

OperationsCommander - <https://opscom.wiki>

Auto Email Notifications for Warnings

There is now the option to have a warning letter sent to those who have received a violation marked as a warning. Violations marked as a warning have had their fine amount waived.

Setup & Configuration

To enable the sending of warning notices:

- Go to **System Configuration**, then **System Settings**, and scroll down to the **Violations** sub-menu.
- Enable the setting named **Send Notices For Warnings**.
- Click **Save Settings**.

Once enabled, warning notices will be sent when the system task is run.

Template

To edit the layout of the warning letter:

- Go to **System Configuration > Content & Designs > Email Templates**
- Click Edit on the **New Warning Notice** template.

Warning Notice	Automated New Violation Warning Notice	Edit	Create	New violation warning notice sent to a user
Warning Notice	Automated New Violation Warning Notice	Edit	Create	New violation warning notice sent to a user
Warning Notice	Automated New Violation Warning Notice	Edit	Create	New violation warning notice sent to a user
Warning Notice	Automated New Violation Warning Notice	Edit	Create	New violation warning notice sent to a user
New Warning Notice	Automated New Violation Warning Notice Violation Warning Notice (violation show=Ticket)	Edit	Create	New violation warning notice sent to a user
Warning Notice	Automated New Violation Warning Notice	Edit	Create	New violation warning notice sent to a user
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Here the content of the notice is setup for the email to be sent out to users with warning violations.

Return to Template List

Edit Email Template

New violation warning notice sent to a user

Label

Type New Warning Notice

Language English Français

Layout ▾

Subject

SMS Content

160 characters remaining.
SMS messages have a limit of 160 characters before the message will be split into multiple messages. Around 30 characters should be reserved for URLs when shortened.

HTML Content

This email uses special tokens that are replaced when sent. The tokens available for this email template include:

`[user show="firstname"]` The first name of the user who received the violation.

`[user show="lastname"]` The last name of the user who received the violation.

`[user show="username"]` The username of the user who received the violation.

`[violation show="list"]` The violation list for the user.

`[violation show="infractions"]` The infractions from the user.

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Violation Warning Notice ([violation show=Ticket])

Dear [user show=display_name];

Username: [user show=username]

This communication will serve as notice and advise you that you have received a parking violation warning notice from Parking Services. To view additional details about this violation, please log-in to your OPS-COM account.

New Violations:

[violation show=list]

Thank you.

The Parking Department

We can be reached at 555-555-2121

System Task

For the warning notices to be sent out, the system task must be run.

- Go to **Tools > View System Task Logs**.
- Ensure the **New Violation Notices** task is enabled.

The screenshot shows a task configuration interface for 'New Violation Notices'. The task is currently 'Enabled' and is scheduled to run '5 hours from now'. It has a 'Run' button on the left and a 'Logs' button on the right showing 29 logs. The task has a frequency of '18 hours ago' and runs at '09:00 pm'. The interface also shows a '4.86' and '141.01' value, likely representing some performance or resource metrics. Below the task configuration, there is an 'Update' button.

Best Practices & Considerations

- Like other system tasks, **New Violation Notices** is set to run at a scheduled time while it is enabled.
- It can also be run immediately by pressing the run button.
- While the setting **Send Notices for Warnings** is enabled, this task will include warning violations in its output. When disabled, the task will only send notices out for violations issued with a fine.
- The **task frequency** can be adjusted, however it must be updated manually on our end in the database. Please contact us at support@ops-com.com for help.

We **strongly recommend** keeping a **longer delay**, as it's designed to prevent situations where staff may be approached or pressured immediately after issuing a violation.