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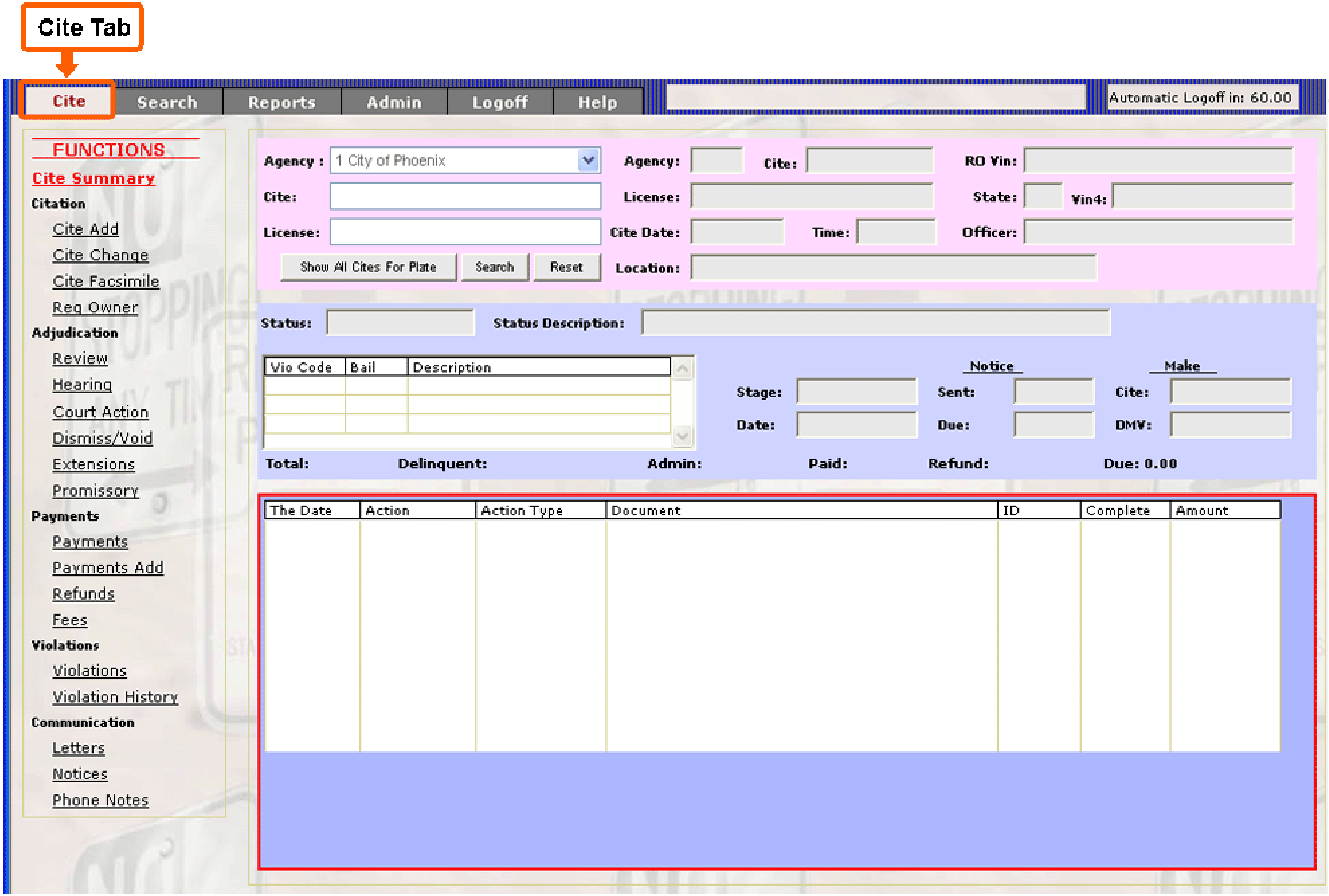
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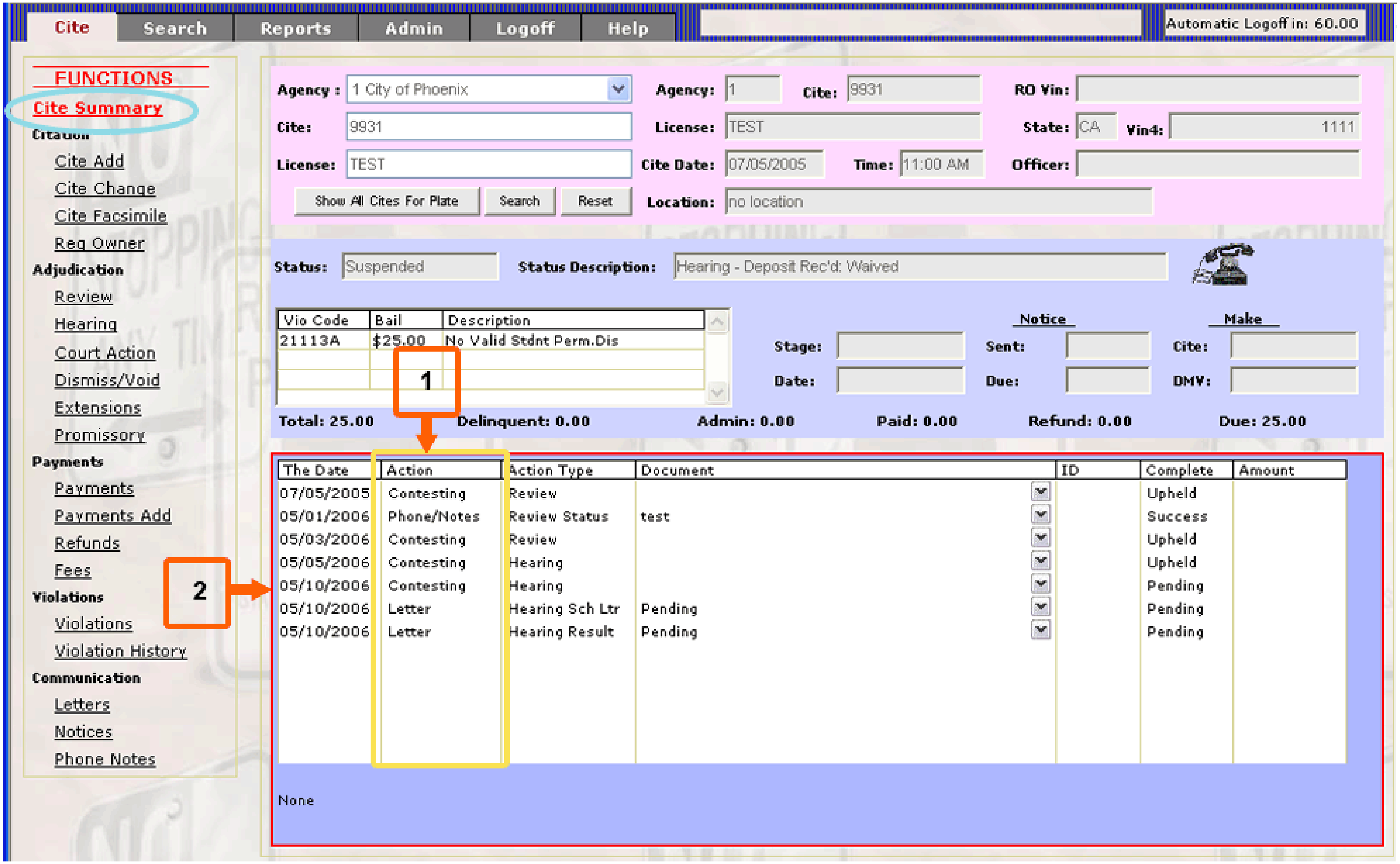
1. CITE SUMMARY (VIEW ONLY) Top

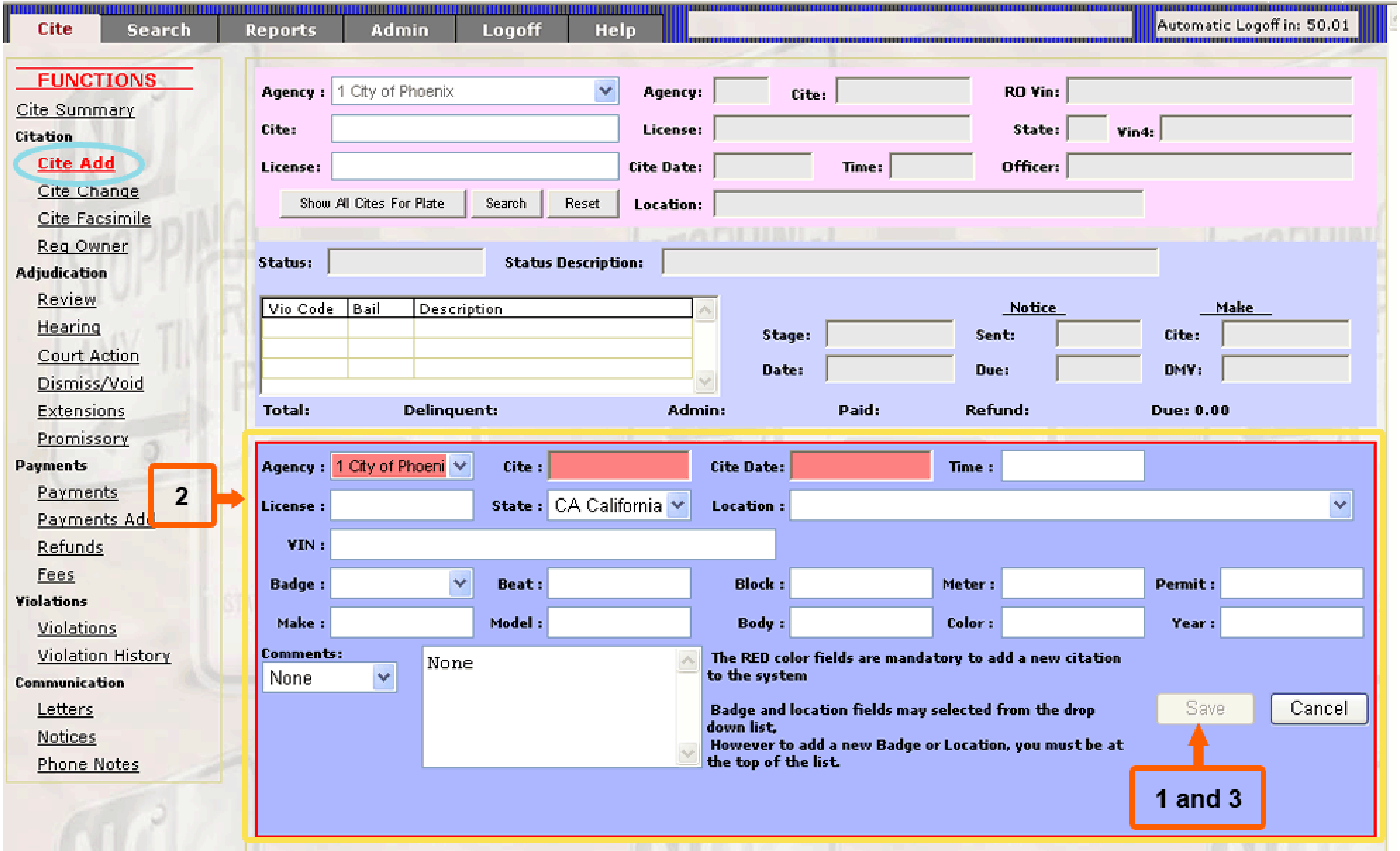


1. The 'Cite Summary' function screen provides the cite history in a chronological list of 'Actions' by completion date.

2. Double click or select any line to go to that screen.

Example- Select the action type Phone/Notes, double click, the page will display payment details.

2. CITE ADD Top



1. Select 'New' button to add cite.

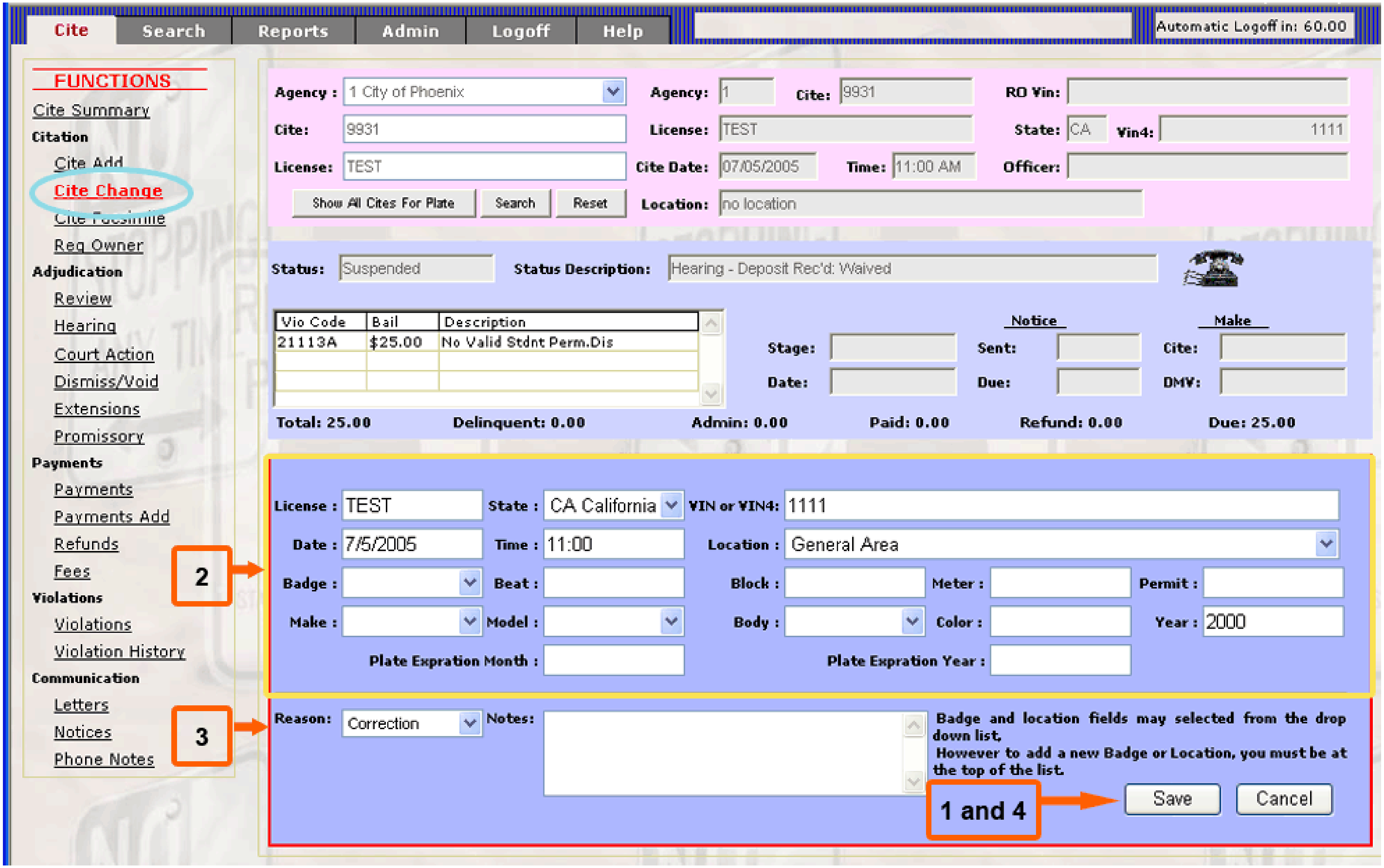
2. Enter fields corresponding to the ticket.

Note: The fields that are highlighted red are mandatory and cannot be left blank

3. Select save

Note: The System will forward you to the Violation Function to complete the Citation Data Entry portion, Refer to 'Violations' section for more details.

3. CITE CHANGE Top



1. Select 'Change' to make changes to cite. (Note: The 'Cite Change' screen will allow changes to be made on

existing citations.)

