



# FULL FARE PROCESS REFERENCE

CHAPTER: 6.00 – Reference Subjects
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SUBJECT: Pay-by-Phone
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REFERENCE #: 6.07
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EFFECTIVE DATE: 07/01/05
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## PURPOSE

The purpose of allowing credit card\* payments of court financial obligations on the FARE IVR line is to:

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

## TOLL-FREE NUMBER FOR THE IVR

**1-866-859-2527**

## NO FEES FOR USE

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

## COURT OBLIGATIONS PAYABLE ON THE FARE IVR LINE

The FARE IVR line 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 is informed that by completing the payment they are pleading guilty or responsible for the charges paid.
  
- Post-Disposition cases:
  - Only one total is given for a 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 IVR line and will not be treated as a bond.

The FARE IVR line 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 ARE NOT AVAILABLE ON THE FARE IVR LINE**

The following cases in FARE will not be available for payment on the FARE IVR line:

- Cases with a zero balance (unless access is made the 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
- 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



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## FARE IVR LINE ACCESS

To access the FARE IVR line, 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

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.

## IVR LINE DESIGN FEATURES

- The IVR script is in both English and Spanish.
- There is live IVR Support available from 8:30 a.m. to 5:00 p.m. Arizona time, exclusive of weekends and Arizona State holidays. There is no 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 only have basic information available such as court names, addresses, hours of operation and acceptable methods of payment; they will 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 valid Notice Number, the number is read back to them and they are asked to confirm the number, to ensure accessing the correct case.
- When a Notice Number from a chargeback letter is entered, the caller is routed to the IVR Support representative.
- On Pre-Disposition cases, the caller is first given the option of paying all the charges that can be paid, and if that is not selected, they are given the option of paying the charges individually based on the charge number printed on the notice.
- ACS adjusts the balance due on the case in eTIMS after a payment is made in order to have new balance; but awaits confirmation from the CMS and adjusts balances due if the CMS balance due is different. ACS provides an exception report for payments without confirmations from the CMS.



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- There is a passive disclaimer read to the individual for pre-disposition cases indicating that by paying a charge they are admitting responsibility for that charge.
- When inputting the credit card information, the script asks for the zip code on the billing address. The script also asks 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
- For cases that are not pre-disposition, the minimum payment amount is \$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 are given a payment confirmation number for later reference.
- 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.

## FARE CREDIT CARD PAYMENTS

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

- 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.
- 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



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- 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.

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## RELATED REFERENCES:

- 3.00 Pre-Disposition
- 4.00 Post Disposition
- 5.00 Delinquency
- 6.01 Data Elements for FARE
- 6.02 Data Update Requirements
- Appendix C IVR Scripts

## ADDITIONAL REFERENCES:

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