Collections - Flag as Sent to Collections

> The Flag as Sent to Collections feature allows administrators to manually update a violation's status to bypass standard automated notification workflows, such as the Notice of Impending Charge (NIC) and Certificate of Request for Court (CRC) processes. Its primary purpose is to efficiently process violations that are being handled externally by a collections agency or to accommodate users requesting to go directly to trial. This article is intended for OperationsCommander (OPSCOM) administrators handling violation management and collections.

Setup and Configuration

To use this feature, the specific administrative role must have the correct permissions enabled by a Primary Admin.

1. Hover over **System Configuration**, click **Admin Management** then **Manage Roles**.
2. Locate the specific role you want to edit and click the **Permissions** button.
3. Click the **Violations** tab.
4. Enable the **Manage Collections** checkbox.
5. Click the **Save Settings** button to apply the changes.

Using this Feature

Once the correct permissions are assigned, administrators can manually apply this flag to individual tickets from the search screen.

1. Hover over **Violations** and click **Search**.
2. Search for the specific violation you wish to flag.
3. Click the specific **ticket #** link in the results to open the Violation Information page.
4. Click the **Action** drop-down menu and choose **Flag as Sent to Collections**.
5. Click the **Ok** button to confirm the status change.

Best Practices and Considerations

> **One-Time Process:** Once a violation has successfully gone through the collections workflow, the system permanently marks it as such. A ticket **cannot** re-enter the collections process a second time.

- **Audit Trails: Always use the Violations Notes feature** to add detailed comments to the violation record. Documenting the user's request or the specific reason the ticket was manually escalated to collections ensures a clear, reliable administrative history.
- **Administrative Overrides:** Administrators with the appropriate permissions will still retain the ability to pay or cancel the violation within the system as necessary, even after it has been formally flagged for collections.

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