Letter Console

Printable Help

Version 2022 R1

Last updated May 09, 2022

Abstract

This document is a printable version of Letter Console help.

Table of Contents

Introduction to Letter Console

The Letter Console program works with Latitude 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 also save an electronic image of each letter sent and attach it to the customer's account for viewing at any time.

> **Note**: Ensure that you have Microsoft Word installed on the workstation that you use to print or generate letters.

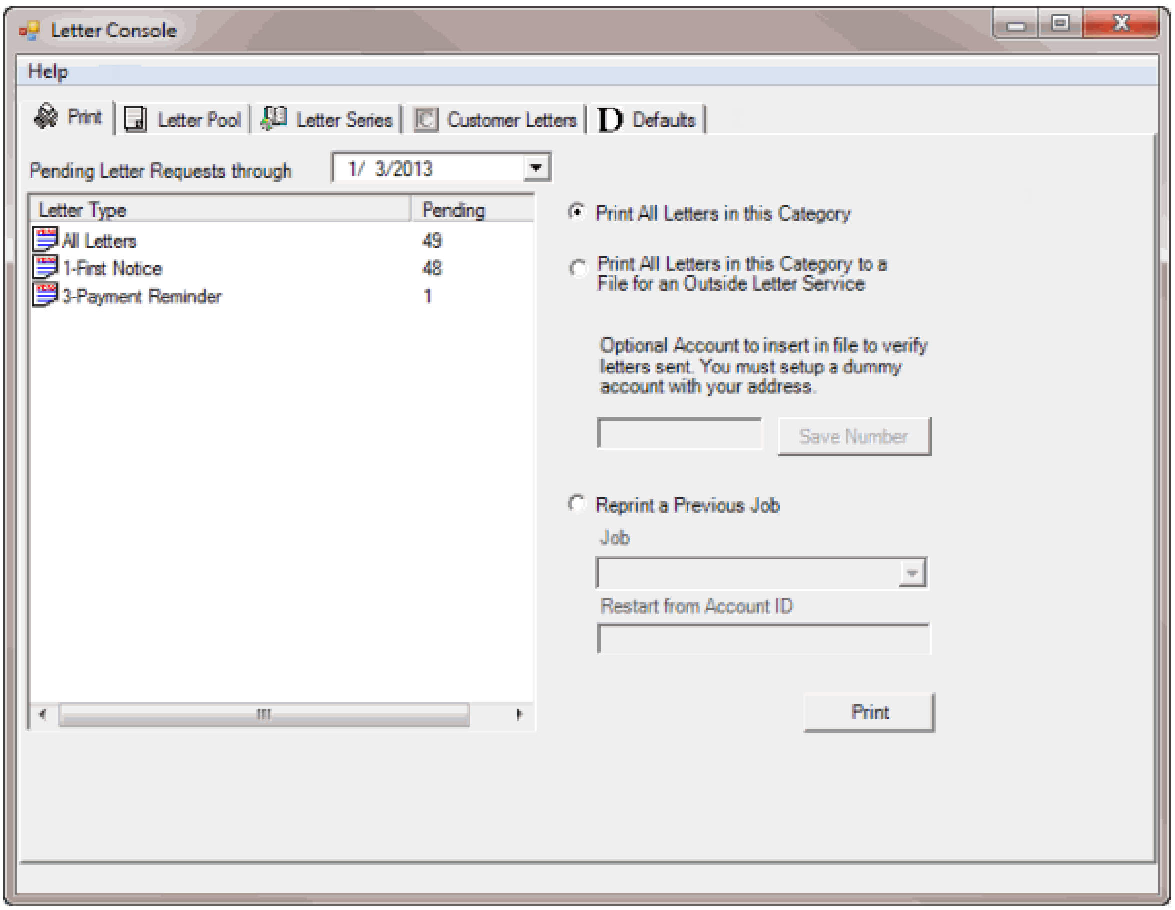
Log On to Letter Console

Use the **Latitude Logon** dialog box to log on to Letter Console.

To log on to Letter Console

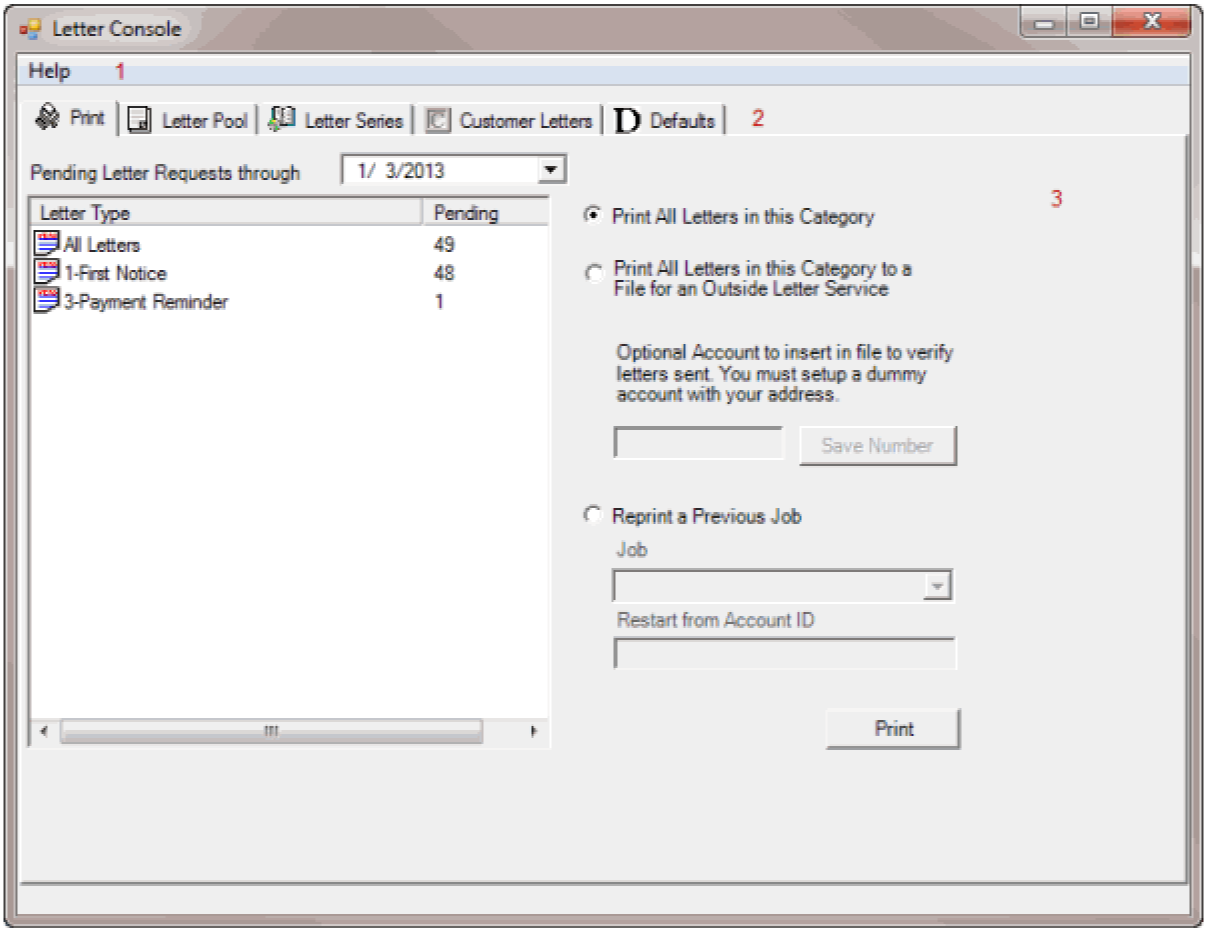
1. Click **Start** > **All Programs** > **Interactive Intelligence** > **Interaction Collector** > **Letter Console**. The **Latitude Logon** dialog box appears.
2. In the **User Name** box, type your Latitude user name.
3. In the **Password** box, type your Latitude password. As you type your password, periods display instead of the typed characters.
4. Click **Okay**.

The **Letter Console** window appears.



Letter Console Window Overview

Use the **Letter Console** window to generate letters for accounts.



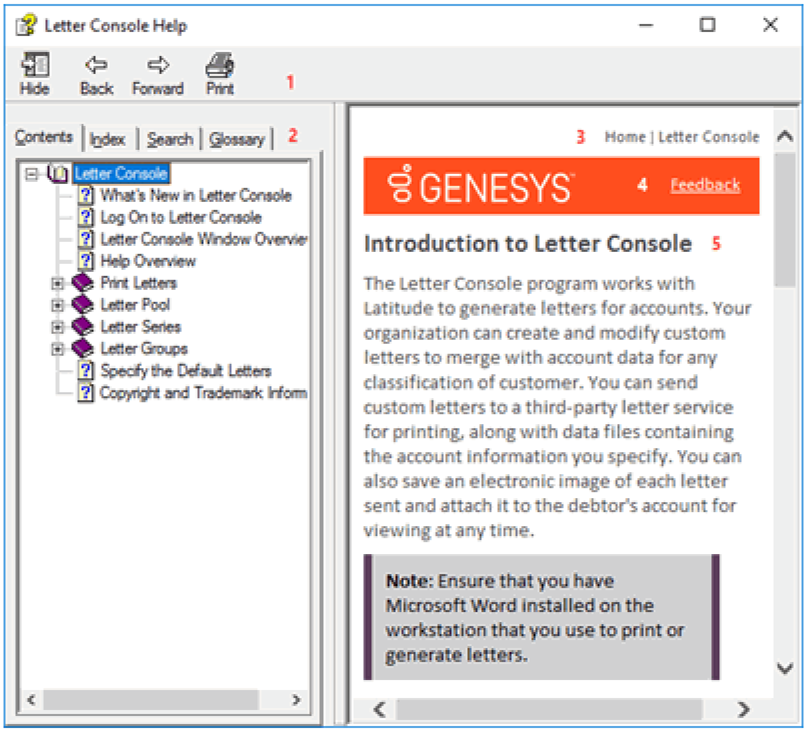
1. **Menu bar:** Provides a link to the Letter Console help.
2. **Tabs:** Displays the options available in Letter Console.
3. **Tab content:** Displays content for the selected tab.

Help Overview

Letter Console help provides you with information for using Letter Console. You can locate and view help topics using the table of contents, index, and search features.

To open Letter Console help

In the "\Interactive Intelligence\Interaction Collector\Documents" folder, double-click **Letter_Console.chm**. The **Letter 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 search feature. To display a topic in the **Content** pane, type a keyword or phrase in the box and then press **Enter**. In the search results, click the link.

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

3. **Breadcrumbs:** Displays your current location within the help system. When you click a breadcrumb, the related topic displays.

4. **Content toolbar:** Displays an option to send feedback through an email message to Latitude by Genesys Documentation.

5. **Content pane:** Displays the contents of a topic. To view the **Content** pane menu, right-click in the **Content** pane.

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

Search feature

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

Search syntax

The basic rules for formulating search queries are:

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

Wildcard expressions

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

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

		For example, the search returns topics with "the account status..." or "the status of the account..."
Topics that contain the specified phrase	"account status"	Returns all topics with account status as a phrase. For example, the search returns topics with "the account status..." but not "the status of the account..."

Boolean operators

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

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

Nested expressions

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

Print Letters

Print Letters

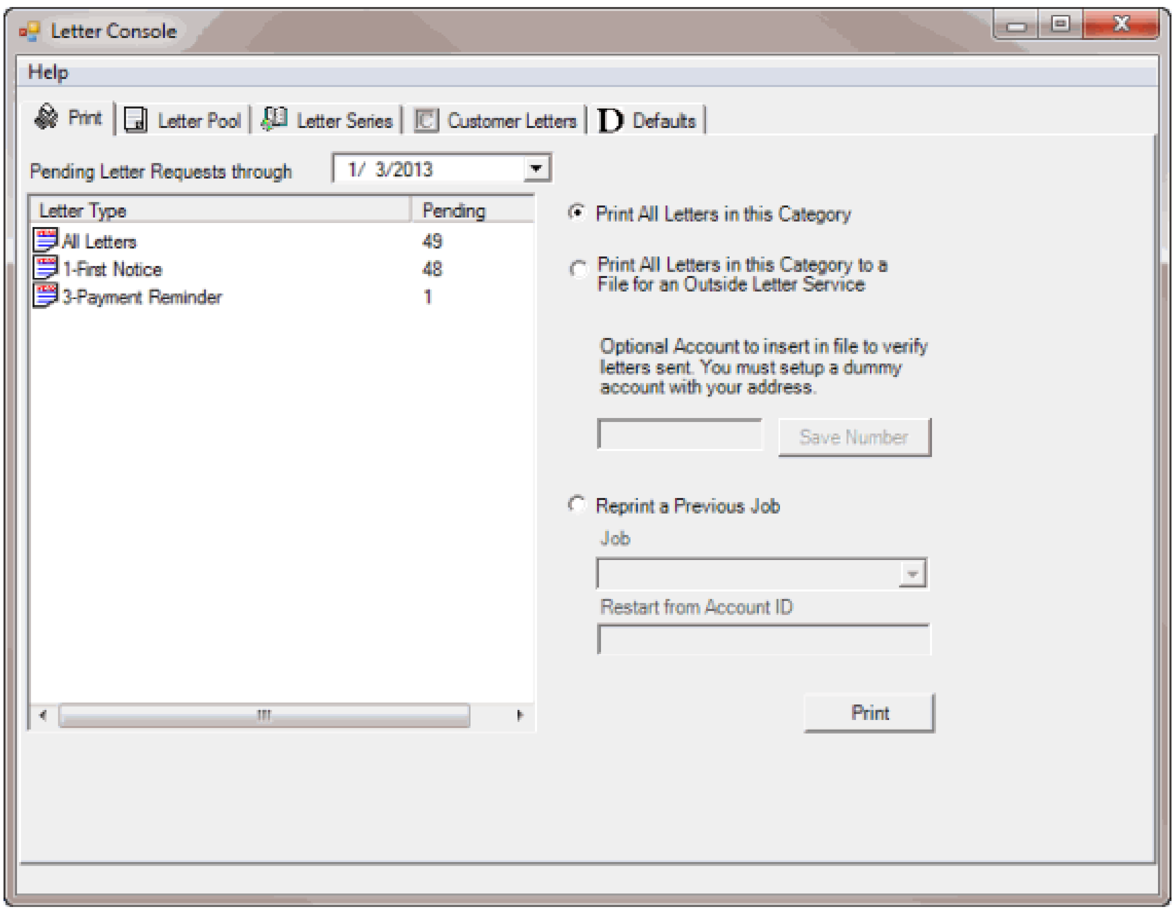
Use the **Print** tab to view a list of letters scheduled for printing. The tab displays the number of letter requests for each letter type up to and including the date specified. The "All Letters" letter type indicates the total number of letter requests in the list.

Print All Letters

Use the **Print** tab to print all letters in the list.

To print all letters

1. Click the **Print** tab.



2. To change the date for which to display pending letter requests, in the **Pending Letter Requests Through** box, click the arrow and select a date from the calendar.

3. In the list box, click **All Letters**.

4. Click **Print All Letters in this Category** and then click **Print**. The **Print** dialog box appears.

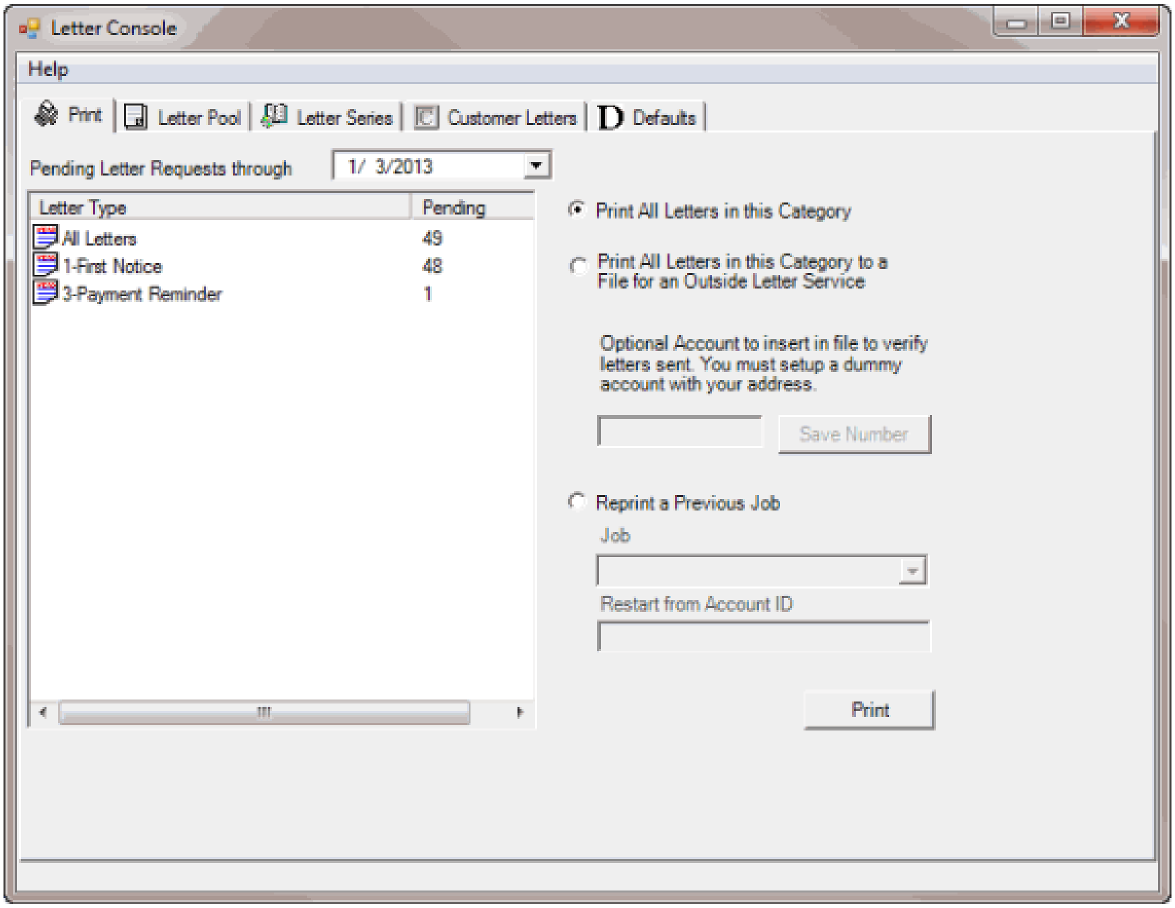
5. Modify the settings as necessary and then click **OK**. Letter Console prints the letters and clears the list box.

Print Selected Letter Types

Use the **Print** tab to print the selected letter types.

To print selected letter types

1. Click the **Print** tab.



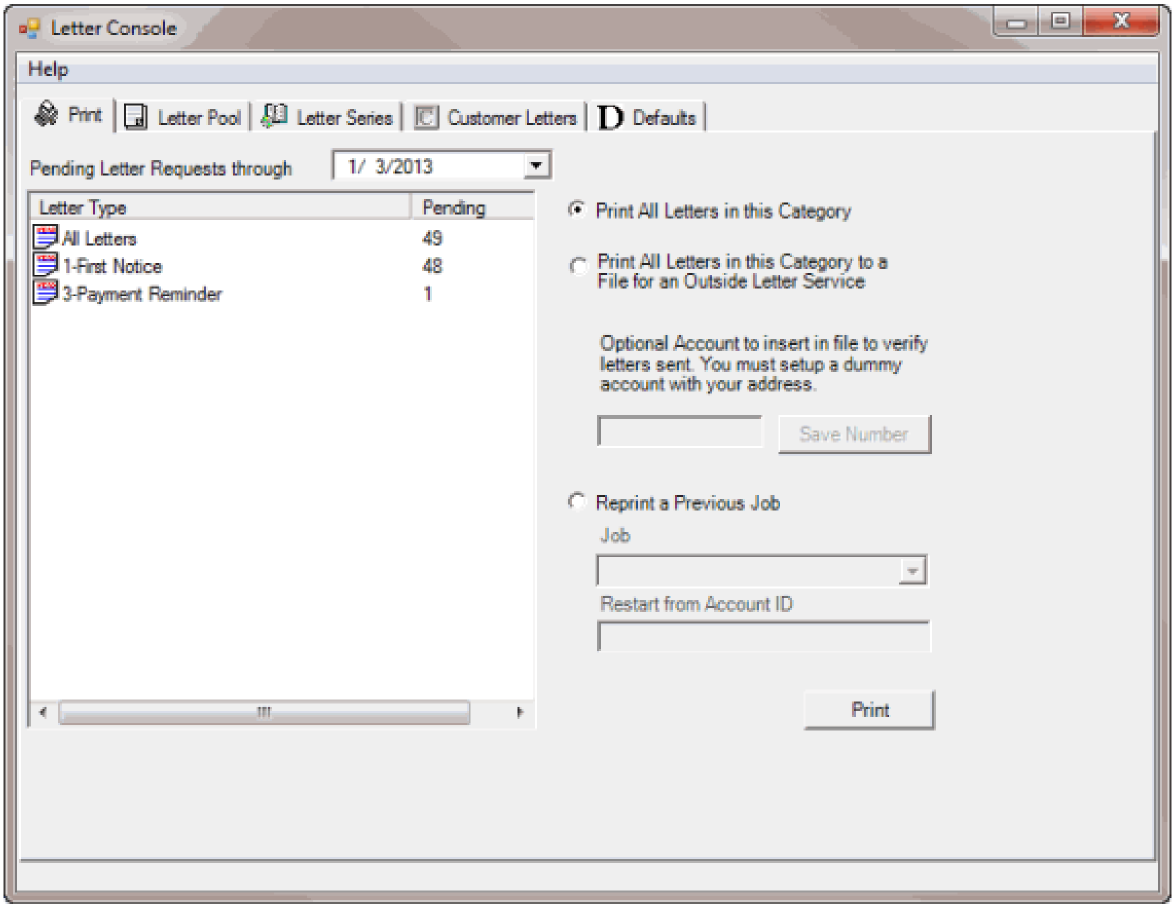
2. To change the date for which to display pending letter requests, in the **Pending Letter Requests Through** box, click the arrow and select a date from the calendar.
3. In the list box, click the type of letter to print.
4. Click **Print All Letters in this Category** and then click **Print**. The **Print** dialog box appears.
5. Modify the settings as necessary and then click **OK**. Letter Console prints the letters and removes the letter type from the list box.

