



Exchange Manager

Printable Help

Version 12.0

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Abstract

This document is a printable version of Exchange help.

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https://my.inin.com/products/Collector/Documents/Copyright_and_Trademark_Information.htm.

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Introduction to Exchange Manager

Exchange Manager is a comprehensive, full-service import and export tool capable of handling even the most complex data transfers. Exchange Manager provides:

- Ease of customization.
- Open access to all data fields using Microsoft SQL technologies.
- Rapid development of on-demand or regularly scheduled import and export jobs through a powerful data mapping tool and intuitive interface.
- Custom libraries for all new business, maintenance, financial, audit, and client recall file transfers.

Note: If your organization purchased and installed Job Manager, you can use it to automate the Exchange import and export jobs.

Need assistance?

If you have questions or need assistance using the software, you can reference the documentation or contact Latitude by Genesys Support.

Documentation

For the latest version of this document and other supporting documentation (such as system requirements), see "Collections" on the Product Information site at:

<https://my.inin.com/products/Pages/default.aspx>.

Support

For the latest information about contacting Latitude by Genesys Support, see the *Latitude by Genesys Support Handbook* on the Product Information site at:

<https://extranet.inin.com/products/Collector/Pages/Documentation.aspx>.

Note: The files on the Product Information site require Adobe® Reader®. You can click a document to open it or right-click a document to download it.

[Copyright and Trademark Information](#)

What's New in Exchange Manager

The following Service Updates (SU) introduced changes and enhancements to Exchange 12.0:

SU 11

Insurance

Added **Category** to the [Insurance Table](#) for importing an insurance category.

SU 12

Export

- Added ability to export previous versions of clients on the **Interface Notes** tab. For more information, see [Save a Previous Version of an Exchange Client](#).
- Added ability to select multiple rows and move a group of rows up or down 10 rows at a time in the **Generate Report Record** window. For more information, see [Specify Data to Include in Export](#).

Import

- Removed **Uses XML** check box from the **New Business** and **Financial Transactions** tabs on the **Import Files** tab.
- Removed ability to import an XML file type from the **General Properties** dialog box.
- Added ability to import clients and files from the command line using the "ExchangeManagerCLI.exe" file in the bin folder. For more information, see [Import From the Command Line](#).

Navigation

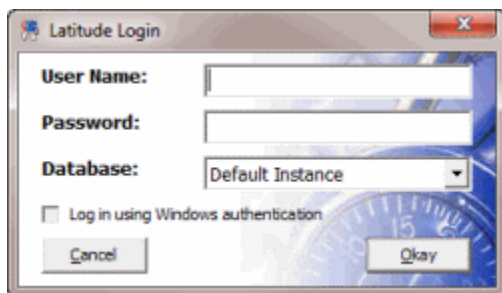
Changed the navigation pane to display small icons instead of buttons for **Forms**, **Services**, and **Vendors** options.

Log on to Exchange Manager

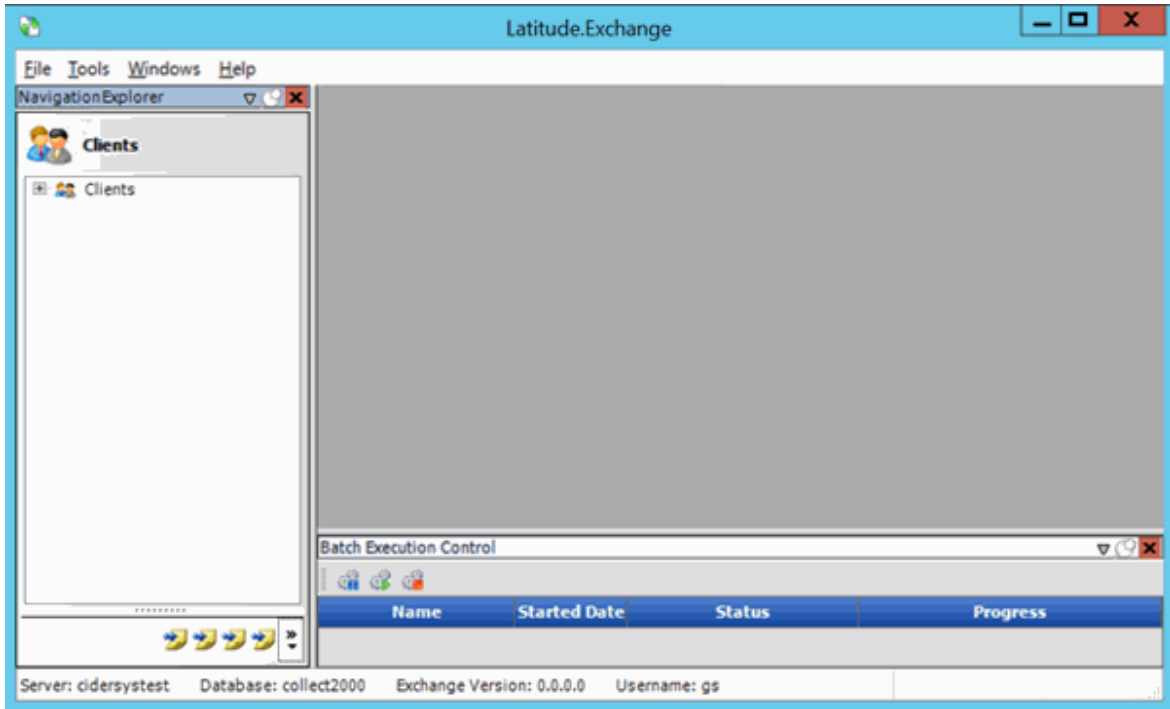
Use the **Latitude Logon** dialog box to log on to Exchange Manager. The options and features in Exchange that are available to you are based on your assigned permissions. For more information about permissions and policies, see the Latitude documentation.

To log on to Exchange Manager

1. From your desktop, click **Start > All Programs > Interactive Intelligence > Interaction Collector > Exchange Manager**. The **Latitude Logon** dialog box appears.

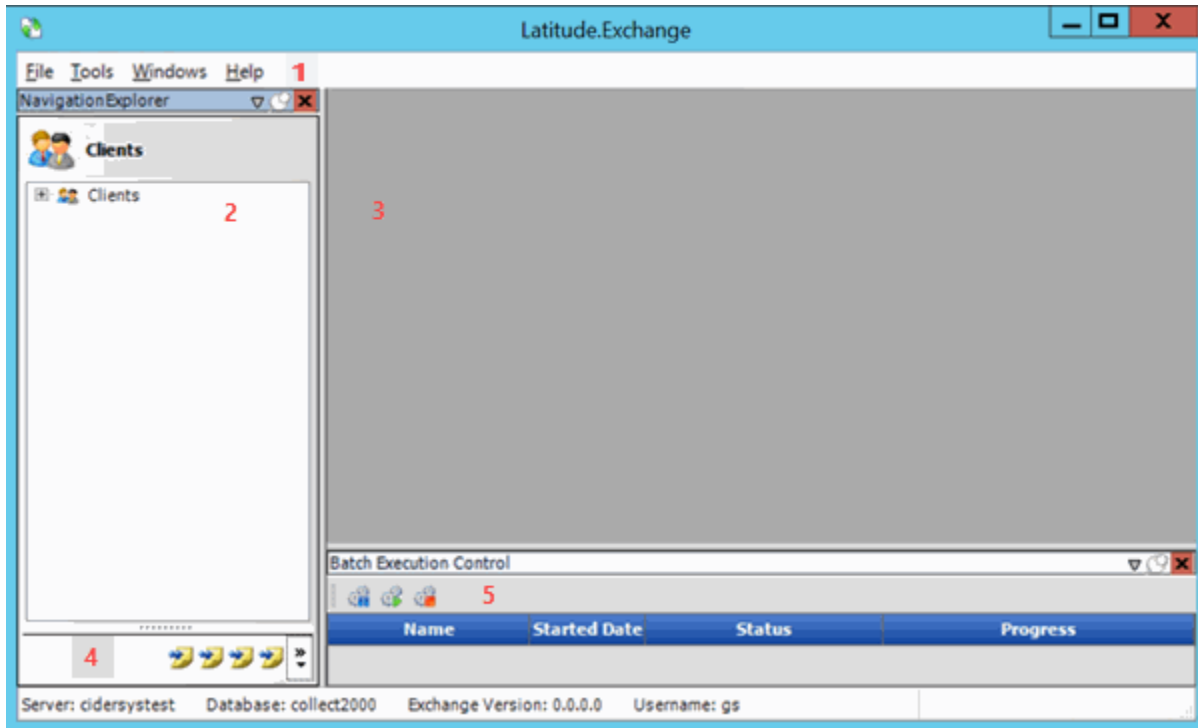


2. In the **User Name** box, type your Latitude user name.
3. In the **Password** box, type your Latitude password. As you type your password, periods display instead of the typed characters.
4. Click **Okay**. The **Exchange Manager** window appears.



Overview of Exchange Manager Window

Use the **Exchange Manager** window to import and export data, and modify vendor service import mappings.



1. **Menu bar**: Displays submenus and commands for working in Exchange.
2. **Navigation pane**: Displays navigation options for the selected **Navigation** menu option.

3. **Information pane:** Displays information for the item selected in the **Navigation** pane.
4. **Navigation menu:** Displays items available to display in the **Navigation** pane.
5. **Batch Execution Control pane:** Allows you to view, pause, restart, or cancel jobs in progress.

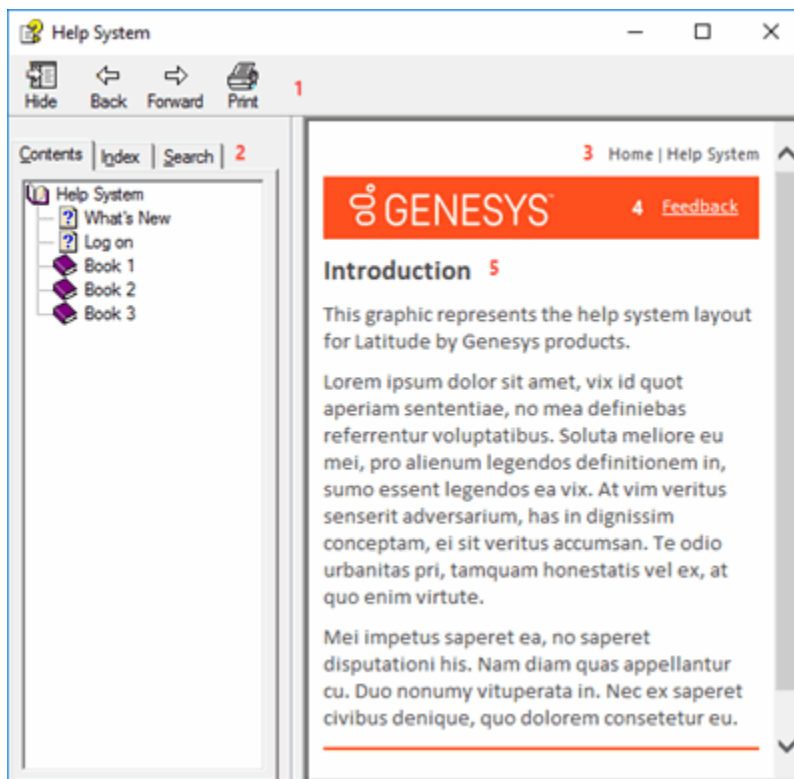
Tip: To close all open windows in the **Information** pane, in the menu bar, click **Windows > Close All windows**.

Help Overview

Exchange Manager help provides you with information for using Exchange Manager. To locate and view a topic, use the table of contents, index, and search features.

To open help

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



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

1. **Toolbar:** Displays options for the help window.
2. **Tabs:** Displays the following:
 1. **Contents:** Displays the table of contents. To display a topic in the **Content** pane, expand a book and then click the link.
 2. **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.

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

Search feature

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

Search syntax

The basic rules for formulating search queries are:

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

Wildcard expressions

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

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

Search for...	Example	Result
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.

Folders

You can add, rename, and delete folders to organize your clients and forms in Exchange Manager.

Add a Folder

Use the **Navigation** pane to add a folder to organize clients or forms.

To add a folder

1. In the **Navigation** menu, click **Clients** or **Forms**.
2. In the **Clients** or **Forms** pane, expand the nodes to the place where you want to add the folder.
3. Right-click the node or folder name, click **Add**, and then click **Add Folder**. The system creates a folder.
4. Type over the "New Folder" label with the name of the folder and then press **Enter**.

Note: Using a folder name that is the same as a client name could cause an error the next time you open Exchange.

Rename a Folder

Use the **Navigation** pane to rename a client or form folder.

To rename a folder

1. In the **Navigation** menu, click **Clients** or **Forms**.
2. In the **Clients** or **Forms** pane, expand the nodes to locate the folder.
3. Right-click the folder and then click **Rename**.
4. Type the new name and then press **Enter**.

Note: Using a folder name that is the same as a client name could cause an error the next time you open Exchange.

Delete a Folder

Use the **Navigation** pane to delete a client or form folder.

To delete a folder

1. In the **Navigation** menu, click **Clients** or **Forms**.
2. In the **Clients** or **Forms** pane, expand the nodes to locate the folder.
3. Right-click the folder and then click **Delete**. If the folder contains clients or forms, a confirmation dialog box appears.
4. To delete the folder and its contents, click **Yes**.

Client Configuration

The first step in using Exchange Manager is to add clients and configure the settings for importing and exporting information.

Note: The system creates the API client during installation of Exchange Manager. You do not need to do anything with this client unless Latitude by Genesys directs you to do so.

Clients

Use the **Clients** pane to add, import, export, and delete clients.

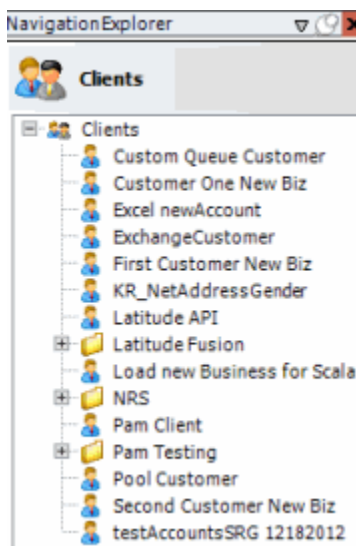
Add a Client

Use the **[Client Name]** tab to add a client to Exchange Manager. The **[Client Name]** tab includes several tabs for configuring the client.

Note: If a client uses different criteria for import and export files, create a separate client for each configuration.

To add a client

1. In the **Navigation** pane, click **Clients**.



2. In the **Clients** pane, right-click the folder where you want to add the client.
3. Click **Add** and then click **Add Client**. The system creates a client.
4. Type over the "New Client" label, and then press **Enter**.
5. Double-click the client name. A tab appears in the **Information** pane with the name of the new client.

ABC Company

General | Import Files | Export Files | History | Interface Notes

Unique Account Criteria

Account with Customer
 ID1
 ID2
 Original1
 Number (can stand alone)
 Debtor Id (can stand alone)
 Request Id (can stand alone)
 No Id (Genericatables only)
 Account (can stand alone)

Which field(s) make accounts unique for this client? These will be the field(s) Exchange uses to locate an account to apply data to.

Allow Wildcards (Account Only)

Unique Debtor Criteria

Debtor ID
 Seq
 SSN
 Name
 Relationship
 Not Set

Which field makes debtors unique for this client? This will be the field Exchange uses to locate a debtor to apply data to. If debtor not found it will be inserted.

Global Business Rules

Account | Financial | Custom

Skip Closed Accounts (Closed STATUS TYPE or QLEVEL >= 998)
 Skip Returned Accounts (QLEVEL = 999)
 Reject duplicate accounts
 Reopen Duplicate Accounts on New Business if duplicate is closed
 Reset Balance to values from New Business file upon reopen of duplicate account (All other fields will be set as well from the inbound file)
 Move Early Out to Charged Off

Misc Extra Options

Create New Record Always
 Update Existing
 NOTE: When a duplicate Misc Extra Record exists a new record is always created.

General Configuration

[Configure File Pre-processing](#)
[Configure Dependencies](#)

Store copy of original file
 Always open entire file at once

Custom Pre and Post Stored Procedures

Execute this stored procedure before processing the first record...

 Execute this stored procedure after processing the last record...

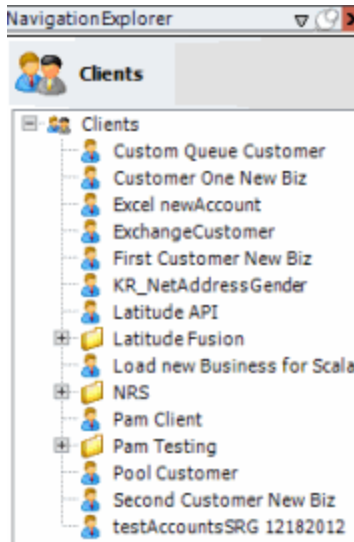
6. Complete the information on the **General**, **Import Files**, and **Export Files** tabs. For more information, see [General Configuration](#), [Import Files](#), and [Export Files](#).

Import a New Client

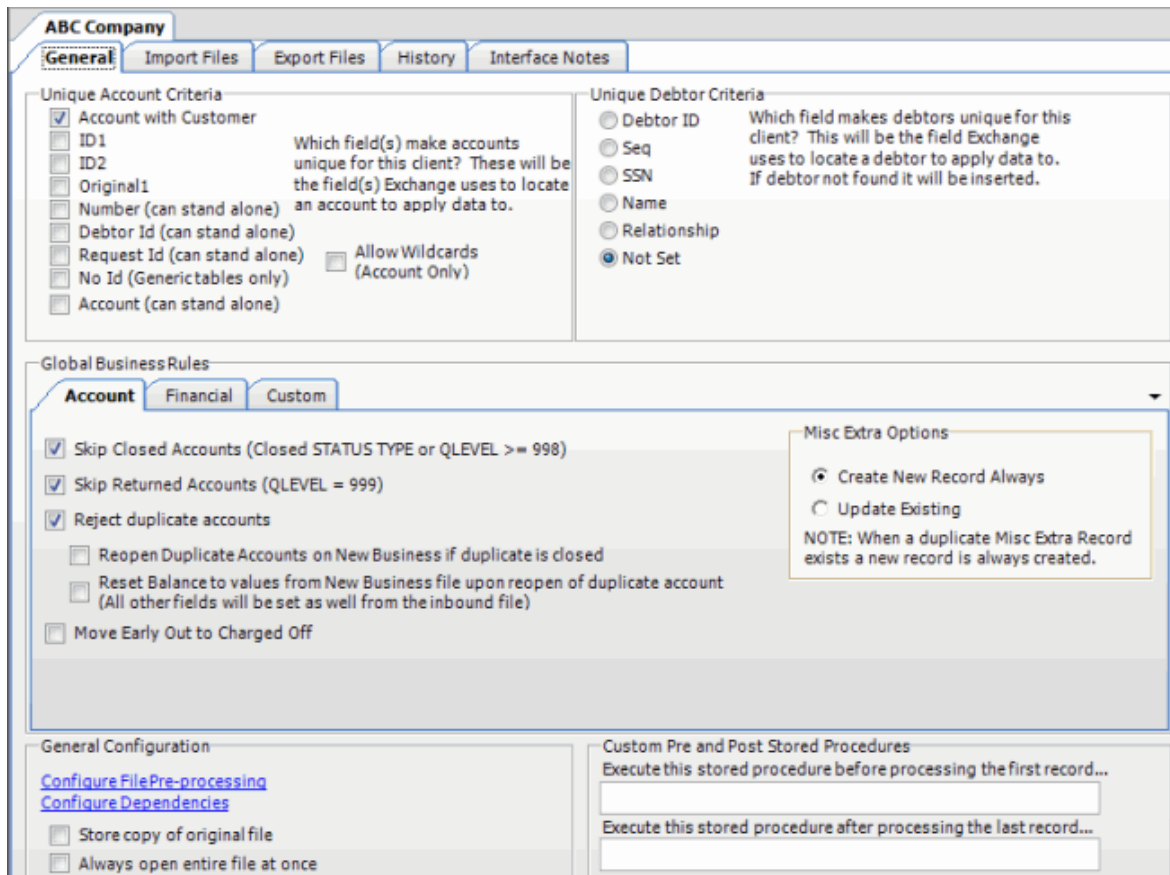
Use the menu bar to import a new client into Exchange Manager.

To import a new client

1. From the menu bar, click **File > Import > Client**. The **Open** dialog box appears.
2. Click the file that contains the client information to import and then click **Open**. A confirmation dialog box appears.
3. Click **OK**. The client name appears in the **Clients** pane.



- In the **Clients** pane, double-click the client name. The **[Client Name]** tab appears in the **Information** pane.



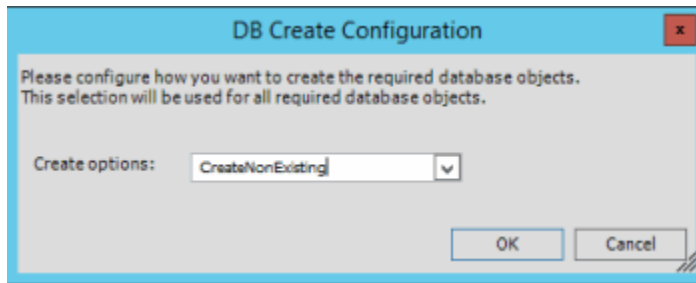
- Complete the information on the **General**, **Import Files**, and **Export Files** tabs and then, in the toolbar, click **Save**. For more information, see [General Configuration](#), [Import Files](#), and [Export Files](#).

Import All Clients

Use the menu bar to import all clients to Exchange Manager.

To import all clients

1. From the menu bar, click **File > Import > All Clients**. The **Browse For Folder** dialog box appears.
2. Click the client folder and then click **OK**. The **DB Create Configuration** dialog box appears.



Create non-existing: Creates only non-existing required database objects.

Create newer only: Creates only newer required database objects.

Create Always: Always creates required database objects.

Never Create: Never creates required database objects.

3. Do one of the following:
 - To specify a method for creating required database objects, in the **Create options** list box, click a creation method and then click **OK**.
 - To import clients without creating any database objects, click **Cancel** and in the confirmation dialog box, click **Yes**.

A notification dialog box appears indicating whether all clients imported successfully.

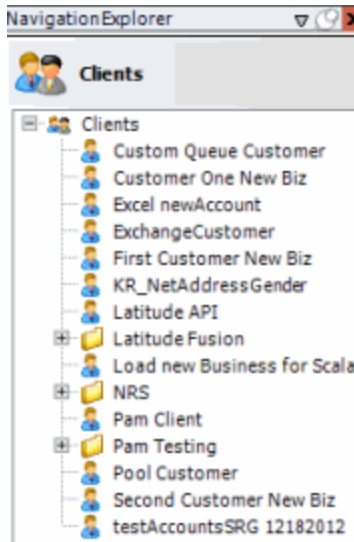
4. In the notification dialog box, click **OK**.

Modify a Client

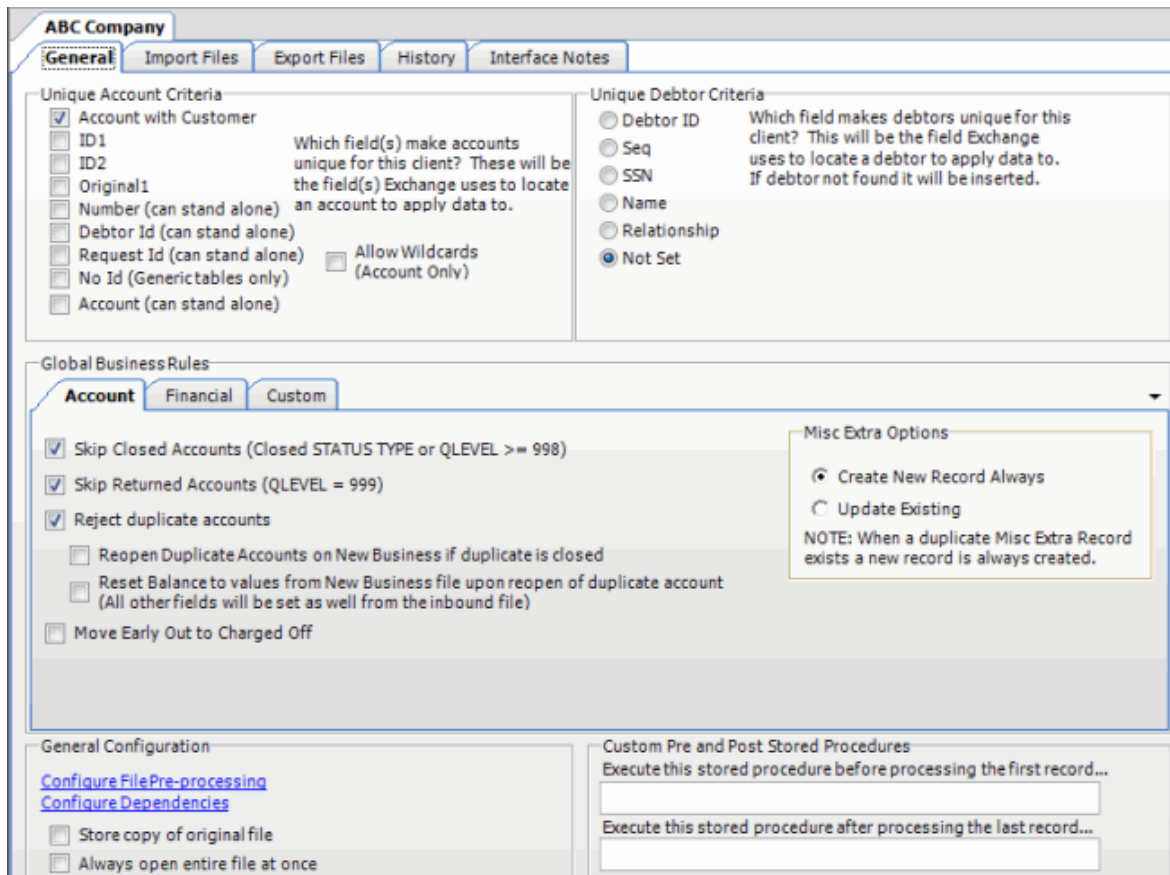
Use the **[Client Name]** tab to modify a client's information. You can also import updates to a client's information. For more information, see [Import Updates to a Client](#).

To modify a client

1. In the **Navigation** pane, click **Clients**.



2. In the **Clients** pane, expand the appropriate folder and then double-click the client name. The **[Client Name]** tab appears in the **Information** pane.



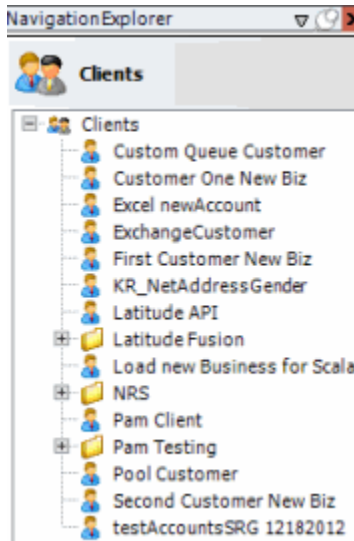
3. Modify the information on the **General**, **Import Files**, and **Export Files** tabs as necessary and then, in the toolbar, click **Save**. For more information, see [General Configuration](#), [Import Files](#), and [Export Files](#).

Import Updates to a Client

Use the **[Client Name]** tab to update a client's information using data in an XML file. You can also modify a client's information manually. For more information, see [Modify a Client](#).

To import updates to a client

1. In the **Navigation** pane, click **Clients**.



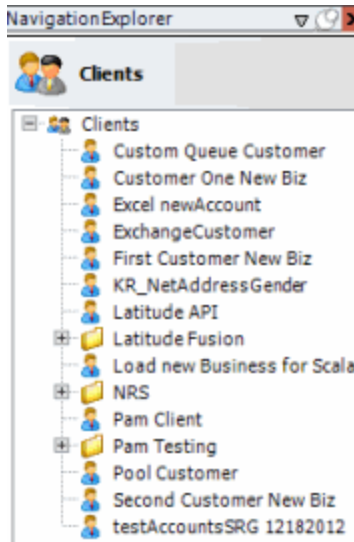
2. In the **Clients** pane, expand the appropriate folder, right-click the client name, and then click **Update Client**. The **Open** dialog box appears.
3. Click the XML file that contains the updated client information and then click **Open**. A notification dialog box appears.
4. Click **OK**. The system updates the client using the information in the XML file.

Export a Client

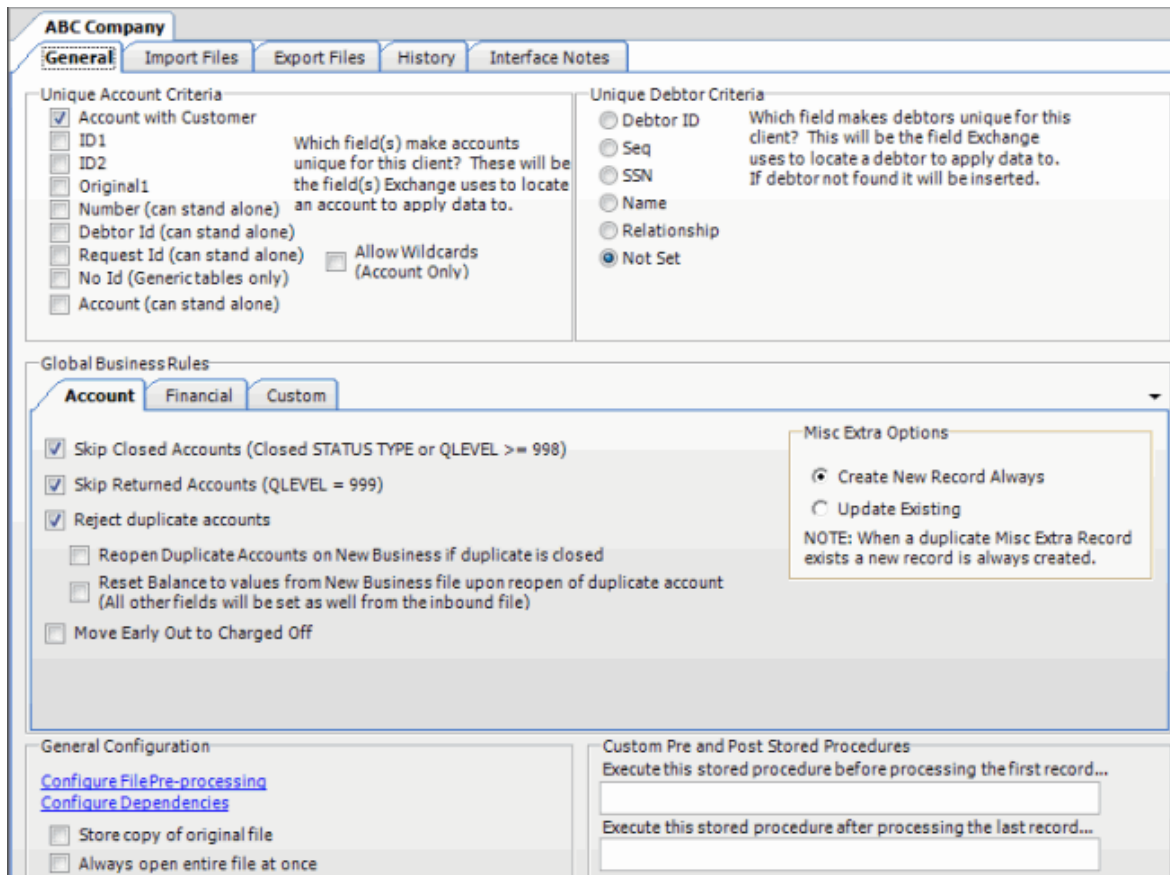
Use the menu bar to export a client from Exchange Manager to an XML file format.

To export a client

1. In the **Navigation** pane, click **Clients**.



2. In the **Clients** pane, double-click the client name. The **[Client Name]** tab appears in the **Information** pane.



3. From the menu bar, click **File > Export > Client**. The **Save As** dialog box appears.
4. In the **File name** box, type a name for the file and then click **Save**.

Export All Clients

Use the menu bar to export all clients from Exchange Manager to an XML file format.

To export all clients

1. From the menu bar, click **File > Export > All Clients**. The **Browse For Folder** dialog box appears.
2. Click the folder to export the clients to and then click **OK**. The **Add date** dialog box appears.
3. Do one of the following:
 - To include the date in the file name, click **Yes**.
 - To exclude the date from the file name, click **No**. A notification dialog box appears indicating whether all clients exported successfully.

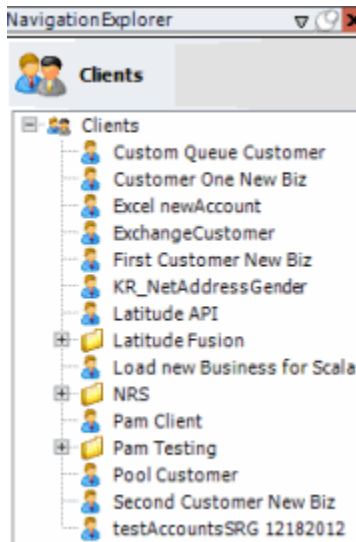
Click **OK**.

Copy a Client

Use the **Clients** pane to copy a client. You can use a copy of a client to modify the configuration without affecting the original client.

To copy a client

1. In the **Navigation** pane, click **Clients**.



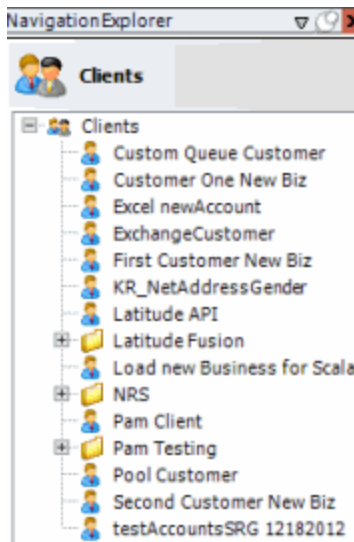
2. In the **Clients** pane, expand the appropriate folder, right-click the client, and then click **Copy**.
3. Type a name for the copied client and then press **Enter**.

Rename a Client

Use the **Clients** pane to rename a client. Save any changes that you've made before renaming the client.

To rename a client

1. In the **Navigation** pane, click **Clients**.



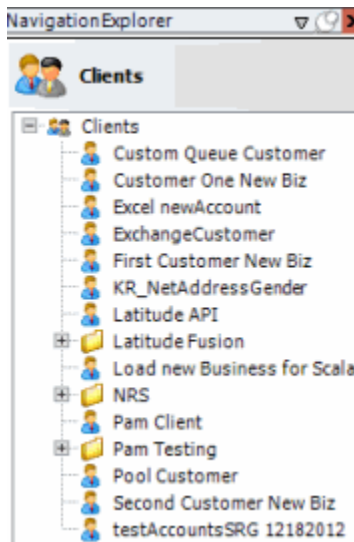
2. In the **Clients** pane, expand the appropriate folder, right-click the client, and then click **Rename**.
3. Type the new client name and then press **Enter**.

Delete a Client

Use the **Clients** pane to delete a client.

To delete a client

1. In the **Navigation** pane, click **Clients**.



2. In the **Clients** pane, expand the appropriate folder, right-click the client, and then click **Delete**. A confirmation dialog box appears.
3. Click **Yes**.

General Configuration

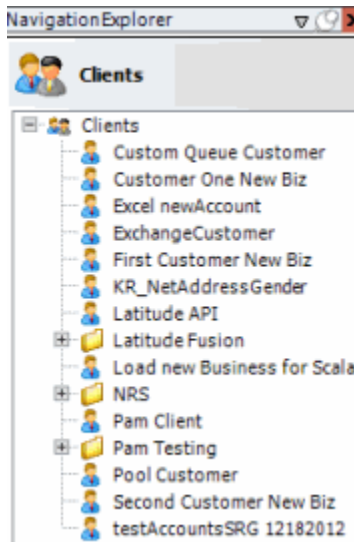
Use the **General** tab to specify general settings for a client. These settings include unique account criteria, unique customer criteria, and global business rules. General information for the client applies to all import and export files.

Specify Unique Account Criteria

Use the **Unique Account Criteria** section of the **General** tab to specify the criteria to use to locate the accounts to update in Latitude.

To specify unique account criteria

1. In the **Navigation** pane, click **Clients**.



2. In the **Clients** pane, expand the appropriate folder and then double-click the client. The tab for the specified client appears in the **Information** pane.

The screenshot shows the configuration interface for ABC Company. It includes tabs for General, Import Files, Export Files, History, and Interface Notes. The 'General' tab is active, displaying sections for Unique Account Criteria, Unique Debtor Criteria, Global Business Rules (with sub-tabs for Account, Financial, and Custom), and General Configuration. The 'Account' sub-tab is selected under Global Business Rules. The 'Misc Extra Options' section is highlighted with a yellow border.

Account with customer: If selected, Exchange Manager uses the client's account number and the client specified during import to locate an account.

ID 1: If selected, Exchange Manager uses ID1 to locate an account.

ID 2: If selected, Exchange Manager uses ID2 to locate an account.

Original1: If selected, Exchange Manager uses the amount in the Principal money bucket to locate an account.

Number (can stand alone): If selected, Exchange Manager uses Latitude's unique account number to locate an account.

Debtor ID (can stand alone): If selected, Exchange Manager uses Latitude's unique customer identification number to locate an account.

Request ID (can stand alone): If selected, Exchange Manager uses Latitude's Service Request ID to locate an account. Exchange uses this ID when matching records returned from a vendor to the Service History table.

No ID (generic tables only): If selected, Exchange Manager writes the information to a generic table. Advanced users only.

Account (can stand alone): If selected, Exchanges Manager uses the client's account number to locate an account.

Allow Wildcards (account only): If selected, you can use a partial account number for matching. For example, your client can provide you with a 16-character account number, and send maintenance information using only the first 10 characters.

Note: Ensure that you map the unique account criteria from your source file to a destination field. For more information, see [Map Source Fields to Destination Fields](#).

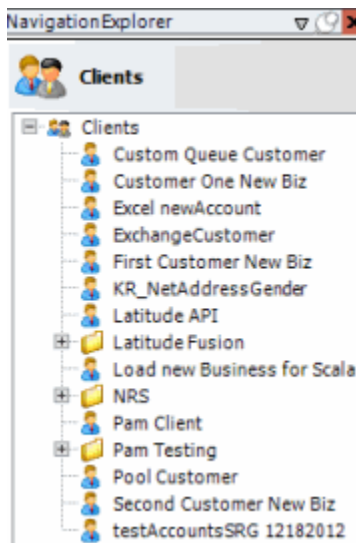
3. Select one or more criteria that renders accounts as unique for the specified client and then, in the toolbar, click **Save**. The **Update Comment** dialog box appears.
4. In the **Update Comment** box, type a comment regarding your changes and then click **OK**.

Specify Unique Customer Criteria

Use the **Unique Debtor Criteria** section of the **General** tab to specify the criteria to use to locate the customers to update in Latitude. Exchange uses this criteria along with the unique account criteria you specified to locate the correct customer record to update. If Exchange Manager doesn't locate the customer, it inserts a new customer record.

To specify unique customer criteria

1. In the **Navigation** pane, click **Clients**.



2. In the **Clients** pane, expand the appropriate folder and then double-click the client. The tab for the specified client appears in the **Information** pane.

ABC Company

General | Import Files | Export Files | History | Interface Notes

Unique Account Criteria

- Account with Customer
- ID1
- ID2
- Original1
- Number (can stand alone)
- Debtor Id (can stand alone)
- Request Id (can stand alone)
- No Id (Genericatables only)
- Account (can stand alone)

Which field(s) make accounts unique for this client? These will be the field(s) Exchange uses to locate an account to apply data to.

Allow Wildcards (Account Only)

Unique Debtor Criteria

- Debtor ID
- Seq
- SSN
- Name
- Relationship
- Not Set

Which field makes debtors unique for this client? This will be the field Exchange uses to locate a debtor to apply data to. If debtor not found it will be inserted.

Global Business Rules

Account | Financial | Custom

- Skip Closed Accounts (Closed STATUS TYPE or QLEVEL >= 998)
- Skip Returned Accounts (QLEVEL = 999)
- Reject duplicate accounts
- Reopen Duplicate Accounts on New Business if duplicate is closed
- Reset Balance to values from New Business file upon reopen of duplicate account (All other fields will be set as well from the inbound file)
- Move Early Out to Charged Off

Misc Extra Options

- Create New Record Always
- Update Existing

NOTE: When a duplicate Misc Extra Record exists a new record is always created.

General Configuration

[Configure File Pre-processing](#)
[Configure Dependencies](#)

- Store copy of original file
- Always open entire file at once

Custom Pre and Post Stored Procedures

Execute this stored procedure before processing the first record...

Execute this stored procedure after processing the last record...

Debtor ID: If selected, Exchange uses the customer (debtor) ID to locate the customer record to update. If you select this option, select the **Debtor ID** check box in the **Unique Account Criteria** section also. Recommended as the most accurate method to locate the correct customer.

Seq: (Sequence) If selected, Exchange Manager combines the customer sequence number with the unique account criteria to locate the customer record to update. The sequence number for the primary customer is 0 (zero) and the sequence number for secondary customers is 1 (one) or higher.

Note: Use with caution. More than one of the same sequences can exist for a customer record with the same Latitude file number.

SSN: If selected, Exchange Manager uses the customer's social security number and the unique account criteria to locate the customer record to update.

Name: If selected, Exchange Manager uses the customer's name and the unique account criteria to locate the customer record to update. The format is last name, first name, middle initial (for example, "Doe, John E"). If the customer (debtor) ID isn't available, the name is the second most accurate method to locate a customer record.

Relationship: If selected, Exchange Manager uses the account relationship and the unique account criteria to locate the customer record to update.

Note: Use with caution. More than one of the same relationships can exist for a customer record with the same Latitude file number.

Not Set: (default) If selected, Exchange Manager doesn't map secondary information for a customer. For example, it only maps to new business. If you select this option:

- Exchange Manager applies new business information to the primary customer, unless new customer rows exist in the mapping and you mapped customer information to the additional rows.
- Maintenance requires customer mapping; otherwise, Exchange Manager could insert a new customer record.
- Bankruptcy and deceased records require customer mapping to match the information to the correct customer.

Note: Ensure that you map the unique customer criteria from your source file to a destination field. For more information, see [Map Source Fields to Destination Fields](#).

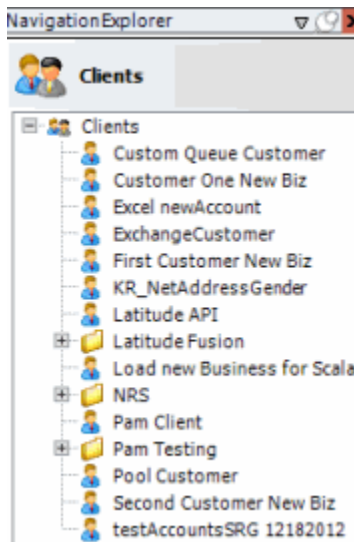
3. Select one criteria that renders customers unique for the specified client and then, in the toolbar, click **Save**. The **Update Comment** dialog box appears.
4. In the **Update Comment** box, type a comment regarding your changes and then click **OK**.

Configure Global Account Business Rules

Use the **Account** tab on the **General** tab to configure business rules that apply globally at the account level.

To configure global account business rules

1. In the **Navigation** pane, click **Clients**.



2. In the **Clients** pane, expand the appropriate folder and then double-click the client. The tab for the specified client appears in the **Information** pane.

The screenshot shows the 'ABC Company' interface with the 'General' tab selected. The 'Global Business Rules' section is expanded to the 'Account' tab. Under 'Unique Account Criteria', several options are checked, including 'Account with Customer'. Under 'Unique Debtor Criteria', 'Not Set' is selected. In the 'Global Business Rules' section, 'Skip Closed Accounts (Closed STATUS TYPE or QLEVEL >= 998)', 'Skip Returned Accounts (QLEVEL = 999)', and 'Reject duplicate accounts' are checked. The 'Misc Extra Options' section shows 'Create New Record Always' selected. Below this, there are sections for 'General Configuration' and 'Custom Pre and Post Stored Procedures'.

3. On the **General** tab in the **Global Business Rules** section, click the **Account** tab.

This is a close-up of the 'Global Business Rules' window, specifically the 'Account' tab. It highlights the 'Skip Closed Accounts (Closed STATUS TYPE or QLEVEL >= 998)', 'Skip Returned Accounts (QLEVEL = 999)', and 'Reject duplicate accounts' options, which are all checked. The 'Misc Extra Options' section is also visible, with 'Create New Record Always' selected. A note below states: 'NOTE: When a duplicate Misc Extra Record exists a new record is always created.'

Skip Closed Accounts (Closed STATUS TYPE or QLEVEL >= 998): If selected, Exchange Manager doesn't update accounts that have a closed status or a queue level of 998 or higher when importing financial and maintenance data.

Skip Returned Accounts (QLEVEL = 999): If selected, Exchange Manager doesn't update accounts that have a queue level of 999 when importing financial and maintenance data.

Reject duplicate accounts: If selected, Exchange Manager updates the first account it matches and ignores the duplicate accounts. When you select this check box, you also have the following options:

Reopen Duplicate Accounts on New Business if duplicate is closed: If selected and an account in a new business file matches an existing closed account in Latitude, Exchange Manager reopens the closed account instead of importing the account as new business. Exchange Manager doesn't update the account information in Latitude unless you select the **Reset Balance to values from new Business file upon reopen of duplicate account** check box.

Reset Balance to values from new Business file upon reopen of duplicate account: If selected and you chose to reopen duplicate accounts, Exchange Manager updates the account balance and other information in Latitude with information in the new business file. If the account doesn't have a closed status in Latitude, Exchange Manager doesn't update the account with the information in the new business file.

Move Early Out to Charged Off: If selected, Exchange Manager moves accounts to a charged-off status.

Create New Record Always: If selected, Exchange Manager creates a Misc Extra record regardless of whether the Misc Extra record exists in Latitude.

Update Existing: If selected and the Misc Extra record exists, Exchange Manager updates the existing record. If the Misc Extra record does not exist, Exchange Manager creates a record.

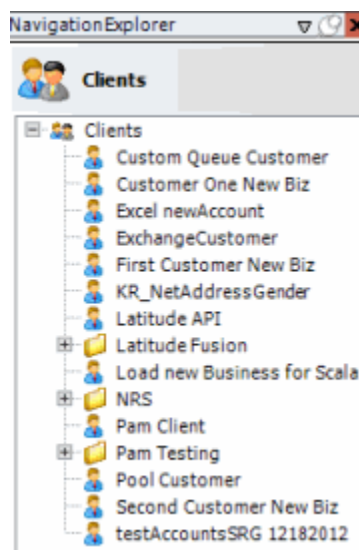
4. Select one or more account business rules to apply and then, in the toolbar, click **Save**. The **Update Comment** dialog box appears.
5. In the **Update Comment** box, type a comment regarding your changes and then click **OK**.

Configure Global Financial Business Rules

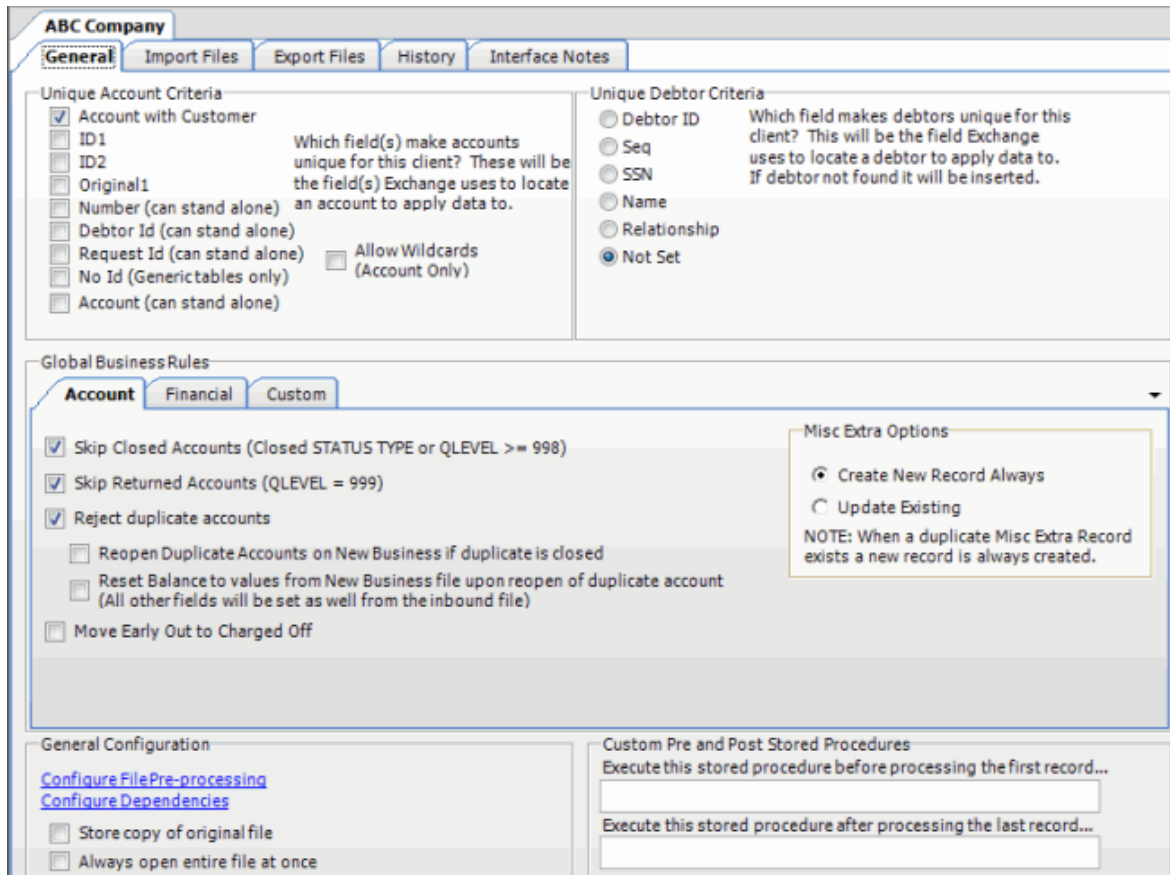
Use the **Financial** tab on the **General** tab to configure business rules that apply globally for financial transactions.

To configure global financial business rules

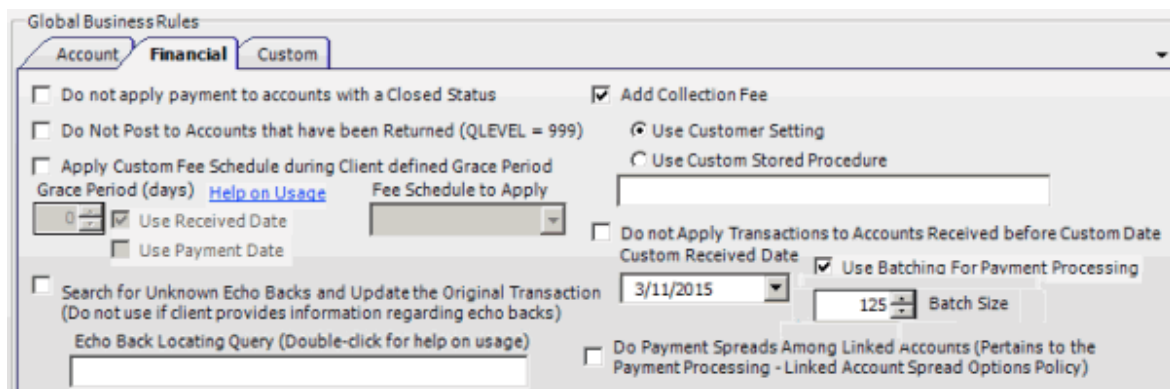
1. In the **Navigation** pane, click **Clients**.



- In the **Clients** pane, expand the appropriate folder, and then double-click the client. The tab for the specified client appears in the **Information** pane.



- On the **General** tab in the **Global Business Rules** section, click the **Financial** tab.



Do not apply payment to accounts with a Closed Status: If selected, Exchange Manager doesn't apply payments to accounts that have a queue level of 998 or higher (closed status) when processing financial imports.

Do not post accounts that have been Returned (QLEVEL = 999): If selected, Exchange Manager doesn't post financial transactions to accounts set to queue level 999 (closed and returned status). If you select this option, Exchange Manager selects the **Do not apply payment to accounts with a Closed Status** check box.

Apply Custom Fee Schedule during Client defined Grace Period: If selected, Exchange Manager applies the specified fee schedule to payments on accounts where the client received payment before expiration of the grace days indicated (based on the account received date).

Grace Period (days): Number of days to subtract from and add to the current date to determine the grace period. For example, if the current date is 11/10/2016 and the number of grace days is 10, the grace period is 10/31/2016 through 11/20/2016. Exchange Manager uses the grace period when determining which fee schedule to apply to payments.

Use Received Date: If selected, Exchange Manager uses the account received date to determine which fee schedule to apply. If the account received date is greater than or equal to the current date less the number of grace days specified, Exchange Manager uses the fee schedule specified in the **Fee Schedule to Apply** list box. If the account received date is less than the current date less the number of grace days specified, Exchange Manager uses the fee schedule set for the client.

Use Payment Date: If selected, Exchange Manager uses the payment date to determine which fee schedule to apply. If the payment date is less than or equal to the account received date plus the number of grace days specified, Exchange Manager uses the fee schedule specified in the **Fee Schedule to Apply** list box. If the payment date is greater than the account received date plus the number of grace days specified, Exchange Manager uses the fee schedule set for the client.

Fee Schedule to Apply: Fee schedule to apply to payments based on whether you chose to compare the grace period to the account received date or payment date.

Search for Unknown Echo Backs and Update the Original Transaction: If selected, Exchange Manager uses a query to search for payments to avoid duplicate payment entries. Use only with direction from Latitude by Genesys.

Echo Back Locating Query: Query used to search for payments to avoid duplicate payment entries. If you selected the **Search for Unknown Echo Backs and Update the Original Transaction** check box, specify the name of the query in this box.

Add Collection Fee: If selected, Exchange Manager uses the collection fee percentage set for the client or a stored procedure to add collection fees to accounts.

Use Customer Setting: If selected, Exchange Manager uses the collection percentage set for the client in Latitude to calculate and add collection fees to accounts.

Use Custom Stored Procedure: If selected, Exchange Manager uses the calculations in a stored procedure that Latitude by Genesys provides to add collection fees to accounts.

[Stored Procedure Name]: Name of the stored procedure to use to calculate and add collection fees to accounts. If you selected the **Use Custom Stored Procedure** check box, specify the name of the stored procedure in this box.

Do not Apply Transactions to Accounts Received before Custom Date: If selected, Exchange Manager doesn't apply payment transactions to accounts received before the date specified in the **Custom Received Date** box. Select this option in rare instances to avoid system anomalies due to internal (other system) migration. Consult Latitude by Genesys for detailed information.

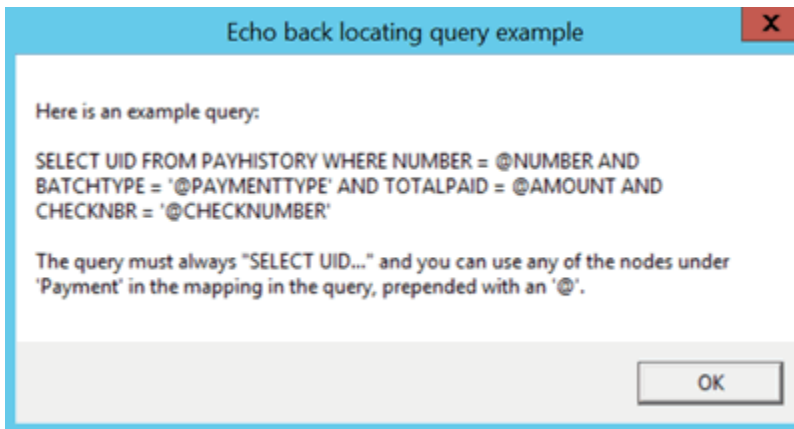
Custom Received Date: Account received date to use to limit the payment transactions applied to accounts. If you selected the **Do no Apply Transactions to Accounts Received before Custom Date** check box, specify the date in this box.

Use Batching For Payment Processing: If selected, Exchange Manager processes payment transactions using batching to improve performance.

Batch Size: Number of payment transactions that Exchange Manager attempts to process as a group. If you selected the **Use Batching For Payment Processing** check box, specify the batch size limit in this box.

Do Payment Spreads Among Linked Accounts: If selected, Exchange Manager spreads payments across linked accounts. Clear this check box for old interfaces that don't support spreading logic.

4. Select one or more financial business rules to apply.
5. To view an example of an echo back query, double-click the **Echo Back Locating Query** label. The **Echo back locating query example** window appears.



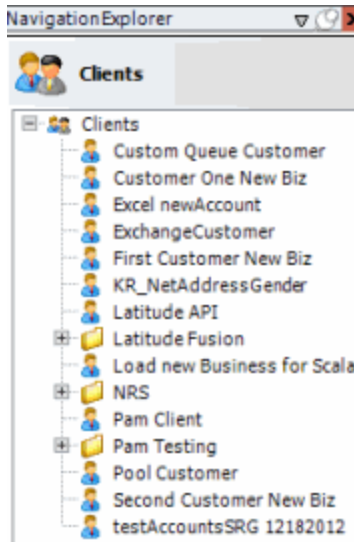
6. In the toolbar, click **Save**. The **Update Comment** dialog box appears.
7. In the **Update Comment** box, type a comment regarding your changes and then click **OK**.

Configure Global Custom Business Rules

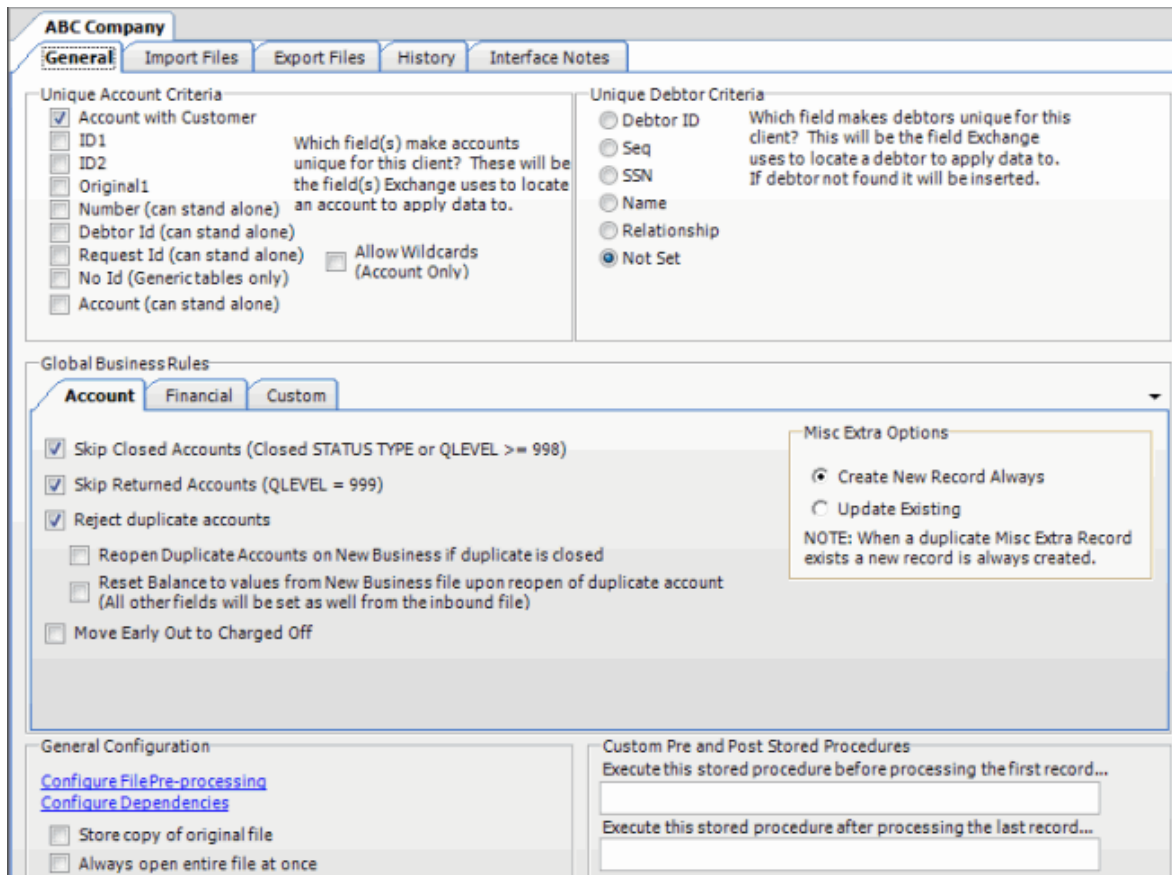
Use the **Custom** tab on the **General** tab to configure business rules that identify accounts to exclude during imports. Custom business rules only apply to maintenance, financial, and final recall imports. They don't apply to new business imports. Exchange Manager flags accounts that meet the specified criteria with a red exception when processing the import file.

To configure global custom business rules

1. In the **Navigation** pane, click **Clients**.

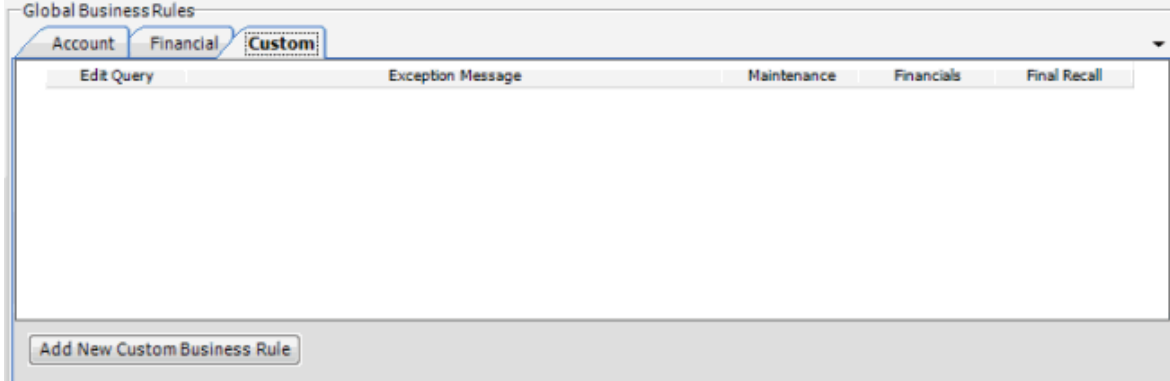


- In the **Clients** pane, expand the appropriate folder and then double-click the client. The tab for the specified client appears in the **Information** pane.

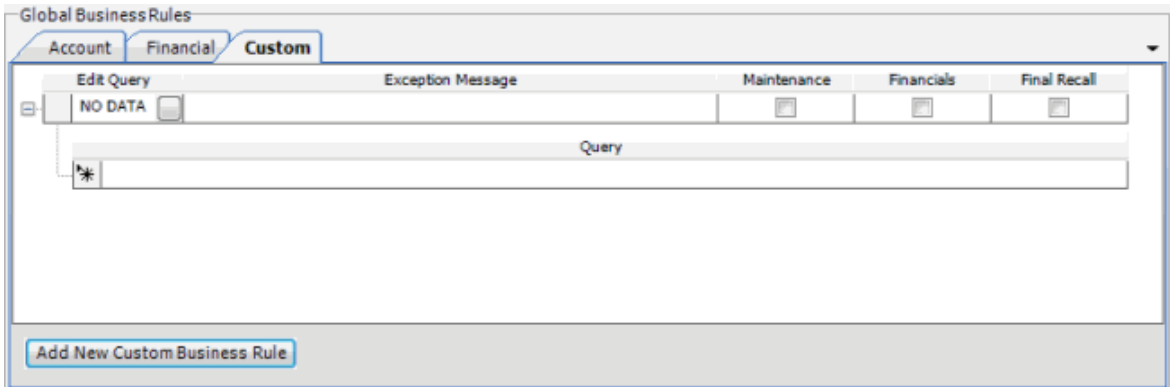


- On the **General** tab in the **Global Business Rules** section, click the **Custom** tab.

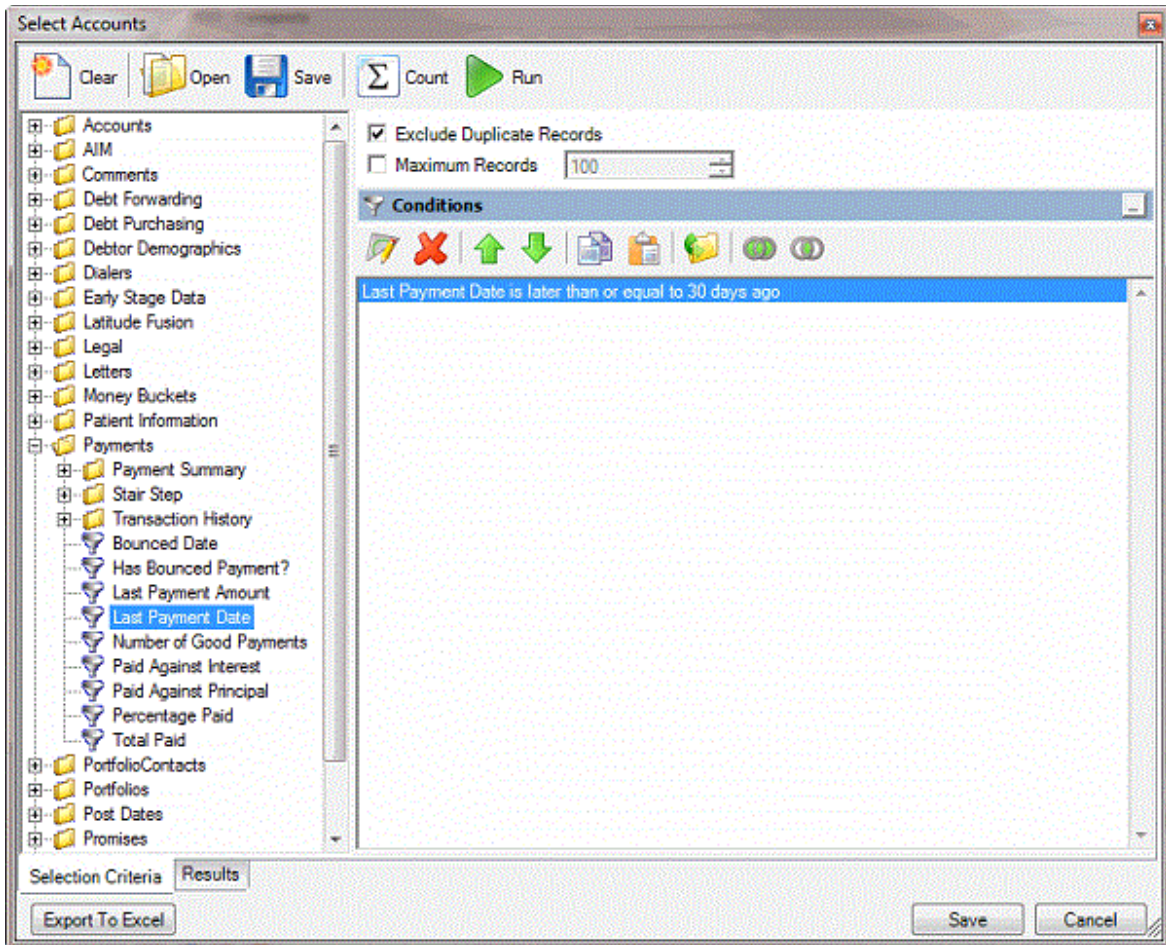
Exchange Manager Printable Help



4. Click **Add New Custom Business Rule**. The **Edit Query** column indicates "NO DATA."



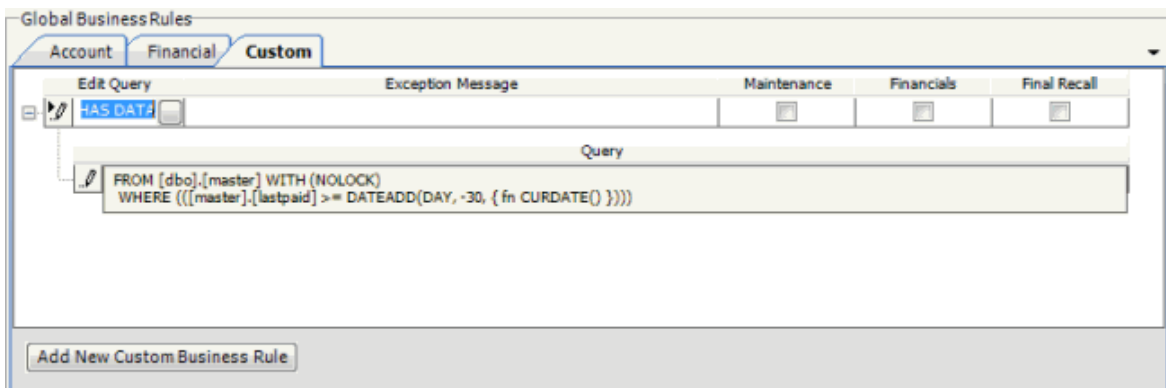
5. Double-click the box next to "NO DATA." The **Select Accounts** window appears.



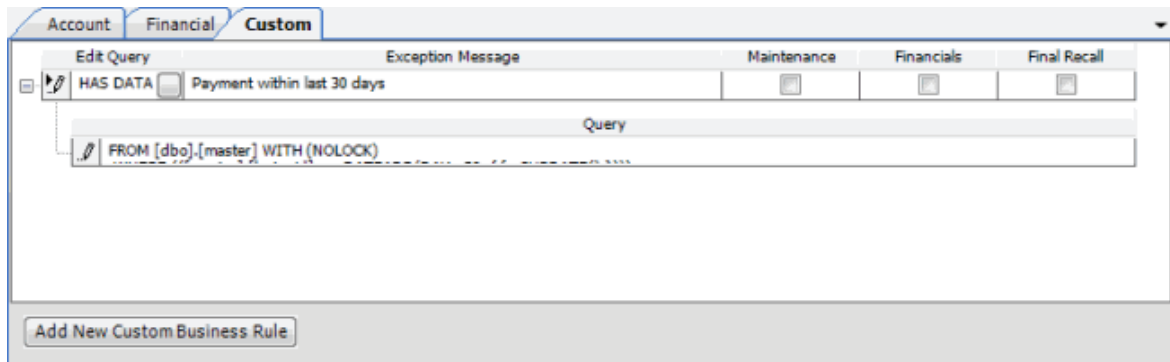
6. Specify the conditions for selecting the accounts to exclude from the import. In the previous example, Exchange Manager excludes accounts where the last payment date occurred within the last 30 days. For more information about using queries, see [Queries](#).
7. Click **Save**.

Note: We recommend that you create simple conditions. If you combine conditions, the exception message doesn't indicate why Exchange Manager didn't process the account.

8. On the **Custom** tab, rest your mouse on the query to view the full SQL statement.



9. In the **Exception Message** box, type the exception message to display in red above the account when processing the import file.



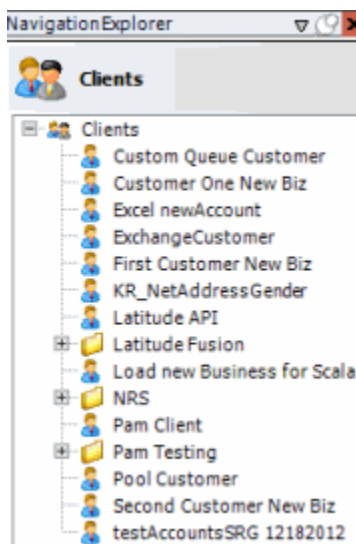
10. Select the import types to which to apply the business rule. For example, if you select **Final Recall**, Exchange Manager doesn't recall accounts that received a payment in Latitude within the last 30 days.
11. Add more business rules as necessary and then, in the toolbar, click **Save**. The **Update Comment** dialog box appears.
12. In the **Update Comment** box, type a comment regarding your changes and then click **OK**.

