



**EPL**

**NEW YORK STATE  
DEPARTMENT OF MOTOR VEHICLES**

**BEST OF NEW YORK**

**PROJECT BEST ADVANCING SERVICE TO THE PUBLIC**

# EPLEAD

## NYSDMV TRAFFIC VIOLATIONS BUREAU

### LOCAL TVB OFFICES

- CUSTOMER SERVICE
  - ACCEPT PLEAS AND PAYMENTS
  - SCHEDULES HEARINGS
- ADMINISTER HEARINGS

LOCATED IN THE NYC BOROUGHS,  
BUFFALO, ROCHESTER AND SUFFOLK

# EPLEAD



## PROJECT GOALS

PROVIDE ONLINE APPLICATION  
FOR MOTORISTS WITH TVB  
TICKETS

- GREATER CONVENIENCE TO MOTORISTS
- REDUCE STAFF TIME SPENT PROCESSING ROUTINE TRANSACTIONS
- REDUCE CONGESTION IN THE TVB OFFICES

# E PLEAD

## ONLINE WEB TRANSACTION FOR MOTORISTS WITH TVB TRAFFIC TICKETS

### PLEA – GUILTY OR NOT GUILTY

- GUILTY – PAY FINES, FEES, SURCHARGES
- NOT GUILTY – SCHEDULE A HEARING

### NOTIFICATION

- E-MAIL NOTIFICATION WHEN TICKETS ARE AVAILABLE TO PLEAD

# EPLEAD

## ★ PROJECT STRATEGY

### PROJECT IMPLEMENTED IN PHASES

- (1 / 2007) GUILTY PLEAS AND PAYMENTS
- (5 / 2007) NOT GUILTY PLEAS, SCHEDULE HEARINGS AND NOTIFICATION

### PHASED IMPLEMENTATIONS

- MAJOR FUNCTIONS IMPLEMENTED SOONER
- ENSURES QUALITY
- REDUCES RISK

# EPLEAD

## ★ PROJECT STRATEGY

### BEST PRACTICES

- 'SOFT' IMPLEMENTATION

- ◆ SMALLER AUDIENCE TO START
- ◆ TARGET LIKELY USERS

- BIG IMPLEMENTATION ANNOUNCEMENT

# EPL

# LEAD

## ★ PROJECT STRATEGY

### BEST PRACTICES (CON'T)

#### BIG IMPLEMENTATION ANNOUNCEMENT

- 'FEATURED LINK' ON DMV WEBSITE

- FOCUSED MARKETING

- ◊ URL PRINTED ON TRAFFIC TICKETS AND NOTICES SENT TO MOTORISTS

- ◊ TVB OFFICES – URL PRINTED ON HEARING ROOM RECEIPTS

# EPLEAD

## APPLICATION ARCHITECTURE

*ePlead*  
HIGH LEVEL DESIGN VIEW

### WEB PRESENTATION LAYER (ColdFusion®)

#### Presentation Pages

- Authentication and Verification
- Notification
- Ticket Display
- Payment and Fine details
- Scheduling
- Confirmation

### WEB BUSINESS LOGIC (ACTION) LAYER (ColdFusion®)

#### Action Pages

XML Structuring  
Data Edits  
Data Submission  
Email confirmations

### COM OBJECT LAYER (Component Object Model) (VB6)

#### Communication

- Verifies XML against Schemas
- Validates Data
- CICS Gateway
- Data Formatting
- Transactions Recorded
- Database interactions
- Transaction Distribution

