



FARE COURT PROCEDURES

CHAPTER: 3.00 – Interim Backlog Procedures
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SECTION: 3.04 – Operations

SUBJECT: Payments by Web/IVR

PROCEDURE #: 3.04-D

EFFECTIVE DATE: 10/29/04

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The FARE program provides a web site and a toll-free number to allow credit and debit card payments of court financial obligations for the following purposes:

- ❖ 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

Users are not charged any fees for making a payment using either facility.

PAYMENT BY WEB

All cases sent to FARE during the Interim Backlog phase will be available for payment via the Web (www.azcourtpay.com). The Arizona Courts Online Payment web site is available 24x7.

A defendant can make an online payment by entering one of three options:

- ❖ Notice number: If a defendant has received multiple notices on a case, any of the notice numbers should provide access to the case.
- ❖ Case number: If there are multiple cases that match the Case Number criteria, the web site will prompt the defendant to verify his/her correct identity in order to select a case for payment. The person verification page displays the last name of the defendant, name of the court in which the case was filed, and the defendant's city of residence, for each of the matching case numbers.
- ❖ Installment plan number: This number is included on all installment payment plan (IPP) notices that are generated by ACS, but only for those cases that have been established with and being monitored by ACS for the courts.



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All amounts include the imposed FARE Delinquency Fee of \$35 and Special Collections Fee of 19%. There will be a minimum payment amount of \$20.00, except if the total balance is less than \$20.00, and a defendant may choose to make a full or partial payment. Once a payment is processed successfully, a payment confirmation page will display along with a confirmation number. If an email address is supplied during payment, a payment confirmation email will also be sent accordingly.

If a defendant made a full payment on a case in which the driver license was suspended, he/she will be instructed to contact the court in order to obtain the appropriate documentation for driver license reinstatement. If a defendant with a TTEAP vehicle registration hold makes payment(s) clearing all their TTEAP obligations, he/she will be notified of that information and given a link to Service Arizona. If a defendant still has outstanding obligations and the TTEAP hold cannot be cleared, he/she will be advised accordingly and will be given a link to Public Access to research outstanding obligations. The Public Access web site provides access to court information, as well as links to web sites containing a list of courts, addresses and phone numbers and a list of cases associated with a TTEAP vehicle registration hold.

Refer to Appendix B for a detailed layout of the Arizona Courts Online Payment web site.

PAYMENT BY PHONE (IVR)

All cases sent to FARE during the Interim Backlog phase will be available for payment via a toll-free IVR telephone number (1-800-279-7191). The IVR line is available 24x7, with a live IVR support available from 8:30 AM to 5:00 PM Arizona time, exclusive of weekends and Arizona state holidays.

A defendant can make a payment by entering a valid notice number or installment plan number (since the IVR requires a unique number, case numbers are not accepted as multiple cases from multiple courts can be assigned the same case number). All amounts include the imposed FARE Delinquency Fee of \$35 and Special Collections Fee of 19%. There will be a minimum payment amount of \$20.00, except if the total balance is less than \$20.00, and a defendant may choose to make a full or partial payment. If a notice number from a chargeback letter (refer to Appendix A for a sample notice) is entered, the caller will have an opportunity to contact an IVR support representative (see *Chargebacks* below for



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additional details). Upon successful processing of a payment, callers will be given a payment confirmation number for reference.

Refer to Appendix C for specific details on the IVR script.

BALANCING EFT PAYMENTS

All Web and IVR payments processed by ACS will be transferred electronically through an ACH Electronic Funds Transfer (EFT) process. ACS will establish a merchant bank account for each court so that payment funds can be electronically deposited and posted into the court's designated bank account (see *Table 1: FARE Payment Processing Schedule* below). Daily deposit reports will also be provided to the courts to assist in the recording and reconciling of EFT payments. Each court has the option to use an existing bank account or set up a special bank account for FARE EFT payments.

Definition of a Business Day

A business day begins at 6:00:01 PM (Day 1) and ends at 6:00 PM (Day 2), Arizona time.

EFT Processing and Deposit Cycle

At 12:00 midnight on Day 2, ACS batches and sends all payments submitted on that given business day to the credit card agency. Within 24 hours of the batch transmission, the credit card agency sends an Automatic Clearing House (ACH) transfer to the court's merchant account. Within 24 hours of the ACH transfer, the funds are then posted in the court's bank account. Each participating court will be assigned a secure logon ID for their merchant account that will allow them to view funding details related to the daily batch transactions thru the merchant's web site.

