HELP MANUALS

Special Education Route System Vendor Manual

OPT Call Recording System Vendor Manual

Letters and memos Vendor Manual

Vehicle System Vendor Manual

Accident System Vendor Manual

School Bus Violations System Vendor Manual

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This chapter provides introductory information about the Special Education Route System.
Welcome to the Special Education Route System!

Functions Available in the Special Education Route System

You can use the Special Education Route System to do the following:

• view the list of special education students assigned to routes serviced by your company
• view the details of routes that were active during a specific time period
  • search for special education student information
  • print route details and student information
Using the Special Education Route System

This chapter provides instructions for performing the following functions:

- logging into the system
- logging out of the system
- viewing the list of special education students assigned to routes serviced by your company
- viewing the details of routes that were active during a specific time period
  - searching for special education student information
  - printing route details and student information

Note: To protect students' privacy, addresses and phone numbers are hidden in the screen shots in this manual.
Logging In

To log into the Special Education Route System:

1. Go to the Office of Pupil Transportation website at:
   http://schools.nyc.gov/Offices/Transportation
   2. Click on Vendor Resources.

3. Click on Vendor Applications Login.
4. Click on Special Education Routing System.

5. Enter your User Name.

6. Press the Tab key on your keyboard.

7. Enter your Password.

8. Click Sign In.
Logging Out

When you have finished using the Special Education Route System, log out to maintain the security of your data.

To log out of the Special Education Route System:

1. Click **Log Out**.
Viewing Route Details

You can view the list of special education students who are assigned to routes that your company services.

To view route details:

1. If applicable, click on a Garage to view the special education routes for that garage.
2. Click Show Routes.
3. Click on a Route under List of All Routes.
4. Click Show Details.

You will see the list of students assigned to the route that you selected.

5. Proceed to the steps below to print the list.
Printing Route Details

To print route details:

1. Click **Print all page(s)**.

   A printer-friendly version of the list and the **Print** dialog box will appear.

2. Under **Select Printer**, choose the printer to use to print the list.

3. Click **Print**.
Route Administration

To enter information including driver name, escort name, bus number, and comments:

1. Click Administration.

2. For the Route No displayed at the top of the screen, type in the Driver Name, Escort Name, Bus Number and any desired Comments.

3. Click Submit.

You will see the message below.

4. To return to the route details, click Go back to route.
Printing the Details of one or More Routes

You can print the list of special education students by one or multiple route numbers.

To print route details:

1. Click Show Routes.

2. Do either of the following:
   a. Click on a Route under List of All Routes.
      OR

   a. To select multiple routes, click on a Route under List of All Routes.
      b. Hold down the Ctrl key on your keyboard.
      c. Click on each additional route whose details you would like to print.
      d. Release the Ctrl key. In this example, routes K404 and K408 are selected.

3. Click Print.
You will see the list of students assigned to the route(s) that you selected.

4. Click **Print**.

5. Under **Select Printer**, choose the printer to use to print the list.

6. Click **Print**.
Viewing Route Details by Time Period

You can view the list of special education students assigned to routes that were active during a specific time period.

To view route details by time period:

1. Click **Show Routes**.
2. Click on **Click here to display routes for a selected period of time**.
3. Click on the calendar to choose the **Start Date** and **End Date** between which you would like to search.
4. Click **Show Routes**.

The applicable routes will appear on the right side of the screen.

5. Proceed to the steps below to print the route details.
Printing Route Details by Time Period

To print route details by time period:

1. Do either of the following:
   a. Click on a route number on the right side of the screen. In this example, route **K404** is selected.
   OR
   a. To select multiple routes, click on a route number on the right side of the screen.
   b. Hold down the **Ctrl** key on your keyboard.
   c. Click on each additional route whose details you would like to print.
   d. Release the **Ctrl** key.

2. **Print**.

   ![Print Route Details Screen](image)

   You will see the list of students assigned to the route(s) that you selected.

3. Click **Print**.

   ![Print Preview Window](image)
The **Print** dialog box will appear.

4. Under **Select Printer**, choose the printer to use to print the list.

5. Click **Print**.
Searching for Student Information

You can search for special education student information by student ID, first name, and/or last name.

To search for student information:

1. Click Search.
2. Choose ID or Name. In this example, Name is chosen.
3. Type in the student's First Name and/or Last Name. In this example, the search is for students with the last name "Smith".
4. Do one of the following:
   a. To find students with the first and last name that you typed in, choose AND.

   OR

b. To find students with either the first or the last name that you typed in, choose OR.

   OR

c. To find students with a first or last name containing the letters that you typed in, choose LIKE.

5. Click Submit.
You will see the list of students who meet your search criteria. Students on routes serviced by other vendors are listed at the bottom of the screen.

6. Click on a **Route No.** to view route details.

You will see the list of students assigned to the route that you selected.

7. To print the list, proceed to the steps below.
Printing Student Information

To print student information:

1. Click **Print all page(s)**.

![Print all page(s) button highlighted](image)

A printer-friendly version of the list and the **Print** dialog box will appear.

2. Under **Select Printer**, choose the printer to use to print the list.

3. Click **Print**.

![Print dialog box](image)
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This chapter provides introductory information about the OPT Call Recording System.
Welcome to the OPT Call Recording System!

Functions Available in the OPT Call Recording System

You can use the OPT Call Recording System to do the following:

- view complaints filed against your company
- respond to complaints
- print complaint details
- add bus breakdown reports
- add bus running late reports

Note: Only these types of complaints appear in the system: bus did not arrive at school, late arrival at school, and no pick-up.
Chapter 2

Using the OPT Call Recording System

This chapter provides instructions for performing the following functions:

• logging into the OPT Call Recording System
• logging out of the OPT Call Recording System
• viewing complaints filed against your company
• responding to complaints
• printing complaint details
• adding bus breakdown reports
• adding bus running late reports
Logging In

To log into the OPT Call Recording System:

1. Go to the Office of Pupil Transportation website at: http://schools.nyc.gov/Offices/Transportation
2. Click on Vendor Resources.
3. Click on Vendor Applications Login.
4. Scroll down to the bottom of the screen.
5. Click on **OPT Call Recording System**.

