

# Imports

The ability to import payment receipts and sometimes case/defendant information is often of great interest to jurisdictions that are looking into collections software. i-Plow will import data from any other software capable of producing a text file containing basic case, assessment, and/or payment information. This import process will be customized to meet local needs. There is no prescribed format; we will adapt i-Plow to meet your needs. Given the choice, we would prefer a tab-delimited file format, but we have handled fixed-record length, comma delimited, and other formats in the past.

It is surprising to some collectors that we seem ambivalent about importing defendant and case information, but very enthusiastic about receiving payment information. This is because receipt data is not only ongoing but drives all of i-Plow's automatic processes; after completing a receipt import, you can go directly to printing cards and letters confident that all case statuses have already been updated appropriately. Assessment information is helpful really staying in synch with the host system, although the data entry is not very time consuming. Case information is helpful if this is the means that relevant cases are identified and passed along to collections. The data entry for case information is negligible. Defendant address information is the least helpful. In some counties, we download addresses, but ignore them. This is because the collector prefers to use the address provided on the application, which may be different from the address provided at booking.

Payment information is also the most readily available. Many collectors are already able to run a report listing the prior day's receipts. All i-Plow needs is to have this report re-directed to a delimited text file, which in some instances is already an on-screen option, and i-Plow will be able to prepare a customized import. Other data is no problem for i-Plow, but may be more

difficult for your IT department, so we recommend asking for Payment information first.

There is no real procedure for the Collector to learn, except that when you make your final choice as to what to import, you will enter a browse window in which you will have to find the file on your local PC where you or your computer support staff has placed the file to be imported.

Note to IT: By default, i-Plow will look for an import file in c:\i-Plow\import\cases or c:\i-plow\import\receipts as appropriate. If you prefer, for security purposes, to set up a network resource to limit i-Plow access, feel free to do so.

When demonstrating i-Plow Justice Collections & Compliance (JCC), we frequently hear the question: "Can your application interface with our existing case management system?"

i-Plow must answer this question with another question: "Can the existing case management system export the required data in a generic text format to a location accessible to i-Plow?" If so, then yes.

The next logical question is, "What data does i-Plow need?"

Once again i-Plow must ask a question: "What data does the collector need?" In the following text, we outline what information i-Plow is prepared to capture. "Required" information is highlighted, but you must understand, "required" means that i-Plow must have this information to create a record (we do not add any records without these required fields). Other information may be optional to i-Plow, but not to the collector; so only the local i-Plow System Administrator can determine what data "needs" to be exported from your case management system for import into i-Plow.

Note: Most i-Plow implementations contain only those cases for which a payment plan is sought and/or subsequently managed. The local case management or financial management is used to prepare the OCA Monthly Report. i-Plow cannot be used for this purpose, because it contains only a subset of the required information. If your expectation is for i-Plow to produce the OCA Monthly report, then ALL relevant cases, including those already satisfied, must be added to the i-Plow database. This is when a case export from your case management system is particularly important.

Open bullets were used in case the collections manager wanted to print these lists and check those that, while not required by i-Plow, *are* required by the collector to meet local policy requirements.

### Defendant Information

- **Name (required)**
- Unique name identifier [SID, PID, etc.] i-Plow creates its own unique identifier, but you may wish to include one from your case management system for cross-reference purposes.
- Street address – 1st line (Some collectors prefer not to include address information from the mainframe, because they prefer to use the address the defendant provides on their application).
- Street address – 2nd line
- City
- State code
- Zip code
- Bad Address flag
- International address flag
- Phone number - When multiple phone numbers are provided, only the first is used for AVN (Automatic Voice Notification)
- Phone number, cell
- Phone number, other
- Email address
- Employer
  - Employer – Position
  - Employer - Street address(es)

- Street address - 2nd line
- City
- State code
- Zip code
- Employer - Phone number
- Employer - Phone number, cell
- Employer - Phone number, other
- Employer – Email address
- Bad address flag
- International address flag
- Preferred language (English, Spanish, etc.)
- Social Security Number
- Date of birth
- Driver's license state
- Driver's license number
- Identification state code
- Identification number
- Vehicle license plate(s)
  - state code
  - VIN
- Note: Many collectors prefer not to download the address and telephone number, preferring instead to use the information provided on the defendant's payment plan application.

