Restricting Payment of Violations in Court Requested Conviction (CRC) Status

> The Court Requested Conviction (CRC) payment restriction feature allows administrators to block users from paying for parking tickets that have been escalated to court or a collections agency. Its primary purpose is to ensure that escalated violations are handled through the proper legal or administrative channels, while still allowing authorized staff to override the block if necessary. This article is intended for OperationsCommander (OPSCOM) administrators responsible for system configuration and collections management.

Setup and Configuration

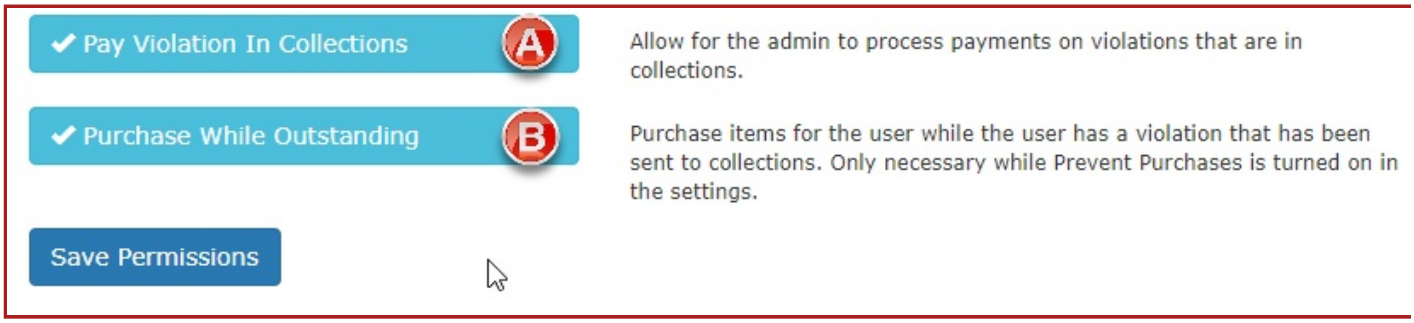
Configuring this feature requires adjusting global system settings to restrict the users, followed by updating role permissions to grant specific administrators override capabilities.

Configuring Global Restrictions

1. Hover over **System Configuration** and click **System Settings**.
2. Locate the settings pertaining to collections.
3. Enable the **Prevent Violation Payment** checkbox to stop users from paying escalated fines.
4. Enable the **Prevent Purchases** checkbox to stop users with escalated fines from buying new permits.
5. Save your settings.

Configuring Administrative Overrides

1. Hover over **System Configuration** and click **Manage Roles**.
2. Select the role you wish to grant override abilities to (e.g., Primary Admin).
3. Click **Permissions** to access the role settings.
4. Click the **Violations** tab.
5. Enable the **Pay Violations In Collections** checkbox. This allows the administrator to manually process payments on violations that are in collections. (A)
6. Enable the **Purchase While Outstanding** checkbox. This allows the administrator to process purchases (like permits) for a user, even if they have a violation sent to collections. (B)
7. Save your role changes.



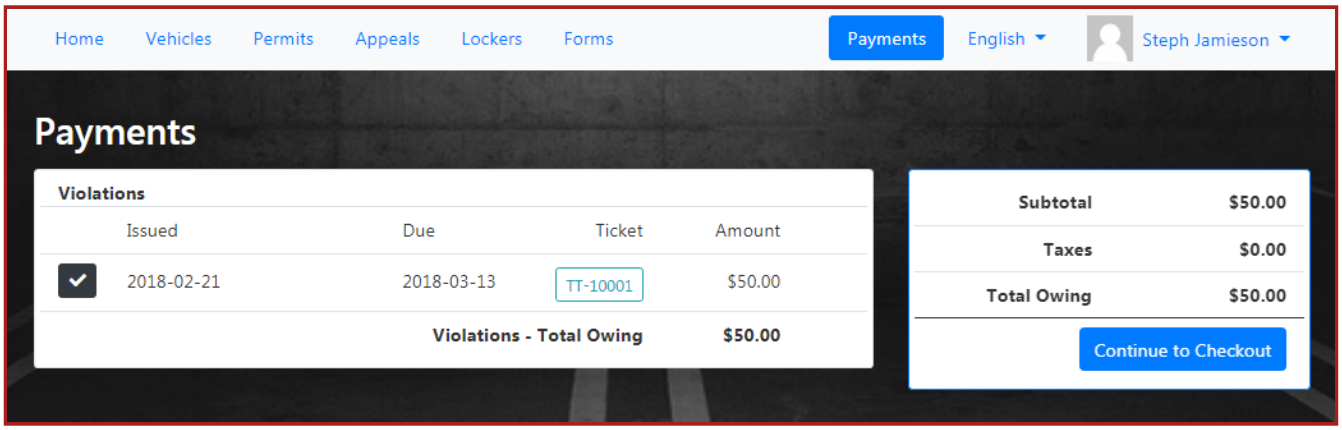
> The **Purchase While Outstanding** administrative permission is only necessary if the **Prevent Purchases** setting has been enabled in the global system settings.

