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- Issuing a Plate Violation
- Temporary Permit Printing

Issuing a Plate Violation

What this covers

Enforcing permit zones is done by patrolling with the handheld app and issuing a plate violation to any vehicle that is parked outside its permitted zone. When an officer scans or enters a plate, the app shows the vehicle's permit status and the zone rules that apply, so the officer can act on the spot. This page walks through issuing that violation from start to finish, including tickets for vehicles that have never been registered in the system.

The Issuing a Plate Violation feature allows parking enforcement officers to look up vehicle license plates and record parking infractions. Its primary purpose is to speed up the ticketing process by using existing database records, or by capturing details for new, unknown vehicles. This guide is intended for OperationsCommander (OPSCOM) administrators and field enforcement personnel.

Who / when

Applies to: OPSCOM Parking Enforcement app

Use this page when: you are a field enforcement officer on patrol and a vehicle is parked outside its permitted zone.

Setup and Configuration

In order to issue violations effectively in the field, administrators must ensure the backend environment is fully configured, and users must prep their hardware.

Admin Side: Administrators must ensure that all ticket types, offense locations, default fee amounts, and zone rules are properly configured within the main OPSCOM administrative portal.

User Side (Enforcement Staff): Before starting a patrol, ensure your mobile device is fully charged, logged into the enforcement app, and actively paired with your Bluetooth printer (if issuing physical citations).

Using this Feature

Enforcement personnel can use this feature to issue citations to both known vehicles and vehicles that have never been entered into the system.

Issuing Violations to Known Vehicles

1. Tap **Search Vehicles** from the main application menu.
2. Enter the plate number using OCR, voice command, or by typing on the keypad.
3. Review the search results list. A red **X** icon indicates the vehicle is currently in violation.
4. Tap the plate record that is in violation to open the **Add Violation Record** screen.
5. Tap **Select Offence Location** and choose the appropriate location from the drop-down menu.
6. Tap **Offence Type** and choose the specific infraction. You can tap the fee amount to manually override the default fee if necessary.
7. Tap **Towing Fee** and enter an amount if the vehicle requires towing.
8. Capture pictures of the vehicle and infraction for proof in case of a dispute.

9. Tap **Save & Print** to print the ticket and return to the search screen, or tap **Save** to log the violation without printing.

Issuing Violations to New Vehicles

If a scanned plate is unknown to the system, it will be indicated by a **+** icon in the search results. You must manually add the vehicle description to issue a citation.

1. Tap the plate record with the **+** icon.
2. Tap the vehicle description field and enter the vehicle's make, model, and color.
3. Complete the violation details (Offence Location, Offence Type, Towing Fee, and photos) as outlined in the steps above.
4. Tap **Save** or **Save & Print**. The new vehicle will automatically be added to the database the next time your handheld synchronizes.

VIN-Only Vehicles If a violation is entered on a vehicle using only a VIN, the VIN will automatically appear on the printed ticket in the License Plate field.

Filtering by Groups and Zones

You can focus your plate searching and vetting by applying specific group and zone filters, which is particularly useful for virtual lots or reserved parking areas.

1. Tap **Any Parking Group** on the search screen and select a specific group (e.g., BLDG1).
2. Tap **Any Zone** and select the specific zone you are patrolling (e.g., Day Care).

3. Scan plates using the LPR/OCR functionality. A green check mark will explicitly indicate if a vehicle is permitted to park in that specified group and zone combination.

Understanding the Printed Ticket

Explanation of the Front of the Ticket/Warning:

Field	Description
Ticket Number	A system-assigned number that uniquely identifies each individual violation or warning.
Date	The date the violation or warning was issued.
Ticket Type	Identifies the broad category of the violation.
License Plate	The license plate number for the vehicle that incurred the violation.
Province	The province or state where the license plate was issued.
Offense Type	Identifies the specific parking violation that occurred.
Location	The physical location where the violation occurred.
Writer	A unique system-assigned identifier for the enforcement officer, providing security to the officer while allowing administrators to verify their identity in the backend.

