



BUSINESS REQUIREMENTS FOR CASE MANAGEMENT SYSTEMS OUTSIDE OF AJACS AND AZTEC (NON ACAP COURTS)

Purpose

The following information outlines the business design and requirements for courts utilizing case management systems outside of AJACS and AZTEC. These courts are referred to as Non ACAP Courts. These courts use their own court-native systems. This document will explain what the system/software is to do, the responsibilities of the different entities involved and what it will accomplish. It does not give the technical details of how the requirements will be implemented.



Signature and Approval

Candace Atkinson

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Date

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Date



FARE PRE-IMPLEMENTATION REQUIREMENTS

1. Purpose

The following information is to ensure that the courts, JUSTIS and Contractor have the standard information required for accurate program operation in place prior to FARE implementation.

2. Court Information

Requirement ID	Detail
CI-1	Courts must provide the information in the chart below to JUSTIS and Contractor prior to implementation and provide updates of the information as necessary.
CI-2	Each court participating in FARE must complete and submit a Court Profile sheet for the Contractor at least eight (8) weeks prior to their implementation date. Any updates to the information in the Court Profile sheet need to be submitted in an updated Court Profile Sheet. Please note that updates can take up to eight (8) weeks to process.
CI-3	The initial delinquent collection notices are printed with the Court Seal/Logo as if they were mailed from the court. Remaining delinquent collections notices are printed under the collection vendor's logo.



Information	Purpose
Notice Header Information including Presiding Judge's Name and Court Seal	Notices
Court Number	Contractor eTIMS® Court Profile
Court Name	Data Presentation for Web and Notices
Court Address for Notice Stubs for Mail Payments	Notices and Live IVR Support
Court Address for Physical Appearance	Notices and Live IVR Support
Court Telephone Number for Inquires	Live IVR Support
Court Public Website	Data Presentation
Court Days/Hours of Operation	Notices and Live IVR Support
Acceptable Methods of Payment at the Court	Notices and Live IVR Support
Court FARE Program Contact Information Name, Phone Number(s), e-mail addresses for: (1) Operations/Business Rules; (2) Operations/Financial Matters; and (3) IT/File Exchange	Program Operation
Contractor Doing Default Special Collections for Court (Yes/No)	Contractor eTIMS® Court Profile
Volume of Notices that can be Handled per Week	Contractor eTIMS® Court Profile
Bank Name	Verification of RT #
Bank Account Number	Deposit of Payments
Bank Routing Transit Number (with Check Digit)	Deposit of Payments



3. Bank Account for Electronic Fund Transfer (EFT) Payments

Requirement ID	Detail
BA-1	All payments made by credit card on the Web or IVR will be electronically deposited by Contractor via a merchant account and the Automated Clearing House (ACH) into the designated bank account of the court that is owed the debt.
BA-2	Any changes to the court's bank account will require the court to submit the new bank information and an update court profile.
BA-3	Prior to designating an account for receipt of the EFT payments, some courts will need to discuss the choice with the City or County Treasurer.
BA-4	Courts opting to open a separate account for these payments should allow sufficient time for initiating the account in the court's implementation schedule.
BA-5	At least eight (8) weeks prior to implementation, the court must provide the Bank Name, Account Number, Routing Transit Number for the EFT payments and either a voided check from the account or a letter signed by a bank official giving this information and stating that the account can accept both debit and credit payments.
BA-6	The Bank Name, Account Number and Routing/Transit Number will need to be submitted on the Court Profile form. A copy of the voided check or letter may be faxed to the court's AOC contact for implementation.
BA-7	Once the Merchant Account is established, the court will receive log-in information. The court should establish who will have access to this account information.

4. Electronic Submission of Letterhead/Seal

Requirement ID	Detail
ES-1	The court's logo and desired letterhead information should be submitted in .jpg format. If a court cannot provide the data in the acceptable format, contact the AOC Support Center for assistance.
ES-2	It is recommended that judges' names not be included on the letterhead to avoid maintenance problems.

5. Charge and Judge Table Data

Requirement ID	Detail
CJD-1	The court must send information on the charges (violations) that the court will be submitting for FARE cases to the AOC.
CJD-2	JUSTIS will maintain a table of data associated with valid charge (violation) codes for each participating court. The data for this table is required and will be used to display the description of the charge on Public Access.
CJD-3	The table data must be transmitted to JUSTIS prior to FARE implementation in each court; following implementation, updates will be sent real-time.
CJD-4	Optionally, the court may also submit data for a Judge Table which will used to display the Judge's name on a case in Public Access.
CJD-5	Technical specifications for both data tables are contained in the JUSTIS → CMS Data Design Information document that is available in the FARE Web site. Reference Look-Up Table FR_Judge and FR_CHRG.
CJD-6	Each table entry must be associated with an effective data range and there can be no overlapping date ranges for the same charge.
CJD-7	Although the data table in JUSTIS may contain additional data fields, listed below are of particular importance for the FARE Program for the reasons shown:



Data Element	Importance for FARE
Court Number	Identifies court to which the record belongs
Charge (Violation) Code	Must match the charges on a case that are transmitted from the CMS system to JUSTIS
Effective "From" and "To" Dates	Controls which record will be selected on a match; there must be no overlapping date ranges for the same charge
Charge Description	Displays on Public Access
Charge Case Type	Identifies the type of charge (criminal, criminal traffic, civil traffic, civil violation, etc.)

6. Court Operation Procedures

Requirement ID	Detail
COP-1	Prior to implementation of FARE in the court, the court should revise their internal procedures to reflect the FARE processing requirements in their court.

DELINQUENCY PROCESSING REQUIREMENTS

7. Purpose

This section describes the business, processes, functional and data requirements necessary for delinquency processing in detail.

8. Backlog Definition

Requirement ID	Detail
BD-1	A backlog case is defined as a case with disposed charges that has not previously been submitted to FARE for day-forward FARE processing and in which the court financial or appearance obligations have not been satisfied.
BD-2	The purpose of bringing backlog cases into FARE is to facilitate collections on a court's delinquent balance caseload.

9. Backlog Entry Options

Requirement ID	Detail
BEO-1	A court may bring a case into delinquency processing by: <ol style="list-style-type: none"> 1) Determining that the case meets the court's delinquency criteria 2) Adding the FARE Delinquency Fee and then the FARE Special Collections Fee (19%) to the case/party obligations



	<p>3) Sending the case to JUSTIS with dispositions on all charges, the total financial obligations due (at the case or charge level), and the Special Collections Flag = Y and the TTEAP Notice Indicator</p> <ol style="list-style-type: none"> a. If the court has already sent out one notice for Failure to Pay then the court should set the TTEAP Notice Indicator of “1”. Once the Contractor receives the case, they will send out the Notice of Delinquent Account and if the case is TTEAP eligible, the case will be sent to TTEAP after 45 days from the date the Notice of Delinquent Account attempt was made. b. If the court has already sent out two notices for Failure to Pay then the court should set the TTEAP Notice Indicator of “2”. Once the Contractor receives the case, they will send out the Prevent Collection Action Notice and if the case is TTEAP eligible, the case will be sent to TTEAP after 15 days from the date the Prevent Collection Action Notice attempt was made. c. If the court has not sent out any notices for Failure to Pay then the court should set the TTEAP Notice Indicator of “0”. Once the Contractor receives the case, they will send out Notice of Delinquent Account and if the case is TTEAP eligible, the case will be sent to TTEAP after 75 days from the date the Notice of Delinquent Account attempt was made.
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10. Case Data for Initial Submission of Backlog Cases

Requirement ID	Detail
CDS-1	At the time a backlog case is sent to JUSTIS for FARE, the CMS is responsible for recording that the case has been sent to FARE; no confirmation transaction will be returned to the court.
CDS-2	See the technical specifications for full data contents of the transactions for new cases; however, the general type of information to be submitted includes: <ol style="list-style-type: none"> a. Case Number and filing date of the case b. Person information for the defendant, including available identifiers such as date of birth, and Social Security Number; alias information may be submitted, if available c. Party information for the defendant, including Driver License Number, if available d. Address information for the defendant including a “bad address” indicator if the court is aware that the address on the citation is not a valid address for mailing to the defendant. e. All charges on the case including the class of offense, charge case type, disposition and disposition date for each charge and TTEAP Qualifier Flag. f. Financial obligation data including total amount due, restitution amount, and special collection amount

11. Processing of Backlog or Newly Qualified Delinquency Cases

JUSTIS Function

Upon receiving a new case from a court (daily batch), JUSTIS will do the following:

Requirement ID	Detail
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PBC- 1	Log the appropriate transactions and updates to the statistical datamart for FARE that will be used for reporting and billing verification.
PBC-2	Add the case to Public Access so that it is accessible via the AOC's Public Access web site, including display of the appropriate citation number(s) associated with the charges, case history and dispositions.
PBC-3	Perform basic edits on the data transmitted and if invalid data is received, transmit error transactions back to the court through MQ. <ol style="list-style-type: none"> a. The court must correct the errors and transmit corrections. A new case will not be transmitted to Contractor until all related data is correct.

Contractor Function

When receiving a new case from JUSTIS (daily batch), Contractor will do the following:

Requirement ID	Detail
PBC-4	Add the case to the eTIMS® FARE data base
PBC-5	If a new case is received with a bad-address indicator, Contractor will skip-trace the address to determine a good address for mailing. <ol style="list-style-type: none"> a. On receiving a new address as a result of the skip-trace, Contractor will send an address update transaction through JUSTIS to the court
PBC-6	Make case information available on the FARE Web site and FARE IVR line for all cases where payments can be made. The total amount for the case/party will be available and the user may make full or partial payments
PBC-7	Send the appropriate notice. At least one notice will be sent for all new backlog cases so that the defendant will have the Web address and IVR number
PBC-8	When the Contractor receives returned mail for the notice sent (the letter is undeliverable by the post office because of a faulty or illegible address), Contractor will send an updated transaction through JUSTIS with the address and a bad address indicator.

