Admin Portal Violation Payments with Credit Card

> The Admin Portal Violation Payments with Credit Card process allows administrators to manually process parking ticket payments using a user's credit card directly through the administrative portal. Its primary purpose is to seamlessly facilitate over-the-phone or in-person electronic payments while securely processing the transaction through your integrated payment provider. This article is intended for OperationsCommander (OPSCOM) administrators.

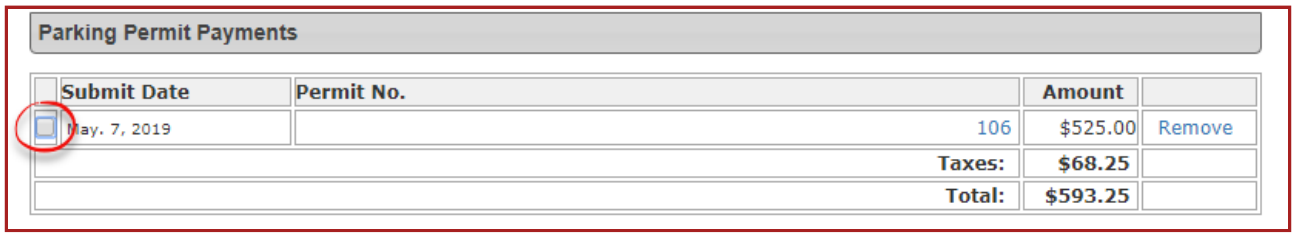
Setup and Configuration

There is no specific system configuration required to use this feature, provided your third-party payment provider is already established and credit card payment types are enabled in your environment. Processing a payment is a standard administrative action available to users with the appropriate violation management and payment processing permissions enabled on their account profile.

Using this Feature

Administrators can locate an unpaid violation and process a credit card payment in just a few steps.

1. Hover over **Violations** and click **Search**.
2. Type the specific ticket number into the **Search Text** box and perform the search.

3. Click the specific **Ticket #** link from the search results to open the Violation Information window.
4. Click the **Actions** drop-down menu and choose **Make Payment**.
5. Review the awaiting items displayed on the user's payment screen. Disable the checkboxes for any items the user does not wish to pay for at this time (such as unrelated permits or deposits).
6. 

7. Click the **Proceed to Payment** button.
8. Select the applicable credit card option (e.g., **Credit Card**, **MasterCard**, or **Visa**) from the payment type drop-down menu.
9. Enter the required credit card details into the secure payment form.
10. Click the **Submit Payment Information** button.
11. Click the **Confirm Payment Information** button on the confirmation screen to finalize the transaction.

Visual Cues and Status Indicators

- **Transaction Details:** Once the payment successfully processes, the system will redirect to a final transaction details page displaying a generated receipt for the purchase.

Available Action for External Payments

- **External Credit Card Transactions:** If a customer chooses to pay by credit card in person at the parking office using a physical pin pad or standalone cash register, you should select an external payment type (e.g., "Visa (External)"). This action bypasses the online payment

gateway form and simply logs the transaction as paid in the OPSCOM financial records.

> **Payment Security:** When taking a credit card payment over the phone, **never write down or permanently store the user's credit card information**. Always enter the details directly into the payment provider's secure gateway in real-time to maintain strict PCI compliance.

Best Practices and Considerations

- **Verify Selected Items: Always double-check the selected items on the checkout page** before clicking the proceed button. Because all of the user's pending items will appear, you must manually deselect any permits or other violations the user is not actively paying for to avoid overcharging their card.
- **Confirming the User:** Verify that you are processing the violation on the correct user profile by matching the license plate and user details before submitting the final payment to prevent complex refund scenarios.

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