks.
 - The convenience fee is 2% for credit cards

Billing Address

*First Name: john
M.I.:
*Last Name: doe
*Street Line 1: 66 john st
Street Line 2:
*City: NEW YORK
*State: New York
*Zip: 10038
*Country: UNITED STATES
*Phone: 212-291-5555
*E-Mail: DoeJ@FINANCE.NYC.GOV

Payment Details

*Payment Amount: 13010.00 USD
Convenience Fee: 0.00 USD

Your account will be debited in 1 to 3 days from the date identified. If your payment date falls on a non-banking day your payment will be executed on the next available banking day. Current date payments received after 1:00 AM ET will be executed on the next valid banking day.

Payment Details

*Payment Amount: 28841.57 USD
Convenience Fee: 576.83 USD

- **Payment Method:** In this section, enter the following information:
- Name on Account
 - Account Number – clicking [What's This?](#) gives an example of where to locate this information on check.
 - Re--Type Account Number Routing Number - clicking [What's This?](#) gives an example of where to locate this information on check.

All information on this form is mandatory. Failing to input data in each field will display an error on the page. Only the ABA Routing Number is validated. Click on **Next** to proceed to the next screen

Payment Method

*Name On Account:

*Account Number: [What's This?](#)

*Re-Type Account Number:

*Routing Number: [What's This?](#)

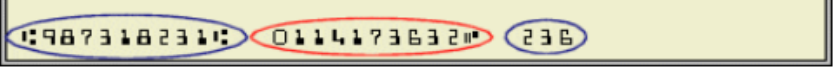
*Account Type: Checking Savings

Back **Next** **Exit**

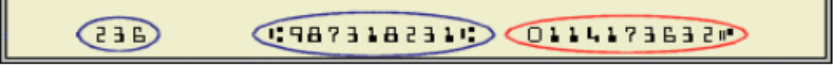
In order to pay directly from your bank account, you'll need to provide us with your bank account number and bank routing number. You will find both of these numbers on the checks issued for your account.

Routing numbers are always 9 digits long. Account numbers may be up to 17 digits long. The check # is always 3 digits long and can be ignored. Some banks list the routing number first on the check, while other banks list the account number first. Below are examples of both types of checks with the account number circled in red:

Example Check 1



Example Check 2



25. The Payment Review Screen will display the **CityPay Terms & Conditions** . Clicking on **Pay Now** the bottom of the screen acknowledges the terms and conditions.

Payment Review

By clicking “**Pay Now**” you:

1. confirm that you are authorized to instruct this payment using the credit card, debit card or checking account included in your payment instructions;
2. authorize the City of New York to charge your account for the payment amount and, if applicable, the Service Fee;
3. confirm that the information provided by you is true, complete, and correct to the best of your knowledge and is supplied in good faith;
4. confirm that you are authorized to make this payment using the credit card, debit card, or checking account included in your payment instructions;
5. understand that if paying by e-Check and the e-Check is returned for any reason, the violations you intended to pay will be reinstated and due. You will receive notice of this via your weekly report of outstanding summonses, which will indicate such reinstatements via an entry of "Y" in the "NG PMT" column. You may also be required to pay \$20 dishonored check fee;
6. understand that if paying by e-Check the request it may take up to four (4) - five (5) business days for your e-Check to clear;
7. understand that the City of New York offers multiple payment options. As a convenience to you, the City of New York accepts credit and debit cards. If you choose to pay with a credit or debit card, you will be charged a fee of 2% of payment amount. This fee is non-refundable. You will see this amount before you check out. The fee will be shown as a separate charge on your credit or debit card statement and the New York City Department of Finance will be the merchant. If you pay e-Check, you will not be charged a fee.

26. The Payment Review Screen also displays the following information for review:
- Billing Address
 - Payment Method
 - Payment Amount

The back button allows users change the payment method.

The Exit button returns the user to the Billing Information screen.

Click **Pay Now** to proceed with the payment.

Address

Billing Address:
 JANE DOE
 66 JOHN STREET 3FL
 NEW YORK, NY 10038
 (212) 291-5555
 DOEJ@FINANCE.NYC.GOV

Payment Method

Credit Card **VISA**
 DELIVERY AND SVS CO
 x1111 09/20

Payment Amount

Amount:	13010.00 USD
Convenience Fee:	260.20 USD
Total:	13270.20 USD

Back
Pay Now
Exit

27. A **Thank you for your payment** screen appears after the Pay Now button is clicked.

- On the left side of the screen displays the item total, service fee (if applicable), payment amount, the company name, number of summonses paid, the agency id, and the item total.
- The middle of the screen displays the payment amount, receipt #, transaction date, and the payment type.

The user may Print this screen or Return to Citypay Home.

Thank you for your payment

We have received your payment. You will receive an email version of this receipt shortly.

Item Total:	\$23,708.66
Service Fee:	\$474.17
Payment Amount:	\$24,182.83
Company Name: Number of Summonses Paid: 262 Agency ID: \$23,708.66	

Payment Amount: \$24,182.83
 Receipt Number: CPY201443767
 Transaction Date: 02/12/2020 09:42 AM
 Payment Type: *****1111

You will receive an email confirmation of your payment from noreply@finance.nyc.gov. We recommend that you check your email's SPAM folder for the payment confirmation email if you do not see it.

PRINT
RETURN TO CITYPAY HOME

28. A Summary Receipt is emailed when the payment is submitted.



Thank you for your payment.

Payment Amount: \$24,182.83
Receipt Number: CPY2019021112
Transaction Date: 02/12/2020 9:42:59 AM
Payment Type: VISA *****1111

You will receive a separate e-mail containing a detailed receipt listing each summons paid. Please do not reply to this email. Please keep it for your records.

*If payment was made before 5pm, you will receive a detailed receipt within 24 hours.
*If payment was made after 5pm, you will receive a detailed receipt within 48 hours.

Company Name: DELIVERY & SVS CO
Agency ID: F0000
Number of Summonses Paid: 262

Summons Amount Paid: \$23,708.66
Convenience Fee: \$474.17
Payment Amount: \$24,182.83

29. A Detailed Email is delivered afterwards.

- If payment was made before 5pm, the user will receive a detailed receipt with 24 hours.
- If payment was made after 5pm, the user will receive a detailed receipt within 48 hours.



Thank you for your payment.

Company Name: DELIVERY & SVS CO
Agency ID: F0000
Payment Amount: \$40.80
Number of Summonses Paid: 1
Receipt Number: CPY2019021112
Transaction Date: 02/24/2020 3:23:12 PM
Payment Type: VISA *****1111

This email will serve as confirmation that your payment was received.
Please do not reply to this email. Please keep it for your records.

Summons Number	Issue Date	Plate	State	Type	Amount
7024517331	12/31/2019	555555	NY	PAS	40.00

Summons Amount Paid: \$40.00
Convenience Fee: \$0.80
Payment Amount: \$40.80

HOW TO REQUEST A HEARING USING CCWEB

1. Clicking **Request Hearing** allows the user the option to request a hearing. If the button is clicked and at least one violation has not been selected, a prompt will display requesting that at least 1 violation be selected for the request.

Items: 8 Amount: \$880.00

Select	Plate Number	State	Type	Violation Number	Violation Code	Total Amount Due
<input type="checkbox"/>	5555NY	NY	COM		21	\$45.00
<input type="checkbox"/>	5555NY	NY	COM		48	\$115.00
<input type="checkbox"/>	5555NY	NY	COM		38	\$65.00
<input type="checkbox"/>	5555NY	NY	COM		40	\$115.00
<input type="checkbox"/>	5555NY	NY	COM		38	\$95.00
<input type="checkbox"/>	5555NY	NY	COM		34	\$95.00
<input type="checkbox"/>	5555NY	NY	COM		48	\$175.00
<input type="checkbox"/>	5555NY	NY	COM		48	\$175.00

Buttons: Create Bill, Pay, **Request Hearing**

2. The Violation Selection Preview page, displays violations that were selected for adjudication from the Cart 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

Please note: When Hearing by WEB is selected, Decision and Orders may be delivered by mail or email.

- B) In-Person Hearing: to be used for in-person Commercial hearings.

Please note: When In-Person hearing is selected, the delivery option is not given.

Items: 207

Click the icon to view cart

Request Hearing Process: Step 1: Preview Violation | Step 2: Preview ECF | Step 3: Upload Evidence

Violation Selection Preview

You have elected to adjudicate the violation(s) shown below. Selected violations will be added to an Electronic Case Folder (ECF) for subsequent validation. The maximum number of violations per ECF is 51. If more than 51 violations are selected, multiple ECFs will be created.

To proceed to the next step of the ECF creation, select the hearing type. For HBW, please also select the D&O delivery option, and then click the **continue** button.

Select Hearing Type

A Hearing by Web **B** In-Person Hearing
(Click here for details) (Click here for details)

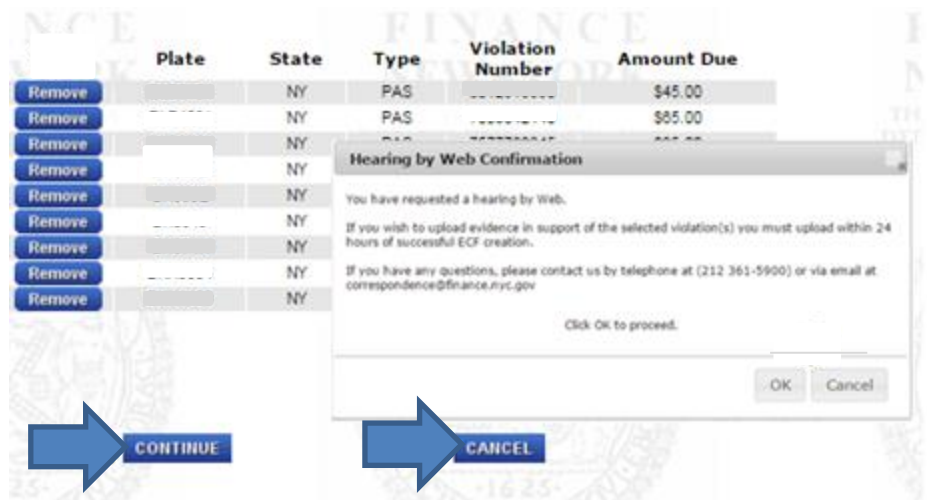
Select the delivery option for your HBW D&O below:

e-Mail* US Mail

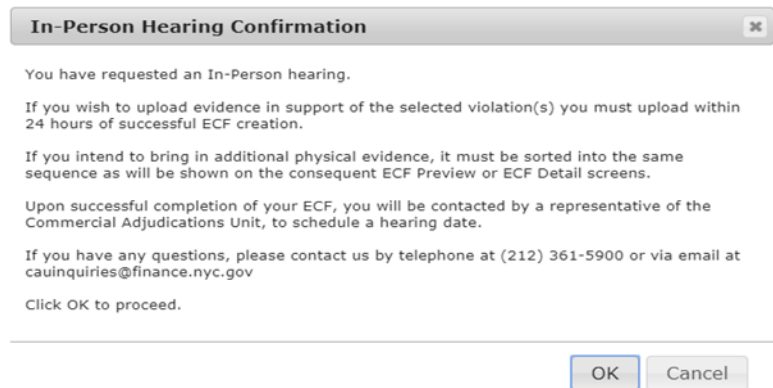
*Note: Your D&O will be sent to the email address saved in your CC Web profile.

Remove	Plate	State	Type	Violation Number	Amount Due
		NJ	PAS		\$100.00

3. To exclude individual violations from the ECF creation, click the **Remove** button located next to that violation number. It will remove the violation from the Violation Selection Preview
4. To exclude individual violations from the ECF creation, click the **Remove** button located next to that violation number. It will remove the violation from the Violation Selection Preview page.
5. To add more violations for adjudication, click the **CANCEL** button to return to the Cart page.
6. Click the **CONTINUE** button to proceed with the hearing scheduling process.



7. Click **OK** to proceed with the hearing scheduling process.
- lick **Cancel** to return to the previous page.



8. The Electronic Case Folder Preview screen appears which displays two tables of information.

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

B) The lower table contains the ECFs corresponding to the adjudication eligible violations, hearing type. **Yes/No** buttons to indicate whether the user is intending to upload the evidence, and expandable up/down arrows.

Request Hearing Process: Step 1: Preview Violation | **Step 2: Preview ECF** | Step 3: Upload Evidence

Electronic Case Folder Preview

The violation(s) shown below are ineligible for a hearing and have not been added to any ECF.

Violation/NOL	Plate Id	State	Type	Reason
		NJ	PAS	A Hearing has already taken place for this violation
		NJ	PAS	A Hearing has already taken place for this violation

Almost finished!
The ECFs listed below are ready for completion but before that happens, you must indicate whether you intend to upload any evidence by clicking the Yes or No button for every ECF listed below.

Clicking the down arrow (▼) to the right of an ECF number will expand that ECF row allowing you to see which violations are contained within.

