

APPENDIX A

**BUSINESS REQUIREMENTS
DEFINITION**

FULL FARE - PHASE 1

Version #	Date Published:	Comment:
A number of versions of the Business Requirements were issued as Attachments to the Project Scope Document; changes to the Requirements themselves will now be tracked separately		
V2.7	05/13/05	Included: no overlapping effective date ranges for the same charge on the Charge Table; provided option for court to send case/charge amounts or single case total amount following pre-disposition processing; eliminated requirement for General Services Fee to be added to changes on backlog cases; changes to pre and post-disposition notice charts; added options for Backlog cases being entered into the Delinquency Processing Phase; added references for TTEAP for FTA on a criminal traffic charge; changed prequalification for TTEAP to be a later and optional action; conformed the requirements to the Special Collections Flag definition; and other small wording changes for clarification of requirements. Also included are updated notices, Web page for pre-disposition payment, revised script for IVR with pre-disposition script, and an updated glossary.
V2.8	08/19/05	NC2 added to Notice Stream criteria for pre-dispo Notice 7
V2.9	09/26/06	Changed language for case TTEAP criteria based on legislative changes for the dollar limit down to \$10 and boating charges now being included
V2.10	06/14/07	Added language pertaining to the contract indicator for court administered contracts and language for notice 20 (criminal FTC notice)
V2.11	11/16/07	Added language for the notices and that the FTA notices (12,14,15) will be produced even when a contract indicator exists on a case.
V2.12	08/03/2010	Updated language for the change in ACS business day time from 6:00 p.m. until midnight.

TABLE OF CONTENTS

SECTION	CONTENTS	PAGE
A.1	Requirements Overview	3
A.2	Pre-Implementation Requirements	4
A.3	Pre-Disposition Processing Requirements	6
A.4	Post-Disposition and Delinquency Processing Requirements	11
A.5	Web and IVR Payment Requirements	20
A.6	Backlog Processing Requirements	25
A.7	Traffic Ticket Enforcement Assistance Program (TTEAP) Requirements	26
A.8	Tax Intercept Processing Requirements	28
A.9	Special Collections Requirements	30
A.10	Installment Payment Plan Requirements	32
A.11	Data Update Requirements	34
A.12	Management Reports	39
Attachment A	Notice List and Sample Formats	
Attachment B	Web Site Formats	
Attachment C	IVR Script	
Attachment D	TTEAP Specifications	
Attachment E	Court Profile Questionnaire and Instructions	
Attachment F	FARE Glossary and Commonly Used Acronyms	

A.1 REQUIREMENTS OVERVIEW

The business design requirements for Full Fare implementation processing encompass almost the entire range of services that will be offered under the FARE Program. Those not included for Phase 1 will be listed for Phase 2. The business design requirements for those functions and features are not being completed at this time. In Full FARE, all data from the court management systems (CMS) will flow to JUSTIS and then from JUSTIS to ACS Local and State Solutions, Inc. (ACS). All data from ACS will flow to JUSTIS and then to the court management systems. The data flow diagrams are contained in the technical documentation.

A.2 PRE-IMPLEMENTATION REQUIREMENTS**A.2.1. Purpose**

To assure that the courts, JUSTIS and ACS have the standard information required for accurate Program operation in place prior to implementation.

A.2.2. Court Information

Courts must provide the information in the chart below to JUSTIS and ACS prior to implementation and provide updates of the information as necessary. The purpose of the information and update method is also indicated in the chart. See Attachment E for the Court Profile form.

INFORMATION	PURPOSE	UPDATE METHOD	
		AUTO	MANUAL
Notice header information including presiding judge's name and court seal	Notices	X	
Court number	ACS eTIMS court profile		X
Court name	Data presentation for Web and notices		X
Court address for notice stubs for mail payments	Notices and live IVR support		X
Court address for physical appearance	Live IVR support		X
Court telephone number for inquiries	Live IVR support		X
Court public Web site	Data presentation		X
Court days/hours of operation	Live IVR support		X
Acceptable methods of payment at the court	Live IVR support		X
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		X
ACS doing TIP for court (yes/no)	ACS eTIMS court profile		X
ACS doing default Special Collections for court (yes/no)	ACS eTIMS court profile		X
Volume of notices that can be handled per week	ACS eTIMS court profile		X
Bank Name	Verification of RT #		X
Bank Account Number	Deposit of payments		X
Bank Routing Transit Number (with check digit)	Deposit of payments		X
Report Distribution Method (IP address)	JUSTIS distribution		X

A.2.3. Charge Information

JUSTIS will maintain a table of data associated with valid charge (violation) codes for each participating court that will be used to add the charge description when passing information to ACS. The table data must be transmitted to JUSTIS prior to Full FARE implementation in each court; following implementation, updates will be sent real-time. JUSTIS will extract the information for AZTEC courts from each court's database. Each table entry must be associated with an effective data range and there can be no overlapping date ranges for the same charge. Maintaining data at JUSTIS will minimize the amount of data that must be passed to JUSTIS from the case management system (CMS). Although the data table in JUSTIS may contain additional

data fields, the 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 for ACS
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	Will be shown on notices and the Web for pre-disposition processing; JUSTIS will add this element to new case/charge transactions passed from CMS to ACS
Charge Case Type	Identifies the type of charge (criminal, criminal traffic, civil traffic, civil violation, etc.)

A.2.4. Bond Cards

Each court must make arrangements to have new bond cards printed prior to their FARE implementation date to assure that each bond amount that can be paid without court appearance includes the FARE General Services fee. The court should make every effort to see that the new bond cards are distributed by law enforcement agencies as of the date of operation to ensure that the defendant sees the same amount due on the bond card as they will see on the Reminder Notice they receive and that will be shown on the Web for on-line pre-disposition payments.

A.2.5 Court Operational Procedures

Prior to implementation of FARE in the court, the court should revise their internal procedures to reflect the FARE processing requirements in their court.

A.3 PRE-DISPOSITION PROCESSING REQUIREMENTS

A.3.1. Purpose

The purpose of pre-disposition processing is to mail a reminder notice to each defendant prior to their appearance date to encourage and facilitate payment by Web or IVR of obligations that can be satisfied without court appearance and/or to remind the defendant of the required date for appearance.

A.3.2. Qualified Cases

Qualified cases submitted on or after the FARE implementation date for the court will be considered "day-forward" FARE cases.

- All violations on qualified cases must have violation dates on or after the FARE implementation date for the court
- All filings of Arizona Traffic Ticket and Complaint (ATTC) forms where there is a named defendant (excludes parking tickets written on ATTCs) and all charges are valid cites
- All filings of ATTC-like forms containing violations where there is a named defendant from organizations such as Animal Control, Zoning, Fire Departments, etc. and all charges are valid cites
- Long form complaints
- Photo-enforcement citations filed with the court

A.3.3. Non-qualified cases

- Any case having a violation date prior to the FARE implementation date for the court
- Civil cases (i.e. small claims, landlord tenant, injunctions against harassment)
- Parking tickets
- ATTCs for parking only with an un-named defendant
- ATTCs with one or more invalid charges until the charges are resolved (i.e. an invalid cite for a civil traffic violation that can be resolved administratively by a judicial officer)
- Cases with fatal errors in the court's CMS (i.e. case without a defendant) until the fatal error is corrected
- Sealed cases (should not occur in pre-disposition processing)

A.3.4. Applicable Fees

Each charge on the above types of cases must have the FARE General Services Fee added to the bond amounts and/or imposed sanctions for that charge, exclusive of parking charges that are cited with other violations on an ATTC. When payment is made, the FARE General Services Fee will be allocated, reported and disbursed as described for all FARE fees in the applicable FARE Administrative Order.

A.3.5. Required New CMS Case Data

Each CMS will extract data for qualified cases daily to send to JUSTIS. At the time a new case is sent to ACS, the CMS is responsible for recording that the case has been sent to ACS for the FARE Program; no confirmation transaction will be returned to the court. JUSTIS will do the extract of data from AZTEC databases. See the technical specifications for full data contents of the transactions for new cases; however, the general type of information to be submitted includes:

- Case number and first scheduled court appearance date

More than one citation may be included in one case number and the first scheduled court appearance date will be used for the Reminder Notices for all citations. To ensure the notices reflect the same appearance date information as the citation forms, all citations would need to have the same scheduled appearance date.

