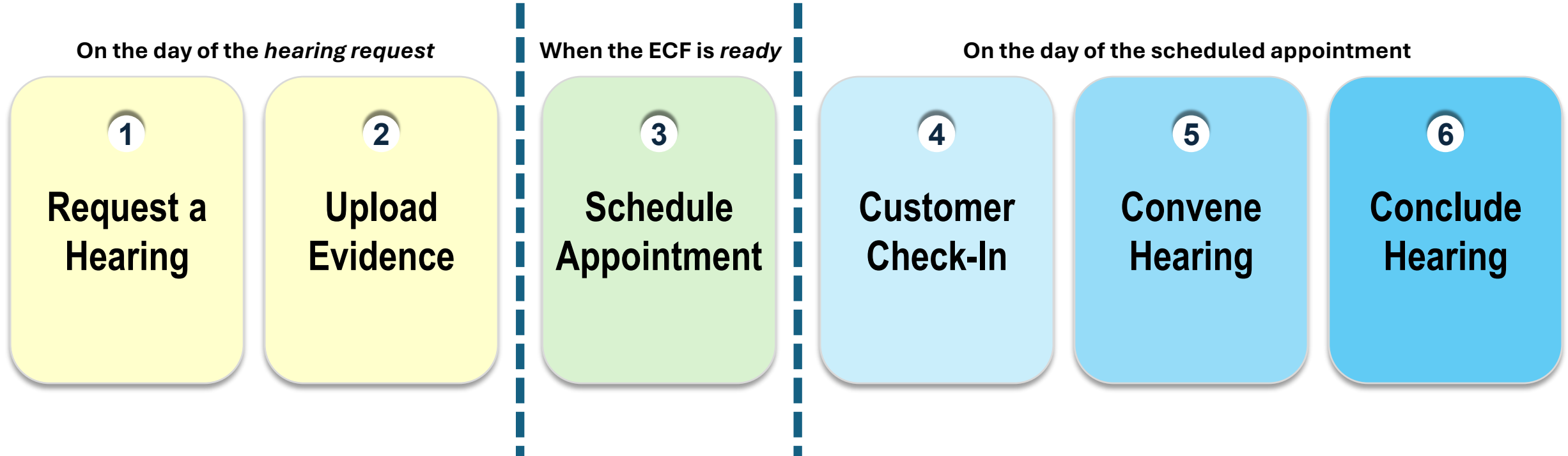


CAU Video Hearings

User Guide

October 2025

CAU Hearing-by-Video Process Overview

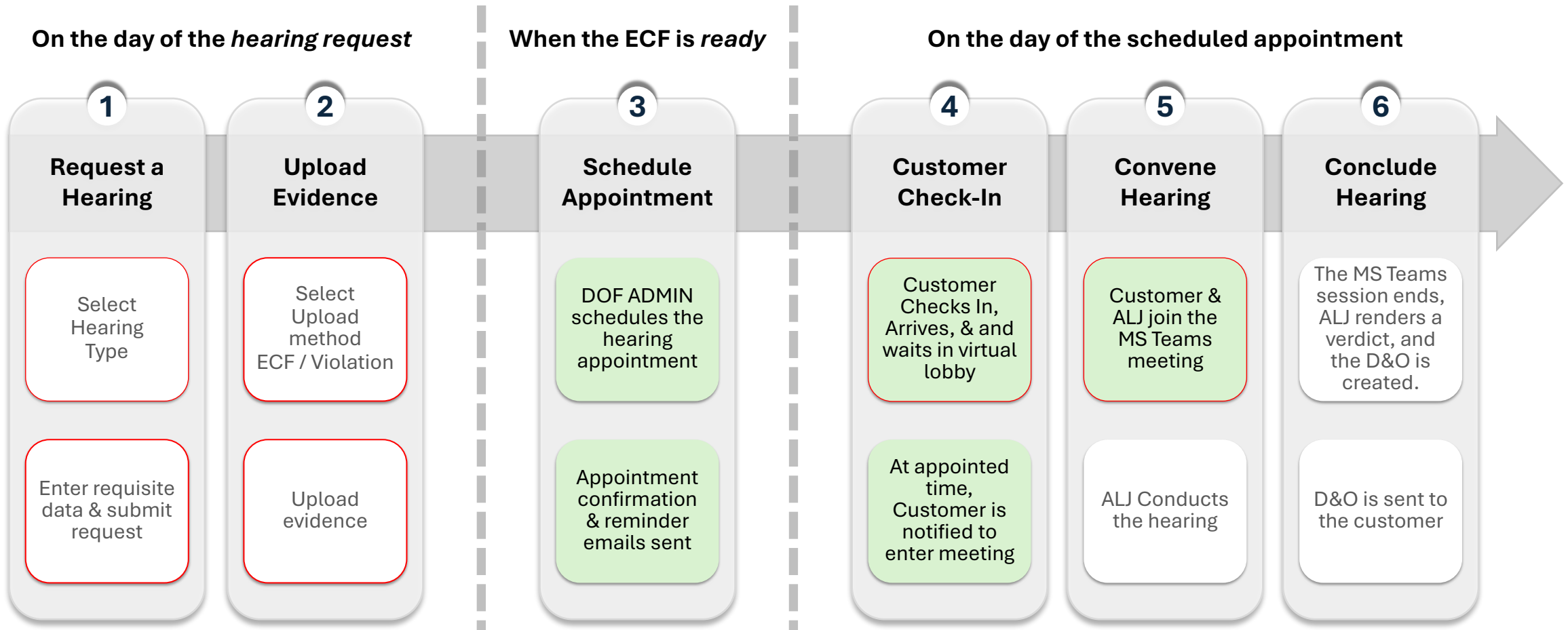


CAU Hearing-by-Video

Customers may now request and attend a CAU video hearing via CCWeb

The following diagram shows the video hearing integration points within the CCWeb process.

HBV Process



-  Activities shown in white represent existing CCWeb functionality that has not changed.
-  Activities shown in green represent new HBV related functionality.
-  Activities bordered in red represent functionality where broker/customer input is required.

Hearing-by-Video Process Step by Step: *Requesting a hearing:*

The 5 steps listed below are all existing activities that must take place prior to submitting the request.
There are no changes from the current process.

From the following CC Web Screens:	Broker / Customer Activity:
1. Logon Fleet / Rental	❖ Enter credentials and security code
2. Search	❖ Enter the search argument (agency, plate, or violation number)
3. Search Results	❖ Select the violation/violations and add to the Cart
4. Cart	❖ Select the violation/violations and request a hearing
5. Violation Selection Preview	❖ Select hearing type & D&O delivery options...

Step-1: Select hearing type

Violation Selection Preview Screen

Hearing by Video option has been added to the violation selection preview screen.

- 1. Select Hearing-by-Video
- 2. Select D&O delivery option as needed

To proceed, select a hearing type below. If you choose a **hearing-by-web** or **hearing-by-video**, you must also choose whether you would like to receive your decision-and-order by email or postal mail.

