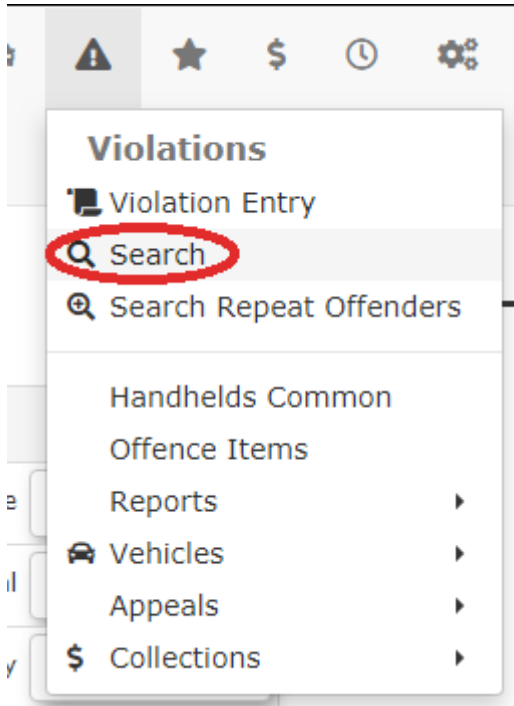


# Paying a Violation

1. Click **Violations** then **Search**.



2. The **Violation Search** screen displays. Enter the ***violation number*** in the Search Text field.

## Violation Search

Provide Ticket No., full or partial Plate No. or Date Range

**Spoiled:**

**User Type**

**Violation Location**

**Vehicle Province**

**Ticket Type**

☐ Outstanding only ☒ All

**Warning** ☐ Warning only ☐ Only non-warning ☒ All

**Offence Type**

☐ Towing Charged

**Search Text**

and/or

**First Name**

**Last Name**

**Student / Employee #**

**Drivers Licence**

**Date Search by**

**Start Date**

**up to and including**

**User State:**

Search using only text

Search with text and date range

In this case we are looking for Ticket Number 10-01004

Search Text

3. In the search results, click on the **ticket number** to see the **Violation Information**.

Listing 1 records						
TICKET #	USERNAME	PLATE	PROV	DESCRIPTION	STATUS	AMOUNT
<b>10-01004</b>	griffithsj	QWE321	ON	Parked - Expired Parking Permit ISSUED: Oct. 12, 2017 DUE: Oct. 22, 2017 Private Property	50.00 [ - \$10.00 ]	40.00
						<b>Page Total: \$40.00</b> Unpaid/Outstanding: \$40.00
<small>The listed Permit # is at the time of violation being issued. * Ticket has an associated appeal status, (Upheld, Reduce, Cancel) Click on a header to change sort order.</small>						

4. From the Violation information window click 'Make Payment'.

## Violation Information

Ticket: **10-01004-21**

Date Issued: Thu. Oct 12, 2017 at 16:36

Date Due: Oct 22, 2017

Ticket Type: Private Property

Licence plate: QWE321

Province: Ontario

Plate Type: Passenger

John Griffiths  griffithsj **Primary Driver** 

### Offences:

Parked - Expired Parking Permit \$50.00 **-\$10.00**

Offence Location: Administration Building

Ticket Writer: johngriffiths

Entered By: johngriffiths

Fine: \$40.00

Total: **\$50.00 - \$10.00 (discounts) =**

**\$40.00**

Edit / Update

Make Payment

Link to Incident

Close Window

## Violation Notes

Add Note

5. The **Payment Due screen** for the user's profile will display. Note: If there are more than one item to be paid the Admin can select by checkbox the items the user wishes to pay.

6. Click '**Proceed to Payment.**'

Return to Admin

Profile

Lockers

Vehicles

Parking

Payments

History

Incident History

Griffiths, John (griffithsj)

Payments Due

Locker Payments

No pending locker payments.

Parking Permit Payments

No pending permit payments.


Temp. Permit Payments

No pending permit payments.

Access Card Payments

No pending access card payments.

Violation Payments

Issued	Ticket #	Value	Notes
<input checked="" type="checkbox"/> Oct. 12, 2017	 10-01004	40.00	discounted
Violations Total:		\$40.00	

Policy Violation Payments

No pending violation payments.

Adjustments

No pending adjustment records.

Proceed to Payment

7. The screen will refresh with the specific purchase information you requested. Select the payment type you wish to process the item with. In our case we are processing a cash transaction.

8. Click **Submit Payment Information**.

Return to Admin

Profile

Lockers

Vehicles

Parking

Payments

History

Incident History

Griffiths, John (griffithsj)

Payments Due

Violation Payments

Issued	Ticket #	Value	Notes
Oct. 12, 2017	10-01004	40.00	discounted
Violations Total:		\$40.00	

Total: \$40.00

Make Payment Online

Payment Method: Cash

Submit Payment Information

9. The screen will refresh with a confirmation screen. Click '**Confirm Payment Information**' to continue.

Return to Admin

Profile

Lockers

Vehicles

Parking

Payments

History

Incident History

Griffiths, John (griffithsj)

Payments Due

Violation Payments

Issued	Ticket #	Value	Notes
Oct. 12, 2017	10-01004	40.00	discounted
Violations Total:		\$40.00	

Total: \$40.00

Make Payment Online

Payment Method: Cash

Confirm Payment Information

10. The **Transaction Details** window opens. This will list the item/s being paid for. Click '**Process Manually**' to complete the transaction. You may also choose '**Cancel Transaction**' to back out of this action.

## Transaction Details

Receipt header beside HST in a table

HST #1234556789

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat.

Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.

**Confirmation Number:** 2028505377853

**User:** John Griffiths [griffithsj]

**Amount:** \$40.00

**Submit Date:** Oct. 13, 2017 @ 2:56pm [View Snapshot](#)

**Comment:** Paid cash in person at parking office.

**Payment Method:** Cash

[Change](#)

[Process Manually](#)

[Cancel Transaction](#)

**Violations:**

	Issued Date	Ticket #	Amount
	Oct. 12, 2017	10-01004	\$40.00
Total:			\$40.00

**Total: \$40.00**

11. The system will process the payment and return to the **Transaction Details** page. There are several pieces of information that can be seen here.

- The confirmation number of the transaction
- The violation information (User's Name, Amount of the fine, The date Submitted, Comments and Payment Type)
- The Date Processed and the name of the Admin user who processed the payment

## Transaction Details

Receipt header beside HST in a table

HST #1234556789

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat.

Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.

Confirmation Number: 20285D5377853

1

User: John Griffiths [griffithsj]

Amount: \$40.00

Submit Date: Oct. 13, 2017 @ 2:56pm [View Snapshot](#)

Comment: Paid cash in person at parking office.

Payment Method:

Change

2

Processed: Oct. 13, 2017 @ 3:07pm

Processed By: bigpark

3

Refund

Violations:

	Issued Date	Ticket #	Amount
	Oct. 12, 2017	10-01004	\$40.00
Total:			\$40.00


Total: \$40.00

Once the payment has been made you can see in the user's history that the violation has been paid and marked processed.

Private Property 2

Cancelled: 1

Payable: Paid: 1

	Issue Date	Ticket #	Amount	Notes
[ ADJUST ]	Oct. 12, 2017	 10-01004	40.00	Processed Oct 13, 2017

Revision #2

Created 8 May 2024 08:26:50

Updated 11 September 2024 13:40:49