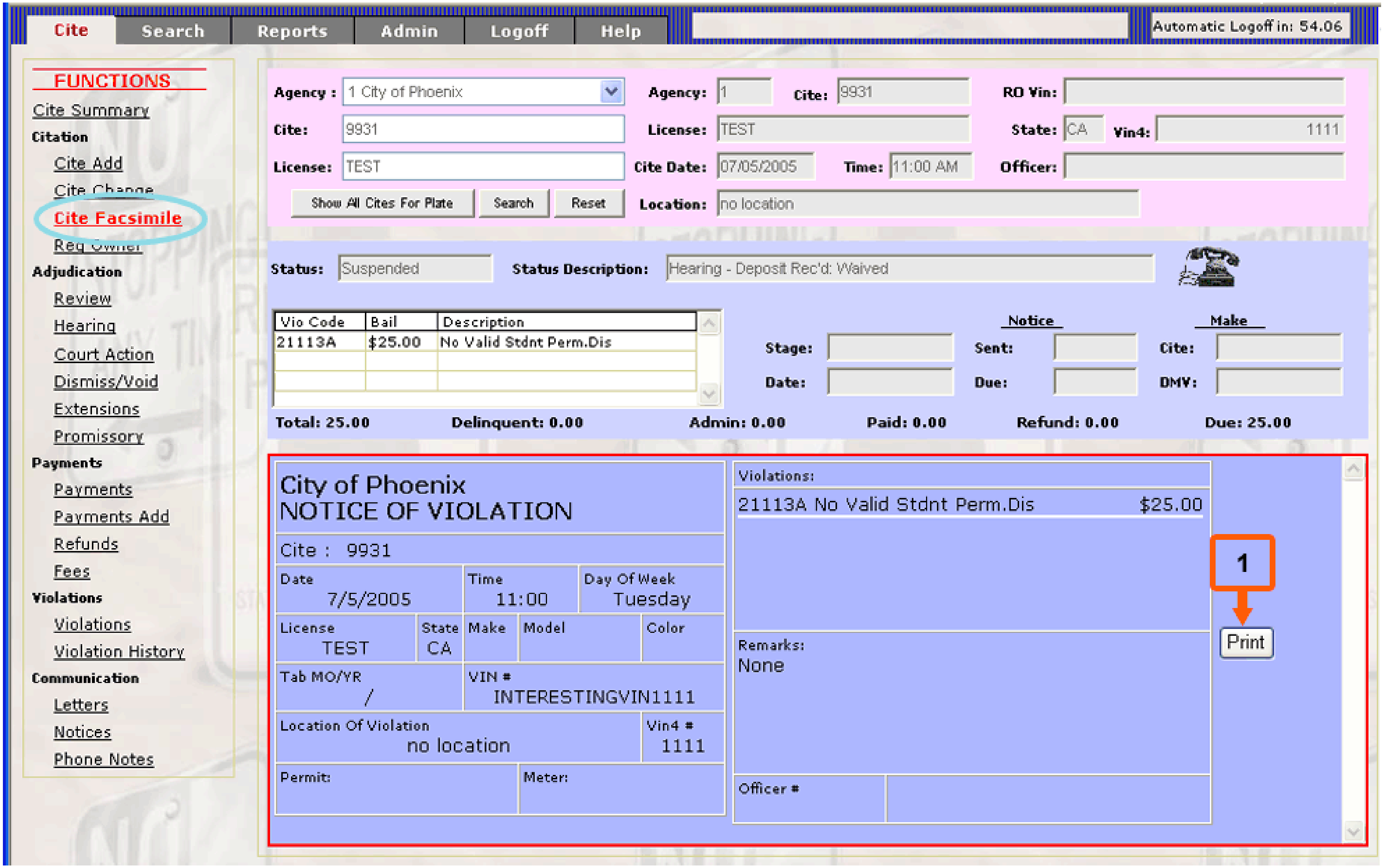
2. Changes can be made to the following fields:

·License	· State
·VIN	·Date
·Time	·Location
·Badge	·Make
·Model	·Color
· Reason (required)	· Notes can be added as needed.

3. A reason must be chosen in order to apply changes.

4. Select the ‘Save’ once all the changes have been completed.

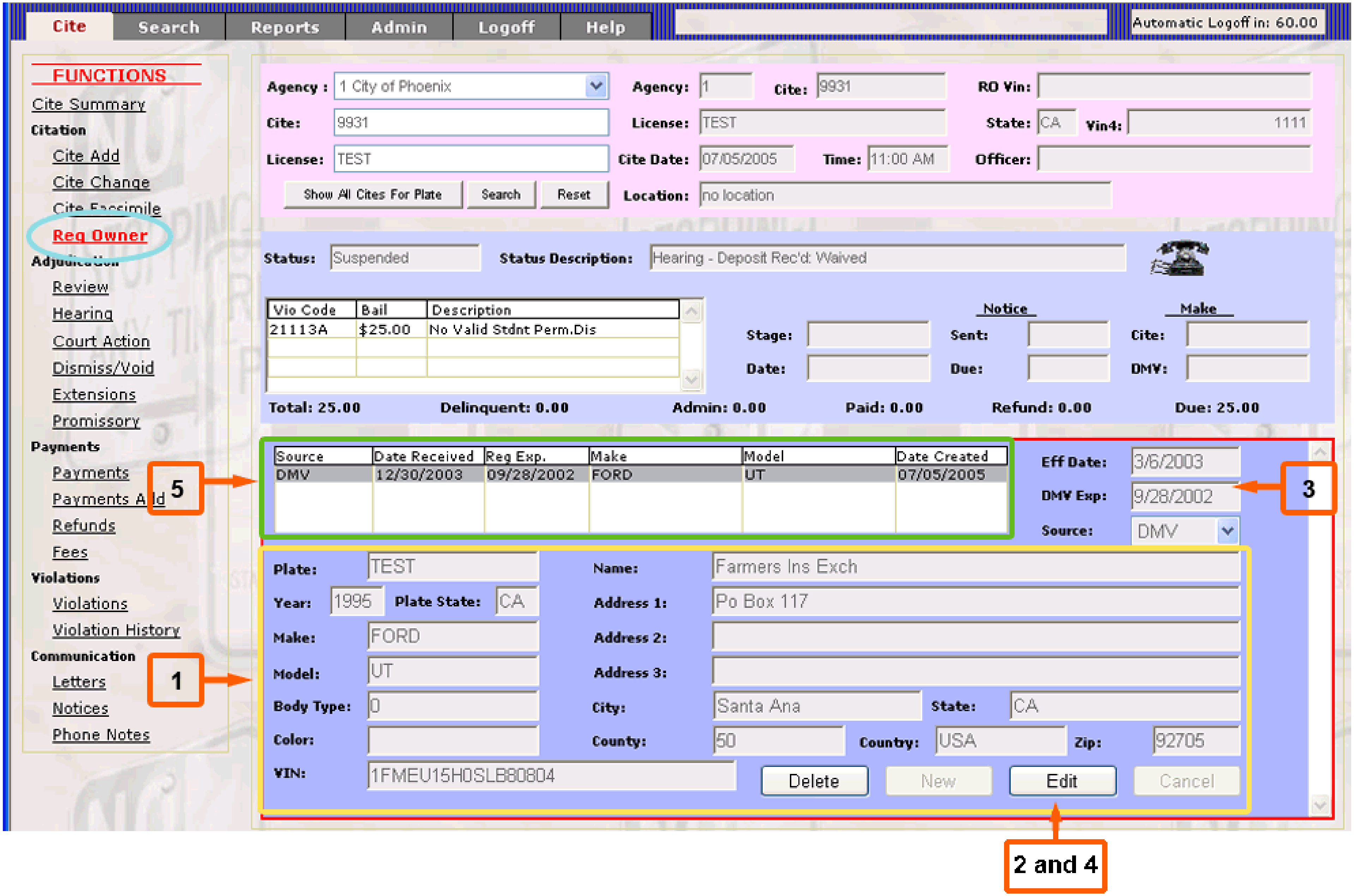
4. CITE FACSIMILE (VIEW ONLY) Top



1. Select the print button to print citation. From here local printer options are provided to print the citation data.

Note: The Cite Facsimile is a recreation of the data entered and not a copy of the original citation.

5. REGISTERED OWNER Top



1. The ‘Reg Owner’ screen will show the following information:

- Effective date (Date information received from DMV)
- Source (who sent the r/o update)
- Year
- Make
- Body Type
- VIN
- Address (received from DMV from registered owner)
- State (received from DMV from registered owner)
- Country (received from DMV from registered owner)
- DMW Exp (plates expiration date)
- Plate
- Plate State
- Model
- Color
- Name (received from DMV from registered owner)
- City (received from DMV from registered owner)
- County (received from DMV from registered owner)
- Zip (received from DMV from registered owner)

2. Select ‘Edit’ button and change the information.

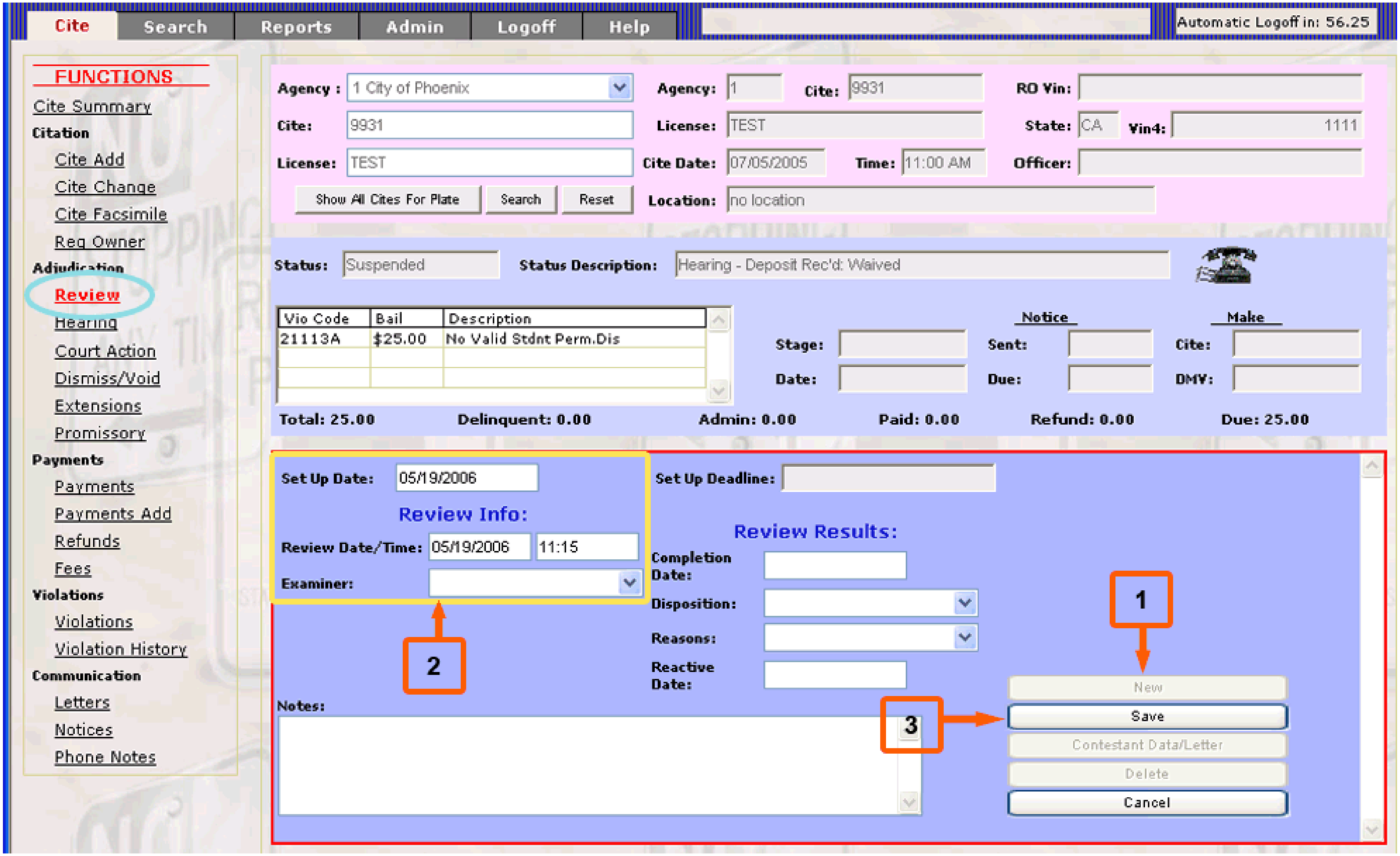
3. Be sure to change the source if the Registered Owner information has been manually entered or changed.

4. Select ‘Save’ button.

5. Highlight the different names maintained on a plate and view the detailed data, also see the source for the information.

(Example-if car was rented, if registered owner name was changed manually, etc.)

6. REVIEWS Top



1. **Select the 'New' button.**

   The 'Review Screen' will allow set up for the 1st step of the Appeals process.

2. **The 'Set Up Date' will default to today's date.**

(The ‘Set Up Date’ can be changed, to a later or earlier date if chosen. Simply highlight the ‘Set Up Date’ field and delete current date then type in the date desired.)

Enter:

· The date of the review in the first ‘Review Date/Time’ field

· The time of the review date in the second 'Review Date/Time' field

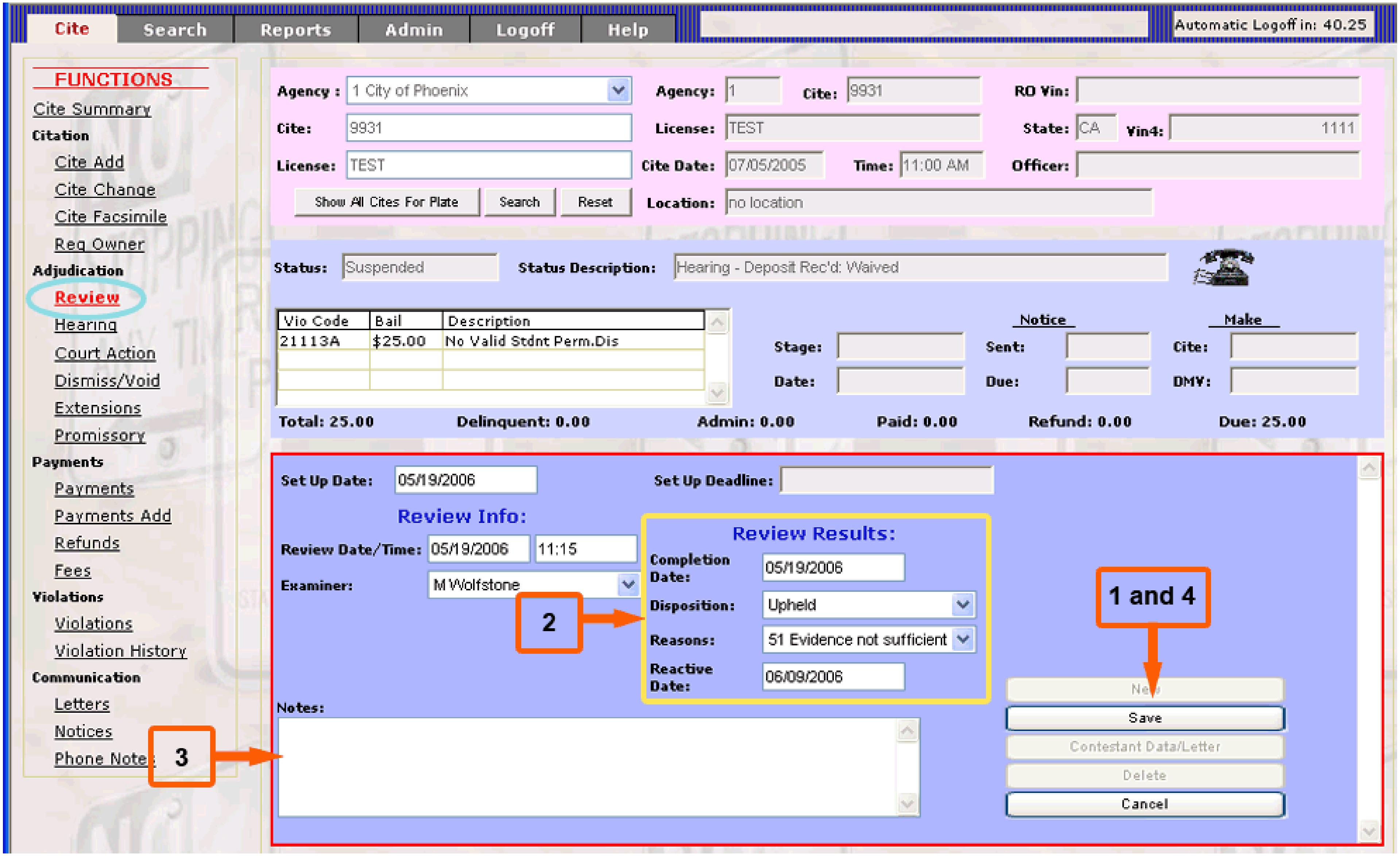
· Choose the ‘Examiner’ name from drop down list

· Notes can be made in notes field if desired

3. Select ‘Save’.

Note: This will suspend the citation until the Review Results are completed.

