Boot Management and Self-Release System

> This article provides a comprehensive overview of the Boot Management and Self-Release System. This feature allows enforcement officers to apply a physical boot to a vehicle and enables the vehicle owner to pay their violation(s) and receive a release code via email to remove the boot themselves.

The self-release boot system is designed to increase operational efficiency, reduce administrative and labor costs, and provide a more convenient resolution process for end-users.

https://www.youtube.com/embed/eT75qxOR9nk

Setup and Configuration

To use the boot management system, an administrator must first enable and configure several settings within the admin portal.

System-Wide Settings

- Go to **System Configuration**, then **System Settings**.
- Locate the **Third Party** section.
- Enable the **Universal Boot Enabled** checkbox to turn the entire feature on.

- Configure the **Require Overdue Paid** checkbox. You can choose to require a user to pay only the violation associated with the boot **(Disabled)** or pay all overdue violations on their account **(Enabled)** before the release code is sent. This setting is deployed Off by default.

Boot Inventory Setup

You must create an inventory of your physical boots before they can be assigned to violations.

- Go to **System Configuration**, then **Violations**, and click on **Setup Boot Devices**.
- Click **+** in the top right to **Add Booting Device**.
- Enter a descriptive Name (e.g., "**Red Boot 01**") and the corresponding **Boot Release Code**.
- Click **Save**. The system will automatically generate a printable QR code for the physical boot, allowing booted users to scan it and directly pay their associated ticket.
- **Repeat** for all boots in your inventory. You can edit the name and release code value here at any time.

> Editing the **Release Code** value will only change the code that is stored in OperationsCommander (OPSCOM) and sent to user for boot release. It must be obtained from the booting device's instructions *first* and updated as necessary.

Violation Type Configuration

You must specify which violation types are eligible for booting.

- Go to **Violations** and click on **Offense Types**.
- Select the ticket category where you want to add the booting offense type.
- Click **Add New Offense Item**.
- In the **Violation Type Description** field, enter a descriptive name (e.g., "Boot Applied").
- Enable the **Apply Boot** checkbox.

> The **Apply Boot** checkbox should only be enabled for the specific violation you created for booting (e.g., "Boot Applied"). Do not enable it on standard, regular offense items.
> When a boot is returned, the fine amount of all offence items on the current violation, with the Apply Boot flag, will be included in the deposit refund.
> The Apply Discount setting will be greyed out when Apply Boot is enabled to prevent calculation errors, as the boot refund does not consider discounts in its calculation.

- Click Save. When this offence type is selected during violation entry, the option to assign a boot will now appear.

Email Template Customization

The email containing the release code and instructions is customizable.

- Go to **System Configuration**, then **Content and Design**, and click **Email Templates**.
- Locate and select the **Boot Release** email template.

- Customize the content to include specific instructions for how the user should remove the boot and ***where they should return it***.
- This email template has a set of available **shortcodes** displayed **under** the template editor that you can use to dynamically insert specific information into your message.
- Click **Save Email Template**.

Using this Feature

This section details the daily operational use of the boot management system, from issuing a booted violation to managing the boot's return.

Issuing a Booted Violation

When issuing a violation for a boot-eligible offense, both on the handheld device and in the admin portal, the officer will see a new option.

- During the violation entry process, select the ticket type **Boot Applied**
- A dropdown menu called, **Apply Boot**, will appear.
- From the dropdown menu, select the boot being applied to the vehicle. The list will show available boots only.
- Complete and save the violation as usual. The system now logs that the selected boot is **Issued** and links it to this violation.

> You MUST make sure you **do not assign an occupied boot to another vehicle. Issued** boots are currently occupied, while **Released** means that the code was sent to the user and payment received for the violation, but **the boot hasn't necessarily been returned**.

The User Payment and Release Process

Once a vehicle is booted, the user must pay the required violation(s) to receive the release code.

- The user can pay via the online portal, either by logging into their account or using the OPSCOM-Go! - Quick & Easy Guest Payments.
- When a violation with an associated boot is in the payment cart, a **Boot Applied** tag will be displayed within it.
- Upon successful payment, the system automatically sends the Boot Release Email to the user's provided email address. This email contains the release code and return instructions you configured in the template.

  For more information on how the user side process works please see Self-Release Boot System: OPSCOM-Go! User Portal.

> A valid email address is mandatory to complete the payment. Logged-in users must have an email on file, and guest users will be required to enter one before checkout. (They do not need an account)

Booting Activity Report

This report is your central hub for tracking the status of all your boots. To access it, go to **Violations**, and and click **Booting Activity Report.**

Key Information Displayed

- **Search Text**: The name of the boot, plate number of a booted vehicle, or ticket number.
- **Filter Date By**: Date Created, Date Released, or Date Returned.
- **Start Date:** The beginning date for the report's search range.

- **Up To and Including:** The end date for the report's search range (includes data from this day).
- **Status**: The current status of the boot (Available, Issued, Released, or Returned).

Active Boot Assignments Overview

The **Active Boot Assignments** dashboard provides a real-time overview of your physical booting inventory, allowing administrators to monitor device statuses, track active violations, and manage configurations from a single interface.

Dashboard Key Features

- **Real-Time Status Tracking:** Monitor the current state of each device at a glance using color-coded status badges:
  - Issued: The boot is currently deployed on a vehicle.
  - Released: The boot has been paid for or authorized for removal, pending return to inventory.
  - Returned: The boot has been removed and brought back, ready for deposit/refund processing.
  - Available: The boot is in inventory and ready to be assigned.
- **Violation & Ticket Linking:** View active ticket details directly tied to an issued boot, including the **Issued** date, **Ticket** (hyperlinked for quick access), and the applicable **Boot Fee.**
- **Quick Actions & Navigation:**
  - **Booting Activity Report:** Click this button at the top right to generate historical data and search reports.

- **Setup Boot Devices:** Quickly jump to the inventory setup page to add or edit booting devices.
- **Action Gear Icon:** Click the gear icon on the right of any row to update device states, or process refunds.

Best Practices and Considerations

- Develop a Business Rule for Non-Returns: It's crucial to establish a clear policy for handling boots that are not returned. This may involve applying additional fines or fees to the user's account after a specified period.
- Consider using the Boot as a Deposit functionality for high-risk situations. By adding a separate, refundable fee item to the violation, you create a financial incentive for the user to return the equipment promptly.
- Keep Inventory Accurate: Regularly audit your physical boots against the Boot Management Report to ensure all information, especially release codes and statuses, are correct.
- Clear Email Instructions: Ensure your Boot Release Email template provides simple, clear, and comprehensive instructions. Including photos or diagrams of the boot removal process and a map to the drop-off location can greatly improve the user experience and increase return rates.

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