



Department of Finance
Fleet/Rental Unit

Fleet / Rental Online Services: Bill Creation User Guide

December 17, 2013

TABLE OF CONTENTS

1.1. ABOUT THIS GUIDE.....	3
1.2. INTENDED AUDIENCE.....	3
1.3. REVISION HISTORY	3

1.1. ABOUT THIS GUIDE

This guide describes the modified Bill Creation feature of the Fleet/Rental Online Services web application. Using this guide the users will be able to search for and view all of their outstanding violations, place them into a multipurpose cart, and create a bar coded bill that may be mailed or brought in to a Business Center for payment.

1.2. INTENDED AUDIENCE

This document is meant to serve the registered Fleet/Rental Program participants.

1.3. REVISION HISTORY

With the latest Fleet/Rental Online Services upgrades, introduced “shopping cart” (Cart) functionality that will:

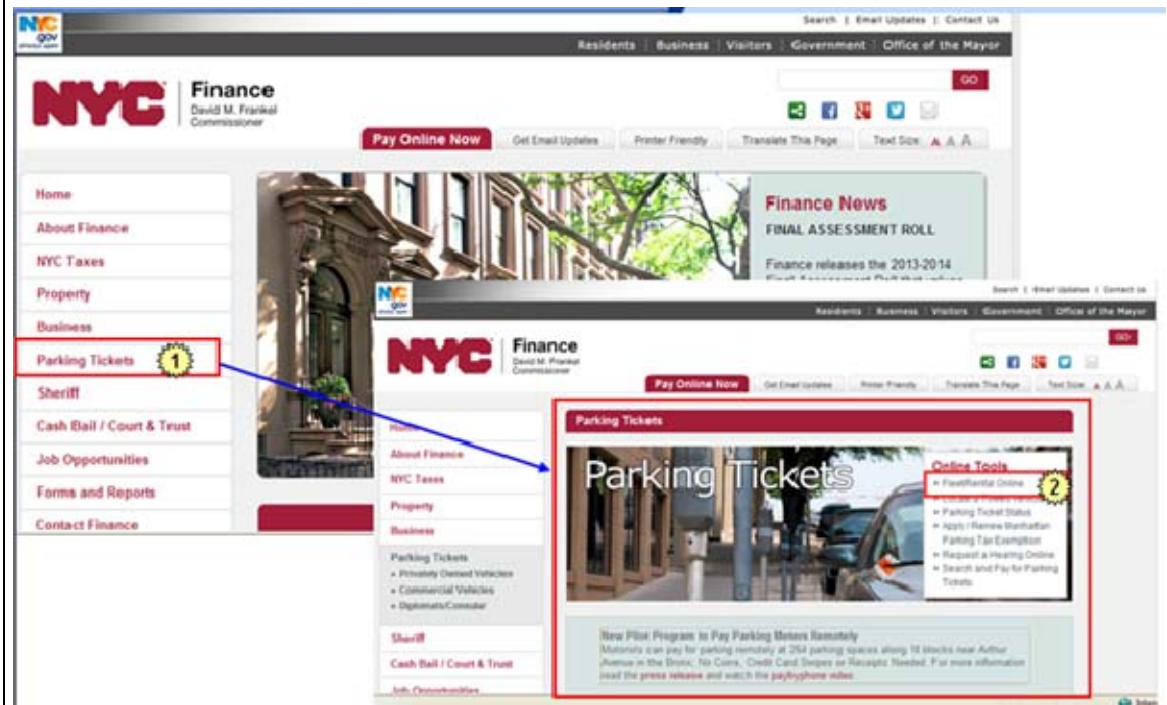
- Temporarily store selected violations
 - Allow users to add or remove selected violations
 - Allow users to select items from the cart for specific processing: payment via e-check, bill creation, or to request a hearing.
-

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

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

From the **NYC Finance homepage**,

1. Click the **Parking Tickets** hyperlink to access the Parking Ticket page
2. From the Parking Ticket page, click the Fleet/Rental Online hyperlink to access the Fleet/Rental Online Services application.