Create a File for Outside Service

Use the **Print** tab to create a comma delimited file (*.txt) so you can send the letters to an outside service for printing and distribution. If your agency sets up a "dummy" account with your agency's address, you can choose to generate a letter using this "dummy" account to verify letter distribution.

To create a file for outside service

1. Click the **Print** tab.



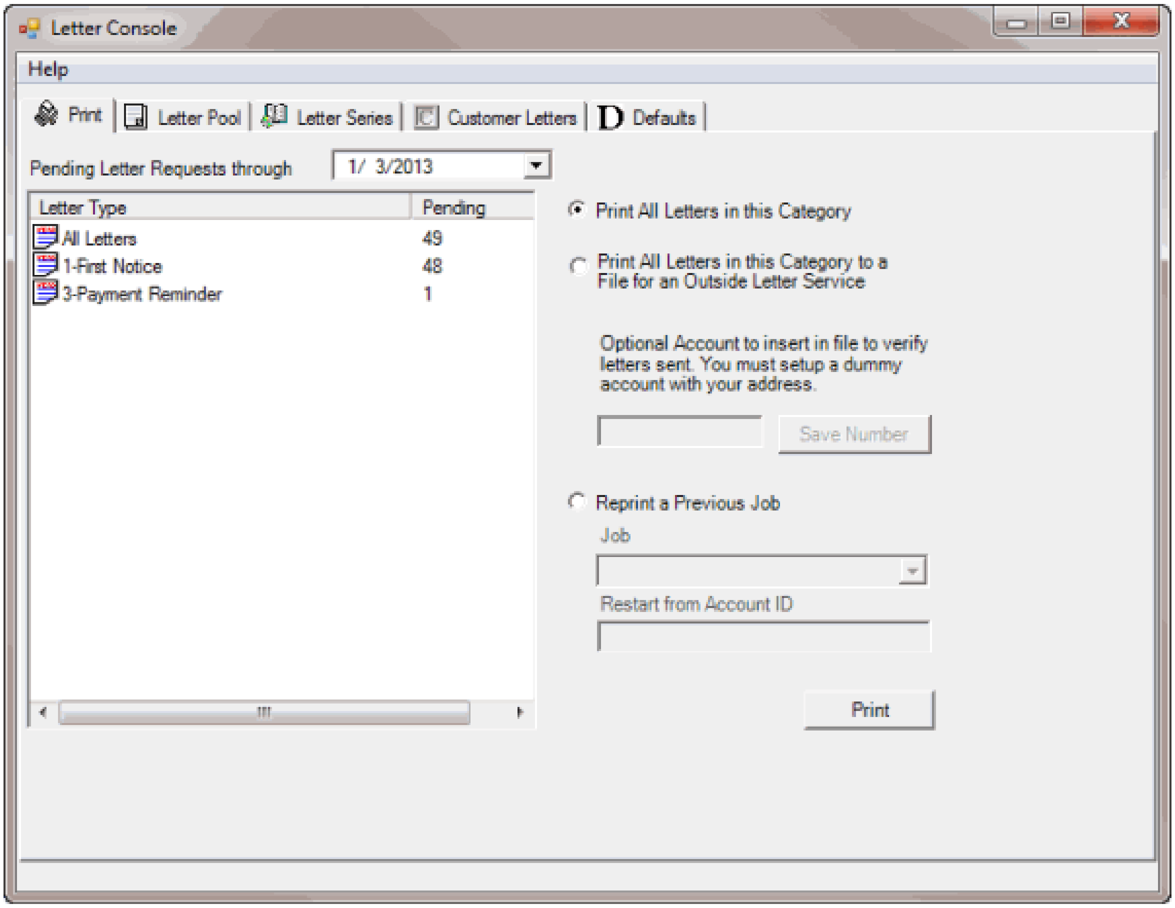
2. To change the date for the pending letter requests, in the **Pending Letter Requests Through** box, click the arrow and select a date from the calendar.
3. In the list box, click the type of letter to print.
4. Click **Print All Letters in this Category to a File for an Outside Letter Service**.
5. To verify letter distribution, in the **Optional Account** box, type the "dummy" account number and then click **Save Number**.
6. Click **Print**. The **Print** dialog box appears.
7. Modify the settings as necessary and then click **OK**. Letter Console prints the letters and removes the letter type from the list box.

Restart a Print Job

Use the **Print** tab to restart a print job that you stopped or that didn't complete successfully.

To restart a print job

1. Click the **Print** tab.



2. Click **Reprint a Previous Job**.
3. In the **Job** list box, click the print job. The job ID format is: job_date_time_lettercode_letterdescription.
4. To restart the print job from a specific account number, in the **Restart from Account ID** box, type the last account number printed. To print the entire batch, leave this box blank.
5. Click **Print**. The **Print** dialog box appears.
6. Modify the settings as necessary and then click **OK**. Letter Console reprints the letters.

Letter Pool

Letter Pool

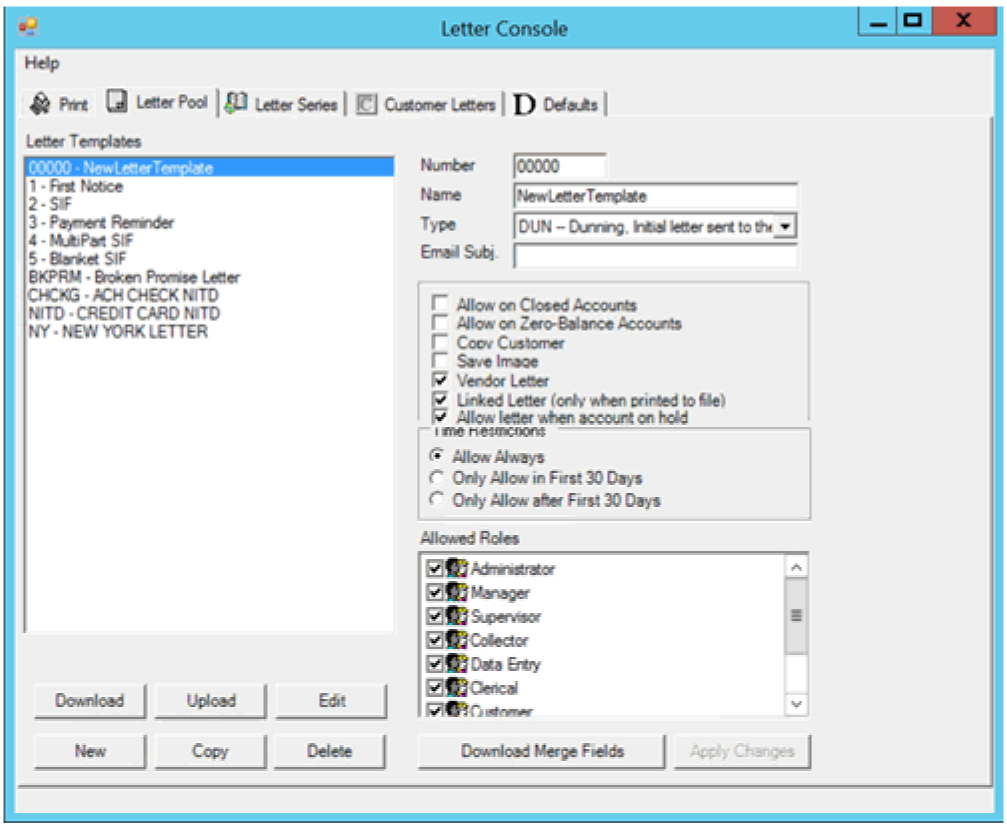
Use the **Letter Pool** tab to create or modify a letter template, or change the options and restrictions.

Set the Options for Generating a Letter

Use the **Letter Pool** tab to set the options for generating a letter.

To set the options for generating a letter

1. Click the **Letter Pool** tab.



Number: Unique five-digit code that identifies the letter template.

Name: Name of the letter template.

Type: Type of letter. For more information, see Letter Types.

Email Subj.: Text that appears in the subject line for letters that you send using email.

Allow on Closed Accounts: If selected, users can generate the letter for accounts with a closed status.

Allow on Zero-Balance Accounts: If selected, users can generate the letter for accounts without an outstanding balance.

Copy Customer: If selected here and in the **Allowed Letters** window, the client receives a copy of the letter.

Save Image: If selected here and in the **Allowed Letters** window, users can save an image of the letter for future reference.

Vendor Letter: If selected, creates a **Custodian** task to output letters to a comma delimited file and send it to an outside service that prints and distributes the letters. Contact Latitude by Genesys Support for file layouts and a complete list of letter service vendors that can accept and process the file.

Linked Letter (only when printed to file): If selected, the letter contains detailed information for each linked account. When printing the letter to a file, the file contains a distinct line for each linked account. Latitude cannot process this type of file so a user sends the file to a letter vendor for processing. The letter vendor merges the information for the linked accounts into a single letter.

Allow letter when account on hold: If selected, allows users to send a letter regardless of whether the account is on hold.

Allow Always: If selected, you can send the letter at any time during the collection process.

Only Allow in First 30 Days: If selected, you can only send the letter within the first 30 days you hold the account.

Only Allow After First 30 Days: If selected, you can only send the letter after you've held the account for 30 days.

Allowed Roles: If selected, the users assigned to the role can request the letter.

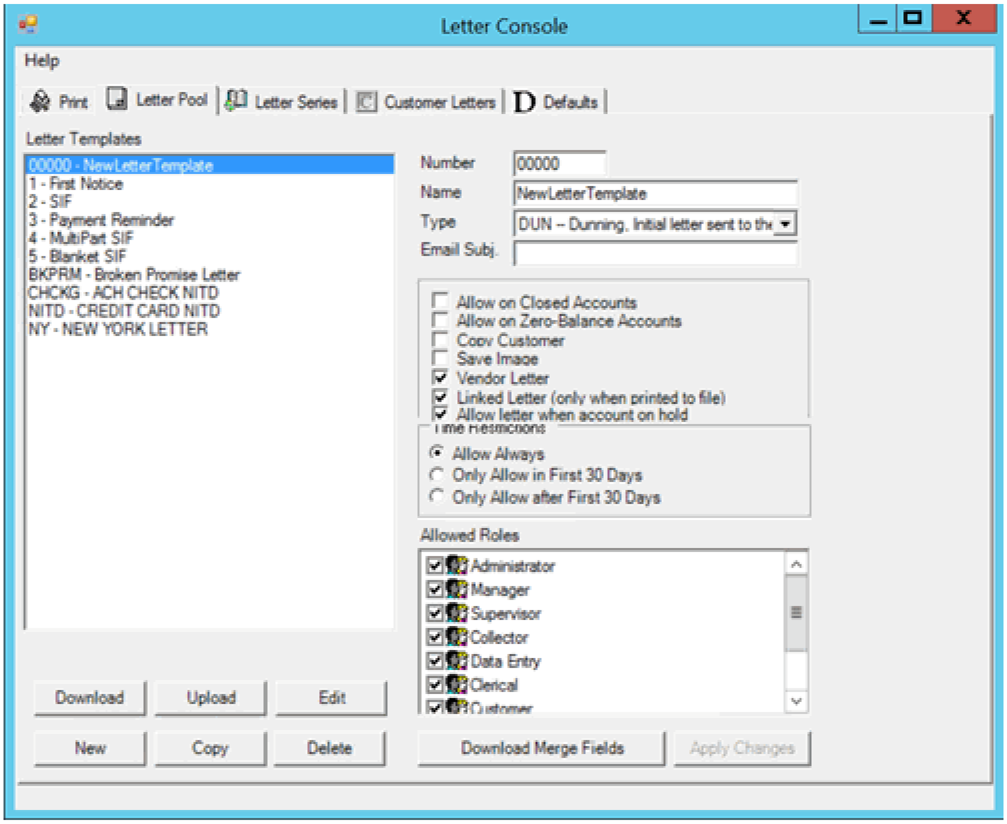
2. Complete the information and then click **Apply Changes**.

Create a Letter Template

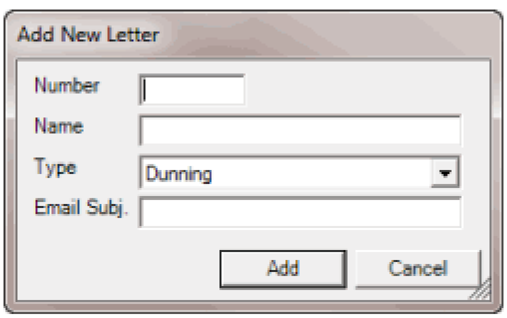
Use the **Add New Letter** dialog box to create a letter template. You can also copy a letter template, modify it, and save it as a new template. For more information, see Copy a Letter Template.

To create a letter template

1. Click the **Letter Pool** tab.



2. Click **New**. The **Add New Letter** dialog box appears.



Number: Unique five-digit code that identifies the letter template.

Name: Name of the letter template.

Type: Type of letter. For more information, see Letter Types.

Email Subj.: Text that appears in the subject line for letters that you send using email.

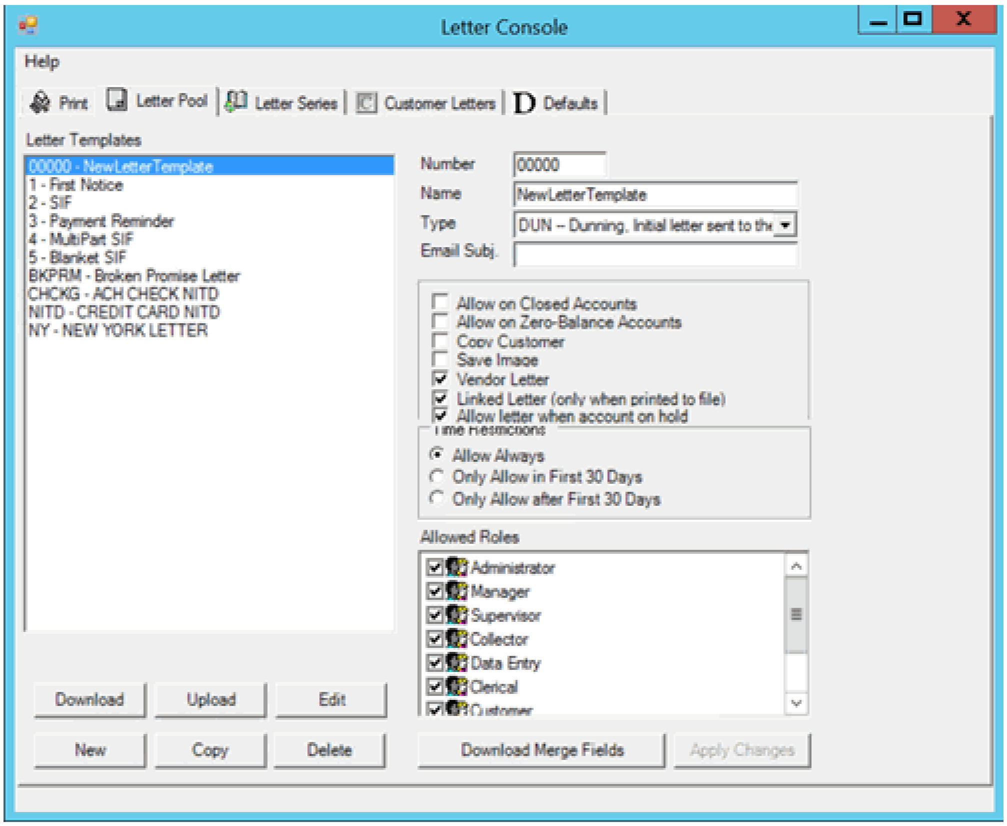
3. Complete the information and then click **Add**. Letter Console adds the letter template to the letter templates list on the **Letter Pool** tab.
4. Do the steps to Modify a Letter Template.
5. Do the steps to Set the Options for Generating a Letter.

Copy a Letter Template

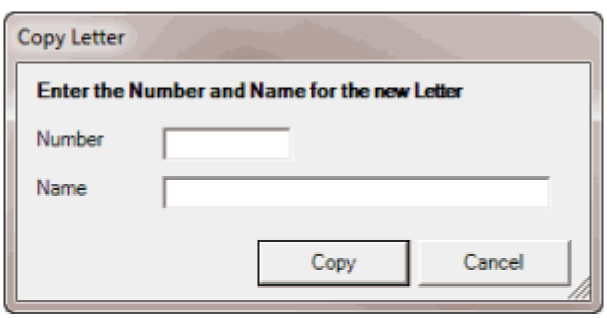
Use the **Copy Letter** dialog box to copy a letter template to create a new one. It's best to copy a letter that already contains most of the information you need.

To copy a letter template

1. Click the **Letter Pool** tab.



2. In the **Letter Templates** pane, click the letter and then click **Copy**. The **Copy Letter** dialog box appears.



3. In the **Number** box, type a unique five-digit code to identify the letter template.
4. In the **Name** box, type a name for the letter template and then click **Copy**. Letter Console adds the letter template to the letter templates list on the **Letter Pool** tab.
5. To modify the letter template, do the steps to Modify a Letter Template.
6. To change the letter options for the template, do the steps to Set the Options for Generating a Letter.

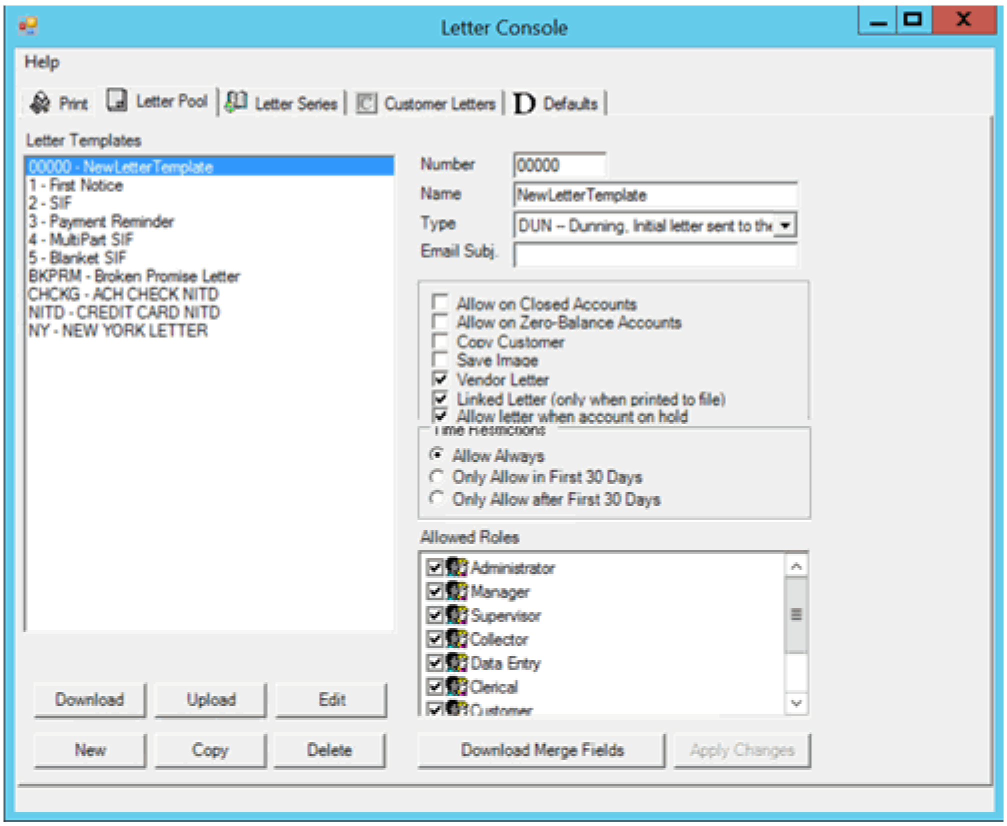
Modify a Letter Template Using Microsoft Word

Use the **Letter Pool** tab to modify a letter template using Microsoft Word. When you modify a template, the changes don't carry over to the client letter groups. To have the letter groups use the modified letter template, clear and then select the letter template in the letter groups that use it. For more information, see Specify the Letters a Client Can Request.

