



## Latitude®

### Printable Help for Users

Version 10.0

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#### **Abstract**

This document is a printable version of Latitude help for users.

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## Introduction to Latitude

Latitude is a powerful debt collection and recovery management system that uses the latest technologies, including Microsoft® SQL Server and Avalon Crystal Reports. Latitude by Genesys developed and maintains the entire suite of Latitude products.

The Latitude suite contains a family of products that operate together to manage the debt collection process. This suite is available in a premises-based or hosted environment. Latitude by Genesys developed the software platform on a stable, secure, Microsoft® SQL Server database using Microsoft® .NET development tools. Latitude's open-ended architecture allows you to customize the software to meet the needs of individual clients.

## What's New in Latitude 10.0

### What's New in Latitude 10.0

The following Service Updates (SU) introduced changes and enhancements in Latitude 10.0:

[SU 1](#)      [SU 2](#)      [SU 3](#)  
[SU 4](#)      [SU 5](#)      [SU 6](#)  
[SU 7](#)      [SU 8](#)      [SU 9](#)

#### Important!

If you upgrade from a Latitude version earlier than SU 9 to SU 9 or later, there is a **one-time** configuration task that you need to complete in Custodian. For more information, see "Configure Custodian for SU 9 or Later" in the *Custodian* documentation.

There is also a utility program that you need to run **one time only**. For more information, see "Run Latitude.Utilities.DataFix.exe for SU 9 or Later" in the *Latitude Installation and Configuration Guide*.

## SU 1

SU 1 introduced the following changes and enhancements to Latitude 10.0:

- [Payment Vendor Gateway](#)
- [Permissions](#)
- [Vendor Payment Batch Wizard](#)

### Payment Vendor Gateway

Added [Payment Vendor Gateway](#) functionality for forwarding payment transaction requests to vendors. Payment Vendor Gateway replaces the real-time credit card service and does not require users to have the Internet at their desktop. It uses "tokenization" technology for exchanging secure transaction information for deposits to accounts. To support PCI compliance, the system no longer stores sensitive information in the Latitude database. The system requires a separate plug-in for each vendor that your company uses.

## Permissions

- Added Access Batch Wizard Permission for specifying whether the Vendor Payment Batch Wizard is available to users.
- Added ACH Vendor Information Permission for specifying the vendor to use for processing ACH payments using Payment Vendor Gateway.
- Added Credit Card Vendor Information Permission for specifying the vendor to use for processing credit card payments using Payment Vendor Gateway.
- Added Enable Latitude Payment Vendor Gateway Permission for specifying whether Payment Vendor Gateway is available for sending financial transactions through the Vendor Payment Batch Wizard.
- Added Paper Draft Vendor Information Permission for specifying the vendor to use for processing paper draft payments using Payment Vendor Gateway.

## Vendor Payment Batch Wizard

Added Vendor Payment Batch Wizard for selecting and sending batches of credit card, ACH, and paper draft payment transactions to vendors or banks for processing. The Vendor Payment Batch Wizard also processes ACH and paper draft return files received from vendors and banks. This program replaces the *PDC Management* and *Credit Card Management* modules in Latitude, and also replaces the PDT tool. For more information about the Vendor Payment Batch Wizard, see the *Vendor Payment Batch Wizard* documentation.

## SU 2

SU 2 introduced the following changes and enhancements to Latitude 10.0:

- [Desk assignment](#)
- [Fee schedules](#)
- [First-party charge-offs](#)
- [Payment arrangements](#)
- [Permissions](#)
- [Promise notes](#)
- [Service Request Gateway](#)

### Payment arrangements

Added the ability to modify a payment due date or amount in the **Enter New Arrangements** window. For more information, see [Calculate the Arrangement \(Normal Mode\)](#) or [Calculate the Arrangement \(Simple Mode\)](#), depending on which mode your system is set up to use.

### Desk assignment

Added **My Desk Assignment** option to the **Special** menu for allowing users to reassign an account and its linked accounts to their own desk. This feature is useful when users want to create a payment

arrangement for an account not assigned to their desk currently. For more information, see [Reassign an Account to Your Desk](#).

### Fee schedules

- Increased the number of allowable fee schedule ranges from 5 to 10 in the **Fee Schedules** dialog box. For more information, see Add a Fee Schedule Code.
- Added **Payment Amount** and **Batch Balance Placed** fee schedule types in the **Create New Fee Schedule** dialog box. For more information, see Add a Fee Schedule Code.

### First-party charge-offs

Added ability to have active past due statuses for first-party charge-offs that entered bankruptcy processing before charge-off.

### Permissions

- Added Access SRG Module Installer Permission for specifying whether users can run the SRG Module Installer.
- Added Access the Credit Report Request Wizard Permission for specifying whether the Credit Report Request Wizard is available to users.
- Added Allow Viewing of Credit Reports Permission for specifying whether users can view credit reports.
- Added Credit Report Requests Settings Permission for configuring general settings for credit report requests.
- Added Enable Latitude Service Request Gateway Permission for specifying whether to use Service Request Gateway for requesting services from vendors.
- Added Enable "One Off" Credit Report Requests Permission for specifying whether users can request credit reports.
- Added Enable Overrides to Credit Report Request Settings Permission for specifying whether users can override settings for credit report requests.
- Added My Desk Assignment Permission for specifying whether users can reassign accounts to their own desk.

### Promise notes

Added ability to view promise notes on the **Payment** tab in the **Account** tab in the **Payment Entry** window. For more information, see [Add a Payment to an Account](#).

### Service Request Gateway

Added [Service Request Gateway Wizard](#) for requesting services from a service vendor, such as a credit reporting vendor. Service Request Gateway uses Latitude Tokenizer, which provides a secure connection between your organization and the service vendor. The system requires a separate plug-in for each vendor your company uses.

## SU 3

SU 3 introduced the following changes and enhancements to Latitude 10.0:

- [Account linking](#)
- [Payments](#)
- [Permissions](#)

### Account linking

Removed the ability to unlink accounts that are part of an active payment arrangement from the **View / Create Links** tab in the **Link Maintenance** window. For more information, see [Remove an Account From a Link](#).

### Payments

- Added **Judgment Date** and **Case Number** to the **Payment Entry** window for accounts that have these values. For more information, see [Add a Payment to an Account](#).
- Added ability to specify the columns to display in the linked accounts grid in the **Payment Entry** window and the display order using the **Grid: Linked Accounts** dialog box. For more information, see [Hide or Show Linked Accounts Columns](#).
- Removed ability to reverse fees with a zero value in the **Payment Entry** window.

### Permissions

- Added **Send the surcharge as a separate transaction** policy to the ACH Vendor Information Permission for specifying whether to send surcharges as separate transactions to ACH vendors.
- Added **Send the surcharge as a separate transaction** policy to the Credit Card Vendor Information Permission for specifying whether to send surcharges as separate transactions to credit card vendors.
- Added **Send the surcharge as a separate transaction** policy to the Paper Draft Vendor Information Permission for specifying whether to send surcharges as separate transactions to paper draft vendors.

## SU 4

SU 4 introduced the following changes and enhancements to Latitude 10.0:

- [Credit Bureau reporting](#)
- [Fee schedules](#)
- [Payment processing](#)
- [Permissions](#)

### Credit Bureau reporting

- Removed ability to report an account to the credit bureaus from the **CB Detail** panel and the **Credit Bureau Reporting - Account Summary** window.

- Added **Utility** tab to the **CB Detail** panel for [managing miscellaneous credit bureau reporting settings](#) (such as Chapter 128 and bankruptcy withdrawal).
- Removed CBR configuration options from the **Status Code Properties** dialog box. Configuration options are now only in Credit Bureau Reporting Console.

### Fee schedules

Added **Alloc%** to the **Fee Schedules** window for allocating a collection cost that is some percentage of the amount of the payment, or remaining payment amount in the case that the system allocates other buckets first. For more information, see [Fee Code Schedule - Age Based](#), [Fee Code Schedule - Balance Based](#), or [Fee Code Schedule - Liquidation Based](#).

### Payment processing

Added ability to adjust payments on a POD account in the **Payment Entry** window. For more information, see [Add a Payment to a POD Account](#).

### Permissions

- Added DOB Edit Permission for specifying whether users can modify a person's date of birth.
- Added Driver's License Number Edit Permission for specifying whether users can modify a person's driver's license number.

## SU 5

SU 5 introduced the following changes and enhancements to Latitude 10.0:

- [Credit Bureau reporting](#)
- [Permissions](#)
- [Projected fees](#)

### Credit Bureau reporting

Changed message from "Scheduled to report" to "Will evaluate on" on the **CB Detail** panel. For more information, see [View Credit Bureau Reporting Account Information](#).

### Projected fees

Added ability to [modify projected fees](#) for a scheduled credit card or ACH payment arrangement in the **Edit Projected Fees** dialog box.

### Permissions

Added Edit Projected Fees Permission for modifying projected fees on scheduled credit card and ACH payments.

## SU 6

SU 6 introduced the following changes and enhancements to Latitude 10.0:



- [Care and hardship](#)
- [Complaints](#)
- [Compliance condition codes](#)
- [Custom data](#)
- [Disputes](#)
- [Income and expenditures](#)
- [Permissions](#)

### Care and hardship

Added **Care and Hardship** panel for maintaining care and financial hardship cases for accounts. For more information, see [Care and Hardship](#).

### Complaints

Added **Complaints** panel for maintaining complaints for accounts. For more information, see [Complaints](#).

### Compliance condition codes

Changed the optional credit bureau reporting of compliance condition code "XB" from one-time reporting to reporting for as long as the code is valid for an account. For more information, see [Compliance Condition Codes](#).

### Custom data

Added **Custom Data** panel for adding and modifying user-defined list codes, and associating data to the list codes. For more information, see [Custom Data](#).

### Disputes

Added **Disputes** panel for maintaining disputes for accounts. For more information, see [Disputes](#).

### Income and expenditures

Added **Income and Expenditures** panel for maintaining income and expenditure information. For more information, see [Income and Expenditures](#).

### Permissions

- Added **Branches** policy to Access Outside Branch Permission for specifying the branches for which users can and cannot view accounts.
- Added Care and Hardships User Policy Permission for specifying whether users can maintain care and hardship cases.
- Added Care Types Permission for specifying whether users can add or modify care types.
- Added Complaint Categories Permission for specifying whether users can add or modify complaint categories.

- Added Complaints User Policy Permission for specifying whether users can maintain complaints.
- Added Custom List Permission for specifying whether users can add and modify custom data.
- Added Dispute Types Permission for specifying whether users can add or modify dispute types.
- Added Disputes User Policy Permission for specifying whether users can maintain disputes.
- Added Financial Hardships Permission for specifying whether users can add or modify financial hardship types.

## SU 7

SU 7 introduced the following changes and enhancements to Latitude 10.0:

- [Credit Bureau reporting](#)
- [Payment arrangements](#)
- [Permissions](#)

### Credit Bureau reporting

- Changed **CB Detail** panel to display information on tabs instead of separate windows. For more information, see [View Credit Bureau Reporting Account Information](#).
- Added ability to [reset the credit reporting wait days](#) for new accounts not yet reported using the **Summary** tab in the **CB Detail** panel.
- Added ability to [undo a credit reporting delete request](#) if you haven't sent the delete request to the credit bureaus using the **Summary** tab in the **CB Detail** panel..
- Added ability to [prevent an account from reporting](#) to the credit bureaus that reported previously using the **Summary** tab in the **CB Detail** panel..
- Added ability to [restore credit reporting for an account](#) that you prevented from reporting using the **Summary** tab in the **CB Detail** panel..
- Removed ability to modify credit reporting information for a debtor (for example, transaction type, ECOA code).
- Removed ability to modify credit reporting information for an account (for example, account type, creditor class).

### Payment arrangements

Added ability to reset modified values to their original values when calculating an arrangement on the **Calculate Arrangement** page in the **Enter New Arrangements** window. For more information, see [Calculate the Arrangement \(Normal Mode\)](#) or [Calculate the Arrangement \(Simple Mode\)](#), depending on the mode your organization uses.

### Permissions

- Added CBR Delete Button Permission for specifying whether users can delete accounts from credit bureau reporting.

- Added CBR Prevent Flag and Undo Delete Permission for specifying whether users can reinstate credit reporting eligibility for accounts deleted because of an error, fraud, or insurance is paying or paid the debt.
- Added CBR Utility Tab Permission for specifying whether to display or hide the **Utility** tab on the **CB Detail** panel.

## SU 8

SU 8 introduced the following changes and enhancements to Latitude 10.0:

- [Payment arrangements](#)
- [Permissions](#)

### Payment arrangements

- Added **Change Wallet Item** dialog box for:
  - [Changing the payment instrument](#) on a single payment in an arrangement.
  - Assigning multiple payment instruments to a payment arrangement.
  - [Adding a credit card wallet item](#) and assigning it to a single payment or all payments in an arrangement.
  - [Adding an ACH wallet item](#) and assigning it to a single payment or all payments in an arrangement.
- Added ability to create an arrangement without specifying a payment instrument in the **Enter New Arrangements** window. For more information, see [Review the Payment Arrangement](#).
- Added **Delete Payment** option to the **Arrangements** panel for [deleting a payment from an arrangement](#) without having to delete and recreate the arrangement.
- Added **Monthly Pick** option to the **Payment Mode** list box on the **Calculate Arrangements** page in the **Enter New Arrangements** window for specifying the week day to use to establish payment due dates. For more information, see [Calculate the Arrangement \(Normal Mode\)](#) or [Calculate the Arrangement \(Simple Mode\)](#), depending on the mode your organization uses.
- Added **Make Up Payment** option to the **Arrangements** panel for [making up a declined payment](#) when the last payment in the arrangement fails.
- Removed ability to create an arrangement when an existing arrangement is on hold. For more information, see [Payment Arrangement Tasks](#).
- Removed the "Account has a settlement agreement" message from the **Arrangements** panel when an account has a settlement arrangement that is no longer active. For more information, see [View Payment Arrangements](#).

### Permissions

- Added **Only Debit Cards Accepted** policy to the Add Credit Card Payments Permission for specifying whether your organization accepts debit cards but not credit cards, or whether your organization accepts both.

- Removed **Allow payment due date prior to the current date** policy from the Add Credit Card Payments Permission.
- Changed the limit for the **Maximum Payments** policy in the Add Credit Card Payments Permission to 250. When upgrading to Latitude 10.0 SU 8, ensure that this value is greater than 0 (zero) or you cannot create a payment arrangement.
- Removed **Allow check deposit prior to the current date** policy from the Create PDCs Permission.
- Changed the limit for the **Maximum Checks** policy in the Create PDCs Permission to 250. When upgrading to Latitude 10.0 SU 8, ensure that this value is greater than 0 (zero) or you cannot create a payment arrangement.
- Changed the limit for the **Maximum Promises** policy in the Create Promises Permission to 250. When upgrading to Latitude 10.0 SU 8, ensure that this value is greater than 0 (zero) or you cannot create a payment arrangement.
- Added Enter Check Information Permission for specifying whether users can provide checking or savings account information when creating a payment arrangement.
- Added Enter Credit Card Information Permission for specifying whether users can provide credit card information when creating a payment arrangement.
- Added Make Up Credit Card Decline Permission for specifying whether users can make up a declined credit card payment on an arrangement.
- Added **Maximum Number of Days** policy to the Minimum Settlement Options Permission for specifying the maximum number of days allowed for settling a payment arrangement.

## SU 9

### Important!

If you upgrade to SU 9, there is a **one-time** configuration task that you need to complete in Custodian. For more information, see "Configure Custodian for SU 9 or Later" in the *Custodian* documentation.

There is also a utility program that you need to run **one time only** when upgrading to SU 9. For more information, see "Run Latitude.Utilities.DataFix.exe for SU 9 or Later" in the *Latitude Installation and Configuration Guide*.

SU 9 introduced the following changes and enhancements to Latitude 10.0:

- [Addresses](#)
- [Interest](#)
- [Letters](#)
- [Payment arrangements](#)
- [Payment Instruments](#)
- [Permissions](#)
- [Queue Levels](#)

- [Status Codes](#)
- [System codes](#)

## Addresses

Added the **Choose Bank Accounts to Sync Address Change** dialog box for syncing bank account addresses when modifying a debtor's or co-debtor's address. This dialog box also appears when modifying an address for an ACH wallet item. For more information, see [Modify a Debtor's or Co-debtor's Address](#) and [Change the Address for an ACH Wallet Item](#).

## Interest

Added the **Interest Accrual Tracking** panel for viewing accrued interest for an account. For more information, see [View Interest Accrual](#).

## Letters

- Added ability to modify pending letters using Microsoft Word to the **Account Letters** window. For more information, see [Modify a Pending Letter Using Microsoft Word](#).
- Changed the format of saved letter images from RTF to PDF to save space. For more information, see [View a Letter Image](#).

## Payment arrangements

- Added ability to change the check number for an active ACH payment in an arrangement in the **Change Wallet Item** dialog box. For more information, see [Change the Check Number for a Payment](#).
- Added ability to change the payment instrument for multiple payments in the **Arrangements** panel. For more information, see [Change Payment Instrument for Multiple Payments](#).
- Added ability to select a payment instrument from the wallet on the **Select Payment Type** page in the **Enter New Arrangements** window. For more information, see [Select a Payment Type](#).
- Added ability to view payment arrangements for linked accounts in the **Arrangements** panel. For more information, see [View Payment Arrangement for Linked Accounts](#).
- Added ability to add a payment to an arrangement in the **Payment Arrangement Wizard**. For more information, see [Add a Payment to a Payment Arrangement](#).
- Added ability to renegotiate a payment arrangement in the **Payment Arrangement Wizard**. For more information, see [Renegotiate a Payment Arrangement](#).
- Changed the functionality for making up a declined payment in the **Arrangements** panel so that it doesn't ask whether you want to add or reuse a wallet item. Instead, it uses the existing payment instrument. For more information, see [Make Up a Declined Payment](#).
- Changed the functionality for real-time credit card processing in the **Arrangements** panel to either post transactions immediately or save them in a batch for posting later, depending on permissions. For more information, see [Process a Real-time Credit Card Transaction](#).
- Added an option to the **Select Settlement Arrangement** and the **Calculate Arrangements** pages to allow you to calculate an arrangement on demand. If you have the appropriate permissions,

you can calculate an arrangement on demand. If you don't have the appropriate permissions, Latitude calculates the arrangement as you change values in the arrangement, which decreases performance. For more information, see Auto Calculate Permission, [Select a Settlement Arrangement](#), [Calculate the Arrangement \(Normal Mode\)](#), and [Calculate the Arrangement \(Simple Mode\)](#).

- Removed ability to add the remaining amount due (deficit) as a trailing payment when tweaking an arrangement. Instead, Latitude adjusts the last payment amount accordingly. For more information, see [Tweak a Payment Arrangement](#).

For more information about payment and arrangement changes in this release, see [Linked Accounts Payments and Arrangements](#).

### Payment instruments

- Changed the process for adding payment instruments to the wallet in the **Add Payment Instrument** dialog box. For more information, see [Add a Credit Card](#) and [Add a Checking or Savings Account](#).
- Added ability to look up a payment instrument in the **Look up Payment Instrument** dialog box that is available during the current Latitude session only. For more information, see [Look up a Payment Instrument](#).
- Added ability to delete a payment instrument in the **Wallet Maintenance** dialog box. For more information, see [Delete a Payment Instrument](#).
- Added ability to change the address for a payment instrument in the **Payment Instrument Contact** dialog box. For more information, see [Change the Address for a Payment Instrument](#).

### Permissions

- Removed **Access Promises** permission as Latitude no longer requires it.
- Added "Default\_AccountWithAIM" option to the Account View Customer Code Override Policy Permission for displaying AIM details on the **Account** page in Web Access.
- Added "Post Real Time Credit Card transactions processed from the Arrangements panel" policy to Enable Real Time Credit Card Processing Permission for specifying whether to post credit card transactions to debtor accounts immediately or save them to a batch file for processing later.
- Added Merge Using Microsoft Word Permission for specifying whether users can modify pending letters in Latitude and letter templates in Letter Console using Microsoft Word. You must have Microsoft Word installed to use this feature.
- Added Add Payments Permission for specifying whether users can add payments to non-settlement payment arrangements.
- Added Add Payment Instruments Permission for specifying whether users can add payment instruments to a person's wallet.
- Added Auto Calculate Permission for specifying whether the system calculates arrangements as a user change values or whether the user notifies the system when to calculate the arrangement.

- Added Delete Payment Instruments Permission for specifying whether users can delete payment instruments from a person's wallet.
- Added Edit Payment Instruments Permission for specifying whether users can modify payment instrument addresses.
- Added Look up Payment Instruments Permission for specifying whether users can look up payment instruments that are available during the current Latitude session only.
- Added Use Payment Instruments Permission for specifying whether users can select a payment instrument in a person's wallet to use in a payment arrangement.

### Queue levels

- Added queue level **014 - Incomplete Link Arrangement** for linked arrangements that don't contain all the linked accounts.
- Changed description of queue level **019** from "Bounced Check (NSF), still has PDCs pending" to "Bounced Check (NSF), with PDCs pending."

For more information, see Standard Queue Levels.

### Status codes

Added status code **ILA - Incomplete Link Arrangement** for linked arrangements that don't contain all the linked accounts. For more information, see [Standard Status Codes](#).

### System codes

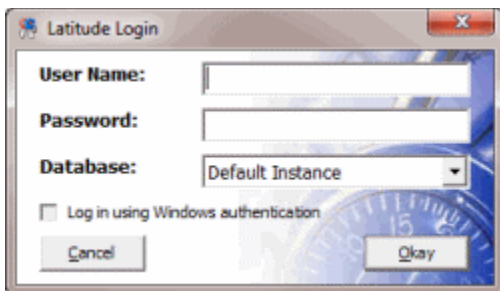
Added **Letter Type** dialog box for maintaining user-defined letter types for Letter Console. For more information, see Letter Type Codes.

### Log on to Latitude

Use the **Latitude Login** dialog box to log on to Latitude. The options and features in Latitude that are available to you are based on your assigned permissions. For information about password and account lock out policies, see **Security Permissions and Policies**.

#### To log on to Latitude

1. Click **Start > All Programs > Latitude Software > Latitude**. The **Latitude Login** 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:** 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 **Main Menu** window appears.



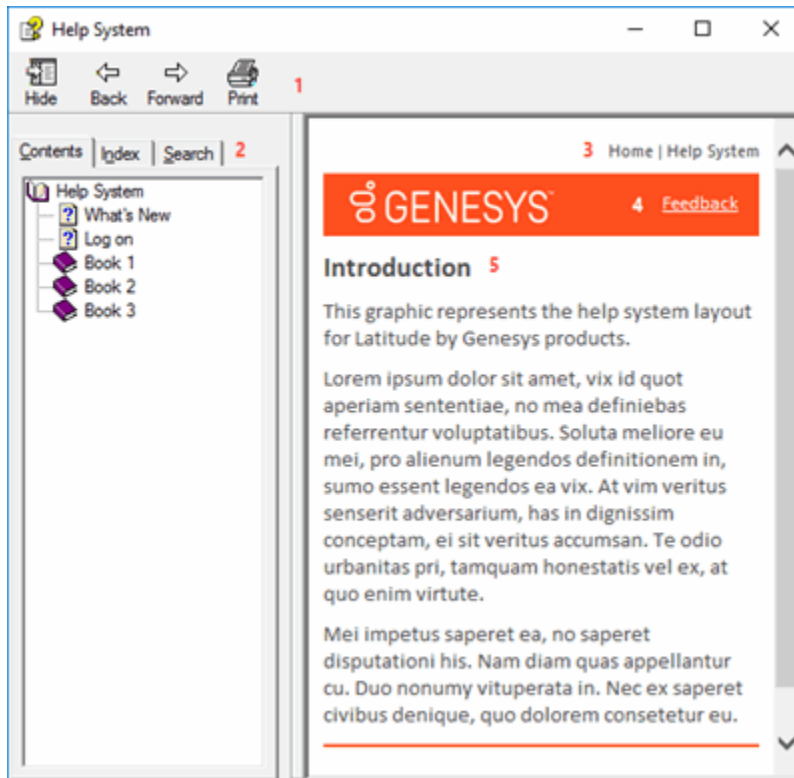
## Latitude Help Overview

Latitude help provides you with information for using Latitude. Use the table of contents, index, and search features to locate and view a topic.

### To open Latitude help

- In menu bar, click the **Help** option. The **Latitude 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, 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 glossary of terms and 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).
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 the 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.

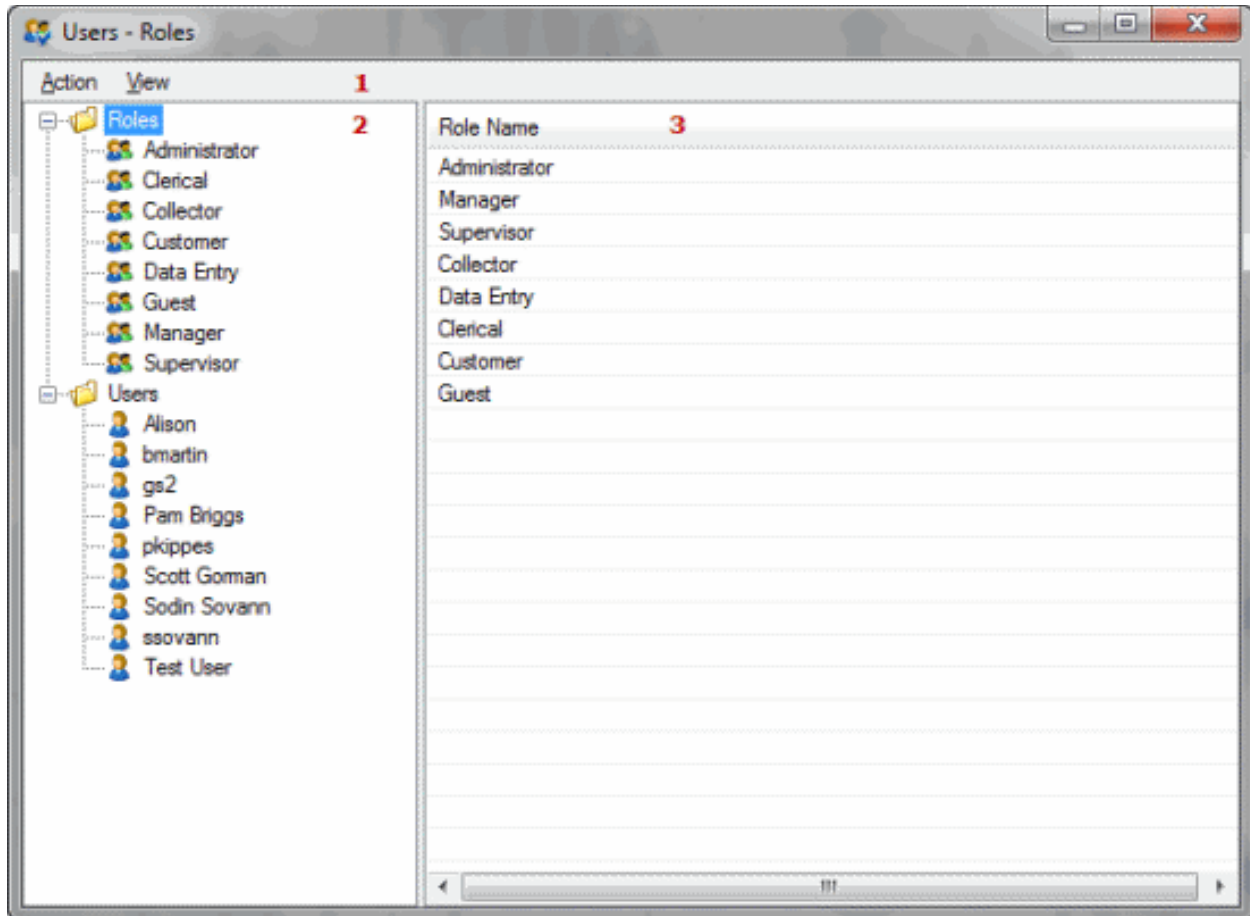
### Latitude Overview

The **Main Menu** window presents a menu of options for using Latitude. When you click a menu option, the corresponding window or dialog box appears.



### Window layout

The following example shows the layout of most Latitude windows.



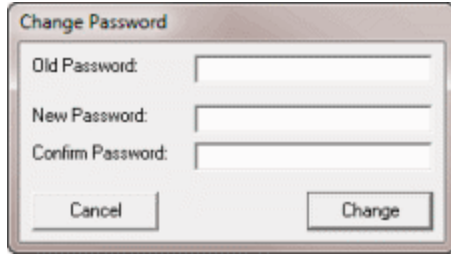
1. **Menu bar:** Displays available submenus and commands for the window.
2. **Navigation pane:** Displays the navigation for the window. To display information, you click (or in some cases, double-click) an item in the **Navigation** pane. Double-clicking an item usually displays the information in a separate window or dialog box.
3. **Information pane:** When you click an item in the **Navigation** pane, the associated information appears in the **Information** pane. The information is either:
  - A list of records associated to the item selected in the **Navigation** pane (as in the example). If you double-click a record in the **Information** pane, the record displays in edit mode in the **Information** pane.
  - A single record associated to the item selected in the **Navigation** pane that you can edit in the **Information** pane.

## Change Your Password

Use the **Change Password** dialog box to change your password.

### To change your password

1. In the **Main Menu** window, from the **Security** menu, click **Change Password**. The **Change Password** dialog box appears.



2. In the **Old Password** box, type your current password.
3. In the **New Password** box, type your new password.
4. In the **Confirm Password** box, retype your new password.
5. Click **Change**.

## Shortcut Keys

Shortcut keys are available in certain areas of Latitude. To use a shortcut key, hold down the specified key (either **Alt** or **Ctrl**), click the specified letter key, and then release both keys.

In this topic:

- [Main Menu window](#)
  - [Latitude Help system](#)
  - [Latitude Invoices window](#)
  - [Letter Console window](#)
  - [Payment Entry dialog box](#)
- [Work Form](#)
  - [All Debtor Notes dialog box](#)
  - [Debtor Contact Analysis dialog box](#)
  - [Debtor Details dialog box](#)
  - [Link dialog box](#)

## Main Menu window

Key Combination	Description
Alt + A	Opens the <b>Apps</b> menu. Arrow up or down to select a menu option and then press <b>Enter</b> .
Alt + C	Opens the <b>Custom</b> menu. Arrow up or down to select a menu option and then press <b>Enter</b> .
Alt + D	Opens the <b>Data Entry</b> menu. Arrow up or down to select a menu option and then press <b>Enter</b> .

Key Combination	Description
Alt + F	Opens the <b>File</b> menu. Arrow up or down to select a menu option and then press <b>Enter</b> .
Alt + H	Opens the <b>Help</b> menu. Arrow up or down to select a menu option and then press <b>Enter</b> .
Alt + M	Opens the <b>Maintenance</b> menu. Arrow up or down to select a menu option and then press <b>Enter</b> .
Alt + R	Opens the <b>Reports</b> menu. Arrow up or down to select a menu option and then press <b>Enter</b> .
Alt + S	Opens the <b>Security</b> menu. To open the <b>Change Password</b> dialog box, press <b>Enter</b> .
Alt + T	Opens the <b>Tools</b> menu. Arrow up or down to select a menu option and then press <b>Enter</b> .
Alt + W	Opens a blank <b>Work Form</b> .

### Latitude Help system

Key Combination	Description
Alt + C	Displays the <b>Contents</b> tab.
Alt + N	Displays the <b>Index</b> tab.
Alt + S	Displays the <b>Search</b> tab.

### Latitude Invoices window

Key Combination	Description
Alt + A	Opens the <b>Actions</b> menu. Arrow up or down to select a menu option and then press <b>Enter</b> .
Alt + R	Opens the <b>Reports</b> menu. Arrow up or down to select a menu option and then press <b>Enter</b> .
Alt + T	Opens the <b>Tools</b> menu. Arrow up or down to select a menu option and then press <b>Enter</b> .
Alt + V	Opens the <b>View</b> menu. Arrow up or down to select a menu option and then press <b>Enter</b> .

### Letter Console window

Key Combination	Description
Alt + H	Opens the <b>Help</b> menu. Arrow up or down to select a menu option and then press <b>Enter</b> .

### Payment Entry dialog box

Key Combination	Description
Alt + N	Opens the <b>New Batch</b> dialog box to allow you to add a batch.
Alt + O	Opens the <b>Payment Batches</b> dialog box to allow you to edit a batch.
Alt + R	Opens the <b>Reports</b> menu. Arrow up or down to select a menu option and then press <b>Enter</b> .
Alt + X	Closes the <b>Payment Entry</b> dialog box.

### Work Form

Key Combination	Description
Alt + C	Opens the <b>Calls</b> menu. Arrow up or down to select a menu option and then press <b>Enter</b> .
Alt + D	Displays the <b>Post Dates</b> panel.
Alt + H	Opens the <b>Help</b> menu. Arrow up or down to select a menu option and then press <b>Enter</b> .
Alt + I	Opens the <b>Info</b> menu. Arrow up or down to select a menu option and then press <b>Enter</b> .
Alt + K	Opens the <b>Skip</b> menu. Arrow up or down to select a menu option and then press <b>Enter</b> .
Alt + L	Opens the <b>Letters</b> menu. To open the <b>Account Letters</b> dialog box, press <b>Enter</b> . To open the <b>Special</b> menu, press <b>Alt + L</b> a second time. Continuing to press <b>Alt + L</b> switches between the <b>Letters</b> and <b>Special</b> menus.
Alt + N	An account must be open in the <b>Work Form</b> . If the <b>Notes</b> panel is not open, displays the <b>Notes</b> panel. If the <b>Notes</b> panel is open, displays the <b>New Note</b> dialog box. To close the dialog box, press <b>Esc</b> .
Alt + P	Displays the <b>Arrangements</b> panel.
Alt + Q	While working a <b>Collector</b> queue, opens the <b>Set Follow Up</b> dialog box. Within this dialog box, the following shortcut keys are available:
	Alt + T



	<b>Alt + 2 (3, 4, 5, or 7)</b>	Changes the follow-up date to two (3, 4, 5, or 7) days from the current date.
	<b>Alt + O</b>	Saves your changes and closes the <b>Set Follow Up</b> dialog box.
	<b>Alt + C</b>	Discards your changes and closes the <b>Set Follow Up</b> dialog box.
<b>Alt + R</b>		Opens the <b>Restrictions</b> menu. Arrow up or down to select a menu option and then press <b>Enter</b> .
<b>Alt + S</b>		Opens the <b>Search</b> menu. Arrow up or down to select a menu option and then press <b>Enter</b> .
<b>Alt + Y</b>		Opens the <b>Payments</b> menu. Arrow up or down to select a menu option and then press <b>Enter</b> .
<b>Ctrl + F</b>		Opens the <b>Latitude Search - Search for Account</b> dialog box. Within this dialog box, the following shortcut keys are available:
	<b>Alt + S</b>	Performs a search based on the specified criteria.
	<b>Alt + B</b>	From the <b>Search Results</b> tab, returns you to the <b>Simple Search</b> or <b>Advanced Search</b> tab.
	<b>Alt + C</b>	Displays the <b>Latitude Search</b> dialog box to allow you to clear the search criteria. To clear the search criteria, press <b>Alt + Y</b> . To close the dialog box without clearing the search criteria, press <b>Alt + N</b> .
	<b>Esc</b>	Closes the <b>Latitude Search</b> dialog box.

### All Debtor Notes dialog box

Key Combination	Description
<b>Alt + E</b>	Closes the <b>All Debtor Notes</b> dialog box.
<b>Alt + N</b>	Opens the <b>Latitude - New Note</b> dialog box.
<b>ESC</b>	Closes the <b>All Debtor Notes</b> dialog box.

### Debtor Contact Analysis

Key Combination	Description
<b>Alt + E</b>	Closes the <b>All Debtor Notes</b> dialog box.
<b>ESC</b>	Closes the <b>All Debtor Notes</b> dialog box.

### Debtor Details dialog box

Key Combination	Description
<b>Alt + A</b>	Displays the <b>Attorney</b> tab.

<b>Alt + B</b>	Displays the <b>Bankruptcy</b> tab. Within this tab, the following shortcut keys are available:	
	<b>Alt + C</b>	Displays the <b>Court</b> tab.
	<b>Alt + G</b>	Displays the <b>General</b> tab.
	<b>Alt + O</b>	Displays the <b>Comments</b> tab.
	<b>Alt + T</b>	Displays the <b>Trustee</b> tab.
<b>Alt + C</b>	Closes the dialog box without saving your changes.	
<b>Alt + D</b>	Displays the <b>Debtor Info</b> tab.	
<b>Alt + O</b>	Saves your changes and closes the dialog box.	
<b>Alt + R</b>	Displays the <b>Restrictions</b> tab.	
<b>Alt + S</b>	Displays the <b>Spouse Info</b> tab.	
<b>Alt + V</b>	Saves your changes and keeps the dialog box open.	

### Link dialog box

Key Combination	Description
<b>Alt + C</b>	Closes the <b>Link</b> dialog box.
<b>Alt + G</b>	Displays the currently selected account in the <b>Work Form</b> .
<b>Alt + N</b>	Opens the <b>Latitude - New Note</b> dialog box.

### Supplemental Programs

There are several optional Latitude-related programs available, depending on what your organization purchased and installed, and what you have permissions to use. Some of these programs are accessible within Latitude and others are accessible from Windows only.

Program	Description
ACH NSF	Processes insufficient fund ACH payment information received from Regal Technologies.
AIM	The Agency Interface Module (AIM) electronically distributes accounts to other agencies. <b>AIM</b> creates a file that you can import into other software programs for collection activity. In addition, <b>AIM</b> can import information received from an outside agency working accounts into the Latitude database and process account recalls. For more information, contact your Latitude sales representative.
Auto Mail Return	Uses a pen scanner to read the barcode on returned mail and flag the account as having a bad address.
Credit Bureau Reporting	Reports to Equifax, Experian, TransUnion, or Innovis the debtor accounts that your agency holds.

Credit Report retrieval with SmartALX	Downloads credit reports from Equifax, TransUnion, or Experian based on credit report requests that you created in Latitude. Once you download the credit reports, you can attach them to debtor accounts and view them the <b>Work Form</b> .
Collection Charge	Adds an agency fee percentage to new business after you load new business into Latitude using any import method.
Custodian Editor	<p>Processes "end of day" activities, including:</p> <ul style="list-style-type: none"> <li>• Cleaning data fields of invalid information</li> <li>• Building daily work queues</li> <li>• Scheduling promise reminder letters</li> <li>• Scheduling post-dated check and NITD reminder letters</li> <li>• Evaluating kept and broken promises</li> <li>• Scheduling fulfilled and pending post-dated payments</li> <li>• Calculating simple interest</li> <li>• Creating vendor letter files</li> <li>• Evaluating debtor credit bureau reporting status</li> </ul> <p>Because of the complex nature of this program, Latitude by Genesys Support performs Custodian tasks. If you need custom modifications to Custodian tasks, contact Latitude by Genesys Support.</p>
Dialer	Latitude supports several dialers for campaign building. When collectors are logged on to the dialer, the currently dialed debtor account displays in the <b>Work Form</b> .
Direct Check	Prints online checks (or paper drafts) created in Latitude. Once printed, you can import the information back into the system for invoicing and other tasks.
Exchange Manager	Exchange is a dynamic interface program that allows your organization to create customized import and export files. This program is part of the standard Latitude package; however, you install it separately on each workstation.
Latitude Fusion (see also Services Modules)	Latitude Fusion integrates with the Latitude database to create request files and process returned information from various outside service providers.
Latitude Web Access	Allows agency customers to view accounts and collection activity. Customers can run reports online and download directly to their workstation. For more information, contact your Latitude by Genesys Sales Representative.
Letter Console	Generates letters for accounts based on requests made in Latitude. You can create and modify custom letters to merge with account data for any classification of debtor. You can send letters to a third-party letter service for printing, along with data files containing the account information you specify.
Manager Dashboard	Displays real-time statistical collection information. It allows managers to monitor collection activities for all locations, departments, and teams.

Portfolio Manager	Imports accounts and tracks expenses for purchased portfolios, exports accounts, and tracks sales. For more information, contact your Latitude by Genesys Sales Representative.
Services Modules/ Fusion	Exports information requests and imports returned files from various outside service providers. Once you import account information, you can click <b>Services</b> on the <b>Work Form</b> to view it.
TUNA	The TransUnion Net Access program allows your agency to process credit bureau report requests, and import and attach credit reports returned to accounts.

### Add-in Programs

Program	Description
Credit Bureau Reporting Console	Creates and maintains configuration settings used when reporting accounts to credit bureaus.
Latitude Archive	Moves older, unneeded data out of the Latitude database into an archive database, which can free resources and optimize performance.
Link Console	Handles automatic linking of new accounts entered into the system based on scores and algorithms.
Reporting Console	Saves snapshots of reports along with comments you type. Snapshots depict a report at a particular point in time.
User Manager	Manages user accounts.

### Applications

Program	Description
Auto Return	Uses a pen scanner to read the barcode on returned mail and flag the account as having a bad address.
Goals Manager	Displays statistics for collectors, supervisors, managers, and owners.
Import Excel	Imports new business data from a <b>Microsoft Excel</b> ® spreadsheet into the Latitude database.
Invoices	Generates invoices for customer remittance, issues statements showing receivables, sets up banks (trust accounts) and creates the checks needed for your customers, based on account collection activity in Latitude.
Letter Console	Generates letters for accounts based on requests made in Latitude. You can create and modify custom letters to merge with account data for any classification of debtor. You can send letters to a third-party letter service for printing, along with data files containing the account information you specify.
Manager Dashboard	Displays real-time statistical collection information. It allows managers to monitor collection activities for all locations, departments, and teams.
Overpayment Manager	Allows your organization to review and manage debtor overpayments, apply them to other accounts, and create refund checks.

Statistics Console	Provides analysis information for customer account activity.
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## Dialer Support

Program	Description
List Builder	Creates dialer call lists from List Builder query results.
Legacy Dialer Agent	Connects the standard Latitude <b>Work Form</b> to a supported dialer and its functionality.

## Management Suite

Program	Description
Account Analysis	Retrieves accounts that meet specific criteria and then sorts, groups, or summarizes the information for review. Builds a “virtual queue” for working account groups on the fly.
Credit Report Requester	Requests credit bureau reports for multiple accounts, based on customized selection criteria.
Credit Reporting Wizard	Creates files to send to credit bureaus.
Custom Queue Manager	Creates custom queues using customized selection criteria.
Desk Mover	Moves accounts to specified desks based on customized selection criteria.
Letter Requester	Requests letters for multiple accounts based on customized selection criteria.
Payment Batch Wizard	Creates payment batches for processing received payments.
Pool Queue Manager	Creates “virtual work pools” for collectors based on customized selection criteria.
Query Configure	Modifies selection criteria for query tools.
SQL Author	Creates and stores custom SQL statements using the query builder.
Service Request Gateway Configuration	Configures Latitude so it can connect to service vendors when requesting information.
Status Changer	Changes the status for groups of accounts based on customized selection criteria.

## Account Retrieval

### Account Retrieval

There are several methods available for retrieving and displaying an account in the **Work Form**. The methods include:

- Searching for an account and selecting it from the search results.

- Selecting an account from your account history list.
- Opening a work queue of accounts.

## Account Search

### Account Search

Use the **Latitude Search - Search for Account** window to do simple and advanced searches for accounts, and view the search results. You cannot combine simple and advanced search criteria to do a search.

### Simple Search

#### Search for an Account

Use the **Simple Search** tab in the **Latitude Search - Search for Account** window to do simple searches for accounts. You can search using any combination of search criteria. In some cases, you can search phonetically or using a wildcard. You cannot, however, combine simple and advanced search criteria to do a search.

#### To search for an account

1. In the **Main Menu** window, click **Work** or press **Alt + W**. The **Work Form** appears. The **Work Form** appears.
2. Do one of the following:
  - Press **Ctrl + F**.
  - From the **Search** menu, click **Search**.

The **Latitude Search - Search for Account** window appears.

3. Click the **Simple Search** tab.

**Note:** The search criteria available on this tab depends on the policies set for your user account. For more information, see Permissions and Policies Overview.

4. Type search criteria into one or more boxes.

**Tip:** For fewer results, provide more information. For more results, provide less information.

5. Click **Search**. The results display on the **Search Results** tab. If the system doesn't find a match, it displays a message to that effect.

**Tip:** To clear the search criteria, click **Clear**, and then in the confirmation dialog box, click **Yes**. For more information about wildcard searching, click the **click here** link.

### Search for an Account by File Number

Use the **Search by File Number** dialog box or the **Simple Search** tab in the **Latitude Search - Search for Account** window to search for an account by file number. The file number is a unique number that Latitude assigns to each account when you add the account to Latitude.

#### To search for an account by file number

1. In the **Main Menu** window, click **Work** or press **Alt + W**. The **Work Form** appears. The **Work Form** appears.

2. Click to the right of the **File Number** label or, from the **Search** menu, click **Search** and then click **File Number**. The **Search by File Number** dialog box appears.
3. In the box, type the file number and then click **OK**. If the system finds the file number, it displays the account in the **Work Form**. If the system doesn't find the file number, it displays a message to that effect. Click **OK**.

### **Search for an Account by Customer Account Number**

Use the **Simple Search** tab in the **Latitude Search - Search for Account** window to search for an account by customer account number. This number is not the Latitude account number. You can limit the search results by specifying search criteria in the **Customer** box as well.


#### **To search for an account by customer account number**

1. In the **Main Menu** window, click **Work** or press **Alt + W**. The **Work Form** appears. The **Work Form** appears.
2. From the **Search** menu, click **Search** or press **Ctrl + F**. The **Latitude Search - Search for Account** window appears.
3. Click the **Simple Search** tab.
4. In the **Account** box, type the customer account number.
5. To search by customer also, perform the steps to [Search for an Account by Customer](#).
6. Click **Search**. The results display on the **Search Results** tab.

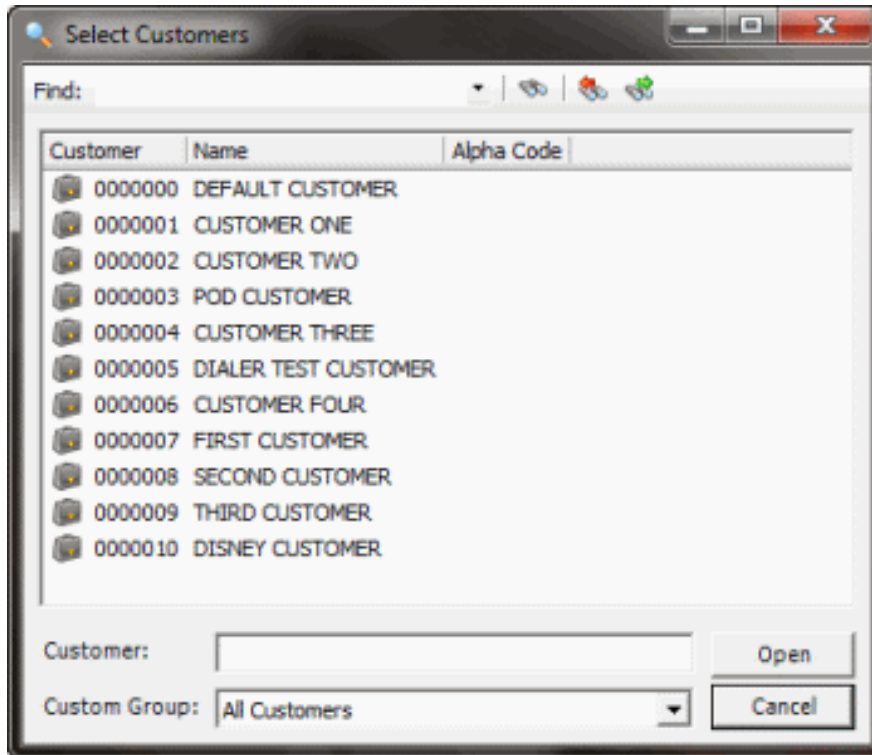
### **Search for an Account by Customer**

Use the **Simple Search** tab in the **Latitude Search - Search for Account** window to search for an account by customer. You can limit the search results by specifying search criteria in the **Account** box as well.

#### **To search for an account by customer**

1. In the **Main Menu** window, click **Work** or press **Alt + W**. The **Work Form** appears. The **Work Form** appears.
2. From the **Search** menu, click **Search** or press **Ctrl + F**. The **Latitude Search - Search for Account** window appears.
3. Click the **Simple Search** tab.
4. Click the  icon at the end of the **Customer** box. The **Select Customers** dialog box appears, which lists all customers.





5. To limit the list to a specific custom group, in the **Custom Group** list box, click the custom group.
6. To search from the beginning of the list, in the **Find** box, type your search criteria and click the icon.
7. To search forward in the list, select a customer in the list, in the **Find** box, type your search criteria, and then click the icon.
8. To search backward in the list, select a customer in the list, in the **Find** box, type your search criteria, and then click the icon.
9. Click the customers to include in your search and then click **Open**. The **Select Customers** dialog box closes and the number of selected customers displays in the **Customer** box on the **Simple Search** tab.

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

10. To search by account also, in the **Account** box, type the customer account number.
11. Click **Search**. The results display on the **Search Results** tab. If the system doesn't find a match, it displays a message to that effect.

### Search for an Account by a Person's Name

Use the **Simple Search** tab in the **Latitude Search - Search for Account** window to search for an account by name. You can search [phonetically](#) or using a [wildcard](#).

You can search for an account by the:

- Debtor's or co-debtor's first name, last name, full name, or the first and last name combined
- Debtor's or co-debtor's "also known as" name (as specified in the **Other** box on the Debtor tab)
- Spouse's name
- Debtor's or co-debtor's employer
- Business name (if the debtor is a business rather than an individual)

#### To search for an account by a person's name

1. In the **Main Menu** window, click **Work** or press **Alt + W**. The **Work Form** appears. The **Work Form** appears.
2. From the **Search** menu, click **Search** or press **Ctrl + F**. The **Latitude Search - Search for Account** window appears.
3. Click the **Simple Search** tab.
4. In the **Name #1** list box, select the name type.
5. In the **Name #1** box, type a full or partial name.
6. Do one of the following:
  - To perform a phonetic search on the value in the **Name #1** box, select the check box at the end of the **Name #1** box.
  - To perform a wildcard search on the value in the **Name #1** box, clear the check box at the end of the **Name #1** box.
7. To search on a value in the **Name #2** box also, do the following:
  - a. In the **Name #2** list box, select the name type.
  - b. In the **Name #2** box, type a full or partial name.
  - c. Do one of the following:
    - To perform a phonetic search on the value in the **Name #2** box, select the check box at the end of the **Name #2** box.
    - To perform a wildcard search on the value in the **Name #2** box, clear the check box at the end of the **Name #2** box.
8. Click **Search**. The results display on the **Search Results** tab. If the system doesn't find a match, it displays a message to that effect.

#### Search for an Account by SSN

Use the **Simple Search** tab in the **Latitude Search - Search for Account** window to search for an account by the debtor's or co-debtor's Social Security Number (SSN). SSNs could exist in Latitude with dashes, slashes, spaces, or as numbers only. Make sure you type the SSN exactly as it exists in Latitude.

#### To search for an account by SSN

1. In the **Main Menu** window, click **Work** or press **Alt + W**. The **Work Form** appears. The **Work Form** appears.

2. From the **Search** menu, click **Search** or press **Ctrl + F**. The **Latitude Search - Search for Account** window appears.
3. Click the **Simple Search** tab.
4. In the **SSN** box, type the debtor's or co-debtor's SSN.
5. Click **Search**. The results display on the **Search Results** tab. If the system doesn't find a match, it displays a message to that effect.

### Search for an Account by Address

Use the **Simple Search** tab in the **Latitude Search - Search for Account** window to search for an account by the debtor's or co-debtor's address. You can search by street address, city, state, or ZIP Code, or any combination thereof.

#### To search for an account by address

1. In the **Main Menu** window, click **Work** or press **Alt + W**. The **Work Form** appears. The **Work Form** appears.
2. From the **Search** menu, click **Search** or press **Ctrl + F**. The **Latitude Search - Search for Account** window appears.
3. Click the **Simple Search** tab.
4. Do the following:
  - a. To search by street address, in the **Address** box, type the debtor's or co-debtor's street address.
  - b. To search by city, in the **City** box, type the debtor's or co-debtor's city.
  - c. To search by state, in the **State** box, type the debtor's or co-debtor's state.
  - d. To search by ZIP Code, in the **ZIP code** box, type the debtor's or co-debtor's ZIP Code.
5. Click **Search**. The results display on the **Search Results** tab. If the system doesn't find a match, it displays a message to that effect.

### Search for an Account by Phone Number

Use the **Simple Search** tab in the **Latitude Search - Search for Account** window to search for an account by phone number. Phone numbers could exist in Latitude with dashes, slashes, spaces, or as numbers only. Make sure you type the phone number exactly as it exists in Latitude.

You can search for an account by the following:

- Debtor's or co-debtor's home, work, or cell phone
- Debtor's or co-debtor's fax number
- Spouse's home or work phone
- All numbers in phone history
- All phone numbers

#### To search for an account by phone number

1. In the **Main Menu** window, click **Work** or press **Alt + W**. The **Work Form** appears. The **Work Form** appears.
2. From the **Search** menu, click **Search** or press **Ctrl + F**. The **Latitude Search - Search for Account** window appears.
3. Click the **Simple Search** tab.
4. In the **Phone** list box, select the phone number type.
5. In the **Phone** box, type the phone number and then click **Search**. The results display on the **Search Results** tab. If the system doesn't find a match, it displays a message to that effect.

### **Search for an Account by ID Number**

Use the **Simple Search** tab in the **Latitude Search - Search for Account** window to search for an account by identification number. You can search for an identification number that you specified in the **Account Misc Information** dialog box in the **ID 1** box, **ID 2** box, or both.

#### **To search for an account by ID number**

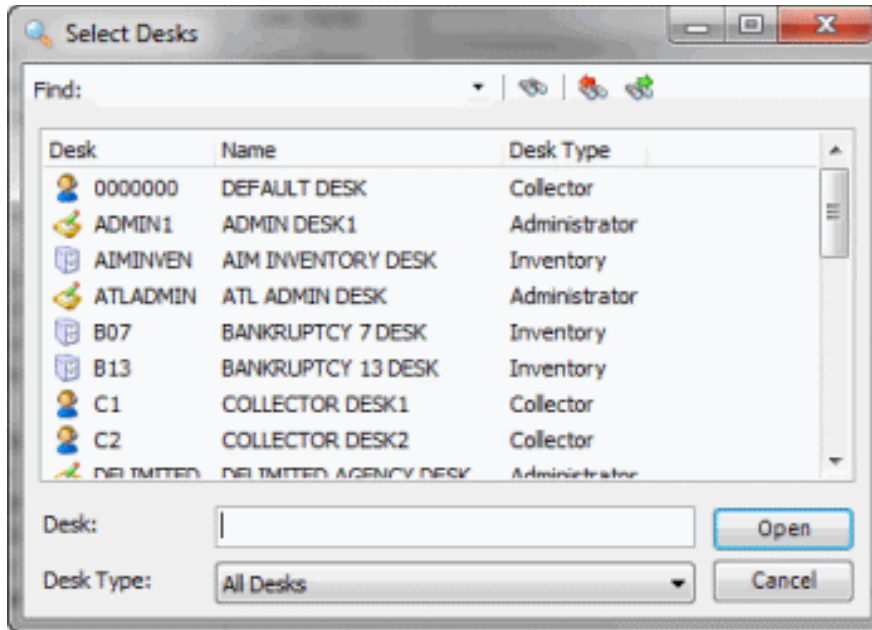
1. In the **Main Menu** window, click **Work** or press **Alt + W**. The **Work Form** appears. The **Work Form** appears.
2. From the **Search** menu, click **Search** or press **Ctrl + F**. The **Latitude Search - Search for Account** window appears.
3. Click the **Simple Search** tab.
4. Do the following:
  - To search for identification number 1, in the **ID #1** box, type the identification number.
  - To search for identification number 2, in the **ID #2** box, type the identification number.
5. Click **Search**. The results display on the **Search Results** tab. If the system doesn't find a match, it displays a message to that effect.




### **Search for an Account by Desk**

Use the **Simple Search** tab in the **Latitude Search - Search for Account** window to search for an account by assigned desk.

#### **To search for an account by desk**

1. In the **Main Menu** window, click **Work** or press **Alt + W**. The **Work Form** appears. The **Work Form** appears.
2. From the **Search** menu, click **Search** or press **Ctrl + F**. The **Latitude Search - Search for Account** window appears.
3. Click the **Simple Search** tab.
4. Click the Search icon next to the **Desk** box. The **Select Desks** dialog box appears.



5. To limit the list to a specific desk type, in the **Desk Type** list box, click the desk type.
6. To search from the beginning of the list, in the **Find** box, type your search criteria and click the  icon.
7. To search forward in the list, select a desk in the list, in the **Find** box, type your search criteria, and then click the  icon.
8. To search backward in the list, select a desk in the list, in the **Find** box, type your search criteria, and then click the  icon.
9. Click the desks to include in your search and then click **Open**. The **Select Desks** dialog box closes and the number of selected desks displays in the **Desk** box on the **Simple Search** tab.

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

10. Click **Search**. The results display on the **Search Results** tab. If the system doesn't find a match, it displays a message to that effect.

### Search for an Account by Invoice (POD)

Use the **Simple Search** tab in the **Latitude Search - Search for Account** window to search for a Particulars of Debt (POD) account by invoice. The system sends POD accounts to an agency containing one or more invoices.

#### To search for an account by invoice (POD)

1. In the **Main Menu** window, click **Work** or press **Alt + W**. The **Work Form** appears. The **Work Form** appears.
2. From the **Search** menu, click **Search** or press **Ctrl + F**. The **Latitude Search - Search for Account** window appears.

3. Click the **Simple Search** tab.
4. In the **Invoice #** box, type the POD invoice number.
5. Click **Search**. The results display on the **Search Results** tab. If the system doesn't find a match, it displays a message to that effect.

### **Search for an Account by Legal Case Number**

Use the **Simple Search** tab in the **Latitude Search - Search for Account** window to search for an account assigned to legal with a case number in the **Legal View** dialog box.


#### **To search for an account by legal case number**

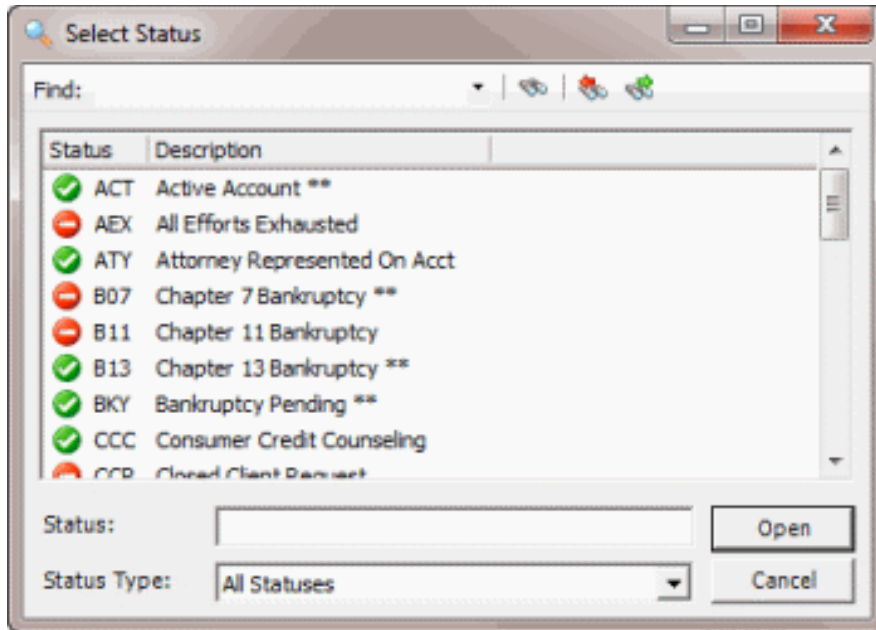
1. In the **Main Menu** window, click **Work** or press **Alt + W**. The **Work Form** appears. The **Work Form** appears.
2. From the **Search** menu, click **Search** or press **Ctrl + F**. The **Latitude Search - Search for Account** window appears.
3. Click the **Simple Search** tab.
4. In the **Case #** box, type the legal case number assigned to the account.
5. Click **Search**. The results display on the **Search Results** tab. If the system doesn't find a match, it displays a message to that effect.




### **Search for an Account by Status Code**

Use the **Simple Search** tab in the **Latitude Search - Search for Account** window to search for an account by account status code.

#### **To search for an account by status code**

1. In the **Main Menu** window, click **Work** or press **Alt + W**. The **Work Form** appears. The **Work Form** appears.
2. From the **Search** menu, click **Search** or press **Ctrl + F**. The **Latitude Search - Search for Account** window appears.
3. Click the **Simple Search** tab.
4. Click the  icon at the end of the **Status** box. The **Select Status** dialog box appears.



5. To limit the list to a specific status type, in the **Status Type** list box, click the status type.
6. To search from the beginning of the list, in the **Find** box, type your search criteria and click the  icon.
7. To search forward in the list, select a status in the list, in the **Find** box, type your search criteria, and then click the  icon.
8. To search backward in the list, select a status in the list, in the **Find** box, type your search criteria, and then click the  icon.
9. Click the statuses to include in your search and then click **Open**. The **Select Status** dialog box closes and the number of selected statuses displays in the **Status** box on the **Simple Search** tab.

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


10. Click **Search**. The results display on the **Search Results** tab. If the system doesn't find a match, it displays a message to that effect.

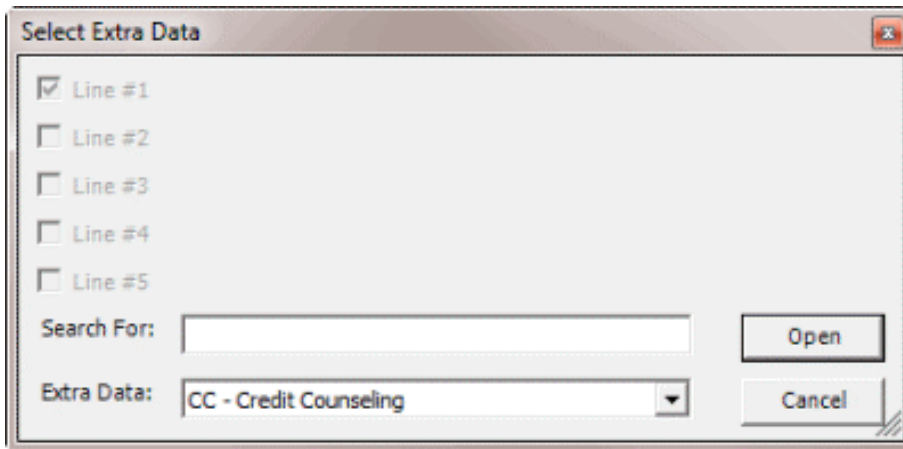
### Search for an Account by Extra Data

Use the **Simple Search** tab in the **Latitude Search - Search for Account** window to search for an account based on content in the **Extra Data** fields that your agency configured.

To search for an account by extra data

1. In the **Main Menu** window, click **Work** or press **Alt + W**. The **Work Form** appears. The **Work Form** appears.
2. From the **Search** menu, click **Search** or press **Ctrl + F**. The **Latitude Search - Search for Account** window appears.

3. Click the **Simple Search** tab.
4. Click the  icon at the end of the **Extra Data** box. The **Select Extra Data** dialog box appears.



5. In the **Extra Data** list box, click the extra data item.
6. Select each check box that corresponds to the extra data field you want to search.
7. In the **Search for** box, type the text to locate and then click **Open**. The **Select Extra Data** dialog box closes and the number of selected **Extra Data** fields displays in the **Extra Data** box on the **Simple Search** tab.
8. Click **Search**. The results display on the **Search Results** tab. If the system doesn't find a match, it displays a message to that effect.

### Wildcard Search

You can use wildcard search to search on a partial name when you don't know the precise spelling of the name. The system retrieves all accounts that match the specified characters. For example, "SMITH" returns "SMITH" and "SMITHERS." You can use the following characters in a wildcard search:

% (percent sign): Represents multiple characters. For example, SM% returns all names that begin with "SM."

\_ (underscore): Represents a single character. For example, SM\_LE returns all names that are five characters in length, begin with "SM," and end with "LE" (such as SMILE, SMULE, SMALE).

### To use wildcard search

1. In the **Name #1** list box, select the name type.
2. In the **Name #1** box, type a full or partial name.
3. Clear the check box at the end of the **Name #1**.



Latitude Search - Search for Account

Simple Search | Advanced Search | Search Results | For help with wild card searching, [click here.](#)

File Number:

Name #1: Last Name

Name #2: First Name

SSN:

City:

State:

Zip Code:

Phone: All Phones

License #:

Customer: No items selected.

Account:

Status: No items selected.

Desk: No items selected.

ID #1:

ID #2:

Extra Data: No items selected.

Maximum results:

4. Click **Search**. The results display on the **Search Results** tab. If the system doesn't find a match, it displays a message to that effect.

**Note:** You can also do a wildcard search on the **Name #2** box, along with the **Name #1** box.

### Phonetic Search

Phonetic searching uses an algorithm to break the name into a phonetic key based on the consonants. Phonetic matching allows you to locate a name when you don't know the exact spelling or it varies. For example, a phonetic search on "John" locates the names "John" and "Jon." The system doesn't find partial phonetic keys. For example, searching on "John" doesn't find "Johnny."

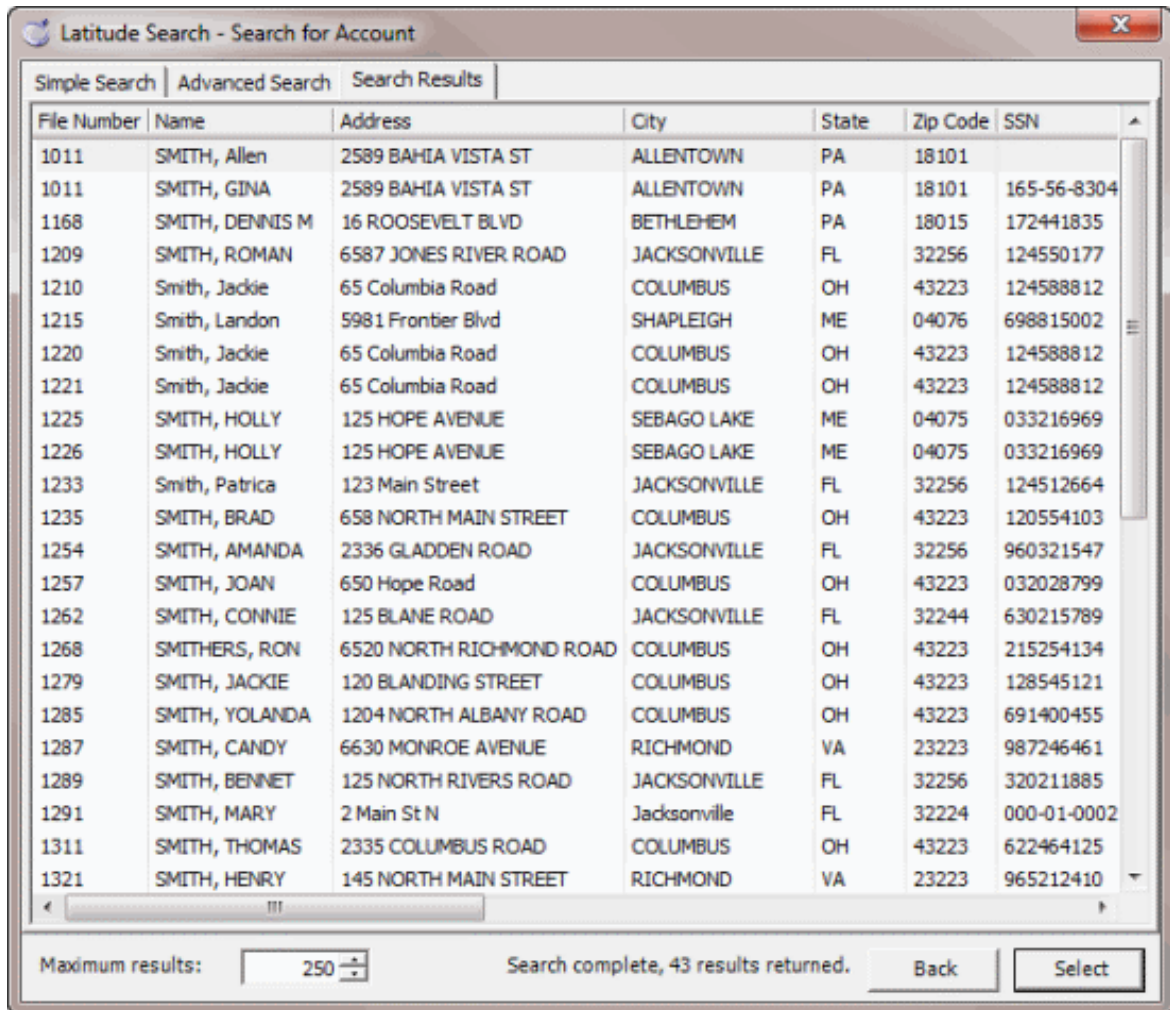
**Note:** To use phonetic searching, set the **Link Mode** in Link Console to "Do not Link" and ensure that the Link service is running.

### Search Results

Use the **Search Results** tab in the **Latitude Search - Search for Account** window to view the results of your search and select an account to display in the **Work Form**.

#### To open the Search Results tab

1. [Search for an Account](#) or [Search for an Account Using Conditions](#). The **Search Results** tab appears.



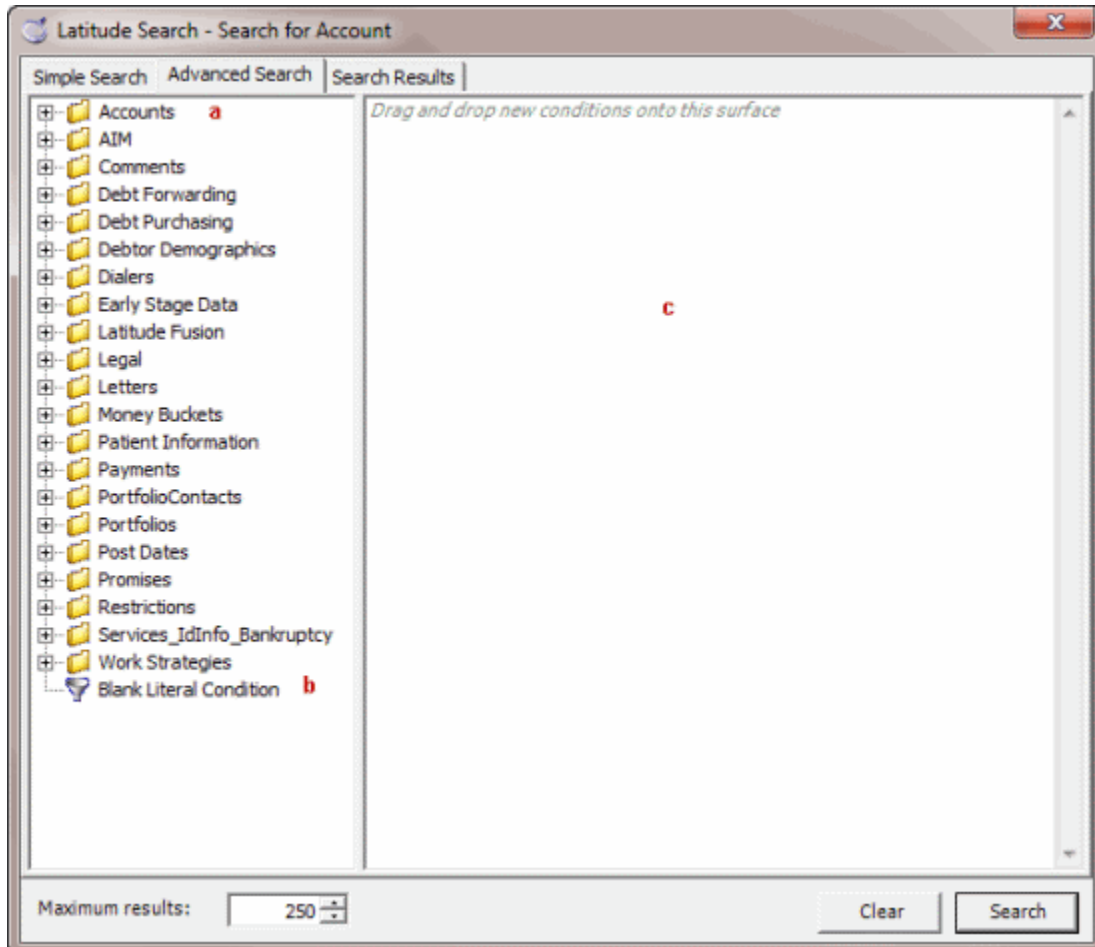
2. To limit the maximum number of results that display, in the **Maximum results** box, type the maximum number or use the arrows to increase or decrease the number. The lower the number, the less it affects system performance.
3. To sort the results, click a column heading. The first time you click a column heading, the system sorts the results in ascending order. The second time you click it, the system sorts the results in descending order.
4. To open an account in the **Work Form**, do one of the following:
5. Double-click the account.
6. Click the account and then click **Select**.

**Note:** While the **Work Form** is open, the system retains the last search criteria that you specified. You can clear or adjust the criteria and do another search.

## Advanced Search

### Advanced Search

Use the **Advanced Search** tab in the **Latitude Search - Search for Account** window to search for accounts using conditions. You can search using any combination and number of search conditions. For more information about conditions, see [Create a Search Condition](#).



1. **Condition folder:** Folder that contains the associated conditions.
2. **Condition:** Condition for which you can set search criteria.
3. **Condition pane:** Conditions set currently.

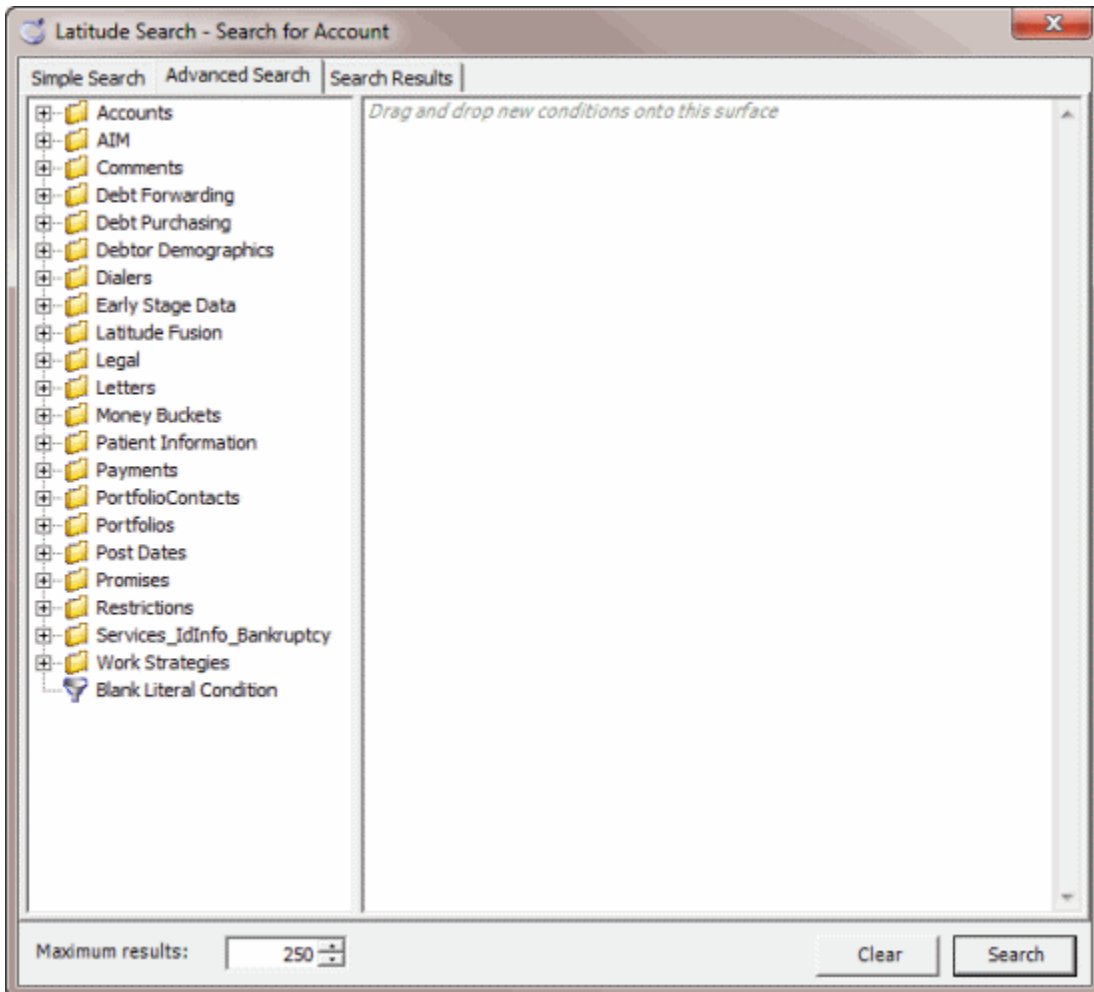
### Search for an Account Using Conditions

Use the **Advanced Search** tab in the **Latitude Search - Search for Account** window to search for accounts using conditions. You can search using any combination and number of search conditions. For more information about conditions, see [Create a Search Condition](#).

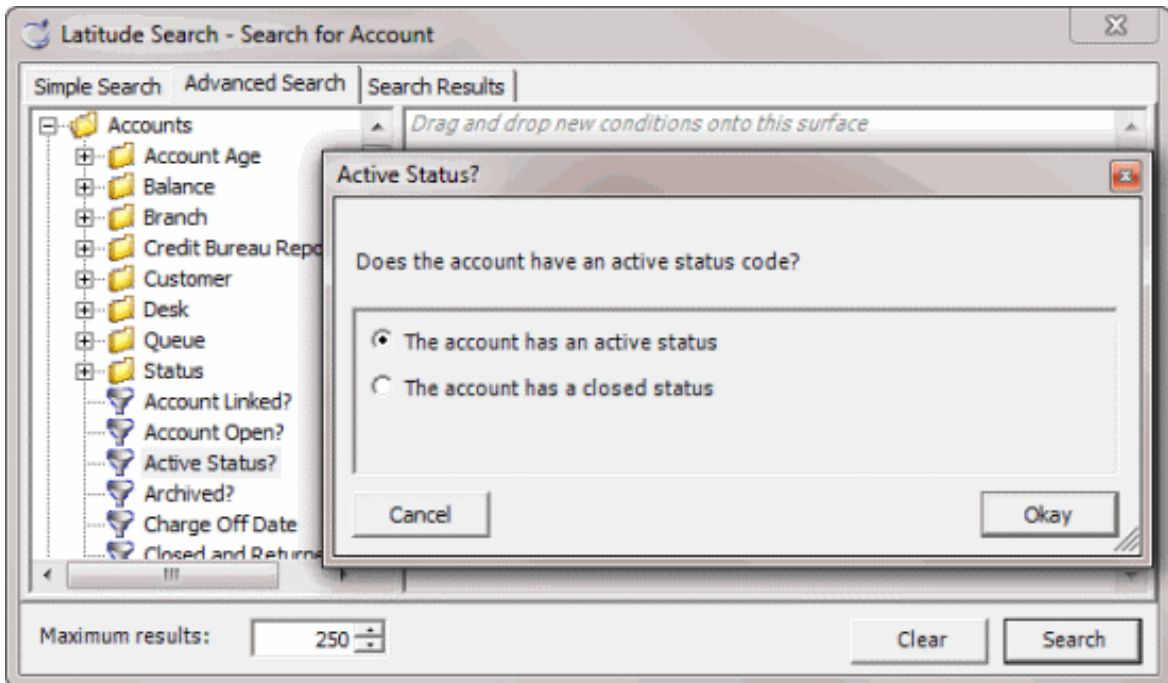
#### To search for an account using conditions

1. In the **Main Menu** window, click **Work** or press **Alt + W**. The **Work Form** appears. The **Work Form** appears.

2. From the **Search** menu, click **Search** or press **Ctrl + F**. The **Latitude Search - Search for Account** window appears.
3. Click the **Advanced Search** tab.

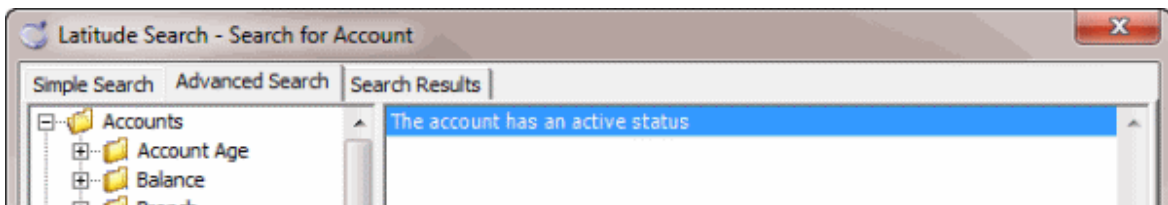


4. Click the plus sign (+) next to a folder to expand it.
5. Click a condition and drag and drop it into the **Conditions** pane. A dialog box displays to allow you to specify the criteria.



**Note:** The title of the dialog box and the information displayed depends on the type of condition selected.

- Specify the condition and click **Okay**. The condition appears in the **Conditions** pane.



- Continue adding conditions as necessary.

**Tip:** For fewer results, set more conditions. For more results, set fewer conditions.

- When you have the conditions set, click **Search**. The results display on the **Search Results** tab.

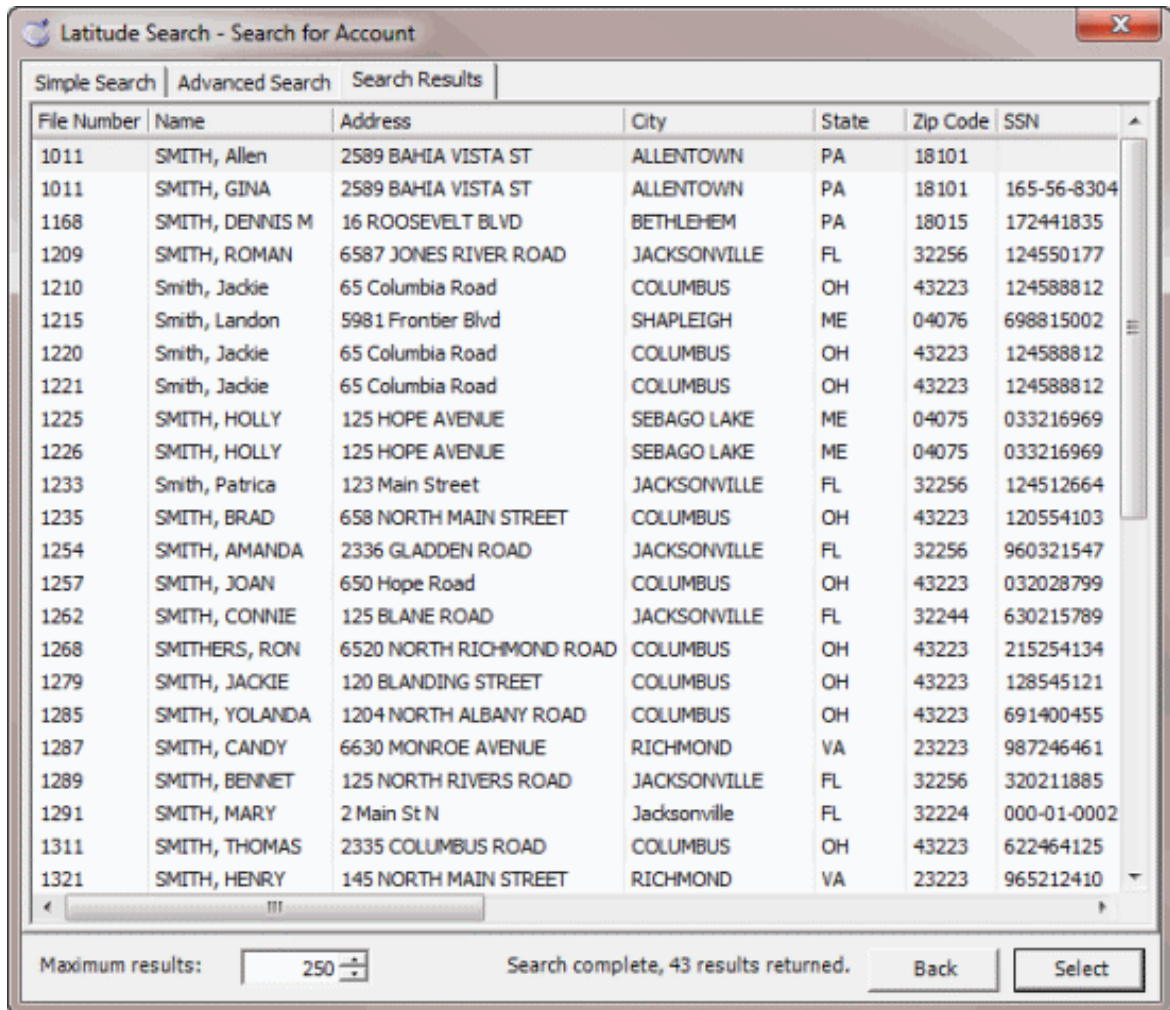
**Tip:** To clear the search criteria, click **Clear**, and then in the confirmation dialog box, click **Yes**.

## Search Results

Use the **Search Results** tab in the **Latitude Search - Search for Account** window to view the results of your search and select an account to display in the **Work Form**.

### To open the Search Results tab

- [Search for an Account](#) or [Search for an Account Using Conditions](#). The **Search Results** tab appears.



2. To limit the maximum number of results that display, in the **Maximum results** box, type the maximum number or use the arrows to increase or decrease the number. The lower the number, the less it affects system performance.
3. To sort the results, click a column heading. The first time you click a column heading, the system sorts the results in ascending order. The second time you click it, the system sorts the results in descending order.
4. To open an account in the **Work Form**, do one of the following:
5. Double-click the account.
6. Click the account and then click **Select**.

**Note:** While the **Work Form** is open, the system retains the last search criteria that you specified. You can clear or adjust the criteria and do another search.

**Search Conditions**

**Search Conditions**



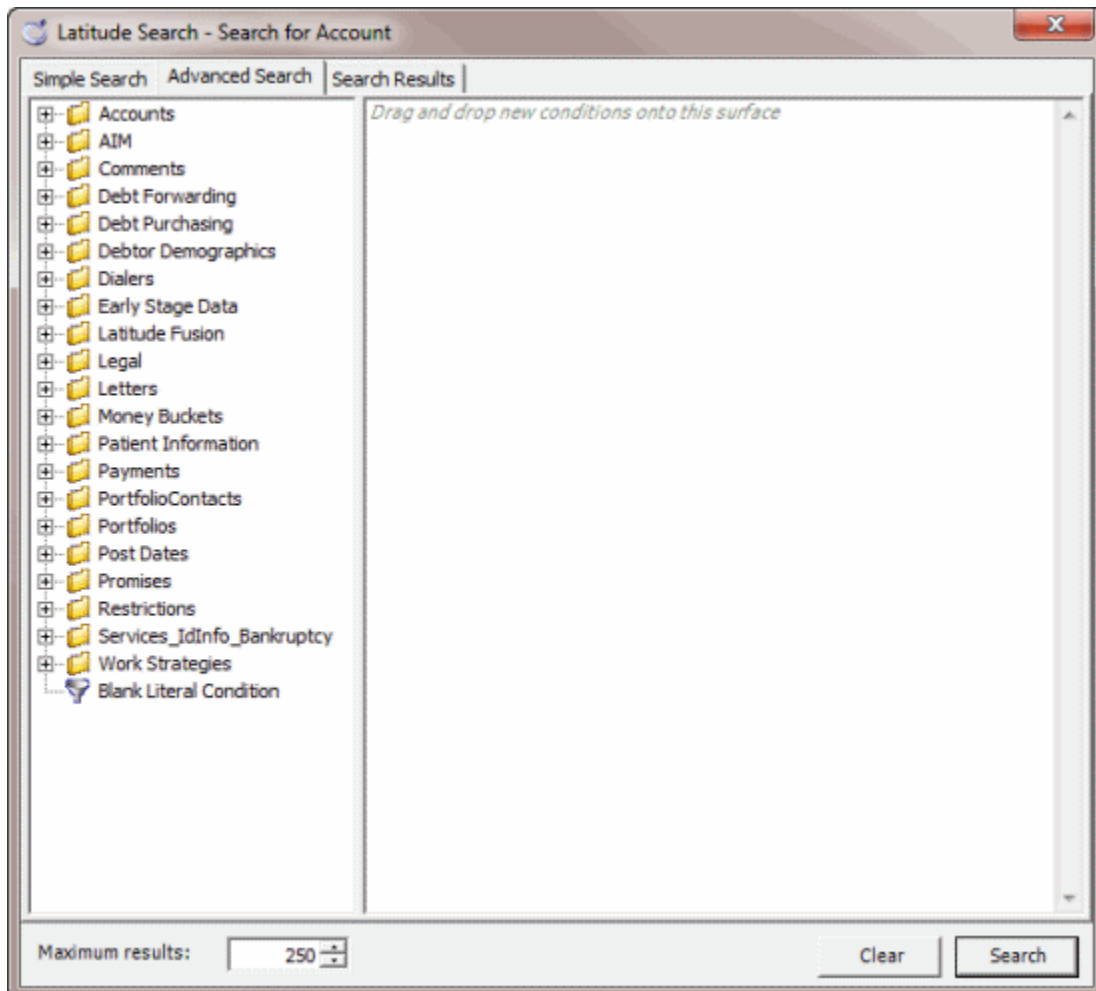
Use the **Conditions** pane on the **Advanced Search** tab of the **Latitude Search - Search for Account** window to build a query to search for accounts. You can create a query that is as simple or complex as you need.

### Create a Search Condition

Use the **Conditions** pane on the **Advanced Search** tab of the **Latitude Search - Search for Account** window to build a query to search for accounts.

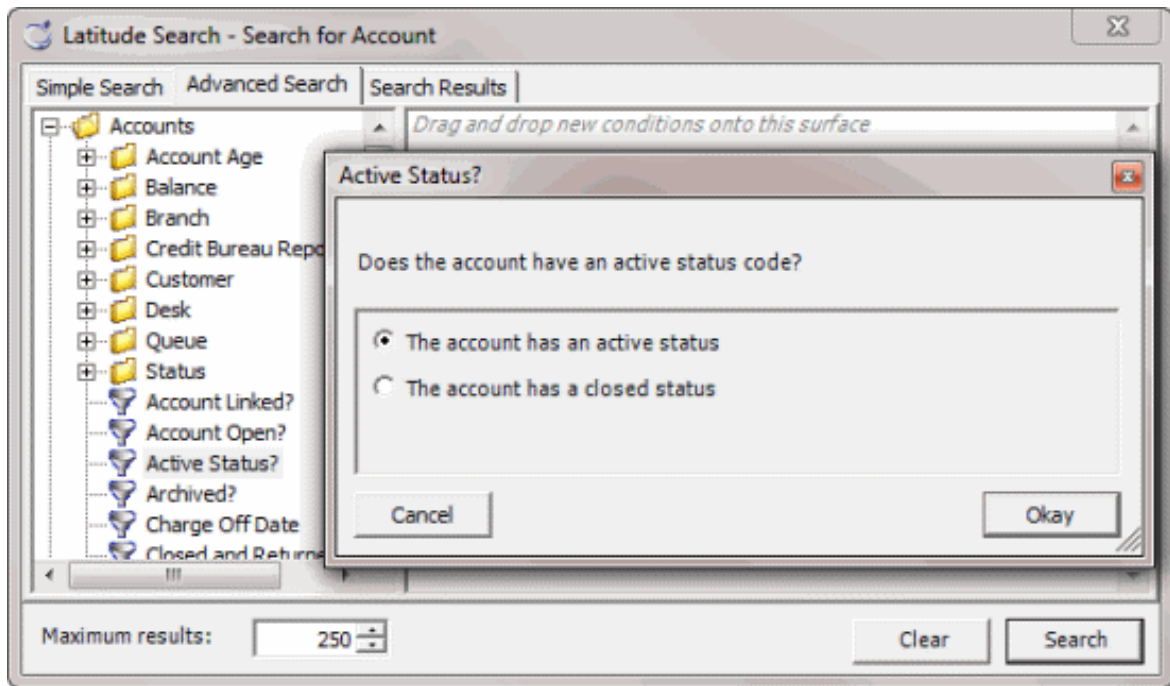
### To create a search condition

1. In the **Main Menu** window, click **Work** or press **Alt + W**. The **Work Form** appears. The **Work Form** appears.
2. From the **Search** menu, click **Search** or press **Ctrl + F**. The **Latitude Search - Search for Account** window appears.
3. Click the **Advanced Search** tab.

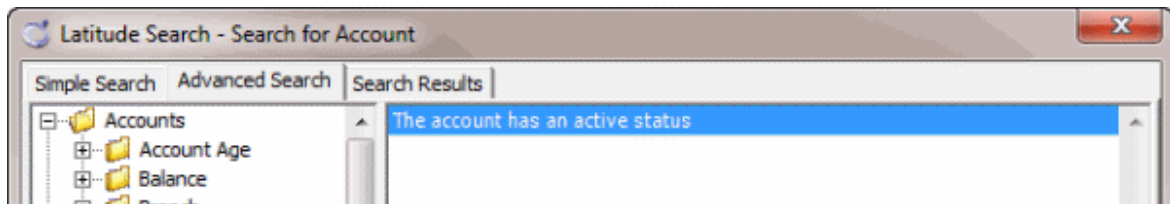


4. Click the plus sign (+) next to a folder to expand it.
5. Drag and drop a condition into the **Conditions** pane. A dialog box displays to allow you to specify the criteria.

The title of the dialog box and the information displayed depends on the condition selected. In the following example, the user dropped the **Active Status** condition in the **Conditions** pane, causing the **Active Status?** dialog box to appear.



6. 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 search for accounts with an active status.



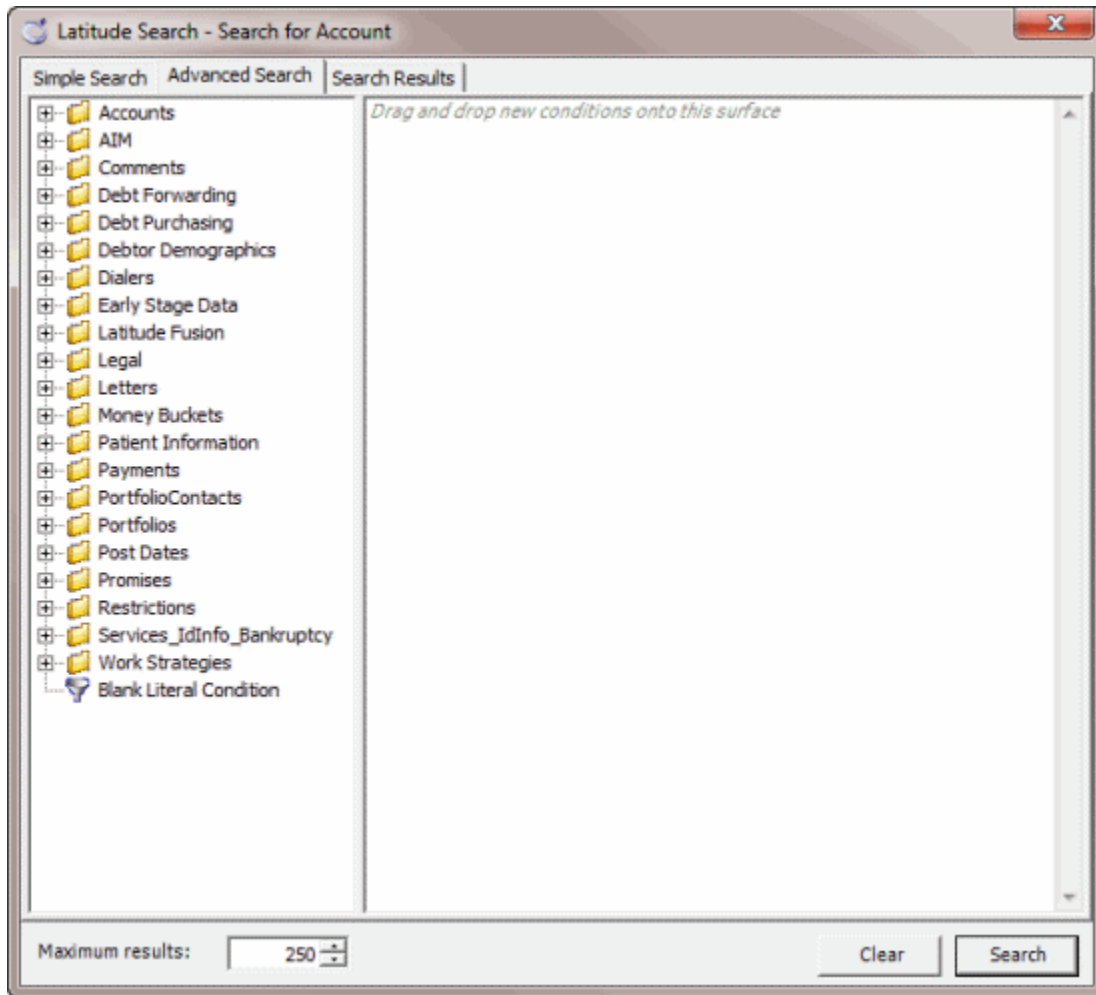
### Modify a Search Condition

Use the **Conditions** pane on the **Advanced Search** tab of the **Latitude Search - Search for Account** window to modify a search condition.

#### To modify a search condition

1. In the **Main Menu** window, click **Work** or press **Alt + W**. The **Work Form** appears. The **Work Form** appears.
2. From the **Search** menu, click **Search** or press **Ctrl + F**. The **Latitude Search - Search for Account** window appears.
3. Click the **Advanced Search** tab.





4. In the **Conditions** pane, do one of the following:
  - Double-click a condition.
  - Right-click a condition and then click **Edit**.

A dialog box appears.

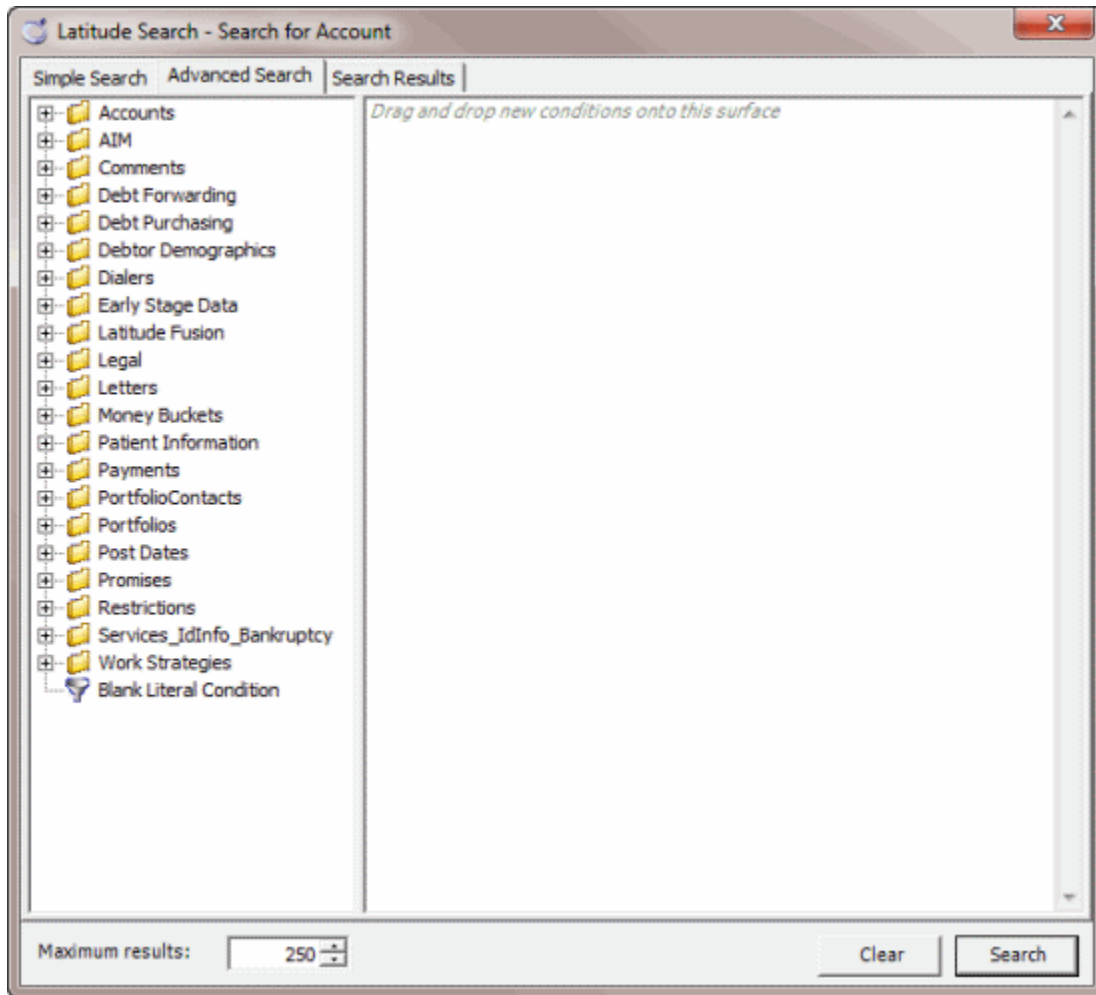
5. Modify the criteria and then click **Okay**.

### Copy a Search Condition

Use the **Conditions** pane on the **Advanced Search** tab of the **Latitude Search - Search for Account** window to copy a search condition.

### To copy a search condition

1. In the **Main Menu** window, click **Work** or press **Alt + W**. The **Work Form** appears. The **Work Form** appears.
2. From the **Search** menu, click **Search** or press **Ctrl + F**. The **Latitude Search - Search for Account** window appears.
3. Click the **Advanced Search** tab.



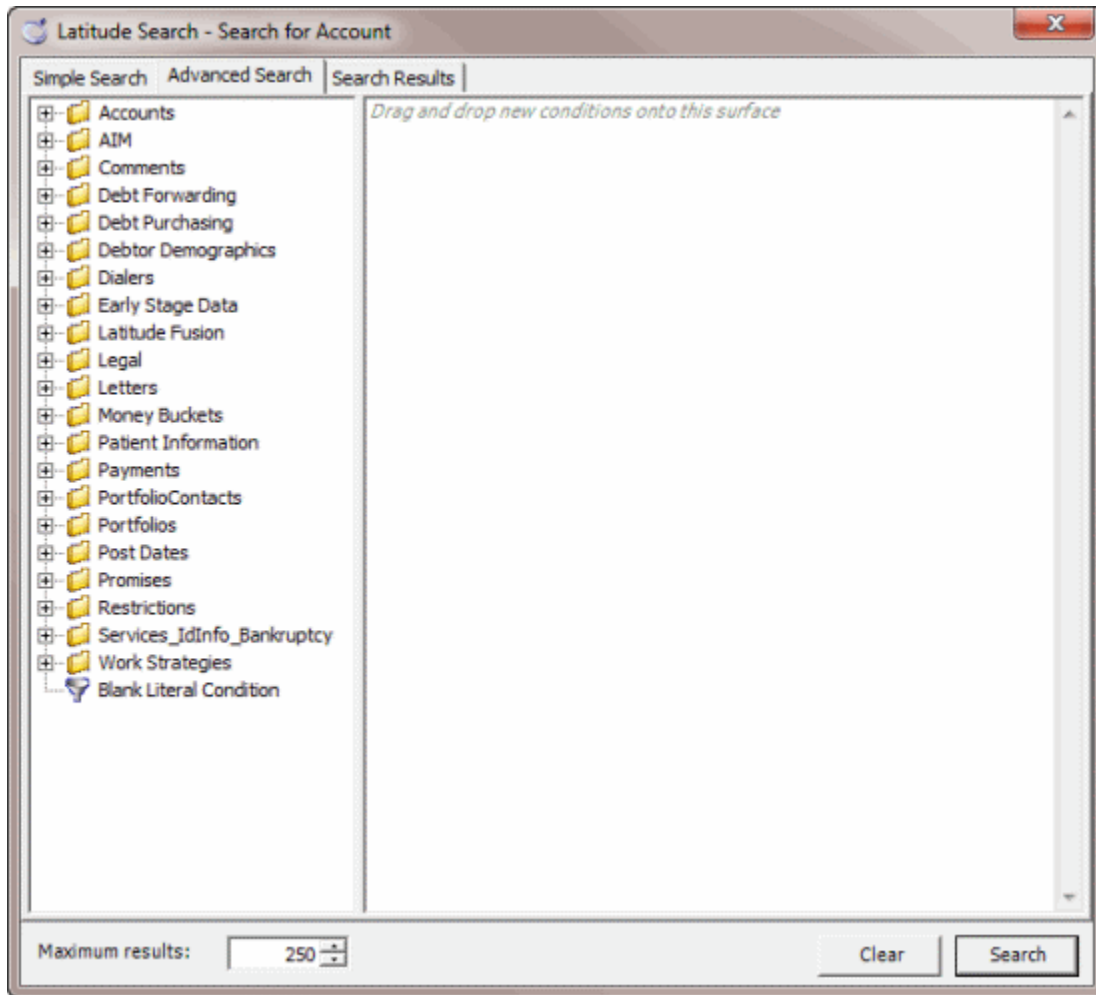
4. In the **Conditions** pane, right-click a condition and then click **Copy**. The system copies the condition to the Clipboard.
5. In the **Conditions** pane, right-click where you want to copy the condition and then click **Paste**. The system pastes the condition in the specified location.

### Group Search Conditions

Use the **Conditions** pane on the **Advanced Search** tab of the **Latitude Search - Search for Account** window to group search conditions. You can group conditions so that the system evaluates the conditions together. You can also create multiple groupings so that the system evaluates one set of conditions before another set.

#### To group search conditions

1. In the **Main Menu** window, click **Work** or press **Alt + W**. The **Work Form** appears. The **Work Form** appears.
2. From the **Search** menu, click **Search** or press **Ctrl + F**. The **Latitude Search - Search for Account** window appears.
3. Click the **Advanced Search** tab.



4. In the **Conditions** pane, select 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**.

5. Right-click and then click **Group**. The system groups the selected conditions and flags the beginning and ending of the group.

#### Set a Search Condition to Required or Optional

Use the **Conditions** pane on the **Advanced Search** tab of the **Latitude Search - Search for Account** window to set a search condition to required or optional. The system sets conditions to "required" by default. If a query has a single condition, the system requires that condition and you cannot set it to optional. If the query has more than one condition, you can set each condition that follows the first condition in the list to required or optional.

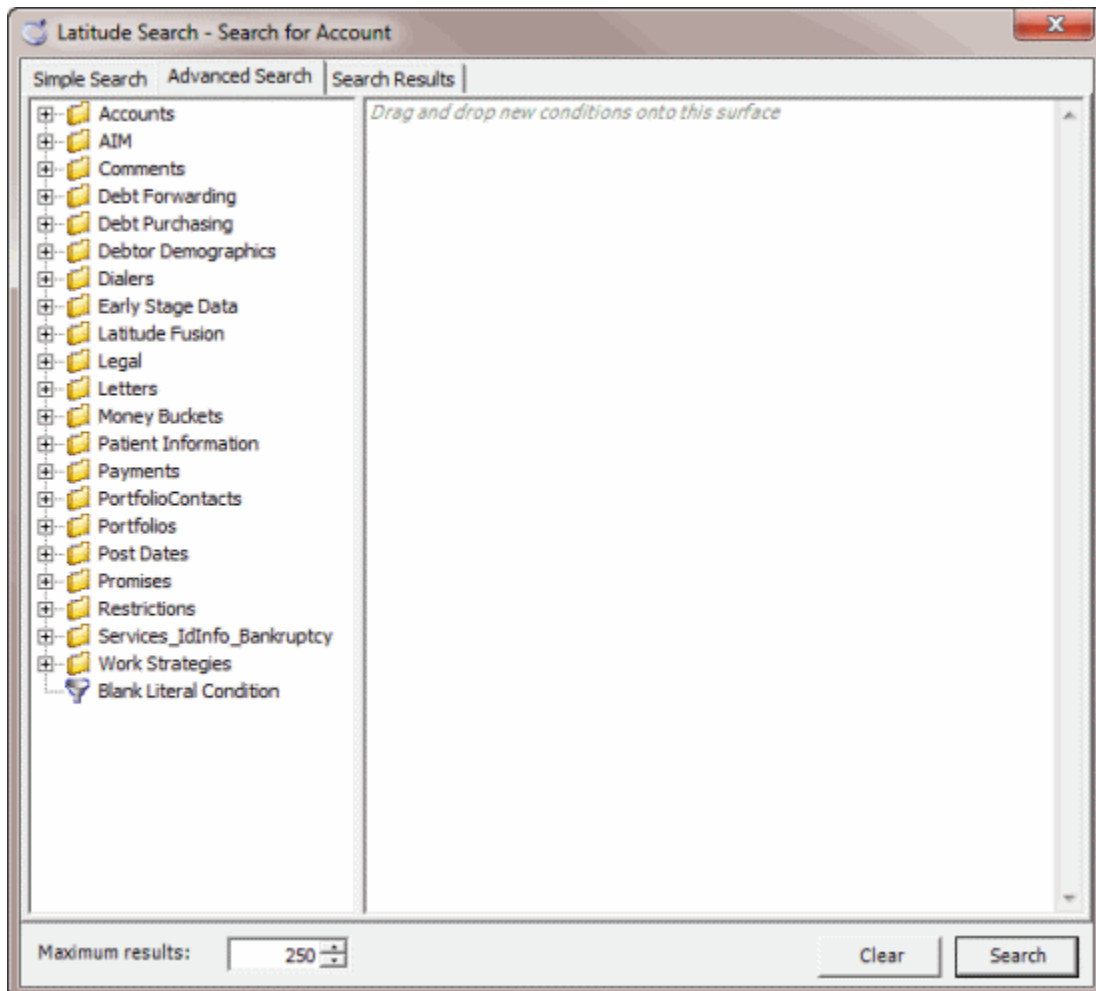
For required conditions, accounts must meet both the conditions for inclusion in the search results. For example, you can set a condition for "Account has an active status" and a condition for "ZIP Code is equal to '32224'," and set the second condition to required. The search results include all accounts that

have an active status **and** a ZIP Code of 32224. The system excludes accounts from the search results that don't meet **both** conditions.

When a condition is optional, accounts must meet one of the conditions only. For example, you can set a condition for "Account has an active status" and a condition for "ZIP Code is equal to '32224'," and set the second condition to optional. The search results include all accounts that have either an active status **or** a ZIP Code of 32224, or an active status **and** a ZIP Code of 32224.

#### To set a search condition to required or optional

1. In the **Main Menu** window, click **Work** or press **Alt + W**. The **Work Form** appears. The **Work Form** appears.
2. From the **Search** menu, click **Search** or press **Ctrl + F**. The **Latitude Search - Search for Account** window appears.
3. Click the **Advanced Search** tab.



4. In the **Conditions** pane, do one of the following:
  - To set the condition to required, right-click the condition and then click **Set Condition Required**. The system changes the condition from "or" to "and."

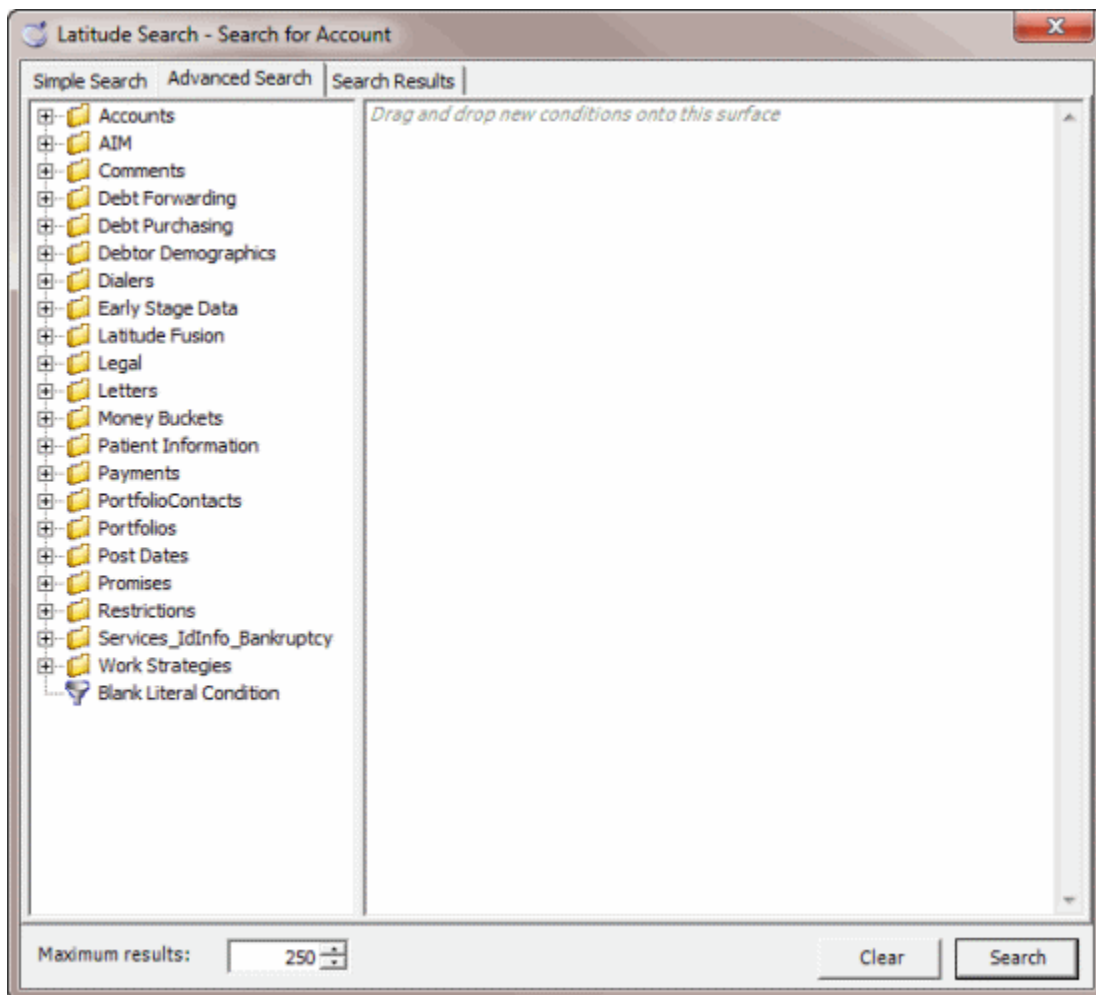
- To set the condition to optional, right-click the condition and then click **Set Condition Optional**. The system changes the condition from "and" to "or."

### Delete a Search Condition

Use the **Conditions** pane on the **Advanced Search** tab of the **Latitude Search - Search for Account** window to delete a search condition.

#### To delete a search condition

- In the **Main Menu** window, click **Work** or press **Alt + W**. The **Work Form** appears. The **Work Form** appears.
- From the **Search** menu, click **Search** or press **Ctrl + F**. The **Latitude Search - Search for Account** window appears.
- Click the **Advanced Search** tab.



- In the **Conditions** pane, do one of the following:
  - Click a condition and then press the **Delete** key.
  - Right-click a condition and then click **Delete**.

A confirmation dialog box appears.

5. Click **Yes**. The system removes the selected condition from the **Conditions** pane.

### Search Condition Types

You can use search condition types when doing advanced searches for accounts. The search condition types available depend on the type of data you are searching.

Each condition is one of the following types:

- [Dates](#)
- [Single option](#)
- [Multiple option](#)

### Dates

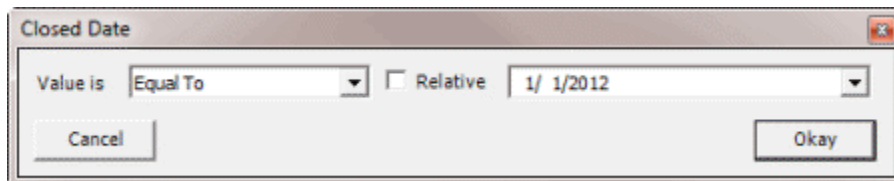
Date conditions allow you to search for accounts based on a [specific date](#), [date range](#), [any date or blank date](#), or [relative date](#). When you select a date condition, a dialog box displays to allow you to specify the date criteria. The criteria available depends on the value you select 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.



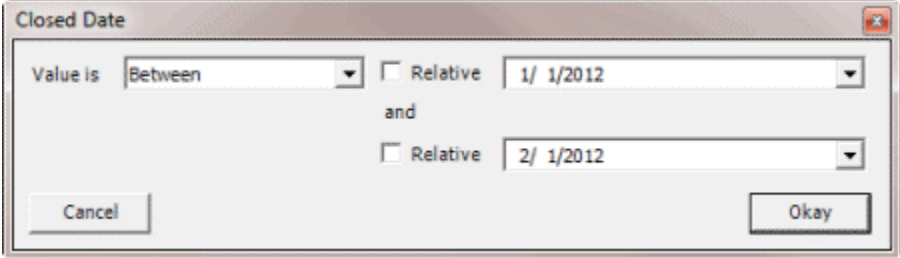
#### Date range

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.

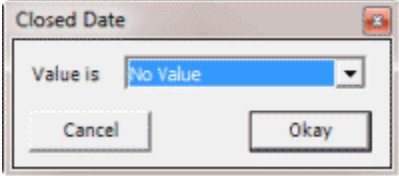


Any date or blank date

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

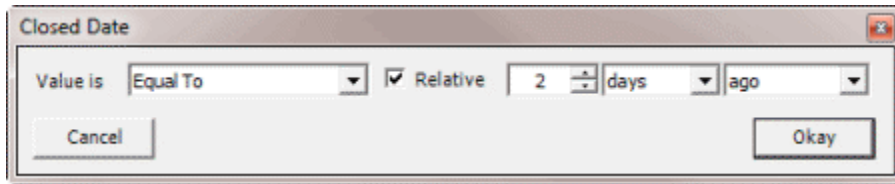
Use the relative date option to evaluate accounts based on the relation of a date to the current date. You specify a comparison and the criteria to use to calculate the relative date. The criteria are the number of days, months, or years from the current date, and whether to add or subtract that number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

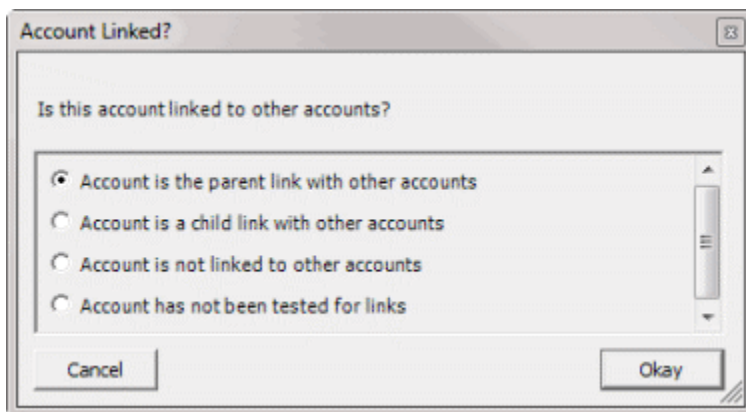
Earlier Than	Retrieves accounts where the date comes before the relative date.
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In the following example, the system retrieves accounts where the **Closed Date** is two days before the current date.



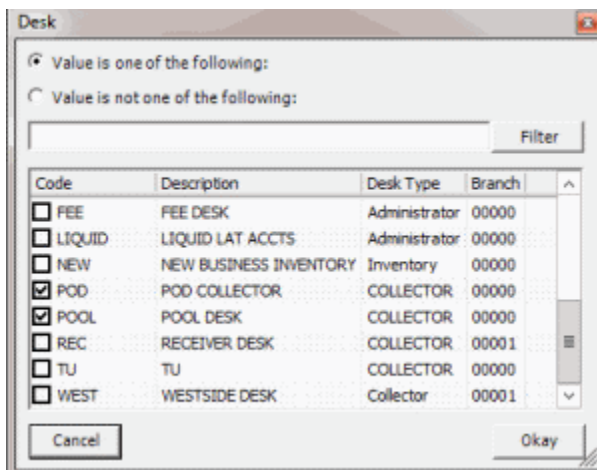
**Single option**

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.





## Account History Search

### Account History Search

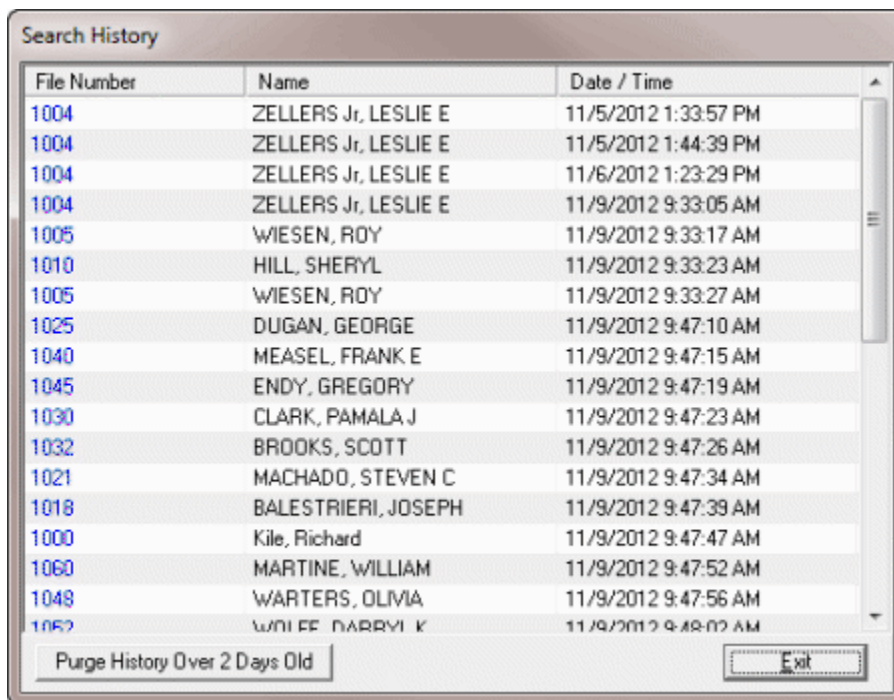
Use account history to return to accounts you have recently worked. Use the **Account History** report to review all activity on a debtor account.

### Search for an Account in Account History

Use the **Search History** dialog box to view a list of accounts you recently viewed. You can select an account from the list and display it in the **Work Form**.

### To display a recently viewed account

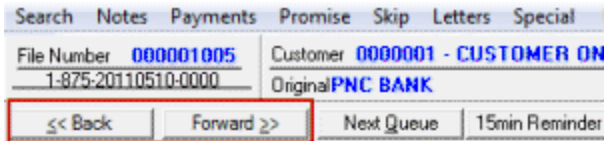
1. In the **Main Menu** window, click **Work** or press **Alt + W**. The **Work Form** appears. The **Work Form** appears.
2. From the **Search** menu, click **History**. The **Search History** dialog box appears. Accounts display in chronological order, with the last worked account at the bottom.



3. To remove accounts from the list that were in the list for more than two days, click **Purge History Over 2 Days Old**.
4. To view an account, click a **File Number**. The selected account appears in the **Work Form**.

### Move Between Recently Viewed Accounts

Use the back and forward feature on the **Work Form** to move between recently viewed accounts. The last five accounts you worked during the current session are available.



**<<Back:** Displays the previous account in the list of accounts viewed. This option is available after you view a second account.

**<<Forward:** Displays the next account in the list of accounts viewed. This option is available after you click **<<Back** for the first time.

## Work Queues

### Work Queues

Use the **Search** menu in the **Work Form** to select a queue of accounts to work. Queues are the easiest way to work accounts in Latitude. When you open a queue, the first debtor account to work is displayed in the **Work Form**, based on your assigned desk and queue.

**Note:** A quick way to review work in a queue is to generate a **Queue Report**. To generate a **Queue Report**, from the **Main Menu**, click **Reports > Internal > Queue Report**. If you don't have the proper permissions, you cannot run this report.

The following options are available when working a queue:

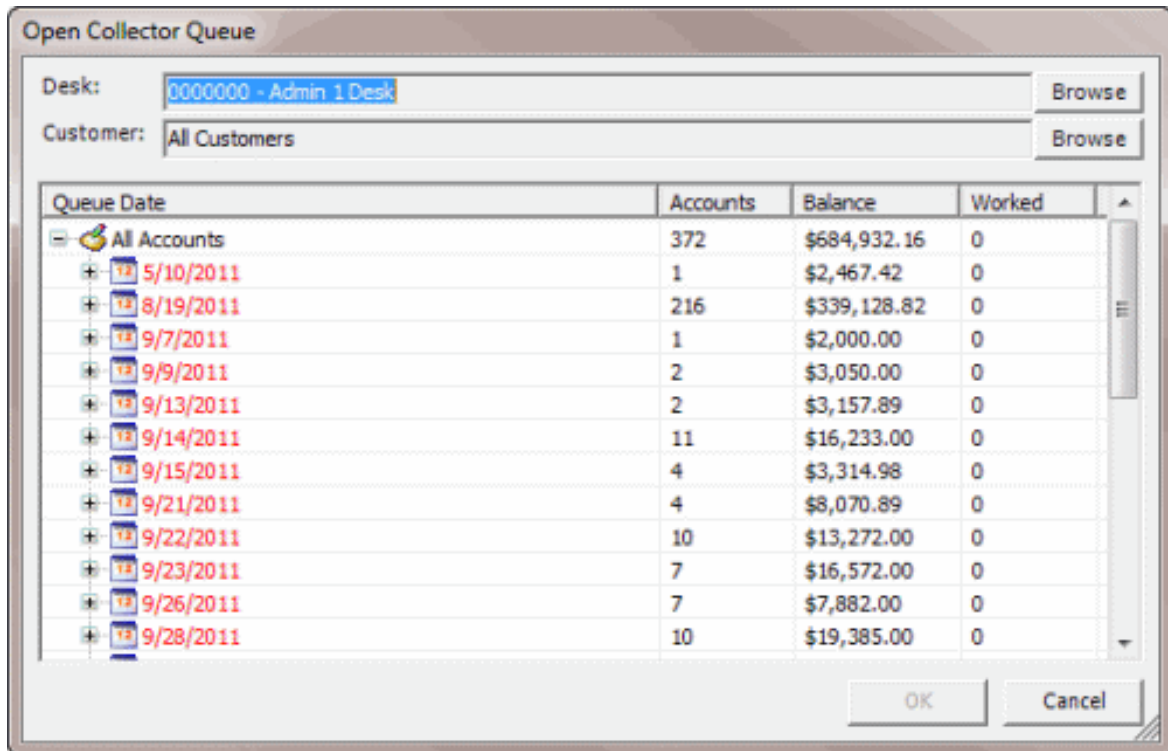
- **Next Queue** - Displays in the **Work Form** the next account in the queue to work. If you click **Next Queue** after clicking **<<Back**, the account that was next in line before you clicked **<<Back** displays in the **Work Form**.
- **<<Back** - Displays in the **Work Form** the previous account in the queue. This option is available after you've worked the first account in a queue. You can move backward up to five accounts in the current queue. To view accounts further back, in the **Search** menu, click **History**.
- **Forward>>** - Displays in the **Work Form** the next account in the queue. This option is available after you've moved backward in the queue. You can move forward up to five accounts.

### Open a Collector Queue

Use the **Open Collector Queue** dialog box to view accounts assigned to the Collector queue and open the queue in the **Work Form**. If you have the appropriate permissions, you can work accounts assigned to other desks in the Collector queue. The system sorts the accounts by the date added to the queue.

#### To open a Collector queue

1. In the **Main Menu** window, click **Work** or press **Alt + W**. The **Work Form** appears. The **Work Form** appears.
2. From the **Search** menu, click **Collector Queue**. The **Open Collector Queue** dialog box appears.



**Desk:** Allows you to open the work queue for another desk. This option is available if you have permission to work other collector desks.

**Customer:** Allows you to open the work queue for specific customers. This option is available if you have permission to work other collector desks.

**Queue Date:** Date a user or the system assigned the account to the queue.

**Red** queue dates indicate accounts that are past the due date for working them. These accounts are ones where the collector is behind in the queue.

**Black** queue dates indicate accounts scheduled for work today.

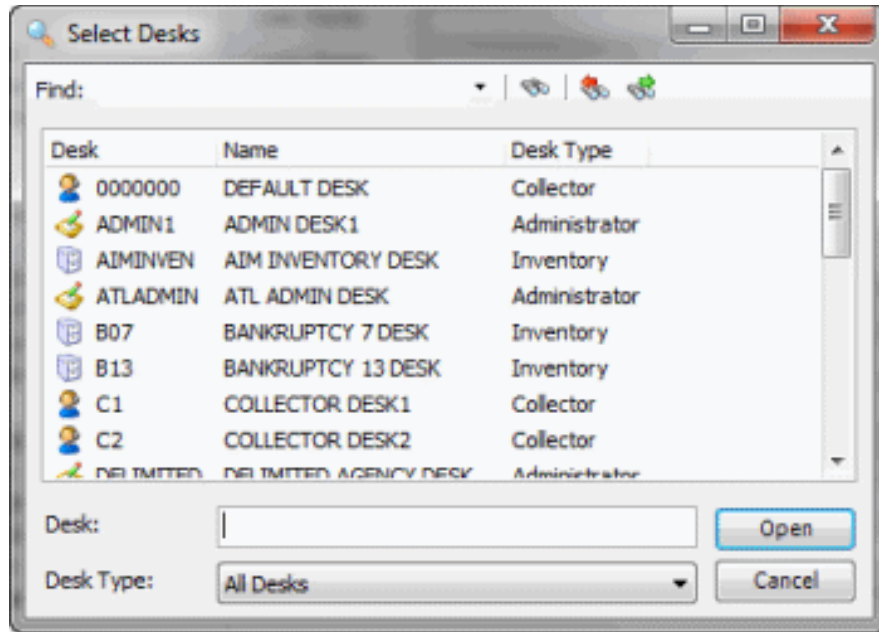
**Blue** queue dates indicate accounts scheduled for work in the future.

**Accounts:** Number of accounts in the queue for the associated queue date.

**Balance:** Balance of all accounts in the queue for the associated queue date.

**Worked:** Number of times someone worked the accounts in the queue for the associated queue date.

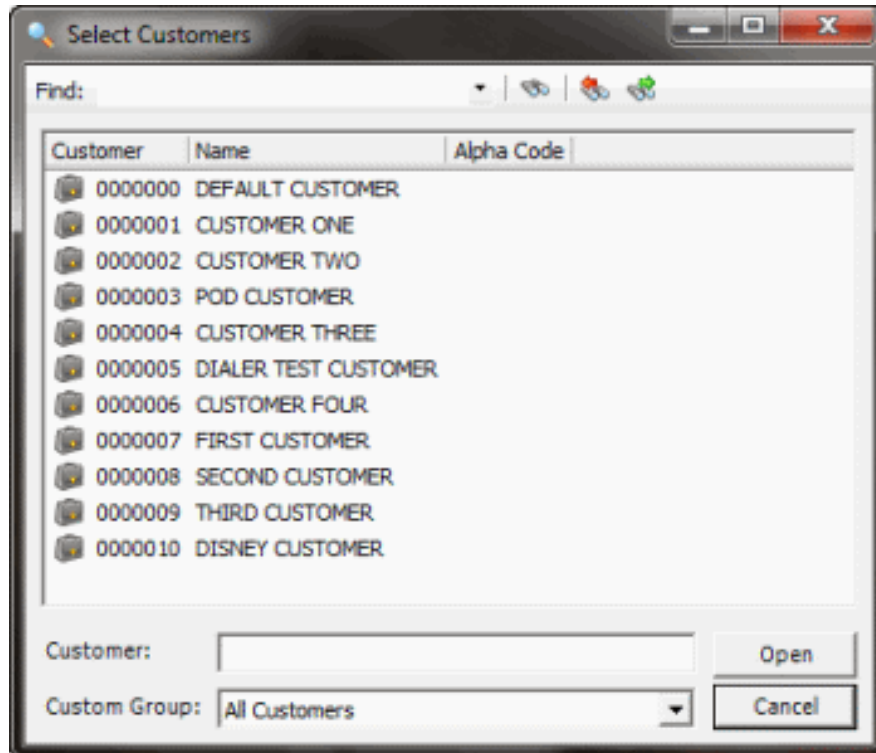
3. To display the work queue for another desk, do the following:
  - a. In the **Open Collector Queue** dialog box, at the end of the **Desk** box, click **Browse**. The **Select Desks** dialog box appears.






- b. To limit the list to a specific desk type, in the **Desk Type** list box, click the desk type.
- c. To search from the beginning of the list, in the **Find** box, type your search criteria and click the icon.
- d. To search forward in the list, select a desk in the list, in the **Find** box, type your search criteria, and then click the icon.
- e. To search backward in the list, select a desk in the list, in the **Find** box, type your search criteria, and then click the icon.
- f. Click the desk to open and then click **Open**. The **Select Desks** dialog box closes and the selected desk displays in the **Desk** box in the **Open Collector Queue** dialog box.

**Tip:** If you have permission to work multiple desks and you want to select multiple sequential desks, press and hold the **Shift** key and click the first and last sequential desk. To select multiple non-sequential desks, press and hold the **Ctrl** key and click each individual desk.

4. To display the work queue for specific customers, do the following:
  - a. In the **Open Collector Queue** dialog box, at the end of the **Desk** box, click **Browse**. The **Select Customers** dialog box appears.



- b. To limit the list to a specific custom group, in the **Custom Group** list box, click the custom group.
- c. To search from the beginning of the list, in the **Find** box, type your search criteria and click the  icon.
- d. To search forward in the list, select a customer in the list, in the **Find** box, type your search criteria, and then click the  icon.
- e. To search backward in the list, select a customer in the list, in the **Find** box, type your search criteria, and then click the  icon.
- f. Click the customers to display in the work queue and then click **Open**. The **Select Customers** dialog box closes and the number of selected customers displays in the **Customer** box in the **Open Collector Queue** dialog box.

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

5. In the **Open Collector Queue** dialog box, do one of the following:
  - To work all accounts in the **Open Collector Queue** dialog box in the order listed, in the **Queue Date** column, click **All Accounts** and then click **OK**.
  - To work accounts in a specific queue level (within a date), click the plus sign (+) next to the queue date, click the queue level, and then click **OK**. The **Open Collector Queue** dialog box closes and the first account in the queue displays in the **Work Form**.

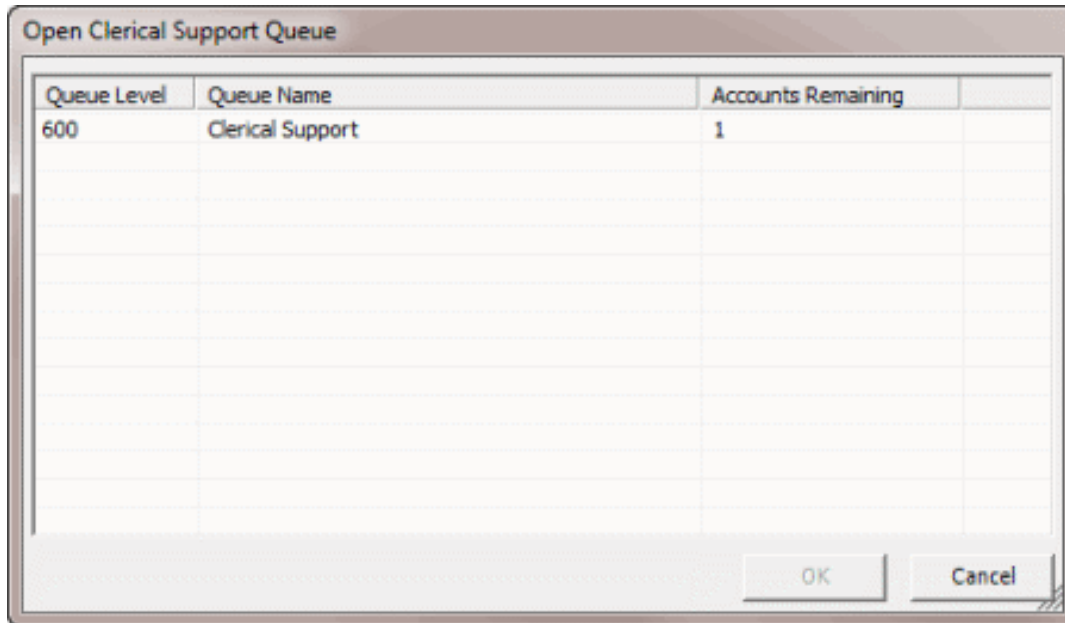
**Note:** If you set a follow-up time of day, you can also select the time of day within the queue level (for example, morning). The number of accounts in the Collector queue appears in the status bar at the bottom of the **Work Form**.

### Open a Clerical Queue

Use the **Open Clerical Support Queue** dialog box to view accounts assigned to the Clerical queue and open the queue in the **Work Form**. Clerical queues contain accounts for Clerical personnel to work. For example, you can assign an account to a Clerical queue so that a clerical person can contact the customer or creditor to verify a direct payment. The system reserves queue levels 600-699 for Clerical queues.

#### To open a Clerical queue

1. In the **Main Menu** window, click **Work** or press **Alt + W**. The **Work Form** appears. The **Work Form** appears.
2. From the **Search** menu, click **Clerical Queue**. The **Open Clerical Support Queue** dialog box appears.



**Queue Level:** Three-digit number used to sort and prioritize accounts in the queue.

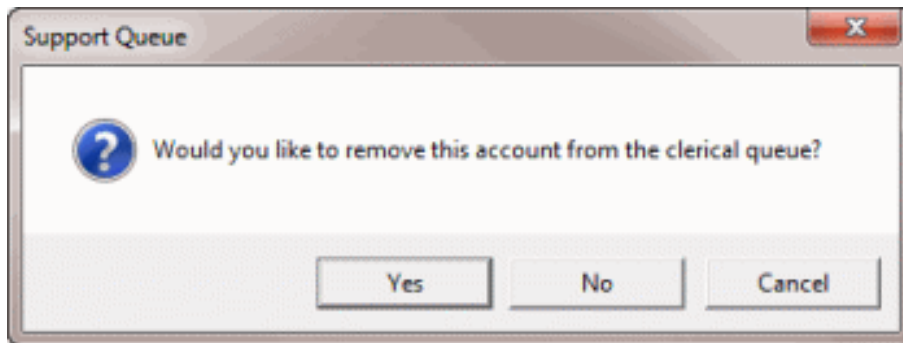
**Queue Name:** Name of the queue.

**Accounts Remaining:** Number of accounts assigned to the queue.

3. In the **Open Clerical Support Queue** dialog box, click a work queue and then click **OK**. The **Open Clerical Support Queue** dialog box closes and the first account in the queue displays in the **Work Form**.

**Note:** The number of accounts in the Clerical queue appear in the status bar at the bottom of the **Work Form**.

4. When you finish working an account, click **Next Queue**. The **Support Queue** dialog box appears.



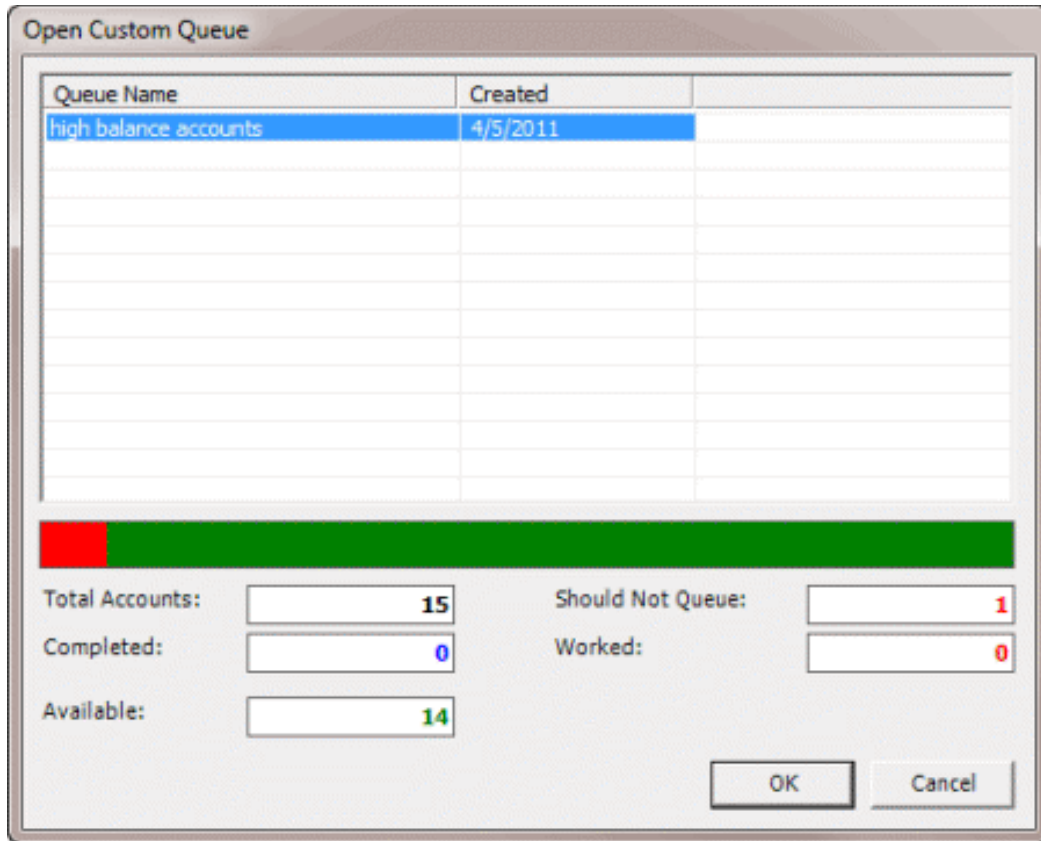
5. In the **Support Queue** dialog box, do one of the following:
  - If you finished working the account, click **Yes**. The system removes the account from the Clerical queue. If the **Account Follow-Up** dialog box appears, schedule the account for work in the Collector queue.
  - If you didn't finish working the account, click **No**. The account remains in the Clerical queue and the next account in the Clerical queue appears in the **Work Form**.

### Open a Custom Queue

Use the **Open Custom Queue** dialog box to view accounts assigned to the Custom queue and open the queue in the **Work Form**. Custom queues are for accounts that require a specific type of work. For example, a user with the appropriate permissions could create a Custom queue for accounts that require skip tracing. During a slow part of the day, a collector can choose to work accounts in that queue. The system reserves queue levels 425-499 for Custom queues.

#### To open a Custom queue

1. In the **Main Menu** window, click **Work** or press **Alt + W**. The **Work Form** appears. The **Work Form** appears.
2. From the **Search** menu, click **Custom Queue**. The **Open Custom Queue** dialog box appears.



**Queue Name:** Name of the queue.

**Created:** Date you created the queue.

**Total Accounts:** Total number of accounts in the queue.

**Completed:** Number of accounts worked and removed from the queue.

**Available:** Number of accounts in the queue available to work.

**Should Not Queue:** Number of accounts that fit the criteria for inclusion in the queue, but you flagged them for exclusion from the queue.

**Worked:** Number of worked accounts in the queue.

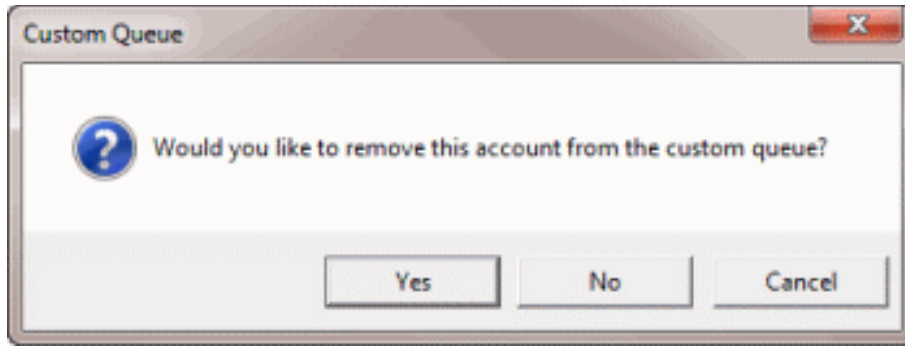
**Accounts Remaining:** Number of accounts assigned to the queue.

3. In the **Open Custom Queue** dialog box, click a work queue and then click **OK**. The **Open Custom Queue** dialog box closes and the first account in the queue displays in the **Work Form**.

**Note:** The number of accounts in the Custom queue appear in the status bar at the bottom of the **Work Form**.

4. When you finish working an account, click **Next Queue**. The **Custom Queue** dialog box appears.





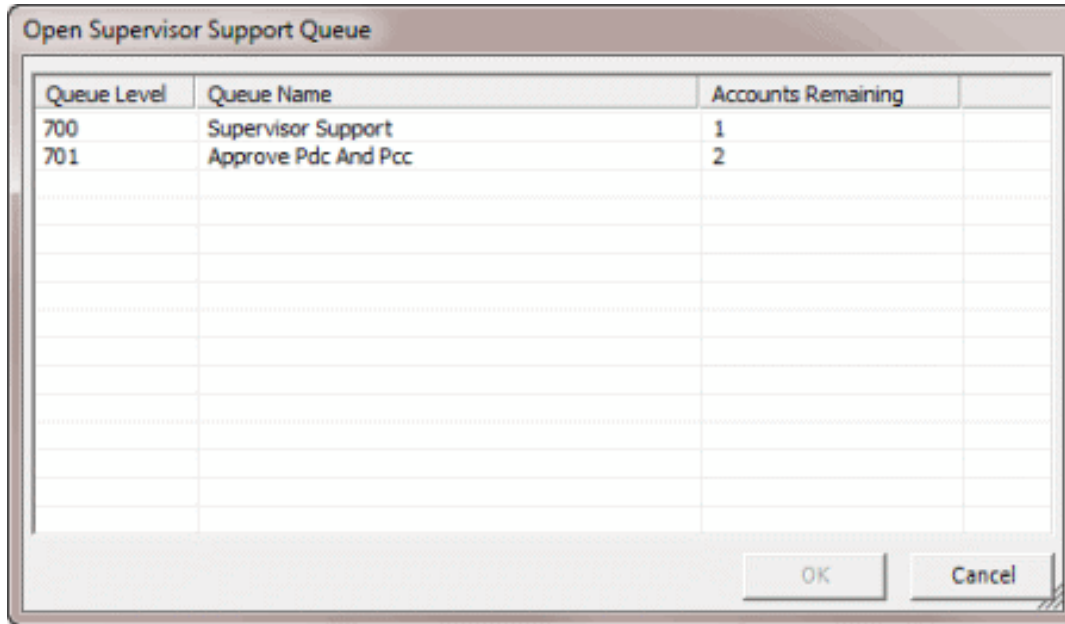
5. In the **Custom Queue** dialog box, do one of the following:
  - If you finished working the account, click **Yes**. The system removes the account from the Custom queue. If the **Account Follow-Up** dialog box appears, schedule the account for work in the Collector queue.
  - If you didn't finish working the account, click **No**. The account remains in the Custom queue and the next account in the Custom queue appears in the **Work Form**.

### Open a Supervisor Queue

Use the **Open Supervisor Support Queue** dialog box to view accounts assigned to the Supervisor queue and open the queue in the **Work Form**. Supervisor queues contain accounts that require supervisor attention. For example, you can assign an account to a Supervisor queue so that a supervisor can review payment or settlement arrangements, or change information that a user doesn't have permission to change. The system reserves queue levels 700-799 for Supervisor queues.

#### To open a Supervisor queue

1. In the **Main Menu** window, click **Work** or press **Alt + W**. The **Work Form** appears. The **Work Form** appears.
2. From the **Search** menu, click **Custom Queue**. The **Open Supervisor Support Queue** dialog box appears.



**Queue Level:** Three-digit number used to sort and prioritize accounts in the queue.

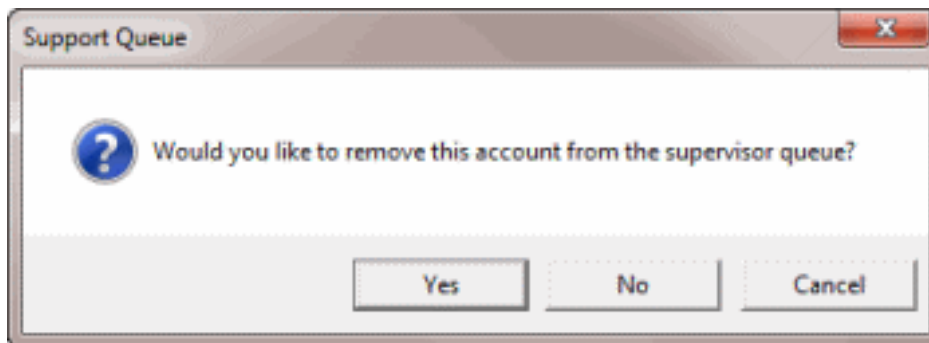
**Queue Name:** Name of the queue.

**Accounts Remaining:** Number of accounts assigned to the queue.

3. In the **Open Supervisor Support Queue** dialog box, click a work queue and then click **OK**. The **Open Supervisor Support Queue** dialog box closes and the first account in the queue displays in the **Work Form**.

**Note:** The number of accounts in the Supervisor queue appear in the status bar at the bottom of the **Work Form**.

4. When you finish working an account, click **Next Queue**. The **Support Queue** dialog box appears.



5. In the **Support Queue** dialog box, do one of the following:
  - If you finished working the account, click **Yes**. The system removes the account from the Supervisor queue. If the **Account Follow-Up** dialog box appears, schedule the account for work in the Collector queue.
  - If you didn't finish working the account, click **No**. The account remains in the Supervisor queue and the next account in the Supervisor queue appears in the **Work Form**.

## Open a Pool Queue

Use the **Search** menu in the **Work Form** to open a Pool queue in the **Work Form**. A Pool queue contains a group of accounts that are available to multiple agents. Unlike static Custom queues, Pool queues are dynamic, with accounts flowing in and out of it as they qualify or disqualify. Accounts in a Pool queue reside on an inventory-type desk, where multiple users have access to them.

