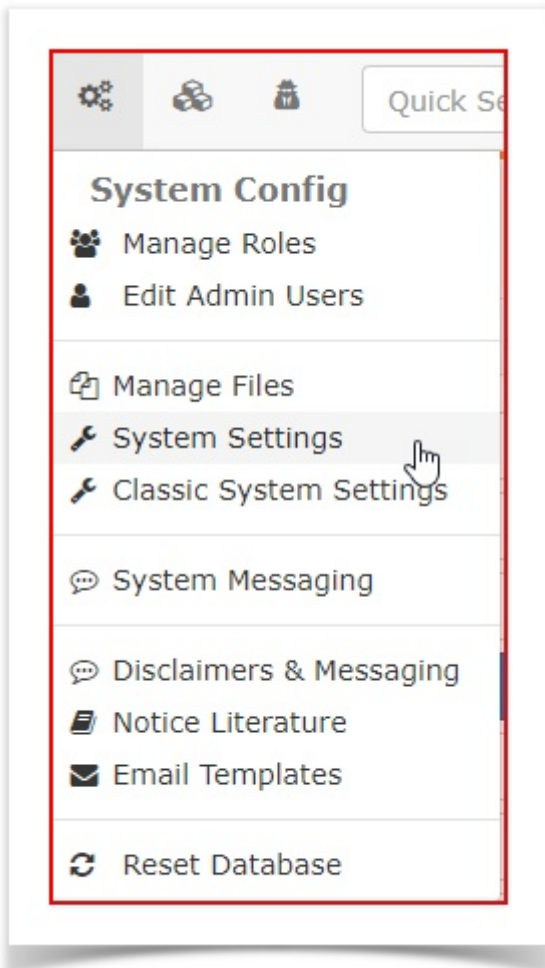
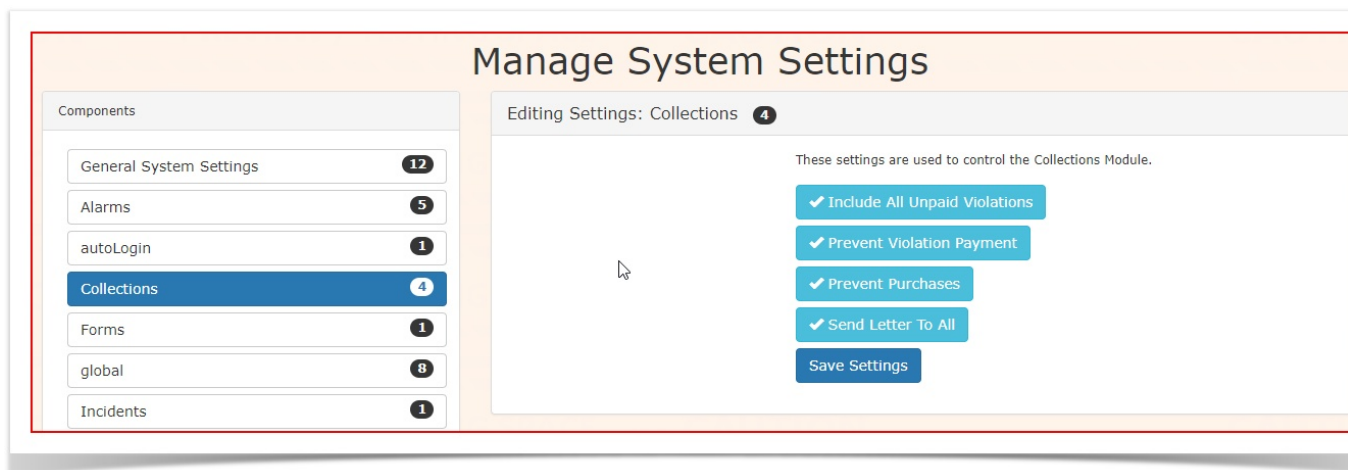