### MAINFRAME LAYER (COBOL, CICS, DB2, VSAM)

#### Mainframe CICS transactions

- Ticket inquiry
- Notification
- Payments
- Schedule

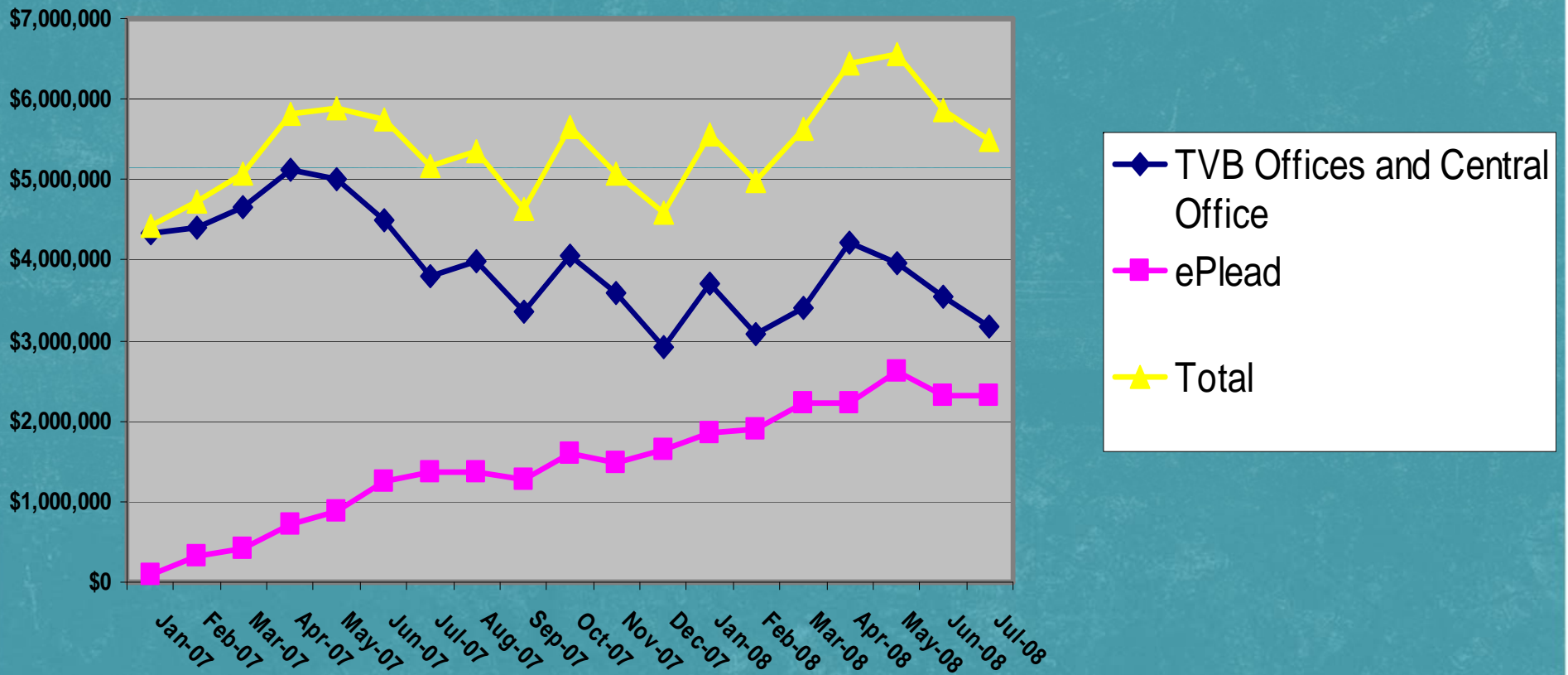
# EPLEAD

## PROJECT RESULTS

- **OVER \$27 MILLION IN TICKET PAYMENTS RECEIVED SINCE INCEPTION**
- **TRENDING TO A HIGH OF OVER 40% OF PAYMENTS RECEIVED EACH MONTH**
- **OVER 100K NOTIFICATION REQUESTS**
- **OVER 45,000 HEARINGS SCHEDULED TO DATE**
- **CURRENTLY ABOUT 8% OF ALL HEARINGS – WITH TRENDS MOVING UP EVERY MONTH!**

