

# Debt Setoff Program

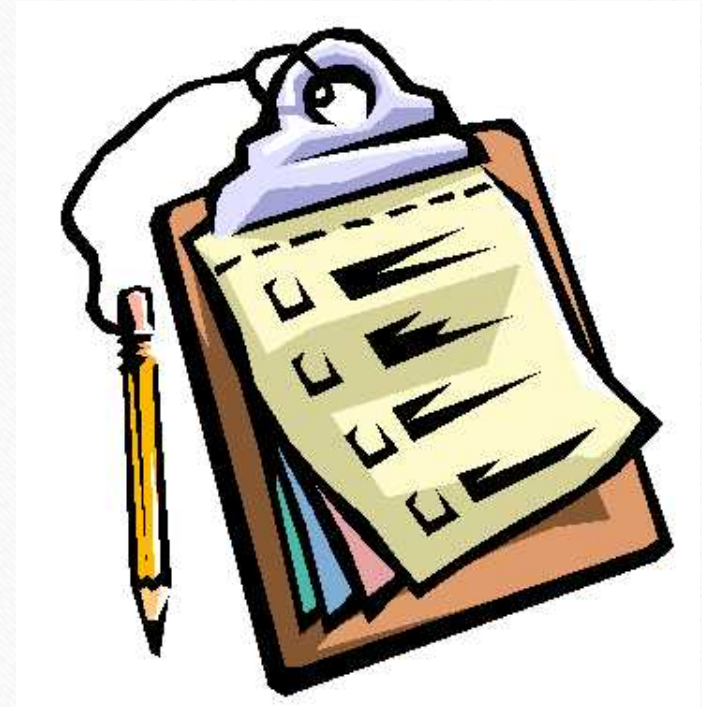
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Arizona Supreme Court  
Administrative Office of the Courts  
Court Services Division  
Consolidated Collection Unit

# Overview

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- ❖ Debt Setoff Program Description and Program Authority
- ❖ TIP Software
- ❖ TIP Live Demo



# Commonly Used Terms

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- ❖ **DSO**- Debt SetOff
- ❖ **TIP**- Tax Intercept Program (this is the software)
- ❖ **DOR**- Department of Revenue
- ❖ **AZL**- Arizona Lottery
- ❖ **SSN**- Social Security Number
- ❖ **DEBTOR**- The person who owes the money
- ❖ **CLAIM**- The case number and amount of money owed by the debtor
- ❖ **PARTICIPANT**- Adult and Juvenile Probation departments, divisions of County Attorney offices, and courts in the state of Arizona
- ❖ **CMS**- Court/Case Management System (i.e. AJACS, AZTEC, iCiS, etc...)
- ❖ **ACH**- Automated Clearing House

# What is the objective of the Debt Setoff Program?

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- ❖ To assist in the enforcement of court orders
- ❖ To hold offenders accountable for financial obligations owed
- ❖ To increase collections in the Arizona court system



# Authority Overview

## What authority allows the interception of Arizona State tax refunds and Arizona Lottery winnings?

### ❖ A.R.S. § 42-1122

- ❖ Allows participants to intercept Arizona state income tax refunds

### ❖ A.R.S. § 5-575

- ❖ Allows interceptions of Arizona lottery winnings

### ❖ Amended Arizona Code of Judicial Administration (ACJA)

#### § 5-205- Collections

- ❖ Debt Setoff (DSO) Program

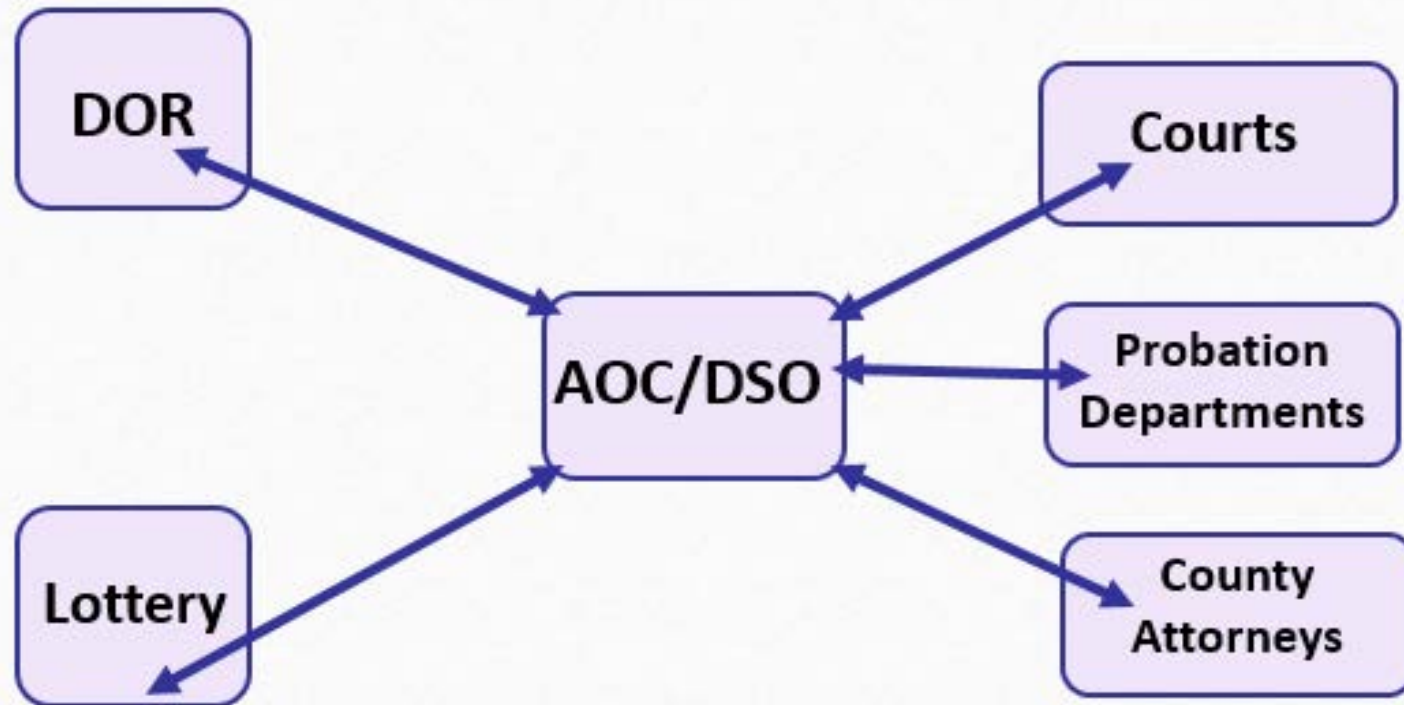
*\*\*Note: H(9) has been added for DSO Participants that do not participate in the FARE Program\*\**

- ❖ Fines Fees and Restitution Enforcement (FARE) program



# Why Is the AOC Involved?

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# Benefits of the DSO Program



Holds debtors accountable for court-ordered financial obligations



Only program that allows for AZ income tax and AZL interceptions



The DOR fee is paid by the debtor



A current address is provided if an interception occurs



Assists in the enforcement of court orders



Claims can be submitted year round and remain in the database until the debt is paid off or zeroed out by the participant



Assists in collections in the Arizona court system

# Case Eligibility Requirements

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## Requirements of cases that can be submitted to the DSO Program:

- ❖ The debtor should not be on a payment plan
- ❖ Recommend cases that are 90 days or more past due, but it is at the court's discretion
- ❖ Cases must be fully adjudicated and have a final disposition
- ❖ Juvenile cases with diversion fees
- ❖ Cases that have an SSN, a first and last name, and the qualifications for the DSO program including FARE cases
- ❖ **\*\*Note: you can submit debtor's that reside in another state\*\***



# Case Requirements

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Per statute A.R.S. § 5-575, claims must have:

- ❖ Debtor's first and last name
- ❖ Social Security Number
- ❖ Total amount owed
- ❖ At least one case number provided



# Claim Eligibility

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## DOR Interceptions:

- ❖ DOR intercepts refunds of \$28+
- ❖ Claim amount must total \$41 (single or combined)  
*\*\*Note: the \$9 DOR fee will be added automatically  
Making the claim amount equal to \$50\*\**

## AZL Interceptions:

- ❖ AZL intercepts winnings of \$600+
- ❖ Claim amount must total \$100 (single or combined)



# Fees and Notifications

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## **DOR:**

- ❖ There is a \$9 fee for every interception
- ❖ DOR mails the debtor a letter

## **AOC'S DSO/TIP:**

- ❖ A \$9 DSO fee shall be assessed on all DSO/TIP claims submitted by DSO/TIP participants who do not utilize the FARE program
- ❖ The AOC will withhold the fee at the time of the interception

## **AZL:**

- ❖ There is no interception fee
- ❖ Debtor notified when they go to claim winnings



# Participant Types & Claim Submissions

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## How are claims submitted to the DSO Program?

### **AUTO-TIP/FARE PARTICIPANTS**

- ❖ Enter new claims and update existing claims in their CMS – AJACS
- ❖ The data warehouse imports new and updated case information from the participant's CMS into the TIP database
- ❖ All interceptions are reviewed and finalized in the TIP database

### **NON-TIP PARTICIPANTS**

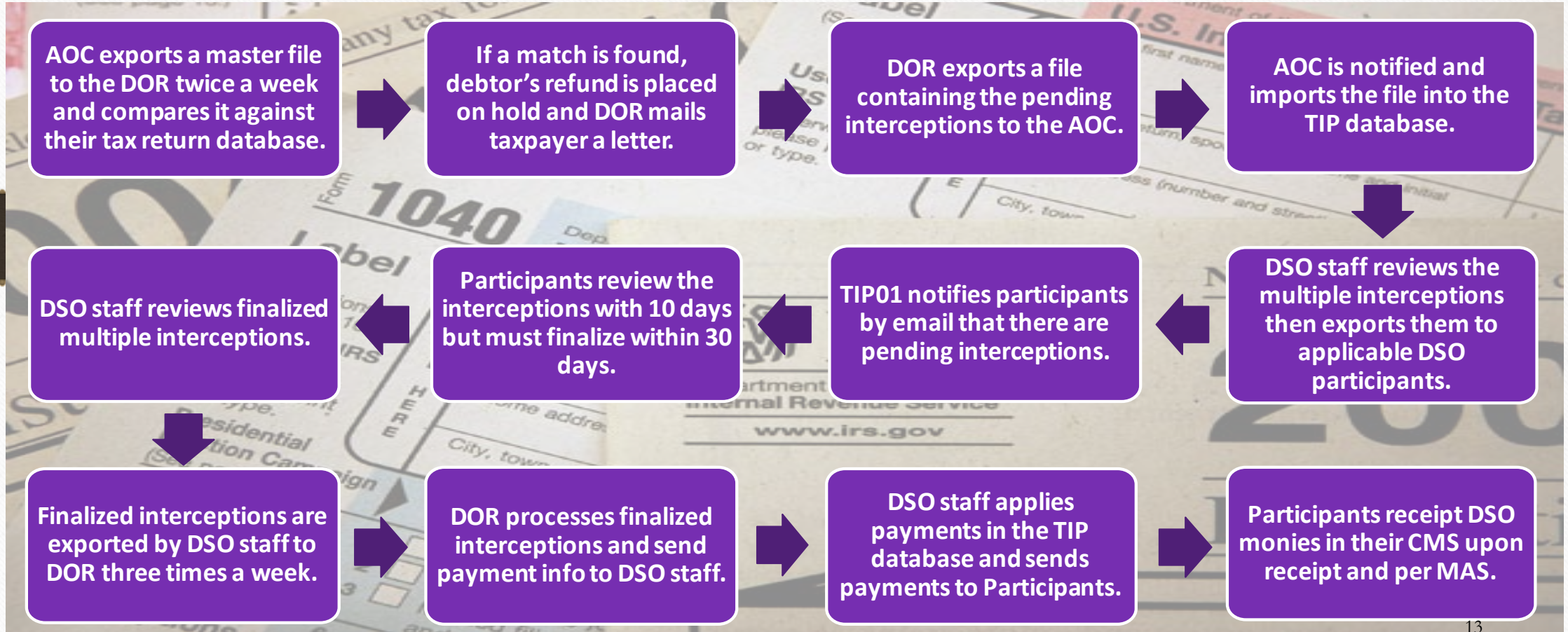
- ❖ Participant's IT exports claim (CL) and debtor (DB) files via FTP, which are imported into the TIP database daily by DSO staff
- ❖ All interceptions are reviewed and finalized in the TIP database

