

Auto Email Notifications for Warnings

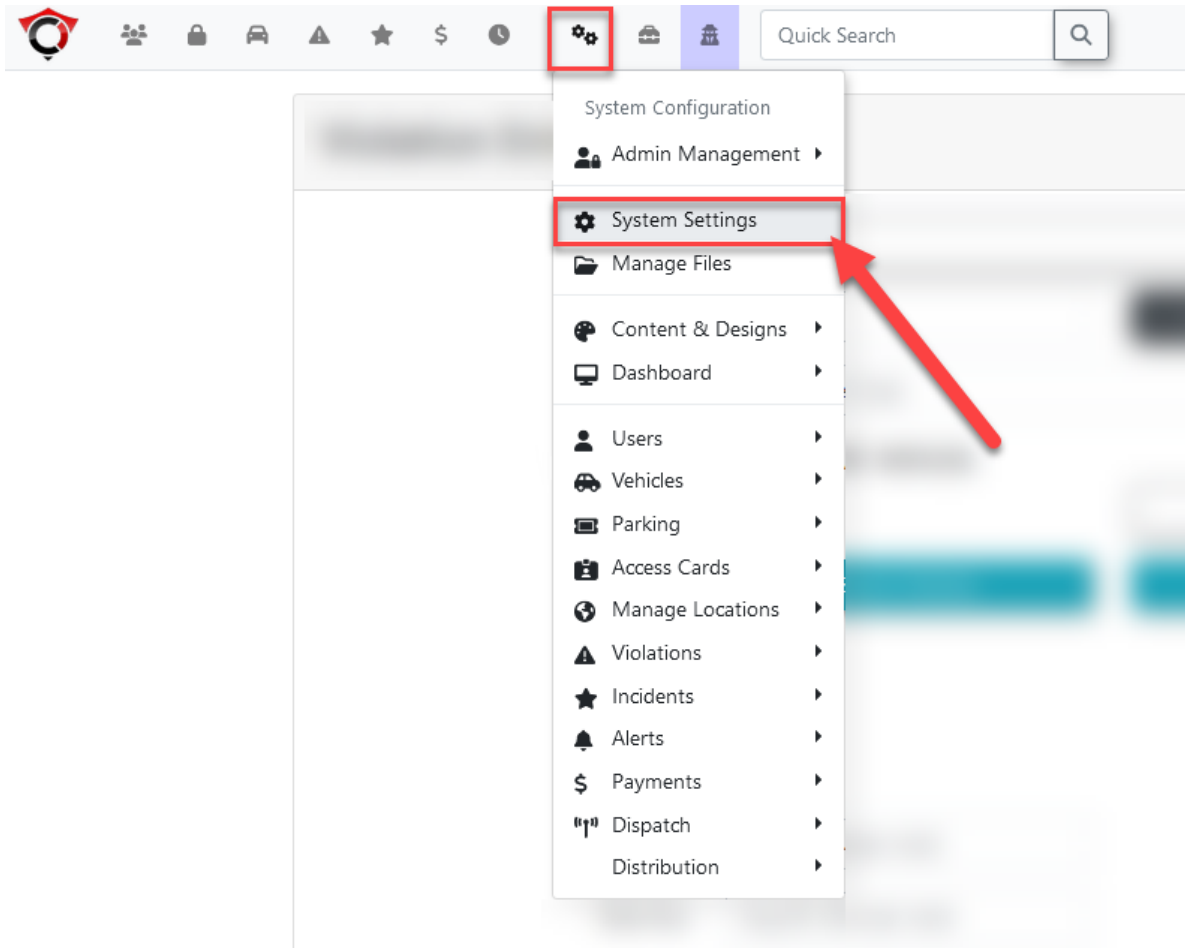
Introduction

There is now the option to have a warning letter sent to those who have received a violation marked as a warning. Violations marked as a warning have had their fine amount waived.