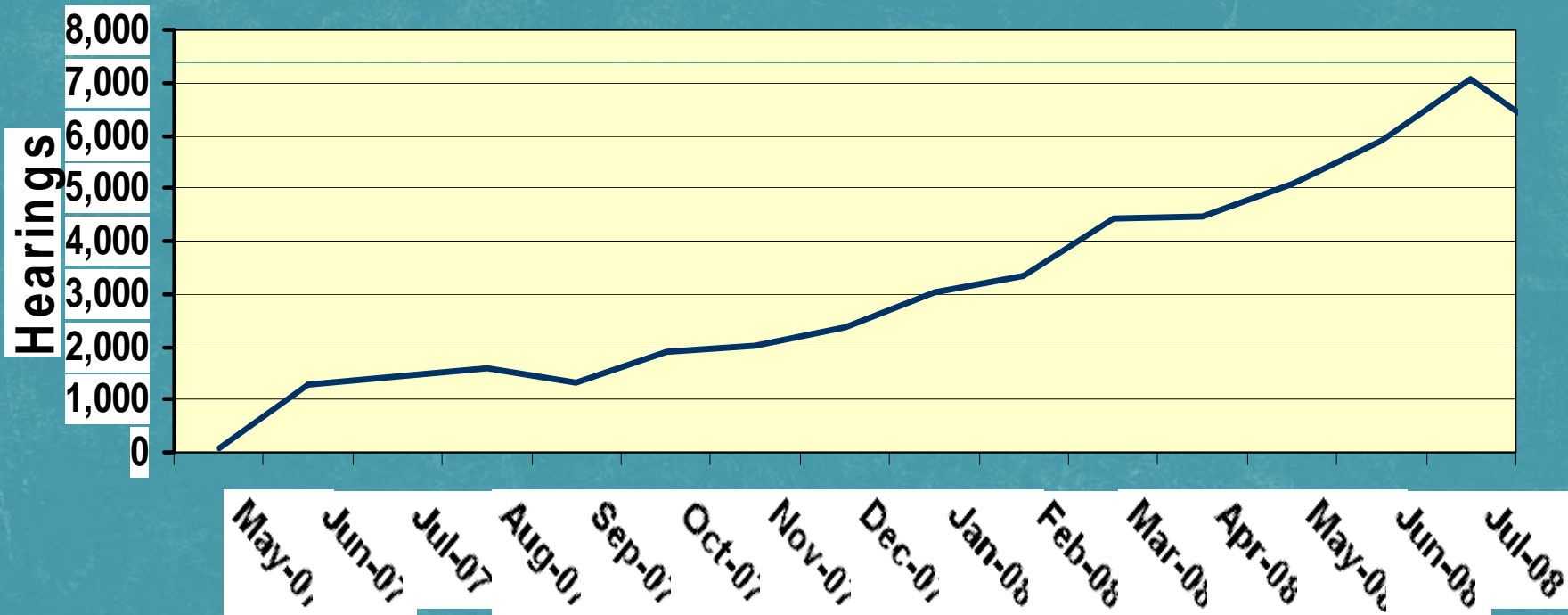
# EPLEAD

## ePlead Payments Jan 2007 - July 2008



# EPLEAD

## Hearings Scheduled May 07 - July 08



# EPLEAD

## EPLEAD – THE NEXT GENERATION....

### TVB TICKET MANAGEMENT FOR ATTORNEYS

#### **AUGUST 2008 – DEBUT**

- REUSES EPLEAD SCHEDULING AND NOTIFICATION FUNCTIONALITY
- ADDS EMAIL UPDATES ON TICKET STATUS, VIEWING OF TICKET DETAILS, PRINTING SUBSTITUTE TICKETS

#### **DECEMBER 2008 – 2<sup>ND</sup> RELEASE**

- ADDS HEARING CALENDAR, MORE TICKET DETAILS, SCHEDULING CONFLICT WARNINGS, AND ONE CLICK PRINTING OF SUBSTITUTE TICKETS

# EPLD

## APPLICATION DEMONSTRATION



# EPLEAD

[www.nysdmv.com](http://www.nysdmv.com)



NEW YORK STATE

## DEPARTMENT OF MOTOR VEHICLES

David A. Paterson, Governor  
David J. Swarts, Commissioner

[on-line transactions](#) [FAQs](#) [site map](#) [forms](#) [español](#) [find answers](#) [contact or visit](#)

[▶ search the site](#)

### Important Announcements

- [Cancellations, Closings, and Delays](#)
- [Registration-based Enforcement of Emissions Inspection Requirements](#)
- [New On-line Transaction: Plead to TVB Traffic Tickets, Make Payments, Schedule Hearings](#)
- ["Be Smart. Drive Smart." campaign for younger drivers](#)



#### Featured Link:

**Now Available:** [A Smart Way to Travel!](#)

For **drivers** and **non-drivers**, for **travel in the Western Hemisphere**, [the NYS Enhanced driver license and Enhanced non-driver photo ID card.](#)



### On-line Transactions

[vehicle registrations](#) ▶ [driver licenses](#) ▶ [DMV records](#) ▶ [custom plates](#) ▶ [road tests](#) ▶ [title certificates](#) ▶ [TVB traffic tickets](#) ▶ [renew facility business certificates](#) ▶ [inspection stickers](#) ▶ [insurance](#) ▶ [ssn verification](#) ▶ [more](#)

[HOME PAGE LINK TO EPLEAD](#)



# EPLEAD

[www.nysdmv.com/eplead.htm](http://www.nysdmv.com/eplead.htm)

New York State DMV - Internet Office Transactions

## Traffic Ticket Pleas, Hearings and Payments

### How to Plead On-line to TVB Traffic Tickets and Schedule Hearings, or Pay TVB Traffic Tickets On-line

To make sure you are eligible for this transaction, read the information on this page.

