# Portfolio Manager

## Printable Help

Version 10.0

Last updated December 17, 2018


### Abstract

This document is a printable version of Portfolio Manager help.



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## Introduction to Portfolio Manager

Latitude by Genesys designed Portfolio Manager to meet the specific and often complex business needs of the debt buyer. Portfolio Manager allows debt buyers to manage the entire debt purchase and sales cycles, including:

- Track and manage multiple buyers, sellers, and investment groups.
- Manage putback, buyback, and media processes.
- Create sample portfolios and convert them to sold portfolios.
- Conduct profitability and ROI tracking.
- Perform portfolio due diligence.

Portfolio Manager allows you to link sellers, investor groups, and buyer entities to specific debt portfolios. The system captures all portfolio transactions, including credits (for example, payments applied) and debits (for example, ordering media from the originator) — allowing you to track and report all information. You can attach media requests, buyback recourse files, and other documents to any entity (buyer, seller, investor, or portfolio), and create ledger entries to track expenses and update account information.

You can group, sort, and perform calculations on portfolios, accounts, and ledger entries. The account selection tool can filter portfolios based on a set of definable attributes, all within an intuitive drag-and-drop GUI interface.

Standard reports available in Portfolio Manager allow you to reconcile accounting information, view account history, view transactions, and review agency placements, batch history, and portfolio performance. You can export portfolio sales samples and submit them to a potential buyer. The system masks important attributes when creating the export file, such as the original account numbers and debtor SSNs. Upon consummation of the contract, you can revise and convert the samples into sold portfolios.

## Log on to Portfolio Manager

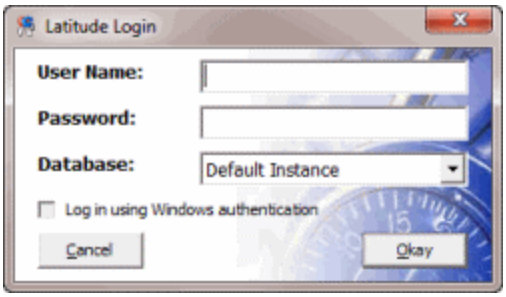
Use the **Latitude Logon** dialog box to log on to Portfolio Manager.

**To log on to Portfolio Manager**

1. Do one of the following:

- On your desktop, click the shortcut to Portfolio Manager.
- Click **Start** > **All Programs** > **Latitude Software** > **Portfolio Manager**

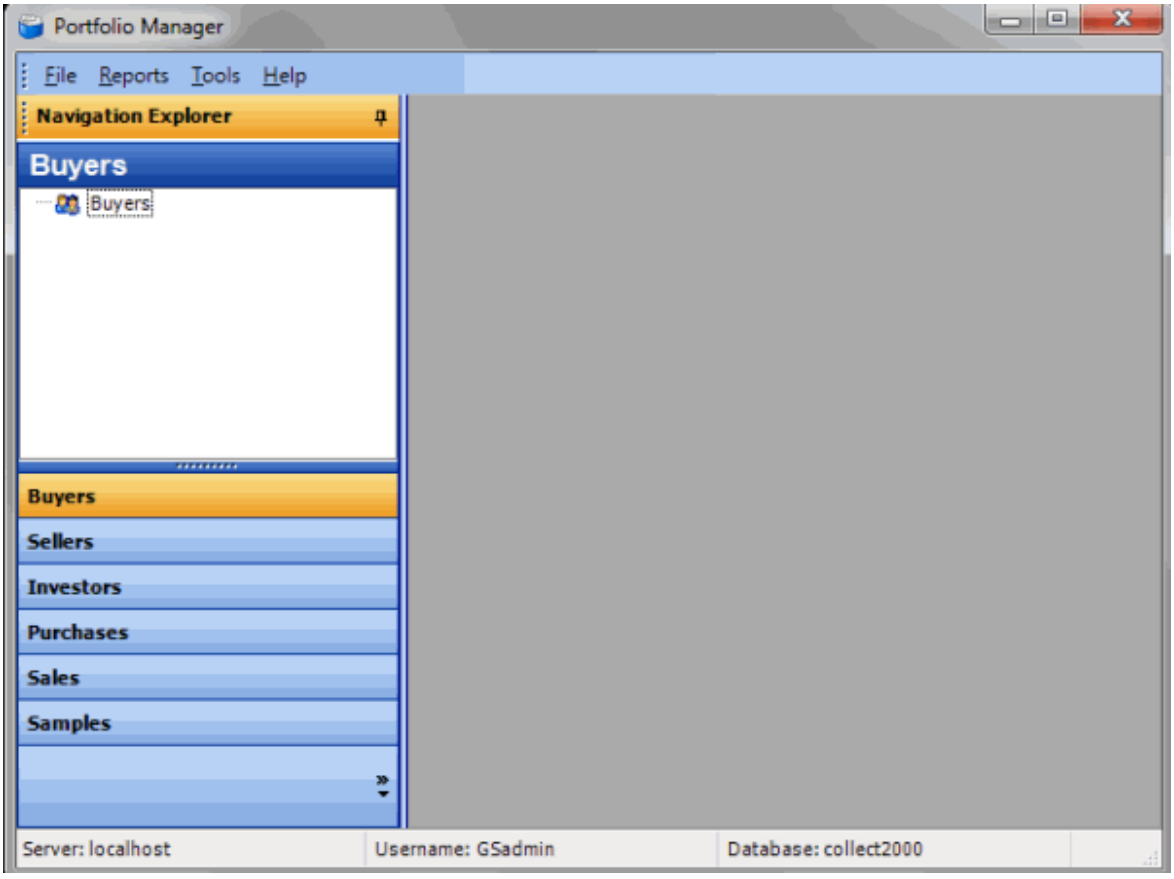
The **Latitude Logon** dialog box appears.




2. In the **User Name** box, type your Latitude user name.
3. In the **Password** box, type your Latitude password. As you type your password, periods display instead of the typed characters.

> **Note:** Premises-based clients can use Windows authentication to bind Latitude users to their Windows identity to permit logging on to Latitude automatically. Windows authentication is not available for hosted clients. To log on using Windows authentication, select the **Log in using Windows authentication** check box and provide your Windows user name and password.

4. Click **Okay**. The **Portfolio Manager** window appears.




## Overview of Portfolio Manager Window

Use the **Portfolio Manager** window to manage buyers, sellers, investors, purchases, sales, and samples.

1. **Menu bar**: Displays available menu options and commands for the window.

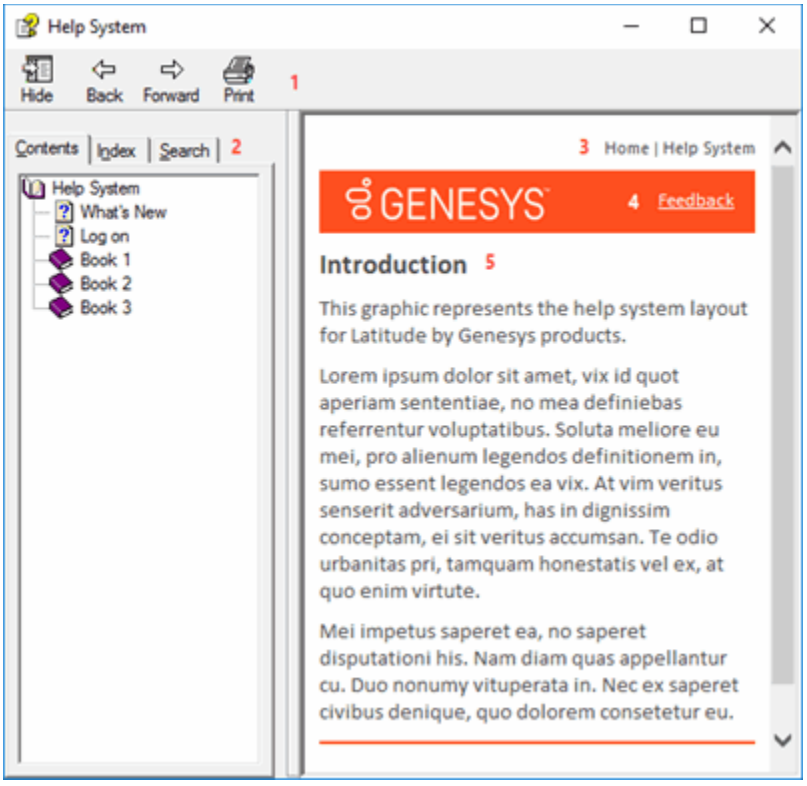
2. **Navigation pane**: Displays the navigation for the window. To display information, click a category (for example, Buyers), expand one or more nodes, and then click an item.
3. **Toolbar:** Displays options for maintaining information.
4. **Information pane:** Display tabs of information for the item selected in the **Navigation** pane. If more tabs are available, the right-pointing arrow next to the last visible tab is bold. To view the hidden tabs, click the arrow.

## Help Overview

Portfolio Manager help provides you with information for using Portfolio Manager. Click the **Help** option in the menu bar to open Portfolio Manager help. Use the table of contents, index, and search features to locate and view a topic.

**To open help**

In menu bar, click **Help** and then click **Help on Portfolio Manager**. The **Portfolio Manager Help** window appears.




**Tip**: To adjust the width and height of the window or its panes, click the edge of the window or pane and drag it up or down, left or right.

1. **Toolbar:** Allows you to hide or show the tabs and **Navigation** pane, move forward and backward through topics, and print the currently displayed topic.
2. **Tabs:** Displays the following:

   **Contents:** Displays the table of contents. To display a topic in the **Content** pane, expand a book and then click the link.

**Index:** Displays the index. To display a topic in the **Content** pane, type a keyword or phrase in the box (or scroll through the list) and then click the link in the list.

**Search:** Displays the search feature. To display a topic in the **Content** pane, type a keyword or phrase in the box and then press **Enter**. In the search results, click the link.

**Glossary:** Displays a list of terms and their definitions. To display a definition, click the term.

3. **Breadcrumbs:** Displays your current location within the help system. When you click a breadcrumb, the related topic displays.
4. **Content toolbar:** Displays an option to send feedback through an email message to Latitude by Genesys Documentation.
5. **Content pane:** Displays the contents of a topic. To view the **Content** pane menu, right-click in the **Content** pane.

## Search feature

You can use the search feature to search for topics that contain words or phrases that you specify. You formulate a search query following a specific set of rules. You can include wildcard expressions, Boolean operators, and nested expressions in your search query. A list of topics that match your search criteria appear in the search results. When you click a topic title in the search results, the content of that topic appears in the **Content** pane.

### Search syntax

The basic rules for formulating search queries are:

- Searches are not case-sensitive, meaning you can type uppercase or lowercase characters.
- You cannot search for a single character or the following reserved words: an, and, as, at, be, but, by, do, for, from, have, he, in, it, not, of, on, or, she, that, the, there, they, this, to, we, which, with, you.
- The search engine ignores punctuation marks and special characters such as @#$%^&()=+[]\.
- Enclose phrases and terms that include a period (such as a file name with an extension) in double quotation marks.

### Wildcard expressions

Wildcard expressions allow you to search for one or more characters using a question mark or asterisk. A question mark represents a single character, while an asterisk represents one or more characters.

| **Search for...** | **Example** | **Result** |
|---|---|---|
| Topics with text that starts with one or more specified characters and ends in any character or number of characters | log or log* | Returns all topics with text that starts with the specified characters (for example, log, logon, logging). |

| Search for... | Example | Result |
|---|---|---|
| Topics with text that starts with the specified characters, has a single character that can be anything, and ends in the specified characters | 32?57 | Returns all topics with text that has any character where you placed a question mark (for example, 32?57 returns 32257, 32457, and 32857). |
| Topics that contain all the words specified, in any order or placement within the topic | account status | Returns all topics with both account and status, but not necessarily as a phrase or in the order specified. For example, the search returns topics with "the account status..." or "the status of the account..." |
| Topics that contain the specified phrase | "account status" | Returns all topics with account status as a phrase. For example, the search returns topics with "the account status..." but not "the status of the account..." |

## Boolean operators

Boolean operators (AND, OR, NOT, NEAR) allow you to create a relationship between terms. If you don't specify an operator, the system uses AND by default.

| Search for... | Example | Result |
|---|---|---|
| AND | account AND status | Returns all topics with both account and status, but not necessarily as a phrase or in the order specified. For example, the search returns topics with "the account status..." or "the status of the account..." |
| OR | account OR status | Returns all topics with either account or status, or both. |
| NOT | account NOT status | Returns all topics with account but not status. |
| NEAR | account NEAR status | Returns all topics where account is within eight words of status. |

## Nested expressions

Nested expressions allow you to perform complex searches. For example, queue AND ((collector OR clerical) not supervisor) finds topics containing queue and collector but not supervisor, or containing queue and clerical but not supervisor. As with mathematical expressions, the system evaluates expressions in parentheses first. If there is no parenthesis, the system evaluates the expression from left to right. For example, queue NOT (clerical OR supervisor) finds topics containing queue but not clerical or supervisor. Queue NOT clerical OR supervisor finds topics containing queue but not clerical, or topics containing supervisor.

# System Configuration

## System Configuration

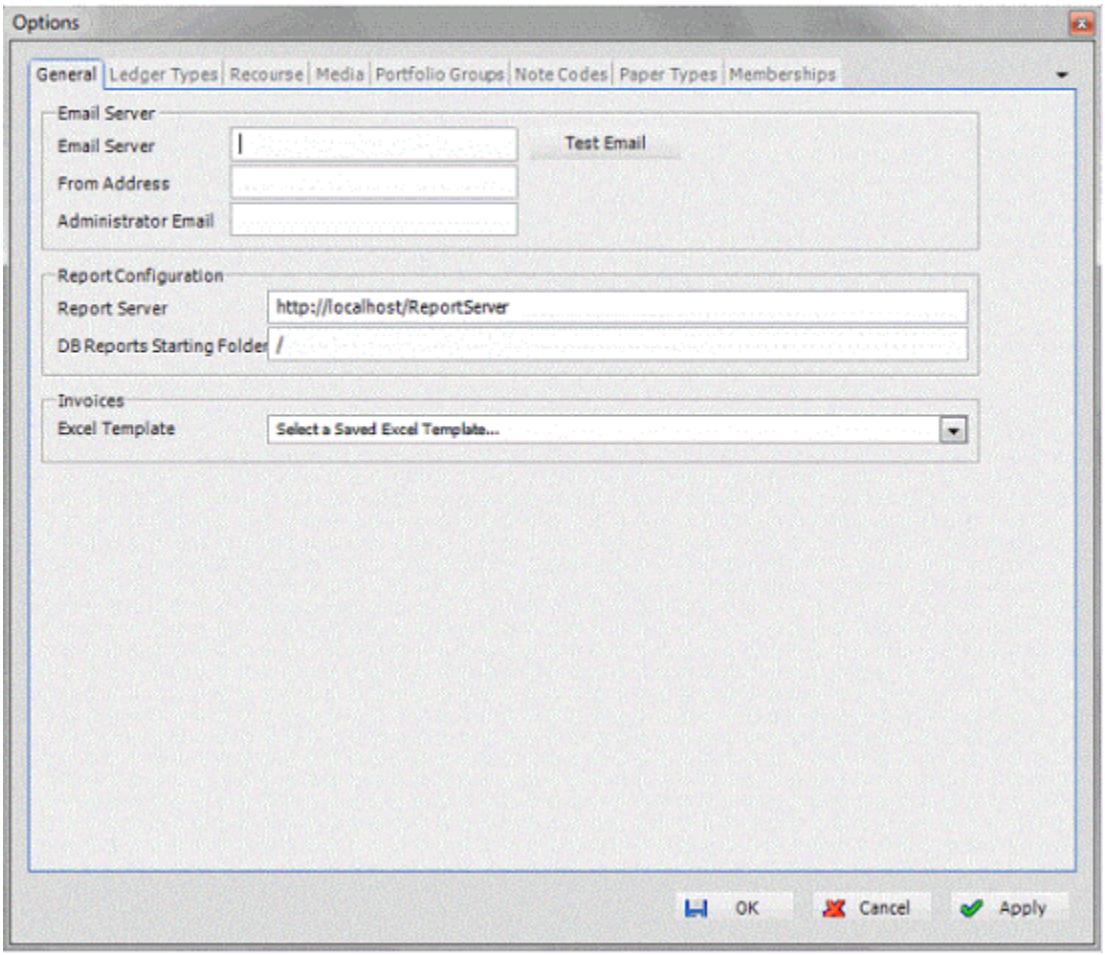
You can configure system codes and settings to customize Portfolio Manager according to your organization's preferences.

## Configure General System Options

Use the **General** tab on the **Options** window to specify general system settings. Consult with Latitude by Genesys Support before modifying these settings.

**To configure general system options**

1. In the menu bar, click **Tools** > **Options**.




**Email Server:** Address of the email server (for example, mail.companyname.com).

**From Address:** Email address to display as the sender.

**Administrator Email:** Administrator's email address.

**Test Email:** If you modify the email settings, click this option to verify that the settings are correct.

**Report Server:** Address of the report server.

**DB Reports Starting Folder:** Path to the report storage location.

**Excel Template:** Template to use when creating invoices. Templates you imported using the Excel Template Manager tool appear in this list box.

2. Complete the information and then click **OK**.

# Ledger Types

## Ledger Types

### Ledger Types

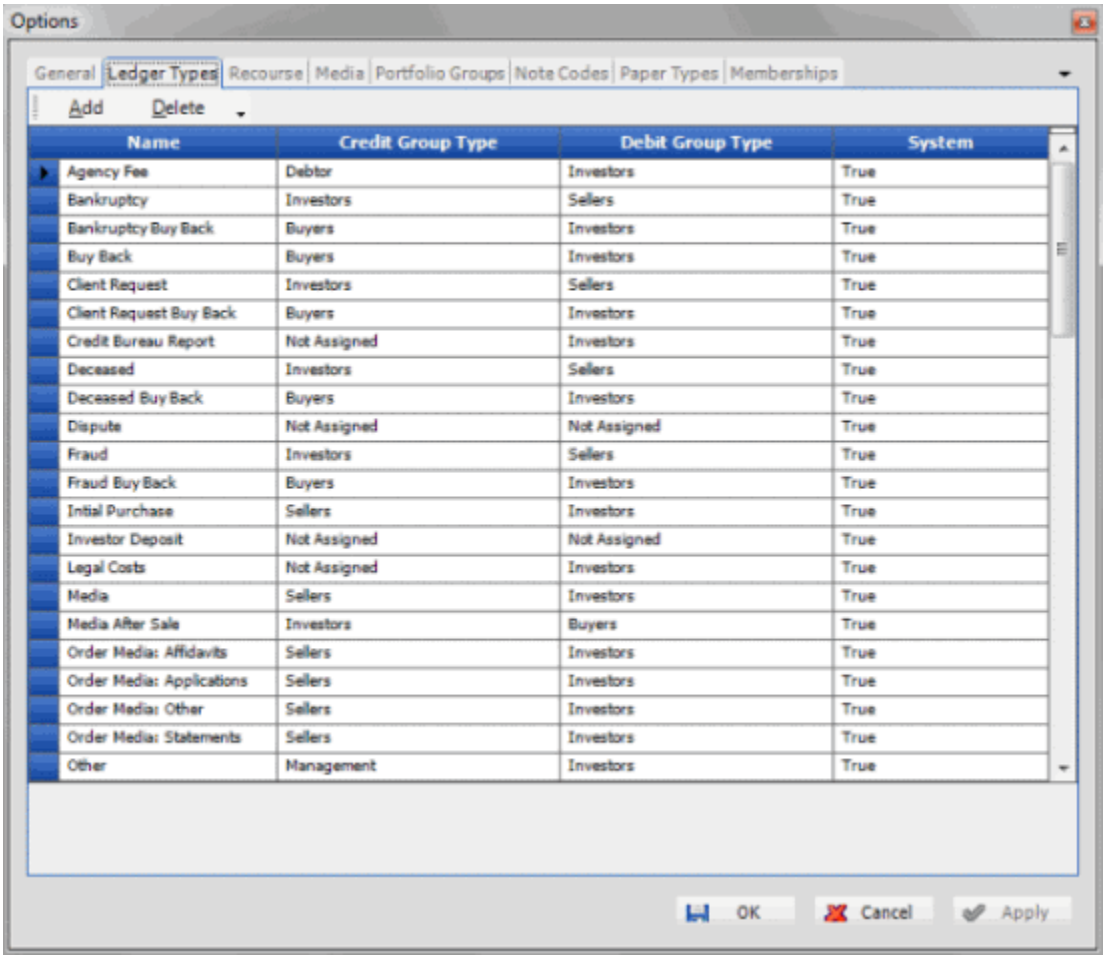
Ledger types create debits and credits in Portfolio Manager. Portfolio Manager releases with several system-defined ledger types. You can add and delete custom ledger types. You cannot add or delete system-defined ledger types. You specify ledger types when maintaining ledger items.

### Add a Ledger Type

Use the **New Ledger Type** dialog box to add a custom ledger type.

**To add a ledger type**

1. In the menu bar, click **Tools** > **Options**.
2. Click the **Ledger Types** tab.



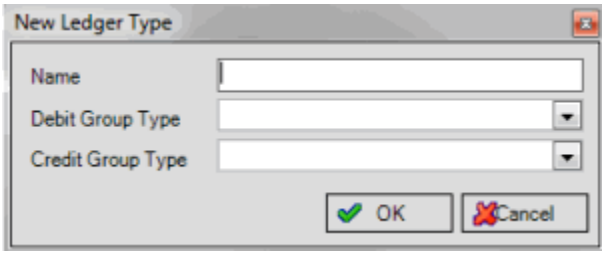
**Name:** Name of the ledger type.

**Credit Group Type:** Group to receive a credit for this transaction type. For example, media requests for portfolios held do not incur a credit for any party; however, a buyback ledger type offers credit to the investor.

**Debit Group Type:** Group to receive a debit for this transaction type. For example, media requests for portfolios held incur a debit for the investor.

**System:** Indicates "True" for system-defined ledger types and "False" for custom ledger types.

3. In the toolbar, click **Add**.



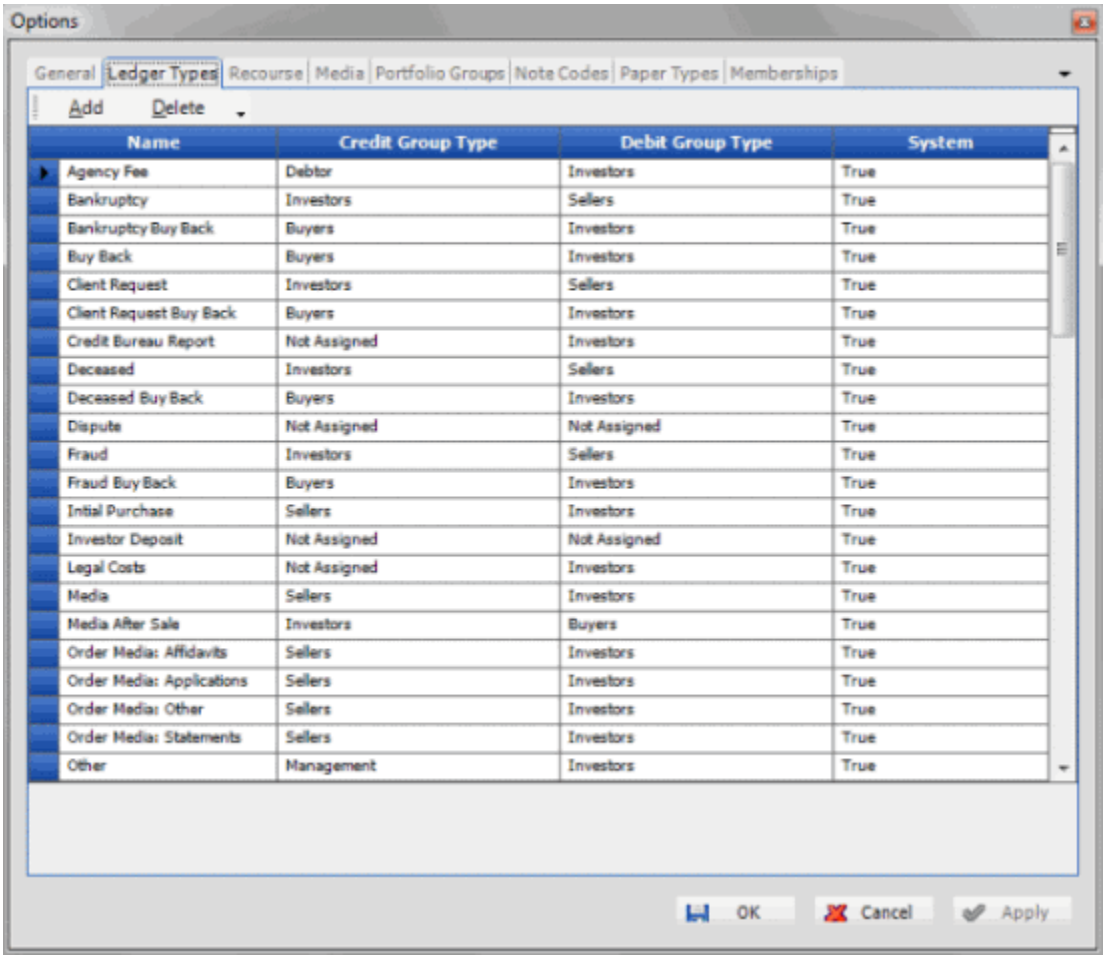

4. Complete the information and then click **OK**.

## Delete a Ledger Type

Use the **Ledger Types** tab on the **Options** window to delete a custom ledger type.

**To delete a ledger type**

1. In the menu bar, click **Tools** > **Options**.
2. Click the **Ledger Types** tab.




| Name | Credit Group Type | Debit Group Type | System |
|---|---|---|---|
| Agency Fee | Debtor | Investors | True |
| Bankruptcy | Investors | Sellers | True |
| Bankruptcy Buy Back | Buyers | Investors | True |
| Buy Back | Buyers | Investors | True |
| Client Request | Investors | Sellers | True |
| Client Request Buy Back | Buyers | Investors | True |
| Credit Bureau Report | Not Assigned | Investors | True |
| Deceased | Investors | Sellers | True |
| Deceased Buy Back | Buyers | Investors | True |
| Dispute | Not Assigned | Not Assigned | True |
| Fraud | Investors | Sellers | True |
| Fraud Buy Back | Buyers | Investors | True |
| Intial Purchase | Sellers | Investors | True |
| Investor Deposit | Not Assigned | Not Assigned | True |
| Legal Costs | Not Assigned | Investors | True |
| Media | Sellers | Investors | True |
| Media After Sale | Investors | Buyers | True |
| Order Media: Affidavits | Sellers | Investors | True |
| Order Media: Applications | Sellers | Investors | True |
| Order Media: Other | Sellers | Investors | True |
| Order Media: Statements | Sellers | Investors | True |
| Other | Management | Investors | True |

3. In the data grid, click the row to delete and then, in the toolbar, click **Delete**.

## System-defined Ledger Types

The following table lists the system-defined ledger types that release with Portfolio Manager.

| Name | Description | Credit Group Type | Debit Group Type |
|---|---|---|---|
| Agency Fee | Fee an outside agency receives when your organization processes payments using the AIM program. The system credits Fee amounts to the debtor's balance and deducts them from investor profits. | Debtor | Investors |
| Bankruptcy | Putback for accounts returned to the seller because of debtor bankruptcy. | Investors | Sellers |
| Bankruptcy Buyback | Buyback for accounts the buyer returns because of debtor bankruptcy. | Buyers | Investors |

| Name | Description | Credit Group Type | Debit Group Type |
|---|---|---|---|
| Buyback | Buyback for accounts the buyer returns. | Buyers | Investors |
| Client Request | Putback for accounts returned to the seller upon request. | Investors | Sellers |
| Client Request Buyback | Buyback for accounts the buyer returns upon request. | Buyers | Investors |
| Credit Bureau Report | Cost for obtaining a credit bureau report for the account. | N/A | Investors |
| Deceased | Putback for deceased debtor accounts returned to the seller. | Investors | Sellers |
| Deceased Buyback | Buyback for deceased debtor accounts the buyer returns. | Buyers | Investors |
| Dispute | Account is in dispute. | N/A | N/A |
| Fraud | Putback for accounts returned to the seller because of fraud. | Investors | Sellers |
| Fraud Buyback | Accounts the buyer returned because of fraud. | Buyers | Investors |
| Initial Purchase | Initial purchase amount. The calculation is the portfolio purchase rate times the total dollar amount of the accounts included (total balance). | Sellers | Investors |
| Investor Deposit | Investor monies. | N/A | N/A |
| Purchase Commission | Commission earned on the purchase when the contract terms specify a commission rate. The calculation is the purchase commission rate times the purchase amount. | N/A | Investors |
| Legal Costs | Monies expended because of legal action required on the account. | N/A | Investors |

| Name | Description | Credit Group Type | Debit Group Type |
|---|---|---|---|
| Media | Cost for requesting supporting documentation from the seller. | Sellers | Investors |
| Media After Sale | Cost for forwarding supporting documentation to the buyer. | Investors | Buyers |
| Order Media: Affidavits | Cost for requesting supporting affidavit copies from the seller. | Sellers | Investors |
| Order Media: Applications | Cost for requesting supporting debt application copies from the seller. | Sellers | Investors |
| Order Media: Other | Cost for requesting other supporting media copies from the seller. | Sellers | Investors |
| Other | Miscellaneous expenses charged to your portfolio investors. | Management | Investors |
| Paid Prior | Putback for accounts returned to the seller because of a prior payment on the account. | Investors | Sellers |
| Paid Prior Buyback | Account that the buyer returned because of a prior payment on the account. | Buyers | Investors |
| Payment After Sale | Payment received when your organization processes a payment in Latitude for accounts in a sold portfolio. This amount is in addition to the "Received Payment" amount. | Buyers | Investors |
| Payment Commission | Commission earned for a payment that your organization processed in Latitude for accounts from a purchased portfolio. The commission is based on the rate specified in the contract terms.<br>The system reduces the payment commissions withheld from accounts forwarded using AIM by the percentage that the forwarded agency withheld. | Management | Investors |
| Purchase Commission | Commission earned on the portfolio purchase based on the rate specified in the contract terms. The calculation is the purchase commission rate times the purchase amount. | Management | Investors |

| Name | Description | Credit Group Type | Debit Group Type |
|---|---|---|---|
| Putback | Account returned to the seller. | Investors | Sellers |
| Received Payment | Payment received when your organization processes a payment in Latitude or AIM for accounts from a purchased portfolio | Investors | Debtor |
| Received Reversal | Payment reversal received when your organization processes a reversal in Latitude or AIM for accounts from a purchased portfolio. | Debtor | Investors |
| Recourse | Account returned to the seller. | Investors | Sellers |
| Reversal After Sale | Payment reversal received when your organization processes a reversal in Latitude or AIM for accounts from a sold portfolio. | Investors | Buyers |
| Reversal Commission | Commission reversal received when your organization processes a reversal in Latitude for accounts from a purchased portfolio.<br>The system reverses the commission when the contract terms specify a payment commission and your organization charged the investor a commission on the payment. | Investors | Management |
| Sale Commission | Commission earned on the portfolio sale based on the rate specified in the contract terms. The calculation is the sales commission rate times the total account balance dollar amount. | Management | Investors |
| Sales | Sales amount. The calculation is the sales rate times the total account balance dollar amount. | Investors | Buyers |
| Skip Trace | Cost for obtaining skip trace information for the account. | N/A | Investors |

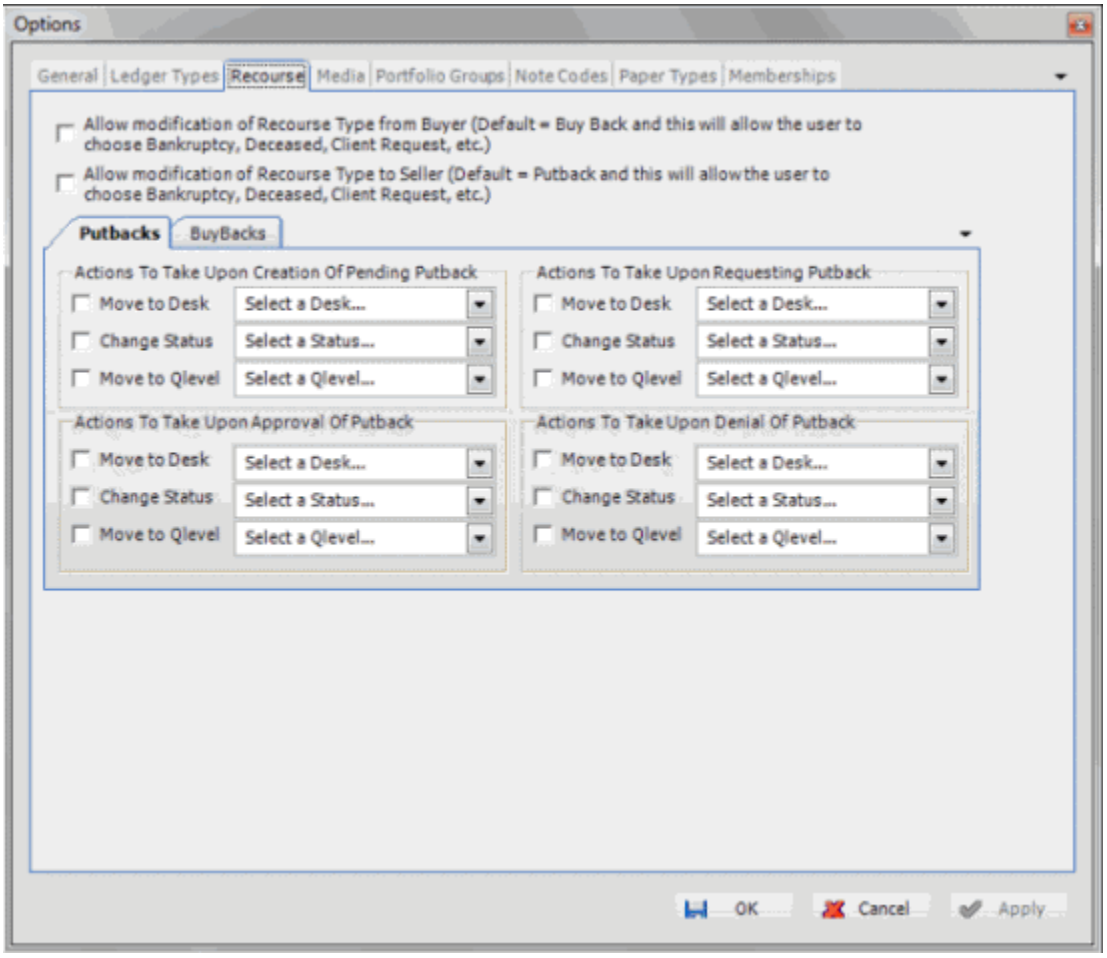
## Configure Recourse Options

Use the **Recourse** tab on the **Options** window to specify how Portfolio Manager processes pending, approved, requested, and denied recourses for putbacks and buybacks.

**To configure recourse options**

1. In the menu bar, click **Tools** > **Options**.

2. Click the **Recourse** tab.




**Allow modification of Recourse Type from Buyer:** If selected, allows you to specify a buyback ledger type. If cleared, the default buyback ledger type applies to all buyer recourse entries.

**Allow modification of Recourse Type to Seller:** If selected, allows you to specify a putback ledger type. If cleared, the default putback ledger type applies to all seller recourse entries.

**Move to Desk:** If selected, specify the desk to assign to the accounts when the corresponding action occurs.

**Change Status:** If selected, specify the status to assign to the accounts when the corresponding action occurs.

**Move to Qlevel:** If selected, specify the queue level to assign to the accounts when the corresponding action occurs.

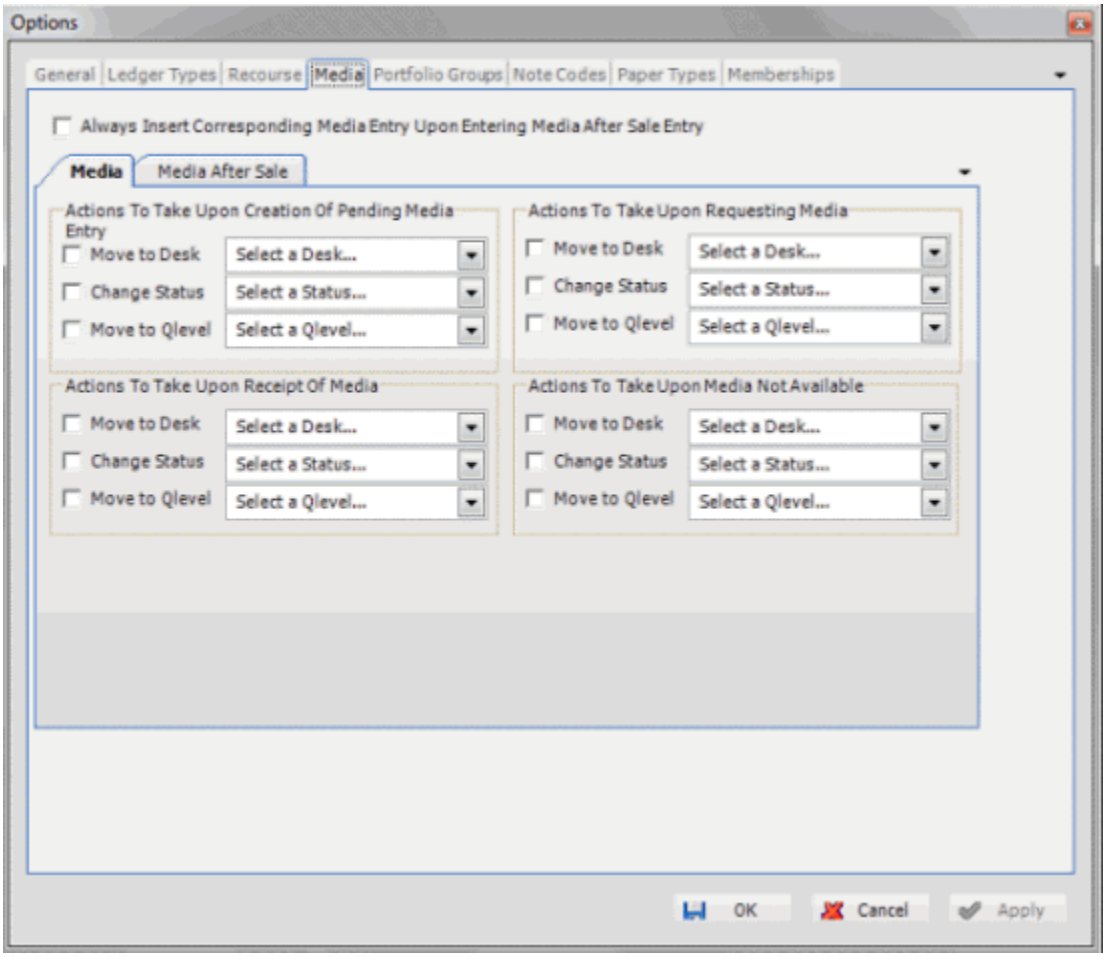
3. On the **Putbacks** tab, complete the information and then click the **BuyBacks** tab.
4. On the **BuyBacks** tab, complete the information and then click **OK**.

## Configure Media Options

Use the **Media** tab on the **Options** window to specify how Portfolio Manager processes pending, received, and requested media from the seller and to the buyer. Media consists of paper and electronic documents that support the debt (for example, original application, payment history, signed contract).

**To configure media options**

1. In the menu bar, click **Tools** > **Options**.
2. Click the **Media** tab.




**Always Insert Corresponding Media Entry Upon Entering Media After Sale Entry:** If selected, inserts a corresponding media ledger type entry when entering a "media after sale" ledger type entry.

**Move to Desk:** If selected, specify the desk to assign to the accounts when the corresponding action occurs.

**Change Status:** If selected, specify the status to assign to the accounts when the corresponding action occurs.

**Move to Qlevel:** If selected, specify the queue level to assign to the accounts when the corresponding action occurs.

3. On the **Media** tab, complete the information and then click the **Media After Sale** tab.
4. On the **Media After Sale** tab, complete the information and then click **OK**.

# Portfolio Groups

## Portfolio Groups

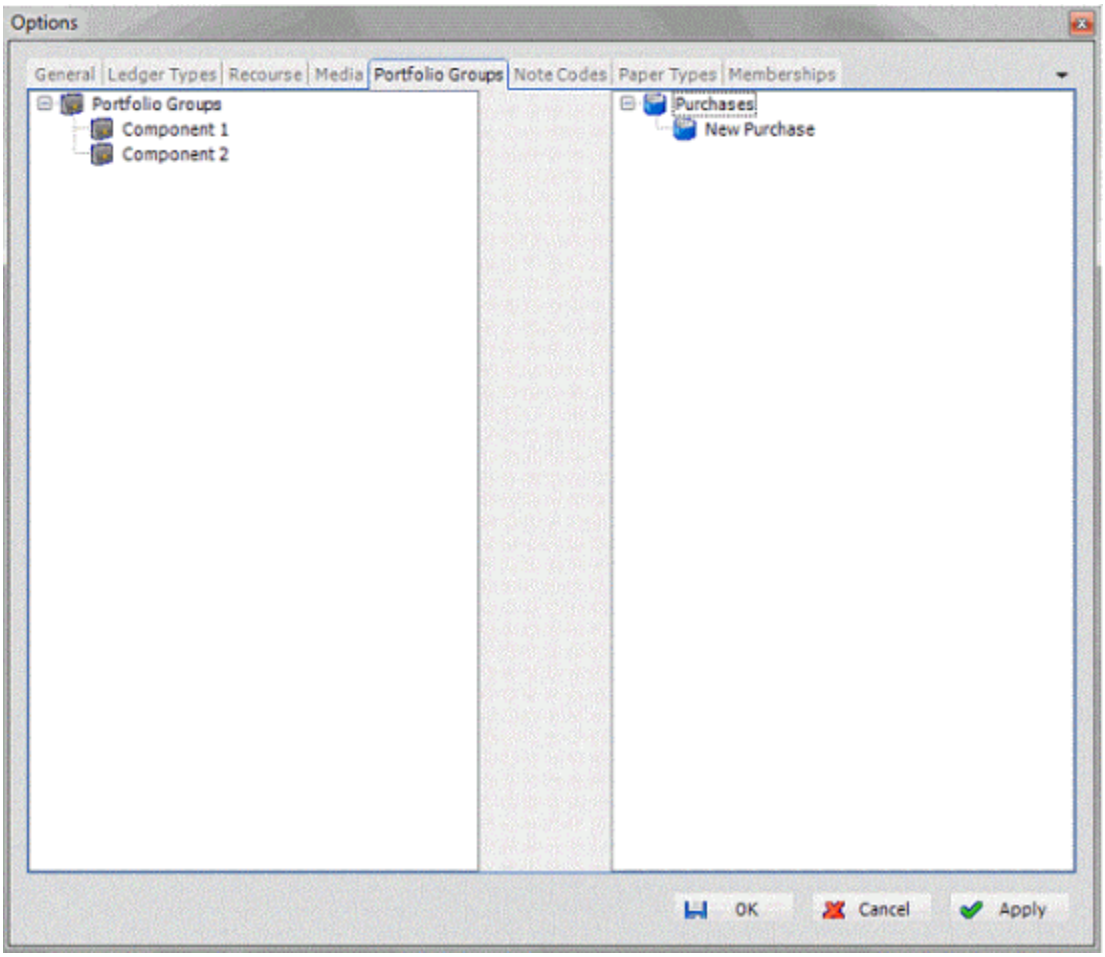
Use the **Portfolio Groups** tab to maintain portfolio groups and their components.