### To open a Pool queue

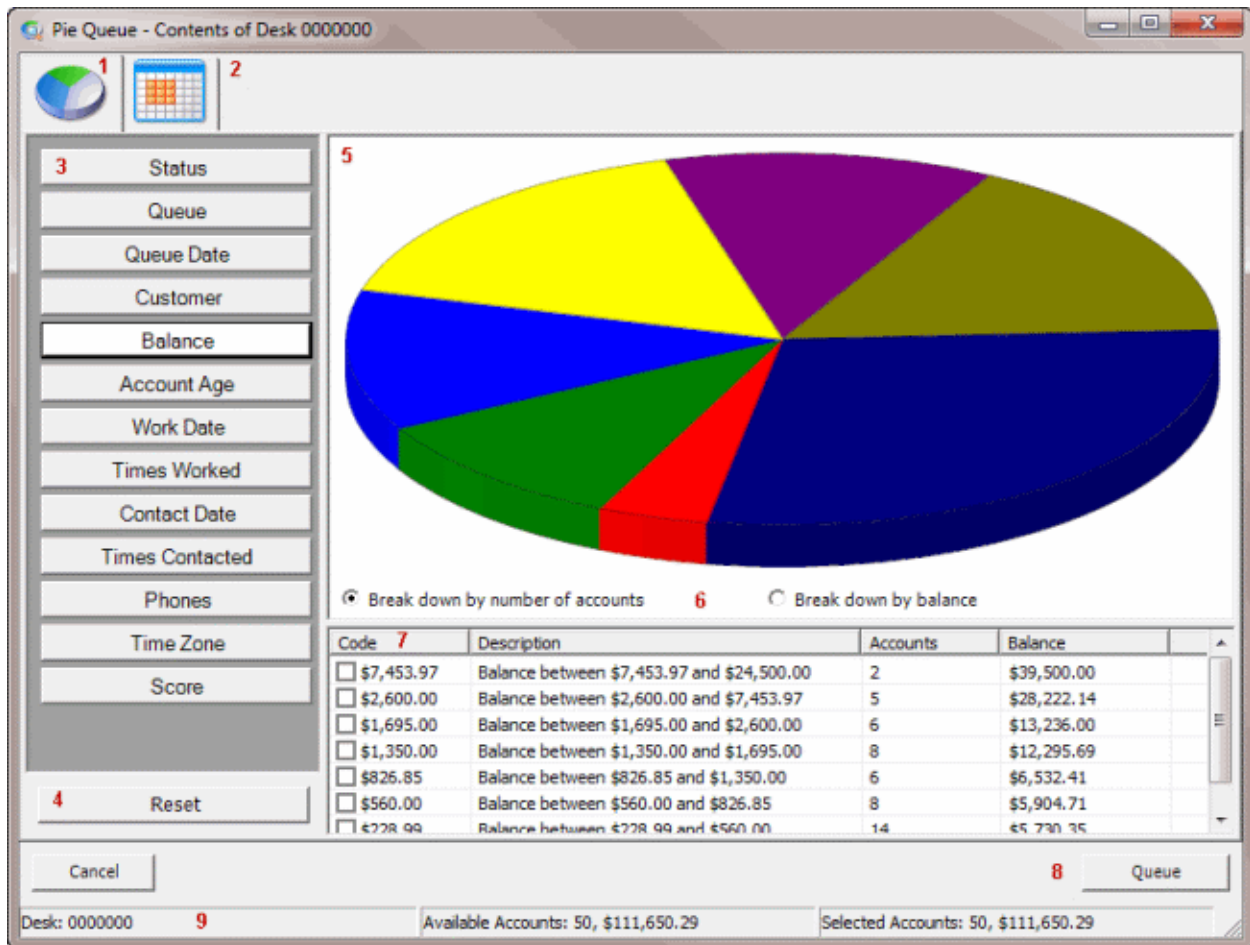
1. In the **Main Menu** window, click **Work** or press **Alt + W**. The **Work Form** appears. The **Work Form** appears.
2. From the **Search** menu, click **Pool Queue**. The system opens your assigned Pool queue and displays the first account in the queue in the **Work Form**. The Pool queue name appears in the title bar of the **Work Form**.
3. When you finish working an account, click **Next Queue**. The next account in the work queue appears. Accounts drop out of the Pool queue as you work them. The system doesn't prompt you to remove them.

**Note:** The system assigns payments to the desk assigned to the account. If you add a promise to an account in the Pool queue, change the desk before applying the payment. Ensure that the system assigned the account to your desk before adding a PDC (post-dated payment).

## Pie Queue

### Pie Queue

Use the **Pie Queue** dialog box to view accounts assigned to your desk or another agent's desk in pie chart form.



1. **Pie chart icon:** Displays accounts in the Pie queue in pie chart format.
2. **Table icon:** Displays the accounts in the Pie queue in table format.
3. **Filter options:** Changes how the accounts display in the pie chart. In the example, the system filtered the accounts on balance. The filter options available are based on your permissions.
4. **Reset:** Clears the currently set filters.
5. **Pie chart:** A representation of the accounts in the queue in pie chart or table format, depending on which option you have selected. To view details for a pie piece, hover over the pie piece. To select a pie piece for queuing, double-click the pie piece.
6. **Breakdown options:** Displays the pie chart pieces by number of accounts or balance.
7. **Pie Piece Overview grid:** Information for each piece in the pie chart.
8. **Queue:** Creates a Pie queue based on the selected criteria. Closes the **Pie Queue** dialog box and displays the first account in the Pie queue in the **Work Form**.
9. **Overview:** Displays the desk, number of accounts available to work, and the number of accounts selected to work.

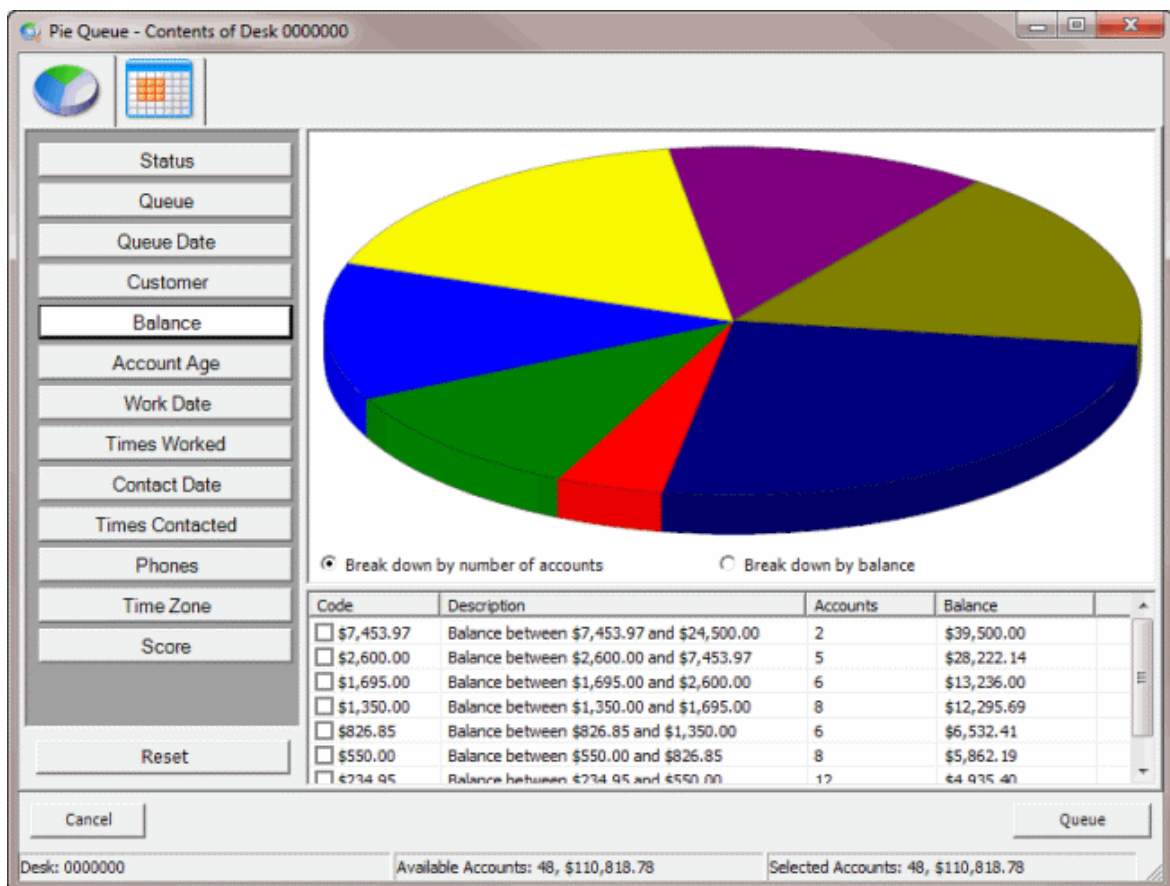
## View a Pie Queue for a Desk

Use the **Pie Queue** dialog box to view accounts assigned to your desk in pie chart form. If you have the appropriate permissions, you can work accounts assigned to other desks within the Pie queue.

### To view a Pie Queue for a desk

1. In the **Main Menu** window, click **Work** or press **Alt + W**. The **Work Form** appears. The **Work Form** appears.
2. From the **Search** menu, click **Pie Queue**.
3. If you have permission to work other desks, the **Select Desks** dialog box appears. Do the steps to [Select a Desk](#).

The **Pie Queue** dialog box appears.

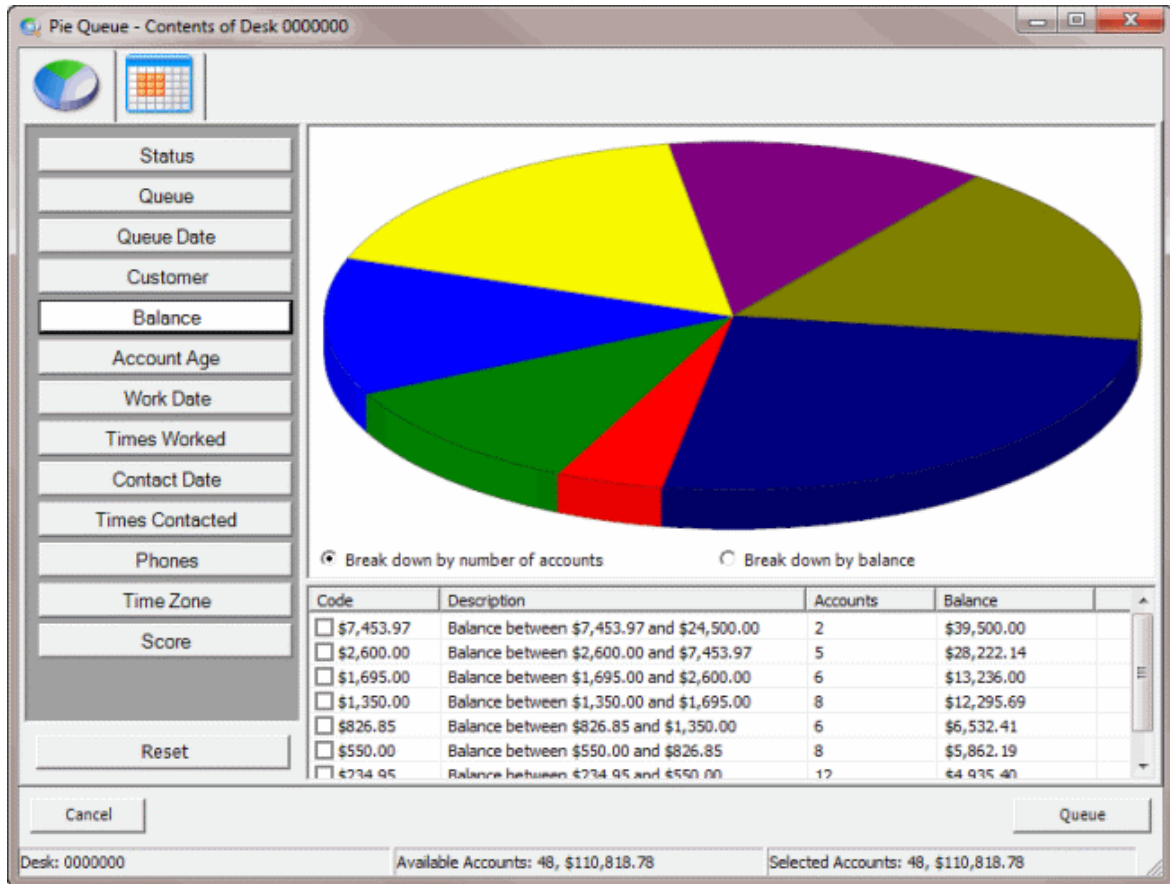


## Open a Pie Queue

Use the **Pie Queue** dialog box to view accounts assigned to your desk in pie chart form and open the queue in the **Work Form**. You can filter accounts in the queue and select the accounts to work, instead of just working accounts by queue date or queue level. For example, you can filter accounts by customer and select a specific customer to work.

### To open a Pie Queue

1. Do the steps to [View a Pie Queue for a Desk](#). The **Pie Queue** dialog box appears.



2. Click a filter option to display accounts in the pie chart. The example filters on balance.
3. Do one of the following:
  - In the pie chart, double-click the pie piece for each account group to work.
  - In the **Pie Piece Overview** grid, select the check box for each account group to work.

The selected pie pieces separate from the pie chart. A funnel appears on the selected filter option to indicate that you set a filter and the system selects the corresponding row in the table beneath the pie chart.

**Note:** To remove a pie piece from the filter, double-click it.

4. To segregate accounts further, click another filter option and then select each account group to work.
5. To view and work with a list of accounts included in the filter, do the following:
  - a. Click the **Table** icon. The accounts appear in a table.

File Number	Status Code	Customer Code	Customer	Account #	Status	Queue Level
1017	NEW	0000001	CUSTOMER ONE	7738132660927	NEW STATUS **	015
1018	NEW	0000001	CUSTOMER ONE	775301006303518	NEW STATUS **	015
1020	NEW	0000001	CUSTOMER ONE	7738133978831	NEW STATUS **	015
1024	NEW	0000001	CUSTOMER ONE	7738155734849	NEW STATUS **	015
1025	NEW	0000001	CUSTOMER ONE	011152306	NEW STATUS **	015
1032	NEW	0000001	CUSTOMER ONE	7738181054584	NEW STATUS **	015
1044	NEW	0000001	CUSTOMER ONE	010930511	NEW STATUS **	015
1057	NEW	0000001	CUSTOMER ONE	7738128890074	NEW STATUS **	015
1068	NEW	0000001	CUSTOMER ONE	7738130976317	NEW STATUS **	015
1108	NEW	0000001	CUSTOMER ONE	775301006350298	NEW STATUS **	015
1112	NEW	0000001	CUSTOMER ONE	7738129414916	NEW STATUS **	015
1127	NEW	0000001	CUSTOMER ONE	7738155395385	NEW STATUS **	015
1131	NEW	0000001	CUSTOMER ONE	7738131409672	NEW STATUS **	015
1133	NEW	0000001	CUSTOMER ONE	7738132404146	NEW STATUS **	015
1155	NEW	0000001	CUSTOMER ONE	4250071331315	NEW STATUS **	015

b. To select an account in the table, click a row to select it.

**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.

c. To group accounts on a column heading, drag and drop the column heading into the space provided. The system groups the accounts on the selected column. Click the plus (+) sign to display accounts within that group. To clear a grouping, drag and drop the column heading back into the table area.

d. To select an account and begin working it, double-click the file number. The account appears in the **Work Form**.

6. Do one of the following:

- If you are working in the table and you want to select an account and begin working it, double-click the file number. The **Pie Queue** dialog box closes and the selected account appears in the **Work Form**.
- If you are working in the table or the pie chart and you want to begin working the selected accounts, click **Queue**. The **Pie Queue** dialog box closes and the first account in the Pie queue appears in the **Work Form**.

**Note:** The number of accounts in the Pie queue appears in the status bar at the bottom of the **Work Form**.

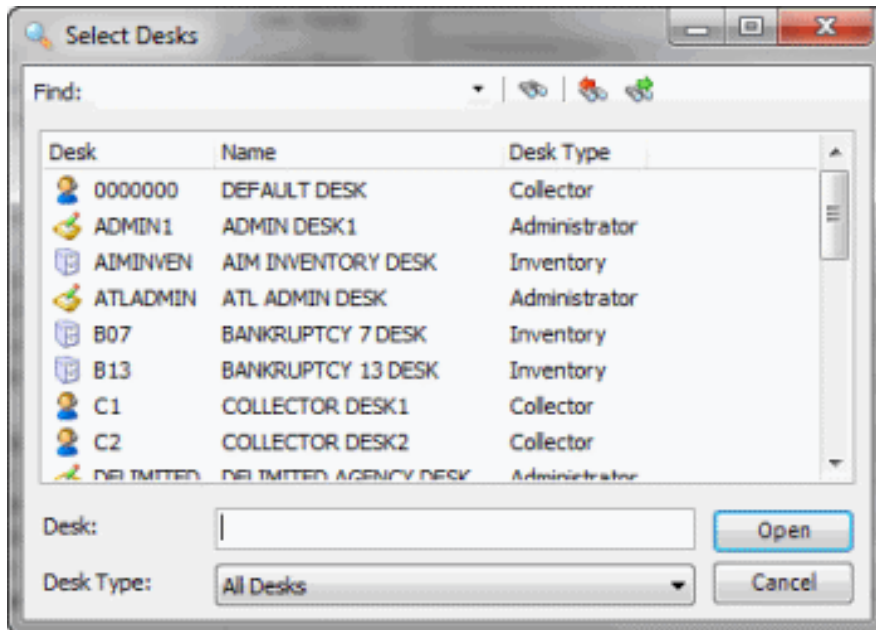





## Select a Desk

Use the **Select Desks** dialog box to select a desk for which to view a Pie queue. You must have permission to work other desks to view a pie queue for another desk.

### To select a desk

1. In the **Main Menu** window, click **Work** or press **Alt + W**. The **Work Form** appears. The **Work Form** appears.
2. From the **Search** menu, click **Pie Queue**. If you have permission to work other desks, the **Select Desks** dialog box appears.



3. Do the following:
  - a. To limit the list to a specific desk type, in the **Desk Type** list box, click the desk type.
  - b. To search from the beginning of the list, in the **Find** box, type your search criteria and click the  icon.
  - c. To search forward in the list, select a desk in the list, in the **Find** box, type your search criteria, and then click the  icon.
  - d. To search backward in the list, select a desk in the list, in the **Find** box, type your search criteria, and then click the  icon.
  - e. Click the desk and then click **Open**. The **Select Desks** dialog box closes and the selected desk displays in the **Desk** box in the **Pie Queue** dialog box.

**Tip:** If you have permission to work multiple desks and you want to select multiple sequential desks, press and hold the **Shift** key and click the first and last sequential desk. To select multiple non-sequential desks, press and hold the **Ctrl** key and click each individual desk.

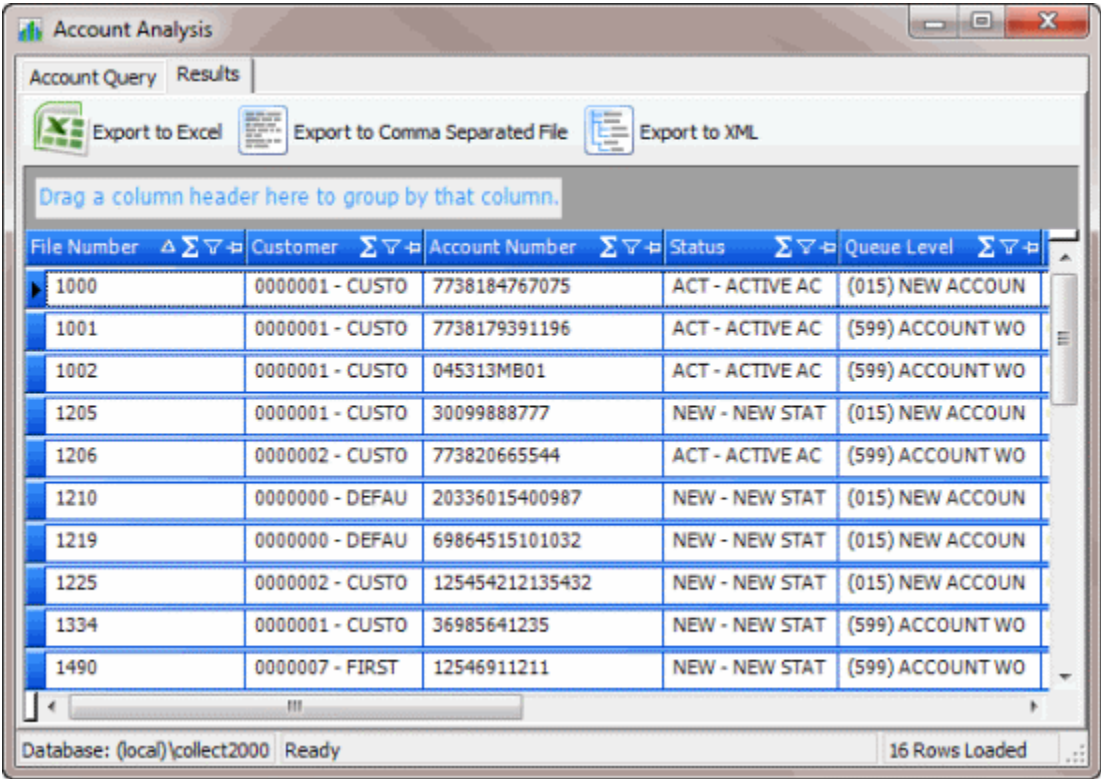


**View or Work Accounts in a Virtual Queue**

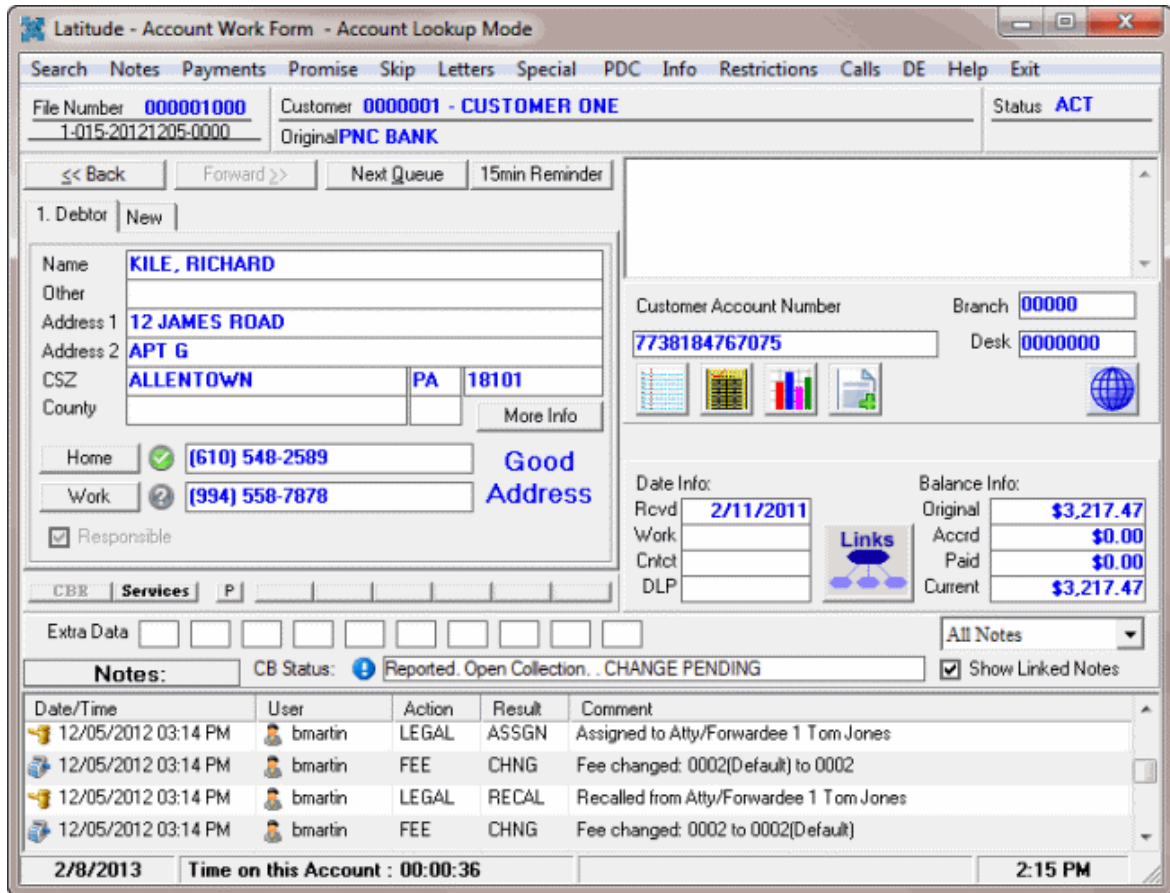
Use the **Account Analysis** window to specify the accounts to display in a virtual queue in the **Work Form**. You can view and work these accounts just as you would for any other queue. However, the system doesn't change the queue levels or display the **Account Follow-up** dialog box automatically.

**To view or work accounts in a virtual queue**

1. In the **Main Menu** window, click **Work** or press **Alt + W**. The **Work Form** appears. The **Work Form** appears.
2. In the **Main Menu** window, from the **Tools** menu, click **Account Analysis**. The **Account Analysis** window appears.
3. Do the steps to Run a Query. The results appear on the **Results** tab.



4. Leave the **Account Analysis** window open and click the open **Work Form**. The **Work Form** appears.
- Tip:** The **Work Form** is either behind other windows or it's minimized in your taskbar.
5. Click **Next Queue**. The first account on the **Results** tab in the **Account Analysis** window appears in the **Work Form**. The system removes the account from the **Results** tab.



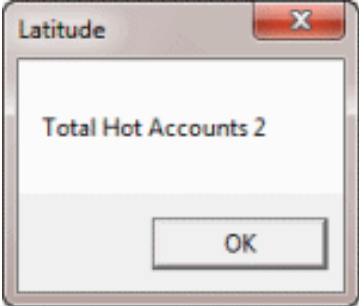
- View or work the account as necessary and then click **Next Queue**. The next account on the **Results** tab in the **Account Analysis** window appears in the **Work Form**. The system removes the account from the **Results** tab.
- You can continue working the queue as long as the **Account Analysis** window is open. After working the queue, close the **Account Analysis** window.

### Open a Hot Account

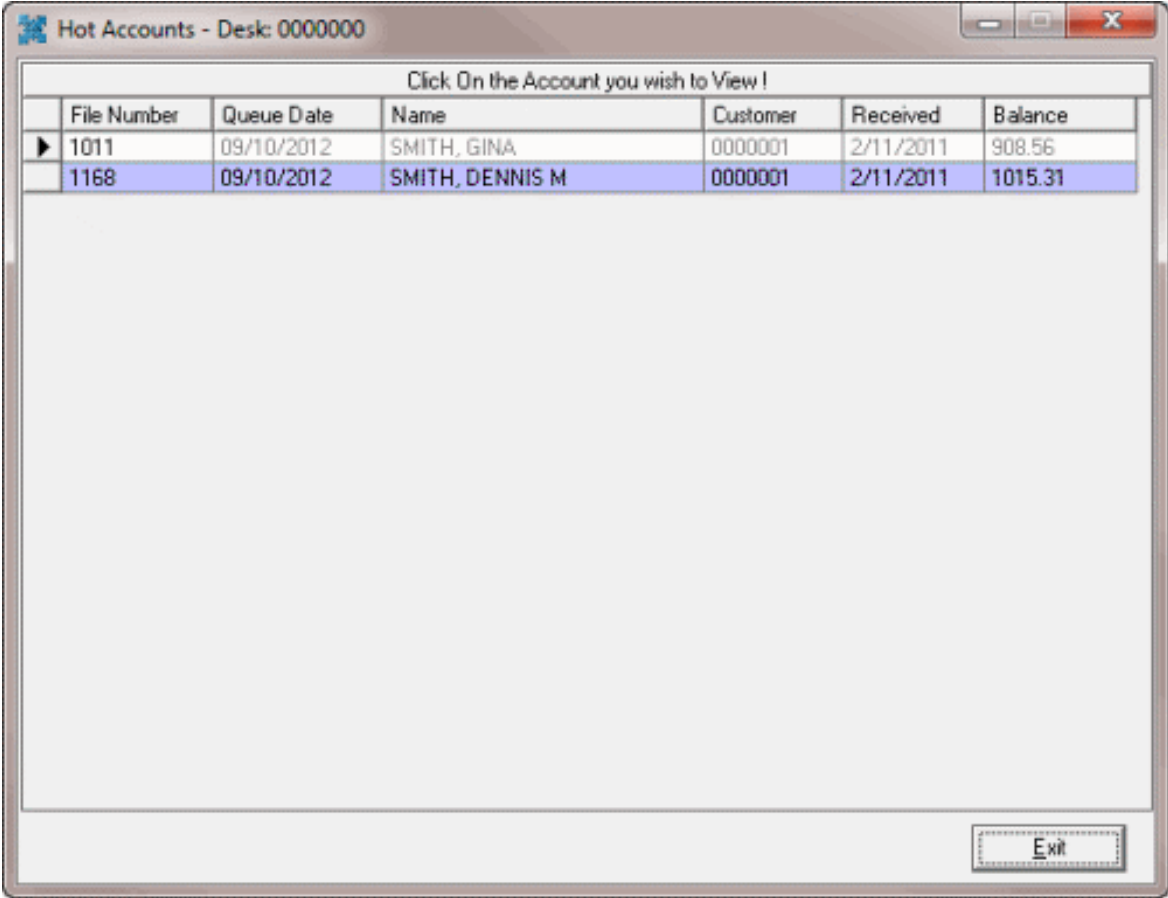
Use the **Hot Accounts** dialog box to view accounts assigned a "hot" status and open a hot account in the **Work Form**. Collectors, administrators, and clerical personnel can use the "hot" status to indicate that an account has a high probability for collection, or to flag an account that requires follow-up. "Hot" is an active status code.

#### To open a hot account

- In the **Main Menu** window, click **Work** or press **Alt + W**. The **Work Form** appears. The **Work Form** appears.
- From the **Search** menu, click **My Hot Accounts**. The **Latitude** dialog box appears, which indicates the number of hot accounts assigned to your desk.



3. In the Latitude dialog box, click **OK**. The **Hot Accounts** dialog box appears.



**File Number:** File number associated to the account.

**Queue Date:** Date you added the account to the queue. The system sorts the accounts in the queue by queue date.

**Name:** Name of the debtor or co-debtor.

**Customer:** Customer associated to the account.

**Received:** Date you received the account.

**Balance:** Account balance.

4. In the **Hot Accounts** dialog box, click an account to work. The **Hot Accounts** dialog box closes and the selected account displays in the **Work Form**.

### Desk Queue Filter

Latitude filters accounts available in the desk so that only eligible accounts appear in the **Work Form** when working a Collector, Pool, or Pie queue. Accounts that meet the following criteria are available in the **Work Form**:

- Queue level is below 599
- Last worked date is greater than the current date
- Account flagged as "Should Queue"
- Not a restricted access account

Linked accounts only display the driver accounts; however, the total balance of all linked accounts displays.

### Debtor and Co-debtor Information

#### Debtor and Co-debtor Information

Use the **Work Form** to maintain debtor and co-debtor information for an account.

#### Add a Debtor or Co-debtor to an Account

Use the **Work Form** to add a debtor or co-debtor to an account. The system displays a separate tab for each debtor or co-debtor that you add. The **Debtor** tab represents the primary debtor on the account. The labels for each tab pull from the System Codes and Settings.

#### To add a Debtor or Co-debtor to an account

1. With an account displayed in the **Work Form**, in the **Debtor** section, click the **New** tab. The system populates the tab with information from the **Debtor** tab.

The screenshot shows a software interface with three tabs: "1. Debtor", "2. Co-debtor 1", and "New". The "New" tab is active. The form contains the following fields:

Name	ZELLERS Jr, LESLIE E		
Other			
Address1	44786 256TH ST		
Address2			
C/S/Z	ALLENTOWN	PA	18101
County			
Home	(610) 558-9633		
Work			
<input checked="" type="checkbox"/> Responsible			
Save			

2. Modify the name and address as necessary.
3. To modify the home or work phone number, see [Maintaining a Phone Number Associated to an Account](#).
4. Click **Save**. The tab name changes to the next sequential tab name.

## Modify a Debtor or Co-debtor

Use the **Work Form** to modify a debtor or co-debtor on an account. A separate tab exists for each debtor or co-debtor on the account, with the **Debtor** tab representing the primary debtor on the account.

### To modify a Debtor or Co-debtor

1. With an account displayed in the **Work Form**, in the **Debtor** section, click the tab for the debtor or co-debtor to modify.

The screenshot shows a software window with tabs for '1. Debtor', '2. Co-Debtor', and 'New'. The 'Debtor' tab is active. The form contains the following fields and controls:

- Name: ZELLERS, MARIE
- Other: (empty)
- Address1: 44786 256TH ST
- Address2: (empty)
- C/S/Z: ALLENTOWN PA 18101
- County: (empty)
- Home: [610] 558-9633
- Work: (empty)
- Responsible:
- Buttons: More Info, Good Address, Delete

2. To modify the name, see [Modify a Debtor's or Co-debtor's Name](#).
3. To modify the alias name, see [Modify a Debtor's or Co-debtor's Alias Name](#).
4. To modify the address, see [Modify a Debtor's or Co-debtor's Address](#).
5. To modify the status of the address, see [Change the Status of a Debtor's or Co-debtor's Address](#).
6. To modify debtor details such as employment and SSN, see [Debtor Details](#).
7. To modify the home or work phone number, see [Maintaining a Phone Number Associated to an Account](#).
8. If you are modifying a co-debtor, select or clear the **Responsible** check box to indicate whether the co-debtor is responsible for the debt. If the check box is selected, the co-debtor is responsible for the debt.

**Note:** The primary debtor is always responsible for the debt. Therefore, you cannot clear the **Responsible** check box for a debtor. The system only reports to credit bureaus the debtors flagged as responsible for the debt.

9. Click **Save**.
10. If you are modifying a co-debtor and want to delete the person, click **Delete** and then in the confirmation dialog box, click **Yes**.

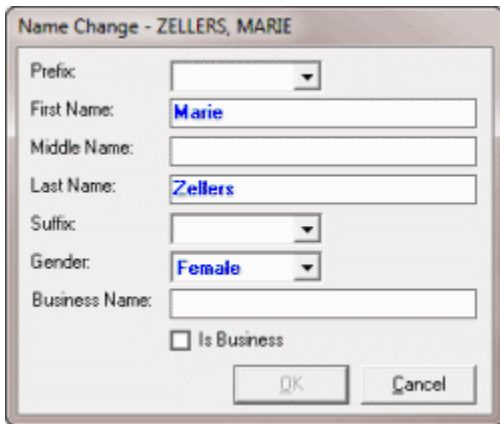
**Note:** You cannot delete a primary debtor from the account.

## Modify a Debtor's or Co-debtor's Name

Use the **Name Change** dialog box to modify a debtor's or co-debtor's name.

### To modify a Debtor's or Co-debtor's name

1. With an account displayed in the **Work Form**, in the **Debtor** section, click the tab for the debtor or co-debtor to modify.
2. Click in the **Name** box. The **Name Change** dialog box appears.



The image shows a dialog box titled "Name Change - ZELLERS, MARIE". It contains several input fields and a checkbox. The fields are: Prefix (dropdown), First Name (text box with "Marie"), Middle Name (text box), Last Name (text box with "Zellers"), Suffix (dropdown), Gender (dropdown with "Female"), and Business Name (text box). Below the Business Name field is a checkbox labeled "Is Business". At the bottom are "OK" and "Cancel" buttons.

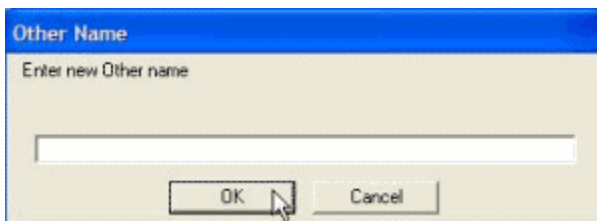
3. If the debtor or co-debtor is a business, do the following:
  - a. In the **Business Name** box, type the name of the business.
  - b. Select the **Is Business** check box.
4. Modify the remaining information as necessary and then click **OK**.
5. In the confirmation dialog box, click **Yes**. The system adds a note to the **Work Form** indicating that the name changed.

### Modify a Debtor's or Co-debtor's Alias Name

Use the **Other Name** dialog box to modify a debtor's or co-debtor's alias name.

#### To modify a Debtor's or Co-debtor's alias name

1. With an account displayed in the **Work Form**, in the **Debtor** section, click the tab for the debtor or co-debtor to modify.
2. Click in the **Name** box. The **Other Name** dialog box appears.



The image shows a dialog box titled "Other Name". It has a blue header bar. Below the header is a text box with the prompt "Enter new Other name". At the bottom are "OK" and "Cancel" buttons.

3. In the **Enter new Other name** box, type the alias name and then click **OK**.

### Modify a Debtor's or Co-debtor's Address

Use the **Account Address Change** dialog box to modify a debtor's or co-debtor's address.

#### To modify a Debtor's or Co-debtor's address

1. With an account displayed in the **Work Form**, in the **Debtor** section, click the tab for the debtor or co-debtor to modify.
2. Click in the **Name** box. The **Account Address Change** dialog box appears.

3. Modify the information as necessary and then click **Accept**. If you change the address to another time zone, a message appears, asking if you want to correct the time zone information. To have the system correct the time zone, click **Yes**; otherwise, click **No** to retain the previous time zone.
4. If there is more than one debtor on the account, the **Address Change - Select Debtors to change** dialog box appears. To have the system update the address for other debtors on the account, select the debtors to update to the new address and then click **OK**.

Select	Account	SSN / HP / WP / Balance
1004	0000001 - CUSTOMER ONE	7738174035038
Debtor 1	ZELLERS Jr, LESLIE E	\$2,467.42
<input type="checkbox"/>	44786 256TH ST	
	ALLENTOWN PA 18101	
1004	0000001 - CUSTOMER ONE	7738174035038
Debtor 2	ZELLERS, MARIE	\$2,467.42
<input checked="" type="checkbox"/>	44786 256TH ST	
	ALLENTOWN PA 18101	

5. If the debtor has an active check payment arrangement, the **Choose Bank Accounts to Sync Address Change** dialog box appears. Select the bank accounts to update to the new address and then click **OK**.



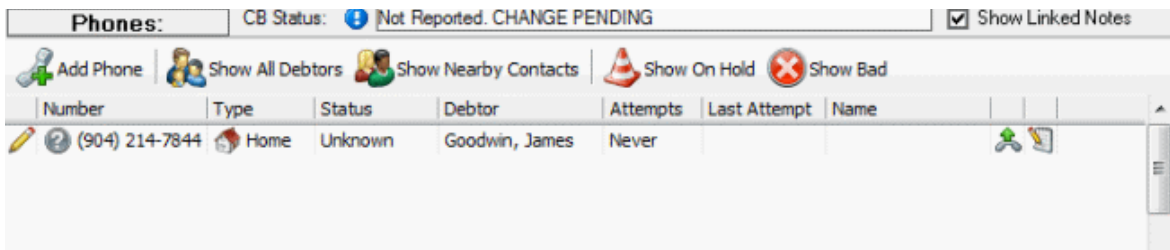


## View Phone Numbers Associated to an Account

Use the **Phones** panel to view phone numbers associated to an account. To view the panel, your administrator must have selected the panel in the Work Form Panels permission.

### To view phone numbers associated to an account

1. With an account displayed in the **Work Form**, do one of the following:
2. From the **Info** menu, click **Phones**.
3. In the **Panels** section, click the name of the currently displayed panel (for example, **Notes**, **Nearbys**) and then click **Phones**.



**Add Phone:** Opens the **Edit Phone** dialog box to allow you to add a phone number.

**Show All Debtors:** Displays phone numbers for all debtors on the account.

**Show Nearby Contacts:** Displays phone numbers only for people who are close to or neighbors of the debtor.

**Show On Hold:** Displays phone numbers with an "on hold" status only.

**Show Bad:** Displays phone numbers with a "bad" status only.

**Number:** Person's phone number.

**Type:** Type of phone number.

**Status:** Status of the phone number.

**Debtor:** Debtor on the account.


**Attempts:** Number of times a user or the dialer dialed the phone number, based on quick note entries and dialer activities. The system doesn't associate standard notes (that have action and result codes) to phone numbers and doesn't include them in the count.

**Note:** If multiple quick note or dialer activities occur while an account is in the **Work Form**, the system only adds one attempt to the number of attempts. Refresh the account to allow the addition of another attempt.



**Last Attempt:** Date and time the phone number was last attempted based on quick notes or the dialer.

**Name:** Name of the person associated to the phone number.

- To add a quick note, click the Quick Note icon  in the Phone data grid and then click an option. The options include: No Answer, Line Busy, Bad Number, Left Message, and Left Message Machine.

**Note:** Quick note options are unavailable for phone numbers flagged as bad.



## Maintain an Account Phone Number

Use the **Edit Phone** dialog box to add or modify phone numbers associated to an account. You can only modify phone number information if:

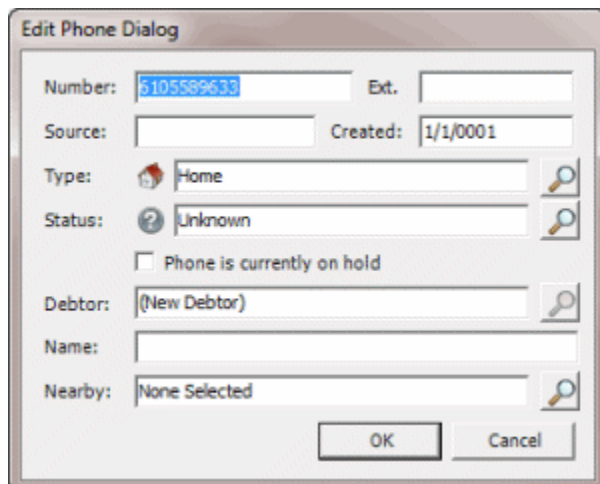
- You just added the phone number.
- You haven't refreshed the account in the **Work Form**.
- You haven't added a contact attempt to the phone number.

**Note:** In Latitude versions 8.0 and later, if you modify a phone number, the system doesn't remove it from Latitude. Instead, it moves it to the **Phone** panel and changes the status to "bad."

### To maintain an account phone number

- With an account displayed in the **Work Form**, do one of the following:
  - In the **Debtor** section, click the tab for the debtor or co-debtor to modify and then click in the **Home** or **Work** box.
  - From the **Info** menu, click **Phones**. In the **Phones** panel, click **Add Phone** or click the Edit  icon.
  - In the **Panels** section of the **Work Form**, click the name of the currently displayed panel (for example, **Notes**, **Nearbys**) and then click **Phones**. In the **Phones** panel, click **Add Phone** or click the Edit  icon.

The **Edit Phone** dialog box appears.



**Number:** Phone number associated to the account.

**Ext.:** Phone number extension.

**Source:** Typically indicates the user who added or modified the phone number. If the box contains Conversion, the system converted the number from a previous version of Latitude. If the box contains "ServiceName," the system imported the number from a vendor.

**Created:** Date you added the phone number to Latitude.

**Type:** If the type is cell, fax, spouse home, or spouse work, the phone number appears in the Phone panel only.

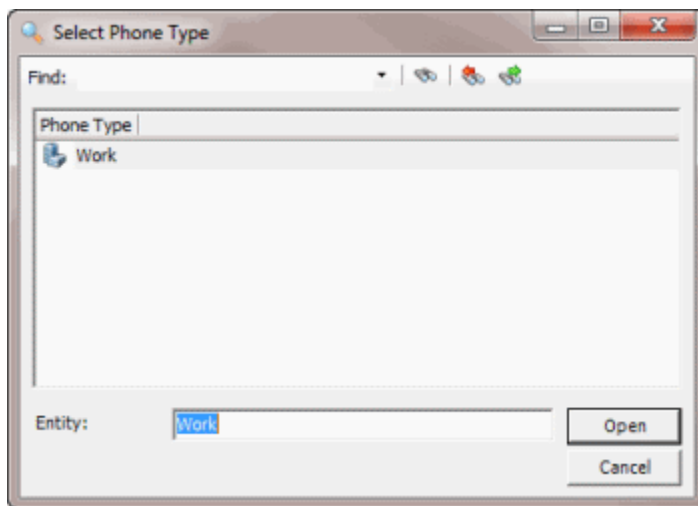
**Status:** Status of the phone number (for example, good, bad, unknown).

**Phone is currently on hold:** If selected, indicates that the phone number is temporarily unavailable.

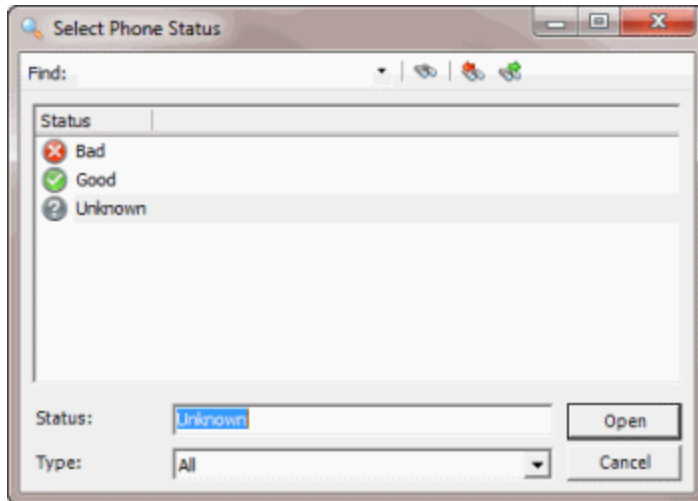
**Name:** Description for the number.

**Nearby:** Name of the person associated to the debtor, such as a relative, friend, neighbor, boss, coworker, or employer.

2. Modify the information as necessary.
3. To select a different phone type, do the following:
  - a. Click the Search icon next to the **Type** box. The **Select Phone Type** dialog box appears.



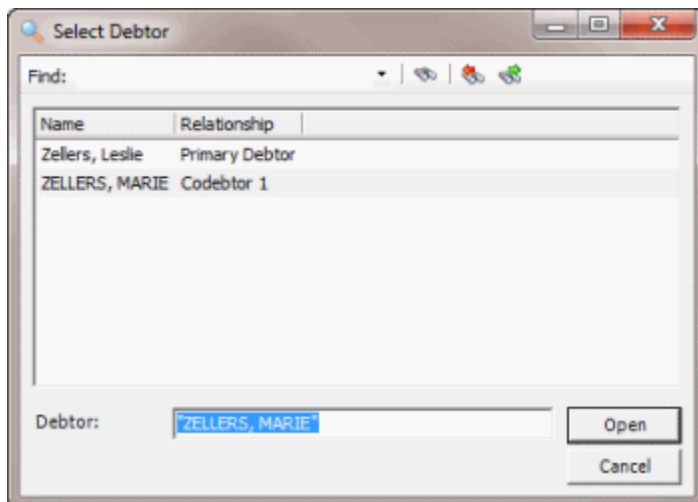
- b. In the **Find** box, type the phone type and then press **Enter**. The search results appear in the list box.
      - c. Click the phone type and then click **Open**. The phone type appears in the **Edit Phone** dialog box.
4. To change the status, do the following:
  - a. Click the Search icon next to the **Status** box. The **Select Phone Status** dialog box appears.



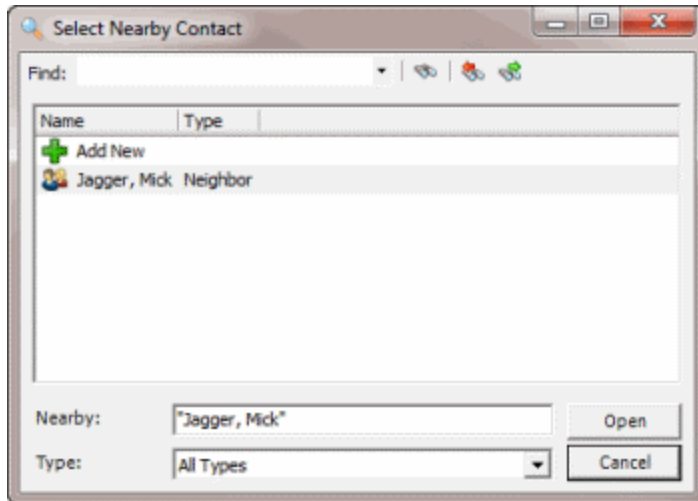
- b. In the **Find** box, type the phone status and then press **Enter**. The search results appear in the list box.
- c. Click the phone status and then click **Open**. The phone status appears in the **Edit Phone** dialog box.

**Note:** If you change the status to bad, the phone number doesn't appear on the **Debtor** tab.

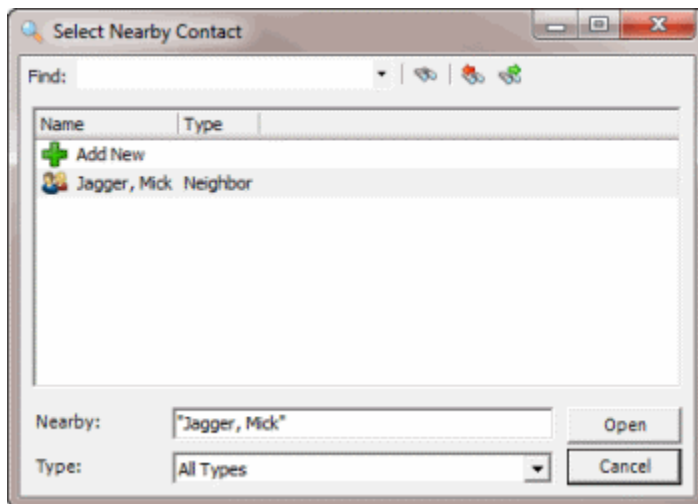
5. To change the debtor associated to the phone number, do the following:
  - a. Click the Search icon next to the **Debtor** box. The **Select Debtor** dialog box appears.



- b. In the **Find** box, type the debtor name and then press **Enter**. The search results appear in the list box.
  - c. Click the debtor and then click **Open**. The debtor appears in the **Edit Phone** dialog box.
6. To add a nearby contact person, do the following:
    - a. Click the Search icon next to the **Nearby** box. The **Select Nearby Contact** dialog box appears.



- b. Click **Add New**. The **Edit Nearby** dialog box appears.
    - c. Complete the information and then click **OK**. The nearby contact name appears in the **Edit Phone** dialog box.
  7. To change the nearby contact person, do the following:
    - a. Click the Search icon next to the **Nearby** box. The **Select Nearby Contact** dialog box appears.



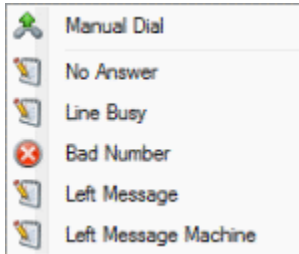
- b. In the **Find** box, type the contact name and then press **Enter**. The search results appear in the list box.
      - c. Click the contact name and then click **Open**. The nearby contact name appears in the **Edit Phone** dialog box.
    8. When finished updating the information, click **OK**.

### Change the Status of an Attempted Phone Contact

Use the phone contact menu to change the status of an attempt to contact a debtor or co-debtor by phone. Latitude version 8.0 and later allows you to configure the menu options. You can specify the menu option name, a comment to append to the note, and a phone number status.

### To change the status of an attempted phone contact

1. With an account displayed in the **Work Form**, in the **Debtor** section, click the tab for the debtor or co-debtor to modify.
2. Click **Home** or **Work**. The phone contact menu appears.



**Manual Dial:** This option is available if your phone system supports manual bypass dialing.

**No Answer:** There was no answer. The system creates a note with a TR action code and an NA result code.

**Line Busy:** The line was busy. The system creates a note with a TR action code and an LB result code.

**Bad Number:** The number is invalid. The system creates a note with a TR action code, a WN result code, and the number dialed. The system removes the number from the account.

**Left Message:** Left a message for the debtor with the person who answered the phone. The system creates a note with a TR action code and an AM result code.

**Left Message Machine:** Left a voice mail message for the debtor. The system creates a note with a TR action code and an AM result code

3. Click the menu option.

### Change the Status of a Debtor's or Co-debtor's Address





Use the **Name Change** dialog box to change the status of a debtor's or co-debtor's address. For example, if the post office returns mail as undeliverable, you can modify the status of the address to indicate that the address is no longer valid.

#### To change the status of a Debtor's or Co-debtor's address

1. With an account displayed in the **Work Form**, in the **Debtor** section, click the tab for the debtor or co-debtor to modify.
2. To change an address from valid to invalid, click **Good Address**. The system flags the address as invalid and changes the label to **Bad Address**.
3. To change an address from invalid to valid, click **Bad Address**. The system flags the address as invalid and changes the label to **Good Address**.

### Phone Status Icons

Phone status icons identify the status of a phone number. The following table lists the phone status icons and their description.

Icon	Description
	The phone number is valid.
	The phone number is invalid. It only appears in the Phone panel, not on the Debtor or Co-debtor tabs.
	The status is unknown. This status is the default when you add a phone number.
	The phone number is on hold and temporarily unavailable.

## Debtor Details

### Debtor Details

Use the **Debtor Details** dialog box to view or modify debtor detail information. The dialog box contains a tab for each category of information.

In the **Debtor Details** dialog box, you can:

- Maintain employment and other contact information for a debtor or spouse.
- Maintain account restrictions.
- Maintain attorney information.
- Maintain bankruptcy information.
- Maintain debtor assets.
- Maintain information for a deceased debtor.
- Maintain Consumer Credit Counseling Service (CCCS) information.

### Maintain Debtor or Co-debtor Details

Use the **Debtor Info** tab in the **Debtor Details** dialog box to maintain debtor or co-debtor details.

#### To maintain debtor or co-debtor information

1. With an account displayed in the **Work Form**, in the **Debtor** section, click **More Info**. The **Debtor Details** dialog box appears.
2. Click the **Debtor Info** tab.

Debtor Details

1 - ZELLERS Jr, LESLIE E

Debtor Info | Spouse Info | Restrictions | Attorney | Bankruptcy | Assets | Deceased | CCCS

Relation to Account:  SSN: 165449945

Date of Birth: 09/10/1952

**Employment**

Employer:

Address:

C/S/Z:

Note:

Language:

Pager/Cell:  (X)

Fax / Other:  (X)

Drivers Lic Number:

Email Address:

Save Cancel OK

**Relation to Account:** Indicates if the person is the debtor or co-debtor on the account.

**SSN:** Debtor's or co-debtor's social security number.

**Date of Birth:** Debtor's or co-debtor's date of birth.

**Employer:** Debtor's or co-debtor's employer.

**Address:** Employer's street address.

**C/S/Z:** Employer's city, state, and ZIP Code.

**Note:** More information regarding the employer.

**Language:** Debtor's or co-debtor's preferred language.

**Pager/Cell:** Debtor's or co-debtor's cell phone number. Pager is no longer used.

**Fax/Other:** Debtor's or co-debtor's fax or other contact number.

**Driver License:** Debtor's or co-debtor's driver's license number.

**Email Address:** Debtor's or co-debtor's email address.

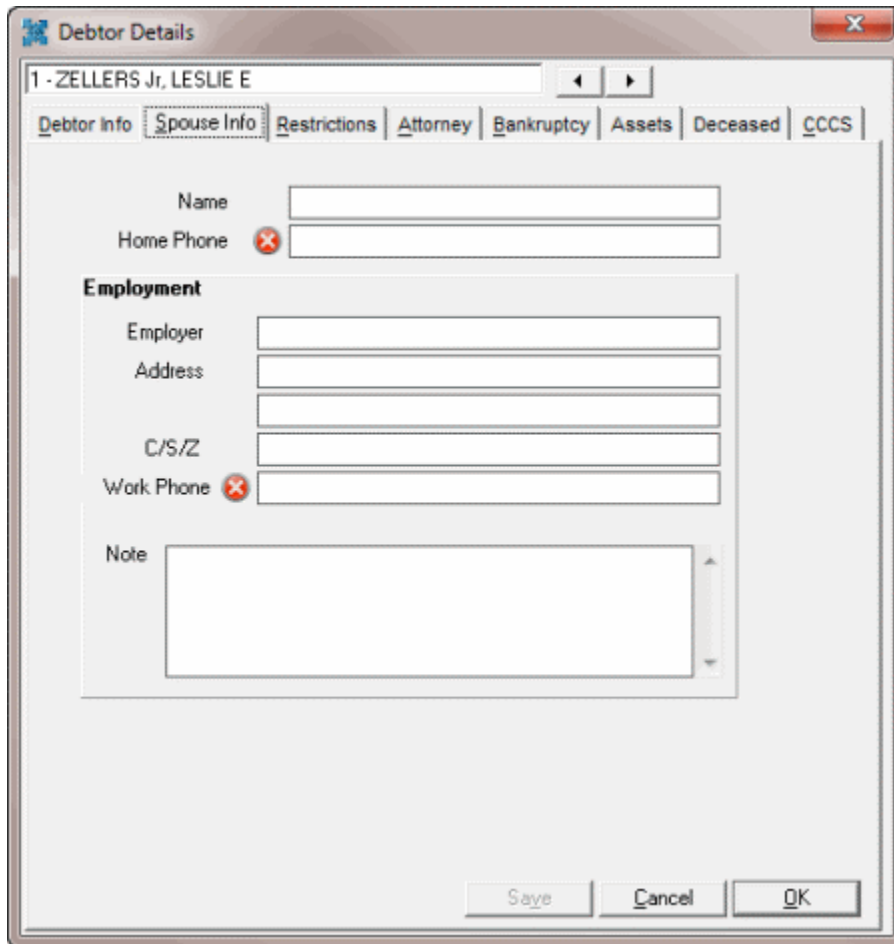
- Complete the information and then click **Save**.

## Maintain Spouse Information

Use the **Spouse Info** tab in the **Debtor Details** dialog box to maintain spouse information.

### To maintain spouse information

1. With an account displayed in the **Work Form**, in the **Debtor** section, click **More Info**. The **Debtor Details** dialog box appears.
2. Click the **Spouse Info** tab.



The screenshot shows the 'Debtor Details' dialog box with the 'Spouse Info' tab selected. The debtor's name is '1 - ZELLERS Jr, LESLIE E'. The 'Spouse Info' tab is active, showing fields for Name, Home Phone, Employment (Employer, Address, C/S/Z, Work Phone), and a Note field. The 'Home Phone' and 'Work Phone' fields have red 'X' icons next to them. At the bottom are 'Save', 'Cancel', and 'OK' buttons.

**Name:** Name of the debtor's spouse.

**Home Phone:** Spouse's home phone or cell phone number.

**Employer:** Name of the spouse's employer.

**Address:** Employer's street address.

**C/S/Z:** Employer's city, state, and ZIP Code.

**Work Phone:** Spouse's work phone number.

**Note:** More information regarding the employer.

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



## Maintain Account Restrictions

Use the **Restrictions** tab in the **Debtor Details** dialog box to set restrictions that indicate an account requires special handling. If a debtor account includes attorney, bankruptcy, deceased, or CCCS information, the system flags the account as having a restriction. A flashing message appears on the **Work Form** when a debtor account has restrictions.

### To maintain account restrictions

1. With an account displayed in the **Work Form**, do one of the following:
  - In the **Debtor** section, click **More Info** and then in the **Debtor Details** dialog box, click the **Restrictions** tab.
  - If the debtor account already has restrictions, in the **Work Form**, click **Debtor Has Restrictions**.
  - From the **Restrictions** menu, click **View Restrictions**.

The screenshot shows the 'Debtor Details' dialog box with the 'Restrictions' tab selected. The debtor name is '1 - ZELLERS Jr, LESLIE E'. The 'Restrictions' section contains five unchecked checkboxes: 'Debtor Disputes Account', 'No calls to home phone', 'No calls to work phone', 'No calls to any Debtor related phone number', 'No Letters', and 'Send Letters to Debtor's Attorney'. Below this is a 'Comment' text area and a 'Clear' button. At the bottom are 'Save', 'Cancel', and 'OK' buttons.

**Debtor Disputes Account:** If selected, the debtor disputes the account, which temporarily ceases collection efforts.

**No calls to home phone:** If selected, do not make calls to the debtor's home phone.

**No calls to work phone:** If selected, do not make calls to the debtor's work phone.

**No calls to any Debtor related phone number:** If selected, do not make calls to any of the debtor's phone numbers.

**No Letters:** If selected, do not send letters to the debtor.

**Send Letters to Debtor's Attorney:** If selected, the system sends letters to the debtor's attorney. Complete the **Attorney** tab before selecting this check box.

**Note:** If you create a letter and use the **Subject Debtor Merge** fields, the letter goes to the debtor, not the attorney.

**Comment:** More information regarding the restriction.

2. To set a restriction, select the check box.
3. To remove a restriction, clear the check box.
4. To remove a comment, click **Clear**.
5. Click **OK**.

### Maintain Attorney Information

Use the **Attorney** tab in the **Debtor Details** dialog box to maintain attorney information.

**Note:** If the account has attorney information, the red Restriction flag appears on the **Work Form**.

#### To maintain attorney information

1. With an account displayed in the **Work Form**, in the **Debtor** section, click **More Info**. The **Debtor Details** dialog box appears.
2. Click the **Attorney** tab.

The screenshot shows a software window titled "Debtor Details" with a close button in the top right. The window contains a tabbed interface with tabs for "Debtor Info", "Spouse Info", "Restrictions", "Attorney", "Bankruptcy", "Assets", "Deceased", and "CCCS". The "Attorney" tab is currently selected. At the top of the window, the debtor's name "1 - ZELLERS Jr, LESLIE E" is displayed with left and right navigation arrows. Below the tabs, there are several input fields: "Attorney Name" (a single line), "Firm" (a single line), "Address" (two lines), "Phone" (a single line), "Fax" (a single line), and "Email" (a single line). Below these fields is a larger "Misc Info" text area with a vertical scrollbar. At the bottom of the form area is a "Clear" button. At the very bottom of the window are three buttons: "Save", "Cancel", and "OK".

**Attorney Name:** Name of the attorney.

**Firm:** Name of the attorney's legal firm.

**Address:** Attorney's address.

**Phone:** Attorney's phone number.

**Fax:** Attorney's fax number.

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

**Misc Info:** More information regarding the attorney.

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

## Bankruptcy

### Bankruptcy

Use the **Bankruptcy** tab in the **Debtor Details** dialog box or **Legal View** dialog box to view and modify a debtor's bankruptcy information. Latitude recognizes an account is in bankruptcy when you provide the chapter, case number, and date filed.

### Maintain General Bankruptcy Information

Use the **General** tab on the **Bankruptcy** tab in the **Debtor Details** dialog box or **Legal View** dialog box to maintain general bankruptcy information. Some information on the **General** tab is available for use in merge letters.

**Note:** If the account has bankruptcy information, the red Restriction flag appears on the **Work Form**.

#### To maintain general bankruptcy information

1. With an account displayed in the **Work Form**, do one of the following:
2. In the **Debtor** section, click **More Info**. In the **Debtor Details** dialog box, click the **Bankruptcy** tab and then click the **General** tab.

The screenshot shows the 'Debtor Details' dialog box for '1 - ZELLERS Jr, LESLIE E'. The 'Bankruptcy' tab is selected, and the 'General' sub-tab is active. The form contains the following fields and controls:

- Chapter: **None** (dropdown)
- Converted From: **None** (dropdown)
- Case Number: [ ]
- Date Filed: [ / / ]
- Status: [ ] (dropdown)
- Notice Received: [ / / ]
- Proof of Claim: [ / / ]
- Creditor Meeting: [ / / ]
- Confirm Hearing: [ / / ]
- Discharge Date: [ / / ]
- Dismissal Date: [ / / ]
- Buttons: Clear, Save, Cancel, OK

3. From the **Info** menu, click **Legal Case Info**. In the **Legal View** dialog box, click the **Bankruptcy** tab and then click the **General** tab.

The screenshot shows a software window titled "Legal View" with a close button (X) in the top right corner. Below the title bar is a series of tabs: "General", "Court", "Attorney", "Debtor's Attorney", "Judgment", "Garnishment", "Bankruptcy", "Accounting", and "Misc". The "Bankruptcy" tab is selected. Underneath, there are sub-tabs: "General", "Court", "Trustee", "Comments", and "Info for Primary Debtor". The "Info for Primary Debtor" sub-tab is active. It contains the following fields:

- Chapter: A dropdown menu with "None" selected.
- Converted From: A dropdown menu with "None" selected.
- Case Number: A text input field.
- Date Filed: A date input field with slashes ( / / ).
- Status: A dropdown menu.
- Notice Received: A date input field with slashes ( / / ).
- Proof of Claim: A date input field with slashes ( / / ).
- Creditor Meeting: A date input field with slashes ( / / ).
- Confirm Hearing: A date input field with slashes ( / / ).
- Discharge Date: A date input field with slashes ( / / ).
- Dismissal Date: A date input field with slashes ( / / ).

At the bottom of the window, there are three buttons: "Clear", "Save", and "Exit".

**Chapter:** Indicates how the debtor filed the bankruptcy. The rest of the information displayed on the **General** tab is based on the bankruptcy chapter selected.

**Note:** The Metro2 code "Z" for non-designated bankruptcy requires you to specify a bankruptcy chapter.

**Converted From:** If the debtor filed the bankruptcy under a different chapter originally, this number is the original chapter number.

**Case Number:** Case number assigned to the bankruptcy.

**Date Filed:** Date the debtor filed the case with the bankruptcy court.

**Status:** Status of the bankruptcy.

**Notice Received:** Date you received a notice that the debtor filed for bankruptcy.

**Proof of Claim:** Date you sent a proof of claim to the court.

**Creditor Meeting:** Date the court set the meeting of creditors on the **Trustee** tab.

**Confirm Hearing:** Date the court set the confirmation hearing.

**Discharge Date:** Date the court discharged the bankruptcy.

**Dismissal Date:** Date the court dismissed the bankruptcy.

**Asset Chap 7:** If selected, indicates that the debt is secured. This check box displays for chapter 7 only.

**Method:** Case discharge method. This list box displays for chapter 7 only. Valid values are:

- **No Intention to Reaffirm:** Debtor/attorney did not file.
- **Reaffirmation:** Debtor reaffirms the debt under new terms. The following boxes appear:
  - Reaffirm:** Reaffirmation filing date.
  - Reaffirm Amount:** Amount that the debtor reaffirmed to pay.
  - Terms:** Agreed upon terms of reaffirmation.
- **Surrender:** Debtor chose to surrender collateral. The following boxes appear:
  - Surrender Date:** Item surrender date.
  - Surrender Method:** Indicates how the debtor surrendered the item.
  - Auction House:** Name of the auction house that auctioned the surrendered item.
  - Auction Date:** Date the auction house auctioned the surrendered item.
  - Auction Amount:** Amount received for the surrendered item.
  - Auction Fee:** Fee for auctioning the surrendered item.
  - Amount Applied:** Amount of the auction funds applied to the account.
- **Voluntary Payments:** Debtor chose to pay off the debt voluntarily, possibly under new terms, without officially filing through the court. The following boxes appear:
  - Volunteer Date:** Date the debtor decided to pay off the debt.
  - Voluntary Amount:** Amount that the debtor volunteered to pay.
  - Terms:** Terms of payment.

**Type of Claim:** Indicates whether the debt is secured, unsecured, or split. This list box displays for chapters 11, 12, and 13 only.

**Secured Amount:** Amount of the debt that is secured. This box displays for chapters 11, 12, and 13 only.

**Secured Plan %:** Percentage of the secured amount for which the debtor remains responsible. This box displays for chapters 11, 12, and 13 only.

**Unsecured Amount:** Amount of the debt that is unsecured. This box displays for chapters 11, 12, and 13 only.

**Unsecured Plan %:** Percentage of the unsecured amount for which the debtor remains responsible. This box displays for chapters 11, 12, and 13 only.

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

**Note:** To dismiss a bankruptcy, clear the **Case Number** and **Date Filed** boxes. In the **Status** list box, select **Dismissed**. In the **Dismissal Date** box, type the date the court dismissed the bankruptcy.

## Maintain Bankruptcy Court Information

Use the **Court** tab on the **Bankruptcy** tab in the **Debtor Details** dialog box or **Legal View** dialog box to maintain bankruptcy court information. Some information on the **Court** tab is available for use in merge letters.

**Note:** If the account has bankruptcy information, the red Restriction flag appears on the **Work Form**.

### To maintain court information

1. With an account displayed in the **Work Form**, do one of the following:
2. In the **Debtor** section, click **More Info**. In the **Debtor Details** dialog box, click the **Bankruptcy** tab and then click the **Court** tab.

The screenshot shows the 'Debtor Details' dialog box for '1 - ZELLERS Jr, LESLIE E'. The 'Bankruptcy' tab is selected, and the 'Court' sub-tab is active. The form contains the following fields:

- District:
- Division:
- Address:
- Phone:

At the bottom of the form is a 'Clear' button. At the bottom of the dialog box are 'Save', 'Cancel', and 'OK' buttons.

3. From the **Info** menu, click **Legal Case Info**. In the **Legal View** dialog box, click the **Bankruptcy** tab and then click the **Court** tab.

The screenshot shows a window titled "Legal View" with a close button (X) in the top right corner. The window contains several tabs: "General", "Court", "Attorney", "Debtor's Attorney", "Judgment", "Garnishment", "Bankruptcy", "Accounting", and "Misc". The "Court" tab is selected, and within it, the "Info for Primary Debtor" sub-tab is active. The form fields are as follows:

- District:** A single-line text input field.
- Division:** A single-line text input field.
- Address:** Three stacked single-line text input fields.
- Phone:** A single-line text input field.

At the bottom of the form area, there is a "Clear" button. Below the form area, there are "Save" and "Exit" buttons.

**District:** Court district.

**Division:** Court division.

**Address:** Court address.

**Phone:** Court telephone number.

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

### Maintain Trustee Information

Use the **Trustee** tab on the **Bankruptcy** tab in the **Debtor Details** dialog box or **Legal View** dialog box to maintain trustee information. Some information on the **Trustee** tab is available for use in merge letters.

**Note:** If the account has bankruptcy information, the red Restriction flag appears on the **Work Form**.

### To maintain trustee information

1. With an account displayed in the **Work Form**, do one of the following:
2. In the **Debtor** section, click **More Info**. In the **Debtor Details** dialog box, click the **Bankruptcy** tab and then click the **Trustee** tab.



The screenshot shows a software window titled "Debtor Details" with a close button in the top right corner. The window displays the name "1 - ZELLERS Jr, LESLIE E" and navigation arrows. Below the name are several tabs: "Debtor Info", "Spouse Info", "Restrictions", "Attorney", "Bankruptcy", "Assets", "Deceased", and "CCCS". Underneath these are sub-tabs: "General", "Court", "Trustee", and "Comments". The "Trustee" sub-tab is currently selected. The main content area contains the following fields and controls:

- Name / Address:** A group of four text input fields for name and address.
- Phone:** A single text input field.
- Meeting of Creditors:** A section with a "Date/Time/Location" label. It includes a checkbox for "Scheduled" (which is unchecked), a date dropdown menu showing "11/14/2012", and a time dropdown menu showing "10:51 AM".
- Clear:** A button located below the Meeting of Creditors section.
- Save, Cancel, OK:** Three buttons at the bottom of the dialog box.

3. From the **Info** menu, click **Legal Case Info**. In the **Legal View** dialog box, click the **Bankruptcy** tab and then click the **Trustee** tab.

**Name/Address:** Trustee's name and address

**Phone:** Trustee's phone number.

**Scheduled:** If selected, the court scheduled a meeting of creditors.

**Date:** Date of the creditor meeting. When populated, this information appears in the **Creditor Meeting** box on the **General** tab.

**Time:** Time of the creditor meeting.

**Location:** Location of the creditor meeting.

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

### Maintain Bankruptcy Comments

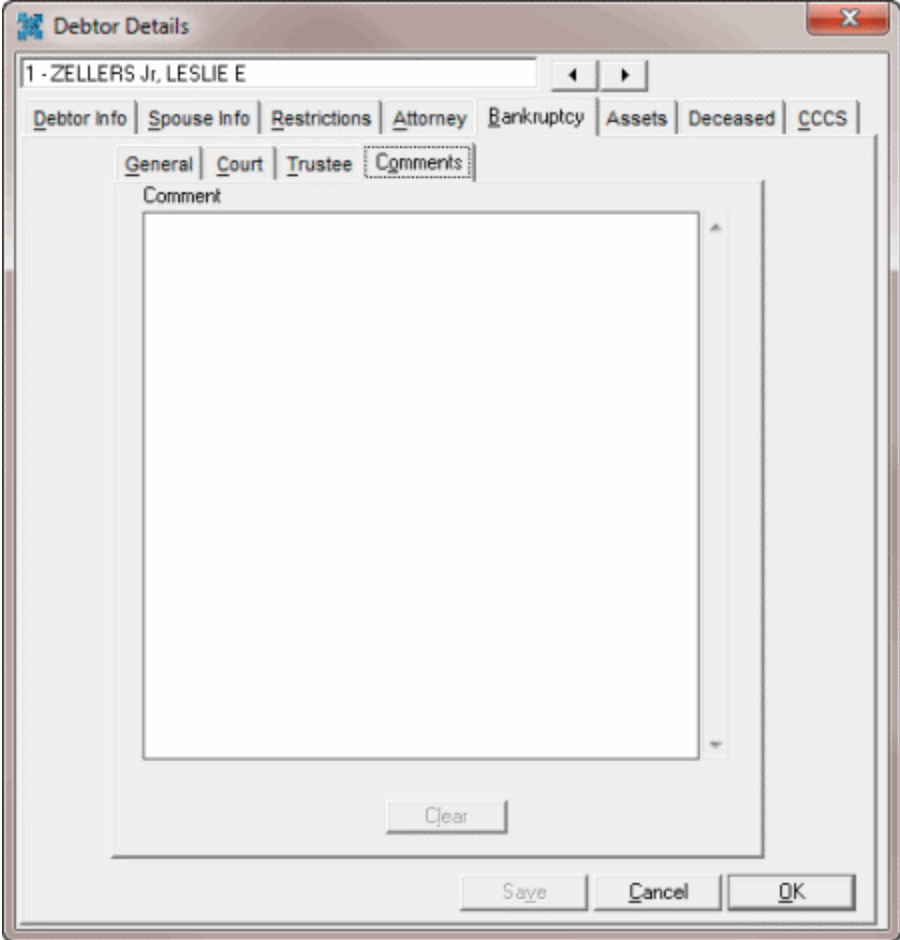
Use the **Comments** tab on the **Bankruptcy** tab in the **Debtor Details** dialog box or **Legal View** dialog box to maintain comments regarding the debtor's bankruptcy.

**Note:** If the account has bankruptcy information, the red Restriction flag appears on the **Work Form**.

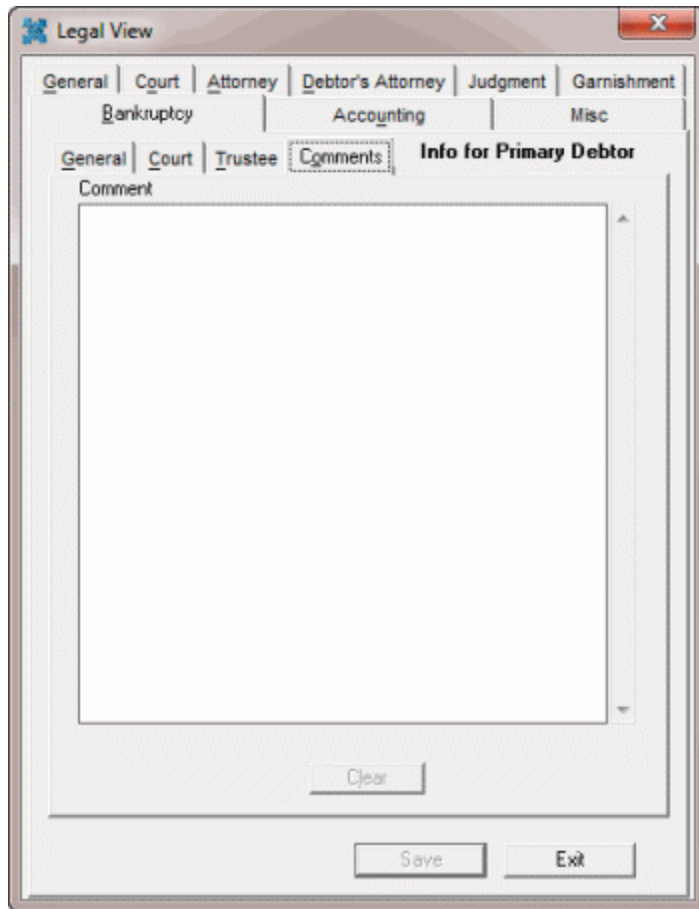
### To maintain bankruptcy comments

1. With an account displayed in the **Work Form**, do one of the following:

- 2. In the **Debtor** section, click **More Info**. In the **Debtor Details** dialog box, click the **Bankruptcy** tab and then click the **Comments** tab.



- 3. From the **Info** menu, click **Legal Case Info**. In the **Legal View** dialog box, click the **Bankruptcy** tab and then click the **Comments** tab.



4. In the **Comment** box, type a comment and then click **OK**.

### Maintain Debtor Assets

Use the **Assets** tab in the **Debtor Details** dialog box to maintain a debtor's assets.

#### To maintain a debtor's assets

1. With an account displayed in the **Work Form**, in the **Debtor** section, click **More Info**. The **Debtor Details** dialog box appears.
2. Click the **Assets** tab.

The screenshot shows a software window titled "Debtor Details" for "1 - ZELLERS Jr, LESLIE E". The "Assets" tab is selected, showing "Asset 1" with a "New" button. The asset name is "Motorcycle", the type is "AUTO - Automobile", the value is "8000.00", and the lien amount is "0.00". The "Value Verified" checkbox is checked, and "Lien Verified" is unchecked. The description is "2006 Harley-Davidson Sportster". The window includes "Save", "Delete", "Save", "Cancel", and "OK" buttons.

**Asset Name or Title:** Name or description of the asset.

**Asset Type:** Type of asset.

**Asset Value:** Current monetary value assigned to the asset.

**Value Verified:** If selected, you verified the asset value.

**Lien Amount:** Amount held against the property.

**Lien Verified:** If selected, you verified the lien amount.

**Created:** Date you added the asset.

**Last Modified:** Date and time you last modified the asset.

**By:** User who last modified the asset record.

**Description:** More information regarding the asset.

3. To modify an asset, change the information and then click **OK**.
4. To add an asset, click the **New** tab, complete the information, and then click **OK**.
5. To delete an asset, click **Delete** and then in the confirmation dialog box, click **OK**.

## Maintain Deceased Information

Use the **Deceased** tab in the **Debtor Details** dialog box to maintain information regarding a debtor's death. If your agency installed an import interface, you can use it to load information directly into this dialog box.

**Note:** If the account has deceased information, the red Restriction flag appears on the **Work Form**.

### To maintain deceased information

1. With an account displayed in the **Work Form**, in the **Debtor** section, click **More Info**. The **Debtor Details** dialog box appears.
2. Click the **Deceased** tab.

The screenshot shows the 'Debtor Details' dialog box with the 'Deceased' tab selected. The debtor's name is '1 - ZELLERS Jr, LESLIE E'. The 'General' sub-tab is active, showing fields for State (PA), Postal Code (18101), Date of Birth (09/10/1952), Date of Death, Claim Deadline, Date Filed, and Case Number. Below these is a section for 'Executor of Estate' with fields for Name, Address, and Phone/Fax. A 'Clear' button is at the bottom of the form area. At the very bottom of the dialog are 'Save', 'Cancel', and 'OK' buttons.

**State:** State where the debtor's death occurred.

**Postal Code:** Postal code (for example, ZIP Code) where the debtor's death occurred.

**Date of Birth:** Debtor's date of birth.

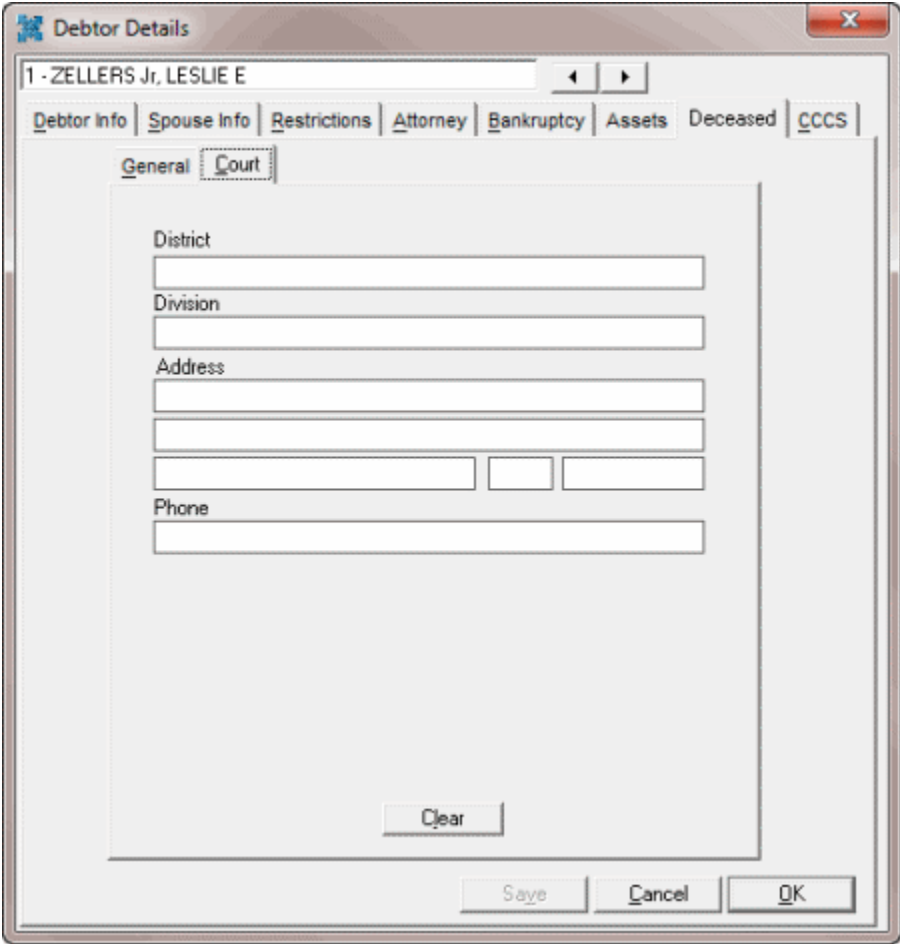
**Date of death:** Debtor's date of death.

**Claim Deadline:** Deadline for filing a claim against the debtor's estate.

**Date Filed:** Date you field the claim against the debtor's estate.

- Case Number:** Claim case number.
- Name:** Name of the executor of the debtor's estate.
- Address:** Address of the executor of the debtor's estate.
- Phone:** Phone number of the executor of the debtor's estate.
- Fax:** Fax number of the executor of the debtor's estate.

3. Complete the information and then click the **Court** tab.



- District:** Court district handling the debtor's estate.
- Division:** Court division handling the debtor's estate.
- Address:** Address of the court handling the debtor's estate.
- Phone:** Phone number of the court handling the debtor's estate.

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

## Maintain CCCS Information

Use the **CCCS** tab in the **Debtor Details** dialog box to maintain Consumer Credit Counseling Service (CCCS) information. CCCS is an entity that a debtor engages to negotiate settlement or payment arrangements on a debt.

**Note:** If the account has CCCS information, the red Restriction flag appears on the **Work Form**.

### To maintain CCCS information

1. With an account displayed in the **Work Form**, in the **Debtor** section, click **More Info**. The **Debtor Details** dialog box appears.
2. Click the **CCCS** tab.

The screenshot shows the 'Debtor Details' dialog box with the 'CCCS' tab selected. The debtor's name is '1 - ZELLERS Jr, LESLIE E'. The 'General' sub-tab is active, showing fields for 'Credit Counseling Company' (Company Name, Contact Name, Address, Phone, Fax), 'Client ID', 'Creditor ID', 'Date Accepted', and 'Amount Accepted' (0.00). A 'Clear' button is at the bottom of the form area, and 'Save', 'Cancel', and 'OK' buttons are at the bottom of the dialog.

**Company Name:** Counseling company the debtor filed with.

**Contact:** Name of the CCCS counselor assigned to the debtor.

**Address:** Address of the CCCS counselor assigned to the debtor.

**Phone:** Phone number of the CCCS counselor assigned to the debtor.

**Fax:** Fax number of the CCCS counselor assigned to the debtor.

**Client ID:** Code that identifies the debtor to CCCS.



**Creditor ID:** Code that identifies a collection agency to CCCS.

**Date Accepted:** Date the counseling company accepted the file.

**Amount Accepted:** Amount of the debt the debtor is to pay.

- Complete the information and then click the **Comments** tab.

The screenshot shows a window titled "Debtor Details" with a search bar containing "1 - ZELLERS Jr, LESLIE E". Below the search bar are several tabs: "Debtor Info", "Spouse Info", "Restrictions", "Attorney", "Bankruptcy", "Assets", "Deceased", and "CCCS". The "Comments" tab is selected. Inside the "Comments" tab, there is a "General" sub-tab and a large text area labeled "Comment". A "Clear" button is located below the text area. At the bottom of the window are "Save", "Cancel", and "OK" buttons.

**Comments:** More information regarding the CCCS arrangement.

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

## Nearby Contacts

### Nearby Contacts

Use the **Nearbys** panel to add or modify contact information for a person who is a relative, friend, neighbor, boss, coworker, or employer of the debtor. To view the panel, your administrator must have selected the panel in the Work Form Panels permission.

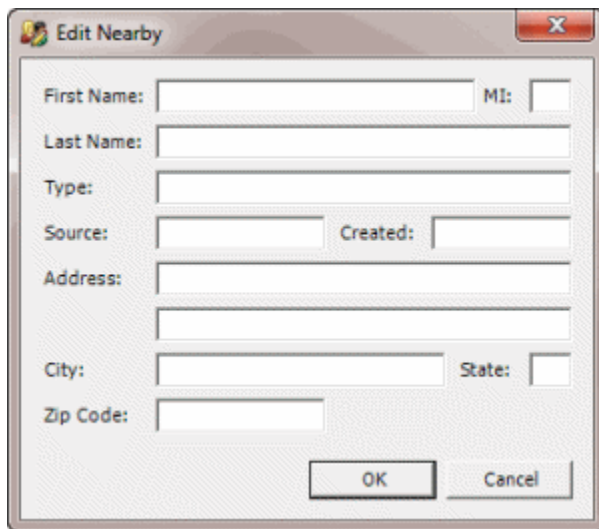
### Add a Nearby Contact

Use the **Nearbys** panel to add contact information for a person associated to the debtor, such as a relative, friend, neighbor, boss, coworker, or employer. You can also add a nearby contact when adding

a phone number to an account. For more information, see [Maintaining a Phone Number Associated to an Account](#).

### To add a nearby contact

1. With an account displayed in the **Work Form**, do one of the following:
  - From the **Info** menu, click **Nearbys**.
  - At the top of the **Panels** section, click the name of the currently displayed panel (for example, **Phones**, **Notes**) and then click **Nearbys**.
2. In the **Nearbys** toolbar, click **Add Nearby Contact**. The **Edit Nearby** dialog box appears.



**Type:** Type the first letter of the type of contact and the contact types that start with that letter appear. Click a type to select it.

**Source:** User who added the contact person. The system populates this box.

**Created:** Date you added the contact person. The system populates this box.

3. Complete the remaining information and then click **OK**. The system adds the contact person to the **Nearby** panel.

### Modify a Nearby Contact

Use the **Nearbys** panel to modify contact information for a person associated to the debtor, such as a relative, friend, neighbor, boss, coworker, or employer. You can also modify a nearby contact when adding a phone number to an account. For more information, see [Maintaining a Phone Number Associated to an Account](#).

### To modify a nearby contact

1. With an account displayed in the **Work Form**, do one of the following:
  - From the **Info** menu, click **Nearbys**.
  - At the top of the **Panels** section, click the name of the currently displayed panel (for example, **Phones**, **Notes**) and then click **Nearbys**.

2. In the data grid, click the contact person and then in the **Nearbys** toolbar, click **Edit Nearby Contact**. The **Edit Nearby** dialog box appears.
3. Modify the information and then click **OK**. The system updates the information in the **Nearby** panel.

## Patient Information

### Patient Information

Use the **Medical** panel to view, add, and modify patient, next of kin, medical facility, and insurance information for medical collections. Typically, the system adds patient and medical information when you add new business using a custom program. You must have the appropriate permissions to add or modify medical information. To view the panel, your administrator must have selected the panel in the Work Form Panels permission.

### Maintain Patient Information

Use the **Patient** tab on the **Medical** panel to maintain patient information used for medical collections.

#### To maintain patient information

1. With an account displayed in the **Work Form**, do one of the following:
  - From the **Info** menu, click **Patient Info**.
  - In the **Panels** section of the **Work Form**, click the name of the currently displayed panel (for example, **Notes**, **Phones**) and then click **Patient Info**.

The **Medical** panel appears.

2. Click the **Patient** tab.

The screenshot shows a web-based form titled "Medical Panel". At the top, there is a "CB Status" dropdown menu set to "Reported, Open Collection." and a checked "Show Linked Notes" option. Below this are four tabs: "Patient", "Next of Kin", "Facility", and "Insurance", with "Patient" currently selected. The main form area is titled "Patient Information" and contains the following fields:

- Name: [Text Box]
- SSN: [Text Box]
- Addr 1: [Text Box]
- Sex: [Radio Buttons] DOB: [Date Picker] Age: [Text Box]
- Addr 2: [Text Box]
- Phone: [Text Box] MarSt: [Text Box]
- City: [Text Box]
- Emplr: [Text Box]
- State: [Text Box] Zip: [Text Box] Country: [Text Box]
- W Phn: [Text Box]
- Pat ID#: [Text Box]
- Patient Relation To Guarantor: [Text Box]
- Gr ID#: [Text Box]
- Additional Info: [Text Area]
- Adm Dte: [Date Picker] Svc Dte: [Date Picker]
- Diagnosis Code 1: [Text Box]
- Dsc Dte: [Date Picker] Pat Type: [Text Box]
- Diagnosis Code 2: [Text Box]
- Acc Date: [Date Picker] POS Code: [Text Box]
- Diagnosis Code 3: [Text Box]
- Acc Type: [Text Box] Proc Code: [Text Box]
- Fin Class: [Text Box] SPC: [Text Box]
- Imp Proc: [Text Box]
- Loc Code: [Text Box]
- Modifier: [Text Box]

A "Save" button is located at the bottom right of the form.

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

### Maintain Next of Kin Information

Use the **Next of Kin** tab on the **Medical** panel to maintain next of kin information used for medical collections.

#### To maintain next of kin information

1. With an account displayed in the **Work Form**, do one of the following:
  - From the **Info** menu, click **Patient Info**.
  - In the **Panels** section of the **Work Form**, click the name of the currently displayed panel (for example, **Notes**, **Phones**) and then click **Patient Info**.

The **Medical** panel appears.

2. Click the **Next of Kin** tab.

The screenshot shows a web interface for a 'Medical Panel'. At the top, there is a header bar with 'Medical Panel:' on the left, 'CB Status: Reported, Open Collection.' in the center, and a checked checkbox for 'Show Linked Notes' on the right. Below the header is a tabbed interface with four tabs: 'Patient', 'Next of Kin', 'Facility', and 'Insurance'. The 'Next of Kin' tab is currently selected. The main content area is titled 'Next of Kin Information' and contains several text input fields: 'Name:', 'Addr 1:', 'Addr 2:', 'City:', 'State:', 'Zip:', 'Country:', and 'Phone:'. A 'Save' button is located at the bottom right of the form area.

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

### Maintain Medical Facility Information

Use the **Facility** tab on the **Medical** panel to maintain medical facility information used for medical collections.

#### To maintain medical facility information

1. With an account displayed in the **Work Form**, do one of the following:
  - From the **Info** menu, click **Patient Info**.
  - In the **Panels** section of the **Work Form**, click the name of the currently displayed panel (for example, **Notes**, **Phones**) and then click **Patient Info**.

The **Medical** panel appears.

2. Click the **Facility** tab.

The screenshot shows a web application window titled "Medical Panel: CB Status: Reported, Open Collection." with a "Show Linked Notes" checkbox. Below the title bar are tabs for "Patient", "Next of Kin", "Facility", and "Insurance". The "Facility" tab is active, displaying a form titled "Facility Information". The form is divided into two columns. The left column contains fields for "Name:", "Addr 1:", "Addr 2:", "City:", "State:", "Zip:", "Country:", "Phone:", and "Fax:". The right column contains fields for "Admitting Doctor:", "Phone:", "Fax:", "Doc cde:", "Attending Doctor:", "Phone:", "Fax:", and "Doc cde:". A "Save" button is located at the bottom right of the form area.

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

### Add Insurance Information

Use the **New Insurance** tab on the **Insurance** tab on the **Medical** panel to add insurance information used for medical collections.

#### To add insurance information

1. With an account displayed in the **Work Form**, do one of the following:
  - From the **Info** menu, click **Insurance Info**. In the **Insurance** dialog box, click the **New Insurance** tab.

- In the **Panels** section of the **Work Form**, click the name of the currently displayed panel (for example, **Notes**, **Phones**) and then click **Patient Info**. On the **Patient** panel, click the **Insurance** tab and then click the **New Insurance** tab.

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

## Modify Insurance Information

Use the **Insurance (number)** tab on the **Insurance** tab on the **Medical** panel to modify insurance information used for medical collections.

### To modify insurance information

1. With an account displayed in the **Work Form**, do one of the following:
  - From the **Info** menu, click **Insurance Info**. In the **Insurance** dialog box, click the **Insurance (number)** tab.

The screenshot shows the 'Insurance' dialog box with the following fields and values:

Insurance 1   New Insurance	
<b>Policy</b>	
Program Name	Blue Cross and Blue Shield
Emp Health Plan	Anthem
Group Nbr	321654
Group Name	MNC
Policy Nbr	987654
<b>Additional Info</b>	
[Empty text area]	
<b>Insured</b>	
Stevie Nicks	
1200 Main St.	
Jacksonville	FL 32224
Phone	Bday 01/01/1955
Employer	Sex F
<b>Carrier</b>	
[Empty text area]	
Provider	[Empty text area]
Referring Provider	[Empty text area]
<input type="checkbox"/> Accept Assignment	
<input type="checkbox"/> Authorize Payment to Provider	
Patient Relationship	[Empty text area]
Delete	
Save	

- In the **Panels** section of the **Work Form**, click the name of the currently displayed panel (for example, **Notes**, **Phones**) and then click **Patient Info**. On the **Patient** panel, click the **Insurance** tab and then click the **Insurance (number)** tab.



**Medical Panel:** CB Status: Reported. Open Collection.  Show Linked Notes

Patient | Next of Kin | Facility | **Insurance**

**Insurance 1** | New Insurance

**Insurance**

**Policy**

Program Name: Blue Cross and Blue Shield

Emp Health Plan: Anthem

Group Nbr: 321654

Group Name: MNC

Policy Nbr: 987654

Coordination Nbr:

**Insured**

Name: Stevie Nicks

Addr1: 1200 Main St.

Addr2:

City: Jacksonville FL 32224

Phone: Bday: 01/01/1955

Employer: Sex: F

Work nbr: SSN: 444-444-4444

**Carrier**

Provider:

Referring Provider:

Accept Assignment

Authorize Payment to Provider

Patient Relationship:

Additional Info

Save Insurance 1 Delete

2. Modify the information and then click **Save**.

**Note:** To delete the insurance information, click **Delete** and then in the confirmation dialog box, click **Yes**. The system removes the **Insurance (number)** tab.

## Account Information

### Account Information

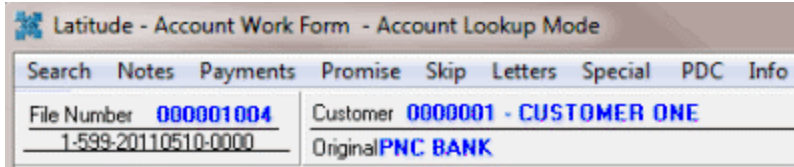
You can modify miscellaneous account information from the **Work Form**, such as the customer on an account, the customer account number, and the desk assignment.

### View the Work Plan and Settlement Guidelines

Use the **Customer** window to view the work plan, settlement guidelines, and other miscellaneous guidelines for working an account.

#### To view the work plan and settlement guidelines

1. With an account displayed in the **Work Form**, do one of the following:
  - From the **Info** menu, click **Customer Misc Info**.
  - At the top of the **Work Form**, beneath the menu bar, click in the **Customer** box.



The **Customer** window appears.



**Work Plan:** Displays a work plan for the account.

**Settlement Guidelines:** Displays settlement guidelines for the account.

**Miscellaneous Information:** Displays miscellaneous information for working an account.

2. When finished viewing the information, click **Exit**.

## View Account Overview Information

Use the **Overview** panel in the **Work Form** to view summarized information for an account in a data grid format. The system combines linked account information within each category of information.

### To view account overview information

1. With an account displayed in the **Work Form**, do one of the following:
  - At the top of the **Panels** section, click the name of the currently displayed panel (for example, **Phones**, **Notes**) and then click **Show Overview**.
  - From the **Info** menu, click **Account Overview**.

**Account Overview Report**

- [Account Information](#)
  - [Customers](#)
  - [Restrictions](#)
  - [Transactions](#)
  - [Status](#)
  - [Desk Assignments](#)
  - [Support Queue Items](#)
  - [Patient Information](#)
- [Demographics](#)
  - [Phone Numbers](#)
  - [Addresses](#)
- [Research](#)
  - [Services](#)
  - [Credit Bureau Reports](#)
  - [Nearby Contacts](#)
- [Work Effort](#)
  - [Statistics](#)
  - [Arrangements](#)
  - [Letters](#)
  - [Reminders](#)
- [Legal](#)
  - [Representation](#)
  - [Court Cases](#)
  - [Judgments](#)
  - [Bankruptcy](#)
  - [Assets](#)

**Account Information**

Customers					
Account ID	Customer Code	Customer	Received Date	Original Balance	Current Balance
1004	0000001	Customer One	2/11/2011	\$2,467.42	\$2,467.42
Restrictions					
Account ID	Debtor		Restriction		
No Information Available					
Transactions					
Account ID	Date Paid	Batch Type	Pay Type	Total Paid	
No Information Available					
Status					
Account ID	Status Code	Description	Last Changed		
1004	ACT	Active Account **	11/15/2012 3:42:00 PM		
Desk Assignments					
Account ID	Desk Code	Desk	Type	Branch	
1004	0000000	Admin 1 Desk	Collector	Main Branch	
Support Queue Items					
Account ID	Queue	Added	Due	User	Comment
No Information Available					
Patient Information					
Account ID	Patient Name	Facility	Admission	Service	Discharge
No Information Available					

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**Demographics**

Phone Numbers							
Type	Phone Number	Status	Debtor	Attempts	Last Attempt		
Home	(610) 558-9633	Unknown		0	Never		
Home	(610) 558-9633	Unknown	ZELLERS, MARIE	0	Never		
Home	(610) 558-9633	Unknown	ZELLERS, MIKE	0	Never		
Home	(610) 558-9633	Unknown	ZELLERS Jr, LESLIE E	0	Never		
Work	(444) 444-4444	Unknown	ZELLERS, MARIE	0	Never		
Addresses							
Street	Street 2	City	State	ZipCode	Last Updated	Mail Return	Action
44786 256th St		Allentown	PA	18101	2/11/2011	Good Address	<a href="#">Set Address</a>

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**Research**

Services				
AccountID	Service	Requested	Returned	View
No Information Available				
Credit Bureau Reports				
Account ID				View
No Information Available				
Nearby Contacts				
Type	Name			Address
Neighbor	Jagger, Mick			

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**Work Effort**

Statistics							
Account ID	Total Viewed	Total Worked	Total Contacted	Last Worked	Last Contacted		
1004	47	1	1	5/26/2011	5/26/2011		
Arrangements							
Account ID	Type	Entered	Due	Amount			
No Information Available							
Letters							
Account ID	Letter Code	Letter	Debtor	Requested	Due Date	Amount Due	Requested By
1004	1	First Notice	Zellers Jr, Leslie E	11/13/2012	11/13/2012	\$0.00	gs
1004	1	First Notice	Zellers Jr, Leslie E	11/12/2012	11/12/2012	\$0.00	gs
1004	1	First Notice	Zellers Jr, Leslie E	10/23/2012	10/23/2012	\$0.00	gs
1004	3	Payment Reminder	Zellers Jr, Leslie E	10/23/2012	10/23/2012	\$0.00	gs
Reminders							
Account ID	Due	Desk Code		Desk			
No Information Available							

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**Legal**

Representation					
Account ID	Debtor	Firm	Attorney	Phone	
No Information Available					
Court Cases					
Account ID	Case #	Status	Filed	County	Court Date
No Information Available					
Judgments					
Account ID	County	Judgment Date	Total Award	Interest Rate	
No Information Available					
Bankruptcy					
Account ID	Debtor	Chapter	Date Filed	Status	
No Information Available					
Assets					

2. To move to a specific category, click the link in the top section of the panel.
3. To return to the top of a section, click the **Top of Section** link in that section.
4. To return to the top of the panel, click the **Top of Report** link in any section.

## Maintain Miscellaneous Account Information

Use the **Account Misc Information** dialog box to maintain miscellaneous account information, such as the interest rate and date used to calculate interest, assigned fee schedule, and other debtor identification.

### To maintain miscellaneous account information

1. With an account displayed in the **Work Form**, from the **Info** menu, click **Account Misc Info**. The **Account Misc Information** dialog box appears.

The screenshot shows the 'Account Misc Information' dialog box. It is organized into several sections:

- Interest Information:** Includes a 'Rate' field with the value '0' and a 'Date Last Interest' field with the value '01/02/2013'.
- Fee Schedule:** Features a checked checkbox labeled 'Use Customer default fee schedule' and a text field containing '0002 - .25' with a 'Change' button to its right.
- Account Type:** Contains two dropdown menus: 'Account Class' (set to '00000 - General Class Of Busi') and 'Claim Type'.
- Debtor ID's:** Includes two empty text input fields labeled 'ID 1' and 'ID 2'.
- Customer Consolidation:** Includes three empty text input fields labeled 'Customer Division', 'Customer District', and 'Customer Branch'.

At the bottom of the dialog box are 'Cancel' and 'Accept' buttons.

**Rate:** Interest rate used to calculate interest on the account.

**Date Last Interest:** Date the system last calculated interest during "end of day" Custodian processing.

**Use Customer default fee schedule:** If selected, the system applies the customer's default fee schedule to the account.

**Account Class:** Class of business assigned to the account for credit bureau reporting.

**Claim Type:** Claim type used to determine the statute of limitations.

**ID 1 and ID 2:** More codes used to identify a debtor.

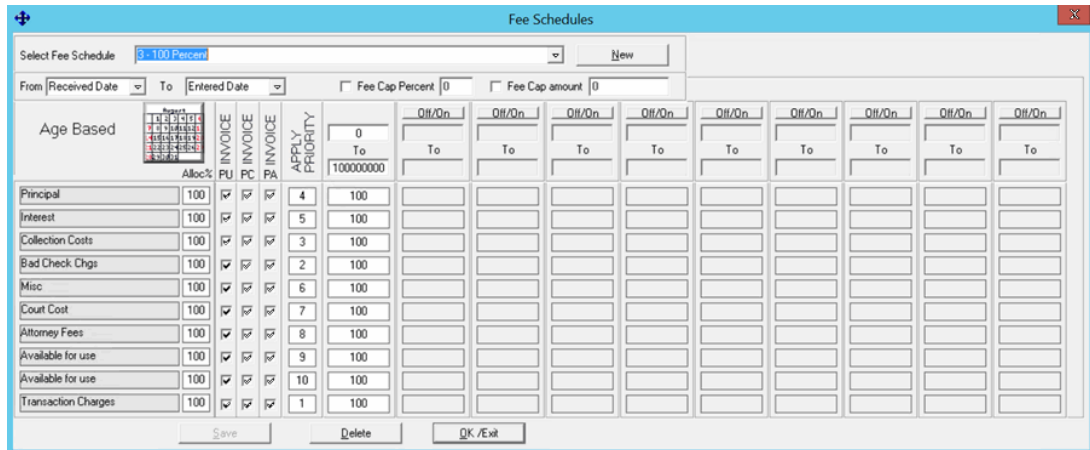
**Customer Division:** Customer division assigned to the account.

**Customer District:** Customer district assigned to the account.

**Customer Branch:** Customer branch assigned to the account.

2. To change the fee schedule, do the following:

a. Click **Change**. The **Fee Schedules** window appears. The following example shows an age-based fee schedule.



b. Do one of the following:

- To select an existing fee schedule, in the **Select Fee Schedule** list box, click the fee schedule. For more information about the remaining values, see Fee Code Schedule – Age Based, Fee Code Schedule – Balance Based, or Fee Code Schedule – Liquidation Based, depending on the type of fee schedule.
- To create a fee schedule, click **New** and then do the steps to Add a Fee Schedule Code.

c. Click **OK/Exit**.

3. Modify the remaining information as necessary and then click **Accept**.

### View Interest Accrual

Use the **Interest Accrual Tracking** panel to view accrued interest for an account. To view the panel, your administrator must have selected the panel in the Work Form Panels permission.

#### To view interest accrual

- With an account displayed in the **Work Form**, at the top of the **Panels** section, click the name of the currently displayed panel (for example, **Phones, Notes**) and then click **Interest Accrual Tracking**. The **Interest Accrual Tracking** panel appears.

Interest Accrual		CB Status: <a href="#">Click here to see current cbr status</a>		<input checked="" type="checkbox"/> Show Linked Notes			
Date Accrued	Balance	Buckets Used To calculate interest	Interest Bearing Amount	Previous Interest	Accrued	New Interest	
3/11/2018	\$3,047.32	Principal	\$2,967.94	\$0.00	\$79.38	\$79.38	
4/11/2018	\$3,126.70	Principal	\$2,967.94	\$79.38	\$79.38	\$158.76	

**Date Accrued:** Date Latitude calculated the interest.

**Balance:** Current account balance including interest.

**Buckets Used to Calculate Interest:** Money bucket that Latitude used to calculate interest.

**Interest Bearing Amount:** Amount in the money bucket indicated that Latitude used to calculate interest.

**Previous Interest:** Amount of interest that Latitude calculated on the previous accrual date.

**Accrued:** Amount of interest that Latitude calculated on the accrual date.

**New Interest:** Total amount of interest that has accumulated on the debt (sum of the amounts in the Accrued column).

### View Early Stage Information

Use the **Early Stage** panel to view delinquency information for use in a first-party pre-charge off environment. A custom program populates this information and it is read-only. To view the panel, your administrator must have selected the panel in the Work Form Panels permission.

#### To view early stage information

- With an account displayed in the **Work Form**, in the **Panels** section of the **Work Form**, click the name of the currently displayed panel (for example, **Notes**, **Phones**) and then click **Early Stage**. The **Early Stage** panel appears.

### View Account Warnings

Use the **Account Warnings** window to view warnings associated to an account. If an account has warnings, the window appears when you first access the account.

The following table lists the warnings that do and don't prevent access to an account.

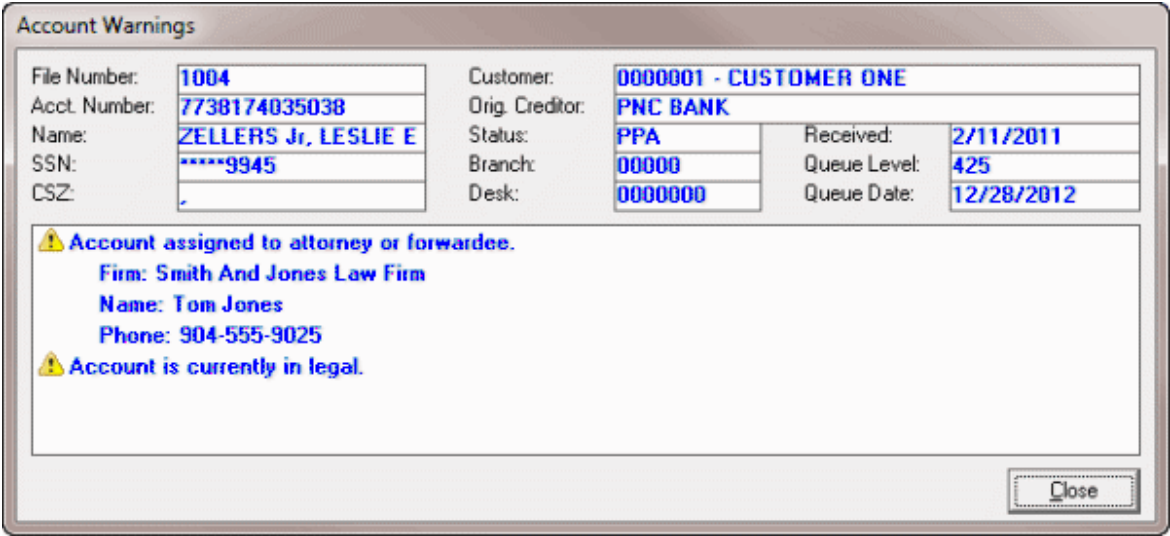
Warnings That Don't Prevent Access	Warnings That Prevent Access
Returned account.	Account has restrictions.
Closed account.	Account assigned to an outside agency.
Account in legal.	Sold account.
Account in a restricted state (state warnings).	Account assigned to an attorney or forwarder.
Account is out of your time zone.	Account assigned to a desk in a different branch.

Account has debtor restrictions (for example, phone work calls, letters).	
Account has pending financial transactions.	
User worked the account today.	

**To view account warnings**

1. If an account has warnings when you open it in the **Work Form**, the **Account Warnings** window appears.

**Note:** To view the account warnings at any time, from the **Info** menu, click **Account Warnings**.



2. When finished viewing the information, click **Close**.

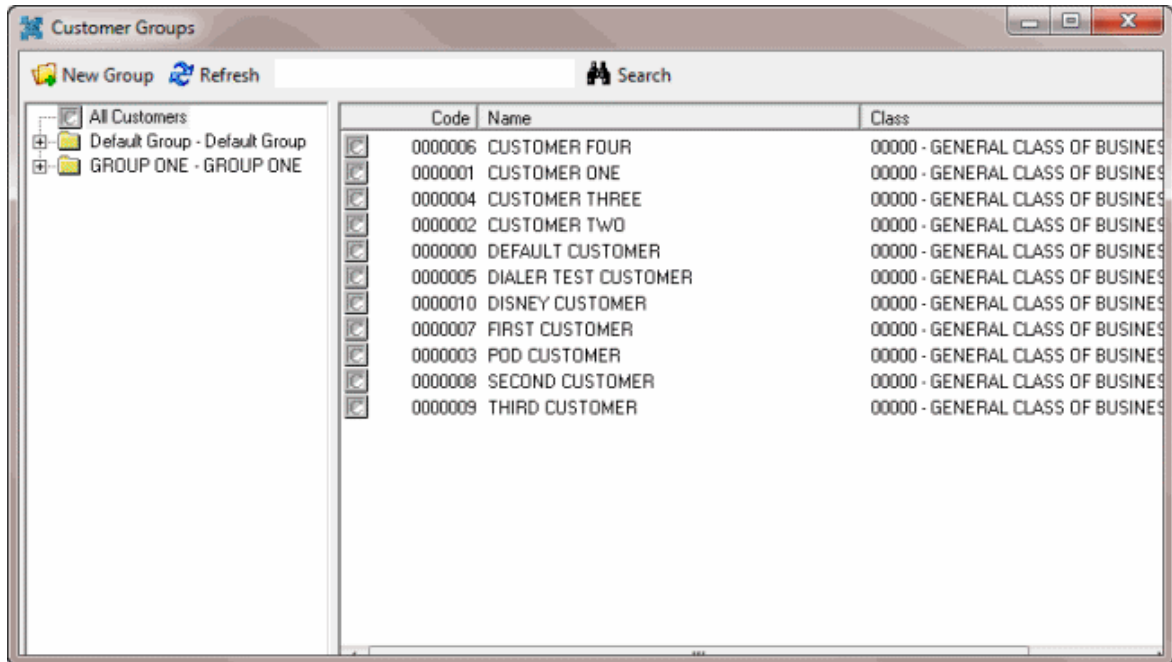
**Note:** If you don't have permissions to access the account, a Do Not Enter icon appears next to the warning and all text appears in red.

**Change the Customer on an Account**

Use the **Customer Groups** window to change the customer associated to an account.

**To change the customer on an account**

1. With an account displayed in the **Work Form**, from the **Special** menu, click **Change Customer**. The **Customer Groups** window appears.



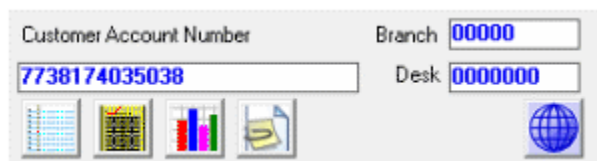
2. In the **Navigation** pane, click **All Customers** to display a list of all customers or click a customer group to display a list its customers only.
3. In the **Information** pane, double-click the customer to associate to the account.
4. In the confirmation dialog box, click **OK**.

### Change the Customer Account Number

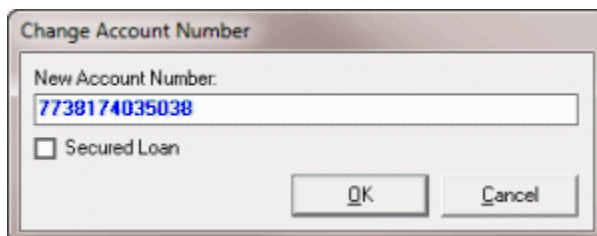
Use the **Change Account Number** dialog box to change the customer account number. This number is not the same as the Latitude-assigned file number.

#### To change the customer account number

1. With an account displayed in the **Work Form**, click in the **Customer Account Number** box.



The **Change Account Number** dialog box appears.



2. In the New Account Number box, type the new account number.



3. If the debt has collateral, click the **Secured Loan** check box.
4. Click **OK**. The system adds a note that contains the previous customer account number.

### Maintain Original and Previous Creditors

Use the **Account Creditors** dialog box to maintain the original and previous creditors for an account. If an account represents debt purchased previously, a previous creditor displays along with the original creditor.

#### To maintain original and previous creditors

1. With an account displayed in the **Work Form**, at the top of the **Work Form** beneath the menu bar, click in the **Original/Previous** box.

**Note:** If the system didn't import previous creditor information, only the **Original** label appears.

The **Account Creditors** dialog box appears.

**Original Creditor:** First company to hold the account.

**Previous Creditor:** Agency or organization that last held the account.

2. Modify the information and click **Save**.

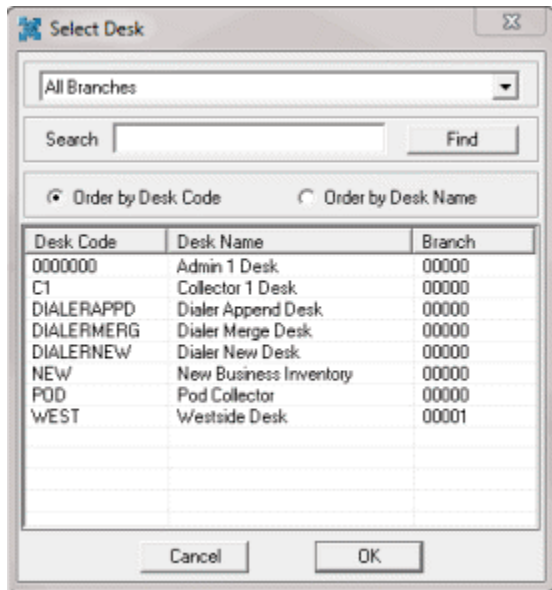
### Change the Desk Assignment

Use the **Select Desk** dialog box to change the desk assigned to an account.

#### To change the desk assigned to an account

1. With an account displayed in the **Work Form**, click in the **Desk** box.

The **Select Desk** dialog box appears.




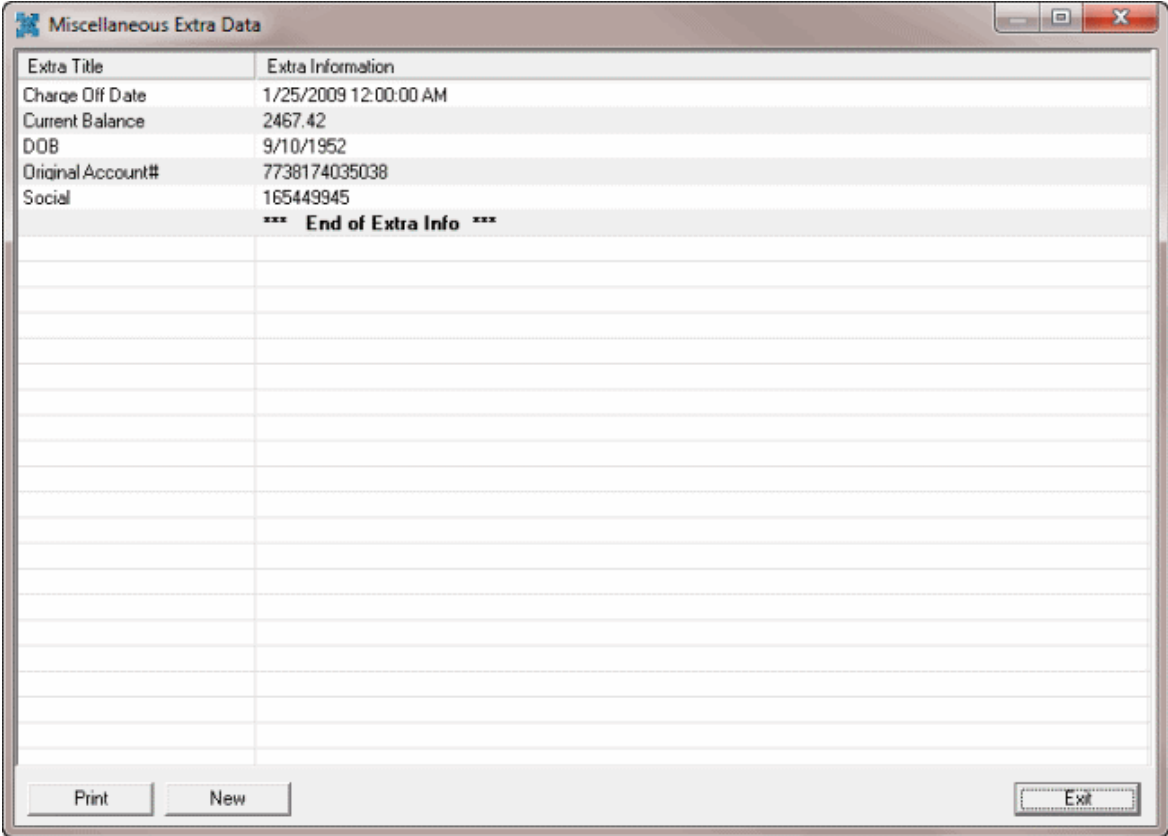
2. Do one of the following:
  - If your agency has multiple branches and you want to display desks associated to a branch, in the **Branch** list box, click the **branch**. The desks associated to the branch appear in the search results.
  - To search for a desk by desk name, in the **Search** box, type at least one character and then click **Find**. Desks that match the search criteria appear in the search results.
3. Do one of the following:
  - To sort the search results by desk name, click **Order by desk name**.
  - To sort the results by desk code, click **Order by desk code**.
4. In the search results, double-click the desk, or click the desk and then click **OK**. The system updates the **Desk** and **Branch** boxes in the **Work Form**.

### Maintain Miscellaneous Extra Data

Use the **Miscellaneous Extra Data** dialog box to maintain any type of information related to the account that you cannot record elsewhere within the system. You can add miscellaneous information manually, or it can come from an import of customer data (including data that you couldn't map).

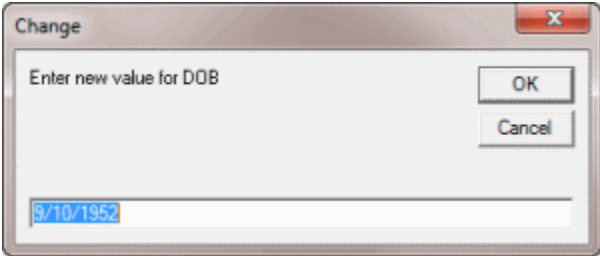
#### To maintain miscellaneous extra data

1. With an account displayed in the **Work Form**, click the Miscellaneous Extra Data icon . The **Miscellaneous Extra Data** dialog box appears.

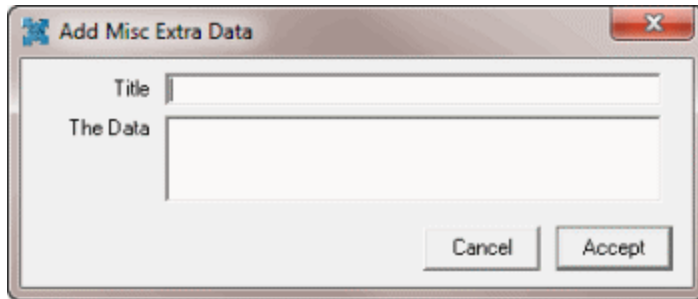


**Note:** If the title has underscores, the underscores appear as spaces in this dialog box. If you don't know the title uses underscores, you could have issues when creating build conditions using spaces instead.

- 2. To modify a value, do the following:
  - a. Click the item in the data grid. The **Change** dialog box appears.



- b. Type a new value and then click **OK**.
- 3. To print the information in the **Miscellaneous Extra Data** dialog box, do the following:
  - a. Click **Print**.
  - b. In the **Latitude Report Viewer** window, click the Printer icon.
  - c. In the **Print** dialog box, click **Print**.
- 4. To add miscellaneous extra data, do the following:
  - a. Click **New**. The Add Misc Extra Data dialog box appears.




b. Provide a title and value for the data and then click **Accept**.

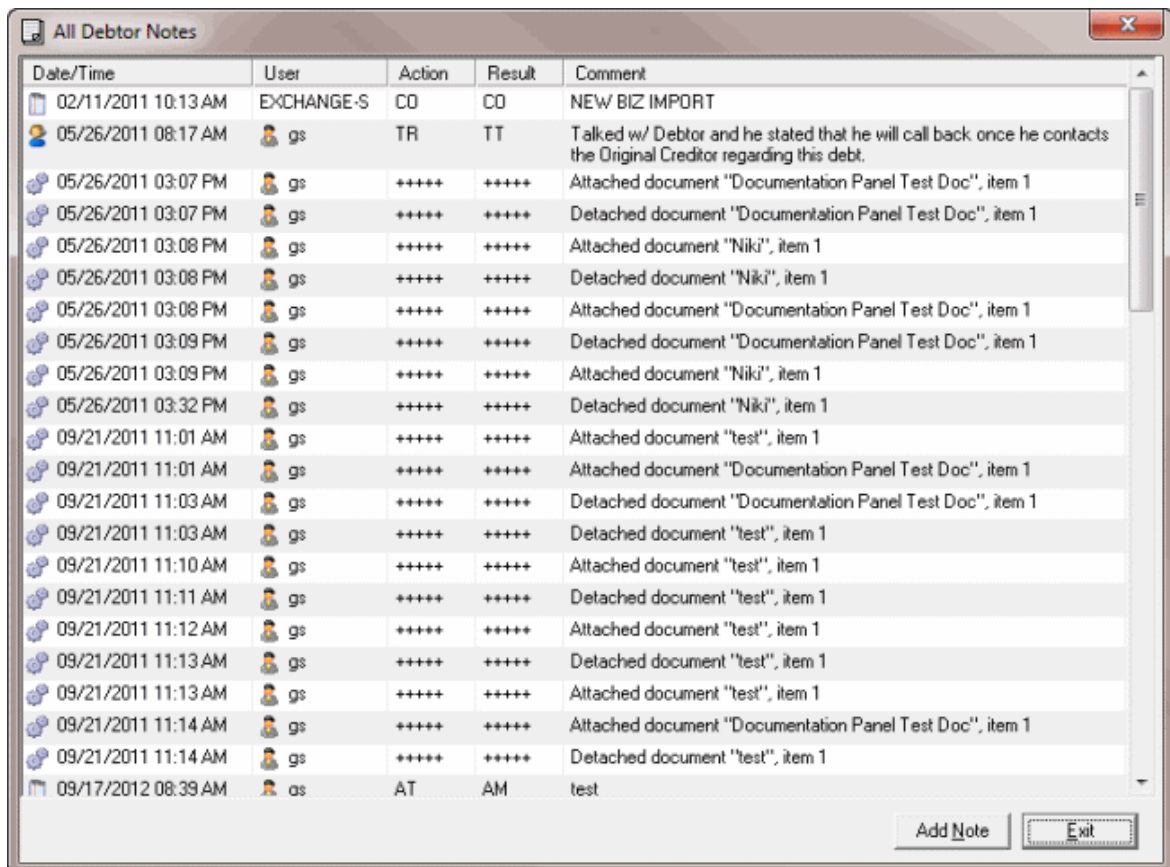
5. In the **Miscellaneous Extra Data** dialog box, click **Exit**.

### View Account Notes

Use the **All Debtor Notes** dialog box to view account notes. These notes are the same ones that appear in the **Notes** panel in the lower section of the **Work Form**.

To view account notes

1. With an account displayed in the **Work Form**, click the Large View of Notes icon . The **All Debtor Notes** dialog box appears.




2. To add a note, do the steps to [Add an Account Note](#).

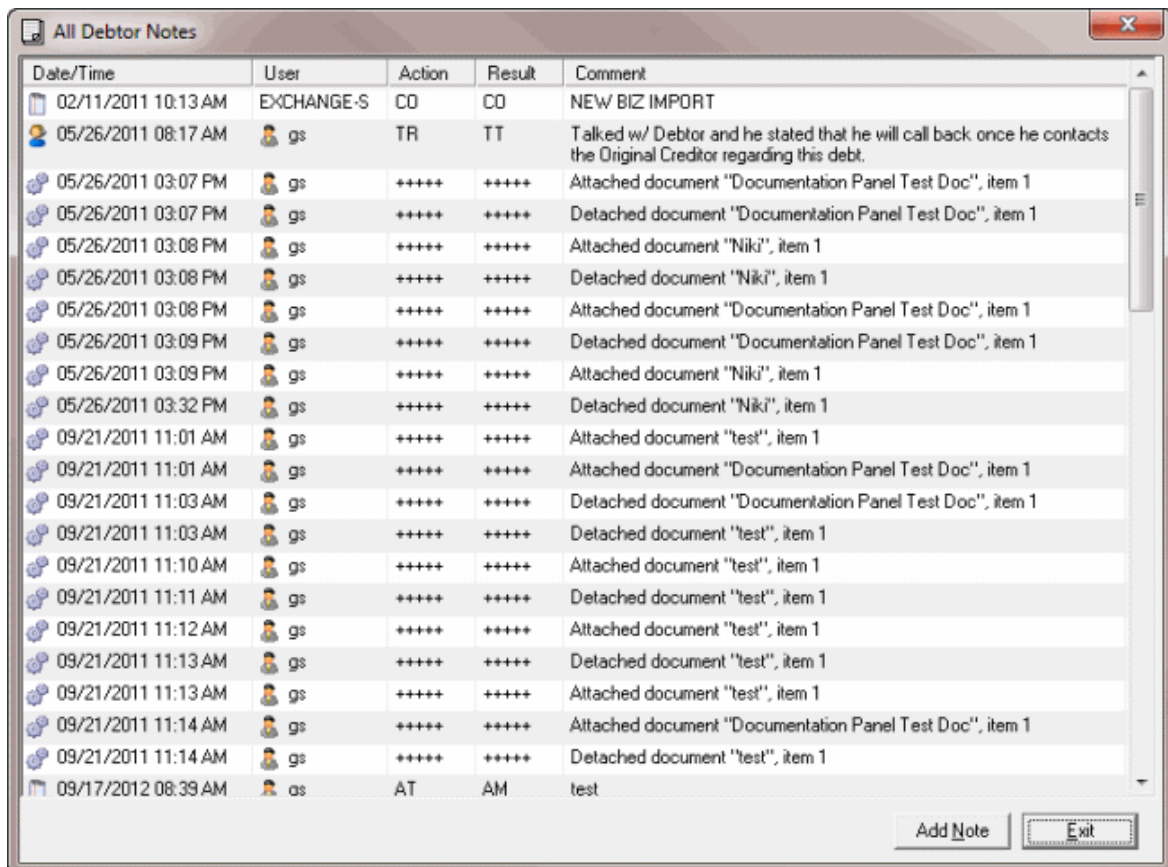
- To close the **All Debtor Notes** dialog box, click **Exit**.

## Add an Account Note

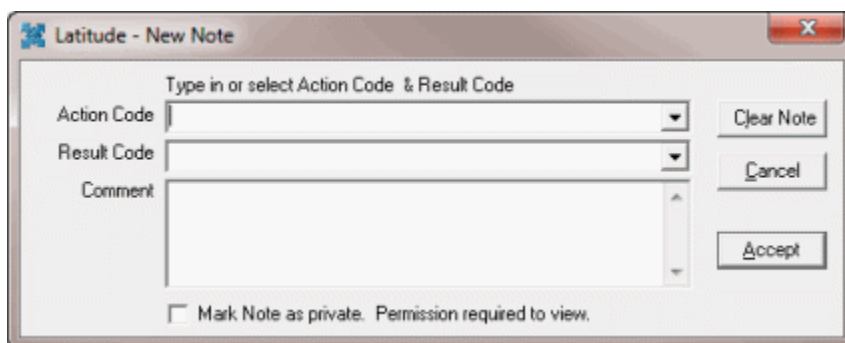
Use the **Latitude - New Note** dialog box to add a note to an account. An account can have an unlimited number of notes. The notes you add here also appear in the **Notes** panel in the lower section of the **Work Form**.

### To add an account note

- With an account displayed in the **Work Form**, click the Large View of Notes icon . The **All Debtor Notes** dialog box appears.



- Click **Add Note**. The **Latitude - New Note** dialog box appears.



**Action Code:** Action code that indicates the action on the account.

**Result Code:** Result code that indicates what happened as a result of the action. The system also uses result codes to count the number of accounts each collector works and contacts. The system adds text to the **Comment** box for certain result codes.

**Comment:** Content of the note. If the system added information automatically, you can type over it or add to it. There is no limitation on the length of the note.

**Mark Note as private:** If selected, the system flags the note as private and only users with the appropriate permissions can view it.

**Clear Note:** Removes all text from the **Comment** box.

**Note:** Once you save a note, you cannot modify it.

3. Click **Accept**. The system adds the note to the **All Debtor Notes** dialog box and the **Notes** panel in the **Work Form**. The system stamps the note with the current date, time, and user who added the note.

## View Vendor Services Information

Use the **Services Request Viewer** window to view information received from outside vendors that you imported into Latitude using Latitude Fusion. For more information, see the *Latitude Fusion* documentation.

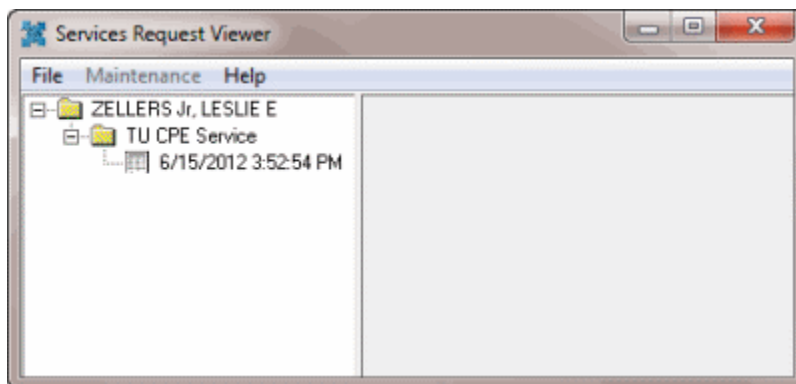
### To view vendor services information

- With an account displayed in the **Work Form**, beneath the **Debtor** section, click **Services**.

**Note:** If the **Services** option is unavailable, the account doesn't have vendor information.



The **Services Request Viewer** window appears.



## View an Archived Account

Use the **Archive** panel to view an account that Latitude moved from the Latitude database to an archive file. You must have the Access Archived Account permission. Also, your administrator must have selected the panel in the Work Form Panels permission.

### To view an archived account





The screenshot shows a software window titled "Account Date Information". It contains the following fields and sections:

- Date Received:** 2/11/2011
- Date Closed:** (empty)
- Date Returned:** (empty)
- Date Last Worked:** 05/26/2011
- Date Last Contacted:** 05/26/2011
- Date Last Paid:** (empty)
- Contract Date:** (empty)
- Client Date Last Paid:** 04/08/2008
- Client Date Last Charge:** (empty)
- Delinquency Date:** 01/25/2009
- Charge Off Date:** 01/25/2009
- First Assigned to Desk:** (empty)
- Counters:** Viewed: 35, Worked: 1, Contacted: 1
- Amount:** \$0.00 (two instances)
- User Defined Dates:** User Date 1, User Date 2, User Date 3 (all empty)
- Financial Class:** Original Financial Class Code, Current Financial Class Code (both empty)
- Buttons:** Save, Exit

**Date Received:** Date your organization received the account.

**Date Closed:** Date your organization closed the account.

**Date Returned:** Date your organization returned the account to the customer.

**Date Last Worked:** Date a user last worked the account.

**Date Last Contacted:** Date a user last contacted the debtor.

**Date Last Paid:** Date your organization last received a payment.

**Contract Date:** Date the debtor started the debt with the customer.

**Client Date Last Paid:** Date the customer last received payment on the account.

**Amount:** (Client Date Last Paid Amount) Amount the customer last received on the account.

**Client Date Last Charge:** Date the customer last charged the account.

**Amount:** (Client Date last Charge Amount) Amount the customer last charged the account.

**Delinquency Date:** Date the account became delinquent.



- Charge Off Date:** Date the customer charged off the account.
- First Assigned to Desk:** Date a user first assigned the account to the desk.
- User Date 1 through User Date 3:** User-defined dates.
- Viewed:** Number of times users viewed the account.
- Worked:** Number of times users worked the account.
- Contacted:** Number of times users contacted the debtor about the account.

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

**View Account Balance Information**

Use the **Account Balance Information** dialog box to view account balance details. If an account belongs to a group of linked accounts, a breakdown for each account is available.

**To view account balance information**

1. With an account displayed in the **Work Form**, click in any of the balance boxes (for example, **Net Orig, Accrd, Paid, Current**) in the **Balance Info** section. The **Account Balance Information** dialog box appears.

Account Balance Information						
<input checked="" type="checkbox"/> Show linked balances	Original	Adjusted	Net Original	Accrued	Paid	Current
Principal	\$2,455.77	\$0.00	\$2,455.77	\$0.00	\$0.00	\$2,455.77
Interest	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Collection Costs	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Bad Check Charges	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Court Costs	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Attorney Fees	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Misc	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Trans Surchgs	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
<b>Total:</b>	<b>\$2,455.77</b>	<b>\$0.00</b>	<b>\$2,455.77</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$2,455.77</b>
	Settlement	Non-settlement	Total S+N	Deferred Int:	Overpaid	
Amount:	N/A	\$2,455.77	\$2,455.77	Not Deferred	\$0.00	
Remaining:	N/A	\$2,455.77	\$2,455.77			

Exit

**Show linked balances:** If selected, combined balances for all linked accounts display. If not selected, only balances for the selected account display. This option appears for linked accounts only.

**Money buckets:** (First column) Categories used to group dollar amounts associated to the account (for example, principal, interest, collection costs). If a money bucket isn't visible, no amounts exist for that column.

**Original:** Balance of each money bucket on the day your organization received the account.

**Adjusted:** Amount the system adjusted each money bucket since your organization received the account.

**Net Original:** Original balance of each money bucket, plus or minus adjustments.

**Accrued:** Accrued interest (calculated interest, transaction fees).

**Paid:** Payment amounts for each money bucket since your organization received the account.

**Current:** Current balance of each money bucket.


**Total:** Total amounts for each of the columns.

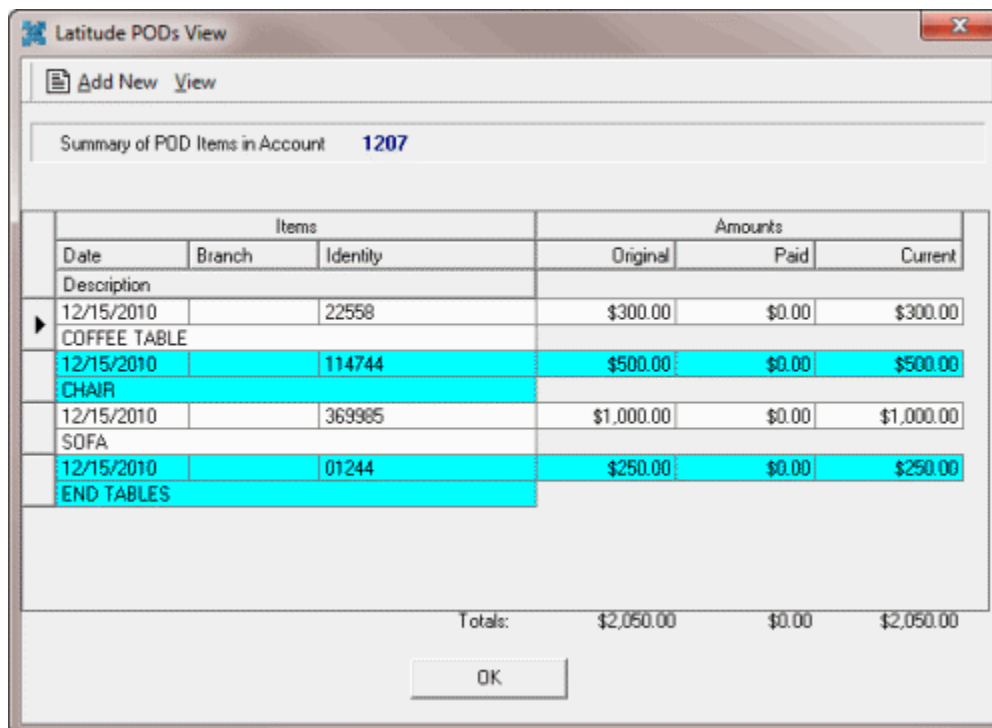
2. If you don't want to show combined balances on linked accounts, clear the **Show Linked Balances** check box.
3. When finished viewing the information, click **Exit**.

### View POD Account Balance Information

Use the **PODs View** dialog box to view account balances for Particulars of Debt (POD) accounts. POD accounts use one or more entries (invoices) to indicate debt segments of principle balances.

#### To view POD account balance information

1. With an account displayed in the **Work Form**, click the **PODs** icon . The **PODs View** dialog box appears.



Items			Amounts		
Date	Branch	Identity	Original	Paid	Current
12/15/2010		22558	\$300.00	\$0.00	\$300.00
		COFFEE TABLE			
12/15/2010		114744	\$500.00	\$0.00	\$500.00
		CHAIR			
12/15/2010		369985	\$1,000.00	\$0.00	\$1,000.00
		SOFA			
12/15/2010		01244	\$250.00	\$0.00	\$250.00
		END TABLES			
Totals:			\$2,050.00	\$0.00	\$2,050.00

**Date:** Invoice date.

**Branch:** Branch associated to the item.

**Identity:** Item or invoice number.

**Description:** A description of the item.

**Original:** Original invoice amount.

**Paid:** Amount paid toward the balance.

**Current:** Current balance.


**Totals:** Total amounts for each of the columns.

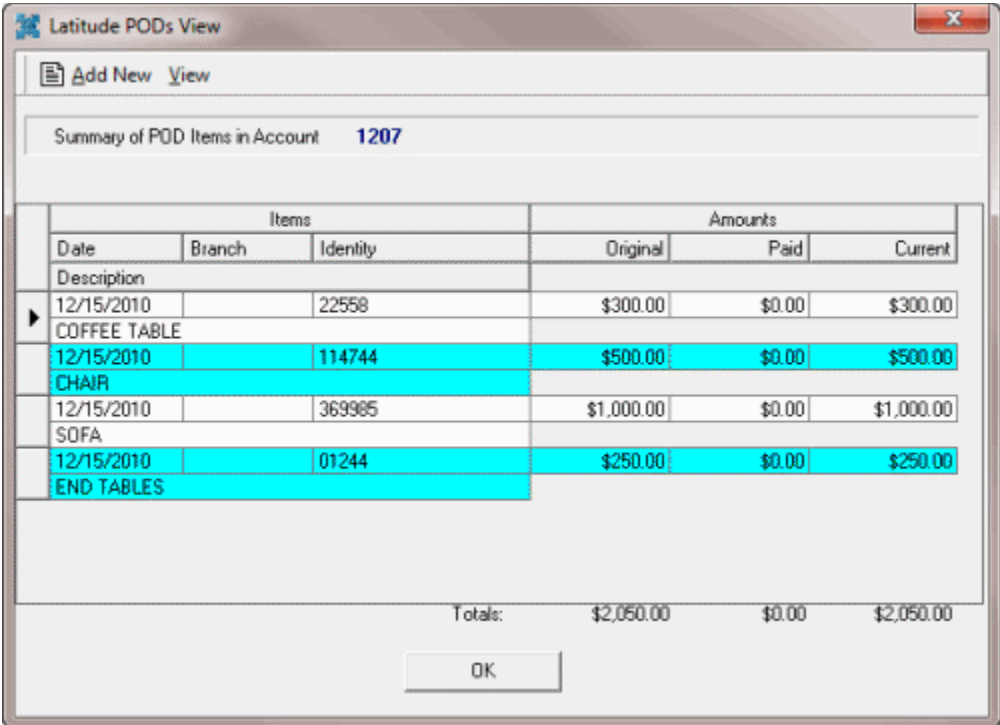
- 2. To display invoices not paid in full only, from the **View** menu, click **Only Balances Over Zero**.
- 3. To display invoices paid in full only, from the **View** menu, click **Only Zero Balances**.
- 4. When finished viewing the information, click **OK**.

**Add an Invoice to a POD Account**

Use the **PODs View** dialog box to add an invoice to a POD account.

**To add an invoice to a POD account**

- 1. With an account displayed in the **Work Form**, click the **PODs** icon . The **PODs View** dialog box appears.



- 2. In the menu bar, click **Add New**. The **POD Details** dialog box appears.

Payments / Transactions			
Date	Type	Debit Amount (+)	Credit Amount (-)

**Account:** The Latitude-assigned account number.

**Item Number/Invoice Number:** Item or invoice number.

**Item Date:** Invoice date.

**Customer Branch:** Branch associated to the item.

**Original Amount:** Original invoice amount.

**Paid Amount:** Amount paid toward the balance.

**Current Amount:** Current balance.

**Item Description:** A description of the item.

3. Complete the information and click **OK**. A confirmation dialog box appears.
4. Click **OK**. The system adds the item to the **PODs View** dialog box.

## Account Adjustment

### Account Adjustment

Use the **DE** menu options in the **Work Form** menu to adjust the balance on an account, reinstate an account, or unreturn an account.

### Adjust an Account Balance

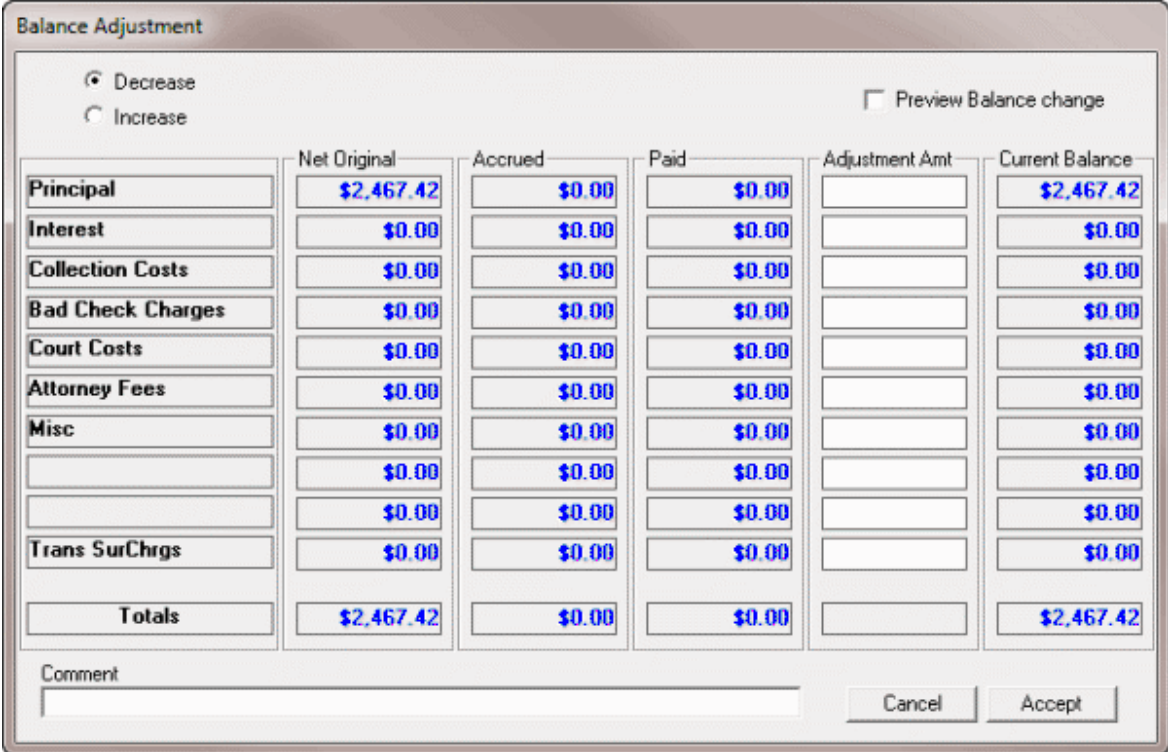
Use the **Balance Adjustment** menu option to adjust a debtor's account balance information without creating a separate transaction. You must have the appropriate permissions to adjust an account balance. The system displays balance adjustments in the following areas (audit trail):

- As an adjustment note on the account.

- In the **Accrued** column of the balance breakdown.
- In the **Payment Summary** and **Payment Detail** windows.

**To adjust an account balance**

1. With an account displayed in the **Work Form**, from the **DE** menu, click **Balance Adjustment**. The **Balance Adjustment** dialog box appears.



2. Do one of the following:
  - If the adjustment decreases the account balance, click **Decrease**.
  - If the adjustment increases the account balance, click **Increase**.
3. In the **Adjustment Amt** box, type the amount to adjust the corresponding bucket (for example, **Principal**).
4. To verify that the new balance is correct, select the **Preview Balance change** check box. The system calculates the accrued and current balance amounts and displays them in the **Accrued** and **Current Balance** boxes.
5. In the **Comment** box, type an explanation for the adjustment and then click **Accept**.

**Reinstate an Account**

Use the **Reinstate Account** menu option to reinstate an account flagged as closed and returned to the customer (queue level 999). You need the appropriate permissions to reinstate an account.

**To reinstate an account**

1. With an account displayed in the **Work Form**, from the **DE** menu, click **Reinstate Account**. The **Reinstate Account** dialog box appears.
2. If necessary, in the **Desk** list box, select a different desk to assign to the account.
3. In the **Queue Date** box, type the queue date to assign to the account.
4. In the **Queue Level** box, type the queue level to assign the account and then click **OK**.

### Unreturn an Account

Use the **Unreturn Account** menu option to take back an account flagged as closed and returned to the customer (queue level 999). You need the appropriate permissions to unreturn an account.

#### To unreturn an account

1. With an account displayed in the **Work Form**, from the **DE** menu, click **Unreturn Account**. The **Unreturn Account** dialog box appears.
2. If necessary, in the **Desk** list box, select a different desk to assign to the account.
3. In the **Queue Date** box, type the queue date to assign to the account.
4. In the **Queue Level** box, type the queue level to assign the account and then click **OK**.

### Account Status

#### Account Status

You can change the status of the account currently displayed in the **Work Form**. The status indicates the state of an account. An account status changes based on system activities or when you choose to change it. Only the status codes for which you have permissions are available to you.

#### Change the Status of an Account

Use the **Status Change** dialog box to change the status of an account. Only the status codes that you have permission to change to are available in the list. For more information, see [Change Status Permission](#).

#### To change the status of an account

1. With an account displayed in the **Work Form**, in the upper right portion of the **Work Form**, click in the **Status** box. The **Status Change** dialog box appears. Active status codes display in blue, and status codes that close the account display in red.



2. Click a status and then click **Accept**. The system creates a note to indicate the status change, the previous status code, the new status code, and the type (active or closed).

**Note:** If you attempt to change an active account to a closed status and future PDCs or promises exist on the account, a message appears indicating future transactions are pending. To close the account and delete all future PDCs or promises, click **OK**.

**Select a Quick Status**

Administrators can use the **Quick Status** bar on the **Work Form** to select an account status from a pre-defined set of statuses.

**To select a quick status**

- With an account displayed in the **Work Form**, in the **Quick Status** bar, click a status to assign to the account. The account status changes to the specified status.





## Assign a Status to the Quick Status Bar

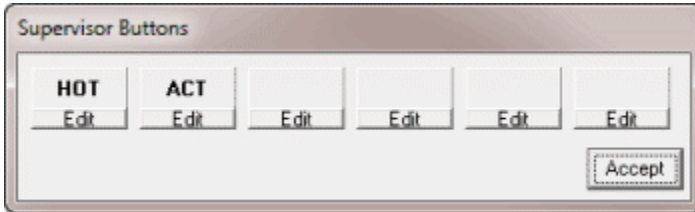
Administrators can use the **Supervisor Buttons** dialog box to assign statuses to the **Quick Status** bar.

### To assign a status to the Quick Status bar

1. With an account displayed in the **Work Form**, in the **Quick Status** bar, click **P**.



The **Supervisor Buttons** dialog box appears.



2. Click **Edit** to modify or add a status. The **Status Change** dialog box appears.





3. Click a status and then click **Accept**.
4. In the **Supervisor Buttons** dialog box, click **Accept**. The system updates the **Quick Status** bar to reflect your changes.

### Standard Status Codes

Latitude releases with several standard account status codes. There are some standard status codes that Latitude assigns to accounts based on system activities and others that you can assign based on your permissions. For more information, see [Change Status Permission](#). You can also create your own status codes. For more information, see [Status Codes](#).

The following table lists the standard status codes. An asterisk (\*) indicates a system-assigned status code.