12. Delinquency Processing

Requirement ID	Detail
DP-1	The court determines the criteria that makes a case eligible for FARE. When a case meets that criteria, the court then assigns the case to FARE in their CMS.
DP-2	These are CMS enhancements necessary before generating case transaction set: <ol style="list-style-type: none"> a. Adds the Delinquency Fee to the total case fees for the case/party b. After the Delinquency Fee addition, the CMS calculates the amount of the Special Collections fee using the percent being used for Special Collections and adds the Special Collections fee to the total balance due. c. Identifies the Delinquency Fee and the Special Collections fee amounts uniquely in their CMS so that these fees will be disbursed correctly on payment. d. Sends a transaction to Contractor with the Special Collections Flag = "Y" automatically. e. Send one or more updated obligation transaction(s) for the Case/Party to Contractor.
DP-3	The CMS: <ol style="list-style-type: none"> a. Shall maintain the integrity of the Special Collections fee as 19% of the total case balance across all financial updates. b. Non-payment balance adjustments must adjust the Special Collections fee by 19% of the non-payment adjustment.



	<p>c. When receipting a payment to a case the Special Collections fee will be applied at 15.9664% of the full payment amount regardless of the other receivable types (i.e. restitution) on the case. The remaining payment will be applied to the remaining case/charge receivables per Priority of Payment.</p> <p>d. When applying a tax intercept payment, the Special Collections fee must not be included in the payment allocation. Once the payment has been received the Special Collections fee must be adjusted down by 19% of the payment amount. The tax intercept payment must be explicitly identified when sending the obligation update to JUSTIS.</p> <p>e. Both the Delinquency fee and the Special Collections fee must be included in the monthly State Remittance Report.</p>
DP-4	If appropriate for the charges in the case, the total balance due will be added to the TTEAP-eligible balance due for the party and if the balance for the person exceeds \$10, Contractor will refer the defendant for a TTEAP hold.
DP-5	Upon receiving an updated obligation following the delinquency processing transaction, Contractor updates the balances due and determines and implements additional delinquency actions appropriate for the Case/Party.
DP-6	<p>If the defendant appears and the court agrees to place them on a payment plan, the court must update the status for the case to JUSTIS and Contractor. This will result in the following:</p> <ol style="list-style-type: none"> The lifting of a TTEAP registration hold if in place The suspension of all collections activities performed by Contractor

FARE WEB PAYMENT REQUIREMENTS

13. Purpose

As described in Administrative Order 2003-126, FARE will provide local courts with web based credit and debit card payments.

The web site for payment processing will offer anyone the convenience of making on line credit and debit card payments for financial obligations due to Arizona courts and will offer convenient links to the Service Arizona portal and the Arizona Supreme Court web site.

Allowing credit card* payments of court financial obligations on the FARE Web site will:

- Encourage timely payment.
- Provide convenient methods of payment for anyone with a credit card and either access to the Internet or a telephone.
- Provide an additional method of payment for courts that do not currently accept credit cards.
- Provide a method of payment that will enable rapid clearance of vehicle registration holds when the hold is placed as a part of TTEAP for non-payment of court financial obligations on traffic offenses.

*These requirements only refer to "credit card" but debit cards will also be accepted if they have a VISA or MasterCard logo.



14. Associated Fees

Requirement ID	Detail
AF-1	The costs for Web payment services shall be absorbed by and adhere to the FARE fees described in Administrative Order 2003-126.
AF- 2	No separate fees will be charged to users of the FARE Web site for making a payment using that facility.
AF- 3	The Contractor shall ensure information available in their system for an individual's account includes all obligations owed to all Arizona courts that have been transmitted to the Contractor.

15. Web Site Security

Requirement ID	Detail
WS- 1	The Contractor shall ensure that all transactions are secure using a mutually agreed-upon data encryption technology and that personal data is protected from access using fire walls.
WS -2	The Contactor shall ensure information available in their system for an individual's account includes all obligations owed to all Arizona courts that have been transmitted to the Contractor based on the business processing requirements established for assuring individuals are the same person (matching).
WS- 3	There shall be no accessible storage of user credit or debit card information.

16. Web Site URL and Access for Payment Processing

Requirement ID	Detail
WSU-1	The Contractor shall be responsible for the operation, accuracy and maintenance of the web site.
WSU-2	The Contractor shall provide a web site that is secure, visually appealing, user-friendly, and has the capability for anyone with access to the internet to make credit and debit card payment for financial obligations due the Arizona courts.
WSU-3	The URL " azcourtpay.com " is currently approved as the accepted web access. This web site integrates with the Contractor's system to provide the individual account information regarding the financial obligations owed.
WSU-4	The Contractor shall transmit a real-time payment transaction to each court based on the established Merchant ID via the AOC indicating the appropriate identification information for the: <ol style="list-style-type: none"> Case(s) paid, the defendant identification information, a unique payment identification number and; the payment amount, date and time.
WSU-5	The Contractor's web site shall accept either credit or debit card transactions on the web site 24 hours per day, 7 days per week. Credit and debit card transactions will be accomplished through secure, online, real-time access to the web site.
WSU-6	The Contractor shall be responsible for the financial, operational and maintenance obligation for the hardware/software/telecommunications environment necessary to support the web site 24 hours per day, 7 days per week with the exception of scheduled maintenance.
WSU-7	The Contractor's Network Operations Center (help desk) shall be available 24 hours per day, 7 days per week to assist with questions or issues pertaining to the web site. <ol style="list-style-type: none"> The Contractor's help desk will provide assistance with web site operation or availability questions. It is not a service to the public regarding their accounts.



17. Court Obligations Payable on the FARE Web Site

Delinquency or Backlog Processing

Requirement ID	Detail
CO-1	Contractor shall ensure that payment can be made via Web for all financial obligations at the time a notice is mailed referencing the obligation.
CO-2	Only one total shows for the case. The total includes all financial sentences on all charges and all case fees.
CO-3	For available cases, both full and partial payments will be accepted. Partial payments of at least \$20 are accepted. If the case balance is less than \$20, it must be paid in full.
CO-4	If payment satisfies the remaining obligation causing a TTEAP hold release for overdue monies owed to the court, the user will be referred to Service Arizona website.
CO-5	Where payment of outstanding financial obligations can satisfy a Failure to Pay/Comply warrant, payment for the obligations due may be paid on the Web site and will not be treated as a bond.
CO-6	The Web site shall reflect accurate information for compliance based on the individual data transmitted by the court.

18. Cases Not Available for Pay-by-Web

The FARE web site will *not* allow payment:

Requirement ID	Detail
CNA-1	Cases that have been paid in full (i.e. recalled cases, or those where the balance has been adjusted to zero).
CNA-2	Cases flagged by the court for removal from the FARE Web site.
CNA-3	The FARE Web site will not be used for payment of bonds on Failure to Appear warrants and CMS systems should not transmit bond amounts to JUSTIS as financial obligations due. <ol style="list-style-type: none"> a. Where payment of outstanding financial obligations can satisfy a Failure to Pay/Comply warrant, payment for the obligations due may be paid on the Web site and will not be treated as a bond.

19. FARE Web Access Requirements

To access the FARE Web site, the user will need to input one of the following pieces of information:

Requirement ID	Detail
FWA-1	Notice Number <ol style="list-style-type: none"> a. If a person has received multiple notices on a case in FARE, any of the Notice Numbers should provide access to the party's name/cases, not just the most recent notice number
FWA-2	Case Number <ol style="list-style-type: none"> a. The Case Number will be displayed showing either the Case Category and Case Sequence Number or just the Case Sequence Number as determined by the Court Profile completed by the court. b. If there are multiple cases that match the Case Number criteria, the user must choose one case from those displayed on the Case/Name verification screen



20. General FARE Web Site Design Requirements

The following Design Requirements have been specified:

Requirement ID	Detail
FWD-1	The Web site will be available in both English and Spanish <ul style="list-style-type: none"> a. A replica version of the FARE web site shall be available in the Spanish language. This will include programming of screens, messages and flow of the approved FARE web site in the Spanish language.
FWD-2	The Contractor shall make minor text modifications based upon changing program requirements (e.g. hours of operation, payment instructions, etc.). <ul style="list-style-type: none"> a. Such modifications will be reflected on the Spanish web site, but may be subjected to additional costs, based on an estimate of work required.
FWD-3	Only the cases where obligations are due will appear on the Web site. <ul style="list-style-type: none"> a. If a person enters a notice number for a case on which the balance is currently zero, the case will display but will not be accessible for payment.
FWD-4	There will be a disclaimer on the initial page of the Web site noting that not all cases in all Arizona courts are eligible for payment on the Web site.
FWD-5	There will be a link to the AOC's Public Access Web site if the person needs to do additional checking to find the correct case number to input. <ul style="list-style-type: none"> a. There will be links through Public Access for a list of courts, addresses and phone numbers and for a list of cases associated with a TTEAP vehicle registration hold and specific related Web sites (parking ticket payment in Phoenix)
FWD-6	Contractor will display a person verification screen showing the case number, the name of the court in which the case was filed, the last name of the defendant(s), and the name of the City in their address. <ul style="list-style-type: none"> a. This screen will only have one case on it when accessing by notice but may have multiple cases on it when accessing by Case Number
FWD-7	Show last name of defendant on all pages after the case/party has been identified.
FWD-8	Contractor will adjust the balance due on the case in eTIMS® after a payment is made in order to display the new balance; but will await confirmation from the CMS and adjust balances due if the CMS balance due is different. <ul style="list-style-type: none"> a. Contractor will utilize Compare Reports to serve as exception report for payments without confirmation from the CMS.
FWD-9	Cases will be shown in the following sequence: <ul style="list-style-type: none"> a. Cases associated with the case number or notice number entered. b. All remaining cases in that court in LIFO (last in, first out sequence) based on Case Filing Date c. Remaining cases for the individual grouped by court number and LIFO based on Case Filing Date within court number; the court numbers will be displayed in numerical sequence starting with the court number associated with access and "wrapping" to the beginning of the court number sequence d. Need ability to display over 100 cases for an individual
FWD-10	When inputting the credit card information, the site will ask for the Security Code also, although it isn't required information; if not given, the user must indicate that the security code can neither be read nor located.



