

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 'Rockwood, James (jrockwo)'. The page has a top navigation bar with links: Profile, Lockers, Vehicles, Parking, Payments, History, and Incident History. The main content area is divided into several sections. On the left, there is a 'Basic Profile Information' section with fields for User Type (Full Time Student), Username (jrockwood), Name (Mr. James Rockwood), Email Address (jrockwood@tomahawk.ca), and Auto Login Address (Login as user). Below this is an 'Active Address' section with fields for Address (92 Baseline Road), City (Ottawa), Province (Ontario), and Postal Code (K2G3M1). At the bottom left is a 'Student Information' section with a Student ID (0001234). On the right, there is a 'Vehicles' section with a table showing one vehicle: Status (Active), Plate (JROCK), Type (Passenger), Province (Ontario), Make (Acura), and Year (2010). Below the vehicles is a 'Violations' section, which is highlighted with a red box. It contains a table with columns: Ticket, Issued, Value, and Notes. The first row shows a ticket with ID TT-10011, issued on Sep. 28, 2018, with a value of 40.00 and a note 'discounted'. Below the violations is an 'Active Permits' section with a table showing one permit: Permit (R102), Active Window (Y : Test Annual), Lot Name (Red Student Lot West), and Amount (\$52). At the bottom right is a 'User Notes' section with a text area and an 'Add Note' button. A yellow banner at the bottom of the page reads: 'Tomahawk > 05/18 Tester Notes - EFT Subscription, Test Annual allocation, Permit #R102, no company May 18, 2018 @ 2:50'.

Enabled	Yes
User Type	Full Time Student
User Type	
Username	jrockwood
Name	Mr. James Rockwood
Email Address	jrockwood@tomahawk.ca
Auto Login Address	Login as user ?

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

Student ID	0001234
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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

- 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"/>	<input type="text"/>	▼
Fine Action:	▼	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	
Date Due:	Oct 21, 2018	

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.

Create Adjustment Record

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.

User Info: James Rockwood [jrockwood]

Requisition Code: [empty]

Amount: - ▼ \$40.00

Comment: Reducing ticket fine to 0.00 as instructed by Security Chief.

Add Adjustment

[Close Window](#)

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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