Edit a Violation

Searching for the Violation

Follow the steps to search for a violation - Search for a Violation as an Administrator

At the bottom of the **Violation Search** screen, the returned records will be displayed.

Getting to the Violation Information

Click the **TICKET#** to open the **Violation Information** window.

A new window will appear with the **Violation Information.** You can edit the violation from the **Edit** button at the top right, or by using the **Action** dropdown menu.

You will be taken to the Edit Violation Information window.

Edit Violation Information

Spoiled: ⓘ | Valid - not spoiled ▾

Ticket Number: | TT-19020

☐ Warning

Ticket Type: | Private Property ▾

Ticket has not been appealed. Show Appeals Form

Licence plate: | **JROCK** | View info

Province or State: | Canada

Date Issued: | Oct 13, 2021 @ 14:23

Date Due: | Oct 23, 2021 @ 14:23

Offence Location: | Main Campus Parking Lots ▾

Towing Charge: | $

Offence: | $50.00 : No Parking Snow Route - Mandatory Towing ▾ | $ 50.00

Offence: | ▾ | $

Add Another Offence

Ticket Writer: | [admin] Administrator ▾

Actioned per: | ▾

Comments:

Private Comments:

Violation Photo(s): | *No associated photos.*

Choose Files | No file chosen

Update this Violation

Editing the Violation and Important Information

IMPORTANT

APPEALS GRANTED, REDUCED OR CANCELLED TICKETS CANNOT BE EDITED AGAIN AND ARE NO LONGER ELIGIBLE FOR DISCOUNTS.

Violation Notes can be used for further comments. If the ticket has been appealed and the user goes to a higher power to have the ticket overturned, then you can edit the ticket and change it to a warning this will keep the information and change it to a zero value and complete the processing. This will also keep the history so that the Admin will still know that they had a ticket in the past. A comment can be added to the warning to further explain

Administrators can make changes to basic information and deal with appeals for this Violation however once a user pays for the violation the comments are locked and admins must use the **Violation Notes** for further comments. Simply click the **Ticket has not been appealed. Show appeals form** text to get the appeal information.

Highlighted in yellow is the Appeals section. The different fields in the 'Appeals Area' are explained below:

Ticket Appealed - This is the date in the first picker and how the appeal was filed in the second picker.

Fine Action - Choose from Upheld, Reduced or Cancelled

Offense Value - The amount can be manually edited if Reduced on appeal but will automatically be reduced to 0.00 if Cancelled. You can also edit the Offence Value directly.

Appeal Reason - The reason for launching the appeal can be recorded here. This field can be viewed by the user.

Appeal Admin Comment - This is for private appeal notes. These notes are not viewable by the user.

Edit Violation Information

❓ Spoiled:	Valid - not spoiled ⌄
Ticket Number:	32-01000
	☐ Warning
Ticket Type:	Private Property ⌄

Ticket has not been appealed. Show Appeals Form

Adjustment Reason:	⌄
Ticket Appealed:		Appeal Format ⌄
Fine Action:	⌄	Value: $
	(dollar value to subtract from fine)
Appeal Reason:	
Appeal Admin Comment:	
Licence plate:	**ABC316** View info

Change the Actioned per: field by selecting the Admin account making the changes from the picker.

Click **Update this Violation** and a message will appear letting you know that the violation has been updated.

https://www.youtube.com/embed/Zodi8a4C94M?wmode=opaque

Revision #2
Created 8 May 2024 08:29:24
Updated 11 September 2024 13:40:49