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Workday - Student Violation Fee Push to Student Account

The Workday integration allows OPSOM administrators to automatically push unpaid student parking violations directly to a student's Workday account as a charge, while marking them as paid in OPSCOM. Its primary purpose is to streamline violation fee collection through institutional billing workflows. This article is intended for OPSCOM administrators.

Setup and Configuration

This feature is a premium add-on and requires initial activation by the OPSCOM support team. Once purchased and enabled, administrators must configure the connection details on the Admin side.

- Hover over **System Settings** and click **Third Party**.
- Locate the **Workday Student Violation Processing** section.
- Enter the following details provided by your Workday administrator:
 1. Your Workday server address
 2. The endpoint and SOAP action your Workday system expects
 3. A username and password used to connect securely
 4. Your academic unit code

Always verify your credentials. You will see fields for both test settings and live production settings. Always double-check you are

entering test credentials in the test fields and live credentials in the production fields to avoid accidentally charging real students during testing.

Click the **Save** button to apply your settings. OPSCOM will now automatically check for eligible violations every 5 minutes.

Using This Feature

A violation only qualifies to be sent to Workday when all of the following conditions are met:

- The person responsible for the vehicle is set up in OPSCOM as a **Student**.
- Their student ID number meets the format your campus has configured with Workday.
- The violation has a dollar amount greater than \$0.00.
- The violation is not marked as a **Warning** or **Spoiled**.

If a violation does not meet these conditions (e.g., it belongs to a staff member or visitor), it remains in OPSCOM and is processed for payment normally.

What Happens When a Violation is Processed

When a violation qualifies for the Workday push, OPSCOM automatically performs the following actions:

- Marks the violation as paid.
- Adds an **Exported to Workday** flag to the violation record.

- Removes the violation from the student's active violation list.
- Sends the charge to Workday to be billed to the student's account.

Checking That a Violation was Processed

- Hover over **Users** and click **User Search** to locate the user who received the violation.
- Click **History**, select **All Records**, and click **View Completed History**.
- Hover over the **Exported to Workday** flag to view the exact date and time it was sent. If a processing error occurred, an error message explaining the issue will appear in this history log.

Adjusting a Processed Violation

- If you need to correct a violation after it has been sent to Workday, you must void it first to avoid duplicate billing.
- Open the specific violation and click the **Processed** link to view the **Transaction Details**.
- Click the **Void Payment** button.
- Type a short note in the prompt (e.g., "Administrative Adjustment") and click the **Confirm** button.
- Edit the violation as needed and save your changes. OPSCOM automatically marks the adjusted violation to be picked up and resent to Workday during the next scheduled task run.

Do not edit processed violations directly. Always void the payment first. The **Exported to Workday** flag intentionally remains in place to

prevent the system from accidentally billing the student twice while adjustments are in progress.

Cancelling or Spoiling Violations

- Marking a violation as **Spoiled** or **Warning** keeps it out of Workday but also removes it from the normal payment process entirely. If your goal is simply to cancel the fine:
- Open the violation and click **Show the Appeal Form**.
- Click the Fine Action drop-down menu and choose **Cancel**.

Best Practices and Considerations

Allow time for scheduled tasks to run. Because the system checks for new violations every 5 minutes rather than instantly, wait for the next scheduled run before troubleshooting if a violation does not immediately appear in Workday.

- **Regularly audit the completed history logs.** Since this feature results in real financial charges, check the completed history periodically—especially after bulk changes or heavy ticketing periods—to ensure violations are processing correctly and to catch errors early.
- **Contact Support for connection changes.** If you need your processing frequency adjusted, connection settings updated, or encounter an unfamiliar error, reach out to OPSCOM support for assistance.

Revision #3

Created 19 August 2026 10:13:47

Updated 20 August 2026 07:16:23