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

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

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

The screenshot shows the 'Fleet/Rental Online Services' page. At the top, there is a navigation menu with links for 'Residents', 'Business', 'Visitors', 'Government', and 'Office of the Mayor'. A search bar is located in the top right corner. The main heading is 'Fleet/Rental Online Services'. Below this, there is a vertical menu on the left with buttons for 'Enroll', 'Logon', 'FAQs', 'Contact Us', and 'Home'. The 'Logon' button is highlighted with a red box and a yellow callout bubble containing the number 3. The main content area contains the following text: 'The New York City Department of Finance welcomes you to the Fleet/Rental Program Online Services home page. Using this site, entities already enrolled in the Fleet/Rental programs can obtain important information online and perform a variety of tasks, including: enrolling and terminating license plates, viewing open violations, creating bills and requesting hearings. Use the adjacent **Enroll** button to enroll in the online services program. If you are already enrolled, use the adjacent **Logon** button to begin your session. For additional information about this site use the **FAQs** button or the **Contact Us** button to reach us with questions, suggestions, or any other requests.' Below this text, there is a disclaimer: 'This web site is designed to work properly in Netscape Communicator 4.7 & up, and Internet Explorer 5.0 & up web browsers with JavaScript enabled.' At the bottom, there are links: 'Go to Finance Home | NYC.gov Home | Contact Us | FAQs | Privacy Statement | Site Map' and a search bar with the text 'Search NYC.gov:' and a 'Submit' button.

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

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

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

The screenshot shows the 'Fleet/Rental Logon' page. At the top, there is a navigation bar with links for 'Residents', 'Business', 'Visitors', 'Government', and 'Office of the Mayor'. Below this is a search bar and a 'Contact Us' link. The main heading is 'Fleet/Rental Logon'. The page contains a login form with the following elements:

- User Name:** A text input field containing 'JOE 357'. A yellow callout bubble with the number '4' points to this field.
- Password:** A text input field containing '*****'. A yellow callout bubble with the number '5' points to this field.
- Login:** A blue button with the text 'Login'. A yellow callout bubble with the number '6' points to this button.


Below the login form, there is a link: 'Forgot your User ID or password? [Click here](#) and we'll email it to you.'

At the bottom of the page, there are links: 'Go to Finance Home | NYC.gov Home | Contact Us | FAQs | Privacy Statement | Site Map'.

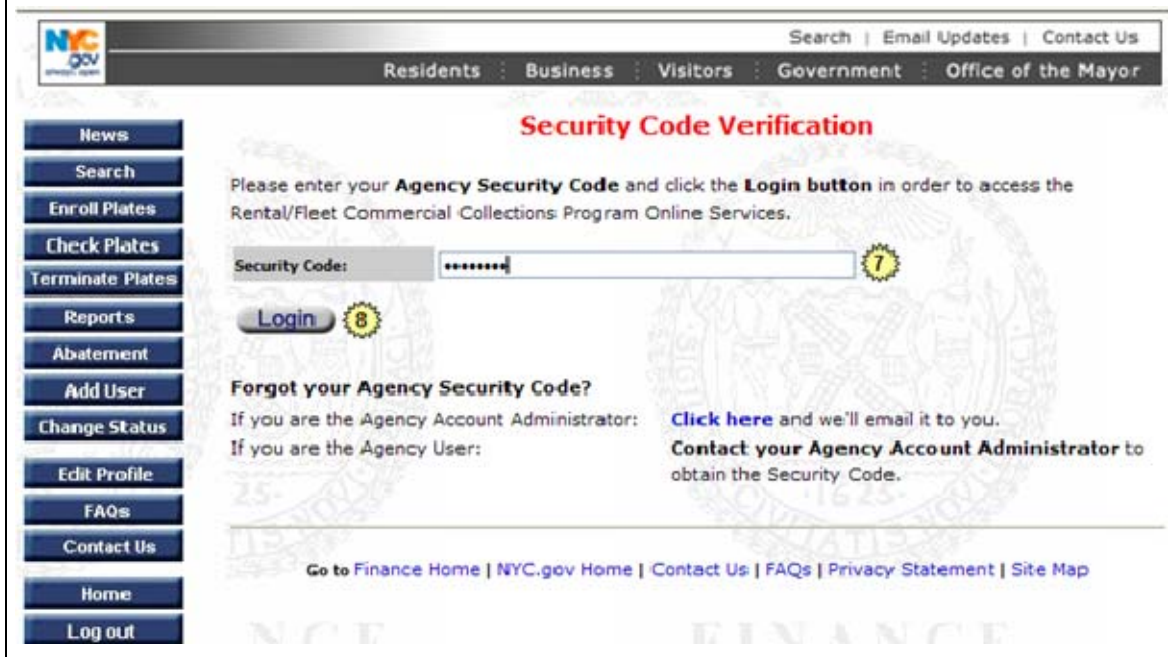
On the left side of the page, there is a vertical menu with the following items: News, Search, Enroll Plates, Check Plates, Terminate Plates, Reports, Abatement, Add User, Change Status, Edit Profile, FAQs, Contact Us, Home, and Log out.

