



# Latitude<sup>®</sup> Console

## Printable Help

Version 2023 R2

Last updated November 2, 2023

### **Abstract**

This document is a printable version of Latitude Console help.

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[https://help.genesys.com/latitude/Liquid/Desktop/Copyright\\_and\\_Trademark\\_Information.htm](https://help.genesys.com/latitude/Liquid/Desktop/Copyright_and_Trademark_Information.htm).

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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 [Latitude product suite](#). 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 [Custom Panel Query Creator](#) 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 [CBR Special Comment Tool](#).

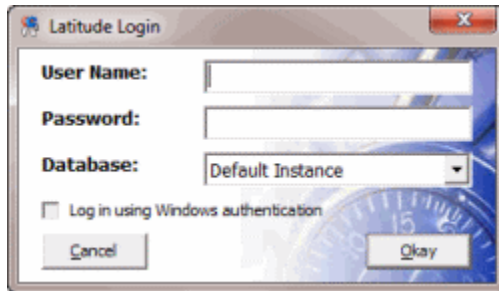
## Log on to Latitude Console

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**

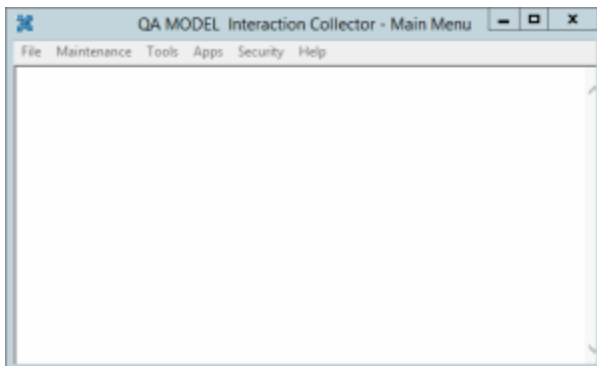
The **Latitude Login** dialog box appears.



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.



The image shows a 'Change Password' dialog box with the following fields and buttons:

- Old Password: [Text Input Field]
- New Password: [Text Input Field]
- Confirm Password: [Text Input Field]
- Buttons: 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.

Program	Description
Agency Interface Module (AIM)	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.
Credit Bureau Reporting Console	Creates and maintains configuration settings used when reporting accounts to credit bureaus.
Custodian Editor	Handles processing for end-of-day activities, including: <ul style="list-style-type: none"> <li>• Deleting invalid information</li> <li>• Creating daily work queues</li> <li>• Scheduling promise reminder letters</li> <li>• Scheduling post-dated check and NITD reminder letters</li> <li>• Evaluating kept and broken promises</li> <li>• Scheduling fulfilled and pending post-dated payments</li> <li>• Calculating simple interest</li> <li>• Creating vendor letter files</li> </ul>

	<ul style="list-style-type: none"> <li>Evaluating credit bureau reporting status</li> </ul> <p>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.</p>
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	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.

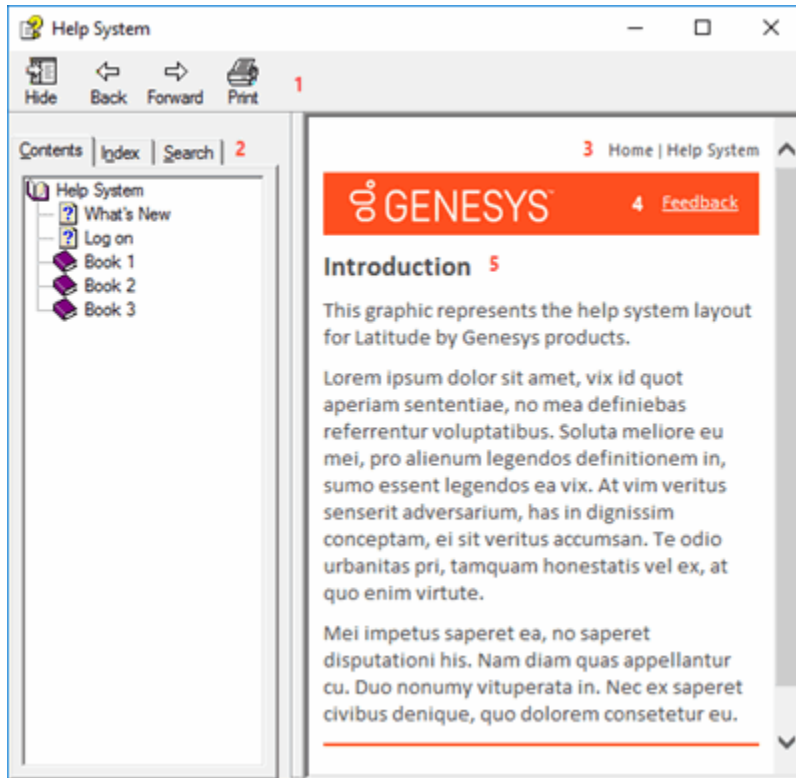
List Builder	Creates dialer call lists from List Builder query results.	
Management Suite	Includes the following tools:	
	<b>Account Analysis</b>	Retrieves accounts that meet specific criteria and then sorts, groups, or summarizes the information for review. You can use this tool to create work queues for accounts that meet specific criteria.
	<b>Condition Builder</b>	Modifies selection criteria for query tools.
	<b>Credit Report Requester</b>	Requests credit bureau reports for multiple accounts, based on customized selection criteria.
	<b>Credit Bureau Reporting Wizard</b>	Creates files to send to credit bureaus.
	<b>Custom Queue Manager</b>	Creates queues using customized selection criteria.
	<b>Desk Mover</b>	Moves accounts to specified desks based on customized selection criteria.
	<b>Letter Requester</b>	Requests letters for multiple accounts based on customized selection criteria.
	<b>Pool Queue Manager</b>	Creates a work queue of accounts that collectors assigned to the Pool queue can work.
	<b>SQL Author</b>	Creates and stores custom SQL statements using the query builder.
	<b>Status Changer</b>	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 [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.

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

## Search feature

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

## Search syntax

The basic rules for formulating search queries are:

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

## Wildcard expressions

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

Search for...	Example	Result
Topics with text that starts with one or more specified characters and ends in any character or number of characters	log or log*	Returns all topics with text that starts with the specified characters (for example, log, logon, logging).
Topics with text that starts with the specified characters, has a single character that can be anything, and ends in the specified characters	32?57	Returns all topics with text that has any character where you placed 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.

## 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, a payment on 1/20 for \$50, and a payment on 1/21 for \$25.

## Payment Batches

### Payment Batches

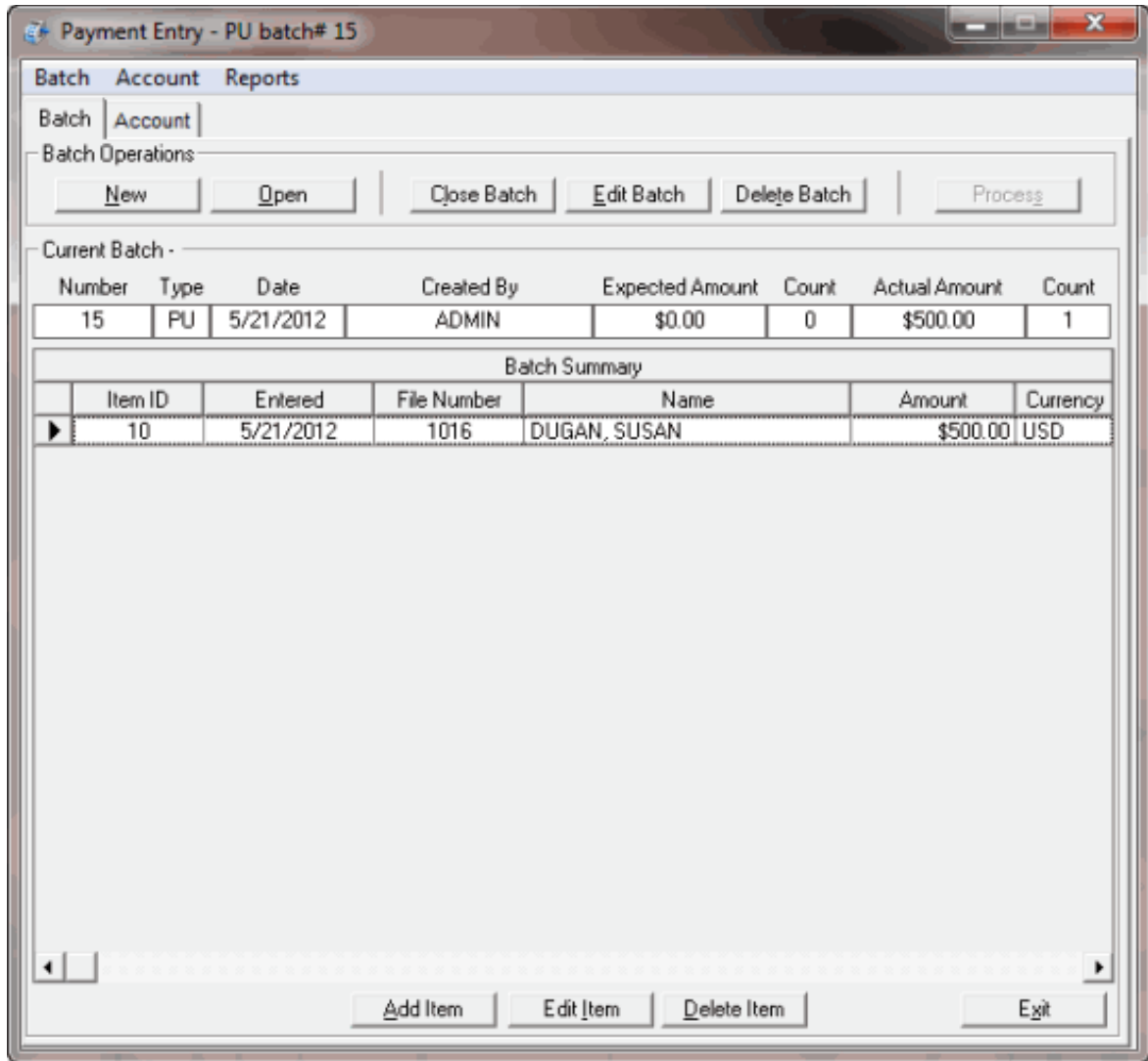
Use the **Batch** tab in the **Payment Entry** window to maintain payment batches that process payments received to reduce the account balance, account adjustments, and reversals (bounces). Typically, a collection agency creates a single batch for each payment type received for any given day. If the 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.



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



**Batch Date:** Current date. To change the date, click the arrow and select a date from the calendar.

**Branch:** If your agency consists of more than one branch, click to select the branch to which to apply payments.

**Description:** Information to help identify the contents of the batch.

**Validate expected values when processing batch:** If selected, the system validates the transactions in the batch to the transaction count and transaction amount you specify.

**Expected Count:** Total number of transactions expected in the batch. Provide this number if you 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 batch# 120

Batch Account Reports

Batch Account

Account Selection

Our Number  Cust.Acct No

Batch Totals

\$0.00 0

Customer

Account Number Balance Due

Status Desk QLevel Received

Links Payment History Notes AJM Promises

Amount Date Paid Method Sub Type

11/26/2012    SIF  PIF  Note

Debtor Comment Check # Fee Schedule

Promise Notes

Amount withheld by forwarder

Desk

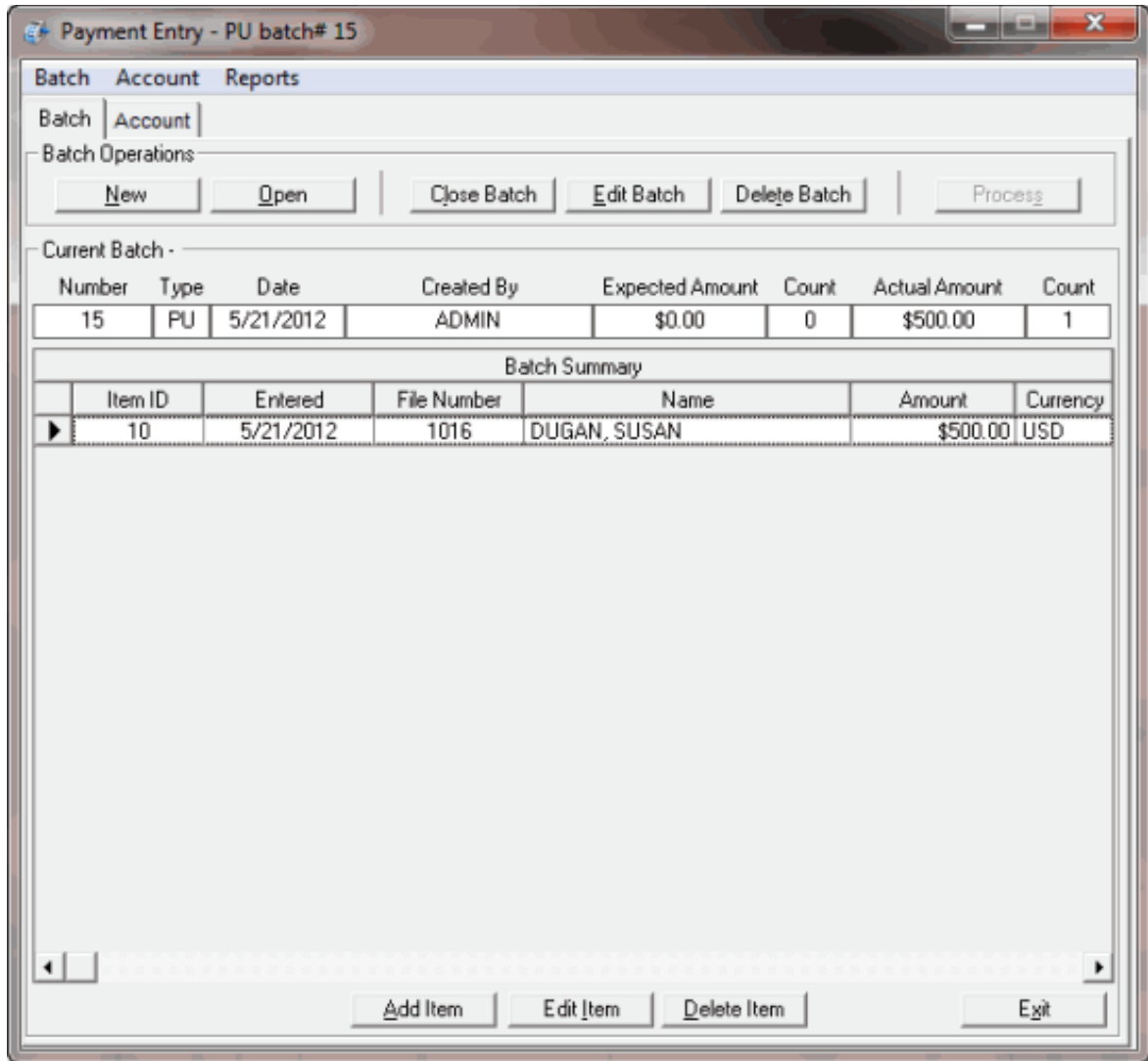
Money Buckets	Current Amt	Apply Amount	Fee %	Fee Amount
Principal	\$0.00	\$0.00	0	\$0.00
Interest	\$0.00	\$0.00	0	\$0.00
Collection Costs	\$0.00	\$0.00	0	\$0.00
Bad Check Chgs	\$0.00	\$0.00	0	\$0.00
Court Costs	\$0.00	\$0.00	0	\$0.00
Attorney Fees	\$0.00	\$0.00	0	\$0.00
Misc	\$0.00	\$0.00	0	\$0.00
	\$0.00	\$0.00	0	\$0.00
	\$0.00	\$0.00	0	\$0.00
Transaction Charges	\$0.00	\$0.00	0	\$0.00

### 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.

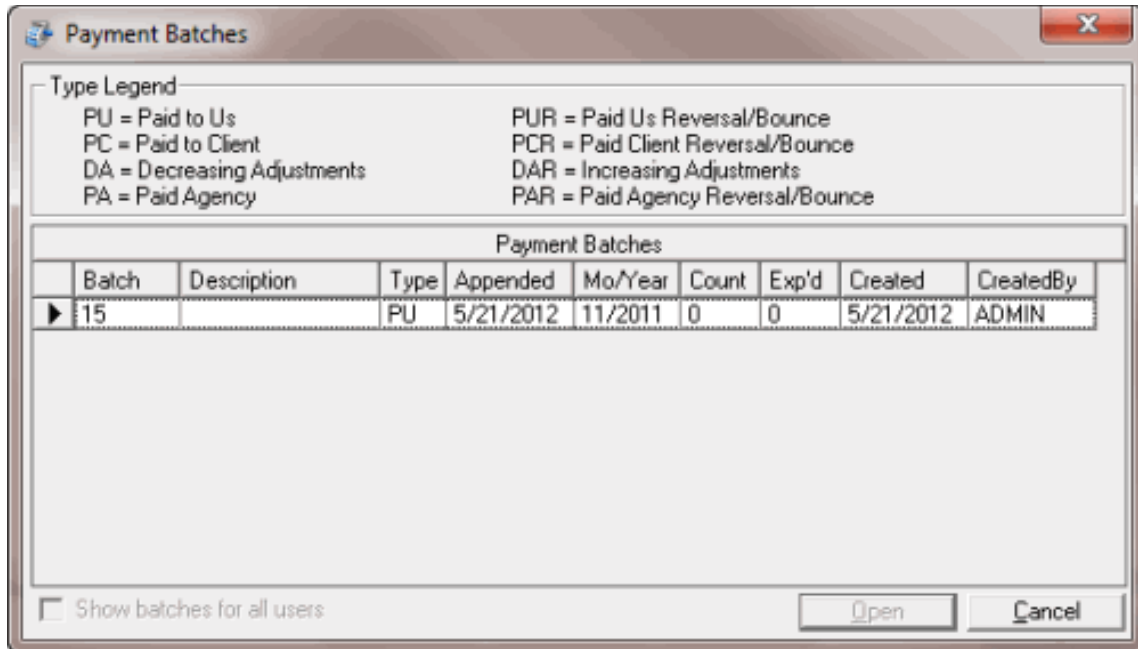
### To open a batch

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



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.



**Show batches for all users:** If selected, batches for all users display. If cleared, only batches created under your User ID display.

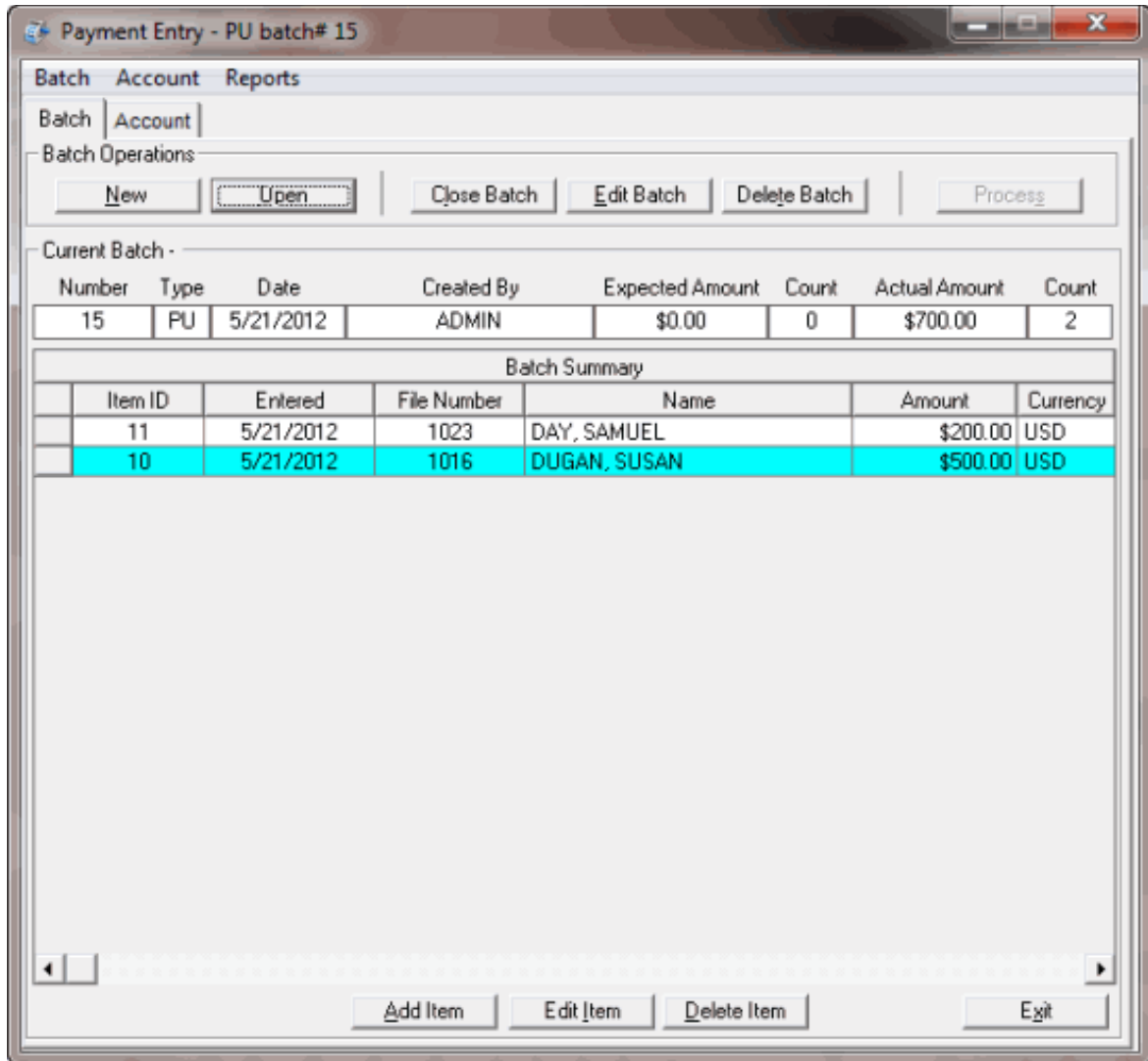
3. Double-click the batch or, click the batch and then click **Open**. The system populates the **Payment Entry** window with information for the selected batch.

### 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 [Open a Batch](#). The **Payment Entry** window appears.



Summary information for the batch appears above the data grid. Payment, reversal, or adjustment entries in the batch appear in the data grid.

**Tip:** You can sort the data grid by clicking a column heading. To save the sort order as the default when 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 [Open a Batch](#). The **Payment Entry** window appears.

Payment Entry - PU batch# 15

Batch Account Reports

Batch Account

Batch Operations

New Open Close Batch Edit Batch Delete Batch Process

Current Batch -

Number	Type	Date	Created By	Expected Amount	Count	Actual Amount	Count
15	PU	5/21/2012	ADMIN	\$0.00	0	\$500.00	1

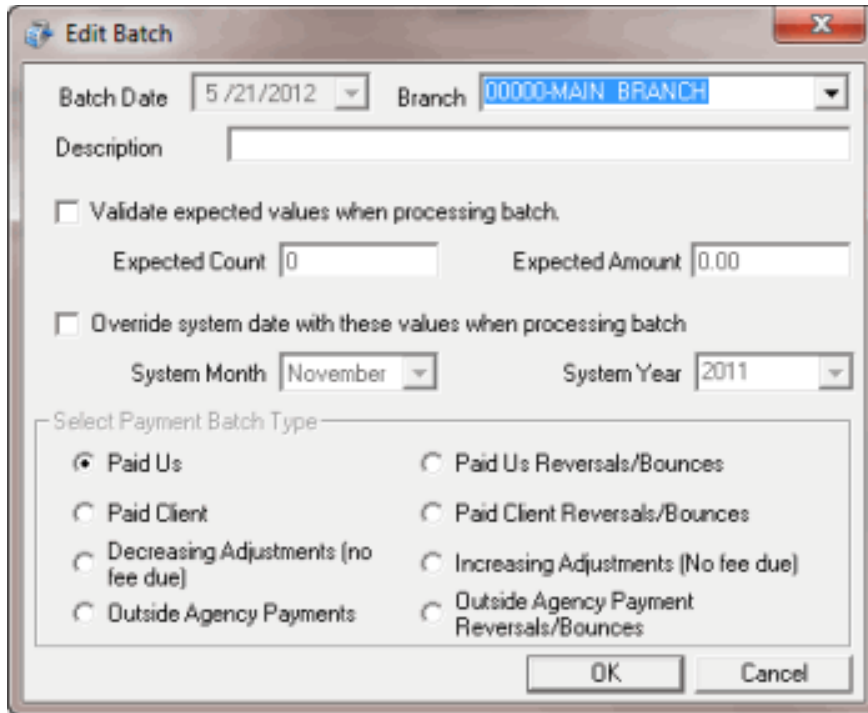
Batch Summary

Item ID	Entered	File Number	Name	Amount	Currency
10	5/21/2012	1016	DUGAN, SUSAN	\$500.00	USD

Add Item Edit Item Delete Item Exit

2. 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.



**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.

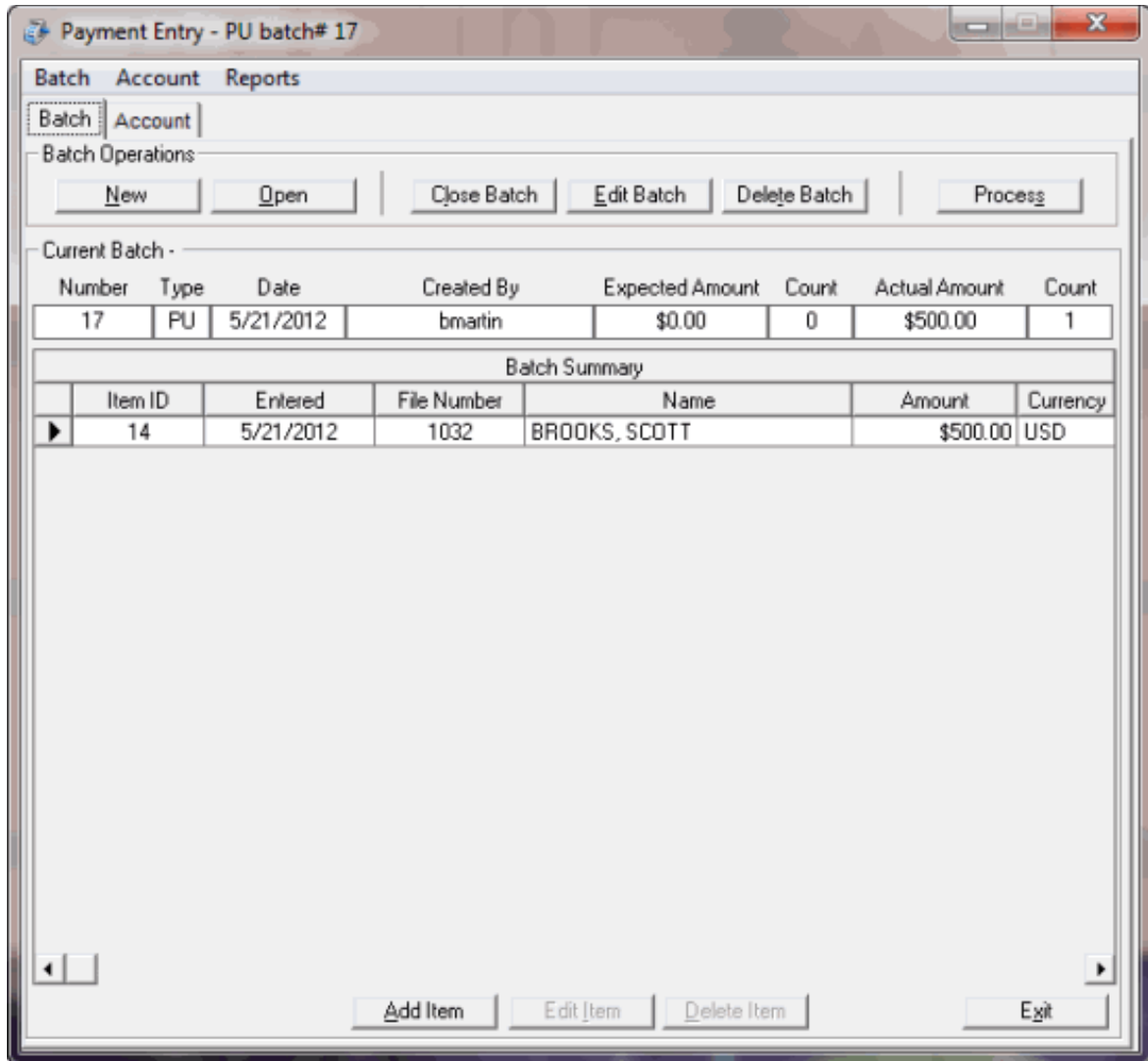
3. Modify the information as needed and then click **OK**.

### **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 [Open a Batch](#). The **Payment Entry** window appears.



2. Click the **Batch** tab.
3. Do one of the following:
  - Click **Process**.
  - From the **Batch** menu, select **Process Current Batch**.

A confirmation dialog box appears.
4. Click **Yes**. When processing is complete, a message dialog box appears.
5. Click **OK**.

### Close a Batch

Use the **Batch** tab in the **Payment Entry** window to close a batch.

### To close a batch

1. If the batch isn't already open, do the steps to [Open a Batch](#). The **Payment Entry** window appears.

Payment Entry - PU batch# 15

Batch | Account | Reports

Batch | Account

Batch Operations:

New | Open | Close Batch | Edit Batch | Delete Batch | Process

Current Batch -

Number	Type	Date	Created By	Expected Amount	Count	Actual Amount	Count
15	PU	5/21/2012	ADMIN	\$0.00	0	\$500.00	1

Batch Summary

Item ID	Entered	File Number	Name	Amount	Currency
10	5/21/2012	1016	DUGAN, SUSAN	\$500.00	USD

Add Item | Edit Item | Delete Item | Exit

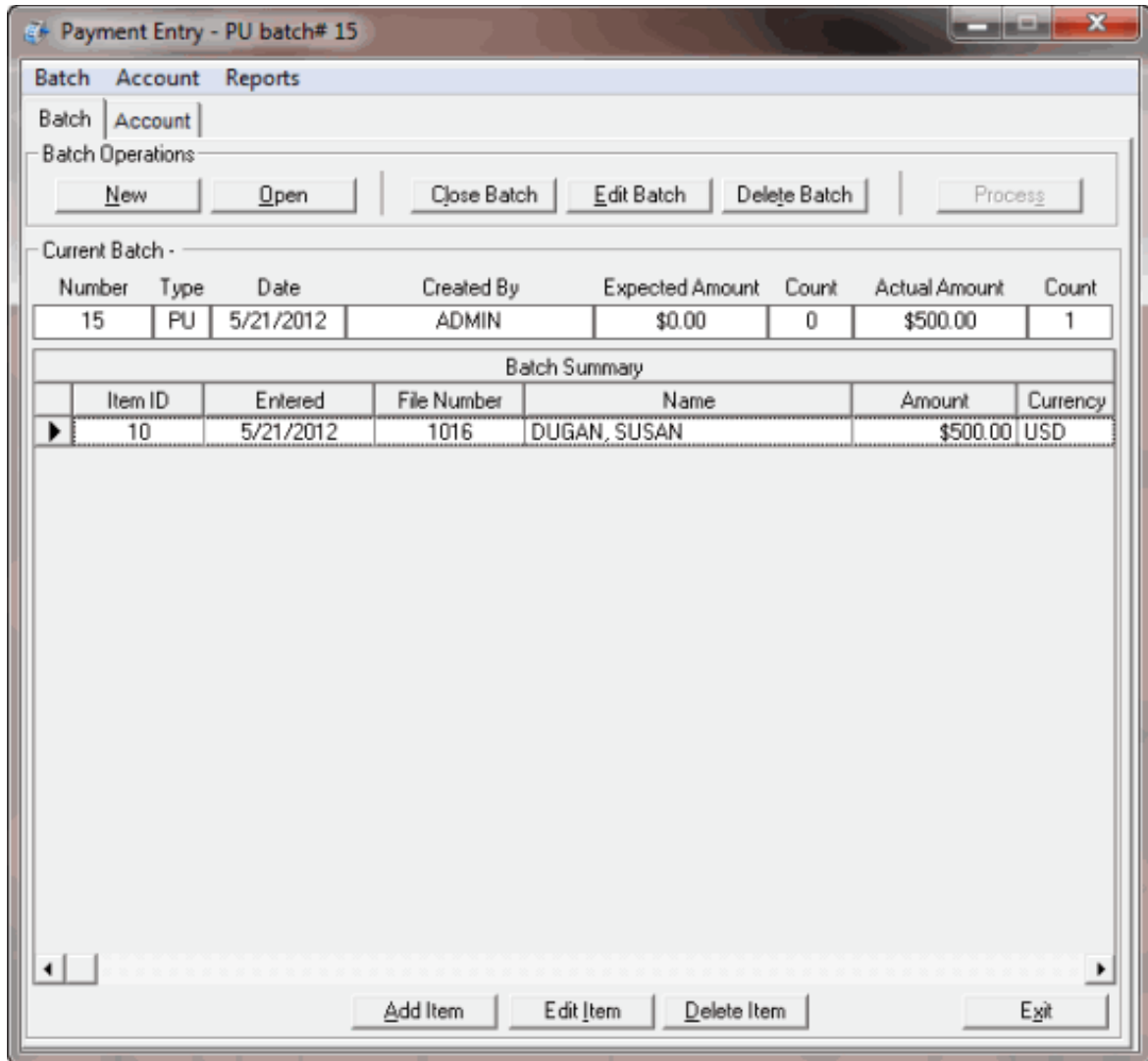
2. Do one of the following:
3. On the **Batch** tab, click **Close Batch**.
4. From the **Batch** menu, select **Close Current Batch**.

### 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 [Open a Batch](#). The **Payment Entry** window appears.



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 [Open a Batch](#). The **Payment Entry** window appears.

Payment Entry - PU batch# 15

Batch Account Reports

Batch Account

Batch Operations

New Open Close Batch Edit Batch Delete Batch Process

Current Batch -

Number	Type	Date	Created By	Expected Amount	Count	Actual Amount	Count
15	PU	5/21/2012	ADMIN	\$0.00	0	\$500.00	1

Batch Summary

Item ID	Entered	File Number	Name	Amount	Currency
10	5/21/2012	1016	DUGAN, SUSAN	\$500.00	USD

Add Item Edit Item Delete Item Exit

2. 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 [Create a Batch](#).
  - To open a batch, do the steps to [Open a Batch](#) and then click the **Account** tab.

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

Payment Entry - PU batch# 120

Batch Account Reports

Batch Account

Account Selection

Our Number  Cust Acct No

Batch Totals

\$0.00 0

Customer

Account Number Balance Due

Status Desk QLevel Received

Links Payment History Notes AIM Promises

Amount Spread Date Paid 11/26/2012 Method Sub Type

SIF  PIF  Note

Debtor Comment Check # Fee Schedule

Promise Notes

Amount withheld by forwarder

Desk

Money Buckets	Current Amt	Apply Amount	Fee %	Fee Amount
Principal	\$0.00	\$0.00	0	\$0.00
Interest	\$0.00	\$0.00	0	\$0.00
Collection Costs	\$0.00	\$0.00	0	\$0.00
Bad Check Chgs	\$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	0	\$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

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.



Payment Entry - PU batch# 0

Batch Account Linked Accounts Reports

Batch Account

Account Selection

Our Number  Cust Acct No 1200 Retrieve Search

Batch Totals  
\$0.00 0

KILE, RICHARD  
12 JAMES ROAD  
APT G  
ALLENTOWN PA 18101

Customer  
0000001 - CUSTOMER ONE

Account Number 74541021574653 Balance Due \$2,000.00 USD

Status Desk QLevel Received  
NEW 0000000 875 02/11/2011

56565 - TRUST ONE - US Dollar (USD)

Selected Linked Accounts  
<< 1200-KILE, RICHARD >>

Links Payment History Notes AIM Promises

Amount Date Paid Method Sub Type  
\$0.00 Spread 3/29/2016 <None>  SIF  PIF  Note

Comment Check # Fee Class Fee Schedule  
DEFLT Change

Automated Spreading Options  
 Top to bottom  Even Amount  Proportional to Balance  Priority, Proportional Accept All

Linked Accounts							
Select	Amount	File Number	Account Number	Customer	Balance	Name	
<input checked="" type="checkbox"/>	\$0.00	1000	7738184767075	0000001	\$967.47	KILE, RICHARD	
<input checked="" type="checkbox"/>	\$0.00	1200	74541021574653	0000001	\$2,000.00	KILE, RICHARD	
<input checked="" type="checkbox"/>	\$0.00	1201	98774586630012	0000001	\$250.00	KILE, RICHARD	

Applied \$0.00 Linked Bal \$3,217.47 Edit Item

Difference \$0.00 Selected Bal \$3,217.47 Exit

### 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

- Do one of the following:
  - To create a batch, do the steps to [Create a Batch](#).

- To open a batch, do the steps to [Open a Batch](#) and then click the **Account** tab. The **Account** tab in the **Payment Entry** window appears.

Payment Entry - PU batch# 120

Batch Account Reports

Batch Account

Account Selection

Our Number  Cust Acct No

Batch Totals: \$0.00 0

Customer:

Account Number:  Balance Due:

Status:  Desk:  QLevel:  Received:

Links: Payment History Notes AIM Promises

Amount:  Spread  Date Paid: 11/26/2012  Method:   Sub Type:    SIF  PIF  Note

Debtor:   Comment:  Check #:  Fee Schedule:

Promise Notes:

Amount withheld by forwarder:

Desk:

Money Buckets	Current Amt	Apply Amount	Fee %	Fee Amount
Principal	\$0.00	\$0.00	0	\$0.00
Interest	\$0.00	\$0.00	0	\$0.00
Collection Costs	\$0.00	\$0.00	0	\$0.00
Bad Check Chgs	\$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	0	\$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

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

Search for Account

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

File Number:

Name #1: Last Name

Name #2: First Name

SSN:

Address:

City:

State:

Zip Code:

Phone: All Phones

Orig Cred:

Account:

Extra Data:

Maximum results:

Search complete, 39 results returned.

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

Search for Account

Simple Search | **Advanced Search** | **Search Results**

File Number	Name	Address	City	State	Zip Code	SSN
1002	BURGOYNE, EILEEN A	2802 RYERSON PL	ALLENTOWN	PA	18101	1654421
1012	BARNES, MICHAEL C	281 E MAIN ST	ALLENTOWN	PA	18101	1655800
1018	BALESTRIERI, JOSEPH	805 DUNBURY RD	ALLENTOWN	PA	18101	1656477
1031	BEYER, BENJAMIN J	725 SHERWOOD AVE	ALLENTOWN	PA	18101	1665805
1032	BROOKS, SCOTT	130 S 59TH ST	ALLENTOWN	PA	18101	1665813
1057	BRIGGS, HEATHER	4319 ELIZABETH ST	PHILADELPHIA	PA	19143	1675657
1062	BURCHETT, LISA	1319 MOUNT ROSE AVE	PHILADELPHIA	PA	19143	1675868
1071	BARNES, LINDA J	PO BOX 28 STAR ROAD	PHILADELPHIA	PA	19143	1684027
1076	BOWLERS, MARVIN	1051 S 54TH ST	PHILADELPHIA	PA	19143	1684651
1113	BERWAGER, DOROTHY R	619 HIGH ST	PHILADELPHIA	PA	19143	1703028
1147	BURKHART, CARL B	844 RAILROAD ST	BETHLEHEM	PA	18015	1714894
1157	BASHAM, GREG	110 HERITAGE LN	BETHLEHEM	PA	18015	1716290
1164	BROUSSARD, GREGORY	5748 N 6TH ST	BETHLEHEM	PA	18015	1723813
1183	BRITE, STEVEN	1402 4TH AVE	EASTON	PA	18042	1725840
1187	BANKOWSKI, MICHAEL D	1004 S HOWARD ST	EASTON	PA	18042	1725800

Maximum results:

Search complete, 39 results returned.

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.

Payment Entry - PU batch# 0

Batch Account Linked Accounts Reports

Batch Account

Account Selection

Our Number  Cust Acct No 1200 Retrieve Search

Batch Totals \$0.00 0

KILE, RICHARD  
12 JAMES ROAD  
APT G  
ALLENTOWN PA 18101

Customer  
0000001 - CUSTOMER ONE

Account Number 74541021574653 Balance Due \$2,000.00 USD

Status Desk QLevel Received  
NEW 0000000 875 02/11/2011

56565 - TRUST ONE - US Dollar (USD)

Selected Linked Accounts << 1200-KILE, RICHARD >>

Links Payment History Notes AIM Promises

Amount \$0.00 Spread Date Paid 3/29/2016 Method Sub Type <None>  SIF  PIF  Note

Comment Check # Fee Class Fee Schedule DEFLT Change

Automated Spreading Options  
 Top to bottom  Even Amount  Proportional to Balance  Priority, Proportional Accept All

Linked Accounts							
Select	Amount	File Number	Account Number	Customer	Balance	Name	
<input type="checkbox"/>	\$0.00	1000	7738184767075	0000001	\$967.47	KILE, RICHARD	
<input checked="" type="checkbox"/>	\$0.00	1200	74541021574653	0000001	\$2,000.00	KILE, RICHARD	
<input type="checkbox"/>	\$0.00	1201	98774586630012	0000001	\$250.00	KILE, RICHARD	

Applied \$0.00 Linked Bal \$3,217.47 Edit Item

Difference \$0.00 Selected Bal \$3,217.47 Exit

### 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

- Do one of the following:
  - To create a batch, do the steps to [Create a Batch](#).

- To open a batch, do the steps to [Open a Batch](#) and then click the **Account** tab. The **Account** tab in the **Payment Entry** window appears.

Payment Entry - PU batch# 120

Batch Account Reports

Batch Account

Account Selection

Our Number  Cust Acct No

Batch Totals: \$0.00 0

Customer:

Account Number:  Balance Due:

Status:  Desk:  QLevel:  Received:

Links: Payment History Notes AIM Promises

Amount:  Spread  Date Paid: 11/26/2012  Method:   Sub Type:    SIF  PIF  Note

Debtor:   Comment:  Check #:  Fee Schedule:

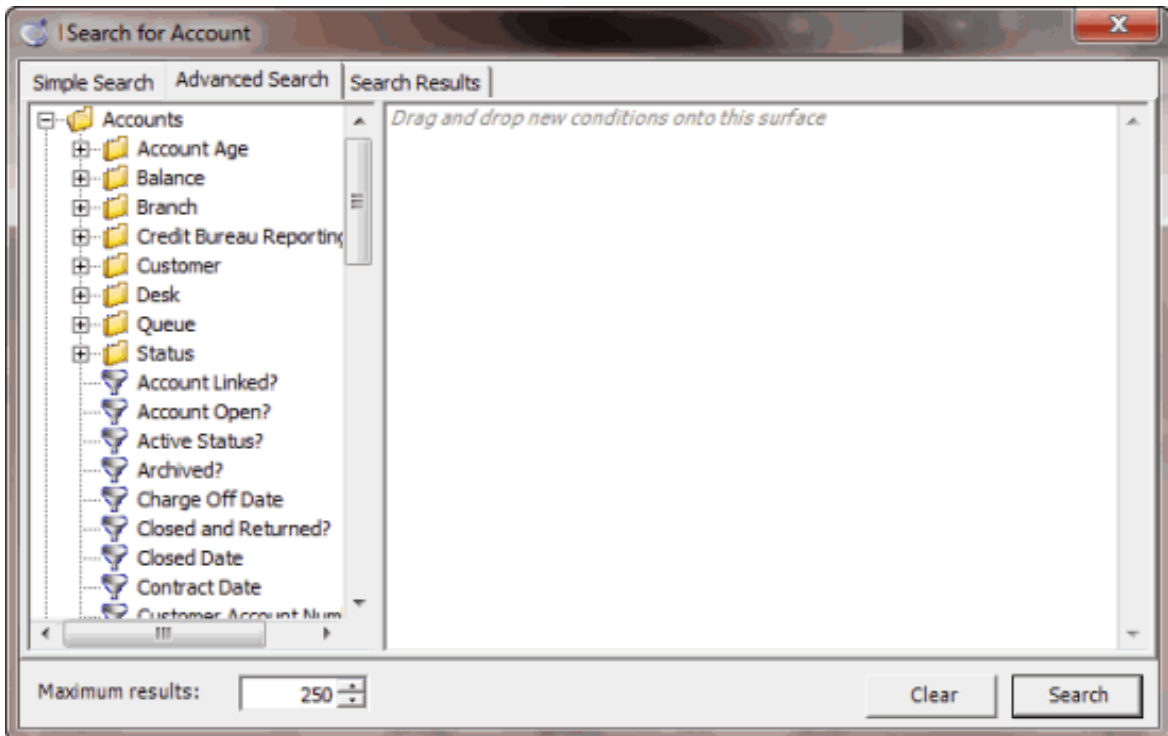
Promise Notes:

Amount withheld by forwarder:

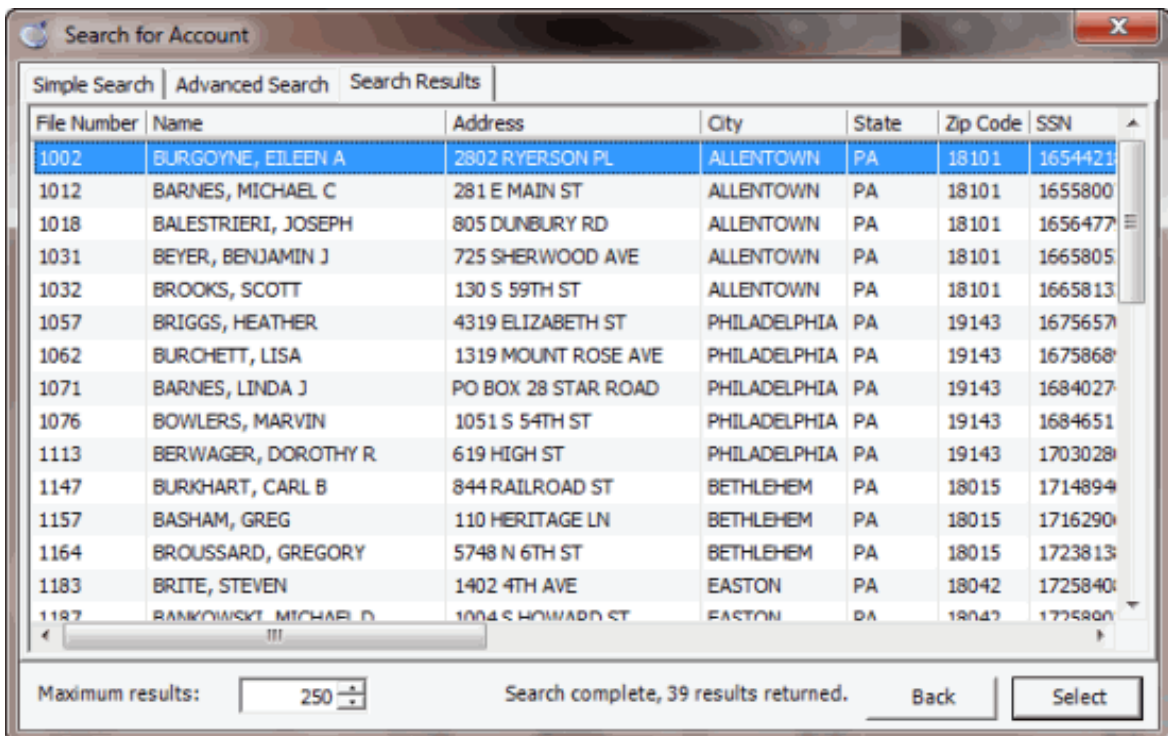
Desk:

Money Buckets	Current Amt	Apply Amount	Fee %	Fee Amount
Principal	\$0.00	\$0.00	0	\$0.00
Interest	\$0.00	\$0.00	0	\$0.00
Collection Costs	\$0.00	\$0.00	0	\$0.00
Bad Check Chgs	\$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	0	\$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

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



4. Click the plus sign (+) to expand a folder.
5. Click an item and drag and drop it into the "conditions" pane. Drag and drop as many items as necessary.
6. Click **Search**. The search results appear on the **Search Results** tab.



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.



Payment Entry - PU batch# 0

Batch Account Linked Accounts Reports

Batch Account

Account Selection

Our Number  Cust Acct No 1200 Retrieve Search

Batch Totals \$0.00 0

KILE, RICHARD  
12 JAMES ROAD  
APT G  
ALLENTOWN PA 18101

Customer  
0000001 - CUSTOMER ONE

Account Number 74541021574653 Balance Due \$2,000.00 USD

Status Desk QLevel Received  
NEW 0000000 875 02/11/2011

56565 - TRUST ONE - US Dollar (USD)

Selected Linked Accounts << 1200-KILE, RICHARD >>

Links Payment History Notes AIM Promises

Amount \$0.00 Spread Date Paid 3/29/2016 Method <None> Sub Type <None>  SIF  PIF  Note

Comment Check # Fee Class Fee Schedule

DEFLT Change

Automated Spreading Options

Top to bottom  Even Amount  Proportional to Balance  Priority, Proportional Accept All

Linked Accounts							
Select	Amount	File Number	Account Number	Customer	Balance	Name	
<input checked="" type="checkbox"/>	\$0.00	1000	7738184767075	0000001	\$967.47	KILE, RICHARD	
<input checked="" type="checkbox"/>	\$0.00	1200	74541021574653	0000001	\$2,000.00	KILE, RICHARD	
<input checked="" type="checkbox"/>	\$0.00	1201	98774586630012	0000001	\$250.00	KILE, RICHARD	

Applied \$0.00 Linked Bal \$3,217.47 Edit Item

Difference \$0.00 Selected Bal \$3,217.47 Exit

### 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**.

The screenshot shows the 'Search for Account' window with the 'Advanced Search' tab selected. The 'Name #1' dropdown is set to 'Last Name' and the text 'SM' is entered in the adjacent text box. A red box highlights the 'Last Name' dropdown and the 'SM' text. Another red box highlights the unchecked checkbox at the end of the 'Name #1' row. The 'Name #2' dropdown is set to 'First Name' and its checkbox is checked. Other fields like SSN, City, State, Zip Code, Phone, License #, Customer, Account, Status, Desk, ID #1, ID #2, and Extra Data are empty or show 'No items selected.'. At the bottom, 'Maximum results' is set to 250, and there are 'Clear' and 'Search' buttons.

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 [Split a Payment Between Linked Accounts](#).

**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 [Retrieve an Account by Account Number](#).
  - To search for an account using simple search, do the steps to [Search for an Account Using Simple Search](#).
  - To search for an account using advanced search, do the steps to [Search for an Account Using Advanced Search](#).
3. On the **Account** tab in the **Payment Entry** window, click the **Payment** tab.

Payment Entry - PU batch# 122

Batch Account Reports

Batch Account

Account Selection

Our Number  Cust Acct No 1241 Retrieve Search

Batch Totals \$0.00 0

PARSONS, SUSAN  
111 MAIN ST  
SOUTH HADLEY MA 010752849

Customer  
0000002 - Portfolio 2  
Account Number 4227097222356268 Balance Due \$744.37 USD  
Status NEW Desk ATLADMIN QLevel 015 Received 05/13/2010

00000 - General Trust - US Dollar (USD)

Links Payment History Notes AIM Promises

Amount \$0.00 *Spaced* Date Paid 11/26/2012 Method Sub Type  SIF  PIF  Note

Debtor 0-PARSONS, SUSAN Comment Check # Fee Schedule 0003 - 100% Change

Promise Notes

Amount withheld by forwarder 0

Desk ATLADMIN

Money Buckets	Current Amt	Apply Amount	Fee %	Fee Amount
Principal	\$676.70	\$0.00	100	\$0.00
Interest	\$0.00	\$0.00	100	\$0.00
Collection Costs	\$67.67	\$0.00	100	\$0.00
Bad Check Chgs	\$0.00	\$0.00	100	\$0.00
Court Costs	\$0.00	\$0.00	100	\$0.00
Attorney Fees	\$0.00	\$0.00	100	\$0.00
Misc	\$0.00	\$0.00	100	\$0.00
	\$0.00	\$0.00	100	\$0.00
	\$0.00	\$0.00	100	\$0.00
Transaction Charges	\$0.00	\$0.00	100	\$0.00

Accept  
Exit

**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 [Change Fees for a Single Payment](#).

**Note:** If you set the **Free Demand Days** option in **Fee Schedule** maintenance for the account, and the account age places it within the free demand period for the fee schedule, a message appears. The message indicates that the account is within the Free Demand Period and the system doesn't calculate fees.

**Promise Notes:** 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 forwarder:** Dollar amount of the payment that the forwarder (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 [Change the Desk Assigned to an Account](#).

4. Complete the information and then click **Spread** to apply payments to the **Money Buckets** set up by your agency, based on the selected **Fee Schedule**.
5. Optionally, you can change the amounts in the **Apply Amount**, **Fee %**, and **Fee Amount** boxes in the data grid. If the payment amount is not equal to the sum of the amounts in the **Apply** column, a message appears in red. If the amount of the payment exceeds the balance owed, the overpayment amount appears in red under the **Amount withheld by forwarder** 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 [Retrieve an Account by Account Number](#).
  - To search for an account using simple search, do the steps to [Search for an Account Using Simple Search](#).
  - To search for an account using advanced search, do the steps to [Search for an Account Using Advanced Search](#).
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.

**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 [Change Fees for a Single Payment](#).

**Note:** If you set the **Free Demand Days** option in **Fee Schedule** maintenance for the account, and the account age places it within the free demand period for the fee schedule, a message appears. The message indicates that the account is within the Free Demand Period and the system doesn't calculate fees.

**Promise Notes:** 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 forwarder:** Dollar amount of the payment that the forwarder (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 [Change the Desk Assigned to an Account](#).

4. Complete the information and then click **Spread** to apply payments to the POD invoices in the order listed (oldest to newest).
5. Optionally, you can change the amounts in the **Apply Amt** and **Fee Amount** boxes in the data grid. If the payment amount is not equal to the sum of the amounts in the **Apply** column, a message appears in red. If the amount of the payment exceeds the balance owed, the overpayment amount appears in red under the **Amount withheld by forwarder** 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 [Retrieve an Account by Account Number](#).
  - To search for an account using simple search, do the steps to [Search for an Account Using Simple Search](#).
  - To search for an account using advanced search, do the steps to [Search for an Account Using Advanced Search](#).
3. On the **Account** tab in the **Payment Entry** window, click the **Payment** tab.



Payment Entry - PU batch# 122

Batch Account Reports

Batch Account

Account Selection

Our Number 
  Cust Acct No

Batch Totals

\$0.00 0

PARSONS, SUSAN  
111 MAIN ST  
SOUTH HADLEY MA 010752849

Customer  
0000002 - Portfolio 2  
Account Number 4227097222356268 Balance Due \$744.37 USD  
Status NEW Desk ATLADMIN QLevel 015 Received 05/13/2010

00000 - General Trust - US Dollar (USD)

Links Payment History Notes AIM Promises

Amount \$0.00 *Spread* Date Paid 11/26/2012 Method Sub Type  SIF  PIF  Note

Debtor 0-PARSONS, SUSAN Comment Check # Fee Schedule 0003 - 100%

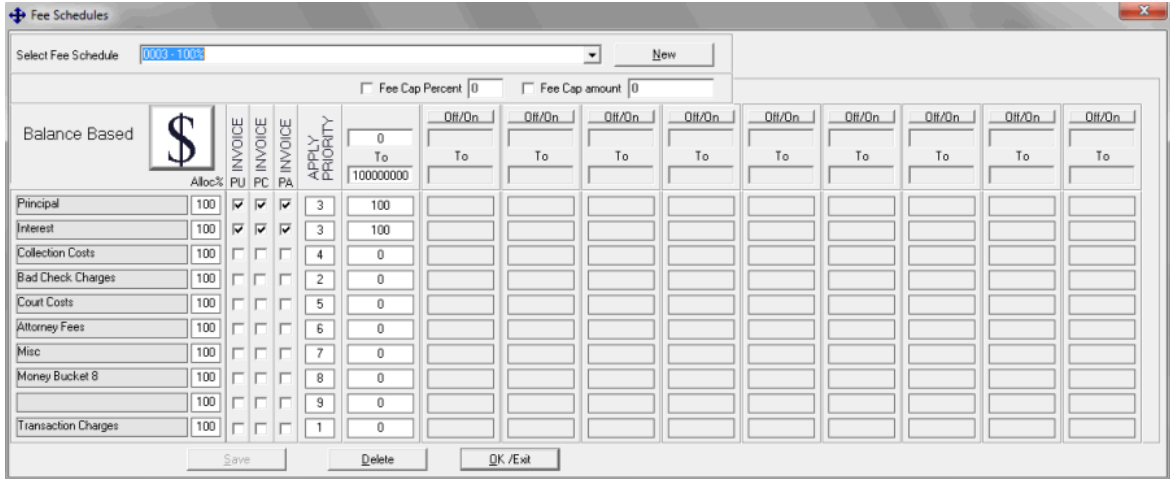
Promise Notes

Amount withheld by forwarder 0

Desk ATLADMIN

Money Buckets	Current Amt	Apply Amount	Fee %	Fee Amount
Principal	\$676.70	\$0.00	100	\$0.00
Interest	\$0.00	\$0.00	100	\$0.00
Collection Costs	\$67.67	\$0.00	100	\$0.00
Bad Check Chgs	\$0.00	\$0.00	100	\$0.00
Court Costs	\$0.00	\$0.00	100	\$0.00
Attorney Fees	\$0.00	\$0.00	100	\$0.00
Misc	\$0.00	\$0.00	100	\$0.00
	\$0.00	\$0.00	100	\$0.00
	\$0.00	\$0.00	100	\$0.00
Transaction Charges	\$0.00	\$0.00	100	\$0.00

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



- In the **Select Fee Schedule** list box, click the fee schedule. For more information about the remaining values, see [Fee Schedule – Age Based](#), [Fee Schedule – Balance Based](#), or [Fee Schedule – Liquidation Based](#), depending on the type of fee schedule.
- 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

Our Number Cust Acct No 1207 Retrieve Search

Batch Totals \$0.00 0

PINTO, MICHAEL  
26 ARLINGTON ST  
HYANNIS MA 026013263

Customer  
0000015 - POD Customer  
Account Number 4227097249110250 Balance Due \$737.00 USD  
Status NEW Desk ADMIN1 QLevel 015 Received 05/13/2010

00000 - General Trust - US Dollar (USD)

Links Payment History Notes AIM Promises

Amount \$0.00 Spread Date Paid 11/26/2012 Method Sub Type  SIF  PIF  Note

Debtor 0-PINTO, MICHAEL Comment Check # Fee Schedule 0008 - 15% (Change)

Promise Notes

Amount withheld by forwardee 0

Desk ADMIN1

PDDs: Press Accept to apply payment automatically or enter amounts below

Principal	\$908.56	\$0.00	100	\$0.00
Interest	\$0.00	\$0.00	100	\$0.00
Collection Costs	\$0.00	\$0.00	0	\$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	0	\$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

Accept Exit

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.

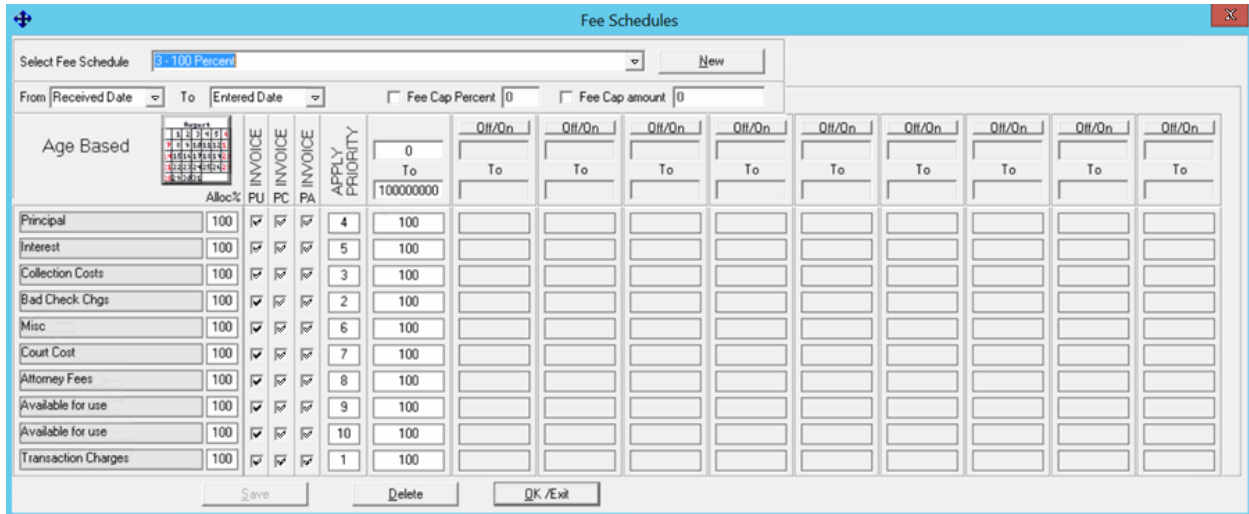
The **Fee %** and **Fee Amount** boxes now have an orange background to indicate modified values.

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.



**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.

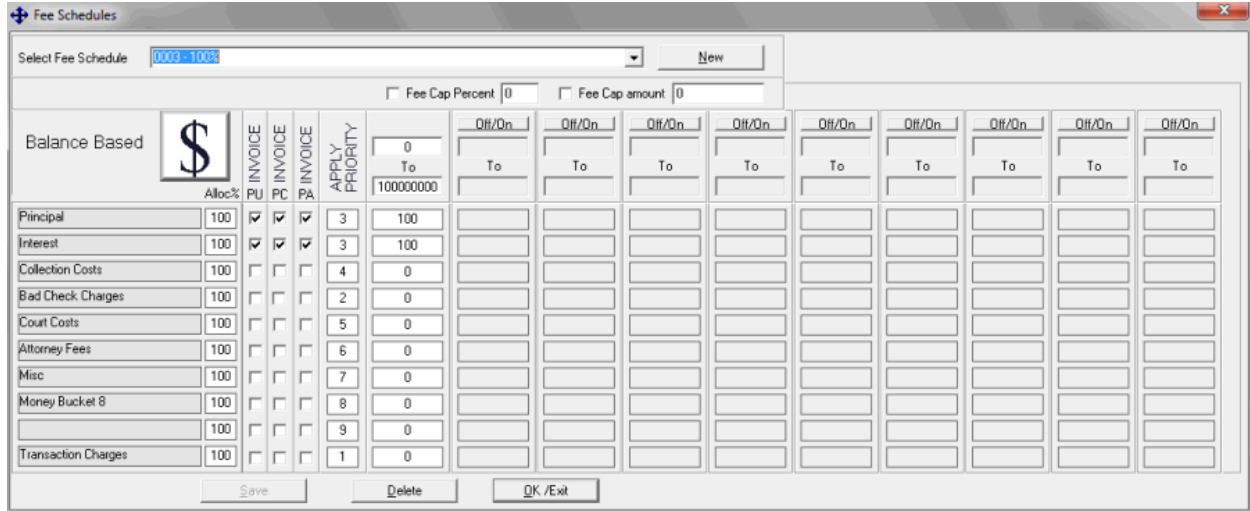
**To:** The first **To** column is always active, and indicates the first (or only) date range to use for the specified fee. For example, if the fee is based on the **Received Date** and **Payment Entry** date and the range is 0 to 29, the fees apply during the first thirty (30) days that your agency 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.



**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.

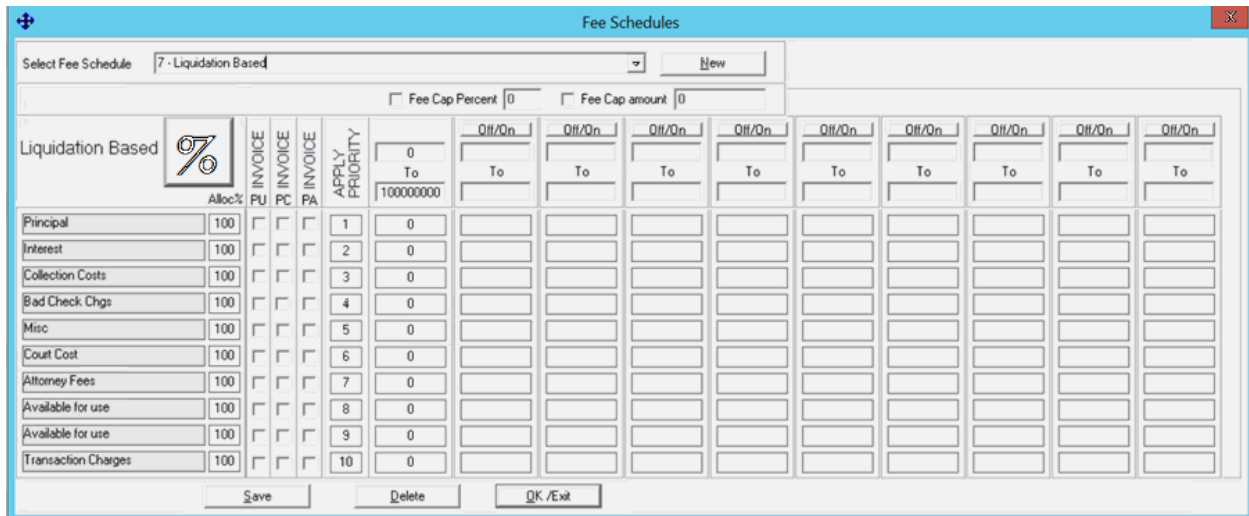
#### *Example:*

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	Fee	Additional Fee	Total Fee
\$1000	\$250	\$750	\$225	\$0	\$225
\$1000	\$50	\$200	\$80	\$75	\$380



**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 than 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 [Retrieve an Account by Account Number](#).
  - To search for an account using simple search, do the steps to [Search for an Account Using Simple Search](#).
  - To search for an account using advanced search, do the steps to [Search for an Account Using Advanced Search](#).
3. On the **Account** tab in the **Payment Entry** window, click the **Payment** tab.

