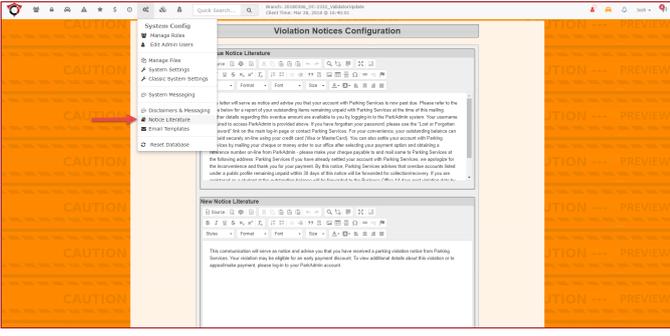
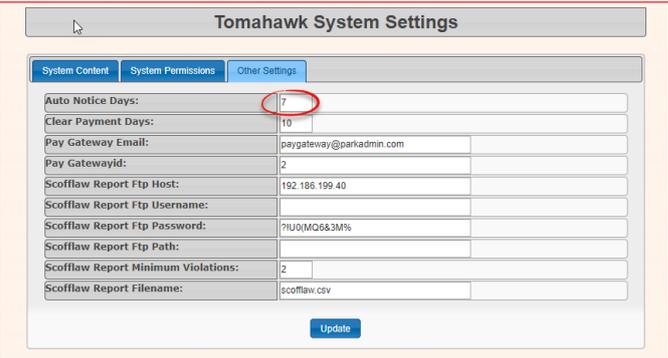


Automatic Violation Notice

The Automatic Violation Notice Script sends New and Past Due violation notice emails to ParkAdmin users.

For a Lucid Chart Diagram See: Technical Schematic - Step #1

OPS-COM Settings to be Confirmed:

<p>Notice related settings are set under System Config > Notice Literature:</p>	<p>Violation days until due is set in Tomahawk Options > System Settings:</p>
 A screenshot of the 'System Config' application showing the 'Notice Literature' configuration page. The page has a left sidebar with navigation options like 'Manage Users', 'System Settings', and 'System Messaging'. The main content area is titled 'Violation Notices Configuration' and contains text about notice literature and a 'New Notice Literature' section at the bottom.	 A screenshot of the 'Tomahawk System Settings' application. The 'Other Settings' tab is selected, showing a list of configuration fields. The 'Auto Notice Days' field is highlighted with a red circle and contains the value '7'. Other fields include 'Clear Payment Days' (10), 'Pay Gateway Email' (paygateway@parkadmin.com), 'Pay Gateway Id' (2), 'Scofflaw Report Ftp Host' (192.186.199.40), 'Scofflaw Report Ftp Username', 'Scofflaw Report Ftp Password' (P!U0!M0&63M%#), 'Scofflaw Report Ftp Path', 'Scofflaw Report Minimum Violations' (2), and 'Scofflaw Report Filename' (scofflaw.csv). An 'Update' button is at the bottom right.

There are additional settings that will affect whether or not all unpaid violations will be added to the letter or if the selected violations will only be included when it comes time to create the letter report. These settings are found under **System Settings → Collections → Include All Unpaid Violations**. As mentioned this will allow you to select a single violation in the list and generate a report for all violations associated with that user. Keep in mind that means it will also remove the associated violations from the pick-list on the Printable Violation Notice Report page even if you only have one of the violations selected.

Manage System Settings

The screenshot shows the 'Manage System Settings' interface. On the left, a sidebar titled 'Components' lists various settings categories with their respective counts: General System Settings (9), Alarms (11), Collections (5), Deposits (2), Forms (2), Global (5), Incidents (1), Lockers (5), License Plate Recognition (2), and Parking (1). The 'Collections' component is highlighted with a red box. A red arrow points from this box to the 'Editing Settings: Collections' page on the right. This page has a header 'Editing Settings: Collections 5' and a sub-header 'These settings are used to control the Collections Module.' Below this, there are five toggle switches: 'MTO Lookups on all records' (unchecked), 'Include All Unpaid Violations' (checked), 'Prevent Violation Payment' (unchecked), 'Prevent Purchases' (unchecked), and 'Send Letter To All' (checked). A 'Save Settings' button is located at the bottom of the settings area.