# Restricting Payment of Violations in Court Requested Conviction (CRC) Status

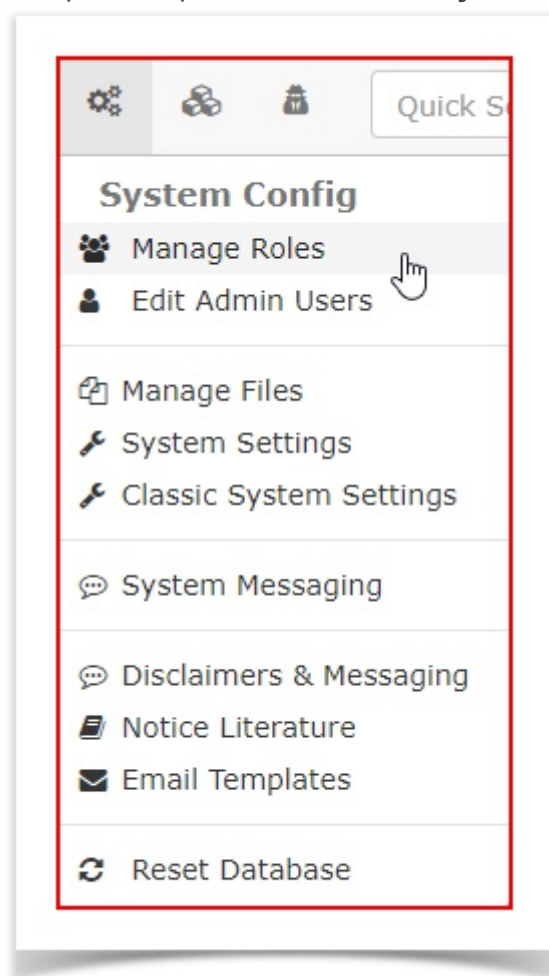
1. Click **System Config, System Settings** to ensure the settings that pertain to **Collections** are set to disallow payments while violations are under the CRC status.



2. Ensure that the following settings are enabled and save the settings:
  - **Prevent Violation Payment**
  - **Prevent Purchases**





3. There are two permissions that deal with the treatment of payments for **CRC** items. To setup these permissions, click **System Config, Manage Roles**.



4. Select the role you wish to add these abilities to. In this example we will add them to **Primary Admin**. Click on Permissions to access the settings.

## Manage Administrator Roles

Administrator Roles		
Primary Admin	Permissions	
Tomahawk	Permissions	
Administrator	Permissions	
Appeals Officer	Permissions	
Counter Admin	Permissions	

Primary Admins always have access to manage other roles.

5. Under the violations Tab ensure that these two settings are enabled:
- (A) **Pay Violations In Collections**. (Allows the Admin to process payments on violations that are in collections.)
- (B) **Purchase While Outstanding** (Allows the Admin to purchase items for the user while the user has a violation that has been sent to collections. This is only necessary while **Prevent Purchases** is turned on in the settings.)

The screenshot shows a web interface for editing permissions for a user named 'Tomahawk'. The 'Violations' tab is selected, indicated by a black dropdown menu. Below the tab, there is a row of icons with numbers: a group of people (8), a lock (6), a car (11), a warning triangle (12), a star (24), a magnifying glass (11), a dollar sign (8), a document (5), and a gear (18). The 'Violations' tab is currently active. Below this row, there is a list of permissions, each with a blue button containing a checkmark and a description. The permissions are: 'View Violations' (Ability to View Violations), 'Edit Violations' (Ability to edit a violation), 'Edit Violation Ticket Number' (Ability to edit a violation number), 'Display as Ticket Writer' (Ability to be a ticket writer on the Handheld Tablets or on the system), 'Add New Violations' (Ability to add / issue a violation), 'Grant Violation Appeals' (Ability to manage Appeals and grant them), 'View Appeal Reports' (Ability to view Appeal reports for different officers), 'Issue / View Violation Notices' (Ability to Issue and View Violation Notices), 'Manage Collections' (Ability to Manage Collections), 'View Violation Reports' (Ability to view financial and statistical reports regarding violations), 'Pay Violation In Collections' (Allow for the admin to process payments on violations that are in collections.), and 'Purchase While Outstanding' (Purchase items for the user while the user has a violation that has been sent to collections. Only necessary while Prevent Purchases is turned on in the settings.). The 'Pay Violation In Collections' and 'Purchase While Outstanding' permissions are highlighted with red circles and letters A and B respectively. At the bottom left, there is a blue button labeled 'Save Permissions'.