Please note: If you select Yes, you must enter the broker's name and company, or you will not be able to proceed.

Do you have a Parking ticket broker ? ☒ Yes ☐ No

Broker Name:

Company Name:

Select Hearing Type

☐ Hearing-by-Web
(Click here for details)

☐ In-Person Hearing
(Click here for details)

☒ **Hearing-by-Video**
(Click here for details)

If you chose hearing-by-web or hearing-by-video, how would you like to receive your decision-and-order?

2 ☒ **Email**

☐ Postal Mail

Note: Your decision-and-order will be sent to the email address saved in your CC Web profile.

No change from current process

Completing the hearing request:

The 3-steps listed below are existing hearing request activities that control evidence upload options.
There are no changes from the current process.

From the following CC Web Screens:	Broker / Customer Activity:
1. Electronic Case Folder Preview	❖ Select upload evidence option (yes / no)
2. Electronic Case Folder Details and Upload	❖ Select UPLOAD evidence option (click upload button)
3. Parking Ticket Evidence Upload	❖ Complete summons number challenge ❖ Select evidence upload level - ECF or Violation ❖ Upload evidence file ❖ Review and Submit

Step-2: Upload evidence

Upload Evidence Screen

1. Select the corresponding evidence file for each violation and upload it.
2. Once all files are uploaded, click the submit button
3. The application displays an evidence review/submit message.
4. If everything looks correct, select the SUBMIT button. Select REVIEW to return control to the upload screen

No change from current process

Parking Ticket | Evidence Upload

ECF Number: **2826427** ⚠ This ECF expires in 24 hours from the initial ECF creation.