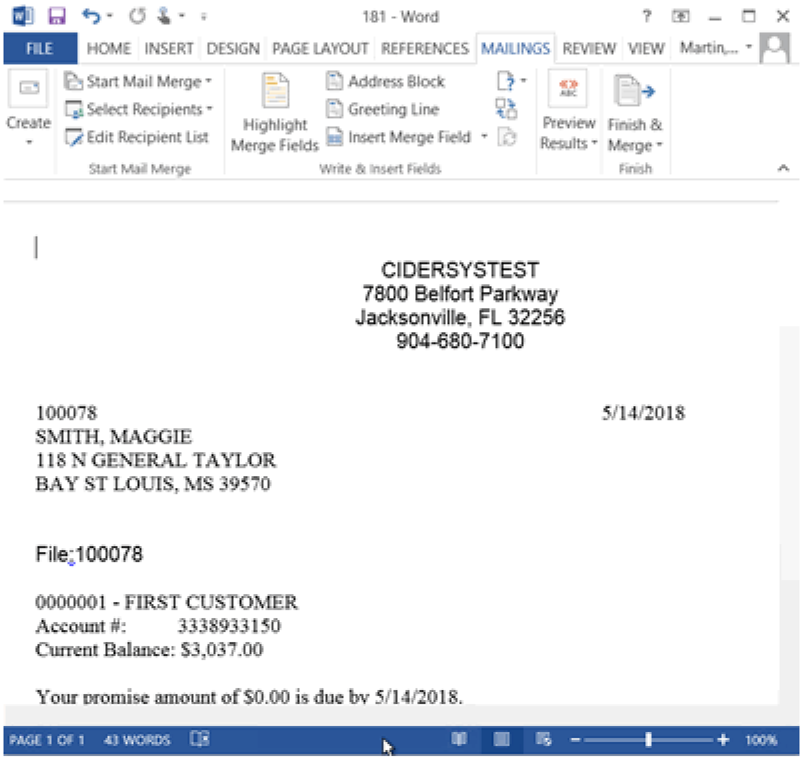
> **Note:** You can use this feature if your organization enabled the **Merge Using Microsoft Word** permission and you have Microsoft Word installed. For more information, see "Merge Using Microsoft Word permission" in the Latitude documentation.

To modify a letter template using Microsoft Word

1. Click the **Letter Pool** tab.



2. In the **Letter Templates** pane, click the letter and then click **Edit**. The letter template opens in Microsoft Word. If you are modifying a new template, the template is blank.



3. Type a return address or leave space for your letterhead.
4. Type information in the body of the letter.
5. To insert merge fields so that the corresponding data pulls from the database when Letter Console generates the letter, do the following:
    1. If you haven't downloaded the current list of letter merge fields, do the steps to Download Letter Merge Fields.
    2. Open the downloaded letter merge fields file. The file contains a table of all merge fields that includes the field name, merge field code, and field description.

FieldName	MergeField	Description
LetterCode	«LetterCode»	Five digit numeric letter code assigned within the Letter Console program. Generally used for internal reference purposes.
DebtorID	«DebtorID»	Unique debtor ID for the primary debtor on the account.
Name	«Name»	Primary debtor name as stored within Latitude. Generally stored in lastname, firstname middlename format. Used for NITD letters.
LastName	«LastName»	Primary debtor last name (only). Used for NITD letters.
FirstName	«FirstName»	Primary debtor first name (only). Used for NITD letters.
Prefix	«Prefix»	Prefix selected for debtor.
MiddleName	«MiddleName»	Middle name entered for debtor.
MiddleInitial	«MiddleInitial»	Middle initial entered for debtor.
Suffix	«Suffix»	Suffix selected for debtor.

c. Locate the merge field to insert into the letter template.

d. Select the entire **MergeField** cell, not just the contents of the cell, and copy it.

CustomerName	«CustomerName»	Name of customer assigned to the account.

e. Click in the template where you want to insert the merge field and then paste the **MergeField** cell. The merge field appears in the letter template enclosed in brackets. See "<<CustomerName>>" in the following example.

Sincerely,

«CustomerName»

6. When finished modifying the letter template, save it. You can send the file to your letter service or use it for compliance verification with state boards.

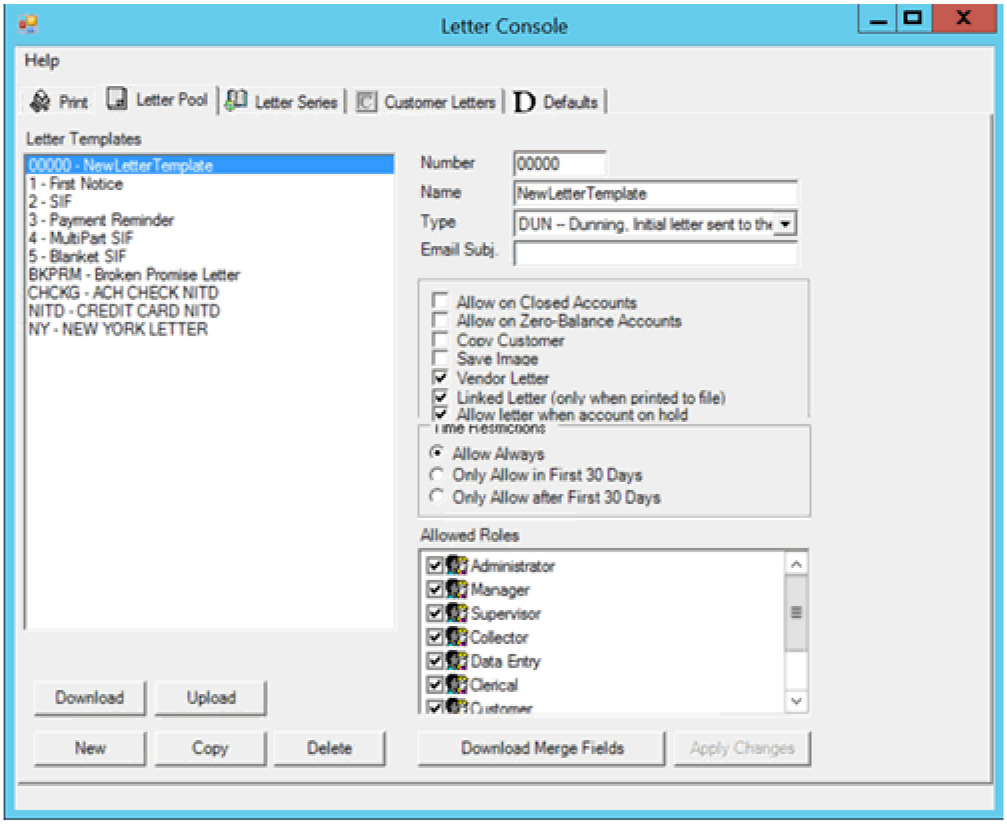
Modify a Letter Template

Use the **Letter Pool** tab to download a letter template, modify it, and then upload it back to Letter Console. When you modify a template, the changes don't carry over to the client letter groups. To have the letter groups use the modified letter template, clear and then select the letter template in the letter groups that use it. For more information, see Specify the Letters a Client Can Request.

> **Note:** To view a letter template, you can use Apache OpenOffice, LibreOffice, WordPad, or Microsoft Word. However, Microsoft Word is the only software that allows you to view, insert, and remove merge fields.

To modify a letter template

1. Click the **Letter Pool** tab.



2. In the **Letter Templates** pane, click the letter and then click **Download**. The **Save As** dialog box appears. The output file name defaults to "[LetterID.LetterCode].doc".

> **Note:** Letter Console assigns a unique letter ID when you create a letter template and you assign the letter code.

3. Optionally, specify a different file name and format.
4. Click **Save**.
5. Open the letter template. If you are modifying a new template, the template is blank.
6. Type a return address or leave space for your letterhead.
7. Type information in the body of the letter.
8. To insert merge fields so that the corresponding data pulls from the database when Letter Console generates the letter, do the following:
    1. If you haven't downloaded the current list of letter merge fields, do the steps to Download Letter Merge Fields.
    2. Open the downloaded letter merge fields file. The file contains a table of all merge fields that includes the field name, merge field code, and field description.

FieldName	MergeField	Description
LetterCode	«LetterCode»	Five digit numeric letter code assigned within the Letter Console program. Generally used for internal reference purposes.
DebtorID	«DebtorID»	Unique debtor ID for the primary debtor on the account.
Name	«Name»	Primary debtor name as stored within Latitude. Generally stored in lastname, firstname middlename format. Used for NITD letters.
LastName	«LastName»	Primary debtor last name (only). Used for NITD letters.
FirstName	«FirstName»	Primary debtor first name (only). Used for NITD letters.
Prefix	«Prefix»	Prefix selected for debtor.
MiddleName	«MiddleName»	Middle name entered for debtor.
MiddleInitial	«MiddleInitial»	Middle initial entered for debtor.
Suffix	«Suffix»	Suffix selected for debtor.

c. Locate the merge field to insert into the letter template.

d. Select the entire **MergeField** cell, not just the contents of the cell, and copy it.

CustomerName	«CustomerName»	Name of customer assigned to the account.

e. Click in the template where you want to insert the merge field and then paste the **MergeField** cell. The merge field appears in the letter template enclosed in brackets. See "<<CustomerName>>" in the following example.

Sincerely,

«CustomerName»

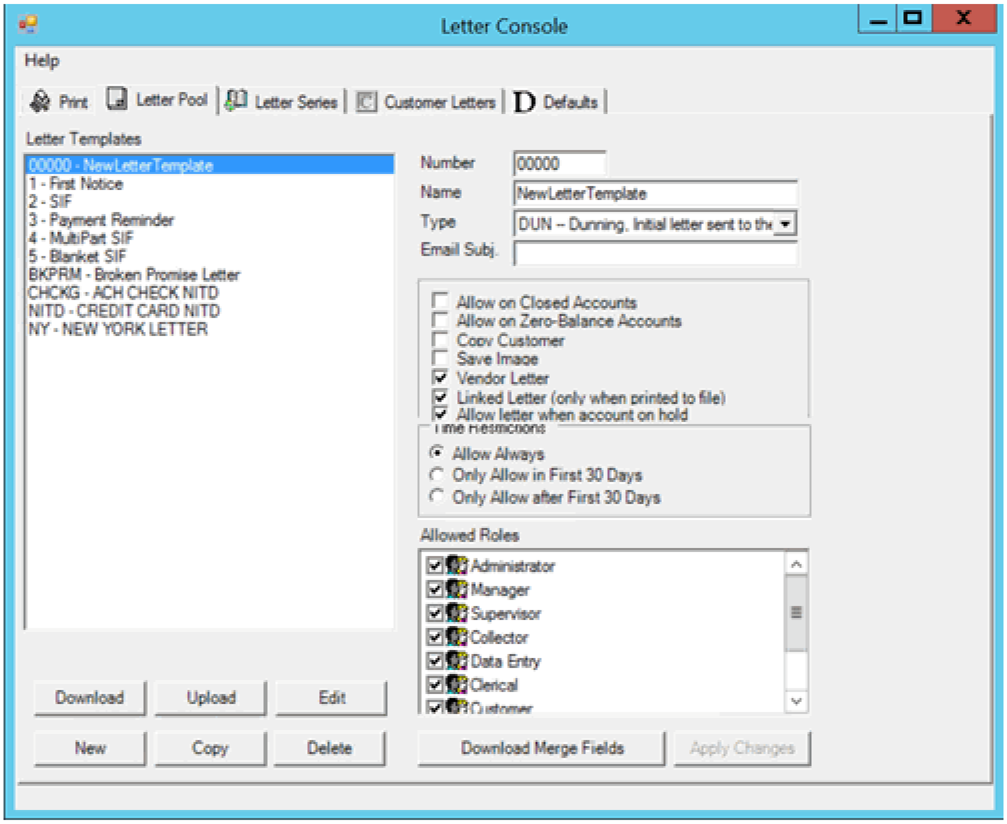
9. When finished modifying the letter template, save it.
10. Do the following to upload the modified letter template to Letter Console:
    1. Click **Upload**. The **Open** dialog box appears. The file type defaults to ".doc".
    2. Click the letter template file name and then click **Open**. Letter Console replaces the original letter template with the modified one. You can send the file to your letter service or use it for compliance verification with state boards.

Delete a Letter Template

Use the **Letter Pool** tab to delete a letter template.

To delete a letter template

1. Click the **Letter Pool** tab.



2. In the **Letter Templates** pane, click the letter and then click **Delete**. A confirmation dialog box appears.

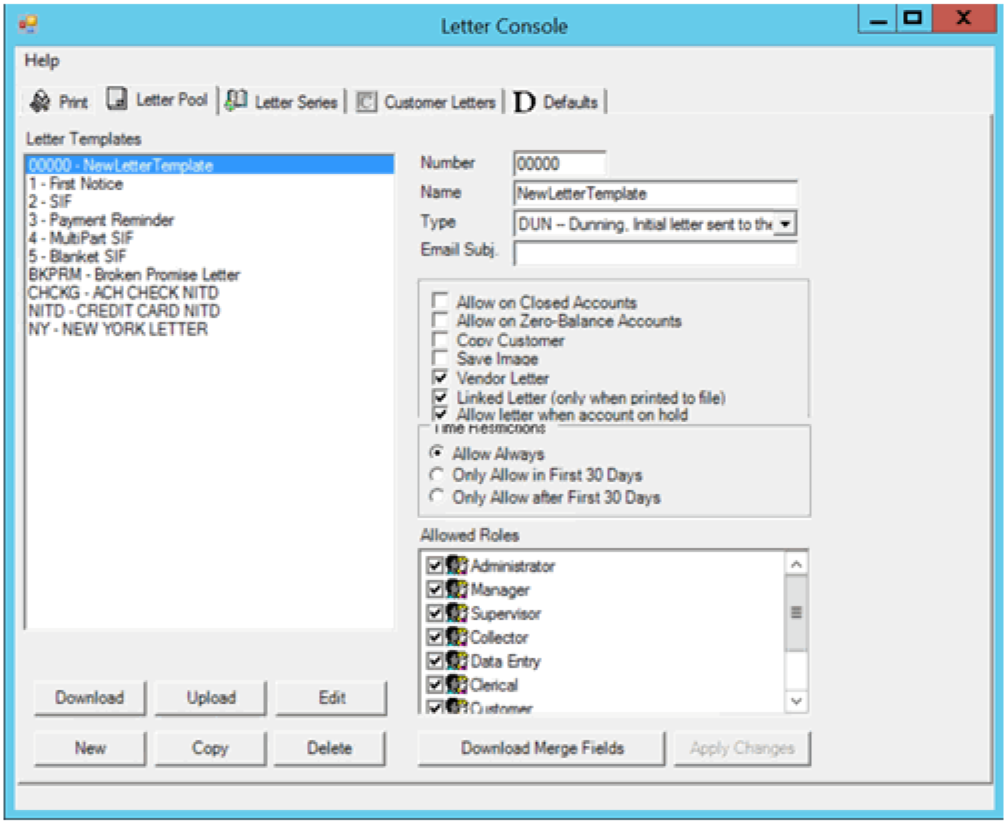
3. Click **Yes**. Letter Console removes the letter template from the letter templates list on the **Letter Pool** tab.

Download Letter Merge Fields

Use the **Letter Pool** tab to download the available letter merge fields.

To download letter merge fields

1. Click the **Letter Pool** tab.



2. Click **Download Merge Fields**. The **Save As** dialog box appears. The output file name defaults to "MergeFields.[Letter Console Version].doc".
3. Optionally, specify a different file name.
4. Click **Save**.
5. Open the file to view it.

Embedded Image Guideline

This guideline is intended for system users, administrators, and system administrators.

Prerequisites

We recommend that you have an understanding of the following systems:

- **Microsoft SQL Server**
- **Windows Server**
- **Latitude**

Overview

When creating letter templates, you can include an image within the template so that you can mass-produce related information. When the image exceeds the size limit of 100 KB, the database increases exponentially and causes the amount of free disk space to diminish drastically.

Guideline

Images that you embed in a letter template cannot exceed the size limit of 100 KB. Do not insert an image that exceeds 100 KB and resize it within the page. The stored image retains its original file size and therefore, exceeds the size limitation. For example, if you insert a 5" x 7" image with a file size of 3 MB into a template and resize it to 1" x 3," the image still has a file size of 3 MB. The solution is to resize the image to the proper file size before inserting it into the letter template.

Letter Types

The following table lists the types of system-created letter templates that are available and their associated merge fields. You can insert the merge fields into the letter template and when Letter Console generates the letter, Letter Console populates the merge fields with the appropriate data.

Letter Type	Description	Merge Fields
Dunning	Initial letter sent to the customer. It typically contains balance and client information. No input allowed.	None
Settlement	Letter offering settlement terms to the customer. Input allowed for settlement amount offer and due date.	PromiseAmount (settlement amount) PromiseDue (payment due date)
Payoff	Letter to the customer confirming payoff of entire balance. Input allowed for payoff amount and payment due date.	PromiseAmount (payoff amount) PromiseDue (payment due date)
Payment Reminder	Letter reminding customer to send in a payment. Input allowed for payment amount and due date.	PromiseAmount (payment amount) PromiseDue (payment due date)
Multi-Part Settlement	Letter confirming agreement with customer to settle the balance following a payment schedule. Input allowed for number of payments (up to 6), and the amounts and due dates for each payment.	SifPmt1 (payment 1 amount / due date) SifPmt2 (payment 2 amount / due date) SifPmt3 (payment 3 amount / due date) SifPmt4 (payment 4 amount / due date) SifPmt5 (payment 5 amount / due date) SifPmt6 (payment 6 amount / due date)

NITD	Notice of Intent to Deposit. Used to inform a customer that your agency is depositing a post-dated check or paper draft. Input allowed for deposit amount and deposit date.	PromiseAmount (payment amount) PromiseDue (payment deposit date)
Customer Letter	Letter to the client regarding the customer. No input allowed.	None
Attorney Letter	Letter to your agency's forwarding attorney regarding the customer. No input allowed.	None

Letter Merge Fields

Letter Merge Fields

The following tables list the fields in the Latitude database that you can insert into letter templates. When Letter Console generates letters, it populates the merge fields with the appropriate data.

> **Note:** USPSKeyLine merge field is a unique code that Latitude assigns to identify a customer's address. Letter vendors can include USPS keylines on envelopes to trace mailings back to the customer record in Latitude.

Agency Attorney Letter Merge Fields

The following table lists the agency attorney fields in the Latitude database that you can insert into letter templates.

Field Name	**Field Type**	**Description**
OurAttorneyCity	String	Assigned attorney's city.
OurAttorneyCode	String	Unique code that identifies the assigned attorney (in attorney maintenance.)
OurAttorneyCSZ	String	Assigned attorney's city, state, and ZIP Code.
OurAttorneyEmail	String	Assigned attorney's email address.
OurAttorneyFax	String	Assigned attorney's fax number.
OurAttorneyFirm	String	Assigned attorney's firm name.
OurAttorneyInitials	String	Assigned attorney's initials.

OurAttorneyName	String	Name of attorney assigned to account (forwarded attorney name.)
OurAttorneyPhone	String	Assigned attorney's telephone number.
OurAttorneyState	String	Assigned attorney's state.
OurAttorneyStreet1	String	Assigned attorney's address line 1.
OurAttorneyStreet2	String	Assigned attorney's address line 2.
OurAttorneyZipcode	String	Assigned attorney's ZIP Code.

Arrangements Letter Merge Fields

The following table lists the arrangements fields in the Latitude database that you can insert into letter templates.