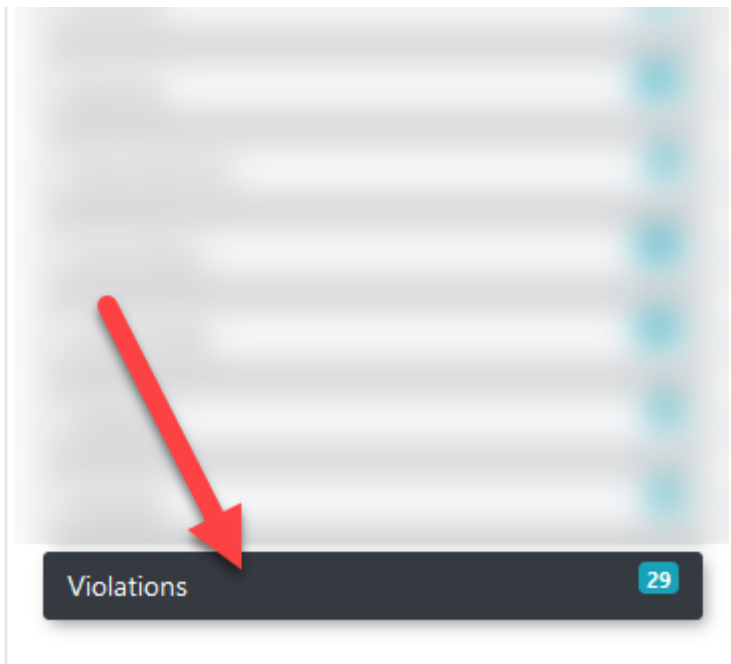
Setup

There is a new setting used to enable the sending of warning notices.

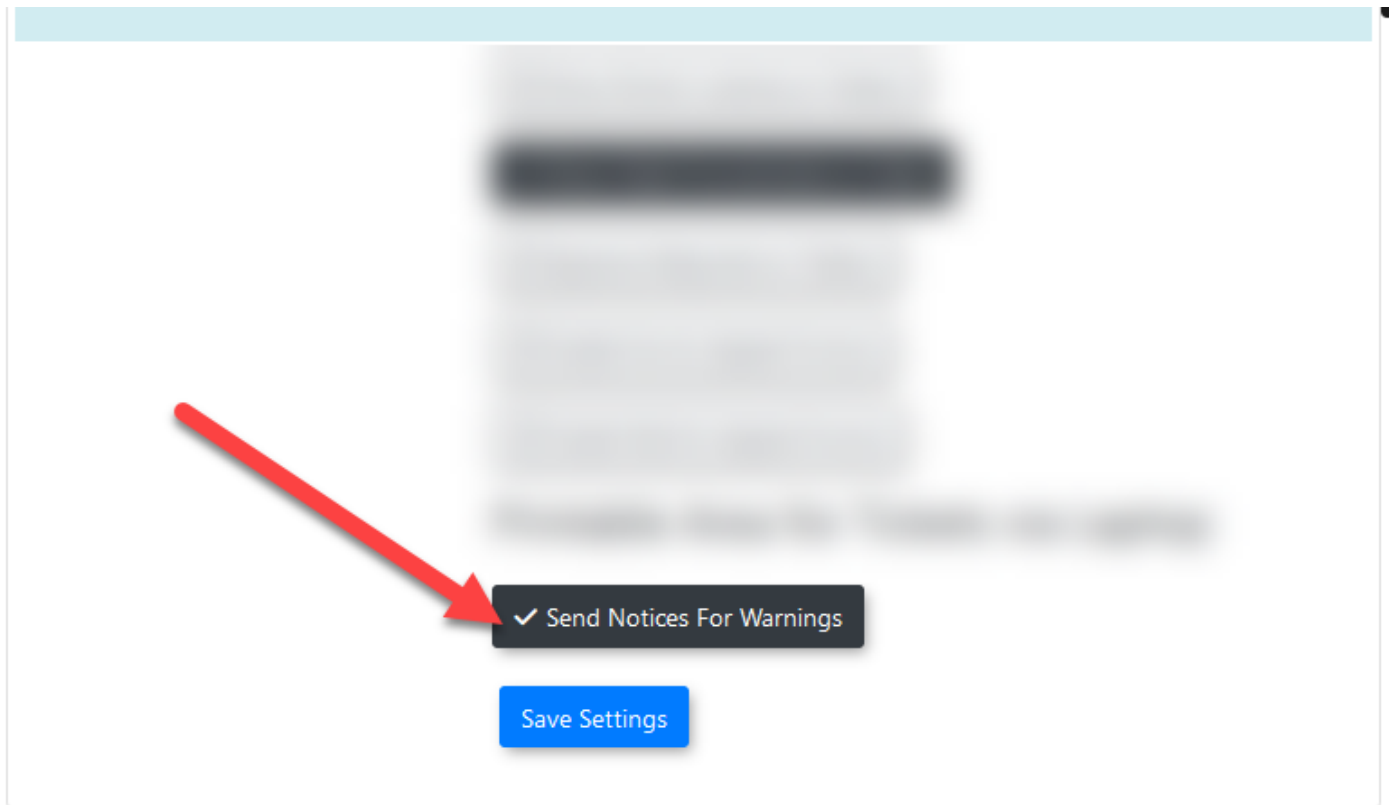
It can be found on the **System Settings** page.



