Printing the Certificate of Parking Infraction

> The Certificate of Parking Infraction (commonly known as Form 11) feature allows administrators to generate and print official legal notices for specific parking violations. Its primary purpose is to produce a properly formatted PDF document that includes all required auto-filled information and officer signatures for legal processing. This article is intended for OPSCOM administrators responsible for violation management and system configuration.

Setup and Configuration

Before you can generate a certificate, you must ensure the Form 11 template is created within your system settings and determine if you require digital signatures from your enforcement officers.

Create and Edit the Form 11 Template

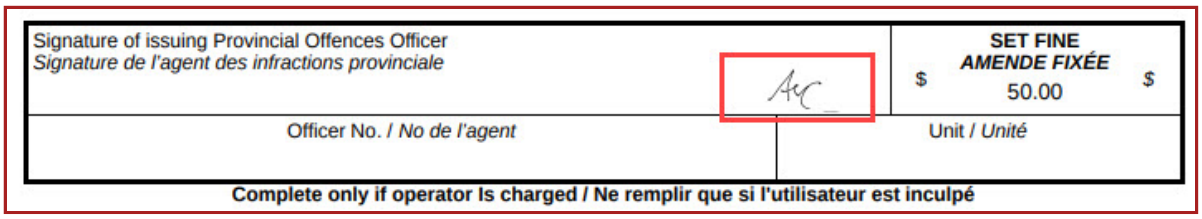
1. Hover over **Content & Designs** and click **Pages and Content Blocks** .
2. Click the **Messages** tab and look for the item with the System Location value of **form11**.
3. If the template does not exist, click the **Create Page/Message** button.
4. Select **Message** from the Page Type drop-down menu.
5. Enter **form11** into the Identifier field.
6. Click the **Save Messaging** button.

To edit an existing template, click the **Edit** button next to the **form11** entry in the **Messages** tab to access the text editor.

Adding a Digital Signature Requirement

You can configure the system to require enforcement officers to capture a digital signature when issuing a ticket on their handheld devices.

1. Hover over **System Configuration** and click **System Settings**.
2. Click **Violations** to open the violation settings menu.
3. Enable the specific setting to use signatures on tickets.
4. Save your configuration changes.



Using this Feature

Once configured, administrators can generate the document from the web portal, and officers can apply their signatures in the field.

Handheld Signature Capture (Android)

- **Visual Cues & Status Indicators:** When the digital signature setting is enabled, a new signature tab will appear when writing a violation on an OPSCOM Android handheld unit.
- **Available Action:** The patrol officer must tap the signature tab and physically sign the device screen to proceed. When the ticket is uploaded to the server, this timestamped signature is sent with the other violation images and will automatically display on the printed

Form 11.

Print Form 11

1. Hover over **Violations** and click **Search**.
2. Locate the specific violation and click the **Ticket Number** to open the details page.
3. Click the **Action** drop-down menu and choose **Generate (title of form)** (e.g., Generate Form 11).
4. Open the downloaded PDF file to view, save, or print the final Certificate of Parking Infraction.

Best Practices and Considerations

> **Form 11 Content Configuration:** Although it is possible for administrators to edit the Form 11 template text manually, it is **strongly recommended to request the initial form content configuration directly from OPSCOM support**. The layout is highly specific and relies on complex shortcodes to accurately auto-fill dynamic legal information such as dates, license plate numbers, and fine amounts.

- **Signature Verification:** Always verify that the digital signature appears clearly on the final downloaded PDF. The timestamped signature serves as a crucial piece of evidence confirming the specific Provincial Offences Officer who issued the ticket.

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