

<p>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.</p>	
<p><i>Email Box Reviewer</i></p>	
Why:	What:
<p>Step 1 – Reviewer of the Title Co. Email Box</p> <ul style="list-style-type: none"> ● Credit Checks: Call the title company to clarify if the request is a credit check or actual title-payoff request ● Foreign Order: If Order is not an Arizona, redirect the Title Company to the controlling state. ● Civil or Juvenile Judgments requests received redirects to correct division. 	<ul style="list-style-type: none"> ● Review email for the required items: <ul style="list-style-type: none"> ○ Do the clients name, dob, last 4 SSN match our case. ○ Is there a signed authorization to release information? ○ Look for escrow/loan number, if available (not required) ● If any required information is missing, respond to the Title Company with what is needed. <ul style="list-style-type: none"> ○ CAAL documentation: ○ T0042 - Document incoming information from the title company ○ T0044 - Document outgoing response providing what information is needed. ● If information <u>does not</u> match to our case information, email respond with: <ul style="list-style-type: none"> ○ <i>“Information provided (DOB, SSN, etc.) does not match the party in our system, they are not one in the same.”</i> <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"> ● Case has an AZ order. We will enter the F5008 and provide the mortgage information. ● Image all documents into OnBase ● Each region will process their SOJ according to the existing SOP.
<p><i>Case Work Processor</i></p>	

Why:	What:
Step 1 - Processing the F5008	<ul style="list-style-type: none"> ● Review F5008 -REQUEST FOR ARREARS CALCULATION (3RD PARTY AUTH) ● Complete calculation- refer to DRU instruction desk aid ● Add CAAL- F0205 ARREARS CALC TO SUPERVISOR FOR APPROVAL ● Approver to follow Debt Approver Process - Desk aid
Step 2 - After DRU approval Response Letter Example of Response Notice	<ul style="list-style-type: none"> ● Go to Eloquence ● Create appropriate response letter <ul style="list-style-type: none"> ○ F0738 - Title Pay off response letter ● CAAL F5099 - Arrears Calc Completed ● CAAL T0044 - Email Sent to
Step 3 - Closed Case (optional) Response Letter Example of Response notice - Closed Case	<ul style="list-style-type: none"> ● Go to Eloquence ● Create appropriate response letters, if the case is closed with remaining balances or closed and paid in full. <ul style="list-style-type: none"> ○ F0739 - Title Closed Case Letter ○ Select - Closed Case with balances ○ or Closed Case without balances ● CAAL F5099 - Arrears Calc Completed ● CAAL T0044 - Email Sent to
Miscellaneous Contacts (optional - to be used when liens are not related to child support. i.e. Juvenile, Civil Court Action, etc.,)	Other Agency Contacts: <ul style="list-style-type: none"> ● JVcollections@mail.maricopa.gov (Juvenile) ● jarchavaleta@azdes.gov (Civil) (Attorney General, Child & Family Protection Div) ● uitcollections@azdes.gov (Unemployment Tax) ● Jbarnard@azdor.gov (DOR Liens & Judgments) Clerk of the Courts: <ul style="list-style-type: none"> ● Administration Office Hours: 8:00 a.m. - 5:00 p.m. ● Maricopa County Phone: 602-372-5375 or (602)37-CLERK ● cocustomerrelations@mail.maricopa.gov ● Pima County Phone: 520-724-3250 - Clerk <p>Overnight Express Payments Arizona Department of Economic Security</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>DCSS – State Disbursement Unit 1789 W. Jefferson, Mail Drop 7214 Phoenix, AZ 85007</p> <p>Zachary Manty A-L (Zachary.Manty@azag.gov) Todd Sheridan M-Z (Todd.Sheridan@azag.gov) cc: Linda Heberling and Erin Richardson</p>
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