

# 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:

- Basic Profile Information**: Includes fields for Enabled (Yes), User Type (Full Time Student), Username (jrockwood), Name (Mr. James Rockwood), Email Address (jrockwood@tomahawk.ca), and Auto Login Address (Login as user).
- Active Address**: Includes fields for Address (92 Baseline Road), City (Ottawa), Province (Ontario), and Postal Code (K2G3M1).
- Student Information**: Includes Student ID (0001234).
- Vehicles**: A table with columns Status, Plate, Type, Province, Make, and Year. It shows one vehicle: Active, JROCK, Passenger, Ontario, Acura, 2010.
- Violations**: A table with columns Ticket, Issued, Value, and Notes. It shows one violation: Ticket TT-10011, Issued Sep. 28, 2018, Value 40.00, and Notes discounted. This section is highlighted with a red box.
- Active Permits**: A table with columns Permit, Active Window, Lot Name, and Amount. It shows one permit: R102, Y : Test Annual, Red Student Lot West, and Amount \$52.
- User Notes**: A section with a header 'Tomahawk' and a note dated May 18, 2018, at 2:50 PM, stating '05/18 Tester Notes - EFT Subscription, Test Annual allocation, Permit #R102, no company'.

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

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

<b>Spoiled:</b>	Valid - not spoiled ▼	
<b>Ticket Number:</b>	TT-10012	
<b>Warning:</b>	<input checked="" type="checkbox"/>	
<b>Ticket Type:</b>	Private Property ▼	

<b>Ticket Appealed:</b>	<input type="text"/>	<input type="text"/>
<b>Fine Action:</b>	<input type="text"/>	<b>Value:</b> <input type="text"/> (dollar value to subtract from fine)
<b>Appeal Reason:</b>	<input type="text"/>	
<b>Appeal Admin Comment:</b>	<input type="text"/>	

<b>Licence plate:</b>	<b>JROCK</b>	<a href="#">View info</a>
<b>Province:</b>	Ontario	

<b>Date Issued:</b>	<input type="text"/>
<b>Date Due:</b>	<input type="text"/>


  

<b>Offence Location:</b>	Administration Building ▼
<b>Towing Charge:</b>	\$ <input type="text"/>

<b>Offence:</b>	*\$50.00 : Parked in Loading Zone ▼	\$ <input type="text"/>
<b>Offence:</b>	<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: <span>Paid:</span>
	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 <a href="#">Remove</a>
Total:			\$-40.00

# Adjusting the fine through the appeals process

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

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Revision #2

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