When you are ready to begin this transaction, use [the "Go to Transaction" link](#) at the bottom of the page.

#### 1. Determine if you are eligible:

- To use this transaction, the front of your **traffic ticket must display the words "Traffic Violations Bureau"** at the bottom. If the traffic ticket does not display the words "Traffic Violations Bureau" you cannot use this transaction for the ticket. If you need help, see the [sample tickets](#). The TVB **does not handle park**
- To use this transaction

### FAQs About the Requirements, Eligibility and the Restrictions for this Transaction

#### What information and documents do I need to do this transaction on-line?

To use this transaction, **your web browser must permit cookies.**

To plead on-line to traffic tickets and schedule hearings, or to pay traffic tickets online, you must have the following items or information:

- [A traffic ticket number](#) and the **last four digits of your Social Security Number**. If you have a NYS driver license with your SSN on file, and you do not have the ticket number, enter all of the other information to determine if the DMV can locate the ticket record.
- Your [Client ID Number](#) from your NYS DMV driver license, learner permit or non-driver photo ID card, **or** your full **name**, your **date of birth**, and your **gender** if you do not have a NYS DMV Client ID Number.
- A valid [e-mail address](#) so the DMV can send you confirmation of your transaction. Your e-mail program must be able to receive e-mail from addresses that include the domain: **dmv.state.ny.us**.
- If you must pay fines, fees, or surcharges, a [credit card or a debit card](#) that the DMV accepts.
- A pen or a pencil and a piece of paper, or a printer, to [record your Confirmation Number](#).

#### What options can I select for a traffic ticket during this transaction?

# EPLEAD

<https://harmonia.dmv.state.ny.us/pleadnpay/>  
MOTORIST DATA ENTRY

## Traffic Ticket Number:

Enter numbers and letters only. Do not enter spaces or hyphens.

**Traffic Ticket Number.** Enter the traffic ticket number from your traffic ticket.

If you have **more than one TVB traffic ticket**, this transaction will display **information about the other TVB tickets** when you enter **one** TVB ticket number.

**Note:** The DMV only uses the last four numbers of your Social Security Number to verify your identity. Read [the DMV Privacy and Security Statement](#).

## The Last 4 Digits of Your Social Security Number (SSN):

Enter numbers only (four digits). Do not enter spaces or hyphens.

**Social Security Number** Enter the last 4 digits of your SSN. The DMV uses this information **to verify your identity**. The DMV **does not** display this information or disclose this information.

## NYS Client ID Number:

Enter numbers only (nine digits). Do not enter spaces or hyphens.

**NYS Client ID Number.** Enter the 9-digit Client ID number from your NYS photo drivers license, learner permit or non-driver photo ID card.

**Do not enter a driver license number from another state or nation.** If you **do not have** a NYSDMV photo document or a NYS Client ID Number, enter your name, date of birth and gender below.

# EPLEAD

## MOTORIST DATA ENTRY

Or

**Last Name:**

**First Name:**

**Middle Initial:**

Enter one letter. Do not enter a period.

**Date of Birth (mmddyyyy):**

Enter numbers only (eight digits). Do not enter spaces or punctuation marks.

**Your Gender:** Male  Female

Or

**Name.** Enter your last name and your first name as the names appear on your NYS photo document, or as the names appear on the traffic ticket.

Do not enter spaces. If your name has a middle initial, do not enter other punctuation.

If a **middle initial** appears on your photo document or on the traffic ticket, do not enter any letter in the space for your middle initial.

OUT-OF-STATE OR NYS  
DRIVERS WHO DO NOT  
HAVE A CID

**Date of Birth.** Enter two digits for the month, then enter two digits for the day, then enter four digits for the year. For example, enter the date of **May 2, 1964** like this: **05021964.**

E-MAIL REQUIRED FOR  
CONFIRMATION AND  
NOTIFICATION

### E-mail Address

**Your E-mail Address:**

The maximum length is 45 characters.