### **MANUAL TIP PARTICIPANTS**

- ❖ Manually update and enter new claims in the TIP database
- ❖ All interceptions are reviewed and finalized in the TIP database

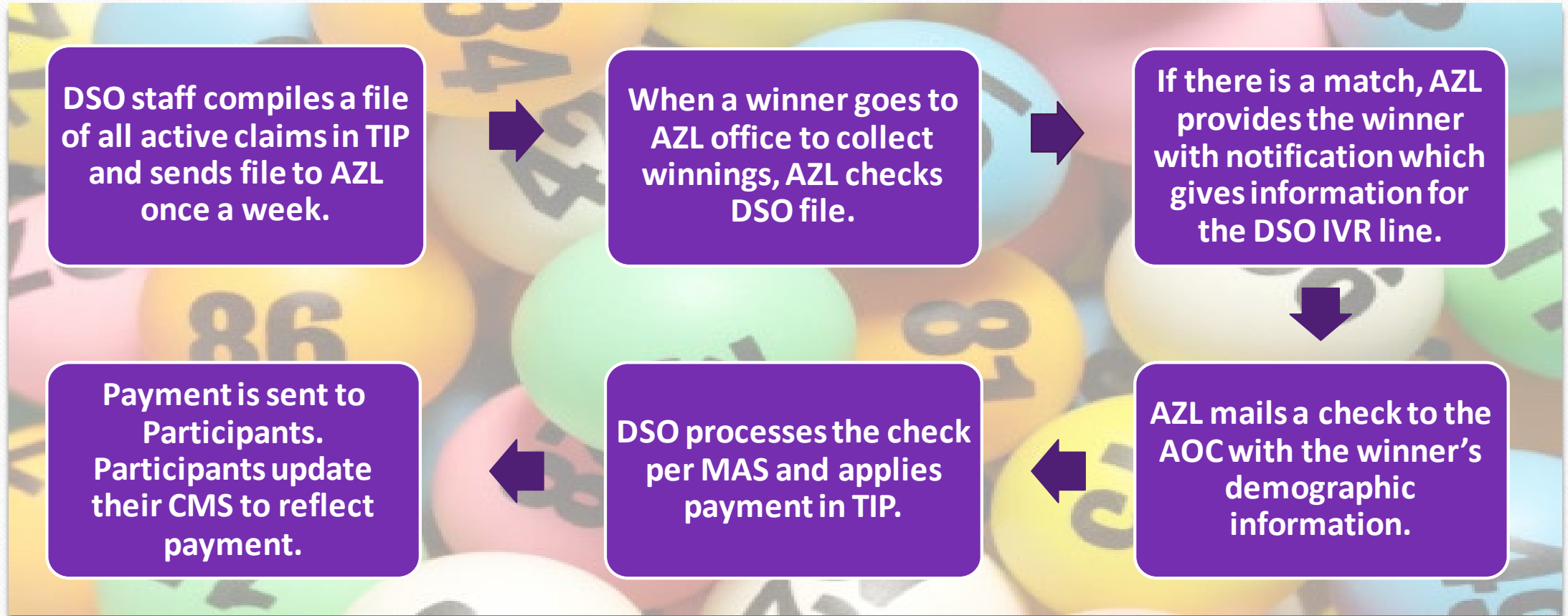
# Claim Processing - DOR

## How are DOR claims processed?



# Claim Processing - AZL

How are AZL claims processed?



**AOC/DOR WEEKLY TRANSMISSION SCHEDULE**  
**EFFECTIVE OCTOBER 2, 2017**  
***SUBJECT TO CHANGE WITHOUT PRIOR NOTIFICATION***

- The Debt Setoff (DSO) staff verifies the delivery of each e-mail;
- Participants should finalize interceptions upon receipt, especially multiples;
- Claim errors should be reviewed and corrected (if applicable) upon receipt;
- Pending errors should be reviewed and corrected upon receipt;
- Non-TIP and non-AJIN participants can and should export new claims, updates and finalized interceptions to the Administrative Office of the Courts (AOC) every day;
- Multiple interceptions cannot be exported to the Department of Revenue (DOR) until *all* participants have finalized their portion of the interception.

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
AOC imports Non-TIP participant files-AM	AOC imports Non-TIP participant files-AM	AOC imports Non-TIP participant files-AM	AOC imports Non-TIP participant files-AM	AOC imports Non-TIP participant files-AM
TIP participants update TIP database throughout day	TIP participants update TIP database throughout day	TIP participants update TIP database throughout day	TIP participants update TIP database throughout day	TIP participants update TIP database throughout day
Participants may receive a <b>Pending Error</b> e-mail notification from TIP01	Participants may receive a <b>Claim Error</b> e-mail notification from TIP01	Participants may receive a <b>Pending Error</b> e-mail notification from TIP01	Participants may receive a <b>Claim Error</b> e-mail notification from TIP01	Participants may receive a <b>Claim Error</b> e-mail notification from TIP01
AOC imports Non-TIP participant files-PM	Participants may receive a <b>PendOut</b> e-mail notification ( <i>interceptions to be finalized</i> ) from TIP01. Interceptions should be finalized no later than 4:00 PM	AOC imports Non-TIP participant files-PM	AOC imports Non-TIP participant files-PM	Participants may receive a <b>PendOut</b> e-mail notification ( <i>interceptions to be finalized</i> ) from TIP01. Interceptions should be finalized no later than 4:00 PM
<b>FARE</b> – Data warehouse repopulates/updates TIP database	AOC imports Non-TIP participant files-PM	<b>FARE</b> – Data warehouse repopulates/updates TIP database	AOC reviews finalized multiple interceptions and exports <b>PendIn</b> file to the DOR ( <i>all finalized interceptions</i> )	AOC imports Non-TIP participant files-PM
AOC exports master file to the DOR (new claims & updates)	AOC reviews finalized multiple interceptions and exports <b>PendIn</b> file to the DOR ( <i>all finalized interceptions</i> )	AOC exports master file to the DOR (new claims & updates)	AOC exports <b>AZ Lottery</b> file once a week	AOC reviews finalized multiple interceptions and exports <b>PendIn</b> file to the DOR ( <i>all finalized interceptions</i> )

# Priority of Payments

## How are intercepted monies distributed?

### DOR Interceptions:

- ❖ DOR
- ❖ DES
- ❖ AOC/DSO Program
  - ❖ Restitution claims
  - ❖ All other claims
- ❖ Other state agencies

### Arizona Lottery Interceptions:

- ❖ DES
- ❖ AOC/DSO Program
  - ❖ Restitution claims
  - ❖ All other claims
- ❖ Other state agencies




# DOR Interception Letter

1100024351777  
1100024351777  
ATTN: Collectors Division  
ARIZONA DEPARTMENT OF REVENUE  
PO BOX 29085  
PHOENIX, AZ 85038-0085

January 7, 2011

SHELTON, [REDACTED]  
PHOENIX, AZ 85032

STATE OF ARIZONA  
Department of Revenue



Frank Bouche  
Assistant Director  
Christie Coil  
Administrator

Taxpayer ID: [REDACTED]

**WE HAVE ADJUSTED YOUR REFUND**

We used some or all of your 2007 refund to pay outstanding liabilities. The adjustment to your refund is:

Total Overpayment before Offset(s)	\$379.25
Total Offset Amount	(\$379.25)
Amount Applied to Next Year's Estimated Taxes	(\$0.00)
Contributions	(\$0.00)
Refund You Will Receive	\$0.00

Your refund paid the following:

Agency	Tax Type	Period	Liability Number	Amount
Department of Revenue	Individual Income	12/31/2005	62404057	\$65.05
Department of Revenue	Individual Income	12/31/2004	62404133	\$179.97

Agency	Phone	Amount
SUPERIOR CRT MARICOPA CNTY COC	(602) 506-2800	\$134.23

By law, we must offset any refunds or overpayments to certain government agencies. If you have questions regarding the above debt(s), you must contact the other agency.

If your Tax Refund has been withheld in error by a court or agency, you have 30 days from the date of this letter to appeal and are entitled to the full refund, plus interest and penalties, per ARS 42-1122.

If we can be of further assistance, please call us. Our number is (602) 255-3381. Our toll free number from area codes 520 and 928 is (800) 352-4090.

Participant's name, taxpayer assistance phone number, and amount intercepted will be here. If the debtor owes more than one court/agency, the AOC will be listed as the agency with the phone number to the IVR line.

# IVR Process

- ❖ Automated system in English and Spanish
- ❖ Option for caller to leave message and AOC staff will return their call
- ❖ If a debtor owes more than one participant, the caller should remain on the line for the next participant information
- ❖ If the claim amount is \$0, the recording will state “there is no record found”. Sometimes it’s the spouse who has a claim, so the spouse’s SSN should be searched also.

Interactive Voice Response (IVR)	
Local	602-452-3210
Toll Free	877-435-3829

# Appeals Process

- ❖ The debtor has 30 days from the date of the notice to contact the DSO participant per statute.
- ❖ Make sure to document when your office is contacted by the debtor.
- ❖ Do not refer the debtor to the AOC or DOR.
- ❖ Do not give the debtor a participants name or direct phone number.

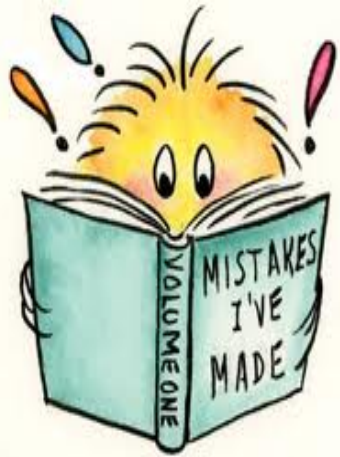


# Data Integrity: *Why is it important?*

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- ❖ **You want to have accurate information in the TIP database.**
  - ❖ *Utilize the NPRS skip tracing mechanism to verify names and SSN's*
- ❖ **You want your data to be reliable.**
  - ❖ *If you cannot verify the data, do not submit to the DSO program*
- ❖ **Statute A.R.S. 42-1122 Section O states:**

“In the case of a refund that is intercepted in error through no fault of the taxpayer under this section, the taxpayer shall be reimbursed by the court with interest pursuant to A.R.S. section 42-1123.”



# Erroneous Interceptions

## Common Causes of Erroneous Interceptions:

- ❖ The SSN and name are incorrect and do not match the name on the interception
- ❖ The claim amount was not updated in CMS and/or TIP after a payment/reduction

## Consequences to Participants:

- ❖ Per §42-1122(O) - Court is liable for fees, penalties, and interest
- ❖ The penalty is a percentage of the refund that was intercepted/paid and the number of days it takes the DSO participant to issue the refund
- ❖ Interest accrues at the federal rate
- ❖ Use the DSO Calculator to calculate the amount to refund

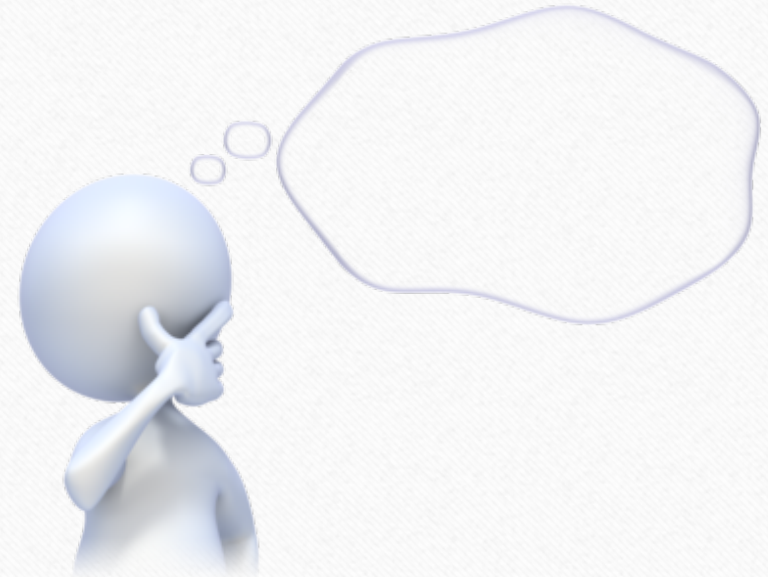
### Penalties for Erroneous Tax Interceptions

# of Days	Penalty
16 – 180 Days	10%
181 – 365 Days	15%
Over 365 Days	20%

# What Can You Do?

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- ❖ Remember to check your data, including the first name, last name, and SSN of your debtor.
- ❖ Use the free tools provided by the AOC to help you verify your data (NPRS/TransUnion).
- ❖ Ask your debtor for their updated demographic data every time you have contact with them.
- ❖ Use TIP reports to obtain current addresses as tax returns will have updated information.