6. REVIEWS – Completing Reviews Top



1. Select 'Edit' button to enter in the Review Results.

2. Enter:

· ‘Completion Date’ (the date Review is completed.)

· Select ‘Disposition’ (Dismissed, Modified, Reduced, or Upheld)

· Select the ‘Reason Code’ (drop down list provided)

· The ‘Reactive date’ defaults to 21 days after ‘Completion Date’. **FYI:**

a. The ‘Reactive Date’ provides the contestant a specific number of days to request the 2nd level of the appeals process depending on each agency’s preference.

b. After the 21st day the citation will resume processing.

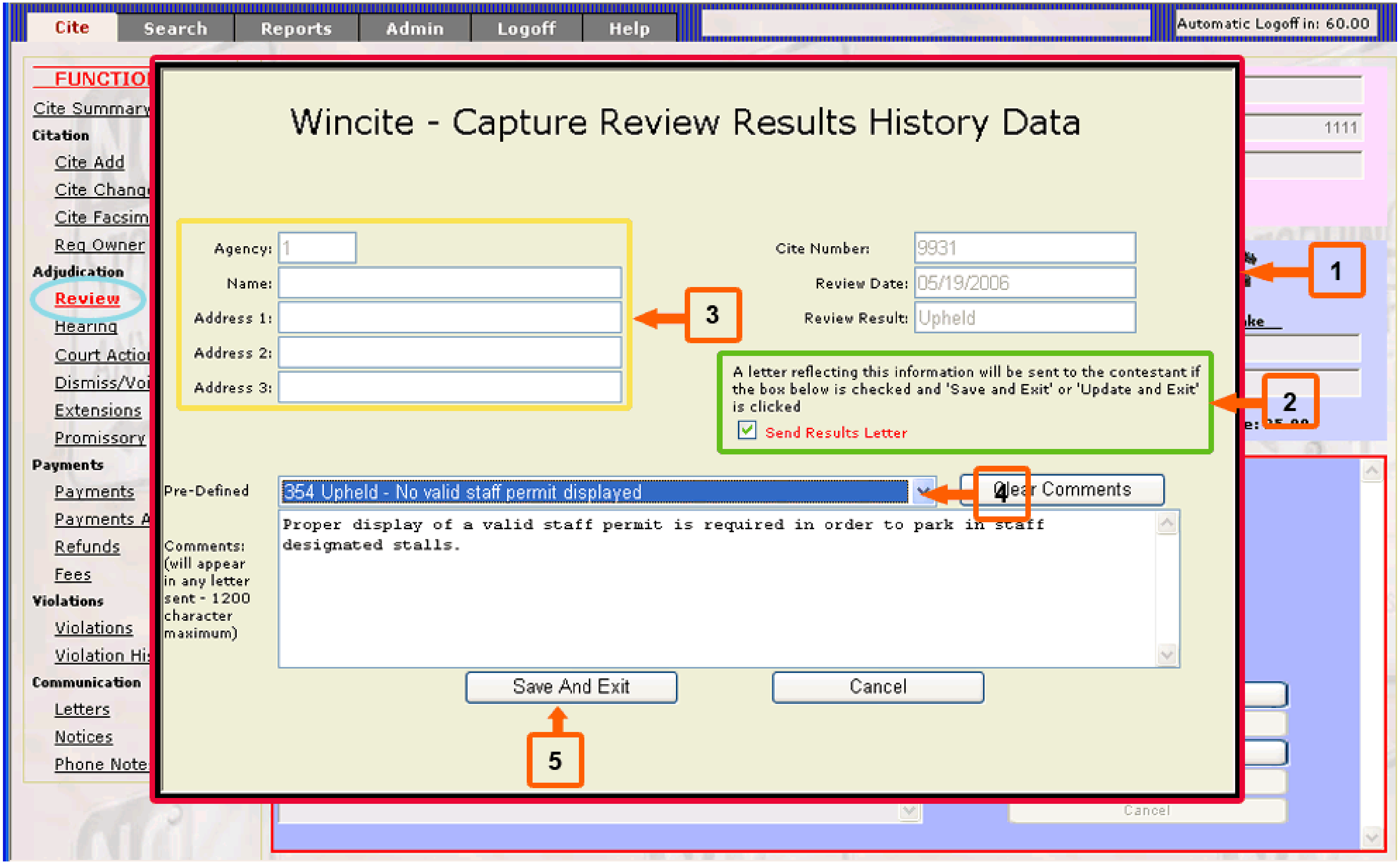
c. The citation can no longer be contested after reactive date is reached.

d. The ability to add more or less than 21 days or to avoid the automatic extension may be adjusted. Please contact us to for a custom set up.

3. Notes may be entered in the ‘Notes’ field

4. Select save once all edits have been completed.

6. REVIEWS – Review Results Letter Top



1. A 'Review Results Letter History Data' screen will appear once the review is completed.

2. If Review Results Letters are sent out via Wincite, the option to send the results letter will appear. If the letter is not to be sent out, uncheck the checkbox

3. Verify contestants name and address

(Note: last R/O on file will populate the data fields).

· If register owner name is different from contestant name enter contestants name in Name field.

· Enter contestants name in Address 1 field. If contestants name is the same as registered owner leave the street address in Address 1 field.

· Enter contestant's street address on Address 2 field. If contestant name is the same as registered owner leave Address 2 field blank.

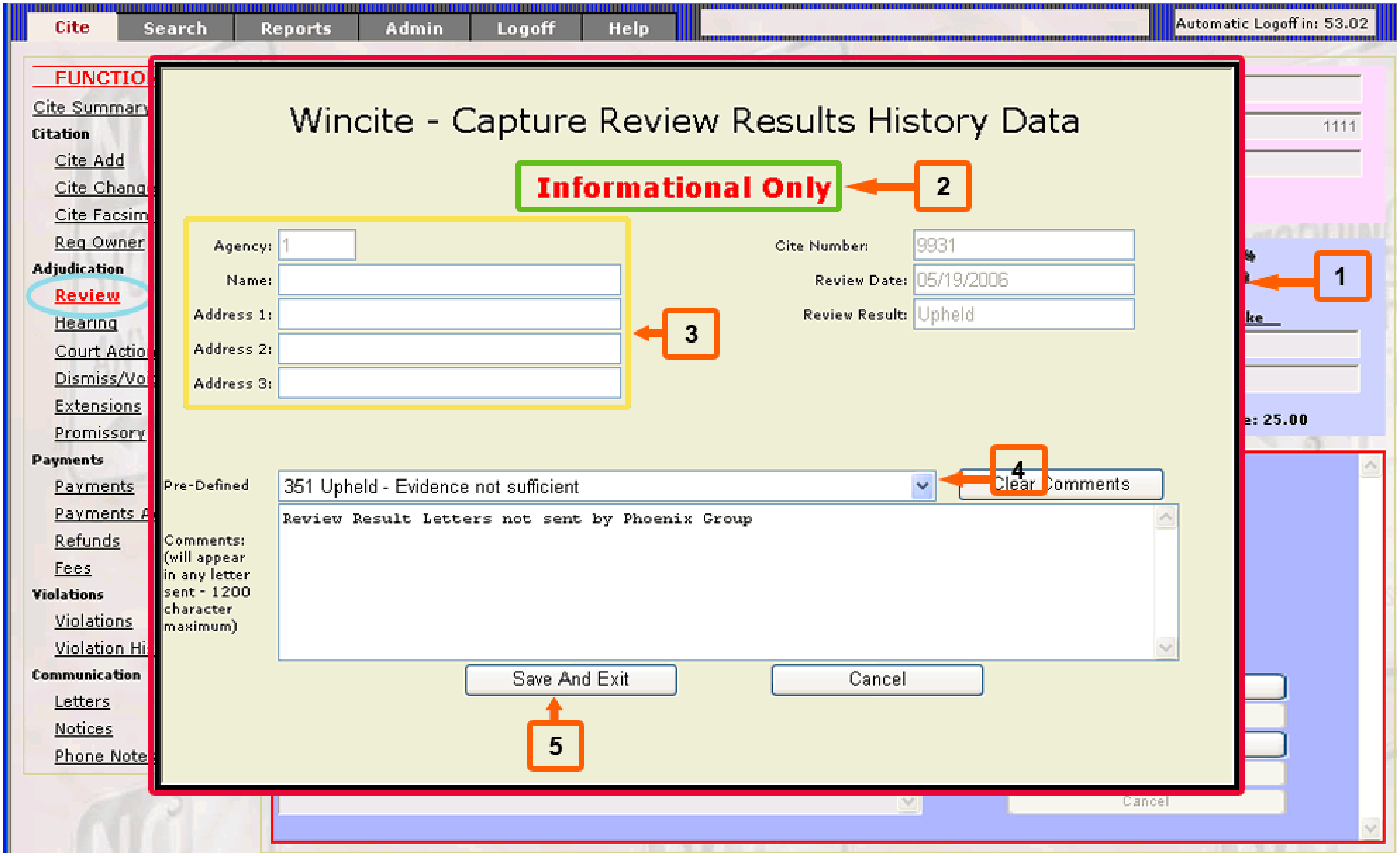
· Enter the City, State and Zip Code in the Address 3 field.

4. The 'Pre-Defined Reason' drop-down list will automatically select a matching reason corresponding to the disposition reason code. The comments field will auto-populate. This information will be included within the result letter, and may be modified in the comments portion.

· The Pre-Defined Reason and Comments can be modified and customized to each individual Agency

· This may be edited, modified or completely cleared or written custom if needed.

5. Select 'Save and Exit' button when finished.



1. A 'Review Results Letter History Data' screen will appear once the review is completed.

2. If Review Results Letters are not sent out via Wincite, the option to send the results letter will not appear. This will be informational only.

3. Verify contestants name and address

(Note: last R/O on file will populate the data fields).

· If register owner name is different from contestant name enter contestants name in Name field.

· Enter contestants name in Address 1 field. If contestants name is the same as registered owner leave the street address in Address 1 field.

· Enter contestant's street address on Address 2 field. If contestant name is the same as registered owner leave Address 2 field blank.

· Enter the City, State and Zip Code in the Address 3 field.

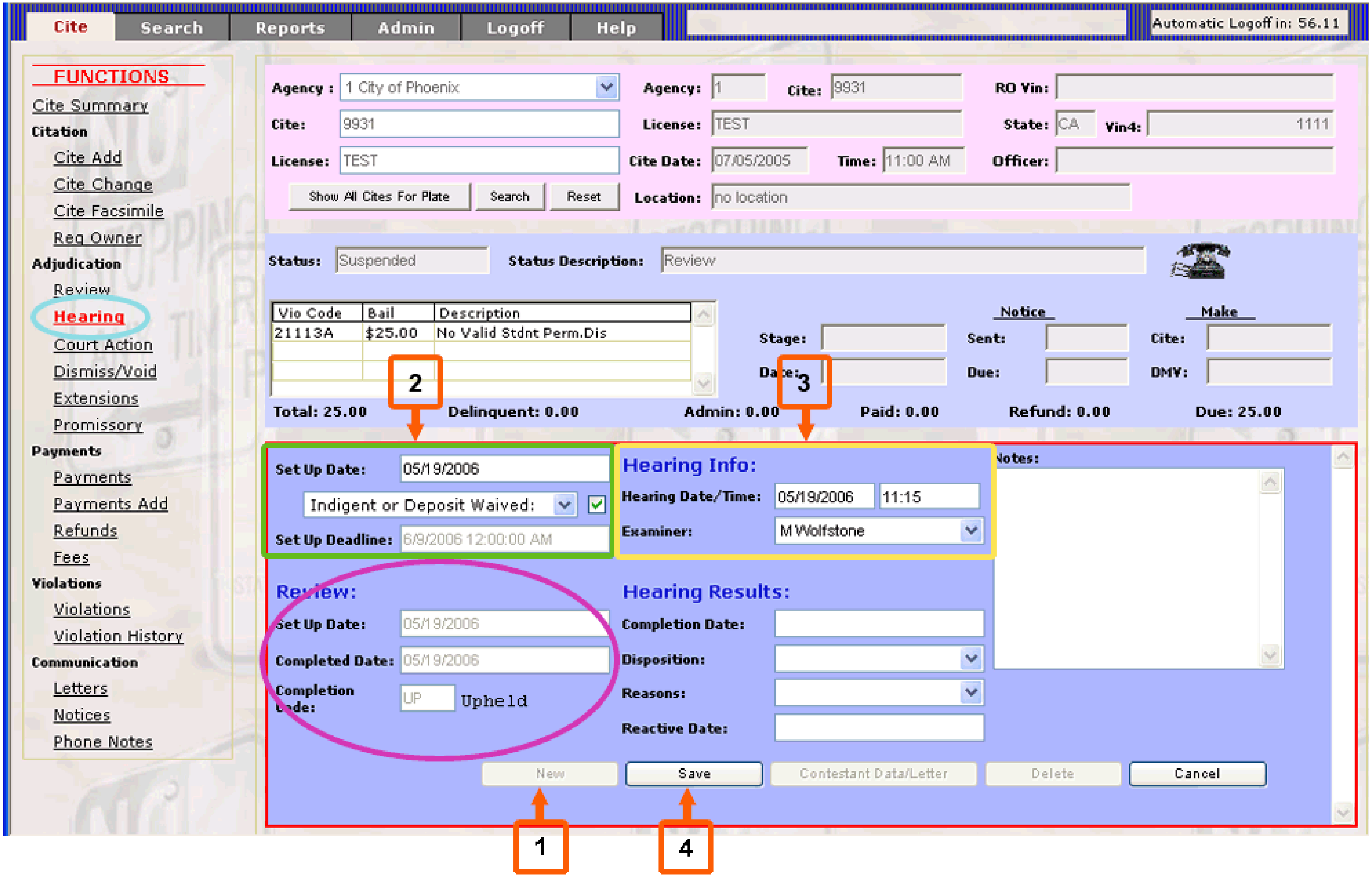
4. The 'Pre-Defined Reason' drop-down list will automatically select a matching reason corresponding to the disposition reason code. The comments field will auto-populate and may be modified in the comments portion.

· The Pre-Defined Reason and Comments can be modified and customized to each individual Agency

· This may be edited, modified or completely cleared or written custom if needed.

5. Select 'Save and Exit' button when finished.

7. HEARINGS Top



1. Select the 'New' button.

Note: Hearing Screen allows for set up of the 2nd step of the Appeals process.

2. The 'Set Up Date' will defaults to today's date.

Note: A deposit of the amount due is required to continue this set up. If the deposit will be waived or if the check is held, and not deposited, make the appropriate selection from the deposit drop down list and check the box to continue.

3. Hearing Info, enter:

· In 'Hearing Date/Time' enter the date and time that the Hearing will take place.

