Displaying Towing Charges on a Violation

> The Displaying Towing Charges on a Violation feature allows organizations to print a default $0.00 towing fee on all physical parking tickets. Its primary purpose is to serve as a visible deterrent, reminding parkers that their vehicle could potentially be towed for infractions, even if a tow is not ordered for the current offense. This article is intended for OPS-COM administrators and field enforcement personnel configuring the legacy Android application.

Setup and Configuration

This setting is configured directly within the system settings of the individual handheld enforcement device.

Admin Side: Administrators or supervisors must configure this setting on the physical devices used by the enforcement officers.

1. Tap **System Settings** from the main menu of the handheld application.
2. Scroll to locate the specific towing charge options.
3. Enable the **Show $0.00 Towing Charge** checkbox.

> **Default State** By default, this setting is disabled. If the checkbox remains disabled, the towing charge line item will be completely hidden on standard printed tickets unless a real fee is applied.

Using this Feature

Enforcement personnel do not need to perform any special actions to use this feature; it operates automatically when a physical violation is printed.

Printing Tickets with the Notice

1. Issue a standard plate or person violation on the handheld device.
2. Tap **Save & Print** on the violation entry screen.
3. Review the printed ticket. The physical citation will now automatically include a "Towing" line item explicitly displaying a "$0.00" value.

Best Practices and Considerations

- **Understand actual towing charges: If a real towing charge is manually applied to the violation by the officer, the towing charge will always appear on the printed ticket regardless of whether this setting is enabled or disabled.** This toggle strictly controls the display of the $0.00 placeholder value.
- **Align with institutional policy: Organizations should ensure that displaying a towing reminder aligns with their official parking and enforcement policies.** Displaying this warning is an effective deterrent, but it should be supported by actual lot signage and organizational towing rules to avoid confusing your parkers.

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