

Notice Letters

Articles related to setting up Notice Letters.

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Notice Letter Report

Introduction

The letter report page shows a list of users within the system who are eligible to be sent a notice letter, also known as a Notice of Impending Conviction (NIC) letter.

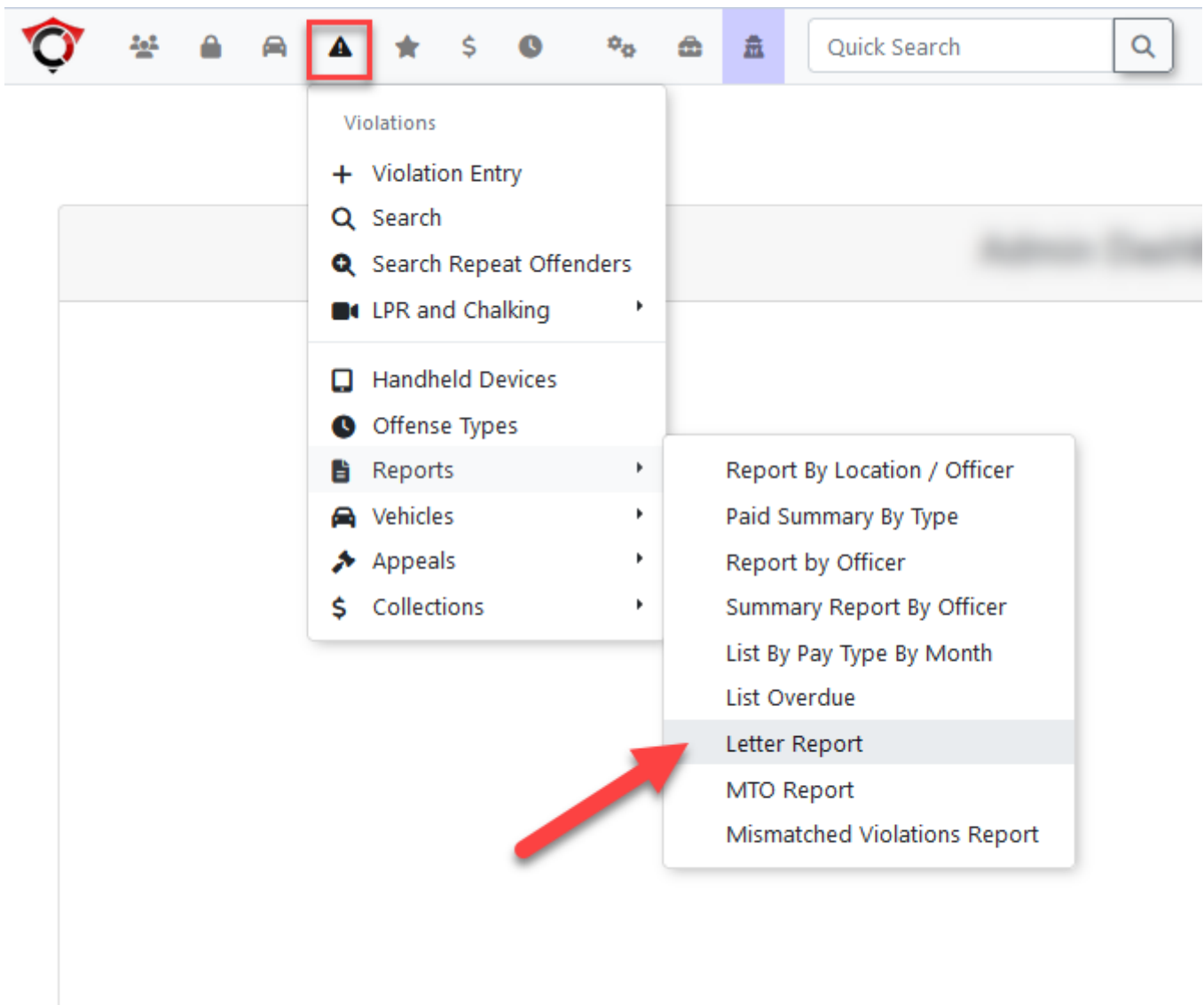
Notice letters are part of the MTO process, and are sent out to let a user know of an impending conviction for any outstanding violations on their account, to be collected through the Ontario court system.

Notice letters printed from this page are intended to be printed and physically sent to the user who incurred the violation.

Page Location

The letter report page can be found under the violations menu, within the reports sub menu.

If the letter report tab is not present in the menu, it will need to be enabled within the system settings. The enable letter report option is located under the violations tab.



Letter Reports Page

The letter report page consists of two sections, listing the notice reports that can be printed, and those that cannot be printed.

Printable Violation Notice Report

This section contains a list of all violations within the system that are able to have a notice letter printed.

Printable Violation Notice Report

Refresh

Based on "Include All Unpaid Violations", the letter will be generated using noticeLetterMultiple: Notice Letter.

