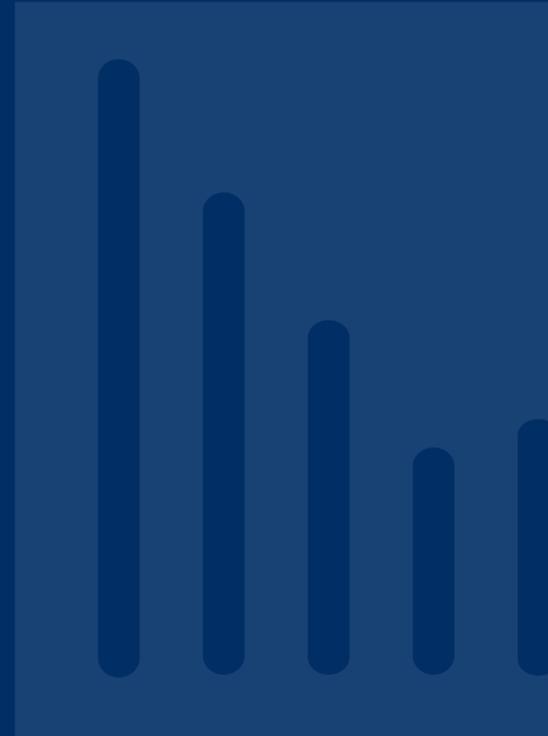


# Strategies for Improving Collection Rates & Understanding Court Debt



# This session will cover...

- Options for Increasing Collection Rates
- Getting Started with a Collection Agency
- Discharging Uncollectable Debt
- Essential Navigator Reporting Tools
- Financial Court Data Website – Assessed/Collected Compare
- Helpful Resources



# Options for Increasing Collection Rates

- ✓ Increasing Tax Intercept Collection
- ✓ Increasing Portal Payment Traffic
- ✓ Increasing Stakeholder Involvement
- ✓ Contract with Collection Agency



# Increasing Tax Intercept Collections

## Ensure Financial Due Dates are Entered in Navigator (Odyssey)

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### TITLE 1

### COURTS AND COURT OFFICIALS

### CHAPTER 16

### MISCELLANEOUS PROVISIONS

**1-1624. Set-off procedure for delinquent debts owed to the courts.** (1) The purpose of this legislation is to enable the Idaho supreme court, as the supervisor of the unified and integrated judicial system of this state, to apply for a set-off of state tax refunds and credits owing to a taxpayer in payment of a delinquent debt owed by the taxpayer to the courts of this state. It is the intent of the legislature that this set-off remedy be in addition to and not in substitution of any other remedy or action provided for by law for the collection of such delinquent debts.



# Increasing Portal Payment Traffic

## Importance of Deferred Payment Plans

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### **Idaho Infraction Rule 9. Judgment - Fixed Penalty Plus Court Costs for Infractions - Withheld Judgment and Suspended Penalties Prohibited - Deferred Payment Agreements**

**(e) Deferred Payment Agreement.** After the entry of a judgment for an infraction, the court, or the clerk within the guidelines set by the court, may enter into an agreement with the defendant for the deferred payment of the fixed penalty plus court costs. Such agreement shall be signed by the defendant and the court, or the clerk on behalf of the court. Subsequent extensions of time to pay a fixed penalty plus court costs may be granted by the execution of a new agreement by the defendant and the court or the clerk.

### **Idaho Misdemeanor Criminal Rule 8. Deferred Payment Agreement - Form.**

**(a) Deferred Payment Agreement.** After the entry of a judgment for a misdemeanor, the court, or the clerk within the guidelines set by the court, may enter into an agreement with the defendant for the deferred payment of the fine, court costs, and any other court ordered payment. Such agreement shall be signed by the defendant and the court, or the clerk on behalf of the court, and shall state that failure of the defendant to make the payments when agreed may result in the issuance of a warrant for the arrest of the defendant. Subsequent extensions of time to pay a fixed penalty may be granted by the execution of a new agreement by the defendant and the court or the clerk. The deferred payment agreement does not affect the ability of a victim to collect restitution as provided in Idaho Code § 19-5305(1).



# Increasing Stakeholder Involvement

## Communication Between Judges, Clerks and Other Stakeholders

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Greater coordination between judges, clerks and other criminal justice agencies, in particular state parole and county probation.