Payment Entry - PU batch# 122

Batch Account Reports

Batch Account

Account Selection

Our Number  Cust Acct No 1241 Retrieve Search

Batch Totals \$0.00 0

PARSONS, SUSAN  
111 MAIN ST  
SOUTH HADLEY MA 010752849

Customer  
0000002 - Portfolio 2  
Account Number 4227097222356268 Balance Due \$744.37 USD  
Status NEW Desk ATLADMIN QLevel 015 Received 05/13/2010

00000 - General Trust - US Dollar (USD)

Links Payment History Notes AIM Promises

Amount \$0.00 Spread Date Paid 11/26/2012 Method Sub Type  SIF  PIF  Note

Debtor 0-PARSONS, SUSAN Comment Check # Fee Schedule 0003 - 100% Change

Promise Notes

Amount withheld by forwarder 0

Desk ATLADMIN

Money Buckets	Current Amt	Apply Amount	Fee %	Fee Amount
Principal	\$676.70	\$0.00	100	\$0.00
Interest	\$0.00	\$0.00	100	\$0.00
Collection Costs	\$67.67	\$0.00	100	\$0.00
Bad Check Chgs	\$0.00	\$0.00	100	\$0.00
Court Costs	\$0.00	\$0.00	100	\$0.00
Attorney Fees	\$0.00	\$0.00	100	\$0.00
Misc	\$0.00	\$0.00	100	\$0.00
	\$0.00	\$0.00	100	\$0.00
	\$0.00	\$0.00	100	\$0.00
Transaction Charges	\$0.00	\$0.00	100	\$0.00

Accept

Exit

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

Desk Code	Desk Name	Branch
0000000	Admin 1 Desk	00000
C1	Collector 1 Desk	00000
DIALERAPPD	Dialer Append Desk	00000
DIALERMERG	Dialer Merge Desk	00000
DIALERNEW	Dialer New Desk	00000
NEW	New Business Inventory	00000
POD	Pod Collector	00000
WEST	Westside Desk	00001

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 [Add a Payment to an Account](#).

### 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 [Retrieve an Account by Account Number](#).
  - To search for an account using simple search, do the steps to [Search for an Account Using Simple Search](#).
  - To search for an account using advanced search, do the steps to [Search for an Account Using Advanced Search](#).
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

Our Number Cust Acct No 1200 Retrieve Search

Batch Totals \$0.00 0

KILE, RICHARD  
12 JAMES ROAD  
APT G  
ALLENTOWN PA 18101

Customer  
0000001 - CUSTOMER ONE  
Account Number 74541021574653 Balance Due \$2,000.00 USD  
Status Desk QLevel Received  
NEW 0000000 875 02/11/2011

56565 - TRUST ONE - US Dollar (USD)

Selected Linked Accounts  
<< 1200-KILE, RICHARD >>

Links Payment History Notes AIM Promises

Amount \$0.00 Spread Date Paid 3/29/2016 Method <None> Sub Type <None>  SIF  PIF  Note

Comment Check # Fee Class DEFLT Fee Schedule Change

Automated Spreading Options  
 Top to bottom  Even Amount  Proportional to Balance  Priority, Proportional Accept All

Linked Accounts						
Select	Amount	File Number	Account Number	Customer	Balance	Name
<input checked="" type="checkbox"/>	\$0.00	1000	7738184767075	0000001	\$967.47	KILE, RICHARD
<input checked="" type="checkbox"/>	\$0.00	1200	74541021574653	0000001	\$2,000.00	KILE, RICHARD
<input checked="" type="checkbox"/>	\$0.00	1201	98774586630012	0000001	\$250.00	KILE, RICHARD

Applied \$0.00 Linked Bal \$3,217.47 Edit Item

Difference \$0.00 Selected Bal \$3,217.47 Exit

**Amount:** Payment amount received.

**Date Paid:** Defaults to the batch date. To change the date, click the arrow and select the date from the calendar.

**Method:** Payment method.

**Sub Type:** 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 [Hide or Show Linked Accounts Columns](#).

**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 [Retrieve an Account by Account Number](#).
  - To search for an account using simple search, do the steps to [Search for an Account Using Simple Search](#).
  - To search for an account using advanced search, do the steps to [Search for an Account Using Advanced Search](#).
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

Our Number Cust Acct No 1200 Retrieve Search

Batch Totals \$0.00 0

KILE, RICHARD  
12 JAMES ROAD  
APT G  
ALLENTOWN PA 18101

Customer  
0000001 - CUSTOMER ONE  
Account Number 74541021574653 Balance Due \$2,000.00 USD  
Status Desk QLevel Received  
NEW 0000000 875 02/11/2011

56565 - TRUST ONE - US Dollar (USD)

Selected Linked Accounts 1200-KILE, RICHARD

Links Payment History Notes AIM Promises

Amount Date Paid Method Sub Type  
\$0.00 Spread 3/29/2016 <None>  SIF  PIF  Note

Comment Check # Fee Class Fee Schedule  
DEFLT Change

Automated Spreading Options  
 Top to bottom  Even Amount  Proportional to Balance  Priority, Proportional Accept All

Linked Accounts							
Select	Amount	File Number	Account Number	Customer	Balance	Name	
<input checked="" type="checkbox"/>	\$0.00	1000	7738184767075	0000001	\$967.47	KILE, RICHARD	
<input checked="" type="checkbox"/>	\$0.00	1200	74541021574653	0000001	\$2,000.00	KILE, RICHARD	
<input checked="" type="checkbox"/>	\$0.00	1201	98774586630012	0000001	\$250.00	KILE, RICHARD	

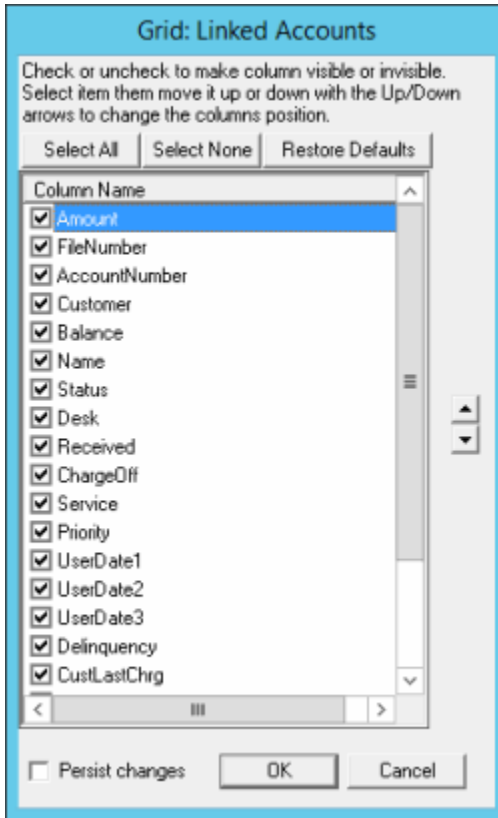
Applied \$0.00 Linked Bal \$3,217.47 Edit Item

Difference \$0.00 Selected Bal \$3,217.47 Exit

- 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.





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.

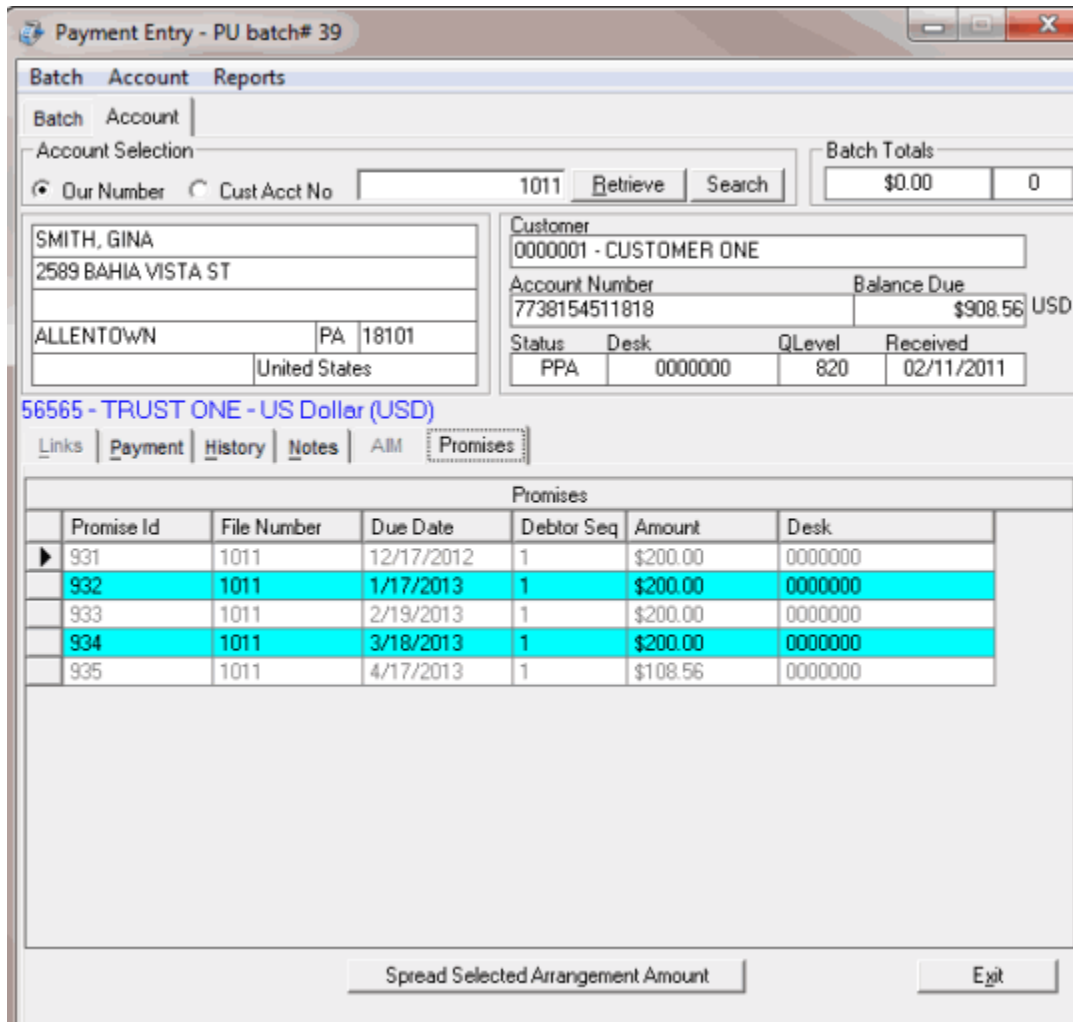
### Apply a Promise Arrangement

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 [Retrieve an Account by Account Number](#).
  - To search for an account using simple search, do the steps to [Search for an Account Using Simple Search](#).
  - To search for an account using advanced search, do the steps to [Search for an Account Using Advanced Search](#).
3. On the **Account** tab in the **Payment Entry** window, click the **Promises** tab.



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 [Retrieve an Account by Account Number](#).
  - To search for an account using simple search, do the steps to [Search for an Account Using Simple Search](#).
  - To search for an account using advanced search, do the steps to [Search for an Account Using Advanced Search](#).
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

Our Number Cust Acct No 1001 Retrieve Search

Batch Totals \$0.00 0

VOZAR, ANDREW  
112 GARFIELD AVE  
ALLENTOWN PA 18101

Customer  
0000001 - CUSTOMER ONE  
Account Number 7738179391196 Balance Due \$2,355.77 USD  
Status Desk QLevel Received  
ACT 0000000 599 02/11/2011

56565 - TRUST ONE - US Dollar (USD)

Links Payment History Notes AIM Promises

Payment History										
R	ID	Entered	Paid	Type	Amount	Linked Amt	Curr	Method	Check#	
<input checked="" type="checkbox"/>	27	1/10/2013	1/10/2013	PU	\$100.00	\$100.00	USD			

Select Item to Reverse and click 'Reverse Item'

Reverse Item Exit

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

Confirm Reversal

Number: 1001  
Name: VOZAR, ANDREW  
Amount: \$0.00  
Enter Comment (optional)  
Date Paid 1/10/2013 Sub Batch Type <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 [Retrieve an Account by Account Number](#).
  - To search for an account using simple search, do the steps to [Search for an Account Using Simple Search](#).
  - To search for an account using advanced search, do the steps to [Search for an Account Using Advanced Search](#).
3. On the **Account** tab in the **Payment Entry** window, click the **Payment** tab.

Payment Entry - DA batch# 126

Batch Account Reports

Batch Account

Account Selection

Our Number Cust Acct No  Retrieve Search

Batch Totals \$0.00 0

GOMEZ, YVONNE  
8083 ELIZABETH LN  
TOBYHANNA PA 184663524

Customer  
0000002 - Portfolio 2  
Account Number 7738131405241 Balance Due \$1,135.92 USD  
Status NEW Desk ADMIN1 QLevel 015 Received 05/13/2010

00000 - General Trust - US Dollar (USD)

Links Payment History Notes AIM Promises

Amount \$0.00 Spread Date Paid 11/26/2012 Method Sub Type  SIF  PIF  Note

Debtor 0-GOMEZ, YVONNE Comment Check # Fee Schedule Change

Promise Notes

Enter the Decrease amounts directly into the 'Apply' boxes.

Money Buckets	Current Amt	Apply Amount
Principal	\$1,032.65	\$0.00
Interest	\$0.00	\$0.00
Collection Costs	\$103.27	\$0.00
Bad Check Chgs	\$0.00	\$0.00
Court Costs	\$0.00	\$0.00
Attorney Fees	\$0.00	\$0.00
Misc	\$0.00	\$0.00
	\$0.00	\$0.00
	\$0.00	\$0.00
Transaction Charges	\$0.00	\$0.00

Accept  
Exit

- Complete the information. The **Date Paid** is the adjustment date.
- Ensure that you selected the **Note** check box to have the system add an adjustment note to the account.
- In the **Apply Amount** boxes, type the adjustment amount for each applicable money bucket.

**Note:** Do **NOT** type in negative amounts. For a **DA** batch, the system decreases the account balance. For a **DAR** batch, the system increases the account balance.

- Click **Accept**.

## AIM Information

### AIM Information

Use the **AIM** tab on the **Account** tab in the **Payment Entry** window to 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 [Retrieve an Account by Account Number](#).
  - To search for an account using simple search, do the steps to [Search for an Account Using Simple Search](#).
  - To search for an account using advanced search, do the steps to [Search for an Account Using Advanced Search](#).
3. On the **Account** tab in the **Payment Entry** window, click the **AIM** tab.

Payment Entry - PU batch# 19

Batch Account Reports

Batch Account

Account Selection

Our Number  Cust Acct No

1241 Retrieve Search

Batch Totals

\$200.00 1

GRIFFIN, MEGAN  
236 NORTH HEMMING ROAD  
APT 24  
SACO ME 04072

Customer  
000001 - CUSTOMER ONE

Account Number Balance Due  
0178754212012 \$2,000.00 USD

Status	Desk	QLevel	Received
NEW	0000000	015	07/25/2011

56565 - TRUST ONE - US Dollar (USD)

Links Payment History Notes AIM Promises

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

**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 [Retrieve an Account by Account Number](#).
  - To search for an account using simple search, do the steps to [Search for an Account Using Simple Search](#).
  - To search for an account using advanced search, do the steps to [Search for an Account Using Advanced Search](#).
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

Our Number  Cust Acct No

1241 Retrieve Search

Batch Totals

\$0.00 0

Customer

0000001 - CUSTOMER ONE

Account Number Balance Due

0178754212012 \$2,000.00 USD

Status	Desk	QLevel	Received
NEW	0000000	015	07/25/2011

56565 - TRUST ONE - US Dollar (USD)

Links Payment History Notes **AIM** Promises

AIM Crediting Agency/Attorney Collections Plus Services - 1 -

AIM Sending Agency/Attorney Collections Plus Services - 1 -

AIM Agency/Attorney Fee 0.00

Net Amount Due to Agency/Attorney 0.00

Unique ID of Transaction at Agency/Attorney (optional)

AIM Batch ID 1

These changes should go through AIM. If the AIM fields are not set correctly here you may not receive the desired results for batch tracking. If the AIM Crediting and AIM Sending Agency/Attorney values match, this transaction will not be sent in the CPAY file.

Exit

**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 [Retrieve an Account by Account Number](#).
  - To search for an account using simple search, do the steps to [Search for an Account Using Simple Search](#).
  - To search for an account using advanced search, do the steps to [Search for an Account Using Advanced Search](#).

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

Payment Entry - PU batch# 122

Batch Account Reports

Batch Account

Account Selection:  Our Number  Cust Acct No 1241 Retrieve Search

Batch Totals: \$0.00 0

Customer: 0000002 - Portfolio 2

Account Number: 4227097222356268 Balance Due: \$744.37 USD

Status: NEW Desk: ATLADMIN QLevel: 015 Received: 05/13/2010

00000 - General Trust - US Dollar (USD)

Links: Payment History Notes AIM Promises

Amount: \$0.00  Date Paid: 11/26/2012  Method:  Sub Type:

SIF  PIF  Note

Debtor: 0-PARSONS, SUSAN Comment:  Check #:  Fee Schedule: 0003 - 100%

Promise Notes:

Amount withheld by forwarder:

Desk:

Money Buckets	Current Amt	Apply Amount	Fee %	Fee Amount
Principal	\$576.70	\$0.00	100	\$0.00
Interest	\$0.00	\$0.00	100	\$0.00
Collection Costs	\$67.67	\$0.00	100	\$0.00
Bad Check Chgs	\$0.00	\$0.00	100	\$0.00
Court Costs	\$0.00	\$0.00	100	\$0.00
Attorney Fees	\$0.00	\$0.00	100	\$0.00
Misc	\$0.00	\$0.00	100	\$0.00
	\$0.00	\$0.00	100	\$0.00
	\$0.00	\$0.00	100	\$0.00
Transaction Charges	\$0.00	\$0.00	100	\$0.00

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



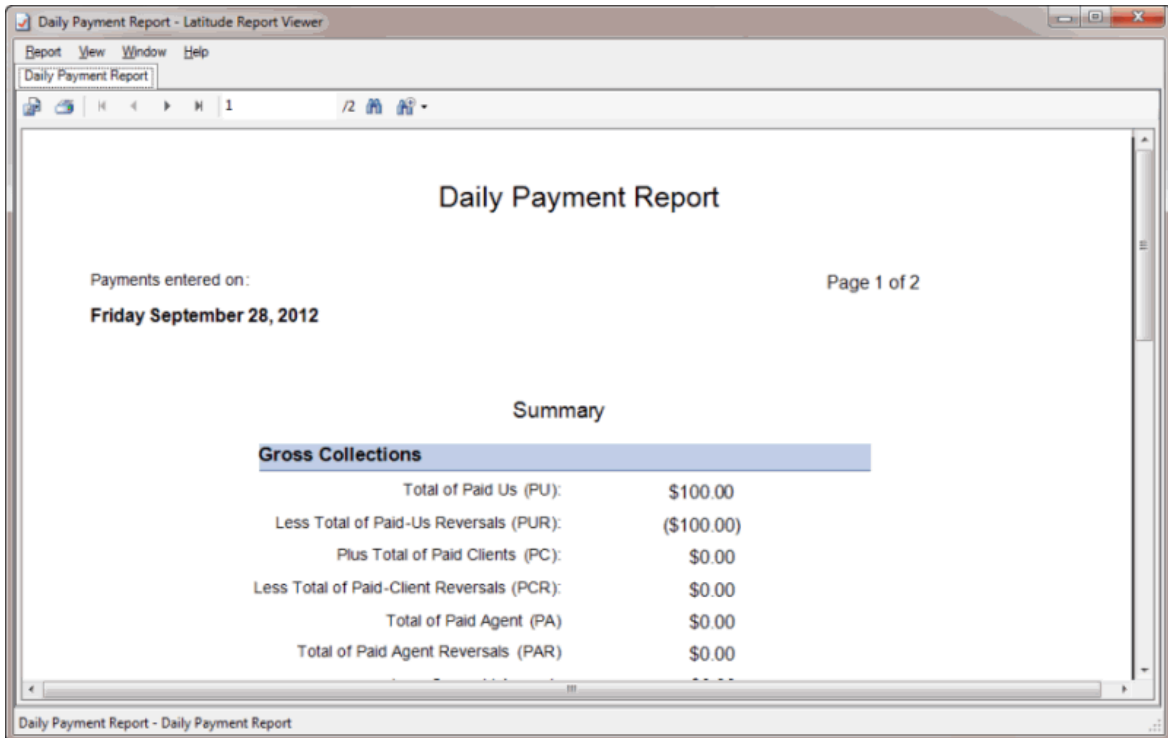
4. To delete a note, select the **Clear** check box and then click **OK**.

### View a Report

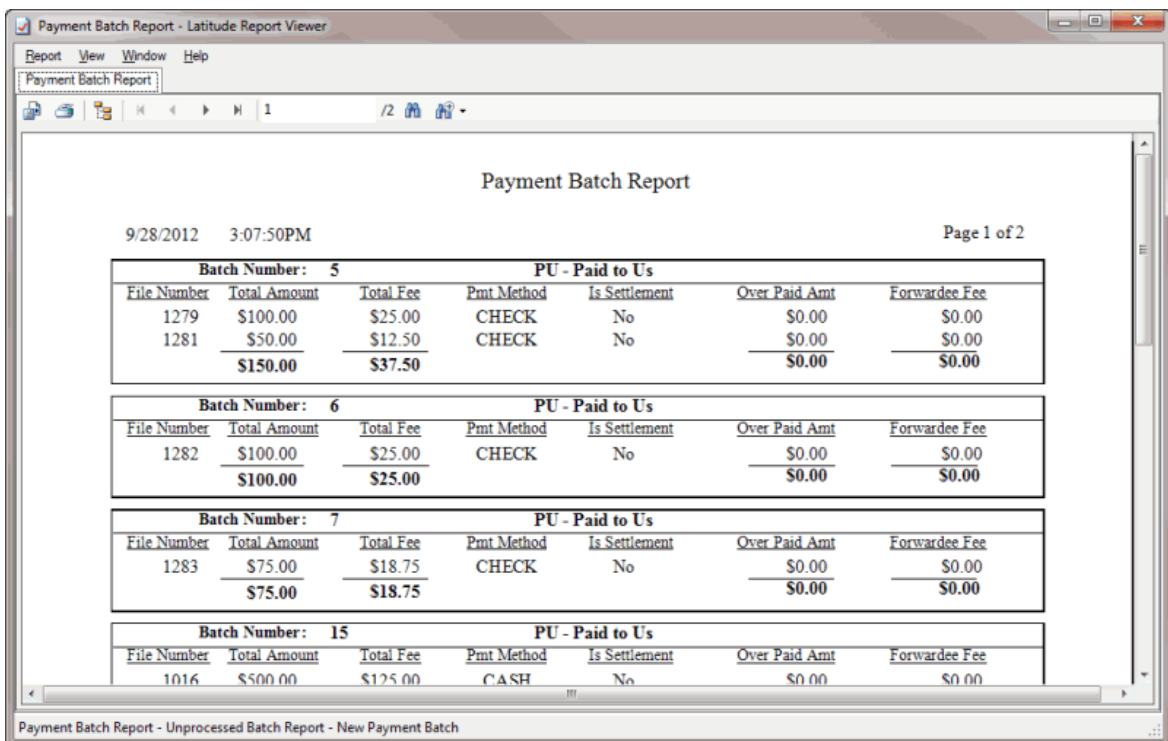
Use the **Payment Entry** window to view the **Daily Payment Report** and the **Payment Batch Report**. The **Daily Payment Report** shows payment transactions not remitted on an invoice. Use this report to review invoice information before actually generating or printing invoices. This report also shows 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.



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



## Overpayment Manager

### Overpayment Manager

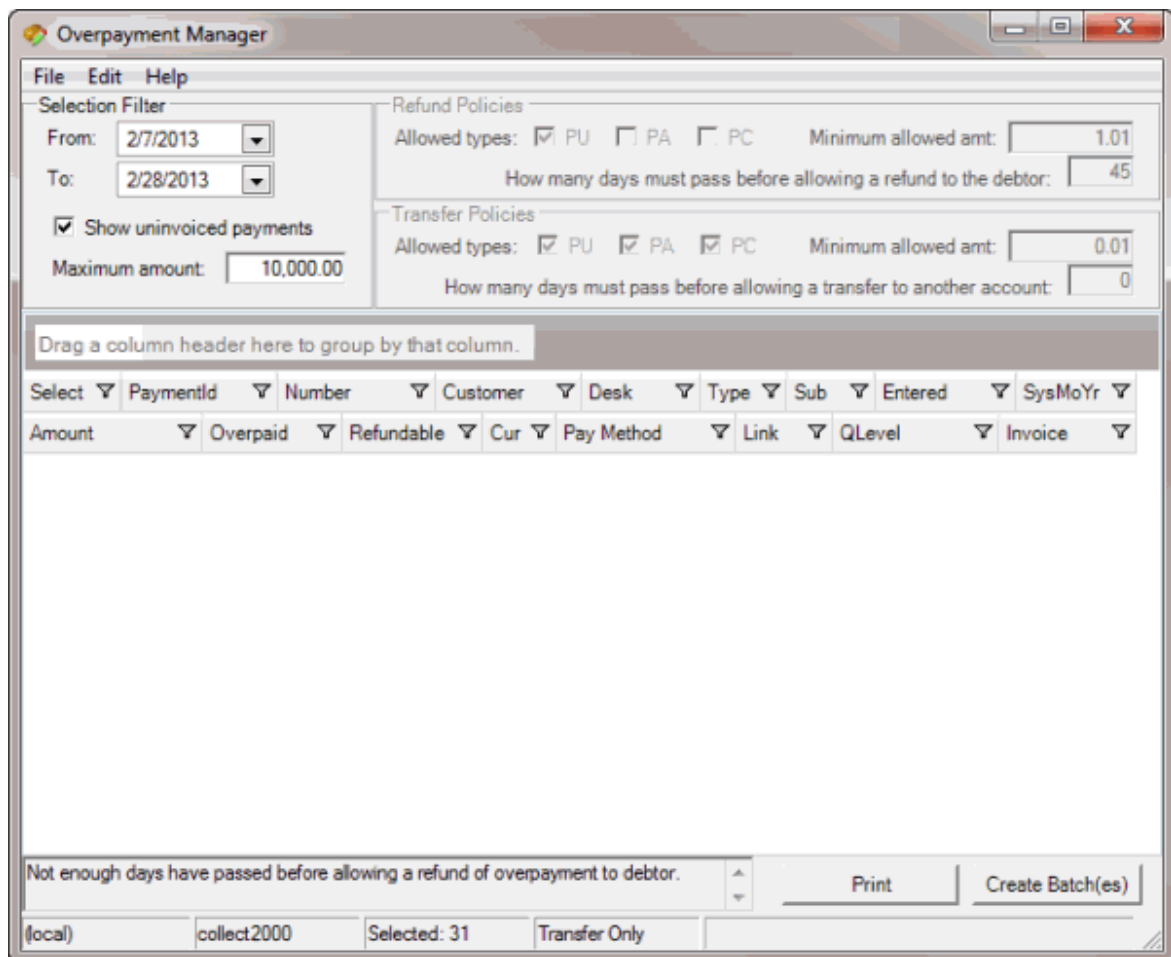
The Overpayment Manager program allows your organization to manage overpayments on accounts. You can transfer the entire overpaid amount from one account to another, refund the entire overpaid amount, or do a combination of the two. Ensure that your organization enabled the **Access Overpayment Manager** 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.



**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 grid.

**Maximum amount:** Maximum refund or transfer amount for which to display overpayments.

- Specify the filter criteria. Overpayments that meet the criteria appear in the data grid.

The screenshot shows the 'Overpayment Manager' window with the following settings:

- Selection Filter:** From: 4/8/2013, To: 4/8/2013,  Show uninvoiced payments, Maximum amount: 10,000.00
- Refund Policies:** Allowed types:  PU,  PA,  PC, Minimum allowed amt: 1.01, How many days must pass before allowing a refund to the debtor: 45
- Transfer Policies:** Allowed types:  PU,  PA,  PC, Minimum allowed amt: 0.01, How many days must pass before allowing a transfer to another account: 0

The data grid below shows a single row of data:

Select	PaymentId	Number	Customer	Desk	Type	Sub	Entered	SysMoYr
<input checked="" type="checkbox"/>	31	1015	0000001	0000000	PU		04/08/2013	04/2013
	0.00	71.01	71.01	USD		0	998	0

At the bottom of the window, there is a status bar with the text: 'Not enough days have passed before allowing a refund of overpayment to debtor.' and buttons for 'Print' and 'Create Batch(es)'. The status bar also shows '(local)', 'collect2000', 'Selected: 31', and 'Transfer Only'.

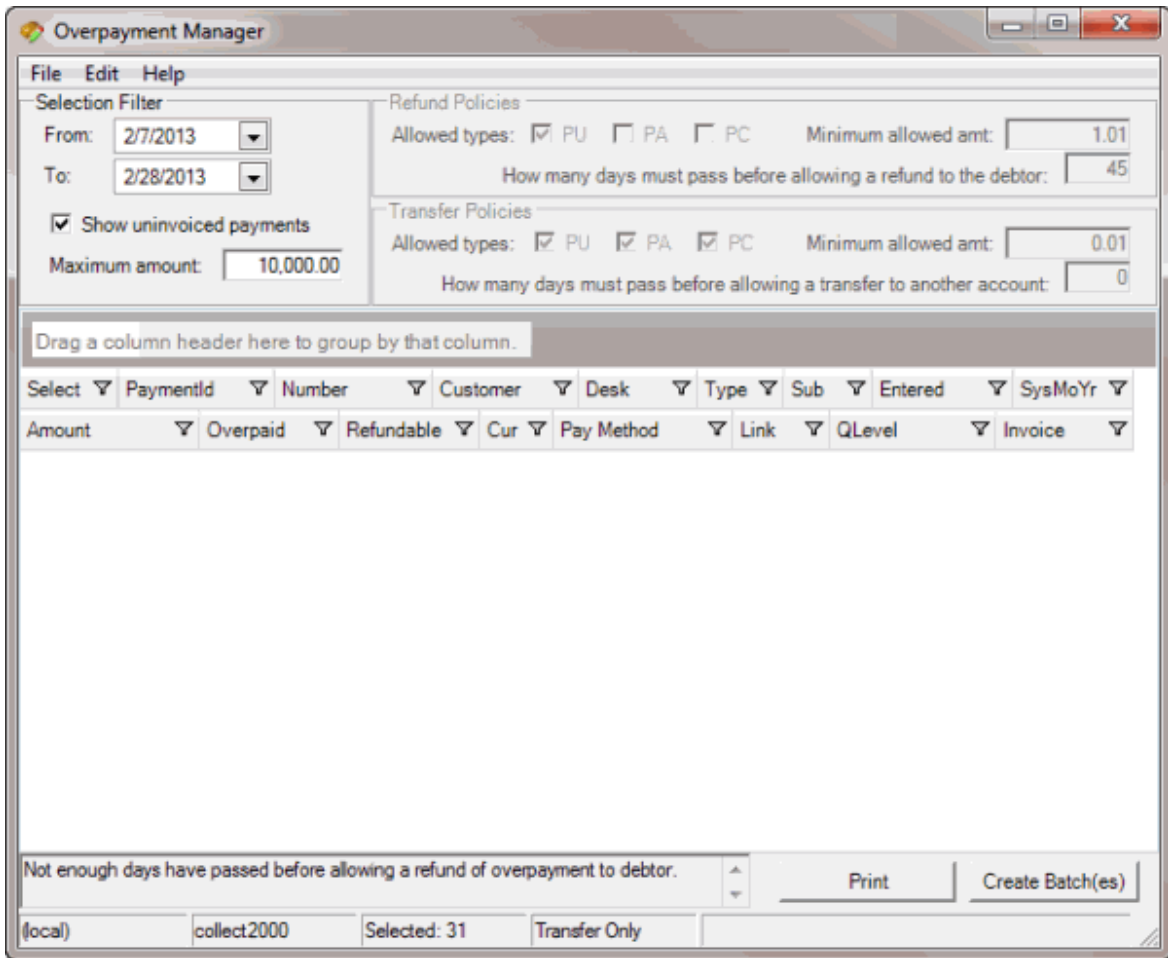
- To print the list of overpayments, click **Print** and in the next dialog box, click **OK**.

### 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.



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.



Overpayment Manager

File Edit Help

Selection Filter

From: 12/1/2012

To: 12/31/2012

Show uninvoiced payments

Maximum amount: 10,000.00

Refund Policies

Allowed types:  PU  PA  PC Minimum allowed amt: 1.01

How many days must pass before allowing a refund to the debtor: 45

Transfer Policies

Allowed types:  PU  PA  PC Minimum allowed amt: 0.01

How many days must pass before allowing a transfer to another account: 0

Drag a column header here to group by that column.

Select	PaymentId	Number	Customer	Desk	Type	Sub	Entered	SysMoYr	Amount	Overpaid	Refundable	Cur	Pay Method	Link	QLevel	Invoice
<input checked="" type="checkbox"/>	32	1007	0000001	0000000	PU	PCC	12/20/2012	12/2012	0.00	47.97	47.97	USD	CREDIT CARD	0	998	0
<input checked="" type="checkbox"/>	33	1012	0000001	0000000	PU	PCC	12/20/2012	12/2012	0.00	29.11	29.11	USD	CREDIT CARD	0	998	0

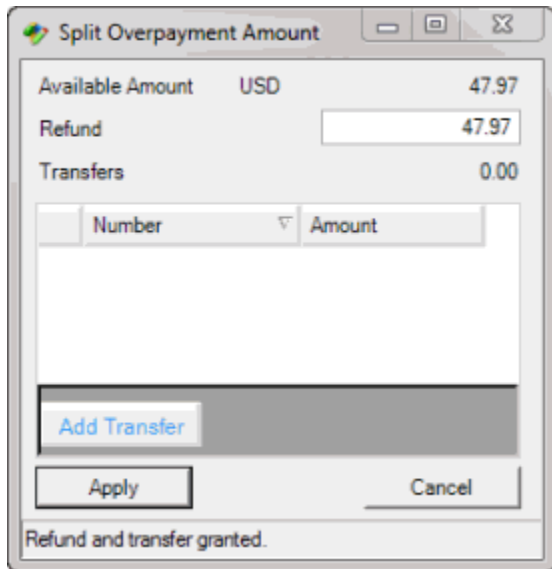
Permission to transfer and refund granted.

Print Create Batch(es)

(local) collect2000 Selected: 32 Granted

4. In the data grid, click an account. The status bar in the lower section of the window 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.



6. In the **Refund** box, do one of the following:
  - To transfer the entire refund amount, type 0 (zero).
  - To refund a partial amount and transfer the rest, type the amount to refund.
7. Click **Add Transfer**. The system adds a blank row to the data grid.
8. In the **Number** box, type the account number to transfer the overpayment to.
9. In the **Amount** box, type the dollar amount to transfer.
10. Click **Apply**. The **Split Overpayment Amount** dialog box closes.
11. Complete these steps for each account in the data grid that you want to transfer funds and then create an overpayment batch. For more information, see [Create an Overpayment Batch](#).

### Refund an Overpaid Amount

Use the **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

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

From: 2/7/2013

To: 2/28/2013

Show uninvoiced payments

Maximum amount: 10,000.00

Refund Policies

Allowed types:  PU  PA  PC Minimum allowed amt: 1.01

How many days must pass before allowing a refund to the debtor: 45

Transfer Policies

Allowed types:  PU  PA  PC Minimum allowed amt: 0.01

How many days must pass before allowing a transfer to another account: 0

Drag a column header here to group by that column.

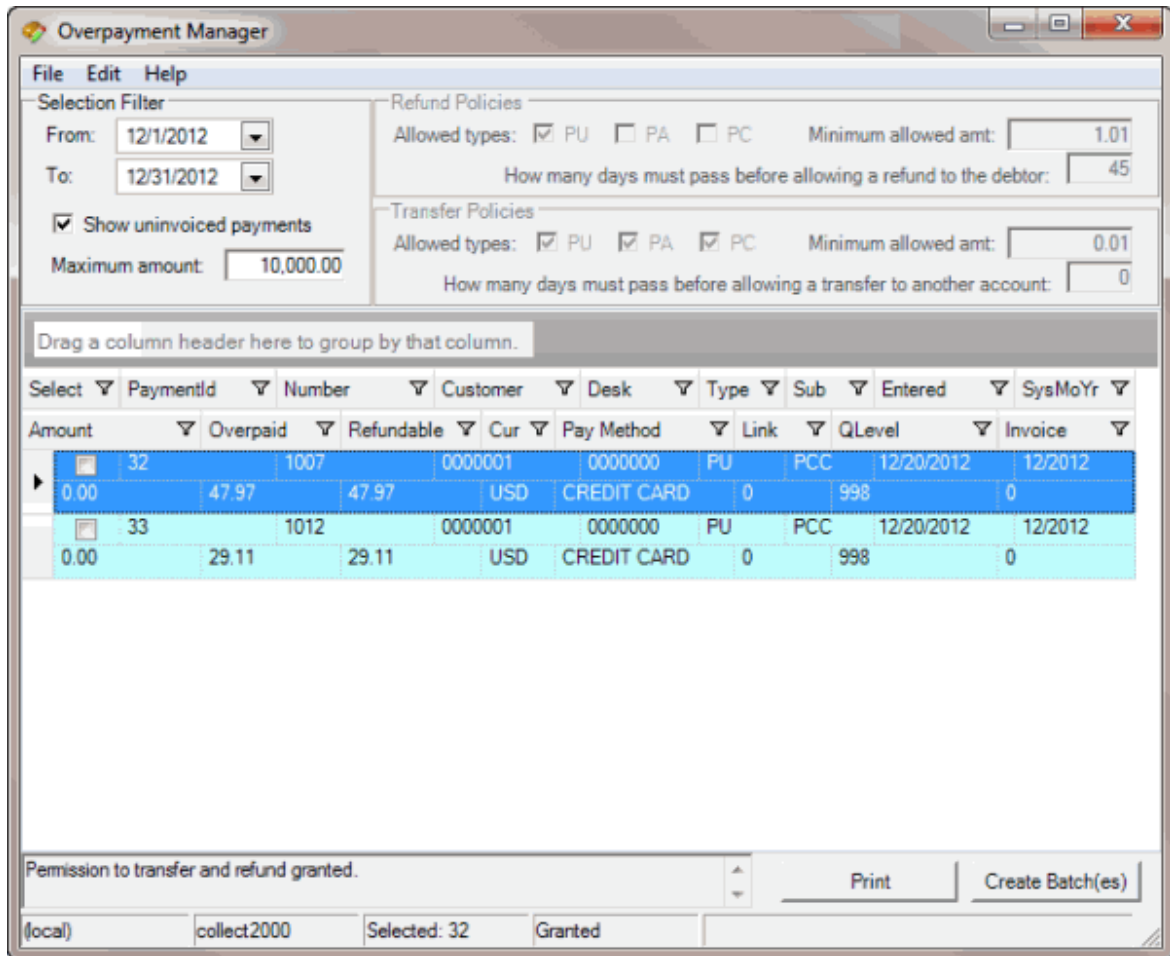
Select	PaymentId	Number	Customer	Desk	Type	Sub	Entered	SysMoYr	Amount	Overpaid	Refundable	Cur	Pay Method	Link	QLevel	Invoice
--------	-----------	--------	----------	------	------	-----	---------	---------	--------	----------	------------	-----	------------	------	--------	---------

Not enough days have passed before allowing a refund of overpayment to debtor.

Print Create Batch(es)

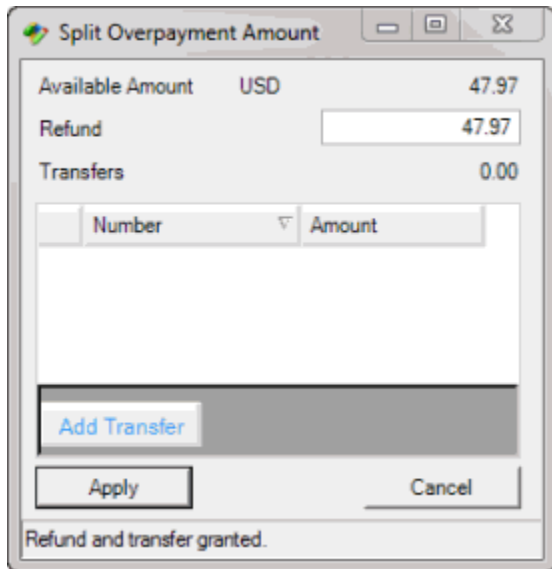
(local) collect2000 Selected: 31 Transfer Only

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.



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.



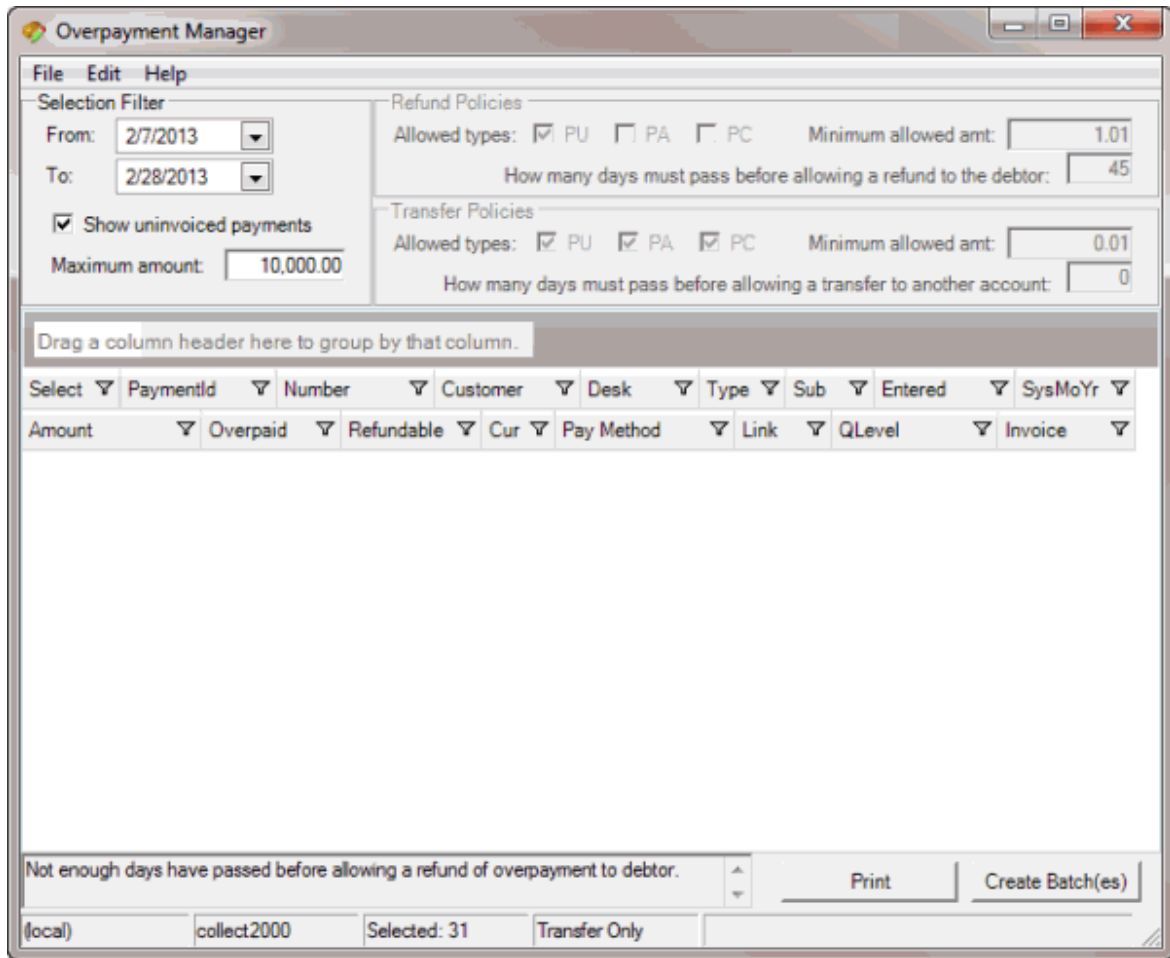
6. In the **Refund** box, do one of the following:
  - To refund the entire amount, leave the amount as is.
  - To refund a partial amount, type the amount to refund.
7. Click **Apply**. The **Split Overpayment Amount** dialog box closes.
8. Complete these steps for each account in the data grid that you want to refund an overpayment and then create an overpayment batch. For more information, see [Create an Overpayment Batch](#).

### Create an Overpayment Batch

Use the **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.



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.

Overpayment Manager

File Edit Help

Selection Filter

From: 12/1/2012

To: 12/31/2012

Show uninvoiced payments

Maximum amount: 10,000.00

Refund Policies

Allowed types:  PU  PA  PC Minimum allowed amt: 1.01

How many days must pass before allowing a refund to the debtor: 45

Transfer Policies

Allowed types:  PU  PA  PC Minimum allowed amt: 0.01

How many days must pass before allowing a transfer to another account: 0

Drag a column header here to group by that column.

Select	PaymentId	Number	Customer	Desk	Type	Sub	Entered	SysMoYr	Amount	Overpaid	Refundable	Cur	Pay Method	Link	QLevel	Invoice
<input checked="" type="checkbox"/>	32	1007	0000001	0000000	PU	PCC	12/20/2012	12/2012	0.00	47.97	47.97	USD	CREDIT CARD	0	998	0
<input checked="" type="checkbox"/>	33	1012	0000001	0000000	PU	PCC	12/20/2012	12/2012	0.00	29.11	29.11	USD	CREDIT CARD	0	998	0

Permission to transfer and refund granted.

Print Create Batch(es)

(local) collect2000 Selected: 32 Granted

4. Do the steps to [Transfer an Overpaid Amount to Another Account](#) or [Refund an Overpaid Amount](#).
5. Do one of the following:
  - In the **Select** column of the data grid, select the check box for each overpayment to include in the batch.
  - To select all overpayments listed in the data grid, from the **Edit** menu, click **Select All**.
6. Click **Create Batch(es)**. The **Batch Count** dialog box appears.

Batch count

Batch count is 2

Batch number: 53 (PUR) with 2 items.

Batch number: 54 (PU) with 1 items.

Exceptions: 0

OK

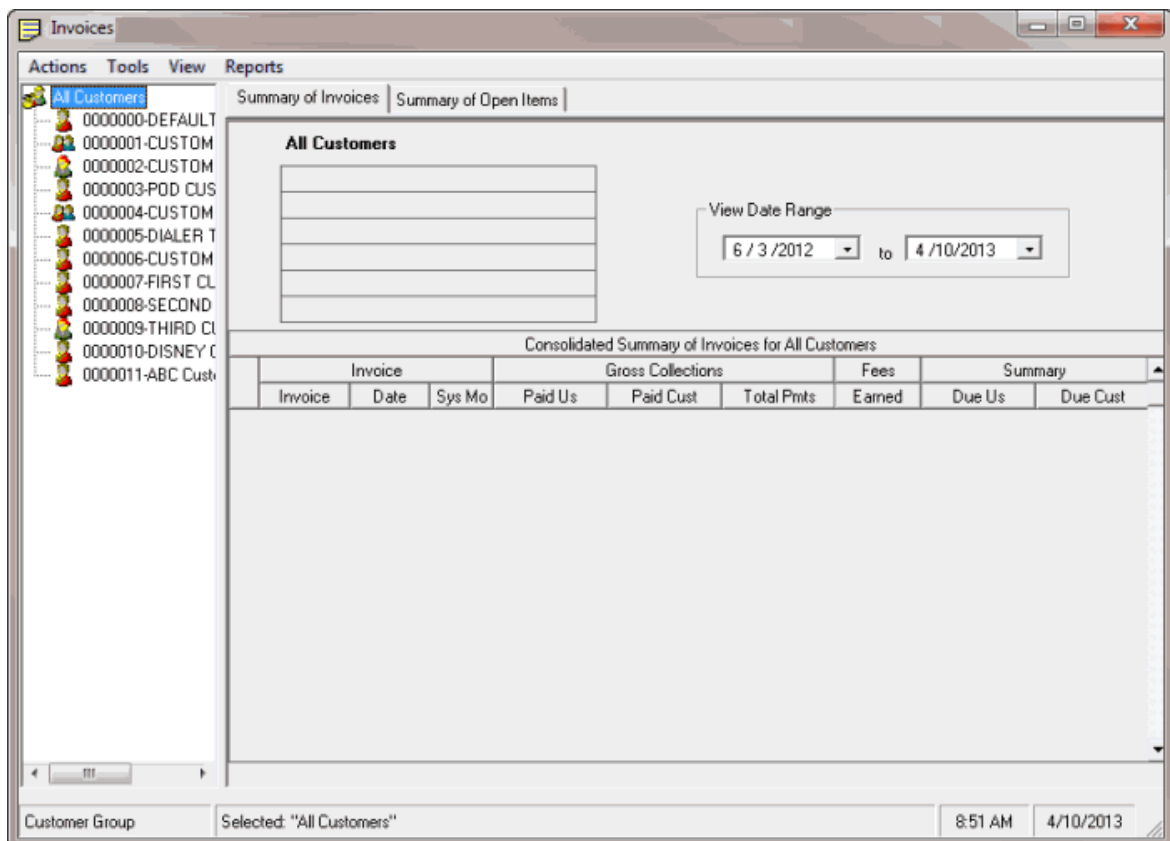
7. Write down the batch number so you can process the batch when you are ready. For more information, see [Process a Batch](#). When you process the batch, the follow occurs:
  - A refund creates a batch for a Paid Us Reversal (PUR) on the account for the full overpayment amount. If you associated a 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.





## 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

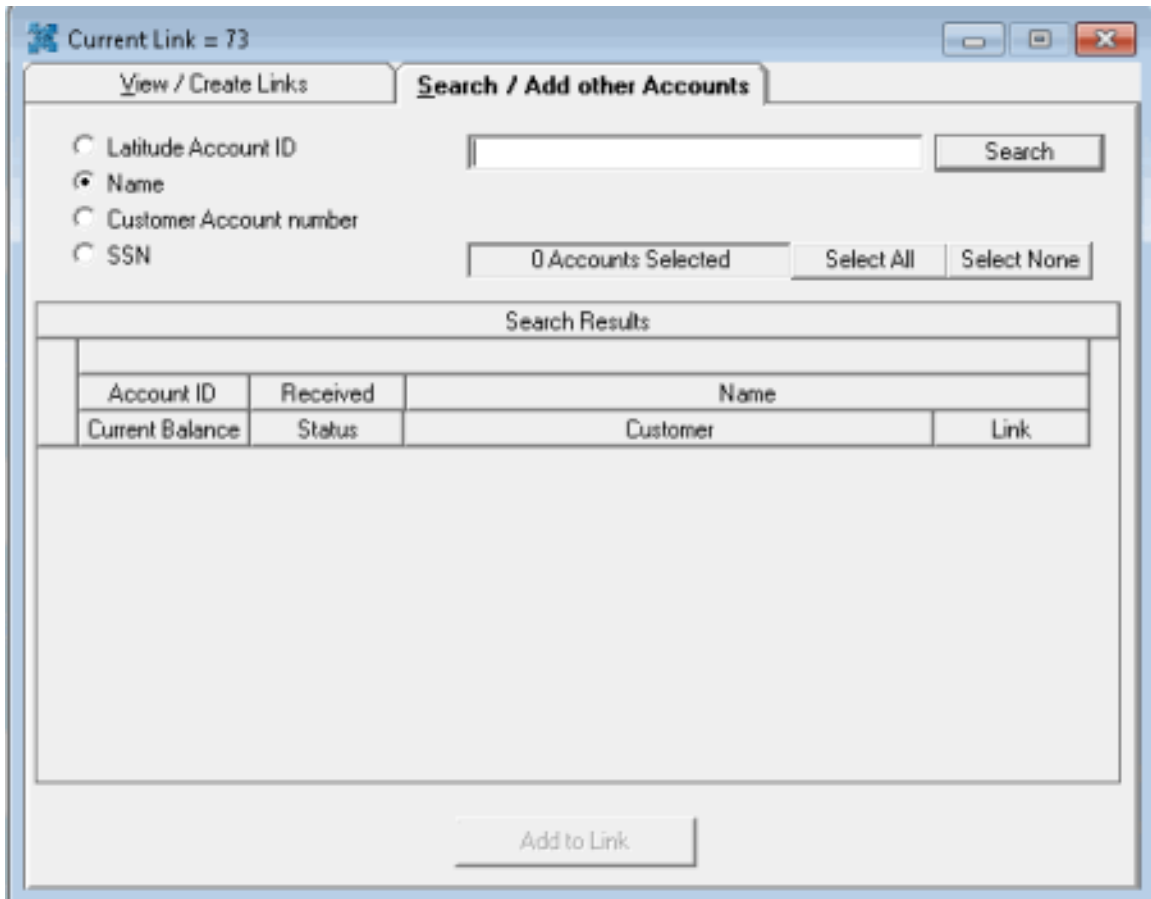
1. In the **Main Menu** window, from the **Apps** menu, click **Link/Unlink**. The **Link Maintenance** window appears.

The screenshot shows the 'Link Maintenance' window with the 'Search / Add other Accounts' tab selected. The window has a title bar with standard window controls. Below the title bar, there are two tabs: 'View / Create Links' and 'Search / Add other Accounts'. The 'Search / Add other Accounts' tab is active. Below the tabs, there is a 'Link Number' text box, a 'Get Link' button, and a 'New Link' button. Below these is a section titled 'Accounts in this Link' which contains a table with the following structure:

Account ID	Received	Name
Current Balance	Status	Customer

At the bottom of the window, there is a 'Remove from Link' button.

2. Click the **Search / Add other Accounts** tab.



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.

Current Link = 73

**View / Create Links** | **Search / Add other Accounts**

Latitude Account ID  
 Name  
 Customer Account number  
 SSN

and

0 Accounts Selected

**Search Results**

Account ID	Received	Name		Link
Current Balance	Status	Customer		
2053	6/22/2010	ANDERSON, ANDREW A		
\$13,500.00	RCL	000011 - SODIN 8291		18
2089	7/7/2010	ANDERSON, ANDREW A		
\$13,000.00	NEW	000012 - SODIN 8210		18
759	5/13/2010	ANDERSON, ELIZABETH		
\$577.50	NEW	000002 - Portfolio 2		
1767	5/28/2010	ANDERSON, JASON		
\$8,925.00	NEW	000005 - Farmers Bank		
1325	5/13/2010	ANDRADE, ROBERT		
\$713.66	NEW	000002 - Portfolio 2		
1000	6/10/2010	ANDRE, BESSICA		

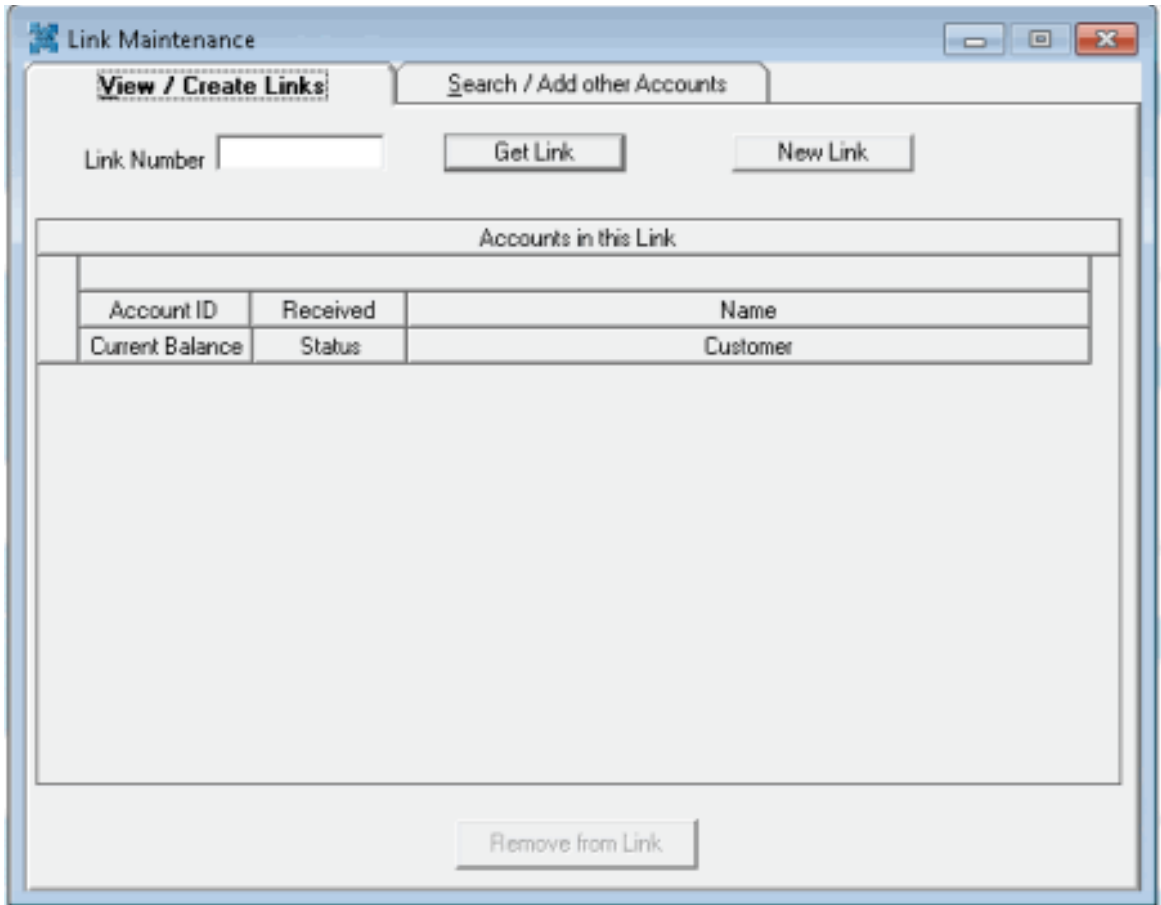
**Note:** A number in the **Link** column indicates that the account is linked to one or more other accounts.

### 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.



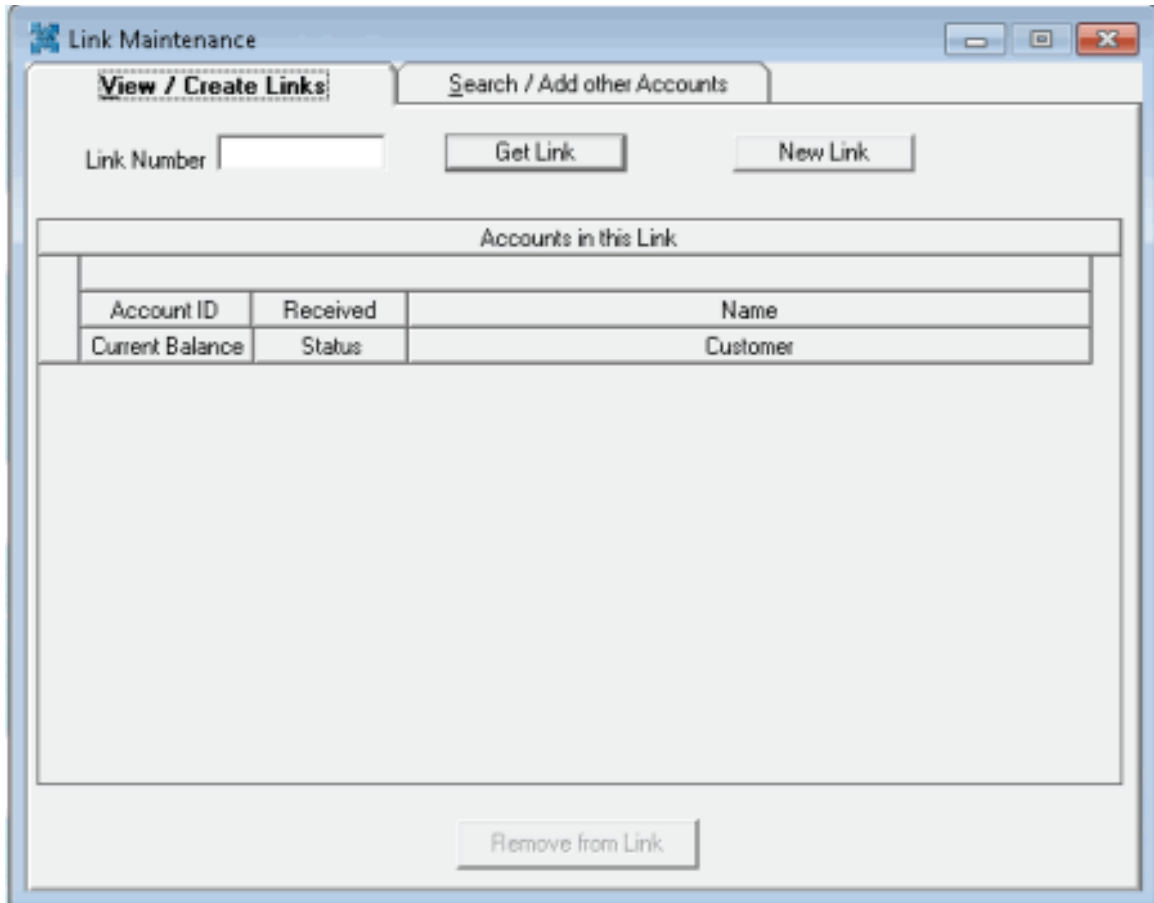
2. On the **View / Create Links** tab, click **New Link**. Latitude Console populates the **Link Number** box with the next sequential unique link number.
3. Click the **Search / Add other Accounts** tab.
4. If you haven't already searched for accounts to link, do the steps to [Search for an Account to Link or Unlink](#).
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.



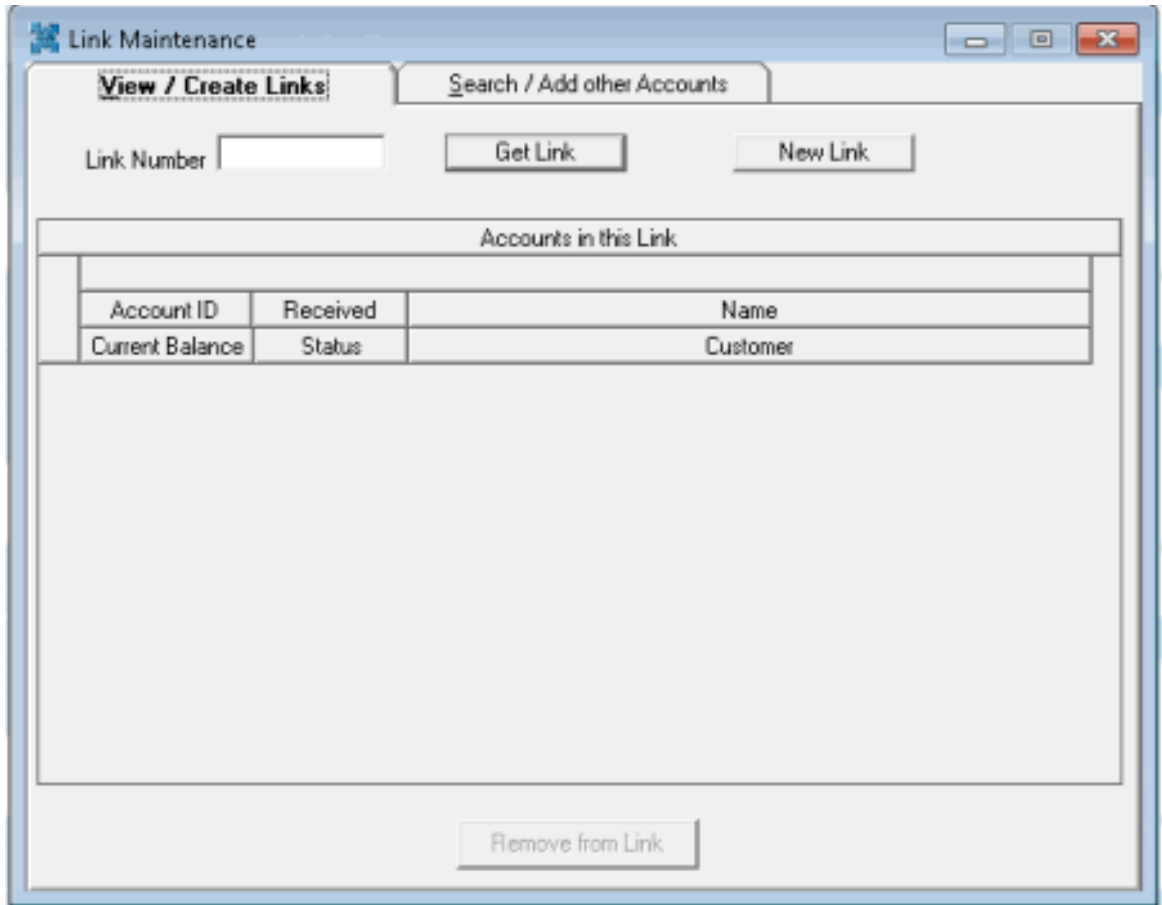
2. On the **View / Create Links** tab, in the **Link Number** box, type the link number to add accounts to and then click **Get Link**. The accounts associated to the link appear in the **Accounts in this Link** pane.
3. Click the **Search / Add other Accounts** tab.
4. If you haven't already searched for accounts to link, do the steps to [Search for an Account to Link or Unlink](#).
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.