FWD-11	After paying one case, the user will be directed back to select other cases for payment if there are more cases to be paid for that party.
FWD-12	The credit card information will remain available as long as there are cases selected to pay (if the user requests that it remain available); the user does not have to re-key that information.
FWD-13	There will be a minimum payment amount of \$20; the user may pay less than the minimum only if they are paying the balance on the case and the case balance was less than \$20.
FWD-14	A payment confirmation will be e-mailed to the individual if they have inputted an e-mail address; otherwise, the user may screen print the confirmation page.
FWD-15	The reference number is the same as the confirmation number that will be sent to the court with the payment information and can be used to track the payment to the merchant identification number.
FWD-16	Payments must be authorized before being accepted.
FWD-17	<p>If a person with a TTEAP hold makes payment(s) clearing all their TTEAP obligations they will be given a link to Service Arizona and Public Access</p> <ol style="list-style-type: none"> a. If they still have outstanding obligations and the hold cannot be cleared they will be informed of that fact and will be given a link to Public Access to research outstanding obligations b. The Contractor shall create all links to the Service Arizona portal to facilitate the connection from MVD's e-commerce site to the Contractor's system web site for payment of court financial obligations and from the Contractor's web site to MVD's e-commerce site for reinstatement of license plate registration renewal after payment of court financial obligations.
FWD-18	There will be a disclaimer on payment confirmation stating that on full payment of a case in which the driver license was suspended the person should contact the court for the documentation for driver license reinstatement.
FWD-19	There will be an on-line survey/feedback available to collect information about Web site use. All feedback information is sent directly to the AOC and Contractor via email.
FWD-20	Any changes to the current wording and design used on the FARE Web site and survey(s) must be approved by the AOC.

The website details are available in the **FARE Website Layout**.

21. FARE Credit Card Payments

The following requirements apply to credit card payments made on the FARE Web.

Court Deposits and Payment Reporting

Requirement ID	Detail
CDPR-1	Payment processing shall adhere to Minimum Accounting Standards followed by Arizona State Courts (ACJA Code §1-401 Minimum Accounting Standards).
CDPR-2	Each payment for each case/party for each court will be in a separate transaction.
CDPR-3	The payment transaction will be sent to the court bank account established for FARE credit card transactions.
CDPR-4	Contractor will send a payment transaction to the court's CMS real-time via JUSTIS. These transactions should be processed by the court's CMS as real time with obligation transactions reflecting the new balance being sent back through JUSTIS to Contractor to update eTIMS®.



CDPR-5	The Contractor shall be responsible for processing and authorizing credit and debit card payments, real-time notification to the appropriate courts via the AOC of a financial transaction and timely and accurate deposit of the payments into the appropriate court bank accounts.
CDPR-6	The Contractor shall provide an audit report pursuant to specifications mutually agreed-upon by the AOC and the Contractor on an annual basis or periodically upon request.
CDPR-7	All credit and debit card payments through the web site shall be electronically deposited accurately to the participating courts' bank accounts within mutually agreed upon timeframes appropriate to the type of card used.
CDPR-8	The AOC shall be responsible for the AJIN network infrastructure and system support necessary to accept and post information about the credit and debit card payments that are made online and deposited into the courts' bank accounts.
CDPR-9	The AOC shall ensure that data is transmitted in the correct format to the Contractor, on the agreed-upon schedule and that data received from the Contractor will be processed accurately.
CDPR-10	<p>The Contractor shall be responsible for providing a daily emailed electronic web payment report to each participating court to use to reconcile web payments deposited into their bank accounts. The report shall list each payment transaction made on the Contractor's web site indicating the case number, date of birth, debtor name (first, middle initial, last, suffix), charge count, amount paid, new balance due, date the payment was made, confirmation number, credit card type and payment source (web or IVR).</p> <ol style="list-style-type: none"> a. Payments made by Web and those by IVR will be listed separately. b. The reports will be produced as part of daily batch processing performed at the close of each business day. <p><i>An example of a FARE Daily Web/IVR Payment report is included in this section.</i></p>
CDPR-11	The Contractor shall be responsible for timely rectifying erroneously recorded payment updates and erroneously deposited funds via electronic means for debit and credit card payments made on the Contractor's web site, unless otherwise specified by the impacted court(s).

Clearinghouse Deposits

Requirement ID	Detail
CHD-1	The Contractor shall be required to use a credit card clearinghouse(s) in order to obtain real-time authorizations prior to notifying the court of the payment to reduce chargebacks.
CHD-2	The Contractor shall be responsible for providing AOC with administrative access to view all clearinghouse deposits made for each individual court for reconciliation and payment deposit validation purposes.
CHD-3	The Contractor's clearinghouse vendor shall provide detailed and summarized administrative level reports to the AOC for each FARE participating courts.
CHD-4	The Contractor shall be responsible for providing individual courts with user level access to view clearinghouse reports, live transaction reports, reconciliation and payment deposit validation within their local bank account.
CHD-5	The Contractor's clearinghouse vendor shall provide daily and monthly summarized and itemized activity reports for participating courts.
CHD-6	The Contractor's clearinghouse vendor shall provide reports identifying chargebacks and payment adjustments at a daily and monthly summary and detailed level mutually agreed to by the AOC and the Contractor.
CHD-7	<p>Within a 2-3 business day timeframe, the following will happen:</p> <ul style="list-style-type: none"> • The Contractor sends all payments to the Clearing House



	<ul style="list-style-type: none"> • The Clearing House sends the requests to the Card Holder's Bank • The Card Holders Bank sends the funds to the Clearing House • The Clearing House deposits the funds into the Court's Bank Account
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Chargebacks

Requirement ID	Detail
CHBK-1	The Contractor shall be responsible for timely resolving any chargeback requests and any other clearinghouse-related errors resulting from the web site use.
CHBK-2	Contractor is responsible for any research and required responses to the credit card agency including providing the proper documentation in the event of a credit card payment dispute. Upon notification to Contractor that the chargeback request is resulting in a deduction to the court's bank account, the court will receive a transaction notifying them of this request with the same reference number as the original transaction. Contractor will send the credit card agency's chargeback request with the appropriate backup documentation to the court. Courts will see the debit from their bank account being used as the merchant account when there is a chargeback.
CHBK-3	Courts will initiate an ACH Debit Authorization Form to be signed and reviewed by both court and bank representative in the event the court bank account restricts electronic withdrawal.
CHBK-4	Courts will complete the ACH Debit Acknowledgement Form in the event the court bank account does not allow electronic debits to occur. a. The court shall disburse a check to TransFirst directly.
CHBK-5	On a chargeback, courts may apply the same criteria they apply to a Non-Sufficient Funds (NSF) check. Actual processing of the chargeback will be manual at the court (intentionally). Some courts add an additional fee for chargebacks and others do not; any additional fees will result in a balance update.
CHBK-6	Contractor and AOC will need a contact in each court for coordinating chargebacks if a problem is encountered.

22. Data Transmission

Requirement ID	Detail
DTT-1	The Data Elements for FARE table gives brief descriptions of the data used in FARE, either sent by the court to JUSTIS or received from the court from JUSTIS.
DTT-2	Please refer to Data Elements for FARE to view this table. The data elements described in Attachment E are data elements used in Full FARE.
File Record Layouts	
DTT-4	For additional technical detail concerning this data, see JUSTIS → CMS Data Design Information Document



23. FARE Daily Web/IVR Payment Report Example

PROGRAM: A3RPTWID-0716		Xerox State & Local Solutions Inc.		RUNDATE: 10/25/2014						
CLIENT : AZ FARE-INTERIM		FARE		RUNTIME: 06:04:57						
COURT : 0716 COURT NAME : West McDowell Justice		DAILY WEB/IVR PAYMENT REPORT		PAGE NO: 1						
MERCHANT NUMBER: 0849213100886				PROCESS DATE: 10/24/2014						
ITEM #	CASE NUMBER	DATE OF BIRTH	NAME	COUNT #	AMOUNT PAID	BEG BAL DUE	NEW BAL DUE	CREDIT CARD	PAID SOURCE	CONFIRM NUMBER
1	TR	06/02/		00-00	\$20.00	\$135.00	\$115.00	VI	WEB	090860564
2	TR	08/30/		00-00	\$100.00	\$1,460.00	\$1,360.00	VI	IVR	090860343
3	CT	12/14/		00-00	\$286.63	\$686.63	\$400.00	VI	WEB	090861035
4	CT	12/14/		00-00	\$400.00	\$400.00	\$0.00	VI	IVR	090861056
TOTAL RECEIVED:					\$806.63					



24. FARE Website Payment Confirmation Examples

Standard confirmation message for a non-TTEAP case



The screenshot shows a payment confirmation page from the FARE (Fines, Fees and Restitution Enforcement) system. The page includes a header with the Arizona Courts Online Payment logo and a navigation link for the online payment form. The main content area displays the following information:

Date:	07/13/2004
Time:	10:57 AM
Confirmation Number:	50001016
Amount Paid:	\$1.00
Payment Method:	Visa
Credit Card Number:	****0026
Initial Inquiry:	Case: TR200301948
Last Name:	YOUNG
City of Residence:	PHOENIX
Court:	WELLTON JUSTICE
Selected Case No.:	TR200301949
Last Name:	YOUNG
City of Residence:	PHOENIX

Your payment was successful!