The setting can be found under the **Violations** sub-menu.



The setting is named **Send Notices For Warnings**.

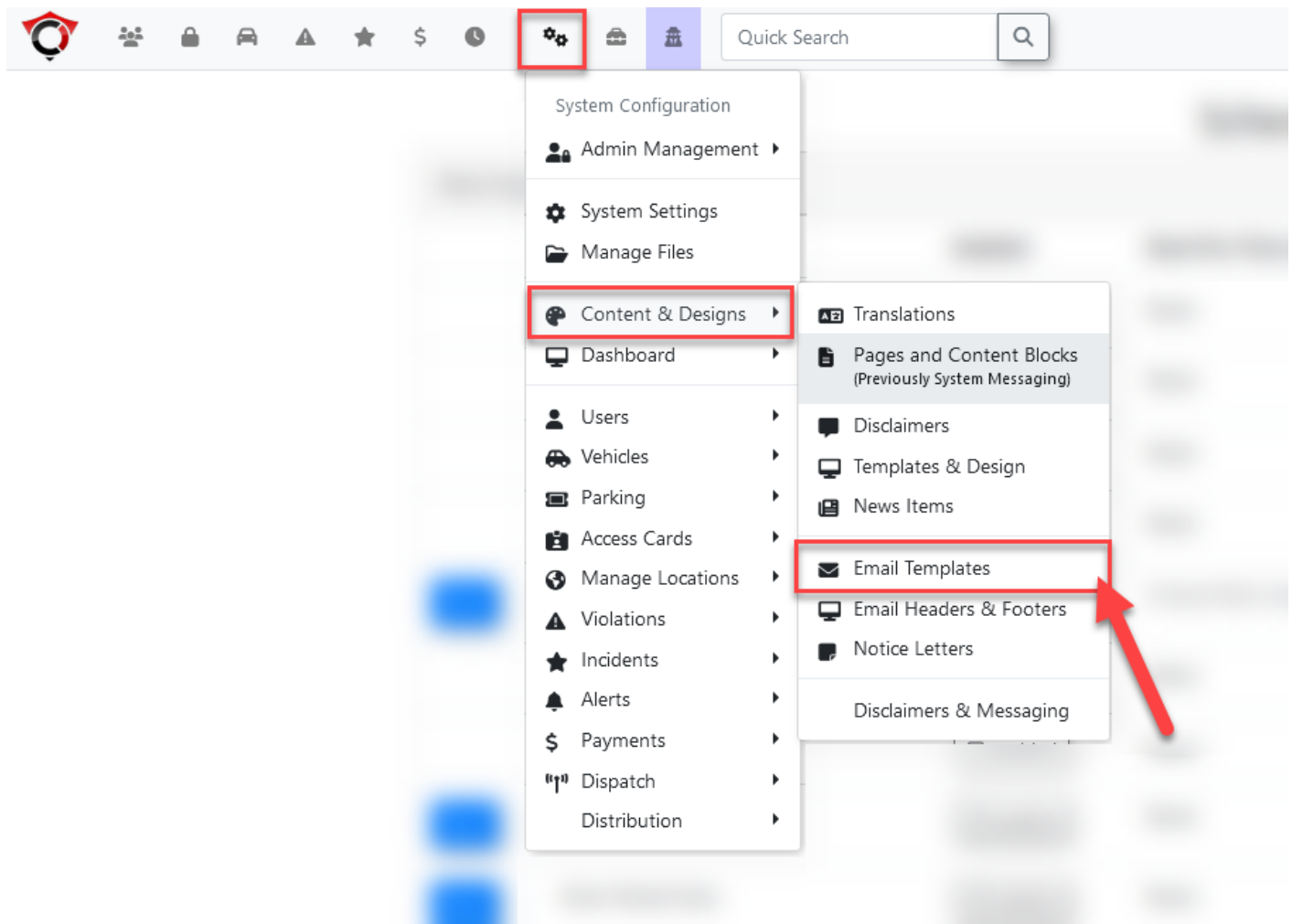


Once enabled, warning notices will be sent when the system task is run.

Template

The layout of the warning letter can be edited on the **Email Templates** page, found under the menu tree:

- **System Configuration -> Content & Designs -> Email Templates**



The template is called **New Warning Notice**.

Event Report	Event Report Template Report the event generated	Edit Create	Report the event generated and all the details
Event Violation Event	Event Violation Report Report Violation Report - Violation Event - Violation - Violation	Edit Create	Report Violation Report
User Report	User Report User Report	Edit Create	Report generated when a user reports a violation
New Violation Event	Automated New Violation Notice New Violation Notice generated New Violation New Violation	Edit Create	New violation notice sent to a user
New Warning Notice	Automated New Violation Warning Notice Violation Warning Notice ([violation show=Ticket])	Edit Create	New violation warning notice sent to a user
Event Event Report	Event Report Template Report the event generated Event - Violation	Edit Create	
Event Violation	Event - Violation Template New Violation Notice generated Event - Violation	Edit Create	Violation report to the user when added to the notice
Event Report Warning - Violation	Event Report New Violation Notice generated Event - Violation	Edit Create	The violation is the user that the notice has been added from then the notice is added to the user's account and the user may have to pay the violation notice within a certain time

Here the content of the notice is setup for the email to be sent out to users with warning violations.

[Return to Template List](#)

Edit Email Template

New violation warning notice sent to a user

