[°]GENESYS[™]

Latitude[®] Console

Printable Help

Version 2024 R1

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Abstract

This document is a printable version of Latitude Console help.

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Introduction to Latitude Console

The Latitude[®] 13.0 solution has comprehensive debt collection and recovery capabilities for managing all pre- and post-charge-off accounts and workflow processes. It incorporates two primary components: Latitude and Latitude Console.

Latitude provides collectors and agents with the tools to manage the debt collection and recovery process. It provides supervisors, managers, administrators, and support staff with the tools to manage permissions, policies, system codes, and system settings for the entire <u>Latitude product suite</u>. It provides the full functionality for the user's desktop and deploys as a true zero-footprint, browser-based environment.

Latitude Console provides supervisors, managers, administrators, and support staff with the tools to manage certain features of Latitude. With the appropriate permissions, you can use Latitude Console to:

- Create users and roles.
- Assign users to roles.
- Maintain settings for your organization that apply globally across the system.
- Open supplemental programs that your organization purchased.
- Query accounts and update those accounts (for example, change the status for a group of accounts).
- Process payment batches to update account balances.

What's New in Latitude Console

Latitude Console 13.0 includes the following new features.

Custom Panel Query Creator tool

Added ability to create a query that you can use to create a custom anchor or reference panel to display in the **Work Form** in Latitude. You create the query using the **Custom Panel Query Creator** tool in Latitude Console and map the query to a custom anchor or reference panel using the **Custom Panel Mapping** panel in Latitude. For more information, see <u>Custom Panel Query Creator</u> in the *Latitude Console* documentation and Custom Panel Mapping in the *Latitude* documentation.

The following Service Updates (SU) introduced changes and enhancements to Latitude Console 13.0:

2020 R1

CBR Special Comment tool

Added the CBR Special Comment tool to allow users to update the special comment on specific CBR accounts. For more information, see <u>CBR Special Comment Tool</u>.

Log on to Latitude Console

Use the **Latitude Login** dialog box to log on to Latitude Console. The options and features in Latitude Console that are available to you are based on your assigned permissions.

To log on to Latitude Console

- 1. Do one of the following:
 - On your desktop, click the shortcut to Latitude Console.
 - Click Start > All Programs > Interactive Intelligence > Interaction Collector > Latitude

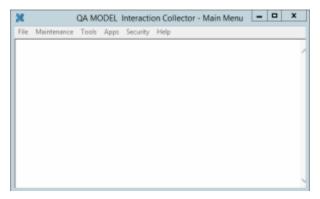
The Latitude Login dialog box appears.

👫 Latitude Login	
User Name:	
Password:	
Database:	Default Instance
🔲 Log in using Wi	ndows authentication
<u>C</u> ancel	Qkay

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

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

4. Click **Okay**. The **Main Menu** window appears.



Change Your Password

Use the Change Password dialog box to change your password.

To change your password

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

Change Password	
Old Password:	
New Password: Confirm Password:	
Cancel	Change

- 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.

Latitude Product Suite

The Latitude product suite consists of several programs that operate together to facilitate the debt collection and recovery process. The programs that are available to you are based on what your organization purchased and installed, and what you have permissions to use. You can open some of these programs within Latitude Console and others from your desktop only.

Description			
Electronically distributes accounts to other agencies. AIM creates a file that outside collection agencies and attorneys can import into their programs for collection activity. In addition, AIM can import information received from outside collection agencies and attorneys into the Latitude database and process account recalls. For more information, contact your Latitude by Genesys sales representative.			
Creates and maintains configuration settings used when reporting accounts to credit bureaus.			
 Handles processing for end-of-day activities, including: Deleting invalid information Creating daily work queues Scheduling promise reminder letters Scheduling post-dated check and NITD reminder letters Evaluating kept and broken promises Scheduling fulfilled and pending post-dated payments Calculating simple interest Creating vendor letter files 			

	Evaluating credit bureau reporting status	
	Because of the complex nature of this program, Latitude by Genesys Support generally performs Custodian tasks. If you need custom modifications to Custodian tasks, contact Latitude by Genesys Support.	
Exchange Manager	Allows your organization to create customized import and export files.	
Fusion Wizard	Creates request files and processes returned information from various outside service providers.	
Goals Manager	Displays statistics for collectors, supervisors, managers, and owners.	
Archive	Moves older, unneeded data out of the Latitude database into an archive database, which can free resources and optimize performance.	
Dashboard	Displays the collection statistics for the logged on user.	
Invoices	Generates invoices for client remittance, issues statements showing receivables, sets up banks (trust accounts) and creates the checks needed for your clients, based on account collection activity in Latitude.	
Job Manager	er Allows your organization to schedule recurring processes for unattended operation. You can define file transfers for vendor services; Exchange processes; and AIM imports, and trigger automatic export jobs at the times your company designates.	
Overpayment Manager	Allows your organization to review and manage overpayments, apply them to other accounts, and create refund checks.	
Web Access	Allows clients to view accounts and collection activity. Clients can run reports online and download directly to their workstation. For more information, contact your Latitude by Genesys sales representative.	
WorkFlow	Allows your organization to create account workflows that automate business processes associated to specific accounts.	
Latitude	Allows collectors and agents to manage delinquent accounts and perform collection tasks.	
Letter Console	Generates letters for accounts based on requests created in Latitude. You can create and modify custom letters to merge with account data for any classification of client. You can send letters to a third-party letter service for printing, along with data files containing the account information you specify.	
Link Console	Handles automatic linking of new accounts added to the system based on scores and algorithms.	

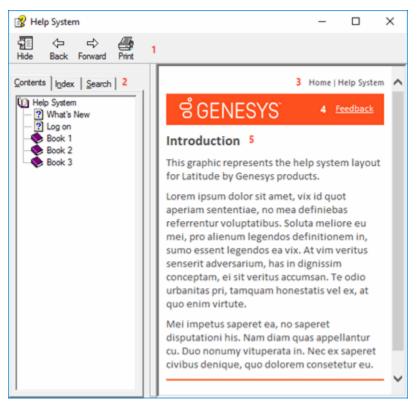
List Builder	Creates dialer call lists from List Builder query results.					
Management Suite	Includes the following tools:					
Suite	Account Analysis	Retrieves accounts that meet specific criteria and then sorts, groups, or summarizes the information for review. You can use this tool to create work queues for accounts that meet specific criteria.				
	Condition Builder	Modifies selection criteria for query tools.				
	Credit Report Requester	Requests credit bureau reports for multiple accounts, based on customized selection criteria.				
	Credit Bureau Reporting Wizard	Creates files to send to credit bureaus.				
	Custom Queue Manager	Creates 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.				
	Pool Queue Manager	Creates a work queue of accounts that collectors assigned to the Pool queue can work.				
	SQL Author	Creates and stores custom SQL statements using the query builder.				
	Status Changer	Changes the status for groups of accounts based on customized selection criteria.				
Manager Dashboard	Displays real-time statistical collection information. It allows managers to monitor collection activities for all locations, departments, and teams.					
Reporting Console	Saves snapshots of reports along with comments you type. Snapshots depict a report at a specific point in time.					
User Manager	- Allows management of user accounts.					

Help Overview

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

To open help

In menu bar, click the **Help** option. The **Latitude Console Help** window appears.



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

- 1. **Toolbar:** Displays options for the help window.
- 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 <u>search feature</u>. 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.

- 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 <u>set of rules</u>. You can include <u>wildcard expressions</u>, <u>Boolean</u> <u>operators</u>, and <u>nested expressions</u> 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 a question mark (for example, 32?57 returns 32257, 32457, and 32857).
Topics that contain all the words specified, in any order or placement within the topic	account	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	raccount	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	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.	
NFAR	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.

Payments and Invoices

Payments and Invoices

You can process payments, issue refunds or transfer overpayments, and invoice clients.

Payments

Payments

Use the **Payment Entry** window to maintain payment batches and maintain transactions that change the balance on an account. Transactions include payments received that reduce the account balance, account adjustments, and reversals (bounces). Your organization can monitor how and when to apply payments to each account that so you can invoice the client. Adjustments increase or decrease the balance for individual money buckets on an account without calculating collection fees.

Notes:

- You process payments received from a client to reduce the amount of receivables due using the Invoices program, which posts transactions to an invoice. For more information, see the *Invoices* documentation.
- Close all other Latitude Console and Latitude windows before opening the **Payment Entry** window.
- If you set the batch and payment dates to a date in the past and process the batch, the system reverses payments that processed after that date. It then applies the back-dated payment, and reapplies the reversed payments. For example, you processed a payment on January 21, 2016 for \$25. You created a batch dated January 20, 2016 for \$50 and processed it. The **Payment History** panel in Latitude shows four entries: a payment on 1/21 for \$25, a reversal on 1/21 for \$25.

Payment Batches

Payment Batches

Use the **Batch** tab in the **Payment Entry** window to maintain payment batches that process payments received to 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. Generally, 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 add, create a separate batch for each.

To create a batch

1. In the **Main Menu** window, from the **Apps** menu, click **Payment Entry**. The **Payment Entry** window appears.

Latitude Console Printable Help

<i></i>	Payment	t Entry	- PU batch# 15			183.11			×
B	atch Ac	count	Reports						
		count							
II r	Batch Oper			1					
	New	,	<u>O</u> pen	Close Bato	:h	Edit Batch Dele	te Batch	Proc	ess
1-1	Current Bate	ch							
1.	Number	Туре	Date	Created By		Expected Amount	Count	Actual Amount	Count
	15	PU	5/21/2012	ADMIN		\$0.00	0	\$500.00	
					atch Sur				
	Item		Entered	File Number	DUCA	Name		Amount	Currency
	10	J	5/21/2012	1016	DUGA	N, SUSAN		\$500.00	USD
Ľ	•								
				Add Item	Edit <u>I</u> t	em <u>D</u> elete Iter	m		Exit

2. On the **Batch** tab, click **New**, or from the **Batch** menu, select **New Batch**. The **New Batch** dialog box appears.

🚱 New Batch	X
Batch Date 2/18/2012 -	Branch 00000-MAIN BRANCH
Description	
☐ Validate expected values when	processing batch.
Expected Count 0	Expected Amount 0.00
🗇 Override system date with these	values when processing batch
System Month October	▼ System Year 2011 ▼
Select Payment Batch Type	
Paid Us	C Paid Us Reversals/Bounces
C Paid Client	C Paid Client Reversals/Bounces
C Decreasing Adjustments (no fee due)	C Increasing Adjustments (No fee due)
O Dutside Agency Payments	 Outside Agency Payment Reversals/Bounces
	OK Cancel

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 have already counted and totaled the transactions, and you want the system to verify the batch count against this number.

Expected Amount: Total dollar amount expected to be in the batch. Provide this amount if you have already counted and totaled the transactions, and you want the system to verify the batch amount with this amount.

Override system date with these values when processing batch: If selected, you can type new values in the **System Month** and **System Year** boxes.

System Month: Current processing month for Latitude Console. 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 Console. 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 **Control File Properties** window. For more information, see Maintain System Settings. Paid Us: (PU) Payments sent directly to your agency.

Paid Client: (PC) Payments paid to your client, 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 toward this amount and doesn't reflect it on invoices.

Outside Agency Payments: (PA) Payments made to an outside (subcontracted) agency collecting money for your agency.

Paid Us Reversals/Bounces: (PUR) Payments sent directly to your agency where the check did not clear.

Paid Client Reversals/Bounces: (PCR) Payments paid to your client, where your agency holds the account and the check did not clear.

Increasing Adjustments (No fee due): (DAR) Changes to an account which increase the balance on the debtor's account. The system doesn't calculate fees toward this amount and doesn't reflect it on invoices.

Outside Agency Payment Reversals/Bounces: (PAR) Payments made to an outside (subcontracted) agency collecting 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.

🖗 Payment Entry - PU ba	atch# 120					×
Batch Account Repo						_
Batch Account						
Account Selection				Bate	ch Totals	
OurNumber C Cust	écol No.	Retn	ieve Se	arch	\$0.00	0
• Our Number • Cust	ACCEND	Customer				
		Customer				
		Account Numb	ber	E	Balance Due	_
		Status De	sk	QLevel	Received	_
Links Payment History	Notes AJM Pror	nises				
Amount	Date Paid	Method	Sub			
Spread	11/26/2012 -		-	□ SIF	F 🗆 PIF 🔽 N	lote
Debtor	Co	omment	Check #	Fee Sch	nedule	
	•				Ch	ange
Promise Notes					Amount withheld by forwardee	_
Money Buckets	Current Amt Ap	ply Amount Fee	%Fee	e Amount	Arren	. 1
Principal	\$0.00	ply Amount Fee \$0.00	0	e Amount \$0.00	Accep	
Principal Interest	\$0.00					it i
Principal Interest Collection Costs	\$0.00 \$0.00 \$0.00	\$0.00 \$0.00 \$0.00	0	\$0.00 \$0.00 \$0.00		it i
Principal Interest Collection Costs Bad Check Chgs	\$0.00 \$0.00 \$0.00 \$0.00	\$0.00 \$0.00 \$0.00 \$0.00	0	\$0.00 \$0.00 \$0.00 \$0.00		it
Principal Interest Collection Costs Bad Check Chgs Court Costs	\$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	\$0.00 \$0.00 \$0.00 \$0.00 \$0.00		it
Principal Interest Collection Costs Bad Check Chgs Court Costs Attorney Fees	\$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 \$0.00 \$0.00		it i
Principal Interest Collection Costs Bad Check Chgs Court Costs	\$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 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00		it i
Principal Interest Collection Costs Bad Check Chgs Court Costs Attorney Fees	\$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 \$0.00		\$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00		it
Principal Interest Collection Costs Bad Check Chgs Court Costs Attorney Fees	\$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 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00		it.

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 an existing batch type. You cannot open a batch that the system already processed. 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 **Apps** menu, click **Payment Entry**. The **Payment Entry** window appears.

Latitude Console Printable Help

Ű.	Paym	ent Entry	- PU batch# 15			11.2.5			□ ×
B	atch /	Account	Reports						
		Account							
1		perations		1					
	<u>N</u>	ew	<u>O</u> pen	Close Bate	h	Edit Batch Dele	te Batch	Proce	<u>888</u>
	Current E	atch -							
	Numbe			Created By		Expected Amount	Count	Actual Amount	Count
	15	PU	5/21/2012	ADMIN		\$0.00	0	\$500.00	1
				B	atch Sur	mmary			
		em ID	Entered	File Number		Name		Amount	Currency
II-		10	5/21/2012	1016	DUGA	N, SUSAN		\$500.00	USD
	•								•
				Add Item	Edit <u>I</u> t	tern <u>D</u> elete Iter	n		E <u>x</u> it
	_	_							

- 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 payment batches that the system hasn't processed appear in the data grid.

		Payment B PU = Paid PC = Paid DA = Dec PA = Paid	to Us to Client reasing Adjustments		PCR = DAR =	Paid Us R Paid Client Increasing Paid Agen	Reversa Adjustm	ents	-	
ľ					Paymen	t Batches				
li		Batch	Description	Туре	Appended	Mo/Year	Count	Exp'd	Created	CreatedBy
	۲	15		PU	5/21/2012	11/2011	0	0	5/21/2012	ADMIN
II										
Π										
l	_	Chan hat	l (0 1	
L	L	Show batc	hes for all users						<u>O</u> pen	<u>C</u> ancel

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 payments, reversals, or adjustments.

To review a batch

• If the batch isn't already open, do the steps to <u>Open a Batch</u>. The **Payment Entry** window appears.

Ø	Payment Entry	- PU batch# 15						- x
B	atch Account	Reports						
	Batch Account							
Ir'	Batch Operations							
	New	(Upen)	Close Bato	:h	Edit Batch Dele	te Batch	Proc	03 <u>5</u>
-	Current Batch							
	Number Type		Created By		Expected Amount	Count	Actual Amount	Count
	15 PU	5/21/2012	ADMIN		\$0.00	0	\$700.00	2
			B	atch Sur	mmary			
	Item ID	Entered	File Number		Name		Amount	Currency
	11	5/21/2012 5/21/2012	1023		AMUEL N, SUSAN		\$200.00 \$500.00	
		or 211 2012					4 000.00	
	•							
	· · · ·		Add Item	Edit <u>I</u> t	tern Delete Iter	. 1		
			And item	Fait				E <u>x</u> it

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 opening 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 <u>Open a Batch</u>. The **Payment Entry** window appears.

4	Payment	t Entry	- PU batch# 15			18 2 44			□ ×
	Batch Ac	count	Reports						
		count							
Ir	Batch Oper			1				4 I	
	<u>N</u> ew	0	<u>O</u> pen	Close Bate	:h	Edit Batch Dele	te Batch	Proce	88 <u>9</u>
1r	Current Bat	ch · —							
1.	Number	Туре		Created By		Expected Amount	Count	Actual Amount	Count
	15	PU	5/21/2012	ADMIN		\$0.00	0	\$500.00	1
					atch Sur				
	Item		Entered	File Number	DUCA	Name		Amount	Currency
	1	U	5/21/2012	1016	DUGA	N, SUSAN		\$500.00	USD
	•								Ŀ
				Add Item	E dit <u>I</u> t	em <u>D</u> elete Iter	n		E <u>x</u> it

- 2. On the **Batch** tab, do one of the following:
- Click Edit Batch.
- From the Batch menu, select Edit Current Batch.

The Edit Batch dialog box appears.

Latitude Console Printable Help

🚱 Edit Batch	X
Batch Date 5 /21/2012 💌	Branch 000000-MAIN BRANCH
Description	
Validate expected values when p	processing batch.
Expected Count 0	Expected Amount 0.00
Override system date with these	values when processing batch
System Month November	v System Year 2011 v
Select Payment Batch Type-	
Paid Us	C Paid Us Reversals/Bounces
C Paid Client	Paid Client Reversals/Bounces
 Decreasing Adjustments (no fee due) 	C Increasing Adjustments (No fee due)
O Dutside Agency Payments	C Dutside Agency Payment Reversals/Bounces
	OK Cancel

Batch Date: Batch creation date. 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 have already counted and totaled the transactions, and you want the system to verify the batch count with this number.

Expected Amount: Total transaction dollar amount. Provide this amount if you have already counted and totaled the transactions, and you want the system to verify the batch amount with this amount.

Override system date with these values when processing batch: If selected, you can type new values in the **System Month** and **System Year** boxes.

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 **Control File Properties** window. For more information, see Maintain System Settings.

Paid Us: (PU) Payments sent directly to your agency.

Paid Client: (PC) Payments paid to your client, 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 toward this amount and doesn't reflect it on invoices.

Outside Agency Payments: (PA) Payments made to an outside (subcontracted) agency collecting money for your agency.

Paid Us Reversals/Bounces: (PUR) Payments sent directly to your agency where the check did not clear.

Paid Client Reversals/Bounces: (PCR) Payments paid to your client, where your agency holds the account and the check did not clear.

Increasing Adjustments (No fee due): (DAR) Changes to an account which increase the balance on the debtor's account. The system doesn't calculate fees toward this amount and doesn't reflect it on invoices.

Outside Agency Payment Reversals/Bounces: (PAR) Payments made to an outside (subcontracted) agency collecting money for your agency where the check did not clear.

3. 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 have added and verified all payments, reversals, or adjustments. Transactions appear on the client's invoice or against the account balances as (DA or DAR adjustments).

To process a batch

1. If the batch isn't already open, do the steps to <u>Open a Batch</u>. The **Payment Entry** window appears.

Latitude Console Printable Help

3	Payment Entry	- PU batch# 17						• ×
Bat	ch Account	Reports						
	tch Account							
Ba	tch Operations		1					
	<u>N</u> ew	<u>O</u> pen	Close Bate	:h	Edit Batch Dele	te Batch	Proc	ess
Cu	rrent Batch - —							
1	Number Type		Created By		Expected Amount	Count	Actual Amount	Count
	17 PU	5/21/2012	bmartin		\$0.00	0	\$500.00	
	1 1 10			atch Sun				
╟┾	Item ID 14	Entered 5/21/2012	File Number 1032	BBUOK	Name (S, SCOTT		Amount \$500.00	Currency
Ľ	14	5/21/2012	1032	DHUUR	3, 30011		\$500.00	030
1								
			Add Item	Edit [t	em Delete Iter	n		E <u>x</u> it
					T Ennin			

- 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 close a batch.

To close a batch

1. If the batch isn't already open, do the steps to <u>Open a Batch</u>. The **Payment Entry** window appears.

Payment En	try - PU batch# 15						×
Batch Accou	nt Reports						
Batch Accour							
- Batch Operation		Class Bate		anna I na		1	
New	<u>O</u> pen	Close Bate	<u>n 1</u>	dit Batch Dele	te Batch	Proce	BSS
- Current Batch -							
	pe Date U 5/21/2012	Created By ADMIN		Expected Amount \$0.00	Count	Actual Amount \$500.00	Count
	U 5/21/2012				0	\$200.00	1
Item ID	Entered	File Number	atch Sum I	mary Name		Amount	Currency
▶ 10	5/21/2012	1016	DUGAN	I, SUSAN		Amount \$500.00	
•							•
		Add Item	E dit <u>I</u> te	em Delete Iter	n		E <u>x</u> it

- 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. If the system already processed a batch, you cannot delete transactions from the batch. To correct a transaction that the system processed, use a reversal posting (PUR, PCR, PAR, or DAR).

To delete a transaction from a batch

1. Do the steps to <u>Open a Batch</u>. The **Payment Entry** window appears.

đ	Paymen	t Entry	- PU batch# 15			1829			• x
E	Batch Ad	count	Reports						
		count							
II.	Batch Ope			1					
	<u>N</u> ev	v	<u>O</u> pen	Close Bate	:h	Edit Batch Dek	te Batch	Proc	es <u>s</u>
Îr	Current Bal	tch							
1.	Number	Туре		Created By		Expected Amount	Count	Actual Amount	Count
	15	PU	5/21/2012	ADMIN		\$0.00	0	\$500.00	1
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	Iten		Entered	File Number		Name		Amount	Currency
	1	0	5/21/2012	1016	DUGA	N, SUSAN		\$500.00	USD
	•								•
				Add Item	Edit <u>I</u> t	em Delete Ite	m		Exit
L						1			

- 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 payment batch after the system has processed it.

To delete a batch

1. If the batch isn't already open, do the steps to <u>Open a Batch</u>. The **Payment Entry** window appears.

ũ	Payment	Entry	- PU batch# 15		U	183 14			×
	Batch Aco	count	Reports						
		count							
Ir	Batch Opera			1					
	New		<u>O</u> pen	Close Bate	h	Edit Batch Dele	te Batch	Proce	88 <u>9</u>
1r	Current Bate	⊳h • —							
١.	Number	Туре	Date	Created By		Expected Amount	Count	Actual Amount	Count
	15	PU	5/21/2012	ADMIN		\$0.00	0	\$500.00	1
					atch Sur	mmary			
	Item		Entered	File Number		Name		Amount	Currency
	10		5/21/2012	1016	DUGA	N, SUSAN		\$500.00	USD
	•					1			<u> </u>
				Add Item	E dit <u>I</u> t	tem <u>D</u> elete Iter	n		E <u>x</u> it

- 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 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 file number or client 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 file number or client account number.

To retrieve an account by account number

- 1. Do one of the following:
- To create a batch, do the steps to <u>Create a Batch</u>.
- To open a batch, do the steps to <u>Open a Batch</u> and then click the **Account** tab.

The Account tab in the Payment Entry window appears.

	atch# 120					•
atch Account Repo						
Batch Account						
Account Selection				B	atch Totals	
			Retrieve	Search	\$0.00	0
CurNumber Cust.	Acct No			Search	\$0.00	1 0
		Custome	ť			
		Account	Number		Balance Due	
		Account	Numba		balance Due	
		Status	Desk	QLeve	Received	
Links Payment History	Notes AM P	romises				
Amount	Date Paid	Metho		Sub Type		
Spread					SIF 🗆 PIF 🖟	✓ Note
Debtor	111120/2012	Comment	Chec		chedule	
Debtor	•	Comment	Chec	x # ree 5	cheque	Change
	<u>•</u>			- 1		criarye
					Desk	
Money Buckets	Current Amt	Apply Amount	Fee %	Fee Amount		
Principal	\$0.00	\$0.00	0	\$0.00		ccept
Principal Interest	\$0.00	\$0.00	0	\$0.00		ccept E <u>x</u> it
Principal Interest Collection Costs	\$0.00 \$0.00 \$0.00	\$0.00	0	\$0.00		
Principal Interest Collection Costs Bad Check Chgs	\$0.00 \$0.00 \$0.00 \$0.00	\$0.00 \$0.00 \$0.00 \$0.00 \$0.00	0	\$0.00		
Principal Interest Collection Costs Bad Check Chgs Court Costs	\$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		
Principal Interest Collection Costs Bad Check Chgs Court Costs Attorney Fees	\$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		
Principal Interest Collection Costs Bad Check Chgs Court Costs	\$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 \$0.00 \$0.00 \$0.00		
Principal Interest Collection Costs Bad Check Chgs Court Costs Attorney Fees	\$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 \$0.00 \$0.00 \$0.00 \$0.00		
Principal Interest Collection Costs Bad Check Chgs Court Costs Attorney Fees	\$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 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00		

- 2. Do one of the following:
 - To retrieve the account by the Latitude file number, click **Our Number**, type the file number in the box, and then click **Retrieve**.
 - To retrieve the account by client account number, click **Cust Acct No**, type the account number in the box, and then click **Retrieve**.

One of the following occurs:

- If the account is a Particulars of Debt (POD) account, a message appears indicating that the system doesn't support adjustments on POD accounts. The system doesn't retrieve the account.
- If a payment batch exists for the account, a message appears indicating that a payment for the account is pending in an existing payment batch. Do one of the following:

- To process the payment in the existing batch first, click **No** to cancel creation of this payment and then process the existing payment batch.
- To continue with creation of this payment, click **Yes**. Information for the account appears in the **Payment Entry** window.
- If a payment batch exists for one or more of the linked accounts, a message appears indicating that a payment for the linked account is pending in an existing payment batch. Click **OK**. Information for the account appears in the **Payment Entry** window.
- If a payment batch doesn't exist for the account or one of the linked accounts and the account is not a POD account, information for the account appears in the **Payment Entry** window.

Batch Account Linked Accounts Reports Batch Account Search Batch Totals
Account Selection Batch Totals Image: Construct No 1200 Betrieve Search \$0.00 0 KILE, RICHARD Customer 0000001 - CUSTOMER DNE Account Number Balance Due APT G APT G S2,000.00 USD ALLENTOWN PA 18101 Status Desk QLevel Received S6565 - TRUST ONE - US Dollar (USD) Selected Linked Accounts NEW 0000000 875 02/11/2011 S6565 - TRUST ONE - US Dollar (USD) Selected Linked Accounts NEW 0000000 875 02/11/2011 S6565 - TRUST ONE - US Dollar (USD) Selected Linked Accounts NEW 0000000 875 02/11/2011 S6565 - TRUST ONE - US Dollar (USD) Selected Linked Accounts NEW 0000000 875 02/11/2011 S6565 - TRUST ONE - US Dollar (USD) Selected Linked Accounts NEW 0000000 875 02/11/2011 S6565 - TRUST ONE - US Dollar (USD) Selected Linked Accounts New Note New 1200-KILE, RICHARL >> Amount Date Paid Method Sub Type Sift PIF
Account Selection Batch Totals Image: Construct No 1200 Betrieve Search \$0.00 0 KILE, RICHARD Customer 0000001 - CUSTOMER DNE Account Number Balance Due APT G APT G S2,000.00 USD ALLENTOWN PA 18101 Status Desk QLevel Received S6565 - TRUST ONE - US Dollar (USD) Selected Linked Accounts NEW 0000000 875 02/11/2011 S6565 - TRUST ONE - US Dollar (USD) Selected Linked Accounts NEW 0000000 875 02/11/2011 S6565 - TRUST ONE - US Dollar (USD) Selected Linked Accounts NEW 0000000 875 02/11/2011 S6565 - TRUST ONE - US Dollar (USD) Selected Linked Accounts NEW 0000000 875 02/11/2011 S6565 - TRUST ONE - US Dollar (USD) Selected Linked Accounts NEW 0000000 875 02/11/2011 S6565 - TRUST ONE - US Dollar (USD) Selected Linked Accounts New Note New 1200-KILE, RICHARL >> Amount Date Paid Method Sub Type Sift PIF
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KILE, RICHARD 12 JAMES ROAD APT G ALLENTOWN PA 18101 S6565 - TRUST ONE - US Dollar (USD) Status Desk QUO0000 875 QUO11 - CUSTOMER ONE ALLENTOWN PA 18101 S6565 - TRUST ONE - US Dollar (USD) Selected Linked Accounts Links Payment History Notes Amount Date Paid Method Sub Type Comment Check # Fee Class Fee Schedule Comment Check # Check # Fee Class Fee Schedule Change Automated Spreading Options Check # Copy to bottom Even Amount Check # Fee Class Select Amount File Number Account Number Customer Balance Provide \$9000 File Number Account Number Customer Balance Name File \$0.000 723184276724553 0000001
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Links Payment History Notes AM Promises << 1200-KILE, RICHARE
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Applied \$0.00 Linked Bal \$3,217.47 Edit Item Exit
Applied \$0.00 Linked Bal \$3,217.47 Edit Item Egit
Difference \$0.00 Selected Bal \$3,217.47

Search for an Account Using Simple Search

Use the **Simple Search** tab in the **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 <u>Create a Batch</u>.

• To open a batch, do the steps to <u>Open a Batch</u> and then click the **Account** tab.

The **Account** tab in the **Payment Entry** window appears.

Payment Entry - PU ba	tch# 120						ж
atch Account Repor	ts						
atch Account							
account Selection				B	atch Totals		
Our Number Cust A	Acct No.		Retrieve	Search	\$0.00	0	٦
our Number + Cust	NOCTINO	Customer				-	=
		Account N	lumber		Balance Due		
		Status	Desk	QLevel	Received		
inks Payment History		nises					
Amount	Date Paid	Method	S	ub Type			
Spread	11/26/2012 🔳		-		SIF 🗆 PIF	✓ Note	
Debtor		mment	Check	# Fee S	chedule		
	-					Chang	e
					Desk		
Money Buckets	Current AmtAp	ply Amount	Fee %	Fee Amount			
Money Buckets Principal	Current Amt Ap	ply Amount \$0.00	Fee %	Fee Amount \$0.00		ccept	
						ccept E <u>x</u> it	
Principal	\$0.00	\$0.00	0	\$0.00			
Principal Interest Collection Costs Bad Check Chgs	\$0.00	\$0.00	0	\$0.00 \$0.00			
Principal Interest Collection Costs Bad Check Chgs Court Costs	\$0.00 \$0.00 \$0.00	\$0.00 \$0.00 \$0.00	0	\$0.00 \$0.00 \$0.00			
Principal Interest Collection Costs Bad Check Chgs Court Costs Attorney Fees	\$0.00 \$0.00 \$0.00 \$0.00	\$0.00 \$0.00 \$0.00 \$0.00	0 0 0 0 0 0	\$0.00 \$0.00 \$0.00 \$0.00			
Principal Interest Collection Costs Bad Check Chgs Court Costs	\$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 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	\$0.00 \$0.00 \$0.00 \$0.00 \$0.00			
Principal Interest Collection Costs Bad Check Chgs Court Costs Attorney Fees	\$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 0 0 0 0	\$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00			
Principal Interest Collection Costs Bad Check Chgs Court Costs Attorney Fees	\$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 0 0 0 0 0	\$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00			

- 2. Click **Search**. The **Search for Account** window appears.
- 3. Click the **Simple Search** tab.

Search for A	count	
Simple Search	Advanced Search Search Results	For help with wild card searching, <u>click here</u> .
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.	<u> </u>
Maximum result	s: 250 - Search complete, 39 resu	ults returned. Clear Search

4. Provide one or more search criteria and then click **Search**. The search results appear on the **Search Results** tab.

File Number	Name	Address	City	State	Zip Code	SSN	
1002	BURGOYNE, EILEEN A	2802 RYERSON PL	ALLENTOWN	PA	18101	1654421	Γ
1012	BARNES, MICHAEL C	281 E MAIN ST	ALLENTOWN	PA	18101	1655800	
1018	BALESTRIERI, JOSEPH	805 DUNBURY RD	ALLENTOWN	PA	18101	1656477	I
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	RANKOWSKI MICHARI D	1004 S HOWADD ST	EASTON	DA	19042	1775800	-

- 5. Click the account to retrieve and then click **Select**. One of the following occurs:
- If the account is a Particulars of Debt (POD) account, a message appears indicating that the system doesn't support adjustments on POD accounts. The system doesn't retrieve the account.

- If a payment batch exists for the account, a message appears indicating that a payment for the account is pending in an existing payment batch. Do one of the following:
 - To process the payment in the existing batch first, click **No** to cancel creation of this payment and then process the existing payment batch.
 - To continue with creation of this payment, click **Yes**. Information for the account appears in the **Payment Entry** window.
- If a payment batch exists for one or more of the linked accounts, a message appears indicating that a payment for the linked account is pending in an existing payment batch. Click **OK**. Information for the account appears in the **Payment Entry** window.
- If a payment batch doesn't exist for the account or one of the linked accounts and the account is not a POD account, information for the account appears in the **Payment Entry** window.

3	Payment En	try - PU bat	tch# 0		_ 🗆 🗙							
Batch Account Linked Account	s Reports											
Batch Account												
Account Selection				Batch T	otals							
Our Number C Cust Acct No		1200 <u>R</u> etriev	e Search		0.00 0							
General Cust Acct No 1												
KILE, RICHARD		ustomer 0000001 - CUST	OMER ONE									
12 JAMES ROAD	1116	ccount Number		Balar	ice Due							
APT G 74541021574653 \$2,000.00 USD												
ALLENTOWN PA 18101 Status Desk QLevel Received												
NEW 0000000 875 02/11/2011												
56565 - TRUST ONE - US Dollar (USD) Selected Linked Accounts												
Links Payment History Notes AIM Promises												
Amount Date Paid Method Sub Type												
\$0.00 Spread 3 /29/20)16 👻	•			PIF 🔽 Note							
\$0.00 Spread 3 /29/2016 ▼ Note Comment Check # Fee Class Fee Schedule												
	DEFL	T -			Change							
- Automated Spreading Options	1 1											
C Top to bottom C Even Amount	C Proportional	to Balance	Priority, Pro	portional	Accept All							
	Linked /	Accounts										
C Select Amount File Number	Account Numbe	r Customer	Balance	N	ame							
\$0.00 1000	7738184767075	0000001		KILE, RICHAR								
\$0.00 1200	74541021574653			KILE, RICHAR	D							
\$0.00 1201	98774586630012	2 0000001	\$250.00	KILE, RICHAR	0							
					-							
					<u> </u>							
		FT 174 14			Exit							
Applied \$0.00 Linked Bal		Edit Item			EZA							
Applied \$0.00 Linked Bal Difference \$0.00 Selected Bal	•	Edit Item			<u> </u>							
	•	Edit Item			<u> </u>							
	•	Edit Item			<u> </u>							
	•	Edit Item			E.201							
	•	Edit Item			<u> </u>							
	•	Edititem			<u> </u>							
	•	Edititem			E.201							
	•	Edit Item			E 201							

Search for an Account Using Advanced Search

Use the **Simple Search** tab in the **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 <u>Create a Batch</u>.

• To open a batch, do the steps to <u>Open a Batch</u> and then click the **Account** tab.

The **Account** tab in the **Payment Entry** window appears.

Payment Entry - PU bat	ch# 120					•
Batch Account Report	5					
Batch Account						
Account Selection				B	atch Totals	
Our Number C Cust A	cct No		Retrieve	Search	\$0.00	0
		Customer				
		Account N	Number		Balance Due	_
		Status	Desk	QLeve	Received	_
····	weet and the	1				
Links Payment History						
Amount Spread	Date Paid	Method		Sub Type	SIF T PIF T	7 Mata
,	11/26/2012 -		•			Note
Debtor		mment	Chec	k# Fee S	chedule	<u> </u>
1	-			1		Change
Promise Notes					Arnount withh by forwarde	
Money Buckets		oly Amount		Fee Amount	Ac	cept
Principal	\$0.00	\$0.00	0	\$0.00		sit
Interest Collection Costs	\$0.00	\$0.00	0	\$0.00		- <u>D</u> r
Collection Costs Bad Check Chgs	\$0.00	\$0.00	0	\$0.00		
Bad Lheck Lings Court Costs	\$0.00	\$0.00	0	\$0.00		
Attorney Fees	\$0.00	\$0.00	0	\$0.00		
Misc	\$0.00	\$0.00		\$0.00		
	\$0.00	\$0.00	0	\$0.00		
	\$0.00	\$0.00	0	\$0.00		
Transaction Charges	\$0.00	\$0.00	0	\$0.00		
		40.00	~	40.00		

- 2. Click Search. The Search for Account window appears.
- 3. Click the Advanced Search tab.