Thank you for using the Arizona Courts Online Payment system. To print this page, use your browser print button.

To research other outstanding obligations, please click the following link:
<http://www.supreme.state.az.us/publicaccess>

If your driving privileges have been suspended as a result of this case, the court will not release its hold until you have paid the full amount due. You must contact the court for the appropriate documentation to reinstate your driving privileges.

If you have other court ordered obligations on this case (such as screening, counseling, or community service), your case will not be considered closed until you submit proof of compliance to the court.

Payment Confirmation Page for a case with a TTEAP Hold with a TTEAP real-time release message after a payment causes a release from the TTEAP hold and a release transaction is sent to MVD.



[* ONLINE PAYMENT HOME](#)



Arizona Courts Online Payment

Payment Confirmation

Date:	07/13/2004
Time:	9:14 AM
Confirmation Number:	50001001

Amount Paid:	\$1.00
Payment Method:	Visa
Credit Card Number:	****0026

Initial Inquiry:	Case: TR200301104
Last Name:	ORANGE
City of Residence:	AVONDALE

Court:	SOMERTON JUSTICE
Selected Case No.:	TR200301104
Last Name:	ORANGE
City of Residence:	AVONDALE

Your payment was successful!

Thank you for using the Arizona Courts Online Payment system. To print this page, use your browser's print button.


You have satisfied all your financial and court ordered obligations. Should you need to, you may now register your vehicle using the following MVD link: <http://www.servicetazona.com>

If your driving privileges have been suspended as a result of this case, the court will not release its hold until you have paid the full amount due. You must contact the court for the appropriate documentation to reinstate your driving privileges.

If you have other court ordered obligations on this case (such as screening, counseling, or community service), your case will not be considered closed until you submit proof of compliance to the court.

Payment Confirmation Page for a case with a TTEAP with a TTEAP no release message when a payment does not cause a release for the TTEAP hold.





[ONLINE PAYMENT HOME](#)

Arizona Courts Online Payment

Payment Confirmation

Date:	01/11/2017
Time:	9:55 AM
Confirmation Number:	90001008
*Amount Paid:	\$360.69
Payment Method:	Visa
Credit Card Number:	****1111
Initial Inquiry:	Case: TR200101297
Last Name:	FRANK
City of Residence:	BULLHEAD CITY
Court:	BULLHEAD CITY MUNI
Selected Case No.:	TR200003981
Last Name:	FRANK
City of Residence:	BULLHEAD CITY

Your payment was successful!

Thank you for using the Arizona Courts Online Payment system. To print this page, use your browser print button.

You have not satisfied all your court ordered obligations. You may not register your vehicle until you satisfy all your court ordered obligations. To research other outstanding obligations, please click the following link: <http://www.supreme.state.az.us/publicaccess>

If your driving privileges have been suspended as a result of this case, the court will not release its hold until you have paid the full amount due. You must contact the court for the appropriate documentation to reinstate your driving privileges.

If you have other court ordered obligations on this case (such as screening, counseling, or community service), your case will not be considered closed until you submit proof of compliance to the court.

< I'm finished paying cases

> continue to pay another case

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FARE IVR SYSTEM REQUIREMENTS

25. Purpose

As described in Administrative Order 2003-126, FARE will provide local courts with telephone based credit and debit card payments.

The FARE Interactive Voice Response (IVR) system for payment processing will offer the public the convenience of making credit and debit card payments for financial obligations due to Arizona courts.

Allowing credit card* payments of court financial obligations on the FARE IVR system will:

- Encourage timely payment.
- Provide convenient methods of payment for anyone with a credit card and access to a telephone.
- Provide an additional method of payment for courts that do not currently accept credit cards.
- Provide a method of payment that will enable rapid clearance of vehicle registration holds when the hold is placed as a part of TTEAP for non-payment of court financial obligations on traffic offenses.

*These requirements only refer to “credit card” but debit cards will also be accepted if they have a VISA or MasterCard logo.

26. Associated Fees

Requirement ID	Detail
AF-1	The costs for IVR payment services shall be absorbed by and adhere to the FARE fees described in Administrative Order 2003-126.
AF- 2	No separate fees will be charged to users of the FARE IVR telephone line site for making a payment using that facility. The IVR telephone line will be toll-free.
AF- 3	The IVR shall integrate with the Contractor’s system to provide individual account information regarding the financial obligations owed.

27. FARE IVR Security

Requirement ID	Detail
IVRS- 1	The Contractor shall ensure that credit and debit card transactions will be accomplished through secure, real-time means.
IVRS -2	The Contactor shall ensure information available in their system for an individual's account includes all obligations owed to all Arizona courts that have been transmitted to the Contractor based on the business processing requirements established for assuring individuals are the same person (matching).
IVRS- 3	There shall be no accessible storage of user credit or debit card information.

28. IVR System and Access for Payment Processing

Requirement ID	Detail
SAPP-1	The Contractor shall be responsible for the operation, accuracy and maintenance of the IVR line.



SAPP-2	The Contractor shall transmit a real-time payment transaction to each court based on the established Merchant ID via the AOC indicating the appropriate identification information for the: <ul style="list-style-type: none"> e. cases and/or charges paid, f. the defendant identification information, g. a unique payment identification number and; h. the payment amount, date and time.
SAPP-3	The Contractor shall be responsible for processing and authorizing credit and debit card payments with real-time notification to the appropriate courts via the AOC of a financial transaction and timely and accurate deposit of payments into the appropriate court bank accounts.
SAPP-4	The Contractor shall be responsible for the financial, operational and maintenance obligation for the hardware/software/telecommunications environment necessary to support the IVR line 24 hours per day, 7 days per week with the exception of scheduled maintenance.

29. Court Obligations Payable on the IVR Line

POST-DISPOSITION PROCESSING

Requirement ID	Detail
CO-1	Contractor shall ensure that payment can be made via IVR line for all financial obligations at the time a notice is mailed referencing the obligation.
CO-2	Only one total shows for the case. The total includes all financial sentences on all charges and all case fees.
CO-3	Once disposition and sentence information has been received on all charges (except FTA/FTP charges on a case) the total financial obligation for the case will be available on the IVR line unless specifically excluded by the court by setting a flag for WEB/IVR removal.
CO-4	For available cases, both full and partial payments will be accepted. Partial payments of at least \$20 are accepted. If the case balance is less than \$20, it must be paid in full.
CO-5	If payment satisfies the remaining obligation causing a TTEAP hold for overdue monies owed to the court, the user may renew registration of their vehicle.
CO-6	Contractor shall ensure all outstanding financial obligations that are involved in a TTEAP hold can be paid via the IVR
CO-7	Where payment of outstanding financial obligations can satisfy a Failure to Pay/Comply warrant, payment for the obligations due may be paid on the IVR line s
CO-8	The IVR line shall reflect accurate information for compliance based on the individual data transmitted by the court.

30. Cases Not Available for Pay-by-IVR

The FARE IVR line will **not** allow payment:

Requirement ID	Detail
CNA-1	Cases that have been paid in full (i.e. recalled cases, or those where the balance has been adjusted to zero).
CNA-2	Cases flagged by the court for removal from the FARE IVR line.
CNA-3	The FARE IVR line will not be used for payment of bonds on Failure to Appear warrants and CMS systems should not transmit bond amounts to JUSTIS as financial obligations due.



	a. Where payment of outstanding financial obligations can satisfy a Failure to Pay/Comply warrant, payment for the obligations due may be paid on the Web site and will not be treated as a bond.
--	---

31. FARE IVR Line Access Requirements

To access the FARE IVR line, the user will need to input one of the following pieces of information:

Requirement ID	Detail
FLA-1	Notice Number b. If a person has received multiple notices on a case in FARE, any of the Notice Numbers should provide access to the case, not just the most recent notice number

32. General FARE IVR Line Design Requirements

The following Design Requirements have been specified:

Requirement ID	Detail
IVRD-1	The Contractor shall provide the telecommunications environment that will support the Interactive Voice Response system that will be accessed by the public.
IVRD-2	The IVR telephone number is 866-859-2527.
IVRD-3	The IVR script will be available in both English and Spanish b. The AZ FARE IVR Scripts in English and Spanish are included in AZ FARE IVR English Script and AZ FARE IVR Spanish Script respectively.
IVRD-4	The IVR shall provide TDD options and toll-free access.
IVRD-5	The Contractor shall accept either credit or debit card transactions on the IVR line 24 hours per day, 7 days per week with the exception of scheduled maintenance.
IVRD-6	There will be "live" IVR Support available from 8:30 a.m. to 5:00 p.m. Arizona time, exclusive of weekends and Arizona State holidays. a. This service shall be limited to the handling of exception calls that cannot be completed through the IVR system, providing assistance with IVR operation or availability questions. It is not a service to the public regarding their accounts.
IVRD-7	Live IVR support is available for the purpose of assisting callers in using the IVR line to successfully make a payment. a. The support personnel will only have basic information available such as court names, addresses, hours of operation and acceptable methods of payment; they should not answer questions concerning court cases. b. The support personnel may refer callers to the AOC's Public Access Web site if the person needs to do find additional information about specific cases.
IVRD-8	The Contractor shall direct callers who call after normal business hours to call back during normal business hours
IVRD-9	There will not be direct access to live support personnel until the caller has input a valid Notice Number.
IVRD-10	When the user enters a valid Notice Number, the number will be read back to them and they will be asked to confirm the number, to ensure accessing the correct case.