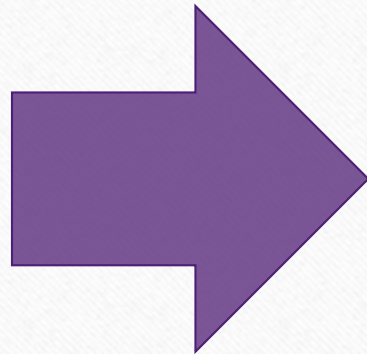


# TIP Database Overview

- ❖ Log in to TIP
- ❖ Search in TIP
- ❖ Enter Claims (TIP Users only)
- ❖ Enter Payments (TIP Users only)
- ❖ Finalize Interceptions
- ❖ Review reports




# Tax Intercept Program (TIP) Software



AOC Tax Intercept Program (TIP)

**AOC**

**Tax Intercept Program (Ver 5.1)**



Supreme Court  
State of Arizona


Userid:

Password:

Database: TIP

Version: 5.1

# TIP Toolbar

 AOC Debt Setoff Claims Management System - Version 5.0, TIP, tip0700

~~File~~ **Search** **Prepare Claims** **Reports** ~~Window~~ ~~Help~~

File **Search** Prepare Claims Reports Window Help

- Claims
- Pending
- Courts

File Search **Prepare Claims** Reports Window Help

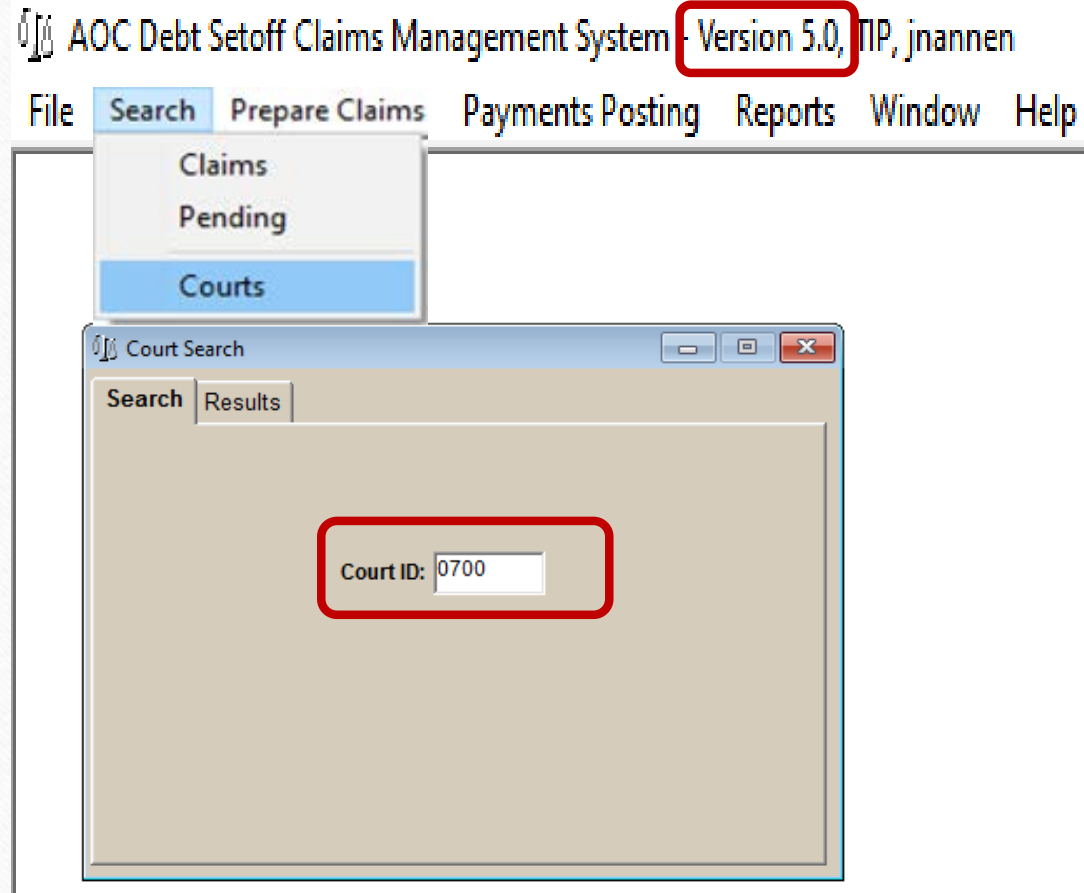
- Finalize Claims

File Search Prepare Claims **Reports** Window Help

- Updated Claims
- DOR Interception Monies
- Debtor List
- Finalized Check/No Check
- Finalization Due Report
- Finalized Report
- Lottery Setoff Statement
- DOR Setoff Statement
- Claims Error Log Report
- Pending Error Log Report
- Pending Claim List
- FARE Reports >
- Spousal Maintenance

# Verify Court ID and Version

- ❖ First time logging in: verify TIP version and Court ID
- ❖ Current version: **5.0**
- ❖ To verify court ID:  
Search →  
Courts →  
Court ID





# Search by SSN or Name

Claims Search

Search Results

SSN: 123-45-6789

Last Name:

First Name:

Docket Number:

Case Number:

Status:  Active  Inactive or Hold

- ❖ The search status defaults to Active
- ❖ If there are no results in Active, search the Inactive or Hold
- ❖ If there are still no results, the SSN does not exist in TIP database
- ❖ The Results Screen will display all the participants with claims, active and inactive
- ❖ Double click on a line to display the Claims' screen

Claims Search

Search Results

SSN	Court ID	Last Name	First Name	Amt Owed	ACS
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Double-click a row for more information

Claims Search

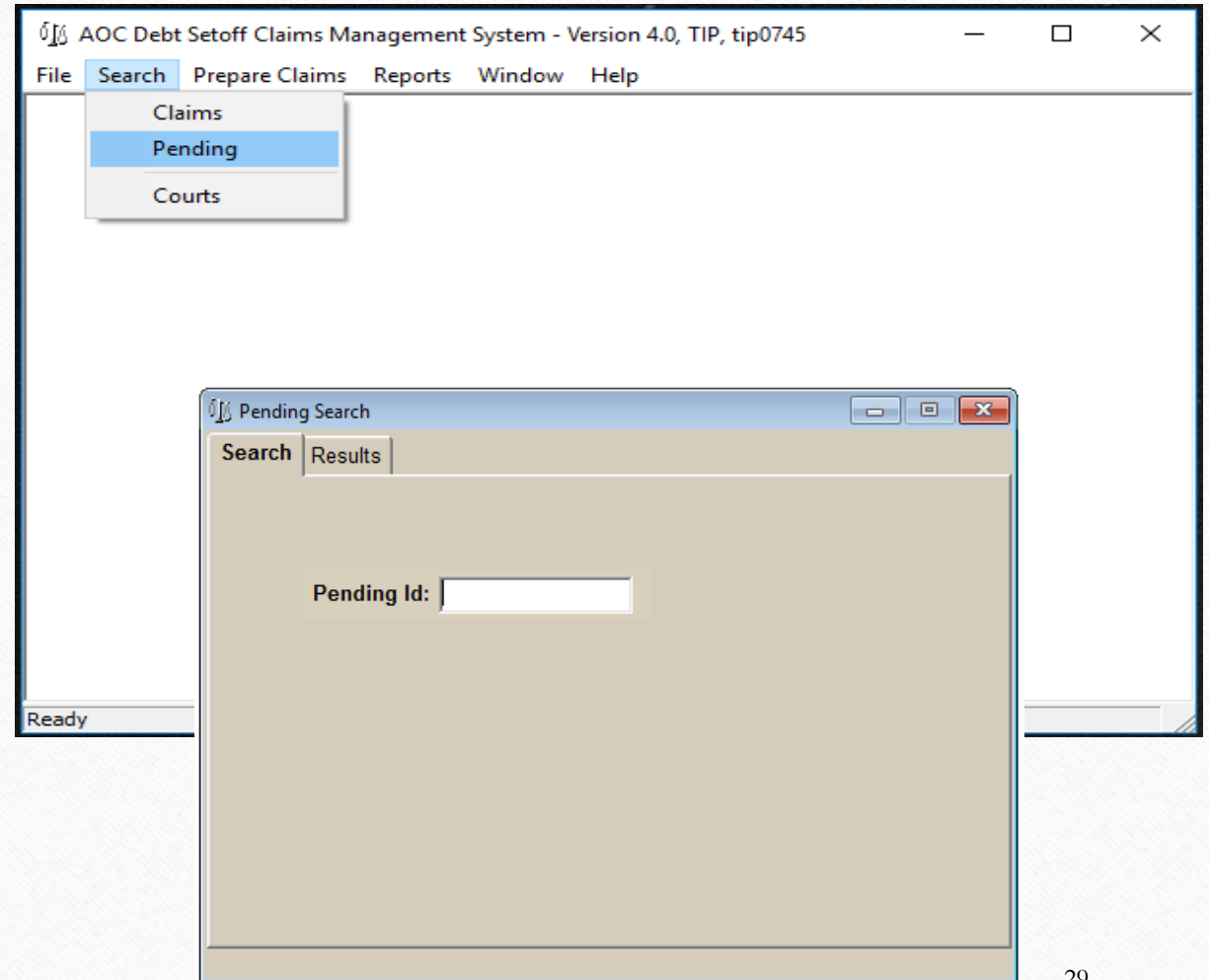
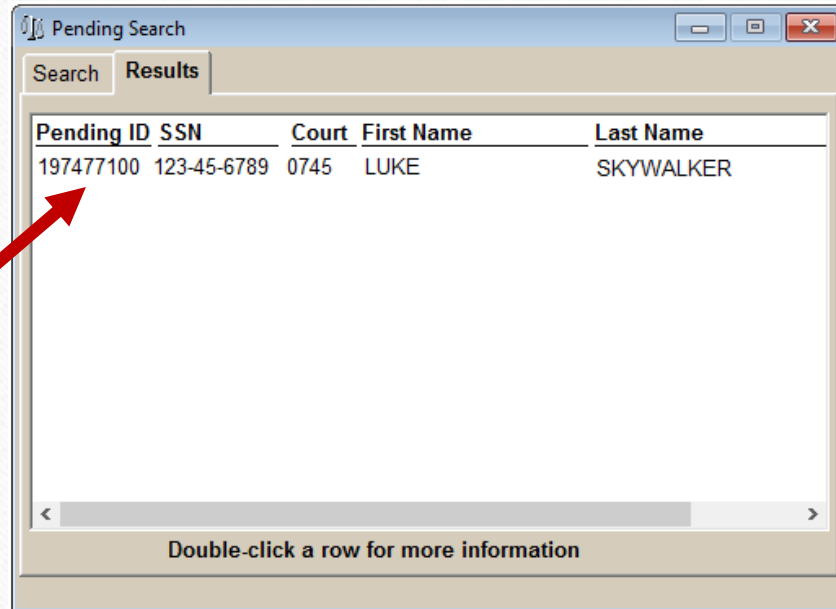
Search Results

SSN	Court ID	Last Name	First Name	Amt Owed	ACS
123-45-6789	0700	SKYWALKER	LUKE	811.98	<input type="checkbox"/>
123-45-6789	0740	SKYWALKER	LUKE	4,750.00	<input type="checkbox"/>
123-45-6789	0745	SKYWALKER	LUKE	500.00	<input type="checkbox"/>

Double-click a row for more information

# Search by Pending ID Number

- ❖ When an interception occurs, DOR assigns a Pending ID number.
- ❖ Search → Pending.
- ❖ Enter in Pending ID and click enter.
- ❖ Double click to bring up the results.