Important Note:

- After you have indicated your upload evidence preference for each ECF, you must click the continue button to save your work and to generate a confirmation email.
- All evidence must be uploaded within 24 hours of ECF creation or the ECF and any partially uploaded evidence will be deleted.

ECF Number	Hearing Type	Upload Evidence	
		Yes	No
2811051	CX	<input type="checkbox"/>	<input type="checkbox"/>

Violation Number	Violation Description	Plate ID	State	Issue Date	Amount Due
	EXPIRED METER		NY PAS	07/15/08	\$149.68
	INSP. STICKER-EXPIRED/MISSING		NY PAS	07/15/08	\$201.55
	FAIL TO DSPLY MUNI METER RECPT		NY PAS	08/09/07	\$212.17

CONTINUE

Please Note:

- If you have chosen not to upload any evidence, the Department of Finance will contact you to schedule a hearing date.
- If you have chosen to upload evidence, all evidence must be uploaded within 24 hours of ECF creation or the ECF and any partially uploaded evidence will be deleted.

Request Hearing Process: Step 1: Preview Violation | **Step 2: Preview ECF** | Step 3: Upload Evidence

Electronic Case Folder Preview

The violation(s) shown below are ineligible for a hearing and have not been added to any ECF.

Violation/NOL	Plate Id	State	Type	Reason
		NJ	PAS	A Hearing has already taken place for this violation
		NJ	PAS	A Hearing has already taken place for this violation

Almost finished!
The ECFs listed below are ready for completion but before that happens, you must indicate whether you intend to upload any evidence by clicking the Yes or No button for every ECF listed below.

Clicking the down arrow (▼) to the right of an ECF number will expand that ECF row allowing you to see which violations are contained within.

Important Note:

- After you have indicated your upload evidence preference for each ECF, you must click the continue button to save your work and to generate a confirmation email.
- All evidence must be uploaded within 24 hours of ECF creation or the ECF and any partially uploaded evidence will be deleted.

ECF Number	Hearing Type	Upload Evidence	
		Yes	No
2811051	CX	<input type="checkbox"/>	<input type="checkbox"/>

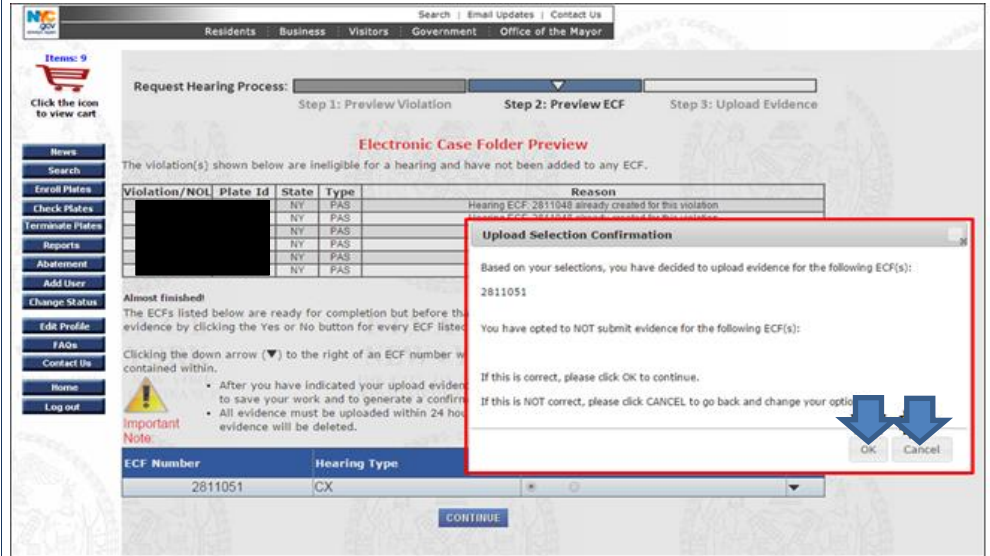
Violation Number	Violation Description	Plate ID	State	Issue Date	Amount Due
	EXPIRED METER		NY PAS	07/15/08	\$149.68
	INSP. STICKER-EXPIRED/MISSING		NY PAS	07/15/08	\$201.55
	FAIL TO DSPLY MUNI METER RECPT		NY PAS	08/09/07	\$212.17

CONTINUE

9. The Upload Selection Confirmation pop-up window displays the evidence upload selection indicated on the **Electronic Case Folder Preview** page.

10. Click **OK** to proceed with the hearing scheduling process. It will generate the ECF confirmation email and transfer control to the Electronic Case Folder Detail and Upload page.

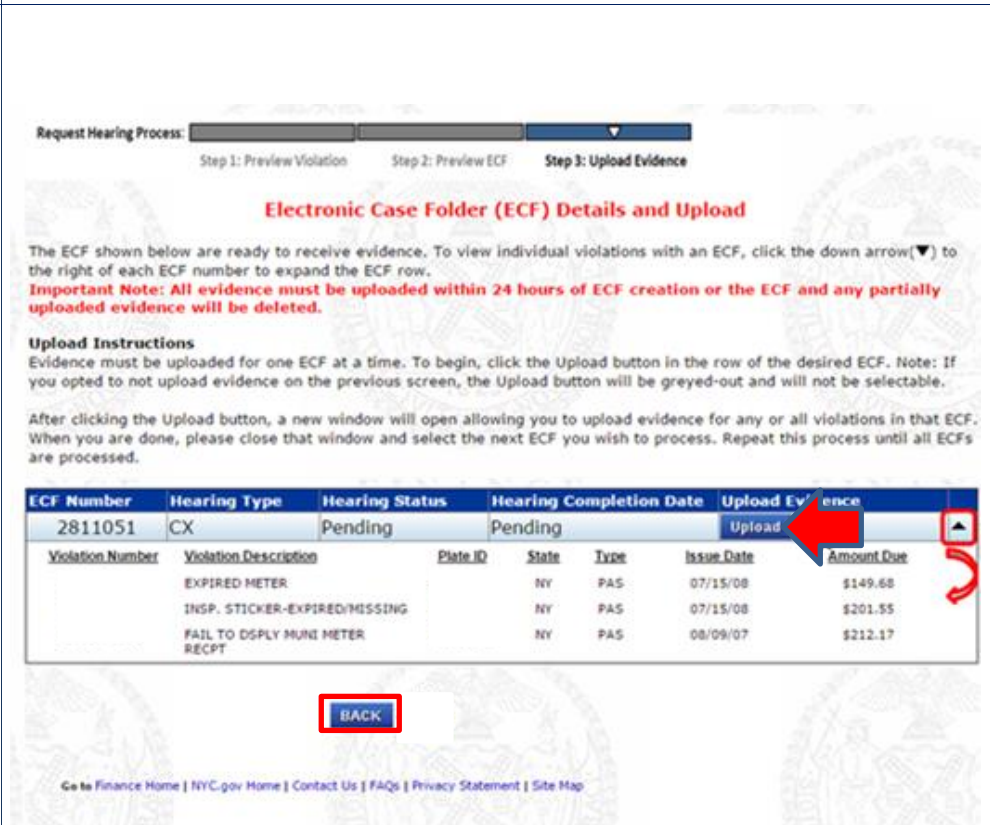
11. Click **CANCEL** to change your upload decision. It will return control to the Electronic Case Folder Preview page.



12. From the **Electronic Case Folder Detail and Upload** page, Click the down arrow ▼ to view the violations details information associated with the ECF number.

➤ Click the **Upload** button in the row of the desired ECF. It displays the redirect message to an external Evidence Upload website. Evidence must be uploaded for one ECF at a time. See pages 20 to 41.

➤ Note: If you opted to not upload evidence on the previous screen, the Upload button will be greyed-out and will not be selectable. To change your upload preference, click the **BACK** button to return to the previous **Electronic Case Folder Preview** page.



13. Click the **OK** button. It will open a new **Parking Ticket Evidence Upload** window with a CAPTCHA screen displayed.

The page at 10.155.138.160:9097 says: You have elected to upload your evidence files and must click OK to continue. The new external website will open allowing you to upload evidence

Electronic Case Folder (ECF)

The ECF shown below are ready to receive evidence. To view individual ECF details, click the right of each ECF number to expand the ECF row.

Important Note: All evidence must be uploaded within 24 hours of ECF creation or the ECF and any partially uploaded evidence will be deleted.

Upload Instructions
Evidence must be uploaded for one ECF at a time. To begin, click the Upload button. After clicking the Upload button, a new window will open allowing you to upload evidence for any or all violations in that ECF. When you are done, please close that window and select the next ECF you wish to process. Repeat this process until all ECFs are processed.

ECF Number	Hearing Type	Hearing Status	Hearing Completion Date	Upload Evidence
2811051	CX	Pending	Pending	Upload

Violation Number	Violation Description	Plate ID	State	Type	Issue Date	Amount Due
	EXPIRED METER		NY	PAS	07/15/08	\$149.68
	INSP. STICKER-EXPIRED/MISSING		NY	PAS	07/15/08	\$201.55
	FAIL TO DSPLY MUNI METER RECP		NY	PAS	08/09/07	\$212.17

BACK

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

14. The preliminary ECF creation confirmation email is sent out as soon as the user confirms the hearing type from the hearing confirmation pop up. It serves as notification, that the listed ECF(s) are in the process of being created and provides the instructions on how to complete the process in case of the unexpected end of session.

Click the ECF link to access the Fleet/Rental Logon page. Once logged on using your User ID and Password, the system displays the Electronic Case Folder Detail and Upload page allowing you to view ECF detail with an option to upload evidence. With multiple ECFs, you will be prompted for new logon page for every ECF link clicked.

From: nycserv@finance.nyc.gov [mailto:nycserv@finance.nyc.gov]
Sent: Tuesday, August 18, 2015 12:52 PM
To: SMITH, JOE
Cc: cauappointmets@finance.nyc.gov
Subject: In case you did not complete your Hearing Request

City of New York

This email serves as notification that the ECF(s) listed below are in the process of being created.

If your session was disconnected or you experienced any issues before you were able to complete the ECF process, please use the link below to reconnect and complete the process. The links below may be copied and pasted into your web browser.

You will receive an ECF Confirmation email once the ECF has been created.

Important Note: All evidence must be uploaded within 24 hours of ECF creation or the ECF and any partially uploaded evidence will be deleted.

Thank You,
 NYC Department of Finance

Hearing Request Date: 08/18/15

Name: JOE SMITH

Phone Number: (718)-654-1234

Address: C/O J&R CONSULTANS 123 SMITH STREET BROOKKYN, NY 12345

Agency ID: F0ABC

ECF Numbers:
 2811051

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://10.155.138.160:9097/CCWeb-1/jsp/frames/frame_main.jsp?ecfno=2811051

15. 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: Tuesday, August 18, 2015 12:53 PM
To: SMITH, JOE
Cc: cauappointmnets@finance.nyc.gov
Subject: Your ECF has been successfully created!

City of New York

This email serves as confirmation that you have successfully created your ECF(s).

Important Note: If you have chosen not to upload any evidence, the Department of Finance will contact you to schedule a hearing date.

If you have chosen to upload evidence, all evidence must be uploaded within 24 hours of ECF creation or the ECF and any partially uploaded evidence will be deleted.