Notice/Email Summary:

In total there are 4 different types of emails that will be sent once the above is setup:

- **User overdue account notice** (lets normal users know they have a violation(s) past due in OPS-COM).
View email

From: parking@cambriancollege.ca
To: [REDACTED]
Date: 5/20/2016 9:17:44 AM -04:00
Subject: RE: Overdue Account Notice (3-002286) (Parking Services)

Message Headers Body Sections Raw

RE: Overdue Account Notice (3-002286)

Dear [REDACTED]

Username: [REDACTED]

This letter will serve as notice that your account with Parking Services is now past due.

Please refer to the table below for a report of your outstanding items remaining unpaid with Parking Services at the time of this mailing. Further details regarding this overdue amount are available to you by logging-in to the [ParkAdmin system](#).

For your convenience, your outstanding balance can be paid [securely on-line](#) using your credit card (Visa or MasterCard). Please use the forgot password feature and provide your email address if you do not know your login details for ParkAdmin.

You can also settle your account with Parking Services in person in room 2207 or by mailing your cheque or money order to our office. Please make your cheque payable to Cambrian College and mail it to Parking Services at the following address: Cambrian College Parking Services, Room 2207, 1400 Barydowne Rd., Sudbury, On P3A 3V8

If you have already settled your account with Parking Services, we apologize for the inconvenience and thank you for your payment.

By this notice, Parking Services advises that overdue accounts remaining unpaid within 30 days of this notice may be forwarded to a collection agency. Thank you for your prompt attention to this matter.

If you require further information, please contact Parking Services.

Outstanding Violations

Issued	Due	Ticket No	Amount
Jan. 18, 2016	Feb. 17, 2016	3-002286	(Overdue) \$35.00
Total:			\$35.00

- **User new violation notice** (lets normal users know they have a new violation issued to them the day of, *note: it seems this will NOT notify older violations once enabled, e.g. violation that is 3 days old vs 1 day old, would only notify the 1 day old user since it's "new").

View email

From parking@carleton.ca
To [REDACTED]
Date 5/20/2016 4:43:29 PM -04:00
Subject RE: New Violation Notice (7-004413) (Carleton University Parking Services)

Message Headers Body Sections Raw

RE: New Violation Notice (7-004413)

Dear [REDACTED]

Username: user_136347

This communication will serve as notice and advise you that you have received a parking violation notice from Carleton University Parking Services. **An early payment discount will be applied to your violation if paid within seven (7) days of the issue date.** To view additional details about this violation or to appeal/make payment, please log-in to your ParkAdmin account using the following URL: <https://carleton.parkadmin.com/users/>. Should you decide to take no action on this matter, please be aware that Carleton University Parking Services does employ collection agents for settlement of outstanding accounts.

New Violations

Issued	Due	Ticket No	Amount
May. 19, 2016	Jun. 2, 2016	7-004413	\$50.00
Total:			\$50.00

Parking Services Office

Department of University Safety

CARLETON UNIVERSITY – Canada's Capital University

Room 203/4 Robertson Hall

1125 Colonel By Drive, Ottawa, Ontario K1S 5B6

Tel. (613)520-2600, ext. 3623

E-Mail: parking@carleton.ca

Parking Services: www.carleton.ca/parking

- **Admin new violation report notice** (emails the OPS-COM administrator telling them how many new violation emails were sent).

View email

From parking@cambriancollege.ca
To parking@cambriancollege.ca
Date 5/20/2016 9:13:10 AM -04:00
Subject Automated New Violation Notice Report

Message Headers Body Sections Raw

Emailed New Violation Notice

There were a total of 0 new violation notices emailed today!

Violation Notice Total: \$0.00

Unpaid Violation Total: \$0.00

Unable to Email Violation Notices

Below is the list of users that require a Violation Notice but do not have an email address.

First Name Last Name Username User-Type Ticket

- **Admin past due violation report notice** (emails the OPS-COM administrator telling them how many users were emailed past due violation emails AND also how many users couldn't be emailed because they didn't have an email address in the system. These users are added to the "letter report", more info below).

[View email](#)

From	parking@cambriancollege.ca
To	parking@cambriancollege.ca
Date	5/20/2016 9:17:45 AM -04:00
Subject	cambrian Automated Violation Notice Report

[Message](#) [Headers](#) [Body](#) [Sections](#) [Raw](#)

Emailed Violation Notice

There were a total of 68 violation notices emailed today!