Instructions

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 **Choose Files**. If you wish to view your file, click **View**.
4. Please review the list of files from the initial ECF creation. You will be saved during this session.

Please Note: You cannot upload more than 10 files. Image files will be converted to a standard format.

If you have problems uploading evidence, please contact us through the Contact Us form located at the bottom of the page. We will respond to your email and provide support.

Thank you for uploading your evidence. Please ensure that you have completed your evidence uploads in this ECF before submitting. Click Review if you wish to review your selections.

REVIEW **SUBMIT**

File uploads

	Violation Number	Violation Description	Upload Evidence? Yes No	Bytes Remaining	Files Uploaded
1	7391903188	NO PARKING-STREET CLEANING	☒ ☐	4.98MB	1
		Uploaded Documents	Page Count	File Size	Action
		F100011058.jpg	1	0.02 MB	View Delete
1	Choose Files	No file chosen			

Save and Exit **SUBMIT**

Step-3: DOF ADMIN books the video hearing appointment

When the ECF is ready to be scheduled...

1. A DOF CAU Administrator will:

- ❖ Select the broker / customer.
- ❖ Set the duration of appointment based on the number of ECFs to be adjudicated.
- ❖ Book the appointment.

2. Once the appointment is booked you will receive:

- ❖ A video hearing **confirmation** email.
- ❖ A follow-up video hearing **reminder** email (approximately 15 minutes before the hearing appointment).

Step-3: Appointment Confirmation Email

From: DOFAppointments@finance.nyc.gov <DOFAppointments@finance.nyc.gov>

Sent: Thursday, July 3, 2025 7:45 AM

To: CAU Customer <CAU_Customer@gmail.com>

Subject: CAU Video hearing appointment confirmation

Dear CAU Customer,

This is a confirmation of your video hearing appointment with the New York City Department of Finance. Please make note of the video hearing appointment information shown below.

Confirmation #: 17890830
Date: 07/03/2025
Time: 8:30 a.m.
ECF: 01234567
Meeting link: [Check in here](#)

All evidence must be submitted electronically prior to the hearing. The administrative law judge cannot accept any evidence during or after the hearing.

Please check your equipment and internet connection prior to your hearing. Your desktop, laptop, or mobile device must have a working camera and microphone, as well as a reliable internet connection.

You will receive a reminder email 15 minutes prior to your appointment with a check-in link. Click that link and use the “Arrive” button on the screen to check in. After checking in, you will be placed in a queue where you can follow the progress of your appointment. When it is your turn, you will see the “Enter Meeting” button. Click on the “Enter Meeting” button to start your video hearing.

If you need assistance, please contact us by telephone at [212-361-5900](tel:212-361-5900) or via CRM Portal at [DOF Contact Us](#)

Thank you for scheduling a video hearing appointment.

Sincerely,

NYC Department of Finance

Step-3: Appointment Reminder Email

From: DOFAppointments@finance.nyc.gov <DOFAppointments@finance.nyc.gov>

Sent: Thursday, July 3, 2025 7:45 AM

To: CAU Customer <[CAU Customer](#)>

Subject: CAU Video Hearing Appointment – Reminder and Check-in Link

Dear CAU Customer,

This is a reminder that your video hearing appointment with the New York City Department of Finance will begin in 15 minutes.

At the time of your appointment, please use this [check-in link](#).

Click the “Arrive” button on the screen to check in. After checking in, you will be placed in a queue where you can follow the progress of your appointment. When it is your turn, you will see the “Enter Meeting” button. Click on the “Enter Meeting” button to start your video hearing.

Your appointment information:

Confirmation #: 17890830
Date: 07/03/2025
Time: 8:30 a.m.
ECF: 01234567
Meeting link: Check in [here](#)

All evidence must be submitted electronically prior to the hearing. The administrative law judge cannot accept any evidence during or after the hearing. Please check your equipment and internet connection prior to your hearing.