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

From the **Security Code Verification** page,

7. Enter your security code in the Security Code field
8. Press the  button. Your security code will be verified by the system and the FLEET OR RENTAL SERVICES HOMEPAGE will display.

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



The screenshot shows the 'Security Code Verification' page on the NYC.gov website. The page features a navigation bar with links for Residents, Business, Visitors, Government, and Office of the Mayor. A sidebar on the left contains buttons for News, Search, Enroll Plates, Check Plates, Terminate Plates, Reports, Abatement, Add User, Change Status, Edit Profile, FAQs, Contact Us, Home, and Log out. The main content area has a heading 'Security Code Verification' and a message: 'Please enter your Agency Security Code and click the Login button in order to access the Rental/Fleet Commercial Collections Program Online Services.' Below this is a text input field for the Security Code (with a 7-character limit indicator) and a 'Login' button (with an 8-step indicator). A 'Forgot your Agency Security Code?' section provides instructions for Agency Account Administrators (to click here) and Agency Users (to contact their Agency Account Administrator). The footer includes links to Finance Home, NYC.gov Home, Contact Us, FAQs, Privacy Statement, and Site Map.

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

From the **Fleet Services Homepage**,

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

Items: 0

Click the icon to view cart

News

Search

Enroll Plates

Check Plates

Terminate Plates

Reports

Abatement

Add User

Change Status

Edit Profile

FAQs

Contact Us

Home

Log out

Search | Email Updates | Contact Us

Residents | Business | Visitors | Government | Office of the Mayor

Fleet Services Homepage

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

Welcome to Fleet/Rental Online Services

The following functions are available by clicking on the corresponding button to the left:

- Search for open violations to request a hearing, create a bill or pay selected violations
- Enroll New Plates in the Program
- Check Plates
- Terminate Existing Plates
- View Reports
- Submit Annual Certifications
- Manage your web account by adding users, changing your "status" or editing your profile
- View frequently asked questions about this site
- View program updates
- Reach us with questions, suggestions, or any other requests

Only authorized personnel are permitted to perform these functions.

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

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

From the **Fleet Search** page,

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

- All agency plates
- Individual plate
- Individual violation number

11. Click the button to activate the search.

The screenshot shows the 'Fleet Search' page. At the top, there is a navigation bar with links for 'Residents', 'Business', 'Visitors', 'Government', and 'Office of the Mayor'. Below this is a sidebar with a menu of options: News, Search, Enroll Plates, Check Plates, Terminate Plates, Reports, Abatement, Add User, Change Status, Edit Profile, FAQs, Contact Us, Home, and Log out. The main content area displays the 'Fleet Search' title and a header with 'Agency: AUDIO VIDEO SYSTEMS INC', 'User: JOE357', and 'Service: Search'. A text box instructs users to click a search option and the 'Search' button to view unsatisfied violations, or to use the 'Return All Agency Plates' option to view all. Below this, there are three radio button options: 'Return All Agency Plates' (selected), 'Search by Plate', and 'Search by Violation'. Each option is annotated with a red box and a blue arrow pointing to a yellow callout box that says 'Select one of the Search options' with a circled '10'. The 'Search by Plate' option has input fields for 'Plate Number', 'Plate State' (with a dropdown menu), and 'Plate Type' (with a dropdown menu). The 'Search by Violation' option has an input field for 'Violation Number'. A 'Search' button with a circled '11' is located at the bottom right of the form. At the very bottom of the page, there is a footer with links: 'Go to Finance Home | NYC.gov Home | Contact Us | FAQs | Privacy Statement | Site Map'.

