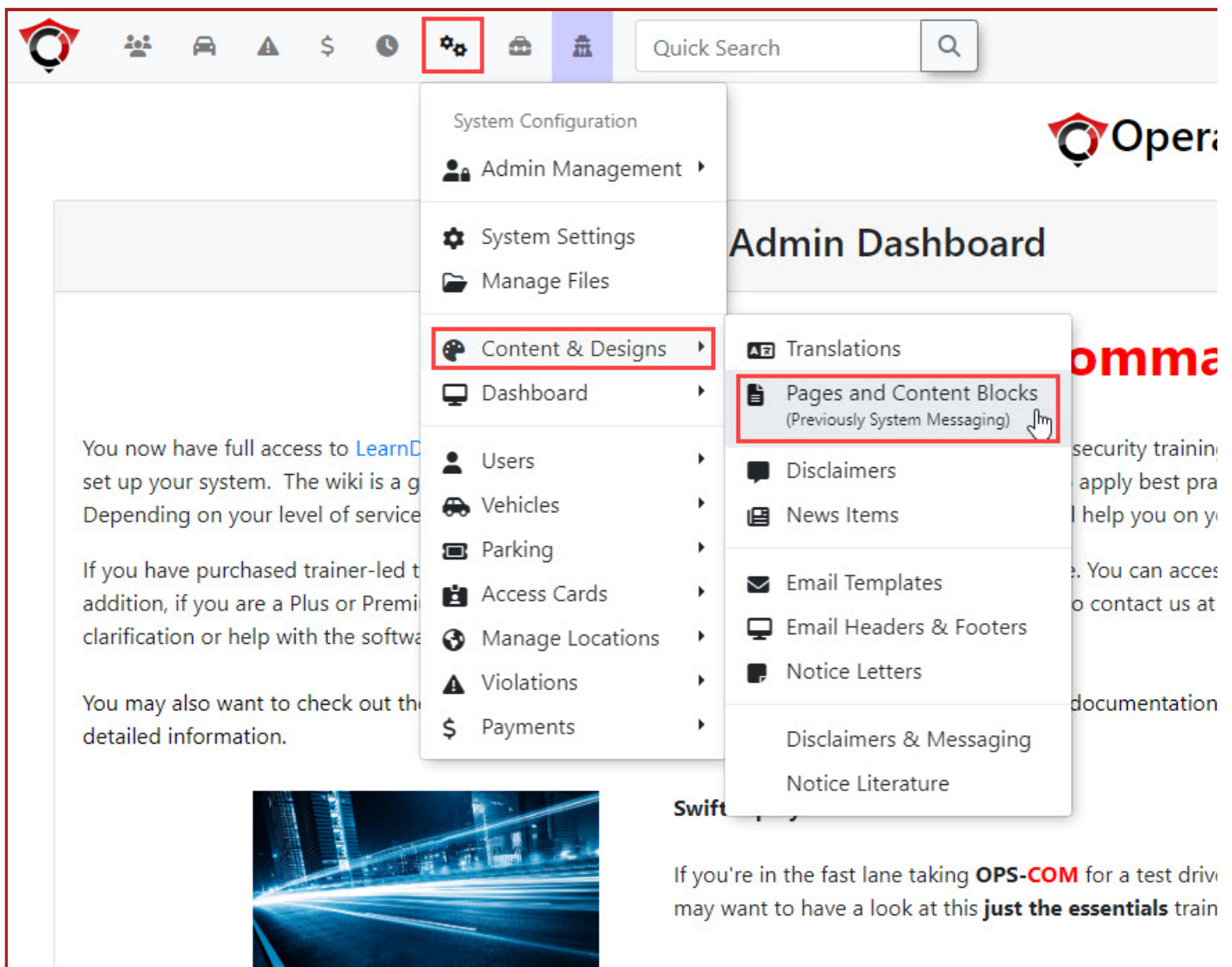


OperationsCommander - <https://opscom.wiki>

Printing the Certificate of Parking Infraction

Create Form 11 Template

If it already exists, the Form 11 template will be found under the Content & Designs menu, in Pages and Content Blocks:



It will be found under the Messages tab. The System Location value is "form11":

Manage System Messaging

[Create Page/Message](#)

Pages
Messages

| System Location | Title | English | Notes |
|---------------------|-----------------------------------|---|--|
| appealsMessage | Appeals Message | Edit | |
| dashboardMessage | Admin Dashboard | Edit | |
| footer | | Create | System page footer on all user side pages. |
| form11 | Certificate of Parking Infraction | Edit | |
| header | | Create | System page header on all user side pages. |
| incidentHeader | Incident Header | Edit | The header that appears at the top of incident print-outs. |
| noPaymentOptions | No Payment Options | Edit | Text to show when there is no payment options available for the user |
| paymentNotProcessed | | Create | |

If the template doesn't already exist, it can be created by clicking "Create Page/Message". Set Page Type to "Message", and for Identifier enter "form11". (Be sure to click "Save Messaging" once done.)