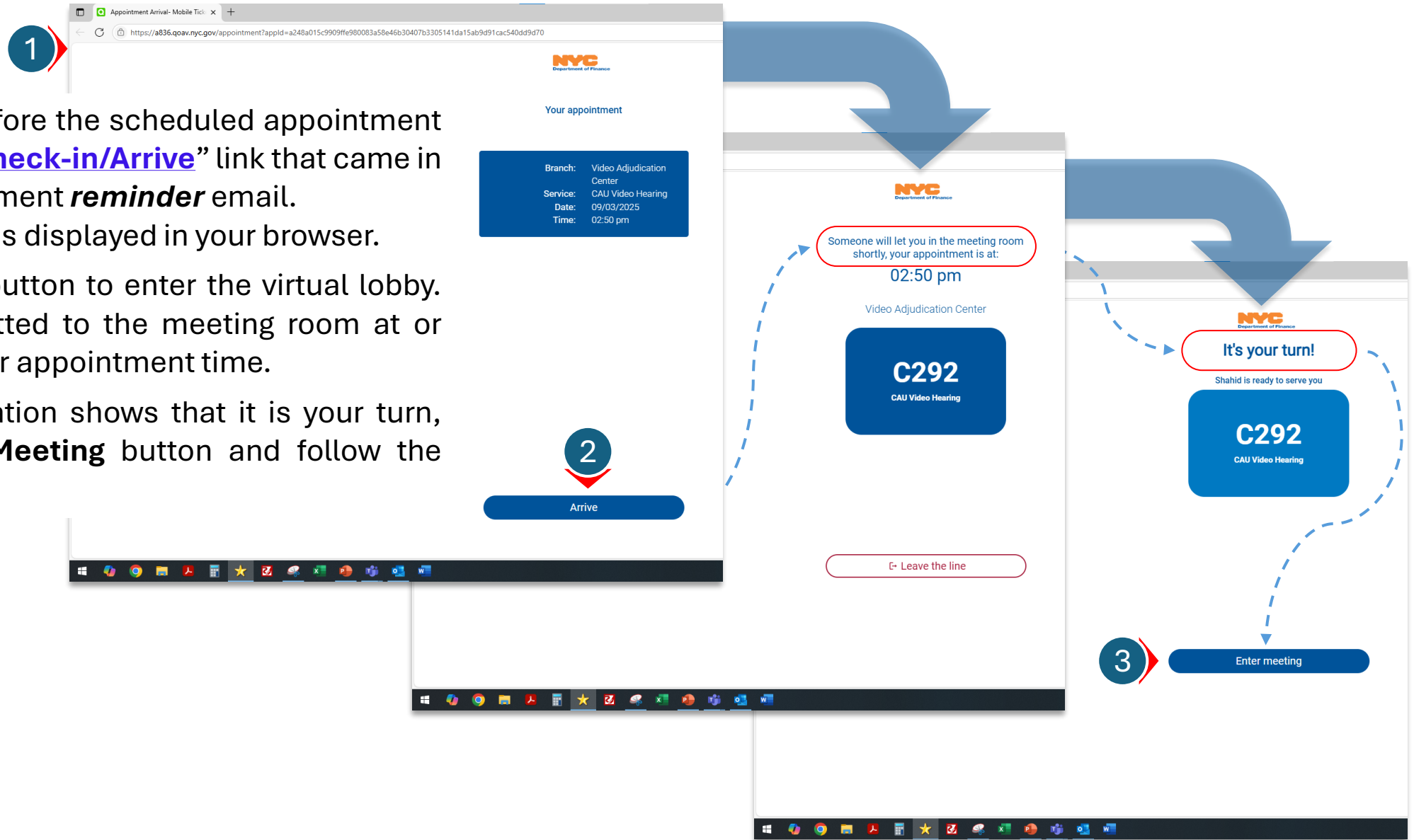
If you need assistance, please contact us by telephone at [212-361-5900](tel:212-361-5900) or via CRM Portal at [DOF Contact Us](#)