## Add a Component to a Portfolio Group

Use the **Portfolio Groups** tab on the **Options** window to add a component to a portfolio group.

**To add a component to a portfolio group**

1. In the menu bar, click **Tools** > **Options**.
2. Click the **Portfolio Groups** tab.



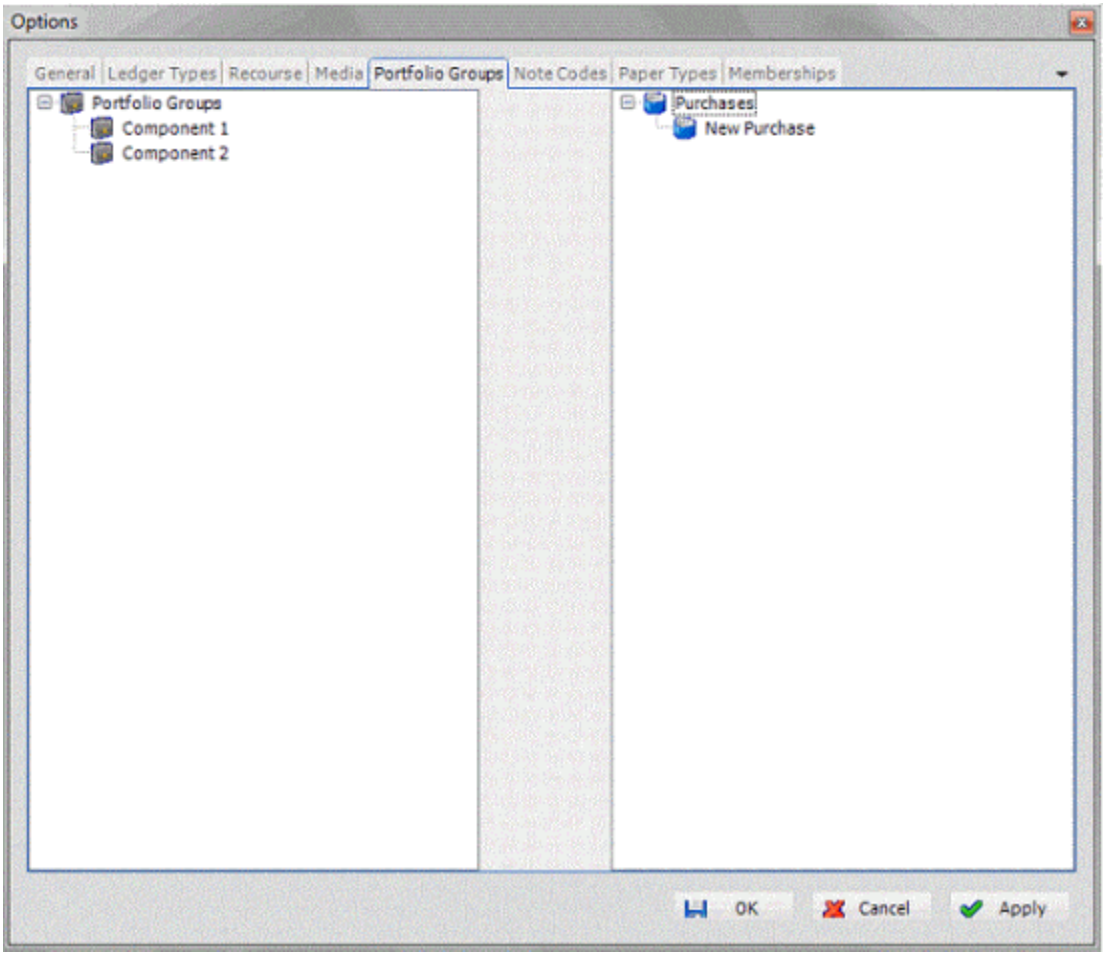

3. Right-click a portfolio group and then click **Add** > **Add Component**.
4. In the box, type over the default text with the component name and then press **Enter**.

## Rename a Component in a Portfolio Group

Use the **Portfolio Groups** tab on the **Options** window to rename a component in a portfolio group.

**To rename a component in a portfolio group**

1. In the menu bar, click **Tools** > **Options**.
2. Click the **Portfolio Groups** tab.



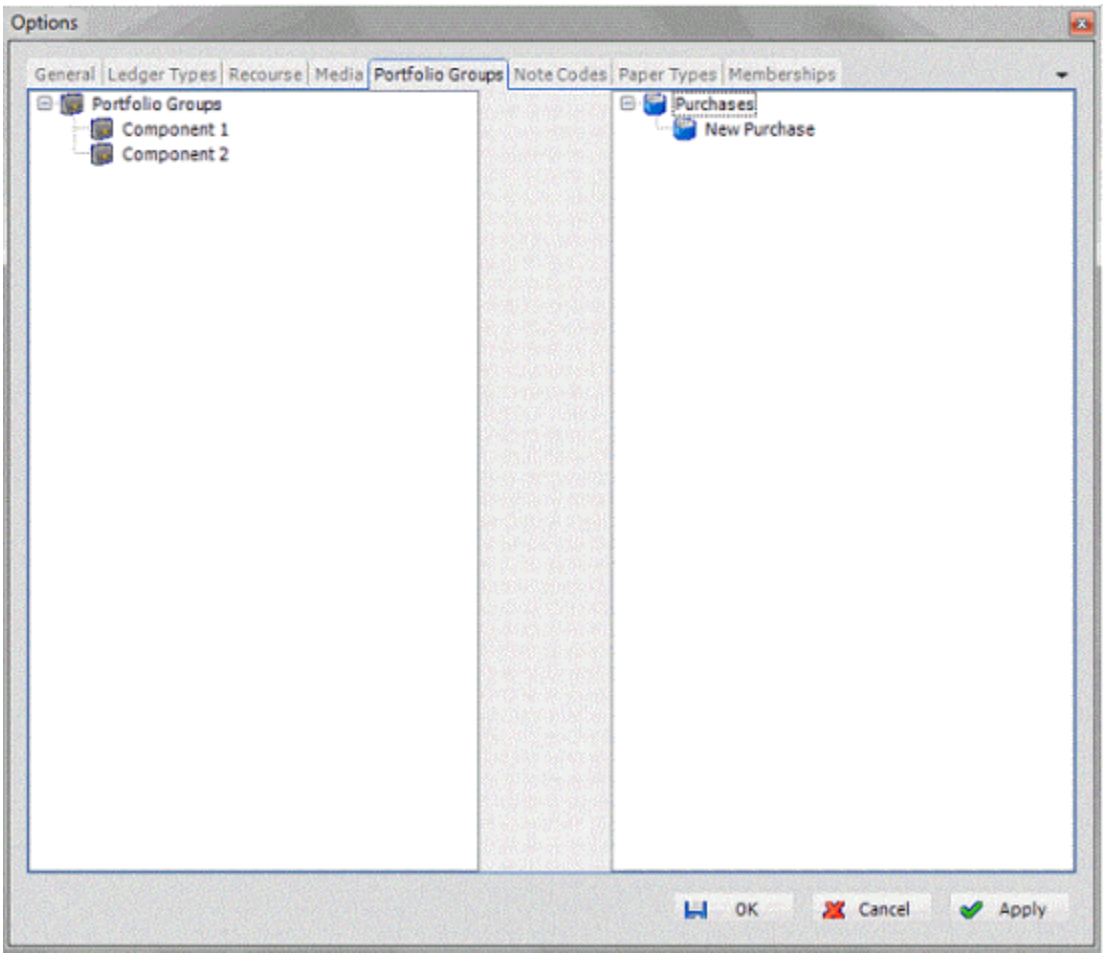

3. Right-click a component and then click **Rename Component**.
4. In the box, type over the existing name with the new name and then press **Enter**.

## Delete a Component From a Portfolio Group

Use the **Portfolio Groups** tab on the **Options** window to delete a component from a portfolio group.

**To delete a component from a portfolio group**

1. In the menu bar, click **Tools** > **Options**.
2. Click the **Portfolio Groups** tab.




3. Right-click a component and then click **Delete Component**.
4. In the confirmation dialog box, click **Yes**.

## Note Codes

### Note Codes

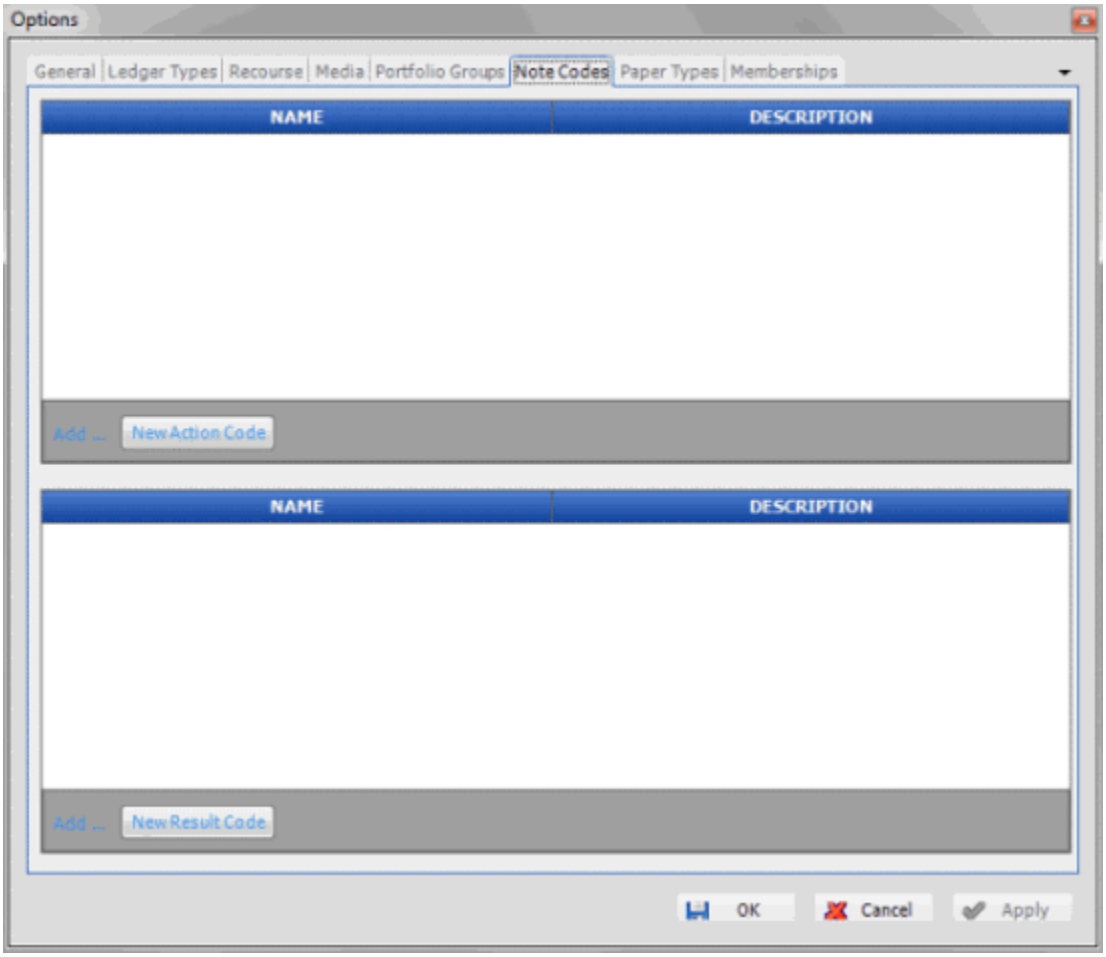
Use the **Note Codes** tab to maintain action and result codes. Action codes indicate the action on an account, while result codes indicate what happened as a result of the action. These codes apply to account notes.

### Add a Note Code

Use the **Note Codes** tab on the **Options** window to add an action or result code.

**To add a note code**

1. In the menu bar, click **Tools** > **Options**.
2. Click the **Note Codes** tab.




3. Do one of the following:

- To add an action code, click **New Action Code**.
- To add a result code, click **New Result Code**.

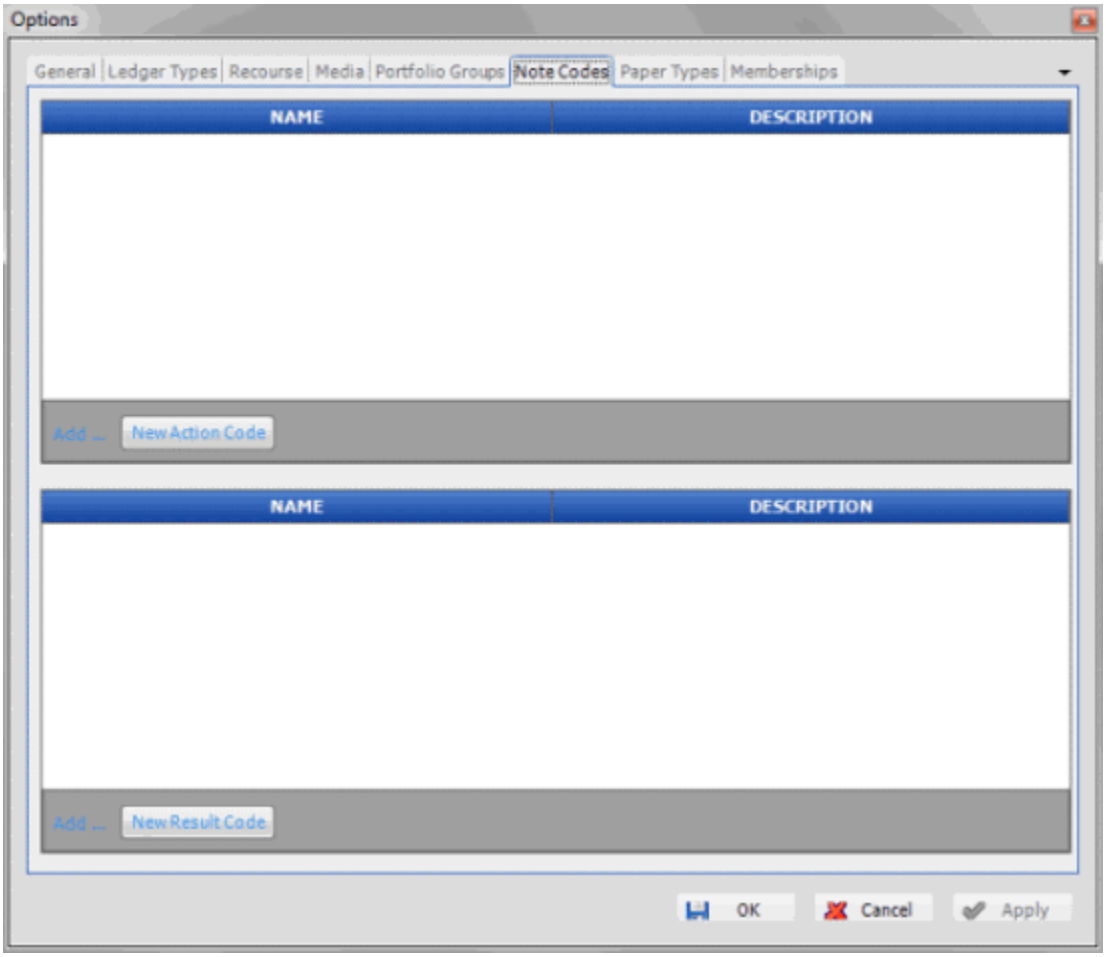
4. Type a name and description for the code and then click **OK**.

## Modify a Note Code

Use the **Note Codes** tab on the **Options** window to modify an action or result code.

**To modify a note code**

1. In the menu bar, click **Tools** > **Options**.
2. Click the **Note Codes** tab.



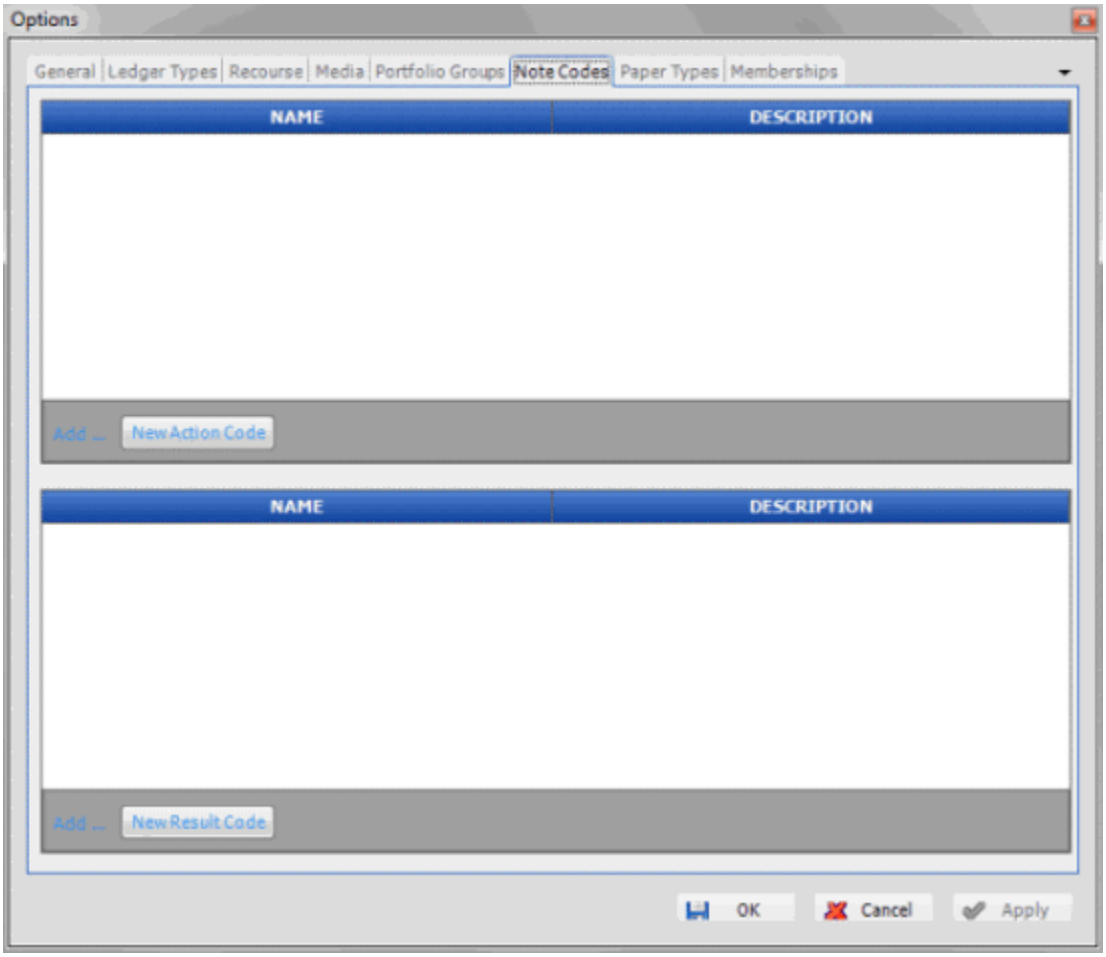

3. In the **Action Code** or **Result Code** data grid, type over the note name and description and then click **OK**.

## Delete a Note Code

Use the **Note Codes** tab on the **Options** window to delete an action or result code.

**To delete a note code**

1. In the menu bar, click **Tools** > **Options**.
2. Click the **Note Codes** tab.




3. In the **Action Code** or **Result Code** data grid, click the row for the note code to delete and then press the **Delete** key.
4. In the confirmation dialog box, click **Yes**.

# Paper Types

## Paper Types

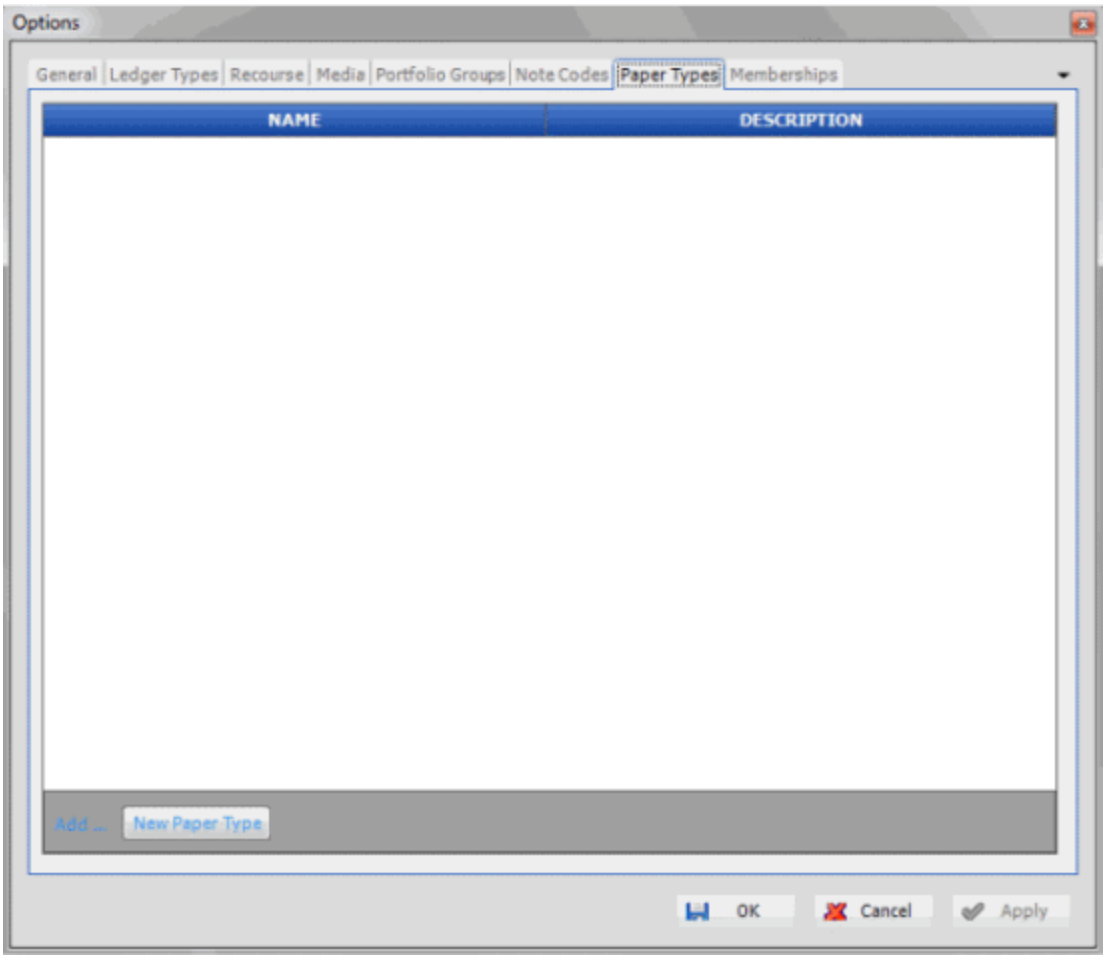
Use the **Paper Types** tab to maintain paper types (for example, student loans, credit cards).

## Add a Paper Type

Use the **Paper Types** tab on the **Options** window to add a paper type.

**To add a paper type**

1. In the menu bar, click **Tools** > **Options**.
2. Click the **Paper Types** tab.



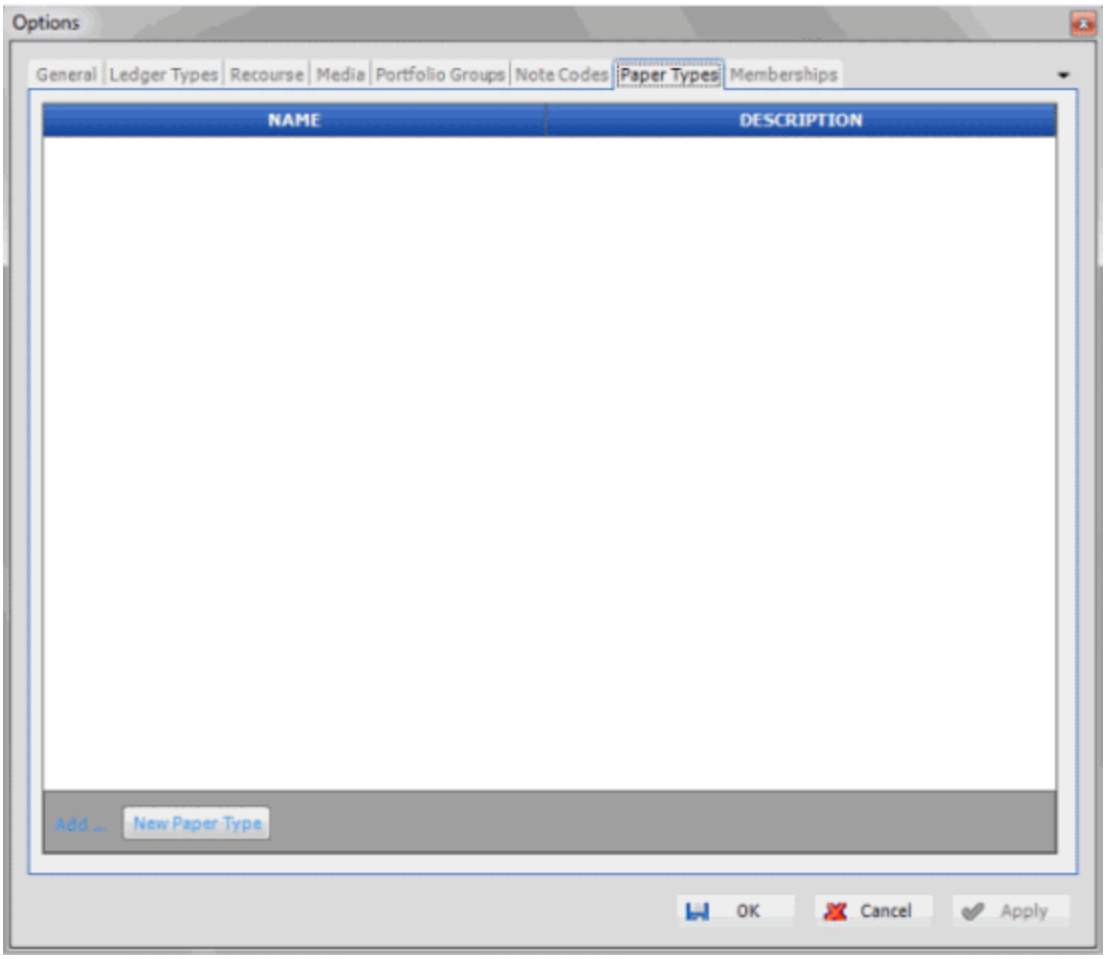

3. Click **New Paper Type**.
4. Type a name and description for the paper type and then click **OK**.

## Modify a Paper Type

Use the **Paper Types** tab on the **Options** window to modify a paper type.

**To modify a paper type**

1. In the menu bar, click **Tools** > **Options**.
2. Click the **Paper Types** tab.



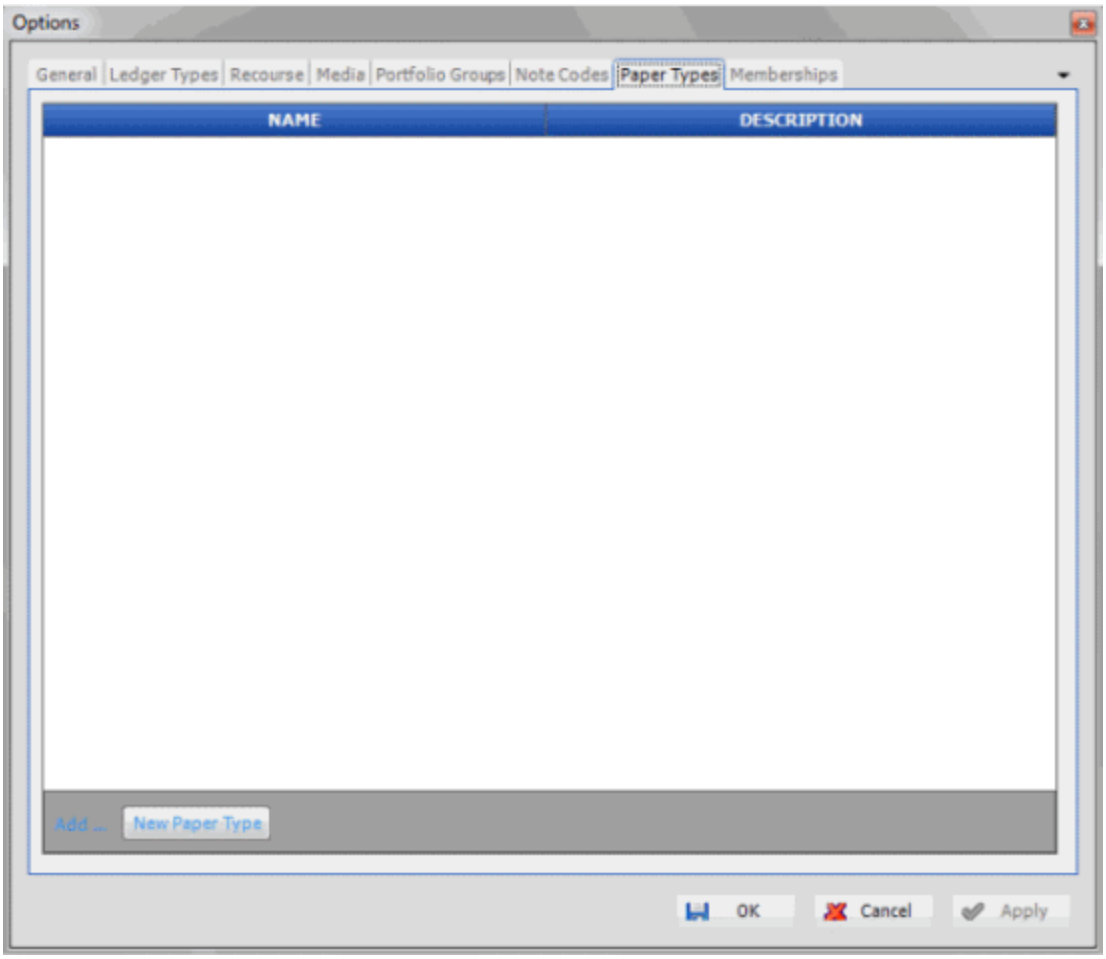

3. In the data grid, type over the note name and description and then click **OK**.

## Delete a Paper Type

Use the **Paper Types** tab on the **Options** window to delete a paper type.

**To delete a paper type**

1. In the menu bar, click **Tools** > **Options**.
2. Click the **Paper Types** tab.




3. In the data grid, click the row for the paper type to delete and then press the **Delete** key.
4. In the confirmation dialog box, click **Yes**.

# Memberships

## Memberships

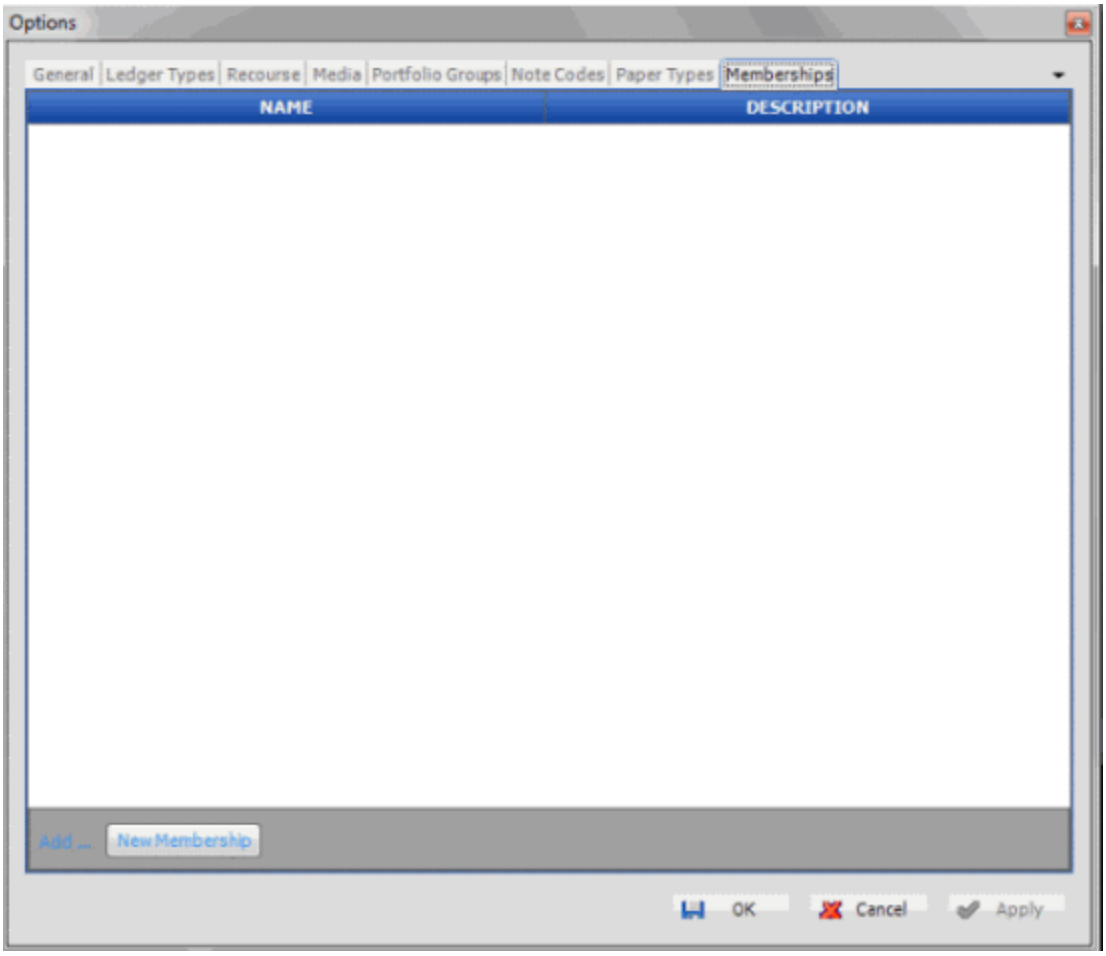
Use the **Memberships** tab to maintain organizations in which buyer, seller, and investor have memberships.

## Add a Membership

Use the **Memberships** tab on the **Options** window to add a membership.

**To add a membership**

1. In the menu bar, click **Tools** > **Options**.
2. Click the **Memberships** tab.



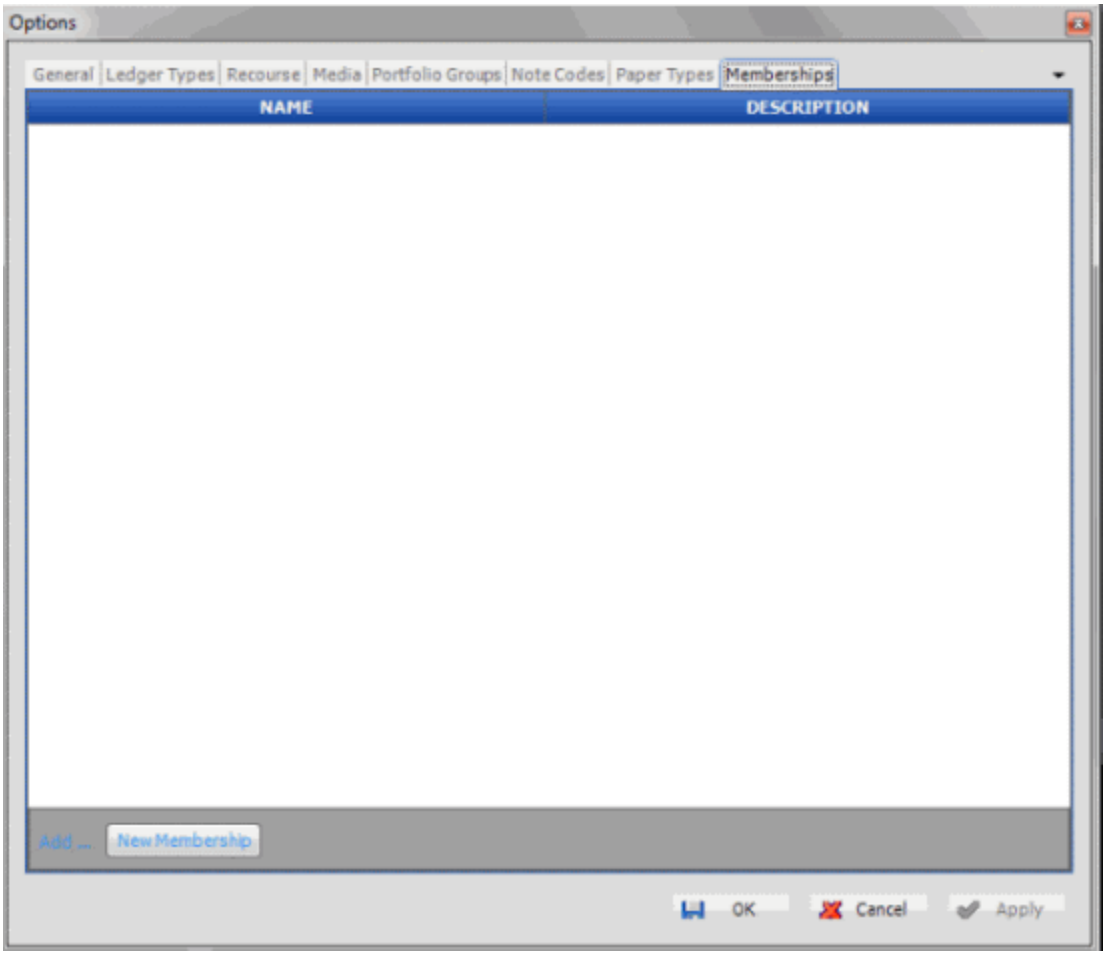

3. Click **New Membership**.
4. Type a name and description for the membership and then click **OK**.

## Modify a Membership

Use the **Memberships** tab on the **Options** window to modify a membership.

**To modify a membership**

1. In the menu bar, click **Tools** > **Options**.
2. Click the **Memberships** tab.



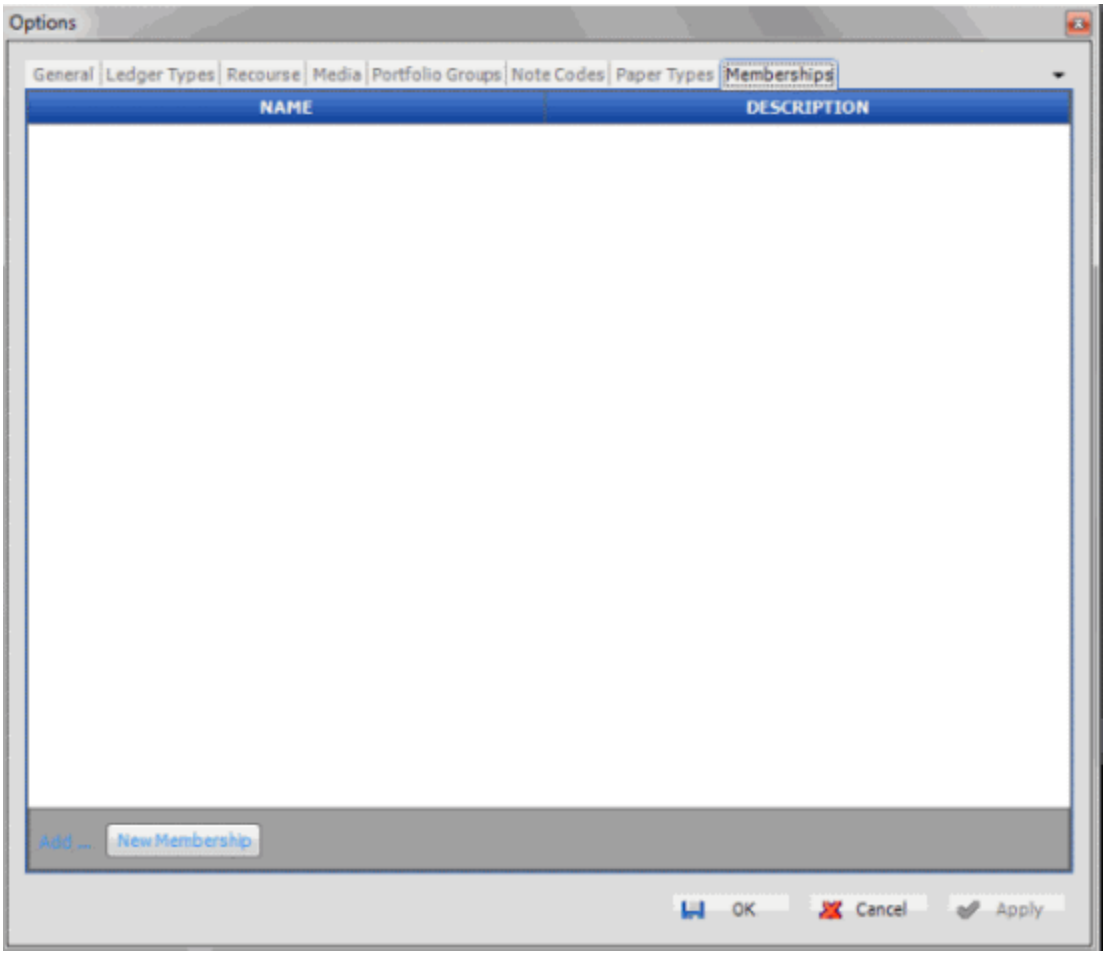

3. In the data grid, type over the membership name and description and then click **OK**.

## Delete a Membership

Use the **Memberships** tab on the **Options** window to delete a membership.

**To delete a membership**

1. In the menu bar, click **Tools** > **Options**.
2. Click the **Memberships** tab.




3. In the data grid, click the row for the membership to delete and then press the **Delete** key.
4. In the confirmation dialog box, click **Yes**.

# Portfolio Management

## Portfolio Management

### Portfolio Management

Use the **Navigation Explorer** pane to manage buyers, sellers, investors, purchases, sales, and samples.

### Buyers

The [**Buyer Name**] pane contains several tabs that allow you to maintain buyer information, and view the sold portfolios linked to the buyer. Use the tabs to do the following:

- Maintain Demographic Information
- Maintain Miscellaneous Extra Data
- Maintain Contacts
- View a List of Portfolios
- Maintain Attachments

- Maintain Import File Configurations
- Maintain Export File Configurations
- Maintain Notes

## Investors

The [**Investor Name**] pane contains several tabs that allow you to maintain investor information, and view a pie chart of the investor's portfolios. Use the tabs to do the following:

- Maintain Demographic Information
- Maintain Miscellaneous Extra Data
- Maintain Contacts
- View a Pie Chart of Portfolios
- Maintain Attachments
- Maintain Notes

## Sellers

The [**Seller Name**] pane contains several tabs that allow you to maintain seller information, and view the purchased portfolios linked to the seller. Use the tabs to do the following:

- Maintain Demographic Information
- Maintain Miscellaneous Extra Data
- Maintain Contacts
- View a List of Portfolios
- Maintain Attachments
- Maintain Import File Configurations
- Maintain Export File Configurations
- Maintain Notes

## Purchases

The [**Purchase Name**] pane contains several tabs that allow you to maintain information for purchased portfolios. Use the tabs to do the following:

- Maintain a Purchased Portfolio
- Modify Contract Terms
- View Performance and ROI
- Maintain Ledger Items
- Select Accounts

- Maintain Attachments
- Maintain Notes
- Maintain Miscellaneous Extra Data
- Stratitude

## Sales

The [**Sale Name**] pane contains several tabs that allow you to maintain information for sold portfolios. Use the tabs to do the following:

- Maintain a Sold Portfolio
- Modify Contract Terms
- Select Accounts
- Maintain Attachments
- Maintain Notes
- Maintain Miscellaneous Extra Data
- Stratitude

## Samples

The [**Sample Name**] pane contains several tabs that allow you to maintain information for sample portfolios, and convert the samples to sold portfolios. Use the tabs to do the following:

- Maintain a Sample Portfolio
- Modify Contract Terms
- Select Accounts
- Maintain Attachments
- Maintain Notes
- Maintain Miscellaneous Extra Data
- Stratitude

## Folders

### Folders

Portfolio Manager uses folders in several areas to organize information. For example, you can create a folder for a company and add that company's buyer contacts to the folder. Folders are available for the following:

- Buyers
- Sellers
- Investors

- Purchases
- Sales
- Samples
- Portfolio Groups

## Add a Folder

Certain places within Portfolio Manager (such as the **Navigation Explorer** pane) allow you to add a folder to organize information.