Thank You,
NYC Department of Finance

Hearing Request Date: 08/18/15

Name: JOE SMITH

Phone Number: (718)-654-1234

Address: C/O J&R CONSULTANS 123 SMITH STREET BROOKKYN, NY 12345

Agency ID: F0ABC

ECF Numbers:	Evidence Upload Election:
2811051	Yes

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://10.155.138.160:9097/CCWeb-1/jsp/frames/frame_main.jsp?ecfno=2811051

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>



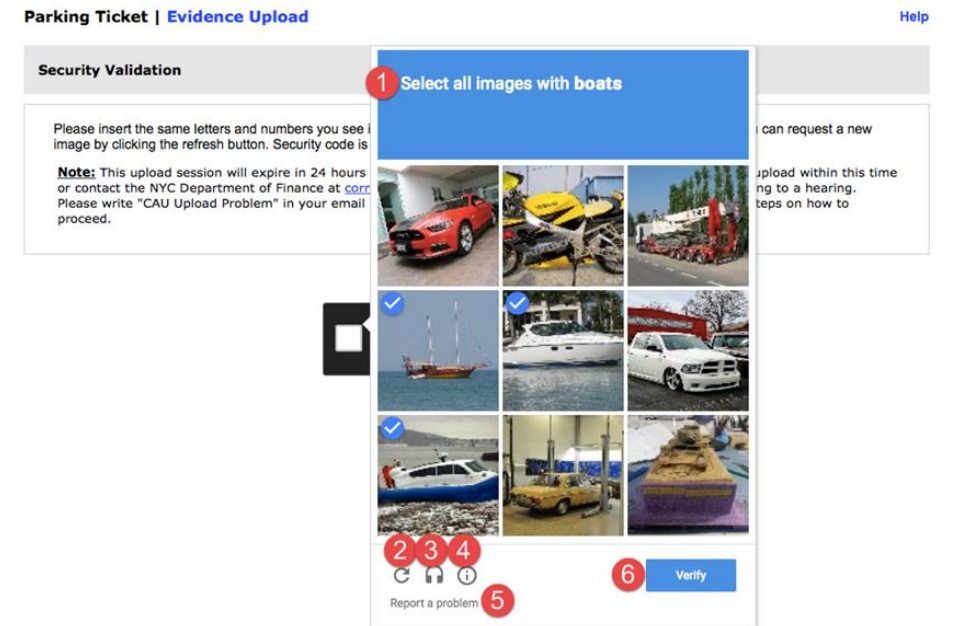
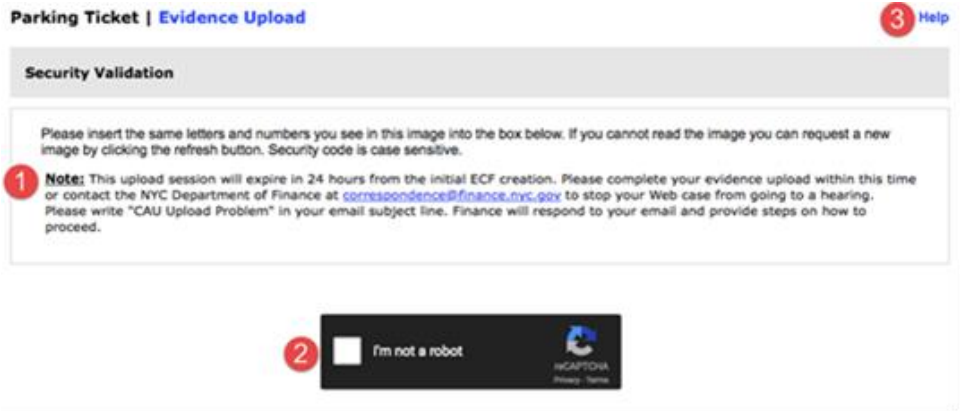
1. This section of the User Guide covers the Vanguard Evidence Upload functionality and assumes that the commercial entity has completed their ECF Creation on the DOF Fleet Rental Online Services and has been successfully redirected to the Vanguard Evidence Upload page.

1. This is the first page of the Evidence Upload Site you will see once you are redirected from the DOF CCWeb site. Instructions and time remaining to upload evidence for an ECF before expiration are listed. You will have until 11:59 PM of the day you initiated the evidence upload process to upload and submit evidence.

2. Captcha check: Click the checkbox to verify you are not a robot.
 3. If you have questions about the Evidence Upload Site, click the Help link.

2. Re-CAPTCHA Verification If the Captcha can verify you are not a robot, you will be immediately forwarded to the Summons Verification Page.

1. However, in the case the risk analysis engine can't verify whether you are a human or robot, you will be prompted with an image challenge. Follow the directions and click all the relevant images that apply.



2. If you are not able to understand the text, click the reload button.
3. If you are visually impaired, click the audio button to hear a set of words that can be entered instead of the visual challenge.
4. If you have questions about Captcha, click the Captcha help icon.
5. If you need to report and issue with Captcha, click the “Report a problem” link.
6. Once you have selected all relevant images, click the Verify Button.

Parking Ticket | Evidence Upload Help

Security Validation

Please insert the same letters and numbers you see in the image by clicking the refresh button. Security code is XXXXXX

Note: This upload session will expire in 24 hours or contact the NYC Department of Finance at [corr](#). Please write “CAU Upload Problem” in your email to proceed.

can request a new upload within this time period by clicking on how to request a new upload.

1 Select all images with boats

2 3 4 5 6 Verify

Report a problem

3. For additional security verification, enter a summons number from your ECF.
4. Click Submit

Parking Ticket | Evidence Upload Help

Security Validation

To ensure that you are the originator of this evidence upload request, please enter one of the summons numbers as it appears on your *hearing request* (Electronic Case Folder). You will be allowed 3 attempts, after which the uploading session will terminate.

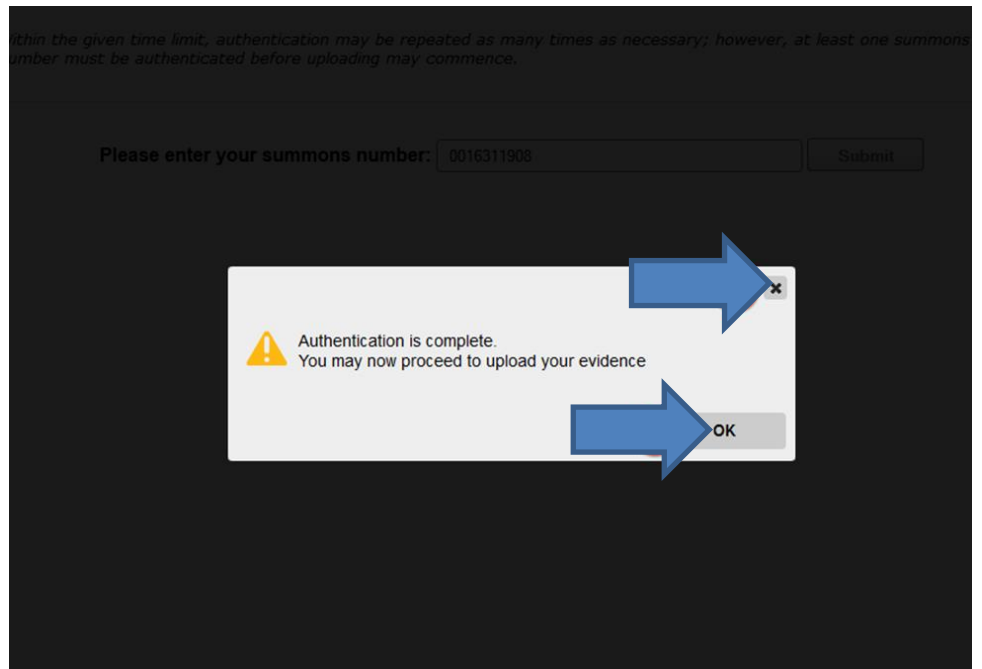
Within the given time limit, authentication may be repeated as many times as necessary; however, at least one summons number must be authenticated before uploading may commence.

Please enter your summons number:

5. Upon clicking the Submit button on the Summons Verification page, the system verifies the summons number against the ECF. If the summons number is entered correctly and is verified as part of the ECF, you are prompted with a pop-up message. Click OK to proceed to the Evidence Upload Page.

6. You can also click the “X” button to remove the message and proceed to the Evidence Upload Page.

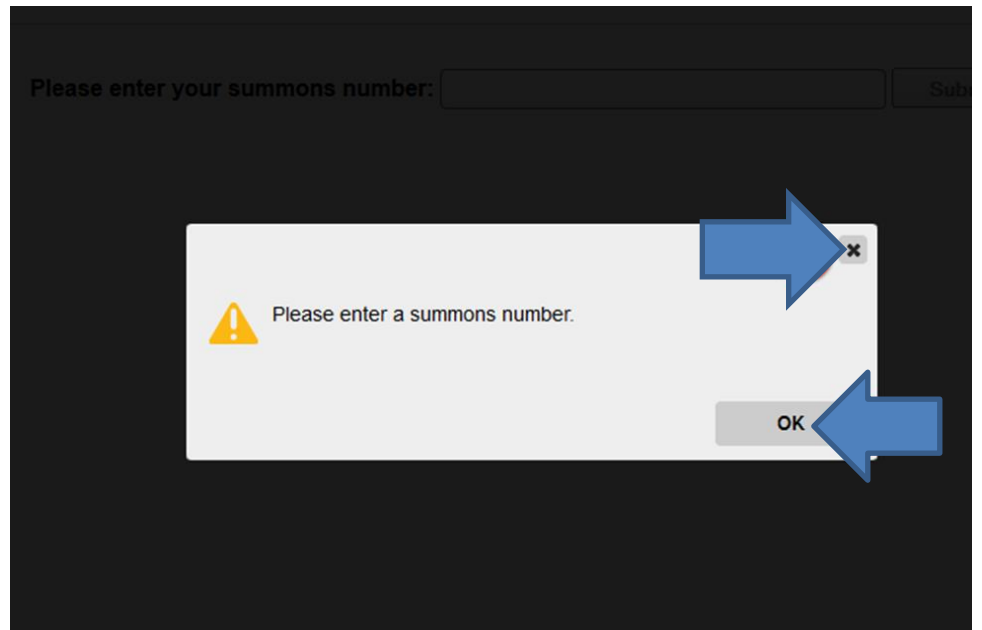
Upon successful verification, you will receive an Email #1 (at the email address you put on file in CCWeb) indicating the start of your evidence upload process. This email will also contain a link back to your



evidence upload session in case you get disconnected or wish to return to your evidence upload session at a later time. Please see the Emails Section of this manual for further detail.

7. In the case where a summons number is not entered in the summons verification page and you click Submit, you are prompted with a pop-up message to enter a summons number. Click OK to proceed to return to the Summons Verification Page.

8. You can also click the “X” button to remove the message and return to the Summons Verification Page.



Error Message if Summons Number is Entered Incorrectly (1st attempt)

- 9. In the case where a summons number is not entered correctly in the summons verification page during the 1st attempt (summons number is verified in the system as not being part of the ECF) and you click Submit, an error message appears below the text box.
- 10. The error message notes that you have two more attempts to enter a summons number that is part of your ECF.


Parking Ticket | Evidence Upload [Help](#)

Security Validation

To ensure that you are the originator of this evidence upload request, please enter one of the summons numbers as it appears your *hearing request* (Electronic Case Folder). You will be allowed 3 attempts, after which the uploading session will terminate.

Within the given time limit, authentication may be repeated as many times as necessary; however, at least one summons number must be authenticated before uploading may commence.

Please enter your summons number:

 The summons number you have entered is not part of the Electronic Case File (ECF). Please try again. You have 2 attempts remaining.

Error Message if Summons Number is Entered Incorrectly (2nd attempt)

- 11. In the case where a summons number is not entered correctly in the summons verification page during the 2nd attempt (summons number is verified in the system as not being part of the ECF) and you click Submit, an error message appears below the text box.
- 12. The error message notes that you have one more attempt to enter a summons number that is part of your ECF.


Parking Ticket | Evidence Upload [Help](#)

Security Validation

To ensure that you are the originator of this evidence upload request, please enter one of the summons numbers as it appears your *hearing request* (Electronic Case Folder). You will be allowed 3 attempts, after which the uploading session will terminate.

Within the given time limit, authentication may be repeated as many times as necessary; however, at least one summons number must be authenticated before uploading may commence.

Please enter your summons number:

 The summons number you have entered is not part of the Electronic Case File (ECF). Please try again. You have 1 attempt remaining.

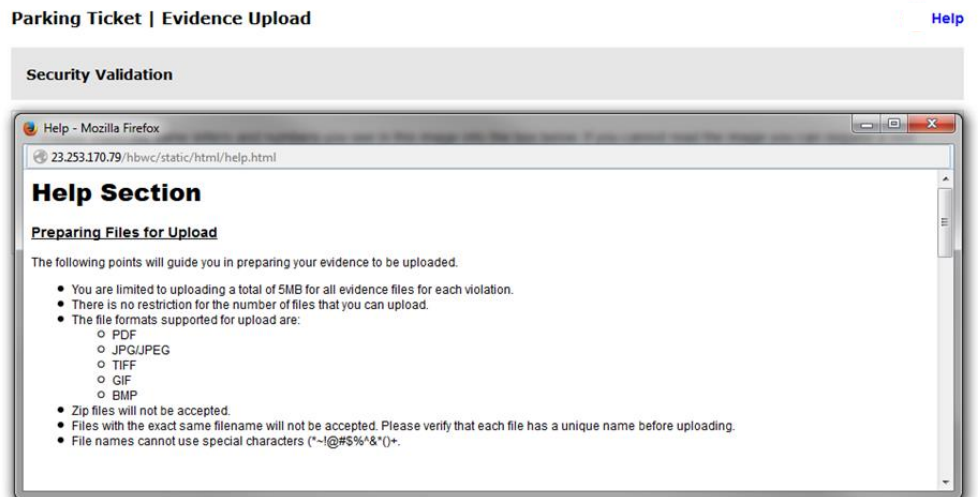
Error Message if Summons Number is Entered Incorrectly (3rd attempt)

13. In the case where a summons number is not entered correctly in the summons verification page during the 3rd (final) attempt (summons number is verified in the system as not being part of the ECF) and you click Submit, you are directed to an Error Page letting you know that you cannot proceed to your ECF and that you must contact DOF at the contact information listed.