Code	Description	Type	Return Days
ACT*	Active Account	Active	0
AEX	All Efforts Exhausted	Closed	30
ATY	Attorney Represented on Account	Closed	0
B07*	Chapter 7 Bankruptcy	Closed	0
B11	Chapter 11 Bankruptcy	Active	0
B13*	Chapter 13 Bankruptcy	Closed	0
BKY*	Bankruptcy	Closed	0
CCC	Consumer Credit Counsel	Active	0
CCR	Closed Client Request	Closed	0
CND	Cease and Desist	Active	0
DEC	Debtor is Deceased	Closed	0
DIP	Debtor in Prison	Closed	0
DSP	Debtor Disputes Balance	Active	0
DUP	Duplicate	Active	0
HLD	Client put on Hold	Active	0
HOT	Special Interest	Active	0
ILA*	Incomplete Link Arrangement	Active	0
LET	Special Letter Series	Active	0
LOP	Letter of Protection	Active	0
NEW*	New Business	Active	0
NPC*	NSF Has Future PDCs On File	Active	0

NSF*	Bounced Check Outstanding	Active	0
PCC*	Pending Credit Card payments	Active	0
PDC*	Post Dated Check	Active	0
PIE	Placed in Error	Closed	0
PIF*	Account Paid in Full	Closed	30
PND	Pending	Active	0
PPA*	Partial Payment Arrangement	Active	0
PPI	Partial Payment Inactive	Active	0
RCL	Recalled by Client	Closed	0
RFB	Recourse From Buyer	Active	0
RTS	Recourse To Seller	Closed	0
SIF*	Account Settled in Full	Closed	30
SKP	Skip Account	Closed	30
SLD	Account Sold	Closed	0
TEN	Balance Under \$10.00	Closed	0
URS	Uncollectable-suit Recommended	Closed	0
XXX	Identical Acct Placed	Closed	0

## Account Queue Assignment

### Account Queue Assignment

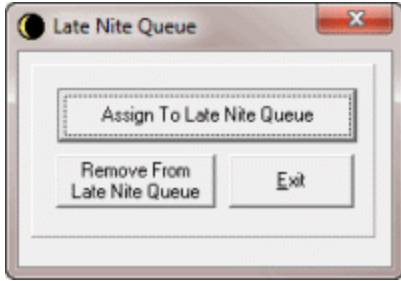
If you have the appropriate permissions, you can assign a debtor account to a specific queue for special work. These queues include: Nite, Clerical, Supervisor, and Custom.

### Assign an Account to the Nite Queue

Use the **Late Nite Queue** dialog box to assign an account to the Nite queue for late night processing.

#### To assign an account to the Nite queue

1. With an account displayed in the **Work Form**, from the **Special** menu, click **Assign Nite Queue (400)**. The **Late Nite Queue** dialog box appears.



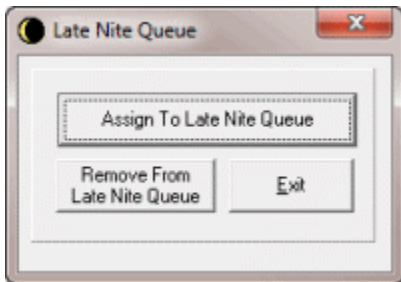
2. Click **Assign to Late Nite Queue**. The system assigns the account to the Nite queue.

### Remove an Account From the Nite Queue

Use the **Late Nite Queue** dialog box to remove an account from the Nite queue.

#### To remove an account from the Nite queue

1. With an account displayed in the **Work Form**, from the **Special** menu, click **Assign Nite Queue (400)**. The **Late Nite Queue** dialog box appears.



2. Click **Remove From Late Nite Queue**. The system assigns the account to a standard queue.

### Assign an Account to the Clerical Queue

Use the **Assign to Clerical Queue** dialog box to assign an account to the Clerical queue for clerical processing.

#### To assign an account to the Clerical queue

1. With an account displayed in the **Work Form**, from the **Special** menu, click **Assign Clerical Support Queue**. The **Assign to Clerical Queue** dialog box appears.

2. In the **Clerical Queue Code** list box, select the queue level to assign to the account.
3. To add a note for the clerical person, in the **Note** box, type a comment.
4. To allow a collector to continue to work the account in the Collector queue, select the **Collector Desk Queue** check box.

**Note:** If the check box is cleared, the account doesn't appear in the Collector queue until the system releases it from the Clerical queue.

5. If the work request has a due date, select the **Due Date** check box and then provide the due date.
6. Click **Accept**. The system assigns the account to the Clerical queue.

### Assign an Account to the Supervisor Queue

Use the **Assign to Supervisor Queue** dialog box to assign an account to the Supervisor queue so a supervisor can process it.

#### To assign an account to the Supervisor queue

1. With an account displayed in the **Work Form**, from the **Special** menu, click **Assign Supervisor Support Queue**. The **Assign to Supervisor Queue** dialog box appears.

The screenshot shows a dialog box titled "Assign To Supervisor Queue". It contains the following elements:

- A dropdown menu labeled "Supervisor Queue Code".
- A text area labeled "Note".
- A checkbox labeled "Collector Desk Queue" with the text "Continue to work in Collector Desk Queue" next to it.
- A checkbox labeled "Due Date (Optional)" with the text "This request has a due date. Due date is:" followed by a date field showing "12/1/2012".
- "Cancel" and "Accept" buttons at the bottom right.

2. In the **Supervisor Queue Code** list box, select the queue level to assign to the account.
3. To add a note for the supervisor, in the **Note** box, type a comment.
4. To allow a collector to continue to work the account in the Collector queue, select the **Collector Desk Queue** check box.

**Note:** If the check box is cleared, the account doesn't appear in the Collector queue until the system releases it from the Supervisor queue.

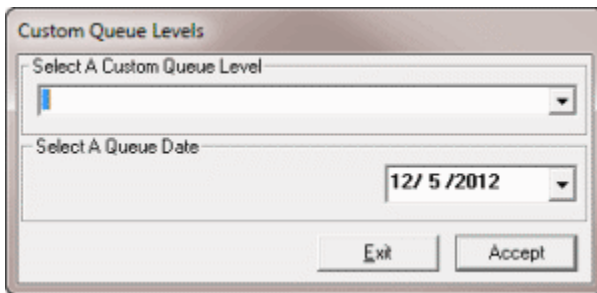
5. If the work request has a due date, select the **Due Date** check box and then provide the due date.
6. Click **Accept**. The system assigns the account to the Supervisor queue.

## Assign a Custom Queue Level to an Account

Use the **Custom Queue Levels** dialog box to assign a custom queue level to an account. Your agency can create custom queues for holding specialized types of account work, and establish policies with collectors for assigning accounts to these queues.

### To assign a custom queue level to an account

1. With an account displayed in the **Work Form**, from the **Special** menu, click **Assign Custom Queue Level (425-499)**. The **Custom Queue Levels** dialog box appears.



2. In the **Select a Custom Queue Level** list box, click the queue level to assign to the account.
3. In the **Select a Queue Date** list box, select the date that you want the account to appear in the queue.
4. Click **Accept**.

## Reassign an Account to Your Desk

If you create a payment arrangement for an account not assigned to your desk, you can reassign the account to your own desk under certain conditions. The conditions are:

- You have the appropriate permissions to reassign the account to your desk. For more information, see the My Desk Assignment permission.
- Account is assigned to an eligible desk type currently.
- Account has one or more active promises, PDCs, or DCCs.
- Account does not have restricted access.
- You have not exceeded the number of accounts allowed for your desk at any given time.

### To reassign an account to your desk

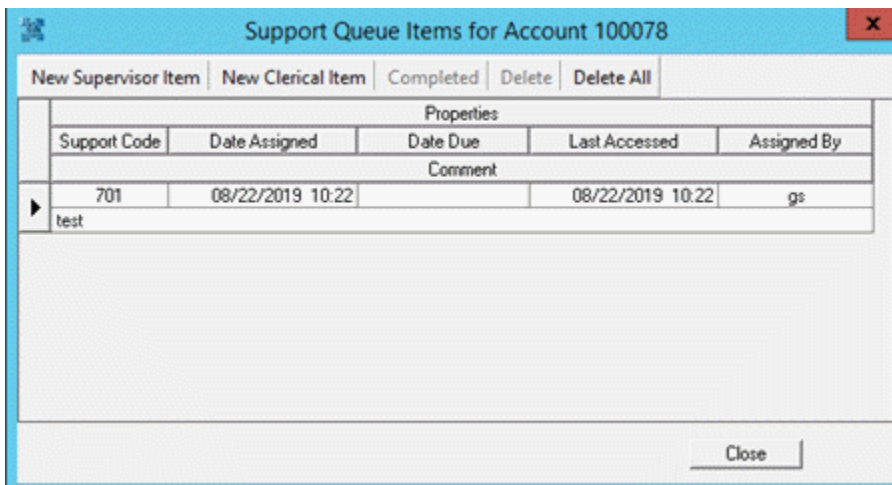
1. After creating a payment arrangement, from the **Special** menu, click **My Desk Assignment**. A message dialog box appears. If you met the conditions for reassigning desks, the system reassigns the account to your desk and adds a note to the account. If the account is linked to other accounts and the desk assigned to the linked accounts is an eligible desk type, the system reassigns the linked accounts to your desk also.
2. When finished viewing the message, click **OK**.

## View Pending Support Requests

Use the **Support Queue Items for Account** window to view pending clerical and supervisor support requests for an account.

### To view pending support requests

1. With an account displayed in the **Work Form**, from the **Special** menu, click **View Pending Support Items**. The **Support Queue Items for Account** window appears.



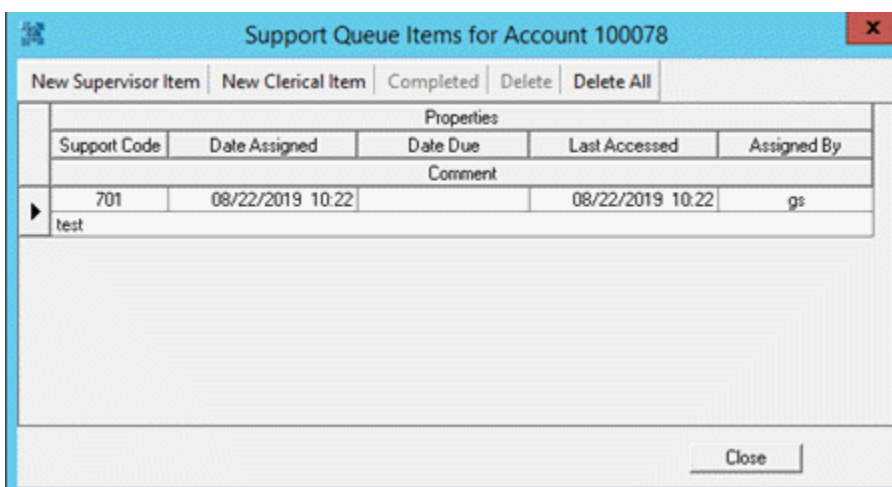
2. To change the sort order, click a column heading.
3. When finished viewing the information, click **Close**.

## Add a Supervisor Support Request

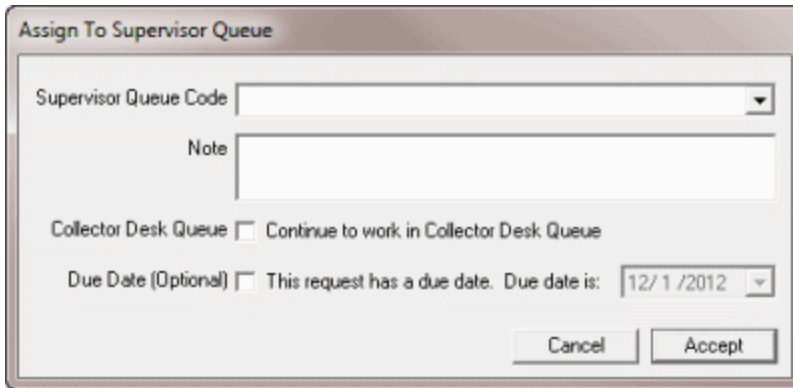
Use the **Assign to Supervisor Queue** dialog box to add a supervisor support request to an account.

### To add a supervisor support request

1. With an account displayed in the **Work Form**, from the **Special** menu, click **View Pending Support Items**. The **Support Queue Items for Account** window appears.



2. Click **New Supervisor Item**. The **Assign to Supervisor Queue** dialog box appears.



The dialog box titled "Assign To Supervisor Queue" contains the following elements:

- A dropdown menu for "Supervisor Queue Code".
- A text input field for "Note".
- A checkbox labeled "Collector Desk Queue" with the text "Continue to work in Collector Desk Queue" next to it.
- A checkbox labeled "Due Date (Optional)" with the text "This request has a due date. Due date is:" followed by a date dropdown menu showing "12/1/2012".
- "Cancel" and "Accept" buttons at the bottom right.

3. In the **Supervisor Queue Code** list box, select the queue level to assign to the account.
4. To add a note for the supervisor, in the **Note** box, type a comment.
5. To allow a collector to continue to work the account in the Collector queue, select the **Collector Desk Queue** check box.

**Note:** If the check box is cleared, the account doesn't appear in the Collector queue until the system releases it from the Supervisor queue.

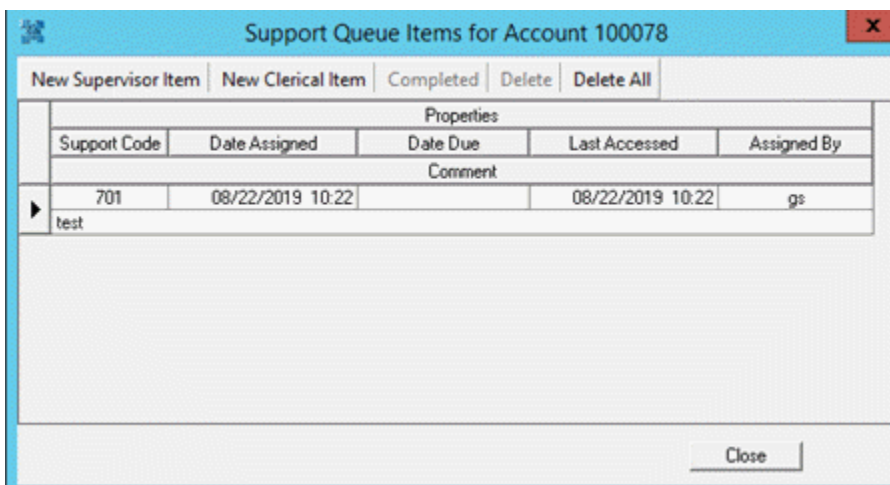
6. If the work request has a due date, select the **Due Date** check box and then provide the due date.
7. Click **Accept**. The system assigns the account to the Supervisor queue.

### Add a Clerical Support Request

Use the **Assign to Clerical Queue dialog** box to add a clerical support request to an account.

#### To add a clerical support request

1. With an account displayed in the **Work Form**, from the **Special** menu, click **View Pending Support Items**. The **Support Queue Items for Account** window appears.

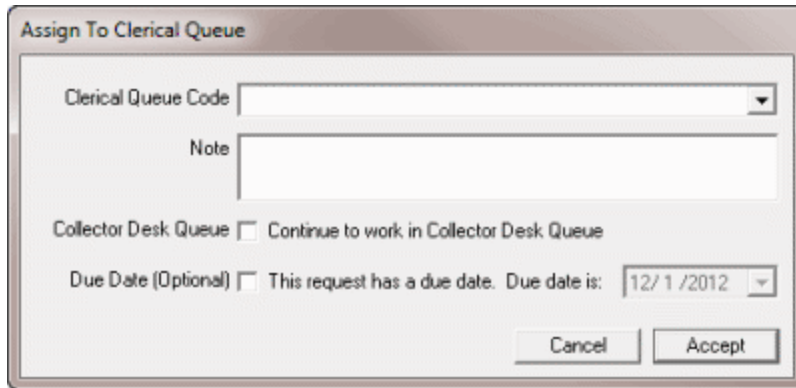


The window titled "Support Queue Items for Account 100078" displays a table of support items. The table has columns for Support Code, Date Assigned, Date Due, Last Accessed, and Assigned By. A single row is visible with the following data:

Support Code	Date Assigned	Date Due	Last Accessed	Assigned By
701	08/22/2019 10:22		08/22/2019 10:22	gs

Below the table is a text area containing the comment "test". The window also includes a "Close" button at the bottom right.

2. Click **New Clerical Item**. The **Assign to Clerical Queue** dialog box appears.



3. In the **Clerical Queue Code** list box, select the queue level to assign to the account.
4. To add a note for the clerical person, in the **Note** box, type a comment.
5. To allow a collector to continue to work the account in the Collector queue, select the **Collector Desk Queue** check box.

**Note:** If the check box is cleared, the account doesn't appear in the Collector queue until the system releases it from the Clerical queue.

6. If the work request has a due date, select the **Due Date** check box and then provide the due date.
7. Click **Accept**. The system assigns the account to the Clerical queue.

## Reminders and Follow-ups

### Reminders and Follow-ups

You can set timed reminders to appear for a desk at a specific date and time. You can also set the next follow-up date for an account to appear in the **Work Form**.

### Set an Account Follow-up Date

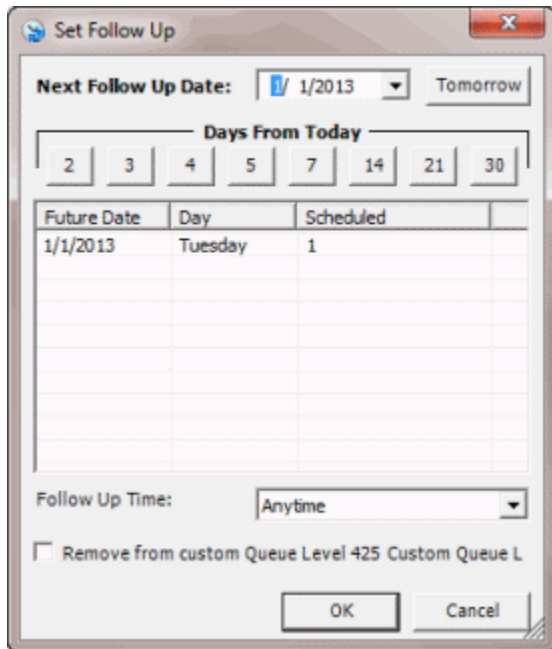
Use the **Set Follow Up** dialog box to set the date for an account to reappear in the work queue for follow-up.

#### To set an account follow-up date

1. With an account displayed in the **Work Form**, from the **Special** menu, click **Next Followup Date**. The **Set Follow Up** dialog box appears.

**Note:** If an account's assigned desk forces follow-up, the **Set Follow Up** dialog box appears when you are working the account and you click **Next Queue**.





All account follow-ups set for the current queue display under the **Future Date** heading. Each date that has account follow ups scheduled displays as a separate row, along with the current number of accounts scheduled to work on that date. To follow up with the current account on one of these days, click the date in the row. You can only add accounts up to the workflow limits set for the desk.

2. To set the follow-up date, do one of the following:
  - In the **Next Follow Up Date** list box, type the date or click the arrow and select the date from the calendar.
  - To set the follow-up date for tomorrow, click **Tomorrow**.
  - To set the follow-up date for a set number of days from the current date, click the number. For example, if the current date is 1/27/2012 and you click the number 3, the follow-up date is 12/30/2012.
3. To set the time of day to follow up, in the **Follow Up Time** list box, click the time of day.
4. If the account has a custom queue level (425-499), a check box appears that allows you to remove the account from that queue level. To remove the account from the custom queue, select the check box.
5. When finished, click **OK**.

### Set a Timed Reminder

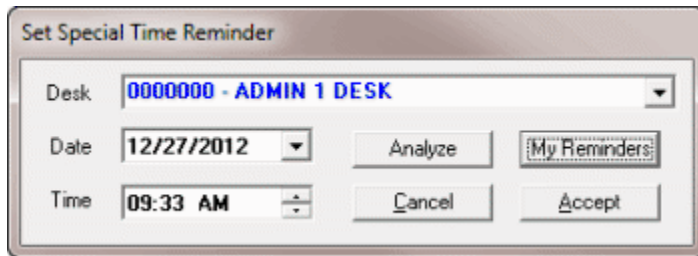
Use the **Set Special Timed Reminder** dialog box to set a reminder that appears for a desk at a specified date and time. For example, you can set a reminder to call an account at a certain time of day, or to assign an account to another desk. Reminders only appear when you are logged on and have the **Work Form** open. Reminders set for a date and time in the past appear the next time you log on and open the **Work Form**. If an account gets moved to another desk, any reminders associated to the account stay with the account. The reminders appear at the specified date and time for the desk holding the account.

The following examples illustrate when to set up a timed reminder:

- Collector tried to contact an account several times before 7 p.m. and wants to try calling later. Collector can set a timed reminder for after 7 p.m.
- Collector wants to follow up on an account tomorrow but will be out of the office. Collector can set a timed reminder for tomorrow at the optimum call time and assign it to another desk.

### To set a timed reminder

1. With an account displayed in the **Work Form**, from the **Special** menu, click **Timed Reminder**. The **Set Special Timed Reminder** dialog box appears.



**Desk:** Desk for which to display the reminder.

**Date:** Date on which to display the reminder.

**Time:** Time at which to display the reminder.

2. To set a reminder for a specific date, time, and desk, do the following:
  - a. In the **Desk** list box, click the desk to assign.
  - b. In the **Date** box, type the date or click the arrow to select a date from the calendar.
  - c. In the **Time** box, type the time or use the arrows to set a time.

The following occurs when you set a reminder:

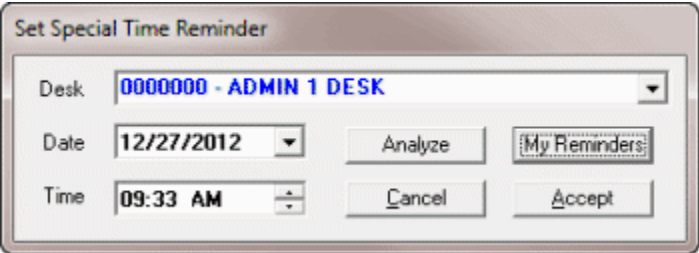
- The system adds a note to the **Notes** panel to document the reminder.
  - The system sets the account queue level to "000." This queue level does not allow an account to queue up for work until you dismiss the reminder. We recommend that you address and dismiss reminders in a timely manner to minimize the effect on the work queue. When you dismiss a reminder, the system restores the previous queue level (if still applicable) and queues the account as usual.
3. To view contact analysis information to determine the optimum time to contact the debtor, click **Analyze**. For more information, see [View Contact Analysis Information](#).
  4. To view the reminders set for the desk, click **My Reminders**. For more information, see [View Reminders for a Desk](#).
  5. When finished, click **Accept**.

### View Reminders for a Desk

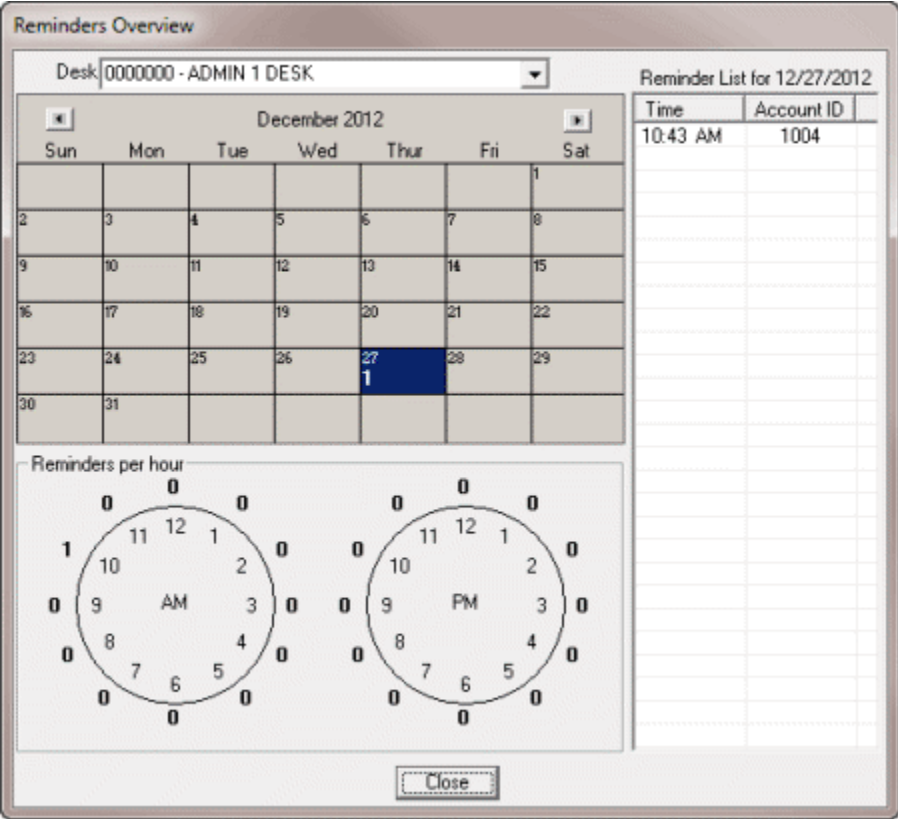
Use the **Reminders Overview** dialog box to view timed reminders set for a specific desk.

**To view reminders for a desk**

- 1. With an account displayed in the **Work Form**, from the **Special** menu, click **Timed Reminder**. The **Set Special Timed Reminder** dialog box appears.



- 2. Click **My Reminders**. The **Reminders Overview** dialog box appears.



The system displays in the calendar the number of timed reminders for a specific day. The system displays next to the clocks the number of timed reminders set for a specific hour. In the previous example, the account has one reminder set for 10:43 AM.

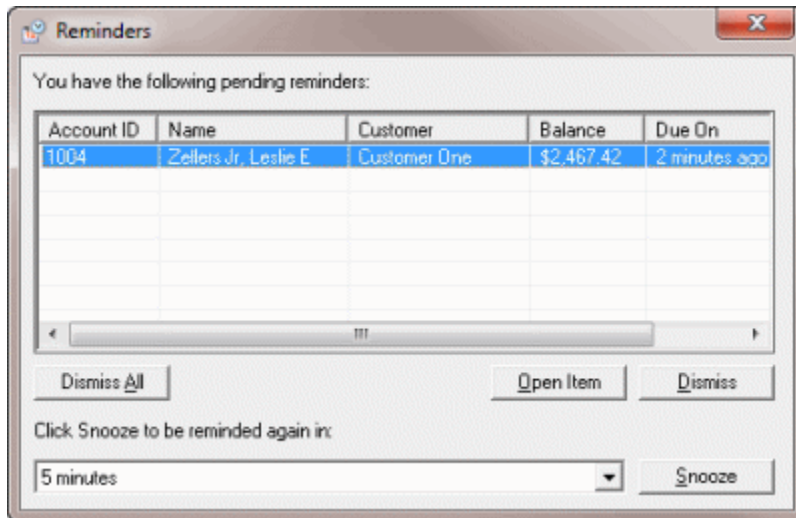
- 3. To list the reminders for a specific day, click the date in the calendar. The reminder appears in the **Reminder List** pane.

**Snooze or Dismiss a Timed Reminder**

Use the **Reminders** dialog box to snooze or dismiss a timed reminder, or work the account. The **Reminders** dialog box appears when the reminder comes due.

**To snooze or dismiss a timed reminder**

1. If an account has a reminder when you open it in the **Work Form**, the **Reminders** dialog box appears.



2. To work the account, click the reminder and then click **Open Item**. The account appears in the **Work Form**.
3. To snooze the reminder so that it appears again later, click the reminder. In the **Snooze** list box, click the amount of time to snooze the reminder and then click **Snooze**.
4. To dismiss the reminder so that it doesn't appear again, click the reminder and then click **Dismiss**. A confirmation dialog box appears. Click **Yes**.
5. If there are multiple reminders and you want to dismiss them all, click **Dismiss All**. A confirmation dialog box appears. Click **Yes**.

### View Contact Analysis Information


Use the **Debtor Contact Analysis** dialog box to verify the number of times for each time of day that a user attempted to contact the debtor. You can use this information to determine the optimum time to contact the debtor. If a user contacted the debtor successfully during a particular time, you can set a reminder to call again at that same time.

The system includes the following information:

- Morning, Afternoon, Evening, and Weekend contacts by user (manual) and dialer.
- Imported scoring information (custom interfaces only).
- Number of days your agency has held the account.
- Percentage of the balance recovered currently.
- Total amount collected, with the average amount collected each time a user contacted the debtor or worked the account.

#### To view contact analysis information

1. With an account displayed in the **Work Form**, do one of the following:

2. Click the Account Analysis icon .
3. From the **Special** menu, click **Timed Reminder**. In the **Set Special Timed Reminder** dialog box, click **Analyze**.
4. The **Debtor Contact Analysis** dialog box appears.

**Debtor Contact Analysis**

	User (non Dialer)		Dialer	
	Worked	Contacted	Worked	Contacted
Morning	1	1	0	0
Afternoon	0	0	0	0
Evening	0	0	0	0
Weekend	0	0	0	0

Worked and Contacted by Hour			
Time	Worked	Contacted	
▶ 8:00 AM	2	1	

Score	<input type="text" value="0"/>
Age	<input type="text" value="643"/>
Recovered %	<input type="text" value="0"/>
<hr/>	
Amt Collected	<input type="text" value="\$0.00"/>
Per Worked	<input type="text" value="\$0.00"/>
Per Contact	<input type="text" value="\$0.00"/>

**User Worked** (Morning, Afternoon, Evening, Weekend): Number of accounts the user worked during the specified time of day.

**User Contacted** (Morning, Afternoon, Evening, Weekend): Number of accounts the user contacted during the specified time of day.

**Dialer Worked** (Morning, Afternoon, Evening, Weekend): Number of accounts the user worked during the specified time of day.

**Dialer Contacted** (Morning, Afternoon, Evening, Weekend): Number of accounts the user contacted during the specified time of day.

**Time:** Hour of day a user contacted or worked the account.

**Worked:** Indicates whether a user worked the account at the specified time of day.

**Contacted:** Indicates whether a user contacted the account at the specified time of day.

**Score:** Indicates how collectable the account is. This information comes from a file received from an outside vendor.

**Age:** Number of days from the account received date, which is the date a user added the account to Latitude.

**Recovered %:** Percent of the account balances received in payments.

**Amt Collected:** Total dollar amount collected on the accounts.

**Per Worked:** Total dollar amount collected for worked accounts.

**Per Contact:** Total dollar amount collected for contacted accounts.

5. When finished viewing the information, click **Exit**.

## Notes

### Notes

Use the **Notes** panel to view account notes and the **Latitude - New Note** dialog box to add account notes. There are two types of notes, system generated and user generated. Latitude creates notes when users update certain information. User generated notes are ones that users add to an account. The system adds text to a note when a user assigns certain result codes to a note.

### Add a Note to an Account

Use the **Latitude - New Note** dialog box to add a note to an account. An account can have an unlimited number of notes. The notes you add here also appear in the **Notes** panel in the lower section of the **Work Form**.

#### To add a note to an account

1. With an account displayed in the **Work Form**, in the menu bar, click **Notes**. The **New Note** dialog box appears.

**Action Code:** Action code that indicates an action on the account.

**Result Code:** Result code that indicates what happened as a result of the action. The system also uses result codes to count the number of accounts each collector works and contacts. The system adds text to the **Comment** box for certain result codes.

**Comment:** Content of the note. If the system added information automatically, you can type over it or add to it. There is no limitation on the length of the note.

**Mark Note as private:** If selected, the system flags the note as private and only users with the appropriate permissions can view it.

**Clear Note:** Removes all text from the **Comment** box.

**Note:** Once you save a note, you cannot modify it.

- Click **Accept**. The system adds the note to the **All Debtor Notes** dialog box and the **Notes** panel in the **Work Form**. The system stamps the note with the current date, time, and user who added the note.

## View Notes in the Notes Panel

Use the **Notes** panel to view notes associated to an account. The notes appear in chronological order, from oldest to newest. The system scrolls to the bottom of the **Notes** data grid automatically so the last note added appears.

### To view notes in the Notes panel

- With an account displayed in the **Work Form**, at the top of the **Panels** section, click the name of the panel displayed currently (for example, **Phones**, **Nearbys**) and then click **Show Notes**.

Date/Time	User	Action	Result	Comment
09/21/2011 11:01 AM	gs	++++	++++	Attached document "Documentation Panel Test Doc", item 1
09/21/2011 11:03 AM	gs	++++	++++	Detached document "Documentation Panel Test Doc", item 1
09/21/2011 11:03 AM	gs	++++	++++	Detached document "test", item 1
09/21/2011 11:10 AM	gs	++++	++++	Attached document "test", item 1
09/21/2011 11:11 AM	gs	++++	++++	Detached document "test", item 1
09/21/2011 11:12 AM	gs	++++	++++	Attached document "test", item 1
09/21/2011 11:13 AM	gs	++++	++++	Detached document "test", item 1

11/21/2012 Over 5 mins on this Account : 01:19:11 11:20 AM

**Notes Filter:** List box that allows you to limit the notes that appear in the data grid to a specific category of notes.

**Show Linked Notes:** If selected, notes for linked accounts display in the data grid.

**Date/Time:** Date and time a user or the system created the note, based on the current user's time zone.

**User:** User who created the note.

**Action:** Action code that indicates the action on the account.

**Result:** Result code that indicates what happened as a result of the action. The system uses result codes to count the number of accounts each collector works and contacts.

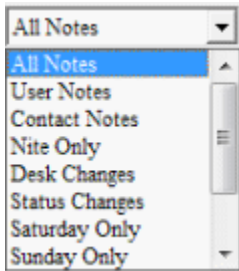
**Comment:** Content of the note. The note wraps when it's too long to fit in the **Comment** box.

**Note:** Darker notes are for the account selected currently and gray notes are for linked accounts.

- To view notes outside the current viewing area, click the scroll bar.
- To view a note for a linked account, click the note and in the confirmation dialog box, click **Yes**.
- To expand the viewing area, maximize the **Work Form** window.



- To filter the notes, in the **Notes Filter** list box, click an option.

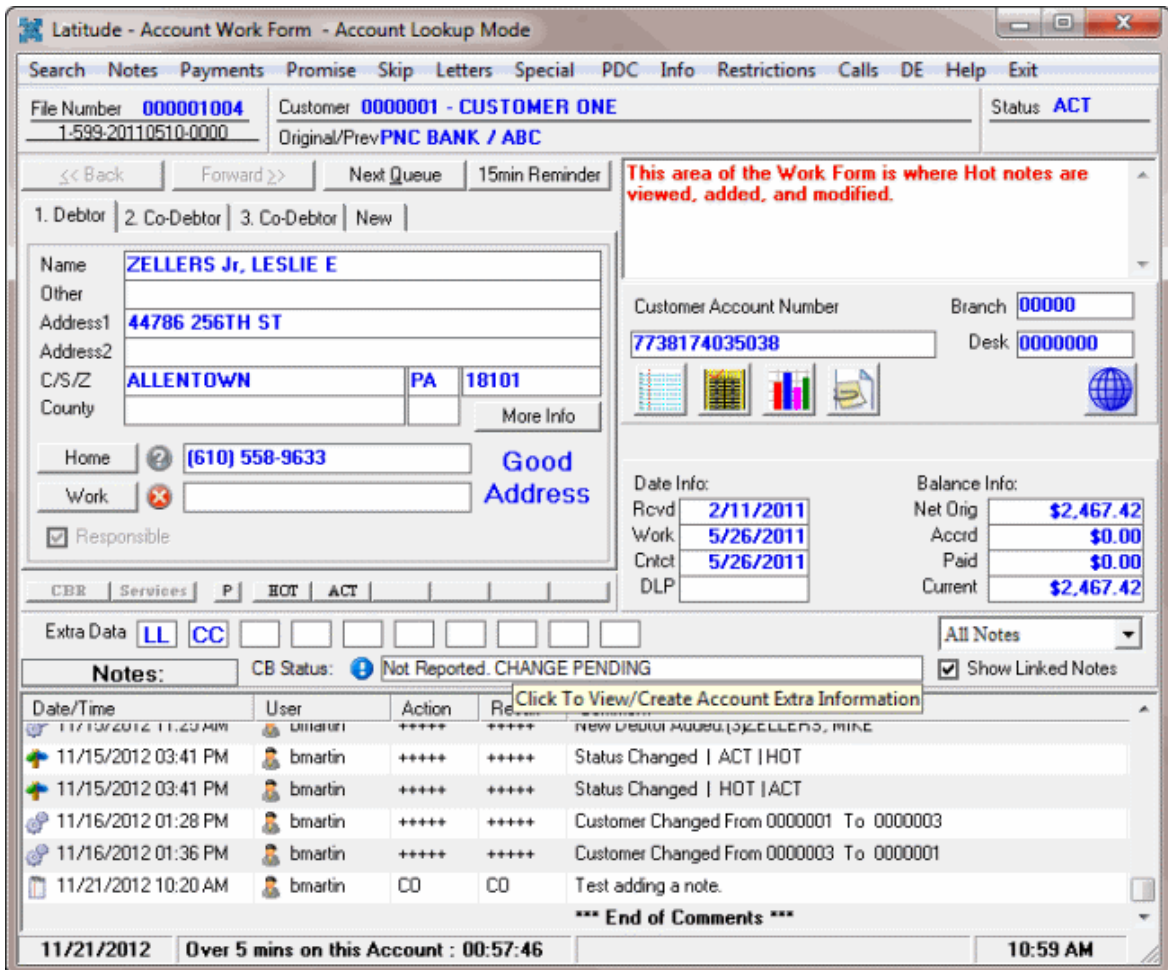


### Maintain a Hot Note

Use the **Latitude - New Note** dialog box to maintain a Hot note for an account. Hot notes appear to the right of the **Debtor** section in the **Work Form**. When you modify a Hot note, the system retains the original Hot note in the **Notes** panel. You can modify a Hot note regardless of who created it. Hot notes don't require special permissions.

#### To maintain a Hot note

- With an account displayed in the **Work Form**, in the **Hot Notes** box, type a new note or modify an existing note. The text appears in red and saves automatically.



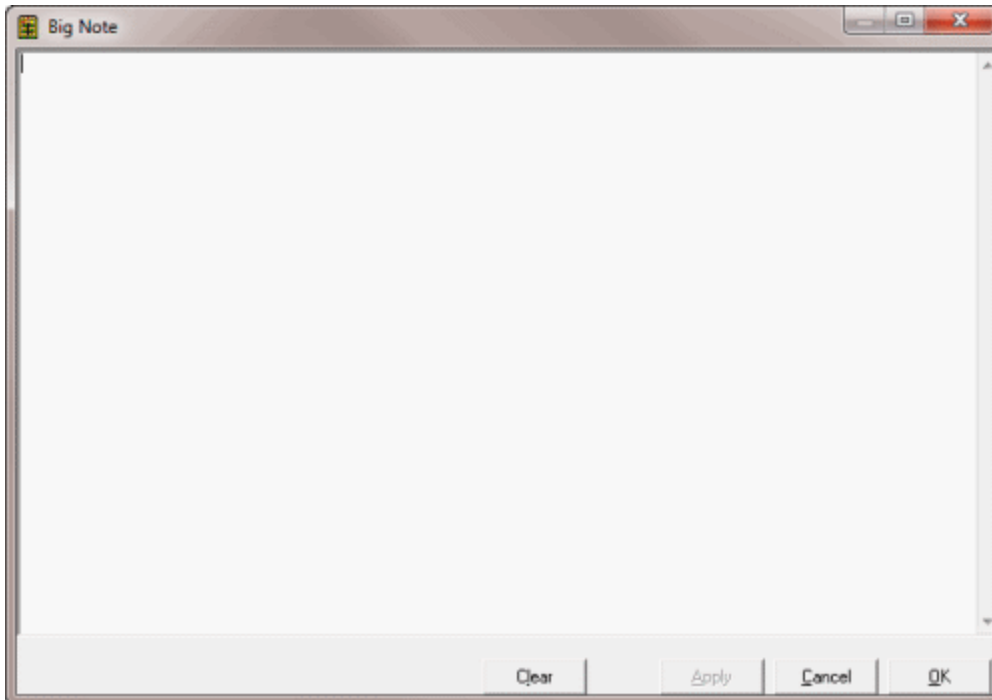


## Maintain a Big Note

Use the **Big Note** dialog box to maintain a Big note for an account. A Big note is a free-form note that is attached to an account. An account can only have one Big note; however, you can add or remove information as necessary. Big notes don't appear in the **Notes** panel.

### To maintain a big note

1. With an account displayed in the **Work Form**, from the **Special** menu, click **Big Note**. The **Big Note** dialog box appears.



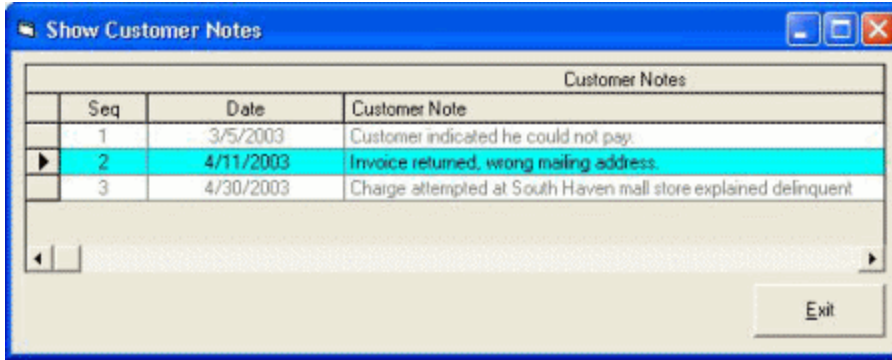
2. Type a note and then click **Apply**.
3. To remove the entire note, click **Clear**.
4. Click **OK**.

## View Customer Notes

Use the **Show Customer Notes** dialog box to view customer notes. Customers create these notes when they try to collect on accounts. The system adds the notes to Latitude when your agency imports new business into Latitude and chooses to include the notes.

### To view customer notes












1. With an account displayed in the **Work Form**, from the **Info** menu, click **Customer Notes**. The **Customer Notes** dialog box appears.



- When finished viewing the information, click **Exit**.

### Note Icons

Note icons indicate the type of note. The following table describes the note icons.

Icon	Description
	Comment
	Linked Comment
	Contact
	Clerical
	Legal
	Status Change
	System Note
	Desk Change
	Conversion
	Promise/PDC/Credit Card
	Letter

### Action and Result Codes

Action and result codes classify the work on an account and the system attaches them to notes. Action codes indicate the action on an account, while result codes indicate what happened as a result of the action. The system also uses result codes to count the number of accounts each collector works and contacts. The following tables list the standard action and result codes.

#### Standard action codes

\* Indicates system-utilized action codes.

<b>Code</b>	<b>Description</b>
3P	Third Party
AT	Attorney Telephoned
CO*	Comment Only
DT	Debtor Telephoned Office
RL	Received Letter
SC	Supervisor Call
TA	Telephoned Attorney
TC*	Telephoned Client
TE*	Telephoned Employer
TI*	Telephoned Information
TR*	Telephoned Residence
TO	Telephoned Other

### Standard result codes

\* Indicates system-utilized action codes.

<b>Code</b>	<b>Description</b>	<b>Worked</b>	<b>Contacted</b>
AM*	Left message on Answering Machine	Yes	No
CO*	Comment Only	Yes	Yes
HU	Hung Up on	Yes	No
LB	Line Busy	Yes	Yes
LM	Left Message	Yes	Yes
LR	Left message on Recorder	No	No
LV	Left message on Voice Mail	No	No
NA*	No Answer	No	No
NH	No Help	Yes	Yes
NI	Not In	No	No
NL	No Listing	No	No
NP	Non-Published	No	No
TD	Temporarily Disconnected	No	No
TO	Telephoned Office	No	No
TT	Talked To	No	No



TW	Talked With (other than debtor)	Yes	No
WN*	Wrong Number or no good	Yes	No

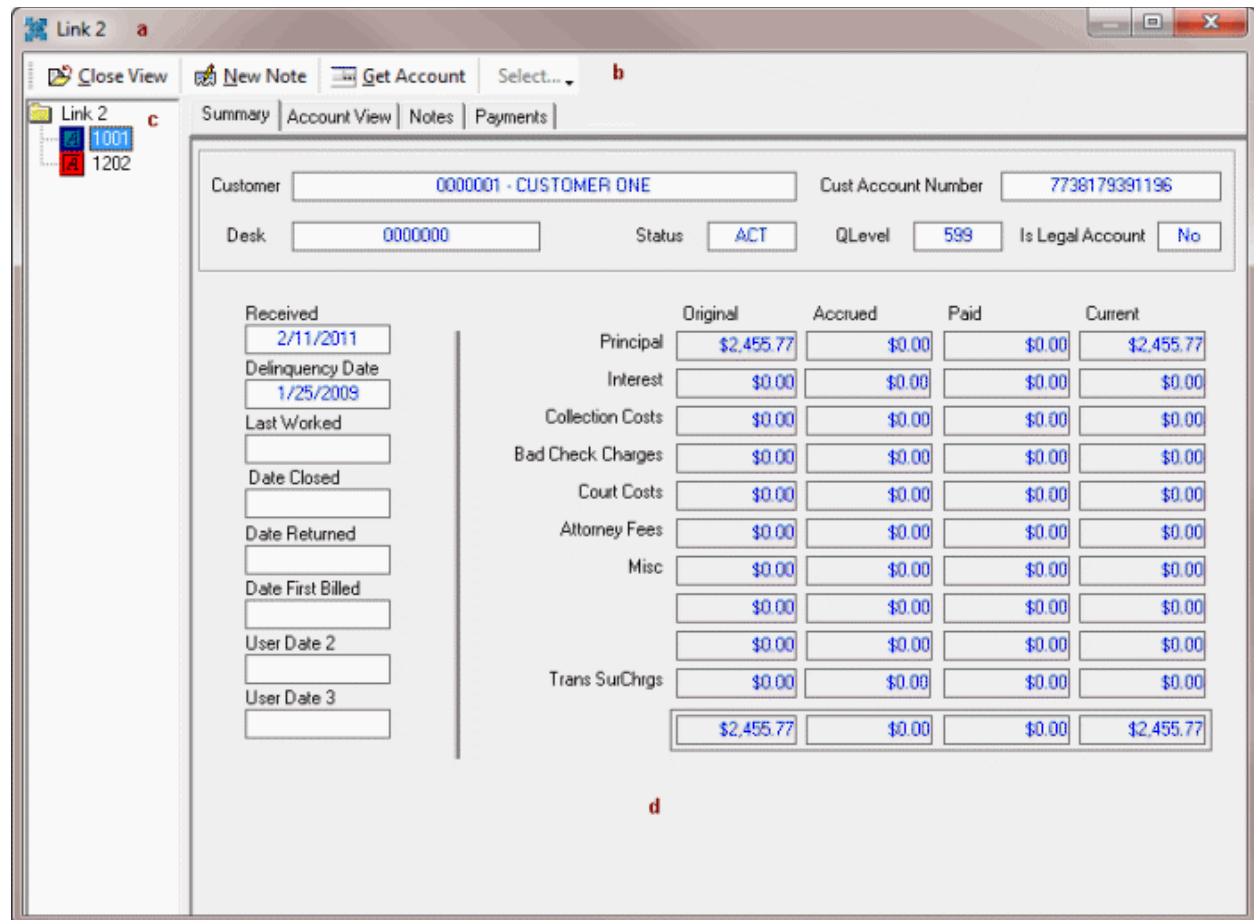
## Linked Accounts

### Linked Accounts

Use the **Link** window to view and maintain linked account information. Linked accounts indicate debtors with multiple delinquent accounts in your system. The accounts could belong to different customers. You can link accounts manually or the system could link them when you add new business or during end-of-day processing. Linked accounts have a **Links** icon in the **Date Info** and **Balance Info** section of the **Work Form**.

The Links icon appears as one of the following:

-  Account is the driver account (main account to work).
-  Account is not the driver account.



a. **Title bar:** Window title that includes the link number for the joined accounts.

- b. **Menu bar:** Displays options for maintaining the linked accounts.
- c. **Navigation pane:** Lists the linked accounts. A dark green icon indicates a driver account. A red icon indicates a closed account.
- d. **Information pane:** Displays information for the selected account and tab.

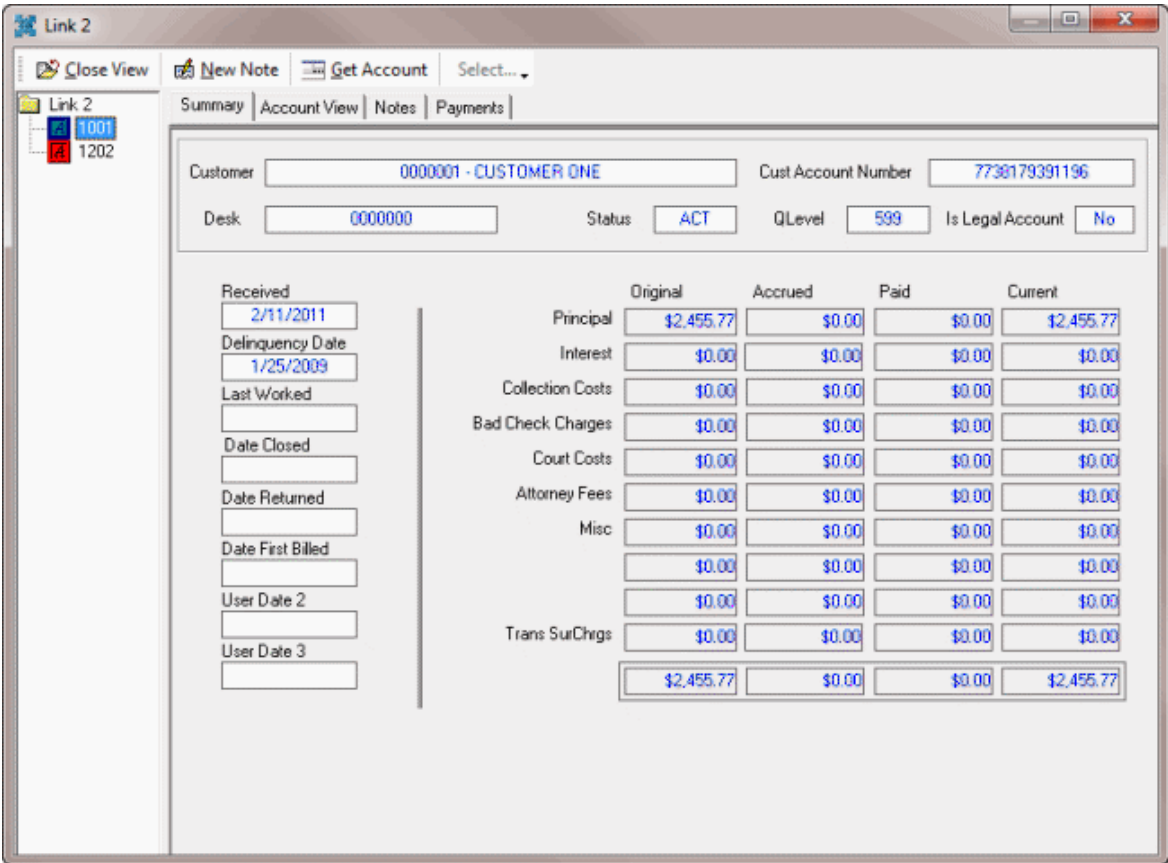
**Change the Link Driver Account**

Use the **Link** window to change the link driver account. This account is the only linked account that appears in the Collector queue. You can only set one account in the group of linked accounts as the link driver. The account must have an active status.

**Note:** Your permissions determine whether you can set payment arrangements (PDCs) and promises for the link driver account. If your permissions only allow PDCs or promises on the link driver, the system moves them when you change the link driver.

**To change the link driver account**

1. With an account displayed in the **Work Form**, in the **Date Info** and **Balance Info** section, click **Links**. The **Link** window appears.



2. In the **Navigation** pane, right-click the account and then click **Set as Link Driver**. The account icon changes to dark green to indicate that the account is now the link driver.

## Change the Desk Assigned to Linked Accounts

Use the **Link** window to change the desk assigned to one or all accounts in a group of linked accounts.

### To change the desk assigned to linked accounts

1. With an account displayed in the **Work Form**, in the **Date Info** and **Balance Info** section, click **Links**. The **Link** window appears.

The screenshot shows the 'Link 2' window with the following details:

- Customer: 0000001 - CUSTOMER ONE
- Cust Account Number: 7730179391196
- Desk: 0000000
- Status: ACT
- QLLevel: 599
- Is Legal Account: No

Summary Table:

	Original	Accrued	Paid	Current
Principal	\$2,455.77	\$0.00	\$0.00	\$2,455.77
Interest	\$0.00	\$0.00	\$0.00	\$0.00
Collection Costs	\$0.00	\$0.00	\$0.00	\$0.00
Bad Check Charges	\$0.00	\$0.00	\$0.00	\$0.00
Court Costs	\$0.00	\$0.00	\$0.00	\$0.00
Attorney Fees	\$0.00	\$0.00	\$0.00	\$0.00
Misc	\$0.00	\$0.00	\$0.00	\$0.00
	\$0.00	\$0.00	\$0.00	\$0.00
Trans SurChgs	\$0.00	\$0.00	\$0.00	\$0.00
	\$2,455.77	\$0.00	\$0.00	\$2,455.77

Additional fields on the left side of the window include: Received (2/11/2011), Delinquency Date (1/25/2009), Last Worked, Date Closed, Date Returned, Date First Billed, User Date 2, and User Date 3.

2. In the **Navigation** pane, do one of the following:
  - To change the desk for one account, right-click the account and then click **Desk Change**.
  - To change the desk for all the linked accounts, right-click the folder and then click **Desk Change All**.

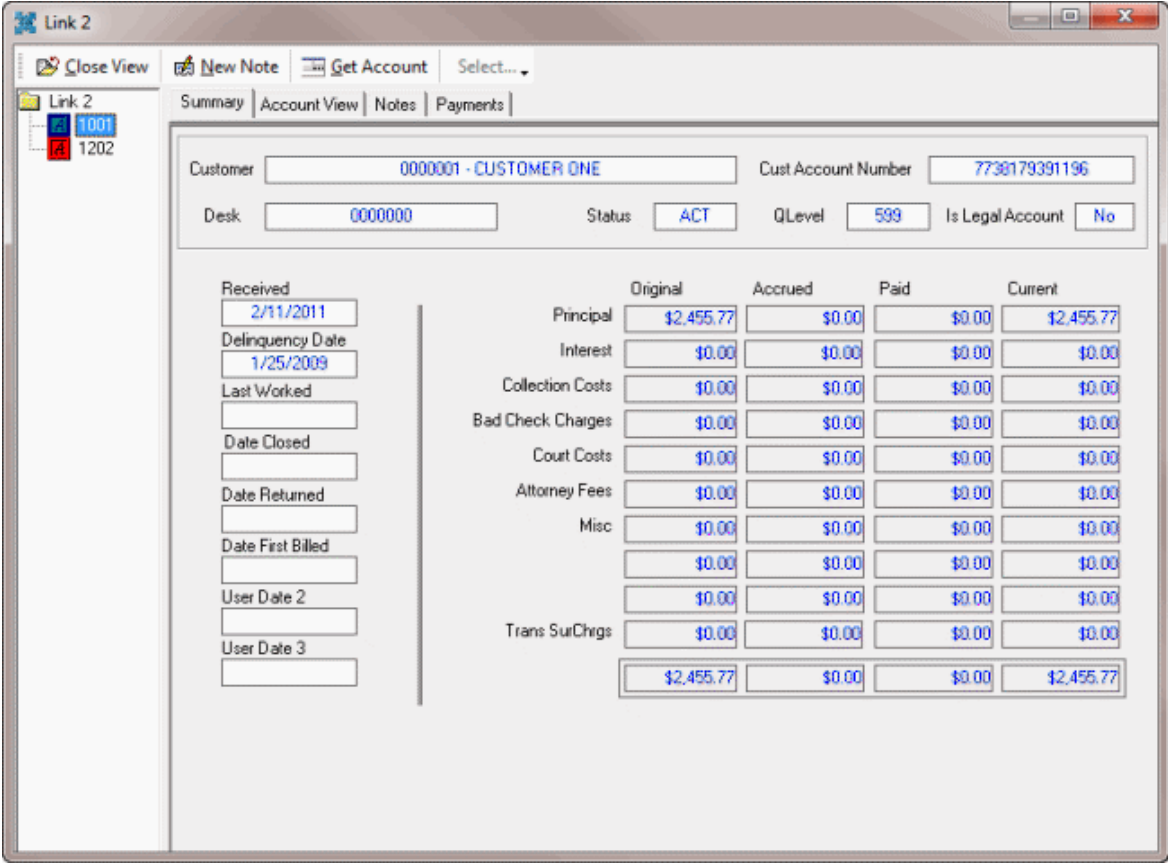
## View Summary Information for Linked Accounts

Use the **Summary** tab in the **Link** window to view summary information for linked accounts.

### To view summary information for linked accounts

1. With an account displayed in the **Work Form**, in the **Date Info** and **Balance Info** section, click **Links**. The **Link** window appears.
2. In the **Navigation** pane, do one of the following:

- To display combined summary information for the linked accounts, click the folder and then click the **Summary** tab. You can include active accounts, closed accounts, or both.
- To display summary information for a specific account, click the account number and then click the **Summary** tab.

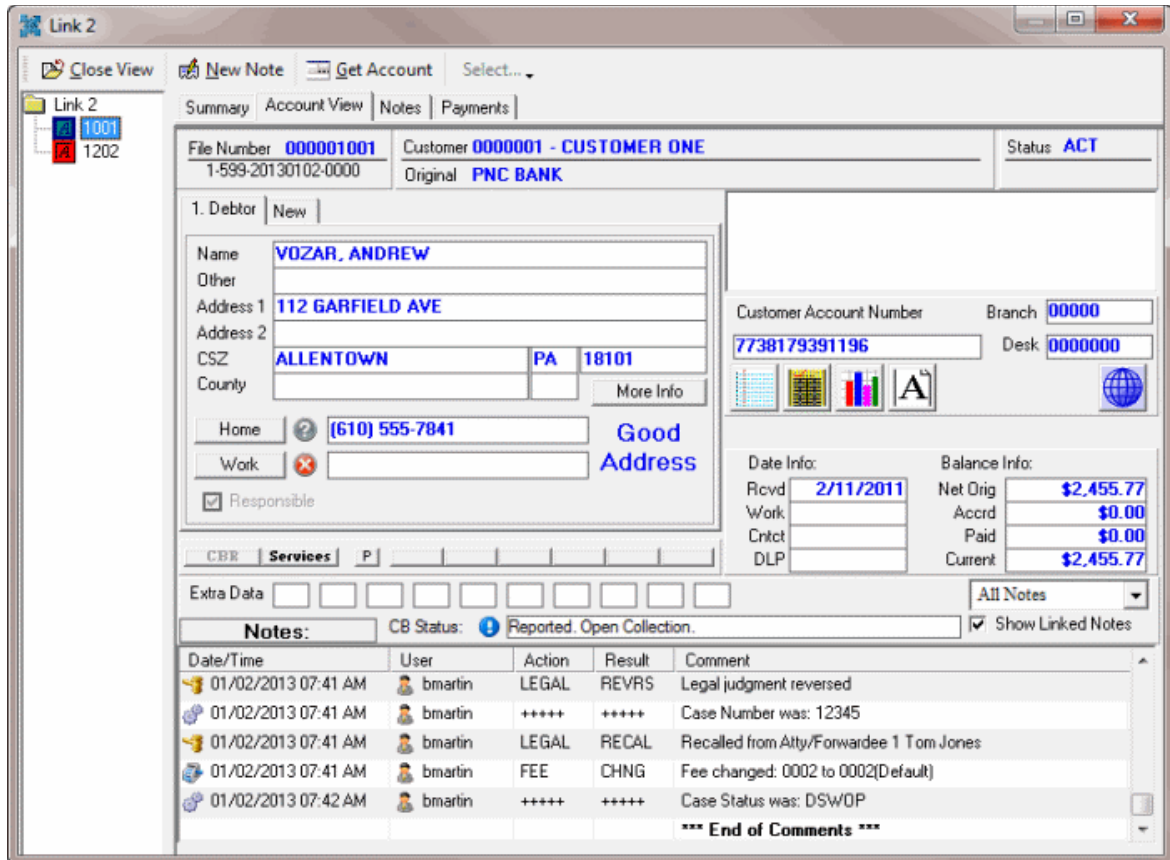


**Maintain a Linked Account**

Use the **Account View** tab in the **Link** window to maintain a linked account in a "virtual" **Work Form**.

**To maintain a linked account**

1. With an account displayed in the **Work Form**, in the **Date Info** and **Balance Info** section, click **Links**. The **Link** window appears.
2. In the **Navigation** pane, click the account number and then click the **Account View** tab.



3. Modify the information as you would in the "standard" **Work Form**.

**Note:** If you change demographic information, a dialog box appears to allow you to select the linked accounts to which to apply the demographic changes.

4. To apply demographic changes to one or more linked accounts, do one of the following:
  - To apply the changes to all the linked accounts, click **Select All** and then click **OK**.
  - To select one or more accounts to apply the changes to, select the check box for each account to apply the changes to and then click **OK**.

### View Notes for a Linked Account

Use the **Notes** tab in the **Link** window to view notes for one linked account or all linked accounts.

#### To view notes for a linked account

1. With an account displayed in the **Work Form**, in the **Date Info** and **Balance Info** section, click **Links**. The **Link** window appears.
2. In the **Navigation** pane, do one of the following:
  - To display combined notes for the linked accounts, click the folder and then click the **Notes** tab.
  - To display notes for a specific account, click the account number and then click the **Notes** tab.



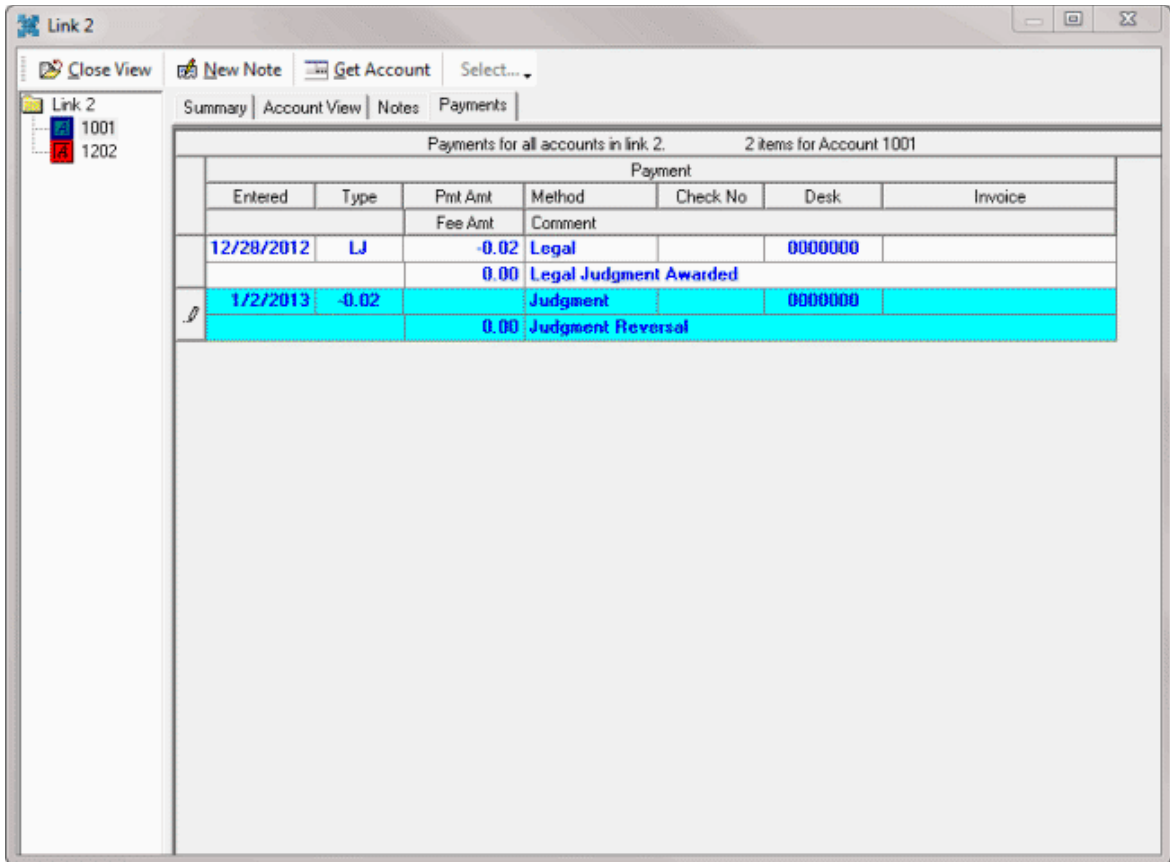
Date/Time	User	Action	Result	Comment
12/14/2012 02:41 PM	bmartin	PROM	ADD	-->Part8: \$250.00 due 7/15/2013
12/14/2012 02:41 PM	bmartin	PROM	ADD	-->Part9: \$250.00 due 8/14/2013
12/14/2012 02:41 PM	bmartin	PROM	ADD	-->Part10: \$250.00 due 9/16/2013
12/14/2012 02:41 PM	bmartin	++++	++++	Status Changed   ACT   PPA
12/14/2012 02:41 PM	bmartin	++++	++++	Status Changed   ACT   PPA
12/14/2012 02:41 PM	ADMIN	PTP	APPRV	PTP's Approved (total \$2,500.00)
12/14/2012 02:58 PM	SYS	++++	++++	Paid Us 250.00
12/14/2012 02:58 PM	SYS	++++	++++	Status Changed from PPA to PIF
12/14/2012 02:58 PM	bmartin	LINK	EVAL	Changed Link Driver from account #1202 to this account.
12/14/2012 02:59 PM	bmartin	PROM	DEL	9 Promises Deleted: 1/14/2013 \$250.00 - 9/16/2013 \$250.00
12/14/2012 02:59 PM	bmartin	++++	++++	Status Changed   PPA   ACT
12/28/2012 08:58 AM	bmartin	LEGAL	ASSGN	Assigned to Atty/Forwardee 1 Tom Jones
12/28/2012 08:58 AM	bmartin	FEE	CHNG	Fee changed: 0002(Default) to 0002
12/28/2012 08:58 AM	bmartin	LEGAL	RECAL	Recalled from Atty/Forwardee 1 Tom Jones
12/28/2012 08:58 AM	bmartin	FEE	CHNG	Fee changed: 0002 to 0002(Default)
12/28/2012 08:59 AM	bmartin	LEGAL	ASSGN	Assigned to Atty/Forwardee 1 Tom Jones
12/28/2012 08:59 AM	bmartin	FEE	CHNG	Fee changed: 0002(Default) to 0002
12/28/2012 09:07 AM	bmartin	LEGAL	JDGMT	Legal judgment awarded for 2,455.75
01/02/2013 07:41 AM	bmartin	LEGAL	REVRS	Legal judgment reversed
01/02/2013 07:41 AM	bmartin	++++	++++	Case Number was: 12345
01/02/2013 07:41 AM	bmartin	LEGAL	RECAL	Recalled from Atty/Forwardee 1 Tom Jones
01/02/2013 07:41 AM	bmartin	FEE	CHNG	Fee changed: 0002 to 0002(Default)
01/02/2013 07:42 AM	bmartin	++++	++++	Case Status was: DSWDP

## View Payments for a Linked Account

Use the **Payments** tab in the **Link** window to view payments for one linked account or all linked accounts.

### To view payments for a linked account

1. With an account displayed in the **Work Form**, in the **Date Info** and **Balance Info** section, click **Links**. The **Link** window appears.
2. In the **Navigation** pane, do one of the following:
  - To display payments for all the linked accounts, click the folder and then click the **Payments** tab.
  - To display payments for a specific account, click the account number and then click the **Payments** tab.



### Display a Linked Account in the Work Form

Use the **Link** window to display a linked account in the **Work Form**.

#### To display a linked account in the Work Form

1. With an account displayed in the **Work Form**, in the **Date Info** and **Balance Info** section, click **Links**. The **Link** window appears.

The screenshot shows the 'Link 2' window with the following details:

- Customer:** 000001 - CUSTOMER ONE
- Cust Account Number:** 7738179391196
- Desk:** 000000
- Status:** ACT
- QLevel:** 599
- Is Legal Account:** No

**Received** section:

- Received: 2/11/2011
- Delinquency Date: 1/25/2009
- Last Worked: [ ]
- Date Closed: [ ]
- Date Returned: [ ]
- Date First Billed: [ ]
- User Date 2: [ ]
- User Date 3: [ ]

	Original	Accrued	Paid	Current
Principal	\$2,455.77	\$0.00	\$0.00	\$2,455.77
Interest	\$0.00	\$0.00	\$0.00	\$0.00
Collection Costs	\$0.00	\$0.00	\$0.00	\$0.00
Bad Check Charges	\$0.00	\$0.00	\$0.00	\$0.00
Court Costs	\$0.00	\$0.00	\$0.00	\$0.00
Attorney Fees	\$0.00	\$0.00	\$0.00	\$0.00
Misc	\$0.00	\$0.00	\$0.00	\$0.00
	\$0.00	\$0.00	\$0.00	\$0.00
	\$0.00	\$0.00	\$0.00	\$0.00
Trans SurChgs	\$0.00	\$0.00	\$0.00	\$0.00
	\$2,455.77	\$0.00	\$0.00	\$2,455.77

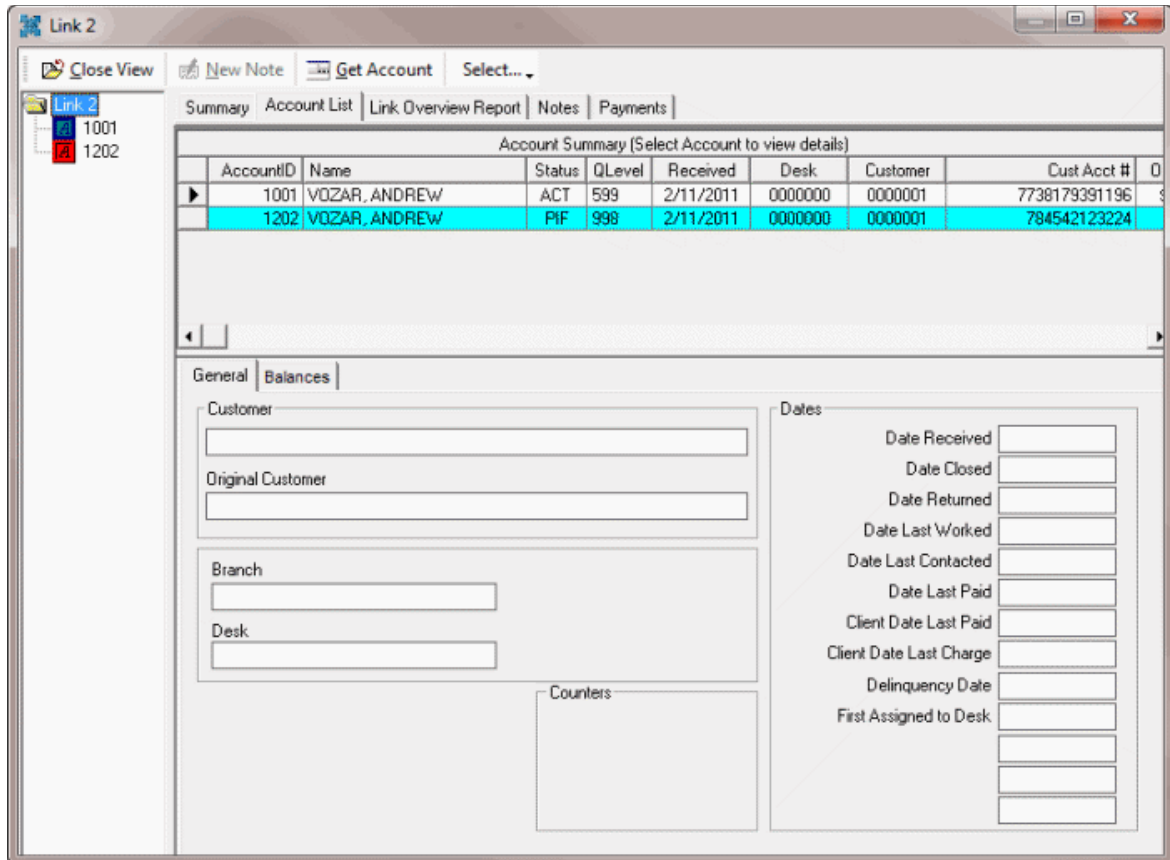
2. In the **Navigation** pane, click the account.
3. In the menu bar, click **Get Account**. The linked account appears in the **Work Form**.

### View General and Balance Information for Linked Accounts

Use the **Account List** tab in the **Link** window to view general and account balance information for the linked accounts.

#### To view general and balance information for linked accounts

1. With an account displayed in the **Work Form**, in the **Date Info** and **Balance Info** section, click **Links**. The **Link** window appears.
2. In the **Navigation** pane, click the folder and then click the **Account List** tab.



3. In the data grid, click an account and then do the following:
  - To view general account information, click the **General** tab.
  - To view account balances, click the **Balances** tab.
4. To change the desk assigned to an account, do the following:
  - a. In the data grid, right-click the account and then click **Desk Change**. The **Select Desk** dialog box appears.
  - b. Click the desk and then click **OK**.
5. To change the status assigned to an account, do the following:
  - a. In the data grid, right-click the account and then click **Status Change**. The **Status Change** dialog box appears.
  - a. Click the status and then click **Accept**.
6. To remove an account from the group of linked accounts, in the data grid, right-click the account and then click **Remove From Link**. In the confirmation dialog box, click **OK**.
7. To customize the data grid view, do the following:
  - a. In the data grid, right-click the account and then click **Customize**. The **Grid Layout** dialog box appears.
  - a. To display a column in the data grid, select the check box.

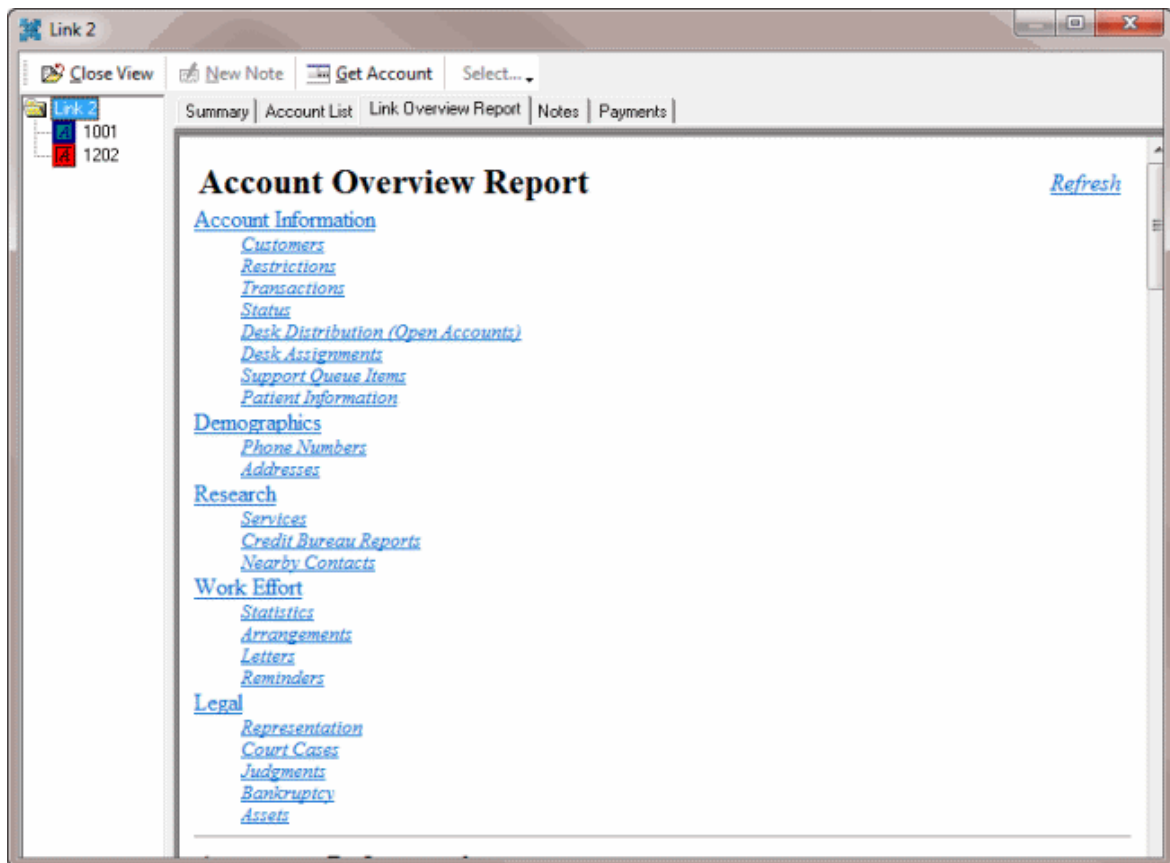
- b. To hide a column in the data grid, clear the check box.
- c. To change the order a column appears in the data grid, click the column name and then click the arrows to move the column up or down in the list.

### View Account Overview Information for Linked Accounts

Use the **Link Overview Report** tab in the **Link** window to view account overview information for the linked accounts. This tab provides a clear picture of what activity has occurred for a debtor and overall activity for linked accounts.

#### To view account overview information for linked accounts

1. With an account displayed in the **Work Form**, in the **Date Info** and **Balance Info** section, click **Links**. The **Link** window appears.
2. In the **Navigation** pane, click the folder and then, in the **Information** pane, click the **Link Overview Report** tab.



3. To move to a specific category, click the link.
4. To return to the top of a section, click the **Top of Section** link in that section.
5. To return to the top of the **Information** pane, click the **Top of Report** link in any section.

## Compliance

### Compliance

Use the compliance panels to manage care cases, financial hardship cases, complaints, disputes, income, and expenditures for accounts.

### Care and Hardship

#### Care and Hardship

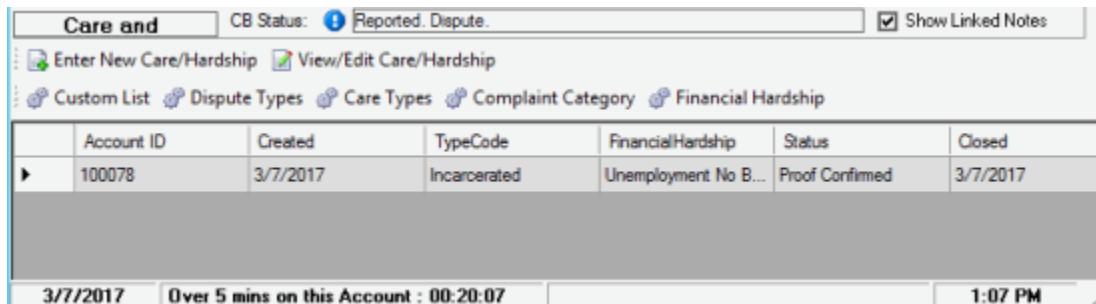
Use the **Care and Hardship** panel to add or modify care or financial hardship cases for an account. To view the panel, your administrator must have selected the panel in the Work Form Panels permission.

#### Add a Care or Hardship Case

Use the **Add Care/Hardship Case** dialog box to add a care or hardship case for the account displayed in the **Work Form**. You must have the Care and Hardships User Policy Permission.

#### To add a care or hardship case

1. With an account displayed in the **Work Form**, do one of the following:
  - From the **Info** menu, click **Care and Hardship**.
  - At the top of the **Panels** section, click the name of the currently displayed panel (for example, **Phones, Notes**) and then click **Care and Hardship**.



2. In the toolbar in the **Care and Hardship** panel, click **Enter New Care/Hardship**.

#### Care Case:

**Care Type:** Type of care, such as long-term illness or literacy issues. If the **Have Consent** check box is selected, this list box contains all available care types. If the **Have Consent** check box is cleared, this list box contains only care types that don't require consent.

**Note:** The first time you add a care record to an account, this list box contains all available care types.

**Severity:** Level of severity (1-10) for the care type. Latitude populates this box based on the selected care type.

**Description:** Description of the care case. Latitude populates this box based on the selected care type.

**Times in Care:** Number of times the debtor has been in care. Latitude sums the number of care records added to the account to calculate this value.

**Confirmed:** If selected, you confirmed the care case. Latitude changes the closed date to the current date.

#### Financial Hardship:

**Hardship Type:** Type of financial hardship, such as unemployment or illness.

**Description:** Description of the financial hardship. Latitude populates this box based on the selected financial hardship type.

**Proof Requested:** If selected, your organization requested proof of the financial hardship. If your organization configured the **Hardship Type** code to require proof and you specified a hardship type, this check box appears.

**Proof Received:** If selected, your organization received proof of the financial hardship. If you specified a hardship type, this check box appears.

**Contact Methods:** If selected, you can contact the debtor using the selected contact method. Latitude requires you to select at least one contact method.

**Special Requirements:** If selected, the debtor has the selected special-needs requirement for contact.

**Status:** Status of the care or financial hardship case, such as proof confirmed or proof not required. If you select "closed," Latitude changes the closed date to the current date.

**Closed:** Date your organization closed the Care or hardship case. When you close or confirm the care or hardship case, Latitude populates this box with the current date.

**Comments:** Notes regarding the care or financial hardship case.

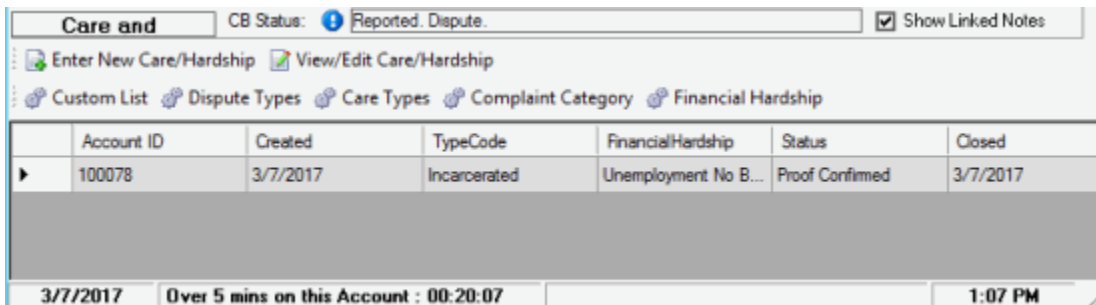
3. Complete the information and then click **OK**.

### Modify a Care or Hardship Case

Use the **Edit Care/Hardship Case** dialog box to modify a care or hardship case for the account displayed in the **Work Form**. You must have the Care and Hardships User Policy Permission.

#### To modify a care or hardship case

1. With an account displayed in the **Work Form**, do one of the following:
  - From the **Info** menu, click **Care and Hardship**.
  - At the top of the **Panels** section, click the name of the currently displayed panel (for example, **Phones, Notes**) and then click **Care and Hardship**.



2. In the data grid, click a case and then, in the toolbar in the **Care and Hardship** panel, click **View/Edit Care/Hardship**.



**Account Info:** Account number and debtor name associated to the care and hardship case.

#### Care Case:

**Care Type:** Type of care, such as long-term illness or literacy issues. If the **Have Consent** check box is selected, this list box contains all available care types. If the **Have Consent** check box is cleared, this list box contains only care types that don't require consent.

**Note:** The first time you add a care record to an account, this list box contains all available care types.

**Severity:** Level of severity (1-10) for the care type. Latitude populates this box based on the selected care type.

**Description:** Description of the care case. Latitude populates this box based on the selected care type.

**Times in Care:** Number of times the debtor has been in care. Latitude sums the number of care records added to the account to calculate this value.

**Confirmed:** If selected, you confirmed the care case. Latitude changes the closed date to the current date.

#### Financial Hardship:

**Hardship Type:** Type of financial hardship, such as unemployment or illness.

**Description:** Description of the financial hardship. Latitude populates this box based on the selected financial hardship type.

**Proof Requested:** If selected, your organization requested proof of the financial hardship. If your organization configured the **Hardship Type** code to require proof and you specified a hardship type, this check box appears.

**Proof Received:** If selected, your organization received proof of the financial hardship. If you specified a hardship type, this check box appears.

**Contact Methods:** If selected, you can contact the debtor using the selected contact method. Latitude requires you to select at least one contact method.

**Special Requirements:** If selected, the debtor has the selected special-needs requirement for contact.

**Status:** Status of the care or financial hardship case, such as proof confirmed or proof not required. If you select "closed," Latitude changes the closed date to the current date.

**Closed:** Date your organization closed the Care or hardship case. When you close or confirm the care or hardship case, Latitude populates this box with the current date.

**Comments:** Notes regarding the care or financial hardship case.

3. Modify the information and then click **OK**.

## Care Types

### Care Types

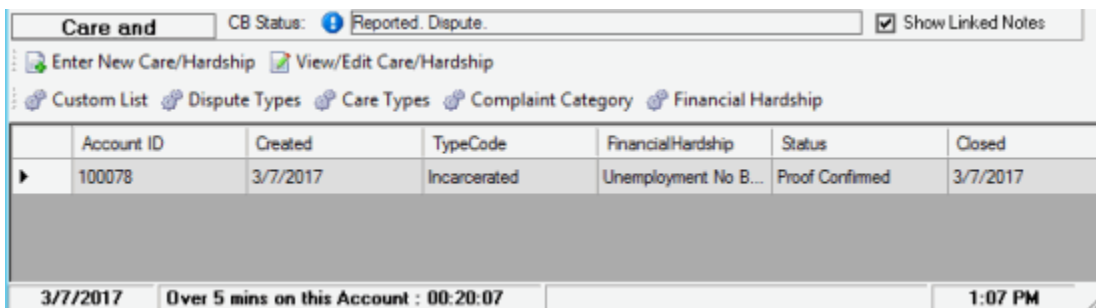
You can add and modify customer care types, such as armed forces, prison, and family bereavement. Users specify a care type when creating care cases. You must have the Care Types Permission.

### Add a Care Type

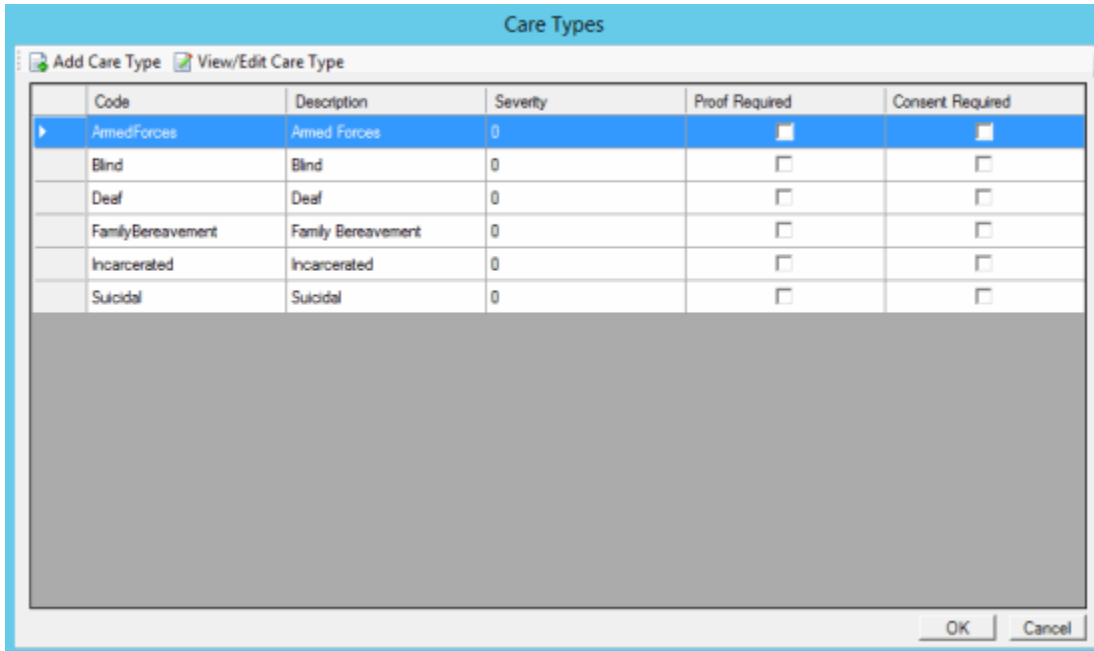
Use the **Care Type** dialog box to add a care type.

### To add a care type

1. With an account displayed in the **Work Form**, do one of the following:
  - From the **Info** menu, click **Care and Hardship**.
  - At the top of the **Panels** section, click the name of the currently displayed panel (for example, **Phones, Notes**) and then click **Care and Hardship**.



2. In the toolbar in the **Care and Hardship** panel, click **Care Types**.



- In the toolbar in the **Care Types** window, click **Add Care Type**.

**Code:** Code that identifies the type of care, such as long-term illness or literacy issues.

**Proof Required:** If selected, your organization requires proof of the need for care.

**Consent Required:** If selected, you have consent from the debtor to discuss care and hardship information.

**Description:** Description of the care type.

**Severity:** Level of severity (1-10) for the care type.

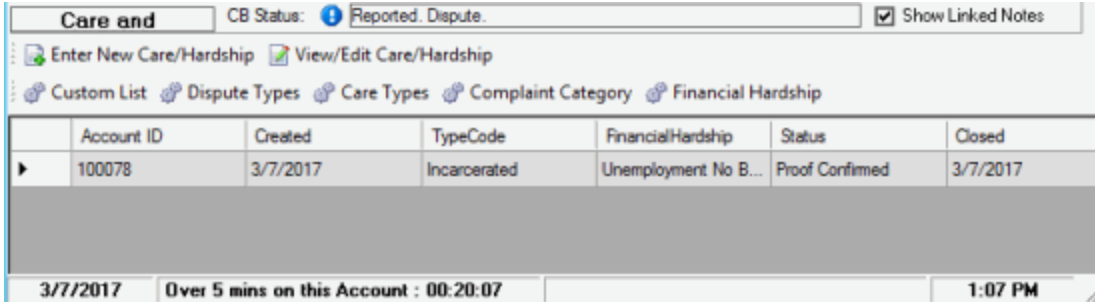
- Complete the information and then click **OK**.

### Modify a Care Type

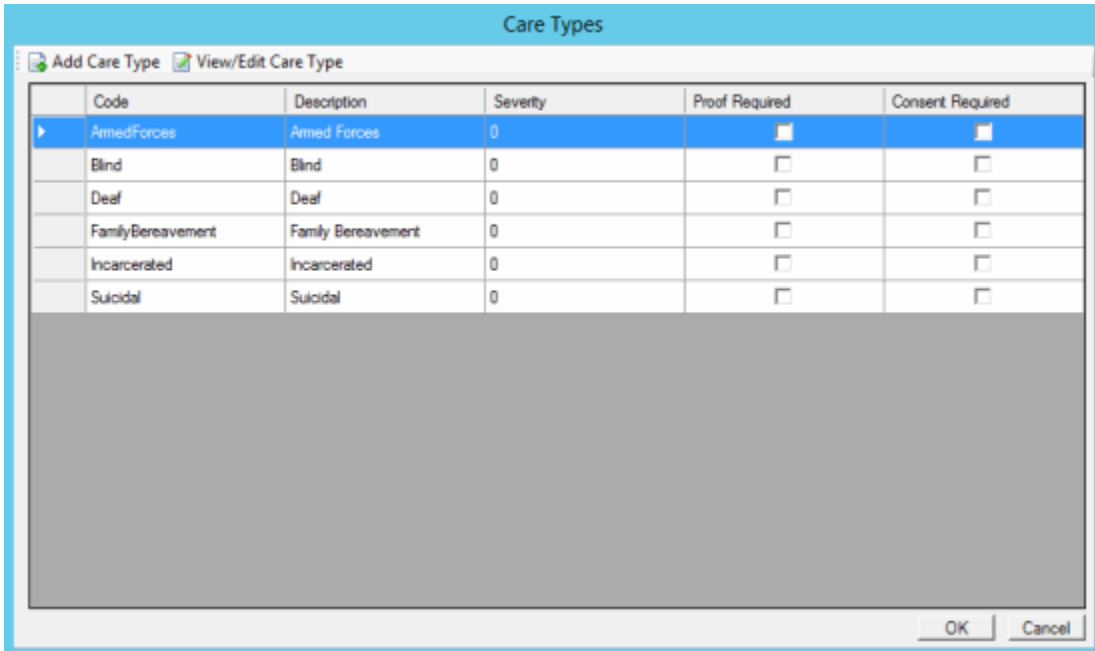
Use the **Care Type** dialog box to modify a care type.

#### To modify a care type

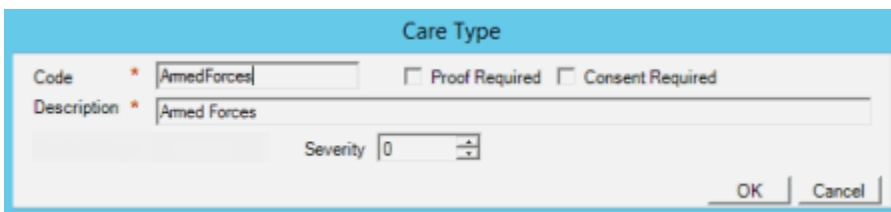
- With an account displayed in the **Work Form**, do one of the following:
  - From the **Info** menu, click **Care and Hardship**.
  - At the top of the **Panels** section, click the name of the currently displayed panel (for example, **Phones**, **Notes**) and then click **Care and Hardship**.



2. In the toolbar in the **Care and Hardship** panel, click **Care Types**.



3. In the data grid, click the care type to modify and then click **View/Edit Care Type**.



**Code:** Code that identifies the type of care, such as long-term illness or literacy issues.

**Proof Required:** If selected, your organization requires proof of the need for care.

**Consent Required:** If selected, you have consent from the debtor to discuss care and financial hardship information.

**Description:** Description of the care type.

**Severity:** Level of severity (1-10) for the care type.

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

## Hardship Types

### Hardship Types

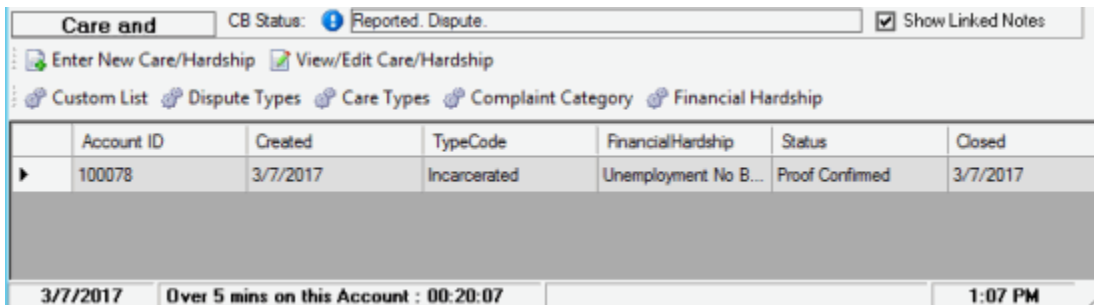
You can add and modify financial hardship types, such as unemployment, short-term illness, and reduced income. Users specify a hardship type when creating financial hardship cases. You must have the Financial Hardships Permission.

### Add a Hardship Type

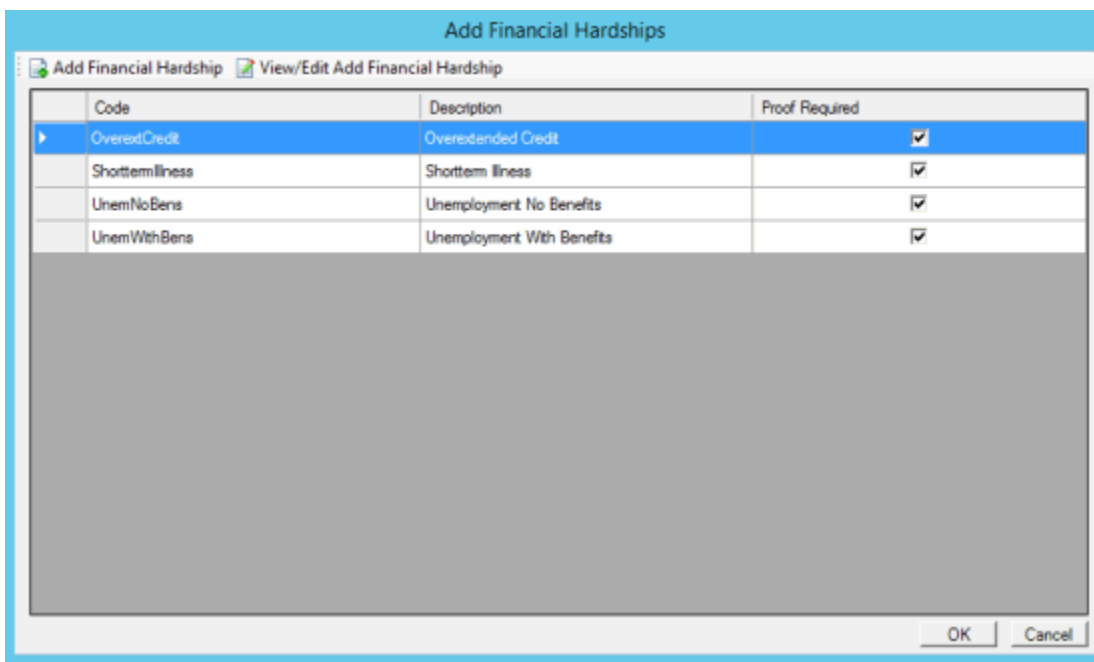
Use the **Hardship Type** panel to add a financial hardship type.

#### To add a hardship type

- With an account displayed in the **Work Form**, do one of the following:
  - From the **Info** menu, click **Care and Hardship**.
  - At the top of the **Panels** section, click the name of the currently displayed panel (for example, **Phones, Notes**) and then click **Care and Hardship**.



- In the toolbar in the **Care and Hardship** panel, click **Financial Hardship**.



- In the toolbar in the **Financial Hardships** window, click **Add Financial Hardship**.

**Code:** Code that identifies the type of financial hardship, such as unemployment.

**Description:** Description of the hardship type.

**Proof Required:** If selected, your organization requires proof of the financial hardship.

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

### Modify a Hardship Type

Use the **Hardship Type** panel to modify a financial hardship type.

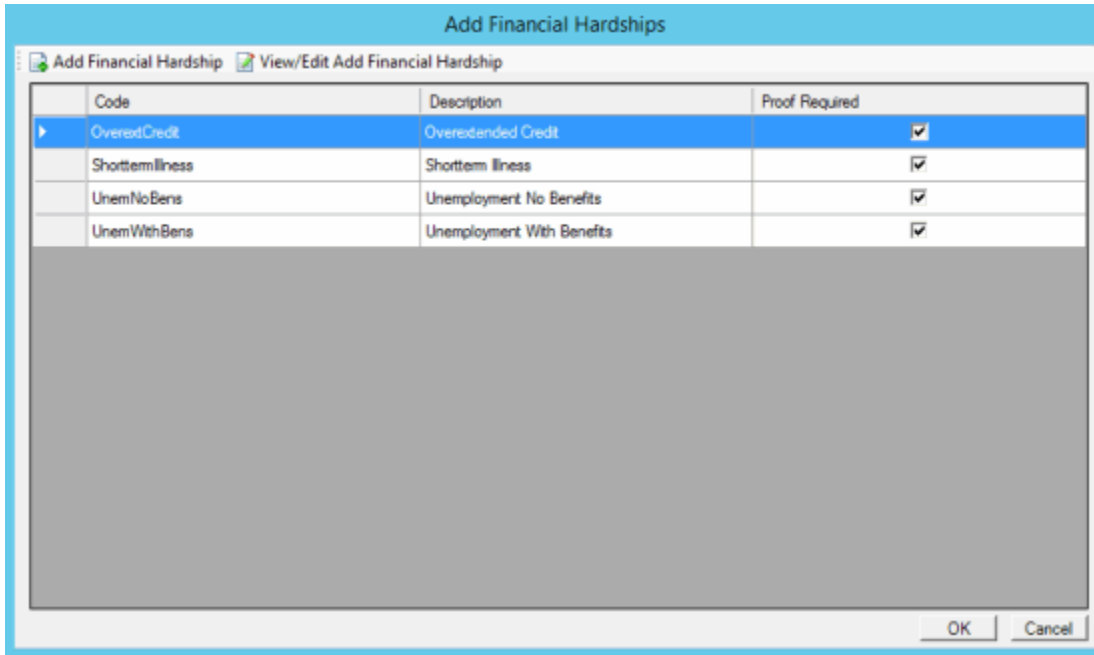
#### To modify a hardship type

1. With an account displayed in the **Work Form**, do one of the following:
  - From the **Info** menu, click **Care and Hardship**.
  - At the top of the **Panels** section, click the name of the currently displayed panel (for example, **Phones, Notes**) and then click **Care and Hardship**.

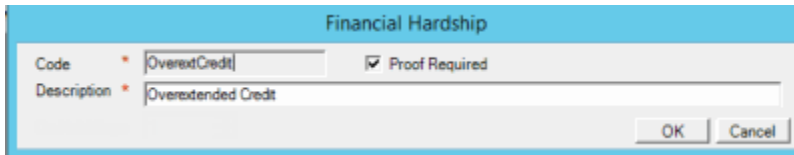
Account ID	Created	TypeCode	FinancialHardship	Status	Closed
▶ 100078	3/7/2017	Incarcerated	Unemployment No B...	Proof Confirmed	3/7/2017

3/7/2017 | Over 5 mins on this Account : 00:20:07 | 1:07 PM

2. In the toolbar in the **Care and Hardship** panel, click **Financial Hardship**.



3. In the data grid, click the hardship type to modify and then click **View/Edit Financial Hardship**.



**Code:** Code that identifies the type of financial hardship, such as unemployment.

**Description:** Description of the hardship type.

**Proof Required:** If selected, your organization requires proof of the financial hardship.

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

## Complaints

### Complaints

Use the **Complaints** panel to add, modify, close, and reopen complaints for an account. Users work complaints in order based on complaint type, days until Service Level Agreement (SLA) breach, customer, debt type, owner, and priority. To view the panel, your administrator must have selected the panel in the Work Form Panels permission.

### Add a Complaint

Use the **Add Complaint** dialog box to add a complaint for the account displayed in the **Work Form**. You must have the Complaints User Policy Permission.

#### To add a complaint

1. With an account displayed in the **Work Form**, do one of the following:

- From the **Info** menu, click **Care and Hardship**.
- At the top of the **Panels** section, click the name of the currently displayed panel (for example, **Phones, Notes**) and then click **Care and Hardship**.

Complaints: CB Status: <span style="color: blue;">!</span> Reported, Dispute. <input checked="" type="checkbox"/> Show Linked Notes								
<a href="#">Enter New Complaint</a> <a href="#">View/Edit Complaint</a> <a href="#">Custom List</a> <a href="#">Dispute Types</a> <a href="#">Care Types</a> <a href="#">Complaint Category</a> <a href="#">Financial Hardship</a>								
Account ID	Received	Category	Type	Status	SLA Days	Closed	Outcome	
▶ 100078	3/7/2017	Balance Related	Human Error	In Progress	30	3/7/2017	Disciplinary	
3/7/2017 Over 5 mins on this Account : 00:38:58 1:26 PM								

2. In the toolbar in the **Complaints** panel, click **Enter New Complaint**.

**Complaint**

**Summary**

Type <input type="text"/>	SLA Days <input type="text" value="0"/>	Date Received <input type="text" value="4/21/2017"/>
Category <input type="text"/>	Remaining <input type="text" value="0"/>	Priority <input type="text" value="0"/>
Referred By <input type="text"/>	<input type="checkbox"/> Dissatisfaction	
Status <input type="text"/>		

Details

Grievances

**Investigation**

Against Type  Against

Investigation Details

**Conclusion**

Outcome <input type="text"/>	Recourse Date <input type="text"/>
Root Cause <input type="text"/>	Compensation <input type="text" value="0.00"/> <input type="text" value="-2"/>
Justified <input type="text"/>	Date Closed <input type="text"/>
Conclusion <input type="text"/>	

**Summary**

- Type:** Type of complaint, such as human or system error.
- Category:** Complaint category, such as branch or department.
- Referred By:** Person who referred the complaint, such as third party, customer, or user.
- Status:** Status of the complaint.
- Details:** Details regarding the complaint.
- Grievances:** List of the debtor's grievances.



**SLA Days:** Number of days after receiving the complaint that you have to resolve it before breaching the SLA. Latitude populates this box.

**Remaining:** Number of days remaining until you breach the Service Level Agreement (SLA). Latitude subtracts the complaint received date from the current date to calculate this value.

**Priority:** Priority level that determines when the Complaint Department works the complaint. Latitude populates this box.

**Dissatisfaction:** If selected, the debtor is dissatisfied.

**Date Received:** Date your organization received the complaint.

### Investigation

**Against Type:** Category for who or what the complaint is against, such as third party, branch, department, or user.

**Against:** Who or what the complaint is against.

**Investigation Details:** Details regarding the complaint investigation.

### Conclusion

**Outcome:** Outcome of the complaint, such as training required or disciplinary action. Selecting an outcome closes the complaint.

**Root Cause:** Root cause of the complaint.

**Justified:** Indicates whether the complaint is justified.

**Conclusion:** Based on the investigation, the conclusion regarding the complaint.

**Recourse Date:** Recourse approval date.

**Compensation:** Amount of compensation the debtor received.

**Date Closed:** Date your organization closed the complaint.

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

## Modify a Complaint

Use the **Edit Complaint** dialog box to modify a complaint for the account displayed in the **Work Form**. You must have the Complaints User Policy Permission.

### To modify a complaint

1. With an account displayed in the **Work Form**, do one of the following:
  - From the **Info** menu, click **Care and Hardship**.
  - At the top of the **Panels** section, click the name of the currently displayed panel (for example, **Phones, Notes**) and then click **Care and Hardship**.

Complaints: CB Status: <span style="color: blue;">!</span> Reported, Dispute. <input checked="" type="checkbox"/> Show Linked Notes								
<a href="#">Enter New Complaint</a> <a href="#">View/Edit Complaint</a> <a href="#">Custom List</a> <a href="#">Dispute Types</a> <a href="#">Care Types</a> <a href="#">Complaint Category</a> <a href="#">Financial Hardship</a>								
Account ID	Received	Category	Type	Status	SLA Days	Closed	Outcome	
▶ 100078	3/7/2017	Balance Related	Human Error	In Progress	30	3/7/2017	Disciplinary	
3/7/2017 Over 5 mins on this Account : 00:38:58 1:26 PM								

- In the data grid, click the complaint and then, in the toolbar, click **View/Edit Complaint**.

**Complaint**

**Summary**

Type: <input type="text" value="Human Error"/> *	SLA Days: <input type="text" value="30"/>	Date Received: <input type="text" value="4/21/2017"/>
Category: <input type="text" value="Balance Related"/> *	Remaining: <input type="text" value="30"/>	Priority: <input type="text" value="0"/>
Referred By: <input type="text" value="Client"/> *	<input type="checkbox"/> Dissatisfaction	
Status: <input type="text" value="In Progress"/> *		

Details \*

Grievances

**Investigation**

Against Type:  Against:

Investigation Details

**Conclusion**

Outcome: <input type="text"/>	Recourse Date: <input type="text"/>
Root Cause: <input type="text"/>	Compensation: <input type="text" value="0.00"/>
Justified: <input type="text"/>	Date Closed: <input type="text"/>

Conclusion

**Account Info:** Account number and debtor name associated to the complaint.

**Summary**

**Type:** Type of complaint, such as human or system error.

**Category:** Complaint category, such as branch or department.

**Referred By:** Person who referred the complaint, such as third party, customer, or user.

**Status:** Status of the complaint.

**Details:** Details regarding the complaint.

**Grievances:** List of the debtor's grievances.

**SLA Days:** Number of days after receiving the complaint that you have to resolve it before breaching the SLA. Latitude populates this box.

**Remaining:** Number of days remaining until you breach the Service Level Agreement (SLA). Latitude subtracts the complaint received date from the current date to calculate this value.

**Priority:** Priority level that determines when the Complaint Department works the complaint. Latitude populates this box.

**Dissatisfaction:** If selected, the debtor is dissatisfied.

**Date Received:** Date your organization received the complaint.

### Investigation

**Against Type:** Category for who or what the complaint is against, such as third party, branch, department, or user.

**Against:** Who or what the complaint is against.

**Investigation Details:** Details regarding the complaint investigation.

### Conclusion

**Outcome:** Outcome of the complaint, such as training required or disciplinary action. Selecting an outcome closes the complaint.

**Root Cause:** Root cause of the complaint.

**Justified:** Indicates whether the complaint is justified.

**Conclusion:** Based on the investigation, the conclusion regarding the complaint.

**Recourse Date:** Recourse approval date.

**Compensation:** Amount of compensation the debtor received.

**Date Closed:** Date your organization closed the complaint.

3. Modify the information and then click **OK**.

## Complaint Categories

### Complaint Categories

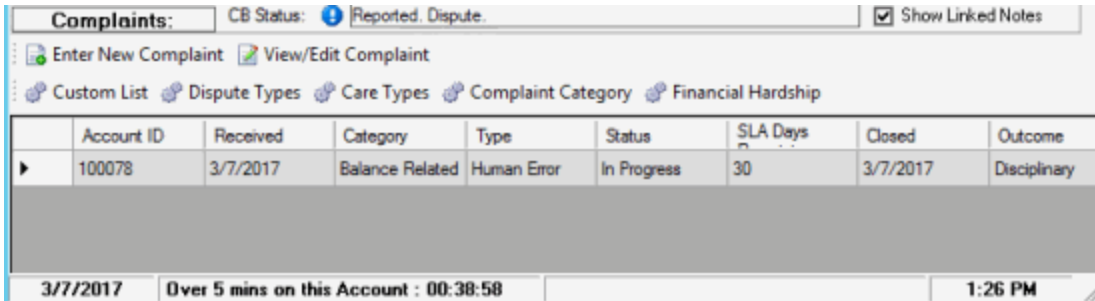
You can add and modify complaint categories, such as contact strategy, regulatory, and service. Users specify a complaint category when adding complaints. You must have the Complaint Categories Permission.

### Add a Complaint Category

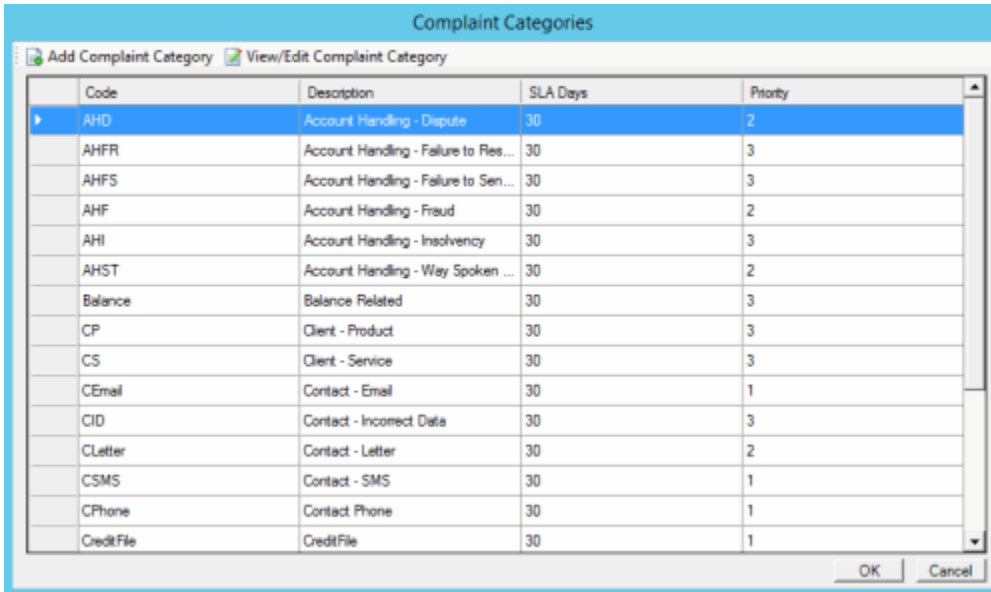
Use the **Complaint Category** dialog box to add a complaint category.

### To add a complaint category

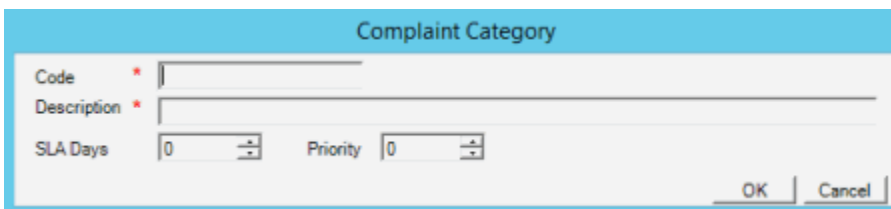
1. With an account displayed in the **Work Form**, do one of the following:
  - From the **Info** menu, click **Complaints**.
  - At the top of the **Panels** section, click the name of the currently displayed panel (for example, **Phones**, **Notes**) and then click **Complaints**.



2. In the toolbar in the **Complaints** panel, click **Complaint Category**.



3. In the toolbar in the **Complaint Categories** window, click **Add Complaint Category**.



**Code:** Code that identifies the complaint category.

**Description:** Description of the complaint category.

**SLA Days:** Number of days after receiving the complaint that you have to resolve it before breaching the Service Level Agreement (SLA).

**Priority:** Priority level that determines when the Complaint Department works the complaint.

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

### Modify a Complaint Category

Use the **Complaint Category** dialog box to modify a complaint category.

### To modify a complaint category

1. With an account displayed in the **Work Form**, do one of the following:
  - From the **Info** menu, click **Complaints**.
  - At the top of the **Panels** section, click the name of the currently displayed panel (for example, **Phones**, **Notes**) and then click **Complaints**.

Account ID	Received	Category	Type	Status	SLA Days	Closed	Outcome
100078	3/7/2017	Balance Related	Human Error	In Progress	30	3/7/2017	Disciplinary

3/7/2017 Over 5 mins on this Account : 00:38:58 1:26 PM

2. In the toolbar in the **Complaints** panel, click **Complaint Category**.

Code	Description	SLA Days	Priority
AHD	Account Handling - Dispute	30	2
AHFR	Account Handling - Failure to Res...	30	3
AHFS	Account Handling - Failure to Sen...	30	3
AHF	Account Handling - Fraud	30	2
AHI	Account Handling - Insolvency	30	3
AHST	Account Handling - Way Spoken ...	30	2
Balance	Balance Related	30	3
CP	Client - Product	30	3
CS	Client - Service	30	3
CEmail	Contact - Email	30	1
CID	Contact - Incorrect Data	30	3
CLetter	Contact - Letter	30	2
CSMS	Contact - SMS	30	1
CPhone	Contact Phone	30	1
CreditFile	CreditFile	30	1

3. In the data grid, click the complaint category to modify and then click **View/Edit Complaint Category**.

Complaint Category

Code \* AHD

Description \* Account Handling - Dispute

SLA Days 30 Priority 2

OK Cancel

**Code:** Code that identifies the complaint category.

**Description:** Description of the complaint category.

**SLA Days:** Number of days after receiving the complaint that you have to resolve it before breaching the Service Level Agreement (SLA).

**Priority:** Priority level that determines when the Complaint Department works the complaint.

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

## Disputes

### Disputes

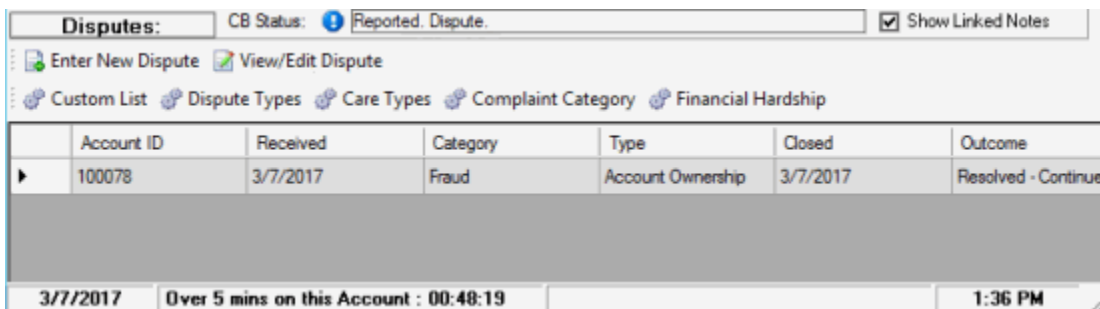
Use the **Disputes** panel to add and modify debt disputes for accounts. An account can have multiple disputes, including concurrent active ones. You or the system can move disputed accounts to a pending dispute work queue for further processing. To view the panel, your administrator must have selected the panel in the Work Form Panels permission.

### Add a Dispute

Use the **Add Dispute** dialog box to add a dispute for the account displayed in the **Work Form**. You must have the Disputes User Policy Permission.

### To add a dispute

1. With an account displayed in the **Work Form**, do one of the following:
  - From the **Info** menu, click **Disputes**.
  - At the top of the **Panels** section, click the name of the currently displayed panel (for example, **Phones, Notes**) and then click **Disputes**.



2. In the toolbar in the **Disputes** panel, click **Enter New Dispute**.

**Received:** Dispute received date.

**Type:** Type of dispute, such as possible fraud or incorrect trace.

**Category:** Dispute category, such as fraud or wrong trace.

**Against:** Person that the dispute is against, such as customer or third party.

**Referred By:** Person who referred the dispute, such as a third party or the customer.

**Justified:** Indicates whether the dispute is justified.

**Recourse Date:** Recourse approval date.

**Details:** Details regarding the dispute.

**Outcome:** Outcome of the dispute, such as unable to resolve. Selecting an outcome closes the dispute.

**Closed:** Date your organization closed the dispute. When you close the dispute or specify an outcome, Latitude populates this box with the current date.

**Proof Required:** If selected, your organization requires proof of the dispute.

**Proof Requested:** If selected, your organization requested proof of the dispute.

**Insufficient Proof Received:** If selected, your organization received proof that is insufficient.

**Proof Received:** If selected, your organization received proof of the dispute.

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

### Modify a Dispute

Use the **Edit Dispute** dialog box to modify a dispute for the account displayed in the **Work Form**. You must have the Disputes User Policy Permission.

#### To modify a dispute

1. With an account displayed in the **Work Form**, do one of the following:
  - From the **Info** menu, click **Disputes**.
  - At the top of the **Panels** section, click the name of the currently displayed panel (for example, **Phones, Notes**) and then click **Disputes**.

Account ID	Received	Category	Type	Closed	Outcome
100078	3/7/2017	Fraud	Account Ownership	3/7/2017	Resolved - Continue

2. In the data grid, click the dispute and then click **View/Edit Dispute**.

**Dispute**

Received: 3/21/2017  
 Type: Account Ownership  
 Category: Fraud  
 Against: Third Party  
 Referred By: Client  
 Justified:   
 Recourse Date:   
 Outcome:   
 Closed:   
 Proof Required  
 Proof Requested  
 Insufficient Proof Received  
 Proof Received  
 Details: Test  
 OK Cancel

**Received:** Dispute received date.

**Type:** Type of dispute, such as possible fraud or incorrect trace.

**Category:** Dispute category, such as fraud or wrong trace.

**Against:** Person that the dispute is against, such as customer or third party.

**Referred By:** Person who referred the dispute, such as a third party or the customer.

**Justified:** Indicates whether the dispute is justified.

**Recourse Date:** Recourse approval date.

**Details:** Details regarding the dispute.

**Outcome:** Outcome of the dispute, such as unable to resolve. Selecting an outcome closes the dispute.



**Closed:** Date your organization closed the dispute. When you close the dispute or specify an outcome, Latitude populates this box with the current date.

**Proof Required:** If selected, your organization requires proof of the dispute.

**Proof Requested:** If selected, your organization requested proof of the dispute.

**Insufficient Proof Received:** If selected, your organization received proof that is insufficient.

**Proof Received:** If selected, your organization received proof of the dispute.

3. Modify the information and then click **OK**.

## Dispute Types

### Dispute Types

You can add and modify debt dispute types, such as partial balance, full balance, and account ownership. Users specify a dispute type when adding disputes. You must have the Dispute Types Permission.

### Add a Dispute Type

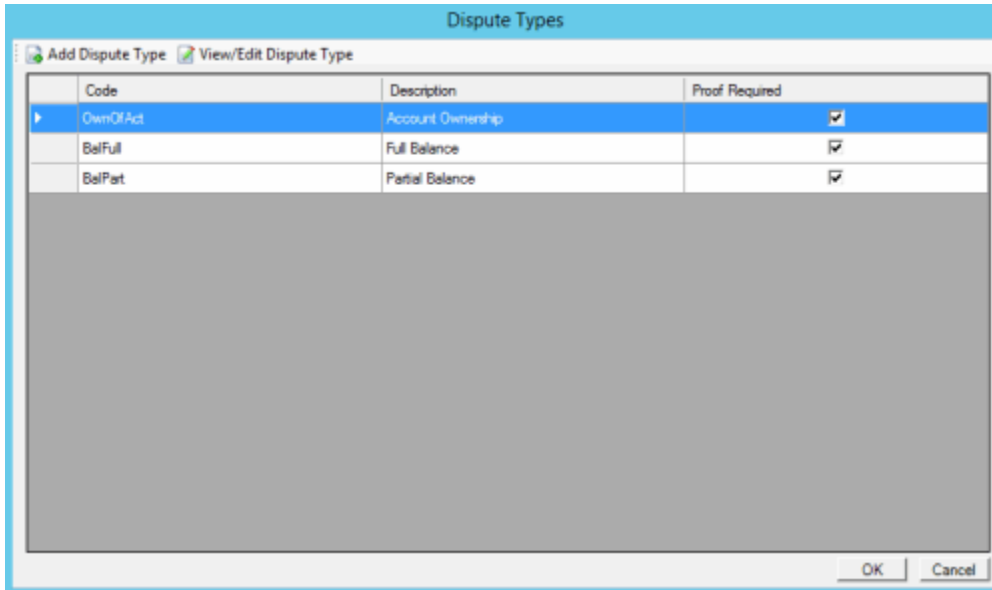
Use the **Dispute Type** dialog box to add a dispute type.

### To add a dispute type

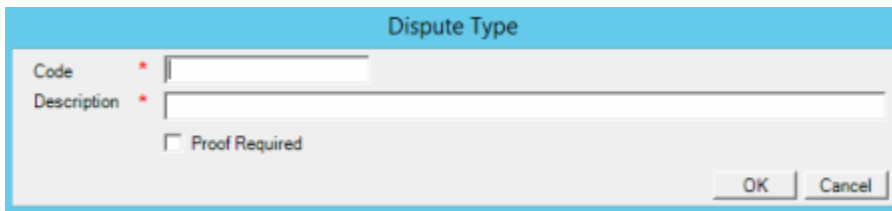
1. With an account displayed in the **Work Form**, do one of the following:
  - From the **Info** menu, click **Disputes**.
  - At the top of the **Panels** section, click the name of the currently displayed panel (for example, **Phones**, **Notes**) and then click **Disputes**.

Account ID	Received	Category	Type	Closed	Outcome
100078	3/7/2017	Fraud	Account Ownership	3/7/2017	Resolved - Continue

2. In the toolbar in the **Disputes** panel, click **Dispute Types**.



3. In the toolbar in the **Dispute Types** window, click **Add Dispute Type**.



**Code:** Code that identifies the dispute type.

**Description:** Description of the dispute type.

**Proof Required:** If selected, your organization requires proof of the dispute.

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

### Modify a Dispute Type

Use the **Dispute Type** dialog box to modify a dispute type.

#### To modify a dispute type

1. With an account displayed in the **Work Form**, do one of the following:
  - From the **Info** menu, click **Disputes**.
  - At the top of the **Panels** section, click the name of the currently displayed panel (for example, **Phones**, **Notes**) and then click **Disputes**.

Disputes: CB Status: <span style="color: blue;">!</span> Reported Dispute. <input checked="" type="checkbox"/> Show Linked Notes						
<a href="#">Enter New Dispute</a> <a href="#">View/Edit Dispute</a> <a href="#">Custom List</a> <a href="#">Dispute Types</a> <a href="#">Care Types</a> <a href="#">Complaint Category</a> <a href="#">Financial Hardship</a>						
Account ID	Received	Category	Type	Closed	Outcome	
▶ 100078	3/7/2017	Fraud	Account Ownership	3/7/2017	Resolved - Continue	
<b>3/7/2017</b> <b>Over 5 mins on this Account : 00:48:19</b> <b>1:36 PM</b>						

- In the toolbar in the **Disputes** panel, click **Dispute Types**.

Dispute Types			
<a href="#">Add Dispute Type</a> <a href="#">View/Edit Dispute Type</a>			
Code	Description	Proof Required	
▶ OwnOfAct	Account Ownership	<input checked="" type="checkbox"/>	
BelFull	Full Balance	<input checked="" type="checkbox"/>	
BelPat	Partial Balance	<input checked="" type="checkbox"/>	
<input type="button" value="OK"/> <input type="button" value="Cancel"/>			

- In the data grid, click the dispute type to modify and then click **View\Edit Dispute Type**.

Dispute Type	
Code *	<input type="text" value="OwnOfAct"/>
Description *	<input type="text" value="Account Ownership"/>
	<input checked="" type="checkbox"/> Proof Required
<input type="button" value="OK"/> <input type="button" value="Cancel"/>	

**Code:** Code that identifies the dispute type.

**Description:** Description of the dispute type.

**Proof Required:** If selected, your organization requires proof of the dispute.

- Modify the information and then click **OK**.

## Income and Expenditures

### Income and Expenditures

Use the **Income and Expenditures** panel to maintain a customer's income and expenditures. Latitude uses this information to calculate the debtor's monthly disposable income. This information assists you

in arranging a successful payment plan with the debtor. To view the panel, your administrator must have selected the panel in the Work Form Panels permission.

### View Financial Summary Information

Use the **Summary** tab on the **Income and Expenditures** panel to view financial summary information for the account displayed in the **Work Form**.

#### To view financial summary information

1. With an account displayed in the **Work Form**, do one of the following:
  - From the **Info** menu, click **Income and Expenditures**.
  - At the top of the **Panels** section, click the name of the currently displayed panel (for example, **Phones, Notes**) and then click **Income and Expenditures**.

The screenshot shows the 'Income and Expenditures' panel with the 'Summary' tab selected. At the top, it displays 'Income and' and 'CB Status: Not Reported. Will Evaluate on 08/04/2017'. Below this are three tabs: 'Summary', 'Income', and 'Expenses'. The 'Summary' tab is active, showing a 'Last Updated On' dropdown menu set to '2/22/2017'. There are three input fields: 'Total Monthly Income' (0.00), 'Total Monthly Expenses' (0.00), and 'Monthly Disposable Income' (0.00). An 'Update' button is located to the right of the 'Monthly Disposable Income' field. A red instruction at the bottom of the panel reads: 'Enter all applicable Income and Expenses on other tabs, once complete, click Update'. The status bar at the bottom of the window shows the date '2/22/2017', the time 'Time on this Account : 00:04:22', and the current time '10:06 AM'.

2. Click the **Summary** tab.

This screenshot is identical to the one above, showing the 'Income and Expenditures' panel with the 'Summary' tab selected. It displays the same fields and instructions: 'Last Updated On' (2/22/2017), 'Total Monthly Income' (0.00), 'Total Monthly Expenses' (0.00), 'Monthly Disposable Income' (0.00) with an 'Update' button, and the red instruction 'Enter all applicable Income and Expenses on other tabs, once complete, click Update'. The status bar at the bottom shows '2/22/2017', 'Time on this Account : 00:04:22', and '10:06 AM'.

**Last Updated On:** Date a user last updated the income and expense information.

**Total Monthly Income:** Total amount of income from the **Income** tab.

**Total Monthly Expenses:** Total amount of expenses from the **Expenses** tab.

**Monthly Disposable Income:** Amount of monthly disposable income (total income less total expenses).

3. To refresh the summary information after updating income and expense information, click **Update**. Latitude updates the summary information based on the values on the Income and Expenses tabs.

## Add Income Information

Use the **Income** tab on the **Income and Expenditures** panel to add income information for the account displayed in the **Work Form**.

### To add income information

1. With an account displayed in the **Work Form**, do one of the following:
  - From the **Info** menu, click **Income and Expenditures**.
  - At the top of the **Panels** section, click the name of the currently displayed panel (for example, **Phones**, **Notes**) and then click **Income and Expenditures**.

The screenshot shows the 'Income and Expenditures' panel with the following data:

Field	Value
Last Updated On	2/22/2017
Total Monthly Income	0.00
Total Monthly Expenses	0.00
Monthly Disposable Income	0.00

2. Click the **Income** tab.

The screenshot shows the 'Income and Expenditures' panel with the following data:

Source	Details	Value
Salary	Employment	\$2,000.00
Allowances	Allowances	\$100.00
**		0

3. In the **Source** list box, click the income source and then press the **Tab** key. Latitude populates the **Details** box with a description of the source.
4. In the **Value** box, type the income amount and then press the **Tab** key. Latitude saves the information.

## Modify Income Information

Use the **Income** tab on the **Income and Expenditures** panel to modify income information for the account displayed in the **Work Form**.

### To modify income information

1. With an account displayed in the **Work Form**, do one of the following:

- From the **Info** menu, click **Income and Expenditures**.
- At the top of the **Panels** section, click the name of the currently displayed panel (for example, **Phones, Notes**) and then click **Income and Expenditures**.

The screenshot shows the 'Income and Expenditures' panel with the following details:

- Panel Title: **Income and**
- CB Status: **Not Reported. Will Evaluate on 08/04/2017**
- Show Linked Notes:
- Summary | **Income** | Expenses
- Last Updated On: 2/22/2017
- Total Monthly Income: 0.00
- Total Monthly Expenses: 0.00
- Monthly Disposable Income: 0.00
- Update button
- Instruction: *Enter all applicable Income and Expenses on other tabs, once complete, click Update*
- Footer: 2/22/2017 | Time on this Account : 00:04:22 | 10:06 AM

2. Click the **Income** tab.

The screenshot shows the 'Income and Expenditures' panel with the 'Income' tab selected. It displays a table of income sources:

Source	Details	Value
Salary	Employment	\$2,000.00
Allowances	Allowances	\$100.00
▶▶		0

Footer: 2/22/2017 | Time on this Account : 03:00:52 | 1:03 PM

3. To modify the source of income, in the **Source** list box, click the income source and then press the **Tab** key. Latitude populates the **Details** box with a description of the source.
4. To modify the income amount, in the **Value** box, type the income amount and then press the **Tab** key. Latitude saves the information.

### Delete Income Information

Use the **Income** tab on the **Income and Expenditures** panel to delete income information for the account displayed in the **Work Form**.

#### To delete income information

1. With an account displayed in the **Work Form**, do one of the following:
  - From the **Info** menu, click **Income and Expenditures**.
  - At the top of the **Panels** section, click the name of the currently displayed panel (for example, **Phones, Notes**) and then click **Income and Expenditures**.

2. Click the **Income** tab.

3. In the data grid, click the row to delete and then press the **Delete** key. Latitude deletes the income source from the data grid.

### Add Expenses

Use the **Expenses** tab on the **Income and Expenditures** panel to add expense information for the account displayed in the **Work Form**.

#### To add expenses

1. With an account displayed in the **Work Form**, do one of the following:
  - From the **Info** menu, click **Income and Expenditures**.
  - At the top of the **Panels** section, click the name of the currently displayed panel (for example, **Phones**, **Notes**) and then click **Income and Expenditures**.

2. Click the **Expenses** tab.

Source	Details	Value
Mortgage	Mortgage	\$800.00
Utilities	Water/Gas/Electricity	200
Vehicle	Gas/Payment	200
▶▶		0

3. In the **Source** list box, click the expense source and then press the **Tab** key. Latitude populates the **Details** box with a description of the source.
4. In the **Value** box, type the expense amount and then press the **Tab** key. Latitude saves the information.

### Modify Expenses

Use the **Income** tab on the **Income and Expenditures** panel to modify expenses for the account displayed in the **Work Form**.

#### To modify expenses

1. With an account displayed in the **Work Form**, do one of the following:
  - From the **Info** menu, click **Income and Expenditures**.
  - At the top of the **Panels** section, click the name of the currently displayed panel (for example, **Phones, Notes**) and then click **Income and Expenditures**.



2. Click the **Expenses** tab.

Source	Details	Value
Mortgage	Mortgage	\$800.00
Utilities	Water/Gas/Electricity	200
Vehicle	Gas/Payment	200
▶▶		0

3. To modify the source of an expense, in the **Source** list box, click the expense source and then press the **Tab** key. Latitude populates the **Details** box with a description of the source.
4. To modify the expense amount, in the **Value** box, type the expense amount and then press the **Tab** key. Latitude saves the information.

### Delete Expenses

Use the **Income** tab on the **Income and Expenditures** panel to delete expenses for the account displayed in the **Work Form**.

#### To delete expenses

1. With an account displayed in the **Work Form**, do one of the following:
  - From the **Info** menu, click **Income and Expenditures**.
  - At the top of the **Panels** section, click the name of the currently displayed panel (for example, **Phones, Notes**) and then click **Income and Expenditures**.

2. Click the **Expenses** tab.

Source	Details	Value
Mortgage	Mortgage	\$800.00
Utilities	Water/Gas/Electricity	200
Vehicle	Gas/Payment	200
▶▶		0

3. In the data grid, click the row to delete and then press the **Delete** key. Latitude deletes the expense from the data grid.

## Custom Data

### Custom Data

Use the **Custom Data** panel to add and modify user-defined list codes, and associate data to the list codes. List codes allow your organization to establish settings for use in custom panels that your organization creates. You must have the Custom List Permission. Also, to view the panel, your administrator must have selected the panel in the Work Form Panels permission.

### Add a Custom List

Use the **Custom List** dialog box to add a custom list.

#### To add a custom list

1. With an account displayed in the **Work Form**, do one of the following:
  - From the **Info** menu, click **Complaints**.
  - At the top of the **Panels** section, click the name of the currently displayed panel (for example, **Phones**, **Notes**) and then click **Care and Hardship**, **Complaints**, or **Disputes**. The following example shows the **Complaints** panel.

**Complaints:** CB Status: Reported, Dispute.  Show Linked Notes

Enter New Complaint View/Edit Complaint

Custom List Dispute Types Care Types Complaint Category Financial Hardship

Account ID	Received	Category	Type	Status	SLA Days	Closed	Outcome
100078	3/7/2017	Balance Related	Human Error	In Progress	30	3/7/2017	Disciplinary

3/7/2017 Over 5 mins on this Account : 00:38:58 1:26 PM

- In the toolbar in the selected panel, click **Custom List**.

**Custom Lists**

Add Custom List View/Edit Custom List

ListCode	NameSpace	Description	DisplayName
ADDRCNFSPRC	SYSTEM	Address Confirmation Source	Address Confirmation Source
ADDRSRC	SYSTEM	Address Source	Address Source
ADDRSTATUS	SYSTEM	Address Status	Address Status
ADDRTYPE	SYSTEM	Address Type	Address Type
CBRACTCTYP	SYSTEM	CBR Account Type	CBR Account Type
CBRACTSTAT	SYSTEM	CBR Account Status	CBR Account Status
CBRADDRIND	SYSTEM	CBR Address Indicator	CBR Address Indicator
CBRCMPLCND	SYSTEM	CBR Compliance Condition	CBR Compliance Condition
CBRCREDCLS	SYSTEM	CBR Creditor Classes	CBR Creditor Classes
CBRECOACD	SYSTEM	CBR ECOA Code	CBR ECOA Code
CBRINFOIND	SYSTEM	CBR Information Indicator	CBR Information Indicator
CBRPTLTYP	SYSTEM	CBR Portfolio Types	CBR Portfolio Types
CBRRESCD	SYSTEM	CBR Residence Codes	CBR Residence Codes
CBRSPECCMT	SYSTEM	CBR Special Comment	CBR Special Comment
CHSTATUS	SYSTEM	Care and Hardship Status	Care and Hardship Status

OK Cancel

- In the toolbar in the **Custom Lists** window, click **Add Custom List**.

**Custom List**

Namespace \*

List Code \*

Description \*

Display Name \*

Max Code Length  Max Description Length   Code Is Numeric

List Data Items

Add View/Edit

OK Cancel

**Namespace:** Alternate name for the custom list.

**List Code:** Code that identifies the custom list.

**Description:** Description of the custom list.

**Display Name:** Name of the custom list. This name appears when displaying the list in a custom panel.

**Max Code Length:** Maximum number of characters allowed for the custom data code.

**Max Description Length:** Maximum number of characters allowed for the custom data description.

**Code is Numeric:** If selected, the custom data code is numeric. If cleared, the custom data code is alphanumeric.

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

## Modify a Custom List

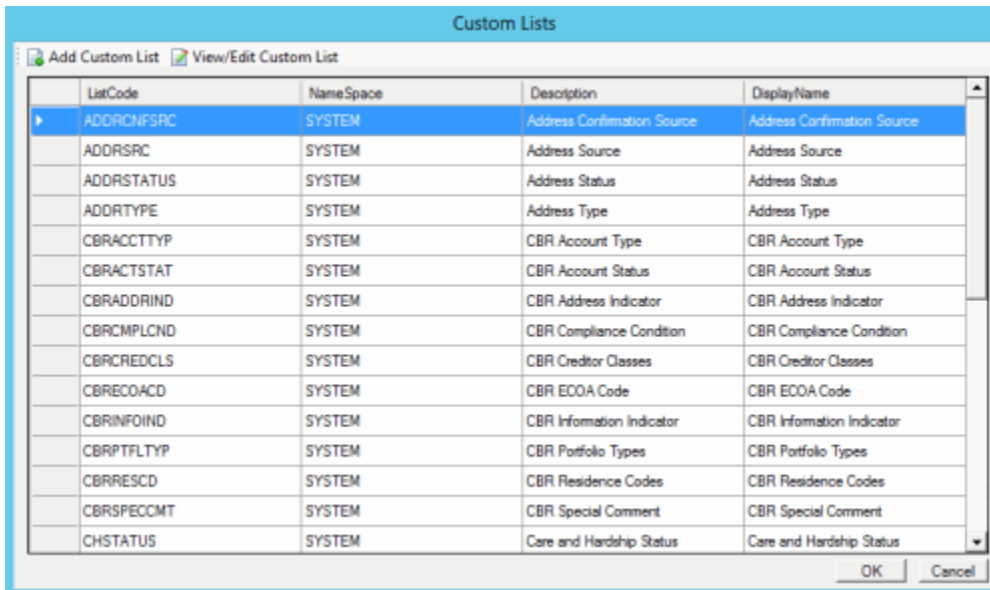
Use the **Custom List** dialog box to modify a custom list.

### To modify a custom list

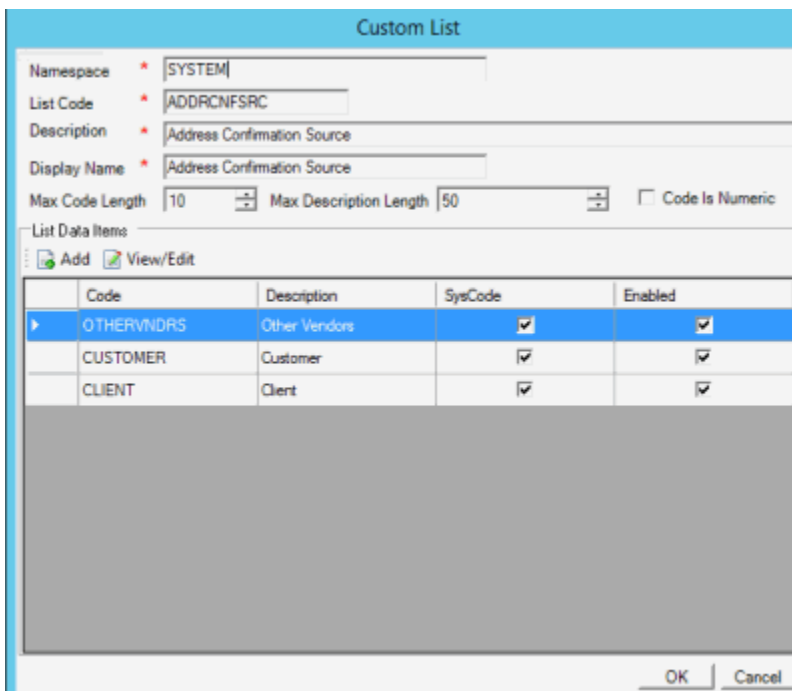
1. With an account displayed in the **Work Form**, do one of the following:
  - From the **Info** menu, click **Complaints**.
  - At the top of the **Panels** section, click the name of the currently displayed panel (for example, **Phones**, **Notes**) and then click **Care and Hardship**, **Complaints**, or **Disputes**. The following example shows the **Complaints** panel.

Account ID	Received	Category	Type	Status	SLA Days	Closed	Outcome
100078	3/7/2017	Balance Related	Human Error	In Progress	30	3/7/2017	Disciplinary

2. In the toolbar in the selected panel, click **Custom List**.



3. In the data grid, click the custom list to modify and then click **View/Edit Custom List**.



**Namespace:** Alternate name for the custom list.

**List Code:** Code that identifies the custom list.

**Description:** Description of the custom list.

**Display Name:** Name of the custom list. This name appears when displaying the list in a custom panel.

**Max Code Length:** Maximum number of characters allowed for the custom data code.

**Max Description Length:** Maximum number of characters allowed for the custom data description.

**Code is Numeric:** If selected, the custom data code is numeric. If cleared, the custom data code is alphanumeric.

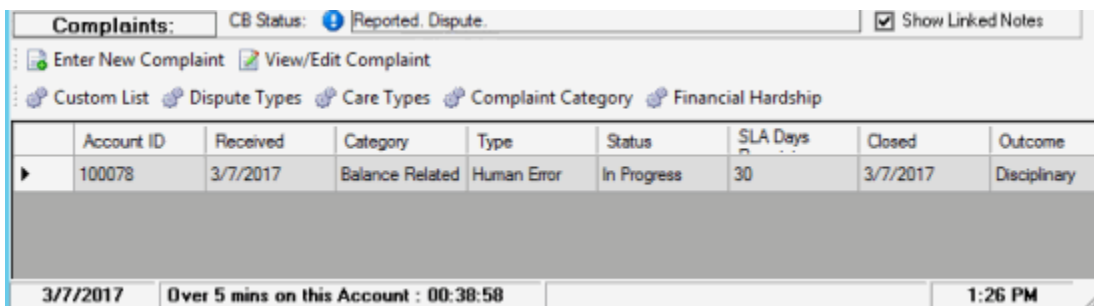
4. Complete the information and then click **OK**.

### Add Custom Data

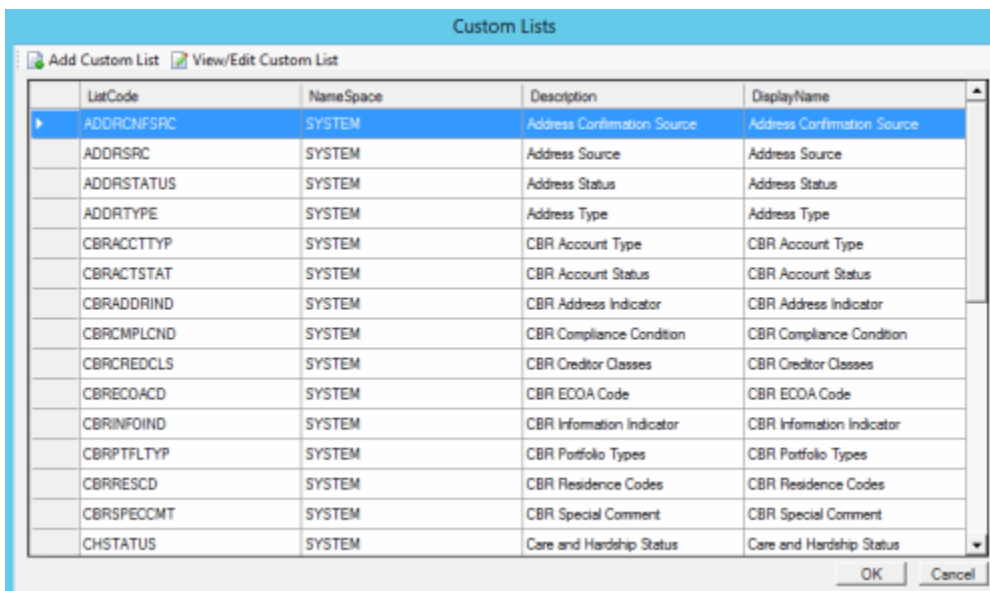
Use the **Custom List Data** dialog box to add custom data to a custom list.

#### To add custom data

1. With an account displayed in the **Work Form**, do one of the following:
  - From the **Info** menu, click **Complaints**.
  - At the top of the **Panels** section, click the name of the currently displayed panel (for example, **Phones**, **Notes**) and then click **Care and Hardship**, **Complaints**, or **Disputes**. The following example shows the **Complaints** panel.



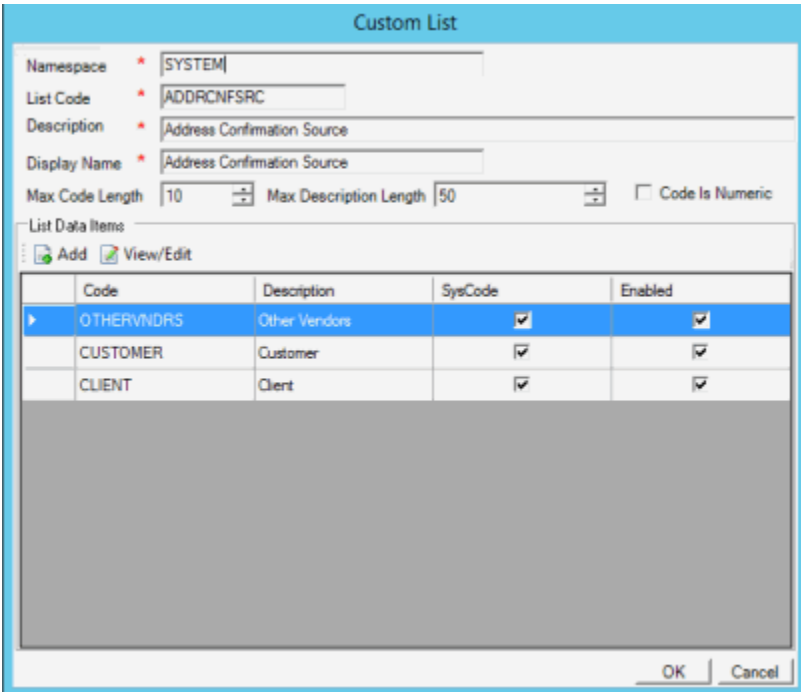
2. In the toolbar in the selected panel, click **Custom List**.



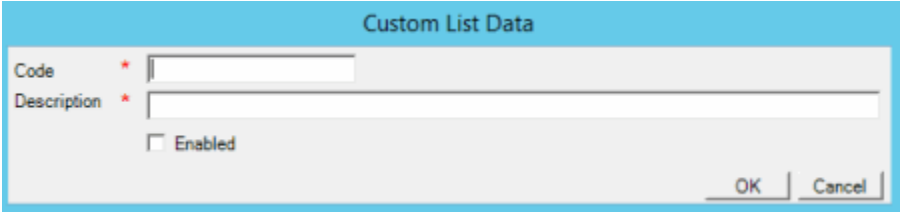
3. Do one of the following:
  - To add a custom list, in the toolbar, click **Add Custom List**.

- To modify a custom list, in the data grid, click the custom list and then, in the toolbar, click **View/Edit Custom List**.

The following example shows the **Custom List** dialog box in edit mode.



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



**Code:** Code that identifies the custom data. The system limits the maximum number of characters allowed to what is set as the **Max Code Length** in the Custom List.

**Description:** Description of the custom data. The system limits the maximum number of characters allowed to what is set as the **Max Description Length** in the Custom List.

**SysCode:** If selected, all list data that you add to this custom list is system-defined. If cleared, the list data is user-defined. Users cannot select or clear this check box.

**Enabled:** If selected, you want the list data to appear on a custom panel. You cannot delete list data; however, you can clear this check box so that the data doesn't appear on a custom panel.

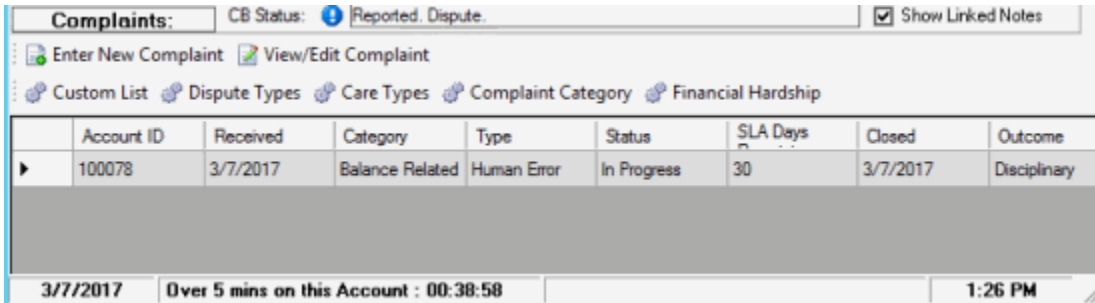
5. Complete the information and then click **OK**.

### Modify Custom Data

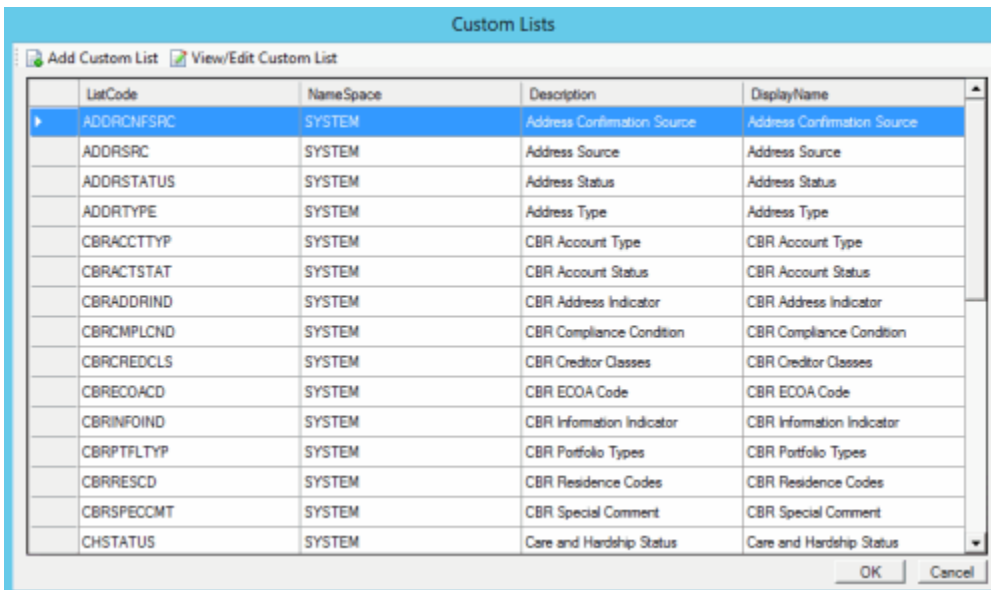
Use the **Custom List Data** dialog box to modify custom data for a custom list.