✓ Include Violations Not Ready To Be Sent

Copy

CSV

Excel

PDF

Print

Show 100 entries

Search:

Toggle	Due	Ticket	Plate	Postal	User Type	Current User	Language	Notice Ready Time	Print
<input type="checkbox"/>	Apr 15, 2024 @ 17:03	192-00001	BLUE	k7c2v3	Full Time Staff	John Doe	English	7 Days, 4 Hours, 42 Minutes	Not Ready to Send Notice Yet
<input type="checkbox"/>	Dec 10, 2016 @ 11:11	6-001000	ABC123	K7C2V3	Full Time Student	James Smith	English	Now	Upload Print
<input type="checkbox"/>	Mar 13, 2018 @ 15:45	TT-10003	BIRCH	K2G1G4	Full Time Staff	Patricia Birch	English	Now	Upload Print
<input type="checkbox"/>	May 14, 2019 @ 11:43	11234	ABC123	K7C2V3	Full Time Student	James Smith	English	Now	Upload Print
<input type="checkbox"/>	Jul 24, 2019 @ 14:53	TT-10013	ABC123	K7C2V3	Full Time Student	James Smith	English	Now	Upload Print
<input type="checkbox"/>	Jul 24, 2019 @ 15:06	TT-10014	ABC123	K7C2V3	Full Time Student	James Smith	English	Now	Upload Print

Selected Template

A notice at the top of the section notes which template will be used for the print-out, based on the value of the system setting "Include all unpaid violations".

Having this setting enabled will make all violations for a user be printed on a single notice letter. Otherwise, a single notice letter will be created for each violation.

Not Ready to be Sent

Enabling this setting will cause violations that are not ready to have their notice letter sent to appear within the list. These violations will have greyed-out text.

The notice-ready column will display the amount of time left before a notice letter is able to be sent for the violation.

By default, notice letters are able to be sent 7 days after the payment for a violation is past due.

Printing the Notice Letter

There are two locations from which a notice letter can be printed; a single notice letter can be printed using the print button to the right, or multiple notice letters can be selected and printed at once.

The notice letters will be generated as a PDF file and downloaded by the web browser.

Uploading a Notice Letter

It is possible to upload a notice letter in place of generating one.

This is used when a letter or document has already been sent to the user in place of a system-generated notice letter, enabling it to be associated to the violation as if it were system-generated.

Un-Printable Violation Notice Report

This section lists violations that are unable to have notice letters printed.

A notice letter is considered to be unprintable when the associated vehicle is missing user details. This can happen when a user has not filled out all their details, or when a user is not present within the system.

In the latter case, the unknown vehicle data must be exported and sent to the MTO for information lookup using the Vehicle Lookup Export.

The MTO will return the data lookup in the form of a file, which must then be imported back into the system using the Vehicle Lookup import. After the data has been imported, the user details will be automatically entered into the system and the notice letters can be printed right away.

The user data imported in this way is considered temporary and is notated as being from the MTO. For security reasons, MTO import data will be cleared from the system after all violations associated to a vehicle have been cleared. The violations on a vehicle are considered to be cleared after being paid by the driver, or by being sent to collections.

Un-Printable Violation Notice Report ?				
Missing user data? Remember to export vehicle data for lookup with the MTO. Go to Page→				
Show 100 entries		Search: <input type="text"/>		
Ticket	Plate	Reason	Date Exported	
TT-10020	7HOE615	No driver data. Export vehicle to MTO.	Not exported	
TT-10019	MASH	No driver data. Export vehicle to MTO.	Not exported	
TT-10018	MASH	No driver data. Export vehicle to MTO.	Not exported	
TT-10016	MASH	No driver data. Export vehicle to MTO.	Not exported	
TT-10010	MASH	No driver data. Export vehicle to MTO.	Not exported	
TT-10009	OROGERS	No driver data. Export vehicle to MTO.	Not exported	

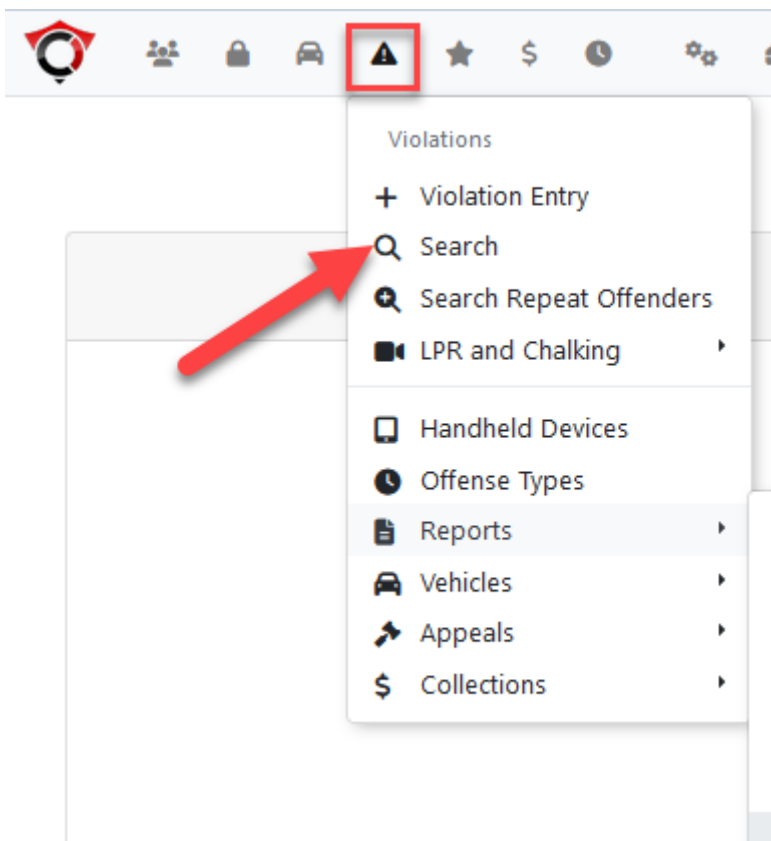
Various details are listed for the affected violations, including the reason the notice letter is unable to be printed, and if the vehicle has had its data exported yet.