ECF Help Section

14. Click the Help link to review any questions regarding the Evidence Upload Site.



15. The following describes the various data elements on the Evidence Upload Page:

1. ECF Number: This is the ECF Number created on CCWeb.
2. ECF Expiration: Lists the ECF and its expiration date / how much time is left to upload evidence
3. Evidence Upload Instructions: Please review instructions prior to starting evidence upload process

Parking Ticket | Evidence Upload

ECF Number: 725568 ¹

² ⚠ This ECF expires in 9 hours and 32 minute by 09/04/2014 before midnight

Instructions ³

1. Please review each line item below. You must indicate whether you intend to submit evidence for each individual violation in this ECF by selecting either 'Yes' or 'No' in the Upload Evidence column.
2. When you select 'Yes', you will be prompted to upload your evidence. Click on the **Browse** button and choose one or more files to be uploaded.
3. If you wish to add another file, please click **Browse** again. If you wish to delete an uploaded file, click **Delete**. If you wish to view your file, click **View**.
4. Please review the list of files for each violation before finalizing the ECF by clicking **Submit**. This upload session will expire in 9 hours and 32 minutes. You must complete your evidence upload within this time ensure a successful ECF creation. All progress will be saved during this session.

Please Note: You cannot upload more than 5MB of evidence per violation. Allowable file formats are PDF, JPEG/JPG, TIFF, GIF, and BMP. Image files will be converted to a standard format and may exceed the size of the original file.

If you have problems uploading evidence or need help creating your electronic case file, please contact the NYC Department of Finance at correspondence@finance.nyc.gov. Please write "CAU Upload Problem" in your email subject line. Finance will respond to your email and provide steps on how to proceed.

4. Violation Number: Summons number within each ECF (derived from ECF created on CCWeb)
5. Violation Description: Description of violation derived from ECF created on CCWeb)
6. Upload Evidence: For each Violation, you are required to select whether you will be uploading evidence or not.
7. Bytes Remaining: For each Violation, you are allocated 5 MB of evidence upload. Once you upload evidence, the bytes remaining will recalculate to reflect how much data space you have left to upload.

File uploads

	Violation Number ⁴	Violation Description ⁵	Upload Evidence? ⁶ Yes No	Bytes Remaining ⁷	Files Uploaded ⁸
1	8765824101	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0
2	4035824104	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0
3	6055824107	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0
4	2035824105	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0
5	6685824108	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0
6	1845824102	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0
7	8295824109	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0
8	3895824100	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0
9	6675824103	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0
10	9175824106	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0

Save and Exit ⁹

¹⁰ SUBMIT

8. Files Uploaded: Denotes how many files are uploaded per violation. The quantity is updated based on how many files are uploaded per violation.

9. Save and Exit: Save your evidence upload progress and return to this page by the expiration date/time of the ECF

10. Submit: Submits your evidence to DOF

File uploads

	Violation Number ⁴	Violation Description ⁵	Upload Evidence? ⁶ Yes No	Bytes Remaining ⁷	Files Upload ⁸
1	8765824101	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0
2	4035824104	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0
3	6055824107	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0
4	2035824105	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0
5	6685824108	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0
6	1845824102	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0
7	8295824109	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0
8	3895824100	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0
9	6675824103	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0
10	9175824106	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0

Save and Exit ⁹

¹⁰ SUBMIT

16. The following describes the process for uploading a single file of evidence for a violation within an ECF:

1. Select the “Yes” radio button to upload evidence

2. Select the “Browse” button.

3. The Violation Number becomes a clickable link to expand/collapse the Violation Number and its evidence. This can also be done by clicking the blue triangle icon.

File uploads

	Violation Number	Violation Description	Upload Evidence? ¹ Yes No	Bytes Remaining	Files Uploaded										
1	8765824101 ³	This is a summons description.	<input checked="" type="radio"/> <input type="radio"/>	5MB	0										
<table border="1"> <thead> <tr> <th colspan="2">Uploaded Documents</th> <th>Page Count</th> <th>File Size</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>² Browse...</td> <td colspan="4">No files selected.</td> </tr> </tbody> </table>						Uploaded Documents		Page Count	File Size	Action	² Browse...	No files selected.			
Uploaded Documents		Page Count	File Size	Action											
² Browse...	No files selected.														
2	4035824104	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0										
3	6055824107	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0										
4	2035824105	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0										
5	6685824108	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0										
6	1845824102	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0										
7	8295824109	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0										
8	3895824100	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0										
9	6675824103	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0										
10	9175824106	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0										

Save and Exit

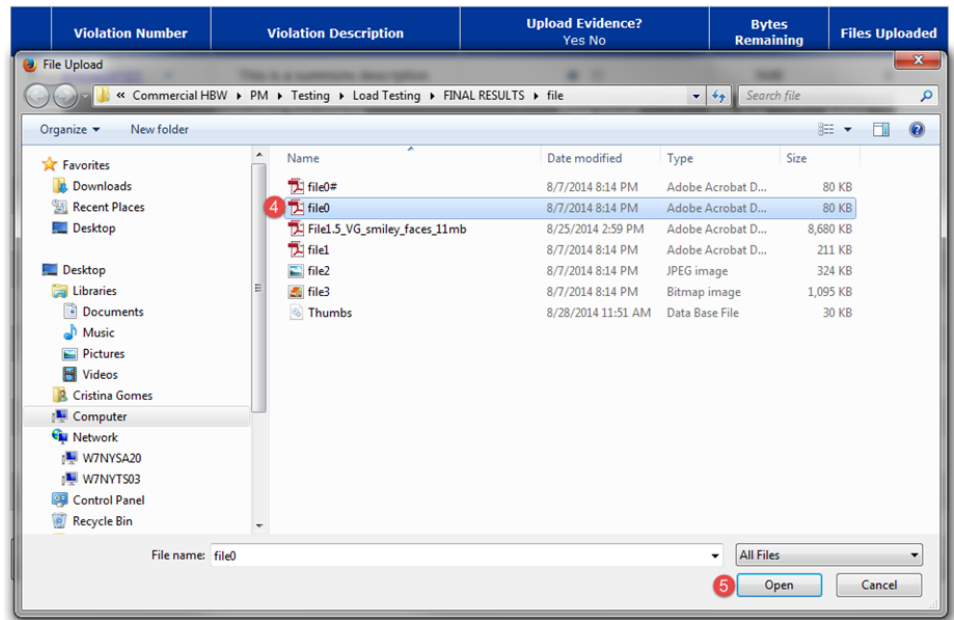
SUBMIT

4. Select a single file from your computer that you would like to upload.
5. Click Open or double click the file you selected in Step 4 for automated upload.

Please note the following criteria for file upload:

- The file formats you can upload are pdf, jpg/jpeg, tiff, gif, and bmp.
- Zip files are not accepted.
- Files with the exact file name will not be accepted. Please verify that each file has a unique name before uploading.

File uploads



- File name cannot contain special characters.
 - While there is no restriction for the number of files that you can upload, you are limited to a total of 5 MB for all evidence files for each violation
6. The Progress of Single File Upload is shown.

File uploads

	Violation Number	Violation Description	Upload Evidence? Yes No	Bytes Remaining	Files Uploaded															
1	8765824101	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0															
<table border="1"> <thead> <tr> <th colspan="2">Uploaded Documents</th> <th>Page Count</th> <th>File Size</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td colspan="5">Browse... No files selected.</td> </tr> <tr> <td></td> <td>file0.pdf (79.98KB)</td> <td>39%</td> <td></td> <td>Uploading...</td> </tr> </tbody> </table>						Uploaded Documents		Page Count	File Size	Action	Browse... No files selected.						file0.pdf (79.98KB)	39%		Uploading...
Uploaded Documents		Page Count	File Size	Action																
Browse... No files selected.																				
	file0.pdf (79.98KB)	39%		Uploading...																
2	4035824104	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0															
3	6055824107	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0															
4	2035824105	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0															
5	6685824108	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0															
6	1845824102	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0															
7	8295824109	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0															
8	3895824100	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0															
9	6675824103	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0															
10	9175824106	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0															

7. File Upload is complete. The File name of uploaded file is listed.
8. Page Count of file uploaded is reflected.
9. File size of file uploaded is reflected.
10. Action Section: You have option to View the uploaded file or Delete the uploaded file.
11. You have option to upload more files by clicking the "Browse" button again

File uploads

	Violation Number	Violation Description	Upload Evidence? Yes No	Bytes Remaining	Files Uploaded												
1	8765824101 ▲	This is a summons description.	<input checked="" type="radio"/> <input type="radio"/>	4.92MB ¹²	1 ¹³												
<table border="1"> <thead> <tr> <th>Uploaded Documents</th> <th>Page Count</th> <th>File Size</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>file0.pdf ⁷</td> <td>1 ⁸</td> <td>0.08 MB ⁹</td> <td><input type="button" value="View"/> <input type="button" value="Delete"/> ¹⁰</td> </tr> <tr> <td colspan="4"><input type="button" value="Browse..."/> No files selected. ¹¹</td> </tr> </tbody> </table>						Uploaded Documents	Page Count	File Size	Action	file0.pdf ⁷	1 ⁸	0.08 MB ⁹	<input type="button" value="View"/> <input type="button" value="Delete"/> ¹⁰	<input type="button" value="Browse..."/> No files selected. ¹¹			
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2	4035824104	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0												
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7	8295824109	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0												
8	3895824100	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0												
9	6675824103	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0												
10	9175824106	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0												

12. Bytes remaining of the amount of evidence that can be uploaded based on what was already uploaded is shown.
13. Number of files uploaded is shown. Clicking this link produces a concatenated TIFF file of all evidence uploaded.

File uploads

	Violation Number	Violation Description	Upload Evidence? Yes No	Bytes Remaining	Files Uploaded								
1	8765824101 ▼	This is a summons description.	<input checked="" type="radio"/> <input type="radio"/> ¹	4.92MB	1								
2	4035824104 ▲ ³	This is a summons description.	<input checked="" type="radio"/> <input type="radio"/>	5MB	0								
<table border="1"> <thead> <tr> <th>Uploaded Documents</th> <th>Page Count</th> <th>File Size</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td><input type="button" value="Browse..."/> ² No files selected.</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>						Uploaded Documents	Page Count	File Size	Action	<input type="button" value="Browse..."/> ² No files selected.			
Uploaded Documents	Page Count	File Size	Action										
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3	6055824107	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0								
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5	6685824108	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0								
6	1845824102	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0								
7	8295824109	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0								
8	3895824100	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0								
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10	9175824106	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0								

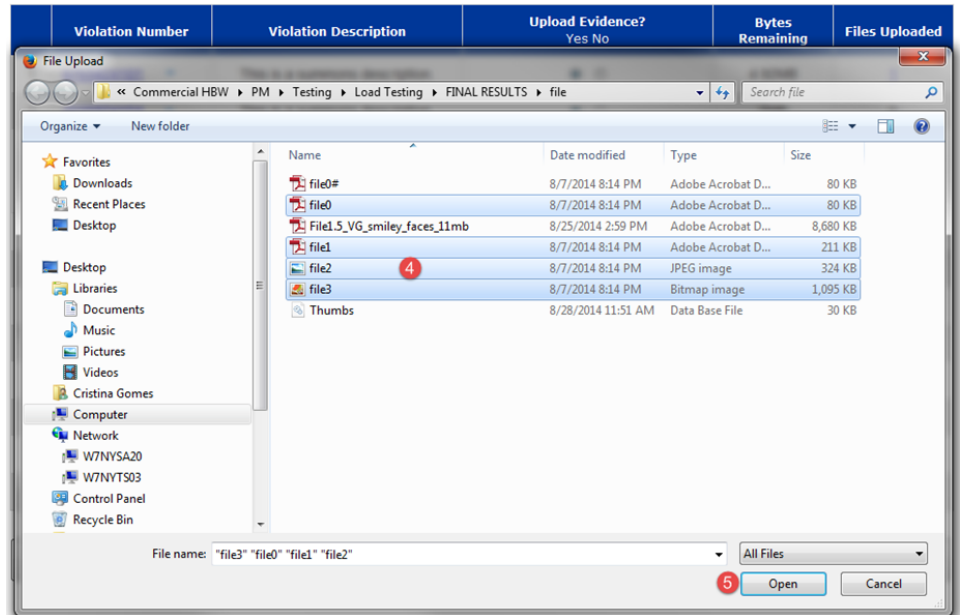
- 17.** The following describes the process for uploading multiple files of evidence for a violation within an ECF:
1. Select the "Yes" radio button to upload evidence
 2. Select the "Browse" button.
 3. The Violation Number becomes clickable to expand/collapse the Violation Number and its evidence. This can also be done by clicking the blue triangle icon.

4. Select multiple files from your computer that you would like to upload
5. Click Open or double click the files you selected in Step 3 for automated upload

Please note the following criteria for multiple file upload:

- The file formats you can upload are pdf, jpg/jpeg, tiff, gif, and bmp.
- Zip files are not accepted.
- Files with the exact file name will not be accepted. Please verify that each file has a unique name before uploading.
- File name cannot contain special characters.
- While there is no restriction for the number of files that you can upload, you are limited to a total of 5 MB for all evidence files for each violation.

File uploads



6. The Progress of the Multiple Files Upload is shown
7. File Upload is complete. The file names of all uploaded files are listed.
8. Page Count of the files uploaded is reflected.