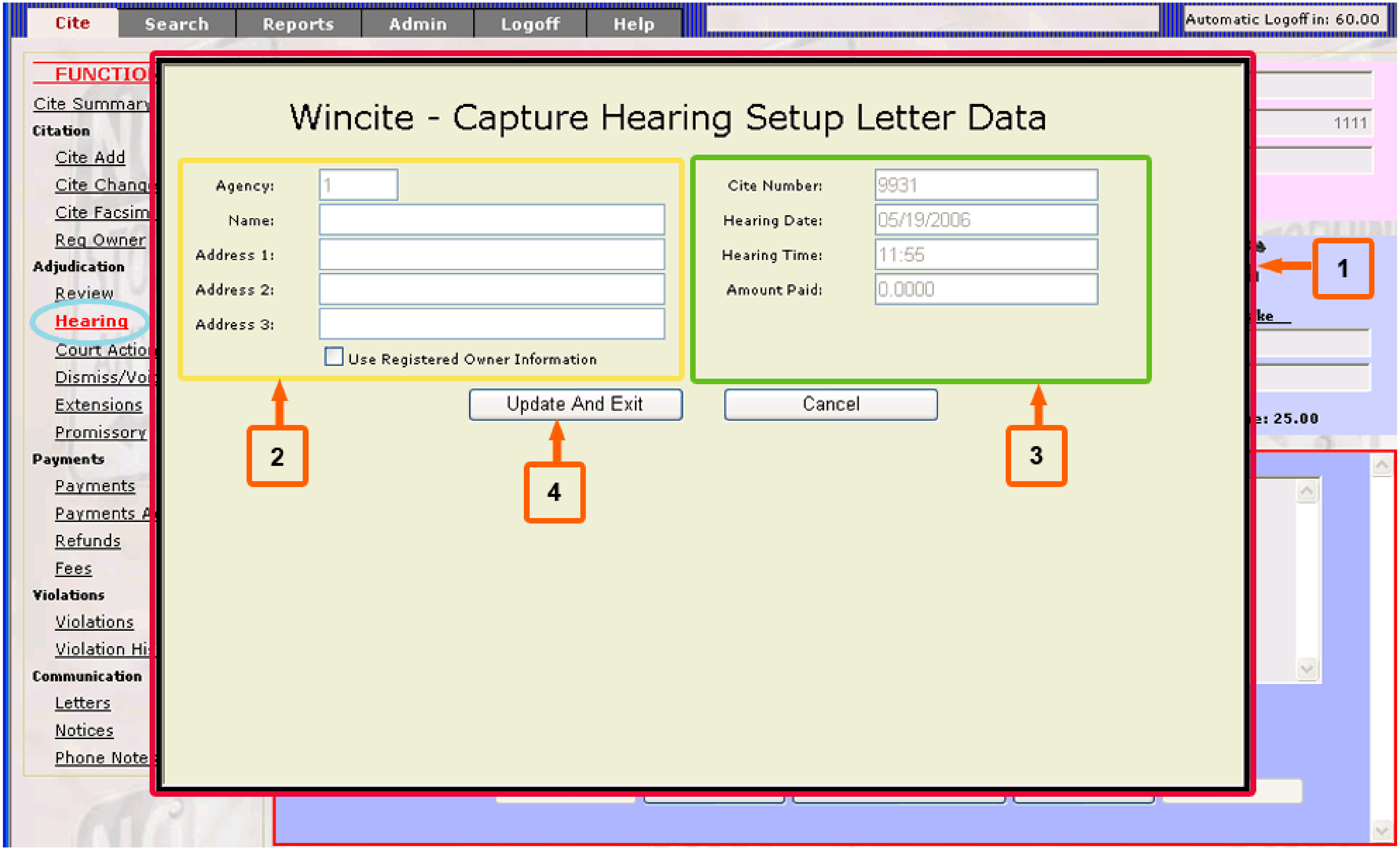
· Choose 'Examiner' name from drop down list.

4. Select 'Save'.

Note: Prior Review Information will be displayed for informational purposes only (shown in pink).

7. HEARINGS – Hearing Schedule Letter Top

Wincite.net will generate a hearing schedule letter for Agency's participating in the Letters Program. Contact Phoenix Group Information Systems to enroll in the Letter Program.



1. A 'Hearing Setup Letter Data' Screen will appear once the hearing is created.

2. Verify contestant's name and address

(Note: last R/O on file will populate the data fields).

· If register owner name is different from contestant name enter contestants name in Name field.

· Enter contestants name in Address 1 field. If contestants name is the same as registered owner leave the street address in Address 1 field.

· Enter contestant’s street address on Address 2 field. If contestant name is the same as registered owner leave Address 2 field blank.

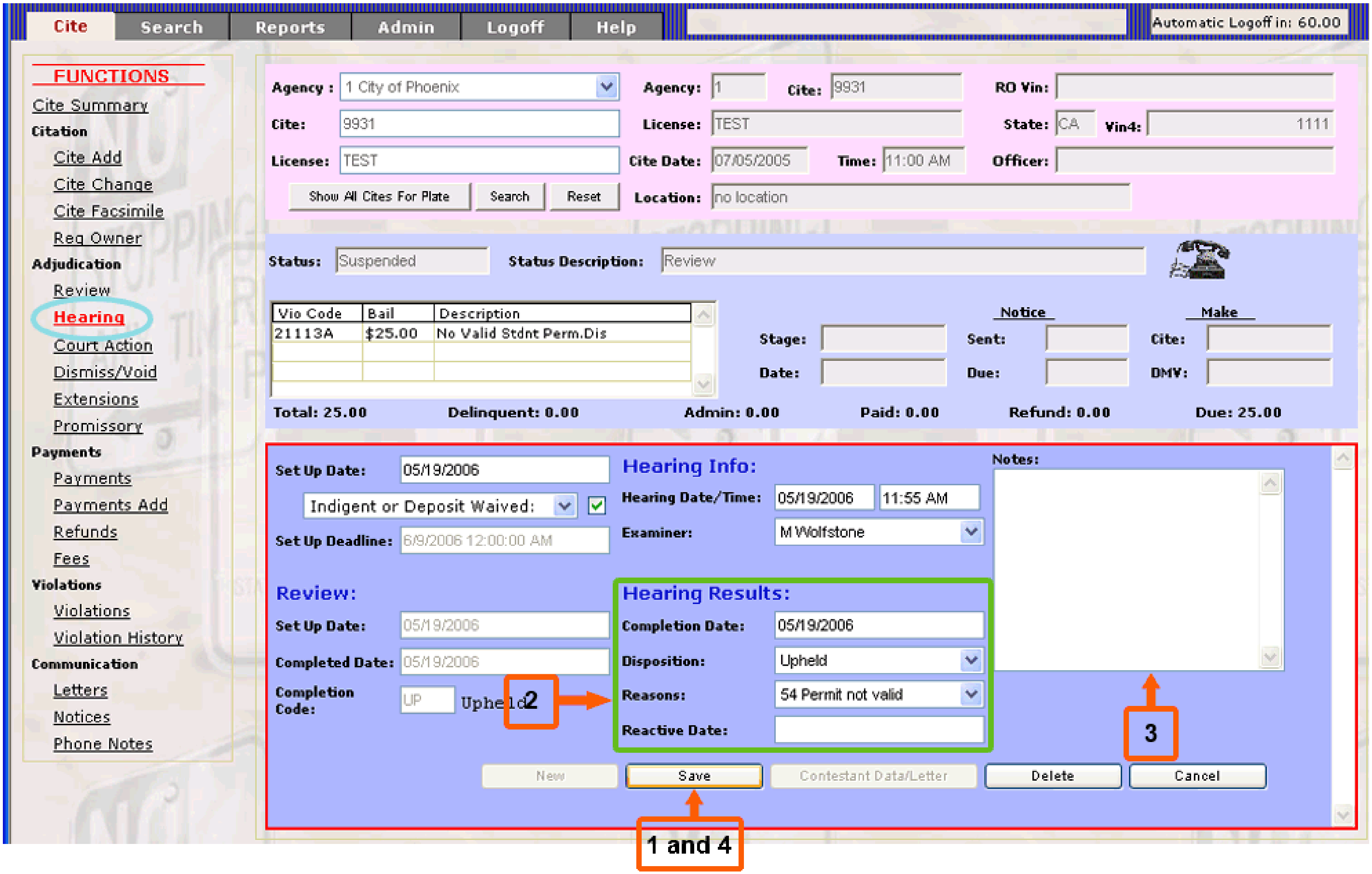
· Enter the City, State and Zip Code in the Address 3 field.

3. Verify Hearing Date and Time.

4. Select ‘Save and Exit’ button when finished.

If hearing deposit payment has not been waived, the system will prompt you to do so and forward you to the Payment Function to enter a payment. See ‘Add Payment’ for more details.

7. HEARINGS – Completing Hearings Top



1. Select 'Edit' button to enter in the Hearing Results.

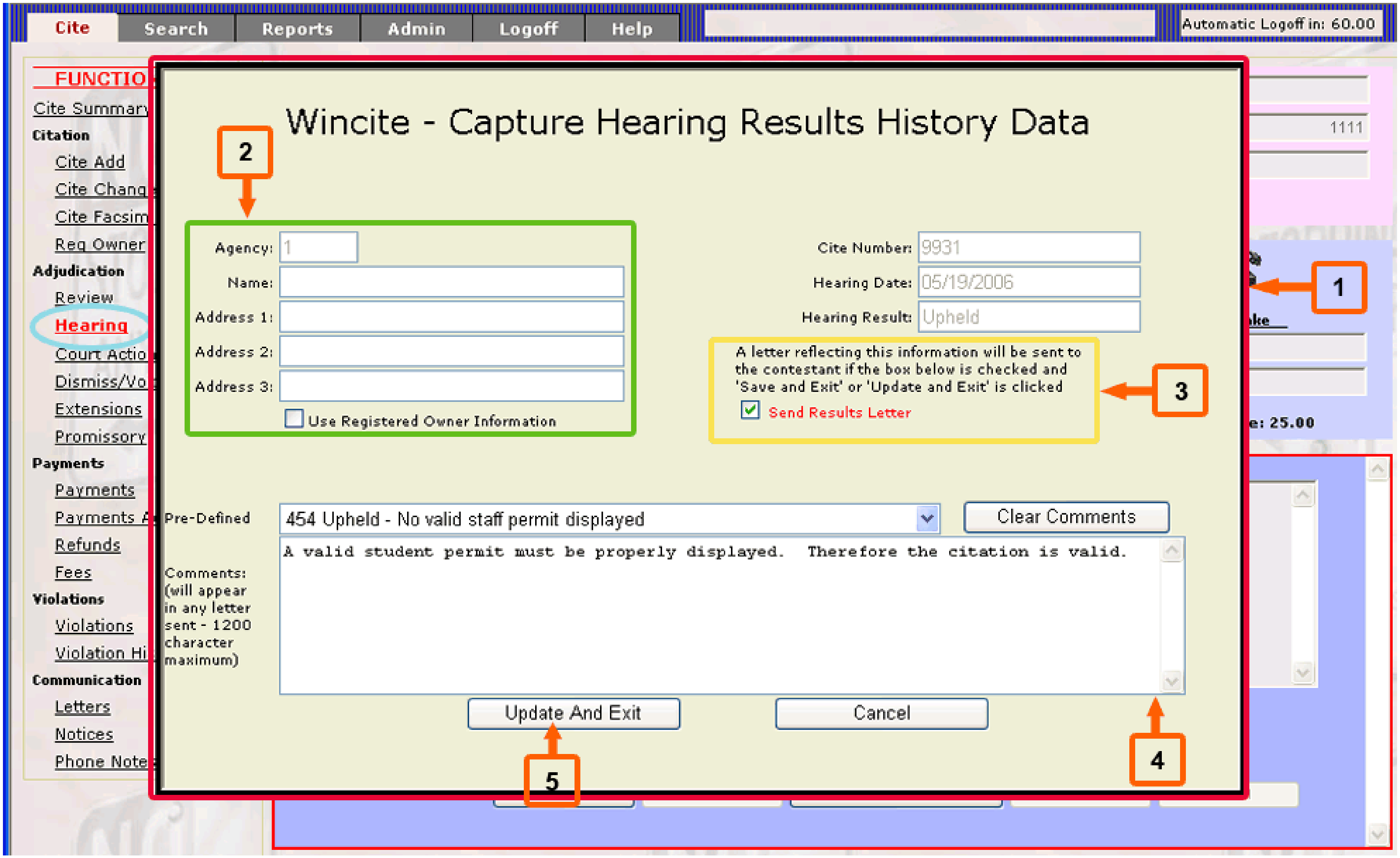
2. Hearing Results enter:

· In ‘Completion Date’ enter the date the hearing was completed.
· Select ‘Disposition’. (Dismissed, Modified, Reduced, or Upheld)
· Select the ‘Reason Code’.

3. Notations can be made in the ‘Notes” field

4. Select ‘Save’.

7. HEARINGS – Hearing Results Letter Top



1. A ‘Hearing Results History Data’ screen will appear once the hearing is completed.

2. Verify contestants name and address

Note: last R/O on file will populate the data fields. If register owner name is different from contestant name enter:

· Contestants name in Name field.

· Enter registered owner name in Address 1 field. If contestants name is the same as registered owner leave the street address in Address 1 field.

· Enter contestant’s street address on Address 2 field. If contestant name is the same as registered owner leave Address 2 field blank.

· Enter the City, State and Zip Code in the Address 3 field.

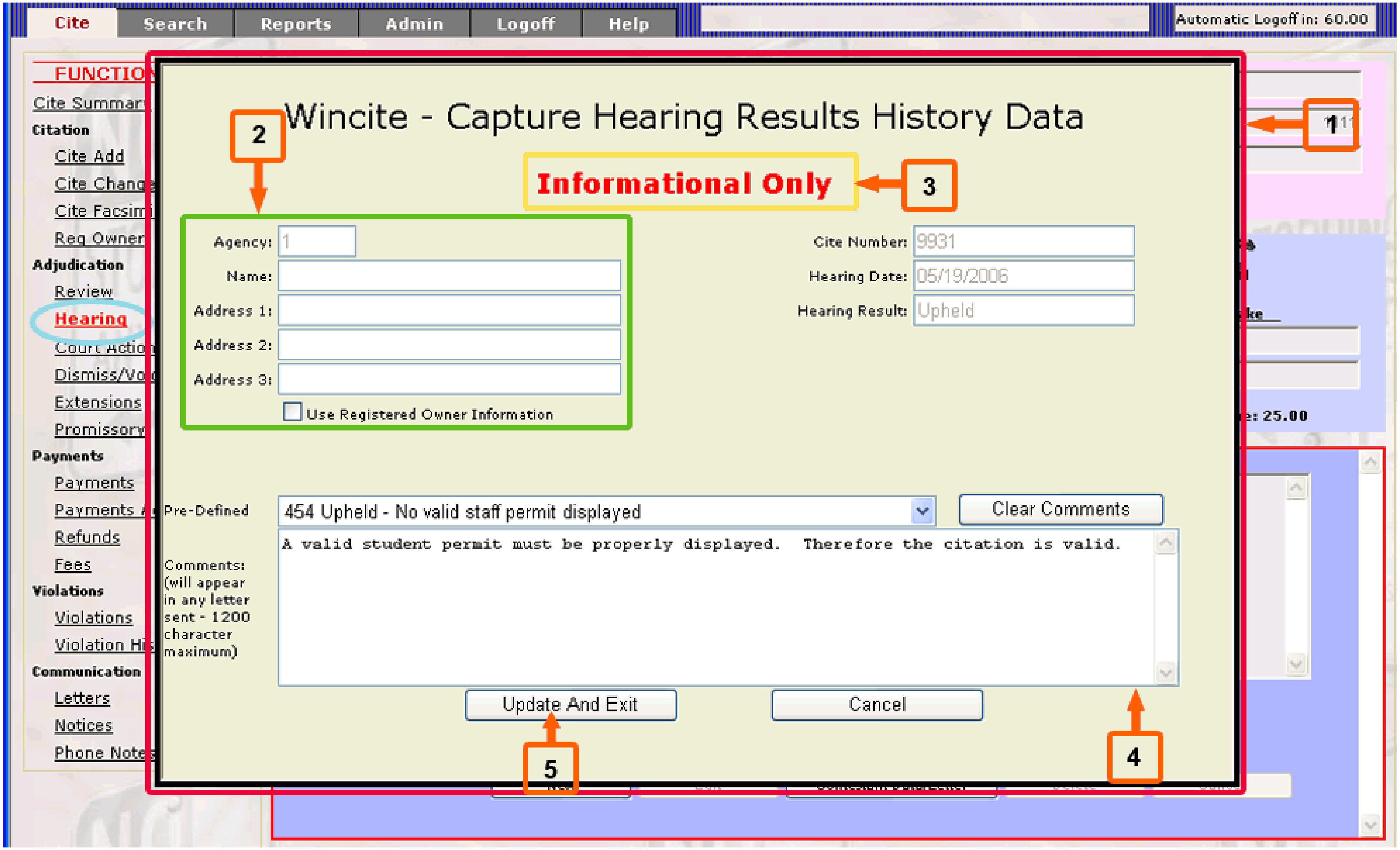
3. If the Hearing Results Letters are mailed via Wincte, be sure to check the ‘Send Results Letter’ box so the Wincite.net will generate the Hearing Results letter.

