

*South Carolina Department of Transportation*



*Electronic Toll Collection System & Related Services*

For the

Cross Island Parkway Toll Facility

Hilton Head, South Carolina

Contract P.O.# 231709

# **VIOLATION PROCESSING MANUAL**

**Rev. 1.0**

**October 1998**

**LOCKHEED MARTIN**



October 28, 1998

**Ms. Patricia A. Harrison**  
**Director of Safety**  
**South Carolina Department of Transportation**  
**P.O. Box 191**  
**Columbia, SC 29902-0191**

**Re: Contract P.O. # 231709**

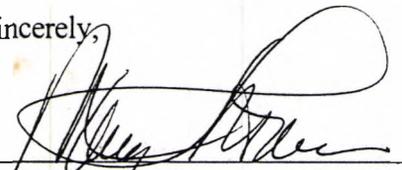
**Subject: Violation Processing Manual**

Dear Ms. Harrison,

This transmittal is to provide Revision 1.0 of the Violation Processing Manual. We have duly incorporated the responses to your comments dated 06/29/98. The response to comments page is behind the document signature page. One unbound copy is included in this transmittal that has revision marks in the right margin and the changes in italics. We did not reproduce the bound copies to reflect changes, as they are a final document.

If you have any questions, please do not hesitate to contact me.

Sincerely,



Mary Thomas, Documentation Manager

CC: Frank Tobin  
Girard Andres  
Greg Saville  
Ron Weaver  
File

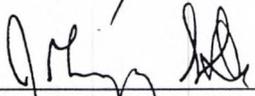
# Lockheed Martin IMS

## VIOLATION PROCESSING MANUAL Rev. 1.0

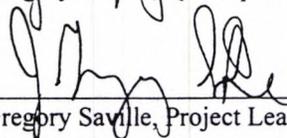
Prepared by:

  
\_\_\_\_\_  
Mary Thomas, Documentation Manager

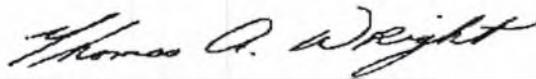
Approved by:

  
\_\_\_\_\_  
J. Gregory Saville, QA Representative

Approved by:

  
\_\_\_\_\_  
J. Gregory Saville, Project Lead

Approved by:

  
\_\_\_\_\_  
Thomas A. Wright, Project Manager

Brought under CM Control by:

  
\_\_\_\_\_  
Steve Karney, CM Manager

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October 28, 1998.

# SCDOT Violation Processing User Manual - Rev. 0.0

6/29/98

Com ment #	Page #	Section #	Comment	LMIMS Response	Rev. #
1.		Cover Page	According to this page, the document was Prepared by Mary Thomas, Documentation and Approved by James J. Eden, Project Manager. We note the absence of the signature of anyone representing Quality Assurance for this submittal.	Quality Assurance has been added to the signature page.	
2.	1	Introduction	Lockheed notes that they have not yet received the "...SCDOT policies nor the laws that govern violation processing in the state of South Carolina." This submittal therefore reflects non-SCDOT specific violation processing information.	Correct. The Legislation was approved 06/10/98. The CIP has the capability to review images.	
3.	1-1, 1-3	1.1	<b>Description</b> The sample information provided in bold has a copyright symbol (©) where a capital C should be. This occurs other times throughout this Section (see also 1.2.1).  What are the "specified reasons" for rejecting an image? What happens to the rejected images are these files deleted? Is this acceptable to the SCDOT?	All occurrences have been corrected in paragraphs 1.1 & 1.2.1  The specific rejection codes are listed in paragraph 1.3.5 & 1.3.8.1. Once an image has been reviewed, whether the license plate was readable or it was rejected, it gets deleted from the batch.	
4.	1-6, 1-1D	1.3	<b>Process Images</b> In 1.3.1 and 1.3.2 and again in 1.3.6 and 1.3.7, Lockheed refers to Skipping images. Why would images be Skipped (what are the criteria)? What becomes of Skipped images?	Skipping an image is a temporary action. The skipped image is still associated with the batch and requires review before the Batch is completed. The following has been added to Para 1.3.2 (Item #1) and Para 1.3.7 (Item #1): "Note: Review of skipped images is required before a Batch is completed."	
5.	1-7	1.3.5	<b>Entering Plate Information</b> If the "Other" Image Rejecting Reason is selected, is there a notes field for the operator to add a comment about the reason for this "Other" categorization?	There is not a Notes field for providing additional information on the rejection reason. The "Other" category is to be used when all other codes do not apply. Should there be a significant number of "Other" categories used, additional rejection codes can be added.	
6.	3-3	3.3	<b>Process</b> Paragraph 2 - transaction should be plural (i.e., transactions).	Updated.	

**LOCKHEED MARTIN** 

VES User Manual Rev. 1.0

SCDOT\Usermnl\Rev\_1.0\VES \Comments\6\_29\_98.doc

Proprietary Data

# SCDOT Violation Processing User Manual - Rev. 0.0

6/29/98

Com ment #	Page #	Section #	Comment	LMIMS Response	Rev. #
7.	5-6	5.3	<b>Report Details</b> Are the reports "described" in this Section acceptable to SCDOT? Are there other reports required or desired by SCDOT. The information provided in this Section is too sketchy to be able to offer additional comments at this time.	The five reports are part of the VECTOR suite of reports. The reports are detailed in the SCDOT System Configuration Document.	

 LOCKHEED MARTIN

VES User Manual Rev. 1.0

SCDOT\Usermn\Rev\_1.0\VES \Comments\6\_29\_98.doc

Proprietary Data

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# Introduction

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This Violation Processing Document does not reflect the policies, procedures or business rules to be followed in processing violations. Only the software processes are included. Legislation was approved on June 10, 1998 for the South Carolina Department of Transportation (SCDOT) policies and the law that govern violations.



1. IMAGE REVIEW

# 1. Image Review

---

## 1.1 Description

The VES system photographs all toll violators and unusual occurrence events during the process of toll collection and stores them in the system in separate batches.

Toll Violations

Unusual Occurrences

Toll violators batches start with T and the unusual occurrences batches start with an C. Each batch is made up of 50 images and is stored on the system as follows: T(M)1997156001.