**To add a folder**

1. Do one of the following:

- In the **Navigation Explorer** pane, click **Buyers**, **Sellers**, **Investors**, **Purchases**, **Sales**, or **Samples**.
- In the menu bar, click **Tools** > **Options** and then click the **Portfolio Groups** tab.

2. Right-click a group or folder and then click **Add** > **Add Folder**.
3. In the box, type over the default text with the folder name and then press **Enter**.

## Rename a Folder

Certain places within Portfolio Manager (such as the **Navigation Explorer** pane) contain folders that you can rename.

**To rename a folder**

1. Do one of the following:

- In the **Navigation Explorer** pane, click **Buyers**, **Sellers**, **Investors**, **Purchases**, **Sales**, or **Samples**.
- In the menu bar, click **Tools** > **Options** and then click the **Portfolio Groups** tab.

2. Right-click a folder and then click **Rename Folder**.
3. In the box, type over the existing folder name with the new folder name and then press **Enter**.

## Delete a Folder

Certain places within Portfolio Manager (such as the **Navigation Explorer** pane) contain folders that you can delete.

**To delete a folder**

1. Do one of the following:

- In the **Navigation Explorer** pane, click **Buyers**, **Sellers**, **Investors**, **Purchases**, **Sales**, or **Samples**.
- In the menu bar, click **Tools** > **Options** and then click the **Portfolio Groups** tab.

2. Right-click a folder and then click **Delete** > **Delete Folder**.
3. In the confirmation dialog box, click **Yes**.

# Records

## Records

Use the **Navigation Explorer** pane to add the following types of records to Portfolio Manager:

- Buyers
- Sellers
- Investors
- Purchases
- Sales
- Samples
- Portfolio Groups

## Add a Record

Use the **Navigation Explorer** pane to add a buyer, seller, investor, purchased portfolio, sold portfolio, or sample portfolio.

**To add a record**

1. In the **Navigation Explorer** pane, click **Buyers**, **Sellers**, **Investors**, **Purchases**, **Sales**, or **Samples**.
2. Right-click a group or folder and then click **Add** > **Add [record name]**.
3. In the box, type over the default text with the record name and then press **Enter**.

## Rename a Record

Use the **Navigation Explorer** pane to rename a buyer, seller, investor, purchased portfolio, sold portfolio, or sample portfolio.

**To rename a record**

1. In the **Navigation Explorer** pane, click **Buyers**, **Sellers**, **Investors**, **Purchases**, **Sales**, or **Samples**.
2. Right-click a record name and then click **Rename [record name]**.
3. In the box, type over the default text with the record name and then press **Enter**.

## Delete a Record

Use the **Navigation Explorer** pane to delete a buyer, seller, investor, purchased portfolio, sold portfolio, or sample portfolio.

**To delete a record**

1. In the **Navigation Explorer** pane, click **Buyers**, **Sellers**, **Investors**, **Purchases**, **Sales**, or **Samples**.
2. Right-click a record name and then click **Delete [record name]**.
3. In the confirmation dialog box, click **Yes**.

# Demographic Information

## Demographic Information

Use the **General** tab to maintain demographic information for:

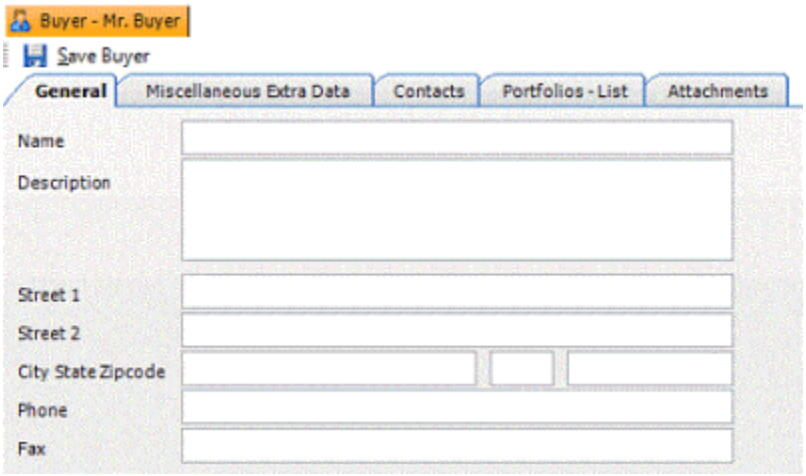
- Buyers
- Sellers
- Investors

## Maintain Demographic Information

Use the **General** tab to maintain demographic information for a buyer, seller, or investor.

**To maintain demographic information**

1. In the **Navigation Explorer** pane, click **Buyers**, **Sellers**, or **Investors**.
2. Double-click a record name. The information appears in the **Information** pane.
3. Click the **General** tab.




**Name:** Person's company name.

**Description:** Description of the company, other company name, subsidiary, or other related information.

**Street 1:** First line of the company's street address.

**Street 2:** Second line of the company's street address.

**City State Zipcode:** Company's city, state, and ZIP Code.

**Phone:** Company's telephone number, including area code.

**Fax:** Company's fax number, including area code.

4. Complete the information and then, in the toolbar, click **Save [Record Name]**.

# Miscellaneous Extra Data

## Miscellaneous Extra Data

Use the **Miscellaneous Extra Data** tab to view miscellaneous extra data, which represents information related to an account that you cannot record elsewhere within the system. You can view miscellaneous extra data for:

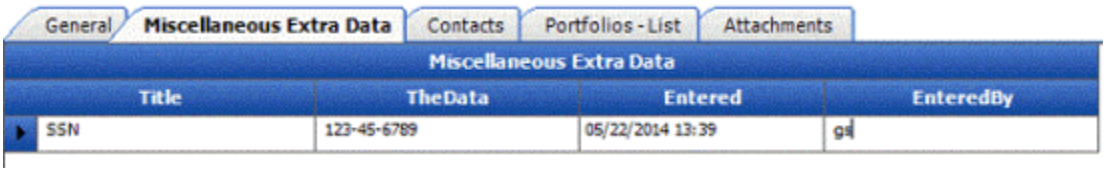
- Buyers
- Sellers
- Investors
- Purchases
- Sales
- Samples

## Add Miscellaneous Extra Data

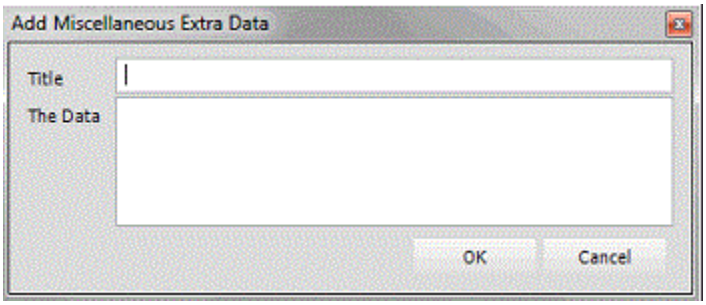
Use the **Add Miscellaneous Extra Data** dialog box to add miscellaneous extra data for a buyer, seller, investor, purchased portfolio, sold portfolio, or sample portfolio.

**To add miscellaneous extra data**

1. In the **Navigation Explorer** pane, click **Buyers, Sellers, Investors, Purchases, Sales, or Samples**.
2. Double-click a record name. The information appears in the **Information** pane.
3. Click the **Miscellaneous Extra Data** tab.




4. Double-click anywhere on the tab.




**Title:** Label that represents the extra data.

**The Data:** Extra data value.

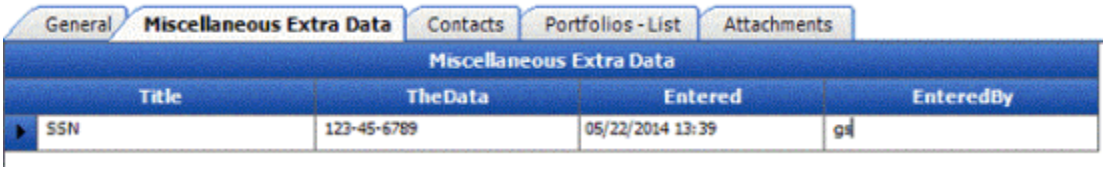
5. Complete the information and then click **OK**.

## Modify Miscellaneous Extra Data

Use the **Miscellaneous Extra Data** tab to modify miscellaneous extra data for a buyer, seller, investor, purchased portfolio, sold portfolio, or sample portfolio.

**To modify miscellaneous extra data**

1. In the **Navigation Explorer** pane, click **Buyers, Sellers, Investors, Purchases, Sales, or Samples**.
2. Double-click a record name. The information appears in the **Information** pane.
3. Click the **Miscellaneous Extra Data** tab.




4. In the data grid, modify the information as necessary.

# Contacts

## Contacts

Use the **Contacts** or **Investors** tab to maintain contact information for:

- Buyers
- Sellers
- Investors

## Add a Contact

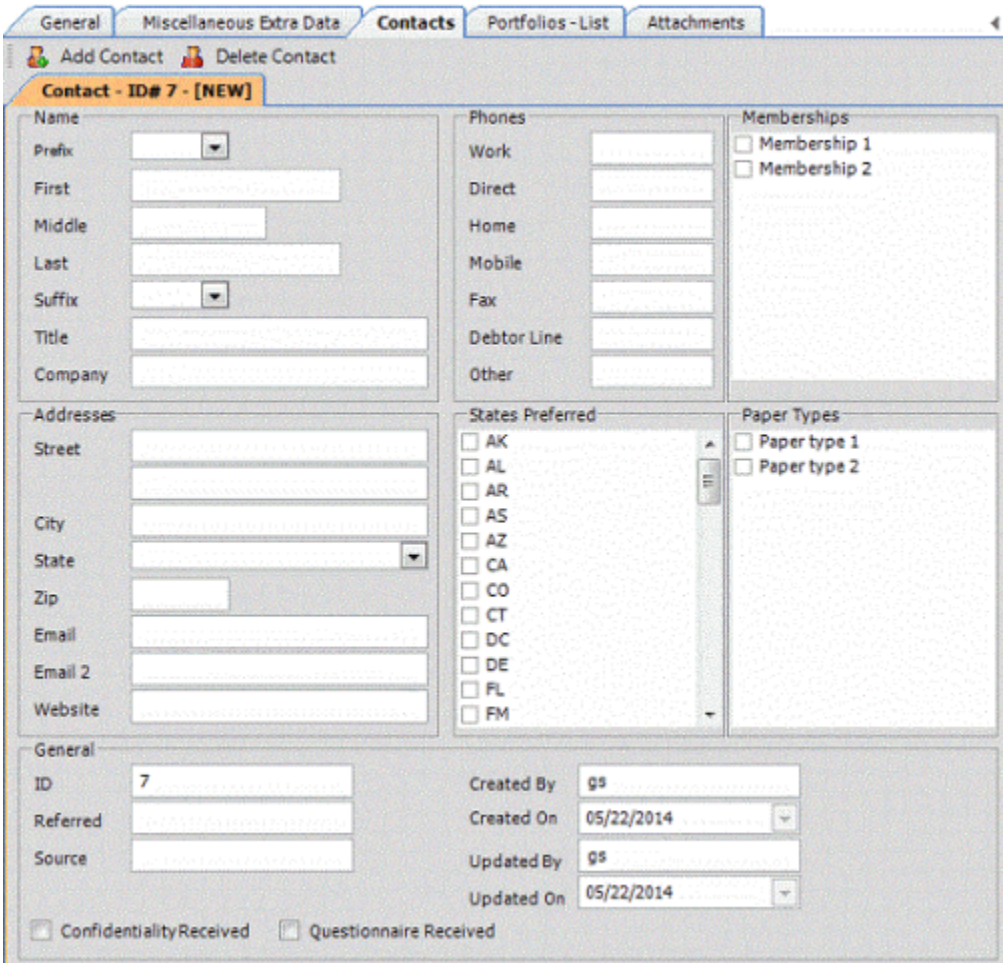
Use the **Contacts** tab to add a contact person for a buyer, seller, or investor.

**To add a contact**

1. In the **Navigation Explorer** pane, click **Buyers**, **Sellers**, or **Investors**.
2. Double-click a record name. The information appears in the **Information** pane.
3. Do one of the following:

- For a buyer or seller, click the **Contacts** tab and then, in the toolbar, click **Add Contact**.
- For an investor, click the **Investors** tab and then, in the toolbar, click **Add Investor**.

The system adds a contact tab and assigns a unique ID to the contact.




**Name:** Contact person's name, business title, and company name.

**Addresses:** Contact person's mailing address, email address, and company website.

**General**

**ID:** Unique code that the system assigned to identify the contact.

**Referred:** Person who referred the portfolio.

**Source:** Source of the referral.

**Investor %:** Percent of the portfolio this contact person owns. This amount must total 100% for all investors in the group. This box appears for Investors only.

**Confidentiality Received:** If selected, you received the signed confidentiality agreement.

**Questionnaire Received:** If selected, you received the completed questionnaire.

**Created by:** User who added the contact.

**Created on:** Date the user added the contact.

**Updated by:** User who updated the contact.

**Updated on:** Date the user updated the contact.

**Phones:** Contact person's telephone numbers.

**States Preferred:** If selected, the contact's preferred states (for example, states where the contact is licensed).

**Memberships:** If selected, the contact person has a membership in the organization (for example, American Collectors Association).

**Paper Types:** If selected, the portfolio contains the paper type (for example, student loans, credit cards).

4. Complete the information.

## Modify a Contact

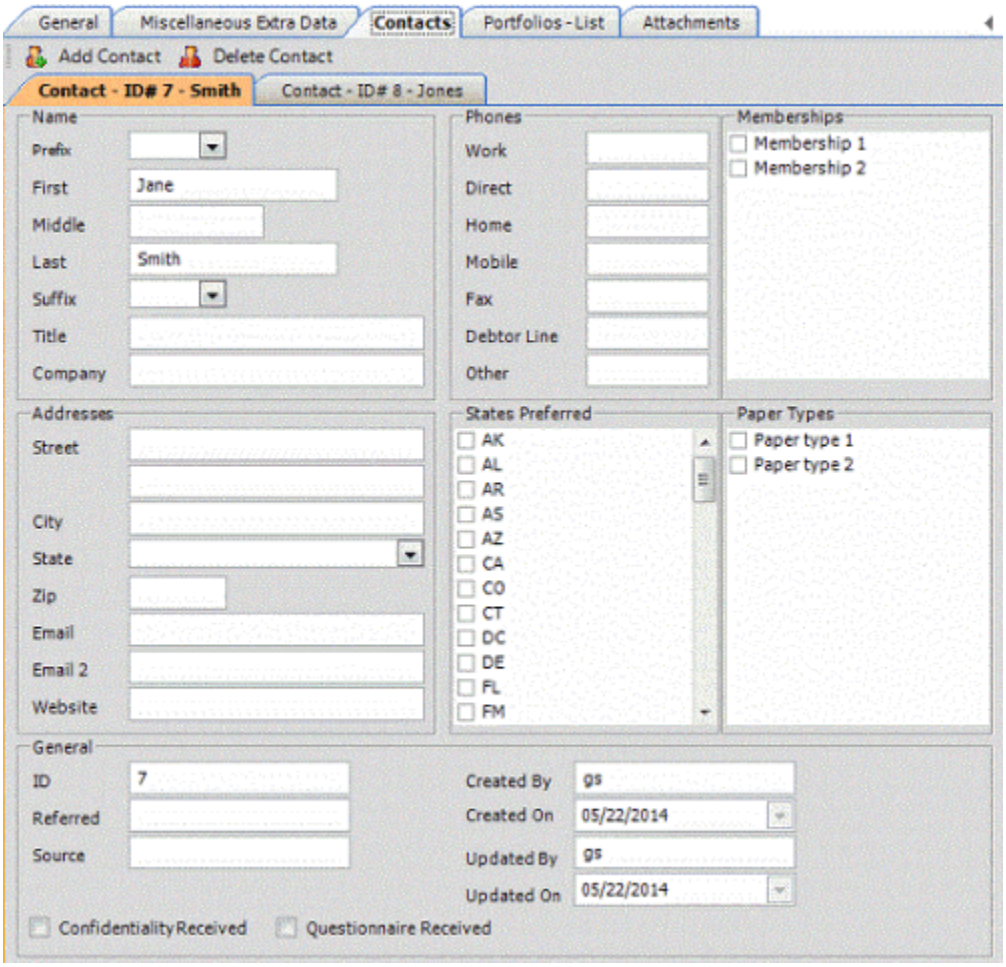
Use the **Contacts** tab to modify a contact person for a buyer, seller, or investor.

**To modify a contact**

1. In the **Navigation Explorer** pane, click **Buyers**, **Sellers**, or **Investors**.
2. Double-click a record name. The information appears in the **Information** pane.
3. Do one of the following:

- For a buyer or seller, click the **Contacts** tab.
- For an investor, click the **Investors** tab.

4. Click the tab for the contact to modify.




**Name:** Contact person's name, business title, and company name.

**Addresses:** Contact person's mailing address, email address, and company website.

**General**

**ID:** Unique code that the system assigned to identify the contact.

**Referred:** Person who referred the portfolio.

**Source:** Source of the referral.

**Investor %:** Percent of the portfolio this contact person owns. This amount must total 100% for all investors in the group. This box appears for Investors only.

**Confidentiality Received:** If selected, you received the signed confidentiality agreement.

**Questionnaire Received:** If selected, you received the completed questionnaire.

**Created by:** User who added the contact.

**Created on:** Date the user added the contact.

**Updated by:** User who updated the contact.

**Updated on:** Date the user updated the contact.

**Phones:** Contact person's telephone numbers.

**States Preferred:** If selected, the contact's preferred states (for example, states where the contact is licensed).

**Memberships:** If selected, the contact person has a membership in the organization (for example, American Collectors Association).

**Paper Types:** If selected, the portfolio contains the paper type (for example, student loans, credit cards).

5. Modify the information as necessary.

## Delete a Contact

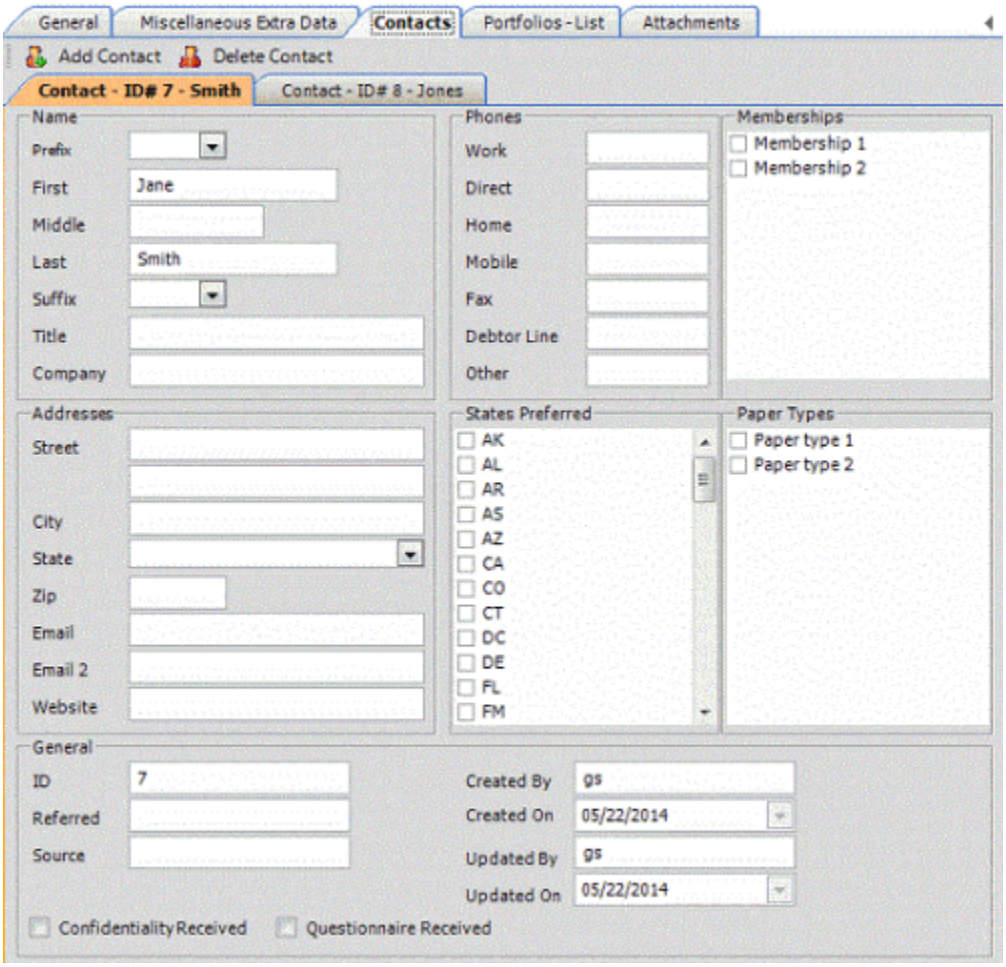
Use the **Contacts** tab to delete a contact person for a buyer, seller, or investor.

**To delete a contact**

1. In the **Navigation Explorer** pane, click **Buyers**, **Sellers**, or **Investors**.
2. Double-click a record name. The information appears in the **Information** pane.
3. Do one of the following:

- For a buyer or seller, click the **Contacts** tab.
- For an investor, click the **Investors** tab.

4. Click the tab for the contact to delete.




5. In the toolbar, click **Delete Contact**.

## Portfolios

### Portfolios

Use the **Portfolios** tab to view a list or pie chart (investors only) of portfolios for:

- Buyers
- Sellers
- Investors

### View a List of Portfolios

Use the **Portfolios - List** tab to view a list of portfolios for a buyer or seller.

**To view a list of portfolios**

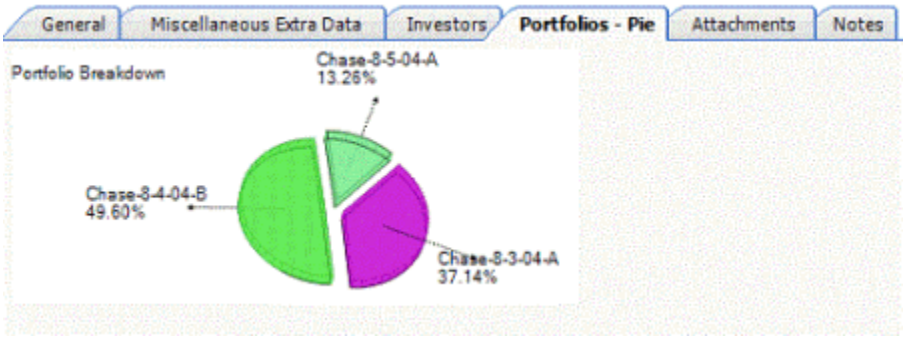
1. In the **Navigation Explorer** pane, click **Buyers** or **Sellers**.
2. Double-click a buyer or seller name. The information appears in the **Information** pane.
3. Click the **Portfolios - List** tab.

## View a Pie Chart of Portfolios

Use the **Portfolios - Pie** tab to view a pie chart representation of an investor's portfolios. The pie chart shows the percentage of the investor group's capital that the group invested in purchased portfolios.

**To view a pie chart of portfolios**

1. In the **Navigation Explorer** pane, click **Investors**.
2. Double-click a record name. The information appears in the **Information** pane.
3. Click the **Portfolios - Pie** tab.




# Attachments

## Attachments

Use the **Attachments** tab to attach supporting documents to:

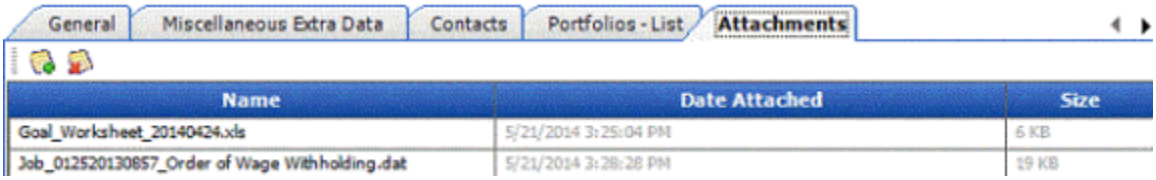
- Buyers
- Sellers
- Investors
- Purchases
- Sales
- Samples

## Attach a File

Use the **Attachments** tab to attach a file to a buyer, seller, investor, purchased portfolio, sold portfolio, or sample portfolio.

**To attach a file**

1. In the **Navigation Explorer** pane, click **Buyers**, **Sellers**, **Investors**, **Purchases**, **Sales**, or **Samples**.
2. Double-click a record name. The information appears in the **Information** pane.
3. Click the **Attachments** tab.



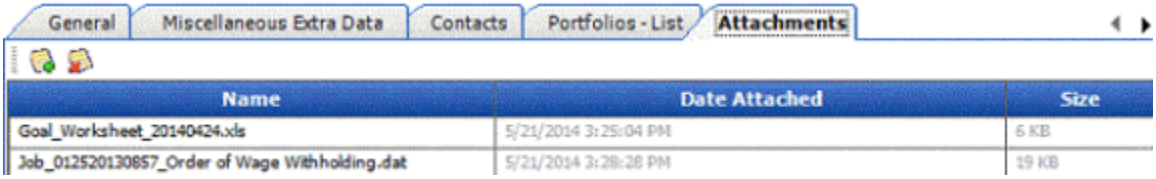

4. In the toolbar, click the **Add** icon.
5. In the dialog box, click the file and then click **Open**.

## View a File Attachment

Use the **Attachments** tab to view a file that is attached to a buyer, seller, investor, purchased portfolio, sold portfolio, or sample portfolio. The file must be a type that your workstation recognizes (for example, Word or Excel).

**To view a file attachment**

1. In the **Navigation Explorer** pane, click **Buyers**, **Sellers**, **Investors**, **Purchases**, **Sales**, or **Samples**.
2. Double-click a record name. The information appears in the **Information** pane.
3. Click the **Attachments** tab.



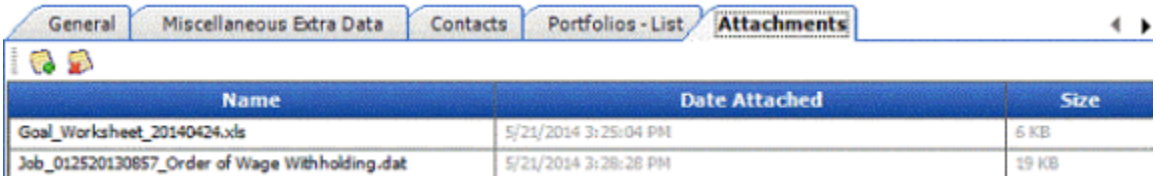

4. In the data grid, double-click the file name. The file opens in the associated program.

## Delete a File Attachment

Use the **Attachments** tab to delete a file attachment from a buyer, seller, investor, purchased portfolio, sold portfolio, or sample portfolio.

**To delete a file attachment**

1. In the **Navigation Explorer** pane, click **Buyers**, **Sellers**, **Investors**, **Purchases**, **Sales**, or **Samples**.
2. Double-click a record name. The information appears in the **Information** pane.
3. Click the **Attachments** tab.



4. In the data grid, click the file attachment to delete.
5. In the toolbar, click the **Delete** icon.
6. In the confirmation dialog box, click **Yes**.

# Import File Configuration

## Import File Configuration

### Import File Configuration

Use the **Import File Configuration** tab to maintain import file layouts for:

- Buyers
- Sellers

You can import:

- New business
- Media requests
- Recourse requests
- Bankruptcy, deceased, fraud
- Payments

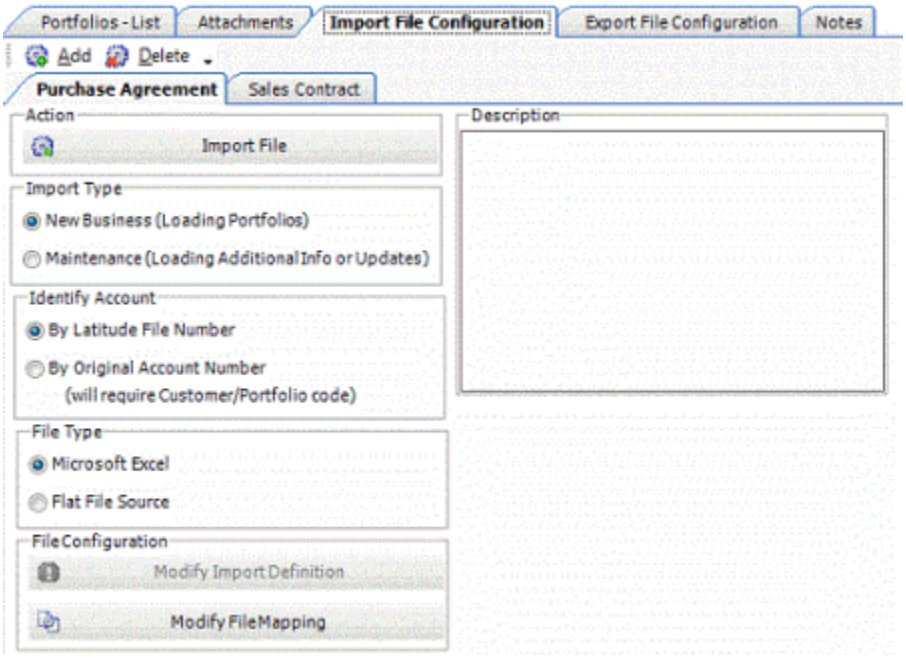
All import functionality on this tab is also available in the **Exchange** program.

### Add an Import File Configuration

Use the **Import File Configuration** tab to add an import file layout for a buyer or seller. Create a separate file configuration for each import file type (for example, new business and media requests). You can import new business using the **Exchange** program and then attach the accounts to the portfolio.

**To add an import file configuration**

1. In the **Navigation Explorer** pane, click **Buyers** or **Sellers**.
2. Double-click a buyer or seller name. The information appears in the **Information** pane.
3. Click the **Import File Configuration** tab.




4. In the toolbar, click **Add**.
5. In the **New File Configuration Name** dialog box, type the name of the file configuration and then click **OK**. The system adds a tab for the new file configuration.
6. In the **Import Type** section, click the type of import file layout to create.
7. In the **Identify Account** section, click the method for identifying accounts.
8. In the **File Type** section, do one of the following:

- To define an Excel file layout, click **Microsoft Excel**.
- To define a flat file layout, click **Flat File Source** and then do the steps to Define an Import File Layout.

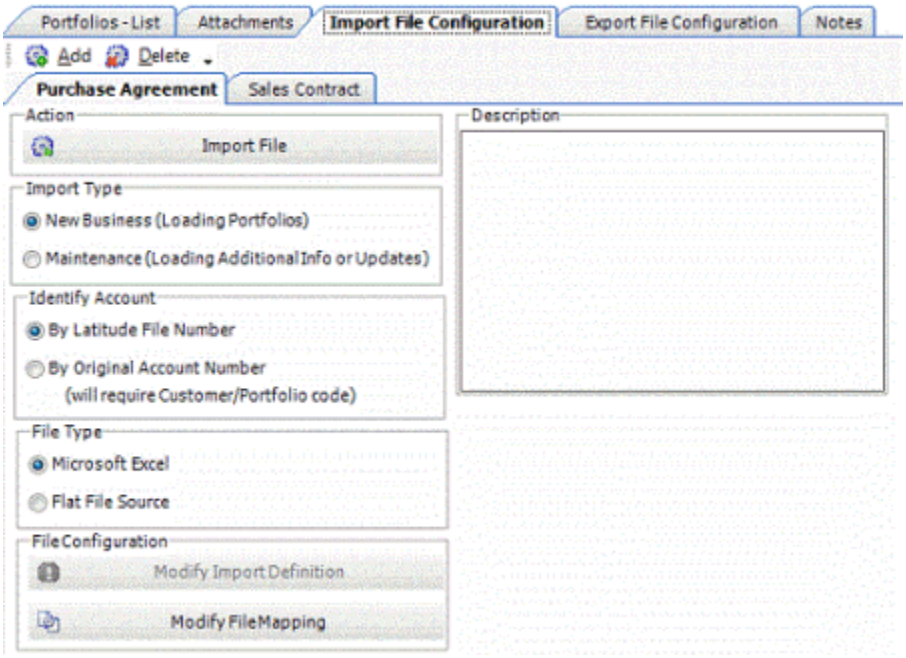
9. Do the steps to Modify an Import File Mapping.
10. In the **Description** box, type a description of the import file layout.

## Modify an Import File Configuration

Use the **Import File Configuration** tab to modify an import file layout for a buyer or seller.

**To modify an import file configuration**

1. In the **Navigation Explorer** pane, click **Buyers** or **Sellers**.
2. Double-click a buyer or seller name. The information appears in the **Information** pane.
3. Click the **Import File Configuration** tab.
4. Click the tab for the import file configuration to modify.



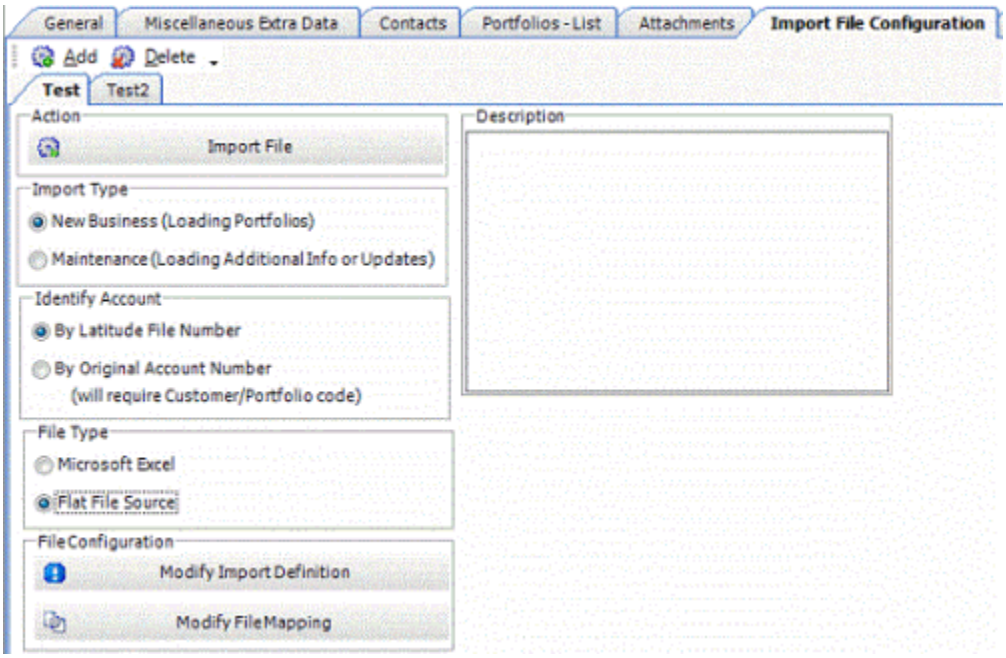

5. Modify the information as necessary. For more information about this tab, see Add an Import File Configuration.

## Define an Import File Layout

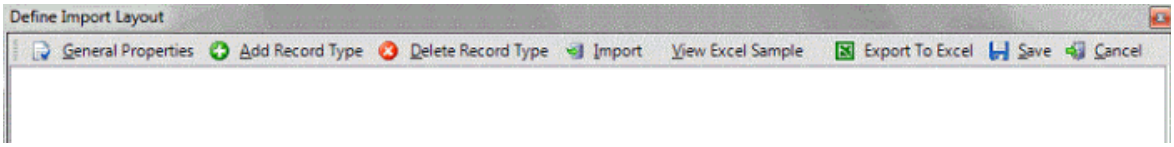
Use the **Define Import Layout** window to define the layout for an import file. For more information about defining a file layout, see the Exchange documentation.

**To define an import file layout**

1. On the **Import File Configuration** tab, in the **File Type** section, click **Flat File Source**.



2. In the **File Configuration** section, click **Modify Import Definition**.




3. To create an Excel file layout, do the following:

a. In the toolbar, click **View Excel Sample**.

b. Save the file to any location and then modify it to reflect the model for the import file.

c. Delete unused worksheets and save the Excel file.

d. Do the next step to import the file layout.

4. To specify a pre-defined import file layout (such as the one you created in the previous step), do the following:

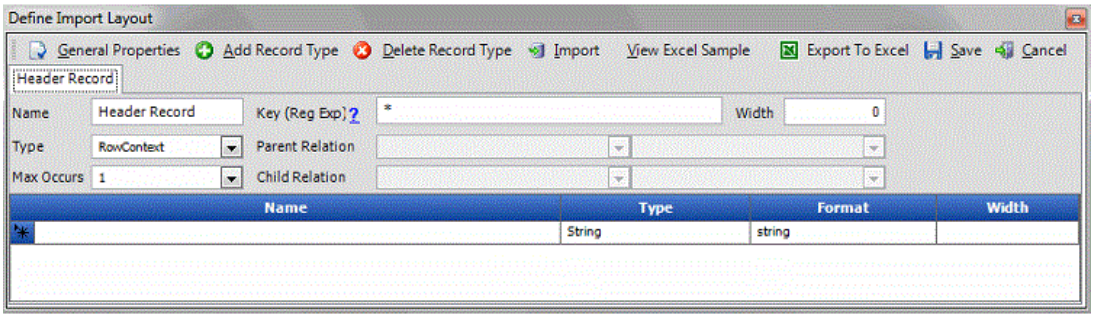
. In the toolbar, click **Import**.

a. Click the file that contains the import file layout and then click **Open**.

5. To create the file layout (instead of using a pre-existing layout), do the following:

. In the toolbar, click **Add Record Type**.

a. In the **New Record Table Name** dialog box, type the name of the record (without spaces.) The record name appears as a tab in the **Define Import Layout** window.




**Name**: Name that identifies the field.

**Type**: Type of data the field can contain. Valid values are:

**String:** Text or numeric characters.

**Integer:** Numbers.

**Decimal:** Decimal field. Two decimal places accepted by default.

**DateTime:** Date, time, or both.

**Format**: Used to format DateTime and Decimal field types only.

**DateTime** – Format to use other than the standard (M/D/YYYY).

**M**=month, **D**=day, **Y**=year, **H**=hour, **M**=minute, **S**=second (for example, DDMMYYYY)

**Decimal** – If the file includes a decimal or the last 2 integers are decimal places, skip this box. Otherwise:

**nodecimalpoint** = No decimal used.

**signedascii** = Signed ASCII RMS format used.

**nodecimalpointwithsign** = Plus or minus sign used at end of integer.

**Note**: Some input strings that need complicated alteration or parsing before import could require custom programming.

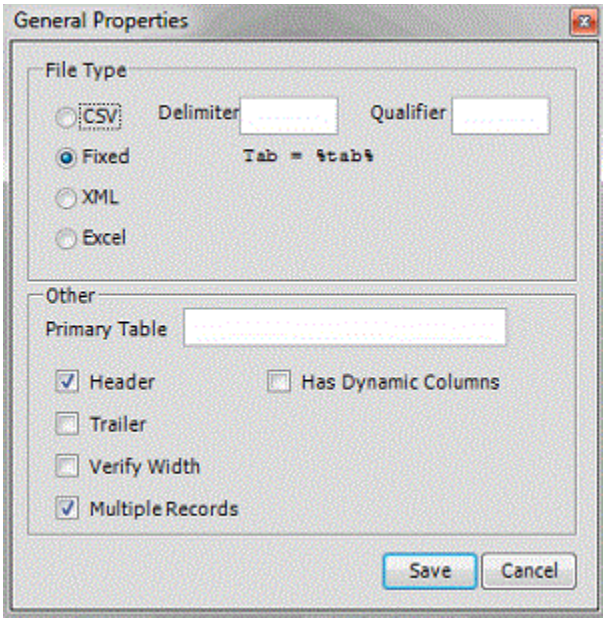
**Width**: Maximum length of the data in the field.

c. In the data grid, click in the **Name** column of the blank row and then complete the information for the first field in the record.

d. Press **Tab** to create a blank row for the next field in the record and complete the information. Repeat as necessary.

6. To specify the general properties for the file layout, do the following:

a. In the toolbar, click **General Properties**.




**CSV**: (Comma-Separated Value.) If selected, the file is a delimited (separated) file. Specify the delimiter and qualifier.

**Delimiter**: Delimiter used to separate records (for example, comma, dash).

**Qualifier**: Qualifier used to specify strings that could have the delimiter contained within (for example, 1234, "Smith, John", ABC).

**Fixed**: If selected, the file is a fixed-length file.

**XML**: If selected, the file is an XML file. Use only with assistance from Latitude by Genesys Support.

**Excel**: If selected, the file is a Microsoft Excel file.

**Primary Table:** Name of the primary table (record). This record is equivalent to a Latitude master record. The system assumes that records between each primary table in the file are dependent records (for example, notes, payment, bankruptcy).

**Header**: If selected, indicates that the file includes a header record.

**Trailer**: If selected, indicates that the file includes a trailer record.

**Verify Width:** If selected, checks to see whether the file width matches the layout width defined.

**Multiple Records:** If selected, indicates that the file contains more than one record type (such as dependent records, header records, trailer records).

**Has Dynamic Columns:** If selected, the file could contain unmapped columns. The system stores extra columns as miscellaneous extra data.

b. Complete the information and then click **Save**.

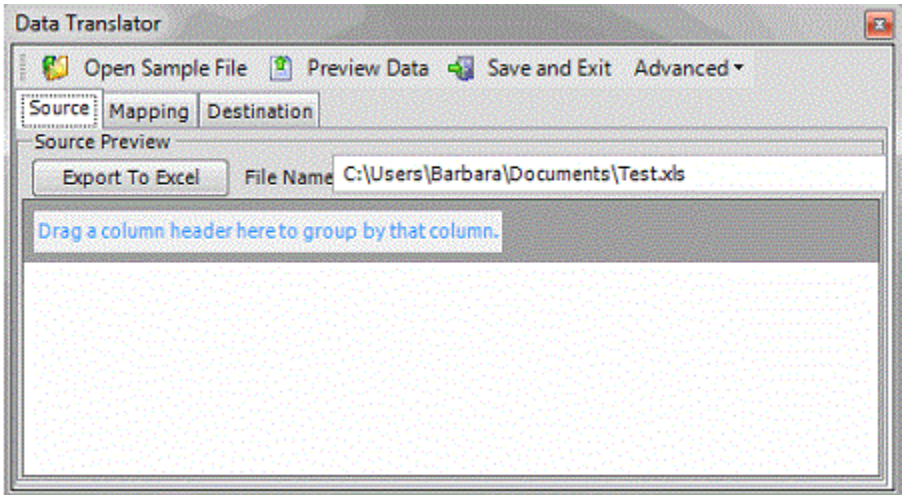
7. In the **Define Import Layout** window, in the toolbar, click **Save**.