Some norms to consider:

- ❖ Establishment and adherence to procedures
- ❖ Clear roles and lines of responsibility
- ❖ Clear expectations for compliance
- ❖ Short time periods for compliance
- ❖ Quick responses to non-compliance



# Contract with Collection Agency

Title 19 - Criminal Procedure - Chapter 47 – Dispositions of Fines, Forfeitures, and Costs

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**19-4708. Collection of debts owed to courts** — Contracts for collection. (1) The supreme court, or the clerks of the district ***court with the approval of the administrative district judge***, may enter into contracts in accordance with this section for collection services for debts owed to courts. The cost of collection shall be paid by the defendant or juvenile offender as an administrative surcharge when the defendant or juvenile offender fails to pay any amount ordered by the court and the court utilizes the services of a contracting agent pursuant to this section.

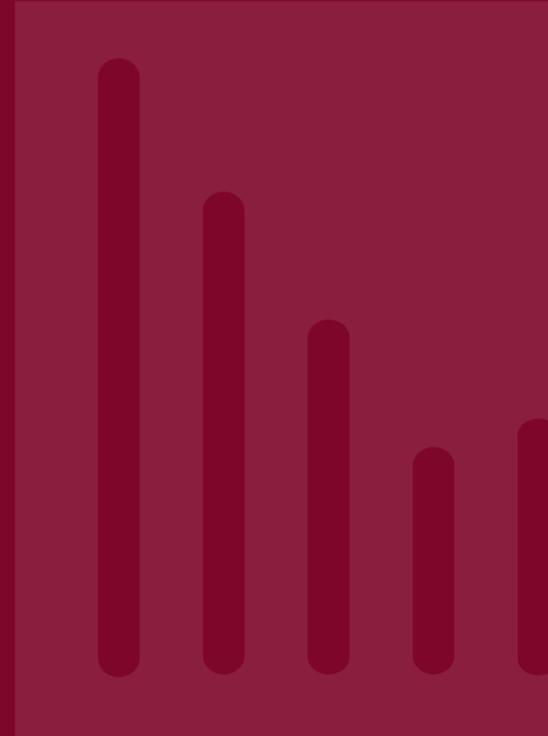
Counties currently utilizing Collection Agency Services\*:

- ❖ Bannock County
- ❖ Gooding County
- ❖ Jerome County
- ❖ Kootenai County
- ❖ Latah County
- ❖ Nez Perce County
- ❖ Twin Falls County
- ❖ Washington County

*\*several other counties currently participating with on-boarding process*



# Getting Started with a Collection Agency



# Collection Agency

## Getting Started – Contract

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- **Contract Negotiations**
  - Contract requires approval of the administrative district judge
  - Legal advice to be provided by county attorneys
  - Agency compliance with the collection of court debts per statute/Fair Debt Collections Act
- **Other Important Details to Consider:**
  - Clarity for the percentage amount being charged
  - Clarity for the minimum amount of debt turned over
  - Clarity on the age of the debt
  - Clarity on accepting payments from Tax Intercept/JRI
  - Clarity to withdraw a case from the agency based on court order



# Collection Agency

## Getting Started Navigator (Odyssey)

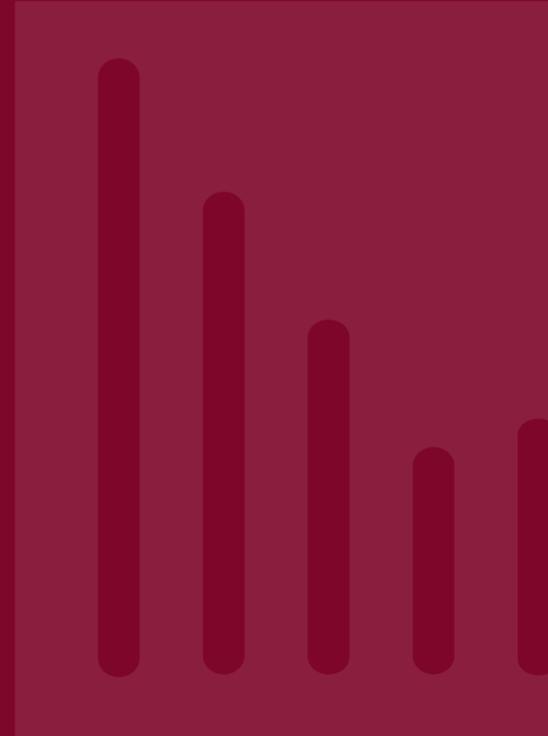
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### **Request Kickoff Meeting with Navigator Financial Team**

- **Gather Collection Agency Contact Information (sFTP Requirements)**
- **In-depth review of mandatory court processes**
  - Update Navigator Rights & Roles as needed
- **Review any collection statuses on cases:**
  - Existing Contract – Restarting
  - New Contract but previously used the collections processing
- **In-depth review Idaho Money Due:**
  - Age of debt Review
  - Amount of debt review
  - Discharging Debt Review – (may require additional steps “clean-up” for new processing)