Search for Account	
Simple Search Advanced Search	Search Results
Accounts Accounts Account Age Account Age Account Age Account Age Account Age Account Bureau Reporting Customer Outract Date Contract Date Outract Date Outract Date Outract Date	Drag and drop new conditions onto this surface
Maximum results: 250	Clear Search

- 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 as many items as necessary.
- 6. Click Search. The search results appear on the Search Results tab.

ile Number	Name	Address	City	State	Zip Code	SSN
.002	BURGOYNE, EILEEN A	2802 RYERSON PL	ALLENTOWN	PA	18101	1654421
012	BARNES, MICHAEL C	281 E MAIN ST	ALLENTOWN	PA	18101	1655800
018	BALESTRIERI, JOSEPH	805 DUNBURY RD	ALLENTOWN	PA	18101	1656477
031	BEYER, BENJAMIN J	725 SHERWOOD AVE	ALLENTOWN	PA	18101	1665805
032	BROOKS, SCOTT	130 S 59TH ST	ALLENTOWN	PA	18101	1665813
057	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
147	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
183	BRITE, STEVEN	1402 4TH AVE	EASTON	PA	18042	1725840
197	RANKOWSKI MICHARI D	1004 S HOWADD ST	EASTON	DA	18042	1775800

7. Click the account to retrieve and then click **Select**.

One of the following occurs:

- If the account is a Particulars of Debt (POD) account, a message appears indicating that the system doesn't support adjustments on POD accounts. The system doesn't retrieve the account.
- If a payment batch exists for the account, a message appears indicating that a payment for the account is pending in an existing payment batch. Do one of the following:
 - To process the payment in the existing batch first, click **No** to cancel creation of this payment and then process the existing payment batch.
 - To continue with creation of this payment, click **Yes**. Information for the account appears in the **Payment Entry** window.
- If a payment batch exists for one or more of the linked accounts, a message appears indicating that a payment for the linked account is pending in an existing payment batch. Click **OK**. Information for the account appears in the **Payment Entry** window.
- If a payment batch doesn't exist for the account or one of the linked accounts and the account is not a POD account, information for the account appears in the **Payment Entry** window.

e	Payment En	try - PU bat	tch# 0		×									
Batch Account Linked Acco	unts Reports													
Batch Account														
Account Selection				Batch T	otals									
Our Number C Cust Acct No		1200 <u>R</u> etriev	e Search	n \$	0.00 0									
KILE, RICHARD		ustomer 0000001 - CUST												
12 JAMES ROAD	1116	ccount Number		Pala	nce Due									
APT G		454102157465		Daia	\$2,000.00 USD									
ALLENTOWN PA 18101 Status Desk QLevel Received														
NEW 0000000 875 02/11/2011														
56565 - TRUST ONE - US Dollar (USD) Selected Linked Accounts														
Links Payment History Notes AIM Promises << 1200-KILE, RICHARE >>>														
1		Method	Sub Type											
\$0.01 Spread 3 /2	3/2016 👻	-	<none></none>	🖵 🗖 SIF 👖	PIF 🔽 Note									
Comment	Check #	Fee Class	Fee	Schedule										
	DEFL	.T 🔽			Change									
-Automated Spreading Options														
C Top to bottom C Even Ame	ount C Proportional	to Balance	Priority, Pro	portional	Accept All									
	Linked	Linked Accounts												
C Select Amount File Num	ber Account Numbe	r Customer	Balance		Name									
\$0.00 1000	7738184767075	0000001	\$967.47	KILE, RICHAR	3D 🔶									
▶ № \$0.00 1000 ▶ ♥ \$0.00 1200	7738184767075 7454102157465	0000001 3 0000001	\$967.47 \$2,000.00	KILE, RICHAR										
\$0.00 1000	7738184767075	0000001 3 0000001	\$967.47 \$2,000.00	KILE, RICHAR										
▶ № \$0.00 1000 ▶ ♥ \$0.00 1200	7738184767075 7454102157465	0000001 3 0000001	\$967.47 \$2,000.00	KILE, RICHAR										
▶ № \$0.00 1000 ▶ ♥ \$0.00 1200	7738184767075 7454102157465	0000001 3 0000001	\$967.47 \$2,000.00	KILE, RICHAR										
▶ № \$0.00 1000 ▶ ♥ \$0.00 1200	7738184767075 7454102157465	0000001 3 0000001	\$967.47 \$2,000.00	KILE, RICHAR										
Image: Solution \$0.00 1000 Image: Solution \$0.00 1200 Image: Solution \$0.00 1201	7738184767075 7454102157465 98774586630012	0000001 0000001 0000001 0000001	\$967.47 \$2,000.00	KILE, RICHAR										
Image: Solution \$0.00 1000 Image: Solution \$0.00 1200 Image: Solution \$0.00 1201 Image: Solution \$0.00 Linked B	7738184767075 7454102157465 98774586630012	0000001 3 0000001	\$967.47 \$2,000.00	KILE, RICHAR										
Image: Solution \$0.00 1000 Image: Solution \$0.00 1200 Image: Solution \$0.00 1201 Image: Solution \$0.00 Linked B	7738184767075 7454102157465 98774586630012	0000001 0000001 0000001 0000001	\$967.47 \$2,000.00	KILE, RICHAR										
Image: Solution \$0.00 1000 Image: Solution \$0.00 1200 Image: Solution \$0.00 1201 Image: Solution \$0.00 Linked B	7738184767075 7454102157465 98774586630012	0000001 0000001 0000001 0000001	\$967.47 \$2,000.00	KILE, RICHAR										
Image: Solution \$0.00 1000 Image: Solution \$0.00 1200 Image: Solution \$0.00 1201 Image: Solution \$0.00 Linked B	7738184767075 7454102157465 98774586630012	0000001 0000001 0000001 0000001	\$967.47 \$2,000.00	KILE, RICHAR										
Image: Solution \$0.00 1000 Image: Solution \$0.00 1200 Image: Solution \$0.00 1201 Image: Solution \$0.00 Linked B	7738184767075 7454102157465 98774586630012	0000001 0000001 0000001 0000001	\$967.47 \$2,000.00	KILE, RICHAR										
Image: Solution \$0.00 1000 Image: Solution \$0.00 1200 Image: Solution \$0.00 1201 Image: Solution \$0.00 Linked B	7738184767075 7454102157465 98774586630012	0000001 0000001 0000001 0000001	\$967.47 \$2,000.00	KILE, RICHAR										
Image: Solution \$0.00 1000 Image: Solution \$0.00 1200 Image: Solution \$0.00 1201 Image: Solution \$0.00 Linked B	7738184767075 7454102157465 98774586630012	0000001 0000001 0000001 0000001	\$967.47 \$2,000.00	KILE, RICHAR										
Image: Solution \$0.00 1000 Image: Solution \$0.00 1200 Image: Solution \$0.00 1201 Image: Solution \$0.00 Linked B	7738184767075 7454102157465 98774586630012	0000001 0000001 0000001 0000001	\$967.47 \$2,000.00	KILE, RICHAR										
Image: Solution \$0.00 1000 Image: Solution \$0.00 1200 Image: Solution \$0.00 1201 Image: Solution \$0.00 Linked B	7738184767075 7454102157465 98774586630012	0000001 0000001 0000001 0000001	\$967.47 \$2,000.00	KILE, RICHAR										

Wildcard Search

If you don't know the precise spelling of a name, you can use wildcard search to search on a partial name. The system displays all records 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.

Search for A	ccount	
Simple Search ,	Advanced Search Search Results	For help with wild card searching, <u>click here</u> .
File Number:		
Name #1	Last Name 💌 SM	
Name #2	First Name 💌	ا ا
SSN:		
City:		
State:		
Zip Code:		
Phone:	All Phones 💌	
License #:		
Customer:	No items selected.	<u>_</u>
Account:		
Status:	No items selected.	<u></u>
Desk:	No items selected.	<u> </u>
ID #1:		
ID #2:		
Extra Data:	No items selected.	<u>_</u>
Maximum result	s: 250 *	Clear Search

4. Click **Search**. The results display on the **Search Results** tab. If the system doesn't find any matches, a message displays indicating such.

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

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 whether the account is 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 <u>Split a Payment Between Linked Accounts</u>.

To add a payment to an account

- 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 file or account number, do the steps to <u>Retrieve an Account by Account</u> <u>Number</u>.
- To search for an account using simple search, do the steps to <u>Search for an Account Using</u> <u>Simple Search</u>.
- To search for an account using advanced search, do the steps to <u>Search for an Account Using</u> Advanced Search.
- 3. On the Account tab in the Payment Entry window, click the Payment tab.

🦻 Payment Entry - PU bat	ch# 122							• ×
Batch Account Report	s							
Batch Account								
Account Selection						Batc	h Totals —	
Our Number C Cust Av	ect No		1241	<u>R</u> etrieve	Search		\$0.00	0
	,		Custome	ſ				
PARSONS, SUSAN		-11		2 - Portfolio 2				
111 MAIN ST		-11	Account			В	alance Due	uen.
SOUTH HADLEY	MA 0107528	49		7222356268				744.37 USD
	MA 0107528	43	Status NEW	Desk		Level 015	Received 05/13/2	
			NEW			015	0071372	.010
10000 - General Trust - U			-					
Links Payment History		Promise	- I					
Amount	Date Paid	_	Method		Sub Type		-	
\$0.00 <i>Sonnad</i>	11/26/2012 -	I		-		-		Vote Note
Debtor		Comm	ient	Chec		Fee Sche	edule	
0-PARSONS, SUSAN	<u>-</u>				0003 - 1	00%		Change
Promise Notes							by forward Desk ATLAD	0
Money Buckets	Current Amt \$676.70	Apply	Amount	Fee %	- Fee Amour	1.00	A	,ccept
Interest	\$0.00		\$0.00	100		0.00		Egit
Collection Costs	\$67.67		\$0.00	100		0.00		
Bad Check Chgs	\$0.00		\$0.00	100		1.00		
Court Costs	\$0.00		\$0.00	100		0.00		
Attorney Fees	\$0.00		\$0.00	100		1.00		
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	0.00		
	·							

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: Code to categorize the batch type.

SIF: (Settled in Full) If selected, the client considers the payment a settlement to the account.

PIF: (Paid in Full) If selected, the payment covers the entire balance and the client considers the account paid in full.

Note: If selected, the system creates a note when posting the payment.

Debtor: Defaults to the primary customer on the account. You can select multiple customers associated to the account.

Comment: More information regarding the payment or account.

Check #: Check number for a payment made by check.

Fee Schedule: Fee schedule assigned to the account. If your permissions allow, you can use a different fee schedule for this payment. For more information, see <u>Change Fees for a Single Payment</u>.

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: Use promise notes for:

- NSF accruals or to hold payment entry until you verify sufficient funds for a specific customer on an account.
- 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 charged for fees.

Fee Amount: Dollar amount charged 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 as necessary.

Amount withheld by forwardee: Dollar amount of the payment that the forwardee (for example, attorney) who collected the payment withheld. The fees due to your agency don't include this amount.

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 <u>Change the Desk Assigned to</u> <u>an Account</u>.

- 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 appears in red. If the amount of the payment exceeds the balance owed, the overpayment amount appears in red under the **Amount withheld by forwardee** box. The system doesn't use this amount for calculating your organization's fees, so invoice amounts to the client 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 customer'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), indicating debt segments of principle balances.

To add a payment to a POD account

- 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 file or account number, do the steps to <u>Retrieve an Account by Account</u> <u>Number</u>.
- To search for an account using simple search, do the steps to <u>Search for an Account Using</u> <u>Simple Search</u>.
- To search for an account using advanced search, do the steps to <u>Search for an Account Using</u> <u>Advanced Search</u>.
- 3. On the **Account** tab in the **Payment Entry** window, 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	Batch Totals
Our Number C Cust Acct No	1207 Betrieve Search \$0.00 0
	Customer
PINTO, MICHAEL	0000015 - POD Customer
26 ARLINGTON ST	Account Number Balance Due
	4227097249110250 \$737.00 USD
HYANNIS MA 026013263	Status Desk QLevel Received
	NEW ADMIN1 015 05/13/2010
10000 - General Trust - US Dollar (USD)	
Links Payment History Notes AIM Promis	ses
Amount Date Paid	Method Sub Type
11/26/2012 •	▼ SIF PIF V Note
Debtor Corr	nment Check # Fee Schedule
0-PINTO, MICHAEL	0006 - Collector Fee 20% Change
	Amount withheld
Promise Notes	by forwardee
	0
	Desk
	ADMIN1
1	
- PODs	
Press Accept to apply payment automat	tically or enter amounts below Accept
POD Invoice Date Invoice Amt D	urrent Bal Apply Amt Fee C Exit
▶ 22558 2/15/201(\$300.00	\$300.00 \$0.00 \$0.00
114744 2/15/201(\$500.00	\$500.00 \$0.00 \$0.00
	\$1,000.00 \$0.00 \$0.00 \$250.00 \$0.00 \$0.00
01244 2/15/201(\$250.00	\$250.00 \$0.00 \$0.00
4	

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: Code to categorize the batch type.

SIF: (Settled in Full) If selected, the client considers the payment a settlement to the account.

PIF: (Paid in Full) If selected, the payment covers the entire balance and the client considers the account paid in full.

Note: If selected, the system creates a note when posting the payment.

Debtor: Defaults to the primary customer on the account. You can select multiple customers associated to the account.

Comment: More information regarding the payment or account.

Check #: Check number for a payment made by check.

Fee Schedule: Fee schedule currently assigned to the account. If your permissions allow, you can use a different fee schedule for this payment. For more information, see <u>Change Fees for a Single Payment</u>.

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: Use promise notes for:

- NSF accruals or to hold payment entry until you verify sufficient funds for a specific customer on an account.
- Fee review for forwarded accounts.
- Any miscellaneous account-specific information.

Invoice: POD invoice number.

Date: Date the system 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 on the invoice charged for fees.

Customer Branch: Client branch associated to the invoice.

Amount withheld by forwardee: Dollar amount of the payment that the forwardee (for example, attorney) who collected the payment withheld. The fees due to your agency don't include this amount.

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 <u>Change the Desk Assigned to an Account</u>.

- 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 appears in red. If the amount of the payment exceeds the balance owed, the overpayment amount appears in red under the Amount withheld by forwardee box. The system doesn't use this amount for calculating your organization's fees, so invoice amounts to the client 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 customer's account and includes it in the current batch.

Fees

Fees

You can change the fee percents or amounts for one or more money buckets for a single payment. You can also change the fee schedule for a single payment.

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 **Apps** menu, click **Payment Entry**. The **Payment Entry** window appears.
- 2. Do one of the following:
- If you know the file or account number, do the steps to <u>Retrieve an Account by Account</u> <u>Number</u>.
- To search for an account using simple search, do the steps to <u>Search for an Account Using</u> <u>Simple Search</u>.
- To search for an account using advanced search, do the steps to <u>Search for an Account Using</u> <u>Advanced Search</u>.
- 3. On the Account tab in the Payment Entry window, click the Payment tab.

Payment Entry - PU ba	atch# 122					•	X
atch Account Repor	rts						
atch Account							
ccount Selection				B	atch Totals		
Our Number C Cust /	Acct No	1241	Betrieve	Search	\$0.00		0
ARSONS, SUSAN		Customer	- Portfolio 2				1
11 MAIN ST		Account			Balance Due		1
			222356268			。 \$744.37	USD
OUTH HADLEY	MA 010752849	B Status	Desk ATLAD	QLevel MIN 01			1
000 - General Trust - I							1
inks Payment History							
Amount	Date Paid	Method		+ T			
\$0.00 Spread		Method		ub Type	SIF 🗆 PIF		de.
	1 (· ·				₩ 140	A6
Debtor		Comment	Check	. # Fee 5	chedule	Che	
0-PARSONS, SUSAN	•			10003 - 100%		Una	nge
					Desk ATLA	DMIN	0
Money Buckets		Apply Amount	Fee %	Fee Amount		Accept	
Principal	\$676.70	\$0.00	100	\$0.00	_		-
Interest	\$0.00	\$0.00	100	\$0.00		Egit	
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			
Automotion English	\$0.00	\$0.00	100	\$0.00			
Attorney Fees				40.00			
Attorney Fees Misc	\$0.00	\$0.00	100	\$0.00			
-	\$0.00 \$0.00	\$0.00	100	\$0.00			
-	\$0.00						

4. Click **Change** next to the fee schedule. The **Fee Schedules** window appears.

Select Fee Schedule 0003	100%	_	_	_					▼ N	ew				
Fee Cap Percent 0 Fee Cap amount 0														
Balance Based		INVOICE	3 INVOICE	VINOICE	APPLY PRIORITY	0 To 10000000	Off/On	Off/On	Off/On 	Off/On To	Off/On	 To	 To	Off/On
Principal	100	₽	₹	◄	3	100								
Interest	100		₹	◄	3	100								
Collection Costs	100		П		4	0								
Bad Check Charges	100				2	0								
Court Costs	100		п		5	0								
Attorney Fees	100		П		6	0								
Misc	100		Г		7	0								
Money Bucket 8	100	Г	Г		8	0								
	100	Г	Г		9	0								
Transaction Charges	100													

- In the Select Fee Schedule list box, click the fee schedule. For more information about the remaining values, see <u>Fee Schedule – Age Based</u>, <u>Fee Schedule – Balance Based</u>, or <u>Fee Schedule</u> <u>– Liquidation Based</u>, depending on the type of fee schedule.
- 6. Click **OK/Exit**. In the **Payment Entry** window, the **Fee Schedule**, **Fee %**, and **Fee Amount** boxes now have an orange background to indicate modified values.

🖗 Payment Entry - PU batch	# 125						×
Batch Account Reports							
Batch Account							
Account Selection				Batc	h Totals		
Our Number C Cust Acc	t No.	1207 B	etrieve Searc	h	\$0.00		0
		Customer				-	=
PINTO, MICHAEL			POD Customer				
26 ARLINGTON ST		Account N	umber	B	alance Due		
		422709724	\$9110250		\$7	37.00	USD
HYANNIS	MA 026013263		Desk	QLevel	Received	010	
		NEW	ADMIN1	015	05/13/2	2010	
0000 - General Trust - US	Dollar (USD)						
Links Payment History	otes AIM Promis	ses					
Amount	Date Paid	Method	Sub Typ	e			
\$0.00 <u>Spread</u>	11/26/2012 🔹		-	□ SIF	□ PIF	V Not	te
Debtor	Com	ment	Check #	Fee Sche	edule		
0-PINTO, MICHAEL	•		000	8 - 15%		(Lhar	ige)
Promise Notes				['	Amount with by forward		
					ey ronnara		ō
					1		<u> </u>
				Г	Desk —		
					ADMI	N1	
J							
PODs						ccept	
	apply payment automat	·					
Principal	\$908.56	\$0.00	100	\$0.00		E <u>x</u> it	
Collection Costs	\$0.00	\$0.00	100	\$0.00			
Bad Check Charges	\$0.00	\$0.00	0	\$0.00			
Court Costs	\$0.00	\$0.00	0	\$0.00			
Attorney Fees	\$0.00	\$0.00	0	\$0.00			
Misc	\$0.00	\$0.00	ŏ	\$0.00			
	\$0.00	\$0.00	0	\$0.00			
	\$0.00	\$0.00	0	\$0.00			
Transaction Charges	\$0.00	\$0.00	0	\$0.00			

- 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 Console 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 Console adjusts the Fee % box to reflect the new amount.

The Fee % and Fee Amount boxes now have an orange background to indicate modified values.

8. Click Accept.

Fee Schedule – Age Based

Accounts set up with age-based fee schedules accumulate collection fees based on an account date range. Calculations increase or decrease percentages charged for collections on accounts at specified

aging intervals. For example, you can set a certain percentage of the amounts collected to charge for the first 30 days of holding the account, while setting another percentage to use for the next 30-60 days.

+								Fee So	chedules	Fee Schedules X												
Select Fee Schedule	3 - 100 Percent								▼ <u>N</u>	ew												
From Received Date		ate	7	•	🔲 Fee Cap	Percent 0	ent 0 Fee Cap amount 0															
Age Based	Report 5 2 3 4 5 4 9 4 9 5645 845 4 022122 0212 02212 021 02212 021 02	Z INVOICE	3 INVOICE	A INVOICE	APPLY PRIORITY	0 To 100000000	l	 To	Off/On_1	 To	Off/On_1	 To	Off/On 	Off/On 	Off/OnI							
Principal	100	1		1	4	100																
Interest	100	9	1	$\overline{\bowtie}$	5	100																
Collection Costs	100	6	$\overline{\mathbb{V}}$	$\overline{\bowtie}$	3	100																
Bad Check Chgs	100	v	2	1	2	100																
Misc	100	7	$\overline{\mathbb{W}}$	$\overline{\mathbb{M}}$	6	100																
Court Cost	100	7	10	1	7	100																
Attorney Fees	100	•	1	1	8	100																
Available for use	100	7	1	1	9	100																
Available for use	100	7	10	1	10	100																
Transaction Charges	100	V	1	1	1	100																
		<u>S</u> av	e			Delete	<u> </u>	/Exit														

Select Fee Schedule: Fee schedule to use.

New: Opens the Fee Schedules dialog box to allow you to add a fee schedule code.

From: Date to use to start calculating fees.

Received Date: Calculate fees starting on the account placement date.

Client DLP: Calculate fees starting on the date of the last payment made to the client.

Client DLC: Calculate fees starting on the date of the last charge made to the account.

Our DLP: Calculate fees starting on the date of the last payment made to your organization.

[Blank]: Calculate fees starting from a user-defined date. These three options represent the user-defined values from your organization's control file.

To: Date to use to stop calculating fees.

Entered Date: Calculate fees up to the payment entry date.

Received Date: Calculate fees up to the account placement date.

Client DLP: Calculate fees up to the date of the last payment made to the client.

Client DLC: Calculate fees up to the date of the last charge made to the account.

Our DLP: Calculate fees up to the date of the last payment made to your organization.

[Blank]: Calculate fees up to the user-defined date. These three options represent the user defined date fields from your organization's control file. The option names are based on how your control file is set up.

Fee Cap Percent: Percent of the original balance at which to stop applying fees to the principal bucket once you recover that amount.

Fee Cap Amount: Amount of the original balance at which to stop applying fees to the principal bucket once you recover that amount.

Note: If the client has a fee cap amount, the system uses the lesser of the two fee cap amounts.

[Money Buckets]: List of money buckets set up for your agency. These buckets group dollar amounts associated to an account (for example, principal, interest, collection costs).

Alloc%: Percentage of the payment amount, or remaining payment amount in the case that the system allocates other buckets first, to allocate toward collection costs for each money bucket.

Invoice PU: If selected, the system includes on the client's invoice payments that customers send to your organization.

Invoice PC: If selected, the system includes on the client's invoice payments that customers send to your organization for accounts that an outside collection agency or attorney holds.

Invoice PA: If selected, the system includes on the client's invoice payments that customers send to outside collection agencies or attorneys that hold the accounts.

Apply Priority: Determines the order in which to apply payments. The system applies payments received to the money bucket with a priority of "1" first and subsequent buckets in numerical order.

To: The first **To** column is always active, and indicates the first (or only) date range to use for the specified fee. For example, if the fee is based on the **Received Date** and **Payment Entry** date and the range is 0 to 29, the fees apply during the first thirty (30) days that your agency holds the account. If this fee is the only fee that applies, accept the default of 0 to 100000000 (no other fee schedule columns are active).

Off/On: Turns on or off the ability to set up a subsequent column of fees to apply. To set up more fees, click **Off/On** and specify the next range of days to use for applying fees. Based on the **To** example, the next date range starts at 30.

[Percent]: Percentage to use as the fee for each money bucket for each active date range column. For example, if you specify 50%, all payments received that apply toward the **Principal** and **Interest** buckets generate an agency fee of 50% of the money collected.

Fee Schedule – Balance Based

Accounts set up with balance-based (dollar) fee schedules accumulate collection fees based on account balances. For example, you can set a certain percentage to charge for accounts with a balance of \$1,000, while setting another percentage to use for accounts with balances greater than \$1,000 but less than \$1,500.

Latitude Console Printable Help

Select Fee Schedule 0003	100%								▼ N	ew					
						🖂 Fee Cap	Percent 0	Fee Cap	amount 0						
Balance Based		Z INVOICE	3 INVOICE	VINUCE	APPLY PRIORITY	0 To 10000000	Off/On To	Off/On	 To	Off/On To	Off/On	Off/On	 To	Off/On	Off/On
Principal	100	₽	7	7	3	100									
Interest	100	₹	₹	◄	3	100									
Collection Costs	100	Е			4	0									
Bad Check Charges	100	Е			2	0									
Court Costs	100	Г			5	0									
Attorney Fees	100	Е			6	0									
Misc	100	Г	Г		7	0									
Money Bucket 8	100	Г	Г		8	0									
	100	Г	п		9	0									
Transaction Charges	100			Г											

Select Fee Schedule: Fee schedule to use.

New: Opens the Fee Schedules dialog box to allow you to add a fee schedule code.

Fee Cap Percent: Percent of the original balance at which to stop applying fees to the principal bucket once you recover that amount.

Fee Cap Amount: Amount of the original balance at which to stop applying fees to the principal bucket once you recover that amount.

Note: If the client has a fee cap amount, the system uses the lesser of the two fee cap amounts.

[Money Buckets]: List of money buckets set up for your agency. These buckets group dollar amounts associated to an account (for example, principal, interest, collection costs).

Alloc%: Percentage of the payment amount, or remaining payment amount in the case that the system allocates other buckets first, to allocate toward collection costs for each money bucket.

Invoice PU: If selected, the system includes on the client's invoice payments that customers send to your organization.

Invoice PC: If selected, the system includes on the client's invoice payments that customers send to your organization for accounts that an outside collection agency or attorney holds.

Invoice PA: If selected, the system includes on the client's invoice payments that customers send to outside collection agencies or attorneys that hold the accounts.

Apply Priority: Determines the order in which to apply payments. The system applies payments received to the money bucket with a priority of "1" first and subsequent buckets in numerical order.

To: The first **To** column is always active, and indicates the first (or only) dollar range to use for the specified fee. For example, if the fee is set to apply for account balances from \$0 to \$999.99, the fee code applies for balances up to \$1000. If this fee is the only fee that applies, accept the default of 0 to 100000000 (no other fee schedule columns are active).

Off/On: Turns on or off the ability to set up a subsequent column of fees to apply. To set up more fees, click **Off/On** and type the next dollar range to use for applying fees. Based on the **To** example, the next dollar range starts at \$1000.00.

[Percent]: Percentage to use as the fee for each money bucket for each active dollar range column. For example, if you specify 50%, all payments received that apply toward the **Principal** and **Interest** buckets generate an agency fee of 50% of the money collected.

Fee Schedule – Liquidation Based

Liquidation fees allow a sliding fee percentage based on the percentage paid per account. Percentages are retroactive once the next bracket is reached. For example, if an account pays 50%, the fee is 30%, but if the account pays 90% the fee increases to 40%. Multiple payments increase the fee, as the percentage paid increases and moves the account into the next fee bracket. New fee brackets are retroactively applied to increase fees on prior payments, so the total fee on the account indicates the higher fee amount.

Accounts set up with balance-based (dollar) fee schedules accumulate collection fees based on account balances. For example, you can set a certain percentage to charge for accounts with a balance of \$1,000, while setting another percentage to use for accounts with balances greater than \$1,000 but less than \$1,500.

Example:

50% paid = 30% fee and 90% paid = 40% fee, using an account where the balance is \$1000.00.

- 1. The customer pays \$750.00 (75% of the balance) with a fee of 30% = \$225.00.
- 2. Another payment is made for \$200.00, which brings the total paid amount to \$950.00, or 95% of the balance.
- 3. The fee is increased to 40% or \$100.00 for that one payment, but that 40% also applies retroactively to previous payments.
- 4. An additional \$75.00 fee for the \$750.00 payment is added, bringing the total fee for the second payment to \$175.00.

A breakdown of this example is shown below:

Original Balance	Current Balance	Paid			Total Fee
\$1000	\$250	\$750	\$225	\$0	\$225
\$1000	\$50	\$200	\$80	\$75	\$380

Latitude Console Printable Help

÷								Fee S	chedules						
Select Fee Schedule 7 · Liquid	lation B	ased							- <u>N</u>	ew					
						Fee Cap	Percent 0	🦵 Fee Ca	p amount 0						
Liquidation Based	7 D Alloc%	INVOICE	INVOICE	NVOICE	APPLY PRIORITY	0 To 10000000	 To	Off/On To	 To	Off/On To	 To	 	Off/On 1	Off/On /	Off/On To
Principal					1	0									
Interest	100	Ē			2										
Collection Costs	100	Г	Г	Г	3	0									
Bad Check Chgs	100	E	П	E,	4	0									
Misc	100	E	E,		5	0									
Court Cost	100	Г	E	Г	6	0									
Attorney Fees	100	Е	Е	Г	7	0									
Available for use	100	Е	Г	Е	8	0									
Available for use	100	Г	Г	E	9	0									
Transaction Charges	100	Г	Г	Г	10	0									
		Save		1		Delete		(/Exit			,,	,			

Select Fee Schedule: Fee schedule to use.

New: Opens the Fee Schedules dialog box to allow you to add a fee schedule code.

Fee Cap Percent: Percent of the original balance at which to stop applying fees to the principal bucket once you recover that amount.

Fee Cap Amount: Amount of the original balance at which to stop applying fees to the principal bucket once you recover that amount.

Note: If the client has a fee cap amount, the system uses the lesser of the two fee cap amounts.

[Money Buckets]: List of money buckets set up for your agency. These buckets group dollar amounts associated to an account (for example, principal, interest, collection costs).

Alloc%: Percentage of the payment amount, or remaining payment amount in the case that the system allocates other buckets first, to allocate toward collection costs for each money bucket.

Invoice PU: If selected, the system includes on the client's invoice payments that customers send to your organization.

Invoice PC: If selected, the system includes on the client's invoice payments that customers send to your organization for accounts that an outside collection agency or attorney holds.

Invoice PA: If selected, the system includes on the client's invoice payments that customers send to outside collection agencies or attorneys that hold the accounts.

Apply Priority: Determines the order in which to apply payments. The system applies payments received to the money bucket with a priority of "1" first and subsequent buckets in numerical order.

To: The first **To** column is always active, and indicates the first (or only) percentage range to use for the specified fee. For example, if the fee is set to apply for percentages from 0 to 39.99, the fee code applies for total payment amounts that comprise less then 40% of the balance. If this fee is the only fee that applies while your agency holds the account, accept the default of 0 to 100000000 (no other fee schedule columns are active).

Off/On: Turns on or off the ability to set up a subsequent column of fees to apply. To set up more fees, click **Off/On** and type the next percentage range to use for applying fees. Based on the **To** example, the next percentage range starts at 40%.

[Percent]: Percentage to use as the fee for each money bucket for each active percentage column. For example, if you specify 18%, the system applies an 18% fee to accounts where all combined payments are less than 40% (based on the example for **To**) of the balance.

Change the Desk Assigned to an Account

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

To change the desk assigned to an account

- 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 file or account number, do the steps to <u>Retrieve an Account by Account</u> <u>Number</u>.
- To search for an account using simple search, do the steps to <u>Search for an Account Using</u> <u>Simple Search</u>.
- To search for an account using advanced search, do the steps to <u>Search for an Account Using</u> <u>Advanced Search</u>.
- 3. On the **Account** tab in the **Payment Entry** window, click the **Payment** tab.

Payment Entry - PU bate	h# 122					•	X
atch Account Reports							
atch Account							
ccount Selection				Ba	tch Totals-		
Our Number 🔿 Cust Ac	ct No	1241 <u>B</u>	etrieve Se	arch	\$0.00		0
ARSONS, SUSAN		Customer 0000002 -	Portfolio 2				1
11 MAIN ST		Account N			Balance Due	•	1
		422709722			1	744.37	USI
OUTH HADLEY	MA 010752849	Status NEW	Desk ATLADMI	QLevel N 015	Received		1
			ATLADMI		03/13/	2010	
000 - General Trust - U							
inks Payment History							
Amount	Date Paid	Method	Sub1			_	
\$0.00 <u>S</u> annad	11/26/2012 -		-		IF 🕅 PIF	▼ No	te
Debtor	Co	mment	Check #	Fee Sc	hedule	_	
D-PARSONS, SUSAN	•			0003 - 100%		Cha	nge
					Desk ATLAI	DMIN	
Money Buckets Principal		sn nn		Amount \$0.00		Accept	
Money Buckets Principal Interest	\$676.70	\$0.00	100	\$0.00		Accept Egit	
Principal		\$0.00		\$0.00 \$0.00			
Principal Interest	\$676.70	\$0.00	100 100	\$0.00			
Principal Interest Collection Costs	\$676.70 \$0.00 \$67.67	\$0.00 \$0.00 \$0.00	100 100 100	\$0.00 \$0.00 \$0.00			
Principal Interest Collection Costs Bad Check Chgs	\$676.70 \$0.00 \$67.67 \$0.00	\$0.00 \$0.00 \$0.00 \$0.00	100 100 100 100	\$0.00 \$0.00 \$0.00 \$0.00			
Principal Interest Collection Costs Bad Check Chgs Court Costs	\$676.70 \$0.00 \$67.67 \$0.00 \$0.00	\$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00	100 100 100 100 100	\$0.00 \$0.00 \$0.00 \$0.00 \$0.00			
Principal Interest Collection Costs Bad Check Chgs Court Costs Attorney Fees	\$676.70 \$0.00 \$67.67 \$0.00 \$0.00 \$0.00 \$0.00	\$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00	100 100 100 100 100 100 100	\$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00			
Principal Interest Collection Costs Bad Check Chgs Court Costs Attorney Fees	\$676.70 \$0.00 \$67.67 \$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	100 100 100 100 100 100 100 100	\$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00			

4. Click in the **Desk** box. The **Select Desk** dialog box appears.

Select Desk	11/1000	X
All Branches		•
Search		Find
Order by De	esk Code 🛛 🔿 Order bj	y Desk Name
Desk Code	Desk Name	Branch
C1 DIALERAPPD DIALERMERG DIALERNEW NEW POD WEST	Admin 1 Desk Collector 1 Desk Dialer Append Desk Dialer Merge Desk New Business Inventory Pod Collector Westside Desk	
	Cancel OK	

- 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**.
- 7. The search results are sorted by desk code by default. 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 select desk code.

Split a Payment Between Linked Accounts

Use the **Links** tab on the **Account** tab in the **Payment Entry** window to split payments between linked accounts. If you have multiple linked accounts for the same customer, 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 <u>Add a Payment to an Account</u>.

To split a payment between linked accounts

- 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 file or account number, do the steps to <u>Retrieve an Account by Account</u> <u>Number</u>.
- To search for an account using simple search, do the steps to <u>Search for an Account Using</u> <u>Simple Search</u>.
- To search for an account using advanced search, do the steps to <u>Search for an Account Using</u> <u>Advanced Search</u>.
- 3. On the Account tab in the Payment Entry window, click the Links tab.

4			Payment E	Entry - Pl	U batcł	h# 0		- 🗆 X	
Batch Accou	int Lin	ked Accounts	Reports						
Batch Accou	nt								
Account Select	tion						Batch Tot	als	-1
Our Number	C Cu	st Acct No		1200	<u>R</u> etrieve	Search	\$0.	00 0	
KILE, RICHARI)]	Customer	CUSTO	MER ONE			٦
12 JAMES ROA	4D					MEN UNE	Balanc	e Due	
APT G Account Number Balance Due 74541021574653 \$2,000.00 USD									
ALLENTOWN PA 18101 Status Desk QLevel Received NEW 0000000 875 02/11/2011									
ECECE - TOUS	TONE	LIS Dollar	(USD)		1 00				-
56565 - TRUST ONE - US Dollar (USD) Selected Linked Accounts Links Payment History Notes AIM Promises <<									
Amount	ant misto	Date I		Method		Sub Type			
\$0.00	Sprea			monou	▼ <	None>		PIF 🔽 Note	
	Comment	10120120	Check #	Fee Clas			Schedule	i i per	
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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: Code to categorize the batch type.

SIF: (Settled in Full) If selected, the client considers the payment a settlement to the account.

PIF: (Paid in Full) If selected, the payment covers the entire balance and the client considers the account paid 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 made 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 system spreads the payment over each linked account in the order the accounts appear in the data grid.

Even Amount: If selected, the system spreads the payment evenly over each linked account.

Proportional to Balance: If selected, the system spreads the payment over each linked account proportional to the current balance.

Priority, Proportional: If selected, the system spreads the payment over each linked account by priority of the check and proportional to the current balance.

Linked Accounts

Note: The columns that appear in the data grid are based on your selections in the **Grid: Linked Accounts** dialog box. For more information, see <u>Hide or Show Linked Accounts Columns</u>.

Select: If selected, the system applies the payment to the account. Defaults to the primary customer on the account.

Amount: Payment amount to apply to the account.

File Number: Unique code that the system assigned to identify the account.

Account Number: Code that the client assigned to identify the account.

Customer: Code that identifies the client.

Balance: Current balance on the account.

Name: Name of the customer on the account.

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.

Applied: Total payment amount to apply.

Difference: Difference between the payment amount received and the amount applied.

Linked Bal: Total account balance for all linked accounts.

Selected Bal: Total account balance for all selected accounts.

- 4. Complete the payment information.
- 5. To specify which accounts to split the payment among, do one of the following:
- To select all linked accounts, click the check box next to the **Select** column.

• To select specific linked accounts, in the **Select** column of the data grid, select the check box for the specific accounts.

Note: If a payment batch exists for a selected linked accounts, a warning message appears indicating that a payment for the linked account is pending in an existing payment batch. Click **OK**.

- 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 recalculates the applied and difference amounts. If the applied amount is greater than the payment amount, the difference appears in red. If the applied amount is less than the payment amount, the difference appears 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 file or account number, do the steps to <u>Retrieve an Account by Account</u> <u>Number</u>.
- To search for an account using simple search, do the steps to <u>Search for an Account Using</u> <u>Simple Search</u>.
- To search for an account using advanced search, do the steps to <u>Search for an Account Using</u> <u>Advanced Search</u>.
- 3. On the Account tab in the Payment Entry window, click the Links tab.

Payment Entry - PU batch# 0	- • ×
Batch Account Linked Accounts Reports	
Batch Account	
Account Selection Bate	h Totals
Our Number C Cust Acct No 1200 Betrieve Search	\$0.00 0
KILE, RICHARD	
12 JAMES DOAD	alance Due
APT G 74541021574653	\$2,000.00 USD
ALLENTOWN PA 18101 Status Desk QLevel	Received
NEW 0000000 875	02/11/2011
	ed Linked Accounts
Links Payment History Notes All Promises << 1200	KILE, RICHARE 💌 >>
Amount Date Paid Method Sub Type	
\$0.00 Spread 3 /29/2016 ▼	🗖 PIF 🗹 Note
Comment Check # Fee Class Fee Schedule	
DEFLT	Change
- Automated Spreading Options	Accept All
C Top to bottom C Even Amount C Proportional to Balance (Priority, Proportional	
Linked Accounts	
Select Amount File Number Account Number Customer Balance \$	Name
▼ \$0.00 17/35184/10/05 0000001 \$357,47 NLE, NICH ▼ \$0.00 1200 74541021574653 0000001 \$2,000.00 KILE, NICH	
S0.00 1201 98774586630012 0000001 \$250.00 KILE, RICH	
	4
Applied \$0.00 Linked Bal \$3,217.47 Edit Item	Egit
Difference \$0.00 Selected Bal \$3,217.47	

4. Right-click in the data grid and then click **Customize**. The **Grid: Linked Accounts** dialog box appears.

Note: Selected check boxes appear as columns in the data grid on the **Links** tab; cleared check boxes do not.