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:

- **Account Analysis:** 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.
- **Credit Report Requester:** Requests credit bureau reports for multiple accounts, based on customized selection criteria.
- **Custom Queue Manager:** 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.
- **[Pool Queue Manager](#)**: Creates pools of work for collectors based on specified selection criteria.
- **[SQL Author](#)**: 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 [Query Tools](#).

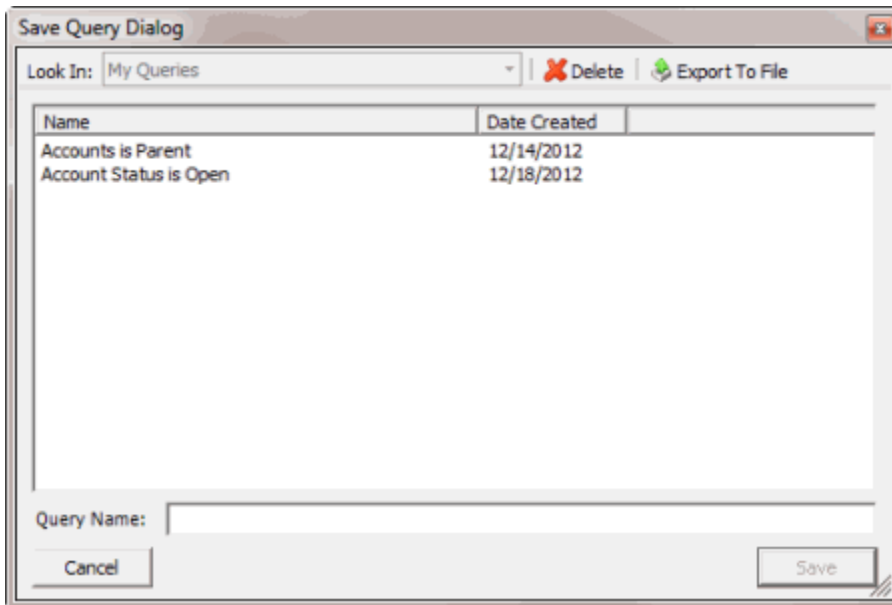
### Create a Query

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. [Delete one or more columns from the query](#).
  7. [Modify the order of the columns](#).
  8. [Rename any columns](#).
5. 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](#).
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 run the query, in the toolbar, click **Run**. The results appear on the **Results** tab. For more information, see [Query Results](#).
9. 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**.

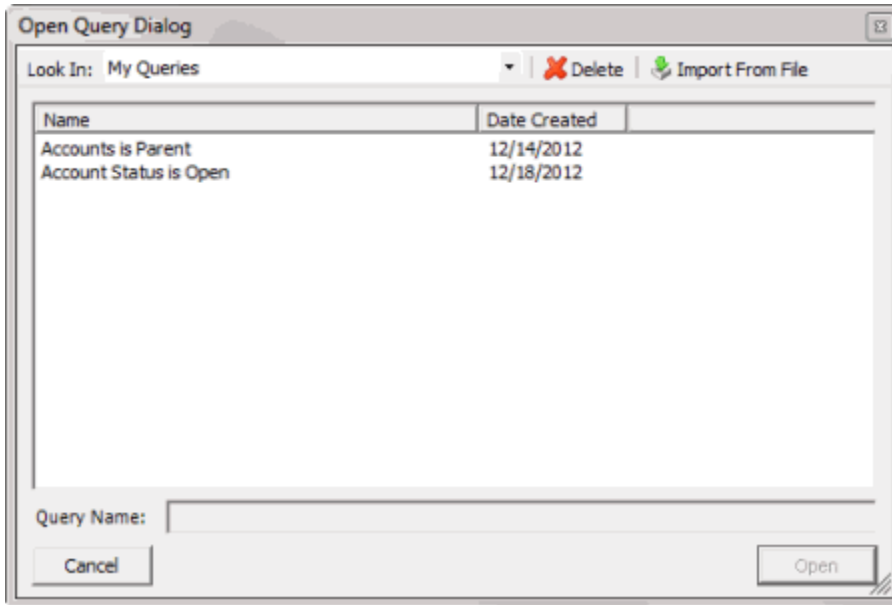
### Open an Existing Query

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.

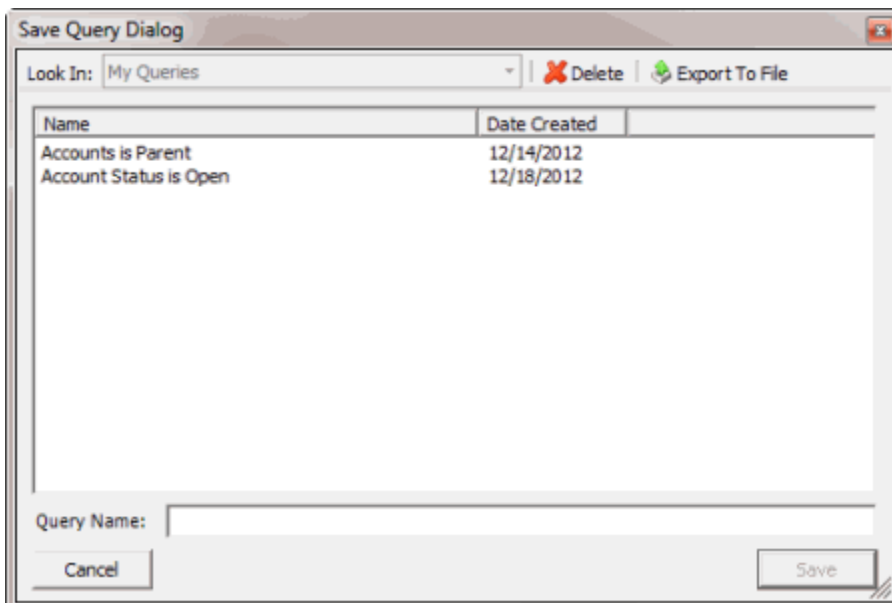
#### To open an existing query

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





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 [Query Results](#).
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. [Create a Query](#) or [Open an Existing Query](#).
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. [Create a Query](#) or [Open an Existing Query](#).
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. [Create a Query](#) or [Open an Existing Query](#).

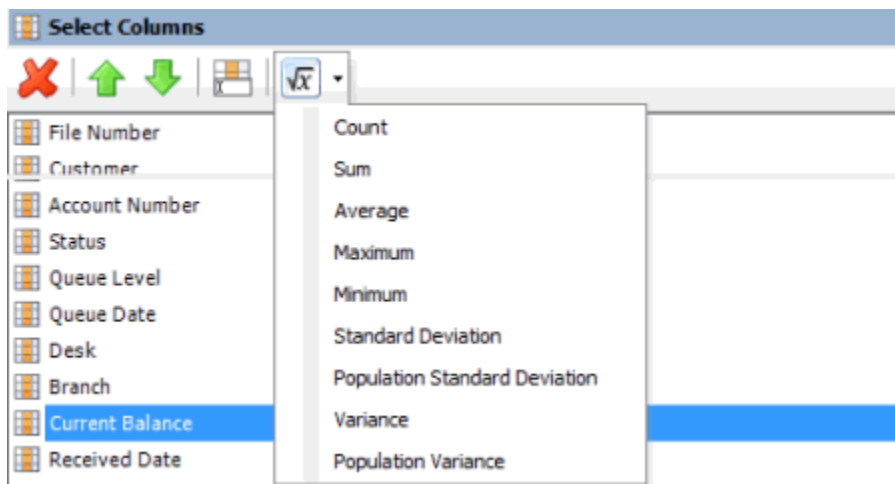
- In the **Select Columns** pane, click the column and then click the Rename icon. The column name changes to a box to allow you to modify it.
- In the box, type the new name for the column and then press **Enter**. The original column name appears with the new name appended. For example, if you changed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

### Assign an Aggregate Function to a Column

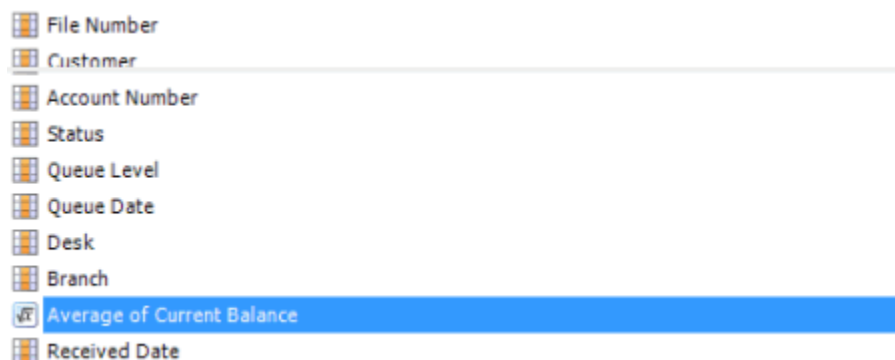
Use the **Select Columns** pane in the **Account Analysis** or **SQL Author** window to assign an aggregate function to a column. When you run the query, the aggregated values appear in the column instead of the actual value. Non-aggregated columns create the groups represented by the aggregated data.

#### To assign an aggregate function to a column

- 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](#).
- In the **Select Columns** pane, click the column and then, in the toolbar, click the Aggregate icon.



- 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**.



- 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

- [Create a Query](#) or [Open an Existing Query](#).
- In the **Select Columns** pane, right-click the column and then click **Delete**. A confirmation dialog box appears.
- Click **Yes**.

## Conditions Pane

### Conditions Pane

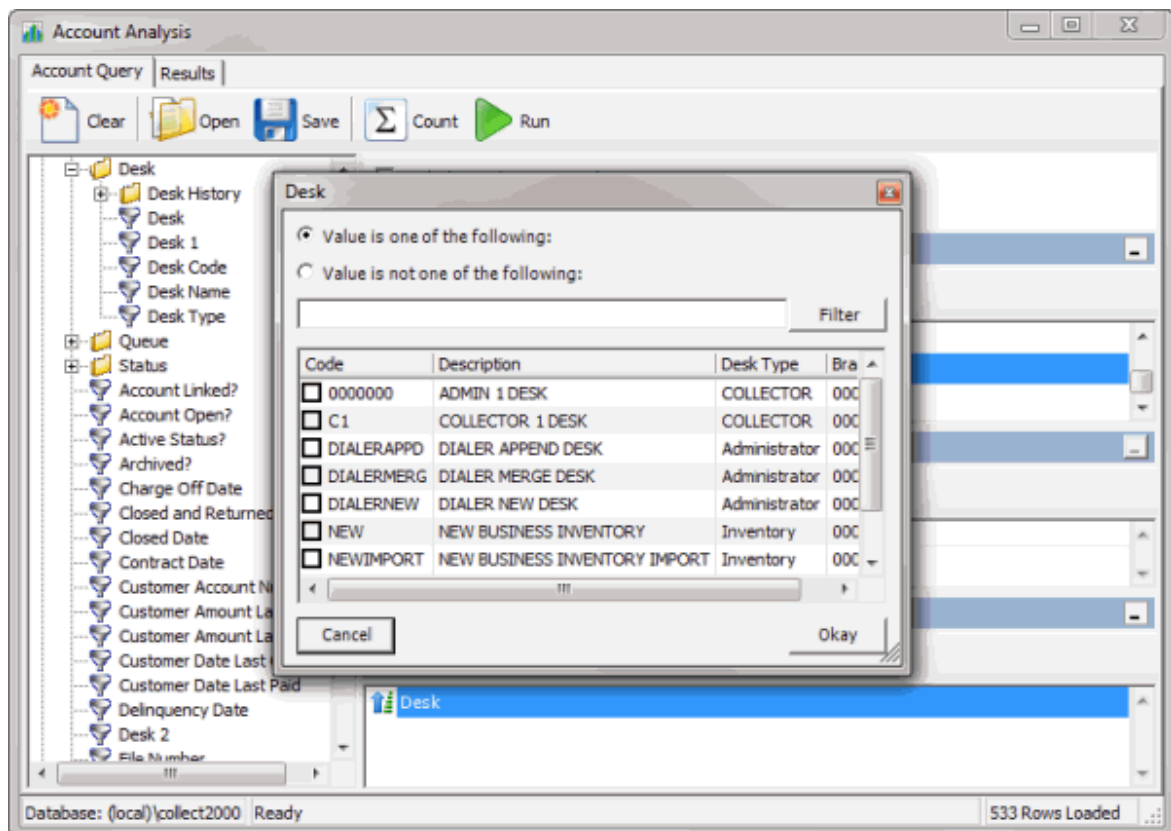
Use the **Conditions** pane in a query tool window to specify the criteria for data to include in the result set.

### Create a Query Condition

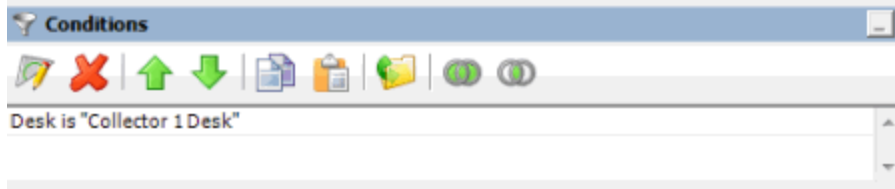
Use the **Conditions** pane in a query tool window to specify the criteria for which data to include in the query results.

### To create a query condition

1. [Create a Query](#) or [Open an Existing Query](#).
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.



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 [Group Conditions for Evaluation](#).
8. To specify if a condition is optional or required, do the steps to [Set a Query Condition to Optional or Required](#).

### Modify a Query Condition

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

#### To modify a query condition

1. [Create a Query](#) or [Open an Existing Query](#).
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.

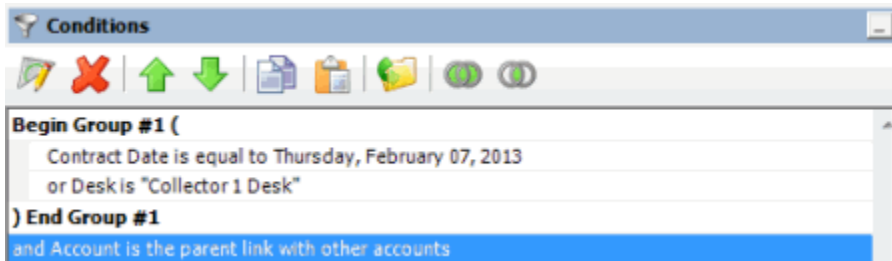
#### To group query conditions for evaluation

1. [Create a Query](#) or [Open an Existing Query](#).

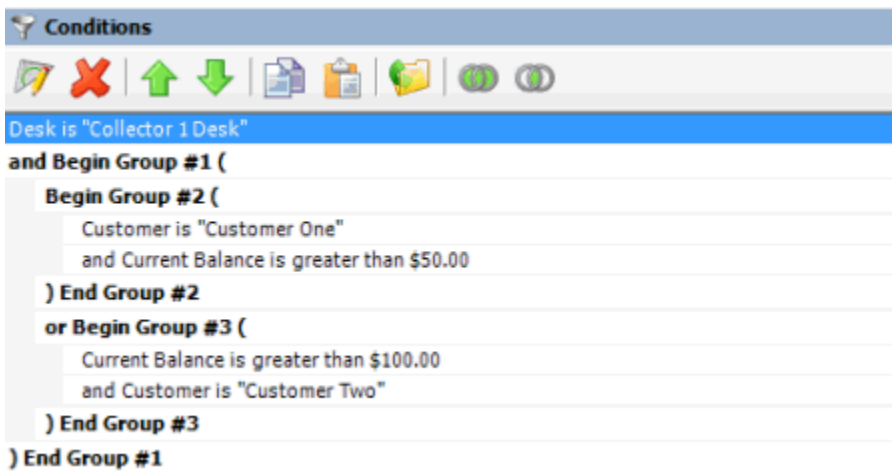
- In the **Conditions** pane, select the conditions to group.

**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**.

- 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.



### 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

- [Create a Query](#) or [Open an Existing Query](#).
- 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.

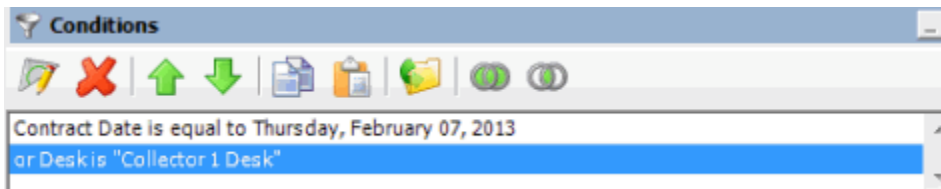
## Set a Query Condition to Optional or Required

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

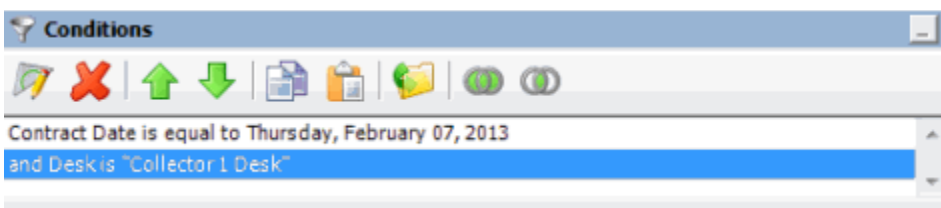
1. [Create a Query](#) or [Open an Existing Query](#).
2. To change the query to require accounts to meet only one of the conditions for inclusion in the query results, click the second condition and then, in the toolbar, click the OR icon. The condition changes from "and" to "or."

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.



3. 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.



## 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. [Create a Query](#) or [Open an Existing Query](#).



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 [specific date](#), [date range](#), [any date or blank date](#), or [relative date](#). When you select a date condition, a dialog box displays to allow you to specify the date criteria. The criteria available depends on the value you select in the **Value is** list box, and whether you select the **Relative** check box.

#### Specific date

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

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

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

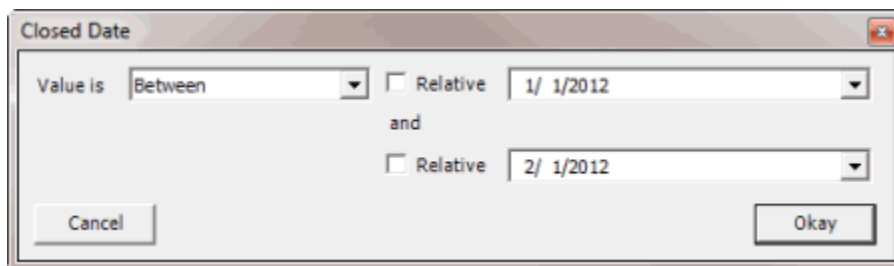
The screenshot shows a dialog box titled "Closed Date". It contains a "Value is" dropdown menu with "Equal To" selected. To the right of this dropdown is an unchecked checkbox labeled "Relative". Further right is a date input field containing "1/ 1/2012". At the bottom left is a "Cancel" button, and at the bottom right is an "Okay" button.

### Date range

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

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

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

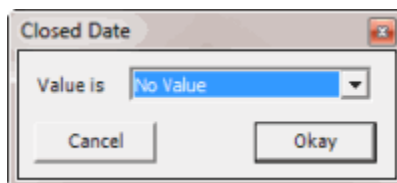


### Any date or blank date

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

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

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



### Relative date

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

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

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

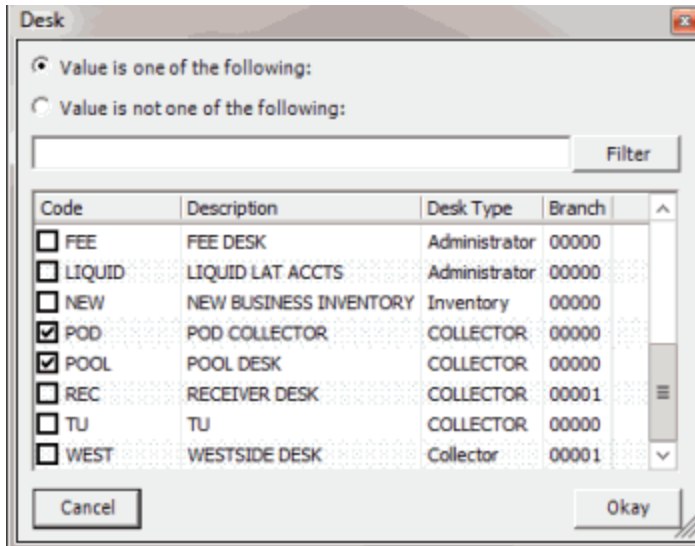
In the following example, the system retrieves accounts where the **Closed Date** is two days before the current date.

### Single option

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

### Multiple option

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



## Query Results

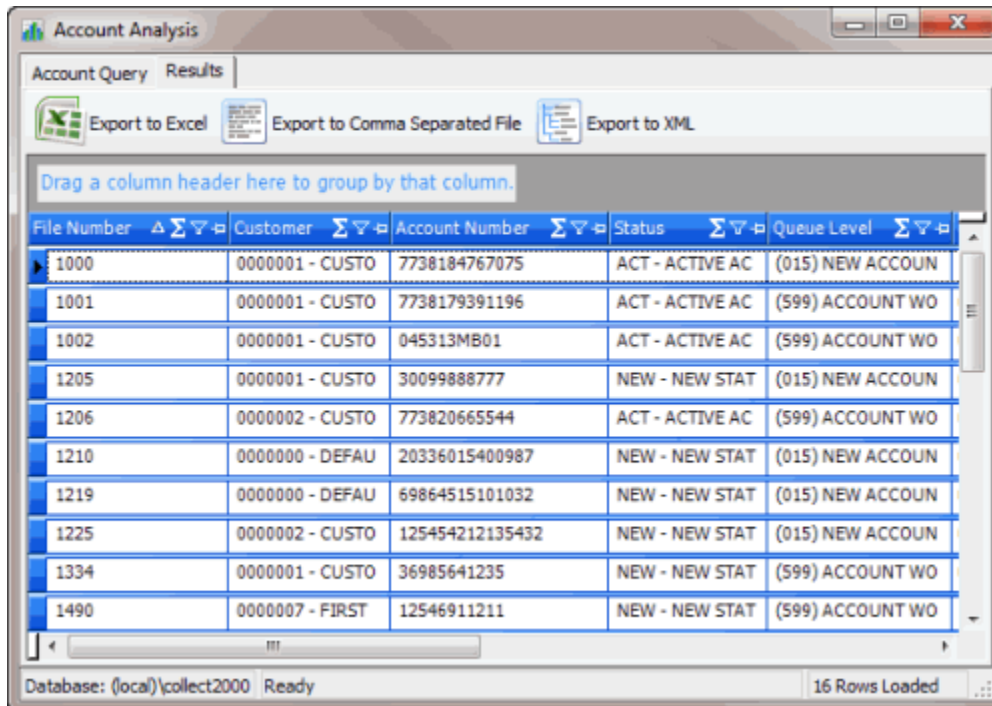
### Query Results

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. [Create a Query](#) or [Open an Existing Query](#).
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.

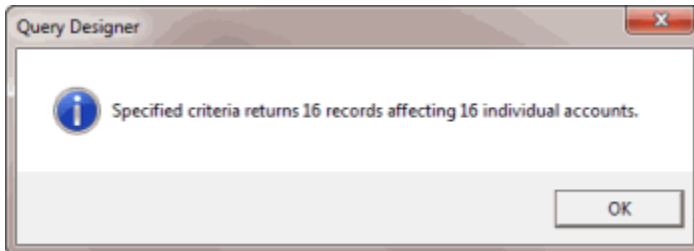


## Run a Query

Use a query tool window to run a query.

### To run a query

1. [Create a Query](#) or [Open an Existing Query](#).
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 [Query Results](#). The following example shows the **Results** tab in the **Account Analysis** window.

File Number	Customer	Account Number	Status	Queue Level
1000	0000001 - CUSTO	7738184767075	ACT - ACTIVE AC	(015) NEW ACCOUN
1001	0000001 - CUSTO	7738179391196	ACT - ACTIVE AC	(599) ACCOUNT WO
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

## 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. [Create a Query](#) or [Open an Existing Query](#).
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 [Assign an Aggregate Function to a 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. [Create a Query](#) or [Open an Existing Query](#).
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.

File Number	Customer	Account Number	Status	Queue Level
1000	0000001 - CUSTO	7738184767075	ACT - ACTIVE AC	(015) NEW ACCOUN
1001	0000001 - CUSTO	7738179391196	ACT - ACTIVE AC	(599) ACCOUNT WO
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

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.

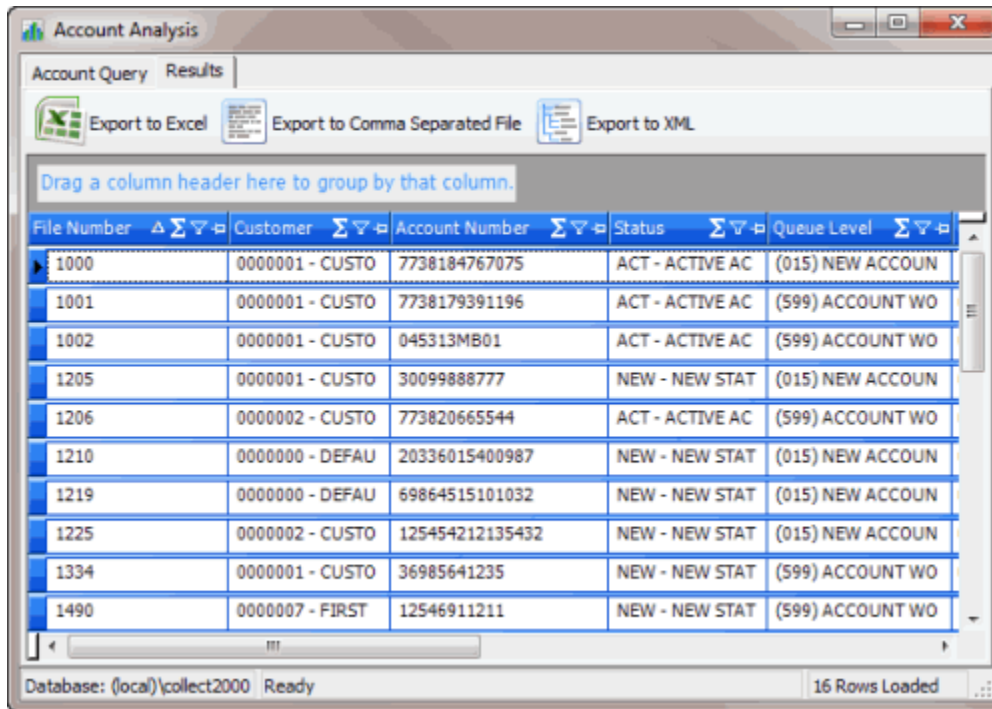
File Number	Customer	Account Number	Status	Account Number
1145	0000001 - CUSTO	N006350332334	NEW - NEW STAT	(015) NEW ACCOUN


### 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. [Create a Query](#) or [Open an Existing Query](#).
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.



3. In the column heading, click the pushpin . 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. [Create a Query](#) or [Open an Existing Query](#).
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.



File Number	Customer	Account Number	Status	Queue Level
1000	0000001 - CUSTO	7738184767075	ACT - ACTIVE AC	(015) NEW ACCOUN
1001	0000001 - CUSTO	7738179391196	ACT - ACTIVE AC	(599) ACCOUNT WO
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

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

File Number ▲

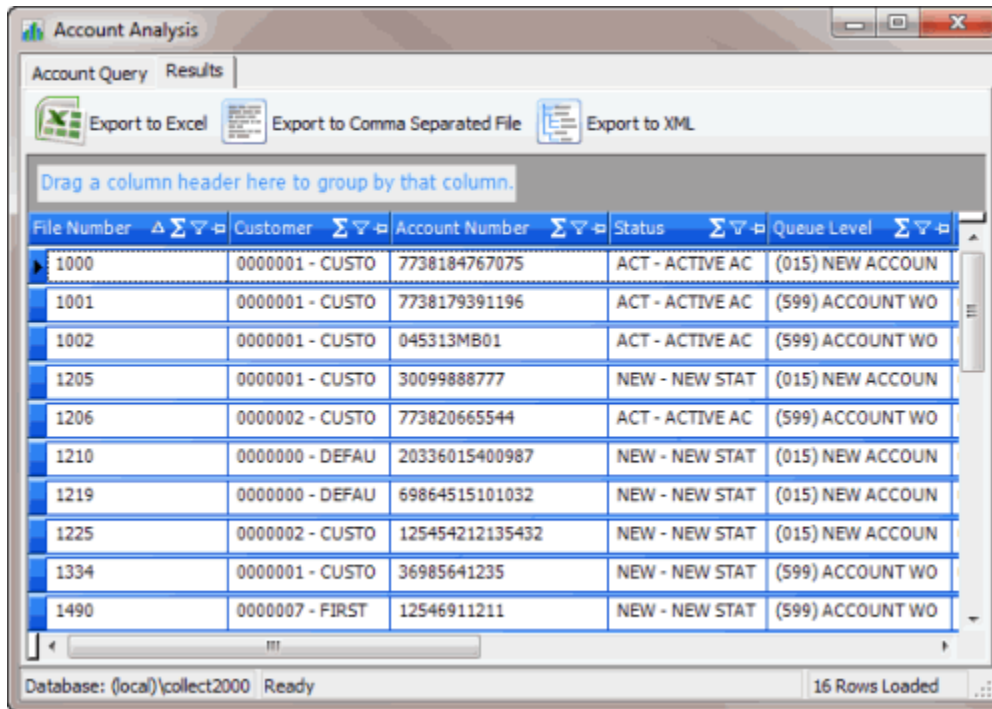
4. To sort the column in descending order, click the column heading again. The arrow points down to indicate that the column is sorted in descending order.

### Group Accounts in the Query Results

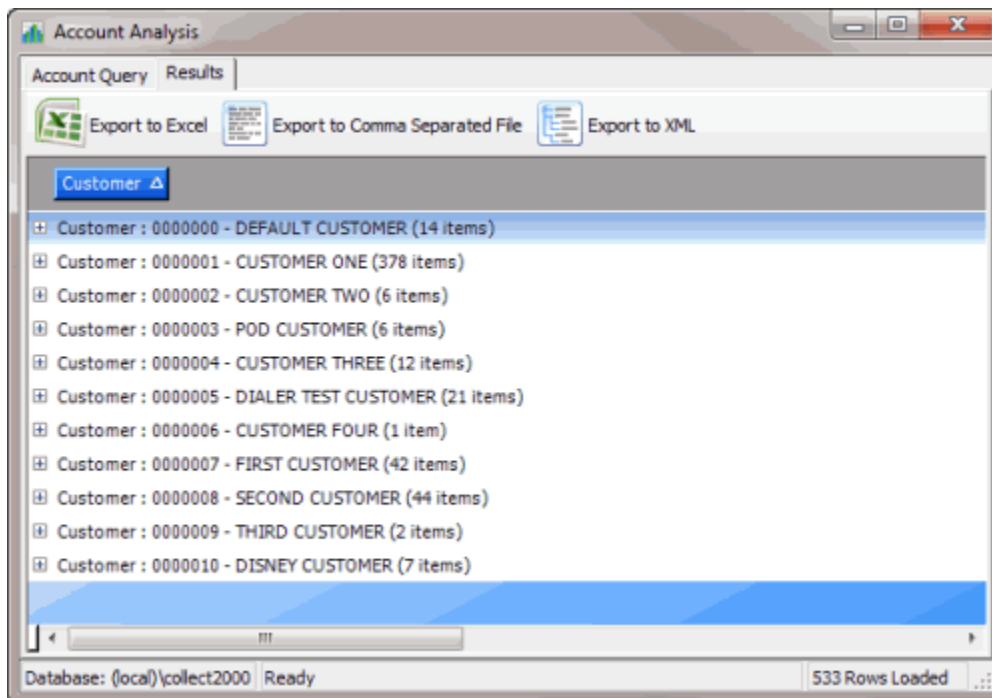
Use the **Results** tab in a query tool window to group accounts in the query results.

#### To group accounts in the query results

1. [Create a Query](#) or [Open an Existing Query](#).
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.

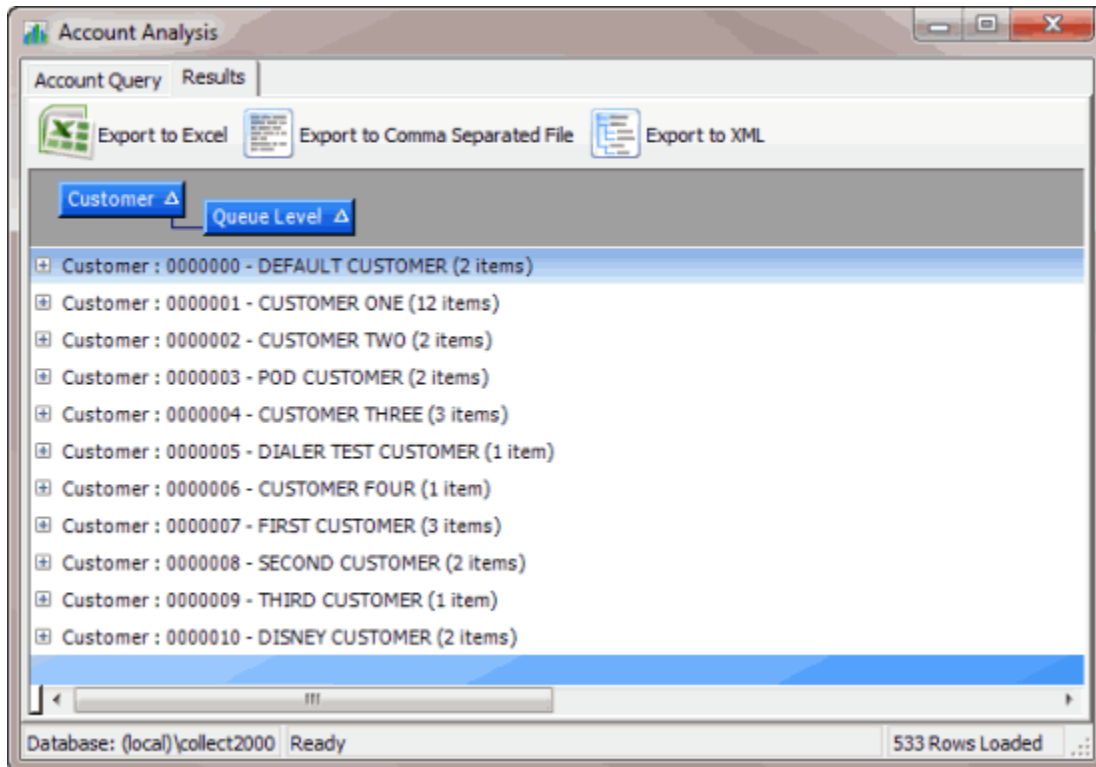


3. Click a column heading, drag it into the space above the column headings, and drop it. Accounts group on the specified column. The following example shows accounts grouped by customer (client).



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.



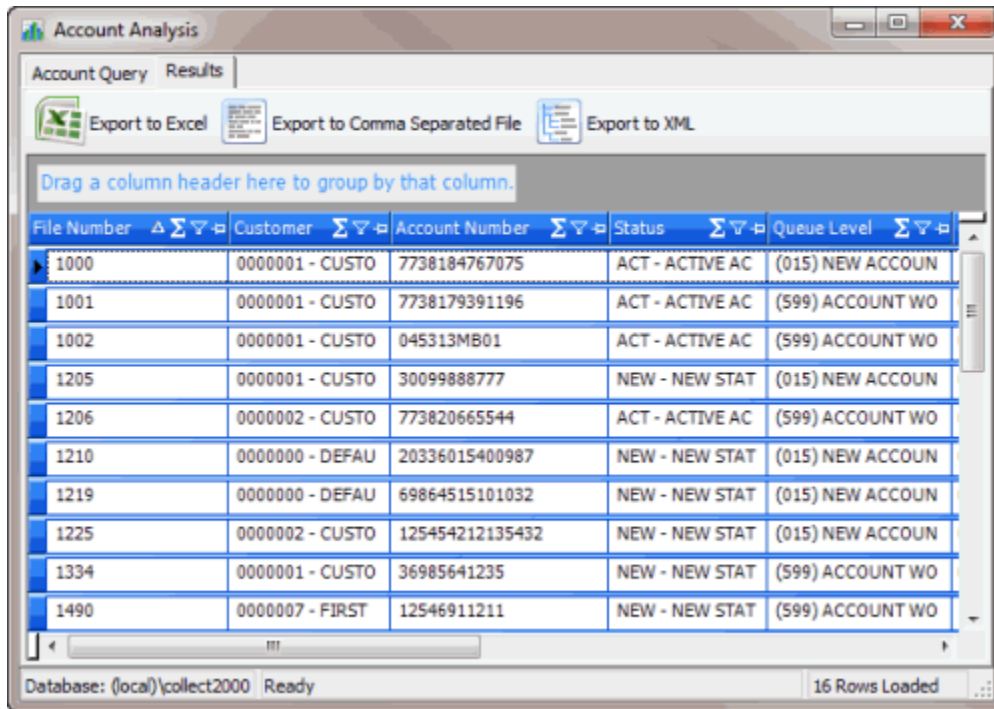
- To change the sort for a group, click the group heading. Groups sort in ascending order by default.
- To delete a group, click the group heading and drag and drop it back into the query results space.

### Summarize Query Data

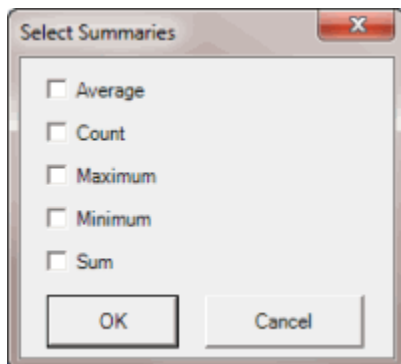
Use the **Results** tab in a query tool window to summarize query results.

#### To summarize query results

- [Create a Query](#) or [Open an Existing Query](#).
- In the toolbar, click **Run**. The results appear on the **Results** tab. The following example shows the **Results** tab in the **Account Analysis** window.



- 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.



- 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	Branch	Average of Current Balance	Received Date
1396	ECTOR 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. [Create a Query](#) or [Open an Existing Query](#).
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.

The screenshot shows the 'Account Analysis' window with the 'Results' tab selected. The toolbar includes 'Export to Excel', 'Export to Comma Separated File', and 'Export to XML'. A tooltip above the table reads 'Drag a column header here to group by that column.' The table has the following data:

File Number	Customer	Account Number	Status	Queue Level
1000	0000001 - CUSTO	7738184767075	ACT - ACTIVE AC	(015) NEW ACCOUN
1001	0000001 - CUSTO	7738179391196	ACT - ACTIVE AC	(599) ACCOUNT WO
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)\collect2000 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.

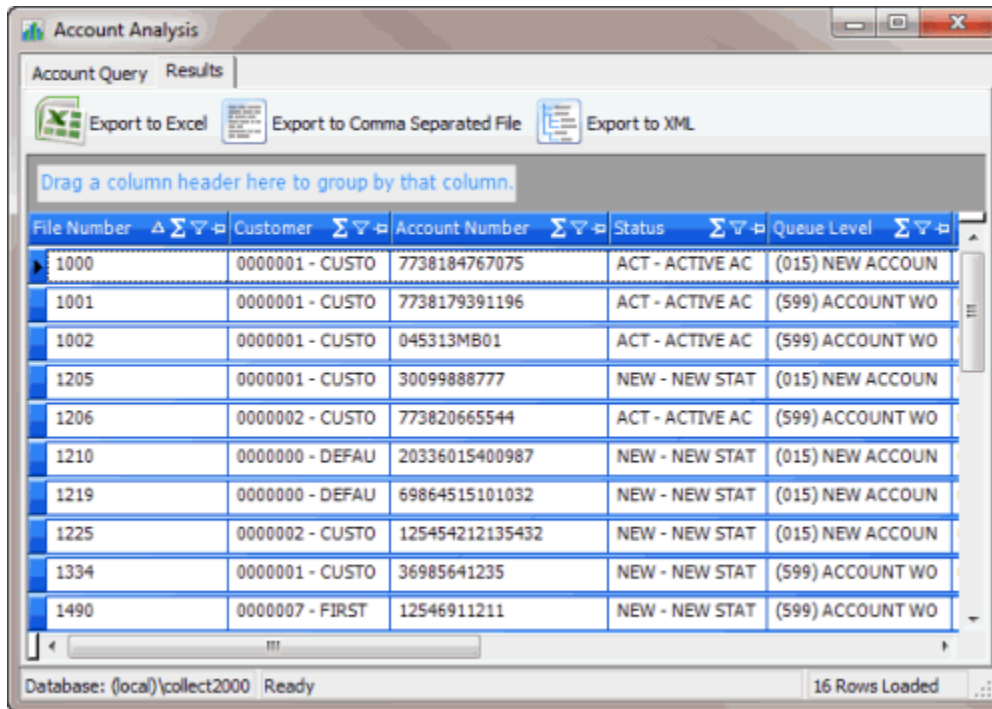
4. In the **File name** box, type a name for the file and then click **Save**.

### Filter Query Results

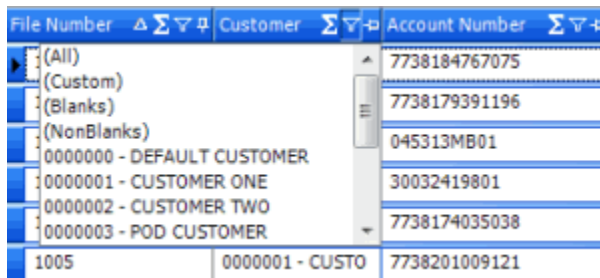
Use the **Results** tab in a query tool window to filter query results.

#### To filter query results

1. [Create a Query](#) or [Open an Existing Query](#).
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.



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



**(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. [Create a Query](#) or [Open an Existing Query](#).
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.

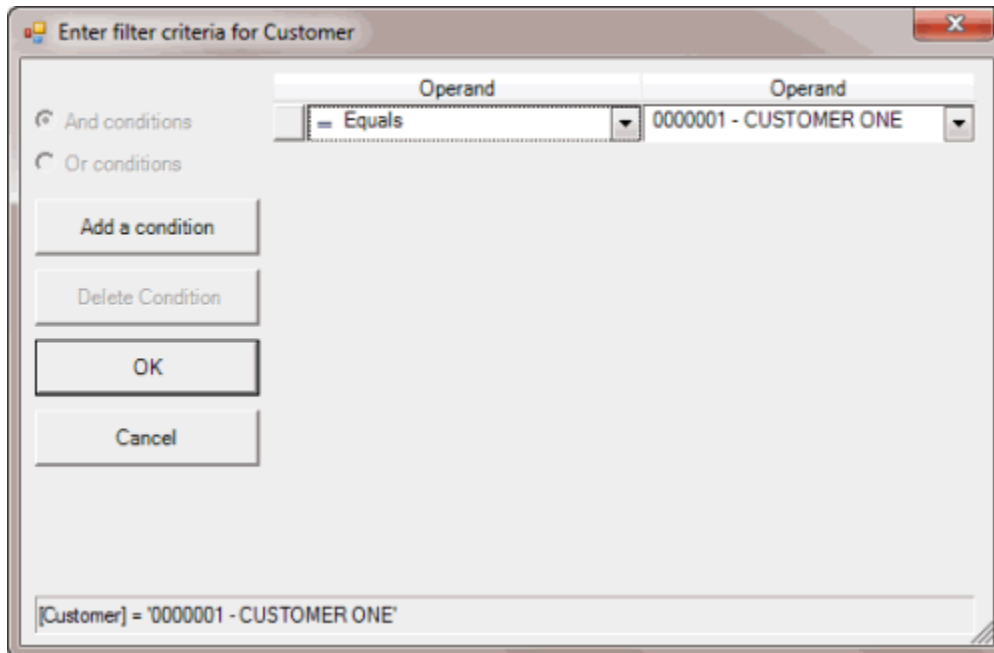
File Number	Customer	Account Number	Status	Queue Level
1000	0000001 - CUSTO	7738184767075	ACT - ACTIVE AC	(015) NEW ACCOUN
1001	0000001 - CUSTO	7738179391196	ACT - ACTIVE AC	(599) ACCOUNT WO
1002	0000001 - CUSTO	045313MB01	ACT - ACTIVE AC	(599) ACCOUNT WO
1205	0000001 - CUSTO	30099888777	NEW - NEW STAT	(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)\collect2000 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.

File Number	Customer	Account Number
(All)		7738184767075
(Custom)		
(Blanks)		7738179391196
(NonBlanks)		045313MB01
0000000 - DEFAULT CUSTOMER		30032419801
0000001 - CUSTOMER ONE		7738174035038
0000002 - CUSTOMER TWO		
0000003 - POD CUSTOMER		
1005	0000001 - CUSTO	7738201009121

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



5. In the **Operand** list box, click an operator. For more information, see [Custom Filter Operators](#).
6. 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	<p>Include accounts in the query results where the data does not match the specified value.</p>
Less than	<p>Include accounts in the query results where the data is less than the specified value.</p> <p>This operator is for date and numeric data types only.</p>
Less than or equal To	<p>Include accounts in the query results where the data is less than or equal to the specified value.</p> <p>This operator is for date and numeric data types only.</p>
Greater than	<p>Include accounts in the query results where the data is greater than the specified value.</p> <p>This operator is for date and numeric data types only.</p>
Greater than or equal To	<p>Include accounts in the query results where the data is greater than the specified value.</p> <p>This operator is for date and numeric data types only.</p>
Like	<p>Includes accounts in the query results where data matches the specified pattern.</p> <p>This operator is for alphanumeric data types only.</p>
Matches Regular Expression	<p>Includes accounts with data stored in the specified format.</p> <p>This operator is for alphanumeric data types only.</p> <p>^[A-Z] finds all values in uppercase character format only.</p> <p>^[a-z] finds all values in lowercase character format only.</p> <p>^[0-9] finds all values in numeric format only.</p> <p>^[A-Za-z] finds all values in mixed case character format.</p> <p>^[A-Za-z] finds all values in mixed case character format.</p> <p>^[^0-9]+\$ finds all values with a numeric format and dollar sign.</p> <p>^[A-Za-z0-9] [A-Za-z0-9_]*\$ finds all values of mixed case and currency.</p>
Starts with	<p>Includes accounts in the query results where data starts with the specified character or characters.</p> <p>This operator is for alphanumeric data types only.</p>
Contains	<p>Includes accounts in the query results where data contains the specified character or characters.</p> <p>This operator is for alphanumeric data types only.</p>

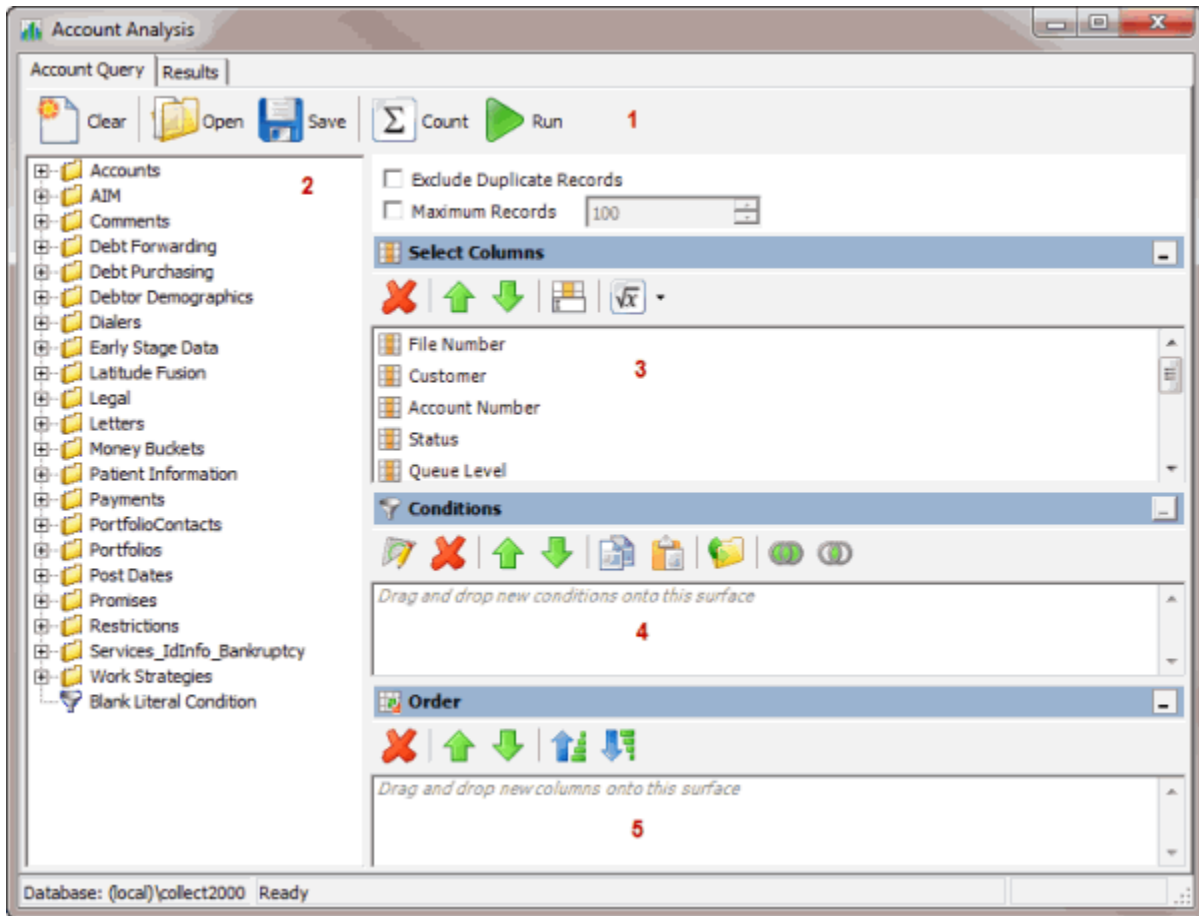
Ends with	Includes accounts in the query results where data ends with the specified character or characters.  This operator is for alphanumeric data types only.
Does not start with	Includes accounts in the query results where data does not start with the specified character or characters.  This operator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

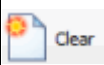
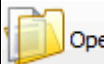


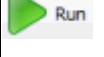
### Account Analysis

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
	Clears all query settings currently displayed in the window.
	Clears the query settings currently displayed in the window and opens a saved query.
	Saves the query settings currently displayed in the window.
	Sums the number of records that match the selection criteria.
	Runs the query and displays the results on the <b>Results</b> tab.

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

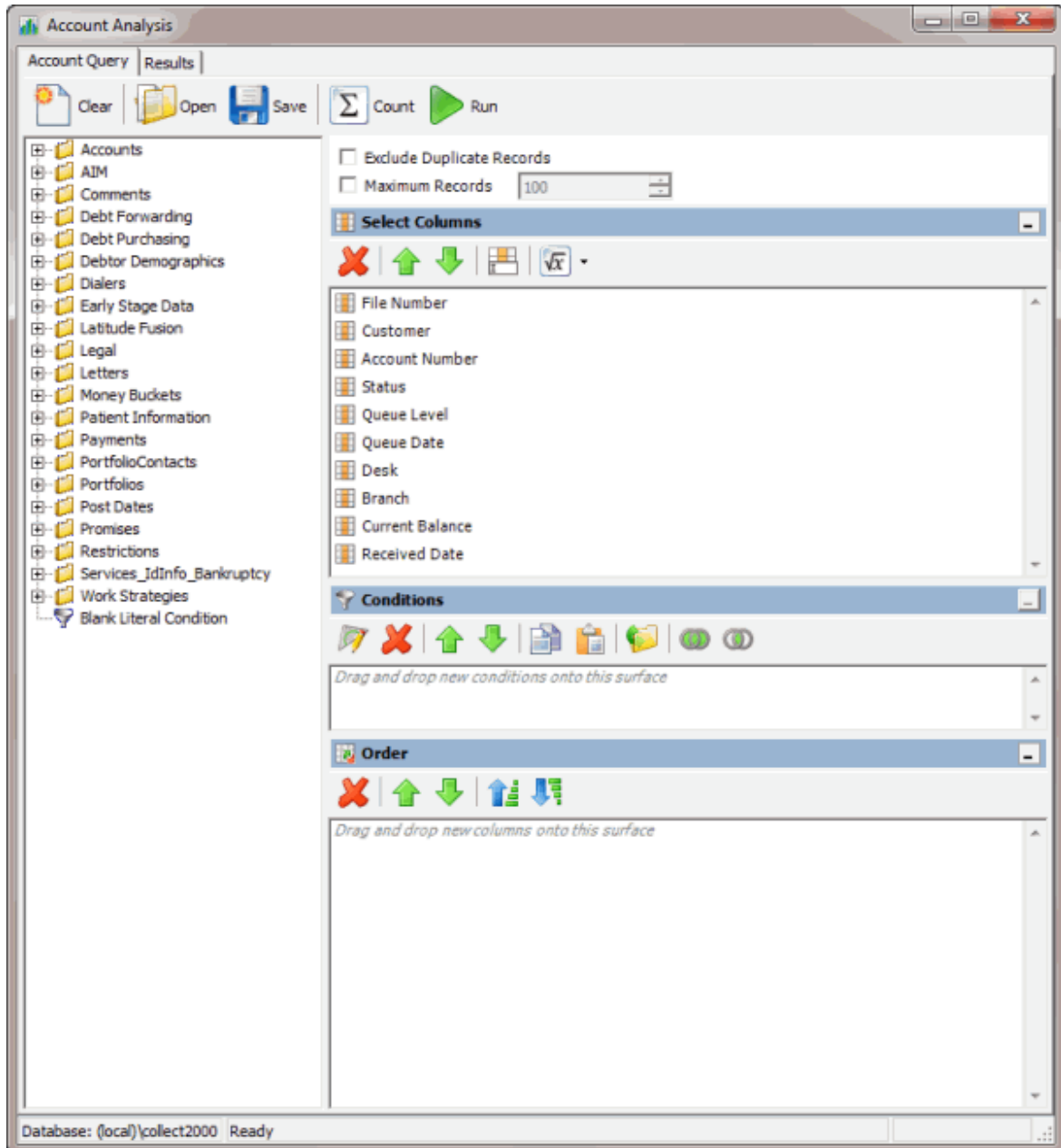
3. **Select Columns pane:** Allows you to select and arrange the columns of data to display in the query results.
4. **Conditions pane:** Allows you to set the conditions for retrieving data.
5. **Order pane:** Allows you to set the order for displaying or running data.

### Create an Account Analysis Query

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

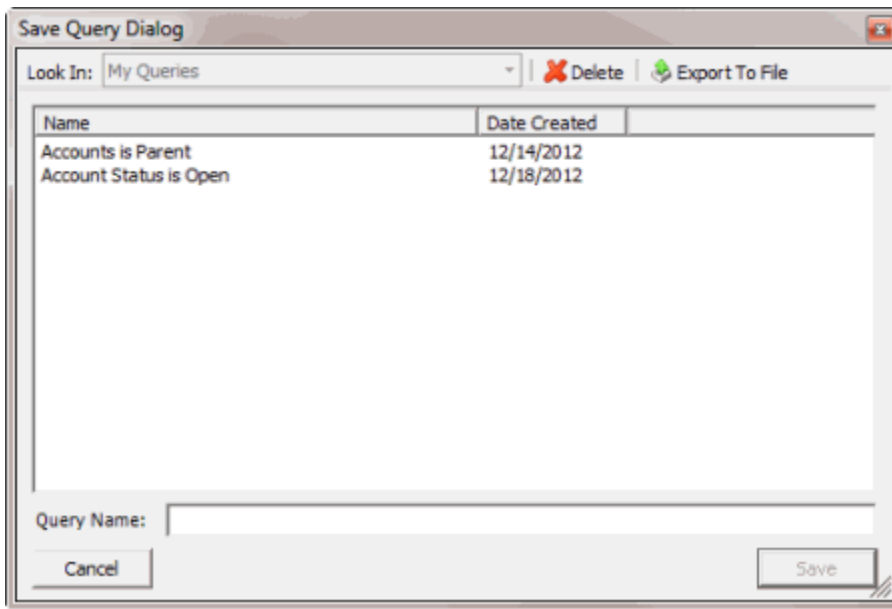
#### To create an account analysis query

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.](#)
  - [Delete one or more columns from the query.](#)
  - [Modify the order of the columns.](#)
  - [Rename any columns.](#)

5. 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.](#)
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.



- 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**.

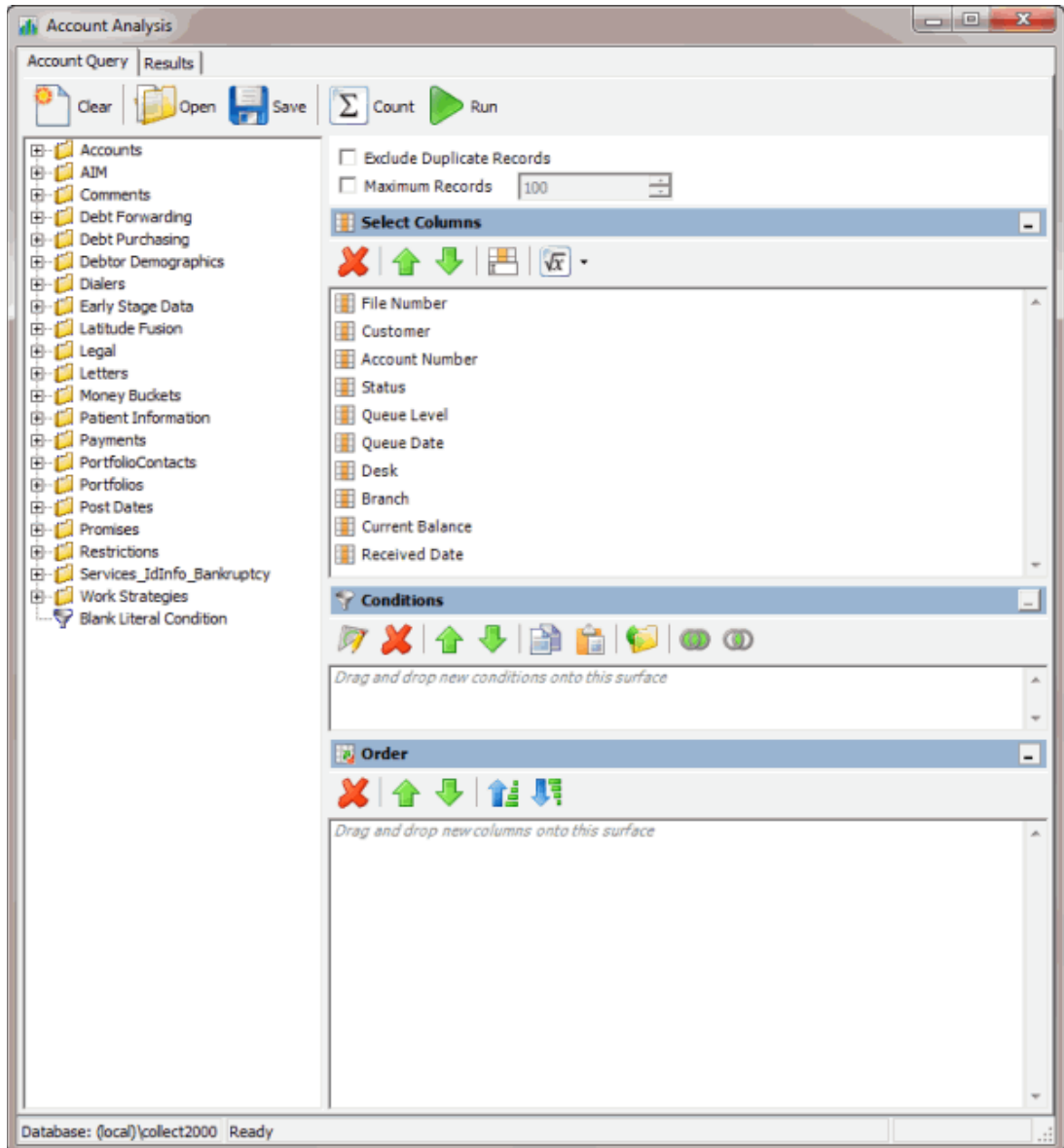
9. To run the query, do the steps to [Run an Account Analysis Query.](#)

### Modify an Account Analysis Query

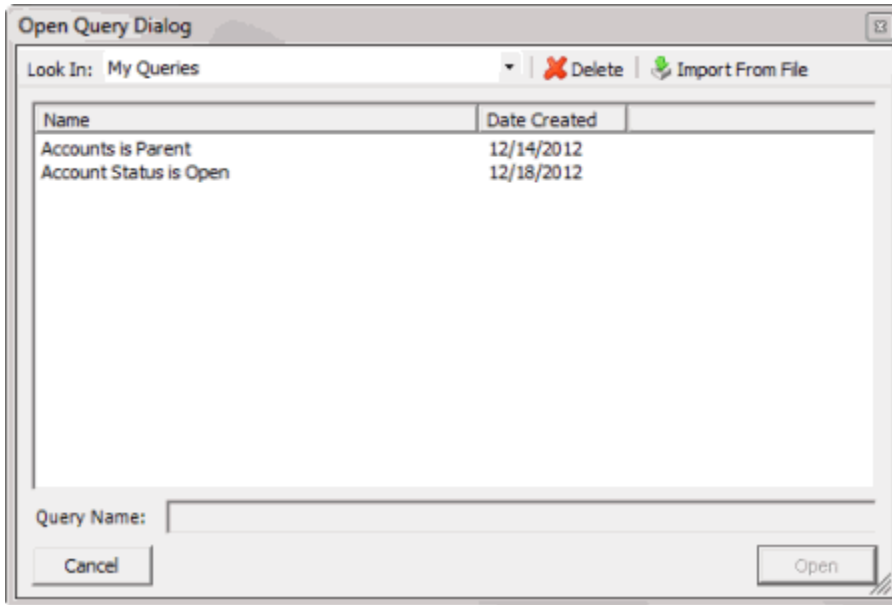
Use the **Account Analysis** window to modify a query for analyzing accounts.

#### To modify an account analysis query

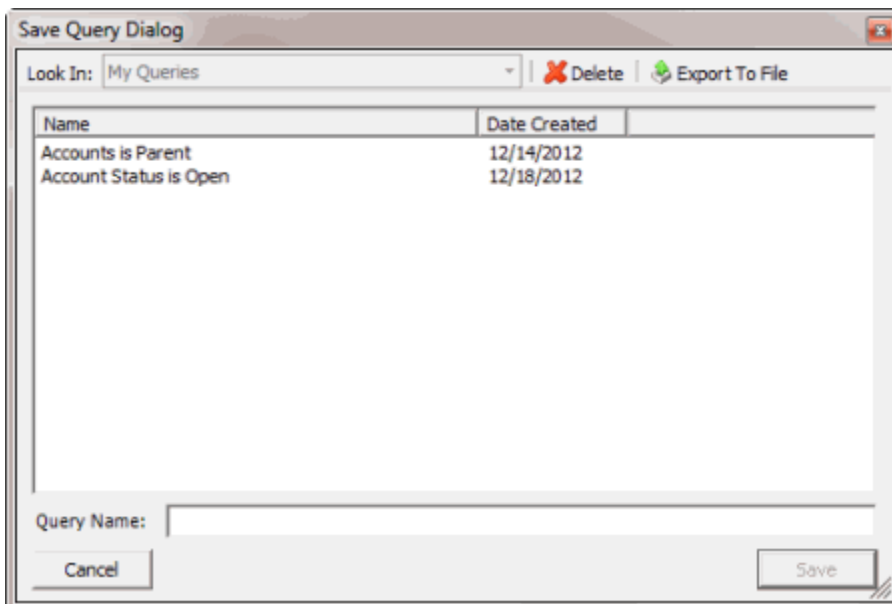
1. In the **Main Menu** window, from the **Tools** menu, click **Account Analysis**. The **Account Analysis** window appears.