Specify General Configuration Settings

Use the **General Configuration** section of the **General** tab to specify general configuration settings.

To specify general configuration settings

1. In the **Navigation** pane, click **Clients**.



2. In the **Clients** pane, expand the appropriate folder and then double-click the client. The tab for the specified client appears in the **Information** pane.

The screenshot shows the 'General' tab for 'ABC Company'. It features several sections:

- Unique Account Criteria:** A list of checkboxes for fields like 'Account with Customer', 'ID1', 'ID2', 'Original1', 'Number (can stand alone)', 'Debtor Id (can stand alone)', 'Request Id (can stand alone)', 'No Id (Generic tables only)', and 'Account (can stand alone)'. A note explains that these fields are used to locate accounts. There is also an 'Allow Wildcards (Account Only)' checkbox.
- Unique Debtor Criteria:** Radio buttons for 'Debtor ID', 'Seq', 'SSN', 'Name', 'Relationship', and 'Not Set'. A note explains that this field is used to locate debtors.
- Global Business Rules:** Sub-tabs for 'Account', 'Financial', and 'Custom'. The 'Account' sub-tab is active, showing options like 'Skip Closed Accounts', 'Skip Returned Accounts', 'Reject duplicate accounts', 'Reopen Duplicate Accounts on New Business if duplicate is closed', 'Reset Balance to values from New Business file upon reopen of duplicate account', and 'Move Early Out to Charged Off'. A 'Misc Extra Options' box contains 'Create New Record Always' (selected) and 'Update Existing'.
- General Configuration:** Links for 'Configure File Pre-processing' and 'Configure Dependencies', and checkboxes for 'Store copy of original file' and 'Always open entire file at once'.
- Custom Pre and Post Stored Procedures:** Two text input fields for procedures to run before and after processing records.

3. On the **General** tab, locate the **General Configuration** section.

This close-up shows the 'General Configuration' section with the following elements:

- Links for [Configure File Pre-processing](#) and [Configure Dependencies](#).
- Checkbox for 'Store copy of original file'.
- Checkbox for 'Always open entire file at once'.
- Section for 'Custom Pre and Post Stored Procedures' with two text input fields for procedure names.

Configure File Pre-processing: Opens the **Regex Config** dialog box to allow you to run a regular expression or SQL code against a file before processing it. For more information, see [Add a Regex Replacement](#) and [Configure Code Pre-processing](#).

Configure Dependencies: Opens the **Configure Dependencies** dialog box to allow you to add dependencies to include when copying a client to export. For more information, see [Configure Dependencies](#).

Store copy of original file: If selected, stores a copy of the original file for later reference.

Always open entire file at once: If selected, Exchange Manager checks for fixed or delimited files where a sub record does not contain a unique account identifier and is dependent upon a parent record for proper processing.

Execute this stored procedure before processing the first record: Name of the stored procedure to run before processing the first record in a file.

Execute this stored procedure after processing the last record: Name of the stored procedure to run after processing the last record in a file.

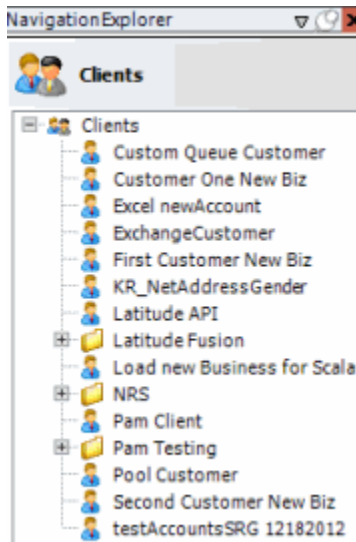
4. Specify the general configuration settings and then, in the toolbar, click **Save**. The **Update Comment** dialog box appears.
5. In the **Update Comment** box, type a comment regarding your changes and then click **OK**.

Add a Regular Expression Replacement

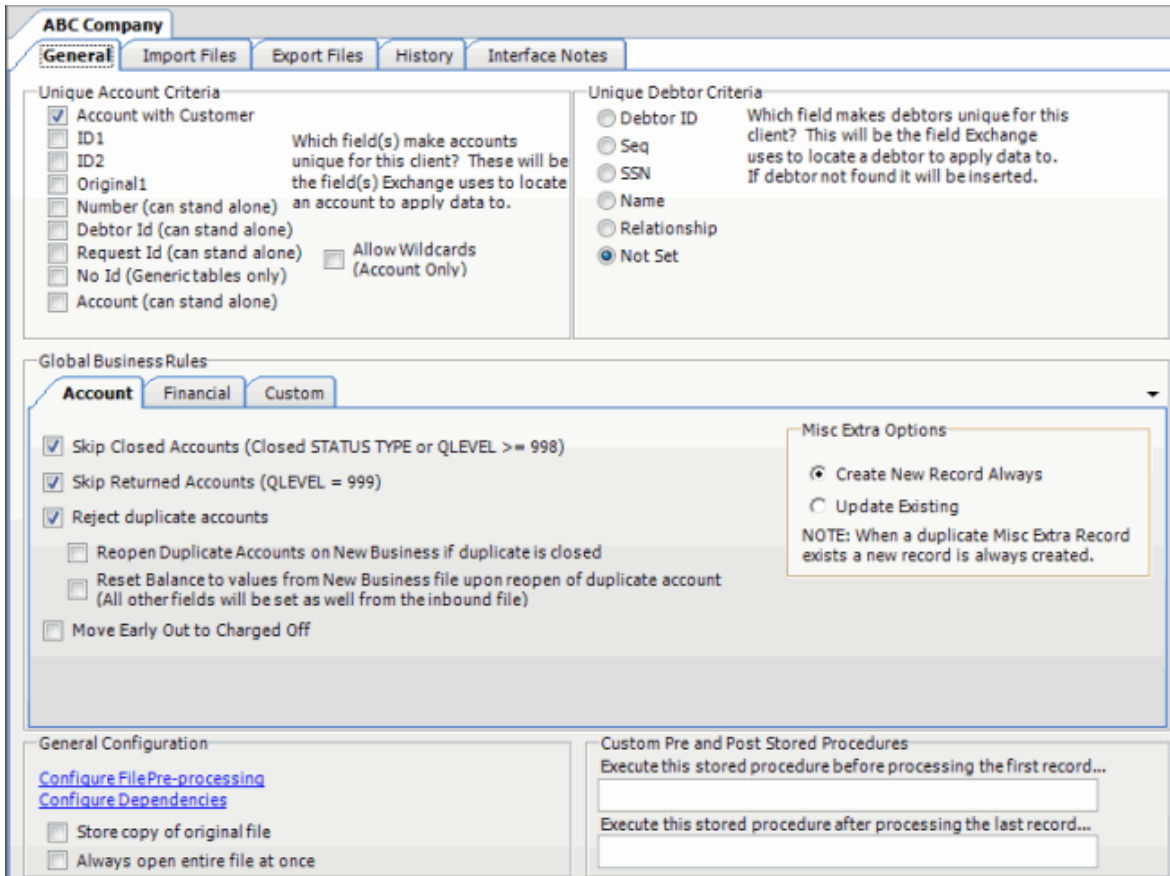
Use the **Regex Config** dialog box to add a regular expression (REGEX) to replace information within a file.

To add a regular expression replacement

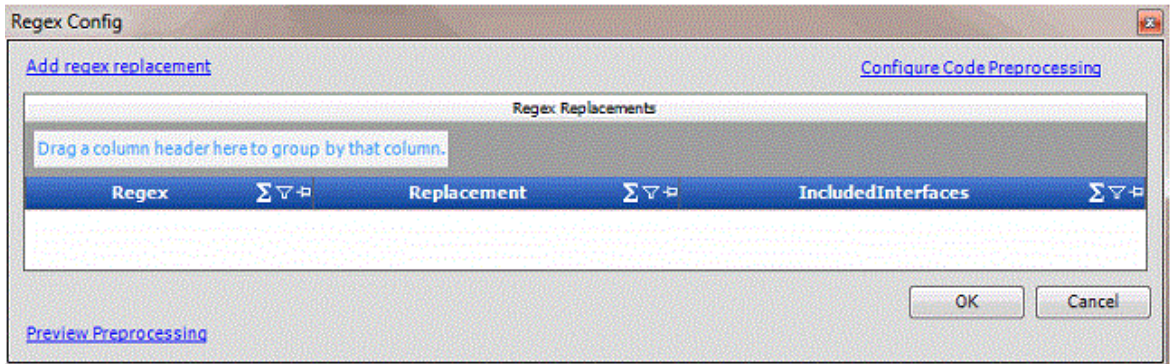
1. In the **Navigation** pane, click **Clients**.



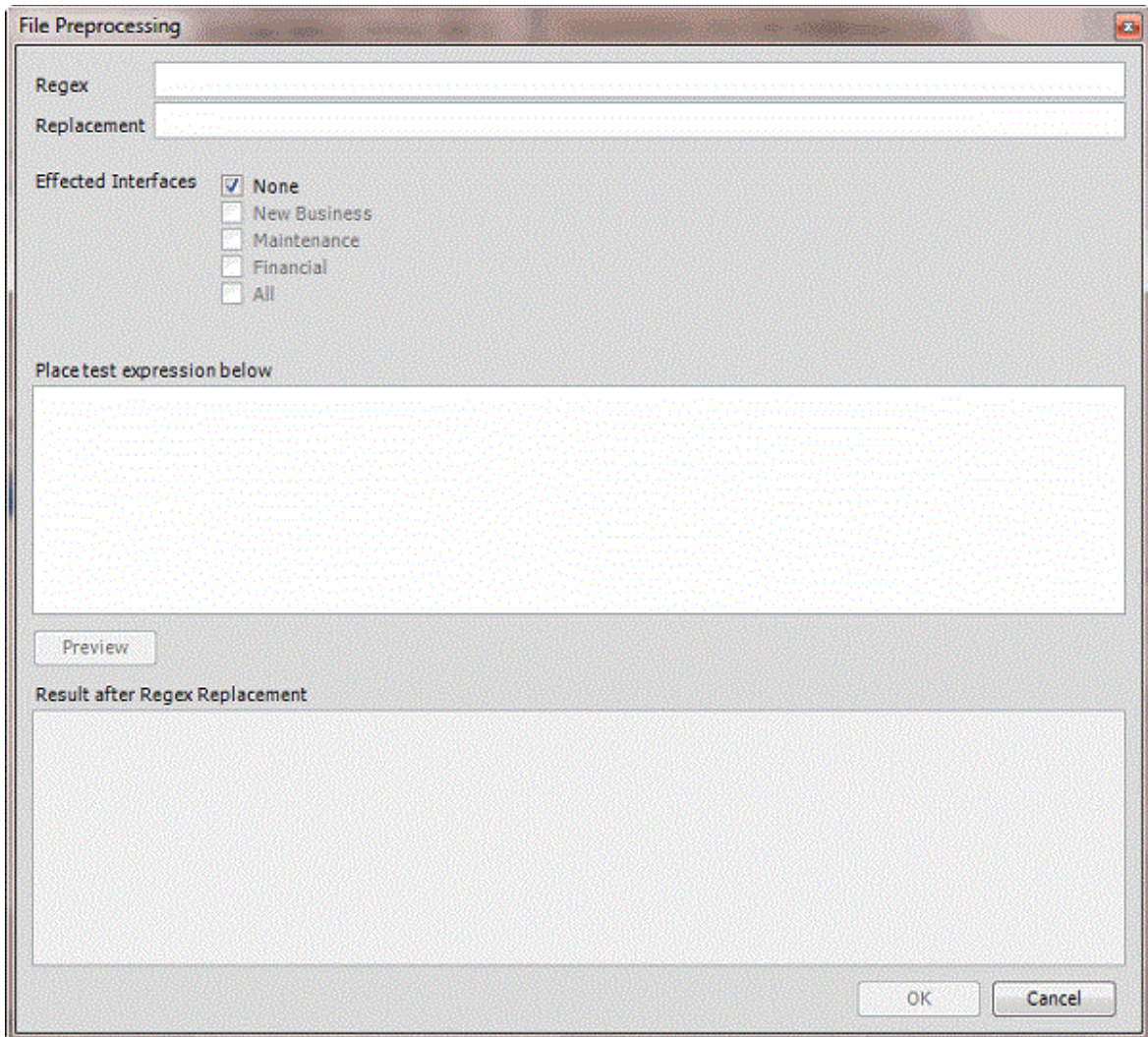
2. In the **Clients** pane, expand the appropriate folder and then double-click the client. The tab for the specified client appears in the **Information** pane.



3. On the **General** tab in the **General Configuration** section, click **Configure File Pre-processing**. The **Regex Config** dialog box appears.



4. Click **Add regex replacement**. The **File Processing** dialog box appears.



Regex: Pattern to use to match to a specific sequence of characters in a file.

Replacement: For characters that match the regular expression, replace them with these characters.

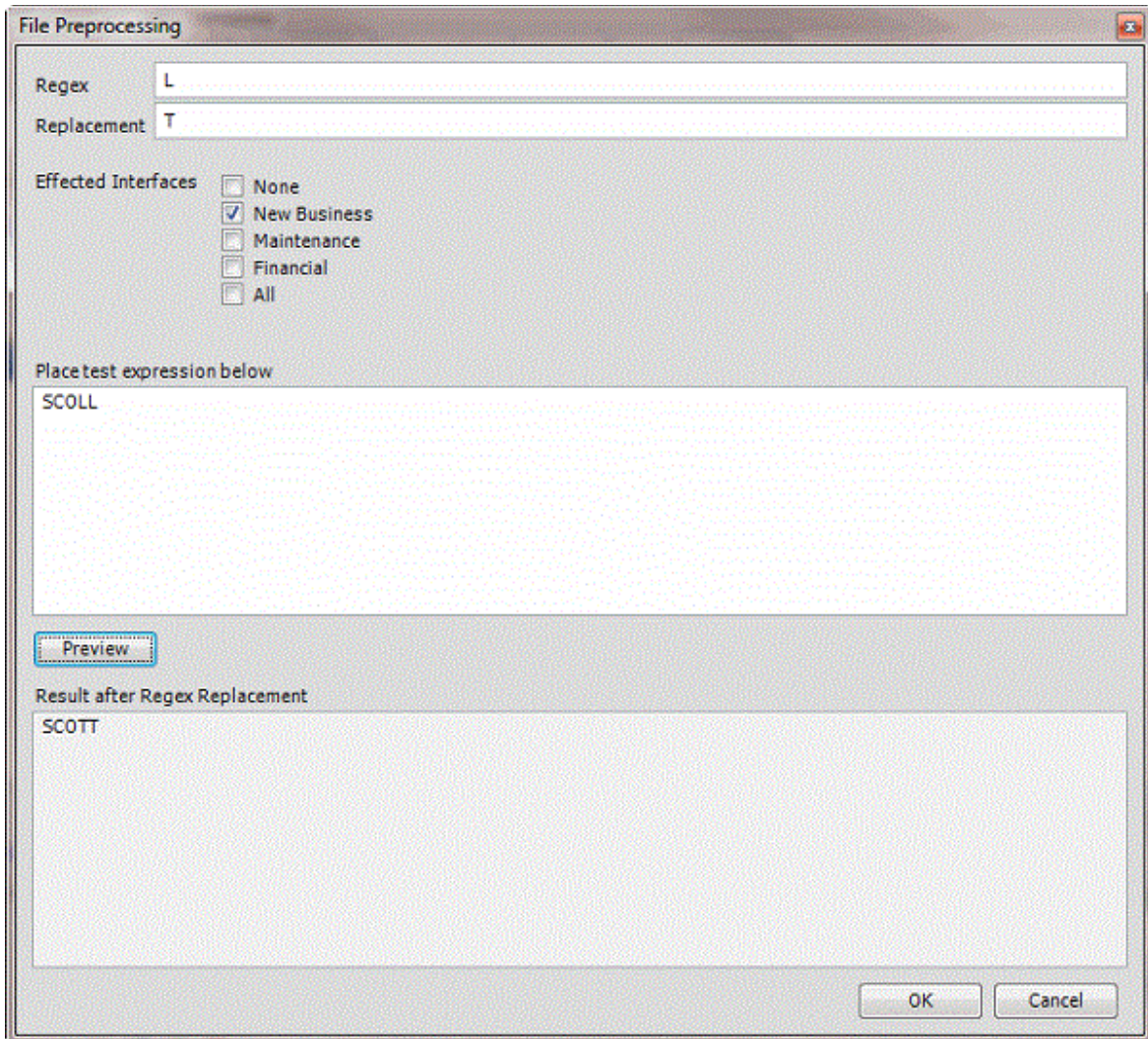
Effected Interfaces: If selected, Exchange Manager runs the Regular Expression against the file type. "None" is selected by default. Clear this check box to select a specific import type.

Place test expression below: Sample text to use to test the regular expression.

Preview: Runs the regular expression test.

Result after Regex Replacement: Result of the regular expression.

In the following example, Exchange Manager looks for the letter "L" in "SCOLL" and replaces it with the letter "T" to get "SCOTT".



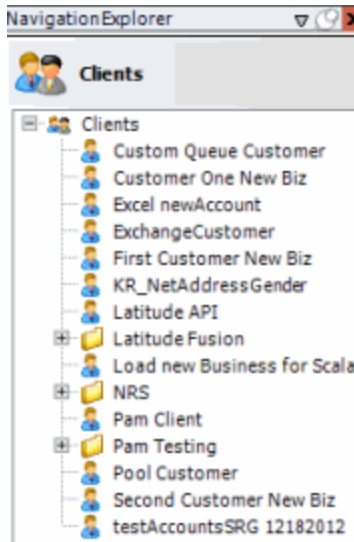
5. Complete the information and then click **OK**. Exchange populates the **Regex Config** dialog box with all regular expression replacements.
6. In the **Regex Config** dialog box, click **OK**.
7. In the toolbar, click **Save**. The **Update Comment** dialog box appears.
8. In the **Update Comment** box, type a comment regarding your changes and then click **OK**.

Configure Code Pre-processing

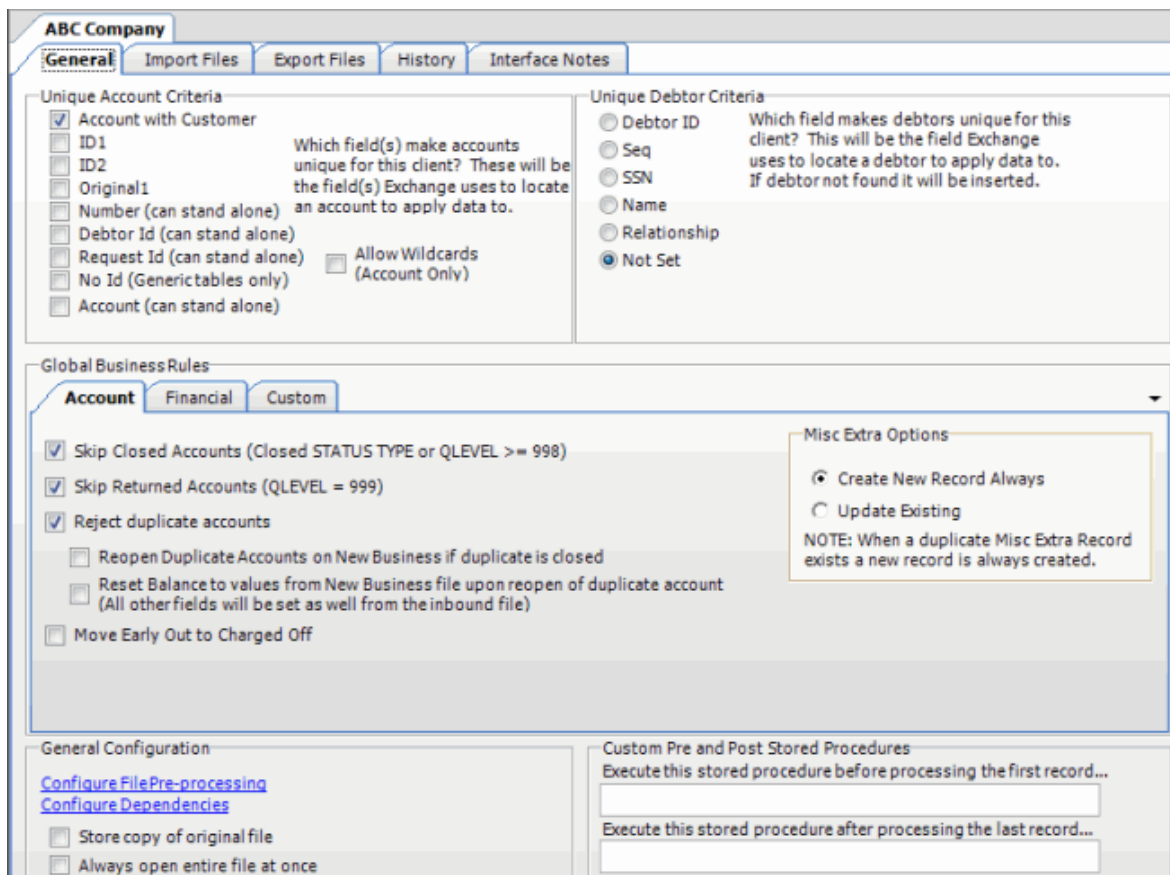
Use the **Code Preprocessing Dialog** box to specify the SQL code to run before processing a file. For example, you can specify code that writes information to a temporary file that Exchange Manager can process instead of the original file.

To configure code pre-processing

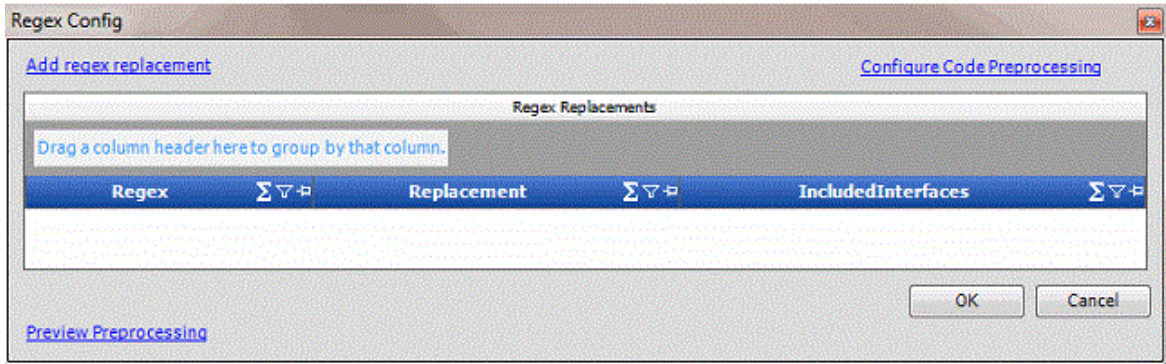
1. In the **Navigation** pane, click **Clients**.



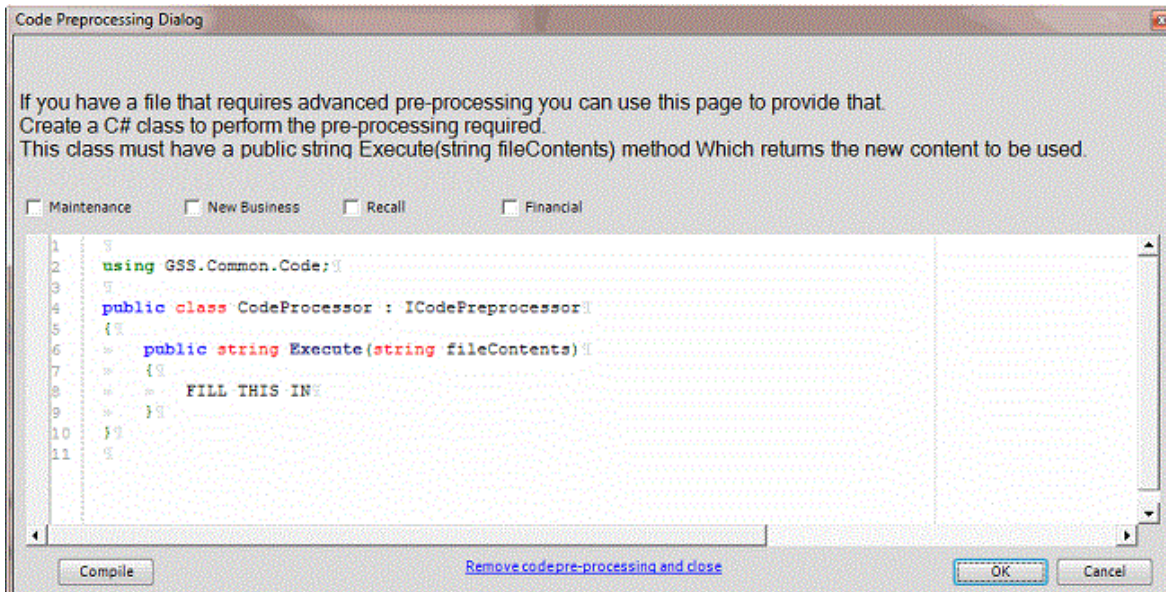
- In the **Clients** pane, expand the appropriate folder and then double-click the client. The tab for the specified client appears in the **Information** pane.



- On the **General** tab in the **General Configuration** section, click **Configure File Pre-processing**. The **Regex Config** dialog box appears.



4. Click **Configure Code Preprocessing**. The **Code Preprocessing Dialog** box appears.



5. In the "FILL THIS IN" section of the box, type the SQL code to run before processing the file and then click **Compile**. For more information, see [Sample Pre-processing Code](#).
6. If the "Congratulations" message appears, click **OK**. Otherwise, correct the error.
7. In the **Regex Config** dialog box, click **OK**.
8. In the toolbar, click **Save**. The **Update Comment** dialog box appears.
9. In the **Update Comment** box, type a comment regarding your changes and then click **OK**.

Sample Pre-processing Code

The following sample code adds the current date in MMDDCCYY format to the end of any line that starts with an "A" in a fixed-length file format:

```
using GSS.Common.Code;
using System.IO;
using System;
using System.Data;
```

```
using System.Data.SqlClient;
using System.Xml;
public class CodeProcessor : ICodePreprocessor
{
    public string Execute (string fileContents)
    {
        string newFile = Path.GetTempFileName();
        string record = string.Empty;
        // fileContents is the path to the file..
        using (StreamReader reader = new StreamReader (@fileContents)){
            using (StreamWriter writer = new StreamWriter (@newFile)){
                while ((record = reader.ReadLine()) !=null){
                    // If the record is an A record then append the
                    // current date to the
                    // record and write it to the new file.
                    if (record.Substring(0,1) == "A")
                        record += DateTime.Now.ToString("MMddyy");
                    writer.WriteLine(record);
                }
            }
        }
        return newFile;
    }
    // Have to Implement this method this is as ICodePreprocessor implements IDisposable
    public void Dispose(){
    }
}
```

Assembly Examples

Examples of assemblies you can use when writing a pre-process script are:

.NET Framework assemblies

mscorlib.dll

System.dll

System.Data.dll

System.Xml.dll

Latitude proprietary assemblies:

GSSI.Latitude.Library.dll

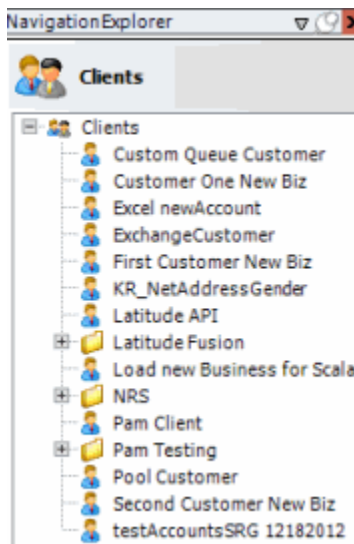
GSS Common.dll

Configure Dependencies

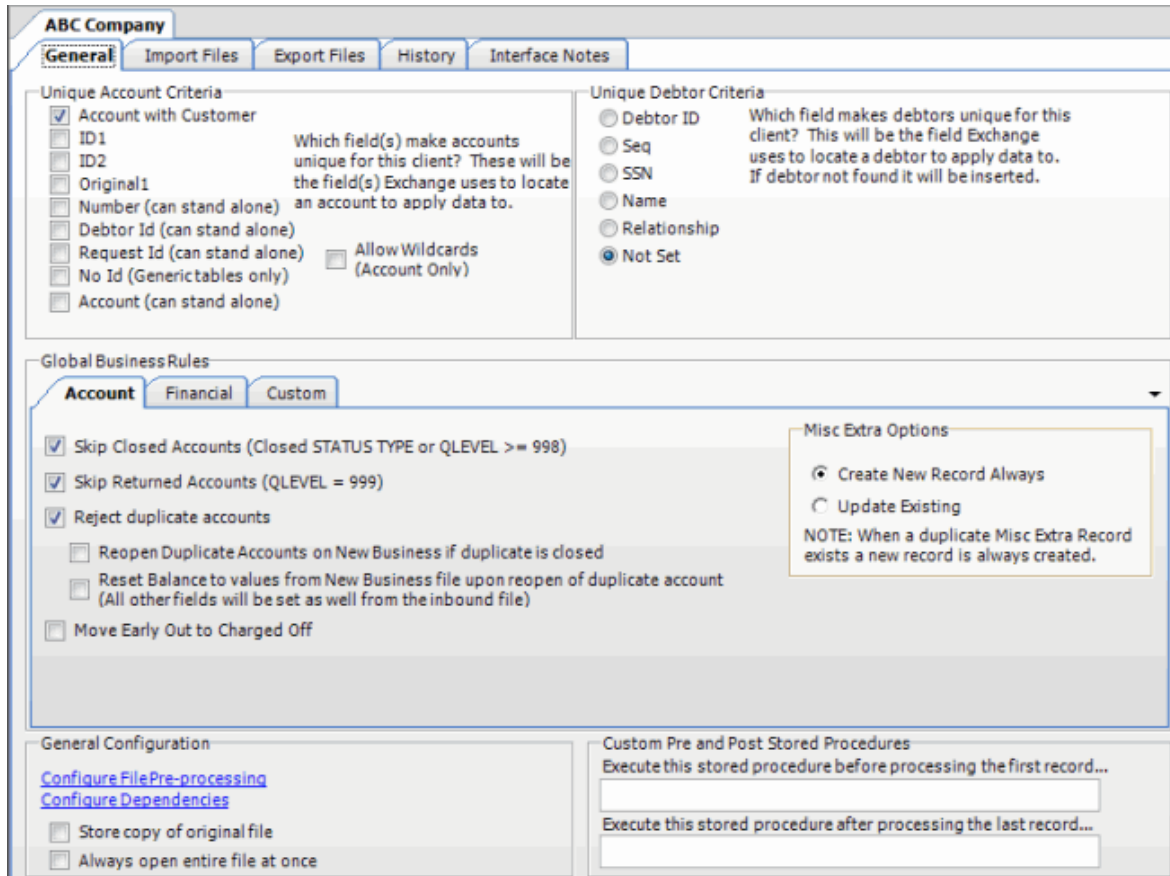
Use the **Configure Dependencies** dialog box to add SQL dependencies (such as tables, procedures, functions, and views) to include when exporting files for this client.

To configure dependencies

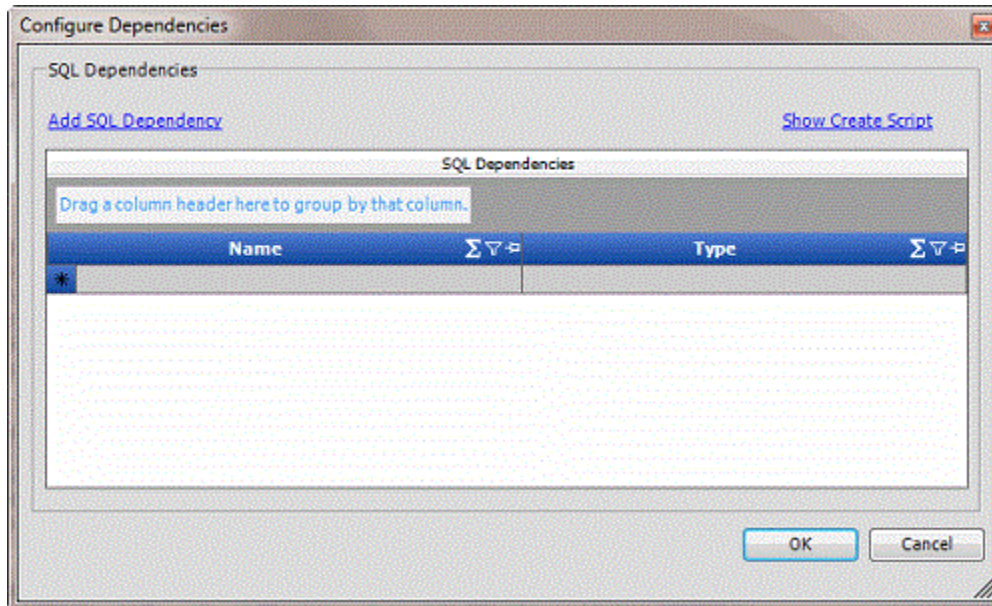
1. In the **Navigation** pane, click **Clients**.



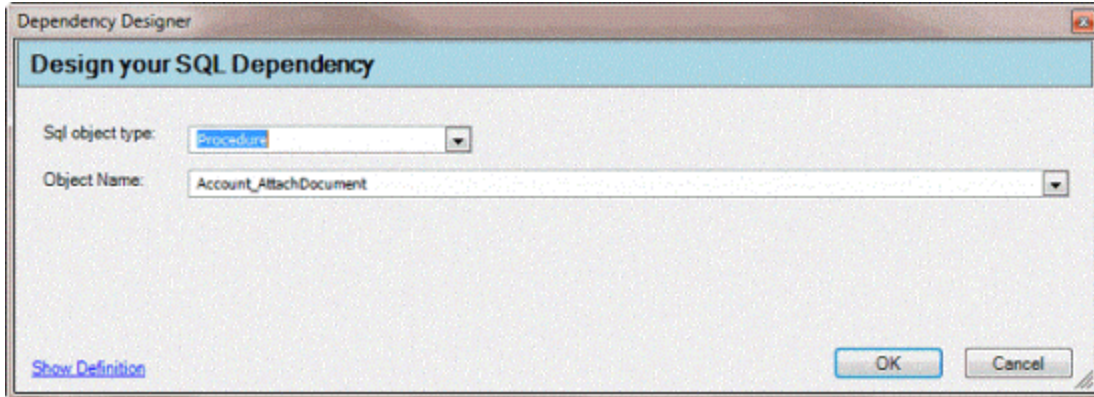
2. In the **Clients** pane, expand the appropriate folder and then double-click the client. The tab for the specified client appears in the **Information** pane.



3. On the **General** tab in the **General Configuration** section, click **Configure Dependencies**. The **Configure Dependencies** dialog box appears.



4. Click **Add SQL Dependency**. The **Dependency Designer** dialog box appears.

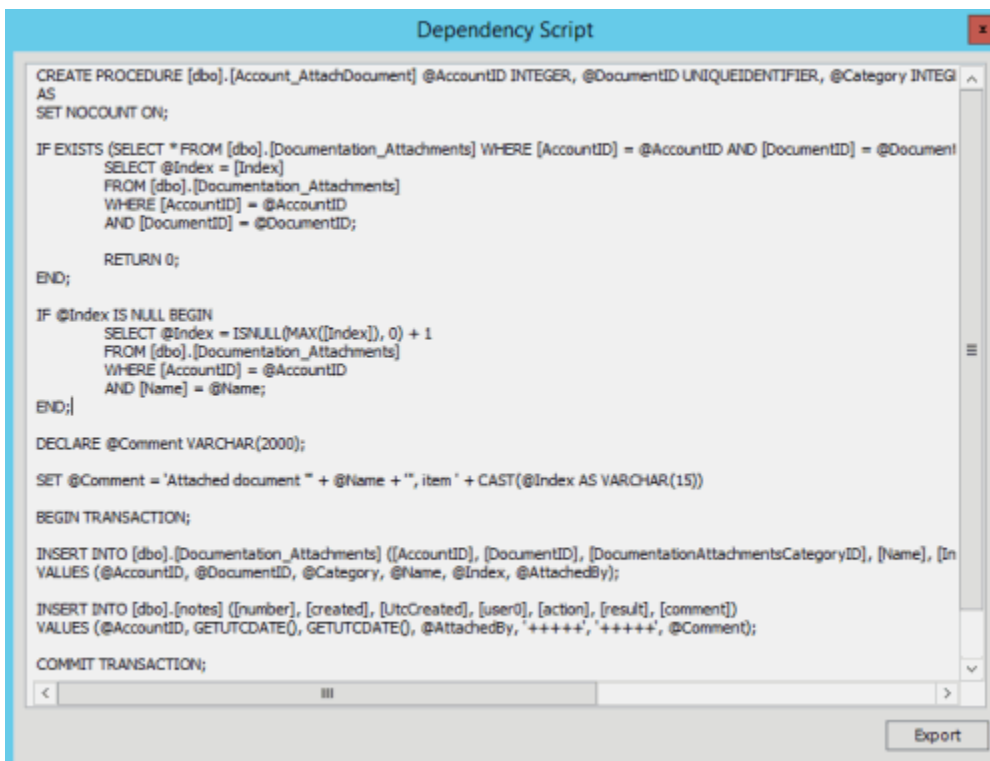


SQL object type: Type of SQL object.

Object Name: Name of the SQL object.

Show Definition: Displays the object's contents.

5. Complete the information and then click **OK**. The system populates the **Configure Dependencies** dialog box with the specified SQL dependency.
6. To view the script, do the following:
 - a. Click **Show Create Script**. The **Dependency Script** dialog box appears.



- b. To export the script to a file, click **Export**, specify a file name, and then click **Open**.
 - c. To close the **Dependency Script** dialog box, click the **X** in the title bar.
7. Add as many dependencies as the client requires and then click **OK**.

8. In the toolbar, click **Save**. The **Update Comment** dialog box appears.
9. In the **Update Comment** box, type a comment regarding your changes and then click **OK**.

Import Files

Use the tabs on the **Import Files** tab to configure import files for new business, financial transactions, account maintenance, and final recall files. Do the following steps to create an import interface for a client:

1. [Add a client](#).
2. [Define the file layout](#).
3. [Map source fields to destination fields](#).

Import Process Configuration

Use the **New Business**, **Financial Transactions**, **Maintenance**, and **Final Recall** tabs on the **Import Files** tab to configure import files. Configuration includes defining the source file layouts and mapping the import files to the Latitude database.

Excel Import File Format

The following are the requirements for importing Excel files:

- Excel file contains one worksheet only.
- Worksheet names don't start or end with a space. If a worksheet starts or ends with a space, rename it.
- First row of the worksheet contains column names and each column name is unique. Column names cannot start or end with a space.
- Column names don't contain these characters:
 - / (forward slash)
 - \ (backslash)
 - # (pound sign)
 - \$ (dollar sign)
- Spreadsheet is contiguous, meaning that all rows after the first row contain data to import (for example, no totals, subtotals).
- Spreadsheet doesn't contain formulas.
- Numbers are formatted as text to prevent a truncation issue where Excel drops number sequences over 15 digits in length.
- Comma-delimited names only (Smith, John). Exchange Manager doesn't read dashes or other formatting properly. If the name components (for example, first name, middle initial, last name) are separate columns, Exchange may combine them during the import. For more information, see the following:

- [Define a Destination Field Value Using Hardcoded Text](#)
- [Define a Destination Field Value Using C# Script](#)
- [Define a Destination Field Value Using a Switch](#)
- [Define a Destination Field Value Using the Name Parser](#)
- [Define a Destination Field Value Using the Address Parser](#)

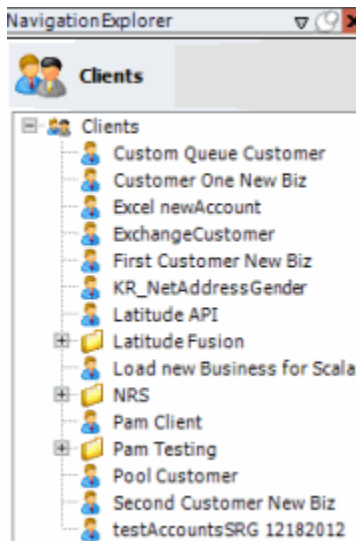
Note: You can use any Excel date field type but the preferred format for import is MM/DD/CCYY.

Configure a New Business Import File

Use the **New Business** tab on the **Import Files** tab to configure an import file for new business accounts.

To configure a new business Import file

1. In the **Navigation** pane, click **Clients**.

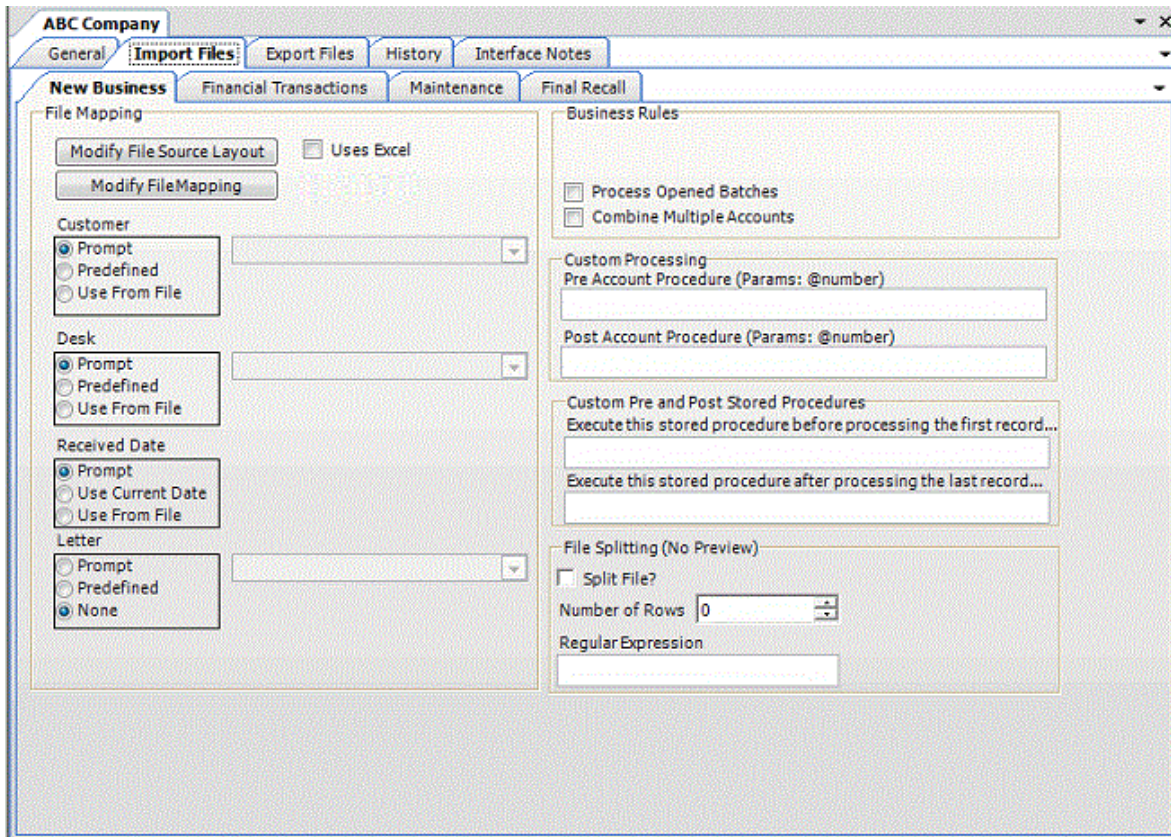


2. In the **Clients** pane, expand the appropriate folder and then double-click the client. The tab for the specified client appears in the **Information** pane.

The screenshot displays the configuration interface for 'ABC Company' in the 'General' tab. It is divided into several sections:

- Unique Account Criteria:** A list of checkboxes for fields that make accounts unique. 'Account with Customer' is checked. A note explains that these fields are used by Exchange to locate accounts for data application. An 'Allow Wildcards (Account Only)' checkbox is also present.
- Unique Debtor Criteria:** Radio buttons for fields that make debtors unique. 'Not Set' is selected. A note states that this field is used by Exchange to locate debtors for data application.
- Global Business Rules:** A sub-section with 'Account', 'Financial', and 'Custom' tabs. The 'Account' tab is active, showing rules like 'Skip Closed Accounts', 'Skip Returned Accounts', and 'Reject duplicate accounts'. A 'Misc Extra Options' box contains radio buttons for 'Create New Record Always' (selected) and 'Update Existing', with a note that a duplicate record always creates a new one.
- General Configuration:** Includes links for 'Configure File Pre-processing' and 'Configure Dependencies', and checkboxes for 'Store copy of original file' and 'Always open entire file at once'.
- Custom Pre and Post Stored Procedures:** Two text input fields for executing stored procedures before and after record processing.

3. Click the **Import Files** tab and then click the **New Business** tab.



Modify File Source Layout: Opens the **Define Import Layout** window to allow you to define the layout of the import file. For more information, see [Source File Layout](#).

Modify File Mapping: Opens the **Data Translator** window to allow you to map the import file to the Latitude database. For more information, see [Import File Mapping](#).

Uses Excel: If selected, the import file is an Excel file. Each row in the Excel file contains one record only.

Customer:

Prompt: If selected, Exchange Manager prompts you during the import process for the client to associate to the accounts.

Predefined: If selected, allows you to specify the client to associate to the accounts.

[Client]: Name of the client to associate to the accounts. If you selected **Predefined**, specify the client name and Exchange Manager associates it during the import process.

Use From File: If selected, Exchange Manager associates the client specified in the import file to the accounts.

Desk:

Prompt: If selected, Exchange Manager prompts you during the import process for the desk to assign to the accounts.

Predefined: If selected, allows you to specify the desk to assign to the accounts.

[Desk]: Desk to assign to the accounts. If you selected **Predefined**, specify the desk and Exchange Manager associates it during the import process.

Use From File: If selected, Exchange Manager assigns the desk specified in the import file to the accounts.

Received Date:

Prompt: If selected, Exchange Manager prompts you during the import process for a received date to assign to the accounts.

Use Current Date: If selected, Exchange Manager assigns the current date to the accounts as the received date.

Use From File: If selected, Exchange Manager assigns the received date specified in the import file to the accounts.

Letter:

Prompt: If selected, Exchange Manager prompts you during the import process for the initial letter to associate to the accounts.

Predefined: If selected, allows you to specify the initial letter to associate to the accounts.

[Letter]: Initial letter to associate to the accounts. If you selected **Predefined**, specify the letter and Exchange Manager associates it during the import process.

None: If selected, Exchange Manager doesn't associate an initial letter to the accounts.

Process Open Batches: If selected, Exchange Manager applies the payments in the import file to the accounts. Exchange Manager doesn't include adjustments created from reopening accounts and resetting balances.

Combine Multiple Accounts: If selected and duplicate account information exists in the import file, Exchange Manager combines the balances and uses all information from the first record found for the account.

Pre Account Procedure: Stored procedure to call before processing each account.

Post Account Procedure: Stored procedure to call after processing each account.

Execute this stored procedure before processing the first record: Stored procedure to call before processing the first record in the import file.

Execute this stored procedure after processing the last record: Stored procedure to call after processing the last record in the import file.

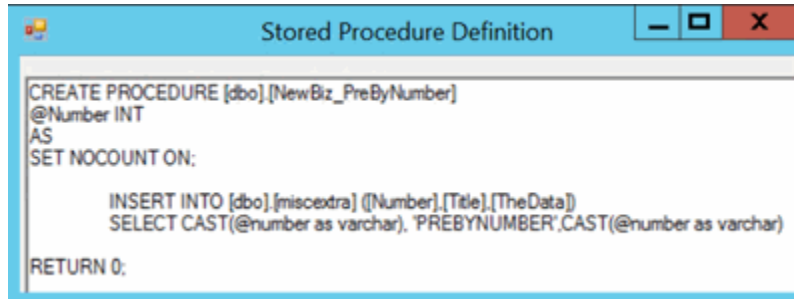
Split File?: If selected, Exchange Manager splits the import file based on the number of rows and the regular expression that you specify.

Number of Rows: Number of rows to include in the file split.

Regular Expression: Regular expression to use to limit the file splitting.

4. Complete the information.
5. To view the SQL script for a stored procedure, do the following:

- For the pre-account procedure, in the **Custom Processing** section, double-click the **Pre Account Procedure** label. The **Stored Procedure Definition** window appears.



```

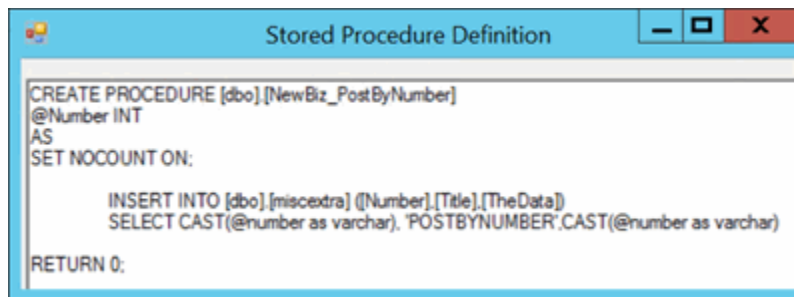
CREATE PROCEDURE [dbo].[NewBiz_PreByNumber]
@Number INT
AS
SET NOCOUNT ON;

        INSERT INTO [dbo].[miscextra] ([Number],[Title],[TheData])
        SELECT CAST(@number as varchar), 'PREBYNUMBER',CAST(@number as varchar)

RETURN 0;

```

- For the post-account procedure, in the **Custom Processing** section, double-click the **Post Account Procedure** label. The **Stored Procedure Definition** window appears.



```

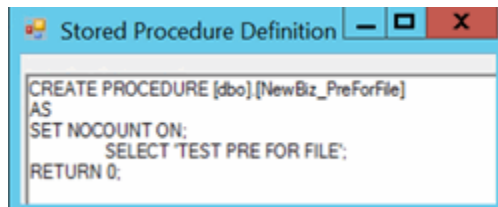
CREATE PROCEDURE [dbo].[NewBiz_PostByNumber]
@Number INT
AS
SET NOCOUNT ON;

        INSERT INTO [dbo].[miscextra] ([Number],[Title],[TheData])
        SELECT CAST(@number as varchar), 'POSTBYNUMBER',CAST(@number as varchar)

RETURN 0;

```

- For the pre-processing procedure, in the **Custom Pre and Post Stored Procedures** section, double-click the **Execute this stored procedure before processing the first record...** label. The **Stored Procedure Definition** window appears.



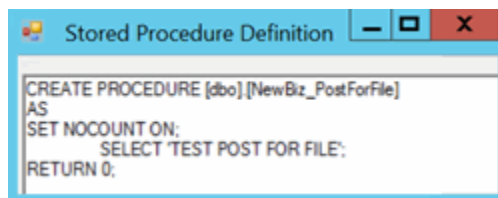
```

CREATE PROCEDURE [dbo].[NewBiz_PreForFile]
AS
SET NOCOUNT ON;
        SELECT 'TEST PRE FOR FILE';

RETURN 0;

```

- For the post-processing procedure, in the **Custom Pre and Post Stored Procedures** section, double-click the **Execute this stored procedure after processing the last record...** label. The **Stored Procedure Definition** window appears.



```

CREATE PROCEDURE [dbo].[NewBiz_PostForFile]
AS
SET NOCOUNT ON;
        SELECT 'TEST POST FOR FILE';

RETURN 0;

```

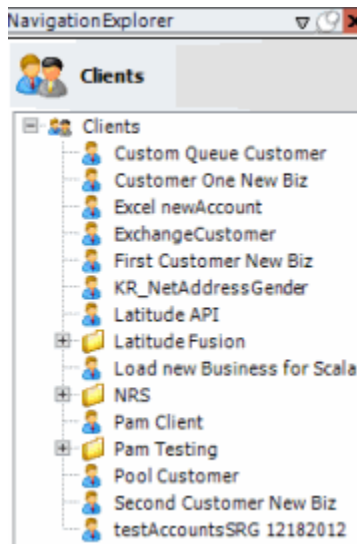
- In the toolbar, click **Save**. The **Update Comment** dialog box appears.
- In the **Update Comment** box, type a comment regarding your changes and then click **OK**.

Configure a Financial Transactions Import File

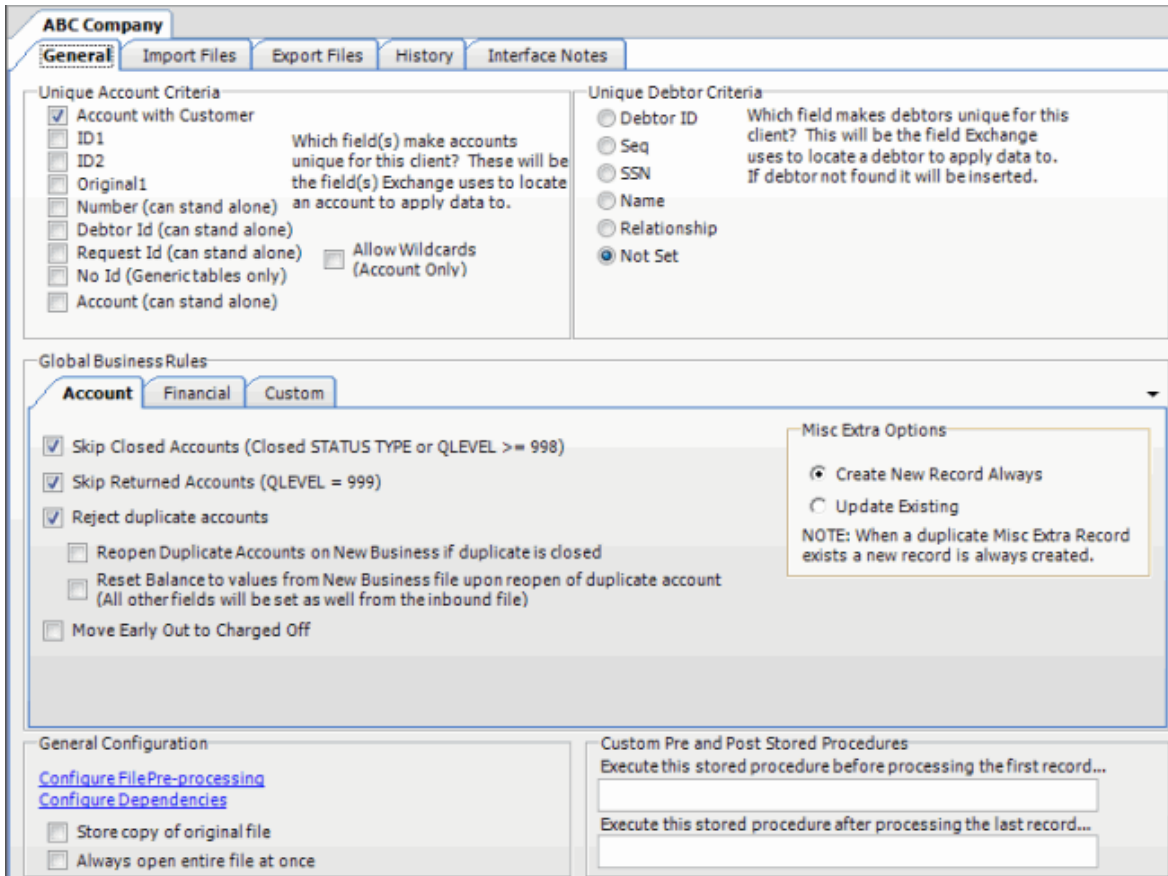
Use the **Financial Transactions** tab on the **Import Files** tab to configure an import file for financial transactions.

To configure a financial transactions import file

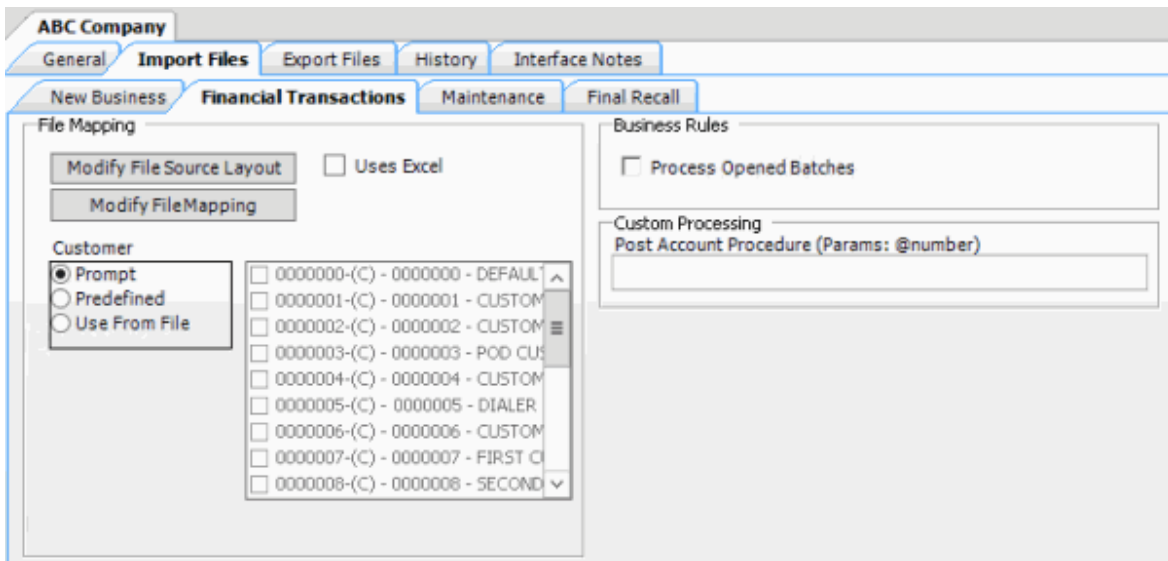
1. In the **Navigation** pane, click **Clients**.



2. In the **Clients** pane, expand the appropriate folder and then double-click the client. The tab for the specified client appears in the **Information** pane.



3. Click the **Import Files** tab and then click the **Financial Transactions** tab.



Modify File Source Layout: Opens the **Define Import Layout** window to allow you to define the layout of the import file. For more information, see [Source File Layout](#).

Modify File Mapping: Opens the **Data Translator** window to allow you to map the import file to the Latitude database. For more information, see [Import File Mapping](#).

Uses Excel: If selected, the import file is an Excel file. Each row in the Excel file contains one record only.

Customer:

Prompt: If selected, Exchange Manager prompts you during the import process for the client to associate to the accounts.

Predefined: If selected, allows you to specify the client to associate to the accounts.

[Client]: Name of the client to associate to the accounts. If you selected **Predefined**, specify the client name and Exchange Manager associates it during the import process.

Use From File: If selected, Exchange Manager associates the client specified in the import file to the accounts.

Note: If you use **Number** as the **Unique Account Criteria**, select **Use From File**, even though you don't have to map it.

Process Opened Batches: If selected, Exchange Manager applies the payments in the import file to the accounts. Exchange Manager doesn't include the adjustments created from reopening accounts and resetting balances.

Post Account Procedure: Stored procedure to call after processing each account.

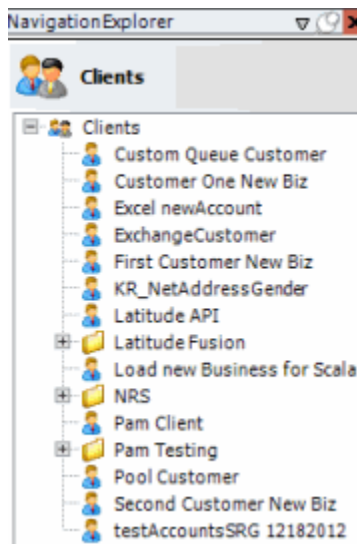
4. Complete the information and then, in the toolbar, click **Save**. The **Update Comment** dialog box appears.
5. In the **Update Comment** box, type a comment regarding your changes and then click **OK**.

Configure a Maintenance Import File

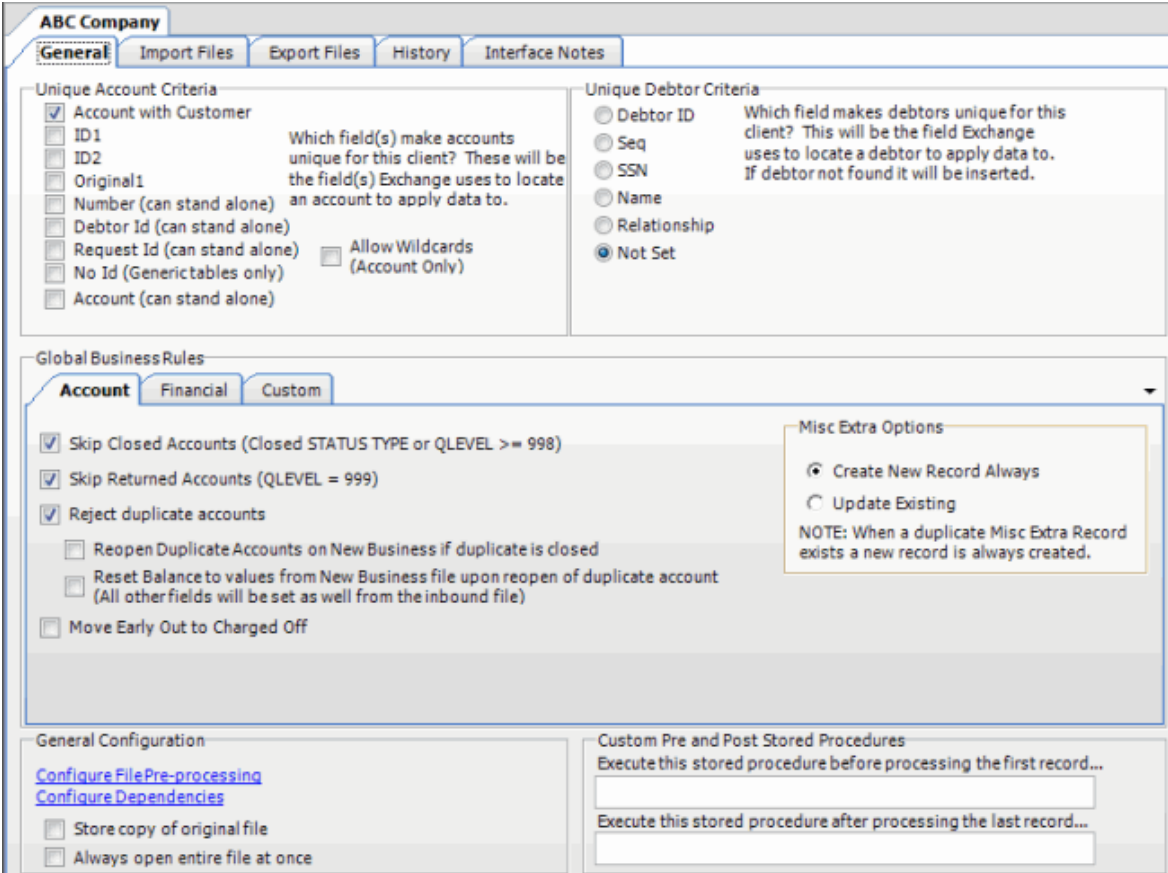
Use the **Maintenance** tab on the **Import Files** tab to configure an import file for account maintenance.

To configure a maintenance import file

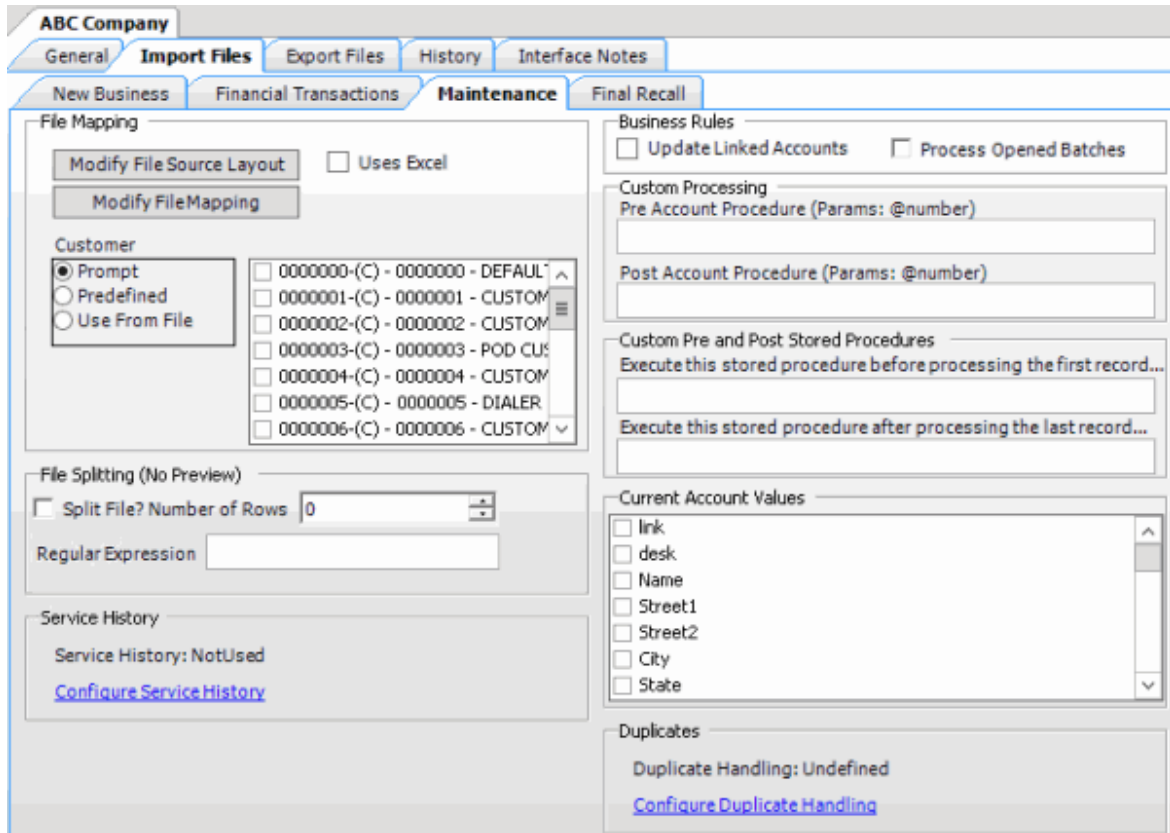
1. In the **Navigation** pane, click **Clients**.



- 2. In the **Clients** pane, expand the appropriate folder and then double-click the client. The tab for the specified client appears in the **Information** pane.



- 3. Click the **Import Files** tab and then click the **Maintenance** tab.



Modify File Source Layout: Opens the **Define Import Layout** window to allow you to define the layout of the import file. For more information, see [Source File Layout](#).

Modify File Mapping: Opens the **Data Translator** window to allow you to map the source import file to the Latitude database. For more information, see [Import File Mapping](#).

Uses Excel: If selected, the import file is an Excel file. Each row in the Excel file contains one record only.

Customer:

Prompt: If selected, Exchange Manager prompts you during the import process for the client to associate to the accounts.

Predefined: If selected, allows you to specify the client to associate to the accounts.

[Client]: Name of the client to associate to the accounts. If you selected **Predefined**, specify the client name and Exchange Manager associates it during the import process.

Use From File: If selected, Exchange Manager associates the client specified in the import file to the accounts.

Note: If you use **Number** as the **Unique Account Criteria**, select **Use From File**, even though you don't have to map it.

Split File?: If selected, Exchange Manager splits the import file based on the number of rows and the regular expression that you specify.

Number of Rows: Number of rows to include in the file split.

Regular Expression: Regular expression to use to limit the file splitting.

Configure Service History: No longer used.

Update Linked Accounts: If selected, Exchange Manager updates customer demographics for linked accounts. Applies to the primary customer (debtor0) only.

Process Opened Batches: If selected, Exchange Manager applies the payments in the import file to the accounts. Exchange doesn't include adjustments created from reopening accounts and resetting balances.

Pre Account Procedure: Stored procedure to call before processing each account.

Post Account Procedure: Stored procedure to call after processing each account.

Execute this stored procedure before processing the first record: Stored procedure to call before processing the first record in the import file.

Execute this stored procedure after processing the last record: Stored procedure to call after processing the last record in the import file.

Current Account Values: If selected, Exchange Manager adds the field to the **Source** tab in the **Data Translator** window. Exchange Manager uses these fields to determine how to process an account based on a current value. For example, if `current0 > 1000`, update the value.

Configure Duplicate Handling: Opens the **Duplicate Config** dialog box to allow you to specify how to handle duplicate records. For more information, see [Configure Duplicate Handling](#).

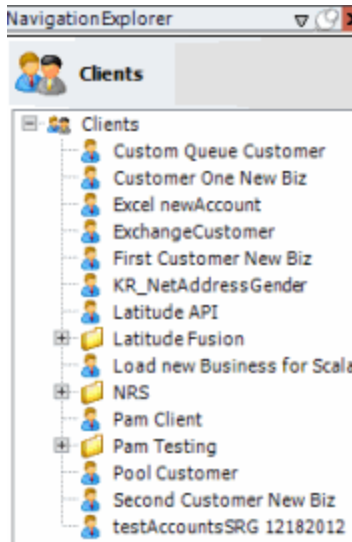
4. Complete the information and then, in the toolbar, click **Save**. The **Update Comment** dialog box appears.
5. In the **Update Comment** box, type a comment regarding your changes and then click **OK**.

Configure Duplicate Handling

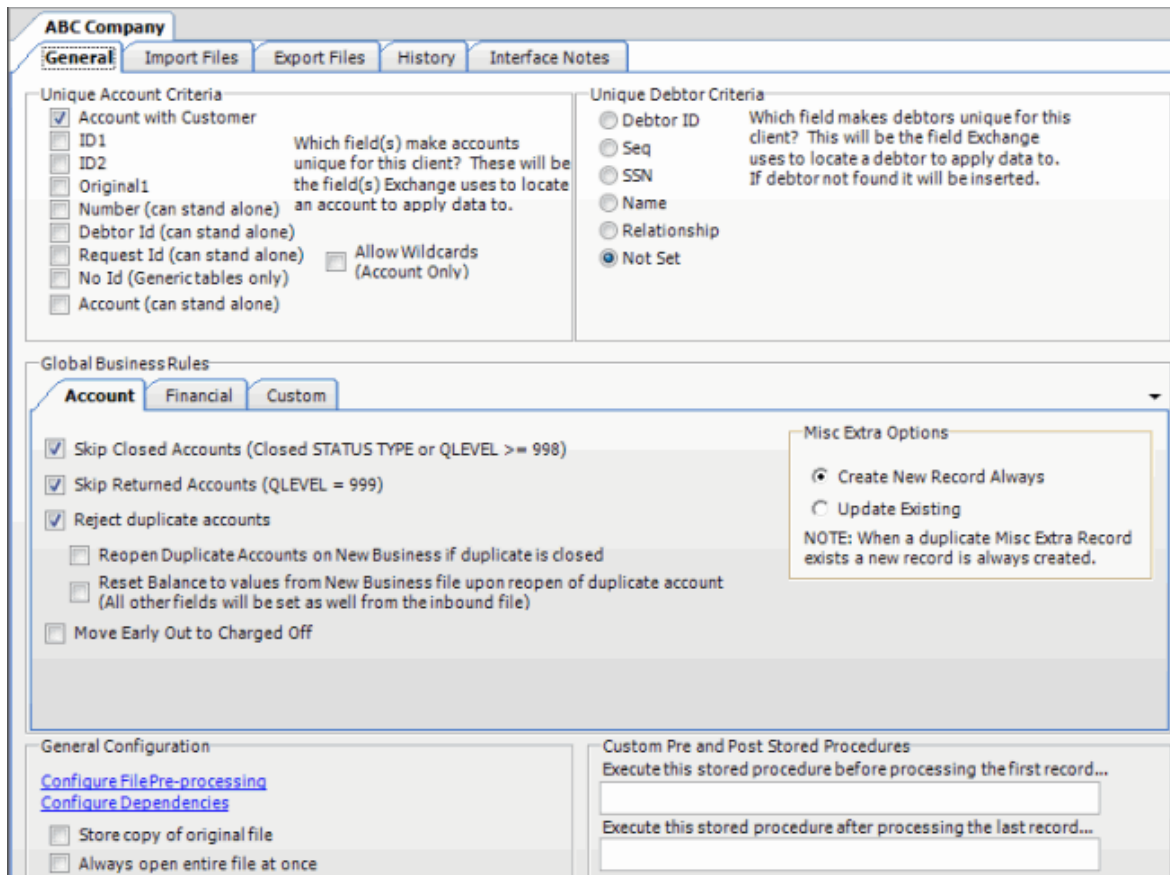
Use the **Duplicate Config** dialog box to specify how to handle duplicate records when importing maintenance files.

