



FULL FARE PROCESS REFERENCE

CHAPTER: 6.00 – Reference Subjects

SUBJECT: Pay-by-Web

REFERENCE #: 6.06

EFFECTIVE DATE: 07/01/05

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PURPOSE

The purpose of allowing credit card* payments of court financial obligations on the FARE Web site is to:

- Encourage timely payment
- Provide a convenient method of payment for anyone with a credit card and access to the Internet
- 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. Only payment with VISA or MasterCard is accepted at the present time.

ADDRESS FOR ACCESS

www.azcourtpay.com

NO FEES FOR USE

No additional fees are charged either to the courts or to the user for Pay-by-Web. The costs for Web use are covered by the other FARE fees described in Administrative Order 2003-126.

COURT OBLIGATIONS PAYABLE ON THE FARE WEB SITE

The FARE Web site allows:

- Pre-Disposition cases:
 - The user has the ability to select and pay each charge that can be satisfied by payment without court appearance.



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- The user may elect to pay all charges or may select specific charges to pay.
- Partial payments are not allowed on charges; if a charge is paid, it must be paid in full.
- Case level fees are automatically added to the total paid if any charges are selected for pre-disposition payment.
- The user must check the plea agreement box before payment will be accepted.

- Post-Disposition cases:
 - Only one total shows for the case. The total includes all financial sentences on all charges and all case fees.
 - Partial payments of at least \$20 are accepted. If the case balance is less than \$20, it must be paid in full.
 - If payment satisfies the remaining obligation causing a TTEAP hold for overdue monies owed the court, the user will be notified that they may now register their vehicle.
 - 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.

The FARE Web site does not allow:

- Payment of bonds on Failure to Appear warrants and court CMS systems should not have transmitted bond amounts to JUSTIS as financial obligations due.

CASES THAT WILL NOT DISPLAY ON THE FARE WEB SITE

The following cases in FARE will not display on the FARE Web site, or that will only display if that specific case number is entered:

- Cases with a zero balance (unless access is made using a case number or a notice number of a case with a zero balance). Examples are cases paid in full, recalled cases, or those where the balance has been adjusted to zero.
- Pre-disposition cases where the defendant must appear on all charges (unless access is made using a pre-disposition must-appear-only case number)



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- 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

FARE WEB SITE ACCESS

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

As a future enhancement, access will also be available using the ACS Installment Payment Plan (IPP) Number when that functionality is implemented for Full FARE.

WEB DESIGN FEATURES

- The Web site will be available in both English and Spanish.
- Only one case may be paid at a time.
- Courts may remove Web payment ability for a case.
- There is 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 is 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 are 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).



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- ACS displays 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 has only one case on it when accessing by notice number or IPP number but may have multiple cases on it when accessing by Case Number.
- The last name of the defendant shows on all pages after the case/party has been identified.
- ACS adjusts 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 provides an exception report for payments without confirmations from the CMS.
- Cases are 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; and
 - 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.
- The site can display in excess of 100 cases for an individual.
- There is 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 user must check that they have read and agree with the statement to complete payment.
- When inputting the credit card information, the site asks 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 may select to pay other cases for payment if there are more cases to be paid for that party.
- The user may indicate that they wish their credit card billing information to be retained following payment to facilitate multiple payments. The credit card billing information then remains available as long as there are cases selected to pay and the user does not have to re-key that information.
- For all except pre-disposition cases, there is 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 Caution statement is displayed above the post-disposition payment line which reads “Be sure the



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amount in the 'Amount Paid' box is the amount you want charged to your credit card before clicking 'continue with payment' ". This will hopefully prompt the user to verify the amount before charging the amount, thereby lessening the chance for an overpayment.

- A payment confirmation is 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 is sent to the court with the payment information and can be used to track the payment to the merchant number.
- Payments are authorized before being accepted.
- When a person with a TTEAP hold makes payment(s) clearing all their TTEAP obligations they are 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 are informed of that fact and will be given a link to Public Access to research outstanding obligations for payment or appearance.
- There is 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.
- Web payment transactions are sent real-time to the court through JUSTIS. These should be applied real-time in the CMS so that the court users will always have the most current balance information.
- There is a feedback capability for users. Feedback from the site will be sent to AOC Production Control for FARE.
- The wording and design used on the FARE Web site has been approved by the Notice Workgroup and the FARE Management Team.

FARE CREDIT CARD PAYMENTS

The following requirements apply to credit card payments made on the FARE web site:

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



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- ACS provides 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 are 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 should apply the same criteria they apply to an NSF check. If payment was made on a pre-disposition charge or charges; the court should 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 should have a contact in each court for coordinating chargebacks if a problem is encountered.

RELATED REFERENCES:

- 3.00 Pre-Disposition
- 4.00 Post Disposition
- 5.00 Delinquency
- 6.01 Data Elements for FARE
- 6.02 Date Update Requirements
- Appendix B Web Site Layouts

ADDITIONAL REFERENCES:

- FARE Web site
<http://www.supreme.state.az.us/fare>