A reminder will be listed for the vehicle if it has had its data exported to the MTO, but hasn't had its return data imported back into the system yet.

Viewing Issued Notice Letters

Notice letters that have been issued previously can be viewed from the violation search page.

The violation search page can be found under the violations menu.



From the violations search page, additional search options can be found by clicking the toggle additional options button located in the top right.

Violation Search

[Toggle More Options](#)

Search Text

and / or

Search By

☒ Due Date

☐ Issued Date

Start Date

up to and including

☐ Outstanding only

☒ All

Warning

☐ Warning only

☐ Only non-warning

☒ All

Search using only text

Search with text and date range

This will expand the search box with additional search options.

The relevant search option here is Notice Letter Issued.

By checking this option, only violations that have had notice letters issued for them will be returned.

Ticket Category

All Ticket Categories

Warning

☐ Warning only

☐ Only non-warning

☒ All

Offence Type

Show All

☐ Towing Charged

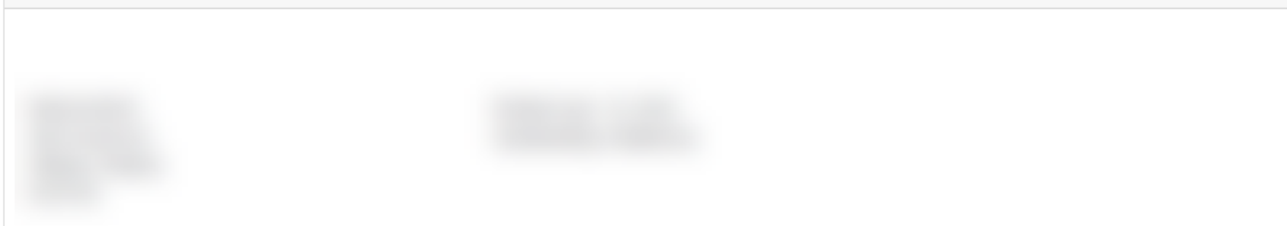
☒ Notice Letter Issued

First Name

Last Name

Notice letters can be viewed from within the violation info window, found by clicking on the ticket number of a violation in the results screen.