IVRD-11	Contractor will adjust the balance due on the case in eTIMS® after a payment is made in order to display the new balance; but will await confirmation from the CMS and adjust balances due if the CMS balance due is different.
FWD-12	When inputting the credit card information, the script will also ask for the zip code on the billing address. a. The script will also ask for the Security Code, although the Security Code isn't required information and if not given, the user must indicate that the security code can neither be read nor located.
FWD-13	There will be a minimum payment amount of \$20; the user may pay less than the minimum only if they are paying the balance on the case and the case balance was less than \$20.
FWD-14	Callers will be given a payment confirmation number for later reference.
FWD-15	The reference number is the same as the confirmation number that will be sent to the court with the payment information and can be used to track the payment to the merchant number.
FWD-16	Payments must be authorized before being accepted.
FWD-17	Any changes to the current script used on the FARE IVR line must be approved by the AOC.

To review the IVR Tree, please refer to AZ FARE Call Flow.

33. FARE Credit Card Payments

The following requirements apply to credit card payments made on the FARE IVR Line.

Court Deposits and Payment Reporting

Requirement ID	Detail
CDPR-1	Payment processing shall adhere to Minimum Accounting Standards followed by Arizona State Courts (ACJA Code §1-401 Minimum Accounting Standards).
CDPR-2	Each payment for each case/party for each court will be in a separate transaction.
CDPR-3	The payment transaction will be sent to the court bank account established for FARE credit card transactions.
CDPR-4	Contractor will send a payment transaction to the court's CMS real-time via JUSTIS. These transactions should be processed by the court's CMS as real time with obligation transactions reflecting the new balance being sent back through JUSTIS to Contractor to update eTIMS®.
CDPR-5	The Contractor shall be responsible for processing and authorizing credit and debit card payments, real-time notification to the appropriate courts via the AOC of a financial transaction and timely and accurate deposit of the payments into the appropriate court bank accounts.
CDPR-6	Contractor will provide courts with daily reports via email, for reconciliation of credit card payments. Payments made by IVR will be listed separately. The reports will be produced as part of daily batch processing performed at the close of each business day. This process is also for both IVR and Web Payments.
CDPR-7	All credit and debit card payments through the IVR line shall be electronically deposited accurately to the participating courts' bank accounts within mutually agreed upon timeframes appropriate to the type of card used.
CDPR-8	The AOC shall be responsible for the AJIN network infrastructure and system support necessary to accept and post information about the credit and debit card payments that are made online and deposited into the courts' bank accounts.



CDPR-9	The AOC shall ensure that data is transmitted in the correct format to the Contractor, on the agreed-upon schedule and that data received from the Contractor will be processed accurately.
CDPR-10	The Contractor shall provide appropriate reports for individual courts to use to reconcile IVR payments deposited into their bank accounts.
CDPR-11	The Contractor shall be responsible for providing a daily emailed electronic IVR payment report to each participating court that shall list each payment transaction made on the Contractor's IVR line indicating the case number, date of birth, debtor name (first, middle initial, last, suffix), charge count, amount paid, new balance due, date the payment was made, confirmation number, credit card type and payment source (web or IVR). c. Payments made by Web and those by IVR will be listed separately. d. The reports will be produced as part of daily batch processing performed at the close of each business day. <i>An example of a FARE Daily Web/IVR Payment report is included in this section.</i>
CDPR-12	The Contractor shall be responsible for timely rectifying erroneously recorded payment updates and erroneously deposited funds via electronic means for debit and credit card payments made on the Contractor's IVR, unless otherwise specified by the impacted court(s). Any financial institution costs or fees associated with erroneous deposits shall be paid by the Contractor and not incurred by the AOC or participating courts.
CDPR-13	All credit and debit card payments made through the IVR shall be electronically deposited accurately to the participating courts' bank accounts within the timeframes appropriate to the type of card used.

Clearinghouse Deposits

Requirement ID	Detail
CHD-1	The Contractor shall be required to create and maintain the interface with a credit card clearinghouse(s) in order to obtain real-time authorizations prior to notifying the court of the payment to reduce chargebacks.
CHD-2	The Contractor shall be responsible for providing AOC with administrative access to view all clearinghouse deposits made for each individual court for reconciliation and payment deposit validation purposes.
CHD-3	The Contractor shall be responsible for providing individual courts with user level access to view clearinghouse reports, live transaction reports, reconciliation and payment deposit validation within their local bank account.
CHD-4	The Contractor's clearinghouse vendor shall provide daily and monthly summarized and itemized activity reports for participating courts.
CHD-5	The vendor shall provide reports identifying chargebacks and payment adjustments at a daily and monthly summary and detailed level mutually agreed to by the AOC and the Contractor.
CHD-6	Within a 2-3 business day timeframe, the following will happen: <ul style="list-style-type: none"> • The Contractor sends all payments to the Clearing House • The Clearing House sends the requests to the Card Holder's Bank • The Card Holders Bank sends the funds to the Clearing House • The Clearing House deposits the funds into the Court's Bank Account

Chargebacks

Requirement ID	Detail
CHBK-1	The Contractor shall be responsible for timely resolving any chargeback requests and any other clearinghouse-related errors resulting from the IVR use.



CHBK-2	Contractor is responsible for any research and required responses to the credit card agency including providing the proper documentation in the event of a credit card payment dispute. Upon notification to Contractor that the chargeback request is resulting in a deduction to the court's bank account, the court will receive a transaction notifying them of this request with the same reference number as the original transaction. Contractor will send the credit card agency's chargeback request with the appropriate backup documentation to the court. Courts will see the debit from their bank account being used as the merchant account when there is an actual chargeback.
CHBK-3	On a chargeback, courts may apply the same criteria they apply to a Non-Sufficient Funds (NSF) check. If payment was made on a pre-disposition charge or charges; the court will default those charges without allowing a grace period. Actual processing of the chargeback will be manual at the court (intentionally). Some courts add an additional fee for chargebacks and others do not; any additional fees will result in a balance update.

34. Data Transmission

Requirement ID	Detail
DTT-1	The Data Elements for FARE table gives brief descriptions of the data used in FARE, either sent by the court to JUSTIS or received from the court from JUSTIS.
DTT-2	Please refer to Data Elements for FARE to view this table. The data elements described in Attachment E are data elements used in Full FARE.
File Record Layouts	
DTT-3	For additional technical detail concerning this data, see JUSTIS → CMS Data Design Information Document

35. FARE Daily Web/IVR Payment Report Example

PROGRAM: A3RPTWID-0716		Xerox State & Local Solutions Inc.		RUNDATE: 10/25/2014	
CLIENT : AZ FARE-INTERIM		FARE		RUNTIME: 06:04:57	
COURT : 0716 COURT NAME : West McDowell Justice		DAILY WEB/IVR PAYMENT REPORT		PAGE NO: 1	
MERCHANT NUMBER: 0849213100886				PROCESS DATE: 10/24/2014	

ITEM #	CASE NUMBER	DATE OF BIRTH	NAME	COUNT #	AMOUNT PAID	BEG BAL DUE	NEW BAL DUE	CREDIT PAID CARD	PAID SOURCE	CONFIRM NUMBER
1	TR	06/02/		00-00	\$20.00	\$135.00	\$115.00	VI	WEB	090860564
2	TR	08/30/		00-00	\$100.00	\$1,460.00	\$1,360.00	VI	IVR	090860343
3	CT	12/14/		00-00	\$286.63	\$686.63	\$400.00	VI	WEB	090861035
4	CT	12/14/		00-00	\$400.00	\$400.00	\$0.00	VI	IVR	090861056
TOTAL RECEIVED:					\$806.63					



FARE TTEAP REQUIREMENTS

36. Purpose

The authorization for the Traffic Ticket Enforcement Assistance Program (TTEAP) is established by ARS § 28-1631 through § 28-1636.

Implementing TTEAP provides an effective sanction ensuring financial compliance. It is the ability to place a hold on renewal of vehicle registrations for those persons who owe the courts (collectively) more than \$10 in financial obligations on civil and criminal traffic or Title 5 Chapter 3 (Recreational Boating) offenses.

37. Implementation

Requirement ID	Detail
IMP-1	TTEAP for the Arizona courts will be implemented exclusively using the FARE program.
IMP- 2	JUSTIS will pass to the Contractor eligibility flag for TTEAP and Contractor will determine eligibility for TTEAP based on a collective evaluation of all the court data in FARE. That evaluation includes confirming the presence of name, Date of Birth (DOB) and either Social Security Number (SSN) or Driver’s License Number (DL#). If that data is not available, the Contractor evaluates the data for further processing.
IMP-3	JUSTIS is responsible for interfacing TTEAP placements and removals between MVD and the Contractor.

38. TTEAP Definitions

Requirement ID	Detail
TDEF-1	“TTEAP Eligibility” means the defendant has failed to comply with court orders as defined in the Arizona Revised Statutes and has a customer record at the Arizona Motor Vehicle Division (MVD). MVD will place an indicator on the defendant’s customer record which will result in a hold being placed on renewal of registration for any vehicle registered to the defendant until the court obligations have been satisfied.
TDEF-2	"TTEAP add" means a transaction sent by the Contractor to MVD through the AOC requesting that a TTEAP hold indicator be placed on the defendant's customer record.
TDEF-3	"TTEAP hold removal" means a real-time transaction sent by the Contractor to MVD through the AOC requesting that the TTEAP hold indicator be removed from a defendant's customer record.