# Search Results – Debtor Tab

- ❖ All participants who have a claim with the same SSN or Pending ID share the Debtor Tab information.
- ❖ Once a claim is saved, the SSN cannot be edited or deleted. If an error is made after the SSN was entered and saved, the claim amount must be reduced to zero and a new claim must be entered for the debtor under the correct SSN

Verify SSN and first and last name

Address and phone number may not be accurate

Claims - LUKE SKYWALKER

Debtor Claims Payments History

SSN: 123-45-6789 Amount Owed: 1,797.01

First Name: LUKE Status: Active \ Hold

Middle Name: A

Last Name: SKYWALKER

Address: 1138 TATTOOINE WAY Phone: (602) 555-1234

TATTOOINE AZ 85003

Alias:

Comments: **Comments here are considered public information**

Total amount owed for all claims in TIP; cannot be edited

Hold means there is a pending interception

# Search Results – Claims Tab

- ❖ Claims for each participant will be listed in the claims tab. You will see only your court/agency's claim.
- ❖ Double click on the claim with your court ID to display the Claim Detail screen.

The screenshot displays a software interface with a main window titled "Claims - LUKE SKYWALKER". The "Claims" tab is selected and highlighted with a red box. Below the tabs, there is a table of claims and a "Claim Detail" pop-up window.

Court ID	Status	Amt Owed	AOC Amt	Restitution?
0745	Active	500.00	500.00	No

Below the table, the text "Double-click a row for more information" is displayed.

The "Claim Detail - LUKE, SKYWALKER - 0745" window shows the following fields:

- Court ID: 0745
- Participant DOR:
- Status: Active
- Changed Flag:
- Participant Lottery:
- Amt Owed: 500.00
- AOC Amt: 500.00
- Participant IRS:
- Restitution?: No
- ACS Flag:
- spousal maintenance:
- Comments: (empty text area)
- Tracking Number: TR20170123456

# Search Results – Claim Detail

- ❖ Name of debtor
- ❖ Court ID
- ❖ AOC Amt is the total owed to Participant
- ❖ These will both be flagged
- ❖ Status will indicate if claim is active, inactive, or on hold
- ❖ Amt owed is also the total amount owed (editable by Manual users)
- ❖ Restitution will be yes or no (editable by Manual users)
- ❖ Tracking Number is the case number (editable by Manual users)

The screenshot shows a 'Claim Detail' window for 'LUKE, SKYWALKER' with Court ID '0745'. The following fields are circled in red:

- Participant DOR:
- Status: Active
- Changed Flag:
- Participant Lottery:
- Amt Owed: 500.00
- AOC Amt: 500.00
- Participant IRS:
- Restitution: No
- ACS Flag:
- spousal maintenance:
- Tracking Number: TR20170123456

Comments are public information. Only staff from your court can view them, and are not necessary.

# Using the Claims Tab

*Remember that claim submission depends upon the type of participant.*



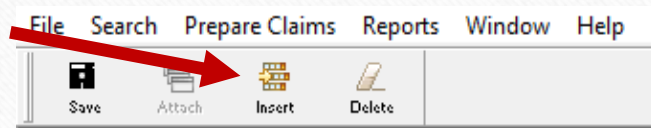
- ❖ Auto-TIP and Non-TIP participants do not enter claim or update information as this is imported from your CMS or IT.
- ❖ **If the SSN already exists in TIP**, then only the claim amount and case number will import. *This is important to remember because if another participant entered the wrong name, then the import **will not** correct the name and the name **will not** be imported.*
- ❖ **If the SSN does not exist in TIP**, the name and address will import along with the above information.
- ❖ Manual TIP participants enter claim information manually into the TIP database and will use the following directions:

# Using the Claims Tab – Manual TIP Users

❖ Always start by searching for the SSN in active and inactive/hold claims to see if the SSN exists in TIP.

❖ If the SSN already exists:

❖ Click on Claims Tab, then on Insert.



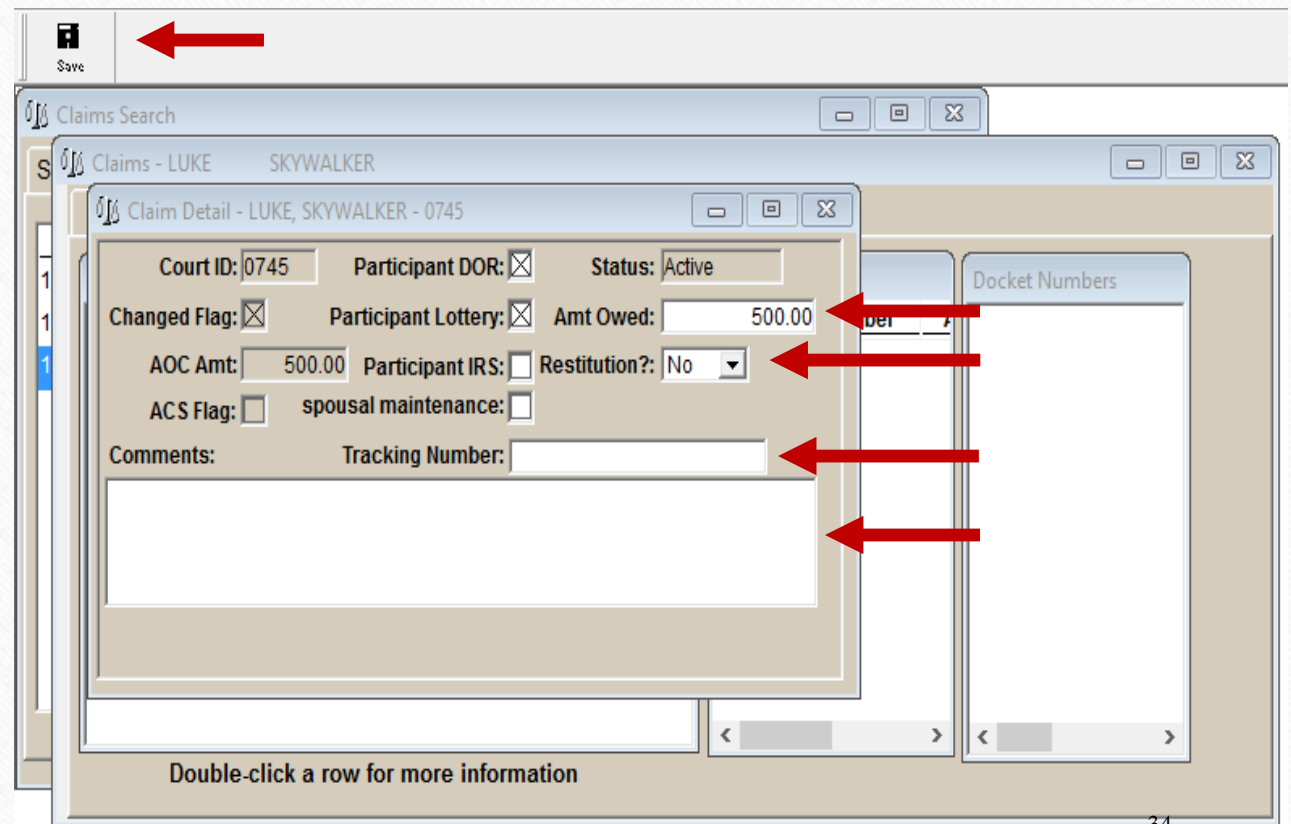
❖ Enter the amount owed

❖ Indicate whether it is restitution

❖ Enter case number

❖ Comments may be entered

❖ Click Save



Save

Claims Search

Claims - LUKE SKYWALKER

Claim Detail - LUKE, SKYWALKER - 0745

Court ID: 0745 Participant DOR:  Status: Active

Changed Flag:  Participant Lottery:  Amt Owed: 500.00

AOC Amt: 500.00 Participant IRS:  Restitution?: No

ACS Flag:  spousal maintenance:

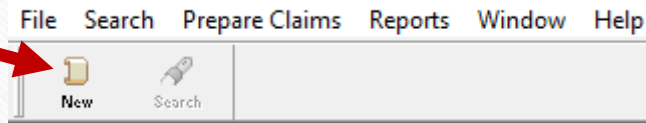
Comments: Tracking Number:

Docket Numbers

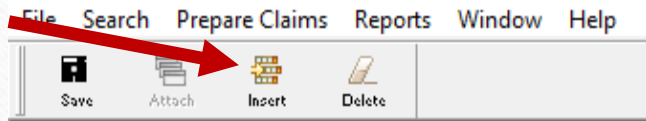
Double-click a row for more information

# Using the Claims Tab – Manual TIP Users

- ❖ If the SSN does not exist, click on New:



- ❖ Enter the SSN, first and last names, address, and comments if desired. DO NOT HIT SAVE YET.
- ❖ Click on the Claims Tab, then click on Insert.



- ❖ Enter the amount owed, indicate whether it is a claim with restitution, and enter the case number.
- ❖ Click Save
- ❖ **NOTE: You can also increase an amount owed, but cannot decrease, in the Claims Tab.**

A screenshot of the 'Claims - New Debtor' form. The form has tabs for 'Debtor', 'Claims', 'Payments', and 'History'. The 'Debtor' tab is active. The form contains several input fields: 'SSN' (with a dropdown), 'Amount Owed' (with a value of 0.00), 'First Name', 'Middle Name', 'Last Name', 'Address', 'Phone' (with a dropdown for area code), 'Alias', and 'Comments'. A red bracket highlights the 'SSN', 'First Name', 'Middle Name', 'Last Name', 'Address', and 'Phone' fields.A screenshot of the 'Claim Detail - LUKE, SKYWALKER - 0745' form. The form has tabs for 'Debtor', 'Claims', 'Payments', and 'History'. The 'Claims' tab is active. The form contains several input fields: 'Court ID: 0745', 'Participant DOR' (checked), 'Status: Active', 'Changed Flag' (unchecked), 'Participant Lottery' (checked), 'Amt Owed: 1,000.00', 'AOC Amt', 'Participant IRS' (unchecked), 'Restitution?: No', 'ACS Flag' (unchecked), 'spousal maintenance' (unchecked), 'Comments', and 'Tracking Number'. A red bracket highlights the 'Amt Owed', 'Participant IRS', and 'Restitution?' fields.

# Search Results – Payment Tab

- ❖ Displays lottery payments for all Participants
- ❖ Displays when a Manual TIP Participant reduces the claim amount
- ❖ Only Manual TIP Participants apply claim reductions into TIP using this tab. All claim reductions must be noted in the Payments tab to keep claim amounts updated.

Claims Search

Claims - LUKE SKYWALKER

Debtor Claims **Payments** History

Interceptions				
No.	Date	Type	Status	Amount
1	05/08/2017	Payment	Applied	500.00
2	05/08/2017	Reduction	Applied	100.00
3	05/08/2017	Payment	Applied	250.00

How Applied		
Court	Amount	Fee

Double-click a row for more information

# Using the Payment Tab – Manual TIP Users

- ❖ Only Manual TIP users will follow these steps. Auto-TIP and Non-TIP users, this information is exported from your CMS or IT.
- ❖ Click on the Payment Tab, then click on Insert.