File uploads

Violation Number	Violation Description	Upload Evidence? Yes No	Bytes Remaining	Files Uploaded																								
1	8765824101	This is a summons description.	4.92MB	1																								
2	4035824104	This is a summons description.	4.92MB	1																								
<table border="1"> <thead> <tr> <th>Uploaded Documents</th> <th>Page Count</th> <th>File Size</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>file0.pdf</td> <td>1</td> <td>0.08 MB</td> <td>Q View Delete</td> </tr> <tr> <td colspan="4">Browse... No files selected.</td> </tr> <tr> <td>file1.pdf (210.02KB)</td> <td>76%</td> <td>Uploading...</td> <td></td> </tr> <tr> <td>file2.jpg (323.11KB)</td> <td></td> <td>Pending...</td> <td>6</td> </tr> <tr> <td>file3.bmp (1.07MB)</td> <td></td> <td>Pending...</td> <td></td> </tr> </tbody> </table>					Uploaded Documents	Page Count	File Size	Action	file0.pdf	1	0.08 MB	Q View Delete	Browse... No files selected.				file1.pdf (210.02KB)	76%	Uploading...		file2.jpg (323.11KB)		Pending...	6	file3.bmp (1.07MB)		Pending...	
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6	1845824102	This is a summons description.	5MB	0																								
7	8295824109	This is a summons description.	5MB	0																								

9. File size of the files uploaded is reflected.
10. Action Section: You have the option to View uploaded files or Delete uploaded files.
11. You have the option to upload more files by clicking the “Browse” button again.
12. Bytes remaining of the amount of evidence that can be uploaded based on what was already uploaded is shown
13. Number of files uploaded is shown. Clicking this link produces a concatenated TIFF file of all evidence uploaded.

File uploads

	Violation Number	Violation Description	Upload Evidence? Yes No	Bytes Remaining	Files Uploaded																								
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9	6675824103	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0																								

19. To make the Evidence under a violation number visible/invisible:

1. Click the Violation Number link and/or blue triangle icon next to the Violation Number whose data underneath you want to collapse.

File uploads

	Violation Number	Violation Description	Upload Evidence? Yes No	Bytes Remaining	Files Uploaded																								
1	8765824101 ▾	This is a summons description.	<input checked="" type="radio"/> <input type="radio"/>	4.92MB	1																								
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3	6055824107	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0																								
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9	6675824103	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0																								

2. Note that the evidence is now collapsed (no longer visible) under the Violation whose Violation Number link and/or blue triangle icon was clicked.

3. In order to make the evidence visible again (as viewed in Step 1), simply click the Violation Number link and/or blue triangle icon again.

File uploads

	Violation Number	Violation Description	Upload Evidence? Yes No	Bytes Remaining	Files Uploaded
1	8765824101 ▾	This is a summons description.	<input checked="" type="radio"/> <input type="radio"/>	4.92MB	1
2	4035824104 ▾ ²	This is a summons description.	<input checked="" type="radio"/> <input type="radio"/>	3.33MB	4
3	6055824107	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0
4	2035824105	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0
5	6685824108	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0
6	1845824102	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0
7	8295824109	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0
8	3895824100	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0
9	6675824103	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0
10	9175824106	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0

Save and Exit

SUBMIT

20. You can view evidence that was uploaded.

1. Click the View Button of evidence uploaded that you would like to view.

File uploads

	Violation Number	Violation Description	Upload Evidence? Yes No	Bytes Remaining	Files Uploaded																								
1	8765824101 ▾	This is a summons description.	<input checked="" type="radio"/> <input type="radio"/>	4.92MB	1																								
2	4035824104 ▲	This is a summons description.	<input checked="" type="radio"/> <input type="radio"/>	3.33MB	4																								
<table border="1"> <thead> <tr> <th>Uploaded Documents</th> <th>Page Count</th> <th>File Size</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>file0.pdf</td> <td>1</td> <td>0.08 MB</td> <td>¹ Q View <input type="button" value="Delete"/></td> </tr> <tr> <td>file1.pdf</td> <td>3</td> <td>0.21 MB</td> <td>Q View <input type="button" value="Delete"/></td> </tr> <tr> <td>file2.jpg</td> <td>1</td> <td>0.32 MB</td> <td>Q View <input type="button" value="Delete"/></td> </tr> <tr> <td>file3.bmp</td> <td>1</td> <td>1.07 MB</td> <td>Q View <input type="button" value="Delete"/></td> </tr> <tr> <td colspan="4">Browse... No files selected.</td> </tr> </tbody> </table>						Uploaded Documents	Page Count	File Size	Action	file0.pdf	1	0.08 MB	¹ Q View <input type="button" value="Delete"/>	file1.pdf	3	0.21 MB	Q View <input type="button" value="Delete"/>	file2.jpg	1	0.32 MB	Q View <input type="button" value="Delete"/>	file3.bmp	1	1.07 MB	Q View <input type="button" value="Delete"/>	Browse... No files selected.			
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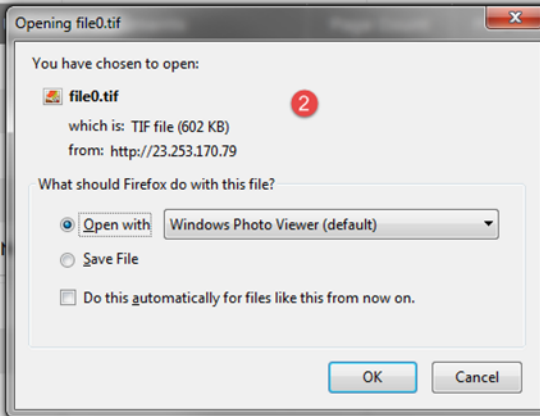
- Upon clicking the “View” button, a pop-up message appears prompting you to either Open or Save the evidence file which was selected for viewing.

File uploads

	Violation Number	Violation Description	Upload Evidence? Yes No	Bytes Remaining	Action
1	8765824101	This is a summons description.	<input checked="" type="radio"/> <input type="radio"/>	4.92MB	Q View Delete
2	4035824104	This is a summons description.	<input checked="" type="radio"/> <input type="radio"/>	3.33MB	Q View Delete
3	6055824107			5MB	
4	2035824105			5MB	
5	6685824108			5MB	
6	1845824102	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	
7	8295824109	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	

Uploaded Documents		Page Count	File Size	Action
file0.pdf	1	0.08 MB	Q View Delete	
file1.pdf	3	0.21 MB	Q View Delete	
file2.jpg	1	0.32 MB	Q View Delete	
file3.bmp	1	1.07 MB	Q View Delete	

[Browse...](#) No files selected.



- You can view a consolidated file of all evidence that was uploaded under a single violation:

- Click the Number of Files Uploaded link for the Violation you wish to view all the evidence for (all single files uploaded under that Violation)

File uploads

	Violation Number	Violation Description	Upload Evidence? Yes No	Bytes Remaining	Files Uploaded
1	8765824101	This is a summons description.	<input checked="" type="radio"/> <input type="radio"/>	4.92MB	1
2	4035824104	This is a summons description.	<input checked="" type="radio"/> <input type="radio"/>	3.33MB	4 1
3	6055824107	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0
4	2035824105	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0
5	6685824108	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0
6	1845824102	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0
7	8295824109	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0
8	3895824100	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0
9	6675824103	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0

- Upon clicking the Number of Files Uploaded link, a pop-up message appears prompting you to either Open or Save the concatenated TIFF file which was selected for viewing.

This TIFF file will display all evidence files that were uploaded for the violation in one document. In this example, the consolidated document will display file0.pdf, file1.pdf, file2.jpg, and file3.bmp in one document.

File uploads

	Violation Number	Violation Description	Upload Evidence? Yes No	Bytes Remaining	Files Uploaded
1	8765824101	This is a summons description.	<input checked="" type="radio"/> <input type="radio"/>	4.92MB	1
2	4035824104	This is a summons description.	<input checked="" type="radio"/> <input type="radio"/>	3.33MB	4
3	6055824107		<input type="radio"/> <input type="radio"/>	5MB	0
4	2035824105		<input type="radio"/> <input type="radio"/>	5MB	0
5	6685824108		<input type="radio"/> <input type="radio"/>	5MB	0
6	1845824102	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0
7	8295824109	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0

		Action
		<input type="button" value="Q View"/> <input type="button" value="Delete"/>
		<input type="button" value="Q View"/> <input type="button" value="Delete"/>
		<input type="button" value="Q View"/> <input type="button" value="Delete"/>
		<input type="button" value="Q View"/> <input type="button" value="Delete"/>

Opening 4035824104.tif

You have chosen to open:
 4035824104.tif
 which is: TIF file (4.0 MB)
 from: http://23.253.170.79

What should Firefox do with this file?

Open with Windows Photo Viewer (default)

Save File

Do this automatically for files like this from now on.

22. You can Save your evidence upload progress at any point once you have started your Evidence Upload session. However, you must return to the Evidence Upload Page by the expiration date/time designated or else the ECF created and all violations/evidence uploaded will expire:

- Click the Save and Exit Button.
- Upon clicking the Save and Exit button, you are prompted with a pop-up message. If you clicked the Save and Exit button in error or change your mind, click the "x" icon to return to the Evidence Upload Page.
- If you would like to proceed with exiting your Evidence Upload Session, click the "Exit" button.

		file0.pdf	1	0.08 MB	<input type="button" value="Q View"/>	<input type="button" value="Delete"/>
		<input type="button" value="Browse..."/>	No files selected.			
3	6055824107	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0	
4	2035824105	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0	
5	6685824108	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0	
6	1845824102	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0	
7	8295824109	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0	
8	3895824100	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0	
9	6675824103	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0	
10	9175824106	This is a summons description.	<input type="radio"/> <input type="radio"/>	5MB	0	

1

File uploads

Warning: You have not completed your evidence upload process. All progress will be saved. Please return to this page by **09/04/2014 before midnight** to complete your evidence upload.

3

4. Upon clicking exit, you are prompted with an Exit Confirmation Page.
5. Upon clicking the “Save and Exit” button, you will receive an Email #2 (at the email address you put on file in CCWeb) indicating you have opted to save your evidence upload progress and exit the current session. This email will also contain a link back to your evidence upload session when you wish to return to your evidence upload session at a later time. Please see the Emails Section of this manual for further detail.

Parking Ticket | Evidence Upload 4

Notice:

You have exited your session, please close your browser to exit the session. If you were unable to submit your evid email correspondence@finance.nyc.gov to stop your web hearing from going to a judge without evidence. Please en Problem" in the subject line of your email. Finance will respond with instructions of how to proceed.

23. Submitting your evidence to DOF:

1. Once you are done uploading evidence, click the “Submit” button.

Please note: You must select “Yes” or “No” to uploading evidence for each Violation Number in order to proceed with uploading evidence.

File uploads

	Violation Number	Violation Description	Upload Evidence? Yes No	Bytes Remaining	Files Uploaded																				
1	8765824101	This is a summons description.	<input checked="" type="radio"/> <input type="radio"/>	4.92MB	1																				
2	4035824104	This is a summons description.	<input checked="" type="radio"/> <input type="radio"/>	3.33MB	4																				
<table border="1"> <thead> <tr> <th>Uploaded Documents</th> <th>Page Count</th> <th>File Size</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>file1.pdf</td> <td>3</td> <td>0.21 MB</td> <td><input type="button" value="Q View"/> <input type="button" value="Delete"/></td> </tr> <tr> <td>file2.jpg</td> <td>1</td> <td>0.32 MB</td> <td><input type="button" value="Q View"/> <input type="button" value="Delete"/></td> </tr> <tr> <td>file3.bmp</td> <td>1</td> <td>1.07 MB</td> <td><input type="button" value="Q View"/> <input type="button" value="Delete"/></td> </tr> <tr> <td>file0.pdf</td> <td>1</td> <td>0.08 MB</td> <td><input type="button" value="Q View"/> <input type="button" value="Delete"/></td> </tr> </tbody> </table>						Uploaded Documents	Page Count	File Size	Action	file1.pdf	3	0.21 MB	<input type="button" value="Q View"/> <input type="button" value="Delete"/>	file2.jpg	1	0.32 MB	<input type="button" value="Q View"/> <input type="button" value="Delete"/>	file3.bmp	1	1.07 MB	<input type="button" value="Q View"/> <input type="button" value="Delete"/>	file0.pdf	1	0.08 MB	<input type="button" value="Q View"/> <input type="button" value="Delete"/>
Uploaded Documents	Page Count	File Size	Action																						
file1.pdf	3	0.21 MB	<input type="button" value="Q View"/> <input type="button" value="Delete"/>																						
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file0.pdf	1	0.08 MB	<input type="button" value="Q View"/> <input type="button" value="Delete"/>																						
	<input type="button" value="Browse..."/>	No files selected.																							
3	6055824107	This is a summons description.	<input type="radio"/> <input checked="" type="radio"/>	5MB	0																				
4	2035824105	This is a summons description.	<input type="radio"/> <input checked="" type="radio"/>	5MB	0																				
5	6685824108	This is a summons description.	<input type="radio"/> <input checked="" type="radio"/>	5MB	0																				
6	1845824102	This is a summons description.	<input type="radio"/> <input checked="" type="radio"/>	5MB	0																				
7	8295824109	This is a summons description.	<input type="radio"/> <input checked="" type="radio"/>	5MB	0																				
8	3895824100	This is a summons description.	<input type="radio"/> <input checked="" type="radio"/>	5MB	0																				
9	6675824103	This is a summons description.	<input type="radio"/> <input checked="" type="radio"/>	5MB	0																				
10	9175824106	This is a summons description.	<input type="radio"/> <input checked="" type="radio"/>	5MB	0																				