Violation Notice Total: \$2365.00

Unpaid Violation Total: \$3205.00

Unable to Email Violation Notices

Below is the list of users that require a Violation Notice but do not have an email address.

First Name	Last Name	Username	User-Type	Ticket
Bradley			Student	3-002825
Jett			Student	3-002800
Paul			Other	3-002397
Paul			Other	3-002434
Paul			Other	3-002581
Kurtis			Student	3-002795
Kurtis			Student	3-002832
Brandon			Student	3-002659
Brandon			Student	3-002743
Brandon			Student	3-002577
Amanda			Student	3-001124
Amanda			Student	3-001677
Amanda			Student	3-001810
Amanda			Student	MTO13
Matthew			Student	3-001271
Matthew			Student	3-001698
Matthew			Student	3-001748

The NIC Letter

As part of the MTO process an admin can set up a **Notice of Impending Conviction (NIC)** letter that can be sent to users who have outstanding violations that will be collected through Ontario courts. To configure this letter go to System Messaging and edit the Notice Letter found in the Messages tab.

You can read more about Notice Letters/NIC on this page.

Letter Report:

Users who couldn't be emailed their overdue violations are added to the letter report, which is accessible under Violations > Letter report on the OPS-COM Website. The letter report was created so that OPS-COM administrators can print and mail out overdue violations if they so choose.

Quick Search

- Violations
 - + Violation Entry
 - Search
 - Search Repeat Offenders
 - LPR and Chalking
- Handheld Devices
- Offense Types
- Reports
 - Report By Location / Officer
 - Paid Summary By Type
 - Report by Officer
 - Summary Report By Officer
 - Summary Report By Supervisor
 - List By Pay Type By Month
 - List Overdue
 - Letter Report
 - MTO Report
 - PeopleSoft Report
 - Export New Violations
- Vehicles
- Appeals
- Collections

Commander Admin Land

ns for any number of uses such as

Mon	Tue
7-6	7-6
12-8	Off
Off	12-8
Off	Off

Note: When arriving at this page the results can fall into two categories: Printable Violation Notices and Unprintable. The Unprintable means that there is an incomplete mailing address.

Printable Violation Notice Report

[Refresh](#)
[Copy](#) [CSV](#) [Excel](#) [PDF](#) [Print](#)

Show 100 entries

 Search:

<input type="checkbox"/>	Toggle	Due	Ticket	Plate	Postal	User Type	Current User	Language	Print
<input type="checkbox"/>		Jun 23, 2018 @ 00:00	13-01000	VE3KAW	k7c2v3	Full Time Student	James Campana	English	Upload Print
<input type="checkbox"/>		Aug 15, 2019 @ 00:00	TT-10001	SJAM	K2G2V1	Part Time Student	Steph Jamieson	English	Upload Print
<input type="checkbox"/>		Aug 12, 2019 @ 00:00	TT-10003	BIRCH	k7c2v2	Full Time Staff	Patricia Birch	English	Upload Print
<input type="checkbox"/>		Apr 30, 2019 @ 00:00	23-01000	VE3KAW	k7c2v3	Full Time Student	James Campana	English	Upload Print
<input type="checkbox"/>		May 3, 2019 @ 00:00	5-001002	BPC633	123456	Full Time Staff	Jack Parsana	English	Upload Print
<input type="checkbox"/>		Jun 7, 2019 @ 00:00	5-001003	VE3KAW	k7c2v3	Full Time Student	James Campana	English	Upload Print
<input type="checkbox"/>		May 10, 2019 @ 00:00	5-001004	VE3KAW	k7c2v3	Full Time Student	James Campana	English	Upload Print
<input type="checkbox"/>		Jun 7, 2019 @ 00:00	21-01005	AY9378	K7C2V3	Company Staff	Garda Deman	English	Upload Print
<input type="checkbox"/>		Jul 10, 2019 @ 00:00	TT-10003	PALFED	m5g2c0	Resident 1	Paula Feder	English	Upload Print
<input type="checkbox"/>		Sep 13, 2019 @ 15:12	21-01006	CBEV917	K7C2V3	Full Time Student	Bruce Sifton	English	Upload Print
<input type="checkbox"/>		Feb 17, 2020 @ 14:20	TT-19001	BOB146	K2G5E9	Public User	Bob Smith	English	Upload Print
<input type="checkbox"/>		Jun 12, 2020 @ 19:53	TT-19002	APK167	K0A2X0	Public User	Paul paul	English	Upload Print
<input type="checkbox"/>		Jun 26, 2020 @ 11:51	TT-19003	ABC316	k0A1A0	Full Time Staff	John Doe	English	Upload Print
<input type="checkbox"/>		Oct 27, 2022 @ 13:25	50-01000	ASDA437	k7c2v2	Full Time Staff	Patricia Birch	English	Upload Print
<input type="checkbox"/>		Oct 28, 2022 @ 18:45	44-01001	SWED432	K7C3R4	Full Time Student	Mike Mallory	Default	Upload Print
<input type="checkbox"/>		Oct 28, 2022 @ 20:11	44-01003	ABC123	k2C0r3	New User	David McCullagh	English	Upload Print