Field Name	**Field Type**	**Description**
ArrangementDebtorCreditCardsAmount	Money	Amount to charge the customer's credit card.
ArrangementDebtorCreditCardsCCLast4	Int	Last four digits of the customer's credit card.
ArrangementDebtorCreditCardsDepositDate	Date	
ArrangementPromiseMode	TinyInt	Payment frequency (such as weekly or monthly).
ArrangementRehabDownPayDateDueSplit_1	Date	
ArrangementRehabDownPayDateDueSplit_2	Date	
ArrangementRehabDownPayDateDueSplit_3	Date	
ArrangementRehabDownPayDateDueSplit_4	Date	
ArrangementRehabDownPayDateDueSplit_5	Date	
ArrangementRehabDownPayDateDueSplit_6	Date	

ArrangementRehabDownPayDateDueSplit_7	Date	
ArrangementRehabDownPayDateDueSplit_8	Date	
ArrangementRehabDownPayDateDueSplit_9	Date	
ArrangementRehabDownPayDateDueSplit_10	Date	
ArrangementRehabDownPaymentAmtSplit_1	Money	
ArrangementRehabDownPaymentAmtSplit_2	Money	
ArrangementRehabDownPaymentAmtSplit_3	Money	
ArrangementRehabDownPaymentAmtSplit_4	Money	
ArrangementRehabDownPaymentAmtSplit_5	Money	
ArrangementRehabDownPaymentAmtSplit_6	Money	
ArrangementRehabDownPaymentAmtSplit_7	Money	
ArrangementRehabDownPaymentAmtSplit_8	Money	
ArrangementRehabDownPaymentAmtSplit_9	Money	
ArrangementRehabDownPaymentAmtSplit_10	Money	

Balance Letter Merge Fields

The following table lists the account balance fields in the Latitude database that you can insert into letter templates.

Field Name	**Field Type**	**Description**
Original	Money	Original balance for the Account (Original1 through Original10 totaled.)
Original1	Money	Original balance of money bucket 1 (Principal.)
Original2	Money	Original balance of money bucket 2 (Interest.)

Original3	Money	Original balance of money bucket 3.
Original4	Money	Original balance of money bucket 4.
Original5	Money	Original balance of money bucket 5.
Original6	Money	Original balance of money bucket 6.
Original7	Money	Original balance of money bucket 7.
Original8	Money	Original balance of money bucket 8.
Original9	Money	Original balance of money bucket 9.
Original10	Money	Original balance of money bucket 10.
Accrued	Money	Accrued balance for the account (Accrued1 through Accrued10 totaled.)
AccruedPrincipal	Money	Accrued balance for money bucket 1.
AccruedInterest	Money	Amount of interest accrued (money bucket 2.)
Accrued3	Money	Accrued balance for money bucket 3.
Accrued4	Money	Accrued balance for money bucket 4.
Accrued5	Money	Accrued balance for money bucket 5.
Accrued6	Money	Accrued balance for money bucket 6.
Accrued7	Money	Accrued balance for money bucket 7.
Accrued8	Money	Accrued balance for money bucket 8.
Accrued9	Money	Accrued balance for money bucket 9.
Accrued10	Money	Accrued balance for money bucket 10.
Paid	Money	Sum of all payments applied toward the entire balance (paid1 through paid10 totaled.)
Paid1	Money	Sum of all payments applied toward money bucket 1 (Principal.)
Paid2	Money	Sum of all payments applied toward money bucket 2 (Interest.)

Paid3	Money	Sum of all payments applied toward money bucket 3.
Paid4	Money	Sum of all payments applied toward money bucket 4.
Paid5	Money	Sum of all payments applied toward money bucket 5.
Paid6	Money	Sum of all payments applied toward money bucket 6.
Paid7	Money	Sum of all payments applied toward money bucket 7.
Paid8	Money	Sum of all payments applied toward money bucket 8.
Paid9	Money	Sum of all payments applied toward money bucket 9.
Paid10	Money	Sum of all payments applied toward money bucket 10 (Transaction Charges.)
CurrentBalance	String	Current balance of the account in written format (for example, one thousand dollars and 50/100.)
Current	Money	Current account balance (Current1 through Current10 totaled.)
Current1	Money	Current balance of money bucket 1 (Principal.)
Current2	Money	Current balance of money bucket 2 (Interest.)
Current3	Money	Current balance of money bucket 3.
Current4	Money	Current balance of money bucket 4.
Current5	Money	Current balance of money bucket 5.
Current6	Money	Current balance of money bucket 6.
Current7	Money	Current balance of money bucket 7.
Current8	Money	Current balance of money bucket 8.
Current9	Money	Current balance of money bucket 9.
Current10	Money	Current balance of money bucket 10 (Transaction Charges.)
CustomerDLC	Date	Client date of last charge.
CustomerDLP	Date	Client date of last payment.

DelinquencyDate	Date	Date of original delinquency noted on the account.

Bank Account Letter Merge Fields

The following table lists the bank account fields in the Latitude database that you can insert into letter templates.

Field Name	Field Type	Description
SubjDebtorBankABANumber	String	Customer's bank ABA number.
SubjDebtorBankAccountAddress1	String	Customer's bank address line 1.
SubjDebtorBankAccountAddress2	String	Customer's bank address, line2. Use for Notice of Intent to Deposit (NITD) letters.
SubjDebtorBankAccountCity	String	Customer's bank city.
SubjDebtorBankAccountName	String	Name on customer's bank account. Use for NITD letters.
SubjDebtorBankAccountNumber	String	Customer's personal bank account number.
SubjDebtorBankAccountState	String	Customer's bank account state. Use for NITD letters.
SubjDebtorBankAccountZipCode	String	Customer's bank ZIP Code. Use for NITD letters.
SubjDebtorBankAddress	String	Customer's bank address.
SubjDebtorBankCity	String	Customer's bank city.
SubjDebtorBankName	String	Customer's bank name.
SubjDebtorBankphone	String	Customer's bank telephone.
SubjDebtorBankState	String	Customer's bank state.
SubjDebtorBankZipCode	String	Customer's bank ZIP Code.

Bankruptcy Letter Merge Fields

The following table lists the bankruptcy fields in the Latitude database that you can insert into letter templates.

Field Name	Field Type	Description

SubjDebtorBkcyAuctionAmt	Money	Auction amount, as indicated for Chapter 7 with a method of "Surrender."
SubjDebtorBkcyAuctionAmountApplied	Money	Auction amount applied, as indicated for Chapter 7 with a method of "Surrender."
SubjDebtorBkcyAuctionFee	Money	Auction fee, as indicated for Chapter 7 with a method of "Surrender."
SubjDebtorBkcyAuctionHouse	Text	Auction house, as indicated for Chapter 7 with a method of "Surrender."
SubjDebtorBkcyCaseNumber	String	Bankruptcy case number.
SubjDebtorBkcyChapter	Number	Bankruptcy chapter.
SubjDebtorBkcyConvertedFrom	Number	Original bankruptcy chapter from which the court converted the current bankruptcy.
SubjDebtorBkcyCourtCity	String	Bankruptcy court's city.
SubjDebtorBkcyCourtCSZ	String	Bankruptcy court's city, state, and ZIP Code.
SubjDebtorBkcyCourtDistrict	String	District for the court holding the bankruptcy proceedings.
SubjDebtorBkcyCourtDivision	String	Division for the court holding the bankruptcy proceedings.
SubjDebtorBkcyCourtPhone	String	Phone number for the court assigned to the bankruptcy proceedings.
SubjDebtorBkcyCourtState	String	Bankruptcy court's state.
SubjDebtorBkcyCourtStreet1	String	Bankruptcy court's address, line 1.
SubjDebtorBkcyCourtStreet2	String	Bankruptcy court's address, line 2.
SubjDebtorBkcyCourtZipcode	String	Bankruptcy court's ZIP Code.
SubjDebtorBkcyDate341	Date	Meeting of creditors date.
SubjDebtorBkcyDateAuction	Date	Auction date, as indicated for Chapter 7 with a method of "Surrender."

SubjDebtorBkcyDateConfirmationHearing	Date	Confirmation hearing date.
SubjDebtorBkcyDateDischarge	Date	Discharge date.
SubjDebtorBkcyDateDismissal	Date	Dismissal date.
SubjDebtorBkcyDateReaffirmFiled	Date	Reaffirm filed date, as indicated for Chapter 7 with a method of "Reaffirmation."
SubjDebtorBkcyDateSurrender	Date	Surrender date, as indicated for Chapter 7 with a method of "Surrender."
SubjDebtorBkcyDateTransmitted	Date	LexisNexis transmitted date (banko.)
SubjDebtorBkcyDateVoluntary	Date	Volunteer date, as indicated for Chapter 7 with a method of "Voluntary Payment."
SubjDebtorBkcyFiledDate	Date	Bankruptcy filing date.
SubjDebtorBkcyLocation341	Text	Location of the 341 meeting of creditors.
SubjDebtorBkcyNoticeDate	Date	Notice received date.
SubjDebtorBkcyProofFiledDate	Date	Proof of claim date.
SubjDebtorBkcyReaffirmAmount	Money	Reaffirmation amount, as indicated for Chapter 7 with a method of "Reaffirmation."
SubjDebtorBkcyReaffirmTerms	Text	Reaffirmation terms, as indicated for Chapter 7 with a method of "Reaffirmation."
SubjDebtorBkcySecuredAmount	Money	Secured amount, as indicated for Chapter 11, 12 or 13.
SubjDebtorBkcySecuredPercentage	Numeric	Secured plan percent, as indicated for Chapter 11, 12 or 13.
SubjDebtorBkcySurrenderMethod	String	Method of surrender, as indicated for Chapter 7 with a method of "Surrender."
SubjDebtorBkcyTrustee	String	Name of trustee for bankruptcy case.
SubjDebtorBkcyTrusteeCity	String	Trustee's city.
SubjDebtorBkcyTrusteeCSZ	String	Trustee's city, state, and ZIP Code.

SubjDebtorBkcyTrusteePhone	String	Trustee's phone number.
SubjDebtorBkcyTrusteeState	String	Trustee's state.
SubjDebtorBkcyTrusteeStreet1	String	Trustee's address line 1.
SubjDebtorBkcyTrusteeStreet2	String	Trustee's address line 2.
SubjDebtorBkcyTrusteeZipcode	String	Trustee's ZIP Code.
SubjDebtorBkcyUnsecuredAmount	Money	Unsecured amount, as indicated for Chapter 11, 12 or 13.
SubjDebtorBkcyUnsecuredPercentage	Numeric	Unsecured plan percent, as indicated for Chapter 11, 12 or 13.
SubjDebtorBkcyVoluntaryAmount	Money	Voluntary payment amount, as indicated for Chapter 7 with a method of "Voluntary Payments."
SubjDebtorBkcyVoluntaryTerms	Text	Voluntary payment terms, as indicated for Chapter 7 with a method of "Voluntary Payments."

Basic Letter Merge Fields

The following table lists the basic fields in the Latitude database that you can insert into letter templates.

Field Name	Field Type	Description
LetterCode	String	Five-digit letter code assigned in the Letter Console program. Used for internal reference purposes.
DebtorID	Numeric	Unique customer ID for the primary customer on the account.
Name	String	Primary customer's name as stored in Latitude. Stored in last name, first name middle name format.
FirstNameFirst	String	Primary customer's name in proper format (first name last name).
LastName	String	Primary customer's last name.

FirstName	String	Primary customer's first name (only).
Prefix	String	Customer's name prefix.
Middle Name	String	Customer's middle name.
Middle Initial	String	Customer's middle initial.
Suffix	String	Customer's name suffix.
BusinessName	String	If the customer is a business, the business name on the account.
FormattedName	String	Customer's name in proper format (first name, middle initial, and last name with appropriate prefix and suffix).
Other	String	Primary customer's other or alias name.
Street1	String	Primary customer's address line 1.
Street2	String	Primary customer's address line 2.
City	String	Primary customer's city.
State	String	Primary customer's state.
Zipcode	String	Primary customer's ZIP Code.
CSZ	String	Primary customer's city, state, and ZIP Code (combined).
Email	String	Primary customer's email address.
Fax	String	Primary customer's fax number.
DriverLicenseNumber	String	Primary customer's driver's license number.
WebPayLogin	String	N/A
Number	Numeric	Unique account number that Latitude assigned to the account.
Desk	String	Desk of the user requesting the letter.
DeskName	String	Desk assigned to the account.

DeskAlias	String	Alias field of desk table, which currently does not have a user interface to populate the information.
DeskExtension	String	Desk phone extension.
DeskEmail	String	Desk email setting.
DeskSpecial1	String	Special1 field in desk table.
DeskSpecial2	String	Special2 field in desk table.
DeskSpecial3	String	Special3 field in desk table.
Account	String	Your client's (external) account number for the account.
Received	Date	Date your agency received the account.
Lastpaid	Date	Date of last payment (since your organization added the account to Latitude).
LastPaidAmount	Money	Amount of payment last received on the account.
InterestRate	Number	Interest rate percent set for the account.
UserDate1	Date	Agency customized date information 1.
UserDate2	Date	Agency customized date information 2.
UserDate3	Date	Agency customized date information 3.
SSN	String	Primary customer's social security number.

Branch Letter Merge Fields

The following table lists the agency branch fields in the Latitude database that you can insert into letter templates.

Field Name	**Field Type**	**Description**
BranchName	String	Agency branch name.
BranchAddr1	String	Agency branch address line 1.
BranchAddr2	String	Agency branch address line 2.

BranchCity	String	Agency branch city.
BranchState	String	Agency branch state.
BranchZip	String	Agency branch ZIP Code.
BranchPhone	String	Agency branch phone number.
BranchFax	String	Agency branch fax number.

Client Letter Merge Fields

The following table lists the client fields in the Latitude database that you can insert into letter templates.

Field Name	Field Type	Description
CustomerAlphaCode	String	Code the client assigned to the customer account.
CustomerBlanketSif	Number	Percent of balance that the client allows to consider a customer account as settled in full. Also see **BlanketSifAmount** in ID and Blanket SIF Letter Merge Fields and **SifPmt** for multi-parts in Contract, Payment, and Agency Letter Merge Fields.
CustomerCity	String	Client's city.
CustomerCombo	String	Latitude client code and client name.
CustomerContact	String	Client's contact name.
CustomerCSZ	String	Client's city, state, and ZIP Code.
CustomerCustomer	String	Client's code assigned to the customer account.
CustomerCustomText1	String	Custom data.
CustomerCustomText2	String	Custom data.
CustomerCustomText3	String	Custom data.
CustomerCustomText4	String	Custom data.
CustomerCustomText5	String	Custom data.

CustomerName	String	Name of client associated to the account.
CustomerPhone	String	Client's phone number.
CustomerState	String	Client's state.
CustomerStreet1	String	Client's address line 1.
CustomerStreet2	String	Client's address line 2.
CustomerZipcode	String	Client's ZIP Code.

Consumer Credit Counseling Letter Merge Fields

The following table lists the Consumer Credit Counseling fields in the Latitude database that you can insert into letter templates.

Field Name	**Field Type**	**Description**
SubjDebtorCccsAcceptedAmount	Money	Amount accepted.
SubjDebtorCccsAcceptedDate	Date	Date accepted.
SubjDebtorCccsCccsCSZ	String	Credit counseling company's city, state, and ZIP Code.
SubjDebtorCccsCity	String	Credit counseling company's city.
SubjDebtorCccsClientID	String	Client ID that the credit counseling company assigned.
SubjDebtorCccsComments	String	Comments.
SubjDebtorCccsCompanyName	String	Credit counseling company's name.
SubjDebtorCccsContact	String	Contact name for the credit counseling company.
SubjDebtorCccsCreatedDate	Date	Date your organization first added the credit counseling information.
SubjDebtorCccsCreditorID	String	Your agency’s ID that the credit counseling company assigned.
SubjDebtorCccsFax	String	Credit counseling company's fax number.

SubjDebtorCccsModifiedDate	Date	Date your organization last modified the credit counseling information.
SubjDebtorCccsPhone	String	Credit counseling company's phone number.
SubjDebtorCccsState	String	Credit counseling company's state.
SubjDebtorCccsStreet1	String	Credit counseling company's address line 1.
SubjDebtorCccsStreet2	String	Credit counseling company's address line 2.
SubjDebtorCccsZipcode	String	Credit counseling company's ZIP Code.

Contract, Payment, and Agency Letter Merge Fields

The following table lists the contract, payment, and agency fields in the Latitude database that you can insert into letter templates.

Field Name	Field Type	Description
OriginalCreditor	String	Original creditor or source for the account.
ContractDate	Date	Contract date for the account.
ChargeOffDate	Date	Charge-off date for the account.
CustomerAmountLastPaid	Money	Amount the client reported as last paid.
CustomerAmountLastCharge	Money	Amount the client reported as last charged to the account.
PreviousCreditor	String	Previous creditor information on the account.
PromiseEnteredDate	Date	Last promise date.
PDCEnteredDate	Date	Last PDC date.
PCCEnteredDate	Date	Last credit card payment date.
DeferredInterest	Money	Amount of interest deferred.

AccruedAndDeferredInterest	Money	Total accrued and deferred interest.
SettlementOrNonSettlementAmount	Money	Settlement amount or total paid (for DA and DAR transactions) including accrued interest.
SettlementOrNonSettlementTotalAmount	Money	Total settlement amount or total paid (for DA and DAR transactions) including accrued interest.
SettlementOrNonSettlementRemainingAmount	Money	Sum of all payments applied toward the entire balance less transaction fees.
LinkedDeferredInterest	Money	Total deferred interest of all open linked accounts.
LinkedAccruedAndDeferredInterest	Money	Total accrued and deferred interest of all open linked accounts.
LinkedSettlementAndNonSettlementAmount	Money	Settlement amount or total paid (for DA and DAR transactions) including accrued interest, for the linked accounts.
LinkedSettlementAndNonSettlementTotalAmount	Money	Total settlement amount or total paid (for DA and DAR transactions) including accrued interest, for the linked accounts.
LinkedSettlementAndNonSettlementRemainiingAmount	Money	Sum of all payments applied toward the entire balance less transaction fees, for the linked accounts.
CompanyName	String	Your agency's name
CompanyStreet1	String	Your agency's street address line 1
CompanyStreet2	String	Your agency's street address line 2
CompanyCity	String	Your agency's city.
CompanyState	String	Your agency's state.
CompanyZipcode	String	Your agency's ZIP Code.

CompanyCSZ	String	Your agency's city, state, and ZIP Code.
CompanyPhone	String	Your agency's phone number.
CompanyFax	String	Your agency's fax number.
CompanyPhone800	String	Your agency's 800 phone number.
PromiseAmount	Money	Amount (including surcharges) of promise that is due or broken. Use this field for letters that include linked accounts.
PromiseDue	Date	Promise due date.
DateRequested	Date	Letter request date.
SifPmt1	String	Future multipart settlement amount and date due for first payment.
SifPmt2	String	Future multipart settlement amount and date due for second payment.
SifPmt3	String	Future multipart settlement amount and date due for third payment.
SifPmt4	String	Future multipart settlement amount and date due for fourth payment.
SifPmt5	String	Future multipart settlement amount and date due for fifth payment.
SifPmt6	String	Future multipart settlement amount and date due for sixth payment.
SifPmt7	String	Future multipart settlement amount and date due for seventh payment.
SifPmt8	String	Future multipart settlement amount and date due for eighth payment.
SifPmt9	String	Future multipart settlement amount and date due for ninth payment.

SifPmt10	String	Future multipart settlement amount and date due for 10th payment.
SifPmt11	String	Future multipart settlement amount and date due for 11th payment.
SifPmt12	String	Future multipart settlement amount and date due for 12th payment.
SifPmt13	String	Future multipart settlement amount and date due for 13th payment.
SifPmt14	String	Future multipart settlement amount and date due for 14th payment.
SifPmt15	String	Future multipart settlement amount and date due for 15th payment.
SifPmt16	String	Future multipart settlement amount and date due for 16th payment.
SifPmt17	String	Future multipart settlement amount and date due for 17th payment.
SifPmt18	String	Future multipart settlement amount and date due for 18th payment.
SifPmt19	String	Future multipart settlement amount and date due for 19th payment.
SifPmt20	String	Future multipart settlement amount and date due for 20th payment.
SifPmt21	String	Future multipart settlement amount and date due for 21st payment.
SifPmt22	String	Future multipart settlement amount and date due for 22nd payment.
SifPmt23	String	Future multipart settlement amount and date due for 23rd payment.
SifPmt24	String	Future multipart settlement amount and date due for 24th payment.

