Adjusting a violation to zero dollars

> This article outlines how OperationsCommander (OPSCOM) administrators can adjust a violation fine to zero dollars, convert a ticket to a warning, or process a financial adjustment for a paid citation. These tools allow administrators to correct billing errors, grant leniency, or override existing citations directly from a user's profile.

Setup and Configuration

Adjusting a violation is a core administrative function that requires no special system setup or configuration. All adjustments and edits are performed directly from the user's profile within the administrative portal.

Using this Feature

There are multiple ways to adjust a fine to zero dollars. The method you choose depends on whether the ticket has already been paid and whether you want to maintain the ticket as an active offense or convert it to a warning.

Editing the Ticket Fine Amount

Use this method to reduce the fine to zero before the ticket is paid, while keeping it registered as an active violation.

1. Locate the specific violation you wish to reduce within the user's profile.
2. Click the specific ticket number to access the Violation Information detail screen.

3. Click the **Edit** button in the upper right corner to open the Edit Violation Information page.
4. Scroll down to the listed offense and change the dollar value of the fine to **$0.00**.
5. Click **Update this Violation** to save your changes.

Changing the Ticket to a Warning

Use this method to cancel the fine completely by changing the state of the ticket to a warning.

1. Locate the specific violation within the user's profile and click the ticket number.
2. Click the **Edit** button in the upper right corner.
3. Enable the **Warning** checkbox to change the state of the ticket.
4. Click **Update this Violation** to save your changes.

Processing an Adjustment

Adjustments to fines are performed *after* the initial fine has already been paid.

1. Navigate to the user's history and locate the paid violation you wish to zero out.
2. Click the **Adjust** link on the left side of the transaction record.
3. Enter the specific amount you wish to reduce the fine by in the Create Adjustment Record window. For example, if the user paid a discounted rate of $40.00 for a $50.00 ticket, enter 40.00.
4. Enter a detailed reason for the reduction in the comments field.
5. Save the adjustment to apply the credit to the user's account.

> Processing an adjustment creates a credit on the user's account in the Payments tab. This adjustment balance can be applied to a future payment or processed fully as a system refund.

Adjusting Through Appeals

A fine can also be adjusted or reduced to zero through the formal appeals process, which allows users to contest the citation before an administrator makes a final ruling.

Best Practices and Considerations

- **Document all changes: Always include a detailed comment when processing an adjustment or editing a ticket amount.** This ensures transparency and maintains an accurate financial audit trail for future review.
- **Establish organizational policies: Organizations should establish clear business rules defining when it is appropriate to issue a warning versus when a user must go through the formal appeals process.**
- **Understand post-payment workflows:** Remember that adjusting a paid ticket does not automatically return funds to the user's credit card or bank account. The adjustment sits as a credit on the user's account until an administrator actively processes a refund.

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