#### To modify custom data

- With an account displayed in the **Work Form**, do one of the following:
  - From the **Info** menu, click **Complaints**.
  - At the top of the **Panels** section, click the name of the currently displayed panel (for example, **Phones**, **Notes**) and then click **Care and Hardship**, **Complaints**, or **Disputes**. The following example shows the **Complaints** panel.



- In the toolbar in the selected panel, click **Custom List**.



- In the data grid, click the custom list to add custom data to and then, in the toolbar, click **View/Edit Custom List**.



**Custom List**

Namespace \* [SYSTEM]  
 List Code \* [ADDRCNFSRC]  
 Description \* [Address Confirmation Source]  
 Display Name \* [Address Confirmation Source]  
 Max Code Length [10] Max Description Length [50]  Code Is Numeric

List Data Items  
 Add View/Edit

	Code	Description	SysCode	Enabled
	OTHERVNDRS	Other Vendors	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	CUSTOMER	Customer	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	CLIENT	Client	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

OK Cancel

- In the toolbar, click **View/Edit**.

**Custom List Data**

Code \* [OTHERVNDRS]  
 Description \* [Other Vendors]  
 Enabled

OK Cancel

**Code:** Code that identifies the custom data. The system limits the maximum number of characters allowed to what is set as the **Max Code Length** in the Custom List.

**Description:** Description of the custom data. The system limits the maximum number of characters allowed to what is set as the **Max Description Length** in the Custom List.

**SysCode:** If selected, all list data that you add to this custom list is system-defined. If cleared, the list data is user-defined. Users cannot select or clear this check box.

**Enabled:** If selected, you want the list data to appear on a custom panel. You cannot delete list data; however, you can clear this check box so that the data doesn't appear on a custom panel.

- Modify the information and then click **OK**.

## Payment Arrangements

### Payment Arrangements

Use the **Arrangements** panel to view payment arrangements for an account, delete a payment arrangement, place a payment arrangement on hold, and remove a payment arrangement hold. Use the **Payment Arrangements Wizard** to establish payment arrangements for promises, checks by phone, and credit cards.

The steps include:

1. Creating a payment arrangement using the [Payment Arrangements Wizard](#).
2. Processing a payment with the vendor or bank.
3. Applying a payment to a debtor account for invoicing.

If you create a payment arrangement for an account not assigned to your desk, you can reassign the account to your own desk under certain conditions. For more information, see [Reassign an Account to Your Desk](#).

## Arrangements Panel

### Arrangements Panel

Use the **Arrangements** panel to view payment arrangements for an account, delete a payment arrangement, and place a payment arrangement on hold. You can also negotiate a new payment arrangement using the **Payment Arrangements** wizard.

The **Arrangements** panel differs slightly for linked and non-linked accounts. For more information, see [View Payment Arrangements](#) and [View Payment Arrangement for Linked Accounts](#).

### View Payment Arrangements

Use the **Arrangements** panel in the **Work Form** to view payment arrangements for an account.

#### To view payment arrangements

1. With an account displayed in the **Work Form**, from the menu bar, click **Promise**. The **Arrangements** panel appears. If a payment arrangement does not exist, the data grid is blank.

Due Date	Total	Amount	Surcharge	Type	Status	Payment Instrument
01/04/2019	\$505.00	\$500.00	\$5.00	ACH DEBIT -...	Active	**7654
02/04/2019	\$505.00	\$500.00	\$5.00	ACH DEBIT -...	Active	**7654

✓ The current arrangement is on track.

**Due Date:** Payment due date.

**Total:** Total payment amount due, including surcharges.

**Amount:** Payment amount due, excluding surcharges.

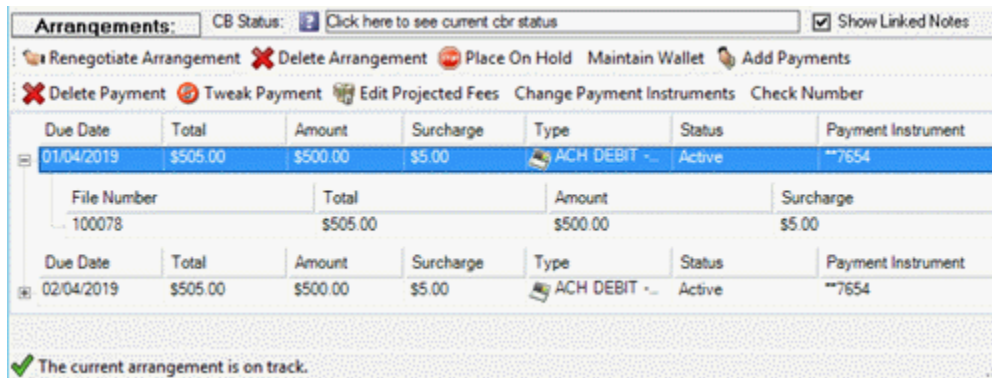
**Surcharge:** Surcharge amount due.

**Type:** Type of payment instrument, such as credit card or checking account. If the user didn't specify a payment instrument when creating the arrangement, this column contains "Unknown."

**Status:** Status of the payment. If the user didn't specify a payment instrument when creating the arrangement, this column contains "On Hold."

**Payment Instrument:** Last four digits of the payment instrument's account number. If you didn't specify a payment instrument when creating the arrangement, this column contains "N/A."

- To view details for a payment, click the plus sign (+) next to the payment.



Due Date	Total	Amount	Surcharge	Type	Status	Payment Instrument
01/04/2019	\$505.00	\$500.00	\$5.00	ACH DEBIT	Active	**7654
File Number		Total	Amount	Surcharge		
100078		\$505.00	\$500.00	\$5.00		
Due Date	Total	Amount	Surcharge	Type	Status	Payment Instrument
02/04/2019	\$505.00	\$500.00	\$5.00	ACH DEBIT	Active	**7654

✓ The current arrangement is on track.

#### Notes:

- If the current arrangement is on track and has no adjustments that would affect the projected balance, Latitude displays the message, "The current arrangement is on track."
- If the account has a settlement arrangement that is no longer active, the system removes the "Account has a settlement agreement" message.

### View Payment Arrangement for Linked Accounts

Use the **Arrangements** panel in the **Work Form** to view the payment arrangement for linked accounts. Each linked account that has its own arrangement appears on a separate **Arrangement [#]** tab. Each linked account that not in the arrangement appears on the **Accounts without arrangement** tab.

For example, if you have three linked accounts and create an arrangement for two of the accounts, that arrangement due appears on the **Arrangements [1]** tab. Information about the third account appears on the **Accounts without arrangement** tab. If you then create an arrangement for the third account, that arrangement appears on the **Arrangements [2]** tab and the **Accounts without arrangement** tab is no longer available.

The **Arrangements [#]** tab has an **Accounts** tab and a **Payments** tab. The **Accounts** tab lists the linked accounts that are in the payment arrangement. The **Payments** tab lists the payment arrangement schedule.

#### To view the payment arrangement for linked accounts

- With an account displayed in the **Work Form**, from the menu bar, click **Promise**. The **Arrangements** panel appears with the **Arrangement [1]** and **Accounts** tabs selected.

File Number	Customer	Desk	Branch	Received	Balance
100052	SECOND CUSTOM..	MIKES DESK	LOCAL RECOVERY..	12/09/2003	\$3,561.53

**File Number:** Unique code that Latitude assigned to identify the account.

**Customer:** Customer associated to the account.

**Desk:** Desk assigned to the account.

**Branch:** Branch assigned to the account.

**Received:** Date your organization received the account.

**Balance:** Remaining balance on the account.

- To view the payment arrangement schedule, click the **Payments** tab.

Due Date	Total	Amount	Surcharge	Type	Status	Payment Instrument
01/04/2019	\$500.00	\$500.00	\$0.00	Promise	Active	
02/04/2019	\$194.00	\$194.00	\$0.00	Promise	Active	
03/04/2019	\$194.00	\$194.00	\$0.00	Promise	Active	
04/04/2019	\$194.00	\$194.00	\$0.00	Promise	Active	
05/06/2019	\$194.00	\$194.00	\$0.00	Promise	Active	

✓ The current arrangement is on track.

**Due Date:** Payment due date.

**Total:** Total payment amount due, including surcharges.

**Amount:** Payment amount due, excluding surcharges.

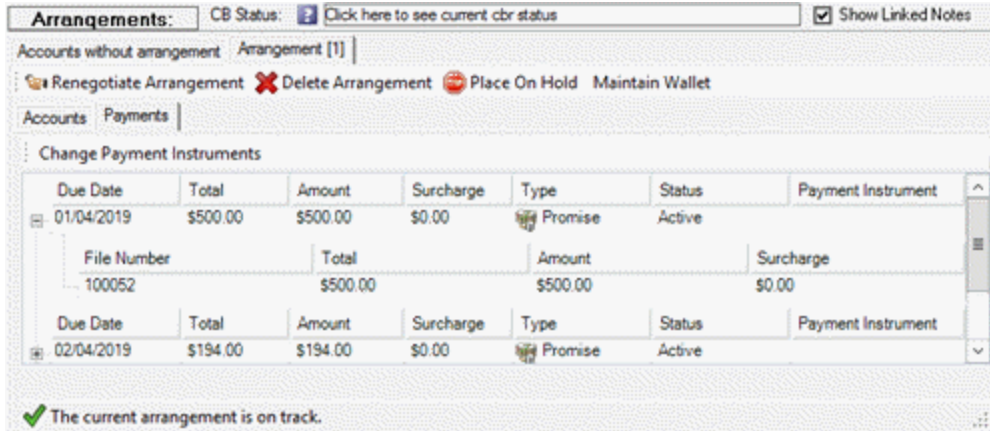
**Surcharge:** Surcharge amount due.

**Type:** Type of payment instrument, such as credit card or checking account. If the user didn't specify a payment instrument when creating the arrangement, this column contains "Unknown."

**Status:** Status of the payment. If the user didn't specify a payment instrument when creating the arrangement, this column contains "On Hold."

**Payment Instrument:** Last four digits of the payment instrument's account number. If you didn't specify a payment instrument when creating the arrangement, this column contains "N/A."

- To view details for a payment, click the plus sign (+) next to the payment.



**Arrangements:** CB Status: [Click here to see current cbr status](#)  Show Linked Notes

Accounts without arrangement | Arrangement [1]

Renegotiate Arrangement  Delete Arrangement  Place On Hold  Maintain Wallet

Accounts | Payments

Change Payment Instruments

Due Date	Total	Amount	Surcharge	Type	Status	Payment Instrument
01/04/2019	\$500.00	\$500.00	\$0.00	Promise	Active	
File Number		Total	Amount	Surcharge		
100052		\$500.00	\$500.00	\$0.00		
Due Date	Total	Amount	Surcharge	Type	Status	Payment Instrument
02/04/2019	\$194.00	\$194.00	\$0.00	Promise	Active	

The current arrangement is on track.

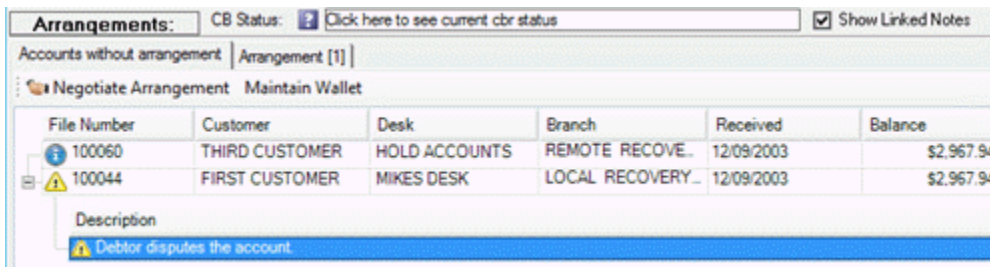
**File Number:** Unique code that Latitude assigned to identify the account.

**Total:** Total payment amount due, including surcharges.

**Amount:** Payment amount due, excluding surcharges.

**Surcharge:** Surcharge amount due.

- To view linked accounts that aren't in the arrangement, click the **Accounts without arrangement** tab. To view details, click the plus sign (+) next to an account.



**Arrangements:** CB Status: [Click here to see current cbr status](#)  Show Linked Notes

Accounts without arrangement | Arrangement [1]

Negotiate Arrangement  Maintain Wallet

File Number	Customer	Desk	Branch	Received	Balance
100060	THIRD CUSTOMER	HOLD ACCOUNTS	REMOTE RECOVER...	12/09/2003	\$2,967.94
100044	FIRST CUSTOMER	MIKES DESK	LOCAL RECOVERY...	12/09/2003	\$2,967.94
Description					
Debtor disputes the account.					

#### Notes:

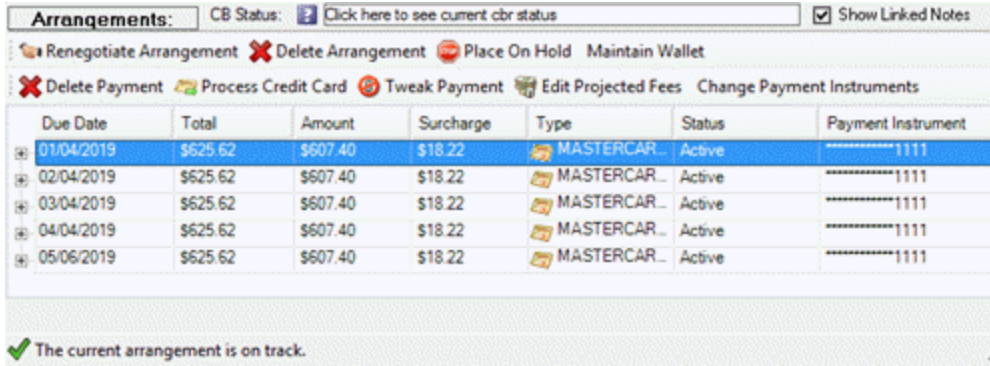
- If the current arrangement is on track and has no adjustments that would affect the projected balance, Latitude displays the message, "The current arrangement is on track."
- If the account has a settlement arrangement that is no longer active, the system removes the "Account has a settlement agreement" message.

### Process a Real-time Credit Card Transaction

Use the **Arrangements** panel in the **Work Form** to process a credit card transaction with a vendor that is due on or before the current date. To use real-time credit card processing, you must have the Enable Real Time Credit Card Processing permission.

#### To process a real-time credit card transaction

- With an account displayed in the **Work Form**, from the menu bar, click **Promise**. The **Arrangements** panel appears.
- In the data grid, click the transaction to process. The **Process Credit Card** option appears in the **Arrangement** panel menu bar.



Due Date	Total	Amount	Surcharge	Type	Status	Payment Instrument
01/04/2019	\$625.62	\$607.40	\$18.22	MASTERCAR...	Active	*****1111
02/04/2019	\$625.62	\$607.40	\$18.22	MASTERCAR...	Active	*****1111
03/04/2019	\$625.62	\$607.40	\$18.22	MASTERCAR...	Active	*****1111
04/04/2019	\$625.62	\$607.40	\$18.22	MASTERCAR...	Active	*****1111
05/06/2019	\$625.62	\$607.40	\$18.22	MASTERCAR...	Active	*****1111

✓ The current arrangement is on track.

3. Click **Process Credit Card**. One of the following occurs:
  - If the payment processes successfully, the system displays a notification dialog box indicating a successful payment and changes the status to "Authorized."
  - If the payment fails, the system displays a notification dialog box indicating a failed payment and changes the status to "Declined."
  - If the web service is unavailable, a message dialog box appears, asking whether you want to keep the transaction and process it later. Click **Yes**. Obtain verification offline or later during batch processing in Credit Card Management. After you obtain online authorization, the authorization code and transaction batch number appear. The system processes the batch automatically and applies it to the balance in the **Work Form**.
4. Click **OK**. If the payment didn't fail, one of the following occurs:
  - If your agency selected the **Post Real Time Credit Card transactions processed from the Arrangements panel** check box in the **Enable Real Time Credit Card Processing** permission, Latitude posts credit card transactions to the debtor's account immediately. The transactions are available for immediate client invoicing.
  - If your agency cleared the **Post Real Time Credit Card transactions processed from the Arrangements panel** check box in the **Enable Real Time Credit Card Processing** permission, Latitude saves the credit card payments in a batch file for processing later. For more information about processing a batch, see [Process a Batch](#).

### Change Payment Instrument for a Single Payment

Use the **Select Payment Instrument** dialog box to change the payment instrument for a payment in an arrangement. You can change to the same instrument type (for example, credit card to credit card) or to a different instrument type (for example, credit card to ACH). A payment arrangement can use multiple payment instruments. For example, one payment in the arrangement can use a credit card and another payment in the arrangement can use a check.

**Note:** To select a payment instrument from the person's wallet, you must have the Use Payment Instruments permission.

#### To change the payment instrument for a single payment

1. With an account displayed in the **Work Form**, from the menu bar, click **Promise**. The **Arrangements** panel appears.

Due Date	Total	Amount	Surcharge	Type	Status	Payment Instrument
01/04/2019	\$505.00	\$500.00	\$5.00	ACH DEBIT -...	Active	**7654
02/04/2019	\$505.00	\$500.00	\$5.00	ACH DEBIT -...	Active	**7654

✓ The current arrangement is on track.

- In the data grid, double-click the payment for which to change the payment instrument. The **Select Payment Instrument** dialog box appears.

Account Id	Debtor Name	Payer Name	Type	Expiration Date	Payment Instrument
100078	Smith, Maggie	Smith, Maggie	ACH - CHECKING		****456
100078	Smith, Maggie	SMITH, MAGGIE	MASTERCARD/VISA	12/2018	****1111

- Do one of the following:
  - If the payment instrument is in the data grid, click it and then click **OK**.
  - If the payment instrument isn't in the data grid but you added it during the current session, do the steps to [Look up a Payment Instrument](#). The payment instrument appears in the data grid. Click it and then click **OK**.
  - If the payment instrument isn't in the data grid and you didn't add it during the current session, do the steps to [Add a Credit Card](#) or [Add a Checking or Savings Account](#). The payment instrument appears in the data grid. Click it and then click **OK**.

Latitude closes the dialog box and assigns the payment instrument to the selected payment.

### Change Payment Instrument for Multiple Payments

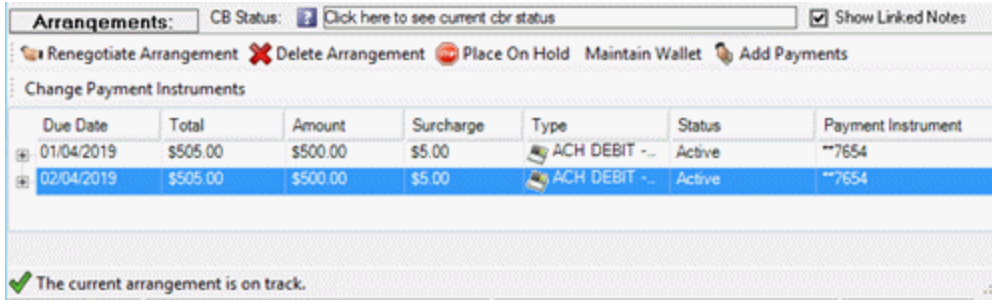
Use the **Step 1 - Select Payments** and **Step 2 - Select Payment Instrument** dialog boxes to change the payment instrument for multiple payments in an arrangement. You can change to the same instrument type (for example, credit card to credit card) or to a different instrument type (for example, credit card to ACH). A payment arrangement can use multiple payment instruments. For example, one payment in the arrangement can use a credit card and another payment in the arrangement can use a check.

**Note:** To select a payment instrument from the person's wallet, you must have the Use Payment Instruments permission.

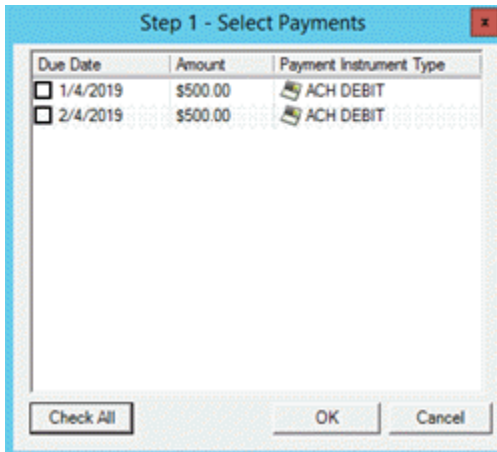
#### To change the payment instrument for multiple payments

- With an account displayed in the **Work Form**, from the menu bar, click **Promise**. The **Arrangements** panel appears.





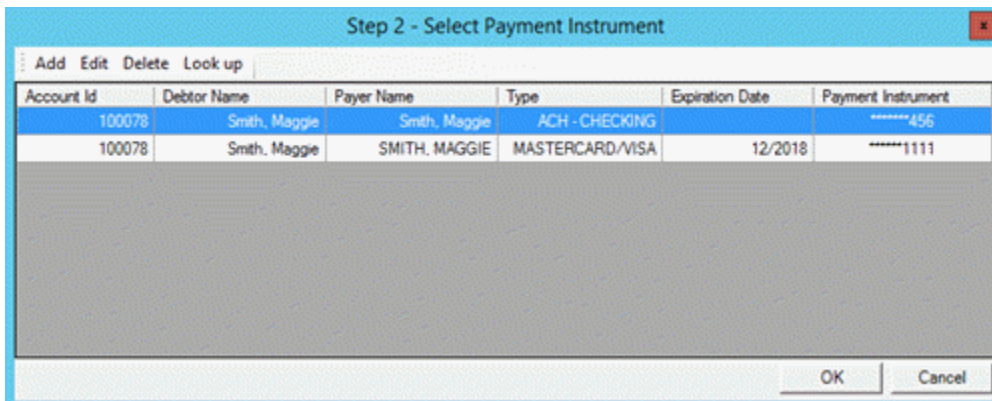
2. Click **Change Payment Instruments**. The **Step 1 - Select Payments** dialog box appears. It lists each unpaid payment in the payment arrangement.



3. Select the check box for each payment for which to change the payment instrument.

**Tip:** To select all payments, click **Check All**.

4. Click **OK**. The **Step 2 - Select Payment Instrument** dialog box appears.



5. Do one of the following:
  - If the payment instrument is in the data grid, click it and then click **OK**.
  - If the payment instrument isn't in the data grid but you added it during the current session, do the steps to [Look up a Payment Instrument](#). The payment instrument appears in the data grid. Click it and then click **OK**.



- If the payment instrument isn't in the data grid and you didn't add it during the current session, do the steps to [Add a Credit Card](#) or [Add a Checking or Savings Account](#). The payment instrument appears in the data grid. Click it and then click **OK**.

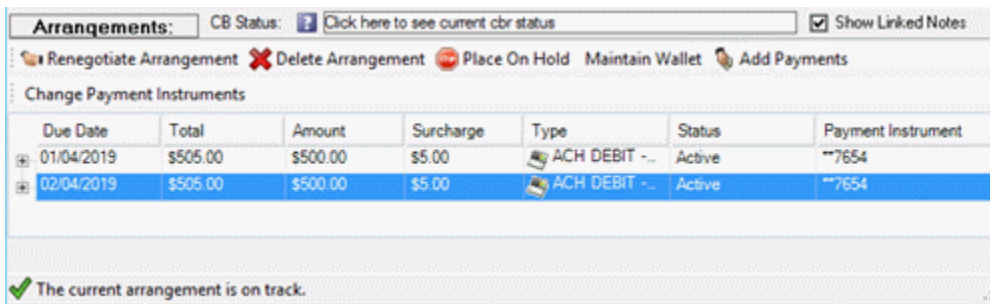
Latitude closes the dialog box and assigns the payment instrument to the selected payments.

### Change the Check Number for a Payment

Use the **Change Check Number** dialog box to change the check number for an active ACH payment in an arrangement. To change the check number, the arrangement cannot be on hold and the payment must have a valid payment vendor token.

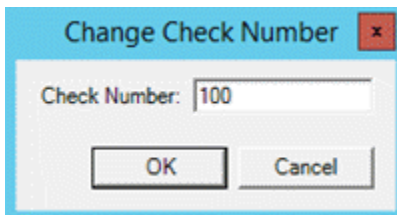
#### To change the check number for a payment

1. With an account displayed in the **Work Form**, from the menu bar, click **Promise**. The **Arrangements** panel appears.



Due Date	Total	Amount	Surcharge	Type	Status	Payment Instrument
01/04/2019	\$505.00	\$500.00	\$5.00	ACH DEBIT -...	Active	**7654
02/04/2019	\$505.00	\$500.00	\$5.00	ACH DEBIT -...	Active	**7654

2. In the data grid, click the payment for which to change the check number and then click **Check Number**. The **Change Check Number** dialog box appears.



3. In the **Check Number** box, type the check number to use and then click **OK**. Latitude closes the dialog box and updates the check number for this payment only.

### Make Up a Declined Payment

Use the **Arrangements** panel in the **Work Form** to make up a declined payment when payment processing fails (for example, declined credit card or insufficient funds). Your organization specifies the maximum number of days a declined payment can remain on an arrangement. For more information, see the **Maximum Number of Days** policy in the Minimum Settlement Options Permission.

#### To make up a declined payment

1. With an account displayed in the **Work Form**, from the menu bar, click **Promise**. The **Arrangements** panel appears.

Arrangements: CB Status: [Click here to see current cbr status](#)  Show Linked Notes

[Renegotiate Arrangement](#)
[Delete Arrangement](#)
[Remove Hold](#)
[Maintain Wallet](#)
[Add Payments](#)

[Delete Make Up Payment](#)
[Make Up Payment](#)
[Edit Projected Fees](#)
[Change Payment Instruments](#)

Due Date	Total	Amount	Surcharge	Type	Status	Payment Instrument
08/17/2018	\$521.36	\$506.17	\$15.19	MASTERCAR...	Declined	*****1111
09/17/2018	\$521.36	\$506.17	\$15.19	MASTERCAR...	On Hold	*****1111
10/17/2018	\$521.36	\$506.17	\$15.19	MASTERCAR...	On Hold	*****1111
11/19/2018	\$521.36	\$506.17	\$15.19	MASTERCAR...	On Hold	*****1111
12/17/2018	\$521.36	\$506.17	\$15.19	MASTERCAR...	On Hold	*****1111
01/17/2019	\$521.33	\$506.15	\$15.18	MASTERCAR...	On Hold	*****1111

One or more items is currently on hold.

- In the data grid, click the declined payment and then click **Make Up Payment**. A confirmation dialog box appears, asking whether you are sure.
- Click **Yes**. Latitude changes the payment status to "Unapproved."

Arrangements: CB Status: [Click here to see current cbr status](#)  Show Linked Notes

[Renegotiate Arrangement](#)
[Delete Arrangement](#)
[Approve](#)
[Remove Hold](#)
[Maintain Wallet](#)
[Add Payments](#)

[Delete Payment](#)
[Make Up Payment](#)
[Edit Projected Fees](#)
[Change Payment Instruments](#)

Due Date	Total	Amount	Surcharge	Type	Status	Payment Instrument
08/17/2018	\$521.36	\$506.17	\$15.19	MASTERCAR...	Unapproved	*****1111
09/17/2018	\$521.36	\$506.17	\$15.19	MASTERCAR...	On Hold	*****1111
10/17/2018	\$521.36	\$506.17	\$15.19	MASTERCAR...	On Hold	*****1111
11/19/2018	\$521.36	\$506.17	\$15.19	MASTERCAR...	On Hold	*****1111
12/17/2018	\$521.36	\$506.17	\$15.19	MASTERCAR...	On Hold	*****1111
01/17/2019	\$521.33	\$506.15	\$15.18	MASTERCAR...	On Hold	*****1111

One or more items is currently on hold.

- Click the unapproved payment and then click **Approve**. Latitude changes the payment status to "Active."
- Remove the hold from the remaining payments. For more information, see [Remove a Payment Arrangement Hold](#).
- If necessary, change the payment instrument. For more information, see [Change Payment Instrument for a Single Payment](#) or [Change Payment Instrument for Multiple Payments](#).

### Tweak a Payment Arrangement

Use the **Tweak an Arrangement** wizard to move the payment date out a few days or adjust the payment amount for a payment in a payment arrangement.

#### To tweak a payment arrangement

- With an account displayed in the **Work Form**, from the menu bar, click **Promise**. The **Arrangements** panel appears.

**Arrangements:** CB Status: [Click here to see current cbr status](#)  Show Linked Notes

Renegotiate Arrangement 
 Delete Arrangement 
 Place On Hold 
 Maintain Wallet 
 Add Payments

Change Payment Instruments

Due Date	Total	Amount	Surcharge	Type	Status	Payment Instrument
01/04/2019	\$505.00	\$500.00	\$5.00	ACH DEBIT -...	Active	**7654
02/04/2019	\$505.00	\$500.00	\$5.00	ACH DEBIT -...	Active	**7654

The current arrangement is on track.

- Click **Tweak Payment**. The **Tweak an Arrangement** wizard appears.

**Tweak an Arrangement**

Account ID: 100078 Customer: 0000001 - FIRST CUSTOMER Payment: for \$600.00 on 10/22/2018

**Tasks**

- Select Tweak Type
- Review Arrangement

**Information**

- Business Rules
- Account Balance
- Account Notes
- Payment History
- Posting Notes
- Show Calculator

**Select Arrangement Tweak**

Select the type of tweak to make to this Arrangement.

Payment Property to Tweak:

< Back Next > Cancel

- To modify the payment date, do the following:

- In the **Payment Property to Tweak** list box, click **Date** and then click **Next**. The **Tweak Payment Date** page appears.

**Tweak an Arrangement**

Account ID: 100078 Customer: 0000001 - FIRST CUSTOMER Payment: for \$600.00 on 10/22/2018

**Tasks**

- Select Tweak Type
- Tweak Payment Date
- Review Arrangement

**Information**

- Business Rules
- Account Balance
- Account Notes
- Payment History
- Posting Notes
- Show Calculator

**Tweak Payment Date**

Move a Payment Date ahead by several days.

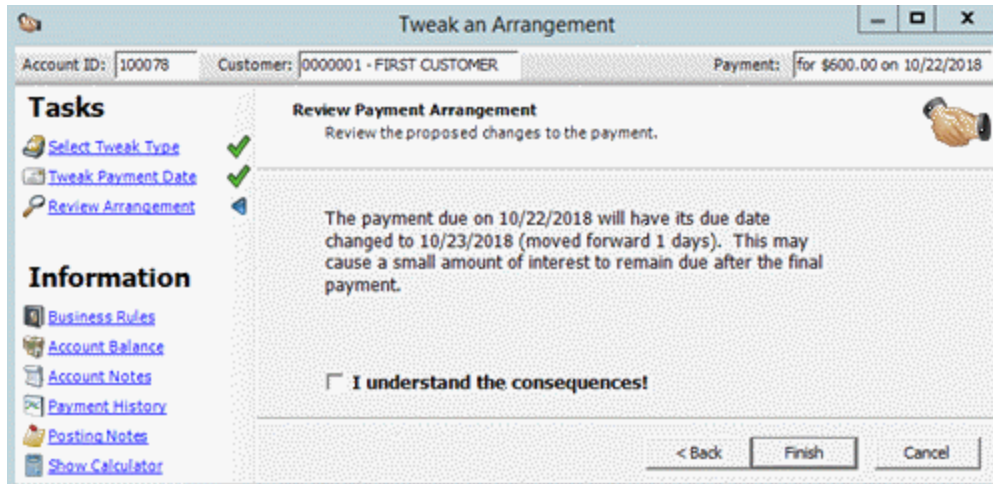
Change payment date to:

10/23/2018

The payment date must be between 9/22/2018 and 11/20/2018 (inclusive)

< Back Next > Cancel

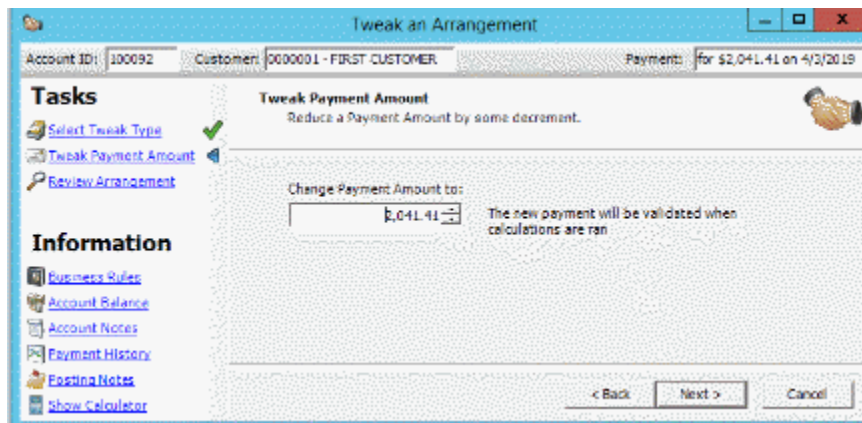
- Click in the **Change payment date to** list box, click the date in the calendar, and then click **Next**. The **Review Payment Arrangement** page appears.



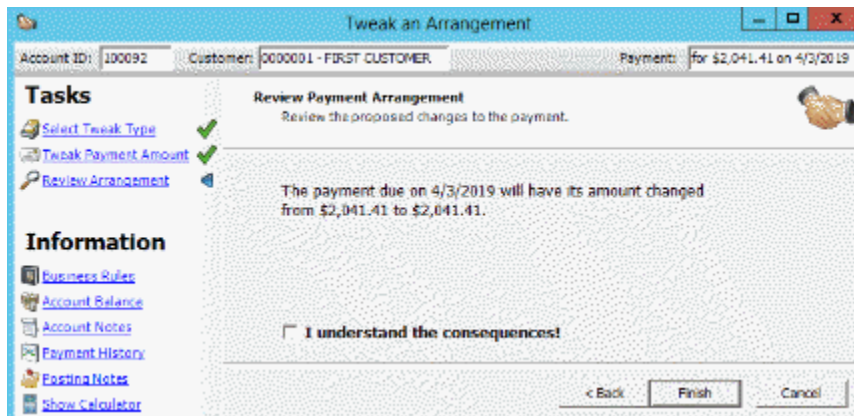
c. Select the **I understand the consequences** check box and then click **Finish**.

4. To modify the payment amount, do the following:

a. In the **Payment Property to Tweak** list box, click **Amount**. The **Tweak Payment Amount** page appears.



b. In the **Change payment amount to** box, type the new payment amount. The **Review Payment Arrangement** page appears.



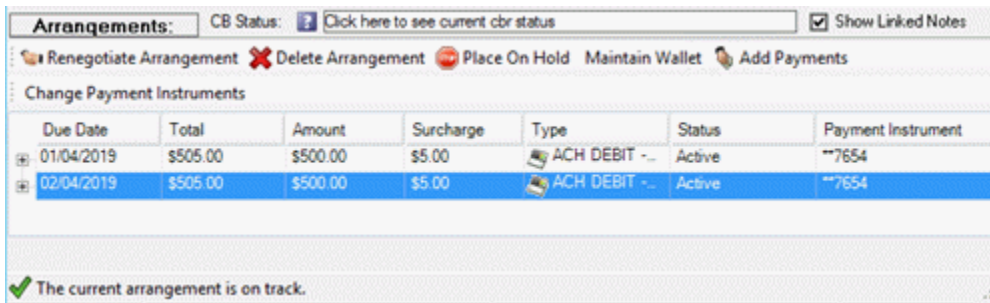
- c. Select the **I understand the consequences** check box and then click **Finish**. Latitude adjusts the last payment amount up or down, depending on whether you increased or decreased a payment.

### Modify Projected Fees for a Payment Arrangement

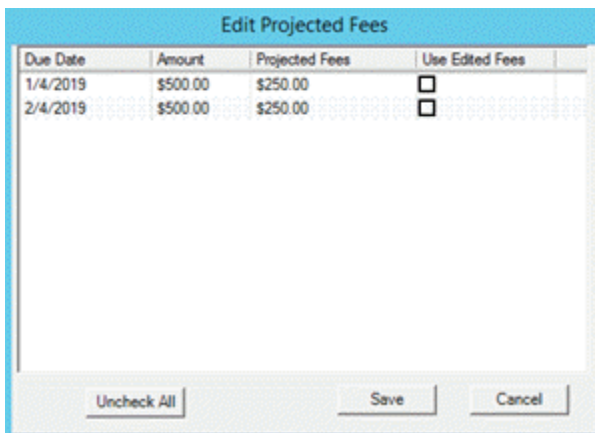
Use the **Edit Projected Fees** dialog box to modify projected agency fees for a scheduled credit card or ACH payment arrangement. You must have the Edit Projected Fees Permission.

#### To modify projected fees for a payment arrangement

1. With an account displayed in the **Work Form**, from the menu bar, click **Promise**. The **Arrangements** panel appears.



2. Click **Edit Projected Fees**. The **Edit Projected Fees** dialog box appears. It shows future scheduled credit card or ACH payments only.



**Due Date:** Payment due date. You cannot modify the due date in this dialog box.

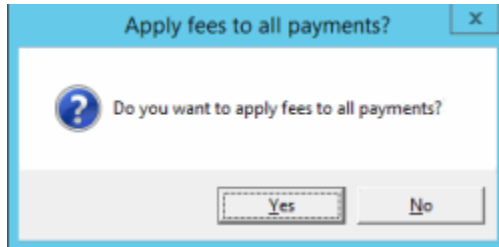
**Amount:** Payment amount due. You cannot modify the amount in this dialog box.

**Projected Fees:** Projected agency fee to use when processing a payment. The default value is the fee that the system calculated based on the associated fee schedule for the accounts that the payment applies toward.

**Use Edited Fees:** If selected, the system applies the corresponding projected fee when processing a payment.

3. To modify a projected fee, do the following:

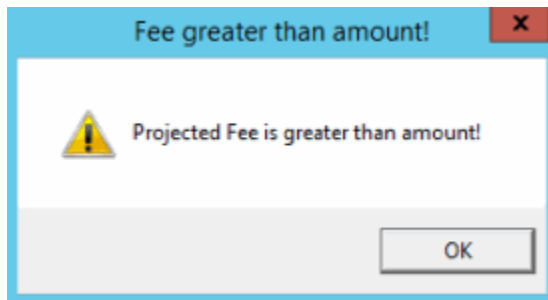
- a. Double-click in the **Projected Fees** box, type the projected fee to use, and then press **Enter**. The **Apply fees to all payments** dialog box appears.



- b. Do one of the following:
- To apply the fee to all the payments in the **Edit Projected Fees** dialog box, click **Yes**. The system changes all the projected fees to the amount you specified and selects all the **Use Edited Fees** check boxes.
  - To apply the fee to the one payment only, click **No**. The system selects the corresponding **Use Edited Fees** check box only.

**Note:** To remove the projected fee from all payments, click **Uncheck All**. The system clears all the check boxes and reverts the fees to their previous amounts.

- c. Click **Save**. If the projected fee is more than the payment amount due, a notification dialog box appears.



- d. Click **OK**.
- e. In the **Edit Projected Fees** dialog box, do one of the following:
- To change the projected fee, double-click in the **Projected Fees** box, type an amount that is less than or equal to the payment amount due, and then press **Enter**.
  - To close the dialog box without changing the projected fee, click **Cancel**. The system reverts the fee to its previous value.

4. If the projected fee is less than or equal to the payment amount due, click **Save**.

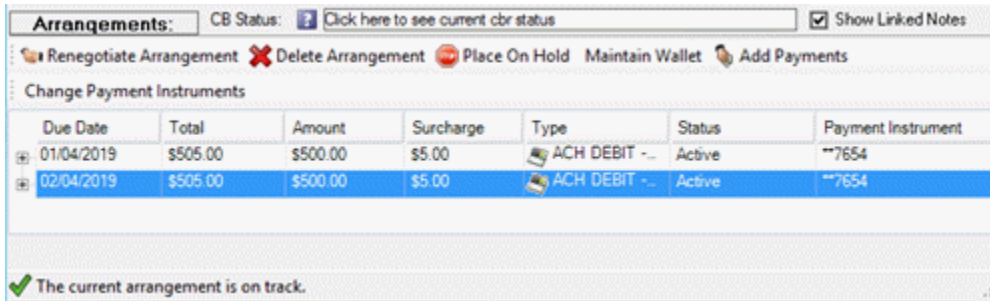
### Place a Payment Arrangement on Hold

Use the **Arrangements** panel in the **Work Form** to place a payment arrangement on hold. You cannot create an arrangement while an existing arrangement is on hold.

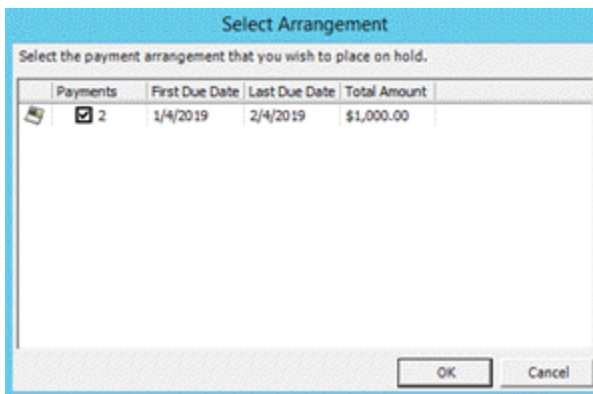
#### To place a payment arrangement on hold



1. With an account displayed in the **Work Form**, from the menu bar, click **Promise**. The **Arrangements** panel appears.



2. Click **Place on Hold**. The **Select Arrangement** dialog box appears.



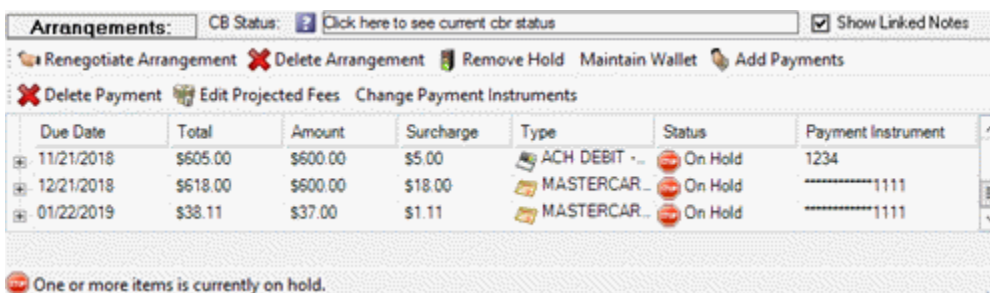
3. Select the payment arrangement to place on hold and then click **OK**. A confirmation dialog box appears.
4. Click **Yes**.

### Remove a Payment Arrangement Hold

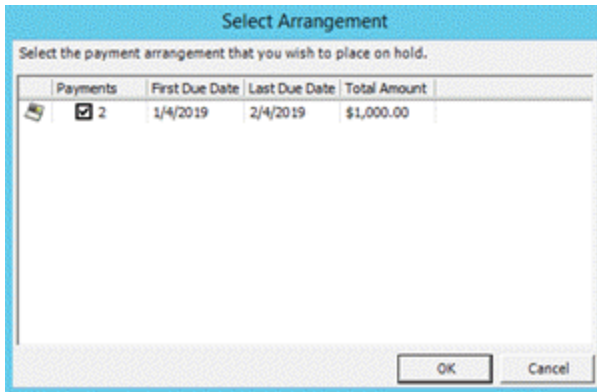
Use the **Arrangements** panel in the **Work Form** to remove a payment arrangement hold.

#### To remove a payment arrangement hold

1. With an account displayed in the **Work Form**, from the menu bar, click **Promise**. The **Arrangements** panel appears.



2. Click **Remove Hold**. The **Select Arrangement** dialog box appears.



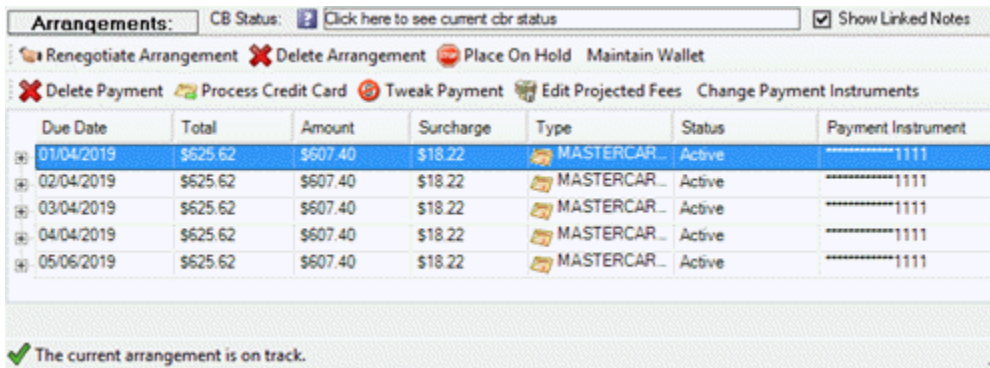
3. Select the payment arrangement to remove the hold and then click **OK**. A confirmation dialog box appears.
4. Click **Yes**.

### Delete a Payment From an Arrangement

Use the **Arrangements** panel in the **Work Form** to delete a single payment from a payment arrangement without having to delete and recreate the arrangement. You cannot delete a payment with a due date in the past.

#### To delete a payment from an arrangement

1. With an account displayed in the **Work Form**, from the menu bar, click **Promise**. The **Arrangements** panel appears.



2. In the data grid, click a payment and then click **Delete Payment**. A confirmation dialog box appears.
3. Click **Yes**. Latitude removes the payment from the arrangement.

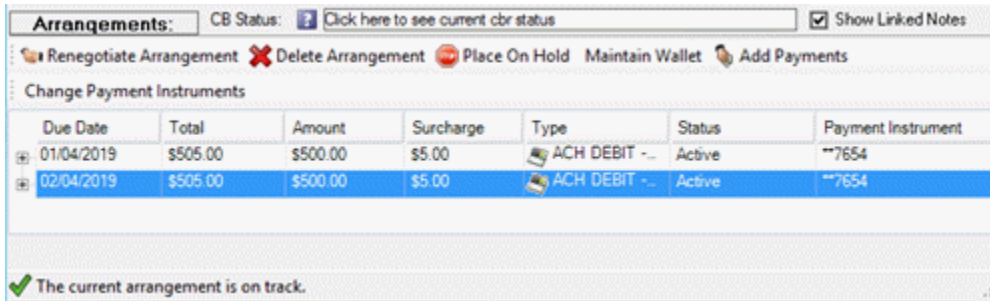
### Delete a Payment Arrangement

Use the **Arrangements** panel in the **Work Form** to delete a payment arrangement from an account. To modify the payment arrangement, delete the arrangement to remove pending promises and then create another arrangement.

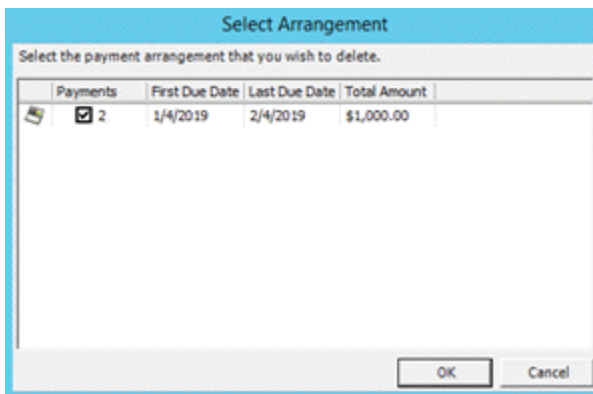
#### To delete a payment arrangement



1. With an account displayed in the **Work Form**, from the menu bar, click **Promise**. The **Arrangements** panel appears.



2. Click **Delete Arrangement**. The **Select Arrangement** dialog box appears.



3. Select the payment arrangement to delete and then click **OK**. A confirmation dialog box appears.
4. Click **Yes**.

## Payment Instruments

### Payment Instruments

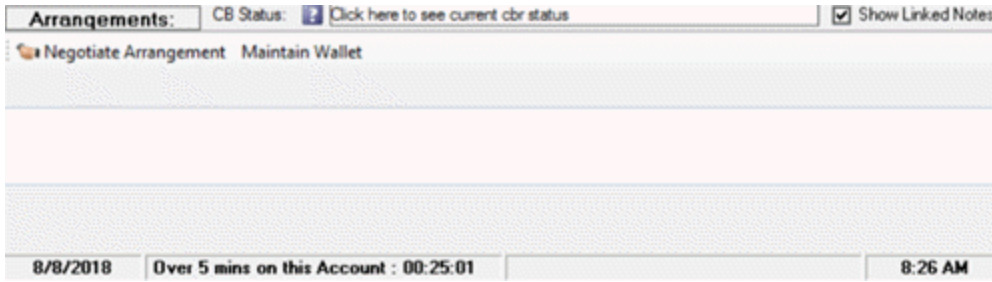
Payment instruments include credit cards, checking accounts, and savings accounts. You can add payment instruments and save them to a person's wallet. A wallet can have one or more payment instruments that you can use for current and future payment transactions. You can also add payment instruments without saving them to a person's wallet. These payment instruments are available during the current Latitude session only. They are not available the next time that you log on to Latitude.

### Add a Credit Card

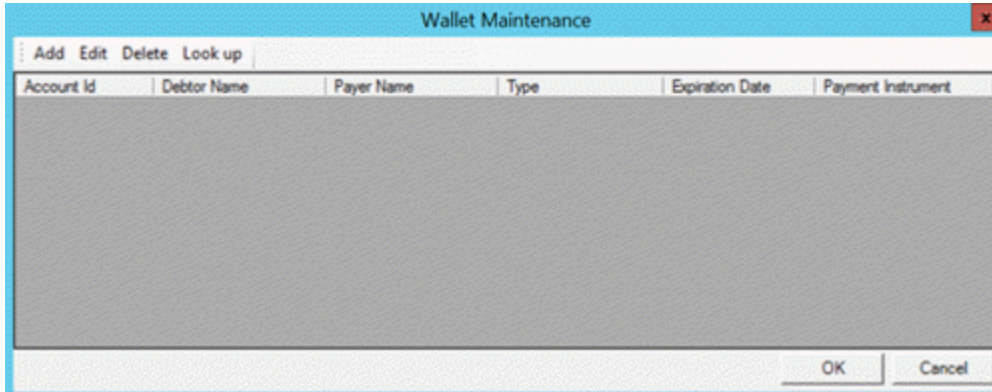
Use the **Credit Card** tab in the **Add Payment Instrument** dialog box to add a credit card. You must have the Add Payment Instruments permission.

#### To add a credit card

1. With an account displayed in the **Work Form**, from the menu bar, click **Promise**. The **Arrangements** panel appears.



2. Click **Maintain Wallet**. The **Wallet Maintenance** dialog box appears.



3. In the menu bar, click **Add** and then, in the **Add Payment Instrument** dialog box, click the **Credit Card** tab.



**Acct:** Credit card number.

**Name:** Debtor's name, exactly as it appears on the credit card.

**Exp. Date:** Date the credit card expires.

**Add Wallet?:** If selected, adds the credit card to the wallet so that it's available during current and future Latitude sessions. If cleared, the credit card is available for selection during the current Latitude session only. The credit card is not available the next time that you log on to Latitude.

**Credit Card Type:** Type of credit card (for example, Visa, MasterCard). The system populates this box after you provide the account number.

**Security Code:** Three-digit security code on the back of the credit card.

**Address:** House number and street associated to the card.

**City/State-Province:** City and state or province associated to the card.

**Country/Postal Code:** Country and postal code associated to the card.

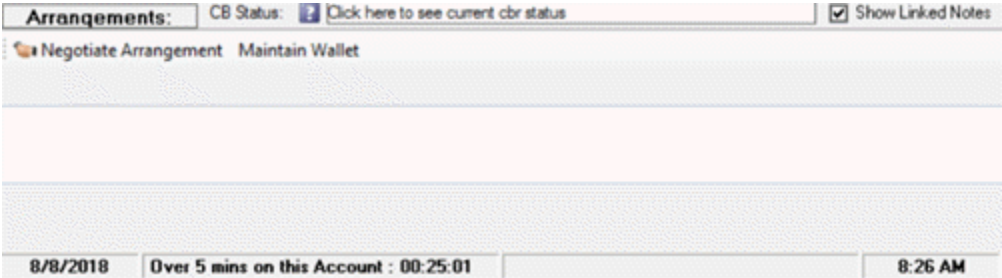
- 4. Complete the information and then click **OK**.

**Add a Checking or Savings Account**

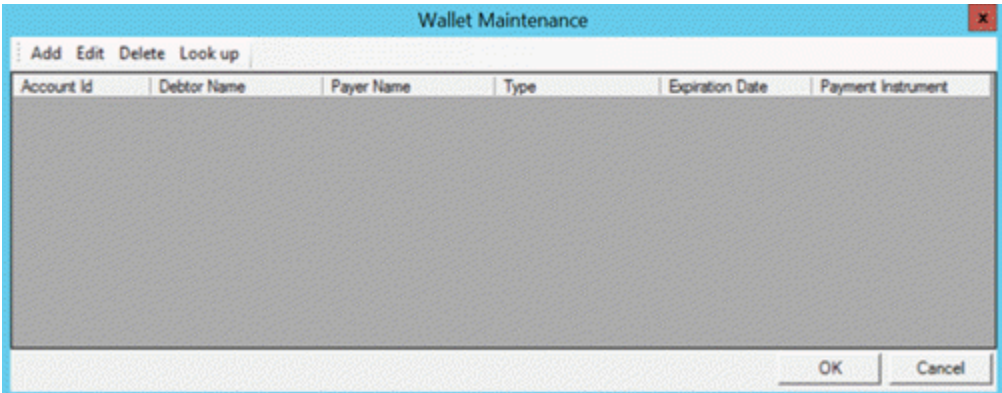
Use the **Check** tab in the **Add Payment Instrument** dialog box to add a checking or savings account. You must have the Add Payment Instruments permission.

**To add a checking or savings account**

- 1. With an account displayed in the **Work Form**, from the menu bar, click **Promise**. The **Arrangements** panel appears.



- 2. Click **Maintain Wallet**. The **Wallet Maintenance** dialog box appears.



- 3. In the menu bar, click **Add** and then, in the **Add Payment Instrument** dialog box, click the **Check** tab.

**Name:** Debtor's name, exactly as it appears on the check.

**Addr:** Debtor's house number and street address.

**CSZ:** Debtor's city, state, and postal code.

**Next Check #:** Next check number to use.

**ABA:** Financial institution's routing number.

**Acct:** Checking or savings account number.

**[Type]:** Type of account, either checking or savings.

**Add Wallet?:** If selected, adds the checking or savings account to the wallet so that it's available during current and future Latitude sessions. If cleared, the account is available for selection during the current Latitude session only. The account is not available the next time that you log on to Latitude.

**[Type of draft]:** Type of payment draft, either ACH debit or paper draft. ACH debit is a direct draw from the debtor's checking or savings account. Paper draft is a debtor's check that the financial institution converts into an electronic payment for processing through the ACH network.

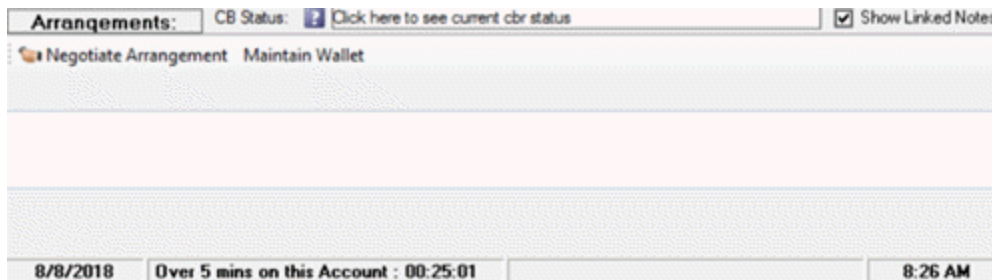
4. Complete the **Name**, **Addr**, **CSZ**, and **Next Check #** boxes.
5. To look up the routing number, do the following:
  - a. Click the magnifying glass next to the **ABA** box. The **Latitude Search - Search for Bank** dialog box appears.
  - b. Specify the search criteria and then click **Search**. The search results appear on the **Search Results** tab.
  - c. Click the financial institution and then click **Select**. The dialog box closes and Latitude populates the **ABA** box with the routing number.
6. Complete the remaining information and then click **OK**.

## Delete a Payment Instrument

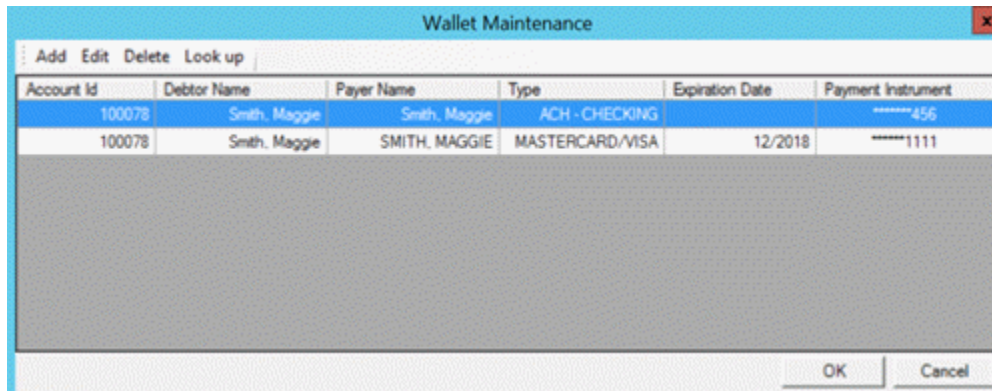
Use the **Wallet Maintenance** dialog box to delete a payment instrument. You must have the Delete Payment Instruments Permission.

### To delete a payment instrument

1. With an account displayed in the **Work Form**, from the menu bar, click **Promise**. The **Arrangements** panel appears.



2. Click **Maintain Wallet**. The **Wallet Maintenance** dialog box appears.



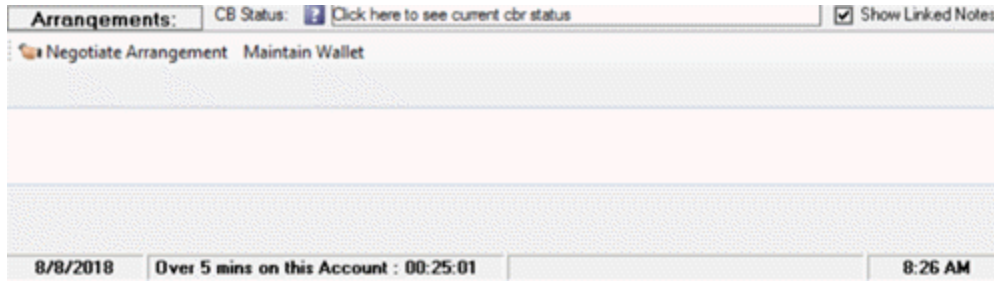
3. In the data grid, click the payment instrument to delete and then, in the menu bar, click **Delete**.
4. In the confirmation dialog box, click **Yes**.

## Look up a Payment Instrument

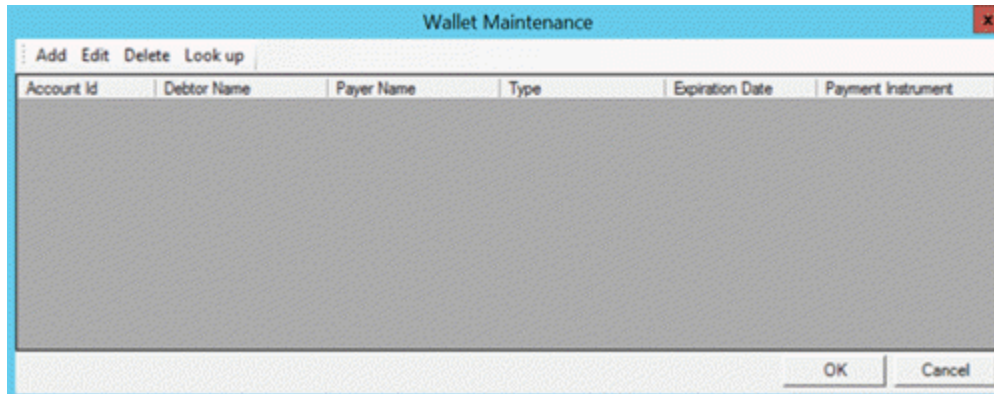
Use the **Look up Payment Instrument** dialog box to look up a payment instrument that is available during the current Latitude session only and is not saved to the wallet. If you move to another account or to another panel, the payment instrument doesn't appear in the **Wallet Maintenance** dialog box. To view it, you have to look it up. After you log off your current session, the payment instrument is not available the next time that you log on to Latitude. You must have the Look up Payment Instruments Permission.

### To look up a payment instrument

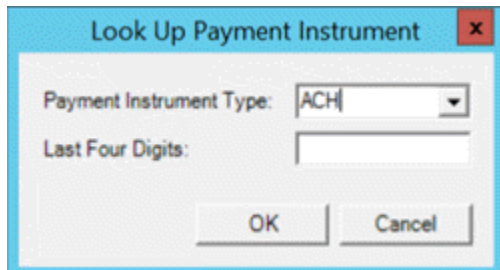
1. With an account displayed in the **Work Form**, from the menu bar, click **Promise**. The **Arrangements** panel appears.



2. Click **Maintain Wallet**. The **Wallet Maintenance** dialog box appears.



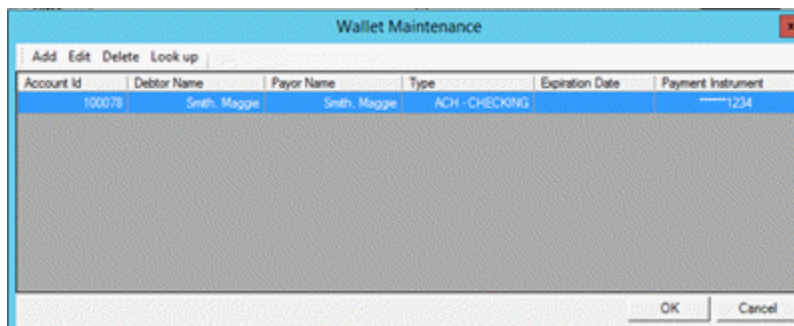
3. In the menu bar, click **Look up**. The **Look up Payment Instrument** dialog box appears.



**Payment Instrument Type:** Type of payment instrument, such as credit card or checking account.

**Last Four Digits:** Last four digits of the payment instrument account number.

4. Specify the information and then click **OK**. If found, the search results appear in the **Wallet Maintenance** dialog box.



5. Click **OK**. The payment instrument is available for selection in payment arrangements during the current Latitude session only.

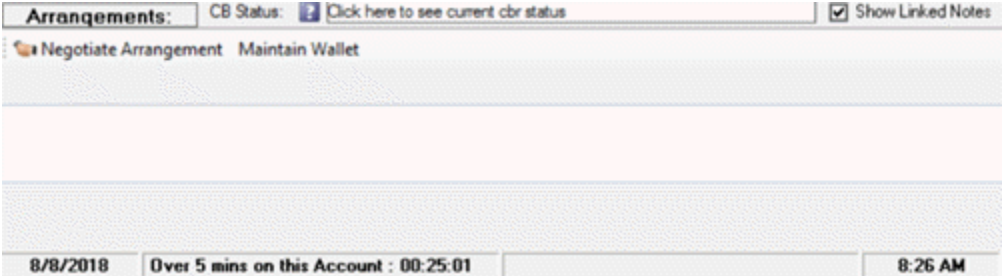


### Change the Address for a Payment Instrument

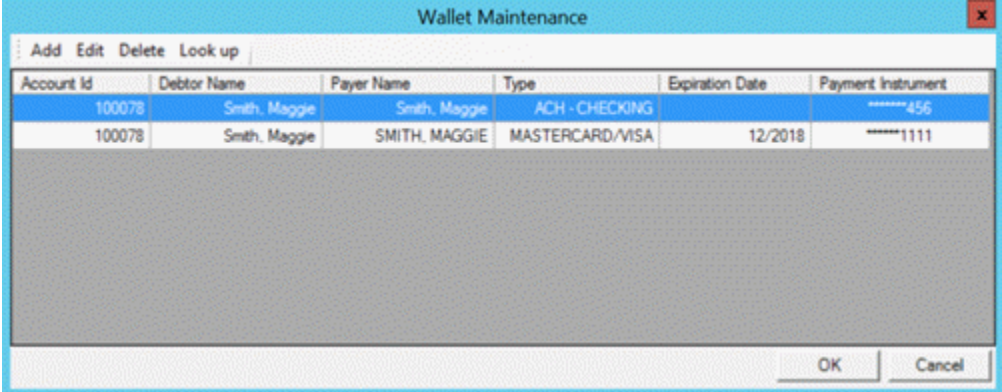
Use the **Payment Instrument Contact** dialog box to change the address for a payment instrument. Letter Console uses this address for Notice of Intent to Deposit (NITD) letters. You must have the Edit Payment Instruments permission.

#### To change the address for a payment instrument

1. With an account displayed in the **Work Form**, from the menu bar, click **Promise**. The **Arrangements** panel appears.



2. Click **Maintain Wallet**. The **Wallet Maintenance** dialog box appears.



3. Click the payment instrument and then, in the menu bar, click **Edit**. The **Payment Instrument Contact** dialog box appears.



**Address:** House number and street address associated to the payment instrument.

**City/State/Zip:** City, state, and postal code associated to the payment instrument.

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

## Payment Arrangements Wizard

### Payment Arrangements Wizard

Use the **Payment Arrangements Wizard** to set up payment arrangements for promises, checks by phone, and credit cards. For check by phone and credit card arrangements, your agency must have enabled the Payment Vendor Gateway. For more information, see **Payment Processing Permissions and Policies**.

The payment options available to you are permissions-based, and use defaults set for the company, client, or both. For more information, see **Arrangements Permissions and Policies** in Permissions and Policies.

The wizard allows you to:

- Spread payments by total amount paid evenly across a number of payments.
- Accrue interest and spread into payments, creating a projected (on track) balance.
- Set a balloon payment to cover the remaining balance at the end of a payment arrangement.
- Spread payments across linked accounts and set preferences for how to apply payments based on the proportion of total debt, customer priority, or projected fee.
- Establish single payment promises, post-dated checks (PDCs), or credit card payments; or define a sequence of promises, PDCs, or credit card payments and add them to an account.

### Wizard layout

Enter New Arrangements

Account ID: 100078 Customer: 0000001 - FIRST CUSTOMER Debtor: I. Smith, Maggie Primary Debtor

**Tasks 1**

- Select Payment Type
- Calculate Payments
- Review Letters
- Review Arrangement

**2 Select Payment Type**

Select the type of payments that will make on the selected accounts.

Select From Wallet

Select a payment instrument from the wallet.

**Promise to Pay**

The debtor promises to send in payments for the account by mail

**Check by Phone** ACH

The debtor will provide checking account information to allow payments to be drafted directly from their bank

**Credit Card**

The debtor will provide credit card information and permit payments to be authorized directly against their credit card

**Information 3**

- Business Rules
- Account Balance
- Account Notes
- Payment History
- Posting Notes
- Show Calculator

< Back Next > Cancel



1. **Tasks:** Displays an ordered list of tasks to do when creating a payment arrangement. If a task has incomplete or unacceptable information, a warning icon appears next to the task. More tasks display for linked accounts.
2. **Page:** Displays a task or information, depending on where you are within the wizard or which task or information item you selected.
3. **Information:** Displays links to information and a calculator to assist you when creating a payment arrangement.

## Payment Arrangement Tasks

### Payment Arrangement Tasks

This section describes the tasks for negotiating a payment arrangement.

#### Linked Arrangements

Previously for linked accounts, the system applied PDCs and credit cards to the link driver account only; and then moved and applied them to the other accounts when the debtor paid off the driver account. Automatic moving of post-dated arrangements (PDCs and credit cards) from driver accounts no longer occurs for payment arrangements that you create using the **Payment Arrangements Wizard**. The system applies transactions to the affected accounts.

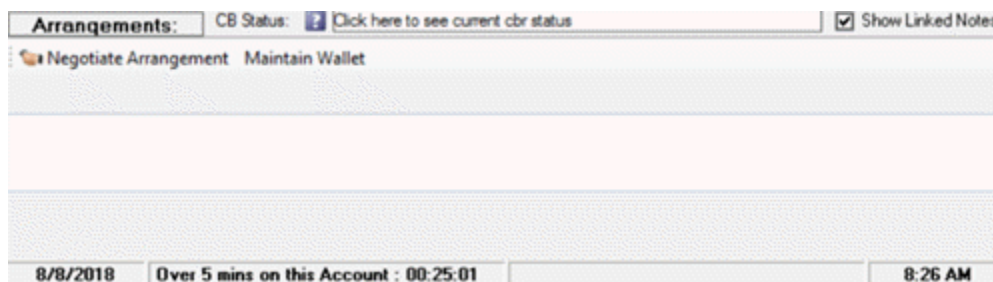
Generally, you make payment arrangements from the link driver account. If the account is not the driver, the system requires user permission to create payment arrangements. If your permissions allow payments on the link driver account only, select this account before setting up the payment arrangement.

#### Negotiate a Payment Arrangement

Use the **Payment Arrangement Wizard** to create a payment arrangement. You cannot create an arrangement while an existing arrangement is on hold.

#### To negotiate a payment arrangement

1. With an account displayed in the **Work Form**, from the menu bar, click **Promise**. The **Arrangements** panel appears.



2. Click **Negotiate New Arrangement**. The first page of the wizard appears. For a non-linked account, the **Select Payment Type** page appears. For a linked account, the **Select Accounts** page appears.

**Note:** To select a payment instrument from the person's wallet, you must have the Use Payment Instruments permission.

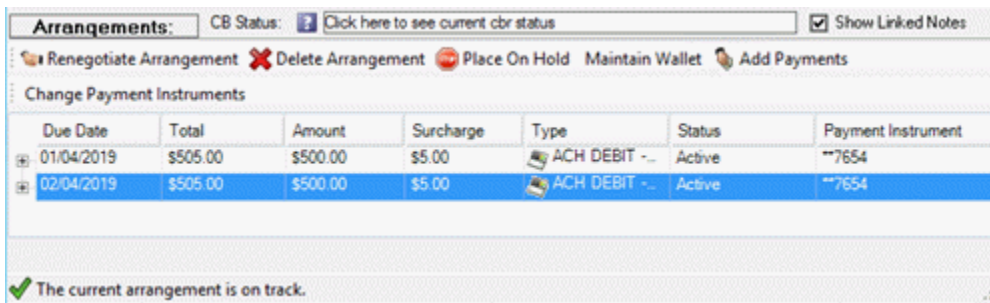
- Complete the pages within the wizard. For more information, see the related topics in this section.

### Renegotiate a Payment Arrangement

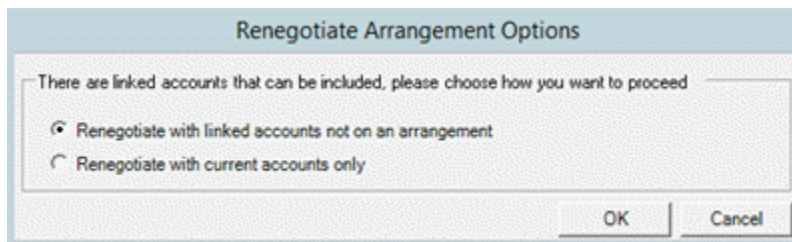
Use the **Payment Arrangement Wizard** to renegotiate a payment arrangement. Latitude replaces the existing payment arrangement with the renegotiated arrangement.

#### To renegotiate a payment arrangement

- With an account displayed in the **Work Form**, from the menu bar, click **Promise**. The **Arrangements** panel appears.



- Click **Renegotiate Arrangement**. One of the following occurs:
  - If you are renegotiating an arrangement for a linked account, the **Renegotiate Arrangement Options** dialog box appears.



**Renegotiate with linked accounts not on an arrangement:** If selected, displays all linked accounts on the **Select Accounts** page to allow you to include linked accounts not in the arrangement already.

**Renegotiate with current accounts only:** If selected, only displays the linked accounts currently in the arrangement on the **Select Accounts** page.

- Click an option and then click **OK**. The **Select Accounts** page appears.
  - [Select Accounts to Include in the Payment Arrangement.](#)
- If you are renegotiating an arrangement for a non-linked account, the **Select Payment Type** page appears.

**Note:** To select a payment instrument from the person's wallet, you must have the Use Payment Instruments permission.

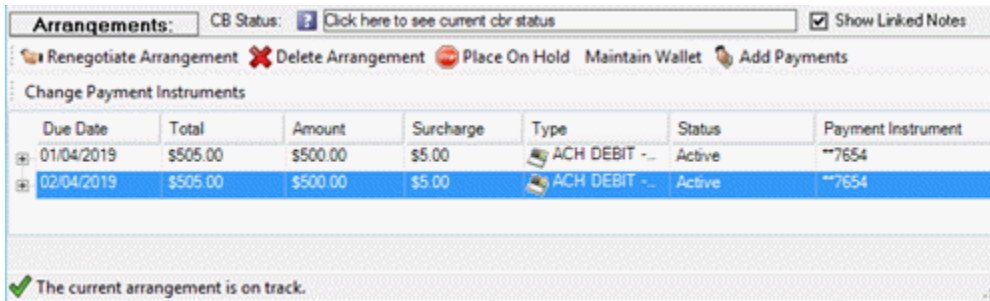
- Complete the pages within the wizard. For more information, see the related topics in this section.

## Add a Payment to a Payment Arrangement

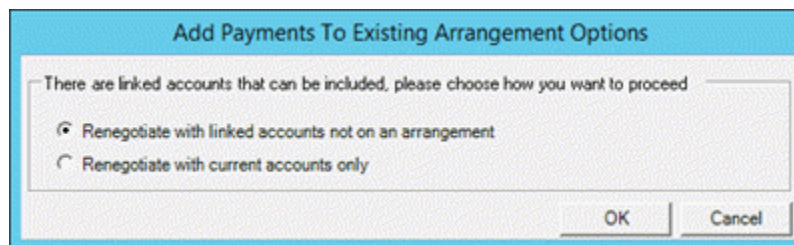
Use the **Payment Arrangement Wizard** to add a payment to a non-settlement arrangement. You must have the Add Payments Permission.

### To add a payment to an arrangement

1. With an account displayed in the **Work Form**, from the menu bar, click **Promise**. The **Arrangements** panel appears.



2. Click **Add Payments**. One of the following occurs:
  - If you are adding a payment for linked accounts, the **Add Payments to Existing Arrangement Options** dialog box appears.



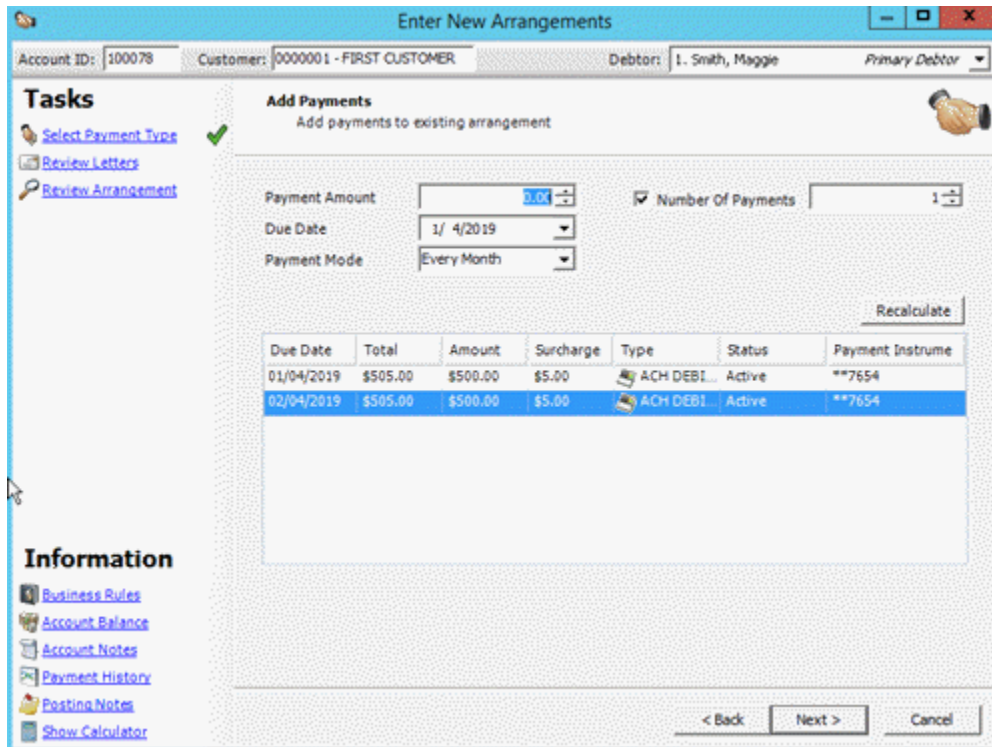
**Renegotiate with linked accounts not on an arrangement:** If selected, displays all linked accounts on the **Select Accounts** page to allow you to include linked accounts not in the arrangement already.

**Renegotiate with current accounts only:** If selected, only displays the linked accounts currently in the arrangement on the **Select Accounts** page.

- a. Click an option and then click **OK**. The **Select Accounts** page appears.
  - b. [Select Accounts to Include in the Payment Arrangement](#).
- If you are adding a payment for a non-linked account, the **Select Payment Type** page appears.

**Note:** To select a payment instrument from the person's wallet, you must have the Use Payment Instruments permission.

3. [Select a Payment Type](#). The **Add Payments** page appears.



4. Complete the information and then click **Next**.
5. Complete the remaining pages within the wizard. For more information, see the related topics in this section.

### Select Accounts to Include in the Payment Arrangement

Use the **Select Accounts** page in the **Enter New Arrangements** window to select the linked accounts that the debtor promises to pay. If the account is not linked to other accounts, the **Select Accounts** page is not available.

If the customers have trust accounts (banks) that do not permit deposit to the general trust account, you cannot spread payments across those accounts. You can, however, create a separate payment arrangement for each linked account. You set general trust account permissions in the **Control File**.

### To select accounts to include in the payment arrangement

1. If the **Select Accounts** page isn't open already, in the **Tasks** list, click **Select Accounts**. The **Select Accounts** page appears.

Account ID: 10183 Customer: 0000002 - Name Debtor: 1. lastname, firstname Primary Debtor

**Tasks**

- Select Accounts
- Select Payment Type
- Select Payment Spread
- Calculate Settlement
- Calculate Payments
- Review Letters
- Review Arrangement

**Information**

- Business Rules
- Account Balance
- Account Notes
- Payment History
- Posting Notes
- Show Calculator

**Select Accounts**  
Select the accounts that the debtor will pay.

Select the individual accounts that will be affected by this arrangement:

File Number	Customer	Desk	Branch	Received	Balance
<input checked="" type="checkbox"/> 10183	Name	DIALER TEAM	No Longer Employed	3/2/2002	\$100.00
<input checked="" type="checkbox"/> 6119541	Name	MAIN HOUSE DESK	Default Branch	9/30/2014	\$100.00
<input checked="" type="checkbox"/> 16826	Name	DIALER TEAM	No Longer Employed	5/23/2002	\$100.00

Select None Select All

Selected Accounts: 3  
Selected Balance: \$300.00

< Back Next > Cancel

**File Number:** Unique code that Latitude assigned to identify the account.

**Customer:** Customer associated to the account.

**Desk:** Desk assigned to the account.

**Branch:** Branch associated to the account.

**Received:** Date your organization received the account.

**Balance:** Remaining balance on the account.

**Selected Accounts:** Number of accounts selected to include in the arrangement.

**Selected Balance:** Total balance for the accounts selected to include in the arrangement.

- Select the check box for each account to include in the payment arrangement or, to select all accounts, click **Select All**.

**Tip:** To clear all the check boxes, click **Select None**.

If the linked accounts belong to customers using separate trust (bank) accounts, the system groups the accounts on the trust account. In the following example, two accounts belong to one group and one account belongs to another group. You can only include accounts within the same group.

**Select Accounts**  
Select the accounts that the debtor will pay.

Select the group of accounts that can be paid together:

Accounts	Total Balance	Selected	Selected Balance
2	\$5,500.72	1	\$2,815.97
1	\$2,684.09	0	\$0.00

Select the individual accounts that will be affected by this arrangement:

File Number	Customer	Desk	Branch	Received	Balance
<input checked="" type="checkbox"/> 104512	Portfolio 08092007	COLLECTOR2	Main Branch	4/16/2008	\$2,815.97
<input type="checkbox"/> 104112	Portfolio 08092007	COLLECTOR2	Main Branch	11/29/2007	\$2,684.75

Select None Select All

Selected Accounts:  Selected Balance:

- To select accounts in a group, click the group to display its accounts and then select the check box for each account to include in the payment arrangement. If the linked accounts have restrictions, more information appears when you select the accounts to include in the payment arrangement. See the following example:

**Select Accounts**  
Select the accounts that the debtor will pay.

Select the individual accounts that will be affected by this arrangement:

File Number	Customer	Desk	Branch	Received	Balance
<input checked="" type="checkbox"/> 104510	Portfolio 08092007	COLLECTOR2	Main Branch	4/16/2008	\$15,954.40
<p>Debtor 1, Mcdonough, Linda L, is represented by an attorney.</p> <p> Name: Information Unavailable Phone: 0000000000</p> <p>Debtor 1, Mcdonough, Linda L, has bankruptcy information.</p> <p> Chapter: 7 Status:</p> <p> Debtor 1, Mcdonough, Linda L, restricts letters.</p>					
<input type="checkbox"/> 103759	Sample Bank	COLLECTOR2	Main Branch	11/29/2007	\$15,219.35
<p>Debtor 1, Mcdonough, Linda L, is represented by an attorney.</p> <p> Name: Information Unavailable Phone: 0000000000</p> <p>Debtor 1, Mcdonough, Linda L, has bankruptcy information.</p> <p> Chapter: 7 Status:</p> <p> Debtor 1, Mcdonough, Linda L, restricts letters.</p>					

Select None Select All

Selected Accounts:  Selected Balance:

- Click **Next**



## Select a Payment Type

Use the **Select Payment Type** page in the **Enter New Arrangements** window to select the debtor's method of payment. To select a payment instrument from the person's wallet, you must have the Use Payment Instruments permission.

### To select a payment type

1. If the **Select Payment Type** page isn't open, in the **Tasks** list, click **Select Payment Type**. The **Select Payment Type** page appears.

The screenshot shows the 'Enter New Arrangements' window. At the top, it displays 'Account ID: 100044', 'Customer: 0000001 - FIRST CUSTOMER', and 'Debtor: 1. Beard, Sarah'. On the left, there is a 'Tasks' list with options like 'Select Accounts', 'Select Payment Type', 'Select Payment Spread', 'Calculate Settlement', 'Calculate Payments', 'Review Letters', and 'Review Arrangement'. The main area is titled 'Select Payment Type' and contains the instruction 'Select the type of payments that will make on the selected accounts.' Below this, there is a 'Select From Wallet' button and a sub-instruction 'Select a payment instrument from the wallet.' Three radio buttons are present: 'Promise to Pay' (selected), 'Check by Phone' (with an 'ACH' dropdown menu), and 'Credit Card'. At the bottom right, there are '< Back', 'Next >', and 'Cancel' buttons.

2. Do one of the following:
  - To select a payment instrument from the person's wallet, do the following:
    - a. Click **Select From Wallet**. The **Select Payment Instrument** dialog box appears.

The screenshot shows the 'Select Payment Instrument' dialog box. It features a table with the following data:

Account Id	Debtor Name	Payer Name	Type	Expiration Date	Payment Instrument
100078	Smith, Maggie	Smith, Maggie	ACH - CHECKING		*****456
100078	Smith, Maggie	SMITH, MAGGIE	MASTERCARD/VISA	12/2018	*****1111

At the bottom right of the dialog box, there are 'OK' and 'Cancel' buttons.

- b. In the data grid, click the payment instrument to use for the payment arrangement and then click **OK**. Latitude closes the dialog box and displays the selected payment instrument on the **Select Payment Type** page.



**Note:** You can also add a payment instrument to the wallet or look up a payment instrument to use. For more information, see [Payment Instruments](#).

- If the debtor promises to send payments by mail, click **Promise to Pay**.
- If the debtor is allowing you to draft payments from the debtor's checking account (ACH or paper draft), click **Check by Phone**. The system adds the **Checking Information** task to the **Tasks** list.

**Note:** The **Arrangements > Post Dated Check Payment Method** permission determines whether the arrangement creates an ACH or paper draft transaction.

- If the debtor is allowing you to charge payments against the debtor's credit card, click **Credit Card**. The system adds the **Credit Card Information** task to the **Tasks** list.

4. Click **Next**

### Select a Payment Spread Method

Use the **Select Payment Spread Method** page in the **Enter New Arrangements** window to indicate how to spread the payments across linked accounts. If you don't want to spread the payments, you can create a separate payment arrangement for each linked account. If the account is not linked to other accounts, the **Select Payment Spread Method** page is not available.

#### To select a payment spread method

1. If the **Select Payment Spread Method** page isn't open, in the **Tasks** list, click **Select Payment Spread**. The **Select Payment Spread Method** page appears.



Account ID: 100052 Customer: 0000002 - SECOND CUSTOMER Debtor: 1. Beard, Sarah Primary Debtor

**Tasks**

- Select Accounts
- Select Payment Type
- Select Payment Spread
- Calculate Settlement
- Calculate Payments
- Review Letters
- Review Arrangement

**Information**

- Business Rules
- Account Balance
- Account Notes
- Payment History
- Posting Notes
- Show Calculator

**Select Payment Spread Method**  
Select how the payments are to be spread across the selected linked accounts.

File Number	Customer	Received	Balance
100060	THIRD CUSTOMER	12/9/2003	\$2,967.94
100052	SECOND CUSTOMER	12/9/2003	\$3,561.53

Spread payments over each account in the order selected above  
 Spread payments evenly over each account  
 Spread payments over each account proportional to the current balance  
 Spread payments over each account by priority of customer  
 Spread payments over each account by highest projected fee

< Back Next > Cancel

**Spread payments over each account in the order selected above:** The system applies payments starting with the first account in the list and continuing on through the list in the order specified.

**Tip:** To change the order of accounts, click the account to move, and then click the up or down arrows next to the account list.

**Spread payments evenly over each account:** The system divides payments and applies an equal amount to each account.

**Spread payments over each account proportional to the current balance:** The system applies payments to each account based on the amount owed in relation to the total balance of all the accounts listed. The system divides the amount owed for an account by the total balance for the combined accounts to get a percent. The system multiplies the payment by that percent and applies the result to that account.

For example, the total balance for the three accounts shown in the example is 3,217.47. Divide 250 (the balance for the first account) by 3,217.47 to get .08. If the payment amount is \$200, multiply 0.08 by 200 to get 16. The system applies \$16 of the \$200 payment to the first account. Divide 967.47 (the balance for the second account) by 3,217.47 to get 0.30. Multiply 0.30 by 200 to get 60. The system applies \$60 of the \$200 payment to the second account. Divide 2,000 (the balance for the third account) by 3,217.47 to get 0.62. Multiply 0.62 by 200 to get 124. The system applies \$124 of the \$200 payment to the third account.  $16 + 60 + 124 = 200$ .

**Spread payments over each account by priority of customer:** The system applies payments to accounts based on how you prioritized them for the customer, starting with the highest priority. If a customer's accounts have the same priority, the system applies the payments proportionally.

**Spread payments over each account by highest projected fee:** The system applies payments to the highest yielding account first, based on the balance and fee schedule.

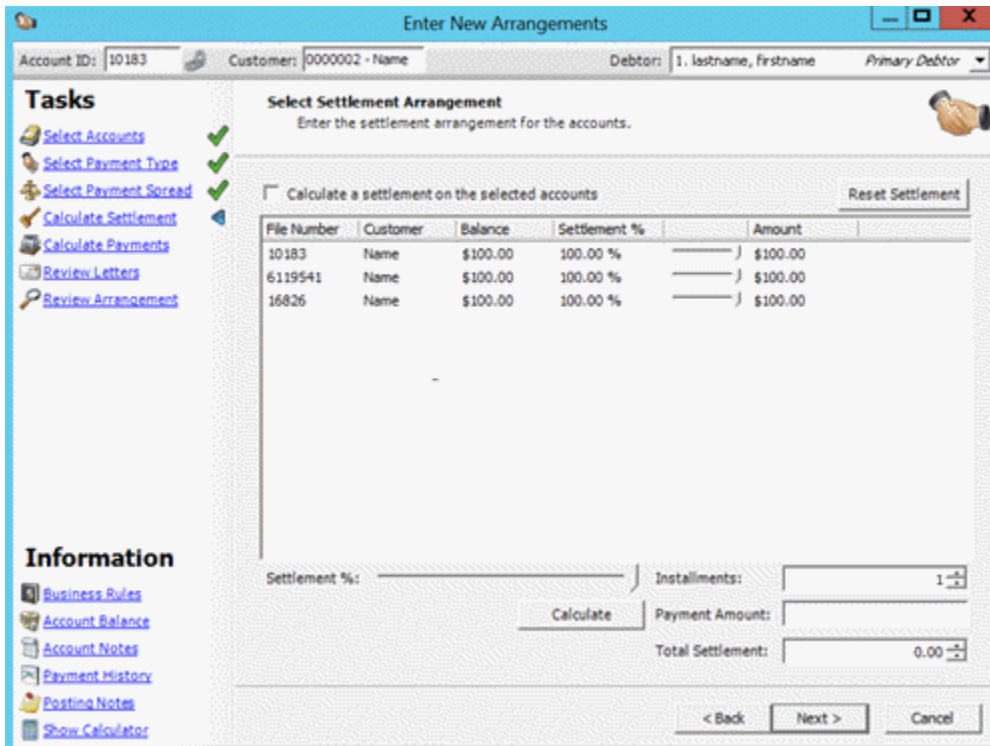
2. Click the payment spread method and then click **Next**.

### Select a Settlement Arrangement

Use the **Select Settlement Arrangement** page in the **Enter New Arrangements** window to select a settlement arrangement for the combined linked account balance. If the account is not a linked account or your administrator set the Calculation User Interface permission to **Simple Calculation Mode**, the **Select Settlement Arrangement** page is not available.

#### To select a settlement arrangement

1. If the **Select Settlement Arrangement** page isn't open, in the **Tasks** list, click **Calculate Settlement**. The **Select Settlement Arrangement** page appears.



**Calculate a settlement on the selected accounts:** If selected, you can specify the settlement arrangement for the linked accounts.

**Reset Settlement:** Returns the settlement options to the original settings (when you first started the wizard).

**Installments:** Number of payments in the settlement.

**Payment Amount:** Amount of each payment. The system calculates this amount by dividing the **Total Settlement** by the **Installments**.

**Note:** You can modify individual payments on the **Calculate Arrangement** page.

**Accrued Interest:** Amount of interest that accrues between the first and last payment for the settlement. This box displays for interest accruing accounts only.

**Total Settlement:** Amount to pay based on the settlement percent. The system calculates this amount by multiplying the **Settlement %** by the total account balance. If the account is an interest accruing account, the system adds the accrued interest to the calculation.

2. To set the settlement percent, do one of the following:

- To set a settlement percent for each account, in the data grid, move the sliders to the settlement percent to use. The system adjusts the **Amount** column accordingly.

File Number	Customer	Balance	Settlement %		Amount
1000	CUSTOMER ONE	\$967.47	100.00 %	<input type="text"/>	\$967.47
1200	CUSTOMER ONE	\$2,000.00	100.00 %	<input type="text"/>	\$2,000.00
1201	CUSTOMER ONE	\$250.00	100.00 %	<input type="text"/>	\$250.00

- To set a settlement percent for all the linked accounts, beneath the data grid, move the slider to the settlement percent to use. The system adjusts the **Amount** column, **Payment Amount** box, and **Total Settlement** box accordingly.

Settlement %: <input type="text"/>	Installments: <input type="text" value="1"/>
<input type="button" value="Calculate"/>	Payment Amount: <input type="text"/>
	Total Settlement: <input type="text" value="0.00"/>

3. If you have permissions to calculate an arrangement, click **Calculate**. Latitude calculates the arrangement and updates the page accordingly. If you don't have permissions to calculate an arrangement, Latitude calculates the arrangement as you change values in the arrangement and updates the page accordingly. For more information, see Auto Calculate Permission.

**Note:** If you type an amount in the **Total Settlement** box, the system displays a message indicating that you can no longer use the sliders to adjust the settlement amounts. To use the sliders again, click **Reset Settlement**.

4. Click **Next**.

### Calculate the Arrangement (Normal Mode)

Use the **Calculate Arrangement** page in the **Enter New Arrangements** window to define the parameters for calculating payments for the arrangement. If your administrator set your permissions for Normal Calculation Mode, the Normal Calculation Mode parameters appear. For more information about the permission, see Calculation User Interface Permission.

**Important!** If you are upgrading to Latitude 10.0 SU 8 or later, ensure that the value set for the **Maximum Payments** policy is greater than 0 (zero) or you cannot create a payment arrangement. For more information, see Add Credit Card Payments Permission, Create PDCs Permission, or Create Promises Permission, depending on the type of arrangement that you are creating.

### To calculate the arrangement

1. If the **Calculate Arrangement** page isn't open, in the **Tasks** list, click **Calculate Payments**. The **Calculate Arrangement** page appears.

**Settlement:** If selected, the debtor agreed to pay a percent of the account balance to settle the account. This option is not available for linked accounts.

**[Settlement Percent]:** Percent of the balance that the debtor agreed to pay to settle the account. You can type the settlement percent, use the arrows to increase or decrease the percent, or use the slider to increase or decrease the percent. The system respects the blanket settlement percent set for the customer, unless your permissions allow you to specify a lower settlement percent.

**Total Settlement:** If selected, the debtor agreed to pay a specific amount to settle the account. This check box is available when you select the **Settlement** check box.

**[Total Settlement Amount]:** Total amount that the debtor agreed to pay to settle the account. You can type the total settlement amount or use the arrows to increase or decrease the amount. This box is available when you select the **Total Settlement** check box.

**Note:** The settlement percent and total settlement amount do not correlate. Changing one does not affect the other.

**Total Amount:** If selected, the debtor promises to pay a specific amount. This check box is not available when you select the **Settlement** check box.

**[Total Amount]:** Total amount that the debtor promised to pay. You can type the total amount or use the arrows to increase or decrease the amount. This box is not available when you select the **Settlement** check box.

**First Payment Amount:** If selected, the first payment amount differs from the rest of the payment schedule.

**[First Payment Amount]:** First payment amount. You can type the first payment amount or use the arrows to increase or decrease the amount.

**Payment Amount:** If selected, the debtor promises to pay a set amount.

**[Payment Amount]:** Payment amount. You can type the payment amount or use the arrows to increase or decrease the amount.

**Surcharge:** Surcharge to apply to each payment in the arrangement. If you selected **Promise to Pay** as the payment type on the **Select Payment Type** page, this list box isn't available. If the state where the debtor resides doesn't allow surcharges, this list box isn't available.

**Default:** Applies the surcharge amount set for the payment method to each payment in the arrangement. If your agency set an amount for the payment method, the amount appears in parentheses; otherwise, "none" appears in parentheses.

**No Surcharge:** Excludes the surcharge for all payments in the arrangement. If you don't have the appropriate permissions, this option isn't available.

**Manual Override:** Allows you to specify a surcharge amount to apply to each payment in the arrangement. If you don't have the appropriate permissions, this option isn't available.

**[Surcharge Amount]:** Custom surcharge amount to apply to each payment in the arrangement. This box is available when you select **Manual Override** in the **Surcharge** list box.

**Add the projected remaining balance as an additional balloon payment:** If selected, the system adds the projected remaining balance to the end of the arrangement as a balloon payment. For example, the account balance is \$2,467.42. The settlement is 80%. The arrangement includes a first payment of \$250 and 3 subsequent payments of \$200. The system adds the projected remaining balance of \$1,123.94 as a balloon payment. This check box is not available when you select the **Settlement** check box.

**Payment Mode:** Frequency in which the payment occurs. **Twice Per Month** and **Monthly Pick** payment modes require more information besides the payment due date.

**[Occurrence]:** Monthly occurrence to schedule the payment (for example, first or last of the month). This list box appears when you select **Monthly Pick** as the payment mode.

**[Day of Month]:** Day of the month to schedule the payment. This list box is available when you select **Monthly Pick** as the payment mode.

**Due Date:** Date the payment is due. For payment arrangements with multiple payments, the due date is the date the first payment is due. If the **Payment Mode** is **Twice Per Month**, specify both payment due dates.

**Note:** If a payment due date falls on a weekend or holiday, the system sets the due date for that payment to the date that follows the weekend or holiday.

**Number of Payments:** If selected, the arrangement includes a set number of payments.

**[Number of Payments]:** Number of payments in the arrangement. You can type the number of payments or use the arrows to increase or decrease the number.

**Add surcharge to payment amount:** If selected, the system adds the surcharge to the payment amount. This option is available when a surcharge applies to the account.

**Deduct surcharge from payment amount:** If selected, the system deducts the surcharge from the payment amount. This option is available when a surcharge applies to the account.

**Note:** The ability to choose whether to add or deduct the surcharge from the payment amount is a global setting applied at the system level.

2. Complete the information in the top section of the page.
3. If you have permissions to calculate an arrangement, click **Calculate**. Latitude calculates the arrangement and updates the page accordingly. If you don't have permissions to calculate an arrangement, Latitude calculates the arrangement as you change values in the arrangement and updates the page accordingly. For more information, see Auto Calculate Permission.

**Due Date:** Date the payment is due.

**Amount:** Payment amount, excluding surcharges.

**Surcharge:** Surcharge amount.

**Total:** Total payment amount, including surcharges.

**Total Paid:** Amount to apply to the debt, excluding surcharges.

**Last Due Date:** Date the last payment in the arrangement is due.

**Accrued Interest:** Amount of interest that accrued on the account between the current date and the last due date.

**Total Amount:** Total payment amount, including surcharges.

**Payments:** Number of payments in the arrangement.

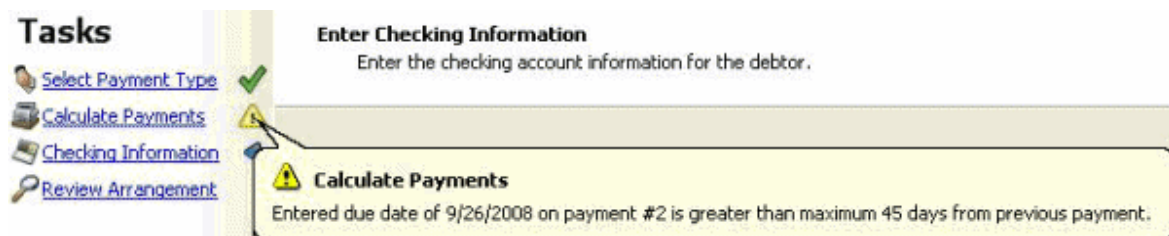
**Remaining Balance:** Amount the debtor owes after fulfilling the payment arrangement.

- To modify the information in the data grid, double-click a value and then type or select a new value. The system updates the bottom section of the page accordingly.

**Tip:** If you modified the values in the data grid and you want to reset them to their original values, click **Recalculate**.

- Click **Next**.

**Note:** If the payment arrangement is not in compliance with the business rules for the payment type, a warning appears next to the **Calculate Payments** task. To correct the warning, modify the information on the **Calculate Arrangement** page or [override the business rules](#) in the **Business Rules** page.



### Calculate the Arrangement (Simple Mode)

Use the **Calculate Arrangement** page in the **Enter New Arrangements** window to define the parameters for calculating payments for the arrangement. If your administrator set your permissions for Simple Calculation Mode, the Simple Calculation Mode parameters appear. For more information about the permission, see Calculation User Interface permission.

**Important!** If you are upgrading to Latitude 10.0 SU 8 or later, ensure that the value set for the **Maximum Payments** policy is greater than 0 (zero) or you cannot create a payment arrangement. For more information, see Add Credit Card Payments Permission, Create PDCs Permission, or Create Promises Permission, depending on the type of arrangement that you are creating.

### To calculate the arrangement

- If the **Calculate Arrangement** page isn't open, in the **Tasks** list, click **Calculate Payments**. The **Calculate Arrangement** page appears. The information displayed depends on the **Payment Mode** selected.



**Payment Mode:** Payment arrangement type.

**Due Date:** Date the payment is due. For payment arrangements with multiple payments, the due date is the date the first payment is due. If the **Payment Mode** is **Twice Per Month**, specify both payment due dates.

**Note:** If a payment due date falls on a weekend or holiday, the system sets the due date for that payment to the date that follows the weekend or holiday.

**Amount:** Payment amount. Type the payment amount or use the arrows to increase or decrease the amount. This box is available when you select **Single Payment** as the payment mode.

**Settlement %:** Percent of the balance that the debtor agreed to pay to settle the account. You can type the settlement percent, use the arrows to increase or decrease the percent, or use the slider to increase or decrease the percent. The system respects the blanket settlement percent set for the customer, unless your permissions allow you to specify a lower settlement percent. This box is available when you select **Settlement** or **Multipart Settlement** as the payment mode.

**Payments:** Number of payments in the arrangement. You can type the number of payments or use the arrows to increase or decrease the number. This box is available when you select **Multipart Settlement** as the payment mode.

**Surcharge:** Surcharge to apply to each payment in the arrangement. If you selected **Promise to Pay** as the payment type on the **Select Payment Type** page, this list box isn't available. If the state where the debtor resides doesn't allow surcharges, this list box isn't available.

**Default:** Applies the surcharge amount set for the payment method to each payment in the arrangement. If your agency set an amount for the payment method, the amount appears in parentheses; otherwise, "none" appears in parentheses.



**No Surcharge:** Excludes the surcharge for all payments in the arrangement. If you don't have the appropriate permissions, this option isn't available.

**Manual Override:** Allows you to specify a surcharge amount to apply to each payment in the arrangement. If you don't have the appropriate permissions, this option isn't available.

**[Surcharge Amount]:** Custom surcharge amount to apply to each payment in the arrangement. This box is available when you select **Manual Override** in the **Surcharge** list box.

**Add surcharge to payment amount:** If selected, the system adds the surcharge to the payment amount. This option is available when a surcharge applies to the account.

**Deduct surcharge from payment amount:** If selected, the system deducts the surcharge from the payment amount. This option is available when a surcharge applies to the account.

**Note:** The ability to choose whether to add or deduct the surcharge from the payment amount is a global setting applied at the database level.

2. Complete the information in the top section of the page based on the following:

Arrangement Type	Description	Information to Provide
Multipart Settlement	Debtor promises to submit multiple payments (up to 12) for a negotiated balance. Latitude respects the customer blanket settlement percent, unless your permissions allow you to specify a lower settlement percent. If a payment due date falls on a weekend or holiday, Latitude sets the due date for that payment to the date that follows the weekend or holiday. After processing the last settlement payment, the system sets the account to SIF status and closes it.	<ul style="list-style-type: none"> <li>• <b>Payment Mode</b></li> <li>• <b>Due Date</b></li> <li>• <b>Number of Payments</b></li> <li>• <b>Surcharge</b> (if applicable)</li> <li>• <b>Settlement</b> percent, <b>Total Settlement</b> amount, or <b>Payment Amount</b> (with or without a <b>First Payment Amount</b>)</li> </ul>
Multiple Payment	Debtor wants to establish a recurring payment arrangement.	<ul style="list-style-type: none"> <li>• <b>Payment Mode</b></li> <li>• <b>Number of Payments</b></li> <li>• <b>Surcharge</b> (if applicable)</li> <li>• <b>Total Amount</b> or <b>Payment Amount</b></li> </ul>

		<ul style="list-style-type: none"> <li>• <b>First Payment Amount</b> (if you specify a <b>Payment Amount</b> and the first payment amount differs from the rest of the schedule)</li> </ul> <p>If the last payment pays off the debt, Latitude sets the account to PIF status and closes it.</p>
Payoff	Debtor promises to submit one payment for the entire balance. After processing the payment, Latitude sets the account to PIF status and closes it.	<ul style="list-style-type: none"> <li>• <b>Due Date</b></li> <li>• <b>Surcharge</b> (if applicable)</li> </ul>
Settlement	Debtor promises to submit one payment for a negotiated balance. Latitude respects the customer blanket settlement percent, unless your permissions allow you to specify a lower settlement percent.	<ul style="list-style-type: none"> <li>• <b>Settlement</b> percent or <b>Total Settlement</b> amount</li> <li>• <b>Due Date,</b></li> <li>• <b>Surcharge</b> (if applicable)</li> </ul> <p>After processing the settlement payment, Latitude sets the account to SIF status and closes it.</p>
Single Payment	Debtor promises to submit a single payment.	<ul style="list-style-type: none"> <li>• <b>Payment Amount</b></li> <li>• <b>Due Date</b></li> <li>• <b>Surcharge</b> (if applicable)</li> <li>• <b>Number of Payments = 1</b></li> </ul>

3. If you have permissions to calculate an arrangement, click **Calculate**. Latitude calculates the arrangement and updates the page accordingly. If you don't have permissions to calculate an arrangement, Latitude calculates the arrangement as you change values in the arrangement and updates the page accordingly. For more information, see Auto Calculate Permission.

**Due Date:** Date the payment is due.

**Amount:** Payment amount, excluding surcharges.

**Surcharge:** Surcharge amount.

**Total:** Total payment amount, including surcharges.

**Total Paid:** Amount to apply to the debt, excluding surcharges.

**Last Due Date:** Date the last payment in the arrangement is due.

**Accrued Interest:** Amount of interest that accrued on the account between the current date and the last due date.

**Total Amount:** Total payment amount, including surcharges.

**Payments:** Number of payments in the arrangement.

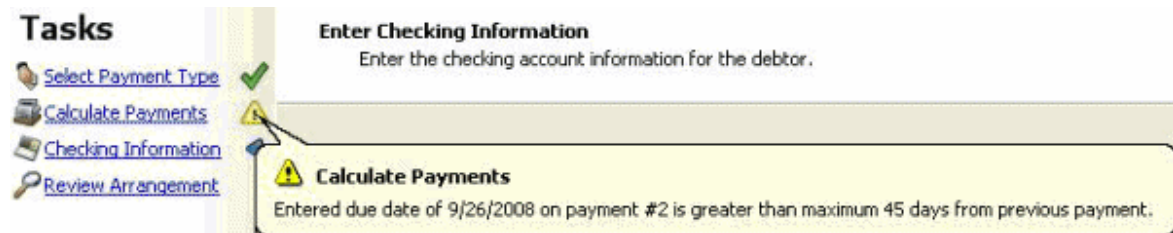
**Remaining Balance:** Amount the debtor owes after fulfilling the payment arrangement.

- To modify the information in the data grid, double-click a value and then type or select a new value. The system updates the bottom section of the page accordingly.

**Tip:** If you modified the values in the data grid and you want to reset them to their original values, click **Recalculate**.

- Click **Next**.

**Note:** If the payment arrangement is not in compliance with the business rules for the payment type, a warning appears next to the **Calculate Payments** task. To correct the warning, modify the information on the **Calculate Arrangement** page or [override the business rules](#) in the **Business Rules** page.



### Specify Payment Instrument Information

If your agency configured Latitude to use Payment Vision for credit card and checking account authorization, the **Register Financial Account Information** page of the Payment Vision website appears. Use this page to specify a debtor's credit card or checking account information and receive payment authorization from Payment Vision. When you close your browser, the **Payment Instrument Information** page in the **Enter New Arrangements** window appears. Use this page to redisplay the Payment Vision website or select an existing payment instrument.

If your agency didn't configure Latitude to use Payment Vision or you selected **Promise to Pay** on the **Select Payment Type** page, the **Payment Instrument Information** page is not available. For more information about the configuration for using Payment Vision, see **Payment Processing Permissions and Policies**.

### To specify payment instrument information

- After specifying the criteria for calculating the payment arrangement, one of the following occurs:
  - If the financial institution didn't authorize a credit card or bank account previously for this account, the **Register Financial Account Information** page of the Payment Vision website opens in your browser.
  - If the financial institution authorized a credit card or bank account previously for this account, a dialog box appears. Do one of the following:
    - To use the authorized account, click **Yes** and skip to step 7.

- To authorize a new account, click **No**. The **Register Financial Account Information** page of the Payment Vision website opens in your browser.

**PaymentVISION** | Get Plugged In. Why Settle For Less?

### Register Financial Account Information

**Organization Information**

PaymentVision Organization Name: Latitude

**Customer Information**

First Name: Susan  
Last Name: Fusi  
Address Line One: 20 PURCELL DR  
City: ALLENTOWN  
State: PA  
Zip: 18101

**Merchant Information**

Merchant Payee Name: Global Software Services

2. If the payment instrument is a credit card, do the following:

**Select Financial Account**

Credit Card Account

**Enter Credit Card Information**

Card Number

Expiration Month Expiration Year

Card Security Code

**Enter Card Owner Information**

Card Owner

Billing Address

Register Account Cancel

- a. In the **Enter Credit Card Information** section, specify the credit card number, expiration month, expiration year, and security code.
  - b. In the **Enter Card Owner Information** section, select the credit card owner's name and billing address.
3. If the payment instrument is a checking or savings account, do the following:

**Select Financial Account**

Bank Account

**Enter Bank Account Information**

Bank Routing Number  ABA Lookup

Bank  Bank Lookup

Add New Bank

Bank Account Number  i

Bank Account Type

Personal or Business Acct

**Enter Bank Owner Information**

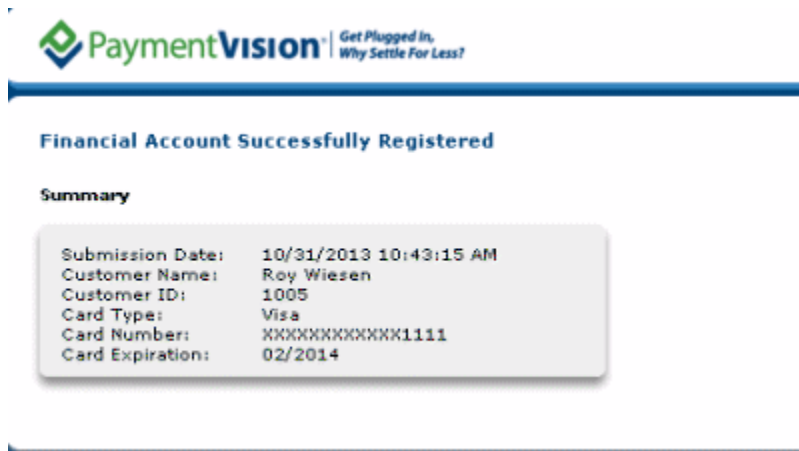
Bank Account Owner

Billing Address

Register Account Cancel

- a. In the **Enter Bank Account Information** section, do one of the following:
  - In the **Bank Routing Number** box, type the bank routing number.
  - Click **ABA Lookup**. In the **Lookup Routing Number** dialog box, specify the bank and state and then click **Search**. In the results, click the routing number and then click **Select**. The dialog box closes and the **Bank Routing Number** box populates with the routing number.
- b. To look up the bank name, click **Bank Lookup**. In the **Lookup Bank** dialog box, in the **Bank Routing Number** box, type the routing number and then click **Search**. In the results, click the bank name and then click **Select**. The dialog box closes and the **Bank** box populates with the bank's name and address.

- c. To add a bank, click **Add New Bank**. The **Add New Bank** dialog box appears. Specify the bank name and location and then click **Submit**. The dialog box closes and the **Bank** box populates with the bank's name and location.
  - d. In the **Bank Account Number** box, type the bank account number.
  - e. In the **Bank Account Type** list box, click the type of bank account (checking or savings).
  - f. In the **Personal or Business Acct** list box, click the type of account (personal or business).
  - g. In the **Enter Bank Owner Information** section, select the bank account owner's name and billing address.
4. Click **Register Account**. The transaction summary information appears.



5. Close the browser window. The **Payment Instrument Information** page appears.

- To redisplay the **Register Financial Account Information** page of the Payment Vision website, click **Relaunch**.

**Note:** If the page timed out because of inactivity (was idle for more than 20 minutes), select the **Regenerate Token Request** check box before clicking **Relaunch**.

- To select an account that the financial institution authorized previously, in the **Acct** box, type the last four digits of the account number and then click the Search icon. Information for the account appears on the page.

**Tip:** To clear the information and search for another credit card or bank account number, click **New...**

- Click **Next**.

### Specify Checking or Savings Account Information

Use the **Enter Checking Information** page in the **Enter New Arrangements** window to specify a debtor's checking or savings account information. The system uses the information to draft payments from the debtor's checking or savings account (ACH or paper draft).

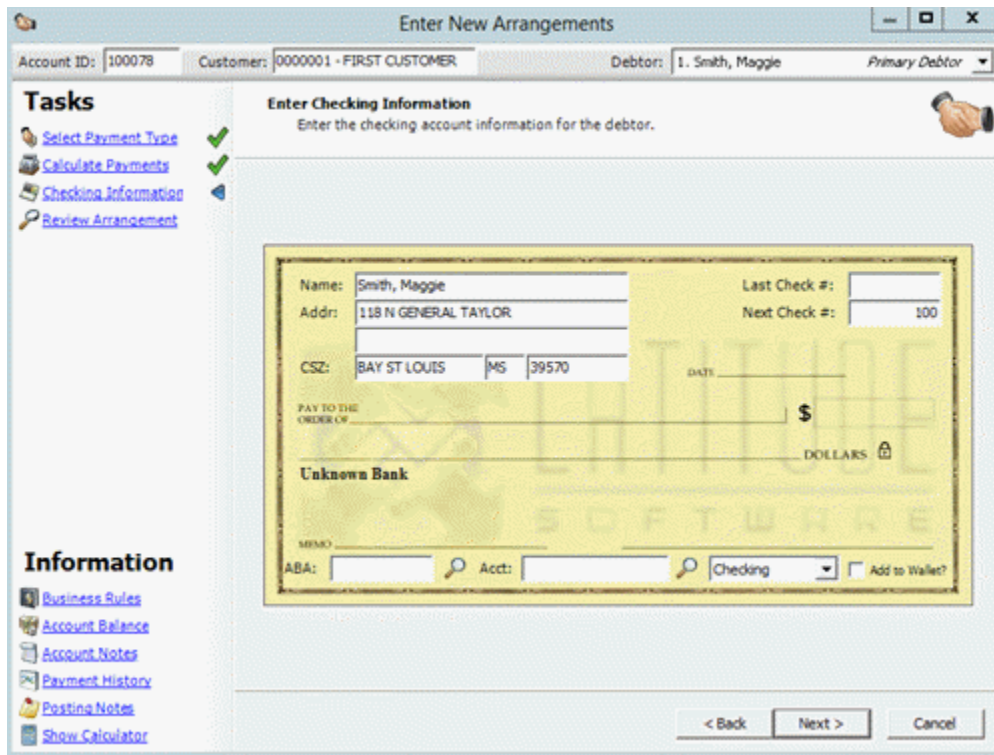
#### Notes:

- If the user doesn't have permissions to specify check or savings account information, this page of the wizard doesn't appear. For more information, see **Enter Check Information Permission**.

- If you selected a payment from the wallet on the **Select Payment Type** page, this page of the wizard doesn't appear.

**To specify checking or savings account information**

1. If the **Enter Checking Information** page isn't open, in the **Tasks** list, click **Checking Information**. The **Enter Checking Information** page appears. The primary debtor's name and address pre-populate. You can modify the debtor information or select a different debtor from the toolbar. If the debtor had a previous check by phone arrangement, the bank account information populates. If more than one bank account exists, the most recently used account information appears. If necessary, you can delete the information and provide information for a different account.



**Last Check #:** Last check number used.

**Next Check #:** Next check number to use.

**ABA:** Bank routing number. The bank's information appears after you type a valid ABA.

**Acct:** Checking or savings account number.

**Type:** Type of account, either checking or savings.

**Verified:** If selected, you verified the account information.

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



## Specify Credit Card Information

Use the **Credit Card Information** page in the **Enter New Arrangements** window to specify a debtor's credit card information. The system uses the information to charge payments against the debtor's credit card.

### Notes:

- If the user doesn't have permissions to specify credit card information, this page of the wizard doesn't appear. For more information, see Enter Credit Card Information Permission.
- If you selected a payment from the wallet on the **Select Payment Type** page, this page of the wizard doesn't appear.

### To specify credit card information

1. If the **Credit Card Information** page isn't open, in the **Tasks** list, click **Credit Card Information**. The **Credit Card Information** page appears.

The screenshot shows the 'Enter New Arrangements' window with the following details:

- Account ID:** 100078
- Customer:** 0000001 - FIRST CUSTOMER
- Debtor:** 1. Smith, Maggie (Primary Debtor)
- Tasks List:**
  - Select Payment Type (checked)
  - Calculate Payments (checked)
  - Credit Card Information (selected)
  - Review Arrangement
- Information List:**
  - Business Rules
  - Account Balance
  - Account Notes
  - Payment History
  - Posting Notes
  - Show Calculator
- Credit Card Information Page:**
  - Header: Enter the credit card information for the debtor.
  - Image: A simulated Latitude Software platinum credit card.
  - Fields:
    - Acct: [Empty]
    - Name: SMITH, MAGGIE
    - Exp. Date: 07/2018
    - Credit Card Type: Unknown
    - Security Code: [Empty] (Where is this?)
    - Address: 118 N GENERAL TAYLOR
    - City/State-Province: BAY ST LOUIS, MS
    - Country/Postal Code: USA, 39570
  - Buttons: < Back, Next >, Cancel

**Acct:** Credit card number.

**Name:** Debtor's name, exactly as it appears on the credit card.

**Exp. Date:** Date the credit card expires.

**Credit Card Type:** Type of credit card (for example, Visa, MasterCard). The system populates this box after you provide the account number.

**Security Code:** Three-digit security code on the back of the credit card.

**Address:** House number and street associated to the card.

**City/State-Province:** City and state or province associated to the card.

**Country/Postal Code:** Country and postal code associated to the card.

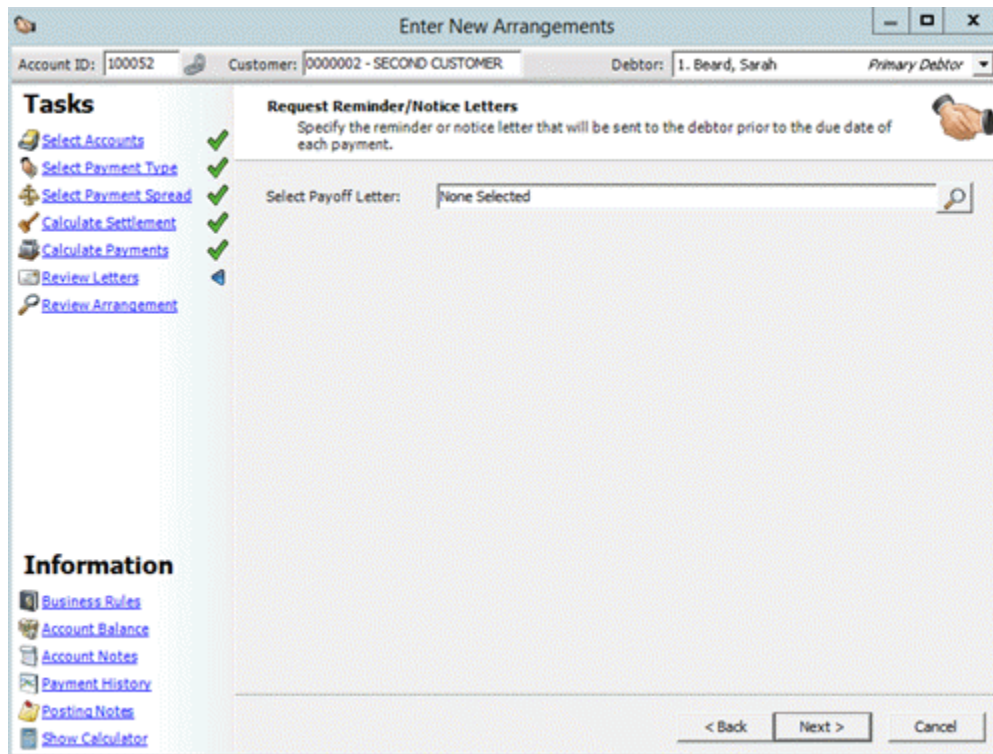
2. Complete the information and then click **Next**.

### Select a Reminder or Notice Letter

Use the **Request Reminder/Notice Letters** page in the **Enter New Arrangements** window to select the settlement letter or reminder letters to send to the debtor before each payment due date. The letters available are based on the type of arrangement you are creating.

#### To select a reminder or notice letter

1. If the **Request Reminder/Notice Letters** page isn't open, in the **Tasks** list, click **Review Letters**. The **Request Reminder/Notice Letters** page appears. The information that displays is based on the type of arrangement you are creating.



2. To select the letter to send, do the following:
  - a. Click the **Search** icon. The **Select Letter** dialog box appears. The system restricts the letters available to those letters allowed for the arrangement type and customer.
  - b. Click the letter and then click **Open**.
3. If your permissions allow and you are requesting a reminder letter, you can change the number of days before the payment due date to generate a letter request. In the **Reminder Days** box, type the number of days or use the arrows to increase or decrease the number of days. You can also double-click the reminder date in the data grid and select a date from the calendar. If the current due date is within the reminder days, the system doesn't generate a letter request.

**Note:** If you are creating a payoff arrangement, you can generate a payoff letter, reminder letter, or both.

- Click **Next**.

### Review the Payment Arrangement

Use the **Review Payment Arrangement** page in the **Enter New Arrangements** window to review a summary of the payment arrangement.

### To review the payment arrangement

- If the **Review Payment Arrangement** page isn't open, in the **Tasks** list, click **Review Arrangement**. The **Review Payment Arrangement** page appears.

- To change the information on a page in the wizard, click **Back** to get to the page or select an option from the **Tasks** list.
- To save the payment arrangement and close the wizard, click **Finish**. The following occurs:
  - If your payment vendor is Payment Vision, a notification dialog box appears. Click **OK**. The payment arrangement appears in the **Arrangements** panel in the **Work Form**.
  - If your payment vendor isn't Payment Vision, the payment arrangement appears in the **Arrangements** panel in the **Work Form**.
  - If you didn't have permission to specify payment information, Latitude still saves the arrangement. A user with the appropriate permissions can add the payment information later. For more information about the permissions, see Enter Credit Card Information Permission and Enter Check Information Permission. In the Arrangements panel, Latitude displays the following:

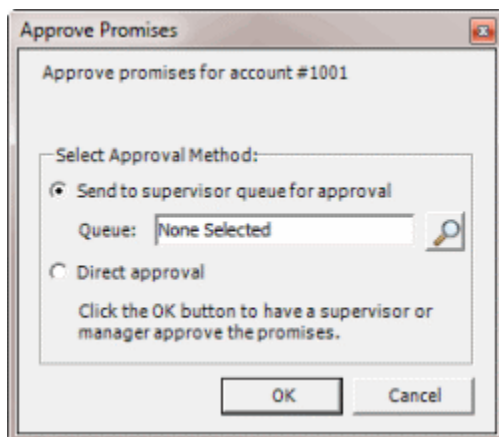
- **Type** = "Unknown"
- **Status** = "On Hold"
- **Wallet Item** = "N/A"
- For a credit card or ACH payment type, if your organization didn't configure PVG or the service is unavailable, an error message displays. The system doesn't save the arrangement.
- For a promise payment type, if you don't have permissions to approve promise payment arrangements, the **Approve Promises** dialog box appears. Do the steps to [Approve a Payment Arrangement](#).

### Approve a Payment Arrangement

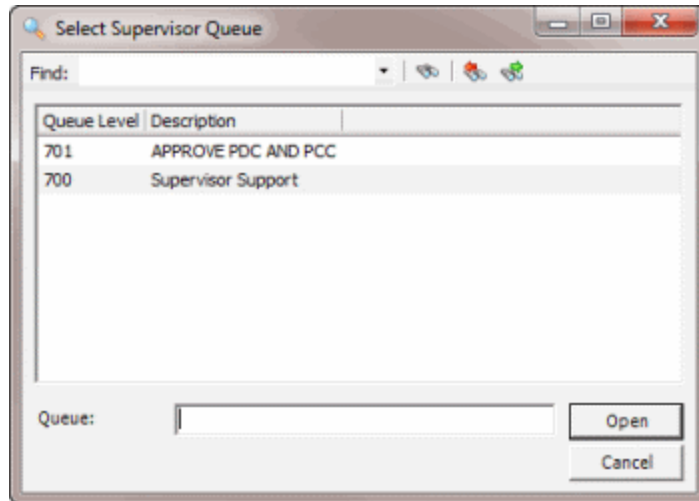
Use the **Approve Promises** dialog box to send an approval request for a payment arrangement to a supervisor queue, or get immediate approval from a supervisor. If you don't have permissions to approve payment arrangements, this dialog box appears after you click **Finish** in the **Review Payment Arrangement** page.

### To approve a payment arrangement

1. To send the approval request to a supervisor queue, in the **Approve Promises** dialog box, do the following:
  - a. Click **Send to supervisor queue for approval**.



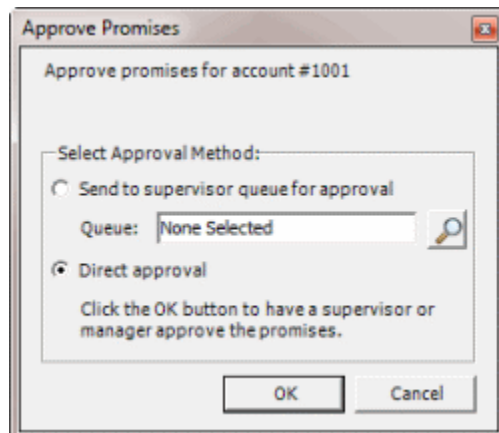
- b. Click the Search icon. The **Select Supervisor Queue** dialog box appears.



- c. Click the supervisor queue and then click **Open**. The selected supervisor queue appears in the **Queue** box in the **Approve Promises** dialog box.
- d. Click **OK**. The system sends the promise approval request to the selected supervisor queue for processing. The payment arrangement appears in the **Arrangements** panel in the **Work Form** with an unapproved status and a message indicating the payment arrangement is unapproved.

**Note:** You can also click **Cancel** to add the transaction as unapproved.

2. To request immediate approval from a supervisor or manager, do the following:
  - a. Click **Direct approval**.



- b. Click **OK**. The **Security Login** dialog box appears.



- c. Type the supervisor's credentials and then click **Okay**. The payment arrangement appears in the **Arrangements** panel in the **Work Form**.

**Note:** If you are using Windows authentication, provide the supervisor's Latitude user name and Windows password.

## Payment Arrangement Information

### Payment Arrangement Information

Use the **Information** list in the **Payment Arrangement Wizard** to view reference information and access a calculator to assist you when creating a payment arrangement.

#### To view the Information list

1. With an account displayed in the **Work Form**, from the menu bar, click **Promise**. The **Arrangements** panel appears.
2. Click **Negotiate New Arrangement**. The **Enter New Arrangements** window appears. The **Information** list is in the bottom section of the pane.

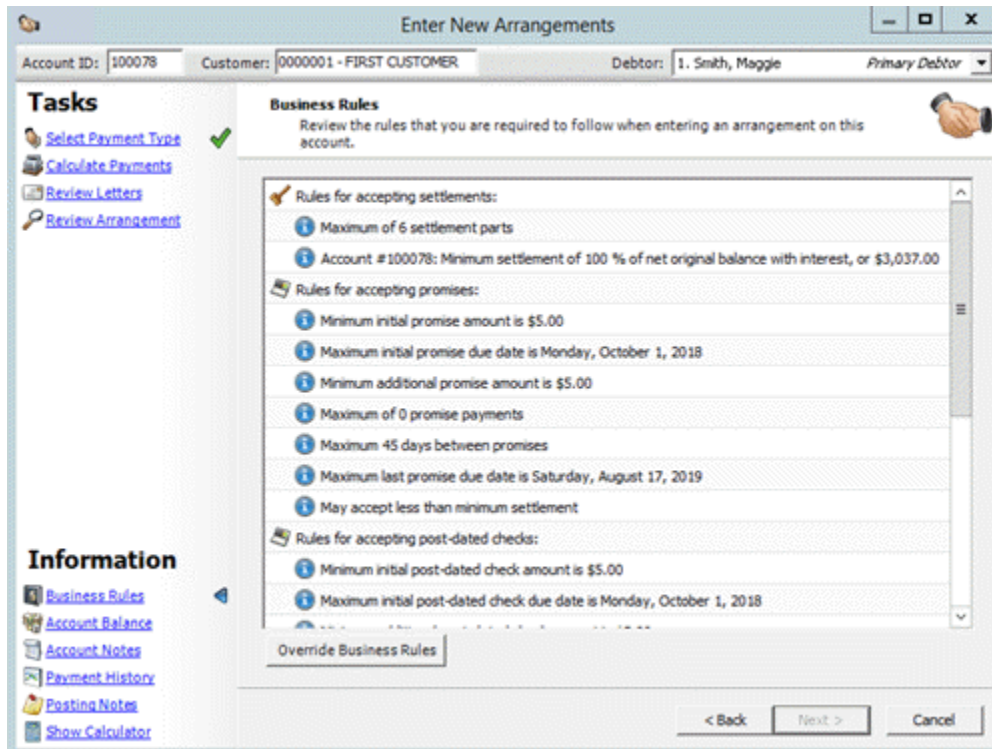
### View Business Rules

Use the **Business Rules** page in the **Enter New Arrangements** window to view a summary of payment arrangement permissions set for your user role and the customer on the account.

#### To view the business rules

1. In the **Information** list, click **Business Rules**. The **Business Rules** page appears.





2. To override the business rules associated to your user ID and apply the business rules associated to a supervisor or other privileged user, do the following:
  - a. Click **Override Business Rules**. The **Security Login** dialog box appears.



- b. Type the credentials of the person whose business rules you want to apply and then click **Okay**.

**Note:** If you are using Windows authentication, provide the Latitude user name and Windows password.



## Payment Views

### Payment Views

You can view payments and adjustments that the system applied to an account, and view post-dated payments for an account. You can also view payments and posted-dated payments for a desk.

### View Payments for an Account

Use the **Payments** panel to view payments and adjustments that the system applied to the account.

#### To view payments for an account

- With an account displayed in the **Work Form**, do one of the following:
  - At the top of the **Panels** section, click the name of the currently displayed panel (for example, **Notes**, **Phones**) and then click **Show Payments**.
  - From the **Payments** menu, click **Summary**.

The **Payments** panel appears.

Payments:		CB Status:  Not Reported. Client does not allow credit bureau reporting		<input checked="" type="checkbox"/> Show Linked Notes					
UID	Entered	Effective	Total Paid	Pay Type	Pay Method	Invoiced	Check #	Comment	Batch
84617	3/5/2013	2/11/2013	1.16	Adjustment...				Add TOP Offst Fee	568
85364	3/6/2013	2/11/2013	1.16	Adjustment...				Add TOP Offst Fee - Revers...	574
86376	3/8/2013	2/11/2013	1.16	Adjustment...				Add TOP Offst Fee	605
87537	3/8/2013	2/11/2013	307.57	Adjustment...				TOP Offset	606
87538	3/8/2013	2/11/2013	79.94	Adjustment...				TOP Offset	606
87539	3/8/2013	2/11/2013	1.16	Adjustment...				TOP Offset	606
276312	2/18/2015	2/18/2015	11.91	Paid Us	CASH				1493
276327	2/18/2015	2/18/2015	100.00	Paid Us	CASH				1494

**Note:** If post-dated payments are on hold (for example, due to NSF), a date appears in the **On Hold** column and "Had NSF" appears next to the **Extra Data** boxes.

- To view payment detail, double-click the payment. The **Transaction Detail** window appears. When finished viewing the information, click **Exit**.

**Notes:**

- If you don't have the **View Fees** permission, asterisks (\*) appear in the fee boxes.
- If your organization set up a collector fee for the customer, this amount appears under the **Attorney Fees** box.

**View Post-Dated Payments for an Account**

Use the **Post Dates** panel to view post-dated payments (PDC) for an account. Post-dated payments are scheduled future payments.

**To view post-dated payments for an account**

- With an account displayed in the **Work Form**, do one of the following:
  - At the top of the **Panels** section, click the name of the currently displayed panel (for example, **Notes**, **Phones**) and then click **Show Post Dates**.
  - From the menu bar, click **PDC**.

The **Post Dates** panel appears.

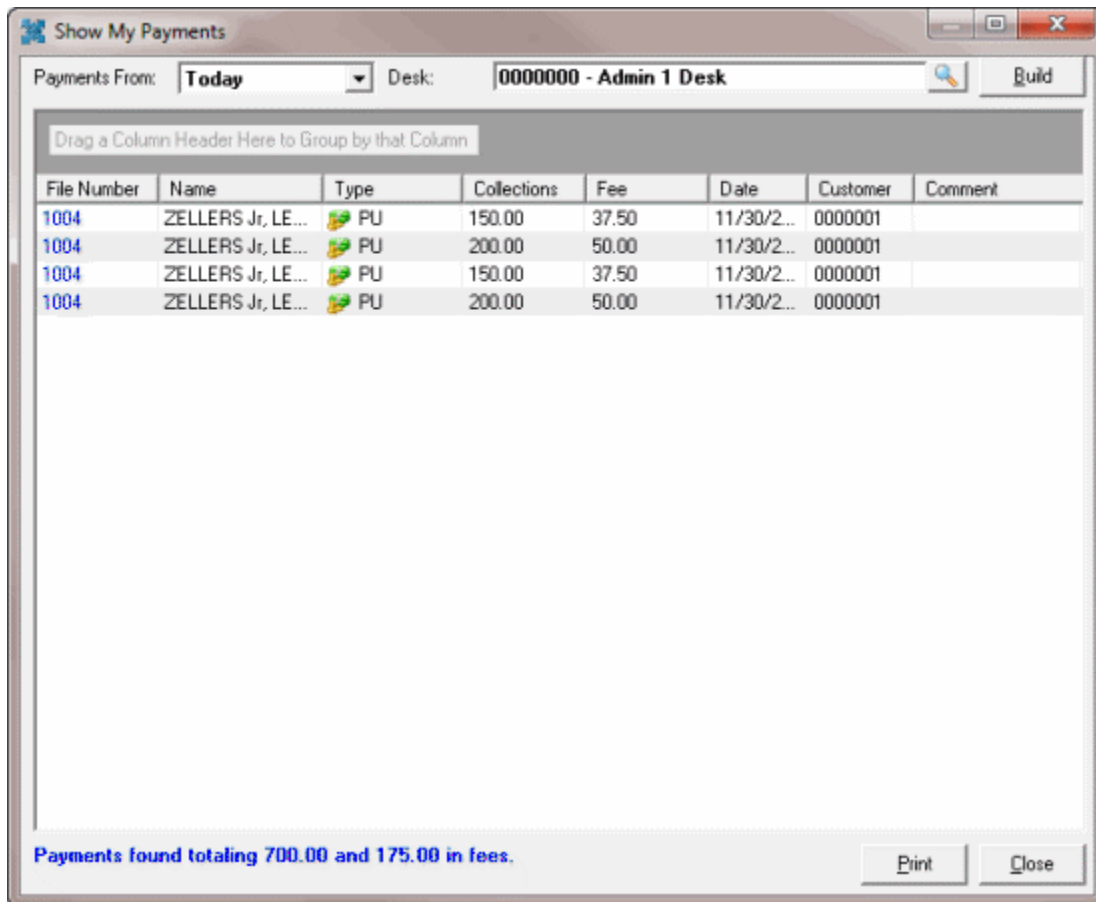
Post Dates:					
Entered	On Hold	Deposit Date	Amount	Processed	Check #
12/13/2006		12/15/2006	\$44.19		1
12/13/2006		12/29/2006	\$44.19		2
12/13/2006		1/12/2007	\$44.19		3
12/13/2006		1/26/2007	\$44.19		4
12/13/2006		2/9/2007	\$44.19		5

## View Payments for a Desk

Use the **Show My Payments** window to view payments for the current day, month-to-date, or year-to-date that the system applied against your desk. If you have the appropriate permissions, you can view payments for other desks.

### To view payments for a desk

1. With an account displayed in the **Work Form**, from the **Payments** menu, click **Show My Payments**. The **Show My Payments** window appears.



2. In the **Payments From** list box, click the time frame to display payments.
3. If you have the appropriate permissions and you want to change the desk, see [Change the Desk](#).
4. Click **Build**. Payments and adjustments for the selected time frame and desk appear. Totals appear at the bottom of the window.
5. To print the information, click **Print**.
6. To display an account in the **Work Form**, in the **File Number** column, click the file number.

## View Post-Dated Payments for a Desk

Use the **My Post Dates** window to view post-dated checks and promises for your desk that are due on a specific date. If you have the appropriate permissions, you can view post-dated payments for other desks.

### To view post-dated payments for a desk

1. With an account displayed in the **Work Form**, from the **Payments** menu, click **Show My Post Dates**. The **My Post Dates** window appears.

My Post Dates

Desk: **0000000 - Admin 1 Desk**

Due Date: **12/ 7 /2012**

Include Promises  
 Include Post-Dated Checks  
 Include Credit Cards

Build

Type	File Number	Name	On Hold	Customer	Due Date	Comment	Amount
Promise	1004	ZELLERS Jr, LE...	Not On Hold	0000001	12/7/2012	Promise	100.00

1 item totaling 100.00.

Print Close

2. If you have the appropriate permissions and you want to change the desk, see [Change the Desk](#).
3. In the **Due Date** list box, click the date to display post-dated payments that are due before or on the date.
4. To include promises, select the **Include Promises** check box.
5. To include post-dated checks, select the **Include Post-Dated Checks** check box.
6. To include credit cards, select the **Include Credit Cards** check box.
7. Click **Build**. Post-dated payments for the selected due date and desk appear. Totals appear at the bottom of the window, along with information about payments that are on hold.
8. To print the information, click **Print**.



## Payment Type Codes

Payment type codes identify payment types. The following table lists the payment type codes and their description.

Code	Description
DA	<b>Decreasing Adjustment.</b> An adjustment to an account that decreases the balance. The system doesn't calculate fees against this amount and doesn't reflect the adjustment on invoices.
DAR	<b>Decreasing Adjustment Reversal.</b> An adjustment to an account that increases the balance. The system doesn't calculate fees against this amount and doesn't reflect the adjustment on invoices.
PA	<b>Paid Agency.</b> A debtor payment to an outside (subcontracted) agency that is collecting debtor payments for your agency.
PAR	<b>Paid Agency Reversal / Bounce.</b> A payment to an outside (subcontracted) agency collecting on your agency's behalf that the debtor paid using check and the check didn't clear.
PC	<b>Paid to Client.</b> A debtor payment to your customer, where your agency holds the account.
PCR	<b>Paid Client Reversal / Bounce.</b> A payment to your customer, where your agency holds the account that the debtor paid using a check that didn't clear.
PU	<b>Paid to Us.</b> A debtor payment sent directly to your agency.
PUR	<b>Paid Us Reversal / Bounce.</b> A debtor payment sent directly to your agency that the debtor paid using a check that didn't clear.

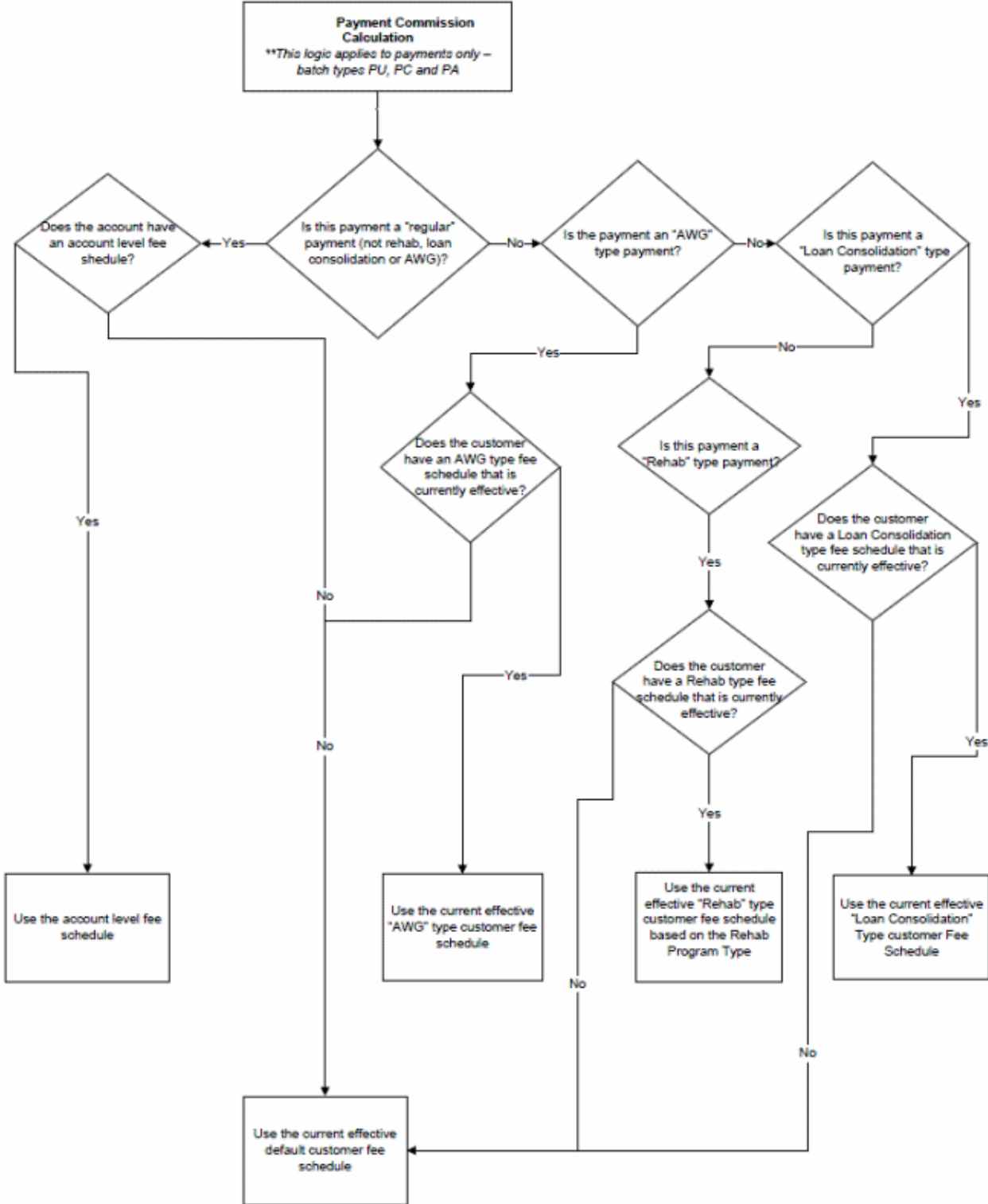
## Payment Processing and Invoicing

### Payment Processing and Invoicing

You can process payments, issue refunds, transfer overpayments, and invoice customers. When you process payments, the system determines the appropriate fee schedules to use to calculate commissions based on the customer, account, payment type, and fee schedule effective date.

### Payment Commission Calculation

The following diagram provides an overview of the process for calculating payment commissions.



## Debtor Payments

### Debtor Payments

Use the **Payment Entry** window to maintain payment batches and maintain transactions that change the balance on an account. Transactions include payments received from debtors that reduce the account balance, account adjustments, and reversals (bounces). Your agency can monitor how and when to apply payments to each account so you can invoice the customer. Adjustments increase or decrease the balance for individual money buckets on an account without calculating collection fees.

**Note:** You process payments received from a client to reduce the amount of receivables due using Latitude Invoices, which posts transactions to an invoice. For more information, see the *Latitude Invoices* documentation.

### Payment Batches

#### Payment Batches

Use the **Batch** tab in the **Payment Entry** window to maintain payment batches used to process payments received from debtors that reduce the account balance, account adjustments, and reversals (bounces). Typically, a collection agency creates a single batch for each payment type received for any given day. If the agency consists of more than one branch, you can create a separate batch for each branch, payment type, and date. Typically, payment batches process at the end of each day.

#### Create a Batch

Use the **New Batch** dialog box to create a payment batch. Each batch can only have one payment type. If you have multiple payment types to enter, create a separate batch for each.

#### To create a batch

1. In the **Main Menu** window, from the **Data Entry** menu, click **Debtor Payments**. The **Payment Entry** window appears.
2. On the **Batch** tab, click **New**, or from the **Batch** menu, select **New Batch**. The **New Batch** dialog box appears.



**Batch Date:** Current date. To change the date, click the arrow and select a date from the calendar.

**Branch:** If your agency consists of more than one branch, click to select the branch to which to apply payments.

**Description:** Information to help identify the contents of the batch.

**Validate expected values when processing batch:** If selected, the system validates the transactions in the batch to the transaction count and transaction amount you specify.

**Expected Count:** Total number of transactions expected in the batch. Provide this number if you already counted and totaled the transactions, and you want the system to verify the batch count with this number when processing the batch.

**Expected Amount:** Total dollar amount expected in the batch. Provide this amount if you already counted and totaled the transactions, and you want the system to verify the batch amount with this amount when processing the batch.

**Override system date with these values when processing batch:** If selected, the **System Month** and **System Year** boxes are available to allow you to override the system values.

**System Month:** Current processing month for Latitude. To create a batch to apply to a prior or later system month, click the **Override system date with these values when processing batch** check box and, in the **System Month** box, select the month.

**System Year:** Current processing year for Latitude. To create a batch to apply to a prior or later system year, click the **Override system date with these values when processing batch** check box and, in the **System Year** box, select the year.

**Note:** The administrator sets the system month and year on the **Settings** tab of the **Latitude - Control File Properties** window. For more information, see *Maintain System Settings*.

**Paid Us:** (PU) Debtor payments sent directly to your agency.

**Paid Client:** (PC) Debtor payments paid to your customer, where your agency holds the account.

**Decreasing Adjustment (no fee due):** (DA) Changes to an account that decrease the balance on the debtor's account. The system doesn't calculate fees for your agency against this amount and doesn't reflect it on invoices.

**Outside Agency Payments:** (PA) Payments made to an outside (subcontracted) agency collecting debtor account money for your agency.

**Paid Us Reversals/Bounces:** (PUR) Debtor payments sent directly to your agency where the check did not clear.

**Paid Client Reversals/Bounces:** (PCR) Debtor payments paid to your customer, where your agency holds the account and the check did not clear.

**Increasing Adjustments (No fee due):** (DAR) Changes to an account that increase the balance on the debtor's account. The system doesn't calculate fees for your agency against this amount and doesn't reflect it on invoices.

**Outside Agency Payment Reversals/Bounces:** (PAR) Payments made to an outside (subcontracted) agency collecting debtor account money for your agency where the check did not clear.

3. In the **Select Payment Batch Type** section, select an option to indicate the type of payments, adjustments, or reversals you are adding to the batch.
4. Complete the remaining information and then click **OK**. The **Account** tab appears.

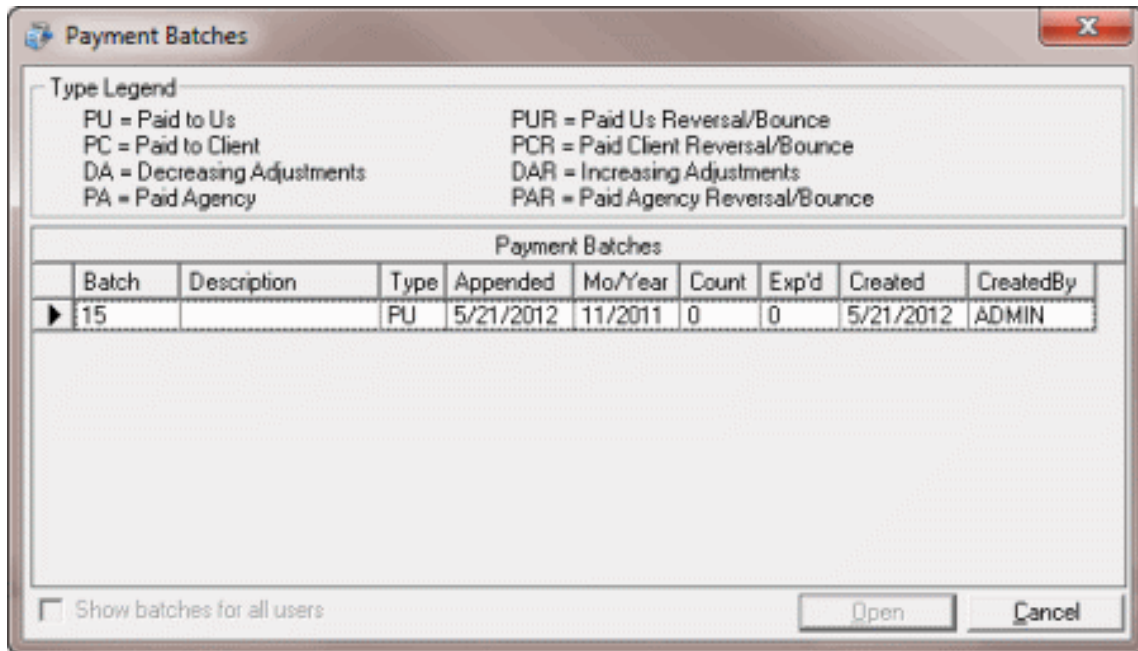
### Open a Batch

Use the **Payment Batches** dialog box to open a batch so you can add payments to it or process it. Typically, you add these payments when new payments arrive later in the same day that corresponds to a previously entered batch type. You cannot open a processed batch. We recommend that you process payment batches at the end of the day.

#### To open a batch

1. In the **Main Menu** window, from the **Data Entry** menu, click **Debtor Payments**. The **Payment Entry** window appears.
2. Do one of the following:
  - On the **Batch** tab, click **Open**.
  - From the **Batch** menu, select **Open Batch**.

The **Payment Batches** dialog box appears. All unprocessed payment batches appear in the data grid.



**Show batches for all users:** If selected, batches for all users display. If cleared, only batches created under your User ID display.