T or C	1997	156	001
Toll Violator sequence	current year	Julian day (1-365)	batch
C (Unusual Occurrence)			

The VES Enforcement Personnel select a batch and review each image in sequence. Each image is reviewed, and either the vehicle information is entered into the system or rejected for specified reasons.

This information is retained in the database and a nightly process scans the customer database to determine whether the vehicle license plate numbers belong to a customer. All customer violations are processed, depending on the type of violation.



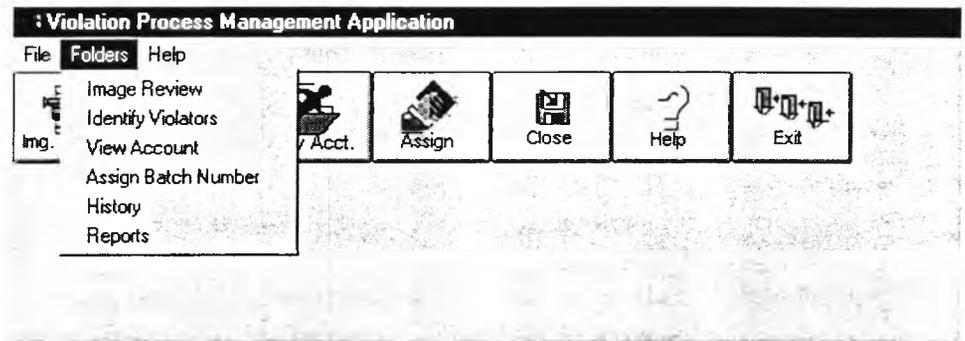
## 1.2 Access



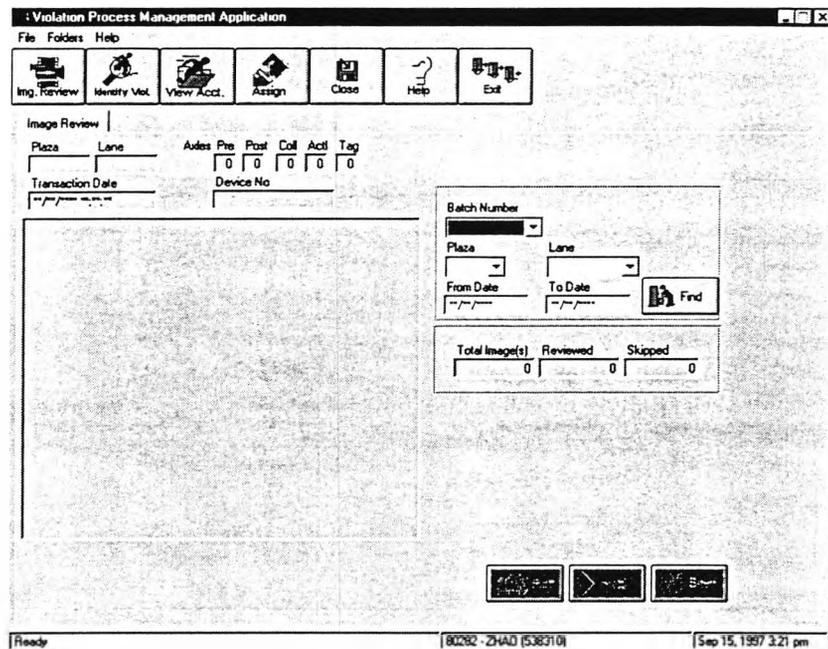
1. Click on 

OR

Click on Folders. The Folders drop down menu is displayed:



2. Highlight and click on Image Review. The **Image Review Tab Folder** is displayed:



### 1.2.1 Select A Batch of Images



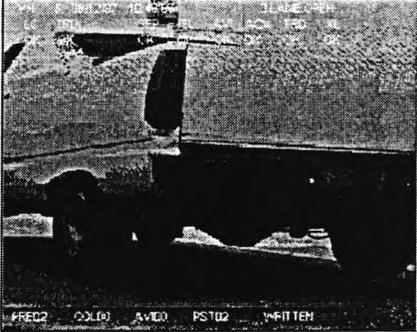


- If a C (Unusual Occurrence) batch is selected, the following tab folder is displayed:

Image Review

Plaza	Lane	Axis	Pre	Post	Coll	Actl	Tag
			0	0	0	0	0

Transaction Date \_\_\_\_\_ Device No \_\_\_\_\_



Batch Number  
C1997189001

Plaza \_\_\_\_\_ Lane \_\_\_\_\_

From Date \_\_\_\_\_ To Date \_\_\_\_\_ **Find**

Total Image(s)	Reviewed	Skipped
0	0	0

AXLE INFORMATION

Reviewed Axles  
 Agree With Lane

Image Rejection Reason  
\_\_\_\_\_

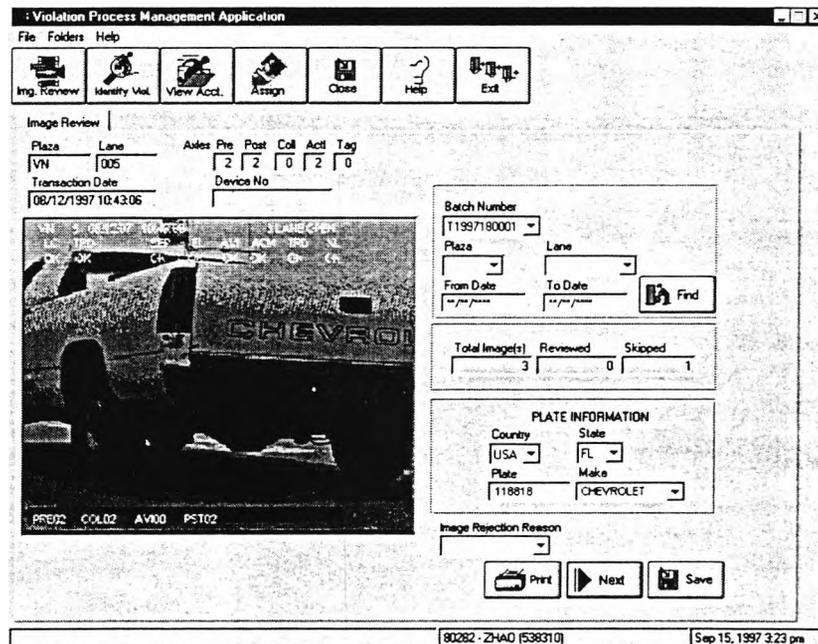
**Print** **Next** **Save**



## 1.3 Process Images

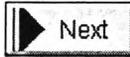
### 1.3.1 Toll Violation Images

1. Click on the  of the **Batch Number**  and select a batch number of **Toll Violation** images to be viewed and processed by selecting a batch starting with **T**. The following tab folder is displayed:



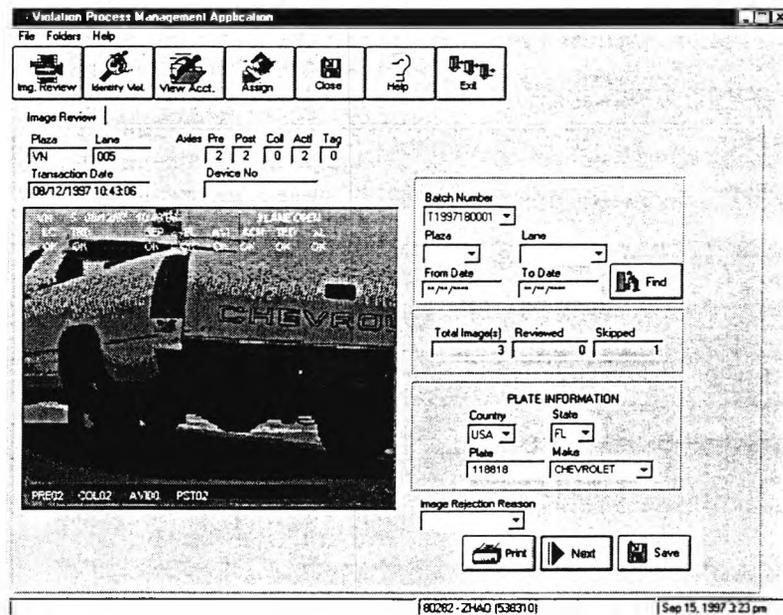
- The **Batch Number** is displayed.
- The **Total Images** field will display the number of images in the batch.
- As images are reviewed, the **Reviewed** field will increment from nothing to display the number of images that have been reviewed.
- If an image is **Skipped**, the next field will display also.
- The **Reviewed** and **Skipped** fields should = the **Total Images** once all have been reviewed.

### 1.3.2 Skip Any Violation Image

1. Click on  so that the current image will be skipped and the next image will be displayed.  
**Note:** Review of skipped images is required before a Batch is completed.
2. The Total Images, Reviewed and Skipped images will be displayed in the tab folder as the images are reviewed, shipped or processed.

### 1.3.3 Carry Out a Specific Image Search (Plaza, Date Range/Lane)

1. At **Plaza** click on the  of the  and highlight the correct selection. Press Tab.
2. At **Lane** click on the  of the  and highlight the correct selection. Press Tab.
3. At **From Date** to **To Date** enter the date of the violation images to be viewed in the following format: DD/MM/YYYY. Press Tab.
4. Click . The blank screen in the left portion of the window will display the selected image.



### 1.3.4 Description of Codes on the Image

<XX>	=	Plaza Identification
5	=	Lane ID
08/12/97 10:43:06	=	Date & Time
LC	=	Lane Controller
TRD	=	Entrance Treadle
SEP	=	Separator
EL	=	Entrance Loop
AVI	=	AVI
ACM	=	ACM
TRD	=	Exit Treadle
XL	=	Exit Loop
PRE02	=	Preclass Axles 02
COL02	=	Collector Class 02
AVI00	=	AVIClass 00
PST02	=	PostClass 02

### 1.3.5 Entering Plate Information

1. Enter **Plate #**. Press Tab.
2. At **State**, click on the  of the State  and highlight the correct selection. Press Tab.
3. At **Country** the default is USA. Click on the  of the Country  and highlight the correct selection, if different. Press Tab.
4. At **Make** of vehicle click on the  of the Make  and highlight the correct selection. This is only entered if the make can be discerned and is not mandatory. The additional information only allows the search to be narrowed. Press Tab.
5. Click on . The information entered will allow a new image to be reviewed.

## If the Image Cannot be Discerned:

1. Click on the  of Image Rejection Reason . A drop down list displays all of the possible rejection codes.

<b>Black</b>	Black
<b>Camera High</b>	Image is too low
<b>Camera Left</b>	Image is right of camera
<b>Camera Low</b>	Image is too high
<b>Camera Right</b>	Image is left of camera
<b>Double</b>	Double Exposure
<b>Equipment Fault</b>	ETC equipment failure triggered VES event
<b>Hatched</b>	Multiple exposure
<b>No Image</b>	No image
<b>No Vehicle</b>	No vehicle in the image
<b>Not Clear</b>	Fuzzy - unable to make out image
<b>Same</b>	Same image as the one shown already
<b>System</b>	System failure
<b>Too Dark</b>	The image is too dark
<b>Too Light</b>	The image is too light
<b>Other</b>	None of the above

2. Highlight the correct selection. Press Tab.
3. Click on  Save to save the information entered. A new image is displayed in the image display area.

## 1.3.6 Unusual Occurrence Images

At the Toll Violation Image Tab Folder:

1. Click on the  of the **Batch Number**  and select a batch number of **Unusual Occurrences** images to be viewed and processed by selecting a batch starting with C. The following tab folder will be displayed:

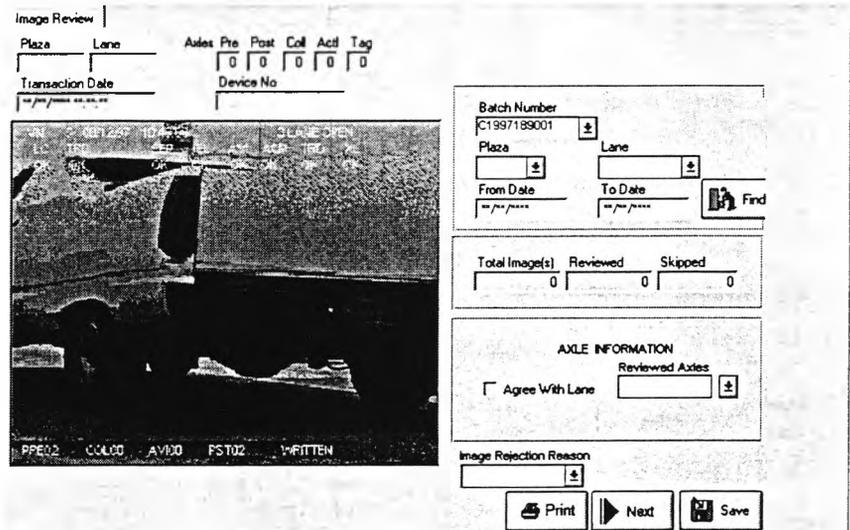


Image Review

Plaza	Lane	Axles	Pre	Post	Coll	Act	Tag
			0	0	0	0	0

Transaction Date \_\_\_\_\_ Device No \_\_\_\_\_

Batch Number C1997189001

Plaza \_\_\_\_\_ Lane \_\_\_\_\_

From Date \_\_\_\_\_ To Date \_\_\_\_\_ Find

Total Image(s) Reviewed Skipped

0 0 0

AXLE INFORMATION

Agree With Lane Reviewed Axles \_\_\_\_\_

Image Rejection Reason \_\_\_\_\_

Print Next Save

- The **Batch Number** is displayed.
- The **Total Images** field will display the number of images in the batch.
- As images are reviewed, the **Reviewed** field will increment from nothing to display the number of images that have been reviewed.
- If an image is **Skipped**, the next field will display also.
- The **Reviewed** and **Skipped** fields should = the **Total Images** once all have been reviewed.

## Description of Codes on the Image

<XX>	=	Plaza Identification
5	=	Lane ID
08/12/97 10:43:06	=	Date & Time
LC	=	Lane Controller
TRD	=	Entrance Treadle
SEP	=	Separator
EL	=	Entrance Loop
AVI	=	AVI
ACM	=	ACM
TRD	=	Exit Treadle
XL	=	Exit Loop
PRE02	=	Preclass Axles 02
COL00	=	Collector Class 00
AVI00	=	AVIClass 00
PST02	=	PostClass 02
Written	=	Written Unusual Occurrence

### 1.3.7 Skip Any Unusual Occurrence Image

1. Click on  so that the current image will be skipped and the next image will be displayed.

**Note:** Review of skipped images is required before a Batch is completed.

2. The Total Images, Reviewed and Skipped images will be displayed in the tab folder as the images are reviewed, shipped or processed.

## 1.3.8 Enter Axle Mismatch Information

1. Click on the  next to Agree With Lane, if the vehicle image DOES NOT

display a discrepancy in the axle classification. The Reviewed Class  becomes disabled.

2. If the vehicle DOES display a discrepancy in the vehicle axle count, click on

the  of the  and highlight the correct axle classification. Press Tab.

- Class 2
- Class 3
- Class 4
- Class 5
- Class 6
- Class 7
- Class 8
- Class 9...

### 1.3.8.1 To View and Print Unusual Occurrences

The following Unusual Occurrences will generate Unusual Occurrences and the type will be printed on the lower, right of the image:

- Emergency, Police or Maintenance Vehicles go through the lane
- U-Turn is made by a Customer
- A Card/Pass is not read by the equipment and must be entered manually
- A Customer wants to replenish their account with cash
- A Customer pre-arranges payment for guests by using 'Scrip'
- Any other strange occurrence takes place and a 'Written' report is made
- When the Toll Collector activates the VES (CCTV) button on the touchscreen.

This type of image does not require inputs. This image can be reviewed and printed.

#### If the image cannot be discerned:

1. Click on the  of Image Rejection Reason . A drop down list displays all of the possible rejection codes.

<b>Black</b>	Black
<b>Camera High</b>	Image is too low
<b>Camera Left</b>	Image is right of camera



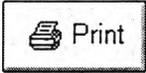
<b>Camera Low</b>	Image is too high
<b>Camera Right</b>	Image is left of camera
<b>Double</b>	Double Exposure
<b>Equipment Fault</b>	ETC equipment failure triggered VES event
<b>Hatched</b>	Multiple exposure
<b>No Image</b>	No image
<b>No Vehicle</b>	No vehicle in the image
<b>Not Clear</b>	Fuzzy - unable to make out image
<b>Same</b>	Same image as the one shown already
<b>System</b>	System failure
<b>Too Dark</b>	The image is too dark
<b>Too Light</b>	The image is too light
<b>Other</b>	None of the above

2. Highlight the correct selection. Press Tab.
3. Click on  Save to save the information entered. A new image is displayed in the image display area.

### 1.3.9 To View Specific Unusual Occurrences

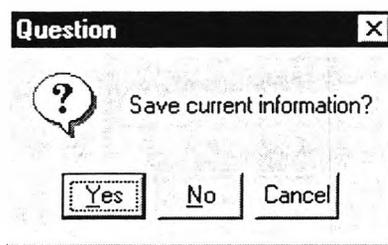
1. At **Lane** click on the  of the  and highlight the correct selection. Press Tab.
2. At **From Date** to **To Date** enter the date of the violation images to be viewed in the following format: DD/MM/YYYY. Press Tab.
3. Click  Find . The Unusual Occurrence image that was selected will be displayed.

## 1.4 Print an Image

1. Display the image to the printed as described above.
2. Click on  Print . The image will be printed with all of the information that is on the tab folder.

## 1.5 Save and Close

1. Click on . The following  pop-up is displayed:



2. Click on . The tab folder closes and all the information is saved to the database.
3. If , the information will not be saved.  will close the  pop-up and return to the Image Review tab folder. And this image will not be shown as being reviewed.

**2. IDENTIFY VIOLATORS**

## 2. Identify Violators

---

### 2.1 Description

1. The license plate number of a violator is recorded.
2. The VES Enforcement Personnel access and enter the plate number in the South Carolina Division of Corporations and the Vehicle System information network.
3. The database responds with a name and address match, the information is entered into the DMV Information Entry.
4. A Violation Account is set up for the violator, recording all information that is made available.
5. If there are multiple possibilities (name and zip code match) , a name match is done at the Potential Violator Process tab folder.
6. The 'potential violator' could have committed a violation, or a customer could have failed to register the license plate of a new vehicle.
7. The DMV /DHSMV is accessed through a KEA term session.