Note: If there is a need to send out a special type of letter to the contestant that will be produce at your office un-check the ‘Send Results Letter’ box. Once the ‘Send Results Letter’ box is unchecked Wincite.net will not generate a letter.)

4. The ‘Pre-Defined Reason’ drop-down list will automatically select a matching reason corresponding to the disposition reason code. The comments field will auto-populate. This information will be included within the result letter, and may be modified in the comments portion.

(Note: The Pre-Defined Reason and Comments can be modified and customized to each individual Agency.)

5. Select ‘Save and Exit’.



1. A 'Hearing Results History Data' screen will appear once the hearing is completed.

2. Verify contestants name and address

Note: last R/O on file will populate the data fields. If register owner name is different from contestant name enter:

· Contestants name in Name field.

· Enter registered owner name in Address 1 field. If contestants name is the same as registered owner leave the street address in Address 1 field.

· Enter contestant's street address on Address 2 field. If contestant name is the same as registered owner leave Address 2 field blank.

· Enter the City, State and Zip Code in the Address 3 field.

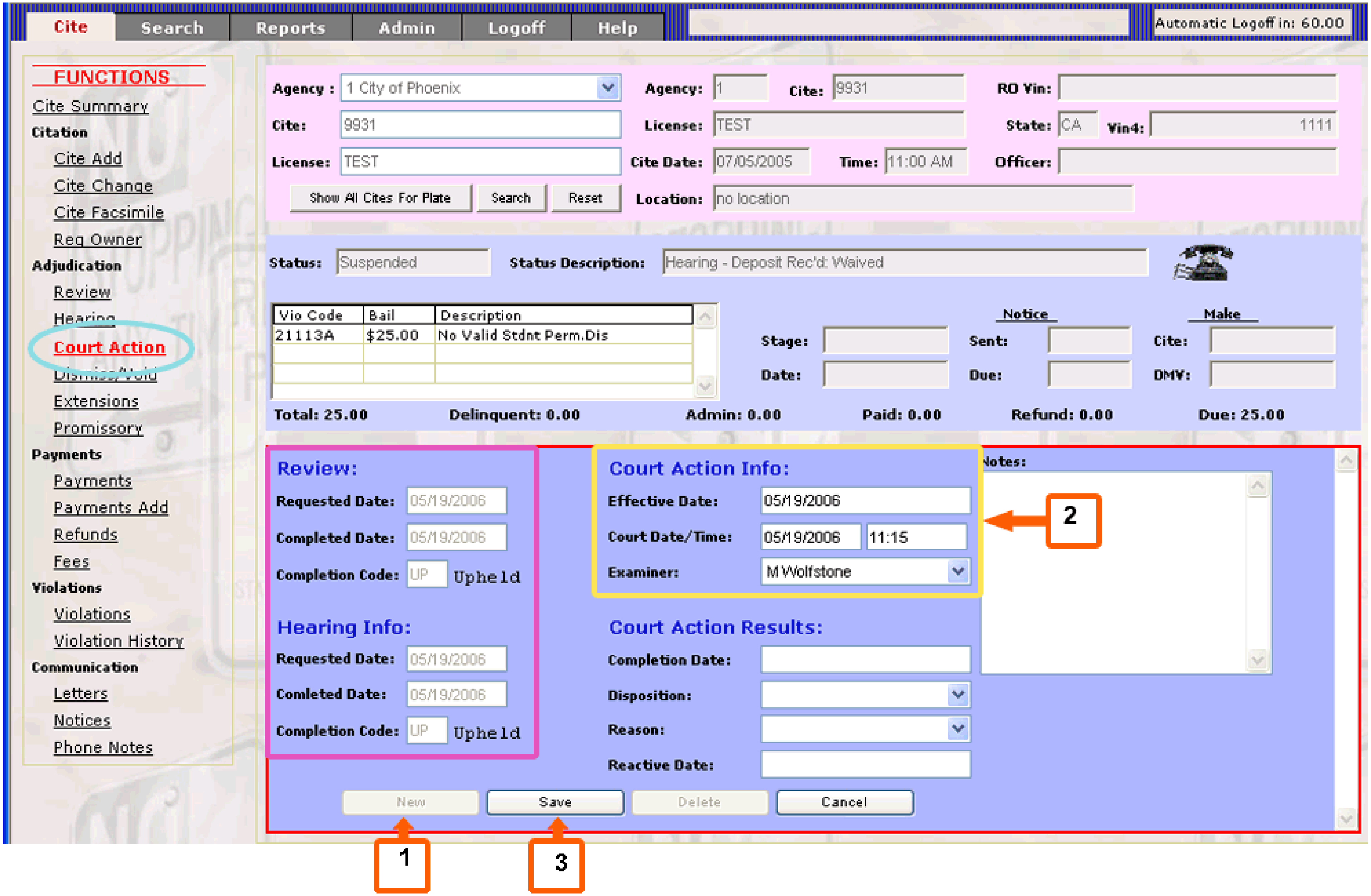
3. If the Hearing Results Letters are not mailed via Wincte, this is for informational purposes only

4. The 'Pre-Defined Reason' drop-down list will automatically select a matching reason corresponding to the disposition reason code. The comments field will auto-populate and may be modified in the comments portion.

(Note: The Pre-Defined Reason and Comments can be modified and customized to each individual Agency.)

5. Select 'Save and Exit'.

8. COURT ACTION Top



1. Select the 'New' button.

Note: Court Action Screen allows for set up of the 3nd step of the Appeals process.

2. In Court Action Info:

· The 'Set Up Date' will defaults to today's date.

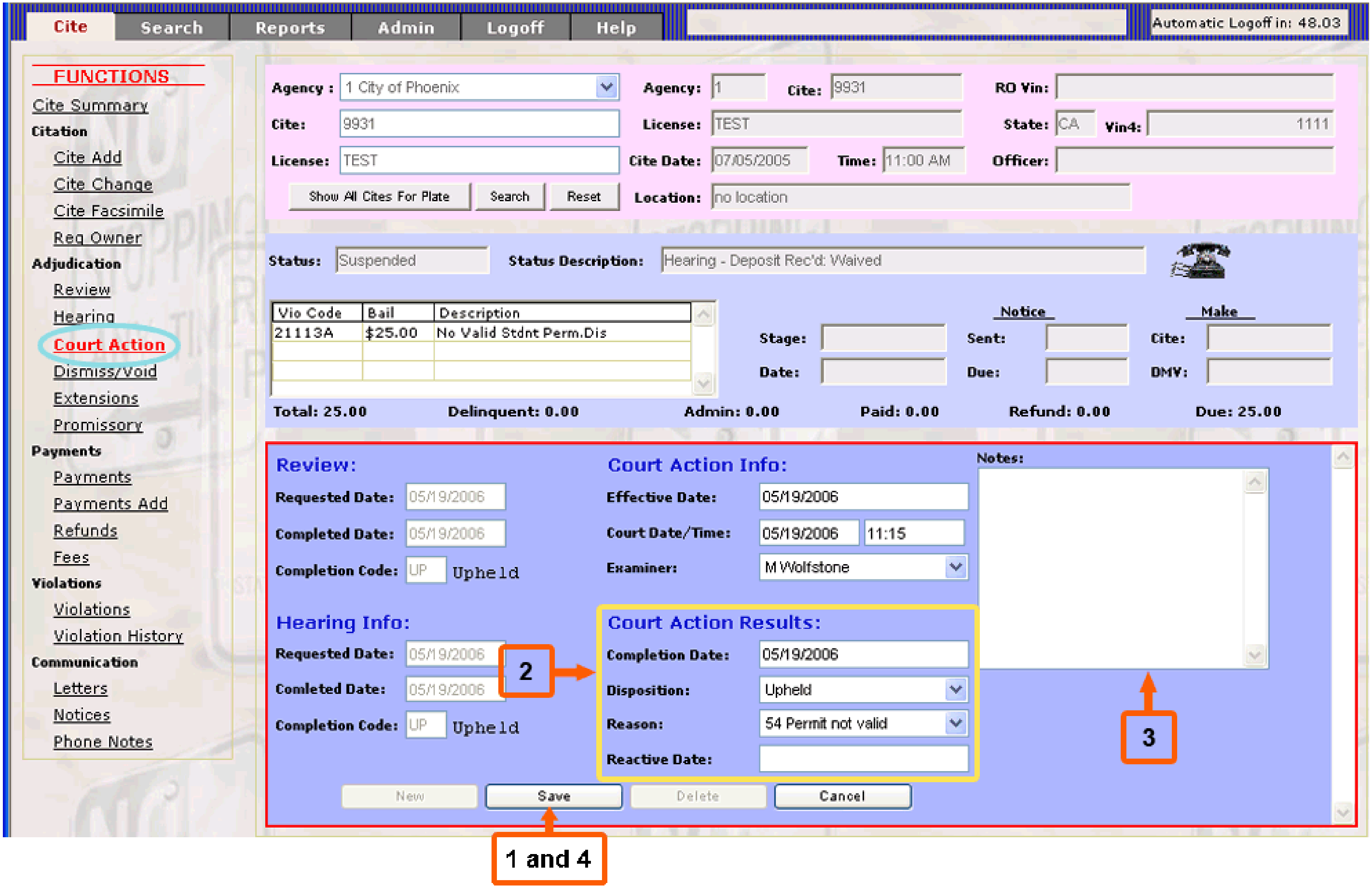
· Enter in 'Court Date/Time' that Court Action will take place.

· Choose 'Examiner' name from drop down list.

3. Select save once all the necessary entries have been made.

Note: Prior Review and Hearing information will be displayed for information purposes only (shown in pink).

8. COURT ACTION – Completing Court Actions [Top](#)



1. Select 'Edit' button to enter in the Court Action Results.

· In ‘Court Date/Time’ that Court Action actually took place.
· Choose ‘Examiner’ name from drop down list.

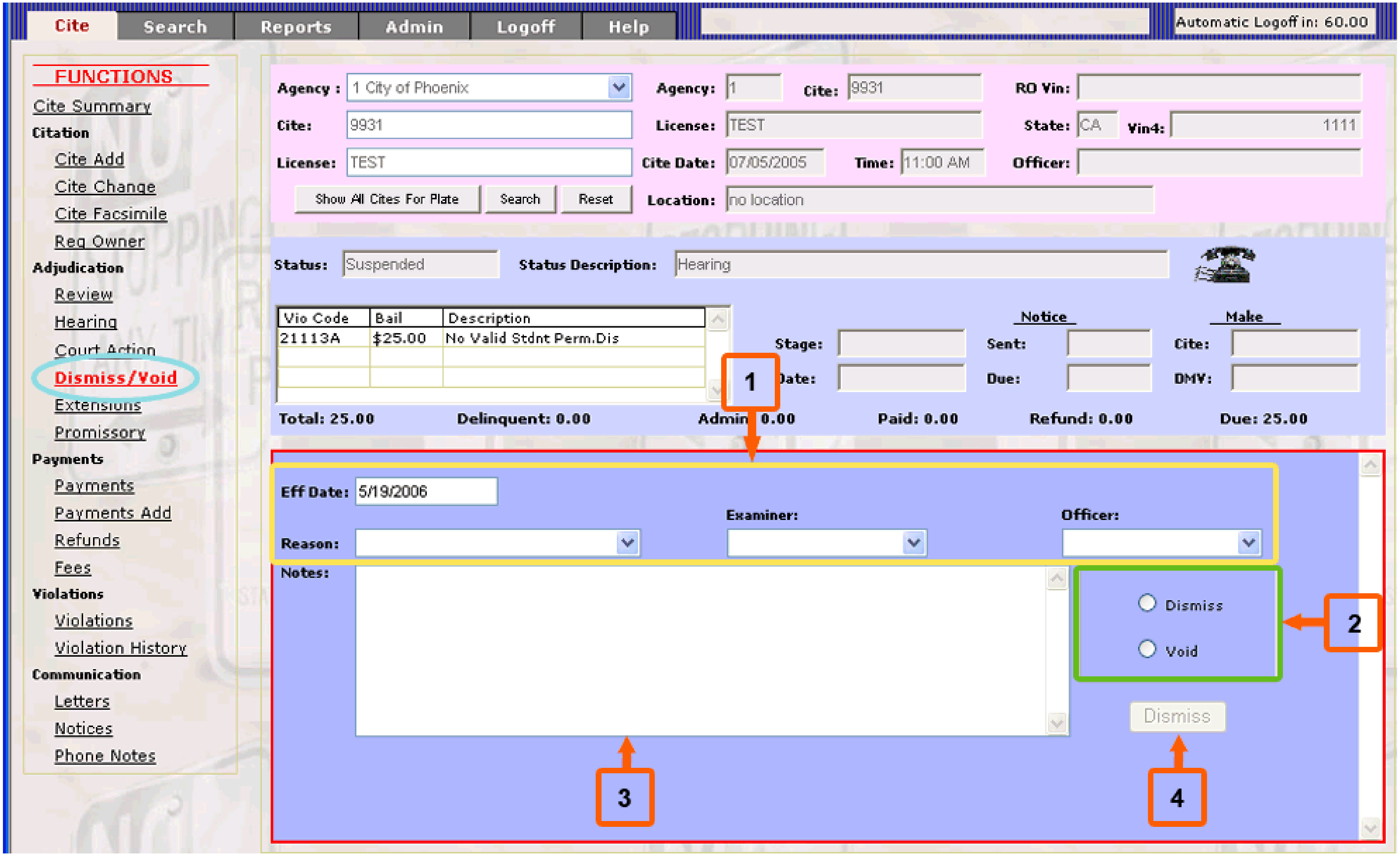
2. In Court Action Results enter:

· ‘Completion Date’ to date court action was completed.
· Select ‘Disposition’. (Dismissed, Modified, Reduced, or Upheld)
· Select the ‘Reason Code’.

3. Notations can be made in the ‘Notes” field

4. Select ‘Save’.

9. DISMISS/VOID Top



1. The 'Dismiss/Void' screen provides the ability or Void or Dismiss a citation. The 'Effective Date' is the date the dismissal or void starts. Choose:

· The ‘Reason’ for the dismissal/void from the drop down list of options. (Example. In the interest of Justice – Reason code 20)

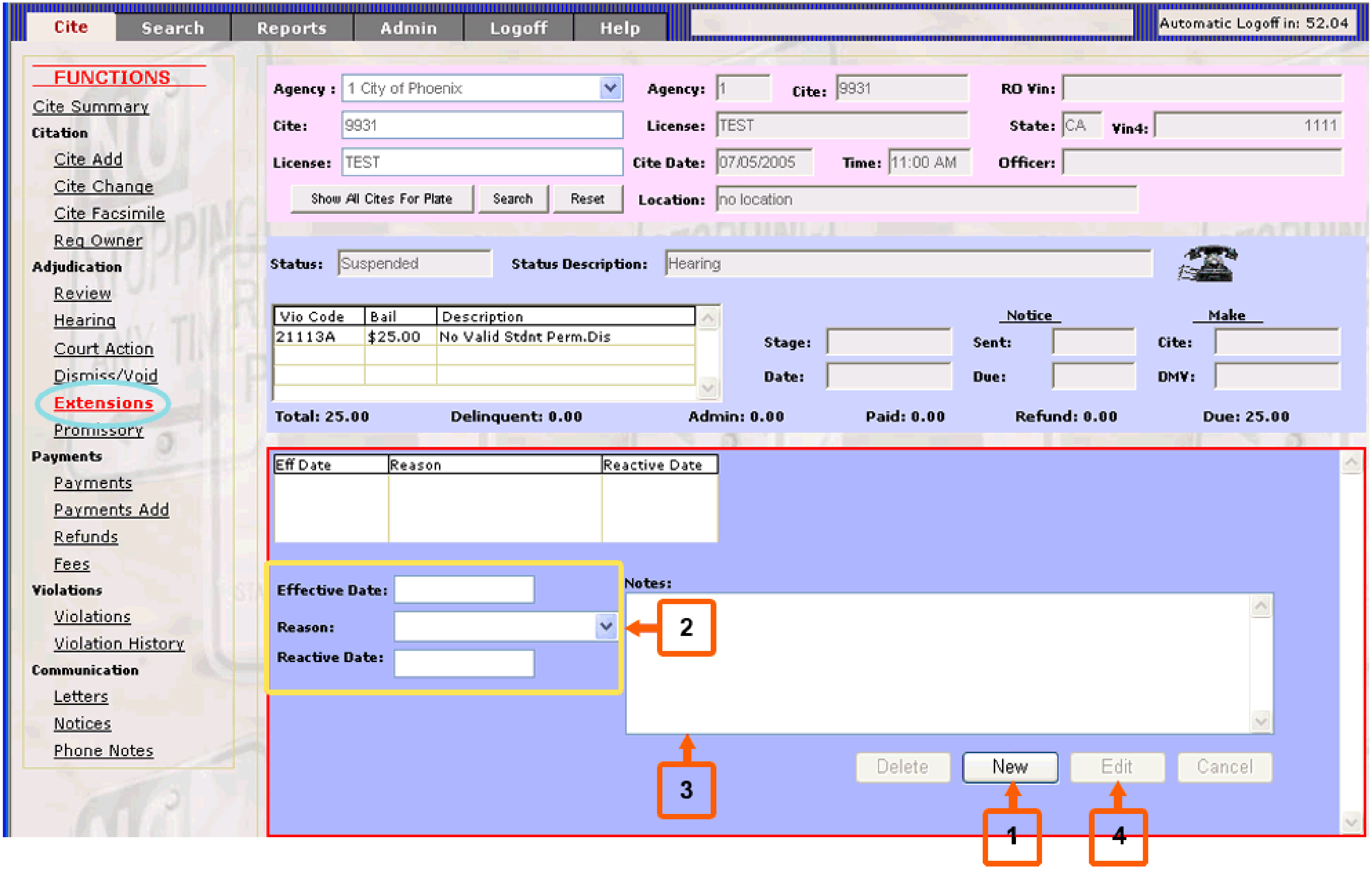
· Select ‘Examiners’ or ‘Officers’ name approving the dismissal/void. (Note- The system will automatically keep track of all entries by operator if neither an examiner or officer name is chosen.)