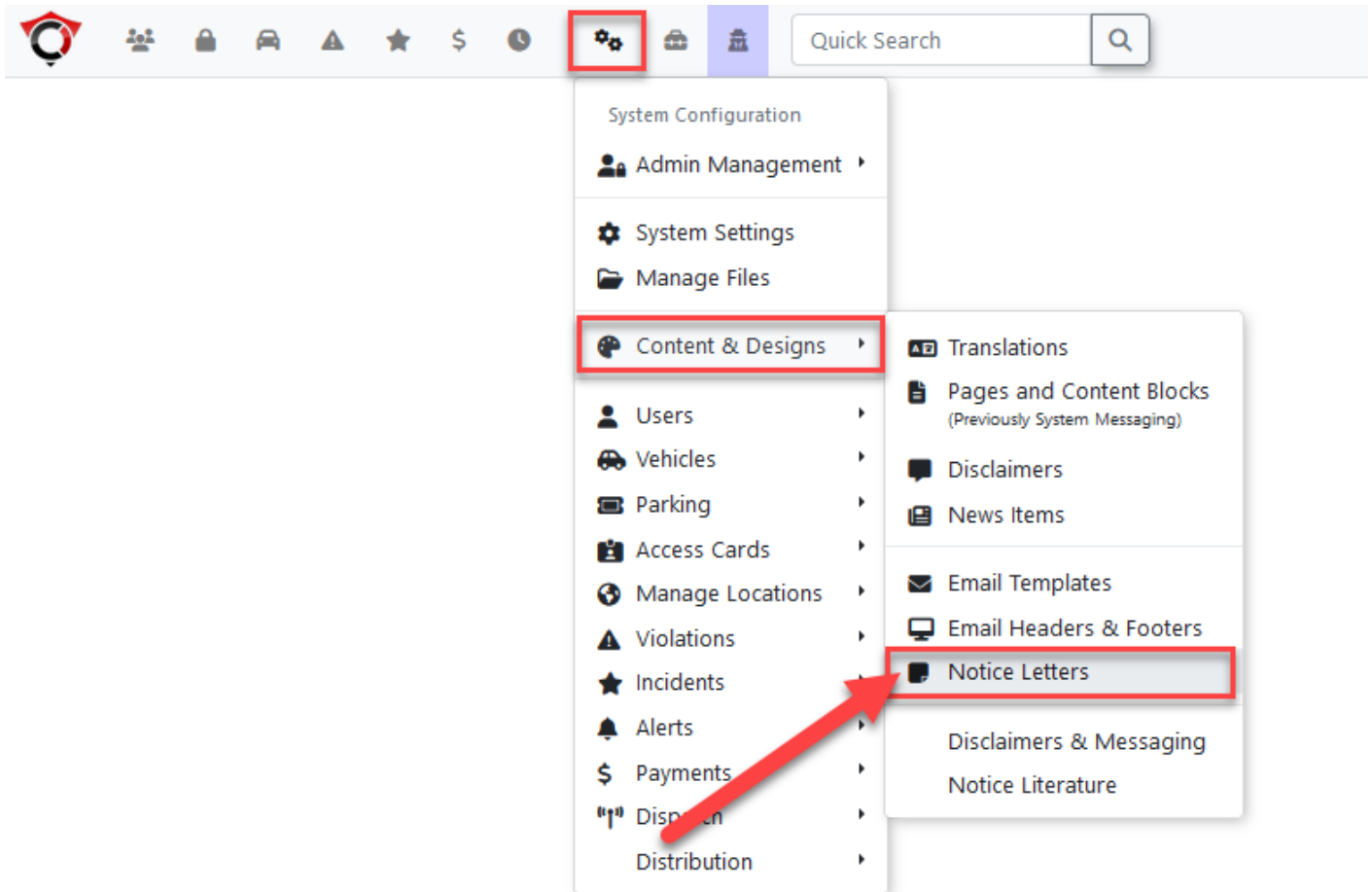
Violation Information	
Sent:	Apr 16, 2024 10:39 am
Ticket #:	TT-10003
Issued:	Feb 21, 2018 3:45 pm
Due:	Mar 13, 2018 3:45 pm
<div>BackClose Window</div>	

Actual Violation Notice Sent Print	
	

Regenerating A Notice Letter

In the cases such as when the template of the notice letter is changed, there may be a need to regenerate an existing notice letter.

The existing notice letter for the violation can be archived by clicking on the trash icon next to it. This will flag the notice letter as archived, allowing the violation to reappear on the letter report page so it can be printed again.