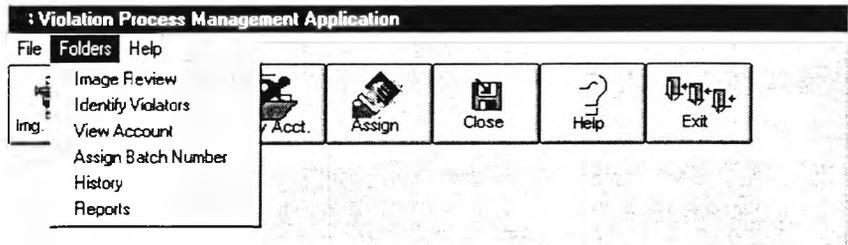
## 2.2 Access



1. Click on .

OR

Click on **Folders**. The Folders drop down menu is displayed:



2. Highlight and click on **Identify Violators**. Two tab folders are available:
  - DMV Information Entry
  - Potential Violator Process
3. Click on the tab folder to be accessed.

## 2.3 DMV Information Entry

### 2.3.1 Description

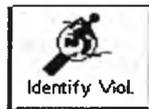
The DMV Information Entry tab folder displays all the image review entries that have been made. From the data window, VES Enforcement Personnel select a record and enters the license information into the DMV window. The DMV provides the names and addresses to the license plates entered. This information is entered into the fields at the lower right of the tab folder.

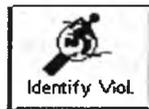
The system automatically processes the names and addresses that are provided to generate the following:

- A notice during the first 30 days
- A UTC Citation thereafter

If there is information that is returned from the **DMV (DHSMV)** that may be a potential match to a *Pass* customer because there is a multiple name match or there is the possibility that the license plate number has changed, the information is displayed in the **Potential Violator Process** tab folder.

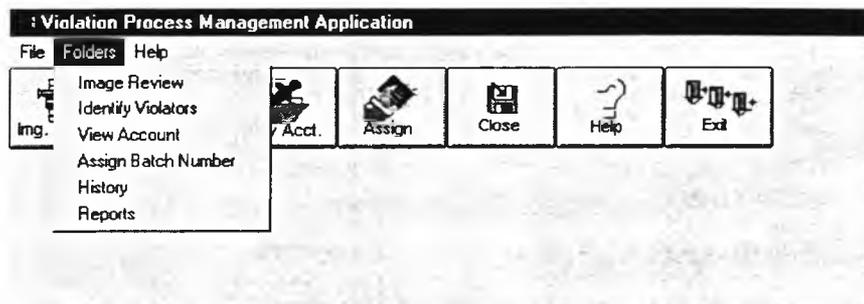
### 2.3.2 Process



1. Click on .

OR

Click on **Folders**. The Folders drop down menu is displayed:



2. The following tab folders will be displayed:

DMV Information Entry | Potential Violator Process

Violation Number

Violation Vehicle

Violation Place

Violation Lane

Violation Date

State	Plate No.	Vehicle Make	Model	Violation	Place	Lane	Date
FL	VYCAR	FERARRI	ACCORO	2	EB	06	06/01/1997
FL	WJLTA	FERARRI	ACCORO	6	EB	08	06/11/1997
FL	WJATEVH	FERARRI	ALLUDO	4	EB	08	06/01/1997
FL	WJW	FERARRI	ALLUDO	1	EB	02	06/12/1997
FL	WJTA	AUDI	ALLUDO	1	EB	08	06/11/1997
FL	WJTB	AUDI	ALLUDO	12	EWEL 62	08	06/12/1997
FL	WJTZ	AUDI	ALLUDO	1	EWEL 62	06	06/12/1997
FL	WJH1	AUDI	ACCORO	5	EWEL 62	08	06/30/1997
FL	WJH0	AUDI	ACCORO	7	EB	08	06/11/1997
FL	WJH2	AUDI	ACCORO	9	EB	08	06/11/1997
FL	WJH3	AUDI	ACCORO	10	EB	08	06/11/1997
FL	WJST	MAZDA	ACCORO	3	EWEL 62	06	06/15/1997
FL	WJH1	AUDI	ACCORO	8	EB	08	06/11/1997

Find

Filter

Connect

Conserv Name \_\_\_\_\_

Address \_\_\_\_\_

Zip \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Country \_\_\_\_\_

Telephone No. \_\_\_\_\_ Ext. \_\_\_\_\_

3. Click on the **DMV Information Entry** tab folder.
4. Select each record and enter the information into the DHSMV window to request name and address of the violator.
5. If only a specific violation or a group of violations are to be processed, they can be selected by using the search criteria.



6. Conduct a search by clicking any of the following  to  .

<input type="checkbox"/>	Violation Number
<input type="checkbox"/>	Violation Vehicle
<input type="checkbox"/>	Violation Plaza
<input type="checkbox"/>	Violation Lane
<input type="checkbox"/>	Violation Date

7. Enter the criteria. Press **Tab**.

8. Click on  **Find** . The corresponding information is highlighted in the data window and is displayed in the window at the top right of the tab folder.

9. Click on the  to select either Private or Commercial.

10. Enter the information that is provided by the DMV/DHSMV.

11. Click on  **Save** . The information is saved to the database and the record is deleted from the data window. The system will generate:

- A notice during the first 30 days
- A UTC Citation thereafter

## 2.4 Potential Violator Process

### 2.4.1 Description

If information is returned from the **DMV/DHSMV** that may be a **potential match** to a *PalPass* customer, the information is displayed in the **Potential Violator Process** tab folder. This is done automatically through a batch process. The database selects potential matches by last name and Zip Code.

If the violator's name and address match more than one customer, or a name and zip code match more than one customer, the information is displayed in the data window.

The matches are reviewed against the **DMV/DHSMV** information. It is then the job of VES Enforcement Personnel to decide whether the violator is a *PalPass* customer or a new violator based on whether or not the name is an exact match or not.