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



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.



- 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 [Run an Account Analysis Query](#).

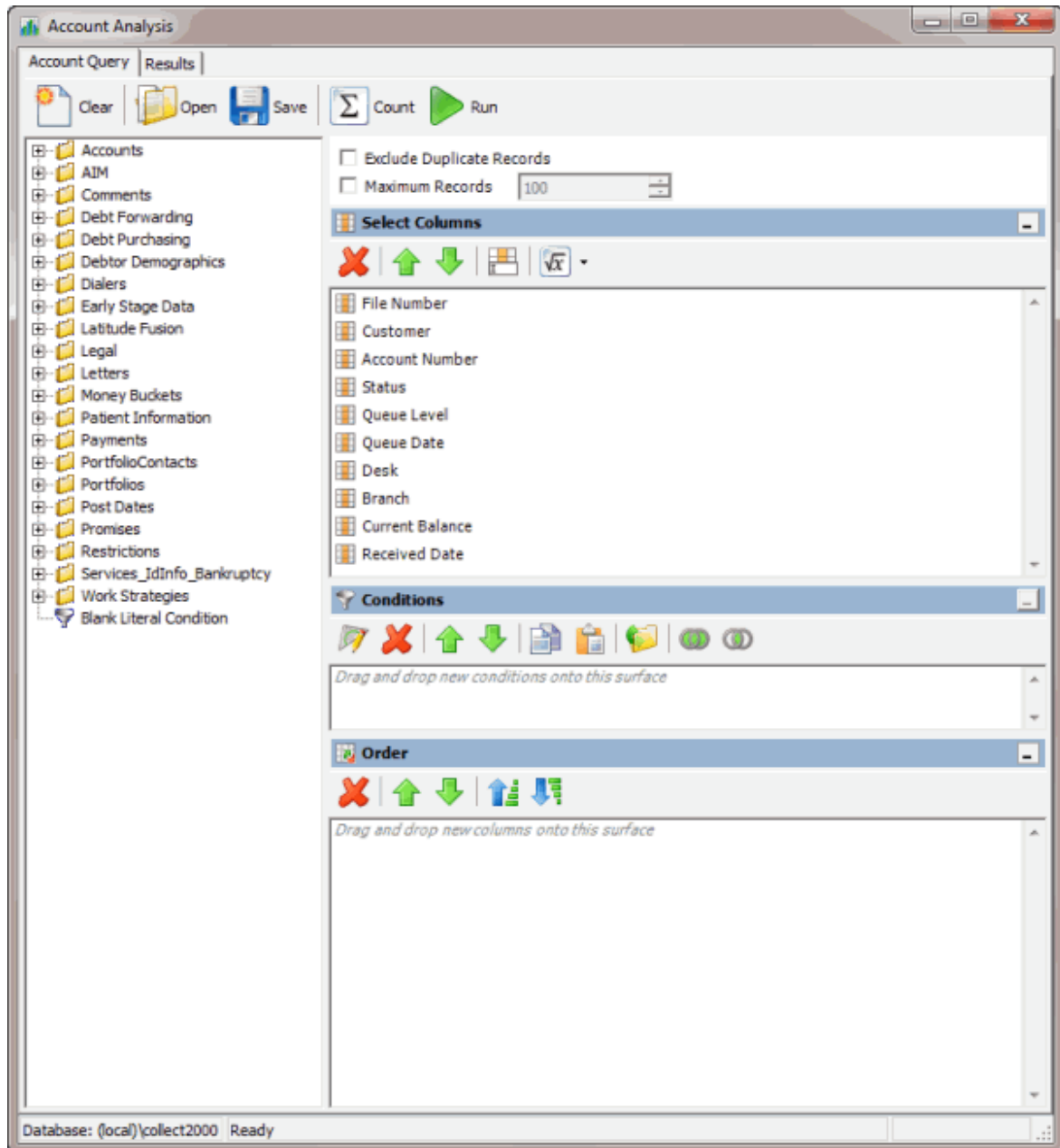


## Run an Account Analysis Query

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](#).



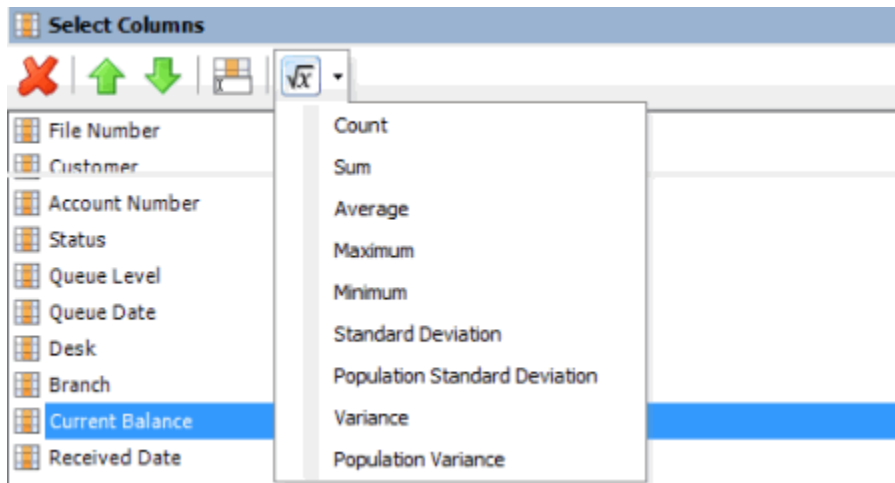
2. In the toolbar, click **Run**. The results appear on the **Results** tab. For more information, see [Query Results](#).

## Assign an Aggregate Function to a Column

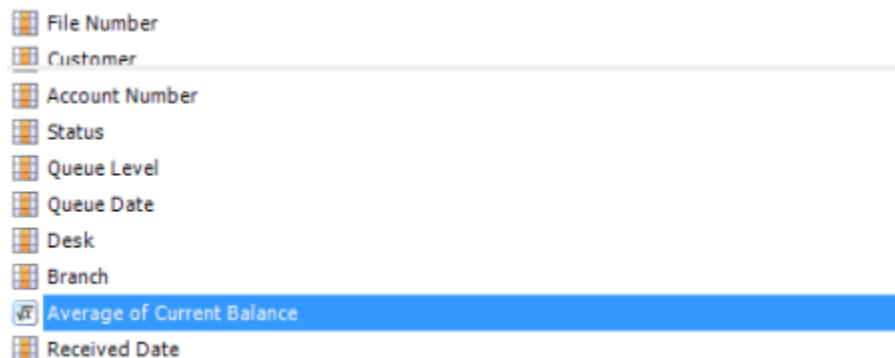
Use the **Select Columns** pane in the **Account Analysis** or **SQL Author** window to assign an aggregate function to a column. When you run the query, the aggregated values appear in the column instead of the actual value. Non-aggregated columns create the groups represented by the aggregated data.

### To assign an aggregate function to a column

- 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](#).
- In the **Select Columns** pane, click the column and then, in the toolbar, click the Aggregate icon.



- 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**.



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

## Aggregate Functions

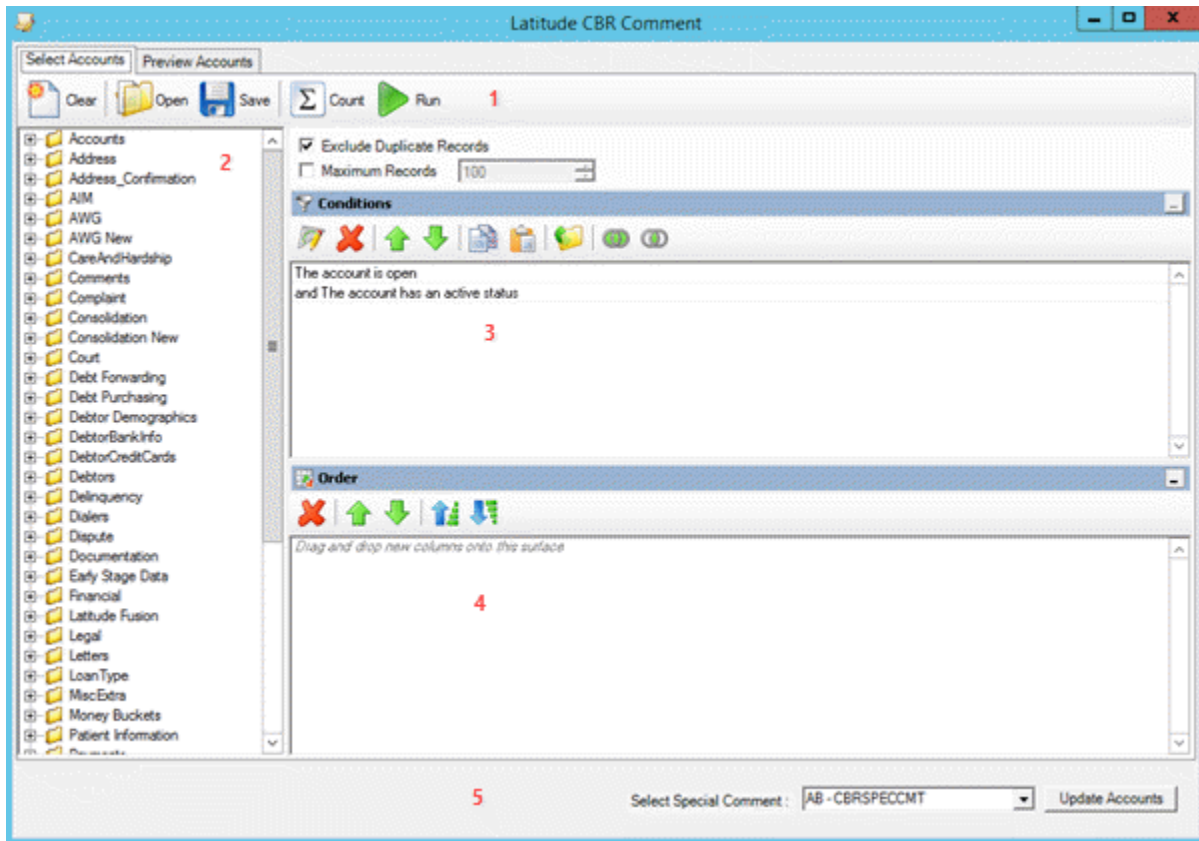
The following table describes the functions that are available when aggregating data. The functions available for an item are based on the item's data type.

<b>Function</b>	<b>Description</b>
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.

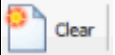
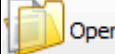

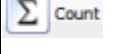
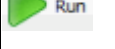
### **CBR Special Comment Tool**

#### **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.



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

Option	Description
	Clears all query settings.
	Clears all query settings and opens a saved query.
	Saves the query settings.
	Sums the number of records that match the selection criteria.
	Runs the query and displays the results on the <b>Preview Accounts</b> 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

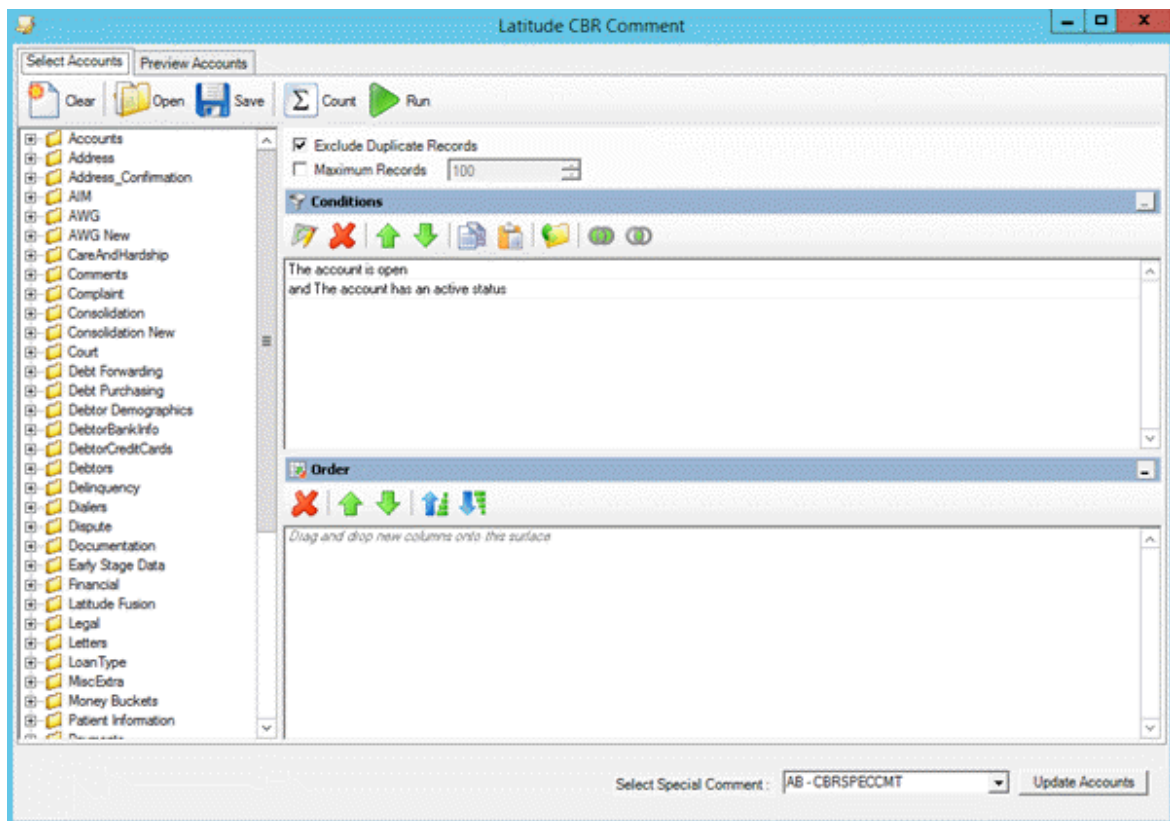
Use the **Latitude CBR Comment** window to create a query to update the special comment on CBR accounts that meet specific criteria.

#### 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.

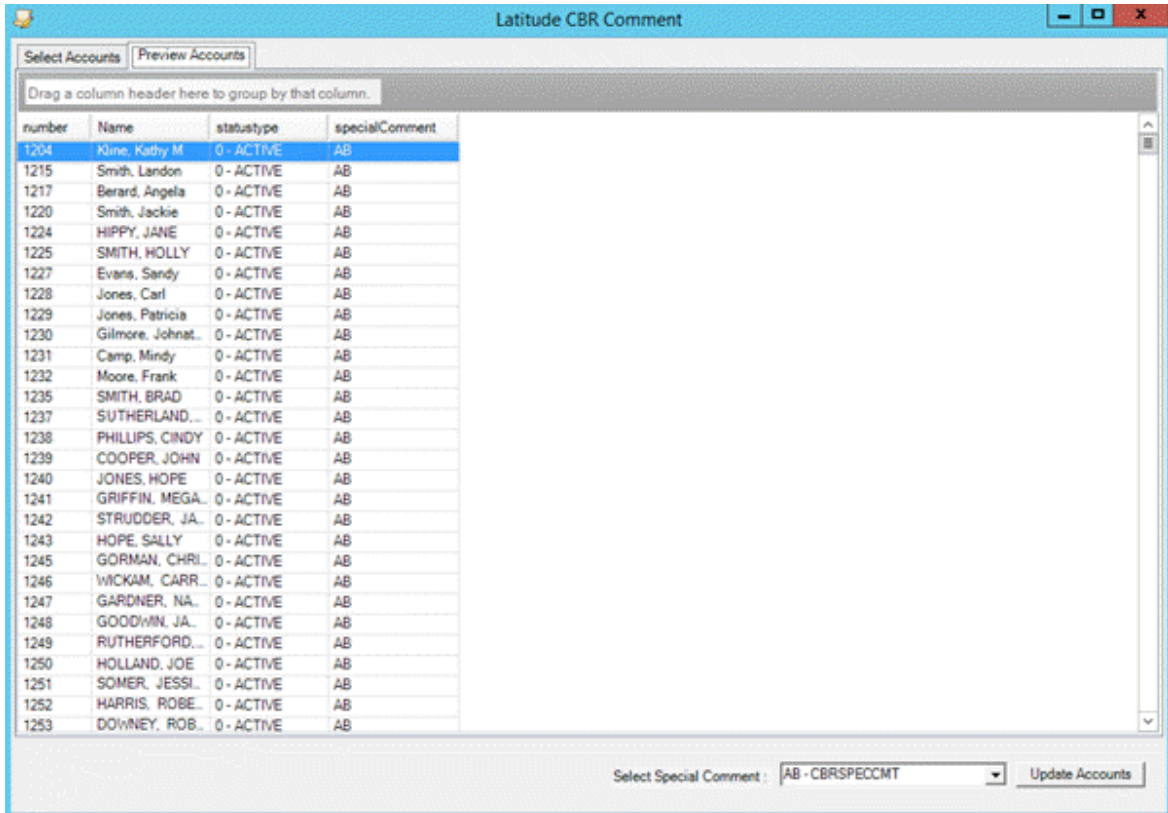
2. Specify your Latitude credentials and then click **Okay**. The **Latitude CBR Comment** window appears.



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

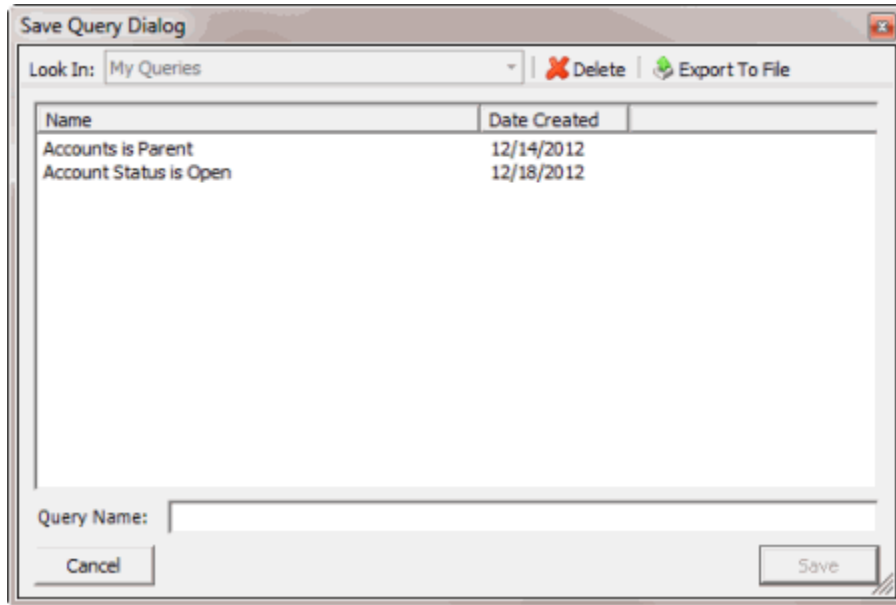
- [Modify the order of the conditions.](#)
  - [Group conditions for evaluation.](#)
5. In the **Order** pane, do the steps to [Specify the Sort Order for Query Results.](#)
  6. To count the number of records that match the selection criteria, in the toolbar, click **Count**. The results appear in the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



The screenshot shows the 'Latitude CBR Comment' application window. It has two tabs: 'Select Accounts' and 'Preview Accounts'. The 'Preview Accounts' tab is active, displaying a table with the following columns: 'number', 'Name', 'statustype', and 'specialComment'. The table contains 20 rows of data, with the first row (1204) highlighted in blue. Below the table, there is a dropdown menu for 'Select Special Comment' set to 'AB - CBRSPECMT' and an 'Update Accounts' button.

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, CHRIL...	0 - ACTIVE	AB
1246	WICKAM, CARR...	0 - ACTIVE	AB
1247	GARDNER, NA...	0 - ACTIVE	AB
1248	GOODWIN, JA...	0 - ACTIVE	AB
1249	RUTHERFORD, ...	0 - ACTIVE	AB
1250	HOLLAND, JOE	0 - ACTIVE	AB
1251	SOMER, JESSI...	0 - ACTIVE	AB
1252	HARRIS, ROBE...	0 - ACTIVE	AB
1253	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.



- 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](#).

### Modify a CBR Special Comment Query

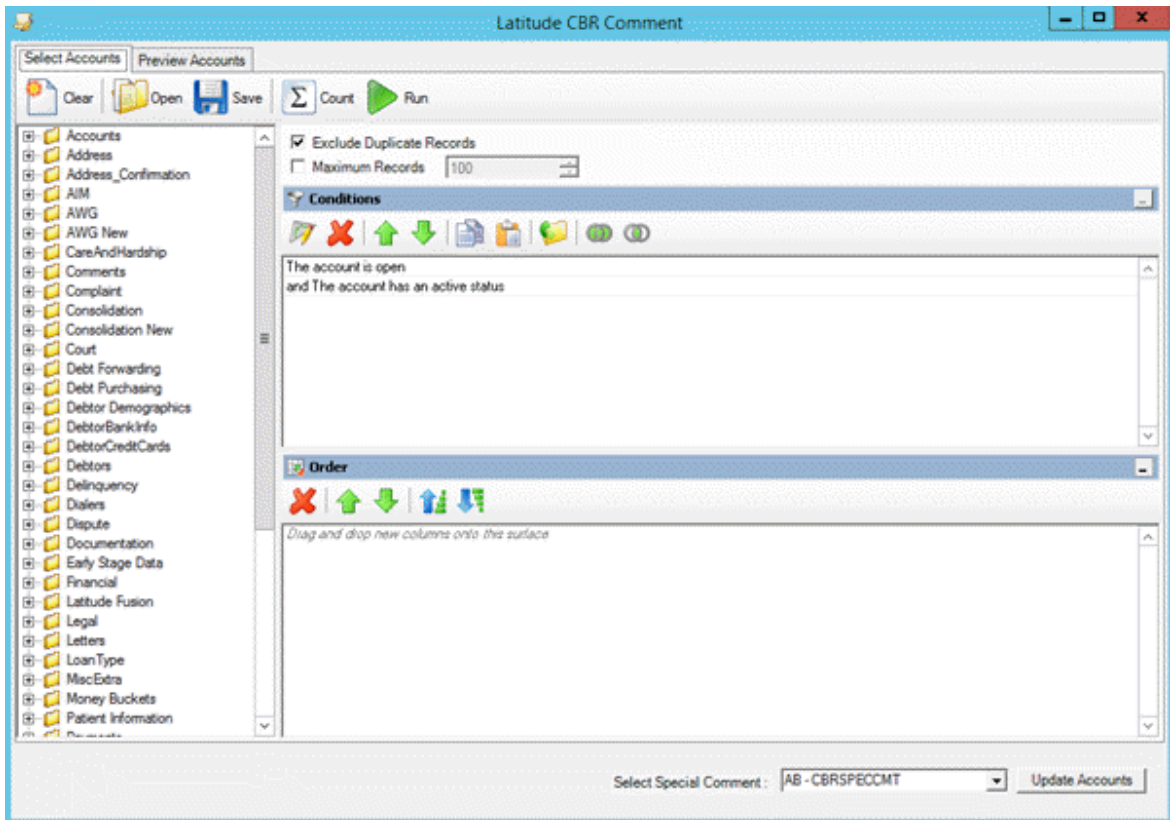
Use the **Latitude CBR Comment** window to modify a query for updating the special comment on CBR accounts that meet specific criteria.

#### To modify a CBR comment query

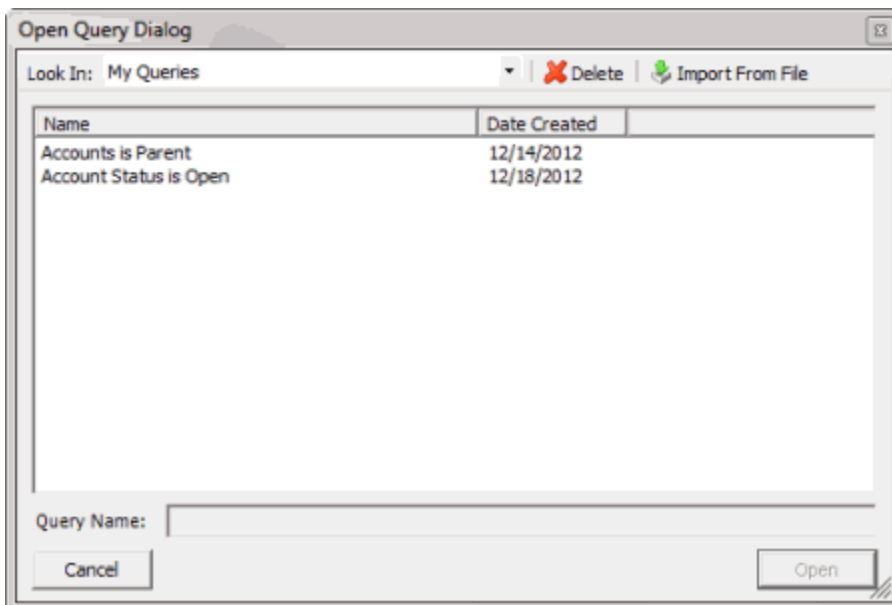
- Do one of the following:
  - In the Windows application list, click **CBR Special Comment Tool**.
  - In the bin folder, double-click **CbrComment.exe**.

The **Latitude Login** dialog box appears.

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



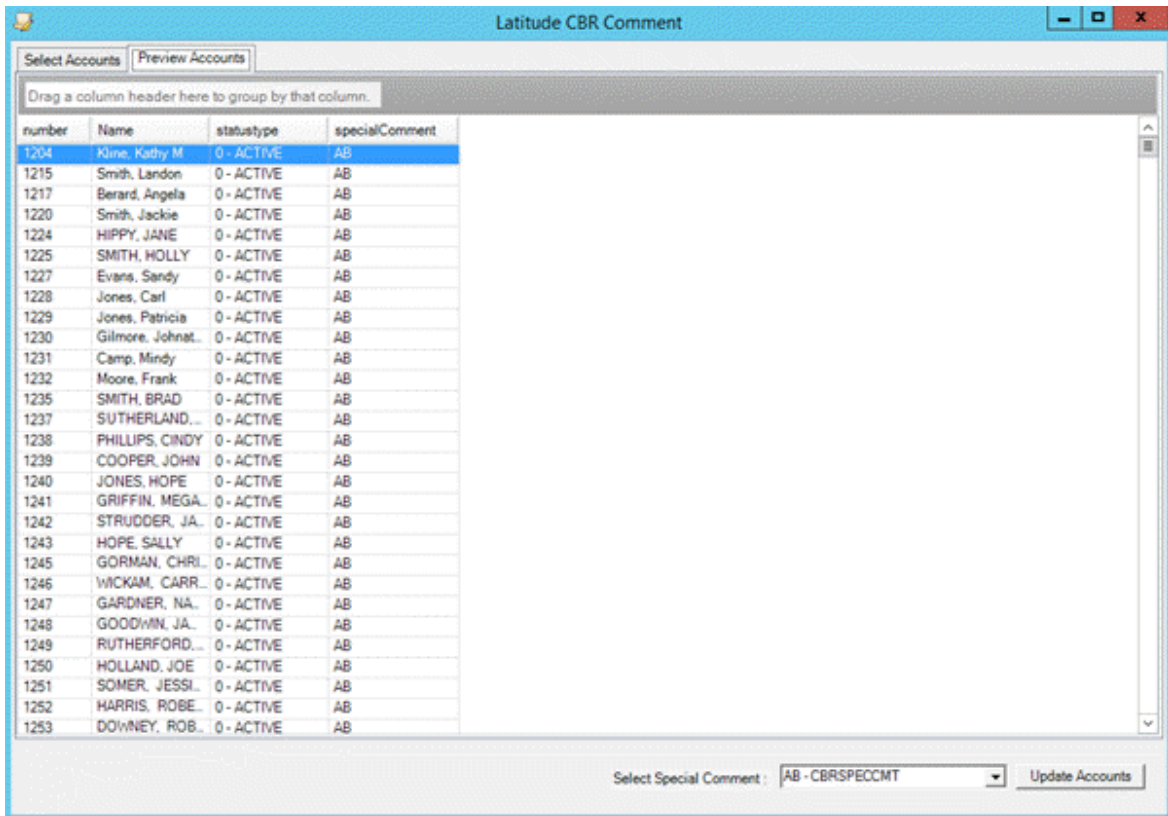
3. In the toolbar, click **Open**. A confirmation dialog box appears.
4. Click **Yes**. The **Open Query Dialog** box appears.



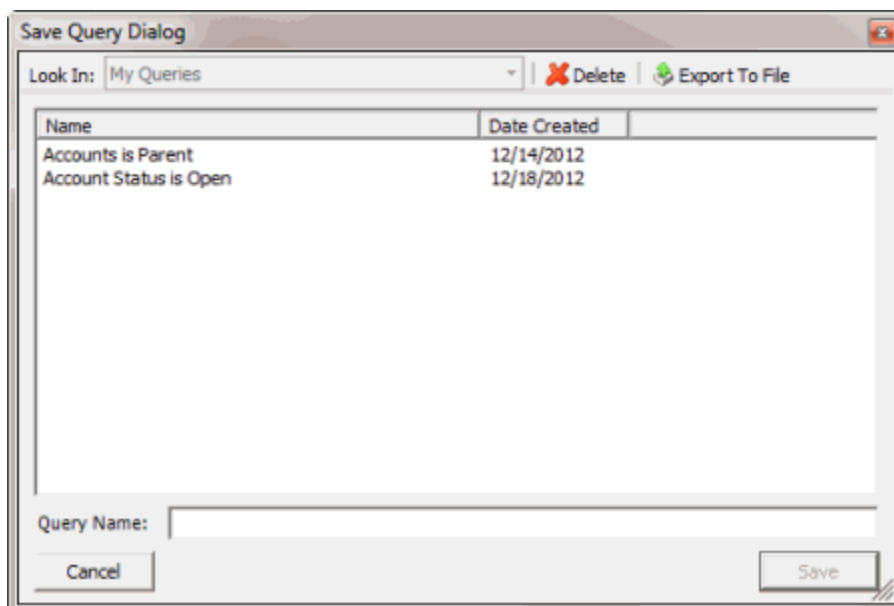
5. In the **Name** column, click the query and then click **Open**. The query appears in the **Latitude CBR Comment** window.
6. Modify the query as necessary.



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



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



- 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**.

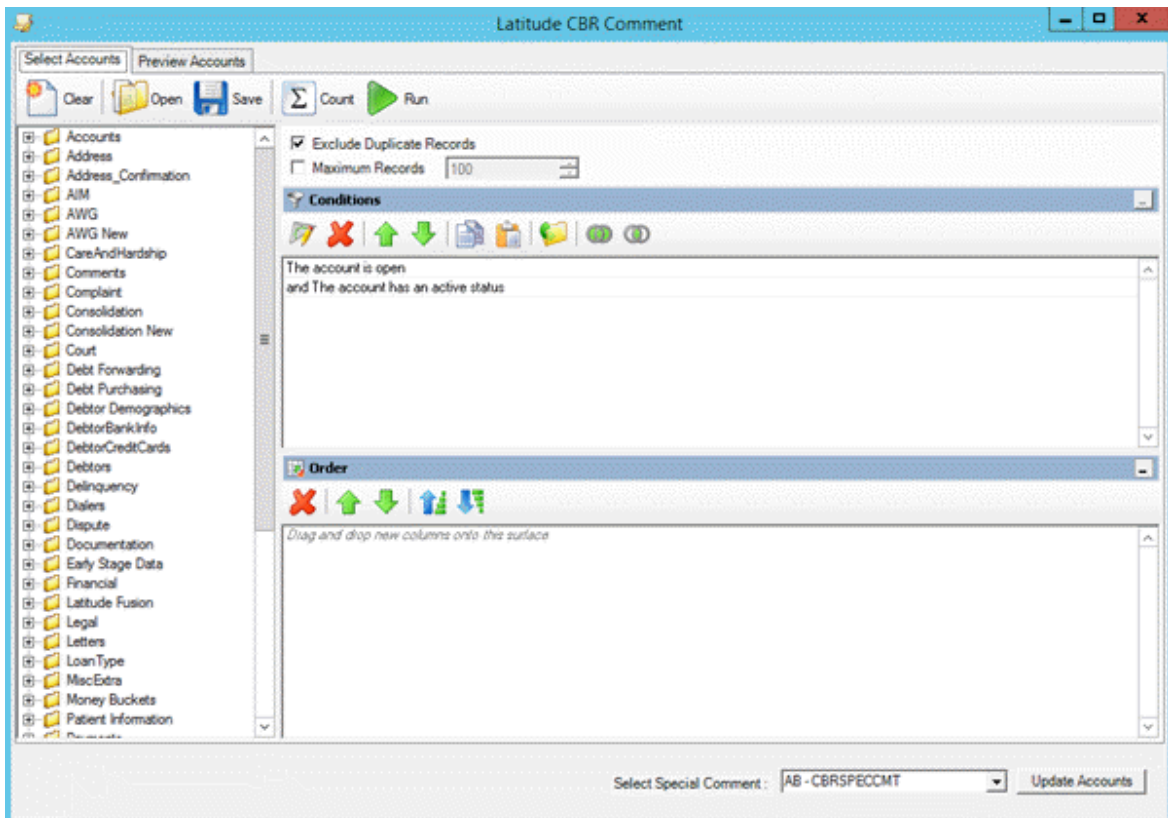
9. To run the query to update the special comment on the selected accounts, do the steps to [Update the CBR Special Comment](#).

### Update the CBR Special Comment

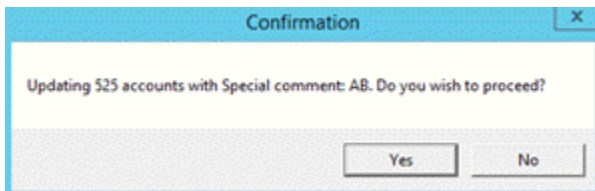
Use the **Latitude CBR Comment** window to run a query to update the special comment on CBR accounts that meet specific criteria.

#### To update the CBR special comment

1. [Create a CBR Special Comment Query](#) or [Modify a CBR Special Comment Query](#).



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.



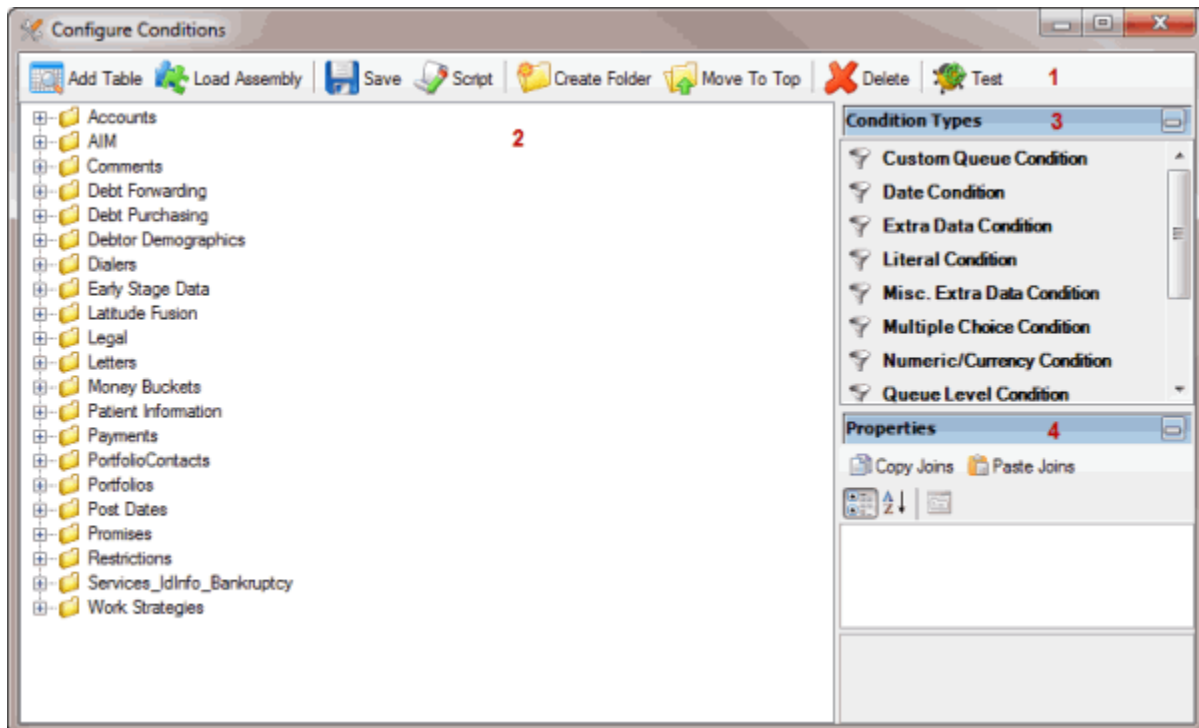
4. Click **Yes**. A notification dialog box appears, which indicates that the updates are complete.

- 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.

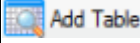
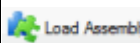


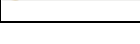
## Condition Builder

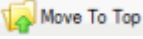


### Condition Builder

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.



- Toolbar:** Provides options for configuring conditions.

Option	Description
 Add Table	Opens the <b>Add Table Wizard</b> to allow you to map a Latitude database table or view to conditions.
 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 <b>Condition Selection</b> pane.

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

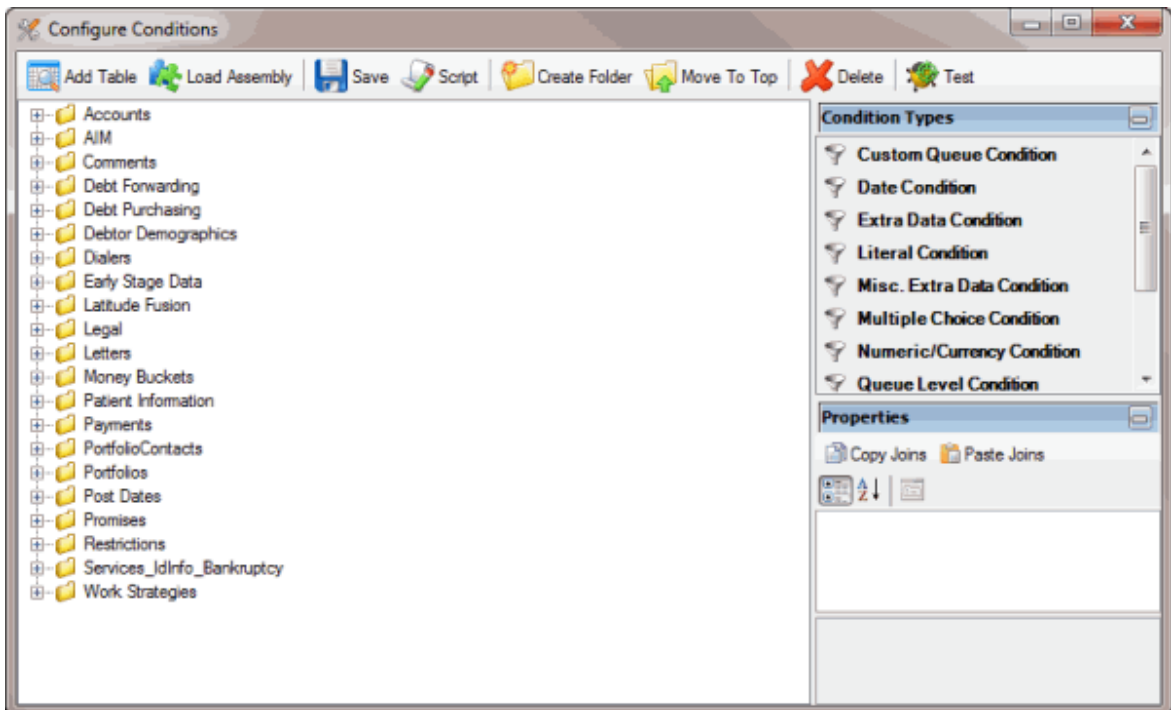
2. **Condition Selection pane:** Provides a list of conditions that are available to users when they create queries. You can add, modify, and configure the conditions.
3. **Condition Types pane:** Allows you to add a condition type to the **Data Selection** pane.
4. **Properties pane:** Allows you to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

### Add a Database Table

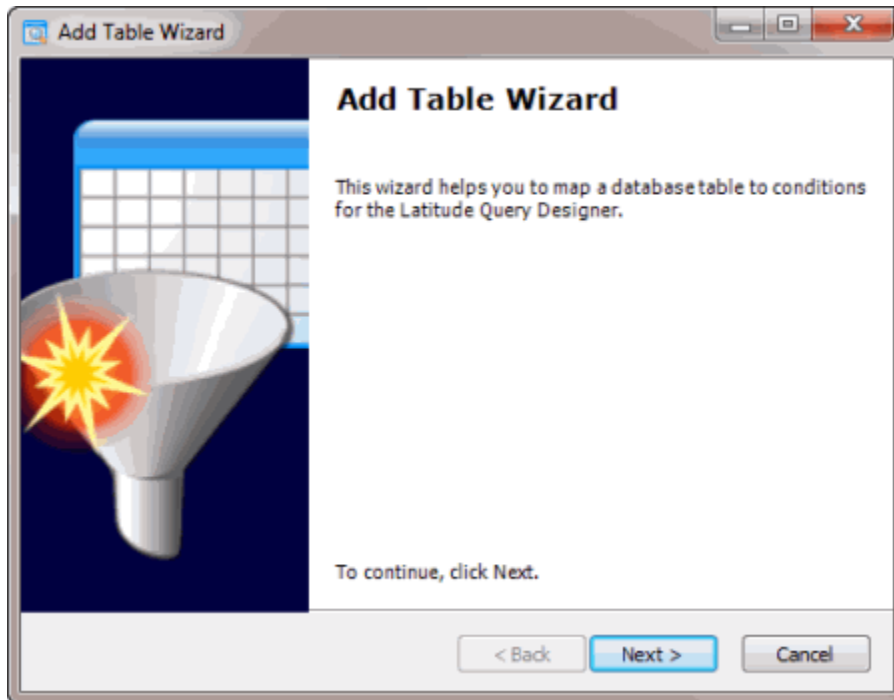
Use the **Add Table Wizard** to add columns from a Latitude database table or view to the **Condition Selection** pane in the **Configure Conditions** window.

#### To add a database table

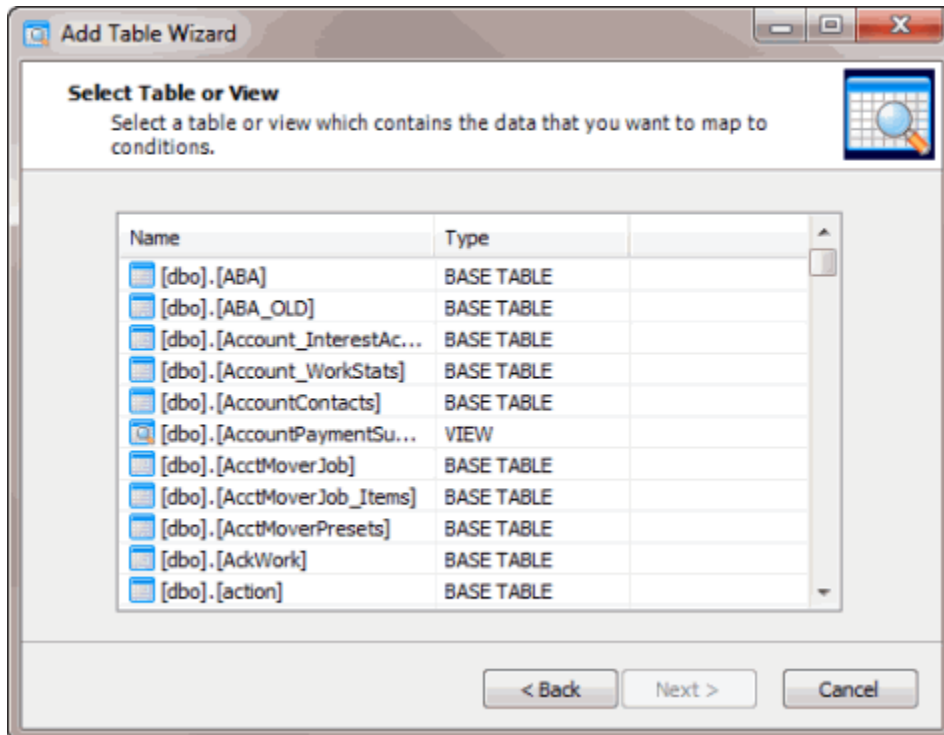
1. In the **Main Menu** window, from the **Tools** menu, click **Condition Builder**. The **Configure Conditions** window appears.



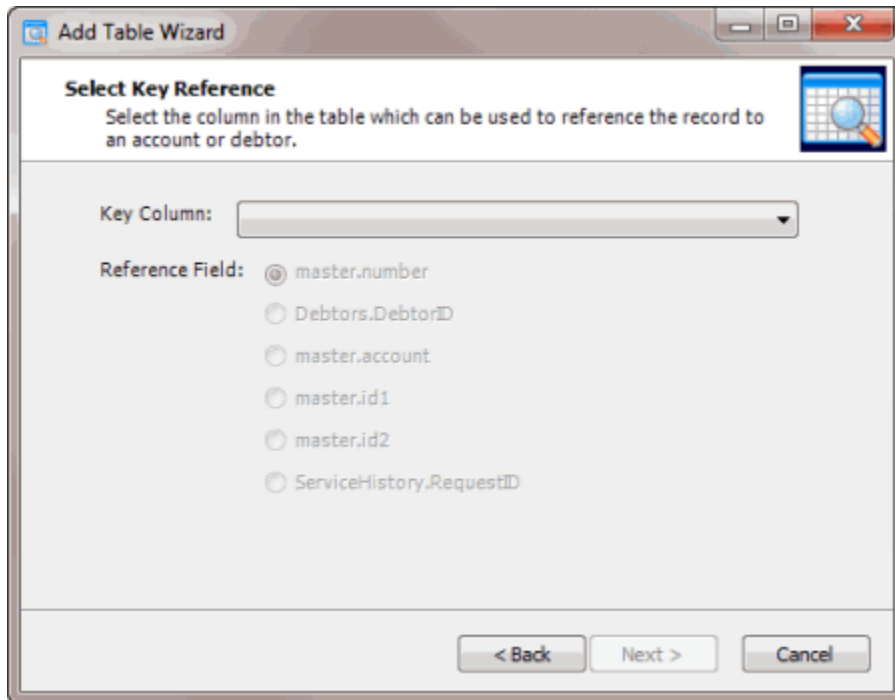
2. In the toolbar, click **Add Table**. The **Add Table Wizard** appears.



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



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



**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.

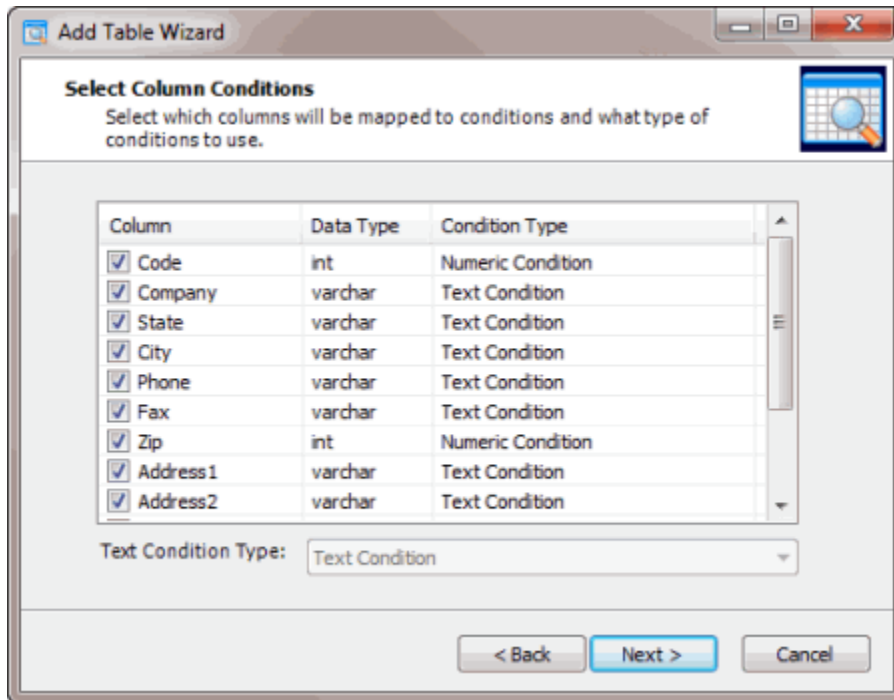
**master.account:** Customer account number in the Master table.

**master.id1:** ID1 field in the Master table.

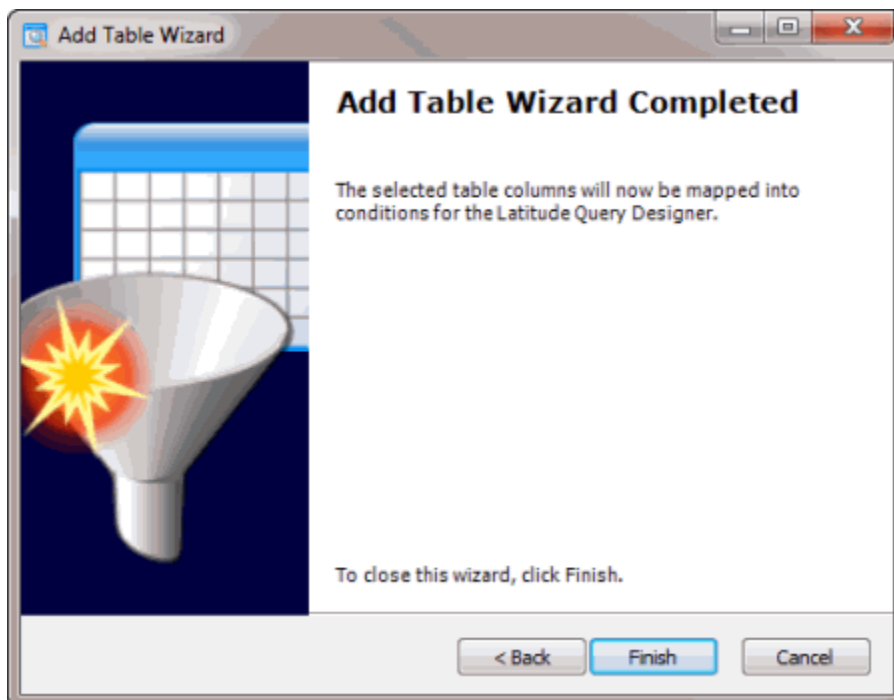
**master.id2:** ID2 field in the Master table.

**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.



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.



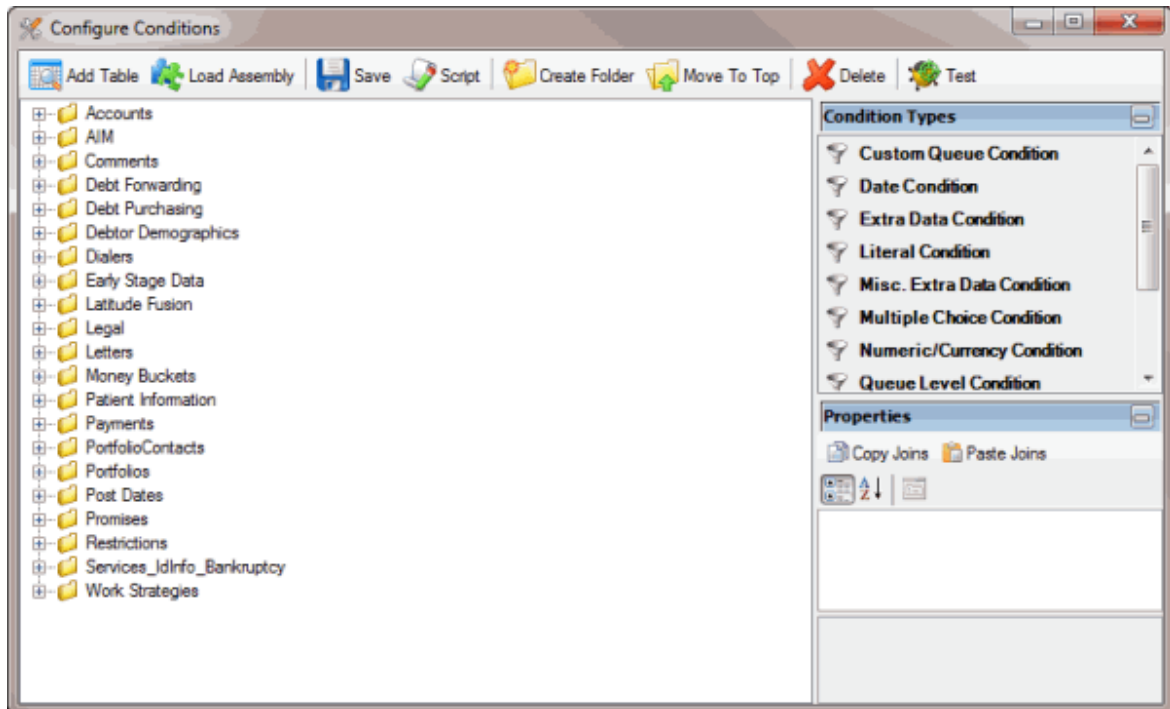
9. Click **Finish**. The system adds the table or view to the **Condition Selection** pane in the **Configure Conditions** window.

## Create a Condition

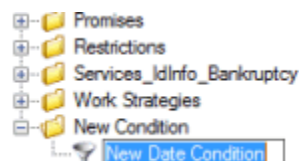
Use the **Conditions Type** pane to create a condition. This process requires familiarity with SQL and the Latitude database structure.

### To create a condition

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



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 [Condition Types](#).



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 [Condition Properties](#).
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.



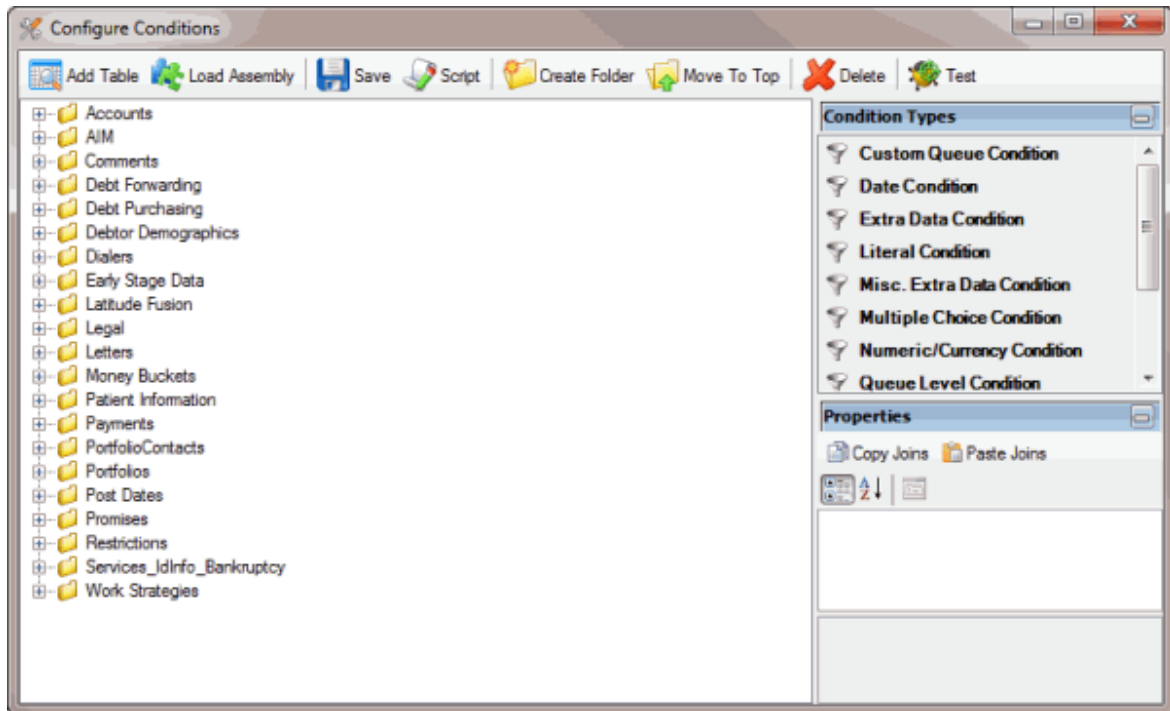
7. To arrange the properties by category, click the Categorize icon.

### Add an Assembly File

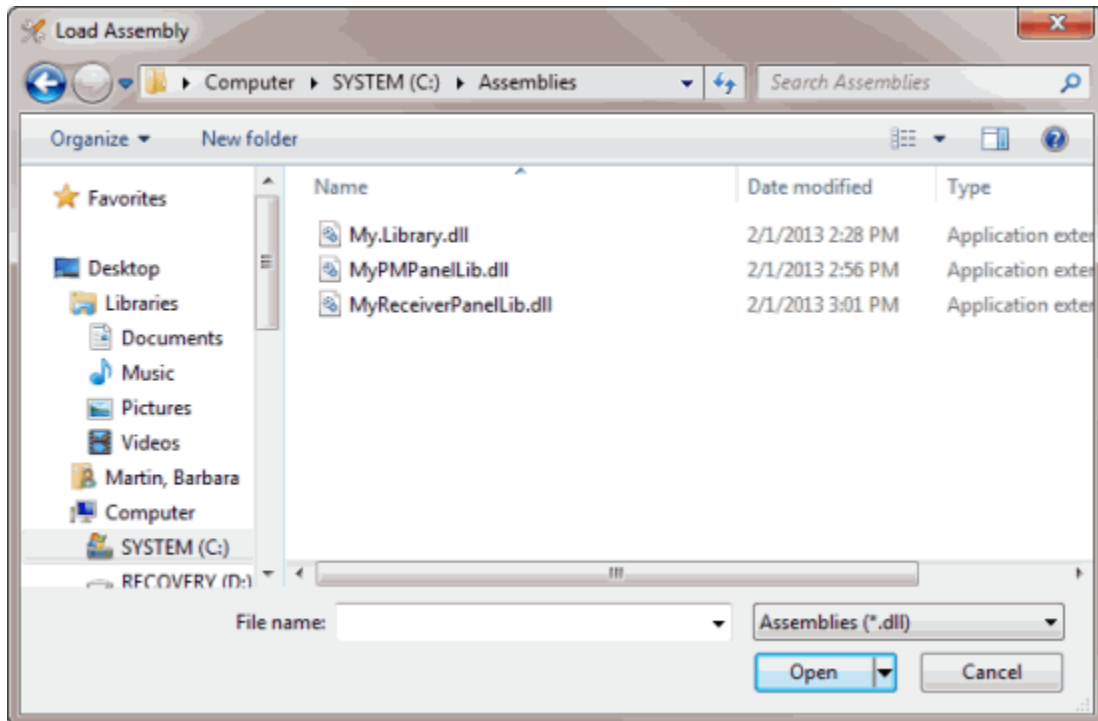
Use the **Load Assembly** dialog box to add a ".dll" assembly file containing conditions that Latitude by Genesys created for your organization.

#### 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.



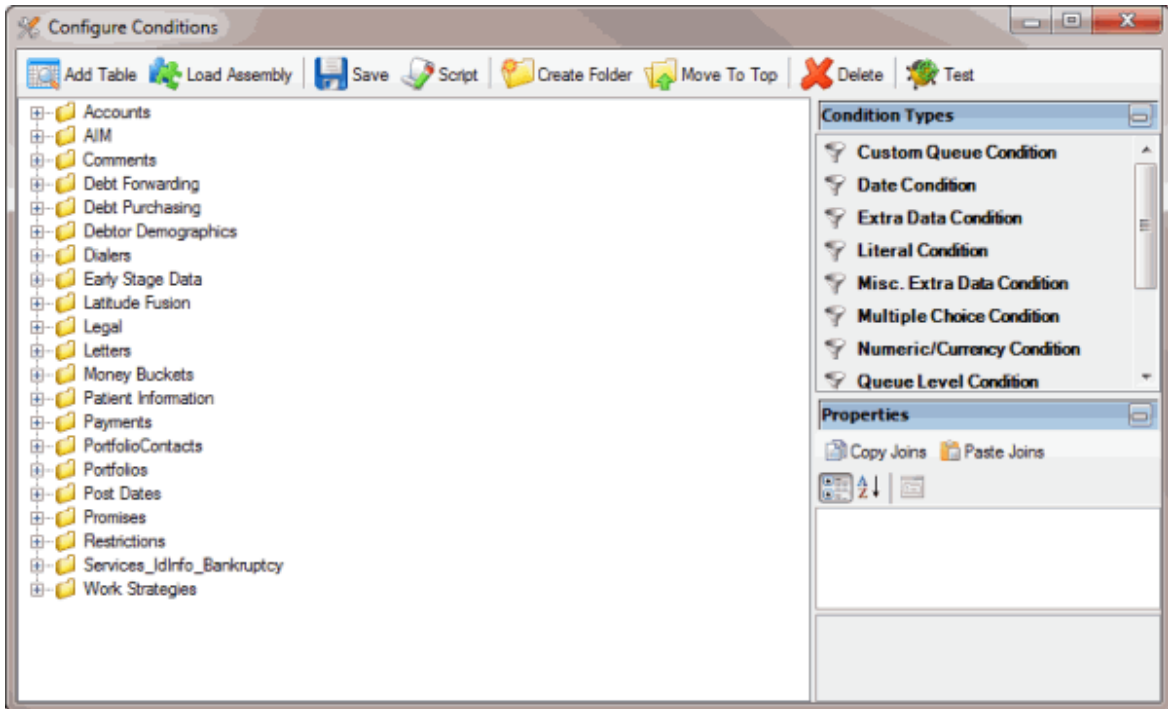
3. Click the assembly to add and then click **Open**. The system adds the assembly to the **Condition Selection** pane in the **Configure Conditions** window.

### Create a SQL File

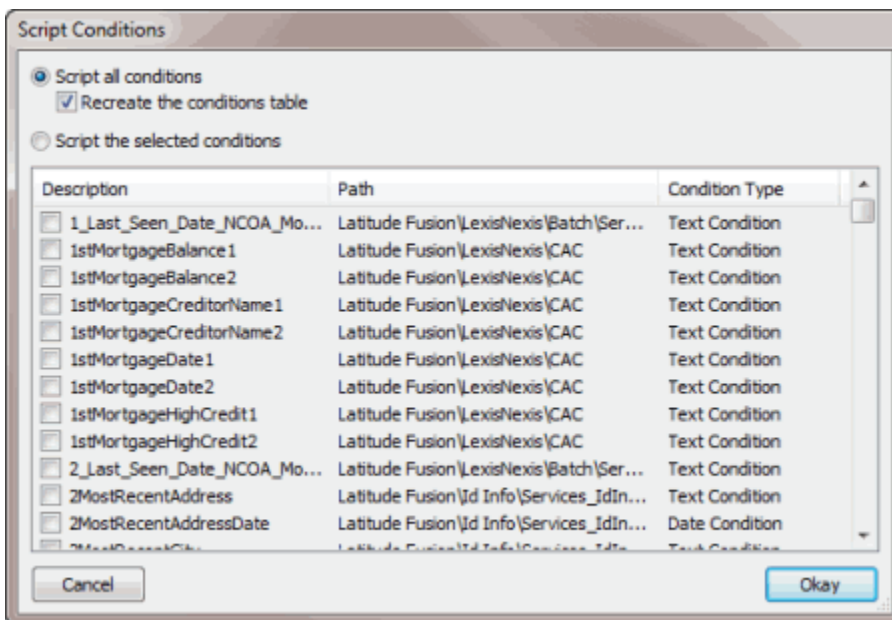
Use the **Script Conditions** dialog box to create a SQL file that contains the specified conditions. You can use the SQL file with other Latitude query tools or copy the SQL file contents directly into other programs.