Deposits are made daily and payment reports are provided by ACS on a daily basis. The reports will be sent electronically to a designated email address (mailbox) for each court. Only certain individuals within each court will be given access to the mailbox, as specified by the court.



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In summary, the processing schedule is as follows:

	Day	For payments made on...	... court will receive a payment report on:	... and funding can be viewed in the merchant account on: *
1	MONDAY	Sunday 6:01 PM thru Monday 6:00 PM	Tuesday AM	Wednesday AM
2	TUESDAY	Monday 6:01 PM thru Tuesday 6:00 PM	Wednesday AM	Thursday AM
3	WEDNESDAY	Tuesday 6:01 PM thru Wednesday 6:00 PM	Thursday AM	Friday AM
4	THURSDAY	Wednesday 6:01 PM thru Thursday 6:00 PM	Friday AM	Saturday AM
5	FRIDAY	Thursday 6:01 PM thru Friday 6:00 PM	Saturday AM	Sunday AM
6	SATURDAY	Friday 6:01 PM thru Saturday 6:00 PM	Sunday AM	Tuesday AM
7	SUNDAY	Saturday 6:01 PM thru Sunday 6:00 PM	Monday AM	Tuesday AM

Table 1: FARE Payment Processing Schedule

* ACH transfers occur daily except Sundays and state holidays. ACH transfers for payments received after 6:00 PM Friday until 6:00 PM Sunday will reflect in the merchant account the following Tuesday, as depicted in the above table.

EFT Reports and Reconciliation Worksheet

Courts will need the following tools to reconcile FARE EFT payments:

- ❖ Daily Deposit Reconciliation Worksheet (see Figure 1)
This worksheet is used to enter the total amounts from each report to ensure all deposit amounts balance each other and is signed off by the appropriate court staff.



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- ❖ FARE Daily Web/IVR Payment Report (see Figures 2A and 2B)
The Payment Report contains two sections - transaction details and summary - for each deposit day.

The first section of the report provides pertinent details of each payment transaction, including case number, case/party name and date of birth (the latter if available), amount paid, beginning and ending case balances, credit card type, source (Web or IVR), and confirmation number. The confirmation number is the same number that appears on both the online payment confirmation page and confirmation email.

The second and last section of the report provides a summary or recap of the payment transactions by credit card type. This section shows the total number of payments, total amount paid and total deposit amount for each credit card type with a grand total for the deposit day.

The Payment Report is provided daily via email by ACS, whether or not payments were received that day, and will be used by court staff to enter payments into their CMS.

The reports are delivered in .PDF (Portable Document Format) format, viewable in Adobe Acrobat Reader (5.0 or higher), and are password-protected.

- ❖ CMS Report
Upon entering all payments transactions into the CMS, court should generate a report listing of all FARE EFT payments posted to CMS, per the FARE Payment Report.
- ❖ Funding Report (see Figure 3)
This report provides the dates and amounts of the batch transactions and is used primarily to view what funds have been posted in the court's merchant bank account. The funding report is available on the court's merchant account, which can be accessed via the Web with a secure logon ID and password.



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❖ Bank Statement (see Figure 4)

This is a standard bank statement received by each court. Frequency of access to bank statements and description of the fund transfers from First Data for the FARE EFT payments on the bank statement will vary from court to court.

Court Procedures -- Daily Reconciliation

1. Open and print the FARE Daily Web/IVR Payment Report from your court's designated FARE mailbox.
2. Review the FARE Payment Report and make sure that the Total Received from the details page corresponds with the Summary Totals from the summary page.
3. Using the FARE Payment Report, enter the EFT payments into your Court Management System (CMS). Be sure to back-date each payment transaction to correspond with the date payment was taken, per the Process Date on the FARE Payment Report.
4. Once all EFT payments are receipted into your CMS and correct receipt of each case/party amount is verified, generate a report from your CMS to use while reconciling bank accounts.

Optional: Print a copy of the day's EFT receipts for your court files. This step should be consistent with your court's standard policy for printing receipts related to payments received in the mail or authorized via telephone. Your CMS should also have the ability to reprint a receipt when needed.

5. Complete the Daily Deposit Reconciliation Worksheet as described below.
 - 3a) Using the FARE Payment Report, enter the Total Received amount, found at the end of the details page, in Line A.
 - 3b) Using your court's CMS report, enter the total amount of the EFT payments posted to CMS and the date of the CMS report in Line B.
 - 3c) Calculate the difference between the FARE Payment Report and CMS report.