**Verify Your E-mail Address:**

Enter your e-mail address again.

**Your E-mail Address.** Enter a valid e-mail address, and re-enter the e-mail address to verify it. The DMV will send you a confirmation of this transaction by e-mail.

Your e-mail program must be able to receive e-mail from addresses that include the domain: **dmv.state.ny.us**

If you need help, see [the information about e-mail addresses](#).



# EPLEAD

TICKET RECORD 'NO MATCH'



## IF THERE IS NO MATCH ON THE TICKET NUMBER:

- PROVIDE LOCAL COURT INFORMATION FOR A LOCAL COURT TICKET, OR
- PROVIDE INFORMATION THAT THE TICKET IS DISPOSED OR CLOSED, OR
- OFFER MOTORIST THE NOTIFICATION OPTION.

# EPLEAD

## NOTIFICATION: TICKET NOT ON FILE

### Verify the Traffic Ticket Information and the Driver Information

The traffic ticket you entered was **not found**. The ticket number was not found for **one of the following reasons**:

**The Information Entered is Not Correct.** You **entered the driver information or TVB ticket number incorrectly**. Select the "Back" button on your browser to return to Step 1 and correct the entries.

or

**The Ticket is Not a TVB Ticket.** Check the ticket, and make sure that the ticket displays the words "Traffic Violations Bureau." If the ticket does not display the words "Traffic Violations Bureau," you cannot plead to or pay the ticket on-line. For more information, [see the sample traffic tickets](#).

or

**The Ticket is Not Yet on File.** The TVB ticket number and driver information you entered are correct, but the ticket has not been entered **on the DMV TVB ticket files**. You can request below to **receive e-mail notification** when the ticket is entered on the files, and you can **plead to or pay the ticket through this transaction after** you receive the e-mail.

### Request E-mail Notification When the Ticket is Entered on the DMV Files:

The TVB traffic ticket number you entered is **not currently listed on the DMV traffic ticket files**. You can select below to have the **DMV send you an e-mail notification** when the ticket is entered on the files, or notification that the ticket was not entered on the DMV files **after days** from the date you requested notification.

Your e-mail program must be able to receive e-mail from addresses that include the domain: **dmv.state.ny.us**

- Notify me when the traffic ticket is entered on the DMV files.
- Do not notify me when the traffic ticket is entered on the DMV files.

**After** you receive a notification e-mail that the ticket has been entered, you can **return to this transaction to plead to the ticket**.

# EPLEAD

## PLEA OPTIONS

### Plead to Traffic Tickets and Make Payments or Schedule Hearings

The traffic tickets listed below are TVB traffic tickets that you have not answered. To answer the traffic ticket, you must enter a plea. You can select to enter a plea of **Guilty and pay** the fines, fees and surcharges, or you can select to enter a plea of **Not Guilty and schedule a hearing**, or to **take no action now**. **Carefully read the information below about the selections you can make.**

If you plead **Guilty**, you agree to **pay the fines, the fees and the surcharges** required by law. The fines, the fees and the surcharges for the violations will be displayed only after you select and submit a plea of **Guilty**.

If you plead **Not Guilty**, you agree to **appear at a hearing** at a DMV TVB office. When you select the button below that displays the word "Continue", **your plea of Not Guilty is submitted**, and the DMV selects **the closest available date** for your hearing. If other hearing dates are available, later in this transaction, you can **select a different hearing date**.

If you select to Take No Action Now, you will not have answered the ticket or entered any plea.

If you **fail to answer a traffic ticket**, the DMV will impose **additional fees**, enter a **default conviction**, and **suspend your driver license**.

				Select one for each traffic ticket.		
Traffic Ticket Number	Violation Description	Violation Date	Driver Violation Points	Plead Guilty and Pay	Plead Not Guilty and Schedule a Hearing	Take No Action Now
AAD3846511	OPERATE W/O INSURANC	12/28/2007	00	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
AAD3846500	DISOB TRAFFIC DEVICE	12/28/2007	02	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

# EPLEAD

## NOT GUILTY: SCHEDULE A HEARING

### Hearing Dates and Times for Not Guilty Pleas

For the traffic tickets listed below, you selected to **plead Not Guilty and schedule hearings**.

The DMV **automatically selected the closest hearing dates** displayed below. You can select another available hearing date or accept the selected date.