#### To create a SQL file

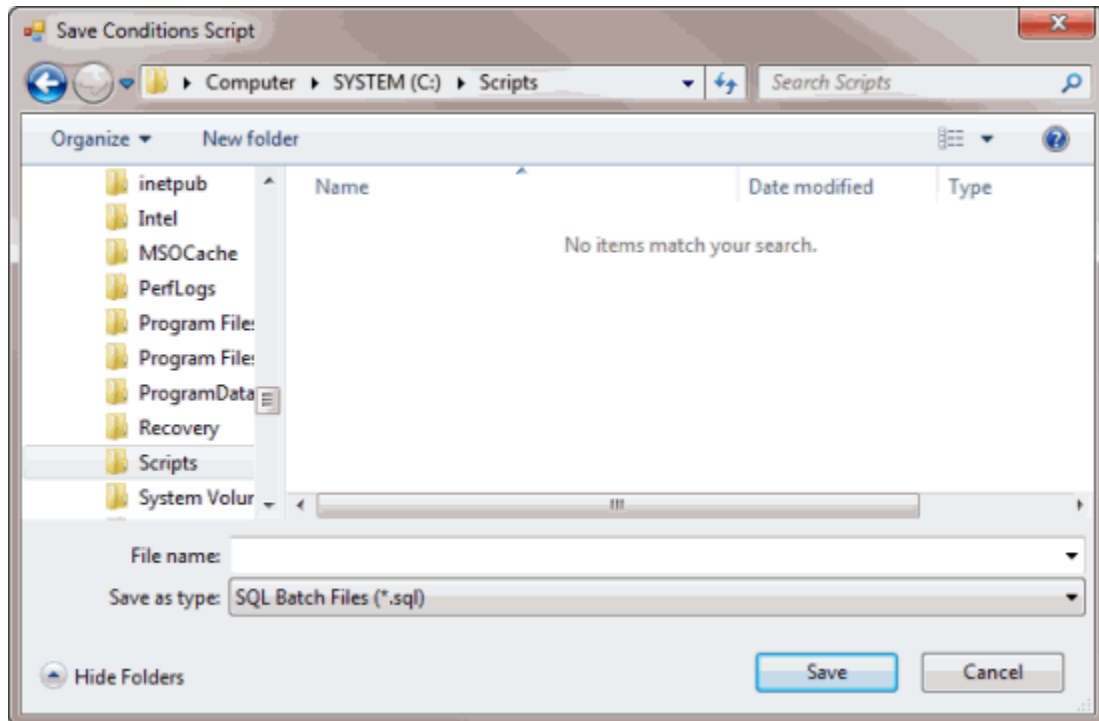
1. In the **Main Menu** window, from the **Tools** menu, click **Condition Builder**. The **Configure Conditions** window appears.



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



- 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.
- Click **Okay**. The **Save Conditions Script** dialog box appears.



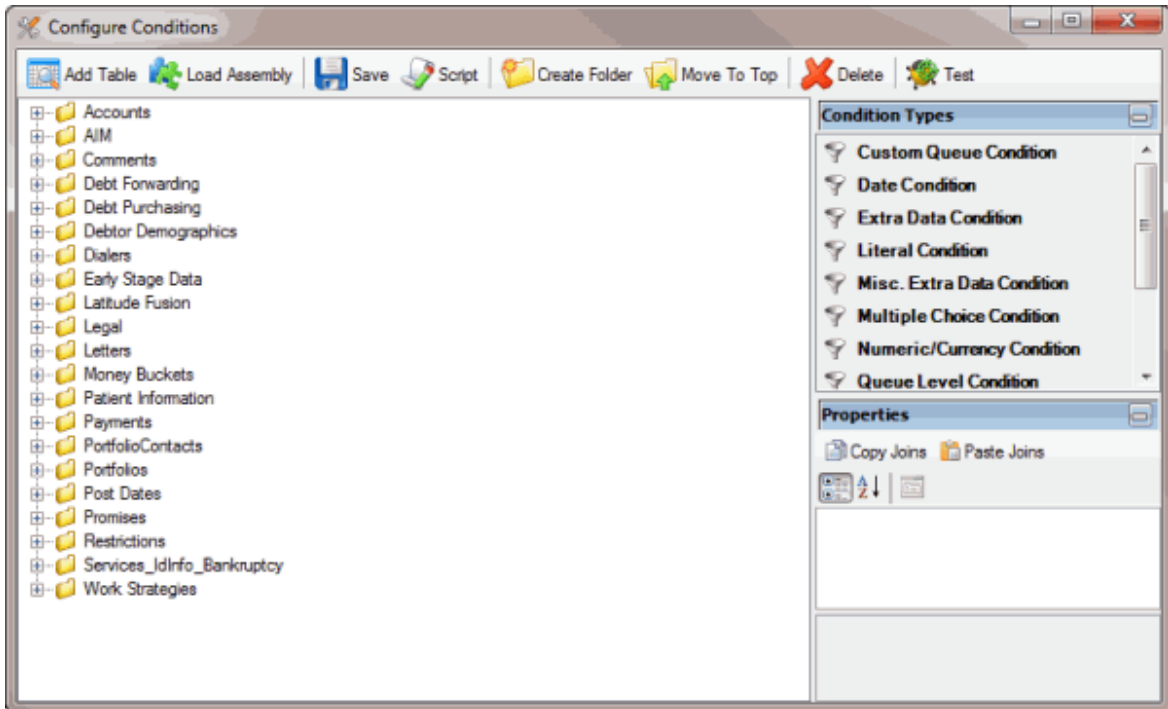
5. Type a name for the file and then click **Save**.

### Create a Folder

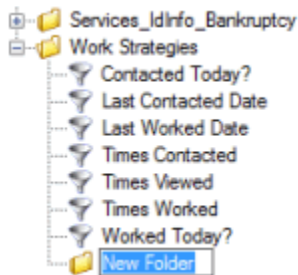
Use the **Create Folder** option to create a folder for storing conditions. You can add new conditions or move existing conditions to the folder. You can also move the folder to the top tier so that it's not embedded in another folder.

#### To create a folder

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



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.



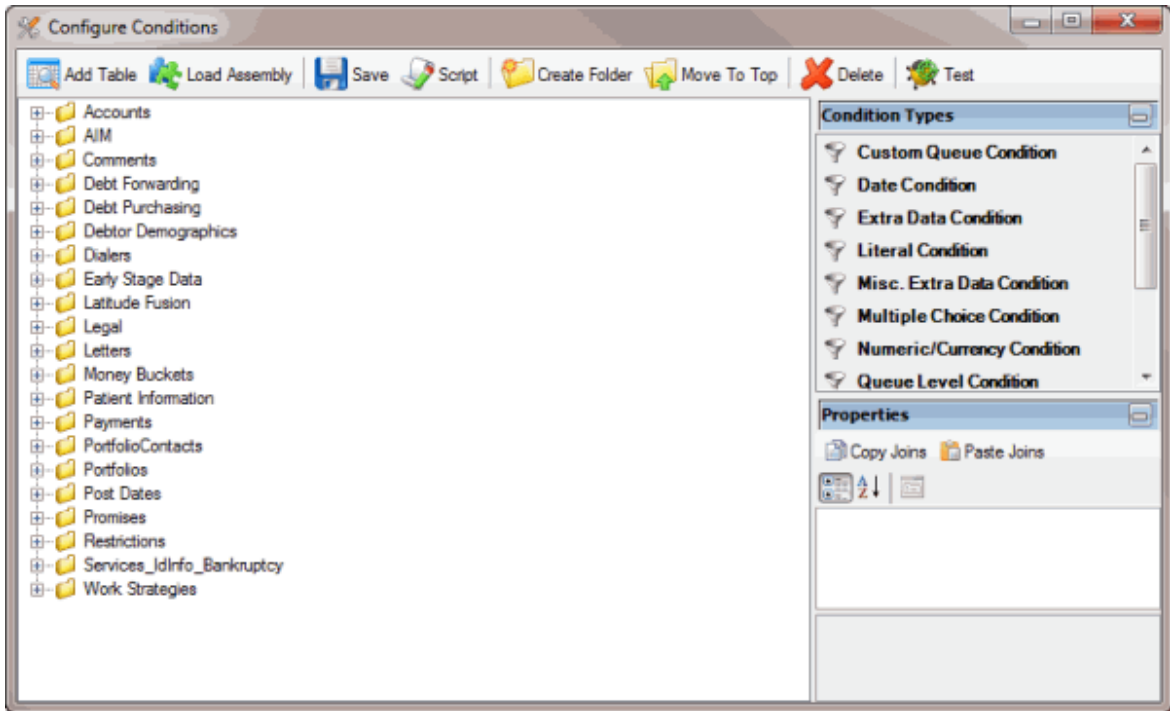
4. Type a name for the folder and press **Enter**.
5. To move existing conditions to the folder, in the **Conditions Selection** pane, click a condition and drag and drop it to the new folder.
6. To add a condition to the folder, do the steps to [Add a Database Table](#) or [Create a Condition](#).
7.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

### Move a Folder or Condition

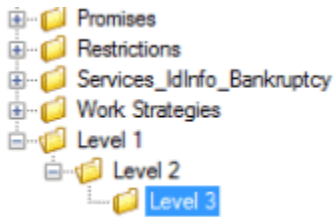
Use the **Move to Top** option to move a folder or condition to the top tier so that it's not embedded in another folder. You can also move a folder or condition to another folder.

#### To move a folder or condition

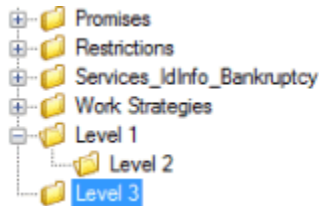
1. In the **Main Menu** window, from the **Tools** menu, click **Condition Builder**. The **Configure Conditions** window appears.



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.



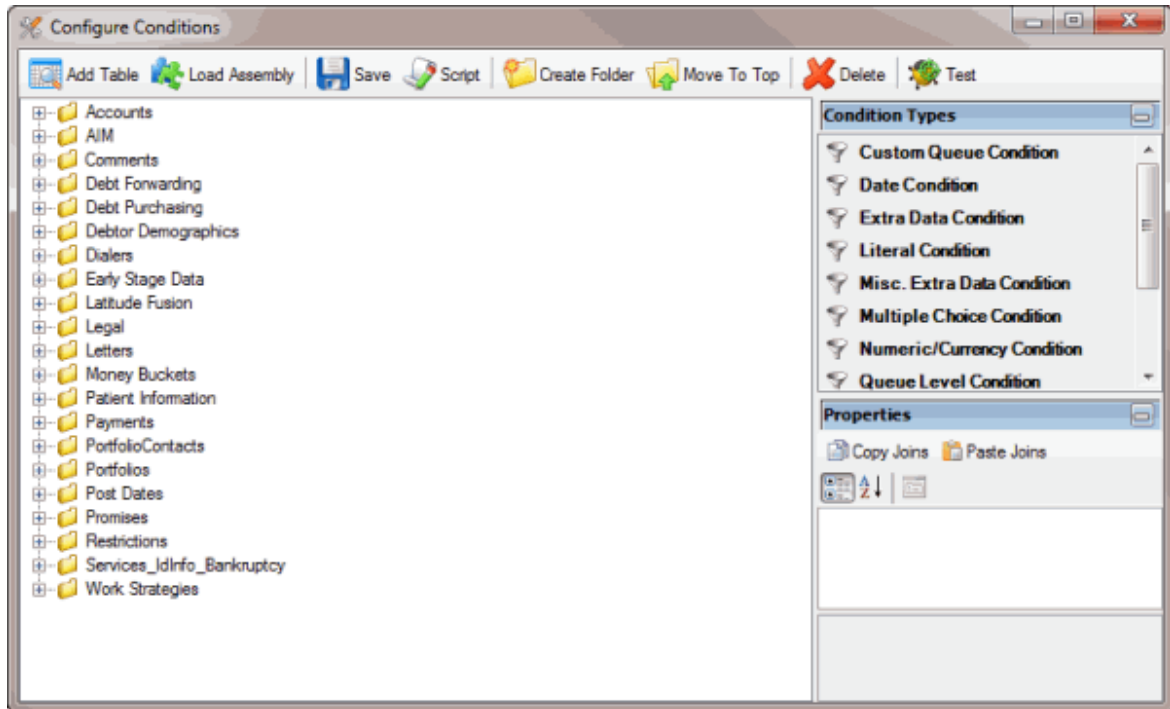
4. To move a folder or condition to another folder, click the folder or condition and drag and drop it onto the folder where you want to move it.

### Delete a Folder or Condition

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

#### To delete a folder or condition

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



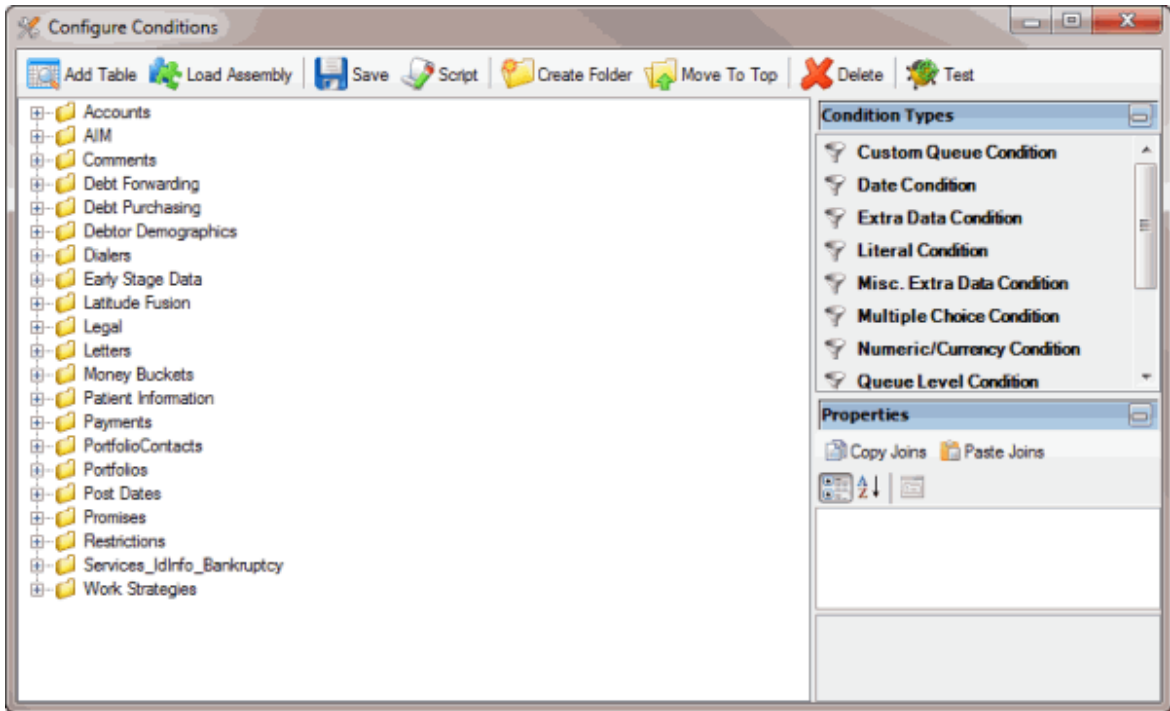
2. In the **Condition Selection** pane, click the folder or condition.
3. In the toolbar, click **Delete**. A confirmation dialog box appears.
4. Click Yes.

### Test a Condition

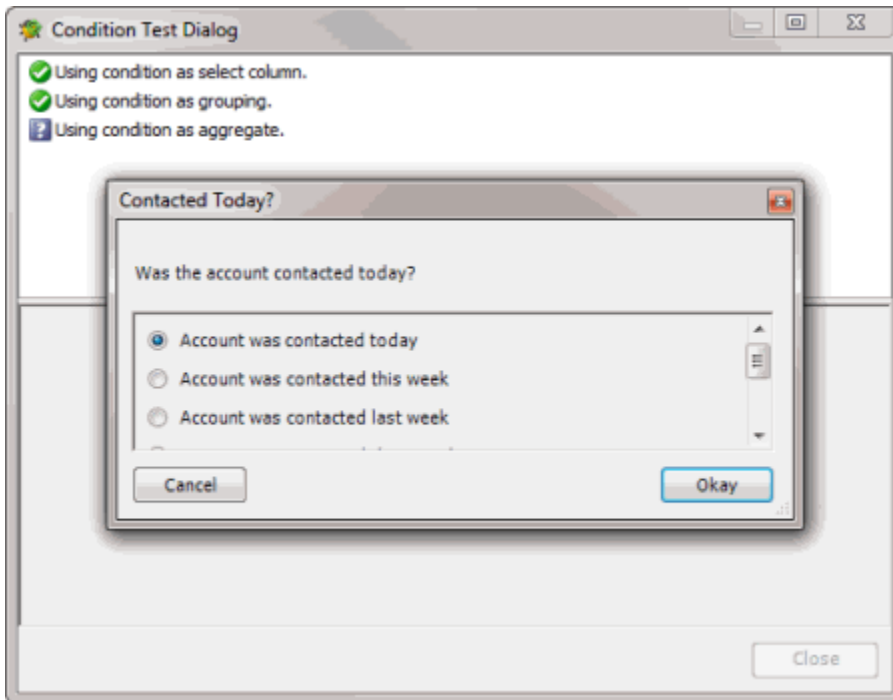
Use the **Move to Top** window to test a condition to ensure that it's configured properly.

#### To test a condition

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



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.

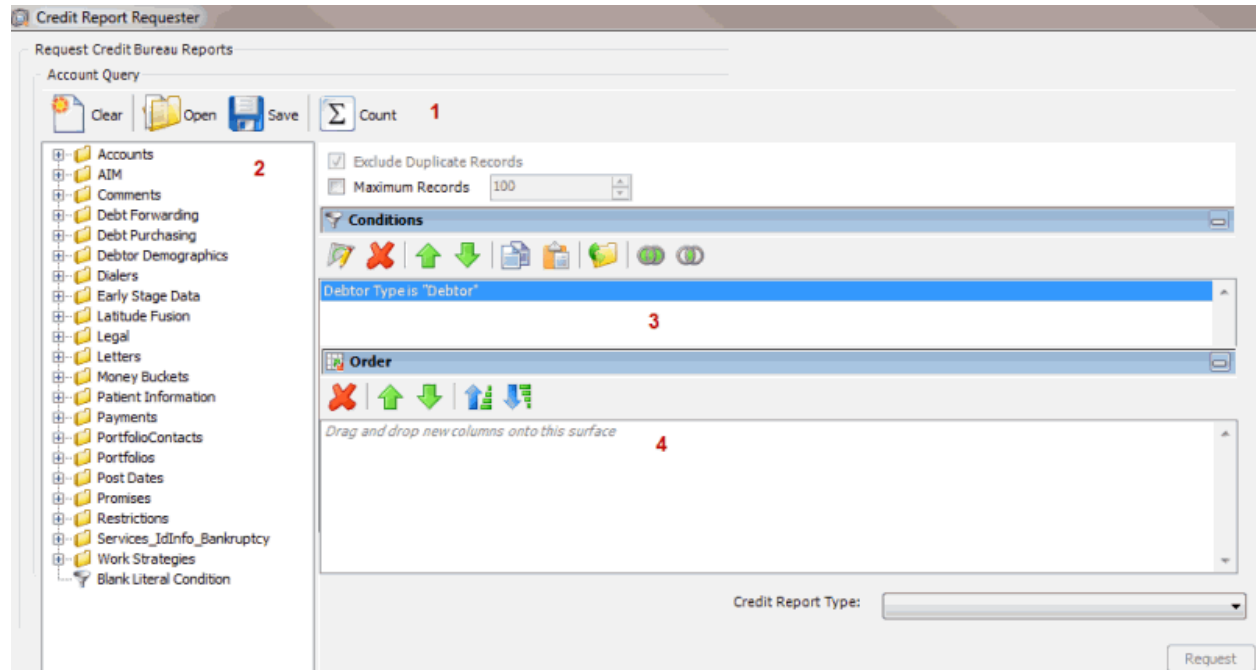
Category	Condition Property	Description
<b>Appearance</b>	Condition Type	Type of condition. The system populates this box when you create a condition and you cannot change it.
	Description	Name of the condition.
	Question	Question to ask when presenting a list of options in a multiple choice condition.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

	<p><b>Not Joined:</b> The data is in a column in the Latitude master database table.</p> <p>Click the ellipsis to open the <b>JoinTable Collection Editor</b> dialog box and specify the tables to join.</p>
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	<p>Name of the Latitude database table or expression that yields the lookup values. The first column is the code value and the second column is the description.</p> <p><b>Example:</b> SELECT [code].[QName] FROM [qlevel] WHERE [code] BETWEEN "600" AND "799"</p>
Select	SQL fragment used in the SQL statement SELECT clause.
SelectColumn	<p>Expression used to display the results of the lookup.</p> <p>Example: [SupportQueueItems].[QueueCode] + "-" + [SupportQueueLevel].[QName]</p>
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 an 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.

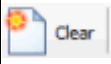


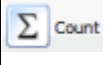
## Credit Report Requester

### Credit Report Requester

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



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

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

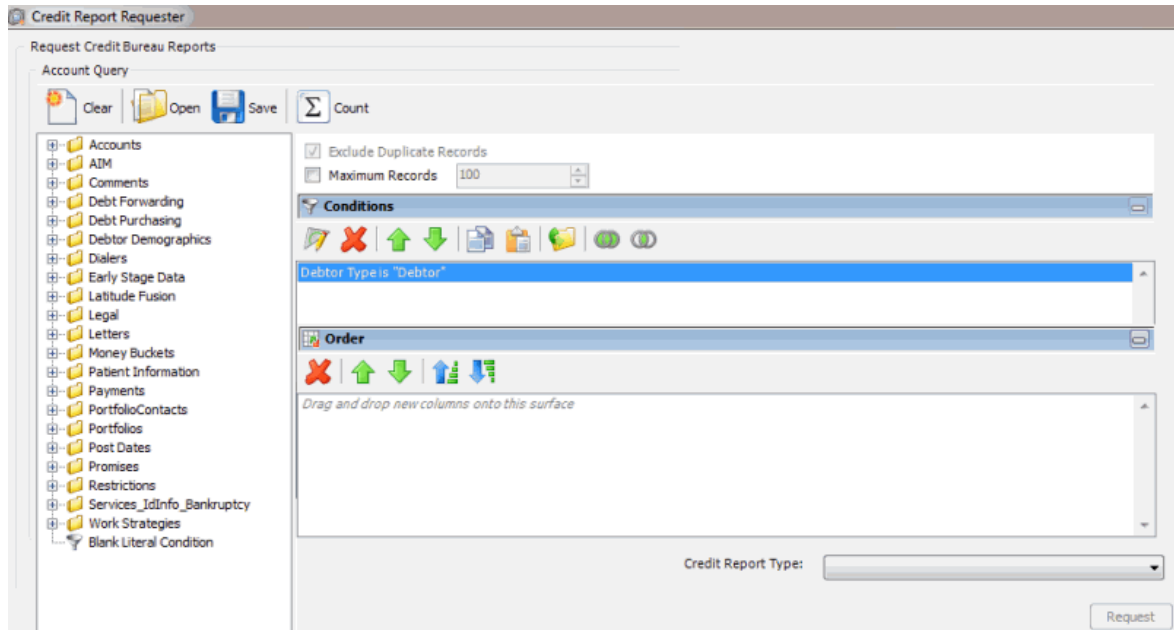
2. **Data Selection pane:** Provides a list of data you can select to create a query.
3. **Conditions pane:** Allows you to set the conditions for retrieving data.
4. **Order pane:** Allows you to set the order for displaying or running data.

### 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.

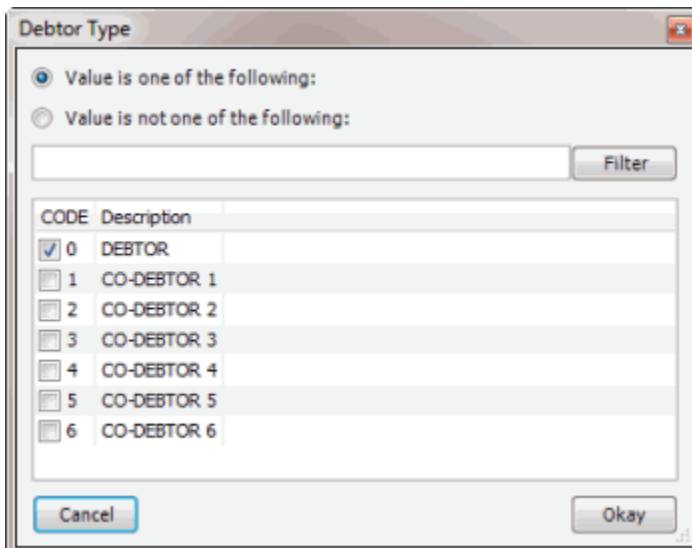
#### To create a credit report request query

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



**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.

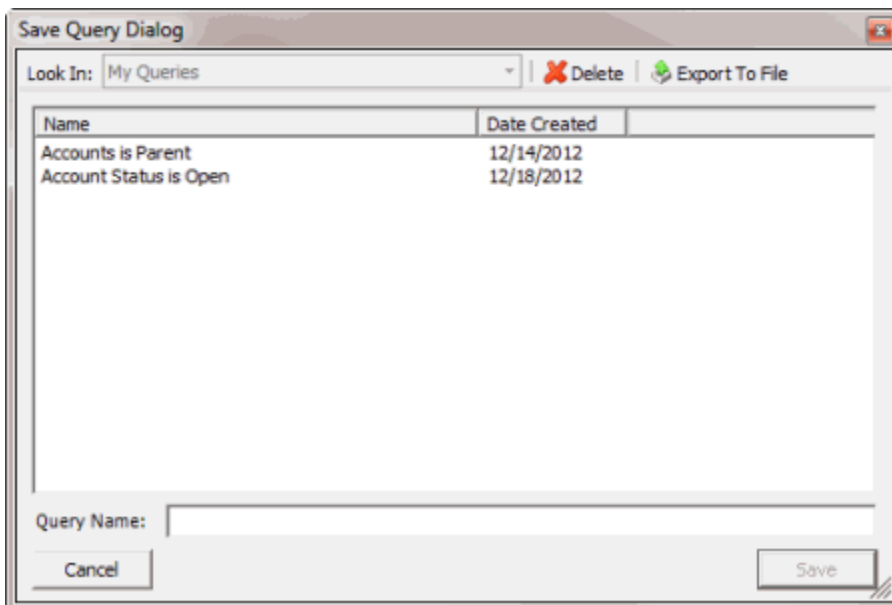


- o
- b. Do one of the following:
  - c. To include a value, click **Value is one of the following**.

- 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.



- 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**.

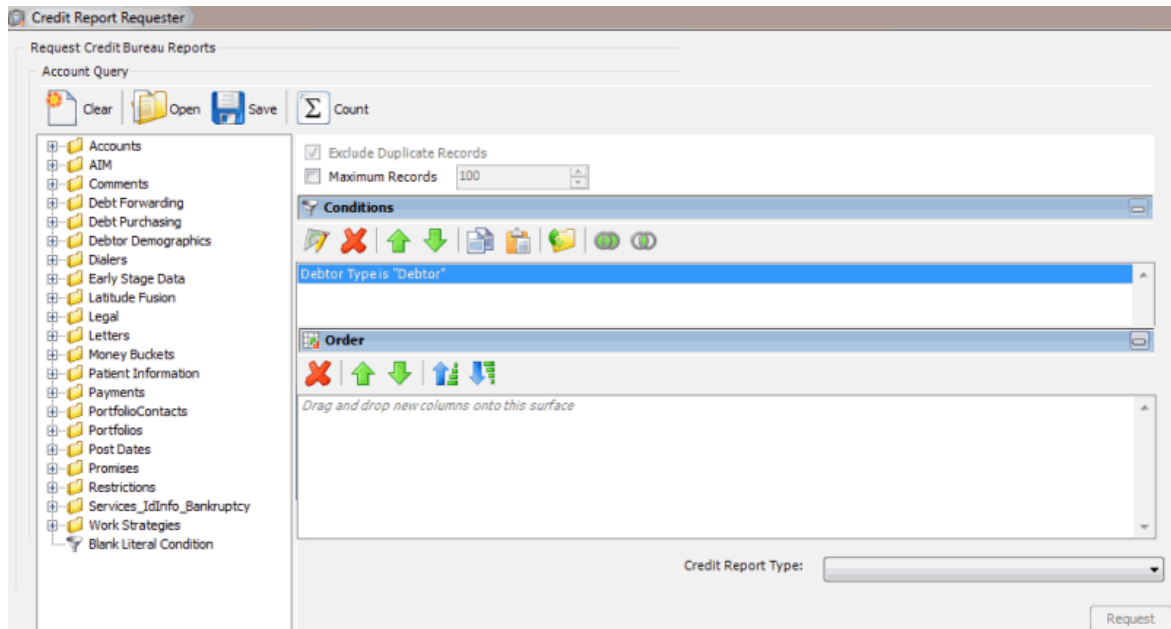
8. To run the query to generate credit report requests, do the steps to [Generate Credit Report Requests](#).

### Modify a Credit Report Request Query

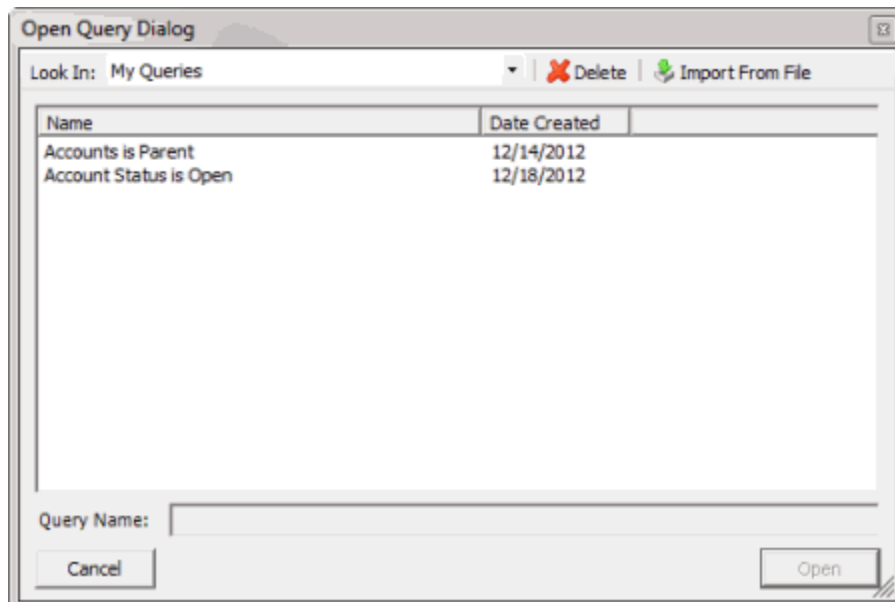
Use the **Credit Report Requester** window to modify a query for requesting credit reports.

## 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.

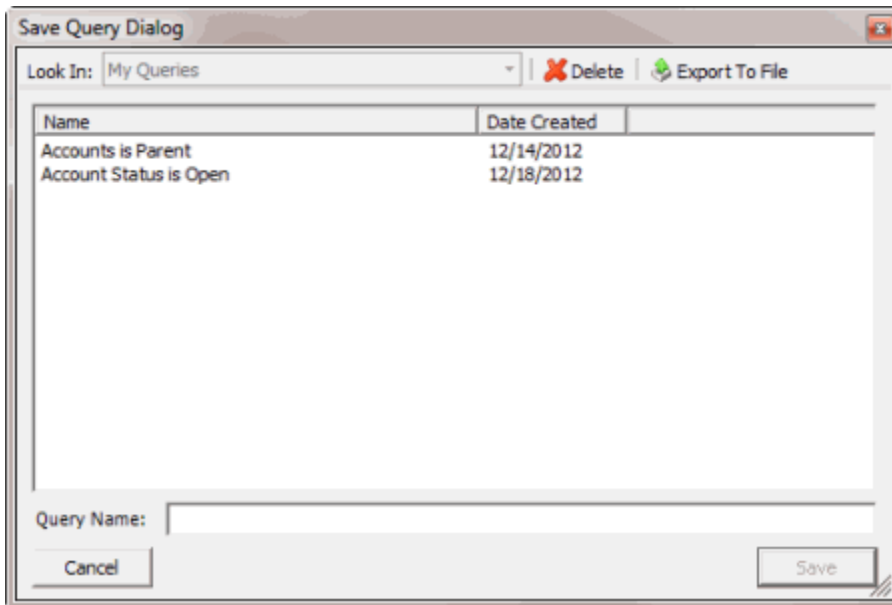


2. In the toolbar, click **Open**. A confirmation dialog box appears.
3. Click **Yes**. The **Open Query Dialog** box appears.



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.



- 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 [Generate Credit Report Requests](#).

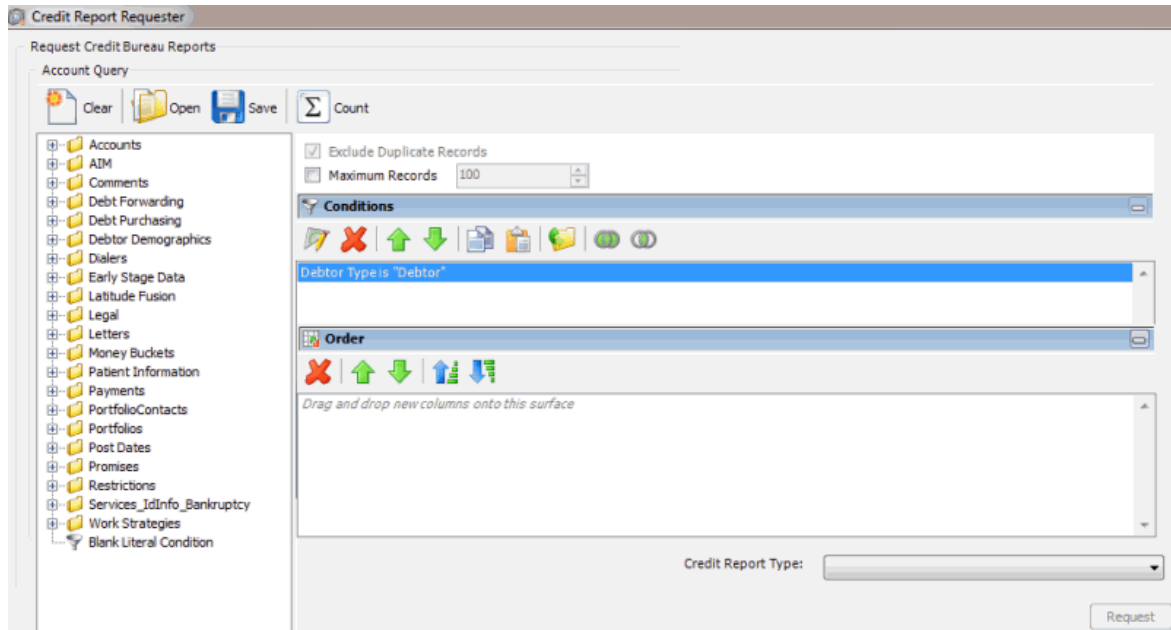
### Generate Credit Report Requests

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

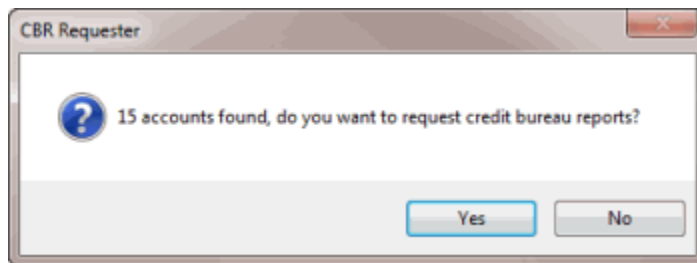
#### To generate credit report requests

1. [Create a Credit Report Request Query](#) or [Modify a Credit Report Request Query](#).





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.

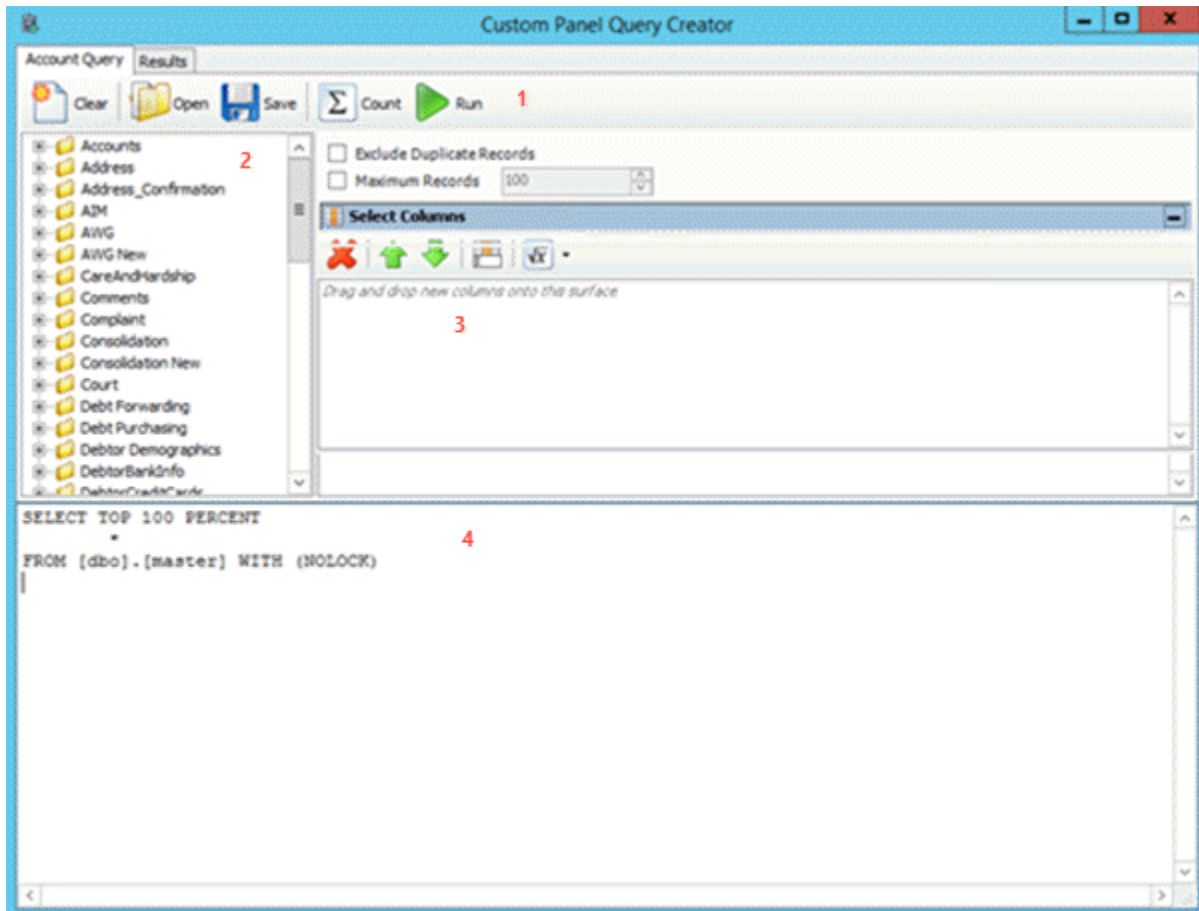


4. Click **Yes**. A notification dialog box appears, which indicates the requests are complete.
5. Click **OK**, and in the next dialog box, click **Close**.

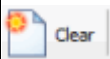
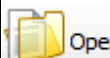


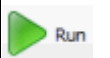
## Custom Panel Query Creator

### 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.



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

Option	Description
	Clears all query settings currently displayed in the window.
	Clears the query settings currently displayed in the window and opens a saved query.
	Saves the query settings currently displayed in the window.
	Sums the number of records that match the selection criteria.
	Runs the query and displays the results on the <b>Results</b> tab.

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

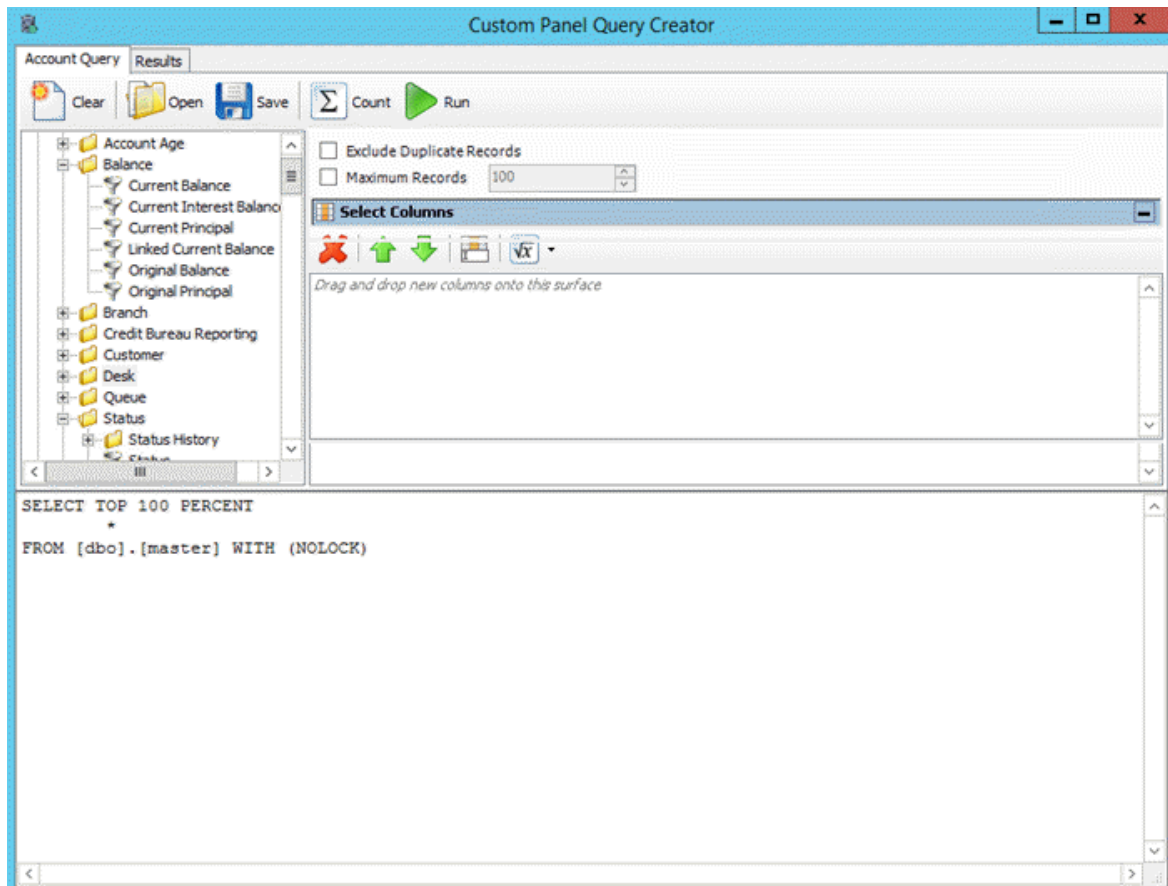
3. **Select Columns pane:** Allows you to select and arrange the columns of data to display in the query results.
4. **SQL statement pane:** Displays the SQL statement based on the columns and order specified.

### 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.

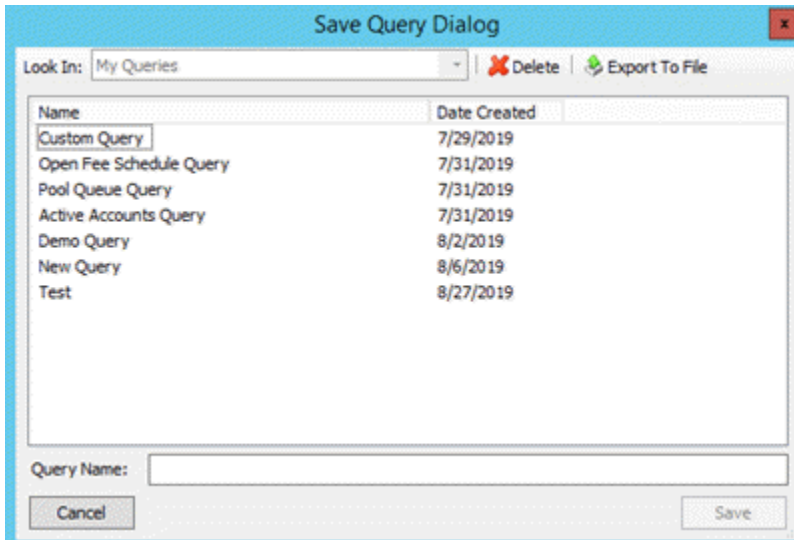


2. To exclude duplicate records from the query results, select **Exclude Duplicate Records**.
3. To limit the query results to a specific number of records, select **Maximum Records** and then, in the box, type the maximum number of records to include in the results.
4. In the **Select Columns** pane,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

- [Rename any columns.](#)

**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.



- 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**.

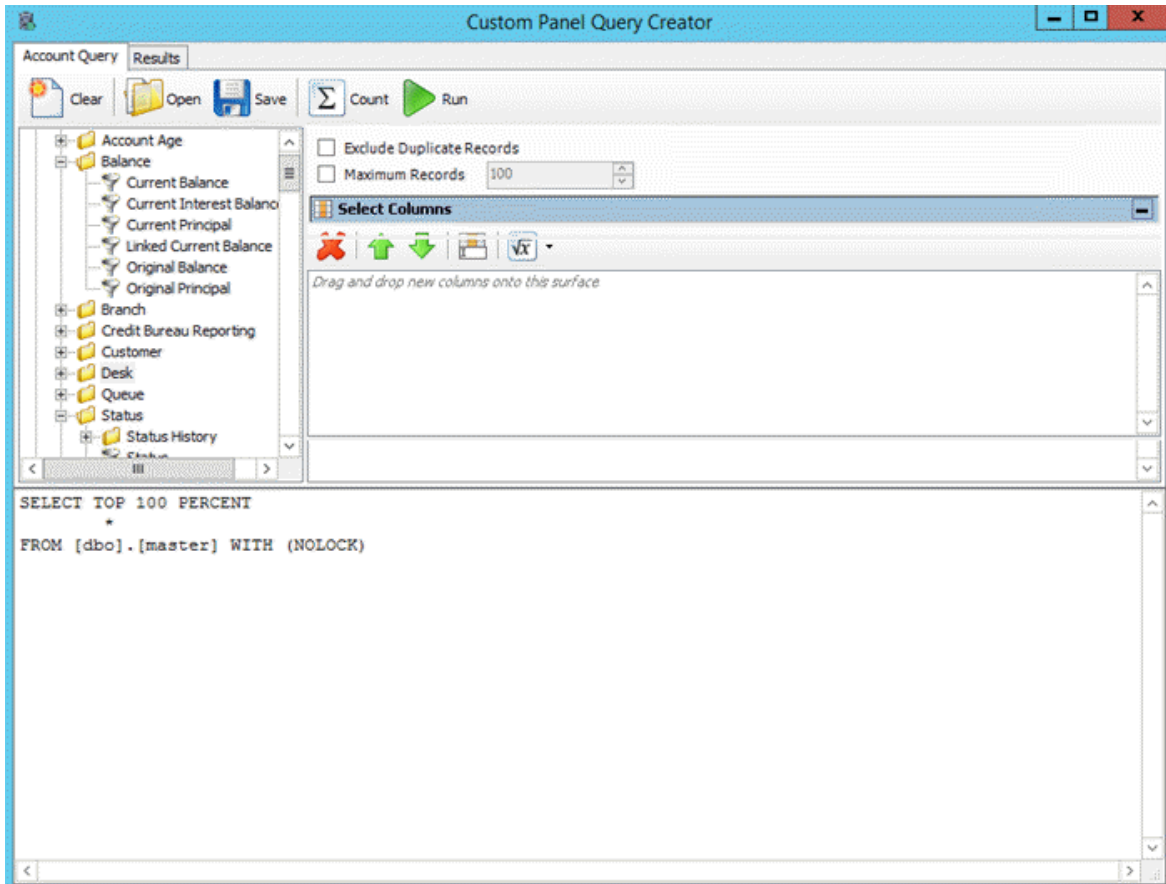
7. To generate the query, do the steps to [Generate a Custom Panel Query](#).

### Modify a Custom Panel Query

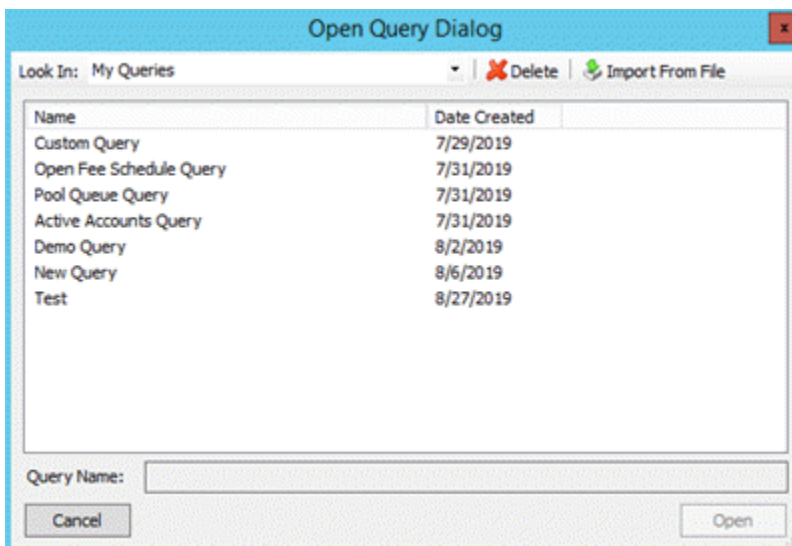
Use the **Custom Panel Query Creator** window to modify a query that you can use to create a custom anchor or reference panel in Latitude.

#### To modify a custom panel query

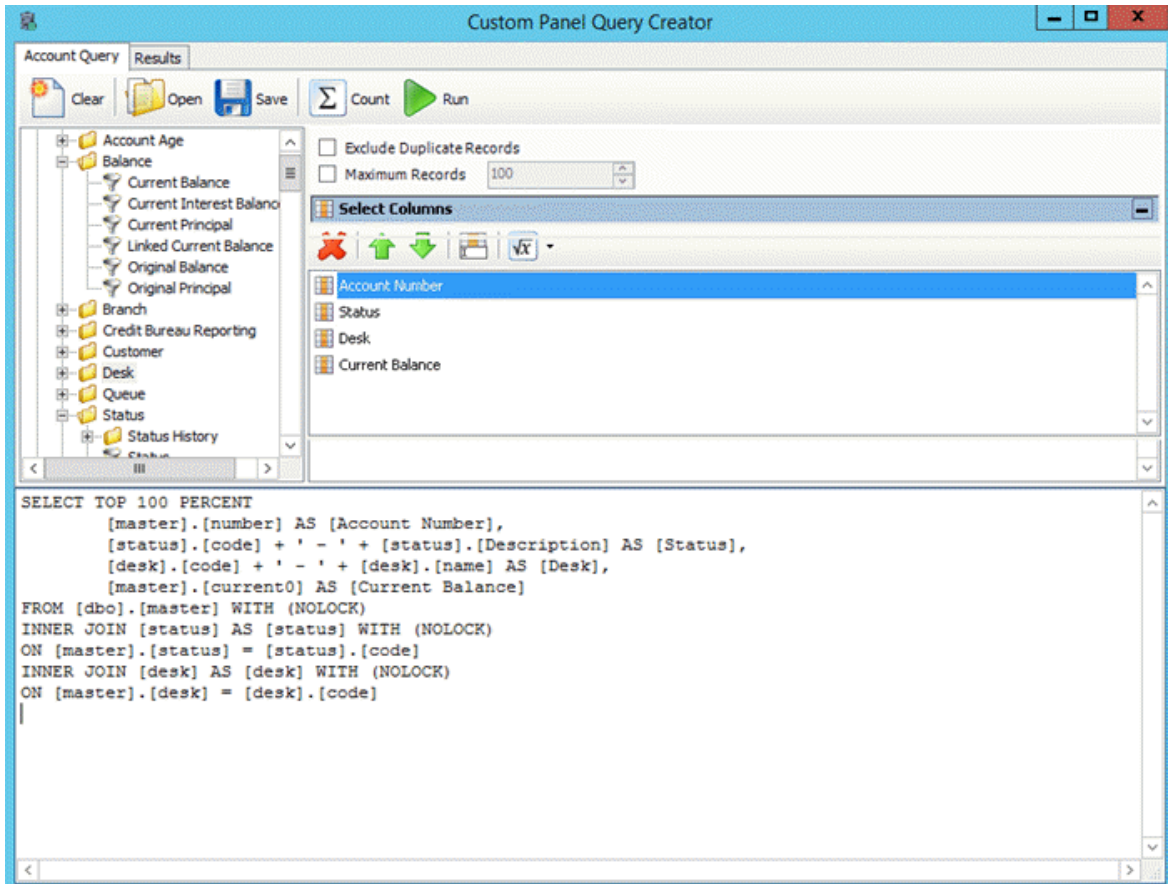
1. In the **Main Menu** window, from the **Tools** menu, click **Custom Panel Query**. The **Custom Panel Query** window appears. OR Open C:\Program Files (x86)\Interactive Intelligence\Interaction Collector\PanelQueryCreator and then double-click **PanelQueryCreator**.



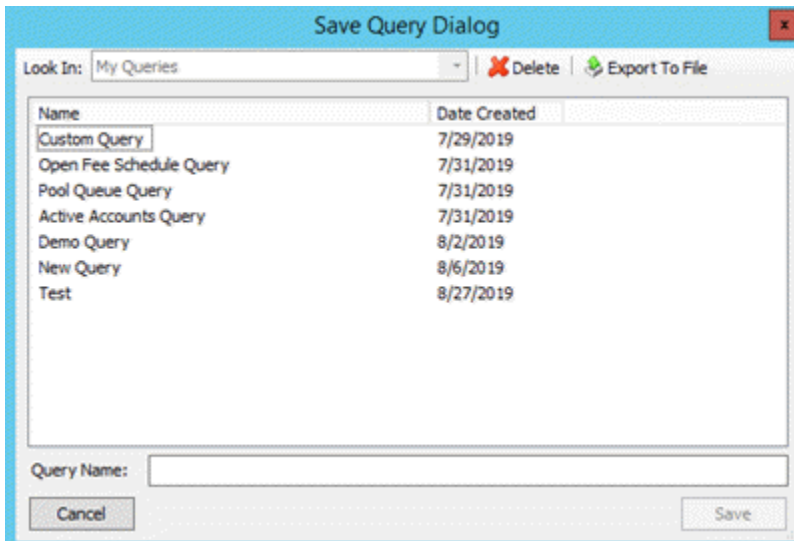
2. In the toolbar, click **Open**. A confirmation dialog box appears.
3. Click **Yes**. The **Open Query Dialog** box appears.



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.



- 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**.

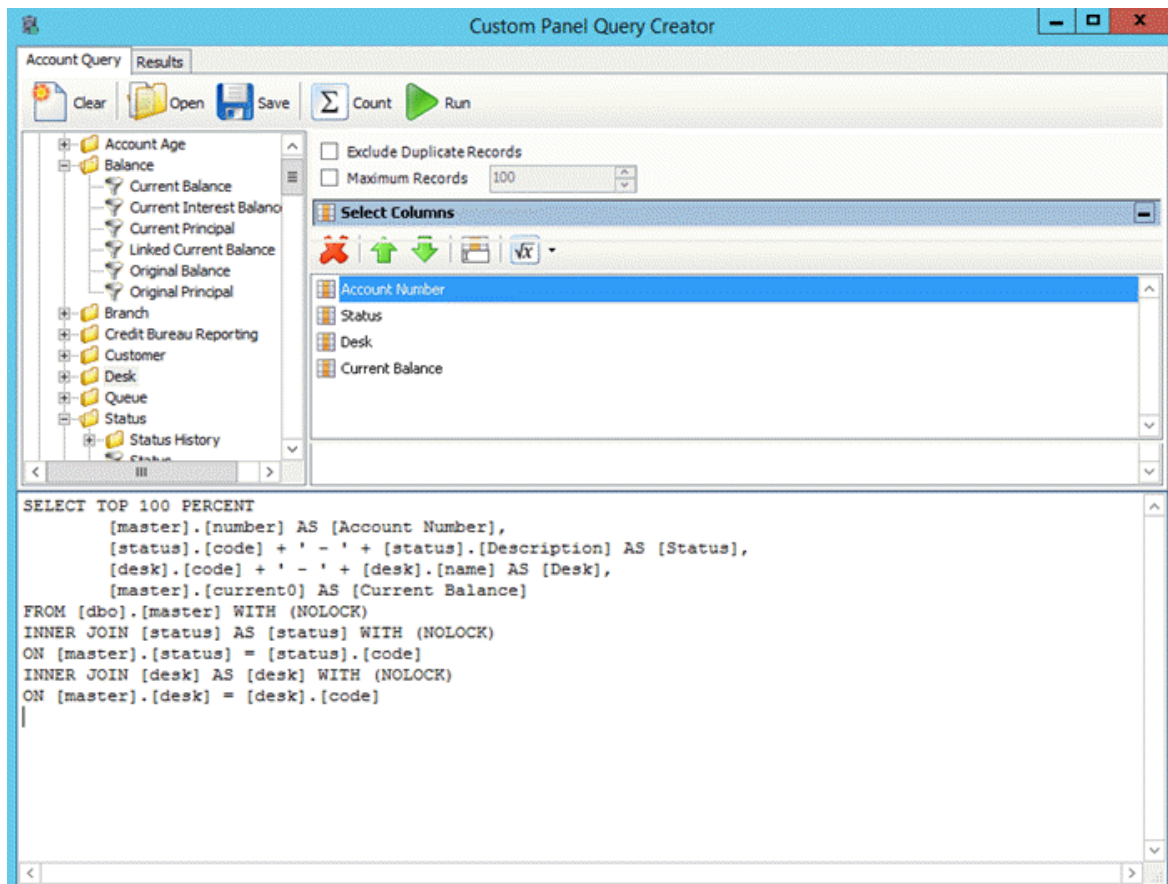
- To generate the query, do the steps to [Generate a Custom Panel Query](#).

### 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

- [Create a Custom Panel Query](#) or [Modify a Custom Panel Query](#).



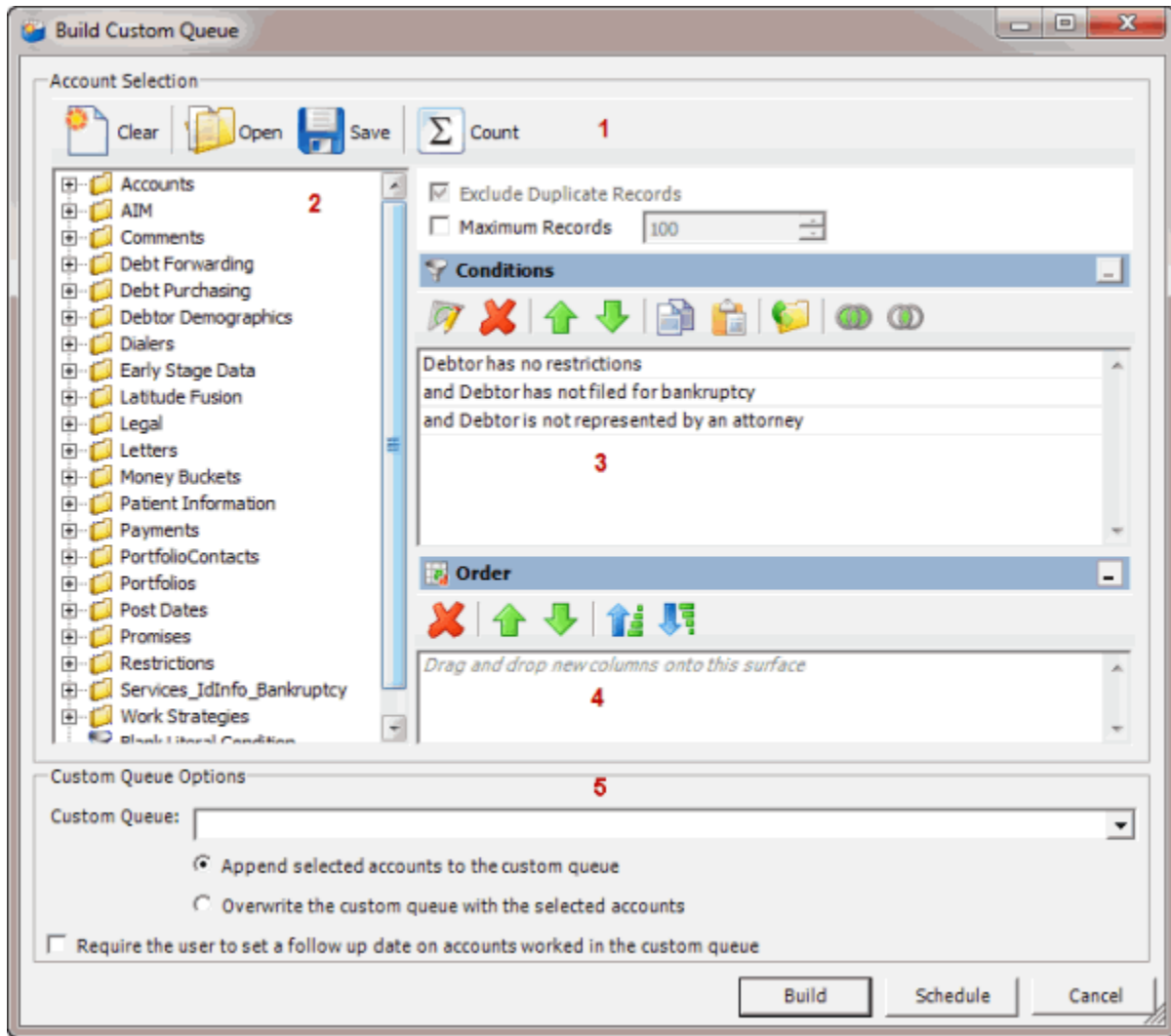
- In the toolbar, click **Run**. The results appear on the **Results** tab. For more information, see [Query Results](#).

### Custom Queue Manager

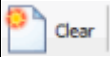
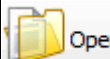


#### Custom Queue Manager

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.
 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.



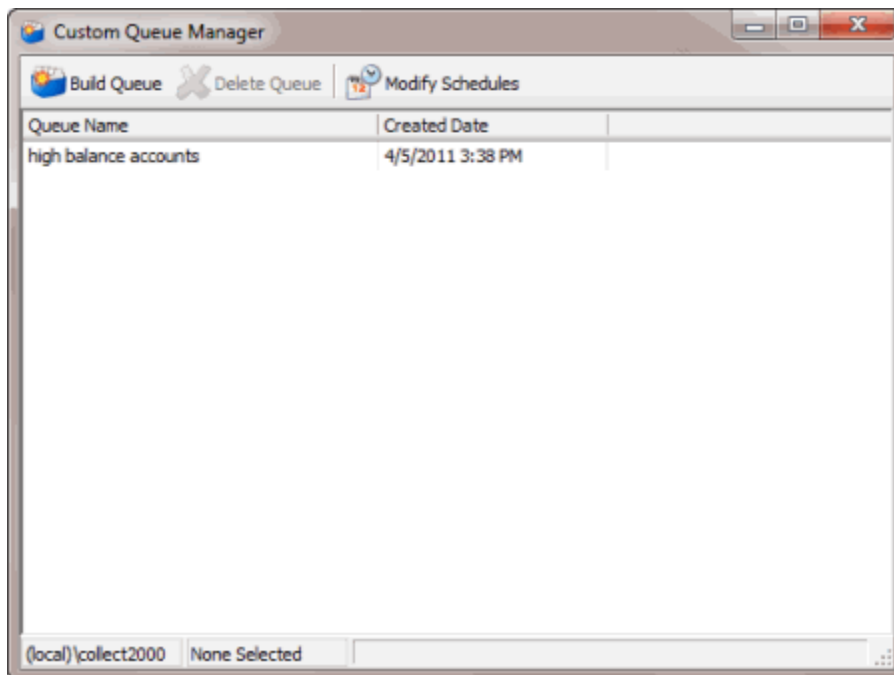
3. **Conditions pane:** Allows you to set the conditions for retrieving data.
4. **Order pane:** Allows you to set the order for displaying or running data.
5. **Custom Queue Options section:** Allows you to set the options for creating the queue.