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- 3d) Using the Funding Report, enter the Net transfer amount and funding date in Line C. (See *Court Procedures – Accessing the Online Merchant Account* below for login procedures)

If the report contains any invalid reversal entries (chargebacks), contact the AOC Support Center for further assistance.

- 3e) Calculate the difference between your CMS report and the Funding Report.

- 3f) Using your bank statement, locate the FARE deposit entry on the statement and enter the deposit amount and bank statement date (when applicable) in Line D. The frequency of access to bank statements varies from court to court so perform this step based on the availability of the bank statement to your court.

- 3g) Calculate the difference between your CMS report and bank statement.

For further clarification, please refer to the sample completed reconciliation worksheet (Figure 5), which was completed using all of the sample reports in Figures 2 through 4.

6. File all EFT reports along with your reconciliation worksheet for your court files.

Contact the AOC Support Center if you require further assistance with the reconciliation process or if you are unable to resolve discrepancies with any of the aforementioned reports.



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Court Procedures -- Accessing the Online Merchant Account

IMPORTANT: In order to access the secured account, you will need to perform some initial steps to complete your Internet connection from the computer that you will be logging in from (refer to Appendix D-Merchant Account Initial Setup). This is a one-time procedure. If you need to access the merchant account from another computer, please be sure to follow the same procedure for that computer.

1. Open up a browser window and go to <http://www.MyMerchantView.net>.

NOTE: The web site will only operate with either Internet Explorer (version 5.5 or higher) or Netscape Communicator/ Navigator (version 4.76 or higher)

2. Click "Log In".
3. Enter your assigned "User ID" and "Password" and click "Submit". Both user ID and password are *not* case sensitive.
4. Under the header "Funding Reports", click "Single Day Funding".
5. Choose the date of the report that you would like to view from the drop down list and click "Submit"; the date will default to today's date. The date you select will be the funding date and the report will allow you to view the funding for that particular date.

NOTE: The payment funds are posted in the merchant account within 24 hours of the ACH transfer from the credit card agency.

6. Click the bank account number to view the funding details.
7. Print the Funding Report by clicking the Print button on the toolbar.
8. You may also view prior reports by choosing another date or by selecting "Multiple Day Funding" from "Funding Reports" and specifying a date range as prompted. Once a date range is defined, only those dates with available payment funds will be displayed. Choose the date of the report that you wish to view.



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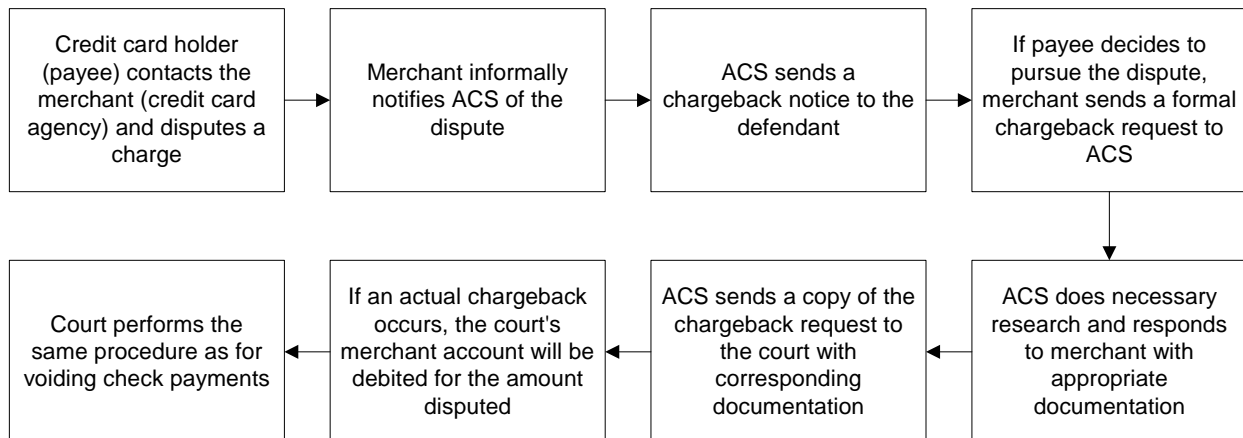
OVERPAYMENTS

A payment towards a case that is made both at the court and thru the Web or IVR will result in an overpayment and therefore the amount in excess of the balance due should be refunded to the defendant. The court will need to receipt the overage as an overpayment in the court docket and follow the court’s standard procedure for disbursing a refund check to the defendant.

