

<p><b>Summary: The following desk aid has been split into two (2) processes as the title email boxes have consolidated into a statewide email box. Reviewer = person receiving the email; Processor = person working the F5008.</b></p>	
<p><i>Email Box Reviewer</i></p>	
<b>Why:</b>	<b>What:</b>
<p>Step 1 – Reviewer of the Title Co. Email Box</p> <ul style="list-style-type: none"> <li>● Credit Checks: Call the title company to clarify if the request is a credit check or actual title-payoff request</li> <li>● Foreign Order: If Order is not an Arizona, redirect the Title Company to the controlling state.</li> <li>● Civil or Juvenile Judgments requests received redirects to correct division.</li> </ul>	<ul style="list-style-type: none"> <li>● Review email for the required items:                             <ul style="list-style-type: none"> <li>○ Do the clients name, dob, last 4 SSN match our case.</li> <li>○ Is there a signed authorization to release information?</li> <li>○ Look for escrow/loan number, if available <b>(not required)</b></li> </ul> </li> <li>● If any required information is missing, respond to the Title Company with what is needed.                             <ul style="list-style-type: none"> <li>○ CAAL documentation:</li> <li>○ T0042 - Document incoming information from the title company</li> <li>○ T0044 - Document outgoing response providing what information is needed.</li> </ul> </li> <li>● If information <u>does not</u> match to our case information, email respond with:                             <ul style="list-style-type: none"> <li>○ <i>“Information provided (DOB, SSN, etc.) does not match the party in our system, they are not one in the same.”</i></li> </ul> </li> </ul> <p>If the case does not come up on the 4D side, and no case number provided, review the Clerk of the Court Non-4D side. If the case is open with Non-4D, provide the COC contact information.</p>
<p>Step 2 - Case is open or Closed:</p>	<ul style="list-style-type: none"> <li>● Case has an AZ order. We will enter the F5008 and provide the mortgage information.</li> <li>● Image all documents into OnBase</li> <li>● Each region will process their SOJ according to the existing SOP.</li> </ul>
<p><i>Case Work Processor</i></p>	

Why:	What:
Step 1 - Processing the F5008	<ul style="list-style-type: none"> <li>● Review F5008 -REQUEST FOR ARREARS CALCULATION (3RD PARTY AUTH)</li> <li>● Complete calculation- refer to <a href="#">DRU instruction desk aid</a></li> <li>● Add CAAL- F0205 ARREARS CALC TO SUPERVISOR FOR APPROVAL</li> <li>● Approver to follow <a href="#">Debt Approver Process - Desk aid</a></li> </ul>
Step 2 - After DRU approval Response Letter  <a href="#">Example of Response Notice</a>	<ul style="list-style-type: none"> <li>● Go to Eloquence</li> <li>● Create appropriate response letter                             <ul style="list-style-type: none"> <li>○ F0738 - Title Pay off response letter</li> </ul> </li> <li>● CAAL F5099 - Arrears Calc Completed</li> <li>● CAAL T0044 - Email Sent to</li> </ul>
Step 3 - Closed Case (optional) Response Letter  <a href="#">Example of Response notice - Closed Case</a>	<ul style="list-style-type: none"> <li>● Go to Eloquence</li> <li>● Create appropriate response letters, if the case is closed with remaining balances or closed and paid in full.                             <ul style="list-style-type: none"> <li>○ F0739 - Title Closed Case Letter</li> <li>○ Select - Closed Case with balances</li> <li>○ or Closed Case without balances</li> </ul> </li> <li>● CAAL F5099 - Arrears Calc Completed</li> <li>● CAAL T0044 - Email Sent to</li> </ul>
Miscellaneous Contacts (optional - to be used when liens are not related to child support. i.e. Juvenile, Civil Court Action, etc.,)	<p>Other Agency Contacts:</p> <ul style="list-style-type: none"> <li>● <a href="mailto:JVcollections@mail.maricopa.gov">JVcollections@mail.maricopa.gov</a> (Juvenile)</li> <li>● <a href="mailto:jarchavaleta@azdes.gov">jarchavaleta@azdes.gov</a> (Civil) (Attorney General, Child &amp; Family Protection Div)</li> <li>● <a href="mailto:uitcollections@azdes.gov">uitcollections@azdes.gov</a> (Unemployment Tax)</li> <li>● <a href="mailto:Jbarnard@azdor.gov">Jbarnard@azdor.gov</a> (DOR Liens &amp; Judgments)</li> </ul> <p>Clerk of the Courts:</p> <ul style="list-style-type: none"> <li>● Administration Office Hours: 8:00 a.m. - 5:00 p.m.</li> <li>● Maricopa County Phone: 602-372-5375 or (602)37-CLERK</li> <li>● <a href="mailto:cocustomerrelations@mail.maricopa.gov">cocustomerrelations@mail.maricopa.gov</a></li> <li>● Pima County Phone: 520-724-3250 - Clerk</li> </ul> <p><b>Overnight Express Payments</b> <b>Arizona Department of Economic Security</b></p>

<p>Overnight Payment Option (Coordinate with the State Disbursement Unit for overnight option)</p> <p>Cap Center Attorney Contacts (Partial Lien Releases and Closed Case Liens)</p>	<p><b>DCSS – State Disbursement Unit</b> <b>1789 W. Jefferson, Mail Drop 7214</b> <b>Phoenix, AZ 85007</b></p> <p>Zachary Manty A-L (<b>Zachary.Manty@azag.gov</b>) Todd Sheridan M-Z (<b>Todd.Sheridan@azag.gov</b>) cc: Linda Heberling and Erin Richardson</p>
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