- Citation information if the case is not filed on a long form complaint. If the CMS system includes comparable numbering for long form complaints, this data may be submitted in place of the citation type and number but these should be readily distinguishable from ATTC and Photo Enforcement citations
- Unique 3 character abbreviation of the agency issuing the complaint
- Party information for the defendant, including available identifiers such as Driver License Number, date of birth, and Social Security Number. Alias information may be submitted if available.
- Person information for the defendant, including available identifiers such as date of birth, Social Security Number and Person ID
- 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
- All charges on an ATTC must be submitted under one case number
- The court CMS is responsible for transmitting the class of offense, charge case type and mandatory appearance indicator for each charge submitted. The CMS should also specify if the Mandatory Appearance is "On" or "By" the first scheduled court appearance date. These fields will determine the type of Reminder Notice mailed to the defendant and the wording on some of the notices. An example of when an "On" Appearance Date would be used is when there is a victim in the case.
- In instances where an appearance may be required on a charge which would not normally require an appearance, all CMS systems must have the ability to determine the appropriate appearance status based on the statutory, rule or judicial requirements for appearance in each court. For example, a red light violation can normally be satisfied without a court appearance; however, in most courts the defendant must appear on the charge if there was an accident involving serious injury or death as a result of the violation or if the violation was in combination with other specific charges, such as DUI.
- If the CMS system sends a charge with both a Mandatory Appearance Indicator and an amount that can be paid, the Mandatory Appearance Indicator will take precedence
- CMS systems must be capable of submitting the Mandatory Appearance Indicator on all charges for a juvenile if juvenile appearance is required
- CMS systems should send a Mandatory Appearance Indicator of 'N' if a charge has been paid in full or if a charge has been adjudicated, there is no warrant outstanding, and there is an amount that the court wants the defendant to be able to pay on the Web or IVR.
- The amount per charge that may be paid to satisfy a charge without a court appearance
- If applicable, the per case fee that must be paid if one or more charges are paid prior to court appearance. If there are multiple court fees imposed at this time, they must be rolled to one total case/party fee
- CMS systems must be able to process error transactions returned to them from JUSTIS arising from processing data transmitted for a new pre-disposition cases

A.3.6. JUSTIS Functions

JUSTIS will extract new case information from the AZTEC databases. Upon receiving new case data from a non-AZTEC court (batch), JUSTIS will do the following:

- Perform basic edits on the data transmitted and if invalid data is received, transmit error transactions back to the courts from nightly batch processing. The court must correct the errors and transmit corrections. A new case will not be transmitted to ACS until all related data is correct. Examples of errors are:
 - If a charge is received that does not match an entry on the court's Charge Table at JUSTIS, the transaction for that charge will be returned to the court with an

error code. The court must then either transmit an addition/update to their JUSTIS Charge Table and retransmit the Case Charge transaction or correct the Case Charge transaction and retransmit it.

- If a charge is transmitted it must have either a “Y” mandatory appearance flag or a monetary amount for payment. If it has neither, JUSTIS will send an error back to the court. If it has both, the Mandatory Appearance Flag will take precedence in determining the type of Reminder Notice to be sent.
- Log the appropriate valid transactions and updates to the statistical datamart for FARE that will be used for reporting and billing verification
- Add the charge descriptions to the data to be transmitted to ACS
- 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
- Send JUSTIS-created Person ID to ACS
- Determine the appropriate Notice Stream for the type of Reminder Notice to send on the case (long form) or for each citation on the case and send the appropriate Notice Stream Indicator to ACS (see Reminder Notice Table in A.3.8.)
- Reformat the information into the JUSTIS to ACS formats and forward the new case information (batch) to ACS for addition to the eTIMS FARE database

Upon receiving address update transactions from ACS, JUSTIS will count these transactions by type, record the new address and forward the transaction to the court’s CMS system (batch). Upon receiving bad address transactions from ACS, JUSTIS will count these transactions by type, record the bad address flag and forward a reformatted transaction to the court’s CMS system (batch).

Upon receiving Event Transactions resulting from Reminder Notice mailing, JUSTIS will count these transactions by Notice Type and Notice Date, record the information in the statistical datamart for FARE and forward the transaction (batch) to the court.

Upon receiving update transactions or payment transactions for a new case, JUSTIS will count these transactions by type in the statistical datamart for FARE, record the new information in the statistical datamart for FARE and forward the transaction (batch or real time depending on the type of information being updated) to ACS or CMS as appropriate.

A.3.7. ACS Functions

Upon receiving new case data from JUSTIS, ACS will do the following:

- Add the case to the eTIMS FARE data base
- If the case data is received, or if a new citation or charge is added to a case, at least five (5) calendar days prior to the first scheduled court appearance Date and has a good address, ACS will generate the correct Reminder Notice format based on the Notice Stream Indicator transmitted from JUSTIS and send the information to the mail house for printing and mailing within 2 business days of receiving the new case data
- If a new case is received with a bad-address indicator, ACS will immediately skip-trace to determine a good address for mailing. On receiving a new address as a result of the skip-trace, ACS will send an address update transaction through JUSTIS to the court. If a good address is received at least five (5) calendar days prior to the first scheduled court appearance Date, ACS will generate the correct Reminder Notice format based on the Notice Stream Indicator transmitted from JUSTIS and send the information to the mail house for printing and mailing within 2 business days
- When a “nixie” is returned for a Reminder Notice, ACS will send an update transaction through JUSTIS with the address and a bad address indicator.

- Send an Event Transaction back to the court through JUSTIS showing the Case/Party, Notice Type, Notice Number (used for accessing the Web/IVR), notice date, citation number if applicable, and total dollar amount when a Reminder Notice is sent
- Make case/citation information available on the FARE Web site and FARE IVR line for all cases where pre-disposition payments can be made
- For pre-disposition payments, Web and IVR users shall be able to pay all charges or only selected charges. If the court has a case level fee, both Web and IVR functionality will include the case level fee automatically the first time a user is paying one or more charges
- Cases where mandatory appearance is required on all charges will not be accessible for payment on the FARE Web site
- Upon receiving update transactions (batch or real time) for a case, ACS will update the case data in eTIMS and make appropriate adjustments to the Web and IVR if necessary

A.3.8. Reminder Notices

The following applies to Reminder Notices:

- No reminder notice will be sent if all charges have been disposed prior to the scheduled time for mailing the notice (i.e. case transferred immediately after filing)
- No notices will be sent if a case is placed on contract and the contract status has been sent to FARE
- The return address on the envelope will be for ACS so that undeliverable mail will be returned to ACS for skip-tracing. Returned reminder notices will not be remailed after skip-tracing
- One reminder notice will be generated for each separate citation
- If there are multiple citations within a case, ACS will mail all the reminder notices for a case in one envelope
- Each notice will have a unique 12 digit Notice Number that can be used to access the Web site or IVR for payment; the Notice Number will be structured such that the first two (2) digits represent the Notice Type, the next five (5) digits represent the Julian Date of the Notice and the last five (5) digits represent the sequential number of the notice within Notice Type and Julian Date
- Each notice will have the Notice Type and the version date of that type both within the body of the notice and on the stub for ease of reference when talking to the defendant. Courts will have samples of each version of each Notice Type as documentation for their personnel
- The notice will display up to five charges plus a line for payable court fees
- Where there are more than five charges on a case, only the first five charges will display and there will be an indicator that there are more charges on the case (i.e., long form complaint)
- A return window envelope will be included with notices on which a payment can be mailed. The notice stubs for payment are formatted such that the court's mailing address for payment will show through the window
- The stub for payment will include a bar-coded Case Number. The bar code will be standard Code 39
- Reminder Notices will be sent on court letterhead and therefore must be shown on the court docket (Register of Actions) for the case
- The reverse side of the notice will contain the majority of text information in Spanish
- The payment date/time shown on the reminder notices will be 5:00 p.m. on the Appearance Date even though the effective ACS system end-of-day will be midnight Arizona time
- An updated reminder notice will not be mailed if there is a change in Appearance Date following mailing of the initial reminder notice

Four types of Reminder Notices are available and the type of notice generated will be based on the criteria established in the table below in the sequence shown. Sample notices are contained in Attachment A to this Appendix. The Notice Workgroup and the FARE Management Team shall have final approval of all notice formats.

NOTICE TYPE	NOTICE STREAM	WORKING TITLE	CRITERIA
JUSTIS will determine the Notice Stream for the Reminder Notice and send this information to ACS. The criteria will be applied in the sequence shown.			
06	2	Reminder - Must Appear	All charges on the citation (or complaint for long form complaints) have a Mandatory Appearance Flag = Y
07	1	Reminder - Civil	1) None of the charges on the citation have a Photo Enforcement Flag = Y and 2) All charges on the citation have a Charge Case Type = TR1, TR5, NC1 or NC2 and 3) None of the charges have a Mandatory Appearance Flag = Y, and 4) All charges have a monetary amount that can be paid without appearance
09	6	Reminder - Photo	All charges on the citation have a Photo Enforcement Flag = Y
08	3	Reminder - Blend	All pre-disposition citations (or complaint for long form complaints) that do not meet the criteria for Notice Streams 1, 2 or 6 above.

A.3.9. Information Updates

If the court needs to update or correct any information sent on the new case, they may at any time send update transactions containing the new data. See Section A.11 for more detail on update transactions.

A.3.10. Duration of Pre-Disposition Processing

Pre-disposition processing remains in effect for a case until:

- Close of business on the first scheduled court appearance date (effectively 5:00 P.M. Arizona time) **or**
- All charges are disposed prior to the first scheduled court appearance date

Pre-disposition cases will not be available for payment by Web or IVR after the first scheduled court appearance Date. Courts may send updates to the First scheduled court appearance Date which will extend the time to pay by Web or IVR. If the defendant schedules a hearing and the court does not want the defendant to continue to be able to pay, then it must send "Must Appear" flags for each charge on which the defendant previously was able to satisfy the charge by payment without court appearance and financial obligation transactions for the charges with the amount as zero.