Sincerely,

NYC Department of Finance

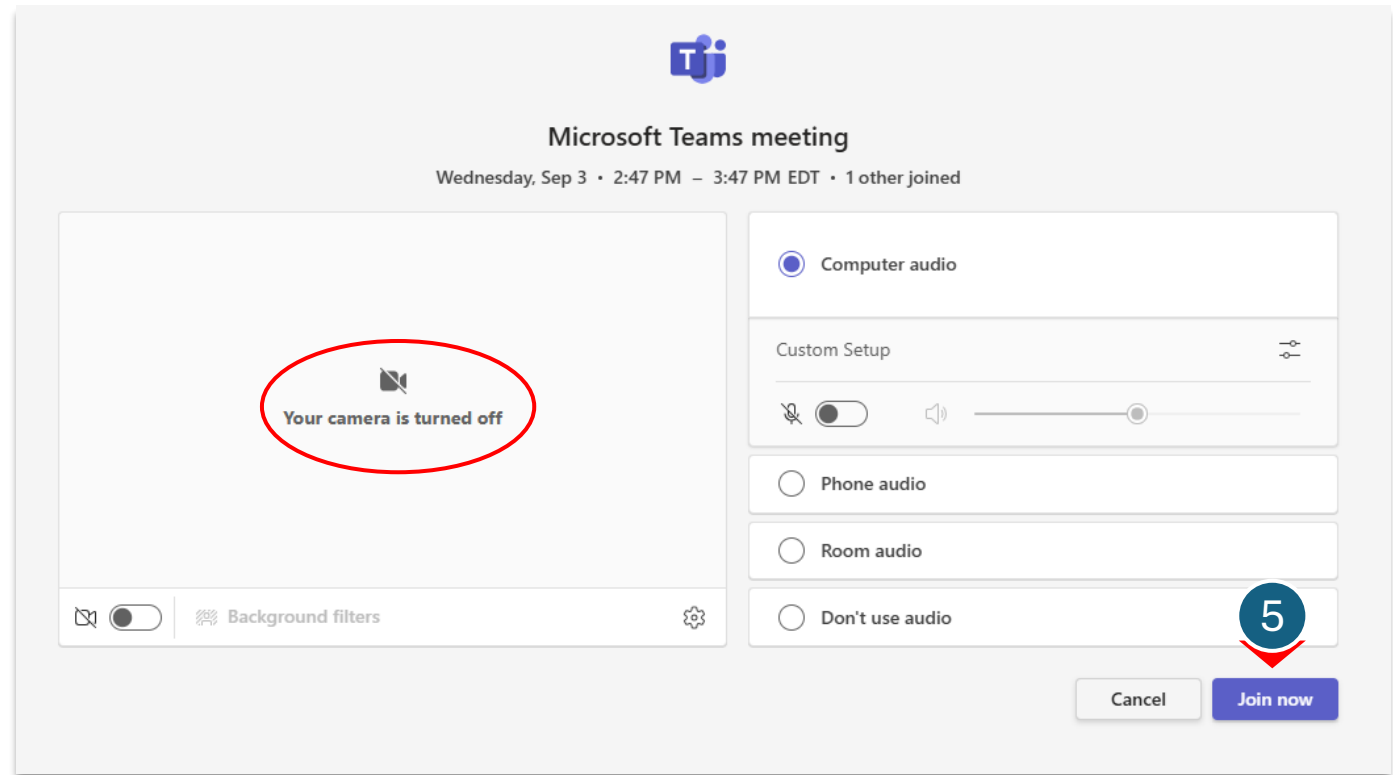
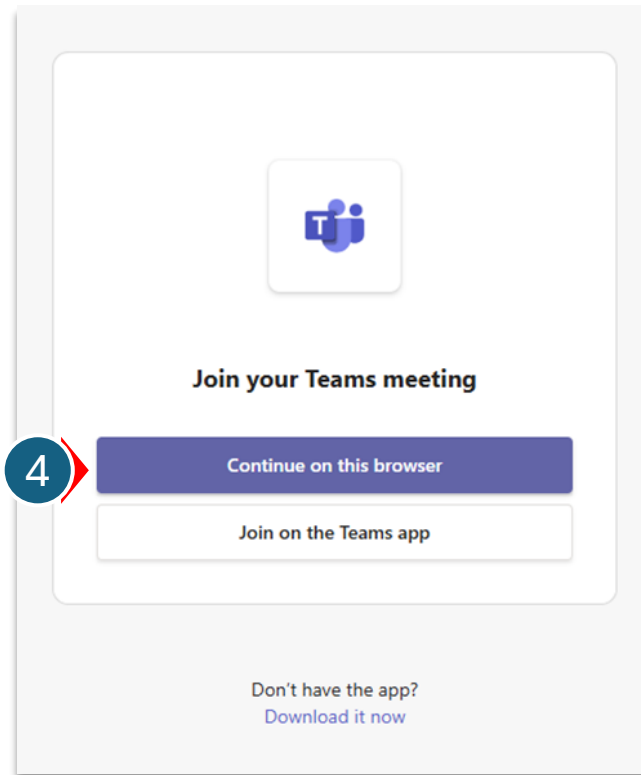
Step-4: Broker / Customer Check-in

1. A few minutes before the scheduled appointment time, click the “**Check-in/Arrive**” link that came in the video appointment **reminder** email. The appointment is displayed in your browser.
2. Click the **Arrive** button to enter the virtual lobby.
3. When the application shows that it is your turn, click the **Enter Meeting** button and follow the prompts.