6. Enter your **User Name**.
7. Press the **Tab** key on your keyboard.
8. Enter your **Password**.
9. Click **Log In**.

You will see the **Main Menu** of the **OPT Call Recording System**:

![Main Menu of OPT Call Recording System](image)
Logging Out

Logging out prevents an unauthorized person from viewing your information.

To log out:

1. If the Main Menu is not displayed, click Main Menu at the bottom of the screen.
2. Click Log out.

New York City Department Of Education

OPT Call Recording System 5.0

Pupil Look-Up

View Complaint

Log out
Viewing and Responding to Complaints

You can view complaints made against your company and respond to those complaints.

Note Only these types of complaints appear in the system: bus did not arrive at school, late arrival at school, and no pick-up.

To view and respond to complaints:

1. Click on My Complains.

2. Input date range and click submit.

3. Click on a Complaint#.

<table>
<thead>
<tr>
<th>Sr/No</th>
<th>Complaint#</th>
<th>Id</th>
<th>Name</th>
<th>DOB</th>
<th>School</th>
<th>Grade</th>
<th>Date Reported</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>176427</td>
<td>26067</td>
<td></td>
<td>9-13-05</td>
<td>9:40 AM</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>176380</td>
<td>75891</td>
<td></td>
<td>9-13-05</td>
<td>9:40 AM</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>176331</td>
<td>24075</td>
<td></td>
<td>9-13-05</td>
<td>10:32 AM</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>176070</td>
<td>30151</td>
<td></td>
<td>9-13-05</td>
<td>3:40 PM</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
The complaint information will appear.

4. Type your response in the box under **Please Write Your Response**.

5. Click **Update**.

Your response will be sent to the OPT and the complaint will no longer appear on the list of complaints.

6. Click **Print** to print the complaint details and your response.

   **Note**  
   If you close this screen without printing the complaint, you will not have another opportunity to print the complaint.

7. Proceed to the steps below to print the complaint details.
Printing Complaint Details

Note  If you close this screen without printing the complaint, you will not have another opportunity to print the complaint.

To print the complaint details:

1. Click **Print** at the bottom of the screen.

   ![Nature Of The Problem Table]

   1. No Pick-Up

      Problem Details:
      Parent states that the bus did not pick up his child this morning.

      License Plate: [Redacted]
      Bus: [Redacted]
      Location of Incident: [Redacted]
      Dept. Referred To: Operations
      Date Referred: 5/4/2005

   Vendor Resolution:
   Resolution: Vendor: Child was not present at stop at scheduled pickup time.

   Date: 4/23/2005
   Eastern Time 3:26:50 PM

2. Select the desired printing options, then print the complaint.

3. You can then click **View Complaints** to respond to another complaint or click **Main Menu** to return to the main menu and log out.
Working with Bus Breakdown and Running Late Reports

You must report all bus breakdowns and delays using the OPT Call Recording System. Add a bus **breakdown** report to notify the OPT about a **mechanical** problem. Add a **running late** report to notify the OPT about a **traffic delay** or **other delays**.

---

**Adding a Breakdown Report**

To add a breakdown report:

1. If the **Main Menu** is not displayed, click **Main Menu** at the bottom of the screen.
2. Click on **School Bus Delays**.

3. Click on **New Breakdown Report**.
4. Choose the **Type of Run** to which the breakdown applies and **AM Run** or **PM Run**.

5. **Contact**: Type in the **Title**, **Name**, and **Phone Number** of the person at your company that the OPT can contact regarding the breakdown. Type the phone number in this format: **000-000-0000**. For example, type **718-555-5555**.

6. **Occurred On**: Type in the time at which the breakdown occurred. Use this format: **00:00 am** or **pm**. For example, if the breakdown occurred at 7:30 in the **morning**, type in **7:30 am**.
7. **Route# & Borough**: Type in the *route number* involved in the breakdown, if it is available. Select *borough* from drop down menu.

8. **Bus#**: Type in the *bus number* involved in the breakdown.

9. **Reason**: select reason of breakdown from drop down menu and type a brief description in the description box.
10. **Location of Breakdown:** Type in the **location** at which the breakdown occurred.

<table>
<thead>
<tr>
<th>Bus Company</th>
<th>Reason</th>
<th>Location of Breakdown</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Select a reason</td>
<td>Corner of 8th St. and 6th Ave</td>
</tr>
</tbody>
</table>

11. **School(s) Serviced:** type the **school** code(s) serviced by the route involved in the breakdown.

<table>
<thead>
<tr>
<th>School(s) Serviced</th>
<th>Number of students on the bus</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enter 3-digit codes separated by commas</td>
<td></td>
</tr>
</tbody>
</table>
12. **Number of students on the bus:** Type in the number of students that were on the bus when the breakdown occurred.

<table>
<thead>
<tr>
<th>School(s) Serviced</th>
<th>Number of students on the bus</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

12. Choose **Yes** or **No** to answer these questions: **Has contractor notified school(s)?**, **Has contractor notified parent(s)?**, **Has another bus been dispatched to complete the run?**, **Have you alerted OPT?**

13. If you alerted the school(s) / OPT, type in the **Name of person notified** in appropriate boxes.

14. If another bus was dispatched to complete the run, type in the **Time replacement bus dispatched** and the **Bus# Dispatched**.

<table>
<thead>
<tr>
<th>Has contractor notified school(s)?</th>
<th>Ø No ☑ Yes</th>
<th>Person Notified Name</th>
<th>Has contractor notified parent(s)</th>
<th>Ø No ☑ Yes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Has another bus been dispatched to complete the run?</td>
<td>Ø No ☑ Yes</td>
<td></td>
<td>Time replacement bus dispatched</td>
<td></td>
</tr>
<tr>
<td>Have you alerted OPT?</td>
<td>Ø No ☑ Yes</td>
<td>Name of Person Notified</td>
<td>Date (e.g. 5/22/00)</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Time (e.g. 4:15 pm)</td>
<td>Complaints</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
15. You can reopen the report and enter **Follow Up Information** later in the day.