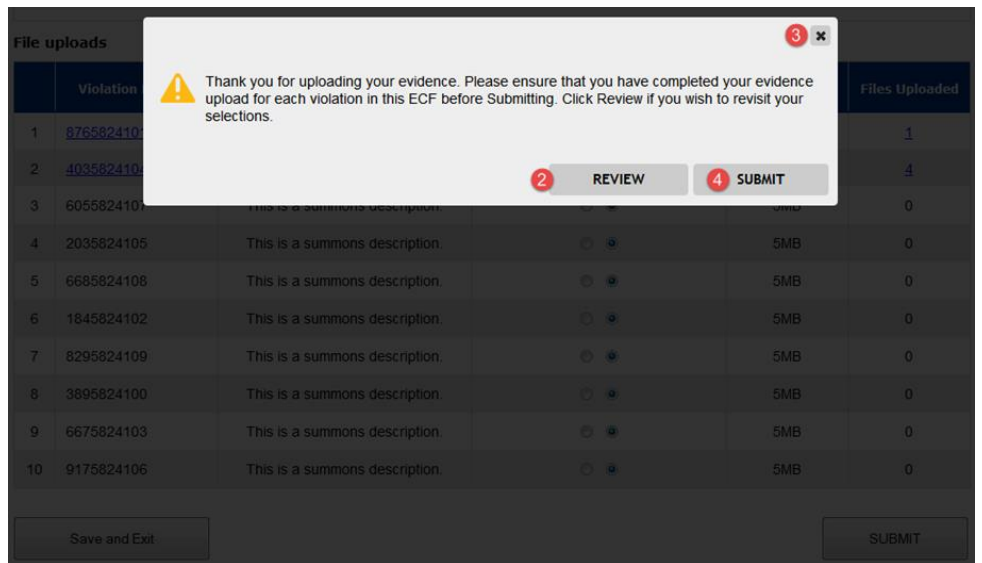
Save and Exit

SUBMIT 1

2. Upon clicking the “Submit Button,” you will be prompted with a pop-up message to check that you have uploaded all your evidence. If you would like the double check your evidence or forgot to upload evidence, click the Review button, which will return you to the Evidence Upload page.

3. As an alternative, if you would like to return to the Evidence Upload page, you can also click the “x” icon at the top right hand corner of the pop-up message.

4. If you are sure you have uploaded and checked all your evidence, click the Submit Button.



5. Upon clicking “Submit,” the ECF Upload confirmation page is displayed itemizing the evidence that you submitted.

6. Upon clicking the “Submit” button, you will receive an Email #3 (at the email address you put on file in CCWeb) indicating your submission of evidence. Please see the Emails Section of this manual for further detail.

Parking Ticket | Evidence Upload 5

ECF Number: **725568**

Evidence Upload Confirmation

Your files have been successfully uploaded for ECF 725568. To exit close the window.

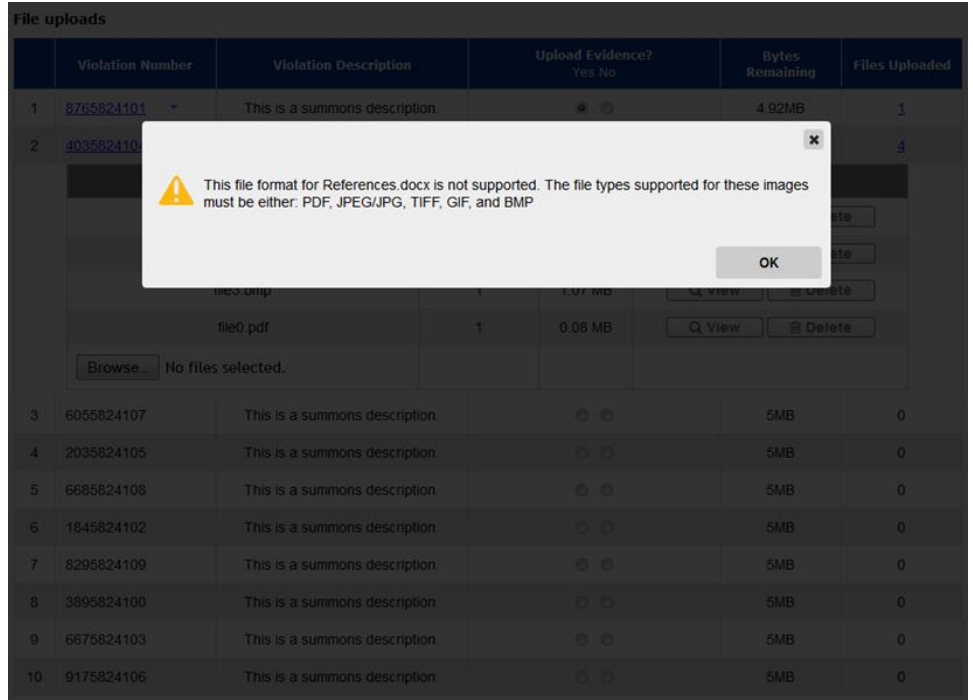
Uploaded Files

Violation Number	Violation Description	Bytes Remaining	Files Uploaded
1 8765824101	This is a summons description.	4.92 MB	1
Uploaded Documents		Page Count	File Size
file0.pdf		1	0.08 MB
2 4035824104	This is a summons description.	3.33 MB	4
Uploaded Documents		Page Count	File Size
file1.pdf		3	0.21 MB
file2.jpg		1	0.32 MB
file3.bmp		1	1.07 MB
file0.pdf		1	0.08 MB
3 6055824107	This is a summons description.	5 MB	0
4 2035824105	This is a summons description.	5 MB	0
5 6685824108	This is a summons description.	5 MB	0
6 1845824102	This is a summons description.	5 MB	0
7 8295824109	This is a summons description.	5 MB	0
8 3895824100	This is a summons description.	5 MB	0
9 6675824103	This is a summons description.	5 MB	0
10 9175824106	This is a summons description.	5 MB	0

24. Evidence Upload: File Type is not supported

The file formats supported for evidence upload are: PDF, JPG/JPEG, TIFF, GIF, and BMP. If you upload a file type that is not specified above, you will receive an error message.

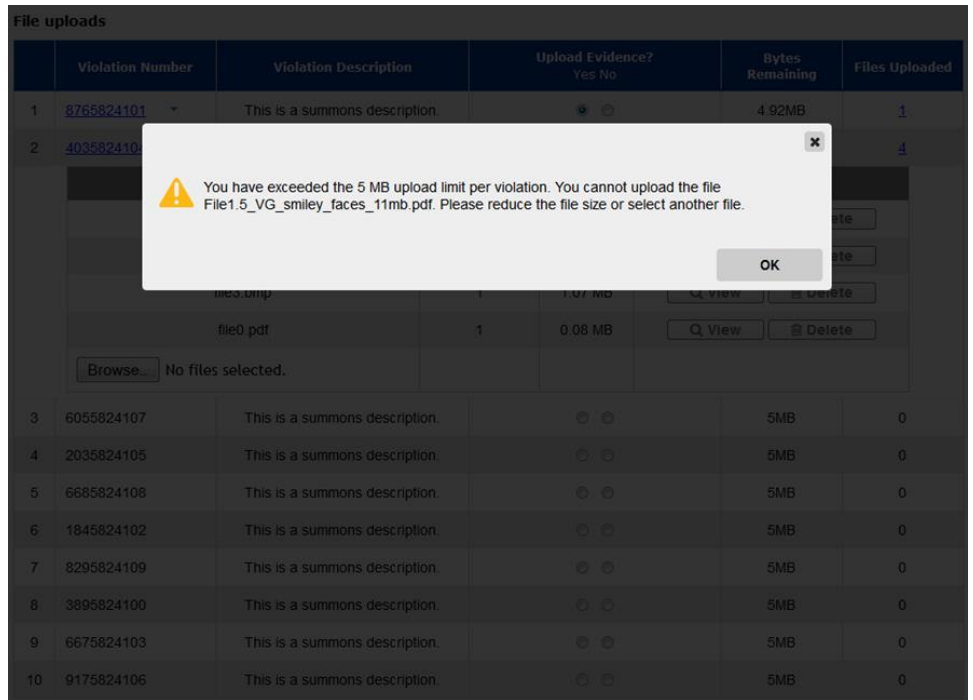
- A. Upload a file type that is not one of the following file types: pdf, jpg/jpeg, tiff, gif, OR bmp.
- B. You will receive the following pop-up message that this file type is not supported. You must upload a file type that is supported by the application.



25. Evidence Upload: Amount of Evidence Upload for a Violation Exceeds 5 MB.

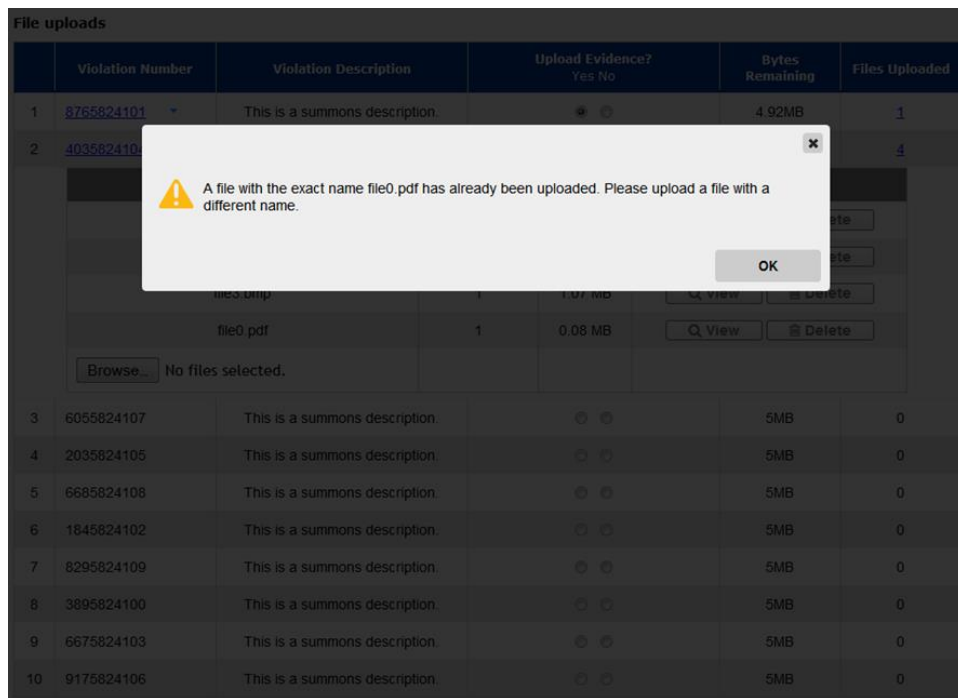
You are limited to uploading a total of 5MB for all evidence files for each violation:

- A. Upload a file size that is greater than 5 MB (or file size that will put you over 5MB total for a violation).
- B. You will receive the following pop-up message that you are only limited to 5 MB space per violation. You will need to reduce the file size or select another file for upload



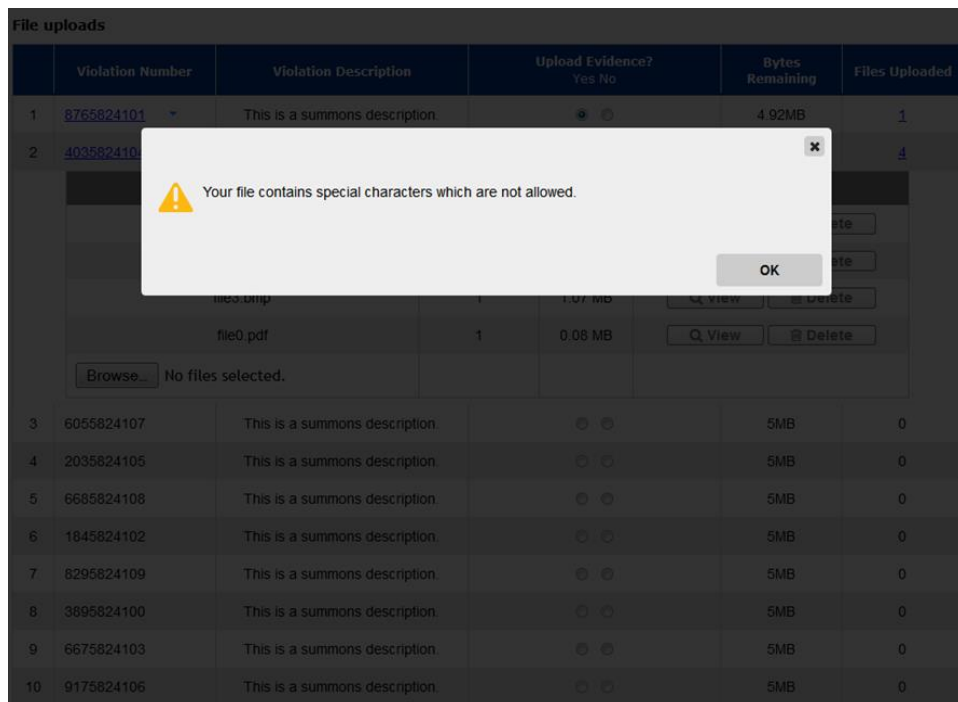
26. Duplicate File Name. Files uploaded with the exact same filename will not be accepted:

1. Upload a file.
2. Upload a file with the same exact file name in Step 1.
3. You will receive the following pop-up message you are not allowed to upload a file with the same file name if it was already been uploaded for a specific violation. Please verify that each file has a unique name before uploading.