A.4 POST-DISPOSITION AND DELINQUENCY PROCESSING REQUIREMENTS

A.4.1. Purpose

The purposes of post-disposition and delinquency processing are:

- To mail up to two notices to each defendant who has not resolved, or arranged with the court to resolve, their court obligations for appearance or payment
- To place Traffic Ticket Enhancement Assistance Program (TTEAP) registration renewal holds at MVD for qualified obligations which remain unresolved or where there is a Failure to Appear on a criminal traffic violation (See Section A.7)
- To provide claim information for the court to the AOC's Tax Intercept Program (TIP) if ACS is doing TIP reporting for the court (See Section A.8)
- To place cases into Special Collections status with ACS if ACS is providing default Special Collections for the court or if the court requests that ACS perform Special Collections on a case (See Section A.9)

A.4.2. Qualified Cases

The following types of cases will be processed in Post-Disposition Processing:

- All day-forward FARE cases processed in Pre-Disposition processing
- Backlog cases submitted for the first time for Post-Disposition processing, including parking ticket defaults
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

A.4.3. Additional Required Case Data for Cases Submitted in Pre-Disposition Processing

The following types of data will be required from court CMS systems to either terminate processing on a case in eTIMS or to move processing forward through the Post-Disposition processes:

- Charge disposition and disposition date for each charge; the CMS system should assure that the disposition code used is appropriate for the type of charge, i.e. a Disposition Code 56 should only be used on a criminal charge and Disposition Codes 54, 55 and 58 should only be used on civil violations
- Sentencing Date and any financial obligations, including total case fees for a party should be entered at the time of sentencing
- In order to assure proper Post-Disposition noticing, courts must:
 - Use MVD Disposition Codes 54 or 58 on civil traffic defaults
 - Ensure the civil traffic default financial obligation(s) associated with civil traffic defaults can be transmitted to JUSTIS in conjunction with Disposition Codes 54 or 58
 - Use MVD Disposition Code 55 on civil traffic Failure to Pay
 - Use MVD Disposition Code 56 (warrant issued) on all criminal charges, including non-traffic criminal charges, to indicate a warrant has been issued which includes the charge. Since there is no comparable DPS Disposition Code, the MVD code is needed to direct proper noticing
 - Zero out financial obligations sent for a pre-disposition charge that could have been satisfied by payment without court appearance when that charge has been disposed without financial obligation (i.e. attendance at Defensive Driving; finding of not responsible, dismissal)

- Either use Disposition Code 70 (appeal) for criminal charges since there is no comparable DPS Disposition Code to cause an “indefinite” suspend during the appeal and remove/replace it at the conclusion of the appeal, or the CMS must send the appropriate suspend flags to JUSTIS for the case during the appeal and remove the flags, if appropriate, at the conclusion of the appeal
- Zero out all financial obligations for a charge when entering a MVD Disposition Code 71 (purge)
- New charges added as a result of plea agreements or for FTA/FTP
- Financial obligation data including total case fees for the party either rolled to one total case fee for the party, total amount(s) due, restitution amount, and special collection fee amount and any payments for the case/party or maintained at the case/charge level (JUSTIS will roll the amounts to one total if data is maintained on a case/charge level).
- Financial obligation data if the court allows payment where there is an active post-adjudicated warrant.
- Contract status if the case is on a court administered contract. This will cause a contract suspension at ACS that will keep notices from being produced and keep the case from going into delinquency. However, the FTA notices (12, 14 and 15) will be produced regardless of whether a contract indicator exists on the case or not.

A.4.4. Required CMS Case Data for Initial Submission in Post-Disposition Processing

Each CMS will extract data for qualified cases daily to send to JUSTIS. JUSTIS will do the extract of data from AZTEC databases. At the time a 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. See the technical specifications for full data contents of the transactions for new cases; however, the general type of information to be submitted includes:

- Case number and filing date of the case
- Person information for the defendant, including available identifiers such as date of birth, and Social Security Number; alias information may be submitted, if available
- Party information for the defendant, including Driver License Number, if available
- 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
- The first scheduled court appearance date for the case should be in the past and null values should be transmitted for the first scheduled court appearance Date
- All charges on the case including the class of offense, charge case type, disposition and disposition date for each charge (see Disposition Code requirements in Section A.4.3 above), and TTEAP Qualifier Flag. Financial obligation data including total case fees for the person, total amount(s) due, restitution amount, and special collection amount
- On backlog cases, CMS systems may submit with their party information the number of collection attempts made by the court to cut down on the number of post-disposition notices that would need to be sent prior to submitting the case to TTEAP if it would otherwise meet the TTEAP qualification requirements
- Contract status if the case is on a court administered contract. This will cause a contract suspension at ACS that will keep notices from being produced and keep the case from going into delinquency. However, the FTA notices (12, 14 and 15) will be produced regardless of whether a contract indicator exists on the case or not.

A.4.5. JUSTIS Functions

Upon receiving update information for a pre-disposition case, JUSTIS will do the following:

- Perform basic edits on the data transmitted and if invalid data is received, transmit error transactions back to the courts. The court must correct the errors and transmit corrections
- Update the case information in JUSTIS so that the correct information for the case will display on the Public Access web site
- JUSTIS will extract backlog case information from the AZTEC databases
- Send the new information, as appropriate, to ACS. The CMS may send new case fee obligations and obligations per charge to JUSTIS. JUSTIS will roll all financial obligations for case level fees and charges into one financial obligation for the case.
- Evaluate the data received to determine if JUSTIS needs to send a post-disposition Notice Stream Indicator, or a revised Notice Stream Indicator, to ACS based on the new data received. See A.4.7 for the criteria for the notice streams
- Evaluate the data received to determine the TTEAP FTA eligibility of the defendant on the case to send the correct information to ACS

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

- Log the appropriate transactions and updates to the statistical datamart for FARE that will be used for reporting and billing verification
- 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
- Perform basic edits on the data transmitted and if invalid data is received, transmit error transactions back to the courts. The court must correct the errors and transmit corrections. A new case will not be transmitted to ACS until all related data is correct. Reformat the information into the JUSTIS to ACS formats and forward the new case information (batch) to ACS for addition to the eTIMS FARE database
- Roll obligation totals to a single case total where the court has sent obligations at the case/charge level(s)
- Evaluate the data received to determine if JUSTIS needs to send a post-disposition notice stream indicator to ACS based on the new data received. See A.4.7 for the criteria for the notice streams
- Evaluate the data received to determine the TTEAP FTA eligibility of the defendant on the case to send the correct information to ACS

Upon receiving any subsequent transaction for case update, JUSTIS will count these transactions by type in the statistical datamart for FARE, record the new information in the statistical datamart for FARE, perform any additional processing necessary and forward the transaction (batch or real time depending on the type of information being updated) to the appropriate entity. In order to be able to determine the proper notice within the notice streams for post-disposition processing of non-backlog transactions, JUSTIS must maintain a count of post-disposition notices sent by ACS. More detail on required handling of these transactions is included in Section A.11.

A.4.6. ACS Functions

Upon receiving new case data from JUSTIS, ACS will do the following:

- Add the case to the eTIMS FARE data base
- Perform the appropriate Post-Disposition processes based on the codes and data received with the case and the status of the case in the post-disposition processing stream.
- If a new case is received with a bad-address indicator, ACS will immediately skip-trace to determine a good address for mailing. On receiving a new address as a result of the skip-trace, ACS will send an address update transaction through JUSTIS to the court
- When a "nixie" is returned for a Post-Disposition Notice, ACS will send an update transaction through JUSTIS with the address and a bad address indicator.

- Make case information available on the FARE Web site and FARE IVR line for all cases where post-disposition payments can be made. For cases in Post-Disposition processing, only the total amount for the case/party will be available and the user may make full or partial payments
- If a new case is received with a contract indicator, the case should be placed on a contract suspend, stopping noticing and keeping the case from going to delinquency. However, the FTA notices (12, 14 and 15) will be produced regardless of whether a contract indicator exists on the case or not.

Upon receiving updated case data from JUSTIS, ACS will do the following:

- Update the case information in the eTIMS FARE data base
- Terminate all further processing on the case if the person has appeared and no financial obligations are outstanding
- Upon receiving update transactions (batch or real time) for a case, ACS will update the case data in eTIMS and make appropriate adjustments to the Web and IVR and to the notice stream
- If a new case is received with a contract indicator, the case should be placed on a contract suspend, stopping noticing and keeping the case from going to delinquency. However, the FTA notices (12, 14 and 15) will be produced regardless of whether a contract indicator exists on the case or not.

A.4.7. Post-Disposition Notice Processing

Post-Disposition processing begins with noticing persons who have failed to meet their court obligations for appearance or payment of financial obligations. This is true for cases that have been through Pre-Disposition processing and now have charge dispositions on applicable charges as well as Backlog cases that have just been submitted. In order to begin noticing, all charges except 13-3904, 13-2506 and 13-2507 and their subsections must have disposition codes.

Up to two delinquency notices will be sent as part of a Post Disposition processing notice stream; there are five Post-Disposition notice streams. In all instances except for Failure to Appear/Failure to Pay Streams on a criminal matter, persons are given 25 days to respond to the first notice in a notice stream before the second notice is sent and 15 days to respond to the second notice. Since ACS does not mail on weekends or holidays, the number of days above could be extended a few days if the day limit is passed on a weekend. In the case of Failure to Appear on a criminal matter, the person will receive only one notice; if the person subsequently appears and fails to pay, they will then receive the Failure to Pay notice as their second notice. When a person Fails to Pay without a previous Failure to Appear notice, they will receive only one Failure to Pay notice from ACS. In this case, the court is responsible for issuing an OSC for Failure to Pay prior to issuing the Failure to Pay warrant, and this OSC issuance must be reported to JUSTIS/ACS as a "1" in the TTEAP Notice Indicator so that ACS' Failure to Pay Notice will serve as the second notice to qualify the payment amount for TTEAP.