# Discharging Uncollectable Debt



# Idaho Infraction Rule 9

## Discharging the Judgment

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### **Idaho Infraction Rule 9. Judgment - Fixed Penalty Plus Court Costs for Infractions - Withheld Judgment and Suspended Penalties Prohibited - Deferred Payment Agreements. (Previous Discharge Rule Repealed)**

**(g) Discharge of Judgment.** If, after entry of a judgment for the payment of a penalty, court costs or payment of money to any person or entity, the court determines that the unpaid portion of the judgment is not reasonably collectible for any reason, the court may enter an order discharging the judgment and close the file. A discharge of a judgment on a citation may be entered by endorsing the word "discharged" on the face of the citation together with the date and the signature of the court. Such discharge may be signed and entered by the clerk at the direction of the court. The entry of a discharge of judgment shall not affect the judgment other than to satisfy the duty to pay the balance of the penalty, court costs and the payment of money to any person or entity; provided, such discharge does not satisfy the duty of the defendant to pay victim's restitution ordered pursuant to Chapter 53 of Title 19, Idaho Code, nor prevent the victim from enforcing the order by execution pursuant to section 19-5305, Idaho Code.



# Idaho Misdemeanor Criminal Rule 9

## Discharging the Judgment

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### **Idaho Misdemeanor Criminal Rule 9. Judgment of Conviction and Sentence - Judgment of Acquittal.**

**(c) Discharge of Judgment.** If, after entry of a judgment for the payment of a penalty, court costs or payment of money to any person or entity, the court determines that the unpaid portion of the judgment is not reasonably collectible for any reason, the court may enter an order discharging the judgment and close the file. A discharge of a judgment on a citation may be entered by endorsing the word "discharged" on the face of the citation together with the date and the signature of the court. Such discharge may be signed and entered by the clerk at the direction of the court. The entry of a discharge of judgment shall not affect the judgment other than to satisfy the duty to pay the balance of the penalty, court costs and the payment of money to any person or entity; provided, such discharge does not satisfy the duty of the defendant to pay victim's restitution ordered pursuant to Chapter 53 of Title 19, Idaho Code, nor prevent the victim from enforcing the order by execution pursuant to section 19-5305, Idaho Code



# Discharging the Judgment

## Key Takeaways

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- If the court determines that the unpaid portion of the judgment is not reasonably collectible for any reason, the debt may be discharged
- The entry of a discharge of judgment shall not affect the judgment other than to satisfy the duty to pay the balance of the penalty and court costs
- Restitution money due is not to be included when discharging debt



# Essential Navigator Reporting Tools

Idaho Money Due Custom Report  
&  
More



# Navigator (Odyssey) – Idaho Money Due Report

## Report Parameter Options

Report returns cases where the where Financial Due Date on case or payment plan is within the supplied date range (or null based on parameter selection). The report includes a column for offense details including disposition (or font is red if a disposition is missing and money is due on the charge). If leveraging population of list manager you must enter your Odyssey User Name (Usually firstname.lastname format). If the list manager is not needed the list name and user name fields should be left blank. New 2024 list manager functionality to limit the list size, if the check box is selected you will get multiple lists of 100 cases to assist in ease of processing (v2024.07.00)

Location

Case Category

Case Type

Degree

- Exclude Cases with Active Warrant
- Exclude Cases with Future Hearings
- Include Cases with No Due Date

Due Date Missed Date Range

Start Date

End Date

- Include Only Cases Missing Due Date in Final Output
- Include Cases with Collection Status in Final Output
- Include Only Cases Missing Disposition in Final Output
- Limit the number of cases in the list to 100

List Name for List Manager List Population

Odyssey User Log On Name

Output Format



# Navigator – Idaho Money Due Report

No Payments and/or Missing Due Date (Due Date is a mandatory field for Tax Intercept Process)

