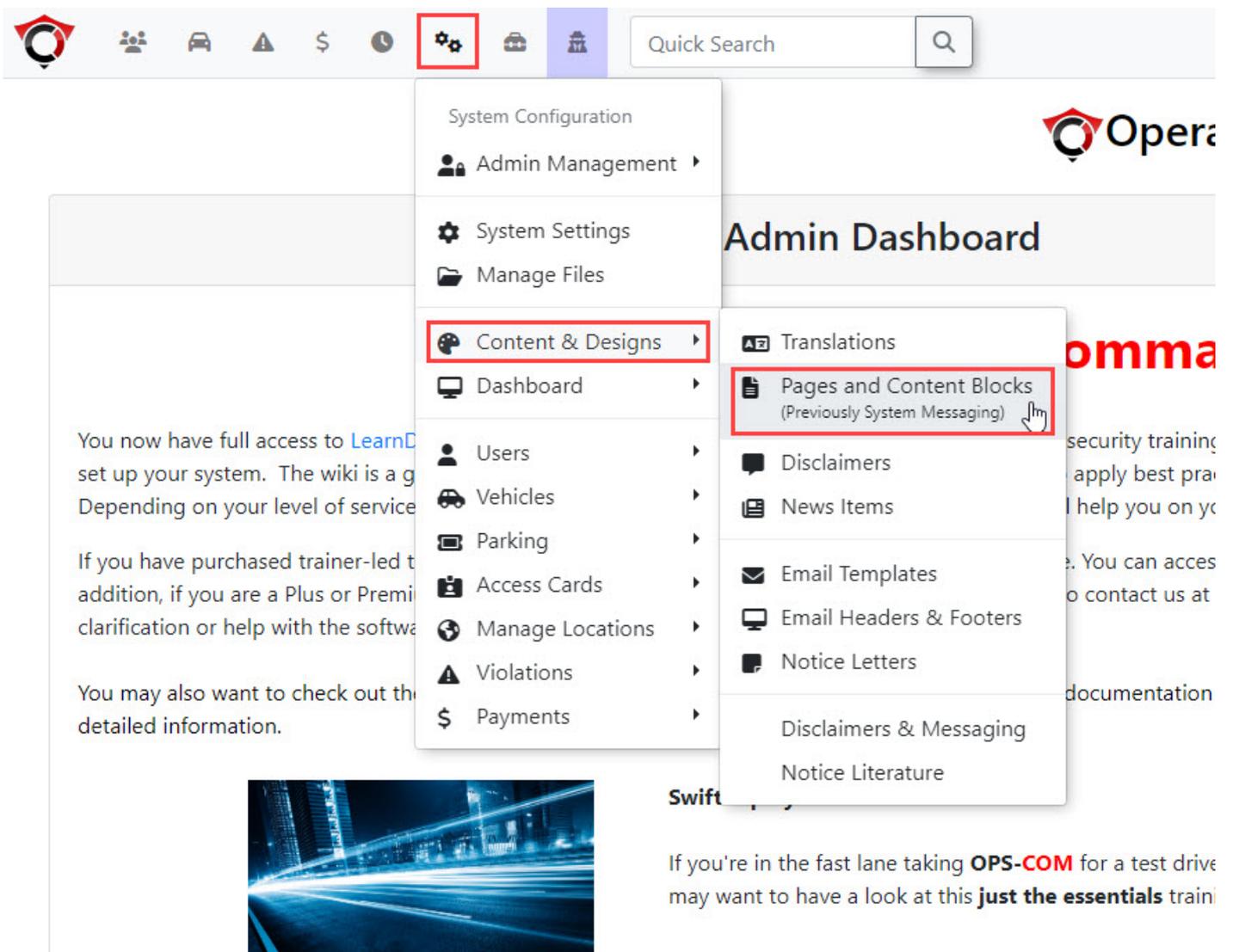


Printing the Certificate of Parking Infraction

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:



The screenshot shows the Opera Admin Dashboard interface. The top navigation bar includes the Opera logo, several icons (users, car, warning, dollar, clock, settings, mail, and a person), a 'Quick Search' box, and a magnifying glass icon. The 'Settings' icon (gear) is highlighted with a red box. A dropdown menu is open from the settings icon, listing various system management options. The 'Content & Designs' option is highlighted with a red box. A second dropdown menu is open from 'Content & Designs', listing options like 'Translations', 'Pages and Content Blocks (Previously System Messaging)', 'Disclaimers', 'News Items', 'Email Templates', 'Email Headers & Footers', 'Notice Letters', 'Disclaimers & Messaging', and 'Notice Literature'. The 'Pages and Content Blocks' option is highlighted with a red box and a mouse cursor. The background shows the 'Admin Dashboard' header and some introductory text on the left side of the page.

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

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

Identifier

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

Visible

Language

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
E-001004		TEST999	ON	Expired Permit ISSUED: Nov 10 2023, 09:36 DUE: Dec 10 2023 Parking Offences		\$50.00

Pana Total: \$50.00

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

Comment:

Private Comment:

Attachment:

Choose files No file chosen

Update

Notice Status: Not Sent

Action Close

- Edit
- Flag as Sent to Collections
- Generate Certificate of Parking Infraction
- Make Anonymous Payment
- Linked to Incident

Violation Notes for: 5-0

Add Note

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	
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.

The next number for printing tickets from the web

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

Avc

CREATE/UPDATE SIGNATURE

CANCEL
SAVE & PRINT
SAVE

The signature will show up on Form 11:

Signature of issuing Provincial Offences Officer <i>Signature de l'agent des infractions provinciale</i>		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