

Frequently Asked Questions about the Telephone Reporting System

What if I forget to make my call on the assigned date?

You will receive a message from the system telling you that your call is late. If you receive a late message, please immediately make your call. Failing to do so can result in a violation of probation.

It is not necessary to contact your agent about a late call. Simply make the call.

If I report information on the automated system during my monthly call, do I need to contact my agent to tell them what I have reported?

No, you do not. Any information you provide during your monthly reporting call is received by your agent.

My letter says I can make my first call up to the 15th of the month and not on my assigned date?

On your first call, the system gives you a little longer to make your call. The following months, the call must be made on the actual assigned date (your birth month).

I tried to make a call and got a message saying the system is down. What do I do?

First, you should know this is very rare. But if it does happen, the computer is generally back up and running within a few hours. So simply wait and try your call again later.

What if I have a negative balance on my account?

If you have a negative balance, the phone system will not allow you to make your phone call. If that occurs, you will be REQUIRED to report in person to the probation office twice per month. When your account is again current, you will no longer be required to report in person.

How will I be notified when I am done with probation and should stop making my monthly calls?

If you are on probation for a misdemeanor offense, you will receive a letter in the mail from DFO Community Corrections.

If you are on probation for a felony or gross misdemeanor offense, you will receive a court order in the mail.

If you are on supervised release, you will receive notice of discharge from supervision.

About the call: The TRS system can accept your call 24 hours a day, 7 days a week. Please have a pen and paper handy in case you receive any special instructions during your call. Remember, the call is not complete until you receive your confirmation number. You will also have the opportunity to leave a message at the end of the call if needed.

How to Pay

By Mail (using the pre-addressed envelopes provided to you):

- 1) Check the box next to the number of months you wish to pre-pay.
- 2) Visit your local post office and purchase a postal money order for the amount selected.
- 3) Print your name and telephone reporting system pin on your postal money order and on the self-addressed envelope.
- 4) Enclose the postal money order in the envelope, seal, stamp, and mail. If you have no pre-addressed envelopes, mail your payment to:

Telephone Reporting Center- DFO
PO Box 617664
Chicago, Illinois 60661-7664

Please note that your payment will take about 10 days to process.

By Phone: During the reporting call, you will have the option to pay with a credit or debit card or obtain your account balances.

Online: Visit <https://dfo-mn.feesevice.com> to pay with a credit or debit card or obtain your account balances.

Note: You are required to pay for reporting by phone. The cost of the program is \$6.00 per month, plus \$1.00 per payment processing fee for payments by mail or a \$2.50 fee for electronic payments made by phone or online. It is less expensive when you pay for multiple months in advance.