List Overdue Report

> The List Overdue Report allows administrators to identify and track unpaid parking violations within a specific date range. Its primary purpose is to assist in the collection of outstanding fines by providing quick access to offender details and built-in bulk email capabilities. This article is intended for OperationsCommander (OPSCOM) administrators.

Setup and Configuration

This feature is a standard reporting tool within the violations module and requires no specialized system setup to run. However, administrators must have the appropriate reporting and violations management permissions assigned to their user role to access this page.

To fully utilize the integrated emailing functions, ensure that your user profiles mandate valid email addresses during registration.

Using this Feature

Administrators can use this tool to search for overdue records, directly contact offenders, and export financial data for reconciliation.

Accessing and Generating the Report

1. Hover over **Violations** and click **Reports** then **List Overdue**.
2. Enter your desired date range into the search criteria fields on the Overdue Violation Payments screen.

3. Click the **List Overdue Records** button to generate the report at the bottom of the screen.

Key Information Displayed

Once generated, the report provides a detailed table containing the following data points:

- **Violation Number:** The unique, system-generated identifier for the ticket.
- **Details:** Specific information regarding the nature and location of the offense.
- **Amount:** The outstanding financial balance owed for the violation.
- **Offender Details:** Identifying information for the user or vehicle associated with the overdue ticket.

Available Actions and Buttons

- **User Email Address:** Click an individual user's hyperlinked email address within the report table to send a direct message regarding their specific overdue violation.
- **Email Listed Users:** Click this button at the bottom of the report to automatically send a mass email to all users currently displayed in your search results.
- **Generate Excel Report:** Click this button to create and download an Excel document containing the on-screen data.

> When you click an individual user's email address, the system will open your default email client (e.g., Outlook, Gmail) to compose the message,

> allowing you to manually tailor the communication to that specific offender.

Best Practices and Considerations

- **Verify search results before bulk emailing: Organizations should establish a clear business rule regarding mass communications.** Before clicking the **Email Listed Users** button, carefully review your date range and search results to ensure you are not accidentally contacting users whose violations are actively in the appeals process or pending manual payment clearance.
- **Utilize exports for external collections: Use the Generate Excel Report function to export data when working with external collections agencies or performing financial audits.** This provides a clean, easily manipulated spreadsheet of all outstanding debts for the selected timeframe.

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