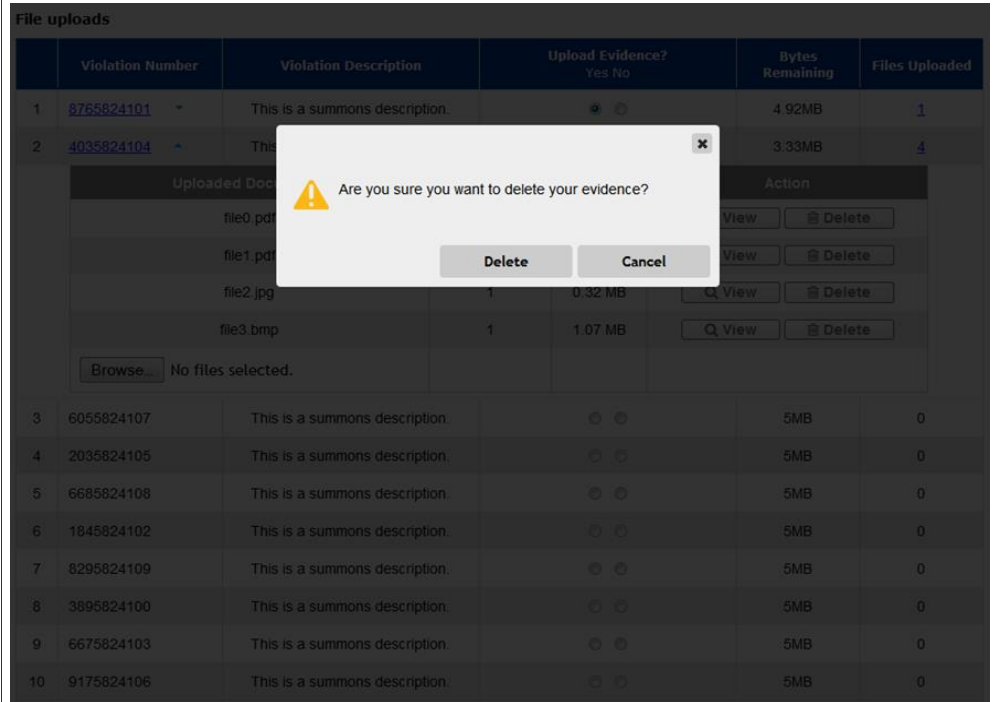
27. Files uploaded cannot contain special characters in the name:

1. Upload a file with special characters in the file name: (*~!@#\$\$%^&*()+).
2. You will receive the following pop-up message that you are not allowed to upload a file name with special characters in the name. You will need to remove special characters and re-upload the file.



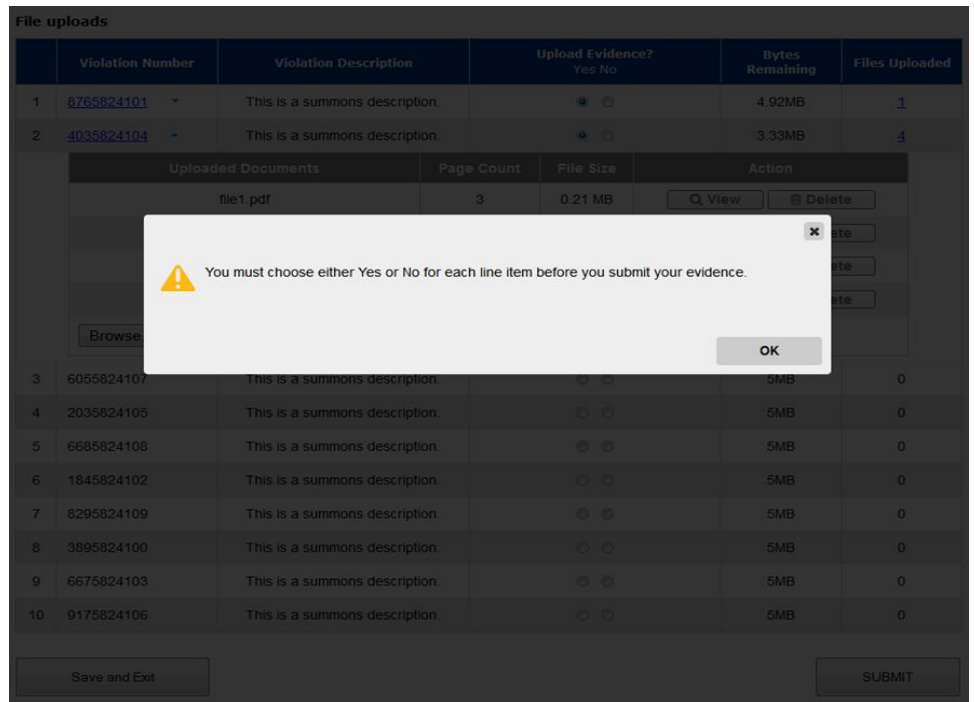
28. Deletion of Evidence. Once you have uploaded evidence, you have the ability to delete that evidence.

1. Click the “Delete” button next to evidence that was uploaded.
2. You will receive the pop-up message confirming if you are sure you want to delete your evidence.
3. Click “Delete” to delete evidence or click “Cancel” to return to Evidence Upload Page.
4. If you mistakenly deleted the file, you will need to re-upload the file.



29. In order to submit an ECF, you must select “Yes” or “No” to uploading evidence for each Violation. You will not be able to submit an ECF if some of the radio buttons (Yes/No) are not selected:

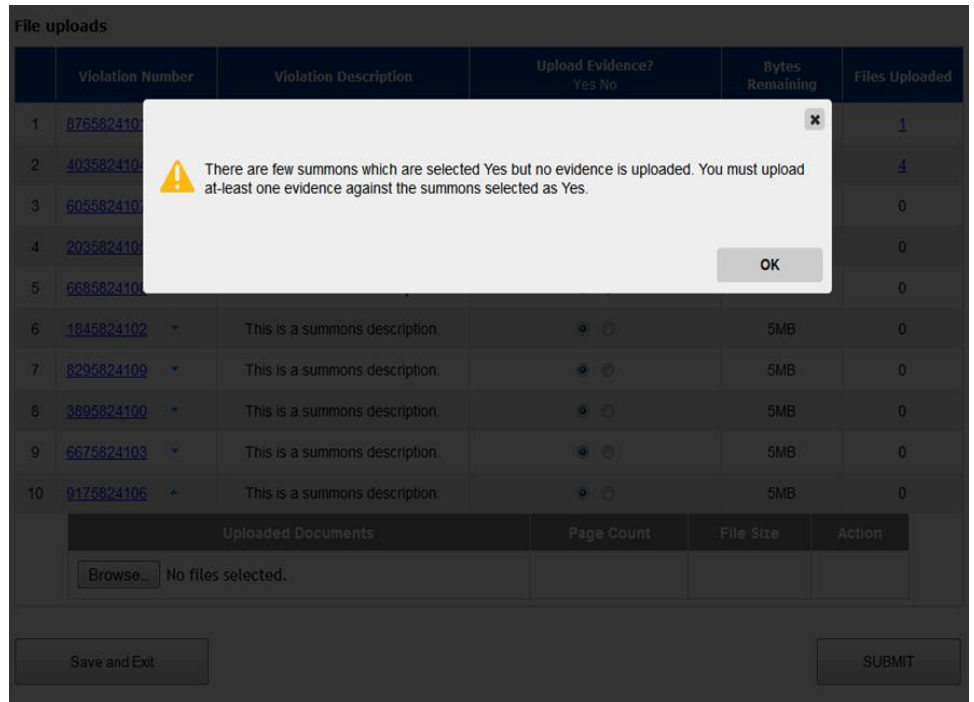
1. Do not select “Yes” or “No” to uploading evidence for some violations.
2. Click the “Submit” button.
3. You will receive the pop-up message that you are required to select “Yes” or “No” to uploading evidence for each violation.



30. In the case you selected “Yes” to uploading evidence but then didn’t actually upload any files, the system will check this in case this was done in error:

31.

1. Select “Yes” to uploading evidence for a violation, but do not upload any evidence files for that violation.
2. Ensure that you have selected “Yes” or “No” to all violations in the ECF. Click the “Submit” button
3. You will receive the pop-up message that you have selected “Yes” to upload evidence for some violations, but have not actually submitted evidence.
4. You must go back to any Violations which you marked “Yes” to uploading evidence and upload evidence files. If you do not have evidence to upload, change your answer from “Yes” to “No.”



32. Email Notifications:

1. Email #1: Email containing link to reconnect upon unexpected end of session

Dear **Cristina's Company**,

This email serves as a confirmation that you requested to upload evidence for a commercial hearing for ECF **725568**.

You will have **9 hours 34 minutes** to upload and complete the ECF.

If during that time, your session is disconnected or experiences any issues please use the link below to reconnect and continue your uploading session. The links below may be copied and pasted into your web browser:

http://23.253.170.79/hbwc/hbw/ecf_number/725568

If you need to contact NYC Department of Finance please send a detailed email explaining the issue to:

correspondence@finance.ny.gov with the following information:

Company Name: Cristina\'s Company

User ID: Cristina Gomes

ECF Number: 725568

Issue: Issue you are facing at the moment.

Thank you,

NYC Department of Finance

-
2. Email #2: Email containing link to reconnect upon user controlled session
Timing: Email is sent to user upon clicking the “Save and Exit” button on the Evidence Upload page.
Information highlighted in Yellow will be populated on a case by case basis specific to the ECF.

Dear **Cristina's Company,**

This email serves as a notification that you voluntarily left CC Web before completing your ECF. To complete **ECF 725568** please use the link provided below to complete the ECF.

The ECF must be completed within **9 hours 1 minute** from the time you started.

To continue your ECF creation sessions go to:

http://23.253.170.79/hbwc/hbw/ecf_number/725568

If you do not complete the ECF within the **9 hours 1 minute** time frame, the ECF will expire and you will need to create a new ECF and upload all corresponding evidence again.

Below you will see your current status for ECF 725568

Total summonses in ECF.....10

Summonses with Evidence.....2

Summonses with 'No Evidence' selected.....8

Summonses requiring completion.....0

Thank you,

NYC Department of Finance

-
3. Email #3: Email containing Successful Upload confirmation
Timing: Email is sent to user upon clicking the “Submit” button on the Evidence Upload Page. Information highlighted in Yellow will be populated on a case by case basis specific to the ECF.

Dear **Cristina's Company,**

Thank you for submitting your ECF.

Your uploaded evidence will be processed and the Department of Finance will contact you to schedule a hearing date.

Please review the information below. If you have any questions please email correspondence@finance.nyc.gov.

ECF No. 725568

Total summonses in ECF.....10

Summonses with Evidence.....2

Summonses with 'No Evidence' selected.....8

Thank you,

NYC Department of Finance

4. Email #4: Email Notification on Time Expired on ECF

Timing: Below is an example of an email is sent to user upon expiration of their Evidence Upload Session. Information highlighted in Yellow will be populated on a case by case basis specific to the ECF.

Dear Cristina's Company,

This email is to inform you that ECF 26089420319854 created on (07-28-2014) was not completed and is now expired.

To have these summonses heard, you must:

1. Create a new ECF,
2. Upload all the necessary evidence, and
3. Reply to all required fields on the ECF creation screen, within the allotted time.

The following ECF and summonses has expired:

ECF Number : 26089420319854

Summon Number :1104118170

Summon Number :1021536943

Summon Number :1342764023

Summon Number :1110112473

Summon Number :1219999690

Summon Number :1273773221

Thank you,

NYC Department of Finance

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HOW TO ACCESS YOUR FLEET/RENTAL REPORTS

- 1. For Fleet Companies:** On the Fleet Services Homepage, Fleet Companies have access to their Fleet Summons Issuance Report (164) by clicking on

Reports

Items: 0
Click the icon to view cart

Fleet Services Homepage

Agency: _____ User: _____

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.