	Grid: Linked	d Accounts		
Select item the		dumn visible or i down with the l position.		
Select All	Select None	Restore Defa	aults	
Column Name	9		~	
Amount				
FileNumbe	il.			
AccountNo	umber			
Customer				
Balance				
✓ Name			=	
Status			-	
✓ Desk				-
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ChargeOff				
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UserDate1	I			
UserDate2				
UserDate3	-			
✓ Delinguen				
CustLastCl	-2		-	
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Persist cha	anges	OK (Cance	el 🚺

- 5. Do one of the following:
- To select all check boxes, click Select All.
- To clear all check boxes, click **Select None**.
- To restore the check boxes to the default selections, click Restore Defaults.
- To select specific check boxes, select or clear the individual check boxes.
- 6. Do one of the following:
- To apply the selections to the current session and future sessions, select the **Persist Changes** check box.
- To apply the selections to the current session only, clear the **Persist Changes** check box.
- 7. 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 your organization didn't establish 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 **Apps** menu, click **Payment Entry**. The **Payment Entry** window appears.

- 2. Do one of the following:
- If you know the file or account number, do the steps to <u>Retrieve an Account by Account</u> <u>Number</u>.
- To search for an account using simple search, do the steps to <u>Search for an Account Using</u> <u>Simple Search</u>.
- To search for an account using advanced search, do the steps to <u>Search for an Account Using</u> <u>Advanced Search</u>.
- 3. On the Account tab in the Payment Entry window, click the Promises tab.

ALLENTOWN PA 18101 Status Desk QLevel Received United States PPA 0000000 820 02/11/2011 56565 - TRUST ONE - US Dollar (USD) Links Payment History Notes All 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	Count Batch Totals ber Cust Acct No 1011 Betrieve Search \$0.00 0 IA 0000001 · CUSTOMER ONE Account Number Balance Due Account Number Balance Due AVISTA ST PA 18101 \$908.56 USD /N PA 18101 \$123154511818 \$908.56 USD /N PA 18101 \$1242 PPA 0000000 820 02/11/2011 Ust ONE - US Dollar (USD) yment History Notes AlM Promises Id File Number Due Date Debtor Seq Amount Desk 1011 12/17/2012 1 \$200.00 0000000 1000000 1011 2/19/2013 1 \$200.00 0000000 10000000	Payment Entry	- PU batch# 39						×
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334 1011 3716/2013 11 15200.00 10000000								_	
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355 1011 4/17/2015 1 \$100.50 0000000		335	1011	4/17/2015		\$100.00	10000000		
				Spread Sele	cted Arrangem	ent Amount		Exit	
Spread Selected Arrangement Amount Exit	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.

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 **Apps** menu, click **Payment Entry**. The **Payment Entry** window appears.
- 2. Do one of the following:
- If you know the file or account number, do the steps to <u>Retrieve an Account by Account</u> <u>Number</u>.
- To search for an account using simple search, do the steps to <u>Search for an Account Using</u> <u>Simple Search</u>.
- To search for an account using advanced search, do the steps to <u>Search for an Account Using</u> <u>Advanced Search</u>.
- 3. On the **Account** tab in the **Payment Entry** window, click the **History** tab. Only payments that you can reverse appear in the data grid.

Payment Entry - PUR batch# 48						- ×
Batch Account Reports						
Batch Account						
Account Selection			_	B	atch Totals	
Our Number Cust Acct No		1001 <u>B</u> atnia	væ Search		\$0.00	0
VOZAR, ANDREW		Customer 0000001 - CUS				_
112 GARFIELD AVE		Account Numbe			Balance Due	
		773817939119			\$2,3	55.77 USD
ALLENTOWN PA 18	3101	Status Desk		QLevel		
		ACT	0000000	599	9 02/11/20	011
56565 - TRUST ONE - US Dollar (
Links Payment History Notes A	AIM Promise	5				
	Pa	yment History				
	Paid Typ	The second s	Linked Amt	Curr	Method	Check#
27 1/10/2013 1/1	10/2013 PU	\$100.00	\$100.00	USD		
Select Item to Reverse and click 'Rev						•

4. In the data grid, click a payment and then click **Reverse Item**. The **Confirm Reversal** dialog box appears.

Confirm Reversal	
Number: 1001 Name: V0ZAR, ANDREW Amount: \$0.00	
Enter Comment (optional)	
Date Paid 1 /10/2013 💌	Sub Batch Type <none></none>
Is Correction	OK Cancel

Enter Comment: More information about the payment reversal. This comment appears as a note on the customer's account.

Date Paid: Payment reversal date.

Sub Batch Type: Code to categorize the batch type.

Is Correction: If selected, indicates that the payment reversal is to correct a clerical error. If not selected, indicates that the payment reversal is for an NSF (check bounce). 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 the system processes the batch. If the payment reversal is for an NSF, the system changes the account status to "NSF" for the driver and linked accounts. It changes the queue level to "012" for the driver account and leaves the queue level set to "875" for the linked accounts.

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 **Apps** menu, click **Payment Entry**. The **Payment Entry** window appears.
- 2. Do one of the following:
- If you know the file or account number, do the steps to <u>Retrieve an Account by Account</u> <u>Number</u>.
- To search for an account using simple search, do the steps to <u>Search for an Account Using</u> <u>Simple Search</u>.
- To search for an account using advanced search, do the steps to <u>Search for an Account Using</u> <u>Advanced Search</u>.
- 3. On the Account tab in the Payment Entry window, click the Payment tab.

🐉 Payment Entry - DA bate	:h# 126					
Batch Account Reports						
Batch Account						
Account Selection				Batch	h Totals	
Our Number Cust Ac	ct No	1004	<i>Rathieve</i> Search		\$0.00	0
GOMEZ, YVONNE		Customer				
8083 ELIZABETH LN			Portfolio 2			
		Account N 77381314		Ba	alance Due \$1	135.92 USD
TOBYHANNA	PA 184663524		Desk	QLevel	Received	
		NEW	ADMIN1	015	05/13/	
10000 - General Trust - U	S Dollar (USD)	·				
Links Payment History		ises				
Amount	Date Paid	Method	Sub Type			
\$0.00 Spread	11/26/2012 -		-	_	E PIF	✓ Note
Debtor	,, Co	mment	Check #	Fee Sche	dule	
0-GOMEZ, YVONNE	•					Change
,						
- Money Buckets	Enter the Decrease a	amounts direct) ply Amount –	y into the 'Apply' box	es.		
Principal	\$1,032.65	\$0.00				ccept
Interest	\$0.00	\$0.00				E <u>x</u> it
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				

- 4. Complete the information. The **Date Paid** is the adjustment date.
- 5. Ensure that you selected the **Note** check box to have the system add an adjustment note to the account.
- 6. 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.

7. Click Accept.

AIM Information

AIM Information

Use the **AIM** tab on the **Account** tab in the **Payment Entry** window to add transaction information that the Agency Interface Module (AIM) program uses. For more information, see the AIM help.

You can add transaction information manually or import it from agencies. The transactions are:

- Paid to Us (PU) and Paid to Client (PC): The system credits these payments to the agency holding the account currently. If your organization recalled the account and holds it in-house currently, the system doesn't credit the payment to an agency. The system reports these payments to agencies using the next CPAY file generated.
- **Paid Agency (PA):** We don't recommend these payments; instead, import an agency payment file (APAY) to process these payments.
- **Imported Payment:** The system imports these payments through AIM and always sets them as PA payment types. The system credits them to agencies based on settings on the **Importing** tab in the **Options** window in AIM.

Add 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 the system has processed the batch of transactions. If an account isn't an AIM account, the **AIM** tab is unavailable.

To add AIM information for a PU or PC batch

- 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 file or account number, do the steps to <u>Retrieve an Account by Account</u> <u>Number</u>.
- To search for an account using simple search, do the steps to <u>Search for an Account Using</u> <u>Simple Search</u>.
- To search for an account using advanced search, do the steps to <u>Search for an Account Using</u> <u>Advanced Search</u>.
- 3. On the **Account** tab in the **Payment Entry** window, click the **AIM** tab.

Fayment Entry - PU batch# 19	
Batch Account Reports	
Batch Account	
Account Selection	Batch Totals
Our Number C Cust Acct No	1241 <u>Retrieve</u> Search \$200.00 1
GRIFFIN, MEGAN	Customer 0000001 - CUSTOMER ONE
236 NORTH HEMMING ROAD	Account Number Balance Due
APT 24	0178754212012 \$2,000.00 USD
SAC0 ME 04072	Status Desk QLevel Received
	NEW 0000000 015 07/25/2011
56565 - TRUST ONE - US Dollar (USD)	
Links Payment History Notes AIM Promi	ses
AIM Crediting Agency/Attorney	Collections Plus Services - 1
AIM Agency/Attorney Fee	0.00
Net Amount Due to Agency/Attorney	0.00
AIM Batch ID	1
	Exit
	<u>Eği</u> t

AIM Crediting Agency/Attorney: The name of the agency or attorney to credit.

AIM Agency/Attorney Fee: The current commission or fee schedule for the agency or attorney.

Net Amount Due to Agency/Attorney: The amount your company owes as commission to the agency or attorney. This amount appears in the **Daily Batch Report** under **Agency Fee Due**.

AIM Batch ID: The placement batch for the account to credit. Latitude Console populates this information and tracks it back to the agency in the **Agency Evaluator report**.

- 4. Complete the information and then click the Payment tab.
- 5. Click Accept.

Add AIM Information for a PA Batch

Use the **AIM** tab on the **Account** tab in the **Payment Entry** window to add AIM information for a Paid Agency (PA) batch. You cannot modify this information after the system has processed the batch of transactions. If an account isn't an AIM account, the **AIM** tab is unavailable.

To add AIM information for a PA batch

- 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 file or account number, do the steps to <u>Retrieve an Account by Account</u> <u>Number</u>.
- To search for an account using simple search, do the steps to <u>Search for an Account Using</u> <u>Simple Search</u>.
- To search for an account using advanced search, do the steps to <u>Search for an Account Using</u> <u>Advanced Search</u>.
- 3. On the Account tab in the Payment Entry window, click the AIM tab.

Payment Entry - PA batch# 31	
Batch Account Reports	
Batch Account	
Account Selection	Batch Totals
Our Number C Cust Acct No	1241 <u>Betrieve</u> Search \$0.00 0
GRIFFIN, MEGAN	Customer 0000001 · CUSTOMER ONE
236 NORTH HEMMING ROAD	Account Number Balance Due
APT 24	0178754212012 \$2,000.00 USD
SACO ME 04072	Status Desk. QLevel Received
	NEW 0000000 015 07/25/2011
56565 - TRUST ONE - US Dollar (USD)	
Links Payment History Notes AIM Promis	es
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	al)
AIM Batch ID	1
	,
here you may not receive the de Crediting and AIM Sending Ager	AIM. If the AIM fields are not set correctly sired results for batch tracking. If the AIM ncy/Attorney values match, this transaction sent in the CPAY file.
	Egit

AIM Crediting Agency/Attorney: The name of the agency or attorney to credit.

AIM Sending Agency/Attorney: The name of the agency or attorney reporting the payment.

AIM Agency/Attorney Fee: The commission amount the agency or attorney earned for this payment. The system doesn't calculate this fee; instead, you provide it. This amount appears in the **AIM Payment History** report.

Net Amount Due to Agency/Attorney: The amount your company owes as commission to the agency or attorney. The system doesn't calculate this fee. Type the amount your company is to remit back to the agency/attorney. This amount appears in the **Daily Batch Report** under **Agency Fee Due**.

Unique ID of Transaction at Agency/Attorney (optional): The unique code the agency/attorney uses to identify the transaction.

AIM Batch ID: The placement batch for the account to credit. If the account is not placed currently or the transaction gets credited to a different agency, provide the placement batch number. If you don't provide the correct AIM Batch ID (placement), the **AIM Agency Evaluator** report does not show credit toward the agency for this payment.

- 4. Complete the information and then click the **Payment** tab.
- 5. Click Accept.

Modify AIM Information for an Imported Payment

Use the **AIM** tab on the **Account** tab in the **Payment Entry** window to modify AIM information for an imported payment. You cannot modify this information after the system has processed the batch of transactions. If an account isn't an AIM account, the **AIM** tab is unavailable.

To modify AIM information for an imported payment

- 1. In the **Main Menu** window, from the **Apps** menu, click **Payment Entry**. The **Payment Entry** window appears.
- 2. On the **Batch** tab, in the **Batch Summary** data grid, click an imported payment to select it.
- 3. Click **Edit Item**. The system displays the **Account** tab and populates it with the account information.
- 4. Click the **AIM** tab and modify the information as necessary.
- 5. Click the **Payment** tab and then click **Accept**.

View a Promise Note

Use the **Promise Note** dialog box to review promise notes for the account. You can use promise notes for:

- NSF accruals or to hold payment entry until you verify sufficient funds for a specific customer on an account.
- 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 **Apps** menu, click **Payment Entry**. The **Payment Entry** window appears.
- 2. Do one of the following:
- If you know the file or account number, do the steps to <u>Retrieve an Account by Account</u> <u>Number</u>.
- To search for an account using simple search, do the steps to <u>Search for an Account Using</u> <u>Simple Search</u>.
- To search for an account using advanced search, do the steps to <u>Search for an Account Using</u> <u>Advanced Search</u>.

The **Account** tab in the **Payment Entry** window appears.

Payment Entry - PU bat	tch# 122					• 💌
atch Account Report	3					
atch Account						
account Selection				Bate	ch Totals —	
Our Number O Cust A	cet No.	1241 E	etrieve Se	arch	\$0.00	0
		Customer				
ARSONS, SUSAN			Portfolio 2			
11 MAIN ST		Account N		E	Balance Due	
007000000	Lui 010750040	42270972			\$	744.37 USD
OUTH HADLEY	MA 010752849	Status NEW	Desk ATLADMI	QLevel N 015	Received	
		NEW	ATLAUMI	015	05/13/	2010
000 - General Trust - U						
inks Payment History						
Amount	Date Paid	Method	Sub T			
\$0.00 _Spread	11/26/2012 -		•	□ SIF	F 🗆 PIF	✓ Note
Debtor	Co	mment	Check #	Fee Scł	nedule	
0-PARSONS, SUSAN	-			0003 - 100%		Change
Promise Notes					by forward Desk ATLAD	0
Money Buckets Principal	Current Amt App \$676.70	oly Amount \$0.00	Fee % Fee	Amount \$0.00	Ê	ccept
Interest	\$0.00	\$0.00	100	\$0.00		Egit
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		
Address .	\$0.00	\$0.00	100	\$0.00		
Misc						
MISC	\$0.00	\$0.00	100	\$0.00		
Misc Transaction Charges		\$0.00 \$0.00 \$0.00	100 100 100	\$0.00 \$0.00 \$0.00		

3. In the Account menu, click Display Promise Note. The Promise Note dialog box appears.



4. To delete a note, select the Clear check box and then click OK.

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 actually 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 client within the same month. The **Payment Batch Report** shows payment transactions that the system hasn't processed.

To view a report

- 1. In the **Main Menu** window, from the **Apps** menu, click **Payment Entry**. The **Payment Entry** window appears.
- 2. 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 Report Viewer** window.

Daily Payment Report - Latitude Report Viewer	
Beport View Window Help	
Daily Payment Report	
Image:	
	-
Daily Paym	ent Report
Daily Fayin	lent Report
	8
Payments entered on:	Page 1 of 2
Friday September 28, 2012	
Summa	ary
Gross Collections	
Total of Paid Us (PU):	\$100.00
Less Total of Paid-Us Reversals (PUR):	(\$100.00)
Plus Total of Paid Clients (PC):	\$0.00
Less Total of Paid-Client Reversals (PCR):	\$0.00
Total of Paid Agent (PA)	\$0.00
Total of Paid Agent Reversals (PAR)	\$0.00
۲	
Daily Payment Report - Daily Payment Report	

• To display the **Payment Batch Report**, click **Unprocessed Batches Report**. The **Payment Batch Report** appears in the **Payment Batch Report - Report Viewer** window.

		ude Report Viewer						
nt <u>V</u> iew ment Batc								
		н 1	/2 66 6	⊕ _				
3 1		P1 1	/2 UND 0	u •				
				Payment	Batch Report			
				-	_			
	9/28/2012	3:07:50PM					Page 1 of 2	
	Ba	tch Number: 5		PU	- Paid to Us			
	File Number	Total Amount	Total Fee	Pmt Method	Is Settlement	Over Paid Amt	Forwardee Fee	
	1279	\$100.00	\$25.00	CHECK	No	\$0.00	\$0.00	
	1281	\$50.00	\$12.50	CHECK	No	\$0.00	\$0.00	
		\$150.00	\$37.50			\$0.00	\$0.00	
	Ba	tch Number: 6		PU	- Paid to Us			
	File Number	Total Amount	Total Fee	Pmt Method	Is Settlement	Over Paid Amt	Forwardee Fee	
	1282	\$100.00	\$25.00	CHECK	No	\$0.00	\$0.00	
		\$100.00	\$25.00			\$0.00	\$0.00	
	Ba	tch Number: 7		PU	- Paid to Us			
	File Number	Total Amount	Total Fee	Pmt Method	Is Settlement	Over Paid Amt	Forwardee Fee	
	1283	\$75.00	\$18.75	CHECK	No	\$0.00	\$0.00	
		\$75.00	\$18.75			\$0.00	\$0.00	
	Ba	tch Number: 1	5	PU	- Paid to Us			
	File Number	Total Amount	Total Fee	Pmt Method	Is Settlement	Over Paid Amt	Forwardee Fee	
	1016	\$500.00	\$125.00	CASH	No	\$0.00	\$0.00	
-					III			

Overpayment Manager

Overpayment Manager

The Overpayment Manager program allows your organization to manage overpayments on 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 organization enabled the **Access Overpayment Manager** permission. Set one or both policies to allow overpayment refunds to the customer or allow transfer of overpayments to another account. For more information, see "Access Overpayment Manager Permission" in the *Latitude* documentation.

View Overpayments

Use the 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 Overpayment Manager window appears.

🤣 Overpayment Manager										
File Edit Help										
Selection Filter	Refund Policies									
From: 2/7/2013 💌	Allowed types: M PU 🗖 PA	PC Minimum allowed amt: 1.01								
To: 2/28/2013 👻	How many days must pass before allowing a refund to the debtor: 45									
	Transfer Policies									
Show uninvoiced payments	Allowed types: 🗹 PU 🔽 PA	PC Minimum allowed amt: 0.01								
Maximum amount: 10,000.00	How many days must hass be	fore allowing a transfer to another account:								
	now many out of mast puss be	ore anowing a summer to another account.								
Drag a column header here to group	by that column.									
Select V PaymentId V Number	▼ Customer ▼ Desk ▼	Type ♥ Sub ♥ Entered ♥ SysMoYr ♥								
Amount V Overpaid V Ref	fundable 🍸 Cur 🏹 Pay Method	▼ Link ▼ QLevel ▼ Invoice ▼								
Not enough days have passed before allow	ing a refund of overpayment to debtor.	Print Create Batch(es)								
(local) collect2000 S	Selected: 31 Transfer Only	1.								

From: Beginning date for which to display overpayments.

To: Ending date for which to display overpayments.

Show uninvoiced payments: If selected, overpayments that your organization hasn't transferred or refunded appear in the data grid. If cleared, only overpayments that the system has invoiced appear in the data gird.

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.

🤣 Overpayment Manager	
File Edit Help	
Selection Filter	Refund Policies
From: 4/8/2013	Allowed types: V PU PA PC Minimum allowed amt: 1.01
To: 4/8/2013	How many days must pass before allowing a refund to the debtor: 45
Show uninvoiced payments Maximum amount: 10,000.00	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 V PaymentId V Number	$\label{eq:customer} \nabla \ {\sf Customer} \ \nabla \ {\sf Desk} \ \ \nabla \ {\sf Type} \ \nabla \ {\sf Sub} \ \ \nabla \ {\sf Entered} \ \ \nabla \ {\sf SysMoYr} \ \nabla$
Amount V Overpaid V Ref	fundable V Cur V Pay Method V Link V QLevel V Invoice V
▶ 31 1015 0.00 71.01 71.0	0000001 0000000 PU 04/08/2013 04/2013 01 USD 0 998 0
Not enough days have passed before allowi	ing a refund of overpayment to debtor.

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 **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

 In the Main Menu window, from the Apps menu, click Overpayment Manager. The Overpayment Manager window appears. The Overpayment Manager window appears.

File Edit Help					
Selection Filter					
From: 2/7/2013 💌	Allowed types:	🏹 PU 🗖 PA	F. PC	Minimum allowe	ed amt: 1.01
To: 2/28/2013 💌	Hov	w many days mus	t pass before	allowing a refund	to the debtor: 45
Show uninvoiced payments Maximum amount: 10,000.00		E PU E PA		Minimum allowe	
Drag a column header here to grou	p by that column.				
Select V PaymentId V Number	V Customer	V Desk	▼ Type ▼	Sub V Entered	d ⊽ SysMoYr ⊽
mount V Overpaid V R				-	
anount • Overpaid • H	letundable ¥ Cur	✓ Pay Method	¥ Link	♥ QLevel	▼ Invoice ▼
anount - Overpaid - H	letundable ¥ Cur	Y Pay Method	V Link	Y QLevel	Y Invoice Y
iot enough days have passed before allo				Y QLevel	Create Batch(es)

- 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 that the system hasn't applied or refunded appear in the data grid.

File Edi	it Help															
Selection				Refu	nd Poli	cies —										
From:	12/1/2012	2 💌		Allo	ved typ	es: 🗹	I PU 🗖 PA	A I	T P	С	Mir	nimur	n allowed	amt:	1	1.01
To:	12/31/20	12 💌				Hown	many days m	ust p	ass I	before	allow	ing a	refund to	the d	ebtor:	45
	ow uninvoid um amount		ents ,000.00	Allo		es: 🔽	Z PU IV P ays must pas						n allowed er to anoth			0.01 0
Drag a o	column he	ader her	e to gr	oup by tha	t colur	mn.										
ielect V	Payment	ld V	Numbe	r V	Custo	mer	V Desk	V	Тур	e∀	Sub	V	Entered	γ	7 SysMoYr	Y
mount	Y	Overpaid	d V	Refundabl	e 🏹	Cur 🏹	Pay Method		Y	Link	Y	QLe	vel	Y	Invoice	∇
	32		1007		00000		0000000		PU		PCC		12/20/201	2	12/2012	
0.00		47.97		47.97		USD	CREDIT CA	RD		0		998			0]
0.00	33	29.11	1012	29.11	00000	USD	0000000 CREDIT CA	RD	PU	0	PCC	998	12/20/201		12/2012 0	
emission	to transfer	and refund	d grante	d.								Pri	nt [0	reate Batchi	(es)
									-			Pri	nt		reate Batch(es)

- 4. In the data grid, click an account. The status bar in the lower section of the window displays the selected payment ID and whether you granted permission to transfer and refund payments.
- 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 Overpayme	nt Amoun	t 💷 🖻	22
Available Amount	USD		47.97
Refund			47.97
Transfers			0.00
Number	∇	Amount	
Add Transfer			
Apply		Car	ncel
Refund and transfer gr	anted.		

- 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 <u>Create an Overpayment Batch</u>.

Refund an Overpaid Amount

Use the **Overpayment Manager** window to refund an overpaid amount. Refunds create a Paid Us Reversal (PUR) on the account for the full overpayment amount. Overpayments are not available for refund until 45 days after the overpayment.

To refund an overpaid amount

 In the Main Menu window, from the Apps menu, click Overpayment Manager. The Overpayment Manager window appears. The Overpayment Manager window appears.

🤣 Overpayment Manager			
File Edit Help Selection Filter From: 2/7/2013 Image: Comparison of the selection of th	How Transfer Policies Allowed types:	E PU E PA E PC	Minimum allowed amt: 1.01 allowing a refund to the debtor: 45 Minimum allowed amt: 0.01 ng a transfer to another account: 0
Drag a column header here to group	by that column.		
Select V PaymentId V Number	V Customer	V Desk V Type V	Sub 🛛 Entered 🖓 SysMoYr 🖓
Amount V Overpaid V Re	fundable 🏹 Cur 🕯	✓ Pay Method ✓ Link	♥ QLevel ♥ Invoice ♥
Not enough days have passed before allow	ion a rate and of ourse	payment to debtor.	
		· · ·	Print Create Batch(es)
(local) collect2000	Selected: 31	Transfer Only	1.

- 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 that the system hasn't applied or refunded appear in the data grid.

File Edi	t Help	_														
Selection				Befu	nd Poli	icies —										
From:	12/1/2012	2 🗸					Z PU 🗖 P	A I	E P	с	Mir	imur	n allowed	amt:	1	.01
To:	12/31/20	12 👻					many days n				allow	ing a	refund to	the d	lebtor:	45
	w uninvoid im amount	ced payme	ents ,000.00	Allov		pes: 🛛	Z PU 🗹 F						n allowed er to anoth).01 0
Drag a c	olumn he	ader her	e to gr	oup by tha	t colu	mn.										
Select 🏹	Payment	id V	Numbe	r V	Custo	omer	▼ Desk	V	Тур	e∀	Sub	V	Entered	2	7 SysMoYr	∇
Amount	Y	Overpaid	d V	Refundabl	e V	Cur 🗸	Pay Methor	ł	Y	Link	V	QLe	vel	Y	Invoice	∇
0.00	32	47.97	1007	47.97	0000	001 USD	0000000 CREDIT C		PU	0	PCC	998	12/20/201	2	12/2012 0	
0.00	33	29.11	1012	29.11	00000	001 USD	0000000 CREDIT C		PU	0	PCC	998	12/20/201	2	12/2012 0	
emission	to transfer	and refund	d grante	d.								D.:	et [casta Databé	
onnaaronn	to a unarca i		gonte	u .								Pri	nt	_C	reate Batch(es)

- 4. In the data grid, click an account. The status bar in the lower section of the window displays the selected payment ID and whether you granted permission to transfer and refund payments.
- 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 Overpayme	nt Amour	nt 🕒	
Available Amount	USD		47.97
Refund			47.97
Transfers			0.00
Number	∇	Amount	
Add Transfer			
Apply		_	Cancel
Refund and transfer gr	anted.		

- 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.
- 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 <u>Create an Overpayment</u> <u>Batch</u>.

Create an Overpayment Batch

Use the **Overpayment Manager** window to create a batch to process transfers and refunds of overpayments.

To create an overpayment batch

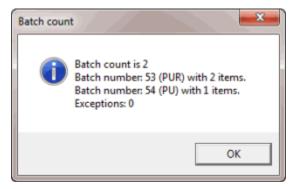
1. In the Main Menu window, from the Apps menu, click Overpayment Manager. The Overpayment Manager window appears. The Overpayment Manager window appears.

🤣 Overpayment Manager			
File Edit Help			
Selection Filter	-Refund Policies		
From: 2/7/2013 💌	Allowed types:	🏹 PU 🗖 PA 🗖 PC	Minimum allowed amt: 1.01
To: 2/28/2013 💌	Ho	w many days must pass before	allowing a refund to the debtor: 45
Maximum amount: 10,000.00		V PU V PA V PC	Minimum allowed amt: 0.01 Ig a transfer to another account: 0
Drag a column header here to group	by that column.		
Select V PaymentId V Number	V Customer	▼ Desk ▼ Type ▼	Sub 🛛 Entered 🖓 SysMoYr 🖓
Amount V Overpaid V Re	fundable 🍸 Cur	▼ Pay Method ▼ Link	▼ QLevel ▼ Invoice ▼
Not enough days have passed before allow	ing a refund of over	payment to debtor.	Print Create Batch(es)
(local) collect2000	Selected: 31	Transfer Only	15

- 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 that the system hasn't applied or refunded appear in the data grid.

🤣 Overpa	ayment M	lanager				and the second										х
File Edit	t Help															
Selection	Filter			Refu	nd Policie	s										
From:	12/1/2012	2 💌		Allov	ved types:	P P	U 🗖 P/	A I	- P	С	Mir	nimur	n allowed	amt:		1.01
To:	12/31/20	12 💌			н	low ma	ny days m	ust p	ass I	before	allov	/ing a	a refund to	the d	lebtor:	45
Image: Show uninvoiced payments Transfer Policies Allowed types: Image: PU Image: PU Image: PU <th>0.01</th>					0.01											
Drag a o	olumn he	ader her	e to gro	oup by tha	t column.											
Select V	Payment	id V	Numbe	r V	Custome	r Υ	Desk	V	Тур	eΥ	Sub	V	Entered	7	7 SysMoY	rγ
Amount	Y	Overpaid	d V	Refundabl	e 🏹 Cu	r 🏹 P	ay Method		Y	Link	V	QLe	vel	Y	Invoice	Y
	32		1007		0000001		0000000		PU		PCC		12/20/20	12	12/2012	
0.00		47.97		47.97	US	D C	REDIT CA	RD				998				
	33		1012		0000001		0000000		PU		PCC		12/20/20	12	12/2012	
0.00		29.11		29.11	US	DC	REDIT CA	RD		0		998			0	
Permission 1	to transfer a	and refund	d grante	d.								Pri	nt	c	reate Batch	(es)
			_	-		-						FI	in.	<u> </u>	reate batch	(65)
local)	0	collect200	0	Selected	: 32	Gran	ted									

- 4. Do the steps to <u>Transfer an Overpaid Amount to Another Account</u> or <u>Refund an Overpaid</u> <u>Amount</u>.
- 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 <u>Process a Batch</u>. When you process the batch, the follow occurs:
- A refund creates a batch for a Paid Us Reversal (PUR) on the account for the full overpayment amount. If you associated a valid trust account to the original client and set the remit method to check, check transactions are available in the check register.
- A transfer creates two batches. One batch contains a PUR on the 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**.

Invoices

Use the Invoices program to generate invoices for client remittance, issue statements of receivables, set up banks (trust accounts), and create checks for your clients based on collection activity in Latitude. For information about using the Invoices program, see the *Invoices* documentation.

To open the Invoices program

• In the Main Menu window, from the Apps menu, click Invoices. The Invoices window appears.

Invoices				
Al Customers St	ports Summary of Invoices Summary of Op	pen Items		
Start	All Customers		oices for All Customers	Summary Due Us Due Cust
Customer Group Sele	ected: "All Customers"			8:51 AM 4/10/2013

Link or Unlink Accounts

Link or Unlink Accounts

Use the **Link Maintenance** window to link and unlink accounts. Linked accounts are separate accounts for the same responsible party that you hold. Linked accounts can belong to the same client or different clients.

Note: The system links accounts automatically for the same customer, based on SSN or other criteria (depending on your organization's import, new business, and Custodian end-of-day settings).

Search for an Account to Link or Unlink

Use the **Search / Add other Accounts** tab in the **Link Maintenance** window to search for an account to link or unlink.

To search for an account to link or unlink

1. In the **Main Menu** window, from the **Apps** menu, click **Link/Unlink**. The **Link Maintenance** window appears.

🕌 Link N	Maintenance		
٧	ew / Create	Links	Search / Add other Accounts
Link	Number		Get Link New Link
			Accounts in this Link
A	ccount ID	Received	Name
Cun	rent Balance	Status	Customer
			Remove from Link
			Remove from Link

2. Click the Search / Add other Accounts tab.

🔏 Current Link = 73	_			- • 💌	
⊻iew / Create	:Links	Search / Add other Accounts			
⊂ Latitude Accou	int ID			Search	
C Customer Acco	unt number	0 Accounts Selected	Select All	Select None	
		Search Results			
Account ID Current Balance	Received Status	Name Customer Link			
Carrent o dianeo	010100	Carolina		La in	
		Add to Link			

- 3. Select an option to search by Account ID, Name, Customer Account number, or SSN.
- 4. In the **Search** box, type your search criteria and then click **Search**. Accounts that match the search criteria appear in the **Search Results** pane.

酱	Current Link = 73				- • •
\square	<u>V</u> iew / Create	Links	Search / Add other Accounts		
	Latitude Accou Name Customer Acco SSN		and 0 Accounts Selected	Select All	Search Select None
			Search Results		
			Concillation		-
	Account ID	Received	Name		
	Current Balance	Status	Customer	Customer	
	2053	6/22/2010	ANDERSON, ANDREW A		
	\$13,500.00	RCL	0000011 - SODIN 8291		18
	2089	7/7/2010	ANDERSON, ANDREW A		
	\$13,000.00	NEW	0000012 - SODIN 8210		18
	759	5/13/2010	ANDERSON, ELIZABETH		
	\$577.50	NEW	0000002 - Portfolio 2		
	1767	5/28/2010	ANDERSON, JASON		
	\$8,925.00	NEW	0000005 - Farmers Bank		
	1325	5/13/2010	ANDRADE, ROBERT		
	\$713.66	NEW CHILDRON	0000002 · Portfolio 2		
		Paneado	Add to Link		

Note: A number in the **Link** column indicates that the account is linked to one or more other accounts.

Create a Link Between Accounts

Use the View / Create Links tab in the Link Maintenance window to create a link between accounts.

To create a link between accounts

1. In the **Main Menu** window, from the **Apps** menu, click **Link/Unlink**. The **Link Maintenance** window appears.

渊	Link Maintenance					
	View / Create	e Links	Search / Add other Accounts			
	Link Number Get Link New Link					
			Accounts in this Link			
	Account ID	Received	Name			
	Current Balance	Status	Customer			
			Remove from Link			

- 2. On the **View / Create Links** tab, click **New Link**. Latitude Console populates the **Link Number** box with the next sequential unique link number.
- 3. Click the Search / Add other Accounts tab.
- 4. If you haven't already searched for accounts to link, do the steps to <u>Search for an Account to</u> <u>Link or Unlink</u>.
- 5. In the **Search Results** pane, click the account to link and then click **Add to Link**. The link number appears in the **Link** column.
- 6. Continue linking accounts that are currently displayed in the **Search Results** pane, specify new search criteria to locate other accounts to link, or close the **Link Maintenance** window.

Add an Account to a Link

Use the View / Create Links tab in the Link Maintenance window to add an account to a link.

To add an account to a link

1. In the **Main Menu** window, from the **Apps** menu, click **Link/Unlink**. The **Link Maintenance** window appears.

🕌 Link Maintenance						
View / Create	Links	Search / Add other Accounts				
Link Number	Link Number Get Link New Link					
		Accounts in this Link				
Account ID	Received	Name				
Current Balance	Status	Customer				
		Remove from Link				

- 2. On the View / Create Links tab, in the Link Number box, type the link number to add accounts to and then click Get Link. The accounts associated to the link appear in the Accounts in this Link pane.
- 3. Click the Search / Add other Accounts tab.
- 4. If you haven't already searched for accounts to link, do the steps to <u>Search for an Account to</u> <u>Link or Unlink</u>.
- 5. In the **Search Results** pane, click the account to link and then click **Add to Link**. The link number appears in the **Link** column.
- 6. Continue linking accounts that are currently displayed in the **Search Results** pane, specify new search criteria to locate other accounts to link, or close the **Link Maintenance** window.

Delete an account from a link

Use the View / Create Links tab in the Link Maintenance window to delete an account from a link.

To delete an account from a link

1. In the **Main Menu** window, from the **Apps** menu, click **Link/Unlink**. The **Link Maintenance** window appears.

Link Maintenance		
⊻iew / Create	Links	Search / Add other Accounts
Link Number		Get Link New Link
		Accounts in this Link
Account ID	Received	Name
Current Balance	Status	Customer
		Remove from Link

- 2. On the View / Create Links tab, in the Link Number box, type the link number to remove accounts from and then click Get Link. The accounts associated to the link appear in the Accounts in this Link pane.
- 3. Click the account to delete and then click **Remove from Link**.

Query Tools

Query Tools

Latitude Console provides a set of powerful query tools that allow managers or other senior collection personnel to perform advanced SQL tasks using a customizable user interface. These query tools include the following:

- <u>Account Analysis:</u> Retrieves accounts that meet specific criteria and then sorts, groups, or summarizes the information for review.
- Condition Builder: Modifies selection criteria that is available for use in query tools.
- <u>Credit Report Requester:</u> Requests credit bureau reports for multiple accounts, based on customized selection criteria.
- <u>Custom Queue Manager</u>: Creates custom queues using specified selection criteria.
- **Desk Mover:** Moves accounts to specific desks based on specified selection criteria.

- Letter Requester: Requests letters for multiple accounts based on specified selection criteria.
- **<u>Pool Queue Manager</u>**: Creates pools of work for collectors based on specified selection criteria.
- <u>SQL Author</u>: Creates and stores custom SQL statements for use in other query tools or programs.
- Status Changer: Changes the status for groups of accounts based on specified selection criteria.

Queries

Queries

Use a query tool to create and run queries so you can perform actions on multiple accounts at once, based on criteria you specify. For more information, see <u>Query Tools</u>.

Create a Query

Use the panes in a query tool window to create a query.