## Modify an Import File Mapping

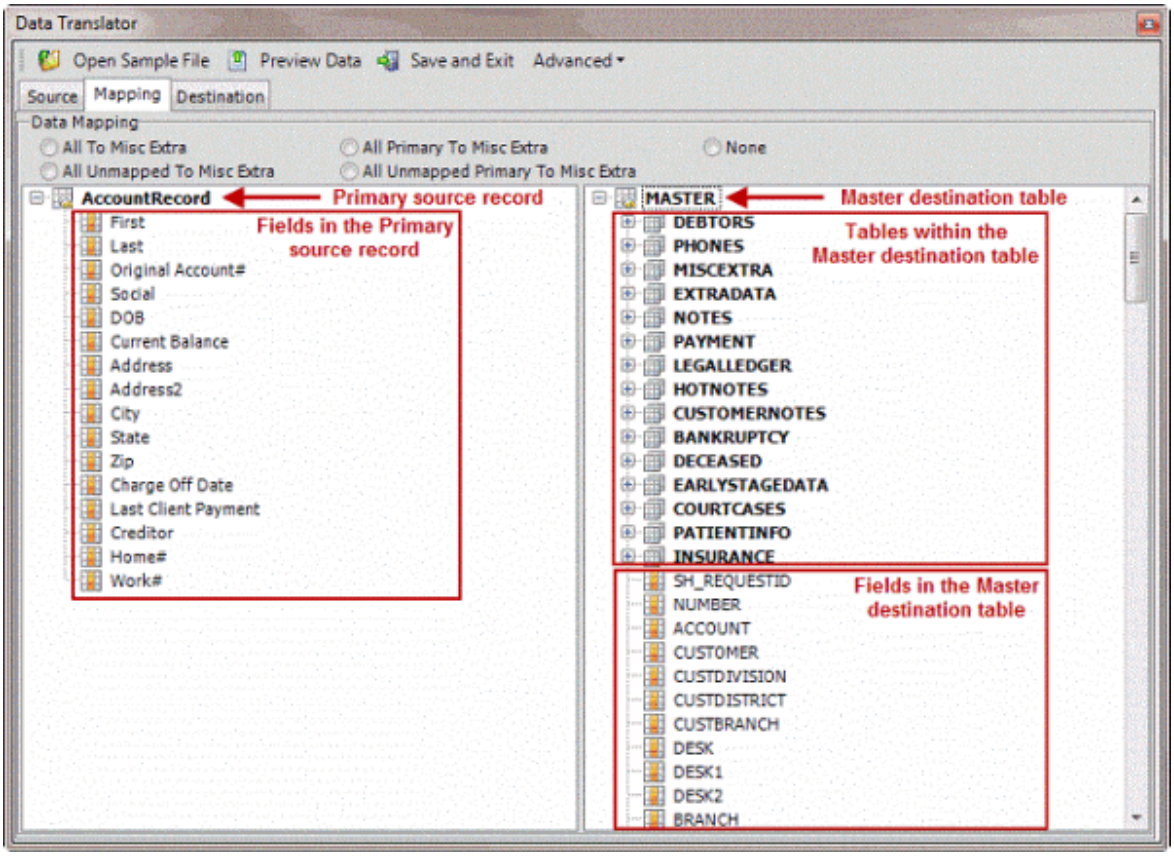
Use the **Data Translator** window to map fields in an import file to fields in the Latitude database. For more information about import file mapping, see the Exchange documentation.

**To modify an import file mapping**

1. On the **Import File Configuration** tab, in the **File Configuration** section, click **Modify File Mapping**.




2. Click the **Mapping** tab.




3. Click one of the following:

   **All to Misc Extra:** If selected, the system adds all fields in the source file to the Miscellaneous Extra Data table, regardless of whether you mapped them.

   **All Unmapped to Misc Extra:** If selected, the system only adds unmapped fields in the source file to the Miscellaneous Extra Data table.

   **All Primary to Misc Extra:** If selected, the system adds all fields in the source file that are not child fields to the Miscellaneous Extra Data table, regardless of whether you mapped them. This option doesn't apply to Excel imports.

   **All Unmapped Primary to Misc Extra:** If selected, the system only adds unmapped fields in the source file that are not child fields to the Miscellaneous Extra Data table. This option doesn't apply to Excel imports.

   **None:** If selected, the system only copies mapped data to the Latitude database. The system ignores all other data.

4. To map a field, in the source record, click a field and drag and drop it onto the destination field. Continue mapping fields as necessary.

**Notes**:

- You can map multiple source fields to a single destination field. For example, you can map the **First** (name) and **Last** (name) source fields to the **Name** destination field.

- The system maps some fields twice in the Latitude destination tables. For example, if you drag the source **Name** field to the destination **NAME** field in the Master table, the system maps the Debtor 0 destination record as well.

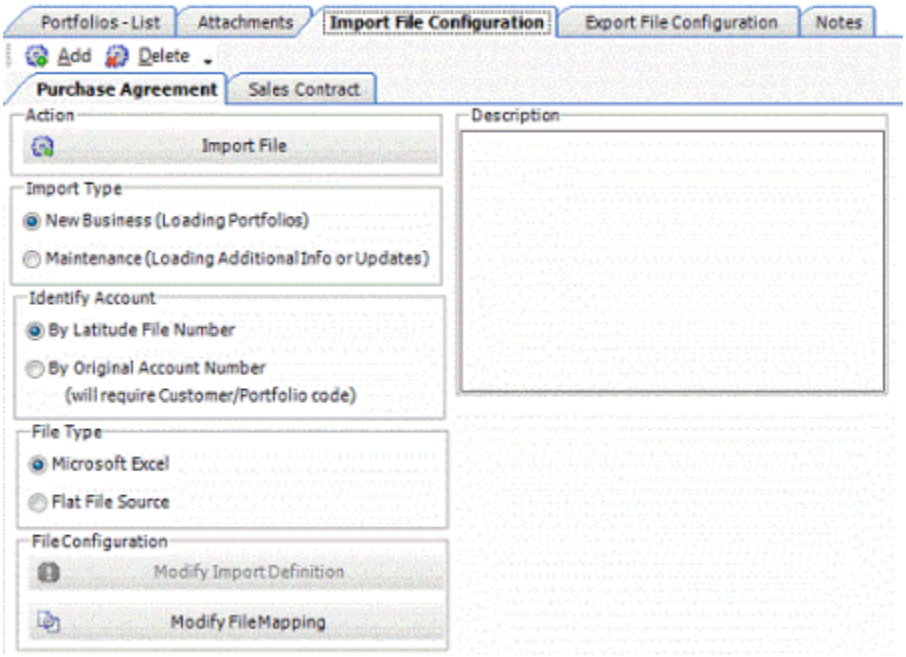
5. In the toolbar, click **Save and Exit**.

## Delete an Import File Configuration

Use the **Import File Configuration** tab to delete an import file layout for a buyer or seller.

**To delete an import file configuration**

1. In the **Navigation Explorer** pane, click **Buyers** or **Sellers**.
2. Double-click a buyer or seller name. The information appears in the **Information** pane.
3. Click the **Import File Configuration** tab.
4. Click the tab for the import file configuration to delete.




5. In the toolbar, click **Delete**.
6. In the confirmation dialog box, click **Yes**.

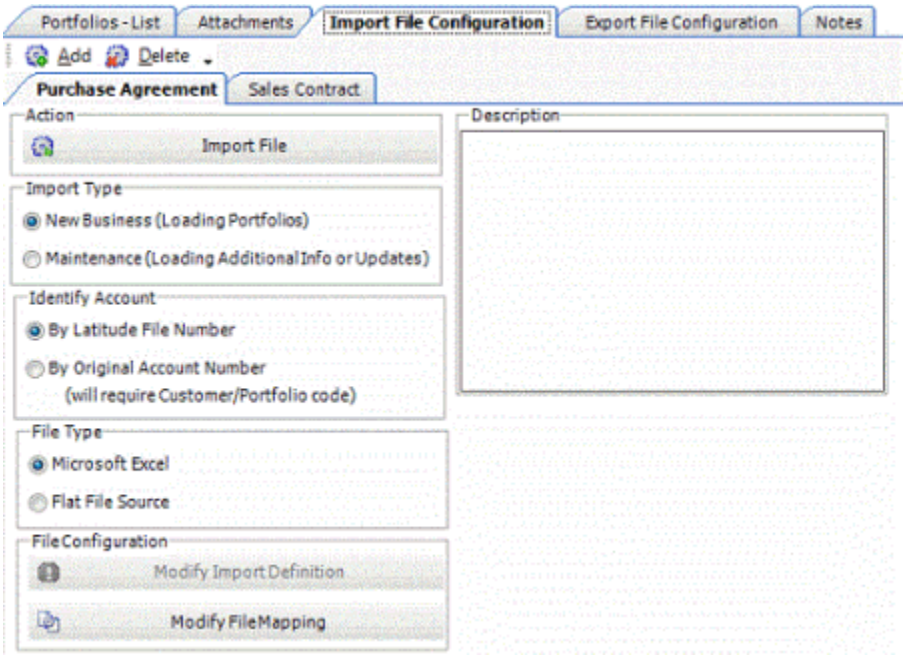
## Import a File

Use the **Portfolio Manager File Importer** dialog box to import a file. Ensure that you created, defined, and mapped an import file configuration before importing a file.

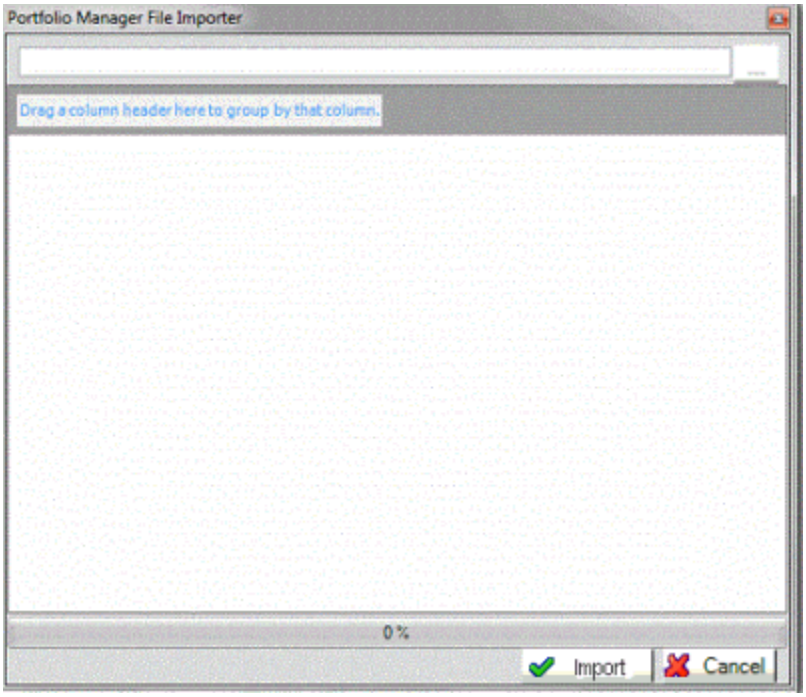
**To import a file**

1. In the **Navigation Explorer** pane, click **Buyers** or **Sellers**.
2. Double-click a buyer or seller name. The information appears in the **Information** pane.
3. Click the **Import File Configuration** tab.

4. Click the tab for the import file configuration to modify.




5. Click **Import File**.




6. Click the ellipsis next to the first box in the window.
7. In the **Open** dialog box, click the file to import and then click **Open**.
8. Records from the imported file appear in the data grid.
9. Click **Import**.

# Export File Configuration

## Export File Configuration

Use the **Export File Configuration** tab to maintain export file layouts for:

- Buyers
- Sellers

You can export:

- New business
- Media requests
- Recourse requests
- Bankruptcy, deceased, fraud
- Payments

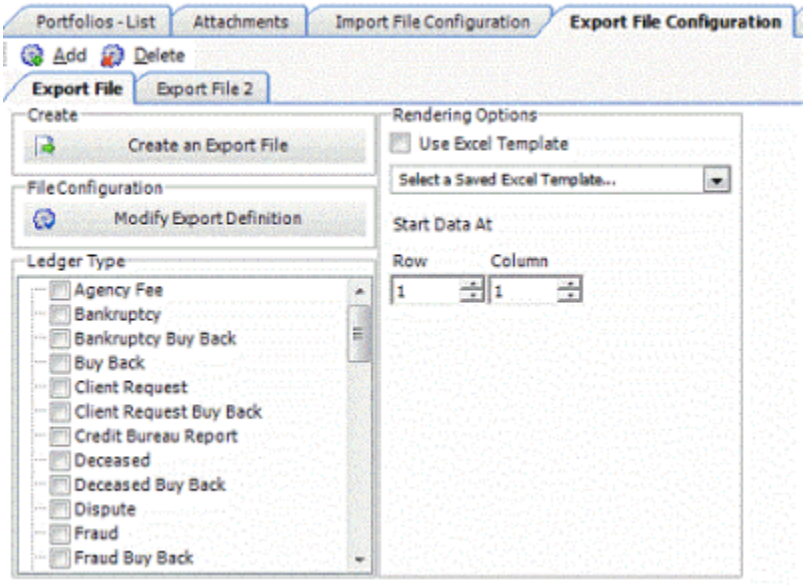
All export functionality on this tab is also available in the **Exchange** program.

## Add an Export File Configuration

Use the **Export File Configuration** tab to add an export file layout for a buyer or seller. Create a separate file configuration for each export file type (for example, new business and media requests).

**To add an export file configuration**

1. In the **Navigation Explorer** pane, click **Buyers** or **Sellers**.
2. Double-click a buyer or seller name. The information appears in the **Information** pane.
3. Click the **Export File Configuration** tab.




4. In the toolbar, click **Add**.

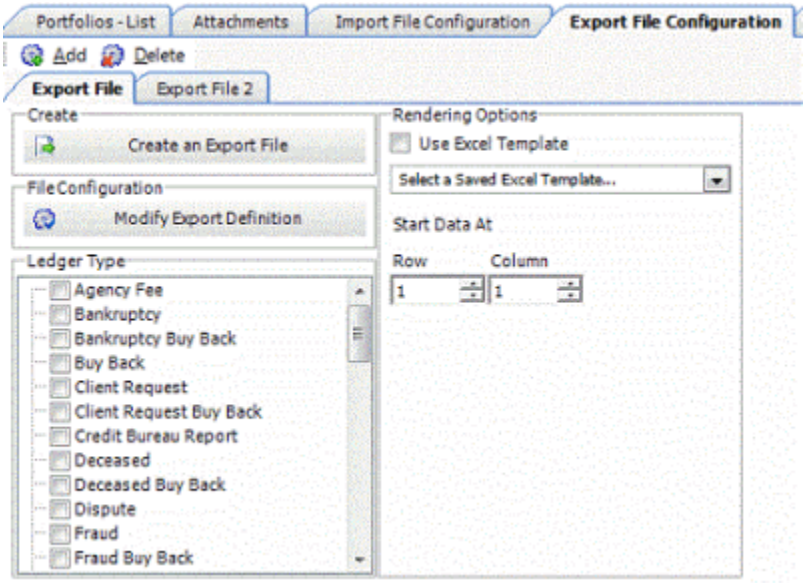
5. In the **New File Configuration Name** dialog box, type the name of the file configuration and then click **OK**. The system adds a tab for the new file configuration.
6. Do the steps Define an Export File Layout.
7. Select the check box for each ledger type to include on the invoice.
8. To use an Excel template to render formatting for the Excel output file, select the **Use Excel Template** check box and then, in the list box, click the template. For more information about templates, see Excel Template Manager.
9. Specify the row and column numbers in the Excel template where the data starts. For example, if the file doesn't contain column headings, the data starts in row 1, column 1.

## Modify an Export File Configuration

Use the **Export File Configuration** tab to modify an export file layout for a buyer or seller.

**To modify an export file configuration**

1. In the **Navigation Explorer** pane, click **Buyers** or **Sellers**.
2. Double-click a buyer or seller name. The information appears in the **Information** pane.
3. Click the **Export File Configuration** tab.
4. Click the tab for the export file configuration to modify.



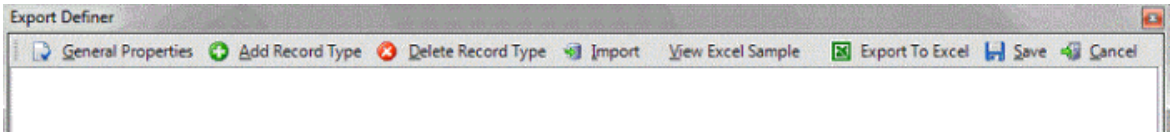

5. Modify the information as necessary. For more information about this tab, see Add an Export File Configuration.

## Define an Export File Layout

Use the **Export Definer** window to define the layout for an export file. For more information about defining a file layout, see the Exchange documentation.

**To define an export file layout**

1. On the **Export File Configuration** tab, click **Modify Export Definition**.




2. To create an Excel file layout, do the following:

a. In the toolbar, click **View Excel Sample**.

b. Save the file to any location and then modify it to reflect the model for the export file.

c. Delete unused worksheets and save the Excel file.

d. Do the next step to import the file layout.

3. To specify a pre-defined export file layout (such as the one you created in the previous step), do the following:

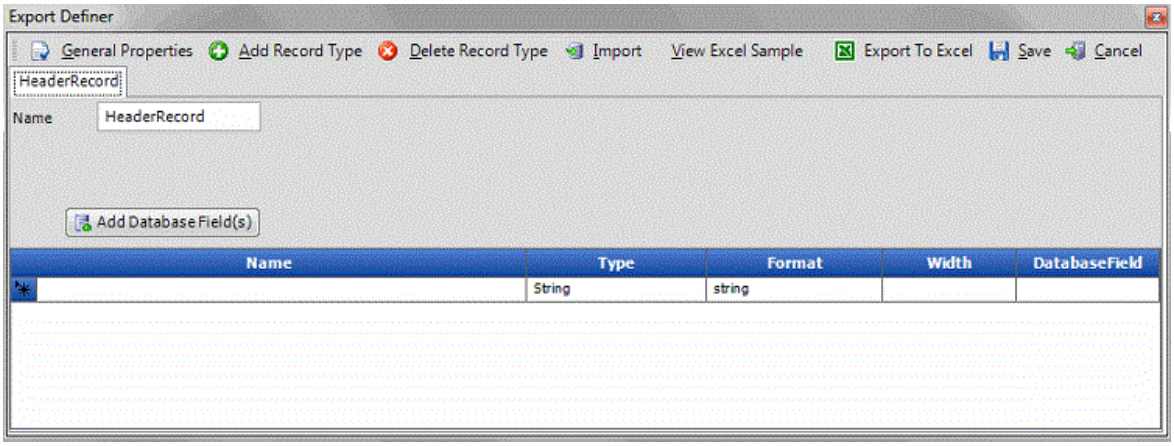
. In the toolbar, click **Import**.

a. Click the file that contains the export file layout and then click **Open**.

4. To create the file layout (instead of using a pre-existing layout), do the following:

. In the toolbar, click **Add Record Type**.

a. In the **New Record Table Name** dialog box, type the name of the record (without spaces.) The record name appears as a tab in the **Export Definer** window.




**Name**: Name that identifies the field.

**Type**: Type of data the field can contain. Valid values are:

**String:** Text or numeric characters.

**Integer:** Numbers.

**Decimal:** Decimal field. Two decimal places accepted by default.

DateTime: Date, time, or both.

**Format**: Used to format DateTime and Decimal field types only.

**DateTime** – Format to use other than the standard (M/D/YYYY).

**M**=month, **D**=day, **Y**=year, **H**=hour, **M**=minute, **S**=second (for example, DDMMYYYY)

**Decimal** – If the file includes a decimal or the last 2 integers are decimal places, skip this box. Otherwise:

**nodecimalpoint** = No decimal used.

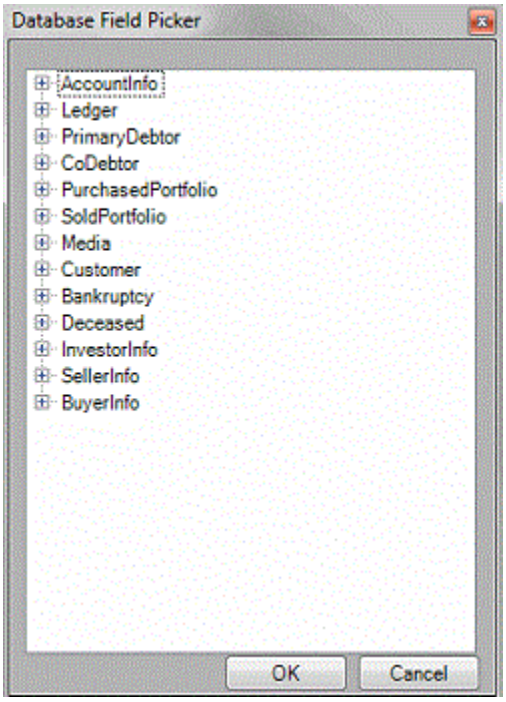
**signedascii** = Signed ASCII RMS format used.

**nodecimalpointwithsign** = Plus or minus sign used at end of integer.

**Note**: Some input strings that need complicated alteration or parsing before import could require custom programming.

**Width**: Maximum length of the data in the field.

c. Click **Add Database Field(s)**.



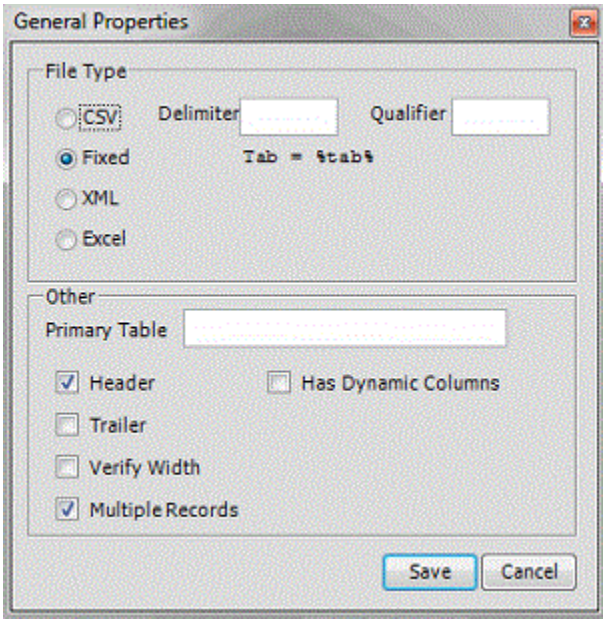

d. Click the plus sign (+) to expand a category, select the check box for each field to add, and then click **OK**. The fields appear in the data grid.

e. Modify the information for a field as necessary.

f. To add a custom field, in the data grid, click in the blank row and complete the information for the custom field.

5. To specify the general properties for the file layout, do the following:

a. In the toolbar, click **General Properties**.




**CSV**: (Comma-Separated Value.) If selected, the file is a delimited (separated) file. Specify the delimiter and qualifier.

**Delimiter**: Delimiter used to separate records (for example, comma, dash).

**Qualifier**: Qualifier used to specify strings that could have the delimiter contained within (for example, 1234, "Smith, John", ABC).

**Fixed**: If selected, the file is a fixed-length file.

**XML**: If selected, the file is an XML file. Use only with assistance from Latitude by Genesys Support.

**Excel**: If selected, the file is a Microsoft Excel file.

**Primary Table:** Name of the primary table (record). This record is equivalent to a Latitude master record. The system assumes that records between each primary table in the file are dependent records (for example, notes, payment, bankruptcy).

**Header**: If selected, indicates that the file includes a header record.

**Trailer**: If selected, indicates that the file includes a trailer record.

**Verify Width:** If selected, checks to see whether the file width matches the layout width defined.

**Multiple Records:** If selected, indicates that the file contains more than one record type (such as dependent records, header records, trailer records).

**Has Dynamic Columns:** If selected, the file could contain unmapped columns. The system stores extra columns as miscellaneous extra data.

b. Complete the information and then click **Save**.

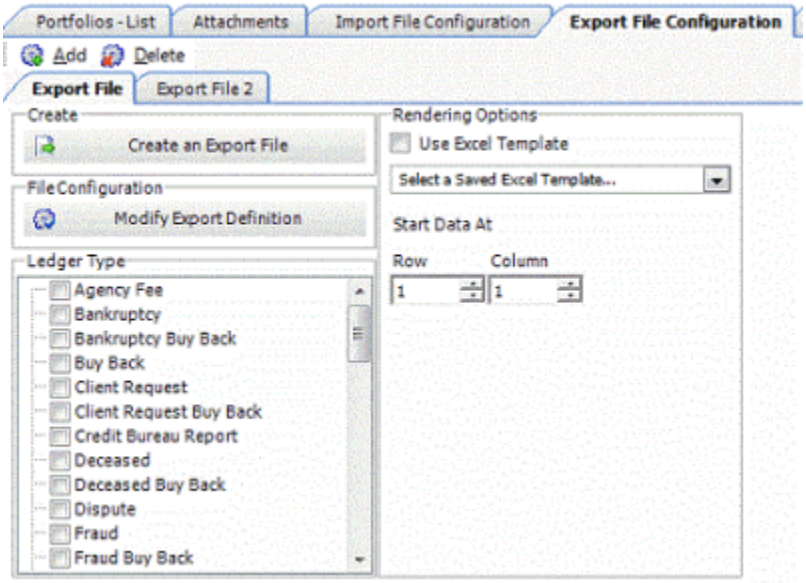
6. In the **Export Definer** window, in the toolbar, click **Save**.

## Delete an Export File Configuration

Use the **Export File Configuration** tab to delete an export file layout for a buyer or seller.

**To delete an export file configuration**

1. In the **Navigation Explorer** pane, click **Buyers** or **Sellers**.
2. Double-click a buyer or seller name. The information appears in the **Information** pane.
3. Click the **Export File Configuration** tab.
4. Click the tab for the export file configuration to delete.



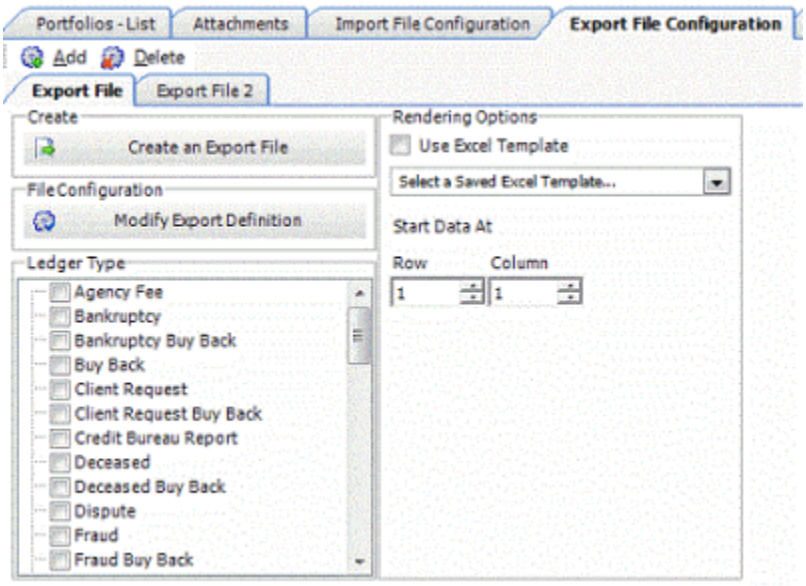

5. In the toolbar, click **Delete**.
6. In the confirmation dialog box, click **Yes**.

## Export a File

Use the **Seller File Creation Options** dialog box to export a file. Ensure that you created, defined, and mapped an export file configuration before exporting a file.

**To export a file**

1. In the **Navigation Explorer** pane, click **Buyers** or **Sellers**.
2. Double-click a buyer or seller name. The information appears in the **Information** pane.
3. Click the **Export File Configuration** tab.
4. Click the tab for the export file configuration to use.




5. Click **Create an Export File**.

**Date Range:** If selected, the export file includes ledger entries for the date range you specify.

**Invoice #:** If selected, the export file includes ledger entries for the invoice numbers you specify.

**Portfolio:** If selected, the export file includes ledger entries for the portfolios you specify.

**Filter by Ledger Status:** If selected, allows you to specify which ledger statuses to include in the export file.

**Pending:** If selected, the export file includes pending ledger statuses.

**Approvals:** If selected, the export file includes approved ledger statuses.

**Declines:** If selected, the export file includes declined ledger statuses.

6. Complete the information and then click **OK**.
7. In the dialog box, specify the location and file name and then click **Save**.
8. Send the file to the seller or buyer, whichever is applicable.

# Notes

## Notes

Use the **Notes** tab to view notes for:

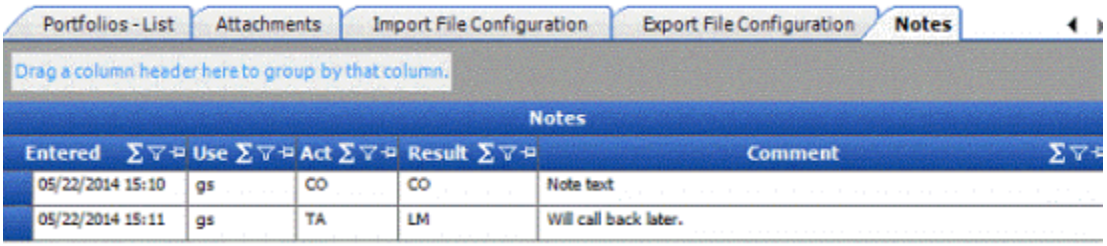
- Buyers
- Sellers
- Investors
- Purchases
- Sales
- Samples

## Add a Note

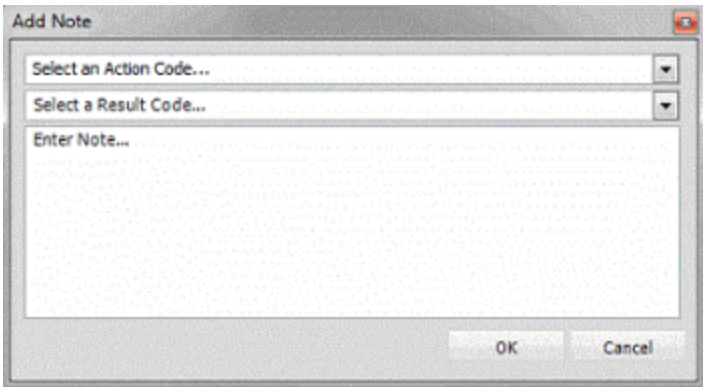
Use the **Add Note** dialog box to add a note for a buyer, seller, investor, purchased portfolio, sold portfolio, or sample portfolio.

**To add a note**

1. In the **Navigation Explorer** pane, click **Buyers, Sellers, Investors, Purchases, Sales, or Samples**.
2. Double-click a record name. The information appears in the **Information** pane.
3. Click the **Notes** tab.




4. Double-click anywhere on the tab.




**Select an Action Code:** Action code to associate to the note.

**Select a Result Code:** Result code to associate to the note.

**Enter Note:** Note content.

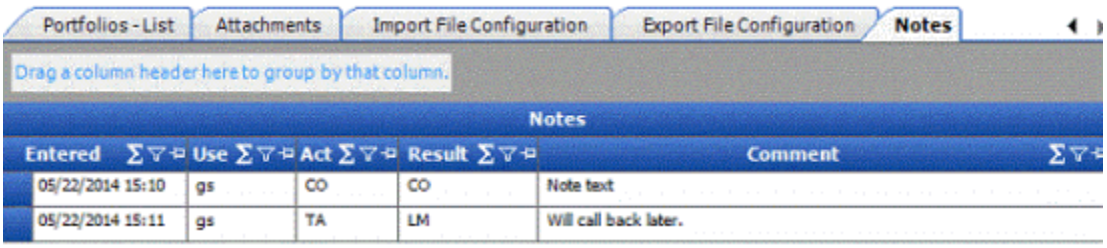
5. Complete the information and then click **OK**.

## Modify a Note

Use the **Notes** tab to modify a note for a buyer, seller, investor, purchased portfolio, sold portfolio, or sample portfolio.

**To modify a note**

1. In the **Navigation Explorer** pane, click **Buyers, Sellers, Investors, Purchases, Sales, or Samples**.
2. Double-click a record name. The information appears in the **Information** pane.
3. Click the **Notes** tab.




4. In the data grid, modify the information as necessary.

# Portfolio Information

## Portfolio Information

Use the **General** tab to maintain portfolio information for:

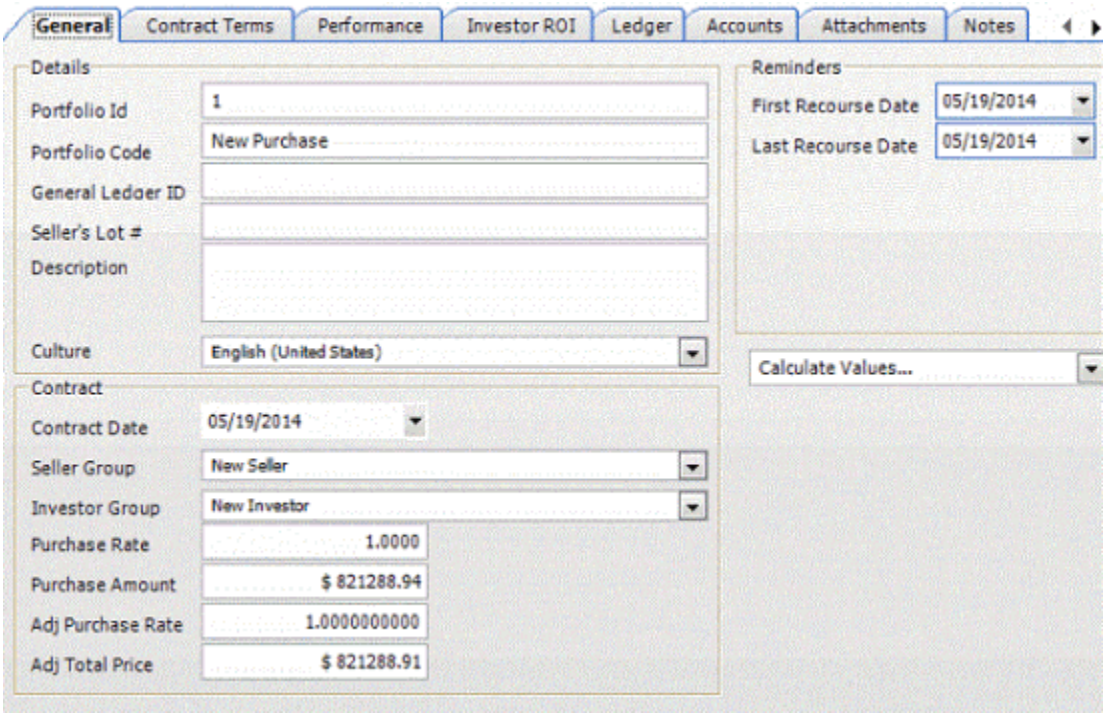
- Purchases
- Sales
- Samples

## Maintain a Purchased Portfolio

Use the **General** tab to add or modify information for a purchased portfolio. Setting up a new purchased portfolio begins the process of tracking ROI for investors. After you specify information on the **General** tab, you define the contract terms and import or select accounts for the portfolio. Ensure that you have a Seller record defined before creating a purchased portfolio.

**To maintain a purchased portfolio**

1. In the **Navigation Explorer** pane, click **Purchases**.
2. Double-click a purchase name. The information appears in the **Information** pane.
3. Click the **General** tab.




**Details**

**Portfolio ID:** Unique code that the system assigns to identify the portfolio.

**Portfolio Code:** Name of the portfolio.

**General Ledger ID:** Code that your organization assigns to associate the portfolio to a general ledger item in another accounting system.

**Seller's Lot #:** Code that the seller assigns to identify the portfolio. The system could require this ID when sending recourse information to the seller.

**Description:** Description of the purchase.

**Culture:** Portfolio currency type.

**Contract**

**Contract Date:** Date on the purchase contract.

**Seller Group:** Seller group associated to the purchase.

**Investor Group:** Investor group associated to the purchase.

**Purchase Rate:** Percentage of the total debt for all accounts included in the portfolio that the purchaser pays.

**Purchase Amount:** Amount the purchaser paid for all accounts in the portfolio. The system populates this box when importing accounts in the portfolio.

**Adj Purchase Rate:** (Adjusted purchase rate.) Purchase rate plus applicable commissions.

**Adj Total Price:** (Adjusted total price.) Purchase amount plus applicable commissions.

**Reminders**

**First Recourse Date:** First recourse expiration date, based on the recourse periods specified on the **Contract Terms** tab.

**Last Recourse Date:** Last recourse expiration date, based on the recourse periods specified on the **Contract Terms** tab.

**Calculate Values:** Calculator to assist you in determining the purchase rate and other calculated values.

4. Complete the information and then, in the toolbar, click **Save [Record Name]**.

## Import a Purchased Portfolio

This topic provides general guidelines for importing a purchased portfolio. Your organization could require specialized workflows, based on your organization's business model or the portfolio type.

We recommend a one-to-one relationship between a Latitude customer record and a portfolio ID. Then, you can take advantage of all the standard reports available in Latitude when compiling information on your portfolios. You can also create customer groups in Latitude to contain multiple portfolios, and run reports based on the combined group. For more information about creating customers and customer groups, see the *Latitude* documentation.

**To import a purchased portfolio**

1. Create a customer in Latitude for the portfolio. We recommend that you include the customer name in the portfolio name (for example, Bank Name 20070101).
2. Ensure that you flag the customer as the principal customer to indicate that your organization owns the accounts.
3. Using Exchange, import accounts to the customer you just created.
4. If necessary, add the seller to Portfolio Manager. You can associate a seller to more than one portfolio.
5. Create a purchase portfolio in Portfolio Manager and define the contract terms. You can use the customer name as the portfolio code.
6. Attach the imported accounts to the purchase portfolio.

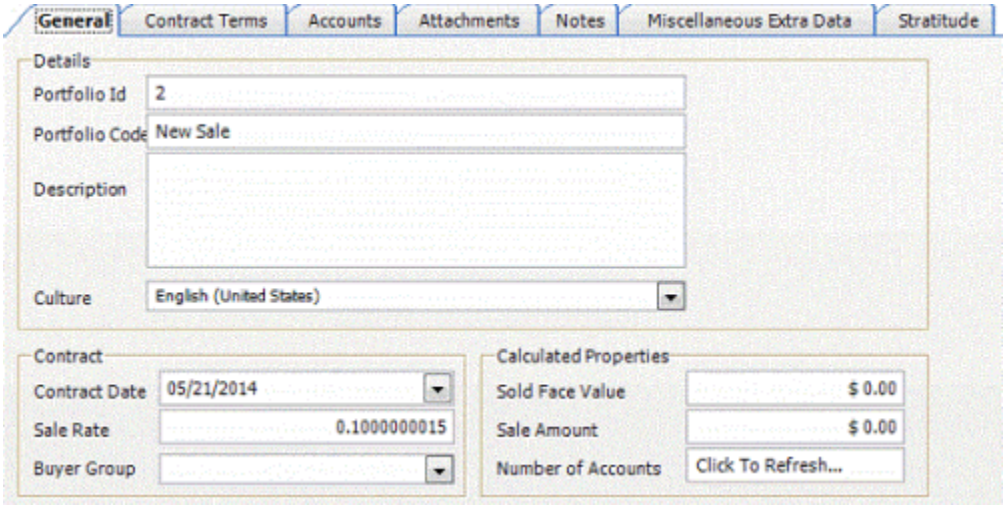
The system creates the "initial purchase" ledger entry for invoicing the investors. If you specified a purchase commission in the contract terms, the system creates a "purchase commission" ledger entry for invoicing.

## Maintain a Sold Portfolio

Use the **General** tab to add or modify information for a sold portfolio. After you specify information on the **General** tab, you define the contract terms and select accounts to export for the portfolio. Generally, these accounts are ones you purchased previously. Once you sell a portfolio, the system credits all ledger items back to the purchased portfolio. The system recalls accounts forwarded in AIM when you include them in a sold portfolio. Ensure that you have a Buyer record defined before creating a sold portfolio.

**To maintain a sold portfolio**

1. In the **Navigation Explorer** pane, click **Sales**.
2. Double-click a sale name. The information appears in the **Information** pane.
3. Click the **General** tab.




**Details**

**Portfolio ID:** Unique code that the system assigns to identify the portfolio.

**Portfolio Code:** Name of the portfolio.

**Description:** Description of the sale (for example, type of debt sold, original creditor).

**Culture:** Portfolio currency type.

**Contract**

**Contract Date:** Date on the sales contract.

**Sale Rate:** Percentage of the total debt for all accounts included in the portfolio.

**Buyer Group:** Buyer group associated to the sale.

**Calculated Properties**

**Sold Face Value:** Face value of the portfolio, based on the sales rate.

**Sale Amount:** Amount the purchaser paid for all accounts in the portfolio.

**Number of Accounts:** Number of accounts in the portfolio.

**Calculate Values:** Calculator to assist you in determining the purchase rate and other calculated values.

4. Complete the information and then, in the toolbar, click **Save [Record Name]**.

## Export a Sold Portfolio

This topic provides general guidelines for exporting a sold portfolio. Your organization could require specialized workflows, based on your organization's business model or the portfolio type. You can include any accounts in Latitude in a sold portfolio. If you included the accounts previously as part of a purchased portfolio, the system includes the information in the purchased portfolio's investor ROI.

**To export a sold portfolio**

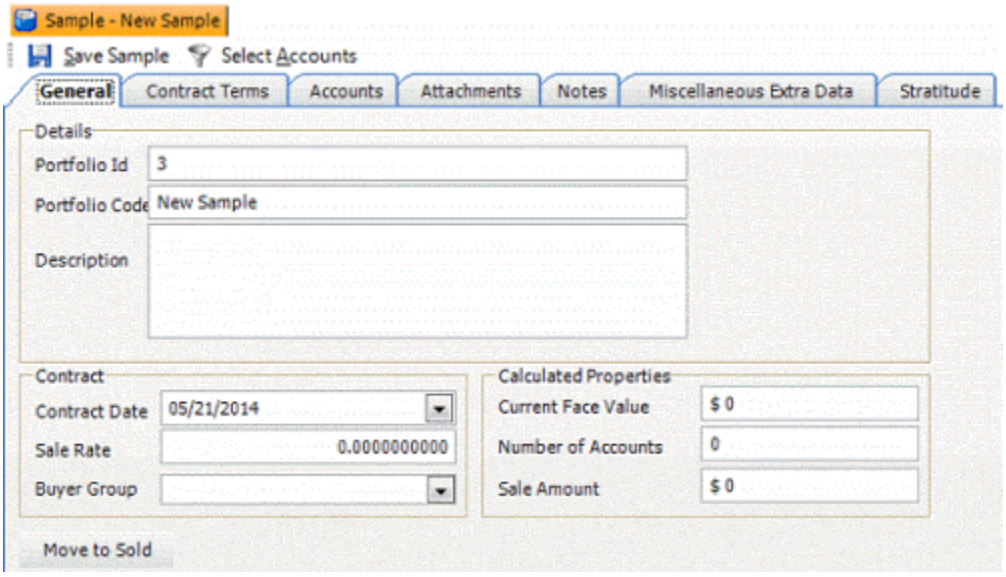
1. If necessary, add a buyer to Portfolio Manager. You can associate a buyer to more than one portfolio.
2. Create a sold portfolio and define the contract terms.
3. Select accounts to include in the portfolio.
4. Export accounts to an Excel spreadsheet and then send the file to the buyer.

## Maintain a Sample Portfolio

Use the **General** tab to add or modify information for a sample portfolio. Sample portfolios allow potential buyers to review a set of accounts before purchasing them. After you create a portfolio sample and the buyer reviews and approves it, you can convert it to a sold portfolio. You can only associate an account to one portfolio at a time. The system recalls accounts forwarded in AIM when you include them in a sample portfolio.