2. Choose either ‘Dismiss’ or ‘Void’

3. Notes may be entered

4. Select ‘Dismiss’.

10.EXTENSIONS Top



1. Select the 'New' button.

The 'Extensions' screen provides the ability to set up an extended due date for the citation.

2. The ‘Effective Date’ will defaults to today’s date. The ‘Effective Date’ can be changed, to a later or earlier date if chosen.

· Simply highlight the ‘Effective Date’ field and delete current date then type in the date desired.

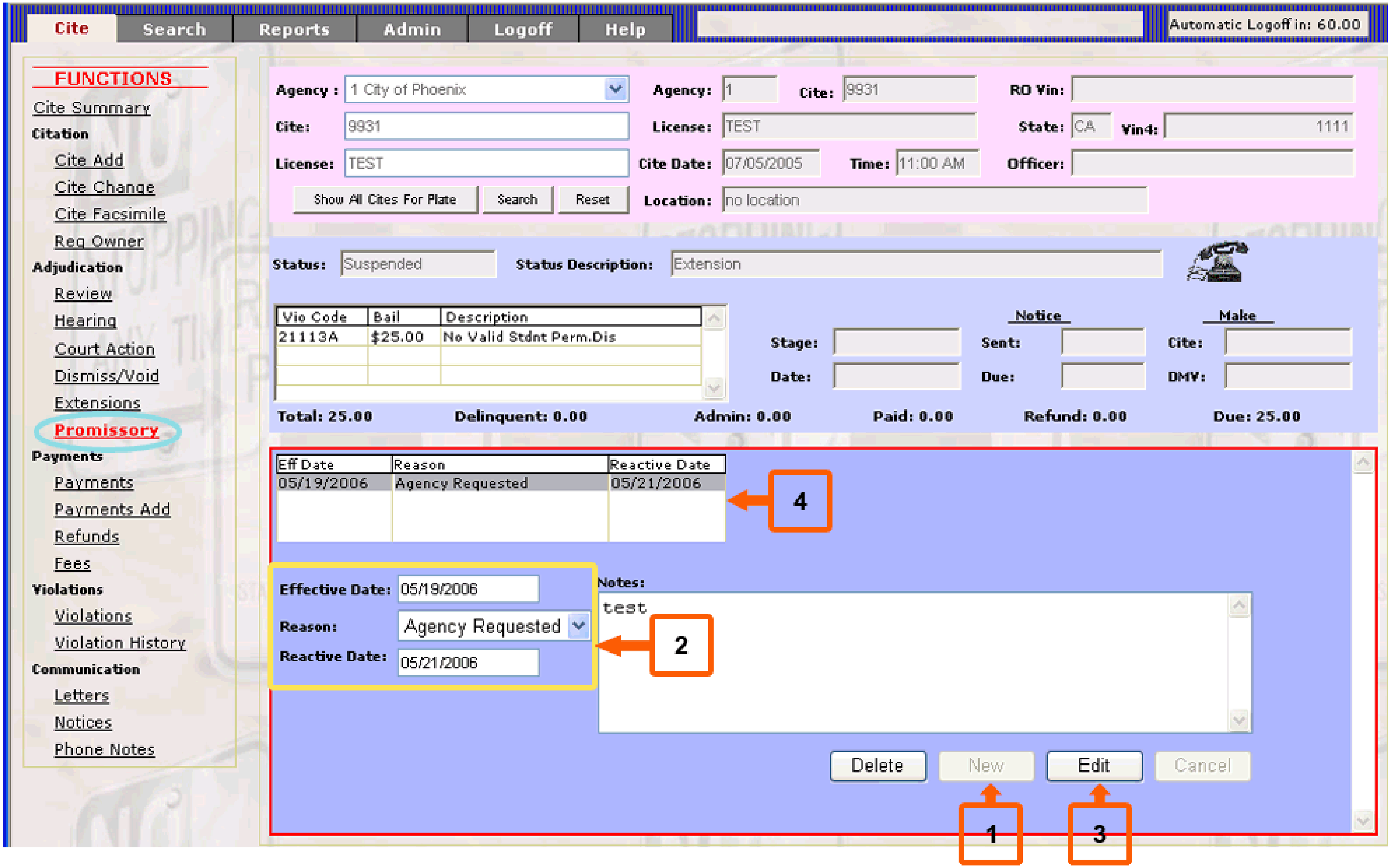
· Choose the ‘Reason’ for the extension.

· The ‘Reactive date’ defaults to 21 days after ‘Completion Date’. The ability to add more or less than 21 days or to avoid the automatic extension may be adjusted. Please contact us to for a custom set up.

3. Make notes as needed

4. Select save once all the necessary entries have been completed.

11. PROMISSORY Top



1. Select 'New' button to enter in new promissory plan.

Note: The 'Promissory' screen will allow for set up a promissory plan, or payment plan.

2. The Effective Date will default to today's date.

· Choose a reason for the promissory plan in the 'Reason' field.

· Enter in the final day given to the customer to pay the citation in the 'Reactive Date' field. (The cite will remain suspended until the reactive date. If the cite is not paid or closed by that date, the cite will automatically reopen).

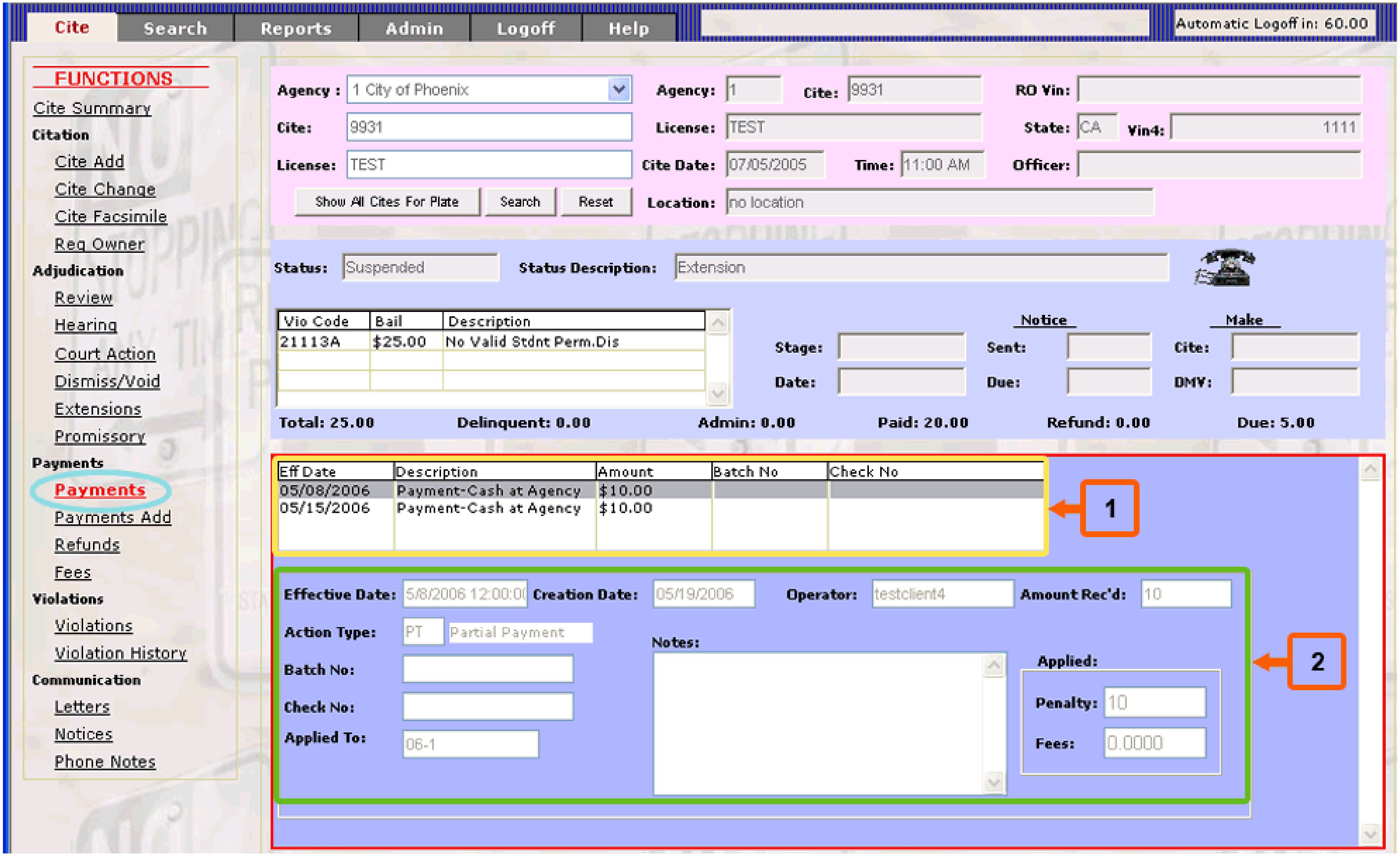
Note: Notations can be made in the 'Notes" field

3. Select 'Save' button to update and exit.

4. View the promissory plan by highlighting the particular plan.

Note: Reference the 'Payments' screen to see if customer is adhering to the agreement. See 'Payments' for payment history.

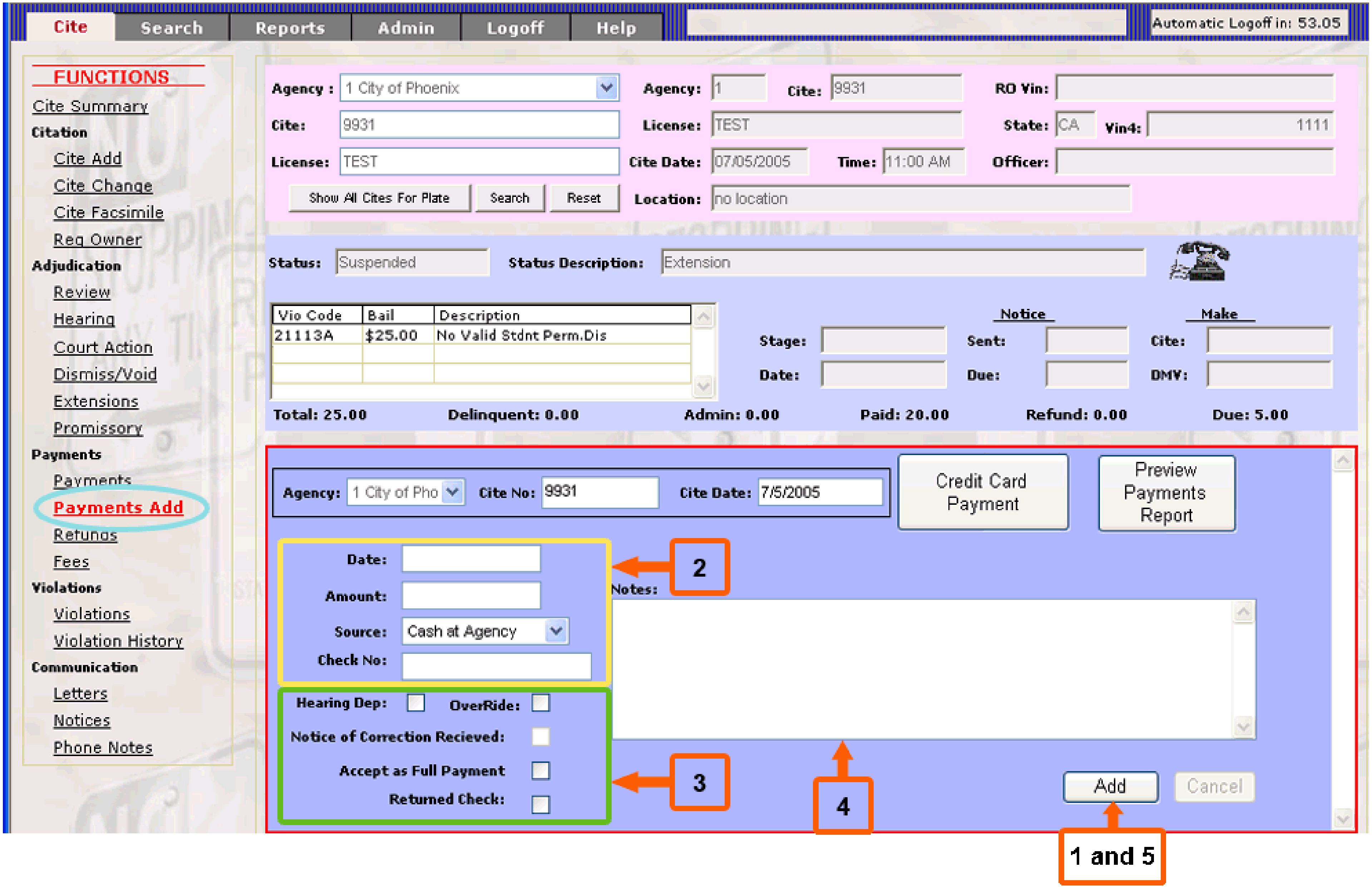
12. PAYMENTS (VIEW ONLY) Top



1. **The ‘Payments’ screen allows viewing of the payment data for the citation.**
   (Note: Highlight a particular payment line to see the processing information.)
2. **These fields will provide information such as:**

· Effective Date (date payment received)
· Creation Date (date payment entered)
· Operator (Person who entered payment)
· Amount Received
· Batch Number (used to identify more data and where the hard copy document is filed)
· Check Number
· Notes (notations made for a cite)
· Applied (Year and Month payment is reported)

13. ADD PAYMENT Top



1. Select the ‘Add’ button to enter in the payment.

2. These fields will provide information such as:

· Date (date payment received)
· Amount
· Source (Only Cash at Agency will be an option)
· Check Number