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

If "Return All Agency Plates" search option was selected, all registered plates will be shown on the **Agency Plates Result** screen.

12. Click the down arrow from

Show 30 entries

drop down list to

select the number of rows you would like to have displayed per page.

13. The total number of pages in the footer will change based on the value selected from the "Show entries" drop down list.

14. Select one or more plates by clicking the individual check box(s) or Select check box to view unsatisfied violations associated with each plate.

15. Click First Previous or Next Last pagination buttons to manipulate through the result set.

16. Click the Search button to activate the search. It will transfer control to the VIOLATION SEARCH RESULT page.

17. Click the Back button to return to the main FLEET/RENTAL SEARCH page.

Agency Plates Result

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

To view unsatisfied violations, please select plate(s) and click the **Search** button. Click the **Back** button to return to main **Search** page. To view all unsatisfied violations, select all plates.

Show 30 entries


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


<< First
< Previous
1 / 3
Next >
Last >>

Search
Back

Step by Step: How to create a bill

From the **Violation Search Result** page,

18. Check off the boxes in the Select column for the violations you would like to add to the cart.
19. Once all the violations have been selected, click the **Add To Cart** button located at the bottom of the screen.
20. The system adds selected violations to a cart. The Cart  counter will be updated as items are added and removed from the cart.
21. To search for more violations, click the **Back** button. It returns control the previous page.
22. To view the cart contents, click the **Cart** icon located on top of the page. The **CART** page will display.



The screenshot shows the 'Violation Search Result' page for 'AUDIO VIDEO SYSTEMS INC' with user 'JOE357'. A table of violations is displayed with columns: Select, Penalty Alert, Plate Number, State, Type, Violation Number, Violation Description, Issue Date, *Judgment Entry, Total Amount Due, Hearing Status, and ECF Detail. Callout 18 points to the 'Select' column checkboxes. Callout 19 points to the 'Add To Cart' button at the bottom right. Callout 20 points to the 'Items: 20' cart counter at the top left. Callout 21 points to the 'BACK' button at the bottom center.

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

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

The **Cart** page displays:

23. The total number of items in the cart

24. The total amount the user has selected for payment

25. To add more items to the cart, click the **Add More Items to Cart** button to return to the search result from the previous page.

26. To remove selected items from the cart, click the **Remove Items From Cart** button.

27. To create a bill, click the **Create Bill** button. Control is passed to the **Bill Preview** page.

Items: 20 23

Click the icon to view cart

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

Cart

Agency: AUDIO VIDEO SYSTEMS INC User: JOE357

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

Add More Items to Cart 25 **Remove Items From Cart** 26 **Items: 20** 23 **Amount: \$1,450.00** 24

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

Create Bill 27 **Pay by eCheck** **Request Hearing**


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

The **Bill Preview** page displays violations that were selected for payment from the **Cart** page. The user should review and then confirm the selections.

28. To add or remove violations from the bill, click the **Cancel** button. The system will return control to the CART page where you can modify your selection.

29. To initiate the bill creation process, click the **Confirm and Print Bill** button.

Items: 20



Click the icon to view cart

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: \$335.00

	Plate Number	State	Type	Violation Number	Violation Description	Issue Date	Total Amount Due
1	70575JZ	NY	COM	5062716597	FAILURE TO STOP AT RED LIGHT	05/29/2012	\$75.00
2	70575JZ	NY	COM	7037302375	OVERTIME PARKING-MUNI METER	05/17/2012	\$65.00
3	70576JZ	NY	COM	7824773760	OVERTIME PARKING-MUNI METER	06/12/2012	\$65.00
4	25194MA	NY	COM	7337834690	OVERTIME PARKING-MUNI METER	06/08/2012	\$65.00
5	25194MA	NY	COM	7712614258	INSP. STICKER-EXPIRED/MISSING	06/08/2012	\$65.00