**To maintain a sample portfolio**

1. In the **Navigation Explorer** pane, click **Samples**.
2. Double-click a sample name. The information appears in the **Information** pane.
3. Click the **General** tab.




**Details**

**Portfolio ID:** Unique code that the system assigns to identify the portfolio.

**Portfolio Code:** Name of the portfolio.

**Description:** Description of the sale (for example, type of debt sold, original creditor).

**Contract**

**Contract Date:** Date on the sales contract.

**Sale Rate:** Percentage of the total debt for all accounts included in the portfolio.

**Buyer Group:** Buyer group associated to the sale.

**Calculated Properties**

**Current Face Value:** Sum of the current balance for all accounts imported for this portfolio.

**Number of Accounts:** Number of accounts in the sample portfolio.

**Sale Amount:** Amount the purchaser pays for all accounts in the sample portfolio.

**Move to Sold:** Converts the sample portfolio to a sold portfolio.

4. Complete the information and then, in the toolbar, click **Save [Record Name]**.
5. To convert the sample portfolio to sold, do the following:

a. Click **Move to Sold**. The system moves the portfolio to the **Sales** tab.

b. Modify the information as necessary and then, in the toolbar, click **Save [Record Name]**.

# Contract Terms

## Contract Terms

### Contract Terms

Use the **Contract Terms** tab to maintain contract terms for:

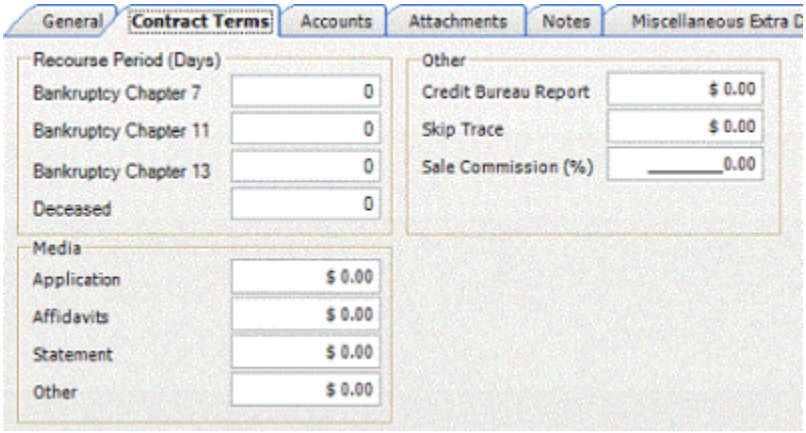
- Purchases
- Sales
- Samples

### Modify Contract Terms

Use the **Contract Terms** tab to modify contract terms for a purchased, sold, or sample portfolio. To specify money received from investors as non-commissionable, specify the amounts on the **Investor ROI** tab before importing accounts.

**To modify contract terms**

1. In the **Navigation Explorer** pane, click **Purchases**, **Sales**, or **Samples**.
2. Double-click a purchase, sale, or sample name. The information appears in the **Information** pane.
3. Click the **Contract Terms** tab.




**Recourse Period:** Number of days allowed in the contract to return uncollectible accounts in bankruptcy for full refund or credit.

**Media:** Cost per account for ordering copies of credit application, affidavit, account statements, and other documents. The system doesn't use this information in any calculations.

**Other**

**Credit Bureau Report:** cost per account for ordering a credit bureau report.

**Skip Trace:** Cost per account for skip tracing activities.

**Sale Commission %:** (For sales and samples only.) Amount withheld for brokering the sale of a portfolio. This amount represents a percentage of the sale price received to

withhold. The system generates a sales commission ledger entry for the original purchased portfolio.

**Purchase Commission (%):** (For purchases only.) Amount withheld for brokering the purchase of accounts. This amount represents a percentage of the payment received. The system includes purchase commissions in the adjusted purchase rate and adjusted total price on the **General** tab. The system generates a purchase commission ledger entry for the portfolio.

**Payment Commission (%):** (For purchases only.) Amount to withhold for management fees when you receive a payment for an account in this portfolio. This amount represents a percentage of the payment received. The system generates a payment commission ledger entry for the portfolio. The system reduces payment commissions withheld from accounts forwarded using AIM by the percentage that the forwarded agency withheld.

4. Modify the information as necessary.

# Performance and ROI

## Performance and ROI

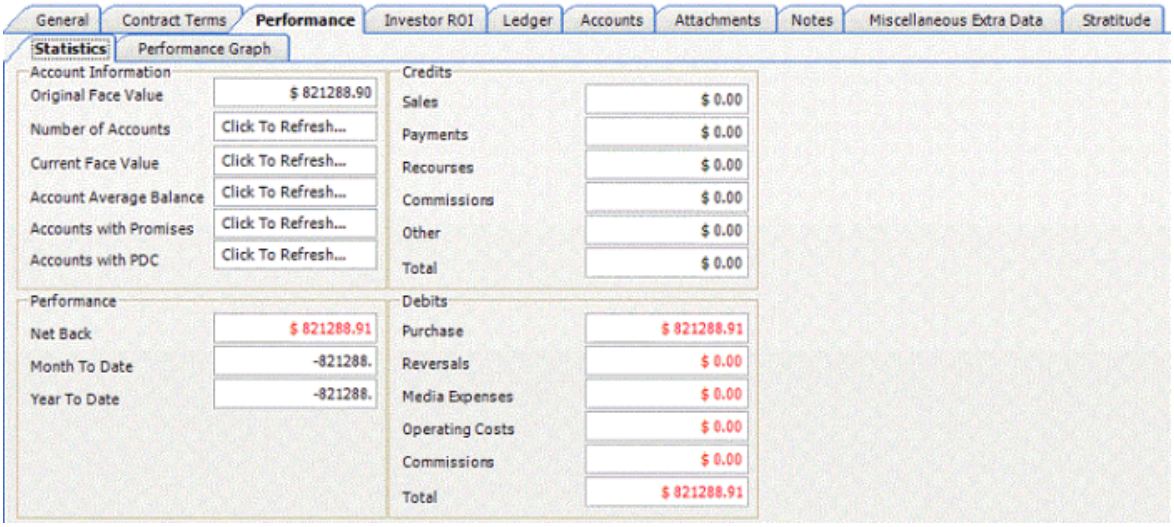
Use the **Performance** tab and **Investor ROI** tab in the **[Purchase Name]** pane to view portfolio performance and return on investment (ROI).

## View Performance

Use the Performance tab to view performance statistics that compare purchase price, expenses, and other criteria to the selling information.

**To view performance**

1. In the **Navigation Explorer** pane, click **Purchases**.
2. Double-click a purchase name. The information appears in the **Information** pane.
3. Click the **Performance** tab and then click the **Statistics** tab.



**Account Information**

**Number of Accounts:** Number of accounts imported for this portfolio.

**Original Face Value:** Sum of original balance for all accounts imported for this portfolio.

**Current Face Value:** Sum of current balance for all accounts imported for this portfolio.

**Account Average Balance:** Average of current balance for all accounts imported for this portfolio.

**Accounts with Promises:** Number of accounts imported for this portfolio that have a pending promise to pay in Latitude, based on active promises in the table.

**Accounts with PDC:** Number of accounts imported for this portfolio that have a post-dated payment in Latitude, based on active post-dated checks in the table.

**Performance**

**Net Back:** Total profit gained from the purchased portfolio, including sales and payments received (credits and debits).

**Month to Date:** Total profit gained from the purchased portfolio, including sales and payments received (credits and debits) for the current month only.

**Year to Date:** Total profit gained from the purchased portfolio, including sales and payments received (credits and debits) for the current year only.

**Credits**

**Sales:** Monies obtained from the (re-)sale of accounts in the purchased portfolio.

**Payments:** Payments received from debtors on accounts included in the purchased portfolio.

**Recourses:** Payments or credits received from the buy back of accounts originally included in the purchased portfolio.

**Commissions:** Monies refunded toward commissions.

**Other:** Any other credits for the portfolio. See **Ledger** tab for details.

**Total:** Sum of all credits for the portfolio.

**Debits**

**Purchase:** Monies expended for the purchase of the portfolio.

**Reversals:** Reversed (bounced) payments received from debtors on accounts included in the purchased portfolio.

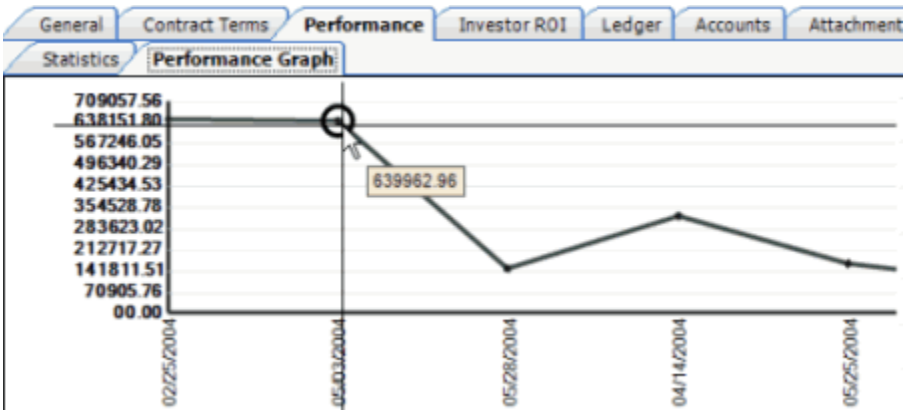
**Media Expenses:** Monies expended for the purchase of media for accounts imported as part of the purchased portfolio.

**Operating Costs:** Monies expended for the handling of accounts for the purchased portfolio.

**Commissions:** Monies paid toward commissions for the portfolio.

**Total:** Sum of all debits for the portfolio.

4. To view a graph of the performance, click the **Performance Graph** tab.

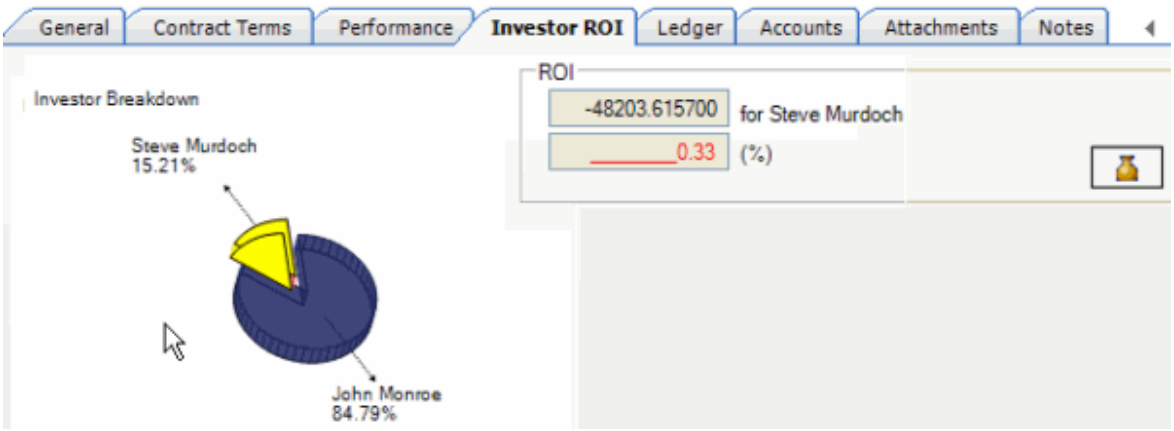



## View Investor ROI

Use the **Investor ROI** tab to view a breakdown of each investor's portion within the portfolio. You can also specify part of an investor's money as non-commissionable when you use profits from the purchase and sale of one portfolio to purchase another portfolio.

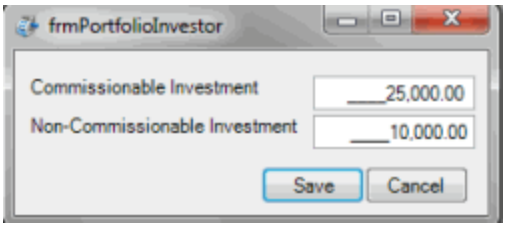
**To view investor ROI**

1. In the **Navigation Explorer** pane, click **Purchases**.
2. Double-click a purchase name. The information appears in the **Information** pane.
3. Click the **Investor ROI** tab.




4. To view ROI for a specific investor, click on the investor's piece of the pie. The ROI dollar amount and percentage of the total appear.
5. To specify part of an investor's money as non-commissionable, do the following:

a. Click the Money Bag icon.




**Commissionable Investment:** Portion of the investment that is commissionable.

**Non-Commissionable Investment:** Portion of the investment that is not commissionable.

b. Specify the amounts and then click **Save**.

## Accounts

### Accounts

Use the **Accounts** tab to select accounts and attach them to the following portfolio types:

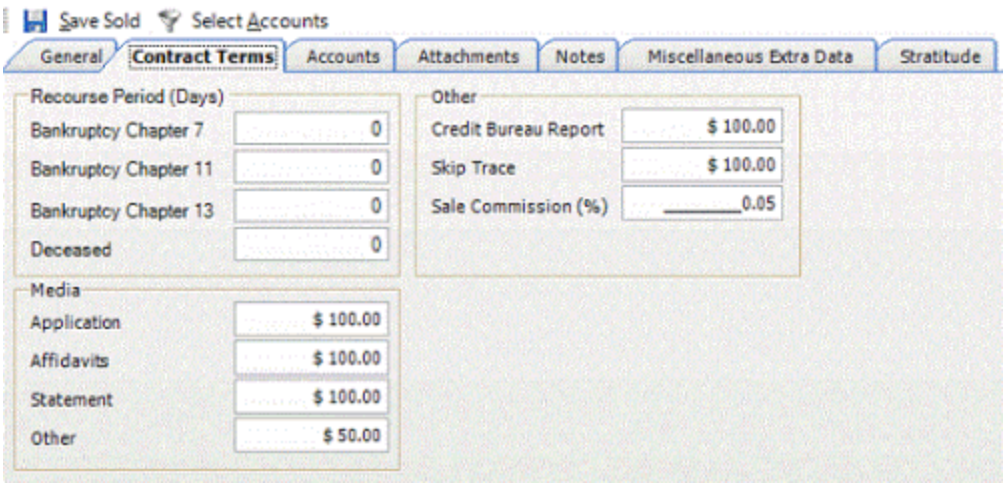
- Purchases
- Sales
- Samples

### Select Accounts

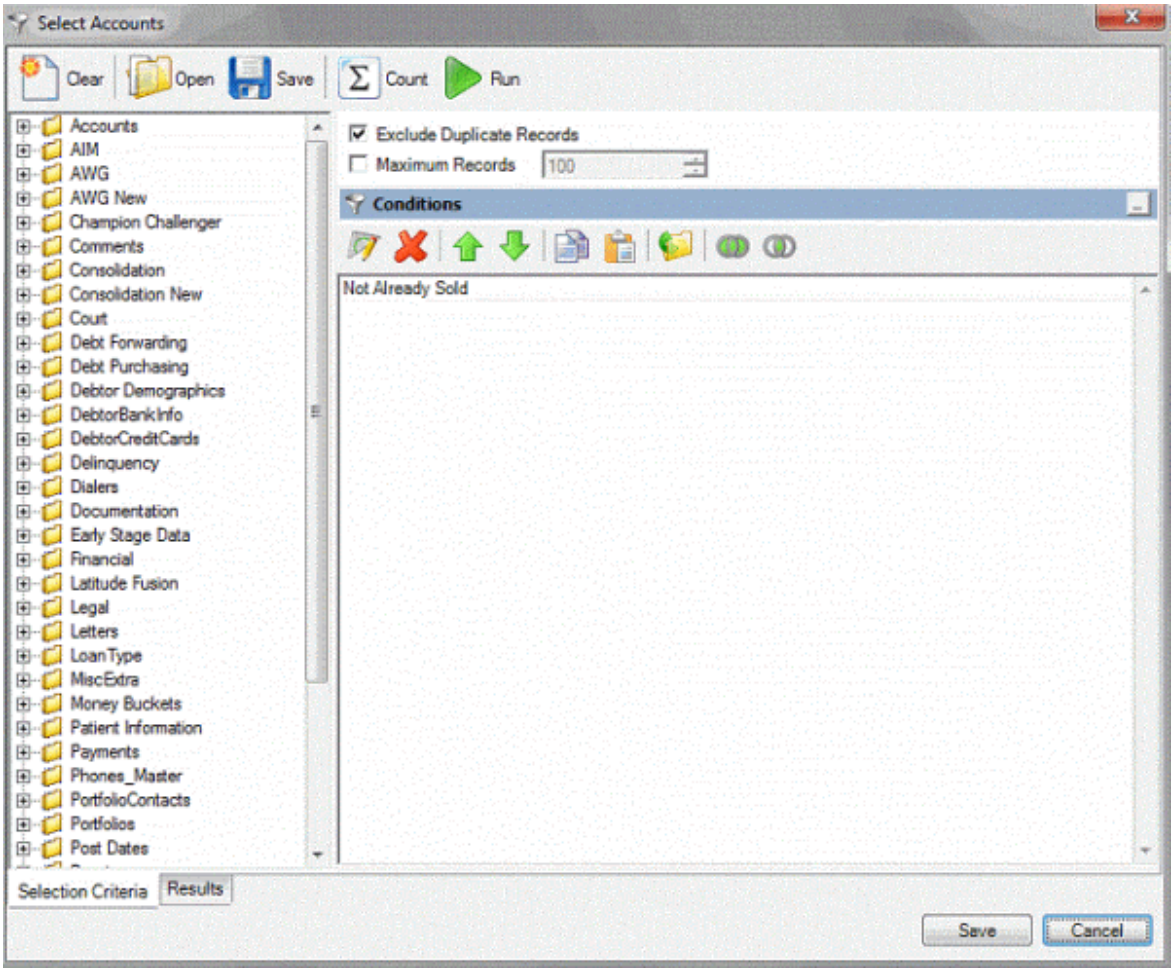
Use the **Accounts** tab to select accounts and attach them to a purchased, sold, or sample portfolio. You can run the same query or a different query multiple times to select and attach more accounts to the same portfolio. You can review the accounts included in a portfolio, include or exclude accounts, and export the information to a file.

**To select accounts**

1. In the **Navigation Explorer** pane, click **Purchases**, **Sales**, or **Samples**.
2. Double-click a purchase, sale, or sample name. The information appears in the **Information** pane.
3. Click the **Accounts** tab.




4. In the toolbar, click **Select Accounts**. The following example is for a sale.




**Note:** For a sale or sample, a default condition of "Not Already Sold" appears. For a purchase, a default condition of "Not Already Purchased" appears.

5. Do one of the following:

- To open an existing query, in the toolbar, click **Open**. Click the query and then click **Open**.

- To modify the query, specify the columns, conditions, and order.

6. Click **Run**. The query results appear on the **Results** tab.
7. Click **Save**.
8. On the **Accounts** tab, modify the query as necessary and then click **Run**. The query results appear on the **Results** tab.
9. To remove an account from the portfolio, click the row and then click **Remove Selected Accounts**. You can select more than one account at a time.
10. Click **Export to Excel**.

**Note:** If you grouped information in the results, remove the grouping.

11. In the **Save As** dialog box, specify the location and file name and then click **Save**. For a sale, the system assigns a queue level of "999" and a status of "SLD" to the accounts to flag them as sold.

## Ledger Items

### Ledger Items

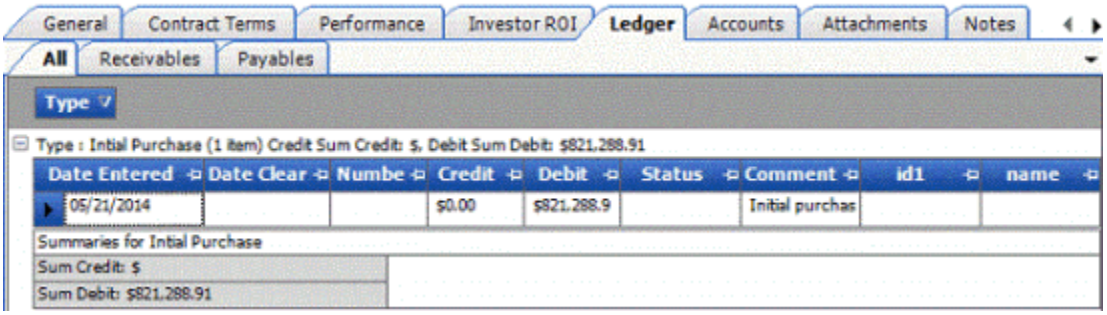
Use the **Ledger** tab in the [Purchase Name] pane to track debits (expenses such as media requests, credit reports, buybacks) and credits (sales, payments, and putbacks). The system users ledger entries to determine the current investor ROI and create invoices for buyers, sellers, and investors.

### View Ledger Items

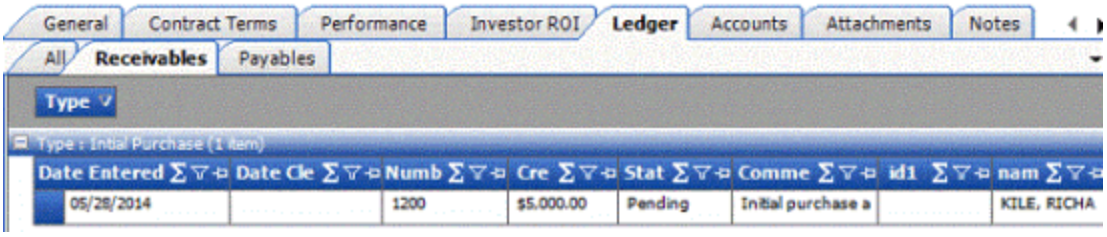
Use the **Ledger** tab to view credit and debit transactions associated to a purchased portfolio.

**To view ledger items**

1. In the **Navigation Explorer** pane, click **Purchases**.
2. Double-click a purchase name. The information appears in the **Information** pane.
3. Click the **Ledger** tab.
4. To view all credit and debit transactions for the portfolio, click the **All** tab.




5. To view uncleared credit transactions for the portfolio, click the **Receivables** tab.




6. To view uncleared debit transactions for the portfolio, click the **Payables** tab.

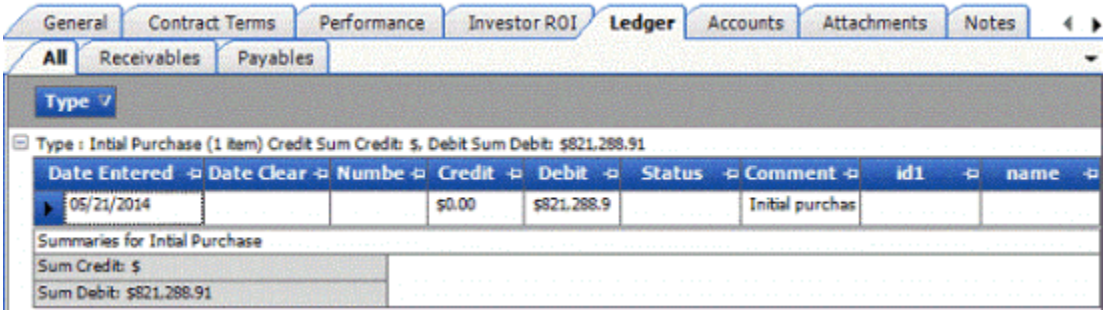
7. To view transaction details, click the plus sign (+) next to a transaction type.

## Maintain a Ledger Item

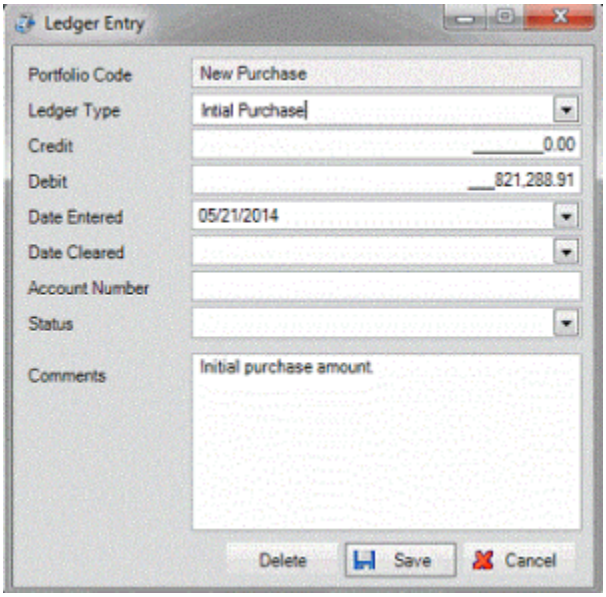
Use the **Ledger** tab to maintain a ledger item associated to a purchased portfolio.

**To maintain a ledger item**

1. In the **Navigation Explorer** pane, click **Purchases**.
2. Double-click a purchase name. The information appears in the **Information** pane.
3. Click the **Ledger** tab and then click the **All** tab.




4. Click the plus sign (+) next to the ledger type to expand it.
5. In the data grid, double-click the ledger entry.




**Portfolio Code:** Name of the portfolio.

**Ledger Type:** Name of the general ledger item.

**Credit:** Amount of the transaction that is a credit.

**Debit:** Amount of the transaction that is a debit.

**Date Entered:** Date you added the transaction

**Date Cleared:** Date you cleared the transaction.

**Account Number:** If the transaction is for a specific account, provide the Latitude account number.

**Status:** Status of the transaction.

**Comments:** Comment regarding the transaction.

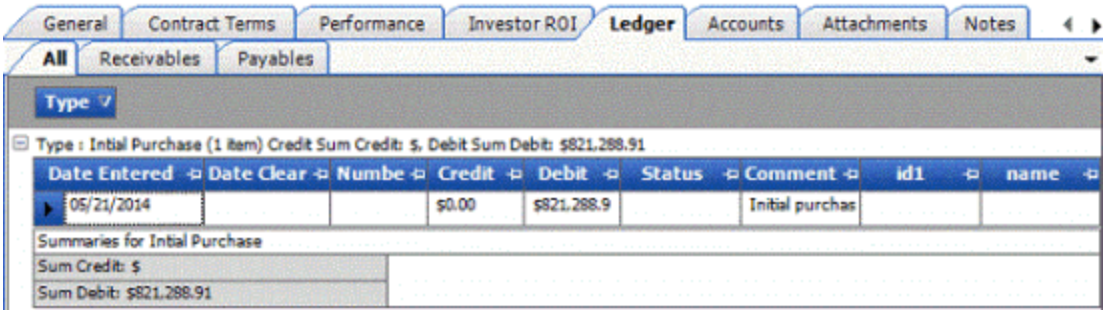
6. Complete the information and then click **Save**.

## Clear Ledger Items

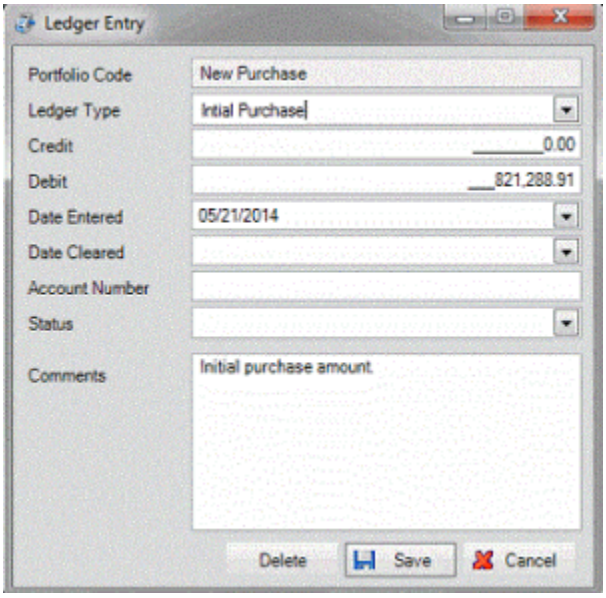
Use the **Ledger** tab to clear a ledger item associated to a purchased portfolio.

**To clear a ledger item**

1. In the **Navigation Explorer** pane, click **Purchases**.
2. Double-click a purchase name. The information appears in the **Information** pane.
3. Click the **Ledger** tab and then click the **All** tab.




4. Click the plus sign (+) next to the ledger type to expand it.
5. In the data grid, double-click the ledger entry.



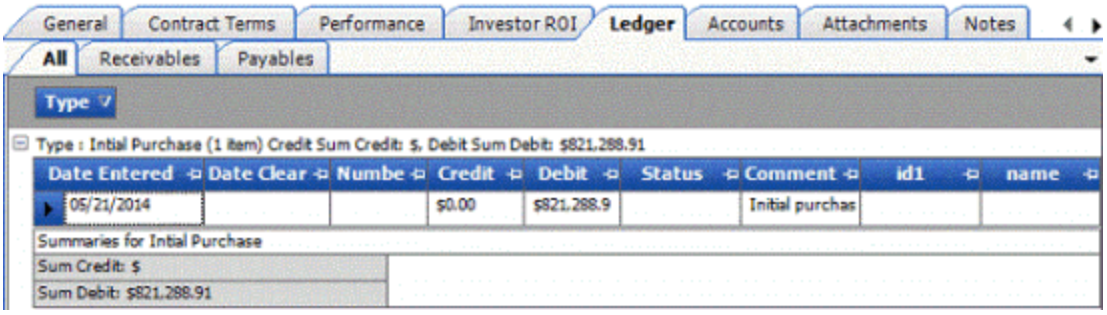

6. In the **Date Cleared** box, type or select a date and then click **Save**. The system removes the ledger entry from the **Receivables** tab, **Payables** tab, or both (depending on what's applicable).

## Delete a Ledger Item

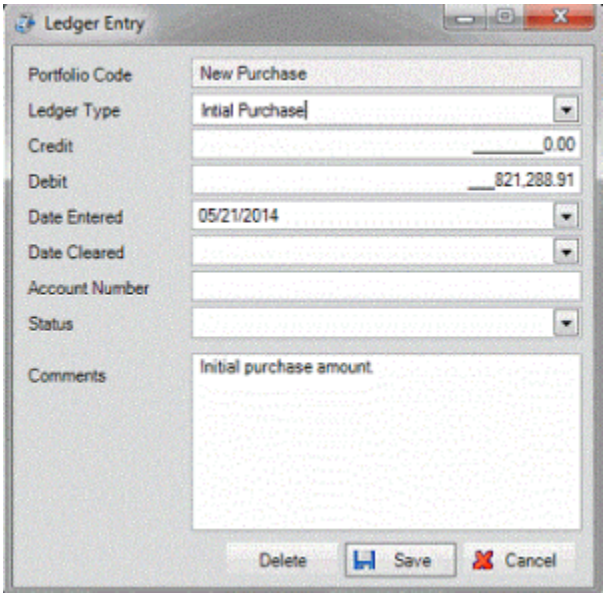
Use the **Ledger** tab to delete a ledger item associated to a purchased portfolio.

**To delete a ledger item**

1. In the **Navigation Explorer** pane, click **Purchases**.
2. Double-click a purchase name. The information appears in the **Information** pane.
3. Click the **Ledger** tab and then click the **All** tab.




4. Click the plus sign (+) next to the ledger type to expand it.
5. In the data grid, double-click the ledger entry.




6. Click **Delete**. The system deletes the ledger entry.

## Purchase Ledger Entries

The following table describes the ledger entries for purchased portfolios.

| Ledger Type | Description | Credit | Debit |
|---|---|---|---|
| Initial Purchase | Created and updated when you add accounts to a purchased portfolio.<br><br>Calculation is the purchase rate times the total dollar amount (balance) of the accounts included in the purchased portfolio. | Seller | Investor |
| Purchase Commission | Created when you specify a purchase commission in the contract terms. Calculation is the purchase commission times the purchase amount. | Management | Investor |

## Sale Ledger Entries

The following table describes the ledger entries for sold portfolios.

| Ledger Type | Description | Credit | Debit |
|---|---|---|---|
| Sales | Created and updated when you add accounts to a sold portfolio. Calculation is the sales rate times the total dollar amount (balance) of the accounts included in the sold portfolio. | Investor | Buyer |
| Sales Commission | Created when you specify a sales commission in the contract terms of a sold portfolio. Calculation is the sales commission times the total dollar amount (balance) of the accounts included from the purchased portfolio. | Investor | Buyer |

## Payment Ledger Entries

The following table describes the ledger entries for payments and reversals.

| Ledger Type | Description | Credit | Debit |
|---|---|---|---|
| Received Payment | Created when you process a payment in Latitude or AIM for accounts in a purchased portfolio. | Investor | Debtor |
| Payment Commission | Created when you process a payment in Latitude for accounts in a purchased portfolio with a payment commission specified in the contract terms.<br>**Note**:The system reduces payment commissions withheld from accounts forwarded using AIM by the percentage that the forwarded agency withheld. | Management | Investor |
| Received Reversal | Created when you process a payment reversal in Latitude or AIM for accounts in a purchased portfolio. | Debtor | Investor |
| Reversal Commission | Created when you process a payment reversal in Latitude for accounts in a purchased portfolio with a payment commission specified in the contract terms. Only where you charged the investor a commission on the payment. | Investor | Management |
| Payment After Sale | Created when you receive a payment in Latitude for accounts in a sold portfolio. The system creates this entry in addition to the received payment ledger entry. | Buyer | Investor |

| Ledger Type | Description | Credit | Debit |
|---|---|---|---|
| Reversal After Sale | Created when you process a payment reversal in Latitude or AIM for accounts in a sold portfolio. | Investor | Buyer |

## Putback (Recourse) Ledger Entries

The following table describes the ledger entries for recourses.

| Ledger Type | Description | Credit | Debit |
|---|---|---|---|
| Putback<br>Bankruptcy<br>Deceased<br>Paid Prior<br>Client Request<br>Fraud | Created when your organization returns accounts to the seller. You can trigger these recourses in Latitude. The system creates putback ledger items with an initial status of pending. You can use the Recourse Manager tool to review, export, process, and approve the ledger items. | Investor | Seller |

## Buyback (Return) Ledger Entries

The following table describes the ledger entries for returns.

| Ledger Type | Description | Credit | Debit |
|---|---|---|---|
| Buyback<br>Bankruptcy Buyback<br>Deceased Buyback<br>Paid Prior Buyback<br>Client Request Buyback<br>Fraud Buyback | Created when the buyer returns accounts. You can trigger these returns in Latitude. The system adds buyback ledger items with an initial status of pending. You can use the Recourse Manager tool to review, export, process, and approve the ledger items. | Investor | Seller |

# Stratitude

## Stratitude

Use the **Stratitude** tab to view stratification reports and charts for the following portfolio types:

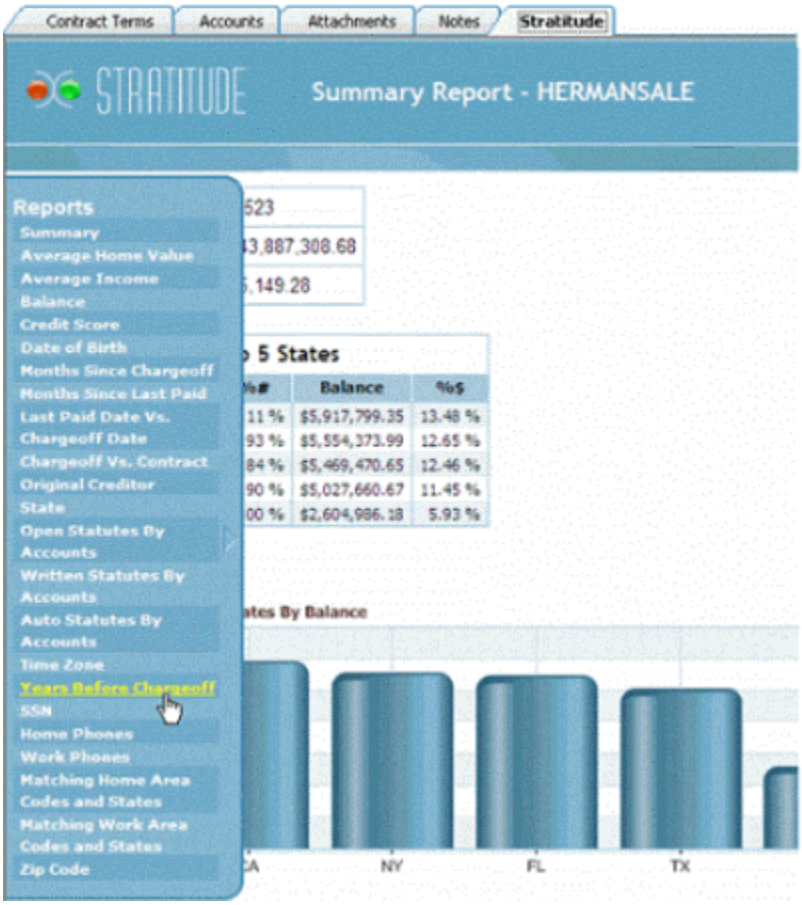
- Purchases
- Sales
- Samples

## Generate a Stratification Report

Use the **Stratitude** tab to generate a stratification report for a purchased, sold, or sampled portfolio.

**To generate a stratification report**

1. In the **Navigation Explorer** pane, click **Purchases**, **Sales**, or **Samples**.
2. Double-click a purchase, sale, or sample name. The information appears in the **Information** pane.
3. Click the **Stratitude** tab.
4. Hover your mouse over the Reports menu slide-in and then click a report.



### Auto Statutes by Accounts Report

The Auto Statutes by Accounts Report displays statute of limitation levels and counts by state for the accounts in the portfolio with auto loan debt.

### Average Home Value Report

The Average Home Value Report displays the average home value for the debtors in the portfolio, based on the most current U.S. census data for the debtors' ZIP Code. The **Range** column lists the home value price ranges.

### Average Income Report

The Average Income Report displays the average income for the debtors in the portfolio, based on the most current U.S. census data for the debtor's ZIP Code. The **Range** column lists the income ranges.

### Balance Report

The Balance Report displays stratifications and performance of the accounts in the portfolio based on the account balance. The **Range** column lists the account balance ranges.

### Credit Score Report

The Credit Score Report displays stratifications and performance of the accounts in the portfolio based on the debtor's credit score. The **Range** column lists the credit score ranges.

### Date of Birth Report

The Date of Birth Report displays stratifications and performance of the accounts in the portfolio based on the debtor's age. The **Range** column lists the debtor age ranges.

### Home Phones Report

The Home Phones Report displays stratifications and performance of the accounts in the portfolio based on the status of the debtor's home phone.

### Last Paid Date Vs. Chargeoff Date Report

The Last Paid Date Vs. Chargeoff Date Report displays stratifications and performance of the accounts in the portfolio based on the number of months between the last payment and charge-off. The **Range** column lists the month ranges.

### Matching Home Area Codes and States Report

The Matching Home Area Codes and States Report displays stratifications and performance of the accounts in the portfolio based on a match between the debtor's home area code and state.

### Matching Work Area Codes and States Report

The Matching Work Area Codes and States Report displays stratifications and performance of the accounts in the portfolio based on a match between the debtor's work area code and state.

### Months Since Chargeoff Report

The Months Since Chargeoff Report displays stratifications and performance of the accounts in the portfolio based on the number of months since charge-off. The **Range** column lists the month ranges.

### Months Since Last Paid Report

The Months Since Last Paid Report displays stratifications and performance of the accounts in the portfolio based on the number of months since last payment. The **Range** column lists the month ranges.

### Open Statutes by Accounts Report

The Open Statutes by Accounts Report displays statute of limitation levels and counts by state for the accounts in the portfolio with open-ended or revolving debt.

### Original Creditor Report

The Original Creditor Report displays stratifications and performance of the accounts in the portfolio based on the original creditor.

### SSN Report

The SSN Report displays stratifications and performance of the accounts in the portfolio based on the status of the debtor's SSN.

### State Report

The State Report displays stratifications and performance of the accounts in the portfolio based on the debtor's state.

### Summary Report

The Summary Report summarizes information for the accounts in a portfolio.

### Time Zone Report

The Time Zone Report displays stratifications and performance of the accounts in the portfolio based on the debtor's time zone.

### Work Phones Report

The Work Phones Report displays stratifications and performance of the accounts in the portfolio based on the status of the debtor's work phone.

### Written Statutes by Accounts Report

The Written Statutes by Accounts Report displays statute of limitation levels and counts by state for the accounts in the portfolio with written contract debt.

### Years Before Chargeoff Report

The Years Before Chargeoff Report displays stratifications and performance of the accounts in the portfolio based on the number of years before charge-off. The **Range** column lists the year ranges.

### Zip Code Report

The Zip Code Report displays stratifications and performance of the accounts in the portfolio based on the status of the debtor's ZIP Code.

### Report Abbreviations

Some reports contain the following abbreviations:

- **C/O:** Charge-off Date.
- **DLP:** Date of Last Payment.
- **Liq %:** Percent liquidated (paid).
- **TOB:** Time on Books. Number of days between the contract date and the charge-off date.
- **Wt Avg:** Weighted average within the criteria (range) specified.

## Reports

## Reports

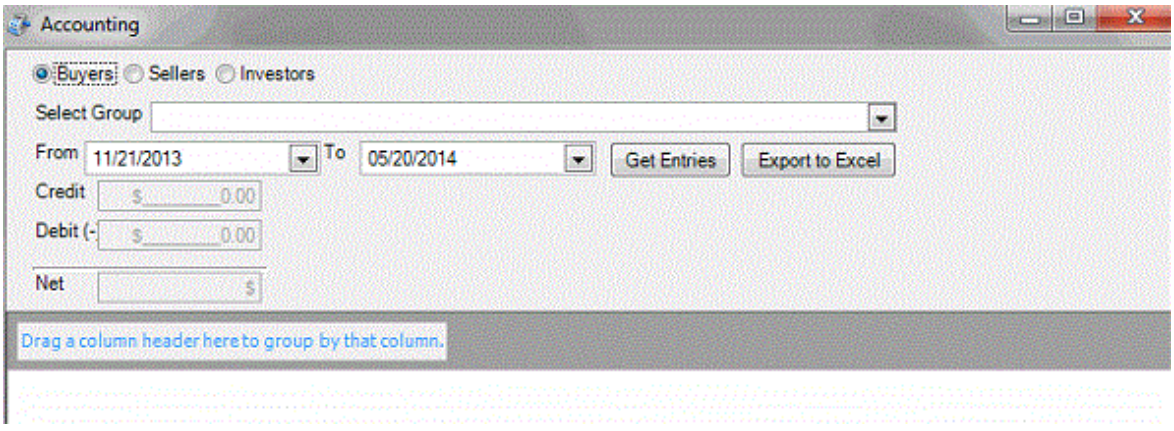
Use the **Reports** menu to generate reports that you can use to reconcile accounting information, view account history and transactions, view agency placements, view batch history, and view portfolio performance.