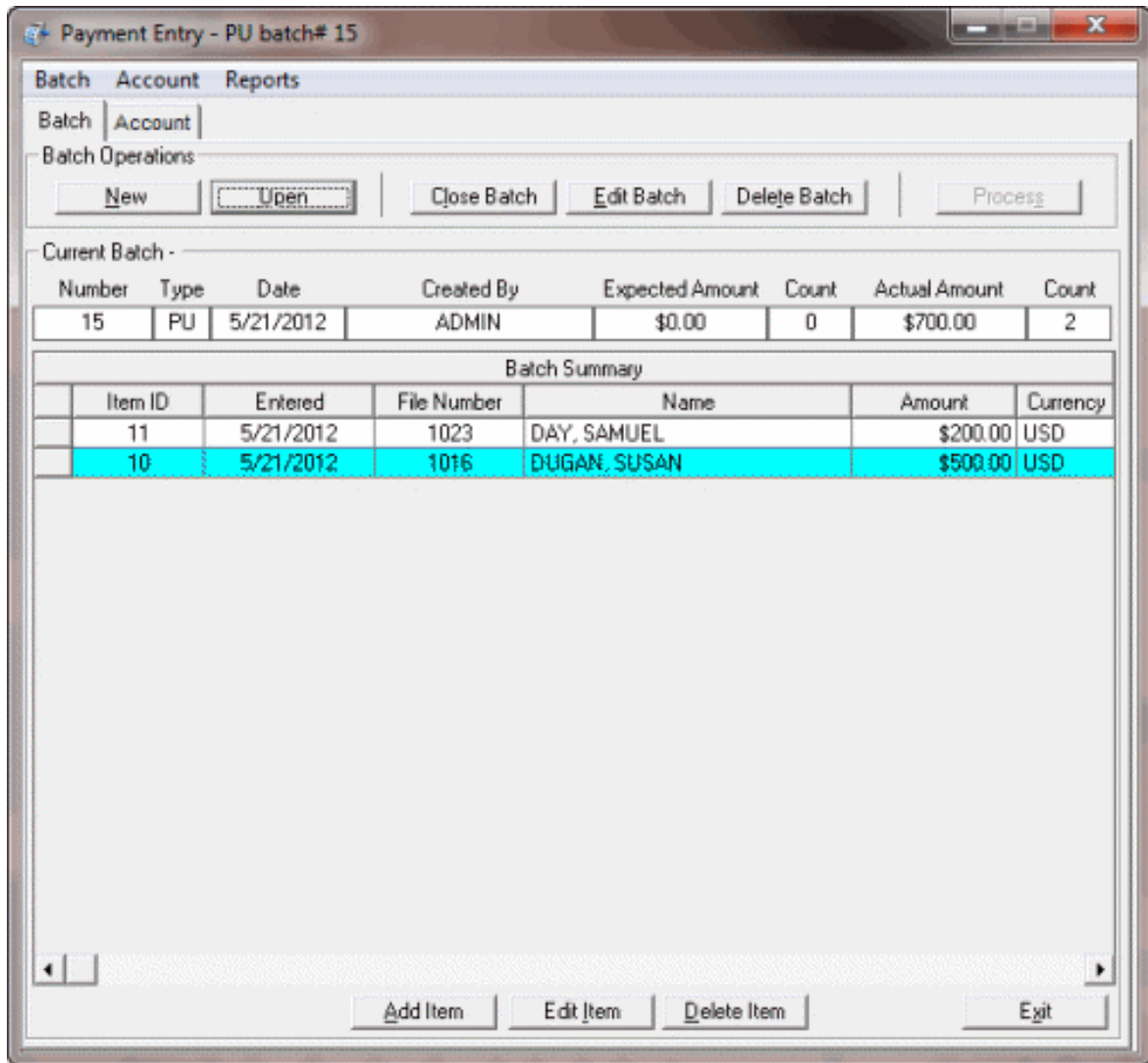
3. Double-click the batch or, click the batch and then click **Open**. The system populates the **Payment Entry** window with information for the selected batch.

### Review a Batch

Use the **Batch** tab in the **Payment Entry** window to review a payment batch for accuracy after adding debtor payments, reversals, or adjustments.

### To review a batch

- If the batch isn't already open, do the steps to [Open a Batch](#). The **Payment Entry** window appears.



Summary information for the batch appears above the data grid. Payment, reversal, or adjustment entries in the batch appear in the data grid.

**Tip:** You can sort the data grid by clicking a column heading. To save the sort order as the default when you open the **Payment Entry** window, in the Batch menu, click **Save Batch Summary Preferences**. To return the data grid to the most recently saved sort order, in the Batch menu, click **Reset Batch Summary Preferences**.

### Modify Batch Properties

Use the **Edit Batch** dialog box to modify information about a payment batch.

#### To modify batch properties

1. If the batch isn't already open, do the steps to [Open a Batch](#). The **Payment Entry** window appears.
2. Click the **Batch** tab.
3. Do one of the following:

- Click **Edit Batch**.
- From the **Batch** menu, select **Edit Current Batch**.

The **Edit Batch** dialog box appears.

**Batch Date:** Date you created the batch. You cannot change this date.

**Branch:** Branch to which to apply payments.

**Description:** Information to help identify the contents of the batch.

**Validate expected values when processing batch:** If selected, the system validates the transactions in the batch to the transaction count and transaction amount you specify.

**Expected Count:** Total number of transactions. Provide this number if you already counted and totaled the transactions and you want the system to verify the batch count with this number when processing the batch.

**Expected Amount:** Total transaction dollar amount. Provide this number if you already counted and totaled the transactions and you want the system to verify the batch amount with this number when processing the batch.

**Override system date with these values when processing batch:** If selected, the **System Month** and **System Year** boxes are available to allow you to override the system values.

**System Month:** Current processing month for Latitude. To create a batch to apply to a prior or later system month, click the **Override system date with these values when processing batch** check box and, in the **System Month** box, select the month.

**System Year:** Current processing year for Latitude. To create a batch to apply to a prior or later system year, click the **Override system date with these values when processing batch** check box and, in the **System Year** box, select the year.

**Note:** The administrator sets the system month and year on the **Settings** tab of the **Latitude - Control File Properties** window. For more information, see Maintain System Settings.

**Paid Us:** (PU) Debtor payments sent directly to your agency.

**Paid Client:** (PC) Debtor payments paid to your customer, where your agency holds the account.

**Decreasing Adjustment (no fee due):** (DA) Changes to an account that decrease the balance on the debtor's account. The system doesn't calculate fees for your agency against this amount and doesn't reflect it on invoices.

**Outside Agency Payments:** (PA) Payments made to an outside (subcontracted) agency collecting debtor account money for your agency.

**Paid Us Reversals/Bounces:** (PUR) Debtor payments sent directly to your agency where the check did not clear.

**Paid Client Reversals/Bounces:** (PCR) Debtor payments paid to your customer, where your agency holds the account and the check did not clear.

**Increasing Adjustments (No fee due):** (DAR) Changes to an account that increase the balance on the debtor's account. The system doesn't calculate fees for your agency against this amount and doesn't reflect it on invoices.

**Outside Agency Payment Reversals/Bounces:** (PAR) Payments made to an outside (subcontracted) agency collecting debtor account money for your agency where the check did not clear.

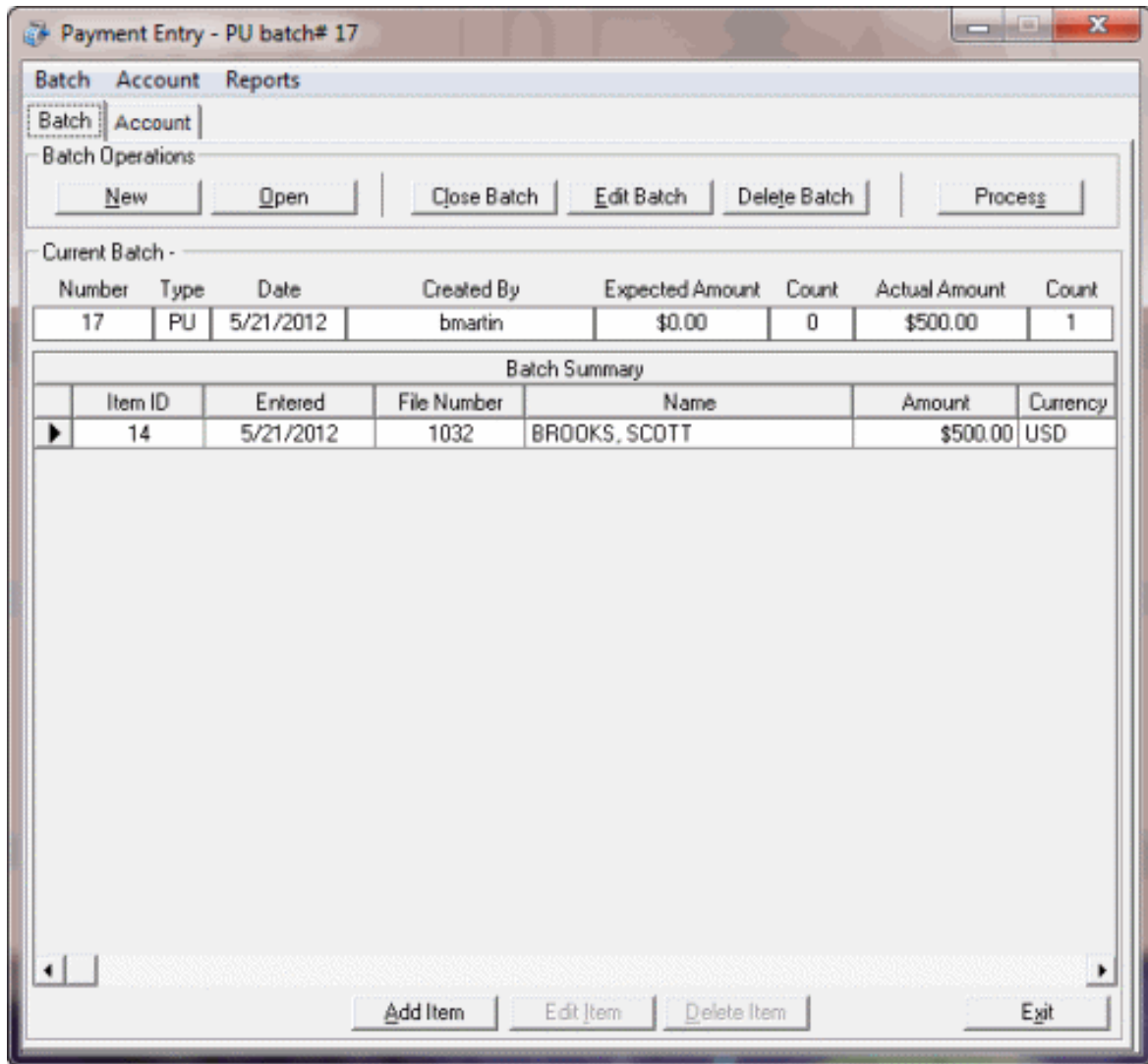
4. Modify the information as needed and then click **OK**.

### Process a Batch

Use the **Batch** tab in the **Payment Entry** window to process a batch after you add and verify all debtor payments, reversals, or adjustments. The system includes processed transactions on the customer's invoice and modifies the debtor account balances (DA or DAR adjustments).

#### To process a batch

1. If the batch isn't already open, do the steps to [Open a Batch](#). The **Payment Entry** window appears.



2. Click the **Batch** tab.
3. Do one of the following:
  - Click **Process**.
  - From the **Batch** menu, select **Process Current Batch**.

A confirmation dialog box appears.

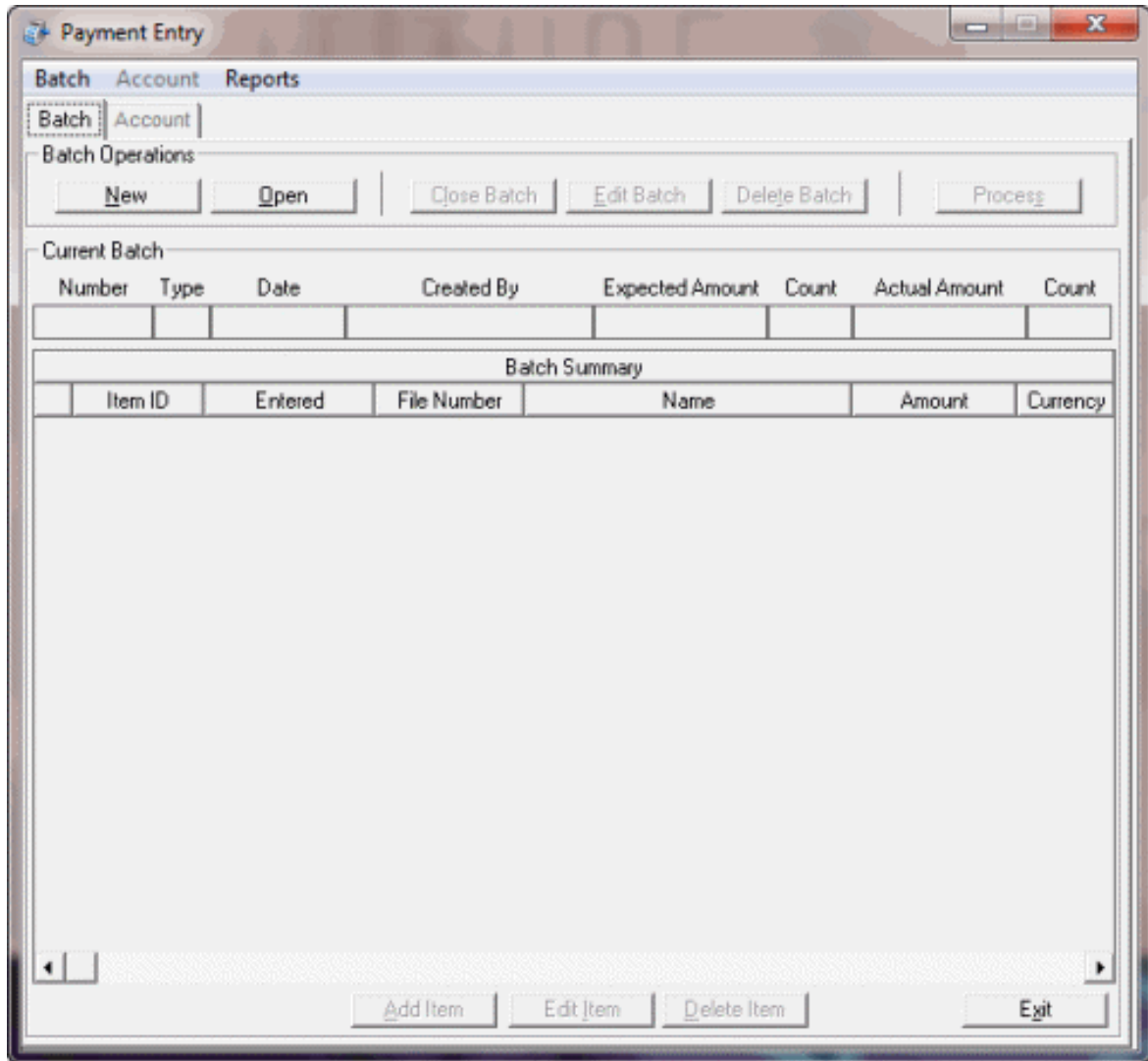
4. Click **Yes**. When processing is complete, a message dialog box appears.
5. Click **OK**.

### Close a Batch

Use the **Batch** tab in the **Payment Entry** window to remove the currently displayed batch from view.

### To close a batch

1. In the **Main Menu** window, from the **Data Entry** menu, click **Debtor Payments**. The **Payment Entry** window appears.
2. Do one of the following:
3. On the **Batch** tab, click **Close Batch**.
4. From the **Batch** menu, select **Close Current Batch**.



### Delete a Transaction from a Batch

Use the **Batch** tab in the **Payment Entry** window to delete a transaction from a batch. You cannot delete transactions from a processed batch. To correct a processed transaction, use a reversal posting (PUR, PCR, PAR, or DAR).

#### To delete a transaction from a batch

1. Do the steps to [Open a Batch](#). The **Payment Entry** window appears.



Payment Entry - PU batch# 15

Batch Account Reports

Batch Account

Batch Operations

New Open Close Batch Edit Batch Delete Batch Process

Current Batch -

Number	Type	Date	Created By	Expected Amount	Count	Actual Amount	Count
15	PU	5/21/2012	ADMIN	\$0.00	0	\$500.00	1

Batch Summary

Item ID	Entered	File Number	Name	Amount	Currency
10	5/21/2012	1016	DUGAN, SUSAN	\$500.00	USD

Add Item Edit Item Delete Item Exit

2. Click the **Batch** tab.
3. In the **Batch Summary** data grid, click the transaction and then click **Delete Item**. A confirmation dialog box appears.
4. Click **Yes**. The system updates the **Actual Amount** and **Count** boxes to reflect the transaction removal.

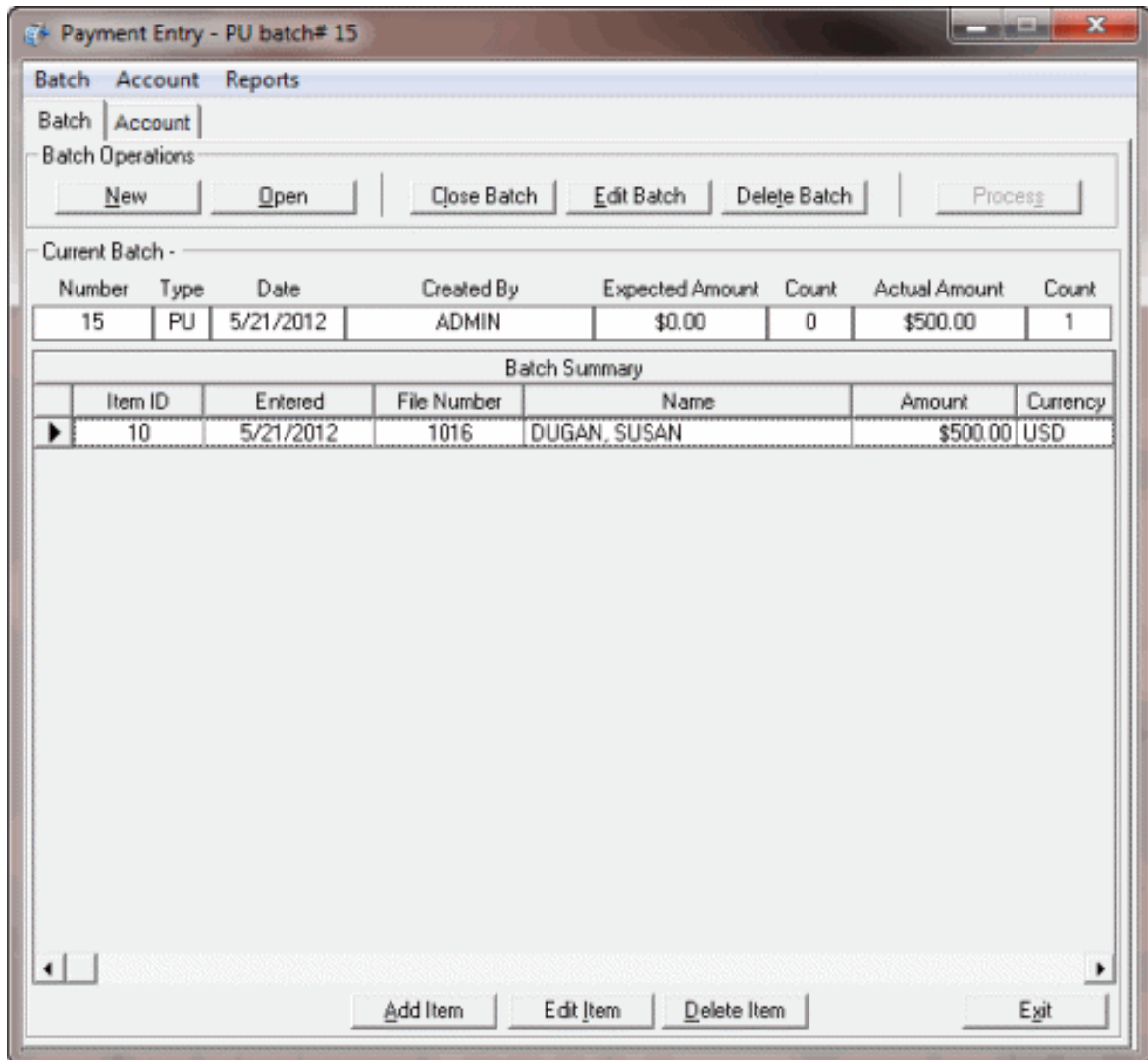
### Delete a Batch

Use the **Batch** tab in the **Payment Entry** window to delete a payment batch. You cannot delete a processed payment batch.

### To delete a batch

1. In the **Main Menu** window, from the **Data Entry** menu, click **Debtor Payments**. The **Payment Entry** window appears.
2. Do one of the following:
  - On the **Batch** tab, click **Delete Batch**.

- From the **Batch** menu, select **Delete Current Batch**. A confirmation dialog box appears.



3. In the confirmation dialog box, click **OK**.

### Payment Type Codes

Payment type codes identify payment types. The following table lists the payment type codes and their description.

Code	Description
DA	<b>Decreasing Adjustment.</b> An adjustment to an account that decreases the balance. The system doesn't calculate fees against this amount and doesn't reflect the adjustment on invoices.
DAR	<b>Decreasing Adjustment Reversal.</b> An adjustment to an account that increases the balance. The system doesn't calculate fees against this amount and doesn't reflect the adjustment on invoices.
PA	<b>Paid Agency.</b> A debtor payment to an outside (subcontracted) agency that is collecting debtor payments for your agency.

PAR	<b>Paid Agency Reversal / Bounce.</b> A payment to an outside (subcontracted) agency collecting on your agency's behalf that the debtor paid using check and the check didn't clear.
PC	<b>Paid to Client.</b> A debtor payment to your customer, where your agency holds the account.
PCR	<b>Paid Client Reversal / Bounce.</b> A payment to your customer, where your agency holds the account that the debtor paid using a check that didn't clear.
PU	<b>Paid to Us.</b> A debtor payment sent directly to your agency.
PUR	<b>Paid Us Reversal / Bounce.</b> A debtor payment sent directly to your agency that the debtor paid using a check that didn't clear.

## Payment Accounts

### Payment Accounts

Use the **Account** tab in the **Payment Entry** window to maintain transactions for a batch. You either create a batch or open an existing batch to add, modify, or delete transactions.

### Select an Account

#### Select an Account

Use the **Account** tab in the **Payment Entry** window to select an account for which to add transactions to a batch. To select an account, you first create a batch or open an existing batch. You can then retrieve an account using the Latitude or customer account number, or search for an account using simple or advanced search criteria.

#### Retrieve an Account by Account Number

Use the **Account** tab in the **Payment Entry** window to retrieve an account using the Latitude or customer account number.

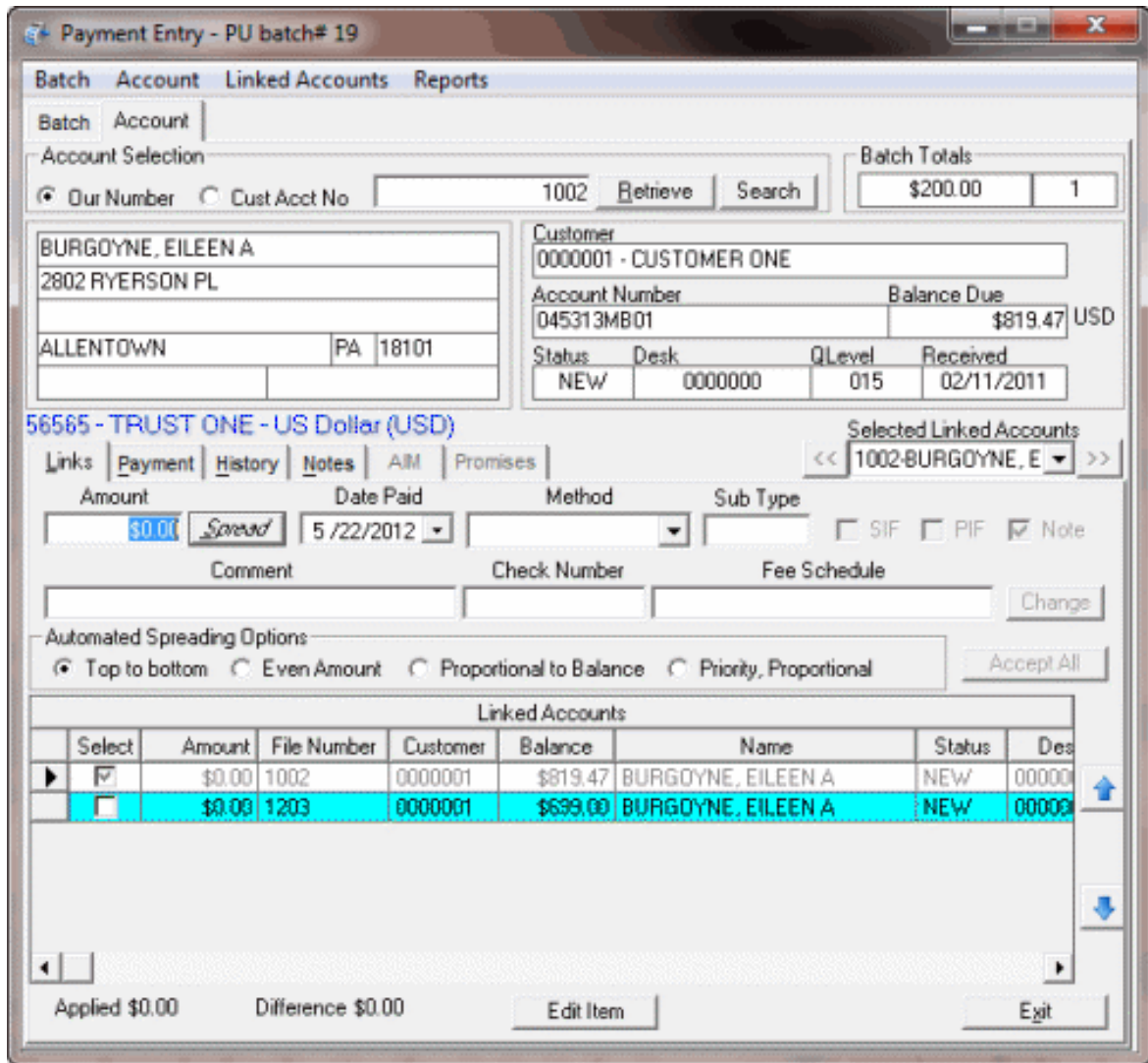
To retrieve an account by account number

- Do one of the following:
  - To create a batch, do the steps to [Create a Batch](#).
  - To open a batch, do the steps to [Open a Batch](#) and then click the **Account** tab.

The **Account** tab in the **Payment Entry** window appears.

- Do one of the following:
  - To retrieve the account by Latitude account number, click **Our Number**, type the Latitude account number in the box, and then click **Retrieve**.
  - To retrieve the account by customer account number, click **Cust Acct No**, type the customer account number in the box, and then click **Retrieve**. Information for the specified account appears.

**Note:** If the account is a Particulars of Debt (POD) account, a message displays indicating that the system doesn't support adjustments on POD accounts and the system doesn't retrieve the account.



### Search for an Account Using Simple Search

Use the **Simple Search** tab in the **Latitude Search - Search for Account** window to search for an account using simple search criteria.

#### To search for an account using simple search

1. Do one of the following:
  - To create a batch, do the steps to [Create a Batch](#).
  - To open a batch, do the steps to [Open a Batch](#) and then click the **Account** tab.

The **Account** tab in the **Payment Entry** window appears.

2. Click **Search**. The **Latitude Search - Search for Account** window appears.
3. Click the **Simple Search** tab.

Latitude Search - Search for Account

Simple Search | Advanced Search | Search Results | For help with wild card searching, [click here.](#)

File Number:

Name #1: Last Name

Name #2: First Name

SSN:

Address:

City:

State:

Zip Code:

Phone: All Phones

Orig Cred:

Account:

Extra Data: No items selected.

Maximum results: 250 Search complete, 39 results returned. Clear Search

- 4. Provide one or more search criteria and then click **Search**. The search results appear on the **Search Results** tab.

Latitude Search - Search for Account

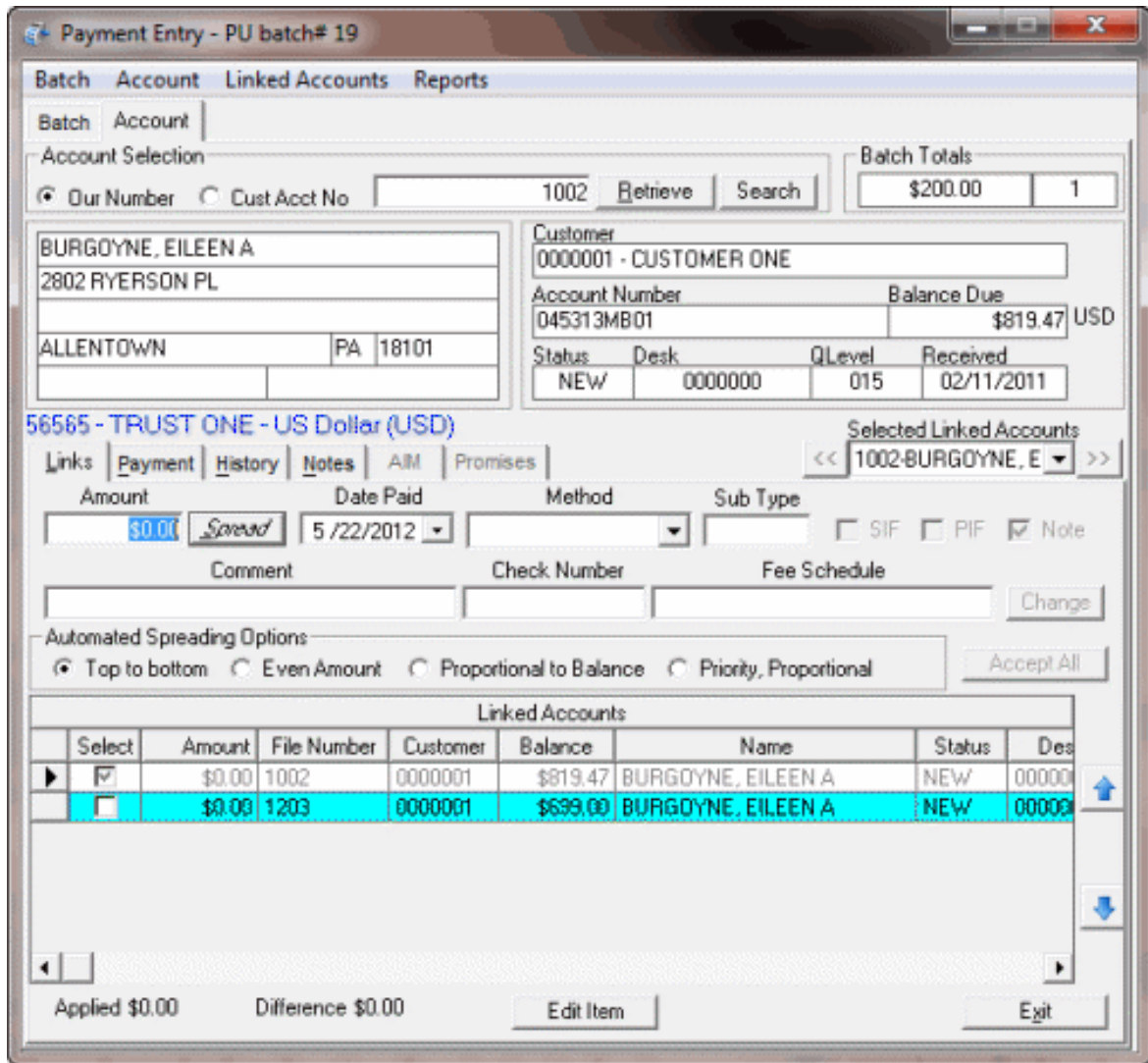
Simple Search | Advanced Search | Search Results

File Number	Name	Address	City	State	Zip Code	SSN
1002	BURGOYNE, EILEEN A	2802 RYERSON PL	ALLENTOWN	PA	18101	1654421
1012	BARNES, MICHAEL C	281 E MAIN ST	ALLENTOWN	PA	18101	1655800
1018	BALESTRIERI, JOSEPH	805 DUNBURY RD	ALLENTOWN	PA	18101	1656477
1031	BEYER, BENJAMIN J	725 SHERWOOD AVE	ALLENTOWN	PA	18101	1665805
1032	BROOKS, SCOTT	130 S 59TH ST	ALLENTOWN	PA	18101	1665813
1057	BRIGGS, HEATHER	4319 ELIZABETH ST	PHILADELPHIA	PA	19143	1675657
1062	BURCHETT, LISA	1319 MOUNT ROSE AVE	PHILADELPHIA	PA	19143	1675868
1071	BARNES, LINDA J	PO BOX 28 STAR ROAD	PHILADELPHIA	PA	19143	1684027
1076	BOWLERS, MARVIN	1051 S 54TH ST	PHILADELPHIA	PA	19143	1684651
1113	BERWAGER, DOROTHY R	619 HIGH ST	PHILADELPHIA	PA	19143	1703028
1147	BURKHART, CARL B	844 RAILROAD ST	BETHLEHEM	PA	18015	1714894
1157	BASHAM, GREG	110 HERITAGE LN	BETHLEHEM	PA	18015	1716290
1164	BROUSSARD, GREGORY	5748 N 6TH ST	BETHLEHEM	PA	18015	1723813
1183	BRITE, STEVEN	1402 4TH AVE	EASTON	PA	18042	1725840
1187	BANKOWSKI, MICHAEL D	1004 S HOWARD ST	EASTON	PA	18042	1725800

Maximum results: 250 Search complete, 39 results returned. Back Select

- 5. Click the account to retrieve and then click **Select**. Information for the selected account appears on the **Account** tab in the **Payment Entry** window.





### Search for an Account Using Advanced Search

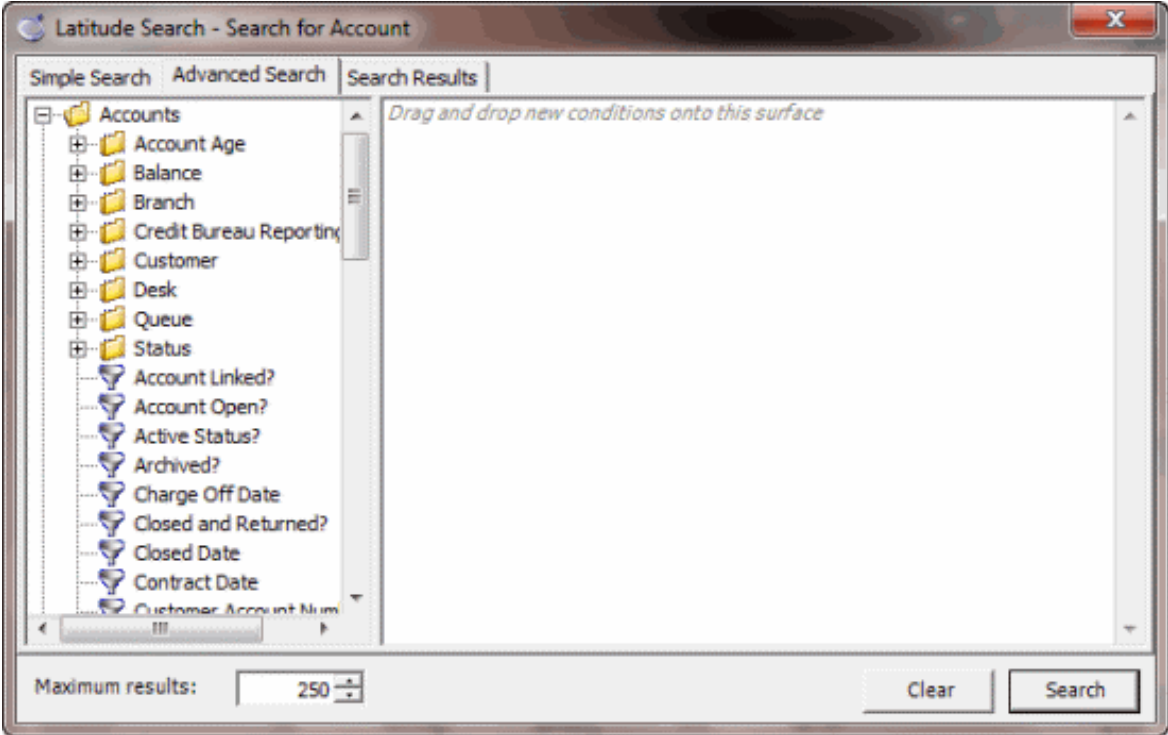
Use the **Simple Search** tab in the **Latitude Search - Search for Account** window to search for an account using advanced search criteria.

#### To search for an account using advanced search

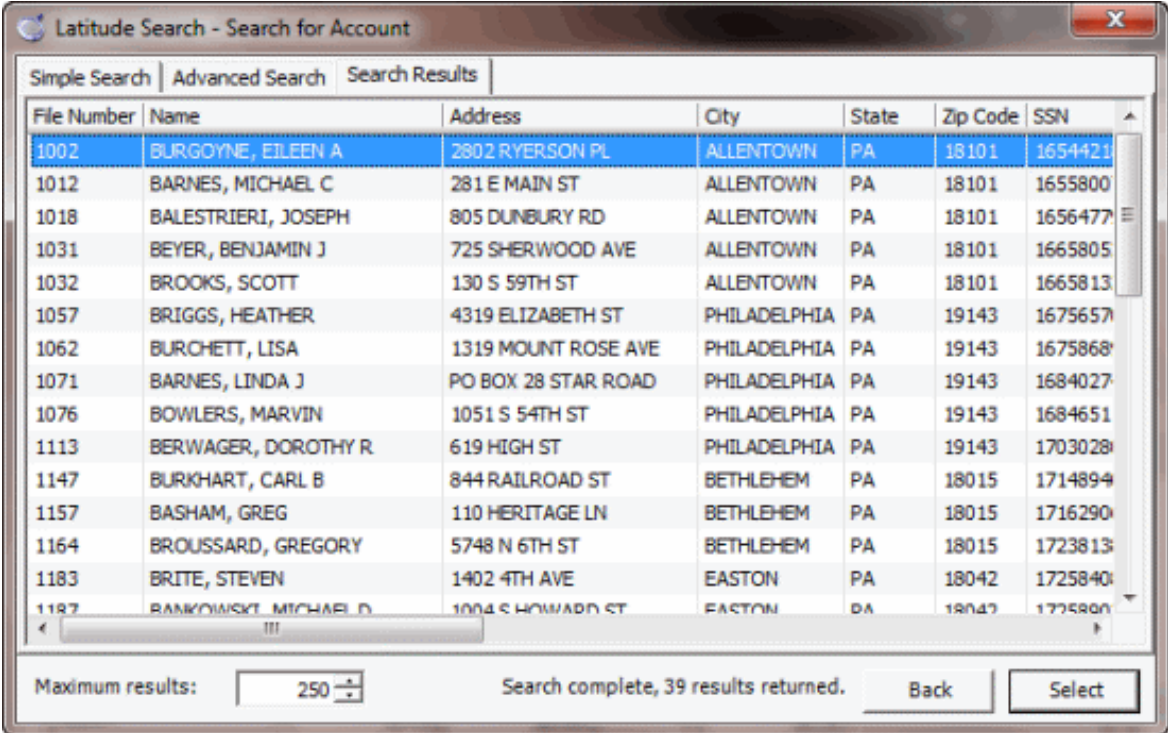
1. Do one of the following:
  - To create a batch, do the steps to [Create a Batch](#).
  - To open a batch, do the steps to [Open a Batch](#) and then click the **Account** tab.

The **Account** tab in the **Payment Entry** window appears.

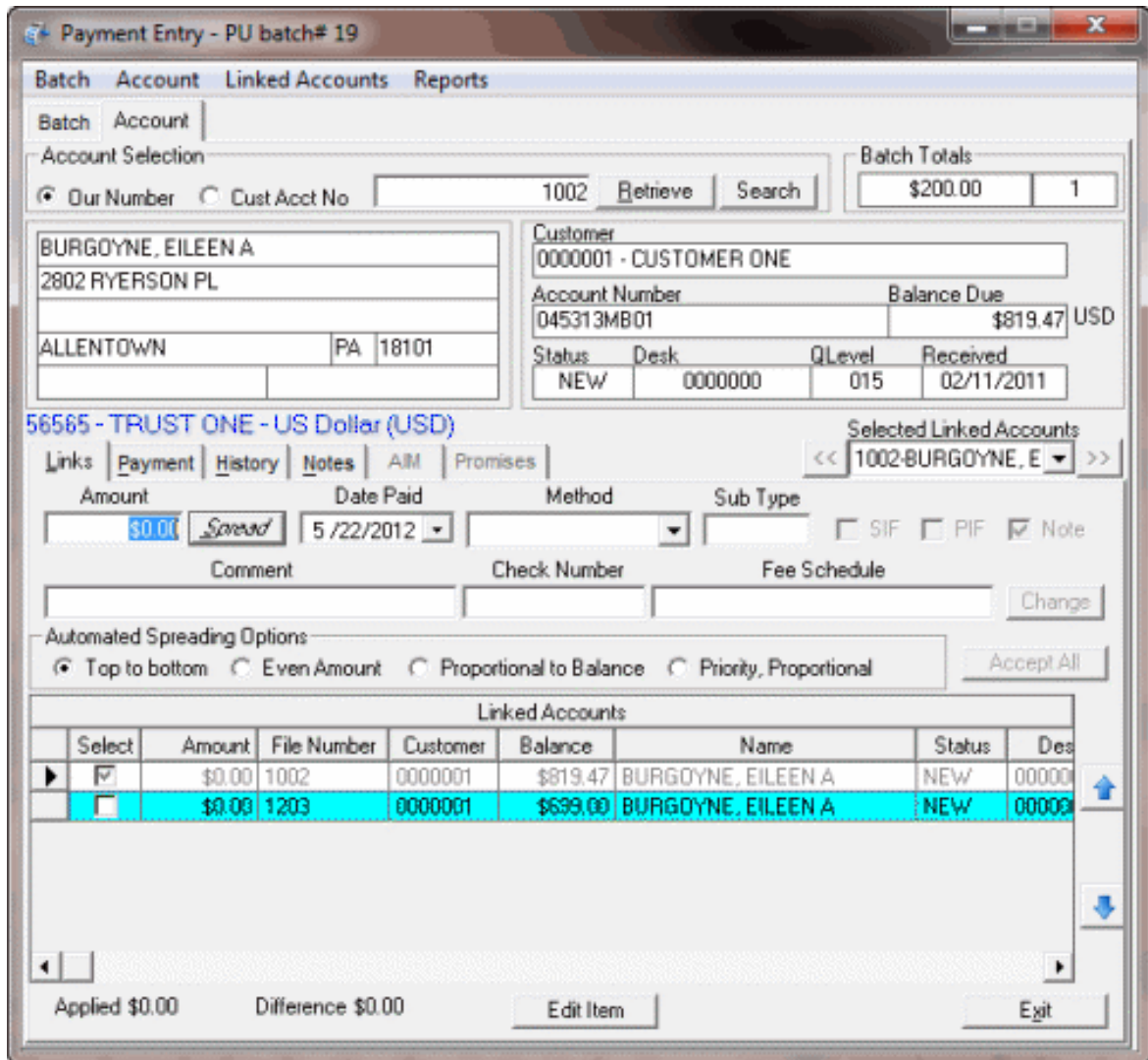
2. Click **Search**. The **Latitude Search - Search for Account** window appears.
3. Click the **Advanced Search** tab.



- 4. Click the plus sign (+) to expand a folder.
- 5. Click an item and drag and drop it into the "conditions" pane. Drag and drop more items as needed.
- 6. Click **Search**. The search results appear on the **Search Results** tab.



- Click the account to retrieve and then click **Select**. Information for the selected account appears on the **Account** tab in the **Payment Entry** window.



### Add a Payment to an Account

Use the **Payment** tab on the **Account** tab in the **Payment Entry** window to add a payment to an unlinked account, or to a linked account that you don't want to split payments. Information displayed on the **Payment** tab varies based on what type of account you selected, a standard-structured account, Particulars of Debt (POD) account, or a linked account.

**Note:** If the selected account is a linked account and you are splitting the payment among the linked accounts, click the **Links** tab and do the steps to [Split a Payment Among Linked Accounts](#).

### To add a payment to an account

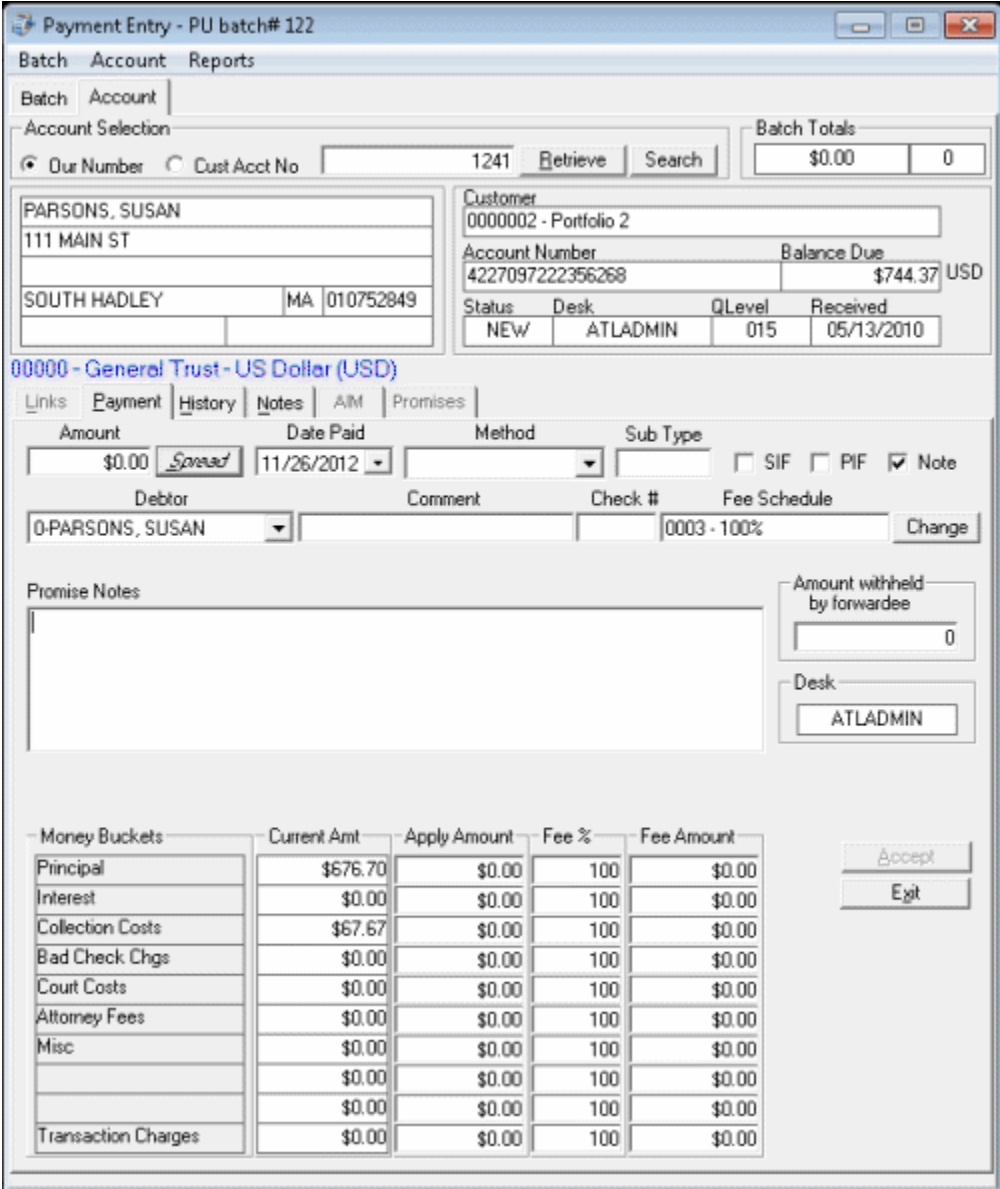
- In the **Main Menu** window, from the **Data Entry** menu, click **Debtor Payments**. The **Payment Entry** window appears.
- Do one of the following:



- If you know the account number, do the steps to [Retrieve an Account by Account Number](#).
- To search for an account using simple search, do the steps to [Search for an Account Using Simple Search](#).
- To search for an account using advanced search, do the steps to [Search for an Account Using Advanced Search](#).

The **Account** tab in the **Payment Entry** window appears.

3. Click the **Payment** tab.



**Amount:** Payment amount received.

**Date Paid:** Defaults to the batch date. To change the date, click the arrow and select the date from the calendar.

**Method:** Payment method.

**Sub Type:** Optional code to categorize the batch type.

**SIF:** (Settled in Full) If selected, the payment is a settlement to the account.

**PIF:** (Paid in Full) If selected, the payment covers the entire balance and pays the account in full.

**Note:** If selected, the system creates a note when posting the payment.

**Debtor:** Defaults to primary debtor. You can select another debtor if one exists on the account.

**Comment:** More information regarding the payment or account.

**Check #:** Check number for a payment by check.

**Fee Schedule:** Fee schedule to apply to the payment. If your permissions allow, you can change the fee schedule for this payment. For more information, see [Change Fees for a Single Payment](#).

**Note:** If you selected the **Free Demand Days** option in **Fee Schedule** maintenance for the account, and the account age places it within the free demand period for the fee schedule, a message appears. The message indicates that the account is within the Free Demand Period and the system doesn't calculate fees.

**Promise Notes:** You can use promise notes for:

- NSF accruals or to hold payment entry until verification of sufficient funds for a particular debtor.
- Fee review for forwarded accounts.
- Any miscellaneous account-specific information.

**Money Buckets:** Costs associated to an account.

**Current Amount:** Current balance of the corresponding money bucket.

**Apply Amount:** Dollar amount of the payment to apply to the corresponding money bucket.

**Fee %:** Percent of the dollar amount in the corresponding money bucket to charge for fees, based on the specified fee schedule.

**Fee Amount:** Dollar amount to charge for fees. The system calculates this amount by multiplying the percent in the **Fee %** box by the dollar amount in the **Apply Amount** box. You can change the amount if needed.

**Amount withheld by forwarder:** Dollar amount of the payment that the Forwarder (for example, attorney) who collected the payment withheld. The system doesn't include this amount in the fees due to your agency.

**Desk:** Desk holding the account currently. If your permissions allow, you can change the desk so that you receive credit for the payment. For more information, see [Change the Desk Assigned to an Account](#).

4. Complete the information and then click **Spread** to apply payments to the **Money Buckets** set up by your agency, based on the selected **Fee Schedule**.

5. Optionally, you can change the amounts in the **Apply Amount**, **Fee %**, and **Fee Amount** boxes in the data grid. If the payment amount is not equal to the sum of the amounts in the **Apply** column, a message displays in red. If the amount of the payment exceeds the balance owed, the overpayment amount displays in red under the **Amount withheld by forwarder** box. The system doesn't use this amount when calculating your agency's fees, so invoice amounts to the customer are still correct.
6. When the sum of the amounts in the **Apply** column equals the payment amount, click **Accept**. The system applies the payment to the debtor's account and includes it in the current batch.

### Add a Payment to a POD Account

Use the **Payment** tab on the **Account** tab in the **Payment Entry** window to add a payment to a Particulars of Debt (POD) account. POD accounts use one or more entries (invoices) to indicate debt segments of principle balances.

#### To add a payment to a POD account

1. In the **Main Menu** window, from the **Data Entry** menu, click **Debtor Payments**. The **Payment Entry** window appears.
2. Do one of the following:
  - If you know the account number, do the steps to [Retrieve an Account by Account Number](#).
  - To search for an account using simple search, do the steps to [Search for an Account Using Simple Search](#).
  - To search for an account using advanced search, do the steps to [Search for an Account Using Advanced Search](#).

The **Account** tab in the **Payment Entry** window appears.

3. Click the **Payment** tab. A POD data grid appears with invoices listed in date order from oldest to newest.

Payment Entry - PU batch# 125

Batch Account Reports

Batch Account

Account Selection

Our Number Cust Acct No 1207 Retrieve Search

Batch Totals \$0.00 0

PINTO, MICHAEL  
26 ARLINGTON ST  
HYANNIS MA 026013263

Customer  
0000015 - POD Customer  
Account Number 4227097249110250 Balance Due \$737.00 USD  
Status NEW Desk ADMIN1 QLevel 015 Received 05/13/2010

00000 - General Trust - US Dollar (USD)

Links Payment History Notes AM Promises

Amount \$0.00 Spread Date Paid 11/26/2012 Method Sub Type  SIF  PIF  Note

Debtor 0-PINTO, MICHAEL Comment Check # Fee Schedule 0006 - Collector Fee 20% Change

Promise Notes

Amount withheld by forwarder 0

Desk ADMIN1

PODs

Press Accept to apply payment automatically or enter amounts below

	POD Invoice	Date	Invoice Amt	Current Bal	Apply Amt	Fee	C
▶	22558	2/15/2010	\$300.00	\$300.00	\$0.00	\$0.00	
	114744	2/15/2010	\$500.00	\$500.00	\$0.00	\$0.00	
	369985	2/15/2010	\$1,000.00	\$1,000.00	\$0.00	\$0.00	
	01244	2/15/2010	\$250.00	\$250.00	\$0.00	\$0.00	

Accept Exit

**Amount:** Payment amount received.

**Date Paid:** Defaults to the batch date. To change the date, click the arrow and select the date from the calendar.

**Method:** Payment method.

**Sub Type:** Optional code to categorize the batch type.

**SIF:** (Settled in Full) If selected, the payment is a settlement to the account.

**PIF:** (Paid in Full) If selected, the payment covers the entire balance and pays the account in full.

**Note:** If selected, the system creates a note when posting the payment.

**Debtor:** Defaults to primary debtor. You can select another debtor if one exists on the account.

**Comment:** More information regarding the payment or account.

**Check #:** Check number for a payment by check.

**Fee Schedule:** Fee schedule assigned to the account currently. If your permissions allow, you can use a different fee schedule for this payment. For more information, see [Change Fees for a Single Payment](#).

**Note:** If you set the **Free Demand Days** option in **Fee Schedule** maintenance for the account, and the account age places it within the free demand period for the fee schedule, a message appears. The message indicates that the account is within the Free Demand Period and the system doesn't calculate fees.

**Promise Notes:** You can use promise notes for:

- NSF accruals or to hold payment entry until verification of sufficient funds for a particular debtor.
- Fee review for forwarded accounts.
- Any miscellaneous account-specific information.

**POD Invoice:** POD invoice number.

**Date:** Date you generated the invoice.

**Invoice Amount:** Total dollar amount due on the invoice.

**Current Bal:** Current balance of the invoice.

**Apply Amt:** Dollar amount of the payment to apply to the invoice.

**Fee:** Dollar amount charged for fees on the invoice.

**Customer Branch:** Customer branch associated to the invoice.

**Amount withheld by forwarder:** Dollar amount of the payment that the Forwarder (for example, attorney) who collected the payment withheld. The system doesn't include this amount in the fees due to your agency.

**Desk:** Desk currently holding the account. If your permissions allow, you can change the desk so that you receive credit for the payment. For more information, see [Change the Desk Assigned to an Account](#).

4. Complete the information and then click **Spread** to apply payments to the POD invoices in the order listed (oldest to newest).
5. Optionally, you can change the amounts in the **Apply Amt** and **Fee Amount** boxes in the data grid. If the payment amount is not equal to the sum of the amounts in the **Apply** column, a message displays in red. If the amount of the payment exceeds the balance owed, the overpayment amount displays in red under the **Amount withheld by forwarder** box. The system doesn't use this amount to calculate your agency's fees, so invoice amounts to the customer are still correct.
6. When the sum of the amounts in the **Apply** column equals the payment amount, click **Accept**. The system applies the payment to the debtor's account and includes it in the current batch.

### Change Fees for a Single Payment

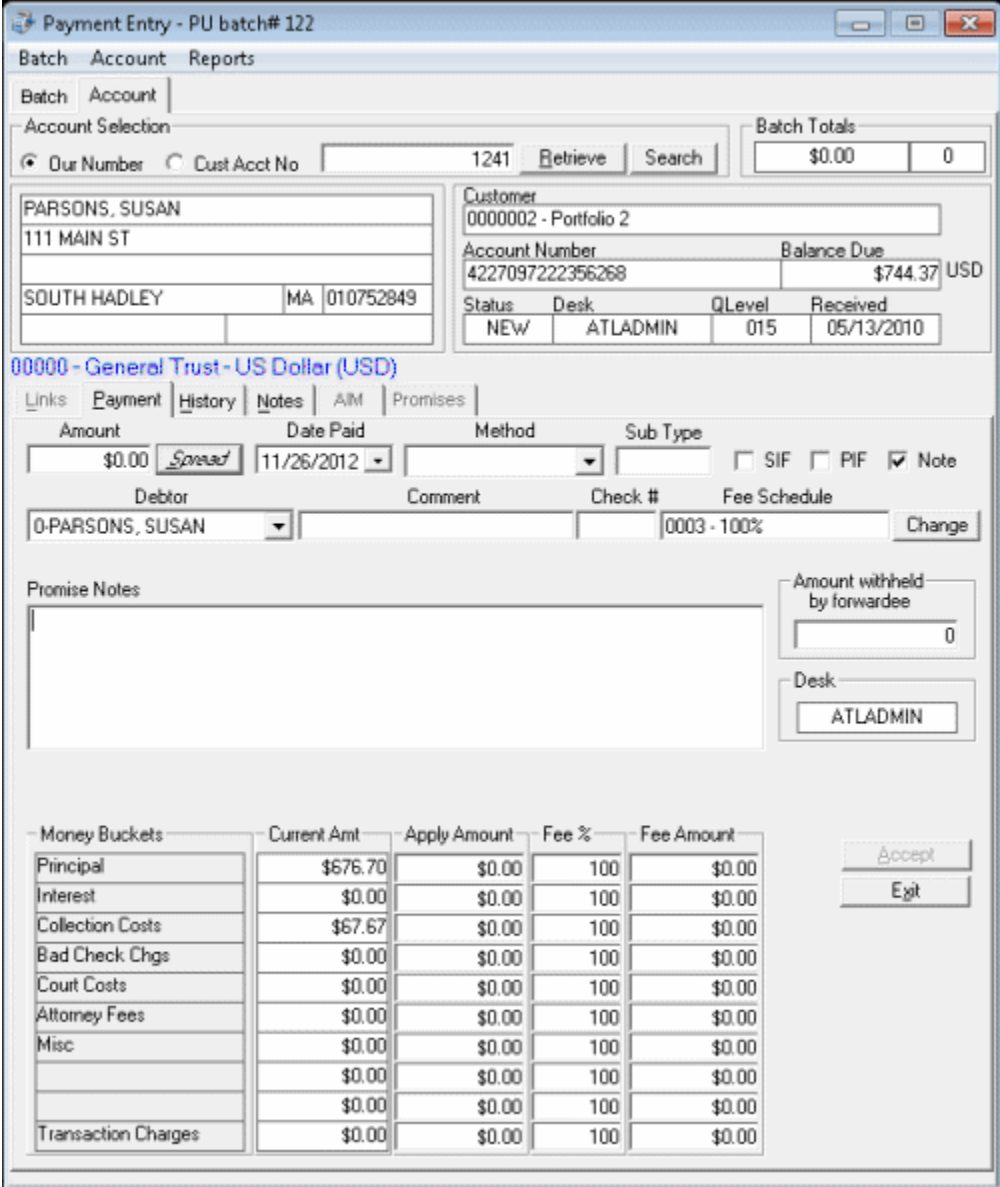
Use the **Payment** tab on the **Account** tab in the **Payment Entry** window to change the fees for a single payment. You can change the fee schedule or modify the fee percent or amount for one or more money buckets.

#### To change the fees for a single payment

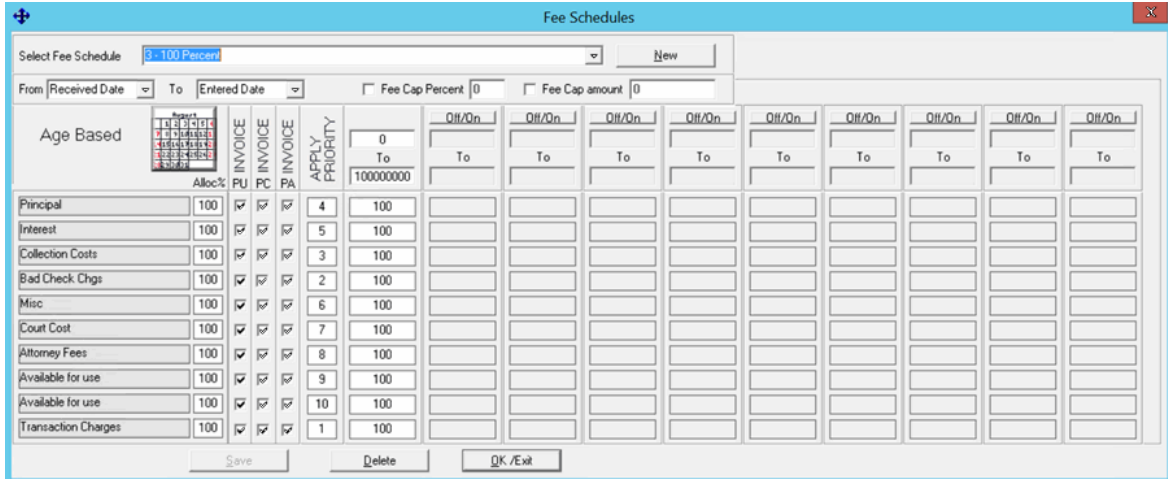
1. In the **Main Menu** window, from the **Data Entry** menu, click **Debtor Payments**. The **Payment Entry** window appears.
2. Do one of the following:
  - If you know the account number, do the steps to [Retrieve an Account by Account Number](#).
  - To search for an account using simple search, do the steps to [Search for an Account Using Simple Search](#).
  - To search for an account using advanced search, do the steps to [Search for an Account Using Advanced Search](#).

The **Account** tab in the **Payment Entry** window appears.

3. Click the **Payment** tab.

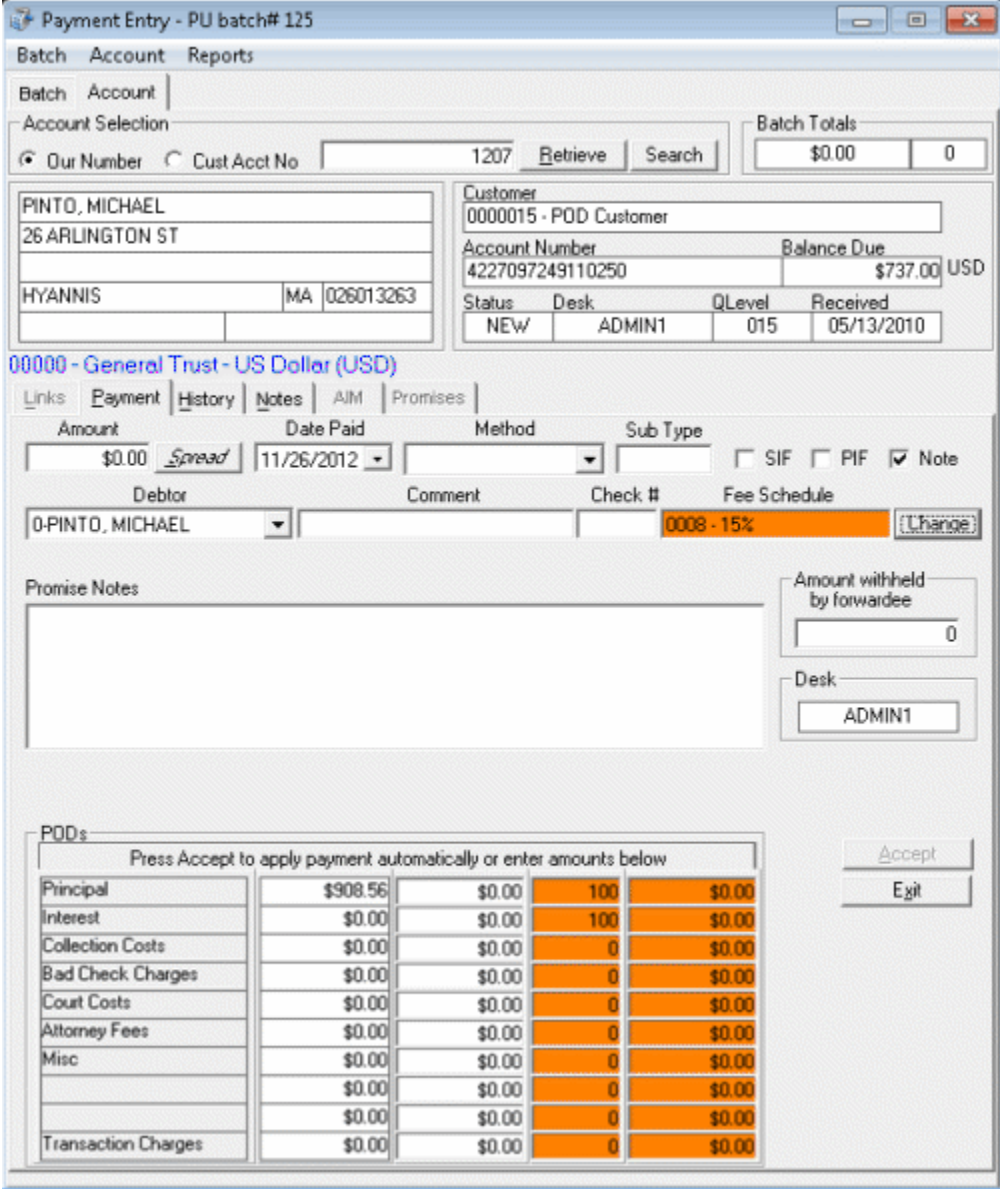


- 4. Click **Change** next to the fee schedule. The **Fee Schedules** window appears. The following example shows an age-based fee schedule.



5. Do one of the following:
  - To select an existing fee schedule, in the **Select Fee Schedule** list box, click the fee schedule. For more information about the remaining values, see Fee Code Schedule – Age Based, Fee Code Schedule – Balance Based, or Fee Code Schedule – Liquidation Based, depending on the type of fee schedule.
  - To create a fee schedule, click **New** and then do the steps to Add a Fee Schedule Code.
6. Click **OK/Exit**. In the **Payment Entry** window, the **Fee Schedule**, **Fee %** and **Fee Amount** boxes now have an orange background to indicate that you modified the values.





7. To change the fee percent or amount, on the **Payment** tab, do one of the following:
  - In the **Fee %** box, type a new fee percent and press the **Tab** key. Latitude adjusts the **Fee Amount** box to reflect the new percent.
  - In the **Fee Amount** box, type a new fee amount and press the **Tab** key. Latitude adjusts the **Fee %** box to reflect the new amount.

The **Fee %** and **Fee Amount** boxes now have an orange background to indicate that you modified the values.

8. Click **Accept**.

**Change the Desk Assigned to an Account**

Use the **Select Desk** dialog box to change the desk assigned to an account.

**To change the desk assigned to an account**

1. In the **Main Menu** window, from the **Data Entry** menu, click **Debtor Payments**. The **Payment Entry** window appears.
2. Do one of the following:
  - If you know the account number, do the steps to [Retrieve an Account by Account Number](#).
  - To search for an account using simple search, do the steps to [Search for an Account Using Simple Search](#).
  - To search for an account using advanced search, do the steps to [Search for an Account Using Advanced Search](#).

The **Account** tab in the **Payment Entry** window appears.

3. Click the **Payment** tab.

Payment Entry - PU batch# 122

Batch Account Reports

Batch Account

Account Selection

Our Number  Cust Acct No 1241 Retrieve Search

Batch Totals: \$0.00 0

PARSONS, SUSAN  
111 MAIN ST  
SOUTH HADLEY MA 010752849

Customer: 0000002 - Portfolio 2  
Account Number: 4227097222356268 Balance Due: \$744.37 USD  
Status: NEW Desk: ATLADMIN QLevel: 015 Received: 05/13/2010

00000 - General Trust - US Dollar (USD)

Links Payment History Notes AIM Promises

Amount: \$0.00 Spread Date Paid: 11/26/2012 Method: Sub Type:  SIF  PIF  Note

Debtor: 0-PARSONS, SUSAN Comment: Check #: Fee Schedule: 0003 - 100% Change

Promise Notes

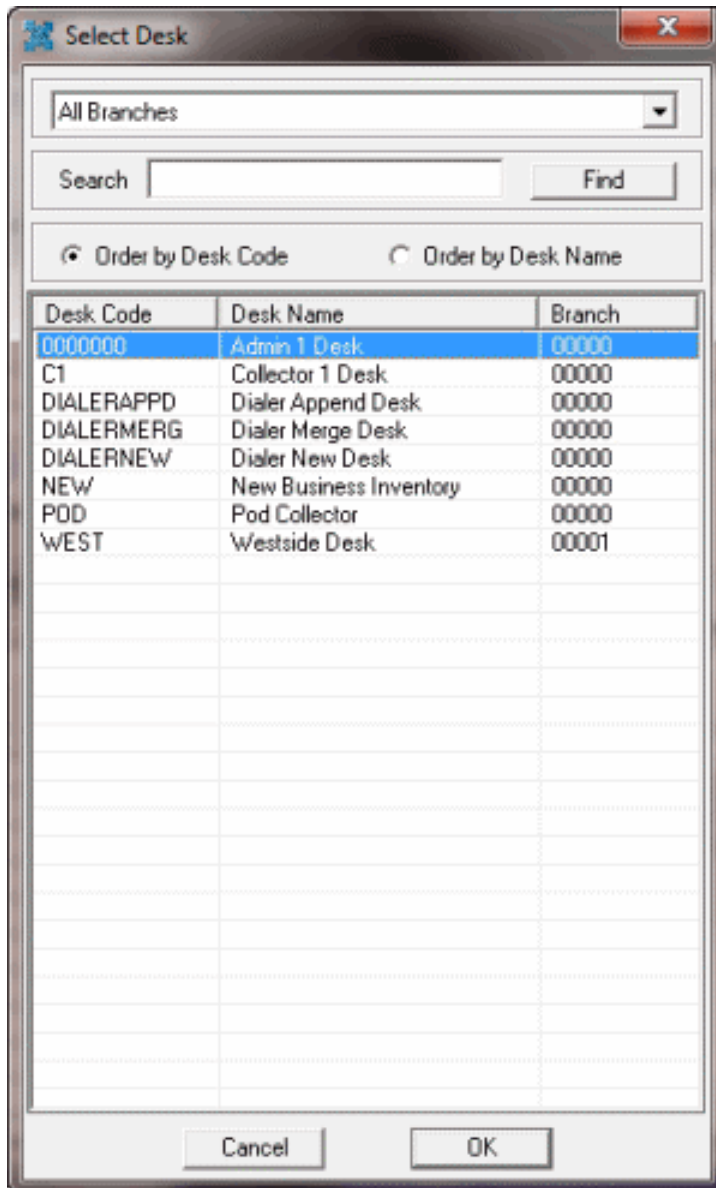
Amount withheld by forwarder: 0

Desk: ATLADMIN

Money Buckets	Current Amt	Apply Amount	Fee %	Fee Amount
Principal	\$676.70	\$0.00	100	\$0.00
Interest	\$0.00	\$0.00	100	\$0.00
Collection Costs	\$67.67	\$0.00	100	\$0.00
Bad Check Chgs	\$0.00	\$0.00	100	\$0.00
Court Costs	\$0.00	\$0.00	100	\$0.00
Attorney Fees	\$0.00	\$0.00	100	\$0.00
Misc	\$0.00	\$0.00	100	\$0.00
	\$0.00	\$0.00	100	\$0.00
	\$0.00	\$0.00	100	\$0.00
Transaction Charges	\$0.00	\$0.00	100	\$0.00

Accept  
Exit

4. Click in the **Desk** box. The **Select Desk** dialog box appears.



5. To display desks for a specific branch, in the **Branch** box, click a branch.
6. To search for a desk by desk code or desk name, in the **Search** box, type one or more characters and then click **Find**. The search results are sorted by desk code by default.
7. To sort the search results by desk name, click **Order by Desk Name**.
8. To select a desk, double-click the desk or click the desk and then click **OK**. The system populates the **Desk** box on the **Payment** tab with the selected desk code.

### Split a Payment Among Linked Accounts

Use the **Links** tab on the **Account** tab in the **Payment Entry** window to split payments among linked accounts. For linked accounts for the same debtor, you can split the payment and apply a portion of the amount to each account. The **Links** tab only displays accounts with bank information that is compatible with the initially selected account. If an account isn't a linked account, the **Links** tab is unavailable.

**Note:** If you are only adding a payment for the selected linked account (not splitting the payment), click the **Payment** tab and do the steps to [Add a Payment to an Account](#).

### To split a payment among linked accounts

1. In the **Main Menu** window, from the **Data Entry** menu, click **Debtor Payments**. The **Payment Entry** window appears.
2. Do one of the following:
  - If you know the account number, do the steps to [Retrieve an Account by Account Number](#).
  - To search for an account using simple search, do the steps to [Search for an Account Using Simple Search](#).
  - To search for an account using advanced search, do the steps to [Search for an Account Using Advanced Search](#).

The **Account** tab in the **Payment Entry** window appears.

3. Click the **Links** tab.

Payment Entry - PU batch# 19

Batch Account Linked Accounts Reports

Batch Account

Account Selection

Our Number  Cust Acct No 1002 Retrieve Search

Batch Totals: \$200.00 1

BURGOYNE, EILEEN A  
2802 RYERSON PL  
ALLENTOWN PA 18101

Customer: 0000001 - CUSTOMER ONE  
Account Number: 045313MB01 Balance Due: \$819.47 USD  
Status: NEW Desk: 0000000 QLevel: 015 Received: 02/11/2011

56565 - TRUST ONE - US Dollar (USD)

Links: Payment History Notes AM Promises

Selected Linked Accounts: << 1002-BURGOYNE, E >>

Amount: \$0.00 Spread Date Paid: 5/22/2012 Method: Sub Type:  SIF  PIF  Note

Comment: Check Number: Fee Schedule: Change

Automated Spreading Options:  Top to bottom  Even Amount  Proportional to Balance  Priority, Proportional Accept All

Linked Accounts								
Select	Amount	File Number	Customer	Balance	Name	Status	Des	
<input checked="" type="checkbox"/>	\$0.00	1002	0000001	\$819.47	BURGOYNE, EILEEN A	NEW	00000	
<input type="checkbox"/>	\$0.00	1203	0000001	\$639.00	BURGOYNE, EILEEN A	NEW	00000	

Applied \$0.00 Difference \$0.00 Edit Item Exit

**Selected Linked Accounts:** Defaults to primary debtor. You can select another debtor if one exists on the account.

**Amount:** Payment amount received.

**Date Paid:** Defaults to the batch date. To change the date, click the arrow and select the date from the calendar.

**Method:** Payment method.

**Sub Type:** Optional code to categorize the batch type.

**SIF:** (Settled in Full) If selected, the payment is a settlement to the account.

**PIF:** (Paid in Full) If selected, the payment covers the entire balance and pays the account in full.

**Note:** If selected, the system creates a note when posting the payment.

**Comment:** More information regarding the payment or account.

**Check Number:** Check number for a payment by check.

**Fee Schedule:** Fee Schedule is blank, indicating that each linked account uses its own fee schedule.

**Automated Spreading Options:**

**Top to bottom:** If selected, the payment spreads over each linked account in the order the accounts display in the data grid.

**Even Amount:** If selected, the payment spreads over each linked account evenly.

**Proportional to Balance:** If selected, the payment spreads over each linked account proportional to the current balance.

**Priority, Proportional:** If selected, the payment spreads over each linked account by priority of the customer and proportional to the current balance.

**Applied:** Sum of the dollar amounts in the Amount column of the data grid.

**Difference:** Difference between the payment amount received and the applied amount.

**Tips:**

- To change the order of the columns in the data grid, click a column and drag and drop it to the new location.
- To change the sort order of the rows in the data grid, click a column heading. The system supports primary and secondary sorting (by one column, then another). The system saves the sort order and uses it the next time you open a linked account.
- To hide or show columns in the data grid, see [Hide or Show Linked Accounts Columns](#).

4. Complete the payment information.
5. In the **Select** column of the data grid, select the check box for each account to which to apply a portion of the payment.
6. Click **Spread** to apply payments to the selected linked accounts based on the specified spreading option.
7. Optionally, to change the payment amount for a linked account, do the following:
  - a. In the **Amount** box in the data grid, type the payment amount.
  - b. Press the **Tab** key. The system calculates the applied and difference amounts. If the applied amount is greater than the payment amount, the difference displays in red. If the applied amount is less than the payment amount, the difference displays in green.
8. When the applied amount equals the payment amount, and the amount applied to the linked accounts is correct, click **Accept All**. The system applies the payment to the specified linked accounts and includes it in the current batch. The system clears the **Account** tab.
9. You can select another account to add payments to this batch, or click **Exit**.

### Hide or Show Linked Accounts Columns

Use the **Grid: Linked Accounts** dialog box to show or hide columns in the **Linked Accounts** data grid on the **Links** tab.

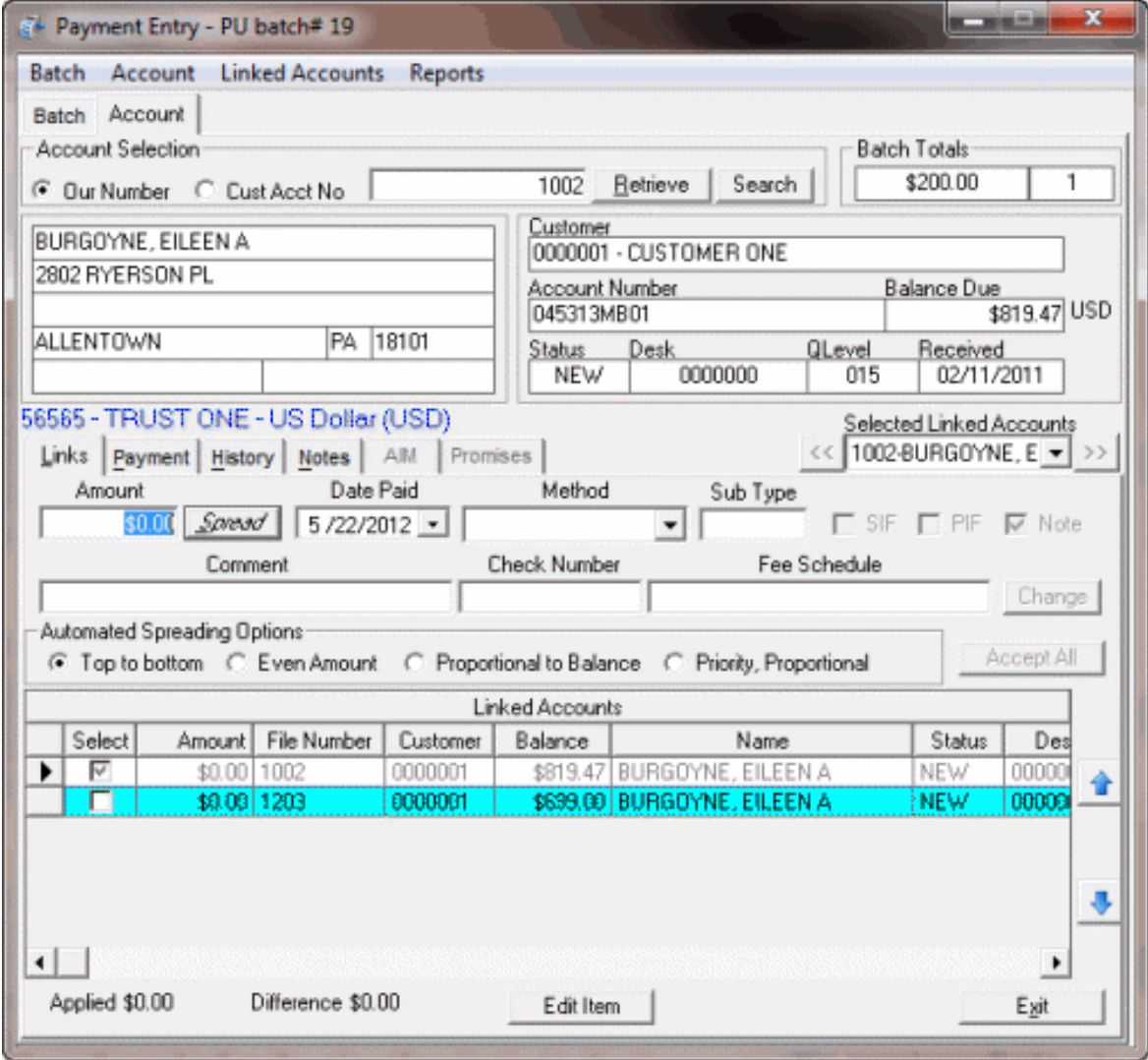
#### To show or hide linked accounts columns

1. In the **Main Menu** window, from the **Apps** menu, click **Payment Entry**. The **Payment Entry** window appears.
2. Do one of the following:
  - If you know the account number, do the steps to [Retrieve an Account by Account Number](#).
  - To search for an account using simple search, do the steps to [Search for an Account Using Simple Search](#).
  - To search for an account using advanced search, do the steps to [Search for an Account Using Advanced Search](#).

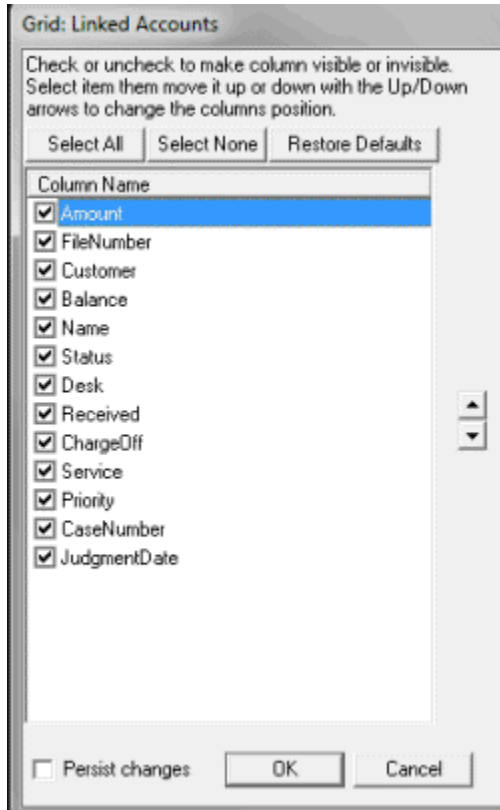
The **Account** tab in the **Payment Entry** window appears.

3. Click the **Links** tab.





- 4. Right-click in the data grid and then click **Customize**. The **Grid: Linked Accounts** dialog box appears.



**Select All:** Selects all Column Name check boxes.

**Select None:** Clears all Column Name check boxes.

**Restore Defaults:** Restores the selections to the default.

**Column Name:** If selected, the system displays the column in the data grid on the **Links** tab. If cleared, the system hides the column in the data grid.

**Persist Changes:** If selected, the changes apply to the current session and future sessions. If cleared, the changes apply to the current session only.

5. Complete the information and then click **OK**. The system closes the dialog box and updates the data grid on the **Links** tab.

### Apply a Promise Arrangement

Use the **Promises** tab on the **Account** tab in the **Payment Entry** window to apply a promise arrangement to an account or group of linked accounts. If a user didn't set up a promise arrangement previously for an account or group of linked accounts, the **Promises** tab is unavailable.

### To apply a promise arrangement

1. In the **Main Menu** window, from the **Data Entry** menu, click **Debtor Payments**. The **Payment Entry** window appears.
2. Do one of the following:
  - If you know the account number, do the steps to [Retrieve an Account by Account Number](#).

- To search for an account using simple search, do the steps to [Search for an Account Using Simple Search](#).
- To search for an account using advanced search, do the steps to [Search for an Account Using Advanced Search](#).

The **Account** tab in the **Payment Entry** window appears.

3. Click the **Promises** tab.

Payment Entry - PU batch# 39

Batch Account Reports

Batch Account

Account Selection

Our Number  Cust Acct No 1011 Retrieve Search

Batch Totals: \$0.00 0

SMITH, GINA  
2589 BAHIA VISTA ST  
ALLENTOWN PA 18101  
United States

Customer: 0000001 - CUSTOMER ONE  
Account Number: 7738154511818 Balance Due: \$908.56 USD  
Status: PPA Desk: 0000000 QLevel: 820 Received: 02/11/2011

56565 - TRUST ONE - US Dollar (USD)

Links Payment History Notes AIM Promises

Promises						
Promise Id	File Number	Due Date	Debtor Seq	Amount	Desk	
931	1011	12/17/2012	1	\$200.00	0000000	
932	1011	1/17/2013	1	\$200.00	0000000	
933	1011	2/19/2013	1	\$200.00	0000000	
934	1011	3/18/2013	1	\$200.00	0000000	
935	1011	4/17/2013	1	\$108.56	0000000	

Spread Selected Arrangement Amount Exit

4. In the data grid, click a promise arrangement to select it.
5. Click **Spread Selected Arrangement Amount**. The **Payment** or **Links** tab appears, reflecting the promise arrangement.
6. On the **Payment** tab, click **Accept** to apply the promise arrangement.

7. The system removes the payment from the **Arrangements** panel in the **Work Form** after you process the payment batch.

### **Reverse a Payment**

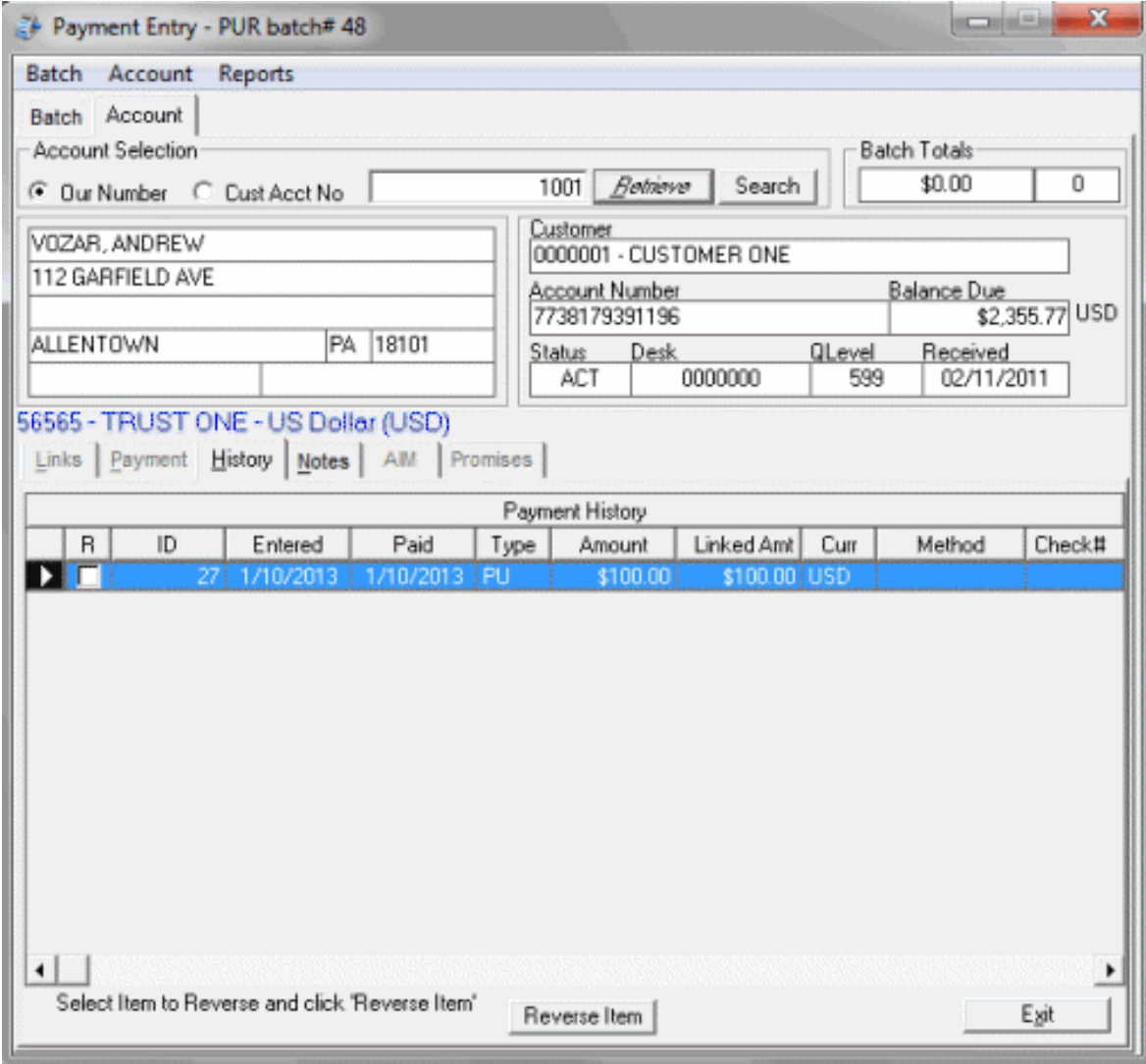
Use the **History** tab on the **Account** tab in the **Payment Entry** window to reverse a payment in a **PUR** or **PCR** batch.

#### **To reverse a payment**

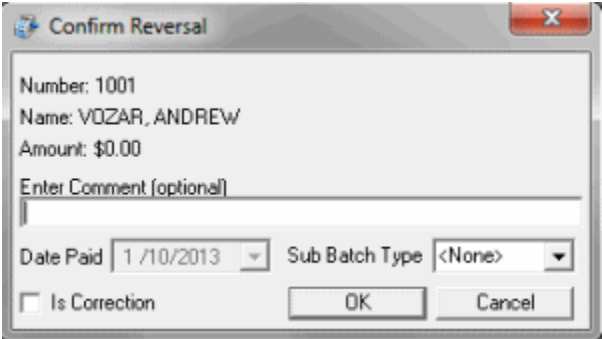
1. In the **Main Menu** window, from the **Data Entry** menu, click **Debtor Payments**. The **Payment Entry** window appears.
2. Do one of the following:
  - If you know the account number, do the steps to [Retrieve an Account by Account Number](#).
  - To search for an account using simple search, do the steps to [Search for an Account Using Simple Search](#).
  - To search for an account using advanced search, do the steps to [Search for an Account Using Advanced Search](#).

The **Account** tab in the **Payment Entry** window appears.

3. Click the **History** tab. Only payments that you can reverse appear in the data grid.



- 4. In the data grid, click a payment and then click **Reverse Item**. The **Confirm Reversal** dialog box appears.



**Enter Comment:** More information about the payment reversal. This comment appears as a note on the debtor's account.

**Date Paid:** Payment reversal date.

**Sub Batch Type:** Optional code to categorize the batch type.

**Is Correction:** If selected, indicates that the payment reversal corrects a clerical error. If not selected, indicates that the payment reversal is for an NSF (check bounce). Ensure that you select this check box when transferring an overpayment to another account or refunding an overpayment.

5. Modify the information as necessary and then click **OK**. A confirmation dialog box appears.
6. Click **OK**. The payment reversal appears in payment history after processing the batch.

### **Adjust a Balance**

Use the **Payment** tab on the **Account** tab in the **Payment Entry** window to adjust the balance for a **DA** or **DAR** batch. These adjustments are not calculated fees.

#### **To adjust a balance**

1. In the **Main Menu** window, from the **Data Entry** menu, click **Debtor Payments**. The **Payment Entry** window appears.
2. Do one of the following:
  - If you know the account number, do the steps to [Retrieve an Account by Account Number](#).
  - To search for an account using simple search, do the steps to [Search for an Account Using Simple Search](#).
  - To search for an account using advanced search, do the steps to [Search for an Account Using Advanced Search](#).

The **Account** tab in the **Payment Entry** window appears.

3. Click the **Payment** tab.

Payment Entry - DA batch# 126

Batch Account Reports

Batch Account

Account Selection

Our Number Cust Acct No  Retrieve Search

Batch Totals \$0.00 0

GOMEZ, YVONNE  
8083 ELIZABETH LN  
TOBYHANNA PA 184663524

Customer  
0000002 - Portfolio 2  
Account Number Balance Due  
773813140524 \$1,135.92 USD  
Status Desk QLevel Received  
NEW ADMIN1 015 05/13/2010

00000 - General Trust - US Dollar (USD)

Links Payment History Notes AIM Promises

Amount \$0.00 Spread Date Paid 11/26/2012 Method Sub Type  SIF  PIF  Note

Debtor Comment Check # Fee Schedule  
0-GOMEZ, YVONNE Change

Promise Notes

Enter the Decrease amounts directly into the 'Apply' boxes.

Money Buckets	Current Amt	Apply Amount
Principal	\$1,032.65	\$0.00
Interest	\$0.00	\$0.00
Collection Costs	\$103.27	\$0.00
Bad Check Chgs	\$0.00	\$0.00
Court Costs	\$0.00	\$0.00
Attorney Fees	\$0.00	\$0.00
Misc	\$0.00	\$0.00
	\$0.00	\$0.00
	\$0.00	\$0.00
Transaction Charges	\$0.00	\$0.00

Accept  
Exit

- Complete the information. The **Date Paid** is the adjustment date.
- Ensure that you select the **Note** check box so that the system adds an adjustment note to the account.
- In the **Apply Amount** boxes, type the adjustment amount for each applicable money bucket.

**Note:** Do **NOT** type in negative amounts. For a **DA** batch, the system decreases the account balance. For a **DAR** batch, the system increases the account balance.

- Click **Accept**.

**AIM Information**

**AIM Information**

Use the **AIM** tab on the **Account** tab in the **Payment Entry** window to view and modify payment transactions for accounts held by outside collection agencies or attorneys. You cannot modify payment reversals. AIM (Agency Interface Module) communicates this information to outside collection agencies and attorneys. For more information, see the *AIM* documentation.

You can add transaction information manually or import it from outside collection agencies and attorneys using AIM. The transactions are:

- **Paid Us (PU) and Paid Client (PC):** The system credits these payments to the outside collection agency or attorney holding the account currently. If you recalled the account and your agency holds the account, the system doesn't credit the payment to an outside collection agency or attorney. The system reports these payments to outside collection agencies and attorneys when you generate the next CPAY file in AIM.
- **Paid Agency (PA):** We don't recommend using these payments. Instead, import a payment file (APAY) into AIM to process these payments.
- **Imported Payment:** AIM imports these payments and always sets them as PA payment types. The system credits these payments to outside collection agencies and attorneys based on global settings in AIM.

#### **Modify AIM Information for a PU or PC Batch**

Use the **AIM** tab on the **Account** tab in the **Payment Entry** window to add AIM information for a Paid to Us (PU) or Paid to Client (PC) batch. You cannot modify this information after processing the batch of transactions. If an account isn't an AIM account, the **AIM** tab is unavailable.

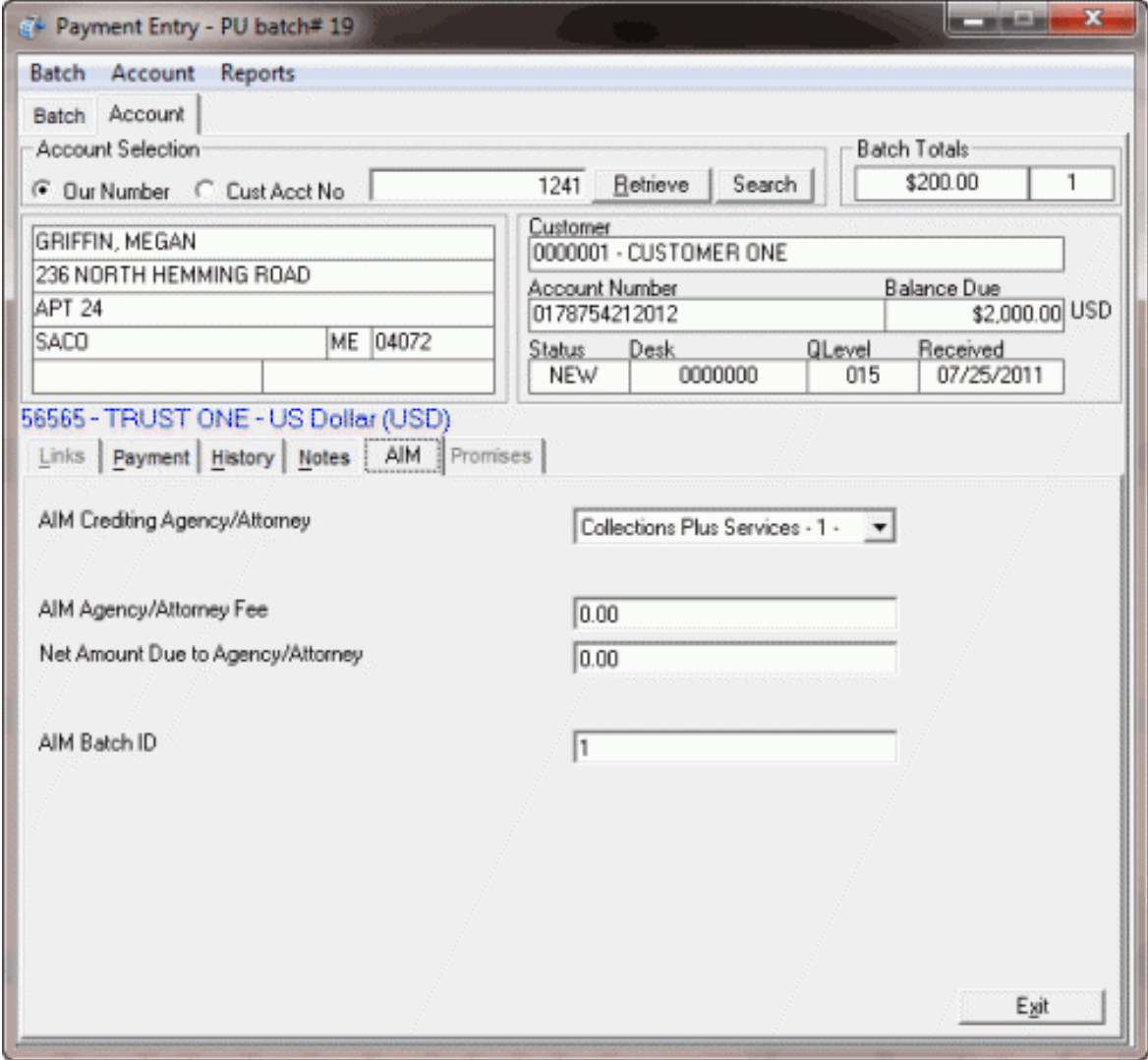
To modify AIM information for a PU or PC batch

1. In the **Main Menu** window, from the **Data Entry** menu, click **Debtor Payments**. The **Payment Entry** window appears.
2. Do one of the following:
  - If you know the account number, do the steps to [Retrieve an Account by Account Number](#).
  - To search for an account using simple search, do the steps to [Search for an Account Using Simple Search](#).
  - To search for an account using advanced search, do the steps to [Search for an Account Using Advanced Search](#).

The **Account** tab in the **Payment Entry** window appears.

3. Click the **AIM** tab.





**AIM Crediting Agency/Attorney:** Name of the outside collection agency or attorney to receive credit for the payment.

**AIM Agency/Attorney Fee:** Current commission or fee schedule for the outside collection agency or attorney.

**Net Amount Due to Agency/Attorney:** Amount your organization owes as commission to the outside collection agency or attorney. This amount displays in the **Daily Batch Report** under **Agency Fee Due**.

**AIM Batch ID:** Placement batch for the account to credit. Latitude populates this information and tracks it back to the outside collection agency or attorney in the **Agency Evaluator report**.

- 4. Complete the information and then click the **Payment** tab.
- 5. Click **Accept**.

**Modify AIM Information for a PA Batch**

Use the **AIM** tab on the **Account** tab in the **Payment Entry** window to modify AIM information for a Paid Agency (PA) batch. You cannot modify this information after processing the batch of transactions. If an account isn't an AIM account, the **AIM** tab is unavailable.

**To modify AIM information for a PA batch**

1. In the **Main Menu** window, from the **Data Entry** menu, click **Debtor Payments**. The **Payment Entry** window appears.
2. Do one of the following:
  - If you know the account number, do the steps to [Retrieve an Account by Account Number](#).
  - To search for an account using simple search, do the steps to [Search for an Account Using Simple Search](#).
  - To search for an account using advanced search, do the steps to [Search for an Account Using Advanced Search](#).

The **Account** tab in the **Payment Entry** window appears.

3. Click the **AIM** tab.

Payment Entry - PA batch# 31

Batch Account Reports

Batch Account

Account Selection

Our Number  Cust Acct No 1241

Batch Totals

\$0.00 0

Customer

000001 - CUSTOMER ONE

Account Number Balance Due

0178754212012 \$2,000.00 USD

Status	Desk	QLevel	Received
NEW	0000000	015	07/25/2011

56565 - TRUST ONE - US Dollar (USD)

Links

AIM Crediting Agency/Attorney Collections Plus Services - 1 -

AIM Sending Agency/Attorney Collections Plus Services - 1 -

AIM Agency/Attorney Fee 0.00

Net Amount Due to Agency/Attorney 0.00

Unique ID of Transaction at Agency/Attorney (optional)

AIM Batch ID 1

These changes should go through AIM. If the AIM fields are not set correctly here you may not receive the desired results for batch tracking. If the AIM Crediting and AIM Sending Agency/Attorney values match, this transaction will not be sent in the CPAY file.

**AIM Crediting Agency/Attorney:** Name of the outside collection agency or attorney to receive credit for the payment.

**AIM Sending Agency/Attorney:** Name of the outside collection agency or attorney reporting the payment.

**AIM Agency/Attorney Fee:** Commission amount the outside collection agency or attorney earned for this payment. The system doesn't calculate this fee; you provide it. This amount displays in the **AIM Payment History** report.

**Net Amount Due to Agency/Attorney:** Amount your organization owes in commission to the outside collection agency or attorney. The system doesn't calculate this amount. Type the amount your organization is to remit to the outside collection agency or attorney. This amount displays in the **Daily Batch Report** under **Agency Fee Due**.

**Unique ID of Transaction at Agency/Attorney (optional):** Unique code that the outside collection agency or attorney uses to identify the transaction.

**AIM Batch ID:** Placement batch for the account to credit. If an outside collection agency or attorney doesn't hold the account currently or a different outside collection agency or attorney receives credit for the transaction, provide the placement batch number. If you don't provide the correct AIM Batch ID (placement), the **AIM Agency Evaluator** report does not show a credit to the agency for this payment.

4. Complete the information and then click the **Payment** tab.
5. Click **Accept**.

### View a Promise Note

Use the **Promise Note** dialog box to review promise notes for the account. Beginning in Latitude 10.0 SU 2, promise notes are also visible on the **Payment** tab in the **Payment Entry** window.

You can use promise notes for:

- NSF accruals or to hold payment entry until verification of sufficient funds for a particular debtor.
- Fee review for forwarded accounts.
- Any miscellaneous account-specific information.

**Note:** If a promise note exists for the account, the **Promise Note** dialog box displays as soon as the system retrieves the account in the **Payment Entry** window.

### To view a promise note

1. In the **Main Menu** window, from the **Data Entry** menu, click **Debtor Payments**. The **Payment Entry** window appears.
2. Do one of the following:
  - If you know the account number, do the steps to [Retrieve an Account by Account Number](#).
  - To search for an account using simple search, do the steps to [Search for an Account Using Simple Search](#).
  - To search for an account using advanced search, do the steps to [Search for an Account Using Advanced Search](#).

The **Account** tab in the **Payment Entry** window appears.

3. In the **Account** menu, click **Display Promise Note**. The **Promise Note** dialog box appears.



- To remove a note, select the **Clear** check box and then click **OK**.

### Payment Type Codes

Payment type codes identify payment types. The following table lists the payment type codes and their description.

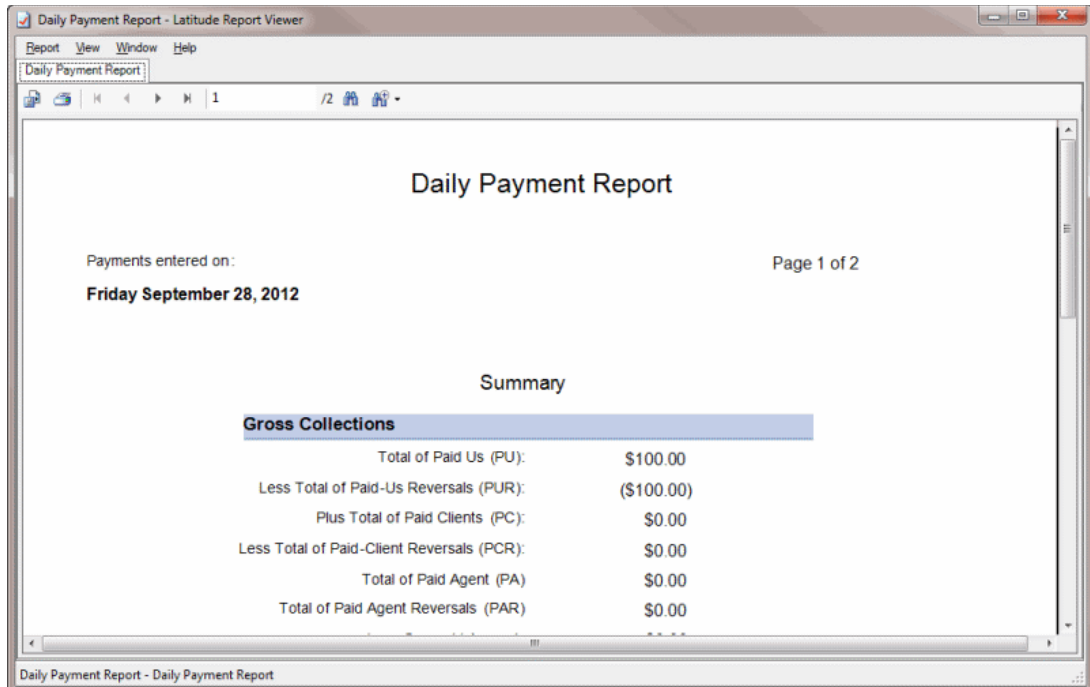
Code	Description
DA	<b>Decreasing Adjustment.</b> An adjustment to an account that decreases the balance. The system doesn't calculate fees against this amount and doesn't reflect the adjustment on invoices.
DAR	<b>Decreasing Adjustment Reversal.</b> An adjustment to an account that increases the balance. The system doesn't calculate fees against this amount and doesn't reflect the adjustment on invoices.
PA	<b>Paid Agency.</b> A debtor payment to an outside (subcontracted) agency that is collecting debtor payments for your agency.
PAR	<b>Paid Agency Reversal / Bounce.</b> A payment to an outside (subcontracted) agency collecting on your agency's behalf that the debtor paid using check and the check didn't clear.
PC	<b>Paid to Client.</b> A debtor payment to your customer, where your agency holds the account.
PCR	<b>Paid Client Reversal / Bounce.</b> A payment to your customer, where your agency holds the account that the debtor paid using a check that didn't clear.
PU	<b>Paid to Us.</b> A debtor payment sent directly to your agency.
PUR	<b>Paid Us Reversal / Bounce.</b> A debtor payment sent directly to your agency that the debtor paid using a check that didn't clear.

### View a Report

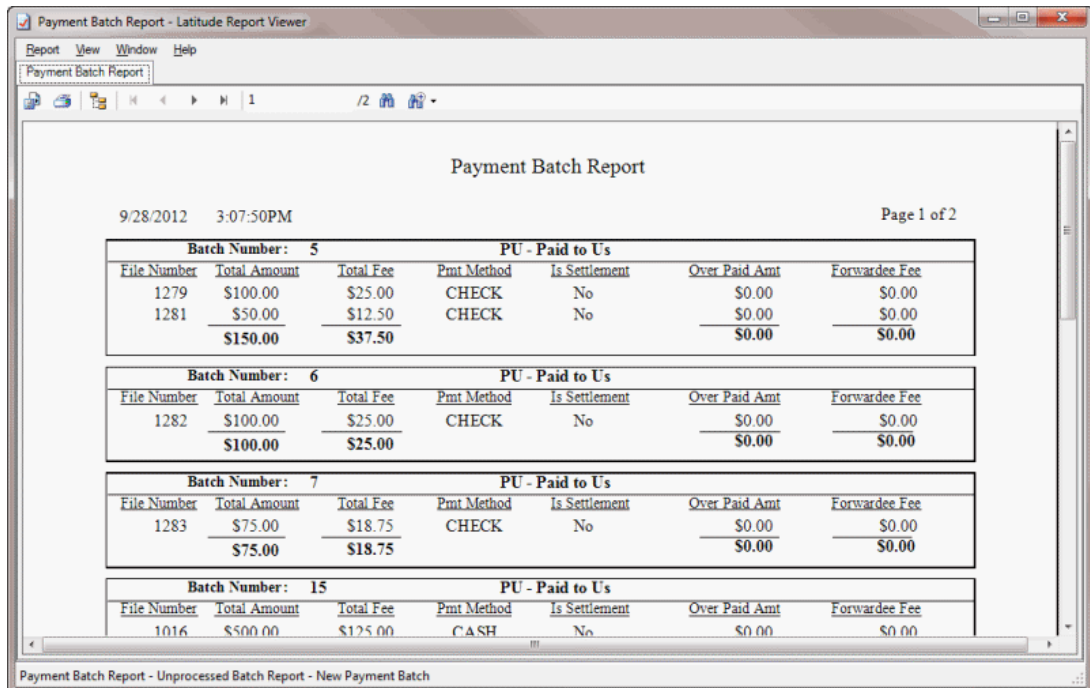
Use the **Payment Entry** window to view the **Daily Payment Report** and the **Payment Batch Report**. The **Daily Payment Report** shows payment transactions not remitted on an invoice. Use this report to review invoice information before generating or printing invoices. This report also shows payments from a previous month not included or remitted. This report assumes that you selected reversal matching when invoicing and doesn't include Paid Us (PU) or Paid Us Reversal (PUR) transactions for the same debtor within the same month. The **Payment Batch Report** shows unprocessed payment transactions.

#### To view a report

- In the **Main Menu** window, from the **Data Entry** menu, click **Debtor Payments**. The **Payment Entry** window appears.
- In the **Reports** menu, do one of the following:
  - To display the Daily Payment Report, click **Daily Payment Report**. The **Daily Payment Report** appears in the **Daily Payment Report - Latitude Report Viewer** window.



- To display the **Payment Batch Report**, click **Unprocessed Batches Report**. The **Payment Batch Report** appears in the **Payment Batch Report - Latitude Report Viewer** window.



## Latitude Overpayment Manager

### Latitude Overpayment Manager

Latitude Overpayment Manager allows you to view overpayments to accounts. You can transfer the entire overpaid amount from one account to another, refund the entire overpaid amount, or do a

combination of the two. Ensure that your administrator enabled the **Access Overpayment Manager Program** permission. Also ensure that your administrator set one or both policies to allow overpayment refunds to the debtor or allow transfer of overpayments to another account. For more information, see Accounting Permissions and Policies.

## View Overpayments

Use the **Latitude Overpayment Manager** window to view and print overpayments.

### To view overpayments

1. In the **Main Menu** window, from the **Apps** menu, click **Overpayment Manager**. The **Latitude Overpayment Manager** window appears.

**From:** Beginning date for which to display overpayments.

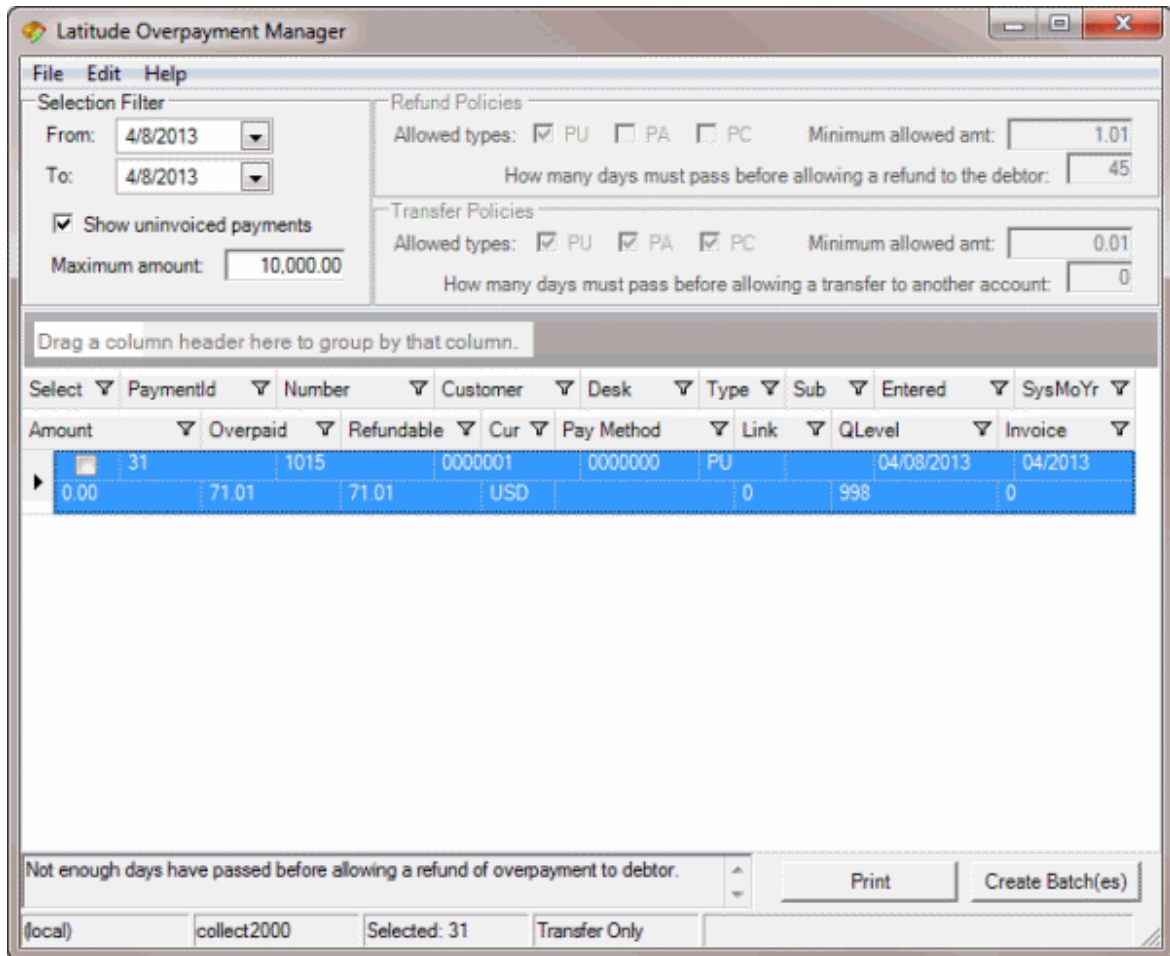
**To:** Ending date for which to display overpayments.

**Show uninvoiced payments:** If selected, overpayments not transferred or refunded appear in the data grid. If cleared, only invoiced overpayments appear in the data grid.

**Maximum amount:** Maximum refund or transfer amount for which to display overpayments.

2. Specify the filter criteria. Overpayments that meet the criteria appear in the data grid.





3. To print the list of overpayments, click **Print** and in the next dialog box, click **OK**.

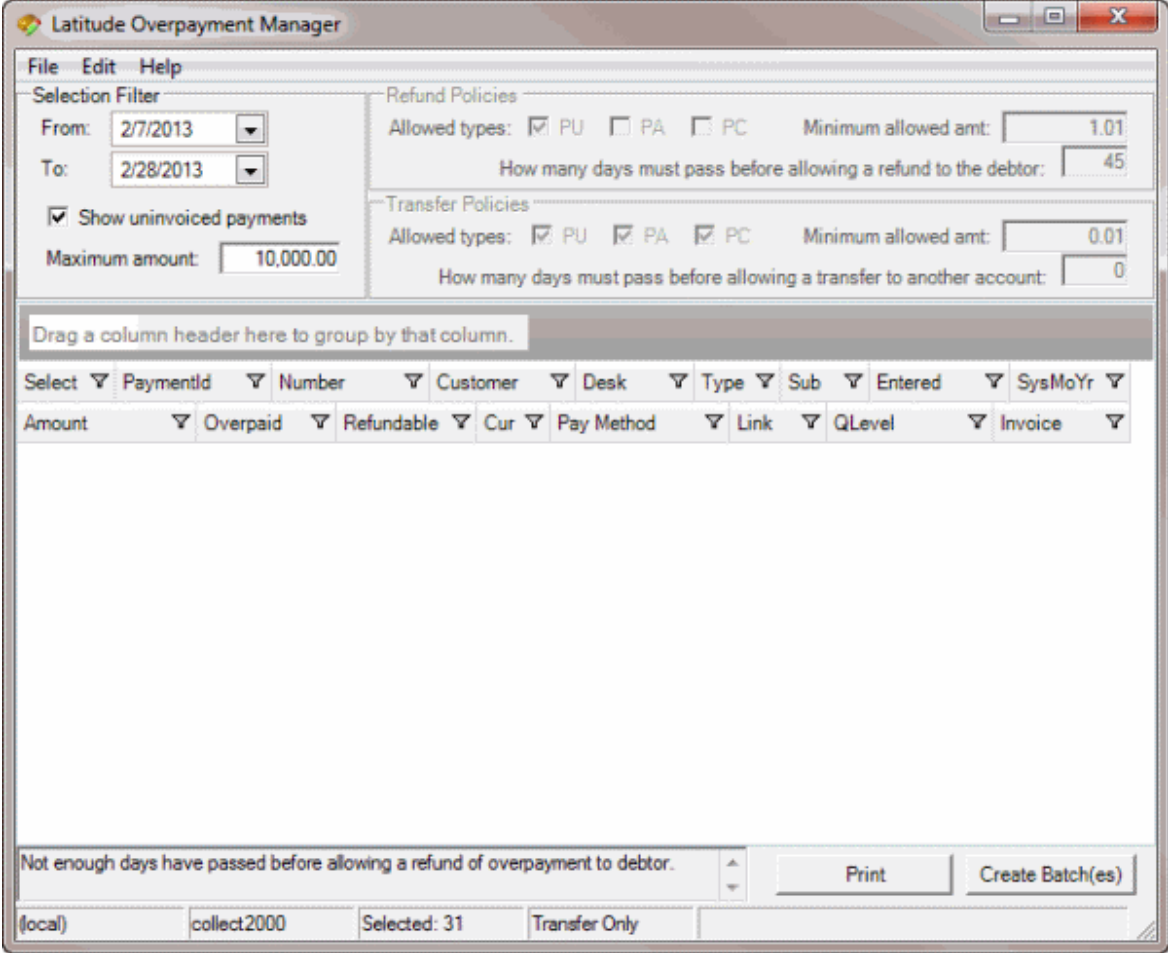
### Transfer an Overpaid Amount to Another Account

Use the **Latitude Overpayment Manager** window to transfer the overpaid amount on one account and apply it to another account. Overpayments are not available for transfer until 45 days after the overpayment.

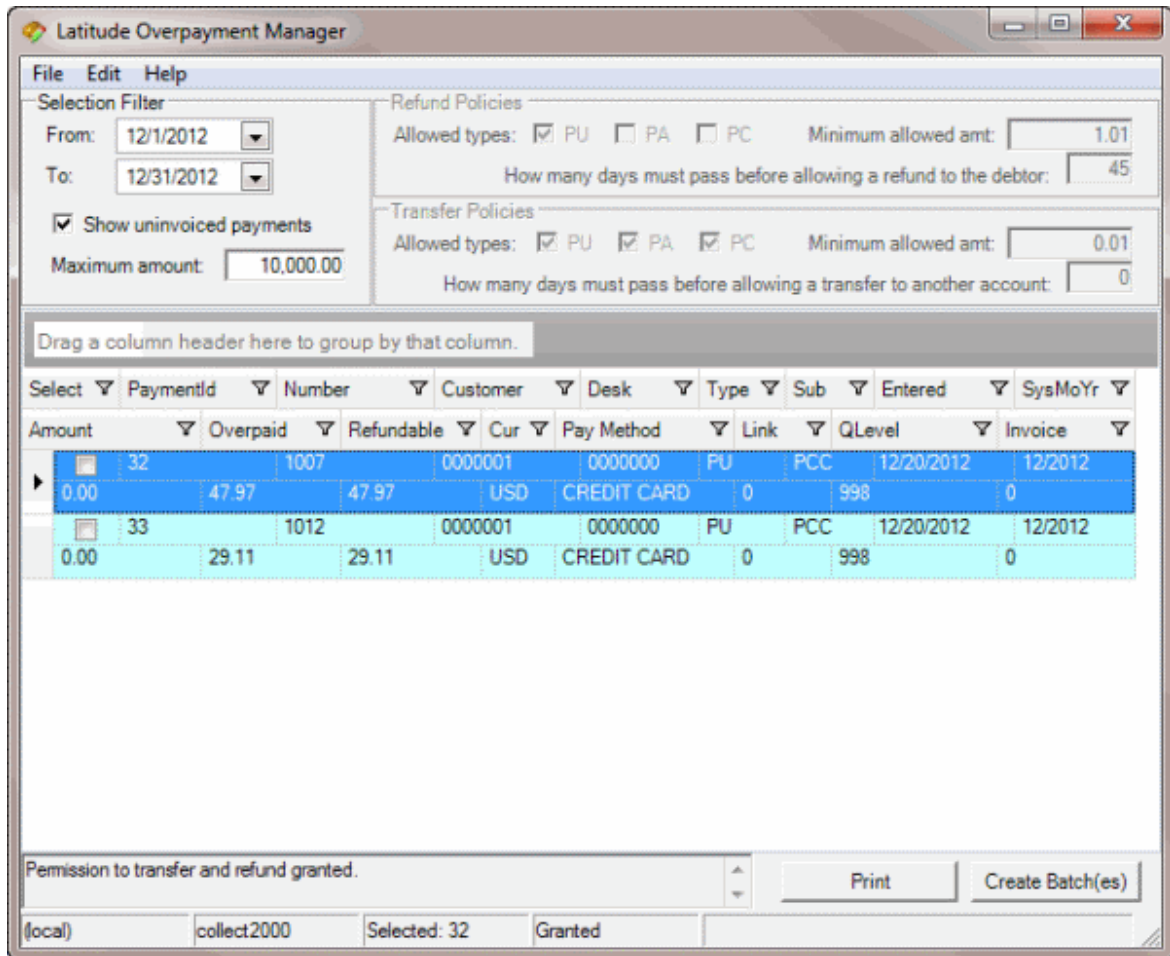
#### To transfer an overpaid amount to another account

1. In the **Main Menu** window, from the **Apps** menu, click **Overpayment Manager**. The **Latitude Overpayment Manager** window appears.



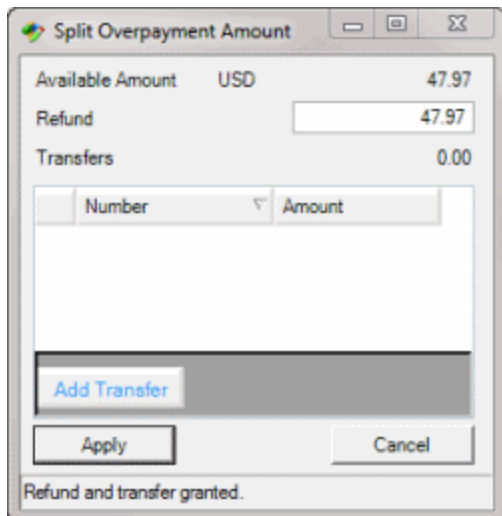


- 2. In the **Selection Filter** section, in the **From** list box, click the beginning date for which to transfer overpayments.
- 3. In the **To** list box, click the ending date for which to transfer overpayments. Overpayments for the specified time period not applied or refunded appear in the data grid.



4. In the data grid, click an account. The status bar in the lower section of the window indicates the selected payment ID and whether you have permission to transfer and refund.
5. Do one of the following:
  - From the **Edit** menu, click **Partial/Split Amount**.
  - In the data grid, right-click an overpayment and then click **Partial/Split Amount**.

The **Split Overpayment Amount** dialog box appears. The system populates the **Refund** box with the total amount overpaid.



Split Overpayment Amount

Available Amount USD 47.97

Refund 47.97

Transfers 0.00

Number	Amount

Add Transfer

Apply Cancel

Refund and transfer granted.

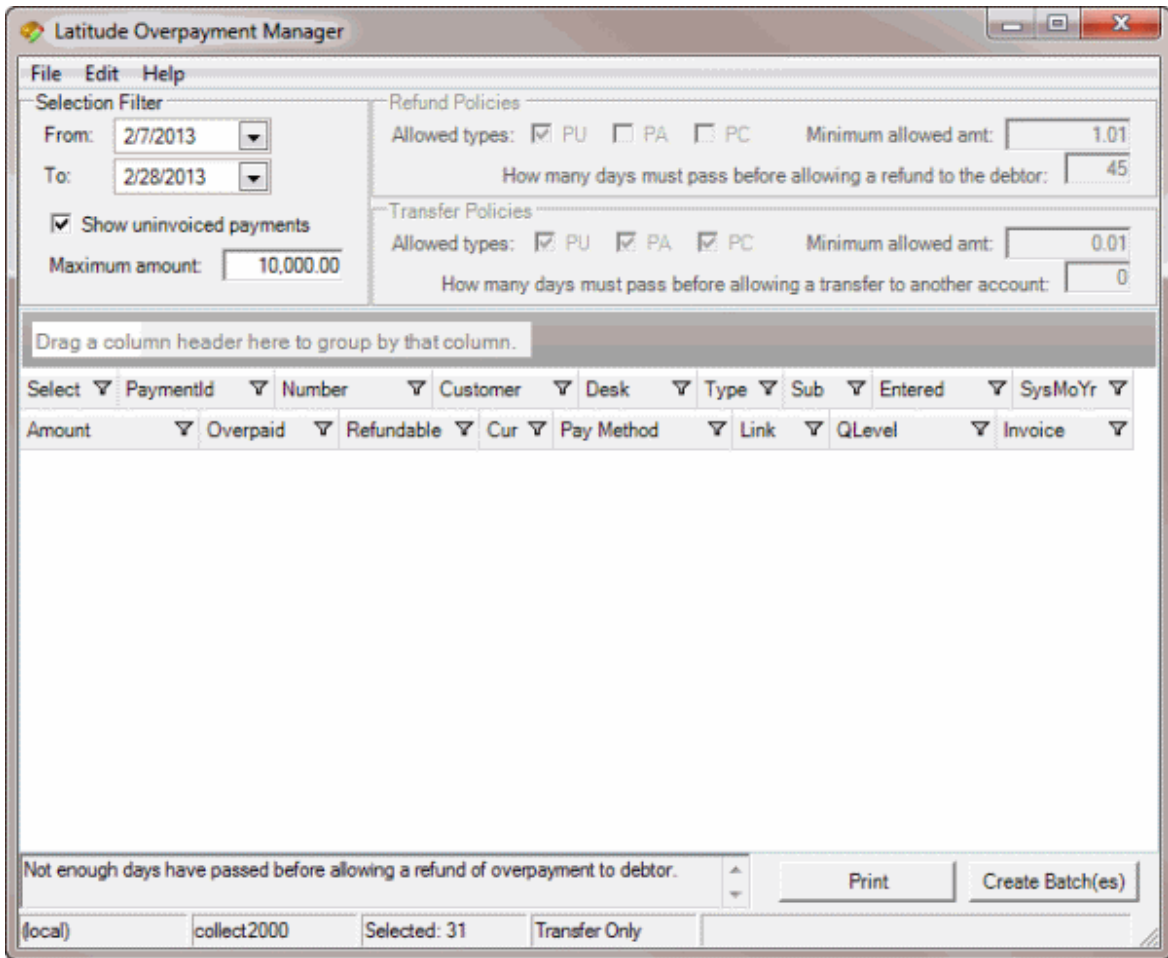
6. In the **Refund** box, do one of the following:
  - To transfer the entire refund amount, type 0 (zero).
  - To refund a partial amount and transfer the rest, type the amount to refund.
7. Click **Add Transfer**. The system adds a blank row to the data grid.
8. In the **Number** box, type the account number to transfer the overpayment to.
9. In the **Amount** box, type the dollar amount to transfer.
10. Click **Apply**. The **Split Overpayment Amount** dialog box closes.
11. Complete these steps for each account in the data grid that you want to transfer funds and then create an overpayment batch. For more information, see [Create an Overpayment Batch](#).

### Refund an Overpaid Amount

Use the **Latitude Overpayment Manager** window to refund to the debtor an overpaid amount. Refunds create a Paid Us Reversal (PUR) on the debtor account for the full overpayment amount. Overpayments are not available for refund until 45 days after the overpayment.

#### To refund an overpaid amount

1. In the **Main Menu** window, from the **Apps** menu, click **Overpayment Manager**. The **Latitude Overpayment Manager** window appears.



2. In the **Selection Filter** section, in the **From** list box, click the beginning date for which to refund overpayments.
3. In the **To** list box, click the ending date for which to refund overpayments. Overpayments for the specified time period not applied or refunded appear in the data grid.

Latitude Overpayment Manager

File Edit Help

Selection Filter

From: 12/1/2012

To: 12/31/2012

Show uninvoiced payments

Maximum amount: 10,000.00

Refund Policies

Allowed types:  PU  PA  PC

Minimum allowed amt: 1.01

How many days must pass before allowing a refund to the debtor: 45

Transfer Policies

Allowed types:  PU  PA  PC

Minimum allowed amt: 0.01

How many days must pass before allowing a transfer to another account: 0

Drag a column header here to group by that column.

Select	PaymentId	Number	Customer	Desk	Type	Sub	Entered	SysMoYr	Amount	Overpaid	Refundable	Cur	Pay Method	Link	QLevel	Invoice
<input checked="" type="checkbox"/>	32	1007	0000001	0000000	PU	PCC	12/20/2012	12/2012	0.00	47.97	47.97	USD	CREDIT CARD	0	998	0
<input checked="" type="checkbox"/>	33	1012	0000001	0000000	PU	PCC	12/20/2012	12/2012	0.00	29.11	29.11	USD	CREDIT CARD	0	998	0

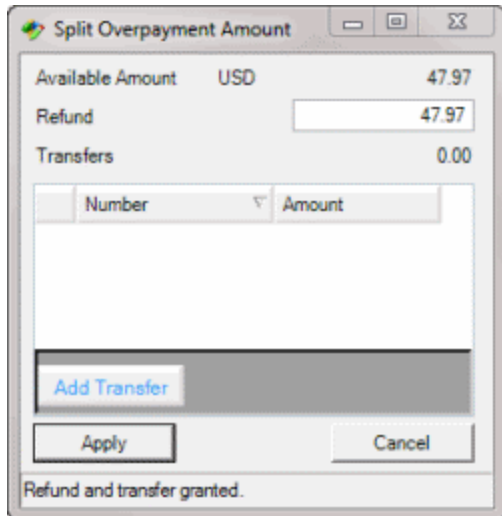
Permission to transfer and refund granted.

Print Create Batch(es)

(local) collect2000 Selected: 32 Granted

4. In the data grid, click an account. The status bar in the lower section of the window indicates the selected payment ID and whether you have permission to transfer and refund.
5. Do one of the following:
  - From the **Edit** menu, click **Partial/Split Amount**.
  - In the data grid, right-click an overpayment and then click **Partial/Split Amount**.

The **Split Overpayment Amount** dialog box appears. The system populates the **Refund** box with the total amount overpaid.



6. In the **Refund** box, do one of the following:
  - To refund the entire amount, leave the amount as is.
  - To refund a partial amount, type the amount to refund.
7. Click **Apply**. The **Split Overpayment Amount** dialog box closes.
8. Complete these steps for each account in the data grid that you want to refund an overpayment and then create an overpayment batch. For more information, see [Create an Overpayment Batch](#).

### Create an Overpayment Batch

Use the **Latitude Overpayment Manager** window to create a batch to process transfers and refunds of overpayments.

#### To create an overpayment batch

1. In the **Main Menu** window, from the **Apps** menu, click **Overpayment Manager**. The **Latitude Overpayment Manager** window appears.

Latitude Overpayment Manager

File Edit Help

Selection Filter

From: 2/7/2013

To: 2/28/2013

Show uninvoiced payments

Maximum amount: 10,000.00

Refund Policies

Allowed types:  PU  PA  PC Minimum allowed amt: 1.01

How many days must pass before allowing a refund to the debtor: 45

Transfer Policies

Allowed types:  PU  PA  PC Minimum allowed amt: 0.01

How many days must pass before allowing a transfer to another account: 0

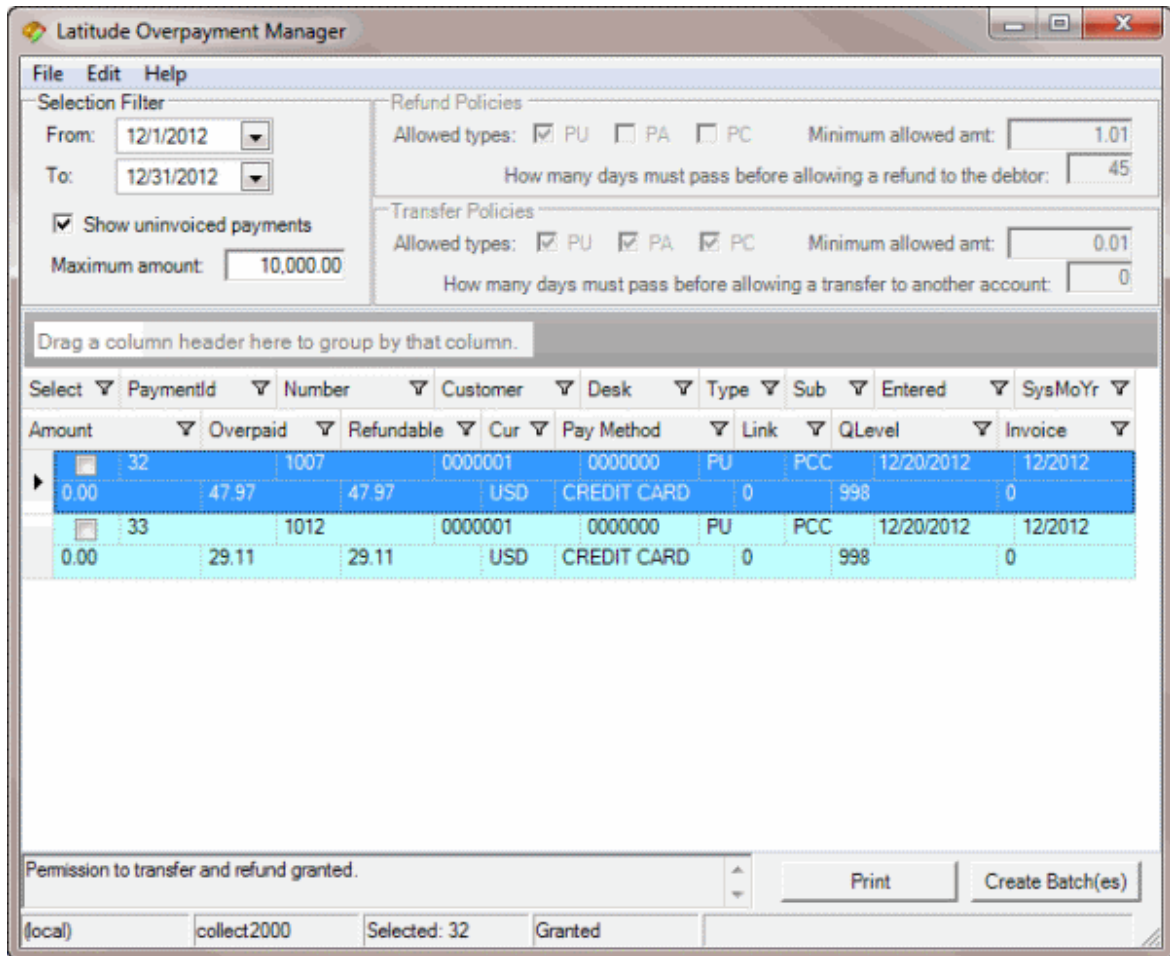
Drag a column header here to group by that column.

Select	PaymentId	Number	Customer	Desk	Type	Sub	Entered	SysMoYr	Amount	Overpaid	Refundable	Cur	Pay Method	Link	QLevel	Invoice
Not enough days have passed before allowing a refund of overpayment to debtor.																

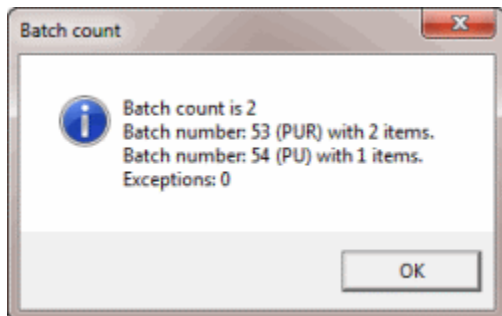
(local) collect2000 Selected: 31 Transfer Only

Print Create Batch(es)

2. In the **Selection Filter** section, in the **From** list box, click the beginning date for which to create an overpayment batch.
3. In the **To** list box, click the ending date for which to create an overpayment batch.  
Overpayments for the specified time period not applied or refunded appear in the data grid.



4. Do the steps to [Transfer an Overpaid Amount to Another Account](#) or [Refund an Overpaid Amount](#).
5. Do one of the following:
  - In the **Select** column of the data grid, select the check box for each overpayment to include in the batch.
  - To select all overpayments listed in the data grid, from the **Edit** menu, click **Select All**.
6. Click **Create Batch(es)**. The **Batch Count** dialog box appears.



7. Write down the batch number so you can process the batch when you are ready. For more information, see [Process a Batch](#). When you process the batch, the follow occurs:



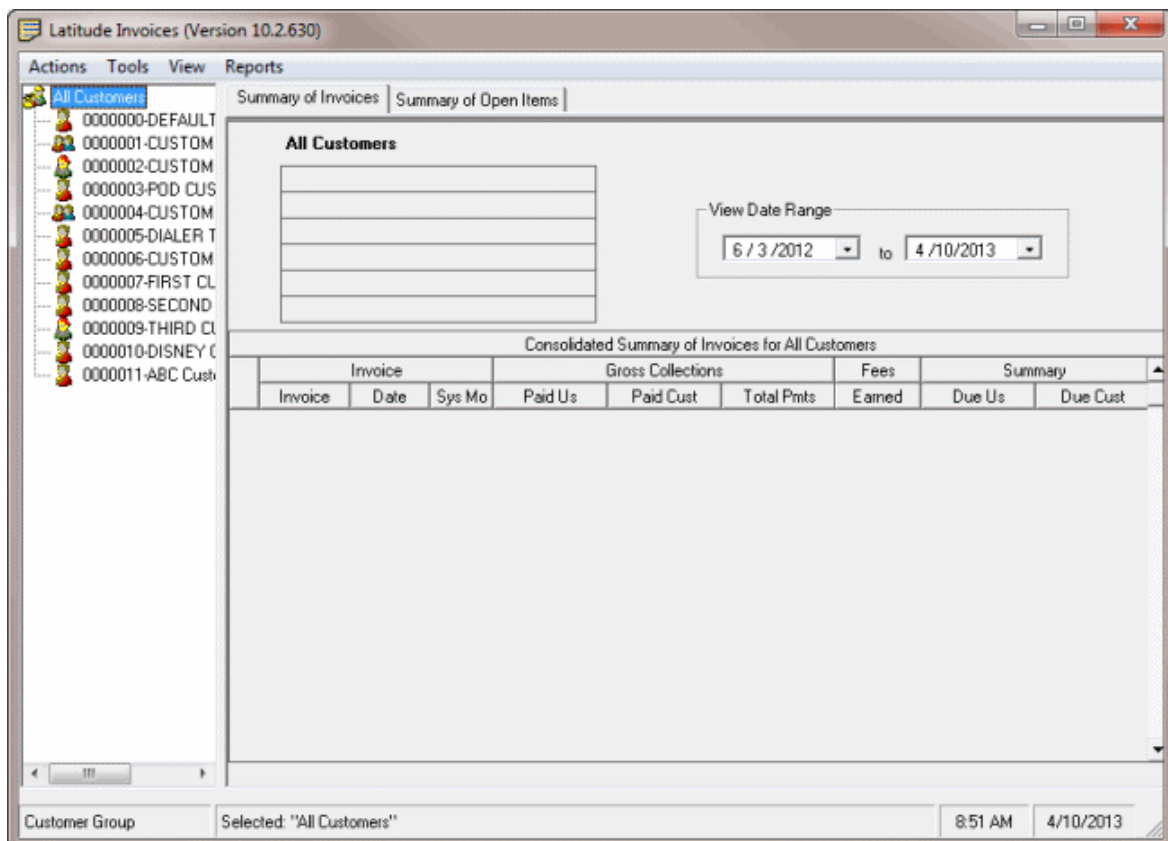
- A refund creates a batch for a Paid Us Reversal (PUR) on the debtor account for the full overpayment amount. If the original customer has a valid trust account and the remit method is check, check transactions are available in the check register.
  - A transfer creates two batches. One batch contains a PUR on the debtor account for the overpayment amount. The other batch contains a Paid Us (PU) on the account to which you transferred the overpayment amount.
  - The system adds a note to the **Notes** panel that indicates the transfer or refund amount and date.
8. If there are exceptions, the **View Exceptions** dialog box appears.
  9. To print the exception report, click **Print**.

## Latitude Invoices

Latitude Invoices allows you to generate invoices for customer remittance, issue statements of receivables, set up banks (trust accounts), and create checks for your customers based on account collection activity in Latitude. For information about using Latitude Invoices, see the *Invoices* documentation.

### To open Latitude Invoices

- In the **Main Menu** window, from the **Apps** menu, click **Invoices**. The **Latitude Invoices** window appears.



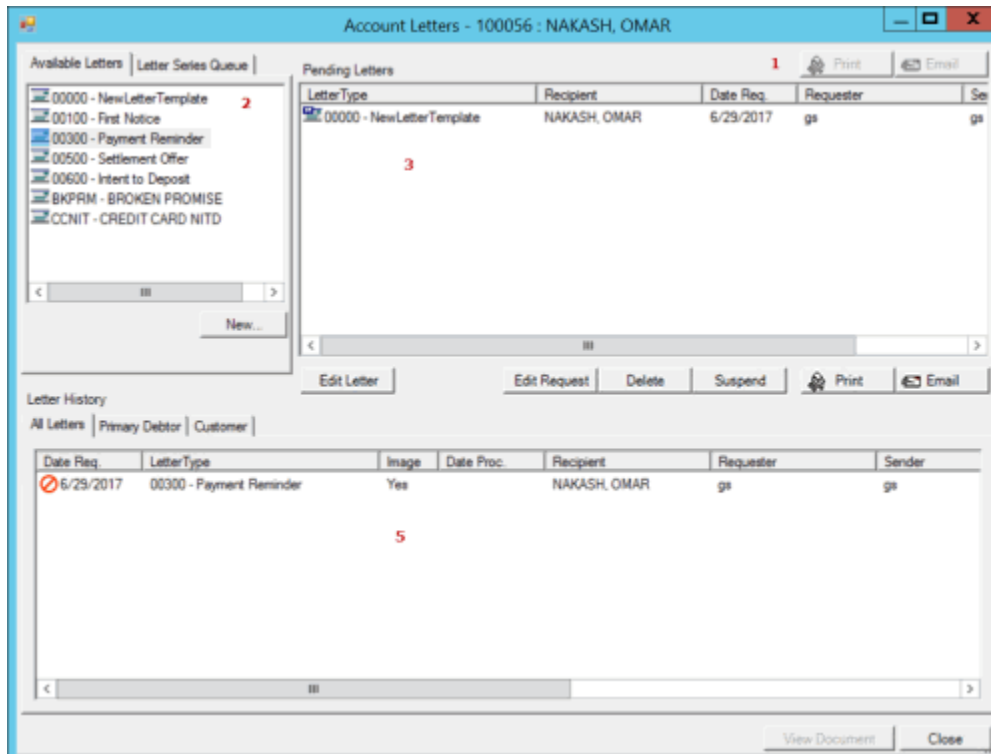
## Payment Vendor Gateway

Use Payment Vendor Gateway to forward requests for payment transactions to vendors and securely exchange transaction information with those vendors. To use Payment Vendor Gateway, enable the feature and set the tokenization parameters for credit card, ACH, and paper draft vendors in permissions. For more information, see **Payment Processing Permissions and Policies**.

## Account Letters

### Account Letters

Use the **Account Letters** window to request and send letters for the currently selected debtor account. You can process letter requests using this window or Letter Console.



1. **Send options toolbar:** Provides options for printing and emailing pending letters.
2. **Account Letters and Letter Series Queue tabs:** Provides a list of letters you can request. The list only includes letters that the customer and your user role allow.
3. **Pending Letters pane:** Displays the requested letters not sent yet.
4. **Modify letters toolbar:** Provides options for the pending letters.
5. **Letter History pane:** Displays the history for processed and deleted letters. The system flags letters as sent when you email or print them from this **Account Letters** window, or from Letter Console.

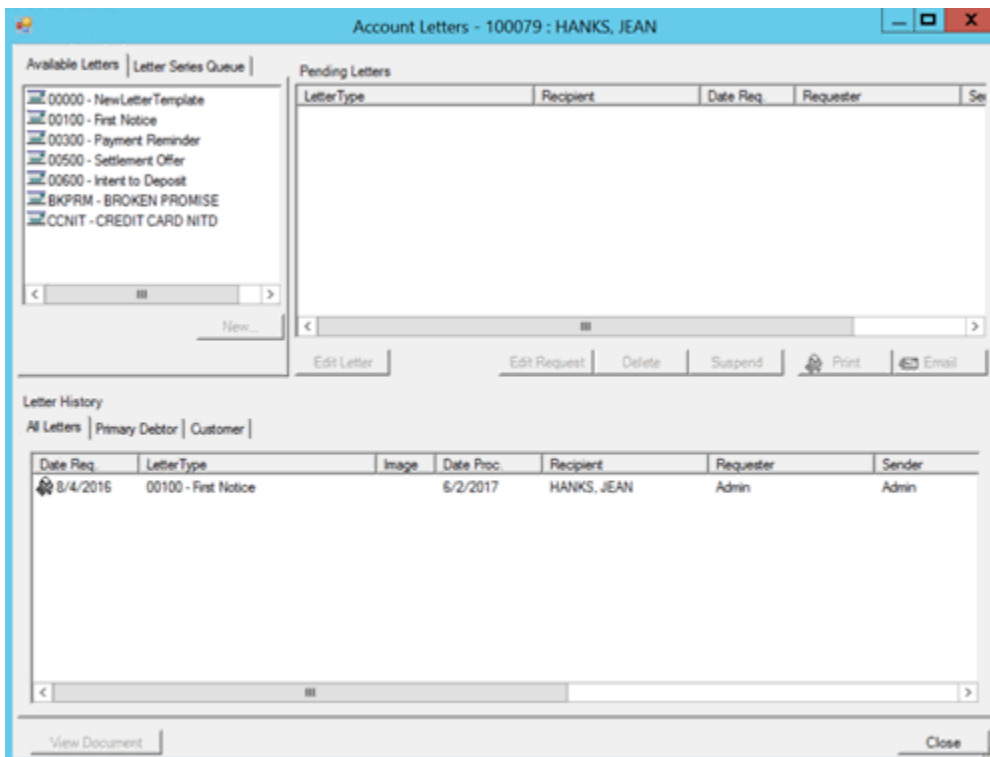
## Request a Letter

Use the **Available Letters** tab in the **Account Letters** window to request a letter to send to one or more parties associated to the account. The system restricts the available letters to those letters allowed for the account, customer, and your user role. If your agency sets up a letter series queue for sending letters for new business, you can view the scheduled letter requests in the series.

Before requesting a letter, familiarize yourself with the letters available in Letter Console and the usage of merge fields.

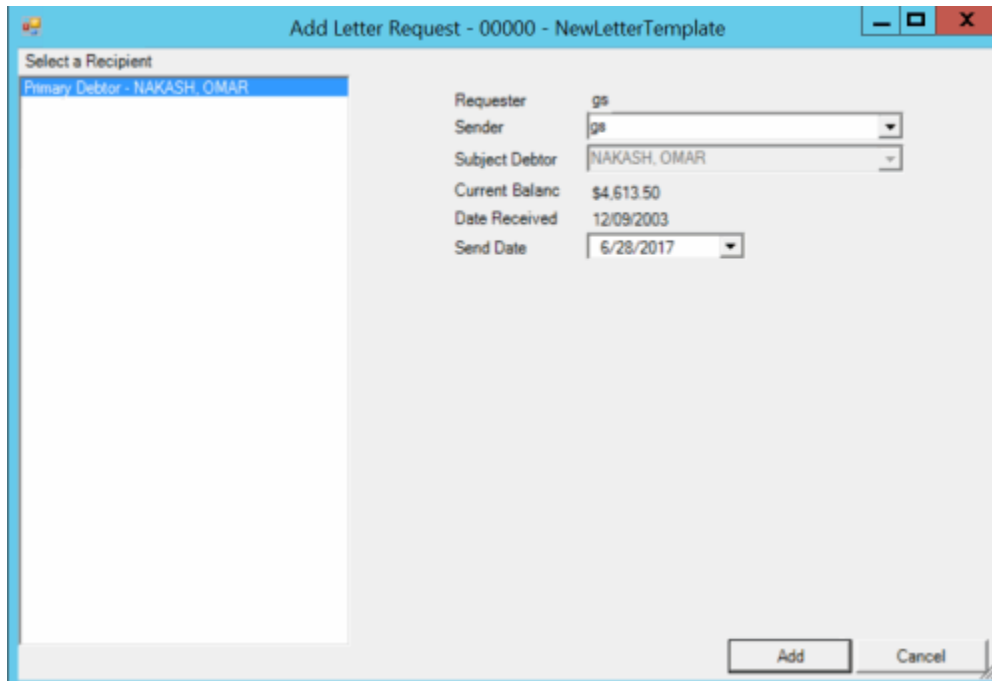
### To request a letter

1. With an account displayed in the **Work Form**, from the menu bar, click **Letters**. The **Account Letters** window appears.



2. On the **Available Letters** tab, do one of the following:
  - a. Double-click the letter.
  - b. Click the letter and then click **New...**

The **Add Letter Request** dialog box appears. The information displayed varies, depending on the type of letter you are requesting and the type of recipient. The following example is for a multipart SIF letter for the debtor.



