

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

www.fieldware.com



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.

Contact us today at 866-225-1394.