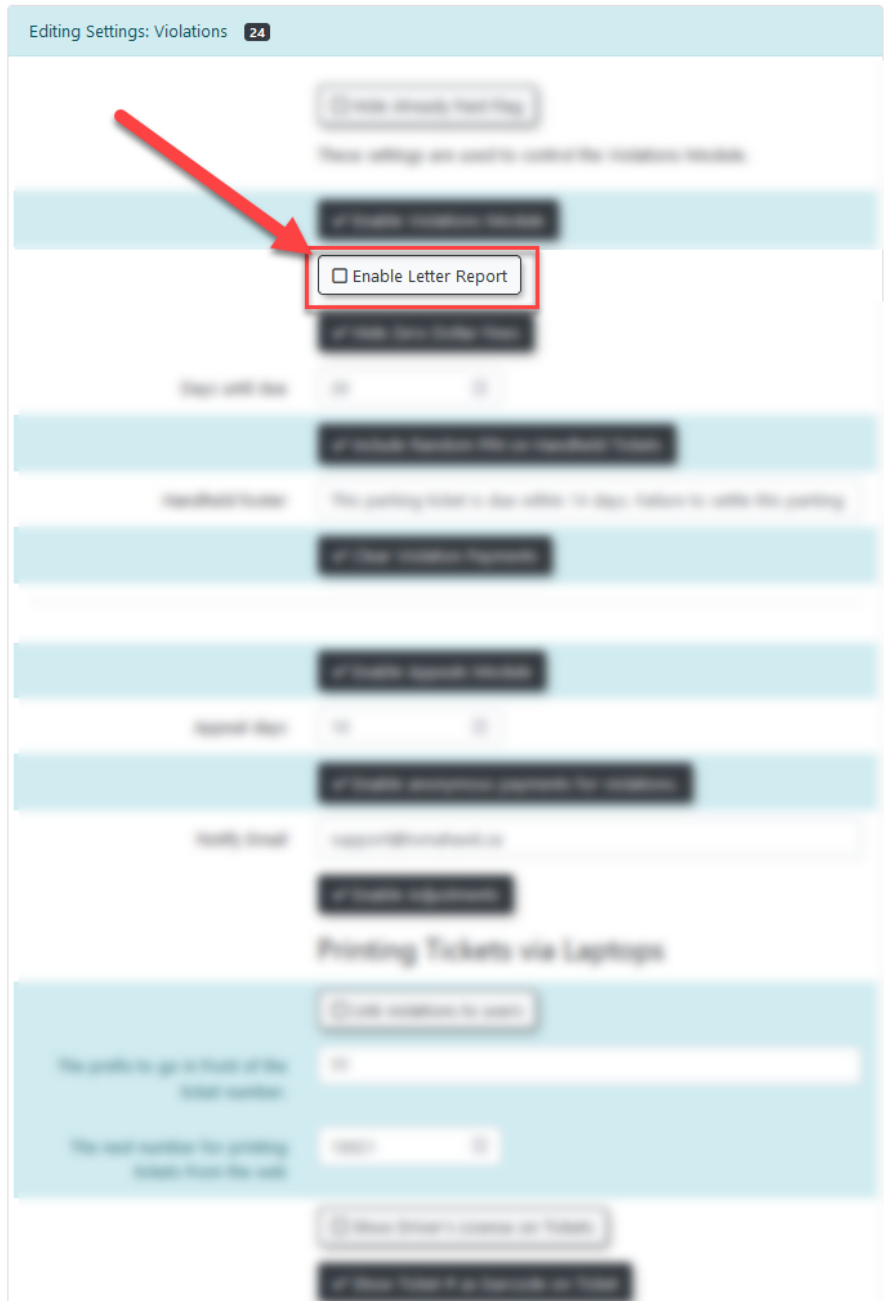
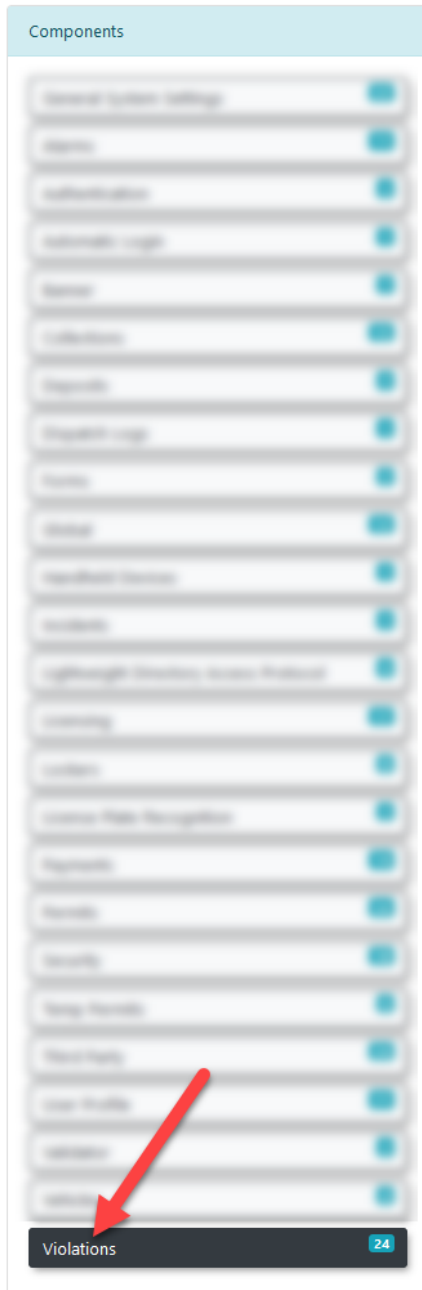
System Settings

There are several settings associated to notice letters.

There is one setting located under the violations tab.

- **Enable Letter Report**
 - If this setting is enabled, the letter report page will be made available for use.

Manage System Settings



There are two settings located under the collections tab.

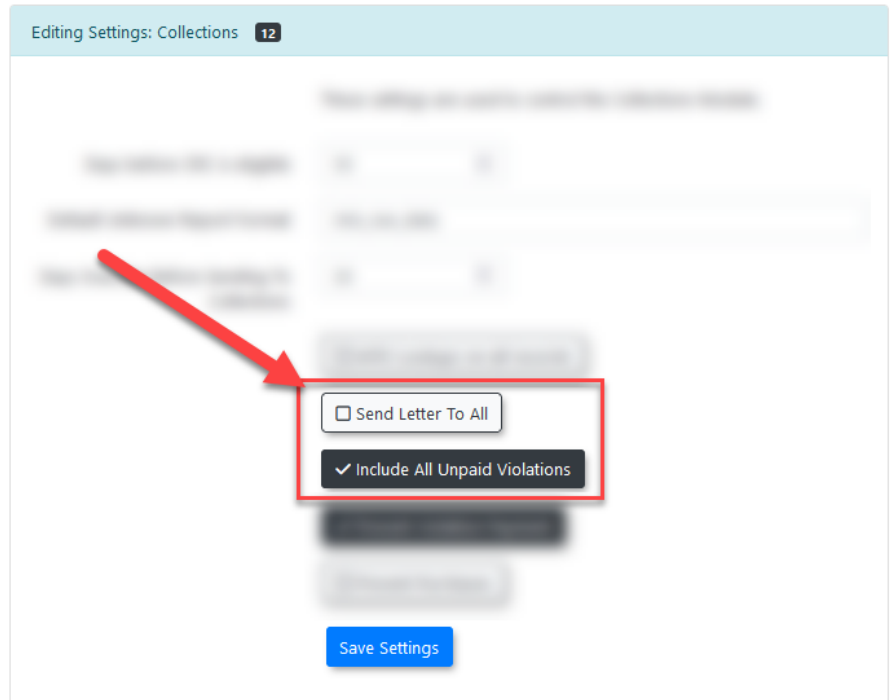
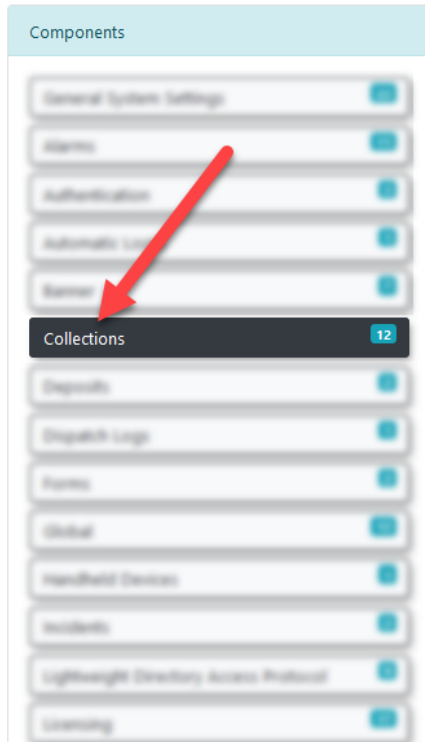
- **Send Letter To All**