WAYNE , JOHN - Intercept No. 1

Interception No: 1 Status: Applied

Type: Payment

Date: 02-27-2020

Payment Reason: Cash

Payment Amount: 20.00

Check No:

Comments: payment at counter 2 on 2.27.20

Save Attach Insert Delete

Claims Search

Claims - JOHN WAYNE

Debtor Claims Payments History

Interceptions

No.	Date	Type	Status	Amount
-----	------	------	--------	--------

- ❖ Select “Type” in drop down menu: other, deletion, reduction, payment
- ❖ Select” Payment Reason” in drop down menu
- ❖ Enter the “payment amount”
- ❖ Comments and Check No. fields are optional
- ❖ The date the payment was applied will auto-populate
- ❖ Click on Save

# Search Results – History Tab

There are two types of History Results

SSN	Court	Old Amount	Apply Amount	New Amount	Reason Code	Modified By	Modified Date
123456789	0745	1000.00	500.00	500.00	PY	tip0745	5/8/2017 15:44:4

## Claims History

- ❖ History of any modifications to the claim amount.
- ❖ Claim amount is reduced when a DOR or AZL payment is applied, or a court/agency reduces it.

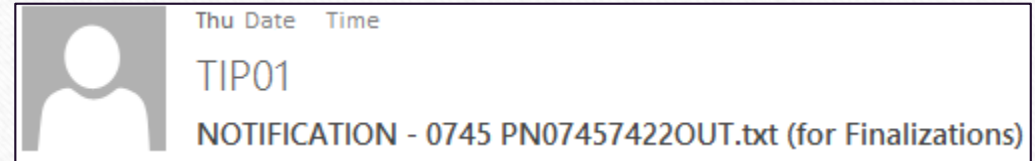
SSN	Court ID	Claim Amount	Setoff Amount	Old Payment Amount	New Payment Amount	Finalization Flag	Finalization Date	Modified By	Mod
123456789	0745	532.50	50.00		0	1	03/02/06 17:13	rsandova	03/02
123456789	0745	532.50	50.00		25.00	1	01/25/07 05:30	minnerar	01/26
123456789	0745	512.00	83.00		41.50	1	02/14/08 05:30	rsandova	02/15

## Pending History

- ❖ History of any modifications to a DOR interception.
- ❖ An interception must occur before results will appear on this tab. Blank = no interceptions.

# Finalizing Interceptions

- ❖ Automated emails will be sent by TIP01 to all participants who have interceptions to be finalized to their TIP email address.



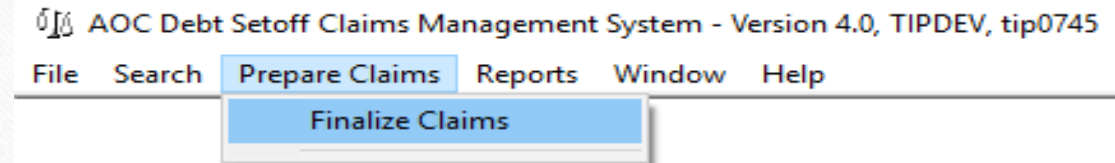
- ❖ Participants have 29 days from the date received to finalize interceptions. Interceptions that are NOT finalized on the 30<sup>th</sup> day will auto-finalize. If an interception auto-finalizes, then the full setoff amount will be sent to the tax payer, and the Participant will be invoiced for the \$9 DOR fee.
- ❖ To safeguard against auto-finalized interceptions, automated emails are sent by TIP01 when there are 5 days or less before the interception auto-finalizes. **These are sent each day until the 30<sup>th</sup> day.**

❖ *Please note that if you receive more than one interception, it is because the taxpayer filed more than one tax return*



# Finalizing Interceptions Screens

- ❖ After receipt of the email notification that there are claims to finalize, go to Prepare Claims → Finalize Claims → Claims Finalization
- ❖ Before you finalize an interception, you must check each one for validity within 10 days from the date the interception.
- ❖ To review for validity, double-click on the line of the interception.



SSN	Pending ID	Tracking Number	First Name	Last Name	Claim Amount	Setoff Amount	Payment Amount	Fee	Finalization Flag	Finalization Date	Sent to Agency
123456789	191932507		LUKE	SKYWALKER	500.00	100.00		9.00	<input type="checkbox"/>		3/23/201
987654321	191887562		MACE	WINDU	1234.67	500.00	250.00	4.50	<input type="checkbox"/>		3/23/201
222222222	191898763		LANDO	CALRISSIAN	100.00	100.00	25.00	2.25	<input type="checkbox"/>		3/23/201
333333333	191928612	2014021200	WILHUFF	TARKIN	8976.54	724.50	0	0	<input type="checkbox"/>		3/23/201
444444444	191924610	2014026613	PADME	AMIDALA	0	88.00		9.00	<input type="checkbox"/>		3/23/201
											3/23/201
											3/23/201
											3/23/201
											3/23/201
											2/11/201
											2/11/201
											2/11/201
											2/11/201

To the Administrative Office of the Courts (AOC):  
Interceptions must be reviewed for validity within 10 days from the DOR create date. Erroneous interceptions must be released immediately to avoid applicable penalties and interest. By forwarding this file to the AOC, I hereby certify that the requirements of ARS §42-1122 have been met with respect to the determination of the debt owed this agency by the debtors listed, that pursuant to the provision of law, the debt is certified as due and owing or certified the refund being held should be released.

Double-click a row for more information

# Finalizing Interceptions Screens

## Primary Interception Details

- ❖ Verify that the Court Name and the DOR Name match
- ❖ If the names do not match, DO NOT FINALIZE the interception and contact AOC

123456789 SKYWALKER LUKE

Primary Interception Details Secondary Interception Details

Print Screen SSN: 123456789

Court  
First: LUKE Last: SKYWALKER

DOR  
First Name Initial Last Name  
Primary: LUKE A. SKYWALKER  
Secondary:

Address 1: 1138 TATTOOINE WAY  
Address 2:  
City: TATTOOINE State: AZ Zip: 85003

Special Name: Payment Amt:  
Claim Amount: 500.00 Finalization Dt:  
SetOff Amt: 100.00 Finalization Flag:   
Claim Balance: 400.00  
Comments: 0745

- ❖ Secondary name is the spouse listed on the tax return
- ❖ Address listed is from most current tax return

# Finalizing Interceptions Screens

## Secondary Interception Details

123456789 SKYWALKER LUKE

Primary Interception Details Secondary Interception Details

Print Screen

Pending Id: 191932507 Claim Id:

SetOff Amt: 100.00 Batch Doc: 0000191812030

Injured Spouse Amt: 0 Agency Code: 1056

Released Amt:  Filing Code:

Create Dt: 3/22/2017 FilingCode Desc: Single

Confirm Flag:  Confirm Dt: 3/22/2017

Contest Flag:  SentToAgency Dt: 3/23/2017

❖ Displays the Create date and Sent to Agency [Participant] date.

❖ Displays how the debtor filed their taxes.

# How to Finalize Interceptions

- ❖ SSN, first and last name, tracking number, and claim amount listed come from the TIP database
- ❖ Pending ID comes from DOR
- ❖ Setoff Amount is the total available tax refund being intercepted

AOC Debt Setoff Claims Management System - Version 5.0, TIPDEV2, smendon

File Search Prepare Claims Payments Posting Reports Window Help

Save

Multiple Claims Finalization

SSN	Pending ID	Court Id	First Name	Last Name	Resti- tution	Claim Amount	Setoff Amount	Payment Amount	DOR Fee	AOC Fee	Finaliza- tion Flag	Finaliza- tion Date	Sent to Agency Dt
[REDACTED]	245216224	0740	ALICIA	RODRIGUEZ	N	10.00	66.14	23.50	4.50	9.00	<input checked="" type="checkbox"/>		11/15/2019
	245216224	0700	ALICIA	RODRIGUEZ	N	107.00	66.14	42.64	4.50	9.00	<input type="checkbox"/>		11/15/2019
	245216703	0716	ROXANNE	PEREZ	Y	3290.09	60.00	60.00	9.00	0.00	<input type="checkbox"/>		11/15/2019
	245216703	0741	ROXANNE	PEREZ	N	1640.40	60.00	0	0	0.00	<input type="checkbox"/>		11/15/2019
	245216776	1001	JESUS	GAYTAN	N	91.00	32.00	0	0	0.00	<input type="checkbox"/>		11/15/2019
	245216776	1041	JESUS	GAYTAN	Y	5494.90	32.00	32.00	9.00	0.00	<input type="checkbox"/>		11/15/2019
	245220017	0751	DAVID	HICKS	N	573.40	29.07	15.57	4.50	0.00	<input type="checkbox"/>		11/15/2019
	245220017	0305	DAVID	HICKS	N	0	29.07	13.50	4.50	9.00	<input type="checkbox"/>		11/15/2019

To the Administrative Office of the Courts:  
By forwarding this file to the Administrative Office of the Courts, I hereby certify that the requirements of the Arizona Revised Statutes have been met with respect to the determination of the debt owed this agency by the debtors listed, that pursuant to provision of law, the debt is certified as due and owing or certified the refund being held should be released.

Double-click a row for more information

- ❖ Finalization Flag is checked when interception has been finalized
- ❖ Save

- ❖ Payment Amount is amount being offered to the participant and only editable field
- ❖ DOR Fee is prefilled with available DOR fee
- ❖ AOC Fee is prefilled and will only appear for courts/agencies not participating in the FARE Program

# How to Finalize Interceptions - Single

SSN	Pending ID	Tracking Number	First Name	Last Name	Claim Amount	Setoff Amount	Payment Amount	Fee	Finalization Flag	Finalization Date	Sent to Agency
123456789	191932507		LUKE	SKYWALKER	500.00	100.00		9.00	<input type="checkbox"/>		3/23/201

- ❖ This is an example of a single interception, meaning your court/agency is being offered the full setoff amount. Notice the \$9 fee.
- ❖ Have your CMS open at same time and verify that the claim amount is still accurate.
- ❖ If the claim amount is still accurate, enter in the full setoff amount in the payment amount field. You cannot enter more than the setoff amount in the payment amount field.
- ❖ If the claim amount in your CMS is lower than the setoff amount, enter the claim amount plus the DOR fee in the payment amount field.
- ❖ Check the finalization flag box and click on save.

# How to Finalize Interceptions - Multiple

Claims Finalization											
SSN	Pending ID	Tracking Number	First Name	Last Name	Claim Amount	Setoff Amount	Payment Amount	Fee	Finalization Flag	Finalization Date	Sent to Agency I ^
123456789	191932507		LUKE	SKYWALKER	500.00	100.00		9.00	<input type="checkbox"/>		3/23/201
987654321	191887562		MACE	WINDU	1234.67	500.00	250.00	4.50	<input type="checkbox"/>		3/23/201
222222222	191898763		LANDO	CALRISSIAN	100.00	100.00	25.00	2.25	<input type="checkbox"/>		3/23/201

- ❖ These are examples of multiple interceptions, meaning that more than one Participant has a claim for the same debtor.
- ❖ Notice the fee amounts.
- ❖ Have your CMS open at same time and verify that the claim amount is still accurate
- ❖ The payment amount has already been entered by DSO staff. You cannot increase the amount, but you can lower it, if applicable.
- ❖ Check the finalization flag and click on save.

# How to Finalize Interceptions - Restitution

Multiple Claims Finalization												
SSN	Pending ID	Court Id	First Name	Last Name	Resti- tution	Claim Amount	Setoff Amount	Payment Amount	Fee	Finaliza- -tion Flag	Finaliza- -tion Date	Sent to Agency
585	222219812	A700	DANIEL	CLARK	N	36829.00	744.00	0	0	<input type="checkbox"/>		10/9/201
585	222219812	SC70	DANIEL	CLARK	Y	75900.00	744.00	744.00	9.00	<input type="checkbox"/>		10/9/201

- ❖ This is an example of a multiple with restitution.
- ❖ Notice the payment amount and fee amount are set to zero. You cannot change these.
- ❖ The court with restitution is being offered the full setoff amount. You are not being offered a portion.
- ❖ If the Participant with restitution does not want all or a portion of the interception, DSO staff will offer you the full amount or a portion thereof.
- ❖ If the Participant with restitution finalizes for the full setoff amount, DSO staff may finalize for you (\$0).
- ❖ Check the finalization flag and click on save.

# DOR Fee & The 14 Day Rule

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## Who pays the DOR fee when claim amount is zero?