Step-4: Broker / Customer Check-in

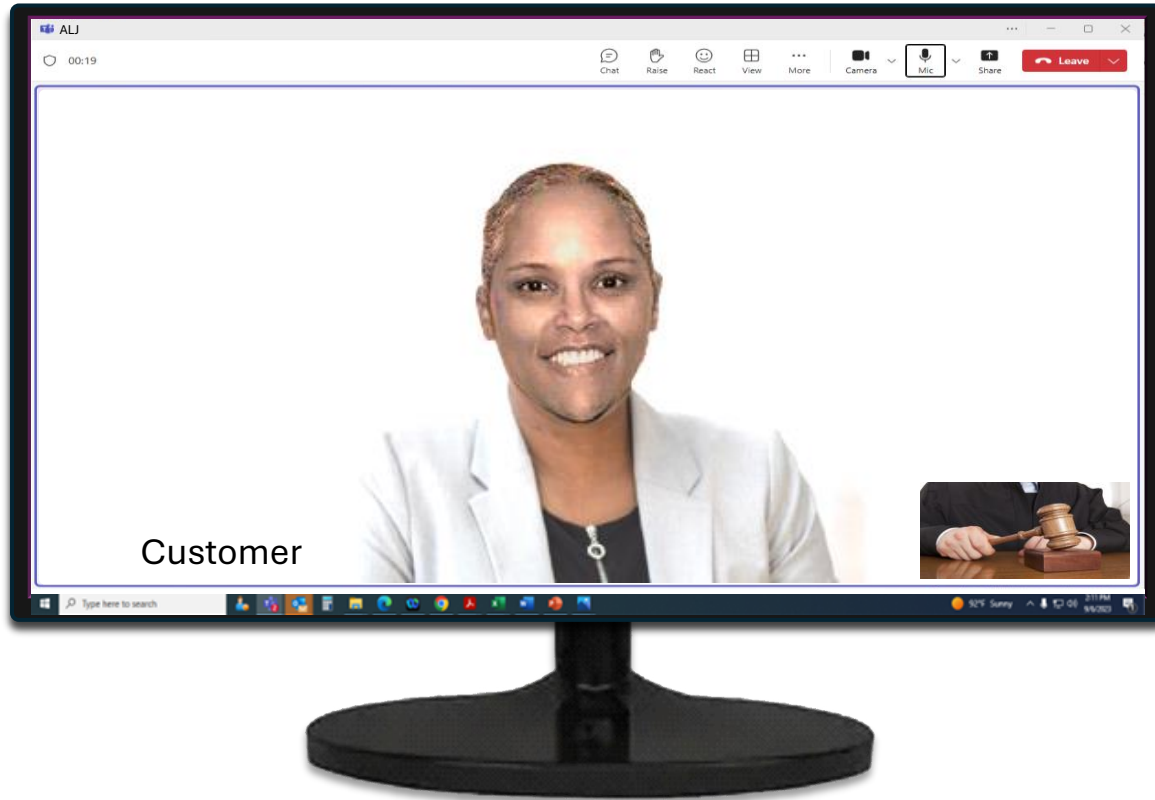
4. Once the ALJ starts the video session, the broker / customer receives a MS Teams invitation on their browser. Click the “**Continue on this browser**” button to continue.
5. The Teams meeting launches. Click the “Join Now” button to enter the meeting. Don’t forget to turn your camera on.