Upon receiving transactions with Charge Disposition and/or Sentencing data and the associated financial obligation transactions, JUSTIS will evaluate the status of the case to determine whether the case has been through Pre-Disposition processing or has been submitted as a backlog case, the Case/Party TTEAP Notice Indicator, the number of ACS Notices sent, the charge case types, and the collective Case/Charge disposition status for a case and determine the appropriate post-disposition notice stream, or change to the notice stream if any, and correct position in the notice stream, for a case/party and send the appropriate Notice Stream Indicator to ACS to indicate the notice that should be sent. The chart below indicates the criteria for selection of the correct Notice Stream and samples of the notices are contained in Attachment A to this Appendix.

A return window envelope will be included with notices on which a payment can be mailed. The notice stubs for payment are formatted such that the court's mailing address for payment will show through the window. The return address on the envelope will be for ACS so that undeliverable mail will be returned to ACS for skip-tracing. On receiving a new address as a result of skip-tracing, ACS will send the new address to the court via JUSTIS. When a "nixie" is returned for a Post-Disposition Notice, ACS will send an update transaction through JUSTIS with the address and a bad address indicator.

NOTICE TYPE(S)	NOTICE STREAM	DESCRIPTION	JUSTIS CRITERIA
<p>NOTE: When a Disposition Code 70 is received for any charge on a case, JUSTIS will send ACS an "Indefinite Suspend" to stop noticing and collection contacts and will remove the "Indefinite Suspend" when the Disposition Code 70 is overlaid with another Disposition Code; they will also send a Notice Stream of zero when there is a Disposition Code 70.</p> <p>NOTE: The checks for the criteria below should be done in the order shown.</p>			
<p>10</p> <p>Notice of Default</p>	<p>1</p>	<p>Civil Default Stream Notice 1</p>	<p>1) At least one charge(s) with TR1 or TR5 Charge Case Type with current Disposition Code of 54, 55 or 58, and</p> <p>2) No criminal charges with money due as a result of sentencing on that charge, and</p> <p>3) No other charge(s) with current Disposition Code 56 and either</p> <p>4) Non-Backlog case with ACS post-disposition notice count = 0, or</p> <p>4) Backlog case with Case/Party TTEAP Notice Indicator = 0</p>
<p>11</p> <p>Final Notice of Default</p>	<p>1</p> <p>Automatic at ACS 25 days from first notice for Non-Backlog not responding to Notice Type 10</p>	<p>Civil Default Stream Notice 2</p>	<p>1) At least one charge(s) with TR1 or TR5 Charge Case Type with current Disposition Code of 54, 55 or 58, and</p> <p>2) No criminal charges with money due as a result of sentencing on that charge, and</p> <p>3) No other charge(s) with current Disposition Code 56 and either</p> <p>4) Non-backlog case with ACS post-disposition notice count > 0, or</p> <p>4) Backlog case with Case/Party TTEAP Notice Indicator > 0</p>
<p>12</p> <p>Criminal Notice of Arrest Warrant</p>	<p>2</p>	<p>Criminal Stream Notice 1</p>	<p>1) Charge(s) with Charge Case Type other than TR1, TR5, NC1 or NC2 with current Disposition Code 56 that do not have a sentencing date or total due, and</p> <p>2) No other charge(s) with TR1, TR5, NC1 or NC2 Charge Case Type and current Disposition Code of 54, 55 or 58 and</p> <p>3) No money is due on the case (Non-backlog case or backlog case with any value in Case/Party TTEAP indicator; will be only notice sent while in FTA status)</p>
<p>13</p> <p>Notice of Failure to Pay</p>	<p>2</p>	<p>Criminal Stream Notice 2</p>	<p>1) Charge(s) with Charge Case Type other than TR1, TR5, NC1 or NC2 with current Disposition Code 56 that have a sentencing date and total due, and</p> <p>2) No other charge(s) with TR1, TR5, NC1 or NC2 Charge Case Type and current Disposition Code of 54, 55 or 58 and</p> <p>3) Case/Party TTEAP Notice Indicator > 0 (Will be 2nd notice for those who received notice 22; will be only notice for backlog FTP or non-backlog going directly to FTP without FTA)</p>

NOTICE TYPE(S)	NOTICE STREAM	DESCRIPTION	JUSTIS CRITERIA
14 Notice of Arrest Warrant	3	FTA Blend Stream Notice 1	1) Charge(s) with Charge Case Type other than TR1, TR5, NC1 or NC2 with current Disposition Code 56 that do not have a sentencing date or total due, and 2) Charge(s) with TR1, TR5, NC1 or NC2 Charge Case Type and current Disposition Code of 54, 55 or 58, and either 3) Non-Backlog case with ACS post-disposition notice count = 0, or 3) Backlog case with Case/Party TTEAP Notice Indicator = 0
15 Final Notice of Default Judgment	3 Automatic at ACS 25 days from first notice for Non-Backlog not responding to Notice Type 14	FTA Blend Stream Notice 2	1) Charge(s) with Charge Case Type other than TR1, TR5, NC1 or NC2 with current Disposition Code 56 that do not have a sentencing date or total due, and 2) Charge(s) with TR1, TR5, NC1, or NC2 Charge Case Type and current Disposition Code of 54, 55 or 58, and either 3) Non-backlog case with ACS post-disposition notice count > 0, or 3) Backlog case with Case/Party TTEAP Notice Indicator > 0
16 Notice of Failure to Pay	4	FTP Blend Stream Notice 1	1) Charge(s) with Charge Case Type other than TR1, TR5, NC1 or NC2 with current Disposition Code 56 that have a sentencing date and total due, and 2) Charge(s) with TR1, TR5, NC1 or NC2 Charge Case Type and current Disposition Code of 54, 55 or 58, and either 3) Non-Backlog case with ACS post-disposition notice count = 0, or 3) Backlog case with Case/Party TTEAP Notice Indicator = 0
17 Final Notice of Failure to Pay	4 Automatic at ACS 25 days from first notice for Non-Backlog not responding to Notice Type 16	FTP Blend Stream Notice 2	1) Charge(s) with Charge Case Type other than TR1, TR5, NC1 or NC2 with current Disposition Code 56 that have a sentencing date and total due, and 2) Charge(s) with TR1, TR5, NC1 or NC2 Charge Case Type and current Disposition Code of 54, 55 or 58, and either 3) Non-backlog case with ACS post-disposition notice count > 0, or 3) Backlog case with Case/Party TTEAP Notice Indicator > 0

NOTICE TYPE(S)	NOTICE STREAM	DESCRIPTION	JUSTIS CRITERIA
18 Notice of Delinquent Account	5	Delinquent Account Stream Notice 1	1) Any case with a financial obligation that does not meet any of the above criteria and either 2) Non-backlog case with ACS post-disposition notice count = 0, or 2) Backlog case with a Case/Party TTEAP Notice Indicator = 0
19 Final Notice of Delinquent Account	5 Automatic at ACS 25 days from first notice for Non-Backlog not responding to Notice Type 18	Delinquent Account Stream Notice 2	1) Any case with a financial obligation that does not meet any of the above criteria and either 2) Non-backlog case with ACS post-disposition notice count > 0, or 2) Backlog case with Case/Party TTEAP Notice Indicator >0
20 Notice of Failure to Comply	A	Criminal Notice	1) Charge(s) with Charge Case Type other than TR1, TR5, NC1 or NC2 with current Disposition Code 56 that have a sentencing date, and 2) No other charge(s) with TR1, TR5, NC1 or NC2 Charge Case Type and current Disposition Code of 54, 55 or 58 and 3) No money is due on the case

A.4.8. Additional Notice Control for Courts

In order to allow courts to exercise additional control over noticing and collection activities to cover general circumstances such as court initiated and monitored time payment agreements or specific case/party-by-case/party circumstances, each CMS should implement methods to allow transmission of the transaction types listed below with their associated date parameters to match circumstances dictated by their court processing and judicial requirements.

- Suspend active collections for a case/party (Suspend flag = Y)
There are two types of suspend:
 - Indefinite
 - "To" date (will reactivate automatically at 12:01 AM on the "To" date)

Would stop noticing and freeze at the current collection level and not proceed to the next level; the case will be available for payment on Web/IVR

- Reactivate collection activities (Suspend flag = N where it had been Y)

Restarts the collections process where it stopped with the Suspend action for the indefinite suspend or reactivates collection actions sooner than the "To" date if a "To" date was specified previously

- Recall case from collections
(Recall Flag = Y)
The case/party is permanently removed from all collections processing, including noticing, special collections, TIP and TTEAP and the case is not payable on the Web or IVR

CMS systems should also have the ability to set the types of flags listed below to further control and/or indicate specific collection activities.

- TTEAP
- TIP
- Web/IVR Removal
- Special Collections Removal

The flags can be used in combination to achieve the following results as described in the data design specifications for CMS-JUSTIS.

- TTEAP Waiver
On a waiver, ACS will remove the case from TTEAP for 30 calendar days to allow time for vehicle registration renewal and then it will send to MVD for another TTEAP add if the requirements have not been satisfied
- TIP Delete
Removes from TIP only
- Web/IVR Removal
Removes from Web/IVR only
- Special Collections Removal
Removes from Special Collections only

The above transactions to control collection activities are discussed in Sections A.5, A.7, A.8, and A.9, but do not impact noticing directly. JUSTIS will edit these transactions and send error transactions back to the CMS systems where the CMS has sent information that does not appear to be correct, such as sending a flag to remove from TTEAP when the case/party is not on TTEAP.