- ❖ When the claim amount is zero, but an interception has occurred, the Participant must determine who is responsible for paying DOR fee – either the debtor or the Participant.
  - ❖ If the claim was paid in full, reduced, or zeroed out, **more than 14 days** of the interception's *Create Date*, then the **interception is invalid**. The Participant will be invoiced for the applicable DOR fee.
  - ❖ If the claim was paid in full, reduced, or zeroed out, **less than 14 days** of the interception's *Create Date*, then the **interception is valid**. The debtor will be responsible for the applicable DOR fee.
- ❖ *The Create Date can be found in two places– the finalized interceptions screen and the Pending Claims List report*

# How to Finalize Interceptions - \$0 Claim

Claims Finalization											
SSN	Pending ID	Tracking Number	First Name	Last Name	Claim Amount	Setoff Amount	Payment Amount	Fee	Finalization Flag	Finalization Date	Sent to Agency I
123456789	191932507		LUKE	SKYWALKER	500.00	100.00		9.00	<input type="checkbox"/>		3/23/201
987654321	191887562		MACE	WINDU	1234.67	500.00	250.00	4.50	<input type="checkbox"/>		3/23/201
222222222	191898763		LANDO	CALRISSIAN	100.00	100.00	25.00	2.25	<input type="checkbox"/>		3/23/201
333333333	191928612	2014021200	WILHLIEE	TARKIN	8976.54	724.50	0	0	<input type="checkbox"/>		3/23/201
444444444	191924610	2014026613	PADME	AMIDALA	0	88.00		9.00	<input type="checkbox"/>		3/23/201

- ❖ This is an example of when a claim was zeroed out **AFTER** the interception occurred.
- ❖ Notice the zero in the claim amount field.
- ❖ Check your CMS to determine when the claim was zeroed out, and who is responsible for the DOR fee, referring to the 14-day rule.
- ❖ Enter the DOR fee amount (\$9 or divisible thereof) in the payment amount field if the debtor is responsible for the fee; enter \$0 if your agency is responsible (your court/agency will be invoiced for the DOR fee), then finalize the claim and save.

# Receiving Payments



- ❖ Participants will not enter the DSO payments received from the AOC into TIP as this is done by DSO financial specialist.
- ❖ After payments are applied in the TIP database, AOC finance will process payment requests to the State’s General Accounting Office.
- ❖ Participants will receive a notice of an ACH deposit to their TIP email address with instructions to access the DOR or AZL Setoff Statement in TIP.
- ❖ Deposit will appear in Participant’s bank account within 2 business days.

Document Identifier	Warrant/EFT Number	Vendor Code	Vendor Name	Warrant Status	Cancel Reason	Warrant/EFT Issue Date	Warrant/EFT Cleared Date	Warrant/EFT Amt
EFT, SPA, 170000123456.1	2017090100123456	PZ00000000	City of Tattooine	Disbursed		09/01/2017	09/05/2017	100.00

# DSO ACH Payment Email Notification Instructions (Example)

Good morning,

This email is to provide your court/agency with DSO ACH deposit information for payments that were applied into the TIP database on April 2, 2018.

Document Identifier	Warrant/EFT Number	Vendor Code	Vendor Name	Warrant Status	Cancel Reason	Warrant/EFT Issue Date	Warrant/EFT Cleared Date	Warrant/EFT Amt
EFT,SPA,180000216643,1	201804110624676	PZ000011791	CITY OF TUCSON	Disbursed		04/11/2018	04/13/2018	\$ 86,860.81

Please log into the TIP database and:

1. From the TIP toolbar, select *"Reports"*
2. When the drop down list of reports appears, select *"DOR Setoff Statement"*
3. You will need to enter a date range of 04/02/2018 in both the *"From"* and *"To"* date fields
4. Your court ID should automatically appear in the *Court ID* field
5. Press enter

# DSO ACH Payment Email Notification Instructions

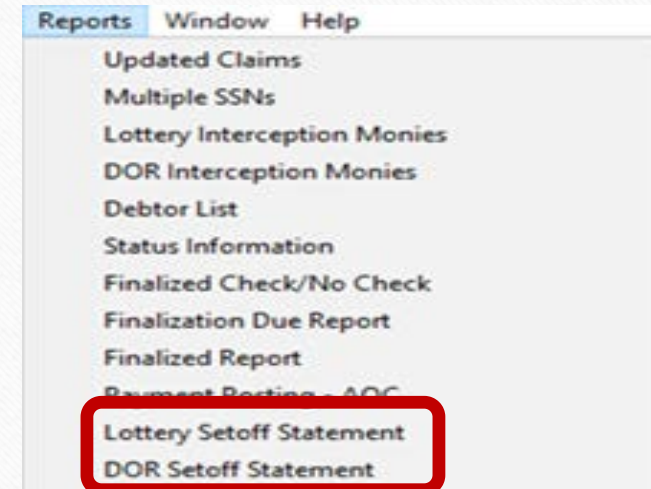
## Continued

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- ❖ Once the setoff statement appears, you'll see a list of taxpayers that payments have been applied for.
- ❖ The total dollar amount in the **Amount to Send to Court** *column* should match the ACH deposit which is (amount provided in email).
- ❖ Disregard the amount shown below the "Grand Total." *That dollar amount may be different than the "column" amount, and if it is, it's because the system is picking up payments that were applied for your court/agency the following day.*
- ❖ To print the setoff statement(s), you will see a printer icon just beneath the TIP toolbar, click on the icon. DSO payments should be receipted into your case management system (CMS) just as you normally would if your court had been mailed a "live" DSO check.

# Set Off Statements

- ❖ To access setoff statements in the TIP database, go to Reports → Lottery Setoff Statement or DOR Setoff Statement.
- ❖ Enter date range from the ACH payment notice email and click enter.
- ❖ The statement contains a list of each claim and the amount applied to each claim.
- ❖ Statements contain sensitive information. DO NOT SHARE with the public and shred/store accordingly if printed.



06/01/2017 **Lottery Set Off Statement** Page 1 of 1

0000 Tatooine Municipal Court  
1234 Main Street  
Suite 567  
Tatooine AZ 85624

Intercept Number	SSN	Name	Tracking Number	Amount Intercepted
<b>Intercepted</b>				
1	77777777	ANTILLES, WEDGE	M-0341-TR-2013005	234.99
<b>Total Intercepted Amount</b>				<b>\$234.99</b>

5/23/2017 **Set Off Statement**

1234 Tatooine Municipal Court  
1234 Main Street  
Suite 567  
Tatooine AZ 85624

Pending Id	SSN	Name	Tracking Number	Amount Intercepted	Amount to Send to Court	Fee
<b>Intercepted</b>						
191932507	123456789	SKYWALKER, LUKE	TR20170123456	\$100.00	\$91.00	\$9.00
191320182	987654321	WINDU, MACE	TR851800	\$250.00	\$245.50	\$4.50
191348738	222222222	CALRISSIAN, LANDO	TR2017222222	\$25.00	\$22.75	\$2.25
<b>Total Intercepted Amount</b>				<b>\$375.00</b>	<b>\$359.25</b>	<b>\$15.75</b>
<b>Grand Total:</b>						<b>Amount to send to court: \$ 359.25</b>

# Receipting Payments

- ❖ Participants shall receipt monies as soon as they are received, but not later than the next business day.
- ❖ Payments shall be processed according to the MAS guidelines.
- ❖ All participants must enter the DSO payments into their CMS identified as a “DSO payment”.
- ❖ Overpayments shall be receipted in your CMS as an “overpayment” only.
- ❖ DO NOT RETURN money to the AOC. Participants MUST receipt the payment in their CMS, even if an overpayment or erroneous.
- ❖ All FARE participants must ensure that the 19 or 19.5% Special Collections Fee is NOT included in the payment distribution.



# Receipting Payments in AJACS

- ❖ AJACS participants must select **“Debt Setoff”** in the **Payment Source** drop down menu. This prevents the payment from allocating the FARE Special Collections Fee (19 or 19.5%). After the payment has been applied, the fee will recalculate to reflect the 19 or 19.5% of the new ending balance, if any. The FARE delinquency fee is \$49.
- ❖ Put the **warrant number** in the **“Check #/Auth #”** field.
- ❖ Enter **“Electronic Funds Transfer”** for the **Tender Type**.
- ❖ Enter the **amount** and click on Save.

Payment Source	TenderType	Amount	Credit Card Type	Check #/CC Auth #	Check Validation #
COUNTER		\$0.00			
COUNTER		0.00			
MAIL					
DEBT SETOFF		\$0.00			
WEB					
Payment Source	TenderType	Amount	Credit Card Type	Check #/CC Auth #	Check Validation #
DEBT SETOFF	ELECTRONIC FUNDS T	\$0.00			
BUSINESS CHECK		0.00			
ELECTRONIC FUNDS TRANSFER					
		\$0.00			

# AJACS ACH Reconciliation

*Please note:*

*If you are attempting to complete the “make deposit” for the cash and check deposit and it reflects the incorrect amount, please enter two deposits, one in the EFT field and one in the check/cash field.*

Please use the following steps:

- ❖ Deselect all dates except for the EFT payment
- ❖ The “payment method” should be EFT
- ❖ Make your deposit
- ❖ Go back and enter your check/cash deposit

The screenshot shows the 'Make Deposits' window with a toolbar containing 'Refresh', 'Deposit', 'Deposit And Print', 'Create JV', 'Print List', 'Export', and 'Close'. Below the toolbar, there are filters for 'From: 12/19/2017' and 'To: 12/19/2017'. The main area shows 'Make Deposits' and 'Manage Deposits' tabs. The 'Deposit To:' is 'Cash in Bank (Deposit Account)', 'Date:' is '12/19/2017', and 'Memo:' is '12/19/17 Cash & Checks Deposit'. A table of transactions is displayed with columns: Date, Payment, Manual Receipt, Issuance Date, Payment Method, Check/CC Number, Amount, and User Name. The table contains 13 rows of data. At the bottom right, it shows 'Deposit Amount: \$ 5,451.00'.

Date	Payment	Manual Receipt	Issuance Date	Payment Method	Check/CC Number	Amount	User Name
12/19/2017	RECEIPT# H0000			CHECK	1414	\$450.00	JEEVARO
12/19/2017	RECEIPT# P0000			CASH		\$5.00	JUKRAPF
12/19/2017	RECEIPT# P0000			CHECK	7131	\$162.00	DRODRIGUEZ
12/19/2017	RECEIPT# P0000			CHECK	1388	\$162.00	DRODRIGUEZ
12/19/2017	RECEIPT# P0000			CHECK	1435	\$162.00	DRODRIGUEZ
12/19/2017	RECEIPT# H0000			CHECK	1553	\$162.00	DRODRIGUEZ
12/19/2017	RECEIPT# P0000			CASH		\$100.00	JEEVARO
12/19/2017	RECEIPT# H0000			CHECK	7502	\$162.00	DRODRIGUEZ
12/19/2017	RECEIPT# P0000			CASH		\$20.00	JUKRAPF
12/19/2017	RECEIPT# P0000			CHECK	56104100	\$100.00	JEEVARO
12/19/2017	RECEIPT# B0000			CHECK	380011740	\$25.00	JEEVARO
12/19/2017	RECEIPT# P0000			CASH		\$50.00	JUKRAPF
12/19/2017	RECEIPT# P0000			ELECTRONIC FUND	204338598	\$1,226.00	ORADA

# ACH Frequently Asked Questions:

---

**Q: Do we back date the receipt to the process date?**

A: The court should use the current date when receipting payments regardless of the date the notification was sent.

The date of the notification should be included in a memo line or recorded somewhere in the financial report.

**Q: How difficult is it to change the bank account number that the ACH deposits are being deposited to?**

A: The AOC does not have any of the DSO Participants bank account numbers. If the bank account number that was listed on the ACH form that was submitted to the state's general accounting office (GAO) needs to be changed, please contact the GAO. More than likely a new ACH form will need to be submitted with the new bank account number. For ACH or bank account questions, you can contact the GAO: 602-542-5405.