### Case Information

- **Case Number (required)**
- **Sentence Date (required for adjudicated cases)**
- **Filing date (non-adjudicated cases only)**
- **Court identifier (required)**

### Optional Case Fields

- Filing date (required when there is no sentence date)
- Offense date
- Offense code
- Offense code description

- Offense code FTA translation
- Offense level
- Deferred adjudication flag
- Probation expiration date
- Probation expiration terms
- Probation/Parole officer unique identifier
- Vehicle license plate state
- Vehicle license plate number
- Vehicle license plate VIN
- Juvenile case flag or name
- FTA (Omnibase) provision date
- SCOFFLAW provision date
- Third-party collector provision date
- **Assessment Information**
- **Unique Case Number**
- **Assessment Amount (required)**
- **Assessment Code (Fine, Fee, or Court Cost - required if i-Plow will be used for reporting totals by assessment type)**
- **Assessment Date (may be the import date)**

Note: If i-Plow will be used to prepare an OCA Monthly report, we must be able to distinguish between fines and fees/court costs. Otherwise, a generic FFCC (fees, fines, & court costs) code will suffice).

### Optional Assessment Fields

- Assessment code description
- Assessment code type (court cost, fee, fine, other)
- Benefactor - unique identifier [SID, PID, etc.]

### Payment Information

- **Case Number (required)**
- **Post date (required)**

- **Amount (required)**
- **Receipt Number (required)**

- **Optional Payment Fields**

- Note (if any)
- Payment method

- **Installment Agreement Information**

- Note: There is no predefined data requirement for importing payment plans. i-Plow will use whatever information is available to recalculate plans according to i-Plow system requirements.
- Unique case number (for all imported information, i-Plow needs to know to which case the information applies)
- Severability (joint or split)
- Agreement date
- Agreement mode (payment or service)
- Agreement type (explicit or implicit)
- Assigned collector
- Explicit installment date(s)
- Explicit installment amount(s)
- Implicit initial installment due amount
- Implicit initial installment due date
- Implicit number of installments
- Implicit frequency (monthly, weekly, etc)
- Implicit static installment amount
- Implicit first payment date
- Implicit first payment amount
- Implicit final payment date
- Implicit final payment amount
- Next due date
- Next due amount

## ○ Other Information

- Case attachment(s) (BMP or .PDF)
- Case due diligence event(s)
  - Date
  - follow-up date
- Defendant image (.BMP, .JPG, etc.)
- Offense code(s)
  - description
- Features and current/planned functionality that may drive additional implementations, and/or conditional (imported) data expectations:
- Automated Voice Notification (AVN). Interfacing with our own AVN process (I-Notify) or vendors including: Global Connect, Voice Broadcast, etc. to provide proactive and reactive out-bound calls and subsequent result diligence
- Campaigns (transient) E.g., TX Annual Warrant Round-up Campaign
- Collections Contract Support. Interfacing with “Linebarger, Gogan, Blair and Sampson LLP”, etc.
- Non-adjudication
- Skip-tracing. Interfacing and/or integrating with vendors including Accurant, MasterFiles, etc. to enrich addresses and/or phone numbers
- Truants and/or Juveniles inclusion
- TX FTA (Failure To Appear) Program
- Interfacing/Integrating with TX DPS vendor Omnibase or Florida DPS to flag driver’s licenses
- TX Scofflaw Program. Interfacing/Integrating with TX to flag vehicle registrations.

## ○ CENTRALIZED OR DECENTRALIZED?

- To support decentralized collections and compliance processes, multiple independent implementations are available at a significant discount – each

potentially requiring its own distinct import file dependencies. Examples of why multiple implementations surface:

- Cross-contamination of unique keys (nameID, case#, receipt#)
- Non-justice related collections and compliance process
- One or more courts opt to self-manage their collections and compliance process.
- Juvenile physical separation.
- One or more courts has independently contracted with a differing implementation-configured third-party AVN or Collections Agency dependency.
  
- **Case Number Standardization**
  - If you are already using case numbers exactly as they appear in the mainframe application, this is not an issue. However, in some counties the collectors use abbreviated case numbers for convenience. To import, it is essential that the case number in your host system and the case number in i-Plow are the same. If they are different, hopefully, you will be able to instruct us how to reformat your i-Plow case numbers to match. We will try to provide a shortcut to make it easier to look up case numbers without typing the whole thing.
  
- **Additional Notes**
  - Assessment and Payment (and even defendant) information may be consolidated in a single file.
  - Depending upon local preference, the import process may be either automatic (included as a step in the daily scrutinization process) or manual (activated by the collector).
  - The data exported from a case management system is typically placed in a reserved i-Plow-accessible server or local PC file.
  - A naming convention that identifies the date of the export/import file is helpful to i-Plow.



- i-Plow will follow customer-defined rules regarding data conflicts. For example, if i-Plow receives a "new" case from the case management system but finds that case number already exists in the i-Plow database; we will either reject the new data and log the event or accept the data and override i-Plow records as required. These rules are defined by the customer.