A.4.9. Information Updates

If the court needs to update or correct any information sent on a case, it may at any time send update transactions containing the new data. See Section A.11 for more detail on requirements for update transactions.

A.4.10. Court Docket Record of Noticing

Post-disposition notices will be sent on court letterhead and therefore a record of each post-disposition notice should appear on the court docket (register of actions/events). ACS will transmit a Event transaction through JUSTIS to the court for each post-disposition notice mailed. The transaction will identify the Case and Party, the Notice Type, mailing date, Notice Number, total amount of the financial obligation shown on the notice and Citation Number if appropriate.

Each CMS system is responsible for recording and displaying the information appropriately within the system.

A.4.11. Approval of Notice Format and Wording

The Notice Workgroup and the FARE Management Team shall have final approval of all notice formats.

A.4.12. Termination of Post-Disposition Noticing and Start of Delinquency Processing

Post-Disposition noticing ends when the second post-disposition notice is mailed. The second post-disposition notice gives the person 15 calendar days to pay their financial obligations in full. ACS will allow an additional 14 calendar days for payments mailed to the court to be posted before checking the case status. If the person has not paid their financial obligations on a case in full on the 30th day after mailing of the post-disposition notice and the case/party is not on an IPP or in suspend status, ACS will begin delinquency processing for the case/party.

A.4.13 Delinquency Processing

Delinquency Processing will include:

- Adding a one-time Delinquency Fee to the Case/Party after the second delinquency notice has been mailed and the defendant fails to meet the court obligations within 30 days; the fee will be added based on the steps shown below. The amount of the fee is on the fee schedule in the applicable FARE Administrative Order
- The case/party will be designated for Special Collections if ACS is doing Special Collections for the court or case (see Section A.10)
- If appropriate for the charges in the case, the total balance due will be added to the TTEAP-eligible balance due for the party (see Section A.7)
- If there is a Social Security Number for the party and ACS is doing TIP for the court, the total balance due will be added to the person's TIP claim balance for the court (see Section A.8)

In order for the total balance due to be accurate in each step of Delinquency Processing, the following must occur in the sequence shown:

- ACS determines the Case/Party qualifies for Delinquency Processing and sends a transaction to JUSTIS for Delinquency Processing for the Case/Party.
- JUSTIS will add the amount of the Delinquency Fee and forward the transaction to the CMS
- The CMS must:
 - Add the Delinquency Fee to the total case fees for the case/party
 - After the Delinquency Fee addition, and where ACS is designated to do Special Collections on the case, the CMS must calculate the amount of the Special Collections fee using the percent being used for Special Collections and add the Special Collections fee to the total balance due
 - Identify the Delinquency Fee and the Special Collections fee amounts uniquely in their CMS so that these fees will be disbursed correctly on payment
 - If ACS will be doing collections on the case, send an Event transaction to ACS with the Special Collections Flag = "Y" and the Special Collections percent being used. The CMS for courts using ACS for all Special Collections should automatically do this for all cases
 - Send one or more updated obligation transaction(s) for the Case/Party to ACS

Note: Adding the Delinquency Fee and the Special Collections fee may be done by the CMS in either one or two steps as best fits the court's CMS processing needs as long as the Delinquency Fee is added prior to the Special Collections fee.

- Upon receiving an updated obligation following the delinquency processing transaction, ACS will update the balances due and determine and implement additional delinquency actions appropriate for the Case/Party.

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 ACS. This will result in the following:

- The lifting of a TTEAP registration hold if in place
- The suspension of all collection activities performed by ACS

A.5 Web/IVR Payment Requirements

A.5.1. Purpose

Allowing credit card* payments of court financial obligations on the FARE Web site and FARE IVR telephone line 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.

A.5.2. Associated Fees

There shall be no separate fees charged to users of the FARE Web site or IVR telephone line for making a payment using that facility. The IVR telephone line will be toll-free.

A.5.3. Court Obligations Payable on the FARE Web Site

The FARE Web site and IVR line will be designed to allow:

- The user will have the ability to select and pay each charge for cases in Pre-Disposition Processing that can be satisfied by payment without court appearance. The user may elect to pay all charges or may select specific charges to pay. If there are case level fees, these will be automatically added to the total paid if any charges are selected for pre-disposition payment.
- 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 Web site and IVR line unless specifically excluded by the court by setting a flag for WEB/IVR removal. For available cases, both full and partial payments will be accepted.

Neither the FARE Web site nor IVR line will 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. 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.

A.5.4. Cases Not Available for pay-by-Web or pay-by-IVR

- Cases that have been paid in full
- Pre-disposition cases where the defendant must appear on all charges
- Pre-disposition cases between the Appearance Date and the time when dispositions are received on all charges
- Cases flagged by the court for removal from the FARE Web site and IVR line

A.5.5. FARE Web and IVR Access Requirements

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

- Notice Number
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
- Case Number
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. 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
- Installment Payment Plan (IPP) Number
This number is included on all IPP plan notices when ACS establishes and monitors an IPP

The IVR line will be accessible by Notice Number and IPP Number as noted above.

A.5.6. General FARE Web Site Design Requirements

The following general design requirements have been specified:

- The Web site will be available in both English and Spanish
- Only the cases where obligations are due will appear on the Web site. If a person enters an access number for a case on which the balance is currently zero, the case will show but it is only so that the case they used for access will appear; no other cases with a zero balance will appear. Predisposition cases where the defendant must appear on all charges will not be accessible on the Web site unless it was the case/notice used for inquiry
- Courts will have the ability to remove Web payment ability for a case. In no instance will a case that has been removed from the Web/IVR by the court be shown or accessible on the Web
- 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
- 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. 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)

- ACS 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. This screen will only have one case on it when accessing by notice number or IPP number but may have multiple cases on it when accessing by Case Number
- Show last name of defendant on all pages after the case/party has been identified
- ACS 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. ACS will provide an exception report for payments without confirmations from the CMS
- Cases will be shown in the following sequence:
 - Case associated with access
 - All remaining cases in that court in LIFO (last in. first out sequence) based on Case Filing Date
 - 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
 - Need ability to display over 100 cases for an individual
- There will be a disclaimer on the payment page for pre-disposition cases indicating that by paying a charge they are admitting responsibility for that charge (civil violation) or posting and forfeiting a bond (criminal). The wording for the disclaimer will be provided by the Notice Workgroup. The user must check that they have read and agree with the statement
- If a case is on an IPP, the IPP payment screen will appear even if a notice number or case number was entered for access
- When paying an IPP payment, the person may pay either the IPP payment amount due or the total IPP balance
- 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
- 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
- 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
- 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
- A payment confirmation will be e-mailed to the individual if they have input an e-mail address; otherwise, the user may screen print the confirmation page
- 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
- Payments must be authorized before being accepted
- If a person with a TTEAP hold makes payment(s) clearing all their TTEAP obligations they will be notified of that information and given a link to Service Arizona. If they still have outstanding obligations and the hold can not be cleared they will be informed of that fact and will be given a link to Public Access to research outstanding obligations
- 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
- There will be an on-line survey/feedback available to collect information about Web site use. This option may be used consistently or periodically as determined by ACS and the AOC. ACS is responsible for making the results available to the AOC at agreed intervals

- The wording and design used on the FARE Web site and survey(s) must be approved by the Notice Workgroup and the FARE Management Team

A.5.7. General FARE IVR Line Design Requirements

The following general design requirements have been specified:

- The IVR script will be in both English and Spanish.
- 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. There will not be direct access to live support personnel until the caller has input a valid Notice Number. Live IVR support is available for the purpose of assisting callers in using the IVR line to successfully make a payment. 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. They may refer callers to the AOC's Public Access Web site if the person needs to do find additional information about specific cases.
- When the user enters a Notice Number or an IPP Plan Number that is valid, the number will be read back to them and they will be asked to confirm the number, to ensure accessing the correct case
- When a Notice Number from a chargeback letter is entered, there will be an opportunity for the caller to contact the IVR Support representative
- On Pre-Disposition cases, the caller will first be given the option of paying all the charges that can be paid, and if that is not selected, they will be given the option of paying the charges individually based on the charge number printed on the notice.
- ACS 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. ACS will provide an exception report for payments without confirmations from the CMS
- There will be a passive disclaimer read to the individual for pre-disposition cases indicating that by paying a charge they are admitting responsibility for that charge. The wording for the disclaimer will be provided by the Notice Workgroup
- When inputting the credit card information, the script will also ask for the zip code on the billing address. 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
- 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
- Callers will be given a payment confirmation number for later reference.
- 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
- Payments must be authorized before being accepted
- The wording of the script used on the FARE IVR line must be approved by the Notice Workgroup and the FARE Management Team

A.5.8. FARE Credit Card Payments

The following requirements apply to credit card payments made on the FARE Web site or IVR line:

- Each payment for each case/party for each court will be in a separate transaction
- The payment transaction will be sent to the court bank account established for FARE credit card transactions

