Cancelling a Violation

> The Cancelling a Violation feature allows administrators to formally dismiss an issued parking ticket within the system using the internal appeals workflow. Its primary purpose is to help correct enforcement errors or process an approved appeal, effectively voiding the ticket and removing any associated financial penalties from the user's account. This article is intended for OPSCOM administrators.

Setup and Configuration

There is no specific system setup or configuration required to use this feature. Cancelling a violation is a standard administrative action available to users with the appropriate violation management and appeals permissions enabled on their account.

Using this Feature

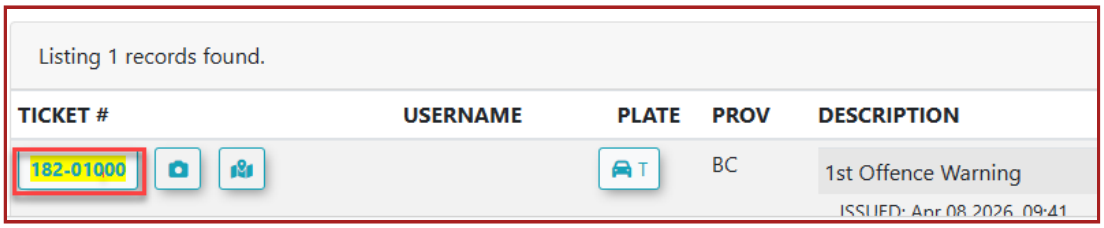
Administrators can manually cancel an active ticket by accessing the appeals section within the specific violation record.

1. Hover over **Violations** and click **Search**.

2. Enter the specific ticket number into the **Search Text** field.

3. Click the **Search using only text** button.

4. Click the **Ticket Number** link from the search results to open the violation details.



5. Click on the **Edit** button

6. Click on the **Show Appeals Form** link to reveal the administrative action fields.

7. Click the **Fine Action** drop-down menu and choose **Cancelled**.

8. Enter the reason for the cancellation into the **Appeal Admin Comment** field.

8. Click the **Update this Violation** button to finalize the status change.

Visual Cues and Status Indicators

- **Confirmation Message:** Upon successful completion of the steps above, a pop-up message will display in the top right corner of your screen stating that the "Violation has been updated."

Best Practices and Considerations

> **Appeals Form Utilization:** Even if a user did not formally submit an online appeal through their user portal, administrators still utilize the **Show Appeals Form** section to process a backend cancellation. This

> ensures the administrative decision and reasoning are officially recorded in the system.

- **Audit Trails: Always provide a clear and detailed reason** in the **Appeal Admin Comment** field when cancelling a ticket. Documenting the specific reason for the dismissal (e.g., successful appeal, valid permit verified, officer error) creates a reliable audit trail for future reference.
- **Financial Impact:** Remember that cancelling a violation immediately removes the financial liability from the user. Ensure you have the proper authorization or documentation before updating the fine action to prevent unauthorized dismissals.

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