16. You can type any other pertinent information about the breakdown in the **Additional Information** box.

17. Click **Save Report**.
18. The saved breakdown report will appear. Parents, schools, and the OPT will be able to see your breakdown report on the OPT website. You can edit the report using the instructions listed below.

<table>
<thead>
<tr>
<th>AM RUN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact: Dispatcher</td>
</tr>
<tr>
<td>Occurred On: Mon, Nov 17 07:30 AM</td>
</tr>
<tr>
<td>Route: 1731A</td>
</tr>
<tr>
<td>Bus Company:</td>
</tr>
<tr>
<td>Location of breakdown: Corner of W. 8th St. and 6th Ave.</td>
</tr>
<tr>
<td>School(s) Serviced: New York City Superstart Plus Program 6601 16th Avenue Brooklyn, NY, 11204-1865 18070</td>
</tr>
<tr>
<td>Has Contractor Notified School(s): Yes</td>
</tr>
<tr>
<td>Has another bus been dispatched to complete the run?: Yes</td>
</tr>
<tr>
<td>Bus# Dispatched: 00001</td>
</tr>
</tbody>
</table>

19. You can click on **School Bus Delays List** to edit a delay or breakdown report or click **Log Out** to exit from the system.
Adding a Running Late Report

To add a running late report:

1. If necessary, click **Main Menu** at the bottom of the screen.
2. Click on **School Bus Delays**.

   ![New York City Department Of Education OPT Call Recording System 5.0](image)
   - School Bus Delays
   - Log out

3. Click on **New Running Late Report**.

4. Choose the type of run to which the delay applies and **AM Run** or **PM Run**.

   ![New Breakdown Report](image)
   - Select Type
   - AM Run

5. **Contact**: Type in the **Title**, **Name**, and **Phone Number** of the person at your company that the OPT can contact regarding the delay. Type the phone number in this format: **000-000-0000**. For example, type **718-555-5555**.

   ![New Breakdown Report](image)
   - Contact
   - Name
   - Phone
6. **Occurred On:** Type in the time at which the bus was running late. Use this format: \textbf{00:00 am} or \textbf{pm}. For example, if the bus was running late at 7:30 in the \textbf{morning}, type in \textbf{7:30 am}.

![Table with fields: Received By, Contact, Occurred On, Route#, Borough, Bus Company]

7. **Route# & Borough:** Type in the route number involved in the breakdown, if it is available. Select borough from drop down menu.

![Table with fields: Created On, Borough, Bus#]

Using the OPT Call Recording System
8. **Bus#:** Type in the **bus number** involved in the delay.

9. **Reason:** select reason of breakdown from drop down menu and type a brief description in the description box.

10. **How Long?:** Type in the duration for which the bus was delayed.
11. **School(s) Serviced**: type the **school** code(s) serviced by the route involved in the breakdown.

12. **Number of students on the bus**: Type in the number of students that were on the bus when the delay occurred.

13. Choose **Yes** or **No** to answer these questions: **Has contractor notified school(s)?**, **Has contractor notified parent(s)?**, **Have you alerted OPT?**

14. If you alerted the school(s) / OPT, type in the Name of person notified in appropriate boxes, and the date and time for when OPT was notified.
15. You can reopen the report and enter **Follow Up Information** later in the day. (what time the school received their children or what time last child got home)

<table>
<thead>
<tr>
<th>Follow Up Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>If during morning run/field trip, what time did the school(s) receive their children?</td>
</tr>
<tr>
<td>If during afternoon run, what time did the last child get home?</td>
</tr>
</tbody>
</table>

16. You can type any other pertinent information about the delay in the **Additional Information** box.

17. If the driver involved in the delay was the **regularly scheduled driver**, choose **Regular Driver**. If the driver involved in the delay was a **substitute driver**, choose **Shape Driver**.

![Additional Information Field]
18. Click **Save Report**.

The saved running late report will appear. Parents, schools, and the OPT will be able to see your running late report on the OPT website. You can edit the report using the instructions listed below.

<table>
<thead>
<tr>
<th>AM RUN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact</td>
</tr>
<tr>
<td>Occurred On</td>
</tr>
<tr>
<td>Reported On</td>
</tr>
<tr>
<td>Route #</td>
</tr>
<tr>
<td>Borough</td>
</tr>
<tr>
<td>Reason For Delay</td>
</tr>
<tr>
<td>How Long?</td>
</tr>
<tr>
<td>School(s) Serviced</td>
</tr>
<tr>
<td>Number of students on the bus</td>
</tr>
<tr>
<td>Has Contractor Notified School(s)?</td>
</tr>
<tr>
<td>Has Contractor Notified Parent(s)</td>
</tr>
</tbody>
</table>
19. You can then click on **School Bus Delays List** to add or edit a breakdown or running late report or click **Log Out** to exit from the system.
Editing a Breakdown or Running Late Report

You can update a breakdown or running late report with new or follow up information.

To edit a breakdown or running late report:

1. If the Main Menu is not displayed, click Main Menu at the bottom of the screen.
2. Click on School Bus Delays.

The list of breakdown and running late reports that you previously entered will appear.

3. Click on the Edit link to the left of a report that you want to edit.
4. Make the desired changes to the report and enter any available Follow Up Information.

5. Click on Save Report.

The saved breakdown report will appear.

6. You can then click on School Bus Delays List to edit or add a breakdown or running late report or click Log Out to exit from the system.
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This chapter provides introductory information about the Letters and Memos System.
Welcome to the Letters and Memos System!

Functions Available in the Letters and Memos System

The Letters and Memos System provides a convenient means for you to view and print documentation related to OPT policies and procedures.
This chapter provides instructions for doing the following:

- logging into the Letters and Memos System
- logging out of the Letters and Memos System
- viewing and printing documentation
Logging In

You must enter a user name and password to access the Letters and Memos System.

