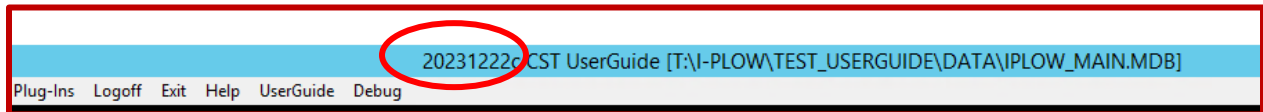


General Information

[Evaluating Government Collections & Compliance.](#)

We don't believe we could make it any easier to test and evaluate i-Plow. Follow the link to find out how.

Version. Government Collections & Compliance is the same program in all our implementations. While we may customize features to meet local demands, the actual program is the same for all implementations. That means that if you don't see a feature described here, it may be that you need a newer version. Call us and let us know and we'll take care of that.



Note if the version is covered by the blue tab below, click on the thumbtack and move the cursor away to make the blue tab retract. Be patient, it takes a few seconds.



How does i-Plow work?

A single collector might be responsible for managing payment plans for thousands of defendants. Sometimes this includes reaching out to defendants who failed to show up in court and have yet to even enter a plea. The key information a collector needs to manage this task includes:

- Defendant name and address
- Case #, sentence date and court
- Assessments and payments

Some or even all this information might be imported from a larger case management system. Even if none of this information is available for import, the collector still needs to have it.

[i-Plow User Guide](#)

The collector, or maybe the court, establishes payment plans for all who request one. Then the collector must monitor all those payment plans and send appropriate notifications on a scheduled timeline, because it has been long-established that timely notifications of past-due installments are the key to a high collections rate. Along the way, there will be many instances where a defendant needs a modified plan, temporary adjustment, and various actions to ensure defendant compliance.

It's a lot of work. Fortunately, i-Plow automates much of it.

i-Plow facilitates data import when it is available, simplified data entry when it is not. We support multiple types and modes of payment (implicit/explicit, flexible/rigid, pay/service). Our notification support includes cards, letters, automatic voice notification (robocalls), e-mail, and text messages. And all of this is tied together with a nightly process we call *scrutinization*.

Every case in our databases is evaluated every night. Values evaluated include:

- The due date and amount
- Total plan balance
- Sentence date
- Court, which may require special handling,
- Path, which to i-Plow means category for special handling,
- The current date, which drives all of this, and
- The current case status, which determines what happened previously and what happens next.

Based on this information, and the implementation blueprint, which defines the local automated collections process, the scrutinization process will

- Trigger a notification (card, letter, voicemail, etc.) according to plan
- Trigger special handling, such as Omni, Scofflaw, Return to Court, or request for warrant, to name a few, and
- Change the case status to reflect the new required action.

You will see in the Special Features chapter that there are significantly more than just these things going on, but in a nutshell, this is what i-Plow is all about.

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When an i-Plow collector gets to work in the morning, he or she should be confident that all required actions are already queued up and ready to go.

A collector will want to learn more about...

[Security](#)

i-Plow maintains a high level of security that encompasses three areas of discussion:

- i-Plow environment
- My auto-logon
- Change Password

[System Requirements](#)

There aren't very many. A workstation with an MS Windows operating system, any version. An open port 3389 on your network firewall, which is used by MS Remote Desktop Connection. Note: this requirement gives county computers access to the i-Plow network, *not* the other way around. You can [share a local drive on](#) your workstation, if desired, but that is not required by i-Plow.

[Structure](#)

The layout of Government Collections & Compliance is spread across 6 windows that are very easy to navigate.

[i-Plow Blueprint](#)

This is the primary controlling document for an i-Plow implementation. It is important to note that there is no such thing as an "i-Plow process;" rather, there is a County Collections & Compliance process, defined by local policy, which is automated extensively by i-Plow. The Blueprint is used in conjunction with various configuration files to instruct i-Plow what to do next in any circumstance.