**Sender:** Person sending the letter. This box appears for all letter types.

**Subject Debtor:** Name of debtor the letter is regarding. This box appears for accounts having more than one debtor.

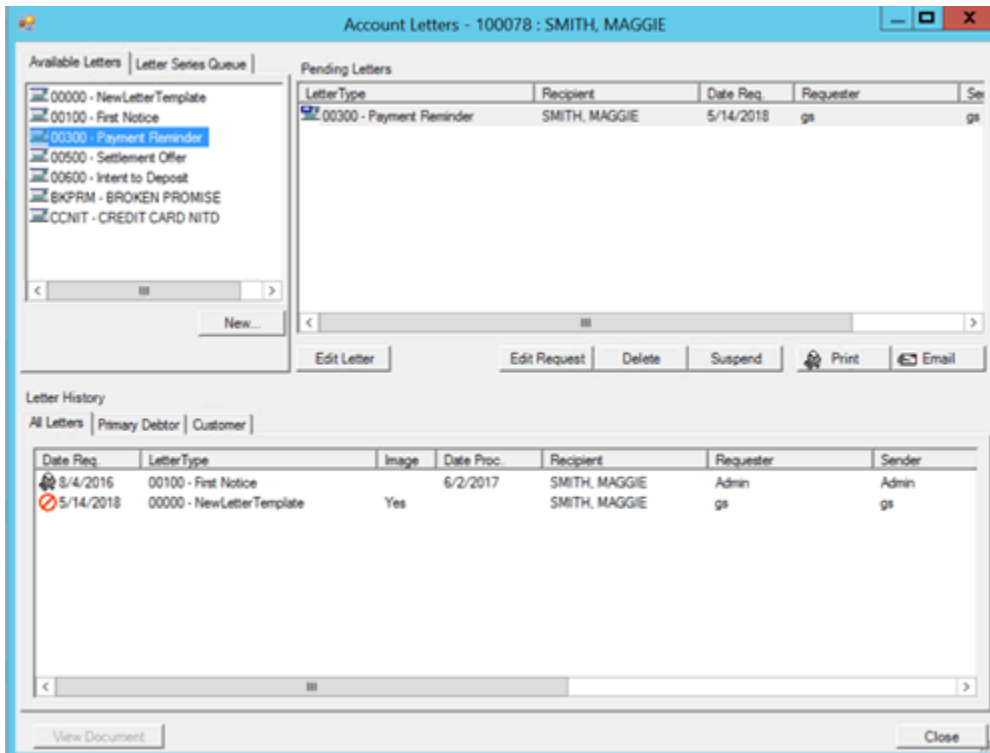
**Send Date:** Date to send the letter. This box appears for all letter types.

**Payments:** Number of payments to show in the letter. This number determines how many **Amount** and **Due** boxes appear. This box appears for a multipart SIF letter.

**Amount #1:** First amount due. This box appears for payoff, settlement, payment reminder, and NITD letters.

**Due:** Date first amount is due. This box appears for payoff, settlement, payment reminder, and NITD letters.

3. If more than one debtor displays, click the debtor to receive the letter.
4. Modify the remaining information as necessary and then click **Add**. The system adds the letter request to the **Pending Letters** section. An "M" appears on the Letter Type icon to indicate that you requested the letter manually.



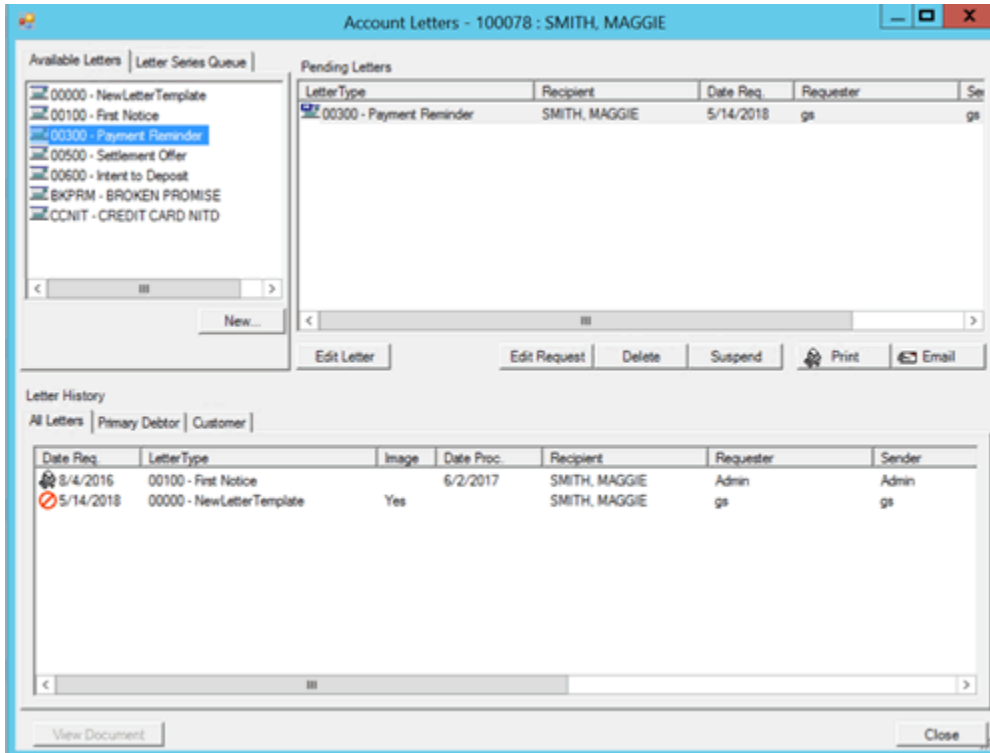
The system schedules the letter for creation in Letter Console on the specified send date. Optionally, you can choose to email or print the letter.

## Print a Letter

Use the **Pending Letters** section of the **Account Letters** window to print a pending letter. You need the appropriate permissions to print a letter.

### To print a letter

1. With an account displayed in the **Work Form**, from the menu bar, click **Letters**. The **Account Letters** window appears.



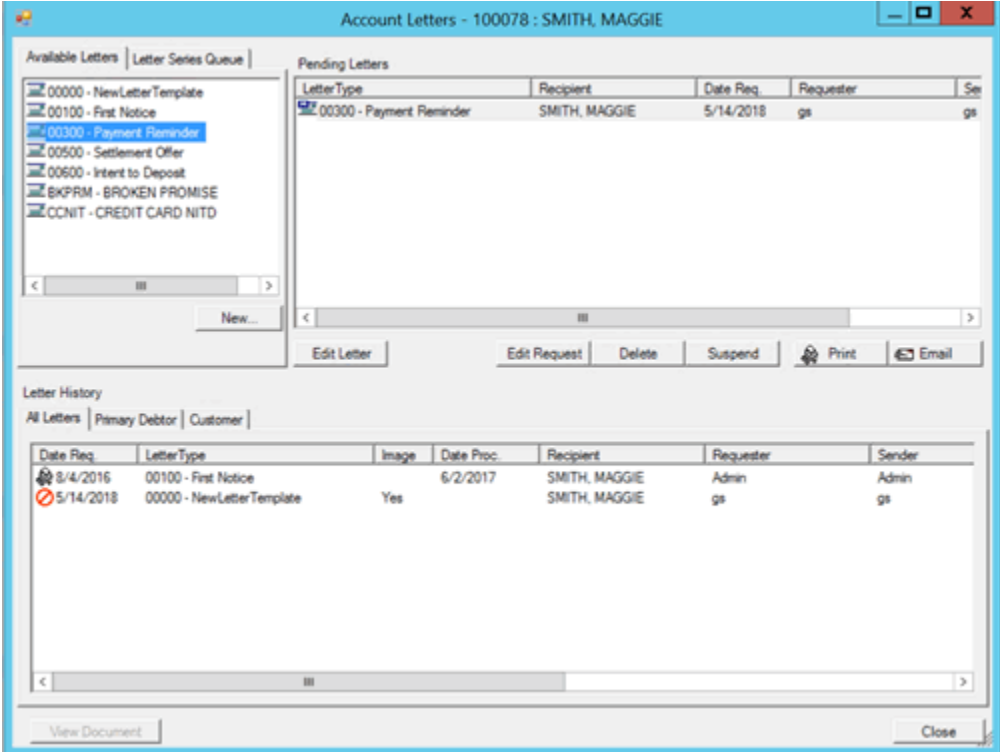
2. In the **Pending Letters** section, click the letter to print.
3. In the toolbar, click **Print**. The **Print** dialog box appears.
4. Modify the printer settings as necessary and then click **OK**.

### Email a Letter

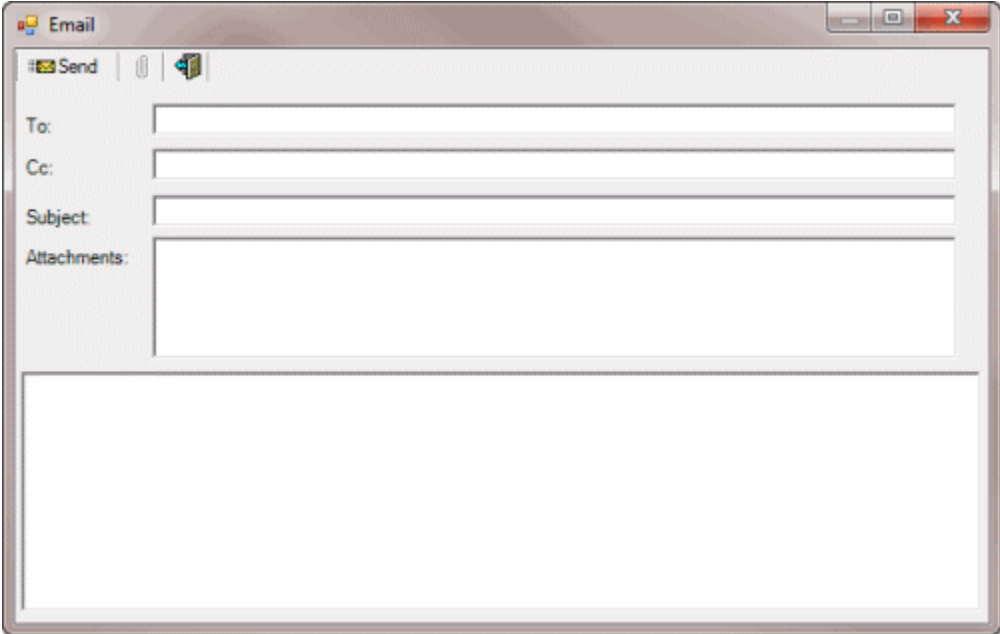
Use the **Pending Letters** section of the **Account Letters** window to email a pending letter to any party.

#### To email a letter

1. With an account displayed in the **Work Form**, from the menu bar, click **Letters**. The **Account Letters** window appears.



- 2. In the **Pending Letters** section, click the letter to email.
- 3. In the toolbar, click **Email**. The **Email** dialog box appears.



- To:** Email address of person to receive the letter.
- CC:** Email address of other persons to receive the letter.
- Subject:** Subject of the email.

**Message:** Message to appear in the body of the email.

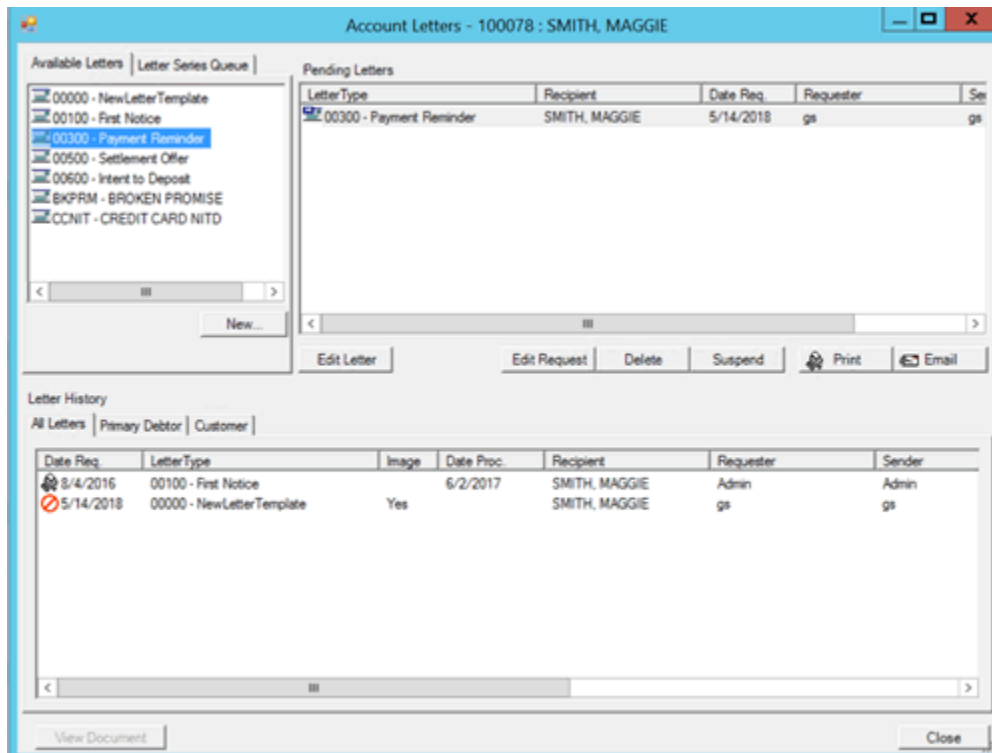
- Complete the information and then click **Send**. The system sends the email from the email address set up in the **Control File Properties** window. You can send copies to the customer's email address set up in the **Customer Properties** window.

## Modify a Pending Letter Using Microsoft Word

Use the **Pending Letters** section of the **Account Letters** window to modify a pending letter using Microsoft Word. When you modify a letter, it does not affect the letter template. However, you can only email or print it from the **Account Letters** window and not from Letter Console. You can use this feature if your organization enabled the Merge Using Microsoft Word permission and you have Microsoft Word installed. Also, you must have the appropriate permissions to modify a letter. For more information, see **Letters Permissions and Policies**.

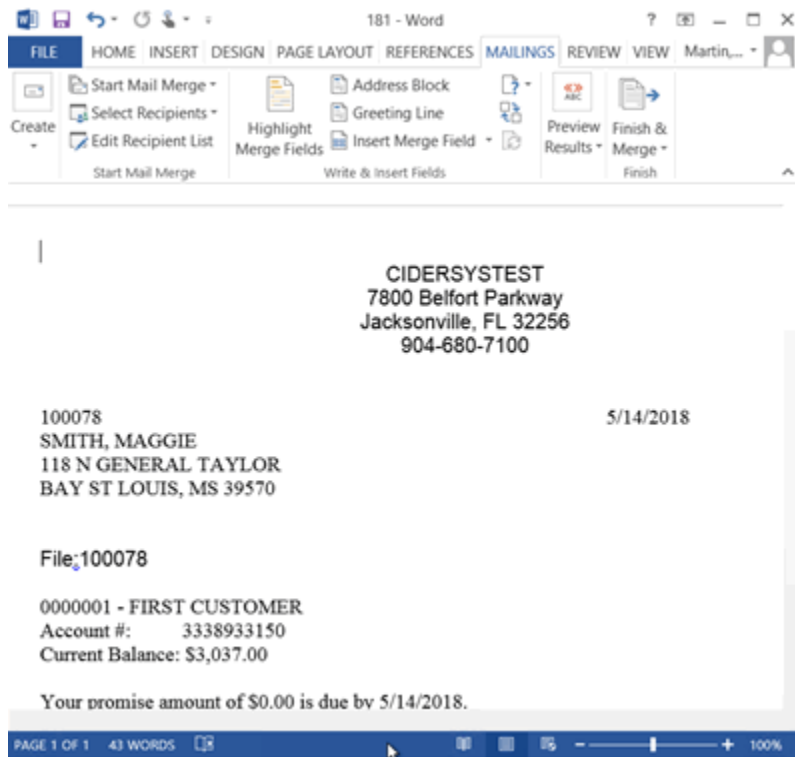
### To modify a pending letter using Microsoft Word

- With an account displayed in the **Work Form**, from the menu bar, click **Letters**. The **Account Letters** window appears.



- In the **Pending Letters** section, click the letter and then click **Edit Letter**. The letter opens in Microsoft Word.





3. Modify the letter and then save it.

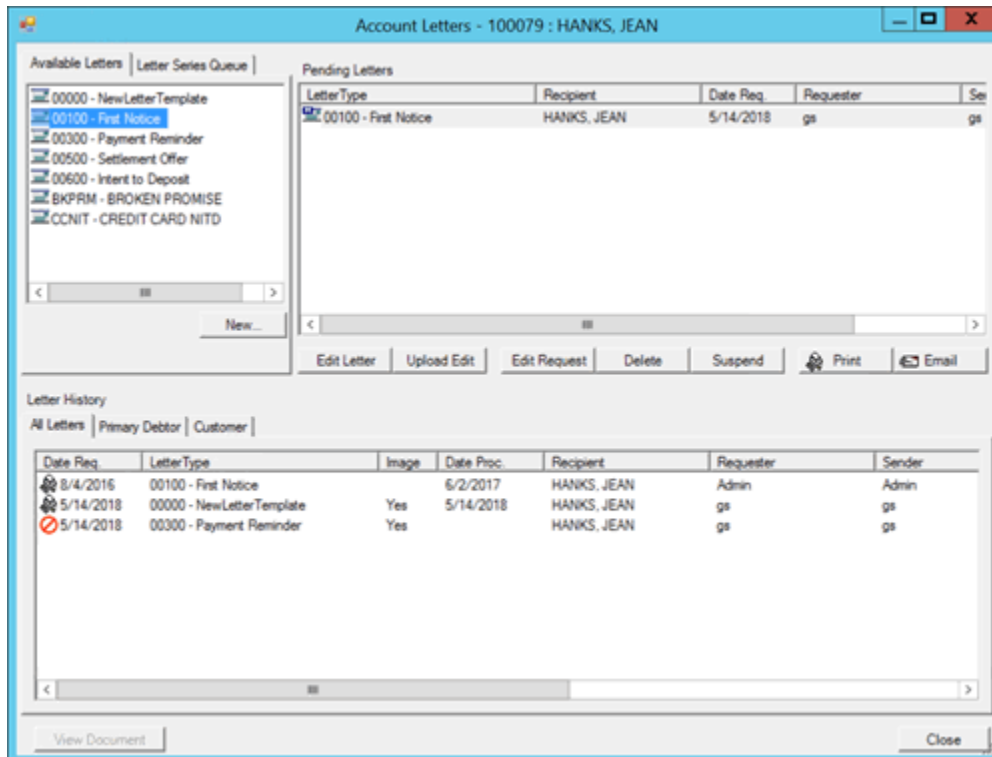
**Note:** If you close the **Account Letters** window before you print or email the letter, the system displays a dialog box to remind you that you can't process the letter in Letter Console. You must print or email it from the **Account Letters** window.

### Customize a Pending Letter

Use the **Pending Letters** section of the **Account Letters** window to download a pending letter, modify it, and then upload it back to the **Account Letters** window. When you modify a letter, it does not affect the letter template. However, you can only email or print it from the **Account Letters** window and not from Letter Console. You can use this feature if your organization did not enable the Merge Using Microsoft Word permission. Also, you must have the appropriate permissions to modify a letter. For more information, see **Letters Permissions and Policies**.

#### To customize a pending letter

1. With an account displayed in the **Work Form**, from the menu bar, click **Letters**. The **Account Letters** window appears.



2. In the **Pending Letters** section, click the letter and then click **Edit Letter**. The **Save As** dialog box appears.
3. Specify the file name and format, and then click **Save**.
4. Open the letter. If you are modifying a new letter, the letter is blank.

**Note:** To modify a pending letter, you can use Apache OpenOffice, LibreOffice, WordPad, or Microsoft Word.

5. Modify the letter and then save it.
6. Do the following to upload the modified letter to the **Account Letters** window.
  - a. In the **Pending Letters** section, click the letter that you downloaded and then click **Upload Edit**. The **Open** dialog box appears.
  - b. Click the letter file name and then click **Open**. Latitude replaces the letter selected in the **Pending Letters** section with the modified one.

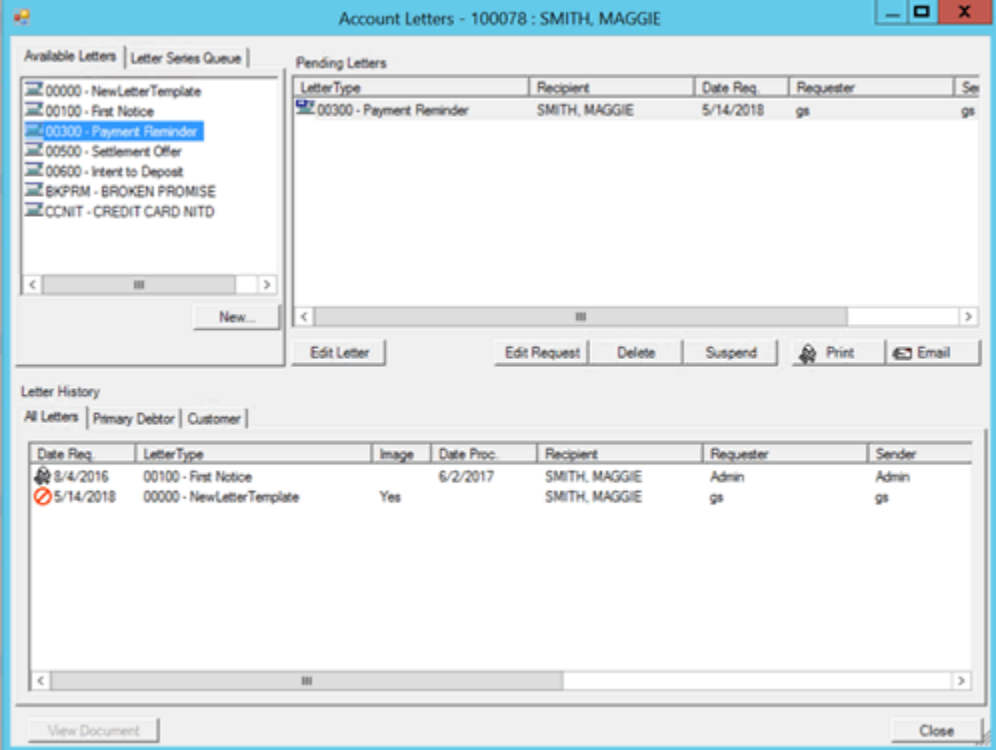
**Note:** If you close the **Account Letters** window before you print or email the letter, the system displays a dialog box to remind you that you can't process the letter in Letter Console. You must print or email it from the **Account Letters** window.

### Modify a Pending Letter Request

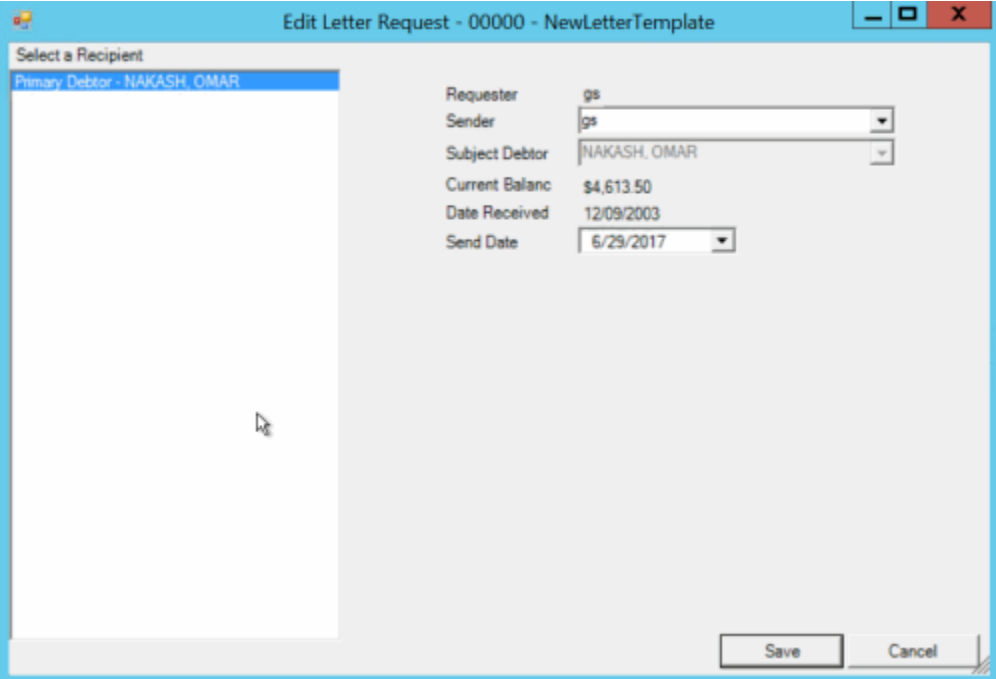
Use the **Pending Letters** section of the **Account Letters** window to modify a pending letter request.

#### To modify a pending letter request

- 1. With an account displayed in the **Work Form**, from the menu bar, click **Letters**. The **Account Letters** window appears.



- 2. In the **Pending Letters** section, click the letter request to modify and then click **Edit Request**. The **Edit Letter Request** dialog box appears.



**Sender:** Person sending the letter. This box appears for all letter types.

**Subject Debtor:** Name of debtor the letter is regarding. This box appears for accounts having more than one debtor.

**Send Date:** Date to send the letter. This box appears for all letter types.

**Payments:** Number of payments to show in the letter. This number determines how many **Amount** and **Due** boxes appear. This box appears for a multipart SIF letter.

**Amount #1:** First amount due. This box appears for payoff, settlement, payment reminder, and NITD letters.

**Due:** Date first amount is due. This box appears for payoff, settlement, payment reminder, and NITD letters.

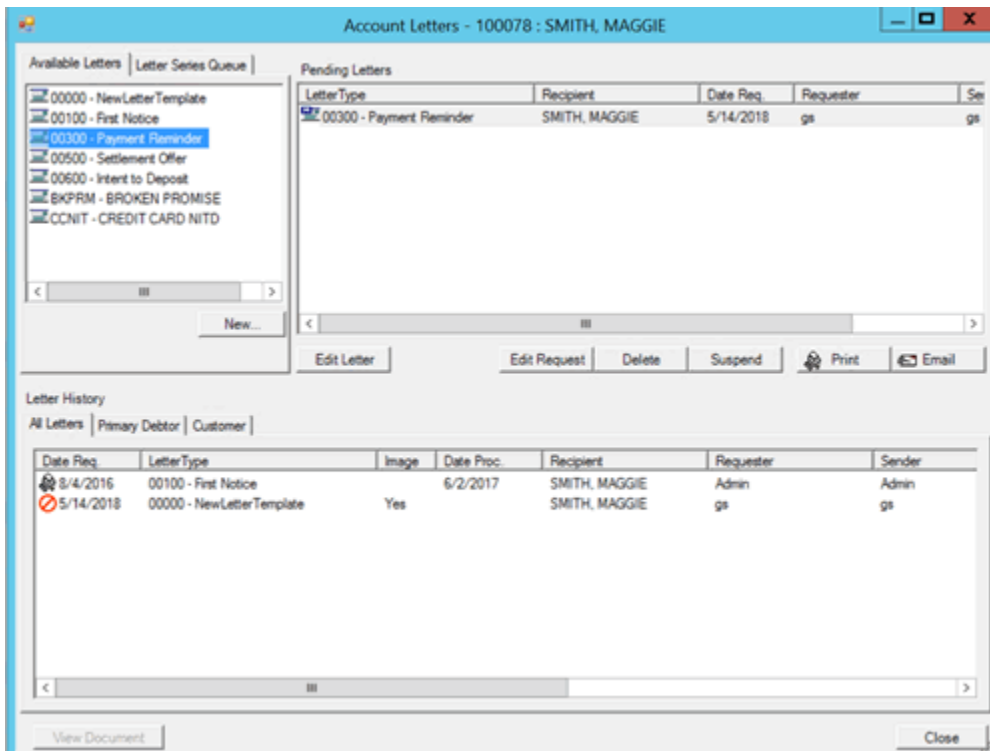
3. Modify the information as necessary and then click **Save**.

### Delete a Pending Letter Request

Use the **Pending Letters** section of the **Account Letters** window to delete a pending letter request. You must have the appropriate permissions to delete a letter request.

#### To delete a pending letter request

1. With an account displayed in the **Work Form**, from the menu bar, click **Letters**. The **Account Letters** window appears.



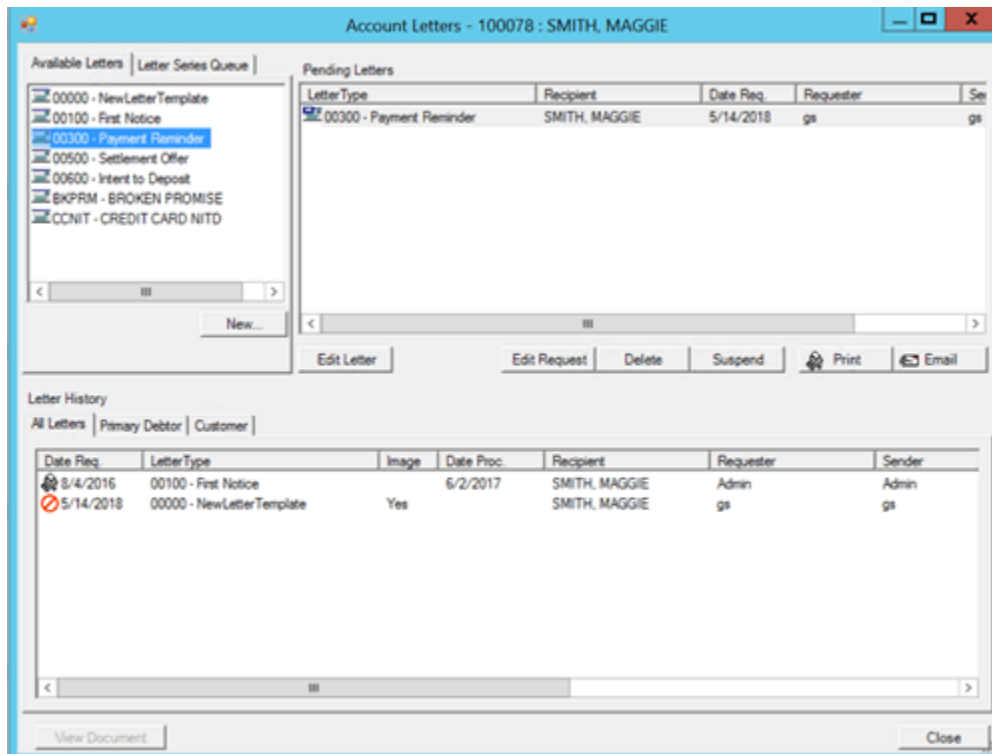
2. In the **Pending Letters** section, click the letter and then click **Delete**. A confirmation dialog box appears.
3. Click **Yes**.

## Suspend a Pending Letter Request

Use the **Pending Letters** section of the **Account Letters** window to suspend a pending letter request. While suspended, you cannot modify the letter, modify the letter request, send the letter, or delete the letter request. You must have the appropriate permissions to suspend a letter.

### To suspend a pending letter request

1. With an account displayed in the **Work Form**, from the menu bar, click **Letters**. The **Account Letters** window appears.



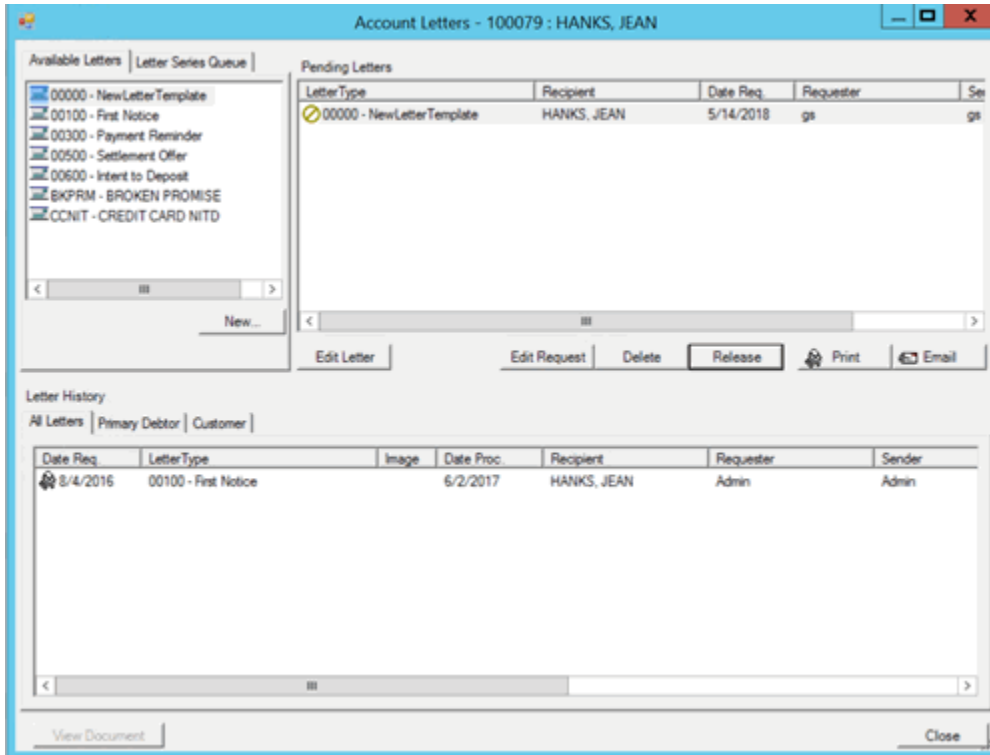
2. In the **Pending Letters** section, click the letter and then click **Suspend**. The system suspends the letter.

## Release a Suspended Letter

Use the **Pending Letters** section of the **Account Letters** window to release a suspended letter. Once released, you can modify the letter, modify the letter request, send the letter, or delete the letter request. You must have the appropriate permissions to release a suspended letter.

### To release a suspended letter

1. With an account displayed in the **Work Form**, from the menu bar, click **Letters**. The **Account Letters** window appears.



2. In the **Pending Letters** section, click the letter and then click **Release**. The system releases the suspended letter.

## View Letter History

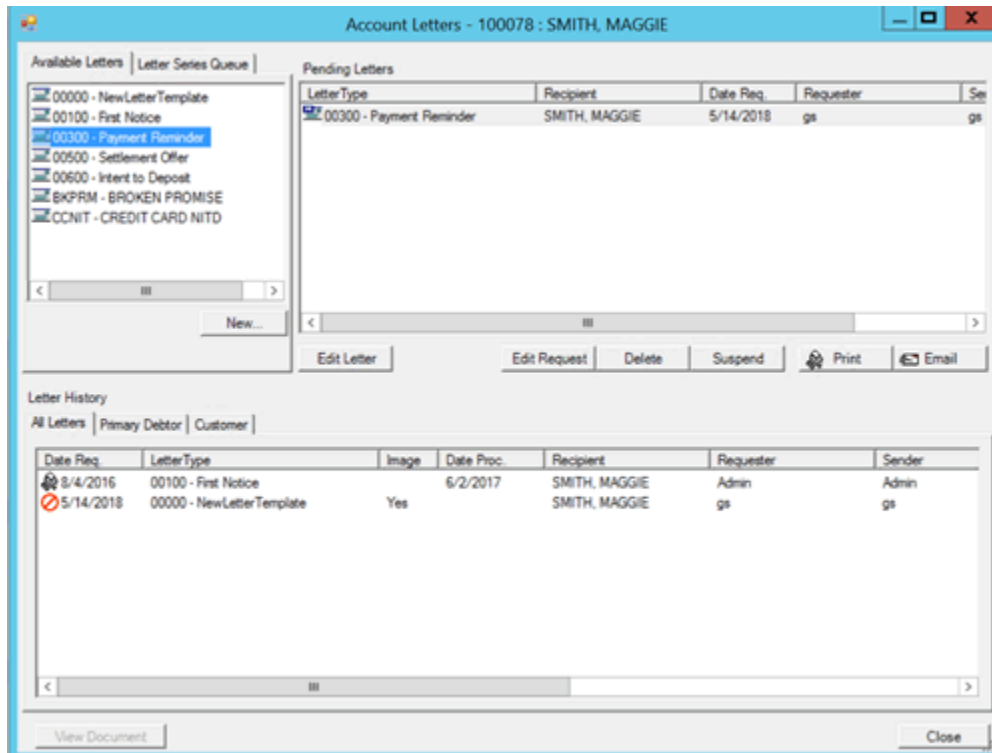
Use the tabs in the **Letter History** section of the **Account Letters** window to view letters sent for each recipient.

The following tabs appear in the **Letter History** section:

- **All Letters:** Displays a list of all letters sent regarding the debtor account.
- **Primary Debtor:** Displays a list of letters sent to the primary debtor.
- **[Last Name, First Name]:** Displays a list of letters sent to a party other than the primary debtor or customer (for example, a co-debtor). If no other parties are on the account, this tab does not appear.
- **Customer:** Displays a list of letters sent to the customer, including those letters sent to other parties and copied to the customer.

### To view letter history

1. With an account displayed in the **Work Form**, from the menu bar, click **Letters**. The **Account Letters** window appears.



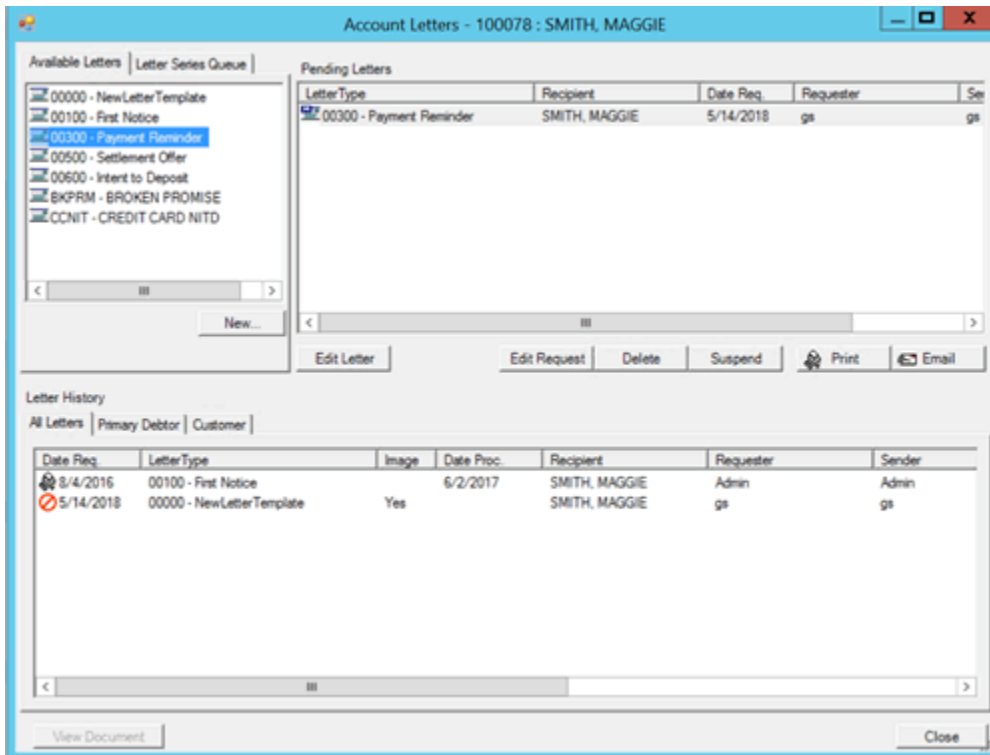
2. In the **Letter History** section, click a tab to view the associated letters.

### View the Letter Series Queue

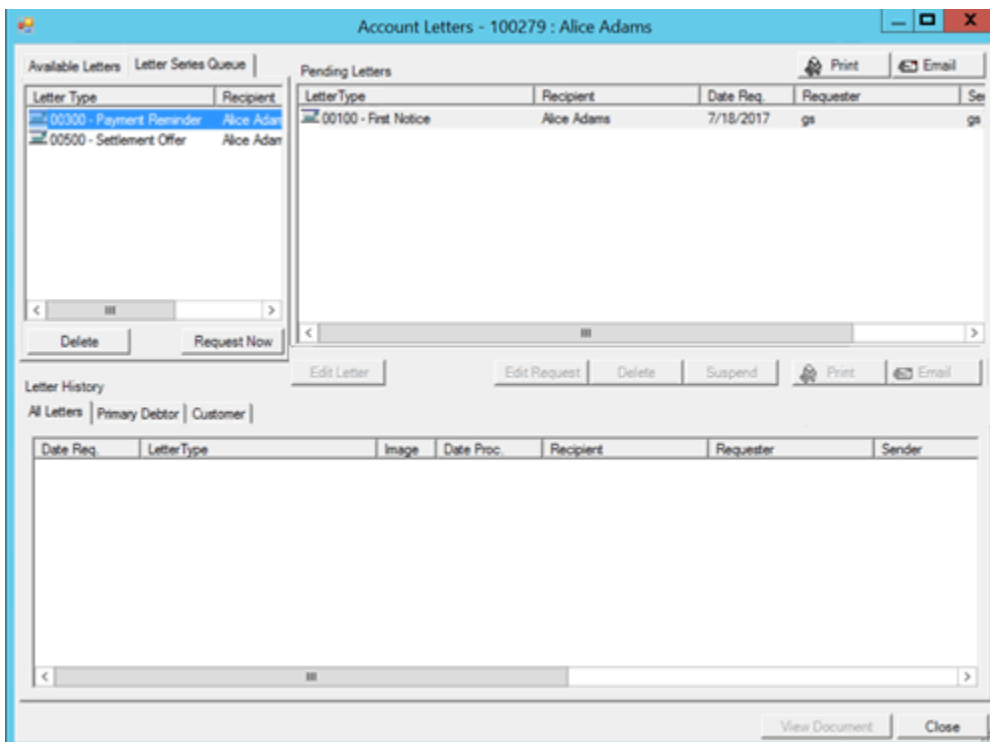
Use the **Letter Series Queue** tab in the **Account Letters** window to view scheduled letter requests in a letter series. A letter series is a group of letters that your agency can set up to send letters to debtors based on the receipt date of the account. Latitude schedules the letter series when you add new business to Latitude.

#### To view the letter series queue

1. With an account displayed in the **Work Form**, from the menu bar, click **Letters**. The **Account Letters** window appears.



2. Click the **Letter Series Queue** tab.



3. To override the schedule for a letter, click the letter and then click **Request Now**. The system schedules the letter for printing immediately and removes it from future scheduling.



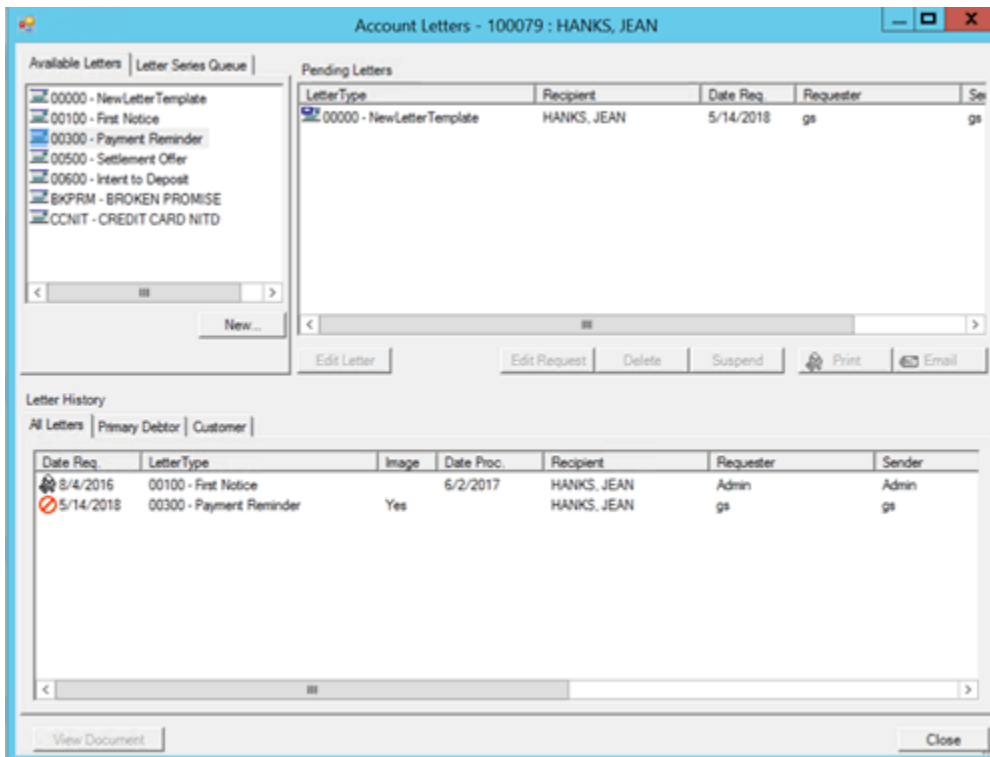
- To remove a letter from the schedule, click the letter and then click **Delete**. A confirmation dialog box appears. Click **Yes**. The system removes the letter from the schedule.

### Viewing a Letter Image

Use the tabs in the **Letter History** section of the **Account Letters** window to view images of sent letters. The system saves images for letter templates with the **Save Image** check box selected in the **Allowed Letters** window in Letter Console.

#### To view a letter image

- With an account displayed in the **Work Form**, from the menu bar, click **Letters**. The **Account Letters** window appears.



- In the **Letter History** section, click a tab to view the associated letters. Letters with a saved image have a **Yes** in the **Image** column.
- In the data grid, do one of the following:
  - Double-click a letter that has a saved image.
  - Click a letter that has a saved image and then click **View Document**.

The letter image opens as a PDF in a separate window.



**Note:** Beginning in Latitude 10.0 SU 9, letter images save as PDFs instead of RTFs to save space.

### Letter Icons

The system uses the following icons in the **Account Letters** window.

Icon	Description
	Send letter to the debtor.
	Send letter to the account's customer. Note the "C" for customer.
	Send letter to the attorney assigned to the account. Note the "A" for attorney.
	Requested letter manually. Note the "M" for manual.
	Customized letter. You can only print or email it using the <b>Account Letters</b> window.
	Printed letter, either manually or using Letter Console.
	Emailed letter.
	Requested letter not sent because of account restrictions.
	Requested letter deleted; letter not sent.

### Legal Case Information

#### Legal Case Information

Use the **Legal View** dialog box to view and modify information regarding court cases for debtors who are currently in litigation for payment. Most of the data is available for creating merge letters for legal documents using Letter Console. Once you add legal information to an account, an "Account in Legal" notice is displayed in red in the **Work Form**. You can click this notice to open the **Legal View** dialog box.

## Maintain General Legal Information

Use the **General** tab in the **Legal View** dialog box to maintain general legal information. Some information on this tab is available for use in merge letters.

### To maintain general legal information

1. With an account displayed in the **Work Form**, from the **Info** menu, click **Legal Case Info**. The **Legal View** dialog box appears.
2. Click the **General** tab.

**Case Number:** Case number assigned to the legal case.

**Status:** Status of the legal case.

**Plaintiff:** Person who filed the complaint.

**Defendant:** Person the Plaintiff filed the complaint against. This box defaults to the primary debtor's name.

**Date Complaint Filed:** Date the Plaintiff filed the complaint with the court.

**Date Answer Filed:** Date the Defendant filed a response to the complaint with the court.

**Service Date:** Date the court served notice to the defendant.

**Service Type:** Type of service.

**Trial Date:** Date and time the court scheduled the trial.

**Arbitration Date:** Date and time the court scheduled arbitration.

**Discovery Cut-off Date:** Deadline for discovery requests.

**Discovery Reply Date:** Deadline for discovery responses.

**Motion Cut-off Date:** Deadline for filing a motion to reopen discovery.

**Summary Judgment Deadline:** Deadline for filing summary judgment motions.

**Statutory Deadline to Try Case:** Statutory deadline for trying the case.

**Remarks:** Comments regarding the case.

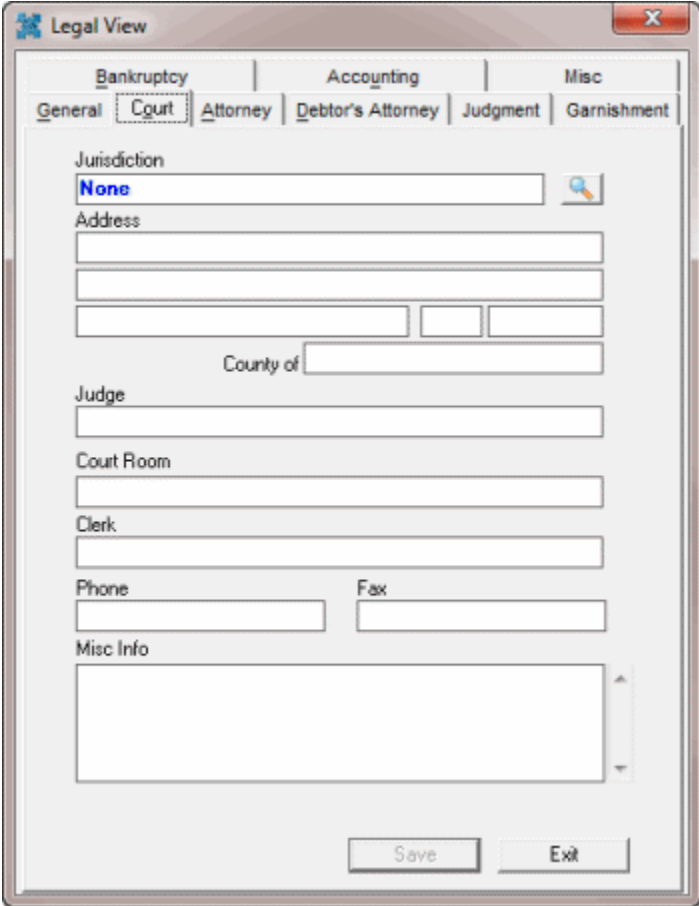
3. Complete the information and then click **Save**.

### Assign a Court

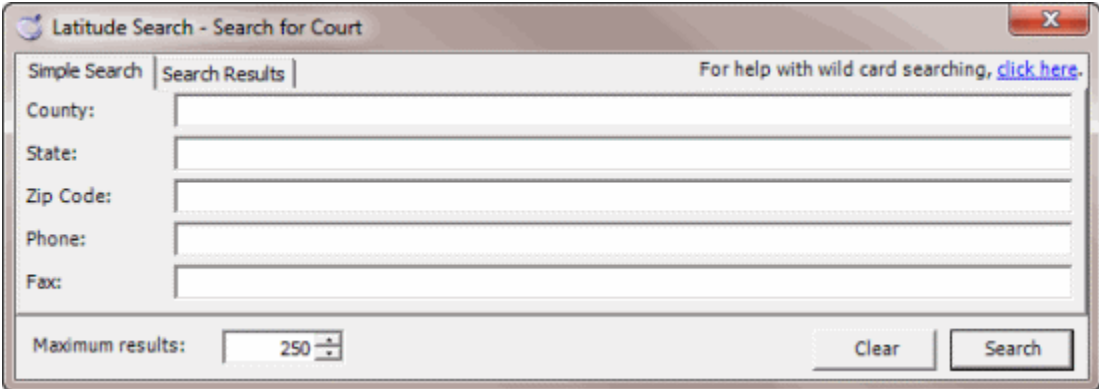
Use the **Court** tab in the **Legal View** dialog box to assign a court to the legal case. Some information on this tab is available for use in merge letters.

#### To assign a court

1. With an account displayed in the **Work Form**, from the **Info** menu, click **Legal Case Info**. The **Legal View** dialog box appears.
2. Click the **Court** tab.



3. Click the Search icon next to the **Jurisdiction** list box. The **Search for Court** dialog box appears.



- 4. Type your search criteria and then click **Search**. The search results appear on the **Search Results** tab.
- 5. Click the jurisdiction and then click **Select**. The **Search for Court** dialog box closes and the system populates the **Court** tab with information for the selected court.
- 6. In the **Judge** box, type the name of the presiding judge.
- 7. In the **Court Room** box, type the court room for the scheduled hearing.
- 8. Click **Save**.

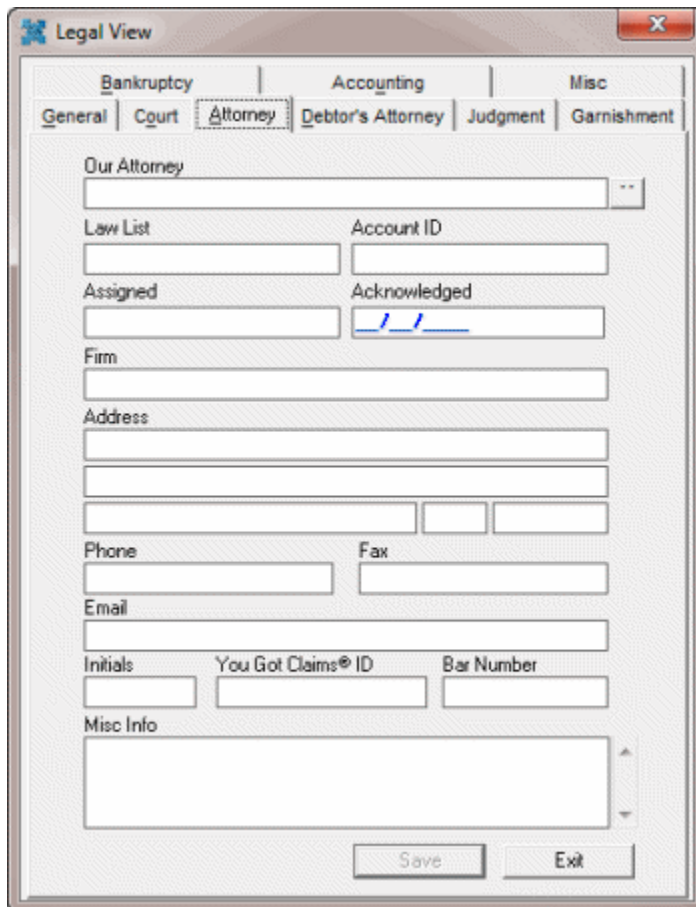
**Note:** To remove the court information and return the case to a non-legal state (no legal restriction indicator), click the red **X** next to the **Jurisdiction** box and then click **Save**.

## Specify Your Agency's Attorney

Use the **Attorney** tab in the **Legal View** dialog box to specify your agency's attorney. Some information on this tab is available for use in merge letters.

### To specify your agency's attorney

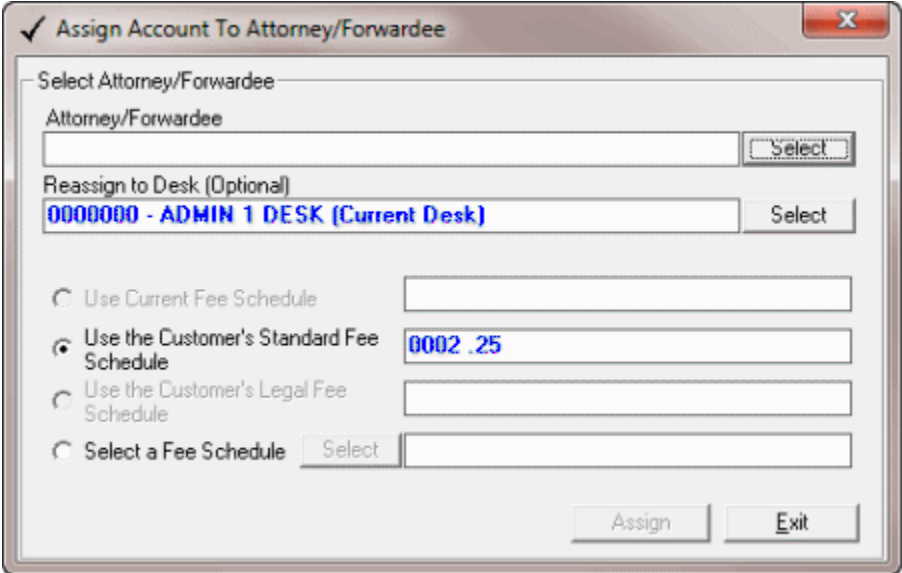
1. With an account displayed in the **Work Form**, from the **Info** menu, click **Legal Case Info**. The **Legal View** dialog box appears.
2. Click the **Attorney** tab.



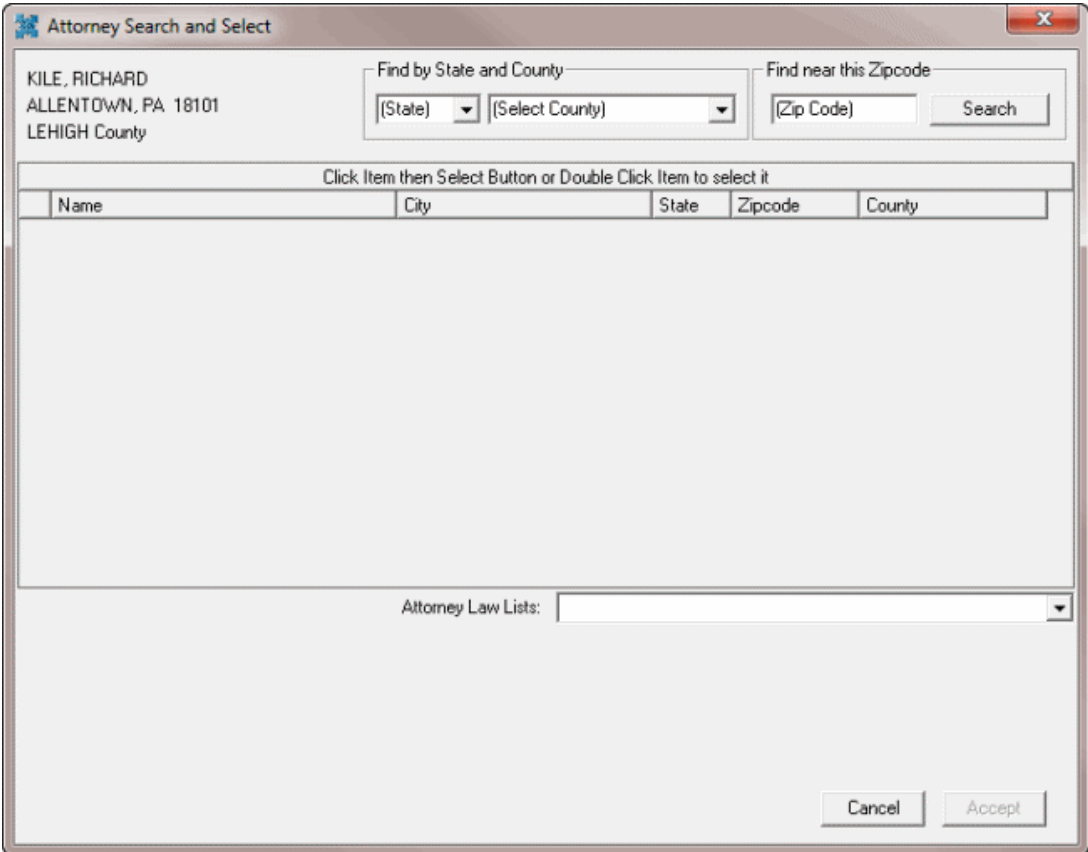
The screenshot shows the 'Legal View' dialog box with the 'Attorney' tab selected. The dialog box has a title bar with a close button (X) and a menu bar with 'Bankruptcy', 'Accounting', and 'Misc'. Below the menu bar are several tabs: 'General', 'Court', 'Attorney' (selected), 'Debtor's Attorney', 'Judgment', and 'Garnishment'. The main area contains the following fields and controls:

- Our Attorney:** A dropdown menu with an ellipsis button (...).
- Law List:** A text input field.
- Account ID:** A text input field.
- Assigned:** A text input field.
- Acknowledged:** A text input field containing the date '1/1/11'.
- Firm:** A text input field.
- Address:** A text input field.
- Phone:** A text input field.
- Fax:** A text input field.
- Email:** A text input field.
- Initials:** A text input field.
- You Got Claims® ID:** A text input field.
- Bar Number:** A text input field.
- Misc Info:** A large text area with a scrollbar.
- Buttons:** 'Save' and 'Exit' buttons at the bottom.

3. To select the attorney, do the following:
  - a. Next to the **Our Attorney** box, click the ellipses (...). The **Assign Account to Attorney/Forwardee** dialog box appears.



b. Next to the **Attorney/Forwarder** box, click **Select**. The **Attorney Search and Select** dialog box appears.



- c. Specify your search criteria and then click **Search**.
- d. In the search results, click the attorney or forwarder.
- e. If the attorney has multiple law lists, in the **Attorney Law Lists** list box, click the law list.

- f. Click **Accept**. The **Attorney Search and Select** dialog box closes.
- g. In the **Assign Account to Attorney/Forwarder** dialog box, click **Assign** and then click **Exit**. The **Assign Account to Attorney/Forwarder** dialog box closes and the **Attorney** tab populates with the selected attorney's information.

**Note:** To generate a placement letter, do the steps to [Generate an Attorney Placement Letter](#). To remove the attorney assignment, do the steps to [Remove an Attorney or Forwarder Assignment](#).

4. Complete any remaining information and then click **Save**.

### Generate an Attorney Placement Letter

Use the **Assign Account to Attorney/Forwarder** dialog box to generate a placement letter to send to the attorney or forwarder. This letter is a standard letter included with Latitude and you cannot modify it. To create a custom attorney letter, use the **Letters** menu in the **Work Form**.

#### To generate an attorney placement letter

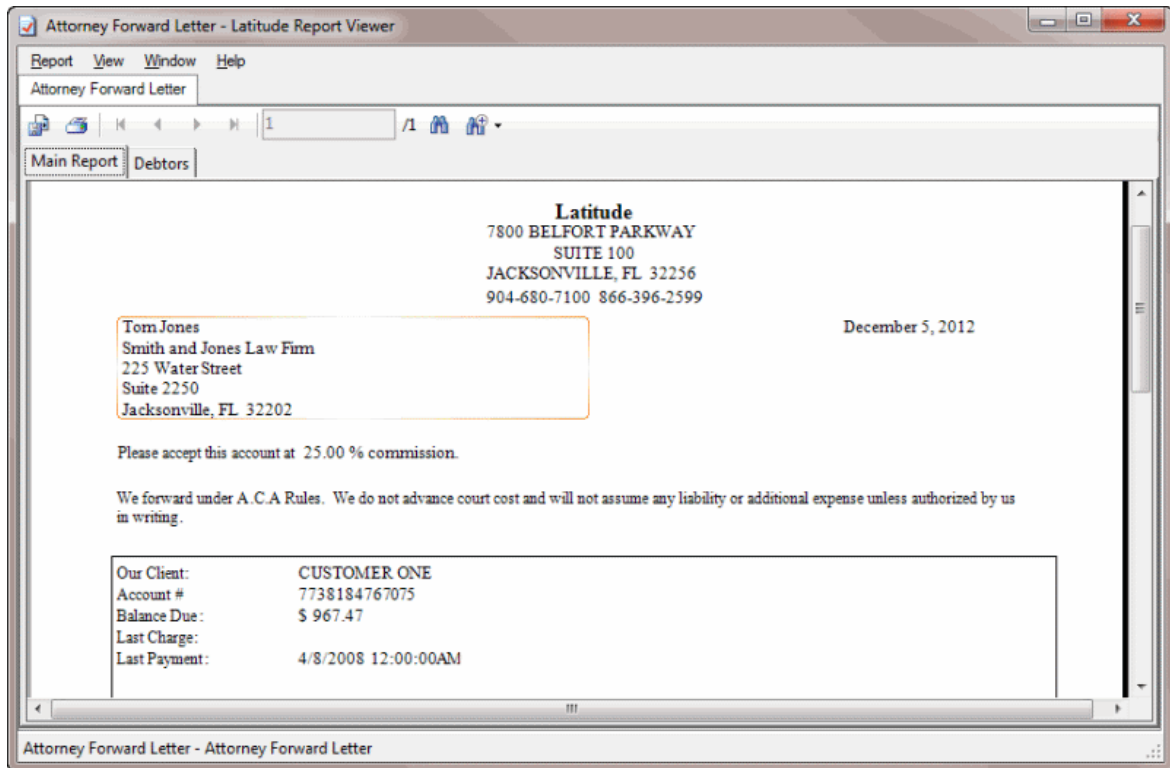
1. With an account displayed in the **Work Form**, do one of the following:
  - From the **Special** menu, click **Assign to an Forwarder/Attorney**.
  - From the **Info** menu, click **Legal Case Info**. In the **Legal View** dialog box, click the **Attorney** tab. Next to the **Our Attorney** box, click the ellipses (...).

The **Assign Account to Attorney/Forwarder** dialog box appears.



2. Click **Generate Placement Letter**. The **Latitude Report Viewer** window appears, with the letter displayed.





3. Click the **Print** icon. The **Print** dialog box appears.
4. Click **Print**.
5. Click the **X** to close the **Latitude Report Viewer** window.
6. In the **Assign Account to Attorney/Forwarder** dialog box, click **Exit**. The system saves the attorney or forwarder information as **L3** extra data and adds a note to the account.

### Remove an Attorney or Forwarder Assignment

Use the **Assign Account to Attorney/Forwarder** dialog box to remove an attorney or forwarder assignment so you can reassign it to another attorney or forwarder, or leave it unassigned.

#### To remove an attorney or forwarder assignment

1. With an account displayed in the **Work Form**, do one of the following:
  - From the **Special** menu, click **Assign to an Forwarder/Attorney**.
  - From the **Info** menu, click **Legal Case Info**. In the **Legal View** dialog box, click the **Attorney** tab. Next to the **Our Attorney** box, click the ellipses (...).

The **Assign Account to Attorney/Forwarder** dialog box appears.



2. Click **Recall**. A confirmation dialog box appears.
3. Click **OK**. The system removes the assignment.

### Specify the Debtor's Attorney

Use the **Debtor's Attorney** tab in the **Legal View** dialog box to specify the debtor's attorney. Some information on this tab is available for use in merge letters.

#### To specify the debtor's attorney

1. With an account displayed in the **Work Form**, from the **Info** menu, click **Legal Case Info**. The **Legal View** dialog box appears.
2. Click the **Debtor's Attorney** tab.

The screenshot shows a window titled "Legal View" with a close button (X) in the top right corner. The window contains several tabs: "Bankruptcy", "Accounting", "Misc", "General", "Court", "Attorney", "Debtor's Attorney" (which is selected and highlighted), "Judgment", and "Garnishment". Below the tabs, the "Attorney Info for Primary Debtor" section is visible. It contains the following fields:

- Attorney Name: A single-line text input field.
- Firm: A single-line text input field.
- Address: Three stacked single-line text input fields.
- Phone: A single-line text input field.
- Fax: A single-line text input field.
- Email: A single-line text input field.
- Misc Info: A large multi-line text area with a vertical scrollbar on the right.

At the bottom of the form, there are three buttons: "Clear", "Save", and "Exit".

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

### Award Judgment on a Case

Use the **Judgment** tab in the **Legal View** dialog box to award judgment on a case. You can only award judgment after you assign a court. Some information on this tab is available for use in merge letters.

#### To award judgment on a case

1. With an account displayed in the **Work Form**, from the **Info** menu, click **Legal Case Info**. The **Legal View** dialog box appears.
2. Click the **Judgment** tab.

The screenshot shows a software window titled "Legal View" with a close button in the top right corner. The window is divided into three main sections: "Bankruptcy", "Accounting", and "Misc". Under "Accounting", there are sub-tabs: "General", "Court", "Attorney", "Debtor's Attorney", "Judgment" (which is selected), and "Garnishment".

Below the tabs, there are several input fields:

- Date of Judgment:
- Date Judgment Recorded:
- Judgment Book:
- Judgment Page:
- Judgment Court:

The "Judgment Awards" section contains a table with three columns: "Principal", "Total Balance", and "Previous Balance".

Principal	Total Balance	Previous Balance
<input type="text"/>	Principal	<input type="text"/>
<input type="text"/>	Interest	<input type="text"/>
<input type="text"/>	Collection Costs	<input type="text"/>
<input type="text"/>	Bad Check Charges	<input type="text"/>
<input type="text"/>	Court Costs	<input type="text"/>
<input type="text"/>	Attorney Fees	<input type="text"/>
<input type="text"/>	Misc	<input type="text"/>
<input type="text"/>	Trans SurChgs	<input type="text"/>

Below the table, there are more input fields:

- Interest From Date:
- Int Rate:
- Accrued Interest:
- Total Due on Judgment:

At the bottom of the window, there are three buttons: "Award Judgment", "Save", and "Exit".

3. Click **Award Judgment**. The **Judgment Award Wizard** appears.

**Judgment Date:** Date the court awarded judgment. Defaults to the current date.

**Recorded Date:** Date the court recorded information about the case. Defaults to the current date.

**Judgment Book:** Book that contains the recording information received from the court.

**Judgment Page:** Page that contains the recording information received from the court.

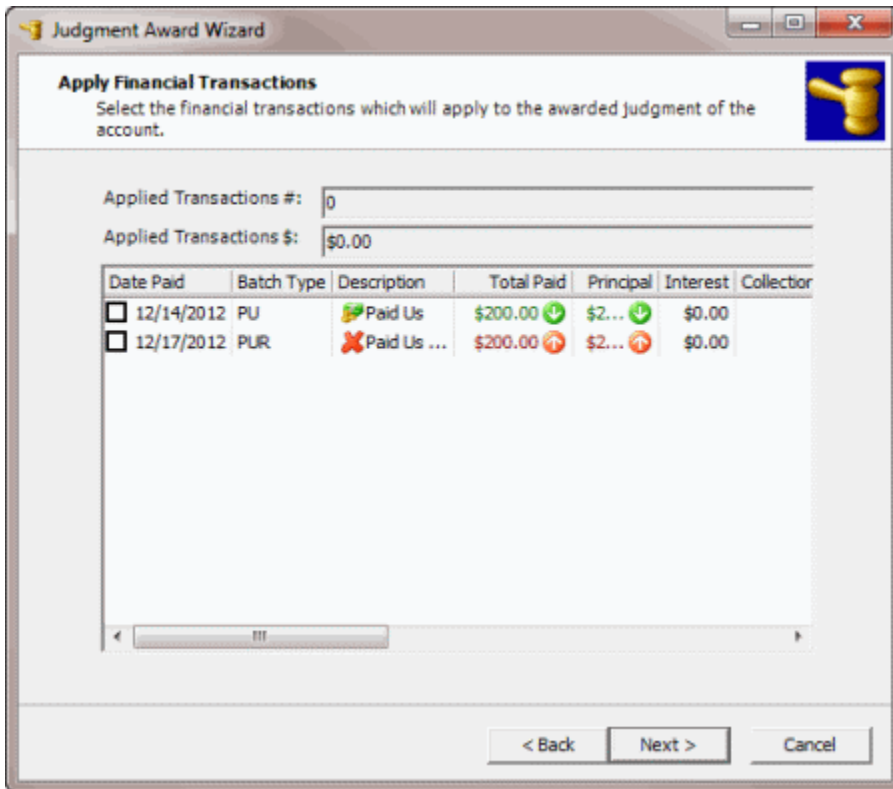
**Judgment Court:** Court that awarded judgment. Defaults to the court selected on the **Court Information** tab.

**Judgment Awards:** The first column reflects the current balance for each money bucket associated to the account. In each box, type the amount the court is awarding or use the arrows to increase or decrease the amounts. The second column reflects the money buckets to apply the judgment awards to. If these buckets are gray, you cannot change them.

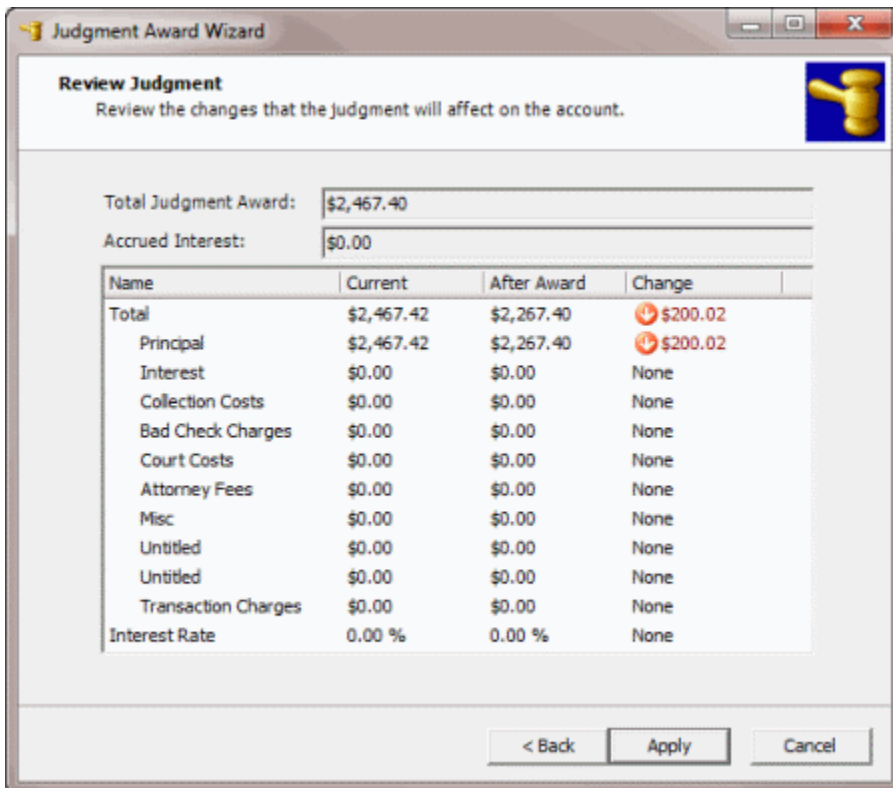
**Judgment Interest Rate:** Interest percent that the system calculated from the specified interest date and applied toward amounts awarded to the principal.

**Interest Date:** Date to use to apply interest at the specified interest rate.

- Complete the information and then click **Next**. If the system applied payments to the account previously, the **Apply Financial Transactions** page appears.



5. Select the payments to apply toward the judgment and then click **Next**. The **Review Judgment** page appears.



- 6. Review the information and then do one of the following:
  - To change the information, click **Back**.
  - To apply the change, click **Apply**. A confirmation dialog box appears. Click **Yes**. The wizard closes and the status on the **General** tab in the **Legal View** dialog box changes to "JDGMT - Judgment."

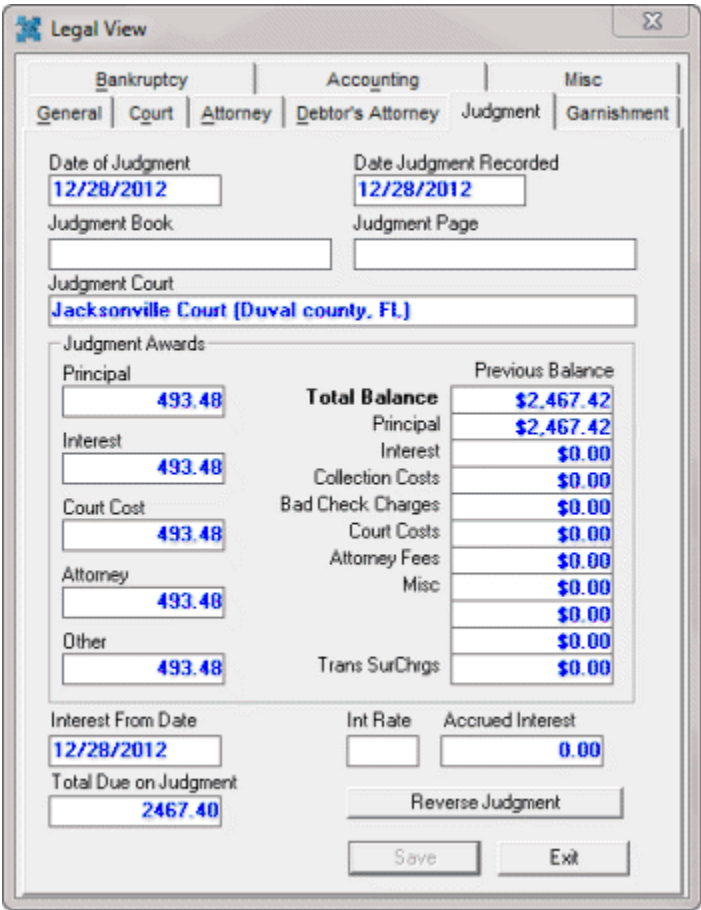
**Note:** In the **Payments** panel in the **Work Form**, the system flags the **Pay Type** as "Legal Judgment."

**Reverse Judgment on a Case**

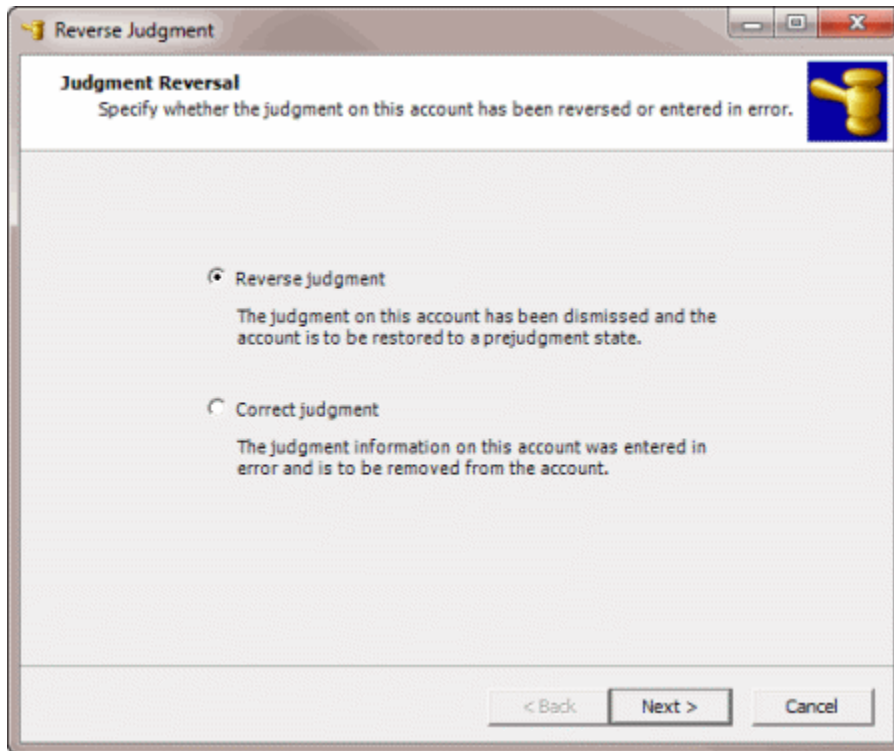
Use the **Judgment** tab in the **Legal View** dialog box to reverse judgment on an appealed case or when the court entered the judgment in error.

**To reverse judgment on a case**

- 1. With an account displayed in the **Work Form**, from the **Info** menu, click **Legal Case Info**. The **Legal View** dialog box appears.
- 2. Click the **Judgment** tab.

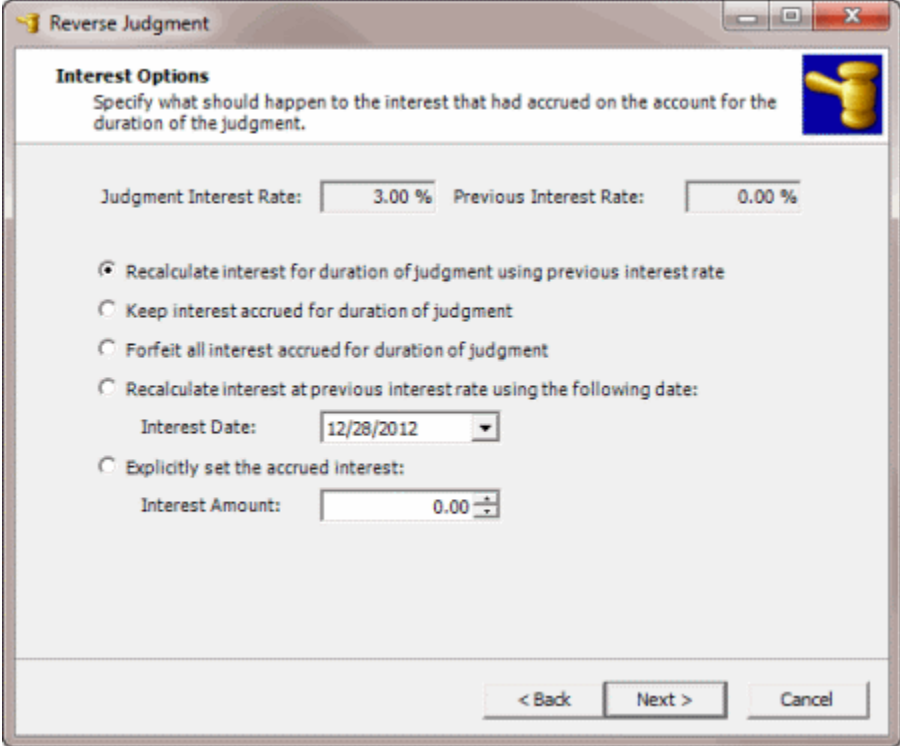


- 3. Click **Reverse Judgment**. The **Reverse Judgment Wizard** appears.

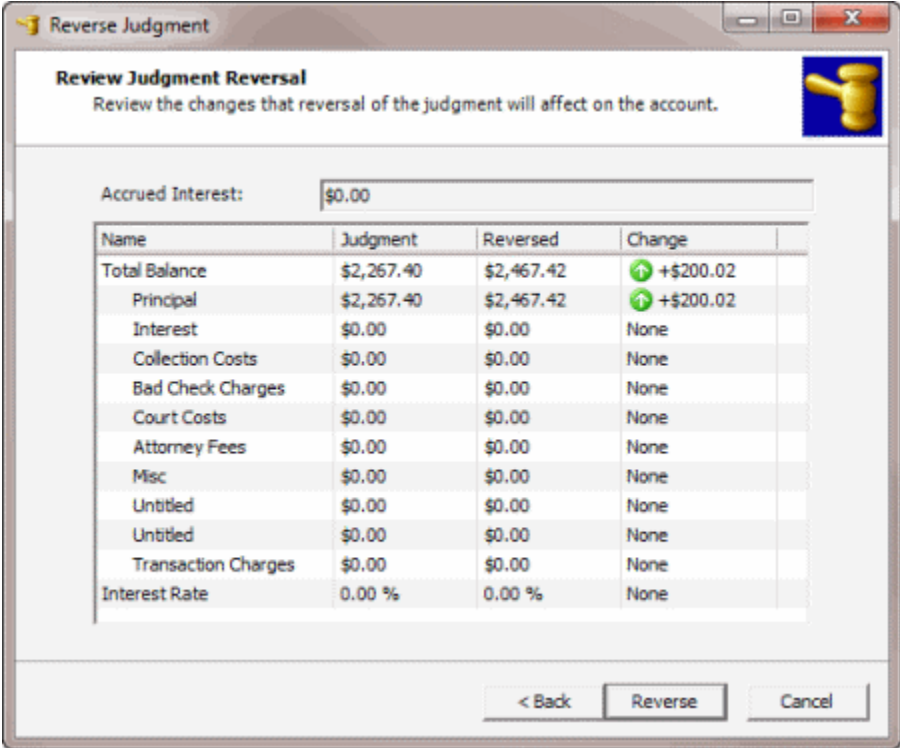


4. Do one of the following:
  - If the court dismissed the judgment, click **Reverse Judgment**.
  - If the court entered the judgment in error, click **Correct Judgment**.
5. Click **Next**. If the court included interest in the judgment, the **Interest Options** page appears.





- 6. Select the option to indicate the interest calculation method to apply. If applicable, specify the interest date or interest amount.
- 7. Click **Next**. The **Review Judgment Reversal** page appears.



- 8. Review the information and then do one of the following:

- To change the information, click **Back**.
- To reverse the judgment, click **Reverse**. A confirmation dialog box appears. Click **Yes**.

## Maintain Garnishment Information

Use the **Garnishment** tab in the **Legal View** dialog box to maintain garnishment information. The system adds a tab to the **Garnishment** tab for each separate garnishment you add. Some information on this tab is available for use in merge letters.

### To maintain garnishment information

1. With an account displayed in the **Work Form**, from the **Info** menu, click **Legal Case Info**. The **Legal View** dialog box appears.
2. Click the **Garnishment** tab.

The screenshot shows the 'Legal View' dialog box with the 'Garnishment' tab selected. The dialog has a title bar with a close button (X) and a menu bar with 'Bankruptcy', 'Accounting', and 'Misc'. Below the menu bar are tabs for 'General', 'Court', 'Attorney', 'Debtor's Attorney', 'Judgment', and 'Garnishment'. The 'Garnishment' tab is active and contains the following fields:

- New Garnishment** section:
  - Garnishment Case Number: [Text Field]
  - Date Filed: [Date Field]
  - Expires: [Date Field]
  - Service Date: [Date Field]
- Garnishee** section:
  - [Table with 3 columns and 4 rows for Garnishee information]
- Contact** section:
  - Contact: [Text Field]
  - Phone/Fax: [Text Field]
  - E-mail: [Text Field]
- Amounts** section:
  - Principal Amount: [Text Field] 0.00
  - Pre Judgment Interest: [Text Field] 0.00
  - Post Judgment Interest: [Text Field] 0.00
  - Costs: [Text Field] 0.00
  - Other Amounts: [Text Field] 0.00
  - Total Amount: [Text Field] 0.00

Buttons: 'Save' (top right), 'Save' (bottom left), and 'Exit' (bottom right).

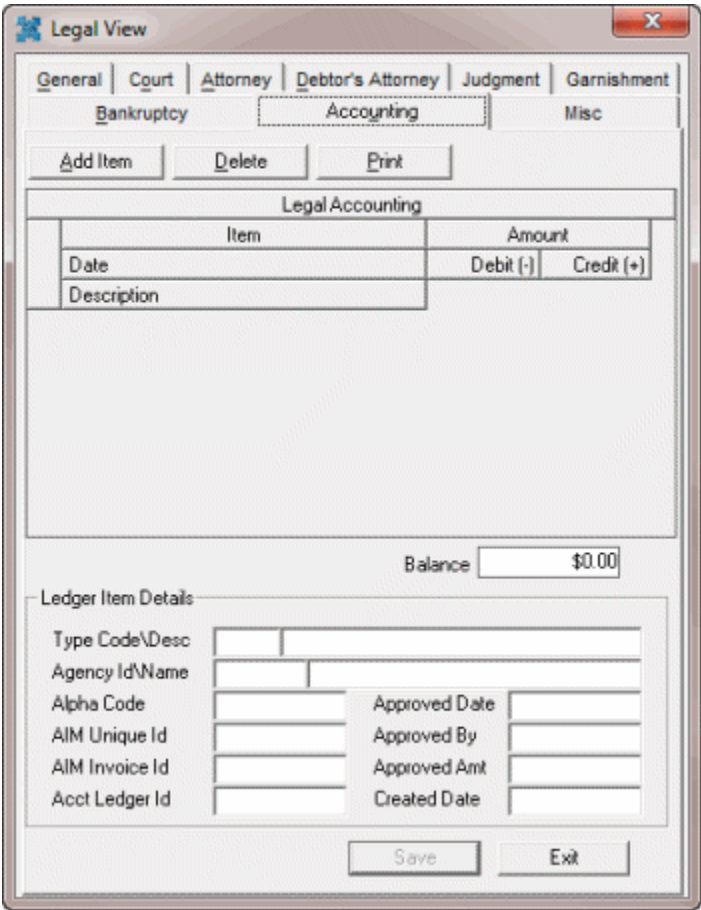
3. Complete the information and then click **Save**. The system saves the garnishment as **Garnishment 1**, for example.

## Maintain Legal Accounting Information

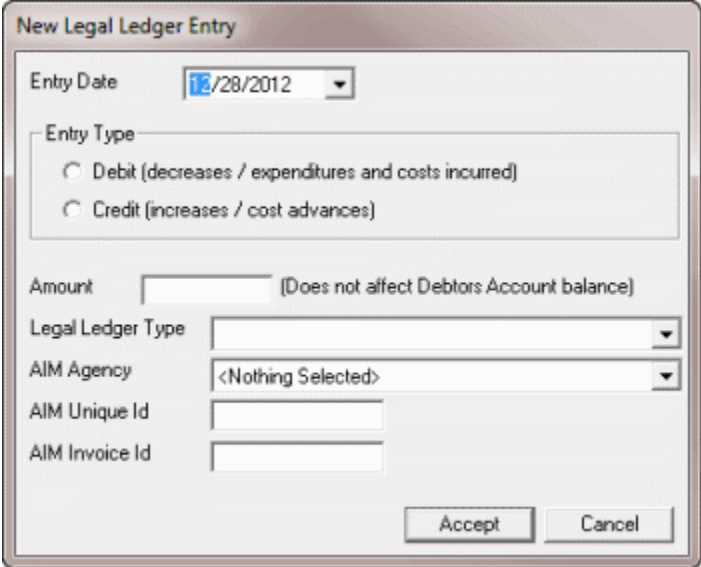
Use the **Accounting** tab in the **Legal View** dialog box to maintain legal accounting information. Some information on this tab is available for use in merge letters.

### To maintain legal accounting information

- 1. With an account displayed in the **Work Form**, from the **Info** menu, click **Legal Case Info**. The **Legal View** dialog box appears.
- 2. Click the **Accounting** tab.



- 3. Click **Add Item**. The **New Legal Ledger Entry** dialog box appears.



**Entry Date:** Date you added the entry to the accounting ledger.

**Entry Type:** Indicates if the ledger entry is a debit or credit.

**Amount:** Dollar amount of the debit or credit. This amount does not affect the debtor's account balance.

**Legal Ledger Type:** Ledger account to which to apply the debit or credit.

**Note:** If your agency uses AIM to forward accounts, complete the remaining boxes.

**AIM Agency:** Name of the outside collection agency or attorney who holds the account.

**AIM Unique ID:** Unique code that identifies the transaction in the outside collection agency's or attorney's system.

**AIM Invoice ID:** Code that identifies the invoice in the outside collection agency's or attorney's system.

4. Complete the information and then click **Accept**. The system closes the **New Legal Ledger Entry** dialog box and adds the information to the **Accounting** tab.

The screenshot shows a window titled "Legal View" with several tabs: "General", "Court", "Attorney", "Debtor's Attorney", "Judgment", "Garnishment", "Bankruptcy", "Accounting", and "Misc". The "Accounting" tab is active. There are buttons for "Add Item", "Delete", and "Print".

Legal Accounting		
Item	Amount	
	Debit (-)	Credit (+)
11/4/2015 FILING FEES EXPENDED	\$100.00	\$0.00
11/4/2015 GARNISHMENT FEES	\$200.00	\$0.00

Balance: (\$300.00)

**Ledger Item Details**

Type Code\Desc	004	GARNISHMENT FEES	
Agency Id\Name	4		
Alpha Code		Approved Date	
AIM Unique Id	1234	Approved By	
AIM Invoice Id	5678	Approved Amt	\$0.00
Acct Ledger Id		Created Date	11/4/2015 1:43

Buttons: Save, Exit

**Item Date:** Date your organization added the ledger item.

**Item Description:** Description of the ledger item.

**Amount Debit:** Amount to debit from the account.

**Amount Credit:** Amount to credit to the account.

**Balance:** Total debit and credit amounts

**Type Code\Desc:** Ledger account to which to apply the debit or credit.

**Agency ID/Name:** Code that identifies the outside collection agency or attorney, and their name.

**Alpha Code:** Code that identifies the account in another system.

**AIM Unique ID:** Unique code that identifies the transaction in the outside collection agency's or attorney's system.

**AIM Invoice ID:** Code that identifies the invoice in the outside collection agency's or attorney's system.

**Acct Ledger ID:** Code that identifies the accounting ledger item in the outside collection agency's or attorney's system. AIM or custom processes provide this value.

**Approved Date:** Date the person approved the ledger item. AIM or custom processes provide this value.

**Approved By:** Person who approved the ledger item. AIM or custom processes provide this value.

**Approved Amount:** Ledger amount that Legal and Accounting approved.

**Created Date:** Date your organization added the ledger item.

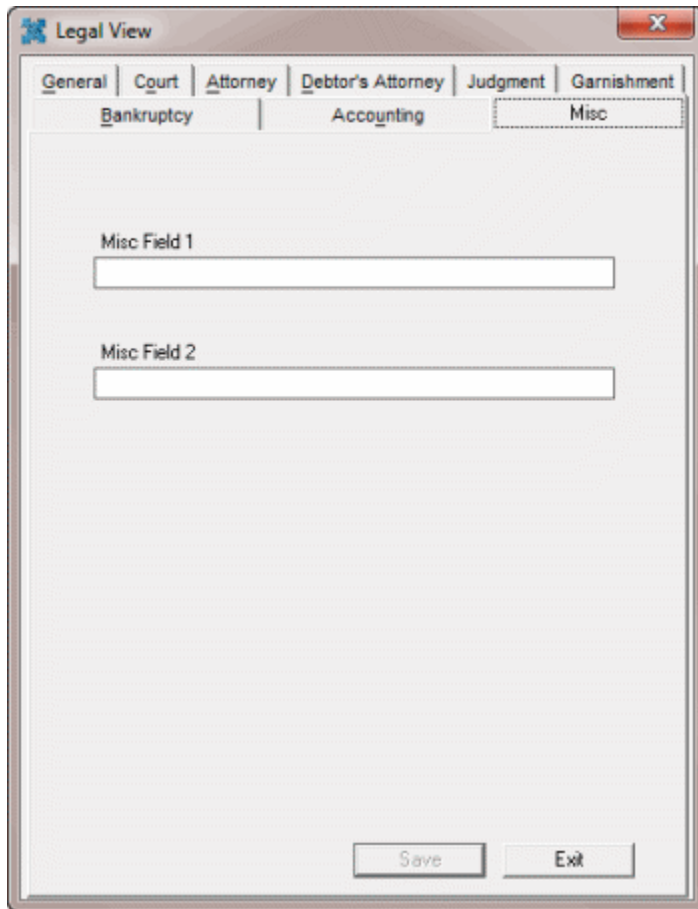
5. To delete a ledger entry, click the entry and then click **Delete**. A confirmation dialog box appears. Click **OK**.
6. To print the ledger entries, click **Print**. The **Print Setup** dialog box appears. Click **OK**.

## Maintain Miscellaneous Legal Information

Use the **Misc** tab in the **Legal View** dialog box to maintain miscellaneous legal information. Some information on this tab is available for use in merge letters.

### To maintain miscellaneous legal information

1. With an account displayed in the **Work Form**, from the **Info** menu, click **Legal Case Info**. The **Legal View** dialog box appears.
2. Click the **Misc** tab.



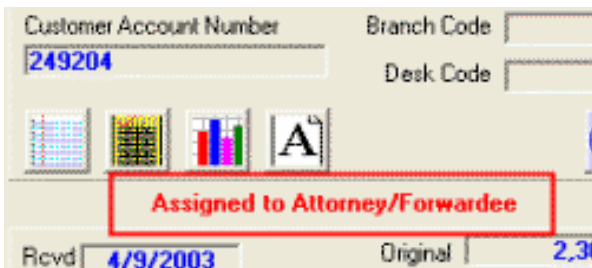
3. Complete the information and then click **Save**.

### Attorney/Forwarder

#### Attorney/Forwarder

Use the **Assign Account to Attorney/Forwarder** dialog box to assign an account to an attorney or forwarder for collection, generate a placement letter to send to the attorney or forwarder, or recall the assignment. When you recall an account assignment, you can reassign the account to another attorney or forwarder or leave it unassigned.

Accounts assigned to an attorney or forwarder display the following message in the **Work Form**:



**Note:** If your agency consistently forwards accounts to outside collection services, look into purchasing **AIM** (Agency Interface Module). AIM allows your agency to batch accounts for

disbursement and includes stair step and other analysis reports indicating outside agency performance. Contact your Latitude by Genesys Sales Representative for further details.

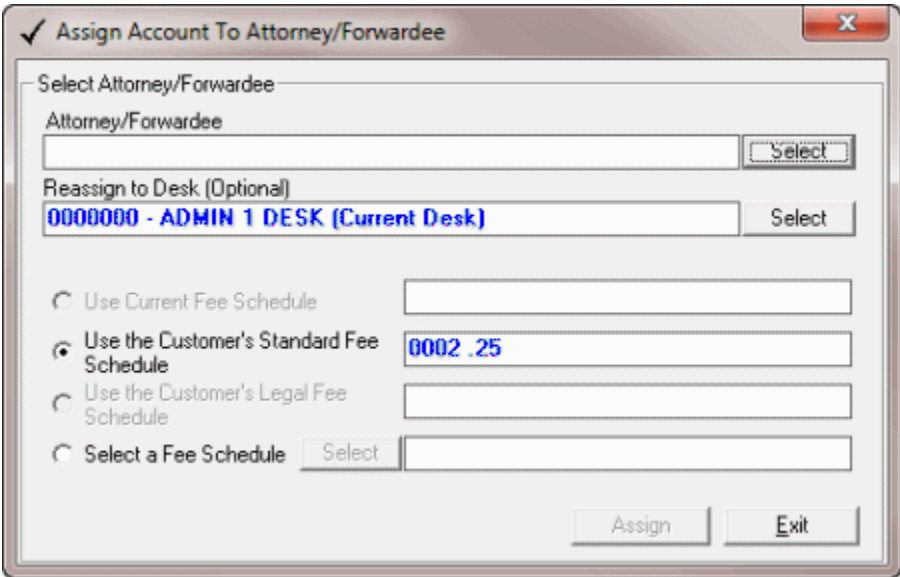
**Assign an Account to an Attorney or Forwarder**

Use the **Assign Account to Attorney/Forwarder** dialog box to assign an account to an attorney or forwarder for debt collection.

**To assign an account to an attorney or forwarder**

1. With an account displayed in the **Work Form**, do one of the following:
  - From the **Special** menu, click **Assign to an Forwarder/Attorney**.
  - From the **Info** menu, click **Legal Case Info**. In the **Legal View** dialog box, click the **Attorney** tab. Next to the **Our Attorney** box, click the ellipses (...).

The **Assign Account to Attorney/Forwarder** dialog box appears.



2. Next to the **Attorney/Forwarder** box, click **Select**. The **Attorney Search and Select** dialog box appears.

KILE, RICHARD  
ALLENTOWN, PA 18101  
LEHIGH County

Find by State and County  
(State) (Select County)

Find near this Zipcode  
(Zip Code) Search

Click Item then Select Button or Double Click Item to select it

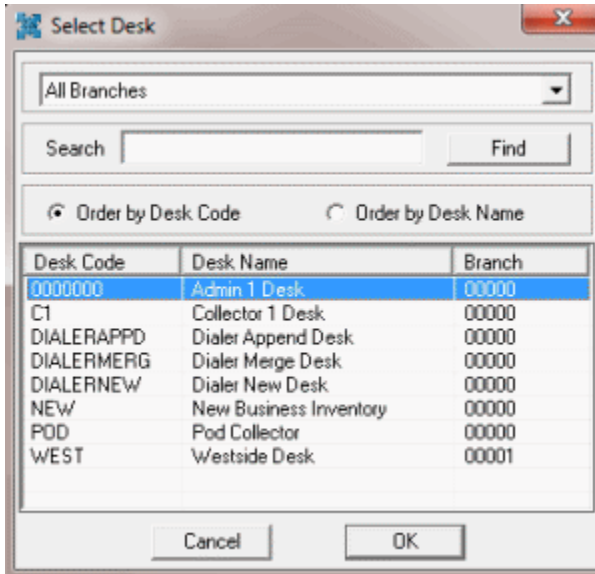
Name	City	State	Zipcode	County
------	------	-------	---------	--------

Attorney Law Lists:

Cancel Accept

3. Specify your search criteria and then click **Search**.
4. In the search results, click the attorney or forwarder.
5. If the attorney has multiple law lists, in the **Attorney Law Lists** list box, click the law list.
6. Click **Accept**. The **Attorney Search and Select** dialog box closes.
7. To assign the account to another desk, next to the **Reassign to Desk** box, click **Select**. The **Select Desk** dialog box appears.





8. Specify your search criteria and then click **Find**.
9. In the search results, click the desk and then click **OK**. The **Select Desk** dialog box closes.
10. Complete the remaining information and then click **Assign**.

### Generate an Attorney Placement Letter

Use the **Assign Account to Attorney/Forwarder** dialog box to generate a placement letter to send to the attorney or forwarder. This letter is a standard letter included with Latitude and you cannot modify it. To create a custom attorney letter, use the **Letters** menu in the **Work Form**.

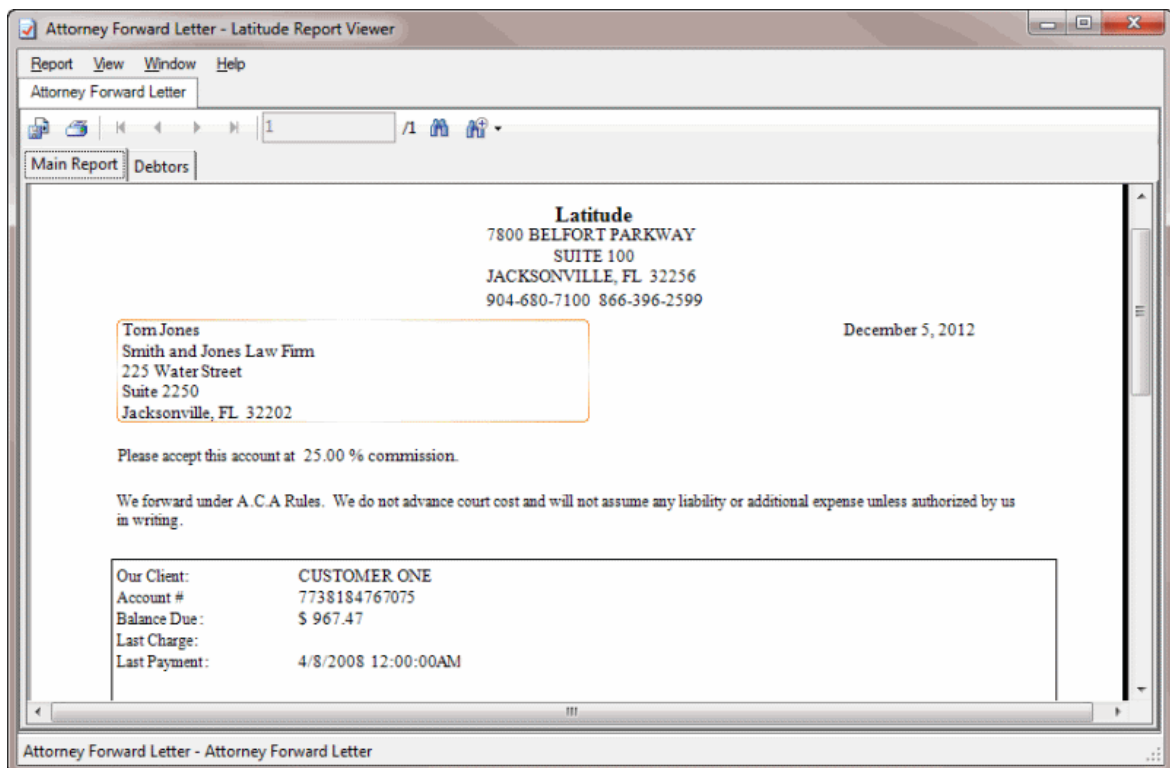
#### To generate an attorney placement letter

1. With an account displayed in the **Work Form**, do one of the following:
  - From the **Special** menu, click **Assign to an Forwarder/Attorney**.
  - From the **Info** menu, click **Legal Case Info**. In the **Legal View** dialog box, click the **Attorney** tab. Next to the **Our Attorney** box, click the ellipses (...).

The **Assign Account to Attorney/Forwarder** dialog box appears.



2. Click **Generate Placement Letter**. The **Latitude Report Viewer** window appears, with the letter displayed.



3. Click the **Print** icon. The **Print** dialog box appears.
4. Click **Print**.
5. Click the **X** to close the **Latitude Report Viewer** window.
6. In the **Assign Account to Attorney/Forwarder** dialog box, click **Exit**. The system saves the attorney or forwarder information as **L3** extra data and adds a note to the account.

## Remove an Attorney or Forwarder Assignment

Use the **Assign Account to Attorney/Forwarder** dialog box to remove an attorney or forwarder assignment so you can reassign it to another attorney or forwarder, or leave it unassigned.

### To remove an attorney or forwarder assignment

1. With an account displayed in the **Work Form**, do one of the following:
  - From the **Special** menu, click **Assign to an Forwarder/Attorney**.
  - From the **Info** menu, click **Legal Case Info**. In the **Legal View** dialog box, click the **Attorney** tab. Next to the **Our Attorney** box, click the ellipses (...).

The **Assign Account to Attorney/Forwarder** dialog box appears.



2. Click **Recall**. A confirmation dialog box appears.
3. Click **OK**. The system removes the assignment.

## Bankruptcy

### Bankruptcy

Use the **Bankruptcy** tab in the **Debtor Details** dialog box or **Legal View** dialog box to view and modify a debtor's bankruptcy information. Latitude recognizes an account is in bankruptcy when you provide the chapter, case number, and date filed.

### Maintain General Bankruptcy Information

Use the **General** tab on the **Bankruptcy** tab in the **Debtor Details** dialog box or **Legal View** dialog box to maintain general bankruptcy information. Some information on the **General** tab is available for use in merge letters.

**Note:** If the account has bankruptcy information, the red Restriction flag appears on the **Work Form**.

### To maintain general bankruptcy information

1. With an account displayed in the **Work Form**, do one of the following:
2. In the **Debtor** section, click **More Info**. In the **Debtor Details** dialog box, click the **Bankruptcy** tab and then click the **General** tab.

The screenshot shows a window titled "Debtor Details" for "1 - ZELLERS Jr, LESLIE E". The "Bankruptcy" tab is selected, and the "General" sub-tab is active. The form contains the following fields:

- Chapter: **None** (dropdown)
- Converted From: **None** (dropdown)
- Case Number: [Empty text box]
- Date Filed: [Date field with slashes]
- Status: [Empty dropdown menu]
- Notice Received: [Date field with slashes]
- Proof of Claim: [Date field with slashes]
- Creditor Meeting: [Date field with slashes]
- Confirm Hearing: [Date field with slashes]
- Discharge Date: [Date field with slashes]
- Dismissal Date: [Date field with slashes]

Buttons at the bottom include "Clear", "Save", "Cancel", and "OK".

3. From the **Info** menu, click **Legal Case Info**. In the **Legal View** dialog box, click the **Bankruptcy** tab and then click the **General** tab.

The screenshot shows a software window titled "Legal View" with a close button (X) in the top right corner. Below the title bar is a series of tabs: "General", "Court", "Attorney", "Debtor's Attorney", "Judgment", "Garnishment", "Bankruptcy", "Accounting", and "Misc". The "Bankruptcy" tab is selected. Underneath, there are sub-tabs: "General", "Court", "Trustee", "Comments", and "Info for Primary Debtor". The "Info for Primary Debtor" sub-tab is active. It contains the following fields:

- Chapter: A dropdown menu with "None" selected.
- Converted From: A dropdown menu with "None" selected.
- Case Number: A text input field.
- Date Filed: A date input field with slashes ( / / ).
- Status: A dropdown menu.
- Notice Received: A date input field with slashes ( / / ).
- Proof of Claim: A date input field with slashes ( / / ).
- Creditor Meeting: A date input field with slashes ( / / ).
- Confirm Hearing: A date input field with slashes ( / / ).
- Discharge Date: A date input field with slashes ( / / ).
- Dismissal Date: A date input field with slashes ( / / ).

At the bottom of the window, there are three buttons: "Clear", "Save", and "Exit".

**Chapter:** Indicates how the debtor filed the bankruptcy. The rest of the information displayed on the **General** tab is based on the bankruptcy chapter selected.

**Note:** The Metro2 code "Z" for non-designated bankruptcy requires you to specify a bankruptcy chapter.

**Converted From:** If the debtor filed the bankruptcy under a different chapter originally, this number is the original chapter number.

**Case Number:** Case number assigned to the bankruptcy.

**Date Filed:** Date the debtor filed the case with the bankruptcy court.

**Status:** Status of the bankruptcy.

**Notice Received:** Date you received a notice that the debtor filed for bankruptcy.

**Proof of Claim:** Date you sent a proof of claim to the court.

**Creditor Meeting:** Date the court set the meeting of creditors on the **Trustee** tab.

**Confirm Hearing:** Date the court set the confirmation hearing.

**Discharge Date:** Date the court discharged the bankruptcy.

**Dismissal Date:** Date the court dismissed the bankruptcy.

**Asset Chap 7:** If selected, indicates that the debt is secured. This check box displays for chapter 7 only.

**Method:** Case discharge method. This list box displays for chapter 7 only. Valid values are:

- **No Intention to Reaffirm:** Debtor/attorney did not file.
- **Reaffirmation:** Debtor reaffirms the debt under new terms. The following boxes appear:

**Reaffirm:** Reaffirmation filing date.

**Reaffirm Amount:** Amount that the debtor reaffirmed to pay.

**Terms:** Agreed upon terms of reaffirmation.

- **Surrender:** Debtor chose to surrender collateral. The following boxes appear:

**Surrender Date:** Item surrender date.

**Surrender Method:** Indicates how the debtor surrendered the item.

**Auction House:** Name of the auction house that auctioned the surrendered item.

**Auction Date:** Date the auction house auctioned the surrendered item.

**Auction Amount:** Amount received for the surrendered item.

**Auction Fee:** Fee for auctioning the surrendered item.

**Amount Applied:** Amount of the auction funds applied to the account.

- **Voluntary Payments:** Debtor chose to pay off the debt voluntarily, possibly under new terms, without officially filing through the court. The following boxes appear:

**Volunteer Date:** Date the debtor decided to pay off the debt.

**Voluntary Amount:** Amount that the debtor volunteered to pay.

**Terms:** Terms of payment.

**Type of Claim:** Indicates whether the debt is secured, unsecured, or split. This list box displays for chapters 11, 12, and 13 only.

**Secured Amount:** Amount of the debt that is secured. This box displays for chapters 11, 12, and 13 only.

**Secured Plan %:** Percentage of the secured amount for which the debtor remains responsible. This box displays for chapters 11, 12, and 13 only.

**Unsecured Amount:** Amount of the debt that is unsecured. This box displays for chapters 11, 12, and 13 only.

**Unsecured Plan %:** Percentage of the unsecured amount for which the debtor remains responsible. This box displays for chapters 11, 12, and 13 only.

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

**Note:** To dismiss a bankruptcy, clear the **Case Number** and **Date Filed** boxes. In the **Status** list box, select **Dismissed**. In the **Dismissal Date** box, type the date the court dismissed the bankruptcy.

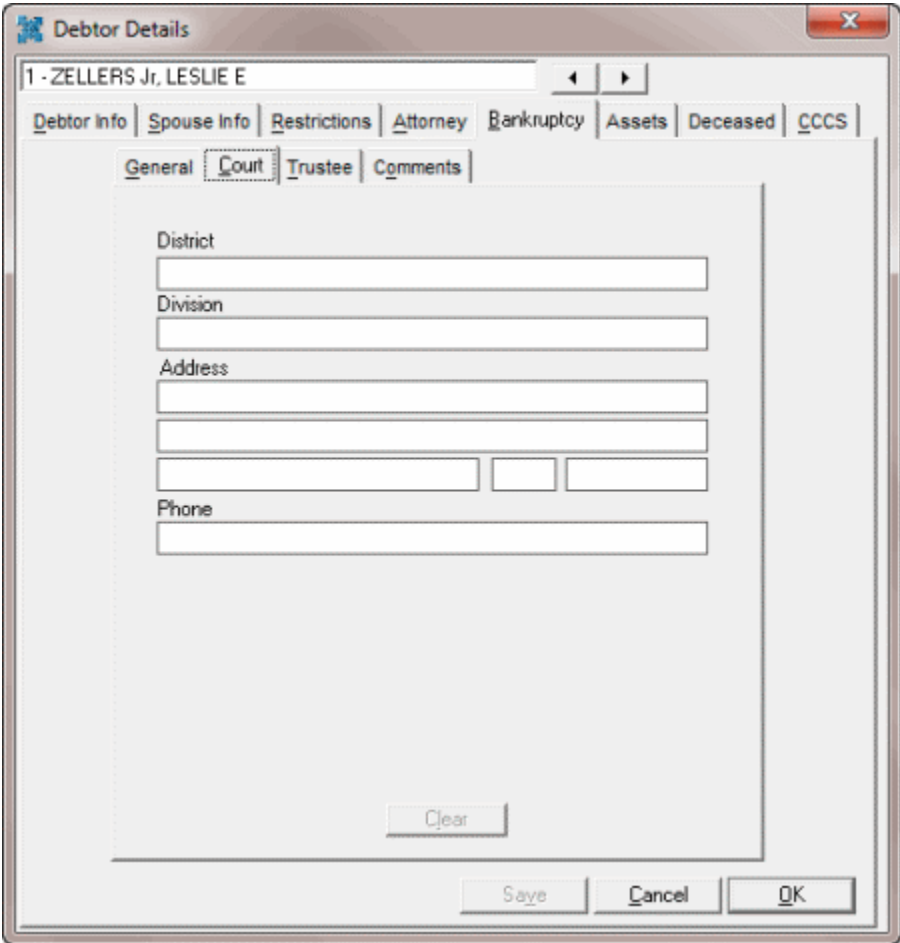
### Maintain Bankruptcy Court Information

Use the **Court** tab on the **Bankruptcy** tab in the **Debtor Details** dialog box or **Legal View** dialog box to maintain bankruptcy court information. Some information on the **Court** tab is available for use in merge letters.

**Note:** If the account has bankruptcy information, the red Restriction flag appears on the **Work Form**.

#### To maintain court information

1. With an account displayed in the **Work Form**, do one of the following:
2. In the **Debtor** section, click **More Info**. In the **Debtor Details** dialog box, click the **Bankruptcy** tab and then click the **Court** tab.



3. From the **Info** menu, click **Legal Case Info**. In the **Legal View** dialog box, click the **Bankruptcy** tab and then click the **Court** tab.

The screenshot shows a window titled "Legal View" with a close button (X) in the top right corner. The window contains several tabs: "General", "Court", "Attorney", "Debtor's Attorney", "Judgment", "Garnishment", "Bankruptcy", "Accounting", and "Misc". The "Court" tab is selected, and within it, the "Info for Primary Debtor" sub-tab is active. The form contains the following fields:

- District: A single-line text input field.
- Division: A single-line text input field.
- Address: Three stacked single-line text input fields.
- Phone: A single-line text input field.

At the bottom of the form area is a "Clear" button. Below the form area are "Save" and "Exit" buttons.

**District:** Court district.

**Division:** Court division.

**Address:** Court address.

**Phone:** Court telephone number.

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

### Maintain Trustee Information

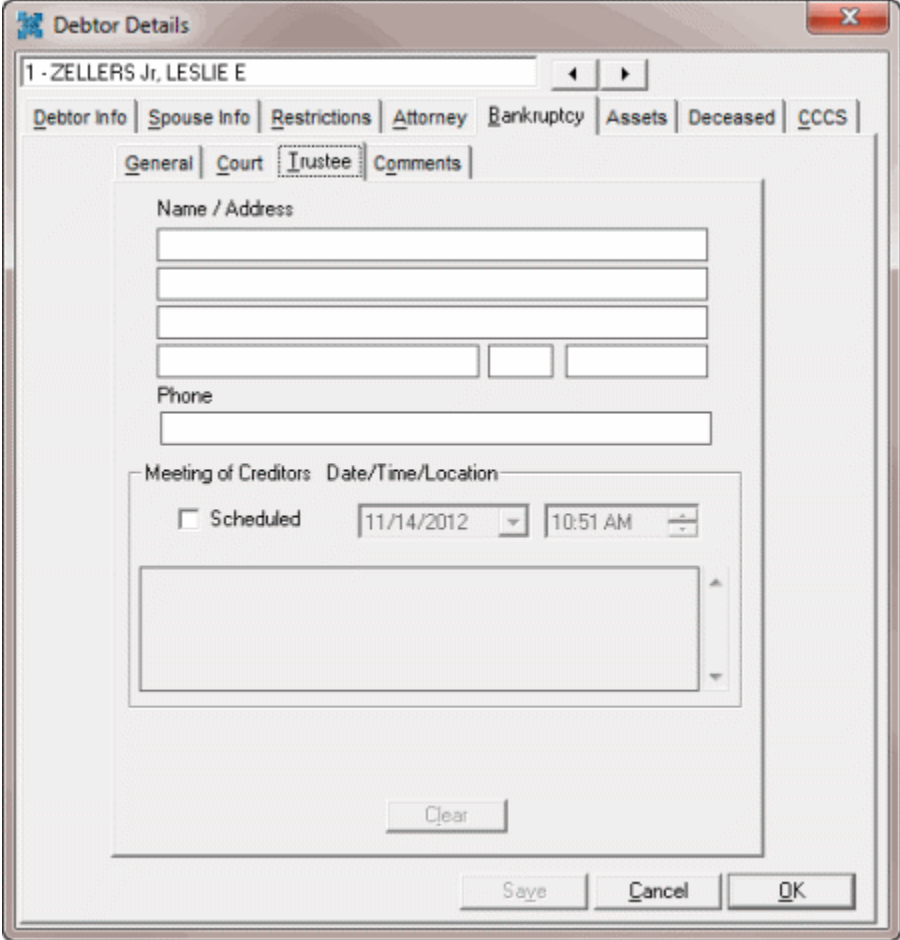
Use the **Trustee** tab on the **Bankruptcy** tab in the **Debtor Details** dialog box or **Legal View** dialog box to maintain trustee information. Some information on the **Trustee** tab is available for use in merge letters.

**Note:** If the account has bankruptcy information, the red Restriction flag appears on the **Work Form**.

#### To maintain trustee information

1. With an account displayed in the **Work Form**, do one of the following:
2. In the **Debtor** section, click **More Info**. In the **Debtor Details** dialog box, click the **Bankruptcy** tab and then click the **Trustee** tab.





- 3. From the **Info** menu, click **Legal Case Info**. In the **Legal View** dialog box, click the **Bankruptcy** tab and then click the **Trustee** tab.

The screenshot shows a window titled "Legal View" with a close button (X) in the top right corner. The window contains several tabs: "General", "Court", "Attorney", "Debtor's Attorney", "Judgment", "Garnishment", "Bankruptcy", "Accounting", and "Misc". The "Trustee" tab is selected and active. Under the "Trustee" tab, there are sub-tabs: "General", "Court", "Trustee", and "Comments". The "Info for Primary Debtor" section is visible, containing the following fields:

- "Name / Address": Three stacked text input fields.
- "Phone": A text input field.
- "Meeting of Creditors Date/Time/Location": A checkbox labeled "Scheduled" (which is unchecked), a date dropdown menu showing "12/28/2012", and a time dropdown menu showing "12:19 PM".
- A large, empty text area for notes or comments.

At the bottom of the dialog box, there are three buttons: "Clear", "Save", and "Exit".

**Name/Address:** Trustee's name and address

**Phone:** Trustee's phone number.

**Scheduled:** If selected, the court scheduled a meeting of creditors.

**Date:** Date of the creditor meeting. When populated, this information appears in the **Creditor Meeting** box on the **General** tab.

**Time:** Time of the creditor meeting.

**Location:** Location of the creditor meeting.

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

### Maintain Bankruptcy Comments

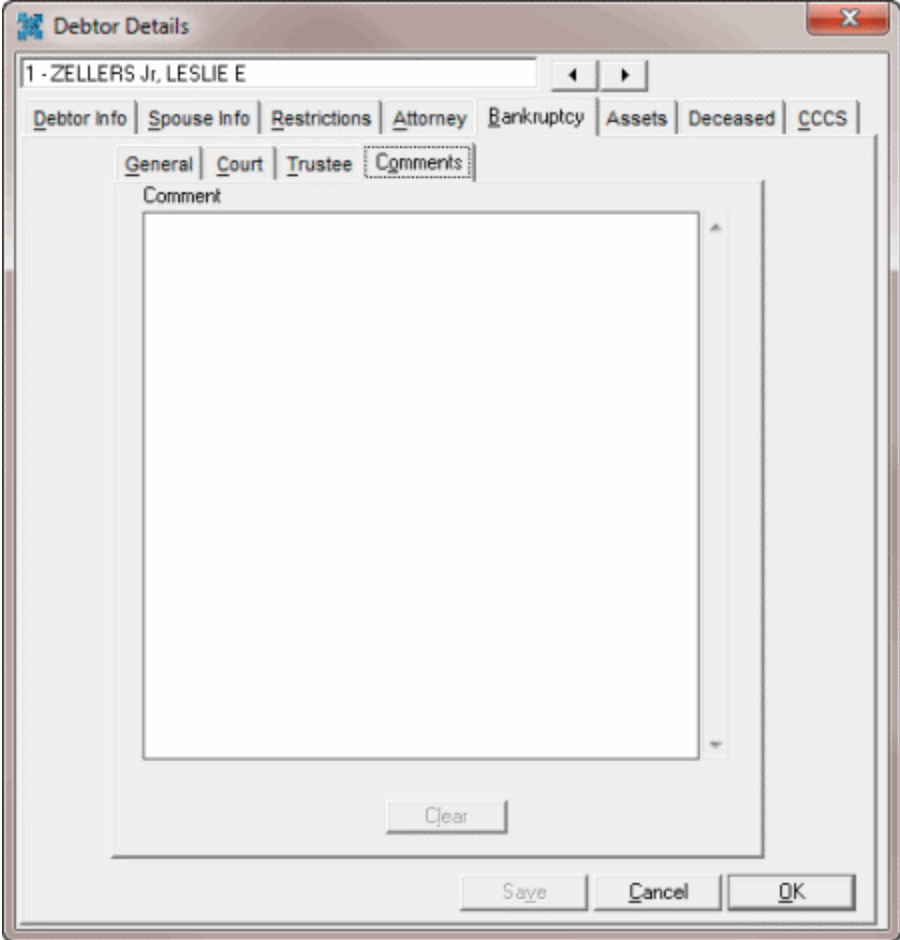
Use the **Comments** tab on the **Bankruptcy** tab in the **Debtor Details** dialog box or **Legal View** dialog box to maintain comments regarding the debtor's bankruptcy.

**Note:** If the account has bankruptcy information, the red Restriction flag appears on the **Work Form**.

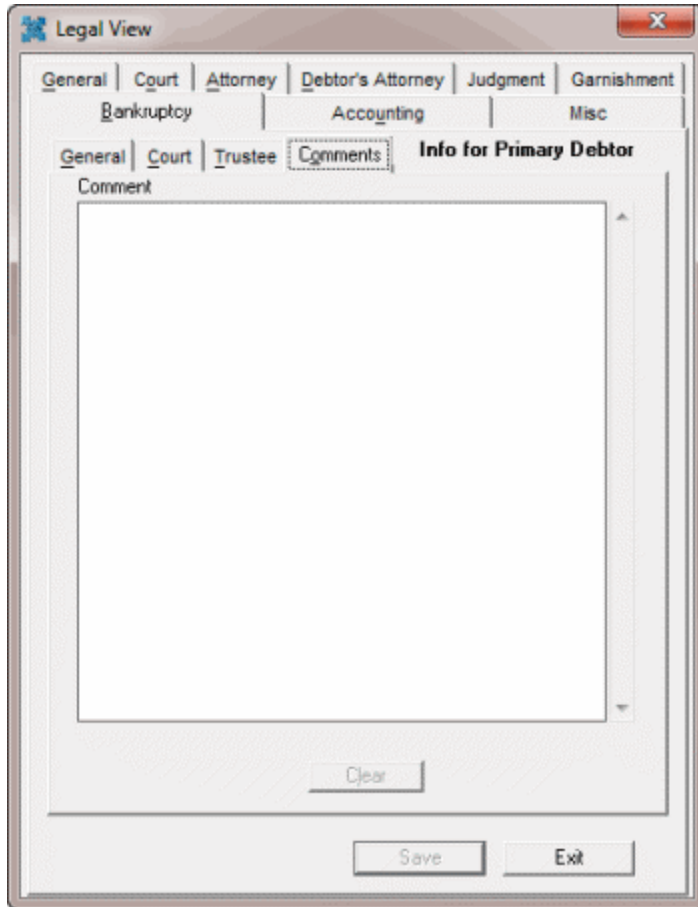
#### To maintain bankruptcy comments

1. With an account displayed in the **Work Form**, do one of the following:

- 2. In the **Debtor** section, click **More Info**. In the **Debtor Details** dialog box, click the **Bankruptcy** tab and then click the **Comments** tab.



- 3. From the **Info** menu, click **Legal Case Info**. In the **Legal View** dialog box, click the **Bankruptcy** tab and then click the **Comments** tab.



4. In the **Comment** box, type a comment and then click **OK**.

## Credit Bureau Reporting

### Credit Bureau Reporting

Use the **CB Detail** panel to view and update credit reporting information for the account displayed in the **Work Form**. To view the panel, your administrator must have selected the panel in the Work Form Panels permission.

### Reporting files

Latitude credit reporting files are in compliance with the Metro2 reporting guidelines.

- Metro2 file is in 426 character format, variable length.
- Responsible parties are in the J2 segments of the Metro2 file.
- Original creditor information is in the K1 segment of the Metro2 file.

### Reporting options

Depending on your system configuration, you can:

- Report principal only, instead of the total account balance.

- Report co-debtors, instead of just the primary debtor on the account.
- Extend the reporting of an account beyond the configured wait days. This feature allows you to suspend reporting while you are in negotiations with a debtor.
- Flag returned accounts for deletion from credit bureau reporting.

### Configure a Responsible Party for Credit Reporting

To include a responsible party in credit bureau reporting, the system requires certain settings.

To configure a responsible party for credit reporting

1. On the **Debtor** or **Co-Debtor** tab in the **Work Form**, ensure that the responsible party to report has the following settings:

**Name** box has a valid last and first name.

**Address1** box has a valid street address.

**C/S/Z** box has a valid city, state, and ZIP Code.

**Responsible** check box is selected.

2. In the **Debtor Details** dialog box, ensure that the responsible party to report has the following settings:

**Relation to Account** list box is set to "Debtor" for the primary responsible party and "Co-debtor" for secondary responsible parties.

**SSN** box has a valid social security number.

**Date of Birth** box has a valid date of birth.

3. On the **Customer Configuration** pane in Credit Bureau Reporting Console, ensure that **Include codebtors** check box is selected.

### View Credit Bureau Reporting Summary

Use the **Summary** tab on the **CB Detail** panel to view credit bureau reporting summary information.

**To view credit bureau reporting summary**

- With an account displayed in the **Work Form**, do one of the following:
  - At the top of the **Panels** section, click the name of the currently displayed panel (for example, **Phones**, **Notes**) and then click **Credit Bureau Reporting**.
  - From the **Info** menu, click **Credit Bureau Reporting**.
  - In the **CB Status** box next to a panel name, double-click the current reporting status.

The **CB Detail** panel appears, with the **Summary** tab selected.

**CB Detail:** CB Status: [Reported, Open Collection... CHANGE PENDING](#)  Show Linked Notes

Summary | Account Info | Audit | Utility |

**Exceptions**

**Account Reporting** Last Evaluated: 6/19/2017 8:57:20 AM

<b>Credit Bureaus</b> Last Reported: 6/19/2017 8:52:37 AM Status: Account assigned to internal or external collections	<b>Next Update</b> Last Updated: 6/19/2017 8:57:20 AM Status: Will Report Account assigned to internal or external collections
--	---

**Debtor Reporting**

Debtor	Credit Bureaus	Next Update	
LEWIS, JOHN	Reported	Will Report	
LEWIS, JESSICA	Reported	Will Report	X

Extend | Report | Prevent | Evaluate

**Note:** Some of the options in this panel allow you to override credit reporting settings manually. Once you select one of these override options, the account no longer follows automatic credit reporting logic and you must change the settings manually.

**CB Status:** Credit Bureau reporting status. If "[Click here to see current cbr status](#)" appears in this box, click the link to view the current status. Once you click the link, the link doesn't appear again until you move to another account in the **Work Form** or close and reopen Latitude.

**CB Detail:** CB Status: [Click here to see current cbr status](#)

Exceptions: Description of exceptions that keep the account or debtor from reporting.

**Account Reporting:**

**Last Evaluated:** Last date and time the system evaluated the account for credit reporting purposes. If the system has never evaluated the account, "Never" appears instead of a date and time.

**Credit Bureaus**

**Last Reported:** Date your organization last reported the account to the credit bureaus.

**Status:** Status of the last report to the credit bureaus.

**Next Update**

**Last Updated:** Date the system or a user last updated credit reporting data for the account. For example, adding or removing exceptions, adding or removing co-debtor reporting, extending the reporting wait days.

**Status:** Status of the next report to the credit bureaus.

**Debtor Reporting:**

**Debtor:** Name of the debtor on the account.

**Credit Bureaus:** Status of the last report to the credit bureaus.

**Next Update:** Status of the next report to the credit bureaus.

**Extend:** Allows you to extend the number of days to delay reporting an account that is in negotiations currently. For more information, see [Delay Reporting an Account to Credit Bureaus](#).

**Report:** Allows you to reset to zero the number of days to wait to report an account. For more information, see [Reset Credit Reporting Wait Days](#).

**Delete:** Allows you to send a delete request for the account because it reported in error, the debtor is a victim of fraud, or the debtor's medical insurance paid the debt. For more information, see [Delete an Account From Credit Reporting](#).

**Evaluate:** Allows you to evaluate the state of an account for credit bureau reporting purposes. For more information, see [Evaluate the State of an Account](#).

### View Credit Bureau Reporting Account Information

Use the **Account Info** tab on the **CB Detail** panel to view pending and historical credit bureau reporting information for an account.

#### To view credit bureau reporting account information

- With an account displayed in the **Work Form**, do one of the following:
  - At the top of the **Panels** section, click the name of the currently displayed panel (for example, **Phones**, **Notes**) and then click **Credit Bureau Reporting**.
  - From the **Info** menu, click **Credit Bureau Reporting**.

The **CB Detail** panel appears, with the **Summary** tab selected.

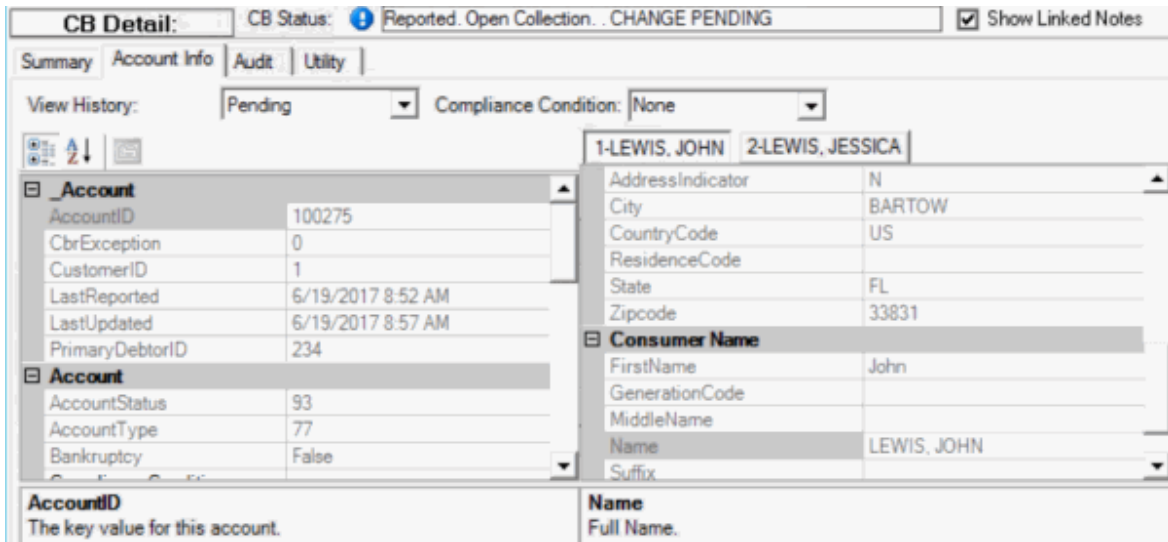
The screenshot shows the 'CB Detail' panel with the following information:

- CB Status:** Reported. Open Collection. CHANGE PENDING
- Summary | Account Info | Audit | Utility** (Account Info is selected)
- Exceptions:** (Empty box)
- Account Reporting** (Last Evaluated: 6/19/2017 8:57:20 AM)
  - Credit Bureaus:**
    - Last Reported: 6/19/2017 8:52:37 AM
    - Status: Account assigned to internal or external collections
  - Next Update:**
    - Last Updated: 6/19/2017 8:57:20 AM
    - Status: Will Report
    - Account assigned to internal or external collections
- Debtor Reporting**

Debtor	Credit Bureaus	Next Update
LEWIS, JOHN	Reported	Will Report
LEWIS, JESSICA	Reported	Will Report

Buttons at the bottom: Extend | Report | Prevent | Evaluate

- Click the **Account Info** tab.



**View History:** Type of credit reporting information to display.

**Compliance Condition:** Code that identifies the compliance condition, such as "account information disputed by consumer under FCRA."

**\_Account:**

**Account ID:** Code that the system assigned to identify the account.

**Cbr Exception:** Number of credit reporting exceptions on the account.

**Customer ID:** Code that identifies the customer on the account.

**Last Reported:** Date the system or a user last reported the account to a credit bureau.

**Last Updated:** Date the system or a user last updated the account.

**Primary Debtor ID:** Code that identifies the primary debtor on the account.

**Account:**

**Account Status:** Reporting status of the account, such as assigned to internal or external collections. For more information, see [CBR Account Status Codes](#).

**Account Type:** Code that identifies the account type, such as collection agency or business credit card. For more information, see [Account Types](#).

**Bankruptcy:** Indicates whether the account is in bankruptcy.

**Compliance Condition:** Code that identifies the compliance condition, such as "account information disputed by consumer under FCRA." For more information, see [Compliance Condition Codes](#).

**Consumer Account Number:** Code that the customer assigned to identify the account.

**Creditor Classification:** Class of business assigned to the account for reporting to credit bureaus. For more information, see [Creditor Classification Code](#).

**Deceased:** Indicates whether the primary debtor is deceased.



**Original Creditor:** Original creditor assigned to the account.

**Payment History Profile:** Payment history codes that identify the monthly payment status for the past 24 months (for example, 30 days late).

**Portfolio Type:** Code that identifies the portfolio to which the account belongs. For more information, see [Portfolio Types](#).

**Special Comment:** Code that identifies a note about the account, such as "debt paid through insurance." For more information, see [Special Comment Codes](#).

**Terms Duration:** Terms for repayment of the account, such as number of months.

#### Dates:

**Billing Date:** Date the customer billed the debtor.

**Closed Date:** Date the system or a user closed the account.

**Delinquency Date:** Date the account became delinquent.

**Last Payment Date:** Date the debtor last paid on the account.

**Open Date:** Date your organization received the account.

**Payment History Date:** Date the system posted the payment history.

#### Money:

**Actual Payment:** Monthly payment amount.

**Amount Past Due:** Amount of the current balance that is past due.

**Charge Off Amount:** Amount of the customer's debt that the client charged off.

**Credit Limit:** Maximum credit amount granted to the customer.

**Current Balance:** Current balance on the account.

**Original Loan:** Original loan amount.

**[Debtor] tab:** Name of the debtor or co-debtor on the account. Information for each person displays on a separate tab.

#### \_Debtor:

**Account ID:** Code that the system assigned to identify the account.

**Cbr Exceptions:** Number of credit reporting exceptions for the debtor or co-debtor.

**Debtor ID:** Code that identifies the debtor or co-debtor on the account.

**Debtor Seq:** Code that identifies whether the person is the primary debtor or co-debtor on the account. The primary debtor is code 0 (zero) and codes 1 (one) and greater indicate co-debtors.

**Last Updated:** Date of the last update on the account.

#### Consumer:

**Bankruptcy Status:** Code that identifies the status of the bankruptcy. For more information, see [Consumer Information Indicator \(Bankruptcy\) Codes](#).

**DOB:** Debtor's or co-debtor's date of birth.

**ECOA Code:** Equal Credit Opportunity Act code that identifies who is responsible for repayment of the debt, such as individual or joint. For more information, see [ECOA Codes](#).

**Information Indicator:** Credit bureau consumer information indicator, such as reaffirmation of debt or petition for Chapter 7 bankruptcy.

**IsDeceased:** Indicates whether the debtor or co-debtor is deceased.

**Phone:** Debtor's or co-debtor's phone number.

**SSN:** Debtor's or co-debtor's social security number.

**Transaction Type:** Code that identifies the type of account transaction, along with a description. For more information, see [Transaction Types](#).

**Consumer Address:**

**Address 1:** Debtor's or co-debtor's address line 1.

**Address 2:** Debtor's or co-debtor's address line 2.

**Address Indicator:** Type of address, such as home, business, or military. For more information, see [Address Indicator](#).

**City:** Debtor's or co-debtor's city of residence.

**Country Code:** Debtor's or co-debtor's country of residence.

**Residence Code:** Residence status, such as owns or rents. For more information, see [Residence Codes](#).

**State:** Debtor's or co-debtor's state of residence.

**ZIP Code:** Debtor's or co-debtor's postal code.

**Consumer Name:**

**First Name:** Debtor's or co-debtor's first name.

**Generation Code:** Code that identifies the debtor's or co-debtor's generation (for example, III or IV).

**Middle Name:** Debtor's or co-debtor's middle name.

**Name:** Debtor's or co-debtor's full name.

**Suffix:** Debtor's or co-debtor's name suffix.

**Surname:** Debtor's or co-debtor's last name.

**Account ID:** Code that the system assigned to identify the account.

**Name:** Full name of the debtor or co-debtor

3. To view pending or historical reporting information, in the **View History** list box, do one of the following:
  - To view information for an account that is pending reporting, click **Pending**.
  - To view historical reporting information, click the date that the account reported.

The system displays information based on your selection.

4. To change the compliance condition for a pending record, in the **Compliance Condition** list box, click the condition. This list box is not available when viewing historical records.
5. To change how the system displays the information, do one of the following:
  - To view information categorically, click the Categorized icon.
  - To view information alphabetically, click the Alphabetical icon.

**Note:** The example shows the information displayed categorically.

6. To view information for a co-debtor on the account, click the tab labeled with the co-debtor's name.

### Delay Reporting an Account to Credit Bureaus

Use the **Extend Days** dialog box to extend the number of days to delay reporting an account to credit bureaus. This option is available when reporting an account for the first time only.

#### To delay reporting an account to credit bureaus

1. With an account displayed in the **Work Form**, do one of the following:
  - At the top of the **Panels** section, click the name of the currently displayed panel (for example, **Phones**, **Notes**) and then click **Credit Bureau Reporting**.
  - From the **Info** menu, click **Credit Bureau Reporting**.

The **CB Detail** panel appears, with the **Summary** tab selected.

CB Detail: CB Status: ! Not Reported  Show Linked Notes

Summary | Account Info | Audit | Utility

**Exceptions**

**Account Reporting** Last Evaluated: *Not Evaluated*

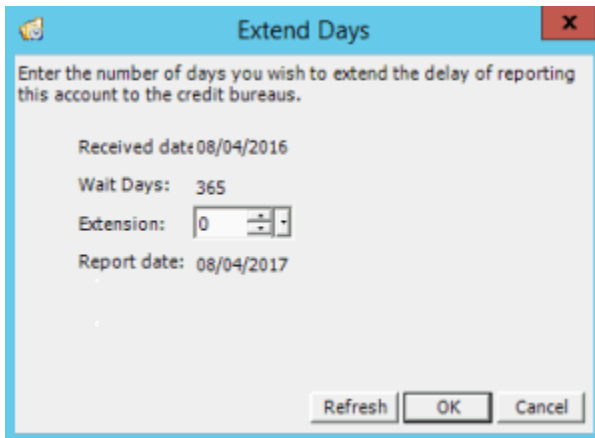
Credit Bureaus	Next Update
Last Reported: <b>Not Reported</b>	Last Updated: <b>Not Updated</b>
Status:	Status: Will Report

**Debtor Reporting**

Debtor	Credit Bureaus	Next Update
KAREN JOHNSON	Not Reported	Will Not Report

Extend | Report | Prevent | Evaluate

- Click **Extend**. The **Extend Days** dialog box appears.



- In the **Extension** box, specify the number of days to delay reporting and then click **OK**.

### Reset Credit Reporting Wait Days

Use the **Summary** tab on the **CB Detail** panel to reset to zero the number of days to wait to report an account. You can only reset the wait days for new accounts not yet reported and that have the **Wait Days** set to a number greater than zero in CBR Console. Otherwise, the system uses the number of wait days set in CBR Console and you cannot override them. You must have the Alter CBR Permission.

#### To reset credit reporting wait days

- With an account displayed in the **Work Form**, do one of the following:
  - At the top of the **Panels** section, click the name of the currently displayed panel (for example, **Phones**, **Notes**) and then click **Credit Bureau Reporting**.
  - From the **Info** menu, click **Credit Bureau Reporting**.

The **CB Detail** panel appears, with the **Summary** tab selected.

<b>CB Detail:</b>		CB Status: <span style="color: blue;">!</span> Not Reported. Will Evaluate on 07/01/2017	<input checked="" type="checkbox"/> Show Linked Notes
Summary   Account Info   Audit   Utility			
<b>Exceptions</b>			
KAREN JOHNSON		ReportDateNotMet	
<b>Account Reporting</b> Last Evaluated: 6/19/2017 1:24:45 PM			
Credit Bureaus		Next Update	
Last Reported: <b>Not Reported</b>		Last Updated: <b>Not Updated</b>	
Status:		Status: Will Not Report	
<b>Debtor Reporting</b>			
Debtor	Credit Bureaus	Next Update	
KAREN JOHNSON	Not Reported	Will Not Report	
Extend		Report	Prevent
			Evaluate

- Click **Report**. The system sets the number of wait days to zero.

## Evaluate an Account for Credit Reporting

Use the **Summary** tab on the **CB Detail** panel to evaluate the state of an account for credit bureau reporting purposes. This process evaluates the account for actions such as a user included a responsible party in reporting or flagged a responsible party as deceased.

### To evaluate an account for credit reporting

- With an account displayed in the **Work Form**, do one of the following:
  - At the top of the **Panels** section, click the name of the currently displayed panel (for example, **Phones, Notes**) and then click **Credit Bureau Reporting**.
  - From the **Info** menu, click **Credit Bureau Reporting**.

The **CB Detail** panel appears, with the **Summary** tab selected.

The screenshot shows the 'CB Detail' panel with the 'Summary' tab selected. The 'CB Status' is 'Reported: Open Collection... CHANGE PENDING'. Below the status bar are tabs for 'Summary', 'Account Info', 'Audit', and 'Utility'. The 'Exceptions' section is empty. The 'Account Reporting' section shows 'Last Evaluated: 6/19/2017 8:57:20 AM'. It contains two sub-sections: 'Credit Bureaus' with 'Last Reported: 6/19/2017 8:52:37 AM' and 'Status: Account assigned to internal or external collections'; and 'Next Update' with 'Last Updated: 6/19/2017 8:57:20 AM' and 'Status: Will Report Account assigned to internal or external collections'. The 'Debtor Reporting' section contains a table with columns 'Debtor', 'Credit Bureaus', and 'Next Update'. The table has two rows: 'LEWIS, JOHN' (Reported, Will Report) and 'LEWIS, JESSICA' (Reported, Will Report). At the bottom are buttons for 'Extend', 'Report', 'Prevent', and 'Evaluate'.

Debtor	Credit Bureaus	Next Update
LEWIS, JOHN	Reported	Will Report
LEWIS, JESSICA	Reported	Will Report

- Click **Evaluate**. The system evaluates the account and updates the account information accordingly.

## Remove a Co-debtor From Credit Reporting

Use the **Credit Bureau Reporting - Account Summary** window to remove a co-debtor from credit reporting.

### To remove a co-debtor from credit reporting

- With an account displayed in the **Work Form**, do one of the following:
  - At the top of the **Panels** section, click the name of the currently displayed panel (for example, **Phones, Notes**) and then click **Credit Bureau Reporting**.
  - From the **Info** menu, click **Credit Bureau Reporting**.

The **CB Detail** panel appears.

**CB Detail:** CB Status: ! Reported, Open Collection... CHANGE PENDING  Show Linked Notes

Summary | Account Info | Audit | Utility |

**Exceptions**

**Account Reporting** Last Evaluated: 6/19/2017 8:57:20 AM

Credit Bureaus Last Reported: <b>6/19/2017 8:52:37 AM</b> Status: Account assigned to internal or external collections	Next Update Last Updated: <b>6/19/2017 8:57:20 AM</b> Status: Will Report Account assigned to internal or external collections
--	---

**Debtor Reporting**

Debtor	Credit Bureaus	Next Update	
LEWIS, JOHN	Reported	Will Report	
LEWIS, JESSICA	Reported	Will Report	✗

2. Click the Delete icon in the last column of the data grid for the co-debtor to remove. A confirmation dialog box appears.
3. Click **Yes**. The system removes the co-debtor from credit reporting but not from the account.

**CB Detail:** CB Status: ! Reported, Open Collection... CHANGE PENDING  Show Linked Notes

Summary | Account Info | Audit | Utility |

**Exceptions**

**Account Reporting** Last Evaluated: 6/19/2017 9:06:42 AM

Credit Bureaus Last Reported: <b>6/19/2017 8:52:37 AM</b> Status: Account assigned to internal or external collections	Next Update Last Updated: <b>6/19/2017 8:57:20 AM</b> Status: Will Report Account assigned to internal or external collections
--	---

**Debtor Reporting**

Debtor	Credit Bureaus	Next Update	
LEWIS, JOHN	Reported	Will Report	
LEWIS, JESSICA	Reported	Will Report	↻

### Restore Credit Reporting for a Co-debtor

Use the **Credit Bureau Reporting - Account Summary** window to restore credit reporting for a co-debtor.

#### To restore credit reporting for a co-debtor

1. With an account displayed in the **Work Form**, do one of the following:
  - At the top of the **Panels** section, click the name of the currently displayed panel (for example, **Phones, Notes**) and then click **Credit Bureau Reporting**.

- From the **Info** menu, click **Credit Bureau Reporting**.

The **CB Detail** panel appears.

The screenshot shows the 'CB Detail' panel with the following sections:

- Summary** | Account Info | Audit | Utility
- Exceptions**: Empty box.
- Account Reporting** (Last Evaluated: 6/19/2017 9:06:42 AM)
  - Credit Bureaus**: Last Reported: 6/19/2017 8:52:37 AM, Status: Account assigned to internal or external collections.
  - Next Update**: Last Updated: 6/19/2017 8:57:20 AM, Status: Will Report, Account assigned to internal or external collections.
- Debtor Reporting** table:
 

Debtor	Credit Bureaus	Next Update	
LEWIS, JOHN	Reported	Will Report	
LEWIS, JESSICA	Reported	Will Report	⌂

Buttons at the bottom: Extend, Report, Delete, Evaluate.

- Click the Restore icon in the last column of the data grid for the co-debtor to restore. A confirmation dialog box appears.
- Click **Yes**. The system restores credit reporting for the co-debtor.

The screenshot shows the 'CB Detail' panel after the restoration process. The 'Debtor Reporting' table now includes a red 'X' icon in the last column for the co-debtor:

Debtor	Credit Bureaus	Next Update	
LEWIS, JOHN	Reported	Will Report	
LEWIS, JESSICA	Reported	Will Report	✗

Buttons at the bottom: Extend, Report, Prevent, Evaluate.

### Delete an Account From Credit Reporting

Use the **Summary** tab on the **CB Detail** panel to send a delete request to the credit bureaus for an account that reported previously. If an account has reporting exceptions, you cannot delete it from reporting until you clear the exceptions. You must have the CBR Delete Button permission.

You can delete an account from credit reporting for the following reasons:

- Account reported in error.
- Agency closed and returned the account to the creditor.
- Debt buyer forwarded or sold the account.
- Account reported as disputed and your agency couldn't verify the dispute before the FCRA 30-day window.
- Account is medical and Insurance is paying or paid the debt in full.
- Debtor is deceased and no other party on the account is responsible for the account.
- Responsible party has a discharged bankruptcy Chapter 7 or is in a Chapter 13 repayment plan currently.
- Debtor is a victim of fraud.

**Note:** To maintain the integrity of credit information, don't request a subsequent deletion of account history unless reporting an actual error. Report paid derogatory accounts, such as collections, as paid; don't delete them.

**To delete an account from credit reporting**

1. With an account displayed in the **Work Form**, do one of the following:
  - At the top of the **Panels** section, click the name of the currently displayed panel (for example, **Phones**, **Notes**) and then click **Credit Bureau Reporting**.
  - From the **Info** menu, click **Credit Bureau Reporting**.

The **CB Detail** panel appears, with the **Summary** tab selected.

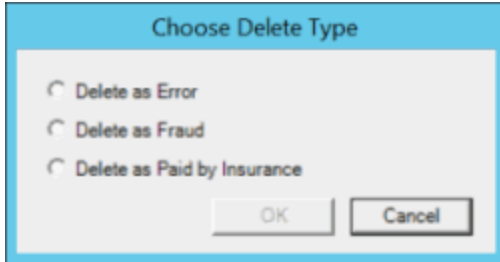
The screenshot shows the 'CB Detail' panel with the following details:

- CB Status:** Reported, Open Collection. (with a blue information icon)
- Show Linked Notes
- Tabs: Summary | Account Info | Audit | Utility
- Exceptions:** (Empty box)
- Account Reporting:** Last Evaluated: 6/19/2017 7:59:41 AM
  - Credit Bureaus:** Last Reported: 6/19/2017 8:00:07 AM; Status: Account assigned to internal or external collections
  - Next Update:** Last Updated: 6/19/2017 7:59:41 AM; Status: Will Report; Account assigned to internal or external collections
- Debtor Reporting:**

Debtor	Credit Bureaus	Next Update
KAREN JOHNSON	Reported	Will Report
- Buttons: Extend | Report | Delete | Evaluate

2. Click **Delete**. The **Choose Delete Type** dialog box appears.





**Delete as Error:** Deletes the account from credit reporting. When you select this option, the system displays the message, "Account Deleted" in the **Next Update** section.

**Delete as Fraud:** Deletes the account from credit reporting because the responsible party is a victim of fraud. When you select this option, the system displays the message, "Deleted as Fraud" in the **Next Update** section.

**Delete as Paid by Insurance:** Deletes the medical account from credit reporting because insurance is paying or paid the debt in full. When you select this option, the system displays the message, "Paid by Insurance" in the **Next Update** section, as the following example shows.

- Click the type of deletion and then click **OK**. The system displays the applicable message in the **Next Update** section and adds an audit trail record. The system sends a delete request for the account in the next CBR file that your organization creates and excludes the account from subsequent credit reporting.

CB Detail: CB Status: ! Reported, Open Collection, CHANGE PENDING  Show Linked Notes

Summary | Account Info | Audit | Utility

**Exceptions**

**Account Reporting** Last Evaluated: 6/19/2017 8:01:22 AM

<b>Credit Bureaus</b> Last Reported: <b>6/19/2017 8:00:07 AM</b> Status: Account assigned to internal or external collections	<b>Next Update</b> Last Updated: <b>6/19/2017 8:01:22 AM</b> <b>Paid by Insurance</b> <input type="button" value="Undelete"/>
---	--

**Debtor Reporting**

Debtor	Credit Bureaus	Next Update
KAREN JOHNSON	Reported	Will Report

Extend Report Delete

**Note:** If you delete the account from reporting and haven't sent the delete request to the credit bureaus, you can undo the delete. For more information, see [Undo a Credit Reporting Delete Request](#).