To create a query

- 1. Open a query tool window.
- 2. To exclude duplicate records from the query results, select **Exclude Duplicate Records**. For example, if you created a condition for SSN, the results only include one account with that SSN.
- 3. To limit the query results to a specific number of records, select **Maximum Records** and then, in the box, type the maximum number of records to include in the results.
- 4. If there is a **Select Columns** pane, do the following as necessary:
- 5. Add one or more columns to the query.
- 6. <u>Delete one or more columns from the query</u>.
- 7. Modify the order of the columns.
- 8. <u>Rename any columns</u>.
- 5. In the **Conditions** pane, do the following as necessary:
- <u>Create one or more conditions for the query.</u>
- Modify one or more conditions.
- Modify the order of the conditions.
- Group conditions for evaluation.
- 6. In the **Order** pane, do the steps to <u>Specify the Sort Order for Query Results</u>.
- 7. To count the number of records that match the selection criteria, in the toolbar, click **Count**. The results appear in the **Query Designer** dialog box. Click **OK**.
- 8. To run the query, in the toolbar, click **Run**. The results appear on the **Results** tab. For more information, see <u>Query Results</u>.
- 9. To save the query, do the following:

a. In the toolbar, click **Save**. The **Save Query Dialog** box appears.

Save Query Dialog	
Look In: My Queries	👻 👗 Delete 🛞 Export To File
Name	Date Created
Accounts is Parent Account Status is Open	12/14/2012 12/18/2012
Query Name:	
Cancel	Save

b. In the **Query Name** box, type a name for the query and then click **Save**.

Tip: To overwrite an existing query, in the **Name** column, click the query to overwrite and then click **Save**.

Open an Existing Query

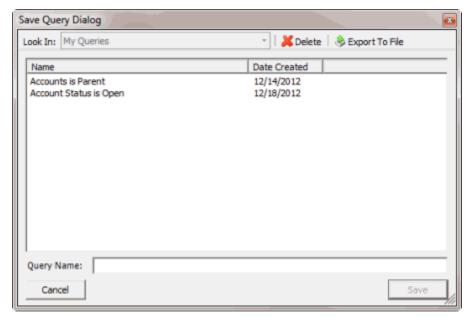
Use a query tool window to open an existing query. You can modify the query and save it under the same name, which overwrites the existing query. You can also save the query under a new name, which creates a query and leaves the original query as it was.

To open an existing query

- 1. Open a query tool window.
- 2. In the toolbar, click Open. The Open Query Dialog box appears.

Open Qu	ery Dialog			8
Look In:	My Queries	🔹 🛛 🖊 Delete	🛛 🕹 Import From File	
Name		Date Created		
	ts is Parent t Status is Open	12/14/2012 12/18/2012		
Query N	lame:	 		
Cano			0	pen

- 3. Click the query and then click **Open**. The query appears in the query tools window.
- 4. To modify the query, change the settings as necessary.
- 5. To count the number of records that match the selection criteria, in the toolbar, click **Count**. The results appear in the **Query Designer** dialog box. Click **OK**.
- 6. To run the query, in the toolbar, click **Run**. The results appear on the **Results** tab. For more information, see <u>Query Results</u>.
- 7. To save the query, do the following:
- a. In the toolbar, click Save. The Save Query Dialog box appears.



b. In the **Name** column, click the query name and then click **Save**.

Tip: To create a query from the existing query, in the **Query Name** box, type a name for the query and then click **Save**. The original query remains unchanged.

Select Columns Pane

Select Columns Pane

Use the **Select Columns** pane in a query tool window to specify the data columns to include in the query result set. A default set of columns appears in the **Select Columns** pane when you first open a query tool window.

Note: Not all query tool windows have a Select Columns pane.

Add a Query Column

Use the **Select Columns** pane in a query tool window to specify the columns to include in the query results.

Note: Not all query tool windows have a Select Columns pane.

To add a query column

- 1. <u>Create a Query or Open an Existing Query</u>.
- 2. In the Data Selection pane, click the plus sign (+) next to a folder to expand it.
- 3. Click the data to include as a column in the query results and drag and drop it in the **Select Columns** pane.
- 4. Drag and drop more data as necessary.

Modify the Order of a Query Column

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

Note: Not all query tool windows have a **Select Columns** pane.

To modify the order of a query column

- 1. <u>Create a Query</u> or <u>Open an Existing Query</u>.
- 2. In the Select Columns pane, do the following:
- To move up a column in the list, click the column and then click the up arrow.
- To move down a column in the list, click the column and then click the down arrow.

Modify the Name of a Query Column

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

Note: Not all query tool windows have a Select Columns pane.

To modify the name of a query column

1. <u>Create a Query or Open an Existing Query</u>.

- 2. In the **Select Columns** pane, click the column and then click the Rename icon. The column name changes to a box to allow you to modify it.
- 3. In the box, type the new name for the column and then press **Enter**. The original column name appears with the new name appended. For example, if you changed the **Customer** column to **Client**, the column name changes to **Customer as Client**.

Assign an Aggregate Function to a Column

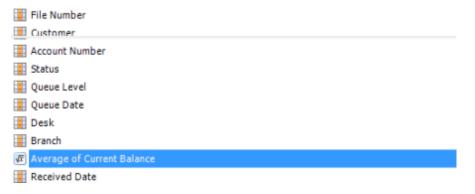
Use the **Select Columns** pane in the **Account Analysis** or **SQL Author** window to assign an aggregate function to a column. When you run the query, the aggregated values appear in the column instead of the actual value. Non-aggregated columns create the groups represented by the aggregated data.

To assign an aggregate function to a column

- 1. Do one of the following:
- <u>Create an Account Analysis Query</u> or <u>Modify an Account Analysis Query</u>.
- <u>Create a SQL Statement</u> or <u>Modify a SQL Statement</u>.
- 2. In the **Select Columns** pane, click the column and then, in the toolbar, click the Aggregate icon.

📜 Select Columns						
💢 👍 🦊 🔚 🚾 -						
File Number	Count					
Customer	Sum					
Account Number	Average					
📰 Status	Maximum					
📜 Queue Level	Minimum					
🚺 Queue Date	Standard Daviation					
📕 Desk	Standard Deviation					
📰 Branch	Population Standard Deviation					
Current Balance	Variance					
Received Date	Population Variance					

3. Click a function. The original column name appears with the aggregate function name appended. For example, if you selected the "average" function for the **Current Balance** column, the **Current Balance** column name changes to **Average of Current Balance**.



4. To delete an aggregated function, click the column name and then click the Aggregate icon.

Aggregate Functions

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

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

Delete a Query Column

Use the **Select Columns** pane in a query tool window to delete a column and exclude it from the query results.

Note: Not all query tool windows have a Select Columns pane.

To delete a query column

- 1. <u>Create a Query</u> or <u>Open an Existing Query</u>.
- 2. In the **Select Columns** pane, right-click the column and then click **Delete**. A confirmation dialog box appears.
- 3. Click Yes.

Conditions Pane

Conditions Pane

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

Create a Query Condition

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

To create a query condition

- 1. <u>Create a Query</u> or <u>Open an Existing Query</u>.
- 2. In the Data Selection pane, click the plus sign (+) next to a folder to expand it.
- 3. Drag and drop a data item into the **Conditions** pane. A dialog box appears, which allows you to specify the criteria. The title of the dialog box and the information displayed depend on the condition selected. The following example shows the **Desk** dialog box that appears when you drag and drop the **Desk** data item into the **Conditions** pane.

ccount Query Results					
Ė- © Desk	Desk (* Value is one o			Filter	
E Queue	Code	Description	Desk Type	Bra 🔺	
	0000000	ADMIN 1 DESK	COLLECTOR		-(
💱 Account Open?		COLLECTOR 1 DESK	COLLECTOR		
	DIALERAPPD	DIALER APPEND DESK	Administrator		
	-	DIALER MERGE DESK	Administrator	000	_
	DIALERNEW	DIALER NEW DESK	Administrator	000	
	NEW NEW	NEW BUSINESS INVENTORY	Inventory	000	
	NEWIMPORT	NEW BUSINESS INVENTORY IMPORT	Inventory	00C + 100	
	•	m			
	Cancel			Okay	-
Customer Date Last Pa Delinquency Date	id 📑 🖬 Des	k			

4. In the dialog box, specify the criteria and then click **Okay**. The condition appears in the **Conditions** pane. In the following example, the condition indicates you want to include in the query results accounts assigned to the "Collector 1 Desk."



- 5. Drag and drop more data items as necessary.
- 6. To modify the order of the conditions, do the steps to Modify the Order of Query Conditions.
- 7. To group conditions for evaluation, do the steps to <u>Group Conditions for Evaluation</u>.
- 8. To specify if a condition is optional or required, do the steps to <u>Set a Query Condition to</u> <u>Optional or Required</u>.

Modify a Query Condition

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

To modify a query condition

- 1. <u>Create a Query</u> or <u>Open an Existing Query</u>.
- 2. 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, which allows you to modify the criteria. The title of the dialog box and the information displayed depends on the condition selected.

3. In the dialog box, modify the criteria and then click **Okay**. The condition updates in the **Conditions** pane.

Copy a Query Condition

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

To copy a query condition

- 1. Create a Query or Open an Existing Query.
- 2. In the **Conditions** pane, right-click a condition and then click **Copy**. The system copies the condition to the Clipboard.
- 3. 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 Query Conditions for Evaluation

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

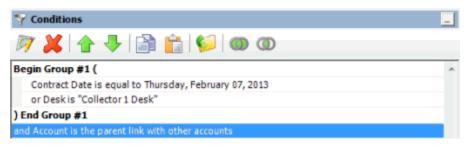
To group query conditions for evaluation

1. <u>Create a Query or Open an Existing Query</u>.

2. 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**.

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



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

√ Conditions
- Conditions
🕅 💥 🛧 🦊 🔛 💼 🕼 🕬 🚳 🚳
Desk is "Collector 1 Desk"
and Begin Group #1 (
Begin Group #2 (
Customer is "Customer One"
and Current Balance is greater than \$50.00
) End Group #2
or Begin Group #3 (
Current Balance is greater than \$100.00
and Customer is "Customer Two"
) End Group #3
) End Group #1

Modify the Order of Query Conditions

Use the **Conditions** pane in a query tool window to modify the order in which the system evaluates conditions.

To modify the order of query conditions

- 1. <u>Create a Query or Open an Existing Query</u>.
- 2. In the Conditions pane, do one of the following:
- To move up a condition in the list, click the condition and then click the up arrow.
- To move down a condition in the list, click the condition and then click the down arrow.

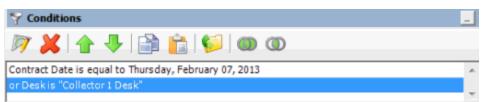
Set a Query Condition to Optional or Required

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

To set a query condition to optional or required

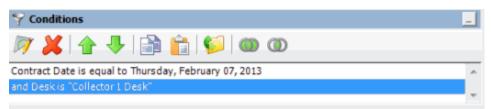
- 1. <u>Create a Query</u> or <u>Open an Existing Query</u>.
- 2. To change the query to require accounts to meet only one of the conditions for inclusion in the query results, click the second condition and then, in the toolbar, click the OR icon. The condition changes from "and" to "or."

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



 To change the query to require accounts to meet all the conditions for inclusion in the query results, click the second condition and then, in the toolbar, click the AND icon. The condition changes from "or" to "and."

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



Delete a Query Condition

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

To delete a query condition

1. <u>Create a Query</u> or <u>Open an Existing Query</u>.

- 2. In the **Conditions** pane, right-click the condition and then click **Delete**. A confirmation dialog box appears.
- 3. Click Yes.

Query Condition Types

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

Each condition is one of the following types:

- Dates
- Single option
- Multiple option

Dates

Date conditions allow you to query accounts based on a <u>specific date, date range</u>, <u>any date or blank</u> <u>date</u>, or <u>relative date</u>. 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.

С	losed Date	e // / /	
	Value is	Equal To	12 💌
	Cancel		Okay

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.
	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.

Closed Date		
Value is Between	▼	•
	and	
	Relative 2/ 1/2012	•
Cancel		Okay

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).

Closed Date	
Value is No Value	•
Cancel	Okay

Relative date

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

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

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

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

Closed Date		
Value is Equal To	▼ Relative 2 ÷	days 💌 ago 💌
Cancel		Okay

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.

Account Linked?	8
Is this account linked to other accounts?	
Account is the parent link with other accounts Account is a child link with other accounts	<u> </u>
C Account is not linked to other accounts	
C Account has not been tested for links	-
Cancel	Okay

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.

Value is no	t one of the following:				
			F	Filter	r
Code	Description	Desk Type	Branch		^
FEE	FEE DESK	Administrator	00000		
LIQUID	LIQUID LAT ACCTS	Administrator	00000		
NEW	NEW BUSINESS INVENTORY	Inventory	00000		
POD	POD COLLECTOR	COLLECTOR	00000		
POOL	POOL DESK	COLLECTOR	00000		
REC	RECEIVER DESK	COLLECTOR	00001		≡
Пυ	τυ	COLLECTOR	00000		
WEST	WESTSIDE DESK	Collector	00001		~

Query Results

Query Results

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

To view query results

- 1. <u>Create a Query</u> or <u>Open an Existing Query</u>.
- 2. In the toolbar, click **Run**. The results appear on the **Results** tab.

The following example shows the **Results** tab in the **Account Analysis** window.

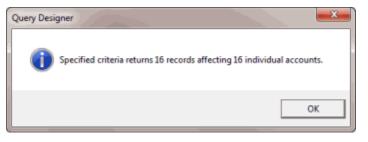
Account Analysis					x				
Account Query Results									
Export to Excel Export to Comma Separated File Export to XML									
Drag a column header here to group by that column.									
File Number △ ∑ ♡ +	Customer ∑⊽+⊐	Account Number ∑⊽+¤	Status ∑⊽-Þ	Queue Level 🛛 🔽 🕁 🕁	P				
1000	0000001 - CUSTO	7738184767075	ACT - ACTIVE AC	(015) NEW ACCOUN					
1001	0000001 - CUSTO	7738179391196	ACT - ACTIVE AC	(599) ACCOUNT WO	Ε				
1002	0000001 - CUSTO	045313MB01	ACT - ACTIVE AC	(599) ACCOUNT WO					
1205	0000001 - CUSTO	30099888777	NEW - NEW STAT	(015) NEW ACCOUN					
1206	0000002 - CUSTO	773820665544	ACT - ACTIVE AC	(599) ACCOUNT WO					
1210	0000000 - DEFAU	20336015400987	NEW - NEW STAT	(015) NEW ACCOUN					
1219	0000000 - DEFAU	69864515101032	NEW - NEW STAT	(015) NEW ACCOUN					
1225	0000002 - CUSTO	125454212135432	NEW - NEW STAT	(015) NEW ACCOUN					
1334	0000001 - CUSTO	36985641235	NEW - NEW STAT	(599) ACCOUNT WO					
1490	0000007 - FIRST	12546911211	NEW - NEW STAT	(599) ACCOUNT WO	-				
↓ • E	m			•					
Database: (local)\collect2000 Ready 16 Rows Loaded									

Run a Query

Use a query tool window to run a query.

To run a query

- 1. <u>Create a Query or Open an Existing Query.</u>
- 2. To see how many records the system includes in the query before running the query, do the following:
- a. In the toolbar, click **Count**. The **Query Designer** dialog box appears.



- b. Click OK.
- 3. In the toolbar, click **Run**. The results appear on the **Results** tab. For more information, see <u>Query</u> <u>Results</u>. The following example shows the **Results** tab in the **Account Analysis** window.

Account Analysis					x
Account Query Result	5				
Export to Excel	Export to Com	na Separated File 🧮 Ex	port to XML		
Drag a column head	ler here to group by	r that column.			
File Number △ ∑ ▽ 4	■ Customer Σマ+	Account Number ∑⊽+Þ	Status ∑⊽-Þ	Queue Level ∑⊽≠	-
1000	0000001 - CUSTO	7738184767075	ACT - ACTIVE AC	(015) NEW ACCOUN	T
1001	0000001 - CUSTO	7738179391196	ACT - ACTIVE AC	(599) ACCOUNT WO	E
1002	0000001 - CUSTO	045313MB01	ACT - ACTIVE AC	(599) ACCOUNT WO	Ι
1205	0000001 - CUSTO	30099888777	NEW - NEW STAT	(015) NEW ACCOUN	I
1206	0000002 - CUSTO	773820665544	ACT - ACTIVE AC	(599) ACCOUNT WO	
1210	0000000 - DEFAU	20336015400987	NEW - NEW STAT	(015) NEW ACCOUN	
1219	0000000 - DEFAU	69864515101032	NEW - NEW STAT	(015) NEW ACCOUN	E
1225	0000002 - CUSTO	125454212135432	NEW - NEW STAT	(015) NEW ACCOUN	I
1334	0000001 - CUSTO	36985641235	NEW - NEW STAT	(599) ACCOUNT WO	I
1490	0000007 - FIRST	12546911211	NEW - NEW STAT	(599) ACCOUNT WO	-
I ← [m			,	1
Database: (local)\collect2	000 Ready			16 Rows Loaded	

Specify the Sort Order for Query Results

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

To specify the sort order for query results

- 1. <u>Create a Query</u> or <u>Open an Existing Query</u>.
- 2. In the **Data Selection** pane, click the plus sign (+) next to a folder to expand it.
- 3. Drag and drop a data item to use to sort the query results into the **Order** pane.
- 4. Drag and drop more data as necessary.

Note: If the query tools window has a **Select Columns** pane, you can sort by aggregate data by dragging the aggregated column from the **Select Columns** pane and dropping it into the **Order** pane. For more information about aggregating data, see <u>Assign an Aggregate Function to a</u> Column.

- 5. To delete a data item from the sort, in the **Order** pane, click the data item and then click the Delete icon. A confirmation dialog box appears. Click **Yes**.
- 6. To change the sort order for data items, in the **Order** pane, click the data item and then click the up or down arrows to move the item in the list.
- 7. To set the data item to sort in ascending order, in the **Order** pane, click the data item and then click the Ascending icon.
- 8. To set the data item to sort in descending order, in the **Order** pane, click the data item and then click the Descending icon.

Arrange Query Column Headings

Use the **Results** tab in a query tool window to change the order in which columns appear in the query results.

To arrange query column headings

- 1. <u>Create a Query or Open an Existing Query</u>.
- 2. In the toolbar, click **Run**. The results appear on the **Results** tab. The following example shows the **Results** tab in the **Account Analysis** window.

Account Analysis					x
Account Query Results					
Export to Excel	Export to Com	na Separated File	port to XML		_
Drag a column heade	er here to group by	r that column.			
File Number △ ∑ ♡ +¤	Customer ∑⊽+¤	Account Number ∑⊽+¤	Status ∑⊽-Þ	Queue Level 🛛 🔽 🖓 🕫	P
1000	0000001 - CUSTO	7738184767075	ACT - ACTIVE AC	(015) NEW ACCOUN	
1001	0000001 - CUSTO	7738179391196	ACT - ACTIVE AC	(599) ACCOUNT WO	E
1002	0000001 - CUSTO	045313MB01	ACT - ACTIVE AC	(599) ACCOUNT WO	
1205	0000001 - CUSTO	30099888777	NEW - NEW STAT	(015) NEW ACCOUN	
1206	0000002 - CUSTO	773820665544	ACT - ACTIVE AC	(599) ACCOUNT WO	Ī
1210	0000000 - DEFAU	20336015400987	NEW - NEW STAT	(015) NEW ACCOUN	
1219	0000000 - DEFAU	69864515101032	NEW - NEW STAT	(015) NEW ACCOUN	
1225	0000002 - CUSTO	125454212135432	NEW - NEW STAT	(015) NEW ACCOUN	
1334	0000001 - CUSTO	36985641235	NEW - NEW STAT	(599) ACCOUNT WO	
1490	0000007 - FIRST	12546911211	NEW - NEW STAT	(599) ACCOUNT WO	-
↓ • [÷	
Database: (local)\collect20	00 Ready			16 Rows Loaded	

- 3. Click a column heading and drag it to the new location.
- 4. When two red arrows appear in the location where you want to place the column, release your mouse.

1	Drag a column	heade	r here to	group by	that column.				
Fi	le Number 🔰	Σγ⇔	Customer	Σ⊽⇔	Account Number 7	Σ⊽≠	Status	Account	NumberV∑⊽+p▽+p
	1145		0000001 -	CUSTO	N006350332334		NEW - NE	W STAT	(015) NEW ACCOUN

Pin a Query Column

Use the **Results** tab in a query tool window to pin a column in the query results so that it remains stationary when you scroll horizontally.

To pin a query column

- 1. <u>Create a Query</u> or <u>Open an Existing Query</u>.
- 2. In the toolbar, click **Run**. The results appear on the **Results** tab. The following example shows the **Results** tab in the **Account Analysis** window.

Account An					x
Export t	to Excel	ma Separated File	Export to XML		
Drag a colur	nn header here to group b	y that column.			
File Number	Δ∑∇+¤ Customer Σ∇+	Account Number Σ∇	⇔ Status Σ⊽-Þ	Queue Level 🛛 🏹 🖓	-
1000	0000001 - CUSTO	7738184767075	ACT - ACTIVE AC	(015) NEW ACCOUN	T
1001	0000001 - CUSTO	7738179391196	ACT - ACTIVE AC	(599) ACCOUNT WO	E
1002	0000001 - CUSTO	045313MB01	ACT - ACTIVE AC	(599) ACCOUNT WO	
1205	0000001 - CUSTO	30099888777	NEW - NEW STAT	(015) NEW ACCOUN	T
1206	0000002 - CUSTO	773820665544	ACT - ACTIVE AC	(599) ACCOUNT WO	Ť.
1210	0000000 - DEFAU	20336015400987	NEW - NEW STAT	(015) NEW ACCOUN	
1219	0000000 - DEFAU	69864515101032	NEW - NEW STAT	(015) NEW ACCOUN	
1225	0000002 - CUSTO	125454212135432	NEW - NEW STAT	(015) NEW ACCOUN	
1334	0000001 - CUSTO	36985641235	NEW - NEW STAT	(599) ACCOUNT WO	
1490	0000007 - FIRST	12546911211	NEW - NEW STAT	(599) ACCOUNT WO	1 -
۰	m				•
atabase: (local)\collect2000 Ready			16 Rows Loaded	

- 3. In the column heading, click the pushpin <a>I. The pushpin points down to indicate a pinned column.
- 4. Scroll horizontally in either direction and the pinned column remains stationary.

Sort Query Results

Use the **Results** tab in a query tool window to sort the query results.

To sort query results

- 1. <u>Create a Query or Open an Existing Query</u>.
- 2. In the toolbar, click **Run**. The results appear on the **Results** tab. The following example shows the **Results** tab in the **Account Analysis** window.

Account Analysis					x
Account Query Results	5				
Export to Excel	Export to Com	na Separated File	port to XML		_
Drag a column head	fer here to group by	y that column.			
File Number → ∑ 🏹 🕏	⊂ Customer Σ⊽+⊃	Account Number ∑ ▽ 🕫	Status ∑⊽-Þ	Queue Level — ∑ ▽ +Þ	F
1000	0000001 - CUSTO	7738184767075	ACT - ACTIVE AC	(015) NEW ACCOUN	
1001	0000001 - CUSTO	7738179391196	ACT - ACTIVE AC	(599) ACCOUNT WO	Ξ
1002	0000001 - CUSTO	045313MB01	ACT - ACTIVE AC	(599) ACCOUNT WO	
1205	0000001 - CUSTO	30099888777	NEW - NEW STAT	(015) NEW ACCOUN	
1206	0000002 - CUSTO	773820665544	ACT - ACTIVE AC	(599) ACCOUNT WO	
1210	0000000 - DEFAU	20336015400987	NEW - NEW STAT	(015) NEW ACCOUN	
1219	0000000 - DEFAU	69864515101032	NEW - NEW STAT	(015) NEW ACCOUN	
1225	0000002 - CUSTO	125454212135432	NEW - NEW STAT	(015) NEW ACCOUN	
1334	0000001 - CUSTO	36985641235	NEW - NEW STAT	(599) ACCOUNT WO	
1490	0000007 - FIRST	12546911211	NEW - NEW STAT	(599) ACCOUNT WO	÷
↓ • [=	m			•	
Database: (local)\collect2	000 Ready			16 Rows Loaded	.:

3. Click a column heading. An arrow appears and points up to indicate that the column is sorted in ascending order.

File Number 🛛 🛆

4. To sort the column in descending order, click the column heading again. The arrow points down to indicate that the column is sorted in descending order.

Group Accounts in the Query Results

Use the **Results** tab in a query tool window to group accounts in the query results.

To group accounts in the query results

- 1. <u>Create a Query or Open an Existing Query</u>.
- 2. In the toolbar, click **Run**. The results appear on the **Results** tab. The following example shows the **Results** tab in the **Account Analysis** window.

Account Analysis			-		x
Account Query Result	ls				
Export to Excel	Export to Com	na Separated File	port to XML		_
Drag a column hea	der here to group by	y that column.			
File Number 🗛 🛆 🖓	😐 Customer 🛛 🏹 🕫	Account Number 🛛 🏹 🕫	Status ∑⊽-Þ	Queue Level — ∑ 🏹 ‡	-
1000	0000001 - CUSTO	7738184767075	ACT - ACTIVE AC	(015) NEW ACCOUN	T
1001	0000001 - CUSTO	7738179391196	ACT - ACTIVE AC	(599) ACCOUNT WO	=
1002	0000001 - CUSTO	045313MB01	ACT - ACTIVE AC	(599) ACCOUNT WO	T
1205	0000001 - CUSTO	30099888777	NEW - NEW STAT	(015) NEW ACCOUN	T-
1206	0000002 - CUSTO	773820665544	ACT - ACTIVE AC	(599) ACCOUNT WO	Ť.
1210	0000000 - DEFAU	20336015400987	NEW - NEW STAT	(015) NEW ACCOUN	Ť.
1219	0000000 - DEFAU	69864515101032	NEW - NEW STAT	(015) NEW ACCOUN	Ť.
1225	0000002 - CUSTO	125454212135432	NEW - NEW STAT	(015) NEW ACCOUN	
1334	0000001 - CUSTO	36985641235	NEW - NEW STAT	(599) ACCOUNT WO	
1490	0000007 - FIRST	12546911211	NEW - NEW STAT	(599) ACCOUNT WO	-
•	m				•
Database: (local)\collect	2000 Ready			16 Rows Loaded	

3. Click a column heading, drag it into the space above the column headings, and drop it. Accounts group on the specified column. The following example shows accounts grouped by customer (client).

Account Analysis	
Account Query Results	
Export to Excel Export to Comma Separated File Export to XML	
Customer Δ	
Customer : 0000000 - DEFAULT CUSTOMER (14 items)	
Customer: 0000001 - CUSTOMER ONE (378 items)	
Customer : 0000002 - CUSTOMER TWO (6 items)	
Customer : 0000003 - POD CUSTOMER (6 items)	
Customer : 0000004 - CUSTOMER THREE (12 items)	
⊞ Customer: 0000005 - DIALER TEST CUSTOMER (21 items)	
Customer: 0000006 - CUSTOMER FOUR (1 item)	
Customer : 0000007 - FIRST CUSTOMER (42 items)	
Customer : 0000008 - SECOND CUSTOMER (44 items)	
Customer : 0000009 - THIRD CUSTOMER (2 items)	
Customer: 0000010 - DISNEY CUSTOMER (7 items)	
J •	•
Database: (local)\collect2000 Ready	533 Rows Loaded

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

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

Account Analysis	- O X	
Account Query Results		
Export to Excel Export to Comma Separated File Export to XML		
Customer : 0000000 - DEFAULT CUSTOMER (2 items)		
Customer : 0000001 - CUSTOMER ONE (12 items)		
Customer : 0000002 - CUSTOMER TWO (2 items)		
Customer : 0000003 - POD CUSTOMER (2 items)		
Customer : 0000004 - CUSTOMER THREE (3 items)		
Customer : 0000005 - DIALER TEST CUSTOMER (1 item)		
Customer : 0000006 - CUSTOMER FOUR (1 item)		
Customer : 0000007 - FIRST CUSTOMER (3 items)		
Customer : 0000008 - SECOND CUSTOMER (2 items)		
Customer : 0000009 - THIRD CUSTOMER (1 item)		
Customer : 0000010 - DISNEY CUSTOMER (2 items)		
	,	
Database: (local) \collect2000 Ready	533 Rows Loaded	:

- 6. To change the sort for a group, click the group heading. Groups sort in ascending order by default.
- 7. To delete a group, click the group heading and drag and drop it back into the query results space.

Summarize Query Data

Use the **Results** tab in a query tool window to summarize query results.

To summarize query results

- 1. <u>Create a Query or Open an Existing Query</u>.
- 2. In the toolbar, click **Run**. The results appear on the **Results** tab. The following example shows the **Results** tab in the **Account Analysis** window.

Account Analysi			~		x
Export to Ex	cel Export to Com	ma Separated File 📴 E	xport to XML		
Drag a column h	eader here to group b	y that column.			
File Number 🛛 🛆 ∑	⊽ - P Customer Σ マ - P	Account Number ∑⊽⊀	status Σ⊽+Þ	Queue Level - ∑ ▽·	
1000	0000001 - CUSTO	7738184767075	ACT - ACTIVE AC	(015) NEW ACCOUN	T
1001	0000001 - CUSTO	7738179391196	ACT - ACTIVE AC	(599) ACCOUNT WO	E
1002	0000001 - CUSTO	045313MB01	ACT - ACTIVE AC	(599) ACCOUNT WO	T
1205	0000001 - CUSTO	30099888777	NEW - NEW STAT	(015) NEW ACCOUN	Ť-
1206	0000002 - CUSTO	773820665544	ACT - ACTIVE AC	(599) ACCOUNT WO	Ť.
1210	0000000 - DEFAU	20336015400987	NEW - NEW STAT	(015) NEW ACCOUN	Ť.
1219	0000000 - DEFAU	69864515101032	NEW - NEW STAT	(015) NEW ACCOUN	
1225	0000002 - CUSTO	125454212135432	NEW - NEW STAT	(015) NEW ACCOUN	
1334	0000001 - CUSTO	36985641235	NEW - NEW STAT	(599) ACCOUNT WO	
1490	0000007 - FIRST	12546911211	NEW - NEW STAT	(599) ACCOUNT WO	Ť.,
•	m				Þ
atabase: (local)\coll	ect2000 Ready			16 Rows Loaded	

3. In the column heading, click the Sigma icon. The **Select Summaries** dialog box appears. The options available are based on the item's data type.



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

File Number 💦 🏹	₽Σ⊽⇔	Branch ∑⊽+⊅	Average of Current Balance 🛛 🔽 🖓 🕁	Received Date - ∑ 🖓 +=
1396	CTOR	00000 - MAIN BR	\$41.69	10/13/2011
1202	ADMIN	00000 - MAIN BR	\$0.00	02/11/2011
Grand Summaries				
			Average = \$1,550.22	

Export Query Results

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

To export query results

- 1. <u>Create a Query</u> or <u>Open an Existing Query</u>.
- 2. In the toolbar, click **Run**. The results appear on the **Results** tab. The following example shows the **Results** tab in the **Account Analysis** window.

Account Analysis					x
Account Query Results					
Export to Excel	Export to Com	na Separated File	port to XML		
Drag a column heade	er here to group by	r that column.			
File Number – ∆ ∑ ▽ +	Customer ∑⊽+⊐	Account Number _∑ ▽ ↔	Status ∑⊽-Þ	Queue Level — ∑ 🏹 🕁	F
1000	0000001 - CUSTO	7738184767075	ACT - ACTIVE AC	(015) NEW ACCOUN	
1001	0000001 - CUSTO	7738179391196	ACT - ACTIVE AC	(599) ACCOUNT WO	Ξ
1002	0000001 - CUSTO	045313MB01	ACT - ACTIVE AC	(599) ACCOUNT WO	
1205	0000001 - CUSTO	30099888777	NEW - NEW STAT	(015) NEW ACCOUN	
1206	0000002 - CUSTO	773820665544	ACT - ACTIVE AC	(599) ACCOUNT WO	
1210	0000000 - DEFAU	20336015400987	NEW - NEW STAT	(015) NEW ACCOUN	
1219	0000000 - DEFAU	69864515101032	NEW - NEW STAT	(015) NEW ACCOUN	
1225	0000002 - CUSTO	125454212135432	NEW - NEW STAT	(015) NEW ACCOUN	
1334	0000001 - CUSTO	36985641235	NEW - NEW STAT	(599) ACCOUNT WO	
1490	0000007 - FIRST	12546911211	NEW - NEW STAT	(599) ACCOUNT WO	÷
•				Þ	
Database: (local)\collect20	000 Ready			16 Rows Loaded	:

- 3. To export the results, do one of the following:
- To export the query results to an Excel file, in the toolbar, click **Export to Excel**.
- To export the query results to a comma-separated value (CSV) file, in the toolbar, click **Export to Comma Separated File**. The file includes a heading row, with values contained in quotes and separated by commas.
- To export the query results to an XML file, in the toolbar, click **Export to XML**. In the file, the column names display as the element tags.

The corresponding Export Results to dialog box appears.

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

Filter Query Results

Use the **Results** tab in a query tool window to filter query results.

To filter query results

- 1. <u>Create a Query</u> or <u>Open an Existing Query</u>.
- 2. In the toolbar, click **Run**. The results appear on the **Results** tab. The following example shows the **Results** tab in the **Account Analysis** window.

Account Query Res	ults				
Export to Exc	el Export to Com	ma Separated File 📴 E	xport to XML		
Drag a column he	ader here to group b	y that column.			
		Account Number ∑♥4	⊳ Status Σ⊽-Þ	Queue Level _∑⊽+Þ	-
1000	0000001 - CUSTO	7738184767075	ACT - ACTIVE AC	(015) NEW ACCOUN	ĪП
1001	0000001 - CUSTO	7738179391196	ACT - ACTIVE AC	(599) ACCOUNT WO	Ē
1002	0000001 - CUSTO	045313MB01	ACT - ACTIVE AC	(599) ACCOUNT WO	Ī
1205	0000001 - CUSTO	30099888777	NEW - NEW STAT	(015) NEW ACCOUN	Ť-
1206	0000002 - CUSTO	773820665544	ACT - ACTIVE AC	(599) ACCOUNT WO	Ť.
1210	0000000 - DEFAU	20336015400987	NEW - NEW STAT	(015) NEW ACCOUN	Ī.
1219	0000000 - DEFAU	69864515101032	NEW - NEW STAT	(015) NEW ACCOUN	Ī.
1225	0000002 - CUSTO	125454212135432	NEW - NEW STAT	(015) NEW ACCOUN	Ī.
1334	0000001 - CUSTO	36985641235	NEW - NEW STAT	(599) ACCOUNT WO	Ī.
1490	0000007 - FIRST	12546911211	NEW - NEW STAT	(599) ACCOUNT WO	t.
•				,	

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

File Number 🛛 🛆 🔽 🖓 🕂	Customer	Σ∀÷	Account Number	Σ⊽÷
(All) (Custom)		*	7738184767075	
(Blanks)		Ξ	7738179391196	
(NonBlanks) 0000000 - DEFAULT CUSTOMER 0000001 - CUSTOMER ONE 0000002 - CUSTOMER TWO 0000003 - POD CUSTOMER			045313MB01	
			30032419801	
		-	7738174035038	
1005	0000001 - 0	CUSTO	7738201009121	

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

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

(Blanks): If selected, the query results only include accounts with a blank or null value in the specified column.

(NonBlanks): If selected, the query results only include accounts that don't have a blank or null value in the specified column.

- 4. Click any value other than **(Custom)**. The list closes and the query results only include the records that match the specified filter.
- 5. To set custom filter criteria, do the steps to Set Custom Filter Criteria.

Set Custom Filter Criteria

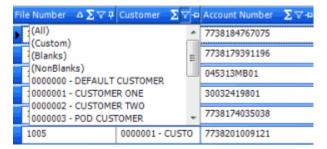
Use the **Enter Filter Criteria for...** dialog box to customize selection criteria for any column in the query results. You can combine criteria to create more complex filters.

To set custom filter criteria

- 1. <u>Create a Query</u> or <u>Open an Existing Query</u>.
- 2. In the toolbar, click **Run**. The results appear on the **Results** tab. The following example shows the **Results** tab in the **Account Analysis** window.

Account Analysis			-		×
Account Query Results					
Export to Excel	Export to Com	na Separated File	port to XML		_
Drag a column heade	er here to group by	/ that column.			
File Number – Δ ∑ ▽ +Þ	Customer ∑⊽+	Account Number - ∑ ▽ 🕫	Status ∑⊽-Þ	Queue Level - ∑ ▽ +Þ	7
1000	0000001 - CUSTO	7738184767075	ACT - ACTIVE AC	(015) NEW ACCOUN	
1001	0000001 - CUSTO	7738179391196	ACT - ACTIVE AC	(599) ACCOUNT WO	Ξ
1002	0000001 - CUSTO	045313MB01	ACT - ACTIVE AC	(599) ACCOUNT WO	
1205	0000001 - CUSTO	30099888777	NEW - NEW STAT	(015) NEW ACCOUN	
1206	0000002 - CUSTO	773820665544	ACT - ACTIVE AC	(599) ACCOUNT WO	
1210	0000000 - DEFAU	20336015400987	NEW - NEW STAT	(015) NEW ACCOUN	
1219	0000000 - DEFAU	69864515101032	NEW - NEW STAT	(015) NEW ACCOUN	
1225	0000002 - CUSTO	125454212135432	NEW - NEW STAT	(015) NEW ACCOUN	(
1334	0000001 - CUSTO	36985641235	NEW - NEW STAT	(599) ACCOUNT WO	
1490	0000007 - FIRST	12546911211	NEW - NEW STAT	(599) ACCOUNT WO	÷
•				•	
Database: (local)\collect20	00 Ready			16 Rows Loaded	:

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



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

Enter filter criteria for	Customer			x
	Operand	[Operand	
And conditions	= Equals		0000001 - CUSTOMER ONE	
C Or conditions				
Add a condition				
Delete Condition				
ОК				
Cancel				
[Customer] = '0000001 - CU	JSTOMER ONE'			h

- 5. In the **Operand** list box, click an operator. For more information, see <u>Custom Filter Operators</u>.
- In the **Operand** list box, click or type an operand. In the previous example, the operator is "= Equals" and the operand is "0000001 - CUSTOMER ONE." The condition appears in the lower portion of the dialog box.
- 7. To add conditions, click **Add a condition**. The system adds a blank row.
- 8. To delete a condition, click the condition and then click **Delete Condition**.
- 9. If you set multiple conditions, do one of the following:
- To set the filter so that all the conditions have to be true for an account to appear in the query results, click **And conditions**. For example, customer does not equal "0000001 CUSTOMER ONE" and customer does not equal "0000002 CUSTOMER TWO" means that you want to see accounts for all customers except Customer One and Customer Two.
- To set the filter so that only one condition has to be true for an account to appear in the query results, click **Or conditions**. For example, customer equals "0000001 CUSTOMER ONE" or customer equals "0000002 CUSTOMER TWO" means that you only want to see accounts for Customer One or Customer Two.
- 10. When finished creating the custom filter, click **OK**.

