**PURPOSE:**

To provide instruction for processing orders received from the OnBase Workflow.

**OBJECTIVE:**

* To provide the necessary direction to ensure that FCNS, PCF, PCR, and PDM accounts are correctly and accurately initiated,
* To ensure consistent handling of new FCNS, PCF, PCR, and PDM accounts over time.
* To provide the necessary direction for fee waivers and fee refund processing.

**EVENT DRIVER:**

* A new FCNS, PCF, PCR, or PDM Account is required;
* Fee waivers or refunds processing are required.

**PROCEDURES:**

1. **OnBase Workflow:**
2. Open (the following programs): OnBase, Revenue Results, the Cash Receipting System, and iCIS and do the following:
3. In OnBase, click on *Document* to open the pull-down menu.
4. Click on *Workflow*. The *Workflow* window will open.
5. Click on the ***+*** icon to the left of *COSC Billings Lifecycle* to open the workflow.
6. Click on *COSC Billings Queue*.
7. A list of all the documents for the day will be displayed. Review the list of case numbers and delete the duplicates designated by the letters *ANP* (Acknowledgment Notice Parenting Conference) after the case numbers.
8. Both parties are charged for Parenting Conferences and Post Decree Mediation. High Conflict Resolutions and No Show fees are billed only to the party noted on the order.
9. Review all the Probate cases to verify they are deferrals.
10. If the document is a Deferral, click *Completed* to remove it from the document list and proceed to the next document.
11. If the case number is designated with ANM (Acknowledgment and Notice of Mediation Conference) and the document does not include the paragraph for an appointment fee, this is a Pre-Decree Mediation and there are no charges. Click *Completed* to remove it from the document list and proceed to the next document.
12. If the document pertains to Parenting Conferences, High Conflict Resolutions, Post-Decree Mediation, No Show Fee, Waiver or Refund these orders will need to be researched as follows:
	1. Search Revenue Results by case number to see if the party has already been billed. If already set up in Revenue Results, select *Completed* in OnBase to remove the document.
	2. Search the Cash Receipting System by case number to see if the party has already paid. If already paid, select *Completed* in OnBase to remove the document.
	3. Once all documents have been reviewed, the remainder are to be entered as New Debtors in Revenue Results as follows using iCIS for contact information by the following account types:
		1. Enter the case number in iCIS to bring up contact information.
		2. Select *Edit* from upper toolbar in Revenue Results.
		3. Select New Debtor.
		4. Select Debtor Type: Individual or Company
		5. Select Account Type from the following list:
* PCF: Parenting Conference
* PCR: High Conflict Resolution
* PDM: Post Decree Mediation
* FCNS: No Show Fees
	1. In the *Client/Work Unit* field, enter *COSC.*
	2. In the *Description of Debt* field, enter the Account Type description as shown above in step I.1.J.c.v. and add the word *Ordered* to the description (e.g.: High Conflict Resolution Ordered). If the document indicates party can make payments, add this to the *Description of Debt* field (e.g.: *Ordered $50 monthly for Parenting Conference Fee Ordered*).
	3. Use the name, address, phone number, date of birth, and social security number as shown in iCIS.
	4. In the Debtor Status field, select *Active*.
	5. Click *Next.*
	6. Click *Next* again on the following page (no information is entered on this page).
	7. In the Case#-Ref# field, enter *Case Number*.
	8. Click Next
	9. Enter Fee Codes as indicated in ADDENDUM-BILL-1006.
	10. Click *Finish.*
1. After entering the necessary New Debtors, click *Completed* in OnBase to remove the documents as they are processed.

**POLICIES / RELATED DOCUMENTS:**

* [ARS 12-302](http://www.azleg.gov/FormatDocument.asp?inDoc=/ars/12/00302.htm&Title=12&DocType=ARS),Arizona Revised Statutes: Request for Deferral/Waiver
* [ADDENDUM-BILL-1006](file:///C%3A%5CUsers%5Cromerob002%5CAppData%5CLocal%5CMicrosoft%5CWindows%5CTemporary%20Internet%20Files%5CContent.Outlook%5CReference%20Documents%20%26%20Standards%5CAddendum%5CADDENDUM-BILL-1006.doc): PCF & FCNS Notes
* [WI-BILL-1021:](file:///C%3A%5CUsers%5Cromerob002%5CAppData%5CLocal%5CMicrosoft%5CWindows%5CTemporary%20Internet%20Files%5CContent.Outlook%5C78VBVJHH%5CWI-BILL-1021.doc) Instructions for Supplemental Applications

**OTHER PARTIES INVOLVED:**

* Accounting
* The Court Clerks

**TIME / VOLUME:**

* Varied

**FREQUENCY:**

* Daily

**PERFORMANCE MEASURE:**

* N/A

**SYSTEM ACCESS REQUIRED:**

* Revenue Results
* OnBase
* iCIS
* The Cash Receipting System
* MSOutlook e-mail inbox (Financial Services-Billing-CCC, and Collection-COC folders)
* *S:\Fin\_Svc\Revenue Results Attachments\Attachments\[Debtor Last Name] [Debtor Number]*

**REPORTS / FORMS:**

* N/A

**DEFINITIONS:**

* Deferral: State law defines *deferral* as the postponement of an obligation to pay fees or the establishment of a schedule for payment of fees.
* Suspense Accounts: Accounts that are entered in Revenue Results that are not to be billed until notice is received from iCIS.
* Waiver: The court decides that the applicant is not required to pay the fees at all unless the applicant’s financial circumstances have changed during the action.
* PCF: Parenting Conference
* PCR: High Conflict Resolution
* PDM: Post Decree Mediation
* FCNS: No Show Fees
* ANP: Acknowledgment Notice Parenting Conference
* ANM: Acknowledgment and Notice of Mediation Conference

**APPLICABILITY:**

This procedure applies to all employees of the Clerk of the Court.

**REVISION HISTORY:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Revision Number** | **Revision Author** | **Summary of Changes** | **Approval Date** |
| A | Edie Friss | Changed title, purpose, objective, event driver, and procedure. | 09/14/2012 |
| B | Bryan Romero | MS Outlook Email procedure eliminated | 02/14/2019 |
| C |  |  |  |