

Training Information – Non ACAP Courts

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Enrolling into the FARE Program and understanding its benefits and services is a big change for most courts. In order to assist with this transition, the Consolidated Collections Unit (CCU) provides several training resources, detailed below. The expectation for the CCU is to provide high-level training on the FARE Program services and processes and more detailed training on financial processes and reconciliation. This more detailed training includes meetings with AOC Court Operational Unit staff and financial staff from a current FARE court in order to facilitate the implementation of new processes. The expectation for the court is that they will provide on-the-job training for their staff in order to increase awareness of the case management system and procedural changes done by the court.

1. What is covered by AOC Training
 - a. FARE Overview Training
 - i. The training of court staff is important so staff understand the benefits and services of FARE. This allows staff to understand the changes that are happening in their CMS when they are trained by their court. This leads to staff to be confident in answering questions and assisting customers in FARE. This training is for all court staff who may come into contact with customers and/or be processing FARE cases or financials. It lasts about 90 minutes long and focusses on FARE services/benefits and concepts. It does not include CMS functionality or operational processes.
 1. Upholding the integrity of courts through monetary court order enforcement
 2. FARE Collection Statistics since FY 2004
 3. Goals of FARE
 4. Public/Private Partnership
 5. FARE Authorities – ACJA 5-205, Admin Orders 2003-126 and 2009-01
 6. FARE's Services Overview
 - a. Facilitate payments with Website/IVR
 - b. Noticing
 - c. Registration Holds/TTEAP
 - d. Tax/Lottery Intercepts
 - e. Collection Calls
 - f. Address/Phone Skip Tracing
 - g. Data Sharing
 - h. Person Matching
 - i. Case information online
 - j. Case processing flexibility
 7. Data Sharing Model between courts, AOC and vendor
 8. FARE Case Financials
 - a. Two receivables
 - b. Priority of Payments
 9. FARE Notices
 - a. Timeline
 - b. Notice examples
 10. TTEAP

- a. Process
 - b. Data Sharing Model between courts, AOC, vendor and MVD
 - c. TTEAP Lookup on Public Access
- 11. FARE Recall and Statuses
 - a. Recall overview
 - b. TTEAP Waivers
 - c. Web/IVR Removal
 - d. Contract Status
 - e. Collection Suspension
- b. FARE Financials Training
 - i. The training of court financial staff is important so that they understand how to use FARE reports for reconciliation and for completing the state remittance report. It is also important that financial staff understand how to look up FARE transactions for research using TransLink and Transaction Express and that financial staff understand how the chargeback process works so they can make decisions on whether or not to accept the chargebacks. This training is for financial staff who process payments, chargebacks, case financials, end of month and other reports that require reconciliation of accounts. The FARE Overview above is a helpful pre-requisite for this class.
 - 1. FARE Overview
 - 2. FARE Receivables and Financial Processing
 - 3. Web and IVR Reconciliation
 - 4. Chargebacks
 - 5. End of Month Remittance Reporting
 - 6. Transaction Express
 - 7. TransLink
 - ii. CCU will coordinate a meeting between court financial staff, AOC Court Operations staff and financial staff from a current FARE court to specifically look at daily reconciliation and managing the 2-3 business day delay between the receipting of funds in the CMS and actual deposit of funds in the bank.
- 2. What is covered by Court Training
 - a. All new FARE functions in CMS
 - 1. FARE Case Financials
 - a. Criteria for sending cases into FARE
 - b. Collection Definitions
 - c. How cases will be assigned to FARE
 - d. How two FARE receivables will appear in system
 - e. How FARE adjustments will occur in system and how this follows the Priority of Payments
 - 2. Events (FARE Notices and TTEAP) and Addresses
 - a. How notices will appear in system
 - b. How to assist customers and answer their questions regarding notices
 - c. How TTEAP Hold and TTEAP Hold Rejected events will appear in system

- d. How to assist customers and answer their questions regarding TTEAP Lookup on Public Access
 - e. How to process petitions for TTEAP Waivers in system
 - f. How address updates from Xerox will appear in system
3. FARE Recall and Statuses
- a. How status display/appear
 - b. How to recall cases from FARE
 - c. How to process TTEAP Waivers granted in system
 - d. How to process Web/IVR Removal in system
 - e. How to process Contract Status in system
 - f. How to process Collection Suspension in system