Search for a Violation

> The Search for a Violation feature allows administrators to locate specific parking citations within the system using text, date, and time parameters. Its primary purpose is to help enforcement teams quickly access, review, and manage ticket records to process payments, handle appeals, or update information. This article is intended for OperationsCommander (OPSCOM) administrators.

Setup and Configuration

There is no specific system setup or configuration required to use this feature. Accessing the search tool is a standard administrative function available to users with the appropriate violation management permissions enabled on their account profile.

Using this Feature

Administrators can perform broad text-based searches, narrow parameters down by specific date types, or utilize advanced search filters to locate records.

Searching by Text

1. Hover over **Violations** and click **Search**.
2. Type the license plate number or specific violation number into the **Search Text** field.
3. Click the **Search using only text** button.

Searching by Text and Date

1. Hover over **Violations** and click **Search**.
2. *(Optional)* Enter keywords or ticket details into the **Search Text** field.
3. Under **Search By**, select your preferred date parameter: **Due Date**, **Issued Date**, or **Infraction Date**.
4. Enter your timeframe in the **Start Date** and **up to and including** fields.
5. Refine results using the status toggles if needed (**Outstanding only / All** and **Warning / Only non-warning / All**).
6. Click **Search with text and date range**.

Using Advanced Search Parameters

Click the **Toggle More Options** button at the top right of the search card to reveal additional search filters:

- **Status & Classification:** Filter by **Spoiled** status type, **Appeal State**, **User Type**, **Ticket Category**, **Offence Type**, or **Warning** status.
- **Location & Region:** Narrow results by **Violation Location** or **Vehicle Province**.
- **Flagged Criteria:** Check **Towing Charged** or **Notice Letter Issued** to filter for specific actions taken.
- **User Details:** Search directly by **First Name**, **Last Name**, **Student / Employee #**, **Drivers License**, or **User State**.

> Click the **Pin** icon next to any advanced filter field to keep it pinned to your primary search view for future sessions.

Managing Search Results

Once a search is executed, the returned records will be displayed at the bottom of the screen.

1. Click the specific **Ticket Number** link from the results list to open the **Violation Information** window.
2. Click the **Edit/Update** button to display the modification screen and adjust the ticket details if required.

Available Actions From the **Violation Information** window, administrators can take several actions, including processing a manual payment, adding internal notes to the violation, or linking the violation to a specific incident if your system utilizes the Incident module.

Best Practices and Considerations

> **Ticket Number Formats:** Ticket numbers are composed of two parts: the core ticket number and the security PIN (e.g., 3-001005-11). While administrators can search using only the core ticket number (the first part), end-users must enter both parts to successfully look up their ticket on the public portal for security reasons.

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