Custom Filter Operators

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

Operator	Description
Equals	Include accounts in the query results where the data matches the specified value.

Does not equal	Include accounts in the query results where the data does not match the specified value.
Less than	Include accounts in the query results where the data is less than the specified value.
	This operator is for date and numeric data types only.
Less than or equal To	Include accounts in the query results where the data is less than or equal to the specified value.
	This operator is for date and numeric data types only.
Greater than	Include accounts in the query results where the data is greater than the specified value.
	This operator is for date and numeric data types only.
Greater than or equal To	Include accounts in the query results where the data is greater than the specified value.
	This operator is for date and numeric data types only.
Like	Includes accounts in the query results where data matches the specified pattern.
	This operator is for alphanumeric data types only.
Matches Regular Expression	Includes accounts with data stored in the specified format.
	This operator is for alphanumeric data types only.
	^[A-Z] finds all values in uppercase character format only. ^[a-z] finds all values in lowercase character format only.
	^[0-9] finds all values in numeric format only.
	^[A-Za-z] finds all values in mixed case character format.
	^[A-Za-z] finds all values in mixed case character format.
	^[^0-9]+\$ finds all values with a numeric format and dollar sign.
	^[A-Za-z0-9] [A-Za-z0-9_]*\$ finds all values of mixed case and currency.
Starts with	Includes accounts in the query results where data starts with the specified character or characters.
	This operator is for alphanumeric data types only.
Contains	Includes accounts in the query results where data contains the specified character or characters.
	This operator is for alphanumeric data types only.

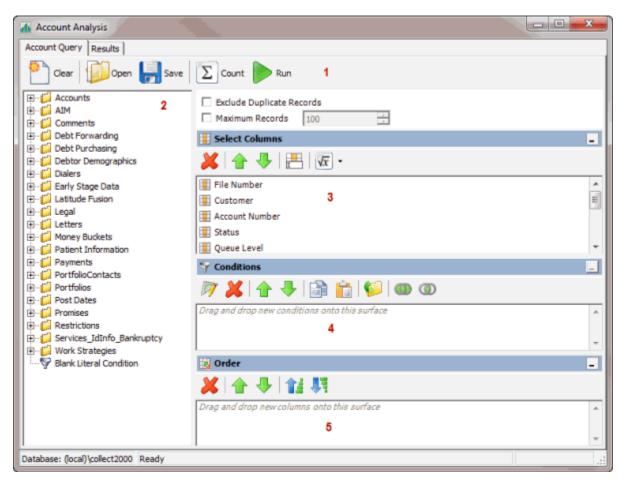
Ends with	Includes accounts in the query results where data ends with the specified character or characters. This operator is for alphanumeric data types only.
Does not start with	Includes accounts in the query results where data does not start with the specified character or characters. This operator is for alphanumeric data types only.
Does not contain	Includes accounts in the query results where data does not contain the specified character or characters. This operator is for alphanumeric data types only.
Does not end with	Includes accounts in the query results where data does not end with the specified character or characters. This operator is for alphanumeric data types only.
Does not match	Includes accounts in the query results where data does not match the specified character or characters. This operator is for alphanumeric data types only.
Not like	Includes accounts in the query results where data is not like the specified pattern. This operator is for alphanumeric data types only.

Account Analysis

Account Analysis

Use Account Analysis to create queries to retrieve accounts that meet specific criteria. You can sort, group, and summarize the information for review. You can also use this window to create a queue so users can view or work accounts that meet specific criteria. For more information about each condition, see the *Account Analysis Conditions Technical Reference*.

Note: You cannot use portfolio conditions to query accounts in Latitude as portfolios and groups related to portfolios (for example, buyers, sellers, and investors) aren't at the account level. You can only use portfolio conditions to search for portfolios and groups in Portfolio Manager.



1. **Toolbar:** Provides options for clearing, opening, saving, and running selection criteria, and counting the query results.

Option	Description
Clear	Clears all query settings currently displayed in the window.
Open	Clears the query settings currently displayed in the window and opens a saved query.
Save	Saves the query settings currently displayed in the window.
Count	Sums the number of records that match the selection criteria.
Run	Runs the query and displays the results on the Results tab.

2. Data Selection pane: Provides a list of data you can select to create a query.

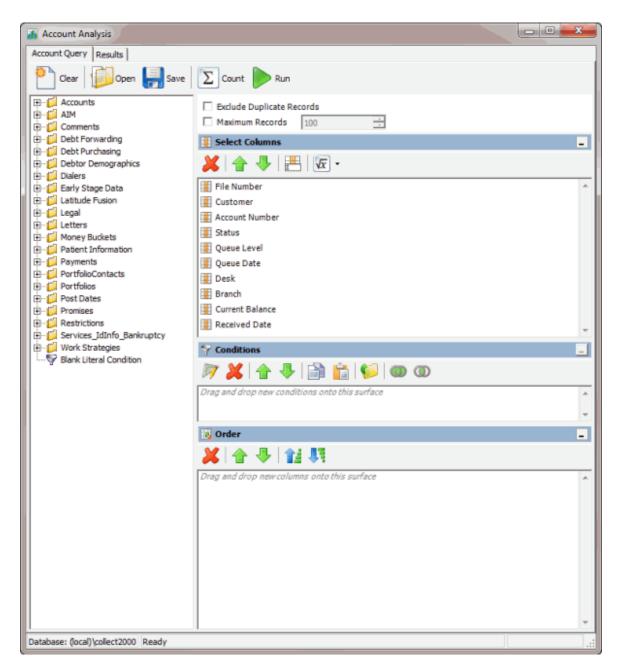
- 3. Select Columns pane: Allows you to select and arrange the columns of data to display in the query results.
- 4. **Conditions pane:** Allows you to set the conditions for retrieving data.
- 5. Order pane: Allows you to set the order for displaying or running data.

Create an Account Analysis Query

Use the Account Analysis window to query accounts based on specific criteria and analyze the results.

To create an account analysis query

1. In the **Main Menu** window, from the **Tools** menu, click **Account Analysis**. The **Account Analysis** window appears.



- 2. To exclude duplicate records from the query results, select **Exclude Duplicate Records**.
- 3. To limit the query results to a specific number of records, select **Maximum Records** and then, in the box, type the maximum number of records to include in the results.
- 4. In the **Select Columns** pane, do the following as necessary:
- Add one or more columns to the query.
- <u>Delete one or more columns from the query</u>.
- Modify the order of the columns.
- <u>Rename any columns</u>.

- 5. In the **Conditions** pane, do the following as necessary:
- <u>Create one or more conditions for the query.</u>
- Modify one or more conditions.
- Modify the order of the conditions.
- Group conditions for evaluation.
- 6. In the Order pane, do the steps to Specify the Sort Order for Query Results.
- 7. To count the number of records that match the selection criteria, in the toolbar, click **Count**. The results appear in the **Query Designer** dialog box. Click **OK**.
- 8. To save the query, do the following:
- a. In the toolbar, click **Save**. The **Save Query Dialog** box appears.

Save Query Dialog		
Look In: My Queries	👻 👗 Delete 👶 Export To File	
Name	Date Created	
Accounts is Parent Account Status is Open	12/14/2012 12/18/2012	
Query Name:		
Cancel	Sa	ive

b. In the **Query Name** box, type a name for the query and then click **Save**.

Tip: To overwrite an existing query, in the **Name** column, click the query to overwrite and then click **Save**.

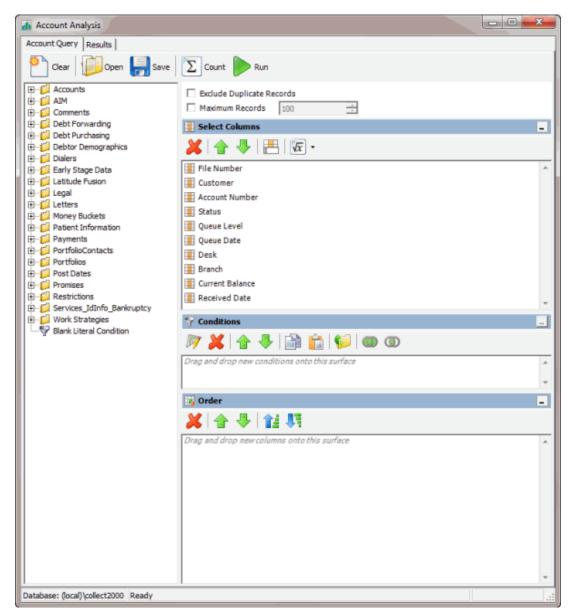
9. To run the query, do the steps to <u>Run an Account Analysis Query</u>.

Modify an Account Analysis Query

Use the Account Analysis window to modify a query for analyzing accounts.

To modify an account analysis query

1. In the **Main Menu** window, from the **Tools** menu, click **Account Analysis**. The **Account Analysis** window appears.



2. In the toolbar, click **Open**. The **Open Query Dialog** box appears.

ok In: My Queries	🔹 🖊 Delete 🐣	Import From Eile
ok In: Hy Queres	- 🍋 Deete 🖓	Import From File
Name	Date Created	
Accounts is Parent	12/14/2012	
Account Status is Open	12/18/2012	
uery Name:		

- 3. In the Name column, click the query and then click **Open**. The query appears in the **Account Analysis** window.
- 4. Modify the query as necessary.
- 5. To save the query, do the following:
- a. In the toolbar, click **Save**. The **Save Query Dialog** box appears.

Save Query Dialog		
Look In: My Queries	👻 🛛 👗 Delete 🛛 🛞 Export To File	
Name	Date Created	
Accounts is Parent Account Status is Open	12/14/2012 12/18/2012	
Query Name:		
Cancel	5	jave //

b. In the Name column, click the query name and then click Save.

Tip: To create a query from the existing query, in the **Query Name** box, type a name for the query and then click **Save**. The system creates a query based on the existing one, and leaves the existing query unchanged.

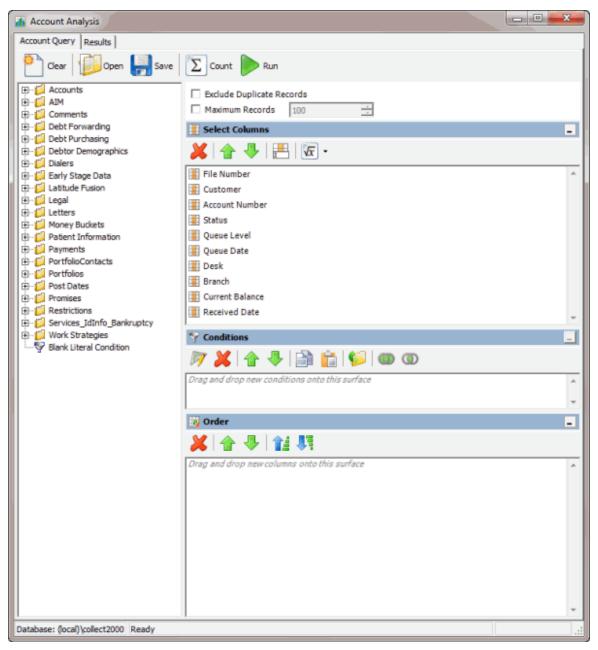
6. To run the query, do the steps to <u>Run an Account Analysis Query</u>.

Run an Account Analysis Query

Use the Account Analysis window to run an account analysis query.

To run an account analysis query

1. Create an Account Analysis Query or Modify an Account Analysis Query.



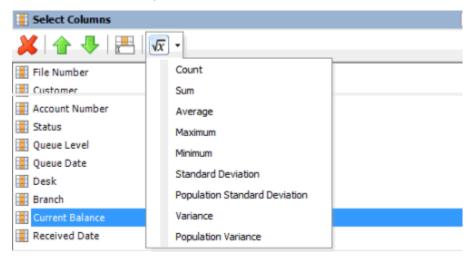
2. In the toolbar, click **Run**. The results appear on the **Results** tab. For more information, see <u>Query</u> <u>Results</u>.

Assign an Aggregate Function to a Column

Use the **Select Columns** pane in the **Account Analysis** or **SQL Author** window to assign an aggregate function to a column. When you run the query, the aggregated values appear in the column instead of the actual value. Non-aggregated columns create the groups represented by the aggregated data.

To assign an aggregate function to a column

- 1. Do one of the following:
- Create an Account Analysis Query or Modify an Account Analysis Query.
- <u>Create a SQL Statement or Modify a SQL Statement</u>.
- 2. In the Select Columns pane, click the column and then, in the toolbar, click the Aggregate icon.



3. Click a function. The original column name appears with the aggregate function name appended. For example, if you selected the "average" function for the **Current Balance** column, the **Current Balance** column name changes to **Average of Current Balance**.

III File Number
III Customer
I Account Number
I Status
I Queue Level
📱 Queue Date
E Desk
Eranch
🕢 Average of Current Balance
Ecceived Date

4. To delete an aggregated function, click the column name and then click the Aggregate icon.

Aggregate Functions

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

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

CBR Special Comment Tool

CBR Special Comment Tool

Use the CBR Special Comment tool to create queries to update the special comment on CBR accounts that meet specified selection criteria.

Latitude Console Printable Help

<i></i>	Latitude CBR Comment	. X
Select Accounts Preview Accounts		
🕘 Clear 📁 Open 🛃 Sav	e Dount Pun 1	
Address 2 Address_Confirmation Order AIM	Exclude Duplicate Records Maximum Records T00 T Conditions	_
B-C AWG B-C AWG New B-C CombodHardship	阿 💢 🛧 🕹 📸 🈭 💷 🚳 🛈	
CareAndHardship Commerts Commerts Consolidation Consolidation Consolidation New Consolidation New Consolidation New Cout Cout Cout Cout Debt Forwarding Cout Debt Purchasing Cout Debt roburgaphics	The account is open and The account has an active status 3	
⊕- 💭 DebtorBankInfo ⊕- 💭 DebtorCreditCards		V
B- C Debtors B- C Delinquency B- C Delinquency	☑ Order メ 合 寻 1 1 1 1 1	-
B-C Depute B-C Documentation B-C Francial B-C Francial B-C Lattude Fusion B-C Legal B-C Letters B-C Letters B-C Letters B-C Letters B-C Letters B-C Letters	Diag and diop new columns onto this surface 4	<
B-C Money Buckets B-C Patient Information	v	>
	5 Select Special Comment : AB - CBRSPECCMT Update Account	ints

1. **Toolbar:** Provides options for clearing, opening, saving, and running selection criteria, and counting the query results.

Option	Description
Clear	Clears all query settings.
Open	Clears all query settings and opens a saved query.
Save	Saves the query settings.
D Count	Sums the number of records that match the selection criteria.
Run	Runs the query and displays the results on the Preview Accounts tab.

- 2. Data Selection pane: Provides a list of data that you can select to create a query.
- 3. Conditions pane: Allows you to set the conditions for retrieving data.
- 4. **Order pane:** Allows you to set the order for displaying or running data.

5. Select Comment section: Allows you to select the special comment to which to update accounts.

Create a CBR Special Comment Query

Use the **Latitude CBR Comment** window to create a query to update the special comment on CBR accounts that meet specific criteria.

To create a CBR comment query

- 1. Do one of the following:
 - In the Windows application list, click CBR Special Comment Tool.
 - In the bin folder, double-click **CbrComment.exe**.

The Latitude Login dialog box appears.

2. Specify your Latitude credentials and then click **Okay**. The **Latitude CBR Comment** window appears.

A.	Latitude CBR Comment	- • ×
Select Accounts Preview Accounts		
Clear Dear Save	Dount Pun	
Accounts Address Address Address	Exclude Duplicate Records Maximum Records 100	
🕀 💋 AIM	😚 Conditions	-
G-CANG AWG AWG New G-CAReAndHardship	阿 💢 🚖 🤴 🚔 😭 🗐 🚳 🛈	
E-Comments	The account is open and The account has an active status	<u></u>
Complaint Consolidation	and the account has an active status	
Consolidation New		
⊕- Court ⊕- Debt Forwarding		
B-C Debt Purchasing		
Debtor Demographics DebtorBankInfo		
DebtorCredtCards		×
Debtors Delinguency	🕎 Order	-
🖲 💋 Dalers	★ 金 寺 1 盤 朝	
Constant Dispute Documentation	Diag and drop new columns onto this surface	^
🖲 📁 Early Stage Data		
😟 📁 Legal		
⊕- 📁 Letters ⊕- 📁 Loan Type		
🖲 💋 MiscExtra		
Generation		
n normate		Y
	Select Special Comment : AB - CBRSPECCMT Up	date Accounts
	Select Special Comment : (Por -Constr ECCAI)	usie Accourts

- 3. To limit the query results to a specific number of records, select **Maximum Records** and then, in the box, type the maximum number of records to include in the results.
- 4. In the **Conditions** pane, do the following as necessary:
 - Create one or more conditions for the query.
 - Modify one or more conditions.

Latitude Console Printable Help

- Modify the order of the conditions.
- Group conditions for evaluation.
- 5. In the **Order** pane, do the steps to <u>Specify the Sort Order for Query Results</u>.
- 6. To count the number of records that match the selection criteria, in the toolbar, click **Count**. The results appear in the **Query Designer** dialog box. Click **OK**.
- 7. To preview the query results, in the toolbar, click **Run**. The results appear on the **Preview Accounts** tab.

select Acco	Preview Ac	counts		
Drag a col	lumn header here	to group by the	at column.	
umber	Name	statustype	specialComment	
204	Kline, Kathy M	0 - ACTIVE	AB	
215	Smith, Landon	0 - ACTIVE	AB	
217	Berard, Angela	0 - ACTIVE	AB	
220	Smith, Jackie	0 - ACTIVE	AB	
224	HIPPY, JANE	0 - ACTIVE	AB	
225	SMITH, HOLLY	0 - ACTIVE	AB	
227	Evans, Sandy	0 - ACTIVE	AB	
228	Jones, Carl	0 - ACTIVE	AB	
229	Jones, Patricia	0 - ACTIVE	AB	
230	Gilmore, Johnat	0 - ACTIVE	AB	
231	Camp, Mindy	0 - ACTIVE	AB	
232	Moore, Frank	0 - ACTIVE	AB	
235	SMITH, BRAD	0 - ACTIVE	AB	
237	SUTHERLAND	0 - ACTIVE	AB	
238	PHILLIPS, CINDY	0 - ACTIVE	AB	
239	COOPER, JOHN	0 - ACTIVE	AB	
240	JONES, HOPE	0 - ACTIVE	AB	
241	GRIFFIN, MEGA.	0 - ACTIVE	AB	
242	STRUDDER, JA.	0 - ACTIVE	AB	
243	HOPE, SALLY	0 - ACTIVE	AB	
245	GORMAN, CHRI.	0 - ACTIVE	AB	
	WICKAM, CARR.		AB	
247	GARDNER, NA.	0 - ACTIVE	AB	
248	GOODWIN, JA.	0 - ACTIVE	AB	
249	RUTHERFORD	0 - ACTIVE	AB	
250	HOLLAND, JOE	0 - ACTIVE	AB	
251	SOMER, JESSI.	0 - ACTIVE	AB	
252	HARRIS, ROBE.	0 - ACTIVE	AB	
253	DOWNEY, ROB.	0 - ACTIVE	AB	

- 8. To save the query, do the following:
- a. In the toolbar, click **Save**. The **Save Query Dialog** box appears.

Save	Query Dialog			E
Loo	k In: My Queries	🔹 🛛 👗 Delete	👌 Export To File	
N	ame	Date Created		
	count Status is Open	12/14/2012 12/18/2012		
Qu	ery Name:			-
_	Cancel		s	iave

b. In the **Query Name** box, type a name for the query and then click **Save**.

Tip: To overwrite an existing query, in the **Name** column, click the query to overwrite and then click **Save**.

9. To run the query to update the special comment on the selected accounts, do the steps to <u>Update the CBR Special Comment</u>.

Modify a CBR Special Comment Query

Use the **Latitude CBR Comment** window to modify a query for updating the special comment on CBR accounts that meet specific criteria.

To modify a CBR comment query

- 1. Do one of the following:
 - In the Windows application list, click CBR Special Comment Tool.
 - In the bin folder, double-click **CbrComment.exe**.

The Latitude Login dialog box appears.

2. Specify your Latitude credentials and then click **Okay**. The **Latitude CBR Comment** window appears.

3	Latitude CBR Comment	- 0 X
Select Accounts Preview Accounts	Sector 2010 (1997) (19977) (19977) (1997) (1997) (1997) (1997) (1997) (1997)	
🞦 Clear 🚺 Open 🛃 Save	Court Pun	
Accounts Address Address Address_Confirmation Address_Confirmation	Exclude Duplicate Records Maximum Records	
E C AWG	Conditions	<u> </u>
⊕- GareAndHardship	🖉 💢 🏠 🐥 🔛 🚔 🗳 🚳 🚳	
 ⊕- G Comments ⊕- C Complaint 	The account is open and The account has an active status	<u>^</u>
B ⊂ Consoldation B ⊂ Consoldation New B ⊂ Count Court Court B ⊂ Debt Forwarding B − Debt Purchasing	=	
Debtor Demographics Debtor Bankinfo DebtorBankinfo DebtorCredtCards		v
Debtors Delinguency	😼 Order	-
🗈 📁 Dialers	× + + 12 FT	
Dispute Documentation	Diag and drop new columns onto this surface	[A]
🗈 📁 Early Stage Data		
Government G		
🕑 💭 Legal		
⊕- Letters ⊕- LoanType		
MiscExtra MiscExtra Money Buckets		
Patient Information	v l	-
in Al Demande	J.	
	Select Special Comment : AB - CBRSPECCMT Upda	ste Accounts

- 3. In the toolbar, click **Open**. A confirmation dialog box appears.
- 4. Click Yes. The Open Query Dialog box appears.

Open Query Dialog		8
Look In: My Queries	🔹 🖊 Delete	👶 Import From File
Name	Date Created	
Accounts is Parent Account Status is Open	12/14/2012 12/18/2012	
Query Name:		
Cancel		Open

- 5. In the Name column, click the query and then click **Open**. The query appears in the **Latitude CBR Comment** window.
- 6. Modify the query as necessary.

7. To preview the query results, in the toolbar, click **Run**. The results appear on the **Preview Accounts** tab.

Jereci re	Preview Ac	counts		
Drag a	column header here	e to group by the	at column.	
number	Name	statustype	specialComment	
1204	Kline, Kathy M	0 - ACTIVE	AB	
1215	Smith, Landon	0 - ACTIVE	AB	
1217	Berard, Angela	0 - ACTIVE	AB	
1220	Smith, Jackie	0 - ACTIVE	AB	
1224	HIPPY, JANE	0 - ACTIVE	AB	
1225	SMITH, HOLLY	0 - ACTIVE	AB	
1227	Evans, Sandy	0 - ACTIVE	AB	
1228	Jones, Carl	0 - ACTIVE	AB	
1229	Jones, Patricia	0 - ACTIVE	AB	
1230	Gilmore, Johnat	0 - ACTIVE	AB	
1231	Camp, Mindy	0 - ACTIVE	AB	
1232	Moore, Frank	0 - ACTIVE	AB	
1235	SMITH, BRAD	0 - ACTIVE	AB	
1237	SUTHERLAND	0 - ACTIVE	AB	
1238	PHILLIPS, CINDY	0 - ACTIVE	AB	
1239	COOPER, JOHN	0 - ACTIVE	AB	
1240	JONES, HOPE	0 - ACTIVE	AB	
1241	GRIFFIN, MEGA.	0 - ACTIVE	AB	
1242	STRUDDER, JA.	0 - ACTIVE	AB	
1243	HOPE, SALLY	0 - ACTIVE	AB	
1245	GORMAN, CHRI.	0 - ACTIVE	AB	
1246	WICKAM, CARR.	0 - ACTIVE	AB	
1247	GARDNER, NA.		AB	
1248	GOOD/MN, JA.,	0 - ACTIVE	AB	
1249	RUTHERFORD		AB	
1250	HOLLAND, JOE	0 - ACTIVE	AB	
1251	SOMER, JESSI.		AB	
1252	HARRIS, ROBE		AB	
1253	DOWNEY, ROB.		AB	

- 8. To save the query, do the following:
- a. In the toolbar, click **Save**. The **Save Query Dialog** box appears.

Save Query Dialog		
Look In: My Queries	👻 💢 Delete 🍭	Export To File
Name	Date Created	
Accounts is Parent Account Status is Open	12/14/2012 12/18/2012	
Query Name:		
Cancel		Save

b. In the **Query Name** box, type a name for the query and then click **Save**.

Tip: To overwrite an existing query, in the **Name** column, click the query to overwrite and then click **Save**.

9. To run the query to update the special comment on the selected accounts, do the steps to Update the CBR Special Comment.

Update the CBR Special Comment

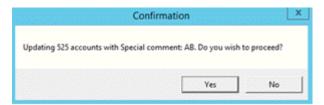
Use the **Latitude CBR Comment** window to run a query to update the special comment on CBR accounts that meet specific criteria.

To update the CBR special comment

1. <u>Create a CBR Special Comment Query</u> or <u>Modify a CBR Special Comment Query</u>.

9	Latitude CBR Comment
Select Accounts Preview Accounts	
🕘 Clear 🕼 Open 🛃 Sav	e Dount Pun
Accounts Address Address Address_Confirmation	Exclude Duplicate Records Maximum Records 100
te-C AM te-C AWG	S Conditions
AWG New	🛛 🕅 💢 🏠 🐥 🔛 😭 💕 🚳 🛈
CareAndHardship Comments	The account is open A
🕀 📁 Complaint	and The account has an active status
Consolidation Consolidation New	
E-Cout	·#
Debt Forwarding Debt Purchasing	
Debt Purchasing Debtor Demographics	
E 💋 DebtorBankinfo	
DebtorCreditCards Debtors	Drder -
Delinguency	
🗉 📁 Dialers	X 4 + 12 R
Contraction	Diag and dop new columns onto this surface
E G Early Stage Data	
🗉 📁 Financial	
⊕ G Lattude Fusion ⊕ G Legal	
E Cletters	
🕀 🚺 LoanType	
General MiscExtra General Money Buckets	
Patient Information	
in A Beards	
	Select Special Comment : AB - CBRSPECCMT Update Accounts

- 2. In the lower section of the Latitude CBR Comment window, in the Select Special Comment list box, click the special comment to update on the selected accounts.
- 3. Click Update Accounts. The Confirmation dialog box appears.



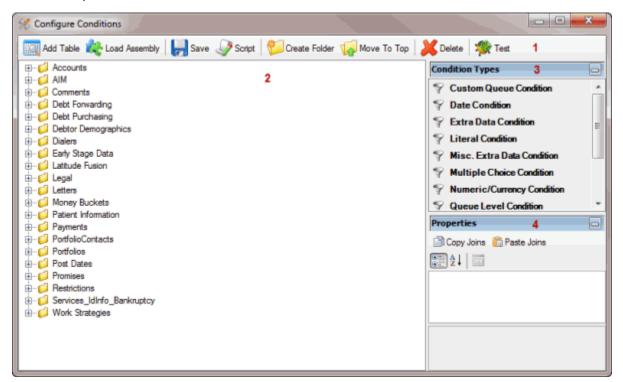
4. Click **Yes**. A notification dialog box appears, which indicates that the updates are complete.

5. Click **OK**, and in the next dialog box, click **Close**. The credit bureaus will get the updated comment the next time you report the accounts.

Condition Builder

Condition Builder

Use Condition Builder to maintain the list of conditions users can select when creating queries using a query tool. You must have the "Configure Query Designer Conditions" permission. For more information, see the *Latitude* documentation.



1. Toolbar: Provides options for configuring conditions.

Option	Description
Add Table	Opens the Add Table Wizard to allow you to map a Latitude database table or view to conditions.
k Load Assembly	Adds a .dll assembly file containing conditions that Latitude by Genesys created for your organization.
Save	Saves the condition configuration.
Script	Allows you to create a SQL file that contains the specified conditions.
💯 Create Folder	Allows you to create a folder in the Condition Selection pane.

Vig Move To Top	Allows you to move a folder or condition.
🔀 Delete	Allows you to delete a folder or condition.
爘 Test	Allows you to test a condition to ensure it's configured properly.

- 2. **Condition Selection pane:** Provides a list of conditions that are available to users when they create queries. You can add, modify, and configure the conditions.
- 3. Condition Types pane: Allows you to add a condition type to the Data Selection pane.
- 4. **Properties pane:** Allows you to view and modify the configuration settings for the condition selected in the **Data Selection** pane.

Add a Database Table

Use the **Add Table Wizard** to add columns from a Latitude database table or view to the **Condition Selection** pane in the **Configure Conditions** window.

To add a database table

1. In the Main Menu window, from the Tools menu, click Condition Builder. The Configure Conditions window appears.

% Configure Conditions		
🔣 Add Table 🍂 Load Assembly 📙 Save 🧳 Scri	ot 🛯 🌮 Create Folder 🥡 Move To Top	💥 Delete 🏾 🏘 Test
Accounts AlM Accounts AlM Debt Forwarding Debt Forwarding Debt Purchasing Debtor Demographics Dialers Dialers Dialers Dialers Letters Money Buckets Potient Information Poyments PotfolioContacts Potfolios Post Dates Promises Restrictions Services_IdInfo_Bankruptcy Work Strategies		Condition Types Image: Custom Queue Condition Image: Date Condition Image: Extra Data Condition Image: Extra Data Condition Image: Misc. Extra Data Condition Image: Multiple Choice Condition Image: Numeric/Currency Condition Image: Queue Level Condition

2. In the toolbar, click Add Table. The Add Table Wizard appears.

Add Table Wizard	
	Add Table Wizard
	This wizard helps you to map a database table to conditions for the Latitude Query Designer.
	To continue, click Next.
	< Back Next > Cancel

3. Click **Next**. The **Select Table or View** page appears, which lists the Latitude database tables and views.

Se	lect Table or View Select a table or view which contai conditions.	ns the data that yo	ou want to map	to
	Name	Туре		*
	[dbo].[ABA]	BASE TABLE		
	[dbo].[ABA_OLD]	BASE TABLE		
	[dbo].[Account_InterestAc	BASE TABLE		
	[dbo].[Account_WorkStats]	BASE TABLE		
	[dbo].[AccountContacts]	BASE TABLE		
	[dbo].[AccountPaymentSu	VIEW		
	[dbo].[AcctMoverJob]	BASE TABLE		
	[dbo].[AcctMoverJob_Items]	BASE TABLE		
	[dbo].[AcctMoverPresets]	BASE TABLE		
	[dbo].[AckWork]	BASE TABLE		
	[dbo].[action]	BASE TABLE		-
		< Back	Next >	Cancel

4. Click the table or view and then click **Next**. The **Select Key Reference** page appears.

Add Table Wizard				
Select Key Reference Select the column an account or del	in the table which can be used to reference the record to			
Key Column:	•			
Reference Field:	(i) master.number			
	🔘 Debtors.DebtorD			
	🔘 master,account			
	🔘 master.id1			
	master.id2			
	ServiceHistory.RequestID			
	<back next=""> Cancel</back>			

Key Column: Field to use to match records to an account or customer on an account.

Reference Field: Field that ties the **Key Column** to the Master, Debtor, or ServiceHistory table. The options are:

master.number: Latitude file number in the Master table.

Debtors.DebtorID: Customer number in the Debtors table.

master.account: Customer account number in the Master table.

master.id1: ID1 field in the Master table.

master.id2: ID2 field in the Master table.

ServiceHistory.RequestID: Unique request number for service information in the ServiceHistory table.

5. Specify the **Key Column** and **Reference Field** and then click **Next**. The **Select Column Conditions** page appears.

conditions to use.			
Column	Data Type	Condition Type	
✓ Code	int	Numeric Condition	
Company	varchar	Text Condition	
State	varchar	Text Condition	E
City	varchar	Text Condition	
Phone	varchar	Text Condition	
Fax	varchar	Text Condition	
📝 Zip	int	Numeric Condition	
Address1	varchar	Text Condition	
Address2	varchar	Text Condition	-
Text Condition Type	Text Condition	20	

- 6. Clear the check box for each column to exclude from mapping.
- 7. To change the condition type for a column assigned the text condition type, click the column name and in the **Text Condition Type** list box, click the condition type.
- 8. Click Next. The Add Table Wizard Completed page appears.

Add Table Wizard	
	Add Table Wizard Completed
	The selected table columns will now be mapped into conditions for the Latitude Query Designer.
	To close this wizard, click Finish.
	< Back Finish Cancel

9. Click Finish. The system adds the table or view to the Condition Selection pane in the Configure Conditions window.

Create a Condition

Use the **Conditions Type** pane to create a condition. This process requires familiarity with SQL and the Latitude database structure.

To create a condition

1. In the **Main Menu** window, from the **Tools** menu, click **Condition Builder**. The **Configure Conditions** window appears.

% Configure Conditions			
🔣 Add Table 🎎 Load Assembly	Save 🧳 Script 🛛 💯 Create Folde	r 🌾 Move To Top 🛛 💥 Delete 🛛 🐐	Test
Accounts Accounts AlM Obst Forwarding Debt Forwarding Debt Purchasing Debtor Demographics Deb		P Date Co P Extra Date P Literal Co P Misc. Extra Date P Multiple P Numerico Properties	Queue Condition ndition ata Condition condition condition ctra Data Condition ctra Data Condition choice Condition c/currency Condition evel Condition

- 2. In the **Condition Types** pane, click a condition type and drag and drop it onto a folder in the **Condition Selection** pane. For more information about condition types, see <u>Condition Types</u>.
 - Promises
 Services_IdInfo_Bankruptcy
 Work Strategies
 New Condition
 New Date Condition
- 3. Type a name for the condition and press **Enter**.
- 4. In the **Properties** pane, specify the configuration settings for the condition. For more information, see <u>Condition Properties</u>.
- 5. If the condition has a **Joins** property and you want to copy the join to another condition, do the following:
- a. In the **Properties** pane, click **Copy Joins**.
- b. In the **Condition Selection** pane click the condition to copy the join to.
- c. In the **Properties** pane, click **Paste Joins**.
 - 6. To arrange the properties in alphabetical order, click the Sort icon.

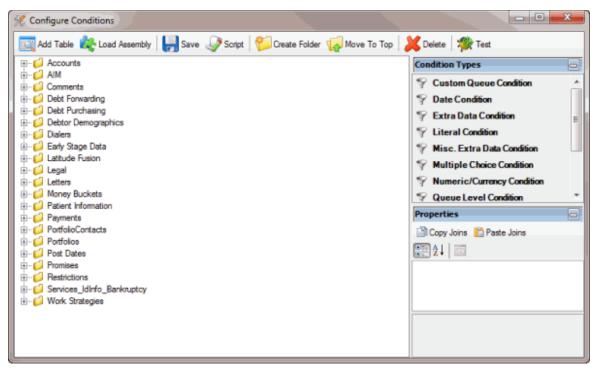
7. To arrange the properties by category, click the Categorize icon.

Add an Assembly File

Use the **Load Assembly** dialog box to add a ".dll" assembly file containing conditions that Latitude by Genesys created for your organization.

To add an assembly file

1. In the Main Menu window, from the Tools menu, click Condition Builder. The Configure Conditions window appears.



2. In the toolbar, click Load Assembly. The Load Assembly dialog box appears.

% Load Assembly					
Com V Com	puter 🕨	SYSTEM (C:) Assemblies	▼ 4 ₂	Search Assemblies	s 🔎
Organize - New	folder			833	- 🔳 🔞
☆ Favorites	N	lame		Date modified	Туре
	E	My.Library.dll		2/1/2013 2:28 PM	Application exter
🧮 Desktop	=	MyPMPanelLib.dll		2/1/2013 2:56 PM	Application exter
🥽 Libraries	E	MyReceiverPanelLib.dll		2/1/2013 3:01 PM	Application exter
Documents					
🌒 Music					
E Pictures					
🗃 Videos					
🥦 Martin, Barbara					
J Computer					
SYSTEM (C:)	_				
- RECOVERY (D:	τ		111		•
Fi	ile name		•	Assemblies (*.dll)	•
				Open 😽	Cancel

3. Click the assembly to add and then click **Open**. The system adds the assembly to the **Condition Selection** pane in the **Configure Conditions** window.

Create a SQL File

Use the **Script Conditions** dialog box to create a SQL file that contains the specified conditions. You can use the SQL file with other Latitude query tools or copy the SQL file contents directly into other programs.