## Generate an Accounting Report

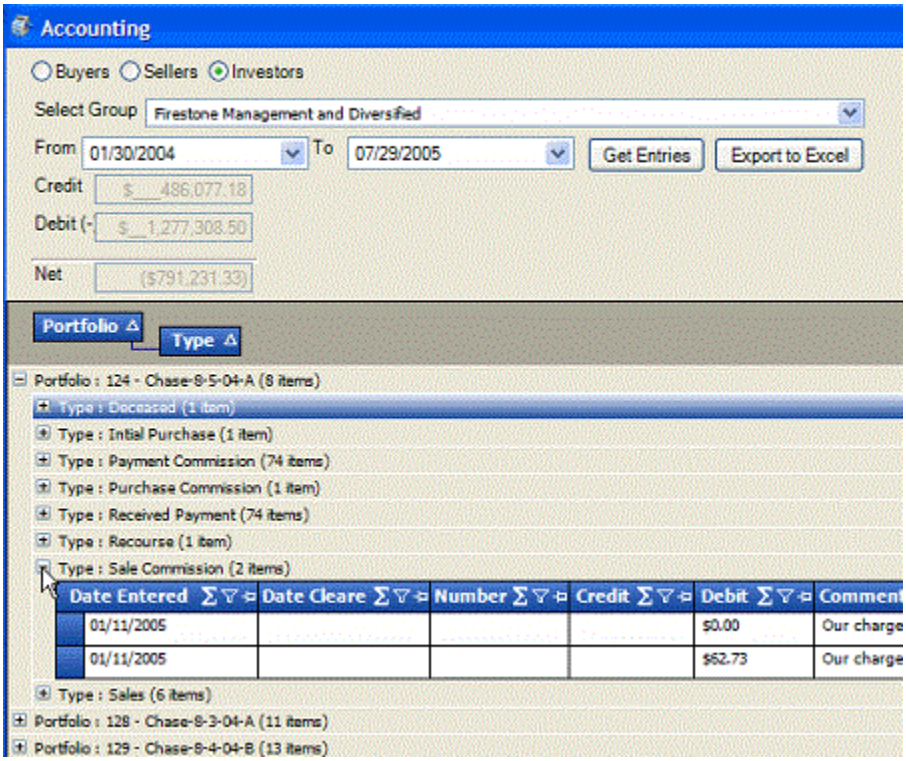
Use the **Accounting** window to generate an accounting report. This report allows you to review credits and debits to reconcile accounting with buyers, sellers, and investors.

**To generate an accounting report**

1. In the menu bar, click **Reports** > **Accounting**.




2. Click the type of entity for which to generate the report (buyers, sellers, or investors).
3. In the **Select Group** list box, click the name of the entity for whom to generate the report.
4. Specify the date range for which to generate the report and then click **Get Entries**. Credit, debit, and net information for the specified report criteria appear, sorted by portfolio type.




5. To view details, click the plus sign (+) next to an item.
6. To modify the view, see Data Grids.
7. To export the report to an Excel file, do the following:

a. Click **Export to Excel**.

b. In the **Save As** dialog box, type a name for the file or accept the default.

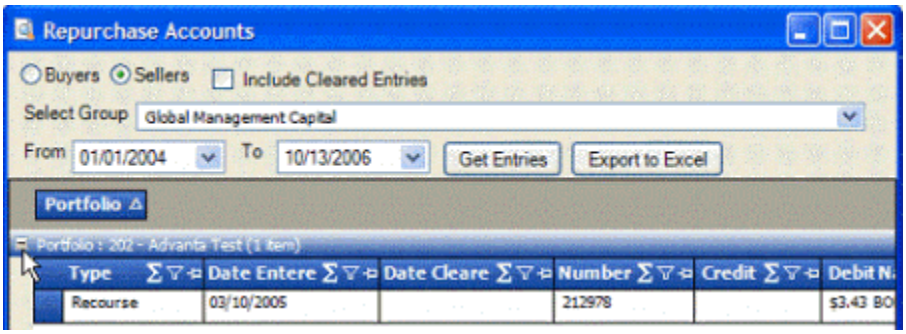
c. Click **Save**.

## Generate a Repurchase Report

Use the **Repurchase Accounts** window to generate a repurchase report. This report displays accounts that sellers repurchased from your organization, or that your organization repurchased for buyers.

**To generate a repurchase report**

1. In the menu bar, click **Reports** > **Repurchase Report**.



2. Click the type of entity for which to generate the report (buyers, sellers, or investors).
3. In the **Select Group** list box, click the name of the entity for whom to generate the report.
4. Specify the date range for which to generate the report and then click **Get Entries**. Credit, debit, and net information for the specified report criteria appear, sorted by portfolio type.
5. To view details, click the plus sign (+) next to an item.
6. To modify the view, see Data Grids.
7. To export the report to an Excel file, do the following:

a. Click **Export to Excel**.

b. In the **Save As** dialog box, type a name for the file or accept the default.

c. Click **Save**.

# Report Viewer

## Report Viewer

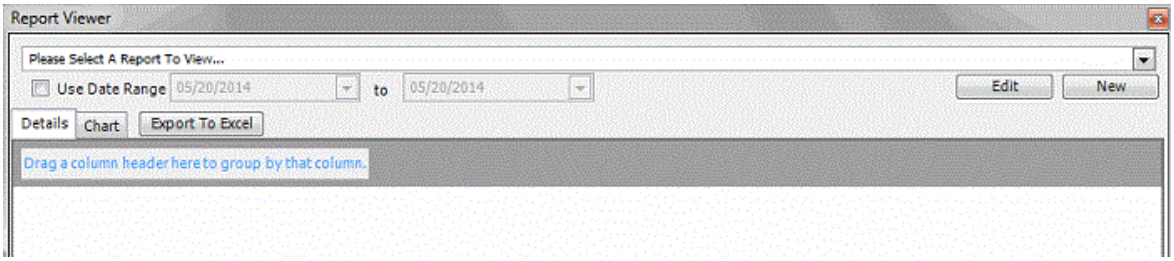
Use the **Report Viewer** window to create, modify, and view reports.

## Create a Report

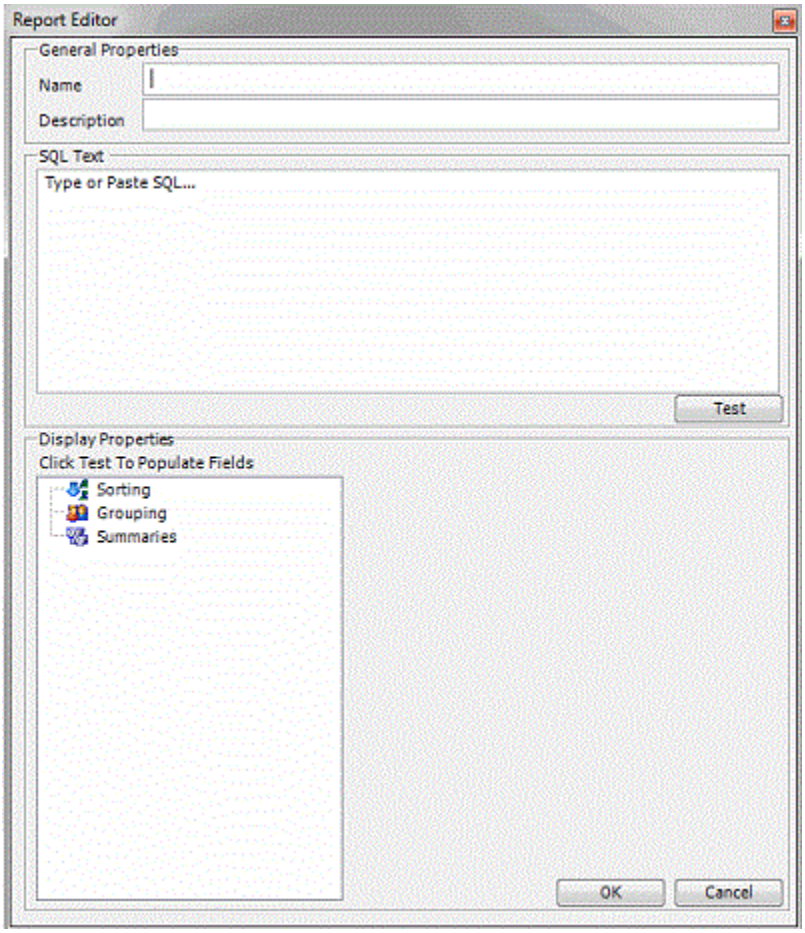
Use the **Report Editor** dialog box to create a report.

**To create a report**

1. In the menu bar, click **Reports** > **Report Viewer**.




2. Click **New**.



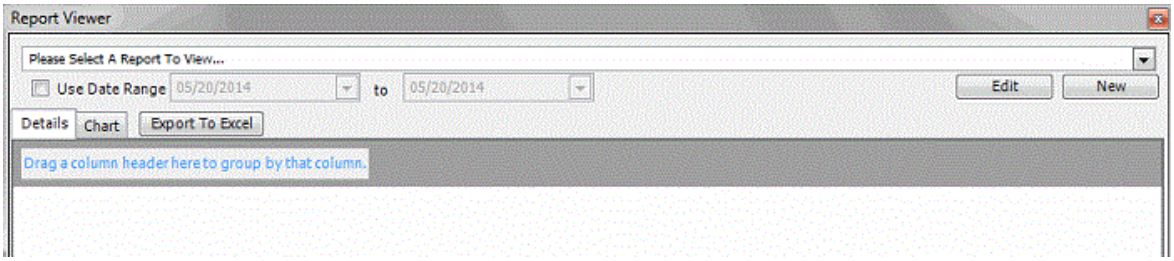

3. Type a name and description for the report.
4. In the SQL Text box, type or paste the SQL code for creating the report and then click **Test**. If the code is invalid, a message appears.
5. (Optional) Specify the sorting, grouping, and summaries and then click **OK**.

## Modify a Report

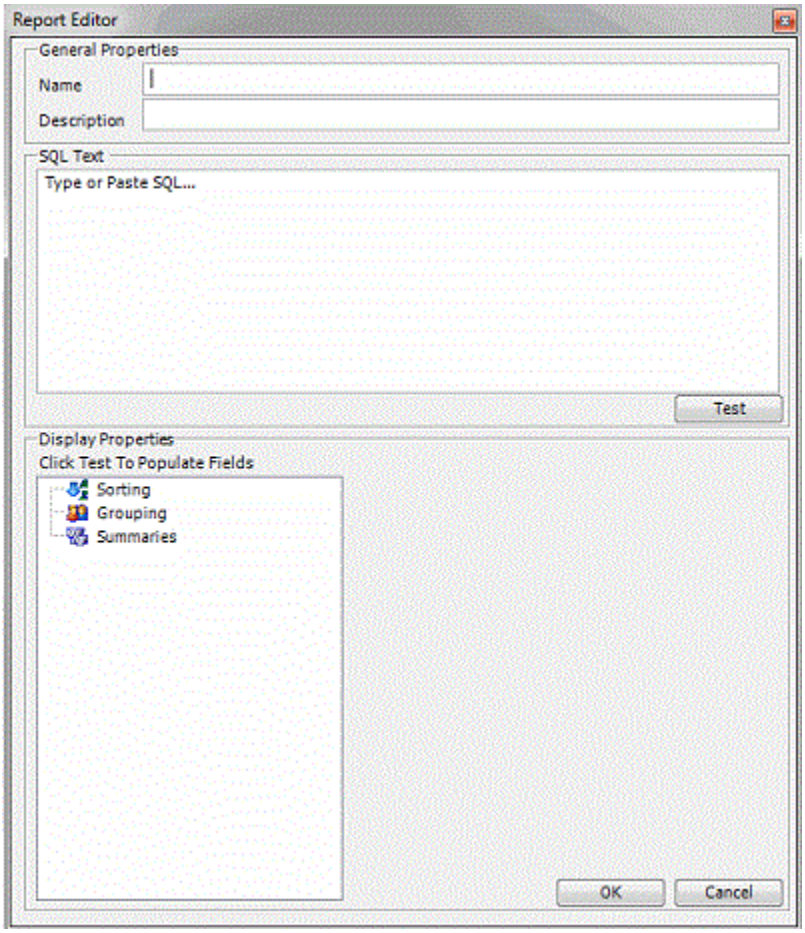
Use the **Report Viewer** window to modify a report.

**To modify a report**

1. In the menu bar, click **Reports** > **Report Viewer**.




2. In the list box, select the report to modify and then click **Edit**.



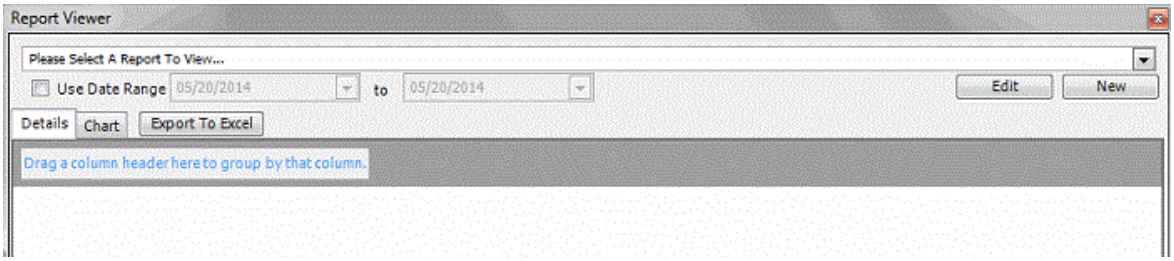

3. Modify the report name and description as necessary.
4. In the SQL Text box, modify the SQL code for creating the report and then click **Test**. If the code is invalid, a message appears.
5. Modify the sorting, grouping, and summaries as necessary and then click **OK**.

## View a Report

Use the **Report Viewer** window to view a report.

**To view a report**

1. In the menu bar, click **Reports** > **Report Viewer**.




2. In the list box, select the report to view.

3. To generate the report for a specific date range, select **Use Date Range** and then specify the start and end dates.
4. To view report details, click the **Details** tab.
5. To view a graph of the report data, click the **Chart** tab.
6. To modify the view, see Data Grids.
7. To export the report to an Excel file, do the following:

a. Click **Export to Excel**.

b. In the **Save As** dialog box, type a name for the file or accept the default.

c. Click **Save**.

# Tools

## Tools

### Tools

Portfolio Manager contains the following tools:

- **Query:** Used to retrieves accounts that meet specific criteria so you can attach them to a portfolio or export them.
- **Excel Template Manager:** Used to create and maintain Excel file templates so you can export account information or create an invoice.
- **Media Manager:** Used to flag pending media requests for buyers and sellers as received, not available, or sent.
- **Recourse Manager:** Used to approve or decline pending account recourses for buyers and sellers.
- **Invoices:** Used to create invoices for billing buyers, sellers, and investors; and for managers to track internal profit and loss.
- **Contact Locator:** Used to retrieve debt buyer contacts and export the list to an Excel file.
- **Portfolio Locator:** Used to retrieve portfolios and export the list to an Excel file.

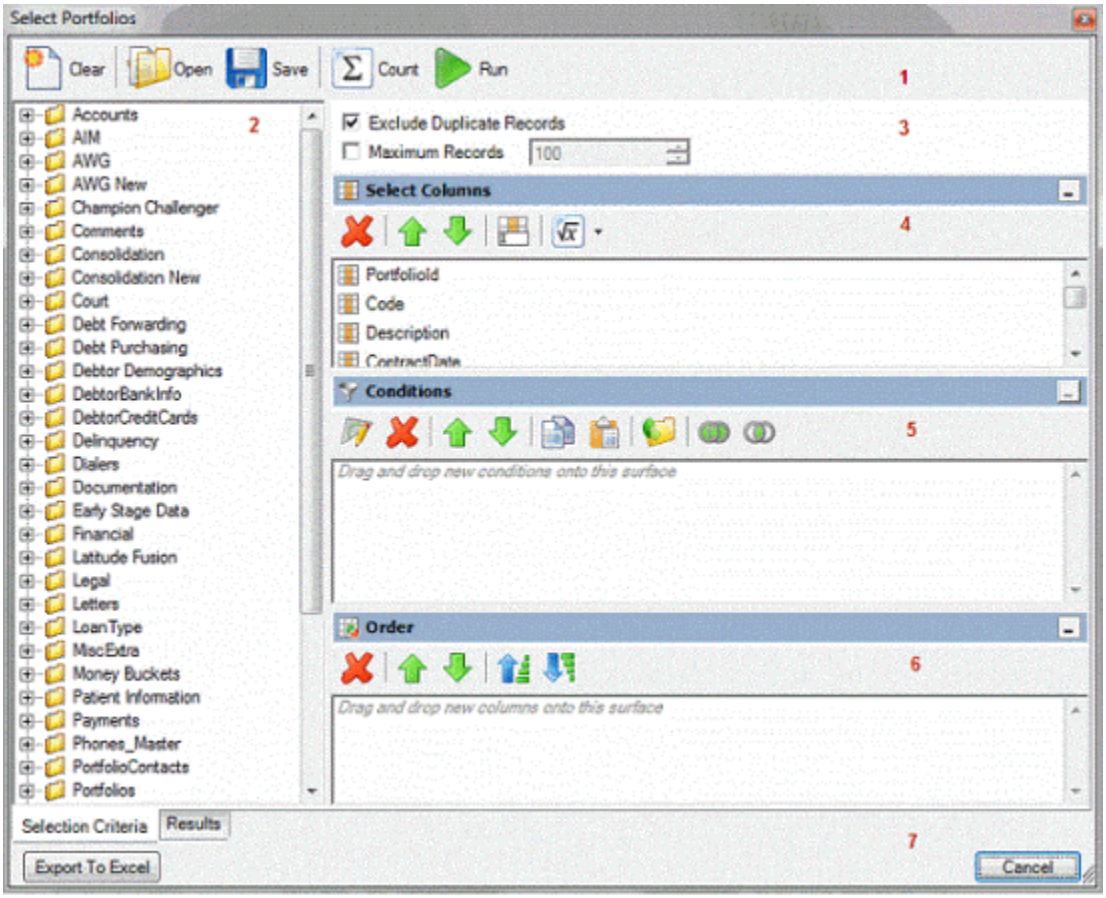
## Queries

### Queries

A query tool is available in several areas of Portfolio Manager to allow you to retrieve accounts that meet specific criteria. You can run a query and then view, sort, group, and summarize the query results before implementing the query. The query tool is available to:

- Select accounts for a purchased, sold, or sample portfolio.
- Export Debt Buyer Contacts to an Excel File.
- Export Portfolios to an Excel File.

The following is an example of a query window. The **Select Columns** and **Order** sections are not available in certain query windows.




1. **Top Toolbar:** Displays the functions that are available for the query.
2. **Data Selection pane:** Displays the data available to include in the query.
3. **Options:** Displays options to apply to the query.
4. **Select Columns pane:** Allows you to specify the data columns to include in the query results.
5. **Conditions pane:** Allows you to specify the conditions for retrieving accounts.
6. **Order pane:** Allows you to specify the sort order for the query results.
7. **Bottom Toolbar:** Allows you to implement the query or close the window without saving changes.

## Query Columns

### Query Columns

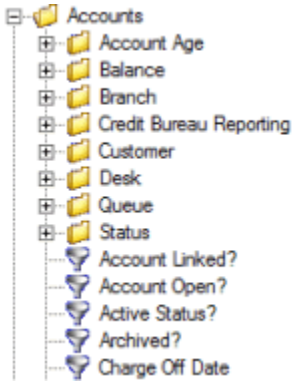
Use the **Select Columns** pane in a query window to specify the data columns to include in the query results. The **Select Columns** pane contains a default set of columns.

### Add a Query Column

Use the **Select Columns** pane in a query window to add a column to display in the query results.

**To add a query column**

1. With a query window open, in the **Data Selection** pane, click the plus sign (**+**) next to a folder to expand it.




2. Click the data item to display in a column in the query results and drag and drop it in the **Select Columns** pane.

3. Drag and drop more data items as necessary.

### Modify the Query Column Order

Use the **Select Columns** pane in a query window to change the order in which columns of data appear in the query results.

**To modify the query column order**

1. With a query window open, go to the **Select Columns** pane.

2. To move up a column in the list, click the column and then, in the toolbar, click the up arrow.
3. To move down a column in the list, click the column and then, in the toolbar, click the down arrow.

### Modify a Query Column Name

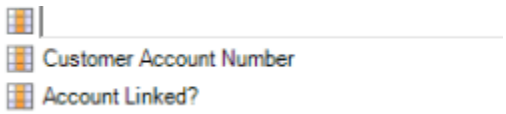
Use the **Select Columns** pane in a query window to modify the name of a column that appears in the query results.

**To modify a query column name**

1. With a query window open, go to the **Select Columns** pane.

2. Do one of the following:
3. Click the column and then, in the toolbar, click the Rename icon.
4. Right-click the column and then click **Rename**.

   The query designer clears the column name and displays a blank box to allow you to modify the name.




5. In the box, type the new name for the column and then press **Enter**. The original column name appears with the new name appended. For example, if you change the **Customer** column to **Client**, The query designer changes the column name to **Customer as Client**.

### Delete a Query Column

Use the **Select Columns** pane in a query window to delete a column from the query so that the query designer doesn't include it in the query results.

**To delete a query column**

1. With a query window open, go to the **Select Columns** pane.

2. Do one of the following:
3. Click the column and then, in the toolbar, click the Delete icon.
4. Click the column and then press the **Delete** key.
5. Right-click the column and then click **Delete**. A confirmation dialog box appears.

6. Click **Yes**.

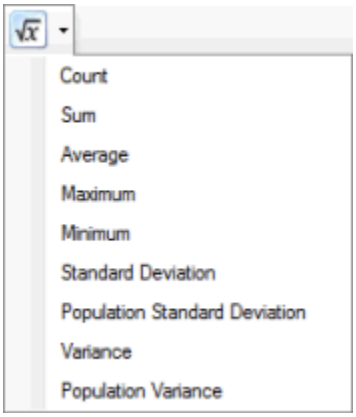
### Assign an Aggregate Function to a Query Column

Use the **Select Columns** pane in a query window to assign an aggregate function to a column. When you run the query, the query results show the aggregated values in the column instead of the actual value. Non-aggregated columns create the groups represented by the aggregated data. For more information about aggregate functions, see Aggregate Functions.

**To assign an aggregate function to a query column**

1. With a query window open, go to the **Select Columns** pane.

2. Click the column and then, in the toolbar, click the arrow next to the Aggregate icon. A list of functions appears.




3. Click a function. The original column name appears with the aggregate function name appended. For example, if you selected the "average" function for the **Linked Current Balance** column, the **Linked Current Balance** column name changes to **Average of Linked Current Balance**. In the query results, the average account balance for all the linked accounts appears.
4. To delete an aggregated function, click the column name and then click the Aggregate icon.

### Aggregate Functions

The following table describes the functions that are available when aggregating data. The functions available for an item are based on the item's data type.

| Function | Description |
|---|---|
| Count | Counts the number of records for the grouping. |

| Function | Description |
|---|---|
| Sum | Totals the values within the grouping. |
| Average | Averages the values within the grouping. |
| Maximum | Calculates the highest value within the grouping. |
| Minimum | Calculates the lowest value within the grouping. |
| Standard Deviation | Averages the difference from the mean value of the entire set of records included. |
| Population Standard Deviation | Averages the difference from the mean value within the grouping. |
| Variance | Squares the standard deviation. |
| Population Variance | Squares the standard deviation within the grouping. |
| Eliminate Duplicates | Changes the equation to add the "distinct" clause. You can use this function with any aggregate after the initial selection. |
| Remove Aggregate | Deletes the aggregate function and returns the column to its literal value. |

## Query Conditions

### Query Conditions

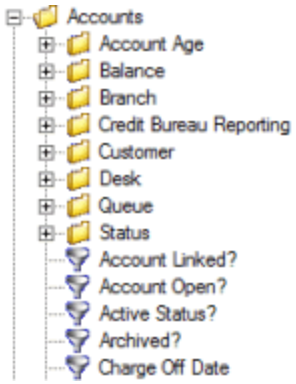
Use the **Conditions** pane in a query window to specify the criteria for data to include in the query results.

### Create a Query Condition

Use the **Conditions** pane in a query window to specify the criteria for the data to include in the query results.

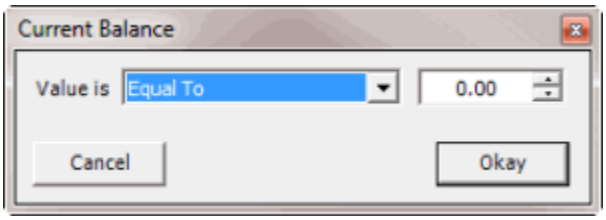
**To create a query condition**

1. With a query window open, in the **Data Selection** pane, click the plus sign (**+**) next to a folder to expand it.

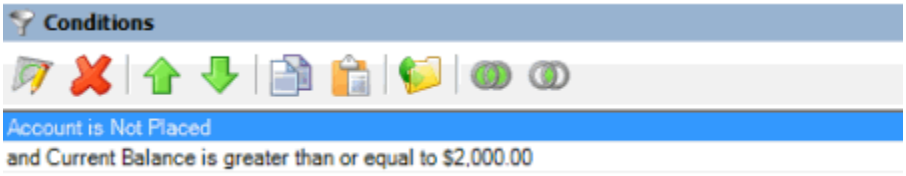



2. Click the data item for which to set a condition and drag and drop it in the **Conditions** pane. A dialog box appears, which allows you to specify the criteria. The title of the dialog box and the information displayed depend on the condition selected.

   The following example shows the **Current Balance** dialog box that appears when you drag and drop the **Current Balance** data item into the **Conditions** pane.




3. In the dialog box, specify the criteria and then click **Okay**. The condition appears in the **Conditions** pane. In the following example, the condition indicates you want to include in the query results accounts with a current balance that is greater than or equal to "$2,000."



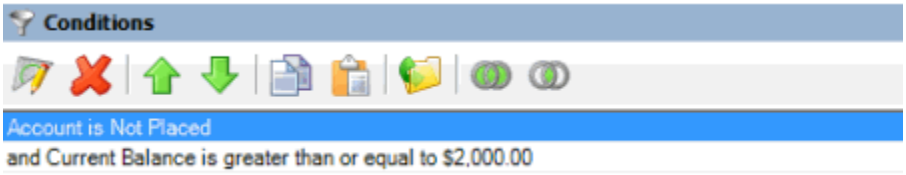

4. Drag and drop more data items as necessary.

**Modify a Query Condition**

Use the **Conditions** pane in a query window to modify a query condition.

**To modify a query condition**

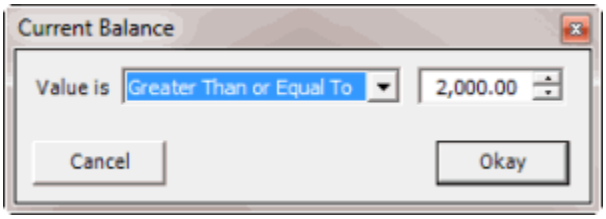
1. With a query window open, go to the **Conditions** pane.




2. Do one of the following:

- Click a condition and then, in the toolbar, click the Edit icon.
- Double-click a condition.
- Right-click a condition and then click **Edit**.

A dialog box appears, which allows you to modify the criteria. The title of the dialog box and the information displayed depends on the condition selected.



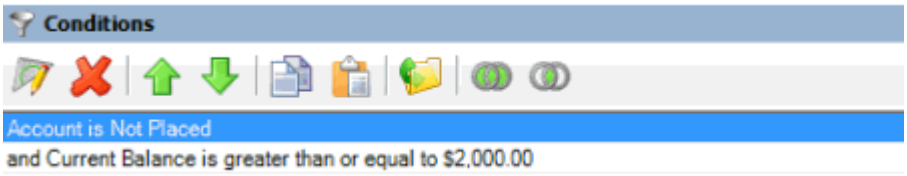

3. In the dialog box, modify the criteria and then click **Okay**. The **Conditions** pane reflects the update.

### Copy a Query Condition

Use the **Conditions** pane in a query window to copy a query condition.

**To copy a query condition**

1. With a query window open, go to the **Conditions** pane.




2. Do one of the following:

- Click the condition and then, in the toolbar, click the Copy icon.
- Right-click the condition and then click **Copy**.

The query designer copies the condition to the Clipboard.

3. Do one of the following:

- Click where you want to copy the condition and then, in the toolbar, click the Paste icon.
- Right-click where you want to copy the condition and then click **Paste**.

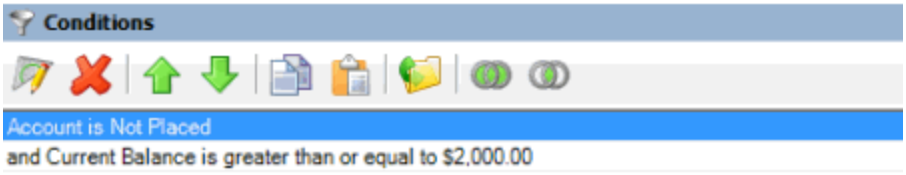
The query designer pastes the condition in the specified location.

### Group Query Conditions

Use the **Conditions** pane in a query window to separate conditions into groups when you require complex data mining.

**To group query conditions**

1. With a query window open, go to the **Conditions** pane.



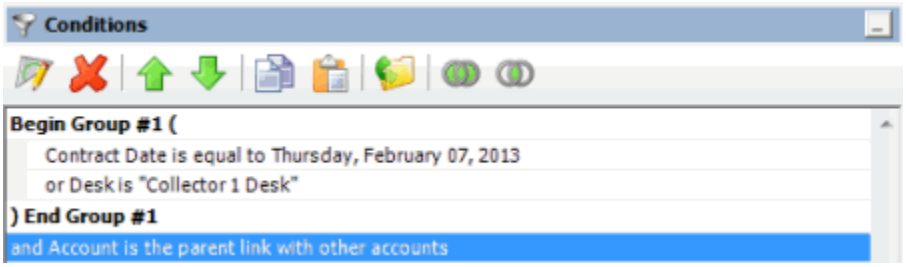

2. Click the conditions to group.

> **Tip**: To select multiple sequential conditions, press and hold the **Shift** key and click the first and last sequential condition. To select multiple non-sequential conditions, press and hold the **Ctrl** key and click each individual condition. To select all conditions, right-click and then click **Select All**.

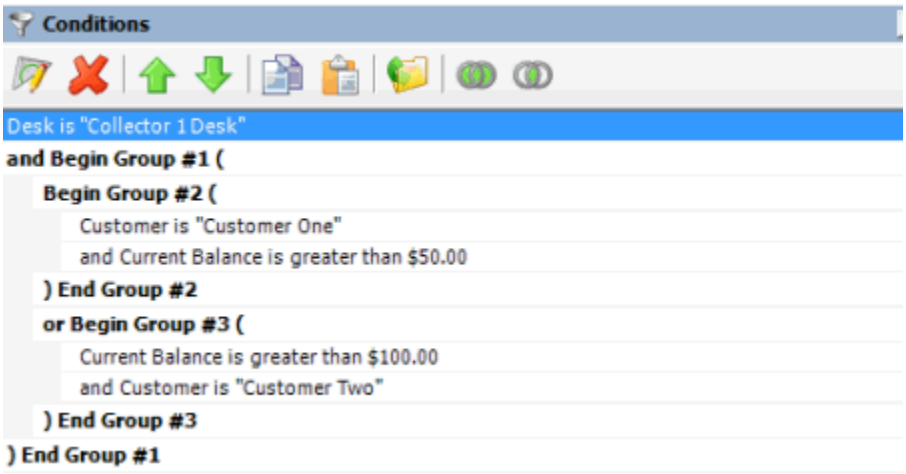
3. Do one of the following:

- In the toolbar, click the Group icon.
- Right-click the selected conditions and then click **Group**.

The query designer groups the selected conditions and identifies the beginning and ending of the group.




4. Continue grouping conditions as necessary. The following example shows a complex grouping of conditions.

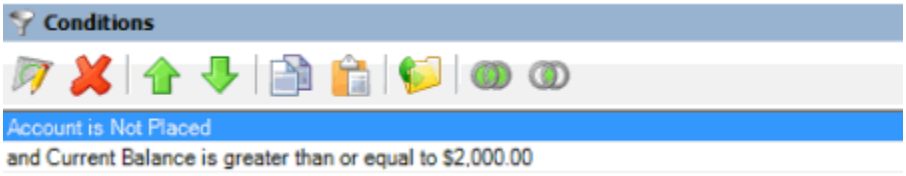



**Modify the Query Condition Order**

Use the **Conditions** pane in a query window to modify the order in which to evaluate conditions.

**To modify the query condition order**

1. With a query window open, go to the **conditions** pane.



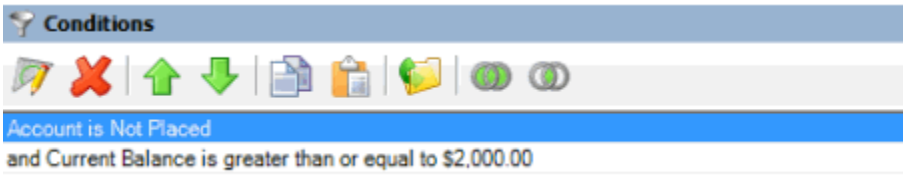

2. To move up a condition in the list, click the condition and then, in the toolbar, click the up arrow.
3. To move down a condition in the list, click the condition and then, in the toolbar, click the down arrow.

**Set a Query Condition to Optional or Required**

Use the **Conditions** pane in a query window to set a query condition to optional or required using Boolean operators (OR, AND). The query designer sets conditions to "required" by default. If a query has a single condition, the query requires that condition and you cannot set it to optional. If a query has more than one condition, you can set each condition that follows the first condition in the list to required or optional. For more information, see Boolean Operators.

**To set a query condition to optional or required**

1. With a query window open, go to the **Conditions** pane.




2. To change the query so that only one condition has to be true for an account to appear in the query results, do one of the following:

- Click the second condition and then, in the toolbar, click the OR icon.
- Right-click the second condition and then click **Set Condition Optional**.

The condition changes from "and" to "or."

3. To change the query to require both conditions for an account to appear in the query results, do one of the following:

- Click the second condition and then, in the toolbar, click the AND icon.
- Right-click the second condition and then click **Set Condition Required**.

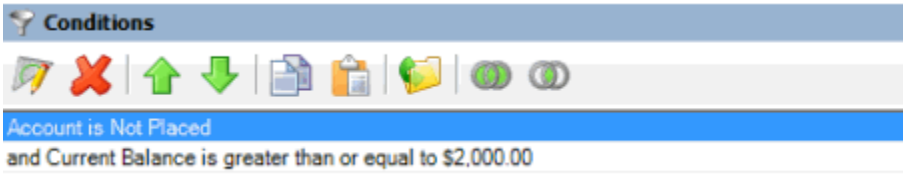
The condition changes from "or" to "and."

**Delete a Query Condition**

Use the **Conditions** pane in a query window to delete a condition from a query.

**To delete a query condition**

1. With a query window open, go to the **Conditions** pane.




2. Do one of the following:
    1. Click the condition and then, in the toolbar, click the Delete icon.
    2. Click the condition and then press the **Delete** key.
    3. Right-click the condition and then click **Delete**.

   A confirmation dialog box appears.
3. Click **Yes**.

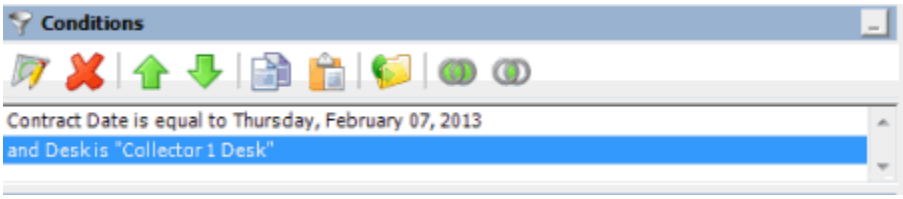
**Boolean Operators**

Boolean operators allow you to set a query condition to optional or required.

**AND condition**

The AND condition sets a condition to required.

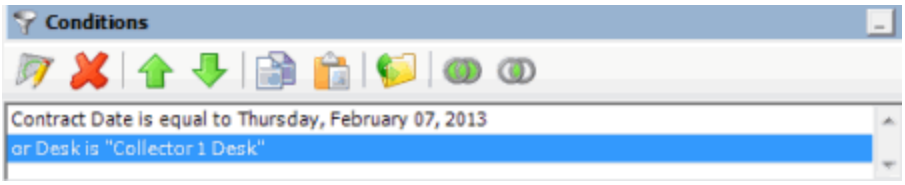
In the following example, both conditions must be true for an account to appear in the query results. So, if an account contract date is "February 7, 2013" and the Desk is "Collect 1 Desk," the query results include the account. If an account contract date is "February 7, 2013" but the Desk is not "Collect 1 Desk," the query results don't include the account. If an account contract date is not "February 7, 2013" but the Desk is "Collect 1 Desk," the query results don't include the account.




**OR condition**

The OR condition sets a condition to optional.

In the following example, if an account contract date is "February 7, 2013" but the Desk is not "Collect 1 Desk," the query results include the account. If an account contract date is not "February 7, 2013" but the Desk is "Collect 1 Desk," the query results include the account. If an account contract date is "February 7, 2013" and the Desk is "Collect 1 Desk," the query results include the account. If an account contract date is not "February 7, 2013" or the Desk is not "Collect 1 Desk," the query results don't include the account.




**Query Condition Types**

You use query conditions when creating and running queries. For each condition you select for your query, you specify the criteria to use to evaluate accounts. The criteria available is based on the condition type.

Each condition is one of the following types:

- Dates
- Single option
- Multiple option

**Dates**

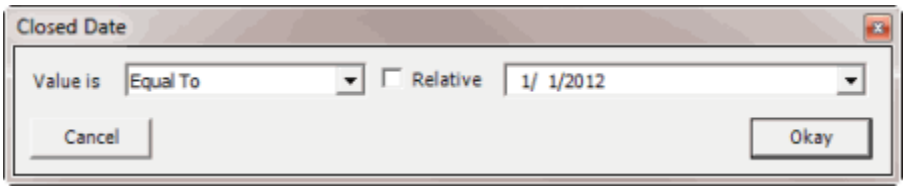
Date conditions allow you to query accounts based on a specific date, date range, any date or blank date, or relative date. When you select a date condition, a dialog box displays to allow you to specify the date criteria. The criteria available depends on the value you select in the **Value is** list box, and whether you select the **Relative** check box.

**Specific date**

Use one of the following comparisons to evaluate accounts based on a specific date:

| **Value is** | **Description** |
|---|---|
| Equal To | Retrieves accounts where the date matches a specific date. |
| Not Equal To | Retrieves accounts where the date does not match a specific date. |
| Later Than or Equal To | Retrieves accounts where the date matches or comes after a specific date. |
| Earlier Than or Equal To | Retrieves accounts where the date matches or comes before a specific date. |
| Later Than | Retrieves accounts where the date comes after a specific date. |
| Earlier Than | Retrieves accounts where the date comes before a specific date. |

In the following example, the system retrieves accounts where the **Closed Date** is 01/01/2012.

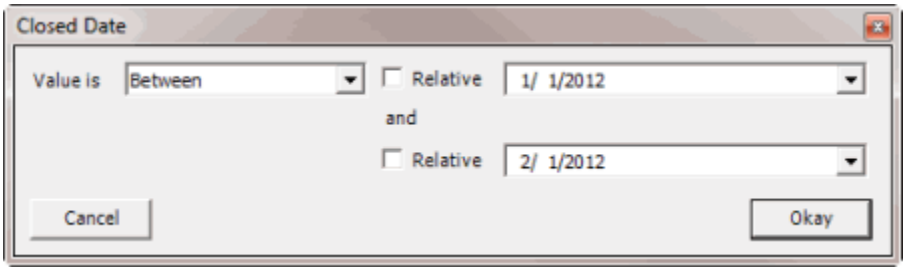


**Date range**

Use one of the following comparisons to evaluate accounts based on a date range:

| Value is | Description |
|---|---|
| Between | Retrieves accounts where the date falls between two specific dates. |
| Not Between | Retrieves accounts where the date comes before a specific start date or after a specific end date, but not between the two dates. |

In the following example, the system retrieves accounts where the **Closed Date** falls on or between 01/01/2012 and 02/01/2012.

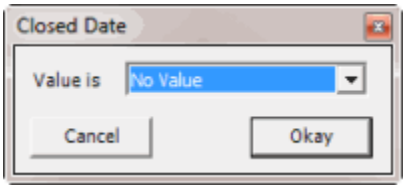



**Any date or blank date**

Use one of the following comparisons to evaluate accounts based on whether a date is blank or contains any value:

| Value is | Description |
|---|---|
| No Value | Retrieves accounts where the date is blank. |
| Any Value | Retrieves accounts where the date is any date or blank. |

In the following example, the system retrieves accounts where the **Closed Date** is blank (doesn't contain a value).



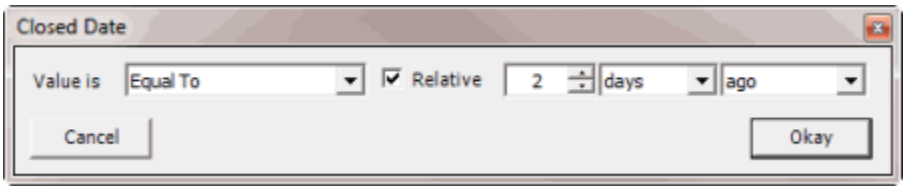

**Relative date**

Use the relative date option to evaluate accounts based on the relation of a date to the current date. You specify a comparison and the criteria to use to calculate the relative date. The criteria are the number of days, months or years from the current date, and whether to add or subtract that number from the current date.

Use one of the following comparisons to evaluate accounts based on the calculated relative date:

| Value is | Description |
|---|---|
| Equal To | Retrieves accounts where the date matches the relative date. |
| Not Equal To | Retrieves accounts where the date does not match the relative date. |
| Later Than or Equal To | Retrieves accounts where the date matches or comes after the relative date. |
| Earlier Than or Equal To | Retrieves accounts where the date matches or comes before the relative date. |
| Later Than | Retrieves accounts where the date comes after the relative date. |
| Earlier Than | Retrieves accounts where the date comes before the relative date. |

In the following example, the system retrieves accounts where the **Closed Date** is two days before the current date.

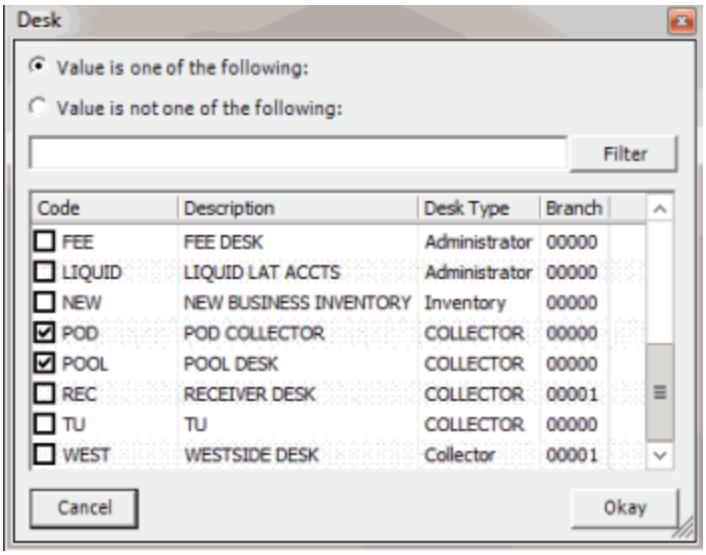



**Single option**

Single option conditions allow you to retrieve accounts that match a single option in a group of options. In the following example, the system retrieves accounts that are the parent link to other accounts.

**Multiple option**

Multiple option conditions allow you to retrieve accounts that match one or more options in a group of options. In the following example, the system retrieves accounts assigned to the POD desk and accounts assigned to the POOL desk.




## Query Order

### Query Order

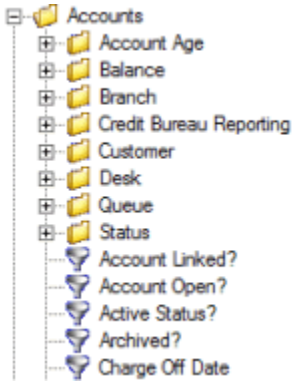
Use the **Order** pane in a query window to specify the sort order for the data returned in the query results. For example, if the **Order** pane includes desk and customer, the system sorts the query results first by desk and then by customer within the desk.