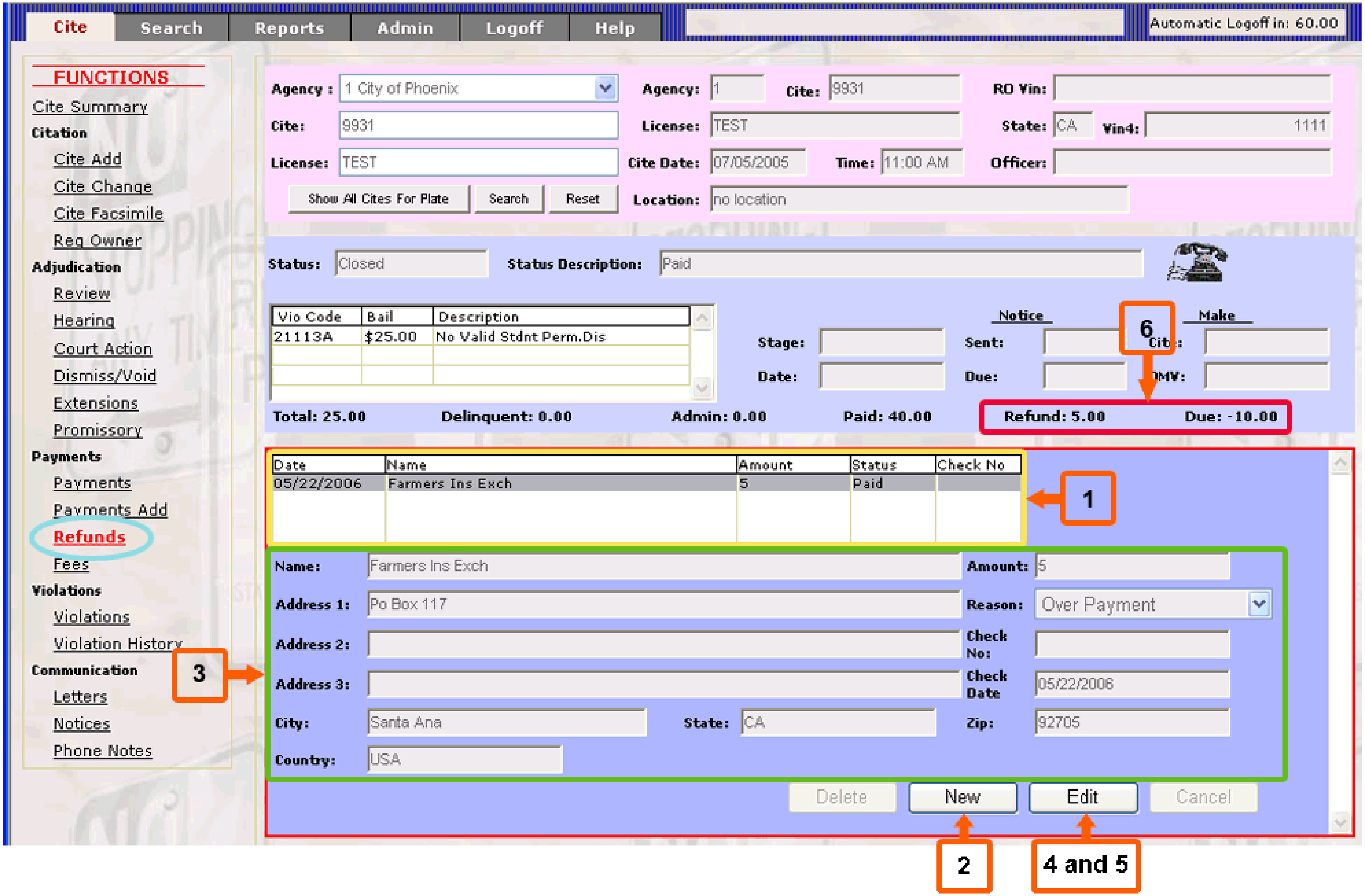
3. These check boxes specify what type of payment is being made:

· Hearing Deposit
· Override (if a cite is closed a payment still needs to be accepted.)
· Notice of correction ($10.00 fix it fee upon presented proof)
· Accept as full payment (if checked will close out cite if amount entered is less than amount owed)
· Returned Check (If a customers check is returned then it will assess the citation fees plus the NSF fee)

4. Notations can be made in ‘Notes’ field i.e.-receipt number, etc.

5. Select ‘Save’.

14. REFUNDS Top



1. Lists the different refunds issued to the citation. Highlight the refund for more details or to view.

2. Select ‘New’ button to enter in refund information. If Phoenix Group does not perform refunds for your agency; this data will be informational only.

3. These fields need to be entered in order to save refund information:

· Name (refund is issued to)
· Address (refund is issued to)
· City (refund is issued to)
· State (refund is issued to)
· Zip (refund is issued to)
· Country (refund is issued to, optional)
· Amount (refund amount)
· Reason
· Check number
· Check date

Note - Refund will remain “pending” until the check date, and/or check number is entered.

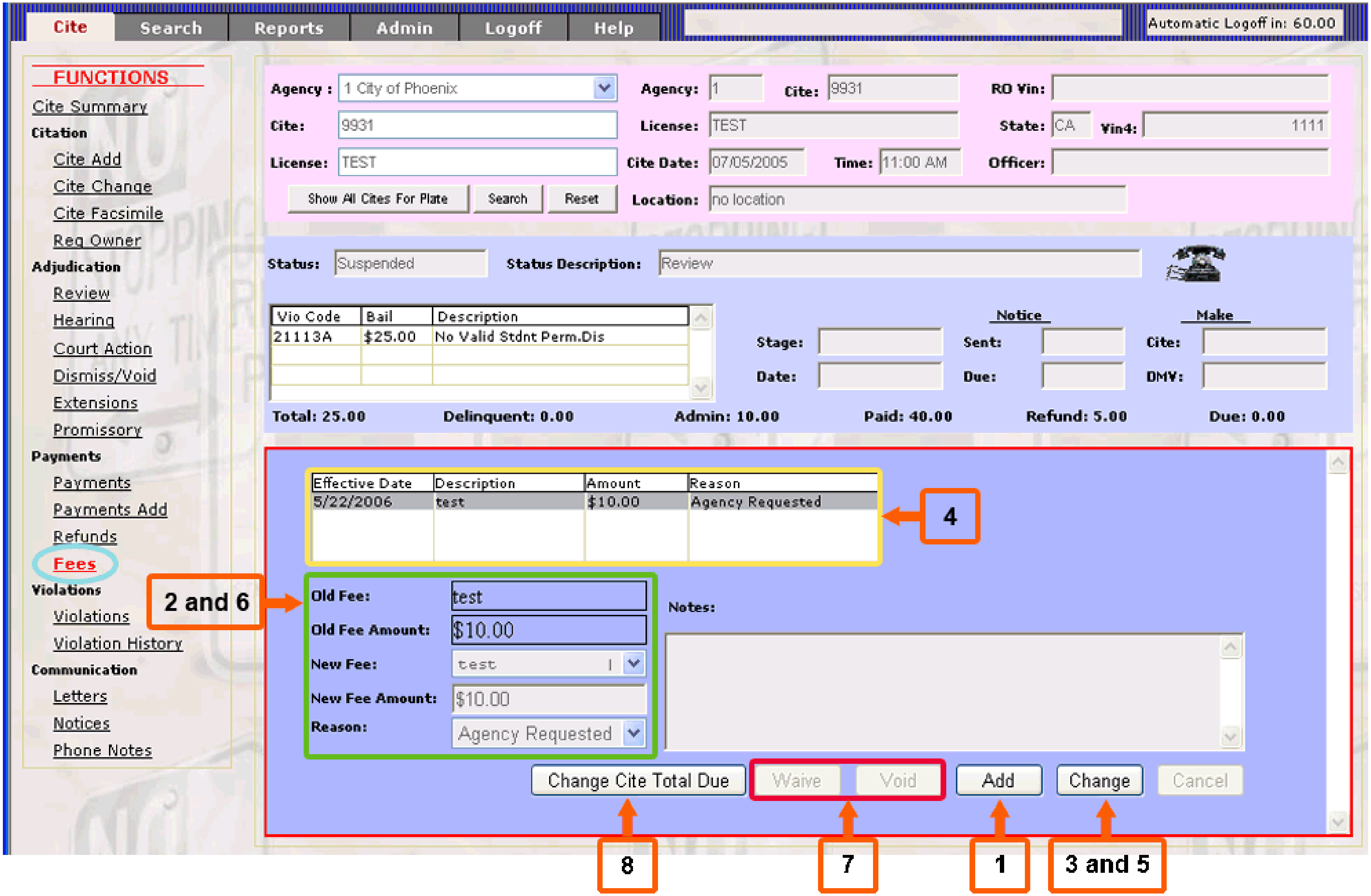
4. Select save once all the information is entered.

Note: Wincite will not allow you to refund more than the amount shown.

5. Select ‘Edit’ to enter in the check number and or check date. This will close out the refund.

6. Refund will be reflected and total due will be $0.

15. FEES Top


Cite
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Help
Automatic Logoff in: 60.00
FUNCTIONS
Cite Summary
Citation
Cite Add
Cite Change
Cite Facsimile
Reg Owner
Adjudication
Review
Hearing
Court Action
Dismiss/Void
Extensions
Promissory
Payments
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Payments Add
Refunds
Fees
Violations
Violations
Violation History
Communication
Letters
Notices
Phone Notes
Agency : 1 City of Phoenix
Cite: 9931
License: TEST
Show All Cites For Plate
Search
Reset
Agency: 1
Cite: 9931
License: TEST
Cite Date: 07/05/2005
Time: 11:00 AM
Location: no location
RO Vin:
State: CA
Vin4: 1111
Officer:
Status: Suspended
Status Description: Review
Vio Code | Bail | Description
21113A | $25.00 | No Valid Stdnt Perm.Dis
Notice
Make
Stage:
Date:
Sent:
Due:
Cite:
DMV:
Total: 25.00
Delinquent: 0.00
Admin: 10.00
Paid: 40.00
Refund: 5.00
Due: 0.00
Effective Date | Description | Amount | Reason
5/22/2006 | test | $10.00 | Agency Requested
4
2 and 6
Old Fee: test
Old Fee Amount: $10.00
New Fee: test
New Fee Amount: $10.00
Reason: Agency Requested
Notes:
Change Cite Total Due
Waive
Void
Add
Change
Cancel
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1. Select the 'Add' button to add new or additional fees.

(Note: The 'Fees' screen will allow the customer to add or reduce, dismiss or void fees.)

2. Choose:

· The type of fee

· Fee amount.

· The 'Reason' for the new or added fee

(Note: notations can be made in 'Notes' field)

3. Select 'Save' button to update and exit.

4. Waive or void a fee by highlighting the fee.

5. Select the 'Change' button.

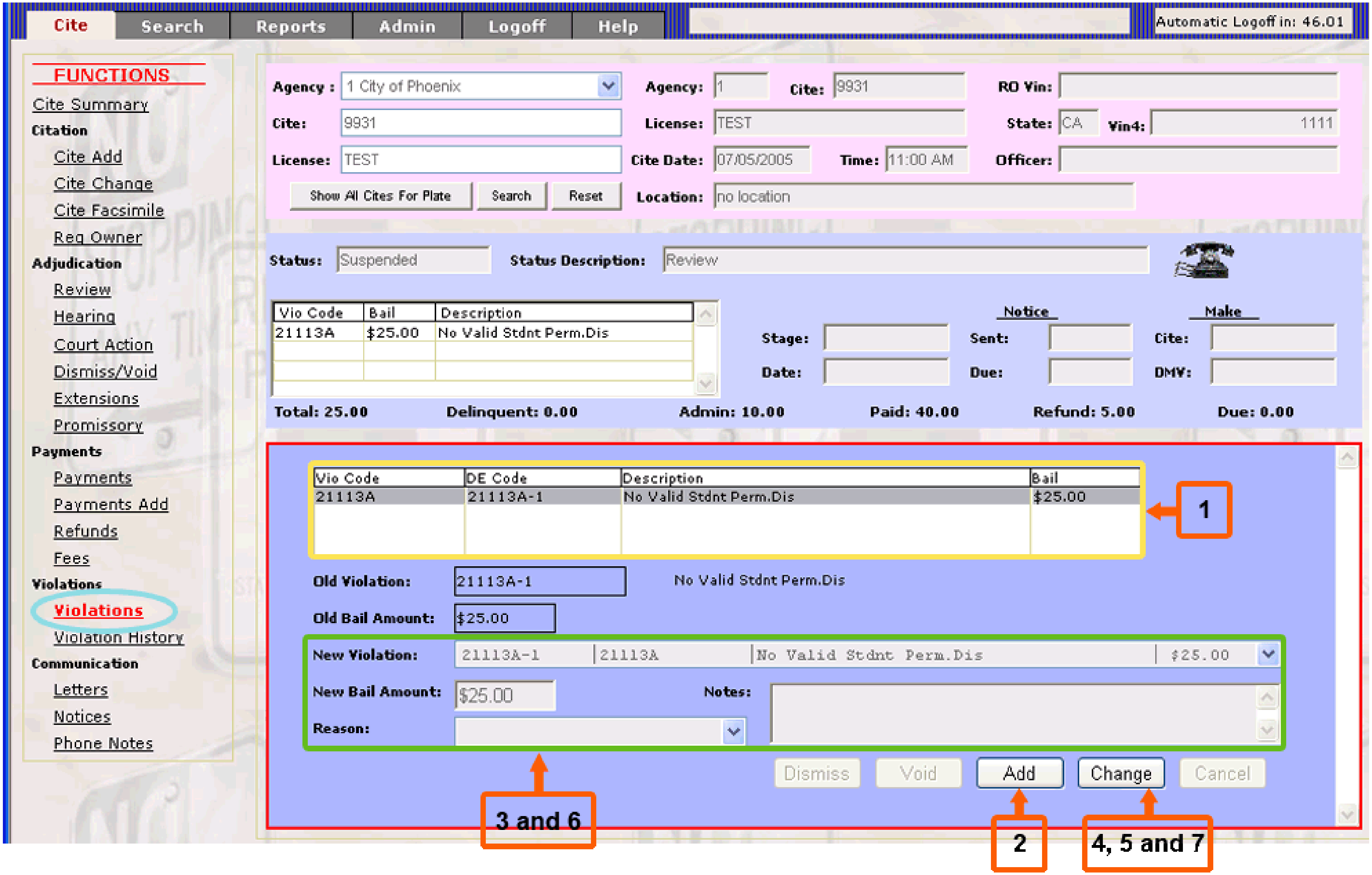
6. Choose:

· The 'Reason' for the dismissal or void of the fee.

7. Choose 'Waive' button or 'Void' button to update and exit citation.

8. Change Cite Total Due and enter in 'new fee amount' if a change in the total amount due is desired.

16.VIOLATIONS Top



1. List of violations that are associated with the citation.

2. Select the ‘Add’ button to add a new or additional violation.

There can be up to 3 violations for 1 citation.

3. Choose:

· The violation from the drop down menu.

· From the ‘New Bail Amount’ option verify or input the amount of the citation.

· Choose the ‘Reason’ from the drop down menu.

Note: notations can be made in ‘Notes’ field

4. Select ‘Save’ button to update and exit.

5. Waive, dismiss or change a violation by highlighting the violation and then selecting the ‘Change’ button.

6. Choose:

· The violation from the drop down menu.