To log into the Letters and Memos System:

1. Go to the **Office of Pupil Transportation** website at:
   http://schools.nyc.gov/Offices/Transportation

2. Click on **Vendor Resources**.

3. Click on **Vendor Applications Login**.
5. Enter your **User Name**.
6. Press the **Tab** key on your keyboard.
7. Enter your **Password**.
8. Click **Submit**.
Logging Out

When you have finished using the Letters and Memos System, log out to maintain the security of the data.

To log out of the Letters and Memos System:

1. Click on LogOut.
Viewing and Printing the Documentation

This section includes steps for viewing and printing the types of documents that may be available in the Letters and Memos System.

**Notes** 1. You must have *Microsoft Office* and *Adobe Acrobat* installed on your computer in order to access the documents.

The documents available in the Letters and Memos System vary from year to year. The documents displayed below are samples of some of the types of letters and memos that you might see in the system.

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Viewing and Printing Microsoft Office Documents

Some of the documents in the system are Microsoft Office files: Word or Excel files. You must have *Microsoft Office* installed on your computer in order to access these documents.

To view and print a Microsoft Office document:

1. Click on a link. In this example, the **Vendor Information Form** will be selected.

---

### Letters Memos

- FALL ADD ROUTES 2011/2012 (Updated 05/03/2012)
- Fall Pick Schedule 2011/12 (Updated 08/24/2011)
- Fall Pick Plus/Minus 2012/13 (Updated 08/21/2012)
- **Vendor Information Form**
- Seating Locations
- Drug and Alcohol Policy
- Summer Pick Plus/Minus 2012 (Updated on 06/29/2012)
  - Summer Pick Plus/Minus 2012
- Fall Pick Schedule 2012/2013 (Updated 8/21/2012)
- FALL ADD ROUTES 2012/2013
- LogOut
If the document is a Microsoft Office file, the **File Download** dialog will appear as shown below:

2. Click **Open**.

The selected document will be opened:
9. Click **File > Print** to print the document.

10. Select the desired printing options, then print the document.
Viewing and Printing Adobe Acrobat (.pdf) Documents

Some of the documents in the system are Adobe Acrobat (.pdf) files. You must have Adobe Acrobat installed on your computer in order to access these documents.

To view and print an Adobe Acrobat (.pdf) document:

1. Click on a link. In this example, OPT Emergency Procedures will be selected.

If the document is an Adobe Acrobat (.pdf) file, the document will be opened as shown below:
2. Click **File > Print** to print the document.

3. Select the desired printing options, then print the document.
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<th>Section</th>
<th>Page</th>
</tr>
</thead>
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<td></td>
<td>Logging Out</td>
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<tr>
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<td>2-14</td>
</tr>
<tr>
<td></td>
<td>Deleting Vehicle Records</td>
<td>2-16</td>
</tr>
</tbody>
</table>
This chapter provides introductory information about the Vehicle System.
Welcome to the Vehicle System!

Functions Available in the Vehicle System

You can use the Vehicle System to do the following:

- view, search for, edit, and delete your vehicle records that were added in the system
- add your vehicle records
- create a vehicle report
This chapter provides instructions for performing the following functions:

- logging into the Vehicle System
- logging out of the Vehicle System
- viewing, searching for, adding, editing, and deleting your vehicle records
- adding your vehicle records
- creating a vehicle report
Logging In

You must enter a user name and password to use the Vehicle System.

To log into the Vehicle System:

1. Go to the Office of Pupil Transportation website at: http://schools.nyc.gov/Offices/Transportation
2. Click on Vendor Resources.
3. Click on Vendor Applications Login.
4. Scroll down to the bottom of the screen.
5. Click on **Vehicle System**.

![Image of Vehicle System](image1)

6. Enter your **User Name**.
7. Press the **Tab** key on your **keyboard**.
8. Enter your **Password**.
9. Click **Submit**.

**Vehicle Entry Screen**

Please enter your user name and password here to enter Vehicle Entry system.

- **User Name**: [Enter your user name]
- **Password**: [Enter your password]

**Submit**

The **Vehicle List** screen will appear:

![Image of Vehicle List](image2)
Logging Out

When you have finished working in the system, you should log out to prevent an unauthorized person from accessing your vehicle data.

To log out:

1. Click **Back to Login** at the bottom of the screen.
Working with Vehicle Records

From the Vehicle List screen, you can search for vehicle records based on criteria such as the license plate number or registration number. You can also view, add, edit, delete, and report on your vehicle records.

Vehicle List Screen

Your vehicle records that were previously entered in the system are displayed on the Vehicle List screen as shown below. The top of the screen indicates the total number of your vehicle records that are in the system.
These additional options are available on the Vehicle List screen:

**Number Of Vehicles Per Page**
If this box appears, enter the number of vehicle records that you would like to see on the screen, then click the 🔄.

**Column Headings**
Click on an underlined column heading to sort the list by that column. For example, click on License Plate to sort the vehicle list by license plate number.

**Pages**
Click on a page number to view the corresponding page of vehicle records. Click Next to go to the next page of vehicle records. Click Previous to go to the previous page of vehicle records.

**Add**
Click on this button to add a vehicle record.

**Edit**
After you have selected the ☐ to the left of a vehicle record, click Edit to modify the vehicle record.

**Delete**
After you have selected the ☐ to the left of a vehicle record, click Delete to delete the vehicle record.

**View**
After you have selected the ☐ to the left of a vehicle record, click View to view the vehicle record without editing it.

**Print**
Click on this button to print all of your vehicle records.

**Reports**
Click on this button to create a report on vehicles whose approval for retrofit payment is pending.

**Vehicle Search**
Choose a search option from the list at the bottom of the screen, enter the corresponding information in the box, then click Edit, Delete or View.