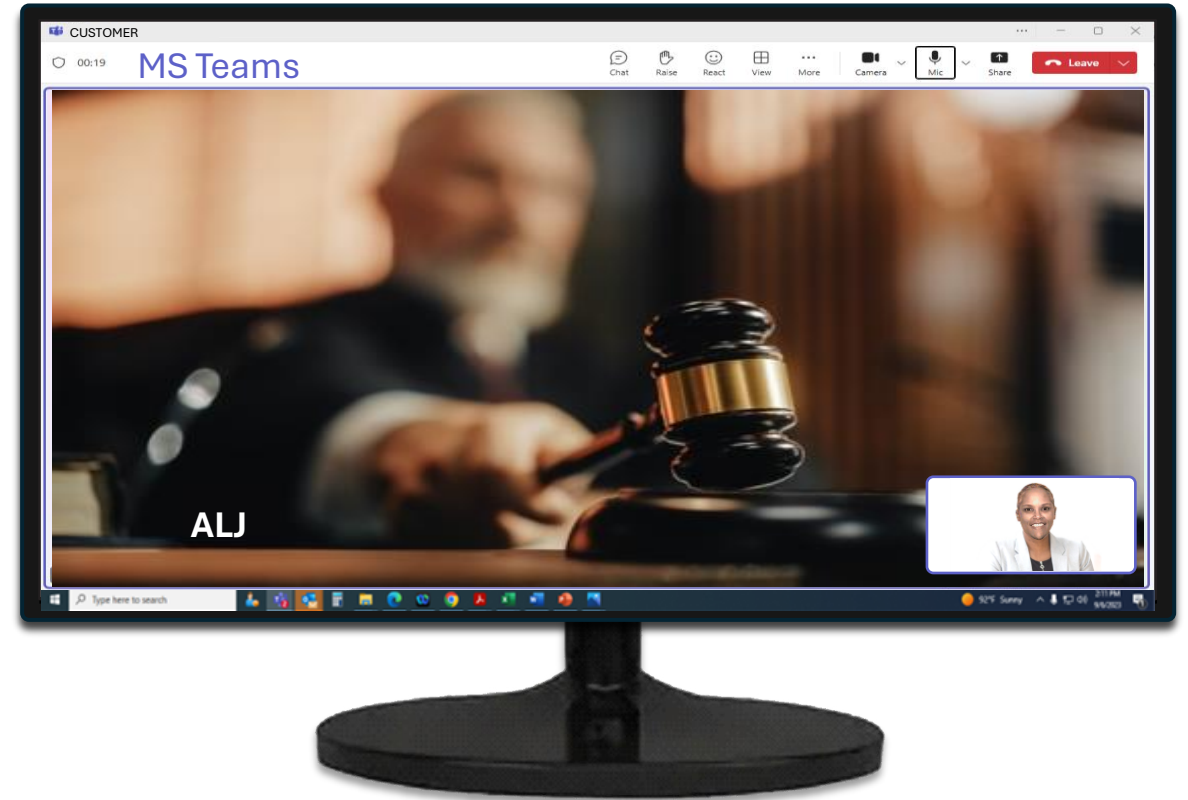
Step-4: The MS Teams video session is established

- 6) The broker/customer and ALJ join the MS Teams video meeting using their desktop/smart device, camera and microphone