### Undo a Credit Reporting Delete Request

Use the **Summary** tab on the **CB Detail** panel to undo the delete request for an account if you haven't sent the delete request to the credit bureaus. You must have the CBR Delete Button permission.

#### To undo a credit reporting delete request

1. With an account displayed in the **Work Form**, do one of the following:
  - At the top of the **Panels** section, click the name of the currently displayed panel (for example, **Phones**, **Notes**) and then click **Credit Bureau Reporting**.
  - From the **Info** menu, click **Credit Bureau Reporting**.

The **CB Detail** panel appears, with the **Summary** tab selected.

**CB Detail:** CB Status: ! Reported. Open Collection... CHANGE PENDING  Show Linked Notes

Summary | Account Info | Audit | Utility

**Exceptions**

**Account Reporting** Last Evaluated: 6/19/2017 8:01:22 AM

**Credit Bureaus**  
 Last Reported: 6/19/2017 8:00:07 AM  
 Status: Account assigned to internal or external collections

**Next Update**  
 Last Updated: 6/19/2017 8:01:22 AM  
 Paid by Insurance  
 Undelete

**Debtor Reporting**

Debtor	Credit Bureaus	Next Update
KAREN JOHNSON	Reported	Will Report

Extend Report Delete Evaluate

2. Click **Undelete**. A confirmation dialog box appears.
3. Click **OK**. The system displays a message indicating that the account is restored to reporting and adds an audit trail record.

### Prevent an Account From Reporting

Use the **Summary** tab on the **CB Detail** panel to prevent an account from reporting to the credit bureaus that reported previously. If an account has reporting exceptions, you cannot prevent it from reporting until you clear the exceptions. You must have the CBR Prevent Flag and Undo Delete Permission.

#### To prevent an account from reporting

1. With an account displayed in the **Work Form**, do one of the following:
  - At the top of the **Panels** section, click the name of the currently displayed panel (for example, **Phones**, **Notes**) and then click **Credit Bureau Reporting**.
  - From the **Info** menu, click **Credit Bureau Reporting**.

The **CB Detail** panel appears, with the **Summary** tab selected.

**CB Detail:** CB Status: ! Reported, Open Collection...CHANGE PENDING  Show Linked Notes

Summary | Account Info | Audit | Utility |

**Exceptions**

**Account Reporting** Last Evaluated: 6/19/2017 8:54:34 AM

Credit Bureaus Last Reported: <b>6/19/2017 8:52:37 AM</b> Status: Account assigned to internal or external collections	Next Update Last Updated: <b>6/19/2017 8:54:34 AM</b> Status: Will Report Account assigned to internal or external collections
--	---

**Debtor Reporting**

Debtor	Credit Bureaus	Next Update
LEWIS, JOHN	Reported	Will Report

Extend | Report | Prevent | Evaluate

- Click **Prevent**. A confirmation dialog box appears.
- Click **OK**. The system displays the message, "Account is prevented from reporting" in the **Next Update** section and adds an audit trail record. The system excludes the account from subsequent reporting.

**CB Detail:** CB Status: ! Not Reported  Show Linked Notes

Summary | Account Info | Audit | Utility |

**Exceptions**

**Account Reporting** Last Evaluated: *Not Evaluated*

Credit Bureaus Last Reported: <b>Not Reported</b> Status: Status	Next Update Last Updated: <b>Last Updated Value</b> Account is prevented from reporting <input type="button" value="Restore Reporting"/>
--	---

**Debtor Reporting**

Debtor	Credit Bureaus	Next Update
--------	----------------	-------------

Extend | Report | Delete | Evaluate

### Restore Credit Reporting for an Account

Use the **Summary** tab on the **CB Detail** panel to restore credit reporting for an account that you prevented from reporting. You must have the CBR Prevent Flag and Undo Delete Permission.

#### To restore credit reporting for an account

- With an account displayed in the **Work Form**, do one of the following:
  - At the top of the **Panels** section, click the name of the currently displayed panel (for example, **Phones**, **Notes**) and then click **Credit Bureau Reporting**.

- From the **Info** menu, click **Credit Bureau Reporting**.

The **CB Detail** panel appears, with the **Summary** tab selected.

The screenshot shows the 'CB Detail' panel with the following elements:

- Header: 'CB Detail:' followed by 'CB Status: Not Reported' and a 'Show Linked Notes' checkbox.
- Navigation tabs: 'Summary', 'Account Info', 'Audit', 'Utility'.
- 'Exceptions' section: An empty rectangular box.
- 'Account Reporting' section: 'Last Evaluated: Not Evaluated'. It contains two sub-sections:
  - 'Credit Bureaus': 'Last Reported: Not Reported', 'Status: Status'.
  - 'Next Update': 'Last Updated: Last Updated Value', 'Account is prevented from reporting' (in red), and a 'Restore Reporting' button.
- 'Debtor Reporting' section: A table with columns 'Debtor', 'Credit Bureaus', and 'Next Update'. Below the table are buttons for 'Extend', 'Report', 'Delete', and 'Evaluate'.

2. Click **Restore Reporting**. A confirmation dialog box appears.
3. Click **OK**. The system includes the account in subsequent credit reporting evaluations.

### View Credit Bureau Reporting Audit Trail

Use the **Audit** tab on the **CB Detail** panel to view an audit trail of credit bureau reporting.

#### To view the credit bureau reporting audit trail

1. With an account displayed in the **Work Form**, do one of the following:
  - At the top of the **Panels** section, click the name of the currently displayed panel (for example, **Phones**, **Notes**) and then click **Credit Bureau Reporting**.
  - From the **Info** menu, click **Credit Bureau Reporting**.

The **CB Detail** panel appears, with the **Summary** tab selected.

**CB Detail:** CB Status: ! Reported, Open Collection... CHANGE PENDING  Show Linked Notes

Summary | Account Info | Audit | Utility |

**Exceptions**

**Account Reporting** Last Evaluated: 6/19/2017 8:57:20 AM

Credit Bureaus Last Reported: <b>6/19/2017 8:52:37 AM</b> Status: Account assigned to internal or external collections	Next Update Last Updated: <b>6/19/2017 8:57:20 AM</b> Status: Will Report Account assigned to internal or external collections
--	---

**Debtor Reporting**

Debtor	Credit Bureaus	Next Update	
LEWIS, JOHN	Reported	Will Report	
LEWIS, JESSICA	Reported	Will Report	✘

- Click the **Audit** tab.

**CB Detail:** CB Status: ! Not Reported, Will Evaluate on 07/17/2018  Show Linked Notes

Summary | Account Info | **Audit** |

Entered	Comment
06/02/2017 03:15 PM	cbrenabled MedicalWithin180Days
06/02/2017 11:18 AM	cbrenabled MedicalWithin180Days

< ||| >

**Entered:** Date the system added the audit record.

**Comment:** Description of the action on the account. If this box includes the message, "See Cbr\_Exceptions," the system added details to the CBR\_Exceptions table. For assistance with viewing the table, see your System Administrator.

## Manage Miscellaneous CBR Settings

Use the **Utility** tab on the **CB Detail** panel to manage miscellaneous credit bureau reporting settings for an account. You can specify whether an account is under a voluntary debt repayment plan filed in Wisconsin (Chapter 128) and whether the debtor withdrew a filed bankruptcy. For first-party accounts, you can remove an authorized co-debtor from the account entirely. An authorized co-debtor has authorization from the primary debtor to use a credit card or other device. You must have the CBR Utility Tab permission. Also, to view the panel, your administrator must have selected the panel in the Work Form Panels permission.

### To manage miscellaneous CBR settings

- With an account displayed in the **Work Form**, do one of the following:
  - At the top of the **Panels** section, click the name of the currently displayed panel (for example, **Phones, Notes**) and then click **Credit Bureau Reporting**.
  - From the **Info** menu, click **Credit Bureau Reporting**.

The **CB Detail** panel appears, with the **Summary** tab selected.

**CB Detail:** CB Status: ! Reported. Open Collection... CHANGE PENDING  Show Linked Notes

Summary | Account Info | Audit | Utility |

**Exceptions**

**Account Reporting** Last Evaluated: 6/19/2017 8:57:20 AM

<b>Credit Bureaus</b> Last Reported: <b>6/19/2017 8:52:37 AM</b> Status: Account assigned to internal or external collections	<b>Next Update</b> Last Updated: <b>6/19/2017 8:57:20 AM</b> Status: Will Report Account assigned to internal or external collections
---	--

**Debtor Reporting**

Debtor	Credit Bureaus	Next Update	
LEWIS, JOHN	Reported	Will Report	
LEWIS, JESSICA	Reported	Will Report	X

2. Click the **Utility** tab.

**CB Detail:** CB Status: ! Not Reported. CHANGE PENDING

Summary | Account Info | Audit | **Utility** |

Personal Receivership/Amortization

Bankruptcy Withdrawn Friday . June 9, 2017 ▾

**Personal Receivership/Amortization:** If selected, the account is under a voluntary debt repayment plan filed in Wisconsin (Chapter 128).

**Bankruptcy Withdrawn:** If selected, the debtor withdrew a filed bankruptcy. This check box only appears for accounts reported to the credit bureaus as a bankruptcy.

**[Bankruptcy Withdrawn Date]:** Date the debtor withdrew the filed bankruptcy. This box appears when you select the **Bankruptcy Withdrawn** check box and it defaults to the current date.

**Remove Authorized User:** Removes an authorized co-debtor and all the co-debtor's information from the account. This option only appears for first-party accounts that have an authorized co-debtor on the account.

3. To modify the personal receivership/amortization, do one of the following:

- If the account is under a voluntary debt repayment plan filed in Wisconsin (Chapter 128), select the **Personal Receivership/Amortization** check box.

- If the account is no longer under a voluntary debt repayment plan filed in Wisconsin (Chapter 128), clear the **Personal Receivership/Amortization** check box.
4. If the account reported to the credit bureaus as a bankruptcy and the debtor has now withdrawn the bankruptcy, do the following:
    - a. Select the **Bankruptcy Withdrawn** check box.
    - b. In the **[Bankruptcy Withdrawn Date]** box, specify the date the debtor withdrew the bankruptcy.
  5. To remove an authorized co-debtor from the account, click **Remove Authorized User**. The system removes the authorized co-debtor and all the co-debtor's information from the account.

## Credit Bureau Reporting Codes

### Credit Bureau Reporting Codes

The following topics describe the credit bureau reporting codes that Latitude by Genesys supports.

### Reporting Exceptions

Exceptions prevent an account from reporting to the credit bureaus. More than one exception can exist simultaneously for the primary debtor, responsible parties, and authorized parties. Account level errors including the primary debtor prevent the respective account from reporting. Errors at the responsible party or authorized party level don't prevent the account from reporting but the system excludes them from reporting for the respective account. Accounts with exceptions don't report again until you correct the exceptions.

The following table lists the exceptions that prevent an account from reporting to the credit bureaus.

Exception	Description	Level	First-party	Third-party
Business	Account is for a business, not an individual.	Account	Yes	Yes
DebtorExcluded	User flagged the account for exclusion from reporting.	Debtor	Yes	Yes
DebtorNotResponsible	User flagged the co-debtor as not responsible for the debt. Co-debtor is not a first-party authorized user.	Debtor	Yes	Yes
DelinquencyDt>Received	Delinquency date is after the account received date.	Account	Yes	Yes
DelinquencyDtWithin30DaysOfReceived	Delinquency date is less than 30 days before the account received date.	Account	Yes	Yes
InvalidAcctType	Account type doesn't match the portfolio type and industry code. This issue is rare and indicates a configuration or data problem.	Account	Yes	Yes

Latitude Printable Help for Users

InvalidConsumerAccountNumber	Consumer account number is missing.	Account	Yes	No
InvalidContractDate	Contract date is missing.	Account	Yes	No
InvalidContractToPay	Contract date is missing and the creditor class is not medical.	Account	Yes	Yes
InvalidDebtorZipcode	Debtor's ZIP Code is invalid. *	Debtor	Yes	Yes
InvalidDOB	Authorized user's date of birth is missing or a responsible party's SSN and date of birth are both missing. If the account reported previously, the date of birth constraint doesn't apply for authorized users. *	Debtor	Yes	Yes
InvalidFirstName	Debtor's last name is missing or invalid. *	Debtor	Yes	Yes
InvalidLastName	Debtor's last name is missing or invalid. *	Debtor	Yes	Yes
InvalidOriginalLoanAmount	Original loan amount is missing.	Account	Yes	Yes
InvalidState	Debtor's state (in address) is invalid. *	Debtor	Yes	Yes
MedicalWithin180Days	Account has a medical creditor classification and is less than 180 days past the delinquency date.	Account	Yes	Yes
MinBalException	Current account balance is less than the configured minimum amount.	Account	Yes	Yes
MissingAcctOriginalCreditor	Original creditor is missing and there isn't a default original creditor provided.	Account	Yes	Yes
MissingChargeOffAmount	Charge-off amount is missing.	Account	Yes	No
MissingChargeOffRecord	Required charge-off information is missing.	Account	Yes	No
MissingCity	Debtor's city (in address) is missing. *	Debtor	Yes	Yes
MissingCreditorClass	Creditor classification is missing.	Account	Yes	Yes
MissingDefaultOriginalCreditor	Default original creditor is missing.	Account	Yes	Yes
MissingSecondaryAccountNumber	Secondary account number is missing and the debt is charge-off mortgage.	Account	Yes	No
MissingSecondaryAgencyIdentifier	Secondary agency identifier is missing and the debt is charge-off mortgage.	Account	Yes	No
MissingSSN&DOB	Responsible party's SSN or date of birth is missing. *	Debtor	Yes	Yes
MissingStreetAddress	Debtor's street address line 1 is missing. *	Debtor	Yes	Yes
NullDebtorZipcode	Debtor's ZIP Code is missing. *	Debtor	Yes	Yes



NullDelinquencyDt	Delinquency date is missing.	Account	Yes	Yes
OpenChargeOffNotInBankruptcy	Charge-off account has an open status and isn't in bankruptcy.	Account	Yes	No
OutofStatute	Federal 7-year reporting statute expired.	Account	Yes	Yes
ReportDateNotMet	Account has a reporting wait time set that is not expired.	Account	Yes	Yes
ZeroedDebtorZipcode	Debtor's ZIP Code contains all zeroes. *	Debtor	Yes	Yes

\* Applies to reported accounts with an open date after September 15, 2017.

### Supported Reporting Codes

The following table lists the reporting codes that Latitude by Genesys supports by [industry](#) and [portfolio type](#).

Industry Code	Portfolio Types	Account Types	CBR Account Status Codes	Compliance Condition Codes	Special Comment Codes	ECOA Codes
CC	O	18	05	[blank]	AB	1
		2A	11	XA	AC	2
		37	13	XB	AH	3
		8A	64	XC	AI	5
			71	XD	AJ	7
		78	XE	AM	T	
		80	XF	AN	W	
		82	XG	AP	X	
		83	XH	AT	Z	
		84	XJ	AU		
		97	XR	AV		
		DA		AW		
		DF	B			
			BA			
			BL			
			BP			
			C			
CH						
		CN				
		CO				
		M				
		O				
		S				

Latitude Printable Help for Users

CC	R	OG	05	[blank]	V	
		18	11	XA	AB	1
		2A	13	XB	AC	2
		37	64	XC	AH	3
		8A	71	XD	AI	5
			78	XE	AJ	7
			80	XF	AM	T
			82	XG	AN	W
			83	XH	AP	X
			84	XJ	AT	Z
			97	XR	AU	
			DA		AV	
			DF		AW	
					AX	
					B	
					BA	
					BL	
					BP	
					C	
					CH	
					CM	
					CN	
					CO	
			M			
			O			
			S			
			V			
DEBTCOLL	O	OC	62	XB	AB	1
		48	93	XC	AC	2
		77	DA	XF	AI	3
			DF	XG	AJ	5
				XH	AM	7
				XR	AU	T
					AW	W
					B	X
					BP	Z
					C	
					S	

					V	
MORTGAGE	C	89	05	XA	AB	1
			11	XB	AC	2
			13	XC	AH	3
			64	XD	AI	5
			65	XE	AJ	7
			71	XF	AM	T
			78	XG	AN	W
			80	XH	AP	X
			82	XJ	AS	Z
			83	XR	AT	
			84		AU	
			89		AV	
			94		AW	
			97		B	
			DA		BA	
			DF		BP	
					C	
					CH	
					CJ	
					CK	
					CM	
					CN	
					CO	
					M	
					O	
					S	
					V	
MORTGAGE	I	04	05	XB	AB	1
		05	11	XC	AC	2
		0A	13	XF	AG	3
		0F	64	XG	AH	5
		17	65	XH	AI	7
		6D	71	XR	AJ	T
		9A	78		AM	W
			80		AN	X
			82		AS	Z
			83		AT	

			84		AU	
			89		AV	
			94		AW	
			97		AX	
			DA		B	
			DF		BA	
					BN	
					BP	
					BT	
					C	
					CH	
					CM	
					CN	
					CO	
					H	
					O	
					S	
					V	

### Account Types

The following table lists the account types that Latitude by Genesys supports.

Code	Description
04	Home Improvement
05	Federal Housing Administration (FHA) Home Improvement Loan
0A	Time Share Loan
0C	Debt Purchaser
0F	Construction Loan
0G	Flexible Spending Credit Card
17	Manufactured Housing
18	Credit Card
2A	Secured Credit Card
37	Combined Credit Plan
48	Collection Agency/Attorney
6D	Home Equity
77	Returned Check

89	Home Equity Line of Credit
8A	Business Credit Card
9A	Secured Home Improvement

### Address Indicator

The following table lists the address codes that Latitude by Genesys supports.

Code	Description
[blank]	Address not available or unknown.
B	Business address - not consumer's residence.
C	Confirmed/Verified address <b>Note:</b> Use this code to report a confirmed or verified address after receiving an address discrepancy notification from a consumer reporting agency. Report this code one time after confirming the address.
D	Data reporter's default address.
M	Military address.
N	Not confirmed address.
P	Bill Payer Service - not consumer's residence.
S	Secondary address.
U	Non-deliverable address/Returned mail.
Y	Known to be address of consumer.

### Consumer Information Indicator (Bankruptcy) Codes

The following table lists the Consumer Information Indicator (bankruptcy) codes that Latitude by Genesys supports. Your organization can add other codes as needed. The system determines the code using the legal bankruptcy milestone dates specified for the account. The system uses a default code for accounts with a bankruptcy chapter but no legal milestone dates.

Code	Description
[blank]	Retains value reported previously, or no new Consumer Information Indicator applies for this activity period.
A	Petition for Chapter 7 bankruptcy.
B	Petition for Chapter 11 bankruptcy.
C	Petition for Chapter 12 bankruptcy.
D	Petition for Chapter 13 bankruptcy.
E	Discharged through Chapter 7 bankruptcy.

F	Discharged through Chapter 11 bankruptcy.
G	Discharged through Chapter 12 bankruptcy.
H	Discharged and completed through Chapter 13 bankruptcy. Report when consumer completes all payments through the Chapter 13 plan.
I	Chapter 7 bankruptcy dismissed.
J	Chapter 11 bankruptcy dismissed.
K	Chapter 12 bankruptcy dismissed.
L	Chapter 13 bankruptcy dismissed.
Q	Removes Bankruptcy Indicator (A through P, and Z) reported previously or Personal Receivership Indicator (1A). Also used to report bankruptcies that closed or terminated without being discharged or dismissed. <b>Note: Don't report "Q" as a default value. Fill with a blank instead.</b>
R	Reaffirmation of debt.
Z	Bankruptcy - Undesignated chapter.

### CBR Account Status Codes

The following table lists the CBR account status codes that Latitude by Genesys supports.

Status Code	Description
05	Account transferred.
11	Current account (0-29 days past the due date). Installment and Mortgage loans require a current account with a non-zero balance amount. Credit Line, Open, and Revolving portfolio types require a current account that is available for use. For a closed account with a balance due, report Special Comment Code "M" or Compliance Condition Code "XA" to indicate that the account is no longer available for use.
13	Paid or closed account; zero balance. Installment and Mortgage loans require a paid account with a zero balance amount. Credit Line, Open, and Revolving portfolio types require an account that is no longer available for use and has a zero balance amount. Report Special Comment Code "M" or Compliance Condition Code "XA" to indicate a closed account.
62	Account paid in full; account was a collection account.
64	Account paid in full; account was a charge-off.
65	Account paid in full; foreclosure started.
71	Account 30-59 days past the due date.
78	Account 60-89 days past the due date.
80	Account 90-119 days past the due date.

82	Account 120-149 days past the due date.
83	Account 150-179 days past the due date.
84	Account 180 days or more past the due date.
89	Deed received in lieu of foreclosure on a defaulted mortgage.
93	Account assigned to internal or external collections.
94	Foreclosure completed; collateral sold to settle defaulted mortgage.
97	Unpaid balance reported as a loss (charge-off).
DA	<p>Delete entire account (for reasons other than fraud). For example:</p> <ul style="list-style-type: none"> <li>• Account reported in error.</li> <li>• Consumer is deceased and no other associated party remains responsible for the account.</li> <li>• Insurance is paying the account, or paid the account in full.</li> <li>• Debt buyer forwarded or sold the account.</li> <li>• Third-party agency canceled and returned the account to the creditor.</li> <li>• Consumer has a discharged bankruptcy Chapter 7 or is in a Chapter 13 repayment plan currently.</li> </ul> <p><b>Note:</b> To maintain the integrity of credit information, don't request a subsequent deletion of account history unless reporting an actual error. Report paid derogatory accounts, such as collections, as paid; don't delete them.</p>
DF	Delete entire account because of confirmed fraud (fraud investigation completed).

### Compliance Condition Codes

The following table lists the compliance condition codes that Latitude by Genesys supports.

Code	Description
[blank]	Retains value reported previously or, no new Compliance Condition Code applies for this activity period.
XA	Account closed at consumer's request.
XB	Consumer disputed account information under the Fair Credit Reporting Act (FCRA). This code reports for as long as it is valid.
XC	Completed investigation of FCRA dispute; consumer disagrees.
XD	Account closed at consumer's request and in dispute under FCRA.
XE	Account closed at consumer's request and dispute investigation completed; consumer disagrees. Used for FCRA or FCBA disputes.
XF	Account in dispute under Fair Credit Billing Act (FCBA).

XG	FCBA dispute resolved; consumer disagrees.
XH	Account in dispute previously, now resolved and data furnisher reported. Used for FCRA or FCBA disputes.
XJ	Account closed at consumer's request and in dispute under FCBA.
XR	Removes the most recently reported compliance condition code. <b>Note:</b> Do not use "XR" as a default value. If no Compliance Condition Code applies in the current activity period, insert a [blank] code.

### Creditor Classification Code

The following table lists the creditor classification codes that Latitude by Genesys supports.

Code	Description
01	Retail
02	Medical/Health Care
03	Oil Company
04	Government
05	Personal Services
06	Insurance
07	Educational
08	Banking
09	Rental/Leasing
10	Utilities
11	Cable/Cellular
12	Financial
13	Credit Union
14	Automotive
15	Check Guarantee

### ECOA Codes

The following table lists the Equal Credit Opportunity Act (ECOA) codes that Latitude by Genesys supports.

Code	Description
1	<b>Individual:</b> Party has contractual responsibility for the account and has primary responsibility for its payment.



2	<b>Joint Contractual Liability:</b> Party signed an agreement to repay all debts arising on the account. There are other parties associated to the account who could have contractual responsibility.
3	<b>Authorized User:</b> Party is an authorized user of the account; another party has contractual responsibility.
5	<b>Co-maker or Guarantor:</b> Party guaranteed the account and assumes responsibility for the account if the maker defaults.
7	<b>Maker:</b> Party is responsible for the account; a cosigner guaranteed the account.
T	<b>Terminated:</b> Party is no longer associated to the account; do not report.
W	<b>Business/Commercial:</b> Account is for a company.
X	<b>Deceased:</b> Party is deceased. There could be other parties associated to the account.
Z	<b>Delete:</b> Party reported in error; delete the party from the reporting file.

### Industry Codes

The following table lists the industry codes that Latitude by Genesys supports.

Code	Description
CC	Credit Card
DEBTCOLL	Debt Collection
MORTGAGE	Mortgage

### Portfolio Types

The following table lists the portfolio types that Latitude by Genesys supports.

Code	Description
C	Line of credit
I	Installment
O	Open Account
R	Revolving

### Residence Codes

The following table lists the residence codes that Latitude by Genesys supports.

Code	Description
[blank]	Not available or unknown.
O	Consumer owns the residence associated to the reported address.
R	Consumer rents the residence associated to the reported address.

## Special Comment Codes

The following table lists the special comment codes that Latitude by Genesys supports.

Code	Description
AB	Debt paid through insurance. Account status code cannot be "13", "61", "62", "63", "64", or "65".
AC	Paying under a partial payment agreement. Account status code cannot be "13", "61", "62", "63", "64", or "65".
AG	Simple interest loan. Any loan where interest compounds daily.
AH	Purchased by another company.
AI	Recalled to active military duty.
AJ	Payroll deduction.
AM	Account payments assured through wage garnishment.
AN	Account acquired by Federal Deposit Insurance Corporation (FDIC) or National Credit Union Administration (NCUA).
AP	Credit Line suspended. The credit line is temporarily unavailable for use.
AS	Account closed because of refinance.
AT	Account closed because of transfer. Used for internal transfers.
AU	Account paid in full for less than the full balance. Requires account status code "13", "61", "62", "63", "64", or "65" and a current balance of 0.
AV	First payment never received; could indicate fraudulent activity.
AW	Affected by natural or declared disaster.
AX	Account paid from collateral. Requires account status code "13", "61", "62", "63", "64", or "65" and a current balance of 0.
B	Financial counseling program manages the account payments.
BA	Transferred to Recovery. Requires account status code "71", "78", "80", "82", "83", "84", "88", "89", "93", "94", "95", "96", or "97".
BL	Credit card lost or stolen.
BN	Company that originally sold the merchandise paid. Requires account status code "13", "61", "62", "63", "64", or "65" and a current balance of 0.
BP	Paid through insurance. Requires account status code "13", "61", "62", "63", "64", or "65" and a current balance of 0.
BT	Principal deferred; interest payment only.
C	Co-maker or Guarantor pays. Requires account status code "13", "61", "62", "63", "64", or "65" and a current balance of 0.
CH	Guaranteed, insured.

CJ	Credit line no longer available; in repayment phase. Account status code cannot be "13", "61", "62", "63", "64", or "65" and the current balance cannot be 0. Use for line of credit accounts that have two phases: the borrowing phase and the repayment phase. The repayment phase is a natural progression for the account when the consumer is responsible for payment of the outstanding balance and the credit line is no longer available for use.
CK	Credit line reduced because of collateral depreciation. Use for home equity or other secured line of credit accounts.
CM	Creditor released the collateral; balance owing. Account status code cannot be "13", "61", "62", "63", "64", or "65" and the current balance cannot be 0. Use for mortgages, home equity, or other secured accounts when the creditor releases the collateral but the consumer still has an outstanding balance to repay.
CN	Loan modified under a federal government plan.
CO	Loan modified, but not under a federal government plan.
H	Another party assumed the loan. Requires ECOA Code "T" (Terminated).
M	Account closed at credit grantor's request.
O	Account transferred to another lender.
S	Special handling. Contact credit grantor for more information.
V	Adjustment pending. Account adjustment, such as returned merchandise or refund due.

### Transaction Types

The following table lists the transaction types that Latitude by Genesys supports.

Code	Description
[blank]	Account or borrower is not new, or no change in consumer information.
1	Newly opened account, or new borrower associated to existing account.
2	Name change.
3	Address change.
5	Social Security Number change.
6	Name and address change.
8	Name and Social Security Number change.
9	Address and Social Security Number change.
A	Name, Address, and/or Social Security Number change.

## Credit Reports

### Credit Reports

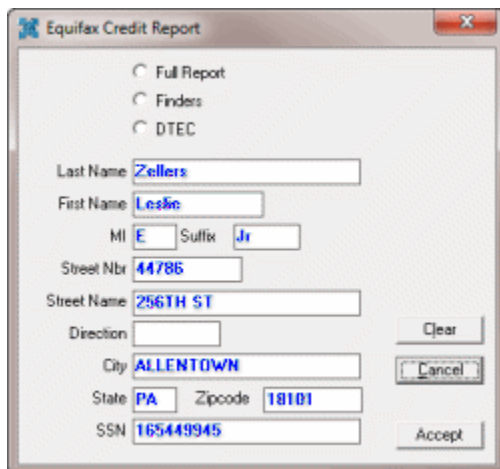
Use the **[Credit Reporting Agency] Credit Report** dialog box to request a consumer credit report from Equifax, TransUnion, Experian, or all three using **SmartALX™**. Use the **Debtor Hard Copy** dialog box to view a consumer credit report that is attached to an account. You can also use this dialog box to copy content from a credit report and add it as a note on the account. To view the panel, your administrator must have selected the panel in the Work Form Panels permission.

### Request a Credit Report From a Credit Bureau

Use the **[Credit Reporting Agency] Credit Report** dialog box to request a credit report from Equifax, TransUnion, Experian, or all three using **SmartALX™**. The system attaches the credit reports to the account so that you can view them.

#### To request a credit report from a credit bureau

1. With an account displayed in the **Work Form**, from the **Skip** menu, click **Request Credit Report** and then click the credit bureau name. The **[Credit Reporting Agency] Credit Report** dialog box appears.



2. Click **Full Report**, **Finders**, or **DTEC**.
3. If necessary, modify the information and then click **Accept**. The system places the request in the queue. **SmartALX™** processes the request when sending the next batch of requests to the selected credit bureau.

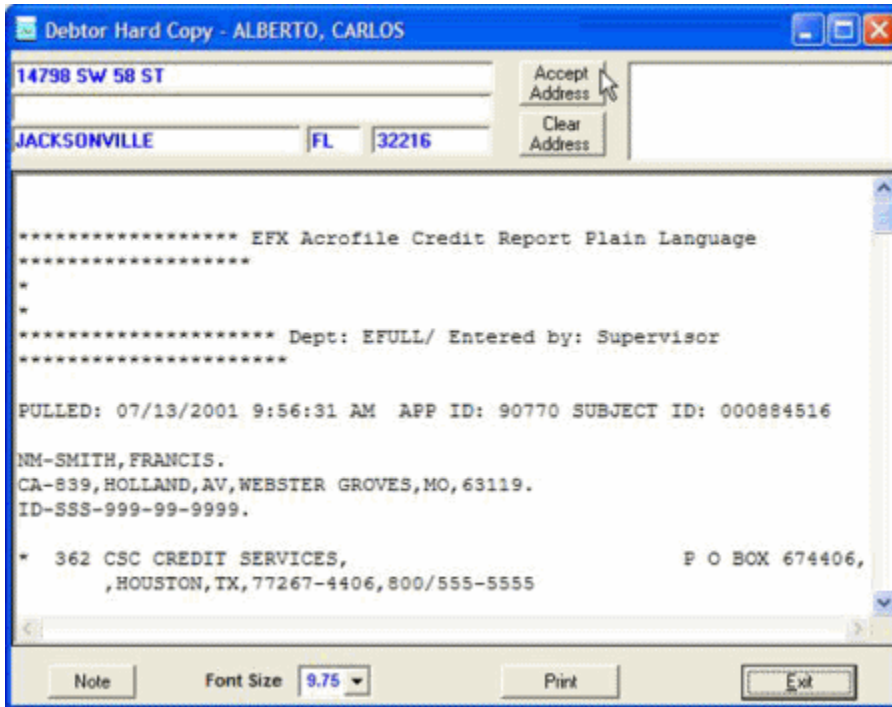
**Tip:** Do not include hyphens in the **ZIP Code** or **SSN** boxes.

### View a Credit Report

Use the **Debtor Hard Copy** dialog box to view a credit report that **SmartALX™** retrieved and attached to the account.

#### To view a credit report

1. With an account displayed in the **Work Form**, from the **Skip** menu, click **View Credit Report**. The **Debtor Hard Copy** dialog box appears.



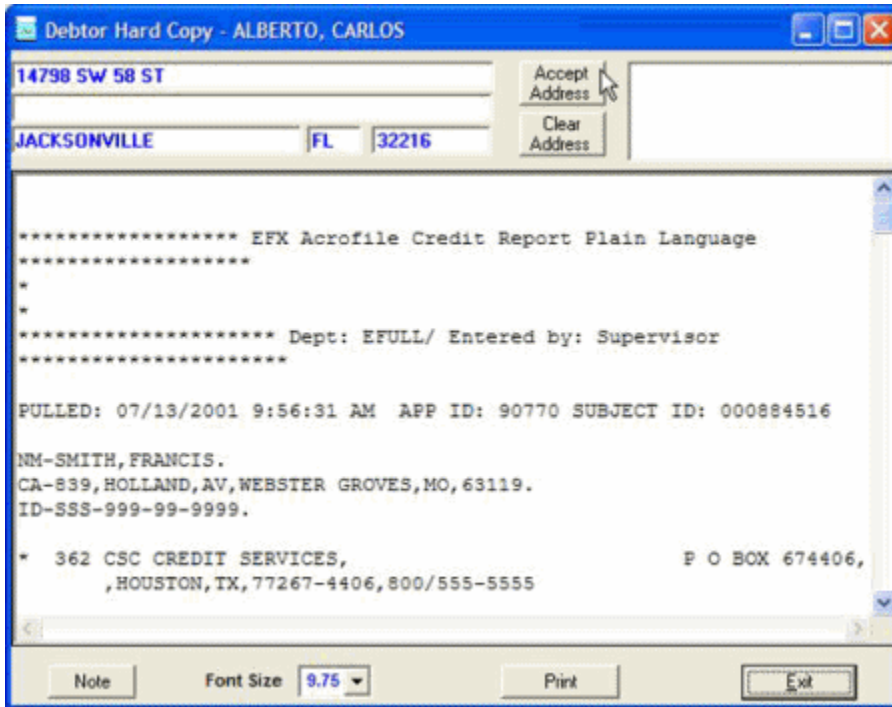
2. If the credit bureau returned a different address, click **Accept Address** to update the **Work Form** with the new address.
3. To remove the address from the **Debtor Hard Copy** dialog box, click **Clear Address**.
4. To change the font size for viewing and printing, in the **Font Size** list box, click the font size. A smaller font size allows more text to appear on the page at one time.
5. To print the report, click **Print**. The **Print** dialog box appears. Select your printer and then click **Print**.
6. To copy part of the report and add the text as a note on the account, do the following:
  - a. Use your mouse to select the text to copy.
  - b. Right-click the selected text and then click **Copy**.
  - c. Click **Note**. The **New Note** dialog box appears.
  - d. Select the **Action Code** and **Result Code**.
  - e. Right-click in the **Comments** box and then click **Paste**.
  - f. Click **Accept**. The system adds the note to the account.

### Copy Content From a Credit Report to a Note

Use the **Debtor Hard Copy** dialog box to copy content from a consumer credit report and add the content as a note on an account.

#### To copy content from a credit report to a note

1. With an account displayed in the **Work Form**, from the **Skip** menu, click **View Credit Report**. The **Debtor Hard Copy** dialog box appears.



2. Use your mouse to select the text to copy.
3. Right-click the selected text and then click **Copy**.
4. Click **Note**. The **New Note** dialog box appears.
5. Select the **Action Code** and **Result Code**.
6. Right-click in the **Comments** box and then click **Paste**.
7. Click **Accept**. The system adds the note to the account.

### Request a Credit Report Using the Credit Report Request Wizard

Use the **Credit Reports** panel to request a credit report from a credit reporting vendor. Ensure that you have Service Request Gateway installed on your workstation and you have the appropriate permissions to use Service Request Gateway.

**Note:** If the Tokenizer service isn't running and you attempt to view an existing report or request a new report, an error message appears. Start the Tokenizer service and try again.

#### To request a credit report using the Credit Report Request Wizard

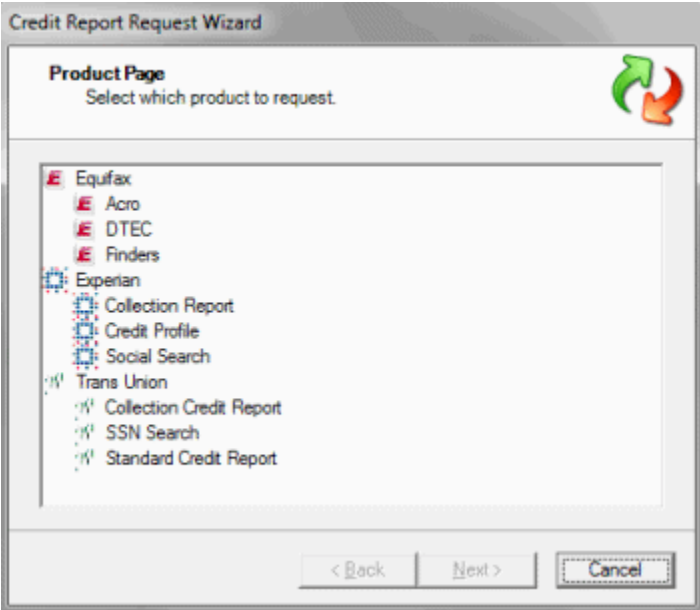
1. With an account displayed in the **Work Form**, at the top of the **Panels** section, click the name of the currently displayed panel (for example, **Notes**, **Phones**) and then click **Credit Report Panel**. The **Credit Reports** panel appears.

Credit Reports					
DB Status:  Not Reported Invalid Data					<input checked="" type="checkbox"/> Show Linked Notes
Show all debtors              Request new report              View report              Show failed					
Date	Vendor	Product	Status	Debtor Name	User
2/5/2013	Equifax	Acro	No Record Found	Kile, Richard	gs

**Notes:**

- If a request has a status of "No Record Found," the credit report request completed without failure; however, the records don't match the vendor's database.
- If a request has a status of "Requested," you can use the **Service Request Gateway Wizard** to checking the pending results. For more information, see [Check Pending Results for Any Product](#) and [Check Pending Results for a Single Product](#).

2. To show all debtors associated to the account for whom you requested a report, click **Show all debtors**.
3. To view a requested report, click **View report**.
4. To view requested reports that didn't process correctly, click **Show failed**.
5. To request a report, do the following:
  - a. Click **Request new report**. The **Product Page** of the **Credit Report Request Wizard** appears.



- b. Click a report to select it and then click **Next**. The **Information Edit Page** appears.

Credit Report Request Wizard

**Information Edit Page**  
Make any changes to the information being sent.

Last Name:

First Name:

Middle Initial:

Suffix:

Street Number:

Street Name:

Direction:

City:

< Back   Next >   Cancel

- c. Modify the information as needed and then click **Next**. The **Request Page** appears. If the data violates the policies set for the **Credit Report Requests Settings** permission, an error message appears. For more information, see **Service Request Gateway Permissions and Policies**.

Credit Report Request Wizard

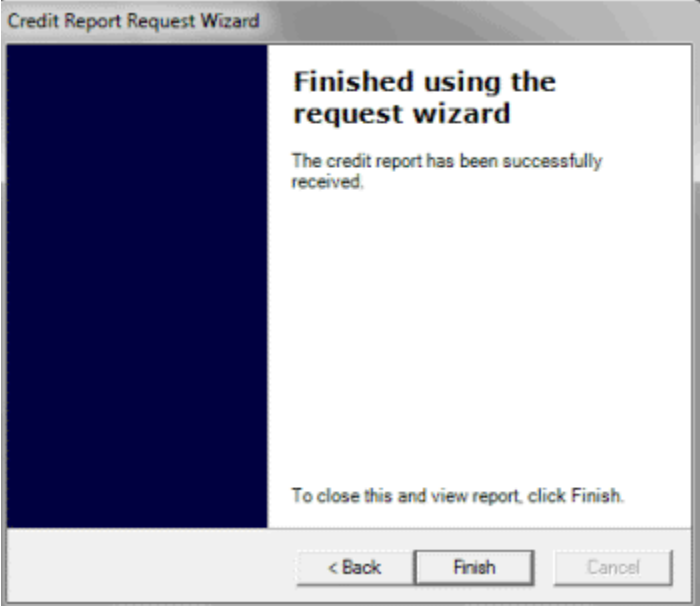
**Request Page**  
Sending the request to the vendor.

Progress bar: 12 blue segments

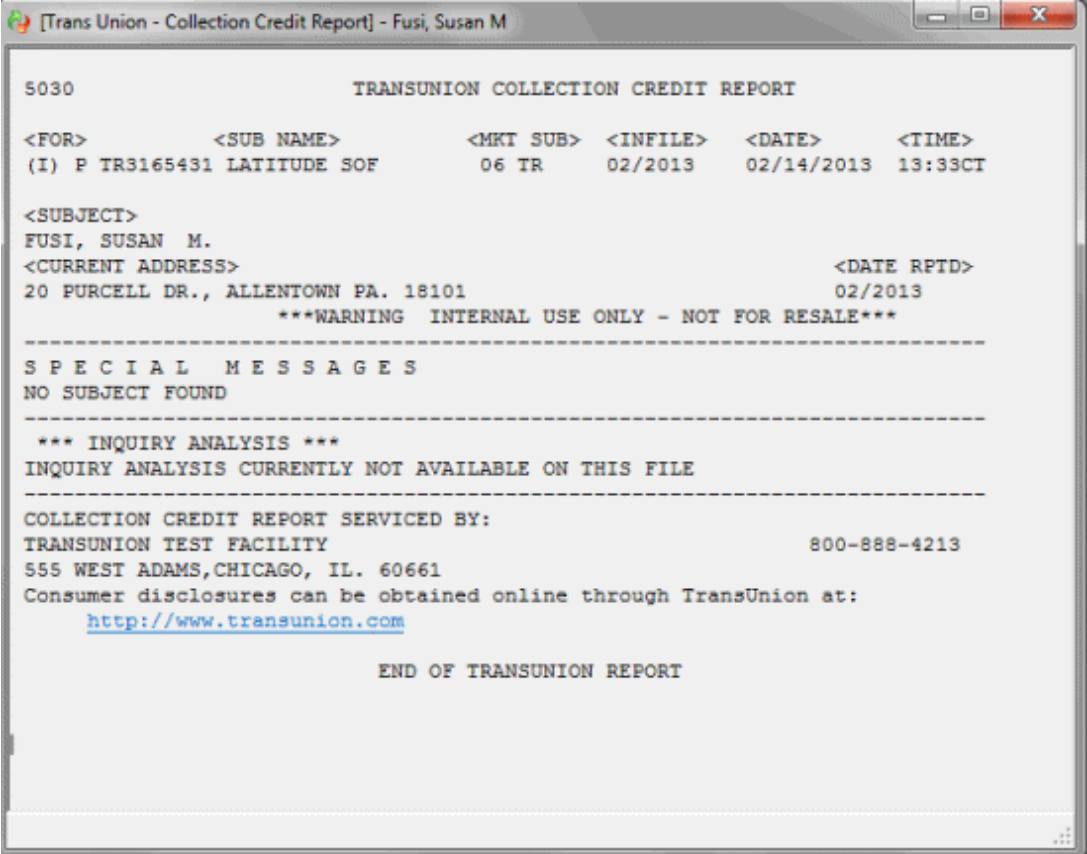
< Back   Next >   Cancel

- d. When the system sends the request, click **Next**. The final page of the wizard appears.





- e. Click **Finish**. The requested report appears. The following is an example of the TransUnion Collection Credit Report.



## Service Request Gateway Wizard

### Service Request Gateway Wizard

Use the **Service Request Gateway Wizard** to request a new batch of products from an outside service, check the pending results for product requests, or check the pending results for a "one-off" product request. We recommend that you run the wizard during lunch or at night because it takes a while to run.

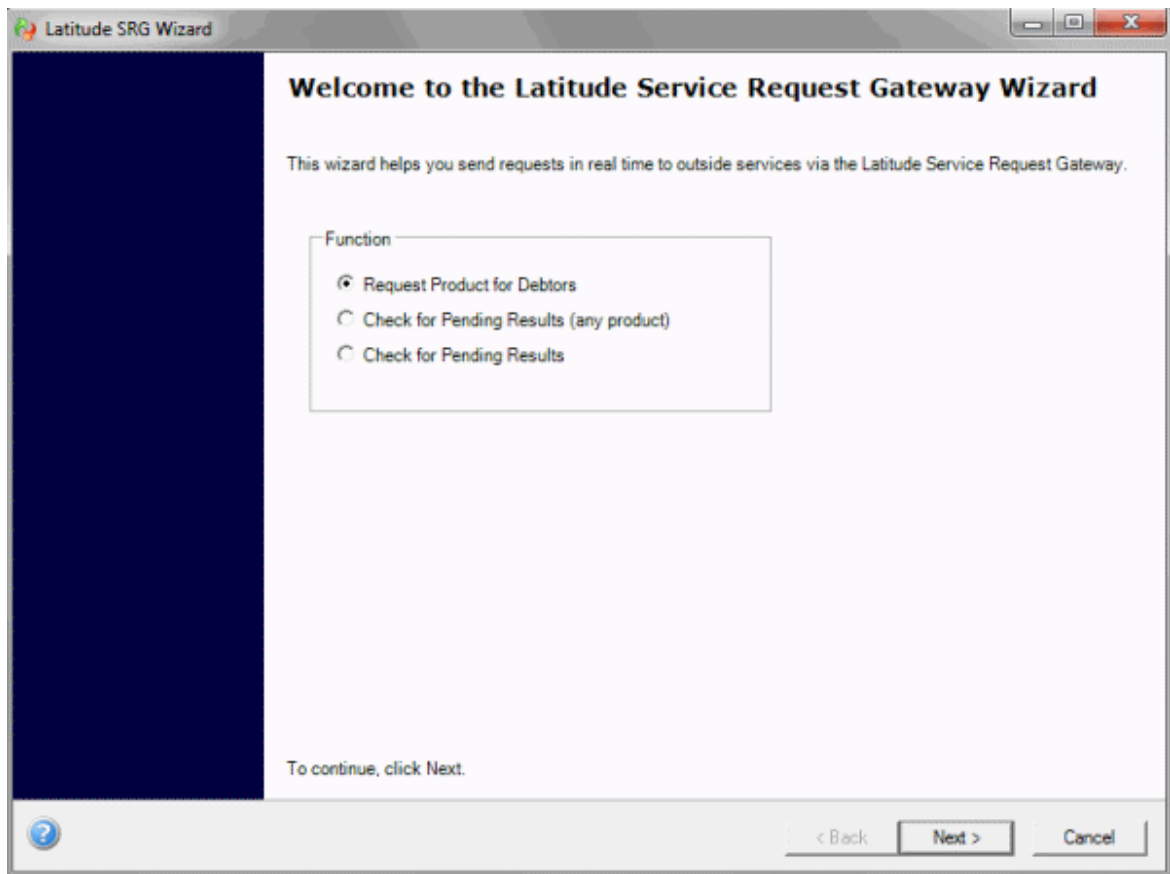
### Request a Batch of Products

Use the **Service Request Gateway Wizard** to request a new batch of products from an outside service.

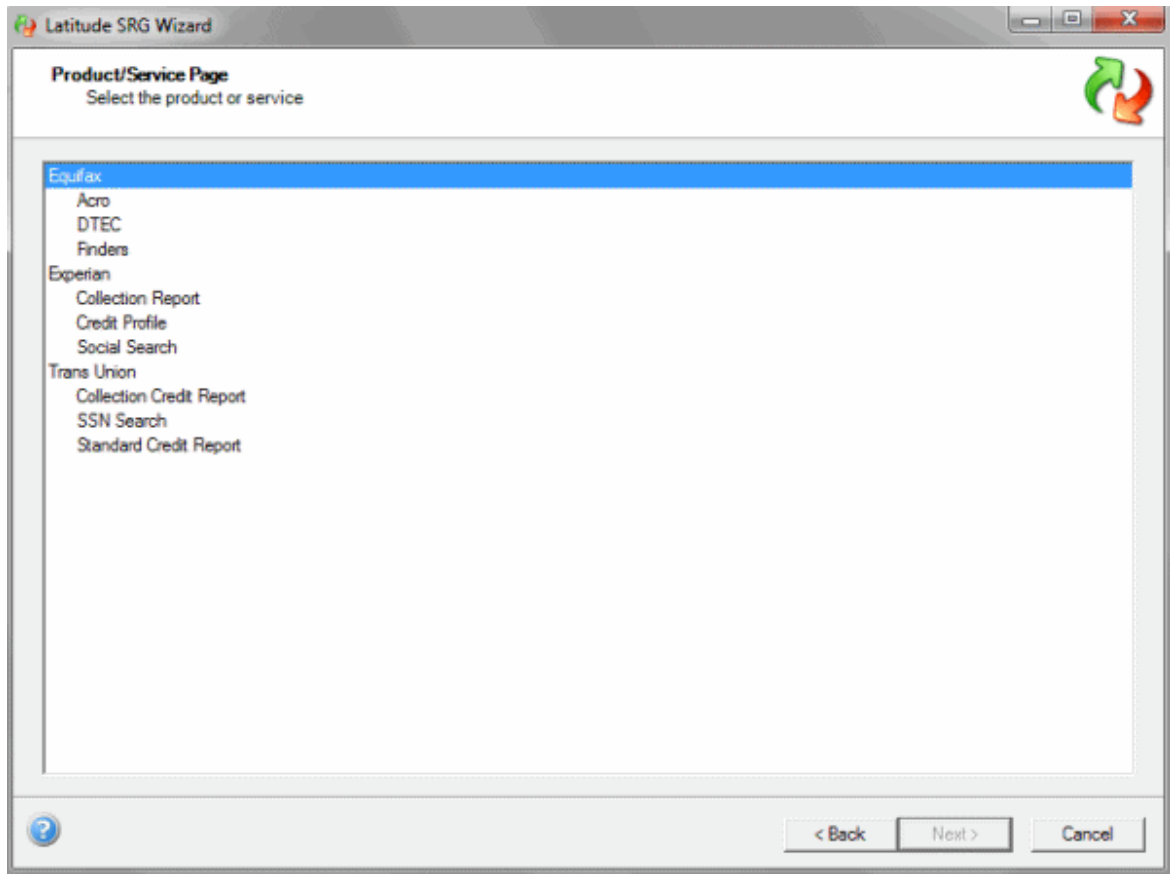
### To request a batch of products

1. Do one of the following:
  - To open the **Service Request Gateway Wizard** from within Latitude, in the **Main Menu** window, from the **Apps** menu, click **Service Request Gateway Wizard**.
  - To open **Service Request Gateway Wizard** from your desktop, click **Start > All Programs > Latitude Software > Service Request Gateway Wizard**.

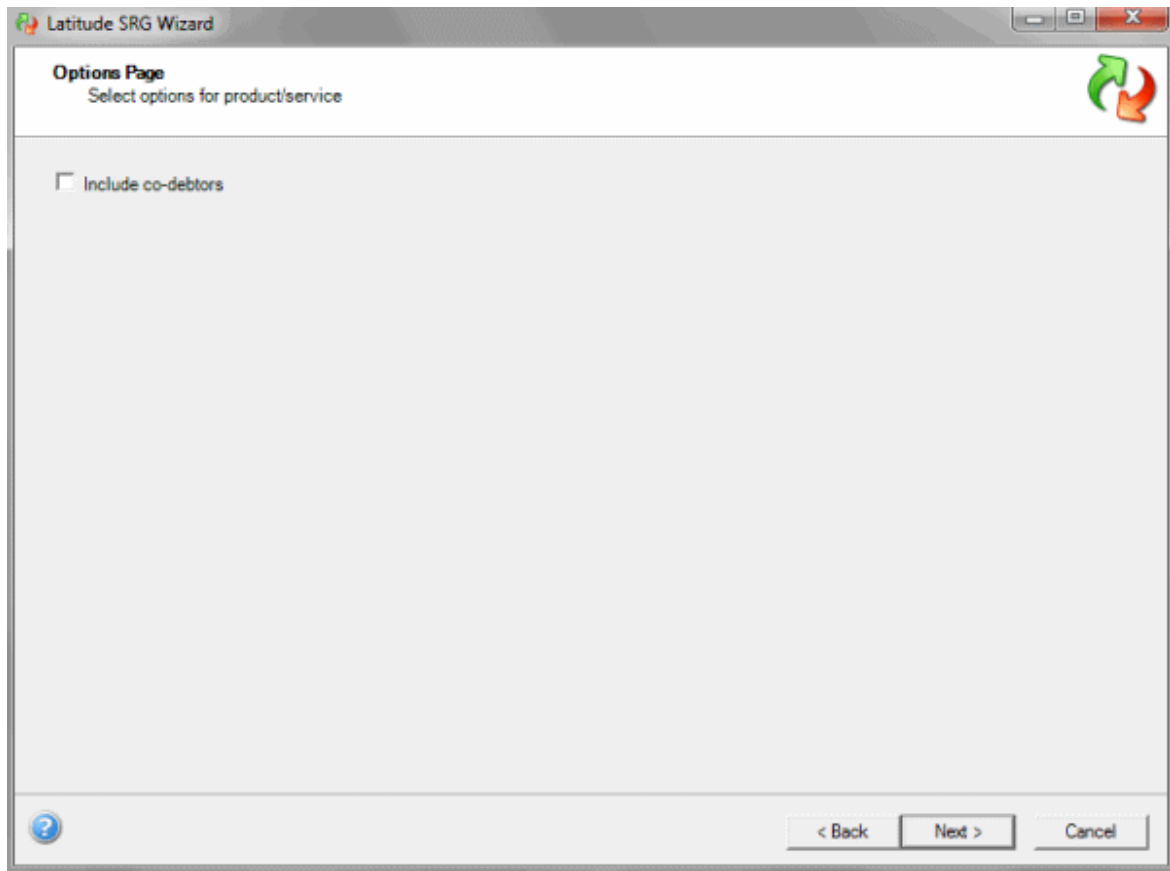
The **Service Request Gateway Wizard** appears.



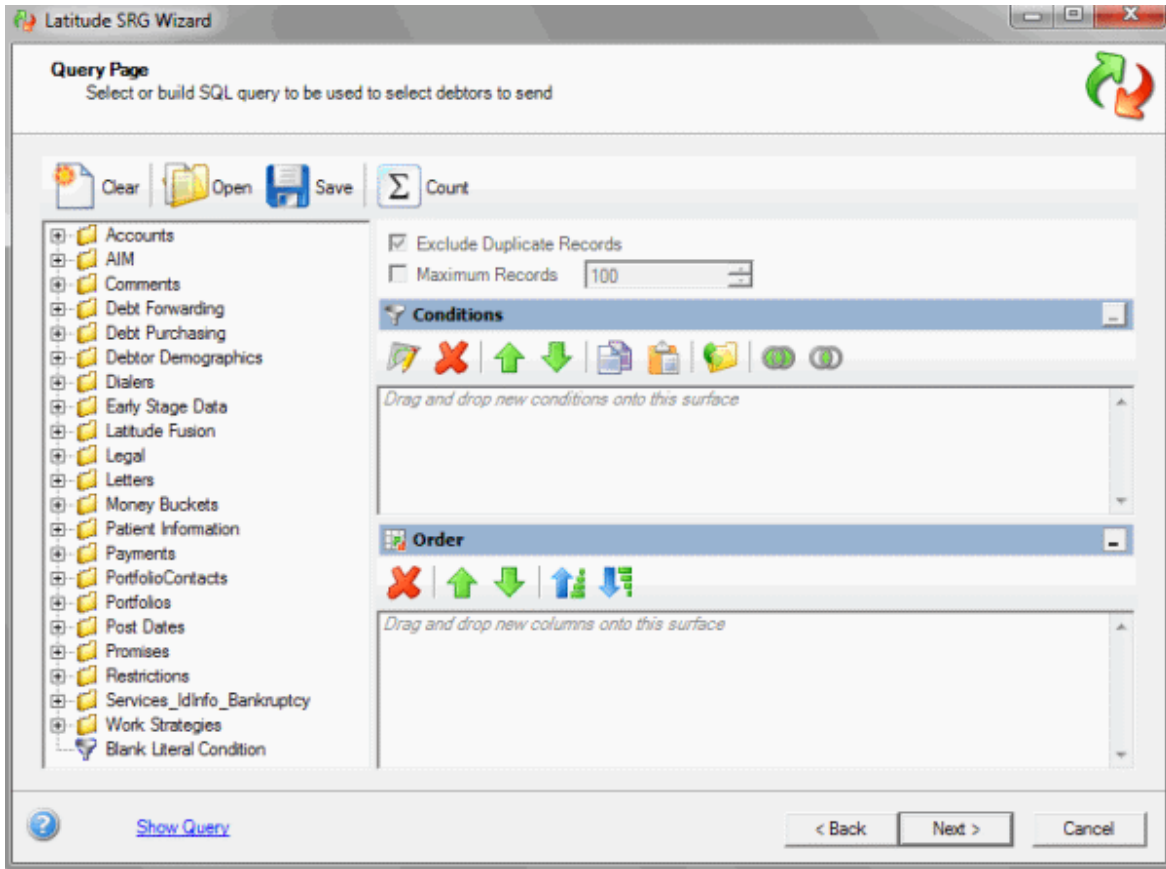
2. Click **Request Product for Debtors**. The **Product/Service Page** appears.



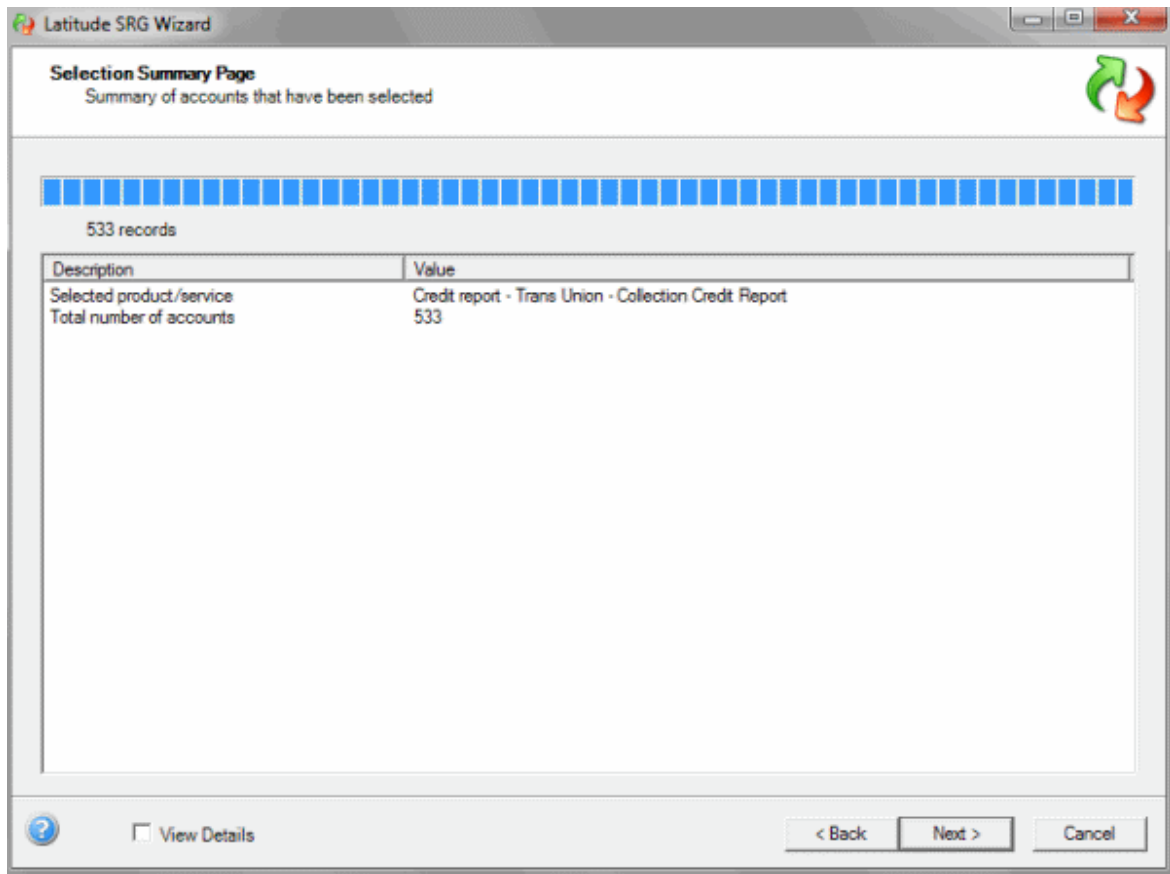
3. Do one of the following:
  - To select all products within a service, click the service name.
  - To select a single product within a service, click the product name.
4. Click **Next**. The **Options** page appears.



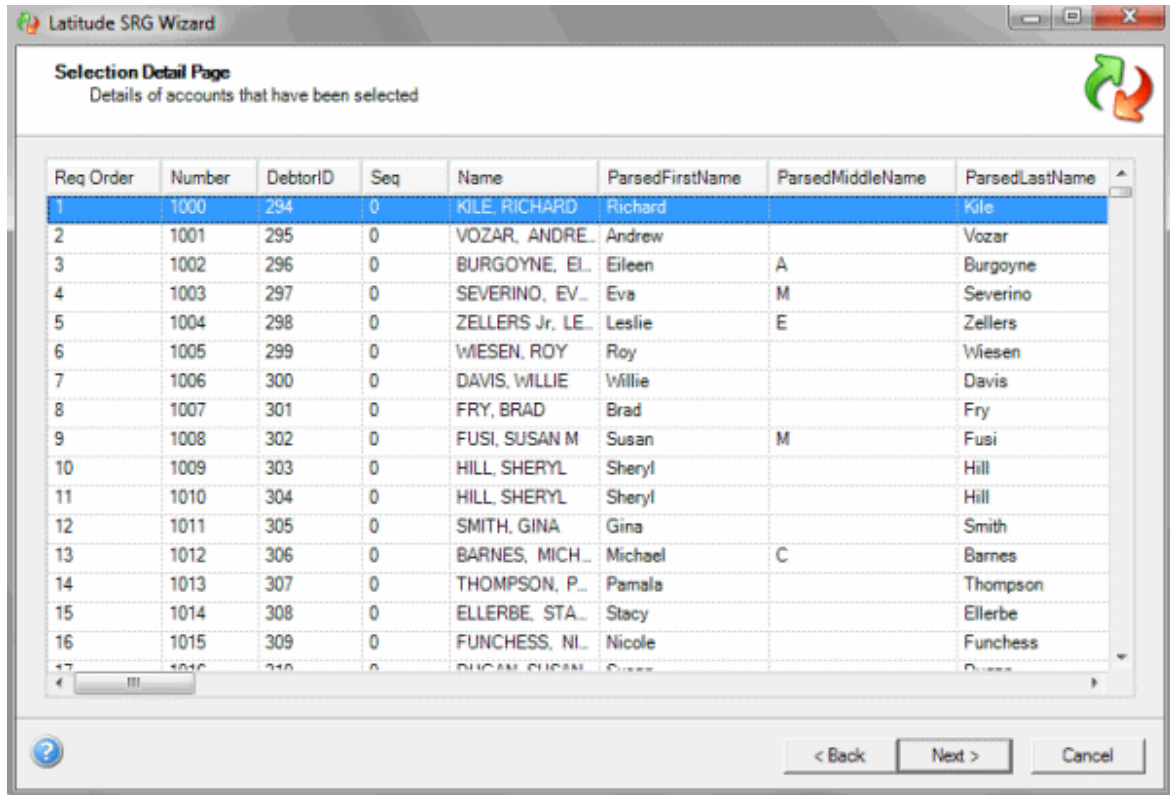
5. To include co-debtors in the output, select **Include co-debtors** and then click **Next**. The **Query Page** appears.



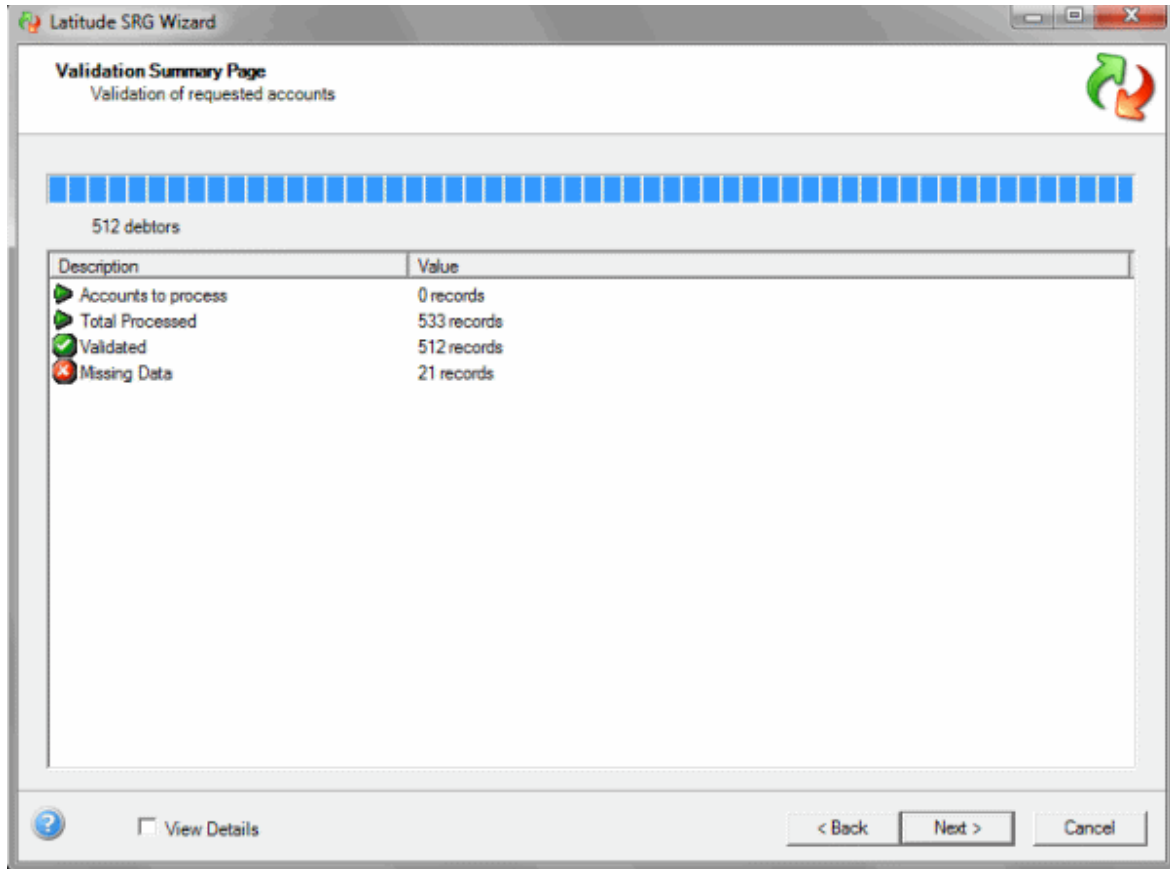
6. To limit the accounts to include in the output, set the conditions. For more information about setting conditions, see Conditions Pane.
7. To view the query, click the **Show Query** link. The query appears in a separate window. When finished viewing the query, close the window.
8. Click **Next**. The **Selection Summary Page** appears.



9. When the summary completes, select **View Details** and then click **Next**. The **Selection Detail Page** appears.

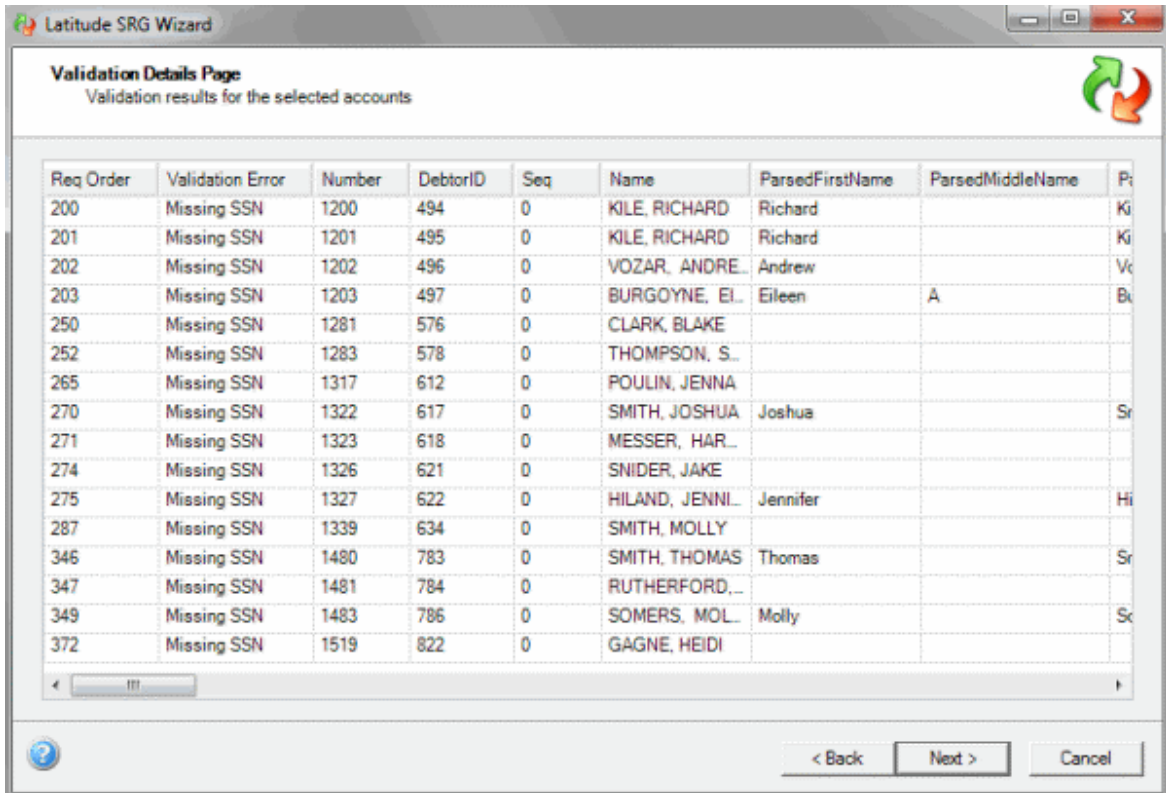


10. Click **Next**. The **Validation Summary Page** appears. Requests with an error indicate that there is an issue with the outside service, such as the service is down or the data doesn't match.

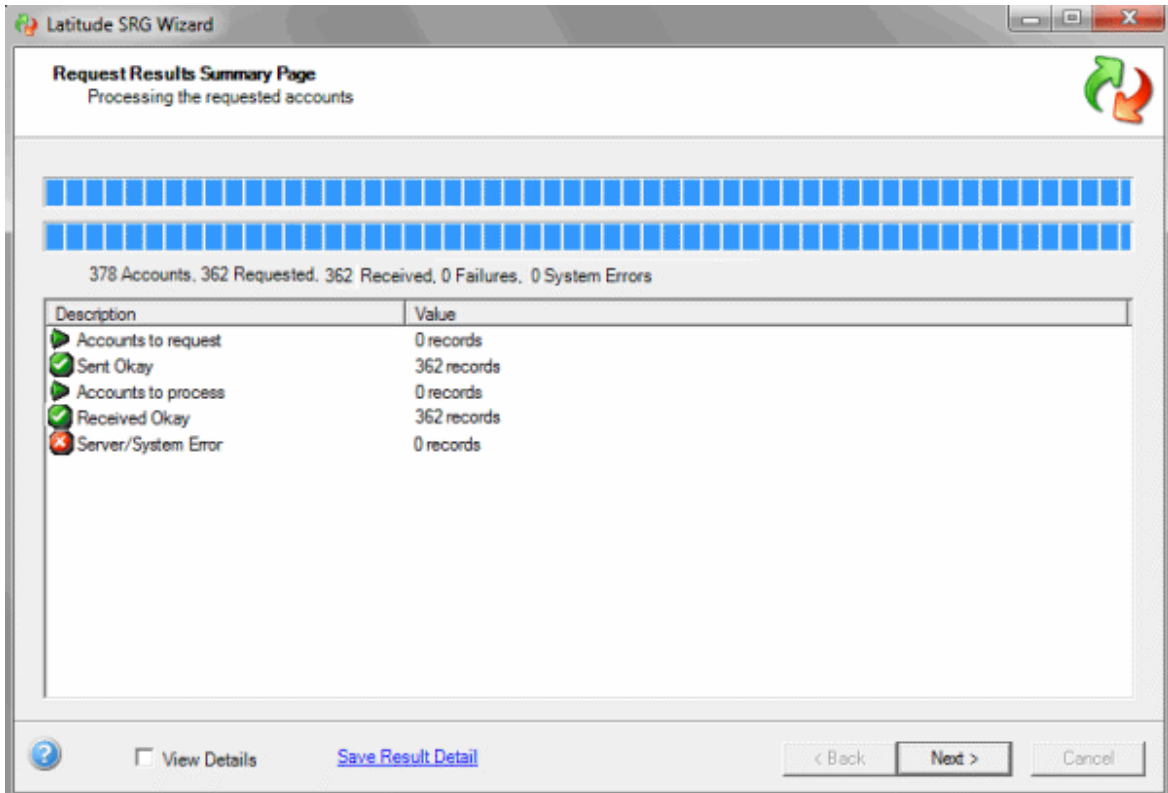


11. When the validation results appear, select **View Details** and then click **Next**. The **Validation Details Page** appears.

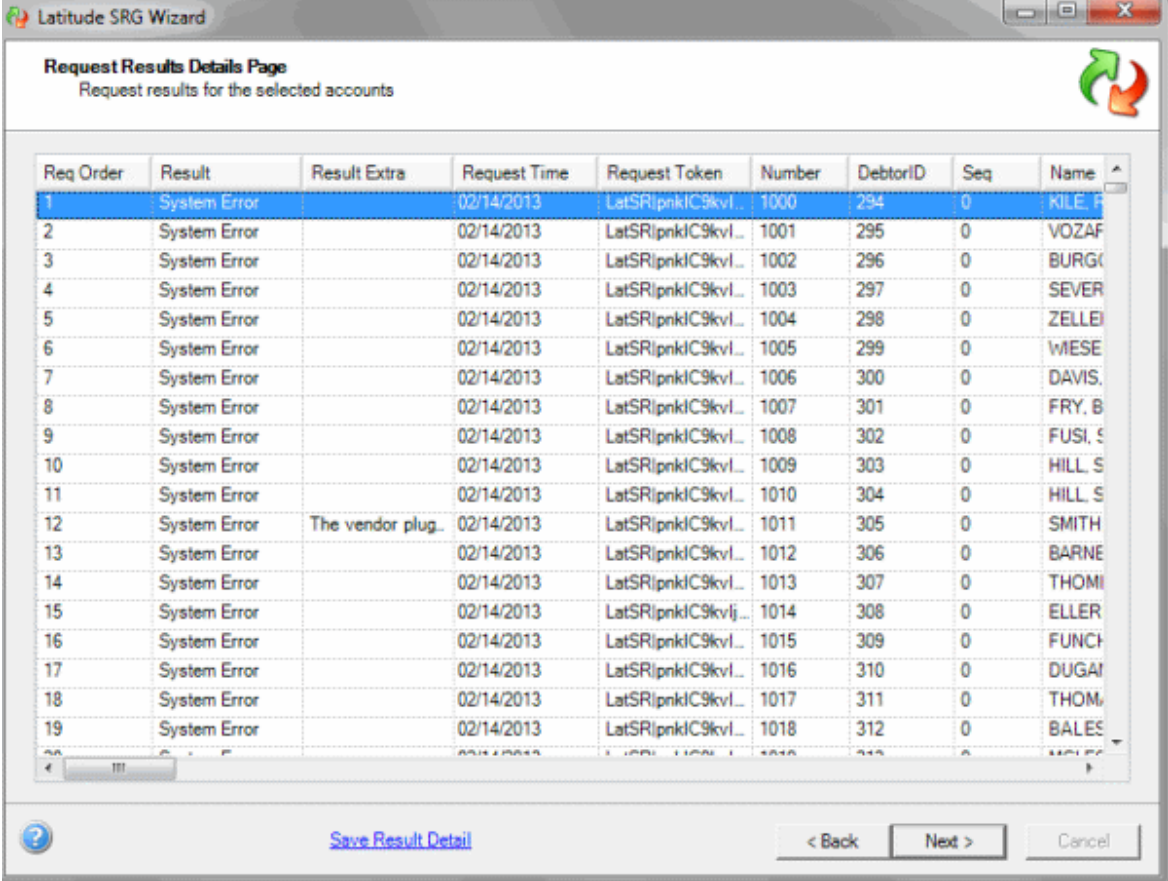




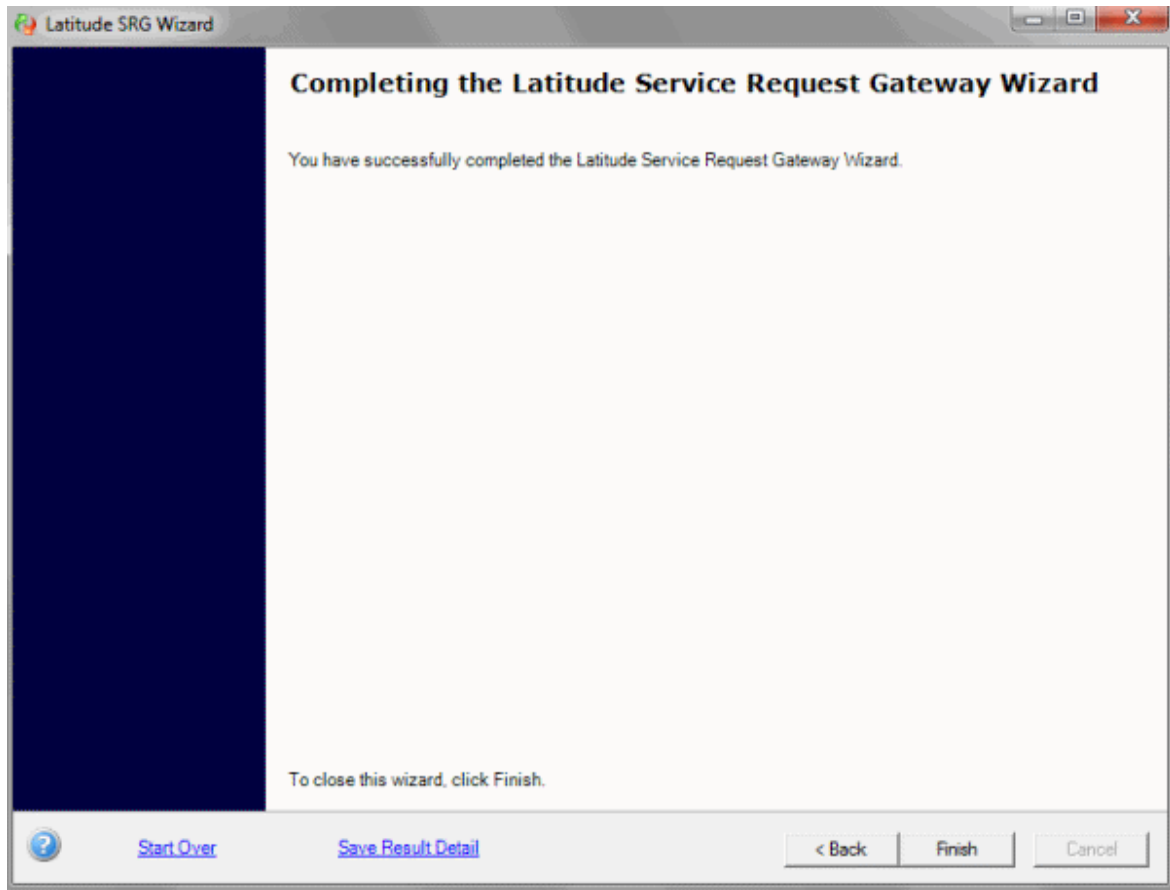
12. Click **Next**. A dialog box appears, indicating the number of debtors included in the request.
13. Click **Yes**. A confirmation dialog box appears.
14. Click **Yes**. The **Request Results Summary Page** appears. The request begins processing and the page shows the progress.



15. To save the result details, click **Save Result Detail**. A dialog box appears. In the **File name** box, type a name for the file and then click **Save**. A confirmation dialog box appears. Click **OK**.
16. Select **View Details** and then click **Next**. The **Request Results Details Page** appears.



17. When finished viewing the information, click **Next**. The final page of the wizard appears.



18. To save the result details, click **Save Result Detail**. A dialog box appears. In the **File name** box, type a name for the file and then click **Save**. A confirmation dialog box appears. Click **OK**.

19. Do one of the following:

- To return to the first page of the wizard, click **Start Over**.
- To close the wizard, click **Finish**.

### Check Pending Results for Any Product

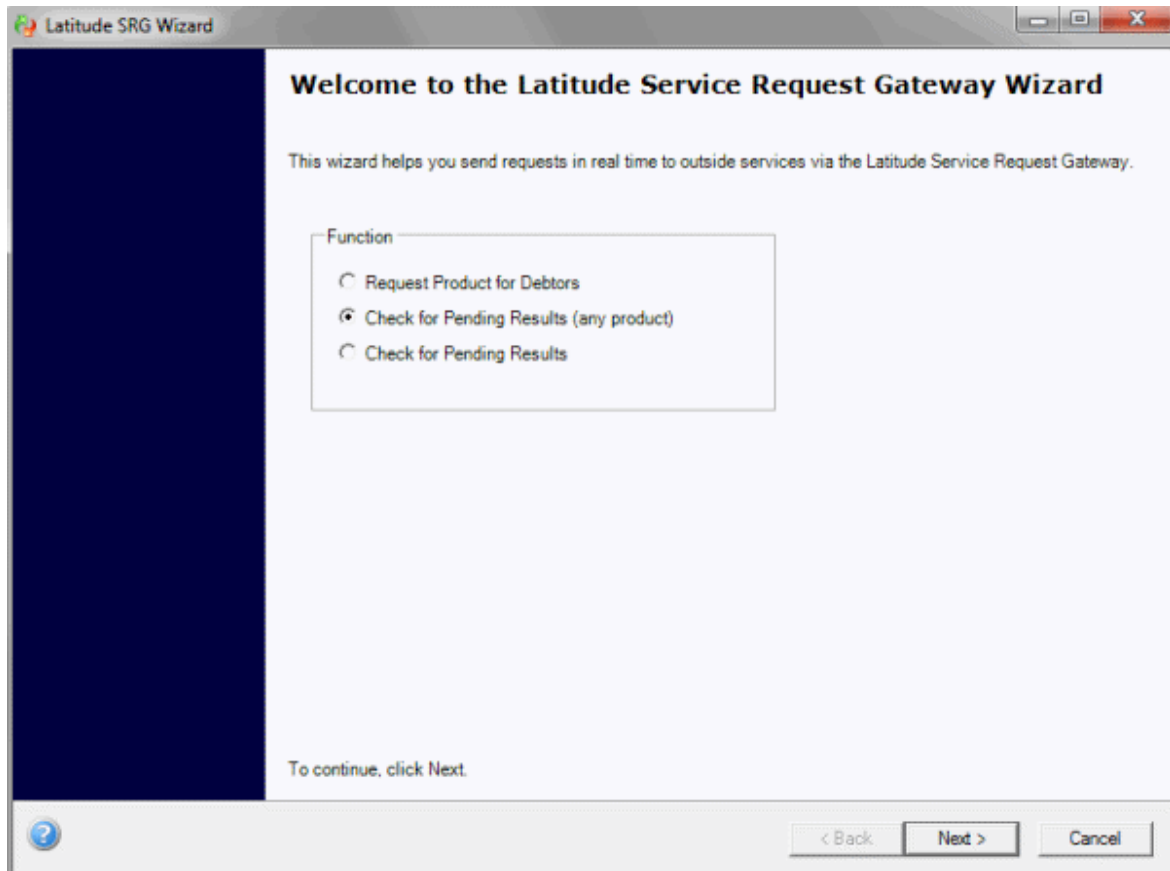
Use the **Service Request Gateway Wizard** to check pending requests that you sent to an outside service for any product. These requests show as "Requested" on the **Credit Reports** panel in the **Work Form**.

#### To check pending results for any product

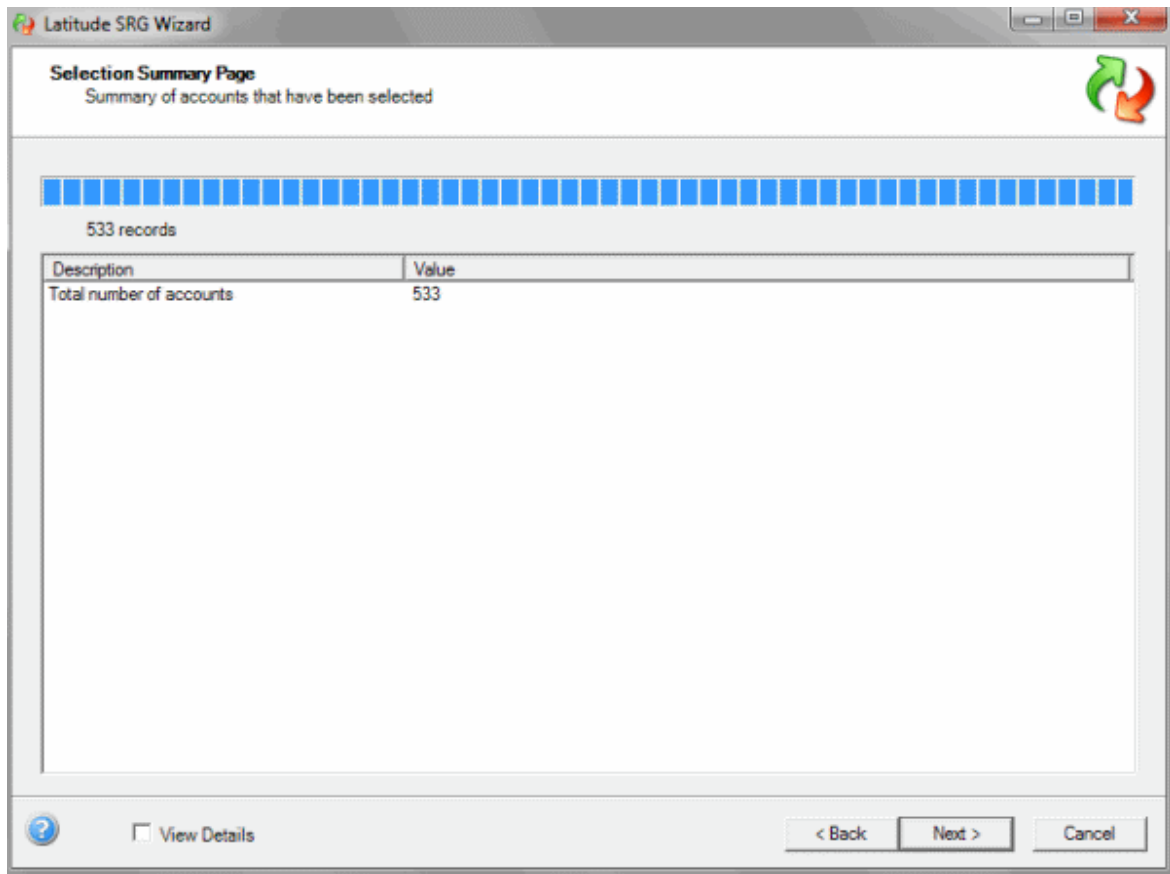
1. Do one of the following:

- To open **Service Request Gateway Wizard** from within Latitude, in the **Main Menu** window, from the **Apps** menu, click **Service Request Gateway Wizard**.
- To open **Service Request Gateway Wizard** from your desktop, click **Start > All Programs > Latitude Software > Service Request Gateway Wizard**.

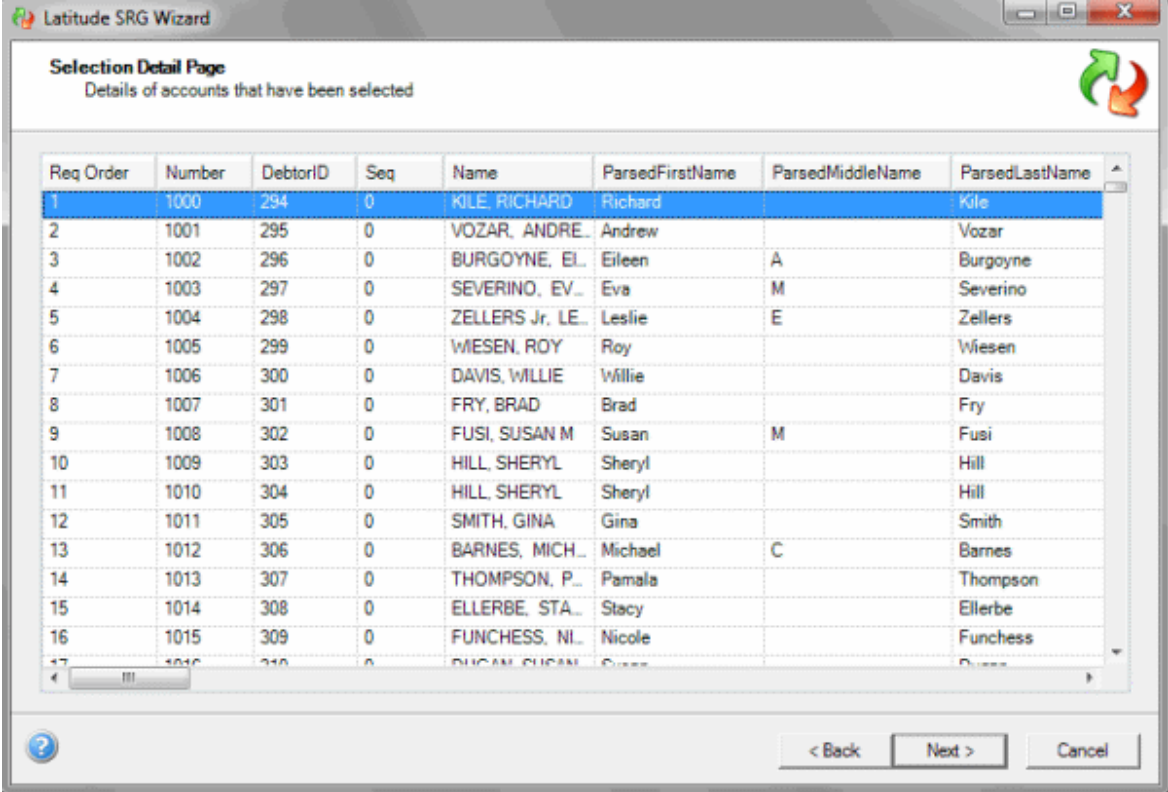
The **Service Request Gateway Wizard** appears.



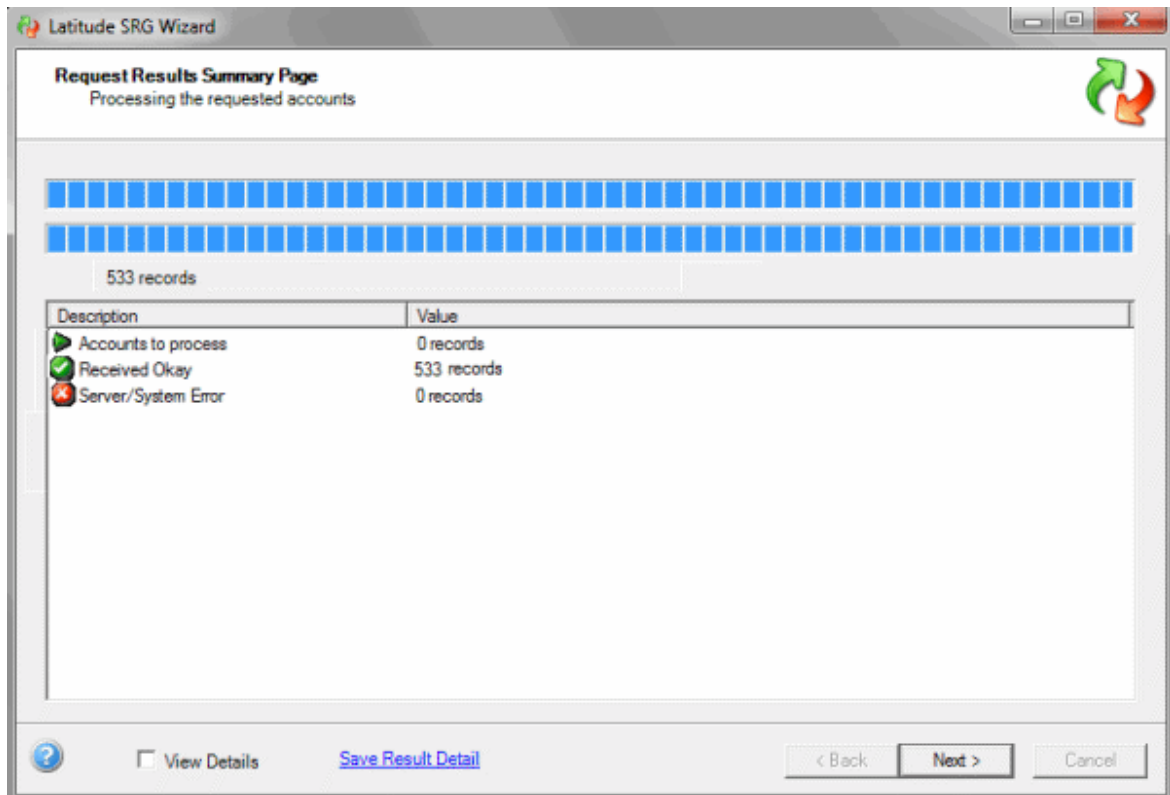
2. Click **Check for Pending Results (any product)**. The **Selection Summary Page** appears.



3. When the summary completes, select **View Details** and then click **Next**. The **Selection Detail Page** appears.

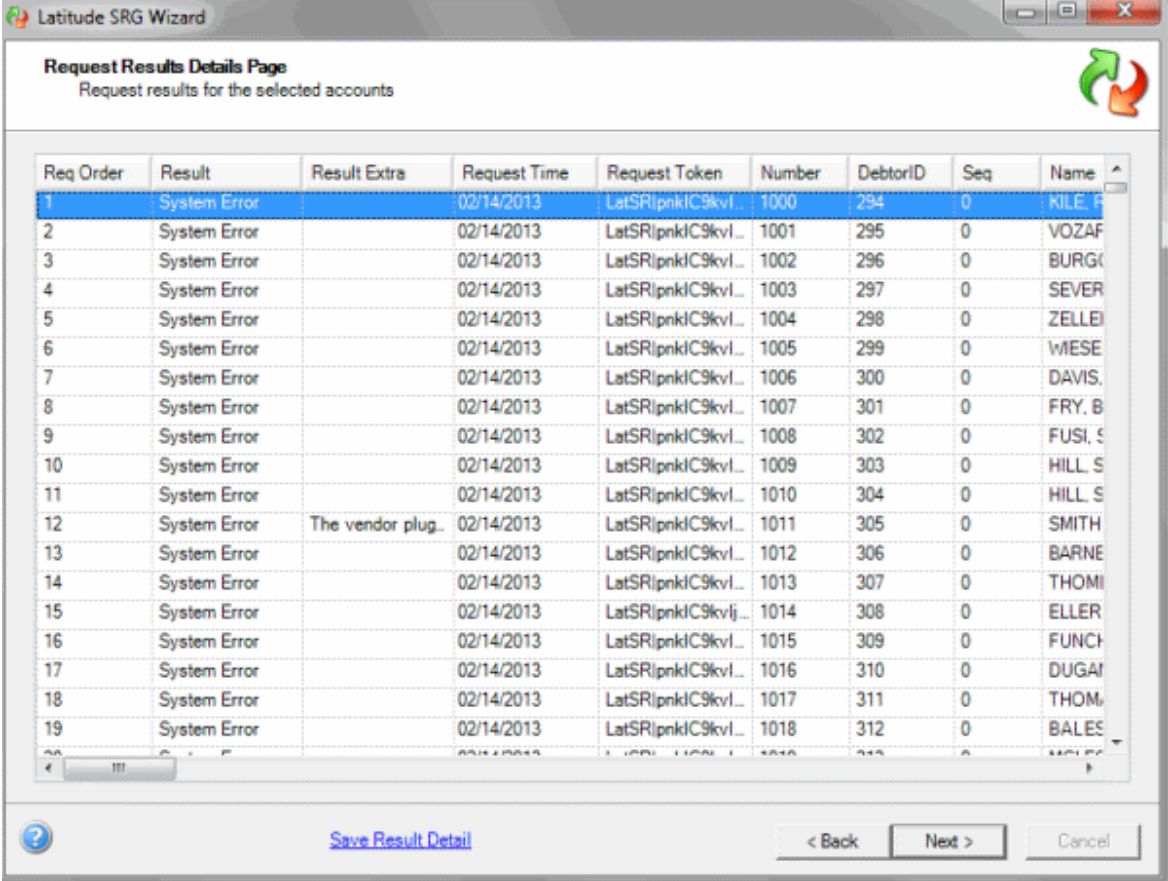


- 4. When finished viewing the information, click **Next**. A dialog box appears, indicating the number of accounts included in the request.
- 5. Click **Yes**. The **Request Results Summary Page** appears. The request begins processing and the page shows the progress.

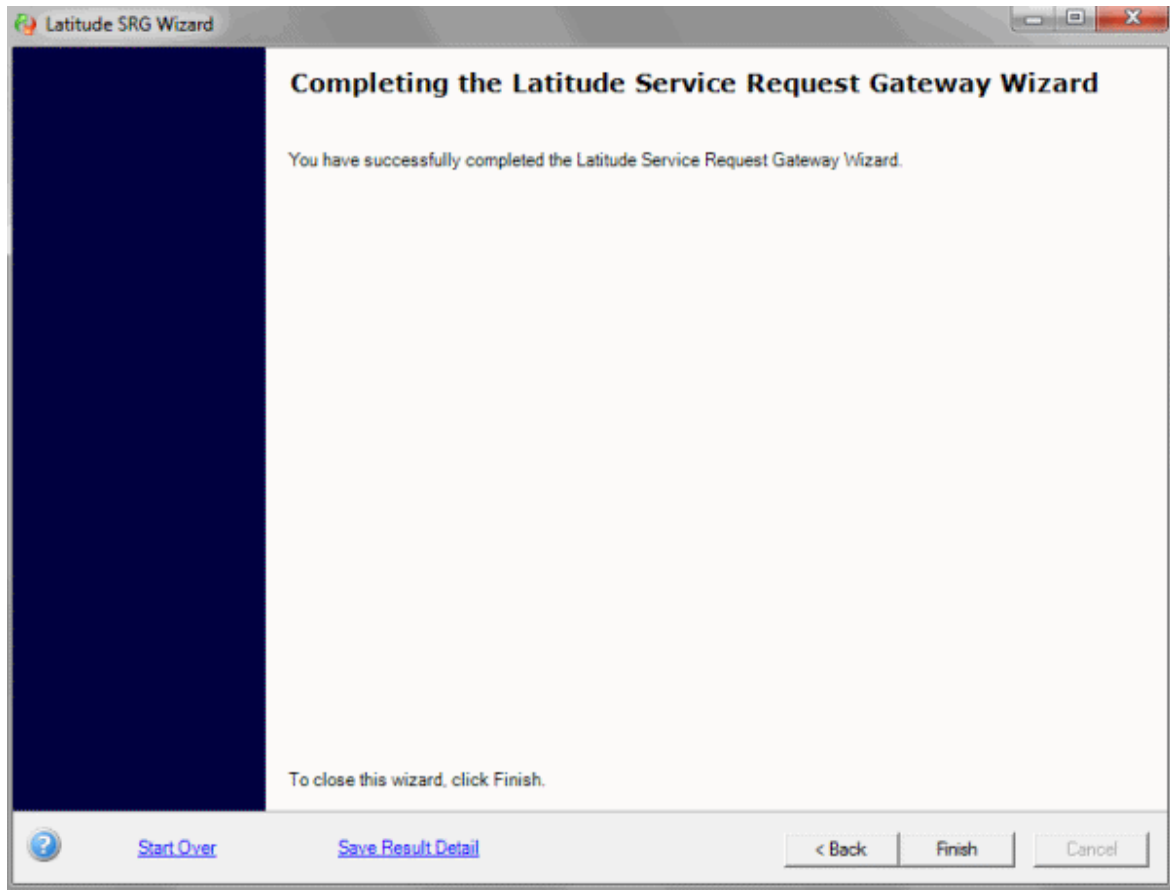


6. To save the result details, click **Save Result Detail**. A dialog box appears. In the **File name** box, type a name for the file and then click **Save**. A confirmation dialog box appears. Click **OK**.
7. Select **View Details** and then click **Next**. The **Request Results Details Page** appears.





8. When finished viewing the information, click **Next**. The final page of the wizard appears.



9. To save the result details, click **Save Result Detail**. A dialog box appears. In the **File name** box, type a name for the file and then click **Save**. A confirmation dialog box appears. Click **OK**.
10. Do one of the following:
  - To return to the first page of the wizard, click **Start Over**.
  - To close the wizard, click **Finish**.

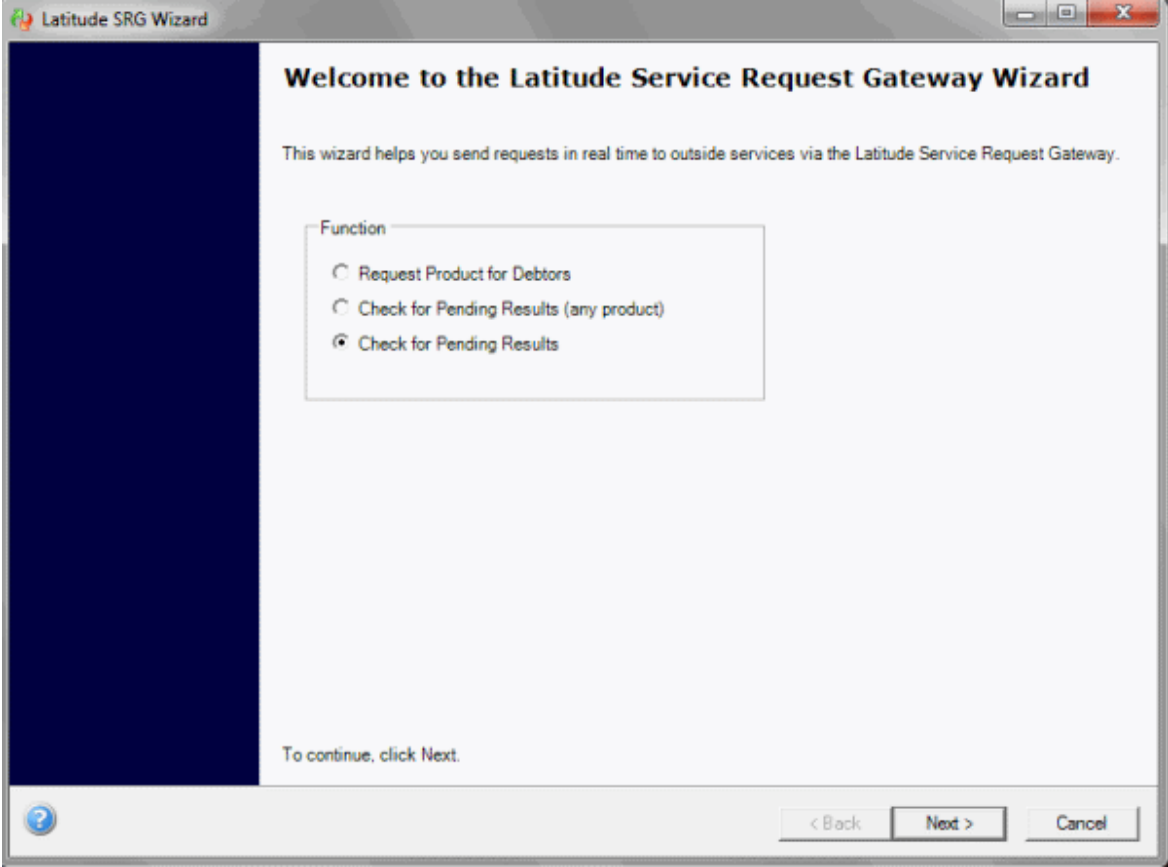
### Check Pending Results for a Single Product

Use the **Service Request Gateway Wizard** to check pending requests that you sent to an outside service for a single product. This request shows as "Requested" on the **Credit Reports** panel in the **Work Form**.

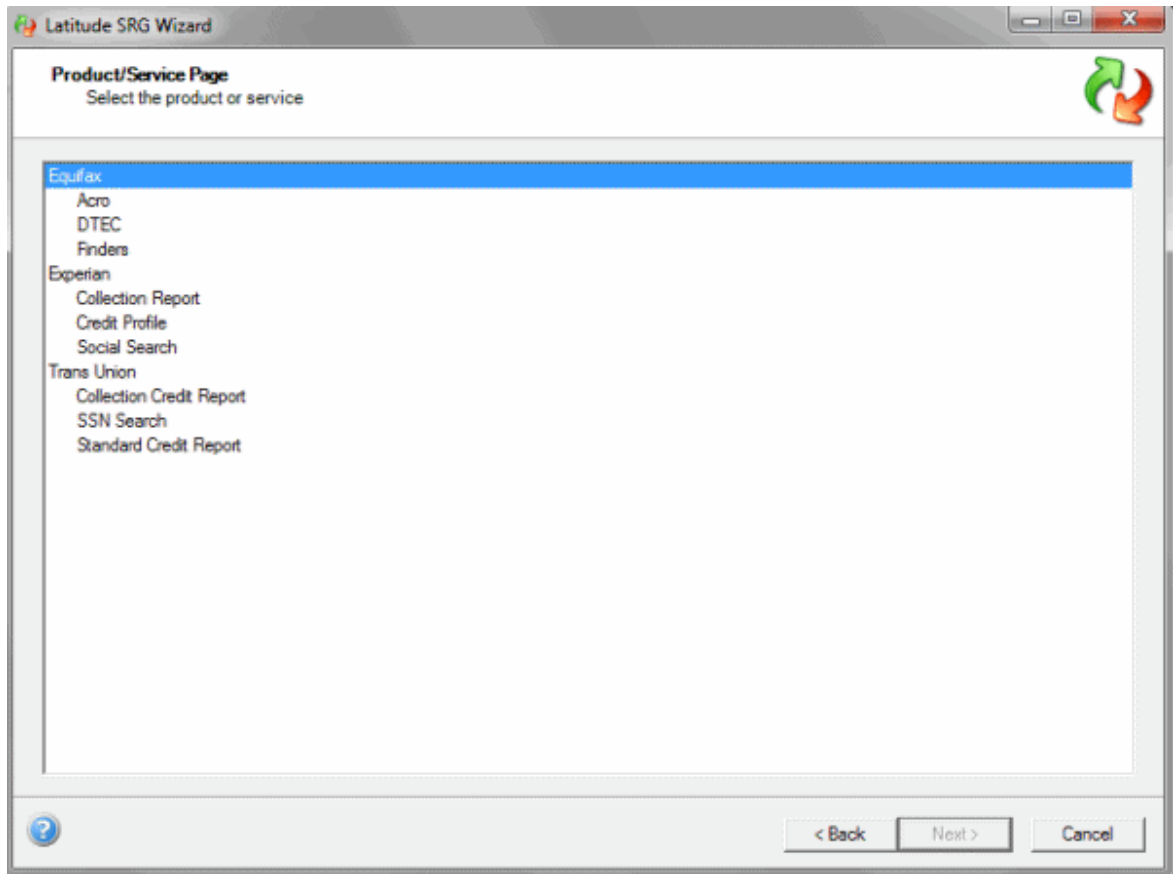
#### To check pending results for a single product

1. Do one of the following:
  - To open **Service Request Gateway Wizard** from within Latitude, in the **Main Menu** window, from the **Apps** menu, click **Service Request Gateway Wizard**.
  - To open **Service Request Gateway Wizard** from your desktop, click **Start > All Programs > Latitude Software > Service Request Gateway Wizard**.

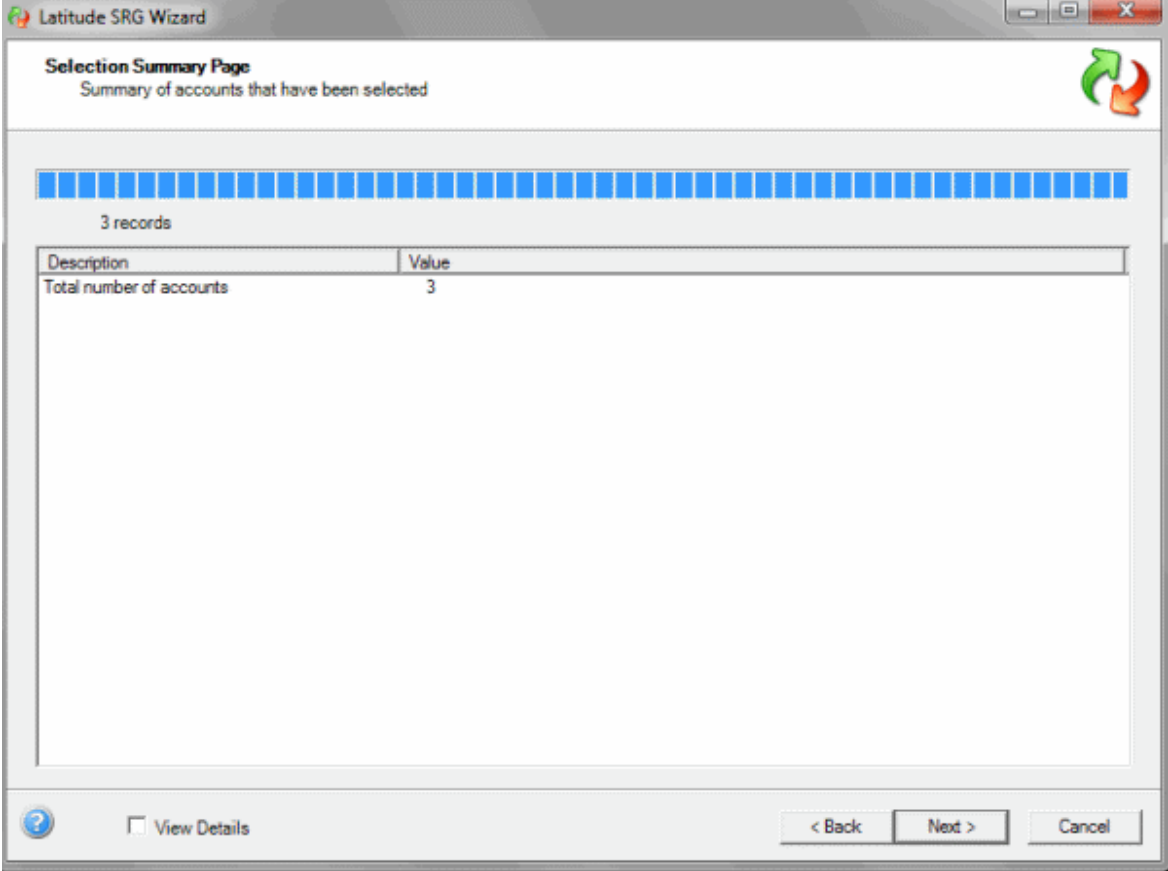
The **Service Request Gateway Wizard** appears.



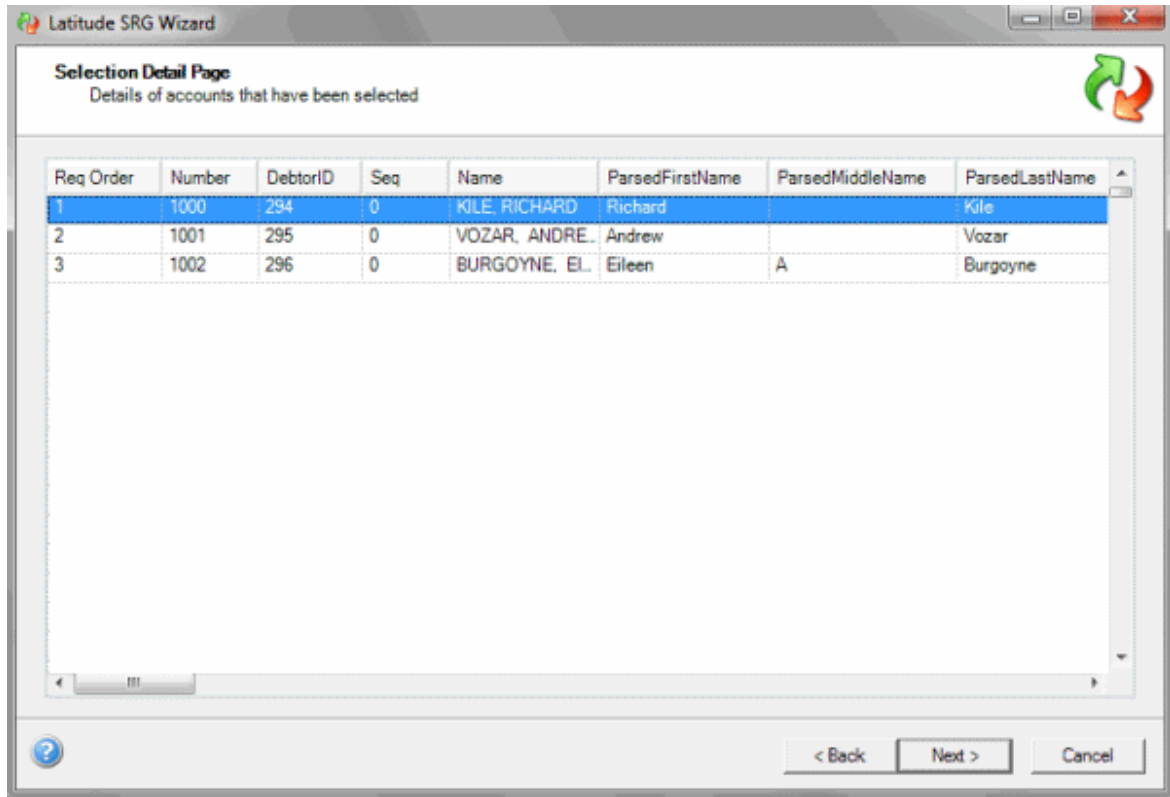
2. Click **Check for Pending Results**. The **Product/Service Page** appears.



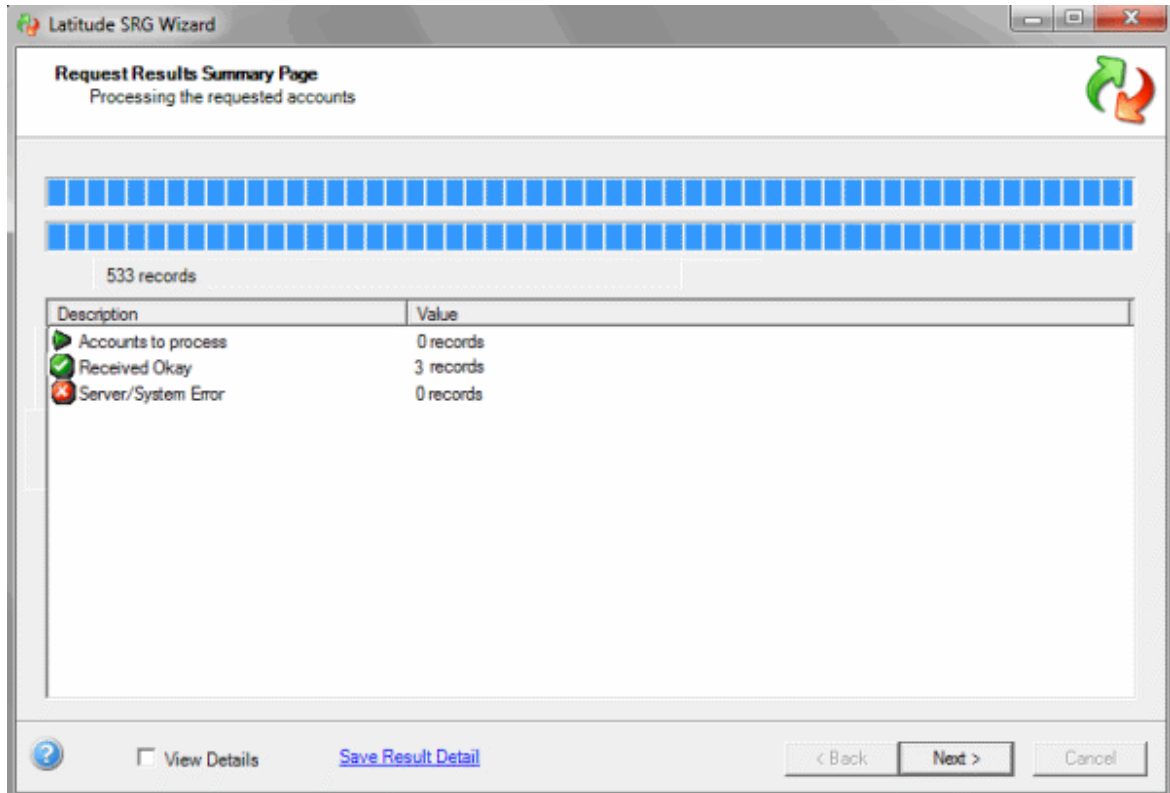
3. Click the product name and then click **Next**. The **Selection Summary Page** appears.



- 4. When the summary completes, select **View Details** and then click **Next**. The **Selection Detail Page** appears.



5. Click **Next**. A dialog box appears, indicating the number of accounts included in the request.
6. Click **Yes**. The **Request Results Summary Page** appears. The request begins processing and the page shows the progress.



7. To save the result details, click **Save Result Detail**. A dialog box appears. In the **File name** box, type a name for the file and then click **Save**. A confirmation dialog box appears. Click **OK**.
8. Select **View Details** and then click **Next**. The **Request Results Details Page** appears.

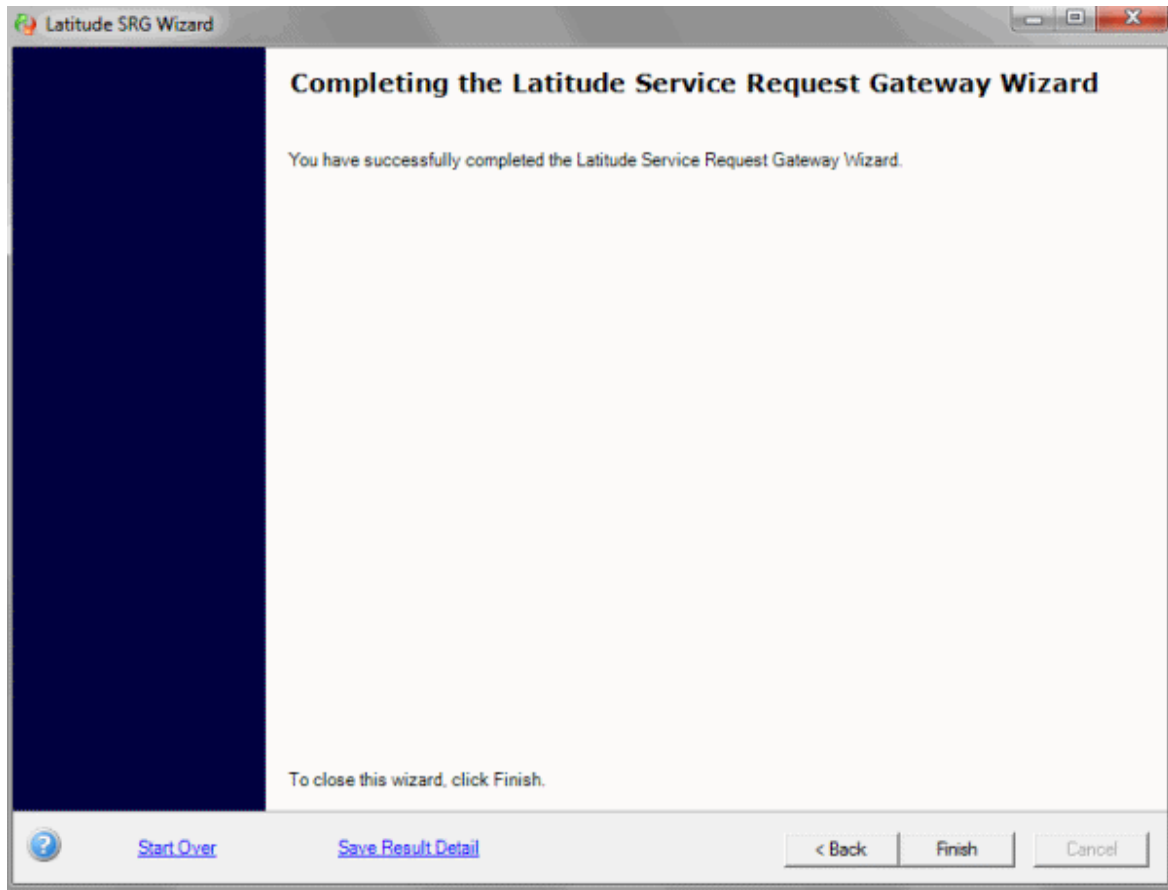
**Request Results Details Page**  
Request results for the selected accounts

Req Order	Result	Result Extra	Request Time	Request Token	Number	DebtorID	Seq	Name
1	System Error		02/14/2013	LatSRipnkJC9kvl...	1000	294	0	KILE R
2	System Error		02/14/2013	LatSRipnkJC9kvl...	1001	295	0	VOZAF
3	System Error		02/14/2013	LatSRipnkJC9kvl...	1002	296	0	BURGC
4	System Error		02/14/2013	LatSRipnkJC9kvl...	1003	297	0	SEVER
5	System Error		02/14/2013	LatSRipnkJC9kvl...	1004	298	0	ZELLE
6	System Error		02/14/2013	LatSRipnkJC9kvl...	1005	299	0	WESE
7	System Error		02/14/2013	LatSRipnkJC9kvl...	1006	300	0	DAVIS.
8	System Error		02/14/2013	LatSRipnkJC9kvl...	1007	301	0	FRY, B
9	System Error		02/14/2013	LatSRipnkJC9kvl...	1008	302	0	FUSI, S
10	System Error		02/14/2013	LatSRipnkJC9kvl...	1009	303	0	HILL, S
11	System Error		02/14/2013	LatSRipnkJC9kvl...	1010	304	0	HILL, S
12	System Error	The vendor plug...	02/14/2013	LatSRipnkJC9kvl...	1011	305	0	SMITH
13	System Error		02/14/2013	LatSRipnkJC9kvl...	1012	306	0	BARNE
14	System Error		02/14/2013	LatSRipnkJC9kvl...	1013	307	0	THOMI
15	System Error		02/14/2013	LatSRipnkJC9kvlj...	1014	308	0	ELLER
16	System Error		02/14/2013	LatSRipnkJC9kvl...	1015	309	0	FUNCH
17	System Error		02/14/2013	LatSRipnkJC9kvl...	1016	310	0	DUGAI
18	System Error		02/14/2013	LatSRipnkJC9kvl...	1017	311	0	THOM
19	System Error		02/14/2013	LatSRipnkJC9kvl...	1018	312	0	BALES

Buttons: [Save Result Detail](#),

9. When finished viewing the information, click **Next**. The final page of the wizard appears.





10. To save the result details, click **Save Result Detail**. A dialog box appears. In the **File name** box, type a name for the file and then click **Save**. A confirmation dialog box appears. Click **OK**.
11. Do one of the following:
  - To return to the first page of the wizard, click **Start Over**.
  - To close the wizard, click **Finish**.

## Automotive Information

### Automotive Information

Use the **Automotive** panel to maintain automobile information for a debtor. The **Automotive** panel includes the **Collateral**, **Repossession**, **Auction**, and **Lease** tabs. To view the panel, your administrator must have selected the panel in the Work Form Panels permission.

### Maintain Collateral Information

Use the **Collateral** tab in the **Automotive** panel to maintain collateral information.

#### To maintain collateral information

1. With an account displayed in the **Work Form**, do one of the following:
  - From the **Info** menu, click **Automotive Panel**.

- At the top of the **Panels** section, click the name of the currently displayed panel (for example, **Phones, Notes**) and then click **Automotive**.
2. In the **Automotive** panel, click the **Collateral** tab.

The screenshot shows the 'Automotive' panel with the 'Collateral' tab selected. The interface includes a top navigation bar with 'Automotive' and 'CB Status: Reported, Open Collection. . CHANGE PENDING' and a 'Show Linked Notes' checkbox. Below the navigation bar are tabs for 'Collateral', 'Repossession', 'Auction', and 'Lease'. The main form area is divided into several sections: 'Collateral' (Year, Make, Model, Add ons, Vin #, Manufacturing Code, Series Identifier, Color, Ignition Key Number, Other Key Number, Purchase Amount, MSRP, Miles/Hours, Fair Market Value, Totaled, Damaged, Sell Collateral, Description), 'Tag' (Decal State, Decal Number, Decal Year), 'Title' (Position, State, Status, Have Title), and 'Dealer' (Dealer Code, Endorsement Code, Reserve Chargeback). A 'Save' button is located at the bottom right.

**Year:** Vehicle's model year.

**Make:** Vehicle's make.

**Model:** Vehicle's model.

**Add-On:** Vehicle's add-on features.

**VIN:** Vehicle Identification Number.

**Manufacturing Code:** Code that identifies the vehicle manufacturer.

**Series Identifier:** Series code that identifies the vehicle.

**Color:** Color of the vehicle.

**Ignition Key Number:** Number that identifies the ignition key.

**Other Key Number:** Number that identifies another vehicle key, such as the valet key.

**Purchase Amount:** Purchase amount the vehicle.

**MSRP:** Manufacturer Suggested Retail Price.

**Miles:** If selected, the box contains the number of miles on the vehicle.

**Hours:** If selected, the box contains the number of hours on the vehicle.

**Fair Market Value:** Dollar amount the vehicle would sell for on the open market.

**Totaled:** If selected, the vehicle is totaled.

**Damaged:** If selected, the vehicle is damaged.

**Sell Collateral:** If selected, the lien holder intends to sell the vehicle for collateral.

**Description:** A description of the condition of the vehicle.

**Legal Code:** Legal code that grants the lien holder or credit agency the right to repossess the vehicle when a debtor defaults on the loan or lease agreement.

**Termination Date:** Termination date of the lease agreement.

**Termination Effective Date:** Date the termination of the lease agreement became effective.

**Finance Charge Due:** Finance charge due on the loan.

**Late Charge Due:** Late charge due on the loan.

#### Tag

**Decal State:** State where the vehicle is licensed.

**Decal Number:** Vehicle's license plate number.

**Decal Year:** Vehicle's license plate year.

#### Title

**Position:** Position of the title (for example, original, duplicate).

**State:** State where the vehicle is titled.

**Status:** Status of the vehicle's title (for example, salvage, rebuilt, junk).

**Have Title:** If selected, indicates that you have the title.

#### Dealer

**Dealer Code:** Dealer's license number.

**Endorsement Code:** Code that identifies the dealer's auto-broker endorsement.

**Reserve Charge Back:** Dollar amount to charge back the dealer for early payoff of a loan.

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

### Maintain Repossession Information

Use the **Repossession** tab in the **Automotive** panel to maintain vehicle repossession information.

#### To maintain repossession information

1. With an account displayed in the **Work Form**, do one of the following:

- From the **Info** menu, click **Automotive Panel**.
- At the top of the **Panels** section, click the name of the currently displayed panel (for example, **Phones, Notes**) and then click **Automotive**.

2. In the **Automotive** panel, click the **Repossession** tab.

**Status:** Status of the vehicle repossession.

### Repossession

**Repo Address:** Address where the vehicle is located.

**Policy Entity:** Insurance agency where the repossession company has an insurance policy.

**Date Repo Completed:** Date the vehicle was repossessed.

**Balance at Repo:** Balance due on the loan or lease when the vehicle was repossessed.

**Repo Expenses:** Cost of repossessing the vehicle.

### Collateral Status

**Collateral Condition:** Condition of the vehicle when it was repossessed.

**Collateral Lease End/Repo:** Indicates if the lease ended or the vehicle was repossessed.

**Collateral Repo Code:** Vehicle factory key code that allows the repossession company to drive the vehicle away rather than tow it.

**Collateral Drivable:** If selected, the vehicle was drivable when it was repossessed.

### Agency Information

**Agency Name:** Name of the repossession agency.

**Agency Phone:** Phone number of the repossession agency.

**Date Assigned:** Date the lender assigned the vehicle to the agency for repossession.

### Storage

**Date Into Storage:** Date the agency placed the repossessed vehicle into storage.

**Storage Location:** Storage place for the repossessed vehicle.

**Storage Comments:** More information regarding storage of the repossessed vehicle.

### Redemption

**Redemption Date:** Last date the debtor has to redeem the vehicle.

**Redemption Amount:** Dollar amount the debtor must remit to redeem the vehicle. This amount could include past due amounts, total remainder of the debt, and any fees incurred from the repossession.

**Date Collateral Released:** Date the agency released the vehicle.

**Collateral Redeemed by:** Person who redeemed the vehicle.

**Collateral Released:** Status of the release.

**Repo Fees:** Repossession fees incurred.

**Property Storage Fees:** Fees for storing the property.

**Key Cut Fee:** Fee for having a key made.

**Misc Fees:** Miscellaneous fees related to the repossession.

**Impound Fee:** Impound fee incurred.

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

### Maintain Lease Information

Use the **Lease** tab in the **Automotive** panel to maintain vehicle lease information.

#### To maintain lease information

1. With an account displayed in the **Work Form**, do one of the following:
  - From the **Info** menu, click **Automotive Panel**.
  - At the top of the **Panels** section, click the name of the currently displayed panel (for example, **Phones**, **Notes**) and then click **Automotive**.
2. In the **Automotive** panel, click the **Lease** tab.

<b>Automotive:</b>		CB Status: <span style="color: blue;">!</span> Reported. Open Collection. . CHANGE PENDING	<input checked="" type="checkbox"/> Show Linked Notes
Collateral   Repossession   Auction   <b>Lease</b>			
Term Months	<input type="text"/>	Contract Obligation	<input type="text" value="\$ 00"/>
Effective Date	<input type="text" value="/ /"/>	Security Deposit	<input type="text" value="\$ 00"/>
Maturity Date	<input type="text" value="/ /"/>	Residual	<input type="text" value="\$ 00"/>
Return Date	<input type="text" value="/ /"/>	Residual Gain/Loss	<input type="text" value="\$ 00"/>
Disposition Date	<input type="text" value="/ /"/>	Disposal Assessed Amount	<input type="text" value="\$ 00"/>
Inspection Received Date	<input type="text" value="/ /"/>	Unpaid Months Payment	<input type="text" value="\$ 00"/>
Original Miles	<input type="text"/>	Unpaid Tax	<input type="text" value="\$ 00"/>
Inception Miles	<input type="text"/>	Wear and Tear	<input type="text" value="\$ 00"/>
Contract Miles	<input type="text"/>	Minor Wear Charge	<input type="text" value="\$ 00"/>
Purchase Miles	<input type="text"/>	Major Wear Charge	<input type="text" value="\$ 00"/>
End of Term Miles	<input type="text"/>	End Of Term Tax Assessed	<input type="text" value="\$ 00"/>
Excess Miles	<input type="text"/>	Excess Mileage	<input type="text" value="\$ 00"/>
Unused Miles	<input type="text"/>	Mileage Credit	<input type="text" value="\$ 00"/>
		Other Tax Assessed	<input type="text" value="\$ 00"/>
			<input type="button" value="Save"/>

**Term (Months):** Length of the lease, in months.

**Effective Date:** Date the lease became effective.

**Maturity Date:** Date the lease matured.

**Return Date:** Date the agency returned the vehicle to the leasing agency.

**Disposition Date:** Disposition date for returning the vehicle.

**Inspection Received Date:** Vehicle inspection date.

**Original Miles:** Original mileage when the lessee leased the vehicle.

**Inceptions Miles:** Mileage at the beginning of the lease term.

**Contract Miles:** Mileage allowed under the leasing contract.

**Purchase Miles:** Number of extra miles purchased.

**End of Term Miles:** Mileage at the end of the lease term.

**Excess Miles:** Number of miles in excess of the contract and purchased miles.

**Unused Miles:** Number of contract and purchased miles that the lessee used.

**Contract Obligation:** Total dollar amount due under the lease agreement. This amount excludes the security deposit, sales tax, and any other fees and taxes paid to a third party.

**Security Deposit:** Dollar amount the debtor paid as a security deposit.

**Residual:** Lease-end value of the vehicle.

**Residual Gain/Loss:** Dollar difference between the residual value and the end-of-lease purchase price.

**Disposal Assessed Amount:** Dollar amount charged to dispose of the vehicle.

**Unpaid Months Payment:** Number of months during the lease term that the debtor did not make a payment.

**Unpaid Tax:** Amount of unpaid taxes the debtor owes.

**Wear and Tear:** Total dollar amount charged for wear and tear on the vehicle.

**Minor Wear Charge:** Dollar amount charged for minor wear on the vehicle.

**Major Wear Charge:** Dollar amount charged for major wear on the vehicle.

**End of Term Tax Assessed:** Tax assessed at the end of the lease.

**Excess Mileage:** Dollar amount charged for each mile in excess of the mileage limit.

**Mileage Credit:** Dollar amount credited for unused mileage.

**Other Tax Assessed:** Dollar amount charged for other taxes (for example, property tax).

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

### Maintain Auction Information

Use the **Main** tab on the **Auction** tab in the **Automotive** panel to maintain vehicle auction information.

#### To maintain auction information

1. With an account displayed in the **Work Form**, do one of the following:
  - From the **Info** menu, click **Automotive Panel**.
  - At the top of the **Panels** section, click the name of the currently displayed panel (for example, **Phones**, **Notes**) and then click **Automotive**.
2. In the **Automotive** panel, click the **Auction** tab.
3. On the **Auction** tab, click the **Main** tab.

<b>Automotive:</b>		CB Status: <span style="color: blue;">!</span> Reported, Open Collection, . CHANGE PENDING	<input checked="" type="checkbox"/> Show Linked Notes
Collateral	Repossession	Auction	Lease
Main	Repair Bids	Appraisals	Bids

<b>Repairs</b> <input type="checkbox"/> Collateral Repairs Needed <input type="checkbox"/> Sell As Is Description: <input type="text"/> Approved: <input type="text"/> <span style="color: blue;">_/_/</span> Ordered: <input type="text"/> <span style="color: blue;">_/_/</span> Completed: <input type="text"/> <span style="color: blue;">_/_/</span> Comments: <input type="text"/> Repaired Value: <input type="text"/> \$ <span style="color: blue;">_ 0.00</span>		<b>Auction Information</b> Inspection Date: <input type="text"/> <span style="color: blue;">_/_/</span> Location: <input type="text"/> Collateral Appraiser Code: <input type="text"/> Appraisal Verified: <input type="text"/> <span style="color: blue;">_/_/</span> Buyer P.O. #: <input type="text"/> Bid Closed: <input type="text"/> <span style="color: blue;">_/_/</span> Collateral Avail. for Resale: <input type="text"/> <span style="color: blue;">_/_/</span> Collateral Sold: <input type="text"/> <span style="color: blue;">_/_/</span> Payment Recv. for Collateral: <input type="text"/> <span style="color: blue;">_/_/</span> Collateral Sale Price: <input type="text"/> \$ <span style="color: blue;">_ 0.00</span> Auction Expense: <input type="text"/> \$ <span style="color: blue;">_ 0.00</span> Collateral Stock #: <input type="text"/>	
<b>Letters</b> Letter to Lien Holder 1: <input type="text"/> <span style="color: blue;">_/_/</span> Letter to Lien Holder 2: <input type="text"/> <span style="color: blue;">_/_/</span> Notice Sent to Guarantor: <input type="text"/> <span style="color: blue;">_/_/</span> Notice Sent to Maker: <input type="text"/> <span style="color: blue;">_/_/</span> Notice Sent to Other: <input type="text"/> <span style="color: blue;">_/_/</span>		<b>Title</b> Ordered Date: <input type="text"/> <span style="color: blue;">_/_/</span> Sent to Auction: <input type="text"/> <span style="color: blue;">_/_/</span> Received Date: <input type="text"/> <span style="color: blue;">_/_/</span> <div style="text-align: right;"><input type="button" value="Save"/></div>	

**Repairs**

**Collateral Repairs Needed:** If selected, the vehicle needs repairs.

**Sell as is:** If selected, the vehicle is selling as is.

**Description:** Description of the needed repairs.

**Approved:** Repair approval date.

**Ordered:** Repair order date.

**Completed:** Repair completion date.

**Comments:** More information regarding the repairs.

**Repaired Value:** Monetary value of the vehicle after repairs.

**Letters**

**Letter to Lien Holder 1:** Date you sent a letter to the first lien holder regarding auctioning of the vehicle.

**Letter to Lien Holder 2:** Date you sent a letter to the second lien holder regarding auctioning of the vehicle.

**Notice Sent to Guarantor:** Date you sent a notice to the guarantor regarding auctioning of the vehicle.

**Notice Sent to Maker:** Date you sent a notice to the lender regarding auctioning of the vehicle.



**Notice Sent to Other:** Date you sent a notice to another party regarding auctioning of the vehicle.

#### **Auction Information**

**Inspection Date:** Date the auction house inspected the vehicle.

**Location:** Location of the auction house.

**Collateral Appraiser Code:** Code that identifies the appraiser.

**Appraisal Verified:** Date the auction house verified the appraisal.

**Buyer P.O. #:** Vehicle buyer's purchase order number.

**Bid Closed:** Date bidding on the vehicle closed.

**Collateral Avail. for Resale:** Date the vehicle became available for resale.

**Collateral Sold:** Date the vehicle sold at auction.

**Payment Recv. for Collateral:** Date you received payment from the auction house.

**Collateral Sale Price:** Dollar amount the vehicle sold for.

**Auction Expense:** Fees associated with auctioning the vehicle.

**Collateral Stock #:** Stock number the auction house assigned to the vehicle.

#### **Title**

**Ordered Date:** Date you ordered the vehicle title.

**Sent to Auction:** Date you sent the vehicle title to the auction house.

**Received Date:** Date the auction house received the vehicle title.

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

### **Maintain Repair Bids**

Use the **Repair Bids** tab on the **Auction** tab in the **Automotive** panel to view repair and appraisal bids.

#### **To view repair and appraisal bids**

1. With an account displayed in the **Work Form**, do one of the following:
  - From the **Info** menu, click **Automotive Panel**.
  - At the top of the **Panels** section, click the name of the currently displayed panel (for example, **Phones, Notes**) and then click **Automotive**.
2. In the **Automotive** panel, click the **Auction** tab.
3. On the **Auction** tab, click the **Repair Bids** tab.

<b>Automotive:</b>		CB Status: <span style="color: blue;">!</span> Reported. Open Collection. . CHANGE PENDING	<input checked="" type="checkbox"/> Show Linked Notes	
Collateral	Repossession	Auction	Lease	
Main	Repair Bids	Appraisals	Bids	
ID	Accept Estimate	Repair Code	Repair Estimate	
-2	<input checked="" type="checkbox"/>	21	\$210.00	
++ -6	<input type="checkbox"/>			

**ID:** Code that identifies the repair bid.

**Accept Estimate:** If selected, you accepted the repair estimate.

**Repair Code:** Code that identifies the type of repair.

**Repair Estimate:** Estimated repair cost.

### Maintain Appraisals

Use the **Appraisals** tab on the **Auction** tab in the **Automotive** panel to view repair and appraisal bids.

#### To view repair and appraisal bids

1. With an account displayed in the **Work Form**, do one of the following:
  - From the **Info** menu, click **Automotive Panel**.
  - At the top of the **Panels** section, click the name of the currently displayed panel (for example, **Phones**, **Notes**) and then click **Automotive**.
2. In the **Automotive** panel, click the **Auction** tab.
3. On the **Auction** tab, click the **Appraisals** tab.

<b>Automotive:</b>		CB Status: <span style="color: blue;">!</span> Reported. Open Collection. . CHANGE PENDING	<input checked="" type="checkbox"/> Show Linked Notes			
Collateral	Repossession	Auction	Lease			
Main	Repair Bids	Appraisals	Bids			
ID	Appraiser Code	Average Value	Retail Value	Source Publication	Appraisal Received	
-2	21	\$2,100.00	\$2,200.00	BLUE BOOK	1/2/2013	
*						

**ID:** Code that identifies the appraisal.

**Appraiser Code:** Code that identifies the appraiser.

**Average Value:** Average value of the vehicle.

**Retail Value:** Retail value of the vehicle.

**Source Publication:** Source from which you obtained the appraisal (for example, Kelley Blue Book).

**Appraisal Received:** Date you received the appraisal.

### Maintain Appraisal Bids

Use the **Bids** tab on the **Auction** tab in the **Automotive** panel to view repair and appraisal bids.

### To view repair and appraisal bids

1. With an account displayed in the **Work Form**, do one of the following:
  - From the **Info** menu, click **Automotive Panel**.
  - At the top of the **Panels** section, click the name of the currently displayed panel (for example, **Phones, Notes**) and then click **Automotive**.
2. In the **Automotive** panel, click the **Auction** tab.
3. On the **Auction** tab, click the **Bids** tab.

Automotive:		CB Status: <span style="color: blue;">!</span> Reported. Open Collection. . CHANGE PENDING				<input checked="" type="checkbox"/> Show Linked Notes
Collateral		Repossession		Auction		Lease
Main		Repair Bids		Appraisals		Bids
ID	Bid Accepted	Bidder Code	Bid Amount	Bid Date		
-1	<input checked="" type="checkbox"/>	10	\$1,800.00	1/12/2013		
▶* -3	<input type="checkbox"/>					

**ID:** Code that identifies the appraisal.

**Bid Accepted:** If selected, you accepted the bid to purchase the vehicle.

**Bidder Code:** Code that identifies the bidder.

**Bid Amount:** Dollar amount that was bid.

**Bid Date:** Date the buyer placed the bid.

### Extra Data

#### Extra Data

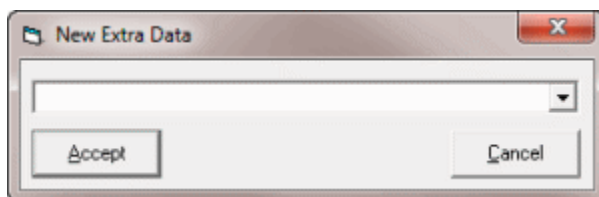
Use the extra data codes to associate extra data to an account. Extra data is custom data you can add to an account based on the extra data codes your system administrator defined and set up. Each account can have up to 10 extra data codes associated to it.

#### Add Extra Data to an Account

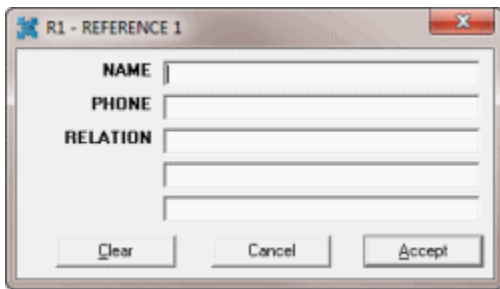
Use the **New Extra Data** dialog box to add extra data to an account. Your agency can add up to 10 extra data items to an account. You can only select each extra code once for an account.

#### To add extra data to an account

1. With an account displayed in the **Work Form**, in the **Extra Data** section, click in a blank box. The **New Extra Data** dialog box appears.



2. In the list box, click an extra data code and then click **Accept**. Another dialog box appears, which allows you to add values for the extra data. The title of the dialog box is based on the extra data code you selected. The following example is for the R1 extra data code.



3. Complete the information and then click **Accept**. The system adds the code to a box in the **Extra Data** section.

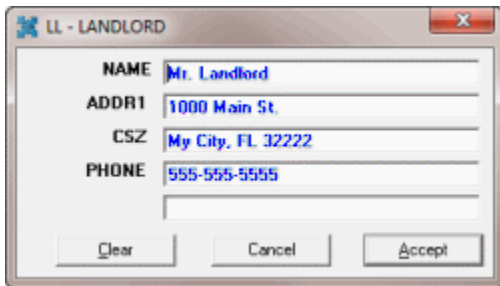
**Note:** To view information that extends beyond the width of the dialog box, rest your mouse on the text box. The system displays the content in a tool tip.

## Modify Extra Data for an Account

Use the **Modify Extra Data** dialog box to modify extra data for an account.

### To modify extra data for an account

1. With an account displayed in the **Work Form**, in the **Extra Data** section, click an extra data code. The **Modify Extra Data** dialog box appears.



2. Modify the information as necessary and then click **Accept**.

**Note:** To view information that extends beyond the width of the dialog box, rest your mouse on the text box. The system displays the content in a tool tip.

## AIM

### AIM

Use the **AIM Panel** to view Agency Interface Module (AIM) information. You can use AIM to track and maintain information for accounts that you placed with outside collection agencies. The **AIM** panel includes the **General**, **History**, **Requests/Notifications**, and **Arrangements** tabs. You can place accounts with, and recall accounts from an outside collection agency or attorney. You can also view transaction history, create requests, respond to requests, and view payment arrangements.

To view the panel, your administrator must have selected the panel in the Work Form Panels permission.

## View General AIM Information

Use the **General** tab in the **AIM Panel** to view general information pulled from AIM for the account displayed in the **Work Form**.

### To view general AIM information

- With an account displayed in the **Work Form**, at the top of the **Panels** section, click the name of the currently displayed panel (for example, **Notes**, **Phones**) and then click **AIM Panel**.

AIM Panel:    CB Status: Reported. Open Collection. . CHANGE PENDING     Show Linked Notes

Account has a Final Recall transaction ready for ABC Company

General   History   Requests/Notifications   Arrangements

Agency/Attorney Name	ABC Company
Agency/Attorney AlphaCode	
Agency/Attorney ID	2
Agency/Attorney Tier	1
Has Acknowledged Placement	No
Current Fee Status	Fee Schedule=0002
Current Final Recall Objection Status	No Objections
Last Placed On	2013-10-07 13:53:48.000
Last Recalled On	2013-10-07 13:53:46.407
Next Automatic Pending Recall On	No Auto Recalls for this Account
Next Automatic Final Recall On	No Auto Recalls for this Account
Placed Balance	\$ 1307.21
Current Balance	\$ 1710.20

**Agency/Attorney Name:** Name of the outside collection agency or attorney that holds the account.

**Agency/Attorney AlphaCode:** External code that identifies the outside collection agency or attorney that holds the account. The system uses this code when you create files and folders for the agency or attorney.

**Agency/Attorney ID:** Code that Latitude assigns to identify the outside collection agency or attorney that holds the account.

**Agency/Attorney Tier:** Number used to group the outside collection agency or attorney based on performance or preference.

**Has Acknowledged Placement:** Outside collection agency or attorney confirmed receipt of the account.

**Current Fee Status:** Fee schedule or commission percentage for applying commissions.

**Current Final Recall Objection Status:** Indicates whether you received a final recall objection from the outside collection agency or attorney.

**Last Placed On:** Date you last placed the account with outside collection agency or attorney.

**Last Recalled On:** Date you last recalled the account from the outside collection agency or attorney.

**Next Automatic Pending Recall On:** Date you scheduled the next automatic pending recall.

**Next Automatic Final Recall On:** Date you scheduled the next automatic final recall.

**Placed Balance:** Balance on the account when placed with the outside collection agency or attorney.

**Current Balance:** Current account balance.

### View AIM History

Use the **History** tab in the **AIM Panel** to view transaction history pulled from AIM for the account displayed in the **Work Form**.

#### To view AIM history

1. With an account displayed in the **Work Form**, at the top of the **Panels** section, click the name of the currently displayed panel (for example, **Notes**, **Phones**) and then click **AIM Panel**.
2. In the toolbar, click **History**.
3. Click the plus sign (+) to expand a transaction and view more detail.

**AIM Panel:**      CB Status: Reported. Open Collection. . CHANGE PENDING       Show Linked Notes

Account has a Final Recall transaction ready for ABC Company

General   
 History   
 Requests/Notifications   
 Arrangements

Transaction Type	Agency/Attorney	Date	Message	Balance
Import Assets	ABC Company	10/21/2013	Processed, no errors.	1710.2000

Field	Value
DEBTOR NUMBER	299
FILE NUMBER	1005
ASSET ID	5
ASSET TYPE ID	1
ASSET NAME	Motorcycle
ASSET DESCRIPTION	2006 Sportster
ASSET VALUE	8000.00
ASSET LIEN VALUE	2000.00
ASSET VALUE VERIFIED FLAG	T
ASSET LIEN VALUE VERIFIED FLAG	T

Transaction Type	Agency/Attorney	Date	Message	Balance
Export Assets	ABC Company	10/21/2013	Processed, no errors.	1710.2000
Placement	ABC Company	10/07/2013	Processed, no errors.	1307.2100
Final Recall	Collections Plus Services	10/07/2013	Processed, no errors.	1307.2100
Placement	Collections Plus Services	10/07/2013	Processed, no errors.	1307.2100
Final Recall	ABC Company	10/07/2013	Processed, no errors.	1307.2100
Placement	ABC Company	10/07/2013	Processed, no errors.	1307.2100
Final Recall	Collections Plus Services	10/03/2013	Processed, no errors.	1307.2100

**Transaction Type:** Type of AIM transaction.

**Agency/Attorney:** Outside collection agency or attorney that held the account when AIM processed the transaction.

**Date:** Date AIM processed the transaction.

**Message:** Information regarding the transaction.

**Balance:** Balance on the account when AIM processed the transaction.

## View AIM Requests and Notifications

Use the **Requests/Notifications** tab in the **AIM Panel** to view requests and responses pulled from AIM for the account displayed in the **Work Form**.

### To view AIM requests and notifications

1. With an account displayed in the **Work Form**, at the top of the **Panels** section, click the name of the currently displayed panel (for example, **Notes**, **Phones**) and then click **AIM Panel**.
2. In the toolbar, click **Requests/Notifications**.
3. Click the plus sign (+) to expand a request or response and view more detail.

The screenshot shows the 'AIM Panel' interface. At the top, there is a 'CB Status' field with a blue plus icon and the text 'Reported. Open Collection. . CHANGE PENDING'. To the right is a checkbox labeled 'Show Linked Notes' which is checked. Below this is a red notification: 'Account has a Final Recall transaction ready for ABC Company'. The main area has a toolbar with icons for 'General', 'History', 'Requests/Notifications' (selected), and 'Arrangements'. Below the toolbar is a table with the following data:

Origination	Entity	Request	Requested	Response	Responded	Status
Internal	ABC Company	123	11/04/2013			10 days left to respo

Below the table are two columns for 'Request Comment' and 'Response Comment'. The 'Request Comment' contains the text 'Request for more information.'. At the bottom of the interface, there is a 'Create Request' button and a tooltip that says 'Double Click Row to Respond To Request'.