Party Name	Case Number	Due Date Missed	Delinquent Detail	Total Case Party Assessment	Amount Past Due	Case Party Balance	Last Payment	Charge Detail	Supervision Details
Adams, Tanner Christopher	CRXX-22-2390	12/8/2022	Case on Active Payment Plan	\$856.90	\$856.90	\$856.90		1 - I18-8004 {M} - Driving Under the Influence (Misdemeanor) Disposition: 11/22/2022   Conviction - Guilty (Plea Agreement) Charge Balance: \$856.90	Supervised Probation End Date: 11/24/2024 Unsupervised Probation End Date: 11/24/2024
Aguirre, Drusilla C	CRXX-22-3787	10/7/2023	Case not on Payment Plan	\$802.50	\$802.50	\$802.50		1 - I18-8004(1)(a) {M} - Driving Under the Influence (Misdemeanor) Disposition: 09/07/2023   Conviction - Guilty (Plea Agreement) Charge Balance: \$802.50	Unsupervised Probation End Date: 09/06/2024
Bailey, Danny Lee	CRXX-23-7104		Case not on Payment Plan	\$1,095.00	\$1,095.00	\$1,095.00		2 - I37-2732(c)(3) {M}{MARIJUANA} - Controlled Substance-Possession of Marijuana (Misdemeanor) Disposition: 03/26/2024   Conviction - Guilty (After Trial) Charge Balance: \$647.50 3 - I37-2734A(1) - Drug Paraphernalia-Use or Possess With Intent to Use (Misdemeanor) Disposition: 03/26/2024   Conviction - Guilty (After Trial) Charge Balance: \$447.50	Supervised Probation End Date: 04/29/2025 Supervised Probation End Date: 04/29/2025
Baker, Jessy James	CRXX-23-3093	1/2/2024	Case on Active Payment Plan	\$1,096.30	\$600.00	\$1,096.30		1 - I37-2734A(1) - Drug Paraphernalia-Use or Possess With Intent to Use (Misdemeanor) Disposition: 12/12/2023   Conviction - Guilty (Plea Agreement) Charge Balance: \$1096.30	Supervised Probation End Date: 12/10/2024
Beltran Bencomo, Jaime	JVXX-23-0176	10/25/2023	Case not on Payment Plan	\$24.80	\$24.80	\$24.80		2 - I37-2734A(1) - Drug Paraphernalia-Use or Possess With Intent to Use (Misdemeanor) Disposition: 10/25/2023   Conviction - True (Plea Agreement) Charge Balance: \$24.80	Unsupervised Probation End Date: 10/28/2026
Beltran, Ismael Santos	CRXX-23-0717	8/13/2023	Case not on Payment Plan	\$1,091.90	\$1,091.90	\$1,091.90		1 - I18-8004(1)(a) {M} - Driving Under the Influence (Misdemeanor) Disposition: 07/13/2023   Conviction - Guilty (Plea Agreement) Charge Balance: \$1091.90	Unsupervised Probation End Date: 07/10/2025
Beltran, Jose L	CRXX-23-5762	1/2/2024	Case on Active Payment Plan	\$1,423.80	\$600.00	\$1,423.80		2 - I37-2734A(1) - Drug Paraphernalia-Use or Possess With Intent to Use (Misdemeanor) Disposition: 12/12/2023   Conviction - Guilty (Plea Agreement) Charge Balance: \$1423.80	Supervised Probation End Date: 12/10/2024



# Navigator – Idaho Money Due Report

## Due Date Missed – Oldest to Newest

Party Name	Case Number	Due Date Missed	Delinquent Detail	Total Case Party Assessment	Amount Past Due	Case Party Balance	Last Payment	Charge Detail	Supervision Details
Wineman, Maria T	CR-1986-4240	12/22/1986	Case not on Payment Plan	\$1,250.00	\$1,250.00	\$1,250.00		1 - I56-227(A) {F} - Fraudulently Obtain Welfare or Public Assistance, etc. (Felony) Disposition: 12/22/1986   Conviction - Guilty	
Ibara, Manuel	CR-1987-4105	8/21/1987	Case not on Payment Plan	\$175.50	\$175.50	\$175.50		1 - I49-233 - Default Conversion - Statute Unknown for Converted Data (Misdemeanor) Disposition: 08/21/1987   Conviction - Guilty	
Gentile, Joseph Carr	CR-1987-8126	12/30/1987	Case not on Payment Plan	\$50.50	\$50.50	\$50.50		1 - I49-456(2) - Vehicle Registration-Operating All-Terrain Vehicle or Motorbike Without Registration Sticker/Plate (Misdemeanor)	
Hogue, Blaine Alber	CR-1987-2357	1/21/1988	Case not on Payment Plan	\$965.50	\$965.50	\$965.50		1 - I18-8004 {M} - Driving Under the Influence (Misdemeanor) Disposition: 07/21/1987   Conviction - Guilty	
Torres, Paul R	CR-1988-79	1/29/1988	Case not on Payment Plan	\$529.50	\$121.50	\$121.50	3/20/2024	1 - I18-705 - Arrests & Seizures-Resisting or Obstructing Officers (Misdemeanor) Disposition: 01/29/1988   Conviction - Guilty	
Hernandez, Julian	CR-1988-774	2/19/1988	Case not on Payment Plan	\$115.50	\$115.50	\$115.50		1 - I49-245 - Insurance Fail To Provide Proof Of Insurance (Misdemeanor) Disposition: 02/19/1988   Conviction - Guilty	
Burge, Clyde W	CR-1987-5735	2/26/1988	Case not on Payment Plan	\$215.50	\$215.50	\$215.50		1 - I49-245 - Insurance Fail To Provide Proof Of Insurance (Misdemeanor) Disposition: 08/31/1987   Conviction - Guilty	
Brown, Harry L	CR-1988-575	3/1/1988	Case not on Payment Plan	\$40.50	\$40.50	\$40.50		1 - I49-301 - Drivers License or Commercial Drivers License Violation (Misdemeanor) Disposition: 02/12/1988   Conviction - Guilty	
Brown, Harry L	CR-1988-71	3/1/1988	Case not on Payment Plan	\$125.50	\$125.50	\$125.50		1 - MB-6-134 - Malicious Injury To Property (Misdemeanor) Disposition: 01/11/1988   Conviction - Guilty	



