FW | SUPERVISION

Fee Management

Better Tools. Better Outcomes.

Fieldware's turn-key fee management program for all types of agency and/or court ordered fines, fees and restitution.

» Billing by account with running balance and waiver management

» Electronic payment via web, phone or walk up

» Mailed payments via lock-box with online view of payments, vouchers, and correspondence

» Exception processing for unknown or incorrect payments

» Victim restitution disbursements

» Payment allocation by business rules with overrides

» Real-time to-do-lists of new enrollments, out-of-compliances, and waiver/exemption status changes

» Real-time notification of billable status, payment history, payment details, and collections compliance

» Multi-tiered collections via automated letters, automated and live calls and texts

» Client portal, IVR, live telephone and email support for balance inquiries, payment acceptance and program information

» Bank, agency CMS and accounting integration

» Officer telephone, web and email support

» Officer and agency system training

» Creation/supply of remittance envelopes/supplies

NO Payment Handling

» Next day funding for electronic or walk-up payments.

» Average 4 days from postmark on mailed payments.

Improve Accountability and Compliance

» Real-time officer notification of compliance violations increases client accountability.

» Client ease-of-use improves compliance rates.

» Real-time access to account status and payment history minimizes officer workloads.

» Integrated enrollment, sanction, and violation letters reduces administration work.

Improved Management

Reporting by any hierarchy level provides real-time status and immediate notification of problem zones.

FieldWare.com

Contact us today at 866-225-1394.