Note: For SifPmt1 through SifPmt24, also see **BlanketSifAmount** in ID and Blanket SIF Letter Merge Fields and **CustomerBlanketSif** in Client Letter Merge Fields.

Court Case Letter Merge Fields

The following table lists the court case fields in the Latitude database that you can insert into letter templates.

Field Name	Field Type	Description
CourtCaseCourtAccruedInt	Money	Interest accrued on the account for the court case.
CourtCaseArbitrationDate	Date	Court case arbitration date.
CourtCaseArbitrationDateTime	DateTime	Arbitration date and time.
CourtCaseArbitrationTime	Numeric	Arbitration time.
CourtCaseAttorneyAccountID	String	Your attorney account ID.
CourtCaseCaseNumber	String	Case number assigned to the account.
CourtCaseCaseTitle	String	Court case title.
CourtCaseCourtCourtName	String	Name of the court.
CourtCaseCourtStreet1	String	Court mailing address line 1.
CourtCaseCourtStreet2	String	Court mailing address line 2.
CourtCaseCourtCity	String	Court city.
CourtCaseCourtState	String	Court state.
CourtCaseCourtZipcode	String	Court ZIP Code.
CourtCaseCourtCounty	String	Court county.
CourtCaseCourtCSZ	String	Court city, state, and ZIP Code.
CourtCaseCourtPhone	String	Court phone number.
CourtCaseCourtFax	String	Court fax number.
CourtCaseCourtClerkSalutation	String	Court clerk salutation (for example, "The Honorable").

CourtCaseCourtClerkFirstName	String	Court clerk's first name.
CourtCaseCourtClerkMiddleName	String	Court clerk's middle name.
CourtCaseCourtClerkLastName	String	Court clerk's last name.
CourtCaseCourtClerkFullName	String	Court clerk's full name (first, middle, and last).
CourtCaseCourtDate	Date	Trial date for the case.
CourtCaseCourtRoom	String	Court room.
CourtCaseDateAnswered	Date	Answer filing date.
CourtCaseDateFiled	Date	Complaint filing date.
CourtCaseDefendant	String	Name of the defendant.
CourtCaseDiscoveryCutOffDate	Date	Discovery cut-off date.
CourtCaseDiscoveryReplyDate	Date	Discovery reply date.
CourtCaseIntFromDate	Date	Date interest begins accruing from judgment.
CourtCaseJdgCourtCourtName	String	Judgment court name.
CourtCaseJdgCourtStreet1	String	Judgment court address line 1.
CourtCaseJdgCourtStreet2	String	Judgment court address line 2.
CourtCaseJdgCourtCity	String	Judgment court city.
CourtCaseJdgCourtState	String	Judgment court state.
CourtCaseJdgCourtZipcode	String	Judgment court ZIP Code.
CourtCaseJdgCourtCounty	String	Judgment court county.
CourtCaseJdgCourtCSZ	String	Judgment court city, state, and ZIP Code.
CourtCaseJdgCourtPhone	String	Judgment court phone number.
CourtCaseJdgCourtFax	String	Judgment court fax number.

CourtCaseJdgCourtClerkSalutation	String	Judgment clerk salutation (for example, "The Honorable").
CourtCaseJdgCourtClerkFirstName	String	Judgment court clerk first name.
CourtCaseJdgCourtClerkMiddleName	String	Judgment court clerk middle name.
CourtCaseJdgCourtClerkLastName	String	Judgment court clerk last name.
CourtCaseJdgCourtClerkFullName	String	Judgment court clerk full name (first, middle, and last).
CourtCaseJudge	String	Judge's name.
CourtCaseJudgement	Logical	Indicates whether the court awarded a judgment on the case.
CourtCaseJudgementAmt	Money	Principal awarded in the judgment.
CourtCaseJudgementAttyAward	Money	Attorney fee awarded in the judgment.
CourtCaseJudgementBook	String	Judgment book.
CourtCaseJudgementCostAward	Money	Court costs awarded in the judgment.
CourtCaseJudgementDate	Date	Date court case judgment was proclaimed.
CourtCaseJudgementIntAward	Money	Interest awarded in the judgment.
CourtCaseJudgementIntRate	Number	Percent of interest allowed for court case judgment.
CourtCaseJudgementOtherAward	Money	Other amount awarded in the judgment.
CourtCaseJudgementPage	String	Judgment page.
CourtCaseJudgementTotalAmt	Money	Total amount of judgment awarded.
CourtCaseLastSummaryJudgementDate	Date	Summary judgment deadline date.
CourtCaseMiscInfo1	String	Miscellaneous field 1.
CourtCaseMiscInfo2	String	Miscellaneous field 2.
CourtCaseMotionCutOffDate	Date	Motion cut-off date.

CourtCasePlaintiff	String	Plaintiff name.
CourtCaseRecordedDate	Date	Recorded date.
CourtCaseServiceDate	Date	Service date.
CourtCaseServiceType	String	Service type.
CourtCaseStatus	String	Current state of case (for example, judgment, in discovery).
CourtCaseStatuteDeadlineDate	Date	Statutory deadline to try case.
CourtCaseCourtTime	Numeric	Trial time.
CourtCaseCourtDateTime	Date	Trial date and time.

Customer Attorney Letter Merge Fields

The following table lists the attorney fields in the Latitude database that you can insert into letter templates.

Field Name	**Field Type**	**Description**
SubjDebtorAttorneyName	String	Name of the attorney for the customer that is the subject of the letter.
SubjDebtorAttorneyFirm	String	Name of the attorney's firm.
SubjDebtorAttorneyStreet1	String	Attorney's address line 1.
SubjDebtorAttorneyStreet2	String	Attorney's address line 2.
SubjDebtorAttorneyCity	String	Attorney's city.
SubjDebtorAttorneyState	String	Attorney's state.
SubjDebtorAttorneyZipcode	String	Attorney's ZIP Code.
SubjDebtorAttorneyCSZ	String	Attorney's city, state, and ZIP Code.
SubjDebtorAttorneyPhone	String	Attorney's phone number.
SubjDebtorAttorneyFax	String	Attorney's fax number.

SubjDebtorAttorneyEmail	String	Attorney's email address.

Deceased Customer Letter Merge Fields

The following table lists the deceased customer fields in the Latitude database that you can insert into letter templates.

Field Name	Field Type	Description
SubjDebtorDeceasedCaseNumber	String	Case number.
SubjDebtorDeceasedCourtCity	String	Court's city.
SubjDebtorDeceasedCourtCSZ	String	Court's city, state, and ZIP Code.
SubjDebtorDeceasedCourtDistrict	String	Court district.
SubjDebtorDeceasedCourtDivision	String	Court division.
SubjDebtorDeceasedCourtPhone	String	Court phone number.
SubjDebtorDeceasedCourtState	String	Court's state.
SubjDebtorDeceasedCourtStreet1	String	Court's address line 1.
SubjDebtorDeceasedCourtStreet2	String	Court's address line 2.
SubjDebtorDeceasedCourtZipcode	String	Court's ZIP Code.
SubjDebtorDeceasedDateClaimDeadline	Date	Claim deadline.
SubjDebtorDeceasedDateOfBirth	Date	Customer's date of birth.
SubjDebtorDeceasedDateOfDeath	Date	Customer's date of death.
SubjDebtorDeceasedDateTransmitted	Date	Death notice transmittal date.
SubjDebtorDeceasedExecutor	String	Executor of the customer's estate.
SubjDebtorDeceasedExecutorCity	String	Executor's city.
SubjDebtorDeceasedExecutorCSZ	String	Executor's city, state, and ZIP Code.
SubjDebtorDeceasedExecutorFax	String	Executor's fax number.

SubjDebtorDeceasedExecutorPhone	String	Executor's phone number.
SubjDebtorDeceasedExecutorState	String	Executor's state.
SubjDebtorDeceasedExecutorStreet1	String	Executor's address, line 1.
SubjDebtorDeceasedExecutorStreet2	String	Executor's address, line 2.
SubjDebtorDeceasedExecutorZipcode	String	Executor's ZIP Code.
SubjDebtorDeceasedFiledDate	Date	Death certificate filing date.
SubjDebtorDeceasedFirstName	String	Customer's first name.
SubjDebtorDeceasedFirstNameFirst	String	Customer's first and last name.
SubjDebtorDeceasedLastName	String	Customer's last name.
SubjDebtorDeceasedLastNameFirst	String	Customer's last and first name.
SubjDebtorDeceasedMatchCode	String	Match code.
SubjDebtorDeceasedPostalCode	String	Postal code where customer died.
SubjDebtorDeceasedSSN	String	Deceased customer's social security number.
SubjDebtorDeceasedState	String	State where customer died.

Early Stage Letter Merge Fields

The following table lists the early state fields in the Latitude database that you can insert into letter templates.

Field Name	**Field Type**	**Description**
SubjDebtorEsdAROwner	String	Accounts Receivable owner.
SubjDebtorEsdCurrent120	Money	Current amount due at 120 days.
SubjDebtorEsdCurrent150	Money	Current amount due at 150 days.
SubjDebtorEsdCurrent180	Money	Current amount due at 180 days.
SubjDebtorEsdCurrent30	Money	Current amount due at 30 days.

SubjDebtorEsdCurrent60	Money	Current amount due at 60 days.
SubjDebtorEsdCurrent90	Money	Current amount due at 90 days.
SubjDebtorEsdCurrentDue	Money	Current amount due.
SubjDebtorEsdCurrentCurrentMinDue	Money	Minimum current amount due.
SubjDebtorEsdCycleCode	String	Cycle name.
SubjDebtorEsdCycleCurrentBeginDate	Date	Current billing cycle start date.
SubjDebtorEsdCycleCurrentDueDate	Date	Current billing cycle due date.
SubjDebtorEsdCycleCurrentEndDate	Date	Current billing cycle end date.
SubjDebtorEsdCycleCurrentLateDate	Date	Current billing cycle late date.
SubjDebtorEsdCycleNextBeginDate	Date	Next billing cycle start date.
SubjDebtorEsdCycleNextDueDate	Date	Next billing cycle due date.
SubjDebtorEsdCycleNextEndDate	Date	Next billing cycle end date.
SubjDebtorEsdCycleNextLateDate	Date	Next billing cycle late date.
SubjDebtorEsdCyclePreviousBeginDate	Date	Previous billing cycle start date.
SubjDebtorEsdCyclePreviouseDueDate	Date	Previous billing cycle due date.
SubjDebtorEsdCyclePreviouseEndDate	Date	Previous billing cycle end date.
SubjDebtorEsdCyclePreviousLateDate	Date	Previous billing cycle last date.
SubjDebtorEsdDatePromoExp	Date	Promotion expiration date.
SubjDebtorEsdFixedMinPayment	Money	Fixed minimum payment amount.
SubjDebtorEsdInterestRate	Numeric	Interest rate.
SubjDebtorEsdLateFeeAccessed	Date	Late fee date.
SubjDebtorEsdMultipleAccounts	Numeric	Number of accounts.

SubjDebtorEsdPaymentHistory	String	Payment history.
SubjDebtorEsdPlanCode	String	Plan code.
SubjDebtorEsdPromoIndicator	Date	Promotion code.
SubjDebtorEsdProviderType	String	Provider type.
SubjDebtorEsdStatement120	Money	Statement amount due at 120 days.
SubjDebtorEsdStatement150	Money	Statement amount due at 150 days.
SubjDebtorEsdStatement180	Money	Statement amount due at 180 days.
SubjDebtorEsdStatement30	Money	Statement amount due at 30 days.
SubjDebtorEsdStatement60	Money	Statement amount due at 60 days.
SubjDebtorEsdStatement90	Money	Statement amount due at 90 days.
SubjDebtorEsdStatementDue	Money	Statement amount currently due.
SubjDebtorEsdStatementMinDue	Money	Minimum statement amount due.
SubjDebtorEsdSubStatuses	String	Sub status.

Garnishment Letter Merge Fields

The following table lists the wage garnishment fields in the Latitude database that you can insert into letter templates.

Field Name	**Field Type**	**Description**
GarnishmentCaseNumber	String	Garnishment case number.
GarnishmentCompany	String	Name of garnishment company.
GarnishmentAddr1	String	Garnishment company address line 1.
GarnishmentAddr2	String	Garnishment company address line 2.
GarnishmentAddr3	String	Garnishment company address line 3.
GarnishmentCity	String	Garnishment company city.

GarnishmentState	String	Garnishment company state.
GarnishmentZipcode	String	Garnishment company ZIP Code.
GarnishmentContact	String	Contact person.
GarnishmentFax	String	Fax number.
GarnishmentPhone	String	Phone number.
GarnishmentEmail	String	Email address.
GarnishmentDateFiled	String	Garnishment filing date.
GarnishmentServiceDate	String	Garnishment service date.
GarnishmentExpireDate	String	Garnishment expiration date.
GarnishmentPrinAmt	Money	Principle amount.
GarnishmentPreJmtInt	Money	Pre-judgment interest amount.
GarnishmentPostJmtInt	Money	Post-judgment interest amount.
GarnishmentCosts	Money	Garnishment costs.
GarnishmentOtherAmt	Money	Other garnishment amounts.

ID and Blanket SIF Letter Merge Fields

The following table lists the ID and blanket SIF (settled in full) fields in the Latitude database that you can insert into letter templates.

Field Name	**Field Type**	**Description**
Id1	String	Client ID 1.
Id2	String	Client ID 2.
BlanketSifAmount	Money	Amount the client accepts to consider the account as settled in full (SIF). Calculated by multiplying the SIF percent for the client or in the letter request by the remaining balance.

		Also see **SifPmt** for multi-parts in Contract, Payment, and Agency Letter Merge Fields and **CustomerBlanketSif** in Client Letter Merge Fields.

Linked Letter Merge Fields

The following table lists the linked account fields in the Latitude database that you can insert into letter templates.

Field Name	**Field Type**	**Description**
LinkedOriginal	Money	Total original balance of all open linked accounts or the single unlinked account.
LinkedOriginalPrincipal	Money	Total principal balance of all open linked accounts or the single unlinked account.
LinkedOriginalInterest	Money	Total original interest balance of all open linked accounts or the single unlinked account.
LinkedOriginal3	Money	Total original bucket 3 balance of all open linked accounts or the single unlinked account.
LinkedOriginal4	Money	Total original bucket 4 balance of all open linked accounts or the single unlinked account.
LinkedOriginal5	Money	Total original bucket 5 balance of all open linked accounts or the single unlinked account.
LinkedOriginal6	Money	Total original bucket 6 balance of all open linked accounts or the single unlinked account.
LinkedOriginal7	Money	Total original bucket 7 balance of all open linked accounts or the single unlinked account.
LinkedOriginal8	Money	Total original bucket 8 balance of all open linked accounts or the single unlinked account.
LinkedOriginal9	Money	Total original bucket 9 balance of all open linked accounts or the single unlinked account.
LinkedOriginal10	Money	Total original bucket 10 balance of all open linked accounts or the single unlinked account.
LinkedPaid	Money	Total paid of all open linked accounts or the single unlinked account.

LinkedPaid1	Money	Total paid toward principal of all open linked accounts or the single unlinked account.
LinkedPaid2	Money	Total paid toward interest of all open linked accounts or the single unlinked account.
LinkedPaid3	Money	Total paid toward bucket 3 of all open linked accounts or the single unlinked account.
LinkedPaid4	Money	Total paid toward bucket 4 of all open linked accounts or the single unlinked account.
LinkedPaid5	Money	Total paid toward bucket 5 of all open linked accounts or the single unlinked account.
LinkedPaid6	Money	Total paid toward bucket 6 of all open linked accounts or the single unlinked account.
LinkedPaid7	Money	Total paid toward bucket 7 of all open linked accounts or the single unlinked account.
LinkedPaid8	Money	Total paid toward bucket 8 of all open linked accounts or the single unlinked account.
LinkedPaid9	Money	Total paid toward bucket 9 of all open linked accounts or the single unlinked account.
LinkedPaid10	Money	Total paid toward bucket 10 of all open linked accounts or the single unlinked account.
LinkedAccrued	Money	Total accrued of all open linked accounts or the single unlinked account.
LinkedAccruedPrincipal	Money	Total accrued toward principal of all open linked accounts or the single unlinked account.
LinkedAccruedInterest	Money	Total accrued toward interest of all open linked accounts or the single unlinked account.
LinkedAccrued3	Money	Total accrued toward bucket 3 of all open linked accounts or the single unlinked account.
LinkedAccrued4	Money	Total accrued toward bucket 4 of all open linked accounts or the single unlinked account.

LinkedAccrued5	Money	Total accrued toward bucket 5 of all open linked accounts or the single unlinked account.
LinkedAccrued6	Money	Total accrued toward bucket 6 of all open linked accounts or the single unlinked account.
LinkedAccrued7	Money	Total accrued toward bucket 7 of all open linked accounts or the single unlinked account.
LinkedAccrued8	Money	Total accrued toward bucket 8 of all open linked accounts or the single unlinked account.
LinkedAccrued9	Money	Total accrued toward bucket 9 of all open linked accounts or the single unlinked account.
LinkedAccrued10	Money	Total accrued toward bucket 10 of all open linked accounts or the single unlinked account.
LinkedCurrentBalance	Money	Total current balance of all open linked accounts or the single unlinked account.
LinkedBalance	Money	Total balance of all linked accounts.
LinkedPrincipal	Money	Total amount currently owed on the principal (bucket 1) for the linked accounts or the single unlinked account.
LinkedInterest	Money	Total amount currently owed on the interest (bucket 2) for the linked accounts or the single unlinked account.
LinkedCurrent3	Money	Total currently owed in bucket 3 of all open linked accounts or the single unlinked account.
LinkedCurrent4	Money	Total currently owed in bucket 4 of all open linked accounts or the single unlinked account.
LinkedCurrent5	Money	Total currently owed in bucket 5 of all open linked accounts or the single unlinked account.
LinkedCurrent6	Money	Total currently owed in bucket 6 of all open linked accounts or the single unlinked account.
LinkedCurrent7	Money	Total currently owed in bucket 7 of all open linked accounts or the single unlinked account.

LinkedCurrent8	Money	Total currently owed in bucket 8 of all open linked accounts or the single unlinked account.
LinkedCurrent9	Money	Total currently owed in bucket 9 of all open linked accounts or the single unlinked account.
LinkedCurrent10	Money	Total currently owed in bucket 10 of all open linked accounts or the single unlinked account.

Miscellaneous Letter Merge Fields

The following table lists the miscellaneous fields in the Latitude database that you can insert into letter templates.

Field Name	Field Type	Description
L1_Line1	String	Extra Data field 1, line 1
L1_Line2	String	Extra Data field 1, line 2
L1_Line3	String	Extra Data field 1, line 3
L1_Line4	String	Extra Data field 1, line 4
L1_Line5	String	Extra Data field 1, line 5
L2_Line1	String	Extra Data field 2, line 1
L2_Line2	String	Extra Data field 2, line 2
L2_Line3	String	Extra Data field 2, line 3
L2_Line4	String	Extra Data field 2, line 4
L2_Line5	String	Extra Data field 2, line 5
L3_Line1	String	Extra Data field 3, line 1
L3_Line2	String	Extra Data field 3, line 2
L3_Line3	String	Extra Data field 3, line 3
L3_Line4	String	Extra Data field 3, line 4

L3_Line5	String	Extra Data field 3, line 5
L4_Line1	String	Extra Data field 4, line 1
L4_Line2	String	Extra Data field 4, line 2
L4_Line3	String	Extra Data field 4, line 3
L4_Line4	String	Extra Data field 4, line 4
L4_Line5	String	Extra Data field 4, line 5
State_Legal_Advisory	String	State advisory information.

Patient Letter Merge Fields

The following table lists the medical patient fields in the Latitude database that you can insert into letter templates.

Field Name	**Field Type**	**Description**
PatientInfoAdmissionDate	String	Patient admission date.
PatientInfoAge	String	Patient's age.
PatientInfoCity	String	Patient's city.
PatientInfoCountry	String	Patient's country.
PatientInfoDischargeDate	String	Patient's discharge date.
PatientInfoDOB	String	Patient's date of birth.
PatientInfoDoctorFax	String	Doctor's fax.
PatientInfoDoctorName	String	Doctor's name.
PatientInfoDoctorPhone	String	Doctor's phone number.
PatientInfoEmployerName	String	Patient's employer name.
PatientInfoFacilityCity	String	Facility city.
PatientInfoFacilityCountry	String	Facility country.