Permission	Description
✓ View Violations	Ability to View Violations
✓ Edit Violations	Ability to edit a violation
✓ Edit Violation Ticket Number	Ability to edit a violation number
✓ Display as Ticket Writer	Ability to be a ticket writer on the Handheld Tablets or on the system
✓ Add New Violations	Ability to add / issue a violation
✓ Grant Violation Appeals	Ability to manage Appeals and grant them
✓ View Appeal Reports	Ability to view Appeal reports for different officers
✓ Issue / View Violation Notices	Ability to Issue and View Violation Notices
✓ Manage Collections	Ability to Manage Collections
✓ View Violation Reports	Ability to view financial and statistical reports regarding violations.
✓ Pay Violation In Collections	Allow for the admin to process payments on violations that are in collections.
✓ Purchase While Outstanding	Purchase items for the user while the user has a violation that has been sent to collections. Only necessary while Prevent Purchases is turned on in the settings.

Save Permissions

6. The following two screens show how this functionality appears to the End User and the Admin:

This is what the **User** will see if they have violations with the 'Sent to CRC' status. Note the notices indicating the violation has been **Sent to Collections**.

[Home](#)
[Vehicles](#)
[Permits](#)
[Appeals](#)
[Lockers](#)
[Forms](#)
[Payments](#)
[English](#)

Steph Jamieson

## Payments

Violations			
Issued	Due	Ticket	Amount
<input checked="" type="checkbox"/> 2018-02-21	2018-03-13	TT-10001	\$50.00
Violations - Total Owing			\$50.00

Subtotal	\$50.00
Taxes	\$0.00
Total Owing	\$50.00

Continue to Checkout

**OPERATIONS  
COMMANDER**  
Parking & Security Management

**Tomahawk DEMO University**  
92 Bridge St., Carleton Place, ON  
K7C 2V3  
+1.855.410.4141  
[info@ops-com.com](mailto:info@ops-com.com)

The *complete* parking and security management solution that links parking, violation and incident management collectively.

OperationsCommander (OPS-COM) will **AMPLIFY**, **AUTOMATE** and **ANALYZE** your parking and security needs.

Here is what the **Admin** sees if they have the permission to pay these violations while in collection status. Note the notices indicating the violation has been **Sent to Collections**.

Here's the **Admin** view with the permission to pay these violations while in collection status **enabled**. Note the fact that the violation is still shown as **Sent to Collections** yet is still payable by the Admin.

Payments Due

Locker Payments

No pending locker payments.

Invoice Payments

No pending invoices.

Parking Permit Payments

No pending permit payments.

Temp. Permit Payments

No pending permit payments.

Access Card Payments

No pending access card payments.

Deposits

No pending deposit payments.

Violation Payments

Issued	Ticket #	Value	Notes
<input checked="" type="checkbox"/> Feb. 21, 2018		TT-10001	50.00
			Past appeal date
			Overdue
Violations Total:		\$50.00	

Policy Violation Payments


No pending violation payments.

Adjustments

No pending adjustment records.

Proceed to Payment

In addition, if the **User** tried to pay the violation through OPS-COM Quick Pay/Guest Payments they would see the same message disallowing the payment of the violation.



English ▾ Login

Payments

Violations	Issued	Due	Ticket	Amount
	2018-02-21	2018-03-13	TT-10001	\$50.00
Violations - Total Owing				\$50.00

Total Owing \$50.00

Select Payment Type

HP: PayPal ▾

Email Address

demo@tomahawk.ca

Cancel Payment
Submit Payment

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Revision #2

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Updated 5 May 2025 09:49:15