# Navigator – Idaho Money Due Report

## Case Party Balance – Smallest to Largest

Party Name	Case Number	Due Date Missed	Delinquent Detail	Total Case Party Assessment	Amount Past Due	Case Party Balance	Last Payment	Charge Detail	Supervision Details
Hernandez, Ricc	CR-1988-138	11/22/1989	Case not on Payment Plan	\$30.50	\$0.50	\$0.50	3/7/1990	1 - I23-1023 - Beer-procure,sell To Minor/consume,poss By Minor (Misdemeanor) Disposition: 01/08/1988   Conviction - Guilty Charge Balance: \$0.50	
Jackman, Danie	CR-1998-2057	10/1/1999	Case not on Payment Plan	\$63.50	\$0.50	\$0.50	2/13/2008	1 - I37-2732C(A) - Controlled Substance-Use or Under the Influence in a Public Place (Misdemeanor) Disposition: 10/01/1998   Conviction - Guilty Charge Balance: \$0.50	
Otto, Alme	CR-2015-6959	5/22/2016	Case not on Payment Plan	\$507.50	\$0.50	\$0.50	4/18/2022	2 - I37-2734A(1) - Drug Paraphernalia-Use or Possess With Intent to Use (Misdemeanor) Disposition: 05/19/2016   Conviction - Guilty Charge Balance: \$0.50	
Scott, Spike Ray	CR-1991-3756	4/15/1991	Case not on Payment Plan	\$1.00	\$1.00	\$1.00		1 - M16-2-106 - Allowing Dog To Run At Large (Misdemeanor) Disposition: 04/15/1991   Conviction - Guilty Charge Balance: \$1.00	
Dusenbery, Chri	JV-2007-55	9/5/2007	Case not on Payment Plan	\$20.00	\$1.00	\$1.00	6/10/2010	2 - I18-1502C - Minor-Possession of Marijuana or Paraphernalia, Use or Influence (Misdemeanor) Disposition: 05/02/2007   Conviction - True Charge Balance: \$1.00	
Marler, Misty M	CRXX-21-5450	10/28/2021	Case not on Payment Plan	\$10.00	\$1.00	\$1.00	10/27/2022	1 - I49-673(1) - Vehicle Safety Restraint-Fail to Use (Infraction) Disposition: 11/05/2021   Conviction - Default (Infraction) Charge Balance: \$1.00	



# Navigator (Odyssey) Essential Reporting

## Other Helpful Reports & Court Process Guides

- KB0012105 - Overdue Debt Collections for All Case Types Court Process
- KB0012104 - Idaho Cases with Collection Status Court Process

The screenshot shows a web browser window displaying the ISC Service Desk search results for the query 'KB0012104'. The browser address bar shows the URL: <https://idcourts.service-now.com/home?id=search&spa=1&q=KB0012104>. The page header includes 'ISC Service Desk' and navigation links for 'Court Resources', 'Bridge Training', 'Judicial Directory', 'Knowledge', 'Catalog', 'My Items', and 'System Status'. The search bar contains the text 'Search' and a magnifying glass icon. Below the search bar, a sidebar menu lists 'All', 'Knowledge Bases', 'Questions and Answers', and 'Catalogs'. The main content area displays search results for 'KB0012104'. The first result is 'Idaho Cases with Collection Status (v2) Court Process', with a description: 'Idaho Cases with Collection Status (v2) Court Process This report is intended for auditing cases with collection statuses. The flexible parameters allow for reviewing cases with charge degree and bala'. The article ID is KB0012104 and it was published 2 years ago. The second result is 'Overdue Debt Collections for All Case Types Court Process', with a description: 'the overdue process. KB0010740 - Idaho Money Due (v2) Report Court Process KB0012104 - Idaho Cases'. The article ID is KB0012105 and it was published 9 months ago.