- If this setting is enabled, notice letters will appear in the list for users who have already had the notice letter sent to them by email.

- **Include All Unpaid Violations**

- If this setting is enabled, all unpaid violations for the user will be included on a single notice letter. When disabled, each notice letter will be limited to a single violation.

Manage System Settings



Notice Letter Templates

Introduction

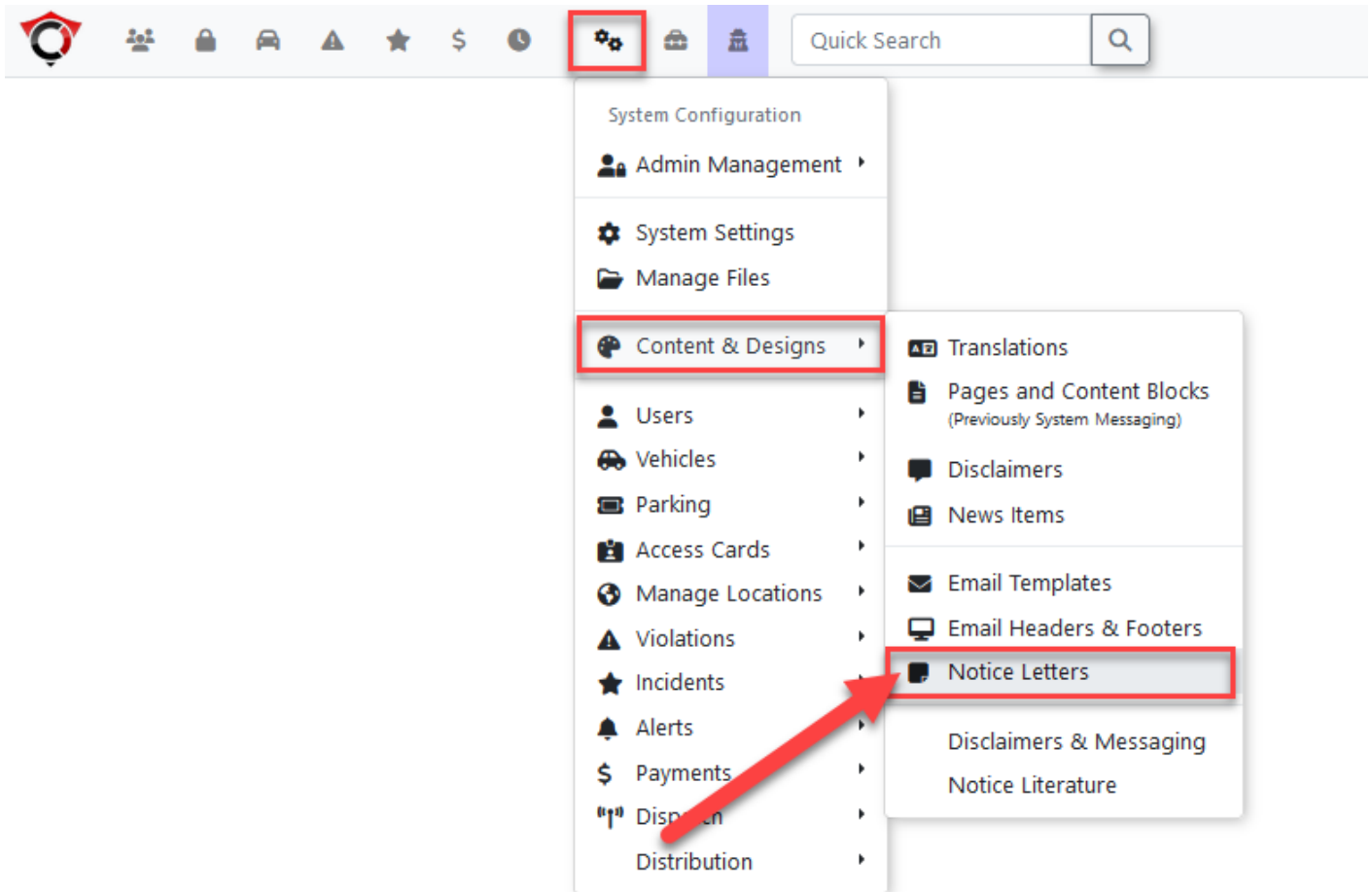
This page allows the admin to manage, create, and edit the content and appearance for notice letters used within the system.