To configure duplicate handling

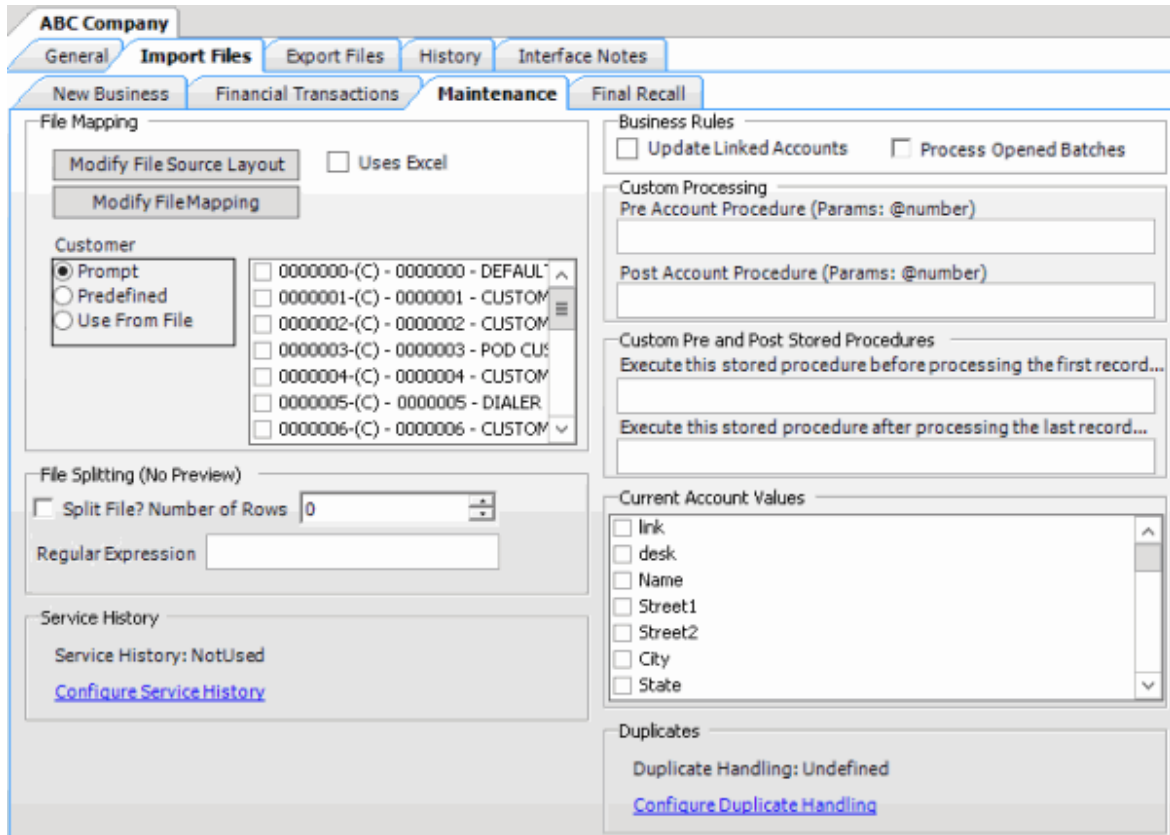
1. In the **Navigation** pane, click **Clients**.



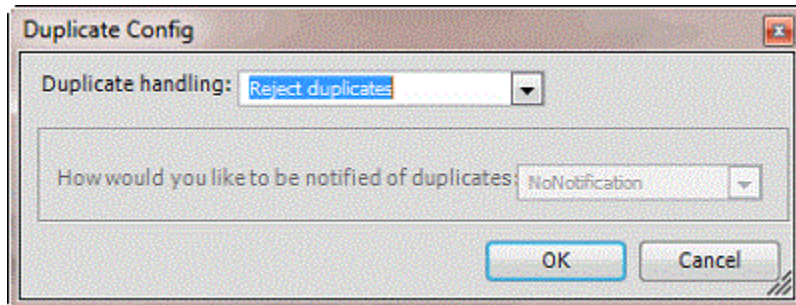
- In the **Clients** pane, expand the appropriate folder and then double-click the client. The tab for the specified client appears in the **Information** pane.



- Click the **Import Files** tab and then click the **Maintenance** tab.



4. Click **Configure Duplicate Handling**. The **Duplicate Config** dialog box appears.



Duplicate handling: Method to use to handle duplicate records.

Reject Duplicates: Don't process accounts with duplicate import records.

Accept last: Use the first duplicate record found to update the account.

Accept first: Use the last duplicate record found to update the account.

Ignore: Process all information, regardless of duplicates or the order found.

How would you like to be notified of duplicates: Method for Exchange Manager to use to notify you when there are duplicate records.

No Notification: Don't send a notification.

Log warning: Add a warning message to the log file.

Log error: Add an error message to the log file.

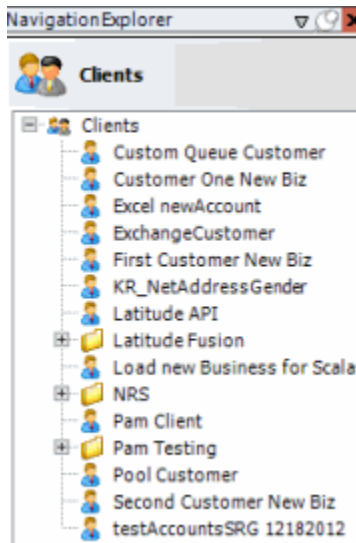
5. Complete the information and then click **OK**.
6. In the toolbar, click **Save**. The **Update Comment** dialog box appears.
7. In the **Update Comment** box, type a comment regarding your changes and then click **OK**.

Configure a Final Recall Import File

Use the **Final Recall** tab on the **Import Files** tab to configure an import file for final recall accounts.

To configure a final recall import file

1. In the **Navigation** pane, click **Clients**.



2. In the **Clients** pane, expand the appropriate folder and then double-click the client. The tab for the specified client appears in the **Information** pane.

ABC Company

General | Import Files | Export Files | History | Interface Notes

Unique Account Criteria

- Account with Customer
- ID1
- ID2
- Original1
- Number (can stand alone)
- Debtor Id (can stand alone)
- Request Id (can stand alone)
- No Id (Generic tables only)
- Account (can stand alone)

Which field(s) make accounts unique for this client? These will be the field(s) Exchange uses to locate an account to apply data to.

Allow Wildcards (Account Only)

Unique Debtor Criteria

- Debtor ID
- Seq
- SSN
- Name
- Relationship
- Not Set

Which field makes debtors unique for this client? This will be the field Exchange uses to locate a debtor to apply data to. If debtor not found it will be inserted.

Global Business Rules

Account | Financial | Custom

- Skip Closed Accounts (Closed STATUS TYPE or QLEVEL >= 998)
- Skip Returned Accounts (QLEVEL = 999)
- Reject duplicate accounts
- Reopen Duplicate Accounts on New Business if duplicate is closed
- Reset Balance to values from New Business file upon reopen of duplicate account (All other fields will be set as well from the inbound file)
- Move Early Out to Charged Off

Misc Extra Options

- Create New Record Always
- Update Existing

NOTE: When a duplicate Misc Extra Record exists a new record is always created.

General Configuration

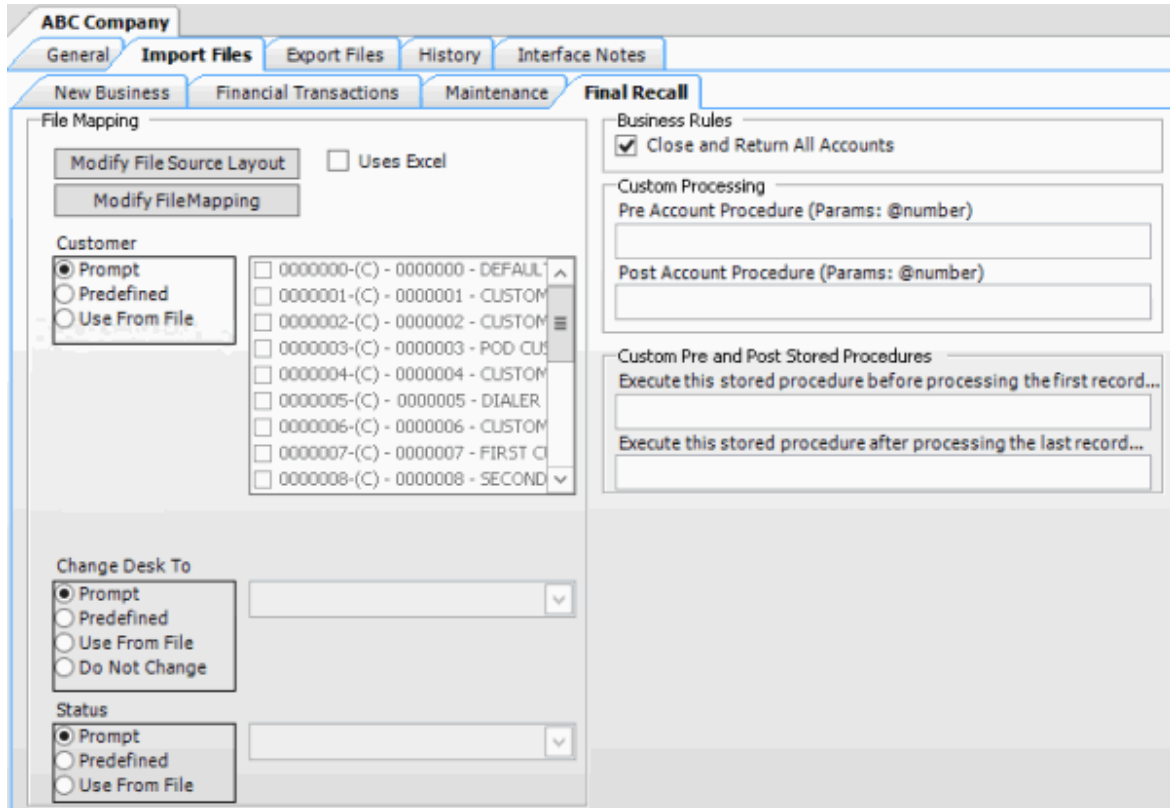
- [Configure File Pre-processing](#)
- [Configure Dependencies](#)
- Store copy of original file
- Always open entire file at once

Custom Pre and Post Stored Procedures

Execute this stored procedure before processing the first record...

Execute this stored procedure after processing the last record...

3. Click the **Import Files** tab and then click the **Final Recall** tab.



Modify File Source Layout: Opens the **Define Import Layout** window to allow you to define the layout of the import file. For more information, see [Source File Layout](#).

Modify File Mapping: Opens the **Data Translator** window to allow you to map the import file to the Latitude database. For more information, see [Import File Mapping](#).

Uses Excel: If selected, the import file is an Excel file. Each row in the Excel file contains one record only.

Customer:

Prompt: If selected, Exchange Manager prompts you during the import process for the client to associate to the accounts.

Predefined: If selected, allows you to specify the client to associate to the accounts.

[Client]: Name of the client to associate to the accounts. If you selected **Predefined**, specify the client name and Exchange Manager associates it during the import process.

Use From File: If selected, Exchange Manager associates the client specified in the import file to the accounts.

Change Desk to:

Prompt: If selected, Exchange Manager prompts you during the import process for a desk to which to move closed accounts.

Predefined: If selected, allows you to specify the desk to which to move closed accounts.

[Desk]: Desk to which to move closed accounts. If you selected **Predefined**, specify the desk and Exchange Manager associates it during the import process.

Use From File: If selected, Exchange Manager moves closed accounts to the desk specified in the import file.

Do Not Change: If selected, Exchange Manager doesn't change desk assignments for closed accounts.

Status:

Prompt: If selected, Exchange Manager prompts you during the import process for a status code to assign to closed accounts.

Predefined: If selected, allows you to specify the status code to assign to closed accounts.

[Status]: Status code to assign to closed accounts. If you selected **Predefined**, specify the status code and Exchange Manager associates it during the import process.

Use From File: If selected, Exchange Manager assigns the status code specified in the import file to closed accounts.

Close and Return All Accounts: If selected, Exchange Manager assigns queue level "999" to closed and returned accounts, and changes the status to "recall" (regardless of whether a Post-dated check or similar exists). If cleared, use custom business rules to create objection files. For more information, see [Configure Global Custom Business Rules](#).

Pre Account Procedure: Stored procedure to call before processing each account.

Post Account Procedure: Stored procedure to call after processing each account.

Execute this stored procedure before processing the first record: Stored procedure to call before processing the first record in the import file.

Execute this stored procedure after processing the last record: Stored procedure to call after processing the last record in the import file.

4. Complete the information and then, in the toolbar, click **Save**. The **Update Comment** dialog box appears.
5. In the **Update Comment** box, type a comment regarding your changes and then click **OK**.

Source File Layout

Use the **Define Import Layout** window to define delimited or fixed import file layouts so that you can map the layouts to fields in the Latitude database. Optionally, you can use an Excel file to define the import file layout. You can create this file or Latitude by Genesys can provide it.

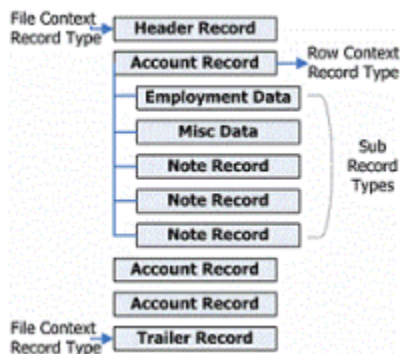
Exchange Manager imports files sequentially. When establishing parent and child relationships between records, reference file layouts sequentially unless each record contains the unique account identifier that associates it to the correct Latitude account record.

Note: If the import file is a standard Excel file (one record per row), you do not need to define the source file layout. On the **New Business, Financial Transactions, Maintenance, or Final Recall** tab, select the **Uses Excel** check box and proceed to [Import File Mapping](#).

Hierarchical File Layout

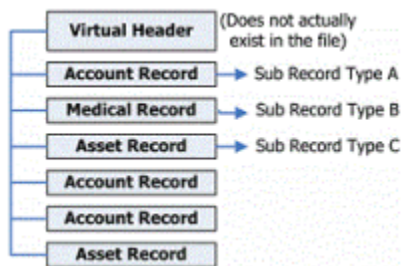
Exchange Manager recognizes multiple record files using hierarchies. Define the row context (parent record) and all other records as subs (children) of the row context. If Exchange Manager doesn't locate the unique account identifier in a sub record, Exchange Manager creates the field. The field inherits its value from the previous row context record in the file.

The following example illustrates a typical flat file layout (fixed or delimited) where the sub record types can inherit the unique account identifier from the account record. Multiple sub records of the same name can appear for the same account.



Virtual Headers

Exchange Manager uses a virtual header when there is no record that Exchange Manager can set as the context record. The following example illustrates how Exchange Manager uses a virtual header to create a relationship for multiple, stand-alone records. In this file, multiple record types exist and each contains unique account identifiers.



Excel Import File Layout

You can create an Excel file that defines the delimited or fixed file layout for an import. You can base this file on the sample provided in Exchange Manager. Each worksheet name in the file represents a record type. In the example file, the worksheet named **HeaderRecord** represents a header record type (FileContext). Worksheet **A** represents an account record (RowContext). Worksheets **B** through **Z** represent sub record types. The **TrailerRecord** worksheet represents a trailer (FileContext).

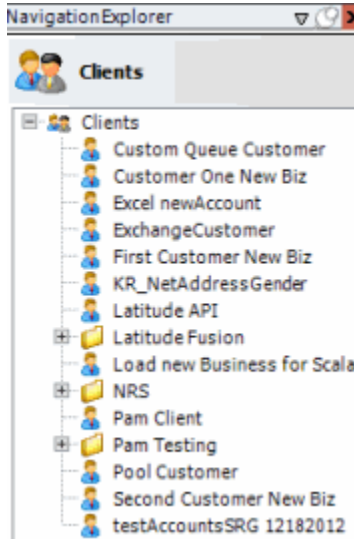
Note: Worksheet names cannot contain spaces.

Create an Excel Import File

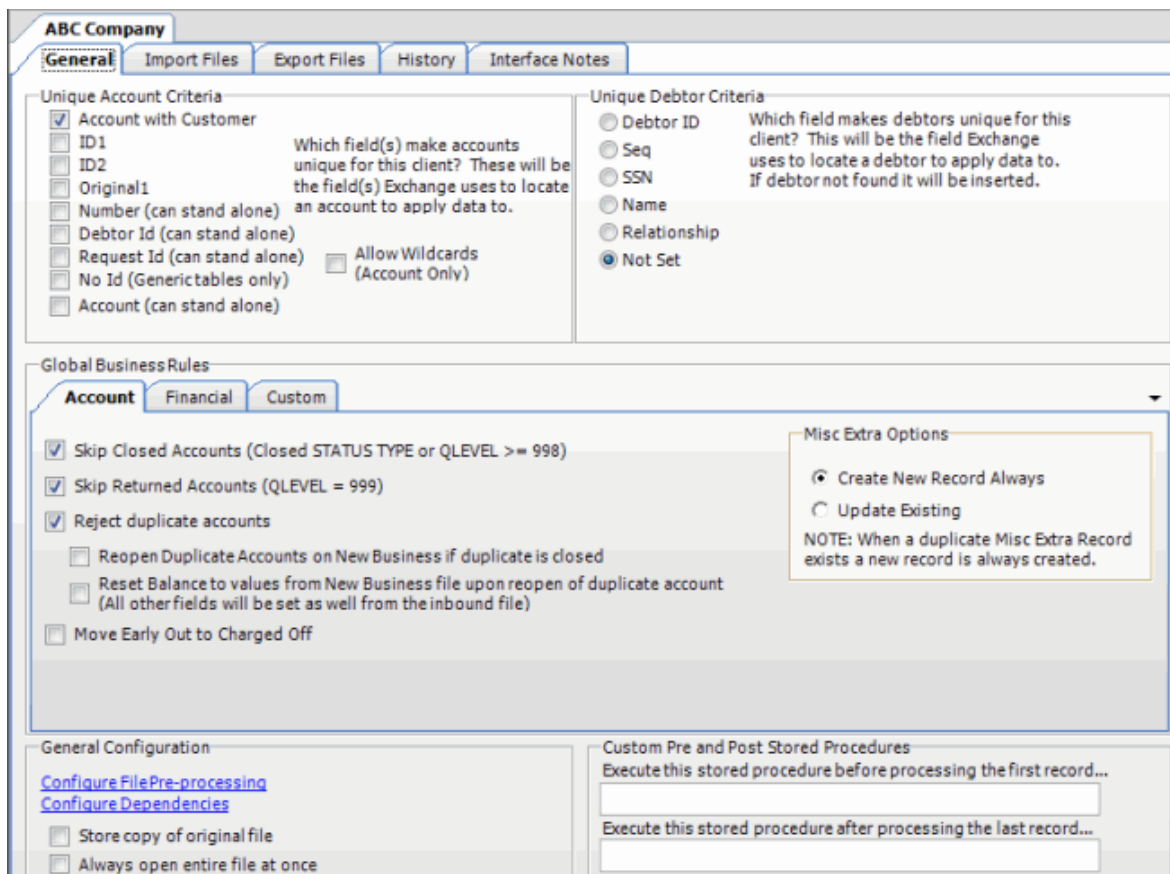
Use the **Define Import Layout** window to create an Excel file layout so that you can import it and then modify the file layout.

To create an Excel import file

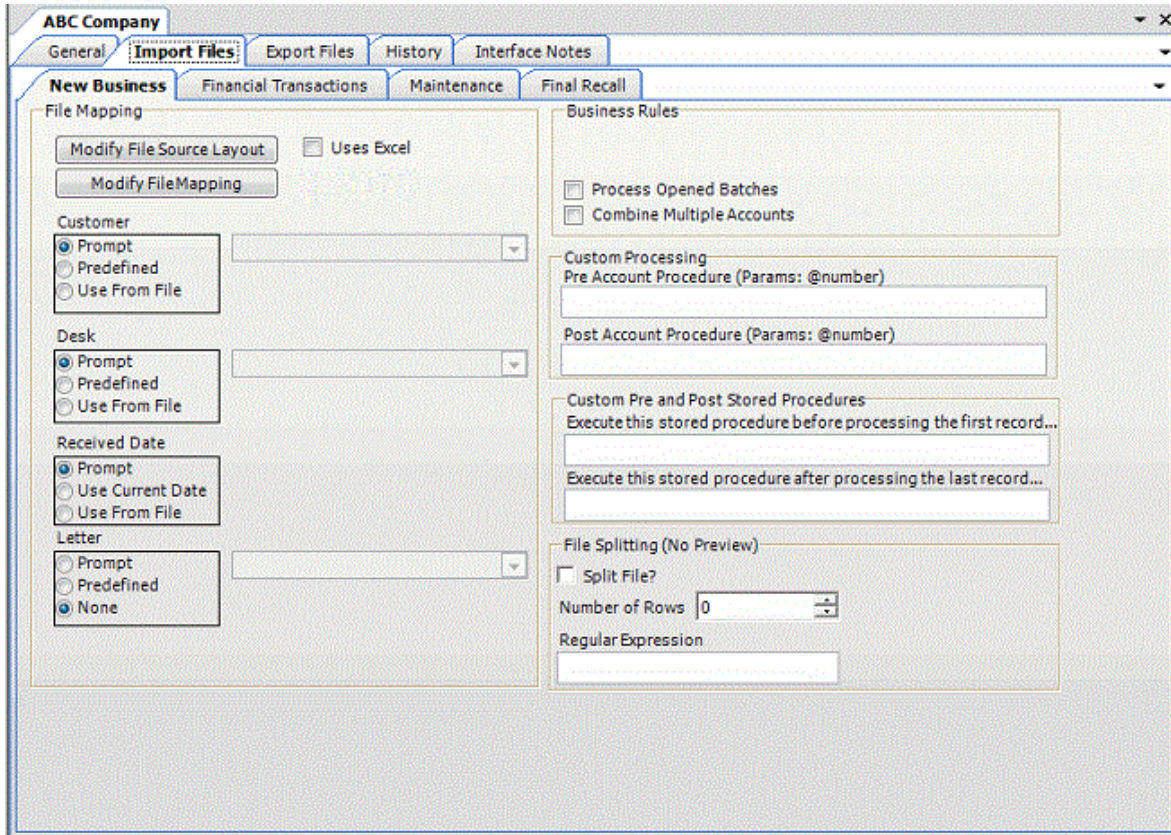
1. In the **Navigation** pane, click **Clients**.



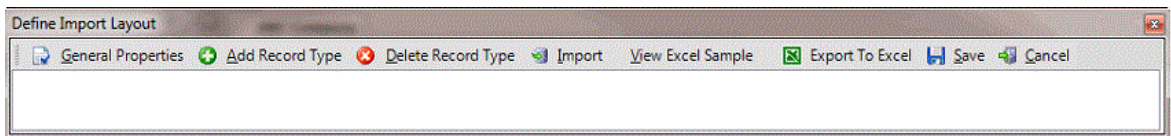
2. In the **Clients** pane, expand the appropriate folder and then double-click the client. The tab for the specified client appears in the **Information** pane.



3. Click the **Import Files** tab and then click the **New Business, Financial Transactions, Maintenance, or Final Recall** tab, depending on the import file type.



4. Click **Modify File Source Layout**. The **Define Import Layout** window appears.



5. In the menu bar, click **View Excel Sample** to open the sample file.

	A	B	C	D	E	F	G	H	I	J	K	L
1	Type	Name	Format	Width	SORTING	TableType	Key	MaxOccurs	ParentTable	ParentColumn	ChildTable	ChildColumn
2	string	Record_Type		1	0	Trailer	^9.*	1				
3	string	Trailer_Count_Totals		10	1							
4	string	Trailer_A_Indicator		1	2							
5	string	Trailer_Count_A		6	3							
6	string	Trailer_R_Indicator		1	4							
7	string	Trailer_Count_R		6	5							
8	string	Trailer_L_Indicator		1	6							
9	string	Trailer_Count_L		6	7							
10	string	Trailer_M_Indicator		1	8							
11	string	Trailer_Count_M		6	9							
12	string	Trailer_P_Indicator		1	10							
13	string	Trailer_Count_P		6	11							
14	string	Trailer_S_Indicator		1	12							
15	string	Trailer_Count_S		6	13							
16	string	Trailer_V_Indicator		1	14							
17	string	Trailer_Count_V		6	15							
18	string	Filler		27	16							

6. Save the file to any location, then modify the file to reflect the layout of your import files. Exchange Manager recognizes the following column heading names in Excel as input fields for the record type. Exchange ignores any other Excel column heading names.

Type: Data type.

string: Text or numeric characters.

int: Integer.

decimal: Decimal, two decimal places accepted by default.

dateTime: Ddate and time.

Name: Name that represents or describes the field within the record. Don't include spaces after the name.

Format: Format of the DateTime and Decimal field types only.

DateTime – If you don't use the standard format (MM/DD/CCYY), specify the format to use.

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

Decimal – Not required when the file includes a decimal or the last two integers are decimal places. Otherwise:

nodecimalpoint = No decimal point.

signedascii = Signed ASCII RMS format.

nodecimalpointwithsign = Plus or minus sign after integer.

Note: Some input strings that require complicated alteration or parsing before import may require custom programming. For assistance, contact Latitude by Genesys Support.

Width: Number of characters in the record. Required for fixed-length files; you can leave them blank for delimited files.

TableType: Record type. Specify one of the following for the first field within the record type only:

FileContext: Header or trailer record.

RowContext: Main record, usually repeated. Many import files contain only one record type, with this repeated record being the RowContext. Only define one RowContext record type per file. The RowContext record must contain the unique identifier for mapping (as defined on the **General** tab). This record can stand alone and has no parent. It's used for records such as account and payment.

Sub: Subordinate record. This record type depends on another record to link to account information and can occur multiple times for the same account (for example, notes, payment, maintenance records). Also specify parent and child relations to link the subordinate record to its account record. Subordinate records must follow the parent sequentially when they don't contain a field that links to the parent.

Key: Regular expression that identifies the record within the file.

MaxOccurs: Maximum number of times the record occurs.

1 = Record occurs once only. If only one sub record with this name exists for each account, or the record is a header, trailer, or main record, select this value.

***** = Multiple records exist. If more than one sub record exists for the same account, select this value.

ParentTable: Name of the parent record for this record (only applies to subordinate table types).

ParentColumn: Name of the parent column used for record matching (only applies to subordinate table types).

ChildTable: Record name (only applies to subordinate table types).

ChildColumn: Name of the child column used for record matching (only applies to subordinate table types).

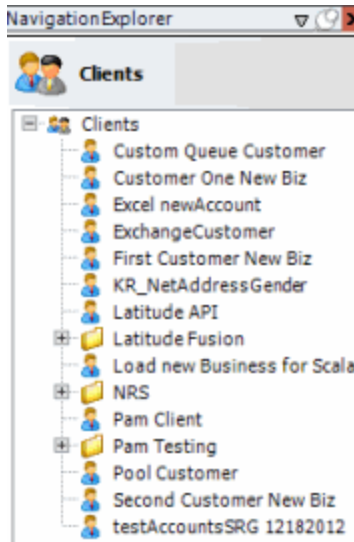
7. Delete the unused worksheets (for example, **B** through **Z**) and save the Excel file. After you create the Excel layout, you can import it into Exchange Manager to define your source file layout. For more information, see [Import an Excel File Layout](#).

Delete a Record Type

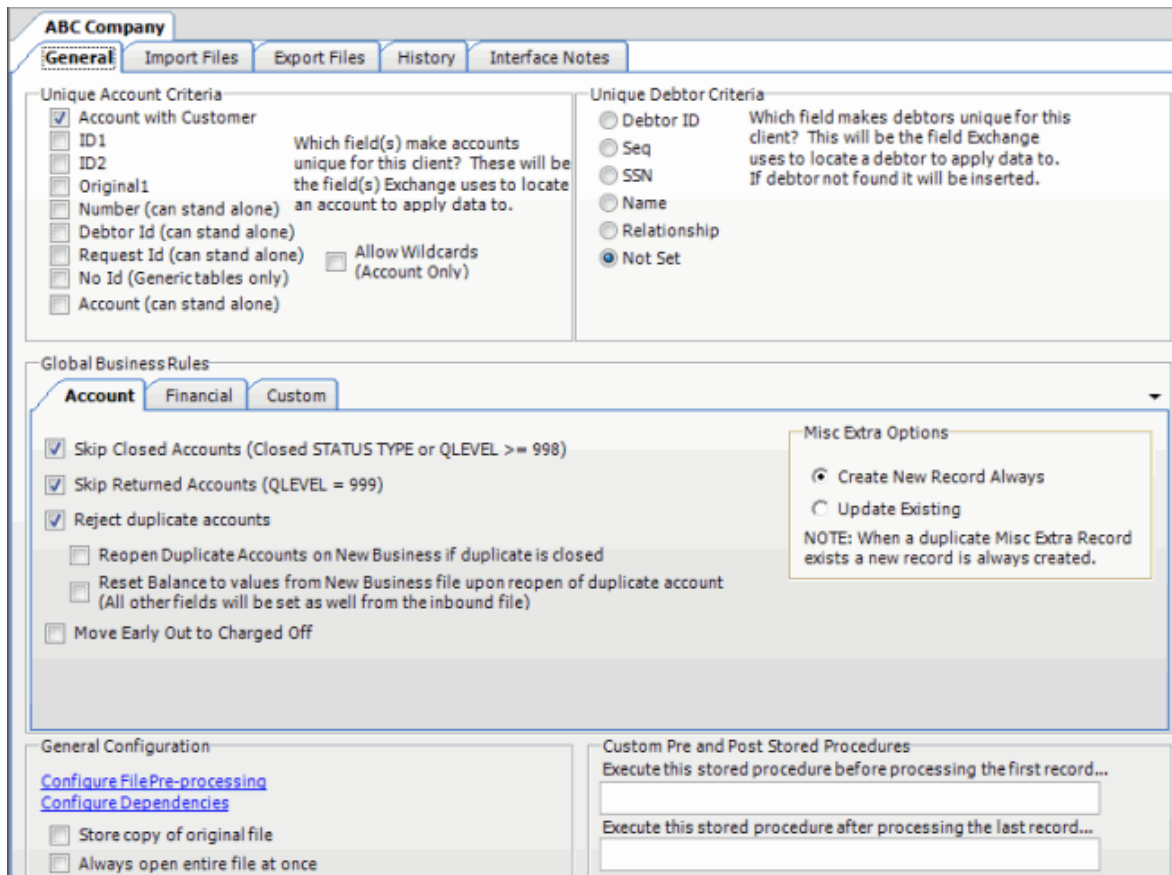
Use the **Define Import Layout** window to delete a header, main, subordinate, or trailer record.

To delete a record type

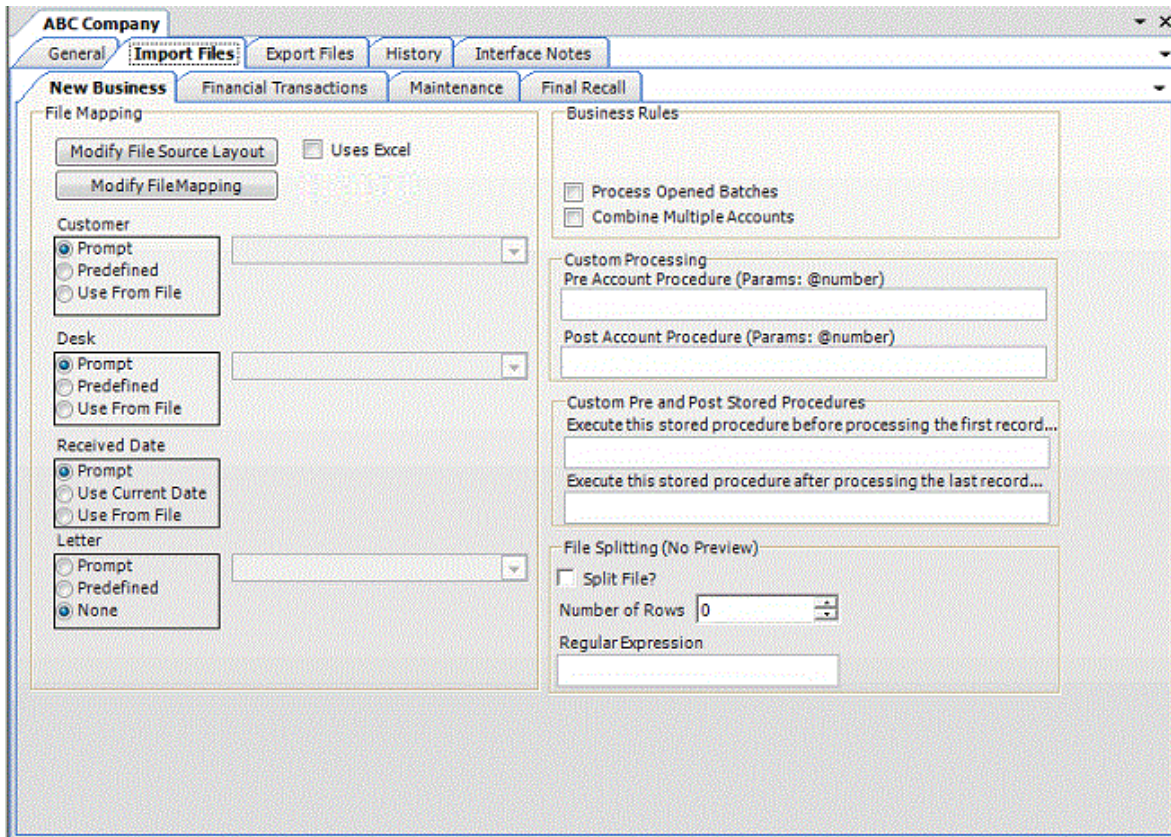
1. In the **Navigation** pane, click **Clients**.



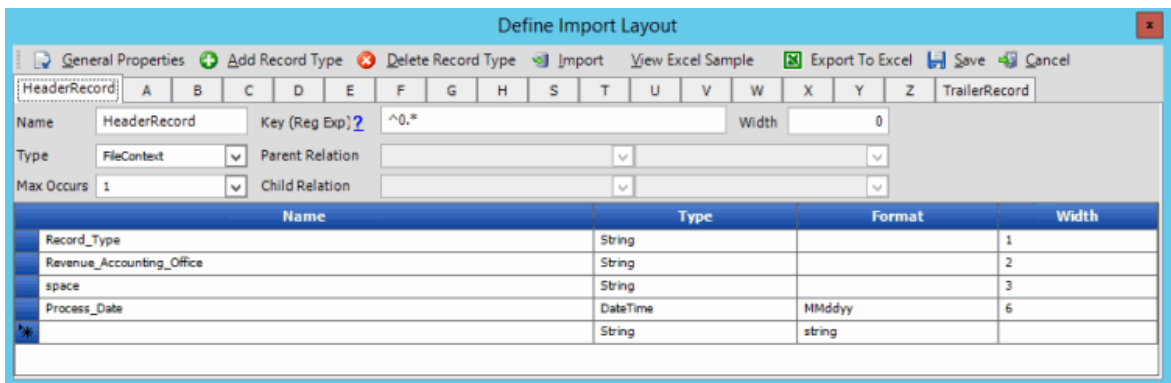
- In the **Clients** pane, expand the appropriate folder and then double-click the client. The tab for the specified client appears in the **Information** pane.



- Click the **Import Files** tab and then click the **New Business, Financial Transactions, Maintenance, or Final Recall** tab, depending on the import file type.



4. Click **Modify File Source Layout**. The **Define Import Layout** window appears.



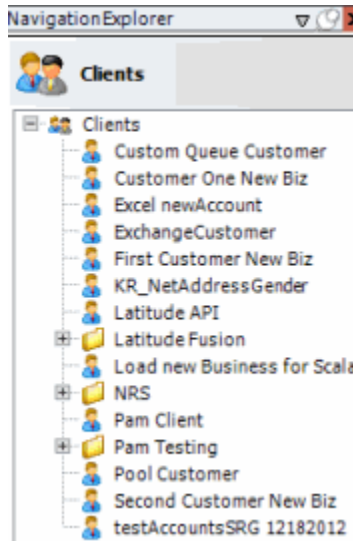
5. Click the tab for the record to delete.
6. In the menu bar, click **Delete Record Type**.
7. In the confirmation dialog box, click **Yes**.
8. Close the **Define Import Layout** window.
9. In the toolbar, click **Save**. The **Update Comment** dialog box appears.
10. In the **Update Comment** box, type a comment regarding your changes and then click **OK**.

Import an Excel File Layout

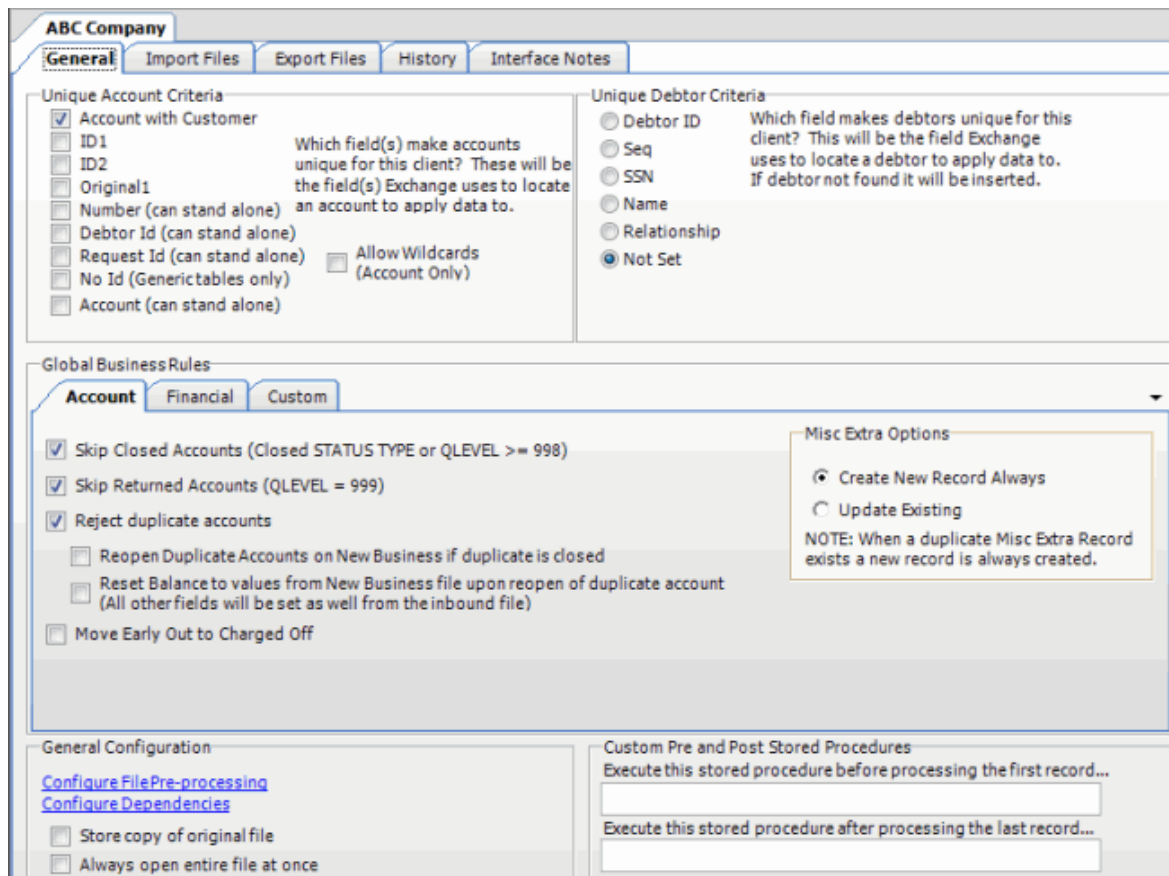
Use the **Define Import Layout** window to import an Excel file layout.

To import an Excel file layout

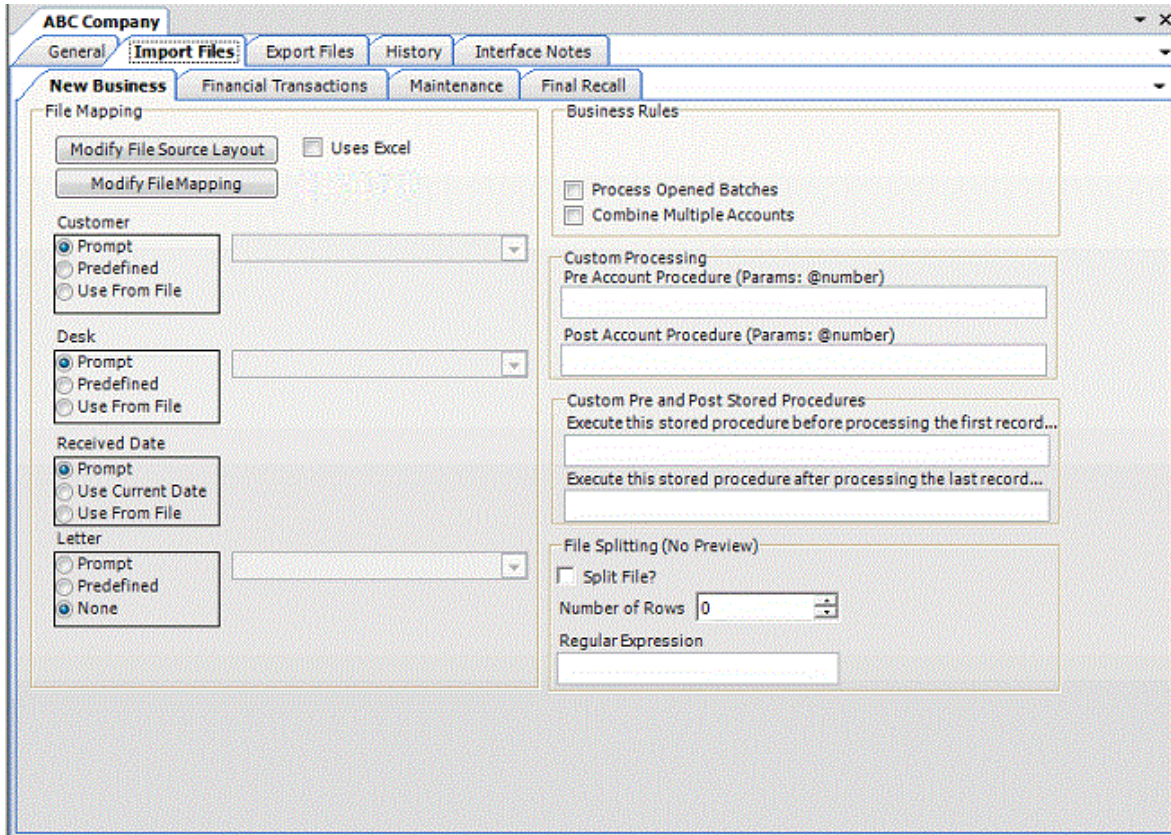
1. In the **Navigation** pane, click **Clients**.



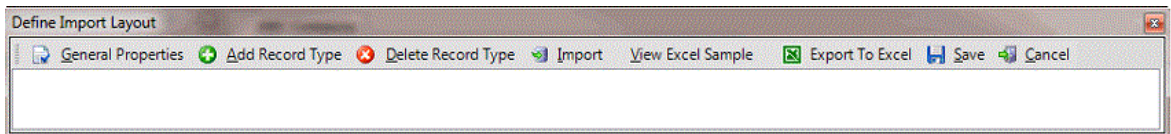
2. In the **Clients** pane, expand the appropriate folder and then double-click the client. The tab for the specified client appears in the **Information** pane.



3. Click the **Import Files** tab and then click the **New Business, Financial Transactions, Maintenance, or Final Recall** tab, depending on the import file type.

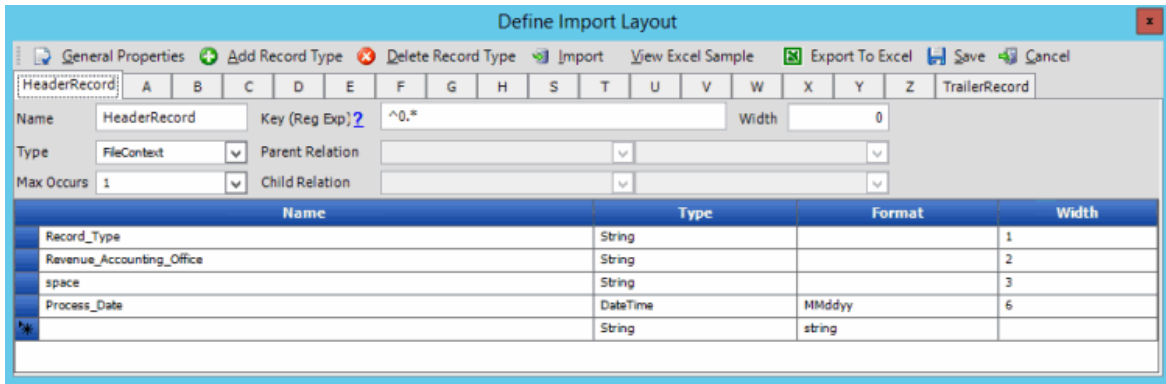


4. Click **Modify File Source Layout**. The **Define Import Layout** window appears.

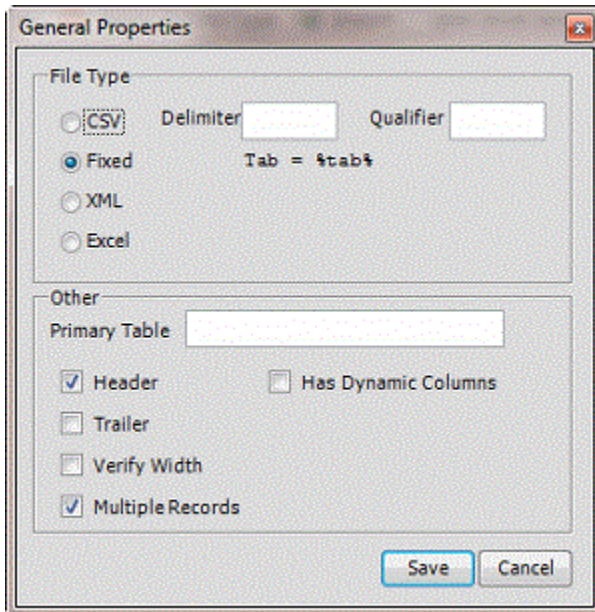


5. Do the following:

- a. In the menu bar, click **Import**.
- b. In the confirmation dialog box, click **Yes**.
- c. Click the Excel file layout to import and then click **Open**. The layout appears in the **Define Import Layout** window with all defined record types displayed as tabs. Rows in the data grid represent fields within the record type.



6. In the menu bar, click **General Properties**. The **General Properties** dialog box appears.



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

Delimiter: Character to use to separate data (for example, a comma or dash).

Qualifier: Character to use to differentiate the data from the delimiter (typically single or double quotes). For example, if the delimiter is a comma and your data contains a comma (such as "Smith, John"), the qualifier distinguishes between the comma in your data and the comma that delimits the data.

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

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

Excel: This option is obsolete. Select the **Uses Excel** check box on the **New Business, Financial Transactions, Maintenance, or Final Recall** tab instead.

Primary Table: Name of the Primary Table (record). This record is equivalent to a Latitude master record. Exchange Manager considers records between each Primary Table in the file as dependent records (for example, notes, payment, bankruptcy).

Note: Set the Primary Table to the record after the header (for example, "A").

Header: If selected, the file contains a header record.

Trailer: If selected, the file contains a trailer record.

Verify Width: If selected, Exchange Manager determines whether the file width matches the layout width defined. For fixed-length file types only.

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

Has Dynamic Columns: If selected, the file has dynamic columns. You can add columns to the file and not map them. Exchange writes extra columns to the Misc Extra table. For delimited file types only.

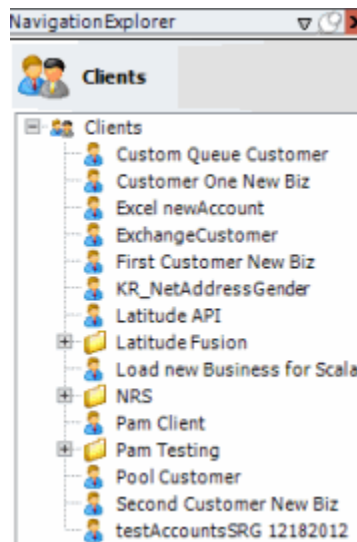
7. Complete the information and then click **Save**.
8. Close the **Define Import Layout** window.
9. In the toolbar, click **Save**. The **Update Comment** dialog box appears.
10. In the **Update Comment** box, type a comment regarding your changes and then click **OK**.

Export a File Layout to Excel

Use the **Define Import Layout** window to export a file layout to Excel.

To export a file layout to Excel

1. In the **Navigation** pane, click **Clients**.



2. In the **Clients** pane, expand the appropriate folder and then double-click the client. The tab for the specified client appears in the **Information** pane.

ABC Company

General | Import Files | Export Files | History | Interface Notes

Unique Account Criteria

Account with Customer

ID1

ID2

Original1

Number (can stand alone)

Debtor Id (can stand alone)

Request Id (can stand alone)

No Id (Generic tables only)

Account (can stand alone)

Which field(s) make accounts unique for this client? These will be the field(s) Exchange uses to locate an account to apply data to.

Allow Wildcards (Account Only)

Unique Debtor Criteria

Debtor ID

Seq

SSN

Name

Relationship

Not Set

Which field makes debtors unique for this client? This will be the field Exchange uses to locate a debtor to apply data to. If debtor not found it will be inserted.

Global Business Rules

Account | Financial | Custom

Skip Closed Accounts (Closed STATUS TYPE or QLEVEL >= 998)

Skip Returned Accounts (QLEVEL = 999)

Reject duplicate accounts

Reopen Duplicate Accounts on New Business if duplicate is closed

Reset Balance to values from New Business file upon reopen of duplicate account (All other fields will be set as well from the inbound file)

Move Early Out to Charged Off

Misc Extra Options

Create New Record Always

Update Existing

NOTE: When a duplicate Misc Extra Record exists a new record is always created.

General Configuration

[Configure File Pre-processing](#)

[Configure Dependencies](#)

Store copy of original file

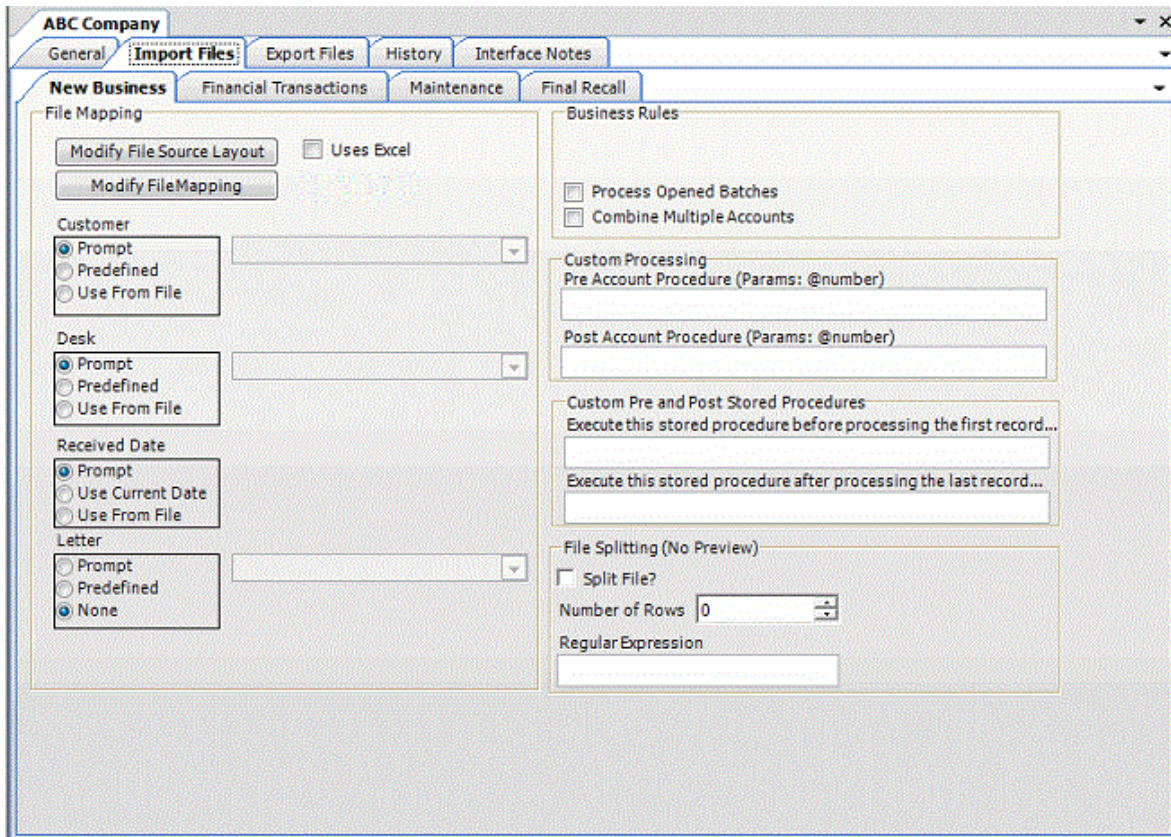
Always open entire file at once

Custom Pre and Post Stored Procedures

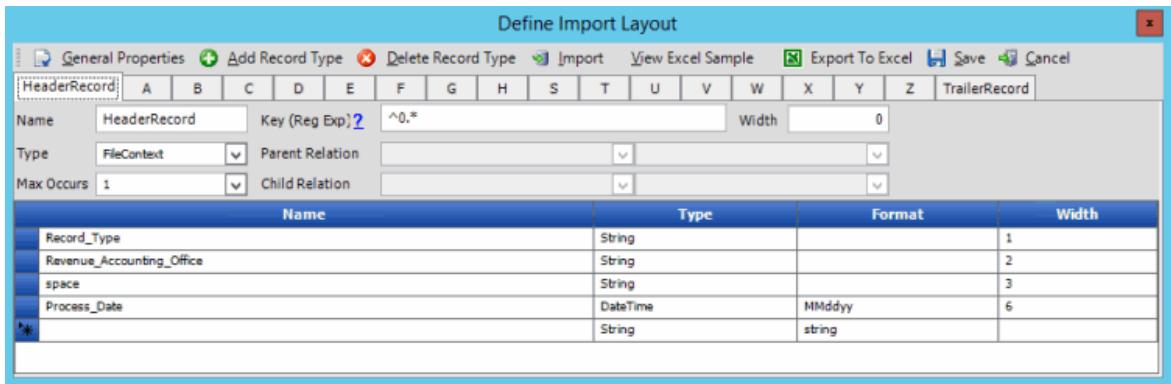
Execute this stored procedure before processing the first record...

Execute this stored procedure after processing the last record...

3. Click the **Import Files** tab and then click the **New Business, Financial Transactions, Maintenance, or Final Recall** tab, depending on the import file type.



4. Click **Modify File Source Layout**. The **Define Import Layout** window appears.



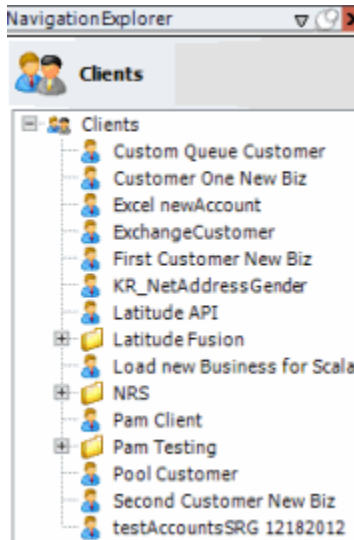
5. In the menu bar, click **Export to Excel**. The **Save As** dialog box appears.
6. In the **File name** box, type a name for the file and then click **Save**.
7. In the notification dialog box, click **OK**.
8. Close the **Define Import Layout** window.
9. In the toolbar, click **Save**. The **Update Comment** dialog box appears.
10. In the **Update Comment** box, type a comment regarding your changes and then click **OK**.

Define the File Layout

Use the **Define Import Layout** window to create a file that defines the delimited or fixed file layout for an import file. Add the record types needed, such as header record, main record, subordinate records, and trailer record.

To define the file layout

1. In the **Navigation** pane, click **Clients**.



2. In the **Clients** pane, expand the appropriate folder and then double-click the client. The tab for the specified client appears in the **Information** pane.

ABC Company

General | Import Files | Export Files | History | Interface Notes

Unique Account Criteria

Account with Customer

ID1

ID2

Original1

Number (can stand alone)

Debtor Id (can stand alone)

Request Id (can stand alone)

No Id (Generic tables only)

Account (can stand alone)

Which field(s) make accounts unique for this client? These will be the field(s) Exchange uses to locate an account to apply data to.

Allow Wildcards (Account Only)

Unique Debtor Criteria

Debtor ID

Seq

SSN

Name

Relationship

Not Set

Which field makes debtors unique for this client? This will be the field Exchange uses to locate a debtor to apply data to. If debtor not found it will be inserted.

Global Business Rules

Account | Financial | Custom

Skip Closed Accounts (Closed STATUS TYPE or QLEVEL >= 998)

Skip Returned Accounts (QLEVEL = 999)

Reject duplicate accounts

Reopen Duplicate Accounts on New Business if duplicate is closed

Reset Balance to values from New Business file upon reopen of duplicate account (All other fields will be set as well from the inbound file)

Move Early Out to Charged Off

Misc Extra Options

Create New Record Always

Update Existing

NOTE: When a duplicate Misc Extra Record exists a new record is always created.

General Configuration

[Configure File Pre-processing](#)

[Configure Dependencies](#)

Store copy of original file

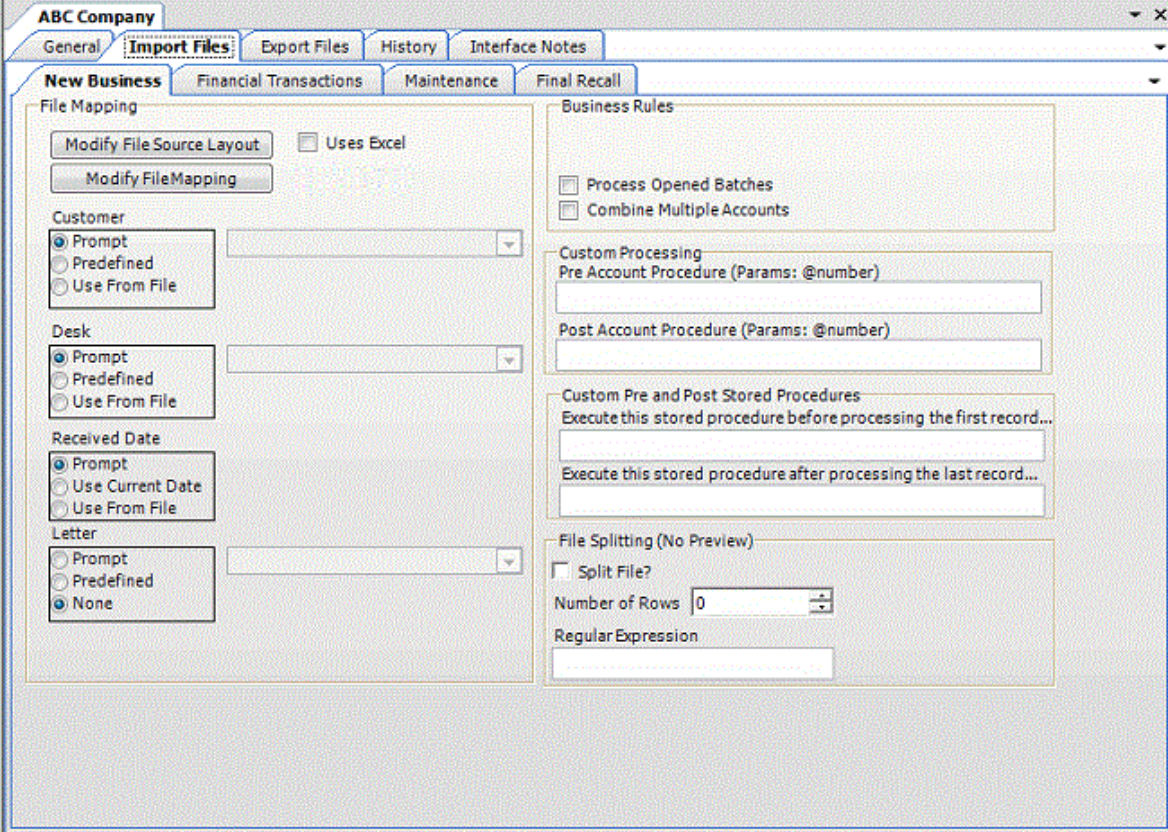
Always open entire file at once

Custom Pre and Post Stored Procedures

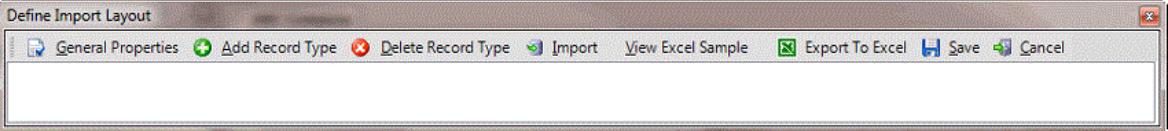
Execute this stored procedure before processing the first record...

Execute this stored procedure after processing the last record...

3. Click the **Import Files** tab and then click the **New Business, Financial Transactions, Maintenance, or Final Recall** tab, depending on the import file type.



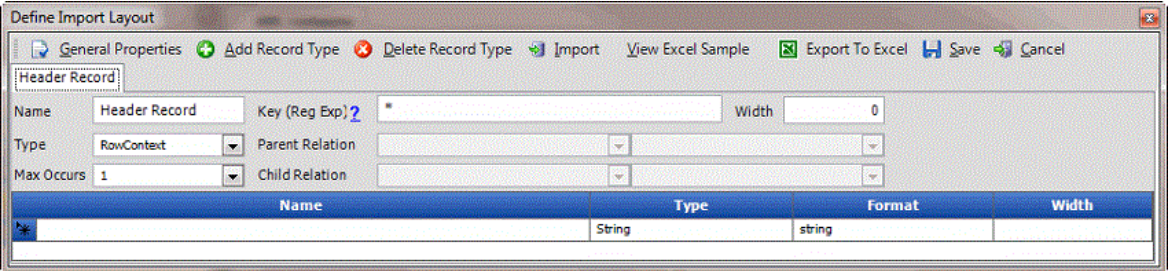
- 4. Clear the **Uses Excel** check box and then click **Modify File Source Layout**. The **Define Import Layout** window appears.



- 5. Click **Add Record Type**. The **New Record Table Name** dialog box appears.



- 6. In the **Name** box, type the name of the record table (without spaces) and then click **OK**. The record name appears as a tab in the **Define Import layout** window.



Name: Name of the table record. Exchange Manager populates this box with the name you specified in the **New Record Table Name** dialog box.

Key (Reg Exp): Key (regular expression) used to identify which records belong to which record type. For a VirtualHeader record, Exchange Manager populates this box and it's not necessary for you to change it.

Tip: For a list of regular expressions and their usage, click the question mark (?) or see [Regular Expression Syntax](#).

Width: Number of characters contained in the record. Required for fixed-length files; you can leave it blank for delimited files. For a VirtualHeader record, Exchange Manager populates this box and it's not necessary for you to change it.

Type: Type of record. Valid values are:

FileContext: Header or trailer record.

RowContext: Main record, usually repeated. Many import files contain only one record type. If that is the case, this repeated record is the RowContext. Only define one RowContext record type per file. The RowContext record must contain the unique identifier for mapping (as defined on the **General** tab). This record can stand alone and has no parent. It's used for records such as account and payment.

Note: If multiple RowContext record types exist in the same file, use a virtual header and convert these RowContext records to sub records with the virtual header as the parent record.

Sub: Subordinate record. This record type depends on another record to link to account information and can occur multiple times for the same account (for example, notes, payment, maintenance records). Also specify parent and child relations to link the sub record to its account record. Sub records must follow the parent sequentially when they don't contain a field that links to the parent.

VirtualHeader: Header record used to create a relationship for files containing multiple stand-alone records (that meet RowContext criteria and contain unique account criteria). Set the multiple record types within the file as Sub types. A VirtualHeader allows you to process different sub record types within a file, even if they don't tie together for the same account. The VirtualHeader is the parent record for the sub record.

Parent Relation: For a sub record, select the parent record and field to link the sub record to. For example, select "A" as the parent record and "Account_Number" as the key field to use to link the sub record to the parent record.

Max Occurs: For a VirtualHeader record, Exchange Manager populates this box and it's not necessary for you to change it. Valid values are:

1 = Record occurs once only. If only one sub record with this name exists for each account, or the record is a header, trailer, or main record, select this value.

***** = Multiple records exist. If more than one sub record exists for the same account, select this value.

Child Relation: For a sub record, select the current record and field to match to the parent record. For example, for sub record "B,"select "**Account_Number**" as the key field even though the Account_Number field does not exist in the sub record. Exchange Manager processes the file sequentially and creates this field "virtually" for every sub record when it exists in the parent record. If you used a VirtualHeader, the unique account criteria field has to exist in each sub record.

- Click in the first available row in the data grid and then type information for the first field in the record.

Name: Name of the field.

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

String: Text or numeric characters.

Integer: Numbers.

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

DateTime: Date, time, or both.

Format: Format of the DateTime and Decimal field types only.

DateTime – If you don't use the standard format (MM/DD/CCYY), specify the format used.

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

Decimal – Not required when the file includes a decimal or the last two integers are decimal places. Otherwise:

nodecimalpoint = No decimal point.

signedascii = Signed ASCII RMS format.

nodecimalpointwithsign = Plus or minus sign after integer.

Note: Some input strings that require complicated alteration or parsing before import may require custom programming. For assistance, contact Latitude by Genesys Support.

Width: Maximum length of the data in the field.

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

Note: For a VirtualHeader record, create one row to represent your record type. The record doesn't have to exist in the file. For example, **Name** = VirtualHeader, **Type** = String, **Format** = blank, and **Width** = 0. Create a second row for the unique account identifier. For example, **Name** = AccountNumber, **Type** = String, **Format** = blank, and **Width** = 16.

- Close the **Define Import Layout** window.
- In the toolbar, click **Save**. The **Update Comment** dialog box appears.

12. In the **Update Comment** box, type a comment regarding your changes and then click **OK**.

Regular Expression Syntax

A regular expression is a special text string for describing a search pattern and functions similar to wildcards. You can use regular expressions to search for and replace information in a file.

The following regular expressions are available:

- [Literal Characters](#)
- [Character classes or character sets \[abc\]](#)
- [Dot](#)
- [Anchors](#)
- [Word boundaries](#)
- [Alternation](#)
- [Quantifiers](#)

Literal Characters

A single letter character matches the first occurrence of that character in the string. For example, "a" matches the first "a" in *Jack is a boy*, which is the "a" in "Jack."

Character	Description	Example
Any character except <code>[\^\$. ?*+()]</code>	All characters except the listed special characters match a single instance of themselves.	a matches a
<code>\(backslash)</code> followed by any of <code>[\^\$. ?*+()]</code>	Some characters have special meaning. A backslash placed before a special character escapes the special character to suppress its special meaning.	<code>\+</code> matches +
<code>\xFF</code> where FF are 2 hexadecimal digits	Matches the character with the specified ASCII/ANSI value, which depends on the code page used. Can also use in character classes.	<code>\xA9</code> matches © when using the Latin-1 code page.
<code>\n</code> , <code>\r</code> and <code>\t</code>	Match an LF character, CR character, and a tab character respectively. Can also use in character classes.	<code>\r\n</code> matches a DOS/Windows CRLF line break.

Character classes or character sets [abc]

A character class matches one out of several characters. For example, "ae" matches either *gray* or *grey*, whichever word it finds first. The order of the characters in the set is irrelevant.

Character	Description	Example
[(opening square bracket)	Starts a character class. A character class matches a single character out of all the possibilities the character class offers. Inside a character class, different rules apply. The rules in this section are only valid inside character classes. The rules outside this section are not valid in character classes, except \n, \r, \t and \xFF.	
Any character except ^-]\ add that character to the possible matches for the character class.	All characters except the listed special characters.	[abc] matches a, b, or c
\(backslash) followed by any of the following: ^-]\	A backslash escapes special characters to suppress their special meaning.	[\^] matches ^ or]
-(hyphen) except immediately after the opening [Specifies a range of characters. A hyphen placed immediately after the opening bracket indicates a hyphen.	[a-zA-Z0-9] matches any letter or digit
^(caret) immediately after the opening [Negates the character class, causing it to match a single character <i>not</i> listed in the character class. A caret placed anywhere except after the opening bracket indicates a caret.	[^a-d] matches x (any character except a, b, c or d)
\d, \w, and \s	Shorthand character classes match digits 0-9, word characters (alphanumeric characters plus underscore), and white space (including tabs and line breaks), respectively. Can use inside and outside character classes.	[\d\s] matches a character that is a digit or white space
\D, \W, and \S	Negated versions of the shorthand character classes. We recommend using outside character classes only as using them inside can be confusing.	\D matches a character that is not a digit

Dot

A dot matches a single character except line break characters. For example, "gr.y" matches *gray* and *grey*. Often, a character class or negated character class is faster and more precise than the dot.

Character	Description	Example
<code>.(dot)</code>	Matches any single character except line break characters <code>\r</code> and <code>\n</code> . Most regex engines have a "dot matches all" or "single line" mode that causes the dot match to include line break characters.	<code>.</code> matches <code>x</code> or (almost) any other character

Anchors

An anchor matches a position rather than a character. For example, `^b` only matches the first "b" in *bob*.

Character	Description	Example
<code>^(caret)</code>	Matches at the start of the string to which you apply the pattern. Most regex engines have a "multi-line" mode that causes the caret to match after any line break (for example, at the start of a line in a file).	<code>^.</code> matches <code>a</code> in <code>abc\ndef</code> . Also matches <code>d</code> in "multi-line" mode.
<code>\$(dollar)</code>	Matches at the end of the string to which you apply the pattern. Most regex engines have a "multi-line" mode that causes the dollar sign to match before any line break (for example, at the end of a line in a file). Also matches before the last line break when the string ends with a line break.	<code>.\$</code> matches <code>f</code> in <code>abc\ndef</code> . Also matches <code>c</code> in "multi-line" mode.
<code>\A</code>	Matches at the start of the string to which you apply the pattern. Never matches after line breaks.	<code>\A.</code> matches <code>a</code> in <code>abc</code>
<code>\Z</code>	Matches at the end of the string to which you apply the pattern. Never matches before line breaks, except for the last line break when the string ends with a line break.	<code>.\Z</code> matches <code>f</code> in <code>abc\ndef</code>
<code>\z</code>	Matches at the end of the string to which you apply the pattern. Never matches before line breaks.	<code>.\z</code> matches <code>f</code> in <code>abc\ndef</code>

Word boundaries

A word boundary matches at a position between a word character and either another word character or a non-word character.