CHARGEBACKS

Credit card payment disputes may occur from time to time. ACS is responsible for any required research and responses to the credit card agency and providing the proper documentation in the event of these disputes.

Credit card disputes, also referred to as chargebacks, are generally handled as follows:



If a chargeback has occurred on a case that has been placed on an installment payment plan, the court will cancel the payment plan for non-payment and ACS will send the requisite notices to the defendant. Refer to Appendix A for sample chargeback and IPP notices.



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Court Procedures

(Follow these steps only if the chargeback request results in a deduction to the court's merchant account)

1. Follow your court's standard procedure for voiding check payments or processing dishonored payments.
2. If applicable, add an NSF fee to the case/party and recalculate the 19% Special Collections fee.
3. If the case/party is on an IPP plan, follow your court's standard procedure for canceling the payment plan.
4. JUSTIS will send the balance update to ACS as part of the daily extracts for FARE.

RELATED PROCEDURES:

- 3.02 Court Preparation for Implementation
- 3.04-E Payments at Court
- 3.04-H Monthly and Quarterly Reporting
- 3.04-L Installment Payment Plans Through ACS
- Appendix D - Merchant Account Initial Setup

ADDITIONAL REFERENCES:

- Arizona Courts Online Payment web site
www.azcourtpay.com
- IVR toll-free line
1-800-279-7191



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- AOC Support Center (for public inquiries related to TTEAP and credit card payments)
Local, metropolitan Phoenix area: 602-542-9494
Toll free, outside Phoenix area: 1-877-546-7404
- AOC Support Center (for courts for all FARE-related inquiries)
For Maricopa County: 602-542-9156
For all other counties: 1-800-720-7743
- MVD's Service Arizona
<http://servicearizona.com/>
- Public Access to Court Information
<http://www.supreme.state.az.us/publicaccess/>
- Appendix A: Notice List and Sample Formats
- Appendix B: Web Site Layouts
- Appendices C1 thru C4: English and Spanish IVR Scripts and Message Listings



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**Daily Deposit Reconciliation Worksheet
Pay-By-Web/IVR**

Court: _____
 Payment Date: _____

A	FARE Payment Report	\$	_____
B	CMS Report	\$	_____
	Date: _____		
	Difference (A minus B):	\$	_____
C	Funding Report:	\$	_____
	Date: _____		
	Difference (B minus C):	\$	_____
D	Bank Statement deposit entry	\$	_____
	Date: _____		
	Difference (B minus D):	\$	_____

Completed By: _____ (Print Name)
 Completed By: _____ (Sign Name)
 Date Completed: _____
 Approved By: _____ (Initial)

Figure 1: Daily Deposit Reconciliation Worksheet



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PROGRAM: A3RPTWID-0945	A C S STATE AND LOCAL SOLUTIONS	RUNDATE: 01/13/2004
CLIENT : AZ FARE-INTERIM	FARE	RUNTIME: 16:50:46
COURT : 0999 COURT NAME : Example City Court	DAILY WEB/IVR PAYMENT REPORT	PAGE NO: 1
MERCHANT NUMBER: 00000123456789		PROCESS DATE: 01/12/2004

ITEM #	CASE NUMBER	DATE OF BIRTH	NAME	COUNT #	AMOUNT PAID	BEG BAL DUE	NEW BAL DUE	CREDIT CARD	PAID SOURCE	CONFIRM NUMBER
1	TR-200201404	12/06/1961	DOE, JOHN		\$250.00	\$500.00	\$250.00	MC	WEB	050000072
2	TR-20001433	12/22/1963	DOE, JANE		\$75.00	\$225.00	\$150.00	MC	WEB	050000073
3	TR-95000184	07/28/1966	PUBLIC, JOE		\$50.00	\$475.00	\$425.00	MC	IVR	050000067
4	TR-99001742	06/17/1962	DEFENDANT, BOB		\$575.00	\$575.00	\$0.00	MC	WEB	050000074
5	TR-2003000016	03/20/1975	TROUBLE, IMIN		\$50.00	\$150.00	\$100.00	MC	IVR	050000075
					TOTAL RECEIVED \$1,000.00					