The Blueprint defines the flow of Case Statuses through your implementation. i-Plow Case Statuses are comprised of i-Plow-defined and user-defined words, such that the collector will know where in the flow of general collections and compliance effort a particular defendant is right now. You can learn more about the structure of Case Statuses in our discussion of the [Blueprint](#).

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An important characteristic of i-Plow's Blueprint and configuration files is that most of the characteristics of your implementation are configurable to the court level. This is extremely important, as it is often the case that individual courts have unique requirements, such as customized letters, case statuses, and special timing of events. It is this variation between courts that caused many IT managers in the past to deem automation of collections & compliance impossible within the context of County government. i-Plow handles this variation with ease.

[Rules](#)

The blueprint defines a series of events. Each one is determined by the completion of the previous event. A one-week delay at the beginning produces a one-week delay at the end. Sometimes, that's not the way courts and legislators define things. If the law says that 30 days after the sentence date, a time payment fee may be assessed, then i-Plow will automatically assess that time payment fee on the 31st day, period.

[Due Diligence Event Codes](#)

Everything that occurs in i-Plow is documented in a Due Diligence Event log. These events are coded: an *Action* is something that a collector did, a *Trigger* is something that i-Plow determined is due to happen. These and other codes clarify the chain of events as they occur.

[About this document](#)

To avoid redundancy that would make this document difficult to read, this document is somewhat complex. It is structured as a series of independent essays, which are linked according to the specific task(s) that a collector needs to perform. It is worth learning about PDF control keys that will make it easier to navigate and view.

This document has several purposes:

1. Explain what Government Collections & Compliance does.
2. Provide links to more detailed descriptions of procedures.

[i-Plow User Guide](#)

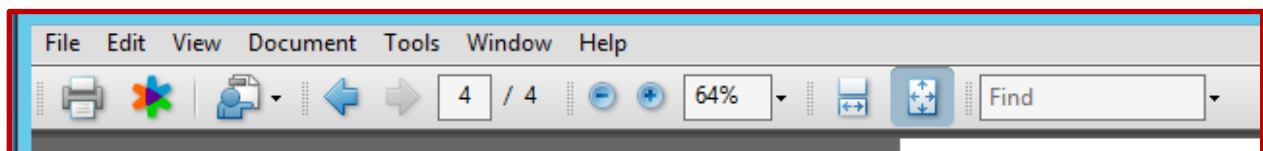
3. Provide an alphabetical index of key Features, an alternative method to find the information you need.
4. Put all instructions in a modular format so that the same documents can be used to provide context-sensitive help within the program.

Hyperlinks are used extensively in this User Guide. A hyperlink is a link on the web to some other resource. It uses a special kind of command that jumps to some other content in a web browser, usually to another page. We use hyperlinks to jump from one topic to another, and hopefully avoid repeating the same information in various contexts. They will always look like this: [General Information](#). If you click on that, you will jump to the top of this discussion.

Shortcuts for navigating this User Guide:

- <Alt>Left Arrow Return to hyperlink
- <Alt>Right Arrow Back the other way
- <Shift><Ctrl>N go to page number
- <Ctrl>Home Top of document
- <Ctrl>End Botom of document
- <Ctrl>L Full screen (toggles)
- <Ctrl>+ Larger image
- <Ctrl>- Smaller image
- <Ctrl>0 Fit page to window

When you open any topic, you will see the controls pictured below at the top of the page.



- A. Print. You can print any topic with standard print options (to file, page range, etc.).

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- B. Paging. You can advance forward and back one page at a time by clicking on these arrows.
- C. Page reference. Tells you how many pages there are in the topic and what page you are currently on.
- D. Sizing. You can click the arrows to increase or decrease the size of the text or you can use the drop-down box to choose a specific percentage adjustment.
- E. Full Window. Causes the text to expand to fill the entire window.
- F. Full Page. Causes one full page at a time to be displayed.
- G. Search. You can search for any text, but only within the current topic, *not* the entire User Guide.