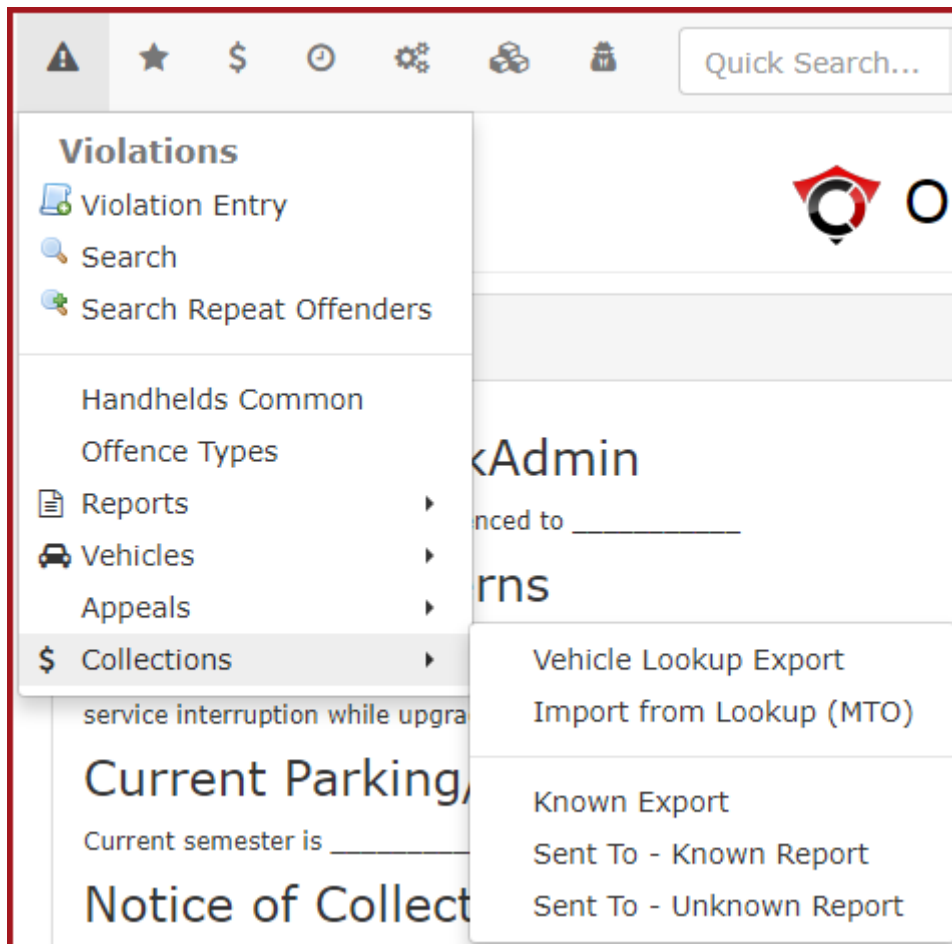# Collections Module

Accessing the Collections Module

There are several steps leading up to a collection since often notification of a user is all that may be needed to collect on overdue funds.

The collections module is currently tied to the Violations menu, but may in the future work with all modules in the system. Originally the implementation worked around the idea that people parking on campus may be unknown users. By having a collection module (and the MTO lookup functionality) unknown user details can be determined from a vehicle tag (plate, province, etc.). Students and staff users can be dealt with in a different manner but can also be sent to collections. In the case of a student, they can be denied graduation if their account is not paid in full.

Collection Module Operation

In this particular case, the items related to MTO lookup are based on a data format for the Ministry or Transportation Ontario, but could be adjusted to match requirement in any area.

. Vehicle Lookup Export

- allows an administrator to export data in a MTO friendly format. This export can be imported to the MTO terminals by MTO staff (or automation) and the result is an MTO Lookup Report.

Vehicle Lookup Export (MTO)

Minimum violations	1
Vehicle Province / State	Show All Province
Search By	✔ Due Date O Issued Date
Starting	Apr 01, 2022
Up To and Including	Apr 30, 2022

Search

8 records found.

Toggle All	Tickets	Total	Plate	Location	Newest Ticket	Oldest Ticket	Description
✔	1	$ 15.00	BD69014	Ontario	Apr 13, 2022	Apr 13, 2022	-- Other -- Not Listed Unknown
✔	1	$ 15.00	BZRL724	Ontario	Apr 04, 2022	Apr 04, 2022	-- Other -- Not Listed Unknown
✔	1	$ 35.00	CEEX698	Ontario	Mar 31, 2022	Mar 31, 2022	-- Other -- Not Listed Unknown
✔	2	$ 30.00	CKVA620	Ontario	Apr 13, 2022	Apr 13, 2022	-- Other -- Not Listed Unknown
✔	1	$ 15.00	CLCE163	Ontario	Mar 30, 2022	Mar 30, 2022	-- Other -- Not Listed Unknown

. Import from Lookup (MTO)

- allows an administrator to import the unknown user details back into the system and populate address and contact fields.

- # Known Report

  - allows an administrator to query and package accounts (as an Excel export) that should be sent to a collection service provider
  - Internally it sets the "SentToCollections" flag on the associated violations so that future queries will not duplicate listings

logic around this report is defined as follows:

- **If** (the user has an email and an **overdue notice** *(details below)* that was sent more than 30 days ago)
  OR (the user does not have an email and the violation is past due date)**Then** include them on the report based on the supplied parameters (user type and days overdue)

Collections Report

Start Date:	Apr 1, 2022	clear
up to and including:	Apr 30, 2022	clear
Return only records paid online:	☐	
Return records that are	all ⌄	overdue.