Notice letters, also known as a Notice of Impending Conviction (NIC) letter, are part of the MTO process, and are sent out to let a user know of an impending conviction for any outstanding violations on their account, to be collected through the Ontario court system.

Templates

The appearance and layout of notice letters is setup within the notice letter templates page.

The templates page for notice letters can be found under the system configuration menu, within the content & designs submenu.



On the templates page, an overview of all notice letter content within the system is shown. Different content and templates must be created for each language that is installed on the site.

The notice letter templates page consists of two sections:

Content

noticeLetter - the template used when printing a notice letter containing a single violation.

- **noticeLetterMultiple** - the template used when printing a notice letter that contains multiple violations.

Templates

styles - element styling to be applied to the notice letters. This is done using Cascading Style Sheets (CSS), a type of coding used to affect how parts of the notice letter looks, such as assigning

a specific colour and size to a paragraph of text.

- **Header** - the content that appears in the header of the notice letter.

Notice Letters

Content					
System Location	Title	English	Français	Token	Notes
noticeLetter	Notice Letter	Edit	Create	Create	Notice letter used when generating a printable letter. Designed to include a single violation in each letter.
noticeLetterMultiple	Notice Letter	Edit	Create	Create	Notice letter used when generating a printable letter. Designed to include all outstanding violations in each letter

Templates			
Section	English <i>en</i>	Français <i>fr_ca</i>	Token <i>token</i>
Styles	Edit	Create	Create
Header	Edit	Create	Create

Content Editor

This page is where the content of the notice letters can be edited.

The content section is a type of WYSIWYG (What You See Is What You Get) editor.

Manage System Messaging

Delete Page

Title

Notice Letter

Identifier

noticeLetter

The identifier for the message. i.e. lockersDisclaimer, vehicleDisclaimer, permitPrintableLabel3

✓ Visible

Language

English Français

File Edit Insert View Format Table Tools

↶ ↷ +

Formats

B I A - A - [Table Icons] [List Icons] [Link Icon] [Image Icon] {i} ?

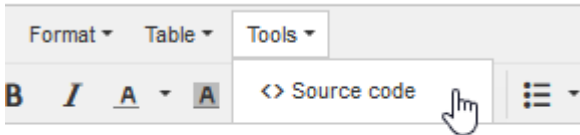
[Text Editor Content]

When editing the notice letter content, some basic knowledge of HTML (Hyper Text Markup Language) is beneficial.

