



# FARE COURT PROCEDURES

CHAPTER:	3.00 - Interim Backlog Procedures
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SECTION:	3.01 - Interim Backlog Scope
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SUBJECT:	Interim Backlog Scope
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## OVERVIEW

The FARE Interim Backlog phase of implementing FARE Program is necessary for the extraction of backlog cases for the enhancement of court orders while Full FARE is being developed. The following sections describe the high-level services included and excluded in the FARE Interim Backlog Program Scope.

The Interim Backlog phase will be a batch process which initially will extract selected case information from the AZTEC case management data on the Data Warehouse for courts participating in this phase and send the case data to ACS. Non-AZTEC Pioneer courts may participate in Interim Backlog, after consultation with the FARE Management and Development teams, by sending case data for cases meeting specific criteria to JUSTIS and providing scheduled periodic updates to that data.

All courts participating in Interim Backlog will be using ACS for Special Collections and their data will immediately go into Special Collections processing by ACS. Information will not flow back to the case management systems in an automated fashion during the Interim Backlog Phase. This backlog scope is considered a "passive backlog" where information flows one way from the case management system to JUSTIS. Limited automated data will flow back from ACS to JUSTIS.

## IN SCOPE

- ❖ Identification of AZTEC cases that may qualify for Special Collections, including report generation of qualified and disqualified cases for selected AZTEC courts
  - AZTEC courts will have the ability to enter an Event Code on a Qualified Case/Party to include it in FARE
  - AZTEC courts will have the ability to enter an Event Code on a Disqualified Case/Party to exclude it from FARE
- ❖ A backend utility program will be run at the AOC for AZTEC courts to automatically add an Event Code indicating the case is a FARE case, and to add all appropriate codes for the Delinquency Fee, and the calculated Special Collections percentage fee
- ❖ Implementation of a new AZTEC release with an AZTEC automated calculator to facilitate handling partial payments



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- ❖ Pay by Web and Pay by IVR functionality in English and Spanish for all cases in Interim Backlog
- ❖ General noticing activity
- ❖ Skip-tracing on address returns
- ❖ Traditional collection activities
- ❖ Reporting by ACS and JUSTIS on Special Collections for reconciliation and billing
- ❖ TTEAP functionality with MQ real-time transactions for TTEAP release if paid by Web or IVR
- ❖ At the option of the court, automated referral to the Tax Intercept Program for qualified cases without the need to key claims into TIP if the court selects the TIP option on their Court Profile
- ❖ Manual payment plans - courts to initiate and arrange payment plan services directly with ACS, in conjunction with AOC

## OUT OF SCOPE

- ❖ Electronic data transmission sent back to the case management systems
- ❖ ACS certifying DOR tax intercepts - current business practices will apply for certification
- ❖ FARE Interim Backlog implementation to the Superior Courts in each county
- ❖ Processing of multiple collection agency fees



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## RELATED PROCEDURES:

- 1.00 Court Procedures for FARE
- 2.00 FARE Program Overview

## ADDITIONAL REFERENCES:

- Administrative Order 2003-79  
<http://www.supreme.state.az.us/orders/admorder/Orders03/2003-79.pdf>
- ARS §§ 12-116.03 Collection Agencies  
<http://www.azleg.state.az.us/FormatDocument.asp?inDoc=/ars/12/00116-03.htm&Title=12&DocType=ARS>