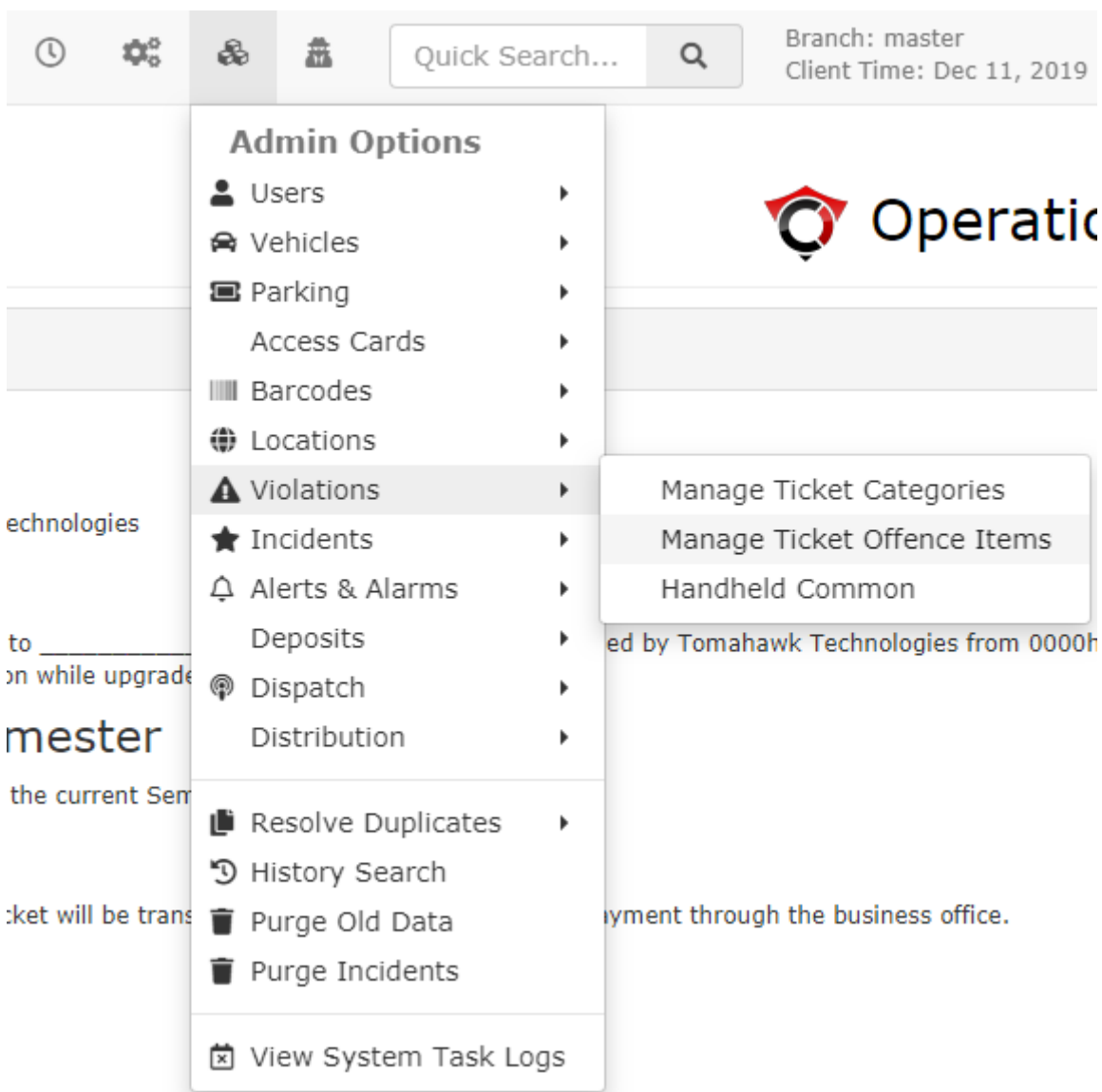


# Ticket Offence Items

## Managing Ticket Offence Items

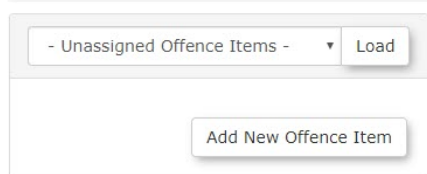
Hover over the **Admin Options** icon and click **Violations** then **Manage Ticket Offence Items**.



The **Manage Ticket Offence Items** screen lists the available **Ticket Types** and their associated offences.

The default view will be **Unassigned Offence Items**.

## Manage Ticket Offence Items



The screenshot shows a web interface for managing ticket offence items. At the top, there is a header bar with a dropdown menu containing the text '- Unassigned Offence Items -' and a 'Load' button. Below this, there is a large empty rectangular area, and at the bottom, there is a button labeled 'Add New Offence Item'.

## Add New Offence Item

In this example we will add a violation type to Private Property. Click on **Add New Offence Item**. The screen will refresh with the blank violation entry form.

**Note:** The **Parked in Loading Zone** text is for placement only and simply stands as an example.

# Manage Ticket Offence Items

- Unassigned Offence Items - ▾

Load

Add New Offence Item

Adding a New Violation Type

Violation Type Description

Parked in Loading Zone

Violation Category

- Unassigned - ▾

Key ?

By-Law Code ?

☐ Administrative Fee

Fine Amount

\$ 0.00

☐ Adjustable Fine Amount

☐ Apply Discount

Discount Amount

\$ 0.00

Discount if paid within

0 days

Save Ticket Offence Item

Edit this text to reflect the name of the violation you wish to configure.