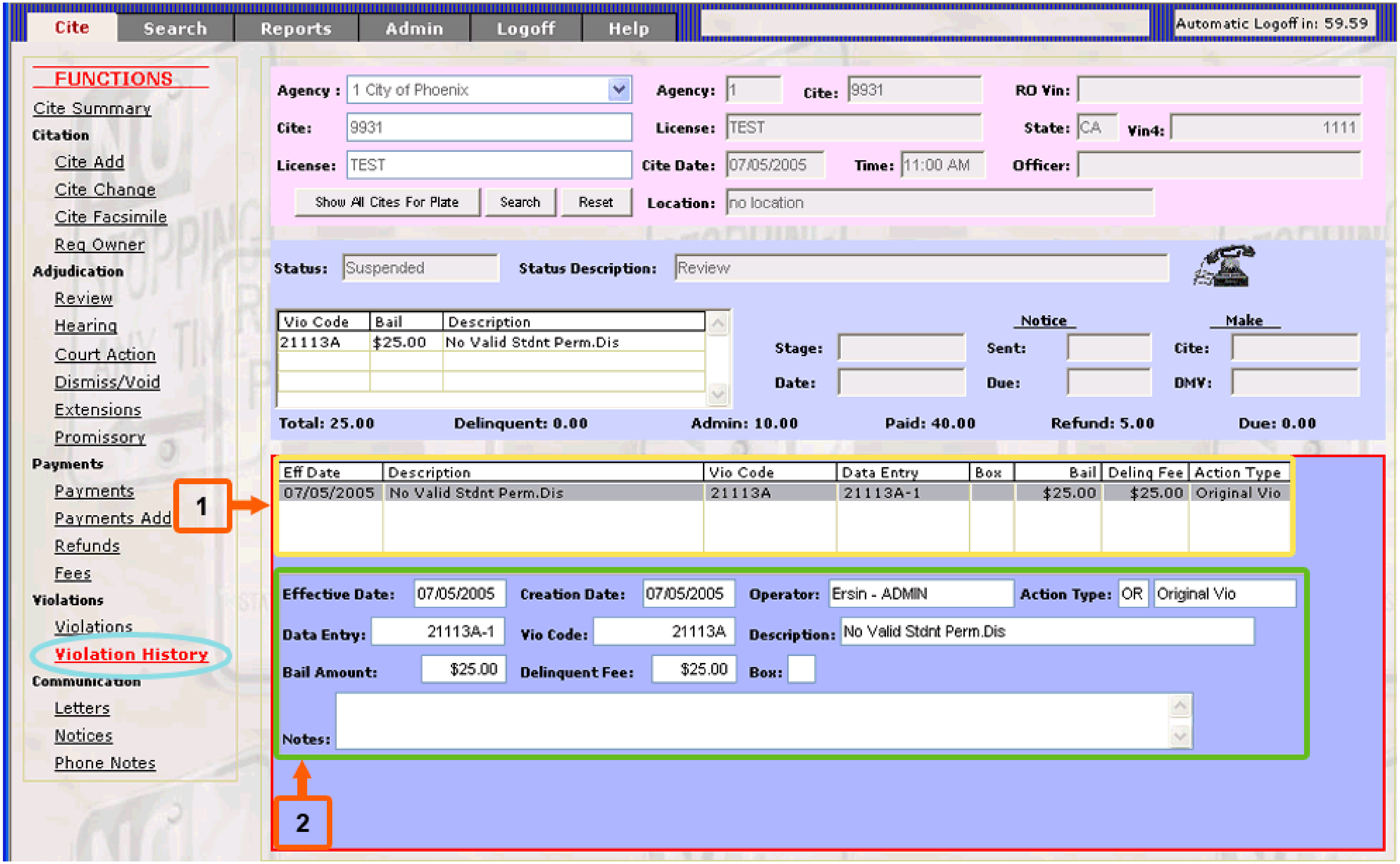
· From the ‘New Bail Amount’ option verify or input the amount of the citation.

· Choose the ‘Reason’ from the drop down menu.

7. Choose ‘Dismiss’ button or ‘Dismiss’ ‘Void’ or ‘Save’ which ever applies.

Note: A reason must be chosen in order to be able to save.

17.VIOLATION HISTORY Top



1. The 'Violation History' screen allows viewing of all current and past violations for a citation. Highlight a particular violation line to see the processing information.

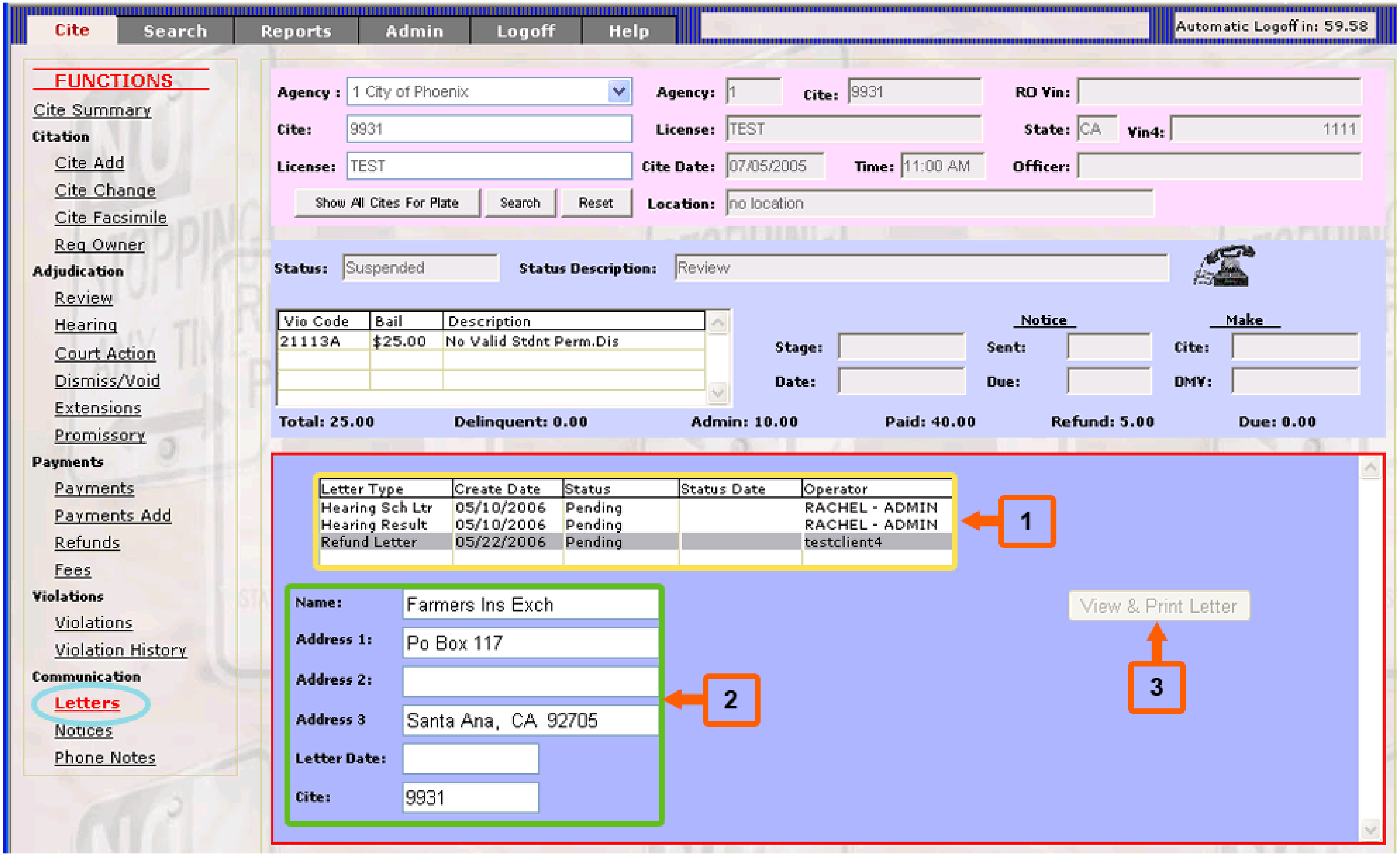
2. These fields will provide information such as:

· Effective Date (date violation received)
· Creation Date (date violation entered)
· Operator (Person who entered violation)
· Action Type
· Data Entry
· Vio Code (Violation code)
· Description
· Bail Amount
· Delinquent Fees
· Box
· Notes (notations made for a cite)

18. LETTERS Top

· Must have Adobe Acrobat 6.0 or higher

· Must participate in Phoenix Group Letters Program



The ‘Letters’ screen provides letters mailed to the violator from Phoenix Group.

1. Highlight the letter to view.

2. These fields will provide information such as: (subject to the type of Letter viewed)

· Name (that letter was sent to)

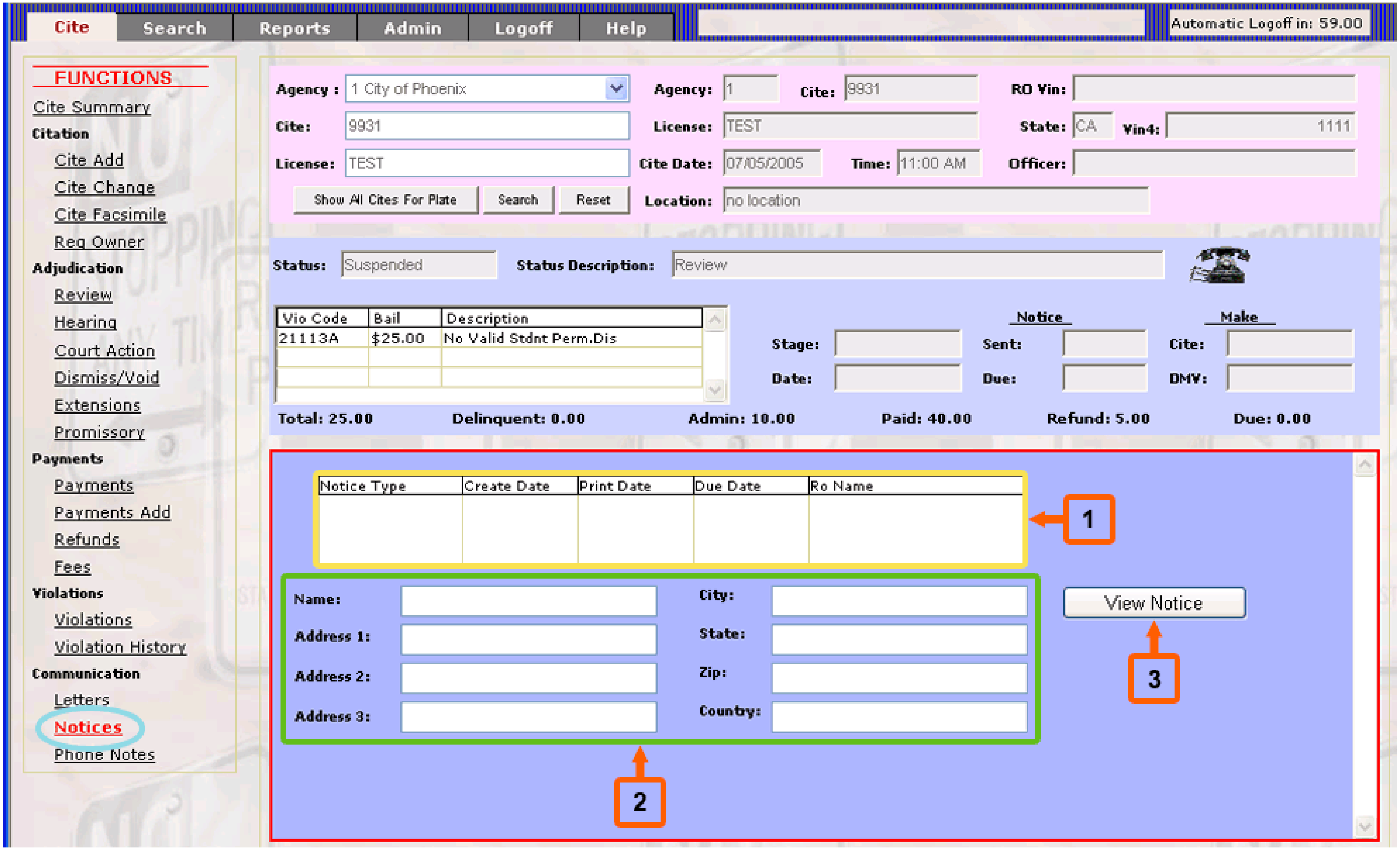
· Address (letter sent)

· Date (that letter was sent out)
· Cite number

3. Select the 'View & Print Letter' button in order to view and/or print the letter.

Note: Print options will display to print to local network printers.

19. NOTICES(VIEW ONLY) Top



The 'Notices' will provide access to the notice information as mailed.

1. Highlight the notice to view.

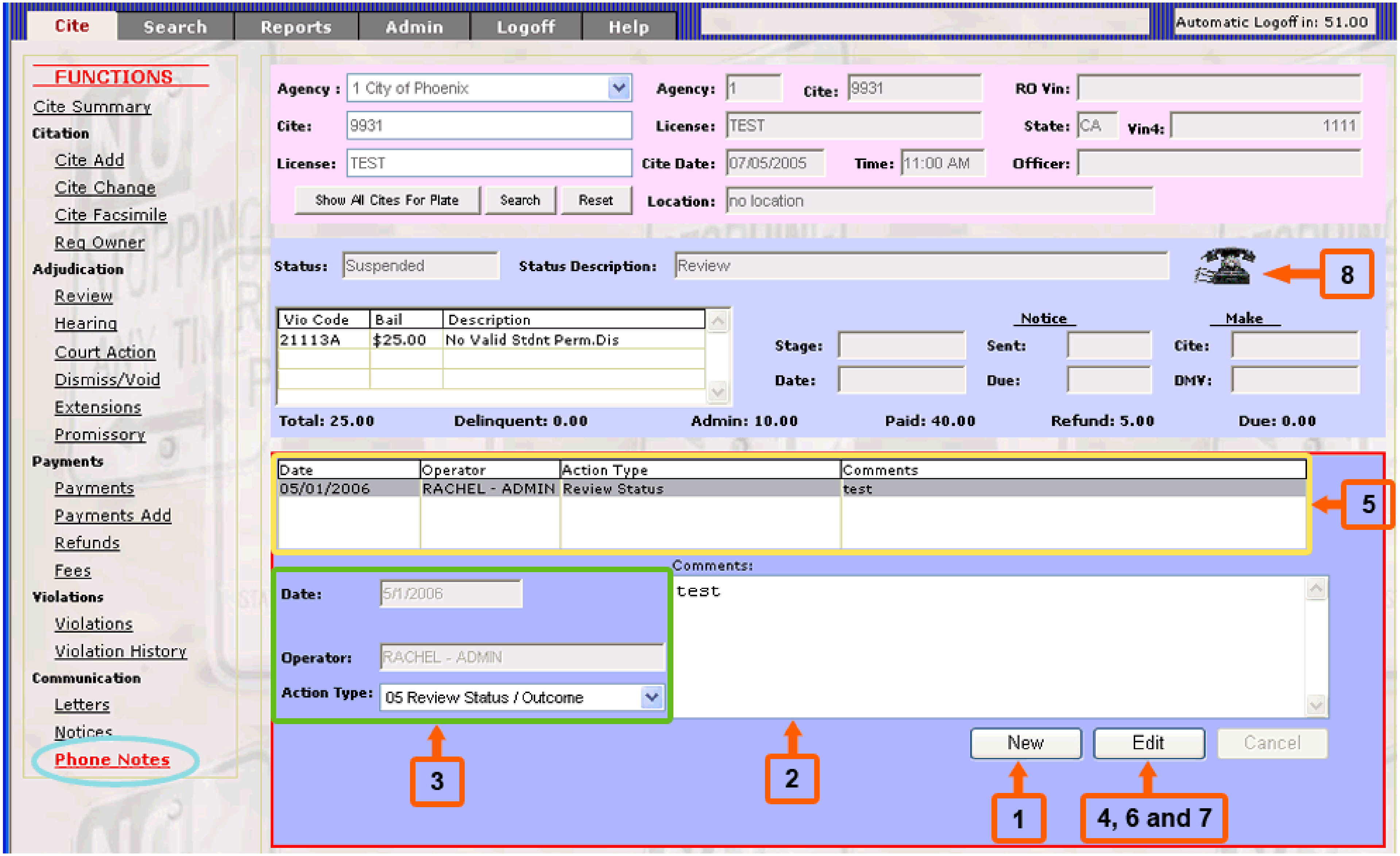
2. These fields will provide information such as:

· Name (that notice was sent to)
· Address (that notice was sent to)
· Date (that notice was sent out)
· Cite number

3. Select the 'View Notice' button in order to view and/or print the notice.

Note: Print options will display to print to local network printers.

20. PHONE NOTES Top



The 'Phone Notes' is an area where notations on the cite are made. All problem calls are noted in the system. Phoenix Group and/or the AGENCY may enter phone notes.

1. Select the ‘New’ button to enter in phone notes.

2. Enter the phone notes in the ‘Comments’ field.

3. Choose an action type for the phone notes (reason).

If no reason is chosen Wincite.net will default reason to ‘Comments Only.’ The Date and Operator name auto - populate.

4. Select ‘Save’

5. Edit phone notes by highlighting the phone notes to modify or to view.

6. Select ‘Edit’, and edit the phone notes.

7. Select ‘Save’.

8. When a phone note has been entered the system screen will also display a phone “Icon” to let the operator know there has been communication.

(Double click the phone icon to go to the phone notes from a different screen.)