To create a SQL file

% Configure Conditions	
📷 Add Table 🍂 Load Assembly 📙 Save 🧈 Script 💯 Create Folder 🌾 Move To Top	💥 Delete 🤺 Test
Accounts Alm Alm Comments Debt Forwarding Debt Purchasing Debt Purchasing Debtor Demographics Debtor Demographics Dialers Dialers Dialers Latitude Fusion Letters Money Buckets Money Buckets Port Dates Portfolio Portfolio Portfolio Portfolio Portfolio Portfolio Portfolio Portfolio Portfolio Services_IdInfo_Bankruptcy Work Strategies	Condition Types P Custom Queue Condition Date Condition Extra Data Condition Literal Condition Misc. Extra Data Condition Misc. Extra Data Condition Multiple Choice Condition Numeric/Currency Condition Queue Level Condition Copy Joins Copy Joins Paste Joins

2. In the toolbar, click Script. The Script Conditions dialog box appears.

Script all conditions Recreate the conditions table Script the selected conditions			
Description	Path	Condition Type	
1_Last_Seen_Date_NCOA_Mo	Latitude Fusion \LexisNexis\Batch\Ser	Text Condition	
1stMortgageBalance 1	Latitude Fusion LexisNexis CAC	Text Condition	
1stMortgageBalance2	Latitude Fusion LexisNexis CAC	Text Condition	
1stMortgageCreditorName1	Latitude Fusion (LexisNexis (CAC	Text Condition	
1stMortgageCreditorName2	Latitude Fusion (LexisNexis)(CAC	Text Condition	
1stMortgageDate 1	Latitude Fusion \LexisNexis \CAC	Text Condition	
1stMortgageDate2	Latitude Fusion (LexisNexis \CAC	Text Condition	
1stMortgageHighCredit1	Latitude Fusion (LexisNexis (CAC	Text Condition	
1stMortgageHighCredit2	Latitude Fusion\LexisNexis\CAC	Text Condition	
2_Last_Seen_Date_NCOA_Mo	Latitude Fusion (LexisNexis \Batch \Ser	Text Condition	
2MostRecentAddress	Latitude Fusion\Id Info\Services_IdIn	Text Condition	
2MostRecentAddressDate	Latitude Fusion\Id Info\Services_IdIn	Date Condition	
The second City	Calification and the Residence of the	Tank Candidan	

- 3. Do one of the following:
- To create a script of all the conditions, click **Script all conditions**. To recreate the conditions table, select **Recreate the conditions** table.
- To create a script for specific conditions, click **Script the selected conditions** and then select the check box for each condition to include in the script.
- 4. Click Okay. The Save Conditions Script dialog box appears.

P Save Conditions Script					x
Compute	er + SYSTEM (C:) + Scripts	▼ 4	Search Scripts		٩
Organize 🔻 New fold	ler				0
🍌 inetpub 🔺	Name		Date modified	Туре	
intel 🔒					
MSOCache		No items match yo	ur search.		
PerfLogs					
🎉 Program File:					
🍌 Program File:					
퉬 ProgramData 📰					
l Recovery					
Scripts					
퉬 System Volur 🛫	<				÷.
File name:				-	-
	D-1-1-510				
Save as type: SQL B	Batch Files (*.sql)				•
) Hide Folders			Save	Cance	ا

5. Type a name for the file and then click **Save**.

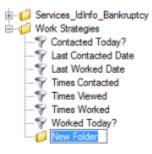
Create a Folder

Use the **Create Folder** option to create a folder for storing conditions. You can add new conditions or move existing conditions to the folder. You can also move the folder to the top tier so that it's not embedded in another folder.

To create a folder

% Configure Conditions			
🔣 Add Table 🎎 Load Assembly	Save 🌛 Script 🛛 💋 Create Folde	r 🤹 Move To Top 🛛 💥 Delete 🛛	ứ Test
Accounts AlM Accounts AlM AlM Comments Debt Forwarding Debt Purchasing Debtor Demographics Debtor Demotor Demotor Demotor Demographic		우 Date 우 Extra 우 Liter 우 Misc 우 Multi 우 Num 우 Que	tom Queue Condition Condition Data Condition Data Condition Condit

- 2. In the Condition Selection pane, click the place where you want to insert the folder.
- 3. In the toolbar, click **Create Folder**. The system adds a folder called **New Folder** to the **Data Selection** pane.



- 4. Type a name for the folder and press Enter.
- 5. To move existing conditions to the folder, in the **Conditions Selection** pane, click a condition and drag and drop it to the new folder.
- 6. To add a condition to the folder, do the steps to <u>Add a Database Table</u> or <u>Create a Condition</u>.
- 7. To move the folder to the top tier, do the steps to <u>Move a Folder or Condition</u>.

Move a Folder or Condition

Use the **Move to Top** option to move a folder or condition to the top tier so that it's not embedded in another folder. You can also move a folder or condition to another folder.

To move a folder or condition

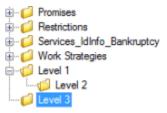
Latitude Console Printable Help

% Configure Conditions				
🔯 Add Table 🕀 Load Assembly	🚽 Save 🧳 Script	💯 Create Folder	Move To Top	💢 Delete l 🠲 Test
Accounts AlM Accounts AlM Alm Comments Debt Forwarding Debt Purchasing Debtor Demographics Debtor Demographics Letters Latitude Fusion Letters Accounts Patient Information Payments PotfolioContacts PotfolioS Pot Dates PotfolioS Pot Dates PotfolioS Potions Services_IdInfo_Bankruptcy Work Strategies				Condition Types Image: Condition Image: Condition <

2. In the Condition Selection pane, click the folder or condition.



3. In the toolbar, click Move to Top. The selected folder or condition moves to the top tier.



4. To move a folder or condition to another folder, click the folder or condition and drag and drop it onto the folder where you want to move it.

Delete a Folder or Condition

Use the **Delete** option to delete a folder or condition.

To delete a folder or condition

% Configure Conditions		
🔝 Add Table 🍂 Load Assembly 📙 Save 🧳 S	xipt 🛛 👏 Create Folder 🙀 Move To T	op 🕌 Delete 🦃 Test
Accounts AlM Accounts AlM Debt Forwarding Debt Forwarding Debt Purchasing Debt Purchasing Debt Purchasing Debt Purchasing Debt Pailers Lattude Fusion Letters Money Buckets Debt Patient Information PortfoloContacts Portfolos Portfolos Portfolos Portolos Portolos Portolos Portolos Portolos Services_IdInfo_Bankruptcy Work Strategies		Condition Types Image: Custom Queue Condition Image: Date Condition Image: Extra Data Condition

- 2. In the **Condition Selection** pane, click the folder or condition.
- 3. In the toolbar, click **Delete**. A confirmation dialog box appears.
- 4. Click Yes.

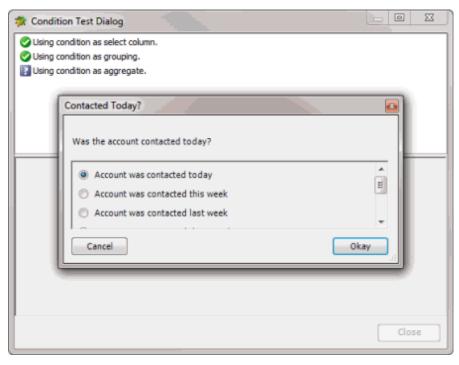
Test a Condition

Use the **Move to Top** window to test a condition to ensure that it's configured properly.

To test a condition

% Configure Conditions		
🔣 Add Table 🍂 Load Assembly 🛛 😓 Save 🛷 Script	💯 Create Folder 🏼 🙀 Move To To	p 🕌 Delete 🏾 🎇 Test
Accounts AlM AlM Alm Alm Alm Alm Debt Forwarding Debt Forwarding Debt Purchasing Debt Demographics Dialers Dialers Dialers Lattude Fusion Legal Dialers Debt Portolocontacts Portolicontacts Post Dates Promises Services_IdInfo_Bankruptcy Work Strategies		Condition Types Image: Condition Image: Date Condition Image: Extra Data Condition <t< th=""></t<>

- 2. In the **Condition Selection** pane, click the condition.
- 3. In the toolbar, click **Test**. The **Condition Test Dialog** box appears and shows the testing progress for each condition. If the system requires user input, the [condition name] dialog box appears. The information that appears in the [condition name] dialog box is based on the condition type.



- 4. If the [condition name] dialog box appears, keep the selected option or select a different option and then click **Okay**. A notification dialog box appears, which indicates whether the test was successful.
- 5. Click **OK**.
- 6. To display the SQL statement used to test a condition, in the **Condition Test Dialog** box, click the condition. The corresponding SQL statement appears in the lower section of the dialog box.
- 7. When finished viewing the test results, click **Close**.

Condition Types

The following condition types are available in Condition Builder.

Condition Type	Description
Custom Queue	Allows you to create a condition for selecting a custom queue.
Date	Allows you to create a condition for selecting a date or a date and time.
Extra Data	Allows you to create a condition for selecting extra data.
Literal	Allows you to package a segment of SQL directly into a condition, requiring modification upon execution.
Misc. Extra Data	Allows you to create a condition for selecting miscellaneous extra data.
Multiple Choice	Allows you to create a condition for selecting values from a list of multiple options.
Numeric/Currency	Allows you to create a condition for selecting a numeric or currency value.
Queue Level	Allows you to create a condition for selecting a queue level.
Table Contains	Allows you to create a condition for looking up values in a Latitude database table or view.
Table Lookup	Allows you to create a condition for looking up values in a Latitude database table or view.
Text	Allows you to create a condition for selecting text.

Condition Properties

The following condition properties are available in Condition Builder, based on the condition type selected.

Category	Condition Property	Description
	Condition Type	Type of condition. The system populates this box when you create a condition and you cannot change it.
Appearance	Description	Name of the condition.
	Question	Question to ask when presenting a list of options in a multiple choice condition.
	Choices	Options available for selection in a multiple choice condition. Click the ellipsis to open the Choice Collection Editor dialog box and specify the options.
Behavior	Data Type	 Type of extra data or miscellaneous extra data. Valid values are: DateTime Numeric Text
	Format	 Data format to use for the numeric or currency condition. Valid values are: Currency None Percent
	Code	Code that identifies the extra data.
Data	Column	Column in the Latitude database table from which to get data. You can specify the column name or provide a SQL statement to indicate the column. Column name example: [master].[qlevel] SQL statement example: CASE ISDATE([master].[qdate]) WHEN 1 THEN CAST([master].[qdate] AS DATETIME) ELSE NULL END
	Joins	Joined: A key indexed column in the Latitude master database table joins to a column in another Latitude database table to get data.

	Not Joined: The data is in a column in the Latitude master database tabl
	Click the ellipsis to open the JoinTable Collection Editor dialog box and specify the tables to join.
Line	Extra data line number from which to pull data. An extra data code can have up to five lines of data associated to it.
LookupExpression	Name of the Latitude database table or expression that yields the looku values. The first column is the code value and the second column is the description.
	Example: SELECT [code].[QName] FROM [qlevel] WHERE [code] BETWEE "600" AND "799"
Select	SQL fragment used in the SQL statement SELECT clause.
SelectColumn	Expression used to display the results of the lookup. Example: [SupportQueueItems].[QueueCode] + "-" +[SupportQueueLevel].[QName]
SelectSubquery	Subquery expression to display as a list of values when using the condition as a select column. The subquery must return the field to display with a alias of [value] and cannot use an ORDER BY clause or any other SQL not permitted with a subquery.
SQL	SQL fragment used in the SQL statement WHERE clause.
Subquery	Subquery expression that yields the related data values.
Title	Title of the miscellaneous extra data.

Credit Report Requester

Credit Report Requester

Use Credit Report Requester to request credit bureau reports for accounts that meet specific criteria.

Credit Report Requester	
Request Credit Bureau Reports Account Query Clear Open Open Save Image: Accounts	∑ Count 1 ✓ Exclude Duplicate Records Maximum Records 100 ▲
Debt Forwarding Debt Porwarding Debt Purchasing Debt Purchasing Debtor Demographics Dialers Diale	Conditions
⊕- ☐ Letters ⊕- ☐ Money Buckets ⊕- ☐ Patient Information ⊕- ☐ Payments	Order □ X ↑ Image: A state of the s
PortfolioContacts Portfolios Portfolios Post Dates Pomises Restrictions Services_IdInfo_Bankruptcy Work Strategies	4
Blank Literal Condition	Credit Report Type:

1. **Toolbar:** Provides options for clearing, opening, saving, and running selection criteria, and counting the query results.

Option	Description
Clear	Clears all query settings currently displayed in the window.
Open	Clears the query settings currently displayed in the window and opens a saved query.
Save	Saves the query settings currently displayed in the window.
D Count	Sums the number of records that match the selection criteria.

- 2. Data Selection pane: Provides a list of data you can select to create a query.
- 3. Conditions pane: Allows you to set the conditions for retrieving data.
- 4. Order pane: Allows you to set the order for displaying or running data.

Create a Credit Report Request Query

Use the **Credit Report Requester** window to create a query to request credit bureau reports for accounts that meet specific criteria.

To create a credit report request query

1. In the Main Menu window, from the Tools menu, click CBR Requester. The Credit Report Requester window appears.

Credit Report Requester	
Request Credit Bureau Reports	
Account Query	
🕙 Clear 🔟 Open 拱 Save	S Count
Accounts AIM Comments	Exclude Duplicate Records Maximum Records 100
Debt Forwarding	Y Conditions
Debt Purchasing Debtor Demographics Debtor Demographics Dialers	河 💢 会 🦆 🚔 🎬 ジ 🚳 🛈
Erly Stage Data	Debtor Type is "Debtor"
E-C-C-C-C-C-C-C-C-C-C-C-C-C-C-C-C-C-C-C	🐼 Order 🕞
Money Buckets	
Patient Information Payments	
PortfolioContacts	Drag and drop new columns onto this surface
Portfolios Post Dates	
Promises	
Gervices_IdInfo_Bankruptcy	
Gervices_tourno_bank optcy Work Strategies	·
Sank Literal Condition	
	Credit Report Type:
	Request

Note: The system selects **Exclude Duplicate Records** to prevent you from requesting multiple credit bureau reports for the same SSN. You cannot clear this setting.

- 2. To limit the query results to a specific number of records, select **Maximum Records** and then, in the box, type the maximum number of records to include in the results.
- 3. In the **Conditions** pane, the **Debtor Type** condition is included by default. To modify the condition, do the following:
- a. Double-click the **Debtor Type** condition. The **Debtor Type** dialog box appears.

Debtor Type				
Value is one of the following:				
🔘 Val	Value is not one of the following:			
		Filter		
CODE	Description			
V 0	DEBTOR			
1	CO-DEBTOR 1			
2	CO-DEBTOR 2			
3	CO-DEBTOR 3			
1	CO-DEBTOR 4			
5	CO-DEBTOR 5			
6	CO-DEBTOR 6			
Can	Cancel			

- 0
- b. Do one of the following:
- c. To include a value, click Value is one of the following.

- d. To exclude a value, click Value is not one of the following.
- e. Select a check box to include a customer, or clear a check box to exclude a customer and then click **Okay**.

Note: To delete the condition, right-click the condition and then click **Delete**. In the confirmation dialog box, click **Yes**.

- 4. In the **Conditions** pane, do the following as necessary:
- Create one or more conditions for the query.
- Modify one or more conditions.
- Modify the order of the conditions.
- Group conditions for evaluation.
- 5. In the Order pane, do the steps to Specify the Sort Order for Query Results.
- 6. To count the number of records that match the selection criteria, in the toolbar, click **Count**. The results appear in the **Query Designer** dialog box. Click **OK**.
- 7. To save the query, do the following:
- a. In the toolbar, click **Save**. The **Save Query Dialog** box appears.

Save Query Dialog	
Look In: My Queries	🕤 💥 Delete 🛞 Export To File
Name	Date Created
Accounts is Parent Account Status is Open	12/14/2012 12/18/2012
Query Name:	
Cancel	Save

b. In the **Query Name** box, type a name for the query and then click **Save**.

Tip: To overwrite an existing query, in the **Name** column, click the query to overwrite and then click **Save**.

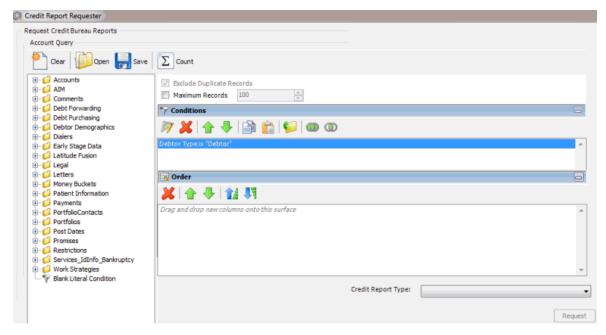
8. To run the query to generate credit report requests, do the steps to <u>Generate Credit Report</u> <u>Requests</u>.

Modify a Credit Report Request Query

Use the Credit Report Requester window to modify a query for requesting credit reports.

To modify a credit report request query

1. In the **Main Menu** window, from the **Tools** menu, click **CBR Requester**. The **Credit Report Requester** window appears.



- 2. In the toolbar, click **Open**. A confirmation dialog box appears.
- 3. Click Yes. The Open Query Dialog box appears.

Open Query Dialog		
Look In: My Queries	🔹 🛛 👗 Delete 🛛 👶 Import From File	
Name	Date Created	
Accounts is Parent Account Status is Open	12/14/2012 12/18/2012	
Query Name:		
Cancel	Open	

- 4. In the Name column, click the query and then click **Open**. The query appears in the **Credit Report Requester** window.
- 5. Modify the query as necessary.
- 6. To save the query, do the following:

a. In the toolbar, click **Save**. The **Save Query Dialog** box appears.

Save Query Dialog		
Look In: My Queries	👻 👗 Delete 🛞 Export To File	
Name	Date Created	=
Accounts is Parent Account Status is Open	12/14/2012 12/18/2012	
Query Name:		_
Cancel	Save	

b. In the **Query Name** box, type a name for the query and then click **Save**.

Tip: To overwrite an existing query, in the **Name** column, click the query to overwrite and then click **Save**.

7. To run the query to generate credit report requests, do the steps to <u>Generate Credit Report</u> <u>Requests</u>.

Generate Credit Report Requests

Use the **Credit Report Requester** window to run a query to request credit bureau reports for accounts that meet specific criteria.

To generate credit report requests

1. Create a Credit Report Request Query or Modify a Credit Report Request Query.

Credit Report Requester			
Request Credit Bureau Reports			
Account Query			
🕙 Clear 👔 Open 拱 Save	Count		
Accounts AIM Omments	Exclude Duplicate Records Maximum Records 100		
Debt Forwarding	😽 Conditions		
Debt Purchasing Debtor Demographics Debtor Demographics	🦻 💢 🏠 🐥 🚔 🚔 🚱 🚳 🚳		
Erly Stage Data	Debtor Type is "Debtor"		
E- 📁 Latitude Fusion			
i⊞ 📁 Legal i⊞ 🟳 Letters			
Letters Letters Letters	🖸 Order 🕞		
Patient Information	🗶 🚖 🍕 😫 朝		
Payments PortfolioContacts	Drag and drop new columns onto this surface		
Portfolios			
Post Dates			
Promises Generations			
Gervices_IdInfo_Bankruptcy			
Work Strategies Blank Literal Condition	*		
	Credit Report Type:		
	Great Report Type:		
	Request		

- 2. In the lower section of the **Credit Report Requester** window, in the **Credit Report Type** list box, click the type of report to request.
- 3. Click **Request**. The **CBR Requester** dialog box appears.

CBR Requester		×
15 accounts found, do you want	to request credit bure	eau reports?
	Yes	No

- 4. Click **Yes**. A notification dialog box appears, which indicates the requests are complete.
- 5. Click **OK**, and in the next dialog box, click **Close**.

Custom Panel Query Creator

Custom Panel Query Creator

Use the **Custom Panel Query Creator** window to create queries that you can use to create a custom anchor or reference panel in Latitude. For more information about the custom panels, see "Custom Panel Mapping" in the Latitude documentation.

Latitude Console Printable Help

8	Custom Panel Query Creator	6 X 6
Account Query Results		
Oear Dear Save	Dount Run 1	
#	Exclude Duplicate Records Maximum Records	
ADM II AVVG B-C AVVG AVVG New	Select Columns	
In CareAndHardship In Comments	Drag and drop new columns onto this surface	-
Horizon Horizon	3	
B - C Debt Forwarding B - C Debt Purchasing		-
Debtor Demographics DebtorRankInfo		
2 Cl Dahdrer vadar ande		~
SELECT TOP 100 PERCENT	4	1
FROM [dbo].[master] WITH ()		
1		
<		>

1. **Toolbar:** Provides options for clearing, opening, saving, and running selection criteria, and counting the query results.

Option	Description
Clear	Clears all query settings currently displayed in the window.
Open	Clears the query settings currently displayed in the window and opens a saved query.
Save	Saves the query settings currently displayed in the window.
D Count	Sums the number of records that match the selection criteria.
Run	Runs the query and displays the results on the Results tab.

2. Data Selection pane: Provides a list of data you can select to create a query.

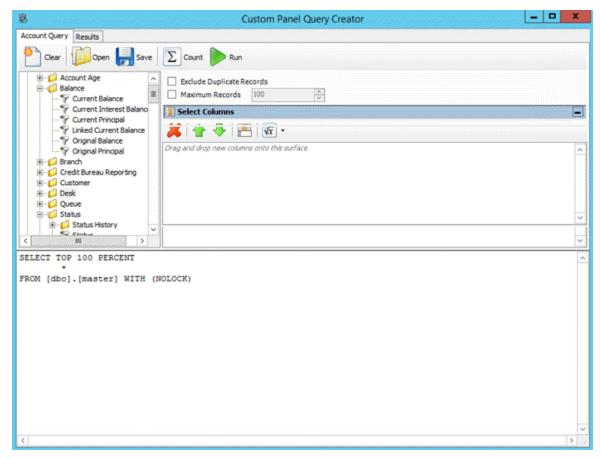
- 3. Select Columns pane: Allows you to select and arrange the columns of data to display in the query results.
- 4. SQL statement pane: Displays the SQL statement based on the columns and order specified.

Create a Custom Panel Query

Use the **Custom Panel Query Creator** window to create a query that you can use to create a custom anchor or reference panel in Latitude.

To create a custom panel query

1. In the Main Menu window, from the Tools menu, click Custom Panel Query. The Custom Panel Query window appears.



- 2. To exclude duplicate records from the query results, select Exclude Duplicate Records.
- 3. To limit the query results to a specific number of records, select **Maximum Records** and then, in the box, type the maximum number of records to include in the results.
- 4. In the Select Columns pane, do the following as necessary:
 - Add one or more columns to the query.
 - <u>Delete one or more columns from the query</u>.
 - Modify the order of the columns.

• <u>Rename any columns</u>.

Note: As you create the query, the SQL statement appears in the SQL statement pane.

- 5. To count the number of records that match the selection criteria, in the toolbar, click **Count**. The results appear in the **Query Designer** dialog box. Click **OK**.
- 6. To save the query, do the following:
- a. In the toolbar, click **Save**. The **Save Query Dialog** box appears.

Save Query Dialog			
Look In: My Queries	🕞 🛛 👗 Delete 🛛 🕭 Export To File		
Name	Date Created		
Custom Query	7/29/2019		
Open Fee Schedule Query	7/31/2019		
Pool Queue Query	7/31/2019		
Active Accounts Query	7/31/2019		
Demo Query	8/2/2019		
New Query	8/6/2019		
Test	8/27/2019		
Query Name:			
Cancel	Save		

b. In the **Query Name** box, type a name for the query and then click **Save**.

Tip: To overwrite an existing query, in the **Name** column, click the query to overwrite and then click **Save**.

7. To generate the query, do the steps to <u>Generate a Custom Panel Query</u>.

Modify a Custom Panel Query

Use the **Custom Panel Query Creator** window to modify a query that you can use to create a custom anchor or reference panel in Latitude.

To modify a custom panel query

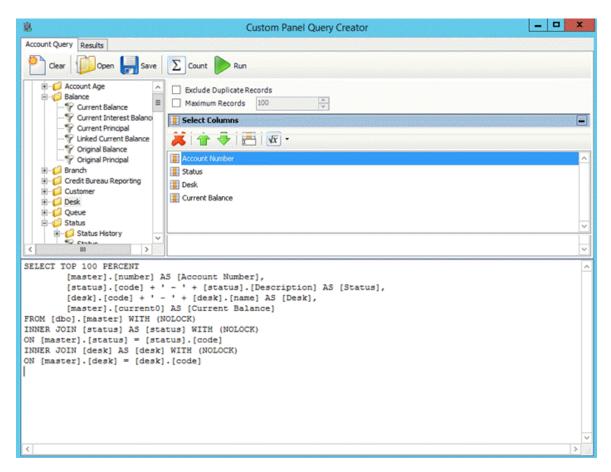
 In the Main Menu window, from the Tools menu, click Custom Panel Query. The Custom Panel Query window appears. OR Open C:\Program Files (x86)\Interactive Intelligence\Interaction Collector\PanelQueryCreator and then double-click PanelQueryCreator.

8	Custom Panel Query Creator	- • ×
Account Query Results		
Clear Open 🛃 Save	S Count Run	
Account Age Account Age Ge Ge Ge Ge Current Balance	Exclude Duplicate Records Maximum Records	
Current Interest Balanci Y Current Principal Y Linked Current Balance Y Original Balance	I Select Columns I → I → I → I → I → I → I → I → I → I →	
- ♥ Original Principal B- ♥ Branch B- ♥ Credit Bureau Reporting B- ♥ Lostomer B- ♥ Desk B- ♥ Queue	Drag and drop new columns onto this surface	<
E- Status		~
C III >		~
SELECT TOP 100 PERCENT		^
FROM [dbo].[master] WITH (N	OLOCK)	
<		> .i

- 2. In the toolbar, click **Open**. A confirmation dialog box appears.
- 3. Click Yes. The Open Query Dialog box appears.

Date Created 7/29/2019 7/31/2019 7/31/2019 7/31/2019 7/31/2019
7/29/2019 7/31/2019 7/31/2019
7/31/2019 7/31/2019
7/31/2019
7/31/2019
8/2/2019
8/6/2019
8/27/2019

4. In the Name column, click the query and then click **Open**. The query appears in the **Custom Panel Query Creator** window.



- 5. Modify the query as necessary.
- 6. To save the query, do the following:
- a. In the toolbar, click **Save**. The **Save Query Dialog** box appears.

	Save Query Dialog
Look In: My Queries	- 🔀 Delete 🛛 🕭 Export To File
Name	Date Created
Custom Query	7/29/2019
Open Fee Schedule Query	7/31/2019
Pool Queue Query	7/31/2019
Active Accounts Query	7/31/2019
Demo Query	8/2/2019
New Query	8/6/2019
Test	8/27/2019
Query Name:	
Cancel	Save

b. In the Query Name box, type a name for the query and then click Save.

Tip: To overwrite an existing query, in the **Name** column, click the query to overwrite and then click **Save**.

7. To generate the query, do the steps to <u>Generate a Custom Panel Query</u>.

Generate a Custom Panel Query

Use the **Custom Panel Query Creator** window to generate a query that you can use to create a custom anchor or reference panel in Latitude.

To generate a custom panel query

1. <u>Create a Custom Panel Query</u> or <u>Modify a Custom Panel Query</u>.

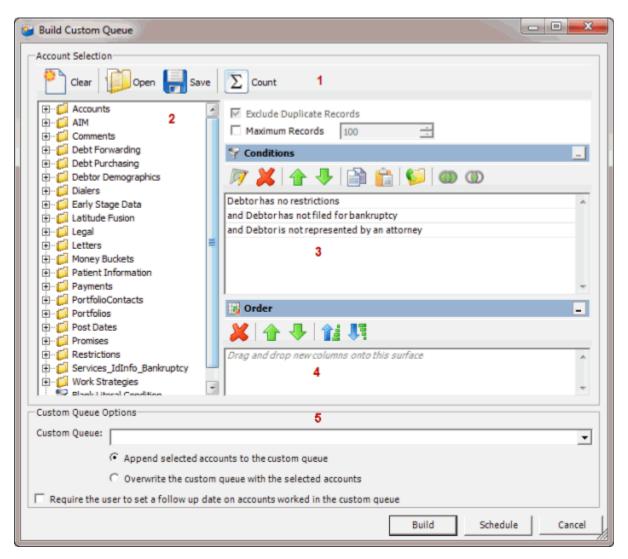
8	Custom Panel Query Creator	- • ×
Account Query Results		
Clear Dpen 🛃 Save	Sount Run	
Account Age Account Age Balance Gurrent Balance	Exclude Duplicate Records Maximum Records 100	
	Elect Columns	E
	Account Number	^
 Branch Credit Bureau Reporting Customer 	Status Desk	
Desk	I Current Balance	
E-0 Status		~
< III >		~
[status].[code] + [desk].[code] + '	atus] WITH (NOLOCK) atus].[code]] WITH (NOLOCK)	
<		>

2. In the toolbar, click **Run**. The results appear on the **Results** tab. For more information, see <u>Query</u> <u>Results</u>.

Custom Queue Manager

Custom Queue Manager

Use Custom Queue Manager to create custom queues of accounts that meet specific criteria. Users with the appropriate permissions can work the accounts without having to move them to another desk or queue level. You can also use **Custom Queue Manager** to maintain schedules for creating the custom queues. Custodian creates the queues at the specified time.



1. **Toolbar:** Provides options for clearing, opening, saving, and running selection criteria, and counting the query results.

Option	Description
Clear	Clears all query settings currently displayed in the window.
Open	Clears the query settings currently displayed in the window and opens a saved query.
Save	Saves the query settings currently displayed in the window.
D Count	Sums the number of records that match the selection criteria.

2. Data Selection pane: Provides a list of data you can select to create a query.

- 3. Conditions pane: Allows you to set the conditions for retrieving data.
- 4. Order pane: Allows you to set the order for displaying or running data.
- 5. **Custom Queue Options section:** Allows you to set the options for creating the queue.

Create a Custom Queue Query

Use the **Build Custom Queue** window to create a query that creates a custom queue of accounts that meet specific criteria. Users with the appropriate permissions can work the accounts in the custom queue without having to move them out of their assigned desk and queue level.

To create a custom queue query

1. In the Main Menu window, from the Tools menu, click Custom Queue Manager. The Custom Queue Manager window appears.

資 Custom Queue Manager	
🐸 Build Queue 📈 Delete Queue 🛛 📸	Modify Schedules
Queue Name	Created Date
high balance accounts	4/5/2011 3:38 PM
1	
(local)\collect2000 None Selected	

2. In the toolbar, click **Build Queue**. The **Build Custom Queue** window appears.

ë	Build Custom Queue	- 🗆 X
Account Selection		
Clear Dear Save	e D Count	
-C Accounts -C Address -C Address_Confirmation -C AIM -C AIM -C AWG -C AWG -C AWG New -C CareAndHardship	 Exclude Duplicate Records Maximum Records Conditions X X	_
Comments Comments Comments Consolidation Consolidation Consolidation New Court Debt Porwarding Debt Porwarding Debt Purchasing Debtor Demographics DebtorBankInfo DebtorCreditCards Debtors	Debtor has no restrictions and Debtor has not filed for bankruptcy and Debtor is not represented by an attorney	~
Overwrite the custo	counts to the custom queue im queue with the selected accounts ate on accounts worked in the custom queue	•
	Build Schedule	e Cancel

Note: Exclude Duplicate Records is selected by default to prevent including the same account twice in the custom queue.

- 3. To limit the query results to a specific number of records, select **Maximum Records** and then, in the box, type the maximum number of records to include in the results.
- 4. In the **Conditions** pane, do the following as necessary:
- <u>Create one or more conditions for the query.</u>
- Modify one or more conditions.
- Modify the order of the conditions.
- Group conditions for evaluation.

Note: The following conditions are included by default. You can modify or delete them as necessary.

Debtor has no restrictions: No restrictions selected on the **Restrictions** tab in the **Debtor Details** window.

Debtor has not filed bankruptcy: No information provided on the **Bankruptcy** tab in the **Debtor Details** window.

Debtor is not represented by an attorney: No information provided on the **Attorney** tab in the **Debtor Details** window.

5. In the **Order** pane, do the steps to <u>Specify the Sort Order for Query Results</u>.

- 6. To count the number of records that match the selection criteria, in the toolbar, click **Count**. The results appear in the **Query Designer** dialog box. Click **OK**.
- 7. To save the query, do the following:
- a. In the toolbar, click **Save**. The **Save Query Dialog** box appears.

Save Query Dialog	
Look In: My Queries	👻 👗 Delete 👶 Export To File
Name Accounts is Parent Account Status is Open	Date Created 2/14/2012 12/18/2012
Query Name:	
Cancel	Save

b. In the **Query Name** box, type a name for the query and then click **Save**.

Tip: To overwrite an existing query, in the **Name** column, click the query to overwrite and then click **Save**.

8. To run the query to create a custom queue, do the steps to Create a Custom Queue.

Modify a Custom Queue Query

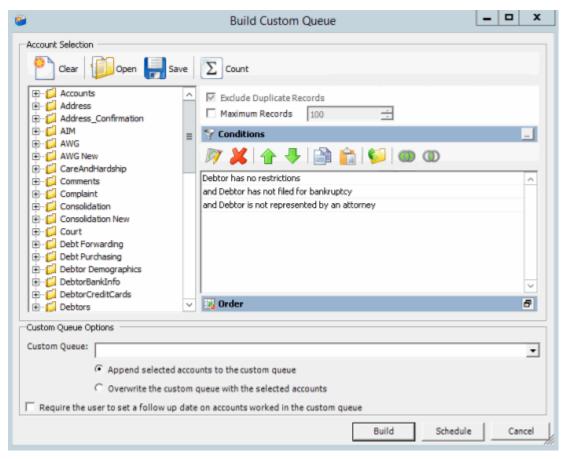
Use the **Build Custom Queue** window to modify a query for creating custom queues.

To modify a custom queue query

1. In the Main Menu window, from the Tools menu, click Custom Queue Manager. The Custom Queue Manager window appears.

😂 Custom Queue Manager		
Build Queue 📈 Delete Queue 🛛	Modify Schedules	
Queue Name	Created Date	
high balance accounts	4/5/2011 3:38 PM	
(local)\collect2000 None Selected		.:

2. In the data grid, double-click the custom queue. The **Build Custom Queue** window appears.



3. In the toolbar, click **Open**. A confirmation dialog box appears.

4. Click Yes. The Open Query Dialog box appears.

Open Query Dialog	8
Look In: My Queries	🔹 🛛 💢 Delete 🕴 👶 Import From File
Name	Date Created
Accounts is Parent Account Status is Open	12/14/2012 12/18/2012
Query Name:	
Cancel	Open

- 5. In the Name column, click the query and then click **Open**. The query appears in the **Build Custom Queue** window.
- 6. Modify the query as necessary.
- 7. To save the query, do the following:
- a. In the toolbar, click **Save**. The **Save Query Dialog** box appears.

Save Query Dialog		E
Look In: My Queries	👻 👗 Delete 🛞 Export To File	
Name	Date Created	
Accounts is Parent Account Status is Open	12/14/2012 12/18/2012	
Query Name:		
Cancel	S	iave

b. In the **Query Name** box, type a name for the query and then click **Save**.

Tip: To overwrite an existing query, in the **Name** column, click the query to overwrite and then click **Save**.

8. To run the query to create a custom queue, do the steps to <u>Create a Custom Queue</u>.

Create a Custom Queue

Use the **Build Custom Queue** window to create a custom queue based on a query of accounts that meet specific criteria.

To create a custom queue

1. <u>Create a Custom Queue Query</u> or <u>Modify a Custom Queue Query</u>.

Build Custom Queue	- 🗆	x
Account Selection		
 Accounts Address Address_Confirmation AIM AWG AWG AWG CareAndHardship Complaint Consolidation Consolidation New Consolidation New Consolidation New Consolidation New Consolidation New Debtor Forwarding Debtor Purchasing Debtor Demographics 		
DebtorBankInfo DebtorCreditCards Debtors V		-
Custom Queue Options Custom Queue:		•
Build Schedule	Car	ncel

2. In the **Custom Queue Options** section, do one of the following:

То	Then
	a. In the Custom Queue list box, click the queue name.
Append the query results to an existing	 b. Click Append selected accounts to the custom queue.
queue	Note : If the system places accounts in the custom queue through multiple queries, it's possible that some accounts in the custom queue require follow-up and some don't.

Overwrite an existing queue with the new query results	 a. In the Custom Queue list box, click the queue name. b. Click Overwrite the custom queue with the selected accounts. 	
Save the query results to a new queue	In the Custom Queue list box, type a queue name. The name cannot contain spaces.	

- 3. To require follow-up on accounts in the custom queue, select the **Require the user to set a follow up date on accounts worked in the custom queue** check box. When the user deletes an account from the custom queue after working it, the system prompts the user to set the account follow-up date.
- 4. Click **Build**. The **Build Custom Queue** dialog box appears.

Build Cust	om Queue
?	532 accounts were found that match your criteria. Would you like to build these accounts into custom queue No Restrictions?
	Yes No

- 5. Click **Yes**. A message dialog box appears.
- 6. Click **OK**. Users with the appropriate permissions can select the custom queue in Latitude and work the accounts in the queue.

Schedule a Custom Queue

Use the **Schedule Custom Queue** window to create a schedule for creating a custom queue. Custodian creates the custom queue at the specified time.

To schedule a custom queue

1. <u>Create a Custom Queue Query</u> or <u>Modify a Custom Queue Query</u>.

🕙 Clear 🕼 Open 拱	Save Save Count	
⊕- 📁 Accounts ⊕- 📁 Address ⊕- 📁 Address Confirmation	Exclude Duplicate Records Maximum Records 100	
E C AIM	= Conditions	
⊕- 📁 AWG ⊕- 💭 AWG New ⊕- 💭 CareAndHardship	- 🕅 💥 🛧 🦊 🚔 😭 🗐 🍩 👁	
Comments	Debtor has no restrictions	-
🗈 📁 Complaint	and Debtor has not filed for bankruptcy	
E Consolidation	and Debtor is not represented by an attorney	
Consolidation New		
⊕- 📁 Court ⊕- 📁 Debt Forwarding		
Debt Purchasing		
E- Debtor Demographics		
🗄 📁 DebtorBankInfo		
DebtorCreditCards		
🔄 📁 Debtors	V Drder	6
Justom Queue Options		
ustom Queue:		
Append selecter	ed accounts to the custom queue	
Overwrite the c	ustom queue with the selected accounts	

2. In the **Custom Queue Options** section, do one of the following:

То	Then	
	a. In the Custom Queue list box, click the queue name.	
	b. Click Append selected accounts to the custom queue .	
Append the query results to an existing queue	Note : If the system places accounts in the custom queue through multiple queries, it's possible that some accounts in the custom queue require follow-up and some don't.	
Overwrite an existing queue with the new	 a. In the Custom Queue list box, click the queue name. b. Click Overwrite the custom queue with the 	
query results	selected accounts.	
Save the query results to a new queue	In the Custom Queue list box, type a queue name. The name cannot contain spaces.	