### Specify the Query Sort Order

Use the **Order** pane in a query window to specify the sort order for the query results.

**To specify the query sort order**

1. With a query window open, in the **Data Selection** pane, click the plus sign (**+**) next to a folder to expand it.




2. Click the data item to use to sort the query results and drag and drop it into the **Order** pane.

> **Note:** If there is a **Select Columns** pane, you can sort by aggregate data by dragging the aggregated column from the **Select Columns** pane and dropping it into the **Order** pane. For more information about aggregating data, see Assign an Aggregate Function to a Query Column.

3. Drag and drop more data items as necessary.

### Modify the Sort Order

Use the **Order** pane in a query window to modify the sort order for the query results.

**To modify the sort order**

1. With a query window open, go to the **Order** pane.

2. To move up a data item in the list, click the data item and then, in the toolbar, click the up arrow.
3. To move down a data item in the list, click the data item and then, in the toolbar, click the down arrow.

### Set the Sort Order to Ascending

Use the **Order** pane in a query window to set the sort order for a data item to ascending order.

**To set the sort order to ascending**

1. With a query window open, go to the **Order** pane.

2. Do one of the following:

- Click the data item and then, in the toolbar, click the Ascending icon.
- Right-click the data item and then click **Set Ascending Order**.

### Set the Sort Order to Descending

Use the **Order** pane in a query window to set the sort order for a data item to descending order.

**To set the sort order to descending**

1. With a query window open, go to the **Order** pane.

2. Do one of the following:

- Click the data item and then, in the toolbar, click the Descending icon.
- Right-click the data item and then click **Set Descending Order**.

**Delete a Data Item From the Sort**

Use the **Order** pane in a query window to delete a data item from the query results sort order

**To delete a data item from the sort**

1. With a query window open, go to the **Order** pane.

2. Do one of the following:

- Click the data item and then, in the toolbar, click the Delete icon.
- Click the data item and then press the **Delete** key.
- Right-click the data item and then click **Delete**.

A confirmation dialog box appears.

3. Click **Yes**.

## Query Results

**Query Results**

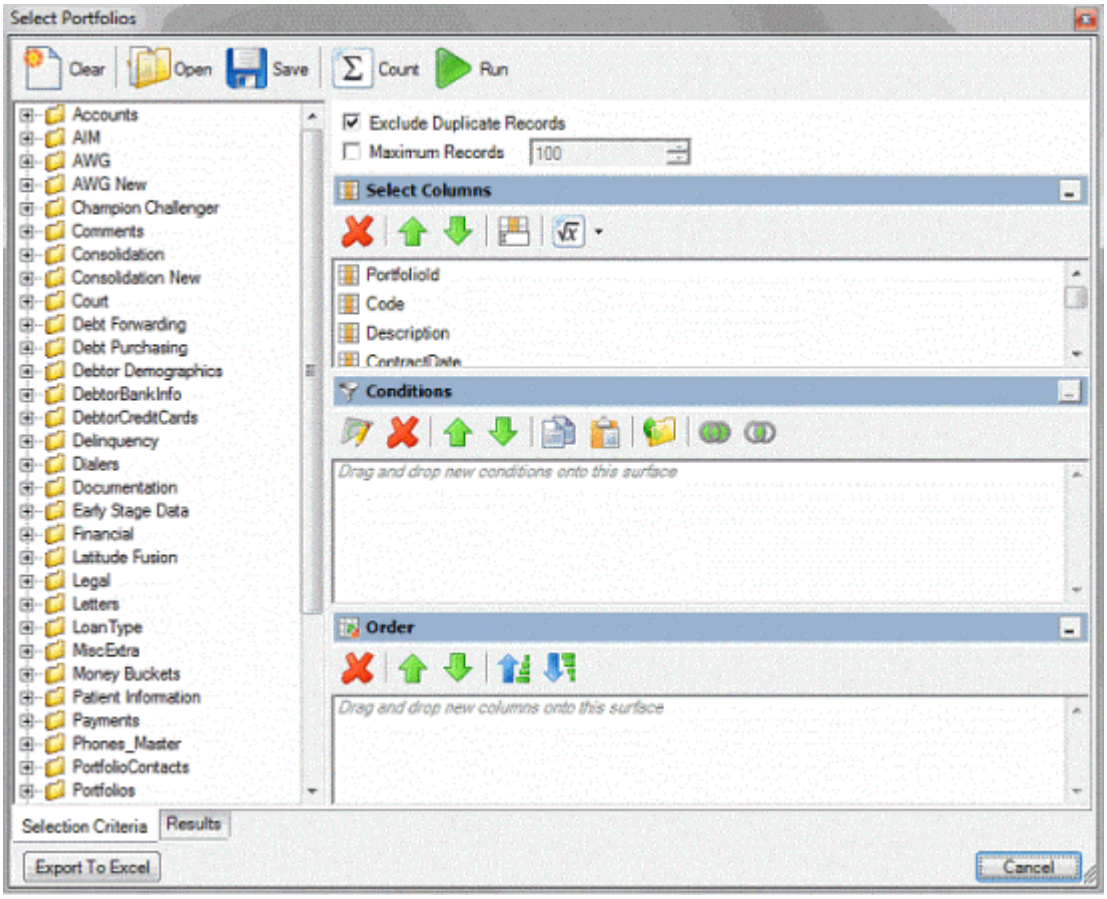
Use the **Results** tab in a query window to view the results of a query, and modify the view.

**Run a Query**

Use the **Results** tab in a query window to view the results of a query.

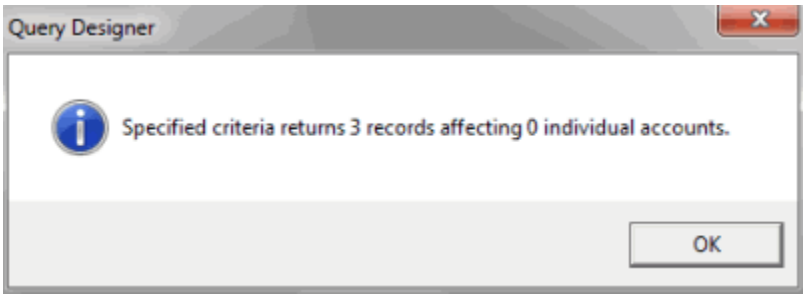
**To run a query**

1. Open a query window. The following example is for the **Select Portfolios** query window.



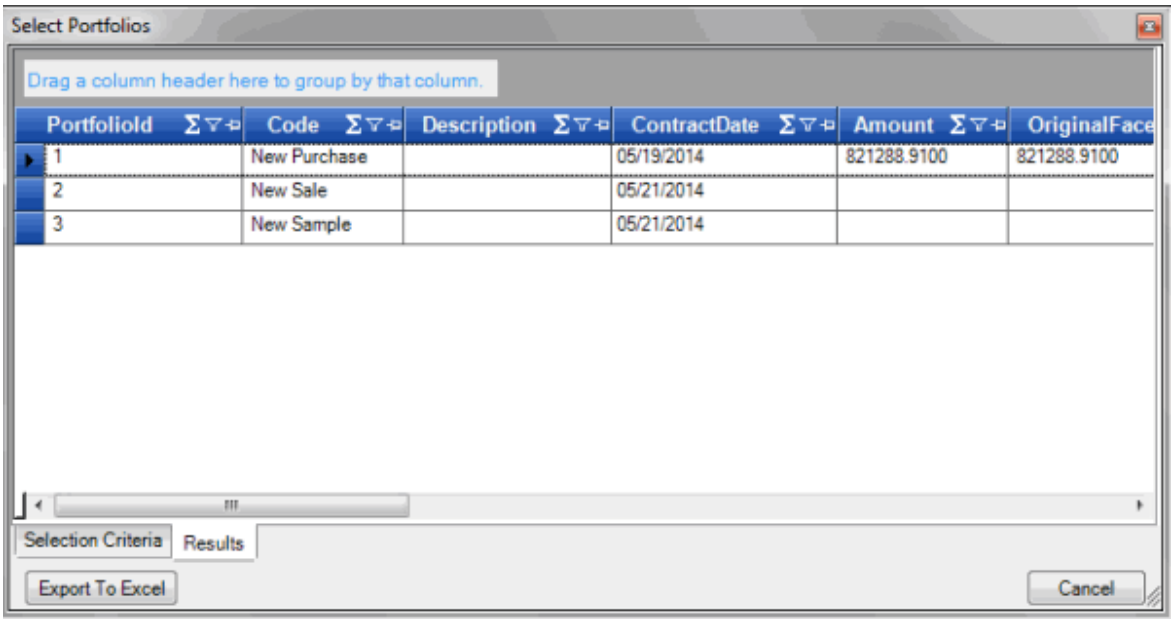

2. To count the number of records that match the criteria, do the following:

a. In the toolbar, click **Count**. The **Query Designer** dialog box appears.




b. Click **OK**.

3. To run the query, in the toolbar, click **Run**. The query results appear on the **Results** tab.

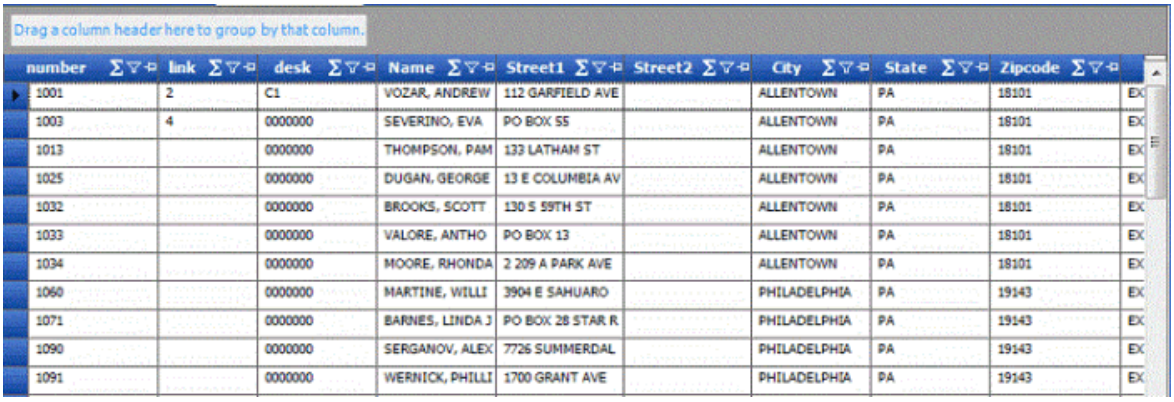



**Arrange Column Headings**

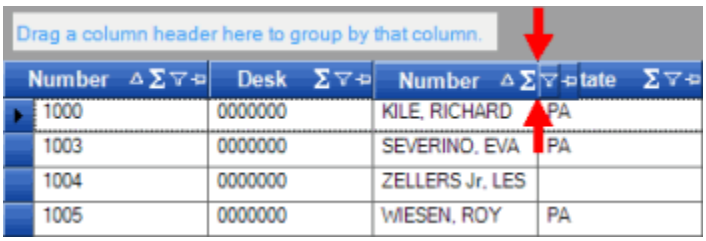
You can change the order in which columns appear in a data grid.

**To arrange column headings**

1. Click a column heading and drag it to the new location.




2. When two red arrows appear in the location where you want to place the column, release your mouse button.

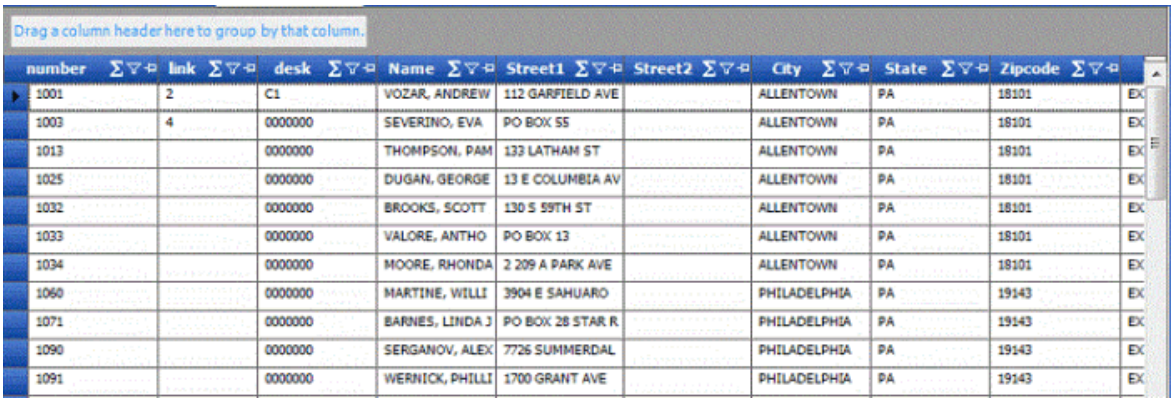



**Pin a Column**

You can pin a column in a data grid so that it remains stationary when you scroll horizontally.

**To pin a column**

1. In the column heading, click the Pushpin icon. The pushpin points down to indicate a pinned column.


Drag a column header here to group by that column.

| number | link | desk | Name | Street1 | Street2 | City | State | Zipcode | |
|---|---|---|---|---|---|---|---|---|---|
| 1001 | 2 | C1 | VOZAR, ANDREW | 112 GARFIELD AVE | | ALLENTOWN | PA | 18101 | EX |
| 1003 | 4 | 0000000 | SEVERINO, EVA | PO BOX 55 | | ALLENTOWN | PA | 18101 | EX |
| 1013 | | 0000000 | THOMPSON, PAM | 133 LATHAM ST | | ALLENTOWN | PA | 18101 | EX |
| 1025 | | 0000000 | DUGAN, GEORGE | 13 E COLUMBIA AV | | ALLENTOWN | PA | 18101 | EX |
| 1032 | | 0000000 | BROOKS, SCOTT | 130 S 59TH ST | | ALLENTOWN | PA | 18101 | EX |
| 1033 | | 0000000 | VALORE, ANTHO | PO BOX 13 | | ALLENTOWN | PA | 18101 | EX |
| 1034 | | 0000000 | MOORE, RHONDA | 2 209 A PARK AVE | | ALLENTOWN | PA | 18101 | EX |
| 1060 | | 0000000 | MARTINE, WILLI | 3904 E SAHUARO | | PHILADELPHIA | PA | 19143 | EX |
| 1071 | | 0000000 | BARNES, LINDA J | PO BOX 28 STAR R | | PHILADELPHIA | PA | 19143 | EX |
| 1090 | | 0000000 | SERGANOV, ALEX | 7726 SUMMERDAL | | PHILADELPHIA | PA | 19143 | EX |
| 1091 | | 0000000 | WERNICK, PHILLI | 1700 GRANT AVE | | PHILADELPHIA | PA | 19143 | EX |

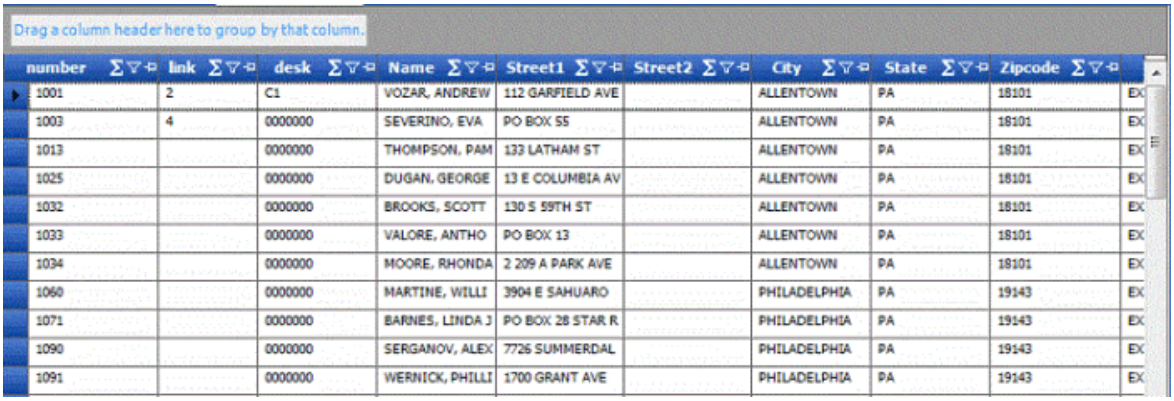
2. Scroll horizontally in either direction and the pinned column remains stationary.

**Sort Data**

You can sort the data in a data grid.

**To sort data**

1. Click a column heading. An arrow that points upward appears next to the column heading to indicate that the system sorted the column in ascending order.


Drag a column header here to group by that column.

| number | link | desk | Name | Street1 | Street2 | City | State | Zipcode | |
|---|---|---|---|---|---|---|---|---|---|
| 1001 | 2 | C1 | VOZAR, ANDREW | 112 GARFIELD AVE | | ALLENTOWN | PA | 18101 | EX |
| 1003 | 4 | 0000000 | SEVERINO, EVA | PO BOX 55 | | ALLENTOWN | PA | 18101 | EX |
| 1013 | | 0000000 | THOMPSON, PAM | 133 LATHAM ST | | ALLENTOWN | PA | 18101 | EX |
| 1025 | | 0000000 | DUGAN, GEORGE | 13 E COLUMBIA AV | | ALLENTOWN | PA | 18101 | EX |
| 1032 | | 0000000 | BROOKS, SCOTT | 130 S 59TH ST | | ALLENTOWN | PA | 18101 | EX |
| 1033 | | 0000000 | VALORE, ANTHO | PO BOX 13 | | ALLENTOWN | PA | 18101 | EX |
| 1034 | | 0000000 | MOORE, RHONDA | 2 209 A PARK AVE | | ALLENTOWN | PA | 18101 | EX |
| 1060 | | 0000000 | MARTINE, WILLI | 3904 E SAHUARO | | PHILADELPHIA | PA | 19143 | EX |
| 1071 | | 0000000 | BARNES, LINDA J | PO BOX 28 STAR R | | PHILADELPHIA | PA | 19143 | EX |
| 1090 | | 0000000 | SERGANOV, ALEX | 7726 SUMMERDAL | | PHILADELPHIA | PA | 19143 | EX |
| 1091 | | 0000000 | WERNICK, PHILLI | 1700 GRANT AVE | | PHILADELPHIA | PA | 19143 | EX |

2. To sort the column in descending order, click the column heading again. The arrow points downward to indicate that the system sorted the column in descending order.

**Group Data**

You can group data in a data grid. You can create a single grouping or tiered groupings.

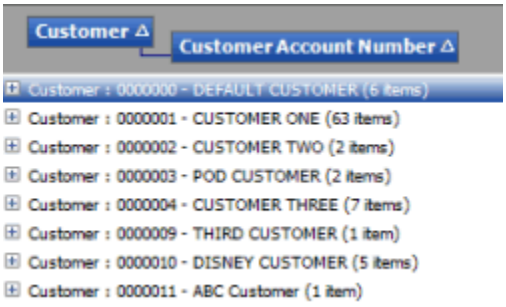
**To group data**

1. Click a column heading, drag it into the space above the column headings, and drop it. The system groups the data on the specified column. The following example shows data grouped by customer.

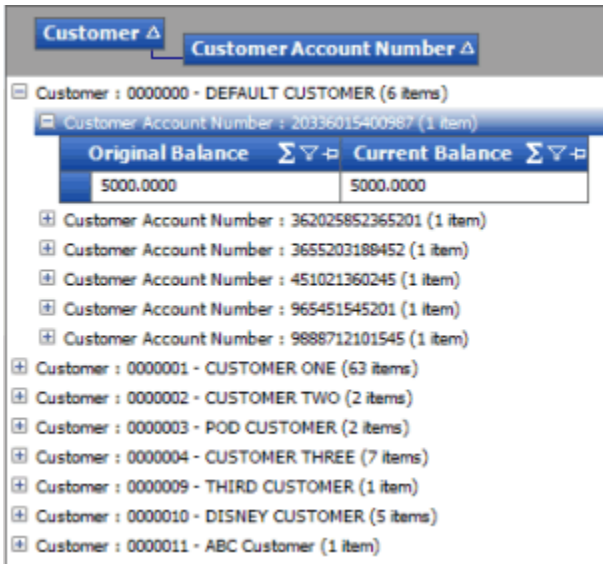
2. To view the accounts in a group, click the plus sign (+) next to the group to expand it.
3. To add a group within a group, do the following:

a. Click the plus sign (+) next to the group to expand it.

b. Click a column heading, drag it into the space above the column headings, and drop it.




4. Click the plus sign (+) next to the group to expand it.



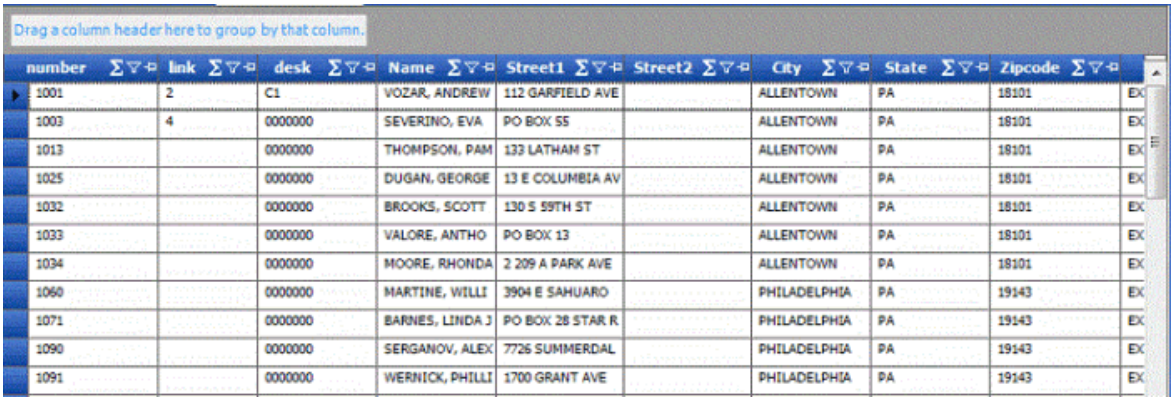

5. To change the sort for a group, click the group heading.
6. To delete a group, click the group heading and drag and drop it back into the query results space.

### Summarize Data

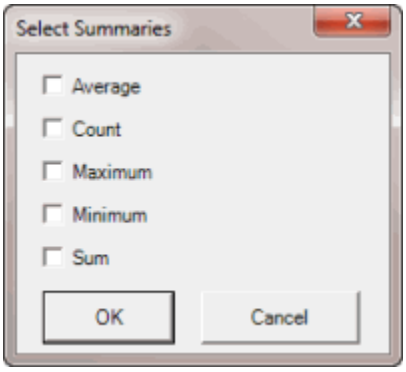
You can summarize data in a data grid.

### To summarize data

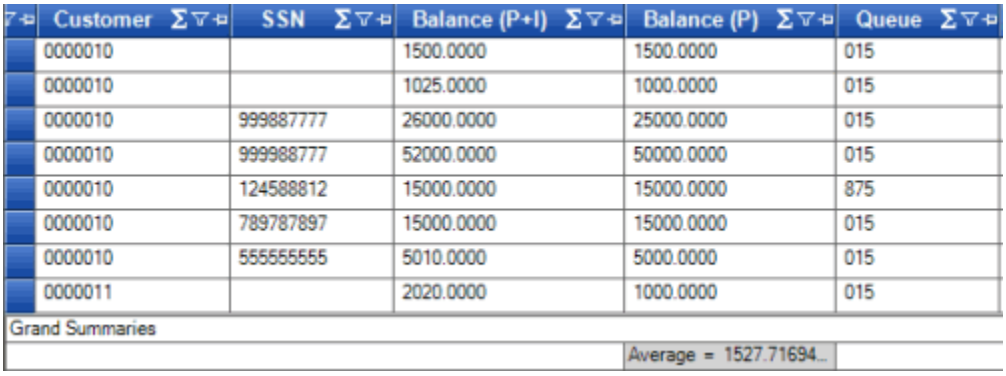
1. In the column heading, click the Sigma icon.




The **Select Summaries** dialog box appears. The options available are based on the item's data type.




2. Select the calculations to perform on the data and then click **OK**. The result appears in the last row of the data grid. If you grouped data, the system calculates the data for each group and displays the results in the last row for each group.

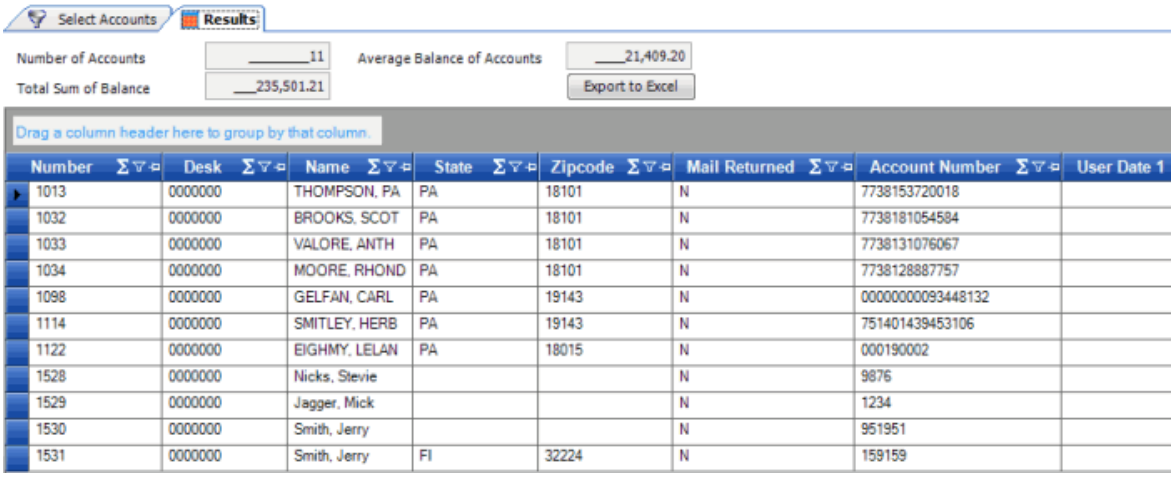



### Export Data

In some cases, you can export data in a data grid.

**To export data**

1. Click **Export to Excel**. The **Save As** dialog box appears.




| Number | Desk | Name | State | Zipcode | Mail Returned | Account Number | User Date 1 |
|---|---|---|---|---|---|---|---|
| 1013 | 0000000 | THOMPSON, PA | PA | 18101 | N | 7738153720018 | |
| 1032 | 0000000 | BROOKS, SCOT | PA | 18101 | N | 7738181054584 | |
| 1033 | 0000000 | VALORE, ANTH | PA | 18101 | N | 7738131076067 | |
| 1034 | 0000000 | MOORE, RHOND | PA | 18101 | N | 7738128887757 | |
| 1098 | 0000000 | GELFAN, CARL | PA | 19143 | N | 00000000093448132 | |
| 1114 | 0000000 | SMITLEY, HERB | PA | 19143 | N | 751401439453106 | |
| 1122 | 0000000 | EIGHMY, LELAN | PA | 18015 | N | 000190002 | |
| 1528 | 0000000 | Nicks, Stevie | | | N | 9876 | |
| 1529 | 0000000 | Jagger, Mick | | | N | 1234 | |
| 1530 | 0000000 | Smith, Jerry | | | N | 951951 | |
| 1531 | 0000000 | Smith, Jerry | FI | 32224 | N | 159159 | |

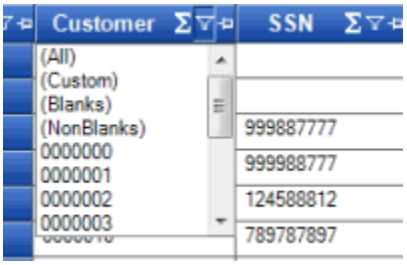
2. In the **File name** box, type a name for the file and then click **Save**.

**Filter Data**

You can filter data in a data grid.

**To filter data**

1. In the column to filter, click the Funnel icon. A list of options for the specified column appears.




**(All):** If selected, the system didn't filter the results.

**(Custom):** If selected, allows you to set custom filtering conditions.

**(Blanks):** If selected, the system limits the results to accounts with a blank or null value in the specified column.

**(NonBlanks):** If selected, the system limits the results to accounts that don't have a blank or null value in the specified column.

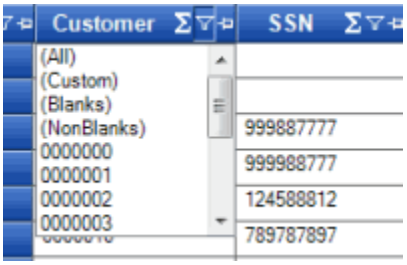
2. Click any value other than **(Custom)**. The list closes and the data grid only includes the records that match the specified filter.
3. To set custom filter criteria, do the steps to Set Custom Filter Criteria.

### Set Custom Filter Criteria

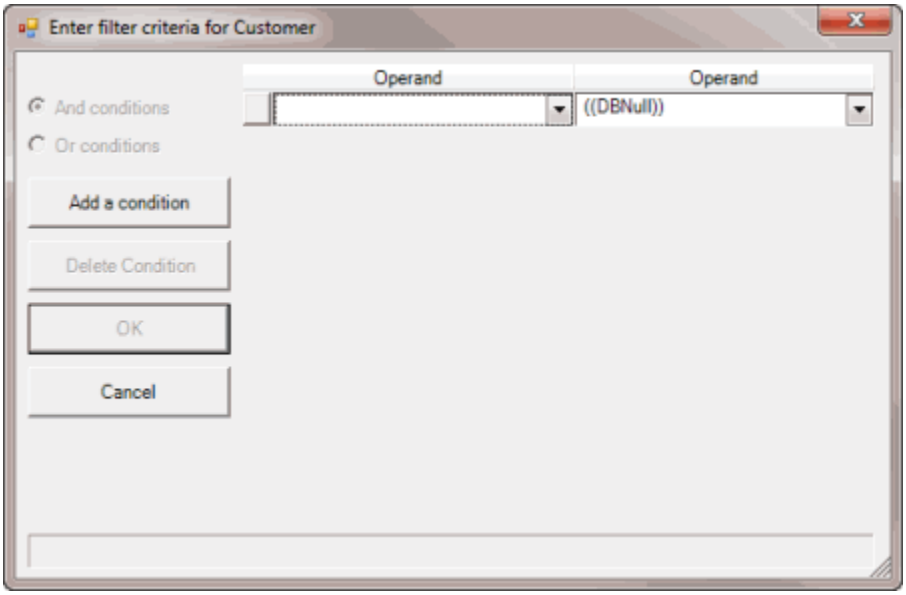
Use the **Enter Filter Criteria for...** dialog box to specify selection criteria for any column in a data grid. You can combine selection criteria (or conditions) to create more complex filters. The full name of the dialog box is based on the column you are filtering.

**To set custom filter criteria**

1. In the column heading of the column to filter, click the Funnel icon. A list of options for the specified column appears.




2. Click **(Custom)**. The **Enter Filter Criteria for...** dialog box appears. The following example shows the dialog box for the **Customer** column.




3. In the first **Operand** list box, click an operator. For more information, see Custom Filter Operators.
4. In the **Operand** list box, click or type an operand. In the previous example, the operator is "= Equals" and the operand is "0000001 - CUSTOMER ONE." The condition appears in the lower portion of the dialog box.
5. To add conditions, click **Add a condition**. A blank row appears.
6. To delete a condition, click the condition and then click **Delete Condition**.
7. If you set multiple conditions, do one of the following:

- To set the filter so that all the conditions must be true for a record to appear in the data grid, click **And conditions**. For example, customer does not equal "0000001 - CUSTOMER ONE" and customer does not equal "0000002 - CUSTOMER TWO" means that you want to see accounts for all customers except Customer One and Customer Two.
- To set the filter so that only one condition must be true for a record to appear in the data grid, click **Or conditions**. For example, customer equals "0000001 - CUSTOMER ONE" or customer equals "0000002 - CUSTOMER TWO" means that you only want to see accounts for Customer One or Customer Two.

8. When finished creating the custom filter, click **OK**.

**Custom Filter Operations**

The following table describes the operators that are available when setting custom filter criteria for a data grid. The operators available for a data item are based on the item's data type.

| **Operator** | **Description** |
|---|---|
| Equals | Retrieves accounts where the data matches the specified value. |
| Does not equal | Retrieves accounts where the data does not match the specified value. |
| Less than | Retrieves accounts where the data is less than the specified value.<br>This operator is for date and numeric data types only. |
| Less than or equal To | Retrieves accounts where the data is less than or equal to the specified value.<br>This operator is for date and numeric data types only. |
| Greater than | Retrieves accounts where the data is greater than the specified value.<br>This operator is for date and numeric data types only. |
| Greater than or equal To | Retrieves accounts where the data is greater than the specified value.<br>This operator is for date and numeric data types only. |
| Like | Retrieves accounts where data matches the specified pattern.<br>This operator is for alphanumeric data types only. |
| Matches Regular Expression | Retrieves accounts where the system stores data in the specified format.<br>This operator is for alphanumeric data types only.<br>^[A-Z] finds all values in uppercase character format only.<br>^[a-z] finds all values in lowercase character format only.<br>^[0-9] finds all values in numeric format only. |

| Operator | Description |
|---|---|
| | ^[A-Za-z] finds all values in mixed case character format.<br>^[A-Za-z] finds all values in mixed case character format.<br>^[^0-9]+$ finds all values with a numeric format and dollar sign.<br>^[A-Za-z0-9] [A-Za-z0-9_]*$ finds all values of mixed case and currency. |
| Starts with | Retrieves accounts where data starts with the specified character or characters.<br>This operator is for alphanumeric data types only. |
| Contains | Retrieves accounts where the data contains the specified character or characters.<br>This operator is for alphanumeric data types only. |
| Ends with | Retrieves accounts where the data ends with the specified character or characters.<br>This operator is for alphanumeric data types only. |
| Does not start with | Retrieves accounts where the data does not start with the specified character or characters.<br>This operator is for alphanumeric data types only. |
| Does not contain | Retrieves accounts where the data does not contain the specified character or characters.<br>This operator is for alphanumeric data types only. |
| Does not end with | Retrieves accounts where the data does not end with the specified character or characters.<br>This operator is for alphanumeric data types only. |
| Does not match | Retrieves accounts where the data does not match the specified character or characters.<br>This operator is for alphanumeric data types only. |
| Not like | Retrieves accounts where the data is not like the specified pattern.<br>This operator is for alphanumeric data types only. |

# Excel Template Manager

## Excel Template Manager

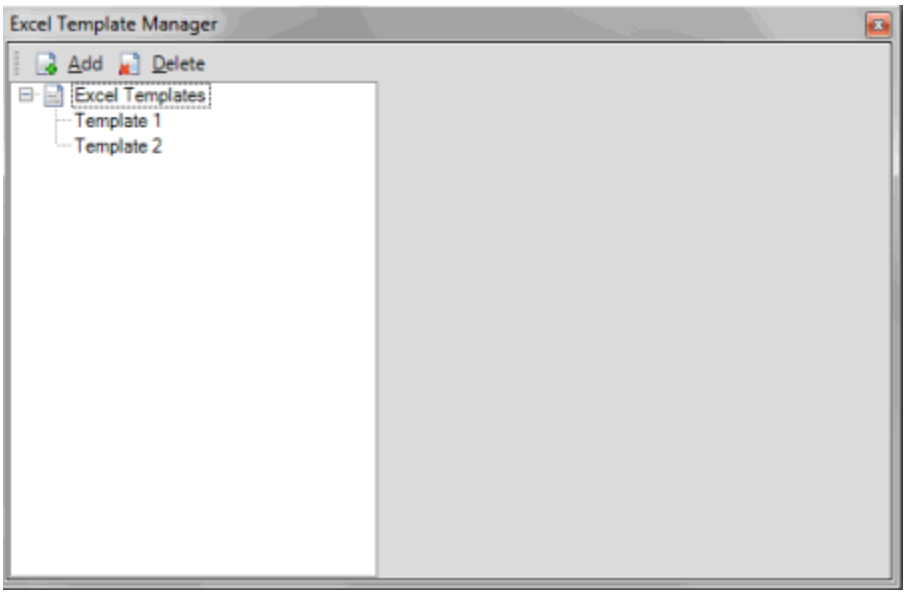
Use the Excel Template Manager tool to create and maintain Excel files as templates for exporting account information (such as media requests and putbacks) and creating invoices. These templates populate the header information when exporting files.

## Add an Excel Template

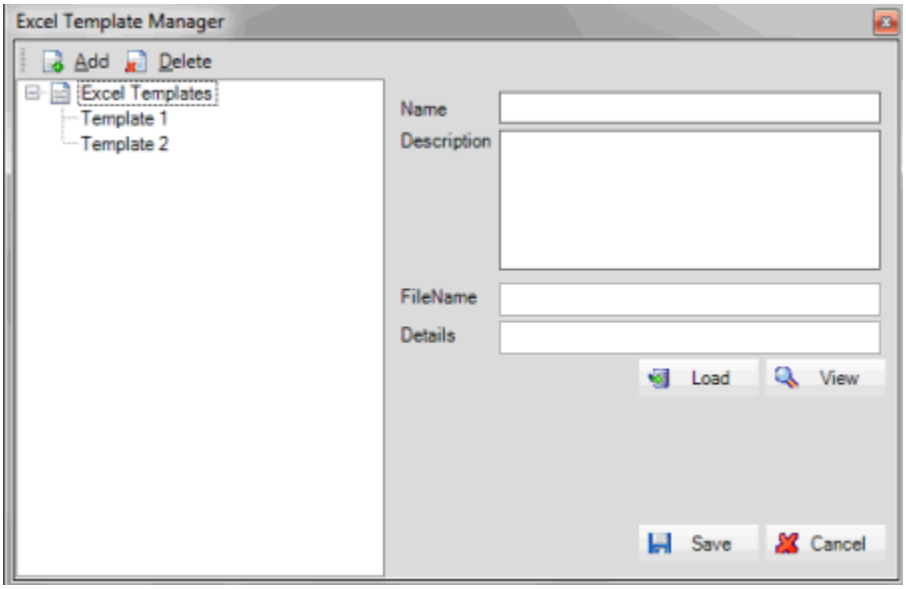
Use the **Excel Template Manager** window to add an existing Excel template. For template examples, contact Latitude by Genesys Support.

**To add an Excel template**

1. In the menu bar, click **Tools** > **Excel Template Manager**.




2. In the toolbar, click **Add**.



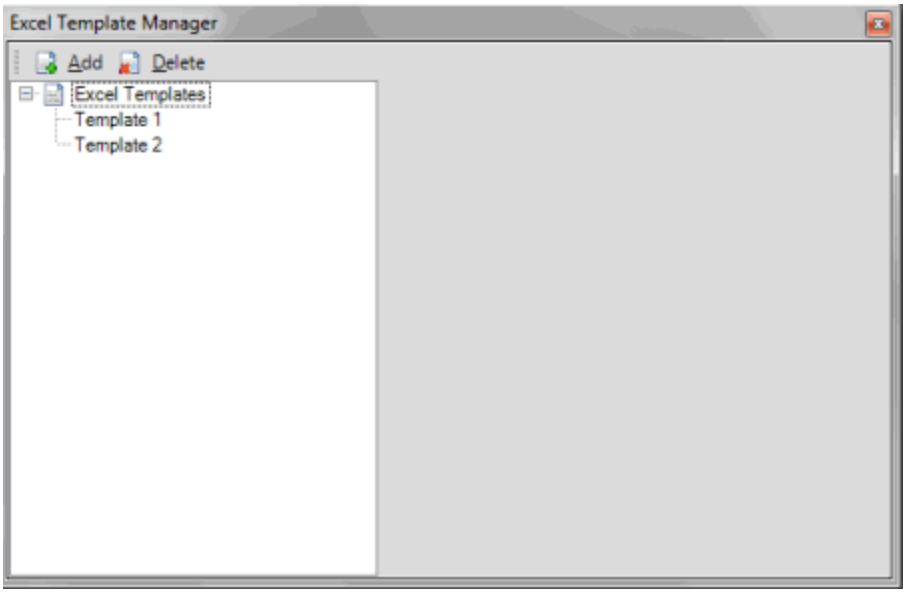

3. Type a name and description for the template and then click **Load**.
4. Click the template file name and then click **Open**. The system populates the **File Name** and **Details** boxes.
5. Click **Save**. The system adds the template to the **Navigation** pane.

## Modify an Excel Template

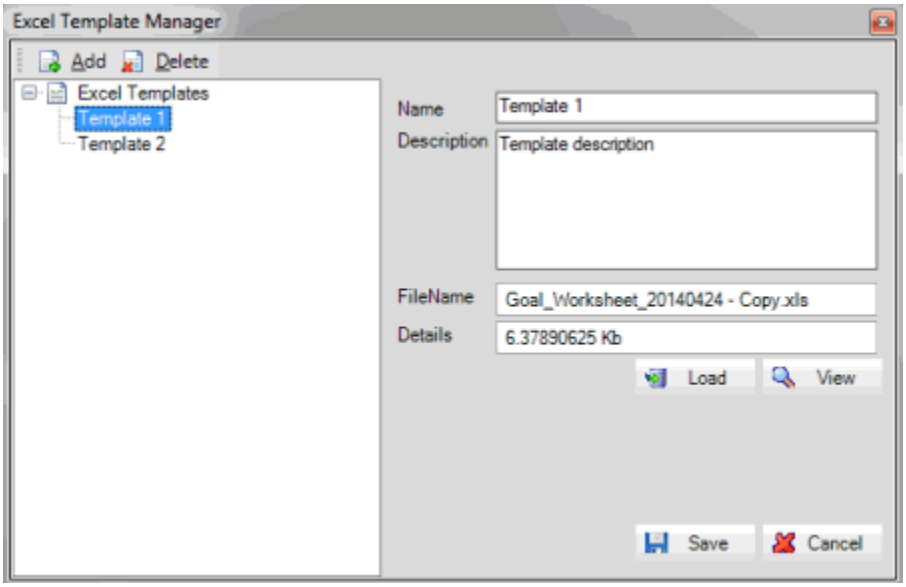
Use the **Excel Template Manager** window to modify an Excel template.

**To modify an Excel template**

1. In the menu bar, click **Tools** > **Excel Template Manager**.




2. In the **Navigation** pane, click the template.




3. Modify the template name and description as necessary.
4. To select a different template, or load an updated version of the template, do the following:

a. Click **Load**.

b. Click the template file name and then click **Open**. The system populates the **File Name** and **Details** boxes.

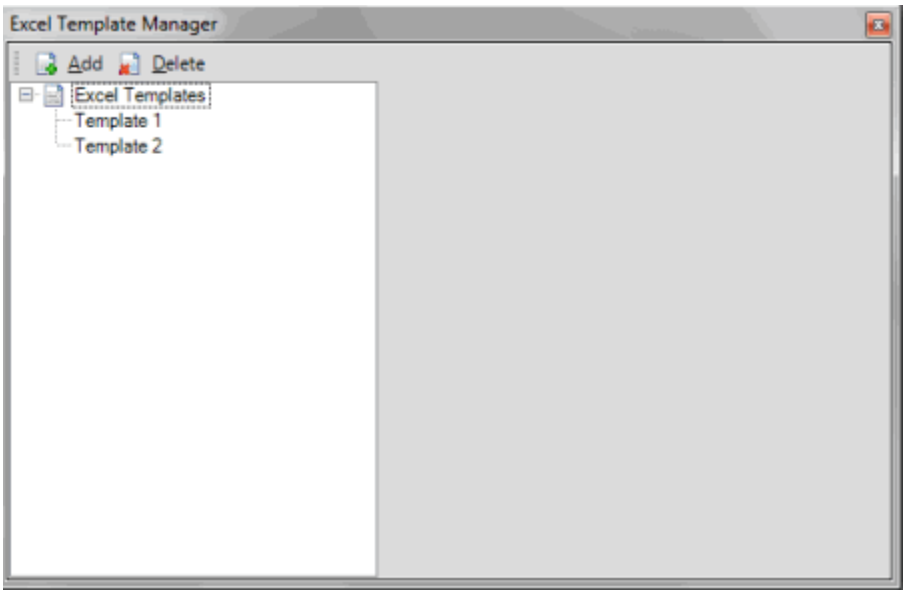
5. Click **Save**.