**Back to Login**
Click on this link to log out of the system.
Viewing Vehicle Records

To view a vehicle record:

1. Select the [ ] to the left of the vehicle record that you want to view.

2. Click View to see the vehicle details.
The vehicle details will appear as shown below.

**Note**  You cannot edit a vehicle record on this screen. To edit a vehicle record, complete the steps listed on Page 2-14.

```
<table>
<thead>
<tr>
<th>Service Type:</th>
<th>Licence Plate:</th>
</tr>
</thead>
<tbody>
<tr>
<td>OPT</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Vehicle Type:</th>
<th>Model Year:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard Bus (Handicapr)</td>
<td>1990</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Registration:</th>
<th>Reg. Expires:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2/28/2007</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>A/C Equipped:</th>
<th>Mileage:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Crankcase Filter</td>
<td>130504</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>DOC:</th>
<th>DPF:</th>
<th>Capacity:</th>
</tr>
</thead>
<tbody>
<tr>
<td>✓</td>
<td></td>
<td>40</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Owner:</th>
<th>Status:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Active</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Comments:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>
```
Searching for Vehicle Records

To search for vehicle records:

1. At the bottom of the screen, choose **License plate**, **Bus no**, or **Registration no** from the list.

2. Type your search criteria in the box. For example, type in a license plate number.

3. Click on **Edit**, **Delete**, or **View**.

---

Using the Vehicle System

76

2-9
You will see the vehicle record that matches your search criteria.
Adding Vehicle Records

To add a vehicle record:

1. Click **Add**.

Choose a Vehicle from the list or enter your search criteria below and click an option above.

License plate: [Enter criteria]

[Add]  [Edit]  [Delete]  [View]  [Print]
2. Complete the required fields as described below:

- **Service Type:** OPT
- **License Plate:** license plate number
- **Garage:** location in which the vehicle is garaged
- **Vehicle Type:** Coach bus, Hydraulic Lift, Mini-Wagon, Ramp-Wagon, Standard Bus (Handicap), or Standard Bus (Normal)
- **Model Year:** vehicle year from registration
- **Model:** vehicle model name (e.g., Pontiac, GMC, etc.)
- **Registration:** vehicle identification number
- **Reg. Expires:** registration expiration date (Use the format m/d/yyyy. For example, to enter March 2, 2007, type 3/2/2007.)
- **Bus No.:** bus number
- **Mileage:** vehicle mileage (use only numbers)
- **Body:** vehicle body
- **Capacity:** total number of passengers the vehicle can hold including driver and escort
- **Engine:** name or type or size of engine
- **Owner:** parent company or lease company name
- **Status:** Active, Inactive, Spare, or Other

3. Click Add.
The message shown below will appear.

4. Click **OK**.

This message will appear: "Add action successfully completed."
Editing Vehicle Records

To edit a vehicle record:

1. Search for the vehicle that you want to edit using the steps listed on Page 2-9.
2. Select the [ ] to the left of the vehicle record that you want to edit.

3. Click **Edit**.
4. Make any desired changes to the vehicle information.

Note  All fields are required except **A/C Equipped**, **Crankcase Filter**, **DOC**, **DPF**, and **Comments**.

5. Click **Edit**.

The message shown below will appear.

6. Click **OK**.

This message will appear: "Edit action successfully completed."
Deleting Vehicle Records

To delete a vehicle record:

1. Search for the vehicle that you want to delete using the steps listed on Page 2-9.
2. Select the checkbox to the left of the vehicle record that you want to delete.

3. Click Delete.

Choose a Vehicle from the list or enter your search criteria below and click an option above.

Choose a Vehicle from the list or enter your search criteria below and click an option above.

Number of vehicles per page 7
(Active: 1554 Inactive: 10 Spare: 140 Other: 0 Total: 1704)

Number of vehicles per page 7
(Active: 1554 Inactive: 10 Spare: 140 Other: 0 Total: 1704)
The vehicle record will appear.

4. Verify that it is the vehicle record that you want to delete.
5. Click **Delete**.

   ![Vehicle Record](image)

   The message shown below will appear.

6. Click **OK**.

   ![Confirm Delete](image)

   This message will appear: “Delete action successfully completed.”
Creating Vehicle Reports

To create and print a report of all of your vehicle records that were added in the system:

1. Click **Print**.

2. Click **File > Print**.

   The **Vehicle Report** will appear.

3. Select the desired printing options, then print the vehicle report.
ACCIDENT SYSTEM
OPT Vendor Manual
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Chapter 1

Accident System Overview

This chapter provides introductory information about the Accident System.
Welcome to the Accident System!

Functions Available in the Accident System

You can use the Accident System to do the following:

• search for your accident reports
• view and edit your accident reports
• add accident reports
This chapter provides instructions for performing the following functions:

- logging into the Accident System
- logging out of the Accident System
- searching for accident reports
- editing accident reports
- adding new accident reports
Important Notes

You are required to do the following:

- Report accidents promptly to the OPT’s Customer Service Unit.
- Enter accident reports in the Accident System within 24 hours of the accident.
- Fax a completed copy of the MV104 form (New York State Department of Motor Vehicles Report of Vehicle Accident) to the OPT as soon as possible.
- Fax or mail a completed copy of the police report within 7-10 business days of the accident.
Logging In

You must enter a user name and password to use the Accident System.

To log into the Accident System:

1. Go to the **Office of Pupil Transportation** website at: http://schools.nyc.gov/Offices/Transportation
2. Click on **Vendor Resources**.
3. Click on **Vendor Applications Login**.
4. Scroll through the applications listed on the screen.
5. Click on **Accidents**.

6. Enter your **User Name**.
7. Press the **Tab** key on your keyboard.
8. Enter your **Password**.
9. Click **Submit**.
The **Accident Search** screen will appear:

![Accident Search Screen](image-url)
Logging Out

When you have finished working in the system, you should log out to maintain the security of the data.

To log out:

1. Click **LOGOUT** at the top of the screen.
Searching for Accident Reports

You can search for your accident reports that were previously entered in the system.

To search for accident reports:

1. Click Search.

2. In the Search box, type in the text that you are looking for. For example, an Accident # or Date Of Accident.

3. Choose a search option from the first list to the right of the Search box.

4. From the second list to the right of the Search box, choose the service type for which you are searching: OPT, PreK or Both (OPT and PreK).
5. Click **Go**.