Character	Description	Example
<code>\b</code>	Matches at the position between a word character (anything matched by <code>\w</code>) and a non-word character (anything matched by <code>[^\w]</code> or <code>\W</code>). It also matches the string at the start, end, or both when the first, last, or both characters in the string are word characters.	<code>.\b</code> matches <code>c</code> in <code>abc</code>

Character	Description	Example
\B	Matches at the position between two word characters (for example, the position between \w\w) and the position between two non-word characters (for example, \W\W).	\B.\B matches b in abc

Alternation

Alternation matches one item out of a group of items and is equivalent to the "or" operator. For example, "cat|dog" matches "cat" in *About cats and dogs*. If it's applied again, it matches "dog." You can add as many alternatives as you want (for example, "cat|dog|mouse|fish." Include parenthesis for grouping. For example, "(cat|dog) food" matches *cat food* and *dog food*.

The pipe (|) character has the lowest precedence of all regex operators.

Character	Description	Example
	Matches either the part on the left side, or the part on the right side. You can string characters together into a series of options.	abc def xyz matches abc, def, or xyz
(pipe)	Use grouping to alternate only part of the regular expression.	abc(def xyz) matches abcdef or abcxyz

Quantifiers

A quantifier matches a set number of characters that matched specific criteria. There are two types of quantifier searches: greedy (maximal) and lazy (minimal). A greedy search tries to match as many characters as it can while still returning a true value. A lazy search matches once only. For example, if you search for one to four "b's" in a row and have a string with three "b's" in a row, greedy matches the three "b's" and lazy only matches the first "b."

Character	Description	Example
?	Greedy. Makes the preceding item optional. Includes the optional item in the match when possible.	abc? matches ab or abc
??	Lazy. Makes the preceding item optional. Excludes the optional item in the match when possible.	abc?? matches ab or abc
(star)	Greedy. Repeats the previous item zero or more times. Matches as many items as possible before trying permutations with fewer matches of the preceding item, up to the point where it doesn't match the preceding item at all.	"." matches "def" "ghi" in abc "def" "ghi" jkl
?(lazy star)	Lazy. Repeats the previous item zero or more times. The regex engine attempts to skip the previous item, before trying permutations with ever increasing matches of the preceding item.	".?" matches "def" in abc "def" "ghi" jkl

Character	Description	Example
+ (plus)	Greedy. Repeats the previous item once or more. Matches as many items as possible before trying permutations with fewer matches of the preceding item, up to the point where the search engine matches the preceding item once only.	".+" matches "def" "ghi" in abc "def" "ghi" jkl
+?(lazy plus)	Lazy. Repeats the previous item once or more. The regex engine matches the previous item only once, before trying permutations with ever increasing matches of the preceding item.	".+?" matches "def" in abc "def" "ghi" jkl
{n} where n is an integer >= 1	Repeats the previous item exactly n times.	a{3} matches aaa
{n,m} where n >= 1 and m >= n	Greedy. Repeats the previous item between n and m times. Tries repeating m times before reducing the repetition to n times.	a{2,4} matches aa, aaa or aaaa
{n,m}? where n >= 1 and m >= n	Lazy. Repeats the previous item between n and m times. Tries repeating n times before increasing the repetition to m times.	a{2,4}? matches aaaa, aaa or aa
{n,} where n >= 1	Greedy. Repeats the previous item at least n times. Matches as many items as possible before trying permutations with fewer matches of the preceding item, up to the point where it matches the preceding item only n times.	a{2,} matches aaaaa in aaaaa
{n,}? where n >= 1	Lazy. Repeats the previous item between n and m times. The regex engine matches the previous item n times, before trying permutations with ever increasing matches of the preceding item.	a{2,}? matches aa in aaaaa

Import File Mapping

Use the **Data Translator** window to map the **New Business**, **Financial Transactions**, **Maintenance**, and **Final Recall** import file types to the Latitude database. After you map an import file, the import file appears in the **Import** menu.

The following options are available for defining how to import data into a table:

- Map the contents of a file to a table in the Latitude database
- Hard code a value
- Define a pre- or post-processing script

View Source Information

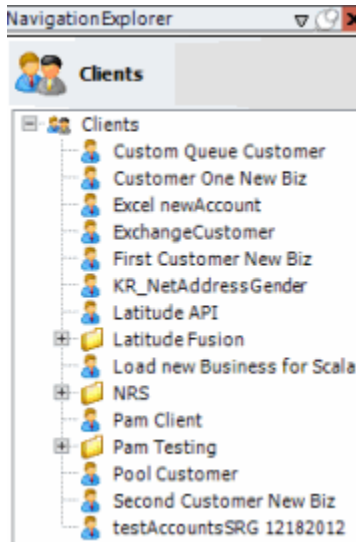
Use the **Source** tab in the **Data Translator** window to view content from a source import file. This file can be a sample file provided to your agency that contains "placeholders" or sample data. The main

requirement is that the layout within the file matches the layout for the import files your agency is receiving.

Note: If you open an Excel source file that is different from an existing mapped layout, Exchange prompts you to overwrite the current layout.

To view source information

1. In the **Navigation** pane, click **Clients**.



2. In the **Clients** pane, expand the appropriate folder and then double-click the client. The tab for the specified client appears in the **Information** pane.

ABC Company

General | Import Files | Export Files | History | Interface Notes

Unique Account Criteria

Account with Customer

ID1

ID2

Original1

Number (can stand alone)

Debtor Id (can stand alone)

Request Id (can stand alone)

No Id (Generic tables only)

Account (can stand alone)

Which field(s) make accounts unique for this client? These will be the field(s) Exchange uses to locate an account to apply data to.

Allow Wildcards (Account Only)

Unique Debtor Criteria

Debtor ID

Seq

SSN

Name

Relationship

Not Set

Which field makes debtors unique for this client? This will be the field Exchange uses to locate a debtor to apply data to. If debtor not found it will be inserted.

Global Business Rules

Account | Financial | Custom

Skip Closed Accounts (Closed STATUS TYPE or QLEVEL >= 998)

Skip Returned Accounts (QLEVEL = 999)

Reject duplicate accounts

Reopen Duplicate Accounts on New Business if duplicate is closed

Reset Balance to values from New Business file upon reopen of duplicate account (All other fields will be set as well from the inbound file)

Move Early Out to Charged Off

Misc Extra Options

Create New Record Always

Update Existing

NOTE: When a duplicate Misc Extra Record exists a new record is always created.

General Configuration

[Configure File Pre-processing](#)

[Configure Dependencies](#)

Store copy of original file

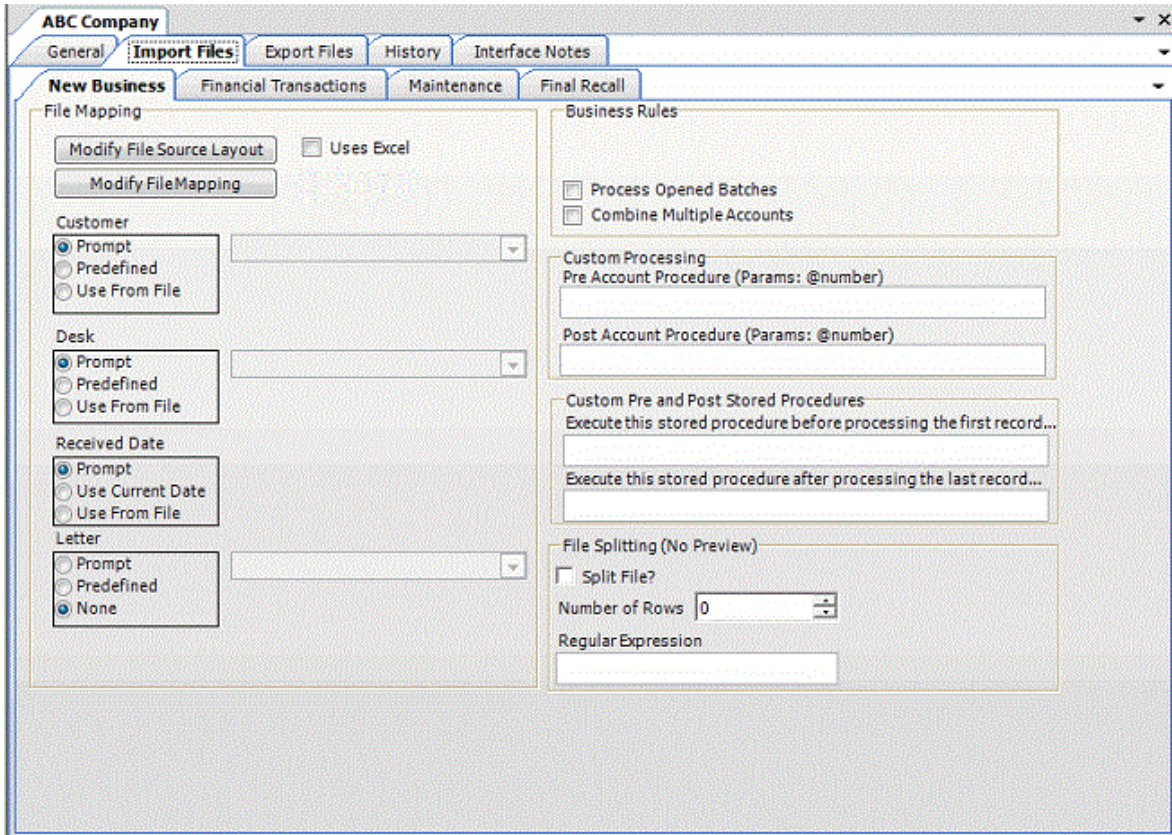
Always open entire file at once

Custom Pre and Post Stored Procedures

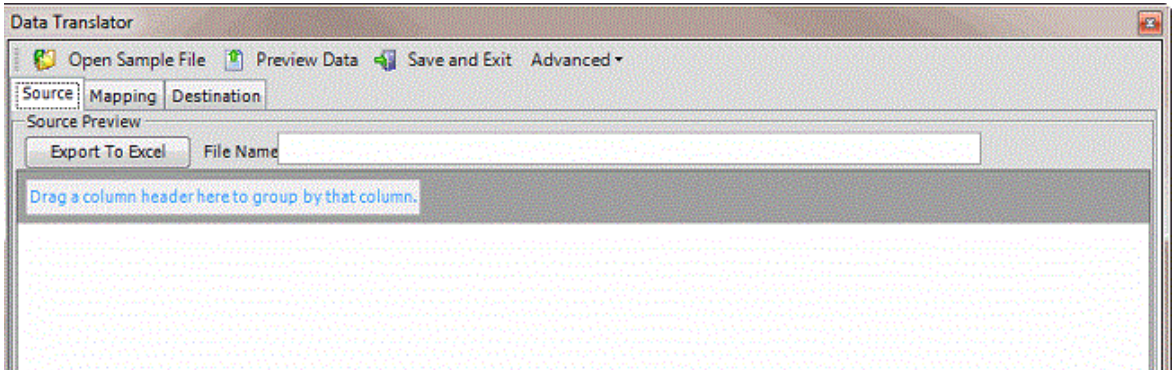
Execute this stored procedure before processing the first record...

Execute this stored procedure after processing the last record...

3. Click the **Import Files** tab and then click the **New Business, Financial Transactions, Maintenance, or Final Recall** tab, depending on the import file type.



4. Click **Modify File Mapping**. The **Data Translator** window appears.



5. Click **Open Sample File**. The **Open** dialog box appears.
6. Locate the source file, and then click **Open**. The file's contents appear on the **Source** tab.

Note: If the source file is an Excel file, select the **Uses Excel** check box on the **New Business, Financial Transactions, Maintenance, or Final Recall** tab on the **Import Files** tab.

The screenshot shows the 'Data Translator' application window. At the top, there are menu options: 'Open Sample File', 'Preview Data', 'Save and Exit', and 'Advanced'. Below the menu is a 'Source' tab with sub-tabs for 'Mapping' and 'Destination'. The 'Source Preview' section shows the 'Export To Excel' button and the 'File Name' field containing 'C:\Users\Barbara.Martin\Documents\Projects\Latitude\Exchange\NB_Test_File_1_Training('. Below this is a table with the following columns: First, Last, Original Account#, Social, DOB, Current Balance, and Address. The table contains 20 rows of data.

First	Last	Original Account#	Social	DOB	Current Balance	Address
RICHARD	KILE	7738184767075	165405559	1/15/1945	967.47	12 JAMES ROA
ANDREW	VOZAR	7738179391196	165406699	2/14/1978	2455.77	112 GARFIELD
EILEEN A	BURGOYNE	045313MB01	165442187	5/19/1980	819.47	2802 RYERSON
EVA M	SEVERINO	30032419801	165448866	8/15/1979	7960.47	PO BOX 55
LESLIE E	ZELLERS JR	7738174035038	165449945	9/10/1952	2467.42	44786 256TH S
ROY	WIESEN	7738201009121	165464679	07/21/1980	1307.21	1209 SCHWEITZ
WILLIE	DAVIS	7738186225254	165468156	04/14/1975	167.73	1154 S 18TH S
BRAD	FRY	7738153940687	165469768	09/03/1975	596.03	7093 W HOMO
SUSAN M	FUSI	5424180026420601	165490647	11/13/1942	476.55	20 PURCELL DI
SHERYL	HILL	63171689685307	165528988	11/15/1974	596.6	137 BRECKENR
SHERYL	HILL	63171687095047	165528988	1/15/1945	965.55	137 BRECKENR
GINA	SMITH	7738154511818	165568304	2/14/1978	908.56	2589 BAHIA VI
MICHAEL C	BARNES	71171453120177	165580072	5/19/1980	2067.89	281 E MAIN ST
PAMALA	THOMPSON	77381537200	165587154	8/15/1979	25000	133 LATHAM S
RICHARD	JONES	7738184767	165405759	1/15/1945	9678.47	152 JAMES RO
ANDREW	JONES	773817939	165407799	2/14/1978	245.77	11 GARFIELD A
EILEEN A	JONES	453137777	165447787	5/19/1980	8199.47	202 RYERSON
EVA M	JONES	300324197	165447766	8/15/1979	790.47	PO BOX 89
LESLIE E	JONES	773817407	167749945	9/10/1952	267.42	4786 256TH ST
ROY	JONES	7738201007	165467779	07/21/1980	107.21	109 SCHWEITZ
WILLIE	JONES	773818622	165778156	04/14/1975	167.73	1154 S 18TH ST

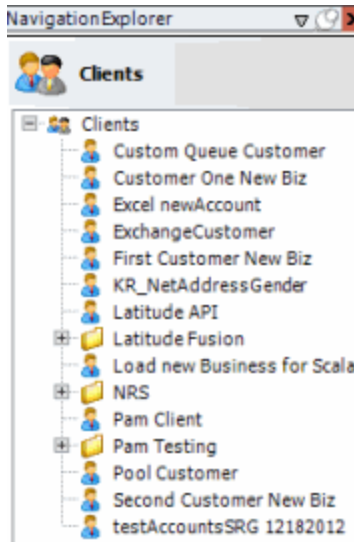
Map Source Fields to Destination Fields

Use the **Mapping** tab to map data in the import file to the Latitude database. Before mapping the fields, define the [source file layout](#). If you are using an Excel file, open an import file (see [Viewing Source Information](#)).

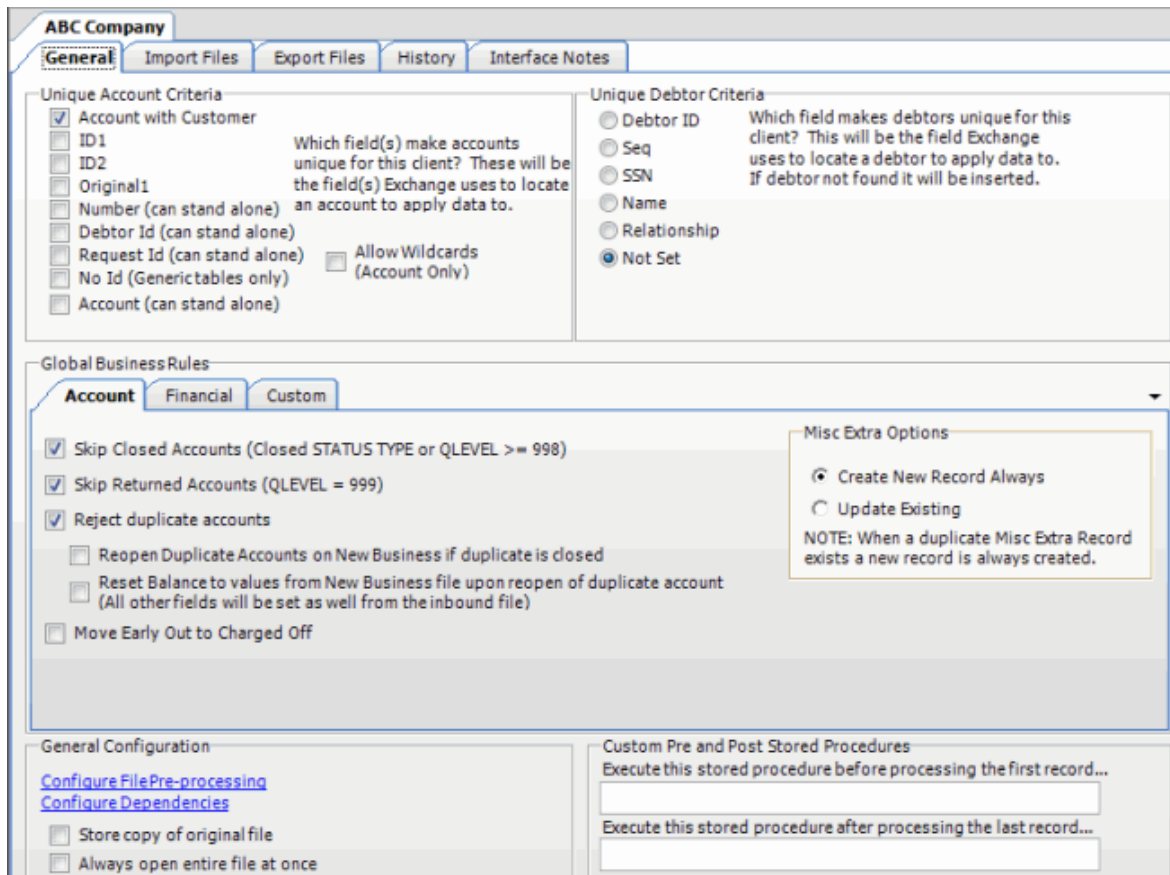
Note: Examples in this topic are based on the New Business import type.

To map source fields to destination fields

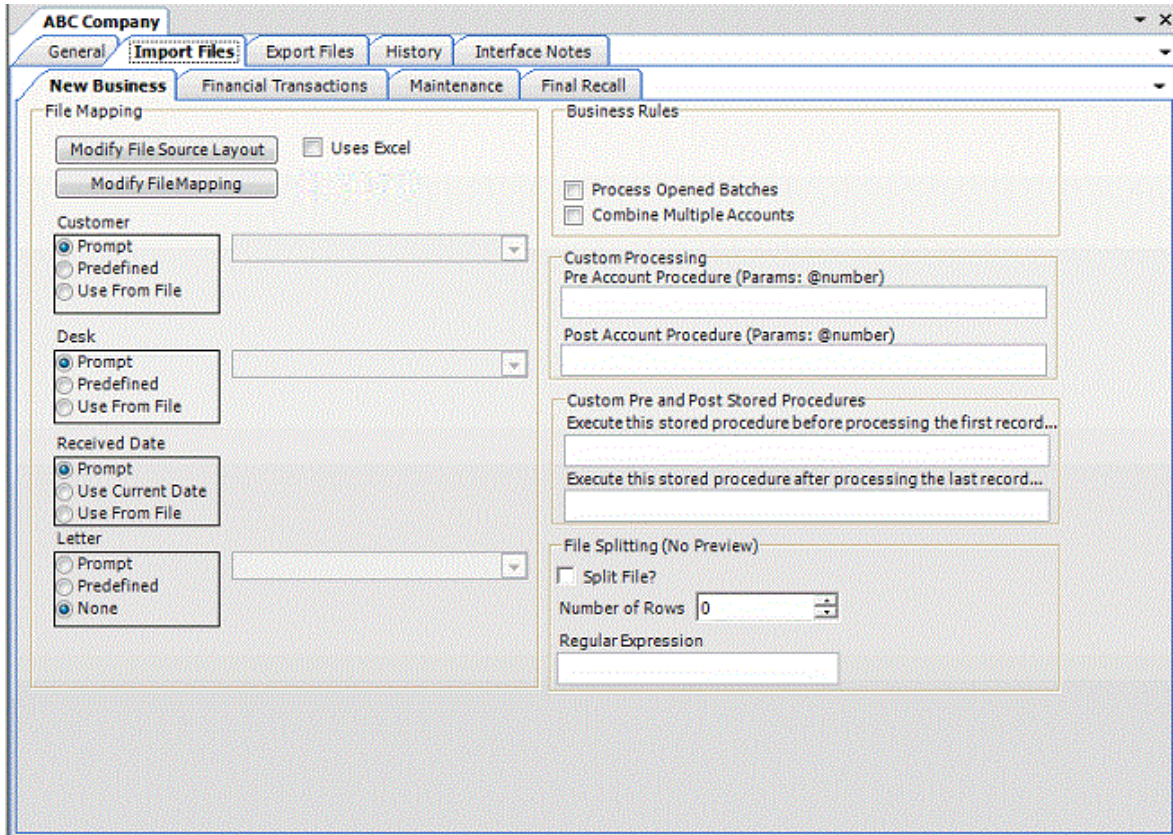
1. In the **Navigation** pane, click **Clients**.



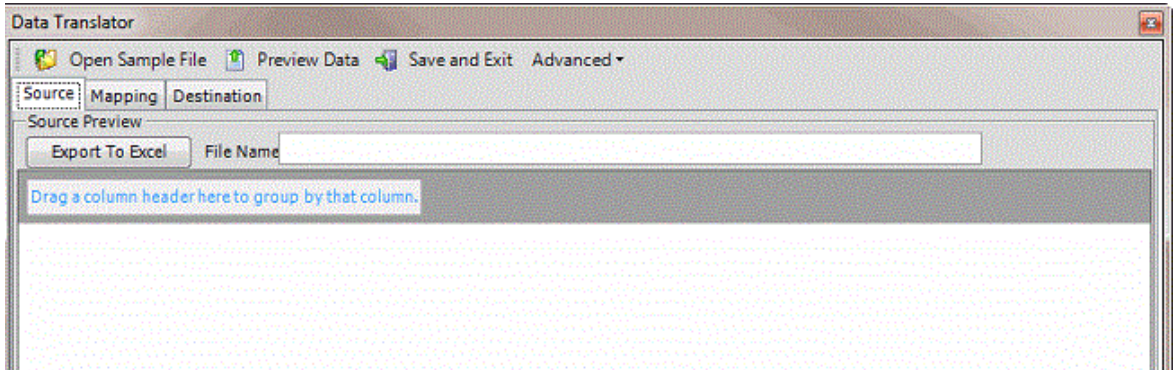
- In the **Clients** pane, expand the appropriate folder and then double-click the client. The tab for the specified client appears in the **Information** pane.



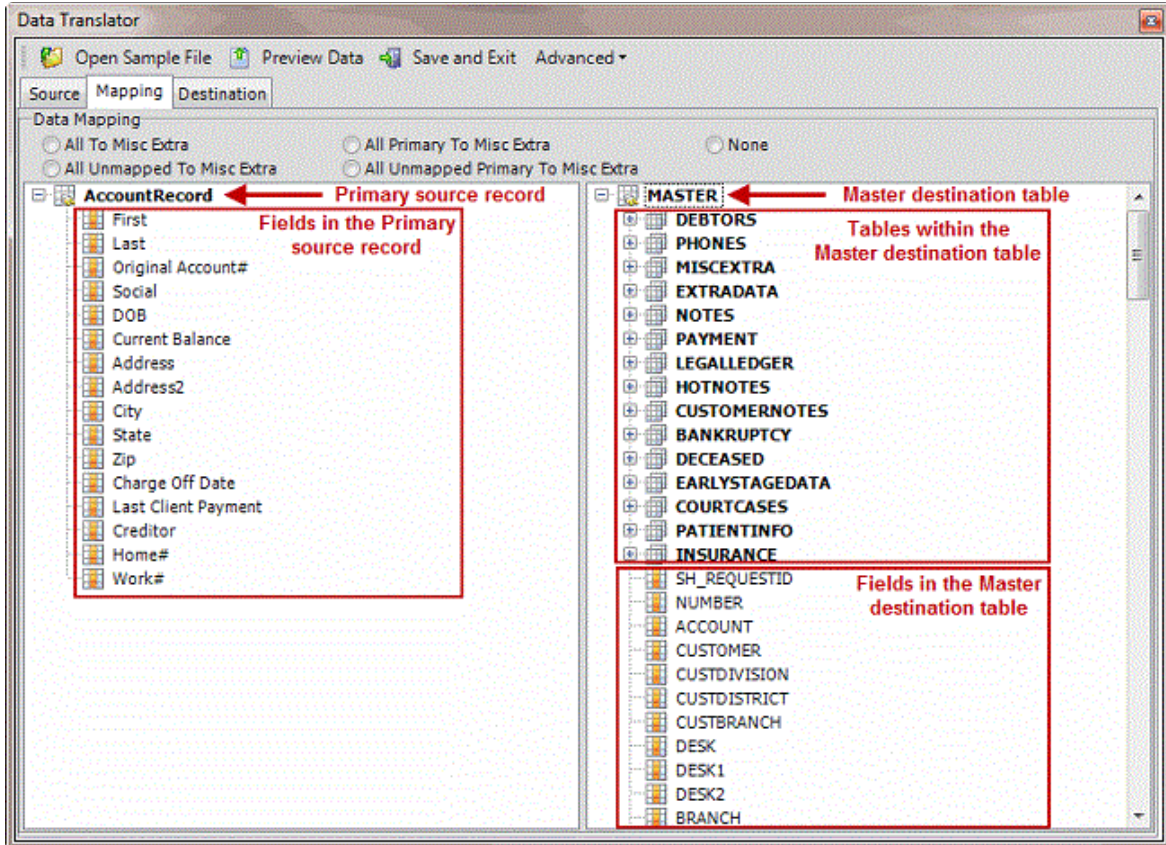
- Click the **Import Files** tab and then click the **New Business, Financial Transactions, Maintenance, or Final Recall** tab, depending on the import file type.



4. Click **Modify File Mapping**. The **Data Translator** window appears.



5. Click the **Mapping** tab.



6. In the **Data Mapping** section, select one of the following:

All to Misc Extra: If selected, Exchange Manager adds all fields in the source file to the Misc Extra table, regardless of whether you mapped them.

All Unmapped to Misc Extra: If selected, Exchange Manager only adds unmapped fields in the source file to the Misc Extra table.

All Primary to Misc Extra: If selected, Exchange Manager adds all fields in the source file that are in the parent table (whether mapped or not) to the Misc Extra table, and excludes the fields in child tables. Don't select this option for Excel imports.

All Unmapped Primary to Misc Extra: If selected, Exchange Manager only adds unmapped fields in the source file that are in the parent table to the Misc Extra table, and excludes the fields in child tables. Don't select this option for Excel imports.

None: If selected, Exchange Manager only includes data that you mapped to Latitude tables and ignores all other data.

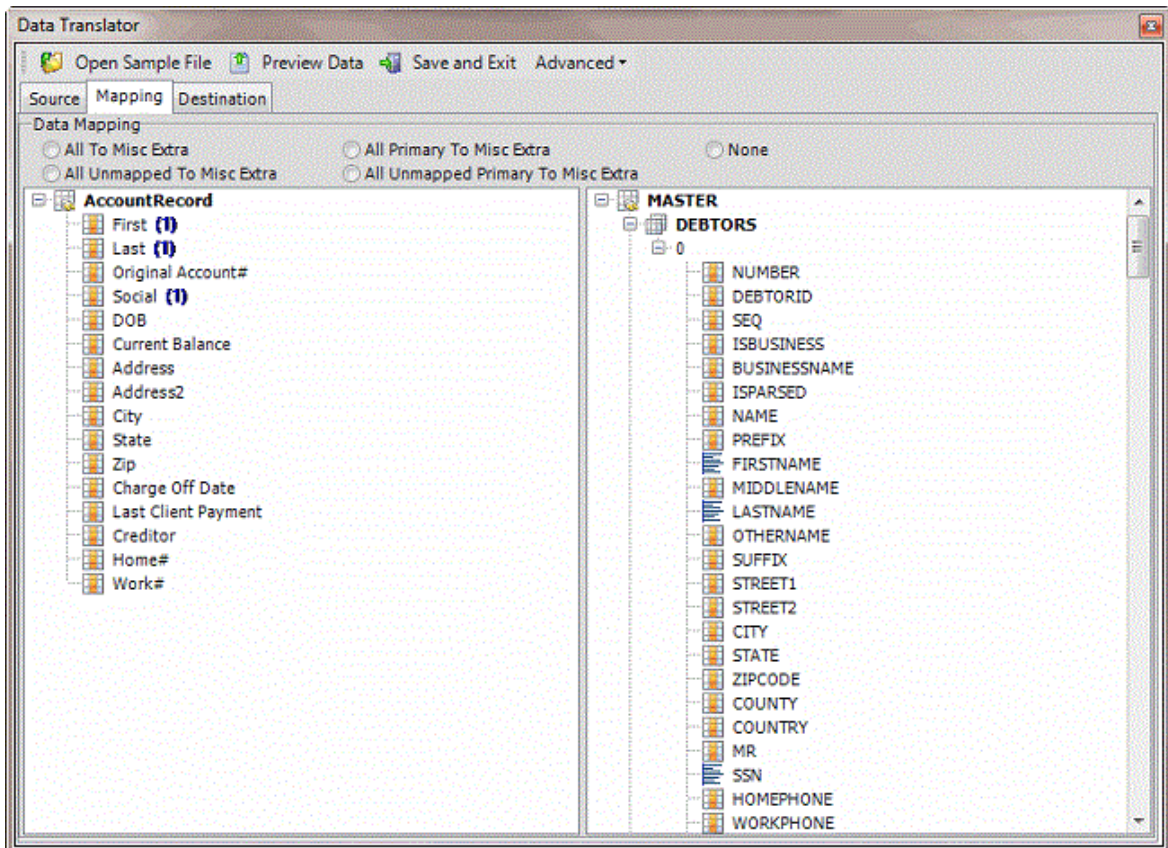
7. To map a field, click a field in the **Source** pane and drop it onto the destination field in the **Destination** pane. Continue mapping fields as necessary.

Notes:

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

- Exchange Manager maps some fields twice in the Latitude destination tables. For example, if you map the source **Name** field to the destination **NAME** field in the Master table, Exchange Manager maps the Debtor0 destination record also.
- If you are reporting to the credit bureaus, ensure that the delinquency date is valid and is at least 31 days before the date received into Latitude. Map the date to the delinquency date field.

The following example shows three fields in the source file mapped to their corresponding fields in the destination file. The **First** field maps to the **FIRSTNAME** field, the **Last** field maps to the **LASTNAME** field, and the **Social** field maps to the **SSN** field. The blue icons indicate mapped fields. The yellow icons indicate unmapped fields. For more information about the icons, see [Mapped Field Icons](#).



8. Do the following as necessary:
- To show the current mapping, right-click the source field and then click **Show Current Usage**.
 - To map a file to the Misc Extra table, right-click the source field and then click **Map to MiscExtra**.
 - To map a field to the Notes table, right-click the source field and then click **Map to Notes**.

- To add a row to a table for mapping, right-click the destination table name and then click **Add New Row**. Exchange Manager assigns the next sequential number to the new row.

Note: Destination tables in the Master table contain one row (indicated by a 0) by default. You can add information from a source file to multiple rows in a table by adding more rows and then mapping the data to each subsequent row. For example, only one debtor record (row) is available initially in the destination file (debtor 0, or primary debtor). If co-debtor information is available in the source file, add another row to the Debtors table to accommodate the additional debtor record.

- To view data dictionary information, right-click the destination field and then click **View Data Dictionary Information**.
- To remove a field mapping, right-click the mapped destination field and then click **Delete Sources**.
- To remove information from a field in the Misc Extra or Notes table, right-click the destination field and then click **Delete Info**.
- To define the mapping for a destination field, see the following:
 - [Define a Destination Field Value Using Hardcoded Text](#)
 - [Define a Destination Field Value Using C# Script](#)
 - [Define a Destination Field Value Using a Switch](#)
 - [Define a Destination Field Value Using the Name Parser](#)
 - [Define a Destination Field Value Using the Address Parser](#)

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

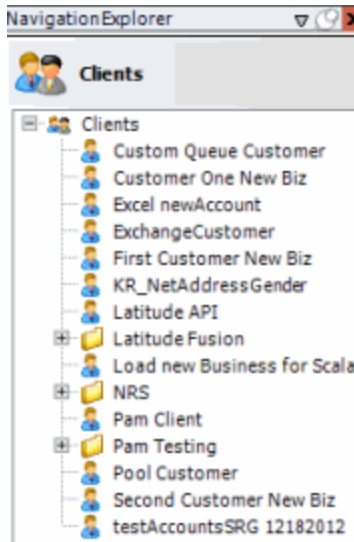
Preview the Import

Use the **Destination** tab to preview the data before importing it to ensure that the mapping is correct.

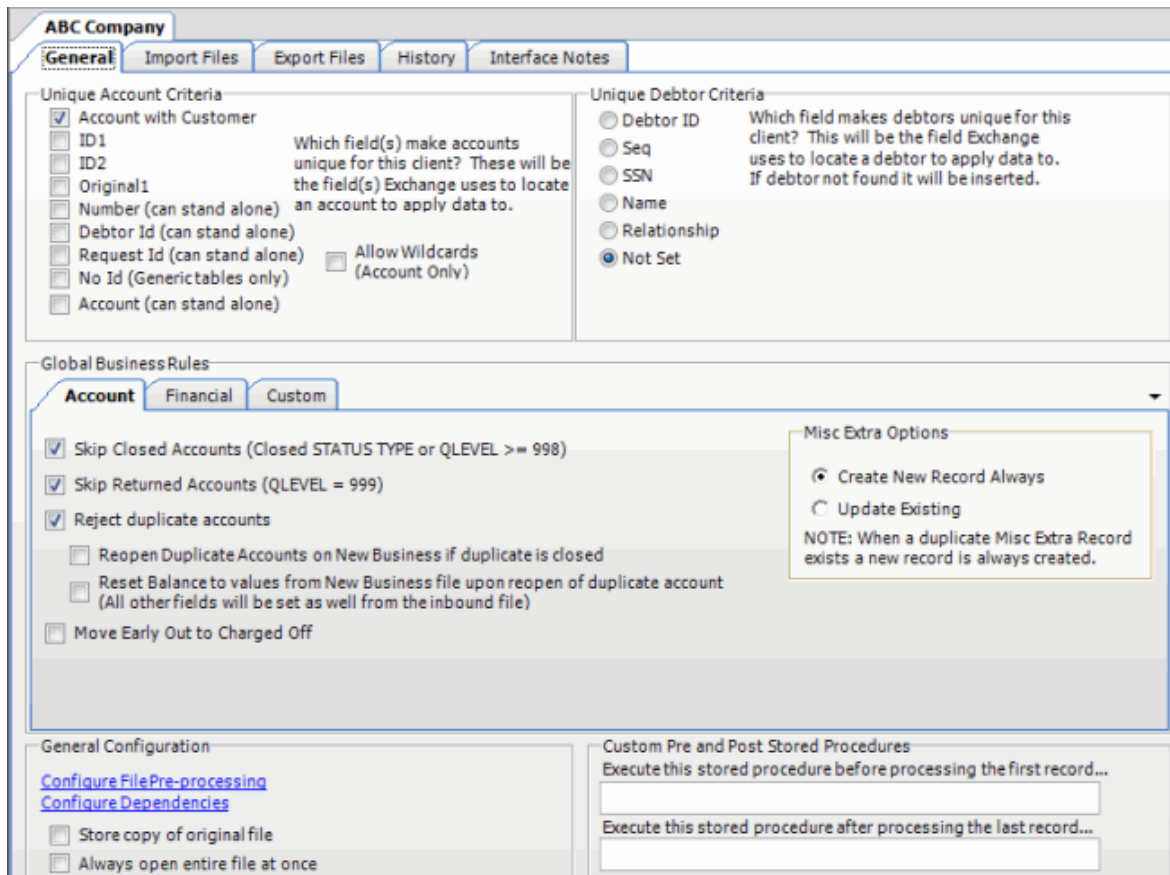
Note: The examples in this topic are based on the New Business import type.

To preview the import

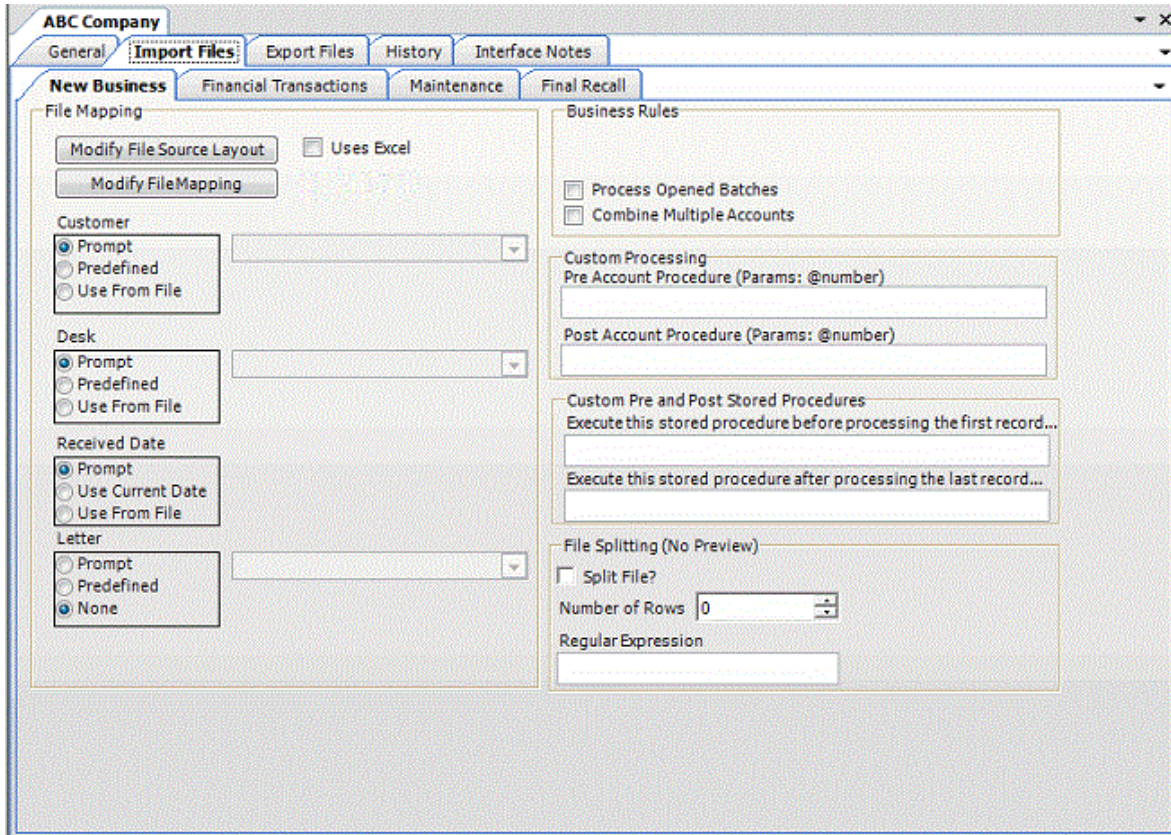
1. In the **Navigation** pane, click **Clients**.



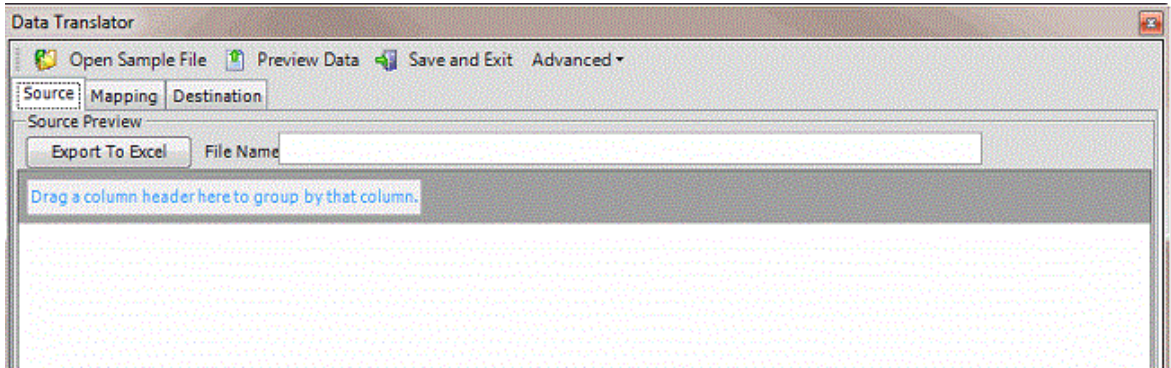
- In the **Clients** pane, expand the appropriate folder and then double-click the client. The tab for the specified client appears in the **Information** pane.



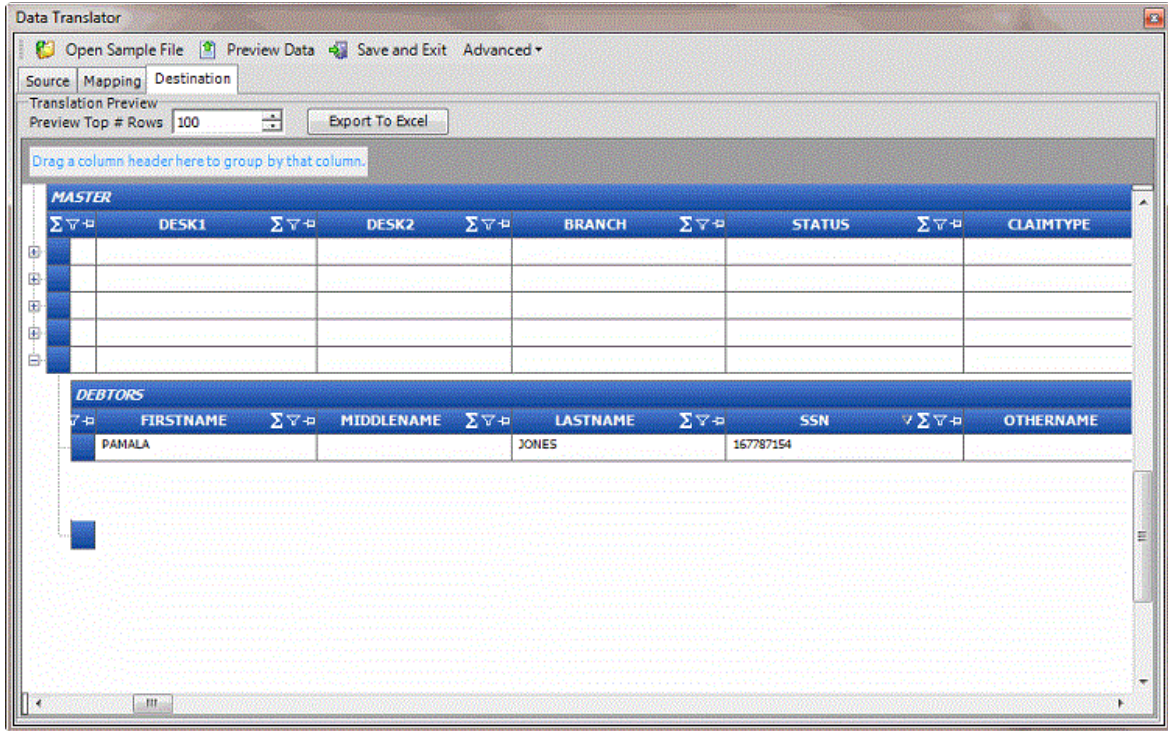
- Click the **Import Files** tab and then click the **New Business, Financial Transactions, Maintenance, or Final Recall** tab, depending on the import file type.



4. Click **Modify File Mapping**. The **Data Translator** window appears.









5. Click the **Destination** tab.
6. In the toolbar, click **Preview Data**.



Mapped Field Icons

The following table describes the icons that represent a mapped field.

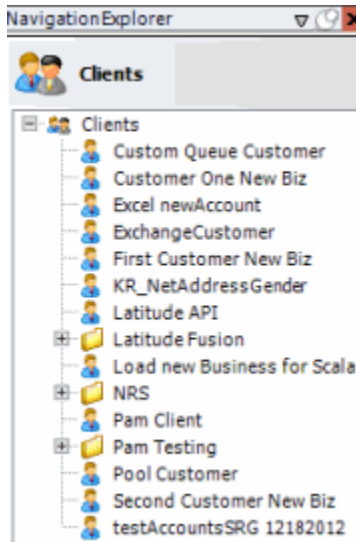
Icon	Description
	Mapped field that uses address parsing to split an address into separate components (for example, street, city, state, and postal code).
	Mapped field that uses name parsing to split a name into separate components (for example, first name, middle initial, and last name).
	Mapped field that uses C# script to compare values or specify how to process an account based on a current value.
	Mapped field that uses a lookup table to assign a value to a destination field.
	Mapped field that contains text formatting before or after a value.
	Unmapped field.

Define a Destination Field Value Using Hardcoded Text

Use the **Define Destination Field Value** dialog box to add hardcoded text to a value in the source field before storing it in the destination field.

To define a destination field value using hardcoded text

1. In the **Navigation** pane, click **Clients**.



2. In the **Clients** pane, expand the appropriate folder and then double-click the client. The tab for the specified client appears in the **Information** pane.

ABC Company

General | Import Files | Export Files | History | Interface Notes

Unique Account Criteria

- Account with Customer
- ID1
- ID2
- Original1
- Number (can stand alone)
- Debtor Id (can stand alone)
- Request Id (can stand alone)
- No Id (Generic tables only)
- Account (can stand alone)

Which field(s) make accounts unique for this client? These will be the field(s) Exchange uses to locate an account to apply data to.

Allow Wildcards (Account Only)

Unique Debtor Criteria

- Debtor ID
- Seq
- SSN
- Name
- Relationship
- Not Set

Which field makes debtors unique for this client? This will be the field Exchange uses to locate a debtor to apply data to. If debtor not found it will be inserted.

Global Business Rules

Account | Financial | Custom

- Skip Closed Accounts (Closed STATUS TYPE or QLEVEL >= 998)
- Skip Returned Accounts (QLEVEL = 999)
- Reject duplicate accounts
- Reopen Duplicate Accounts on New Business if duplicate is closed
- Reset Balance to values from New Business file upon reopen of duplicate account (All other fields will be set as well from the inbound file)
- Move Early Out to Charged Off

Misc Extra Options

- Create New Record Always
- Update Existing

NOTE: When a duplicate Misc Extra Record exists a new record is always created.

General Configuration

[Configure File Pre-processing](#)
[Configure Dependencies](#)

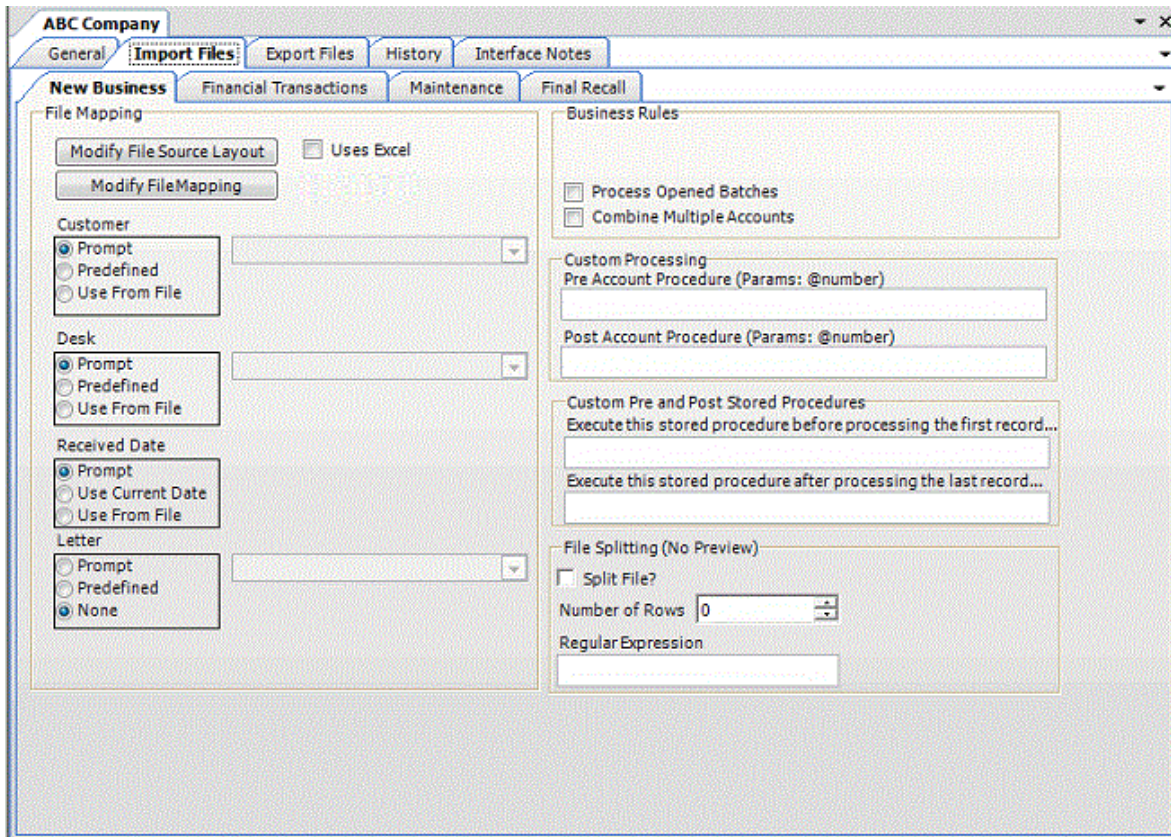
- Store copy of original file
- Always open entire file at once

Custom Pre and Post Stored Procedures

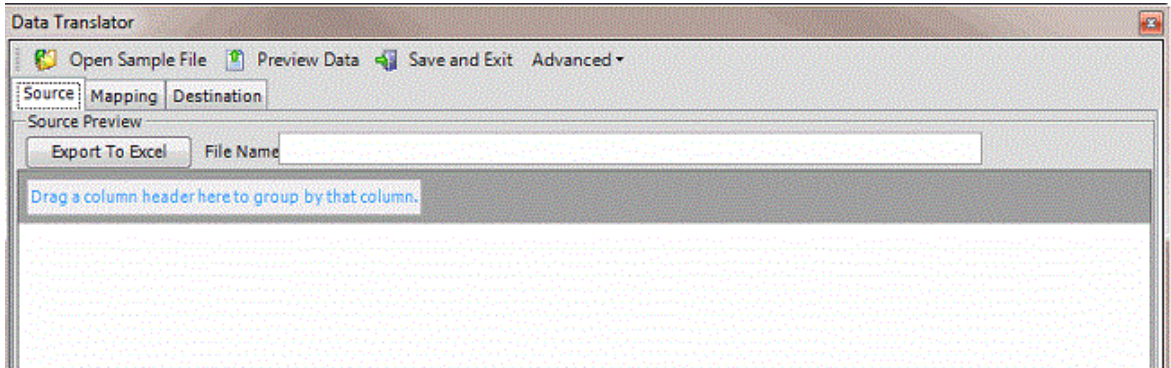
Execute this stored procedure before processing the first record...

Execute this stored procedure after processing the last record...

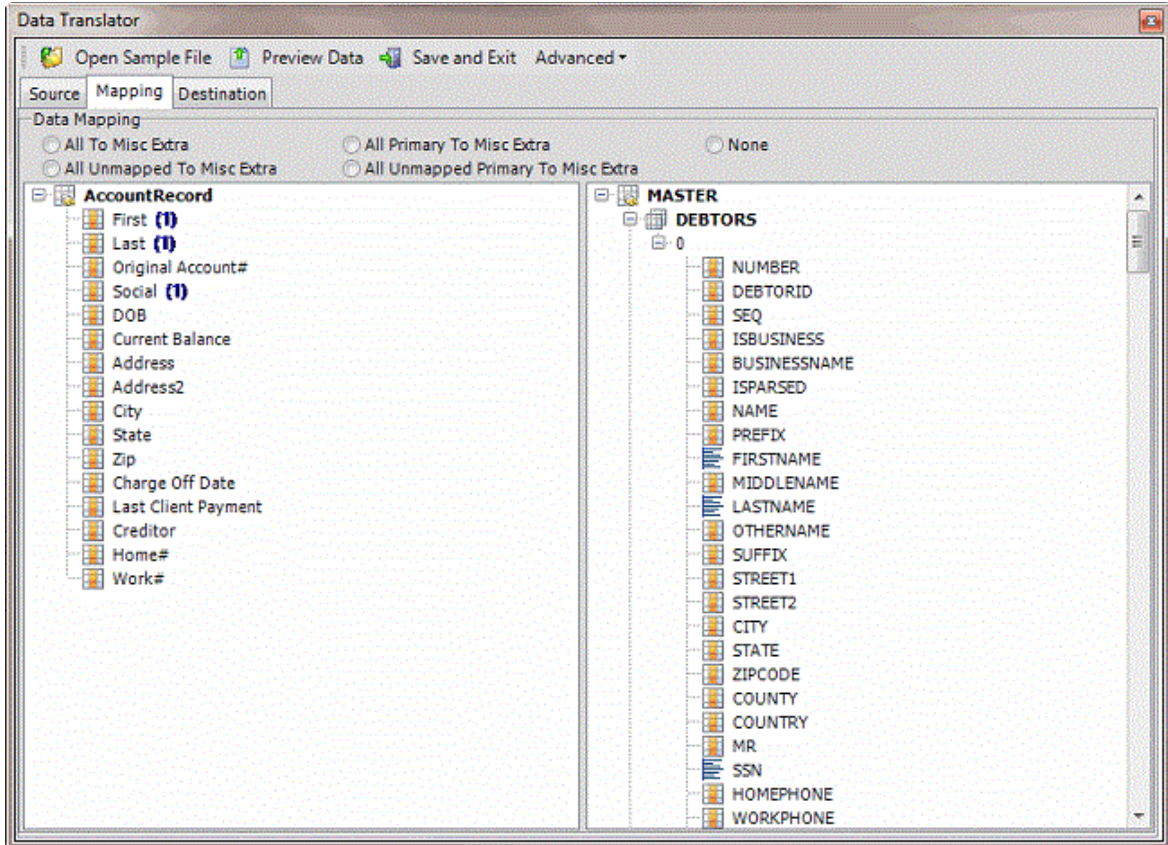
3. Click the **Import Files** tab and then click the **New Business, Financial Transactions, Maintenance, or Final Recall** tab, depending on the import file type.



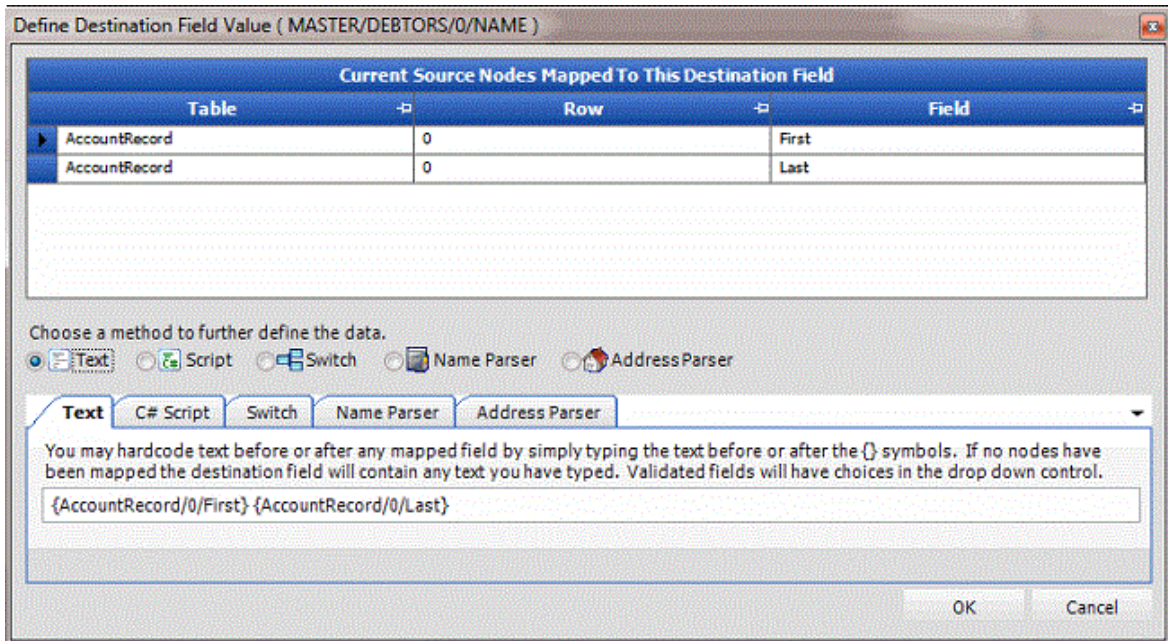
4. Click **Modify File Mapping**. The **Data Translator** window appears.



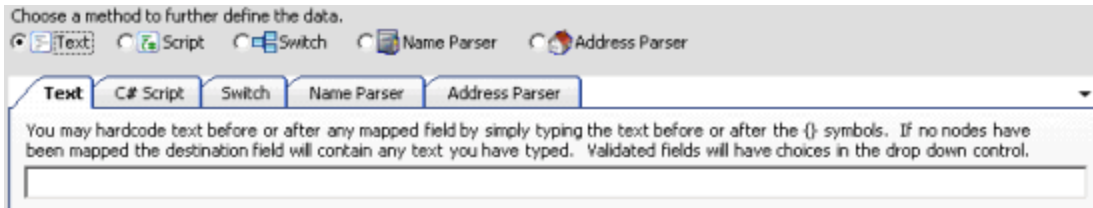
5. Click the **Mapping** tab.



- In the **Destination** pane, double-click a mapped destination field. The **Define Destination Field Value** dialog box appears.



- Click **Text**. The **Text** tab appears.



8. Type one or more characters before, between, or after the bracketed source field names. For example:
9. The following format inserts a comma between the values in the **LAST** and **FIRST** name fields:

{AccountRecord/0/Last},{AccountRecord/0/First}

- The following format inserts "PC" after the value in the **PaymentType** field.

{PaymentType} PC

Note: Do not modify the information within the brackets {}.

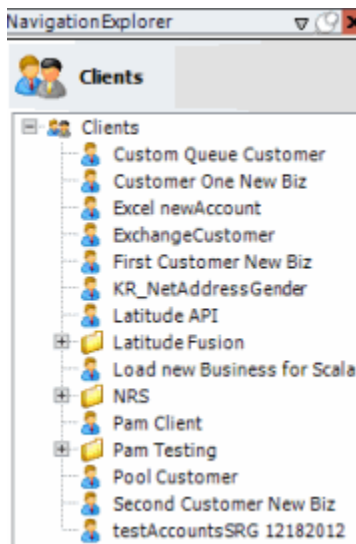
10. Click **OK**.
11. In the menu bar, click **Advanced** and then click **Save Mapping Definition**. The **Save As** dialog box appears.
12. In the **File name** box, type a name for the file and then click **Save**.

Define a Destination Field Value Using C# Script

Use the **Define Destination Field Value** dialog box to use C# script to process values in the source field before storing them in the destination field.

To define a destination field value using C# script

1. In the **Navigation** pane, click **Clients**.

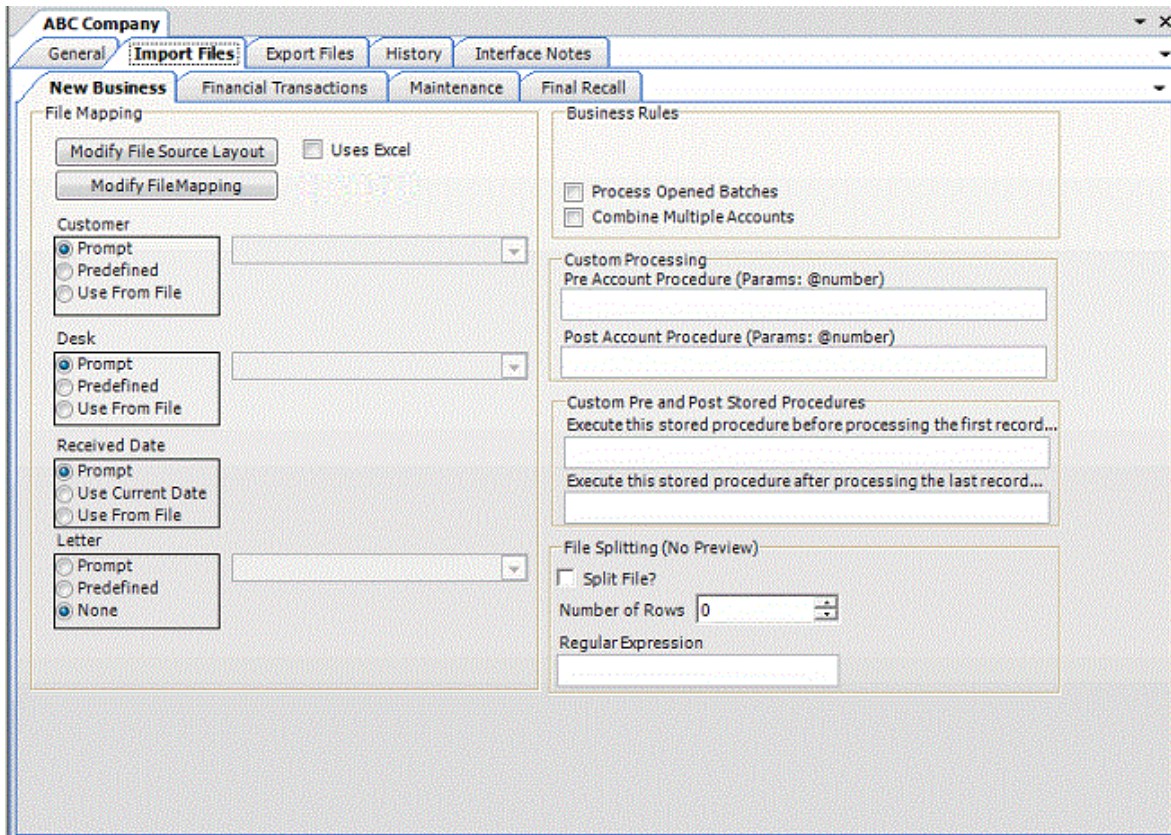


2. In the **Clients** pane, expand the appropriate folder and then double-click the client. The tab for the specified client appears in the **Information** pane.

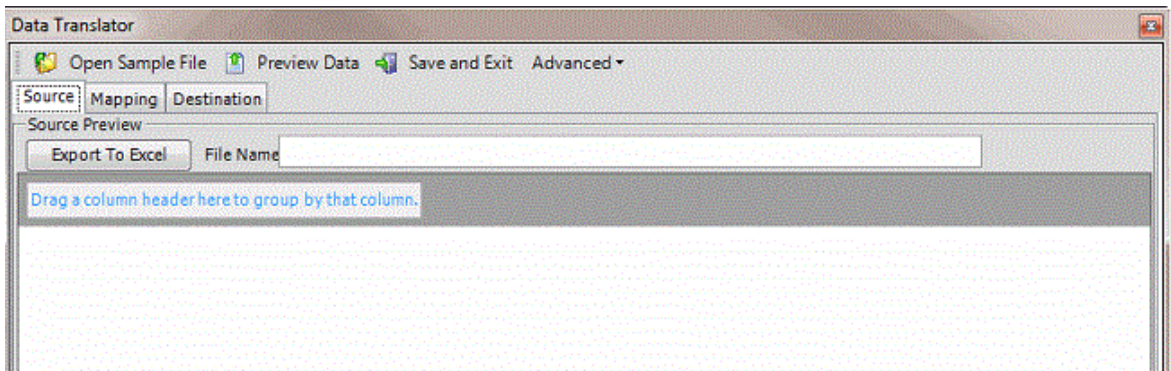
The screenshot displays the configuration window for 'ABC Company' with the 'General' tab selected. The interface is divided into several sections:

- Unique Account Criteria:** A list of checkboxes for fields that uniquely identify accounts. 'Account with Customer' is checked. A note explains that these fields are used by Exchange to locate accounts for data application. An 'Allow Wildcards (Account Only)' checkbox is also present.
- Unique Debtor Criteria:** Radio buttons for fields that uniquely identify debtors. 'Not Set' is selected. A note states that this field is used by Exchange to locate debtors for data application.
- Global Business Rules:** A sub-section with 'Account', 'Financial', and 'Custom' tabs. Under 'Account', several rules are listed with checkboxes, such as 'Skip Closed Accounts', 'Skip Returned Accounts', and 'Reject duplicate accounts'. A 'Misc Extra Options' box contains radio buttons for 'Create New Record Always' (selected) and 'Update Existing', with a note explaining that a new record is always created in the first case.
- General Configuration:** Includes links for 'Configure File Pre-processing' and 'Configure Dependencies', and checkboxes for 'Store copy of original file' and 'Always open entire file at once'.
- Custom Pre and Post Stored Procedures:** Two text input fields for executing stored procedures before and after record processing.

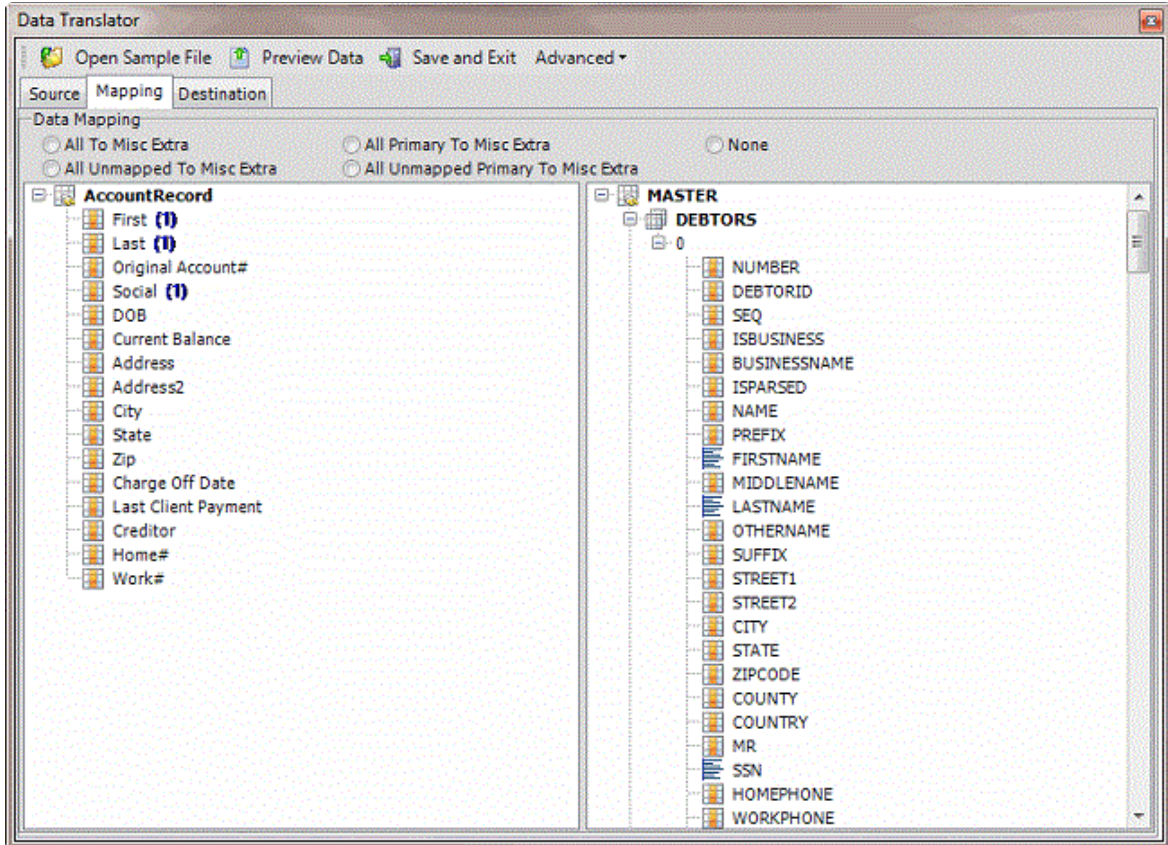
3. Click the **Import Files** tab and then click the **New Business, Financial Transactions, Maintenance, or Final Recall** tab, depending on the import file type.



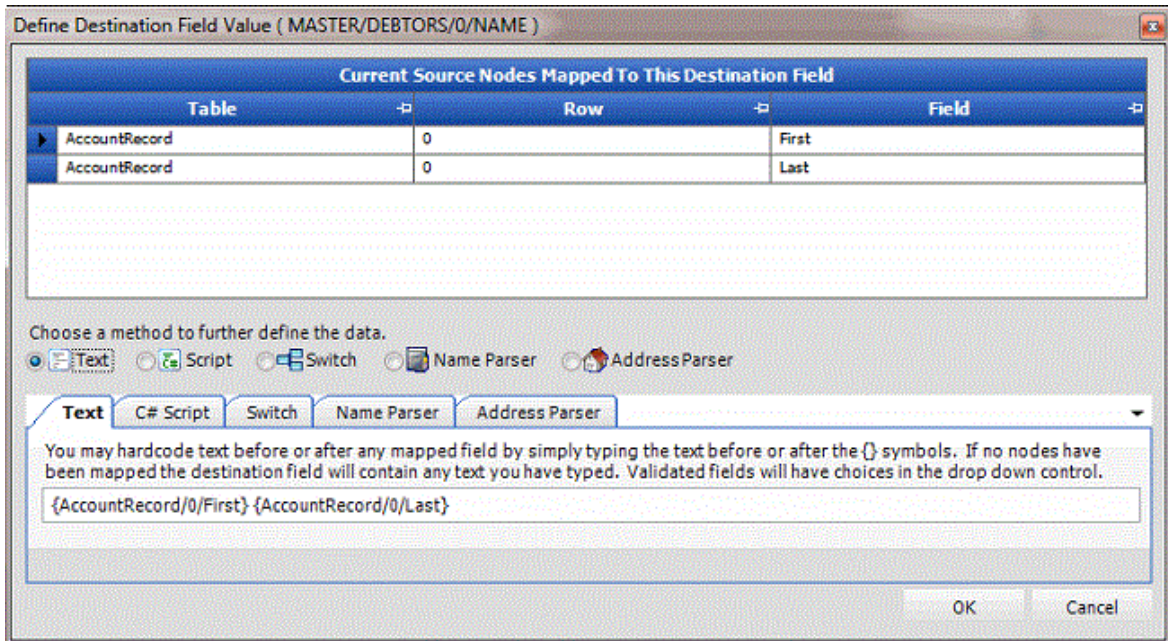
- Click **Modify File Mapping**. The **Data Translator** window appears.



- Click the **Mapping** tab.



- In the **Destination** pane, double-click a mapped destination field. The **Define Destination Field Value** dialog box appears.



- Click **Script**. The **C# Script** tab appears.