- ACS 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 ACS to update eTIMS
- ACS will provide courts with daily reports, routed through JUSTIS, for reconciliation of credit card payments. Payments made by Web and those 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
- ACS 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 ACS 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. ACS 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
- On a chargeback, courts will apply the same criteria they apply to an 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
- ACS will need a contact in each court for coordinating chargebacks if a problem is encountered
- The wording of the letter sent to the defendant on a chargeback must be approved by the Notice Workgroup and the FARE Management Team

A.5.9. Phase 2 FARE Web Site Enhancements

The following Web enhancements have been identified for Phase 2 of Full FARE:

- Access by Citation Number (under discussion for Pre-Dispo cases)
- Ability to pay more than one case for the same court in one FARE Web payment transaction (same Merchant Number) (under discussion)
- Sequencing the payments using the alpha court name rather than the court number (under discussion)

A.6 **Backlog and Delinquency Processing Requirements**

To allow additional flexibility in bringing "backlog" cases into Full FARE, there are now several options for entry of these cases. They are:

- Bring a case into post-disposition processing
 - If the case is past the Appearance Date and has not received any court notices for Failure to Appear or Pay, the case should be sent to JUSTIS with dispositions on all charges, the total financial obligations due either at a case/party or case/party/charge level, and a TTEAP Notice Indicator of '0'. These cases will begin processing at ACS at the beginning of the Post-Disposition Processing cycle.
 - If the case is past the Appearance Date and has received one court notice for Failure to Appear or Pay, the case should be sent to JUSTIS with dispositions on all charges, the total financial obligations due either at a case/party or case/party/charge level, and a TTEAP Notice Indicator of '1'. These cases will begin processing at ACS in the Post-Disposition Processing cycle at the point where they will receive the 2nd post-disposition notice.

- Where ACS will be doing Special Collections on a case and where the case/party has already received two notices from the court for Failure to Pay, a court may bring a case directly into delinquency processing by adding both the \$35 FARE Delinquency Fee and the FARE Special Collections percent, in that order, to the case/party obligations and then sending JUSTIS the case with dispositions on all charges, the total financial obligations due either at a case/party or case/party/charge level, a Special Collection Flag = Y, and a TTEAP Notice Indicator of '2'. These cases will begin processing at ACS by receiving the first LDC notice (Notice 2) and will be sent to TTEAP immediately if the case is TTEAP eligible.
- Where ACS will **not** be doing Special Collections on a case and where the case/party has already received two notices from the court for Failure to Pay, a court may bring a case directly into delinquency processing by adding the \$35 FARE Delinquency Fee and their own collection agency percent, in that order, to the case/party obligations and then sending JUSTIS the case with dispositions on all charges, the total financial obligations due either at a case/party or case/party/charge level, a Special Collections Flag = N, and a TTEAP Notice Indicator of '2'. These cases will begin processing at ACS by receiving a generic delinquency notice on court letterhead (Notice 40) and will be sent to TTEAP after 15 days if the case remains unpaid.
- Where ACS will be doing Special Collections on a case and where the case/party has already received two notices from the court for Failure to Pay, a court may bring a case directly into delinquency processing at the point of noticing for Credit Bureau Referral by adding the \$35 FARE Delinquency Fee and the FARE Special Collections percent, in that order, to the case/party obligations and then sending JUSTIS the case with dispositions on all charges, the total financial obligations due either at a case/party or case/party/charge level, a Special Collections Flag = N, and a TTEAP Notice Indicator of '3'. These cases will begin processing at ACS by receiving the second LDC notice (Notice 3) and will be sent to TTEAP immediately if the case is TTEAP eligible.

A.7 Traffic Ticket Enforcement Assistance Program (TTEAP) Requirements

A.7.1. Purpose

The purpose of implementing TTEAP is to have another effective tool for collections--the ability to place a hold on renewal of vehicle registrations for those persons who have failed to appear on Criminal Traffic charges or who owe the courts (collectively) more than \$10 in financial obligations on civil and criminal traffic or Title 5 Chapter 3 (Recreational Boating) offenses.

A.7.2. Authorization

The authorization for TTEAP is contained in ARS § 28-1631 through 28-1636.

A.7.3. Implementation Concept

TTEAP for the Arizona courts will be implemented exclusively using the FARE program. JUSTIS will pass ACS data on case eligibility for TTEAP and ACS will determine eligibility for TTEAP based on a collective evaluation of all the court data in FARE.

A.7.4. Implementation Method

If a person has failed to appear on a criminal traffic offense that case/party can be added to TTEAP if there is a customer record for the person at MVD. To accomplish this, the following will occur:

- After evaluating the dispositions received from the CMS, JUSTIS can determine that a TTEAP FTA condition exists for a case and will send a transaction to ACS indicating that the case/party can be added to TTEAP for FTA.
- ACS will evaluate the TTEAP status of the person and will do one of the following:
 - If the person is not currently on TTEAP, it will send a transaction to MVD through JUSTIS for a TTEAP add
 - If MVD returns an add confirmation through JUSTIS to ACS, ACS will record this information in eTIMS and send a TTEAP add transaction through JUSTIS to the CMS for the case/party and the CMS will record that information
 - If MVD does not return an add confirmation for the person because they have no customer record, JUSTIS and ACS will record this information and the CMS would receive a “Rejections Details” transaction indicating the data that did not match MVD, giving the court an opportunity to correct the data
 - If the person is currently on TTEAP for another case, ACS flags 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

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, a TTEAP hold can be placed against the person’s customer record at MVD. To accomplish this, the following will occur:

- If all charges for a case/party are TTEAP eligible, 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 ACS will add the amount of the financial obligation to the qualifying TTEAP amount for the person and will do one of the following:
 - If there is currently a TTEAP hold on the person, ACS 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
 - If the person is not currently on TTEAP and the amount for all TTEAP-eligible cases now exceeds \$10, ACS will:
 - Send a transaction to MVD through JUSTIS for a TTEAP add
 - If MVD returns an add confirmation through JUSTIS to ACS, ACS 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
 - If MVD does not return an add confirmation for the person because they have no customer record, JUSTIS and ACS will record this information and the CMS would receive a “Rejections Details” transaction indicating the data that did not match MVD, giving the court an opportunity to correct the data

JUSTIS is responsible for evaluating TTEAP FTA disposition changes and sending ACS a transaction when the all the TTEAP FTA conditions have been cleared for a case/party.

ACS is responsible for determining when to send MVD a TTEAP delete for a person based on satisfaction of all FTAs and outstanding amounts contributing to the TTEAP hold. At the time MVD confirms a TTEAP delete, ACS will send a TTEAP delete transaction for each case/party that contributed to the hold. The CMS in each court will record that information for the case/party.

A.7.5. TTEAP Waiver

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 Flags to ACS thru JUSTIS.

Upon receipt of a TTEAP Waiver for a case/party, ACS will transmit a TTEAP delete transaction to the court for this case/party and then re-evaluate the person's TTEAP status; the court CMS should record this information. If this is the last case for the party with a TTEAP hold, ACS will transmit a TTEAP delete to MVD. 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. ACS 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, ACS should re-add the person to TTEAP and send a TTEAP add transaction to MVD and the CMS.

A.7.6. Applicable Fees

The delinquency fee is added per case after two delinquency notices have been sent and the defendant fails to satisfy the court obligations. There are no additional FARE fees associated with TTEAP processing.

A.7.7. Detailed Specifications for TTEAP

The detailed specifications for ACS/JUSTIS and MVD have been placed in Attachment D to this Appendix.

A.7.8. Prequalification for TTEAP

JUSTIS has the ability to pre-qualify parties for TTEAP through other methods of inquiry to determine if the person has a customer record at MVD. Prequalification by JUSTIS may be implemented at a later time.

A.8 Tax Intercept Processing Requirements

A.8.1. Purpose

To assure that claims are submitted to the Tax Intercept Program (TIP) for all cases where there is a Social Security Number for the person owing court obligations so that Arizona tax refunds and lottery winnings can be intercepted to satisfy the debt.

A.8.2. Authorization

The authorization for TIP is contained in ARS § 5-525 and 42-1122.

A.8.3. Implementation Concept

ACS will perform TIP processing for all FARE courts not having automated interface to TIP through their own CMS. Courts having their own automated interface to TIP may elect to have ACS do their TIP processing at a mutually agreed-upon date following the courts implementation in FARE.

A.8.4. Implementation Method

Once a case moves to Delinquency Status, and ACS has a Social Security Number for that person, the person's financial obligations on the case, exclusive of the Special Collection fees, can be reported to TIP. To accomplish this, ACS will send a transaction from their nightly batch run to the AOC's TIP system through JUSTIS to add a TIP claim for the court for this case and the total amount due on the case, exclusive of Special Collections fees. ACS will also send a

transaction from their nightly batch run to the court's CMS for the case/party with a TIP add flag and the CMS will record the information.

ACS is responsible for sending transactions to update the TIP claim balance on a case/party (SSN) when any form of payment is made for the case/party.

When there is an interception of a tax refund or lottery winning, the AOC's TIP system will send data to ACS through JUSTIS to request certification that the court is still due the financial obligation for the party and wants the interception monies that have been allocated to the court. ACS is responsible for determining how much of the interception allocated to the court for that party (SSN) is still due and certifying the amount of the interception needed to cover the financial obligations due the court. If the amount due is now zero and an interception has been made, ACS will certify the interception for \$9.00 to cover the DOR cost of the interception.