39. TTEAP Registration Holds

TTEAP Eligible Status - If a person has outstanding financial obligations for civil/criminal traffic or Title 5 Chapter 3 (Recreational Boating) offenses in excess of \$10 for all courts, and the case/party has a DOB



and either an SSN or Driver's License, a TTEAP hold can be placed against the person's customer record at MVD.

To accomplish this, the following will occur:

Requirement ID	Detail
REG-1	<p>If all charges for a case/party are TTEAP eligible (as determined by the court; (See section on TTEAP Court Disposition Setting of Eligibility for Case Charges ID CDSECC-2,3), and the person has been noticed twice for the financial obligations on the case and the FARE Delinquency Fee has been added to the case the Contractor will add the amount of the financial obligation to the qualifying TTEAP amount for the person and will do one of the following:</p> <ul style="list-style-type: none"> a. If there is currently a TTEAP hold on the person, Contractor will flag the case/party in eTIMS® as contributing to a TTEAP hold and will send a TTEAP add transaction through JUSTIS to the CMS for the case/party and the CMS will record that information b. If the person is not currently on TTEAP and the amount for all TTEAP-eligible cases now exceeds \$10, Contractor will: <ul style="list-style-type: none"> i. Send a transaction to MVD through JUSTIS for a TTEAP add <ul style="list-style-type: none"> 1.If MVD returns an add confirmation through JUSTIS to Contractor, Contractor will record this information in eTIMS® and send a TTEAP add transaction through JUSTIS to the CMS for each case/party contributing to the hold and the CMS in each court will record that information for the case/party 2.If MVD does not return an add confirmation for the person because they have no customer record, JUSTIS and Contractor will record this information and the CMS would receive a "Rejections Details" transaction indicating the reason the rejection was made. A daily report is also available in the Contractor's report library for hard copy review.
REG-2	<p>Based on the criteria set in Business Requirements 2 - Delinquency Processing Non ACAP Requirement BEO-1, the Contractor will add the balance for a TTEAP-eligible case to the total TTEAP balance for the defendant and if appropriate, send the TTEAP Hold to MVD.</p>

To review TTEAP Hold changes at the MVD, please refer to **MVD Policy Changes**.

40. Court Interaction with Defendants on TTEAP

Requirement ID	Detail
CID-1	<p>To assist defendants in determining which cases are contributing to the TTEAP registration hold, the AOC's Public Access web site allows defendants to select only their cases which are contributing to a TTEAP hold.</p>
CID-2	<p>The address for the Public Access web site is: http://apps.supremecourt.az.gov/publicaccess/</p> <p>In addition, the AOC provides telephone assistance for persons who may not have Internet access. The local Phoenix area phone number is 602-452-3900 and the toll-free number for those outside the Phoenix metro area is 855-229-3900. The court may also use these resources to assist their defendants.</p>



CID-3	If a defendant requests a TTEAP Waiver, the court should have an official record of that request and whether the Waiver is granted or denied.
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41. TTEAP Registration Removal

Requirement ID	Detail
RR-1	Contractor is responsible for determining when to send MVD a TTEAP removal for a person based on satisfaction of outstanding amounts contributing to the TTEAP hold.
RR-2	At the time MVD confirms a TTEAP removal, Contractor will send a TTEAP removal transaction for each case/party that contributed to the hold. The CMS in each court will record that information for the case/party.
RR-3	Contractor shall immediately evaluate all payments in real-time to determine if a TTEAP hold can be removed.
RR-4	Contractor shall send real-time transactions to MVD through the AOC to remove TTEAP holds when full payment has been made and all outstanding financial obligations are met.
RR-5	Contractor shall ensure all outstanding financial obligations that are involved in a TTEAP hold can be paid via the Contractor's web site or IVR line unless otherwise directed by the court.

42. TTEAP Waiver

Requirements

Requirement ID	Detail
FFW-1	A person may request, and the court may grant, a TTEAP Waiver for a case contributing to a TTEAP hold. CMS systems must be capable of transmitting TTEAP Waiver status to Contractor through JUSTIS.
FFW-2	Upon receipt of a TTEAP Waiver for a case/party, the Contractor will transmit a TTEAP removal transaction to the court for this case/party and then re-evaluate the person's TTEAP status. There are no limits for the number of waivers that can be submitted for a case. The court CMS should record this information.
FFW-3	If this is the last case for the party with a TTEAP hold, Contractor will transmit a TTEAP removal to MVD.
FFW-4	TTEAP waivers for a case/party are to remain in effect for 30 calendar days from the date of issuance to allow the person time to re-register the vehicle.
FFW-5	Contractor should re-evaluate these waivers at the end of 30 calendar days and if the person has not satisfied the TTEAP requirements for the case, Contractor should re-add the person to TTEAP and send a TTEAP add transaction to MVD and the CMS.

43. TTEAP Person Matching

Requirement ID	Detail
PM-1	When there is Motor Vehicle Division (MVD) confirmation that a TTEAP hold has been placed, Contractor will maintain the MVD record number for each case that contributes to a TTEAP hold for an individual and will utilize that number when processing releases. The MVD record number may apply to more than one Contractor Person Number (MVD Case Person Identifier)
The MVD/TTEAP reporting process has the following rules for person matching:	
PM-2	When a record is sent to MVD and the MVD number is received, all Contractor numbers that have a matching MVD number will be aggregated for the purpose of calculating the release from TTEAP.



	<p>a. The criteria above is valid for handling the MVD number returned to Contractor. To further clarify, if an MVD link occurs but Contractor does not show the same link, a report will be generated showing Near Matches for TTEAP.</p> <ul style="list-style-type: none"> A sample of this report is also contained in Data Elements for FARE.
PM-3	<p>De-linking a case on a person record reported to MVD will cause the case involved to be removed from the MVD TTEAP amount due and if the amount falls below the set amount (currently anything over \$10.00) a release will be sent for the old group. The person record that acquired the de-linked case will also be evaluated. If the new case qualifies the person record for MVD hold, the person record is submitted for MVD hold. If the person record was already on hold, the newly linked case amount is added to the hold amount that must be satisfied before the hold record is released.</p>
PM-4	<p>MVD uses the following criteria for person matching for TTEAP:</p> <ol style="list-style-type: none"> Customer Number (either D/L and D/L State or verified SSN) Last Name First Initial Date of Birth (DOB) <p>Please note that MVD is not required to use the same person matching guidelines followed by the Contractor.</p>
PM-5	<p>An exact match must be made on all of the above for a TTEAP registration hold to be placed. If there is an exact match and the person is coded as deceased in their records, MVD will return a code that the person is deceased.</p>
PM-6	<p>If there is a match on Customer Number, as defined above, but any or all of the other fields do not match their records, MVD will return a code indicating there is a possible match to their records and return all the data fields that they have in their files.</p>
PM-7	<p>Contractor will forward transactions with the deceased and possible match codes and data to JUSTIS to be forwarded to FARE courts. In addition, Contractor produces reports of MVD deceased records and MVD possible match records that is provided in their report library.</p>

44. TTEAP Hold Request Processing by MVD - Detailed Specifications

The steps below give a more detailed outline of the processing for a TTEAP hold request and the MVD return codes that can be received.

Requirement ID	Detail
HDS-1	Contractor requests a TTEAP Hold from MVD
HDS-2	<p>MVD returns a record for the individual with an MVD Number and the following information:</p> <ol style="list-style-type: none"> First, Middle and Last Name, DOB, D/L, D/L State and SSN for the individual and a processing code which gives the result of the request.
HDS-3	<p>The processing return codes are:</p> <ul style="list-style-type: none"> A Duplicate; hold already in place for the individual C Partial match but hold cannot be placed N No customer record; no hold can be placed R Deceased Y TTEAP Hold placed
HDS-4	<p>Contractor processes the information based on the return code.</p> <ol style="list-style-type: none"> For codes A and Y, a hold is recorded in eTIMS® (if not already present) and an event record is sent to JUSTIS for the Hold. Since these codes represent



	<p>success, not a reject, there is no MVD reject transaction with the MVD fields sent to JUSTIS.</p> <p>b. For codes C, N and R, an MVD reject record is sent to JUSTIS, including the reject code. The MVD fields will be sent to JUSTIS for the R transactions. Since there is no match for N transactions, MVD does not return their fields.</p> <p>c. Contractor creates separate reports for the partial matches, the deceased transactions, the accepted holds and the no matches. The reports are viewable on, and downloadable from the Contractor's report library called ReportWeb^(T); however, the reports are not by court number.</p>
HDS-5	JUSTIS processes the records sent from Contractor and returns reject transaction records to the courts for items listed above.

45. TTEAP Return Codes from MVD for a Release Request

When a TTEAP Release Request has been sent to the MVD, the following return codes may be received.

Requirement ID	Detail
RCRR-1	D MVD release – Our release request has been processed, but the registration is still held for another reason with MVD.
RCRR-2	N Record not found – The person was not found at MVD.
RCRR-3	P Hold not found – The person was found at MVD, but no TTEAP hold was in place. There may still be a hold in place on the registration for another reason with MVD.
RCRR-4	Z Hold not found, display link – MVD did not have a hold and the registration is free to be renewed. The link back to “Service Arizona” is displayed on public access and azcourtpay.com to allow the customer to register their vehicle.
RCRR-5	S MVD release – release was processed at MVD and the registration has no other holds and can be renewed

The detailed specifications for Contractor/JUSTIS and MVD have been placed in - **JUSTIS → CMS Data Design Information Document**.