# Court Data Website Financial Dashboard Assessed/Collected Compare



# Court Data Website

## Financials Court Data Website

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- Navigate to website: <https://courtdata.idaho.gov/>
- Select: Financial Data at the top of the page



- Once the dashboard populates click the Assessed & Collected button



# Court Data Website

## Financial Data Dashboard – Filter Ribbon

The screenshot shows the 'Financial Data Dashboard' filter ribbon for the Idaho Judicial Branch. The ribbon is highlighted with a red border and contains the following elements:

- Assessed** (Active button)
- Collected** (Inactive button)
- State Fiscal Year** (Active button)
- County Fiscal Year** (Inactive button)
- Clear All Filters** (Reset button)

Below the ribbon, there are several filter sections:

- Location:** All
- Time Frame:** All
- Court Type:** Adult (Selected)
- Case Category:** All
- Statute:** All
- Case Type:** All

**HOW TO USE THESE CHARTS**

Use the buttons to toggle between the amount of assessed and the amount of collected fines and fees, and a view by either state or county fiscal year. For example, choosing "Assessed" and "State Fiscal Year" will provide the total amount of fines and fees assessed per state fiscal year. Use the drop downs to further refine your view. Hover over maps and graphs to see specific data. State fiscal year is between July 1 and June 30; county fiscal year is Oct. 1 to Sept. 30.



# Court Data Website

## Financial Data Dashboard– Filter Ribbon Selections

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- Select: **Assessed** Button

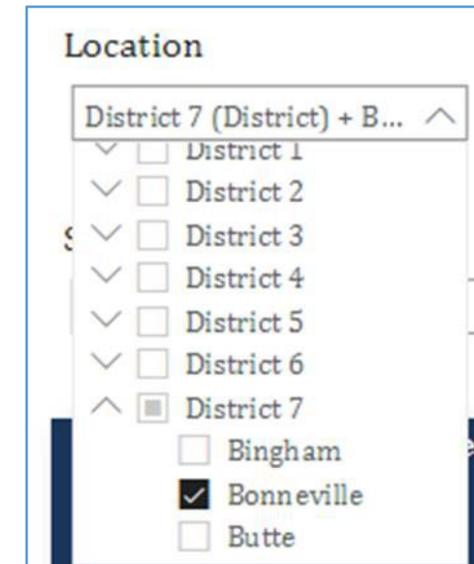
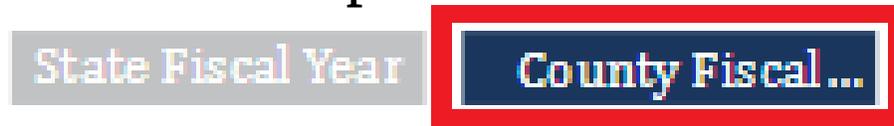
*Note: the page should default to this button (the button will have a dark blue appearance)*



- Select: **County Fiscal Year** button

*Note: the button will have a dark blue appearance*

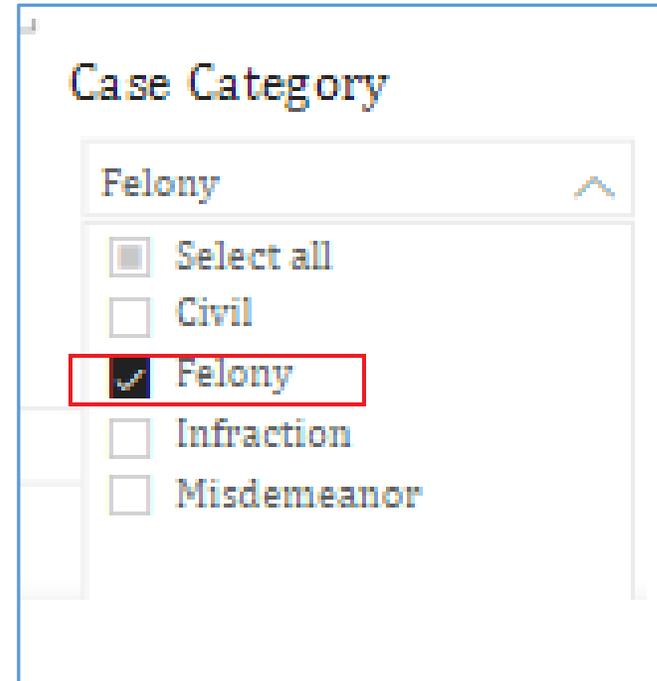
- Filter: Location > Expand District > Select County



# Court Data Website

## Financial Data Dashboard– Filter Ribbon Selections

- Filter: Case Category: **Felony (Example)**



The screenshot shows a filter ribbon titled "Case Category". At the top, "Felony" is displayed with an upward-pointing arrow. Below this, there is a list of options with checkboxes: "Select all" (checked), "Civil", "Felony" (checked and highlighted with a red box), "Infraction", and "Misdemeanor".