## ACH FAQ's Continued :

---

**Q: Would there ever be an ACH deposited on a weekend, holiday, or after regular business hours?**

A: Once the request for the DSO payment is sent to the AOC's finance department, the payment information is entered into the states accounting system and the GAO makes the deposit. Since the AOC and GAO are state agencies, neither agency would be working on the weekend or on a holiday. The deposits will more than likely be done during regular business hours and regular business days, Monday through Friday. Keep in mind that any "wire" transfer could take 2 business days to appear in the court's bank account.

**Q: Does this process mean that DSO payments to participants will occur more often? Will the amounts of the ACH payments be smaller than the amounts that have been received in the past?**

A: Right now one deposit is received from the DOR on a weekly basis. The amounts are very small unless it is during tax season. Since most people typically file their taxes starting the end of January through April, the payment amounts will be much larger during that time period. We cannot predict how many deposits you will receive during tax season as the ACH process is also new to us. Keep in mind that AZ Lottery payments are sent to us every day so that may increase or decrease the deposit amounts and how often you are getting them if they are AZ Lottery interceptions.

# Overpayments

## Check TIP

The debtor may have an outstanding balance with another DSO participant.

## Contact

Ask the other Participant(s) if they will accept the overpayment.

## Document

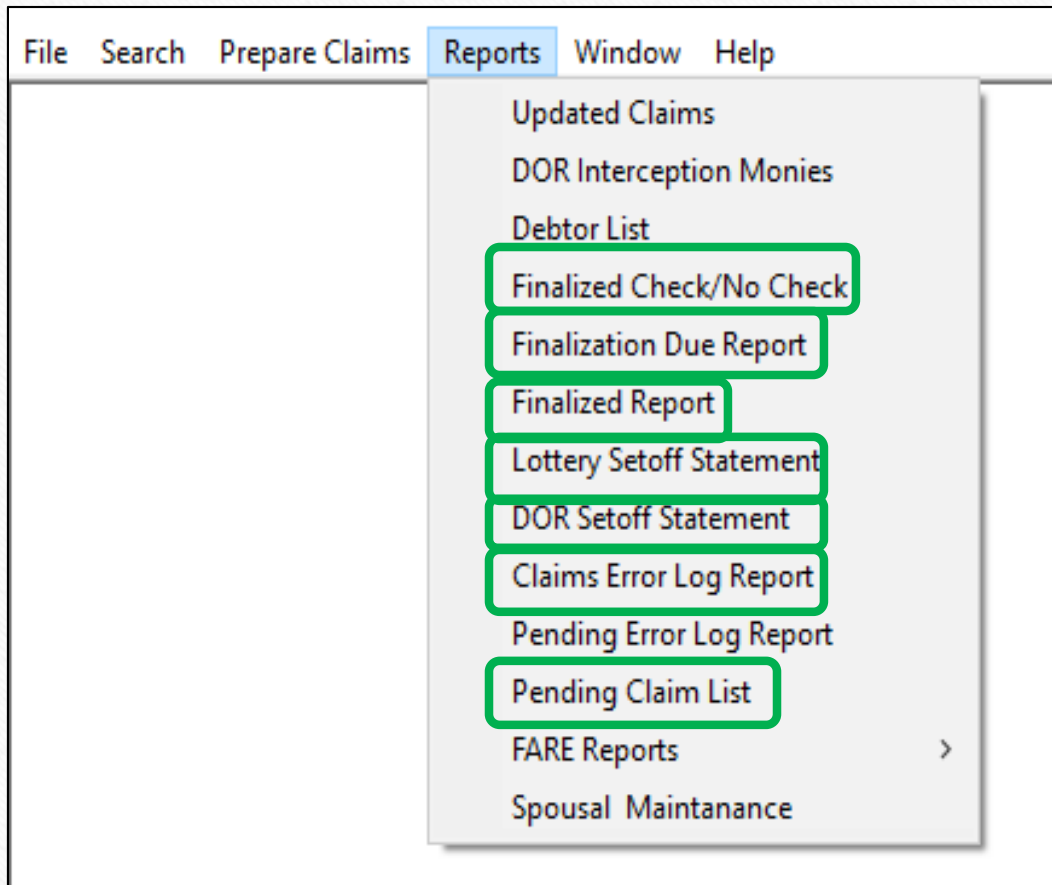
Document where the overpayment was sent in your CMS.

## Details

Make sure to include the Participant(s) name and amount paid in your CMS.

- ❖ Participants are not obligated to forward overpayments to one another, but if a debtor has a debt with another participant monies should be forwarded, rather than refunded.
- ❖ Refer to the “Pending Claims List” report to obtain the correct address for the debtor if the overpayments results in refunding the debtor his/her monies.

# Reports Overview

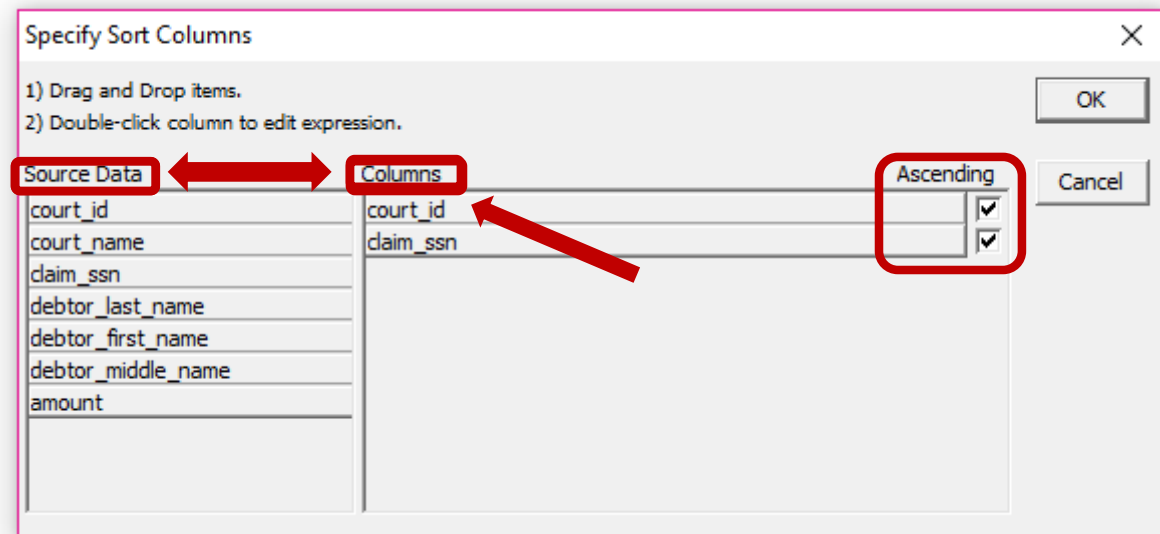
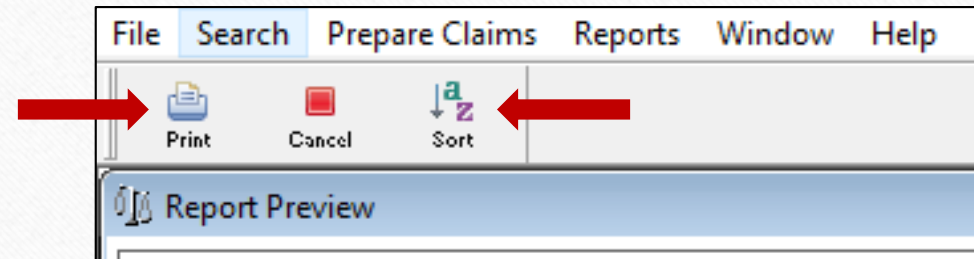


- ❖ In TIP, click on Reports to view the drop down menu
- ❖ Some reports require date ranges
- ❖ The Court ID will already be filled in

A screenshot of a dialog box titled 'Report Criteria'. It contains three input fields: 'From Date' with the value '00-00-0000', 'To Date' with the value '00-00-0000', and 'Court ID' with the value '0745'. Each field has a small downward arrow icon to its right, indicating it is a dropdown menu.

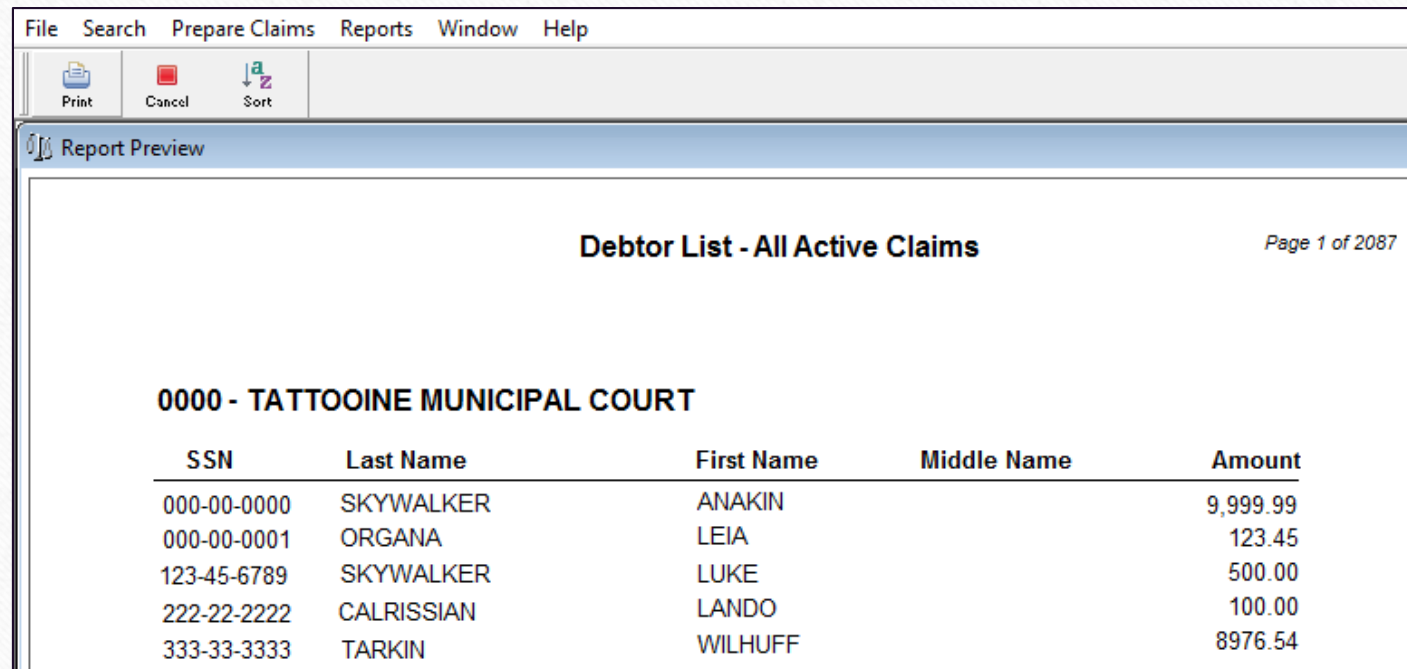
# Reports – Sorting and Printing

- ❖ Depending upon the report, Sort and Print options may be available.
- ❖ To Sort, click and drag a criteria from Source Data side to Columns side.
- ❖ The first criteria in the column side will be the first sorted, followed by the others.
- ❖ Remove a criteria by dragging from Columns side to Source Data.
- ❖ Check box for ascending.
- ❖ When printing, remember to safeguard any printouts as they include SSNs.



# Reports – Debtor List

- ❖ Lists all active claims for a participant (claim amounts greater than zero).
- ❖ Do not print this report as it is large and contains sensitive data.
- ❖ Total number and dollar amount of active claims is at the bottom of this report.