46. Data Transmission

Requirement ID	Detail
DTT-1	The Data Elements for FARE table gives brief descriptions of the data used in FARE, either sent by the court to JUSTIS or received by the court from JUSTIS.
DTT-2	Please refer to Data Elements for FARE to view this table.
File Record Layouts	
DTT-3	For additional technical detail concerning this data, see JUSTIS → CMS Data Design Information Document

47. TTEAP Court Disposition Setting of Eligibility for Case Charges


Requirement ID	Detail
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CDSECC-1	If the charge is listed in Title 5, Chapter 3 (Boating and Water Sports), then it is TTEAP eligible.
CDSECC-2	<p>If it is not listed, then the charge case type needs to be determined (CDSECC-2). To determine the charge case type, review the AOC's AZTEC Charge Table:</p> <ul style="list-style-type: none">• If the charge is listed with a Case Type of TR1 TR2, TR3, TR4, TR5, TR6 or TR7, and the DOV for the charge is within the "From Date" to "To Date" ranges, then it is TTEAP eligible• For local charges, courts should set their tables to use the following charge case types instead of TR1-7 (below). TTEAP eligibility still needs to be based on the civil traffic or criminal traffic designation.<ul style="list-style-type: none">○ NC1 for civil traffic non parking○ NC2 for local parking○ CM1 for criminal misdemeanor○ R99 for other criminal charges• If it has another Case type and/or is outside the date ranges, then it is not TTEAP eligible• NOTE: The AOC sends out yearly updates to the AZTEC Charge Table (email send from Director Court Services Division to all court administrators, presiding judges, clerks of the court, etc. with a link to the updates for that Legislative Session)



06/23/2014 13:06 FAX 480 558 2533 GILBERT UPLINK @001/001



Motor Vehicle Division
 Mill Drop 555M
 Motor Vehicle Division
 PO Box 2100
 Phoenix AZ 85001-2100
 48-0001 Motor www.azdot.gov

VEHICLE REGISTRATION CONDITION

Notice Date
06/14/2014

Vehicle Identification Number
5TELLM428052000002

Plate Number	Year	Make
2FR7387	2006	TOYO

Expiration Date
07/31/2014

KATHERINE A WALSTEAD
 2549 W KIOWA AVE
 MESA AZ 85202-6366

Dear Customer:

Due to the conditions shown below, the registration on your vehicle cannot be renewed. You will not be issued a renewal notice, unless this matter is resolved immediately.

Registration Conditions
 TTEAP - PROHIBIT VEHICLE REGISTRATION RENEWAL

Penalty fees for registration after the Expiration Date above are \$8 the first month and \$4 each additional month.

If you no longer own the vehicle, please complete the Sold Notice below or submit one online.

If you have questions, call Phoenix 602-255-0072, Tucson 520-629-9808, elsewhere in Arizona 800-251-5866, (Hearing/Speech Impaired-TDD systems only: Phoenix 602-712-3222, elsewhere 800-324-5425). Thank you.

Sold Notice

When you sell your vehicle or otherwise transfer ownership, or end your lease, you must complete the following information and return this notice to the address above within 10 days. You may also submit a Sold Notice online at www.servicearizona.com.

This notice is your protection from liability for tickets, accidents, etc., that occur after the sale. To transfer ownership, you must also complete the transfer information on the back of the Certificate of Title and give it to the new owner.

Buyer/Lessor Name (first, middle, last, suffix)	Date Sold	Seller/Lessor Signature	
Buyer/Lessor Street Address	City	State	Zip

In addition, you must remove the license plate from the vehicle and keep it in your possession. You may qualify for a credit or refund. For credit and license plate refund information visit www.servicearizona.com.



49. Public Access to Court Information

apps.supremecourt.az.gov/publicaccess/

The screenshot shows the Arizona Judicial Branch website interface. At the top, there is a navigation bar with the Arizona Supreme Court logo and links for Home, Case Search, Minute Entry Search, Case Notification, and Help. A text size selector (AAA) is in the top right. Below the navigation bar, a breadcrumb trail reads 'Home / Case Search'. A large blue banner reads 'Public Access to Court Information'. Underneath, the 'Case Search' section provides an overview of the service and includes a 'Verification' box. The verification box contains a CAPTCHA image with the word 'YUNQU' and a 'Submit' button. A 'Trouble?' link is provided for users having issues with the form.

FARE COLLECTIONS DATA REQUIREMENTS

50. Purpose

To assure that all debt owed the Arizona courts is submitted to an organization which will provide traditional collection agency functions to pursue debt collection with the goals of compliance with and enforcement of court orders. Those courts not currently having a collection agency under contract will use the Special Collections functions in FARE unless the court is exempted by the AOC.

Collection of backlog and delinquency cases must follow documented guidelines. This section describes the business processes, as well as the functional and data requirements for the special collections of delinquent debt owed to the court.

51. Authorization

Requirement ID	Detail
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AU-1	The authorization for special collections of debt owed to courts is contained in A.R.S. § 12-116.03 and ACJA § 5-205 Collections.
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52. Delinquency Collection Services

Requirement ID	Detail
DCS-1	Collections accounts are delinquent accounts which have been identified as qualified for inclusion in the special collections program.
DCS-2	The Contractor shall begin collections services as approved by the court when a person remains non-compliant in paying court-ordered financial obligations and the case is submitted to the Contractor by the court for delinquency collections services.

53. Implementation Method

Requirement ID	Detail
IM-1	The CMS will calculate the amount for the Special Collections fee for this case/party using the method determined for their court and add the Special Collections fee to the total balance due for the case/party.
IM-2	The CMS will send a transaction to Contractor with a "Y" in the Special Collections Flag if Contractor is to do Special Collections for the case/party and an "N" in the Special Collections Flag if Contractor is not doing Special Collections for the case/party.
IM-3	The CMS will send an obligation transaction for the case/party to Contractor through JUSTIS and this obligation transaction will include the Special Collections amount as a separate field.
IM-4	Upon receiving a transaction where the Special Collections Flag = "Y", Contractor will begin Special Collections actions as defined in the contract. This will include: (Additional noticing under the "Doing Business As" (DBA) name LDC Collection Systems a. Outbound Calling b. TTEAP Registration Hold/Release Requests c. Skip-Tracing for new addresses
IM-5	FARE courts may send a "Contract Status" upon the initiation of a payment contract that will suspend collections and remove a TTEAP hold.
IM-6	FARE courts may place an "Indefinite Suspend" which will halt collection activities, but will not lift the TTEAP hold if one has been placed with MVD.
IM-7	The Contractor shall do all programming to integrate with the FARE architecture to support the transmission of data and financial transactions real-time or in batch to and from the AOC.
IM-8	The AOC will work with court staff and the Contractor to establish accounting controls to assure proper distribution of funds received when an account is in special collections status.
IM-9	The AOC will perform programming to assure that data can be transmitted in the AOC specified transaction format to the Contractor for all related Special Collection services.
IM-10	The Contractor shall initiate activity to implement special collections services within two (2) business days after receiving the case submission from the court.



54. Fee for Special Collections

Requirement ID	Detail
FEE-1	The FARE fee associated with Special Collections is specified in ACJA § 5-205 Collections.
FEE-2	Debt Setoff (TIP) state tax intercept payments processed by the courts on cases assigned to Managed Receivables are excluded from special collection fees.

55. Skip-Tracing

Requirement ID	Detail
SK-1	The Contractor shall perform address skip-tracing on all returned and undeliverable notices and immediately upon receipt of a bad address indicator from the AOC.
SK-2	<p>The skip-tracing process shall encompass the following characteristics:</p> <ol style="list-style-type: none"> a. Electronically retain previous address history for skip-tracing processes. b. Electronically match FARE case party demographic records using the following data fields to skip-trace new addresses: Name (first, middle, last, suffix), social security number (SSN) (required if available), address, and date of birth (DOB), at minimum or as required by the agreed upon business processing rules. c. Send a bad address indicator to the AOC upon receipt of all returned or undeliverable notices.
SK-3	<ol style="list-style-type: none"> 1. Returns that contain an SSN and/or DOB will be validated against the data on file as follows: <ol style="list-style-type: none"> a) If the skip trace return and eTIMS® both have an SSN, the address is rejected when the SSN does not match exactly. b) If the skip trace return and eTIMS® has a DOB, the address is rejected when the month and year do not match. c) If the skip trace return has the SSN and/or DOB but eTIMS® does not have either, the address is rejected d) If the skip trace return has an SSN but eTIMS® does not, check the DOB. <ol style="list-style-type: none"> i. If neither the skip trace return nor eTIMS® has DOB, the address is rejected ii. If the skip trace return does not have a DOB, but eTIMS® has a DOB, the address is rejected iii. If the skip trace return does have a DOB and eTIMS® has a DOB, the address is rejected if the month and year do not match e) If neither the skip trace return nor eTIMS® has the SSN and/or DOB, the address is accepted. 2. True skip trace returns are formatted for application and sent to the nightly update. 3. During the address application, the received address is checked against all address history and if it matches the current address it is discarded. 4. If it does not match the current address, eTIMS® address history is scanned and if this address matches an address in history that is nixed, the address is rejected.



SK-4	The Contractor shall send batch transactions to the court for address refresh if a new address is received from skip-tracing or personal contact with the debtor.
SK-5	Transactions to the court via the AOC for address refresh following skip-tracing shall be made daily in batch via MQ for events occurring within the prior 24 hour period and shall contain the date of the event.