Figure 2A: Daily Web/IVR Payment Report with Payment Details



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PROGRAM: A3RPTWID-0945	A C S STATE AND LOCAL SOLUTIONS	RUNDATE: 01/13/2004
	FARE	RUNTIME: 16:50:46
CLIENT : AZ FARE-INTERIM	DAILY WEB/IVR PAYMENT REPORT	PAGE NO: 1
COURT : 0999 COURT NAME : Example City Court		PROCESS DATE: 01/12/2004
MERCHANT NUMBER: 00000123456789		

CARD TYPE	DATE	RECORDS	PAID AMT	FEE AMT	DEPOSIT AMT
VISA	01/12/2004	0	\$0.00	\$0.00	\$0.00
MASTERCARD	01/12/2004	5	\$1,000.00	\$0.00	\$1,000.00
SUMMARY	TOTALS	5	\$1,000.00	\$0.00	\$1,000.00

Figure 2B: Daily Web/IVR Payment Report with Summary Information



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Single Day Funding: Bank Account Transfers Retrieval By Date Account - Microsoft Internet Explorer provided by AOC

Address: https://mymerchantview.net/mmv/mmv?ABA=122100024&DDA=000000000200469388&PROCESS_DATE=20040121&TRANSFER=1&MERCHANT_GROUP=004160298&RUN_TY

Reports EIDS/IDS My Account Information Logout Help

FIRST DATA mymerchantview.net

>>Single Day Funding Form >>Total Transfers by Bank Account on 01/21/2004
 >>Transfers for Bank Account 0000000000000000

Outlet # 000000000000 / TUCSON COURT/FARE PRGM
 Transfers for Bank Account 0000000000000000
 Please select a transfer item for more detail.

Sort and Subtotal Download Spreadsheet

SUMMARY						
Financial Categories	Funding Rec ID	Transfers	Credits	Debits	Net	
1 DEPOSITS		1	2000.00	0.00		
Total:		1	2000.00		2000.00	

DEPOSITS						
Financial Categories	Funding Rec ID	Transfers	Credits	Debits	Net	
1 DEPOSITS	01171717570004269	1	2000.00	0.00		
Total:		1	2000.00		2000.00	

Select another merchant Return to top

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Figure 3: Funding Report



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 Business Fax AS OF DATE 01/15/04 If you have any questions please call 1-800-556-3882 option #3					
Account # 28862111240					
Opening Balance	# of Credits	Total Credits	# of Debits	Total Debits	Ending Balance
\$0.00	12	\$58,342.00	1	\$58,342.00	\$0.00
Funds Availability					
As Of 01/15/04	One Business Day	Two or More Business Days			
\$0.00	\$0.00	\$0.00			
Detail Items					
Amount	Credits/Deposits		Description		
\$4,413.75	1000067702	ACH CREDIT			
\$3,120.00	1000067702	ACH CREDIT			
\$3,000.00	1000067702	ACH CREDIT			
\$2,055.00	1000067702	ACH CREDIT			
\$2,023.50	1000067702	ACH CREDIT			
\$2,170.50	1000067702	ACH CREDIT			
\$004.25	1000067702	ACH CREDIT			
\$010.00	1000067702	ACH CREDIT			
\$410.00	1000067702	ACH CREDIT			
\$007.00	1000067702	ACH CREDIT			
\$1,000.00	1113111240	ACH CREDIT			
\$34,590.00	1113111240	ACH CREDIT			
Amount	Debits/Withdrawals		Description		
\$58,342.00	ZBA DEBIT				
The balance information shown does not reflect any holds or NSF items that may be in effect. ===== =====					

Figure 4: Bank Statement



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**Daily Deposit Reconciliation Worksheet
Pay-By-Web/IVR**

Court: Example City Court
 Payment Date: 01/12/04

A	FARE Payment Report	\$	<u>1,000.00</u>
B	CMS Report Date: <u>01/13/04</u>	\$	<u>1,000.00</u>
	Difference (A minus B):	\$	0.00
C	Funding Report: Date: <u>01/14/04</u>	\$	<u>1,000.00</u>
	Difference (B minus C):	\$	0.00
D	Bank Statement deposit entry Date: <u>01/15/04</u>	\$	<u>1,000.00</u>
	Difference (B minus D):	\$	0.00

Completed By: Elena Kupchik (Print Name)
 Completed By: Elena Kupchik (Sign Name)
 Date Completed: 01/15/04
 Approved By: KR (Initial)

Figure 5: Sample of a Completed Worksheet