The screenshot shows a script editor window titled "Choose a method to further define the data." with tabs for Text, C# Script, Switch, Name Parser, and Address Parser. The C# Script tab is active, displaying the following code:

```

1 using System;
2 using System.Globalization;
3 public class Script : Scripter.DefaultScriptBase
4 {
5     public Script()
6     {
7     }
8     public override string GetScriptValue(string str1)
9     {
10        throw new ApplicationException("Script method not implemented yet");
11    }
12    public override string GetScriptValue(string str1, string str2)
13    {
14        throw new ApplicationException("Script method not implemented yet");
15    }
16    public override string GetScriptValue(string str1, string str2, string str3)
17    {

```

8. Type the C# script to use to check values, parse data, or perform any other function on the source field before populating the destination field. For example, the following script removes dashes from the data:

```

using System;
using System.Globalization;
public class Script : Scripter.DefaultScriptBase
{
    public Script()
    }
    public override string GetScriptValue(string str1)
    {
        return str1.Replace("-", "");
    }
    public override string GetScriptValue(string str1, string str2)
    {
        throw new ApplicationException("Script method not implemented yet");
    }
    public override string GetScriptValue(string str1, string str2, string str3)
    {
        throw new ApplicationException("Script method not implemented yet");
    }
    public override string GetScriptValue(string[] args)

```

```
    {  
        throw new ApplicationException("Script method not implemented yet");  
    }  
}
```

Note: The first line ALWAYS contains "public class Script : Scripter.ScriptBase" to implement the three methods indicated. If C# code is referencing the Latitude file number field, return a -1 for an empty string. Otherwise, the number increments by one until the C# script returns a new number.

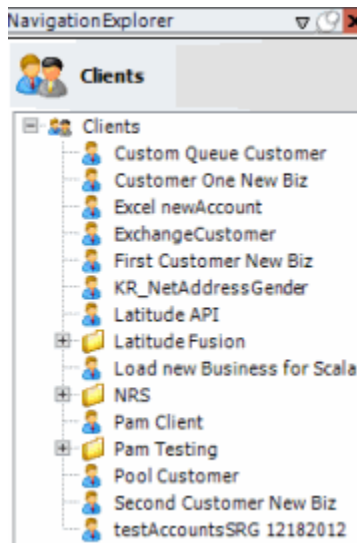
9. Click **OK**.
10. In the menu bar, click **Advanced** and then click **Save Mapping Definition**. The **Save As** dialog box appears.
11. In the **File name** box, type a name for the file and then click **Save**.

Define a Destination Field Value Using a Switch

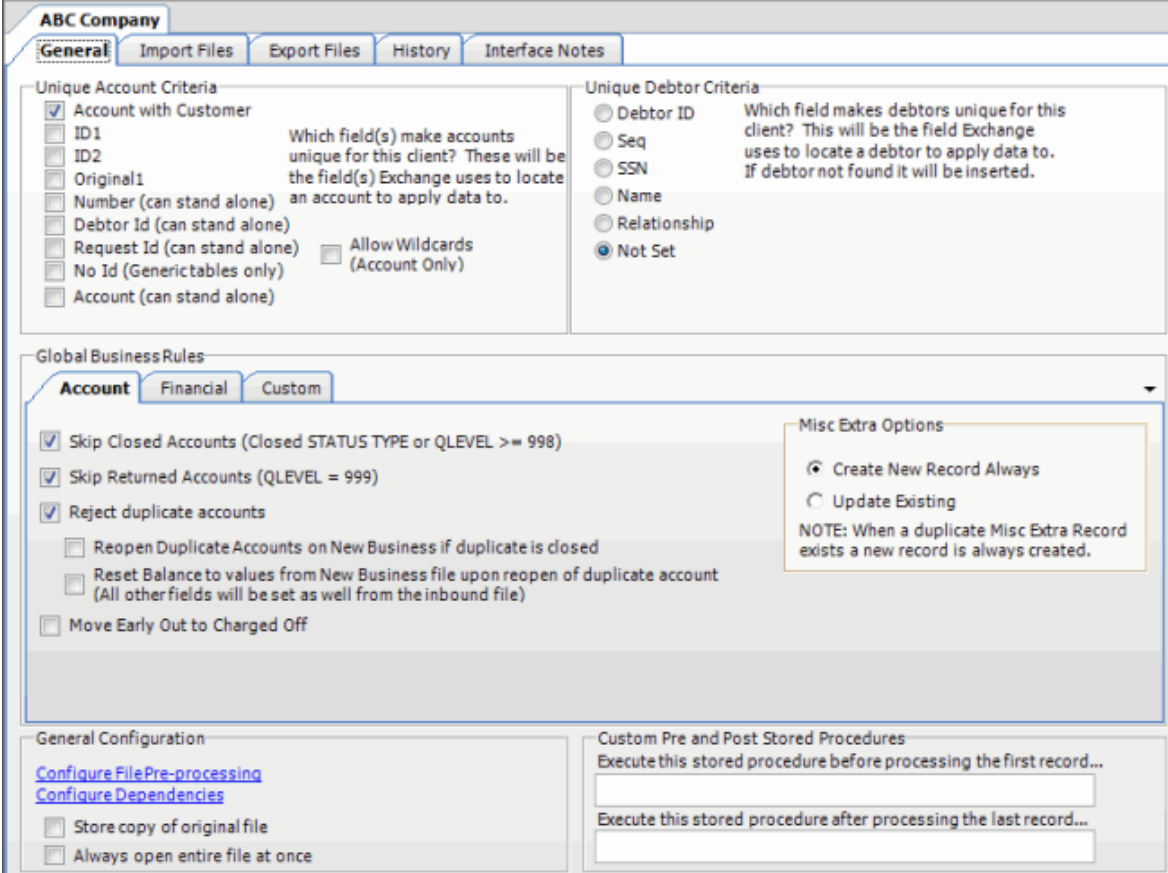
Use the **Define Destination Field Value** dialog box to switch a value in the source field to a different value before storing it to the destination field. For example, if the source file uses a two-character code to identify account statuses, create a switch to convert the code to the three-character code that Latitude uses.

To define a destination field value using a switch

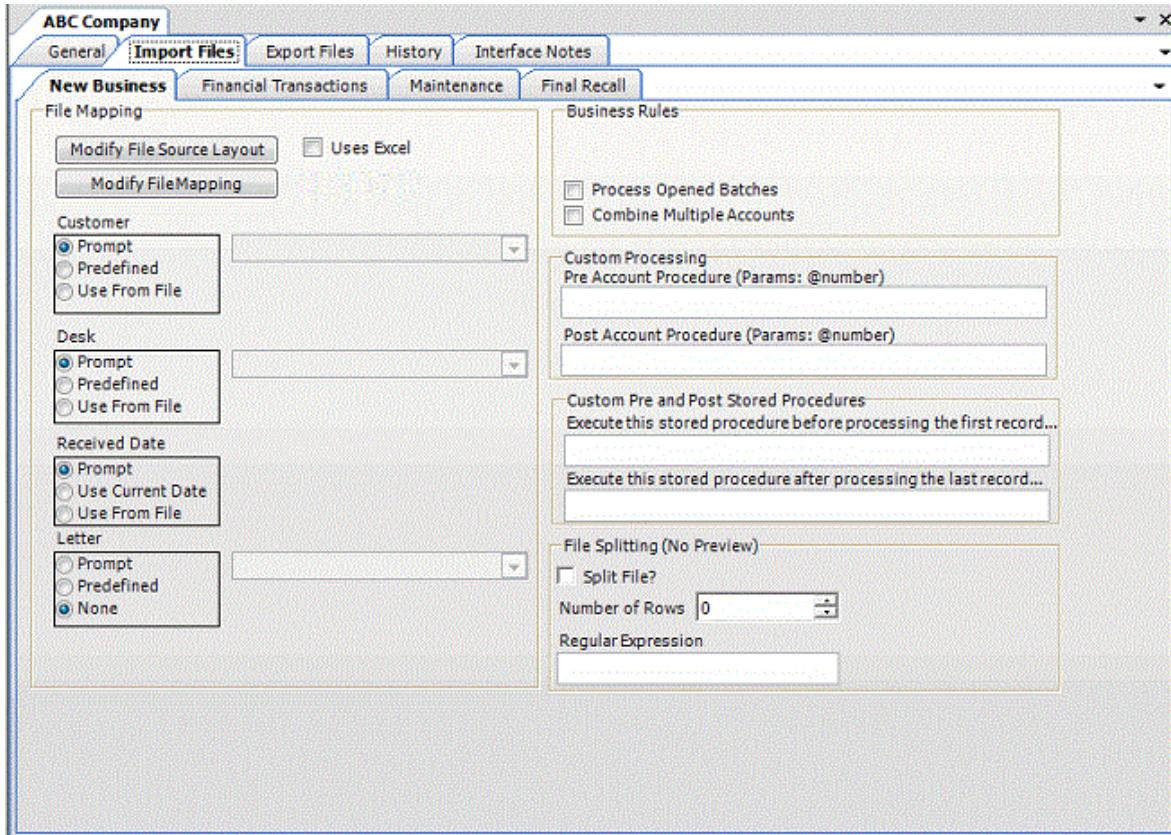
1. In the **Navigation** pane, click **Clients**.



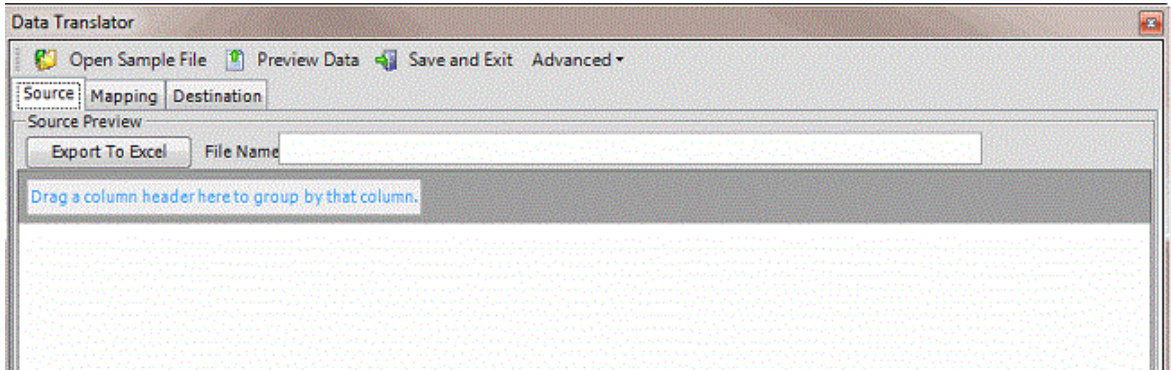
2. In the **Clients** pane, expand the appropriate folder and then double-click the client. The tab for the specified client appears in the **Information** pane.



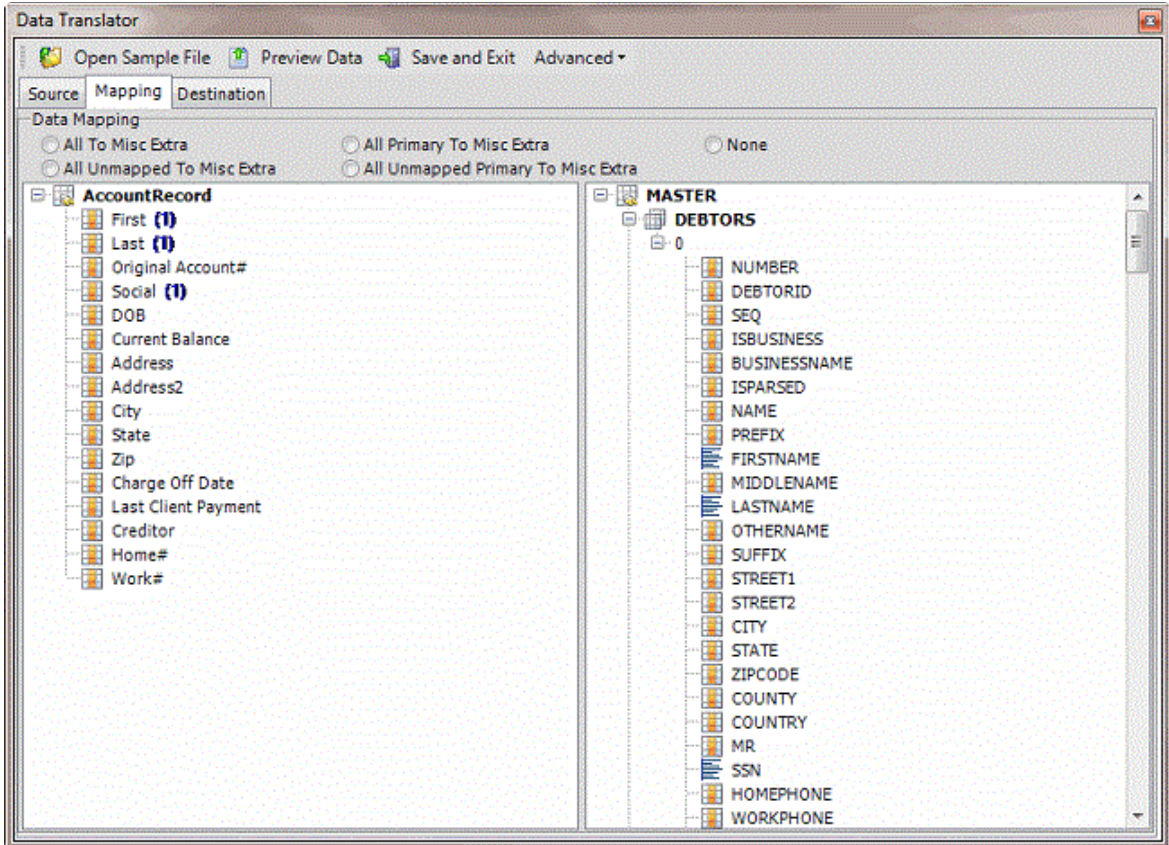
- 3. Click the **Import Files** tab and then click the **New Business, Financial Transactions, Maintenance, or Final Recall** tab, depending on the import file type.



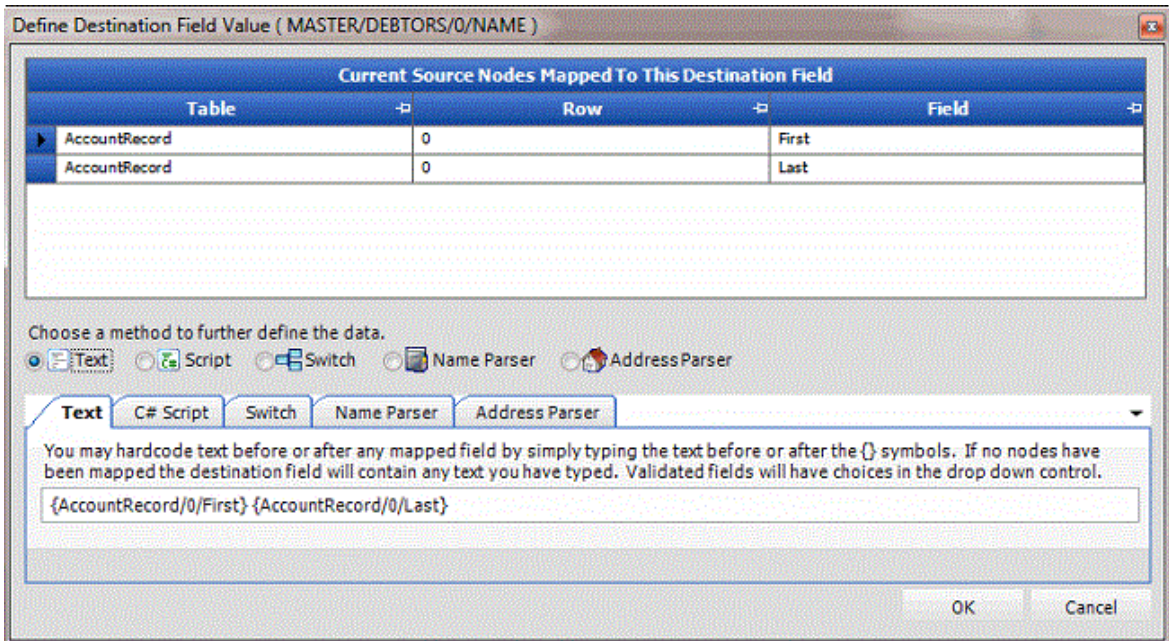
4. Click **Modify File Mapping**. The **Data Translator** window appears.



5. Click the **Mapping** tab.



- In the **Destination** pane, double-click a mapped destination field. The **Define Destination Field Value** dialog box appears.



- Click **Switch**. The **Switch** tab appears.

Choose a method to further define the data.

Text
 Script
 Switch
 Name Parser
 Address Parser

Switch Configuration	
Source Value	Destination Value
* []	[]

8. Click **Add New Row**.
9. In the **Source Value** box, type the value that is in the source field.
10. In the **Destination Value** box, type the value to assign to the mapped destination field.

The following example shows the two-character codes in the source file and the values to assign to the destination field. The "@Else" source value handles data not mapped currently. In the example, if the source value isn't "UN", "MO", or "PW", Exchange Manager assigns "04211" to the destination field.

Switch Configuration	
Source Value	Destination Value
UN	02612
MO	01949
PW	01954
* @Else	04211

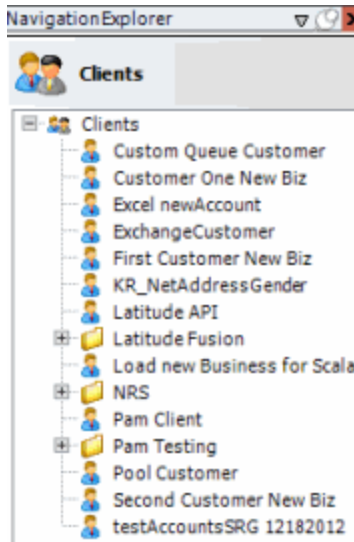
11. Click **OK**.
12. In the menu bar, click **Advanced** and then click **Save Mapping Definition**. The **Save As** dialog box appears.
13. In the **File name** box, type a name for the file and then click **Save**.

Define a Destination Field Value Using the Name Parser

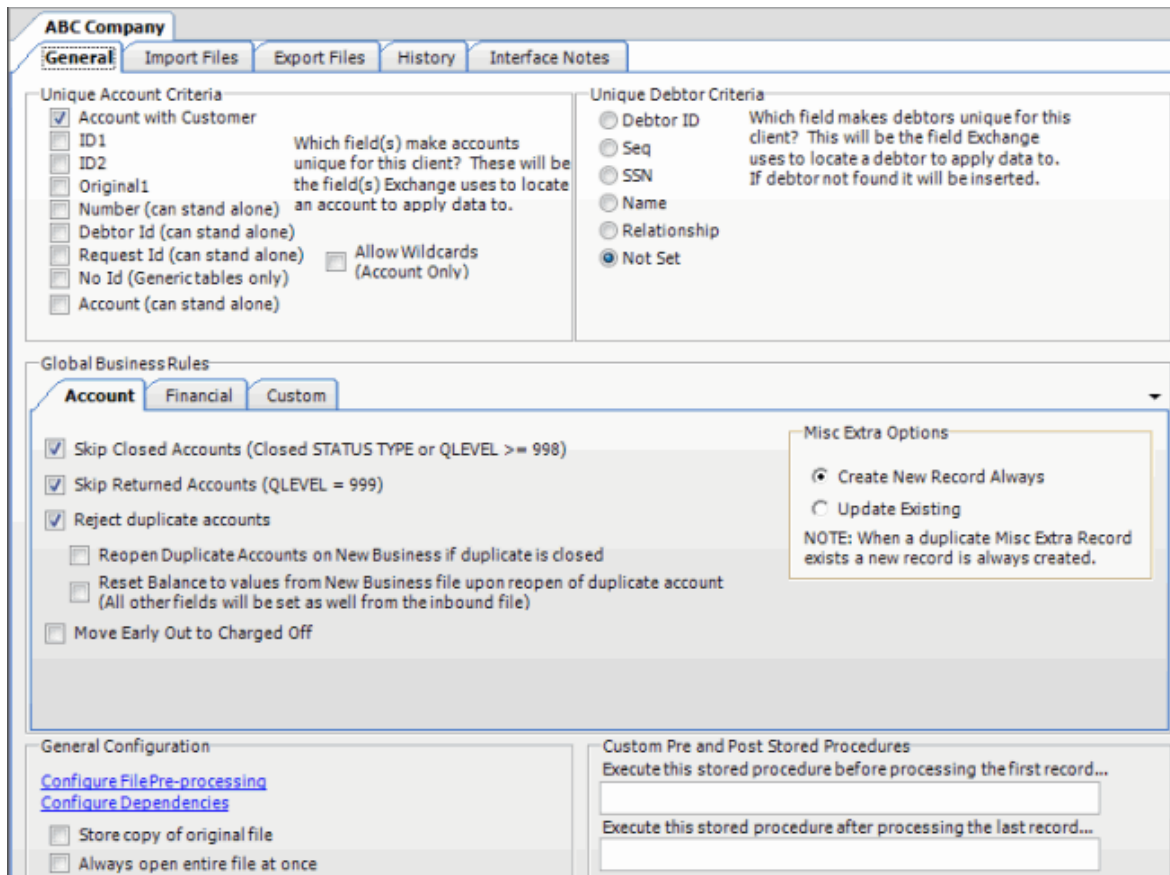
Use the **Define Destination Field Value** dialog box to extract components of a name (such as first name, middle initial, and last name) from the source field and store that value in the destination field. Parsing also keeps blank lines from creating an extra customer record when using comma insertion.

To define a destination field value using the name parser

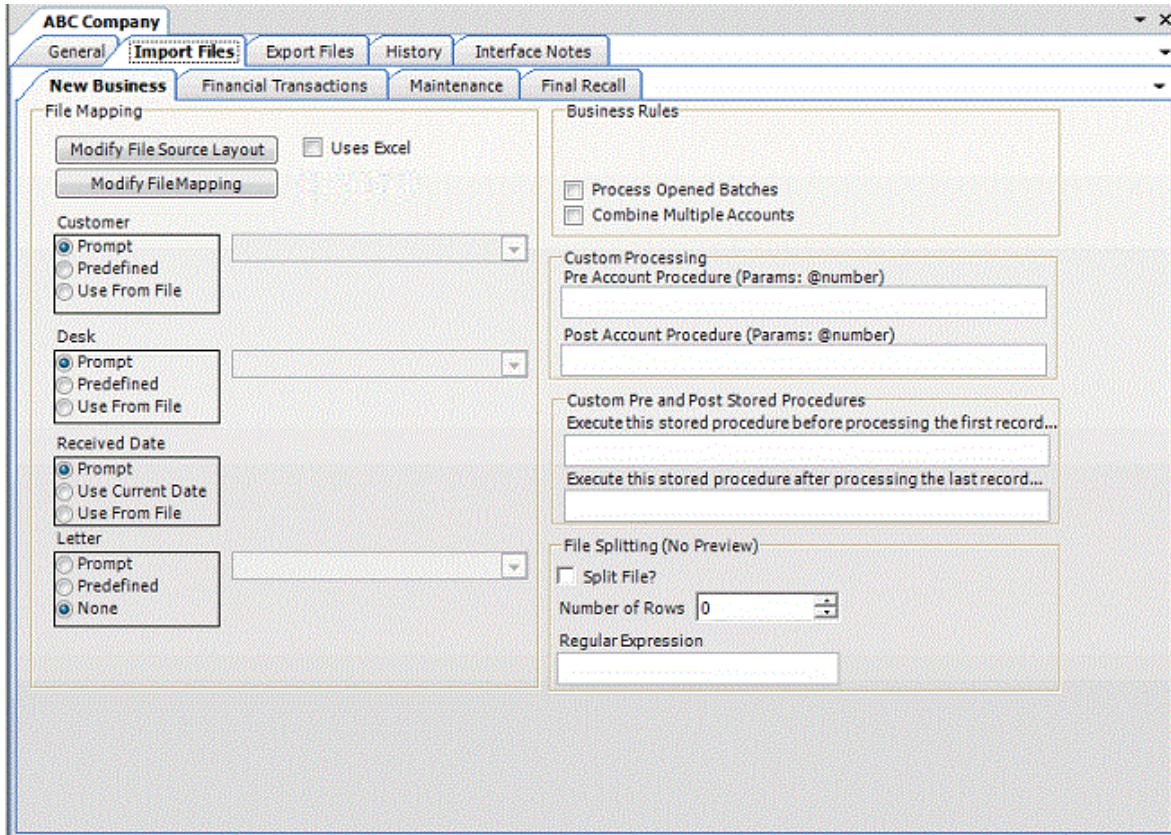
1. In the **Navigation** pane, click **Clients**.



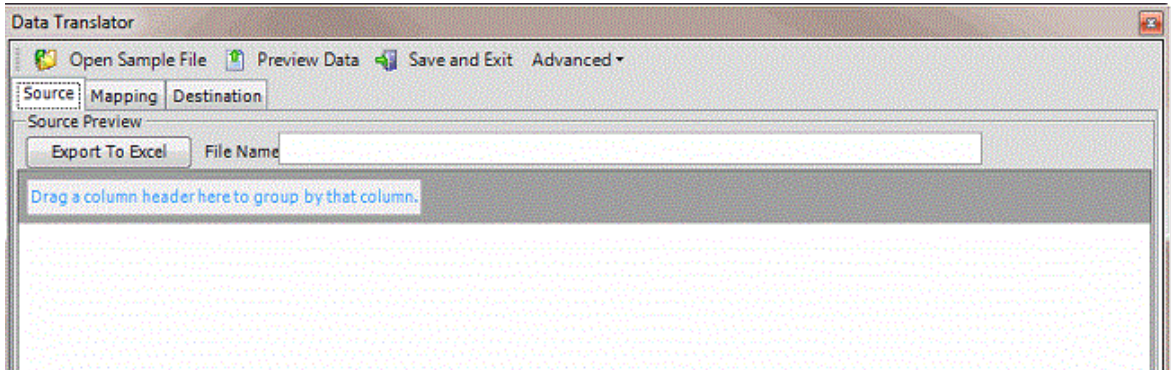
- In the **Clients** pane, expand the appropriate folder and then double-click the client. The tab for the specified client appears in the **Information** pane.



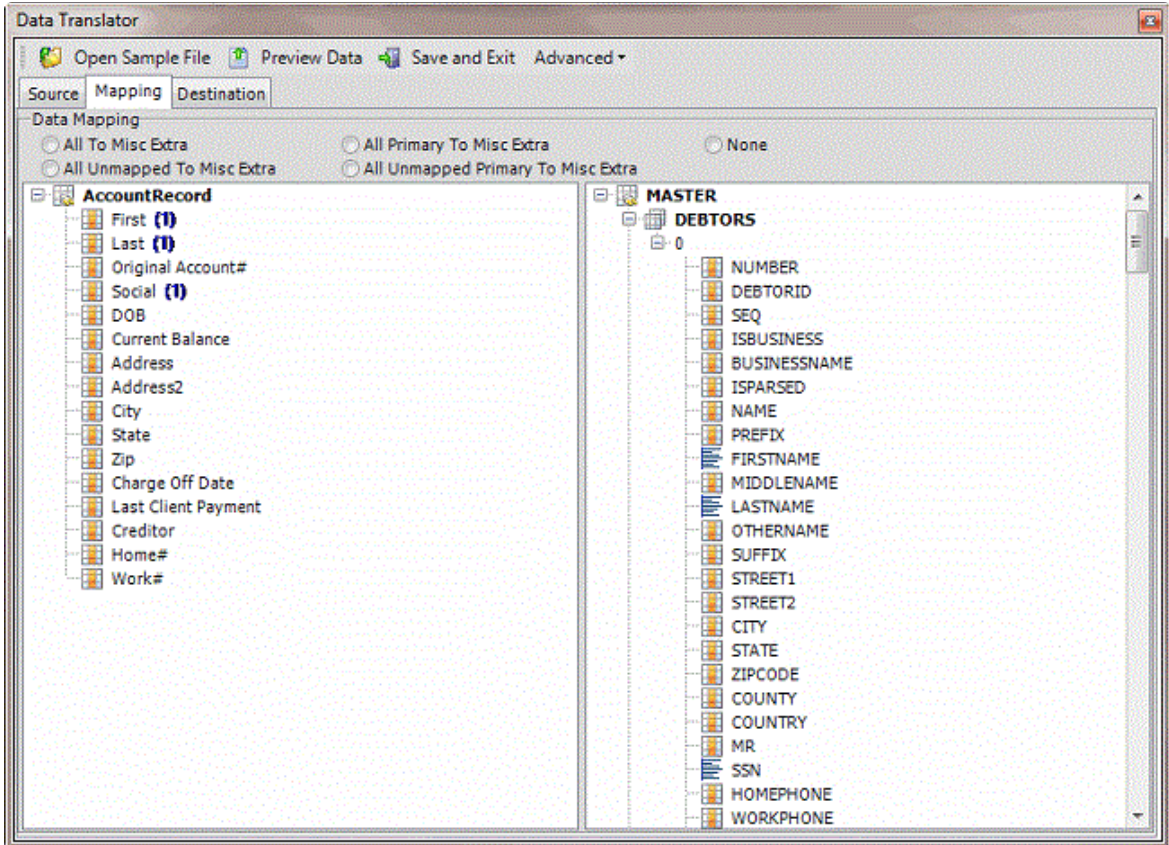
- Click the **Import Files** tab and then click the **New Business, Financial Transactions, Maintenance, or Final Recall** tab, depending on the import file type.



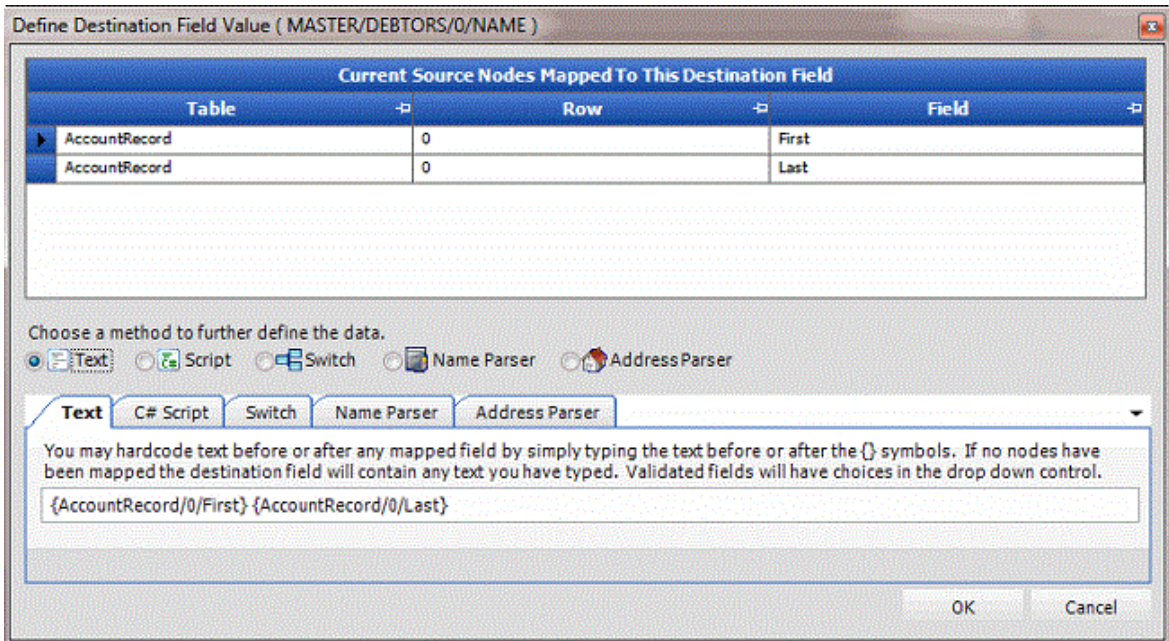
4. Click **Modify File Mapping**. The **Data Translator** window appears.



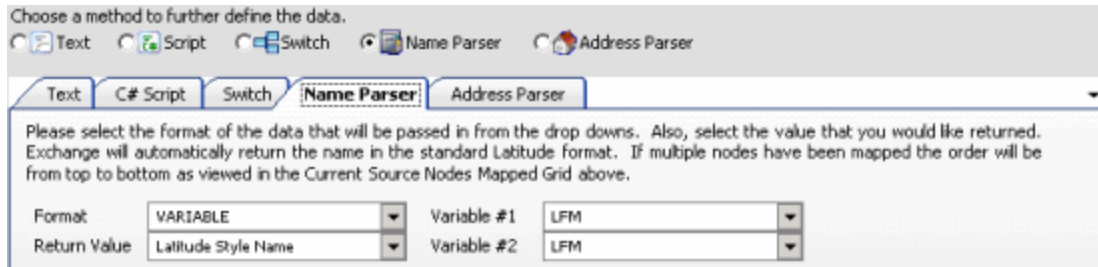
5. Click the **Mapping** tab.



- In the **Destination** pane, double-click a mapped destination field. The **Define Destination Field Value** dialog box appears.



- Click **Name Parser**. The **Name Parser** tab appears.



Format: Format of the source field. For best results for a person's name, click **VARIABLE**. For a business name, click **Company**.

Return Value: Value to extract from the source field and insert into the destination field. For best results for a person's name, click **Latitude Style Name** (format is last name, first name, middle initial). For a business, click **Business Flag**.

Variable #1 and **Variable #2:** Format of the source data. If you selected "VARIABLE" in the **Format** list box, specify the format. FML = First Middle Last and LFM = Last First Middle.

Note: Import business accounts to a separate file from customer (debtor) accounts.

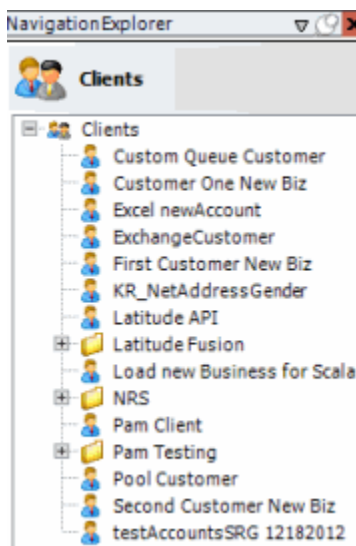
8. Complete the information and then click **OK**.
9. In the menu bar, click **Advanced** and then click **Save Mapping Definition**. The **Save As** dialog box appears.
10. In the **File name** box, type a name for the file and then click **Save**.

Define a Destination Field Value Using the Address Parser

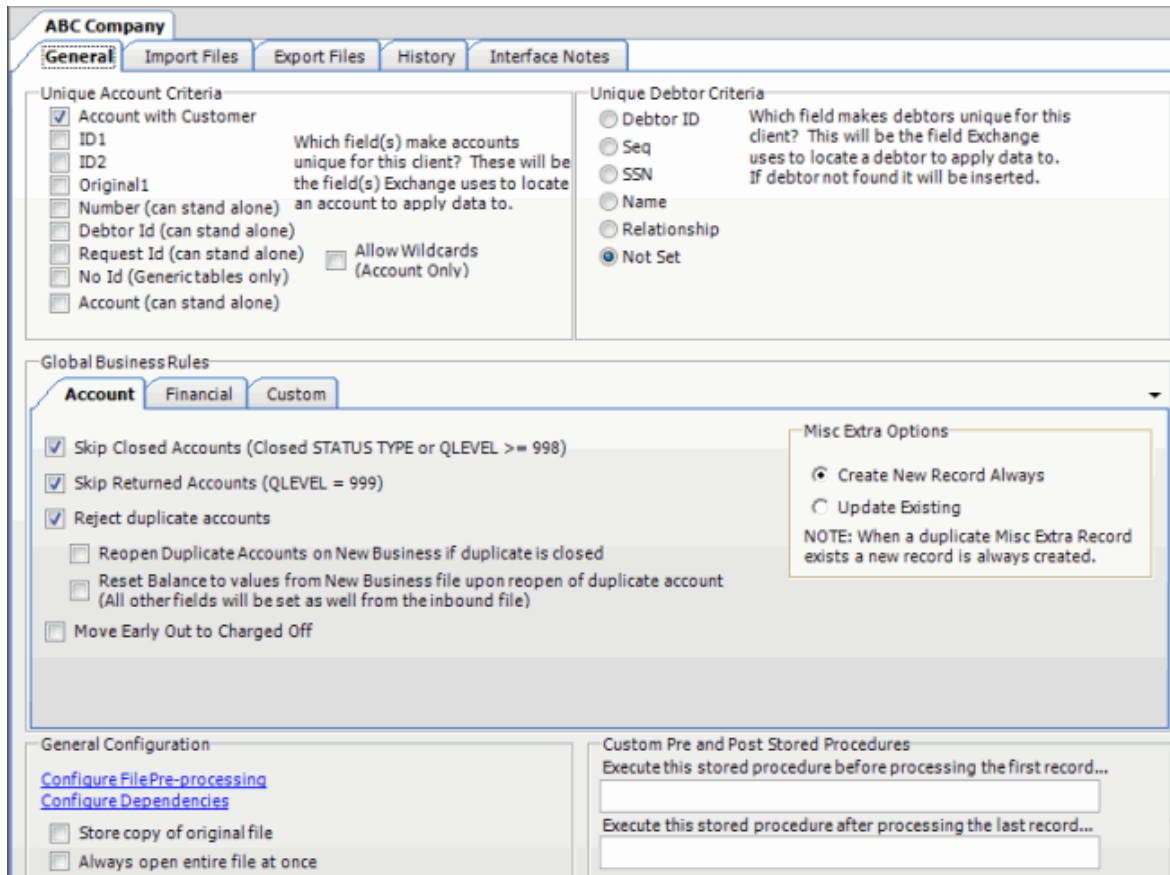
Use the **Define Destination Field Value** dialog box to extract a component of an address (such as city, state, or ZIP Code) from the source field and store that value in the destination field.

To define a destination field value using the address parser

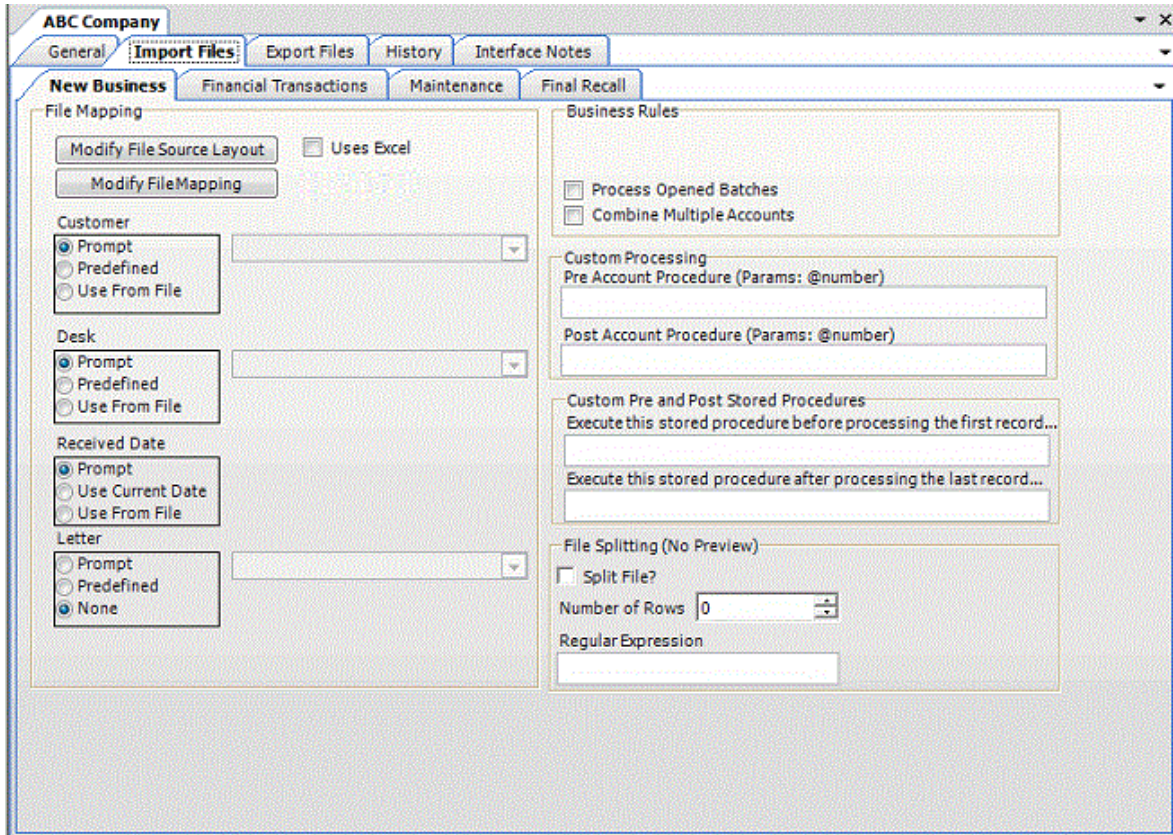
1. In the **Navigation** pane, click **Clients**.



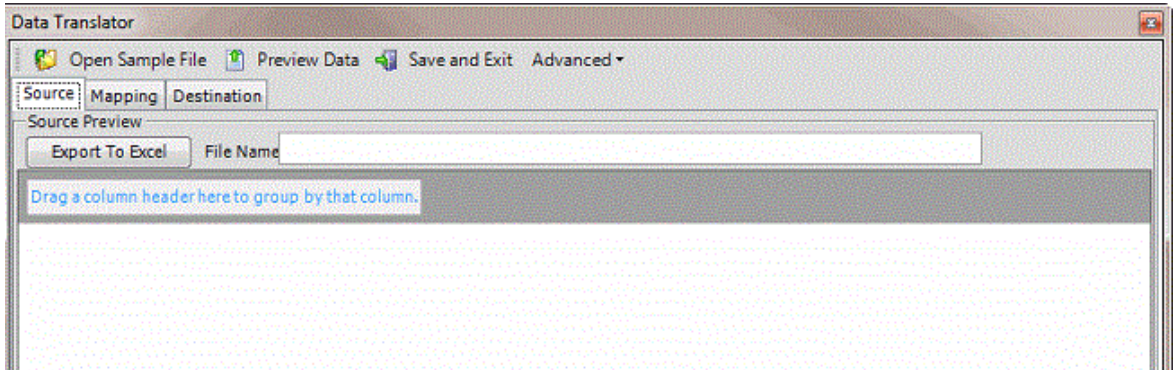
- In the **Clients** pane, expand the appropriate folder and then double-click the client. The tab for the specified client appears in the **Information** pane.



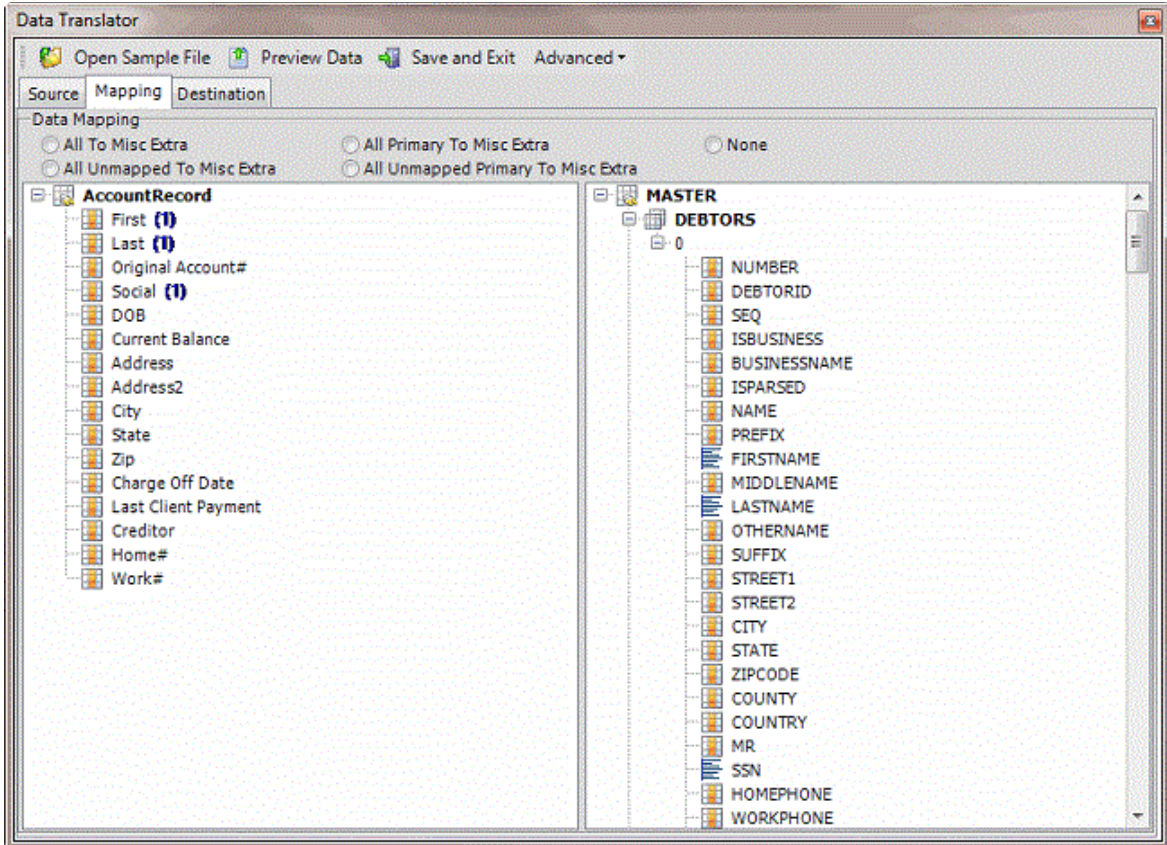
- Click the **Import Files** tab and then click the **New Business**, **Financial Transactions**, **Maintenance**, or **Final Recall** tab, depending on the import file type.



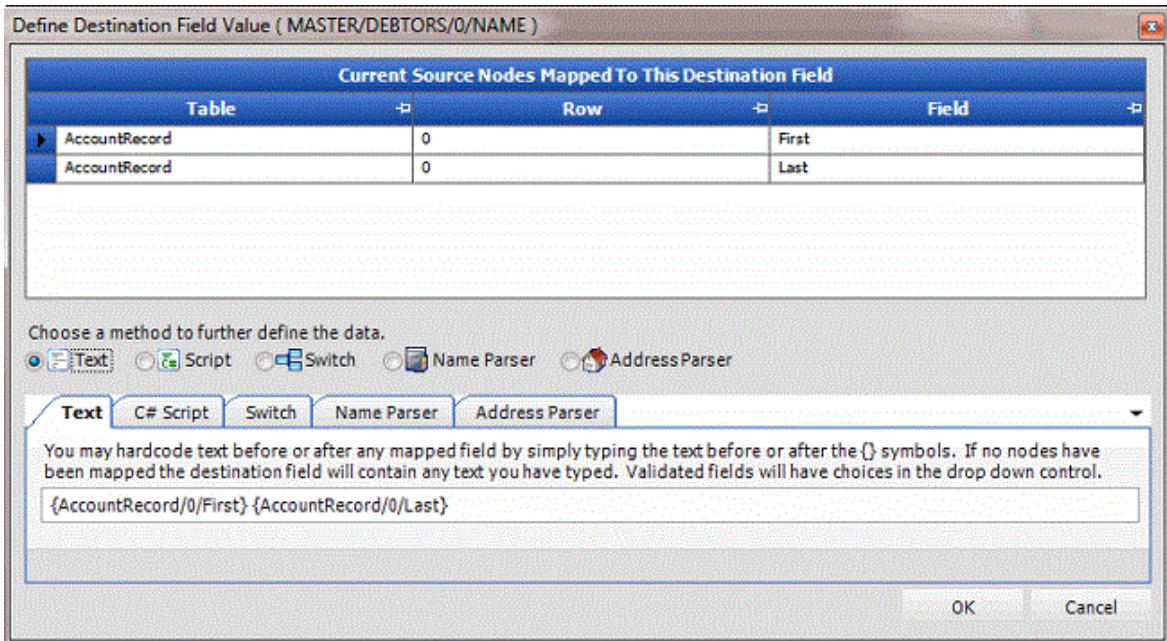
4. Click **Modify File Mapping**. The **Data Translator** window appears.



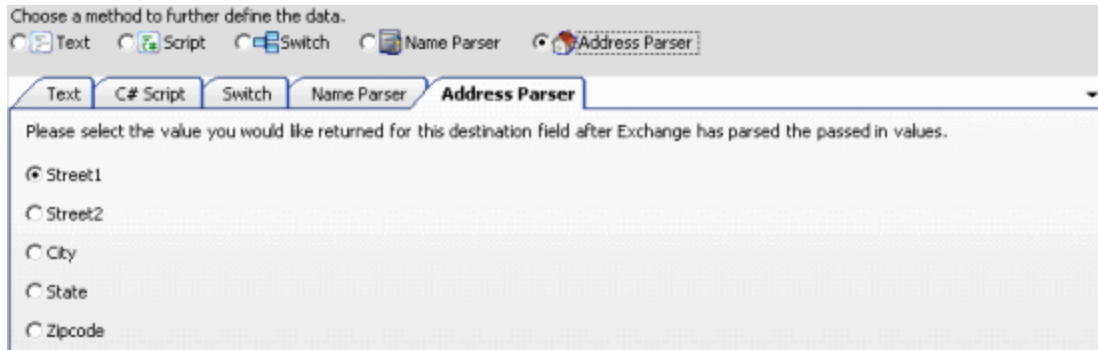
5. Click the **Mapping** tab.



- In the **Destination** pane, double-click a mapped destination field. The **Define Destination Field Value** dialog box appears.



- Click **Address Parser**. The **Address Parser** tab appears.



8. Click the component to extract from the source field and insert into the destination field and then click **OK**.
9. In the menu bar, click **Advanced** and then click **Save Mapping Definition**. The **Save As** dialog box appears.
10. In the **File name** box, type a name for the file and then click **Save**.

Destination Fields

Map the fields in your source file to the destination fields so that you can import your data into the Latitude database. The import types are:

- **Financial (F)**: Used to add and maintain financial information in Latitude.
- **Maintenance (M)**: Used to update existing records in Latitude.
- **New Business (NB)**: Used to add records to Latitude.
- **Final Recall (R)**: Used to add and maintain final recall information in Latitude.

For information about which import types are valid for a table, see the specific "table" topic.

Master Table

The Master table contains the master account information. Exchange only populates the Debtor0 (primary debtor) record in the Master table.

Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
SH_RequestID	Code that identifies a vendor service request for the account.	4	Integer	ServiceHistory/RequestID	NB, M
Number	Code that Latitude assigns to identify the account. For new business records, leave this field blank and let Latitude assign the number. For financial, maintenance, and final	4	Integer	None	NB, F, M, R

Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
	recall records, provide the code that Latitude assigned previously.				
Account	Code that the client assigned to identify the account.	30	VarChar	None	NB, F, M, R
Customer	Name of the client.	7	VarChar	None	NB, F, M, R
CustDivision	Client's division.	15	VarChar	None	NB, M
CustDistrict	Client's district.	15	VarChar	None	NB, M
CustBranch	Client's branch.	15	VarChar	None	NB, M
Desk	Code that identifies the desk to assign to the account. The code must exist in Latitude.	10	VarChar	None	NB, F, M, R
Desk1	Field used under the direction of Latitude by Genesys.	10	VarChar	None	NB, M
Desk2	Field used under the direction of Latitude by Genesys.	10	VarChar	None	NB, M
Branch	Code that identifies the agency branch. The code must exist in Latitude.	5	VarChar	None	NB, M
Status	Code that identifies the status of the account, such as open or closed. The code must exist in Latitude.	5	VarChar	None	NB, F, M, R
ClaimType	Code that identifies the claim type used to determine the statute of	5	VarChar	None	NB, M

Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
	limitations. The code must exist in Latitude.				
ClassOfBusiness	Code that identifies the class of business to which the account belongs. The code must exist in Latitude.	5	VarChar	None	NB, M
ID1	Custom identification code that your organization assigns.	40	VarChar	None	NB, F, M, R
ID2	Custom identification code that your organization assigns.	40	VarChar	None	NB, F, M, R
Score	Credit score for the account.	2	SmallInt	None	NB, F, M
OriginalCreditor	Original creditor on the account.	50	VarChar	None	NB, M
PreviousCreditor	Previous owner of account (usually for purchased debt).	50	VarChar	None	NB, M
FeeCode	Latitude code that identifies the fee assigned to the account. If blank, Latitude uses the client's default fee schedule.	30	VarChar	None	NB, F, M, R
PurchasedPortfolioName	Name of the purchased portfolio.	50	VarChar	Portfolio/PortfolioName	R
PurchasedPortfolio	Code that identifies a purchased portfolio.	7	VarChar	None	NB, M, R
SoldPortfolioName	Name of the sold portfolio.	50	VarChar	Portfolio/PortfolioName	R
SoldPortfolio	Code that identifies a sold portfolio.	7	VarChar	None	NB, M, R

Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
Name	Customer name in "lastname, firstname MI suffix" format.	30	VarChar	Debtors/Name	NB
Other	Customer's alternate or alias name.	30	VarChar	Debtors/Othername	NB
Street1	Primary customer's address line 1.	128	VarChar	Debtors/Street1	NB
Street2	Primary customer's address line 2.	128	VarChar	Debtors/Street2	NB
City	Primary customer's city.	30	VarChar	Debtors/City	NB
State	Primary customer's state.	3	VarChar	Debtors/State	NB
ZIPCode	Primary customer's ZIP Code.	10	VarChar	Debtors/Zipcode	NB
MR	Flag that indicates whether the primary address is good. Y = Yes, address is good N = No, address is bad or unknown	1	VarChar	Debtors/MR	NB, M
HomePhone	Primary customer's home phone number.	30	VarChar	Debtors/Homephone	NB
WorkPhone	Primary customer's work phone number.	30	VarChar	Debtors/Workphone	NB
SSN	Primary customer's social security number.	15	VarChar	Debtors/SSN	NB
DOB	Primary customer's date of birth.	8	DateTime	Debtors/DOB	NB
Received	Date your organization received the account. If blank, Exchange populates	8	DateTime	None	NB, M

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Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
	this field with the current date.				
Closed	Date and time your organization closed the account.	8	DateTime	None	NB, M
Returned	Date and time your organization returned the account.	8	DateTime	None	NB, M
Archived	Date and time your organization archived the account.	8	DateTime	None	NB, M
Viewed	Date and time a user last viewed the account.	8	DateTime	None	NB, M
Worked	Date and time a user last worked the account.	8	DateTime	None	NB, M
Contacted	Date and time a user last contacted the account.	8	DateTime	None	NB, M
StatuteDate	Date the statute of limitations expires for the account.	8	DateTime	None	NB, M
ContractDate	Date the customer started the account with the client.	8	DateTime	None	NB, M
CLIDLC	Last date your organization charged the client.	8	DateTime	None	NB, M
CLIDL P	Last date the client paid your organization.	8	DateTime	None	NB, M
ChargeOffDate	Date the client charged off the account.	8	DateTime	None	NB, M
LastPaid	Date the client last received payment on the account.	8	DateTime	None	NB, M

Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
BPDate	Broken promise date.	8	DateTime	None	NB, M
FeeSchedule	Not used.	5	VarChar	None	NB, M
DelinquencyDate	Date the client flagged the account as delinquent.	8	DateTime	None	NB, M
LastInterest	Date interest last accrued.	8	DateTime	None	NB, F, M
UserDate1	Custom date field.	8	DateTime	None	NB, F, M, R
UserDate2	Custom date field.	8	DateTime	None	NB, F, M, R
UserDate3	Custom date field.	8	DateTime	None	NB, F, M, R
CLIALC	Last amount your organization charged the client.	8	Money	None	NB
CLIALP	Last amount the client paid your organization.	8	Money	None	NB
LastPaidAmt	Last payment amount received on the account.	8	Money	None	NB, M
InterestRate	Simple interest rate used to calculate interest on the account. Formatted as 00.00 (for example, 15.5% interest rate shows as 15.50).	8	Money	None	NB, M
Current1	Current principal amount owed on the account (principal money bucket).	8	Money	None	NB

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Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
Current2	Current interest amount owed on the account (interest money bucket).	8	Money	None	NB
Current3	Current amount owed toward money bucket 3.	8	Money	None	NB
Current4	Current amount owed toward money bucket 4.	8	Money	None	NB
Current5	Current amount owed toward money bucket 5.	8	Money	None	NB
Current6	Current amount owed toward money bucket 6.	8	Money	None	NB
Current7	Current amount owed toward money bucket 7.	8	Money	None	NB
Current8	Current amount owed toward money bucket 8.	8	Money	None	NB
Current9	Current amount owed toward money bucket 9.	8	Money	None	NB
Current10	Current amount owed toward money bucket 10 (transaction charges).	8	Money	None	NB
QLevel	Code that identifies the account queue level. The code must exist in Latitude.	3	VarChar	None	NB, F, M, R
QDate	Date for the account to appear in the Collector queue.	8	DateTime	None	NB, M
QTime	Time for the account to appear in the Collector queue.	4	VarChar	None	NB, M

Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
QFlag	Flag that indicates whether to display the account in a queue. 1 = Yes 0 = No	1	VarChar	None	NB, M
Queue	Not used.	26	VarChar	None	NB, M
QueueHold	Not used.	8	DateTime	None	NB, M
AgencyCode	Not used.	5	VarChar	None	NB, M
AgencyFlag	Not used.	1	TinyInt	None	NB, M
AIMAgency	Code that identifies the outside agency to which a user assigned the account. The code must exist in AIM.	4	Integer	None	NB, M
AIMAssigned	Date the client assigned the account to an outside agency.	8	DateTime	None	NB, M
AssignedAttorney	Date the client assigned the account to an attorney.	8	DateTime	None	NB, M
Attorney	Not used.	5	VarChar	None	NB, M
AttorneyAccountID	Not used.	30	VarChar	None	NB, M
AttorneyID	Code that identifies the attorney to which the client assigned the account. The code must exist in AIM.	4	Integer	None	NB, M
AttorneyLawList	"You Got Claims" ID.	5	VarChar	None	NB, M
AttorneyStatus	Indicates whether the client placed the account with an attorney.	15	VarChar	None	NB, M

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Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
	Placed = Client placed the account. NULL = Not placed.				
BlanketSIFOverride	Blanket settlement percentage set for the client.	8	Float	None	NB, M
CBRException	Exception that prevents reporting the customer to the credit bureaus.	2	Smallint	None	NB, M
CBRExtendDays	Number of days from normal credit bureau reporting date to delay reporting.	4	Integer	None	NB, M
CBROverride	Flag that indicates whether to override the automated credit bureau reporting evaluation. 1 = Yes 0 = No	1	Bit	None	NB, M
CBRPrevent	Flag that indicates whether to prevent reporting of the account to the credit bureaus. 1 = Yes 0 = No	1	Bit	None	NB, M
Complete1	Not used.	8	DateTime	None	NB, M
Complete2	Not used.	8	DateTime	None	NB, M
CTL	General-purpose flag. Used for things such as converting records to Latitude or flagging records from certain programs	3	VarChar	None	NB, M

Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
CurrencyType	Not used.	20	VarChar	None	NB, M
DMDateStamp	Not used.	10	VarChar	None	NB, M
ExtraCodes	Not used.	40	VarChar	None	NB, M
Finders	Not used.	8	DateTime	None	NB, M
FirstDesk	Not used.	10	VarChar	None	NB, M
FirstReceived	Not used.	8	DateTime	None	NB, M
Full0	Not used.	8	DateTime	None	NB, M
HasBigNote	Not used.	1	VarChar	None	NB, M
InterestBuckets	<p>Account-level override to specify which money buckets to use as the principal value when calculating interest. This field overrides the same field on the Customer table, which overrides the system default of only using the principal bucket Current1.</p> <p>Interest accrues based on the values of Current1 and Current3. Exchange doesn't support Current2 as Latitude doesn't calculate compounded interest.</p>	2	Smallint	None	NB, M
Link	Code that identifies the linked accounts group to which the account belongs. The code must exist in Latitude.	4	Integer	None	NB, M

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Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
LinkDriver	Flag that indicates whether the account is the link driver. 1 = Yes 0 = No	1	Bit	None	NB
NSF	Flag that indicates whether the account had insufficient funds posted. Default = NULL (no NSF) T = Yes	1	VarChar	None	NB, M
NSFDate	Date the last NSF posted on the account.	8	DateTime	None	NB, M
PromAmt	Not used.	8	Money	None	NB, M
PromDue	Not used.	8	DateTime	None	NB, M
PSEQ	Sequence number of the primary customer on the account. Most programs assume that the primary customer is sequence zero, so this field is always zero.	4	Integer	None	NB, M
RestrictedAccess	Flag that indicates whether the account has restricted access and requires permission to access the account. 1 = Yes 0 = No	1	Bit	None	NB
Salary	Not used.	8	Money	None	NB, M
Salesman1ID	Not used.	4	Integer	None	NB, M
Salesman2ID	Not used.	4	Integer	None	NB, M

Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
Salesman3ID	Not used.	4	Integer	None	NB, M
SEQ	Not used.	4	Integer	None	NB, M
SIFPct	Not used.	8	Money	None	NB, M
SysMonth	System processing month.	1	TinyInt	None	NB, M
SysYear	System processing year.	2	SmallInt	None	NB, M
TotalContacted	Number of times agents contacted the customer.	4	Integer	None	NB, M
TotalViewed	Number of times agents viewed the account.	4	Integer	None	NB, M
TotalWorked	Number of times that agents worked the account.	4	Integer	None	NB, M
Secured	Flag that indicates whether the account is for a secured loan. 1 = Yes 0 = No	1	Bit	None	NB
FirstInterest	Date interest first accrued on the account.	8	DateTime	None	NB, M
CCostDate	Assessed collection cost date.	4	SmallDateTime	None	NB, M
AssessedDCC	Assessed collection cost amount.	8	Money	None	NB, M
ChargedOff	Flag that indicates whether the account is a charged-off account. 1 = Yes 0 = No	1	Bit	None	NB, M

Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
Country	Customer's country of residence.	128	VarChar	None	NB, M
County	Customer's county of residence.	128	VarChar	None	NB, M

Account Interest Settings Table

The Account Interest table contains interest settings for accounts. Each account can have multiple interest records.

Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
AccountID	Code that Latitude assigns to identify the account. To ensure that Exchange Manager locates the correct account, you must map this field.	4	Integer	Master/Number	M
Customer	Client name.	7	VarChar	None	M
Effective	Date the interest takes effect.	4	SmallDate	None	M
InterestRate	Interest rate as a whole number.	9	Numeric	None	M
Buckets	Account-level override to specify which money buckets to use as the principal value when calculating interest. This field overrides the same field on the Customer table, which overrides the system default of only using the principal bucket Current1. Interest accrues based on the values of Current1 and Current3. Exchange doesn't support Current2 as Latitude doesn't calculate compounded interest.	2	SmallInt	None	M
Deferred	Flag that indicates whether the interest is deferred. 1 = Yes 0 = No	1	Bit	None	M

Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
UserID	Code that identifies the user who modified the interest record. You must have already created this code in Latitude.	4	Integer	None	M
Entered	Date the user created the interest record.	8	DateTime	None	M

Account References Table

The Account References table contains references for accounts. Each account can have multiple reference records.

Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
AccountID	Code that Latitude assigns to identify the account. Don't map this field.	4	Integer	Master/Number	NB
ReferencesID	Code that Latitude assigns to identify a reference record on the account. Don't map this field.	4	Integer	None	NB
Address1	Reference person's address line 1.	128	VarChar	None	NB
Address2	Reference person's address line 2.	128	VarChar	None	NB
City	Reference person's city.	30	VarChar	None	NB
State	Reference person's state.	2	VarChar	None	NB
ZIPCode	Reference person's postal code.	10	VarChar	None	NB
HomePhone	Reference person's home phone number.	30	VarChar	None	NB
WorkPhone	Reference person's work phone number.	30	VarChar	None	NB
Email	Reference person's email address.	100	VarChar	None	NB
Relationship	Reference person's relationship to the account.	100	VarChar	None	NB
Prefix	Optional name prefix (Mr, Ms, Miss, Mrs, Dr, Prof).	15	VarChar	None	NB

Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
FirstName	Reference person's first name.	100	VarChar	None	NB
MiddleName	Reference person's middle name.	100	VarChar	None	NB
LastName	Reference person's last name.	100	VarChar	None	NB
Suffix	Optional name suffix (I, II, III, Jr, Sr).	15	VarChar	None	NB

Address Table

The Address table contains addresses for accounts. Each account can have multiple address records. You can import addresses for new business only. To import addresses, add the Address table to Exchange. For more information, see [Add Address Table](#).

Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
FakeID	Relationship field. Don't map this field.	4	Integer		NB
AddressID	Code that Latitude assigns to identify an address record. Don't map this field.	4	Integer		NB
DebtorAssociationID	Code that Latitude assigns to identify a customer on an account. Don't map this field.	4	Integer		NB
TypeCD	Code that identifies the address type, such as home or work. You must have already created this code in Latitude.	10	VarChar	None	NB
StatusCD	Code that identifies the status of the address, such as good, bad, or unknown. You must have already created this code in Latitude.	10	VarChar	None	NB
Active	Flag that indicates whether the address is active. 1 = Yes, address is active 0 = No, address is not active	1	Bit	None	NB
Primary	Flag that indicates whether the address is the customer's primary (main) address.	1	Bit	None	NB

Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
	1 = Yes, address is primary 0 = No, address is not primary				
Correspondence	Flag that indicates whether you can send correspondence to this address. 1 = Yes, you can send correspondence to this address 0 = No, you can't send correspondence to this address	1	Bit	None	NB
CultureCode	Code that indicates the region where the customer is located. For example, "en-US" indicates that the customer is in an English-speaking country, and the country is the United States of America.	10	VarChar	None	NB
Source	Source who provided the address, such as customer, client, or credit bureau.	255	VarChar	None	NB
ConfirmationSource	Source who confirmed the validity of the address.	255	VarChar	None	NB
ConfirmationDate	Date the source confirmed the validity of the address.	8	DateTime	None	NB
Street1	Customer's address line 1.	128	VarChar	None	NB
Street2	Customer's address line 2.	128	VarChar	None	NB
City	Customer's city.	30	VarChar	None	NB
County	Customer's county.	50	VarChar	None	NB
Country	Customer's country.	50	VarChar	None	NB
StateCode	Code that identifies the customer's state.	3	VarChar	None	NB
PostalCode	Customer's postal code.	10	VarChar	None	NB

Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
ActiveBy	Code that identifies the user who flagged the address as active. You must have already created this code in Latitude.	255	VarChar	None	NB
ActiveDate	Date the user flagged the address as active.	8	DateTime	None	NB
PrimaryBy	Code that identifies the user who flagged the address as primary. You must have already created this code in Latitude.	255	VarChar	None	NB
PrimaryDate	Date the user flagged the address as primary.	8	DateTime	None	NB
CorrespondenceBy	Code that identifies the user who flagged the address as correspondence. You must have already created this code in Latitude.	255	VarChar	None	NB
CorrespondenceDate	Date the user flagged the address as correspondence.	8	DateTime	None	NB
CreatedWhen	Date the user created the address record. You must set the value to @DATE().	8	DateTime	None	NB
CreatedBy	Code that identifies the user who created the address record. You must have already created this code in Latitude.	255	VarChar	None	NB
ModifiedWhen	Date the user modified the address record. You must set the value to @DATE().	8	DateTime	None	NB
ModifiedBy	Code that identifies the user who modified the address record. You must have already created this code in Latitude.	255	VarChar	None	NB

AIM Ledger Table

The AIM Ledger table contains expenditures and receipts for purchased accounts. Each account can have multiple ledger records.

Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
Number	Code that Latitude assigned to identify the account. To ensure that Exchange Manager locates the correct account, you must map this field.	4	Integer	Master/Number	M
LedgerTypeID	Code that identifies the ledger type. You must have already created this code in Latitude.	4	Integer	None	M
DateEntered	Date of debit or credit.	8	DateTime	None	M
Debit	Amount debited from the account.	8	Money	None	M
Credit	Amount credited to the account.	8	Money	None	M
Comments	Comments regarding the ledger entry.	16	Text	None	M
Status	Ledger entry status, such as sent, received, pending, or approved.	50	VarChar	None	M
PortfolioID	Code that identifies the purchased portfolio. You must have already created this code in Portfolio Manager.	4	Integer	None	M
ToGroupID	Code that identifies the group receiving the credit or debit.	4	Integer	None	M
FromGroupID	Code that identifies the group sending the credit or debit.	4	Integer	None	M
InvoiceID	Code that identifies the invoice that includes the credit or debit. This code must exist in Latitude.	4	Integer	None	M
LedgerID	Code that Latitude assigned to identify the ledger record.	4	Integer	None	M

Bankruptcy Table

The Bankruptcy table contains bankruptcy information for accounts. Each account can have one bankruptcy record for one customer only. To ensure that Exchange locates the correct customer on the account, you must map the customer field that you specified as unique criteria in the **Unique Debtor Criteria** section of the **General** tab. For more information, see [Specify Unique Customer Criteria](#).

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Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
AccountID	Code that Latitude assigned to identify the account. For new business imports, don't map this field. For maintenance imports, you must map this field to ensure that Exchange Manager locates the correct account.	4	Integer	Master/Number	NB, M
DebtorID	Code that Latitude assigned to identify the customer associated to the bankruptcy. If you selected "Debtor ID" as the unique customer criteria.	4	Integer	Debtors/DebtorID	NB, M
Seq	Code that indicates whether the customer is the primary or secondary customer on the account. If you selected "Seq" as the unique customer criteria, you must map this field. 0 = Primary customer 1 or greater = Secondary customer	4	Integer	Debtors/Seq	NB, M
Relationship	Person's relationship to the account. If you selected "Relationship" as the unique customer criteria, you must map this field.	30	VarChar	Debtors/Relationship	NB, M
Name	Customer name. If you selected "Name" as the unique customer criteria, you must map this field.	300	VarChar	Debtors/Name	NB, M
Chapter	Bankruptcy chapter. Values are 7, 11, 12, or 13.	1	TinyInt	None	NB, M
DateFiled	Bankruptcy filed date.	8	DateTime	None	NB, M

Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
CaseNumber	Bankruptcy case number.	20	VarChar	None	NB, M
CourtCity	Bankruptcy court city.	50	VarChar	None	NB, M
CourtDistrict	Bankruptcy court district.	200	VarChar	None	NB, M
CourtDivision	Bankruptcy court division.	100	VarChar	None	NB, M
CourtPhone	Bankruptcy court phone number.	50	VarChar	None	NB, M
CourtStreet1	Bankruptcy court address line 1.	128	VarChar	None	NB, M
CourtStreet2	Bankruptcy court address line 2.	128	VarChar	None	NB, M
CourtState	Bankruptcy court state.	3	VarChar	None	NB, M
CourtZIPCode	Bankruptcy court ZIP Code.	15	VarChar	None	NB, M
Trustee	Trustee's name.	50	VarChar	None	NB, M
TrusteeStreet1	Trustee's address line 1.	128	VarChar	None	NB, M
TrusteeStreet2	Trustee's address line 2.	128	VarChar	None	NB, M
TrusteeCity	Trustee's city.	100	VarChar	None	NB, M
TrusteeState	Trustee's state.	3	VarChar	None	NB, M
TrusteeZIPCode	Trustee's ZIP Code.	10	VarChar	None	NB, M
TrusteePhone	Trustee's phone number.	30	VarChar	None	NB, M
Has341Info	Flag that indicates whether the client set the creditors meeting. 1 = Yes 0 = No	1	Bit	None	NB, M

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Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
DateTime341	Date and time of the meeting of creditors.	8	DateTime	None	NB, M
Location341	Meeting of creditors location.	200	VarChar	None	NB, M
Comments	Bankruptcy comments.	500	VarChar	None	NB, M
Status	Bankruptcy status.	100	VarChar	None	NB, M
TransmittedDate	Date AIM or another interface transmitted the bankruptcy information. If you map to this field, the system doesn't populate it in the table unless you also map AIM information in Exchange.	4	SmallDate	None	NB, M
AuctionAmount	Amount the auction house received for the surrendered item. Available for bankruptcy chapter 7 where method = "Surrender" only.	8	Money	None	NB, M
AuctionAmountApplied	Amount of the auction funds applied to the account. Available for bankruptcy chapter 7 where method = "Surrender" only.	8	Money	None	NB, M
AuctionDate	Date the auction house auctioned the surrendered item. Available for bankruptcy chapter 7 where method = "Surrender" only.	8	DateTime	None	NB, M
AuctionFee	Fee the auction house charged for auctioning the surrendered item. Available for bankruptcy chapter 7	8	Money	None	NB, M

Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
	where method = "Surrender" only.				
AuctionHouse	Name of the auction house that auctioned the surrendered item. Available for bankruptcy chapter 7 where method = "Surrender" only.	50	VarChar	None	NB, M
BankruptcyID	Code that Latitude assigns to identify the bankruptcy record. Don't map this field.	4	Integer	None	NB
ConfirmationHearingDate	Confirmation hearing date.	8	DateTime	None	NB, M
ConvertedFrom	Original bankruptcy chapter number.	1	TinyInt	None	NB, M
CTL	Do not use (reserved for AIM).	3	VarChar	None	NB, M
DateNotice	Date the client received a notice that the customer filed for bankruptcy.	8	DateTime	None	NB, M
DischargeDate	Date the court discharged the bankruptcy.	8	DateTime	None	NB, M
DismissalDate	Date the court dismissed the bankruptcy.	8	DateTime	None	NB, M
HasAsset	Indicates whether the customer has assets to secure the debt. Available for bankruptcy chapter 7 only. 1 = Yes 0 = No	1	Bit	None	NB, M
ProofFiled	Date the client sent a proof of claim to the court.	8	DateTime	None	NB, M

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Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
Reaffirm	Indicates whether the customer reaffirmed the debt under new terms. R = Reaffirmation S = Surrender V = Voluntary payments Blank = No intention to reaffirm	1	Char	None	NB, M
ReaffirmAmount	Amount that the customer reaffirmed to pay.	8	Money	None	NB, M
ReaffirmDateFiled	Date the customer filed the reaffirmation with the court.	8	DateTime	None	NB, M
ReaffirmTerms	Reaffirmation terms.	50	VarChar	None	NB, M
SecuredAmount	Amount of the debt that is secured. Available for bankruptcy chapters 11, 12, and 13 only.	8	Money	None	NB, M
SecuredPercentage	Percentage of the secured amount for which the customer remains responsible. Available for bankruptcy chapters 11, 12, and 13 only.	4	SmallMon	None	NB, M
SurrenderDate	Date the customer surrendered the item. Available for bankruptcy chapter 7 only.	8	DateTime	None	NB, M
SurrenderMethod	Method the customer used to surrender the item (shipped or picked up). Available for bankruptcy chapter 7 only.	50	VarChar	None	NB, M

Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
UnsecuredAmount	Amount of the debt that is unsecured. Available for chapters 11, 12, and 13 only.	8	Money	None	NB, M
UnsecuredPercentage	Percentage of the unsecured amount for which the customer remains responsible. Available for chapters 11, 12, and 13 only.	4	SmallMon	None	NB, M
VoluntaryAmount	Amount the customer volunteered to pay. Available for bankruptcy chapter7, voluntary payment method only.	8	Money	None	NB, M
VoluntaryDate	Date the customer volunteered to pay off the debt. Available for bankruptcy chapter7, voluntary payment method only.	8	DateTime	None	NB, M
VoluntaryTerms	Terms of the voluntary payment agreement. Available for bankruptcy chapter 7, voluntary payment method only.	50	VarChar	None	NB, M

Court Cases Table

The Court Cases table contains court case information for accounts. Each account can have one court case record only.

Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
CourtCaseID	Code that Latitude assigned to identify the court case	4	Integer	None	NB, M

Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
	<p>record. For new business imports, don't map this field. For maintenance imports, you must map this field to ensure that Exchange Manager locates the correct court case record.</p>				
AccountID	<p>Code that Latitude assigned to identify the account. For new business imports, don't map this field. For maintenance imports, you must map this field to ensure that Exchange Manager locates the</p>	4	Integer	Master/Number	NB, M

Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
	correct account.				
CourtID	Code that identifies the court assigned to the case. You must have already created this code in Latitude.	4	Integer	Courts/CourtID	NB, M
Judge	Name of the judge assigned to the case.	100	VarChar	None	NB, M
CaseNumber	Court case number.	50	VarChar	None	NB, M
DateFiled	Date the Plaintiff filed the complaint with the court.	8	DateTime	None	NB, M
Judgment	Flag that indicates whether a judgment exists on the account. 1 = Yes 0 = No	1	Bit	None	NB, M

Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
JudgmentAmount	Amount of the judgment awarded toward principal.	8	Money	None	NB, M
JudgmentIntRate	Interest rate calculated from the specified interest date and applied toward the awarded principal amount.	4	Real	None	NB, M
JudgmentDate	Date the court awarded judgment.	8	DateTime	None	NB, M
Status	Status of the legal case.	50	VarChar	None	NB, M
MiscInfo1	Use for whatever information you choose.	500	VarChar	None	NB, M
MiscInfo2	Use for whatever information you choose.	500	VarChar	None	NB, M

Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
Remarks	Comments regarding the case.	1000	VarChar	None	NB, M
Plaintiff	Person who filed the complaint.	200	VarChar	None	NB, M
Defendant	Person defending the case.	100	VarChar	None	NB, M
DateAnswered	Date the Defendant filed the response to the complaint with the court.	4	SmallDate	None	NB, M
StatusDeadline	Statutory deadline for trying the case.	4	SmallDate	None	NB, M
CourtDate	Date and time of the trial.	8	DateTime	None	NB, M
DiscoveryCutoff	Deadline for discovery requests.	4	SmallDate	None	NB, M
MotionCutOff	Deadline for filing a motion to reopen discovery.	4	SmallDate	None	NB, M

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Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
ArbitrationDate	Date and time of arbitration.	8	DateTime	None	NB, M
LastSummaryJudgmentDate	Deadline for filing summary judgment motions.	4	SmallDate	None	NB, M
JudgmentIntAward	Interest amount awarded in the judgment.	8	Money	None	NB, M
JudgmentCostAward	Court costs awarded in the judgment.	8	Money	None	NB, M
JudgmentAttorneyCostAward	Attorney fees awarded in the judgment.	8	Money	None	NB, M
JudgmentOtherAward	Miscellaneous fees awarded in the judgment.	8	Money	None	NB, M
IntFromDate	Date to use to apply interest at the specified interest rate.	4	SmallDate	None	NB, M

Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
AccruedInt	Amount of accrued interest.	8	Money	None	NB, M
DateCreated	Date the court awarded judgment.	8	DateTime	None	NB, M
DateUpdated	Date the court clerk recorded the judgment.	8	DateTime	None	NB, M
UpdatedBy	Code that identifies the user who updated the court case in Latitude.	4	Integer	None	NB, M
UpdatedChecksum	Internally calculated.	50	VarChar	None	NB, M
CourtName	Name of the court.	50	VarChar	None	NB, M
CourtCounty	Court's county.	50	VarChar	None	NB, M
CourtNotes	Comments regarding the court.	1000	VarChar	None	NB, M
ReverseJudgment	Flag that indicates whether the court reversed	1	Bit	None	NB, M

Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
	the judgment. 1 = Yes 0 = No				
IsCorrection	Flag that indicates whether the judgment reversal is to correct a judgment created in error. 1 = Yes 0 = No	1	Bit	None	NB, M

Customer Notes Table

The Customer Notes table contains customer notes regarding accounts. Each account can have multiple note records. To ensure that Exchange locates the correct customer on the account, you must map the customer field that you specified as unique criteria in the **Unique Debtor Criteria** section of the **General** tab. For more information, see [Specify Unique Customer Criteria](#).

Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
Number	Code that Latitude assigned to identify the account. For new business imports, don't map this field. For maintenance imports, you must map this field to ensure that Exchange Manager locates the correct account.	4	Integer	Master/Number	NB, M
Seq	Code that indicates whether the customer is the primary or secondary customer on the account. If you selected "Seq" as the unique customer criteria, you must map this field. 0 = Primary customer 1 or greater = Secondary customer information	4	Integer	Debtors/Seq	NB, M

Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
NoteDate	Date a user added the note.	8	DateTime	None	NB, M
NotText	Note content.	255	Char	None	NB, M

DCC Table

The Debtor Credit Cards (DCC) table contains customer credit card payments for accounts. Each account can have multiple credit card payment records.

Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
Number	Code that Latitude assigned to identify the account. For new business imports, don't map this field. For maintenance imports, you must map this field to ensure that Exchange Manager locates the correct account.	4	Integer	Master/Number	NB, M
Amount	Payment amount.	8	Money	None	NB, M
Approved	Transaction approval date.	8	DateTime	None	NB, M
ApprovedBy	User who approved the transaction.	10	VarChar	None	NB, M
CardNumber	Credit card number.	30	VarChar	None	NB, M
City	Credit card holder's city.	25	VarChar	None	NB, M
Code	Credit card security code.	10	VarChar	None	NB, M
CollectorFee	Credit card transaction fee.	8	Money	None	NB, M
CreditCard	Code that identifies the credit card type. 0001 = Master Card or Visa 0002 = American Express 0003 = Discover Card	4	VarChar	None	NB, M
DateEntered	Transaction date.	4	SmallDate	None	NB, M

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Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
DebtorID	Code that Latitude assigned to identify the customer associated to the credit card transaction.	4	Integer	Debtors/DebtorID	NB, M
DepositDate	Scheduled deposit date.	4	SmallDate	None	NB, M
ExpMonth	Credit card expiration month.	2	VarChar	None	NB, M
ExpYear	Credit card expiration year.	2	VarChar	None	NB, M
IsActive	Flag that indicates whether the credit card is active. 1 = Yes 0 = No	1	Bit	None	NB, M
LetterCode	Code that identifies the Notice of Intention to Deposit (NITD) letter in Latitude.	5	VarChar	None	NB, M
Name	Name on the credit card.	30	VarChar	None	NB, M
NITDSendDate	Date to send NITD letter.	4	SmallDate	None	NB, M
NITDSentDate	Date user sent the NITD letter.	8	DateTime	None	NB, M
NSFCCount	Number of insufficient funds transactions.	4	Integer	None	NB, M
OnHoldDate	Date the agent placed the transaction on hold.	4	SmallDate	None	NB, M
Printed	Flag that indicates whether the transaction printed. 1 = Yes 0 = No	1	VarChar	None	NB, M
PrintedDate	Transaction printed date.	8	DateTime	None	NB, M
ProcessStatus	Transaction processing status.	25	VarChar	None	NB, M

Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
	Closed = Processed Active = Not processed				
ProjectedFee	Fee to apply to the transaction.	8	Money	None	NB, M
PromiseMode	Payment arrangement type. 1 = Single payment 2 = Monthly payments 3 = Bi-weekly payments 4 = Twice per month payments 5 = Weekly payments 6 = Settlement 7 = Multi-part settlement 8 = Promise payoff 9 = Every 28 days 10 = Monthly on last day	1	TinyInt	None	NB, M
State	Code that identifies the credit card holder's state of residence.	3	VarChar	None	NB, M
Street1	Credit card holder's address line 1.	128	VarChar	None	NB, M
Street2	Credit card holder's address line 2.	128	VarChar	None	NB, M
Surcharge	Surcharge amount applied to the transaction.	8	Money	None	NB, M
UseProjectedFee	Not used.	1	Bit	None	NB, M
ZIPCode	Credit card holder's ZIP Code.	10	VarChar	None	NB, M

Debtor Assets Table

The Debtor Assets table contains customer assets for accounts. Each account can have multiple asset records. To ensure that Exchange locates the correct customer on the account, you must map the customer field that you specified as unique criteria in the **Unique Debtor Criteria** section of the **General** tab. For more information, see [Specify Unique Customer Criteria](#).

Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
AccountID	Code that Latitude assigns to identify the account. Don't map this field.	4	Integer	Master/Number	NB
DebtorID	Code that Latitude assigns to identify the customer on the account. If you selected "Debtor ID" as the unique customer criteria, you must map this field.	4	Integer	Debtors/DebtorID	NB
Name	Customer name in "lastname, firstname MI suffix" format. If you selected "Name" as the unique customer criteria, you must map this field.	50	VarChar	Debtors/Name	NB
AssetType	Code that identifies the type of asset. You must have already created this code in Latitude.	1	TinyInt	None	NB
Description	Description of the asset.	4000	VarChar	None	NB
CurrentValue	Current value of the asset.	8	Money	None	NB
LienAmount	Amount held against the asset.	8	Money	None	NB
ValueVerified	Flag that indicates whether an agent verified the asset's value. 1 = Yes 0 = No	1	Bit	None	NB
LienVerified	Flag that indicates whether an agent verified the lien amount. 1 = Yes 0 = No	1	Bit	None	NB

Debtors Table

The Debtors table contains customers and other parties associated to accounts. Each account can have multiple customer records. To ensure that Exchange locates the correct customer on the account, you must map the customer field that you specified as unique criteria in the **Unique Debtor Criteria** section of the **General** tab. For more information, see [Specify Unique Customer Criteria](#).

Use DEBTORID or NAME to map to the correct customer record. In the Master table, Exchange only populates the Debtor0 (primary customer) record.

Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
Number	Code that Latitude assigned to identify the account. For new business imports, don't map this field. For maintenance imports, you must map this field to ensure that Exchange Manager locates the correct account.	4	Integer	Master/Number	NB, M
DebtorID	Code that Latitude assigned to identify the customer. If you selected "Debtor ID" as the unique customer criteria, you must map this field.	4	Integer	None	NB, M
Seq	Code that indicates whether the customer is the primary or secondary customer on the account. If you selected "Seq" as the unique customer criteria, you must map this field. 0 = Primary customer 1 or greater = Secondary customer	4	Integer	Master/Seq	NB, M
IsBusiness	Flag that indicates whether the customer is a business. 1 = Yes 0 = No	1	Bit	None	NB, M
BusinessName	Business name. If ISBUSINESS flag = 0, leave this field blank.	50	VarChar	None	NB, M
IsParsed	Flag that indicates whether the name is parsed. 1 = Yes 0 = No	1	Bit	None	NB, M
Name	Customer name in "lastname, firstname MI suffix" format. If you selected "Name" as the	300	VarChar	None	NB, M

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Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
	unique customer criteria, you must map this field.				
Prefix	Optional name prefix (Mr, Ms, Miss, Mrs, Dr, Prof).	50	VarChar	None	NB, M
FirstName	Customer's first name.	50	VarChar	None	NB, M
MiddleName	Customer's middle name.	50	VarChar	None	NB, M
LastName	Customer's last name.	50	VarChar	None	NB, M
OtherName	Customer's alternate name.	30	VarChar	None	NB, M
Suffix	Optional name suffix (I, II, III, Jr, Sr).	50	VarChar	Master/other	NB, M
Street1	Customer's address line 1.	128	VarChar	Master/Street1	NB, M
Street2	Customer's address line 2.	128	VarChar	Master/Street2	NB, M
City	Customer's city.	30	VarChar	Master/City	NB, M
State	Code that identifies the customer's state of residence.	3	VarChar	Master/State	NB, M
ZIPCode	Customer's ZIP Code.	10	VarChar	Master/Zipcode	NB, M
County	Customer's county of residence.	50	VarChar	None	NB, M
Country	Customer's country of residence.	50	VarChar	None	NB, M
MR	Flag that indicates whether the address is good. Y = Yes, address is good N = No, address is bad or unknown	1	VarChar	None	NB, M
SSN	Customer's social security number. If you selected "SSN"	15	VarChar	Master/SSN	NB, M

Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
	as the unique customer criteria, you must map this field.				
HomePhone	Customer's home phone number.	30	VarChar	Master/Homephone	NB, M
WorkPhone	Customer's work phone number.	30	VarChar	Master/Workphone	NB, M
Pager	Customer's pager number.	20	VarChar	None	NB, M
Fax	Customer's fax number.	50	VarChar	None	NB, M
OtherPhone1	Not used.	20	VarChar	None	NB, M
OtherPhoneType	Not used.	15	VarChar	None	NB, M
OtherPhone2	Not used.	20	VarChar	None	NB, M
OtherPhone2Type	Not used.	15	VarChar	None	NB, M
OtherPhone3	Not used.	20	VarChar	None	NB, M
OtherPhone3Type	Not used.	15	VarChar	None	NB, M
Email	Customer's email address.	50	VarChar	None	NB, M
Gender	Customer's gender. M = Male F = Female U = Unknown N = Neutral C = Company	1	Char	None	NB, M
Language	Customer's native language.	30	VarChar	None	NB, M
DLNum	Customer's driver license number.	50	VarChar	None	NB, M
DOB	Customer's date of birth.	8	DateTime	Master/DOB	NB, M

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Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
JobName	Customer's employer's name.	50	VarChar	None	NB, M
JobAddr1	Customer's employer's address line 1.	128	VarChar	None	NB, M
JobAddr2	Customer's employer's address line 2.	128	VarChar	None	NB, M
JobCSZ	Customer's employer's city, state, and ZIP Code.	50	VarChar	None	NB, M
JobMemo	Note about the customer's employment.	16	Text	None	NB, M
Spouse	Spouse's name.	50	VarChar	None	NB, M
SpouseHomePhone	Spouse's home phone number.	20	VarChar	None	NB, M
SpouseJobName	Spouse's employer's name.	50	VarChar	None	NB, M
SpouseJobAddr1	Spouse's employer's address line 1.	128	VarChar	None	NB, M
SpouseJobAddr2	Spouse's employer's address line 2.	128	VarChar	None	NB, M
SpouseJobCSZ	Spouse's employer's city, state, and ZIP Code.	50	VarChar	None	NB, M
SpouseWorkPhone	Spouse's work phone number.	20	VarChar	None	NB, M
SpouseJobMemo	Note about the spouse's employment.	16	Text	None	NB, M
SpouseResponsible	Not used.	1	VarChar	None	NB, M
Relationship	Customer's relationship to the account. If you selected "Relationship" as the unique customer criteria, you must map this field.	30	VarChar	None	NB, M

Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
USPSKeyLine	Unique code that identifies a mail item.	16	VarChar	None	NB, M
IsHomeOwner	Not used.	1	Bit	None	NB, M
CBRException	Exception that prevents reporting the customer to the credit bureaus.	2	SmallInt	None	NB, M
CBRExclude	Flag that indicates whether to prevent reporting of the account to the credit bureaus. 1 = Yes 0 = No	1	Bit	None	NB
DebtorMemo	Not used.	16	Text	None	NB, M
EarlyTimeZone	Code that identifies the earliest time zone (for example, 5 is Eastern) allowed to call the customer.	4	Integer	None	NB, M
LateTimeZone	Code that identifies the latest time zone (for example, 5 is Eastern) allowed to call the customer.	4	Integer	None	NB, M
ObserveDST	Flag that indicates whether the customer is in a location that observes daylight savings time. 1= Yes 0 = No	1	Bit	None	NB
RegionCode	Not used.	2	Char	None	NB, M
TimeZoneOverride	Not used.	1	Bit	None	NB
JobCity	Customer's employer's city.	50	VarChar	None	NB, M

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Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
JobState	Customer's employer's state.	3	VarChar	None	NB, M
JobZIPCode	Customer's employer's postal code.	10	VarChar	None	NB, M
JoinedDebtorID	Code that identifies a customer who is joined to the account.	4	Integer	None	NB, M
ReevaluateJoins	Flag that indicates whether to reevaluate whether the customer is still joined to the account. 1 = Yes 0 = No	1	Bit	None	NB, M
DoNotJoin	Flag that indicates whether to join the customer to the account. 1 = Yes 0 = No	1	Bit	None	NB, M
ID1	User-defined account ID.	50	VarChar	None	NB, M
ID2	User-defined account ID.	50	VarChar	None	NB, M
PURN	Personal Unique Record Number that an outside provider (such as a credit bureau) assigned to identify a person.	50	VarChar	None	NB, M
IsLiable	Flag that indicates whether the customer is liable for the debt. 1 = Yes 0 = No	1	Bit	None	NB, M
ShouldQueue	Flag that indicates whether to display the account in a user's queue.	1	Bit	None	NB, M

Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
	1 = Yes 0 = No				
Worked	Date a user last worked the account.	8	DateTime	None	NB, M
Contacted	Date a user last contacted a party on the account.	8	DateTime	None	NB, M
AuthorizedForDebtorID	Code that identifies the customer who authorized this person to discuss and pay the debt on the account.	4	Integer	None	NB, M

Deceased Table

The Deceased table contains deceased customer information for accounts. Each account can have one deceased customer record only. To ensure that Exchange locates the correct customer on the account, you must map the customer field that you specified as unique criteria in the **Unique Debtor Criteria** section of the **General** tab. For more information, see [Specify Unique Customer Criteria](#).

Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
AccountID	Code that Latitude assigned to identify the account. For new business imports, don't map this field. For maintenance imports, you must map this field to ensure that Exchange Manager locates the correct account.	4	Integer	Master/Number	NB, M
DebtorID	Code that Latitude assigned to identify the deceased customer. If you selected "Debtor ID" as the unique customer criteria.	4	Integer	Debtors/DebtorID	NB, M
Seq	Code that indicates whether the customer is the primary or secondary customer on the account. If you selected "Seq" as the unique customer criteria, you must map this field.	4	Integer	Debtors/Seq	NB, M

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Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
	0 = Primary customer 1 or greater = Secondary customer				
Relationship	Customer's relationship to the account. If you selected "Relationship" as the unique customer criteria, you must map this field.	30	VarChar	Debtors/Relationship	NB, M
Name	Customer name. If you selected "Name" as the unique customer criteria, you must map this field.	300	VarChar	Debtors/Name	NB, M
FirstName	Deceased person's first name.	30	VarChar	Debtors/Firstname	NB, M
LastName	Deceased person's last name.	30	VarChar	Debtors/Lastname	NB, M
State	Deceased person's state of residence.	3	VarChar	Debtors/State	NB, M
PostalCode	Deceased person's ZIP Code.	10	VarChar	Debtors/Zipcode	NB, M
SSN	Deceased person's social security number. If you selected "SSN" as the unique customer criteria, you must map this field.	15	VarChar	Debtors/SSN	NB, M
DOB	Deceased person's date of birth.	8	DateTime	Debtors/DOB	NB, M
DOD	Deceased person's date of death.	8	DateTime	None	NB, M
MatchCode	Code returned from the vendor that indicates what the system matched on the Deceased scrub. For example, "NAS" means the vendor matched to the deceased customer's name, address, and SSN.	5	VarChar	None	NB, M
TransmittedDate	Date AIM or another interface transmitted the data. If you map to this field, the system doesn't populate it in the table unless you	4	SmallDate	None	NB, M

Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
	also map AIM information in Exchange.				
CaseNumber	Claim case number.	20	VarChar	None	NB, M
ClaimDeadline	Deadline for filing a claim against the customer's estate.	8	DateTime	None	NB, M
CourtCity	Court's city.	50	VarChar	None	NB, M
CourtDistrict	Court district.	200	VarChar	None	NB, M
CourtDivision	Court division.	100	VarChar	None	NB, M
CourtPhone	Court's phone number.	50	VarChar	None	NB, M
CourtState	Court's state.	3	VarChar	None	NB, M
CourtStreet1	Court's street address line 1.	128	VarChar	None	NB, M
CourtStreet2	Court's street address line 2.	128	VarChar	None	NB, M
CourtZIPCode	Court's ZIP Code.	15	VarChar	None	NB, M
CTL	Not used.	3	VarChar	None	NB, M
DateFiled	Date the client filed a claim against the customer's estate.	8	DateTime	None	NB, M
Executor	Name of the executor of the estate.	50	VarChar	None	NB, M
ExecutorCity	Executor of the estate's city.	100	VarChar	None	NB, M
ExecutorFax	Executor of the estate's fax number.	50	VarChar	None	NB, M
ExecutorPhone	Executor of the estate's phone number.	50	VarChar	None	NB, M

Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
ExecutorState	Executor of the estate's state of residence.	3	VarChar	None	NB, M
ExecutorStreet1	Executor of the estate's street address line 1.	128	VarChar	None	NB, M
ExecutorStreet2	Executor of the estate's street address line 2.	128	VarChar	None	NB, M
ExecutorZIPCode	Executor of the estate's ZIP Code.	10	VarChar	None	NB, M

Early Stage Data Table

This table is no longer used.

Extra Data Table

The Extra Data table contains custom data information for accounts. Each account can have multiple extra data records.

Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
Number	Code that Latitude assigned to identify the account. For new business imports, don't map this field. For maintenance imports, you must map this field to ensure that Exchange Manager locates the correct account.	4	Integer	Master/Number	NB, M
ExtraCode	Code that identifies the extra data record. You must have already created this code in Latitude.	2	VarChar	None	NB, M
Line1	Line 1 of extra data information.	128	VarChar	None	NB, M
Line2	Line 2 of extra data information.	128	VarChar	None	NB, M
Line3	Line 3 of extra data information.	128	VarChar	None	NB, M
Line4	Line 4 of extra data information.	128	VarChar	None	NB, M
Line5	Line 5 of extra data information.	128	VarChar	None	NB, M

Hot Notes Table

The Hot Notes table contains important information for working accounts. Each account can have one hot note record only.

Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
Number	Code that Latitude assigned to identify the account. For new business imports, don't map this field. For maintenance imports, you must map this field to ensure that Exchange Manager locates the correct account.	4	Integer	Master/Number	NB, M
HotNote	Hot note information.	16	Text	None	NB, M

Insurance Table

The Insurance table contains insurance information for accounts. Each account can have one insurance record only.

Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
Number	Code that Latitude assigned to identify the account. For new business imports, don't map this field. For maintenance imports, you must map this field to ensure that Exchange Manager locates the correct account.	4	Integer	Master/Number	NB, M
InsuredName	Insured person's name.	50	VarChar	None	NB, M
InsuredStreet1	Insured person's street address line 1.	128	VarChar	None	NB, M
InsuredStreet2	Insured person's street address line 2.	128	VarChar	None	NB, M
InsuredCity	Insured person's city.	50	VarChar	None	NB, M
InsuredState	Insured person's state.	3	Char	None	NB, M
InsuredZIP	Insured person's ZIP Code.	10	Char	None	NB, M

Exchange Manager Printable Help

Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
InsuredPhone	Insured person's phone number.	20	Char	None	NB, M
InsuredBirthday	Insured person's date of birth.	8	DateTime	None	NB, M
InsuredSex	Insured person's gender.	1	Char	None	NB, M
InsuredEmployer	Name of the insured person's employer.	50	VarChar	None	NB, M
AuthPmtToProvider	Flag that indicates whether the insurance provider authorized payments to the healthcare provider. 1 = Yes 0 = No	1	Bit	None	NB, M
AcceptAssignment	Flag that indicates whether the healthcare provider accepted assignment from the insurance provider. 1 = Yes 0 = No	1	Bit	None	NB, M
EmployerHealthPlan	Name of the employer's health plan.	50	VarChar	None	NB, M
PolicyNumber	Insurance policy number.	50	VarChar	None	NB, M
PatientRelationToInsured	Patient's relationship to the insured.	50	VarChar	None	NB, M
Program	Insurance program name.	50	VarChar	None	NB, M
GroupNumber	Insurance group number.	50	VarChar	None	NB, M
GroupName	Insurance group name.	50	VarChar	None	NB, M

Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
CarrierName	Name of the person's insurance carrier.	100	VarChar	None	NB, M
CarrierStreet1	Insurance carrier's street address line 1.	128	VarChar	None	NB, M
CarrierStreet2	Insurance carrier's street address line 2.	128	VarChar	None	NB, M
CarrierCity	Insurance carrier's city.	50	VarChar	None	NB, M
CarrierState	Insurance carrier's state.	3	Char	None	NB, M
CarrierZIP	Insurance carrier's ZIP Code.	10	Char	None	NB, M
CarrierDocProviderNumber	Number the insurance carrier assigned to identify a provider.	30	VarChar	None	NB, M
CarrierRefDocProviderNumber	Number the insurance carrier assigned to identify the referring provider.	30	VarChar	None	NB, M
AdditionalInfo	More information about the case.	5000	VarChar	None	NB, M
DateCreated	Date the user added the insurance information.	8	DateTime	None	NB, M
DateUpdated	Date the user updated the insurance information.	8	DateTime	None	NB, M
UpdatedChecksum	Update control.	50	VarChar	None	NB, M
UpdatedBy	Code that identifies the user who updated the insurance record in Latitude.	4	Integer	None	NB, M
CoordinationNumber	Number that identifies the health insurance plan when a patient has more than one (for example, a	50	VarChar	None	NB, M

Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
	primary and secondary healthcare plan).				
InsuredWorkPhone	Insured person's work phone number.	20	VarChar	None	NB, M
InsuredSSN	Insured person's social security number.	15	VarChar	None	NB, M
Category	Type of insurance (for example, primary or secondary).	15	VarChar	None	NB, M

Legal Ledger Table

The Legal Ledger table contains legal ledger information for accounts. Each account can have multiple legal ledger records.

Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
AccountID	Code that Latitude assigned to identify the account. For new business imports, don't map this field. For maintenance imports, you must map this field to ensure that Exchange Manager locates the correct account.	4	Integer	Master/Number	NB, M
Customer	Code that identifies the client. You must have already created this code in Latitude.	7	VarChar	None	NB
LegalLedgerID	Code that Latitude assigned to identify the ledger record.	4	Integer	None	NB, M

Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
ItemDate	Date a user created the ledger item.	8	DateTime	None	NB, M
Created	Date a user created the ledger entry.	8	DateTime	None	NB, M
Description	Description of the ledger item.	50	VarChar	None	NB, M
LegalLedgerTypeID	Code that identifies the type of ledger item. You must have already created this code in Latitude.	4	Integer	None	NB, M
LegalLedgerTypeCode	Latitude code that identifies the ledger account to which to apply the debit or credit.			None	NB, M
DebitAmt	Amount to debit from the account.	8	Money	None	NB, M
CreditAmt	Amount to credit to the account.	8	Money	None	NB, M
PayHistoryID	Code that identifies a payment in the PayHistoryDetails file.	4	Integer	None	NB
Invoiceable	Flag that indicates whether the ledger item represents a transaction that you can invoice. 1 = Yes 0 = No	1	Bit	None	NB
Invoice	Code that identifies the invoice the transaction appears on. You must	4	Integer	None	NB

Exchange Manager Printable Help

Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
	have already created this code in Latitude.				
AIMID	Code that Latitude assigned to identify the outside collection agency or attorney that created the ledger entry.	4	Integer	None	NB, M
AIMUniqueID	Code that identifies the transaction in the outside collection agency's or attorney's system.	50	VarChar	None	NB, M
AIMInvoiceID	Code that identifies the invoice in the outside collection agency's or attorney's system.	50	VarChar	None	NB, M
Approved	Flag that indicates whether the person approved the ledger transaction. 1 = Yes 0 = No	1	Bit	None	M
InsertBalancingTransactionsOnDeclines	Not used.			None	M
ApprovedOn	Date the person approved the ledger transaction.	8	DateTime	None	NB, M
ApprovedAmount	Ledger amount that Legal and Accounting approved.	8	Money	None	NB, M
ApprovedBy	Person who approved the ledger transaction.	50	VarChar	None	NB, M
AccountingLedgerID	Code that identifies the ledger transaction in	50	VarChar	None	NB, M

Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
	the outside collection agency's or attorney's system.				

Misc Extra Table

The Misc Extra table contains miscellaneous data for accounts. Each account can have multiple miscellaneous data records.

Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
Number	Code that Latitude assigned to identify the account. For new business imports, don't map this field. For all other imports, you must map this field to ensure that Exchange Manager locates the correct account.	4	Integer	Master/Number	NB, F, M, R
Title	Title associated to the information.	30	VarChar	None	NB, F, M, R
TheData	Miscellaneous information.	100	VarChar	None	NB, F, M, R

Notes Table

The Notes table contains notes for accounts. Each account can have multiple note records.

Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
Number	Code that Latitude assigned to identify the account. For new business imports, don't map this field. For all other imports, you must map this field to ensure that Exchange Manager locates the correct account.	4	Integer	Master/Number	NB, F, M, R
Created	Date a user or the system created the note creation.	8	DateTime	None	NB, F, M, R
User0	Code that identifies the user who created the note. You must have already created this code in Latitude.	10	VarChar	None	NB, F, M, R

Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
Action	Latitude action code to associate to the note. You must have already created this code in Latitude.	6	VarChar	None	NB, F, M, R
Result	Latitude result code to associate to the note. You must have already created this code in Latitude.	6	VarChar	None	NB, F, M, R
Comment	Content of the note.	256	Text	None	NB, F, M, R

Patient Info Table

The Patient Info table contains patient information for accounts. Each account can have one patient record only.

Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
AccountID	Code that Latitude assigned to identify the account. For new business imports, don't map this field. For maintenance imports, you must map this field to ensure that Exchange Manager locates the correct account.	4	Integer	Master/Number	NB, M
AdmissionDate	Patient admission date.	8	DateTime	None	NB, M
Age	Patient's age.	1	TinyInt	None	NB, M
City	Patient's city.	35	VarChar	None	NB, M
Country	Patient's country.	25	VarChar	None	NB, M

Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
DischargeDate	Patient's discharge date.	8	DateTime	None	NB, M
DOB	Patient's date of birth.	8	DateTime	None	NB, M
DoctorFax	Doctor's fax number.	20	VarChar	None	NB, M
DoctorName	Doctor's name.	75	VarChar	None	NB, M
DoctorPhnoe	Doctor's phone number.	20	VarChar	None	NB, M
EmployerName	Patient's employer's name.	75	VarChar	None	NB, M
FacilityCity	Medical facility's city.	35	VarChar	None	NB, M
FacilityCountry	Medical facility's country.	25	VarChar	None	NB, M
FacilityFax	Medical facility's fax number.	20	VarChar	None	NB, M
FacilityName	Name of the medical facility.	75	VarChar	None	NB, M
FacilityPhone	Medical facility's phone number.	20	VarChar	None	NB, M
FacilityState	Medical facility's state.	5	VarChar	None	NB, M
FacilityStreet1	Medical facility's street address line 1.	128	VarChar	None	NB, M
FacilityStreet2	Medical facility's street address line 2.	128	VarChar	None	NB, M

Exchange Manager Printable Help

Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
FacilityZIPCode	Medical facility's ZIP Code.	15	VarChar	None	NB, M
GuarantorRecNumber	Code that identifies the payment guarantor.	30	VarChar	None	NB, M
KinCity	Next of kin's city.	35	VarChar	None	NB, M
KinCountry	Next of kin's country.	25	VarChar	None	NB, M
KinName	Name of the patient's next of kin.	75	VarChar	None	NB, M
KinPhone	Next of kin's phone number.	20	VarChar	None	NB, M
KinState	Next of kin's state.	5	VarChar	None	NB, M
KinStreet1	Next of kin's street address line 1.	128	VarChar	None	NB, M
KinStreet2	Next of kin's street address line 2.	128	VarChar	None	NB, M
KinZIPCode	Next of kin's ZIP Code.	15	VarChar	None	NB, M
MaritalStatus	Patient's marital status.	1	Char	None	NB, M
Name	Patient's name.	75	VarChar	None	NB, M
PatientRecNumber	Code that medical facility assigned to	30	VarChar	None	NB, M

Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
	identify the patient record.				
Phone	Patient's phone number.	20	VarChar	None	NB, M
ServiceDate	Date the patient received medical service.	8	DateTime	None	NB, M
Sex	Patient's gender.	1	Char	None	NB, M
SSN	Patient's social security number.	15	VarChar	None	NB, M
State	Patient's state of residence.	5	VarChar	None	NB, M
Street1	Patient's street address line 1.	128	VarChar	None	NB, M
Street2	Patient's street address line 2.	128	VarChar	None	NB, M
WorkPhone	Patient's work phone number.	20	VarChar	None	NB, M
ZIPCode	Patient's ZIP Code.	15	VarChar	None	NB, M
PatientRelationToGuarantor	Patient's relationship to the person guaranteeing payment for medical care.	25	VarChar	None	NB, M
PatientRelationToGuarantorAdditionalInfo	More information regarding the patient's	50	VarChar	None	NB, M

Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
	relationship to the guarantor.				
AccidentDate	Date the patient had an accident that required medical attention.	8	DateTime	None	NB, M
AccidentType	Type of accident that the patient had.	25	VarChar	None	NB, M
FinancialClass	Code that identifies the patient's primary insurance to bill first for services.	25	VarChar	None	NB, M
ImportProcedures	Code that identifies a specific surgical, medical, or diagnostic intervention.	25	VarChar	None	NB, M
LocationCode	Code that identifies the location where the patient received medical care.	25	VarChar	None	NB, M
Modifier	Code that identifies a medical service or procedure.	25	VarChar	None	NB, M
PatientType	Code assigned during the	25	VarChar	None	NB, M

Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
	registration or admission process to identify the type of patient (for example, emergency or day surgery).				
PlaceOfServiceCode	Code that identifies the place that rendered service to the patient.	25	VarChar	None	NB, M
ProcedureCode	Code that identifies the medical procedure that the patient received.	25	VarChar	None	NB, M
ServicingProviderCode	Code that identifies the health care provider.	25	VarChar	None	NB, M
DiagnosisCode1	Code that identifies the patient's medical diagnosis.	25	VarChar	None	NB, M
DiagnosisCode2	Code that identifies the patient's medical diagnosis.	25	VarChar	None	NB, M
DiagnosisCode3	Code that identifies the	25	VarChar	None	NB, M

Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
	patient's medical diagnosis.				
DoctorCode	Code that the medical facility assigned to identify the admitting doctor.	5	VarChar	None	NB, M
AttendingDoctorName	Name of the doctor who is rendering service to the patient.	75	VarChar	None	NB, M
AttendingDoctorPhone	Attending doctor's phone number.	20	VarChar	None	NB, M
AttendingDoctorFax	Attending doctor's fax number.	20	VarChar	None	NB, M
AttendingDoctorCode	Code that the medical facility assigned to identify the attending doctor.	5	VarChar	None	NB, M

Payment Table

The Payment table contains payments for accounts. Each account can have multiple payment records. This table corresponds to the Payhistory table in the Latitude database.

Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
Number	Code that Latitude assigned to identify the account. For new business imports, don't map this field. For financial and maintenance imports, you must map this field to ensure that Exchange Manager locates the correct account.	4	Integer	Master/Number	NB, F, M
Amount	Payment amount. Maps to TotalPaid field.	8	Money	None	NB, F, M
AdjustmentAmount1	Amount paid against the principle balance. Maps to Paid1 field.	8	Money	None	NB, F, M
AdjustmentAmount2	Amount paid against the interest balance. Maps to Paid2 field.	8	Money	None	NB, F, M
AdjustmentAmount3	Amount paid against money bucket 3. Maps to Paid3 field.	8	Money	None	NB, F, M
AdjustmentAmount4	Amount paid against money bucket 4. Maps to Paid4 field.	8	Money	None	NB, F, M
AdjustmentAmount5	Amount paid against money bucket 5. Maps to Paid5 field.	8	Money	None	NB, F, M
AdjustmentAmount6	Amount paid against money bucket 6. Maps to Paid6 field.	8	Money	None	NB, F, M
AdjustmentAmount7	Amount paid against money bucket 7.	8	Money	None	NB, F, M

Exchange Manager Printable Help

Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
	Maps to Paid7 field.				
AdjustmentAmount8	Amount paid against money bucket 8. Maps to Paid8 field.	8	Money	None	NB, F, M
AdjustmentAmount9	Amount paid against money bucket 9. Maps to Paid9 field.	8	Money	None	NB, F, M
AdjustmentAmount10	Amount paid against money bucket 10. Maps to Paid10 field.	8	Money	None	NB, F, M
PaymentDate	Payment date. Maps to DatePaid field.	8	DateTime	None	NB, F, M
PaymentType	Type of payment batch (BatchType field in the Latitude table).	3	VarChar	None	NB, F, M
AdjustmentBucket	Bucket number to which to apply the payment.			None	NB, F, M
PaymentID	Code that identifies a payment transaction that an AIM agency or attorney returned (PAIdentifier field in the Latitude table).	30	VarChar	None	NB, F, M
Comments	Comments regarding the payment.	30	Char	None	NB, F, M
PayMethod	Payment method (for example, check, money order).	30	VarChar	None	NB, F, M
CheckNumber	Check number associated to the payment.	30	VarChar	None	NB, F, M

Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
Desk	Desk that receives credit for the payment. You must have already created this code in Latitude.	10	VarChar	None	NB, F, M
SubBatchType	(Optional) Secondary code that identifies a batch.	3	Char	None	NB, F, M
IsSettlement	Flag that indicates whether the payment settles the account. 1 = Yes, sets account to SIF after processing 0 = No, doesn't set account to SIF	1	Bit	None	NB, F, M
IsCorrection	Flag for PUR and PCR payment types that indicates whether the payment reversal is a correction. 1 = Yes, doesn't set NSF flag on account 0 = No, sets NSF flag on account	1	Bit	None	NB, F, M
IsFreeDemand	Flag that indicates whether to apply the fee schedule to the payment (within the client's free demand period). 1 = Yes 0 = No	1	Bit	None	NB, F, M
PostDateUID	Not used.	4	Integer	None	NB, F, M
FeeCode	Code that identifies the fee to apply to the payment (FeeSched field in the Latitude table). You must	30	VarChar	None	NB, F, M

Exchange Manager Printable Help

Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
	have already created this code in Latitude.				
FeeScheduleClassCode	Code that classifies the fee schedule.	5	VarChar	None	NB, F, M
IsEchoBack	Flag that indicates whether the payment is valid. 1 = Yes, payment exists and customer is just verifying 0 = No, payment wasn't entered Maps to Echo field.	1	Bit	None	NB, F, M
AIMAgencyID	Latitude code that identifies the outside collection agency or attorney where the client placed the account.	4	Integer	None	NB, F, M
AIMDueAgency	Amount owed to the outside collection agency or attorney.	8	Money	None	NB, F, M
AIMAgencyFee	Outside collection agency's or attorney's fee amount.	8	Money	None	NB, F, M
AIMBatchID	Code that identifies the AIM payment batch.	4	Integer	None	NB, F, M
AIMSendingID	Code that identifies the outside collection agency or attorney sending the payment.	4	Integer	None	NB
LatitudeReceivedAIMGracePeriod				None	F, M
AIMPlacedGracePeriod				None	F, M
OverrideAIMProperties				None	F, M

Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
SetAIMProperties				None	NB, F, M

PDC Table

This table is no longer used.

Phones Table

The Phones table contains phone information for accounts. Each account can have multiple phone records. To ensure that Exchange locates the correct customer on the account, you must map the customer field that you specified as unique criteria in the **Unique Debtor Criteria** section of the **General** tab. For more information, see [Specify Unique Customer Criteria](#).

Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
Number	Code that Latitude assigned to identify the account. For new business imports, don't map this field. For maintenance imports, you must map this field to ensure that Exchange Manager locates the correct account.	4	Integer	Master/Number	NB, M
DebtorID	Code that Latitude assigned to identify the customer associated to the phone number. If you selected "Debtor ID" as the unique customer criteria, you must map this field.	4	Integer	Debtors/DebtorID	NB, M
SH_RequestID	Code that Latitude assigned to identify a vendor service request for the account.	4	Integer	ServiceHistory/RequestID	NB, M
Relationship	Relationship to the account. If you selected "Relationship" as the unique customer criteria, you must map this field.	50	VarChar	Debtors/Relationship	NB, M
Name	Customer name. If you selected "Name" as the unique customer criteria, you must map this field.	300	VarChar	Debtors/Name	NB, M
Seq	Code that indicates whether the customer is the primary or secondary	4	Integer	Debtors/SEQ	NB, M

Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
	customer on the account. If you selected "Seq" as the unique customer criteria, you must map this field. 0 = Primary customer 1 or greater = Secondary customer				
SSN	Customer's social security number. If you selected "SSN" as the unique customer criteria, you must map this field.	15	VarChar	Debtors/SSN	NB, M
PhoneTypeID	Code that identifies the type of phone number.	4	Integer	None	NB, M
PhoneStatusID	Code that identifies the status of the phone number.	4	Integer	None	NB, M
OnHold	Flag that indicates whether the phone number is on hold. 1 = Yes 0 = No	1	Bit	None	NB, M
PhoneNumber	Customer's phone number, including country code and extension.	30	VarChar	None	NB, M
PhoneExt	Customer's telephone extension number.	10	VarChar	None	NB, M
PhoneName	Name of the customer associated to the phone number.	50	VarChar	None	NB, M
Source	Source who provided the phone number, such as customer, client, or credit bureau.	255	VarChar	None	NB, M

Service History Table

The Service History table (that the Fusion program uses, typically) contains vendor service requests for accounts. Each account can have multiple service history records. The sent and received REQUESTID must match.

Field Name	Description	Length	Data Type	Parent Table and Field	Import Types
ID	Code that Latitude assigned to identify the account. For new business imports, don't map this field. For maintenance imports, you must map this field to ensure that Exchange Manager locates the correct account.	4	Integer	Master/Number	NB, M
RequestID	Code that Latitude assigned to identify a request for information from a vendor.	4	Integer	None	NB, M

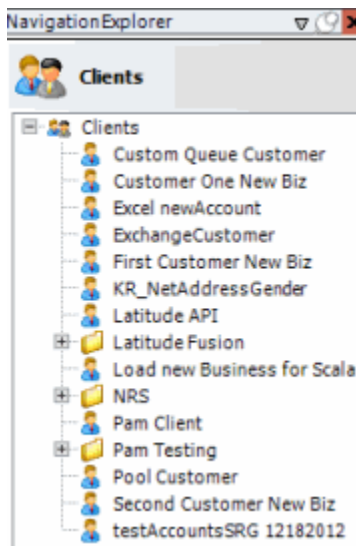
Filter Records

Use the **Define Context Rows** dialog box to specify a SQL statement to limit which records to import. You can apply the SQL statement at the Master row level or in subsequent table rows.

Note: Custom row filters applied at the Master table level can reference any destination field. Custom row filters applied at any other table level (for example, Debtors, Misc Extra, Notes) must reference a column within that table.

To filter records

1. In the **Navigation** pane, click **Clients**.



2. In the **Clients** pane, expand the appropriate folder and then double-click the client. The tab for the specified client appears in the **Information** pane.

ABC Company

General | Import Files | Export Files | History | Interface Notes

Unique Account Criteria

Account with Customer

ID1

ID2

Original1

Number (can stand alone)

Debtor Id (can stand alone)

Request Id (can stand alone)

No Id (Generic tables only)

Account (can stand alone)

Which field(s) make accounts unique for this client? These will be the field(s) Exchange uses to locate an account to apply data to.

Allow Wildcards (Account Only)

Unique Debtor Criteria

Debtor ID

Seq

SSN

Name

Relationship

Not Set

Which field makes debtors unique for this client? This will be the field Exchange uses to locate a debtor to apply data to. If debtor not found it will be inserted.

Global Business Rules

Account | Financial | Custom

Skip Closed Accounts (Closed STATUS TYPE or QLEVEL >= 998)

Skip Returned Accounts (QLEVEL = 999)

Reject duplicate accounts

Reopen Duplicate Accounts on New Business if duplicate is closed

Reset Balance to values from New Business file upon reopen of duplicate account (All other fields will be set as well from the inbound file)

Move Early Out to Charged Off

Misc Extra Options

Create New Record Always

Update Existing

NOTE: When a duplicate Misc Extra Record exists a new record is always created.

General Configuration

[Configure File Pre-processing](#)

[Configure Dependencies](#)

Store copy of original file

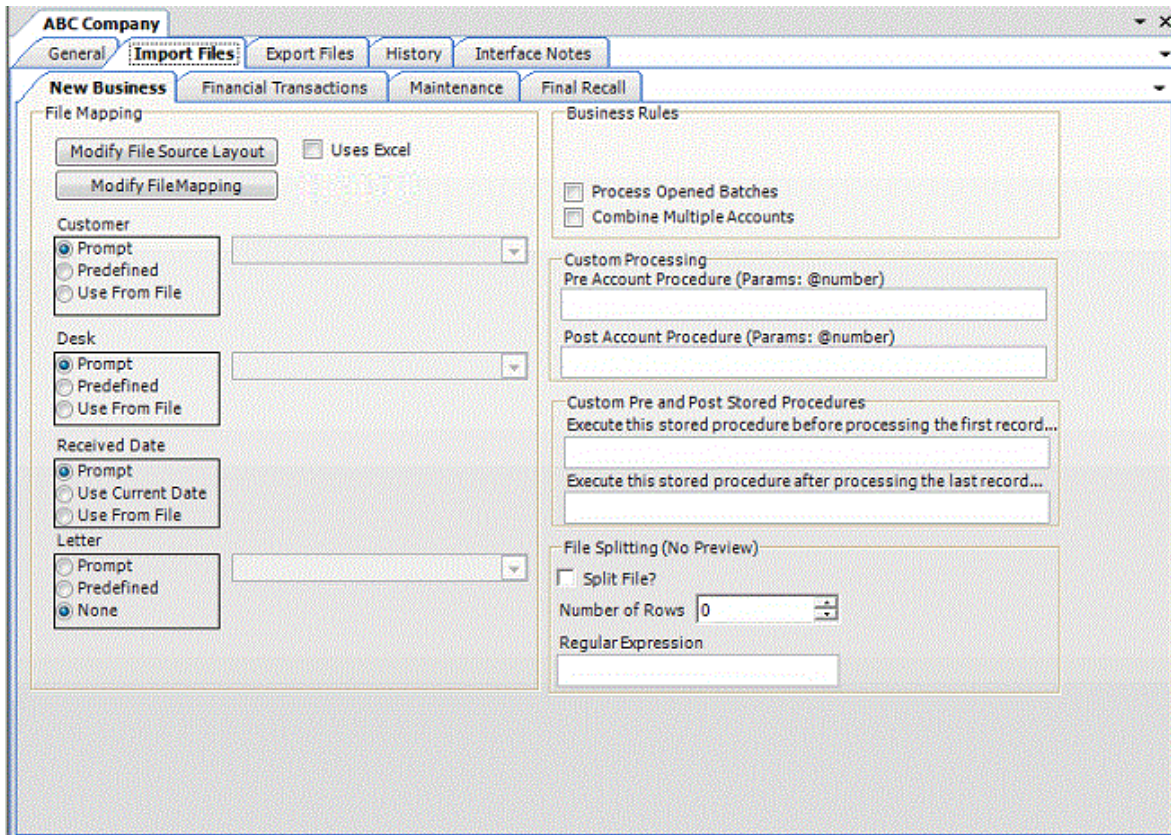
Always open entire file at once

Custom Pre and Post Stored Procedures

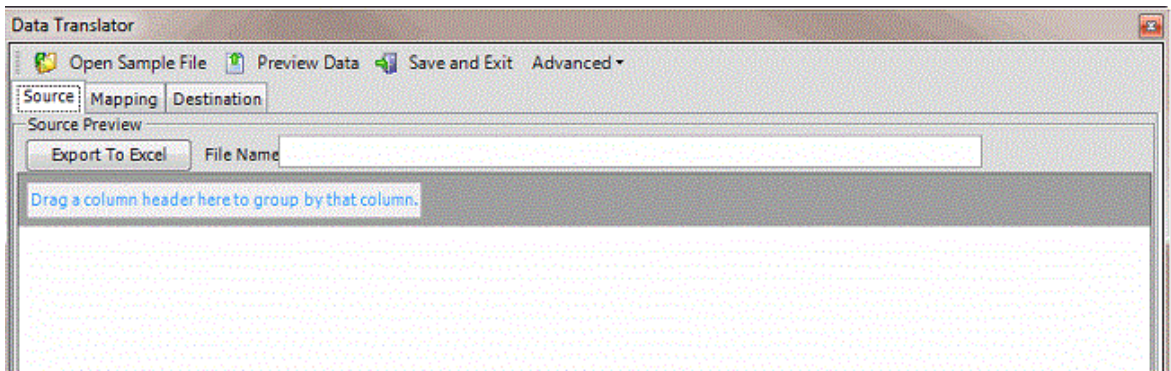
Execute this stored procedure before processing the first record...

Execute this stored procedure after processing the last record...

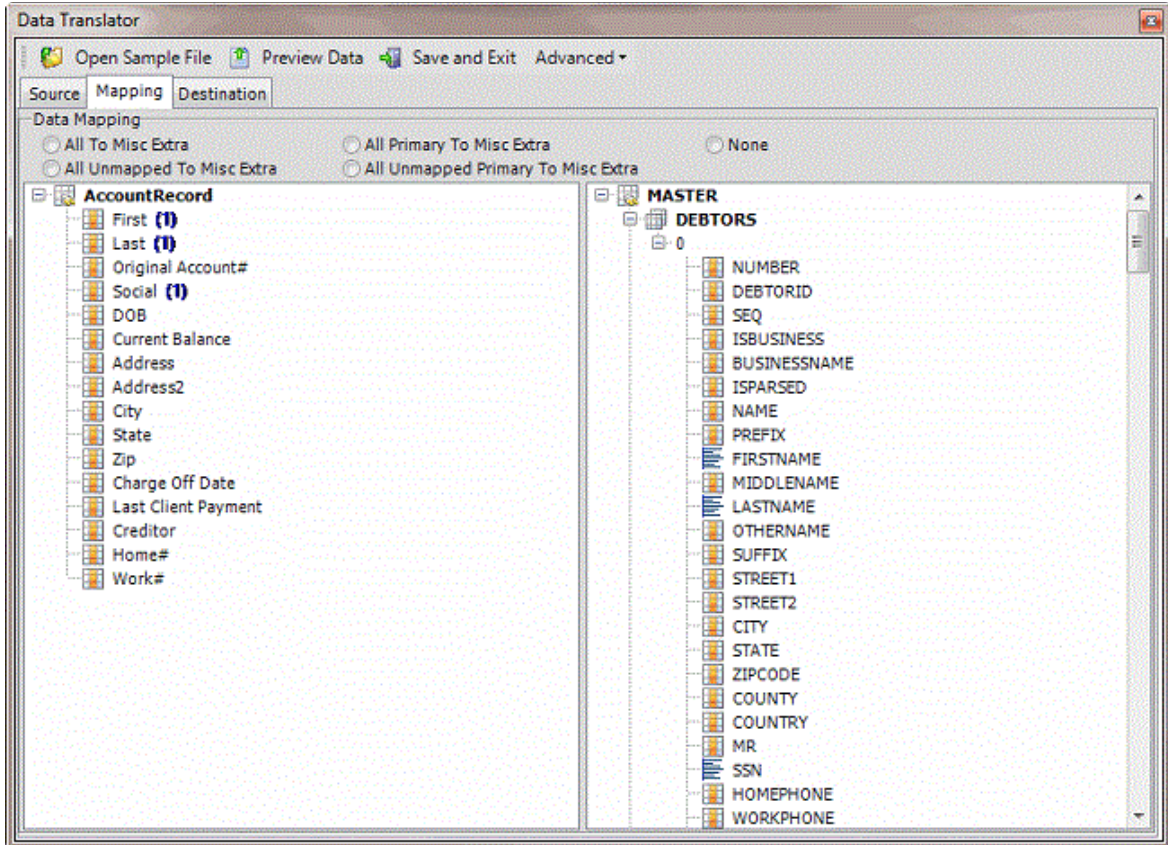
- Click the **Import Files** tab and then click the **New Business, Financial Transactions, Maintenance, or Final Recall** tab, depending on the import file type.



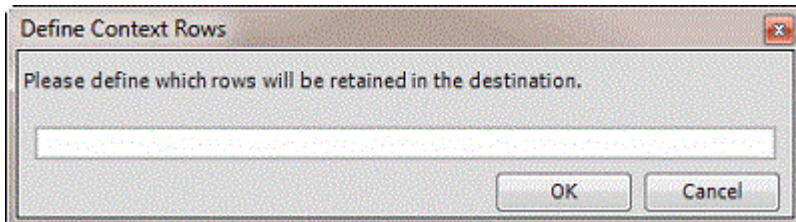
4. Click **Modify File Mapping**. The **Data Translator** window appears.



5. Click the **Mapping** tab.



- In the **Destination** pane, double-click the table name. The **Define Context Rows** dialog box appears.



- In the box, type one or more SQL statements. If a field name contains spaces, enclose it in brackets []. For more information about SQL statements, see [SQL Statements](#).

Note: Not all accounts have a co-debtor record. To prevent Exchange Manager from adding blank co-debtor records, type the following in the box: `NAME <> ''`. Note the use of single quotes, not double quotes.

SQL Statements

You can use SQL statements to limit which records to import. For information about filtering records, see [Filter Records](#).

Master table SQL statement examples

The following are examples of SQL statements that you can apply to the Master table:

SQL Statement	Verification
Account is not null	Exchange Manager only imports rows with data in the Account field.
NewBusinessFlag = "Y"	Exchange Manager only imports records where the NewBusinessFlag field contains a "Y".
Account <> ""	Exchange Manager only imports rows with data in the Account field.
[Account Name] <> ""	Exchange Manager only imports rows with data in the Account Name field.

Debtors table SQL statement examples

The following are examples of SQL statements that you can apply to the Debtors table:

SQL Statement	Verification
SSN <> ""	Exchange Manager only adds rows where the SSN field contains a social security number.
[Cosign Responsible] = "Y"	Exchange Manager only adds rows where the Cosign Responsible field contains a "Y".

Empty Rows

Besides defining source row criteria, some destination tables require certain information or Exchange Manager removes the record from the results.

Table Name	Required Field if the...
MiscExtra	Title is an empty string.
Notes	Comment is an empty string.
ExtraData	Extracode is an empty string.
Payment	Paymenttype is an empty string or the amount equals 0 (zero).
CustomerNotes	Notetext is an empty string.
HotNotes	Hotnote is an empty string.
Bankruptcy	Datefiled is an empty string.

Table Name	Required Field if the...
DebtorAssets	Description is an empty string.
LegalLedger	Description is an empty string.
CourtCases	Datefiled is not a valid date.

Exchange Manager processes this logic first, and then any custom row filter that you created. If the row passes both criteria, Exchange Manager determines whether all fields are not empty. This step is for generic tables mainly. Exchange Manager ignores identity, number, accountid, and debtorid fields because they don't require input values.

Following are the values that cause an empty field, depending on the data type:

DateTime: When year = 1.

Decimal: When value = 0.

Integer: When value = 0.

String: When value = empty string.

Boolean: When value = true (If it's the only field in the record that has a value and the value is true, it can cause issues when importing).

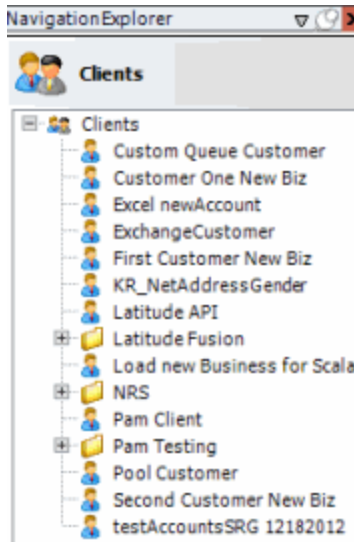
Define Multiple Row Handling

Use the **Row Definition** dialog box to define how to select a field when it exists in multiple rows. The **Row Definition** dialog box appears when you map a field in a flat file (fixed or delimited) where you set a subordinate record to MaxOccurs = *. In these cases, you specify which row to use, or identify which rows represent a valid occurrence of the record and create a new row in the table.

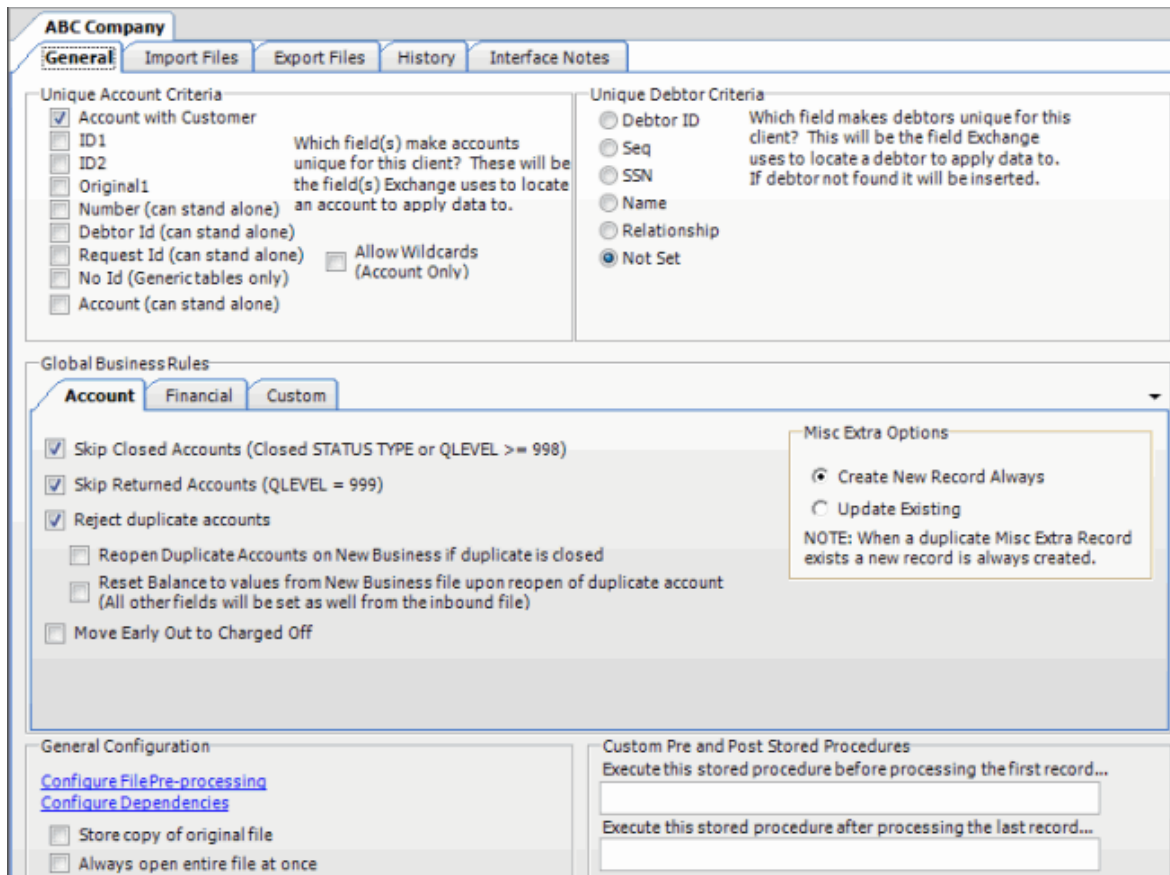
Note: Only define automatic row creation criteria for one field within the record. The **Row Definition** dialog box only appears for the first field you map.

To define multiple row handling

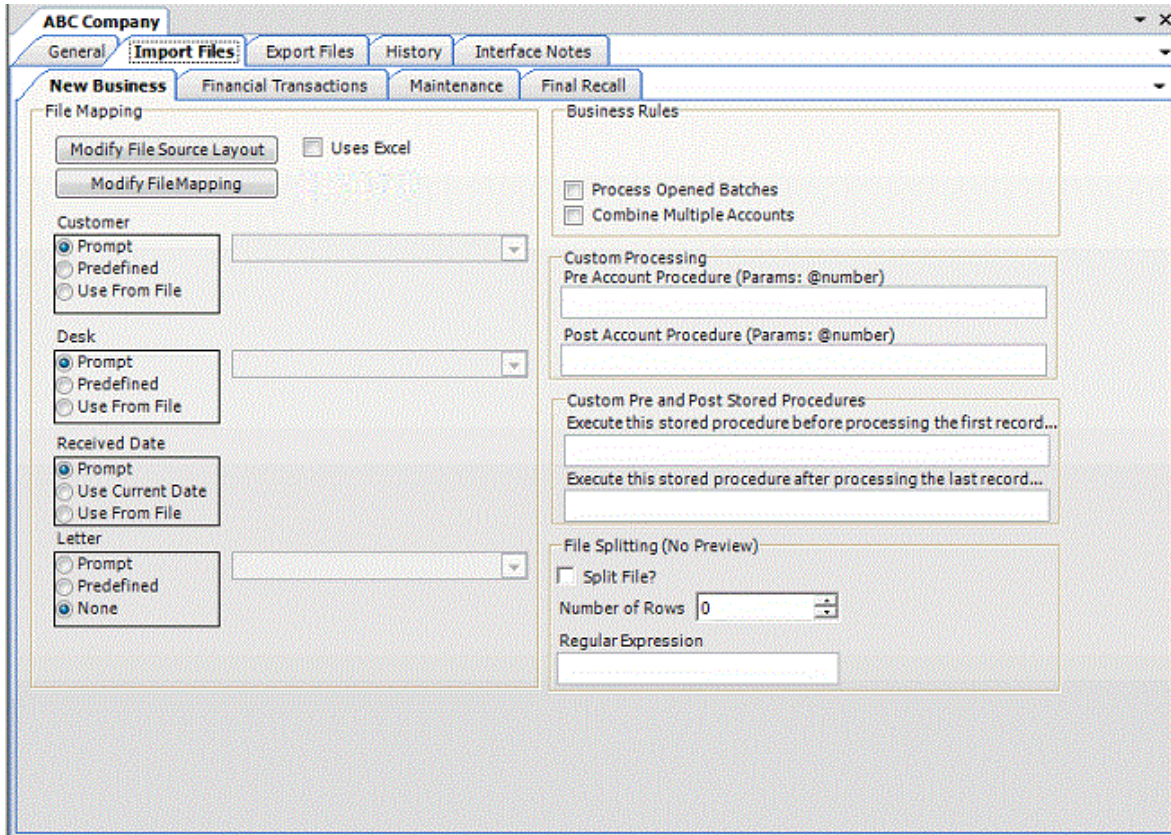
1. In the **Navigation** pane, click **Clients**.



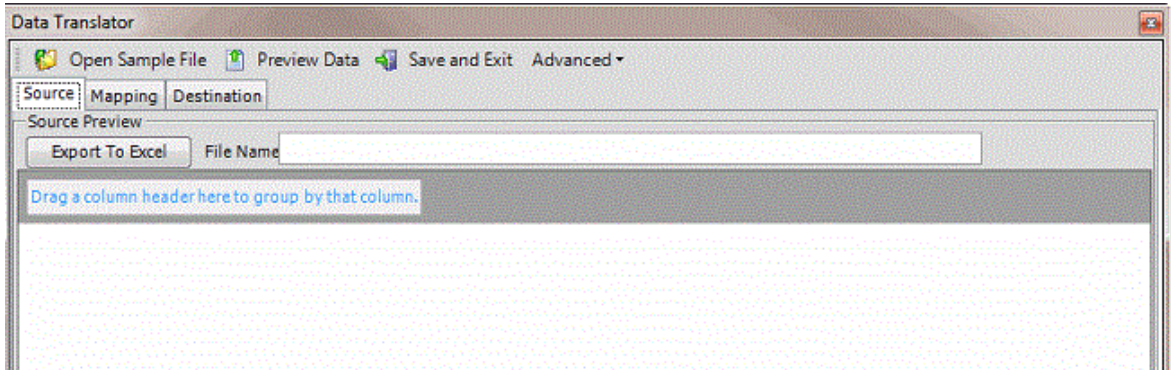
- In the **Clients** pane, expand the appropriate folder and then double-click the client. The tab for the specified client appears in the **Information** pane.



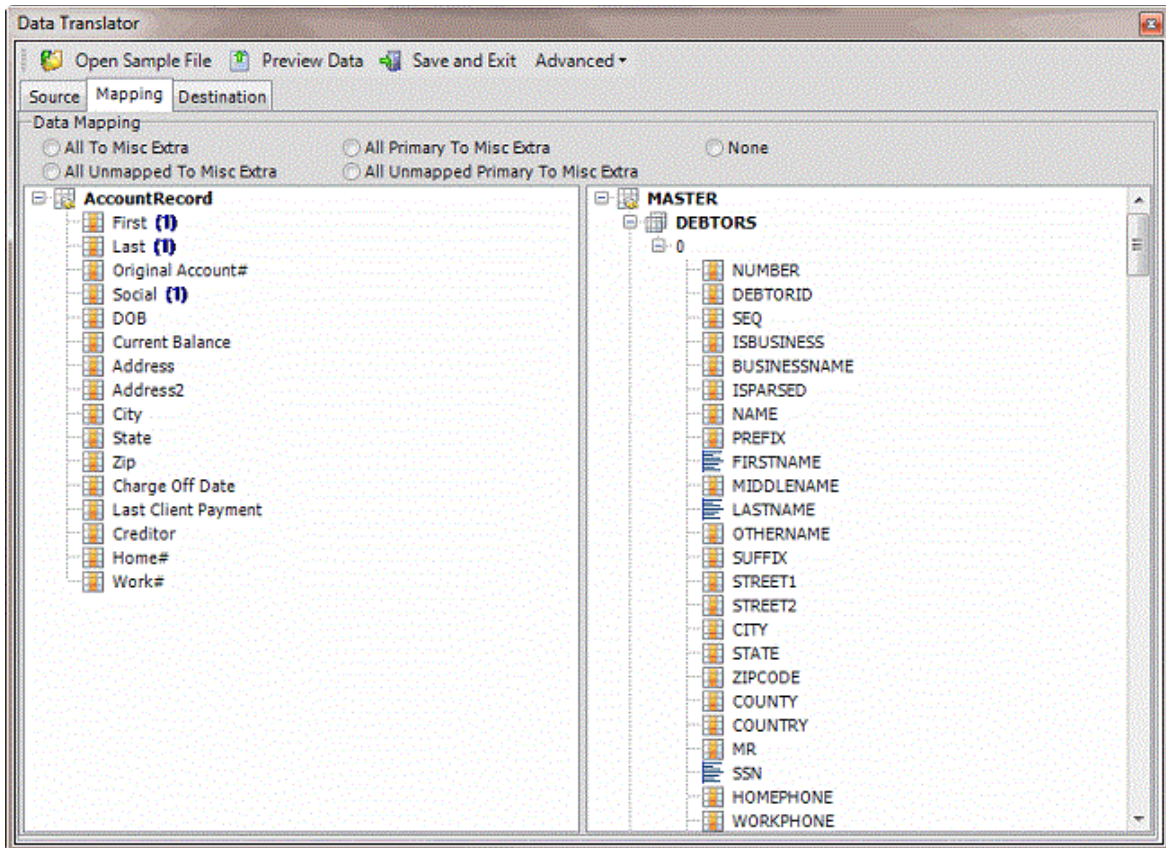
- Click the **Import Files** tab and then click the **New Business**, **Financial Transactions**, **Maintenance**, or **Final Recall** tab, depending on the import file type.



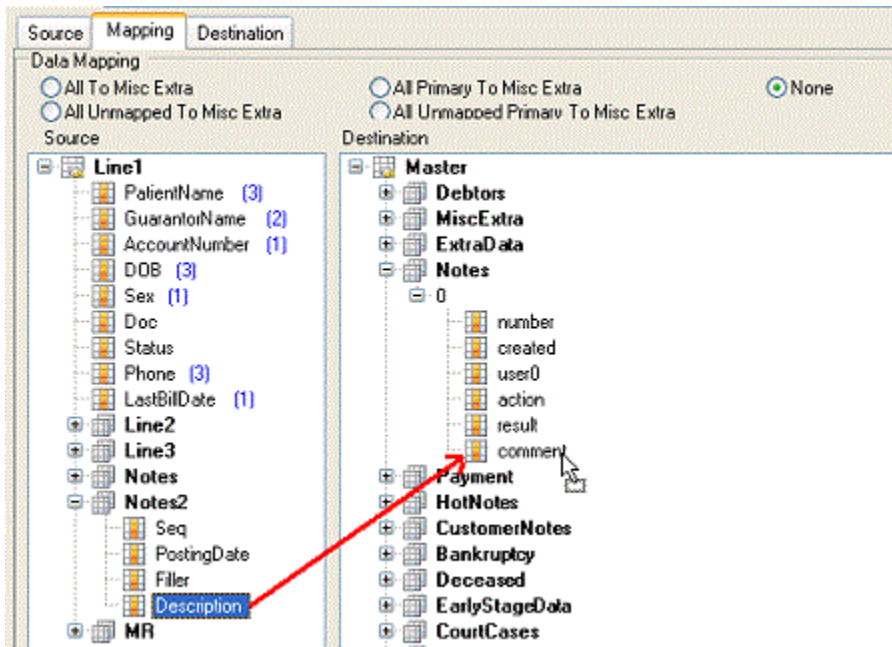
4. Click **Modify File Mapping**. The **Data Translator** window appears.



