

# 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.

Violation Search

Search Text

TT-19020

and / or

Search By

Due Date

Issued Date

Start Date

up to and including

Outstanding only

All

Warning

Warning only

Only non-warning

All

Search using only text

Search with text and date range

Generate Mailing from Listed

Mark Listed as Processed

Listing 1 records found.

TICKET #	USERNAME	PLATE	PROV	DESCRIPTION
TT-19020		JROCK		No Parking Snow Route - Mandatory Towing
		ISSUED: Oct 13 2021, 14:23		DUE: Oct 23 2021
				Private Property

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.

?

Violation Information

Edit

Ticket: **TT-19020-3X**  
Issued: Wed. Oct 13, 2021 @ 14:23  
Due Date: Oct 23, 2021  
Ticket Category: Private Property

Plate: JROCK  
Province : Canada  
Plate Type: Passenger

No drivers are associated to this vehicle.

Offences: No Parking Snow Route - \$50.00  
Mandatory Towing - \$20.00

Offence Location: Main Campus Parking Lots  
Ticket Writer: admin  
Entered By: bradley.tomahawk

Fine: \$50.00  
Total: **\$50.00 - \$20.00 (Discount) = \$30.00**

Comment:

Listing 1 records found. Private Comment: Waiting for tomahawku-test... 2021 Tomahawk Technologies Inc.

TICKET #	USERNAME	PLATE	PROV	DESCRIPTION
TT-19020		JROCK		No Parking Snow Route - Mandatory Towing ISSUED: Oct 13 2021, 14:23 DUE: Oct 23 2021 Private Property

TT-19020

and / or

✓ Due Date

○ Issued Date

○ Outstanding only

✓ All

○ Warning only

○ Only non-warning

✓ All

Search using only text

Search with text and date range

Generate Mailing from Listed

Mark Listed as Processed

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			
		<input type="checkbox"/> 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.

Quick Search

Violation has been updated.

### 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

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

Revision #2

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