ALJ – Teams to meet with Customer



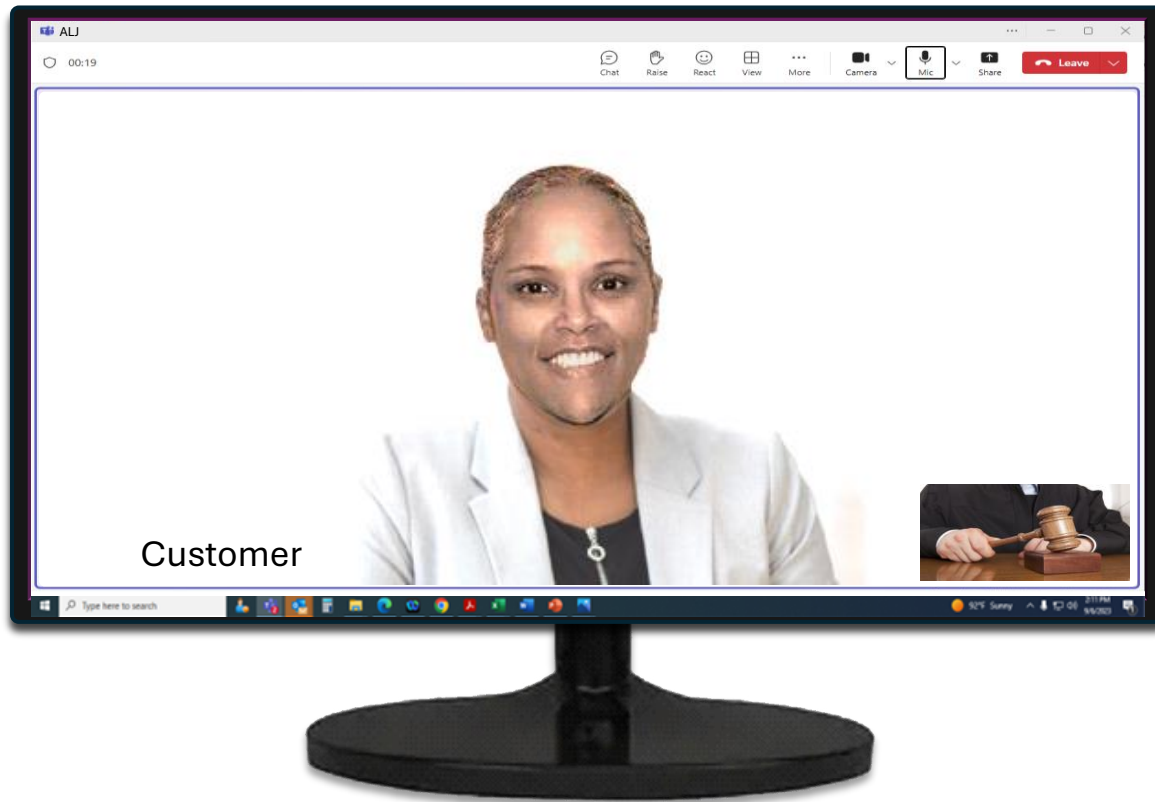
Broker / Customer Experience



Step-4: The MS Teams video session is established

- 7) ALJ conducts the hearing with the broker / customer displayed via Teams on one monitor and the NYCServ Adjudications application on the other

ALJ – Teams to meet with Customer



ALJ – NYCServ to conduct hearing



Step-6: The ALJ concludes the hearing

At the conclusion of the hearing:

- 1. A verdict is rendered
- 2. The Decision and Order is created
- 3. The D & O is sent to the broker / customer via the delivery method selected at the time of the hearing request.

No change from current process



FINANCE
NEW YORK

THE CITY OF NEW YORK
DEPARTMENT OF FINANCE



1893076B6EF308552

DECISION AND ORDER

PARKING VIOLATIONS OPERATIONS
COMMERCIAL ADJUDICATIONS UNIT

Hearing Date: August 27, 2025
Representative: Broker
Address: 375 Pearl Street
NYC, NY 10038

Respondent: CCWeb Customer
ALJ Name: Bob Jones

VIOLATION DECISION:

Violation	Plate	PA	Charge	Disposition	Reason	Judge's Decision	Prior Payment	Net Amount Due
7391903188	EZY2433	PAS	21	GUILTY - HEARING	BMIE	\$55.00	\$0.00	\$55.00

I hereby certify that the matter recorded above reflects a hearing conducted by the undersigned Administrative Law Judge (ALJ) on proof submitted by the Respondent and the City of New York, and that said determination was made by me based on that hearing.

ALJ Name: Bob Jones

Date: August 27, 2025

ALJ Signature: Robert Jones

Wed Aug 27, 2025 13:00:00

Control 113

Payment Instructions and Additional Information

Total Amount Due: \$55.00*

Payment of non-judgment summonses must be made within thirty (30) days. Summonses in judgment must be paid immediately. You have thirty (30) days to appeal a guilty determination. The amounts reflected on this document may not include recent transactions, which have not yet been applied to the system.

*Total amount due applies to the current date. Interest will continue to accrue on judgment summonses from the date of this decision. A negative amount due means you have a credit.

Retain this record of your hearing for 8 years and 3 months. This is not a receipt for payment of fine.

THE CITY OF NEW YORK • DEPARTMENT OF FINANCE
COMMERCIAL ADJUDICATIONS UNIT • 66 JOHN STREET • THIRD FLOOR • NEW YORK • NY 10038
WORLD WIDE WEB PAGE: <http://nyc.gov/finance>

Slide no.16

End Presentation