56. Special Collections Notices

Requirement ID	Detail
SCN-1	Special Collections notices will be issued by Contractor using the Doing Business As (DBA) name LDC Collection Systems.
SCN-2	Any changes to the current Special Collection Notices will be approved by the AOC before mailing.
SCN-3	The Contractor shall generate and produce collection notices using time frames and verbiage specified by the AOC.
SCN-4	For each notice sent, a data transaction is sent to the court (via the AOC) that includes: the type of notice mailed, date of mailing, notice number, and the case balance reported on the notice.

57. TTEAP Processing

Requirement ID	Detail
TTE-1	For information regarding TTEAP requirements and processing, please see FARE TTEAP Requirements.

58. Managed Receivables and Outbound Calling Requirements

Requirement ID	Detail
OCR-1	All practices and processes for outbound calls made by the Contractor or AOC approved subcontractor(s) will comply with the requirements of the Fair Debt Collection Practices Act (FDCPA).
OCR-2	THE AZ FARE Managed Receivables (MR) initiative is a joint effort between the Arizona Supreme court, Administrative Office of the Courts (AOC) and the Contractor to initiate a competitive collections environment with outbound calling service companies.
OCR-3	The Managed Receivables process is detailed in AZ FARE-CARE 2.0 "A New Collection Initiative – Phased Approach Contract #2013-29."
OCR-4	Payments can be posted to FARE assignments as follows: <ol style="list-style-type: none"> Using the FARE web site at azcourtpay.com Using the FARE IVR Pay by Phone at 1-866-859-2527 The appropriate payment types (checks, money orders, etc.) will be detailed to the defendant by outbound calling personnel Mailing individual checks or money orders to the courts
OCR-5	All business processing requirements, calling scripts, and correspondence to be used for the out-bound calling services shall be pre-approved by the AOC.
OCR-6	The Contractor shall not accept payments made payable to the Contractor or their vendor(s) from debtors referred for out-bound calling services. Debtors shall be referred to the Contractor's PBW/IVR or directly to the court for other court related payment options.



59. Transaction Requirements

Requirement ID	Detail
TR-1	The Contractor will accept and process special collections transactions in batches and accept financial transactions sent in near real-time batch processes in accordance with the mutually agreed-upon business processing requirements.
TR-2	“Batch” transfer of data refers to the nightly extractions of data records from the databases of the various case management systems to a staging area will be batched and sent to the Contractor’s system This batch transfer of data will be facilitation through batch MQ queues.
TR-3	“Real Time” transfer of data refers to transactions that because of their immediate need to be processed in real time. This real time transfer of data will be facilitated by WebSphere MQ messaging products and programming procedures.
TR-3	“Near Real Time Batch” transfer of data is real time transaction processing using a batch job that extracts real-time transaction from the queue and processes them into the Contractor’s system. This helps keeps transactions flowing smoothly when high volumes are received.
TR-4	The Contractor shall process web and IVR payment transactions in real time to the courts via the AOC.
TR-5	The Contractor shall process real-time transactions sent by the court, via the AOC, in near real-time batch processes in accordance with the mutually agreed-upon business processing requirements.
TR-6	The Contractor's systems shall reflect accurate information based on business procedures as a result of processing both batch and real-time transactions sent by the courts.

FARE DATA UPDATE REQUIREMENTS

60. Purpose

To ensure that case data is updated as necessary once the case has been entered in the court case management system and sent to Contractor by JUSTIS for FARE and to ensure that data originated either at Contractor or at JUSTIS and passed back to the court’s CMS can be accurately displayed in the CMS.

61. Definition

Requirement ID	Detail
DEF-1	The basic business requirements for initial case data submission to JUSTIS to be sent to Contractor are listed in the Delinquency Processing Requirements. The contents of the actual transactions are included in CMS - JUSTIS Data Design Information documentation. This section describes: <ol style="list-style-type: none"> a. Court business process events that should initiate updates to original case data submitted for FARE b. Events at Contractor that will result in information being sent from Contractor through JUSTIS that should be reflected in the court CMS



	c. Events at JUSTIS that will result in information being sent to Contractor and/or the courts' CMS. Note that the sections below address specific points in the processing at which a transaction can/should occur.
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62. FARE Updates Initiated by the Court

Requirement ID	Detail
ULC-1	Changes in case, party, and address data to correct or update the data submitted with initial case submission or to add new information received after initial case submission. These changes must be submitted by the CMS with the same case, party and citation key field data as the initial submission; examples are: <ol style="list-style-type: none"> a. Correction of initial information submitted due to data entry error b. New address information received by the court (other than as a Contractor - transmitted new address as a result of skip-tracing) c. Bad address status when the court has determined the current FARE address is incorrect. d. Case is being sealed e. Additional party identification information received f. Flag for Web/IVR removal if the court determines there is a reason the person should not be allowed to satisfy their financial obligations using these services
ULC-2	Changes in a case/party/ (charge) financial obligation. As needed, JUSTIS will roll financial obligations submitted at a charge level to the case level.
ULC-3	Changes in case/party/(charge) financial obligation as a result of suspension, waiver or conversion to a non-financial sentence <ol style="list-style-type: none"> a. The court's CMS must be able to identify these changes in financial obligation as a non-financial adjustment
ULC-4	Changes in case/party/(charge) financial obligation as a result of a payment made to the court: <ol style="list-style-type: none"> a. The court's CMS must be able to identify tax and lottery intercept monies receipted as non-financial adjustments. Tax-intercept payments must be identified with a Payment Source of "D". b. If the court's CMS receipts community services in lieu of payment, these transactions must be identified as non-financial adjustments.
ULC-5	Changes in case/party/ (charge) financial obligation as a result of a payment made on the Web or IVR; the court's CMS must include for these transactions: <ol style="list-style-type: none"> a. The Contractor receipt number and date as a confirmation that the court has reflected the transaction in their CMS. b. The court's CMS should have the ability to post this information to the system for the correct case/party (and fee/charge if applicable) and identify the payment as received from Contractor /FARE. c. Application of the payment to the party's financial obligations and distribution of the payment to the correct entities should be consistent with the CMS' normal payment processing requirements
ULC-6	If a case is sealed in the CMS, the court must report this status to FARE immediately and the status update will recall the case from FARE.
ULC-7	New address found as a result of skip-tracing. The court's CMS should be able to post this information to their system for the correct case/party and have the ability to identify that the address was received from Contractor /FARE
ULC-8	Court changes in case/party status indicators as a result of court action. For detail of the types and meaning of the status indicators that the court's CMS should support, see CMS - JUSTIS Data Design Information . These status indicators will control the collection actions taken for a party and should be used in accordance



	<p>with established court collection policies. Some examples of court actions which would cause the status indicators to change are:</p> <ol style="list-style-type: none"> a. When a person has been placed on a time payment plan with the court and the court wishes to suspend further collections actions b. When a person defaults on a time payment plan with the court and the court wishes to resume collection actions <p>When a judicial action grants a waiver of a TTEAP hold on registration renewal</p>
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63. Updates to Key Data Elements

Case Number Change

Requirement ID	Detail
KDE-1	<p>To properly accomplish:</p> <ol style="list-style-type: none"> a. A change to the case number, or b. A change to the case number and party type and number, or c. A case number was assigned in error and is being changed to correct the error, or d. If the case is transferred to a different category (i.e. criminal to civil traffic) causing a case number change, <p>The CMS should:</p> <ol style="list-style-type: none"> a. Submit a transaction with the old case number and party type and number with the recall_flg = Y, and b. Submit the case/party data under the new case number. Contractor will re-evaluate the new case for collections activities, TIP and TTEAP.
KDE-2	<p>In order to maintain a proper audit trail of records in the court's CMS, the case records under the old or incorrect case number would not be physically deleted from the CMS, but the result of this case number change should be identified for JUSTIS as a case no longer valid for FARE.</p>

Party Change from One Case to Another

Requirement ID	Detail
KDE-3	<p>If a person's case number changes through case consolidation and the party consolidated into another case, the CMS should:</p> <ol style="list-style-type: none"> a. Submit a transaction with the old (child) case number and party type and number with the recall_flg = Y, and b. Add the party with all appropriate data to the new (parent) case. This will result in JUSTIS adding the data for the new case/party
KDE-4	<p>If a person's case number changes through case severance and the party is removed from the case, the CMS should</p> <ol style="list-style-type: none"> a. Submit a transaction with the old (child) case number and party type and number with the recall_flg = Y, and b. Add the party with all appropriate data to the new (parent) case. This will result in JUSTIS adding the data for the new case/party

Citation Change on a Case

Requirement ID	Detail
KDE-5	<p>If there is an error in the citation number originally entered for the case/party/charge, the CMS should:</p>



	a. Report this change by deleting the old Case/Charge record with the old citation number and sending add transactions for the new case/charge records with the new citation number. Obligations for the charges should also be deleted and re-added since they are linked to the citation.
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64. Additional References

- Arizona Code of Judicial Administration § 5-205: Collections
<http://www.azcourts.gov/Portals/22/admorder/Orders09/2009-29.pdf>
- The FINES/FEES AND RESTITUTION ENFORCEMENT PROGRAM: "FARE"
[Administrative Order 2003-126](#)
- [ACJA Code §1-401 Minimum Accounting Standards](#)
- Arizona Courts Online Payment web site
www.azcourtpay.com
- MVD's Service Arizona
<http://servicearizona.com/>
- Public Access to Court Information
<http://apps.supremecourt.az.gov/publicaccess/>
- AOC Support Center
Inside Maricopa 602-452-3900
Outside Maricopa 1-855-229-3900