### Create a Custom Queue Query

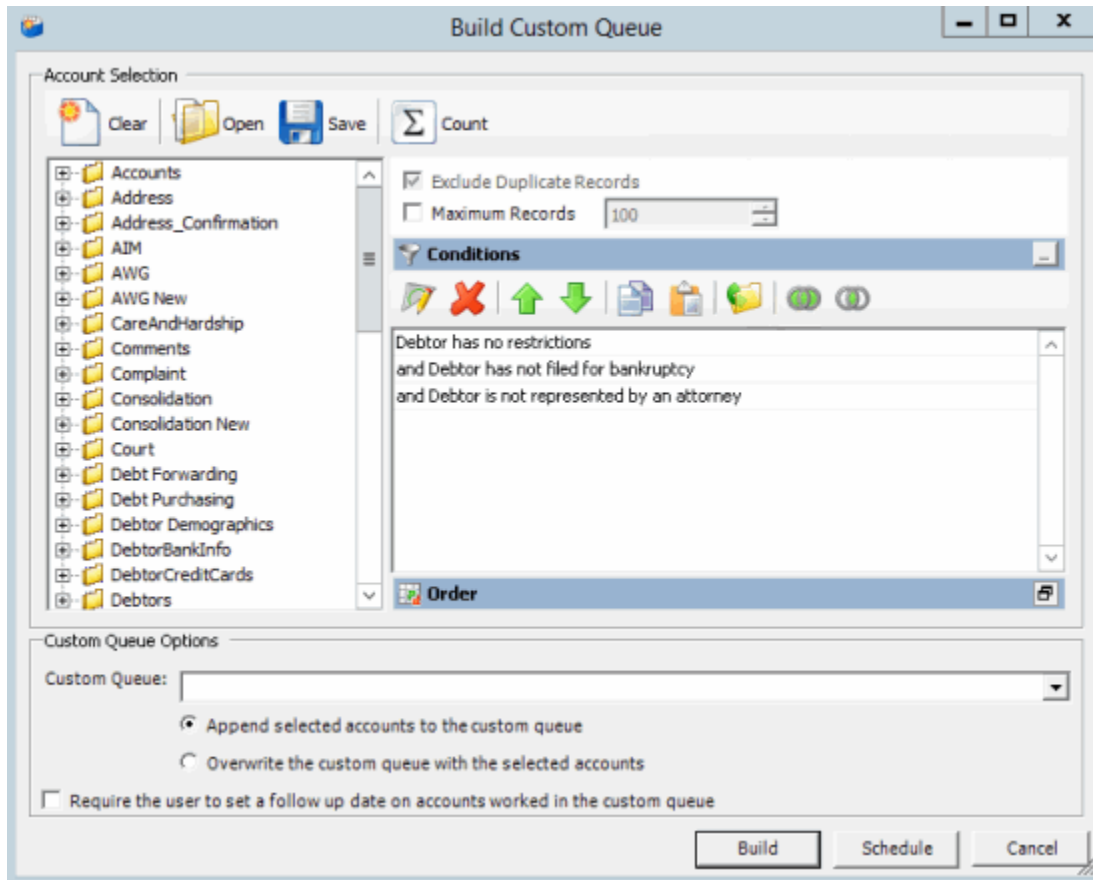
Use the **Build Custom Queue** window to create a query that creates a custom queue of accounts that meet specific criteria. Users with the appropriate permissions can work the accounts in the custom queue without having to move them out of their assigned desk and queue level.

#### 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.



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



**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:
  - [Create one or more conditions for the query.](#)
  - [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.

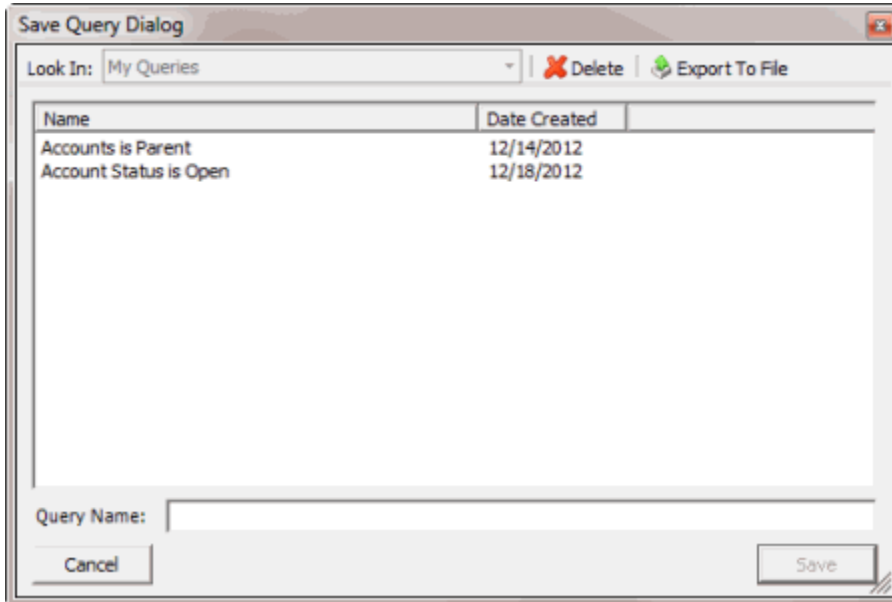
**Debtor has no restrictions:** No restrictions selected on the **Restrictions** tab in the **Debtor Details** window.

**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 [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.



- 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**.

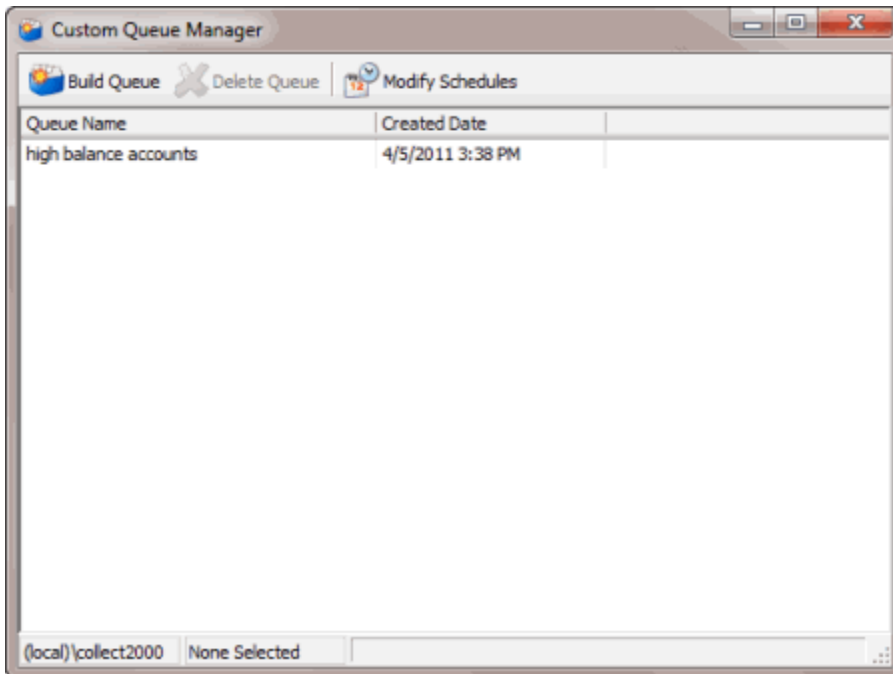
8. To run the query to create a custom queue, do the steps to [Create a Custom Queue](#).

### Modify a Custom Queue Query

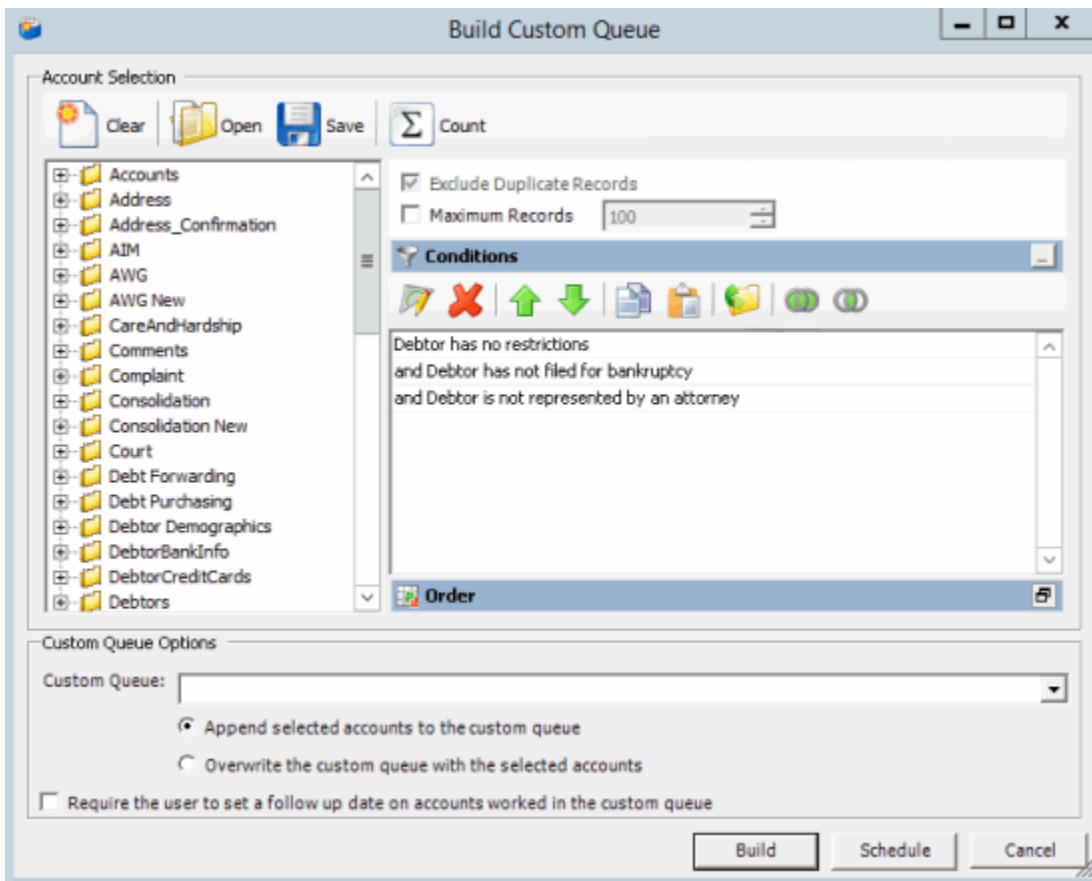
Use the **Build Custom Queue** window to modify a query for creating custom queues.

#### 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.

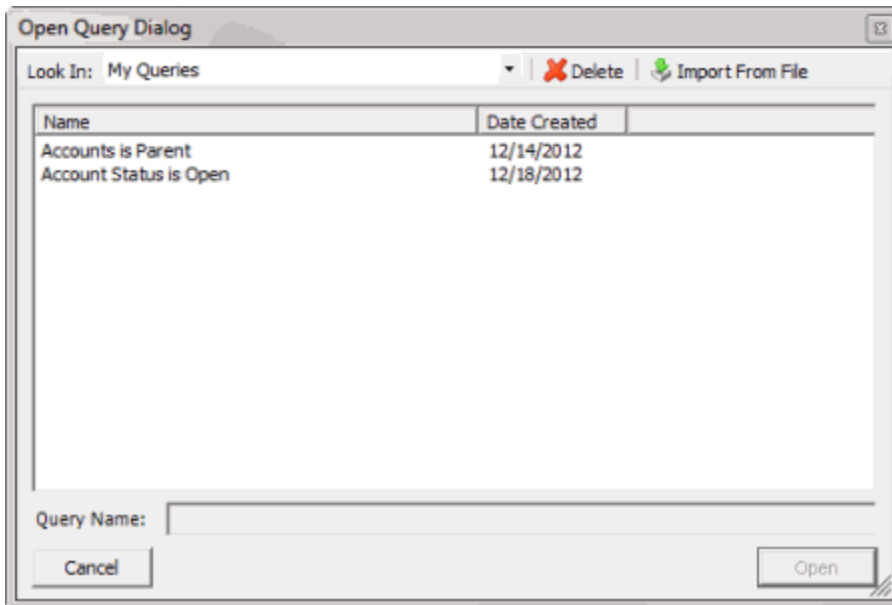


2. In the data grid, double-click the custom queue. The **Build Custom Queue** window appears.

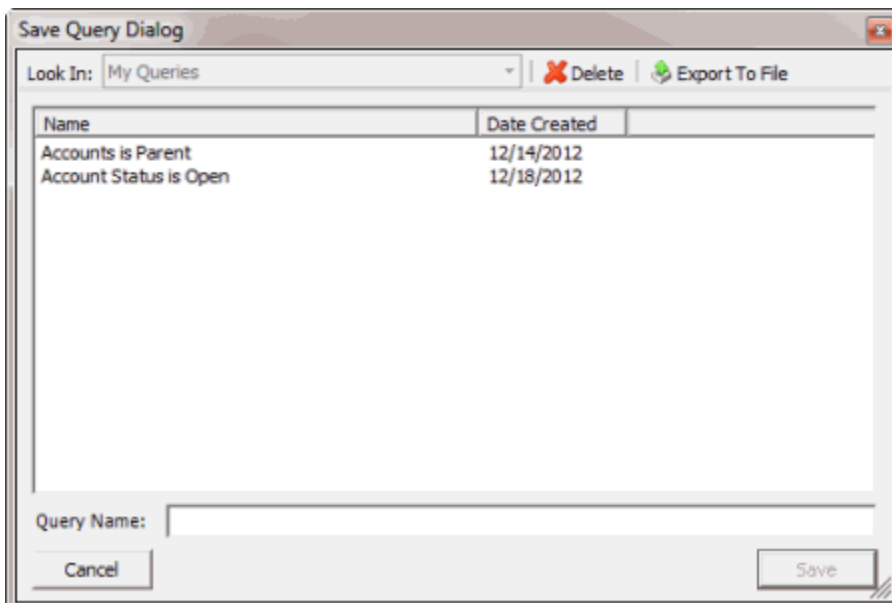


3. In the toolbar, click **Open**. A confirmation dialog box appears.

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



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.



- 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**.

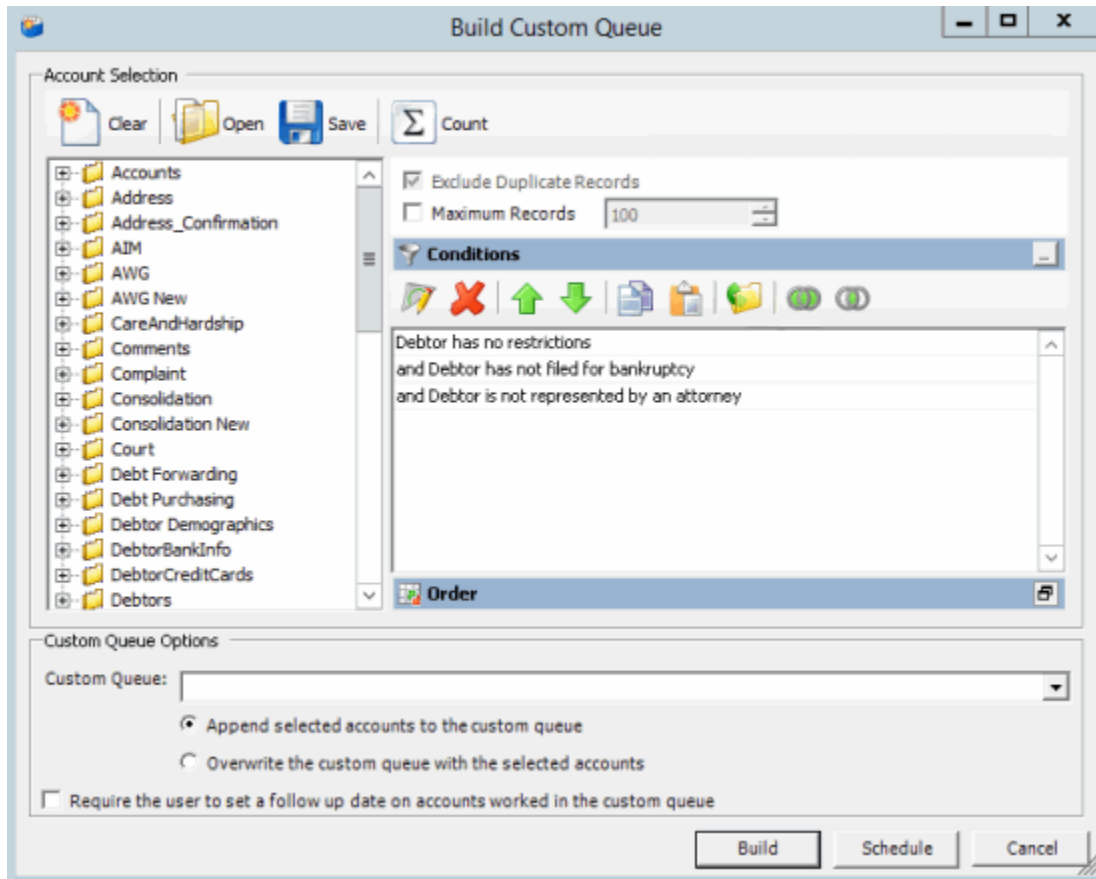
- To run the query to create a custom queue, do the steps to [Create a Custom Queue](#).

### 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

- [Create a Custom Queue Query](#) or [Modify a Custom Queue Query](#).

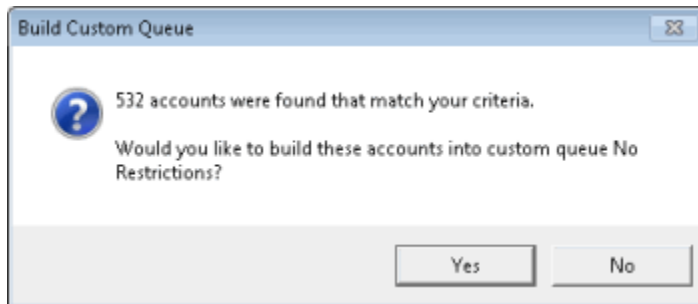


- In the **Custom Queue Options** section, do one of the following:

To...	Then...
Append the query results to an existing queue...	<ol style="list-style-type: none"> <li>In the <b>Custom Queue</b> list box, click the queue name.</li> <li>Click <b>Append selected accounts to the custom queue</b>.</li> </ol> <p><b>Note:</b> 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.</p>

Overwrite an existing queue with the new query results...	<ol style="list-style-type: none"> <li>a. In the <b>Custom Queue</b> list box, click the queue name.</li> <li>b. Click <b>Overwrite the custom queue with the selected accounts</b>.</li> </ol>
Save the query results to a new queue...	In the <b>Custom Queue</b> 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.



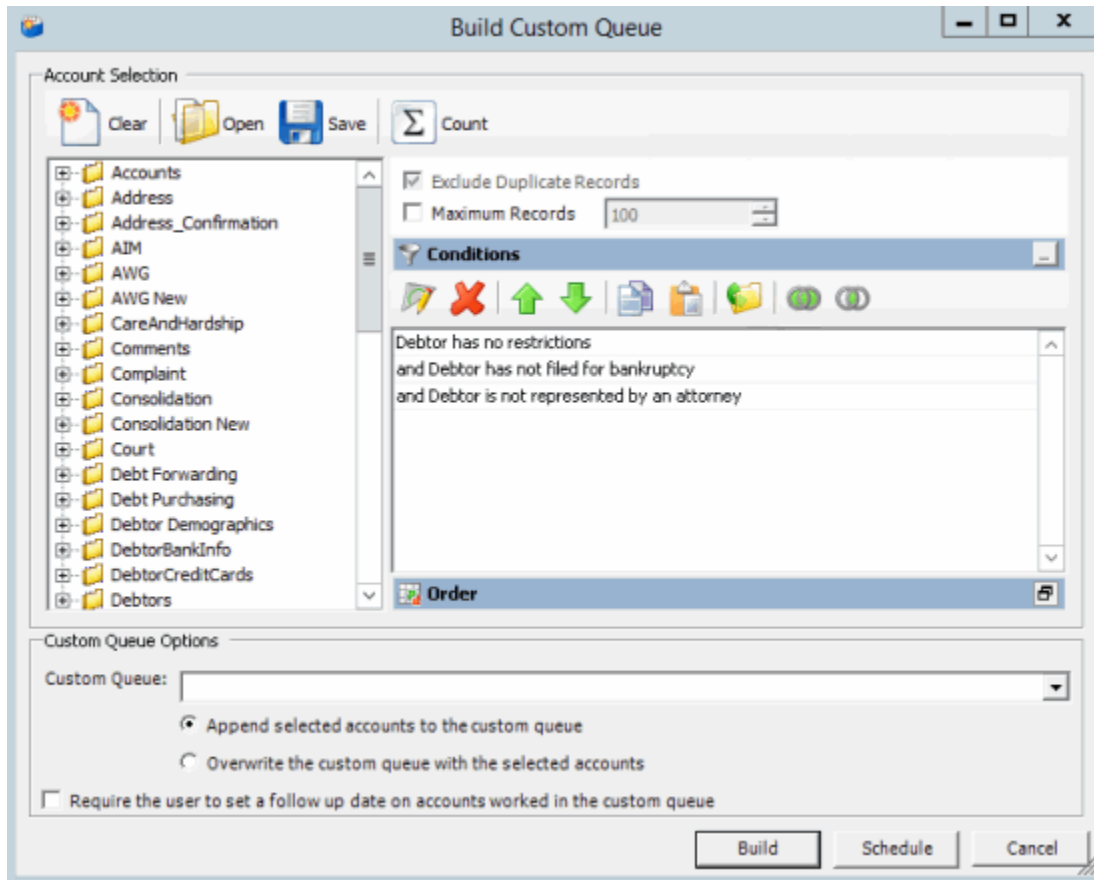
5. Click **Yes**. A message dialog box appears.
6. Click **OK**. Users with the appropriate permissions can select the custom queue in Latitude and work the accounts in the queue.

### 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. [Create a Custom Queue Query](#) or [Modify a Custom Queue Query](#).

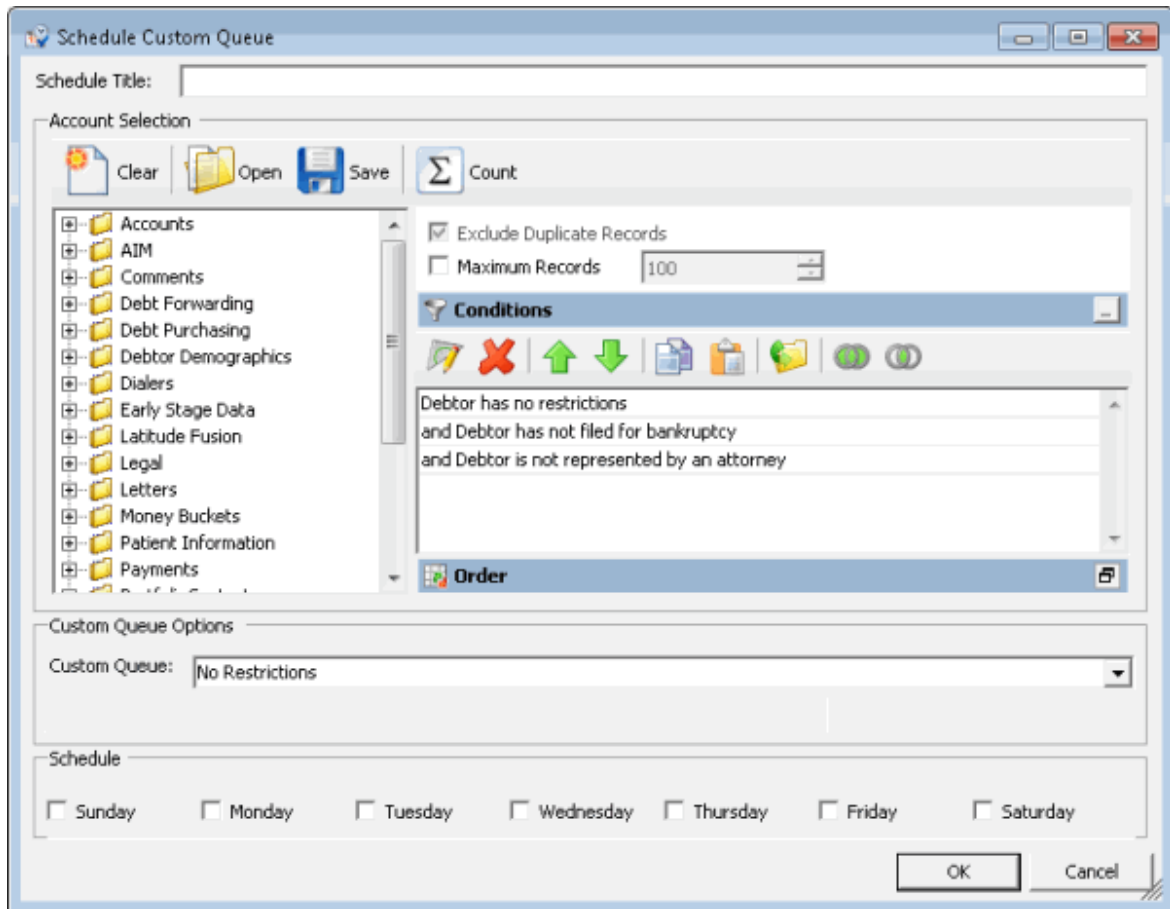


2. In the **Custom Queue Options** section, do one of the following:

To...	Then...
Append the query results to an existing queue...	<p>a. In the <b>Custom Queue</b> list box, click the queue name.</p> <p>b. Click <b>Append selected accounts to the custom queue</b>.</p> <p><b>Note:</b> 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.</p>
Overwrite an existing queue with the new query results...	<p>a. In the <b>Custom Queue</b> list box, click the queue name.</p> <p>b. Click <b>Overwrite the custom queue with the selected accounts</b>.</p>
Save the query results to a new queue...	In the <b>Custom Queue</b> list box, type a queue name. The name cannot contain spaces.



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



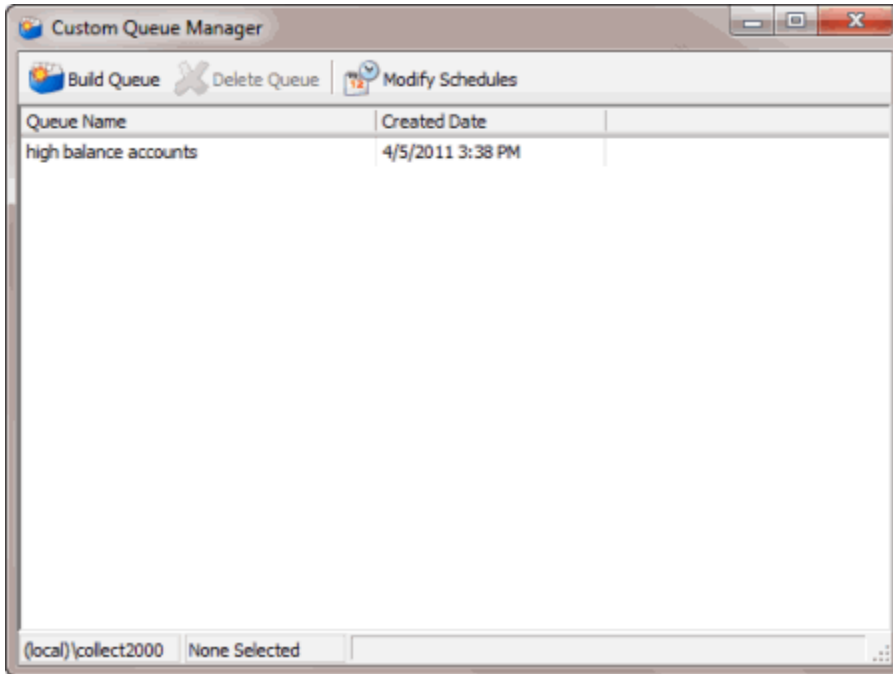
4. In the **Schedule Title** box, type a name for the schedule that describes the custom queue the schedule creates.
5. Modify the query as necessary.
6. In the **Schedule** section, select the check box for each day you want Custodian to create the custom queue.
7. Click **OK**.

### Create a Custom Queue Schedule

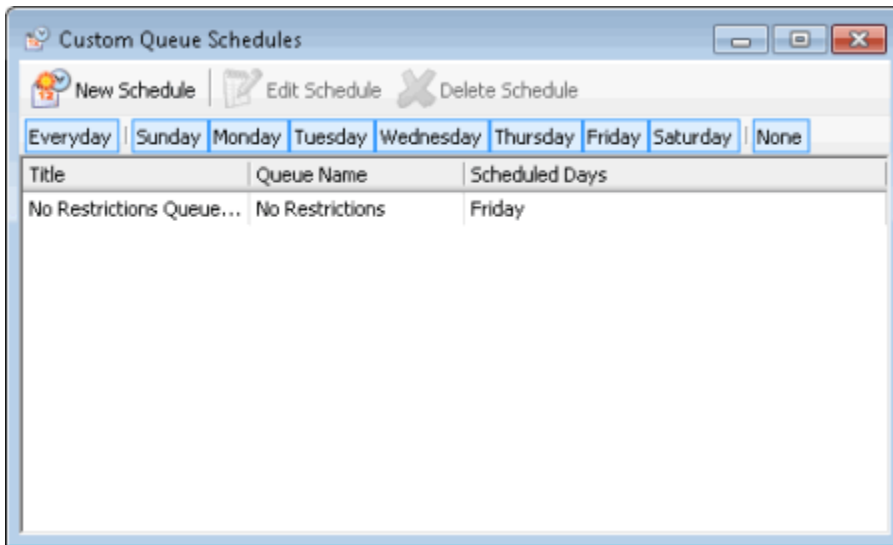
Use the **Schedule Custom Queue** window to create a schedule for creating a custom queue. Custodian creates the custom queue at the specified time.

#### To create a custom queue schedule

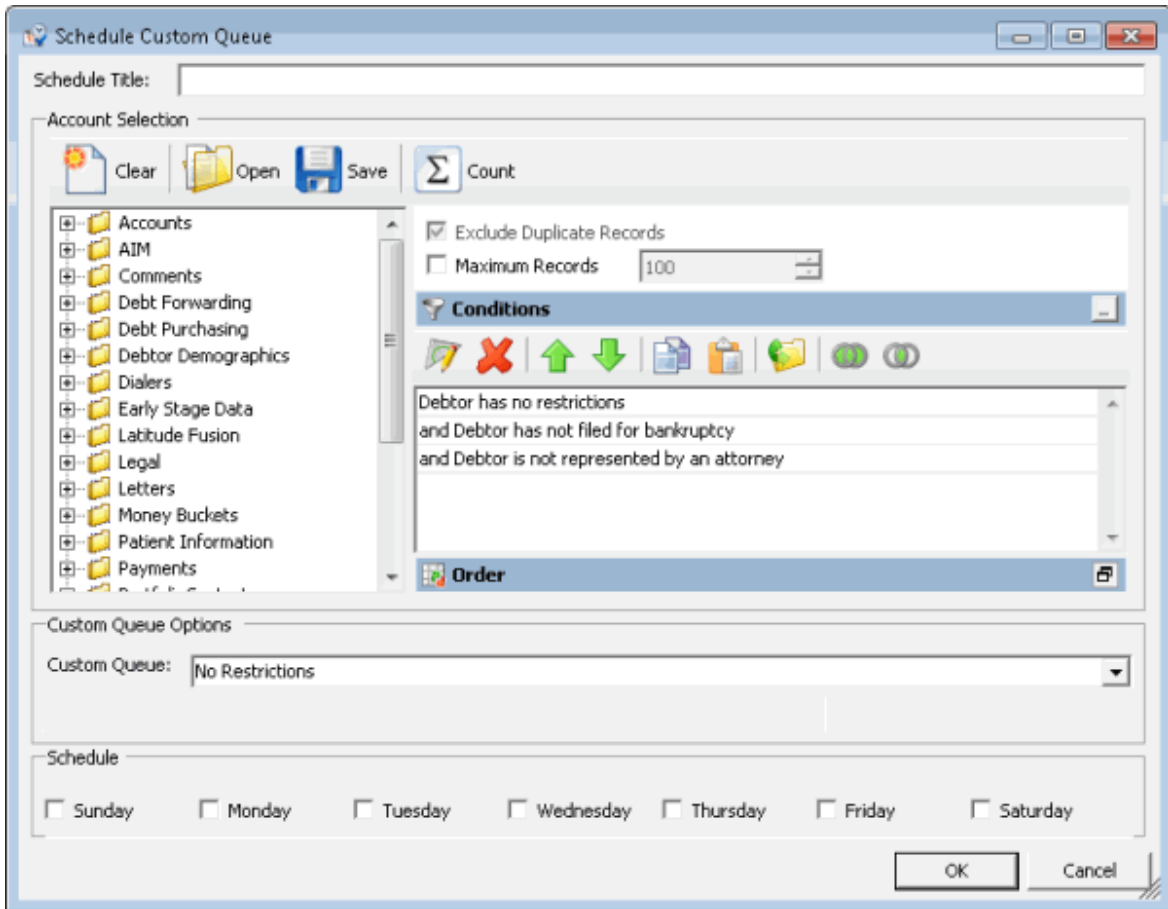
1. In the **Main Menu** window, from the **Tools** menu, click **Custom Queue Manager**. The **Custom Queue Manager** window appears.



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



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



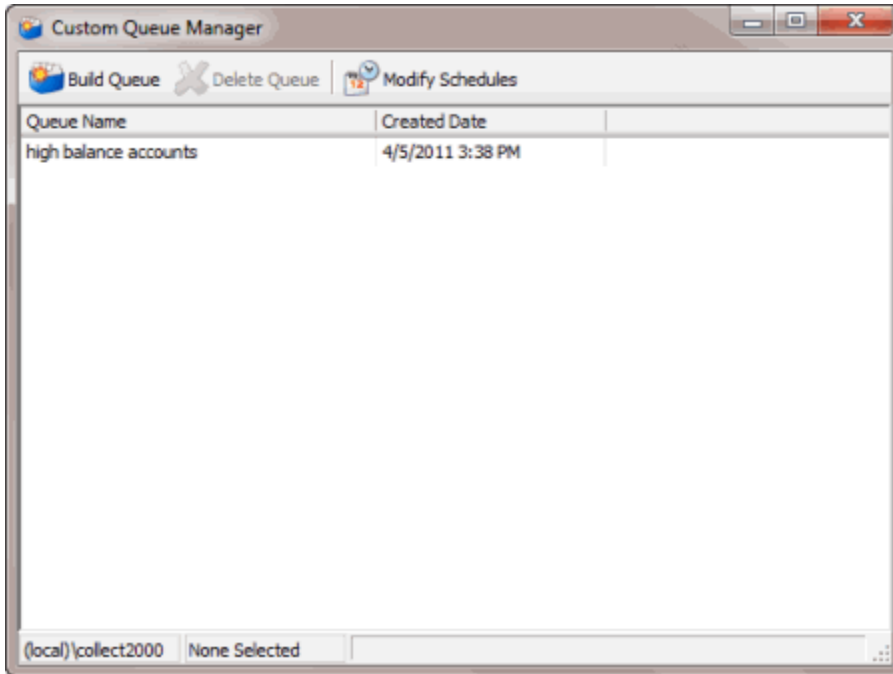
4. In the **Schedule Title** box, type a name for the schedule that describes the custom queue the schedule creates.
5. Modify the query as necessary. For more information, see [Create a Custom Queue](#).
6. In the **Custom Queue Options** section, in the **Custom Queue** list box, click the custom queue 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

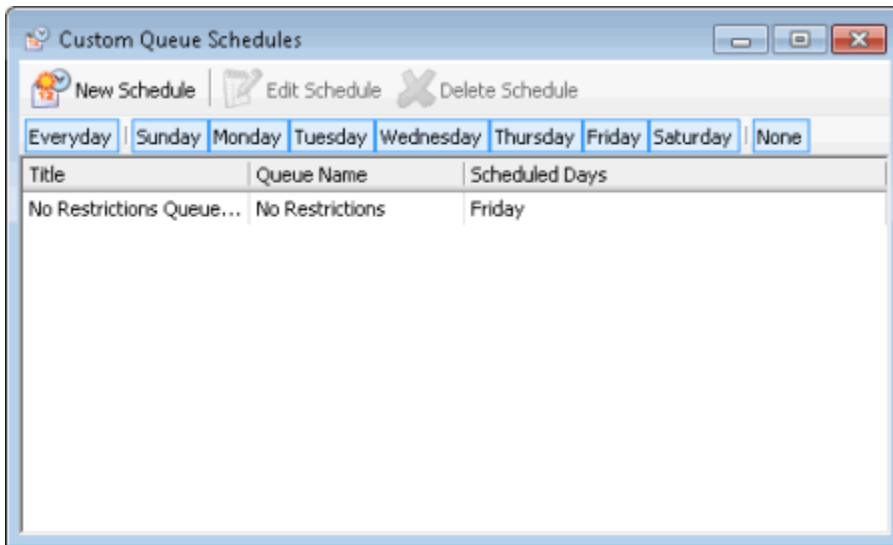
Use the **Custom Queue Schedules** window to modify a schedule for creating a custom queue. Custodian creates the custom queue at the specified time.

#### To modify a custom queue schedule

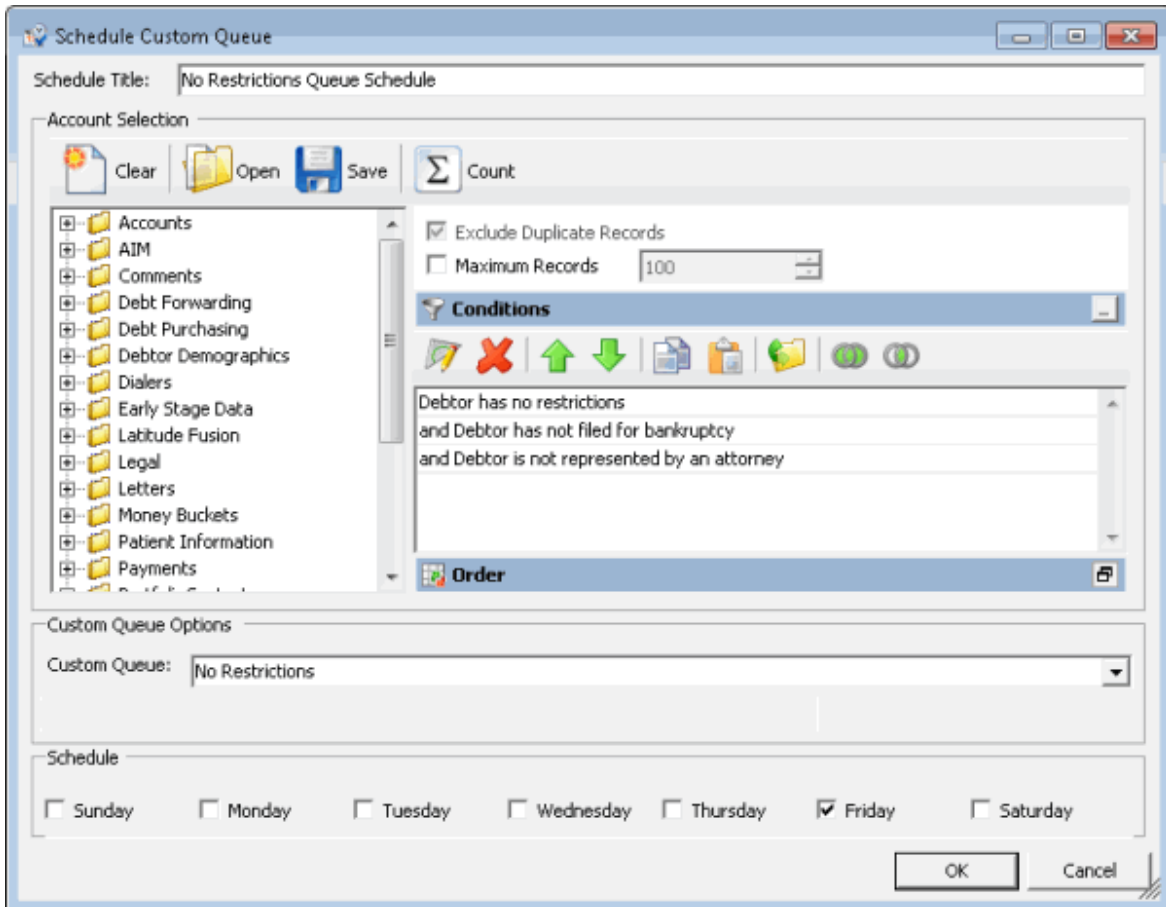
1. In the **Main Menu** window, from the **Tools** menu, click **Custom Queue Manager**. The **Custom Queue Manager** window appears.



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



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



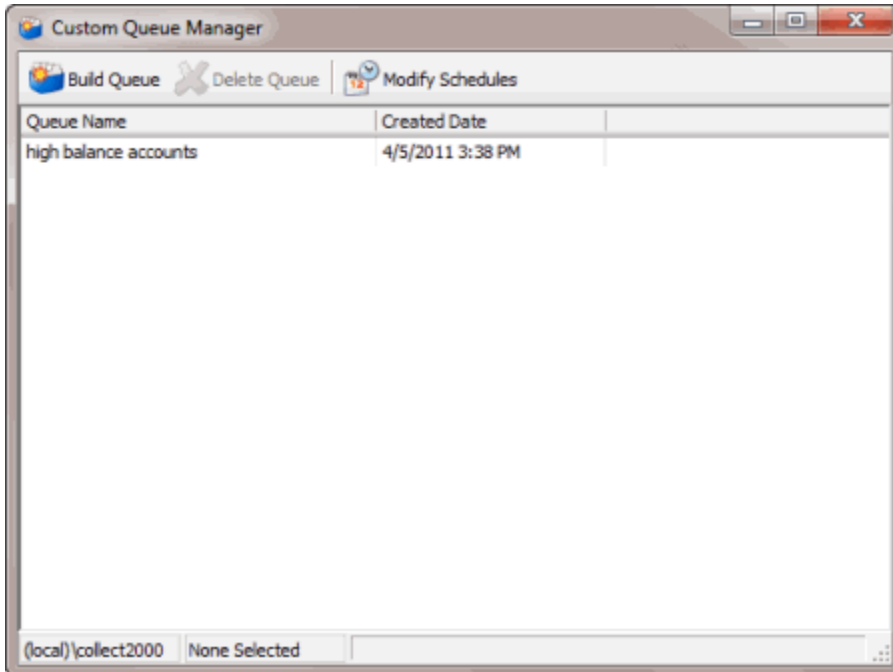
5. Modify the schedule title, query, custom queue options, and schedule days as necessary.
6. Click **OK**.

### Delete a Custom Queue Schedule

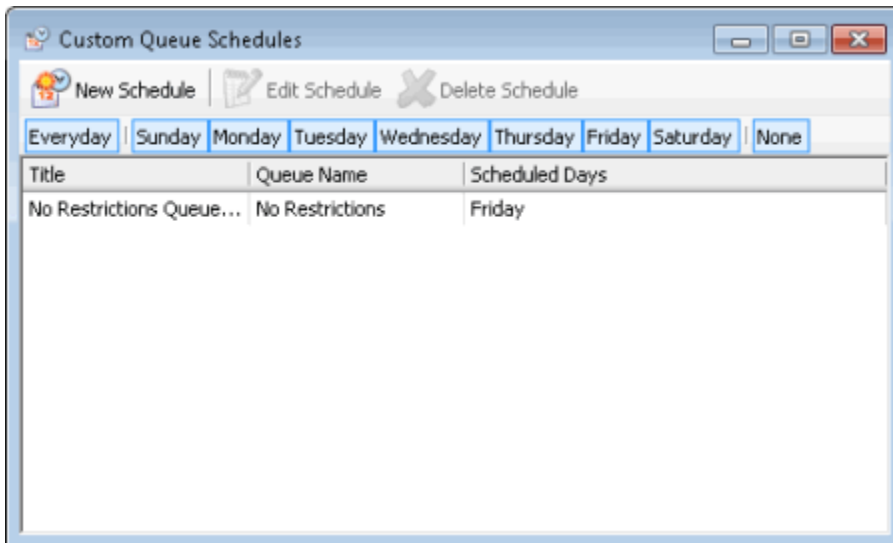
Use the **Custom Queue Schedules** window to delete a schedule for creating a custom queue.

#### 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.



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



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**.

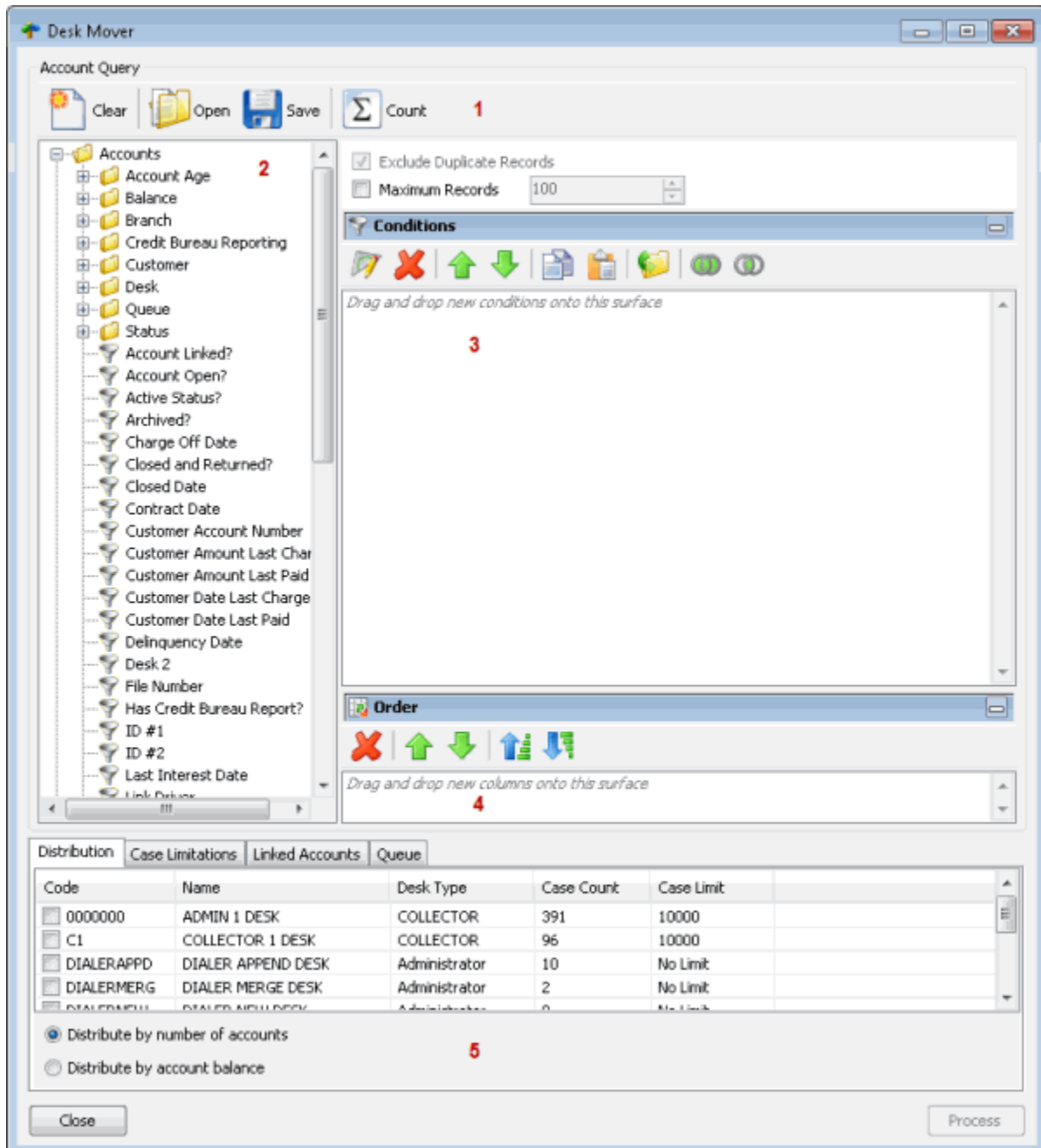
## Desk Mover

### Desk Mover

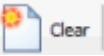
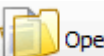

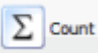
Use Desk Mover to create queries to move accounts to other desks based on specified selection criteria. This tool allows you to distribute accounts to collection agents for working.

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.



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

Option	Description
	Clears all query settings currently displayed in the window.
	Clears the query settings currently displayed in the window and opens a saved query.
	Saves the query settings currently displayed in the window.
	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.

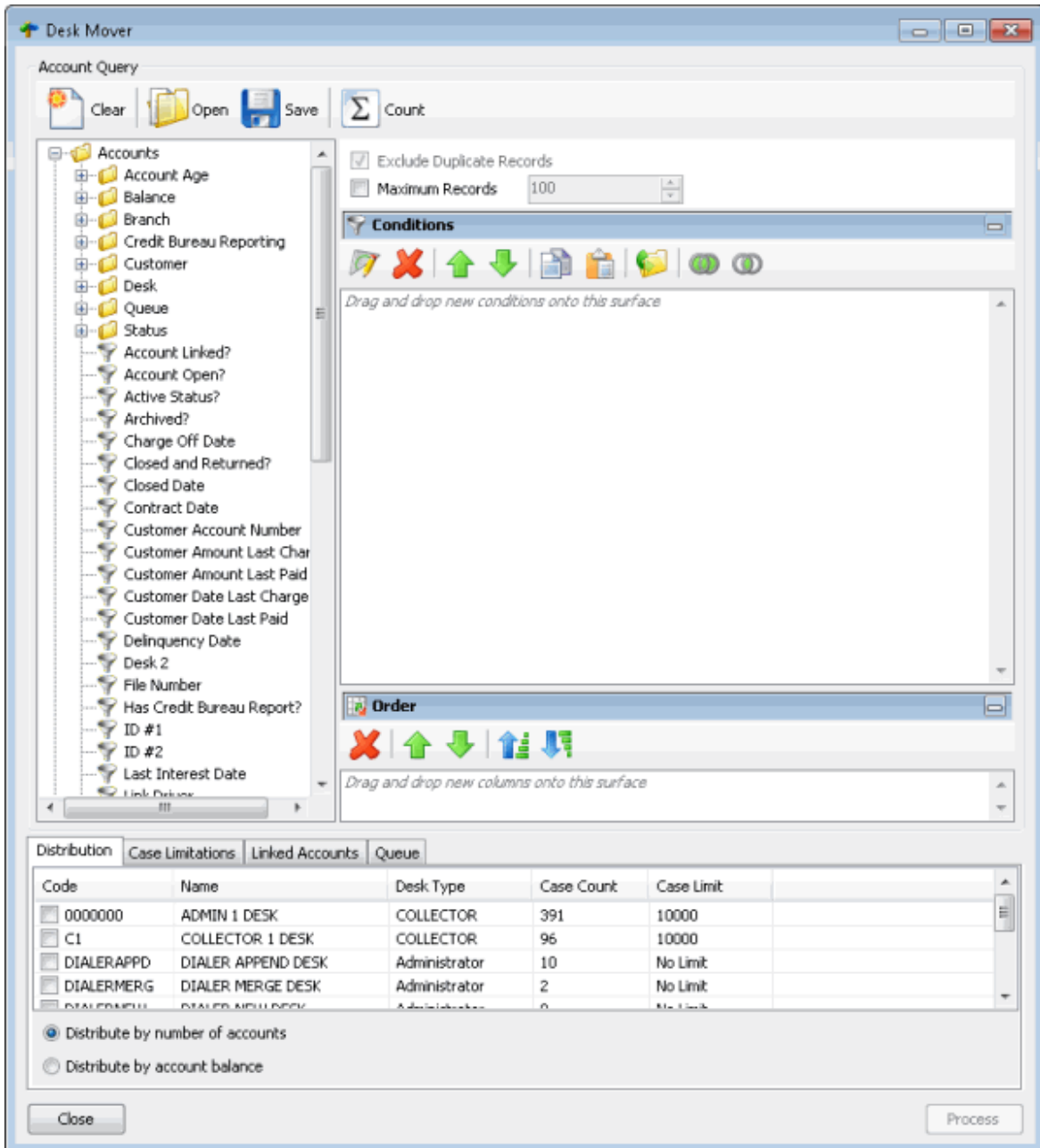
### Create a Desk Mover Query

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.

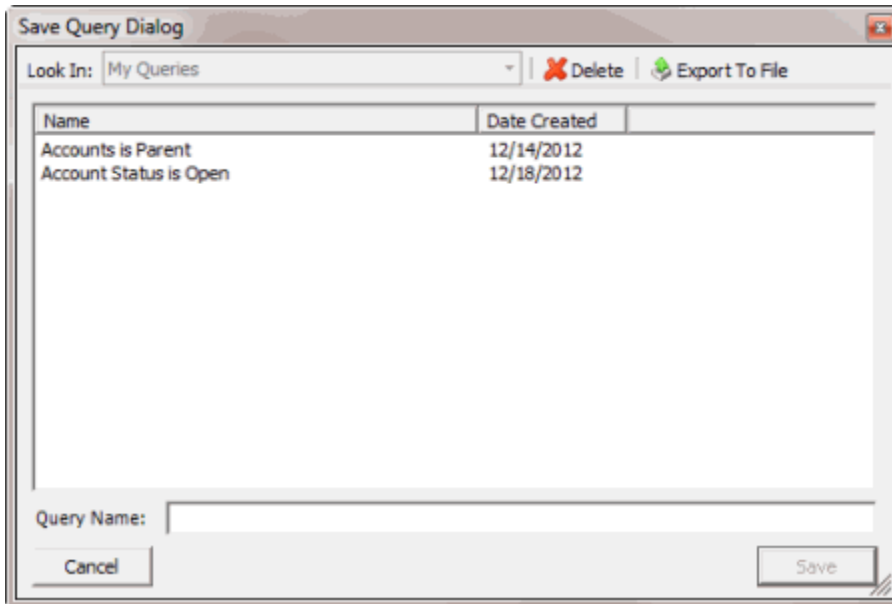




**Note:** The system selects **Exclude Duplicate Records** to prevent including the same account twice in the query.

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, 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 [Specify the Sort Order for Query Results.](#)
  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**.

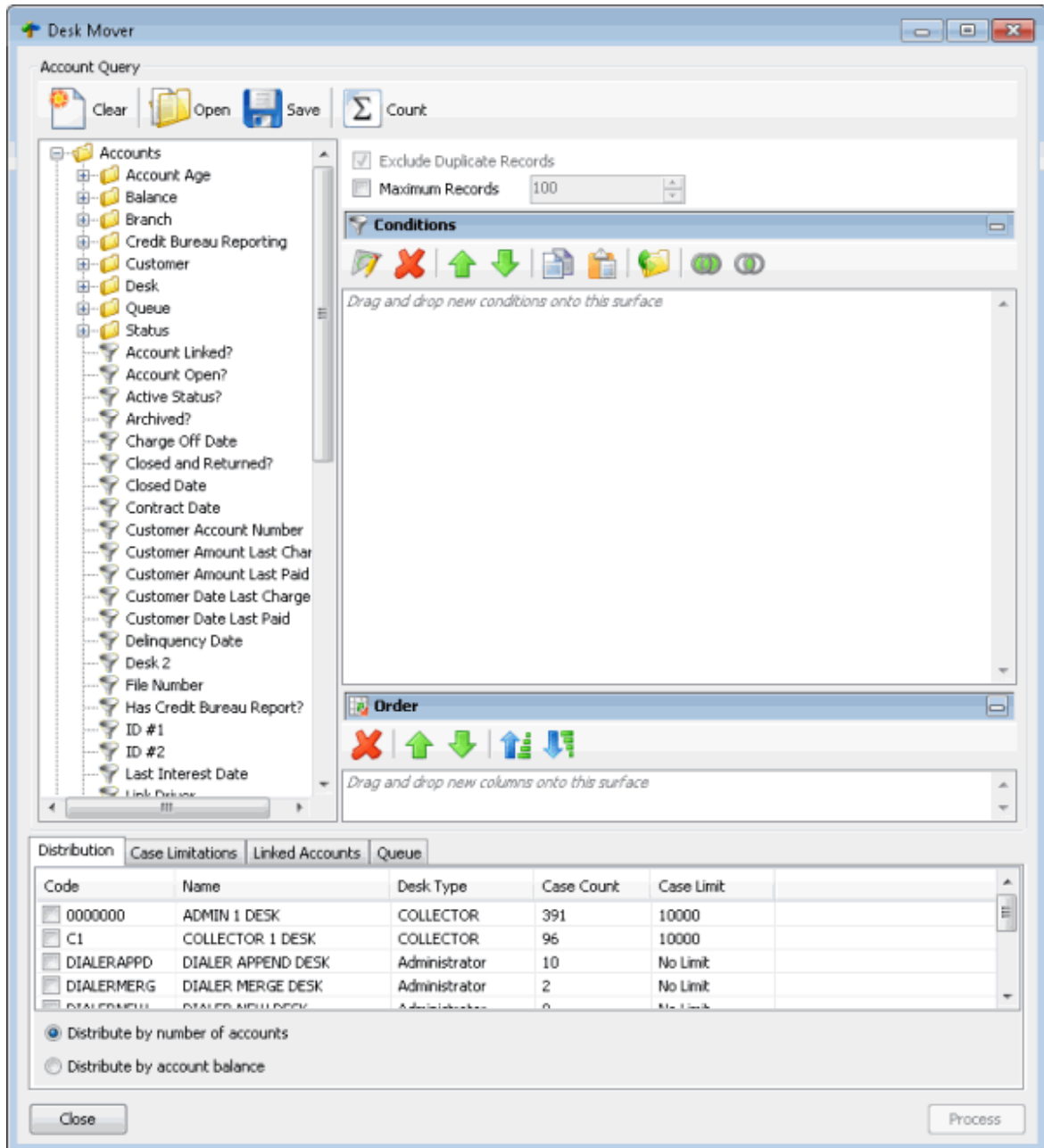
7. To run the query to distribute accounts to other desks, do the steps to [Distribute Accounts to Desks.](#)

### Modify a Desk Mover Query

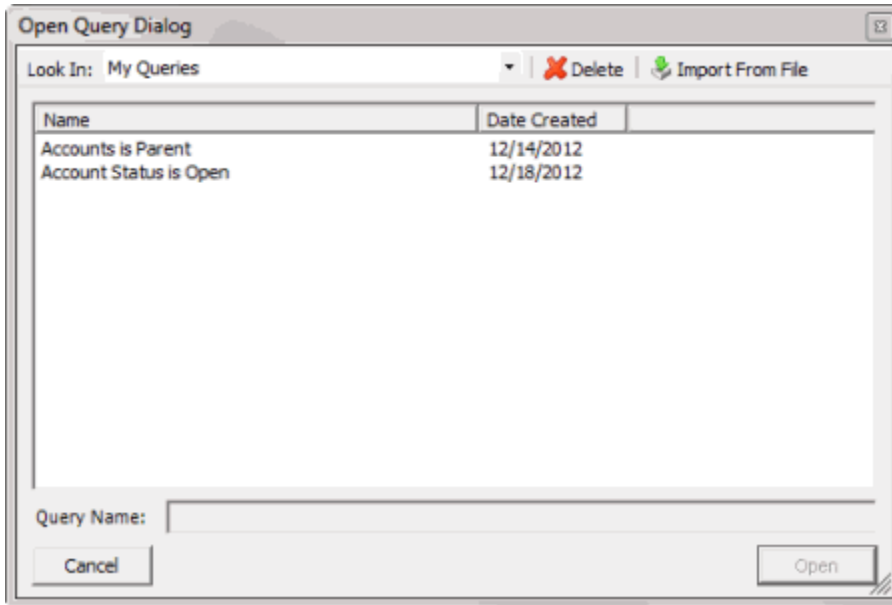
Use the **Desk Mover** window to modify a query for moving accounts to other desks.

#### To modify a desk mover query

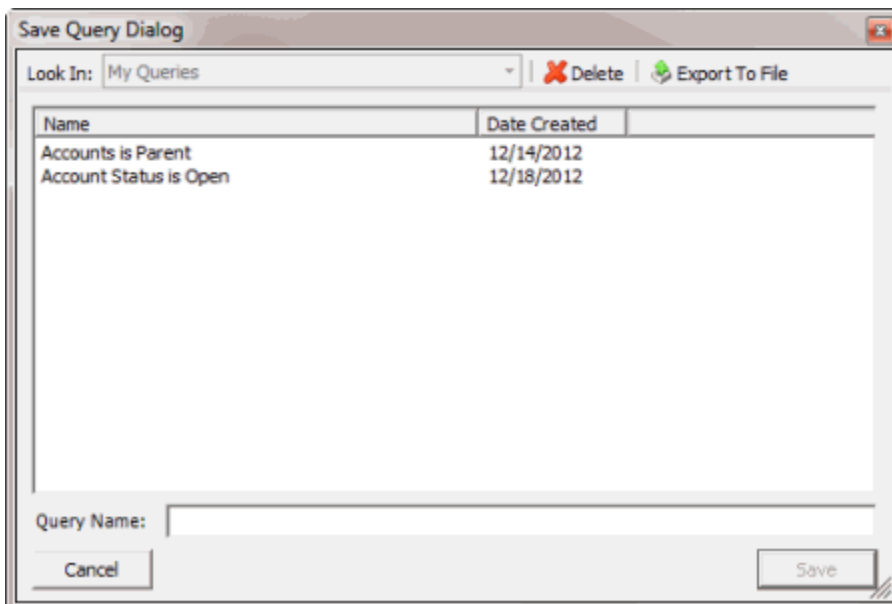
1. In the **Main Menu** window, from the **Tools** menu, click **Desk Mover**. The **Desk Mover** window appears.



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



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.



- 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**.

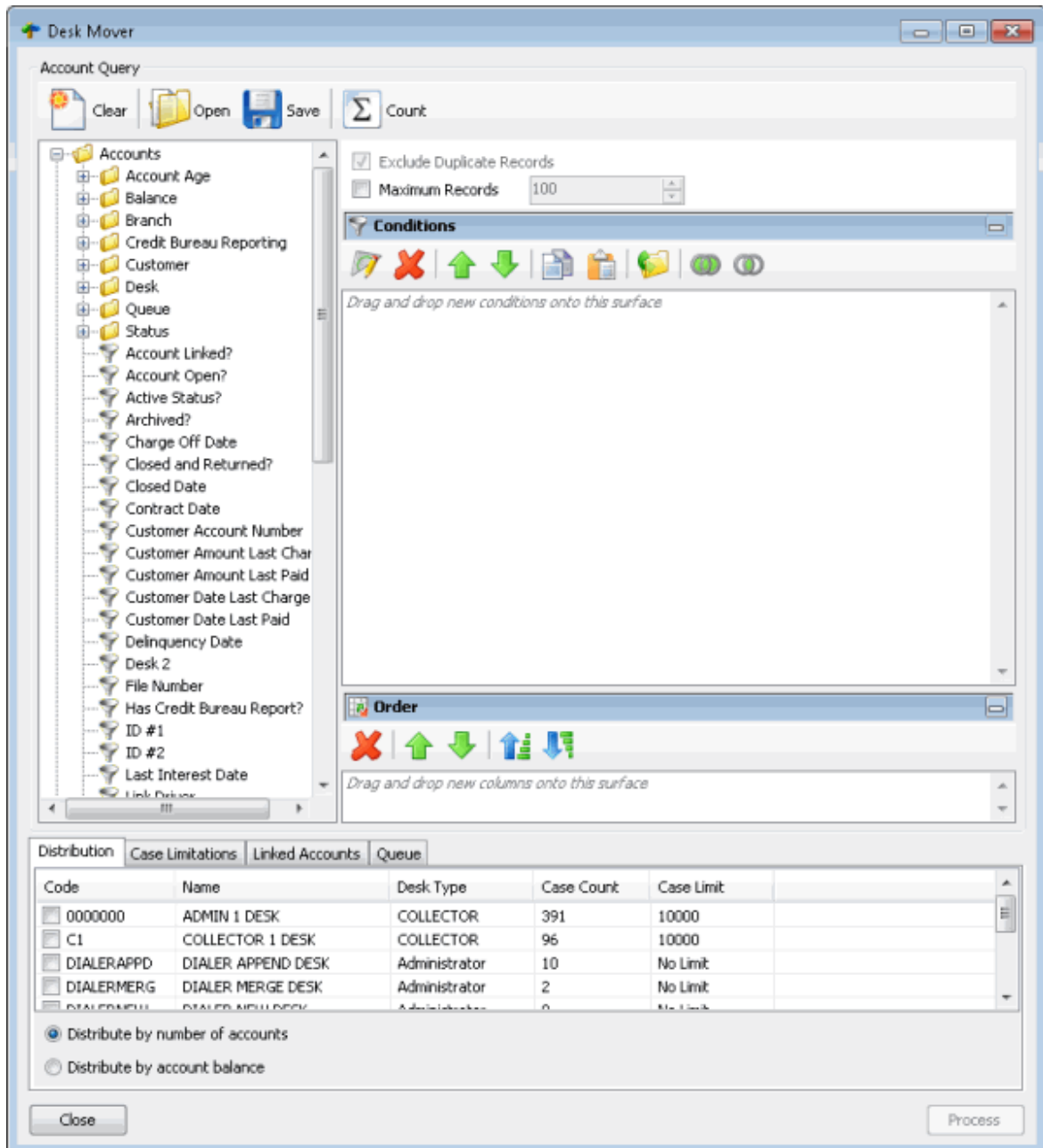
6. To run the query to distribute accounts to other desks, do the steps to [Distribute Accounts to Desks](#).

## 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.

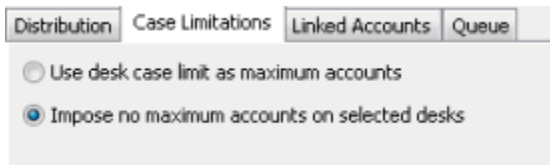
**Case Limit:** Maximum number of accounts that you can assign to a desk. If the value is "No Limit," you can assign an unlimited number of accounts to a desk.

**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.

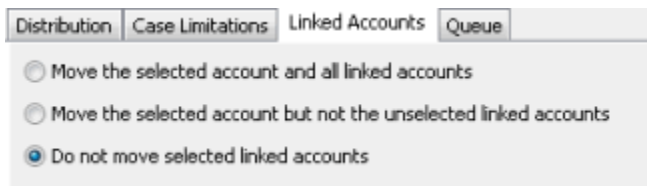
2. On the **Distribution** tab, select the check box for each desk to receive the accounts and then click a distribution option.
3. Click the **Case Limitations** tab.