Tickets issued by the **same police officer** are grouped together by the date of the hearing. The tickets can be grouped together even if they were issued on **different days. You must select a single hearing date for every ticket in a group.**

Select the hearing location link to see the complete address of the hearing location.

After you have selected the hearing dates, select the button below that displays the words "Schedule."

**Your failure to appear at the hearing will result in suspension of your driver license, additional fees, and entry of a default conviction.**

**NOTE:** If you **later decide to change the hearing date(s)**, and you have **not previously re-scheduled** the hearing, you can use this transaction again and select "Check for Other Hearing Dates" in the "Earlier Pleas of Not Guilty" section.

**NOTE:** If you **later decide to plead guilty to a ticket and pay** the fines, the fees and the surcharges, you can use this transaction and select "Change Plea to Guilty and Pay" in the "Earlier Pleas of Not Guilty" section.

Selected Hearing Date and Time	Alternate Date and Time 1	Alternate Date and Time 2	Hearing Location	Ticket Number	
03/20/2008 10:30am <input checked="" type="radio"/>	04/03/2008 10:30am <input type="radio"/>	04/18/2008 10:30am <input type="radio"/>	<a href="#">QUEENS NORTH</a>	AAD3846511	OPERATE W/O INSURANC
				AAD3846500	DISOB TRAFFIC DEVICE

MOTORIST SELECTS FROM UP TO THREE HEARING DATES

# EPLEAD

## ADDRESS UPDATE FOR HEARING NOTICES

### Confirm or Update Your Mailing Address

The DMV must have your correct, current mailing address to send a Notice or Notices of Hearing. Select the correct button below. **If the address on your traffic ticket is not your mailing address**, provide your current mailing address.

**Important Note: If you enter an address below, it does not change your address on your driver license record or your vehicle records. Read the DMV web site instructions to [change your address on DMV documents and records](#).**

- The address on the most recent traffic ticket listed above **is** my current mailing address.
- The address on the most recent traffic ticket listed above **is not** my current mailing address.

### Enter your current mailing address below:

Street/Apartment Enter only numbers, letters, spaces and these characters: & / - %

City Enter only letters and spaces.

State:

ZIP Code:

# EPLEAD

## CHANGE PLEA OR CHANGE HEARING DATE

### Earlier Not Guilty Pleas

You entered an earlier plea of **Not Guilty** to the Traffic Violations Bureau (TVB) traffic tickets listed below. The TVB location and the date of the most recently scheduled TVB hearing are listed.

You can:

- **Change your plea to Guilty** if you are eligible to change the plea, or
- **Check for other available hearing dates** if you are eligible to change the date, or
- **Take no action now.**

If you **change your plea to Guilty**, you agree to pay the fines, the fees and the surcharges required by law. The fines, the fees and the surcharges for the violations will be displayed only after you select and submit a plea of **Guilty**.

If other hearing dates are available, this transaction will later display a page where you can select **another available date**. If you **do not** select a different date, the hearing date will **remain the date displayed below**.

Select the **hearing location link** to see the **complete address** of the hearing location.

If you select to Take No Action Now, you will not have answered the ticket or entered any plea.

If you **fail to answer a traffic ticket**, the DMV will impose **additional fees**, enter a **default conviction**, and **suspend your driver license**.

CHECK FOR  
RESCHEDULE

Select one for each traffic  
ticket.

Traffic Ticket Number	Violation Description	Violation Date	Scheduled Hearing Date/Time	TVB Hearing Location	Driver Violation Points	Change Plea to Guilty and Pay	Check for Other Available Hearing Dates	Take No Action Now
AAE9577341	SPEED IN ZONE 11-30	01/08/2008	07/09/2008 8:30 am	<a href="#">QUEENS NORTH</a>	06	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



# EPLEAD

## MOTORIST VERIFICATION OF PLEAS

### Pleas of Guilty and Payment of Fines, Fees and Surcharges

You select to **enter a plea of guilty** to the violations charged on the traffic ticket listed below.

You must read and **check the certification statement** below the list of tickets.

When you select the button below that displays the word "**Continue**", you **agree to pay** the total amount of the fines, the fees, and surcharges required by law for convictions of these violations.

Ticket Number	Violation Description	Driver Violation Points
AAE5187932	NO SEAT BELT DRIVER	3

REQUIRED  
CERTIFICATION FOR  
GUILTY PLEA

#### Required Certification:

By requesting the Traffic Violation Bureau to accept payment on the above summons(es) on-line using a credit card, I understand that I am entering a plea of "Guilty" which I understand to be the same as entering my plea by mail or being found "Guilty" by a judge.