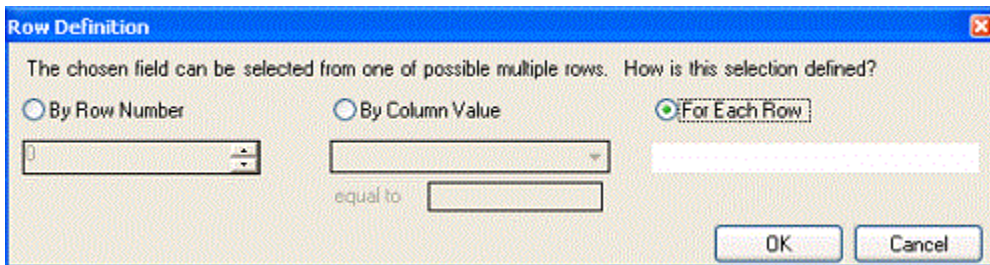
5. Click the **Mapping** tab.



6. In the **Destination** pane, expand a table (for example, Debtors) and then expand a record (for example, 0).
7. In the **Source** pane, drag a source field to a destination field in the **Destination** pane. The following example creates a note record for rows in a flat file. This file can contain multiple rows for the **Notes2** record for each account. The criterion creates a record for **Notes2** rows that have data in the **Description** field.



After mapping a field that exists in multiple rows, the **Row Definition** dialog box appears.



By Row Number: If selected, Exchange Manager selects the field based on the specified row number.

By Column Value: If selected, Exchange Manager selects the field based on the specified field and its specified value.

For Each Row: If selected, Exchange Manager creates rows dynamically based on the number of rows and the data in the row. The blank box represents a WHERE clause. You can use it to verify that data exists in the row before creating a record (<> ""). You can also specify a qualifier in the WHERE clause box. For example, "Seq < 5" tells Exchange Manager to add as records all rows containing a number less than 5 in the **Seq** field.

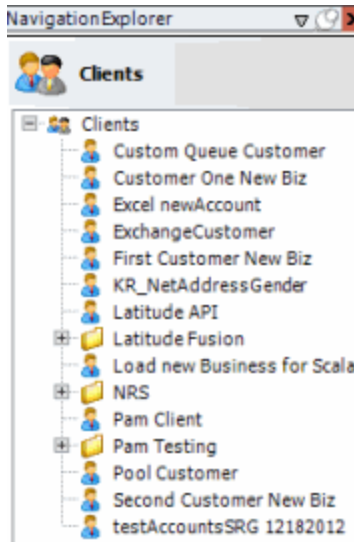
8. Complete the information and then click **OK**.

Update the Destination Schema

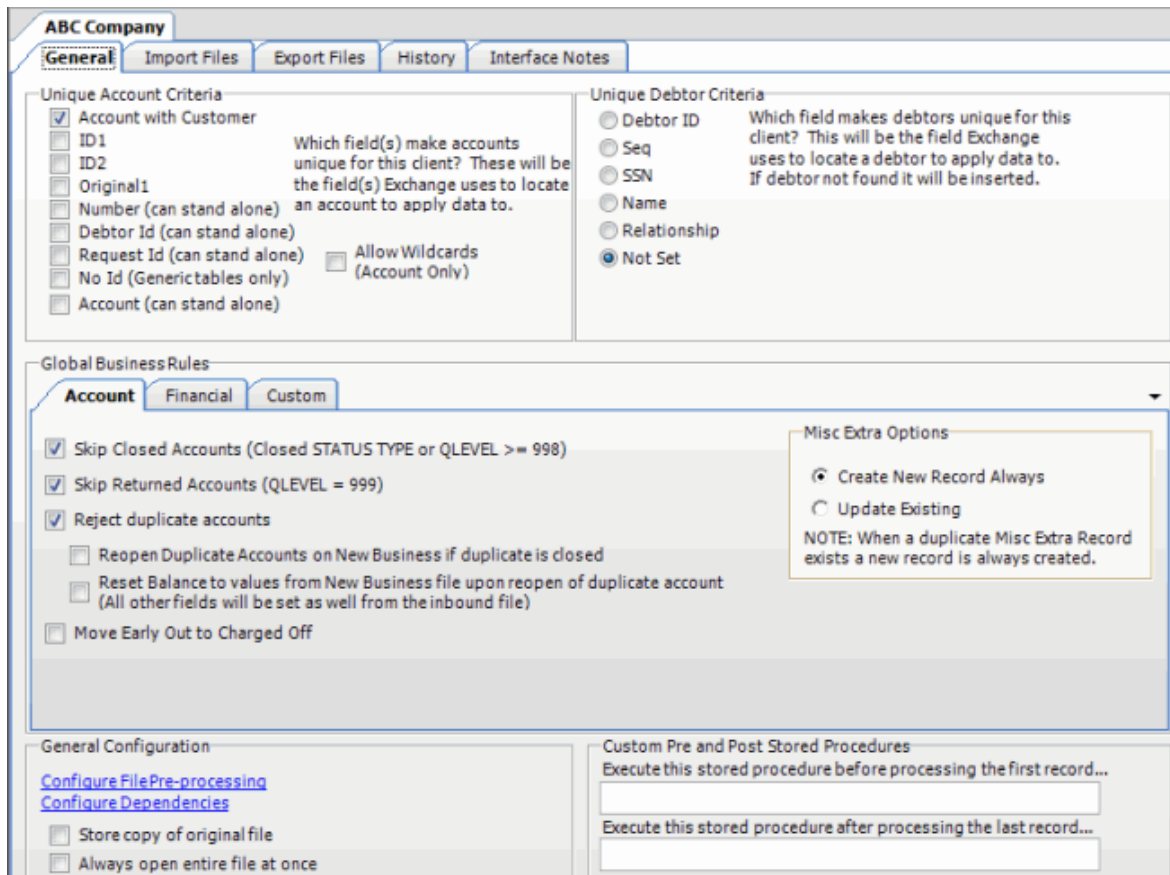
Use the **Open** dialog box to update the destination schema to include new or modified destination fields. Do this update when you update your Latitude database to a newer version, after installing Exchange Manager, or after creating the import file mappings.

To update the destination schema

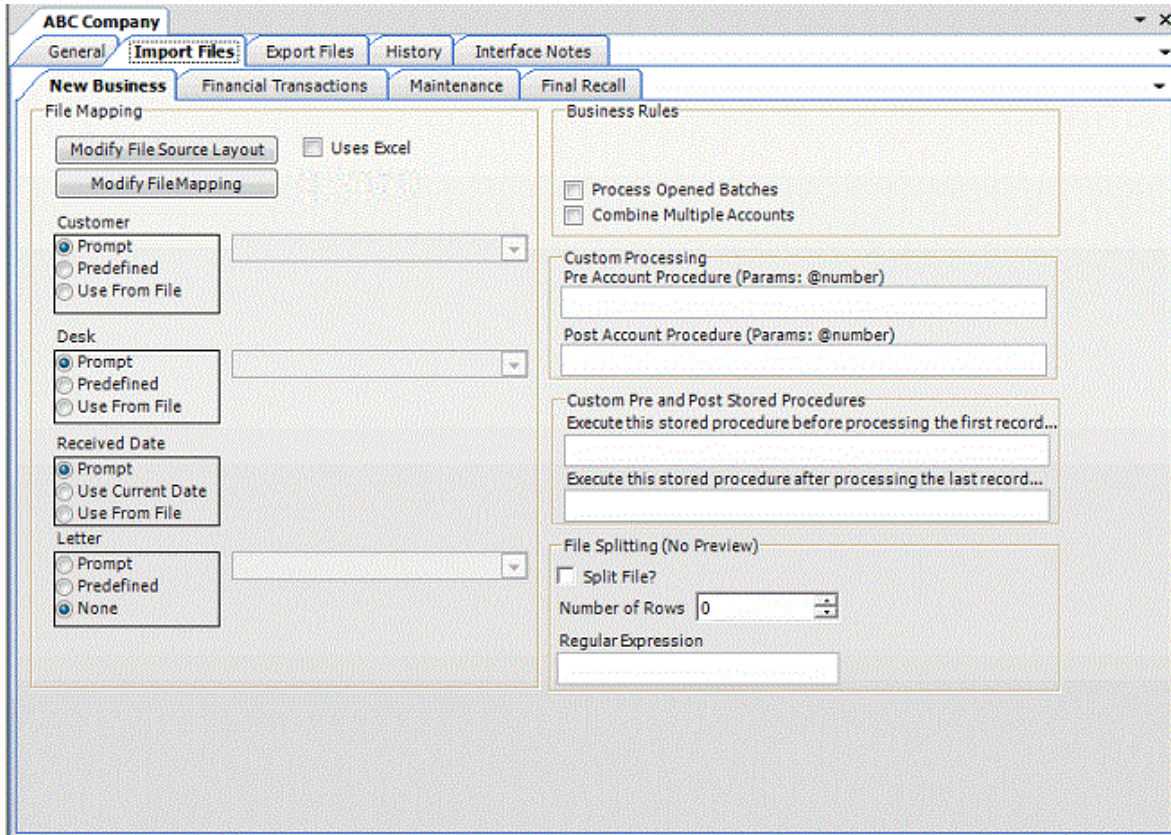
1. In the **Navigation** pane, click **Clients**.



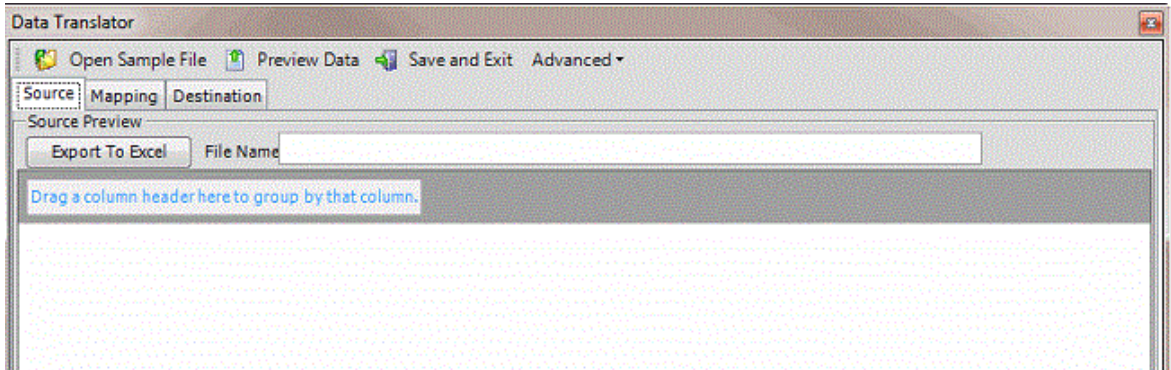
- In the **Clients** pane, expand the appropriate folder and then double-click the client. The tab for the specified client appears in the **Information** pane.



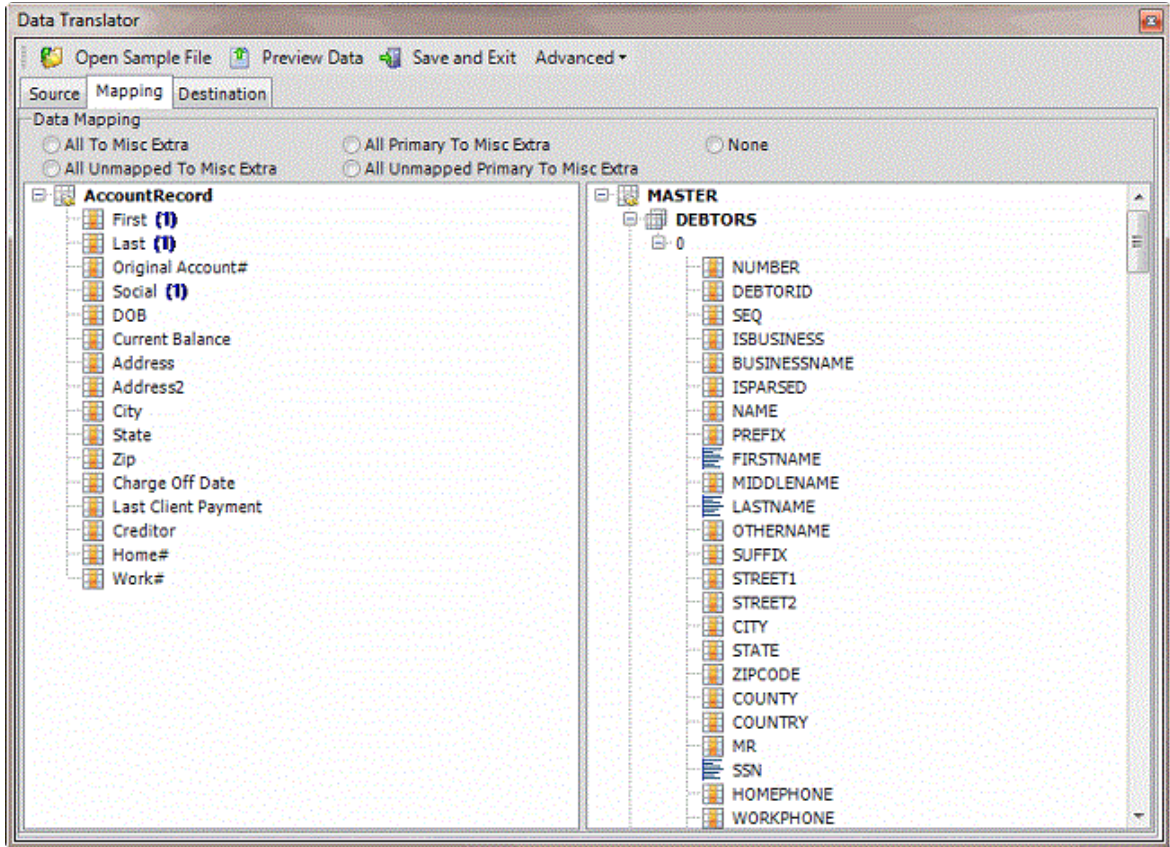
- Click the **Import Files** tab and then click the **New Business**, **Financial Transactions**, **Maintenance**, or **Final Recall** tab, depending on the import file type.



4. Click **Modify File Mapping**. The **Data Translator** window appears.



5. In the menu bar, click **Advanced > Load New Destination Schema**. The **Open** dialog box appears.
6. Open the folder that contains your Exchange Manager schemas (for example, "C:\Program Files (x86)\Interactive Intelligence\Interaction Collector\Data\ExchangeDestinationSchema") and then click the destination schema file.
7. Click **Open**. The destination schema appears on the **Mapping** tab.

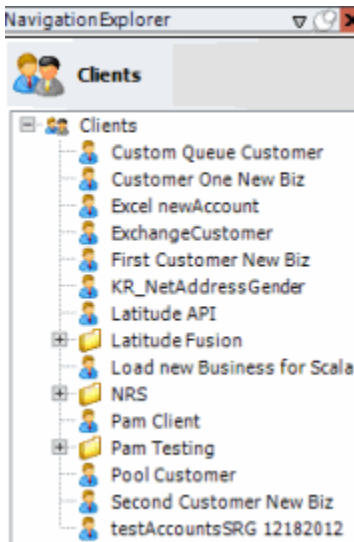


Open a Mapping Definition

Use the **Open** dialog box to open a mapping definition file so that you can view or modify the mapping of the import file to the Latitude database.

To open a mapping definition

1. In the **Navigation** pane, click **Clients**.



- In the **Clients** pane, expand the appropriate folder and then double-click the client. The tab for the specified client appears in the **Information** pane.

ABC Company

General | Import Files | Export Files | History | Interface Notes

Unique Account Criteria

- Account with Customer
- ID1 Which field(s) make accounts unique for this client? These will be the field(s) Exchange uses to locate an account to apply data to.
- ID2
- Original1
- Number (can stand alone)
- Debtor Id (can stand alone)
- Request Id (can stand alone) Allow Wildcards (Account Only)
- No Id (Generic tables only)
- Account (can stand alone)

Unique Debtor Criteria

- Debtor ID Which field makes debtors unique for this client? This will be the field Exchange uses to locate a debtor to apply data to. If debtor not found it will be inserted.
- Seq
- SSN
- Name
- Relationship
- Not Set

Global Business Rules

Account | Financial | Custom

- Skip Closed Accounts (Closed STATUS TYPE or QLEVEL >= 998)
- Skip Returned Accounts (QLEVEL = 999)
- Reject duplicate accounts
- Reopen Duplicate Accounts on New Business if duplicate is closed
- Reset Balance to values from New Business file upon reopen of duplicate account (All other fields will be set as well from the inbound file)
- Move Early Out to Charged Off

Misc Extra Options

- Create New Record Always
- Update Existing

NOTE: When a duplicate Misc Extra Record exists a new record is always created.

General Configuration

[Configure File Pre-processing](#)
[Configure Dependencies](#)

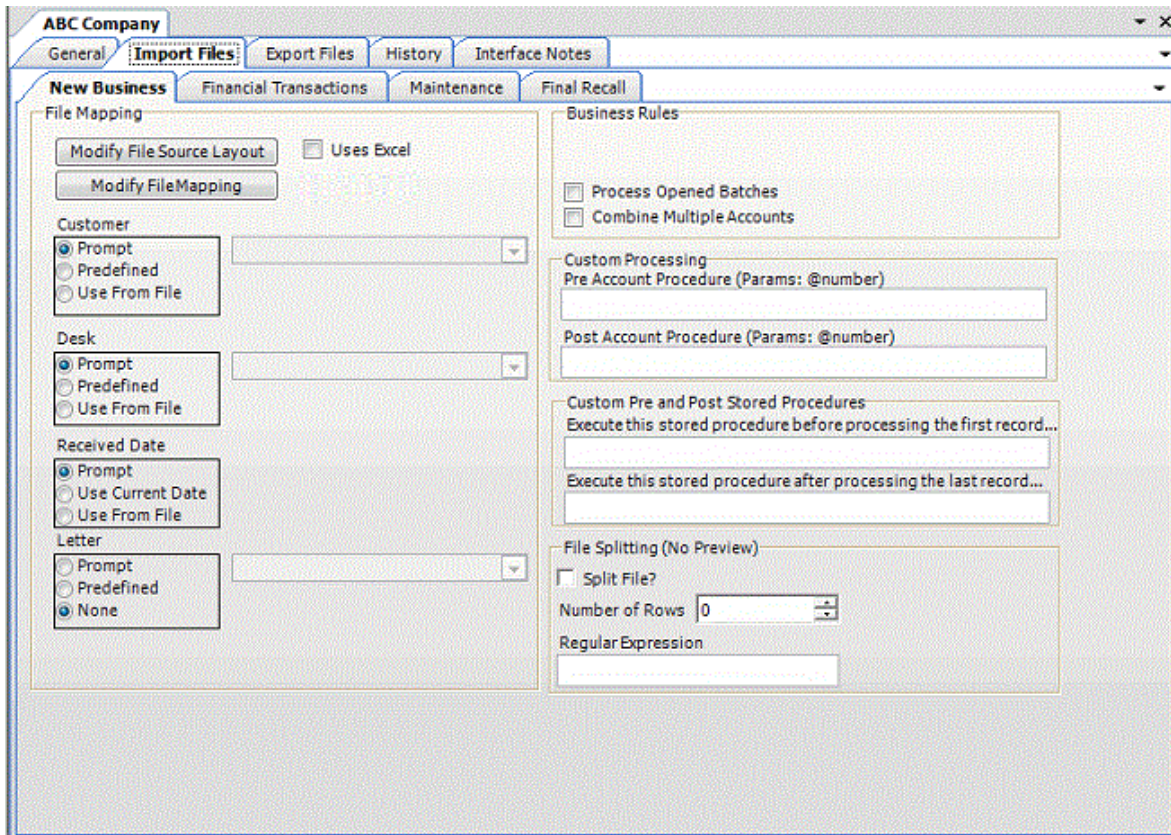
- Store copy of original file
- Always open entire file at once

Custom Pre and Post Stored Procedures

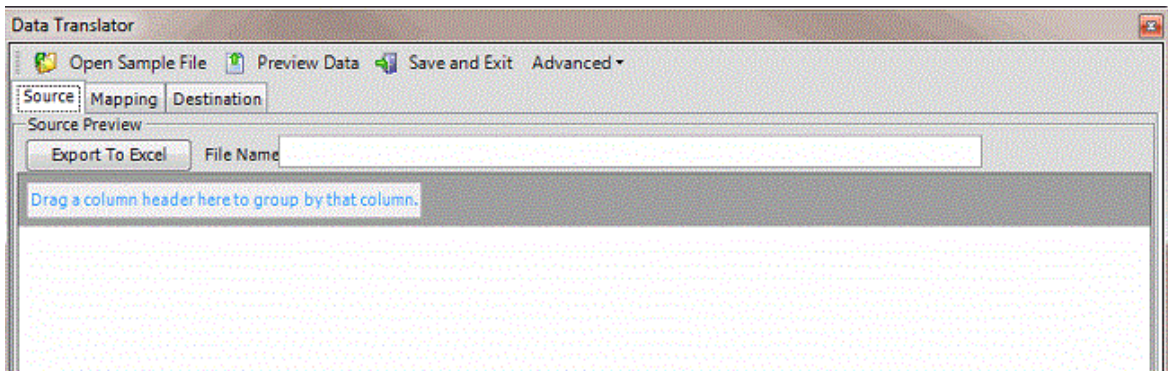
Execute this stored procedure before processing the first record...

Execute this stored procedure after processing the last record...

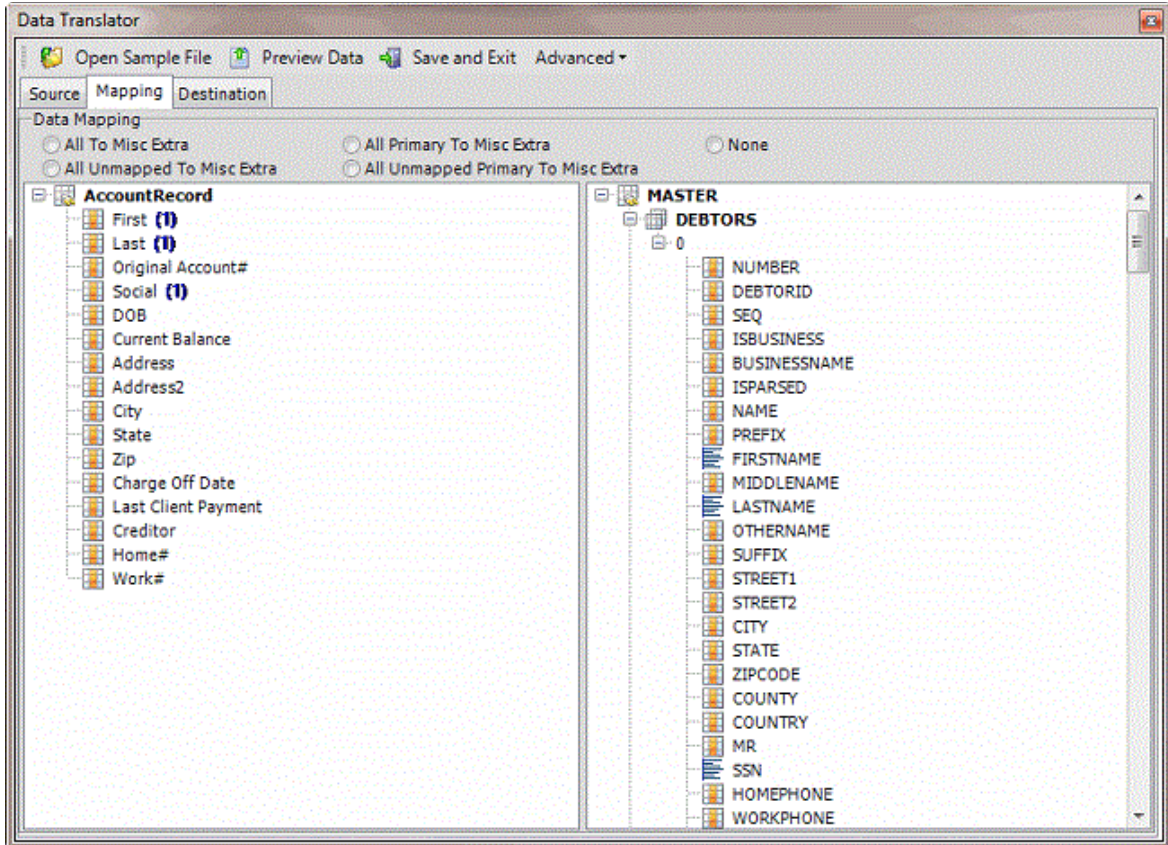
- Click the **Import Files** tab and then click the **New Business**, **Financial Transactions**, **Maintenance**, or **Final Recall** tab, depending on the import file type.



4. Click **Modify File Mapping**. The **Data Translator** window appears.



5. In the menu bar, click **Advanced > Open Mapping Definition**. The **Open** dialog box appears.
6. Click the mapping definition file and then click **Open**. The mapping definition appears on the **Mapping** tab.

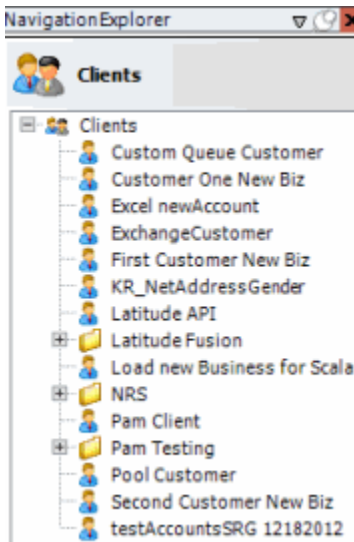


Add a Generic Table to the Destination Schema

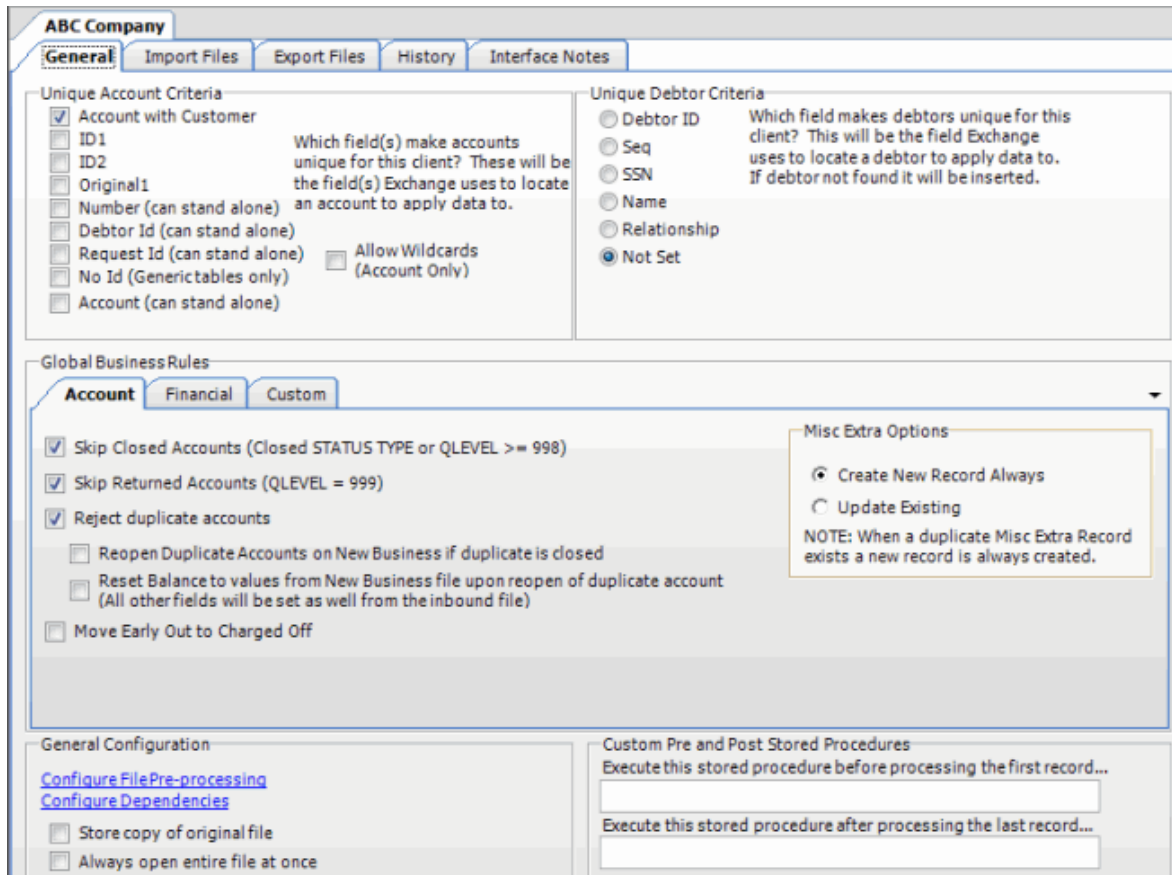
Use the **Select Table** dialog box to add a generic table to the destination schema. For more information, see [Generic Tables](#).

To add a generic table to the destination schema

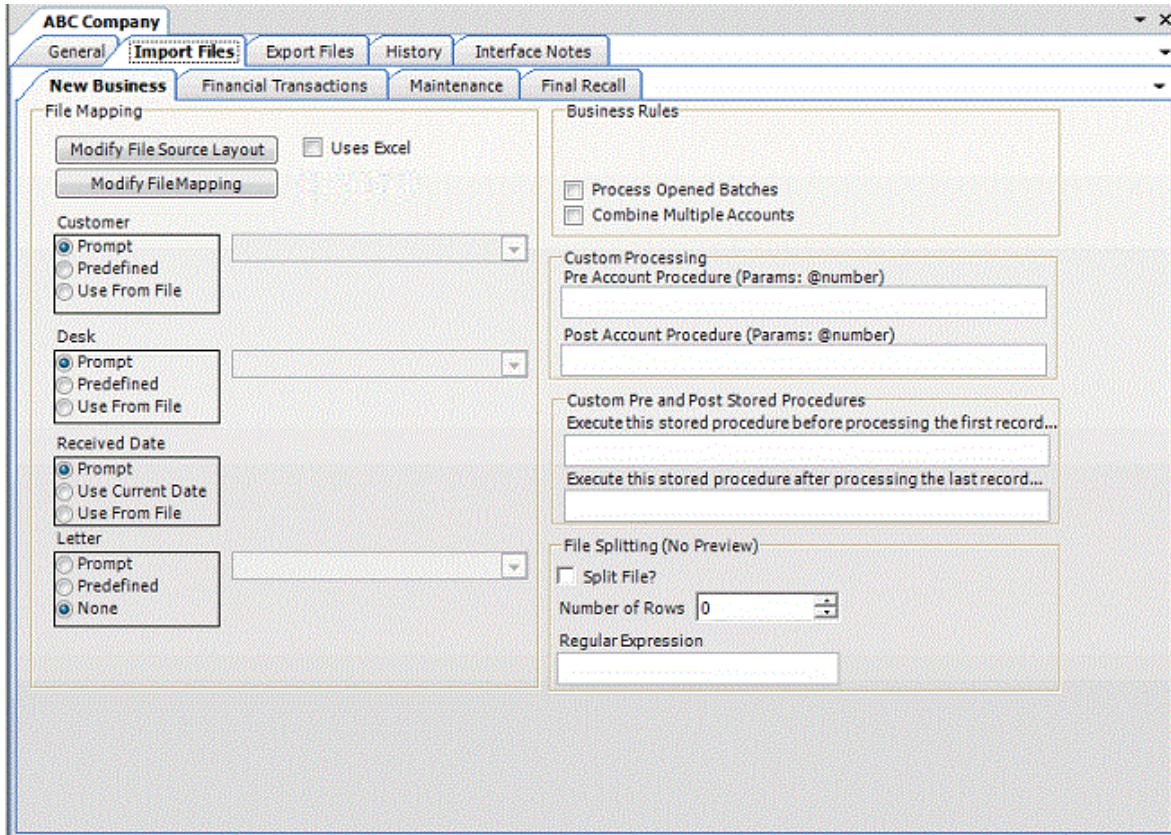
1. In the **Navigation** pane, click **Clients**.



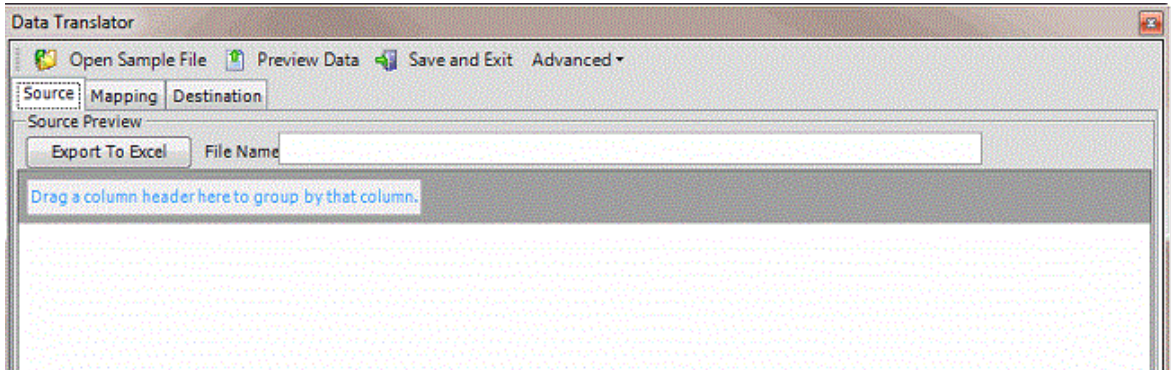
- In the **Clients** pane, expand the appropriate folder and then double-click the client. The tab for the specified client appears in the **Information** pane.



- Click the **Import Files** tab and then click the **New Business**, **Financial Transactions**, **Maintenance**, or **Final Recall** tab, depending on the import file type.



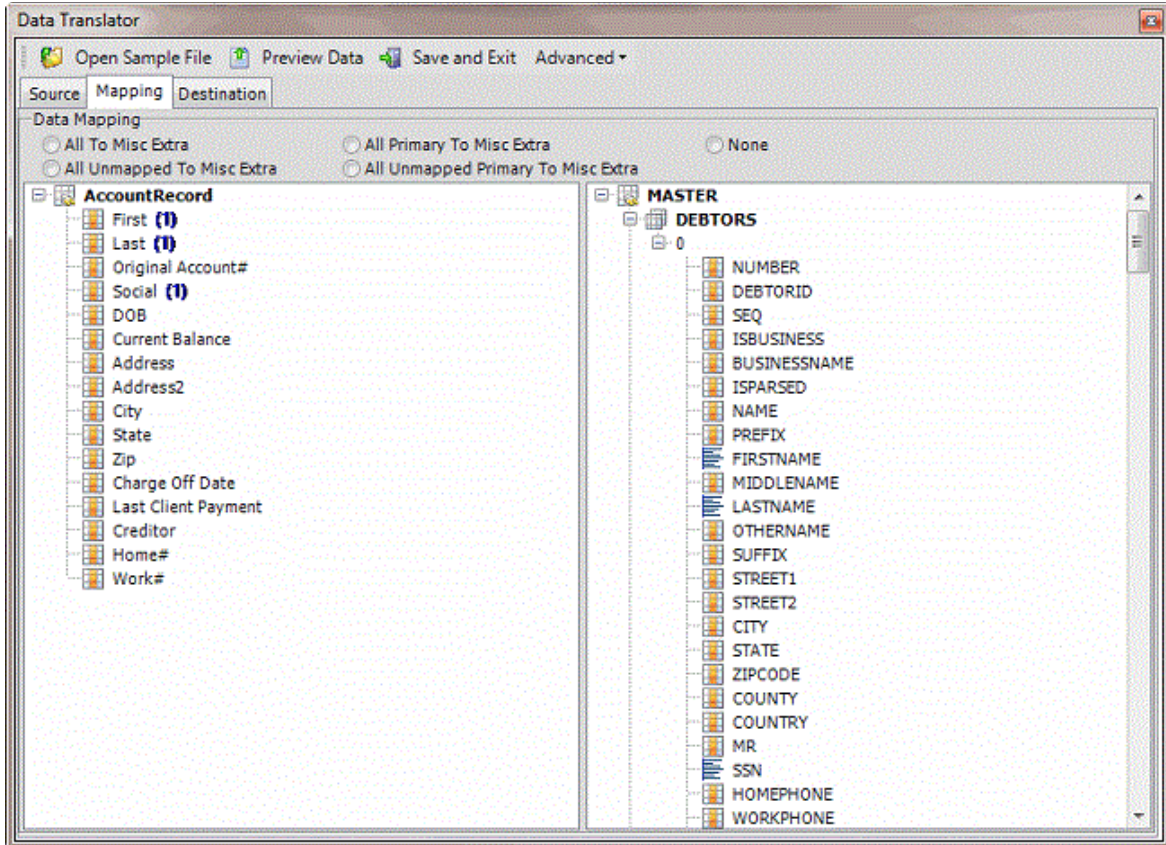
4. Click **Modify File Mapping**. The **Data Translator** window appears.



5. In the menu bar, click **Advanced > Add Generic Table to Dest Schema**. The **Select Table** dialog box appears.



6. In the **Table** list box, click the table to add and then click **OK**. Exchange adds the table to the **Mapping** tab.



Generic Tables

A generic table is a table in the Latitude database that isn't already in the default mapping locations. For example, a custom table that your organization or Latitude by Genesys created that's not in the Latitude schema.

Notes:

- If Exchange Manager displays an "object reference not set to an instance of an object" message when you're adding a generic table, modify the table design and include a primary key.
- Complete the table design before you add the table to Exchange Manager. Otherwise, you either have to remove the table from the mapping; add it back; and map it again, or you have to export the mapping translation XML and edit it manually.
- Exchange Manager populates columns in the table labeled "Number," "Accountid," or "Debtoid" with the file number it finds after doing the account lookup; you don't have to map them.
- Exchange Manager doesn't truncate fields in a generic table before inserting them when the data is too long. Instead, Exchange Manager displays a failed insert message and adds an exception to the trace log. To resolve the issue, increase the destination field size so that it's larger than the source, or run C# on the table so that Exchange Manager doesn't attempt to insert data that's too long.

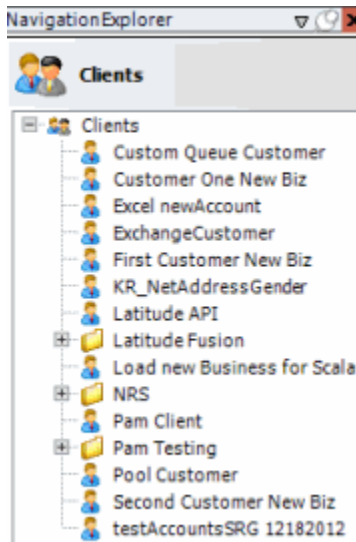
Add Address Table

Use the **Mapping** tab to add the Latitude Address table so that you can map customer addresses and import the addresses into Latitude. You can only import addresses into the Address table for new business. You cannot import addresses to update records.

Note: Your organization must configure Exchange to allow you to add the Address table. For more information, see "Configure Exchange" in the *Latitude Installation and Configuration Guide*.

To add the Address table

1. In the **Navigation** pane, click **Clients**.



2. In the **Clients** pane, expand the appropriate folder and then double-click the client. The tab for the specified client appears in the **Information** pane.

ABC Company

General | Import Files | Export Files | History | Interface Notes

Unique Account Criteria

Account with Customer
 ID1
 ID2
 Original1
 Number (can stand alone)
 Debtor Id (can stand alone)
 Request Id (can stand alone)
 No Id (Generic tables only)
 Account (can stand alone)

Which field(s) make accounts unique for this client? These will be the field(s) Exchange uses to locate an account to apply data to.

Allow Wildcards (Account Only)

Unique Debtor Criteria

Debtor ID
 Seq
 SSN
 Name
 Relationship
 Not Set

Which field makes debtors unique for this client? This will be the field Exchange uses to locate a debtor to apply data to. If debtor not found it will be inserted.

Global Business Rules

Account | Financial | Custom

Skip Closed Accounts (Closed STATUS TYPE or QLEVEL >= 998)
 Skip Returned Accounts (QLEVEL = 999)
 Reject duplicate accounts
 Reopen Duplicate Accounts on New Business if duplicate is closed
 Reset Balance to values from New Business file upon reopen of duplicate account (All other fields will be set as well from the inbound file)
 Move Early Out to Charged Off

Misc Extra Options

Create New Record Always
 Update Existing
 NOTE: When a duplicate Misc Extra Record exists a new record is always created.

General Configuration

[Configure File Pre-processing](#)
[Configure Dependencies](#)

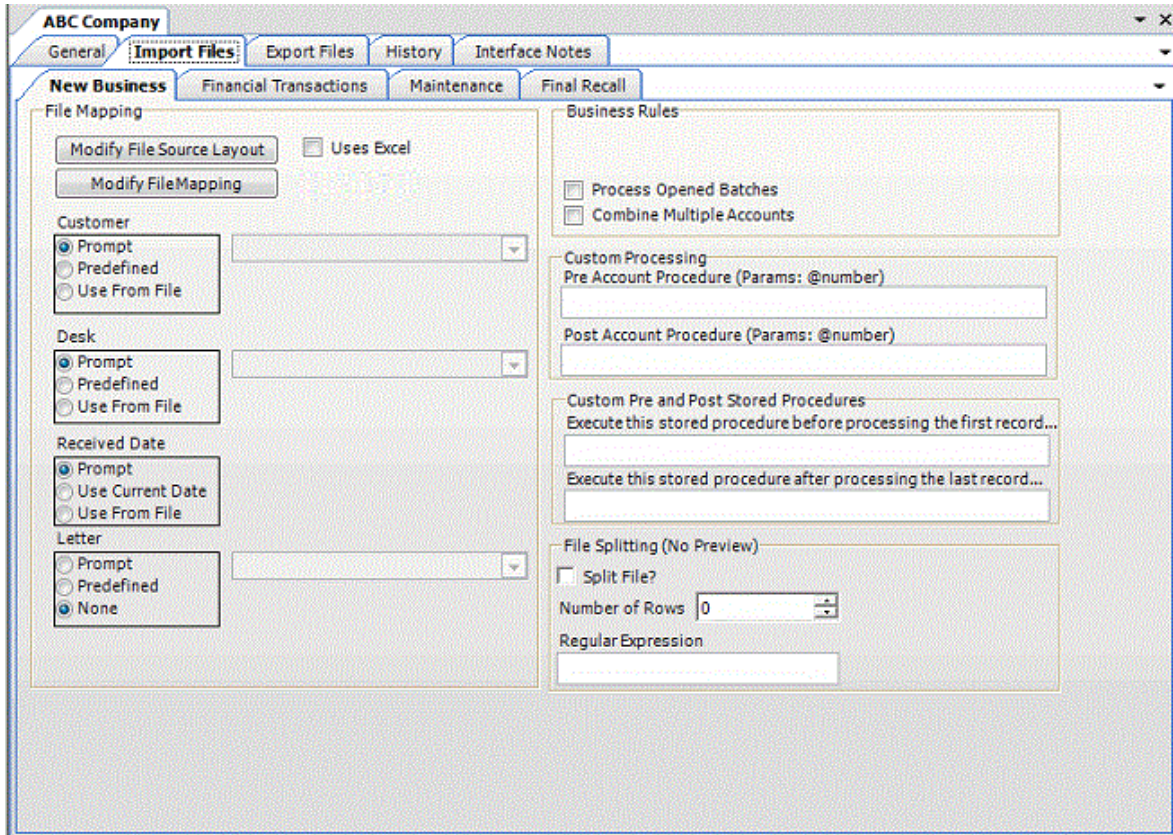
Store copy of original file
 Always open entire file at once

Custom Pre and Post Stored Procedures

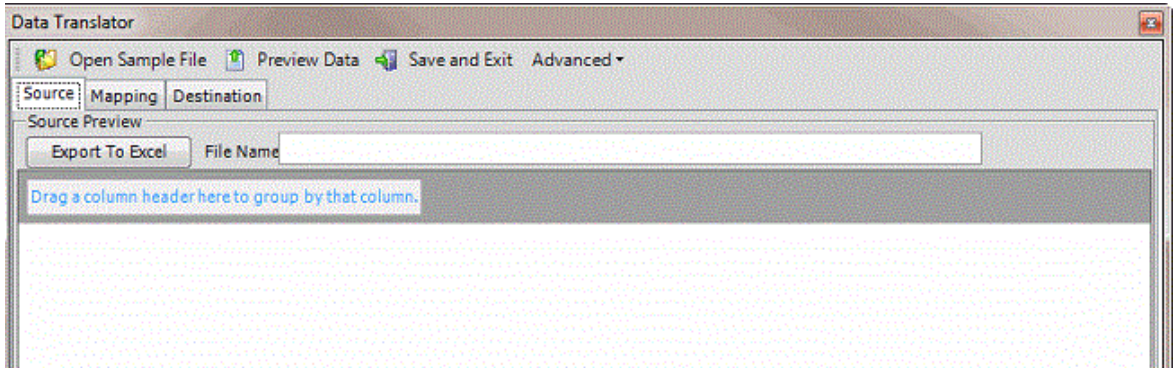
Execute this stored procedure before processing the first record...

 Execute this stored procedure after processing the last record...

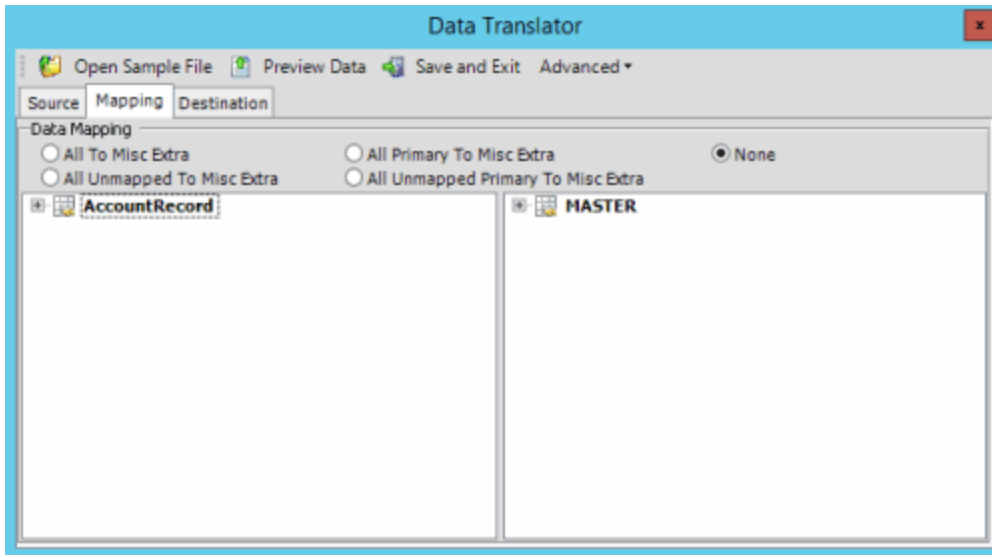
3. Click the **Import Files** tab and then click the **New Business, Financial Transactions, Maintenance, or Final Recall** tab, depending on the import file type.



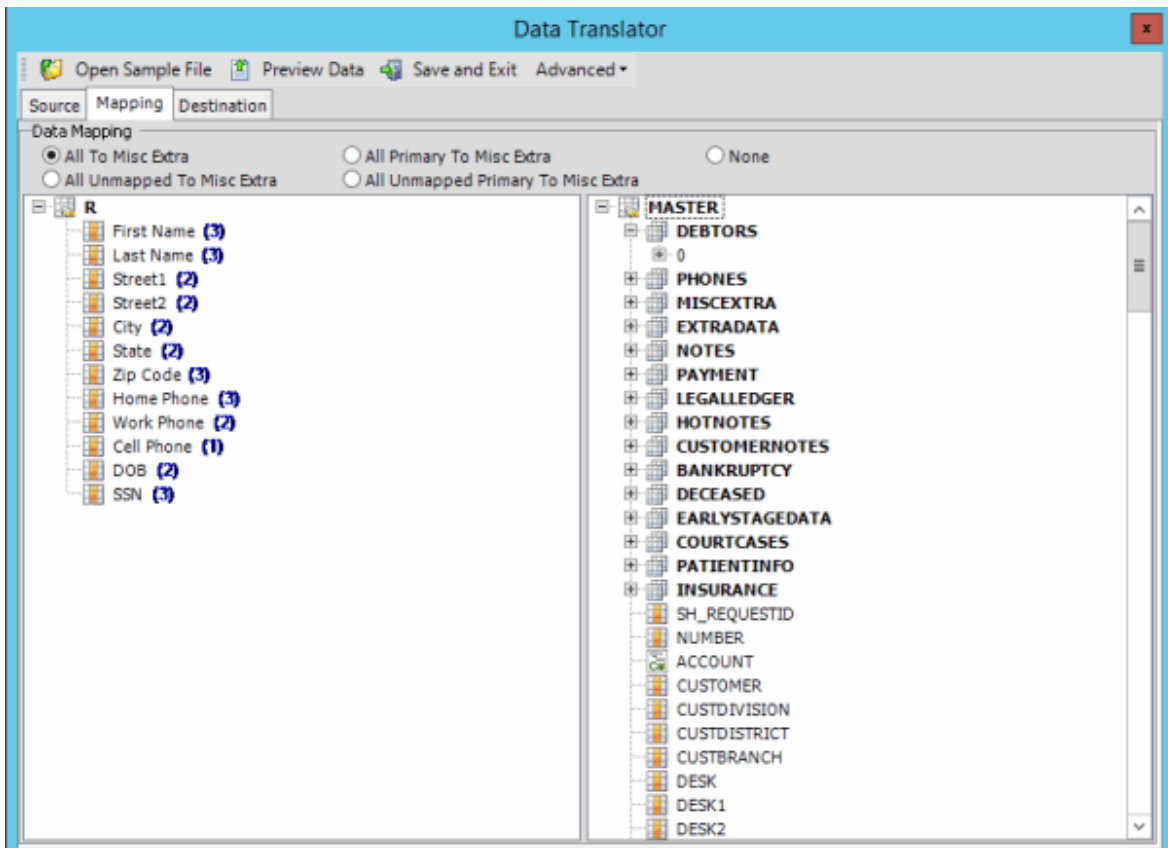
4. Click **Modify File Mapping**. The **Data Translator** window appears.



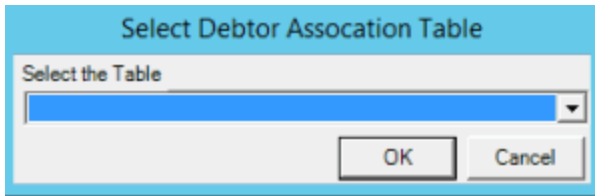
5. Click the **Mapping** tab.



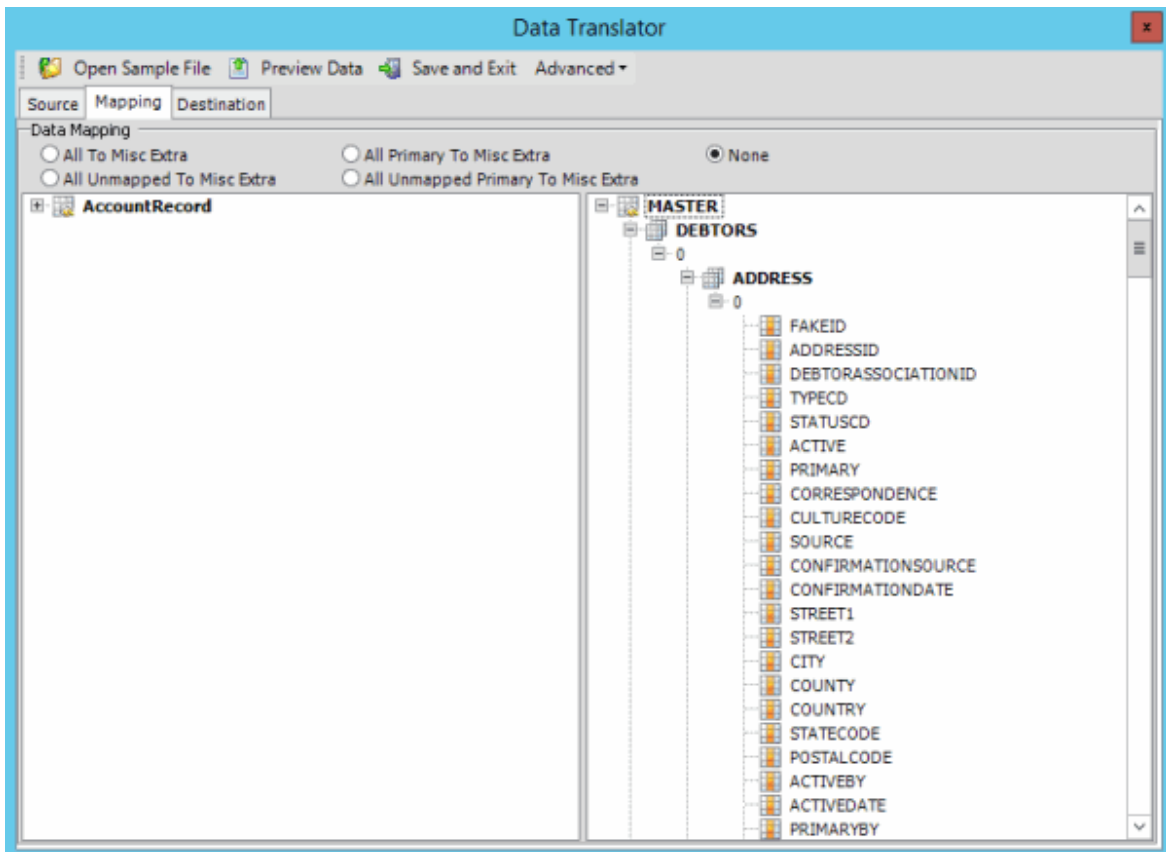
- In the **Destination** pane, expand the **Master** node and then expand the **Debtors** node.



- Right-click the 0 (zero) node and then click **Add Debtor Association Table**. The **Select Debtor Association Table** dialog box appears.



8. In the **Select the Table** list box, click **Address** and then click **OK**. The Address table appears in the **Destination** pane.



You can now map your source fields to the Address table and then import the addresses for new business. For more information about mapping, see [Map Source Fields to Destination Fields](#). For more information about importing, see [Import a New Business File](#).

File Import

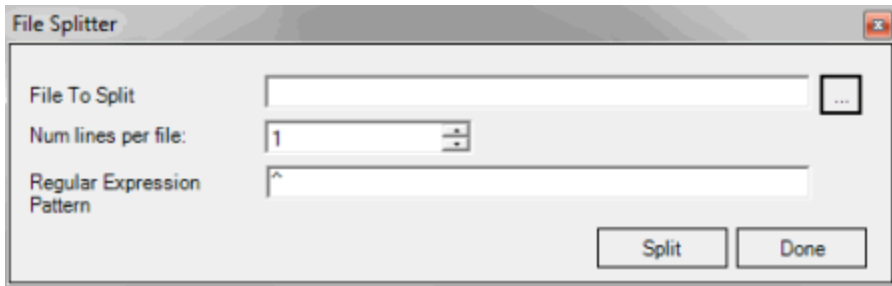
Exchange Manager requires a client configuration before allowing you to import a file. Once you create the client configuration, you can import files received from that client as often as necessary.

Split a File

Use the **File Splitter** dialog box to split a file into multiple files. You can split an import file before importing it and split an export file after exporting it.

To split a file

1. From the menu bar, click **Tools > Split File**. The **File Splitter** dialog box appears.



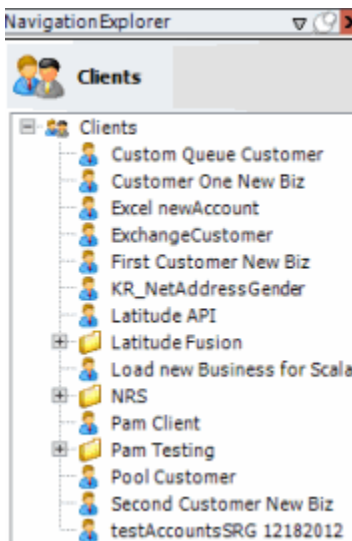
2. Click the ellipsis next to **File to Split**.
3. In the **Open** dialog box, click the file to split and then click **Open**. The path and file name appear in the **File to Split** box.
4. In the **Num lines per file** box, type or click the number of records to include in each file. For example, if you have a file with 100 records and set this number to 25, the system splits the file into 4 separate files with 25 records each.
5. In the **Regular Expression Pattern** box, type the character for the regular expression to match to identify a new record.
6. Click **Split**.

Import a New Business File

Use the **Import New Business** dialog box to import new business. Set up the client, desk, and initial letter in Latitude before importing new business. You must configure Exchange Manager for importing files. For more information, see [Import Files](#).

To import a new business file

1. In the **Navigation** pane, click **Clients**.



2. In the **Clients** pane, expand the appropriate folder and then double-click the client. The tab for the specified client appears in the **Information** pane.

ABC Company

General | Import Files | Export Files | History | Interface Notes

Unique Account Criteria

- Account with Customer
- ID1
- ID2
- Original1
- Number (can stand alone)
- Debtor Id (can stand alone)
- Request Id (can stand alone)
- No Id (Generic tables only)
- Account (can stand alone)

Which field(s) make accounts unique for this client? These will be the field(s) Exchange uses to locate an account to apply data to.

Allow Wildcards (Account Only)

Unique Debtor Criteria

- Debtor ID
- Seq
- SSN
- Name
- Relationship
- Not Set

Which field makes debtors unique for this client? This will be the field Exchange uses to locate a debtor to apply data to. If debtor not found it will be inserted.

Global Business Rules

Account | Financial | Custom

- Skip Closed Accounts (Closed STATUS TYPE or QLEVEL >= 998)
- Skip Returned Accounts (QLEVEL = 999)
- Reject duplicate accounts
- Reopen Duplicate Accounts on New Business if duplicate is closed
- Reset Balance to values from New Business file upon reopen of duplicate account (All other fields will be set as well from the inbound file)
- Move Early Out to Charged Off

Misc Extra Options

- Create New Record Always
- Update Existing

NOTE: When a duplicate Misc Extra Record exists a new record is always created.

General Configuration

[Configure File Pre-processing](#)
[Configure Dependencies](#)

- Store copy of original file
- Always open entire file at once

Custom Pre and Post Stored Procedures

Execute this stored procedure before processing the first record...

Execute this stored procedure after processing the last record...

- From the menu bar, click **File > Import > New Business**. The **Import New Business** dialog box appears. The options available for selection depend on how your organization configured the new business import file. For more information, see [Configure a New Business Import File](#).

Import New Business

Customer: [Dropdown] Choose Import Directory

Desk: [Dropdown]

Letter: [Dropdown]

Received Date: 12/03/2014 [Dropdown]

Choose Import File: [Text Box] ...

Drag a column header here to group by that column.

Number of Records: [Text Box] Sum of Balances: [Text Box]

Sum of Principal: [Text Box] Export to Excel

Import Cancel

- If applicable (depending on the import file configuration), specify the client and desk to import, and the initial letter.
- In the **Received Date** box, click the date you received the import file.

6. Click the ellipsis (...) next to the **Choose Import File** box.
7. In the **Open** dialog box, click the file to import and then click **Open**. Data in the import file appears in the data grid in the lower section of the **Import New Business** dialog box.

Import New Business

Customer: 0000001 Choose Import Directory

Desk: NEW

Received Date: 12/24/2015

Choose Import File: C:\Users\barbara.martin\Desktop\NB CRF Master testing .xls

Drag a column header here to group by that column.

Identity	SH_REQUESTID	NUMBER	ACCOUNT	CUSTOMER
0	0	0	1111100000	0000001
1	0	0	1111155555	0000001

Number of Records: 2 Sum of Balances: 5000000.0

Sum of Principal: 5000000 Export to Excel Import Cancel

Number of Records: Number of records in the import file.

Sum of Principal: Total amount of principal for all records in the import file.

Sum of Balances: Total account balance for all records in the import file.

8. To expand a row and view its details, click the plus sign (+).
9. To export the information to an Excel file so that you can review the data before importing, click **Export to Excel**.
10. When you are ready to import the file, click **Import**. The **Import New Business** dialog box closes and the import progress appears in the lower section of the **New Business** tab.

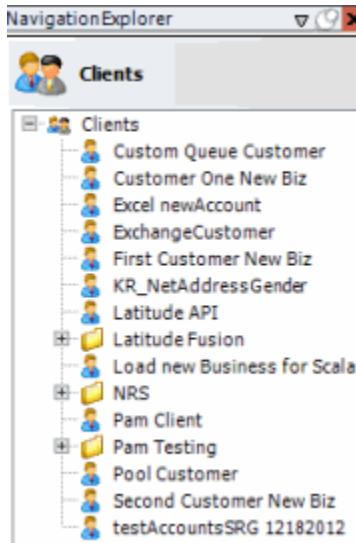
Import a Financial Transaction File

Use the **Import Financial Transactions** dialog box to import financial transactions. You must configure Exchange Manager for importing files. For more information, see [Import Files](#).

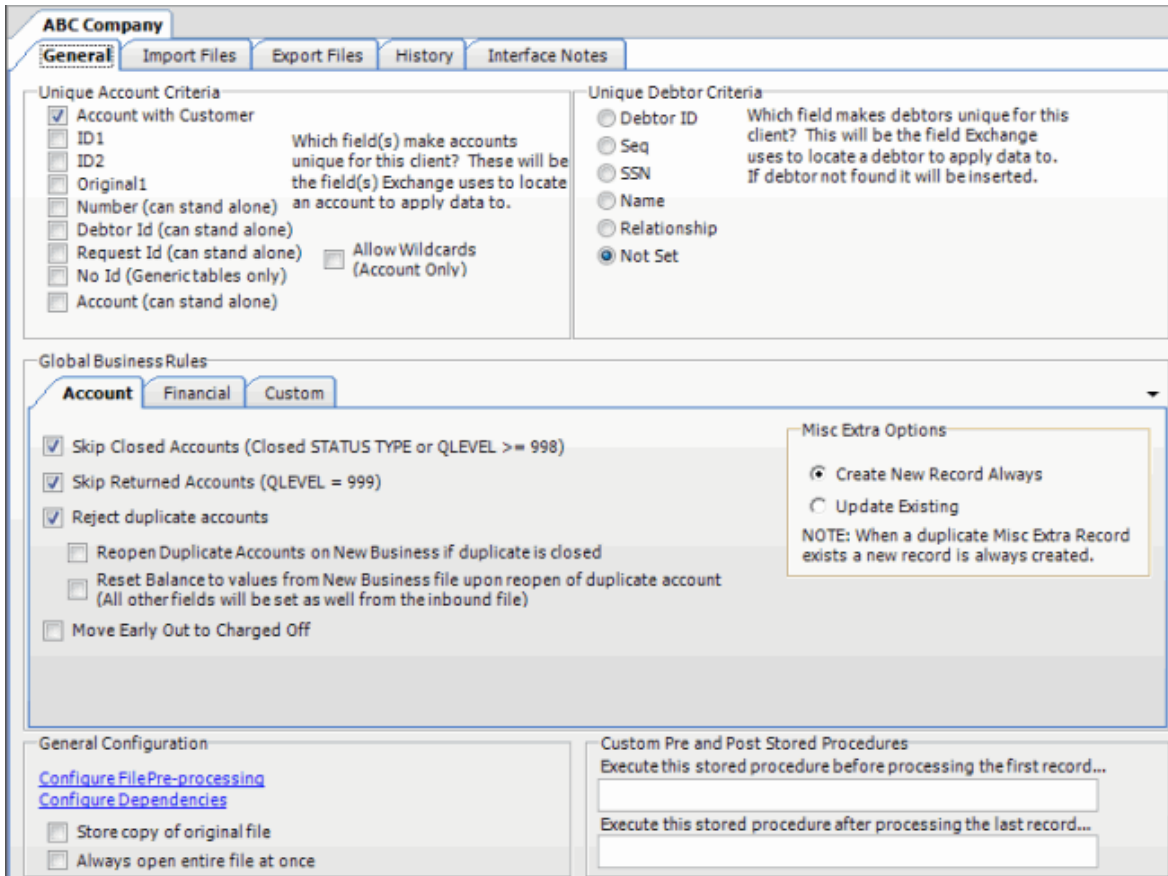
Note: After importing financial transactions, process the transactions in Latitude to apply the payments to the accounts.

To import a financial transaction file

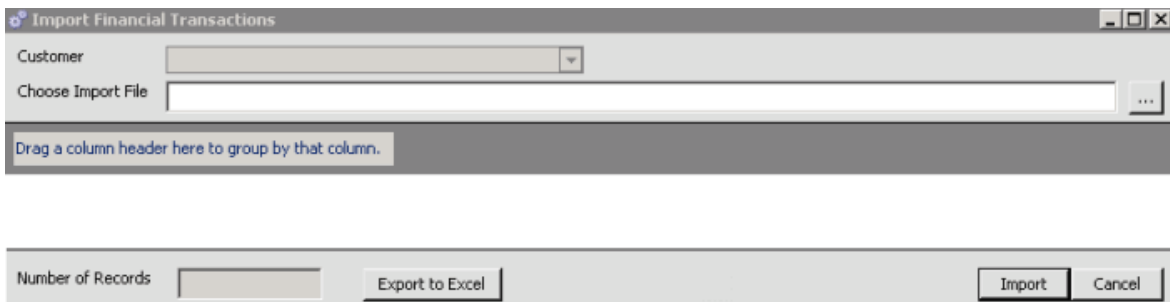
1. In the **Navigation** pane, click **Clients**.



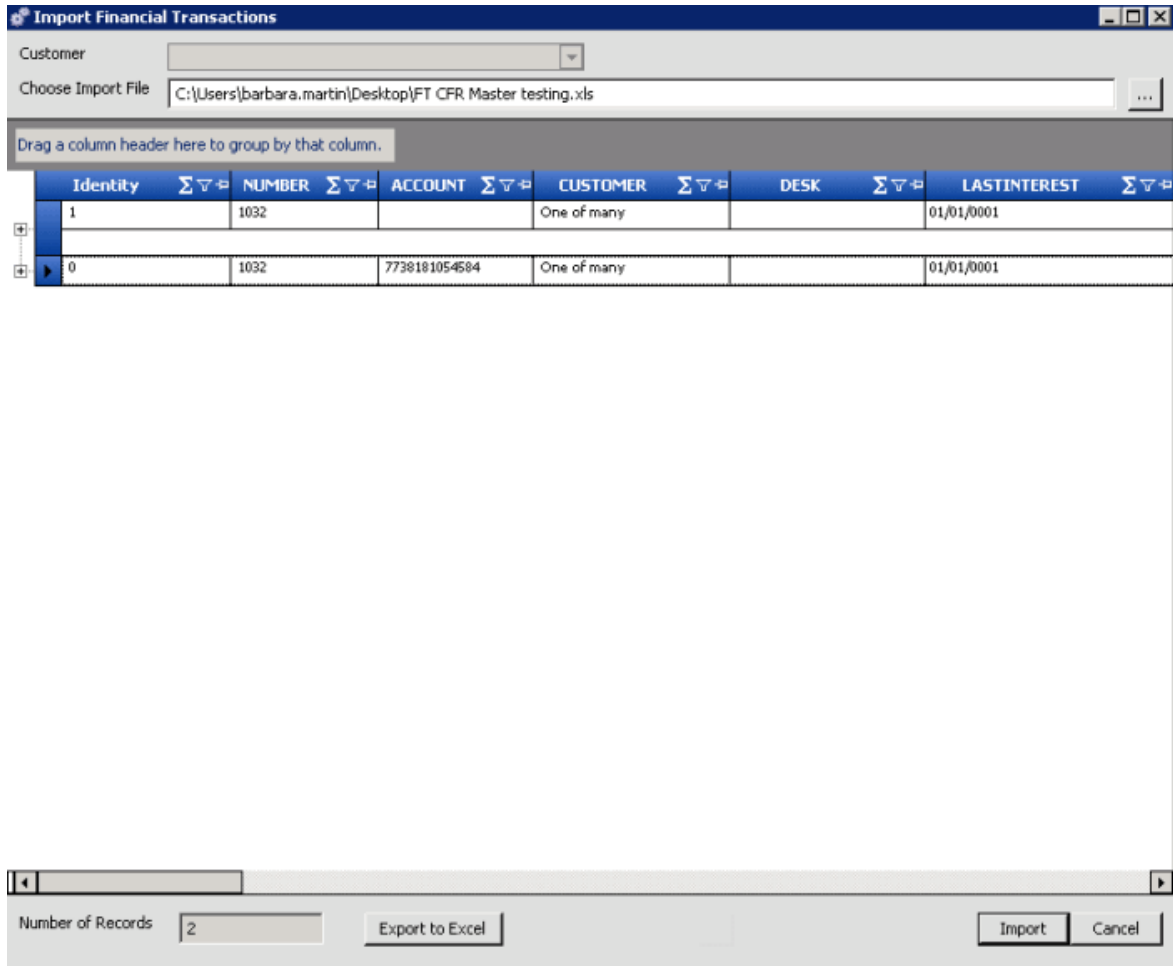
2. In the **Clients** pane, expand the appropriate folder and then double-click the client. The tab for the specified client appears in the **Information** pane.



- From the menu bar, click **File > Import > Financial Transactions**. The **Import Financial Transactions** dialog box appears. The options available for selection depend on how your organization configured the financial transactions import file. For more information, see [Configure a Financial Transactions Import File](#).



- If applicable (depending on the import file configuration), specify the client to import.
- Click the ellipsis (...) next to the **Choose Import File** box.
- In the **Open** dialog box, click the file to import and then click **Open**. Data in the import file appears in the data grid in the lower section of the **Import Financial Transactions** dialog box.



Number of Records: Number of records in the import file.

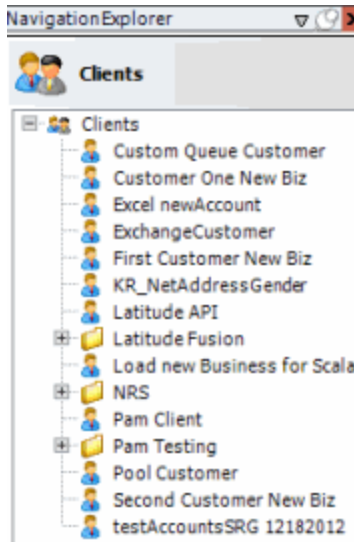
7. To expand a row and view its details, click the plus sign (+).
8. To export the information to an Excel file to review the data before importing, click **Export to Excel**.
9. When you are ready to import the file, click **Import**. The **Import Financial Transactions** dialog box closes and the import progress appears in the lower section of the **Financial Transactions** tab.

