



Enhancing Revenue, Efficiencies and Results for Our Clients Worldwide

AutoPROCESS™ Citation Processing Service is user-friendly, robust, secure and fully hosted by Duncan. As a consultive partner, Duncan assists clients in defining the technical and business requirements for future improvements to parking operations.

Features and Benefits

- Real-time communication with AutoCITE X3™ Handhelds to improve accuracy, minimize time and strengthen collection
- Interfaces seamlessly with AutoCOLLECT™ Services to facilitate faster, more accurate collection of delinquent accounts
- Automates citation processing tasks, including payment processing, DMV inquiries (both in state and out of state), late notices, delinquent fees and management reporting
- Provides on-line cashiering
- Supports your parking permit program with permit, issuance, tracking and collection of payments
- Makes payment easy with 24/7 Internet/telephone options
- Offers comprehensive boot/tow reporting and billing system
- Automates court scheduling to minimize time and smooth the flow and prepares hard copy citation history, supporting complaints and calendar documents

Full Service Offering

- Lockbox Services
- Pay-by-Web, Pay-by-Phone, IVR capabilities
- Boot and Tow Operations and Management
- Cashiering
- Customer Service
- Fleet and Lease/Rental Management
- Permit Issuance and Management
- Data Entry Services
- Call Center Operation and Management
- Adjudication Services
- Hearing Scheduling
- Notice Management
- Document Imaging
- Correspondence Processing
- Mobile Data Terminals
- Parking Management Consulting



For more information about AutoPROCESS Services,
contact a Duncan representative at (888) 993-8622
or visit DuncanSolutions.com/AutoPROCESS.





Use Duncan's AutoPROCESS™ Service to save time and increase revenue flow.

With a strong track record for stability, profitability, and growth, Duncan Solutions is a reliable partner now and in the future. Duncan's AutoPROCESS Service is designed with the flexibility to meet the market's evolving needs.

Capabilities

- » Communicates in real-time to AutoISSUE™ Software to improve accuracy, minimize time and strengthen collection
- » Automates a broad range of citation processing tasks for greater efficiency and control, including payment processing, DMV inquiries (both in state and out of state), late notices, delinquent fees and management reporting
- » Provides on-line cashiering for timely and accurate collection and deposit of funds
- » Supports your parking permit program with permit, issuance, tracking and collection of payments
- » Makes payment easier with convenient Internet and telephone options
- » Offers a comprehensive tow reporting and billing system, plus abandoned vehicles tracking for the most effective boot and tow program possible
- » Interfaces seamlessly with AutoCOLLECT™ Service to facilitate faster, more accurate collection of delinquent accounts
- » Automates court scheduling to minimize time and smooth the flow of information between processing and the court system and even prepares hard copy citation history and supporting complaints

Services

- » Lockbox Services – from money management to payment research
- » Boot and Tow Operations and Management
- » Cashiering
- » Fleet Lease and Rental Management
- » Permit Issuance and Management
- » Data Entry Services – backlogs, payments, returned mail changes, etc.
- » Call Center Operation and Management
- » Adjudication Services, Hearing scheduling
- » Correspondence Processing
- » Customer Service
- » Notice Management
- » Document Imaging
- » Mobile Data Terminals
- » Parking Management Consulting
- » Pay-by-Web, Pay-by-Phone, IVR capabilities

Reports

- » Violation summary by area and by officer
- » Officer log and officer productivity
- » Citation processing activity
- » Citation aging by year
- » Cleared citations
- » Current open citations
- » Credit balance
- » Entered citations
- » Summary of daily payments received
- » Citation payment after activity
- » Officer listing report
- » Hot sheet report (and for vehicle only)
- » Citation at collections
- » Review report
- » Open citations without R/O information
- » Skeletal citations report
- » Citation with R/O but 1st and 2nd notice not sent
- » Suspended citations
- » Payment batch summary
- » DMV holds reconciliation
- » Outstanding NSF check service fees
- » Out of state plates payments
- » Late payments
- » Citation R/O activity report
- » Payments received report
- » Citation payments after collection
- » And more

AutoCOLLECT™ Debt Collection Service

Duncan's AutoCollect Service is a combination of technology, sophisticated collection techniques, experienced collectors, user-friendly communication systems, and progressive motivational tools. Our process and our people are proven to generate greater returns - clients routinely see results 30% greater than in-house and competitor services.

Visit DuncanSolutions.com/AutoCollect for more information.



Duncan Solutions. *Parking and Enforcement from Start to Finish.*