I agree to the certification above

### Payment of Fines, Fees and Surcharges

As a result of your selections in this transaction, **you must pay a total amount** in fines, fees and surcharges of **\$90.00**

To **pay this total amount with your credit card**, select the button below that displays the word "Continue".

[See the details of the fines, the fees and the surcharges for each traffic violation conviction.](#)

LINK TO FINE  
DETAILS PAGE



# EPLEAD

## ON-DEMAND FINE DETAILS

### Details of Fines, Fees, Surcharges and Bond Payments

Ticket Number	Violation Description	Violation Date	Fine	Suspension Termination Fee	Mandatory Surcharge	Previous Amount Paid (Subtraction)	Bond Payment (Subtraction)	Total Payments Due for the Violation
AAE5187932	NO SEAT BELT DRIVER	01/02/2008	\$40.00	\$0.00	\$50.00	(\$0.00)	(\$0.00)	\$90.00
<b>Total Payment Due</b>								\$90.00

# EPLEAD

## CREDIT CARD PAYMENT

### Enter Your Payment Information and Submit Your Payment

**Note: In addition to the fines, the surcharges and fees that you pay for traffic violation convictions, you can be required to pay [Driver Responsibility Assessments](#).**

If you have a question, read [the FAQs](#).

Client Identification Number (CID): #####

Plead and Pay Payments Amount: \$90.00

#### Methods of Payment

You can use one of these credit cards to pay the Plead and Pay Payments Amount:



You can use a **debit card** if the debit card was issued by **MasterCard®** or **Visa®** and the card **does not** require you to enter a **personal identification number (PIN)**.



# EPLEAD

## TRANSACTION CONFIRMATION

New York State DMV - Internet Office Transactions

**Traffic Ticket Pleas, Hearings and Payments**

### Confirmation Message - Traffic Ticket Pleas, Hearings and Payments - Transaction Processed

**Note: In addition to the fines, the surcharges and fees that you pay for traffic violation convictions, you can be required to pay [Driver Responsibility Assessments](#).**

If you have a question, read [the FAQs](#).

**Stop! - Write your Confirmation Number on a piece of paper now.**  
Some browsers can erase your payment information from the page if you try to print or reload this page.

Below is a summary of all of the traffic ticket transactions you processed. Thank you. The DMV will send you a confirmation message by e-mail.

**Confirmation Number: 20080123-2246415**

**Date Transaction Was Processed: 01/23/2008**

**Client Identification Number (CID): #####**

**Payment Total: \$45.00**

# EPLEAD

## TRANSACTION CONFIRMATION

### Pleas of Guilty and Payment of Fines, Fees and Surcharges

You select to **enter a plea of guilty** to the violations charged on the traffic ticket listed below. You also **paid the fines, the fees, and the surcharges** required by law for convictions of these violations.

Ticket Number	Violation Description	Violation Date
4143648544	UNREG MOT VEH < 60DA	05/25/2003

### Take No Action Now

You selected to **take no action now** for the traffic tickets listed below.

**If you take no action for the traffic tickets listed below, the DMV can impose additional fees and suspend your driver license, learner permit or driving privileges.**

Ticket Number(s)	Violation Description	Violation Date
4143648532	OPERATE W/O INSURANC	05/25/2003

# EPLEAD

## THE BEST OF EPLEAD

### VIRTUALLY COMPLETE SELF-SERVICE

MOTORIST CAN PLEAD EASILY , INSTANTANEOUSLY,  
WITHOUT TVB ASSISTANCE.

### TARGETED INFORMATION

- 'NEED TO KNOW' INFORMATION CUSTOMIZED AND DISPLAYED
- 'NICE TO KNOW' INFORMATION AVAILABLE ON DEMAND
- MINIMIZES REQUESTS FOR INFORMATION FROM TVB

The background is a solid teal color with a subtle, grainy texture. It features several decorative elements: a large, light-blue geometric shape on the left side, composed of multiple parallel lines that curve and intersect, with a white star at its tip; a smaller white star on a curved line above it; a circular pattern with a floral-like center in the top left; and a horizontal line with a diagonal hatched pattern across the middle. The text 'EPLAD' is positioned in the upper right quadrant.

EPLAD

THANK YOU !