- Copy and paste filtered numbers into an Excel Document
- You may select another filter, as desired, for assessed
- Copy results into your spreadsheet



# Court Data Website

## Financial Data Dashboard – Assessed – Excel Sample

---

Collection Rates for \_\_\_\_\_ County  
Criminal Cases  
County Fiscal year 10-1 to 9-30

Category	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022
<b>Felony</b>						
Amount Ordered	\$ 11,091,874	\$ 19,316,883	\$ 24,579,616	\$ 23,972,714	\$ 23,496,484	\$ 26,747,904



# Court Data Website

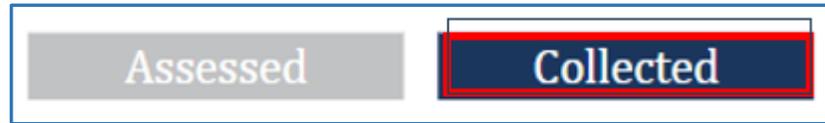
## Financial Data Dashboard – Reset for Collected Amounts

---

- Select: Clear All Filters button



- Select: **Collected** Button



- Reset filters to the same elements chosen for assessed
  - Copy and paste filtered numbers for collected into the Excel Document
  - You may select other filters, as chosen when gathering assessed data
  - Copy results into your spreadsheet



# Court Data Website

## Financial Data Dashboard – Collected – Excel Sample

---

<b>Collection Rates for _____ County</b>						
<b>Criminal Cases</b>						
<b>County Fiscal year 10-1 to 9-30</b>						
<b>Category</b>	<b>FY 2017</b>	<b>FY 2018</b>	<b>FY 2019</b>	<b>FY 2020</b>	<b>FY 2021</b>	<b>FY 2022</b>
<b>Felony</b>						
Amount Ordered	\$ 11,091,874	\$ 19,316,883	\$ 24,579,616	\$ 23,972,714	\$ 23,496,484	\$ 26,747,904
Amount Collected	\$ 3,871,014	\$ 6,793,419	\$ 10,553,712	\$ 11,624,669	\$ 12,573,651	\$ 12,585,190



# Financial Data Dashboard

## Assessed/Collected Excel

Please reach out to our team to request additional information.

Odyssey Financials:  
OdyFin@idcourts.net

Collection Rates for _____ County							
Criminal Cases							
County Fiscal year 10-1 to 9-30							
Category	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022	% change Previous Year
<b>Felony</b>							
Amount Ordered	\$ 11,091,874	\$ 19,316,883	\$ 24,579,616	\$ 23,972,714	\$ 23,496,484	\$ 26,747,904	13.84%
Amount Collected	\$ 3,871,014	\$ 6,793,419	\$ 10,553,712	\$ 11,624,669	\$ 12,573,651	\$ 12,585,190	0.09%
Percent Collected	34.90%	35.17%	42.94%	48.49%	53.51%	47.05%	-6.46%
<b>Misdemeanor</b>							
Amount Ordered	\$ 7,180,415	\$ 16,848,117	\$ 22,615,361	\$ 18,861,487	\$ 19,992,078	\$ 19,953,463	-0.19%
Amount Collected	\$ 5,058,228	\$ 11,672,965	\$ 17,573,537	\$ 16,060,225	\$ 16,419,347	\$ 17,531,373	6.77%
Percent Collected	70.44%	69.28%	77.71%	85.15%	82.13%	87.86%	5.73%
<b>Infractions</b>							
Amount Ordered	\$ 3,900,259	\$ 11,719,223	\$ 18,784,785	\$ 17,276,637	\$ 17,539,336	\$ 13,934,488	-20.55%
Amount Collected	\$ 3,568,566	\$ 9,710,610	\$ 13,976,870	\$ 13,598,663	\$ 14,726,032	\$ 13,987,495	-5.02%
Percent Collected	91.50%	82.86%	74.41%	78.71%	83.96%	100.38%	16.42%
<b>Grand total</b>							
Amount Ordered	\$22,172,548	\$47,884,223	\$ 65,979,762	\$ 60,110,838	\$ 61,027,898	\$ 60,635,855	-0.64%
Amount Collected	\$12,497,808	\$ 28,176,994	\$ 42,104,119	\$ 41,283,557	\$ 43,719,030	\$ 44,104,058	0.88%
Percent Collected	56.37%	58.84%	63.81%	68.68%	71.64%	72.74%	1.10%



