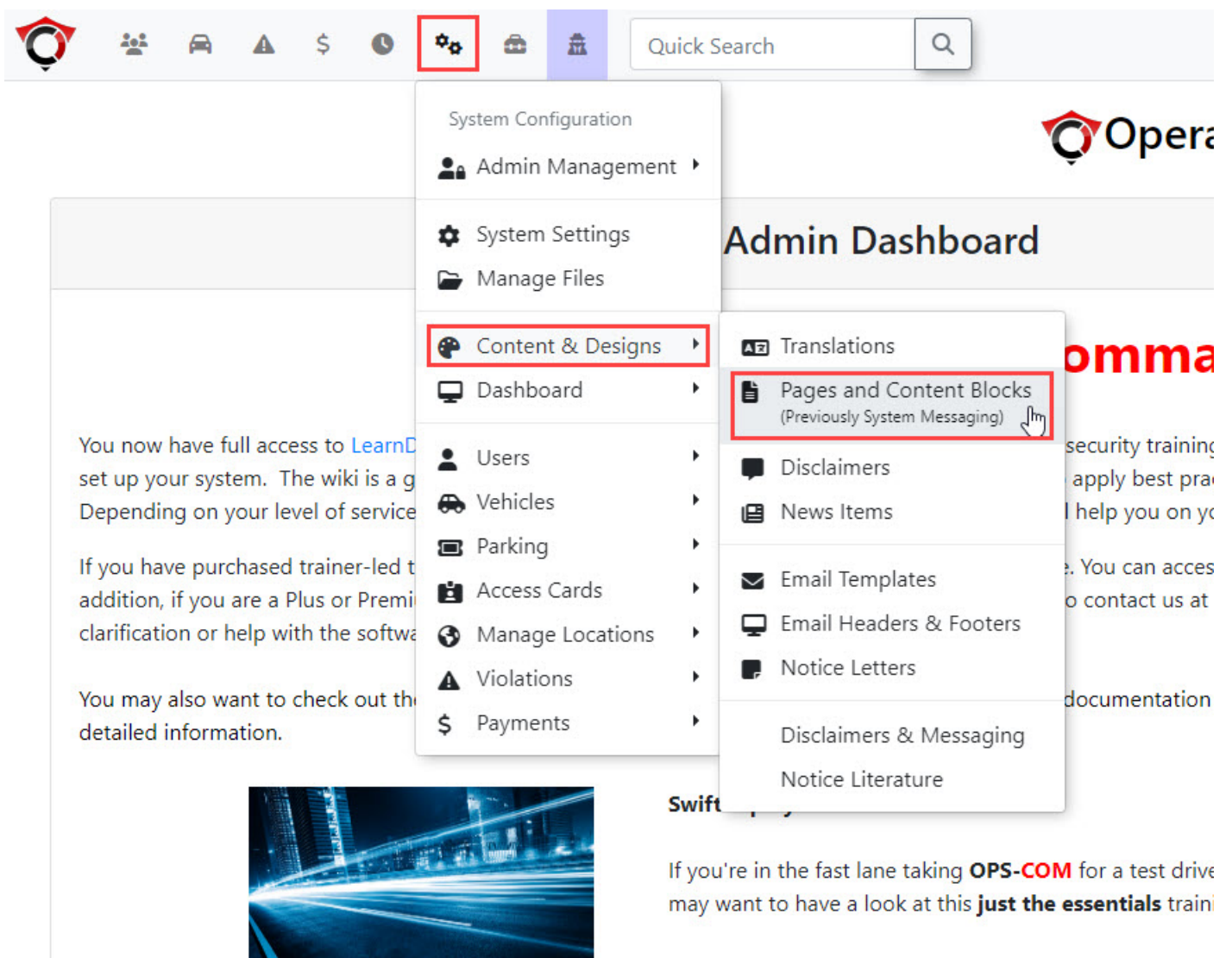


Printing the Certificate of Parking Infraction

Create Form 11 Template

If it already exists, the Form 11 template will be found under the Content & Designs menu, in Pages and Content Blocks:



It will be found under the Messages tab. The System Location value is "form11":

Manage System Messaging

Create Page/Message

Pages

Messages

System Location	Title	English	Notes
appealsMessage	Appeals Message	Edit	
dashboardMessage	Admin Dashboard	Edit	
footer		Create	System page footer on all user side pages.
form11	Certificate of Parking Infraction	Edit	
header		Create	System page header on all user side pages.
incidentHeader	Incident Header	Edit	The header that appears at the top of incident print-outs.
noPaymentOptions	No Payment Options	Edit	Text to show when there is no payment options available for the user
paymentNotProcessed		Create	

If the template doesn't already exist, it can be created by clicking "Create Page/Message". Set Page Type to "Message", and for Identifier enter "form11". (Be sure to click "Save Messaging" once done.)