Total Amount Due for Items: \$335.00

29
Confirm and Print Bill


Cancel

28

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

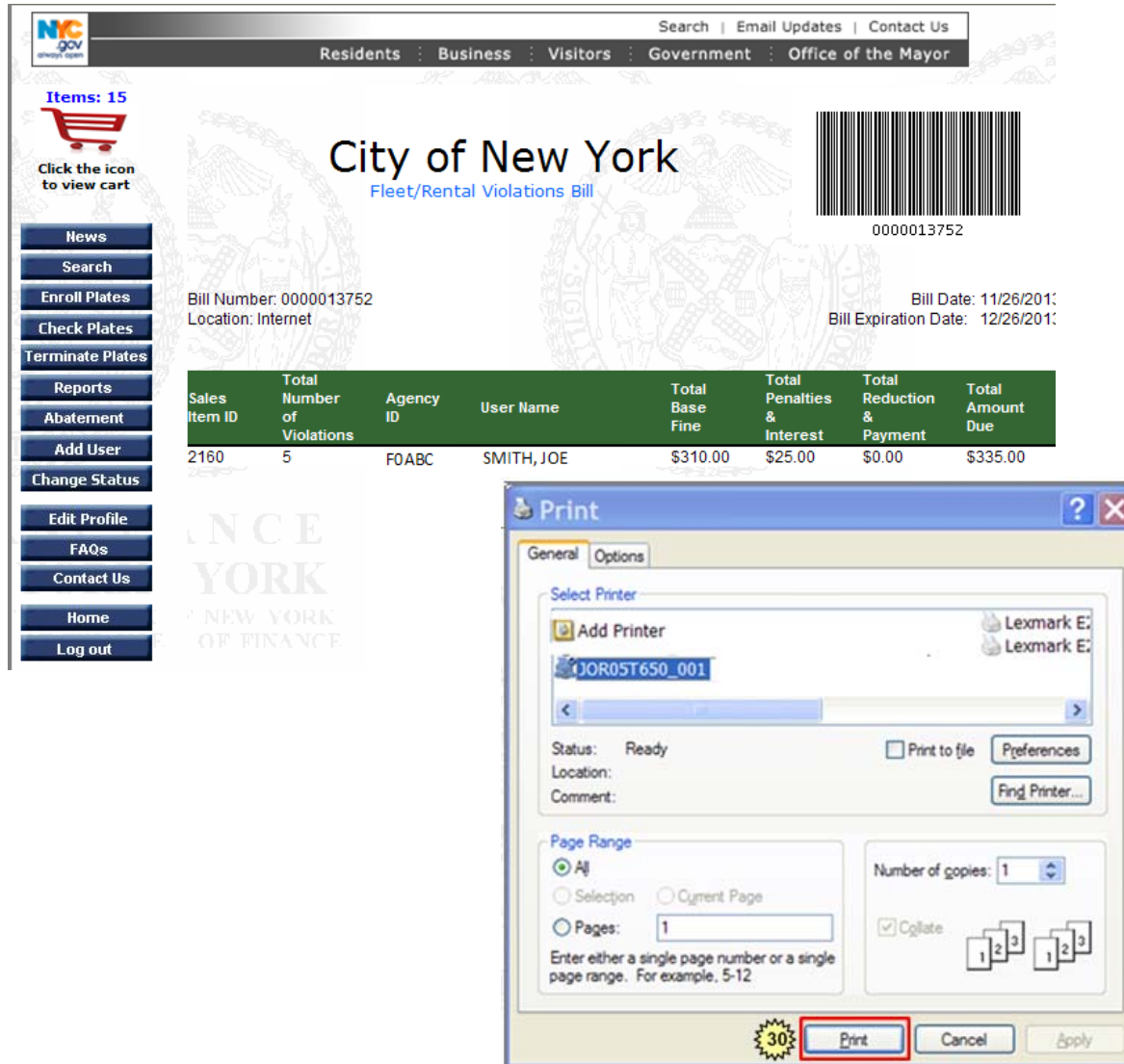
Step by Step: How to search for and view the outstanding violations

The bill is displayed with an option to print.