# Helpful Resources:

ServiceNow Knowledge Base Court Process Guides:

- KB0010740 - Idaho Money Due (v2) Report Court Process
- KB0012105 - Overdue Debt Collections for All Case Types Court Process
- KB0012104 - Idaho Cases with Collection Status Court Process

ServiceDesk: <https://idcourts.service-now.com/home>

Email any questions or requests for assistance:

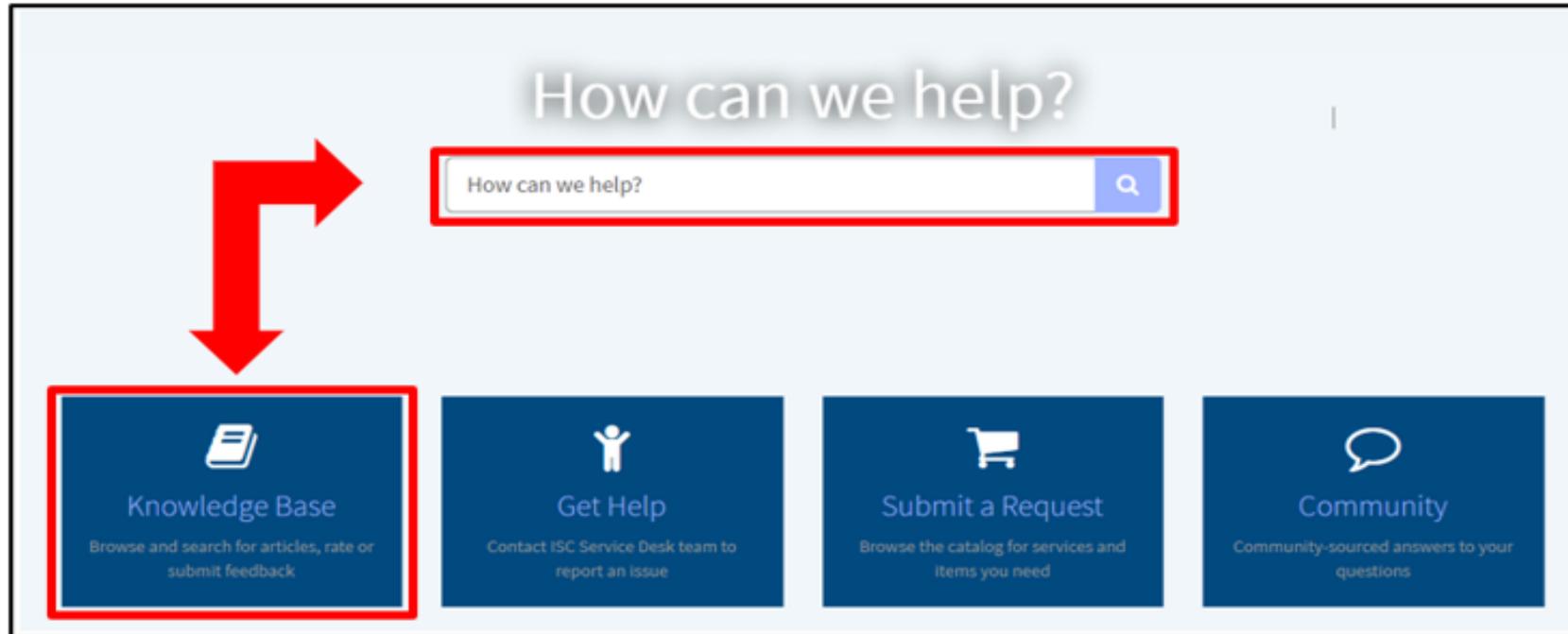
Odyssey Financials [OdyFin@idcourts.net](mailto:OdyFin@idcourts.net)



## Service Now Knowledge Base Access

*This court process is intended to assist users on how to search the Service Now Knowledge Base for all published articles.*

- Navigate to the **Service Portal**
  - <https://idcourts.service-now.com/home>



*There are two options to locate an article.*

1. *Enter the article number in the search field*
2. *Click on the Knowledge Base icon to browse and search for articles.*



# Thank you!