**Origination:** Source where the request or notification originated.

**Entity:** Organization or individual that sent the request or notification.

**Request:** Code that identifies the type of request or notification.

**Requested:** Date of the request or notification.

**Response:** Code that identifies the response to the request or notification.

**Responded:** Date of the response to the request or notification.

**Status:** Status of the response to the request or notification.

**Request Comment:** Description of the request.

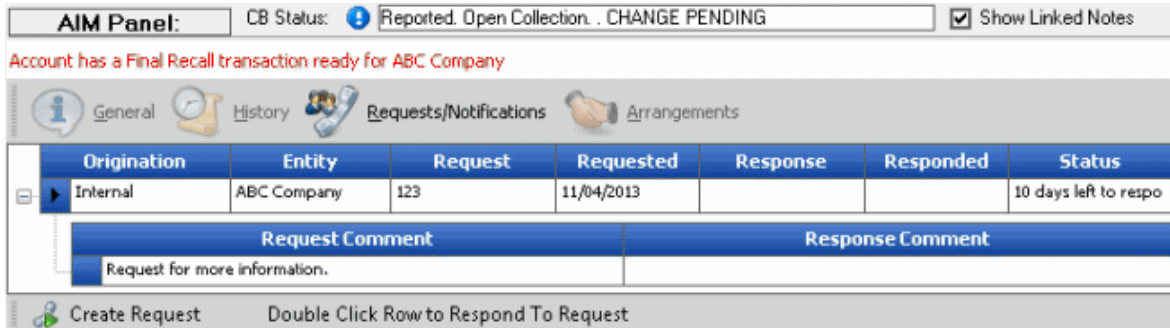
**Response Comment:** Description of the response.

## Create an AIM Request

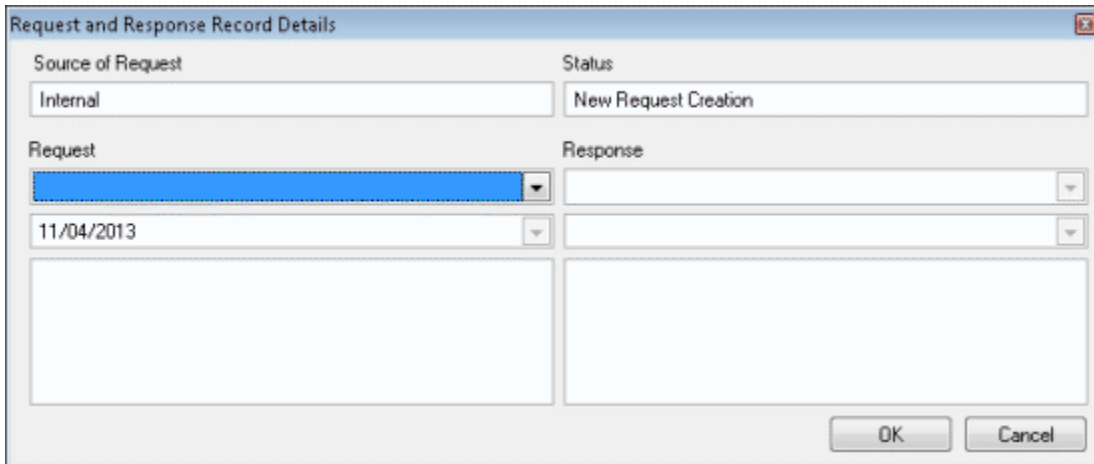
Use the **Request and Response Record Details** dialog box to create a request for the account displayed in the **Work Form**. Latitude sends the request to AIM, and AIM sends it to an outside collection agency or attorney.

**To create an AIM request**

1. With an account displayed in the **Work Form**, at the top of the **Panels** section, click the name of the currently displayed panel (for example, **Notes**, **Phones**) and then click **AIM Panel**.
2. In the toolbar, click **Requests/Notifications**. The **Requests/Notifications** tab appears.



3. In the lower section of the tab, click **Create Request**. The **Request and Response Record Details** dialog box appears.



**Source of Request:** Source where the request originated. The system populates this box and you cannot change the value.

**Status:** Status of the request. The system populates this box and you cannot change the value.

**Request:** Code that identifies the type of request.

**Response:** Response to the request. This box is unavailable when creating a request.

**[Request Date]:** Date of the request. The system populates this box and you cannot change the value.

**[Response Date]:** Date of the response. This box is unavailable when creating a request.

**[Request]:** Description of the request. If default text exists for the specified request code, it appears in this box. You can modify the information in this box as necessary.

**[Response]:** Description of the response to the request. This box is unavailable when creating a request.



- Complete the information and then click **OK**. The dialog box closes and the request appears on the **Requests/Notifications** tab.

## Respond to an AIM Request

Use the **Request and Response Record Details** dialog box to respond to a request received from AIM for the account displayed in the **Work Form**.

### To respond to an AIM request

- With an account displayed in the **Work Form**, at the top of the **Panels** section, click the name of the currently displayed panel (for example, **Notes**, **Phones**) and then click **AIM Panel**.
- In the toolbar, click **Requests/Notifications**. The **Requests/Notifications** tab appears.

The screenshot shows the 'AIM Panel' interface. At the top, there is a 'CB Status' field with a blue icon and the text 'Reported. Open Collection. . CHANGE PENDING'. To the right is a checked box for 'Show Linked Notes'. Below this, a red message states 'Account has a Final Recall transaction ready for ABC Company'. A toolbar contains icons for 'General', 'History', 'Requests/Notifications', and 'Arrangements'. The main area features a data grid with the following columns: 'Origination', 'Entity', 'Request', 'Requested', 'Response', 'Responded', and 'Status'. The first row contains the values: 'Internal', 'ABC Company', '123', '11/04/2013', an empty cell, an empty cell, and '10 days left to respo'. Below the grid are two text input fields labeled 'Request Comment' and 'Response Comment'. The 'Request Comment' field contains the text 'Request for more information.'. At the bottom, there are two buttons: 'Create Request' and 'Double Click Row to Respond To Request'.

- In the data grid, double-click a request. The **Request and Response Record Details** dialog box appears.

The screenshot shows the 'Request and Response Record Details' dialog box. It has a title bar with a close button. The dialog is divided into two columns. The left column has three sections: 'Source of Request' with a text box containing 'Internal'; 'Request' with a dropdown menu showing '123-request description'; and 'Request Date' with a dropdown menu showing '11/04/2013'. Below these is a large text area containing 'Request for more information.'. The right column has two sections: 'Status' with a text box containing '10 days left to respond'; and 'Response' with a dropdown menu. At the bottom right, there are 'OK' and 'Cancel' buttons.

**Source of Request:** Source where the request originated. This box is unavailable when responding to a request.

**Status:** Status of the request. This box is unavailable when responding to a request.

**Request:** Code that identifies the type of request. This box is unavailable when responding to a request.

**Response:** Response to the request.

**[Request Date]:** Date of the request. This box is unavailable when responding to a request.

**[Response Date]:** Date of the response.

**[Request]:** Description of the request. This box is unavailable when responding to a request.

**[Response]:** Description of the response to the request. You can modify the information in this box as necessary.

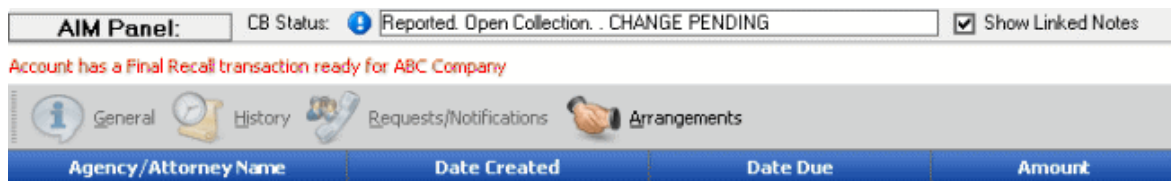
4. Complete the information and then click **OK**. The system closes the dialog box and adds the response to the **Requests/Notifications** tab.

## View AIM Payment Arrangements

Use the **Arrangements** tab in the **AIM** panel to view payment arrangement information pulled from AIM for the account displayed in the **Work Form**.

### To view AIM payment arrangements

1. With an account displayed in the **Work Form**, at the top of the **Panels** section, click the name of the currently displayed panel (for example, **Notes**, **Phones**) and then click **AIM Panel**.
2. In the toolbar, click **Arrangements**.



**Agency/Attorney Name:** Outside collection agency or attorney that holds the account.

**Date Created:** Date you created the payment arrangement.

**Due Date:** Date the payment is due.

**Amount:** Payment amount due.

## AIM Receiver

### AIM Receiver

Use the **AIM Receiver Panel** to view create requests for information and respond to requests for information for AIM (Agency Interface Module) Receiver. Outside collection agencies and attorneys use AIM Receiver to import data from and export data to their customers.

To view the panel, your administrator must have selected the panel in the Work Form Panels permission.

### Create an AIM Receiver Request

Use the **Request and Response Record Details** dialog box to create a request for the account displayed in the **Work Form**. Latitude sends the request to AIM Receiver, and AIM Receiver sends it to an outside collection agency or attorney.

### To create an AIM Receiver request

1. With an account displayed in the **Work Form**, at the top of the **Panels** section, click the name of the currently displayed panel (for example, **Notes**, **Phones**) and then click **AIM Receiver**.
2. In the toolbar, click **Create Request**. The **Request and Response Record Details** dialog box appears.

**Source of Request:** Source where the request originated. The system populates this box and you cannot change the value.

**Status:** Status of the request. The system populates this box and you cannot change the value.

**Request:** Code that identifies the type of request.

**Response:** Response to the request. This box is unavailable when creating a request.

**[Request Date]:** Date of the request. The system populates this box and you cannot change the value.

**[Response Date]:** Date of the response. This box is unavailable when creating a request.

**[Request]:** Description of the request. If default text exists for the specified request code, it appears in this box. You can modify the information in this box as necessary.

**[Response]:** Description of the response to the request. This box is unavailable when creating a request.

3. Complete the information and then click **OK**. The dialog box closes and the request appears on the **Requests/Notifications** tab.

### Respond to an AIM Receiver Request

Use the **Request and Response Record Details** dialog box to respond to a request received from AIM Receiver for the account displayed in the **Work Form**.

#### To respond to an AIM Receiver request

1. With an account displayed in the **Work Form**, at the top of the **Panels** section, click the name of the currently displayed panel (for example, **Notes**, **Phones**) and then click **AIM Panel**.
2. In the data grid, double-click a request. The **Request and Response Record Details** dialog box appears.

**Source of Request:** Source where the request originated. This box is unavailable when responding to a request.

**Status:** Status of the request. This box is unavailable when responding to a request.

**Request:** Code that identifies the type of request. This box is unavailable when responding to a request.

**Response:** Response to the request.

**[Request Date]:** Date of the request. This box is unavailable when responding to a request.

**[Response Date]:** Date of the response.

**[Request]:** Description of the request. This box is unavailable when responding to a request.

**[Response]:** Description of the response to the request. You can modify the information in this box as necessary.

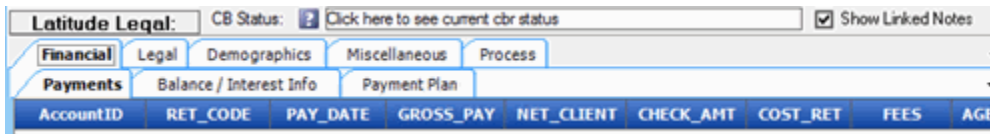
3. Complete the information and then click **OK**. The system closes the dialog box and adds the response to the **Requests/Notifications** tab.

## View Legal Information

Use the **Latitude Legal** panel to view legal information for an account that your organization outsourced to an attorney for legal action. Attorneys provide account and payment information in a YGC (You've Got Claims) file format. After importing the file into Latitude, the information displays in this panel. To view the panel, your administrator must have selected the panel in the Work Form Panels permission.

### To view legal information

1. With an account displayed in the **Work Form**, at the top of the **Panels** section, click the name of the currently displayed panel (for example, **Phones, Notes**) and then click **Latitude Legal**. The **Latitude Legal** panel appears.



2. To view various information, click the appropriate tab.

## Portfolio Manager

### Portfolio Manager

Use the **Portfolio Manager** panel to manage individual accounts that are part of a debt buyer's or seller's portfolio. The Portfolio Manager program allows you to manage the portfolio. To view the panel, your administrator must have selected the panel in the Work Form Panels permission.

### View General Portfolio Information

Use the **General** tab in the **Portfolio Manager** panel to view investor, purchase, and sale information for a portfolio.

#### To view general portfolio information

- With an account displayed in the **Work Form**, at the top of the **Panels** section, click the name of the currently displayed panel (for example, **Phones, Notes**) and then click **Portfolio Manager**. The **Portfolio Manager** panel appears.

Portfolio Manager	
CB Status:	<a href="#">Click here to see current cbr status</a> <input checked="" type="checkbox"/> Show Linked Notes
<a href="#">General</a> <a href="#">Ledger</a> <a href="#">Recourse to Seller</a> <a href="#">Recourse from Buyer</a>	
Current Balance	2967.9400
Seller Group	XYZ Seller
Investor Group	New Investor
Buyer Group	ABC Buyer
Portfolio	New Purchase
Sold Portfolio	New Sale
Purchased On	Apr 12 2018 7:24AM
Sold On	Apr 12 2018 7:42AM
Purchased Strike Price	0.5
Sold Strike Price	0.1

## Portfolio Manager

### View Account Ledger Information

Use the **Ledger** tab in the **Portfolio Manager** panel to view accounting information for a portfolio.

#### To view account ledger information

1. With an account displayed in the **Work Form**, at the top of the **Panels** section, click the name of the currently displayed panel (for example, **Phones**, **Notes**) and then click **Portfolio Manager**. The **Portfolio Manager** panel appears.

Portfolio Manager	
CB Status:	<a href="#">Click here to see current cbr status</a> <input checked="" type="checkbox"/> Show Linked Notes
<a href="#">General</a> <a href="#">Ledger</a> <a href="#">Recourse to Seller</a> <a href="#">Recourse from Buyer</a>	
Current Balance	2967.9400
Seller Group	XYZ Seller
Investor Group	New Investor
Buyer Group	ABC Buyer
Portfolio	New Purchase
Sold Portfolio	New Sale
Purchased On	Apr 12 2018 7:24AM
Sold On	Apr 12 2018 7:42AM
Purchased Strike Price	0.5
Sold Strike Price	0.1

2. Click **Ledger**. The **Ledger** tab appears.

Portfolio Manager						
CB Status:	<a href="#">Click here to see current cbr status</a> <input checked="" type="checkbox"/> Show Linked Notes					
<a href="#">General</a> <a href="#">Ledger</a> <a href="#">Recourse to Seller</a> <a href="#">Recourse from Buyer</a>						
Ledger Type	Status	Date Entered	Date Cleared	Credit	Debit	Comments
Media After Sale	Pending	04/12/2018 08:15		\$ 40.00	\$ 0.00	

**Ledger Type:** Ledger account to which the debit or credit applies.

**Status:** Status of the ledger item.

**Date Entered:** Date you added the item to the ledger.

**Credit:** Dollar amount of the credit. This amount does not affect the debtor's account balance.

**Debit:** Dollar amount of the debit. This amount does not affect the debtor's account balance.

**Comment:** More information about the ledger item.

- To modify an item, double-click the row. The **Ledger Entry** dialog box appears.

- Update the information and then click **Save**.
- To delete the information, click **Delete**.

### Portfolio Manager

### Order Media

Use the **Order Media** dialog box to order specific types and multiples of media for a portfolio. Media consists of paper and electronic documents that support the debt (for example, original application, payment history, signed contract).

#### To order media

- With an account displayed in the **Work Form**, at the top of the **Panels** section, click the name of the currently displayed panel (for example, **Phones**, **Notes**) and then click **Portfolio Manager**. The **Portfolio Manager** panel appears.

2. Click **Ledger**. The **Ledger** tab appears.

Ledger Type	Status	Date Entered	Date Cleared	Credit	Debit	Comments
Media After Sale	Pending	04/12/2018 08:15		\$ 40.00	\$ 0.00	

3. Click **Order Media**. The **Order Media** dialog box appears.

**Order Media**

**Statements**  
 Order Statement  
Start Date: 09/14/2011  
End Date: 09/14/2011  
Count: 0  
Cost: 0.00  
Comment:

**Payment Checks**  
 Order Payment Checks  
Start Date: 09/14/2011  
End Date: 09/14/2011  
Count: 0  
Cost: 0.00  
Comment:

**Application**  
 Order Application  
Cost: 35.00  
Comment: Application for loan

**Lender Affidavit**  
 Order Lender Affidavit  
Cost: 27.00  
Comment: Copy as filed with court

**Third Party Affidavit**  
 Order Third Party Affidavit  
Cost: 0.00  
Comment:

**Affidavit of Lost Loan Document**  
 Order Affidavit of Lost Loan Document  
Cost: 0.00  
Comment:

**Last Payment**  
 Order Last Payment  
Cost: 10.00  
Comment: Payment made in July 2011

**Contract**  
 Order Contract  
Cost: 0.00  
Comment:

**Other Media**  
 Order Other Media  
Cost: 0.00  
Comment:

File Number: 102218  
Storage Location:

Save Cancel

4. Select the media and quantities to order and then click **Save**. Latitude updates the information in the Portfolio Manager program.

[Portfolio Manager](#)



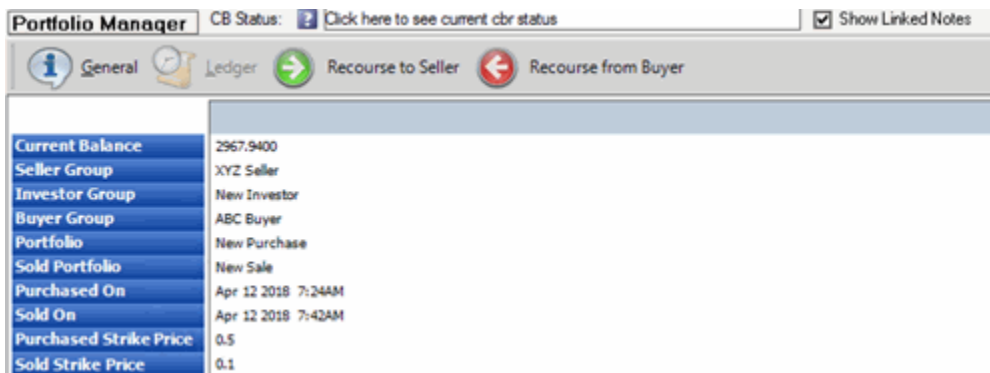
## Submit an Account for Recourse to Seller

Use the **Recourse to Seller** tab to submit an account for recourse to the seller when the account is unacceptable as part of the purchased portfolio.

**Note:** You can approve or decline the recourse request in Portfolio Manager. For more information, see "Recourse Manager" in the *Portfolio Manager* documentation.

### To submit an account for recourse to seller

1. With an account displayed in the **Work Form**, at the top of the **Panels** section, click the name of the currently displayed panel (for example, **Phones**, **Notes**) and then click **Portfolio Manager**. The **Portfolio Manager** panel appears.



2. Click **Recourse to Seller**.
3. If the purchased portfolio is outside the recourse period, a confirmation dialog box appears with that message. Do the following:
  - a. Click **Yes**. A second confirmation dialog box appears, asking whether you want to insert the recourse entry.
  - b. Click **Yes**. Latitude adds the recourse to the **Ledger** tab and updates the information in the Portfolio Manager program.
4. If the purchased portfolio is NOT outside the recourse period, a confirmation dialog box appears, asking whether you want to insert the recourse entry. Do the following:
  - a. Click **Yes**. A confirmation dialog box appears, indicating that the portfolio is within the recourse period.
  - b. Click **Yes**. Latitude adds the recourse to the **Ledger** tab and updates the information in the Portfolio Manager program.

**Note:** To modify the ledger entry, see [View Account Ledger Information](#).

## Portfolio Manager

## Submit an Account for Recourse From Buyer

Use the **Recourse Options** dialog box to submit an account for recourse from the buyer when the account is unacceptable as part of the purchased portfolio.

### To submit an account for recourse from buyer



1. With an account displayed in the **Work Form**, at the top of the **Panels** section, click the name of the currently displayed panel (for example, **Phones, Notes**) and then click **Portfolio Manager**. The **Portfolio Manager** panel appears.

Portfolio Manager	
Current Balance	2967.9400
Seller Group	XYZ Seller
Investor Group	New Investor
Buyer Group	ABC Buyer
Portfolio	New Purchase
Sold Portfolio	New Sale
Purchased On	Apr 12 2018 7:24AM
Sold On	Apr 12 2018 7:42AM
Purchased Strike Price	0.5
Sold Strike Price	0.1

2. Click **Recourse From Buyer**.
3. If the purchased portfolio is outside the recourse period, a confirmation dialog box appears with that message. Do the following:
  - a. Click **Yes**. A second confirmation dialog box appears, asking whether you want to insert the recourse entry.
  - b. Click **Yes**. Latitude adds the recourse to the **Ledger** tab and updates the information in the Portfolio Manager program.
4. If the purchased portfolio is NOT outside the recourse period, a confirmation dialog box appears, asking whether you want to insert the recourse entry. Do the following:
  - a. Click **Yes**. A confirmation dialog box appears, indicating that the portfolio is within the recourse period.
  - b. Click **Yes**. Latitude adds the recourse to the **Ledger** tab and updates the information in the Portfolio Manager program.

**Note:** To modify the ledger entry, see [View Account Ledger Information](#).

## [Portfolio Manager](#)

## Reports

### Reports

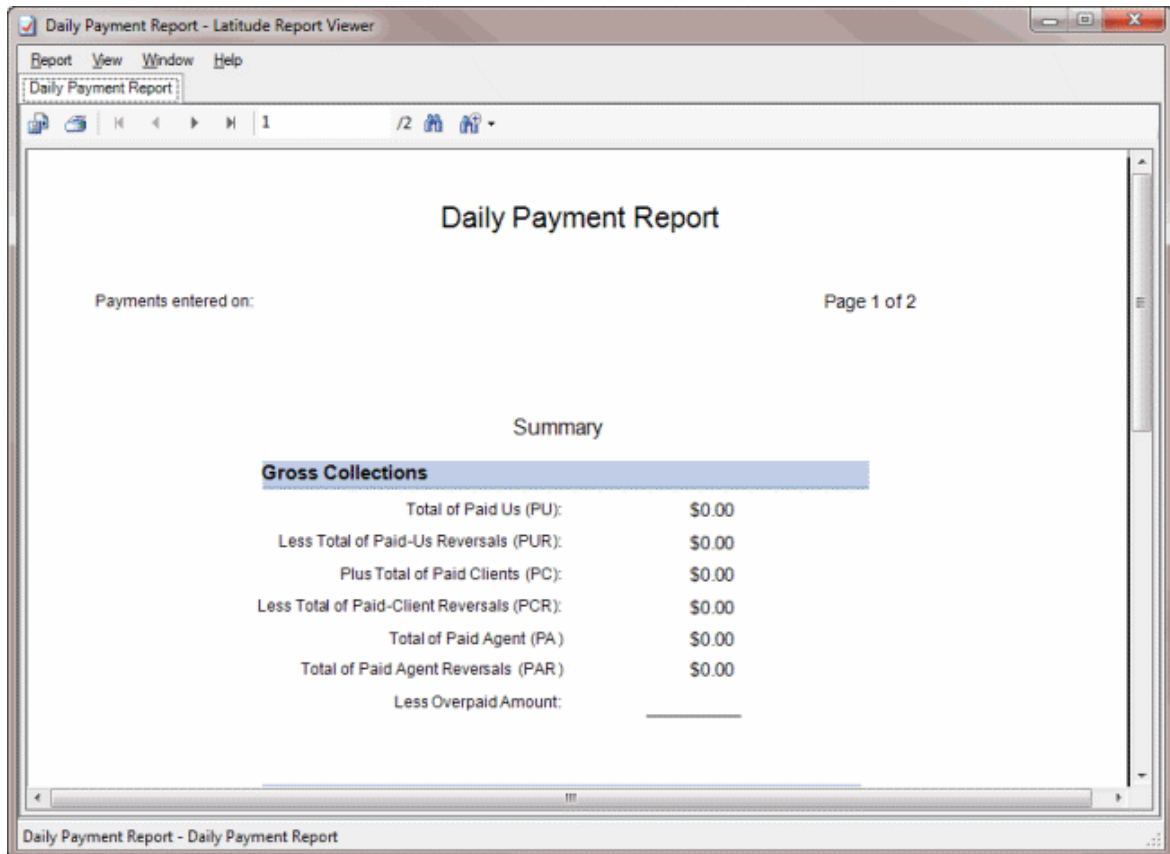
Latitude reports run on Crystal Reports and your agency's Microsoft SQL Server database. Several reports allow you to preview them before printing. Reports modified for your agency export and update using the **Crystal Reports Maintenance** option.









### Report Preview Options

Use the **[Report Name] - Latitude Report Viewer** window to preview a report.

**To open the Latitude Report Viewer window**

- In the **Main Menu** window, from the **Reports** menu, click a category and then click a report. The report appears in the **[Report Name] - Latitude Report Viewer** window.



Icon	Description
	Exports the report to a file.
	Prints the report.
	Displays the first page of the report.
	Displays the previous page of the report.
	Displays the next page of the report.
	Displays the last page of the report.
1/1	Indicates the report page currently displayed and the total number of pages in the report.
	Opens the <b>Find Text</b> dialog box to allow you to search for text within the report.
	Increases or decreases the text size when viewing the report on your monitor. Changing the text size here does not affect the size of the text when printing the report.

## Export a Report to a File

Use the **[Report Name] - Latitude Report Viewer** window to export a report to a file.

### To export a report to a file

1. In the **Main Menu** window, from the **Reports** menu, click a category and then click a report. The report appears in the **[Report Name] - Latitude Report Viewer** window.
2. In the menu bar, click the Export icon. The **Export Report** dialog box appears.
3. In the **File name** box, type a name for the report.
4. In the **Save as type**, click the type of file to export the report to and then click **Save**. When the export is complete, a notification dialog box appears.
5. Click **OK**.

## Print a Report

Use the **[Report Name] - Latitude Report Viewer** window to print a report.

### To print a report

1. In the **Main Menu** window, from the **Reports** menu, click a category and then click a report. The report appears in the **[Report Name] - Latitude Report Viewer** window.
2. In the menu bar, click the Print icon. The **Print** dialog box appears.
3. Modify the settings as necessary and then click **Print**.

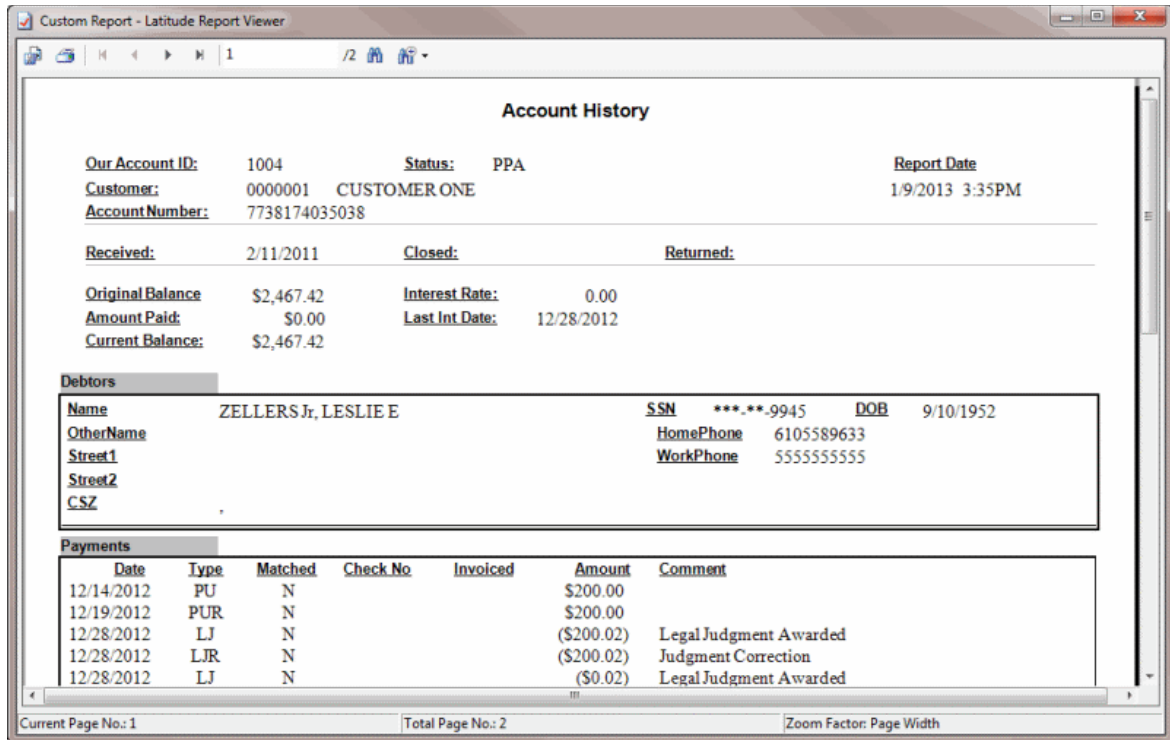
**Note:** If you're printing to a virtual printer such as an XPS or PDF writer and you click **Cancel** in the **Save the file as** dialog box, you could get an operating system error. Latitude is unable to correct this operating system error.

## Generate a Custom Report

Use the **Custom** menu in the **Reports** menu to generate a custom report. Custom reports are reports that Latitude by Genesys or your agency created. Your agency imports the custom reports into Latitude. Only custom reports appear in the **Reports > Custom** menu. For more information, see Add a Custom Report to the Reports Menu.

### To generate a custom report

1. In the **Main Menu** window, from the **Reports** menu, click **Custom** and then click the report. Depending on the report, a parameters dialog box appears.
2. Specify the parameters for the report and then click **OK**. The **Custom Report - Latitude Report Viewer** window appears.



## Customer Reports

### Customer Reports

Customer reports provide information regarding your agency's customer accounts.

#### Generate a Customer Acknowledgment Report

Use the **Customer Acknowledgment Report** to verify accounts that a client placed with your agency for collection. You can print acknowledgments for all your customers, a customer group, or a single customer.

#### To generate a Customer Acknowledgment Report

1. In the **Main Menu** window, from the **Reports** menu, click **Customer Reports** and then click **Acknowledgment**. The **Customer Acknowledgment Report** dialog box appears.

**All Customers:** If selected, generates the report for all your agency's customers. The system excludes from the report accounts for customers who don't have **Acknowledge New Placements** selected in **Customer Maintenance**.

**Select Customer or Customer Group:** If selected, generates the report for the specified customer or customer group.

#### Invoice Group options

**Include all customers of the Selected Customer's Invoice Group:** If selected, generates the report for all customers in the specified customer invoice group. This option is available if you selected a customer that is part of an invoice group.

**Report all accounts under the Parent Customer:** If selected, generates a single report for all customers in the specified customer invoice group. This option is available if you selected a customer that is part of an invoice group.

**Separate group for each Customer in the Invoice Group:** If selected, generates a separate report for each customer in the specified customer invoice group. This option is available if you selected a customer that is part of an invoice group. This option allows you to print the report but not export it.

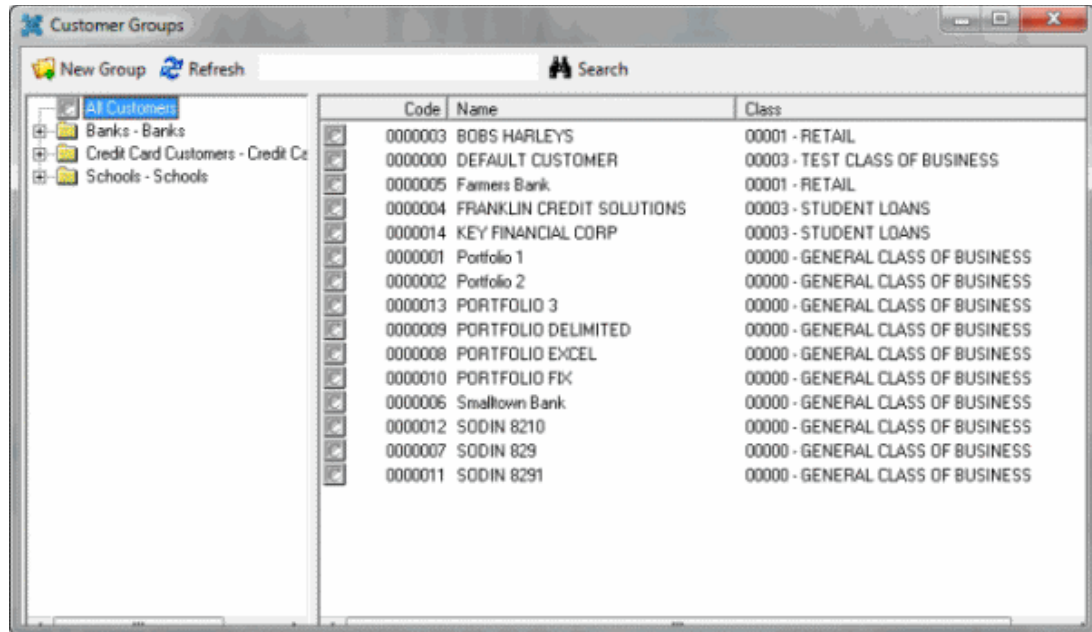
**Date Received/Through:** Date range for generating the report. The system includes in the report accounts that you added to Latitude within this date range.

**Sort Order:** Report column by which to sort the report.

**Report file (optional):** Report file to use. Acknowledgement.rpt is the default report. If a custom report is available, you can use it instead.

**Include PIE Status:** If selected, includes accounts flagged as "placed in error" in the report.

2. To specify a customer or customer group, do the following:
  - a. Click **Select Customer or Customer Group** and then click **Select**. The **Customer Groups** window appears.



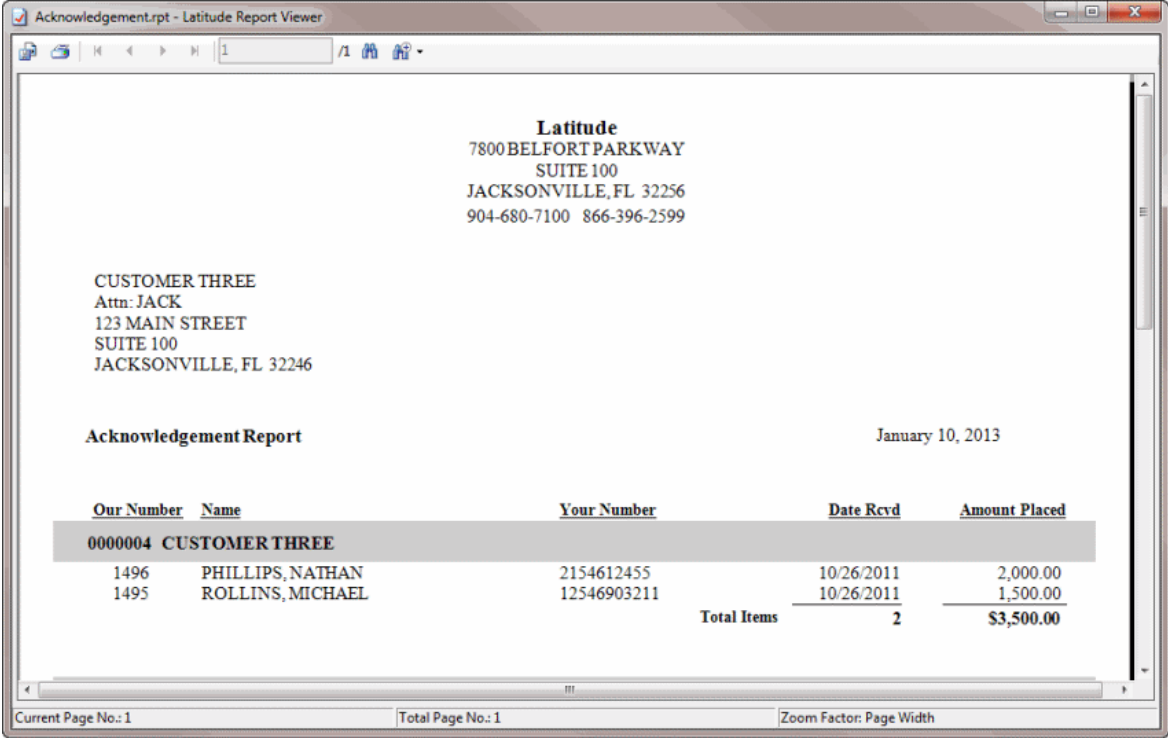
b. Do one of the following:

- To select a customer from the entire list of customers, in the **Navigation** pane, click **All customers** and then, in the **Information** pane, double-click the customer.
- To select a customer from a customer group, in the **Navigation** pane, expand a customer group and then double-click the customer.
- To search for a customer, in the **Search** box, type the customer name and then click **Search**. The system selects the matching customers in the **Information** pane. Double-click the customer.
- To select a customer group, in the **Navigation** pane, double-click the customer group.

The system populates the **Customer Acknowledgment Report** dialog box with the selected customer or customer group. If the customer is part of an invoice group, the options in the **Invoice Group options** section are available.

3. Specify the remaining parameters for the report and then click **OK**. The **Acknowledgment - Latitude Report Viewer** window appears.

**Note:** If you chose to generate a separate report for each customer in the customer group, this window does not appear. Instead, the **Print** dialog box appears. Skip to step 5b.

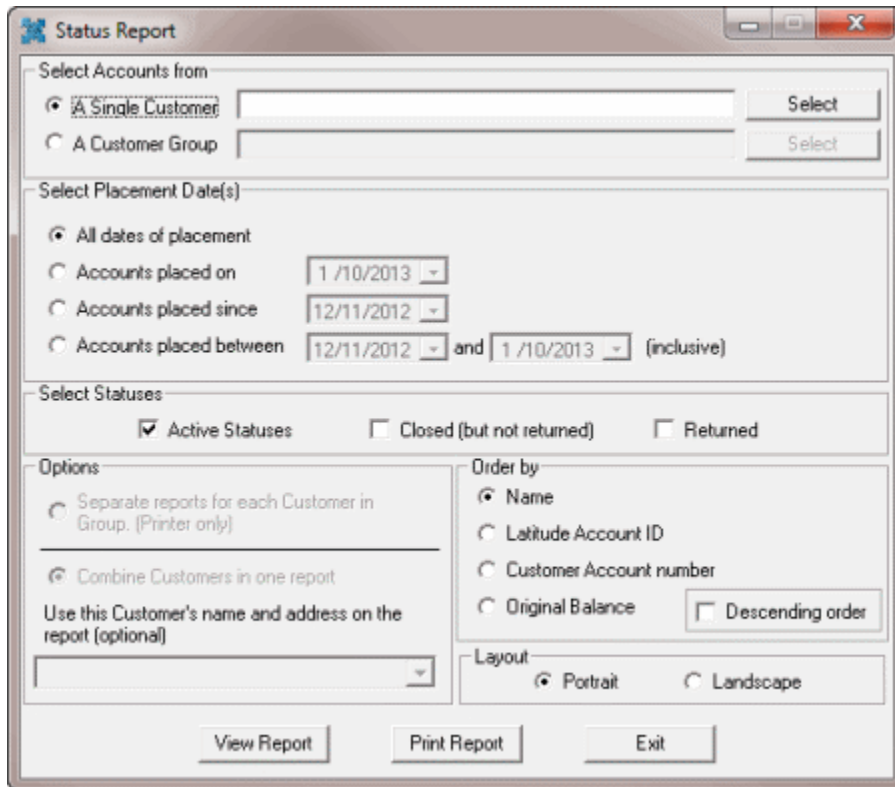


**Generate a Status Report**

Use the **Status Report** to provide your customer with the status assigned to each account your customer placed for collection.

**To generate a Status Report**

1. In the **Main Menu** window, from the **Reports** menu, click **Customer Reports** and then click **Status**. The **Status Report** dialog box appears.



### Select Accounts from

**A Single Customer:** If selected, generates the report for a single customer.

**A Customer Group:** If selected, generates the report for a customer group.

### Select Placement Date(s)

**All dates of placement:** If selected, generates the report for all accounts, regardless of when you added the accounts to Latitude.

**Accounts placed on:** If selected, generates the report for accounts that you added to Latitude on the specified date only.

**Accounts placed since:** If selected, generates the report for accounts that you added to Latitude on or after the specified date only.

**Accounts placed between:** If selected, generates the report for accounts that you added to Latitude on or after the start date, and before or on the end date.

### Select Statuses

**Active Statuses:** If selected, generates the report for accounts with an active status.

**Closed (but not returned):** If selected, generates the report for accounts with a closed (but not returned) status.

**Returned:** If selected, generates the report for accounts with a returned status.

### Options



**Separate reports for each Customer in Group (Printer only):** If selected, generates a separate report for each customer in the customer group. This option allows you to print the report but not export it.

**Combine Customers in one report:** If selected, generates a single report for all customers in the specified customer group.

**Use this Customer's name and address on the report (optional):** Customer whose name and address you want to appear on the report.

### Order by

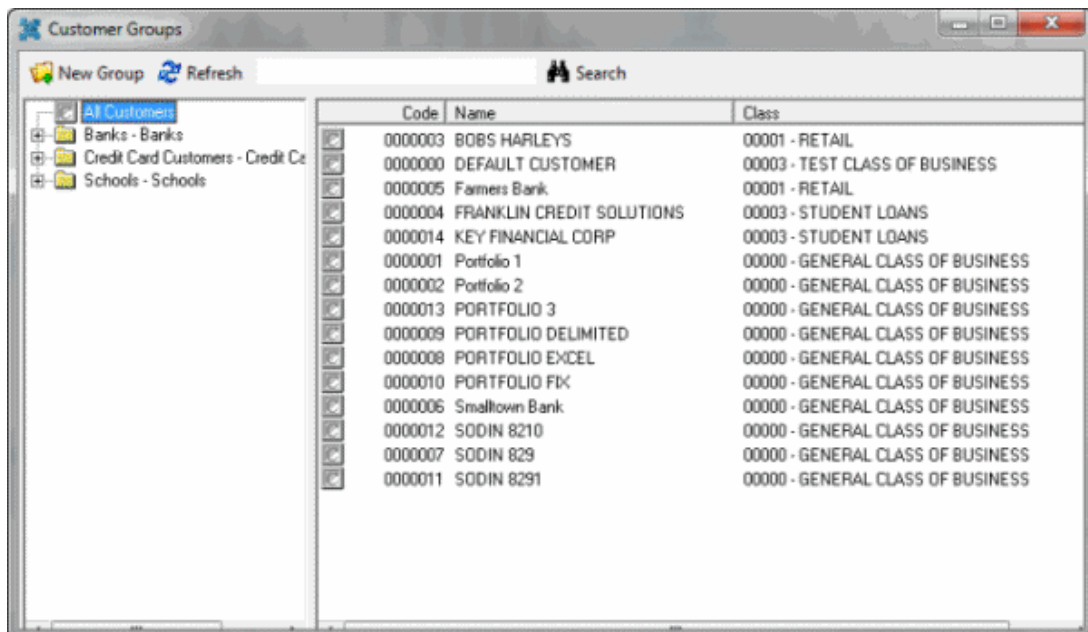
**Name, Latitude Account ID, Customer Account number, or Original Balance:** Report column by which to sort the report.

**Descending order:** If selected, sorts the report in descending order by the specified column.

### Layout

**Portrait or Landscape:** Report orientation.

2. To create the report for a single customer, do the following:
  - a. Click **A Single Customer** and then click **Select**. The **Customer Groups** window appears.



- b. Do one of the following:
  - To select a customer from the entire list of customers, in the **Navigation** pane, click **All customers** and then, in the **Information** pane, double-click the customer.
  - To select a customer from a customer group, in the **Navigation** pane, expand a customer group and then double-click the customer.

- To search for a customer, in the **Search** box, type the customer name and then click **Search**. The system selects the matching customers in the **Information** pane. Double-click the customer.

The system populates the **Status Report** dialog box with the selected customer. The options in the **Options** section are not available.

3. To create the report for a customer group, do the following:

- a. Click **A Customer Group** and then click **Select**. The **Customer Groups** window appears.
- b. In the **Navigation** pane, double-click the customer group.

The system populates the **Status Report** dialog box with the selected customer group. The options in the **Options** section are available.

4. Specify the remaining parameters for the report.

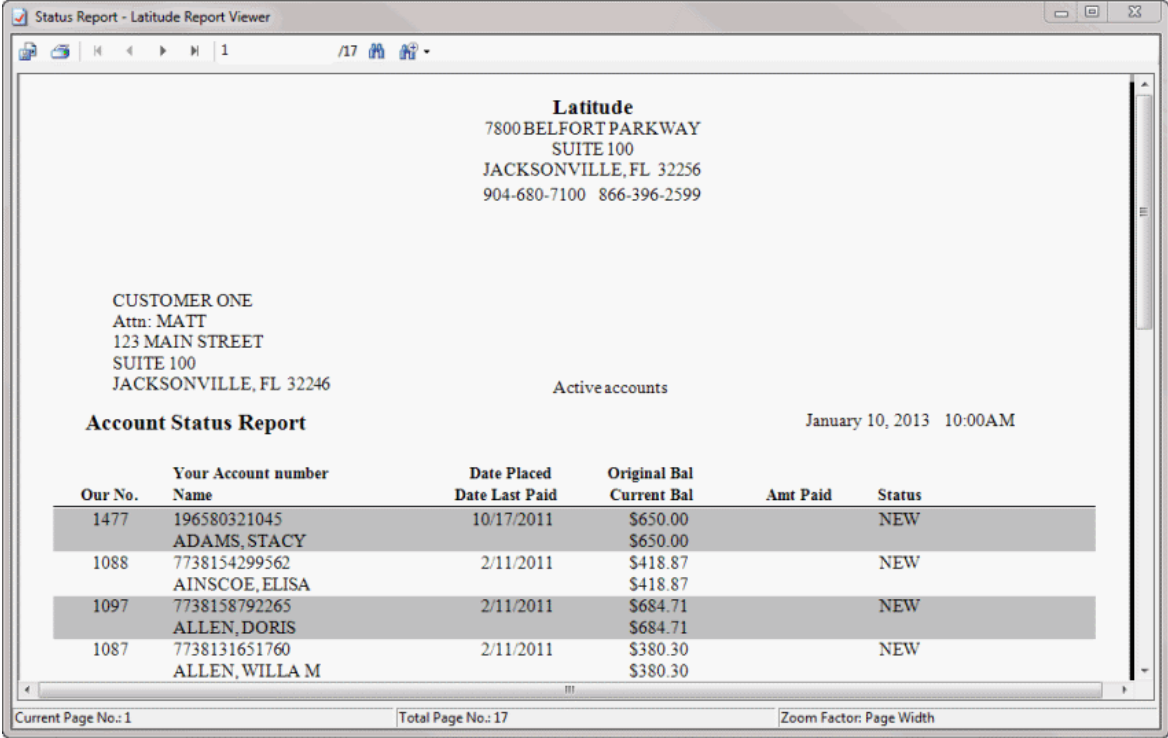
5. To print the report without viewing it first, do the following:

- a. Click **Print Report**. The **Print** dialog box appears.
- b. Modify the settings as necessary and then click **Print**.

**Note:** If you're printing to a virtual printer such as an XPS or PDF writer and you click **Cancel** in the **Save the file as** dialog box, you could get an operating system error. Latitude is unable to correct this operating system error.

6. To view the report before printing or exporting it, click **View Report**. The **Status Report - Latitude Report Viewer** window appears.

**Note:** If you chose to generate a separate report for each customer in the customer group, you cannot view it before printing, or export it.

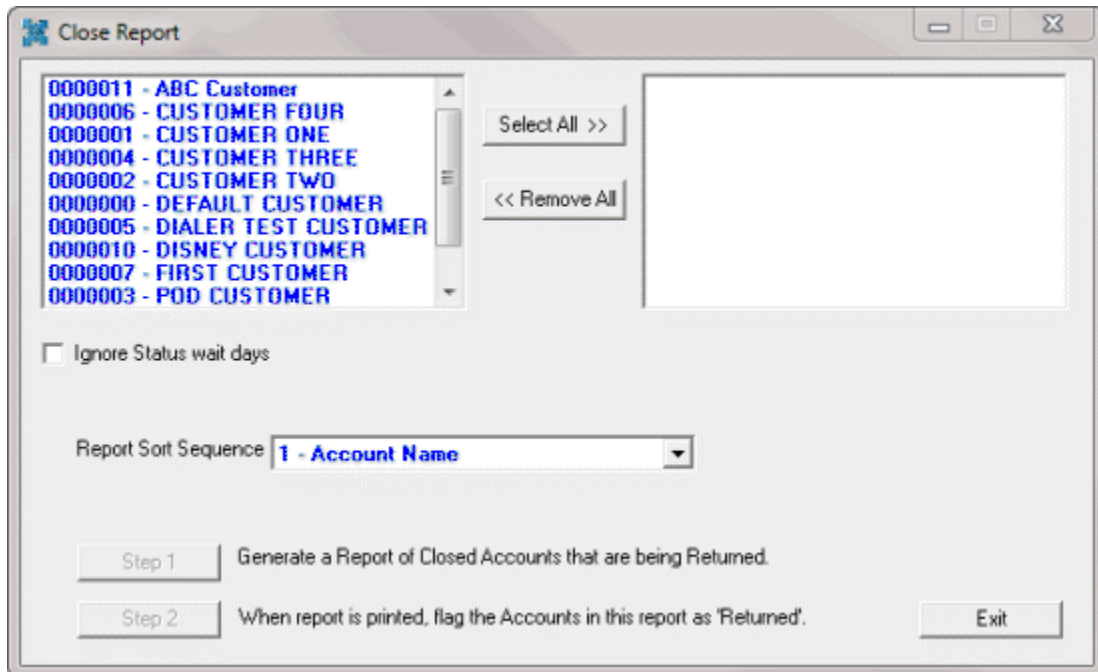


**Generate a Close Notification Report**

Use the **Close Report** to generate a list of accounts to return to the customer. After you review the list, flag the accounts that the system included on the report so the accounts don't appear on the next close report. Failure to flag accounts results in reporting of identical accounts to your client on the next **Close Report** that your agency generates.

**To generate a Close Report**

1. In the **Main Menu** window, from the **Reports** menu, click **Customer Reports** and then click **Close Notification**. The **Close Report** dialog box appears.



2. In the customer list box, click each customer to include in the report.

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

3. To generate the report regardless of the status return days set for the account, select **Ignore Status wait days**. Return days are the number of days to hold an account that's in a specific status before returning the account to the customer. Set return days in **Status Code Maintenance**.
4. In the **Report Sort Sequence** list box, click the column by which to sort the report and then click **Step 1**. The **Close Report - Latitude Report Viewer** window appears.

**Close Report  
For Latitude**

Report Date: 1/10/2013  
Report Time: 10:38:20AM

0000001-CUSTOMERONE

Our File Number	Name	Your Account Number	Date Received	Original Balance	Current Balance	Date Last Paid	Status	Description	SIF %
0000001-CUSTOMERONE 1202	VOZAR, ANDREW	784542123224	02/11/2011	\$250.00	\$0.00	12/14/2012	P/F	ACCOUNT PAID IN FULL	0.00%

Total Number closed: 1  
Total Dollars closed: \$0.00

Current Page No.: 1      Total Page No.: 1      Zoom Factor: Page Width

5. When you are ready to flag the accounts in the report as "returned," in the **Close Report** dialog box, click **Step 2**. The system flags the accounts in the report as "returned" and a displays a notification dialog box.
6. Click **OK**.

## Internal Reports

### Internal Reports

You can use internal reports to analyze information that you don't send to customers typically.

### Generate an Activity Report

Use the **Activity Report** to view user activities for a specified date range. The report includes totals for accounts considered touched, attempted, worked, and contacted based on the result codes assigned to account notes.

#### To generate an Activity Report

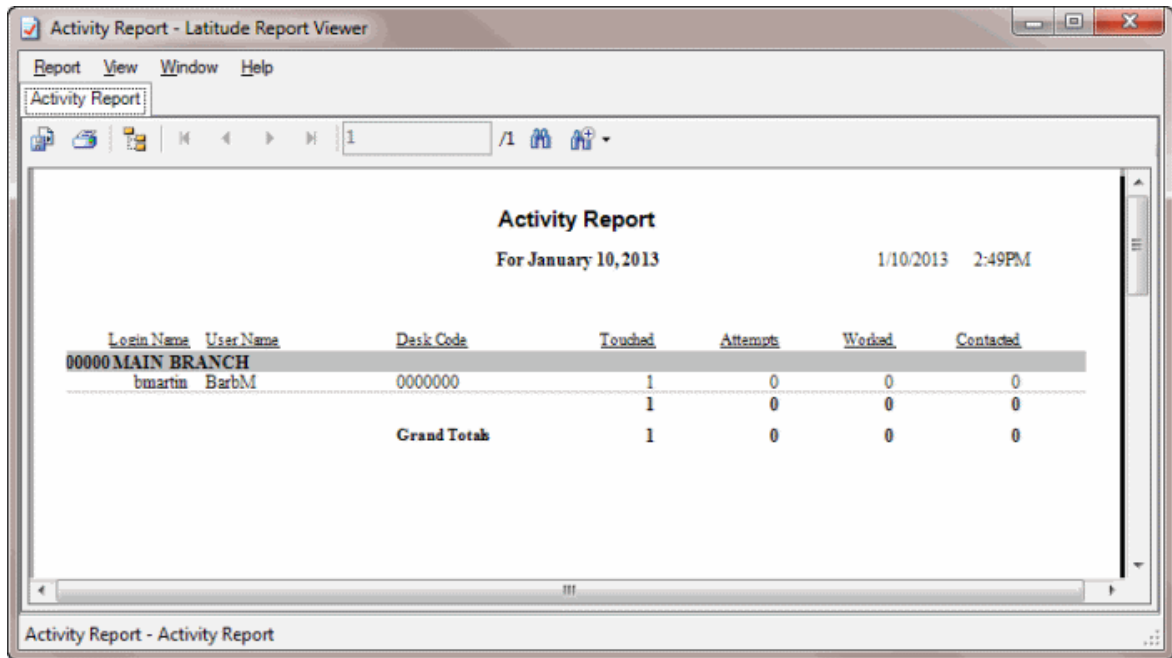
1. In the **Main Menu** window, from the **Reports** menu, click **Internal** and then click **Activity Report**. The **Select Date Range** dialog box appears.

Select Date Range

From 1/10/2013 To 1/10/2013

Cancel OK

- Specify the date range for which to generate the report and then click **OK**. The **Activity Report - Latitude Report Viewer** window appears.

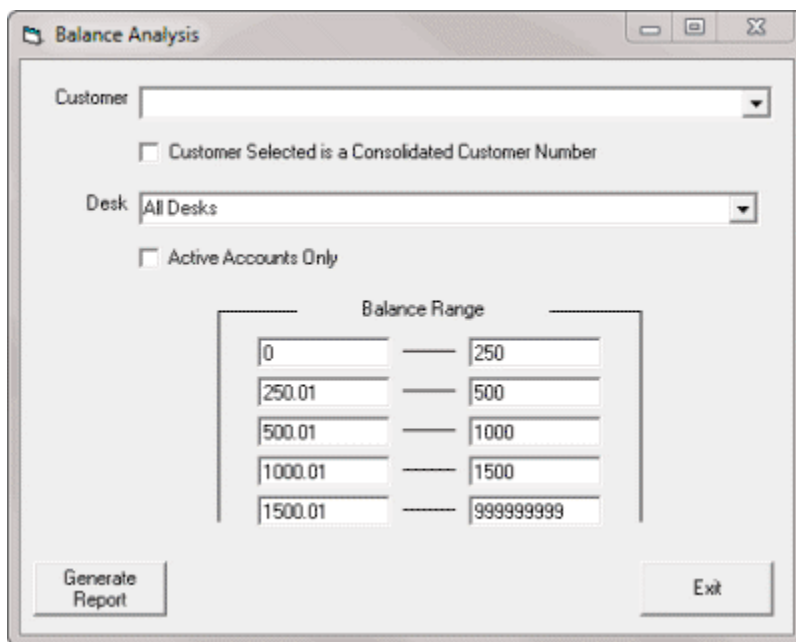


### Generate a Balance Analysis Report

Use the **Balance Analysis Report** to view a summary of all accounts by balance.

#### To generate a Balance Analysis Report

- In the **Main Menu** window, from the **Reports** menu, click **Internal** and then click **Balance Analysis by Customer**. The **Balance Analysis** dialog box appears.



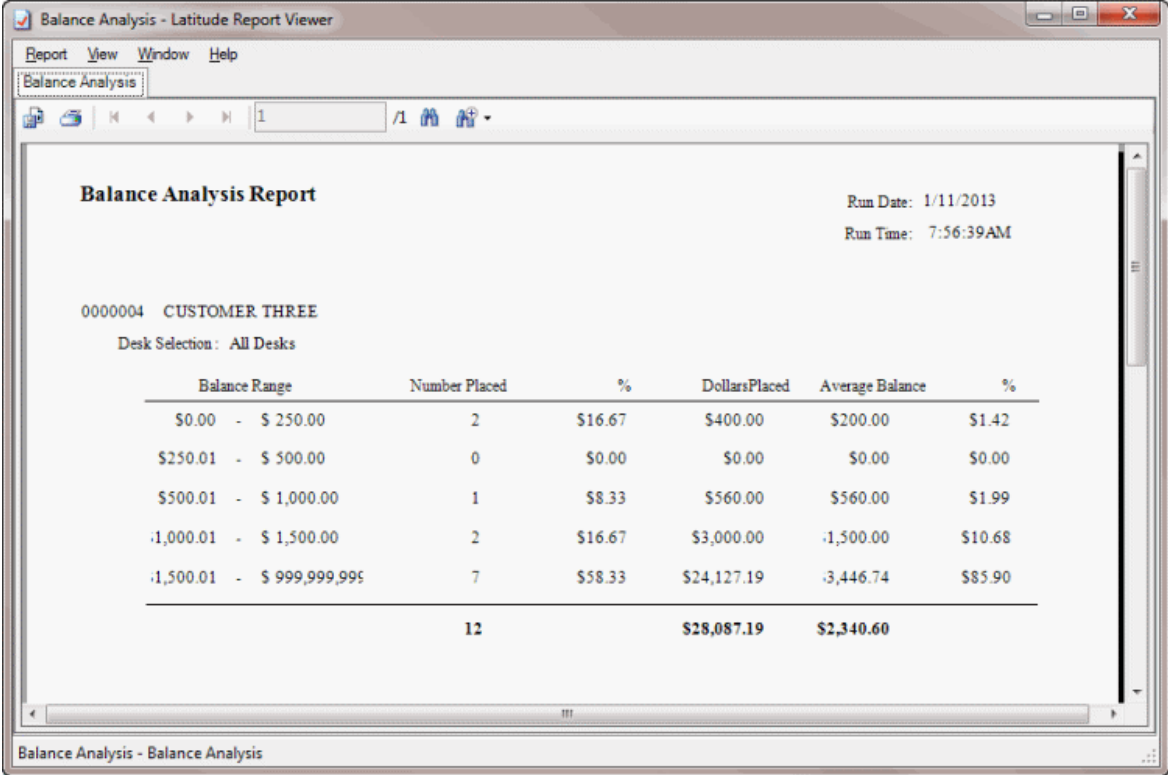
**Customer:** Customer for which to generate the report.

**Desk:** Desk for which to generate the report.

**Active Accounts Only:** If selected, generates the report for active accounts only.

**Balance Range:** Account balance ranges by which to group the information on the report.

- Specify the report parameters and then click **Generate Report**. The **Balance Analysis - Latitude Report Viewer** window appears.

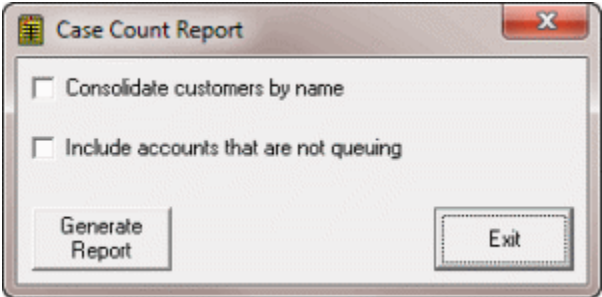


**Generate a Case Count Report**

Use the **Case Count Report** to view the number of active accounts assigned to each desk for each customer. The system only includes in the report status codes flagged for inclusion in case counts in **Status Code Maintenance**.

**To generate a Case Count Report**

- In the **Main Menu** window, from the **Reports** menu, click **Internal** and then click **Case Count**. The **Case Count Report** dialog box appears.



**Consolidate customers by name:** If selected, the report includes all customers in a customer group.

**Include accounts that are not queuing:** If selected, the report includes accounts that aren't appearing in a work queue.

- Specify the report parameters and then click **Generate Report**. The **Balance Analysis - Latitude Report Viewer** window appears.

Desk	Customer	Accounts	Total Balance	Average Balance
0000000	ADMIN 1 DESK	366	\$677,454.05	\$28,311.97
	0000006 CUSTOMER FOUR	1	\$51.00	\$51.00
	0000001 CUSTOMER ONE	338	\$522,967.63	\$1,547.24
	0000004 CUSTOMER THREE	3	\$11,627.19	\$3,875.73
	0000002 CUSTOMER TWO	2	\$1,292.50	\$646.25
	0000000 DEFAULT CUSTOMER	9	\$18,780.73	\$2,086.75
	0000010 DISNEY CUSTOMER	7	\$115,535.00	\$16,505.00
	0000007 FIRST CUSTOMER	2	\$2,140.00	\$1,070.00
	0000008 SECOND CUSTOMER	2	\$2,130.00	\$1,065.00
	0000009 THIRD CUSTOMER	2	\$2,930.00	\$1,465.00
C1	COLLECTOR 1 DESK	96	\$57,628.97	\$6,900.18
	0000001 CUSTOMER ONE	14	\$20,786.99	\$1,484.78
	0000002 CUSTOMER TWO	1	\$4,620.00	\$4,620.00
	0000007 FIRST CUSTOMER	39	\$15,400.92	\$394.90
	0000008 SECOND CUSTOMER	42	\$16,821.06	\$400.50
DIALERAPPD	DIALER APPEND DESK	10	\$10,155.00	\$1,015.50
	0000005 DIALER TEST CUSTOMER	10	\$10,155.00	\$1,015.50
DIALERMERG	DIALER MERGE DESK	2	\$2,019.00	\$1,009.50
	0000005 DIALER TEST CUSTOMER	2	\$2,019.00	\$1,009.50

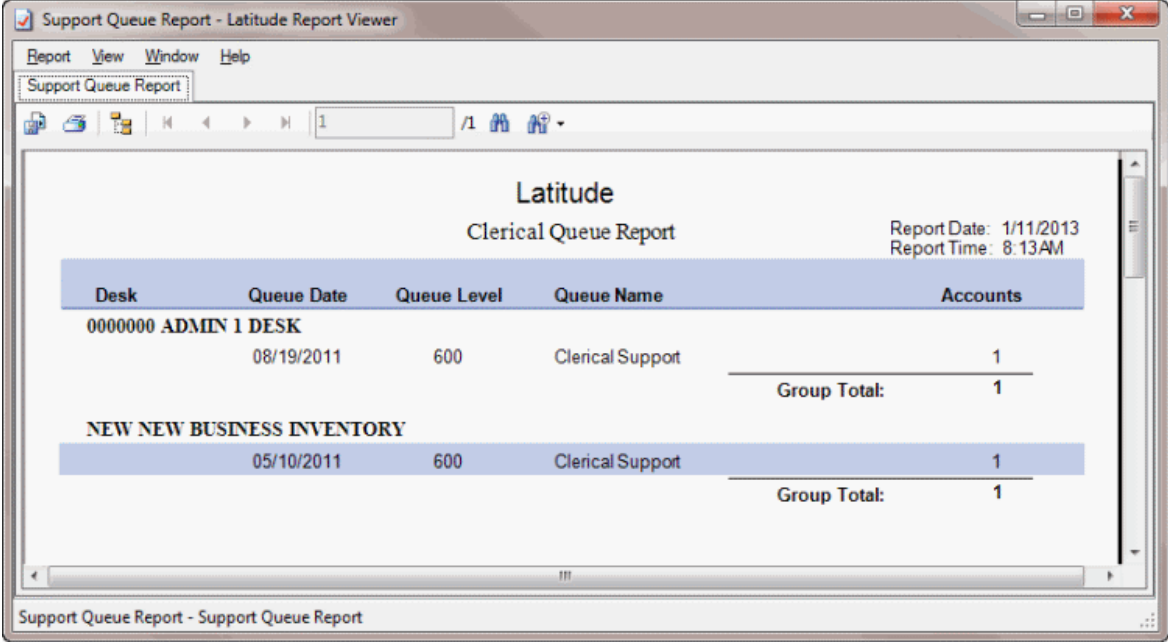
### Generate a Clerical Queue Report

Use the **Clerical Queue Report** to view a summary of the number of accounts assigned to each clerical queue level.

#### To generate a Clerical Queue Report

- In the **Main Menu** window, from the **Reports** menu, click **Internal** and then click **Clerical Queue**. The **Support Queue Report - Latitude Report Viewer** window appears



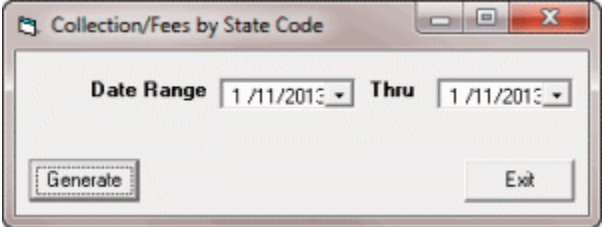


**Generate a Collections and Fees by State Code Report**

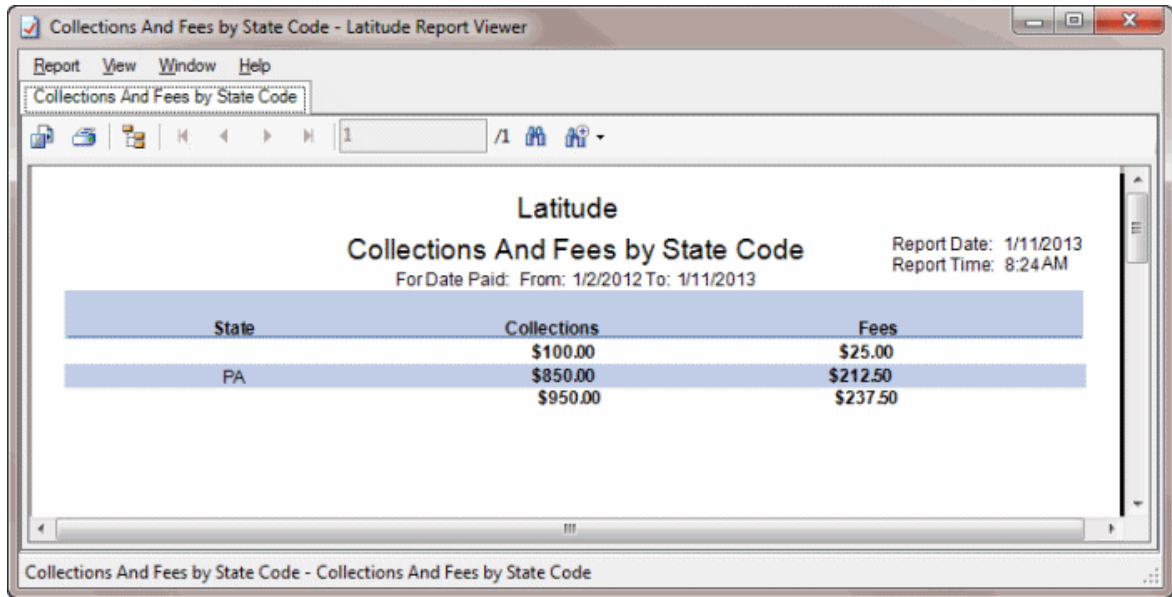
Use the **Collections and Fees by State Code** report to view total collections and fees charged for all clients for a specified time period.

**To generate a Case Count report**

- 1. In the **Main Menu** window, from the **Reports** menu, click **Internal** and then click **Collections/Fees by State Code**. The **Collections/Fees by State Code** dialog box appears.



- 2. Specify the date range for the report and then click **Generate**. The **Collections and Fees by State Code - Latitude Report Viewer** window appears.

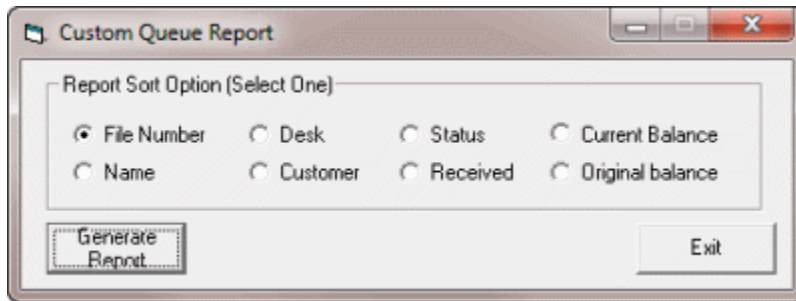


### Generate a Custom Queue Report

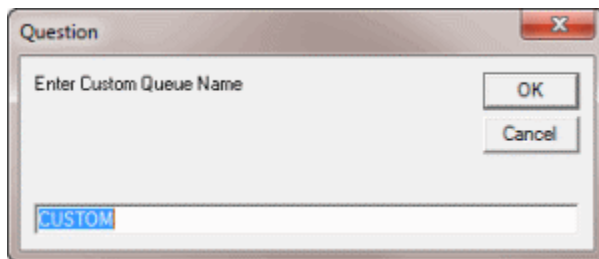
Use the **Custom Queue Report** to view information for each account assigned to a specified custom queue that your agency created. Determine the name of the custom queue before attempting to run the report.

To generate a Custom Queue Report

1. In the **Main Menu** window, from the **Reports** menu, click **Internal** and then click **Collections/Fees by State Code**. The **Collections/Fees by State Code** dialog box appears.



2. Select the column to sort the report by and then click **Generate Report**. The **Question** dialog box appears.



3. In the **Enter Custom Queue Name** box, type the name of the custom queue and then click **OK**. The **Custom Queue Report - Latitude Report Viewer** window appears.

Custom Queue Report

Run Date: 1/11/2013  
Run Time: 8:33:56AM  
Page 1 of 1

File Number	Name	Customer	Desk	Received	Original Balance	Current Balance	Queue Level	Status	Queue Date
1003	SEVERINO, EVA M	0000001	0000000	2/11/201	\$7,960.47	\$7,960.47	875	NEW	05/10/2011
1025	DUGAN, GEORGE	0000001	0000000	2/11/201	\$7,453.97	\$7,453.97	015	NEW	08/19/2011
1032	BROOKS, SCOTT	0000001	0000000	2/11/201	\$25,000.00	\$24,500.00	015	NEW	08/19/2011
1033	VALORE, ANTHONY J	0000001	0000000	2/11/201	\$25,000.00	\$25,000.00	015	NEW	08/19/2011
1034	MOORE, RHONDA K	0000001	0000000	2/11/201	\$25,000.00	\$25,000.00	015	NEW	08/19/2011
1060	MARTINE, WILLIAM	0000001	0000000	2/11/201	\$4,892.47	\$4,892.47	015	NEW	08/19/2011
1071	BARNES, LINDA J	0000001	0000000	2/11/201	\$2,699.39	\$2,699.39	015	NEW	08/19/2011
1098	GELFAN, CARL R	0000004	0000000	2/11/201	\$8,127.19	\$8,127.19	015	NEW	08/19/2011
1114	SMITLEY, HERB	0000001	0000000	2/11/201	\$8,526.24	\$8,526.24	015	NEW	08/19/2011
1115	LEWIS, JANE L	0000001	0000000	2/11/201	\$2,883.70	\$2,883.70	015	NEW	08/19/2011
1122	EIGHMY, LELAND J	0000001	0000000	2/11/201	\$11,395.75	\$11,395.75	015	NEW	08/19/2011
1138	FAY, SARAH M	0000001	0000000	2/11/201	\$4,662.12	\$4,662.12	015	NEW	08/19/2011
1187	BANKOWSKI, MICHAEL D	0000001	0000000	2/11/201	\$7,362.94	\$7,362.94	015	NEW	08/19/2011
1193	CASEY, MARGARET B	0000001	0000000	2/11/201	\$6,684.81	\$6,684.81	015	NEW	08/19/2011
					<b>\$147,649.05</b>	<b>\$147,149.05</b>			

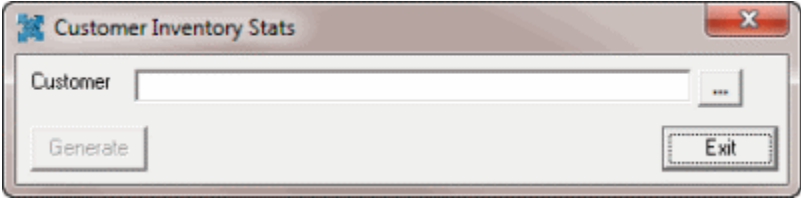
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**Generate a Customer Inventory Summary Report**

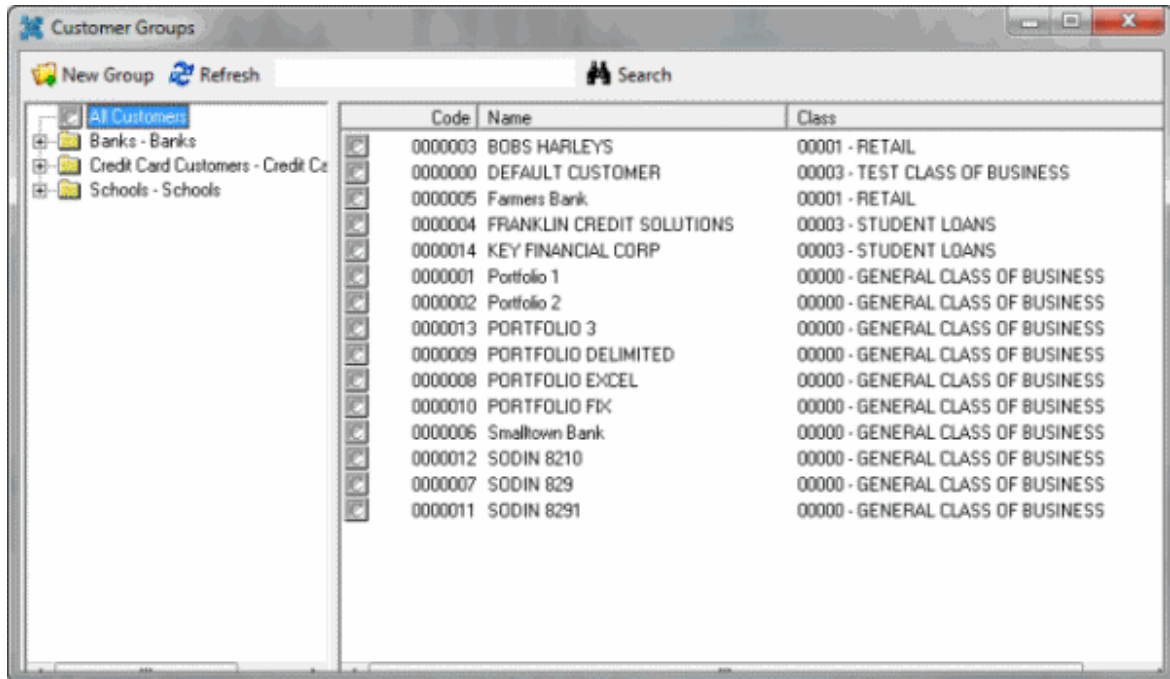
Use the **Customer Inventory Summary Report** to view business inventory for a specific customer, including the number of accounts placed, dollars placed, number of accounts open, and dollars open.

**To generate a Customer Inventory Summary Report**

1. In the **Main Menu** window, from the **Reports** menu, click **Internal** and then click **Customer Inventory Summary**. The **Customer Inventory Stats** dialog box appears.



2. Click the ellipses (...) next to the **Customer** box. The **Customer Groups** window appears.

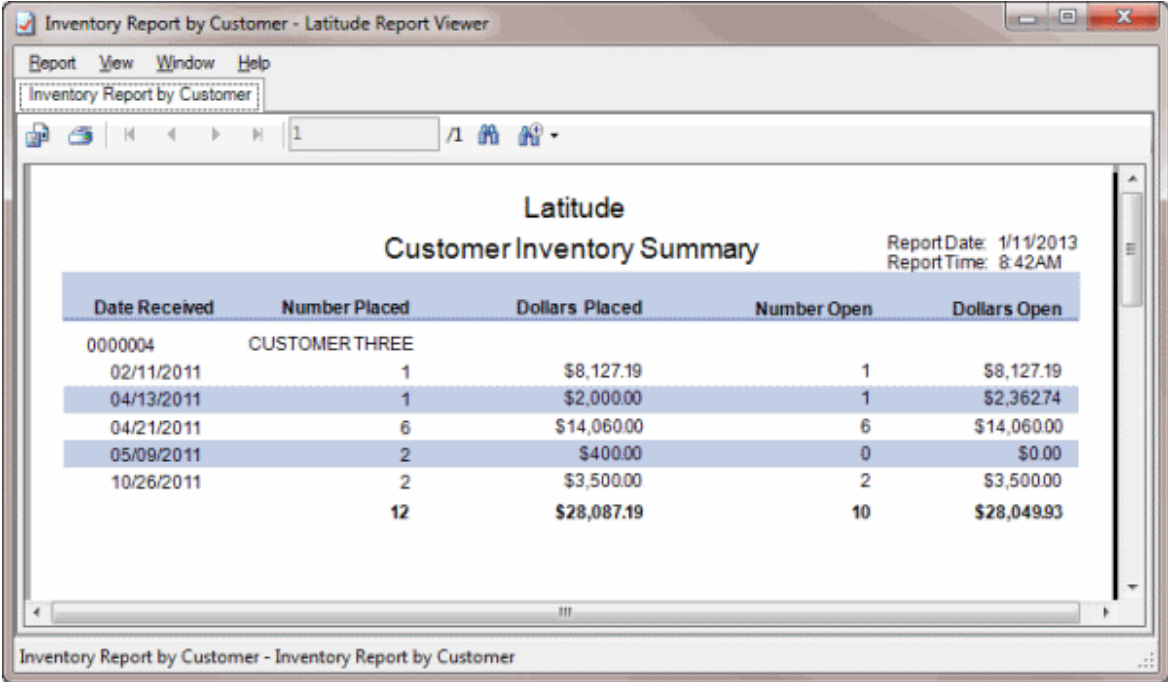


3. Do one of the following:

- To select a customer from the entire list of customers, in the **Navigation** pane, click **All customers** and then, in the **Information** pane, double-click the customer.
- To select a customer from a customer group, in the **Navigation** pane, expand a customer group and then double-click the customer.
- To search for a customer, in the **Search** box, type the customer name and then click **Search**. The system selects the matching customers in the **Information** pane. Double-click the customer.

The system populates the **Customer Inventory Stats** dialog box with the selected customer.

4. Click **Generate**. The **Inventory Report by Customer - Latitude Report Viewer** window appears.

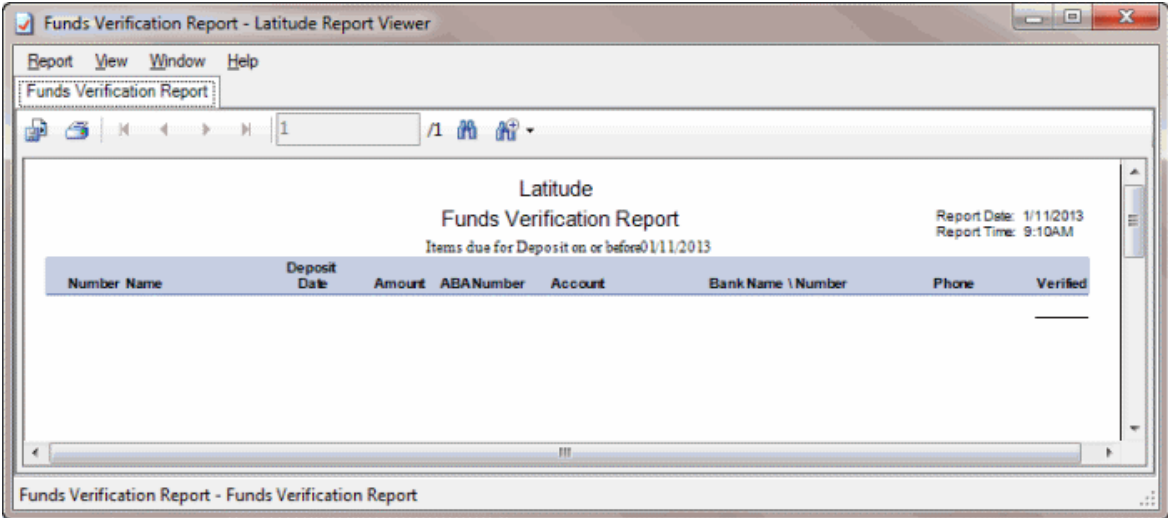


**Generate a Funds Verification Report**

Use the **Funds Verification Report** to verify post-dated transactions with the debtor's bank before transmitting payment requests, to avoid unnecessary reversals. The system displays post-dated transactions up to the specified date, and includes transactions above the minimum amount. Use the Verified column to check off or initial items as you verify them.

**To generate a Funds Verification Report**

- 1. In the **Main Menu** window, from the **Reports** menu, click **Internal** and then click **Funds Verification Report**. The **Enter Parameter Values** dialog box appears. The information that appears in this dialog box varies, depending on the report you are generating.
- 2. Specify the report parameters and then click **OK**. The **Funds Verification Report - Latitude Report Viewer** window appears.

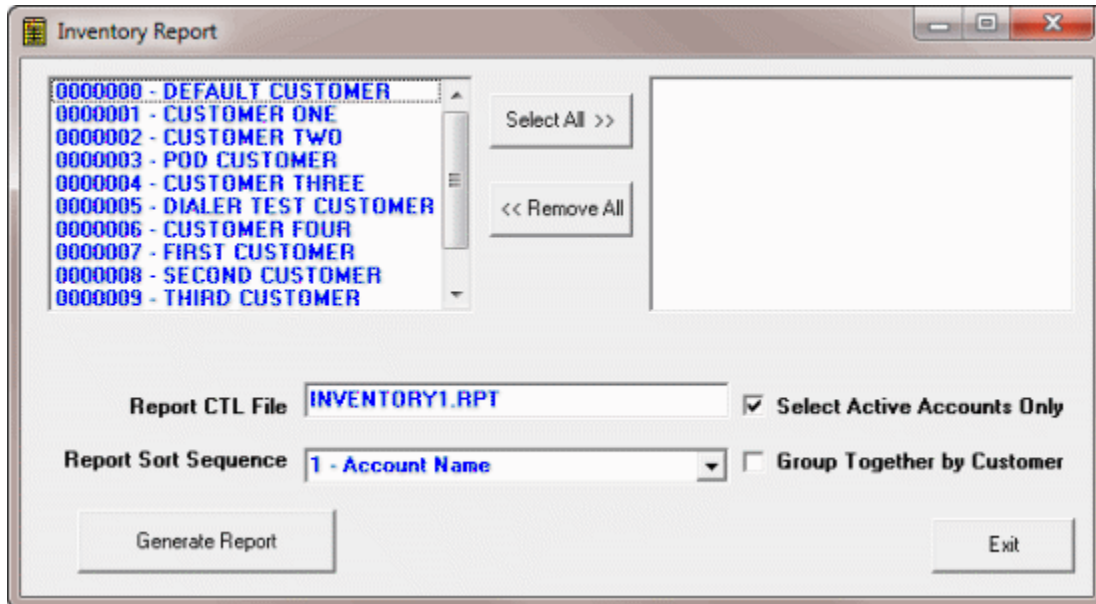


## Generate an Internal Inventory Report

Use the **Internal Inventory Report** to view information for each account for the specified customers.

### To generate an Internal Inventory Report

1. In the **Main Menu** window, from the **Reports** menu, click **Internal** and then click **Inventory**. The **Inventory Report** dialog box appears.



**Report CTL File:** Name of report file to use. Inventory1.rpt is the default report. If a custom report is available, you can use it instead.

**Select Active Accounts Only:** If selected, generates the report for active accounts only.

**Report Sort Sequence:** Report column by which to sort the report.

**Group Together by Customer:** If selected, groups accounts by customer.

2. In the customer list box, click each customer to include in the report.

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

3. Specify the remaining report parameters and then click **Generate Report**. The **Inventory Report - Latitude Report Viewer** window appears.

Inventory Report - Latitude Report Viewer

Internal Inventory Report

Run Date: 1/11/2013  
Run Time: 9:52:23AM  
Page 1 of 15

NUMBER	NAME	ACCOUNT	CURRENT BALANCE	RECEIVED	DESK	STATUS
<b>0000000 - DEFAULT CUSTOMER</b>						
1213	Adams, Cory	039870022154	\$500.00	4/5/2011	0000000	NEW
1217	Berard, Angela	1889003265424	\$700.00	4/5/2011	0000000	NEW
1216	Frank, William	0221546431555	\$350.00	4/5/2011	0000000	NEW
1214	Legere, Lauren	3655203188452	\$3,905.23	4/5/2011	0000000	NEW
1219	Limon, Nancy	69864515101032	\$450.00	4/5/2011	0000000	NEW
1222	Limon, Nancy	6986453669801	\$650.00	4/5/2011	0000000	NEW
1223	Limon, Nancy	3232510125101032	\$980.00	4/5/2011	0000000	NEW
1212	Lincoln, James	362025852365201	\$3,500.00	4/5/2011	0000000	NEW
1211	Rutherford, Sally	451021360245	\$6,000.00	4/5/2011	0000000	NEW
1220	Smith, Jackie	20336015404588	\$500.00	4/5/2011	0000000	NEW
1221	Smith, Jackie	965451545201	\$3,690.00	4/5/2011	0000000	NEW
1210	Smith, Jackie	20336015400987	\$5,000.00	4/5/2011	0000000	NEW
1215	Smith, Landon	9888712101545	\$2,500.50	4/5/2011	0000000	NEW
1218	Thompson, Brandon	024845522122	\$875.00	4/5/2011	0000000	NEW
<b>0000001 - CUSTOMER ONE</b>						
1477	ADAMS, STACY	196580321045	\$650.00	10/17/2011	0000000	NEW
1088	AINSCOE, ELISA	7738154299562	\$418.87	2/11/2011	0000000	NEW
1097	ALLEN, DORIS	7738158792265	\$684.71	2/11/2011	0000000	NEW
1087	ALLEN, WILLA M	7738131651760	\$380.30	2/11/2011	0000000	NEW
1178	ARCHIE, ANDRE	7738157024942	\$272.91	2/11/2011	0000000	NEW
1042	AUGUSTINE, LEONARD	0230187844	\$1,004.20	2/11/2011	0000000	NEW
1066	AUSTIN, DALE R	101011000248962	\$304.65	2/11/2011	0000000	NEW
1504	BACON, NATHAN	23101245455	\$1,000.00	10/27/2011	0000000	NEW
1523	BACON, NATHAN	231045777541	\$500.00	10/31/2011	0000000	NEW
1018	BALESTRIERI, JOSEPH	7753010063035180	\$809.24	2/11/2011	0000000	NEW

Current Page No.: 1      Total Page No.: 15      Zoom Factor: Page Width

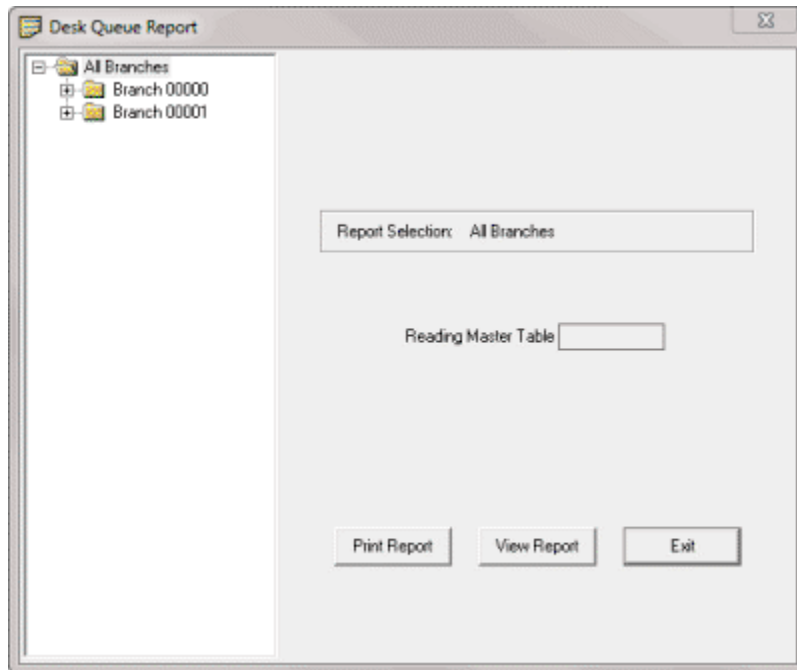
**Generate a Desk Queue Report**

Use the **Desk Queue Report** to view accounts within selected branches and desks for accounts in queue levels less than 500 (010 – 499). The report is sorted by queue date and level.

**To generate a Desk Queue Report**

1. In the **Main Menu** window, from the **Reports** menu, click **Internal** and then click **Queue Report**. The **Desk Queue Report** dialog box appears.





**Report Selection:** Selected branch or desk for which to generate the report.

**Reading Master Table:** Number of accounts for the specified branch or desk.

2. Do one of the following:
  - To generate the report for all branches, in the **Navigation** pane, click **All Branches**.
  - To generate the report for a single branch, in the **Navigation** pane, click the branch. The system populates the **Report Selection** box with the specified branch.
  - To generate the report for a single desk, in the **Navigation** pane, click the desk. The system populates the **Report Selection** box with the specified desk.
3. To print the report without viewing it first, do the following:
  - a. Click **Print Report**. The **Print** dialog box appears.
  - b. Modify the settings as necessary and then click **Print**.
4. To view the report before printing or exporting it, click **View Report**. The **Queue Report - Latitude Report Viewer** window appears.



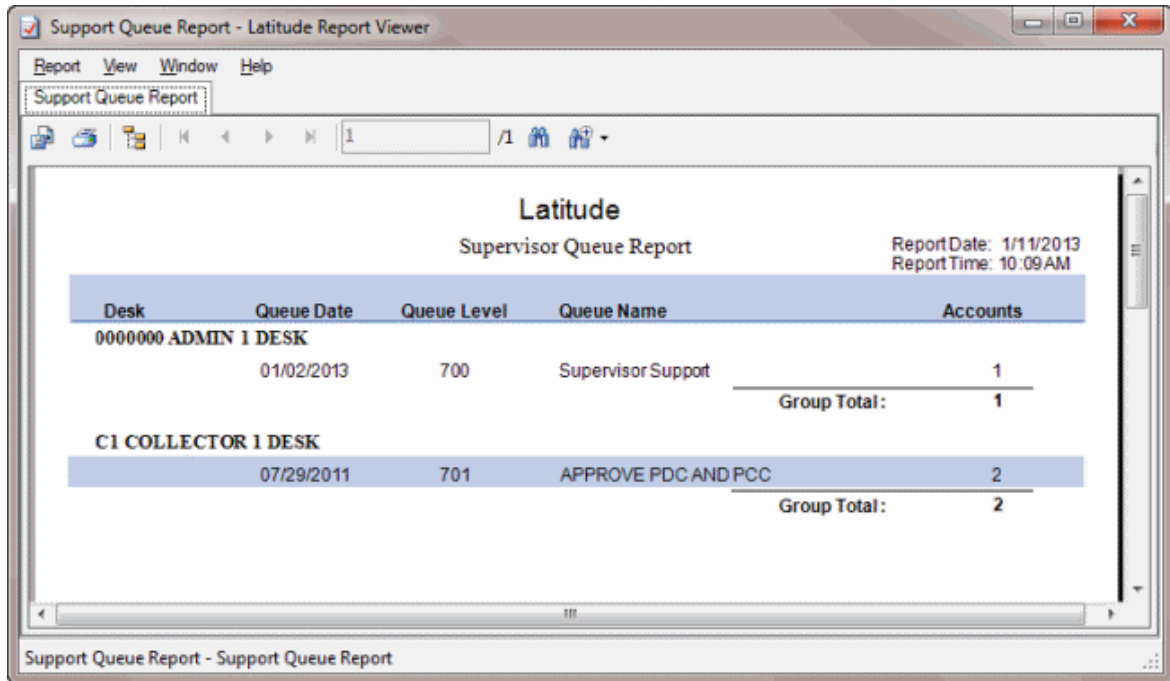
Desk Queue Report				Run Date:	1/11/2013
				Run Time:	10:04:43AM
				Page 1 of 1	
000000	ADMIN 1 DESK				
	08/19/2011	015	NEW ACCOUNTS	196	
	09/07/2011	015	NEW ACCOUNTS	1	
	09/09/2011	015	NEW ACCOUNTS	2	
	09/13/2011	015	NEW ACCOUNTS	2	
	09/14/2011	015	NEW ACCOUNTS	11	
	09/15/2011	015	NEW ACCOUNTS	4	
	09/21/2011	015	NEW ACCOUNTS	4	
	09/22/2011	015	NEW ACCOUNTS	10	
	09/23/2011	015	NEW ACCOUNTS	6	
	09/23/2011	100	ACCOUNT REASSIGNED	1	
	09/26/2011	015	NEW ACCOUNTS	6	
	09/28/2011	015	NEW ACCOUNTS	10	
	09/29/2011	015	NEW ACCOUNTS	3	
	10/03/2011	015	NEW ACCOUNTS	3	
	10/11/2011	015	NEW ACCOUNTS	6	

### Generate a Supervisor Queue Report

Use the **Supervisor Queue Report** to view a summary of the number of accounts assigned to each supervisor queue level.

#### To generate a Supervisor Queue Report

- In the **Main Menu** window, from the **Reports** menu, click **Internal** and then click **Supervisor Queue**. The **Supervisor Queue Report - Latitude Report Viewer** window appears.

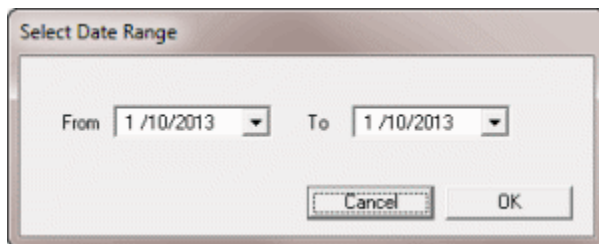


### Generate a User Logon Report

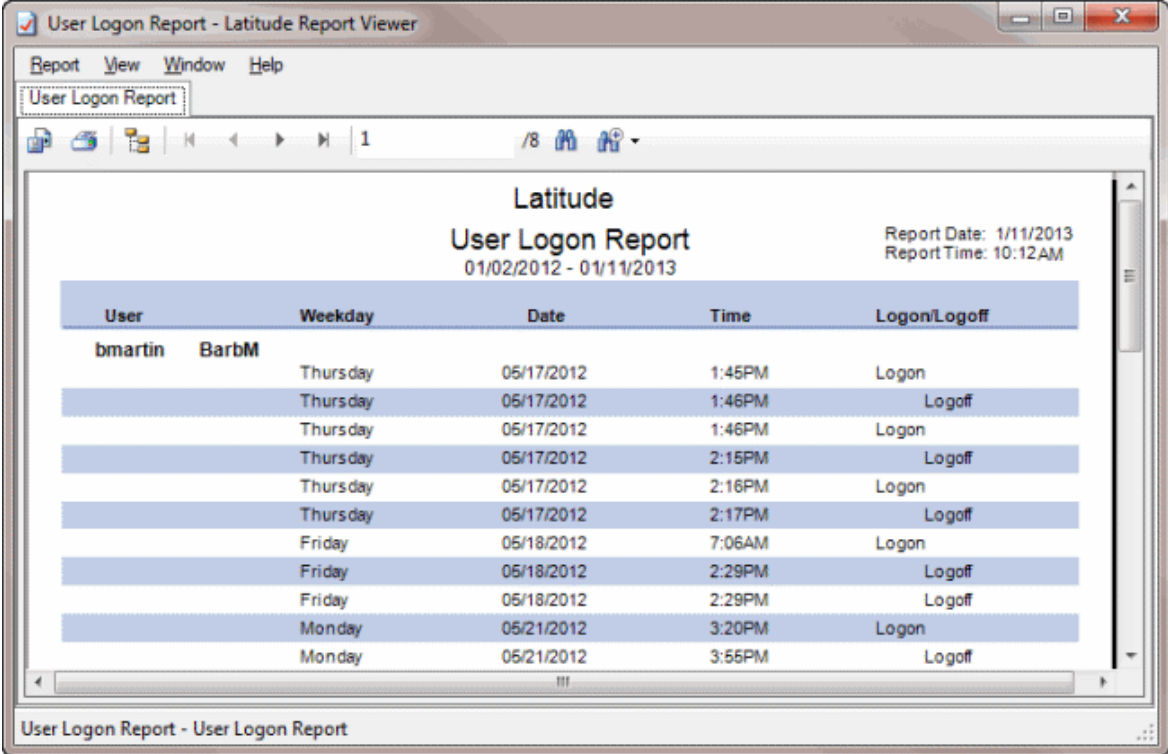
Use the **User Logon Report** to view when each user logs on or off your agency's Latitude system for the specified date range.

#### To generate a User Logon Report

1. In the **Main Menu** window, from the **Reports** menu, click **Internal** and then click **User Logon Report**. The **Select Date Range** dialog box appears.



2. Specify the date range for which to generate the report and then click **OK**. The **User Logon Report - Latitude Report Viewer** window appears.



**Payment Reports**

**Payment Reports**

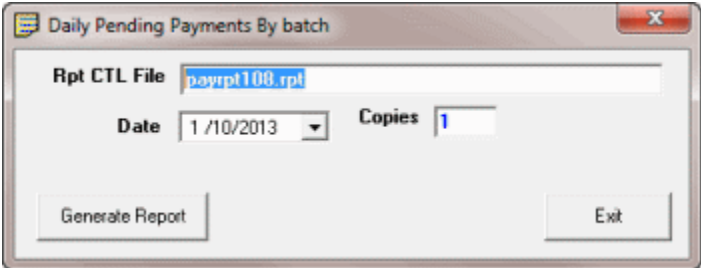
Use the payment reports to track and analyze payment information.

**Generate a Payments by Batch Number Report**

Use the **Payments by Batch Number** report to view the pending payment batches for the specified date, sorted by batch number.

**To generate a Payments by Batch Number report**

1. In the **Main Menu** window, from the **Reports** menu, click **Internal > Payment > Daily Pending Batch Report**. The **Daily Pending Payments by Batch** dialog box appears.



**Rpt CTL File:** Name of report file to use. Payrpt108.rpt is the default report. If a custom report is available, you can use it instead.

**Date:** Payment batch date for which to generate the report.

**Copies:** Number of reports to generate.

- Specify the parameters for the report and then click **Generate Report**. The **Payment Reports - Latitude Report Viewer** window appears.

The screenshot shows a window titled "Payment Reports - Latitude Report Viewer". The window contains a report titled "Payments by Batch Number Entered 12/20/2012". The report date is 1/10/2013 and the report time is 12:44:36PM. The report displays a table with the following data:

Account ID	Name	Customer	Desk	Amount	Gross	Fee	Agency Fee Due
PU Batch 41							
1014	ELLERBE, STACY	0000001 CUSTOMER.ONE	0000000	103.00	103.00	25.00	0.00
					103.00	25.00	0.00
<b>Report Total:</b>					103.00	25.00	0.00

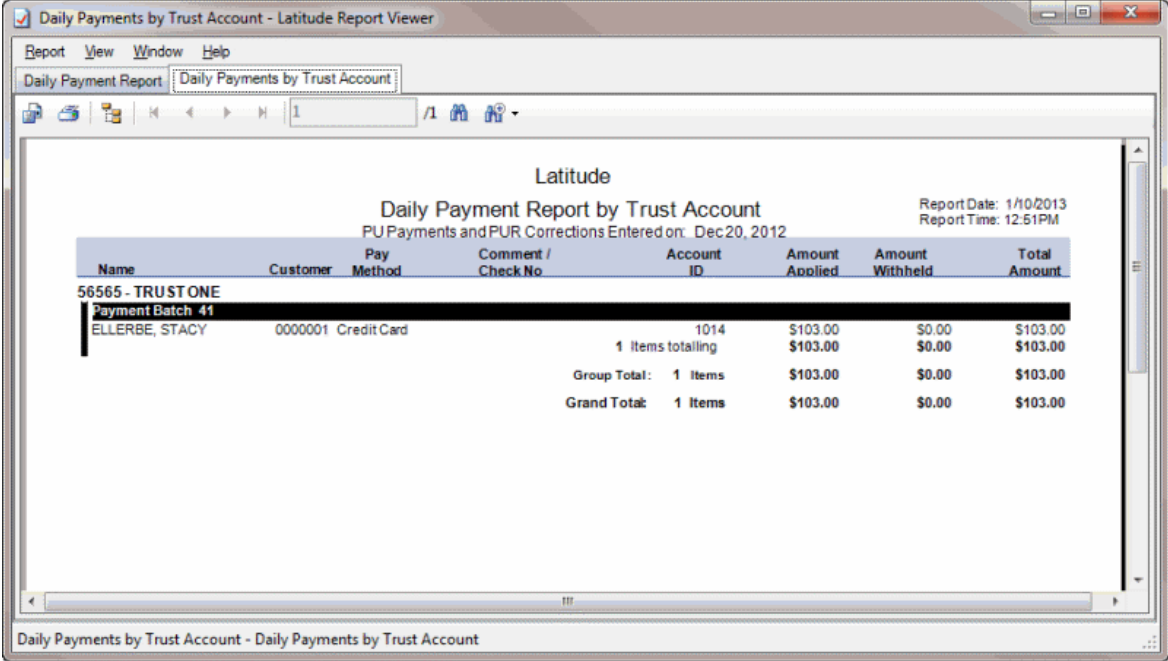
At the bottom of the window, it shows "Current Page No.: 1", "Total Page No.: 1", and "Zoom Factor: Page Width".

### Generate a Daily Payment Report by Trust Account

Use the **Daily Payment Report by Trust Account** report to view detailed transactions for a specified payment date for each trust account your agency uses. Each trust account appears on a separate page.

#### To generate a Daily Payment Report by Trust Account

- In the **Main Menu** window, from the **Reports** menu, click **Internal > Payment > Daily Payments by Trust Account**. The **Enter Parameter Values** dialog box appears. The information that appears in this dialog box varies, depending on the report you are generating.
- In the **Select Date** box, type or select the payment date for which to generate the report and then click **OK**. The **Daily Payments by Trust Account - Latitude Report Viewer** window appears.

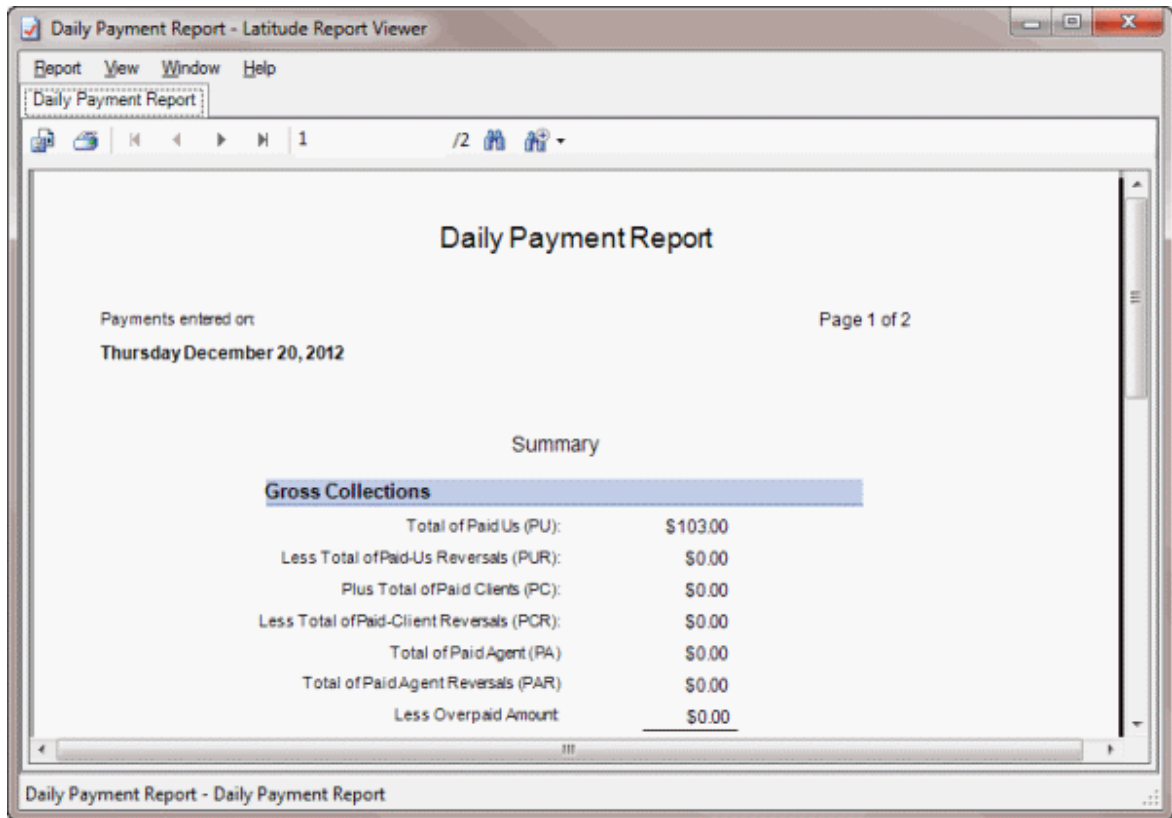


**Generate a Daily Payment Report**

Use the **Daily Payment Report** to view gross collections, fees, and deposits for the specified payment entry date.

**To generate a Daily Payment Report**

1. In the **Main Menu** window, from the **Reports** menu, click **Internal > Payment > Daily Payment Report 2**. The **Enter Parameter Values** dialog box appears. The information that appears in this dialog box varies, depending on the report you are generating.
2. In the **Select Payment Entry Date** box, type or select the payment entry date for which to generate the report and then click **OK**. The **Daily Payment Report - Latitude Report Viewer** window appears.

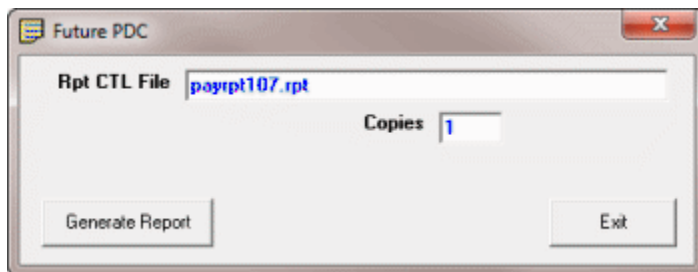


### Generate a Future Post-Dated Checks Report

Use the **Future Post-Dated Checks** report to view future post-dated check payments, sorted by Latitude account number.

#### To generate a Future Post-Dated Checks report

1. In the **Main Menu** window, from the **Reports** menu, click **Internal > Payment > Future PDC**. The **Future PDC** dialog box appears.



**Rpt CTL File:** Name of report file to use. Payrpt107.rpt is the default report. If a custom report is available, you can use it instead.

**Copies:** Number of reports to generate.

2. Specify the parameters for the report and then click **Generate Report**. The **Payment Reports - Latitude Report Viewer** window appears.

**Future Post-Dated Checks**

Report Date: 1/10/2013  
Report Time: 1:06:30PM

Account ID	Account Received	Entered Date	Deposit Date	Amount	Check No	NTD Date	Hold Date
1239	7/22/2011	7/22/2011	8/22/2011	\$200.00	101		7/22/2011
1239	7/22/2011	7/22/2011	9/22/2011	\$200.00	102		7/22/2011
1239	7/22/2011	7/22/2011	10/24/2011	\$200.00	103		7/22/2011
1006	2/11/2011	12/20/2012	1/17/2013	\$67.73	105		
1008	2/11/2011	12/20/2012	1/18/2013	\$100.00	106		
1008	2/11/2011	12/20/2012	2/18/2013	\$100.00	107		
1008	2/11/2011	12/20/2012	3/18/2013	\$100.00	108		
1008	2/11/2011	12/20/2012	4/18/2013	\$76.55	109		

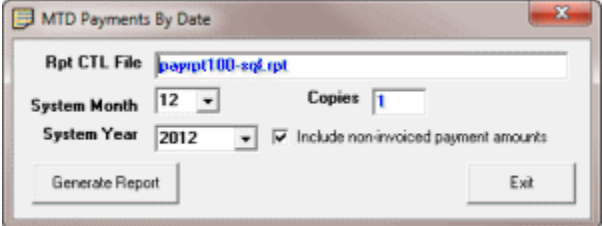
Current Page No.: 1      Total Page No.: 1      Zoom Factor: Page Width

**Generate an MTD Payments by Date Report**

Use the **MTD Payments by Date** report to view month-to-date payments and adjustments, sorted and subtotaled by payment date. The collection totals include surcharges.

**To generate an MTD Payments by Date report**

1. In the **Main Menu** window, from the **Reports** menu, click **Internal > Payment > MTD Payments by Date**. The **MTD Payments by Date** dialog box appears.



**Rpt CTL File:** Name of report file to use. Payrpt100-sql.rpt is the default report. If a custom report is available, you can use it instead.

**System Month:** Payment and adjustment month for which to generate the report.

**System Year:** Payment and adjustment year for which to generate the report.

**Copies:** Number of reports to generate.

**Include non-invoiced payment amounts:** If selected, includes non-invoiced payment amounts in the report.

2. Specify the parameters for the report and then click **Generate Report**. The **Payment Reports - Latitude Report Viewer** window appears.

Number	Name	Customer	Desk	Date Paid	Batch Type	Total Paid	Gross	Fee
<b>12/14/2012</b>								
1005	WIESEN, ROY	0000001	0000000	12/14/2012	PU	\$303.00	\$303.00	\$68.18
1004	ZELLERS Jr, LESLIE E	0000001	0000000	12/14/2012	PU	\$200.00	\$200.00	\$50.00
1202	VOZAR, ANDREW	0000001	0000000	12/14/2012	PU	\$250.00	\$250.00	\$62.50
1010	HILL, SHERYL	0000001	0000000	12/14/2012	PU	\$100.00	\$100.00	\$25.00
						<b>\$853.00</b>	<b>\$853.00</b>	<b>\$205.68</b>
<b>12/17/2012</b>								
1011	SMITH, GINA	0000001	0000000	12/17/2012	PUR	\$200.00	(\$200.00)	(\$50.00)
1010	HILL, SHERYL	0000001	0000000	12/17/2012	PUR	\$100.00	(\$100.00)	(\$25.00)
1004	ZELLERS Jr, LESLIE E	0000001	0000000	12/17/2012	PUR	\$200.00	(\$200.00)	(\$50.00)
1005	WIESEN, ROY	0000001	0000000	12/17/2012	PUR	\$303.00	(\$303.00)	(\$68.18)
1011	SMITH, GINA	0000001	0000000	12/17/2012	PU	\$200.00	\$200.00	\$50.00
						<b>(\$603.00)</b>	<b>(\$603.00)</b>	<b>(\$143.18)</b>
<b>12/20/2012</b>								
1014	ELLERBE, STACY	0000001	0000000	12/20/2012	PU	\$103.00	\$103.00	\$25.00
						<b>\$103.00</b>	<b>\$103.00</b>	<b>\$25.00</b>
						<b>\$353.00</b>	<b>\$353.00</b>	<b>\$87.50</b>

### Generate an MTD Payments by Desk Report

Use the **MTD Payments by Desk** report to view month-to-date payments and adjustments, sorted and subtotaled by desk code. The collection totals include surcharges.

#### To generate an MTD Payments by Desk report

1. In the **Main Menu** window, from the **Reports** menu, click **Internal > Payment > MTD Payments by Desk**. The **MTD Payments by Desk** dialog box appears.

**Rpt CTL File:** Name of report file to use. Payrpt101-sql.rpt is the default report. If a custom report is available, you can use it instead.

**System Month:** Payment and adjustment month for which to generate the report.

**System Year:** Payment and adjustment year for which to generate the report.

**Copies:** Number of reports to generate.

**Include non-invoiced payment amounts:** If selected, includes non-invoiced payment amounts in the report.

2. Specify the parameters for the report and then click **Generate Report**. The **Payment Reports - Latitude Report Viewer** window appears.



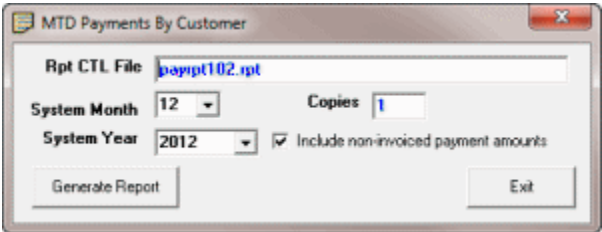
Number	Name	Customer	Desk	Date Paid	Batch Type	Total Paid	Gross	Fee
0900000								
1005	WIESEN, ROY	0000001	0000000	12/14/2012	PU	\$303.00	\$303.00	\$68.18
1004	ZELLERS Jr, LESLIE	0000001	0000000	12/14/2012	PU	\$200.00	\$200.00	\$50.00
1202	VOZAR, ANDREW	0000001	0000000	12/14/2012	PU	\$250.00	\$250.00	\$62.50
1010	HILL, SHERYL	0000001	0000000	12/14/2012	PU	\$100.00	\$100.00	\$25.00
1011	SMITH, GENA	0000001	0000000	12/17/2012	PLR	\$200.00	(\$200.00)	(\$50.00)
1010	HILL, SHERYL	0000001	0000000	12/17/2012	PLR	\$100.00	(\$100.00)	(\$25.00)
1004	ZELLERS Jr, LESLIE	0000001	0000000	12/17/2012	PLR	\$200.00	(\$200.00)	(\$50.00)
1005	WIESEN, ROY	0000001	0000000	12/17/2012	PLR	\$303.00	(\$303.00)	(\$68.18)
1011	SMITH, GENA	0000001	0000000	12/17/2012	PU	\$200.00	\$200.00	\$50.00
1014	ELLERBE, STACY	0000001	0000000	12/20/2012	PU	\$103.00	\$103.00	\$25.00
							<b>\$383.00</b>	<b>\$87.50</b>
							<b>\$383.00</b>	<b>\$87.50</b>

**Generate an MTD Payments by Customer Report**

Use the **MTD Payments by Customer** report to view month-to-date payments and adjustments, sorted and subtotaled by customer. The collection totals include surcharges.

**To generate an MTD Payments by Customer report**

1. In the **Main Menu** window, from the **Reports** menu, click **Internal > Payment > MTD Payments by Customer**. The **MTD Payments by Customer** dialog box appears.



**Rpt CTL File:** Name of report file to use. Payrpt102.rpt is the default report. If a custom report is available, you can use it instead.

**System Month:** Payment and adjustment month for which to generate the report.

**System Year:** Payment and adjustment year for which to generate the report.

**Copies:** Number of reports to generate.

**Include non-invoiced payment amounts:** If selected, includes non-invoiced payment amounts in the report.

2. Specify the parameters for the report and then click **Generate Report**. The **Payment Reports - Latitude Report Viewer** window appears.

Payment Reports - Latitude Report Viewer

Report Date: 1/10/2013  
Report Time: 1:32:05PM

**MTD Payments by Customer**

Number	Name	Customer	Desk	Date Paid	Batch Type	TotalPaid	Gross	Fee
0000001								
1005	WIESEN, ROY	0000001	0000000	12/14/2012	PU	\$303.00	\$303.00	\$68.18
1004	ZELLERS JR, LESLIE E	0000001	0000000	12/14/2012	PU	\$200.00	\$200.00	\$50.00
1202	VOZAR, ANDREW	0000001	0000000	12/14/2012	PU	\$250.00	\$250.00	\$62.50
1010	HILL, SHERYL	0000001	0000000	12/14/2012	PU	\$100.00	\$100.00	\$25.00
1011	SMITH, GENA	0000001	0000000	12/17/2012	PUR	\$200.00	(\$200.00)	(\$50.00)
1010	HILL, SHERYL	0000001	0000000	12/17/2012	PUR	\$100.00	(\$100.00)	(\$25.00)
1004	ZELLERS JR, LESLIE E	0000001	0000000	12/17/2012	PUR	\$200.00	(\$200.00)	(\$50.00)
1005	WIESEN, ROY	0000001	0000000	12/17/2012	PUR	\$303.00	(\$303.00)	(\$68.18)
1011	SMITH, GENA	0000001	0000000	12/17/2012	PU	\$200.00	\$200.00	\$50.00
1014	ELLERBE, STACY	0000001	0000000	12/20/2012	PU	\$103.00	\$103.00	\$25.00
							<b>\$383.00</b>	<b>\$87.80</b>

Current Page No.: 1      Total Page No.: 1      Zoom Factor: Page Width

### Generate an NSF Payments Report

Use the **NSF Payments Report** to view insufficient fund (NSF) payments for the specified date, sorted and subtotaled by desk code or trust account.

#### To generate an NSF Payments Report

1. In the **Main Menu** window, from the **Reports** menu, click **Internal > Payment > NSF Report**. The **NSF Payment Report** dialog box appears.

**Date Range:** Date range for which to generate the report. The system includes in the report NSF payments that fall on or after the start date and before or after the end date.

**Desk:** If selected, the system sorts the report and subtotalets it by desk.

**Trust Account:** If selected, the system sorts the report and subtotalets it by trust account.

2. Specify the parameters for the report and then click **Build Report**. The **NSF Payments by Date Range Report - Latitude Report Viewer** window appears.

The screenshot shows a window titled "NSF Payments by Date Range Report - Latitude Report Viewer". The window contains a report titled "Latitude NSF Payments Report" with a sub-header "Report Date: 1/10/2013" and "Report Time: 1:36PM". The report is a table with the following data:

Desk	Date	Number	Name	Amount Paid	Total Fees
0000000	Desk				
	12/17/2012	1011	SMITH, GINA	\$200.00	\$50.00
	12/17/2012	1010	HILL, SHERYL	\$100.00	\$25.00
	12/17/2012	1004	ZELLERS Jr, LESLIE E	\$200.00	\$50.00
	12/17/2012	1005	WIESEN, ROY	\$303.00	\$68.18
			Group Total:	\$803.00	\$193.18
			Total:	\$803.00	\$193.18

**Generate a Pending Remittance Report**

Use the **Pending Remittance** report to view detail information for all payment transactions that are pending remittance on an invoice to your customer. This report assumes that you selected reversal matching when invoicing.

**To generate a Pending Remittance report**

- 1. In the **Main Menu** window, from the **Reports** menu, click **Internal > Payment > Pending Remittance Detail**. The **Pending Remittance Detail** dialog box appears.

The screenshot shows a dialog box titled "Pending Remittance Detail". It contains the following fields and controls:

- Rpt CTL File:** A text box containing "PendingRemittance.rpt".
- System Month:** A dropdown menu set to "12".
- System Year:** A dropdown menu set to "2012".
- Copies:** A text box containing "1".
- Buttons:** "Generate Report" and "Exit".

**Rpt CTL File:** Name of report file to use. PendingRemittance.rpt is the default report. If a custom report is available, you can use it instead.

**System Month:** Remittance month for which to generate the report. The report includes the specified month and earlier.

**System Year:** Remittance year for which to generate the report. The report includes the specified year and earlier.

**Copies:** Number of reports to generate.

- Specify the parameters for the report and then click **Generate Report**. The **Pending Remittance Detail - Latitude Report Viewer** window appears.

Run Date: 1/10/13 For Month: 12/2012

Number	Debtor Name	Type	Month	Date Paid	Payment Method	Total Paid	Inv. Amt	Paid Us	Paid Cust	Fee Amt	* Due Cust	* Due Us
<b>0000001 - CUSTOMER ONE</b>										<b>2 - COMBINED</b>		<b>1 - NET</b>
1004	ZELLERS JR, LESLIEE	PU	12/2012	12/14/2012		\$200.00	\$200.00	\$200.00	\$0.00	\$50.00	\$150.00	\$0.00
1004	ZELLERS JR, LESLIEE	PLR	12/2012	12/17/2012		(\$200.00)	(\$200.00)	(\$200.00)	\$0.00	(\$50.00)	(\$150.00)	\$0.00
1005	WIESEN, ROY	PU	08/2012	09/28/2012	CASH	\$100.00	\$100.00	\$100.00	\$0.00	\$25.00	\$75.00	\$0.00
1005	WIESEN, ROY	PLR	08/2012	09/28/2012		(\$100.00)	(\$100.00)	(\$100.00)	\$0.00	(\$25.00)	(\$75.00)	\$0.00
1005	WIESEN, ROY	PU	12/2012	12/14/2012	CASH	\$303.00	\$303.00	\$303.00	\$0.00	\$68.18	\$234.82	\$0.00
1005	WIESEN, ROY	PLR	12/2012	12/17/2012		(\$303.00)	(\$303.00)	(\$303.00)	\$0.00	(\$68.18)	(\$234.82)	\$0.00
1010	HILL, SHERYL	PU	12/2012	12/14/2012		\$100.00	\$100.00	\$100.00	\$0.00	\$25.00	\$75.00	\$0.00
1010	HILL, SHERYL	PLR	12/2012	12/17/2012		(\$100.00)	(\$100.00)	(\$100.00)	\$0.00	(\$25.00)	(\$75.00)	\$0.00
1011	SMITH, GINA	PU	12/2012	12/17/2012		\$200.00	\$200.00	\$200.00	\$0.00	\$50.00	\$150.00	\$0.00
1011	SMITH, GINA	PLR	12/2012	12/17/2012		(\$200.00)	(\$200.00)	(\$200.00)	\$0.00	(\$50.00)	(\$150.00)	\$0.00
1014	ELLERBE, STACY	PU	12/2012	12/20/2012	Credit Card	\$103.00	\$100.00	\$100.00	\$0.00	\$25.00	\$75.00	\$0.00
1032	BROOKS, SCOTT	PU	05/2012	05/21/2012		\$500.00	\$500.00	\$500.00	\$0.00	\$125.00	\$375.00	\$0.00
1202	VOZAR, ANDREW	PU	12/2012	12/14/2012		\$250.00	\$250.00	\$250.00	\$0.00	\$62.50	\$187.50	\$0.00
1235	SMITH, ERAD	PU	07/2011	07/19/2011	CHECK	\$250.00	\$250.00	\$250.00	\$0.00	\$62.50	\$187.50	\$0.00
1239	COOPER, JOHN	PU	07/2011	07/22/2011	ACH DEBIT	\$205.00	\$200.00	\$200.00	\$0.00	\$50.00	\$150.00	\$0.00
1239	COOPER, JOHN	PLR	07/2011	07/22/2011		(\$205.00)	(\$200.00)	(\$200.00)	\$0.00	(\$50.00)	(\$150.00)	\$0.00
1483	SOMERS, MOLLY	PU	10/2011	10/26/2011	CHECK	\$120.00	\$120.00	\$120.00	\$0.00	\$30.00	\$90.00	\$0.00
<b>0000001 - CUSTOMER ONE</b>						<b>\$1,223.00</b>	<b>\$1,220.00</b>	<b>\$1,220.00</b>	<b>\$0.00</b>	<b>\$305.00</b>	<b>\$915.00</b>	<b>\$0.00</b>
							* Remit Amount:	\$915.00			* Adjusted Due Us :	\$0.00
<b>0000006 - CUSTOMER FOUR</b>										<b>2 - COMBINED</b>		<b>1 - NET</b>
1349	KLDNE, HOLLY	PU	09/2011	09/29/2011	CHECK	\$49.00	\$49.00	\$49.00	\$0.00	\$12.25	\$36.75	\$0.00
<b>0000006 - CUSTOMER FOUR</b>						<b>\$49.00</b>	<b>\$49.00</b>	<b>\$49.00</b>	<b>\$0.00</b>	<b>\$12.25</b>	<b>\$36.75</b>	<b>\$0.00</b>
							* Remit Amount:	\$36.75			* Adjusted Due Us :	\$0.00

### Generate a Pending Remittance Summary Report

Use the **Pending Remittance Summary** report to view summary information for all payment transactions that are pending remittance on an invoice to your customer. This report assumes that you selected reversal matching when invoicing.

### To generate a Pending Remittance Summary report

- In the **Main Menu** window, from the **Reports** menu, click **Internal > Payment > Pending Remittance Summary**. The **Pending Remittance Summary** dialog box appears.

Rpt CTL File: PendingRemittanceSum.rpt

System Month: 12      Copies: 1

System Year: 2012

Generate Report      Exit

**Rpt CTL File:** Name of report file to use. PendingRemittanceSum.rpt is the default report. If a custom report is available, you can use it instead.

**System Month:** Remittance month for which to generate the report. The report includes the specified month and earlier.

**System Year:** Remittance year for which to generate the report. The report includes the specified year and earlier.

**Copies:** Number of reports to generate.

- Specify the parameters for the report and then click **Generate Report**. The **Pending Remittance Summary - Latitude Report Viewer** window appears.

Run Date: 1/10/13 For Month: 12/2012

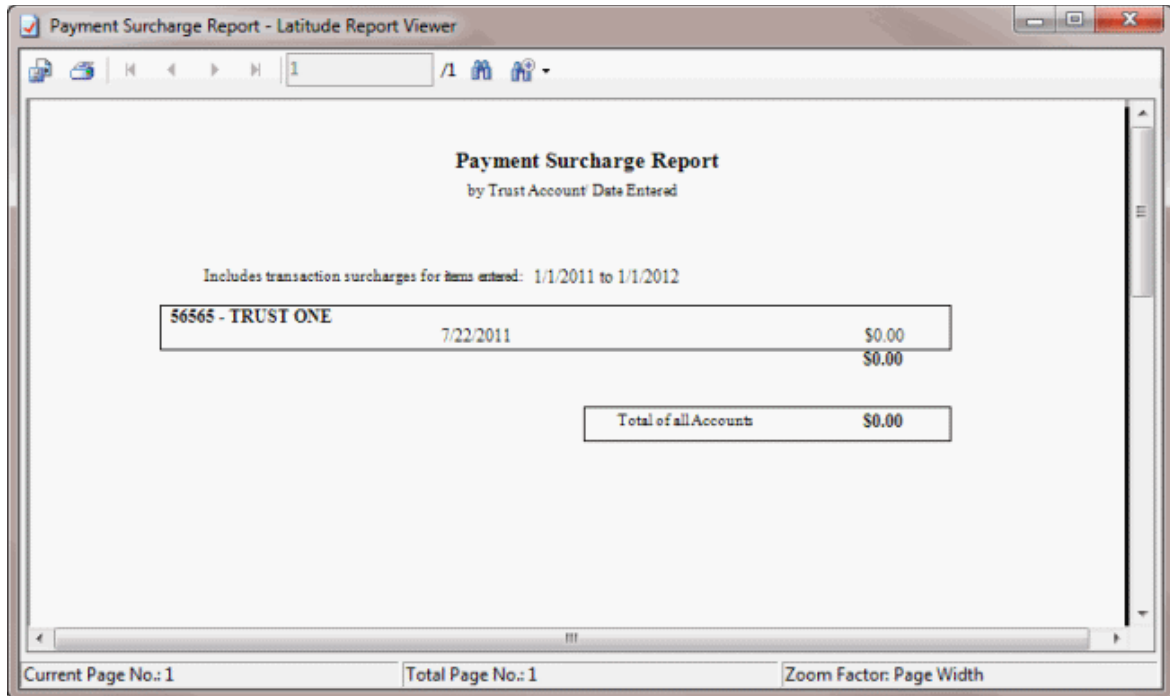
Customer Name	Invoice Type	Gross/Net	Total Paid	Inv Amt	Paid U's	Paid Cust	Fee Amt	*Remit Amt	*Adj. Due U's
0000001 - CUSTOMERONE	2 - COMBINED	- NET	\$1,223.00	\$1,220.00	\$1,220.00	\$0.00	\$305.00	\$915.00	\$0.00
0000006 - CUSTOMERFOUR	2 - COMBINED	- NET	\$49.00	\$49.00	\$49.00	\$0.00	\$12.25	\$36.75	\$0.00
<b>Grand Total:</b>			\$1,272.00	\$1,269.00	\$1,269.00	\$0.00	\$317.25	\$951.75	\$0.00

### Generate a Payment Surcharge Report

Use the **Payment Surcharge Report** to view a summary of all surcharges collected during the specified date range.

#### To generate a Payment Surcharge Report

- In the **Main Menu** window, from the **Reports** menu, click **Internal > Payment > Pending Surcharge Report**. The **Enter Value Parameters** dialog box appears. The information that appears in this dialog box varies, depending on the report you are generating.
- Specify the report parameters and then click **OK**. The **Payment Surcharge Report - Latitude Report Viewer** window appears.

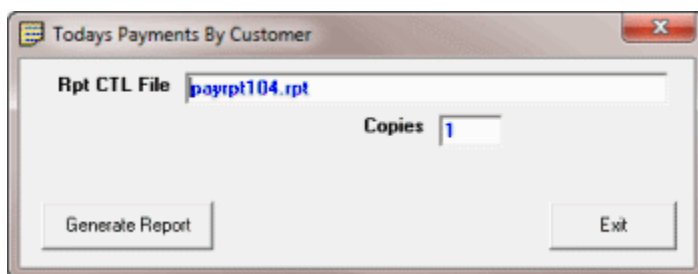


### Generate a Today's Payments by Customer Report

Use the **Today's Payments by Customer** report to view payments added to Latitude on the current date, sorted and subtotaled by customer and payment type.

#### To generate a Today's Payments by Customer report

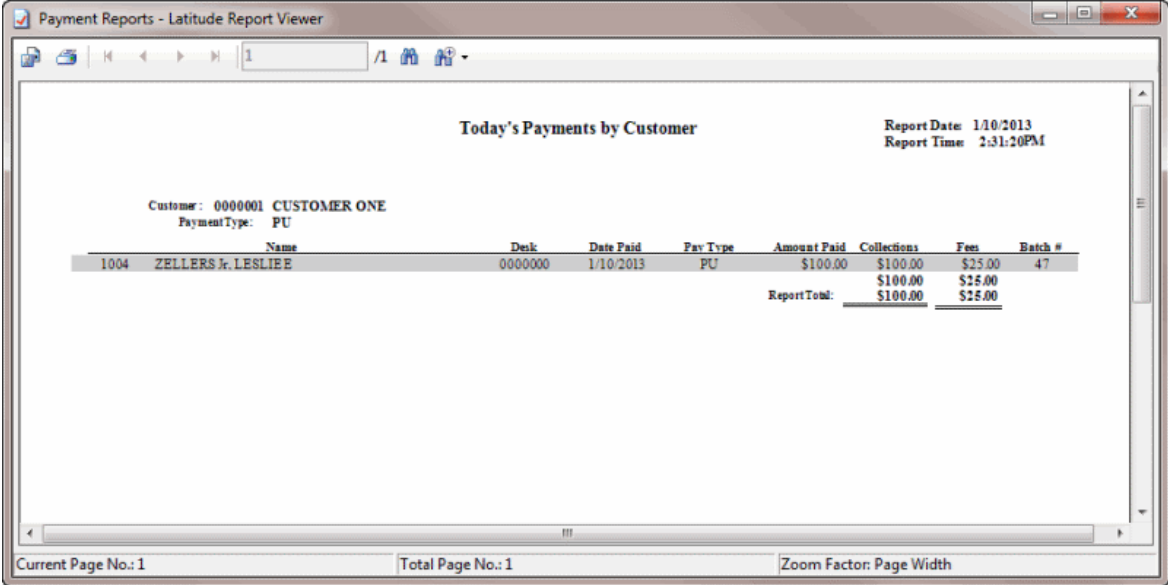
1. In the **Main Menu** window, from the **Reports** menu, click **Internal > Payment > Today by Customer**. The **Today's Payments by Customer** dialog box appears.



**Rpt CTL File:** Name of report file to use. Payrpt104.rpt is the default report. If a custom report is available, you can use it instead.

**Copies:** Number of reports to generate.

2. Specify the parameters for the report and then click **Generate Report**. The **Payment Reports - Latitude Report Viewer** window appears.

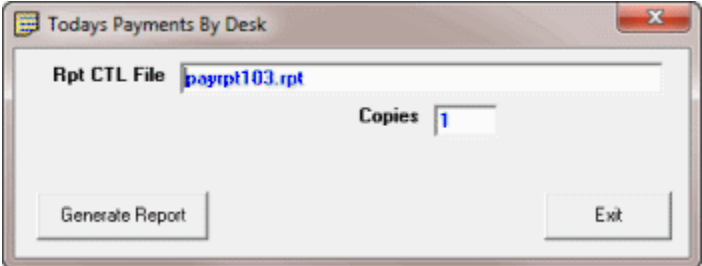


**Generate a Today's Payments by Desk Report**

Use the **Today's Payments by Desk** report to view payments added to Latitude on the current date, sorted and subtotaled by desk and payment type.

**To generate a Today's Payments by Desk report**

- 1. In the **Main Menu** window, from the **Reports** menu, click **Internal > Payment > Today by Desk**. The **Today's Payments by Desk** dialog box appears.



**Rpt CTL File:** Name of report file to use. Payrpt103.rpt is the default report. If a custom report is available, you can use it instead.

**Copies:** Number of reports to generate.

- 2. Specify the parameters for the report and then click **Generate Report**. The **Payment Reports - Latitude Report Viewer** window appears.

Report Date: 1/10/20  
Report Time: 2:34:4

Desk: 0000000  
Payment Type: PU

Name	Customer	Desk	Date Paid	Pay Type	Amount Paid	Collections	Fees	Batch #
1004 ZELLERS Jr, LESLIE E	0000001	0000000	1/10/2013	PU	\$ 100.00	\$100.00	\$25.00	47
ReportTotal:						\$100.00	\$25.00	

Current Page No.: 1      Total Page No.: 1      Zoom Factor: Page Width

### Generate a Today's Payments by Type Report

Use the **Today's Payments by Type** report to view payments added to Latitude on the current date, sorted and subtotaled by payment type.

#### To generate a Today's Payments by Type report

1. In the **Main Menu** window, from the **Reports** menu, click **Internal > Payment > Today by Type**. The **Today's Payments by Type** dialog box appears.

Rpt CTL File:

Copies:

**Rpt CTL File:** Name of report file to use. Payrpt106.rpt is the default report. If a custom report is available, you can use it instead.

**Copies:** Number of reports to generate.

2. Specify the parameters for the report and then click **Generate Report**. The **Payment Reports - Latitude Report Viewer** window appears.



Today's Payments by Type								Report Date: 1/10/2013
								Report Time: 2:38:33PM
PaymentType: PU	Name	Customer	Desk	Date Paid	Pay Type	Amount Paid	Collections	Fees
1004	ZELLERS, LESLIE	0000001	0000000	1/10/2013	PU	\$100.00	\$100.00	\$25.00
Report Total:							\$ 100.00	\$ 25.00

## Salesman Reports

### Salesman Reports

Use the salesman reports to track the placement of your agency's sales personnel and the sales they generate.

#### Generate a Salesman Placement Report

Use the **Salesman Placement Report** to view accounts that salespersons placed during the specified month and year.

#### To generate a Salesman Placement Report

1. In the **Main Menu** window, from the **Reports** menu, click **Internal > Salesman > Placements**. The **Salesman Placement Report** dialog box appears.

**System Month:** Account placement month for which to generate the report.

**System Year:** Account placement year for which to generate the report.

**Report File Name:** Name of report file to use. SalesPlacements.rpt is the default report. If a custom report is available, you can use it instead.

2. Specify the parameters for the report and then click **Begin Report**. The **Sales Placements - Latitude Report Viewer** window appears.

**Salesman Placement Report**  
Month 2 of 2011 1/10/2013 12:17 PM  
Page 1 of 1

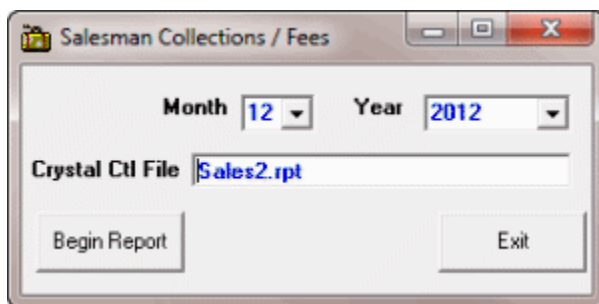
Customer	Number Placed	Amount Placed
0000000 DEFAULT CUSTOMER	14	\$29,600.73
0000001 CUSTOMER ONE	204	\$311,532.68
0000002 CUSTOMER TWO	2	\$2,700.00
0000003 POD CUSTOMER	3	\$4,450.00
0000004 CUSTOMER THREE	1	\$8,127.19
Subtotals for Salesman 00001 - HOUSE		<b>224</b> <b>\$356,410.60</b>
<b>Company Totals</b>		<b>224</b> <b>\$356,410.60</b>

### Generate a Salesman Collection and Fee Report

Use the **Salesman Placement Report** to view collections and fees received for accounts each salesperson placed during the specified month and year.

#### To generate a Salesman Collection and Fee Report

1. In the **Main Menu** window, from the **Reports** menu, click **Internal > Salesman > Collections/Fees**. The **Salesman Collections/Fees** dialog box appears.



**Month:** Collection and fee month for which to generate the report.

**Year:** Collection and fee year for which to generate the report.

**Crystal Ctl File:** Name of report file to use. Sales2.rpt is the default report. If a custom report is available, you can use it instead.

2. Specify the parameters for the report and then click **Begin Report**. The **Salesman Report - Latitude Report Viewer** window appears.



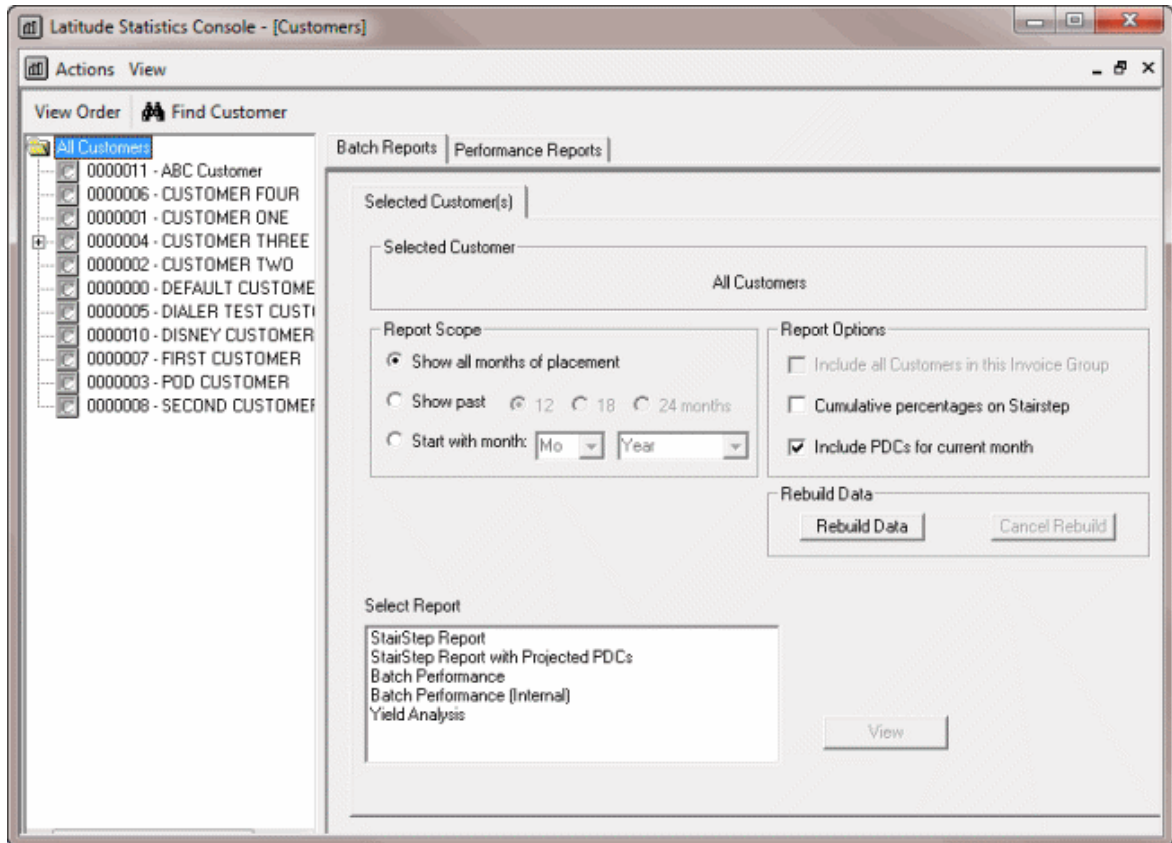
### Statistics Console

Statistics Console provides analysis information for customer account activity. It includes stair step analysis, batch performance, yield analysis, and production reports. For information about using Statistics Console, see the *Statistics Console* documentation.

**Note:** Beginning with Latitude 10.0 SU1, you can no longer print directly from the **Latitude Statistics Console** window. You can only print from the **Latitude Report Viewer** window that appears when you select a report and click **View**.

#### To open Statistics Console

- In the **Main Menu** window, from the **Reports** menu, click **Statistics Console**. The **Latitude Statistics Console** window appears.



## Glossary

### A

**Account Mover:** Latitude program that allows you to move accounts from one desk to another.

**Account Scoring:** Process of establishing the probability of collecting on an account.

**Accounts Receivable:** Money a customer owes for products and services provided on credit. A sale typically becomes an accounts receivable after the company invoices the customer.

**ACH:** Automated Clearing House. Secure payment transfer system used to send wire money transfers for debtor payments or customer invoices. These transactions are methods of billing the debtor's bank account directly.

**Action Code:** Two-character code that identifies the work performed on an account. Action codes are attached to notes.

**Administrative Wage Garnishment:** See AWG.

**Age-Based Fee:** Accounts set up with age-based fee schedules accumulate collection fees based on an account date. The system increases or decreases at specific aging intervals the percentages charged for collections on accounts. For example, the system calculates a certain percentage of the amount collected for the first 30 days the organization holds the account, and another percentage for the 30-60 day period.

**Amortization:** Gradual paydown of the principal amount of a debt.

**Automated Clearing House:** See ACH.

**AWG:** Administrative Wage Garnishment. A tool that the Department of Education uses to recover defaulted student loans.

### C

**Consolidation:** The process of combining one or more eligible student loans into a single loan for easy repayment.

**Credit Bureau:** Credit bureau (such as Equifax, Innovis, TransUnion, or Experian) that provides credit reports on debtors.

**Custodian:** Latitude program that allows you to build daily work queues, schedule letters, calculate interest, process promises, perform account calculations, clean invalid data, and process any other nightly tasks your organization requires.

**Custom Groups:** Custom groups allow you to group related customers together on Latitude reports. These groups are not the same as Parent Customers (invoice groups) or Customer Letter Groups. A customer can belong to more than one custom group.

### D

**DA:** Decreasing Adjustment. Changes to an account that decrease the balance on the account. Latitude doesn't calculate fees against these amounts for your organization and doesn't reflect these amounts on invoices.

**DAR:** Decreasing Adjustment Reversal. Changes to an account that increase the balance on the account. Latitude doesn't calculate fees against these amounts for your organization and doesn't reflect these amounts on invoices. Also known as, Increasing Adjustment.

**Decreasing Adjustment:** See DA.

**Decreasing Adjustment Reversal:** See DAR.

**Desk:** Your organization can use desks or desk codes to group accounts for collection or other activity in Latitude. Your organization assigns users to the desk holding the accounts that you want users to work.

**Desk Type:** Desk type determines the type of accounts the desk holds. Your organization specifies the desk type when creating or modifying the desk. There are five types of desks: Administrator, Clerical, Collector, Inventory, and Supervisor.

**Direct Check:** Program used with Latitude to create paper drafts (or online checks) using debtor checking account information.

**Dollar-Based Fees:** Accounts set up with dollar-based fee schedules accumulate collection fees based on account balances. For example, Latitude calculates a certain percentage for accounts with a balance of \$1,000.00, and another percentage for accounts with balances over \$1,000.00 but not over \$1,500.00.

**DTEC:** Report type that uses a Social Security Number to verify a person's identify or to locate a debtor.

## E

**Extra Data:** Fields that your organization can create to capture custom data. Each segment of extra data that your organization creates has a unique code and can contain up to five separate fields. Extra Data is not the same as Miscellaneous Extra Data.

## G

**Gross Client:** Customer who receives the full payment amount that your organization collects. The customer subtracts the collection fees and remits them to your organization.

## I

**Import Excel:** Latitude program that allows you to import data from a Microsoft Excel® spreadsheet into a Latitude database.

**Increasing Adjustments:** See DAR.

**Inventory Desk:** Desk that holds accounts for distribution to users.

**Invoice Group:** Invoice groups contain two or more customers, one of which you designated as the parent customer, and the rest as child customers. You can associate a customer to one invoice group only. When you generate an invoice for a parent customer, the system includes all payments for the parent and child customers.

## L

**Letter Console:** Latitude program that allows you to generate letters for accounts.

**LetterX:** Latitude program that allows you to bundle and export letter requests for an outside letter service to process. You can also use it to receive and update NCOA (National Change of Address) information in your Latitude database.

## M

**Miscellaneous Extra Data:** Miscellaneous information that your organization can attach to an account. Generally, your organization receives this information from a debtor and imports it into Latitude. Miscellaneous Extra Data isn't the same as Extra Data.

**Money Bucket:** A category used to group dollar amounts associated to an account (for example, principal, interest, collection costs).

## N

**Net Client:** Customer who receives a net amount of the payment amount that your organization collects. Your organization subtracts the collection fees and remits the remainder to the customer.

**NITD:** Notice of Intent to Deposit. Letter to notify the customer that your organization is depositing a post-dated check or paper draft.

**Notes:** Notes that you add to Latitude to track activity on an account, or that Latitude creates to record changes to data.

**Notice of Intent to Deposit:** See NITD.

## O

**Online Checks:** See Paper Draft.

## P

**PA:** Paid Agency. Payment to an outside collection agency that collects account money for your organization.

**Paid Client:** See PC.

**Paid Client Reversal:** See PCR.

**Paid in Full:** See PIF.

**Paid Us:** See PU.

**Paid Us Reversal:** See PUR.

**Paper Draft:** Transactions that create payment checks using bank account information. Your organization prints checks using Direct Check software and deposits them into your organization's or the customer's trust account.

**PAR:** Paid Agency Reversal. Reversal of a payment to an outside collection agency that collects account money for your organization where the check did not clear.

**Particulars of Debt:** See POD.

**Payment:** See PA.

**Payment Reversal:** See PAR.

**PC:** Paid Client. Payment that the debtor sends to your organization for an account that an outside collection agency or attorney holds. The outside collection agency or attorney receives a fee for the payment.

**PCR:** Paid Client Reversal. Reversal of a payment that the debtor sent to your organization for an account that an outside collection agency or attorney holds where the check didn't clear.

**Phone Number Format:** Latitude does not format phone numbers, and allows any character. We recommend that your organization set guidelines for entering phone numbers to ensure consistency when searching and reporting on accounts.

**Phonetic Name Search:** Search that uses an algorithm to break a name into a phonetic key based on the consonants. Phonetic matching is useful when a user doesn't know the exact spelling or it varies. For example, searching on "John" finds the name "Jon." Keep in mind that the system doesn't match partial phonetic keys. For example, searching "John" does not find "Johnny."

**PIF:** Paid in Full. The customer considers the debt as paid in full.

**POD:** Particulars of Debt. Accounts that contain one or more invoices indicating debt segments of principle balances within each debtor account.

**Preset:** Saved group of settings within the Account Mover window, used to select which accounts to move and specify which desks are to receive the accounts.

**PU:** Paid Us. Payment that the debtor sends to your organization. If an outside collection agency or attorney holds the account, the agency or attorney receives a fee for the payment.

**PUR:** Paid Us Reversal. Reversal of a payment that the debtor sent to your organization where the check didn't clear. If an outside collection agency or attorney holds the account, the agency or attorney refunds the fee received for the payment.

## Q

**Queue:** Group of accounts that a specific desk works.

**Queue Level:** Three-digit numeric code assigned to an account to represent its status within the queue.

## R

**Rehabilitation:** Process of bringing a loan out of default and removing the default notation on a debtor's credit report.

**Responsible Party:** Person with a legal obligation to pay on an account. Latitude allows your organization to associate multiple responsible parties to an account and specify demographic information for each party.

**Result Code:** Two-character code assigned to notes to classify activity on an account. Your organization can customize standard result codes. Latitude uses result codes to track the number of accounts each collector worked and contacted.



**Role:** Roles define the security levels for each type of user. Your organization must assign a role to each Latitude user.

## S

**Settled in Full:** See SIF.

**SIF:** Settled in Full. An account balance that your organization settled for less than the amount owed.

**Social Security Number Format:** Latitude does not format the Social Security Number (SSN), and allows any character. Typically, we recommend that you don't format SSNs. We recommend that your organization set guidelines for entering SSNs to ensure consistency when searching and reporting on accounts.

**Status Code:** Three-character code that indicates the state of an account and whether it is active or closed.

**Surcharge:** Amount charged in addition to the calculated arrangement amount. The surcharge doesn't affect the net applied amount or further projection of the account balance.

**System Month Warning:** Message that Latitude displays when opening the Payment Entry window and the current Latitude system month is not consistent with the payment date. Set the current system month in Latitude at the start of your organization's invoice cycle.

## T

**Title IV Loan Program:** Programs that provide grants, loans, and work-study funds from the federal government to eligible students enrolled in college or career school.

**Tokenization:** The process of substituting tokens for actual data when exchanging sensitive data with vendors.

**Tokens:** Symbolic representations of account data that Latitude stores in the database in place of the actual data.

**Trust Account:** Bank account that your organization uses to retain deposits received directly from debtors, or deposits that customers received from debtors and then forwarded to your organization. You can associate a trust account to one or more customers.

## U

**User:** Code that identifies a person using Latitude.

## W

**Wallet:** Allows users to add a reusable payment instrument (credit card, ACH, or paper draft) for a debtor and use it for immediate or future payment transactions. Latitude associates the payment instrument to the debtor, not the account.

**Work Form:** Main window in Latitude that is the primary source of account information. Most of the key information required when working an account is available in the Work Form.