**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.

The screenshot shows a software interface with four tabs: 'Distribution', 'Case Limitations', 'Linked Accounts', and 'Queue'. The 'Queue' tab is active. Below the tabs, there are two rows of controls. The first row has a checkbox labeled 'Change Queue Level:' which is checked, followed by a dropdown menu showing '000 - REMINDER'. The second row has a checkbox labeled 'Change Queue Date:' which is also checked, followed by a date input field showing '3/29/2013' and a small calendar icon.

**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.

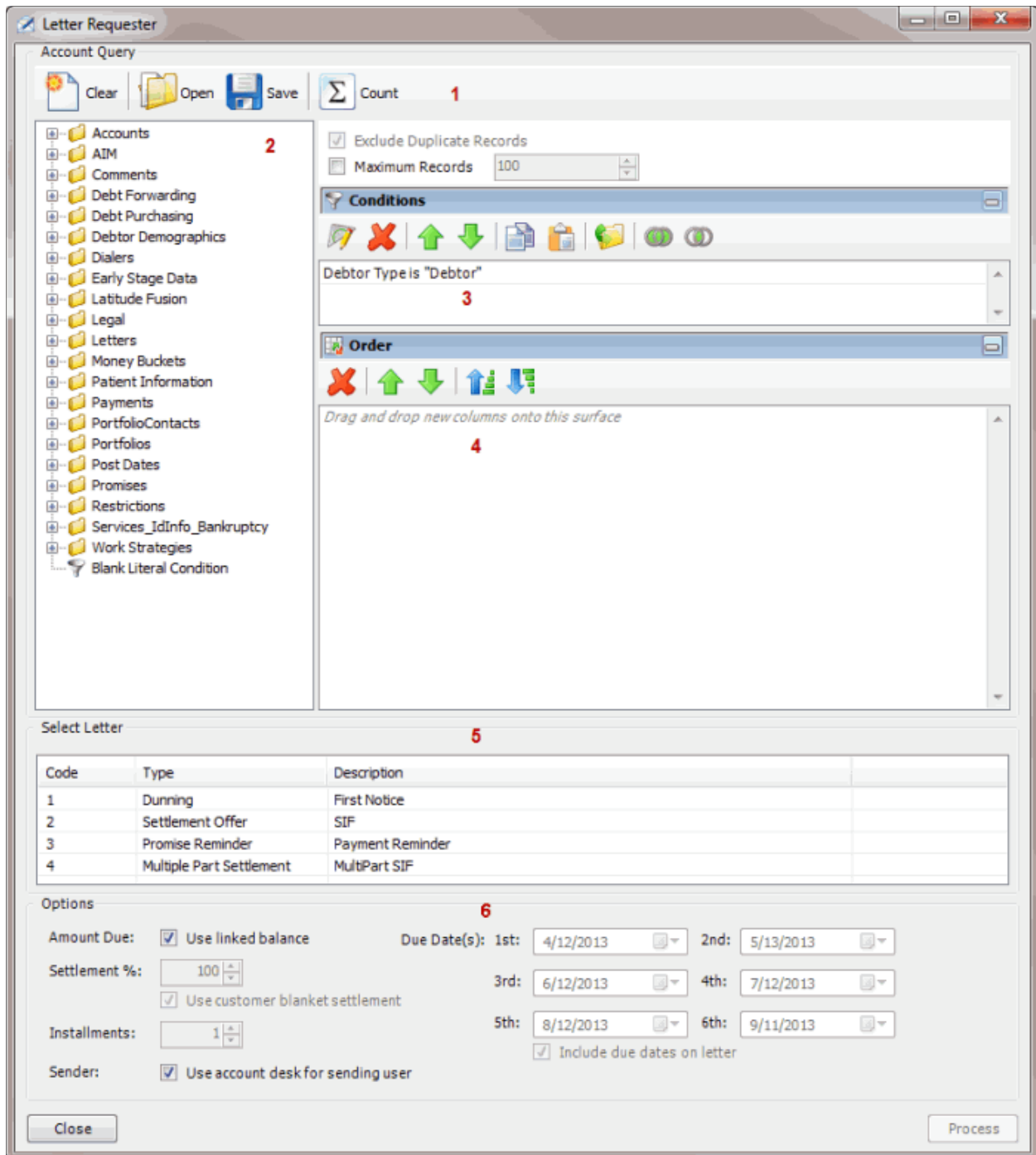
**[Queue Date]:** Queue date to assign to the moved accounts.

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**.

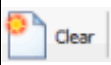
## Letter Requester

### 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
	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 <b>Results</b> tab.

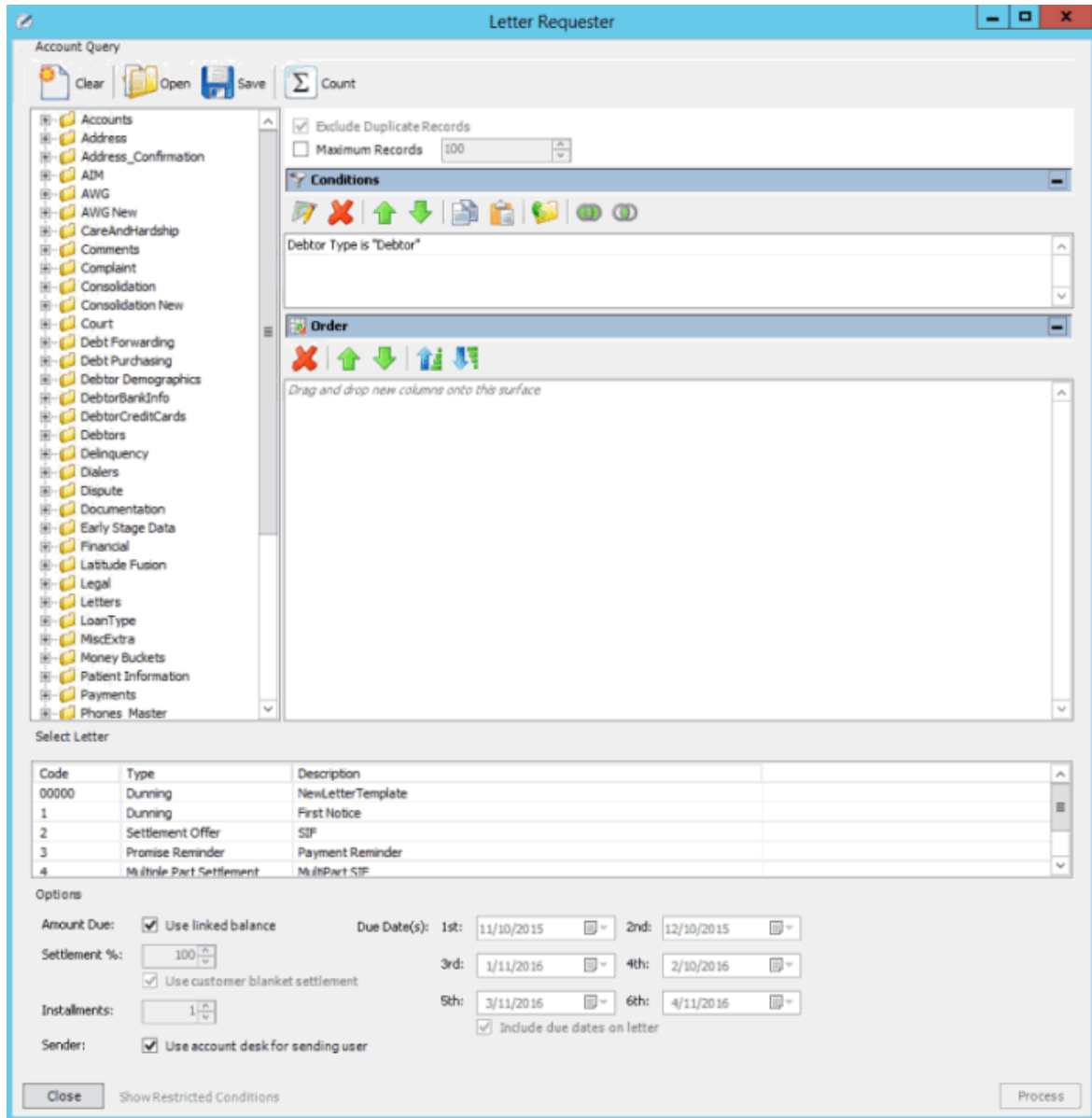
2. **Data Selection pane:** Provides a list of data you can select to create a query.
3. **Conditions pane:** Allows you to set the conditions for retrieving data.
4. **Order pane:** Allows you to set the order for displaying or running data.
5. **Select Letter section:** Allows you to select the letter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

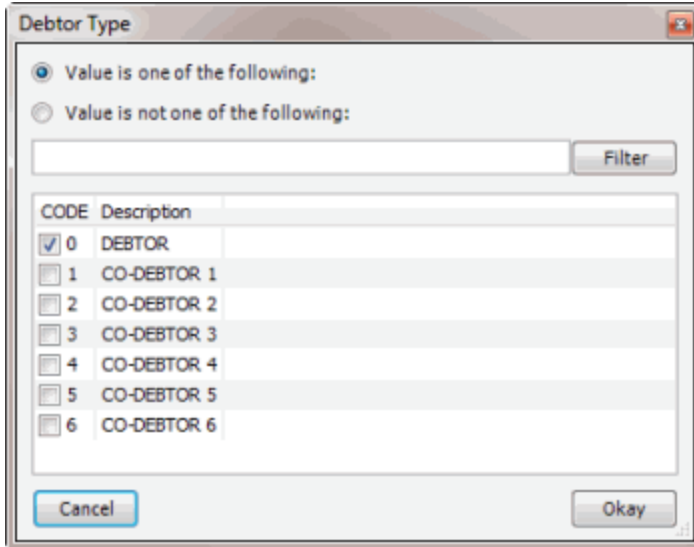
#### To create a letter request query

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



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

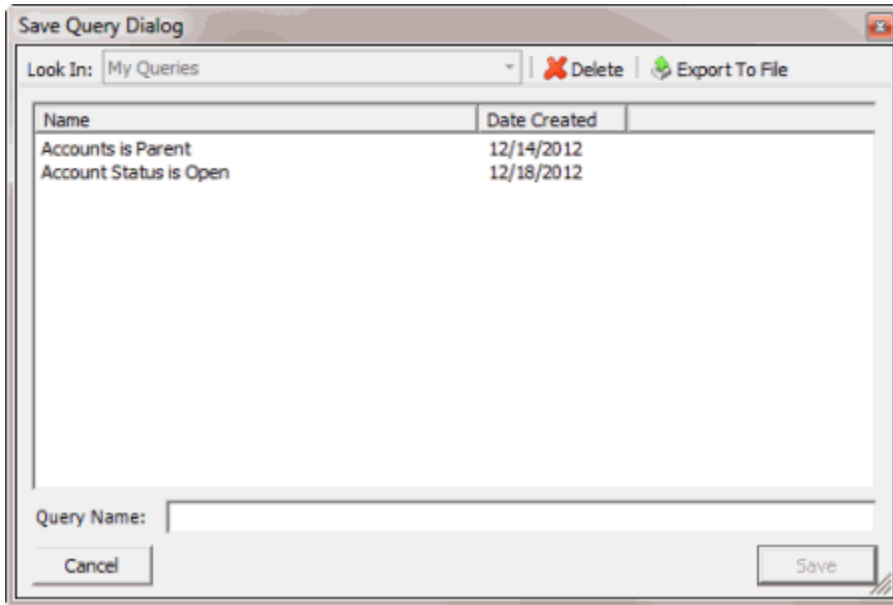
2. To limit the query results to a specific number of records, select **Maximum Records** and then, in the box, type the maximum number of records to include in the results.
3. In the **Conditions** pane, the **Debtor Type** condition is included by default. To modify the condition, do the following: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



- 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**.

- 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.](#)
- In the **Order** pane, do the steps to [Specify the Sort Order for Query Results](#).
- 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**.
- To save the query, do the following:
  - 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**.

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.

Letter Requester

Account Query

Clear Open Save Count

Exclude Duplicate Records  
 Maximum Records 100

Conditions

Debtor Type is "Debtor"

Order

Drag and drop new columns onto this surface

Select Letter

Code	Type	Description
00000	Dunning	NewLetterTemplate
1	Dunning	First Notice
2	Settlement Offer	SIF
3	Promise Reminder	Payment Reminder
4	Multiple Part Settlement	MultiPart SIF

Options

Amount Due:  Use linked balance      Due Date(s): 1st: 11/10/2015    2nd: 12/10/2015

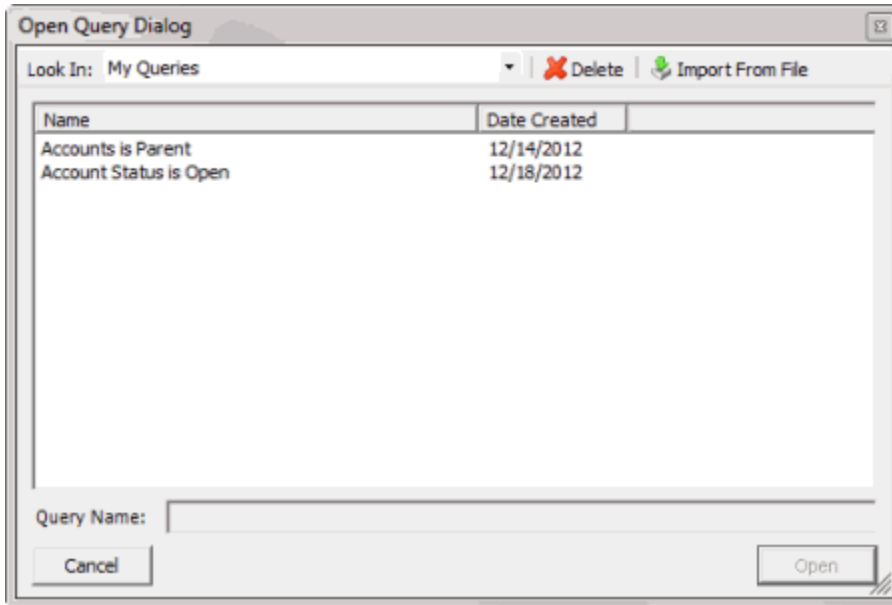
Settlement %: 100       Use customer blanket settlement      3rd: 1/11/2016    4th: 2/10/2016

Installments: 1      5th: 3/11/2016    6th: 4/11/2016

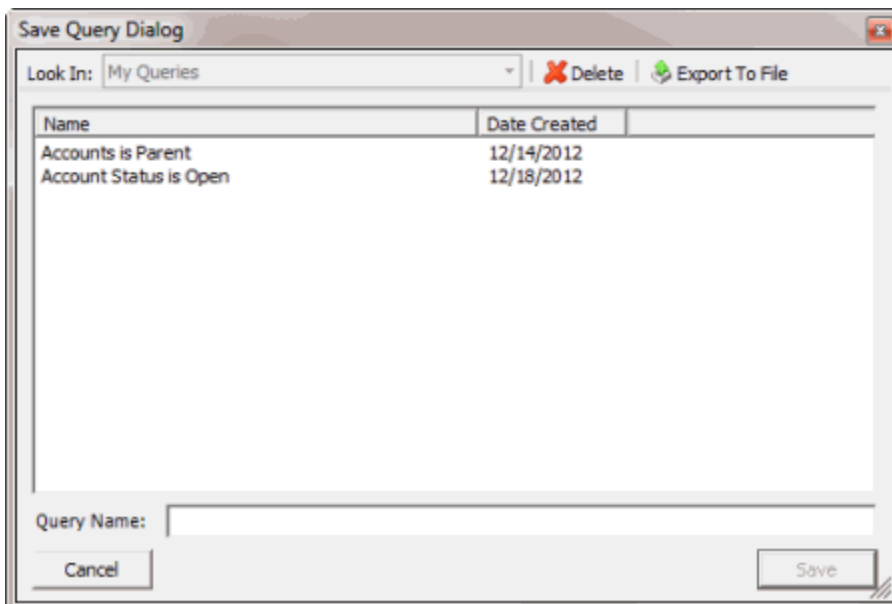
Sender:  Use account desk for sending user       Include due dates on letter

Close Show Restricted Conditions Process

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



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.



- 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. [Create a Letter Request Query](#) or [Modify a Letter Request Query](#).

The screenshot shows the 'Letter Requester' application window. It features a left-hand navigation pane with a tree view of account categories. The main area is divided into several sections: 'Account Query' with 'Clear', 'Open', and 'Save' buttons; a 'Count' section with 'Exclude Duplicate Records' checked and 'Maximum Records' set to 100; a 'Conditions' section with a text box containing 'Debtor Type is "Debtor"'; an 'Order' section with a text box containing 'Drag and drop new columns onto this surface'; a 'Select Letter' table; and an 'Options' section with various checkboxes and date pickers.

Code	Type	Description
00000	Dunning	NewLetterTemplate
1	Dunning	First Notice
2	Settlement Offer	SIF
3	Promise Reminder	Payment Reminder
4	Multiple Part Settlement	MultiPart SIF

Options section details:

- Amount Due:  Use linked balance
- Settlement %:
- Installments:
- Sender:  Use account desk for sending user
- Due Date(s): 1st:  2nd:  3rd:  4th:  5th:  6th:
- Include due dates on letter

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      3rd: 1/11/2016      4th: 2/10/2016

Use customer blanket settlement      5th: 3/11/2016      6th: 4/11/2016

Installments: 1       Include due dates on letter

Sender:  Use account desk for sending user

**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 multi-part 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 requests and click the Process button to continue.

Accounts	Description
<input checked="" type="checkbox"/> 3	Letter will be requested.
<input type="checkbox"/> 1	Cannot request this letter for accounts in this customer.
<input type="checkbox"/> 1	Cannot request letter on closed account.

Cancel      Process

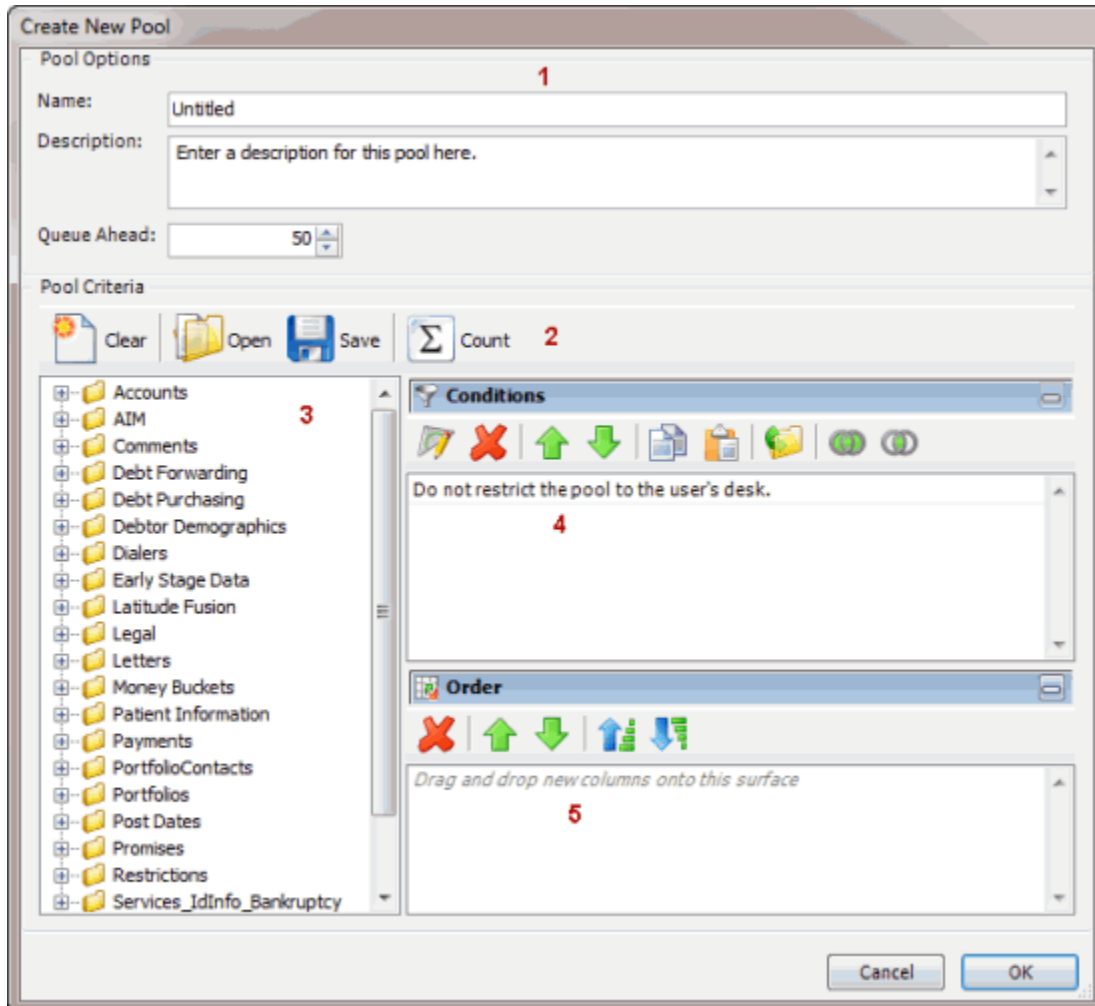
- Click **Process**. A confirmation dialog box appears.
- Click **Yes**. A notification dialog box appears.
- Click **OK**. Use Letter Console to print the letters. For more information, see the *Letter Console* documentation.



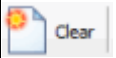
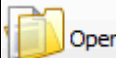
## Pool Queue Manager



### 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.



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
	Clears all query settings currently displayed in the window.
	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.

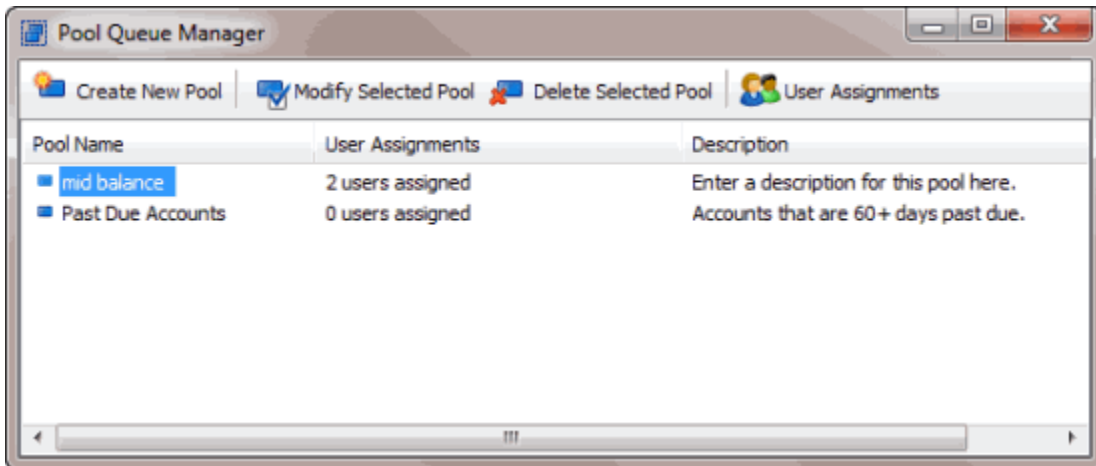
3. **Data Selection pane:** Provides a list of data you can select to create a query.
4. **Conditions pane:** Allows you to set the conditions for retrieving data.
5. **Order pane:** Allows you to set the order for displaying or running data.

### Create a Pool Queue

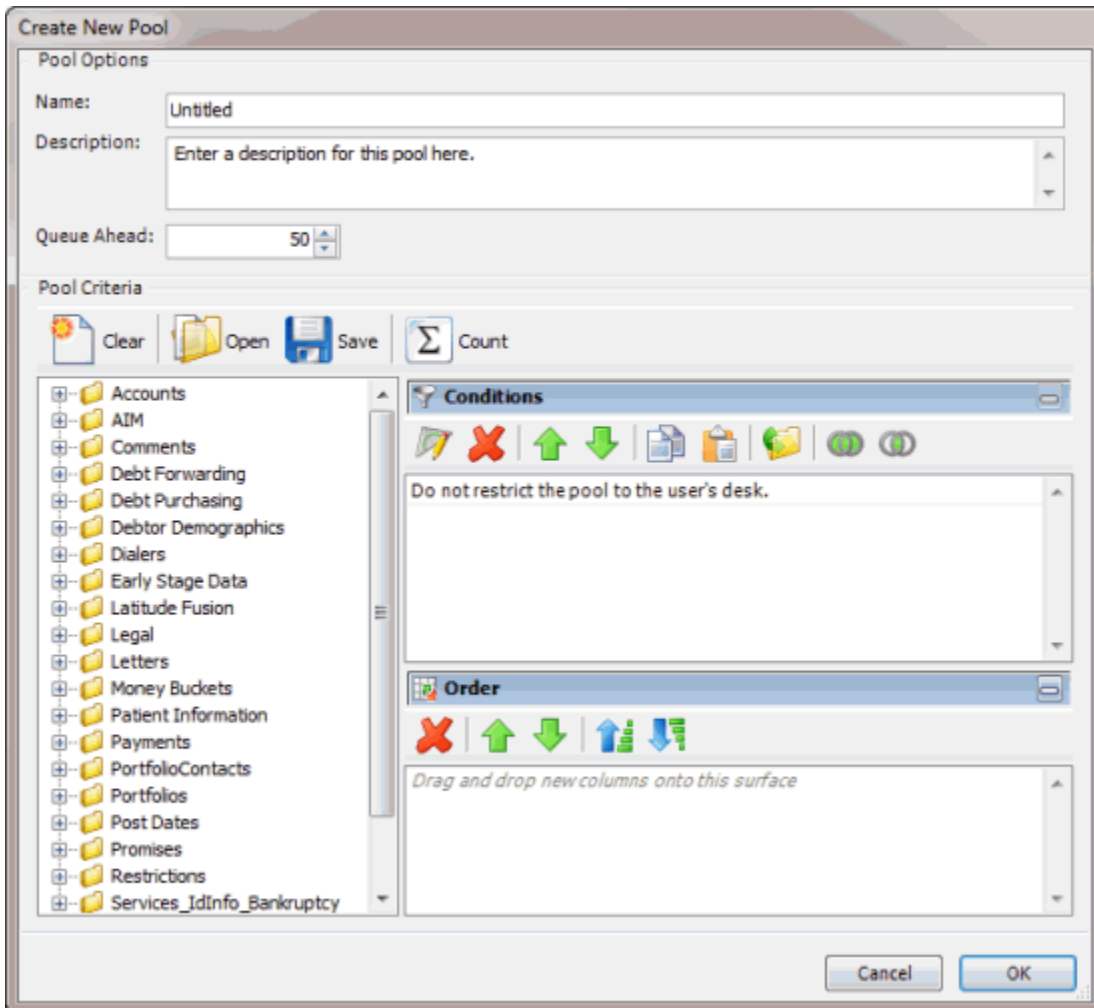
Use the **Create New Pool** window to create a pool queue that assigned users can work.

#### 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.

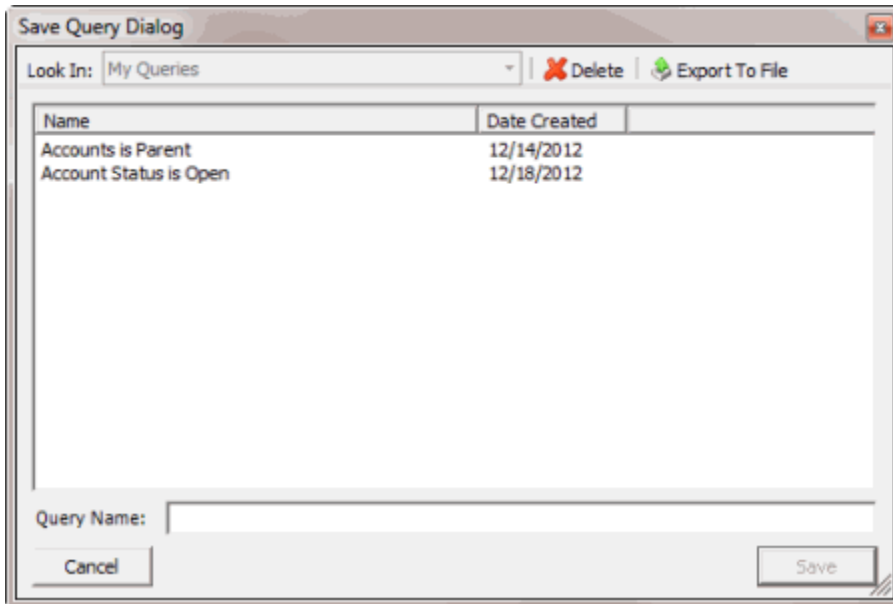


2. In the toolbar, click **Create New Pool**. The **Create New Pool** window appears.



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:
  - [Create one or more conditions for the query.](#)
  - [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.



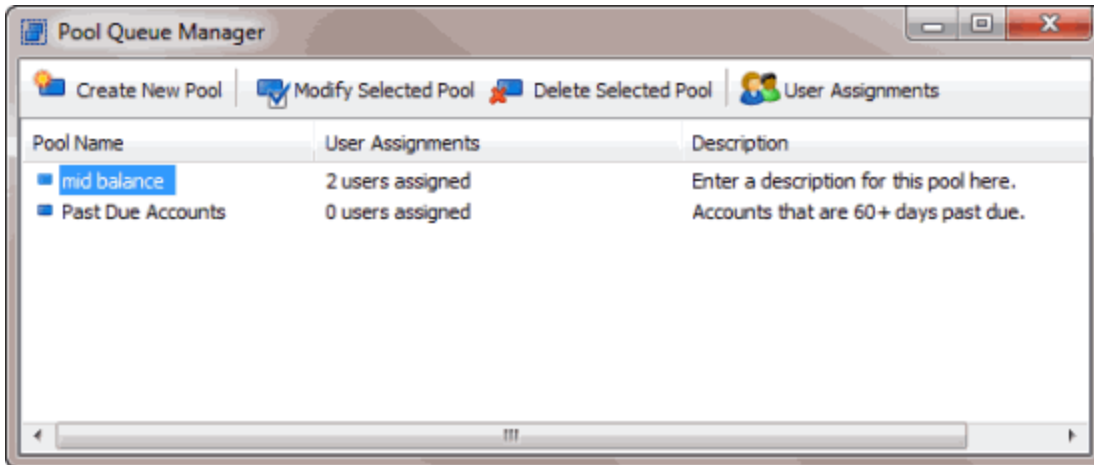
- b. In the **Query Name** box, type a name for the query and then click **Save**.
- Tip:** To overwrite an existing query, in the **Name** column, click the query to overwrite and then click **Save**.
9. Click **OK**.
  10. To assign users to the pool queue, do the steps to [Assign Users to a Pool Queue.](#)

## Modify a Pool Queue

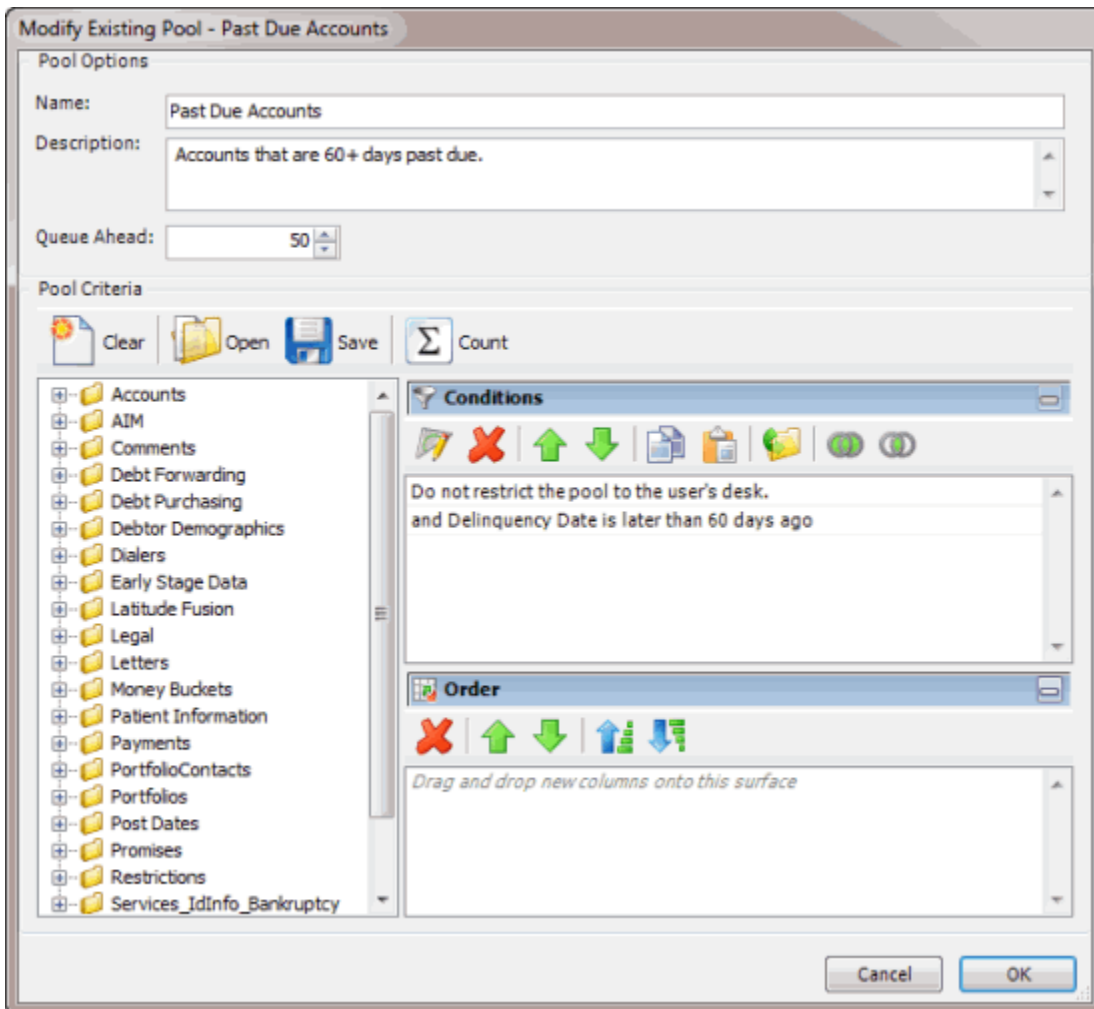
Use the **Modify Existing Pool** window to modify a pool queue.

### 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.

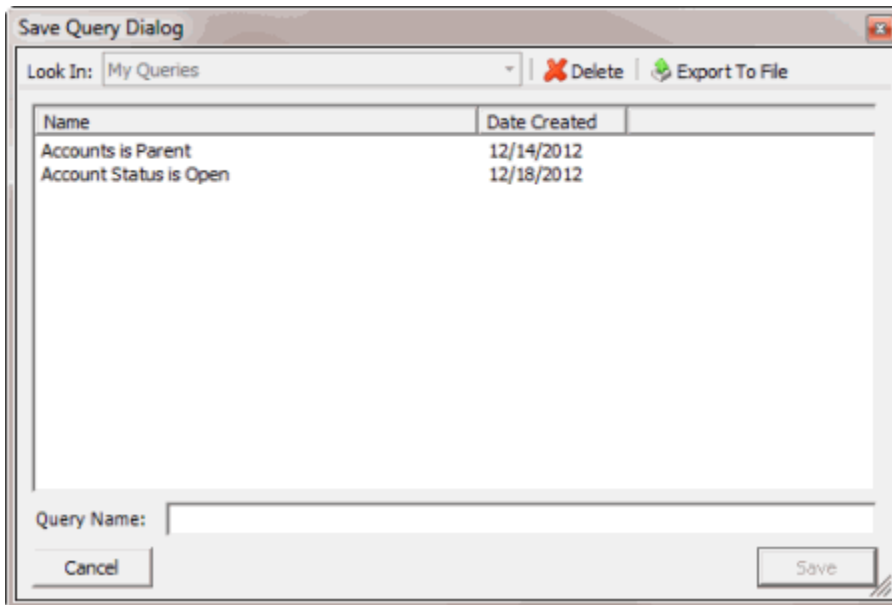


- In the data grid, click the pool queue.
- In the toolbar, click **Modify Selected Pool**. The **Modify Existing Pool** window appears.



- Modify the query as necessary.
- 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**.

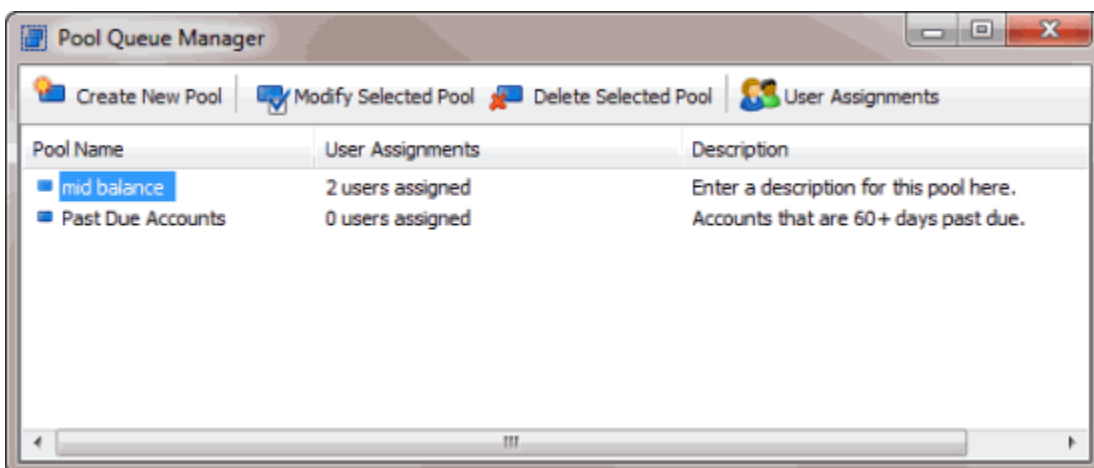
6. Click **OK**.
7. To assign users to the pool queue, do the steps to [Assign Users to a Pool Queue](#).

## 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.



2. In the data grid, click the pool queue to delete

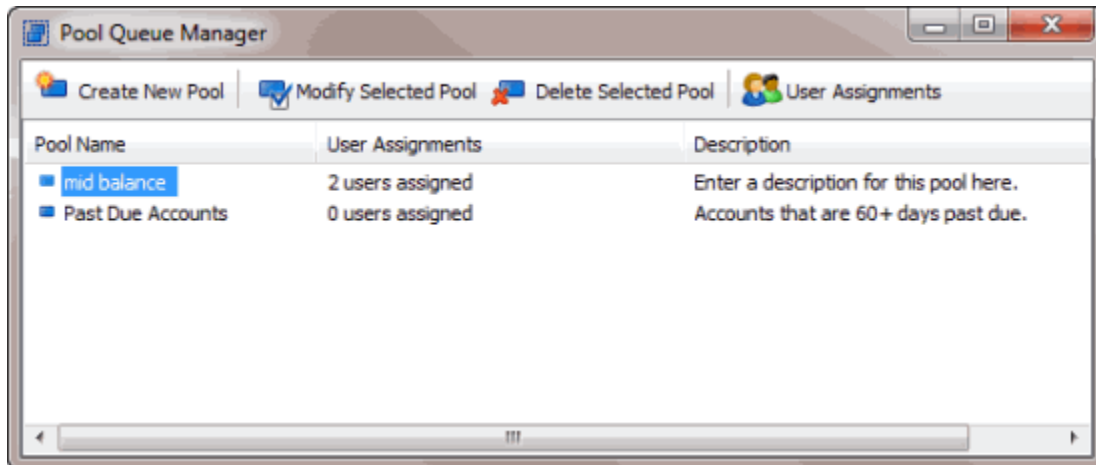
3. In the toolbar, click **Delete Selected Pool**. A confirmation dialog box appears.
4. Click **Yes**.

### Assign Users to a Pool Queue

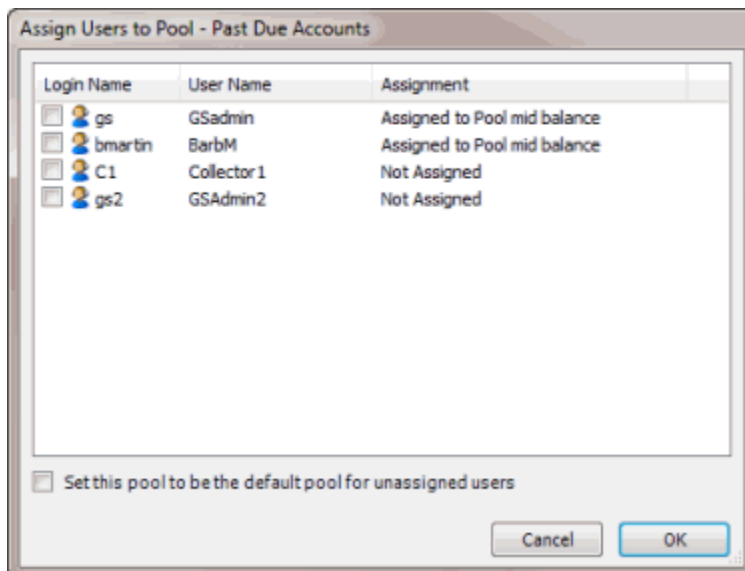
Use the **Assign Users to Pool** window to assign users to a pool queue.

#### 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.



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.



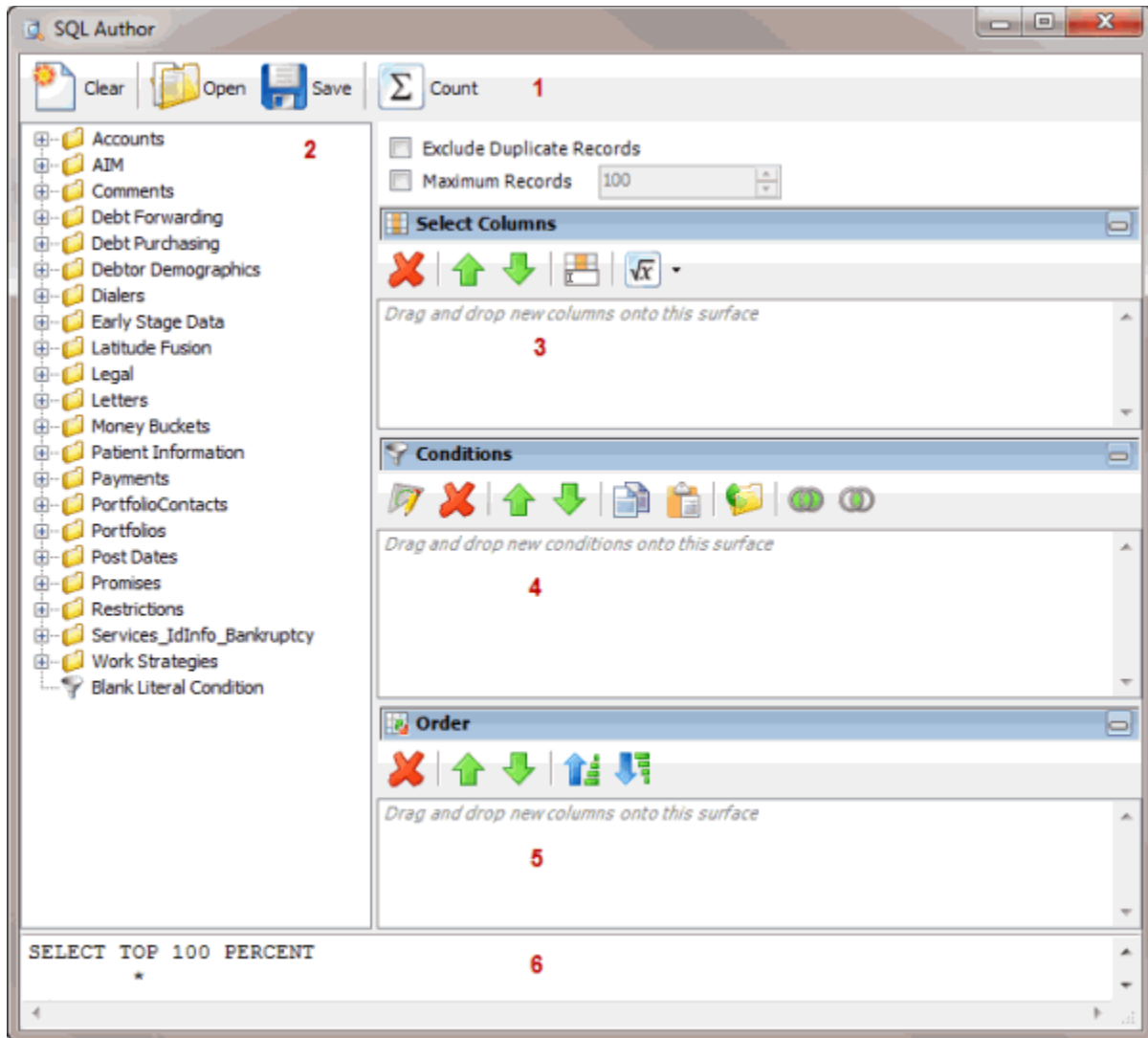
4. Select the check box for each user to assign to the queue.
5. To assign all users not assigned to another pool queue to this pool queue, select **Set this pool to be the default pool for unassigned users**.

- Click **OK**.

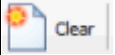
## SQL Author

### 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.



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

Option	Description
	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.

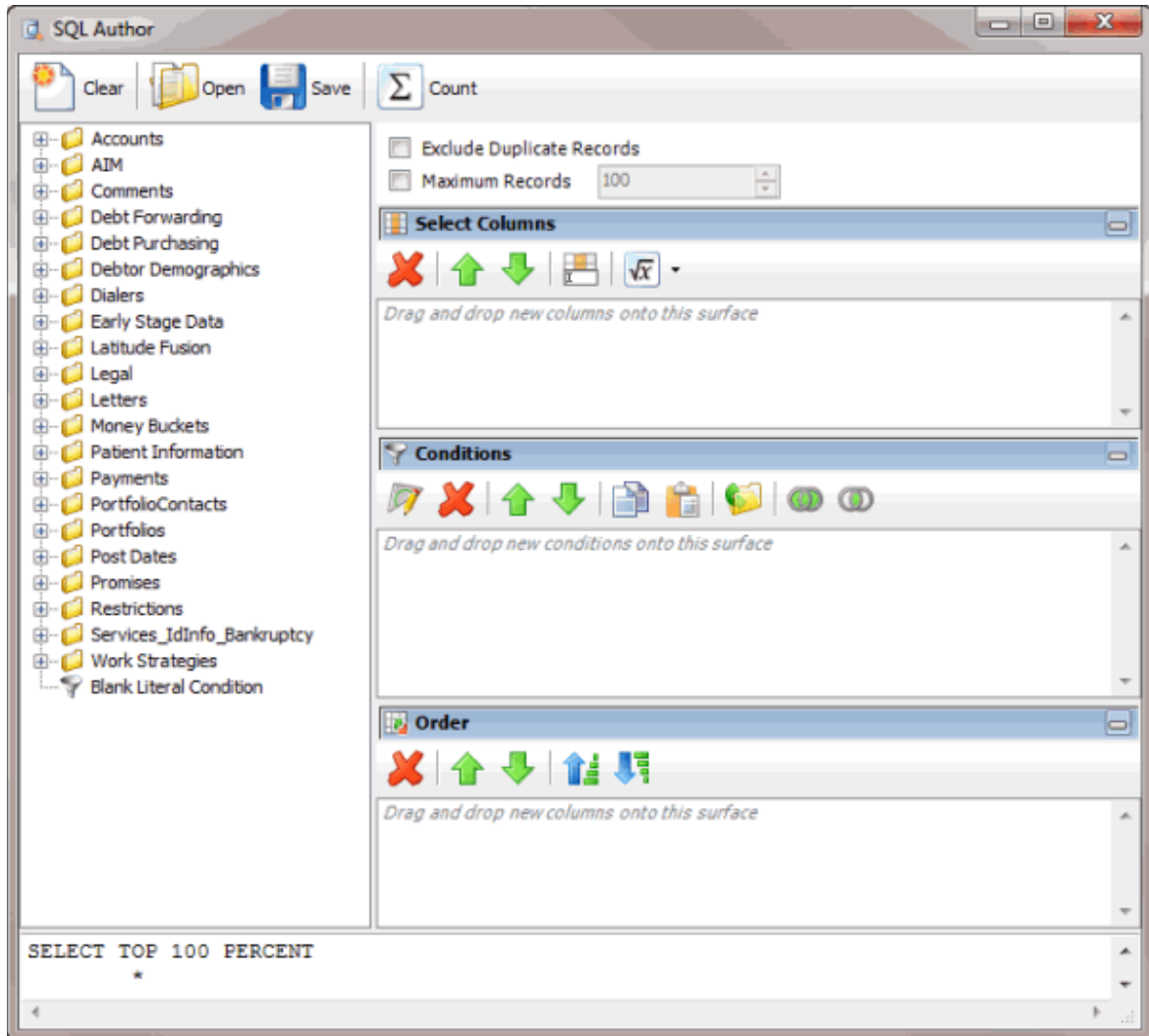
2. **Data Selection pane:** Provides a list of data you can select to create a query.
3. **Select Columns pane:** Allows you to select and arrange the columns of data to display in the query results.
4. **Conditions pane:** Allows you to set the conditions for retrieving data.
5. **Order pane:** Allows 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

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.

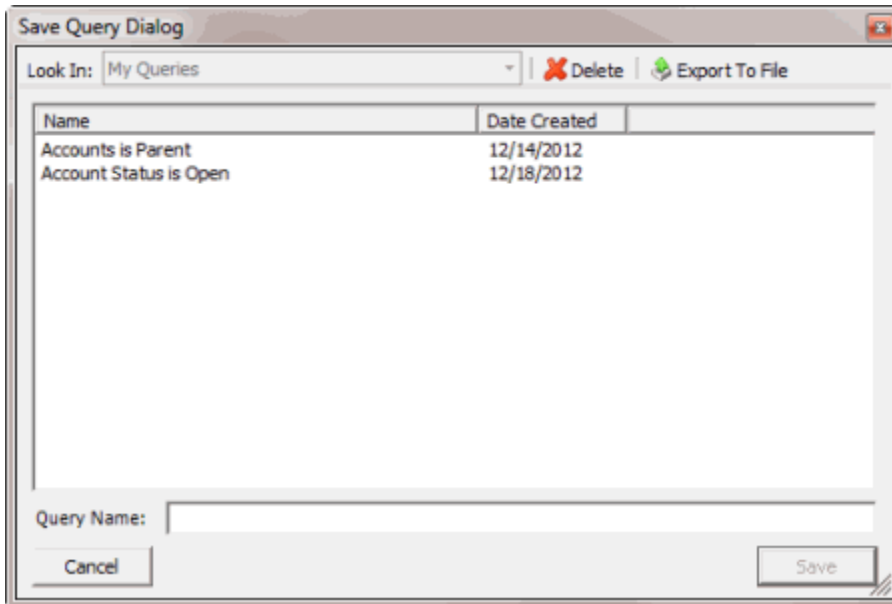


2. To exclude duplicate records from the query results, select **Exclude Duplicate Records**.
3. To limit the query results to a specific number of records, select **Maximum Records** and then, in the box, type the maximum number of records to include in the results.
4. In the **Select Columns** pane, do the following as necessary:
  - [Add one or more columns to the query.](#)
  - [Delete one or more columns from the query.](#)
  - [Modify the order of the columns.](#)
  - [Rename any columns.](#)
5. 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.](#)
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.



- 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.

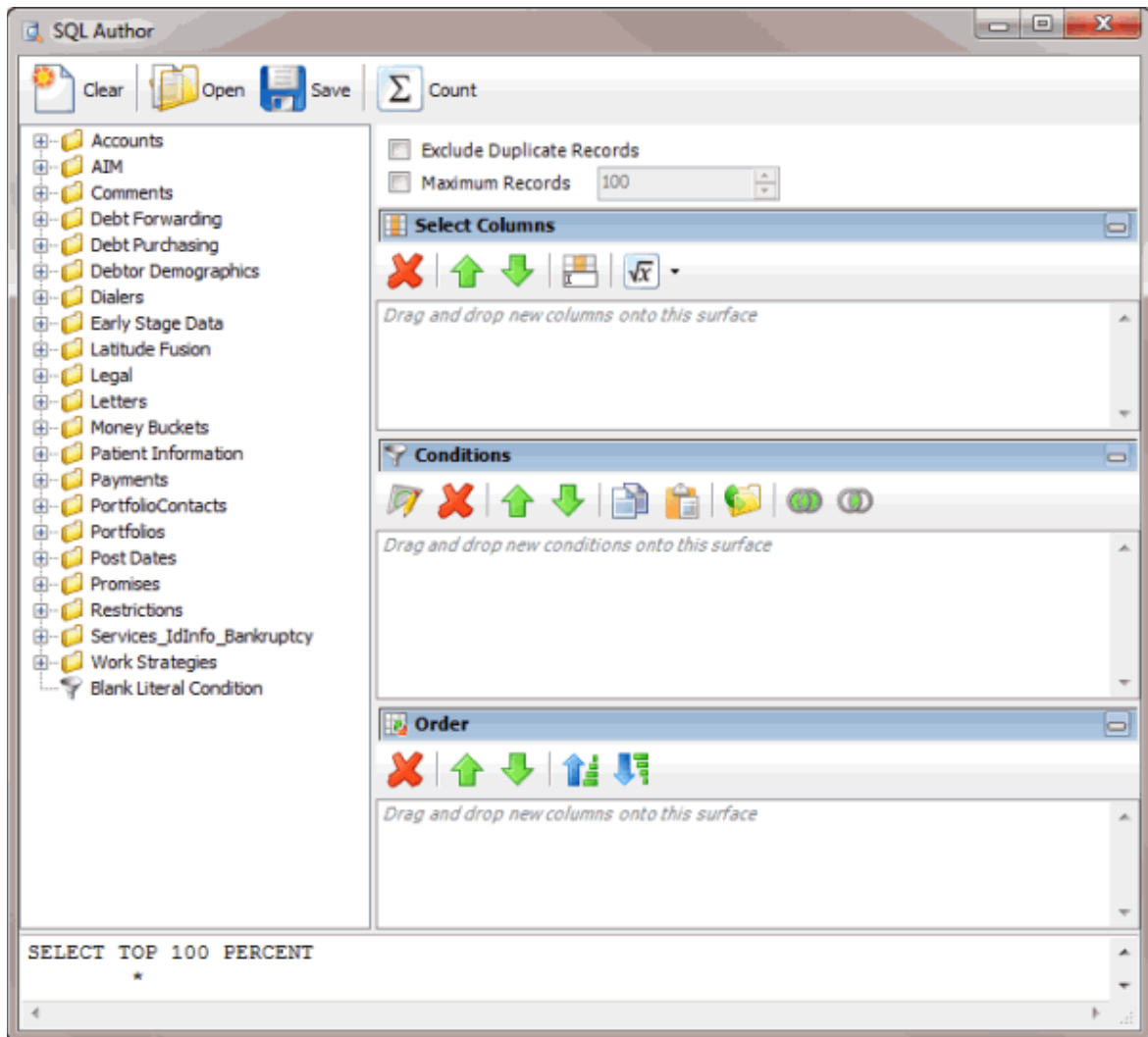
9. To copy the SQL statement so you can paste it into another program, do the following:
  - a. In the SQL statement panel, use your mouse to select all the content in the pane.
  - b. Right-click on the selected content and click **Copy**. The statement copies to the Clipboard. You can now paste it into another program.

### Modify a SQL Statement

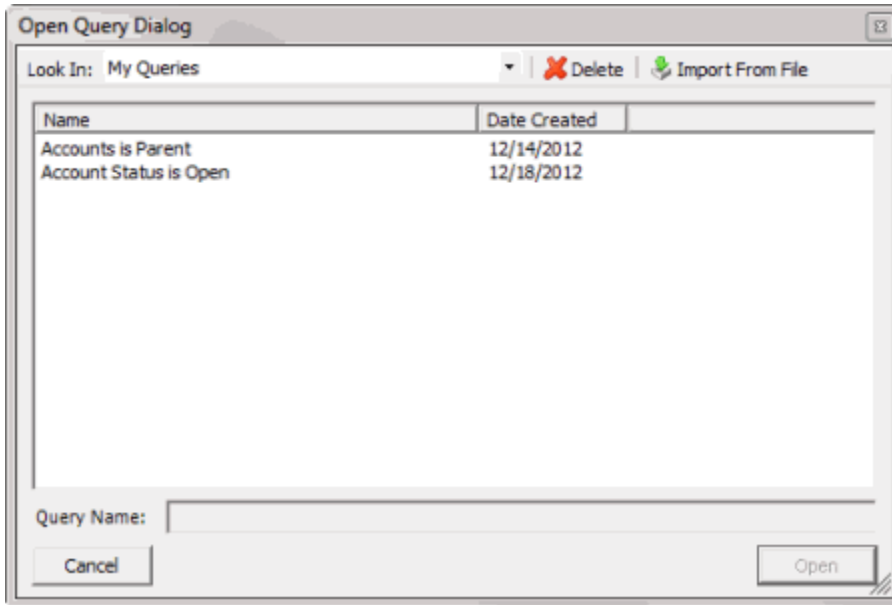
Use the **SQL Author** window to modify a custom SQL statement.

#### To modify a SQL statement

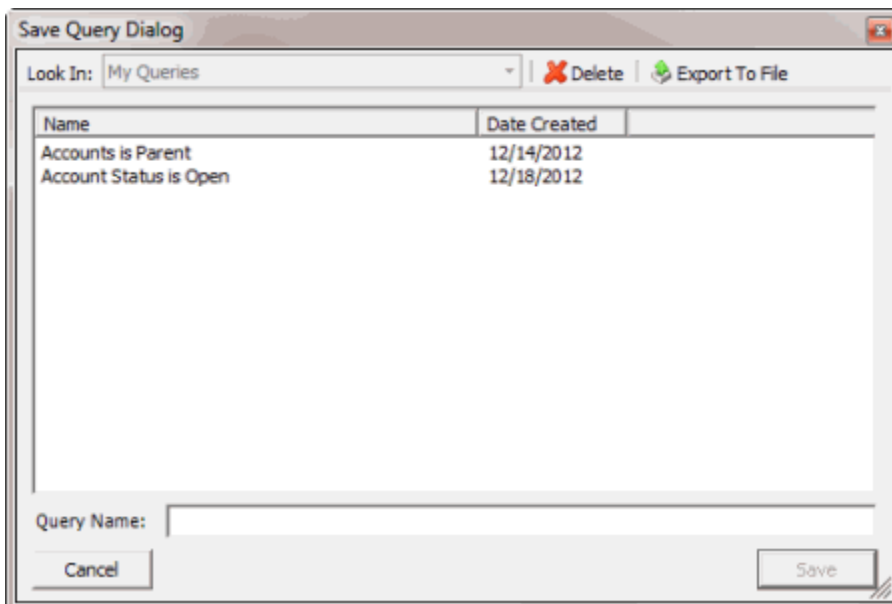
1. In the **Main Menu** window, from the **Tools** menu, click **SQL Author**. The **SQL Author** window appears.



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



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.



- 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.

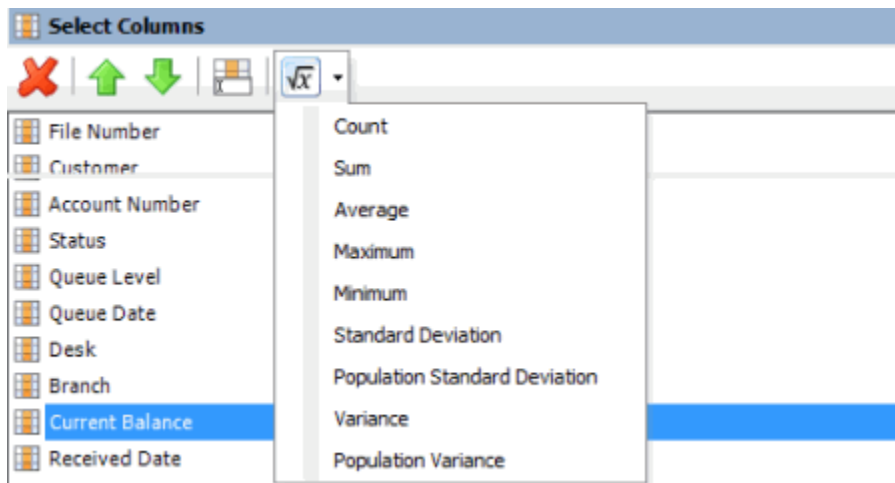
6. To copy the SQL statement so you can paste it into another program, do the following:
  - a. In the SQL statement panel, use your mouse to select all the content in the pane.
  - b. Right-click on the selected content and click **Copy**. The statement copies to the Clipboard. You can now paste it into another program.

### Assign an Aggregate Function to a Column

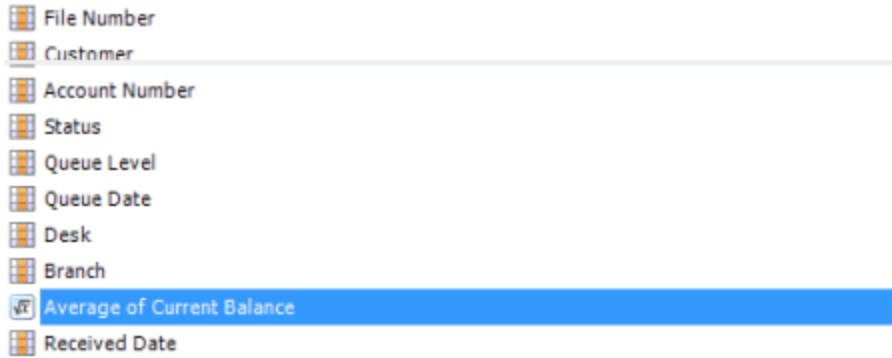
Use the **Select Columns** pane in the **Account Analysis** or **SQL Author** window to assign an aggregate function to a column. When you run the query, the aggregated values appear in the column instead of the actual value. Non-aggregated columns create the groups represented by the aggregated data.

#### 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.



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**.



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

### Aggregate Functions

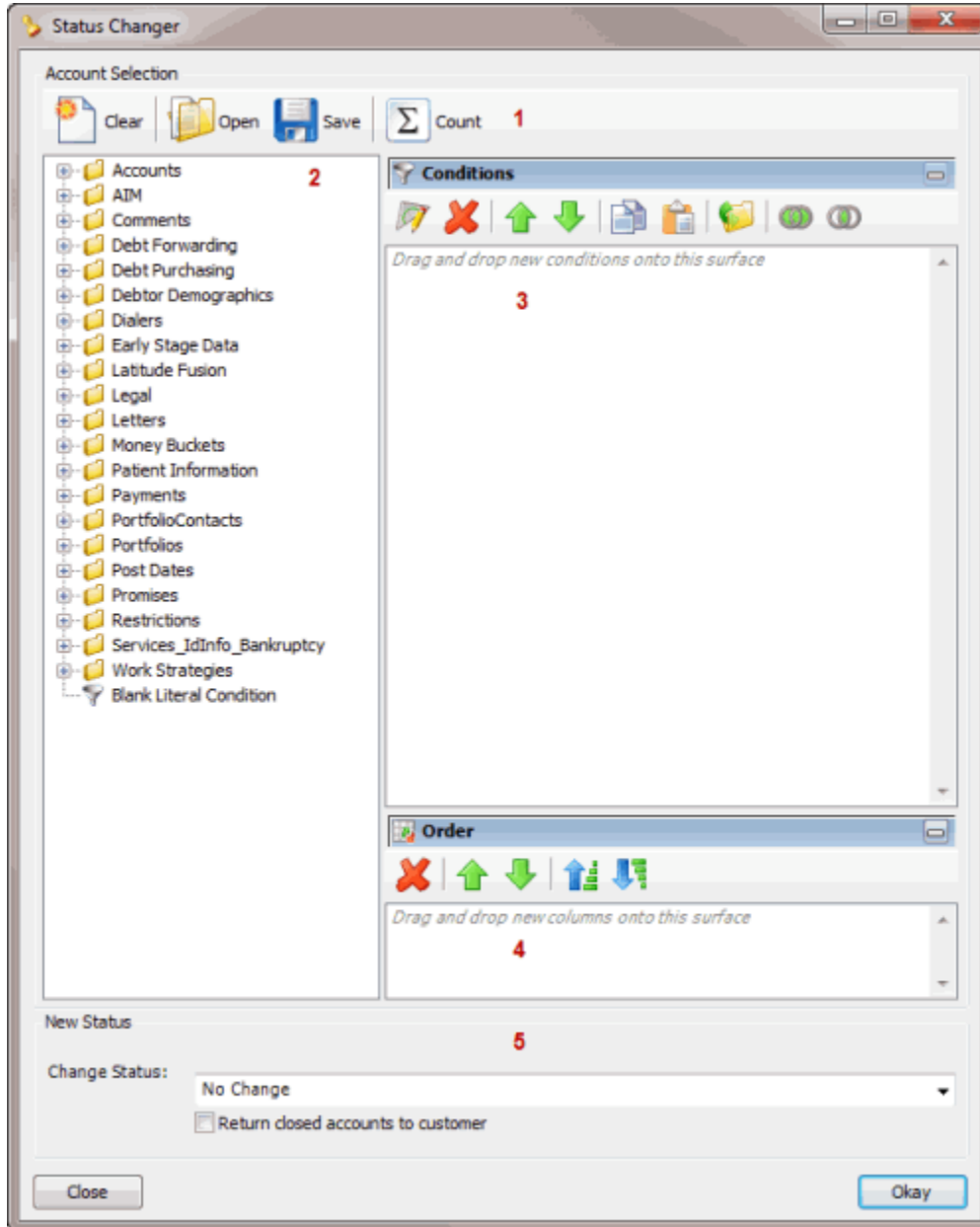
The following table describes the functions that are available when aggregating data. The functions available for an item are based on the item's data type.

