



# FARE COURT PROCEDURES

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

SUBJECT:	Noticing by ACS	
PROCEDURE #:	3.04-B	EFFECTIVE DATE: 09/29/04
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## TYPES OF NOTICES

All backlog cases submitted during the Interim Backlog phase will receive a series of notices designed to be sent at 30-day intervals. The first four notices have specific purposes as follows:

- ❖ Notice Type 01: Notice of Delinquent Account  
This is a standard “gentle” reminder to a defendant of outstanding financial obligations due the court. This notice is printed using the court’s letterhead.
- ❖ Notice Type 02: Notice from LDC Collection Systems  
A second notice is sent to the defendant if he/she does not respond to Notice Type 01 and no payment has been received within 30 days of the date of the first notice. This notice is printed with the collection agency’s letterhead (LDC) and is intended to notify the defendant that the court has authorized LDC to take appropriate measures to collect financial obligations owed to the court.
- ❖ Notice Type 03: Credit Bureau Warning  
A third notice is sent to the defendant if he/she does not respond to Notice Type 02 and no payment has been received within 30 days of the date of the second notice. This notice is printed with the collection agency’s letterhead (LDC) and is intended to notify the defendant that the court has authorized LDC to report his/her delinquent obligation to a National Credit Bureau if payment is not received within the imposed deadline.
- ❖ Notice Type 04: Final Credit Bureau Warning \*\*\* NO LONGER IN USE \*\*\*  
A final notice is sent to the defendant if he/she does not respond to Notice Type 03 and no payment has been received within 30 days of the date of the third notice. This notice is printed with the collection agency’s letterhead (LDC) and is intended to notify the defendant that LDC is prepared to report their delinquent obligation to a National Credit Bureau unless payment is received within the imposed deadline.
- ❖ Notice Type 05: Credit Bureau Confirmation  
A fifth and final notice is sent to the defendant if he/she does not respond to Notice Type 04 and no payment has been received within 30 days of the date of the fourth notice. This notice is printed with the collection agency’s letterhead (LDC) and is



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intended to advise the defendant party that he/she has been reported to the National Credit Bureau.

Refer to Appendix A for sample notices.

Each notice is assigned a unique 12-digit notice number which is clearly displayed on the main letter and detachable portion of the notice. Consequently, a defendant may receive multiple notices on a case, but each notice will show a different notice number.

All notices will contain the following standard information:

- ❖ Forms of payment accepted by the court
- ❖ Court address on the detachable portion of each notice
- ❖ Web site address for online web payment
- ❖ Toll-free number for IVR payment
- ❖ Public access web site address for additional case information
- ❖ Spanish translation on the back of each notice
- ❖ Notification that TTEAP registration holds or tax and lottery intercepts are possible

Some of the court-related information such as mailing address and contact information is based on the completed Court Profile Questionnaire from each participating court. All amounts include the imposed FARE Delinquency Fee of \$35 and Special Collections Fee of 19%.

Noticing will begin immediately upon receiving the qualified cases from each court. Notices are generally sent out once a week (Mondays).

## VOLUME OF NOTICES

Each court designates the volume of notices that can be handled each week, per the Court Profile Questionnaire. It is important for each court to anticipate a potential increase in customer service-related workload such as handling telephone calls and in-person inquiries as a result of the notices and therefore it is highly recommended that each court takes a “phased” approach when sending cases to FARE. As an example, if a court has a total of 1,000 cases for FARE, the court may choose to assign only 250 cases each week. A court can always increase or decrease the volume as necessary.



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## RETURNED ENVELOPES AND SKIP TRACING BY ACS

The return address on the envelope will be for ACS so that undeliverable mail will be returned to ACS for skip-tracing. However, some notices may also be returned to the court (e.g., correct address but wrong addressee) in which case the court should forward the notice to ACS for skip-tracing.

## CORRESPONDENCE RECEIVED BY ACS

All correspondence received by ACS in conjunction with a notice or notice payment will be immediately forwarded to the respective court for processing, per the contact information indicated on the Court Profile Questionnaire.

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### RELATED PROCEDURES:

- Additional sections of 3.00 Interim Backlog Procedures
- 3.04-J Adding New Cases
- 3.04-K Recalling Cases

### ADDITIONAL REFERENCES:

- Court Profile Questionnaire and Instructions  
<http://www.supreme.state.az.us/fare/default.html>
- Appendix A: Notice List and Sample Formats