Creating a Violation on the Admin Portal

> The Manual Violation Entry feature allows administrators to record parking citations directly into the system via the web interface. Its primary purpose is to digitally log handwritten tickets or citations created from a patrol laptop, ensuring all violation data remains centralized for tracking, reporting, and court processing. This article is intended for OperationsCommander (OPSCOM) administrators.

Setup and Configuration

Before utilizing the web entry portal, administrators can adjust specific global settings to manage how these tickets are generated and printed.

1. Hover over **System Configuration** and click **System Settings**.
2. Click the **Violations** tab.
3. Enter a specific prefix into the **Prefix to go in Front of Ticket Number** field to easily differentiate admin portal tickets from handheld device tickets (e.g., TT-).
4. Enter the starting sequence into the **Next Number for Printing** field if you wish to have the system automatically generate your ticket numbers.
5. Enable the **Drivers License on Tickets** checkbox to print this information on citations issued from a patrol laptop.
6. Enable the **Signature Required on Tickets** checkbox to include a signature line on the printed ticket.

7. Save your settings.

> The exact print dimensions for tickets issued via a laptop can be adjusted within the Printable Area for Tickets section on this same settings page.

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Using this Feature

Administrators can issue violations to a specific vehicle, a specific person, or both, depending on the offense type being cited.

Entering a Violation for a Vehicle

1. Hover over **Violations** and click **Violation Entry**.
2. Select the **Ticket Writer** and choose the **Ticket Category** from their respective drop-down menus. (The **Ticket Number** will populate automatically if auto-generation is enabled in your settings).
3. Click the **Toggle More Options** button to reveal additional parameters, such as the **Spoiled** checkbox (to void the entry), the **Warning** checkbox (to issue without a fine), or the **Towing** fee field.
4. Click the **Search Vehicles** button to find vehicle information using the license plate or VIN.
5. Click the specific **Plate number** from the search results to associate it with the violation. If the vehicle is unregistered, follow the prompts to add a new vehicle record.
6. Select the **Location** and the specific **Offences** from their respective drop-down menus.
7. Click the **Attachments** button to upload any supporting photographic evidence from your computer.
8. Click the **Record this Violation** button to review the details.
9. Click the **Record this Violation** button again on the confirmation screen to finalize the entry.

Entering a Violation for a Person

1. Hover over **Violations** and click **Violation Entry**.

2. Complete the initial ticket details and open the extra options if necessary.
3. Click the **Search Users** button to locate the individual by name, ID number, or driver's license. If the person refuses to provide ID, enable the **Failed to Identify** checkbox instead.
4. Click the **Select** button from the search results to associate that user with the violation. If the user does not exist, follow the prompts to add a new user profile.
5. Complete the remaining location, offense, and attachment fields.
6. Click the **Record this Violation** button, review the details, and click it again to submit.

Available Actions and Status Indicators

When searching for a vehicle or person during the entry process, several icons provide quick access to related profile data:

- **Edit Button / Pencil Icon:** Allows you to quickly modify the existing vehicle or user details.
- **Permit Icon:** Displays any active permit details associated with the vehicle or user.
- **Red Flag Icon:** Indicates and displays active alarms related to the individual (requires the Alarms module).
- **Red Alerts Button:** Indicates and displays incident alerts associated with the individual (requires the Incidents module).

Once a violation is successfully submitted, the final completion screen offers quick action buttons allowing you to **Print** a copy of the ticket, **View** the newly entered details, **Search Violations**, view **Search Recent Violations**, or

quickly **Enter Another violation**.

Best Practices and Considerations

- **Accuracy is Paramount: Ensure all information is precisely transcribed** when manually entering violations from a handwritten hard copy. Accurate plate, location, date, time, and offense details maintain critical data integrity for tracking and court purposes.
- **Utilize the Spoiled Option:** If your organization uses pre-numbered physical paper tickets, consistently use the **Spoiled** checkbox during manual entry for any physical tickets that were ruined or otherwise unissued. This ensures a complete and accurate audit trail of your sequential ticket stock.
- **Leverage the Warning Feature:** Use the **Warning** checkbox to easily issue non-fine warnings for first-time offenders without needing to select "Warning" as a completely separate ticket category.
- **Anonymous Tickets:** When logging a hard-copy ticket for a vehicle that does not yet exist in the system, create an anonymous vehicle record during the search step. The driver can later use the *OPSCOM-Go! - Quick & Easy Guest Payments* portal to securely look up and pay the ticket without needing to create a full account.

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