- 2. For Rental Companies:** On the Rental Services Homepage, Rental Companies have access to their Rental Summons Issuance Report (164) by clicking on **Reports**

Items: 0
Click the icon to view cart

Rental Services Homepage

Agency: _____ User: _____

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
- Check 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](#)

3. For Fleet Companies: The Commercial Customer Fleet Report Page is displayed. The Fleet Summons Issuance Report is listed first. It is highlighted in blue since it contains a link.

A message stating that a "New SWRPT164 Report is Available" when the latest report is available.



The screenshot shows the 'Commercial Customer Fleet Report Page' with a header bar containing 'Agency:', 'Service:', and 'User:'. Below this is a 'Fleet Customers:' section with a message about using CityPay for payments. It lists three categories of reports: 1) Fleet Summons Issuance Report (SWRPT164) with a total of 2 reports and a 'NEW SWRPT164 REPORT IS AVAILABLE!' alert; 2) Fleet Plate Registration Report (SMRPT280) with 0 reports; 3) Daily Error Report (SDRPT152) with 0 reports. The background features the official seal of the City of New York Department of Finance.

Commercial Customer Fleet Report Page

Agency: Service: User:

Fleet Customers:

Did you know that using the CityPay application, you can pay for all the open and recently abated summonses displayed on your 164 Report with a single payment?

Please [click](#) here to go directly to CityPay

Please choose from the following available reports (click on the report name):

- **SWRPT164: Fleet Summons Issuance Report**

TOTAL AVAILABLE: 2 REPORTS. **NEW SWRPT164 REPORT IS AVAILABLE!**

- **SMRPT280: Fleet Plate Registration Report**

TOTAL AVAILABLE: 0 REPORTS.

- **SDRPT152: Daily Error Report**

TOTAL AVAILABLE: 0 REPORTS.

- **SMRPT550: Fleet Judgment Billing Report**

TOTAL AVAILABLE: 0 REPORTS.

4. For Rental Companies: The Rental Reports Page is displayed. The Rental Summons Issuance Report is listed at the bottom. It is highlighted in blue since it contains a link.

A message stating that a "New SWRPT164 Report is Available" when the latest report is available.



The screenshot shows the 'Rental Reports Page' with a header bar containing 'Agency:', 'User:', and 'Service:'. It lists three categories of reports: 1) Rental Turnaround Report (SMRPT270) with 0 reports; 2) Rental Address Request Report (SWRPT220) with a 'PLEASE CLICK ABOVE TO CHECK AVAILABILITY' message; 3) Rental Plate Registration Report (SMRPT280) with 0 reports. At the bottom, the Rental Summons Issuance Report (SWRPT164) is listed with 2 reports and a 'NEW SWRPT164 REPORT IS AVAILABLE!' alert. The background features the official seal of the City of New York Department of Finance.

Rental Reports Page

Agency: User: Service:

Please choose from the following available reports (click on the report name):

- **SMRPT270: Rental Turnaround Report**

TOTAL AVAILABLE: 0 REPORTS.

- **SWRPT220: Rental Address Request Report**

PLEASE CLICK ABOVE TO CHECK AVAILABILITY

- **SMRPT280: Rental Plate Registration Report**

TOTAL AVAILABLE: 0 REPORTS.

- **SDRPT152: Daily Error Report**

TOTAL AVAILABLE: 0 REPORTS.

- **SMRPT635: Rental Lessor Liabile Status Report**

TOTAL AVAILABLE: 0 REPORTS.

- **SWRPT164: Rental Summons Issuance Report**

TOTAL AVAILABLE: 2 REPORTS. **NEW SWRPT164 REPORT IS AVAILABLE!**

5. **For Fleet Companies:** The SWRPT164 – Fleet Summons Issuance Report is displayed. Fleet Companies will have access to the last twelve weekly Fleet Summons Issuance Reports.

Items: 0

 Click the icon to view cart

Agency: **User:**

Service: SWRPT164 - Fleet Summons Issuance Report

Please choose from the following available report dates (click on a date):

1. SWRPT164 created on 11 - 23 - 2019
2. SWRPT164 created on 11 - 30 - 2019
3. SWRPT164 created on 12 - 07 - 2019
4. SWRPT164 created on 12 - 14 - 2019
5. SWRPT164 created on 12 - 21 - 2019
6. SWRPT164 created on 12 - 28 - 2019
7. SWRPT164 created on 01 - 04 - 2020
8. SWRPT164 created on 01 - 11 - 2020
9. SWRPT164 created on 01 - 18 - 2020
10. SWRPT164 created on 01 - 25 - 2020

6. **For Rental Companies:** The SWRPT164 – Rental Summons Issuance Report is displayed. Rental Companies will have access to the last twelve weekly Rental Summons Issuance Reports.

Items: 0

 Click the icon to view cart

Agency: **User:**

Service: SWRPT164 - Rental Summons Issuance Report

Please choose from the following available report dates (click on a date):

1. SWRPT164 created on 11 - 23 - 2019
2. SWRPT164 created on 11 - 30 - 2019
3. SWRPT164 created on 12 - 07 - 2019
4. SWRPT164 created on 12 - 14 - 2019
5. SWRPT164 created on 12 - 21 - 2019
6. SWRPT164 created on 12 - 28 - 2019
7. SWRPT164 created on 01 - 04 - 2020
8. SWRPT164 created on 01 - 11 - 2020
9. SWRPT164 created on 01 - 18 - 2020
10. SWRPT164 created on 01 - 25 - 2020

7. The 164 Report is also called the Fleet Summons Activity Report for Fleet Companies and the Rental Summons Activity Report for Rental Companies. The 164 Report will list all outstanding summonses that were issued to vehicles that are enrolled in the Fleet Program or Rental Program. The 164 Report is divided into two (2) sections; Overpayment Processing section and Outstanding Summonses section.

- The Overpayment Processing section informs program participants of their overpayment activity such as: judgement debt starting balance, amount applied to judgement summonses, total judgement amounts due, total amount due, and refund amount issued.
- The Outstanding Summonses section informs program participants of their outstanding summonses activity such as: total violations outstanding, total amount due, total violations in judgement, total judgement

○ Fleet Program Activity Report – Overpayment Processing Section

RUN DATE: 02/08/20
 RUN TIME: 10:36:03

DEPARTMENT OF FINANCE
 FLEET PROGRAM ACTIVITY -
 OVERPAYMENT PROCESSING

REPORT ID: SWRPT164
 REPORT PAGE:
 AGENCY PAGE: 1

REGISTRATION NUMBER:
 PROGRAM: STIPULATED FINE

Our records indicated a credit balance on plates registered under your account. If our records showed outstanding parking judgment summons(es), the credit balance was applied to those judgment summons(es). Below is a list of your most recent overpayments and the details of the actions taken on your AGED overpayments. If a refund is being issued to you, it will be sent via paper check to the company address on file.

NEW YORK NY 10028

ACCOUNT SUMMARY

Judgment Starting Balance:	0.00
Amount Applied To Judgment Summonses:	0.00
Total Judgment Amount Due:	0.00
Total Amount Due:	65.00
Refund Amount Issued:	170.23

NEW OVERPAYMENTS (01/27/20 - 01/31/20)

NO ACTIVITY

OVERPAYMENTS OLDER THAN 90 DAYS

PLATE ID	ST TYP	OVERPAYMENT AMOUNT	DATE OF OVERPAYMENT	SUMMONS OVERPAID* NUMBER ISSUED	AMOUNT APPLIED TO JUDGMENT SUMMONSES	AMOUNT REFUNDED
	NY COM	170.23	11/04/19	1875 08/28/19	0.00	170.23
		170.23			0.00	170.23

* Multiple overpayments for a plate have been combined, and in some cases, a summons number and issue date may not be available.

CREDIT APPLICATIONS

NO ACTIVITY

o Fleet Program Activity Report – Outsanding Summons Section

RUN DATE: 02/08/20
 RUN TIME: 10:36:03

DEPARTMENT OF FINANCE
 FLEET PROGRAM ACTIVITY -
 OUTSTANDING SUMMONSES

REPORT ID: SWRPT164
 REPORT PAGE: 2
 AGENCY PAGE: 2

REGISTRATION NUMBER:
 PROGRAM: STIPULATED FINE

Violations flagged in the Penalty Warning column as 'JGMT PNDNG' will be placed into default judgment by the Department of Finance, pursuant to vehicle traffic law, sub section 241 (2). To avoid a default judgment, remit payment for the outstanding violations 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 a judgment entry date will be listed in the Judgment column.

NEW YORK NY 10028

TOTAL VIOLATIONS OUTSTANDING: 2
 TOTAL AMOUNT DUE: 65.00
 TOTAL JUDGMENT VIOLATIONS: 0
 TOTAL JUDGMENT DUE: 0.00

REGISTERED PLATES:

PLATE ID	ST	TYP	SUMMONS NO	ISSUE DATE	ISSUE TIME	SYSTEM ENTRY	NEW VC	HEARING IND	PENALTY WARNING	JUDGMENT	FIN PN	INT	RED	PAY	NG PMT	OPEN
	NY	COM	2116	01/16/20	0350P	01/21/20	46		1ST PNLTY		115 0	0.00	80.00	0.00	35.00	
	NY	COM	2240	01/24/20	0036A	01/29/20	78		1ST PNLTY		65 0	0.00	35.00	0.00	30.00	

TOTAL VIOLATIONS OUTSTANDING: 2
 TOTAL AMOUNT DUE: 65.00

You may create your bill and pay on the Fleet and Rental Program online portal.

You may also create a bill on the Fleet and Rental Program online portal and mail with a check or money order to:

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

o Rental Program Activity Report – Overpayment Processing Section

RUN DATE: 02/08/20
 RUN TIME: 10:49:34

DEPARTMENT OF FINANCE
 RENTAL PROGRAM ACTIVITY
 OVERPAYMENT PROCESSING

REPORT ID: SWRPT164
 REPORT PAGE: 37
 AGENCY PAGE: 1

REGISTRATION NUMBER:
 PROGRAM: RENTAL

NEW RIDE, INC

ACCOUNT SUMMARY

 Judgment Starting Balance: 122.06
 Amount Applied To Judgment Summonses: 0.00
 Total Judgment Amount Due: 122.06
 Total Amount Due: 247.06
 Refund Amount Issued: 0.00

NEW OVERPAYMENTS (01/27/20 - 01/31/20)

 NO ACTIVITY

OVERPAYMENTS OLDER THAN 90 DAYS

 NO ACTIVITY

CREDIT APPLICATIONS

 NO ACTIVITY

o Rental Program Activity Report – Outstanding Summons Section

RUN DATE: 02/08/20
 RUN TIME: 10:49:34

DEPARTMENT OF FINANCE
 RENTAL PROGRAM ACTIVITY -
 OUTSTANDING SUMMONSES

REPORT ID: SWRPT164
 REPORT PAGE:
 AGENCY PAGE: 2

REGISTRATION NUMBER:
 PROGRAM: RENTAL

Violations flagged in the Penalty Warning column as 'JGMT PNDNG' will be placed into default judgment by the Department of Finance, pursuant to vehicle traffic law, sub section 241 (2). To avoid a default judgment, remit payment for the outstanding violations 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 a judgment entry date will be listed in the Judgment column.

BROOKLYN NY 11236

TOTAL VIOLATIONS OUTSTANDING: 5
 TOTAL AMOUNT DUE: 247.06
 TOTAL JUDGMENT VIOLATIONS: 3
 TOTAL JUDGMENT DUE: 122.06

REGISTERED PLATES:

PLATE ID	ST	TYP	SUMMONS NO	ISSUE DATE	ISSUE TIME	SYSTEM ENTRY	NEW VC	HEARING IND	PENALTY WARNING	JUDGMENT	FIN PN	INT	RED	NG PAY	PMT	OPEN
	NY	OMT	5168	10/09/18	1242P	10/12/18	21			05/16/19	45 60	2.34	0.00	75.00		32.34
	NY	OMT	9585	11/03/18	1237P	11/07/18	46			06/13/19	115 60	3.43	0.00	115.00		63.43
	NY	OMT	1116	10/16/18	0342P	11/19/18	07			06/27/19	50 25	1.29	0.00	50.00		26.29
	NY	OMT	0967	01/31/19	0635A	02/05/19	36		JGMT PNDNG		50 25	0.00	0.00	0.00		75.00
	NY	OMT	5641	07/08/19	0206P	07/16/19	36		JGMT PNDNG		50 25	0.00	25.00	0.00		50.00

TOTAL VIOLATIONS OUTSTANDING: 5
 TOTAL AMOUNT DUE: 247.06

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Please contact the NYC DOF Fleet and Rental Unit at FleetRental@finance.nyc.gov if you have any questions.