



# FULL FARE PROCESS REFERENCE

CHAPTER: 6.00 – Reference Subjects
------------------------------------

SUBJECT: Special Collections
------------------------------

REFERENCE #: 6.10
-------------------

EFFECTIVE DATE: 07/01/05
--------------------------

PAGE #: 1 of 2
----------------

## PURPOSE

FARE provides for ACS State and Local Solutions, Inc. doing special collections activities (additional noticing, credit bureau processing, and telephone contacts) under their collections DBA of LDC Collections Systems. The purpose is 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. 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. 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; FARE provides the option of either doing special collections for all a court's caseload in FARE, or on a case-by-case basis, as designated on individual cases.

## AUTHORIZATION

The authorization for special collections of debt owed to courts is contained in ARS § 12-116.03.

## IMPLEMENTATION METHOD

The following is required for exercising the special collections feature of Full FARE:

- The CMS calculates their amount for the Special Collections fee for this case/party using the method determined for their court and adds the Special Collections fee to the total balance due for the case/party
- The CMS sends 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 sends 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" for cases in Delinquency processing, 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



# FULL FARE PROCESS REFERENCE

CHAPTER: 6.00 – Reference Subjects
------------------------------------

SUBJECT: Special Collections
------------------------------

REFERENCE #: 6.10
-------------------

EFFECTIVE DATE: 07/01/05
--------------------------

PAGE #: 2 of 2
----------------

## FEE FOR SPECIAL COLLECTIONS

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

## 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 FARE Management prior to issuance.

At the time of this document, a series of four collection notices will be used for all cases. After a case has received the four notices, they may also receive additional notices as part of a “sweep” where specific cases meeting established criteria for the sweep all receive the same notice.

---

### RELATED REFERENCES:

- 5.00 Delinquency
- 6.01 Data Elements for FARE
- 6.02 Data Update Requirements
- Appendix G Priority of Payments

### ADDITIONAL REFERENCES:

- Administrative Orders 2003-126 and 2005-29  
<http://www.supreme.state.az.us/orders/admorder/Orders03/2003-126.pdf>  
<http://www.supreme.state.az.us/orders/admorder/orders05/2005-29.pdf>
- FARE Web site  
<http://www.supreme.state.az.us/fare>