DNTT - Do Not Ticket or Tow

> The Do Not Ticket or Tow (DNTT) feature allows administrators to apply a temporary condition on a vehicle to prevent ticketing or towing. Its primary purpose is to grant temporary parking exceptions for specific time frames, such as for VIPs, special events, or service vehicles. This article is intended for OperationsCommander (OPSCOM) administrators responsible for managing parking exceptions and enforcement operations.

Setup and Configuration

The DNTT feature is a standard administrative tool and is enabled by default, requiring no overarching system configuration.

Admin Side: While the core feature is available by default, an administrator's assigned user role must specifically have the **Manage Vehicle** permission enabled to successfully access and run the Vehicle DNTT Report.

User Side: End-users cannot apply, edit, or view DNTT flags for their own vehicles via the public-facing portal. This is strictly an administrative enforcement tool.

Using this Feature

Administrators can use the following instructions to apply the flag from a user's profile, manage existing exceptions, and review usage through reports

and handheld devices.

Applying a DNTT Flag to a Vehicle

1. Hover over **User Management** and click **User Search**.
2. Click the **Vehicles** tab once you have opened the target user's profile page.
3. Locate the specific vehicle in the list and click the **Add DNTT** button.
4. Set the exact start and end date and time for the parking exception using the **From Date / To Date** fields.
5. Specify a particular lot or area where the exception is valid using the **Location** field. If left blank, the system will assume the DNTT applies to all locations globally.
6. Enter a clear and concise reason for the DNTT in the **Note** field.
7. Click the **Save Changes** button.

> The **Note** field is mandatory and serves as the most critical piece of information for your field officers. Always write a clear, concise note explaining exactly why the DNTT was issued (e.g., "Guest of Dean for event in building A until 4 PM"). This note will be directly visible to enforcement officers using the OPSCOM App.

Editing or Deleting an Active DNTT

1. Click the **Vehicles** tab on the user's profile.
2. Click the **Edit DNTT** button next to the vehicle possessing the active flag.
3. Click **Modify** to update the active details, or click **Delete** to remove the DNTT exception entirely.

Viewing DNTT Status on Handheld Units

Enforcement officers can easily see active DNTT flags in the field to prevent accidental violation issuance.

1. Tap **Search Vehicles** on the OPSCOM App.
2. Enter the license plate to perform a database search.
3. Tap the vehicle record in the results list to view the full details, including the expiry time and the administrator's explanatory note. Any vehicle with an active DNTT will be clearly indicated in the initial results list.

Using the Vehicle DNTT Report

This report provides a searchable historical log of all DNTT flags issued by administrators.

1. Hover over **User Management**, hover over **Vehicles**, and click **Vehicle DNTT Report**.
2. Enter a **Date Range** to find DNTTs that were active during that specific period.
3. Filter by **Number of Instances** to find vehicles with a history of multiple DNTT records.
4. Click the **Search** button.

Best Practices and Considerations

- **Specify exact timeframes: Set the DNTT time frame to be as specific as possible.** Avoid creating open-ended or excessively long exceptions. Limiting the timeframe maintains the integrity of your

parking enforcement program and prevents abuse.

- **Restrict by location: Use the optional Location field to add clarity if a parking exception is only valid in a specific lot or area.** This explicitly limits the scope of the exception and helps prevent confusion for both the vehicle owner and the enforcement officer.
- **Audit exception usage: Regularly use the Vehicle DNTT Report to audit active and past exceptions.** Consistent auditing helps ensure the feature is being used correctly by your administrative staff and provides a clear history of all granted exceptions for accountability purposes.

Related Video

https://www.youtube.com/embed/sZVSY9BqZdU?t=2s

Revision #21
Created 30 April 2024 09:25:50
Updated 12 August 2026 12:21:57