Manage System Messaging

[Return to Template List](#)

Page Type [Message](#)

Pages define the template (header and footer), have their own url and content on the page.
Message is a small block of text that has no template and is used for various messages on pages.

Title [Certificate of Parking Infraction](#)

Identifier [form11](#)

The identifier for the message. i.e. lockersDisclaimer, vehicleDisclaimer, permitPrintableLabel3

☒ Visible

Language [English](#)

Layout [Simple Site Layout](#)

Layouts for messages are currently only used on permit printing pages such as permitPrintableSticker.

File Edit Insert View Format Table Tools

Edit Form 11




The content of the form can be edited in Pages and Content Blocks. Locate "form11" under the Messages tab and click "Edit". On this page is a text editor where the content of the form can be set. (Be sure to click "Save Messaging" once done.)

Although it's possible for admins to set Form 11 content themselves, *it's strongly recommended to request the form content from OPS-COM support*. This is because the content of Form 11 is very specific, and requires the use of shortcodes to auto-fill information such as date, plate number, fine amount, etc.

Print Form 11

To download and print Form 11 for a violation, first find the violation on the Violation Search page and click on the violation number:

Listing 1 records found.

TICKET #	USERNAME	PLATE	PROV	DESCRIPTION	STATUS	AMOUNT
<div><div>E-001004</div><div></div></div>		<div> TEST999</div>	ON	<div>Expired Permit</div> <div>ISSUED: Nov 10 2023, 09:36 DUE: Dec 10 2023 Parking Offences</div>		<div>\$50.00</div> <div>\$50.00</div>

Paper Total: \$50.00

Under the Action menu, click "Generate (title of form)":

The screenshot shows a web form for recording a violation. It includes the following elements:

- Comment:** A text area for general notes.
- Private Comment:** A text area for internal use.
- Attachment:** A section containing a digital signature image and a file upload button labeled "Choose files" with the text "No file chosen" next to it.
- Update:** A blue button to save the form.
- Notice Status:** A label showing the current status as "Not Sent".
- Action Menu:** A dropdown menu with a teal "Action" button. The menu is open, showing several options: "Edit", "Flag as Sent to Collections", "Generate Certificate of Parking Infraction" (highlighted with a red box), "Make Anonymous Payment", and "Linked to Incident".
- Close:** A button to close the form.
- Violation Notes:** A section at the bottom with a label "Violation Notes for: 5-0" and an "Add Note" button.

The form will be downloaded as a PDF, which can then be printed.

Adding a Digital Signature

There is an option to add a digital signature when writing a violation on an enforcement handheld. When that option is enabled, the patrol is required to sign the violation on the handheld screen. When uploaded to the server, the timestamped signature is sent with the other images. When using this option, the signature will also appear on Form 11 when printed. The option to use signatures on tickets can be enabled in System Settings under Violations:

License Plate Recognition	4
Payments	13
Permits	26
Security	18
Temp Permits	6
Third Party	20
User Profile	30
Validator	2
Vehicles	4
Violations	23

Printing Tickets via Laptops

☐ Link violations to users

The prefix to go in front of the ticket number.

TT

The next number for printing tickets from the web

10009

☐ Show Driver's License on Tickets

☒ Show Ticket # as barcode on Ticket

☒ Signature Required on Tickets

☐ Enable Fax for Appeal Format

☐ Enable Mail for Appeal Format

Printable Area for Tickets via Laptop

When this setting is enabled, a signature tab will appear when writing a violation on a handheld:

Add Violation Record







Parking Offences : no Offence Type selected



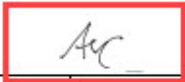
CREATE/UPDATE SIGNATURE

CANCEL

SAVE & PRINT

SAVE

The signature will show up on Form 11:

Signature of issuing Provincial Offences Officer Signature de l'agent des infractions provinciale		SET FINE AMENDE FIXÉE	
		\$	50.00
Officer No. / No de l'agent		Unit / Unité	

Complete only if operator is charged / Ne remplir que si l'utilisateur est inculpé

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