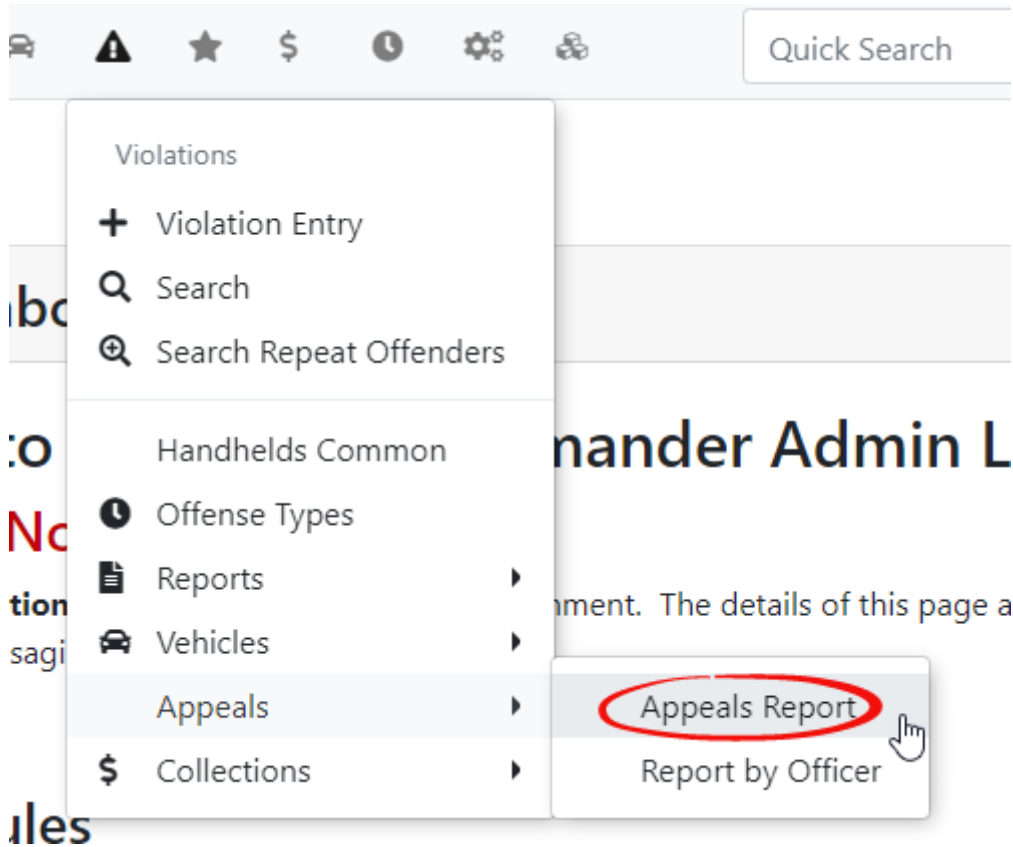


# Appeals Report

To review appeals as an admin hover over the **Violations** icon and click **Appeals** and then select **Appeals Report**.



The **Appeals Report** page is displayed with information related to the violation and appeal date.

Appeals Report							
	Full Name	Officer	Ticket	Amount		Due Date	Appeal Date
<a href="#">View Info</a>	Bennett, Paul	admin	TT-19007	\$75.00 - <del>\$25.00</del> \$50.00	<a href="#">Discounted</a>	December 23, 2021	December 13, 2021
<a href="#">Export</a>							

Click **View Info** beside a person's name to get details on that appeal. The **User Appeal History** screen displays.

#### Additional Options

If you click the person's **username**, you will be taken to the **Edit User Profile** page. If you click the ticket number, you will be able to view the **Violation Information** page.

## User Appeal History

Ticket	Appeal Date	Action Taken	Fine	Discount	Total
TT-19004	June 26, 2020	Upheld	\$75.00	\$0.00	\$75.00
TT-19005	July 07, 2020	Upheld	\$75.00	\$0.00	\$75.00
01-234567	July 27, 2020	Upheld	\$50.00	\$0.00	\$50.00

### User Information

Name Paul, Bennett  
Username pbennett  
Staff Number TU8456  
Address 123 Main Street  
City Ottawa  
Province Ontario  
Phone Number 613-808-9999  
Employee Phone  
Email Address pbennett@nomail.com

### Violation Information

Ticket TT-19007  
Issued 2021-12-13 10:45  
Due December 23, 2021  
Plate APVK189  
Location Main Campus Parking Lots  
Offences Parked in No Parking Area \$75.00  
Total \$75.00 - \$25.00 **Discounted**  
\$50.00

### Vehicle Information

Plate APVK189  
Make Ford  
Vehicle Type Hatchback  
Colour Grey  
Province Ontario  
Primary Driver Bennett, Paul pbennett  
Previous Appeals: 3

### Photos



## Appeal Management

Reason For Appeal I was just dropping someone off. I was only parked there for 10 minutes.

Appeal Date December 13, 2021

Action Taken ☐ Uphold ☐ Reduce ☐ Cancel ☐ Clear Action

New Calculation \$75.00 - \$0.00 = 75

Comments to Send to Appellant

Submit

All information on the appeal is displayed. The user history is displayed as well as user and vehicle information.

Click the **Action Taken** picker and choose to **Uphold, Reduce or Cancel this violation**. In this example, **Reduce Violation** has been selected and a new fine amount is entered. In the box for **Comments to Send to Appellant**, enter your comments regarding your appeal decision.

Click the **Submit** button when finished to process the appeal and to email the user.

This is an example of the email that will go to the user, your email might look different from ours depending on your set up.

**Operations Commander Testing and Training Campus: Your recent appeal (ticket# 01012001)**

From: <support@parkadmin.com>  
To: <sjamieson@tomahawk.ca>  
[More info](#)

Dear sjamieson,

Your violation #01012001 has been: REDUCED  
**Original value:** \$100.00  
**Current value:** \$75.00

**Administrator Comments:**  
We have granted your appeal on the offence "Parked Blocking a Fire Hydrant." The Fire Hydrant was visible, however the sign was not. We have reduced your ticket to \$75.00 no further discounts apply.

**Automatic Login Link**  
Below is a link that will automatically log you into your profile.  
Please keep this link confidential as it could grant others access to your profile.  
<https://tomahawku.parkadmin.com/users/Autologin.aro?uid=A56DAD3A5608485A>

Alternatively, you can follow steps taken from the 'Edit a Violation as an Administrator' page excerpted below:

## Edit a Violation

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.

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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