Field	Description
Fine	The amount owed. *(Note: On a warning ticket, the amount is followed by "*Warning*", *indicating the amount is not owed, but shows what would be due if a real ticket was issued).*
Towing	The amount due if the vehicle had to be towed.
Comments	Any additional notes included by the enforcement officer.

Explanation of the Back of the Ticket/Warning The back of the ticket provides details about the issuing organization, office hours, and clear instructions on how the violator can pay or formally appeal the ticket. It also includes a section for the violator to identify themselves and sign off.

Best Practices and Considerations

- **Monitor your sync status: Always note the sync reminder bar at the top of the screen.** While you can continue working when it appears, if the bar is flashing, ensure you sync your data before powering down. To trigger an auto-sync, simply return to the main menu and wait 30 seconds, or manually tap **Synchronize Data**.
- **Heed secondary permit warnings: Pay attention to secondary checks when issuing a ticket.** The handheld unit will alert you with a warning message if the plate actually holds a valid permit. You may still proceed with creating the violation at your discretion if the infraction is for something unrelated to permit validity (e.g., parked in a fire lane).

- **Add context photos post-printing: Take additional images of the vehicle after printing the physical ticket.** Adding a photo of the printed citation visibly placed on the vehicle's windshield provides undeniable proof of issuance during an appeal.
- **Do not force prints without hardware: Never tap Save & Print if a printer is not actively connected.** Doing so will trigger an application error, though it will safely log the violation to the local database as a fallback.

Temporary Permit Printing

What this covers

Visitor parking is managed with temporary permits. This page covers printing short-term hang tags and dash passes for guests, event attendees, and walk-in visitors, either one at a time or in daily and weekly batches.

The Temporary Permit Printing feature allows administrators to search, retrieve, and batch-print temporary parking permits. Its primary purpose is to help efficiently generate physical hang tags or dash passes for users needing short-term parking access. This article is intended for OperationsCommander (OPSCOM) administrators.

Who / when

Applies to: Admin Portal

Use this page when: you are a parking administrator and someone needs to park who is not a regular permit holder, such as a guest, event attendee, or walk-in visitor.