### 2.4.2 Process

1. The system automatically generates all the potential matches between actual Pass Customers and information that is entered from the DMV/DHSMV. This information is automatically entered and is available when the Potential Match Process tab folder is accessed.
2. Select one of the account matches under a violation record. The Potential Violator panel displays the potential violators information. The Potential Match information displays the customer account information or the information on a repeat violator.

State	PlateNum	Make	Vccol	Viol #	Place	Lane	Date	Acct #	FullAge
RI	AHP	4FFRRA	2070RD	5	BR	BR	12/11/97	1003615	2075-12

**Potential Violator**

Last Name: ZHAC, First Name: NINI, MI: , Title: , Address: 101 ATEVE T, Zip Code: 70001, City: METAIRIE, State: LA, Country: USA, Telephone No.: , Ext.:

**Potential Match**

Account Number: 1003615, Account Type: PRIVATE, Last Name: ZHAC, First Name: NINI, V.I. Title: , Address: 1111111111, Zip Code: 70001, City: VFTAIFIF, State: LA, Country: USA, Telephone No.: (983) 333-3333, Ext.: 33333

3. Check for a possible match. There are two types of matches:
  - PRIVATE and COMMERCIAL = Pass Customers



- VPRIVATE and VCOMMERCIAL = repeat violators

4. If there is a match, click on . The system will process a new subaccount for the customer with the new information and will charge the account.

5. If there is no match, click on . The system will create a new 'violator subaccount'. The system will generate:

- A notice during the first 30 days
- A UTC Citation thereafter

6. Continue to process all possible violators until completed.

7. Click on . The information is saved to the database.



# 3. View Account

---

## 3.1 Description

For each violator that is identified, a violation account is generated. The purpose of the **View Account** tab folder is to allow the VES Enforcement Personnel to access the account and be able to discuss it with the violator, if an inquiry call is made. This is a 'view-only' tab folder. No information can be entered or adjusted.

A violator will have to provide the VES Enforcement Personnel with a **Plate #** and **State**. The account is accessed and the officer can access all of the details of the violation:

Violation Date

Time

Plaza

Lane

Status

Access and view image

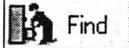
## 3.2 Access

Click on View Account Tab Folder. The following screen is displayed:

The screenshot shows a dialog box titled "Find Customer Account" with a close button (X) in the top right corner. The dialog contains the following fields and controls:

- Account No.:** A text input field.
- Last Name:** A text input field.
- First Name:** A text input field.
- MI:** A small text input field.
- License Plate No.:** A text input field.
- State:** A dropdown menu.
- Citation Number:** A text input field.
- Find:** A button with a magnifying glass icon.
- Cancel:** A button with an 'X' icon.

### 3.3 Process

1. Enter an account number or name and click on . The following **View Account** tab folder is displayed with all of the transactions associated with this account:

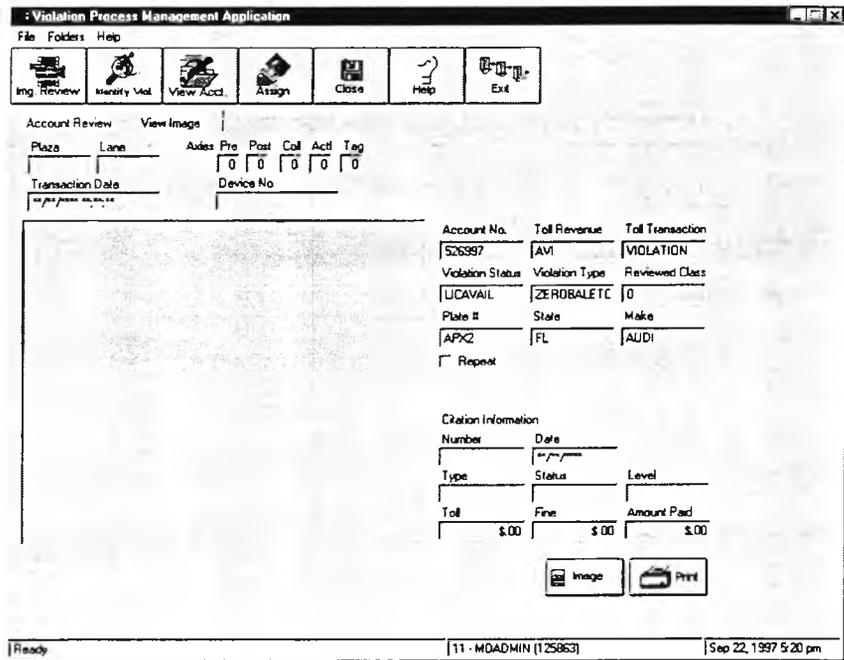
View Account | View Image | View Citation

Account No.	Agency	Account Type	Account Status
309883	RB	PRIVATE	GOOD
Last Name	First Name	M.I.	
ATHENS	ANDREW	A	
Address			
883 OCEAN DRIVE APT 27A			
Zip Code	City	State	
33149	KEY BISDAYNE	FL	
Phone Type	Telephone No.	Ext.	
(305)	000-0000		

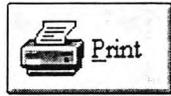
SubAcctNo	Date	Plaza	Lane	TollTrxType	Rev	ViolationType	ViolationStatus	Citation Number	Citation Status
0	01/02/1998 23:58:17	RB	006	TRANSACTION	001	ZEROBALETC	CITE	T199801030905	TOBEGENE
0	01/06/1998 23:51:26	RB	001	TRANSACTION	001	ZEROBALETC	CITE	T199801036352	TOBEGENE

2. Select and highlight one of the transactions in the data window to view the details of the transaction or the image associated with it.
3. Click on the **View Image** tab folder. The following tab folder is displayed.





4. Click on  to view the image associated with the transaction.

5. Click on  to print image and transaction details.



Use the top toolbar browse buttons to move from one section to the next.