![ACCIDENT SYSTEM](image)

The list of accident reports that match your search criteria will appear at the bottom of the screen. If there are more than 5 accidents that match your search criteria, you can click on a page number (1 2 3...) at the top or bottom of the screen to view the accident reports on that page.

6. You can then do either of the following:

   - Click on the **View** link to the left of an accident report to view the accident details.

   OR

   - Click on the **Edit** link to the left of an accident report to modify the accident report.

<table>
<thead>
<tr>
<th>Accident ID</th>
<th>Date of Accident</th>
<th>Date Reported</th>
<th>Vendor</th>
</tr>
</thead>
<tbody>
<tr>
<td>4501</td>
<td>5/1/2006 3:50 PM</td>
<td>5/2/2006 8:26 AM</td>
<td></td>
</tr>
</tbody>
</table>

1

1
Viewing Accident Reports

After searching for an accident report, you can view it if you do not need to edit it.

To view an accident report:

1. Click **Search** at the top of the screen.

2. In the **Search** box, type in the text that you are looking for. For example, an **Accident #** or **Date Of Accident**.

3. Choose a search option from the first list to the right of the **Search** box.

4. From the second list to the right of the **Search** box, choose the service type for which you are searching: **OPT**, **PreK** or **Both** (OPT and PreK).
5. Click **Go**.

The list of accident reports that match your search criteria will appear at the bottom of the screen. If there are more than 5 accidents that match your search criteria, you can click on a page number (1 2 3....) at the top or bottom of the screen to view the accident reports on that page.

6. Click on the **View** link to the left of the accident report that you would like to view.

7. You can then do any of the following:
   - Click on any of the links on the left side of the screen from **Vendor** to **Claimant Info** to view the corresponding information.
   - Click **Next** at the top of the screen to view the next type of information.
   - Click **Prev** at the top of the screen to view the previous type of information.
   - Click **Cancel** at the top of the screen to return to the **Search** screen.

**Note**  You cannot edit the accident report in **View** mode. To edit the accident report, please see the instructions listed below.
Editing an Accident Report

You can edit the following accident information: Vendor, Accident, Vehicle, Reporter, Driver/Escort, School, Student, Police, Hospital, Description, and Claimant.

**Note** If you click **Cancel** while editing an accident report, any changes you made will not be saved.

To edit an accident report:

1. Click **Search** at the top of the screen.

2. In the **Search** box, type in the text that you are looking for. For example, an **Accident #** or **Date Of Accident**.

3. Choose a search option from the first list to the right of the **Search** box.
4. From the second list to the right of the **Search** box, choose the service type for which you are searching: **OPT**,** PreK** or **Both** (OPT and PreK).

5. Click **Go**.

The list of accident reports that match your search criteria will appear at the bottom of the screen. If there are more than 5 accidents that match your search criteria, you can click on a page number (1 2 3...) at the top or bottom of the screen to view the accident reports on that page.

6. Click on the **Edit** link to the left of the accident report that you want to modify.
7. Click on any of the links on the left side of the screen from Vendor to Claimant Info to edit the corresponding information.

8. After you have completed your changes, click Claimant Info on the left side of the screen.

9. Click Save at the top of the screen.
Adding a New Accident Report

You can enter the following types of information in a new accident report: Vendor, Accident, Vehicle, Reporter, Driver/Escort, School, Student, Police, Hospital, Description, and Claimant.

**Note** You must fill in the information on every screen before you can click *Save* at the top of the screen.

To add an accident report:

1. Click **Add New** at the top of the screen.
The **Vendor** screen will appear as shown below. Your company information is already filled in on this screen.

**Entering Vendor Information**

1. Click on the **date** to enter the **Date Occurred**.
2. Select the **Time Occurred**.
3. If the route number is available, type it in the **Route #** box.
4. Click **Next**.
**Entering Accident Information**

1. Enter the place at which the accident occurred in the **Location** (e.g., intersection), **City**, and **Zip** boxes.

2. Enter the # of **Students on bus**, # of **Injured Students**, and # of **Other Injured Parties** in the appropriate boxes.

3. If the bus was towed away from the scene, check the box next to **Was bus towed away from Scene?**

4. Click **Next**.

<table>
<thead>
<tr>
<th>Location</th>
<th>18th Street and 6th Ave.</th>
</tr>
</thead>
<tbody>
<tr>
<td>City</td>
<td>New York</td>
</tr>
<tr>
<td>Zip</td>
<td>10011</td>
</tr>
<tr>
<td># of Students on bus</td>
<td>10</td>
</tr>
<tr>
<td># of Injured Students</td>
<td>0</td>
</tr>
<tr>
<td># of Other Injured Parties</td>
<td>0</td>
</tr>
<tr>
<td>Insurance Claim No</td>
<td></td>
</tr>
<tr>
<td>Adjuster's Name</td>
<td></td>
</tr>
</tbody>
</table>

**Check** Was bus towed away from Scene?
Entering Vehicle Information

Do either of the following:

1. Make a selection on the Look-up list and type the data you are looking for in the box next to the Look-up list, e.g., Bus #.

2. Click Get Details.
   The vehicle information from the Vehicle System will appear in the rest of the boxes.
   OR

1. If the vehicle information you are looking for is not available in the system, click Do Manual Entry.

2. Enter the vehicle information in the boxes from Bus # to Vehicle Vendor.

3. Click Next.
Entering Reporter Information

1. Enter the accident **Reporter Name**.
2. Enter the accident **Reporter Phone** in the format **555-555-5555**.
3. Click **Next**.

![Reporter Input Form]

**Reporter Name**

**Reporter Phone** 718-123-5678
Entering Driver/Escort Information

On the **Driver/Escort** screen you can manually enter the driver/escort information or look up the information and have the system fill it in for you. Both methods are described below.

---

**Manually Entering Driver/Escort Information**

1. Click **Do Manual Entry**.
2. Enter the driver or escort information in the boxes under **Driver Information** or **Escort Information**. SSN and **Name** are required.

   If you need to delete all of the driver or escort information, you can click **Clear**, then repeat **Steps 1-2** above.