🚱 Schedule Custom Queue	- • •
Schedule Title:	
Account Selection	
Clear Den 🛃 Save ∑ Count	
Accounts Accounts AIM	
Comments Conditions	
E Good Debt Purchasing E Good Debtor Demographics E Good Debtor Debto	
Early Stage Data Debtor has no restrictions and Debtor has not filed for bankruptcy	A
Legal and Debtor is not represented by an attorney	
🕮 📁 Money Buckets	_
Patient Information Payments Point Control Information Point Control Information	8
Custom Queue Options	
Custom Queue: No Restrictions	
Schedule	
🗆 Sunday 🗆 Monday 🗖 Tuesday 🗖 Wednesday 🗖 Thursday 🗖 Friday	Saturday
OK	Cancel
OK	Cancel

3. Click Schedule. The Schedule Custom Queue window appears.

- 4. In the **Schedule Title** box, type a name for the schedule that describes the custom queue the schedule creates.
- 5. Modify the query as necessary.
- 6. In the **Schedule** section, select the check box for each day you want Custodian to create the custom queue.
- 7. Click **OK**.

Create a Custom Queue Schedule

Use the **Schedule Custom Queue** window to create a schedule for creating a custom queue. Custodian creates the custom queue at the specified time.

To create a custom queue schedule

1. In the Main Menu window, from the Tools menu, click Custom Queue Manager. The Custom Queue Manager window appears.

🚰 Custom Queue Manager		
Build Queue 💥 Delete Queue Modify Schedules		
Queue Name	Created Date	
high balance accounts	4/5/2011 3:38 PM	
(local)\collect2000 None Selected		

2. In the toolbar, click **Modify Schedules**. The **Custom Queue Schedules** window appears.

💕 Custom Queue Schedules 📃 🗖 💌			
😵 New Schedule 🛛 🖉 Edit Schedule 📈 Delete Schedule			
Everyday Sunday Mon	day Tuesday Wednesd	ay Thursday Friday Saturday None	
Title	Queue Name	Scheduled Days	
No Restrictions Queue	No Restrictions	Friday	
1			

3. In the toolbar, click New Schedule. The Schedule Custom Queue window appears.

😥 Schedule Custom Queue	
Schedule Title:	
-Account Selection	
Clear Dear Save Dear	
Accounts	
B · □ AIM B · □ Comments	
Conditions	_
B · □ Debt Purchasing Debtor Demographics Debtor Debtor Demographics Debtor Debtor Demographics Debtor Debtor	
Debtor has no restrictions	<u>^</u>
Latitude Fusion and Debtor has not filed for bankruptcy and Debtor is not represented by an attorney	
Legal and Debtor is not represented by an attorney	
Money Buckets	
Patient Information Payments Payments Payments	
Custom Queue Options	
Custom Queue: No Restrictions	•
Schedule	
🗆 Sunday 🗆 Monday 🗖 Tuesday 🗖 Wednesday 🗖 Thursday 🗖 Friday	Saturday
OK	Cancel

- 4. In the **Schedule Title** box, type a name for the schedule that describes the custom queue the schedule creates.
- 5. Modify the query as necessary. For more information, see Create a Custom Queue.
- 6. In the **Custom Queue Options** section, in the **Custom Queue** list box, click the custom queue to create.
- 7. In the **Schedule** section, select the check box for each day you want Custodian to create the custom queue.
- 8. Click **OK**.

Modify a Custom Queue Schedule

Use the **Custom Queue Schedules** window to modify a schedule for creating a custom queue. Custodian creates the custom queue at the specified time.

To modify a custom queue schedule

1. In the Main Menu window, from the Tools menu, click Custom Queue Manager. The Custom Queue Manager window appears.

🚰 Custom Queue Manager		
Build Queue 💥 Delete Queue Modify Schedules		
Queue Name	Created Date	
high balance accounts	4/5/2011 3:38 PM	
(local)\collect2000 None Selected		

2. In the toolbar, click **Modify Schedules**. The **Custom Queue Schedules** window appears.

💕 Custom Queue Schedules 📃 🗖 💌			
😵 New Schedule 🛛 🖉 Edit Schedule 📈 Delete Schedule			
Everyday Sunday Mon	day Tuesday Wednesd	ay Thursday Friday Saturday None	
Title	Queue Name	Scheduled Days	
No Restrictions Queue	No Restrictions	Friday	
1			

- 3. In the data grid, click the schedule to modify.
- 4. In the toolbar, click Edit Schedule. The Schedule Custom Queue window appears.

😥 Schedule Custom Queue	
Schedule Title: No Restrictions Queue Schedule	
Account Selection	
Clear Dear Save D Count	
Accounts AIM Exclude Duplicate Records	
Comments	
Debt Forwarding Debt Purchasing	_
🗈 📁 Debtor Demographics 👘 📝 💥 🛧 🦊 🕋 😭 📁 🎯 🚳	
Debtor has no restrictions	*
Latitude Fusion and Debtor has not filed for bankruptcy	
Legal and Debtor is not represented by an attorney	
Gerein Money Buckets Der Gerein Patient Information	-
Payments - Devler	8
Custom Queue Options	
Custom Queue: No Restrictions	-
Schedule	
🗆 Sunday 🗆 Monday 🗖 Tuesday 🗖 Wednesday 🗖 Thursday 🔽 Friday	Saturday
OK	Cancel

- 5. Modify the schedule title, query, custom queue options, and schedule days as necessary.
- 6. Click **OK**.

Delete a Custom Queue Schedule

Use the **Custom Queue Schedules** window to delete a schedule for creating a custom queue.

To delete a custom queue schedule

1. In the Main Menu window, from the Tools menu, click Custom Queue Manager. The Custom Queue Manager window appears.

😂 Custom Queue Manager	Custom Queue Manager				
🐸 Build Queue 📈 Delete Queue 📷	Modify Schedules				
Queue Name	Created Date				
high balance accounts	4/5/2011 3:38 PM				
(local)\collect2000 None Selected					

2. In the toolbar, click Modify Schedules. The Custom Queue Schedules window appears.

💕 Custom Queue Schedules 📃 🗖 💌					
😵 New Schedule 🛛 🖉 Edit Schedule 🗼 Delete Schedule					
Everyday Sunday Mon	day Tuesday Wednesd	ay Thursday Friday Saturday None			
Title	Queue Name	Scheduled Days			
No Restrictions Queue	No Restrictions	Friday			
1					

- 3. In the data grid, click the schedule to delete.
- 4. In the toolbar, click **Delete Schedule**. A confirmation dialog box appears.
- 5. Click Yes.

Desk Mover

Desk Mover

Use Desk Mover to create queries to move accounts to other desks based on specified selection criteria. This tool allows you to distribute accounts to collection agents for working.

The following options are available when moving accounts:

- Use desk case limits to control the number of accounts moved to a specific desk.
- Move linked accounts together, separately, or not at all.
- Change the queue level and queue date assigned to the moved accounts.

🕈 Desk Mover					- • •
Account Query					
Clear 1	问 Open 🔚 Save	\sum Count 1			
E-10 Accounts		Exclude Duplicate Re Maximum Records	ecords 100	4 V	
Brand		💡 Conditions			
🕀 📁 🚺 Custo	Bureau Reporting	🕅 🗶 🛧 🧶	🗎 🔒 [🣁 🔘 🔘	
i ⊡- 📁 Desk i ⊡- 📁 Queux		Drag and drop new cond	tions onto this sur	face	*
Image: Status					
		3			
Active					
	e Off Date				
	d and Returned?				
	mer Account Number				
	mer Amount Last Char				
	mer Amount Last Paid mer Date Last Charge				
	mer Date Last Paid				
	uency Date				
					Ψ.
		🐻 Order			
		🗶 🛧 🦊 🔰			
	nterest Date 🕌	Drag and drop new colun	ns onto this surfa	C8	*
	II	4			*
Distribution Case	Limitations Linked Account	ts Queue			
Code	Name	Desk Type	Case Count	Case Limit	*
0000000	ADMIN 1 DESK	COLLECTOR	391	10000	E
C1	COLLECTOR 1 DESK	COLLECTOR	96	10000	
DIALERAPPD	DIALER APPEND DESK	Administrator	10 2	No Limit	
DIALERMERG	DIALER MERGE DESK	Administrator	2	No Limit	*
Distribute by n Distribute by a	umber of accounts ccount balance	5			
Close					Process

1. **Toolbar:** Provides options for clearing, opening, saving, and running selection criteria, and counting the query results.

Option	Description
Clear	Clears all query settings currently displayed in the window.
Open	Clears the query settings currently displayed in the window and opens a saved query.
Save.	Saves the query settings currently displayed in the window.
D Count	Sums the number of records that match the selection criteria.

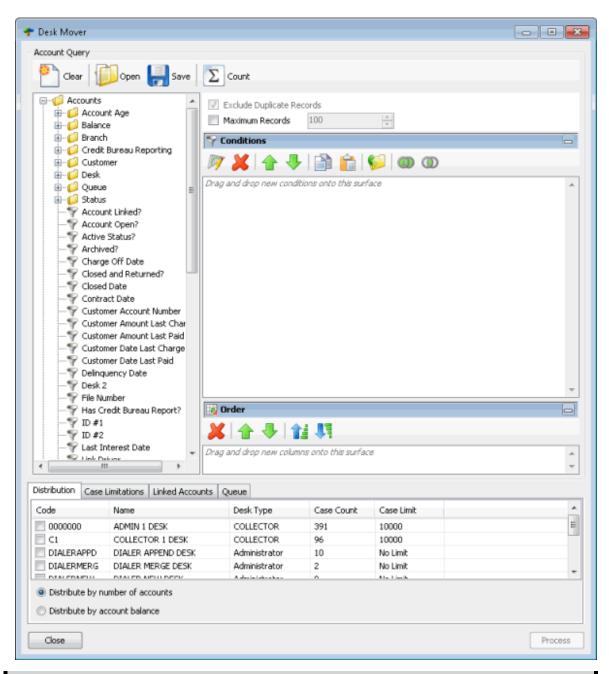
- 2. Data Selection pane: Provides a list of data you can select to create a query.
- 3. Conditions pane: Allows you to set the conditions for retrieving data.
- 4. **Order pane:** Allows you to set the order for displaying or running data.
- 5. **Option tabs:** Allows you to set the options for moving desks.

Create a Desk Mover Query

Use the **Desk Mover** window to create a query for distributing accounts that meet specified criteria to other desks.

To create a desk mover query

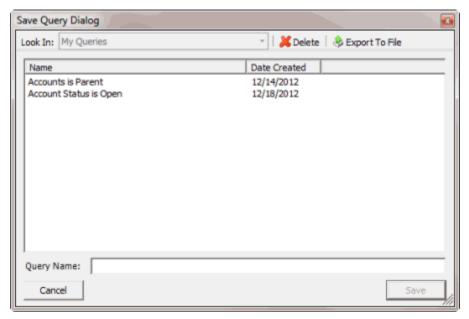
1. In the **Main Menu** window, from the **Tools** menu, click **Desk Mover**. The **Desk Mover** window appears.



Note: The system selects **Exclude Duplicate Records** to prevent including the same account twice in the query.

- To limit the query results to a specific number of records, select Maximum Records and then, in the box, type the maximum number of records to include in the results.
- 3. In the **Conditions** pane, do the following as necessary:
- Create one or more conditions for the query.
- Modify one or more conditions.
- Modify the order of the conditions.

- Group conditions for evaluation.
- 4. In the **Order** pane, do the steps to <u>Specify the Sort Order for Query Results</u>.
- 5. To count the number of records that match the selection criteria, in the toolbar, click **Count**. The results appear in the **Query Designer** dialog box. Click **OK**.
- 6. To save the query, do the following:
- a. In the toolbar, click **Save**. The **Save Query Dialog** box appears.



b. In the **Query Name** box, type a name for the query and then click **Save**.

Tip: To overwrite an existing query, in the **Name** column, click the query to overwrite and then click **Save**.

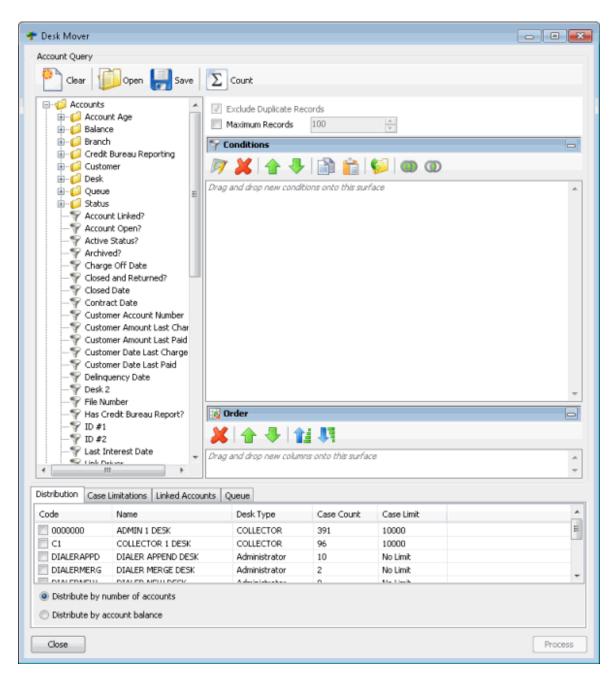
7. To run the query to distribute accounts to other desks, do the steps to <u>Distribute Accounts to</u> <u>Desks</u>.

Modify a Desk Mover Query

Use the **Desk Mover** window to modify a query for moving accounts to other desks.

To modify a desk mover query

1. In the **Main Menu** window, from the **Tools** menu, click **Desk Mover**. The **Desk Mover** window appears.



2. In the toolbar, click Open. The Open Query Dialog box appears.

Open Query Dialog		8
Look In: My Queries	🔹 💢 Delete 🌷 Import From File	
Name	Date Created	-
Accounts is Parent Account Status is Open	12/14/2012 12/18/2012	
Query Name:		-
Cancel	Open]/

- 3. In the **Name** column, click the query and then click **Open**. The query appears in the **Desk Mover** window.
- 4. Modify the query as necessary.
- 5. To save the query, do the following:
- a. In the toolbar, click **Save**. The **Save Query Dialog** box appears.

Save Query Dialog		E
Look In: My Queries	👻 👗 Delete 👶 Export To	File
Name	Date Created	
Accounts is Parent Account Status is Open	12/14/2012 12/18/2012	
Query Name:		
Cancel		Save

b. In the **Query Name** box, type a name for the query and then click **Save**.

Tip: To overwrite an existing query, in the **Name** column, click the query to overwrite and then click **Save**.

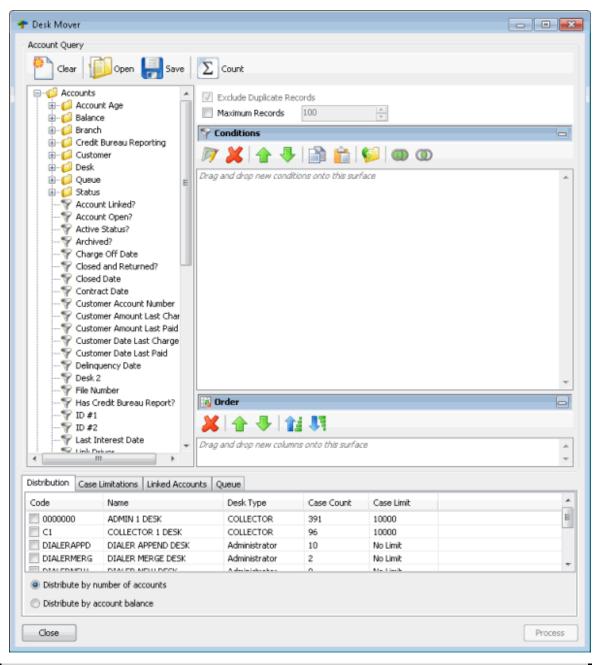
6. To run the query to distribute accounts to other desks, do the steps to <u>Distribute Accounts to</u> <u>Desks</u>.

Distribute Accounts to Desks

Use the **Desk Mover** window to distribute accounts that meet specified criteria to other desks. For example, your agency can assign new business to an inventory desk and then distribute the accounts to collectors using a query.

To distribute accounts to desks

1. Create a Desk Mover Query or Modify a Desk Mover Query.



Note: To sort the data grid, click a column heading.

Code: Code that identifies the desk.

Name: Name of the desk.

Desk Type: Type of desk.

Case Count: Number of accounts to distribute.

Case Limit: Maximum number of accounts that you can assign to a desk. If the value is "No Limit," you can assign an unlimited number of accounts to a desk.

Distribute by number of accounts: If selected, Desk Mover distributes the accounts to desks as equally as possible so that each desk receives about the same number of accounts.

Distribute by account balance: If selected, Desk Mover distributes the accounts as equally as possible based on the account balance so that each desk receives about the same account balance amount.

Note: Distribution is also based on the options you select on the **Case Limitations** and **Linked** Accounts tabs.

- 2. On the **Distribution** tab, select the check box for each desk to receive the accounts and then click a distribution option.
- 3. Click the Case Limitations tab.



Use desk case limit as maximum accounts: If selected, Desk Mover stops moving accounts to a desk once the desk reaches its case limit. Desk Mover either moves accounts to the next desk in the distribution that hasn't reached its case limit or, if there aren't any more desks in the distribution, stops moving the accounts.

Impose no maximum accounts on selected desks: If selected, Desk Mover ignores the case limits set for desks and distributes the accounts to desks equally.

4. Select an option and then click the Linked Accounts tab.



Move the selected account and all linked accounts. If selected, Desk Mover moves the accounts to another desk, along with all their linked accounts (even the ones that don't meet the query conditions).

Move the selected account but not the unselected linked accounts. If selected, Desk Mover moves the accounts to another desk, along with their linked accounts that meet the query conditions. It doesn't move any of their linked accounts that don't meet the query conditions.

Do not move selected linked accounts. If selected, Desk Mover doesn't move any linked accounts, even if they meet the query conditions.

5. Select an option and then click the **Queue** tab.

Distribution	Case Limitation	Linked Accounts	Queue	
Change	Queue Level:	000 - REMINDER		-
Change	Queue Date:	3/29/2013		

Change Queue Level: If selected, assigns a new queue level to the moved accounts.

[Queue Level]: Queue level to assign to the moved accounts.

Change Queue Date: If selected, assigns a new queue date (date to queue the account for work) to the moved accounts.

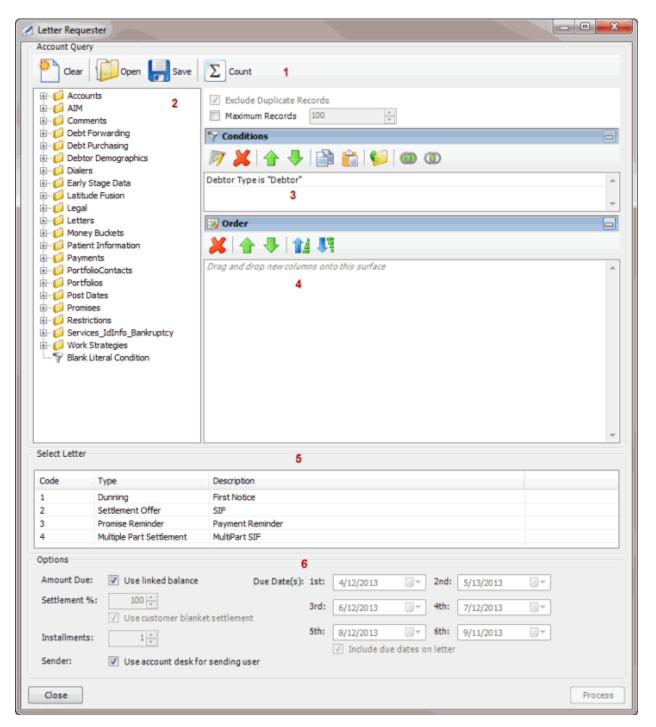
[Queue Date]: Queue date to assign to the moved accounts.

- 6. In the lower section of the **Desk Mover** window, click **Process**. The **Analyzing Accounts** dialog box appears.
- 7. Click **Process**. A confirmation dialog box appears.
- 8. Review the information and then click **Yes**. A notification dialog box appears, indicating that the process is complete.
- 9. Click **OK**.

Letter Requester

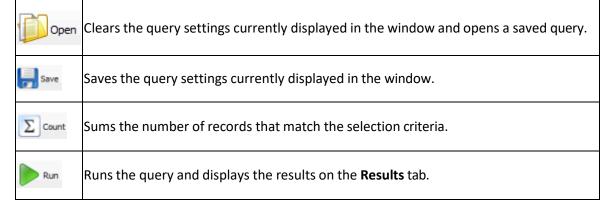
Letter Requester

Use Letter Requester to create queries to request letters based on specified selection criteria.



1. **Toolbar:** Provides options for clearing, opening, saving, and running selection criteria, and counting the query results.

Option	Description
Clear	Clears all query settings currently displayed in the window.



- 2. Data Selection pane: Provides a list of data you can select to create a query.
- 3. Conditions pane: Allows you to set the conditions for retrieving data.
- 4. **Order pane:** Allows you to set the order for displaying or running data.
- 5. Select Letter section: Allows you to select the letter to request.
- 6. **Options section:** Allows you to set the letter selection options.

Create a Letter Request Query

Use the Letter Requester window to create a query to request letters.

To create a letter request query

1. In the **Main Menu** window, from the **Tools** menu, click **Letter Requester**. The **Letter Requester** window appears.

8	Letter Requester	- 🗆 X
Account Query		
Clear Den 🛃 Save	2 Count	
Accounts Address Address Address_Confirmation	Exclude Duplicate Records Maximum Records 100 v	
B - G AIM B - G AWG B - G AWG New	^ Conditions 初 🕌 💠 🔛 💼 🙀 💷 🚳 🛈	-
 Image: CareAndHardship Image: Comments Image: Complaint 	Debtor Type is "Debtor"	^
Consolidation Consolidation New		~
B - Court B - Debt Forwarding B - Debt Purchasing	👿 Order 🙀 🙀 🐺	-
Debtor Demographics DebtorBankInfo DebtorCreditCards	Drag and drop new columns onto this surface	^
B-C Debtors B-C Delinquency B-C Dialers B-C Dispute B-C Documentation B-C Early Stage Data		
B-C Finandal B-C Lattude Pusion B-C Legal B-C Legal		
Contract Sectors Cont		
Pomes Master Select Letter		~
Code Type	Description	^
00000 Dunning	NewLetterTemplate	
1 Dunning	First Notice	=
2 Settlement Offer	SUP	
3 Promise Reminder	Payment Reminder	
4 Multiple Part Settlement	MultPart STF	~
Options Amount Due: 🕑 Use linked balance		
Settlement %: 100 n	Due Date(s): 1st: 11/10/2015 2nd: 12/10/2015 Image: mail of the state of the st	
Use customer blank		
Sender: Vise account desk for	r sending user	
Close ShowRestricted Conditions		Process

Note: The system selects **Exclude Duplicate Records** to prevent including the same account twice in the letter request.

- 2. To limit the query results to a specific number of records, select **Maximum Records** and then, in the box, type the maximum number of records to include in the results.
- 3. In the **Conditions** pane, the **Debtor Type** condition is included by default. To modify the condition, do the following:
- a. Double-click the **Debtor Type** condition. The **Debtor Type** dialog box appears.

Debtor 1	јуре				
Val	Value is one of the following:				
⊚ Val	ue is not one of	the following:			
		Filter			
CODE	Description				
V 0	DEBTOR				
1	CO-DEBTOR 1				
2	CO-DEBTOR 2				
3	CO-DEBTOR 3				
F 4	CO-DEBTOR 4				
m 5	CO-DEBTOR 5				
6	CO-DEBTOR 6				
Can	cel	Okay			

- b. Do one of the following:
- To include a value, click Value is one of the following.
- To exclude a value, click Value is not one of the following.
- Select a check box to include a customer, or clear a check box to exclude a customer and then click **Okay**.

Note: To delete the condition, right-click the condition and then click **Delete**. In the confirmation dialog box, click **Yes**.

- 4. In the **Conditions** pane, do the following as necessary:
- <u>Create one or more conditions for the query.</u>
- Modify one or more conditions.
- Modify the order of the conditions.
- Group conditions for evaluation.
- 5. In the Order pane, do the steps to Specify the Sort Order for Query Results.
- 6. To count the number of records that match the selection criteria, in the toolbar, click **Count**. The results appear in the **Query Designer** dialog box. Click **OK**.
- 7. To save the query, do the following:
- a. In the toolbar, click **Save**. The **Save Query Dialog** box appears.

Save Query Dialog			
Look In: My Queries	🕤 🔰 🗡 Delete	😣 Export To File	
Name	Date Created		_
Accounts is Parent Account Status is Open	12/14/2012 12/18/2012		
Query Name:			-
Cancel		Save],

b. In the Query Name box, type a name for the query and then click Save.

Tip: To overwrite an existing query, in the **Name** column, click the query to overwrite and then click **Save**.

8. To run the query to generate letter requests, do the steps to Generate Letter Requests.

Modify a Letter Request Query

Use the Letter Requester window to modify a query for requesting letters.

To modify a letter request query

1. In the **Main Menu** window, from the **Tools** menu, click **Letter Requester**. The **Letter Requester** window appears.

ø		Letter Requester	_ D X
Account Query	1		
Clear	Open 릚 Save	2 Count	
IE 🟳 Accour		Exclude Duplicate Records	
E Addres	ss_Confirmation	Maximum Records 100	
B-CAIM	ss_connmation	S Conditions	
🖻 📁 AWG			-
H- 🟳 AWG N		🔊 💢 🛧 🦆 🔛 💼 👘 🖤 🚥 👁	
H- CareA		Debtor Type is "Debtor"	^
E-Comme E-Comple		the com	~
E Conso			~
🗄 📁 Conso			<u> </u>
B-COurt		😥 Order	-
田一〇 Debt F 田一〇 Debt P		🗶 🛧 🦊 😫 期	
	Demographics		
H- 🟳 Debtor		Drag and drop new columns onto this surface	^
H- C Debtor			
i Debtor ⊮-⊖ Deling			
H- 💋 Dialers			
🗷 📁 Disput			
H- C Docum			
B G Early S B G Financial			
E - C Latitud			
🗄 💋 Legal			
H- C Letter			
E G LoanTy			
H- C Money			
🗉 📁 Patien			
🗄 📁 🏳 Payme			~
🖹 🚺 Phone	s Master		<u> </u>
Select Letter			
Code	Type	Description	^
00000	Dunning	NewLetterTemplate	
1	Dunning	First Notice	=
2	Settlement Offer	SUF	
3 4	Promise Reminder Multiple Part Settlement	Payment Reminder M InPart SIF	~
Options	PLINNE PART Semement	PUIP/PT SP	
	_		
Amount Due:	 Use linked balance 	Due Date(s): 1st: 11/10/2015 2nd: 12/10/2015	
Settlement %	: 100 0	3rd: 1/11/2016 🗐 4th: 2/10/2016 🗊	
	Use customer blank		
Instalments:	1	Sth: 3/11/2016 - 6th: 4/11/2016 -	
and comments:	L V	✓ Include due dates on letter	
Sender:	✓ Use account desk f		
Close	Show Restricted Conditions		Process

- 2. In the toolbar, click **Open**. A confirmation dialog box appears.
- 3. Click Yes. The Open Query Dialog box appears.

ok In: My Queries	🔹 👗 Delete 👶 Imp	art Erom Eile
ok In: My Quenes	- 🍋 pelete 🖓 tub	DITHON HE
Name	Date Created	
Accounts is Parent	12/14/2012	
Account Status is Open	12/18/2012	
uery Name:		

- 4. In the **Name** column, click the query and then click **Open**. The query appears in the **Letter Requester** window.
- 5. Modify the query as necessary.
- 6. To save the query, do the following:
- a. In the toolbar, click **Save**. The **Save Query Dialog** box appears.

Save Query Dialog		E
Look In: My Queries	👻 👗 Delete 🛞 Export To F	ile
Name	Date Created	
Accounts is Parent Account Status is Open	12/14/2012 12/18/2012	
Query Name:		
Cancel	[Save

b. In the **Query Name** box, type a name for the query and then click **Save**.

Tip: To overwrite an existing query, in the **Name** column, click the query to overwrite and then click **Save**.

7. To run the query to generate letter requests, do the steps to Generate Letter Requests.

Generate Letter Requests

Use the **Letter Requester** window to run a query to request letters for accounts that meet specific criteria.

To generate letter requests

1. <u>Create a Letter Request Query</u> or <u>Modify a Letter Request Query</u>.

Ø	Letter Requester	- 🗆 X
Account Query		
🞦 Clear 👔 Open 拱 Save	2 Count	
R-00 Accounts ∧ R-00 Address Address R-00 Address_Confirmation R R-00 ADM ADM	Exclude Duplicate Records Maximum Records 100 V Conditions	
R→G AWG H→G AWG New H→G CareAndHardship	77 💢 🛧 🐥 🔝 😭 📁 🎟 👁	
Comments Complaint Consoldation	Debtor Type is "Debtor"	~
	😥 Order	
Debt Purchasing Debtar Demographics	🔉 🏠 🦊 👔 👯 Drigg and drop new columns onto this surface	
CebtorCreditCards CebtorCreditCards CebtorS CebtorS		
H- C Dialers H- C Dispute H- C Documentation		
Early Stage Data Financial Latitude Fusion		
⊞ 💋 Legal ⊞ 💭 Letters ⊞ 💭 LoanType ⊞ 💭 MiscExtra		
Hold Money Buckets Gratient Information Grayments		
Phones Master		~
Select Letter		
Code Type	Description	^
00000 Dunning	NewLetterTemplate	-
1 Dunning	First Notice	
2 Settlement Offer	SP	
3 Promise Reminder	Payment Reminder	~
4 Multiple Part Settlement Options	MultPart SIF	
Amount Due: 🗹 Use linked balance	Due Date(s): 1st: 11/10/2015 . 2nd: 12/10/2015 .	
Settlement %: 100 n Use customer blanke	3rd: 1/11/2016 9th: 2/10/2016 9*	
Instalments: 1	Sth: 3/11/2016 . 4/11/2016	
Sender: 🕑 Use account desk for	sending user	
Close ShowRestricted Conditions		Process

- 2. In the **Select Letter** section, click the letter to request. The options that are available in the **Options** section are based on the letter type selected. For more information about a letter type, see the *Letter Console* documentation.
- 3. Complete the information in the **Options** section.

Options ?								
Amount Due:	✓ Use linked balance	Due Date(s):	1st:	11/10/2015		2nd:	12/10/2015	
Settlement %:	100 - Use customer blanket settlemen	it	3rd:	1/11/2016		4th:	2/10/2016	
Installments:	1 🗸		5th:	3/11/2016		6th:	4/11/2016	
Sender:	✓ Use account desk for sending us	ser		✓ Include due	dates o	n letter		

Amount Due: Use linked balance: If selected, the combined balance of all linked accounts shows as the total account balance in the letter.

Settlement %: Settlement percent to include in the letter. To specify this amount, clear the Use customer blanket settlement check box.

Use customer blanket settlement: If selected, the letter includes the blanket settled-in-full (SIF) percent from the **Fees** tab in the **Customer Properties** window.

Installments: Number of installments (up to six) to indicate in a multi-part settlement letter.

Sender: Use account desk for sending user: If selected, the account desk appears as the letter sender.

Due Date(s) 1st through 24th: Due dates to include in the letter for the settlement or each multipart settlement installment. To specify these dates, select the **Include due dates on letter** check box.

Include due dates on letter: If selected, the letter includes the due date for the settlement or each multi-part settlement installment.

 In the lower section of the Letter Requester window, click Process. The Letter Request dialog box appears.

Letter Request						
Confirm request	Confirm requests and click the Process button to continue.					
Accounts	Description					
🔽 💄 3	Letter will be requested.					
E 1	Cannot request this letter for accounts in this customer.					
🖾 🚦 1	Cannot request letter on closed account.					
Cancel	Process					

- 5. Click **Process**. A confirmation dialog box appears.
- 6. Click **Yes**. A notification dialog box appears.
- 7. Click **OK**. Use Letter Console to print the letters. For more information, see the *Letter Console* documentation.

Pool Queue Manager

Pool Queue Manager

Use Pool Queue Manager to create a pool queue based on specified criteria and assign collectors to it. Pool queues update constantly as data in Latitude changes. Multiple collectors can work the same pool queue; however, you can only assign collectors to one pool queue at a time.

Create New Poo	1		
Pool Options		1	
Name:	Untitled	· ·	
Description:	Enter a description for this	s pool here.	*
Queue Ahead:	50 🔺		
Pool Criteria			
Clear	📁 Open 릚 Save	∑ Count 2	
	3	▲ Conditions Ø ▲ ↓ <t< th=""><th>0</th></t<>	0
	forwarding		
	urchasing	Do not restrict the pool to the user's desk.	*
	Demographics	4	
😟 - 📁 Dialers	tage Data		
• 🔁 Latitud	-		
🗄 - 📁 Legal			-
E - E - E			
	Buckets t Information	💀 Order	
Paten Paten		🛛 🗶 🛧 🧶 👔 🌆	
T	loContacts	Drag and drop new columns onto this surface	
🗄 📁 📁 Portfol		5	<u>^</u>
🖹 – 📁 Post D		0	
🕀 🧭 Promis			
	es_IdInfo_Bankruptcy	-	*
			Cancel OK

- 1. **Pool Options section:** Allows you to set options for the pool queue.
- 2. **Toolbar:** Provides options for clearing, opening, saving, and running selection criteria, and counting the query results.

Option	Description
Clear	Clears all query settings currently displayed in the window.
Open	Clears the query settings currently displayed in the window and opens a saved query.

Save	Saves the query settings currently displayed in the window.
Count	Sums the number of records that match the selection criteria.

- 3. Data Selection pane: Provides a list of data you can select to create a query.
- 4. Conditions pane: Allows you to set the conditions for retrieving data.
- 5. Order pane: Allows you to set the order for displaying or running data.

Create a Pool Queue

Use the **Create New Pool** window to create a pool queue that assigned users can work.

To create a pool queue

1. In the **Main Menu** window, from the **Tools** menu, click **Pool Queue Manager**. The **Pool Queue Manager** window appears.

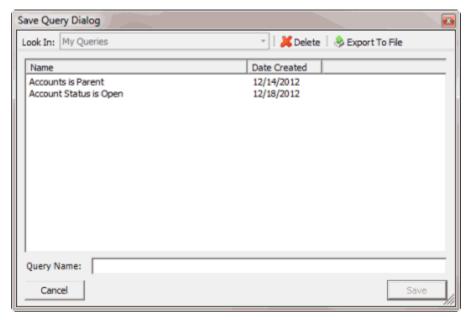
Pool Queue Manager						
≌ Create New Pool 🍯 Modify Selected Pool 🐙 Delete Selected Pool 🕵 User Assignments						
Pool Name	User Assignments	Description				
 mid balance Past Due Accounts 	2 users assigned 0 users assigned	Enter a description for this pool here. Accounts that are 60+ days past due.				
٠ (

2. In the toolbar, click Create New Pool. The Create New Pool window appears.

Create New Poo	l)					
Pool Options						
Name:	Untitled					
Description: Enter a description for the		is pool here.	*			
Queue Ahead:	Queue Ahead: 50					
Pool Criteria						
Clear	Ď Open 릙 Save	e D Count				
	nts	▲ Seconditions				
i - 🤪 AIM i - 💋 Comme		🖉 🗶 🛧 🦊 🕼 😭 🞾 🚳	0			
⊕ · 🧭 Debt F ⊕ - 💋 Debt P		Do not restrict the pool to the user's desk.	A			
	Demographics					
🗄 🥡 Dialers						
⊕- 🧭 Early S						
⊕-© Latitud ⊕-© Legal	e Fusion	E				
	,		· ·			
🗈 🣁 Money		🙀 Order	8			
	t Information	🖌 🏠 🦊 😫 期				
Payme Portfol	loContacts					
🗄 🧭 Portfol		Drag and drop new columns onto this surface	^			
😟 – 📁 Post D						
Promis Promis Restric						
	es_IdInfo_Bankruptcy	-	~			
		c	ancel OK			

- 3. In the **Pool Options** section, do the following:
- In the **Name** box, type a name for the pool queue.
- In the **Description** box, type a description for the pool queue.
- In the **Queue Ahead** box, type or use the arrows to indicate the number of accounts to store in the pool queue. When the system reaches this number, the system retrieves the next batch of accounts from the server and places them in the pool queue. Retrieving accounts in batches optimizes system performance.
- 4. In the **Conditions** pane, a condition is included by default to indicate to the system not to restrict the pool queue to the users' desk. If you only want collectors to work accounts that meet the specified criteria and for their current desk, right-click the condition and then click **Delete**. In the confirmation dialog box, click **Yes**.
- 5. Do the following as necessary:
- <u>Create one or more conditions for the query.</u>
- Modify one or more conditions.
- Modify the order of the conditions.

- Group conditions for evaluation.
- 6. In the **Order** pane, do the steps to <u>Specify the Sort Order for Query Results</u>.
- 7. To count the number of records that match the selection criteria, in the toolbar, click **Count**. The results appear in the **Query Designer** dialog box. Click **OK**.
- 8. To save the query, do the following:
- a. In the toolbar, click **Save**. The **Save Query Dialog** box appears.



b. In the Query Name box, type a name for the query and then click Save.

Tip: To overwrite an existing query, in the **Name** column, click the query to overwrite and then click **Save**.

- 9. Click **OK**.
- 10. To assign users to the pool queue, do the steps to Assign Users to a Pool Queue.

Modify a Pool Queue

Use the **Modify Existing Pool** window to modify a pool queue.

To modify a pool queue

1. In the **Main Menu** window, from the **Tools** menu, click **Pool Queue Manager**. The **Pool Queue Manager** window appears.