Manage System Messaging

[Return to Template List](#)

Page Type

Message
▼

Title

Certificate of Parking Infraction

Identifier

form11

Language

English
▼

Layout

Simple Site Layout
▼

Pages define the template (header and footer), have their own url and content on the page.
 Message is a small block of text that has no template and is used for various messages on pages.

The identifier for the message. i.e. lockersDisclaimer, vehicleDisclaimer, permitPrintableLabel3

✓ Visible

Layouts for messages are currently only used on permit printing pages such as permitPrintableSticker.

File ▼ Edit ▼ Insert ▼ View ▼ Format ▼ Table ▼ Tools ▼

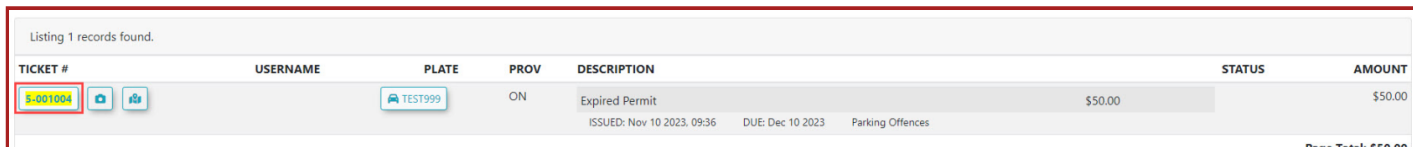
Edit Form 11

The content of the form can be edited in Pages and Content Blocks. Locate "form11" under the Messages tab and click "Edit". On this page is a text editor where the content of the form can be set. (Be sure to click "Save Messaging" once done.)

Although it's possible for admins to set Form 11 content themselves, *it's strongly recommended to request the form content from OPSCOM support.* This is because the content of Form 11 is very specific, and requires the use of shortcodes to auto-fill information such as date, plate number, fine amount, etc.

Print Form 11

To download and print Form 11 for a violation, first find the violation on the Violation Search page and click on the violation number:



| TICKET # | USERNAME | PLATE | PROV | DESCRIPTION | STATUS | AMOUNT |
|----------|----------|---------|------|--|--------|---------|
| 5-001004 | | TEST999 | ON | Expired Permit ISSUED: Nov 10 2023, 09:36 DUE: Dec 10 2023 Parking Offences | | \$50.00 |

Under the Action menu, click "Generate (title of form)":

Comment:

Private Comment:

Attachment:

Choose files No file chosen

Update

Notice Status: Not Sent

Action

- Edit
- Flag as Sent to Collections
- Generate Certificate of Parking Infraction
- Make Anonymous Payment
- Linked to Incident

Violation Notes for: 5-0

Add Note

The form will be downloaded as a PDF, which can then be printed.

Adding a Digital Signature

There is an option to add a digital signature when writing a violation on an enforcement handheld. When that option is enabled, the patrol is required to sign the violation on the handheld screen. When uploaded to the server, the timestamped signature is sent with the other images. When using this option, the signature will also appear on Form 11 when printed. The option to use signatures on tickets can be enabled in System Settings under Violations:






The image shows a web application interface. On the left is a sidebar menu with the following items: License Plate Recognition, Payments (13), Permits (26), Security (18), Temp Permits (6), Third Party (20), User Profile (30), Validator (2), Vehicles (4), and Violations (23). The 'Violations' item is highlighted with a red border. The main content area is titled 'Printing Tickets via Laptops' and contains several settings:

- Link violations to users
- The prefix to go in front of the ticket number.
- The next number for printing tickets from the web
- Show Driver's License on Tickets
- Show Ticket # as barcode on Ticket
- Signature Required on Tickets (highlighted with a red border)
- Enable Fax for Appeal Format
- Enable Mail for Appeal Format

At the bottom of the main content area, the text 'Printable Area for Tickets via Laptop' is partially visible.

When this setting is enabled, a signature tab will appear when writing a violation on a handheld:

Add Violation Record

Parking Offences : no Offence Type selected

Avc

CREATE/UPDATE SIGNATURE

CANCEL
SAVE & PRINT
SAVE

The signature will show up on Form 11:

| | |
|---|---|
| Signature of issuing Provincial Offences Officer <i>Signature de l'agent des infractions provinciale</i> | SET FINE AMENDE FIXÉE \$ 50.00 \$ |
| Officer No. / No de l'agent | Unit / Unité |
| Complete only if operator is charged / Ne remplir que si l'utilisateur est inculpé | |

Revision #2

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