

# Ticket Categories

**Ticket Categories** in OPS-COM allow administrators to define and manage different types of violations (e.g., Municipal, Parking, Bicycle). This feature is essential for accurate incident reporting, enforcing specific rules, and tailoring violation processes, including whether tickets apply to vehicles or users, and their visibility on handheld devices.

## Using this Feature

The **Manage Ticket Categories** screen allows for comprehensive configuration of how different violations are classified and processed.

1. Hover over **System Configuration**, then **Violations**, and click **Manage Ticket Categories**.

Manage Ticket Categories ?

☐ Toggle Archived

Add Ticket Category

| Ticket Category Name      | Handheld Visible | Applies To      | Enable Fail To Identify |             |      |
|---------------------------|------------------|-----------------|-------------------------|-------------|------|
| Administration Fee        | ✗                | Vehicles        | ✗                       | Delete      | Edit |
| Moving Violation          | ✓                | Vehicles, Users | ✓                       | Delete      | Edit |
| Municipal                 | ✓                | Vehicles        | ✗                       | 2 records.  | Edit |
| Private Property          | ✓                | Vehicles        | ✗                       | 62 records. | Edit |
| Private Property - Person | ✓                | Users           | ✗                       | Delete      | Edit |

## Adding Ticket Categories

1. Click **Add Ticket Category**.
2. Enter the **Ticket Category Name** (e.g., Moving Violation).
3. Toggle to **Allow it to be Visible on Handhelds**.
4. For **Violation Applies To**: toggle if this will apply to tickets issued to vehicles and/or to Users.

5. If this is for **Users**, toggle if you wish to **Enable Failed to Identify**.
6. Click **Save Changes**. The new ticket type will now be included in the list.

## Editing Ticket Categories

1. Locate the ticket type you wish to edit in the list and click the **Edit** button next to it.
2. Make your changes.
3. Click **Save Changes**.

## Archiving Ticket Categories

Ticket Types can be deleted, however, they are not actually removed from the system's database. Instead, they are **archived** to preserve the integrity of any historical data associated with that Ticket Type (e.g., past violations that used this type).

1. Locate the ticket type you wish to delete.
2. Click the **Delete** button and confirm.

# Best Practices & Considerations

- **Clarity and Specificity:** Create ticket types that are clear, specific, and easily understood by both enforcement officers and users (e.g., "No Permit," "Fire Lane," "Smoking Violation").
- **Handheld Visibility:** Carefully manage the "Visible on Handhelds" setting. Only enable ticket types that your field officers actively enforce.
- Leverage the ability to apply tickets to Vehicles, Users or both to accommodate a broader range of enforcement scenarios beyond traditional parking infractions.
- **Data Integrity (Archiving):** Understand that "deleting" a ticket type archives it. This means historical reports will still accurately reflect past violations, even if the category is no longer actively used.
- **Training:** Ensure enforcement staff are trained on the proper use and selection of ticket categories, especially for "Applies to: Users" violations, to ensure accurate data capture.

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