In our example here we are setting up **Parked With No Proof Of Payment** and selecting **Private Property** as the category.

## Manage Ticket Offence Items

- Unassigned Offence Items - Load

Add New Offence Item

### Adding a New Violation Type

**Violation Type Description**  224 characters remaining.

**Violation Category**

**Key** ?

**By-Law Code** ?

- Unassigned -
- Private Property
- Municipal
- Person Violations
- Personnel Department
- Moving VIOLATION

☐ Administrative Fee

**Fine Amount** \$ 0.00

☐ Adjustable Fine Amount

☐ Apply Discount

**Discount Amount** \$ 0.00

**Discount if paid within** 0 days

Save Ticket Offence Item

## Applying Discounts to Violations In the Future

It is possible that you could issue a violation in the system with an offence item that had the **Apply Discount** button toggled off by accident or in the past. If you would like to apply a discount to these violations, you need to toggle the **Apply Discount** button as well as update the violation in question. Please follow this short video that demonstrates how we can do this.

[https://www.youtube.com/embed/heFG8\\_ebjQ8?wmode=opaque](https://www.youtube.com/embed/heFG8_ebjQ8?wmode=opaque)

## Setting the Fine Amount

We can now set up the basic monetary perimeters of this violation. (See image below)

In this example the fine amount is set at \$30.00

The Apply Discount state is selected in order to allow the discount to apply.

The discount amount is set to \$10.00 and the number of days where the discount applies is set to

14.

**Which means:**

The fine is \$30.00 but a discount of \$10.00 will be applied if the fine is paid within 14 days making the collected fine \$20.00.

After 14 days the discount does not apply and the collected fine will be the full \$30.00.

Click on **Save Ticket Offence Item** to save this configuration.

You will be returned to the list view with your new offence listed below the Ticket Type.

## Manage Ticket Offence Items

The screenshot displays the 'Manage Ticket Offence Items' interface. On the left, there is a sidebar with a dropdown menu set to '- Unassigned Offence Items -' and a 'Load' button. Below this is an 'Add New Offence Item' button. The main area is titled 'Adding a New Violation Type' and contains the following fields and controls:

- Violation Type Description:** A text input field containing 'Parked With No Proof Of Payment' with a character count of '224 characters remaining'.
- Violation Category:** A dropdown menu currently showing 'Private Property'.
- Key:** A text input field with a help icon.
- By-Law Code:** A text input field with a help icon.
- Administrative Fee:** A checkbox that is currently unchecked.
- Adjustable Fine Amount:** A checkbox that is currently unchecked.
- Apply Discount:** A blue button with a checkmark, currently active.
- Fine Amount:** A text input field showing '\$ 30.00'.
- Discount Amount:** A text input field showing '\$ 10.00'.
- Discount if paid within:** A text input field showing '14' followed by a 'days' label.
- Save Ticket Offence Item:** A dark blue button at the bottom right, with a mouse cursor hovering over it.

## Optional Configurations

### Key

The **Key** field is typically used by clients who want to indicate tracking codes for violations.

### By-Law Code

The **By-Law Code** field is used by municipalities to send violations to court for collections. It is a text field that accepts 20 alpha-numeric characters.

Ticket Offence Items can be deleted if there are no violations written for that particular violation. Once the violation has been used the violation can be archived but not deleted. They are archived in order to preserve the integrity of any data associated with this Offence Item.

# Adjust Fine Amount

By selecting the "Adjust Fine Amount" box in the ticket configuration screen this will allow the patrol officer to change the fine amount in the field on the handheld unit. By default this feature is turned off and the fine amount will appear on the handheld unit as a grey text figure amount and it can not be edited.

Once turned on however the fine amount will be in black text and officers will have the ability to edit the amount. Scenarios where this may be useful is for example, are repeat offenders or multiple offences. The officers can, at their discretion, increase the ticket amount and add a note explaining the augmentation of the fine due to repeat violations. Conversely, the fine may be reduced in some cases. When giving multiple violations for example should you not want to charge the full amount of two or three combined violations, the officer can adjust the fine amount lower in accordance with your business rules.

# Administration Fees

You can create admin fees to be used in the system by selecting the **Administrative Fee** checkbox. This is useful for Conviction Fees or Booting Fees.

It is also important to note that items designated as **Administration fees** do not show on the Handheld units. They will only be visible on the admin interface.

In our example below we are setting up an \$20.00 administration fee charged for **removing a boot from a vehicle**.

Click on the **Administration Fee** box to toggle it on. This will make it so the offence item is no longer synced with the handheld stopping patrol officers from having the option to select this offence item in the future.

Set the **Fine Amount** to \$20.00

Click on **Save Ticket Offence Item** to save the item

# Manage Ticket Offence Items

- Unassigned Offence Items - Load

Add New Offence Item

Adding a New Violation Type

Violation Type Description

Boot Removal Administration Fee

224 characters remaining.

Violation Category

Private Property

Key ?

By-Law Code ?

☒ Administrative Fee

Fine Amount

\$ 20.00

☐ Adjustable Fine Amount

☐ Apply Discount

Discount Amount

\$ 0.00

Discount if paid within

0 days

Save Ticket Offence Item

## Helpful information

### Ordering the list of Violation Types

If you would like to sort the list of violations in a specific order the system will sort the list alphanumerically. Therefore if you number the **Violations Type Description** they will appear in the order you number them both on the admin interface as well as the handheld unit.

Spaces also work; a space is considered higher than an 'A'.. So you can prefix the offences with spaces to assist with the sort order.

For example:

<space><space>Zebra offence

<space>Test offence

A test offence

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