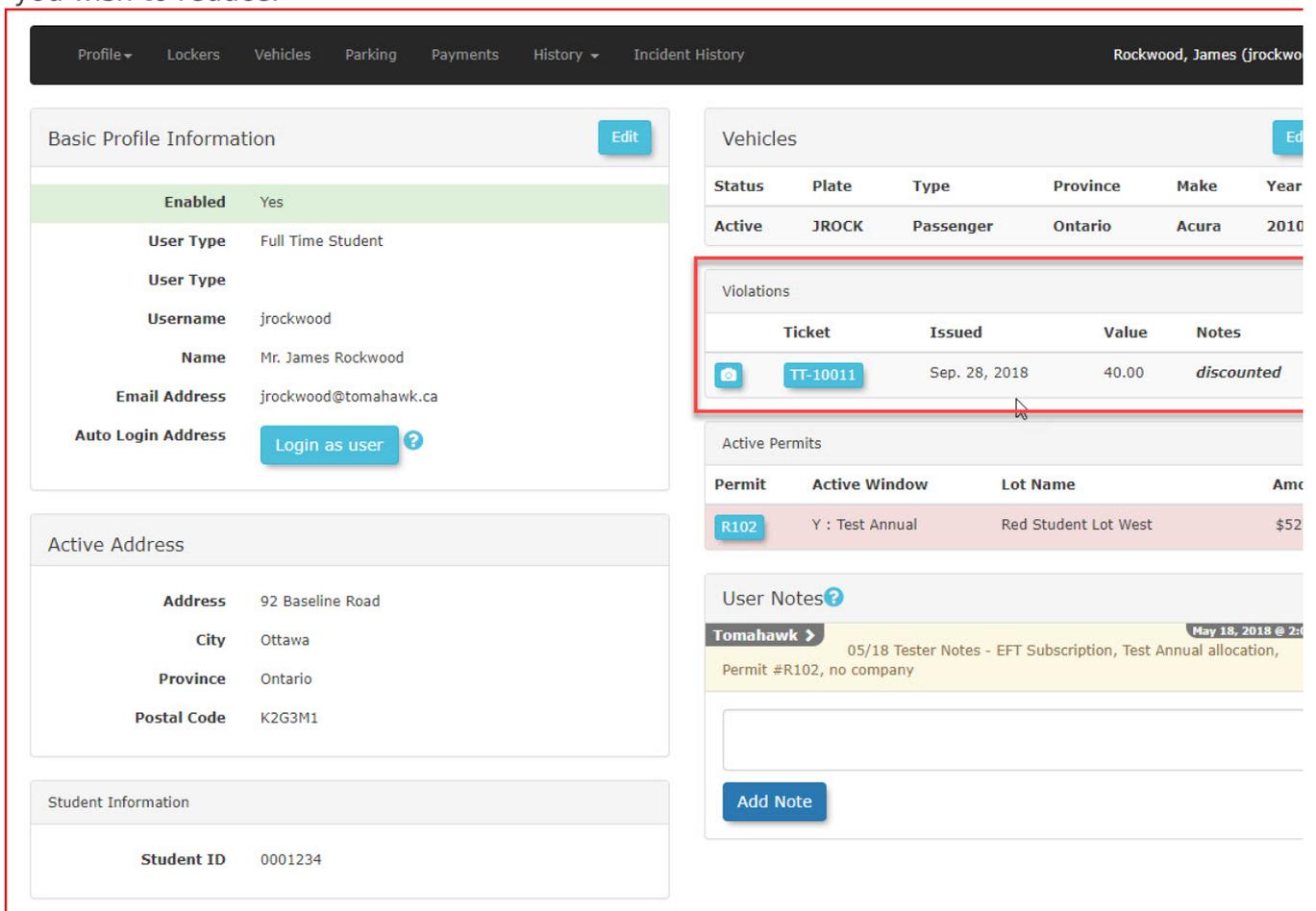


Adjusting a violation to zero dollars

Adjusting the fine amount by editing the ticket:

1. To adjust the fine amount on the ticket go to the user's profile and locate the **violation** you wish to reduce.



The screenshot shows a user profile page for James Rockwood. The page is divided into several sections: Basic Profile Information, Active Address, Student Information, Vehicles, Violations, Active Permits, and User Notes. The Violations section is highlighted with a red box, and a red box is also drawn around the first row of the Violations table, which contains a ticket with ID TT-10011, issued on Sep. 28, 2018, for a value of 40.00, with the note 'discounted'. A mouse cursor is pointing at the ticket ID.

Status	Plate	Type	Province	Make	Year
Active	JROCK	Passenger	Ontario	Acura	2010

Ticket	Issued	Value	Notes
TT-10011	Sep. 28, 2018	40.00	discounted

Permit	Active Window	Lot Name	Amount
R102	Y : Test Annual	Red Student Lot West	\$52

2. Click on the **ticket number** to access the **Violation Information** detail screen.

OperationsCommander [OPS-COM] - Complete parking and securit...
https://tomahawku-preview.parkadmin.com/admin/violations/violationInfo.a...

