

Signal Management Services (SMS) is a service that manages time payments for Municipal and District courts.

- 1) The defendant gets 30 days to pay in full to the court or set up time payments.
- 2) The defendant will get his sign up date from the court and pick up their signal paperwork along with all the information that will enable Signal to manually data enter the account for the defendant.
- 3) The defendant will fill out his application and agreement completely and sign the agreement. We will not set up anyone in Signal that has not signed the agreement.
- 4) Send in Signal agreement, application, \$15 set up fee and first payment (this is 10% of violation amount 5% if balance is higher than \$1000, or \$25 if violation is less than \$250). During these hard times we are currently working with defendants to set up a payment plan they are able to keep paying on our minimum payment for higher balances used to be \$75 it is now \$25.
- 5) The account will be manually entered into the Signal system.
- 6) The afternoon that an account is set up in Signal we will fax the court to notify them that defendant has set up the account with Signal. The court at this time will manually assign the defendant to Signal in their system. Will need to make sure the account does not get sent to AllianceOne when the download is sent.
- 8) Defendant will be sent a confirmation letter that they have been assigned to Signal.
- 9) Every month defendant will be mailed a statement but regardless if they receive the statement or not their payment is due on the pre-set day they have chosen every month.
- 10) If the defendant does not send in complete paperwork with the set up fee and the first payment we will return everything they sent to them with a note on what is needed to set up.
- 11) Signal has no information on the defendant until we receive their paperwork, their payment and have been set up in our system.
- 12) If the defendant fails to make their payment by 10th day past their payment due date they will get an automated phone call asking them to please call Signal.
- 13) If the defendant has still not made a payment by the 1st of the following month they will receive a delinquent notice stating they have a double payment due by the 11th of the month and a \$3.00 late charge will be added. They will not receive a statement only the delinquent notice.
- 14) If the defendant still has not made a payment by the 25th of the following month of the missed payment a report will be generated and faxed to the court for FTA's to be added (if not previously added), and the court can manually assign the account to AllianceOne in Discis. Signal needs to receive the fax back from the court within 3 days.
- 15) The court will fax back the list so Signal can add any additional fees (court will verify that we have the same balance as they do on the account) and roll the account to AllianceOne. We roll the account from Signal to AllianceOne so we can keep the payment information for future reference.