## Delete an Excel Template

Use the **Excel Template Manager** window to delete an Excel template.

**To delete an Excel template**

1. In the menu bar, click **Tools** > **Excel Template Manager**.



2. In the **Navigation** pane, click the template.
3. In the toolbar, click **Delete**.
4. In the confirmation dialog box, click **Yes**.

# Media Manager

## Media Manager

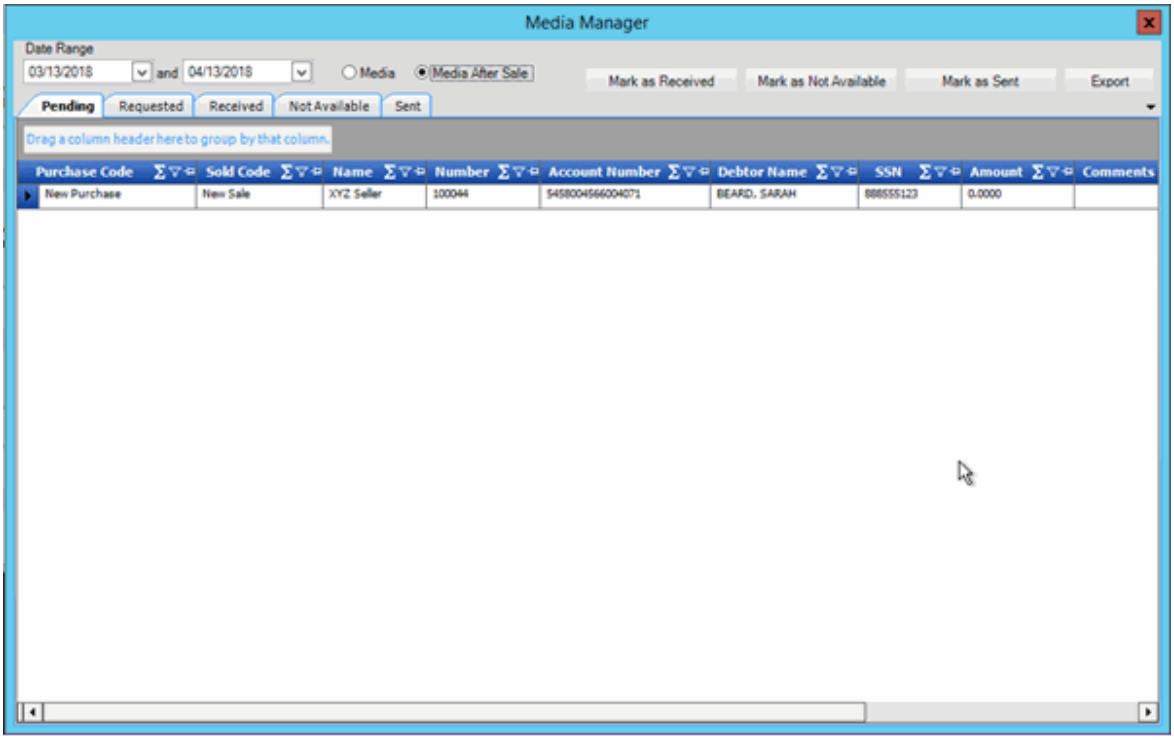
Use the Media Manager tool to view pending media requests for buyers and sellers, then flag them as received, not available, or sent. Media consists of paper and electronic documents that support the debt (for example, original application, payment history, signed contract).

## Flag Media as Received

Use the **Media Manager** window to indicate that the buyer received the purchased media.

**To flag media as received**

1. In the menu bar, click **Tools** > **Media Manager**.




2. Specify the date range for the media to display.
3. Click **Media** (for pre-sale media) or **Media After Sale** (for post-sale media).
4. To modify the view, see Data Grids.
5. Click each row of media to flag as received and then click **Mark as Received**. The system moves the media from the **Pending** tab to the **Received** tab.

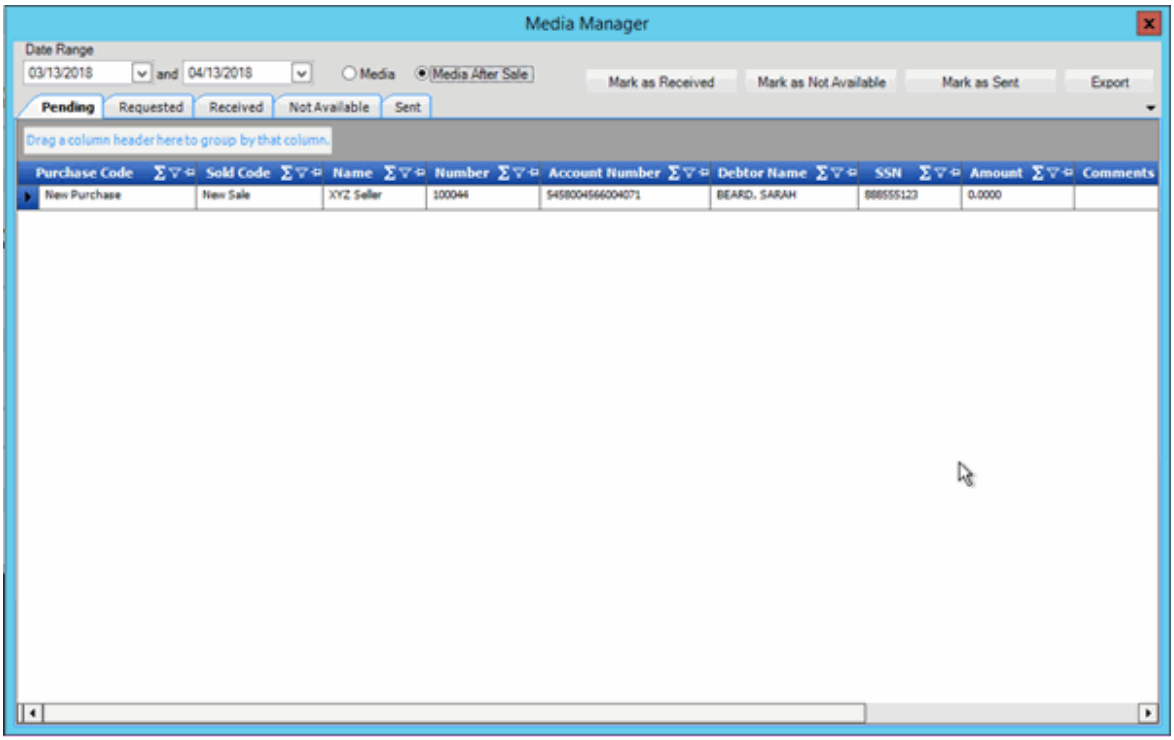
> **Tip**: To select multiple sequential rows, press and hold the **Shift** key and click the first and last sequential row. To select multiple non-sequential rows, press and hold the **Ctrl** key and click each individual row.

## Flag Media as Not Available

Use the **Media Manager** window to indicate that the media the buyer purchased is not available.

**To flag media as not available**

1. In the menu bar, click **Tools** > **Media Manager**.




2. Specify the date range for the media to display.
3. Click **Media** (for pre-sale media) or **Media After Sale** (for post-sale media).
4. To modify the view, see Data Grids.
5. Click each row of media to flag as unavailable and then click **Mark as Not Available**. The system moves the media from the **Pending** tab to the **Not Available** tab.

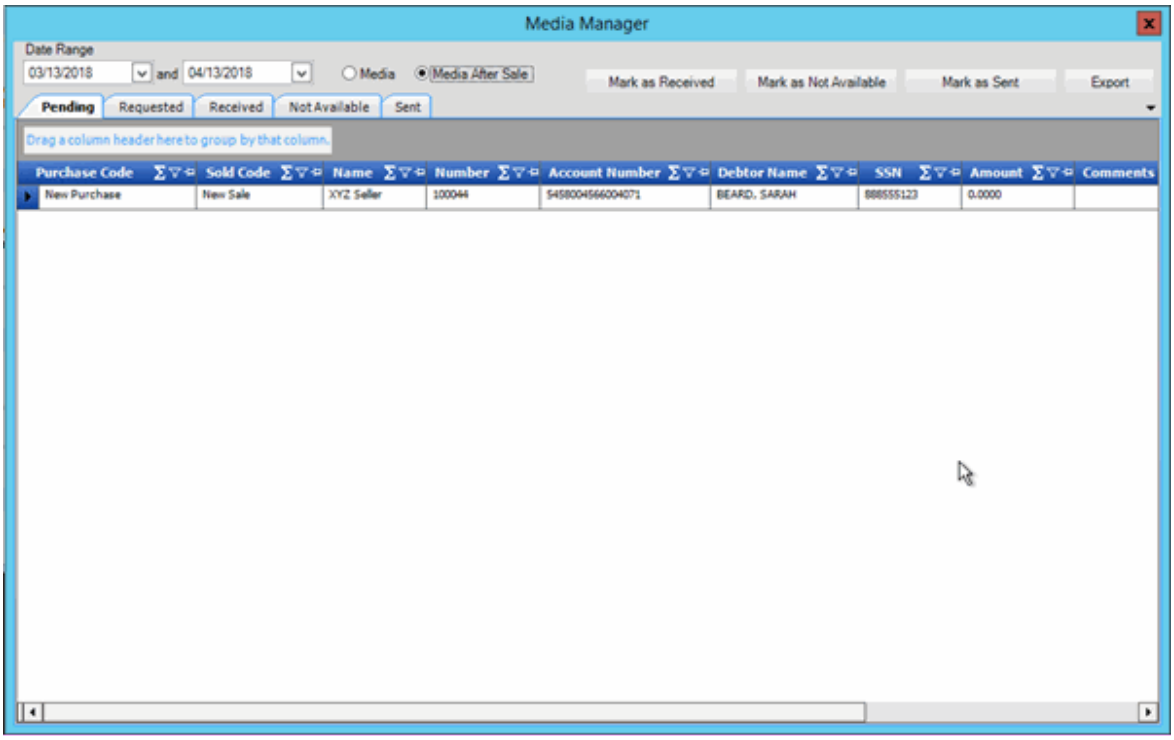
> **Tip**: To select multiple sequential rows, press and hold the **Shift** key and click the first and last sequential row. To select multiple non-sequential rows, press and hold the **Ctrl** key and click each individual row.

## Flag Media as Sent

Use the **Media Manager** window to indicate that the seller sent the "post-sale" media to the buyer.

**To flag media as sent**

1. In the menu bar, click **Tools** > **Media Manager**.




2. Specify the date range for the media to display.
3. Click **Media After Sale**.
4. To modify the view, see Data Grids.
5. Click each row of media to flag as sent and then click **Mark as Sent**. The system moves the media from the **Pending** tab to the **Sent** tab.

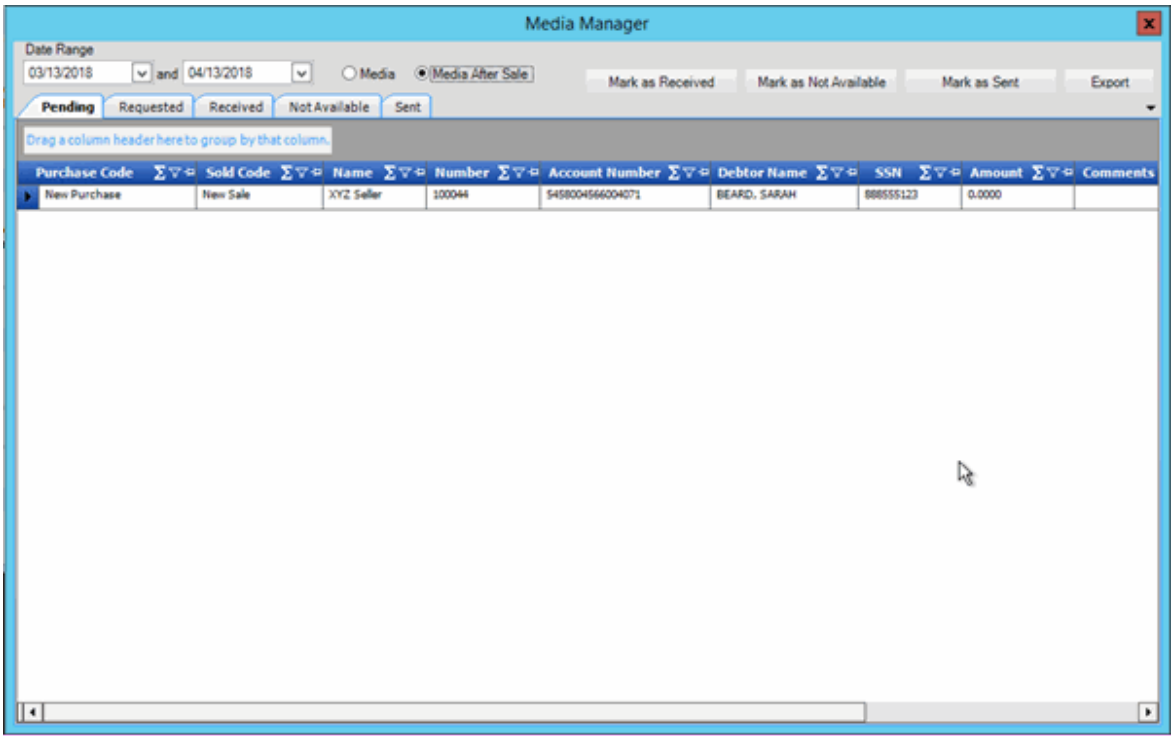
> **Tip**: To select multiple sequential rows, press and hold the **Shift** key and click the first and last sequential row. To select multiple non-sequential rows, press and hold the **Ctrl** key and click each individual row.

## Export Media to an Excel File

Use the **Media Manager** window to export purchased media to an Excel file. You can use the file to manage media transactions with sellers and buyers.

**To export media to an Excel file**

1. In the menu bar, click **Tools** > **Media Manager**.




2. Specify the date range for the media to display.
3. Click **Media** (for pre-sale media) or **Media After Sale** (for post-sale media).
4. Click the **Pending**, **Requested**, **Received**, **Not Available**, or **Declined** tab.
5. To modify the view, see Data Grids.
6. Click **Export**.
7. In the **Save As** dialog box, type a name for the file or accept the default.
8. Click **Save**.

# Recourse Manager

## Recourse Manager

Use the Recourse Manager tool to view pending account recourse requests for buyers and sellers, and then approve or decline them. There are two types of recourses for accounts:

- **Putbacks:** Accounts that your organization returns to the seller.
- **Buybacks:** Accounts that the buyer returns to your organization.

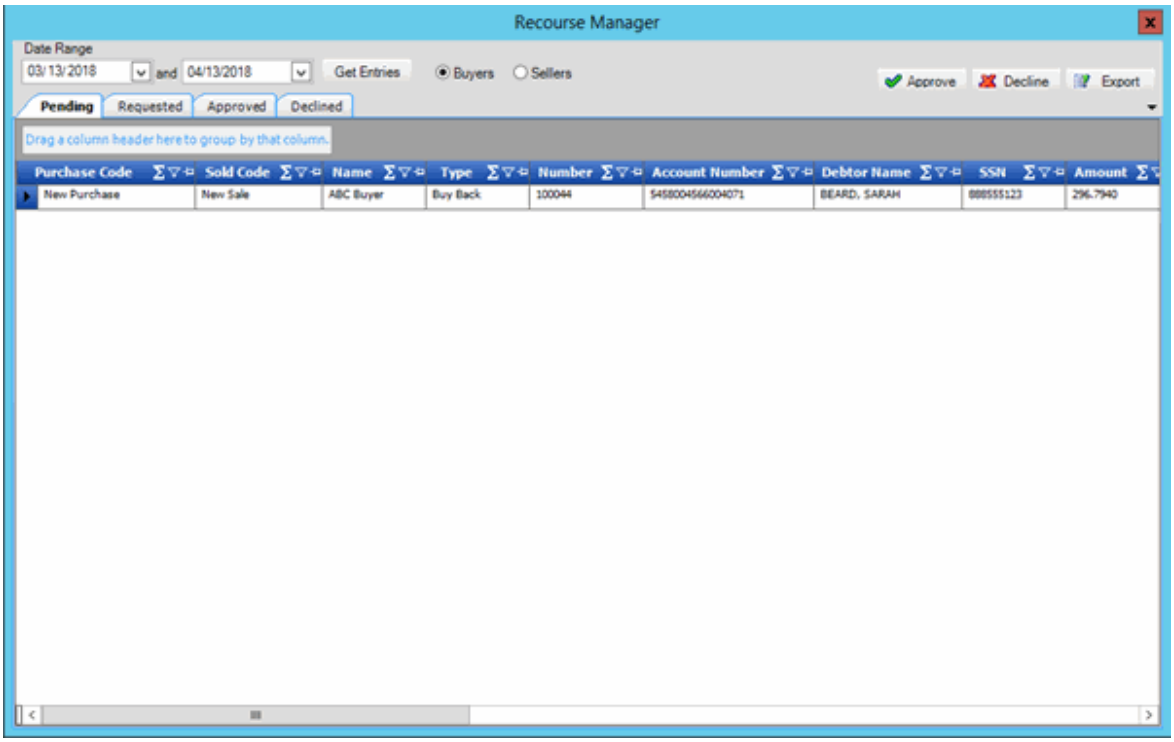
You can submit a recourse request in Latitude. For more information, see "Submit an Account for Recourse" in the *Latitude* documentation.

## Approve Account Recourses

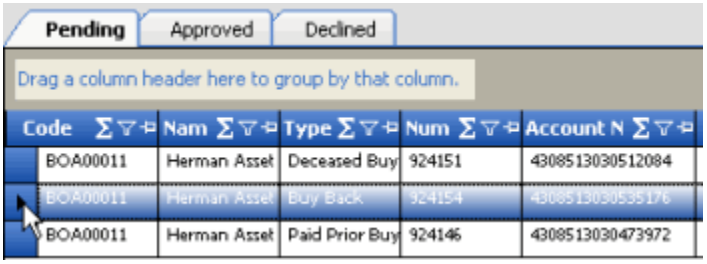
Use the **Recourse Manager** window to approve pending account recourses. All recourse ledger entries (putbacks and buybacks) have an initial status of pending. Only approved recourses appear on invoices.

**To approve account recourses**

1. In the menu bar, click **Tools** > **Recourse Manager**.




2. Specify the date range for the recourses to display.
3. Click **Buyers** (for buybacks) or **Sellers** (for putbacks) and then click **Get Entries**.




4. To modify the view, see Data Grids.
5. Click each row of recourses to approve and then click **Approve**. The system moves the recourses from the **Pending** tab to the **Approved** tab.

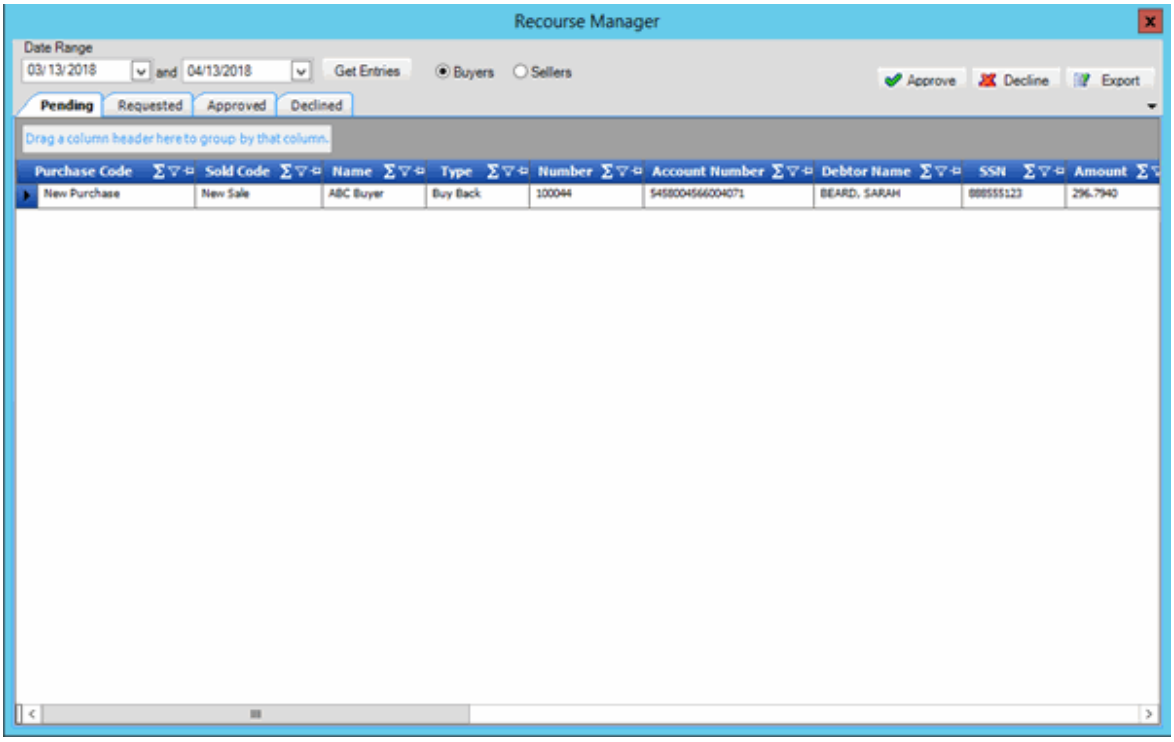
> **Tip**: To select multiple sequential rows, press and hold the **Shift** key and click the first and last sequential row. To select multiple non-sequential rows, press and hold the **Ctrl** key and click each individual row.

## Decline Account Recourses

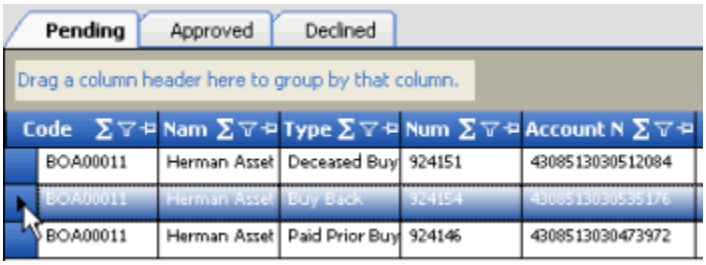
Use the **Recourse Manager** window to decline pending account recourses. All recourse ledger entries (putbacks and buybacks) have an initial status of pending. Only approved recourses appear on invoices.

**To decline account recourses**

1. In the menu bar, click **Tools** > **Recourse Manager**.




2. Specify the date range for the recourses to display.
3. Click **Buyers** (for buybacks) or **Sellers** (for putbacks) and then click **Get Entries**.




4. To modify the view, see Data Grids.
5. Click each row of recourses to decline and then click **Decline**. The system moves the recourses from the **Pending** tab to the **Declined** tab.

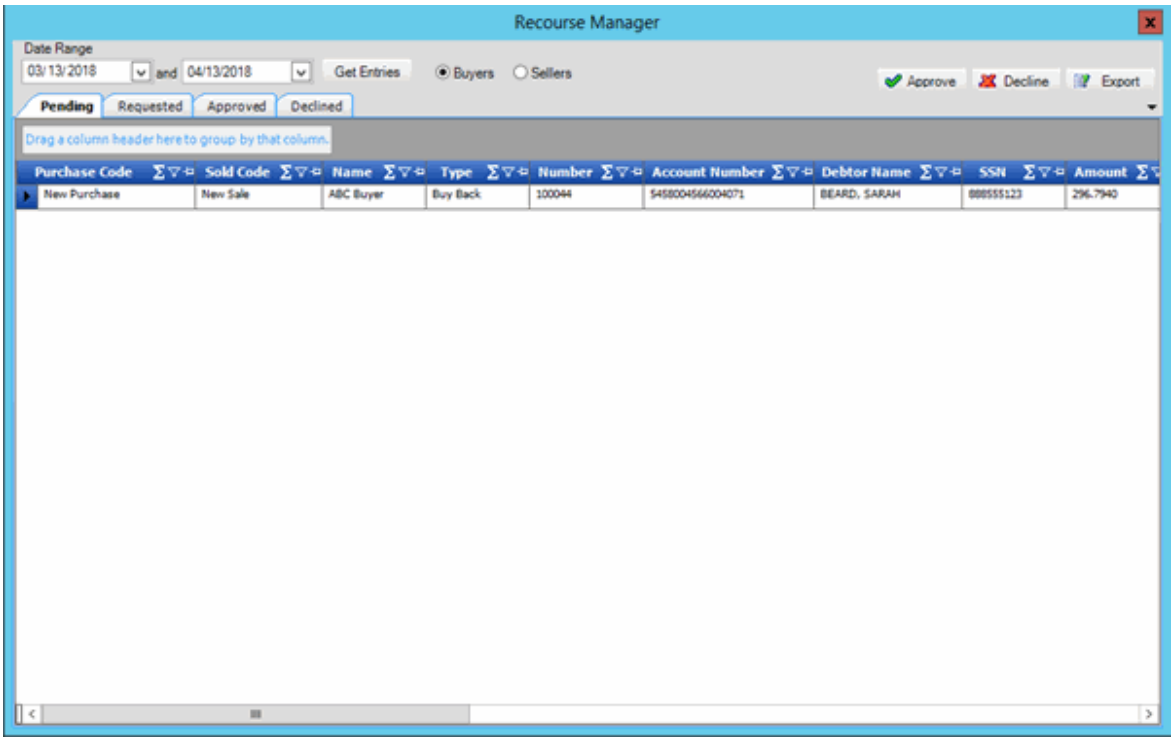
> **Tip**: To select multiple sequential rows, press and hold the **Shift** key and click the first and last sequential row. To select multiple non-sequential rows, press and hold the **Ctrl** key and click each individual row.

## Export Account Recourses to an Excel File

Use the **Recourse Manager** window to export account recourses to an Excel file. You can use the file to manage recourse transactions with sellers and buyers.

**To export account recourses to an Excel file**

1. In the menu bar, click **Tools** > **Recourse Manager**.




2. Specify the date range for the recourses to display.
3. Click **Buyers** (for buybacks) or **Sellers** (for putbacks) and then click **Get Entries**.
4. Click the **Pending**, **Requested**, **Approved**, or **Declined** tab.
5. To modify the view, see Data Grids.
6. Click **Export**.
7. In the **Save As** dialog box, type a name for the file or accept the default.
8. Click **Save**.

# Invoices

## Invoices

Use the Invoices tool to create invoices for billing buyers, sellers, and investors. You can also create invoices for managers to track internal profit and loss. Invoices include specified ledger entries that the system creates as a result of a process (for example, purchase, sale, media request, buyback, putback), or that your organization added manually. When you receive payment against an invoice, you can clear the ledger transaction.

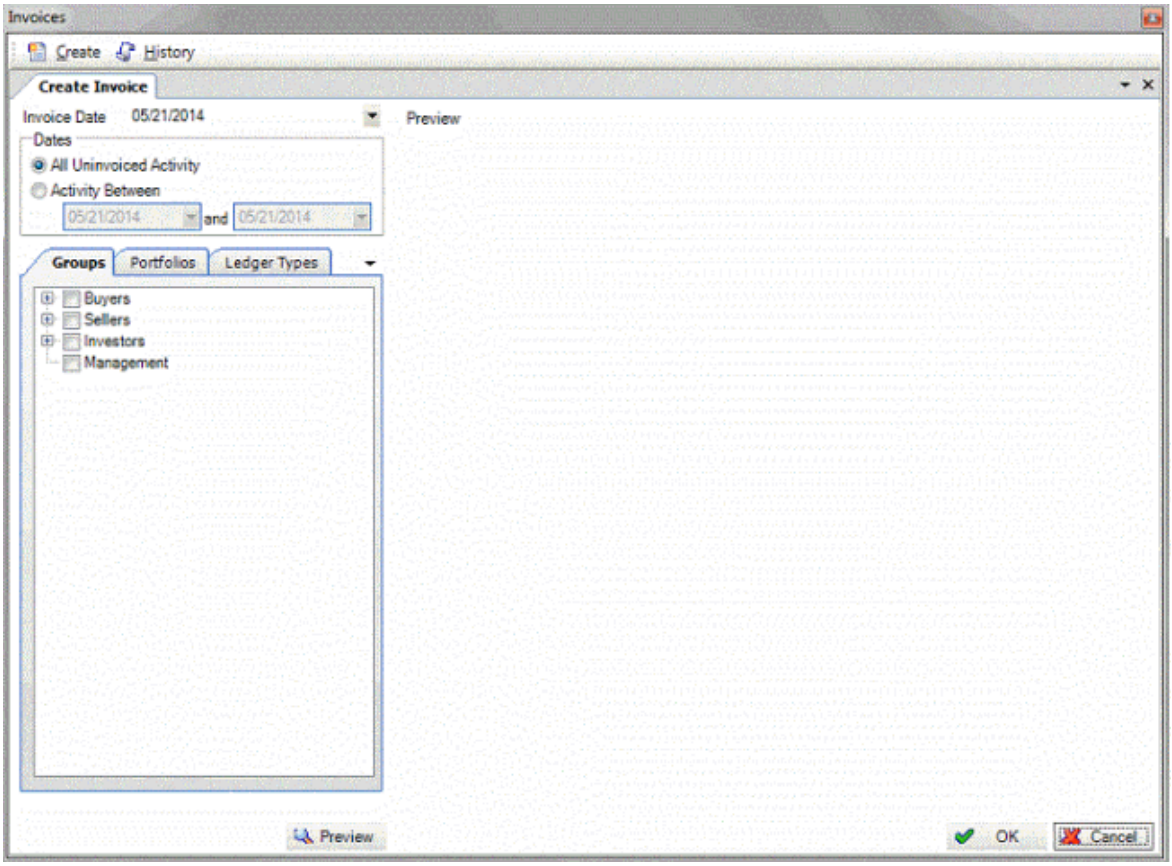
## Create an Invoice

Use the **Create Invoice** tab on the **Invoices** window to create an invoice. The Invoices tool requires an Excel template to create an invoice. For more information, see Configure General System Options.

**To create an invoice**

1. In the menu bar, click **Tools** > **Invoices**.

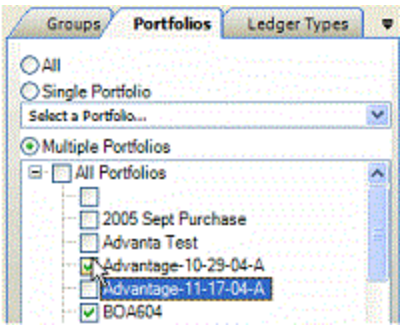
2. In the toolbar, click **Create**.




3. To change the invoice date, in the **Invoice Date** list box, click a date.
4. Do one of the following:

- To include on the invoice all activity that you haven't invoiced, click **All Uninvoiced Activity**.
- To include on the invoice activity for a specific date range only, click **Activity Between** and then specify the date range.

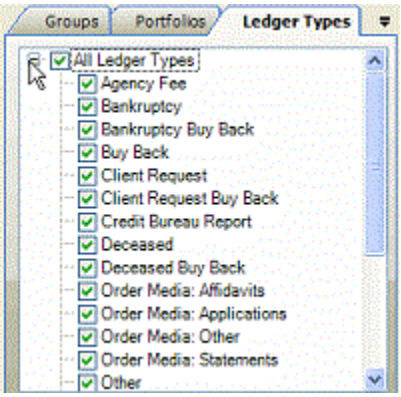
5. On the **Groups** tab, select the groups or individuals within a group to include on the invoice.
6. Click the **Portfolios** tab.



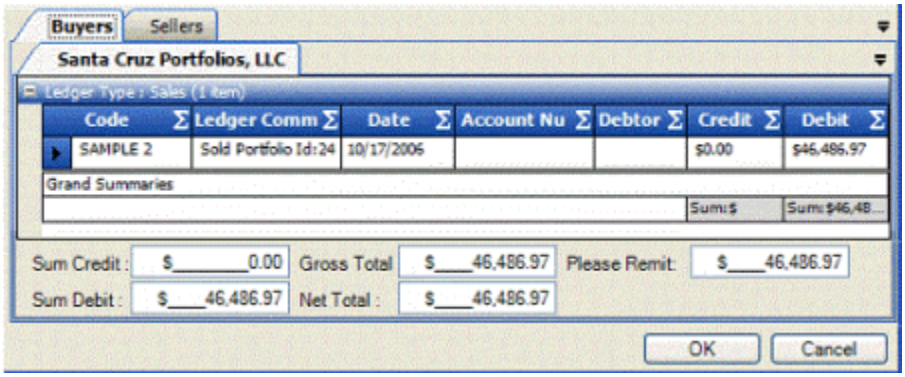

7. Do one of the following:

- To include on the invoice all portfolios, click **All**.
- To include on the invoice a specific portfolio only, click **Single Portfolio** and then, in the list box, click the portfolio.
- To include on the invoice multiple portfolios, click **Multiple Portfolios** and then select the portfolios.

8. Click the **Ledger Types** tab.




9. Select the ledger types to include on the invoice.
10. To view the invoice, click **Preview**. A tab appears for each entity you selected that has ledger items that meet the specified criteria. A summary appears beneath the data grid on each tab.




11. To modify the view, see Data Grids.
12. To generate the invoice, click **OK**.

13. To print the invoice, do the following:

a. Click **Print**.

b. In the **Print** dialog box, specify the printer settings or accept the default.

c. Click **Print**.

14. To export the invoice to an Excel file, do the following:

. Click **Export**.

a. In the **Save As** dialog box, type a name for the file or accept the default.

b. Click **Save**.

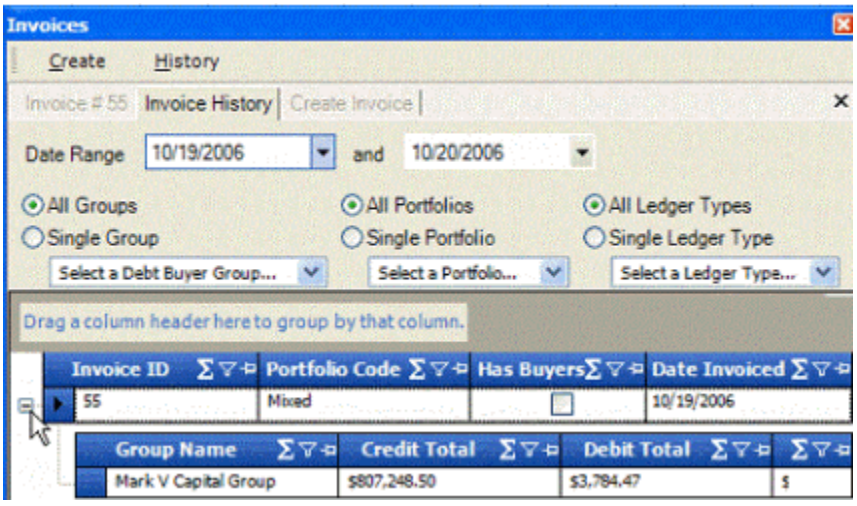
## View Invoice History

Use the **Invoice History** tab on the **Invoices** window to view invoice history. You can also reprint or back out an invoice.

**To view invoice history**

1. In the menu bar, click **Tools** > **Invoices**.

2. In the toolbar, click **History**.




3. Specify the date range for the invoices to view.

4. Do one of the following:

- To view invoices for all groups, click **All Groups**.
- To view invoices for a specific group, click **Single Group** and then, in the list box, click the group.
- To view invoices for all portfolios, click **All Portfolios**.

- To view invoices for a specific portfolio, click **Single Portfolio** and then, in the list box, click the portfolio.
- To view invoices for all ledger types, click **All Ledger Types**.
- To view invoices for a specific ledger type, click **Single Ledger Type** and then, in the list box, click the ledger type.

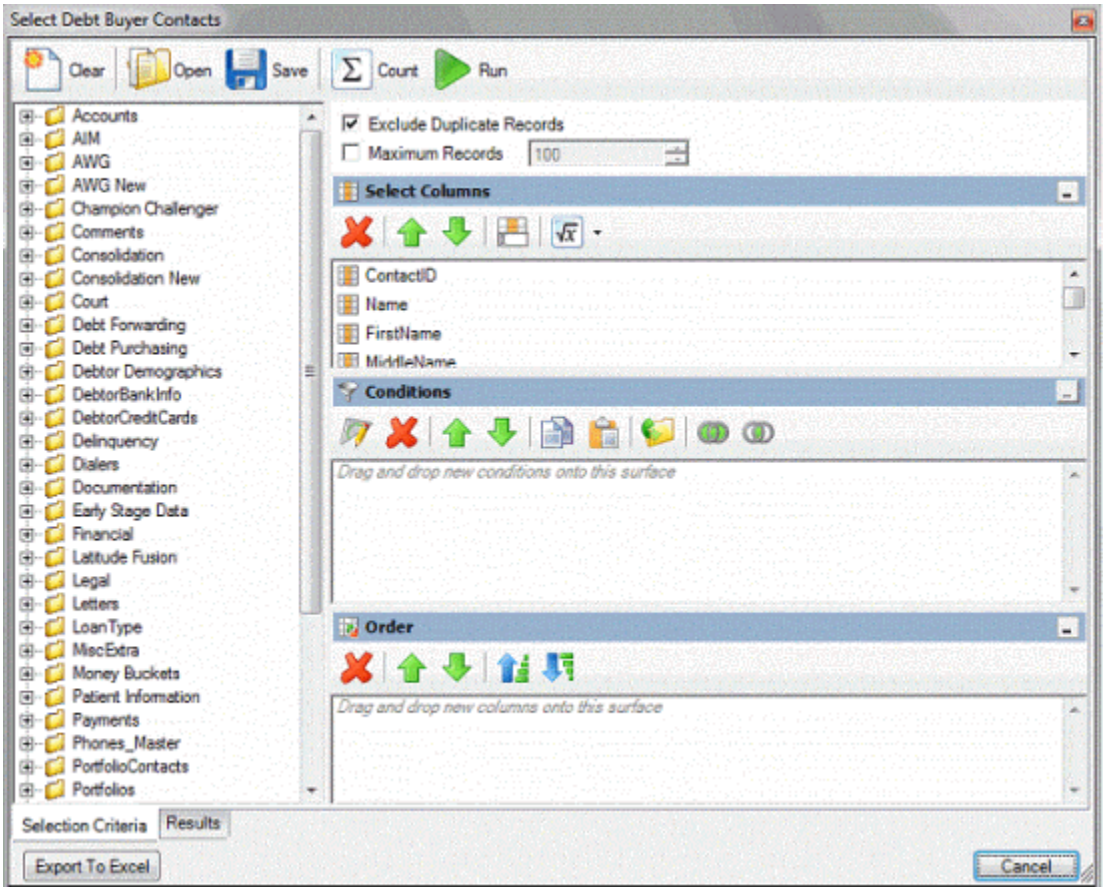
5. To modify the view, see Data Grids.

## Export Debt Buyer Contacts to an Excel File

Use the Contact Locator tool to select debt buyer contacts and export the list to an Excel file.

**To export debt buyer contacts to an Excel file**

1. In the menu bar, click **Tools** > **Contact Locator**.




2. Do one of the following:

- To open an existing query, in the toolbar, click **Open**. Click the query and then click **Open**.
- To create a query, specify the columns, conditions, and order.

3. Click **Run**. The query results appear on the **Results** tab.
4. Click **Export to Excel**.

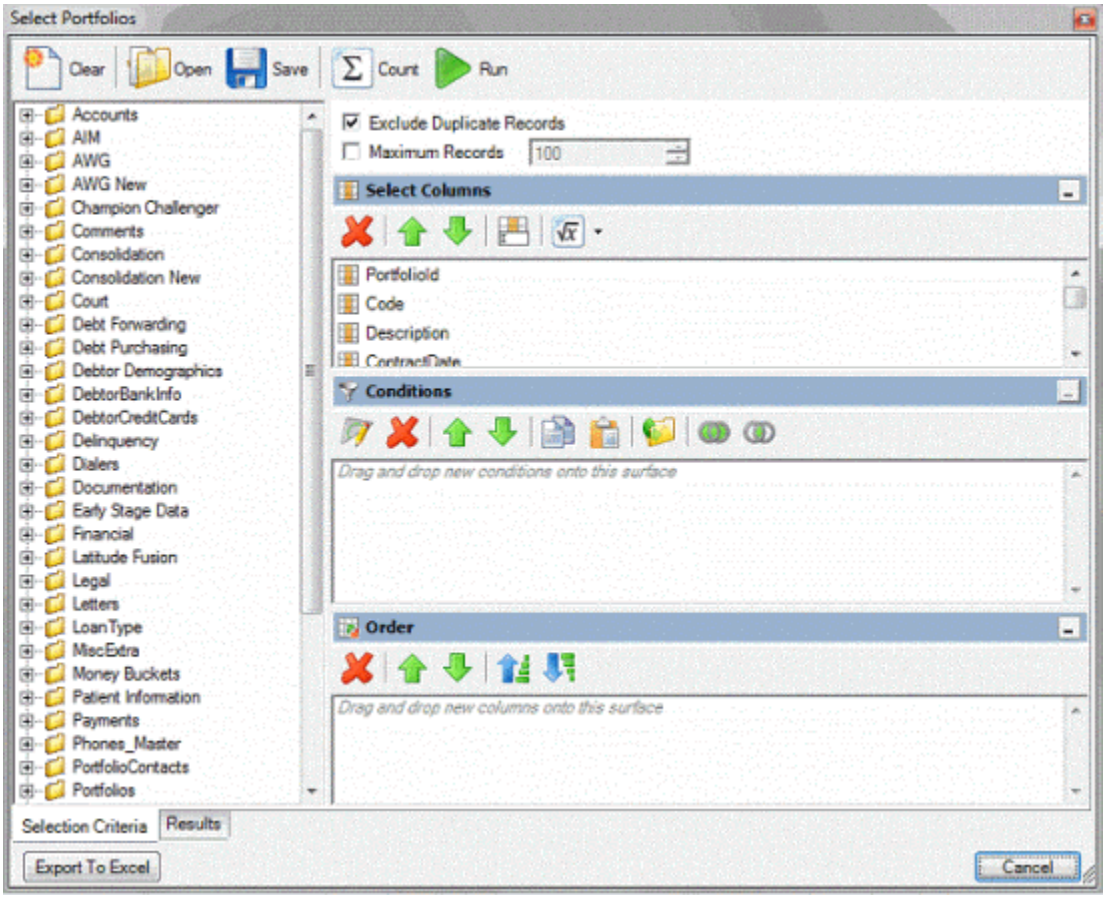
5. In the **Save As** dialog box, type a name for the file or accept the default.
6. Click **Save**.

## Export Portfolios to an Excel File

Use the Portfolio Locator tool to select portfolios and export the list to an Excel file.

**To export portfolios to an Excel file**

1. In the menu bar, click **Tools** > **Portfolio Locator**.




2. Do one of the following:

- To open an existing query, in the toolbar, click **Open**. Click the query and then click **Open**.
- To create a query, specify the columns, conditions, and order.

3. Click **Run**. The query results appear on the **Results** tab.
4. Click **Export to Excel**.
5. In the **Save As** dialog box, type a name for the file or accept the default.
6. Click **Save**.