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.

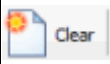
## Status Changer

### 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.

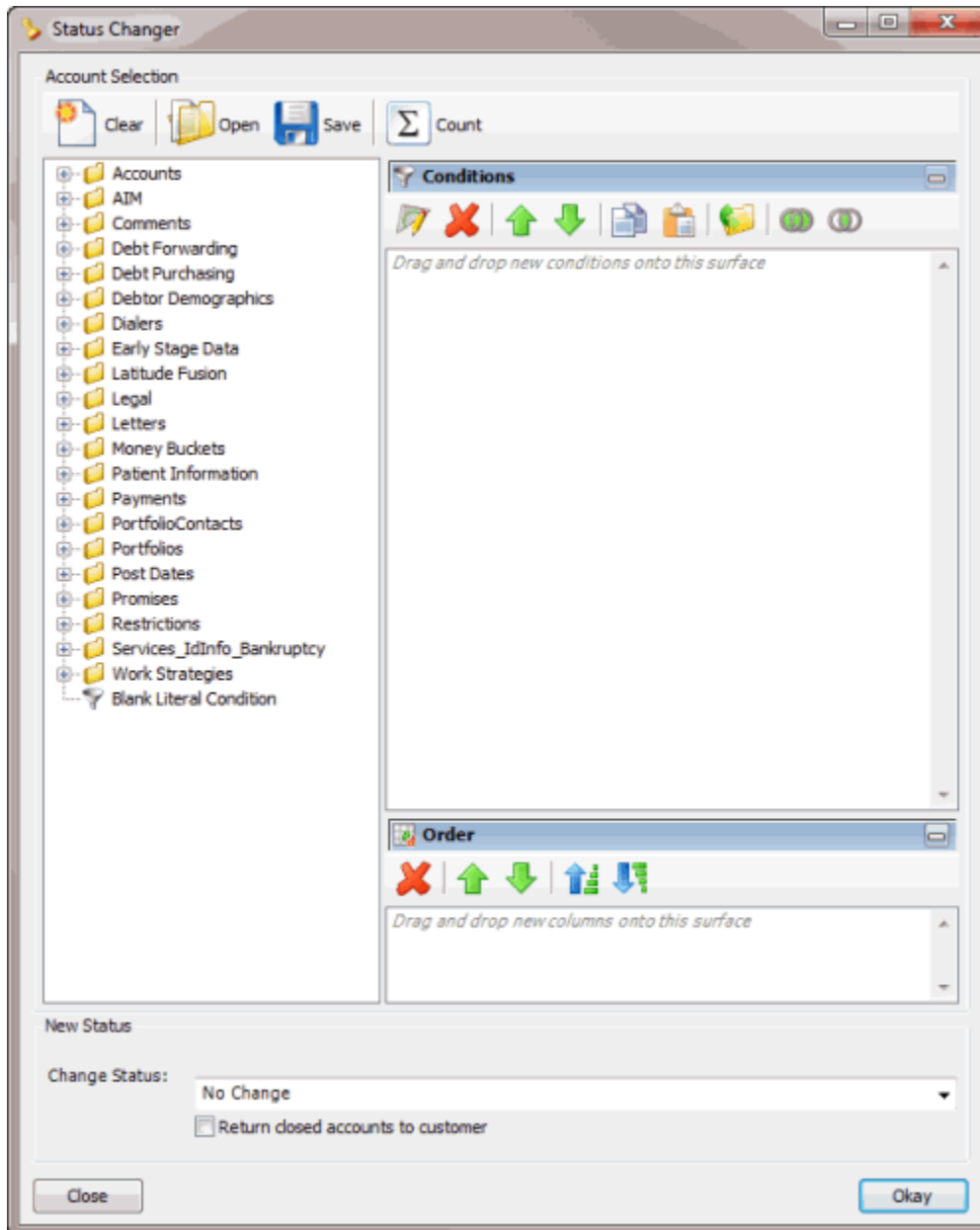
2. **Data Selection pane:** Provides a list of data you can select to create a query.
3. **Conditions pane:** Allows you to set the conditions for retrieving data.
4. **Order pane:** Allows you to set the order for displaying or running data.
5. **New Status section:** Allows you to specify the status to change the accounts to.

### Create an Account Status Change Query

Use the **Status Changer** window to create a query for changing the status of a group of accounts that meet specified criteria.

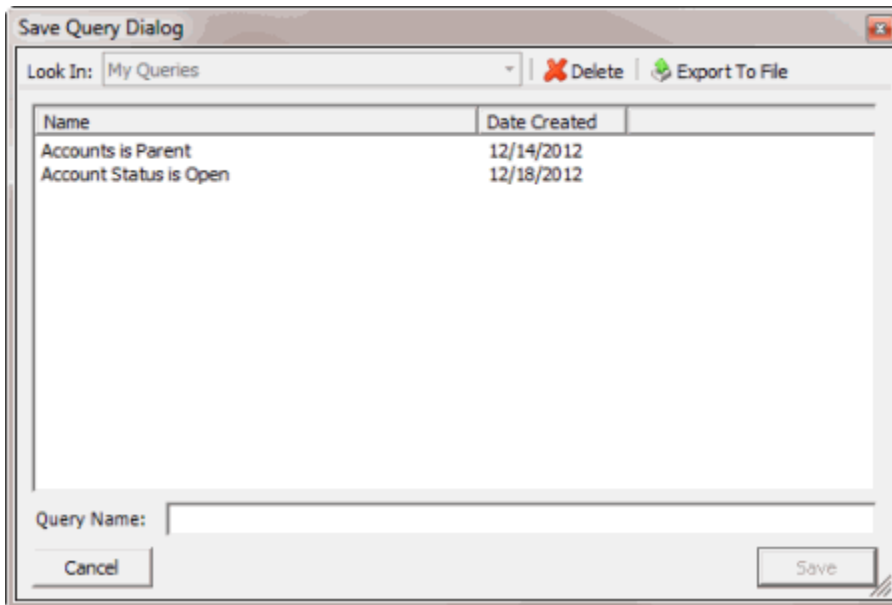
#### To create an account status change query

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.



- 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**.

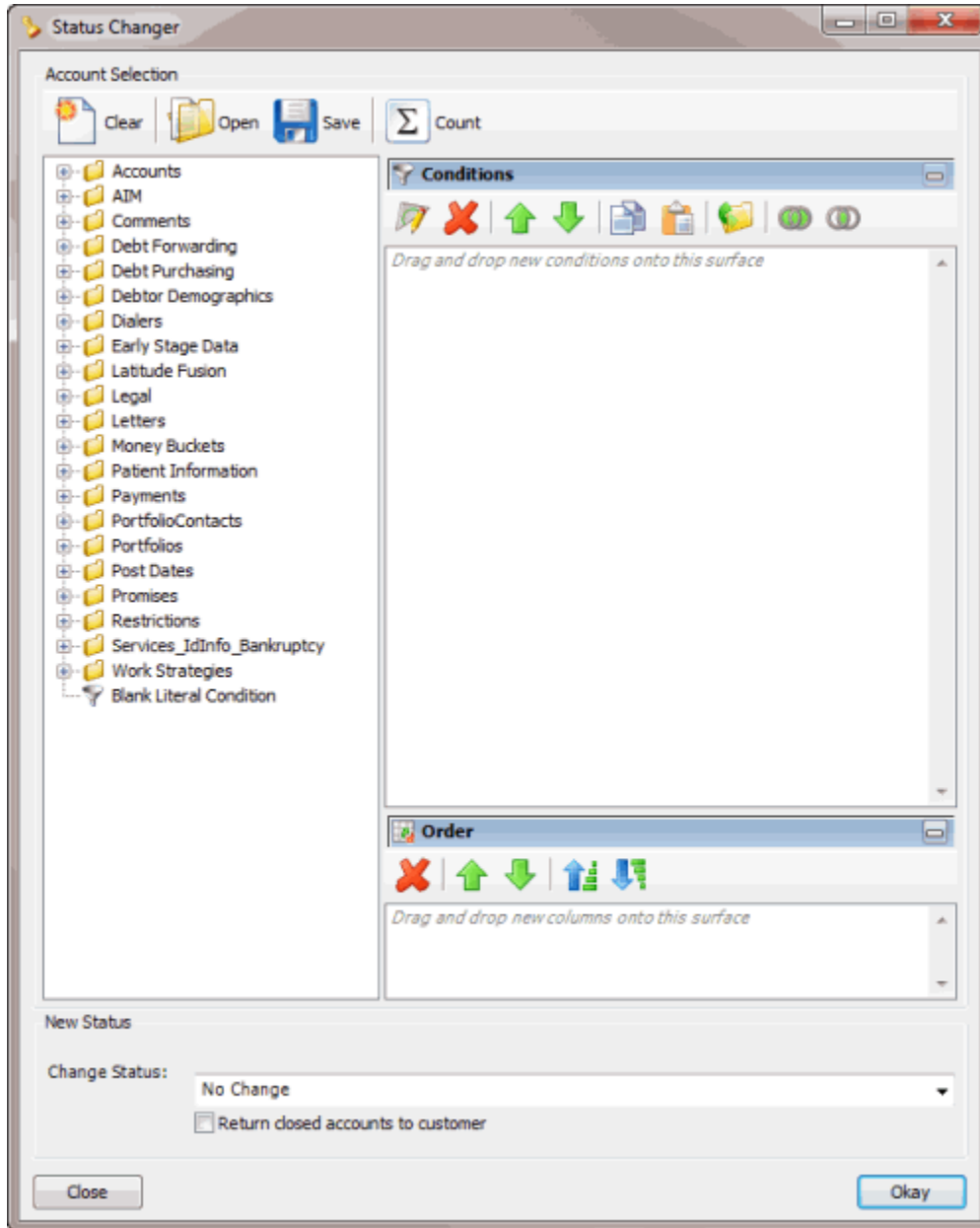
6. To run the query to change the status of accounts, do the steps to [Change the Status of a Group of Accounts](#).

### Modify an Account Status Change Query

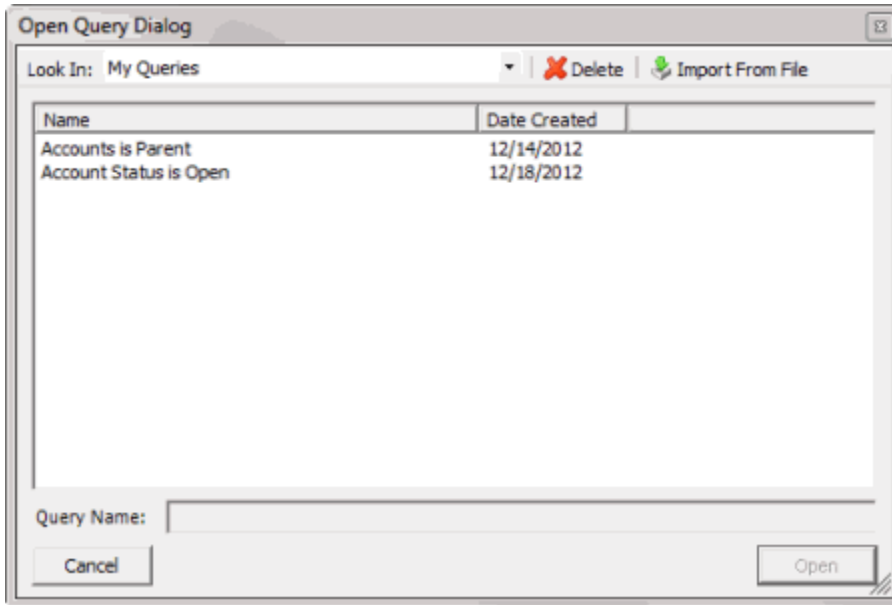
Use the **Status Changer** window to modify a query for changing the status of a group of accounts that meet specified criteria.

#### To modify an account status change query

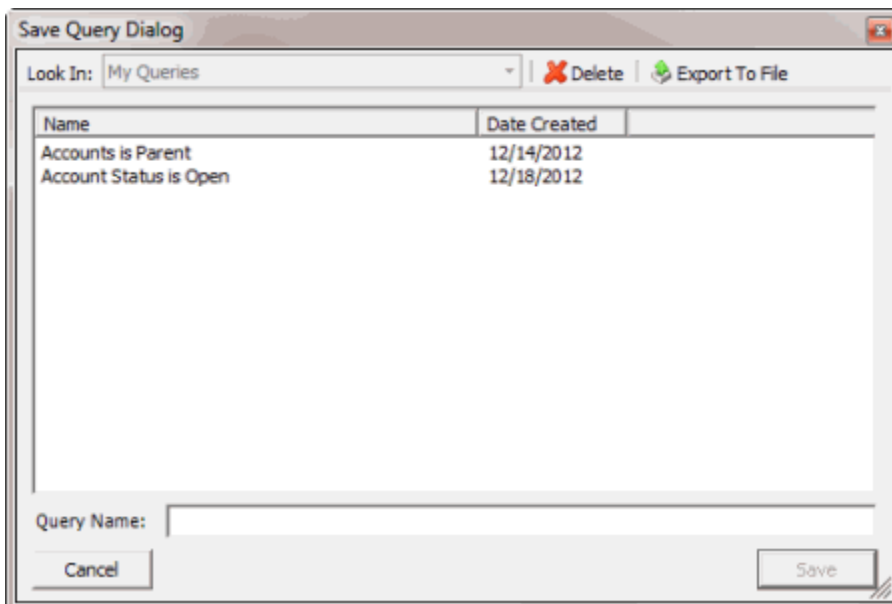
1. In the **Main Menu** window, from the **Tools** menu, click **Status Changer**. The **Status Changer** window appears.



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



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.



- 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**.

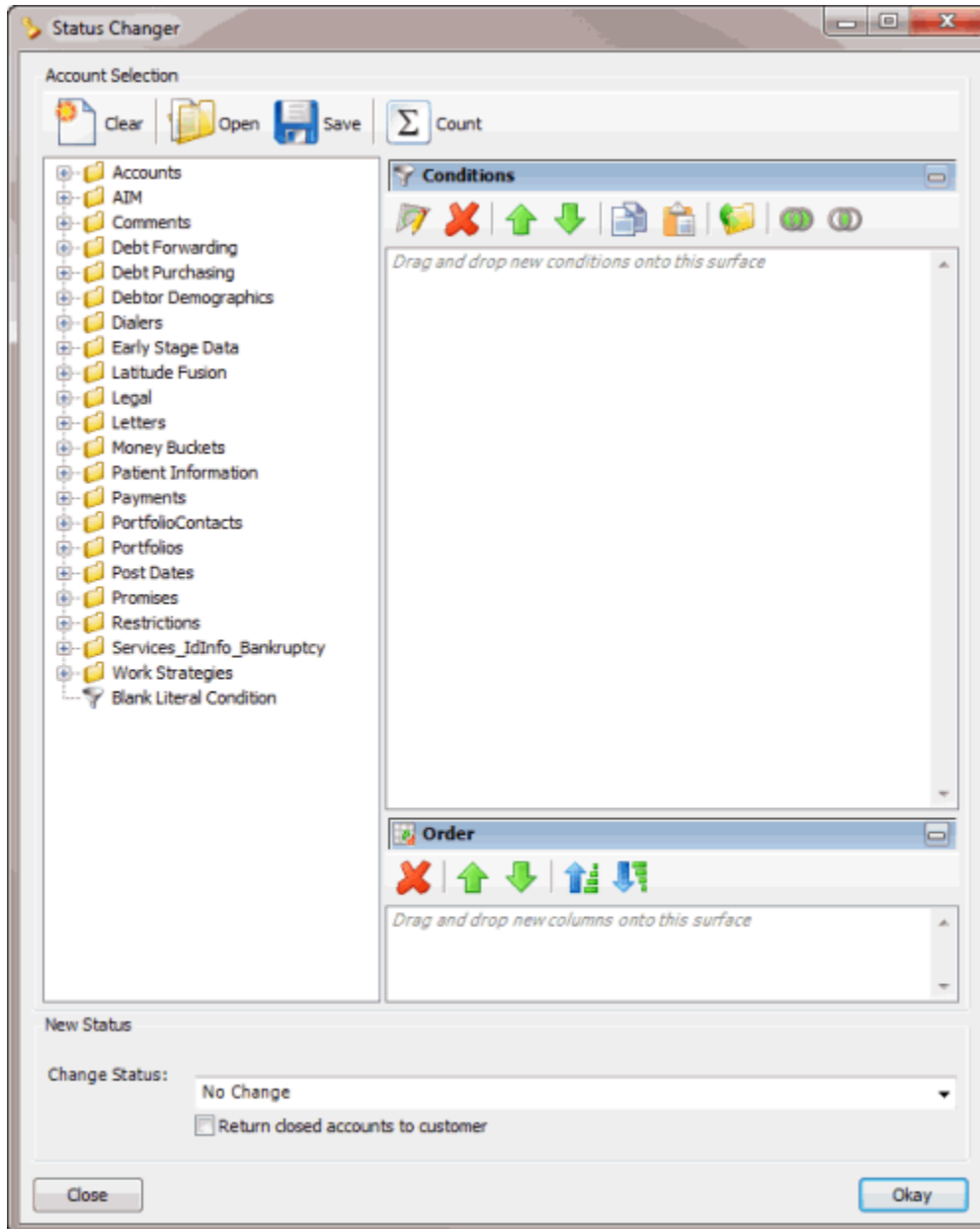
6. To run the query to change the status of accounts, do the steps to [Change the Status of a Group of Accounts](#).

## 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

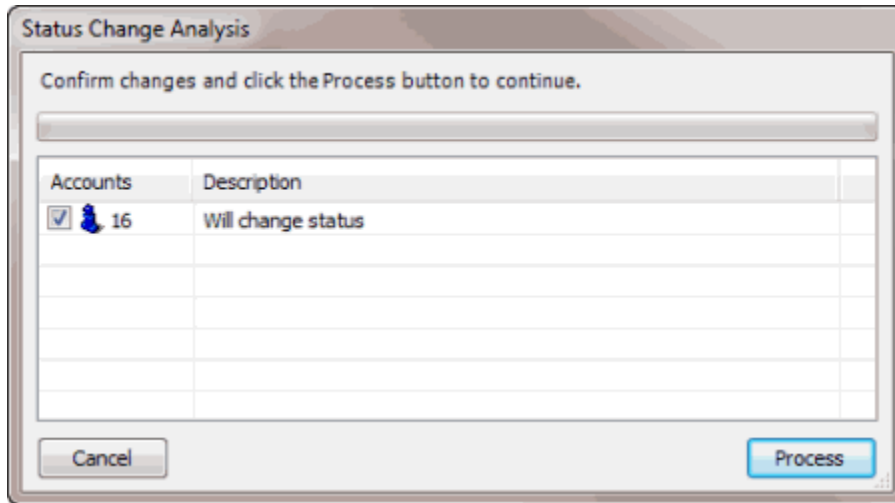
1. [Create an Account Status Change Query](#) or [Modify an Account Status Change Query](#).



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.

- Click **Okay**. The **Status Change Analysis** dialog box appears.



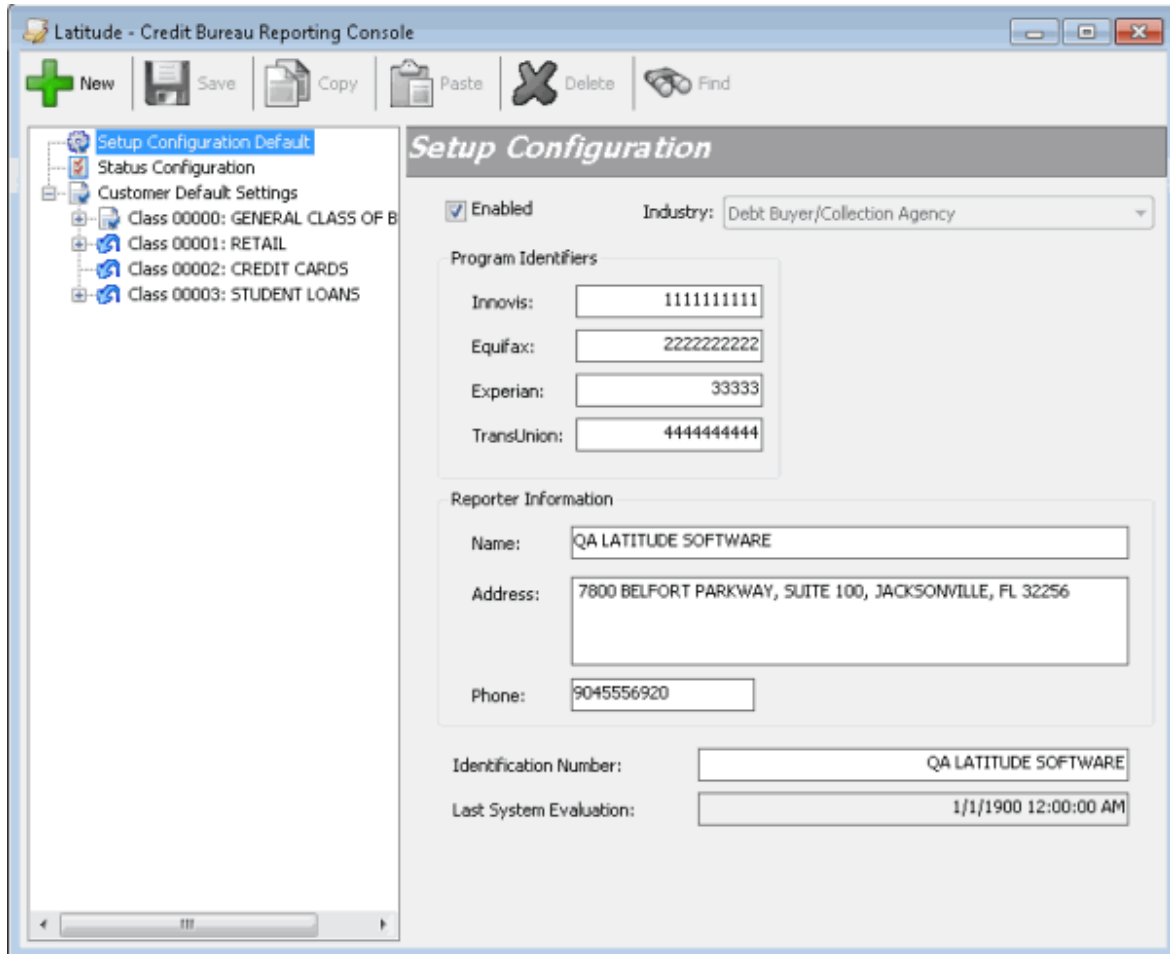
- Click **Process**. A confirmation dialog box appears.
- Click **Yes**. A notification dialog box appears, indicating the process is complete.
- Click **OK**.

## 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.



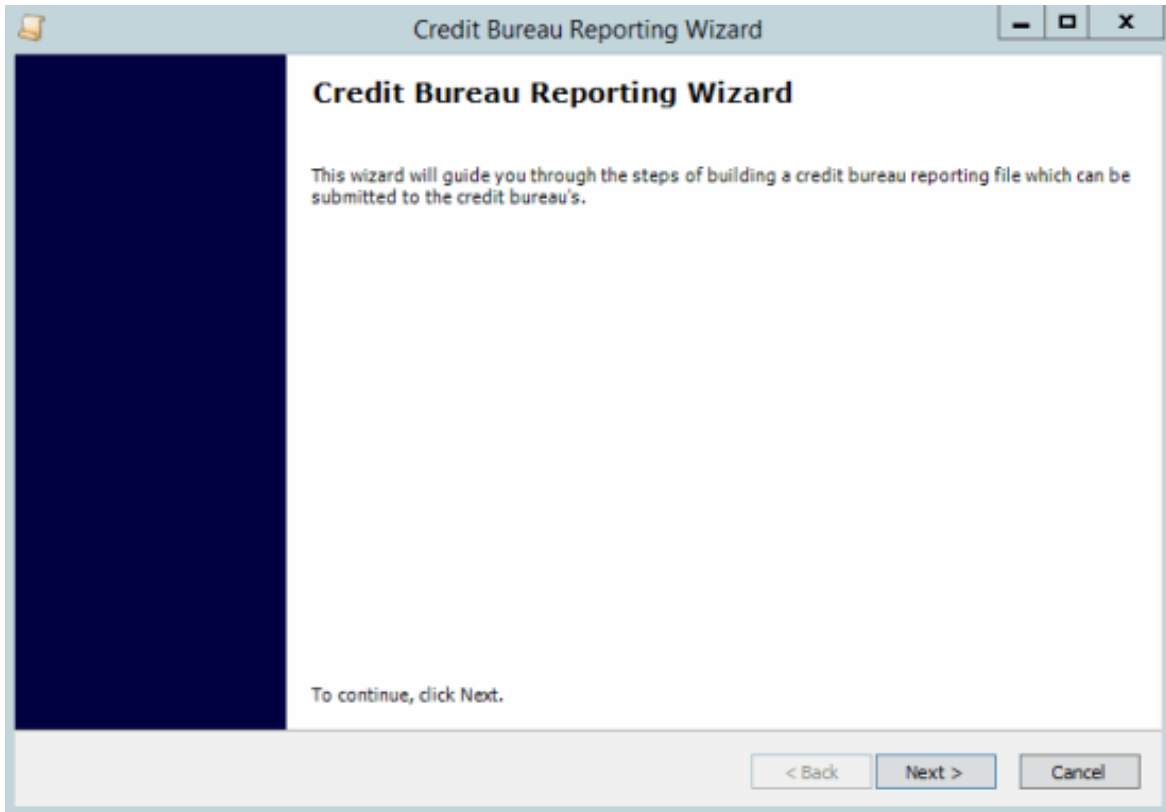
## Credit Reporting Wizard

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.





## Dashboard

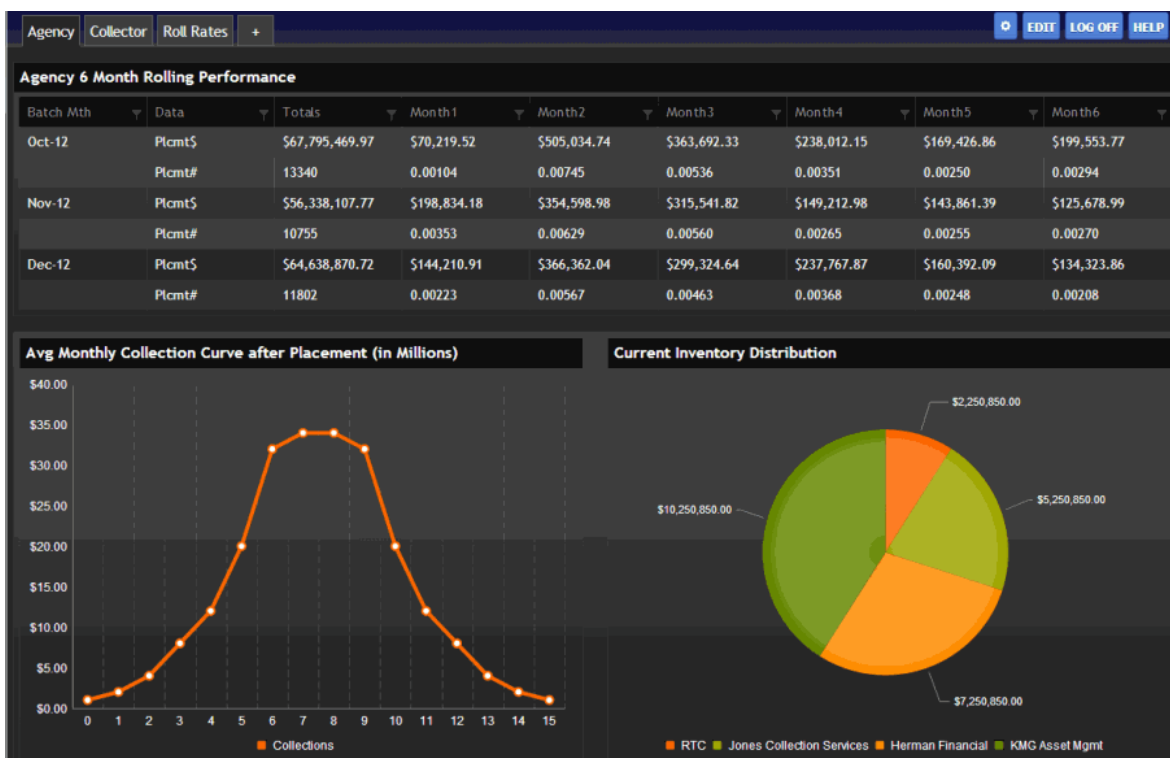
Collectors use Dashboard to view collection data associated to their user account. Managers use Dashboard to monitor collection activities for all locations, departments, and teams. For more information about using Dashboard, see the *Dashboard* documentation.

### 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.

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.



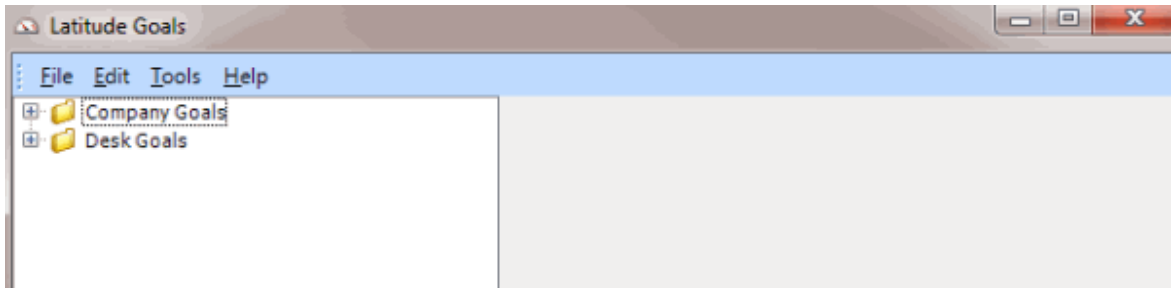
**Note:** The dashboard that appears is based on the default dashboard defined in the View Dashboards permission in the **Permissions and Policies Editor**.

## 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.

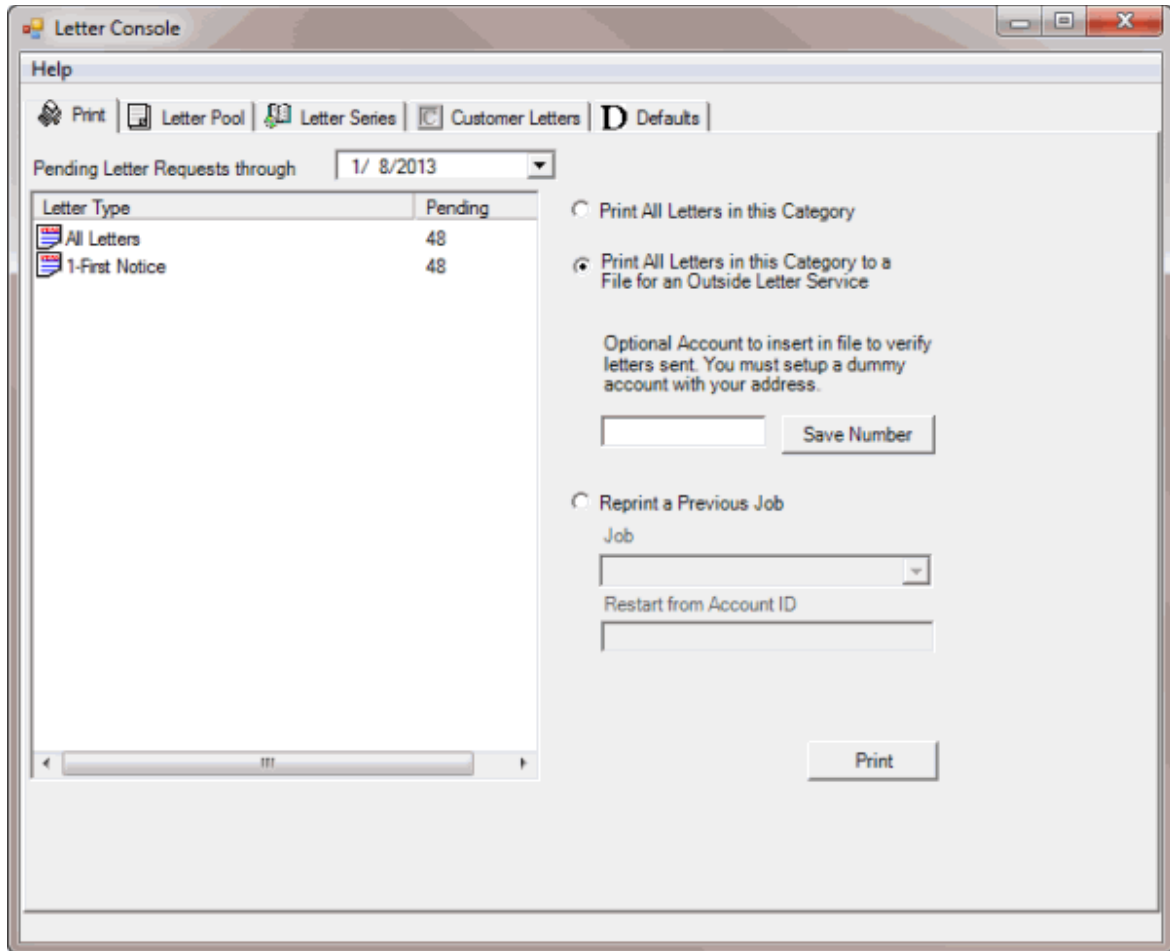
**Letter Console**

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.

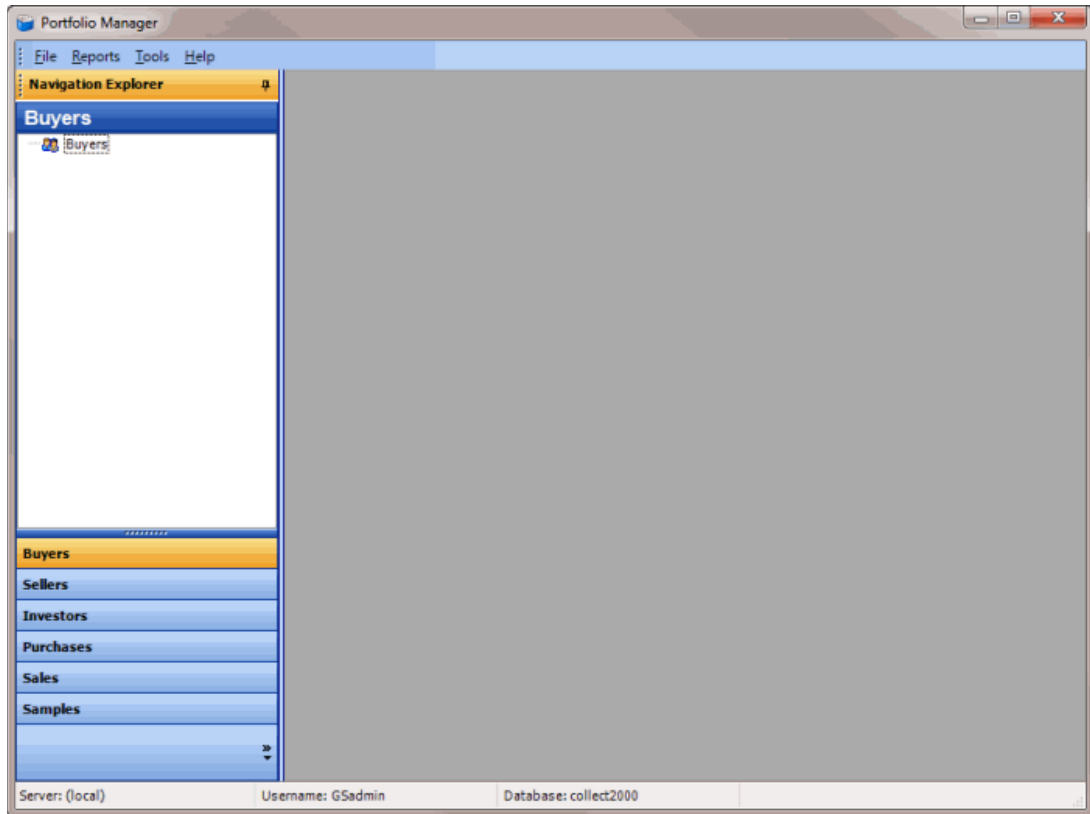


## Portfolio Manager

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.



## 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

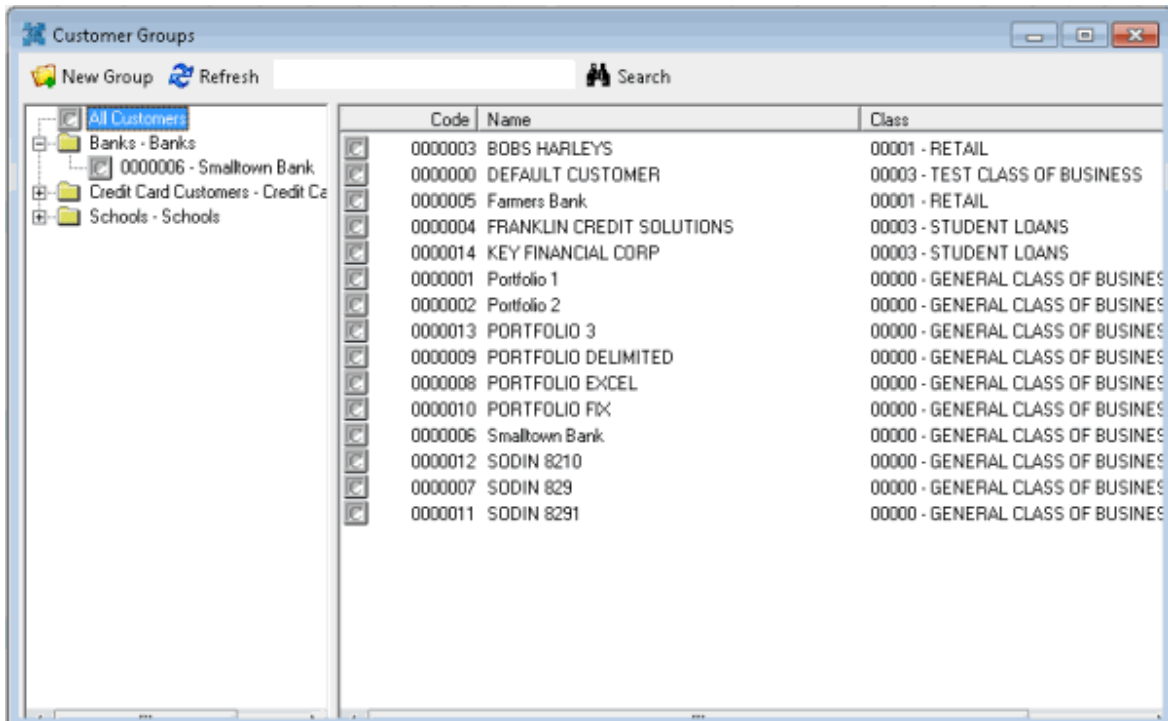
Use the **Customer Groups** window to add and modify client groups. Client groups represent general types of collection business for your organization. You use client groups to categorize clients for invoicing and statistics. You can place individual clients into one or more groups.

### Add a Client Group

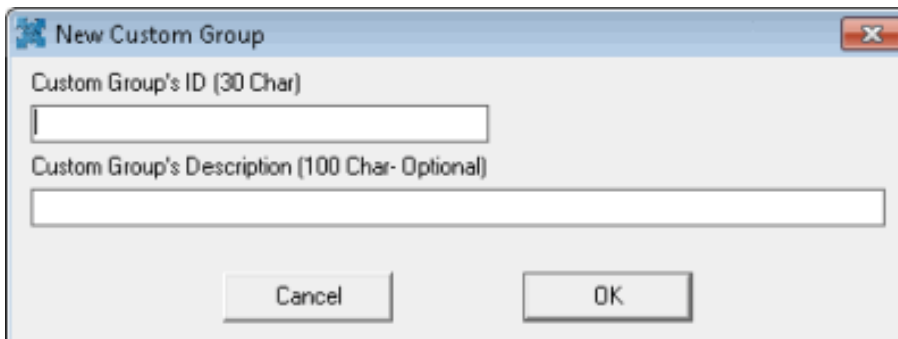
Use the **New Custom Group** dialog box to add a client group.

#### 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.



**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.

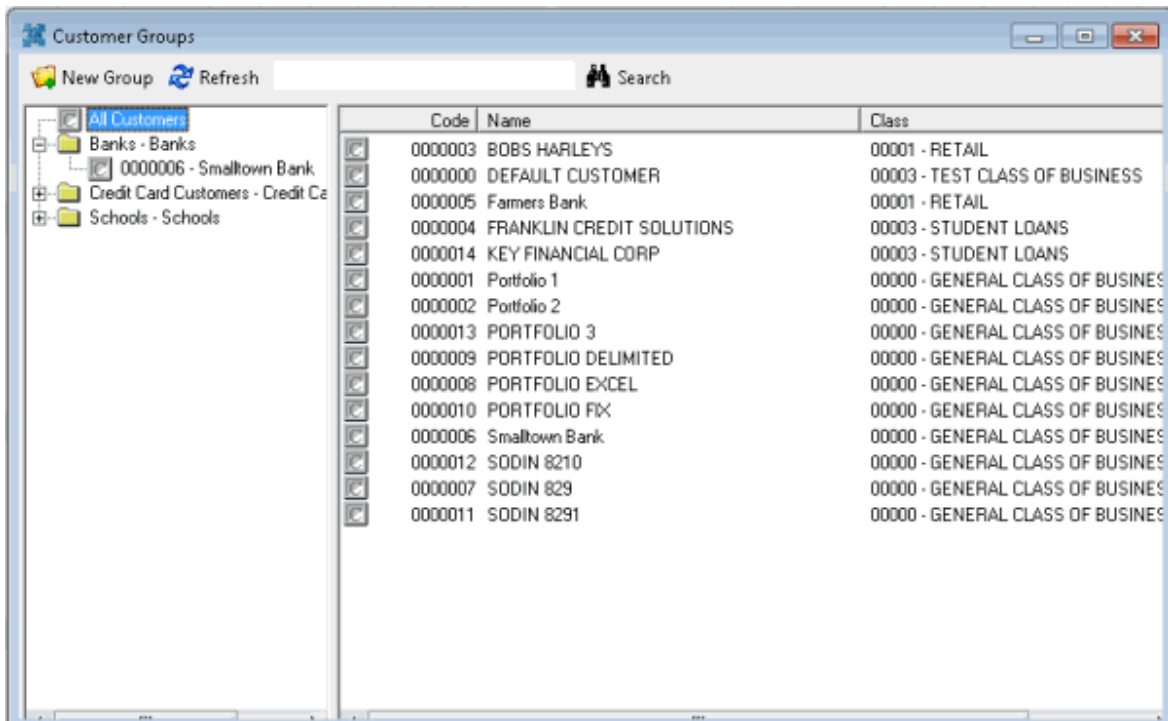
3. Complete the information and then click **OK**.
4. To assign a client to the client group, see [Add a Client to a Client Group](#).

## Modify a Client Group

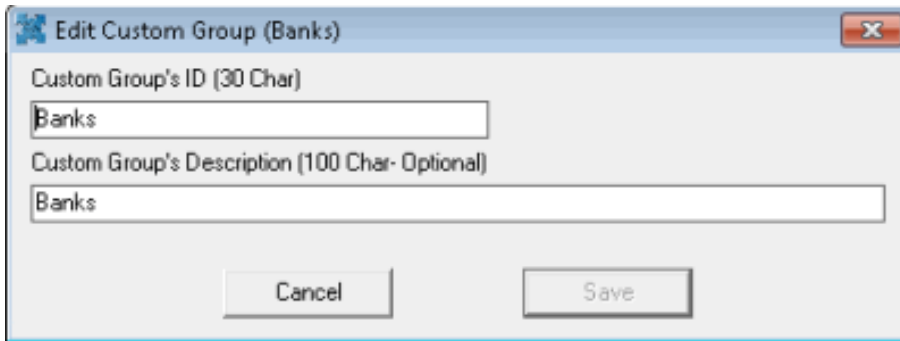
Use the **Edit Customer Group** dialog box to modify a client group.

### To modify a client group

1. In the **Main Menu** window, from the **Maintenance** menu, click **Custom Customer Groups**. The **Customer Groups** window appears.



2. In the **Navigation** pane, right-click the client group to modify and then click **Edit**. The **Edit Custom Group** dialog box appears.



**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.

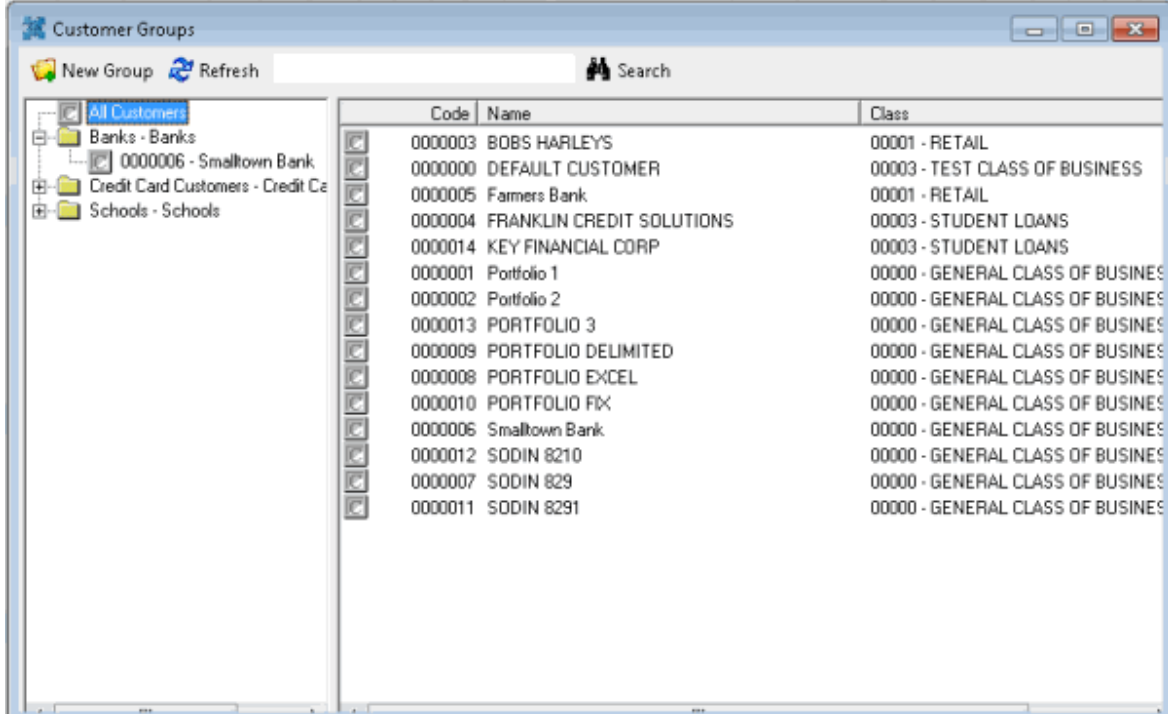
3. Modify the information as necessary and then click **Save**.

### 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.



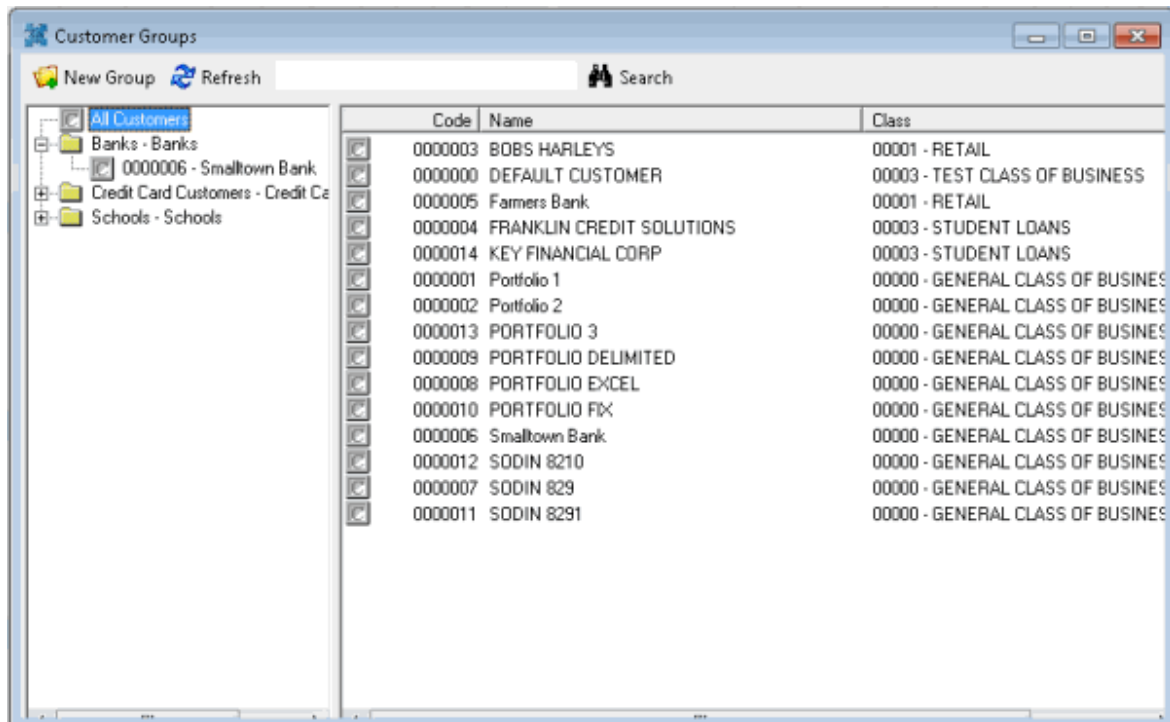
3. Click **Yes** and in the next dialog box, click **OK**. Latitude Console deletes the client group. The clients associated to the group remain in the system.

### Modify Client Group Settings

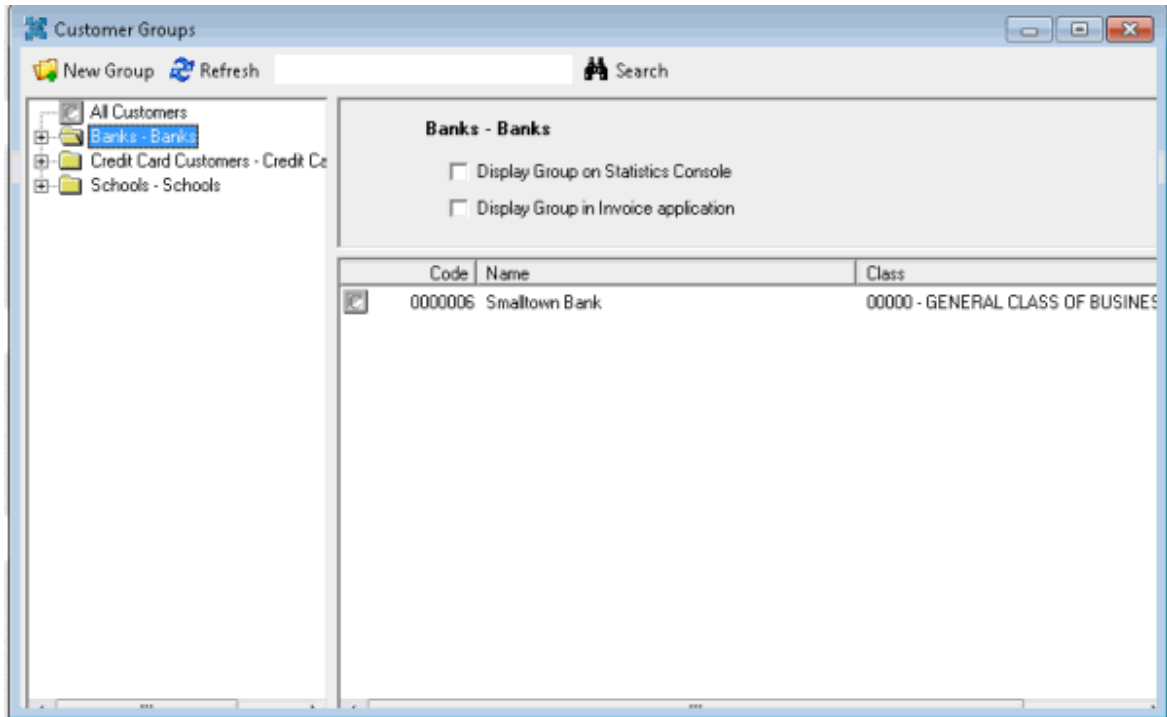
Use the **Customer Groups** window to modify client group settings.

#### 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.



**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.

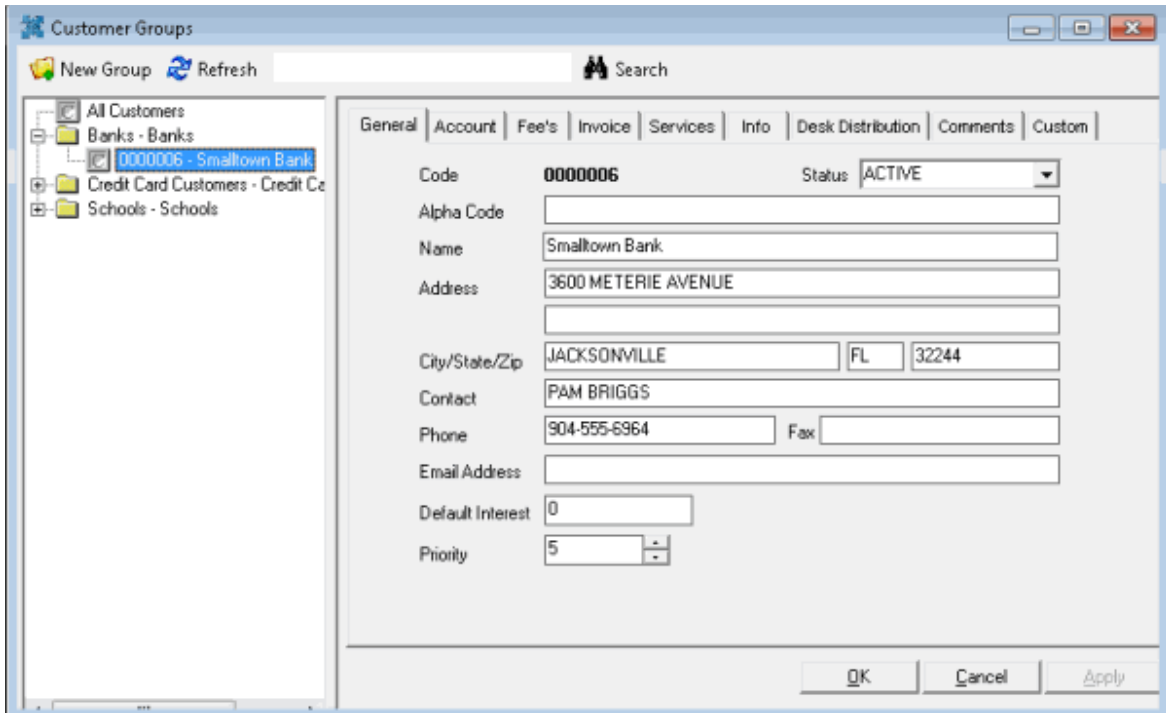
3. In the **Information** pane, complete the information. Your changes save automatically.

### 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.



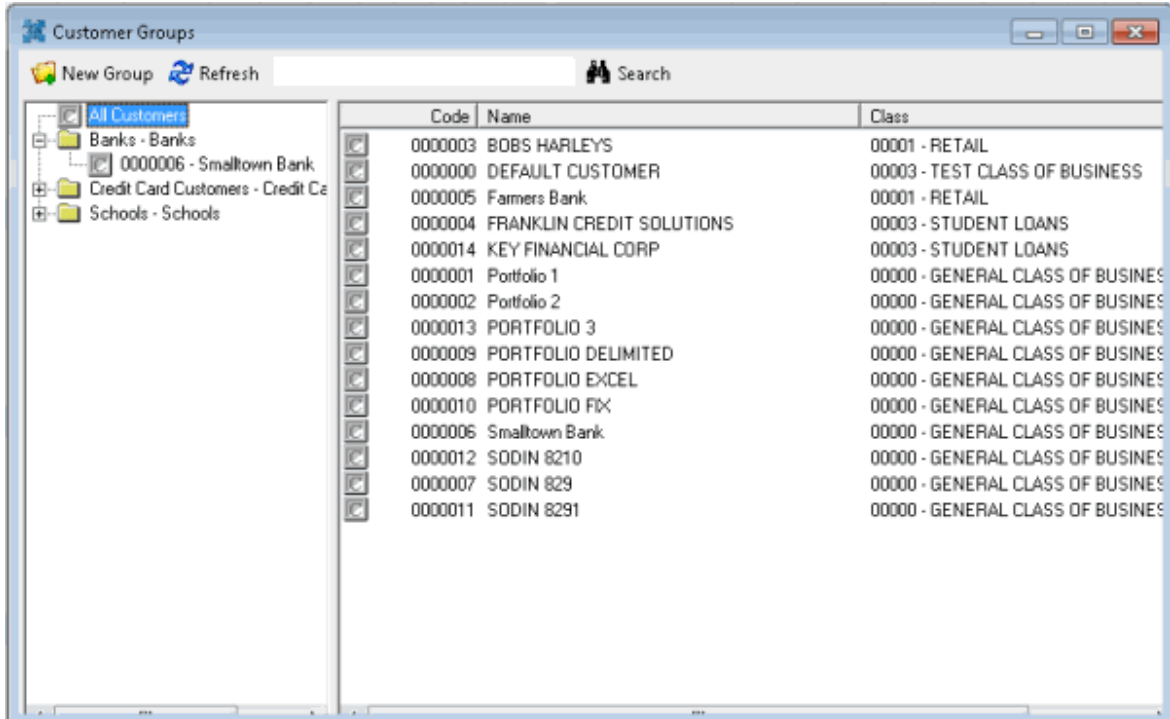
2. In the **Navigation** pane, click **All Customers**. All clients in the system appear in the **Information** pane.
3. In the **Information** pane, click a client, and then drag and drop it onto a client group in the **Navigation** pane.
4. To select multiple clients to add to a client group, do one 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

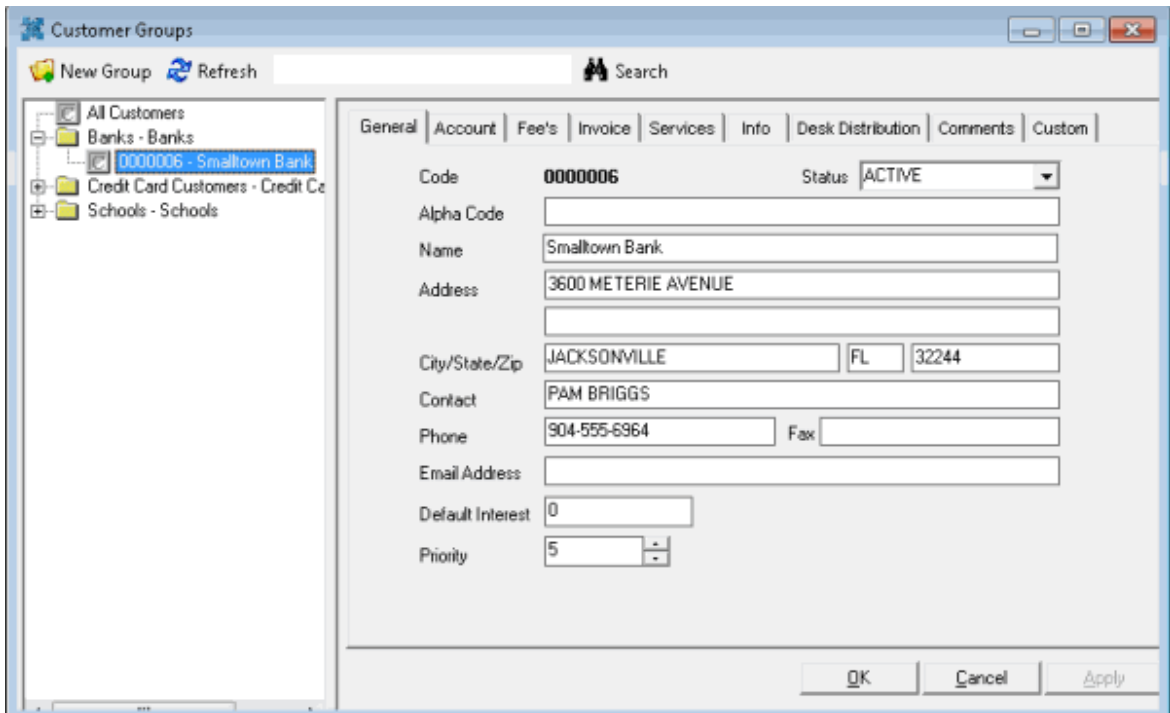
Use the **Customer Groups** window to modify a client.

#### 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.



- In the **Navigation** pane, click a client. The client information appears in the **Information** pane.



- Modify the information as necessary and then click **OK**.

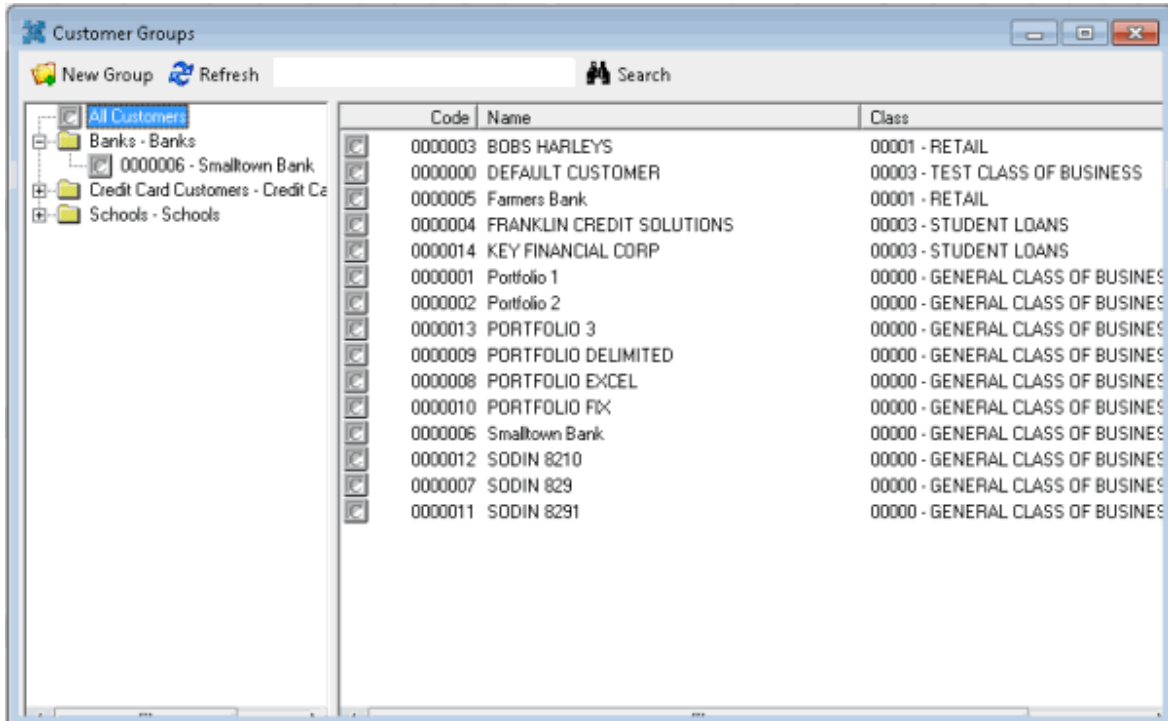
**Note:** You can also modify client information in Latitude. For more information, see "Clients" in the *Latitude* documentation.

## 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.



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 [Back Up the Database](#).

## 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

1. 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.