3. Click **Next**.

![Driver/Escort Screen](image-url)
Looking up and Selecting Driver/Escort Information

1. Click **Lookup** to select the driver or escort involved in the accident.

![Driver/Escort Search Screen]

The **Driver or Escort Search** Screen will appear.

2. Do either of the following:

   a. Scroll down the list to find the applicable driver or escort record retrieved from the **Driver and Escort System**.

   b. Click on the **Select** link to the left of the applicable driver or escort's name.

![Select Driver or Escort]

The driver or escort's information will appear on the **Driver/Escort screen** in the accident report.
OR

a. From the list at the top of the screen, choose By Name or By SSN.

b. Type all or part of the driver or escort's first or last name or Social Security Number in the box at the top left of the screen. Type the Social Security Number in the format 111-22-3333.

c. Click Search.

The list of matching drivers or escort records retrieved from the Driver and Escort System will appear.

d. Click on the Select link to the left of the applicable driver or escort's name.

The driver or escort's information will appear on the Driver/Escort screen in the accident report.
If you need to delete all of the driver or escort information, you can click **Clear**, then repeat **Steps 1-2** above.

3. Click **Next**.
You will see the list of schools that are serviced by the route that you specified.

1. Click **Next**.

<table>
<thead>
<tr>
<th>School</th>
<th>Address</th>
<th>City</th>
<th>Zip</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>New York</td>
<td>10027-</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>New York</td>
<td>10026-</td>
<td></td>
</tr>
</tbody>
</table>
## Entering Student Information

1. Do either of the following:
   a. Check the box to the left of the name of each student that was on the bus at the time of the accident.
   b. Click on the `>>` to add the student(s) to the accident report.

The selected student record(s) will appear on the right side of the screen.

### Students Table

<table>
<thead>
<tr>
<th>Select</th>
<th>Clid</th>
<th>Last Name</th>
<th>Mi</th>
<th>First Name</th>
<th>Address</th>
<th>Apt</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

![Image of student selection interface]
OR

a. If the student is not listed at the top of the screen, type the student’s information under **Add Student** at the bottom of the screen.

b. Click **Add**.

The student record that you added will appear at the top right of the screen.

2. Click **Next**.
Entering Police Information

1. If the **NYPD** or **EMS** was called, check the box next to **Was NYPD/EMS Called?**

2. Complete the following fields with the applicable information: **Police Precinct**, **Officer Name**, **Badge #**.

   - **Police Precinct**: 134
   - **Officer Name**: Smith
   - **Badge #**: 123
3. If there were witnesses to the accident, check the box next to **Were there any Witnesses?**

4. Complete the following fields with the applicable information for up to 2 witnesses: **Witness Name, Witness Phone**.
5. Click **Next**.
Entering Hospital Information

1. If any of the passengers was hospitalized, check the box next to **Was anyone hospitalized?**

   ![Hospitalization Form]

2. Complete the following fields with the applicable information: 
   - **# Hospitalized** (Number of hospitalized people),
   - **Hospital Name**, 
   - **Phone Number** (Hospital Phone Number).

   ![Filled Hospitalization Form]

3. Click **Next**.
Entering a Description

1. From the **Accident Type** list, choose the type of accident that occurred.

   ![Image 1]

   1. From the **Weather** list, choose the weather condition that existed at the time of the accident.

   ![Image 2]

   2. Click **Next**.

   ![Image 3]
Entering Claimant Information

A claimant is another motorist who was involved in the accident.

1. Enter the claimant information in the appropriate fields.
2. Click **Add Claimant**.

<table>
<thead>
<tr>
<th>Claimant Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>First Name</strong></td>
</tr>
<tr>
<td><strong>Last Name</strong></td>
</tr>
<tr>
<td><strong>Address</strong></td>
</tr>
<tr>
<td><strong>City</strong></td>
</tr>
<tr>
<td><strong>Zip</strong></td>
</tr>
<tr>
<td><strong>Tel#</strong></td>
</tr>
<tr>
<td><strong>Vehicle Make</strong></td>
</tr>
<tr>
<td><strong>Vehicle Model</strong></td>
</tr>
<tr>
<td><strong>Vehicle Year</strong></td>
</tr>
<tr>
<td><strong>License Plate #</strong></td>
</tr>
<tr>
<td><strong>VIN #</strong></td>
</tr>
</tbody>
</table>
The claimant information will appear at the bottom of the screen.

3. You can then do either of the following:

   – Enter additional claimant information, then click **Add Claimant**.

   OR

   – If necessary, click **Delete** to the right of a claimant record at the bottom of the screen.

4. Click **Save**.

   The accident report will be saved. You will be able to find the report using the **Search** screen.

**Note** If you click **Cancel**, the accident report will not be saved and you will be returned to the **Search** screen.
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This chapter provides introductory information about the School Bus Violations System.
Welcome to the School Bus Violations System

Functions Available in the School Bus Violations System

You can use the School Bus Violations System to do the following:

- Search for violations
- Create reports
- Schedule hearings
- View hearing schedules
- Edit hearing schedules

Note: Some violations are automatically created in the Violations System based on complaints added in the OPT Call Recording System. In these violation records, you will see the applicable complaint numbers.
Chapter 2

Using the School Bus Violations System

This chapter provides instructions for performing the following functions:

• Logging into the System
• Searching for violations
• Editing violations
• Creating reports
• Scheduling hearings
• Viewing hearing schedules
• Editing hearing schedules
Logging In

You must enter a user name and password to use the School Bus Violations System.

To log into the Letters and Memos System:

1. Go to the **Office of Pupil Transportation** website at:  
   http://schools.nyc.gov/Offices/Transportation

2. Click on **Vendor Resources**.

3. Click on **Vendor Applications Login**.
4. Scroll to the top of the application listings on the screen.

5. Click **School Bus Violations**.

1. Enter your **User Name**.

2. Enter your **Password**.

3. Click **Submit**.

**Note**  When you have finished using the Violations System, click **Logoff** to maintain the security of the data.
Creating and Printing Reports

You can create and print reports of all of your violations by various criteria.