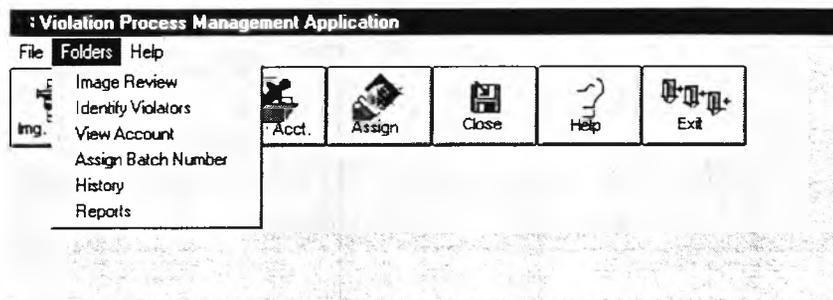
## 3.4 View Account Tab Folder



1. Click on  .

OR

Click on **Folders**. The **Folders** drop down menu is displayed:



2. Highlight and click on **View Account**. The **View Account** tab folder is accessed.
3. Click on **X** on the upper right hand corner of the screen to close.

4. ASSIGN BATCH NO.

# 4. Assign Batch Number

---

## 4.1 Description

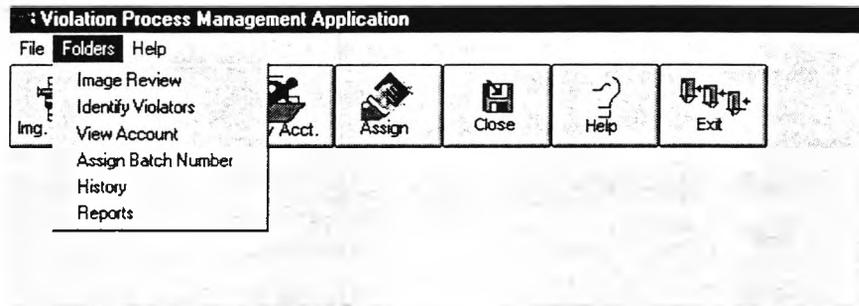
The 'Assign Batch Number' utility is accessed by the Supervisor to assign Batch Numbers to individual VES Enforcement Personnel so that they can access the batches of images and process them. If there is only one VES Enforcement Personnel, all batches will be assigned to him. However, if there are multiple officers, the Supervisor will assign accordingly.

## 4.2 Access:

1. Click on  .

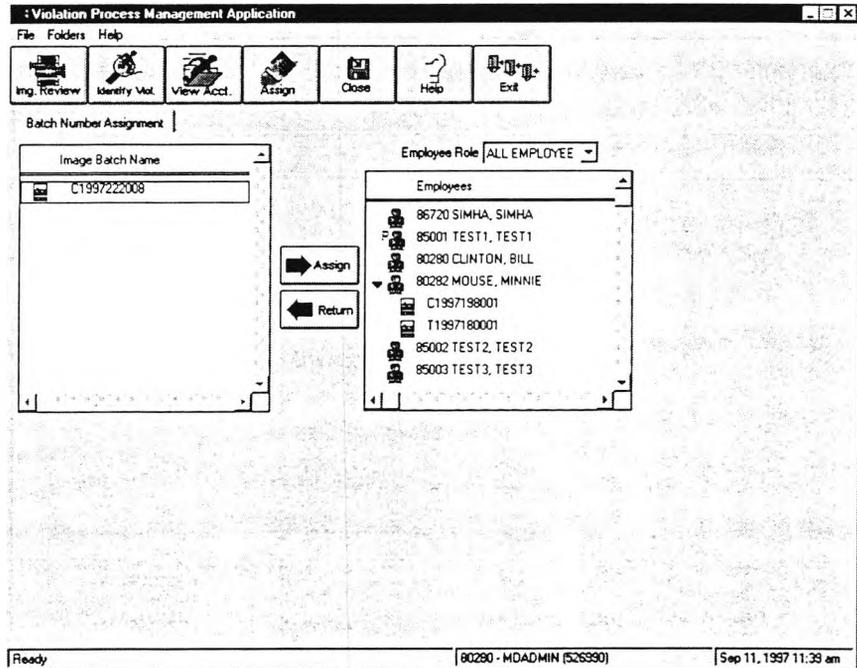
OR

Click on Folders. The Folders drop down menu is displayed:



2. Highlight and click on View Account. The View Account tab folder is accessed.

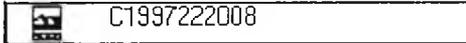
3. Click on Assign Batch Number Tab Folder. The following screen is displayed:



- The left data window displays the batch numbers to be assigned
  - The right data window displays the listing of VES Enforcement Personnel
  - Batch Numbers are assigned to the VES Enforcement Personnel at this tab folder
  - The batch numbers that are assigned to a VES Enforcement Personnel will be displayed under the VES Enforcement Personnel.
4. Click on  on the upper right hand corner of the screen to close.

## 4.3 Assign a Batch Number

1. In the **Image Batch Name** data window, click on the

 batch number.

2. Click on  of the **Employee Role**  to select **VES Enforcement Personnel**. All the names of the VES Enforcement Personnel will be displayed in the drop list box.

3. Select an employee name from **Employee** data window.



4. Click on . The Batch Number will be displayed under the employee name in the **Employee** data window.

### Or

1. Click on the  in the **Image Batch Name** data window.

2. Click on  of the **Employee Role**  to select **VES Enforcement Personnel**. All the names of the VES Enforcement Personnel will be displayed in the drop list box.

3. Hold down the left mouse button and release it on an employee name in **Employee** data window. The Batch Number will be displayed under the employee name in the **Employee** data window.

## 4.4 Re-Assign a Batch Number

1. Select a batch number from the **Employee** data window that needs to be re-assigned.
2. Hold down the left mouse button and release it on another employee name in **Employee** data window. The Batch Number will be displayed under the new employee name in the **Employee** data window.

## 4.5 Return a Batch Number

1. Select a batch number from the from **Employee** data window that needs to be returned.



2. Click on . The Batch Number will be displayed in the **Batch Number** data window.

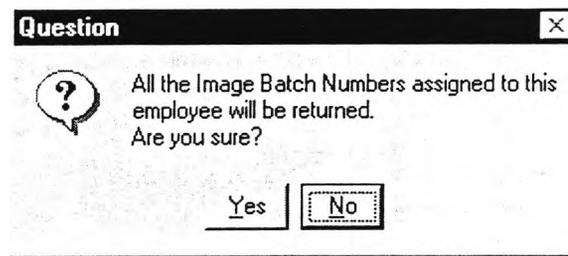
### Or

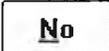
1. Select a batch number from the from **Employee** data window that needs to be returned.
2. Hold down the left mouse button and release it in **Batch Number** data window. The Batch Number will be displayed in the **Batch Number** data window.

