



BANKING ALTERNATIVES IN SUPPORT OF OUR GOVERNMENT CLIENTS

Provided by



Diversion Management

**The Prosecutor's Choice for Efficient, Respectful and
Affordable Diversion Automation and Support**

The foundation of collection and banking requirements must include the following:

- All funds must be under control of the Prosecutor's Office at all times.
- Funds can only go to an account that is either that of the Prosecutor or his/her designated government recipient or, to an escrow account that only allows release of funds by same.
- Full transparency must be assured at all times; 24/7 access is required.
- It is highly preferable to have a collection and banking system that supports all reporting requirements and, based on the Prosecutor's decisions, then organizes distribution to courts, and all other parties involved.
- Reporting requirements must allow both fixed reports but also Wild Card Reports so that any and all information in any possible format is available.
- Reporting must ensure that the current status of each violator file regarding acceptance and payment, is clear and instantly available.

We believe that issues are best addressed in a simple Question and Answer Format:

1. "Does my office or someone I authorize have control at all times regarding payments made?"

Yes. This is always and only "your money." Only the Prosecutor or a designated member of your staff can allow distribution of any funds. No payment can be made by any violator to our company and we can't authorize any disbursement.

2. "Can we use an existing relationship with a local bank?"

Yes but, we would respectfully suggest you may not wish to do so.

There are considerable advantages and, no disadvantages whatever in using what we suggest as an alternative. Unless an API already exists, interfacing with a local bank may be difficult for linking to the payment portal, it might take weeks to do so and, there will also likely be set-up/connection charges. Even worse, doing that will still leave your office with the task of sorting out all further distribution amounts for individual courts and/or other agencies as you decide. The alternative that we suggest is yet another method of reducing your work.

3. "How does Diversion Management get paid?"

We can only be paid as long as you or someone in your office who is authorized, allows it. Of course, even if it has been set up as an automated distribution to us, you can always notify the



bank to withhold that payment/distribution. The company charges a flat fee of 10% per violation on each UTC with a \$20. Minimum.

4. “What if we do not pay Diversion Management?”

We will cease support and remain unpaid as you and your office controls distribution, not us. We are very confident that you will however, be very pleased with our service and that payments will be made.

5. “How does my office know how much money is being collected?”

If you use our suggested banking method, (which has no additional cost), you can know 24/7 exactly how much has been collected and see that on-line. If you wish, a daily report can be printed and emailed at 5 am each day. That can be waiting for you as you arrive in the office. Additionally, note that we use Certified Payments and there is a very long list of additional reports available to you. The days of senior staff, already involved with heavy workloads, being forced to deal with generating reports, (or providing the same information countless times to people over the phone), can now end.

There are numerous videos and much additional information at certifiedpayments.net. This company was selected by us as both the most efficient but, it also has the reputation of being exceptionally transparent which we feel is essential. Also feel free to call David Tucker on 504-782-3141 at any time for more information. He is the Certified Payments Director for all these connections and support. We have worked with David over several years and know that he will do a fine job and, ensure that you are very pleased with the results.

6. “Who or what handles the payments?”

We are responsible for ensuring that everything happens exactly as you wish but if you want us to assist further and provide additional no-cost services, we will use Bank of America and Certified Payments. If you agree, you will need to approve Bank of America to accept funds on your behalf into an Escrow Account that will then, on your approval, transfer funds to your office and other offices and courts as you direct. Again.... this is your money and only you control it but this method is more efficient and provides considerable advantages to you and your staff. If you wish to set-up the escrow account at Bank of America yourself, that fine ***because it's your money.***

7. “Why is an escrow account used?”

So that there can be no question of control. You control the funds and only you can authorize payments. Using Certified and Bank of America allows us to provide you with far more no-cost reporting and other advantages.

8. “Who controls the escrow account?”

You do. Bank of America must be your authorized Escrow Agent acting on your instructions.



9. What if we want to change the distribution schedule, percentages and courts or agencies involved?

You can do so instantly by going on-line to the payment portal and change that as you wish.

10. What happens if funds have been collected in the form of a credit or debit card and then we refuse entry to the program for that individual?

Certified runs all payments through a suspense file just for such reasons and can, if your refusal to allow admission is posted quickly, (within 24 hours but typically as much as 48), can initiate an instant credit for that amount. Later, it may take as much as two workdays to credit the credit or debit card but certainly, no longer.

11. If someone is rejected, do they get all their money back?

Yes, all of it is returned. Both your portion and ours but even the \$5. Convenience Fee for credit or debit card or for an e-Check charged by Certified Payments. Every dollar is quickly returned and if the rejection is done within 24 hours, then the account will be credited within another 24 hours.