PatientInfoFacilityFax	String	Facility fax.
PatientInfoFacilityName	String	Facility name.
PatientInfoFacilityPhone	String	Facility phone.
PatientInfoFacilityState	String	Facility state.
PatientInfoFacilityStreet1	String	Facility address line 1.
PatientInfoFacilityStreet2	String	Facility address line 2.
PatientInfoFacilityZipCode	String	Facility ZIP Code.
PatientInfoGarraantorRecNumber	String	Patient's guarantor ID number.
PatientInfoKinCity	String	City for patient's next of kin.
PatientInfoKinCountry	String	Country for patient's next of kin.
PatientInfoKinName	String	Name of patient's next of kin.
PatientInfoKinPhone	String	Phone number for patient's next of kin.
PatientInfoKinState	String	State for patient's next of kin.
PatientInfoKinStreet1	String	Address line 1 for patient's next of kin.
PatientInfoKinStreet2	String	Address line 2 for patient's next of kin.
PatientInfoKinZipCode	String	ZIP Code for patient's next of kin.
PatientInfoName	String	Patient's name.
PatientInfoRecNum	String	Patient's ID number.
PatientInfoPhone	String	Patient's phone number.
PatientInfoServiceDate	String	Patient's service date.
PatientInfoSex	String	Patient's gender.
PatientInfoSSN	String	Patient's SSN.

PatientInfoState	String	Patient's state.
PatientInfoStreet1	String	Patient's address line 1.
PatientInfoStreet2	String	Patient's address line 2.
PatientInfoWorkPhone	String	Patient's work phone number.
PatientInfoZipCode	String	Patient's ZIP Code.

Subject Customer Letter Merge Fields

The following table lists the customer fields in the Latitude database that you can insert into letter templates.

Field Name	Field Type	Description
SubjDebtorID	Numeric	Unique ID for the customer that is the subject of the letter.
SubjDebtorName	String	Customer's name. Stored as last name, first name, and middle name.
SubjDebtorFirstNameFirst	String	Debtor's name in proper format (first name and last name).
SubjDebtorLastName	String	Customer's last name.
SubjDebtorFirstName	String	Customer's first name.
SubjDebtorOther	String	Customer's other or alias name.
SubjDebtorStreet1	String	Customer's address, line 1.
SubjDebtorStreet2	String	Customer's address, line 2.
SubjDebtorCity	String	Customer's city.
SubjDebtorState	String	Customer's state.
SubjDebtorZipcode	String	Customer's ZIP Code.
SubDebtorCSZ	String	Customer's city, state, and ZIP Code.
SubjDebtorEmail	String	Customer's email address.

SubjDebtorFax	String	Customer's fax number.
SubjDebtorDriverLicenseNumber	String	Customer's driver's license number.
SubjDebtorDOB	String	Customer's date of birth.
SubjDebtorHomePhone	String	Customer's home phone number.
SubjDebtorWorkPhone	String	Customer's work phone number.
SubjDebtorPager	String	Customer's pager number.
SubjDebtorJobName	String	Name of customer's employer.
SubjDebtorJobAddr1	String	Address line 1 for customer's employer.
SubjDebtorJobAddr2	String	Address line 2 for customer's employer.
SubjDebtorJobCSZ	String	City, state, and ZIP Code for customer's employer.
SubjDebtorJobCity	String	City for customer's employer.
SubjDebtorJobState	String	State for customer's employer.
SubjDebtorJobZipCode	String	ZIP Code for customer's employer.
SubjDebtorJobMemo	String	Note regarding customer's employer.
SubjDebtorSpouse	String	Name of customer's spouse.
SubjDebtorSpouseHomePhone	String	Home phone number for customer's spouse.
SubjDebtorSpouseWorkPhone	String	Work phone number for customer's spouse.
SubjDebtorSpouseJobName	String	Name of debtor's spouse's employer.
SubjDebtorSpouseJobAddr1	String	Address line 1 for spouse's employer.
SubjDebtorSpouseJobAddr2	String	Address line 2 for spouse's employer.
SubjDebtorSpouseJobCSZ	String	City, state, and ZIP Code for spouse's employer.
SubjDebtorSpouseJobMemo	String	Note regarding spouse's employer.

User Letter Merge Fields

The following table lists the user fields in the Latitude database that you can insert into letter templates.

Field Name	**Field Type**	**Description**
SenderAlias	String	Alias of the logged on user.
SenderEmail	String	Email address of the logged on user.
SenderExtension	String	Phone extension of the logged on user.
SenderUserName	String	Name of the logged on user.
SenderPhone	String	Phone number of the logged on user.
RequesterAlias	String	Default user's alias.
RequesterEmail	String	Default user's email address.
RequesterExtension	String	Default user's phone extension.
RequesterUserName	String	Default user's name.
RequesterPhone	String	Default user's phone number.

Letter Series

Letter Series

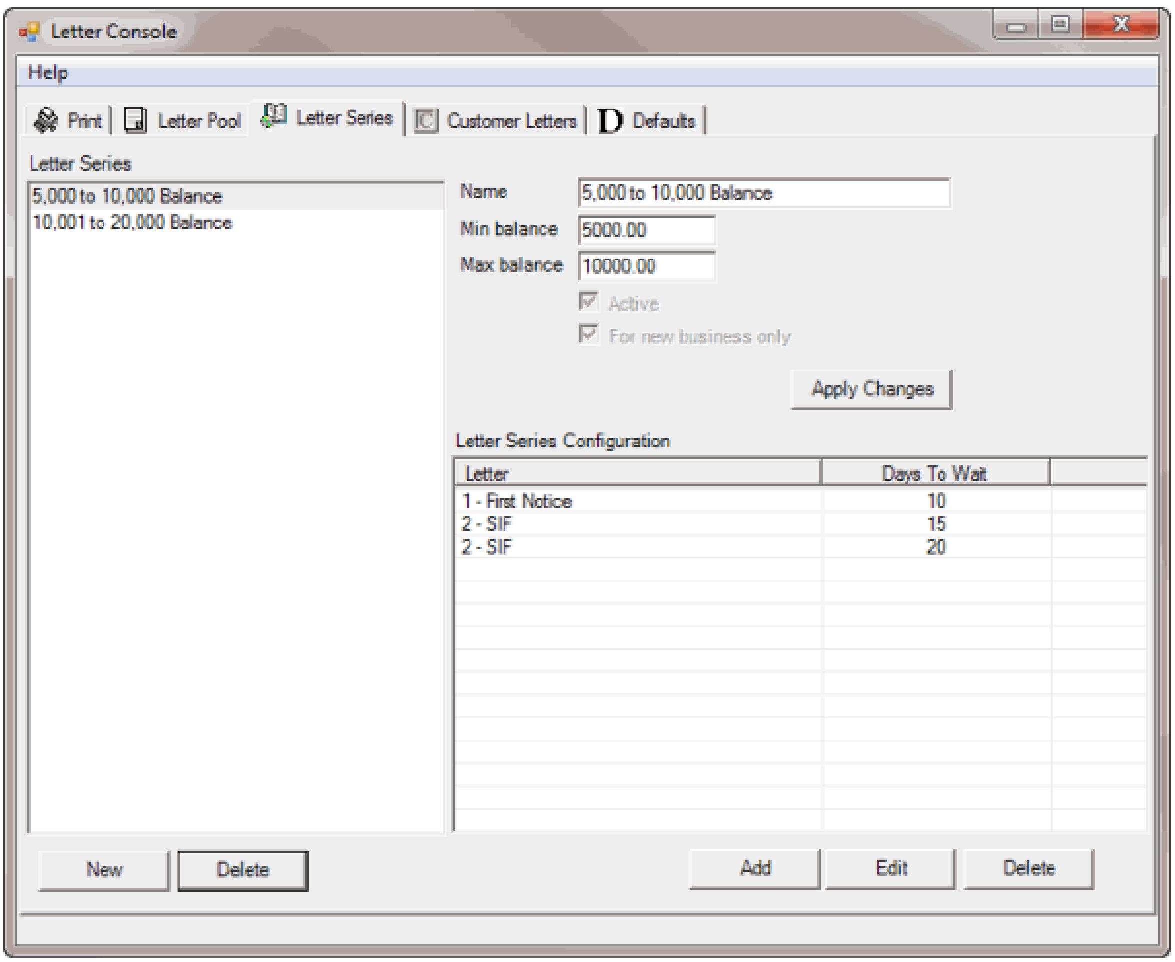
Use the **Letter Series** tab to define a series of letters to send to customers based on the date your organization received the account into Latitude. You schedule the letter series when you add new business to Latitude.

Create a Letter Series

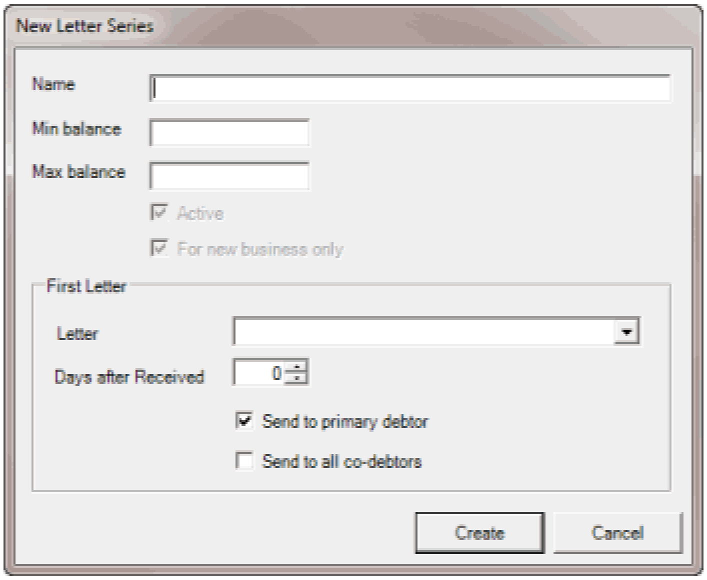
Use the **New Letter Series** dialog box to create a letter series. Set up the individual letters to send out at various benchmark dates before creating the letter series.

To create a letter series

1. Click the **Letter Series** tab.



2. Click **New**. The **New Letter Series** dialog box appears.



Name: Unique name for the letter series.

Min balance: Minimum balance required to include an account in the letter series.

Max balance: Maximum balance allowed to include an account in the letter series.

Active: If selected, Letter Console includes active accounts in the letter series.

For new business only: If selected, Letter Console includes new business in the letter series.

Letter: First letter to send to the customer.

Days after Received: Number of days after receiving the new business before Letter Console generates a letter request.

Send to primary debtor: If selected, Letter Console sends the first letter to the primary customer on the account.

Send to all co-debtors: If selected, Letter Console sends the first letter to all parties on the account.

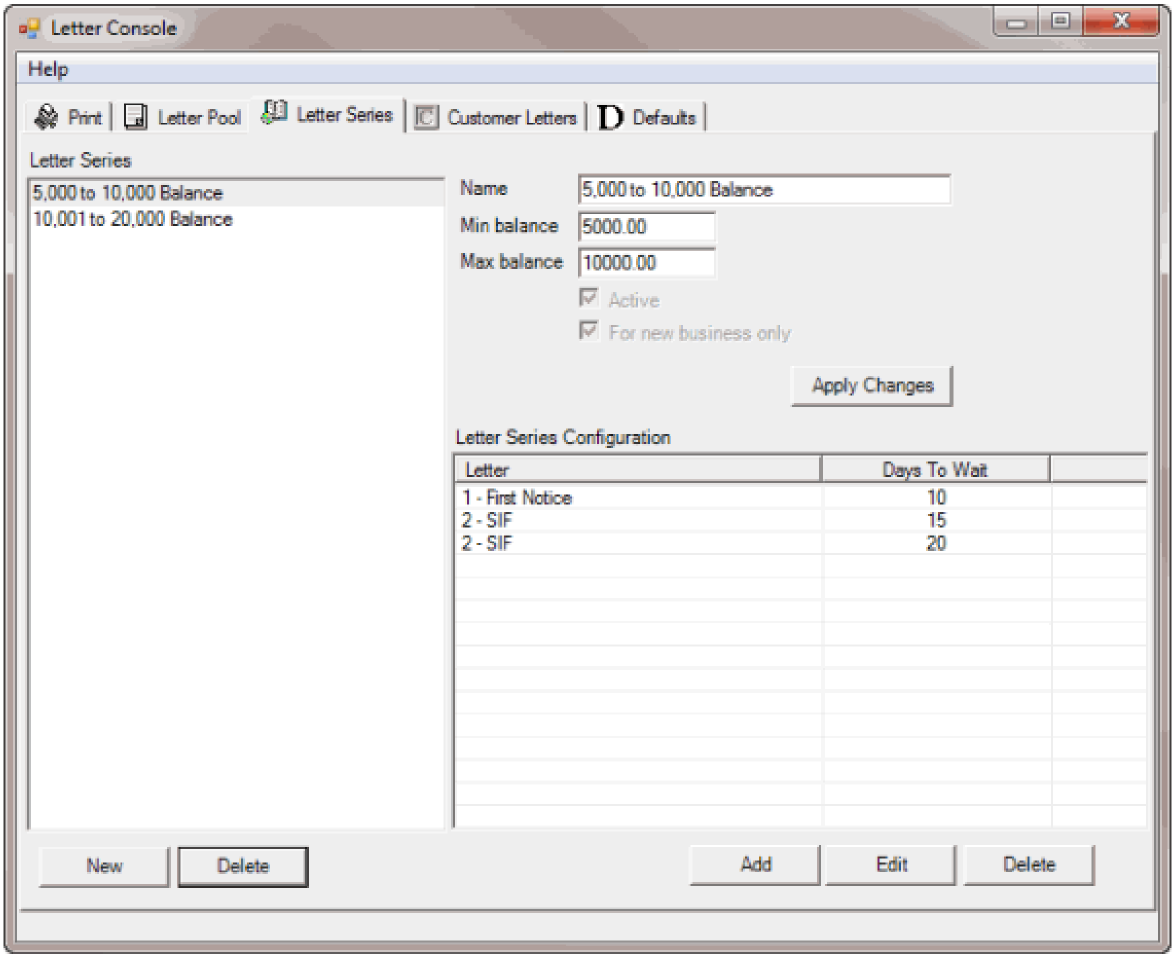
3. Complete the information and then click **Create**. Letter Console adds the letter series name to the **Letter Series** section of the **Letter Series** tab. Letter Console lists the first letter you selected in the **Letter Series Configuration** section of the **Letter Series** tab.

Add a Letter to a Letter Series

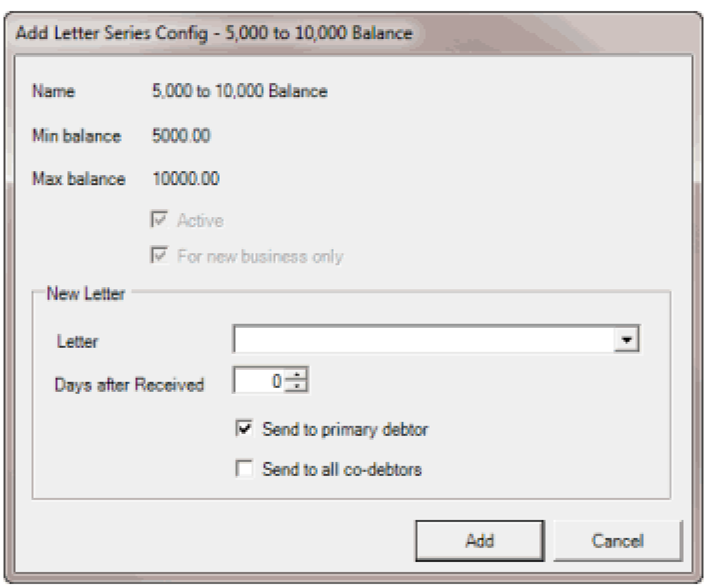
Use the **Add Letter Series Config** dialog box to add a letter to a letter series. You can add the same letter multiple times and specify a different waiting period for each instance.

To add a letter to a letter series

1. Click the **Letter Series** tab.



2. In the **Letter Series** section, click a letter series.
3. In the **Letter Series Configuration** section, click **Add**. The **Add Letter Series Config** dialog box appears.



Letter: Letter to send to the customer.

Days after Received: Number of days after receiving the new business before Letter Console generates a letter request.

Send to primary debtor: If selected, Letter Console sends the first letter to the primary customer on the account.

Send to all co-debtors: If selected, Letter Console sends the first letter to all parties on the account.

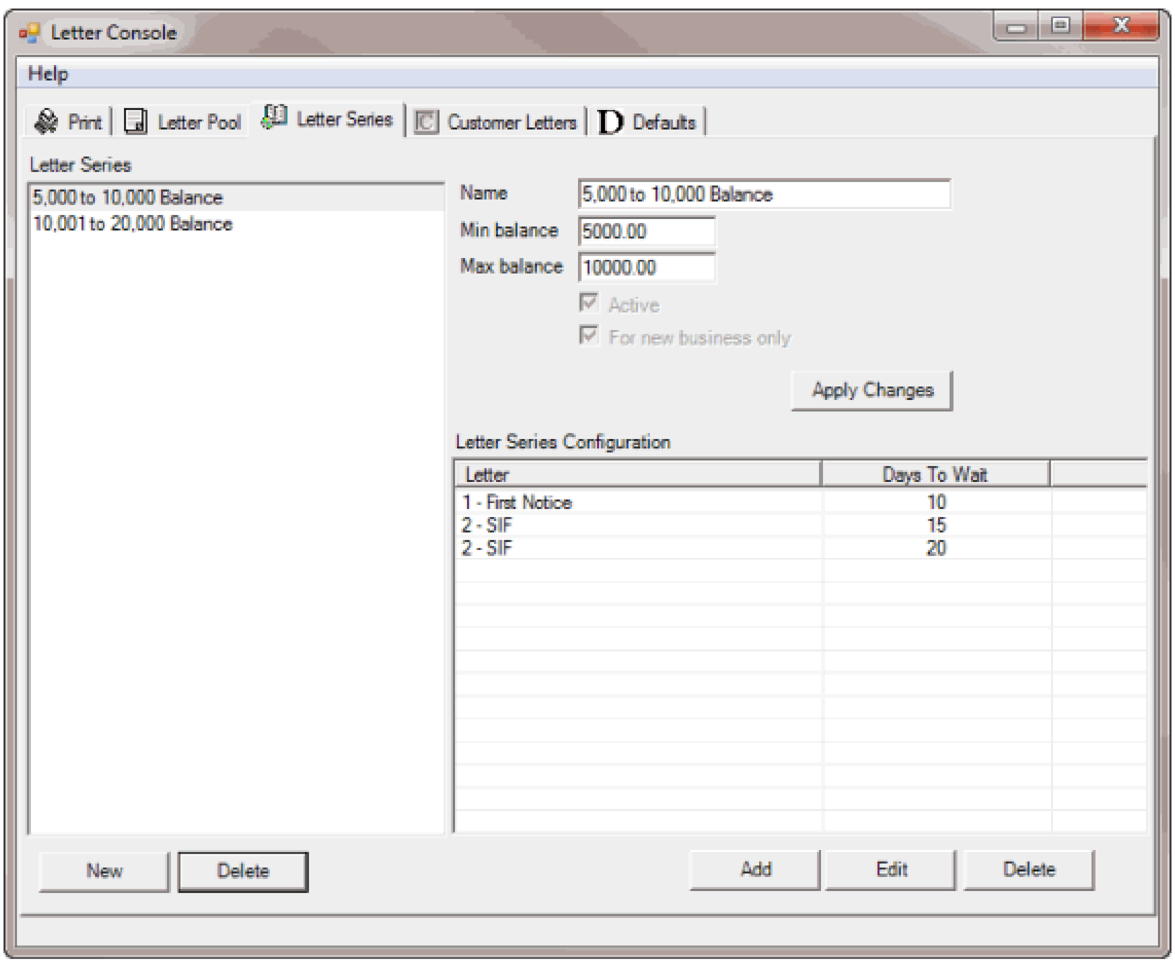
4. Complete the information and then click **Add**. Letter Console adds the letter to the letter series and lists it in the **Letter Series Configuration** section of the **Letter Series** tab.

Delete a Letter Series

Use the **Letter Series** tab to delete a letter series.