## 4.6 Return All Batch Numbers Assigned to an Employee

1. To return all of the Batch Numbers assigned to an employee, select the **Employee Name** from the **Employee** data window.

2. Click on . The following  will be displayed:



3. Click on  to return all the Batch Numbers assigned to the selected employee. All the Batch Numbers will be displayed in the **Batch Number** data window.
4. Click on  to cancel.



Use the top toolbar browse buttons to move from one section to the next.



# 5. Run Reports

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Financial, non-financial, and violation reports are generated by the system and can be accessed easily by determining the Subsystem and Category.

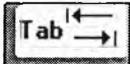
## 5.1 Report Tab Folders



1. Click on . The following Tab Folder is displayed:

A screenshot of a software dialog box titled "Reports". At the top, there are two dropdown menus labeled "Sub System" and "Category". The "Sub System" dropdown is set to "HOST" and the "Category" dropdown is set to "ALL". To the right of these dropdowns is a "Find" button with a magnifying glass icon. Below the dropdowns is a list box titled "Report Name" containing the following items: Adjustment History Report, Collector Performance/Revenue Report, Daily Revenue Reconciliation Report, Denomination Breakdown Report, Deposit Receipt Summary Report, Detailed Transaction Report, Exception Report, Lane Messages Report, Monthly Revenue Report, Summary Variance by Collector Report, Tour Of Duty Report, and Vehicle / Revenue Report. At the bottom right of the dialog box is an "Ok" button with a mouse cursor icon.

## 5.1.1 Process

1. Click on the  of the Subsystem  and highlight desired selection. Press .
2. Click on the  of the Category  and highlight desired selection. Press Tab.
3. Click on . A list of available reports under the category chosen will be displayed.
4. Highlight desired report. Click on .

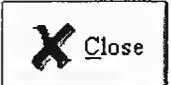
## 5.1.2 Display Report

Click on . The report will be displayed. To view different pages, see Report Page Option above.

## 5.1.3 Print Report

Click on . The report will print to the designated printer port.

## 5.1.4 To Close

Click on . The report prompt screen closes and returns to the Report Tab Folder.

## 5.2 Report Options

Once a report has been chosen, the user has the following three options:

- Range Option
- Page Option (Screen Only)
- Layout Option (Print Option)

### 5.2.1 Range Option

The Range option permits a Day, Month, or Year option:  
The system defaults to **Day**:

Range			
<input checked="" type="radio"/> Day	From	02/26/1996	
<input type="radio"/> Month			
<input type="radio"/> Year	To	02/26/1996	

#### 5.2.1.1 To select a Day

At **From**, highlight the current default date and enter new date selection

At **To**, highlight the current default date and enter date selection.

If all other options are to remain unchanged, click on  **Continue**.

#### 5.2.1.2 To select a Month

- Click on the  next to **Month**. The system displays month and year entries **ONLY**.

Range			
<input type="radio"/> Day	From	Jan	1996
<input checked="" type="radio"/> Month			
<input type="radio"/> Year	To	Jan	1996

At **From** use the  for the month list drop box to be displayed. Select the month.

If the year is different from the default, highlight and enter year selection.

At **To** use the  for the month list drop box to be displayed. Select the month.

If the year is different from the default, highlight and enter year selection.



If all other options are to remain unchanged, click on

### 5.2.1.3 To select a Year

- Click the  next to **Year**. The system disables the month option and the year option is enabled **ONLY**:

Range			
<input type="radio"/> Day	From	Jan	1996
<input type="radio"/> Month			
<input checked="" type="radio"/> Year	To	Jan	1996

At **From** highlight the default year and enter the new year, if the year is to be from the previous year to the current. Otherwise, leave alone.

At **To** highlight the default year and enter the new year, if different from the default.



If all other options are to remain unchanged, click on

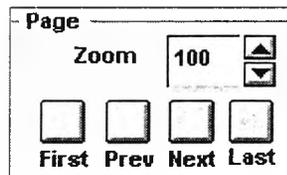


## 5.2.2 Page Option (Screen Only)

The Page option pertains ONLY to the displaying of the report on the screen. The following options are available:

### 5.2.2.1 Zoom

The Zoom option can compress or enlarge the report from 50% to 200%. In order to do so:



Either click on the  arrows to either compress or enlarge the display or highlight the number and enter the desired percentage.

The number displays the increase / decrease in the report display.

### 5.2.2.2 First, Prev, Next, Last

The report always displays the first page of the report. To view any of the options offered:

- Click on the  above Next to go to the next page.
- Click on the  above Last to go to the last page.
- Click on the  above Prev to go to a previous page.
- Click on the  above First to return to the first page.

## 5.2.3 Report Layout Option

1. The page orientation defaults to Portrait.
2. To modify the page orientation to Landscape, click on the corresponding . The report is printed in landscape mode.

## 5.3 Report Details

### 5.3.1 ETC Account Management Violations Reports

#### 5.3.1.1 *Violations Issued Report*

The CVN Civil **Violations Issued Report** provides a list by Civil Violation Notice (CVN), number of CVN's issued, violator's name and address.

#### 5.3.1.2 *Violation Tracking Report*

The CVN Civil **Violation Tracking Report** provides for tracking Civil Violations Notices (CVN) issued from date of issue until closed.

#### 5.3.1.3 *VES Event Reconciliation Report*

The **VES Event Reconciliation Report** provides a list by clerk of the results of review of all VES event images, no problem, ticket should be issued, a problem with the collector, etc.

#### 5.3.1.4 *Violation Occurrence Report*

The **Violation Occurrence Report** provides all pertinent violation information for a given date range including: the time, plaza, lane, collector identification number, license number and state, external tag identification number, tag status and violation number. Violation numbers are also cross-referenced to the lane serial number.

#### 5.3.1.5 *Violation Status Report*

The **Violation Status Report** provides the following information: violation status, violation number, plate number, plate state, violation date and time, account number, sub account number, violation amount, amount due, lane and plaza.