Edit a Violation

> The Edit a Violation feature allows administrators to modify the details of an existing parking ticket, including processing appeals and updating fine amounts. Its primary purpose is to help correct enforcement errors, adjust penalties, or formally void a ticket while maintaining an accurate system record. This article is intended for OPSCOM administrators.

Setup and Configuration

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

Using this Feature

Administrators can update basic ticket information or process manual appeals directly from the violation record.

Accessing the Edit Window

1. Search for the specific violation. Detailed instructions can be found on the *Search for a Violation* page.
2. Click the specific **TICKET#** link from the returned records on the **Violation Search** screen to open the **Violation Information** window.
3. Click the **Edit** button located at the top right of the screen, or select it using the **Action** drop-down menu.

Modifying Violation and Appeal Details

1. Make any necessary changes to the basic violation information on the **Edit Violation Information** window.
2. Click the **Ticket has not been appealed. Show appeals form** text link to reveal the appeals section.
3. Configure the specific fields within the Appeals Area as needed:
   - **Ticket Appealed:** Select the date in the first drop-down menu and how the appeal was filed in the second drop-down menu.
   - **Fine Action:** Choose **Upheld**, **Reduced**, or **Cancelled**.
   - **Offense Value:** Manually edit this amount if the ticket is reduced on appeal. If the ticket is cancelled, this value will automatically reduce to 0.00. You can also edit the offense value directly regardless of the appeal status.
   - **Appeal Reason:** Enter the reason for launching the appeal. This field is viewable by the user.
   - **Appeal Admin Comment:** Enter your private administrative notes. These notes are not viewable by the user.
4. Select the specific administrator account making the changes from the **Actioned per:** drop-down menu.
5. Click the **Update this Violation** button to save your changes. A message will appear on the screen confirming that the violation has been updated.

Best Practices and Considerations

- **Finalized Appeals: Appeals that are granted, reduced, or cancelled cannot be edited again** through the standard form and are no longer eligible for early payment discounts. Ensure your decisions are final before clicking the update button.
- **Payment Locks:** Once a user pays for a violation, the primary comment fields become permanently locked. Administrators must use the separate **Violation Notes** section for any further comments or documentation regarding the ticket.
- **Overturned Tickets:** If a ticket has already been appealed and the user goes to a higher authority to have the ticket overturned, you can edit the ticket and change its status to a warning. This zeros out the financial value and completes the processing while preserving the history of the ticket in the admin portal. **Always add a comment to the warning** to further explain why the ticket was overturned.

Related Video

https://www.youtube.com/embed/Zodi8a4C94M?wmode=opaque

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