File Search Prepare Claims Reports Window Help

Print Cancel Sort

Report Preview

**Debtor List - All Active Claims** *Page 1 of 2087*

**0000 - TATTOOINE MUNICIPAL COURT**

SSN	Last Name	First Name	Middle Name	Amount
000-00-0000	SKYWALKER	ANAKIN		9,999.99
000-00-0001	ORGANA	LEIA		123.45
123-45-6789	SKYWALKER	LUKE		500.00
222-22-2222	CALRISSIAN	LANDO		100.00
333-33-3333	TARKIN	WILHUFF		8976.54

# Reports – Finalized Check/No Check

- ❖ Finalized No Check: Lists all claims where an interception has been finalized, but the payment has **not** been applied by DSO staff in TIP.
  - ❖ Listings will fall off this report, regardless of date range chosen, once payment is applied.
- ❖ Finalized Check: List all claims where an interception has been finalized, and the payment **has** been applied by DSO staff in TIP.

Report Preview

Report  
 No Check     Check

06/01/2017                      **Finalized No Check Report**                      Page 1 of 16

SSN	Pending ID	Debtor Name	Sent to Agency	Finalization Date	Payment Amt
0000 TATTOOINE MUNICIPAL COURT					
123456789	191932507	SKYWALKER, LUKE	05/04/2017	05/04/2017	100.00
987654321	191887562	WINDU, MACE	05/03/2017	05/03/2017	250.00
222222222	191898763	CALRISSIAN, LANDO	05/04/2017	05/04/2017	25.00
333333333	191928612	TARIN, WILHUFF	05/03/2017	05/03/2017	700.00
444444444	191924610	AMIDALA, PADME	05/04/2017	05/04/2017	88.00

Report Preview

Report  
 No Check     Check   

06/01/2017                      **Finalized Check Report**                      Page 1 of 101

SSN	Pending ID	Debtor Name	Received From DOR	Finalization Date	Payment Amt	Apply Amt
0000 TATTOOINE MUNICIPAL COURT						
121-21-2121	189080711	FETT, JANGO	05/02/2017	02/16/2017	23.25	21.00
555-55-5555	189617157	JINN, QUI-GON	05/03/2017	02/27/2017	216.00	207.00
666-66-6666	189638935	PALPATINE, SHEEV	05/03/2017	02/27/2017	25.00	22.75
777-77-7777	190195283	ANTILLES, WEDGE	05/02/2017	02/27/2017	5.71	4.42
888-88-8888	190231877	BRIDGER, EZRA	05/05/2017	03/01/2017	56.50	52.00
999-99-9999	190299174	SKYWALKER, ANAKIN	05/05/2017	03/01/2017	6.17	624.67

# Reports – Finalization Due Report

- ❖ Displays interceptions that have not been finalized and how many days before the interception will auto-finalize.
- ❖ After an interception is finalized, it will fall off this report.
- ❖ Remember, interceptions not finalized by the 30<sup>th</sup> day will auto-finalize.

Report Preview

06-01-2017 15:31:17 **Finalization Due Report** Page 1 of 1

Pending Id	SSN	First Name	Last Name	Claim Amount	Set Off Amt	Payment Amt	Received Date	Due Date	Days Left
<b>0000 Tattoine Municipal Court</b>									
191932507	123456789	LUKE	SKYWALKER	500.00	50.00		5/31/2017	06/30/2017	29
191887562	987654321	MACE	WINDU	1234.67	500.00	250.00	5/17/2017	06/16/2017	15
191898763	222222222	LANDO	CALRISSIAN	100.00	100.00	25.00	5/25/2017	06/24/2017	23
191928612	333333333	WILHUFF	TARKIN	8976.54	724.50	0	5/17/2017	06/16/2017	15
191924610	444444444	PADME	AMIDALA	0	88.00		5/24/2017	06/23/2017	22

# Reports – Finalized Report

- ❖ Lists all interceptions that have been finalized, but a payment has not been received and applied by DSO staff in TIP.
- ❖ Requires a date range and is sortable.
- ❖ When a payment is applied by DSO staff in TIP the listings will fall off this report.
- ❖ When there is a \$0 payment amount, the listings will not fall off this report.

06-14-2017 09:55:51  
Mesa Municipal

**Finalized Claims List** Page 1 of 57

Pending Id	SSN	First Name	Last Name	Payment Amt	Received Date	Finalized Date	Days
<b>0000 Tattooine Municipal Court</b>							
192800000	000000000	AHSOKA	TANO	0	3/22/2017	4/24/2017	51
192900000	000000000	AAYLA	SECURA	0	3/30/2017	4/3/2017	72
193000000	000000000	BAIL	ORGANA	0	4/6/2017	4/6/2017	69

# Reports – Claim Error Log Report

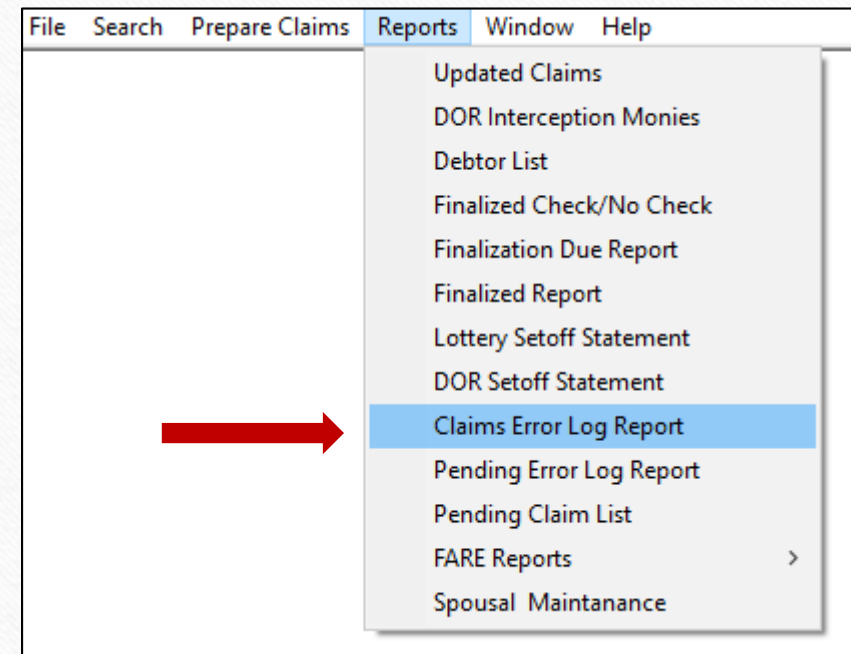
TIP01

NOTIFICATION OF CLAIMS ERROR - 0741 ERCL07417448.txt

To TIP0000 - Tattouine Municipal Court

- ❖ An automated email from TIP01 will be sent if your agency has a claim error.
- ❖ Participants will continue to get emails until the error is corrected.
- ❖ All Participants who have ever had an association with that SSN, even if they do not have an active claim may get an email notification. If your agency does not have an active claim, you may disregard the notification.

- ❖ Go to Reports → Claim Error Log Report to see the claim errors.



# Reports – Claim Error Log Report

Error Code	SSN	Last Name	First Name	Amount	Restitution	Special Name
N	21212121	FETT	JANGO	203.00N		XXXX10010741
N	55555555	JINN	QUI-GON	128.50N		0000
N	77777777	ANTILLES	WEDGE	101.00N		0000

Code	Description	Record
A	Multiple claims for the same Agency, SSN and SpecialName.	0
B	Social Security Number is not numeric.	0
C	Social Security Number is zero or is not 9 digits long.	0
D	LastName and/or FirstName field is blank.	0
E	Agency code is not numeric.	0
F	Agency code is not valid.	0
G	Amount field is not numeric.	0
H	Amount field is less than Claim Minimum Amount.	0
J	Cannot rollup multiple claims on SpecialName, because ClaimAmount or Comments are not the same.	0

- ❖ Error codes will appear here
- ❖ Error code legend will be at bottom
- ❖ Most common error codes involve a debtor's SSN
- ❖ You may continue to receive notices of the claim error after correction has been made as it takes time for change to get to DOR

# Reports – Claim Error Log Report

## Correcting Claim Errors

- ❖ **Auto TIP/Non-TIP** users must correct the error in your CMS.
  - ❖ If name mismatch, you should zero out the SSN in your CMS or enter the correct SSN.
  - ❖ *Remember only the amount and case number is imported into TIP when the SSN already exists in TIP, so a name change in your CMS will not correct the name in TIP, the name must be corrected in the Debtor Tab in TIP.*
- ❖ **Manual TIP** users must correct the error in the TIP database.
  - ❖ *Remember: if more than one court has a claim, you must consult with the other Participants before making the change. All Participants with an active claim must agree to the change.*
- ❖ Use the Nationwide Public Records Search service provided by the AOC to verify SSNs.
- ❖ To dispute a claim error, submit a DSO Request Form to the AOC Support Center.
  - ❖ Disputes are forwarded to the DOR for further research.





**DEBT SETOFF PROGRAM (DSO)**  
This form must be used for all DSO/TIP requests.  
Updated March 2017

To resolve your issues promptly and eliminate unnecessary phone calls or e-mails please attach all supporting documentation. The SSN is required, if you do not have an SSN enter zeros into the field. The SSN will become "masked" after it is entered and you advance to the next field. Only two numbers ( highlighted in red) will remain visible XXX-XX-12XX.

DATE:

Court ID #:

Court Name:

Name of Person Submitting Request:

E-Mail Address:

Direct Phone Number:

**Full Name of Debtor/Taxpayer:**

**SSN:**

Pending ID # (PN) (if interception has occurred):

Explain your request in detail, i.e., Financial, Research, Dispute, etc.  
**Please DO NOT enter the SSN in this field.**

CSD only

SUBMIT TO AOC SUPPORT CENTER

Print Form

Unmask

Mask

Revised March 2017

# DSO Request Form

Should be used if:

- ❖ You have a request specific to a debtor
- ❖ Questions about an interception
- ❖ Claim Error that you would like to be Further researched and/or disputed

# Reports – Pending Claims List

Report Preview

06-09-2017 12:02:11

Pending Claims List

0000 - Tattooine Municipal Court

Pending Id	Batch Doc	Set Off Amt	Create Dt	Confirm Dt	Sent To Agency Dt	Set off amt Changed	Fee charged Dt	Tp Last Name
190197050	190197050	128.00	3/1/2017 09:46:00	3/1/2017 09:46:00	3/1/2017 10:15:00			ORGANA
179170080	179170080	152.98	5/25/2016 02:06:00	5/25/2016 02:06:00	5/25/2016 08:00:00			CALRISSIAN
168567904	168567904	49.00	12/16/2015 01:00:00	12/16/2015 01:00:00	12/16/2015 08:00:00			TARKIN
1172135	136055743	159.00	2/5/2014 20:17:00	2/5/2014 20:17:00	2/11/2014 08:05:00			WINDU
1173608	136087004	306.00	2/5/2014 20:17:00	2/5/2014 20:17:00	2/11/2014 08:05:00			FETT

(scroll to right)

- ❖ Details every interception the Participant has ever received
- ❖ You cannot print this report
- ❖ You can find the interception create date here
- ❖ Find tax payer's address to return overpayments or erroneous interceptions here

# DSO/TIP Resources

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❖ DSO Participant Program Manual is available by email request

❖ Website:

DSO program main page: <http://ajinweb/csd/CCU.htm#DSO>

Penalties/Interest Calculator: [http://ajinweb/csd/CCU\\_DSO\\_Resources.htm#Calculator](http://ajinweb/csd/CCU_DSO_Resources.htm#Calculator)

DSO Request Form: [http://ajinweb/csd/CCU\\_DSO\\_Resources.htm#Forms](http://ajinweb/csd/CCU_DSO_Resources.htm#Forms)

DSO Participant List: <http://ajinweb/csd/CCU/19DSOparticipantlist.pdf>

❖ Email:

Support Center: [help@courts.az.gov](mailto:help@courts.az.gov)

❖ Phone numbers:

AOC Support Center for **Court Staff Only**: 602-452-3900 or toll free 855-229-3900.

DSO IVR for Public: 602-452-3110 or toll free 877-435-3829.

Public line for Support Center for non-DSO: 602-452-3300 or 800-720-7743

# TIP Live Demo

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- ❖ Log into the TIP database
- ❖ Search in TIP
- ❖ Enter Claims (Manual TIP Users only)
- ❖ Enter Payments (Manual TIP Users only)
- ❖ Finalize Interceptions
- ❖ Reports



# Questions?

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