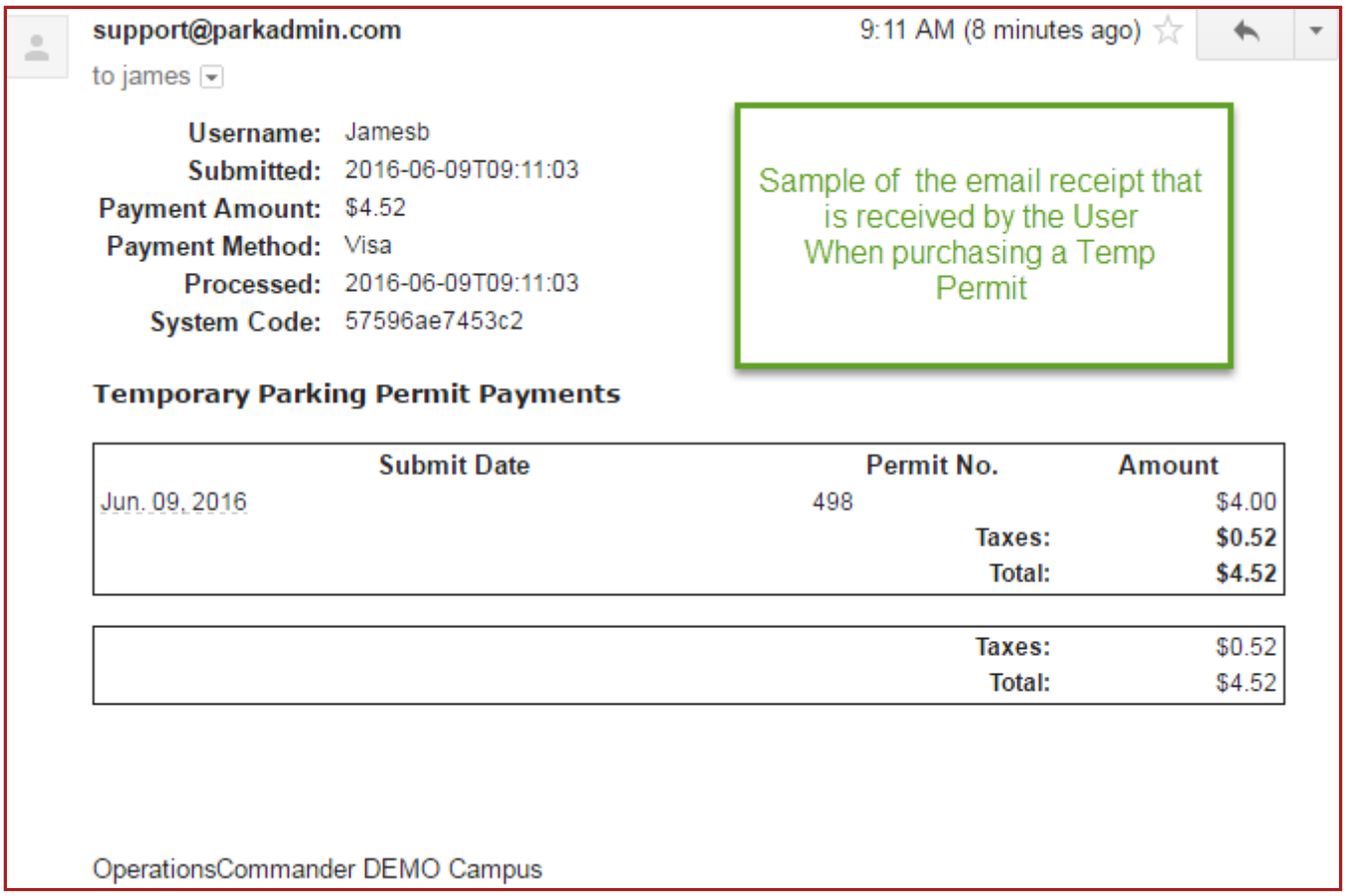
Setup and Configuration

There is no specific configuration required to use this feature, provided your administrative user role has the appropriate permit management permissions enabled.

Using this Feature

Administrators can use this tool to print multiple temporary permits at once through a system search, or print individual permits directly from a user's account.

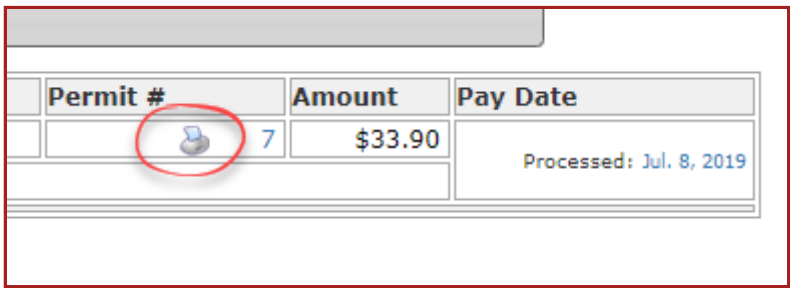
1. Hover over **Parking Management** and click **Temporary Permits** then **Temp Permit Printing**.
2. Click the **Retrieve** drop-down menu and choose the permit types you want to display.
3. Click the **Permit Lot** drop-down menu and choose the specific lot you are printing for.
4. Enter the **Start Date** and the **Up to and Including** date to define your search range.
5. Click the **Retrieve** button to generate the list of permits below the search criteria.
6. Enable the checkbox for each permit you wish to print from the generated list.
7. Click the **print selected hang tags** button to generate the physical permits.



Printing from User History

If you only need to print a single permit, it is often faster to do so directly from the user's profile.

1. Navigate to the specific user's profile and access their history.
2. Locate the **Temp Permit** section within their records.
3. Click the **printer** icon located under the **Permit #** column to print that specific permit.



Best Practices and Considerations

- **Batch Processing: Utilize the date fields and lot filters** when retrieving permits to quickly print daily or weekly batches of temporary permits for upcoming events or short-term visitors.
- **Individual Printing: Print directly from the user's history** if you only need to issue a single replacement permit or handle a walk-in user, rather than running a system-wide search.
- **Printer Settings:** Ensure your local printer is configured correctly to handle the specific cardstock or hang tag paper dimensions used by your organization before executing a large batch print.