Violation Information Edit

Ticket: **TT-10011-27**

Date Issued: Fri. Sep 28, 2018 at 15:38
Date Due: Oct 18, 2018
Ticket Category: Private Property

Licence plate: JROCK
Province: Ontario
Plate Type: Passenger

James Rockwood jrockwood Primary Driver

Offences:

Parked - Expired Parking Permit	\$50.00	-\$10.00
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Offence Location: Administration Building
Ticket Writer: admin
Entered By: john.tomahawk

Fine: \$40.00
Total: **\$50.00 - \$10.00 (discounts) = \$40.00**

Action Close Window

Violation Notes?

Add Note

3. Click on the **Edit** button in the upper right corner to access the **Edit Violation Information** page.

Halfway down the page you will see the offence listed as well as the amount of the violation.

Edit the dollar value of the fine to **\$0.00**.

Click on **Update this Violation** to save your changes.

Offence:	*\$50.00 : Parked - Expired Parking Permit ▼	\$ 0.00
Offence:	▼	\$

4. The violation will now appear in the user profile as a zero dollar fine.

Violations			
Ticket	Issued	Value	Notes
 TT-10011	Sep. 28, 2018	0.00	

Cancelling a fine by changing the ticket to a warning:

An admin can change a ticket to a warning which will result in cancelling the fine amount.

1. To do so **edit** the ticket as described above.
2. Check the box next to the word **Warning** to change the state of the ticket. Click on **Update this Violation** to save your changes.

Edit Violation Information

Spoiled:	Valid - not spoiled ▼
Ticket Number:	TT-10012
Warning:	<input checked="" type="checkbox"/>
Ticket Type:	Private Property ▼
Ticket Appealed:	<input type="text"/> ▼
Fine Action:	<input type="text"/> ▼ Value: <input type="text"/> (dollar value to subtract from fine)
Appeal Reason:	<input type="text"/>
Appeal Admin Comment:	<input type="text"/>
Licence plate:	JROCK View info
Province:	Ontario
Date Issued:	Oct 1, 2018 10:46 <input type="text"/>
Date Due:	Oct 21, 2018 <input type="text"/>
Offence Location:	Administration Building ▼
Towing Charge:	\$ 0.00
Offence:	*\$50.00 : Parked in Loading Zone ▼ \$ 50.00
Offence:	<input type="text"/> ▼ \$ <input type="text"/>

3. The ticket will appear as follows in the user history. (Captured here from the admin side.)

Private Property 5		Warnings: 1		Payable: Paid:	
	Issue Date	Ticket #	Amount	Notes	
[ADJUST]	Jun. 6, 2016	4-001000	100.00	Process May 18, 20	
[ADJUST]	Jun. 6, 2016	4-001001	50.00	Process May 18, 20	
[ADJUST]	Feb. 21, 2018	TT-10002	50.00	Process May 18, 20	
[ADJUST]	Sep. 28, 2018	TT-10011	40.00	Process Sep 28, 20	
	Oct. 1, 2018	TT-10012	0.00	Warni	

4. This is how it would appear on the user side:

Oct. 01, 2018	TT-10012	\$40.00	Warning Processed By System Oct. 01, 2018
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Adjusting the fine amount by processing an adjustment:

This scenario is slightly different as adjustments to fines are done **after** the initial fine has been paid for.

1. To begin, go to the user's history and locate the violation you wish to zero out. In our example we are using Ticket number **TT-10011**. Click on the **Adjust** link on the left.

User History

[View Complete History](#)

36 records

Violation Records

Private Property **4**

Payable: **Paid: 4**

	Issue Date	Ticket #	Amount	Notes
[ADJUST]	Jun. 6, 2016	 4-001000	100.00	Processed May 18, 2018
[ADJUST]	Jun. 6, 2016	4-001001	50.00	Processed May 18, 2018
[ADJUST]	Feb. 21, 2018	TT-10002	50.00	Processed May 18, 2018
[ADJUST]	Sep. 28, 2018	TT-10011	40.00	Processed Sep 28, 2018

2. The **Create Adjustment Record** window will open.

Enter the amount you wish to reduce the fine by. In this case the current fine is \$40.00 (the violation had a fine of \$50.00, but was paid within the widow where the discount of \$10.00 applied)

It is advisable to enter a comment as to why the fine is being reduced.

The screenshot shows a web browser window titled "OperationsCommander Testing and Training Campus - Google Ch...". The address bar shows the URL "https://tomahawku-preview.parkadmin.com/admin/payments/addAdjustm...". The main heading is "Create Adjustment Record". Below the heading is a warning: "This action will add an adjustment record to the current user in the current semester. This new record will need to be processed once it has been added." The form fields are: "User Info: James Rockwood [jrockwood]", "Requisition Code:" (empty), "Amount: - ▼ \$40.00" (circled in red), and "Comment: Reducing ticket fine to 0.00 as instructed by Security Chief." (text area). At the bottom are "Add Adjustment" and "Close Window" buttons.

3. This method will place an adjustment on the user's account. This is what it will look like in the payments tab.

This adjustment can be applied to a future payment or be processed as a refund.

Adjustments			
<input type="checkbox"/>	Submit Date		Amount
<input checked="" type="checkbox"/>	Sep. 28, 2018	Unprocessed Adjustment	\$-40.00
			Remove
Total:			\$-40.00

Adjusting the fine through the appeals process

A fine can be adjusted or reduced to zero through the appeals process.

Revision #2

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