Interception monies will be sent directly to the court from the AOC and the court is responsible for receipting the monies intercepted for an individual to the person's case(s) with outstanding financial obligations. The court's CMS must be capable of transmitting the receipt of tax and lottery interceptions as non-financial adjustment monies to ACS when the total case/party financial obligation update is sent to ACS.

A.8.5. TIP Delete

The court may choose to exclude a case/party financial obligation from a TIP claim for the court by sending ACS a transaction update with a TIP Flag = "N".

Upon receipt of a TIP Flag = "N", ACS will transmit a TIP claim update of zero for the case/party to JUSTIS for the AOC's TIP system.

A.8.6. Applicable Fees

The delinquency fee is added per case after two delinquency notices have been sent and the defendant fails to satisfy the court obligations. There are no additional FARE fees associated with TIP processing.

A.9 **Special Collections Requirements**

A.9.1. 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. 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. The courts which have a collection agency under contract may also use ACS for traditional collection agency functions by indicating that the case should be sent to ACS for Special Collections.

A.9.2. Authorization

The authorization for Special Collections is contained in ARS § 12-116.03.

A.9.3. Implementation Concept

ACS will perform Special Collections processing for all FARE courts not having a contract with another collection agency unless the court is exempted by the AOC. At the option of the court,

and in consultation with the AOC, ACS may also perform collections on a case-by-case based for courts that have contracts with another collection agency.

A.9.4. Implementation Method

- The CMS will calculate their 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
- The CMS will send an Event Transaction to ACS with a “Y” in the Special Collections Flag if ACS is to do Special Collections for the case/party and an “N” in the Special Collections Flag if ACS is not doing Special Collections for the case/party.
- The CMS will send an updated obligation transaction for the case/party to ACS through JUSTIS and this obligation transaction will include the Special Collections amount as a separate field
- Upon receiving an updated obligation where the Special Collections Flag = “Y” following the delinquency processing transaction, ACS will begin Special Collections actions as defined in the contract. This will include:
 - Additional noticing under the DBA name LDC Collection Systems
 - Reporting the debt to the three major credit bureaus
 - Telephone contacts
- If a court places a defendant on a payment plan, all collection activities will be suspended unless the payment plan is defaulted.

A.9.5. Special Collections Delete

The court may choose to exclude a case/party financial obligation from Special Collections for the court by sending ACS a transaction update with a Special Collections Flag = N”. At this time, the court should remove the Special Collections fee from the case/party obligations and send an updated obligation transaction for the case/party.

Upon receipt of a Special Collections Flag = “N” and an updated obligation transaction, ACS will adjust the balances due and remove the case/party from Special Collections.

A.9.6. Applicable Fees

The FARE fee associated with Special Collections is included in the applicable Administrative Order.

A.9.7 Special Collections Notices

Special Collections notices will be issued by ACS using the DBA name LDC Collection Systems. Since they are not printed using court letterhead, there is no requirement for these notices to be noted on the court docket. The notice wording will be approved by the FARE Notice Workgroup and the FARE Management Team.

A.10 Installment Payment Plan (IPP) Requirements

A.10.1. Purpose

The purposes of having installment payment plans administered by ACS re:

- To relieve court staff from having to set up and monitor payment plans in their own CMS
- To offer the convenience of monthly billing for the person placed on an Installment Payment Plan (IPP)

- Allow customized payment ability by WEB and IVR for the current amount owed or the full balance due

A.10.2. Qualified Cases

All post-disposition cases that are not in Special Collections with ACS may be placed on an Installment Payment Plan. The following criteria will be applied to the plan:

- Case must be in FARE
- Must be for only one case/party
- All charges on the case must be disposed
- The JCEF Time Payment Fee must be assessed before establishing the IPP
- Any down payments must be taken by the CMS before establishing the IPP
- The total balance due on the case must include the applicable fee for the Installment Payment Plan Service
- Must be for the total balance due on the case
- Must be for a fixed number of months, not to exceed 24 months
- The monthly payment plan amount shall not be less than \$20 except the last monthly payment which may be less than \$20
- An IPP will be cancelled by ACS if the person falls two months in arrears
- No changes can be made to the Plan; to change a Plan, the court must cancel the existing Plan and set up a new Plan with a new fee for service
- Must be eligible for payment by Web/IVR

A.10.3. Method of Implementation

The AOC will develop a Web-based application that can be used by all the courts to initiate or cancel an IPP. The application will:

- Allow creation of a new plan by allowing input of:
 - Case/party Information
 - Total amount due (the fee for the Plan will be automatically added to the total case amount through the IPP application which will then be reflected on the printed copies generated by JUSTIS as described below)
 - Effective date of the plan (must be at least 15 days in the future but not greater than 46 days in the future)
 - Number of months for payment
 - Billing address for plan. ACS maintains separate addresses for IPP
 - Verification of defendant's SSN
- For new plans, JUSTIS will generate a unique IPP number based on the criteria provided by ACS
- For new plans, JUSTIS will generate two copies of a printed document that the court can give the person with the terms of the Plan and a copy for placement in the case file
- Assure fee for the IPP is added to the balance for the case before the IPP is initiated
- Generate a transaction to the CMS for initiation/cancellation of the Installment Payment Plan
- The court's CMS must enter the data transmitted to the system, place an entry on the docket/register of actions for the IPP, update the total balance due, update the billing address and SSN if included, and return a transaction to JUSTIS for ACS
- ACS will initiate an IPP when the IPP transaction is received

A.10.4. Installment Payment Plan Administration

When ACS has initiated a Plan, it will:

- Remove the case from TTEAP, TIP and/or suspend Special Collections for the duration of the IPP
- For Plans in effect, send a monthly notice of payment due; each notice will have a payment coupon and a window envelope for mailing the payment to the court
- Monitor timely payment on all Installment Payment Plans
- Skip trace any notice returned
- Send a Plan default notice when the first payment is missed

When ACS has cancelled a Plan (i.e. defaulted the plan for non-payment) it will:

- Send a Plan cancellation letter and cancellation transaction to the court via JUSTIS when the person is two months in arrears
- Following cancellation, resume processing on the case at the appropriate place in the Post-Disposition / TTEAP / TIP / Special Collections cycle

A.10.5. Court Data Requirements

The court will receive transactions for:

- IPP Creation from JUSTIS
- IPP Default Notice
- IPP Cancellation Notice
- Monthly billing notices

Since all notices associated with an IPP will be sent on court letterhead, the transactions for these notices should be reflected on the court docket.

A.10.6. IPP Notices

The Notice Workgroup and the FARE Management Team shall have final approval of all notice formats.

A.11 Data Update Requirements

A.11.1. Purpose

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

A.11.2. Definition

The basic business requirements for initial case data submission to JUSTIS to be sent to ACS have been included in the Pre and Post Disposition sections of this document. The contents of the actual transactions are included in the CMS - JUSTIS Data Design Information documentation. This section describes:

- Court business process events that should initiate updates to original case data submitted for FARE
- Events at ACS that will result in information being sent from ACS through JUSTIS that should be reflected in the court CMS
- Events at JUSTIS that will result in information being sent to ACS and/or the courts' CMS

Note that the sections below address specific points in the processing at which a transaction can/should occur.

A.11.3. Updates initiated by the court **only** during pre-disposition processing

- Change in First scheduled court appearance Date
- Change in Mandatory Appearance Indicator
 - CMS systems must be capable of submitting updates to the Mandatory Appearance Flag(s) on all charges if court policy determines no pre-disposition payments may be made if the defendant schedules a hearing. At the time a charge is changed from one which could be paid to one requiring a mandatory appearance, the CMS may also send an update transaction changing the obligation amount for the charge to zero; if both the amount and a Mandatory Appearance Indicator are present, the Mandatory Appearance Indicator will take precedence

A.11.4. Updates initiated by ACS **only** during Pre-Disposition Processing

- ACS will generate an event transaction on mailing of a Reminder Notice. A court's CMS must be able to place this event transaction on the court's docket/register of actions for the correct case/party

A.11.5. Updates initiated by JUSTIS following Pre-Disposition processing

- JUSTIS will be responsible for initiating a transaction to ACS placing a case in a post-disposition notice stream or for changing a post-disposition notice stream based on:
 - Whether the case is a day-forward FARE case that has been through pre-disposition processing at ACS or a backlog case
 - The combination of disposition code(s) on the charges for a party
 - The charge case type for each charge
 - Sentence date
 - Financial obligations, and
 - The number of notices sent by ACS and the CMS
- Upon receiving updates in any of the above information for a case in which a combined total of less than 2 post-disposition notices has been sent, JUSTIS will re-evaluate the post-disposition notice stream to determine if an update must be sent to ACS
- JUSTIS will be responsible for sending transaction data to ACS to indicate that the case/party qualifies for a TTEAP hold based on Failure to Appear on a criminal traffic charge or charges and for sending transaction data to ACS when the party appears on those charges so that the FTA case hold can be cleared