To delete a letter series

1. Click the **Letter Series** tab.



2. In the **Letter Series** section, click a letter series and then click **Delete**. A confirmation dialog box appears.

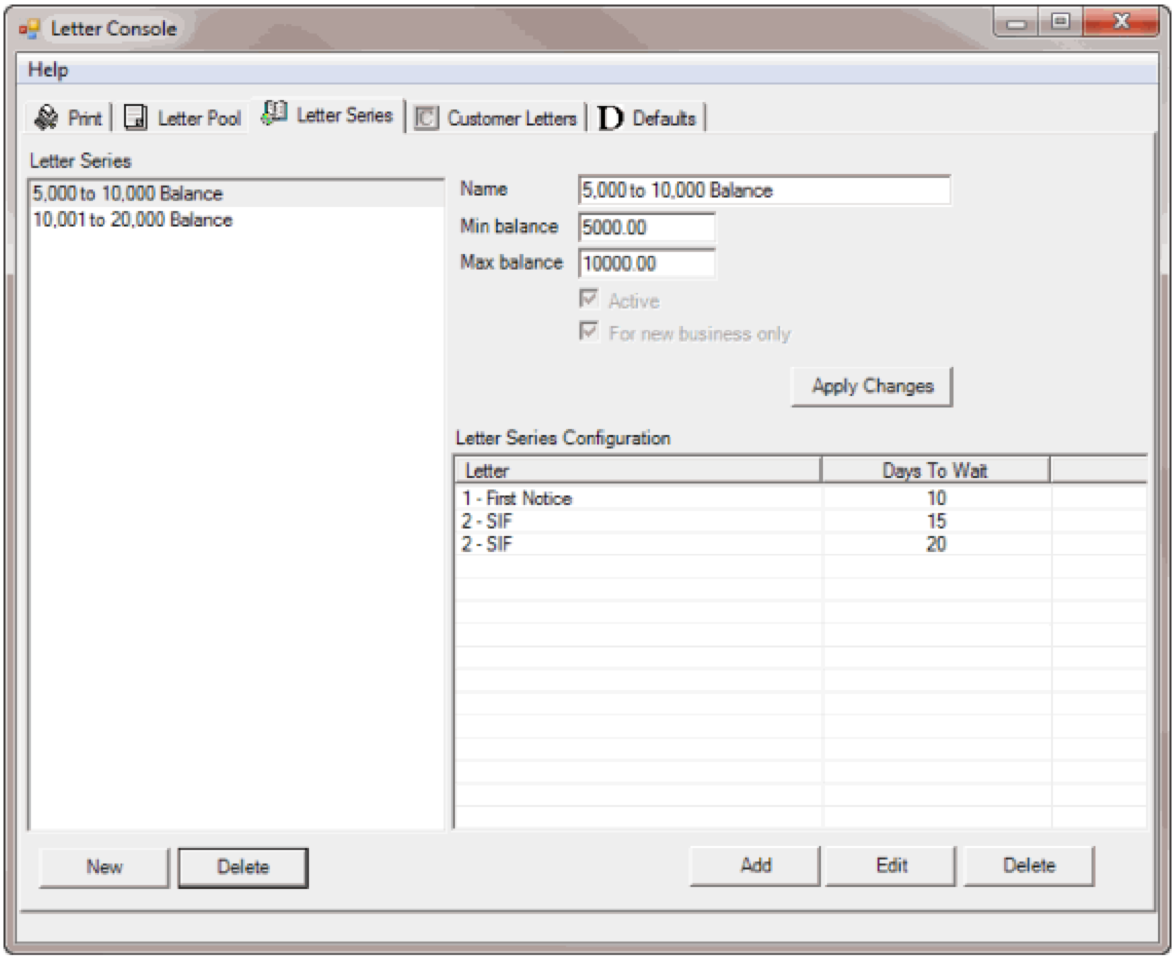
3. Click **Yes**.

Modify a Letter Series

Use the **Letter Series** tab to modify a letter series. Changes do not carry over to letter groups. To have letter groups use the modified letter series, clear and select the letter series in the letter groups that use it. For more information, see Specify the Letters a Client Can Request.

To modify a letter series

1. Click the **Letter Series** tab.



Name: Unique name for the letter series.

Min balance: Minimum balance required to include an account in the letter series.

Max balance: Maximum balance allowed to include an account in the letter series.

Active: If selected, Letter Console includes active accounts in the letter series.

For new business only: If selected, Letter Console includes new business in the letter series.

2. In the **Letter Series** section, click the letter series.
3. Modify the information and then click **Apply Changes**.

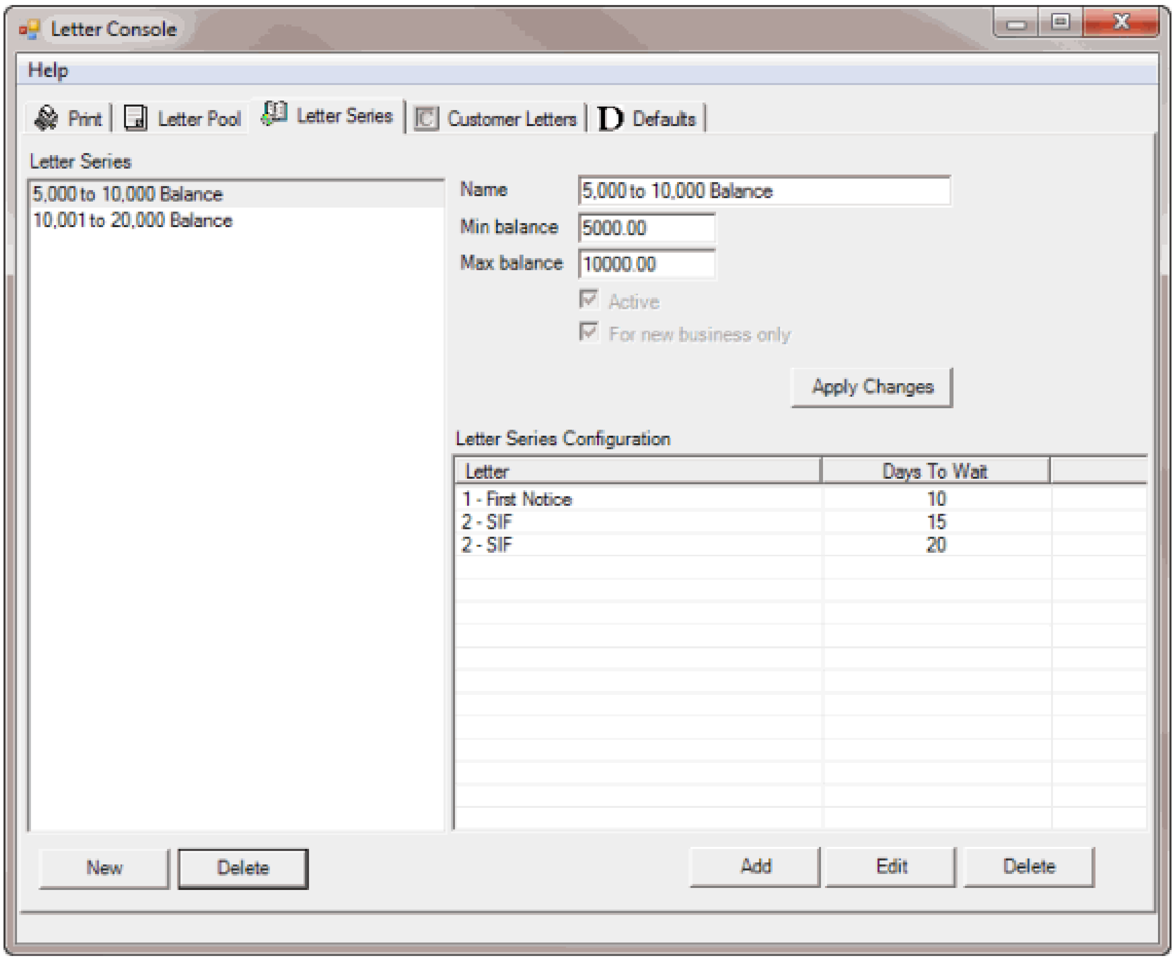
4. To modify the letter series configuration, see Modify a Letter Series Configuration.

Modify a Letter in a Letter Series

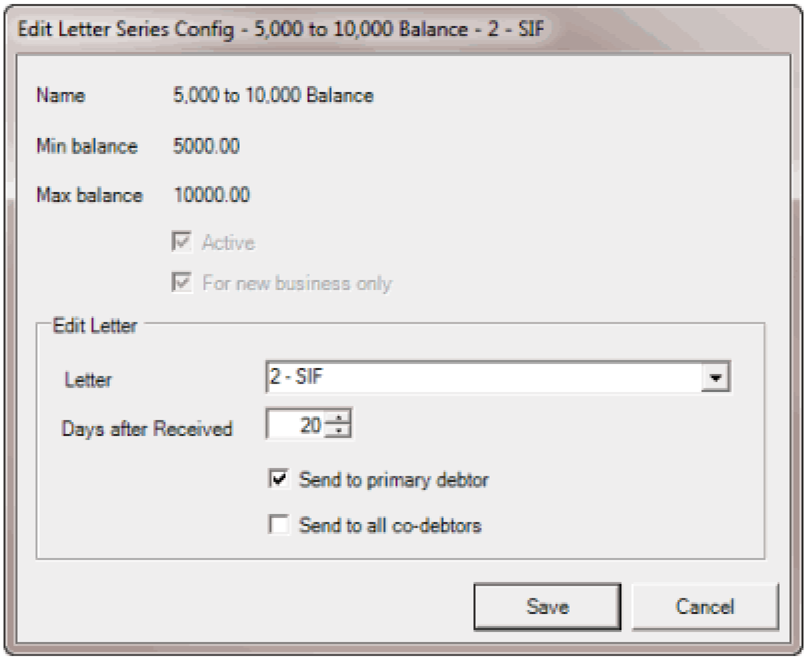
Use the **Edit Letter Series Config** dialog box to modify a letter in a letter series.

To modify a letter in a letter series

1. Click the **Letter Series** tab.



2. In the **Letter Series** section, click a letter series.
3. In the **Letter Series Configuration** section, click a letter and then click **Edit**. The **Edit Letter Series Config** dialog box appears.



Letter: Letter to send to the customer.

Days after Received: Number of days after receiving the new business before Letter Console generates a letter request.

Send to primary debtor: If selected, Letter Console sends the first letter to the primary customer on the account.

Send to all co-debtors: If selected, Letter Console sends the first letter to all parties on the account.

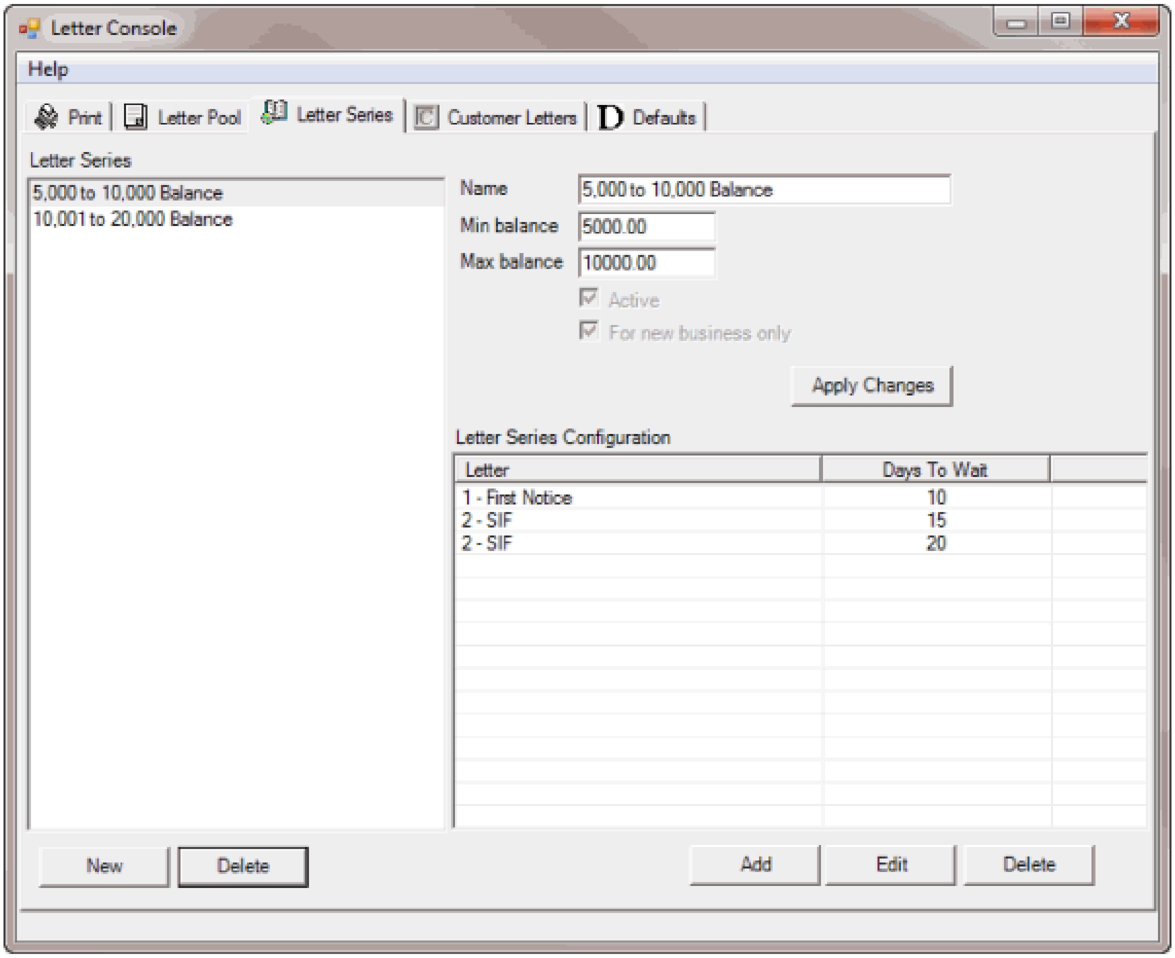
4. Modify the information and then click **Save**. The modified letter appears in the **Letter Series Configuration** section of the **Letter Series** tab.

Delete a Letter From a Letter Series

Use the **Letter Series** tab to delete a letter from a letter series.

To delete a letter from a letter series

1. Click the **Letter Series** tab.



2. In the **Letter Series** section, click a letter series.

3. In the **Letter Series Configuration** section, click a letter and then click **Delete**. A confirmation dialog box appears.

4. Click **Yes**.

Letter Groups

Letter Groups

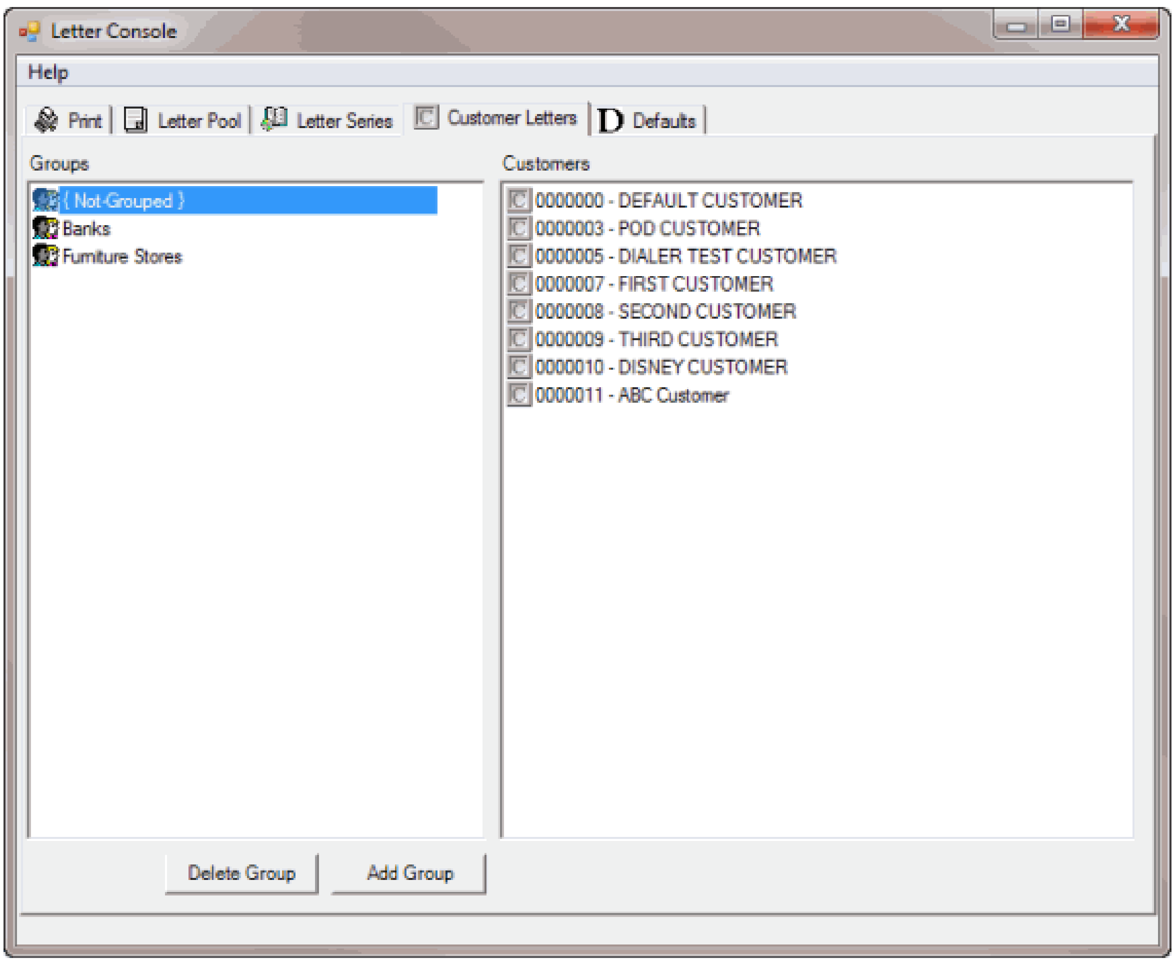
Use the **Customer Letters** tab to indicate which letters you can send to customers for specific clients. You can also create client groups and apply the same letter options to every client in the group.

Create a Letter Group

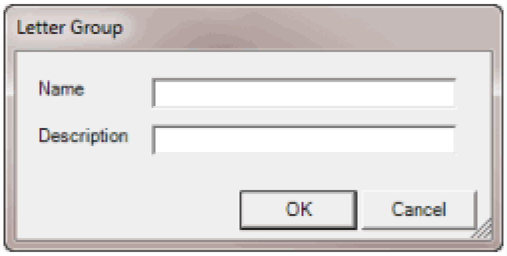
Use the **Letter Group** dialog box to create a letter group so that you can assign clients to it. Groups are useful when you want to apply the same letter options to every client in the group.

To create a letter group

1. Click the **Customer Letters** tab.



2. Click **Add Group**. The **Letter Group** dialog box appears.



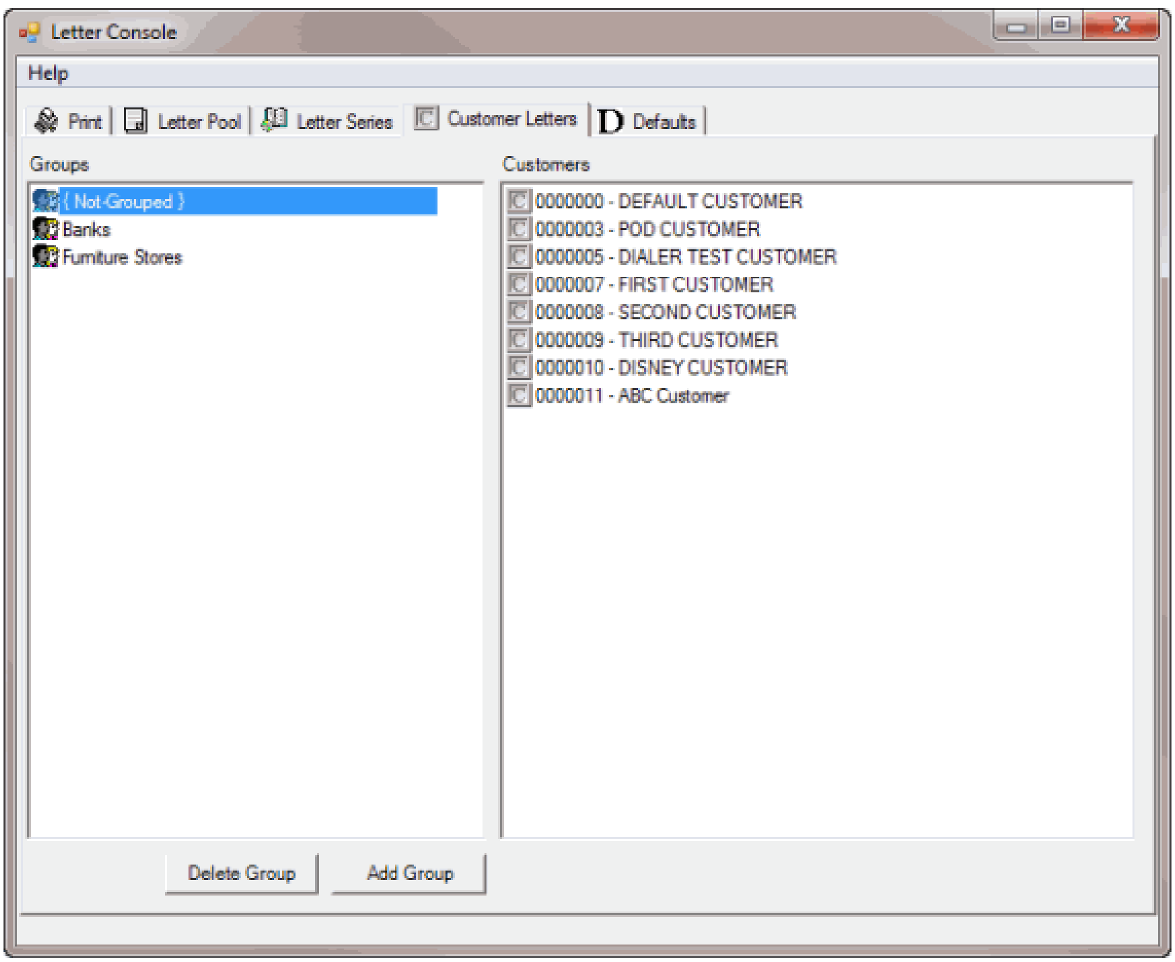
3. In the **Name** box, type a unique name for the group.
4. In the **Description** box, type a description of the group and then click **OK**. The letter group appears in the **Groups** pane on the **Customer Letters** tab.