Label Automated New Violation Warning Notice

Type New Warning Notice

Language **English** Français

Layout Simple Email Layout

Subject Violation Warning Notice ([violation show=Ticket])

SMS Content

160 characters remaining.

SMS messages have a limit of 160 characters before the message will be split into multiple messages. Around 30 characters should be reserved for URLs when shortened.

HTML Content

This email uses special tokens that are replaced when sent. The tokens available for this email template include:

[user show="firstname"] The first name of the user who received the violation.

[user show="lastname"] The last name of the user who received the violation.

[user show="username"] The username of the user who received the violation.

[violation show="list"] The violation list for the user.

[violation show="infractions"] The infractions from the user.

File Edit Insert View Format Table Tools

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Violation Warning Notice ([violation show=Ticket])

Dear [user show=display_name];

Username: [user show=username]

This communication will serve as notice and advise you that you have received a parking violation warning notice from Parking Services. To view additional details about this violation, please log-in to your OPS-COM account.

New Violations:

[violation show=list]

Thank you.

The Parking Department

We can be reached at 555-555-2121

System Task

To have the warning notices be sent out, the system task must be run.

Tasks can be accessed from the **View System Task Logs** page, located under the **Tools** menu.

While the setting **Send Notices for Warnings** is enabled, this task will include warning violations in its output. When disabled, the task will only send notices out for violations issued with a fine.

Revision #2

Created 26 July 2024 13:26:30 by Nicole

Updated 26 July 2024 14:28:47 by Nicole