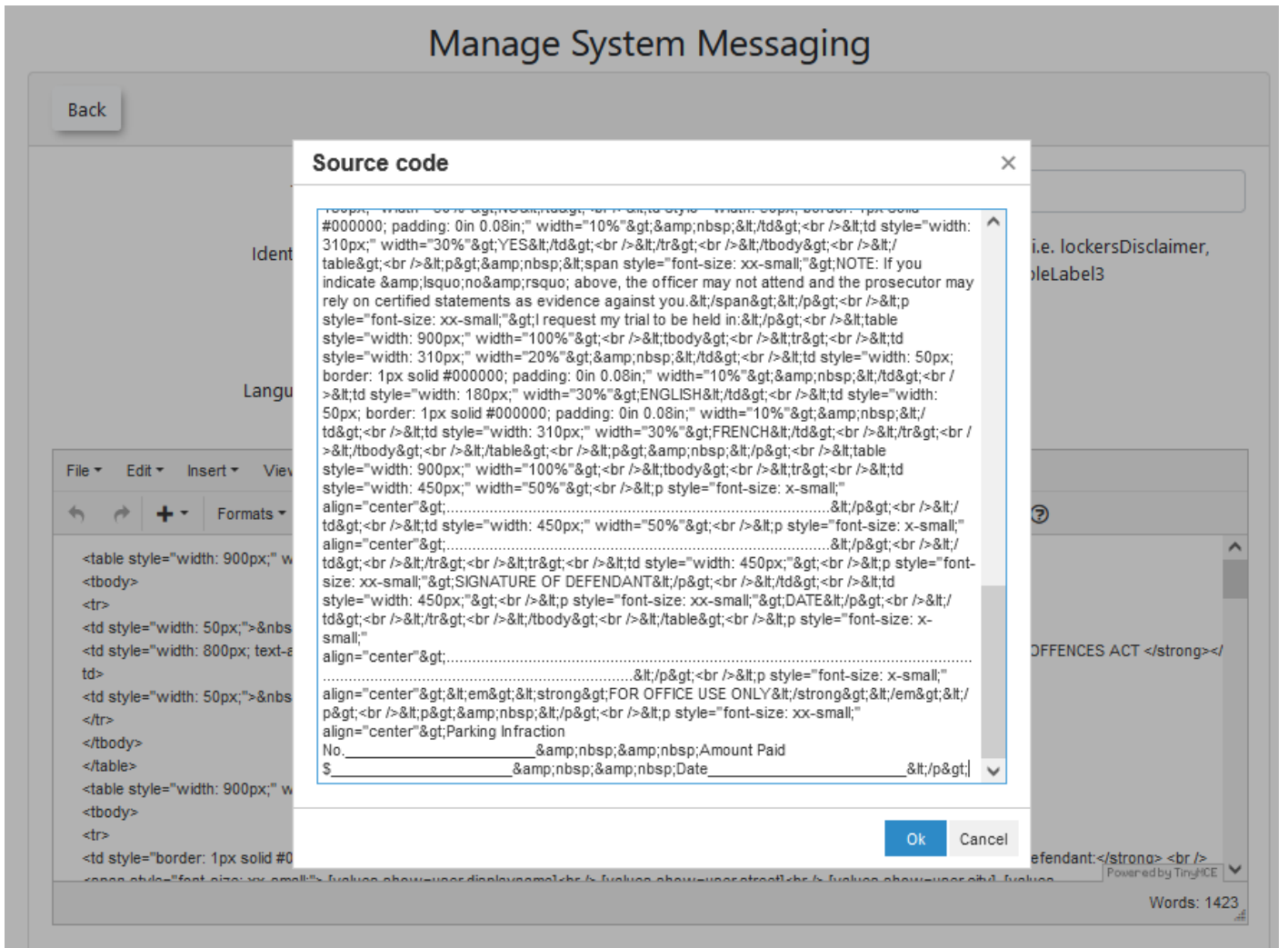
The WYSIWYG (What You See Is What You Get) editor isn't meant for templates, and when editing directly through the interface, problems can occur where the final printed page doesn't lineup with the template correctly.

Minor changes can be made with the editor, but it is recommended for most changes to be made through editing the HTML directly.

You can edit the HTML in the editor by selecting Tools → Source Code.



Alternatively, the layout of the template can be designed in an external HTML editor, and the source code copy and pasted into the HTML source code box.



Short Codes

Notice Letters use a functionality called short codes, which are pieces of text used as placeholders for user information when setting up a template.

When a notice letter is generated, the short code will be automatically replaced with the relevant user information in the print out.

Short codes usable on each type of notice letter template are listed at the bottom of the edit content page, below the content box.

Save Messaging

Short Codes Usable on this Page

Short Code	Description
[system_code]	The system_code shortcode is replaced with elements that are used by OPS-COM. They can be things like login forms and notification containers. They allow you to place these elements anywhere on your page that you see fit. If the page is a system page like /login, and it doesn't have the shortcode anywhere, it will append it to the bottom of the content page.
[violation show=infractions]	A list of the by-law infractions on the violation.
[violation show=offenses]	A list of the offenses on the violation.
[values show=violation.location_name]	Location the violation was given.
[values show=vehicle.plate]	The plate of the vehicle given the violation.
[values show=violation.total_owing format=currency]	The total owing on the violation.
[values show=violation.ticket]	The violation ticket number.
[values show=violation.pin]	The violation pin number.
[violation show=issued format="D. M. j. Y"]	The date the violation was issued.
[violation show=issued add_days=? format="D. M. j. Y"]	The date the violation was issued plus any number of days. Replace the [?] with a number to apply that number of days.
[violation show=due format="D. M. j. Y"]	The date the violation is due.
[violation show=due add_days=? format="D. M. j. Y"]	The date the violation is due plus any number of days. Replace the [?] with a number to apply that number of days.
[violation show=ticketappeal format="D. M. j. Y"]	The date the violation was appealed.
[violation show=ticketappeal add_days=? format="D. M. j. Y"]	The date the violation was appealed plus any number of days. Replace the [?] with a number to apply that number of days.

A short code placed in the template will automatically be replaced with the details of the user when the notice letter is being generated.

For example, if the following short code was placed within the body of the notice letter template:

- Vehicle: **[values show=vehicle.plate]**

It would be automatically replaced with the vehicle plate when the notice letter is generated, resulting in something like:

- Vehicle: **ABC123**

Using Short Codes

A short code can be inserted into the content by copy and pasting the short code from the list into the content where the information is wanted to be output in the final notice letter printout.

A short code can be copied to the clipboard by using these steps:

- Highlight the short code within the list
- Right click the highlighted text
- Click copy
- The short code will now be contained within the clipboard

The short code can then be pasted into the content using these steps:

- Left click in the desired area within the content where the information is wanted to appear
- Press the Ctrl and V buttons on the keyboard at the same time
- The short code will now be pasted to the location selected within the content

Using right click will open a content-specific menu within the content menu, and so can't be used to paste into the window.