

OperationsCommander - <https://opscom.wiki>

Collections - Flag as Sent to Collections

The "Flag as Sent to Collections" feature is used to bypass the standard notification processes for a violation that is being handled externally by a collections agency. This is useful if a person wants to go directly to trial instead of waiting and going through the entire process. Once this flag is enabled, the violation will bypass the existing NIC (Notice of Impending Charge) letter and the CRC (Certificate of Request for Court) process.

Setup & Configuration

You must have the Manage Collections permission to do this. This permission can be added to your profile by your Primary Admin.

To enable this permission:

- Go to **System Configuration**, then **Admin Management**, and **Manage Roles**.
- Locate the Role you want to edit and click the **Permissions** button.
- Click the Violations tab and enable the **Manage Collections** permission.
- Click **Save Settings**.

Using this Feature

1. Go to Violations and click Search.
2. Search for the violation you want to flag.

3. Click the ticket # to open the Violation Information page.
 4. Select the Action drop down and click **Flag as Sent to Collections**.
 5. Click Ok.
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Best Practices & Considerations

- **Admins** should use the existing **Violations Notes** feature to add detailed notes to the violation. This could include the customer's request and any necessary details explaining why the ticket was placed in the Collections state.
 - Admins with the appropriate permissions will still be able to **pay or cancel** the violation as necessary.
 - Once a violation has successfully gone through the collections process once, it is marked as such and **cannot** re-enter the Collections process again.
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