A.11.6. Updates initiated by the court at any time in the case life-cycle

- 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:
 - Correction of initial information submitted due to data entry error
 - New address information received by the court other than as an ACS-transmitted new address as a result of skip-tracing
 - Case delete when a case is being sealed or party restricted
 - Additional party identification information received
 - 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 means
- If the case, party and citation key field data is changed, see section A.11.14
- Changes in charge data as a result of:
 - Amendment to a charge (violation/law) code
 - Pleas
 - Disposition code and date at the time a disposition is added to a charge
 - Disposition Codes 54, 55 and 58 must be associated with a financial sentence and the court's CMS should ensure that the financial sentence

is entered/available when these dispositions are initially entered for a charge

- Sentencing date and sentence information should be entered on a timely basis following sentencing
- Changes in a case/party/(charge) financial obligation as a result of sentencing. JUSTIS will roll financial obligations submitted at a charge level to the case level
- Changes in case/party/(charge) financial obligation as a result of suspension, waiver or conversion to a non-financial sentence
 - The court's CMS must be able to identify these changes in financial obligation as a non-financial adjustment
- Changes in case/party/(charge) financial obligation as a result of a payment made to the court
 - The court's CMS must be able to identify tax and lottery intercept monies receipted as non-financial adjustments
 - If the court's CMS receipts community services in lieu of payment, these transactions must be identified as non-financial adjustments
- 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 the ACS transaction number and date as a confirmation that the court has reflected the transaction in their CMS. 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 ACS/FARE. 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
- Changes to the TTEAP Notice Indicator to reflect a court post-disposition notice sent to the person that should count as an attempt to collect for TTEAP purposes
 - This field must be updated by the court's CMS to reflect an OSC sent for failure to pay on criminal charge(s)
- If a case is sealed in the CMS, the court should delete the case from FARE immediately

A.11.7. Updates initiated by ACS at any point in the case life-cycle

- New address found as a result of skip-tracing. The court's CMS should be able to post this information to the system for the correct case/party and have the ability to identify that the address was received from ACS/FARE
- When a "nixie" is returned for a any notice, ACS will send an update transaction through JUSTIS with the address and a bad address indicator.
- Payment transactions resulting from a Web/IVR payment. If the payment was received for a court fee or charge for a pre-disposition payment, the fee/charge paid will be identified
- TTEAP FTA Hold transactions may occur whenever JUSTIS sends a TTEAP FTA Flag = "Y". This may occur in pre-disposition if all other charges have not been disposed.

A.11.8. Updates initiated by the court **only** in Post-Disposition or Delinquency Processing

- 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 the CMS - JUSTIS Data Design Information. These status indicators will control the collection actions taken for a party and should be used in accordance with established court collection policies. Some examples of court actions which would cause the status indicators to change are:
 - When a person has been placed on a time payment plan with the court and the court wishes to suspend further collections actions
 - When a person defaults on a time payment plan with the court and the court wishes to resume collection actions
 - When a judicial action grants a waiver of a TTEAP hold on registration renewal

- A court's use of ACS's Installment Payment Plan (IPP) feature will be initiated by the court using the Web application designed to initiate an IPP for a case/party which will generate transactions that must be processed in the CMS (see section A.10 for detailed information on IPP business requirements and processes)

A.11.9. Updates initiated by the court **only** in Delinquency Processing

- The CMS must transmit an Event Transaction with the Special Collections Flag = "Y" for the case/party if ACS will be doing Special Collections for the party, including the percent of the Special Collections fee appropriate for the Case/Party
- The CMS must transmit an updated obligation transaction(s) for the case/party after the Delinquency Fee and the Special Collection fee are added to the financial obligations for the case/party
- The CMS must be able to transmit changes in case/party status indicators as appropriate. These include:
 - Special Collections Flag
 - TTEAP Flag
 - TIP Flag

A.11.10. Updates initiated by ACS **only** in Post-Disposition Processing

- ACS will generate an event transaction on mailing of a Post-Disposition Notice. A court's CMS must be able to place this event transaction on the court's docket/register of actions for the correct case/party

A.11.12. Updates initiated by ACS **either** in Post-Disposition or Delinquency Processing

- Event transactions for IPP noticing and/or cancellation. A court's CMS must be able to place these event transactions on the court's docket/register of actions for the correct case/party

A.11.13. Updates initiated by ACS and processed by JUSTIS **only** following Post-Disposition Processing

- If there is still an obligation owed on the case twenty-nine days following mailing of the second post-disposition notice, ACS will send a transaction to CMS through JUSTIS to indicate that the case/party is now in "delinquency" status. JUSTIS will add the Delinquency Fee specified in the applicable FARE Administrative Order before passing the transaction to the CMS. The CMS system is responsible for adding the appropriate obligation to the case financial data for the case/party and sending an obligation update transaction.
- ACS will wait 71 hours following issuance of the Delinquency Transaction before beginning subsequent collection actions on cases with outstanding balances such as:
 - Including appropriate cases for a TTEAP registration renewal hold based on amount due
 - Including case financial obligations in a TIP claim if ACS is doing TIP for the court and if there is a Social Security Number available for the person owing the financial obligation, and
 - Beginning Special Collection actions if ACS is doing special collections for the case/party

A.11.14. Updates to Key Data Elements

To properly accomplish the changes involving a change to the case number or a change to the case number and party type and number, a new transaction field (recall_flg) will be defined for the CMS to JUSTIS Data Design to be used in key-change scenarios involving a change in case number and/or party type and number. The flag will permanently stop all collection activities on the case with the recall_flg = "Y" and will remove the case from TIP and TTEAP, case/party data

will be submitted with the new case/party keys and ACS will re-evaluate the new case for collections activities, TIP and TTEAP.

Case Number Change

- If a case number was assigned in error and is being changed to correct the error, or if the case is transferred to a different category (i.e. criminal to civil traffic) causing a case number change, the CMS should:
 - Submit a transaction with the old case number and party type and number with the recall_flg = Y, and
 - Submit the case/party data under the new case number

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.

Party Change from one Case to Another

- If a person's case number changes through case consolidation and the party consolidated into another case, the CMS should:
 - Submit a transaction with the old (child) case number and party type and number with the recall_flg = Y, and
 - 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
- If a person's case number changes through case severance and the party is removed from the case, the CMS should"
 - Submit a transaction with the old (child) case number and party type and number with the recall_flg = Y, and
 - 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 Case

- If there is an error in the citation number originally entered for the case/party/charge, the CMS should:
 - 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 readded since they are linked to the citation.

A.12 Management Reporting Requirements

The contents of this section are based on the management report meeting held. Significant revisions will be made after sample reports have been presented to the Reports Workgroup.

A.13.1. Purpose

To assure that adequate information is collected and reported in a usable fashion to allow both AOC and court management of the FARE program.

A.13.2. Method of Delivery

ACS will route report data to JUSTIS and JUSTIS will make the courts' reports available via the Intranet. ACS has the Report View application which will be available at the AOC. Courts may purchase this application for \$5,000/year and it may be feasible for larger courts to purchase the application

A.13.3. Billing Reports

The AOC will require a variety of reports to support ACS billing. Much of the information that the AOC will require will be supplied by the AOC's statistical datamart for FARE, but it will require billing information from ACS for:

- Billing/tracking for:
 - New adds
 - WEB/IVR transactions
 - Special collections
 - TIP
 - TTEAP
 - IPP
- Postage:
 - Notice by types
 - Postage costs
- Discount WEB/IVR fee:
 - Clearing house system report

A.13.4 Operations Reports

Daily Reports

- Update reports
 - Day-forward cases added
 - Backlog cases added
 - Payments
 - Number and dollar amount by Web
 - Number and dollar amount by IVR
 - Number and dollar amount at court
- TTEAP
 - Number submitted to MVD
 - Number of matches at MVD
 - Number rejected by MVD
 -
- TIP
 - Number and dollar amount of claims submitted
 - Number and dollar amount of claims deleted
 - Number and dollar amount of certifications
- Number of notices by notice type
- WEB/IVR:
 - Money processed
 - Number of pre-disposition payments
 - Number of post-disposition payments
 - Clearing house information for discounted fees
- Special Collections
 - Number of cases assigned to special collections by court
 - Source of payment, i.e. court, WEB, etc.
- ACS Installment Payment Plans
 - Daily report of payments on payment plans

Management Reports: Monthly

- Finance revenue report (RDR)
 - Receivable reports.
 - Open receivables.
 - Difficult collections based on identified criteria, i.e. bad address
 - Status of receivables.

- Noticing Reports
 - Totals mailed, by notice type.
 - Nixies returned
 - Notice effectiveness report
 - Notice revenue report
- Special Collections
- Skip tracing
 - Nixies processed
 - New address updated
- Nixies processed
- Suspends

Program Management Reports: Monthly

- Notice effectiveness
- Revenue distribution
- Receivable report

Snapshot Collection Reports:

- MISSPC (Management Information System Special Report) with the following fields:
 - Month Received
 - # Pre-Disposition cases Received
 - # Assigned cases Received
 - Total Cases Received
 - # Pre-dispo paid
 - # Post-dispo paid
 - % Pre-Dispo Received
 - # Assigned paid
 - % Assigned Received
 - Payment Rate
 - # On TTEAP Hold
 - # Open Un-Noticed
 - % Un-Noticed Received
- Notice v. Un-Noticed
- Notice effectiveness
- Difficult-to-Collect open receivable
- Program report: (status reports)
- TTEAP: (separate report)
 - Number of parties
 - Number of cases
 - Amount paid
 - Number of TTEAP waivers granted
 - Case closures
- TIP (separate report)
- Notices mailed, by type, by court
- Type of Interruption:
 - Number of cases in suspense
 - Type of suspense:
 - Temporary
 - Indefinite
- IPP
- Withdraw from special collections
- Revenue summary
- New case v. backlog cases
- Number of cases to special collections
- Non-monetary adjustment

- Aging