Paying for a Violation from the Admin Portal

> The manual violation payment feature allows administrators to accept and process ticket payments on behalf of users directly from the administrative portal. Its primary purpose is to seamlessly facilitate in-person or over-the-phone ticket resolutions, ensuring all offline transactions (such as cash or cheque) are accurately recorded in the system's financial logs. This article is intended for OperationsCommander (OPSCOM) administrators.

Setup and Configuration

There is no specific system configuration required to use this feature, provided your manual payment types are already established. Processing a manual payment is a standard administrative action available to users with the appropriate violation management and payment processing permissions enabled on their account profile.

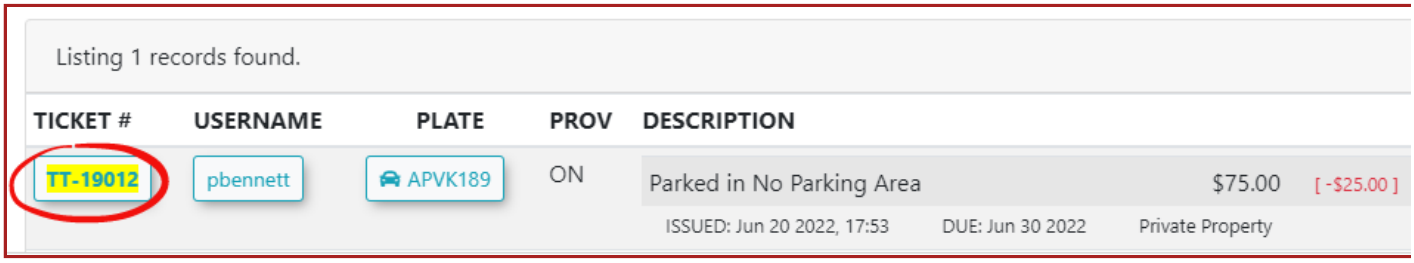
Using this Feature

Administrators can locate an unpaid violation and guide it through the checkout process in just a few steps.

Searching for the Violation

1. Type the specific violation number into the quick search bar and click the resulting drop-down link, or hover over **Violations** and click **Search**.

2. Enter the ticket number or license plate number into the **Search Text** field.
3. Click the **Search Using Only Text** button.
4. Click the specific ticket number link from the search results to open the **Violation Information** window.



Processing the Payment

1. Click the **Action** drop-down menu and choose **Make Payment**.
2. Review the awaiting items displayed on the payment screen. Disable the checkboxes for any items the user wishes to pay for at another time.
3. Click the **Proceed to Payment** button.
4. Select the specific payment type you wish to use (e.g., Cash) from the available options.
5. Click the **Submit Payment Information** button.
6. Click the **Submit Payment Information** button again on the confirmation screen to proceed.
7. Update the **Comment** field on the Transaction Detail screen if necessary.
8. Click the **Process Manually** button to finalize the payment and generate the transaction receipt.

Visual Cues and Status Indicators

- **Past Due Items:** The initial payment screen displays all items currently awaiting payment, including violations, permits, and deposits. If any items are past due, they will be locked; you will be required to process them and will not be able to toggle them off.
- **Available Payment Types:** As an administrator, you will see every payment type available in your system during checkout. Remember that users paying from the public portal will typically only see electronic options, such as Credit Card.

Best Practices and Considerations

> [!WARNING] **Physical Collection: Always collect the physical funds or process the debit terminal transaction before clicking Process Manually.** Clicking this button completes the transaction and logs the money as successfully secured in your system's financial records.

- **Managing Incomplete Transactions:** If you need to abort the payment on the final screen, you can choose to cancel the transaction instead of processing it. Canceling a payment for a violation simply places the violation back into an awaiting payment status on the user's profile.
- **Search Methods:** Using the specific Ticket Number will load that exact ticket, whereas searching by Plate Number will generate a list of all tickets associated with that vehicle.

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