Add Clients to a Letter Group

Use the **Customer Letters** tab to add clients to a letter group.

To add clients to a letter group

1. Click the **Customer Letters** tab.



2. In the **Groups** pane, click **{Not Grouped}**. The clients not assigned to a group appear in the **Customers** pane.

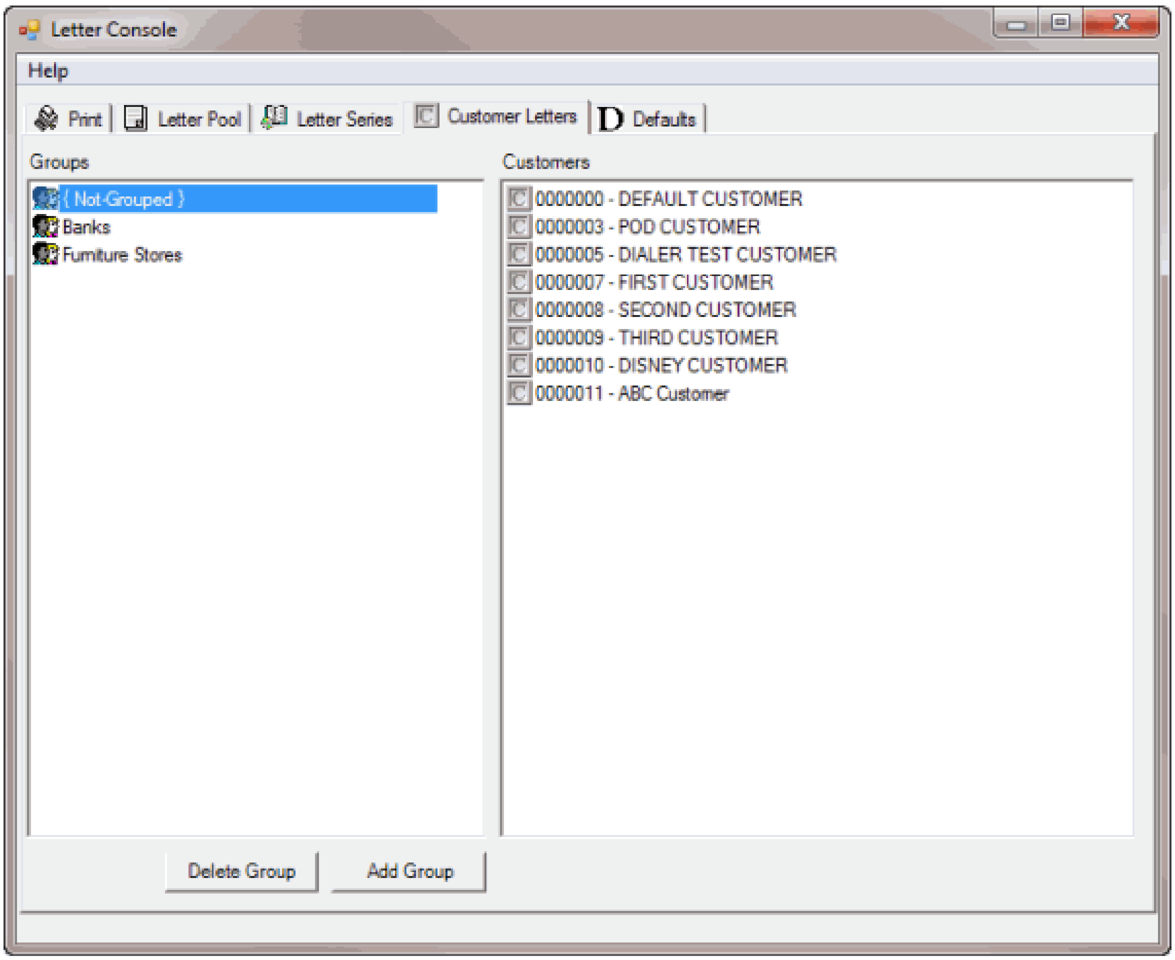
3. In the **Customers** pane, click the client, hold down the mouse button, drag the client to the group to assign it to, and then release the mouse button.

Specify the Letters a Client Can Request

Use the **Customer Group Letters** or **Customer Letters** dialog box to specify the letters a client can request. You can specify the letters allowed for a client group or an individual client. If you change a letter template or letter series, changes do not carry over to the client letter groups. To use the modified letter series or letter template, clear and elect the letter series or letter template in the client letter groups that use it.

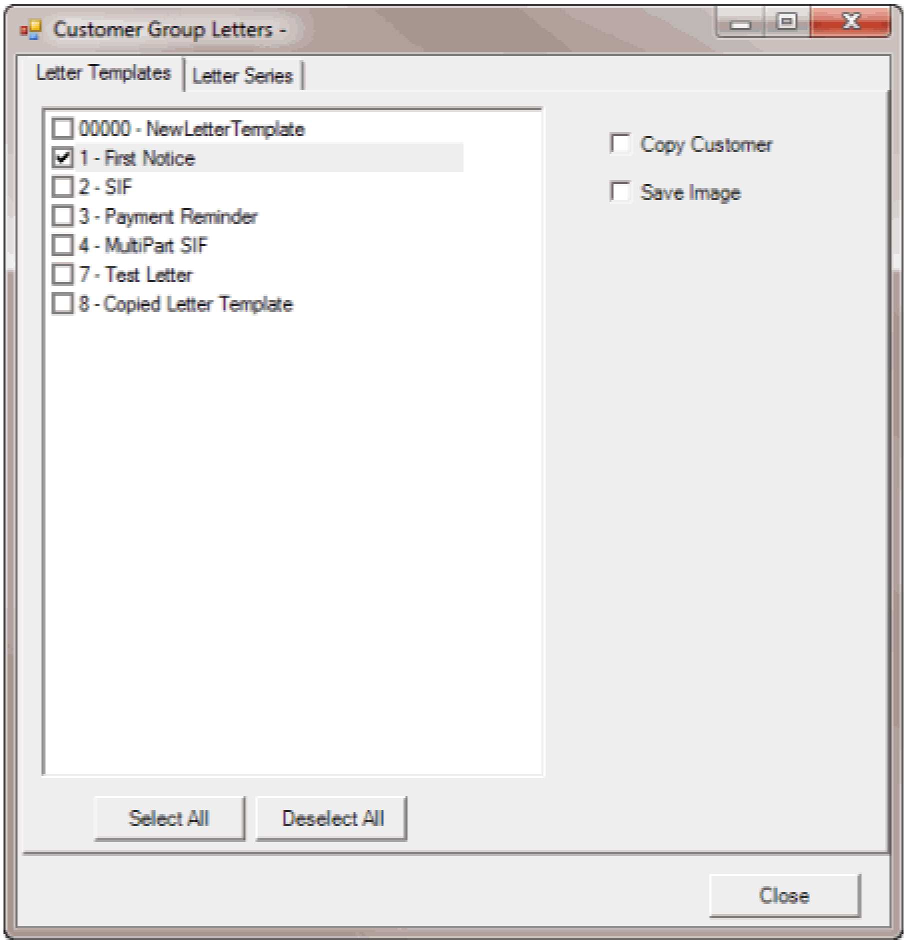
To specify the letters a client can request

1. Click the **Customer Letters** tab.



2. Do one of the following:

- To specify the letters for an ungrouped client, in the **Groups** pane, click **{Not Grouped}**. In the **Customers** pane, right-click the client and then click **Allowed Letters**. The **Customer Letters** dialog box appears.
- To specify the letters for a group of clients, in the **Groups** pane, right-click the group and then click **Allowed Letters**. The **Customer Group Letters** dialog box appears.



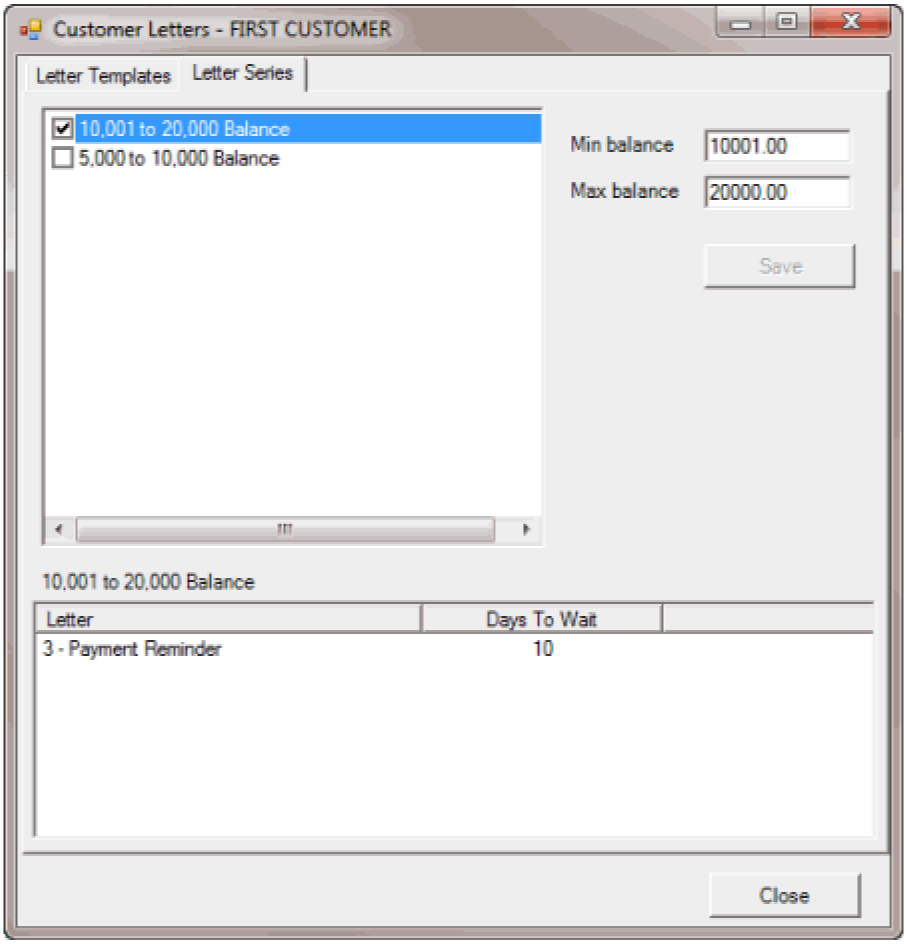
3. On the **Letter Templates** tab, click the letter templates the client or client group can request.

Tip: To select all letters, click **Select All**. To clear all letter selections, click **Deselect All**.

4. To send a copy of a letter to the client when Letter Console generates the letter, click the letter and then click **Copy Customer**.

5. To save a digital image of a letter in the Latitude database, click the letter and then click **Save Image**.

6. Click the **Letter Series** tab.



Min balance: Minimum balance required to include in the letter series.

Max balance: Maximum balance allowed to include an account in the letter series.

7. Click the letter series the client or client group can request.

> **Tip**: To select all letters, click **Select All**. To clear all letter selections, click **Deselect All**.
>
> **Note**: Ensure that you selected the letter templates within a letter series for the client or client group.

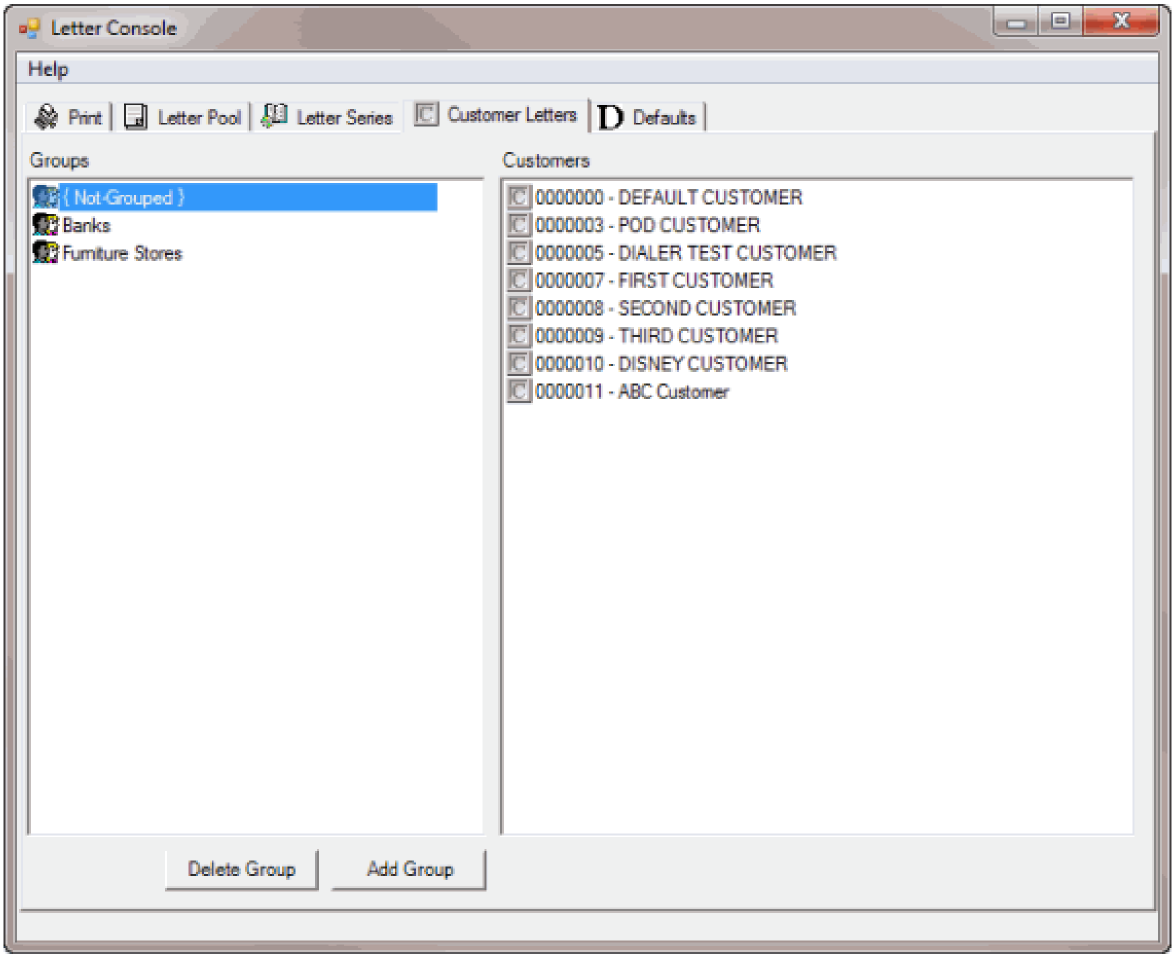
8. Modify the minimum and maximum balance as needed.
9. When finished, click **Close**.

Specify the Letter Delivery Method

Use the **Customer Letters** tab to specify the delivery method for letters you send to a client. You can specify the delivery method at the individual client level only.

To specify the letter delivery method

1. Click the **Customer Letters** tab.



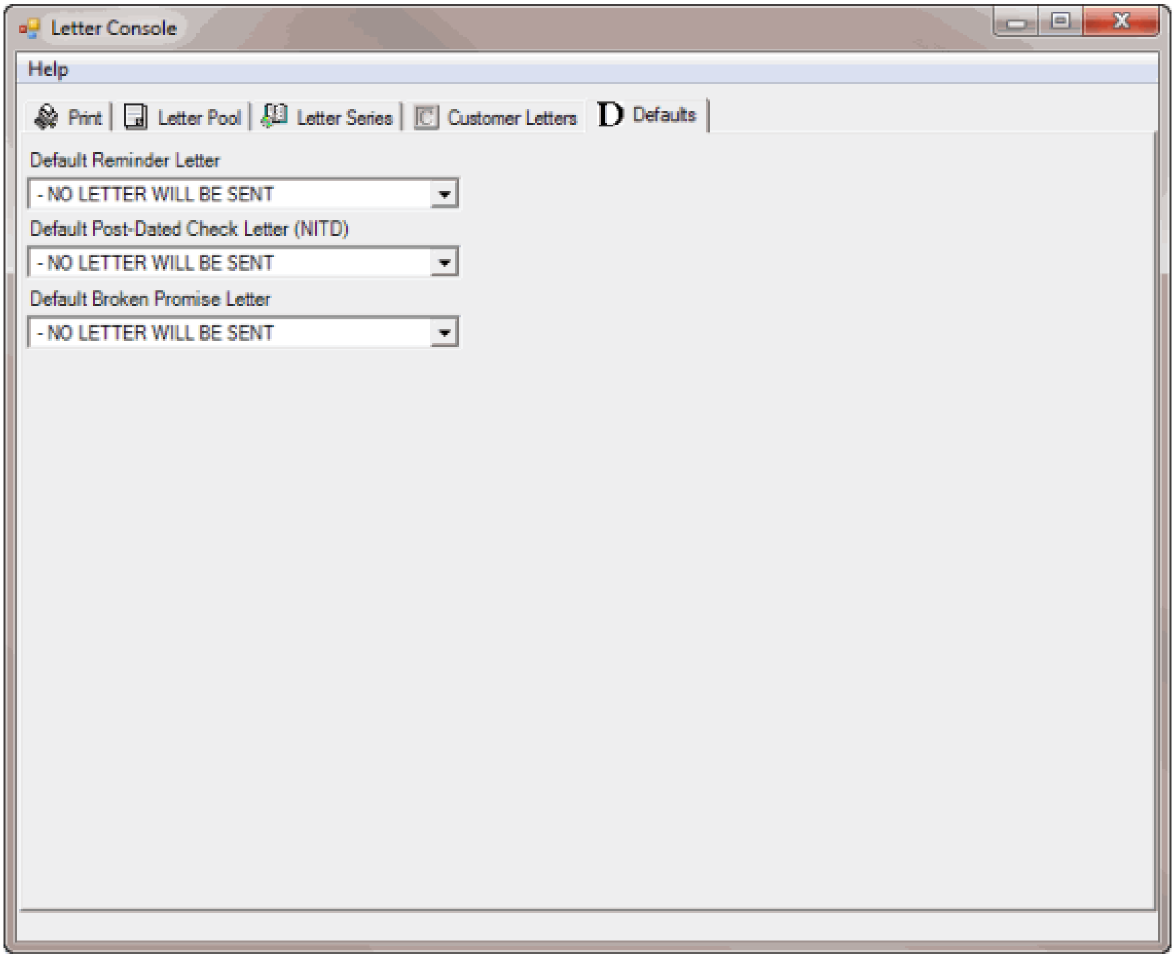
2. In the **Groups** pane, click **{Not Grouped}** or a group name to display the associated clients in the **Customers** pane.
3. In the **Customers** pane, right-click the client, click **Delivery Method**, and then click **Print**, **Email**, or **Fax**. If you select email, Letter Console sends letters as an attachment to the email address indicated in Latitude.

Specify the Default Letters

Use the **Defaults** tab to specify the default letter to use when a specify activity occurs on an account.

To specify the default letters

1. Click the **Defaults** tab.



2. In the **Default Reminder Letter** list box, click the default reminder letter to use.
3. In the **Default Post-Dated Check Letter (NITD)** list box, click the default post-dated check letter to use.
4. In the **Default Broken Promise Letter** list box, click the default broken promise letter to use.