Showing 1 to 16 of 16 entries

[Previous](#) [1](#) [Next](#)
[Print Selected Notices](#)

Un-Printable Violation Notice Report

 Missing user data? Remember to export vehicle data for lookup with the MTO. [Go to Page](#)

Show 100 entries

 Search:

Ticket	Plate	Reason	Date Exported	
12-01002	AJAL506	No driver data. Export vehicle to MTO.	Jun. 20, 2018	Notice
12-01003	AJAL506	No driver data. Export vehicle to MTO.	Jun. 20, 2018	Notice
24-01000	TEST344	No driver data. Export vehicle to MTO.	Not exported	
3-001001	BXYA504	No driver data. Export vehicle to MTO.	Jun. 20, 2018	Notice
3-001002	BRVY660	No driver data. Export vehicle to MTO.	Jun. 20, 2018	Notice
3-001004	BBZH920	No driver data. Export vehicle to MTO.	Jun. 20, 2018	Notice
3-001005	ADMN485	No driver data. Export vehicle to MTO.	Jun. 20, 2018	Notice
50-01024	ABZM264	No driver data. Export vehicle to MTO.	Not exported	
50-01025	ABZM264	No driver data. Export vehicle to MTO.	Not exported	
57-01001	BAJF003	No driver data. Export vehicle to MTO.	Not exported	
9-001002	DDDTYF	No driver data. Export vehicle to MTO.	Jun. 20, 2018	Notice
TT-10004	ATYLERS	No driver data. Export vehicle to MTO.	Jun. 20, 2018	Notice
TT-10005	ROLIVER	No driver data. Export vehicle to MTO.	Jun. 20, 2018	Notice
TT-10006	ACAK771	No driver data. Export vehicle to MTO.	Jun. 20, 2018	Notice
TT-10007	HELP244	No driver data. Export vehicle to MTO.	Jun. 20, 2018	Notice
TT-19008	ABCFT	No driver data. Export vehicle to MTO.	Not exported	

Showing 1 to 16 of 16 entries

[Previous](#) [1](#) [Next](#)

Resending a NIC Letter

Once a NIC letter has been sent it is stored with the associated violation. If for any reason you wish to resend or re-output the letter you can do so from the ticket detail. Search for the ticket or locate it on the user's profile then click on the ticket number to view the ticket detail. From here you will

see the Overdue Letter button. By clicking on this button you will be able to view and resend the notice.

The screenshot displays a web application interface for managing violations. On the left, a sidebar contains navigation options: 'Parking', 'Payments', 'History', and 'Incident History'. Below these are buttons for 'Edit', 'Add', and 'Remove'. A notification area shows 'Violations: 003' with edit and user icons. The main content area is divided into sections: 'Vehicles' with a table of active and inactive vehicles; 'Violations' with a table of tickets, where the ticket '59-01000' is highlighted with a red circle; 'Active Deposits'; and 'Deposit' with an 'Access card 554375' button. The right side of the interface shows a detailed view of a violation (ID: 206) with fields for 'Private Comment', 'Attachment', and 'Notice Status'. A table of 'Violation Notices' shows one notice of type 'Overdue Letter' (circled in red) sent on Feb 14, 2023. At the bottom, there is a 'Violation Notes for: 59-01000' section with a refresh icon.

Status	Plate	Type
Active	APVK122	Passer
Inactive	APVK189	Passer

Ticket	Is
59-01000	D

Notice Type	Notice Date	Sent By
Overdue Letter	Feb 14, 2023 2:09 pm	john.tomahawk

Revision #2

Created 14 May 2024 07:32:02

Updated 11 September 2024 13:40:49