

# Edit a Violation



## When do we use this?

Administrators can edit existing violations to make changes to the information or to cancel tickets, grant appeals with reduced fines or uphold appealed violations. However once the user has paid for a citation, they must use the violation notes to add further commenting or to adjust the comments that were entered before the transaction.

- [Searching for the Violation](#)
- [Editing the Violation and Important Information](#)
- [Related Pages](#)

## Searching for the Violation

Follow the steps to search for a violation - [Search for a Violation as an Administrator](#)

At the bottom of the **Violation Search** screen, the returned records will be displayed.

## Getting to the Violation Information

Click the **TICKET#** to open the **Violation Information** window.

### Violation Search

Search Text

and / or

Search By  Due Date  Issued Date

Start Date

up to and including

Outstanding only  All

Warning  Warning only  Only non-warning  All

Listing 1 records found.

TICKET #	USERNAME	PLATE	PROV	DESCRIPTION
<a href="#">TT-19020</a>				No Parking Snow Route - Mandatory Towing ISSUED: Oct 13 2021, 14:23 DUE: Oct 23 2021 Private Property

A new window will appear with the **Violation Information**. You can edit the violation from the **Edit** button at the top right, or by using the **Action** dropdown menu.

?

## Violation Information

Edit

Ticket: **TT-19020-3X**  
 Issued: Wed, Oct 13, 2021 @ 14:23  
 Due Date: Oct 23, 2021  
 Ticket Category: Private Property

Plate: JROCK  
 Province : Canada  
 Plate Type: Passenger

No drivers are associated to this vehicle.

Offences: No Parking Snow Route - \$50.00  
 Mandatory Towing - -\$20.00

Offence Location: Main Campus Parking Lots  
 Ticket Writer: admin  
 Entered By: bradley.tomahawk

Fine: \$50.00  
 Total: **\$50.00 - \$20.00 (Discount) = \$30.00**

Comment:

Listing 1 records found. Private Comment: Waiting for tomahawku-test... 2021 Tomahawk Technologies Inc.

TT-19020

and / or

Due Date  Issued Date

Outstanding only  All

Warning only  Only non-warning  All

Search using only text Search with text and date range

Generate Mailing from Listed Mark Listed as Processed

TICKET #	USERNAME	PLATE	PROV	DESCRIPTION
TT-19020		JROCK		No Parking Snow Route - Mandatory Towing <small>ISSUED: Oct 13 2021, 14:23    DUE: Oct 23 2021    Private Property</small>

You will be taken to the Edit Violation Information window.

## 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

Offence Location: Main Campus Parking Lots

Towing Charge: \$

Offence: \$50.00 : No Parking Snow Route - Mandatory Towing  \$ 50.00

Offence:  \$

[Add Another Offence](#)

Ticket Writer: [admin] Administrator

Actioned per:

Comments:

Private Comments:

Violation Photo(s): No associated photos.

[Choose Files](#) No file chosen

[Update this Violation](#)

## Editing the Violation and Important Information



### IMPORTANT

**APPEALS GRANTED, REDUCED OR CANCELLED TICKETS CANNOT BE EDITED AGAIN AND ARE NO LONGER ELIGIBLE FOR DISCOUNTS.**

**Violation Notes can be used for further comments. If the ticket has been appealed and the user goes to a higher power to have the ticket overturned, then you can edit the ticket and change it to a warning this will keep the information and change it to a zero value and complete the processing. This will also keep the history so that the Admin will still know that they had a ticket in the past. A comment can be added to the warning to further explain**

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

## Related Pages

## Content by label

There is no content with the specified labels