Pool Queue Manager				
ն Create New Pool	Modify Selected Pool	Polete Selected Pool	SS User Assignm	ents
Pool Name	User Assignments	De	scription	
 mid balance Past Due Accounts 	2 users assigned 0 users assigned		er a description for t counts that are 60 + d	
•		m		

- 2. In the data grid, click the pool queue.
- 3. In the toolbar, click **Modify Selected Pool.** The **Modify Existing Pool** window appears.

1	Modify Existing Pool - Past Due Accounts				
F	Pool Options				
	Name:	Past Due Accounts			
	Description:	Accounts that are 60+ day	ys	past due.	
	Queue Ahead:	50 🔔			
	Pool Criteria				
	Oear	📁 Open 🚽 Save		Σ Count	
		nts 🔺	•	Y Conditions	
	⊕-© AIM ⊕-© Comme		1	//////////////////////////////////////	
	⊕- i Debt Fi ⊕- i Debt Pi ⊕- i Debt Pi	-		Do not restrict the pool to the user's desk.	
		Demographics		and Delinquency Date is later than 60 days ago	
	🗄 - 💋 Dialers				
	🗄 - 💋 Early S	-			
	⊕-∅ Latitud ⊕-∅ Legal	e Fusion 📃			
	E - C Letters			Ψ	
	🗄 - 🣁 Money			🙀 Order 🕞	
			I	🗶 🔄 🍕 🏭 55	
	🗈 - 📁 Portfol		lli	Drag and drop new columns onto this surface	
	Post Da Post Da Post Da Post Da				
	GRestric				
	😟 - 💋 Service	es_IdInfo_Bankruptcy	-	Ŧ	
			_	Cancel OK	

- 4. Modify the query as necessary.
- 5. To save the query, do the following:

a. In the toolbar, click **Save**. The **Save Query Dialog** box appears.

Save Query Dialog	
Look In: My Queries	👻 👗 Delete 💩 Export To File
Name	Date Created
Accounts is Parent Account Status is Open	12/14/2012 12/18/2012
Query Name:	
Cancel	Save

b. In the **Query Name** box, type a name for the query and then click **Save**.

Tip: To overwrite an existing query, in the **Name** column, click the query to overwrite and then click **Save**.

- 6. Click **OK**.
- 7. To assign users to the pool queue, do the steps to <u>Assign Users to a Pool Queue</u>.

Delete a Pool Queue

Use the **Pool Queue Manager** window to delete a pool queue.

To delete a pool queue

1. In the Main Menu window, from the Tools menu, click Pool Queue Manager. The Pool Queue Manager window appears.

Pool Queue Manager		
ᅆ Create New Pool 🔤	Modify Selected Pool 🛛 🚂 Dele	te Selected Pool 85 User Assignments
Pool Name	User Assignments	Description
mid balance	2 users assigned	Enter a description for this pool here.
Past Due Accounts	0 users assigned	Accounts that are 60+ days past due.
4		
* (r		

2. In the data grid, click the pool queue to delete

- 3. In the toolbar, click Delete Selected Pool. A confirmation dialog box appears.
- 4. Click Yes.

Assign Users to a Pool Queue

Use the Assign Users to Pool window to assign users to a pool queue.

To assign users to a pool queue

1. In the Main Menu window, from the Tools menu, click Pool Queue Manager. The Pool Queue Manager window appears.

Pool Queue Manager		
📔 Create New Pool	Modify Selected Pool 🛛 📁 Dele	ete Selected Pool 85 User Assignments
Pool Name	User Assignments	Description
 mid balance Past Due Accounts 	2 users assigned 0 users assigned	Enter a description for this pool here. Accounts that are 60+ days past due.
٠	m	•

- 2. In the data grid, click the pool queue to assign users to.
- 3. In the toolbar, click User Assignments. The Assign Users to Pool dialog box appears.

Login Name	User Name	Assignment	
🗐 🙎 gs	GSadmin	Assigned to Pool mid balance	
🔲 🙎 bmartin	BarbM	Assigned to Pool mid balance	
🗐 🙎 C1	Collector 1	Not Assigned	
🖾 🙎 gs2	GSAdmin2	Not Assigned	
			_

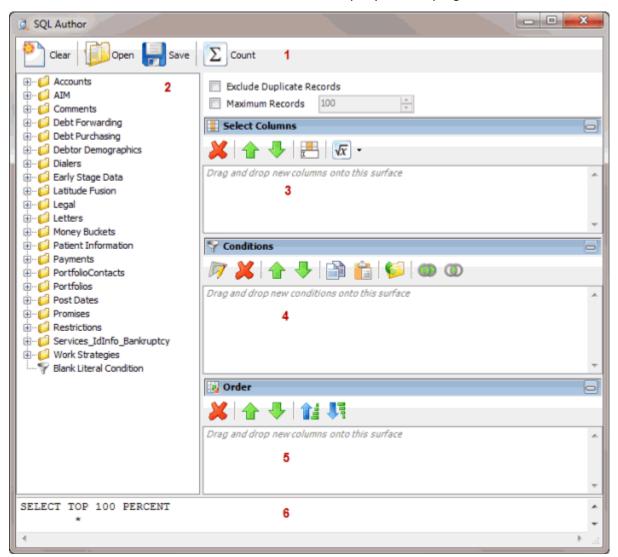
- 4. Select the check box for each user to assign to the queue.
- 5. To assign all users not assigned to another pool queue to this pool queue, select **Set this pool to be the default pool for unassigned users**.

6. Click **OK**.

SQL Author

SQL Author

Use SQL Author to create and store custom SQL statements. The system generates SQL statements based on the settings you specify and then displays them in the lower section of the **SQL Author** window. You can save these statements for use in other query tools or programs.



1. **Toolbar:** Provides options for clearing, opening, saving, and running selection criteria, and counting the query results.

Option	Description
Clear	Clears all query settings currently displayed in the window.

Open Clears the query settings currently displayed in the window and opens a saved query.

Save Saves the query settings currently displayed in the window.

count Sums the number of records that match the selection criteria.

- 2. Data Selection pane: Provides a list of data you can select to create a query.
- 3. Select Columns pane: Allows you to select and arrange the columns of data to display in the query results.
- 4. Conditions pane: Allows you to set the conditions for retrieving data.
- 5. Order pane: Allows you to set the order for displaying or running data.
- 6. **SQL statement pane:** Displays the SQL statement based on the conditions, columns, and order specified.

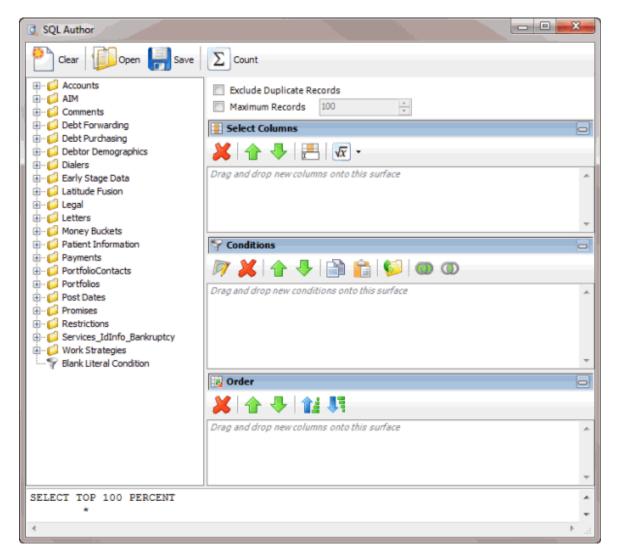
Create a SQL Statement

Σ

Use the SQL Author window to create a custom SQL statement based on specified criteria.

To create a SQL statement

1. In the **Main Menu** window, from the **Tools** menu, click **SQL Author**. The **SQL Author** window appears.



- 2. To exclude duplicate records from the query results, select **Exclude Duplicate Records**.
- 3. To limit the query results to a specific number of records, select **Maximum Records** and then, in the box, type the maximum number of records to include in the results.
- 4. In the **Select Columns** pane, do the following as necessary:
- Add one or more columns to the query.
- Delete one or more columns from the query.
- <u>Modify the order of the columns</u>.
- <u>Rename any columns</u>.
- 5. In the **Conditions** pane, do the following as necessary:
- <u>Create one or more conditions for the query.</u>
- Modify one or more conditions.
- Modify the order of the conditions.

- Group conditions for evaluation.
- 6. In the Order pane, do the steps to Specify the Sort Order for Query Results.

Note: As you create the query, the SQL statement appears in the SQL statement panel.

- 7. To count the number of records that match the selection criteria, in the toolbar, click **Count**. The results appear in the **Query Designer** dialog box. Click **OK**.
- 8. To save the query, do the following:
- a. In the toolbar, click **Save**. The **Save Query Dialog** box appears.

Save Query Dialog		
Look In: My Queries	👻 🛛 👗 Delete 🛛 🛞 Export To File	
Name	Date Created	
Accounts is Parent Account Status is Open	12/14/2012 12/18/2012	
Query Name:		
Cancel		Save

b. In the **Query Name** box, type a name for the query and then click **Save**.

Tip: To overwrite an existing query, in the **Name** column, click the query to overwrite and then click **Save**.

You can run the saved query using another query tool or copy and paste the SQL statement into another program.

- 9. To copy the SQL statement so you can paste it into another program, do the following:
- a. In the SQL statement panel, use your mouse to select all the content in the pane.

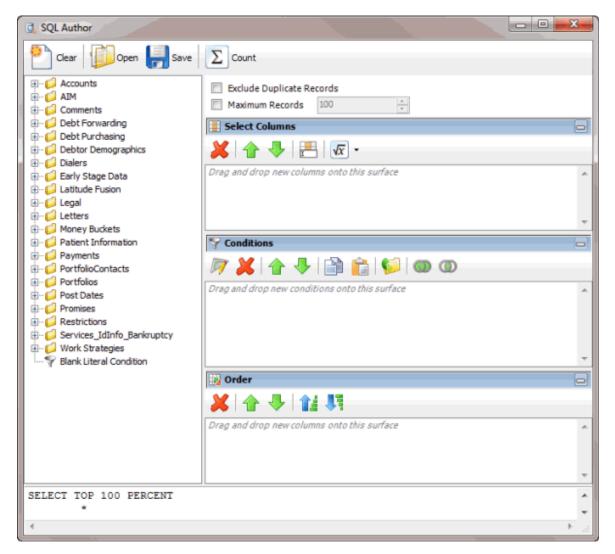
b. Right-click on the selected content and click **Copy**. The statement copies to the Clipboard. You can now paste it into another program.

Modify a SQL Statement

Use the **SQL Author** window to modify a custom SQL statement.

To modify a SQL statement

1. In the **Main Menu** window, from the **Tools** menu, click **SQL Author**. The **SQL Author** window appears.



2. In the toolbar, click **Open**. The **Open Query Dialog** box appears.

Open Query Dialog	Ξ
Look In: My Queries	🔹 🛛 💢 Delete 🕴 🍣 Import From File
Name	Date Created
Accounts is Parent Account Status is Open	12/14/2012 12/18/2012
Query Name: Cancel	Open

- 3. In the **Name** column, click the query and then click **Open**. The query appears in the **SQL Author** window.
- 4. Modify the query as necessary.
- 5. To save the query, do the following:
- a. In the toolbar, click **Save**. The **Save Query Dialog** box appears.

Save Query Dialog		E
Look In: My Queries	🕆 🛛 👗 Delete 🛛 🛞 Export To File	
Name	Date Created	
Accounts is Parent Account Status is Open	12/14/2012 12/18/2012	
Query Name:		
Cancel		Save

b. In the **Name** column, click the query name and then click **Save**.

Tip: To create a query from the existing query, in the **Query Name** box, type a name for the query and then click **Save**. The system creates a query based on the existing query and leaves the existing query unchanged.

You can run the saved query using another query tool or copy and paste the SQL statement into another program.

6. To copy the SQL statement so you can paste it into another program, do the following:

a. In the SQL statement panel, use your mouse to select all the content in the pane.

b. Right-click on the selected content and click **Copy**. The statement copies to the Clipboard. You can now paste it into another program.

Assign an Aggregate Function to a Column

Use the **Select Columns** pane in the **Account Analysis** or **SQL Author** window to assign an aggregate function to a column. When you run the query, the aggregated values appear in the column instead of the actual value. Non-aggregated columns create the groups represented by the aggregated data.

To assign an aggregate function to a column

- 1. Do one of the following:
- Create an Account Analysis Query or Modify an Account Analysis Query.
- Create a SQL Statement or Modify a SQL Statement.
- 2. In the Select Columns pane, click the column and then, in the toolbar, click the Aggregate icon.

E Select Columns						
💥 🛧 🦊 🔚 🚾 -						
📳 File Number	Count					
Customer	Sum					
Account Number	Average					
🚺 Status	Maximum					
Queue Level	Minimum					
📳 Queue Date	Standard Deviation					
📕 Desk						
Eranch	Population Standard Deviation					
Eurrent Balance	Variance					
Received Date	Population Variance					

3. Click a function. The original column name appears with the aggregate function name appended. For example, if you selected the "average" function for the **Current Balance** column, the **Current Balance** column name changes to **Average of Current Balance**.

File Number	
Customer	
Account Number	
Status	
Queue Level	
Queue Date	
Desk	
Branch	
Average of Current Balance	12
Received Date	

4. To delete an aggregated function, click the column name and then click the Aggregate icon.

Aggregate Functions

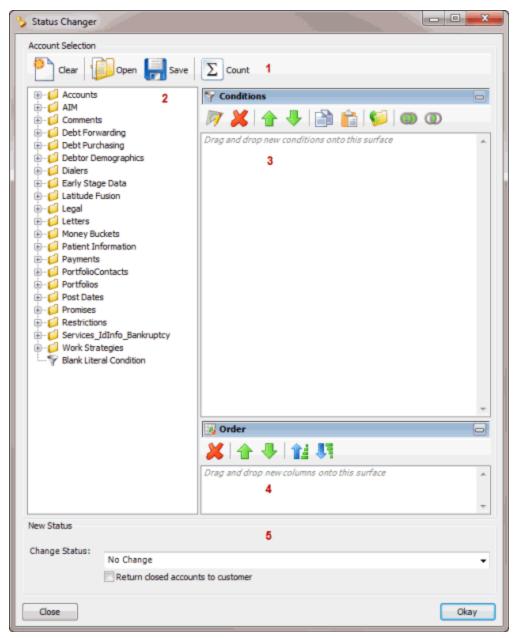
The following table describes the functions that are available when aggregating data. The functions available for an item are based on the item's data type.

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

Status Changer

Status Changer

Use Status Changer to change the status for groups of accounts based on specified criteria.



1. **Toolbar:** Provides options for clearing, opening, saving, and running selection criteria, and counting the query results.

Option	Description
Clear	Clears all query settings currently displayed in the window.

Open Clears the query settings currently displayed in the window and opens a saved query.

Save Saves the query settings currently displayed in the window.

count Sums the number of records that match the selection criteria.

- 2. Data Selection pane: Provides a list of data you can select to create a query.
- 3. Conditions pane: Allows you to set the conditions for retrieving data.
- 4. **Order pane:** Allows you to set the order for displaying or running data.
- 5. New Status section: Allows you to specify the status to change the accounts to.

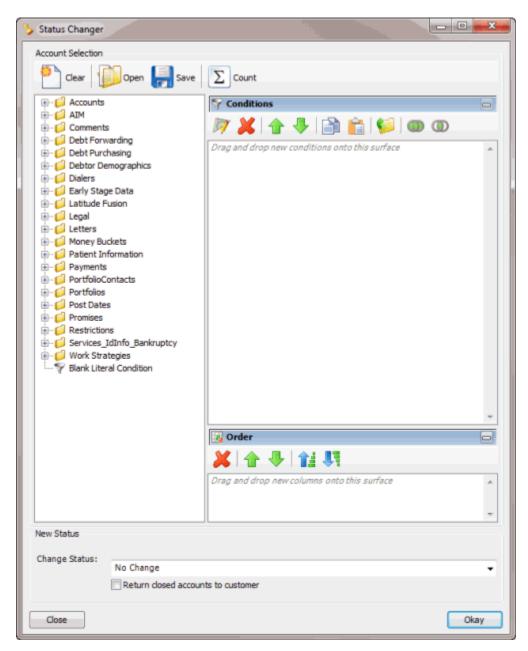
Create an Account Status Change Query

Σ

Use the **Status Changer** window to create a query for changing the status of a group of accounts that meet specified criteria.

To create an account status change query

1. In the **Main Menu** window, from the **Tools** menu, click **Status Changer**. The **Status Changer** window appears.



- 2. In the **Conditions** pane, do the following as necessary:
- Create one or more conditions for the query.
- Modify one or more conditions.
- Modify the order of the conditions.
- Group conditions for evaluation.
- 3. In the Order pane, do the steps to Specify the Sort Order for Query Results.
- 4. To count the number of records that match the selection criteria, in the toolbar, click **Count**. The results appear in the **Query Designer** dialog box. Click **OK**.
- 5. To save the query, do the following:

a.	In the toolbar, click Save . The Save Query Dialog box appears.
----	---

Save Query Dialog		
Look In: My Queries	👻 🔰 Delete 🛛 👶 Export To File	
Name	Date Created	
Accounts is Parent Account Status is Open	12/14/2012 12/18/2012	
Query Name:		_
Cancel	Save	

b. In the **Query Name** box, type a name for the query and then click **Save**.

Tip: To overwrite an existing query, in the **Name** column, click the query to overwrite and then click **Save**.

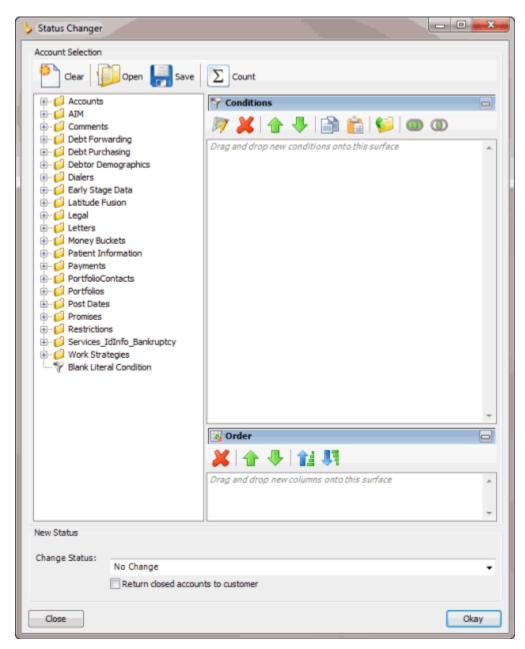
6. To run the query to change the status of accounts, do the steps to <u>Change the Status of a Group</u> <u>of Accounts</u>.

Modify an Account Status Change Query

Use the **Status Changer** window to modify a query for changing the status of a group of accounts that meet specified criteria.

To modify an account status change query

1. In the **Main Menu** window, from the **Tools** menu, click **Status Changer**. The **Status Changer** window appears.



2. In the toolbar, click Open. The Open Query Dialog box appears.

Open Query Dialog	Ξ
Look In: My Queries	🔹 🛛 💢 Delete 🗍 👶 Import From File
Name	Date Created
Accounts is Parent Account Status is Open	12/14/2012 12/18/2012
Query Name: Cancel	Open

- 3. In the Name column, click the query and then click **Open**. The query appears in the **Credit Report Requester** window.
- 4. Modify the query as necessary.
- 5. To save the query, do the following:
- a. In the toolbar, click **Save**. The **Save Query Dialog** box appears.

Save Query Dialog		E
Look In: My Queries	👻 👗 Delete 💩 Export To F	ile
Name	Date Created	
Accounts is Parent Account Status is Open	12/14/2012 12/18/2012	
Query Name:		
Cancel	[Save

b. In the **Query Name** box, type a name for the query and then click **Save**.

Tip: To overwrite an existing query, in the **Name** column, click the query to overwrite and then click **Save**.

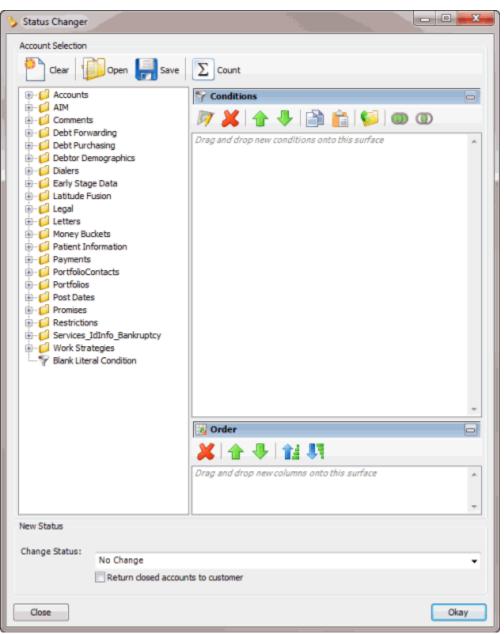
6. To run the query to change the status of accounts, do the steps to <u>Change the Status of a Group</u> <u>of Accounts</u>.

Change the Status of a Group of Accounts

Use the **Status Changer** window to run a query to change the status of a group of accounts that meet specified criteria.

To change the status of a group of accounts

1. <u>Create an Account Status Change Query</u> or <u>Modify an Account Status Change Query</u>.



- 2. In the **New Status** section, in the **Change Status** list box, click the status to change the accounts to.
- 3. If you chose to assign a closed status (indicated in red) to the accounts and you want the queue level set to 999 (closed and returned), select **Return closed accounts to customer**.

Note: You can only select this option if you have the Return Account permission.

4. Click Okay. The Status Change Analysis dialog box appears.

Status Change Analysis		
Confirm chan	ges and click the Process button to continue.	
Accounts	Description	
📝 🚴 16	Will change status	
Cancel	Process	

- 5. Click **Process**. A confirmation dialog box appears.
- 6. Click **Yes**. A notification dialog box appears, indicating the process is complete.
- 7. Click **OK**.

Credit Bureau Reporting Console

Credit Bureau Reporting Console allows your organization to configure Latitude for reporting accounts to credit bureaus. For more information about using Credit Bureau Reporting Console, see the *Credit Bureau Reporting Console* documentation.

To open Credit Bureau Reporting Console

• In the Main Menu window, from the Apps menu, click Credit Bureau Reporting Console. The Credit Bureau Reporting Console window appears.

🥪 Latitude - Credit Bureau Reporting Console				
New Save Copy	Paste Delete So Find			
	Setup Configuration			
⊡ Customer Default Settings ⊕ Class 00000: GENERAL CLASS OF B	Enabled Industry: Debt Buyer/Collection Agency	Ŧ		
Class 00001: RETAIL	Program Identifiers			
Class 00003: STUDENT LOANS	Innovis: 1111111111			
	Equifax: 222222222			
	Experian: 33333			
	TransUnion: 444444444			
	Reporter Information			
	Name: QA LATITUDE SOFTWARE			
	Address: 7800 BELFORT PARKWAY, SUITE 100, JACKSONVILLE, FL 32256			
	Phone: 9045556920			
	Identification Number: QA LATITUDE SOFT	TWARE		
	Last System Evaluation: 1/1/1900 12:00	:00 AM		
< N				

Credit Reporting Wizard

Credit Bureau Reporting Wizard allows your organization to create files that contain account information to send to credit bureaus for reporting purposes. For more information about using Credit Bureau Reporting Wizard, see the *Credit Bureau Reporting Wizard* documentation.

To open Credit Reporting Wizard

• In the Main Menu window, from the Tools menu, click Credit Reporting Wizard. The Credit Reporting Wizard window appears.

5	Credit Bureau Reporting Wizard		-		x
	Credit Bureau Reporting Wizard				
	This wizard will guide you through the steps of building a credit bureau reporting file which can be submitted to the credit bureau's.				
	To continue, click Next.				
		< Back Next >	(Cancel	

Dashboard

Collectors use Dashboard to view collection data associated to their user account. Managers use Dashboard to monitor collection activities for all locations, departments, and teams. For more information about using Dashboard, see the *Dashboard* documentation.

To open Dashboard

- 1. Do one of the following:
 - On your desktop, click the shortcut to Dashboard.
 - In your browser, if you have a bookmark set for Dashboard, click the bookmark.
 - In your browser, in the Address box, type the address for Dashboard and press Enter.
 - If your organization configured the Welcome Web Page permission in the **Permissions** and **Policies Editor** to display the Dashboard, log on to Latitude.

The Enter Your User Name and Password dialog box appears.

Enter your Usern	ame and Password	×
User name		
Password		
Passivoru		
		🔲 Remember me?
		LOGON

- 2. In the User Name box, type your Dashboard user name.
- 3. In the **Password** box, type your Dashboard password. As you type your password, periods display instead of the typed characters.
- 4. To have the system remember your user name so you don't have to type it each time you log on, select the **Remember me** check box.
- 5. Click Logon. Dashboard appears.



Note: The dashboard that appears is based on the default dashboard defined in the View Dashboards permission in the **Permissions and Policies Editor**.

Goals Manager

Goals Manager allows your organization to view statistical information for collectors, supervisors, managers, and owners. For more information about using Goals Manager, see the *Goals Manager* documentation.

To open Goals Manager

• In the Main Menu window, from the Apps menu, click Goals Manager. The Goals Manager window appears.

🕰 Latitude Goals	
<u>File E</u> dit <u>T</u> ools <u>H</u> elp	
⊕ 🚅 Company Goals ⊕ 🏳 Desk Goals	

Letter Console

Letter Console allows your organization to generate letters for accounts. Your organization can create and modify custom letters to merge with account data for any classification of client. You can send custom letters to a third-party letter service for printing, along with data files containing the account information you specify. You can use the Letter X program to transfer these files. You can also save an electronic image of each letter sent and attach it to the customer account for viewing at any time. For more information about using Letter Console, see the *Letter Console* documentation.

Note: The client workstations where users print or generate letters require Microsoft Word.

To open Letter Console

• In the Main Menu window, from the Apps menu, click Letter Console. The Letter Console window appears.

🖳 Letter Console		
Help		
Rint Letter Pool 💯 Letter Series	Customer Letter	rs D Defaults
Pending Letter Requests through 1/ 8/2	013 🔹	
Letter Type		O Print All Letters in this Category
Al Letters	48	 Driet All Letters in this Colorescente a
1-First Notice	48	 Print All Letters in this Category to a File for an Outside Letter Service
		Optional Account to insert in file to verify letters sent. You must setup a dummy account with your address.
		Save Number
		C Reprint a Previous Job
		Job
		Restart from Account ID
		I
٠	•	Print

Portfolio Manager

Portfolio Manager allows your organization to import accounts and track expenses for purchased portfolios, export accounts, and sales. For more information about using Portfolio Manager, see the *Portfolio Manager* documentation.

To open Portfolio Manager

• In the Main Menu window, from the Apps menu, click Portfolio Manager. The Portfolio Manager window appears.

📴 Portfolio Manager			
Eile <u>R</u> eports <u>T</u> ools <u>H</u> elp			
Navigation Explorer			
Buyers			
- a Buyers			
Buyers			
Sellers			
Investors			
Purchases			
Sales			
Samples	•		
Server: (local)	Username: GSadmin	Database: collect2000	đ

Configuration

Configuration

Use the Maintenance menu to maintain custom client groups.

Note: Use Latitude 13.0 to maintain system codes and settings; and permissions and policies.

System Codes and Settings

To maintain system codes and settings, use Latitude 13.0. For more information, see "System Codes and Settings" in the *Latitude* documentation.

Users and Roles

To maintain users and roles, use Latitude 13.0. For more information, see "Users and Roles" in the *Latitude* documentation.

Control File Properties

To maintain control file properties, use Latitude 13.0. For more information, see "System Configuration" in the *Latitude* documentation.

Custom Client Groups

Custom Client Groups

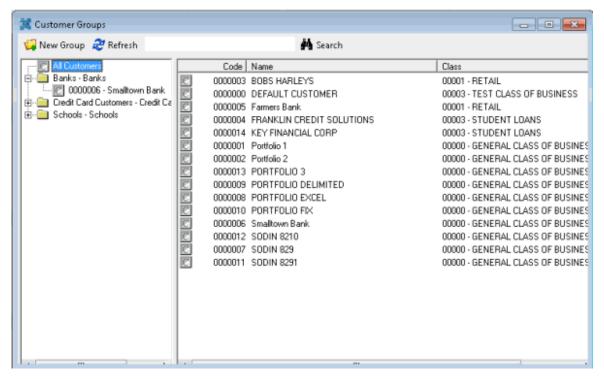
Use the **Customer Groups** window to add and modify client groups. Client groups represent general types of collection business for your organization. You use client groups to categorize clients for invoicing and statistics. You can place individual clients into one or more groups.

Add a Client Group

Use the New Custom Group dialog box to add a client group.

To add a client group

1. In the **Main Menu** window, from the **Maintenance** menu, click **Custom Customer Groups**. The **Customer Groups** window appears.



2. From the menu bar, click New Group. The New Custom Group dialog box appears.

🕍 New Custom Group	
Custom Group's ID (30 Char)	
Custom Group's Description (100 Char- Optional)	
L	
Cancel	OK

Custom Group's ID: Unique code that identifies the client group. Latitude Console limits the ID to 30 characters.

Custom Group's Description: Description of the client group. Latitude Console limits the description to 100 characters.

- 3. Complete the information and then click **OK**.
- 4. To assign a client to the client group, see <u>Add a Client to a Client Group</u>.

Modify a Client Group

Use the **Edit Customer Group** dialog box to modify a client group.

To modify a client group

1. In the Main Menu window, from the Maintenance menu, click Custom Customer Groups. The Customer Groups window appears.

🙀 New Group 🛛 🍣 Refresh	🏘 Search	
Banks - Banks Banks - Banks Credit Card Customers - Credit Ca Credit Card Customers - Credit Ca Credit Card Customers - Credit Ca	Code Name © 0000003 BOBS HARLEYS © 0000000 DEFAULT CUSTOMER © 0000005 Farmers Bank © 0000004 FRANKLIN CREDIT SOLUTIONS © 0000014 KEY FINANCIAL CORP © 0000001 Portfolio 1 © 0000002 Portfolio 2 © 0000003 PORTFOLIO 3 © 0000008 PORTFOLIO DELIMITED © 0000008 PORTFOLIO EXCEL © 00000005 Smaltown Bank © 00000012 SODIN 8210 © 0000007 SODIN 829 © 0000011 SODIN 8291	Class 00001 - RETAIL 00003 - TEST CLASS OF BUSINESS 00001 - RETAIL 00003 - STUDENT LDANS 00000 - GENERAL CLASS OF BUSINI 00000 - GENERAL CLASS OF BUSINI

2. In the **Navigation** pane, right-click the client group to modify and then click **Edit**. The **Edit Custom Group** dialog box appears.

🕍 Edit Custom Group (Banks)	
Custom Group's ID (30 Char)	
Banks]
Custom Group's Description (100 Char- Optional	Ŋ
Banks	
Cancel	Save

Custom Group's ID: Unique code that identifies the client group. Latitude Console limits the ID to 30 characters.

Custom Group's Description: Description of the client group. Latitude Console limits the description to 100 characters.

3. Modify the information as necessary and then click **Save**.

Delete a Client Group

Use the **Customer Groups** window to delete a client group.

To delete a client group

1. In the **Main Menu** window, from the **Maintenance** menu, click **Custom Customer Groups**. The **Customer Groups** window appears.

2. In the **Navigation** pane, right-click the client group and then click **Delete Group**. The **Delete Custom Group** dialog box appears.

3. Click **Yes** and in the next dialog box, click **OK**. Latitude Console deletes the client group. The clients associated to the group remain in the system.

Modify Client Group Settings

Use the **Customer Groups** window to modify client group settings.

To modify client group settings

1. In the Main Menu window, from the Maintenance menu, click Custom Customer Groups. The Customer Groups window appears.

2. In the **Navigation** pane, click a client group. The client group settings appear in the **Information** pane.

Latitude Console Printable Help

New Group Refresh M Search Image: All Customers Banks - Banks Image: Display Group on Statistics Console Image: Display Group in Invoice application Display Group in Invoice application Image: Code Name Class Image: Code 0000006 Smalltown Bank 00000 - GENERAL CLASS OF B	🕌 Customer Groups		- • •
Banks - Banks Code Name Class	🙀 New Group 🛛 🎘 Refresh	Search	
	Banks - Banks Banks Banks Credit Card Customers - Credit Ca	Display Group on Statistics Console	
0000006 Smallown Bank 000000 - GENERAL CLASS OF B		Code Name	Class
			00000 - GENERAL CLASS OF BUSINES

Display Group on Statistics Console: Statistics Console isn't available for Latitude 13.0.

Display Group in Invoice application: If selected, the client group is available for selection in the Invoices program.

3. In the **Information** pane, complete the information. Your changes save automatically.

Add a Client to a Client Group

Use the **Customer Groups** window to add a client to a client group.

To add a client to a client group

1. In the Main Menu window, from the Maintenance menu, click Custom Customer Groups. The Customer Groups window appears.

🕌 Customer Groups	
🥨 New Group 🛛 🍣 Refresh	🌺 Search
All Customers Banks - Banks Credit Card Customers - Credit Ca G-G Schools - Schools	General Account Fee's Invoice Services Info Desk Distribution Comments Custom Code 0000006 Status ACTIVE Image: Custom Image: Custom<
	<u>O</u> K <u>C</u> ancel <u>Apply</u>

- 2. In the **Navigation** pane, click **All Customers**. All clients in the system appear in the **Information** pane.
- 3. In the **Information** pane, click a client, and then drag and drop it onto a client group in the **Navigation** pane.
- 4. To select multiple clients to add to a client group, do one of the following:
 - To select contiguous clients, click the first client to select, hold down the **Shift** key and click the last client to select. Drag and drop the clients to the client group.
 - To select non-contiguous clients, click the first client to select, hold down the **Ctrl** key and click each additional client to select. Drag and drop the clients to the client group.

Modify a Client in a Client Group

Use the **Customer Groups** window to modify a client.

To modify a client in a client group

1. In the **Main Menu** window, from the **Maintenance** menu, click **Custom Customer Groups**. The **Customer Groups** window appears.

2. In the **Navigation** pane, click a client. The client information appears in the **Information** pane.

🎉 Customer Groups	
🥨 New Group 🛛 🎘 Refresh	🏘 Search
Al Customers Banks - Banks Coologie - Smallown Bank Credit Card Customers - Credit Ca E - Schools - Schools	General Account Fee's Invoice Services Info Desk Distribution Comments Custom Code 0000006 Status ACTIVE Invoice Invoice Invoice Invoice Invoice Status ACTIVE Invoice Invoice
	<u>D</u> K <u>Cancel</u> Apply

3. Modify the information as necessary and then click **OK**.

Note: You can also modify client information in Latitude. For more information, see "Clients" in the *Latitude* documentation.

Delete a Client from a Client Group

Use the **Customer Groups** window to delete a client from a client group.

To delete a client from a client group

1. In the Main Menu window, from the Maintenance menu, click Custom Customer Groups. The Customer Groups window appears.

Customer Groups		- • •
📮 New Group 🛛 🥏 Refresh	Search	
Schools - Schools	Code Name © 0000003 BOBS HARLEYS © 0000000 DEFAULT CUSTOMER © 0000005 Farmers Bank © 0000004 FRANKLIN CREDIT SOLUTIONS © 0000001 Portfolio 1 © 0000002 Portfolio 2 © 0000003 PORTFOLIO 3 © 0000009 PORTFOLIO DELIMITED © 0000008 PORTFOLIO EXCEL © 0000005 Smalkown Bank © 0000007 SODIN 8210 © 0000007 SODIN 829 © 0000011 SODIN 8291	Class 00001 - RETAIL 00003 - TEST CLASS OF BUSINESS 00001 - RETAIL 00003 - STUDENT LOANS 00000 - GENERAL CLASS OF BUSINES 00000 - GENERAL CLASS OF BUSINES

2. In the **Navigation** pane, right-click the client and then click **Remove Customer**. Latitude Console deletes the client from the client group. The client remains in the system.

Server Processes

Server Processes

The following programs run on the Latitude server nightly, weekly or as needed. You can configure them to run as a Windows Scheduled Task.

Custodian Editor

The Custodian Editor program runs as a scheduled task on your organization's Latitude server. The program performs system clean-up tasks, creates daily work queues, schedules letters, schedules promises, and calculates simple interest. Your organization installs this program on one workstation in your network. Latitude by Genesys maintains it, typically. However, you can customize the settings.

Dialer Update

Building Queues for the Dialer Update program.

Database backup

For more information, see <u>Back Up the Database</u>.

Back Up the Database

Latitude by Genesys recommends that your organization run database backup procedures at least once nightly, and follow network best practices. The preferred methodology is to back up to a file, then copy the file to a tape. The following instructions are for Microsoft SQL Server 2008 R2. These instructions assist you in setting up the process for backing up your Latitude database to a file. Follow your backup software's recommended guidelines for copying the database backup file you create.

To back up your Latitude database

- Click Start > All Programs > Microsoft SQL Server 2008 R2 > SQL Server Management Studio. The Microsoft SQL Server Management Studio window appears.
- 2. Expand the **Databases** folder and click your database name.
- 3. Right-click the database name, click **Tasks**, and then click **Back Up...** The **Back Up Database** dialog box appears.
- 4. To change the default backup name, in the **Backup set** section, in the **Name** box, type the backup name.
- 5. (Optional) In the **Description** box, type a description of the backup.
- 6. Specify when the backup set expires.

Note: Backup files that your organization created previously appear in the **Destination** section. You can select one of these backup files and overwrite it, or create a backup file.

- 7. To create a database backup file, do the following:
- a. In the **Destination** section, click **Add**. The **Select Backup Destination** dialog box appears.
- b. Click **File name** and then click the ellipsis (...) The **Locate Database Files** dialog box appears.
- c. Click the folder where you want to save the backup file.
- d. In the **File name** box, type a file name and then click **OK**.
- e. In the **Select Backup Destination** dialog box, click **OK**.
 - 8. In the **Destination** section, click the entry you just created and then click **OK**. The backup progress appears in the **Progress** section. When the backup is complete, a notification dialog box appears.
 - 9. Click **OK**.
 - 10. Follow your backup software's recommended procedure for backing this file up to tape or disk.