To create a report:

1. Click **Reports**.

2. Select reporting options, e.g., **Violation Code Status: Assessed**.

   **Note**  
   If you don’t select any reporting options, the system will report on all violations.

3. If you are an OPT and Pre-K vendor and you want to report on only Pre-K violations, check the box next to **PreK**.

4. Click on the calendar to the right of **From** and **To** to choose the violation dates on which to report.

   In the example shown below, the report will be on violation dates between **10/01/2012** and **10/19/2012**.

5. Press the **Ctrl** key on your keyboard.
6. Click **Generate Custom Report**.

![Custom Report Form]

The report will appear in a new window.

7. Click **File > Print** to print the report.

![Printed Report Window]
Editing Vendor Hearing Schedules

You can edit scheduled open vendor hearings.

To edit a scheduled vendor hearing:

1. Click **Edit a Schedule**.

2. Select a desired date by clicking on the desired date within the calendar at the top of the screen.

3. Select a desired time by clicking an available time from the drop-down listing.
4. Confirm that the **Vendor Box** has been correctly pre-filled with the desired vendor name.

5. Confirm that the **OPT/PreK Box** has been appropriately pre-filled.

6. Select the Violations to be edited by highlighting your selections within the **Available Violations Box**. Multiple violations can be selected by holding down the **Ctrl Key**, while clicking your selections then clicking the ‘>>’ Button located on the left side of the **Selected Violations Box**.

7. Confirm that all of your desired choices appeared within the **Selected Violations Box**. Repeat Step 6, if all of your desired selections do not appear.

8. Click the **Save Button** to save your changes.
Scheduling a Hearing

The Vendor Violations System provides authorized users with the ability to schedule hearings.

To schedule a hearing:

1. Click **Create a Hearing Schedule** on the left side of the screen.
2. Select the date by clicking on the desired date within the calendar at the top of the screen.
3. Select the time by clicking an available time from the drop-down listing.

4. Confirm that the Vendor Box has been correctly pre-filled with the desired vendor name.
5. Confirm that the OPT/PreK Box has been appropriately pre-filled.
6. Select the Violations to be edited by highlighting your selections within the Available Violations Box. Multiple violations can be selected by holding down the Ctrl Key, while clicking your selections then clicking the ‘>>’ Button located on the left side of the Selected Violations Box.
7. Confirm that all of your desired choices appeared within the Selected Violations Box. Repeat Step 6, if all of your desired selections do not appear.
8. Click the Save Button to save your changes.
Viewing and Printing Unscheduled Violations

The Vendor Violations System provides authorized users with the ability to view and print unscheduled violations.

To view and print all of the unscheduled violations associated with your vendor organization:

1. Click the **Print Unscheduled Violations Button**.

![Print Unscheduled Violations Button](image)
Violation Number: 900088259

Violation Date: 11/02/2008

School Name: [Redacted]

Session Time: [Redacted]

Vendor Name: [Redacted]

Vendor Code: [Redacted]

Vehicle Number: [Redacted]

Violations:

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>49</td>
<td>Arrival of vehicle at pre-school site more than twenty (20) minutes prior to the start of program session or less than five (5) minutes before the start of the program session, unless the Contractor can reasonably demonstrate that the cause for such untimely arrival was due to circumstances beyond the Contractor's control.</td>
<td>[Redacted]</td>
<td>[Redacted]</td>
<td>[Redacted]</td>
</tr>
</tbody>
</table>

Please provide the code number:

[Redacted] arrives to school late at 8:34 a.m. School begins at 8:10 a.m.

Comments: [Redacted]
ENTERING BUS ARRIVAL TIMES FOR GENERAL EDUCATION ROUTES

Vendor Quick Reference Guide
Entering Bus Arrival Times for General Education Routes

In order to enter bus arrival times for your general education routes, you must do the following:

- Log into the Edulog General Education Routing System.
- Select a route.
- Enter the time at which the bus will arrive at each stop on the route.
Logging In

Note You must have Java installed on your computer in order to use the Edulog General Education Routing System. Java will be automatically installed on your computer when you log into the system. If you need help with installing Java, please contact your technical support staff.

To log into the Edulog General Education Routing System:

1. Go to the Office of Pupil Transportation website at: http://schools.nyc.gov/Offices/Transportation
2. Click on Vendor Resources.
3. Click on Vendor Applications Login.
4. Click on **Edulog General Education Routing System**.

These messages will appear briefly:

- ePTS
- Please wait while the Bus Vendor applet loads...
- Starting download...
- Loading your routes....
- Routes Loaded!
- Loading schools....
5. Enter your **User Name**.
6. Press the **Tab** key on your **keyboard**.
7. Enter your **Password**.
8. Click **Login**.

The Edulog General Education Routing System will open:

![Login Window](image)

**Note** Please do not close the ePTS screen shown below while you are using the Edulog General Education Routing System or the system will be closed.

![ePTS Screen](image)
Changing Bus Arrival Times

The Edulog System automatically calculates times that the buses will arrive at stops and displays these arrival times in the system. You can change these arrival times to provide more accurate information.

To change arrival times:

1. Click on Edit View.

2. Choose All Routes.
3. Type the desired **route ID** in the **Enter Route ID** box.

4. Press the **Enter** key on your **keyboard**.

5. Click on the stop whose **arrival time** you want to change.

   The selected stop will be highlighted in red.
6. Click on to change the arrival time.

7. Type the new arrival time in the New Time box.

**Note** The new arrival time must be between the arrival times of the stops before and after the selected stop. For example, if Stop 2’s arrival time is 6:53 AM and Stop 4’s arrival time is 6:55 AM, then Stop 3’s arrival time must be 6:54 AM.

8. Click OK.

The new arrival time will appear in the Time column of the selected stop.

**Note** The arrival times for the other stops will be automatically updated based on the new arrival time that you entered.
9. You can repeat **Steps 5-8** for each additional arrival time that you want the enter.

10. Click on ![Save Changes](image) (Save Changes).