30. Click the  button to print the bill. The bill can be mailed along with the payment to:

**NYC Department of Finance
Fleet/Rental Unit
66 John Street, 3rd floor 10038,
New York, NY**

or brought in to a Business Center for payment.



Items: 15
Click the icon to view cart

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

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

City of New York
Fleet/Rental Violations Bill

Barcode: 0000013752

Bill Number: 0000013752
Location: Internet

Bill Date: 11/26/2011
Bill Expiration Date: 12/26/2011


Sales Item ID	Total Number of Violations	Agency ID	User Name	Total Base Fine	Total Penalties & Interest	Total Reduction & Payment	Total Amount Due
2160	5	FOABC	SMITH, JOE	\$310.00	\$25.00	\$0.00	\$335.00

Print dialog box details:

- General tab selected
- Select Printer: JOR05T650_001
- Status: Ready
- Page Range: All
- Number of copies: 1
- Print button highlighted with a red box and a '30' icon.

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

31. A *Fleet/Rental Violations Bill* will display a **summary line** representing all the violations selected from the **Cart** page and the amounts due for all associated fines, penalties, interest, and reductions.

 **Note:** The bill is valid for 30 days. However, penalties and interest will continue to accrue until you submit payment.



Items: 15
Click the icon to view cart

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

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

City of New York
Fleet/Rental Violations Bill

0000013752

Bill Number: 0000013752
Location: Internet

Bill Date: 11/26/201
Bill Expiration Date: 12/26/201

Sales Item ID	Total Number of Violations	Agency ID	User Name	Total Base Fine	Total Penalties & Interest	Total Reduction & Payment	Total Amount Due
2160	5	FOABC	SMITH,JOE	\$310.00	\$25.00	\$0.00	\$335.00

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

32. An **email confirmation** with Bill and Violation Details will be sent to the email address provided by the user during their enrollment to **Fleet/Rental Online Services** website.

From: nycserv@finance.nyc.gov [mailto:nycserv@finance.nyc.gov]
Sent: Tuesday, November 26, 2013 12:59 PM
To: Smith, Joe
Subject: This is your Fleet/Rental Violations Bill Confirmation



A bill has been generated from your Fleet/Rental account with the following details:

Bill Number: 0000013752 **Bill Date:** 11/26/2013
Location: Internet **Expiration Date:** 12/26/2013

Bill Details				
Agency ID:	Total Base	Total Penalties & Interest:	Total Reduction and Payment:	Total Amt Due:
FOABC	Fine: \$310.00	\$25.00	\$0.00	\$335.00

This message has been automatically generated. Please do not reply to this message.

Instructions:

- To pay this bill, mail it along with your payment to:
 NYC Department of Finance
 Fleet/Rental Unit
 66 John Street, 3rd floor 10038, New York, NY
- If you would like to pay in person, please go to a Cashier Window at any Payment Center
- This bill is not proof of payment. Penalties and interest will continue to accrue until payment is received.

This bill is valid for 30 days.

If you have questions, please email the Fleet/Rental program at: fleetreental@finance.nyc.gov.

Violation Details:

#	Plate Number	State	Type	Violation Number	Violation Description	Issue Date	Total Amount Due
1.	70575JZ	NY	COM	5062716597	FAILURE TO STOP AT RED LIGHT	05-29-2012	\$75.00
2.	70575JZ	NY	COM	7037302375	OVERTIME PARKING-MUNI METER	05-17-2012	\$65.00
3.	70576JZ	NY	COM	7824773760	OVERTIME PARKING-MUNI METER	06-12-2012	\$65.00
4.	25194MA	NY	COM	7337834690	OVERTIME PARKING-MUNI METER	06-08-2012	\$65.00
5.	25194MA	NY	COM	7712614258	INSP. STICKER-EXPIRED/MISSING	06-08-2012	\$65.00