



# FARE COURT PROCEDURES

CHAPTER:	3.00 - Interim Backlog Procedures
SECTION:	3.02 - Court Preparation for Implementation

SUBJECT: Court Preparation for Implementation		
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## STEP 1 Introduction for Interim FARE

The court will be invited to attend a session to introduce them to the FARE Program and the advantages of participating in the Interim Backlog phase of the Program. They will be given an overview of how the process would work to bring them into the Interim Backlog Phase. The court will have the opportunity to ask questions at that time.

If the court is an AZTEC court, at that time they will be given copies of reports generated from their data to show them the data that would be automatically qualified to be sent to FARE and the data that would require some clean-up to qualify. Using these reports, the court can gauge the effort that would be required to prepare their data prior to implementation. Non-AZTEC courts will need to evaluate their own data based on the criteria for sending to FARE as described in Step 2 below.

The AOC will follow-up with the court to determine their level of interest in participation and get a commitment for participation.

## STEP 2 Criteria for Case Selection

The basic criteria a court should use for selection of cases to send to FARE for Interim backlog processing include:

- ❖ Case should not be at another collection agency other than ACS for collection action
- ❖ All charges for the defendant on the case should be disposed
- ❖ 90 days should have passed since sentencing for the defendant on the case
- ❖ The defendant should not have made any payments in the past 90 days
- ❖ There should not be an active payment contract for the party which includes this case (normally if no payments have been made within the last 90 days, any previous contact would have been cancelled or made inactive)
- ❖ There should be a positive case/party balance due with no negative receivable amounts (i.e. files, surcharge, fees, etc.) contributing to the total



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- ❖ The total amount owed by the defendant should be greater than \$10.00
- ❖ If a civil traffic charge has been defaulted, there should be a monetary sentence on the charge
- ❖ The amount owed for the defendant on this case is not currently reported to a credit bureau

## STEP 3 Implementation Plan and Schedule

Following the introductory meeting and a commitment by the court for participation in Interim Backlog, the court will be assigned an AOC staff member as the focal point for coordinating the court's implementation and assuring all necessary steps are completed. The court's AOC contact person will coordinate regular status update meetings or conference calls.

The AOC and the court will jointly develop a task plan and schedule for implementation. The task plan will include, as a minimum, the steps listed below. Additional steps may be included if the court is an AZTEC court.

## STEP 4 Data Preparation

During this step, court staff will evaluate the case data in their database to be sure that they have identified all cases that should be sent to FARE and that the data to be sent to ACS for FARE is as accurate and complete as possible. Steps they can take to increase the number of cases to be sent and to increase the accuracy of the data are:

- ❖ Assure disposition and sentence has been entered for all charges on a case
- ❖ Payment contracts that are in default are made inactive or deleted
- ❖ Correct instances of negative receivable and case balances



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- ❖ To maximize the successful skip trace rate, assure the case management system (CMS) has Social Security Numbers entered for as many defendants as possible (and all that are currently reported to the Tax Intercept Program [TIP])
- ❖ Assure that credit bureau holds placed on the defendant as a result of this case are cleared

## STEP 5 Bank Account for EFT Payments

All payments made by credit card on the Web or IVR will be electronically deposited by ACS via a merchant account and the ACH (Automated Clearing House) into the designated bank account of the court that is owed the debt. The merchant account will be established for the court by ACS at no charge to the court. The funds will then be electronically transferred to the court's designated bank account for receipt of EFT payments. 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. Courts opting to open a separate account for these payments should allow sufficient time for initiating the account in the court's implementation schedule.

At least ten (10) working days 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. 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, and the original mailed.

## STEP 6 Decision on TIP Processing

One of the features of Interim Backlog processing through FARE is that the court's TIP claims can be automatically submitted and updated with current balance data by the FARE program. TIP has been modified for FARE cases to contain the total balance due for each case on which the individual owes a financial obligation and the exact amount of restitution owed on the case. The court will need to continue to certify interceptions and process error reports from TIP until Full FARE is implemented.



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If a court currently does not have claims in TIP, they **must** select the TIP option and complete participation forms for the Debt Setoff Program and complete TIP training prior to implementation. TIP training is offered on Centra.

If a court has claims currently in TIP and elects to have FARE submit and update TIP claims for them, all current TIP claim amounts for the court will be zeroed out on a pre-determined date. No data will be deleted from TIP. FARE will then send case balances for cases where the defendant has an SSN to TIP. There are several important points to note for this TIP reload which may impact a court's decision:

- ❖ If there was a previous claim in TIP for a defendant's SSN, the court's TIP data will be updated to show balances per case which will total to the total amount due for the defendant's SSN in FARE for the court
- ❖ The defendant's name will now show as it is recorded in the case management system (CMS)
- ❖ If there was a previous claim in TIP for a defendant's SSN and that case was not sent to FARE, the claim balance for the defendant will show as zero

## STEP 7 Court Profile

Each court participating in FARE must complete and submit a Court Profile sheet (Figure 1) for ACS at least ten (10) business days prior to their implementation date. The Court Profile form in Excel and Word, along with completion instructions, is available in the Document section of the FARE Web site:

<http://www.supreme.state.az.us/fare/default.html>

The court profile sheet should be returned to the court's designated AOC contact person for implementation.



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## STEP 8 Electronic Submission of Letterhead/Seal

The court's logo and desired letterhead information should be submitted in .jpg or .gif format. Word is an acceptable alternate format. If a court cannot provide the data in the acceptable format, the AOC is able to convert WordPerfect to Word; please contact your designated AOC contact for implementation if you need assistance.

We recommend that judges names not be included on the letterhead to avoid maintenance problems.

## Step 9 Documentation and Training

All courts participating in FARE will receive these procedures. AZTEC courts will also receive training in the most current release of AZTEC and on EFT balancing in AZTEC.

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### RELATED PROCEDURES:

- 1.00 Court Procedures for FARE
- 2.00 FARE Program Overview
- Additional sections of 3.00 Interim Backlog Procedures

### ADDITIONAL REFERENCES:

None