Search Violations for Collection

Listing 8 Records

Export to Excel

Vehicle Plate	First Name	Last Name	Email	Student Number	Ticket Number	Amount	Sent to Collections	Paid	Payment Type
CRXW496					18-01724	$46.00	Apr. 26, 2022		
CRRC426					20-01938	$35.00	Apr. 4, 2022		
6V979					18-01727	$46.00	Apr. 26, 2022		
A570112					18-01736	$46.00	Apr. 26, 2022		
CKVA620	Adrien	Lallom	adrienlallom15@gmail.com		20-01974	$26.00	Apr. 11, 2022		
CKVA620	Adrien	Lallom	adrienlallom15@gmail.com		20-01984	$26.00	Apr. 11, 2022		
CLJB991	Daliotla	Pelilagrew	kdlagragghes.h@gmail.com		18-01714	$46.00	Apr. 19, 2022		
CFDK505	Kelsey	Whytle	kelseywhytle27v6@gmail.com		18-01719	$46.00	Apr. 19, 2022	Apr. 25, 2022	Visa

- # Send to Known & Unknown Report

  - generates a report of the accounts "SentToCollections" based on the date and user type
  - the report includes details related to payment where applicable

Listing 118 Records

Vehicle Plate	First Name	Last Name	Email	Student Number	Ticket Number	Amount	Sent to Collections	Paid	Payment Type
					4-010067	$50.00	Feb. 1, 2016		
					BNEY161	$85.00	Feb. 1, 2016		
	ahmed	vollej			3-016308	$50.00	Mar. 7, 2016		
	Alex				4-010435	$50.00	Feb. 1, 2016	Apr. 27, 2016	Collections
	Alex				4-010795	$50.00	Mar. 7, 2016	Apr. 27, 2016	Collections
	Alexander				7-003050	$50.00	Feb. 1, 2016	Apr. 8, 2016	Collections
	Alexander				7-003100	$50.00	Feb. 1, 2016	Apr. 8, 2016	Collections
	Alisha	Chen			4-010142	$50.00	Feb. 1, 2016	Apr. 27, 2016	Collections
	Allison				7-003140	$20.00	Feb. 1, 2016	Apr. 11, 2016	Business Office
	Alya				7-003476	$50.00	Mar. 7, 2016		
	Andrew				7-002597	$50.00	Feb. 1, 2016	Apr. 27, 2016	Collections
	Anel	RUB SEVILA			4-010130	$125.00	Feb. 1, 2016		
	Anel	RUB SEVILA			4-010131	$100.40	Feb. 1, 2016		
	Anel	RUB SEVILA			3-016822	$50.00	Mar. 7, 2016		
	Ayan	Sethi			4-010031	$35.00	Feb. 1, 2016	Apr. 8, 2016	Collections
	Ayan	Sethi			7-003012	$50.00	Feb. 1, 2016	Apr. 8, 2016	Collections
	Bin-Kun	Zheng			4-010835	$50.00	Mar. 7, 2016	Apr. 11, 2016	Business Office
	Bin-Kun	Zheng			7-003634	$50.00	Mar. 7, 2016	Apr. 11, 2016	Business Office
	Blake	Brooks			7-003293	$50.00	Mar. 7, 2016	May. 13, 2016	ICB
	Brendan	McLoughlin			3-015874	$125.00	Feb. 1, 2016	Feb. 19, 2016	Mastercard

Overdue Notices

See also: Technical Schematic - Step #1

This document highlights the first steps leading to a collection.

As part of system automation, overdue notices on violations can be sent out each night. If this is not enabled on your system, please contact Tomahawk Support to have this feature enabled.

Each night the system will create an email list and send overdue notices to any known users that have emails on the system. Essentially the system looks up overdue violations, then looks up vehicles and users associated with those vehicles. From that information it may be able to obtain an email address and formulates a message for delivery to the user.

When the message is sent, the violation field "AutoNotice" is flagged in the database.

In the event a user does not have an email address, or the users are unknown, a report is compiled containing that information and is sent to the system administrator.

An overdue sample message follows:

RE: Overdue Account Notice (2886319)

Dear Test User;

Username: tester

This letter will serve as notice and advise you that your account with Parking Services is now past due. Please refer to the table below for a report of your outstanding items remaining unpaid with Parking Services at the time of this mailing. Further details regarding this overdue amount are available to you by logging-in to the ParkAdmin system. You can access your account at the following URL - https://tomahawku.parkadmin.com/. Your username required to access ParkAdmin is provided above. If you have forgotten your password, please use the "Lost or Forgotten Password" link on the main log-in page or contact Parking Services.

For your convenience, your outstanding balance can be paid securely on-line using your credit card (Visa or MasterCard). You can also settle your account with Parking Services by mailing your cheque or money order to our office after selecting your payment option and obtaining a reference number on-line from ParkAdmin - please make your cheque payable to and mail same to Parking Services at the following address:

Parking Services
Tomahawk University

If you have already settled your account with Parking Services, we apologize for the inconvenience and thank you for your payment.

By this notice, Parking Services advises that overdue accounts listed under a public profile remaining unpaid within 30 days of this notice will be forwarded to the University's contracted agent for collection/recovery. If you are registered as a student at University, the outstanding balance will be forwarded to the Business Office 14 days post violation date by Parking Services. With this application against your student account, student transcripts will not be released until all accounts are settled. S

Thank you for your prompt attention to this matter.

Outstanding Violations

Issued	Due	Ticket No	Amount	
Nov. 21, 2013	Dec. 12, 2013	2886319	(Overdue)	$30.00
Mar. 18, 2015	Apr. 8, 2015	3-000125		$60.00
		Total:		$90.00

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