Using this Feature

Once configured, the system automatically handles how CRC and collections violations are presented to different user types.

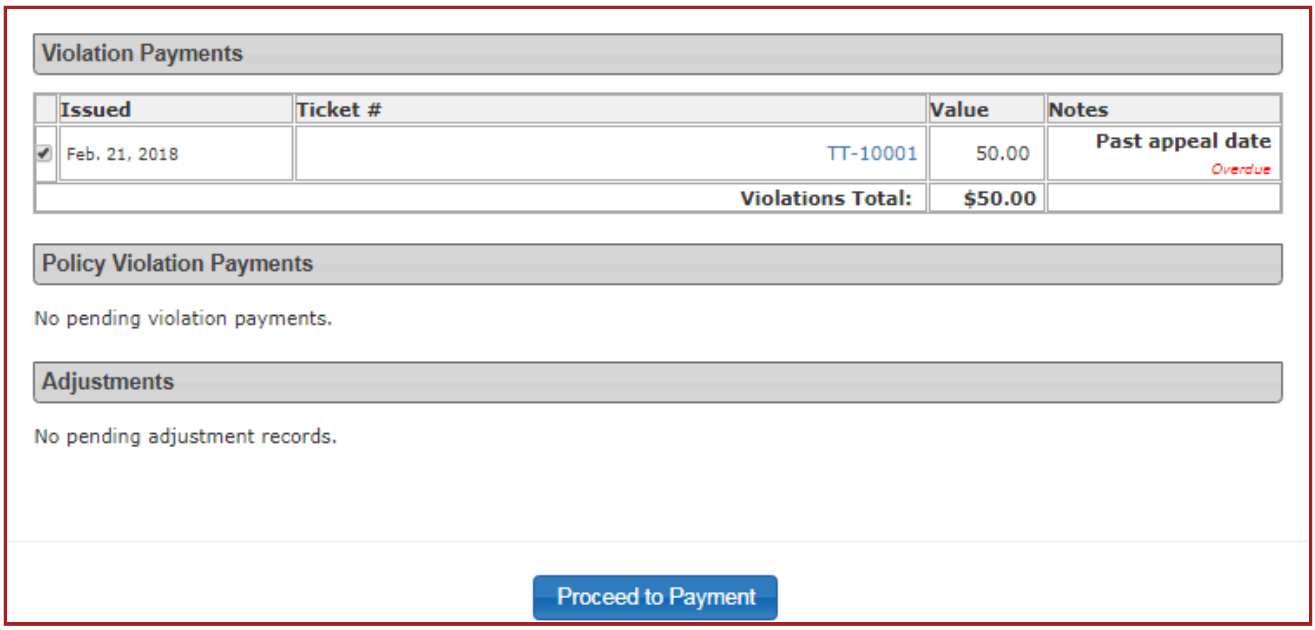
End User Experience

When a user views a violation with the "Sent to CRC" status in their portal, they will see a notice indicating the violation has been sent to collections. The system will remove their ability to pay the fine online. If the user attempts to bypass this by using the OPSCOM Quick Pay or Guest Payments portal, they will receive the same message disallowing the transaction.



Administrator Experience

Administrators viewing the same user profile will see the "Sent to Collections" status. However, if the administrator's role has the override permissions enabled, the payment fields and buttons will remain active, allowing them to manually collect and process the payment on behalf of the user.



Best Practices and Considerations

- **Business Rules for Overrides:** Organizations should develop a clear business rule detailing exactly when an administrator is allowed to use their override permission to accept a payment for a CRC violation, versus when they must direct the user to the court or collections agency.
- **Clear Communication:** Consider updating your notice letters and email templates to clearly inform repeat offenders that once a ticket reaches CRC or collections status, their portal payment privileges will be suspended.

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