Import a Maintenance File

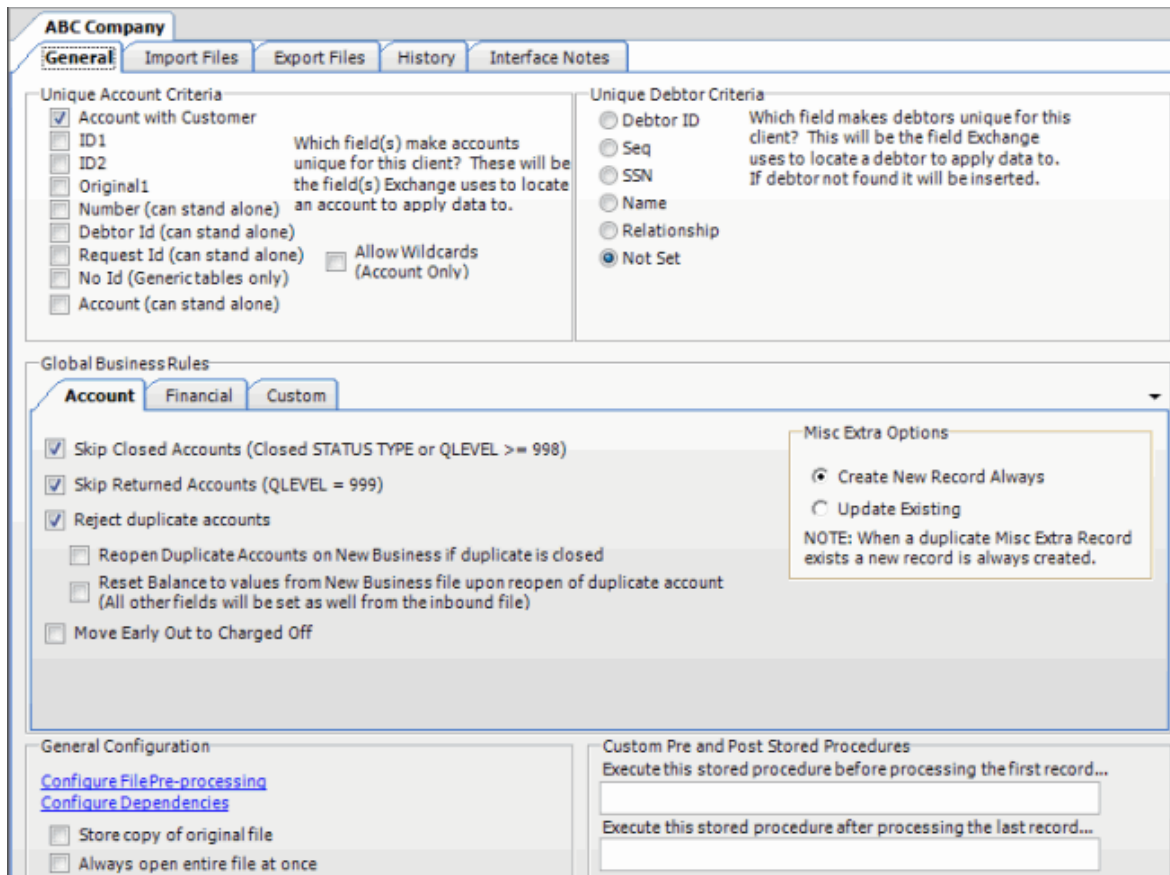
Use the **Import Maintenance** dialog box to import updated account information. Ensure that you specified the unique customer criteria on the **General** tab and mapped it from the source file to the destination file. For more information, see [Specify Unique Customer Criteria](#). You must configure Exchange Manager for importing files. For more information, see [Import Files](#).

To import a maintenance file

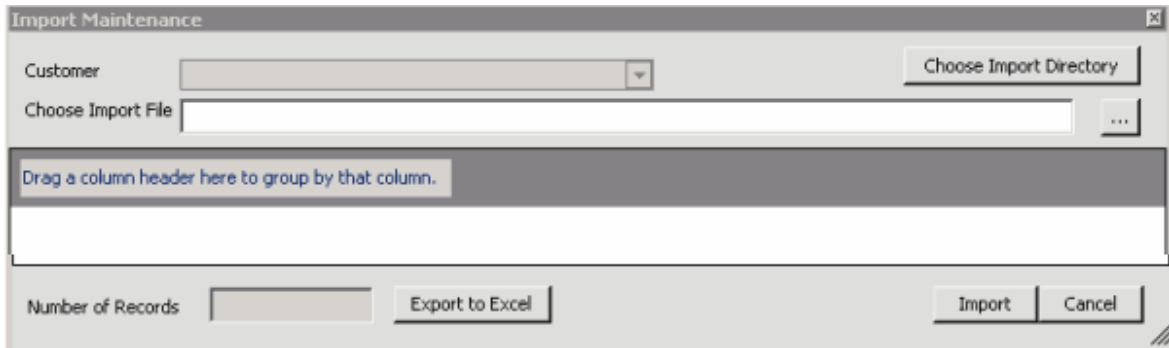
1. In the **Navigation** pane, click **Clients**.



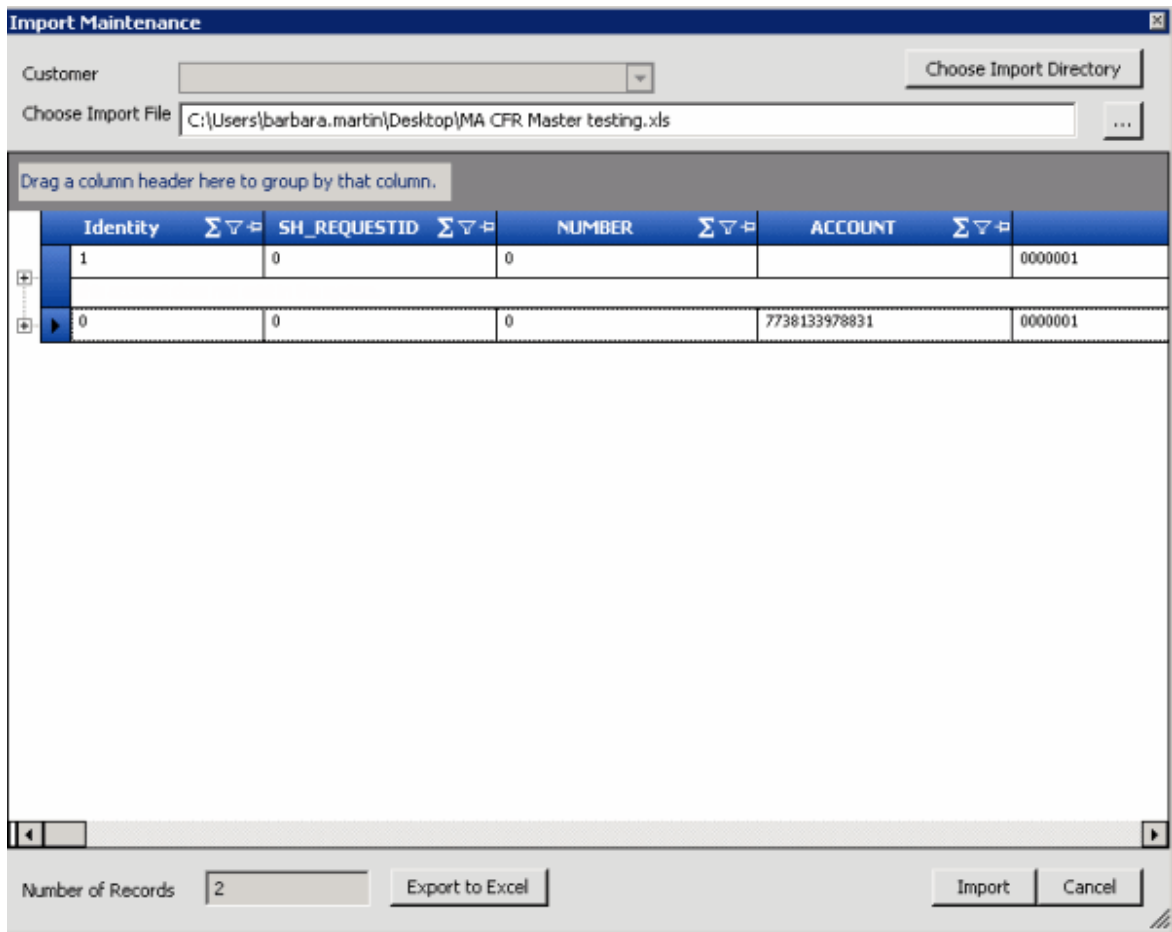
- In the **Clients** pane, expand the appropriate folder and then double-click the client. The tab for the specified client appears in the **Information** pane.



- From the menu bar, click **File > Import > Maintenance**. The **Import Maintenance** dialog box appears. The options available for selection depend on how your organization configured the maintenance import file. For more information, see [Configure a Maintenance Import File](#).



4. If applicable (depending on the import file configuration), specify the client to import.
5. Click the ellipsis (...) next to the **Choose Import File** box.
6. In the **Open** dialog box, click the file to import and then click **Open**. Data in the import file appears in the data grid in the lower section of the **Import Maintenance** dialog box.



Number of Records: Number of records in the import file.

7. To expand a row and view its details, click the plus sign (+).
8. To export the information to an Excel file to review the data before importing, click **Export to Excel**.

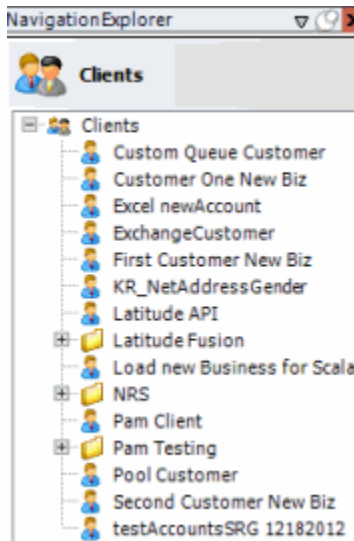
9. When you are ready to import the file, click **Import**. The **Import Maintenance** dialog box closes and the import progress appears in the lower section of the **Maintenance** tab.

Import a Final Recall File

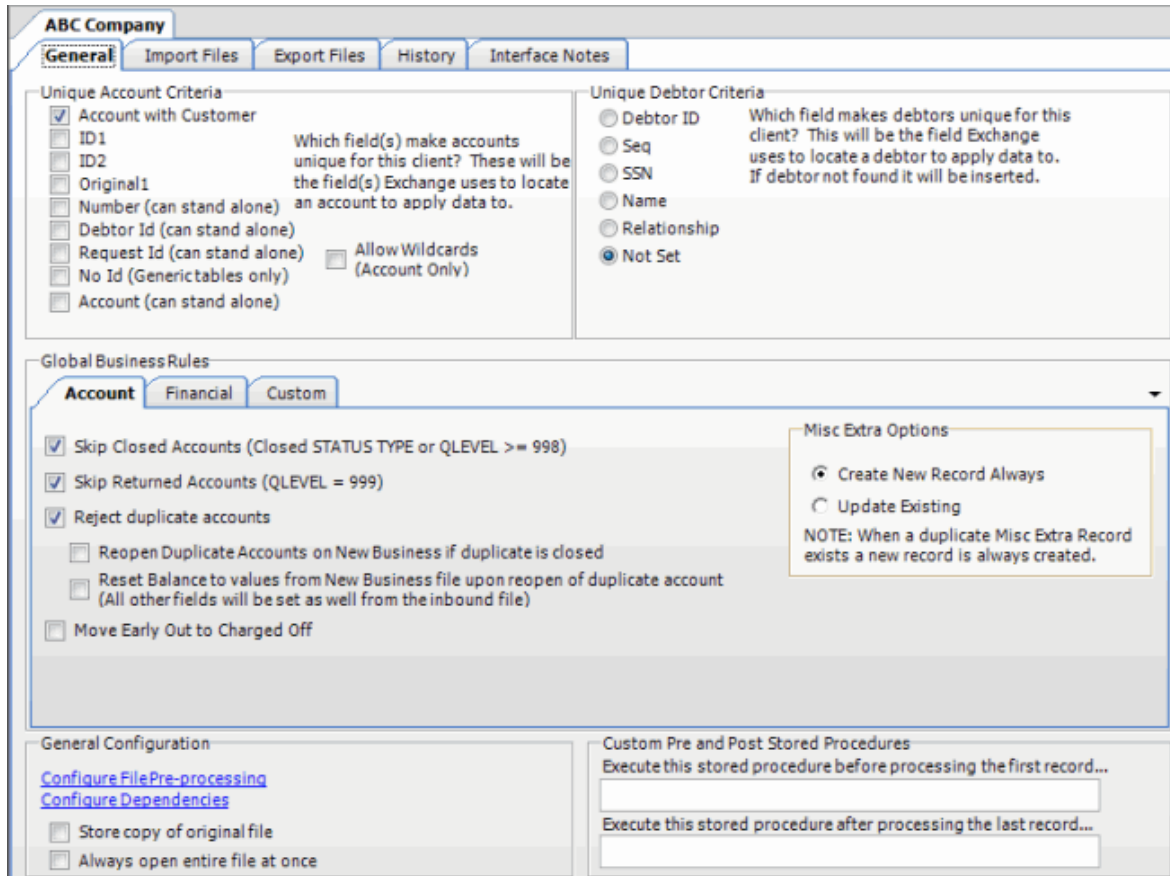
Use the **Import Final Recall** dialog box to import final recall information. Ensure that you specified the unique customer criteria on the **General** tab and mapped it from the source file to the destination file. For more information, see [Specify Unique Customer Criteria](#). You must configure Exchange Manager for importing files. For more information, see [Import Files](#).

To import a final recall file

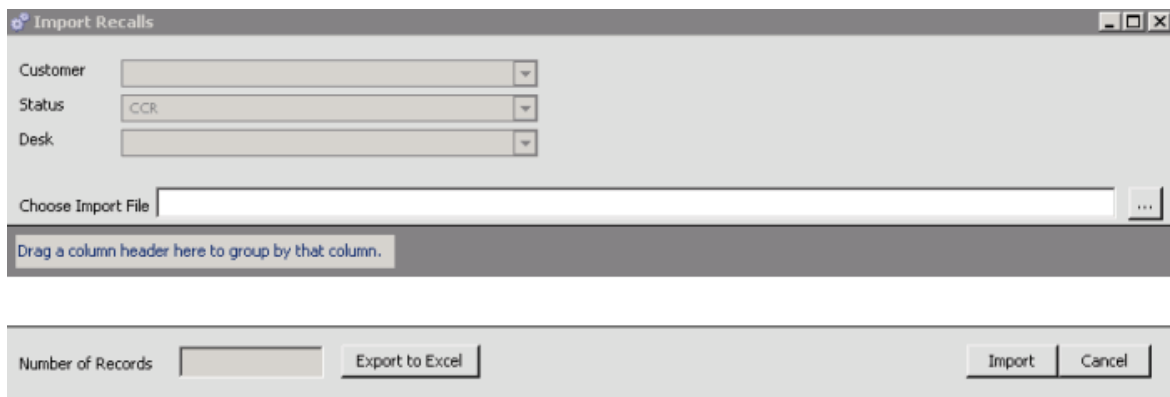
1. In the **Navigation** pane, click **Clients**.



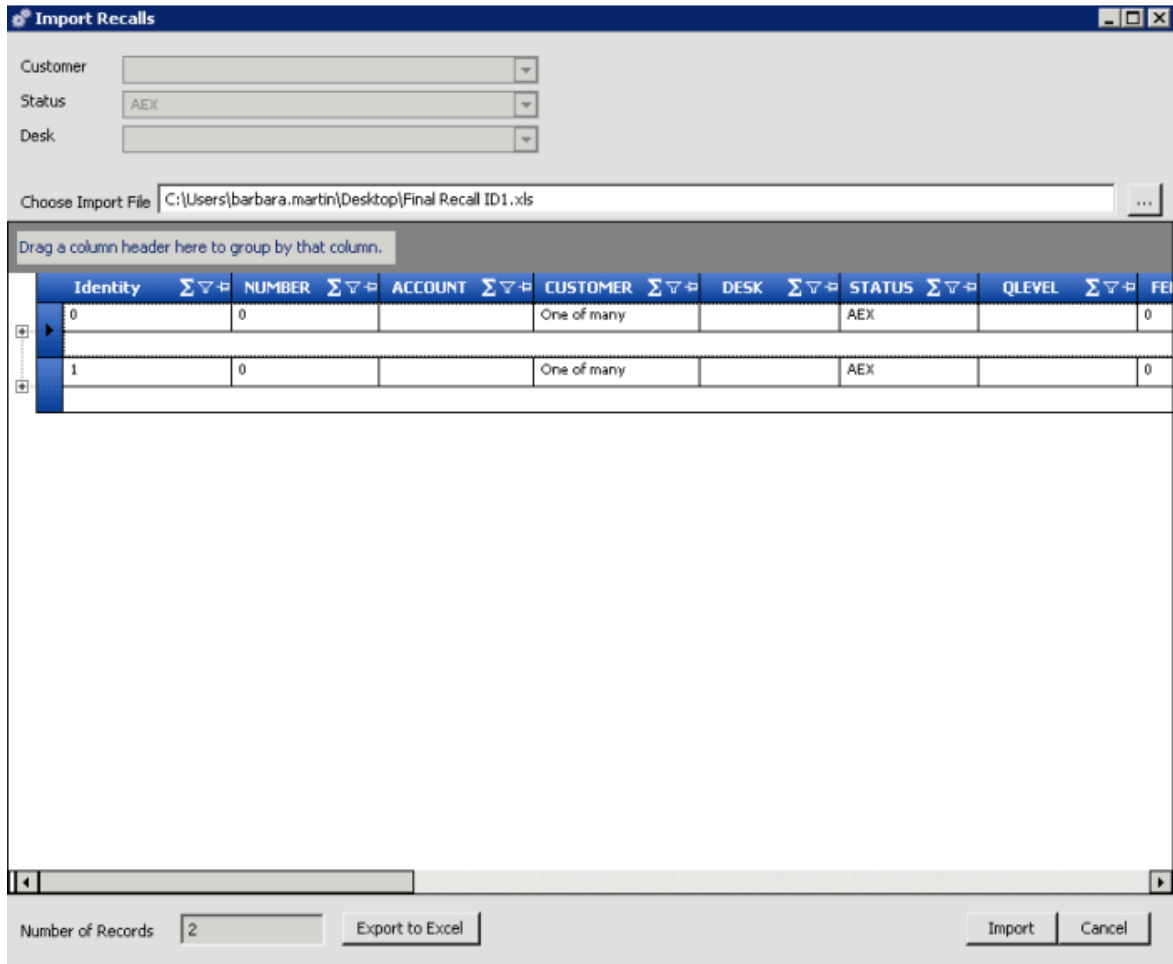
2. In the **Clients** pane, expand the appropriate folder and then double-click the client. The tab for the specified client appears in the **Information** pane.



- From the menu bar, click **File > Import > Final Recall**. The **Import Final Recall** dialog box appears. The options available for selection depend on how your organization configured the final recall import file. For more information, see [Configure a Final Recall Import File](#).



- If applicable (depending on the import file configuration), specify the client, the desk to change the account to, and the account status.
- Click the ellipsis (...) next to the **Choose Import File** box.
- In the **Open** dialog box, click the file to import and then click **Open**. Data in the import file appears in the data grid in the lower section of the **Import Final Recall** dialog box.



Number of Records: Number of records in the import file.

7. To expand a row and view its details, click the plus sign (+).
8. To export the information to an Excel file to review the data before importing, click **Export to Excel**.
9. When you are ready to import the file, click **Import**. The **Import Final Recall** dialog box closes and the import progress appears in the lower section of the **Final Recall** tab.

Import From the Command Line

You can run the "ExchangeManagerCLI.exe" file at the command prompt to import Exchange clients and files. The file is in your "bin" folder (for example, "c:\Program Files (x86)\Interactive Intelligence\Interaction Collector\bin"). You must run the file from the "bin" folder and use the "ic" switch to import a client or the "if" switch to import a file.

Import an Exchange client

Use the following format and example to import an Exchange client. The tree path is optional. The connection string is optional unless you didn't include it in the ExchangeManagerCLI.exe.config file.

Format: ExchangeManagerCLI.exe --ic "<path to Exchange client file>" "<tree path in Exchange to import client to>" "<SQL Server connection string>"

Example: ExchangeManagerCLI.exe --ic "c:\Share\ABC_Client.xml" "Clients\ABC Client" "Data Source=(local);Initial Catalog=collect2000;Integrated Security=True"

Import a file

Use the following format and example to import a file. The connection string is optional unless you didn't include it in the ExchangeManagerCLI.exe.config file. Valid interface types are:

- **N** = New Business
- **M** = Maintenance
- **F** = Financial
- **R** = Final Recall

Format: ExchangeManagerCLI.exe --if "<tree path in Exchange for the Exchange client>" "<interface to import by>" "<file to import>" "<SQL Server connection string>"

Example: ExchangeManagerCLI.exe --if "Clients\ABC Client" "N" "c:\Share\ABC_New_Biz.xml" "Data Source=(local);Initial Catalog=collect2000;Integrated Security=True"

Sample output

Type the following to view available command line arguments:

```
ExchangeManagerCLI.exe --help
```

Export Files

Use the **Export Files** tab to create an export file definition that you can use as often as necessary to export data to a file. There are two methods for creating an export file definition:

- **Query Tool:** Allows you to use a query to retrieve specific accounts to export.
- **Stored Procedure:** Allows you to use a stored procedure to retrieve specific accounts to export.

Query Tool

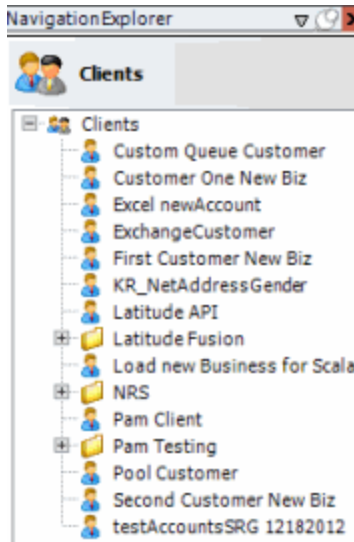
Use the **Export Files** tab to open the query tool to create an export file definition. Queries retrieve accounts that meet specific criteria.

Create an Export File Layout Using the Query Tool

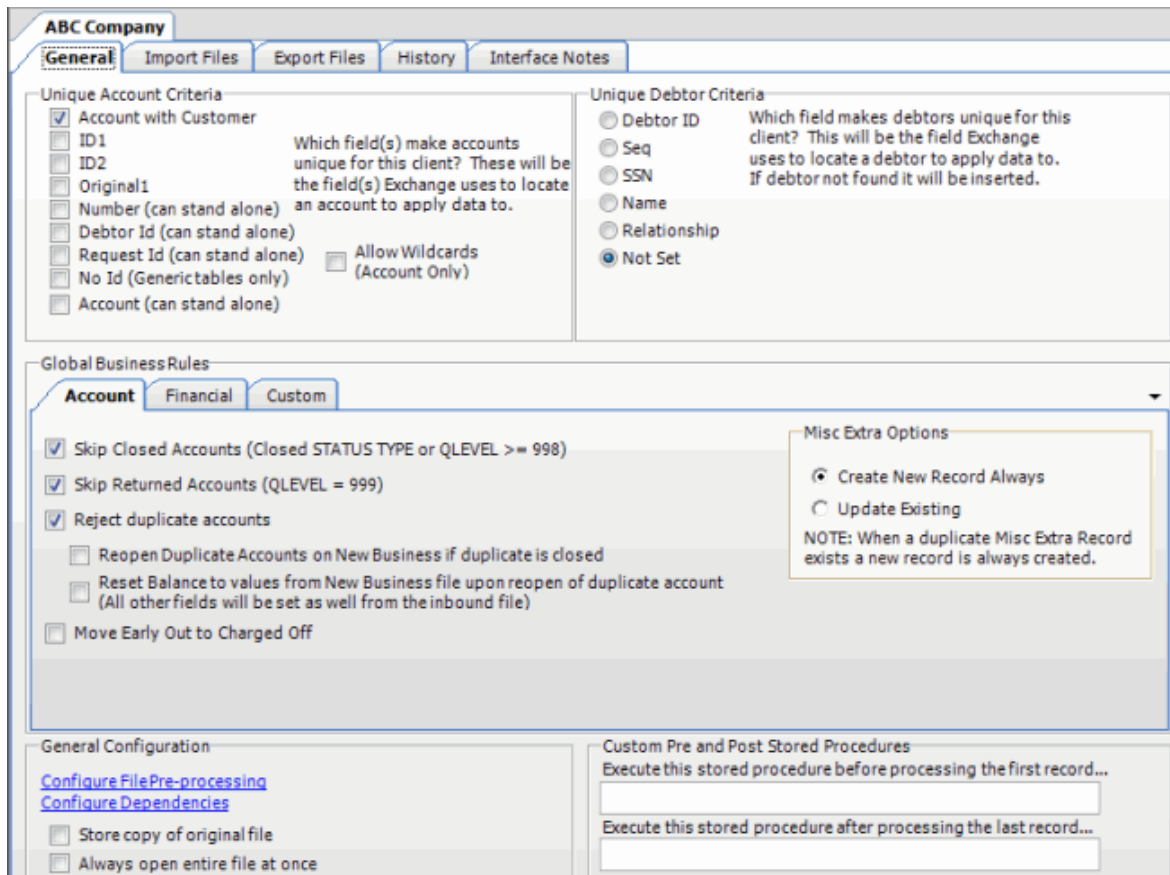
Use the **Export Files** tab to create an export file layout using the query tool.

To create an export file layout using the query tool

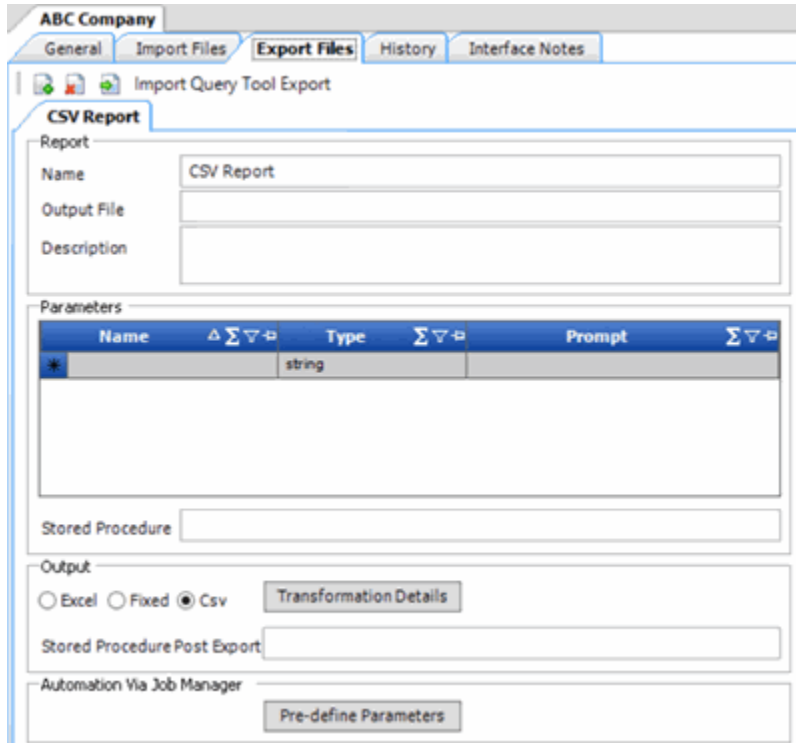
1. In the **Navigation** pane, click **Clients**.



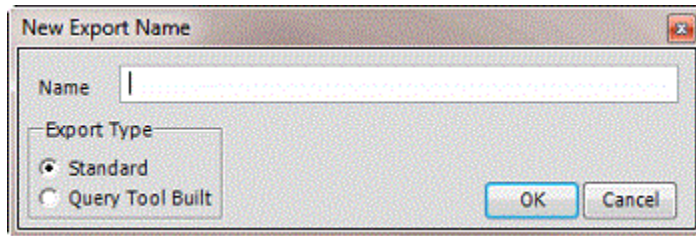
- In the **Clients** pane, expand the appropriate folder and then double-click the client. The tab for the specified client appears in the **Information** pane.



- Click the **Export Files** tab.



4. In the toolbar, click the **Add** icon. The **New Export Name** dialog box appears.



5. In the **Name** box, type a descriptive name.
6. For the export type, click **Query Tool Built** and then click **OK**. The system adds the export as a tab on the **Export Files** tab.

Name: Descriptive name of the export file.

Output File: Name to assign to the export file. You can name the file using the following methods:

- Use a literal name, such as "Payment File".
- Include dynamic information, such as a date and time stamp. For example, "PAYMENTFILE_@Date(MMddyyyy_hhmmss).txt," names the export file as "PAYMENTFILE," followed by the current date and time in the format indicated.
- Include an aggregate value from the resultant dataset. For example, "Payment_@Value(sum(Amount)|Batchtype = 'PU - Paid Us'|rec)_PAYMENT.txt," names the export file as "PAYMENT_[sum of the payments in the "Amount" column, where the type of payment is "PU," which is in the "Batchtype" column]_PAYMENT.txt. This aggregate value function takes three parameters @Value(expression|filter|tableIndex) separated by the | (pipe) character. TableIndex is the name of the detail record from the export definition.

Description: Description of the export file.

Excel: If selected, exports the data to a Microsoft Excel file.

Fixed: If selected, exports the data to a fixed-length flat file.

CSV: If selected, exports the data to a Comma-Separated Value file.

Delimiter: Character to use to separate data (for example, a comma or dash).

Qualifier: Character to use to differentiate the data from the delimiter (typically single or double quotes). For example, if the delimiter is a comma and your data contains a comma (such as "Smith, John"), the qualifier distinguishes between the comma in your data and the comma that delimits the data.

Modify Record Layouts: Opens the **Query Tool Built Export** dialog box to allow you to specify the criteria for retrieving accounts to export. For more information, see [Create a Query for an Export](#).

File Sequence: Sequence number to assign to the end of the export file name to make the file name unique.

Last Time Ran: Date and time the export last ran.

Query Tool Export Type: Type of export.

Standard: Exports data from the Latitude database and stores it in tables.

Simple Reader: Exports data to a Reader. This option uses less memory. However, you cannot export to an Excel file, have detail groups, or relate detail records in a parent-child relationship.

Define Post Processing CSharp Script: Opens the **Configure Query Tool Post Export Script** window to allow you to define a C Sharp script to process the data after exporting it. For more information, see [Define a C Sharp Script](#).

7. Complete the information and then, in the toolbar, click **Save**. The **Update Comment** dialog box appears.
8. In the **Update Comment** box, type a comment regarding your changes and then click **OK**.

Create a Query for an Export

Use the **Query Tool Built Export** window to create a query for an export definition.

To create a query for an export

1. Do one of the following:
 - If the export file layout doesn't exist, do the steps to [Create an Export File Layout Using the Query Tool](#).
 - If the export file layout exists, click the **[Export Layout Name]** tab on the **Export Files** tab (for example, End of Month Report).

2. Click **Modify Record Layouts**. The **Query Tool Built Export** window appears.

Record Delimiter

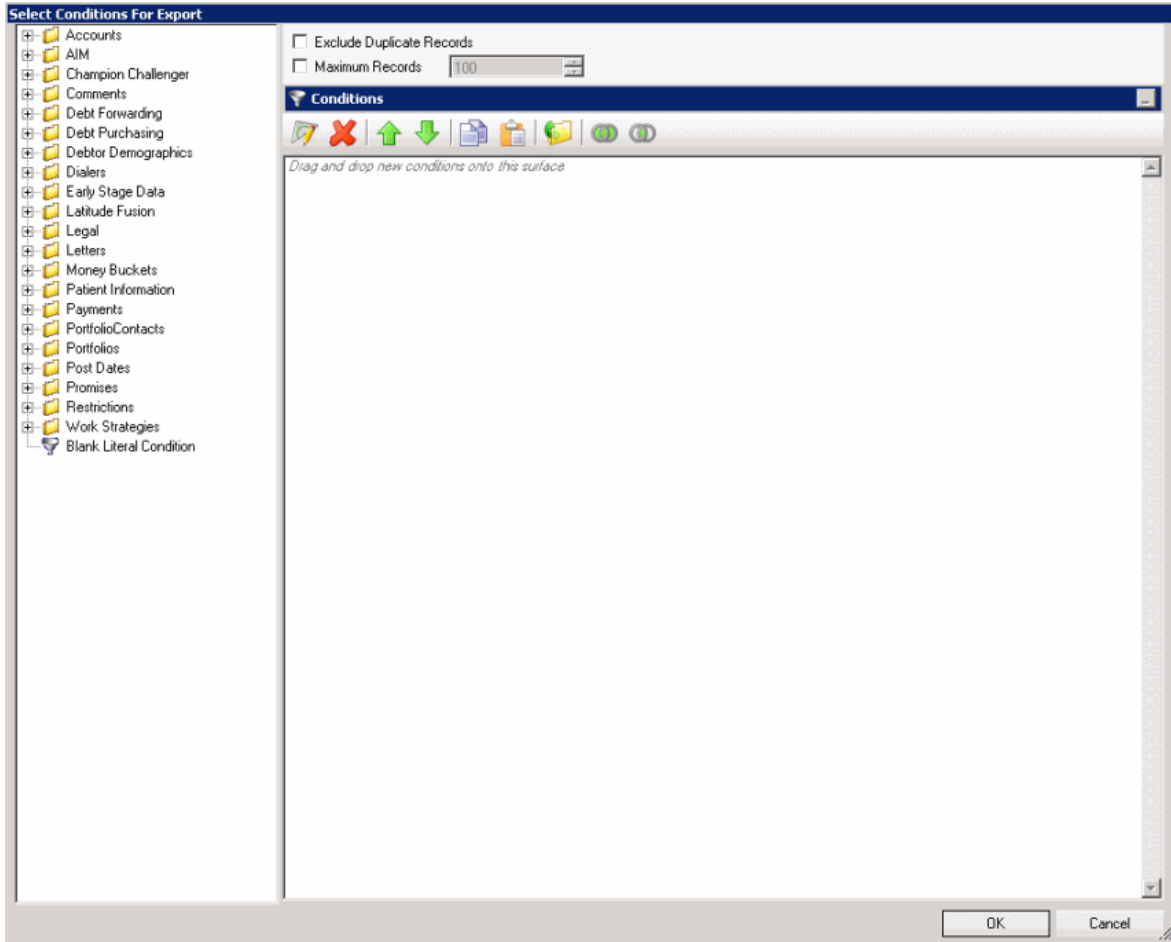
CRLF: If selected, separates records using a carriage return/line feed (Windows).

LF: If selected, separates records using a line feed (Unix).

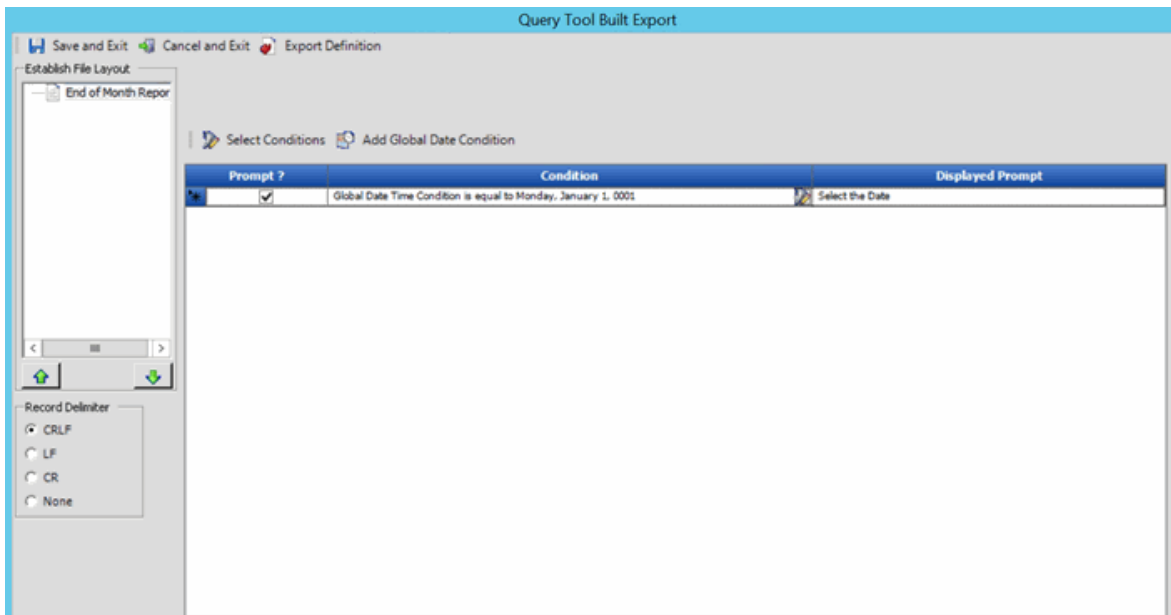
CR: If selected, separates records using a carriage return (Macintosh).

None: If selected, doesn't use a record delimiter.

3. Click the delimiter to use to separate records.
4. Click **[Export Layout Name]** (for example, Financial Export) and then click **Select Conditions**. The **Select Conditions for Export** window appears.



5. Specify the global conditions and then click **OK**. The condition appears in the data grid in the **Query Tool Built Export** dialog box. For more information about using queries, see [Queries](#).



Prompt: If selected, Exchange Manager prompts the user for input.

Condition: Condition that limits the records to export. To modify the condition, click the Edit icon next to the condition.

Displayed Prompt: Prompt to display to the user to request input when exporting the data. If you selected the **Prompt** check box, type a message in this box.

6. To add a global date condition that you can apply to date conditions you define in the detail records, click **Add Global Date Condition**. The system adds the condition to the data grid. To modify the condition, click the Edit icon next to the condition.
7. To prompt the user for input for a condition, click the **Prompt** check box and in the **Displayed Prompt** box, type the message to display to the user.
8. To delete a condition, click the row in the data grid and the press **Delete**. In the confirmation dialog box, click **Yes**.
9. To export the query definition to an XML file, in the toolbar, click **Export Definition**.
10. Do the steps to [Add a Detail Record to a Query Export](#).
11. When you finish building the query, in the toolbar, click **Save and Exit**.
12. In the toolbar in the **Clients** pane, click **Save**. The **Update Comment** dialog box appears.
13. In the **Update Comment** box, type a comment regarding your changes and then click **OK**.

Query Export Detail Record

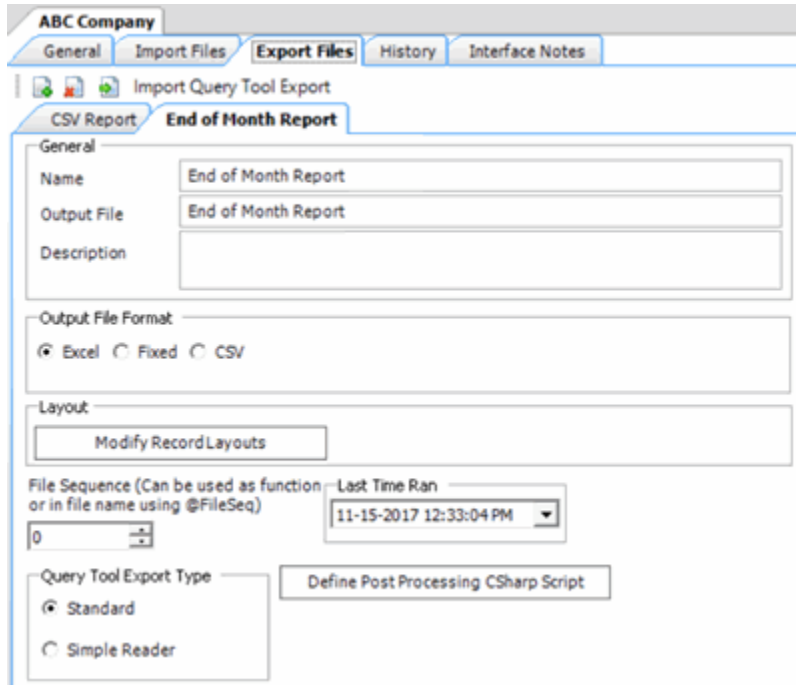
Use the **Query Tool Built Export** window to maintain detail records for an export layout definition that you created using the query tool.

Add a Detail Record to a Query Export

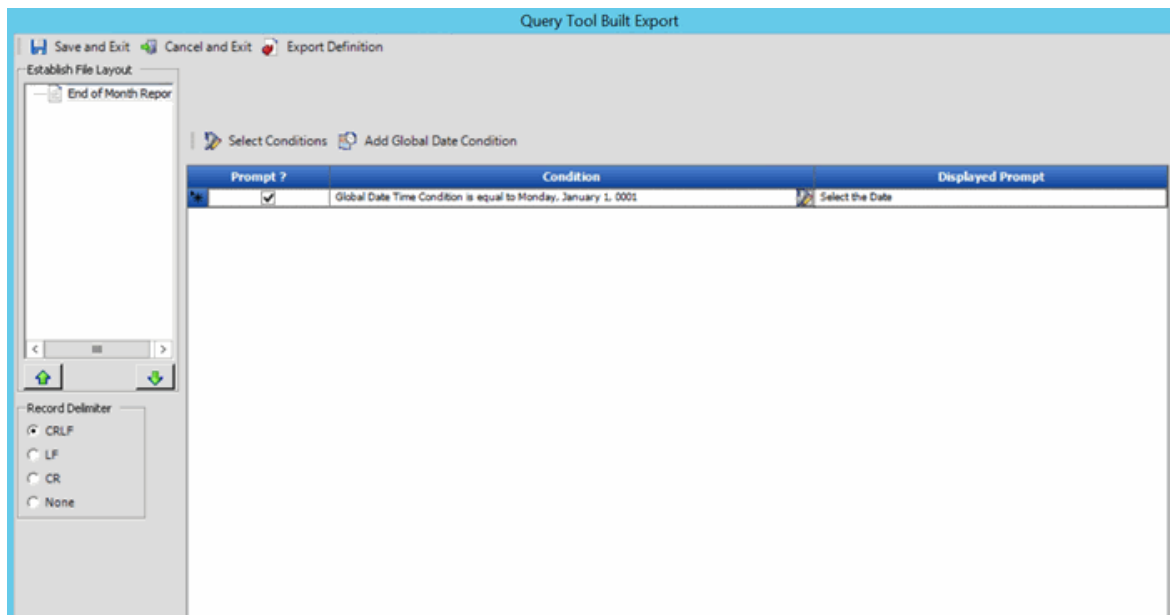
Use the **Query Tool Built Export** window to add a detail record to an export layout definition created using the query tool.

To add a detail record to a query export

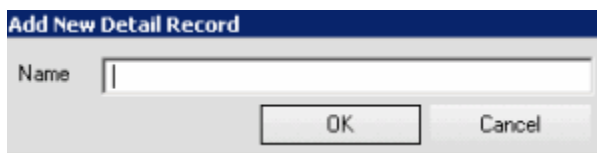
1. Do one of the following:
 - If the export file doesn't exist, do the steps to [Create an Export File Layout Using the Query Tool](#).
 - If the export file exists, click the **[Export Layout Name]** tab on the **Export Files** tab (for example, End of Month Report).



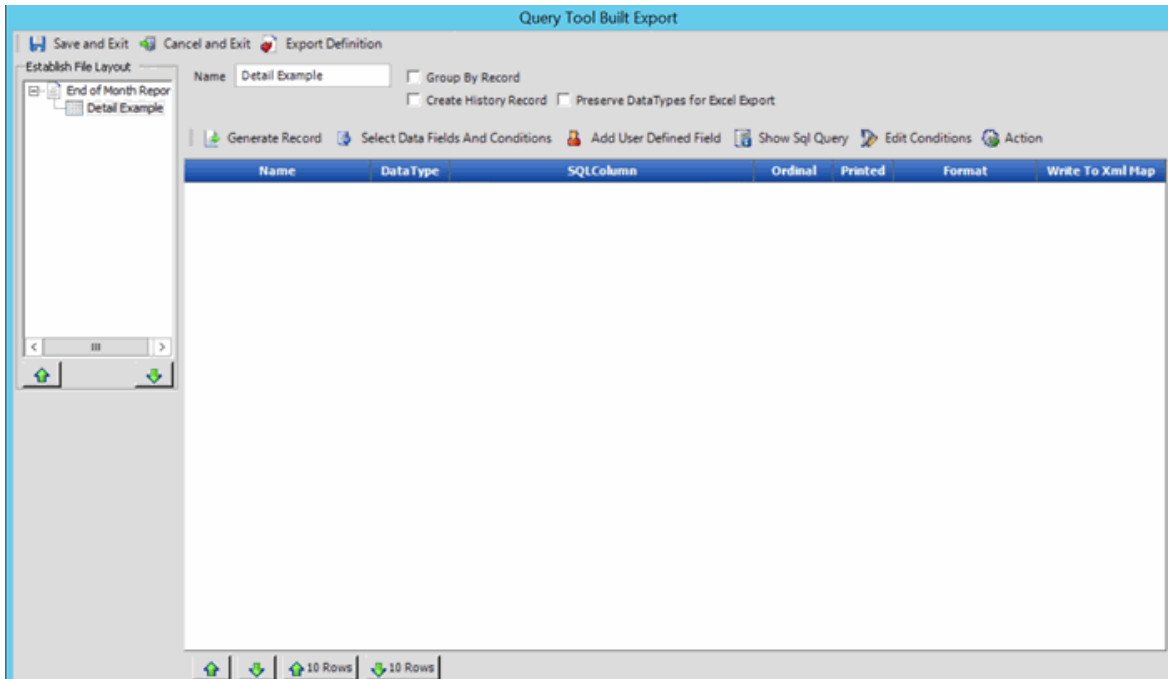
2. Click **Modify Record Layouts**. The **Query Tool Built Export** window appears.



3. Right-click the name of the export file layout (for example, End of Month Report) and then click **Add New Detail Record**. The **Add New Detail Record** dialog box appears.



4. In the **Name** box, type a name for the detail record and then click **OK**.



Name: Name of the detail record.

Group By Record: If selected, Exchange Manager group records by the first field in the data grid. Exchange Manager adds the "GroupingConstruct" column to the data grid, which allows you to count records, calculate the minimum or maximum value, or sum records.

Note: You cannot create a history record or run post-processing actions on a grouping record.

Create History Record: If selected, creates a history record.

Preserve Data Types for Excel Export: If selected, retains data types when exporting to Excel.

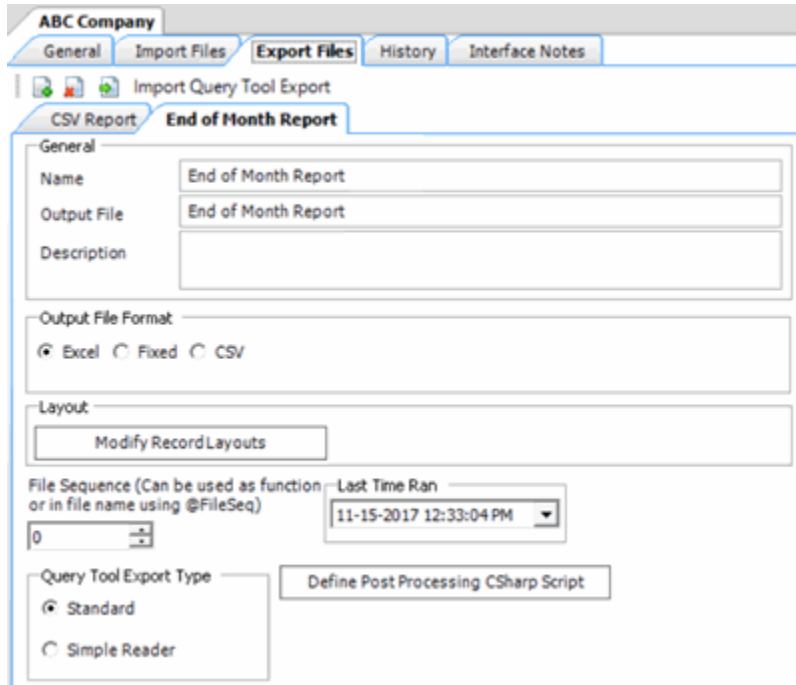
5. Complete the information and then click **Save and Exit**.
6. In the **Clients** pane toolbar, click **Save**. The **Update Comment** dialog box appears.
7. In the **Update Comment** box, type a comment regarding your changes and then click **OK**.

Specify Actions to Run After Exporting

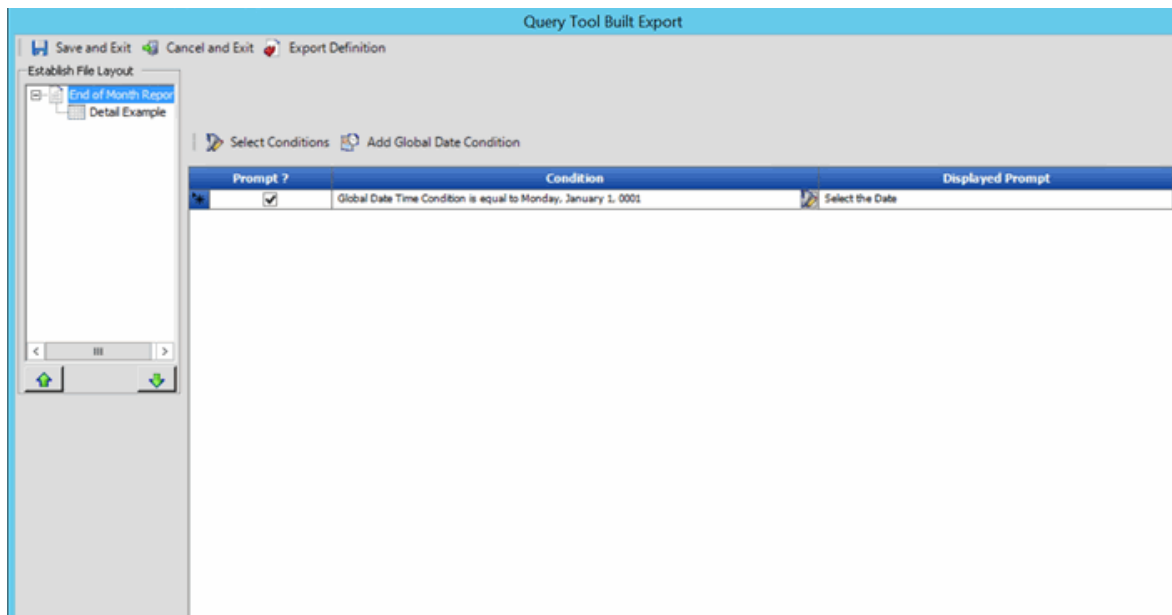
Use the **Record Post Execute Actions Form** dialog box to specify the actions to run after exporting a file.

To specify actions to run after exporting

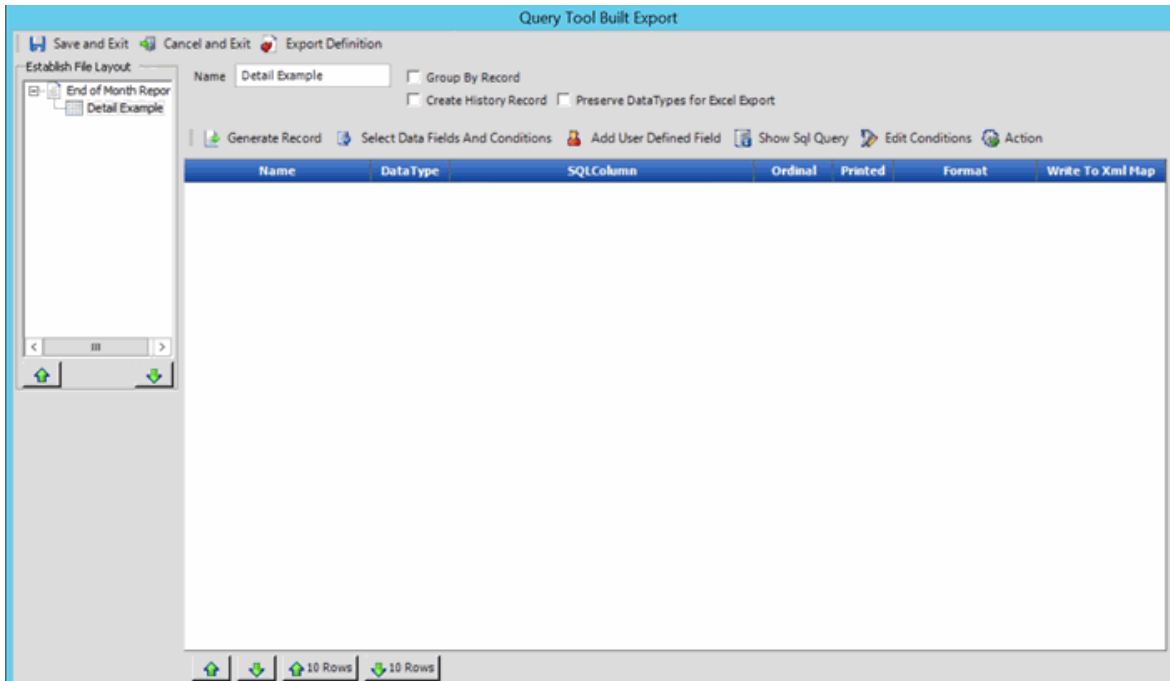
1. Click the [**Export Layout Name**] tab on the **Export Files** tab (for example, End of Month Report).



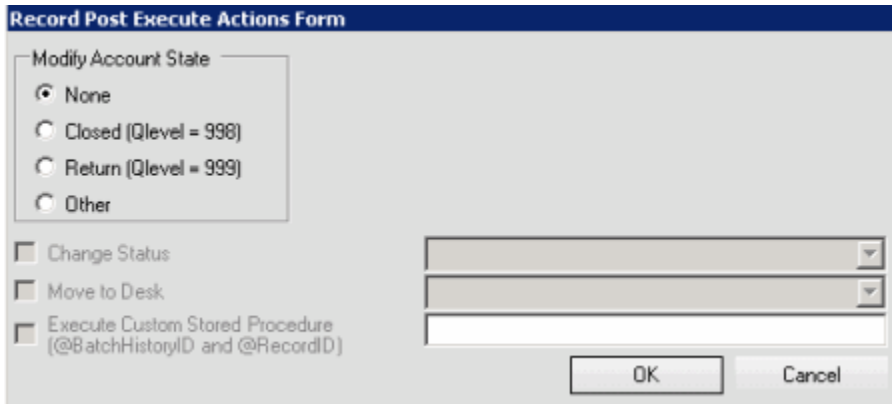
2. Click **Modify Record Layouts**. The **Query Tool Built Export** window appears.



3. Click the name of the detail record (for example, Detail Example). Information for the detail record appears.



4. Select the **Create History Record** check box and then, above the data grid, click **Action**. The **Record Post Execute Actions Form** dialog box appears.



None: If selected, Exchange Manager doesn't change the account.

Closed (Qlevel = 998): If selected, Exchange Manager changes closed accounts based on the check boxes you select.

Return (Qlevel = 999): If selected, Exchange Manager changes returned accounts based on the check boxes you select.

Other: If selected, Exchange Manager changes accounts that aren't closed or returned based on the check boxes you select.

Change Status: If selected, Exchange Manager changes the account status to the one you specify in the corresponding box.

Move to Desk: If selected, Exchange Manager changes the desk assignment to the one you specify in the corresponding box.

Execute Custom Stored Procedure: If selected, Exchange Manager runs the stored procedure that you specify in the corresponding box to update accounts.

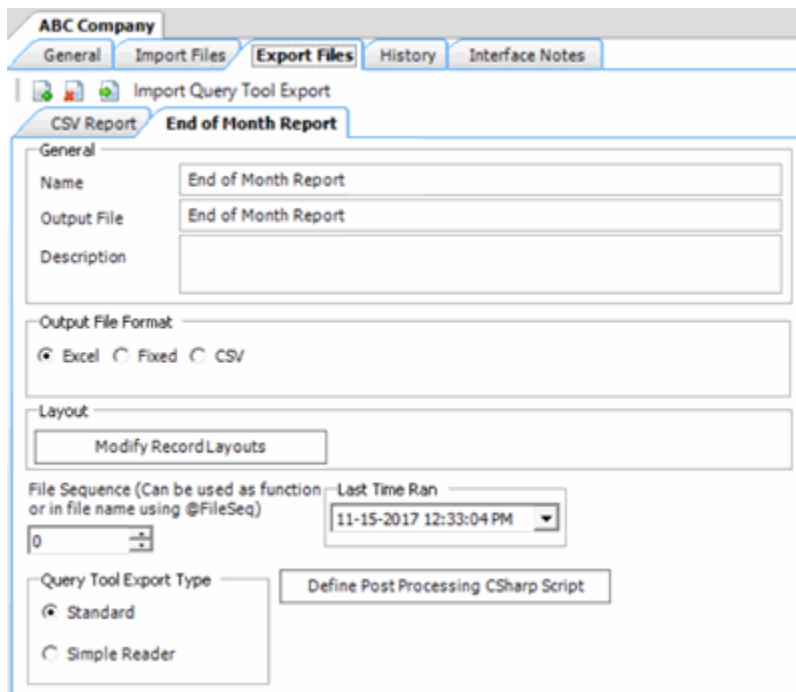
5. Complete the information and then click **OK**.
6. In the **Query Tool Built Export** window, click **Save and Exit**.
7. In the **Clients** pane toolbar, click **Save**. The **Update Comment** dialog box appears.
8. In the **Update Comment** box, type a comment regarding your changes and then click **OK**.

Specify Data to Include in Export

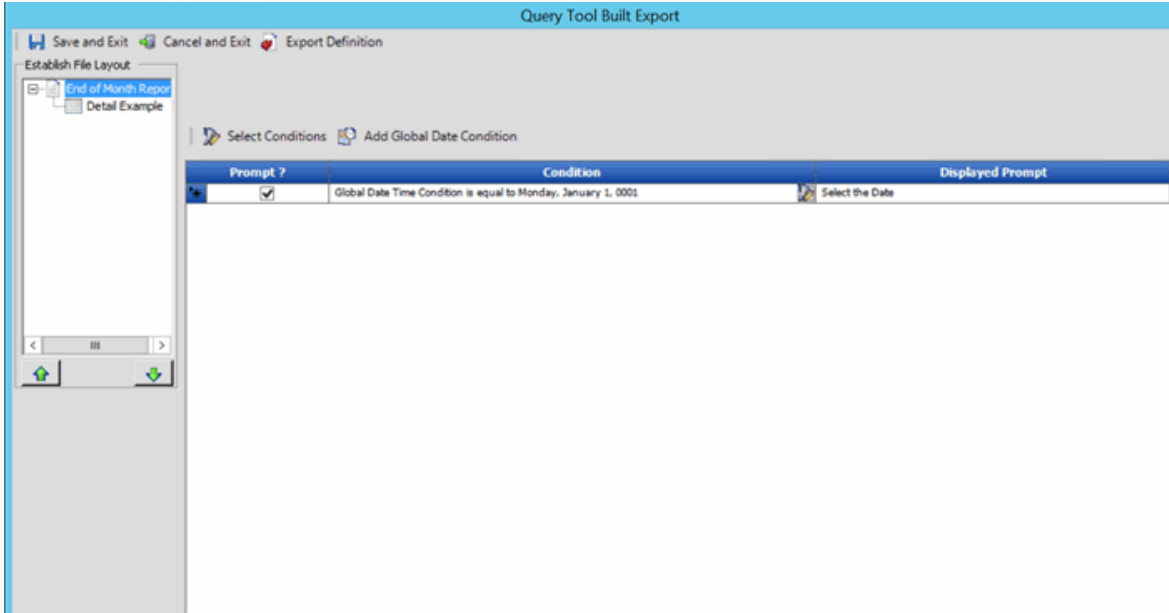
Use the **Generate Report Record** window to specify the data to include in the export and the conditions that limit the records to include.

To specify data to include in the export

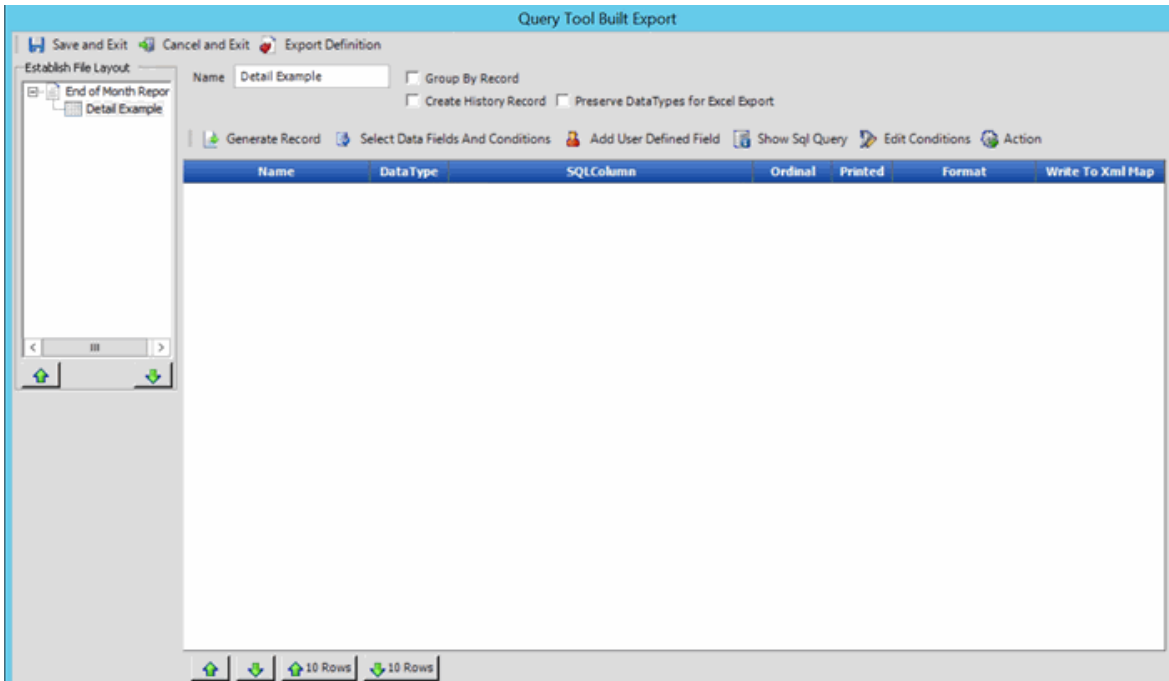
1. Click the [**Export Layout Name**] tab on the **Export Files** tab (for example, End of Month Report).



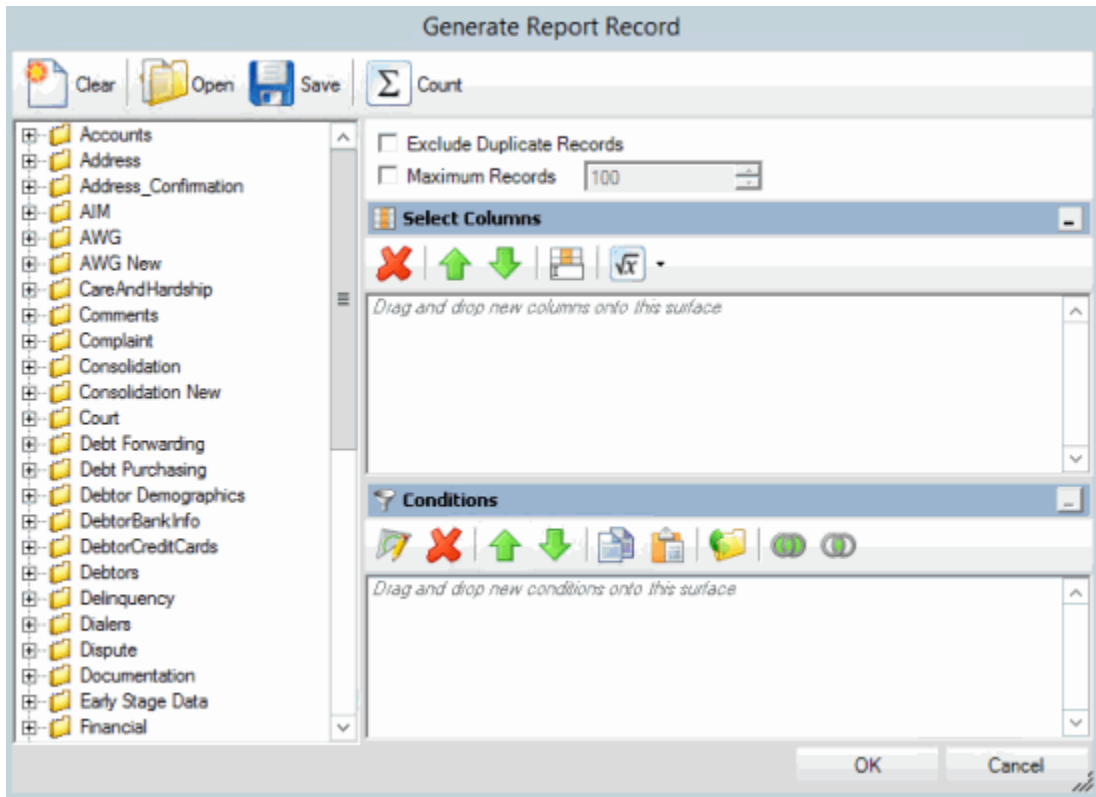
2. Click **Modify Record Layouts**. The **Query Tool Built Export** window appears.



3. Click the name of the detail record (for example, Detail Example). Information for the detail record appears.

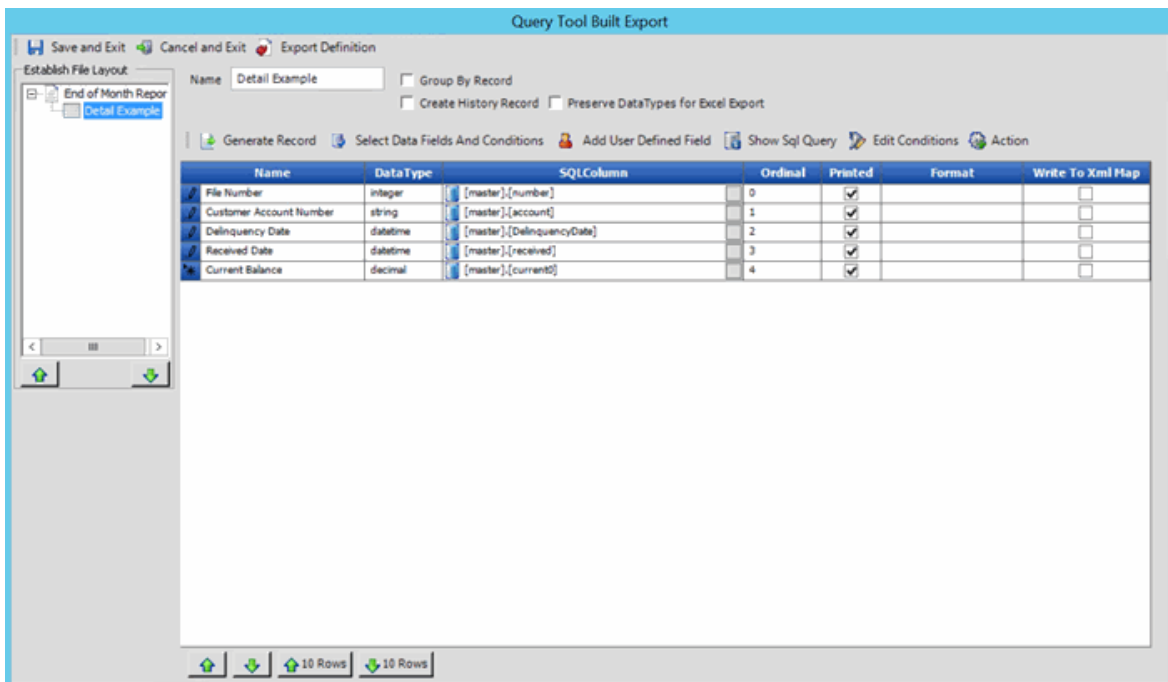


4. Above the data grid, click **Select Data Fields And Conditions**. The **Generate Report Record** window appears.



Note: For information about using queries, see [Queries](#).

5. Specify the columns to include in the detail record and the conditions for selecting records to include and then click **OK**. The columns and conditions appear in the data grid in the **Query Tool Built Export** dialog box.



Name: Name of the query column.

DataType: Type of data (for example, integer or string).

SQLColumn: SQL table and field name. If you switch a value, the SQL code for switching values appears also.

Ordinal: Position in the export file to place the field.

Printed: If selected, Exchange Manager includes the field in the export file.

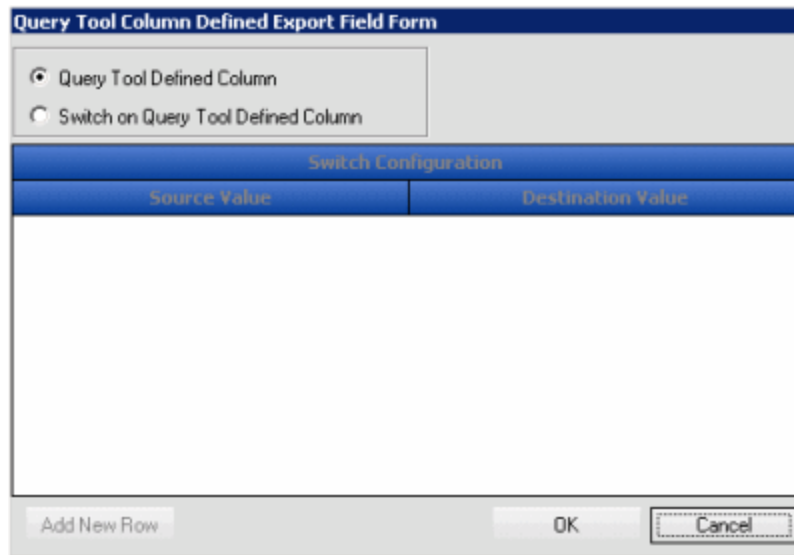
Format: Format to which to export the data.

UseQualifier: If selected, Exchange Manager places a qualifier around the field to signify the start and end of the field. Exchange Manager uses the character you specified on the **[Export Name]** tab. For more information, see [Create an Export File Layout Using the Query Tool](#).

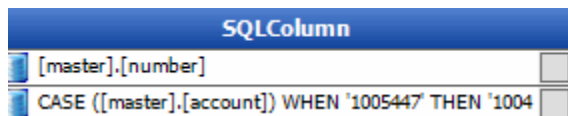
GroupingConstruct: Value to calculate for the records in each group (for example, number of records in each group). This column appears when you select the **Group By Record** check box.

Write to Xml Map: If selected, Exchange Manager writes the data to an XML file.

6. To change the position in which a field appears in the export file, do the following:
 - To move a single field, click the row and then click the up or down arrow at the bottom of the window.
 - To move multiple sequential fields, click the first row; hold down the **Shift** key; click the last row; release the key; and then click the up or down arrow at the bottom of the window.
 - To move multiple non-sequential fields, click each row while holding down the **Ctrl** key; release the key; and then click the up or down arrow at the bottom of the window.
 - To move one or more fields up or down 10 positions, click the individual; sequential; or non-sequential rows to move, and then click the up 10 Rows or down 10 Rows down arrow at the bottom of the window.
7. To switch a value in the source file to another value when exporting the data, do the following:
 - a. Next to the value in the SQLColumn cell of the data grid, click the gray box. The **Query Tool Column Defined Export Field Form** dialog box appears.



- b. Click **Switch on Query Tool Defined Column** and then click **Add New Row**. The data grid appears in edit mode.
- c. In the **Source Value** box, type the value as it exists in the Latitude table.
- d. In the **Destination Value** box, type the value to which to change the source value when exporting it and then click **OK**. Exchange Manager displays the SQL code in the SLQColumn cell of the datagrid.



8. To include a field in the export file, select the **Printed** check box in the data grid. To exclude a field, clear the check box.
9. To specify the format for a field (for example, currency format for an integer data type), in the **Format** list box in the data grid, click the format.

Note: Exchange Manager doesn't validate the format so if you choose the wrong format for the data type, an error occurs when you attempt to export the file.

10. To have Exchange Manager place a qualifier around a field, select the corresponding **UseQualifier** check box in the data grid.
11. If you selected the **Group By Record** check box, in the **GroupingConstruct** list box in the data grid, do one of the following:
 - To count the number of records in each group, click **Count**.
 - To calculate the maximum value (for example, highest current balance) for the records in each group, click **Max**.
 - To calculate the minimum value (for example, lowest current balance) for the records in each group, click **Min**.

- To calculate the total (for example, total current balance) for the records in each group, click **Sum**.
- 12. To include a field in an XML file, select the **Write to Xml Map** check box in the data grid. To exclude a field, clear the check box.
- 13. To remove a field from the export, click the row in the data grid and then press the **Delete** key. In the confirmation dialog box, click **Yes**.
- 14. Click **Save and Exit**.
- 15. In the **Clients** pane toolbar, click **Save**. The **Update Comment** dialog box appears.
- 16. In the **Update Comment** box, type a comment regarding your changes and then click **OK**.

Create a User-defined Field

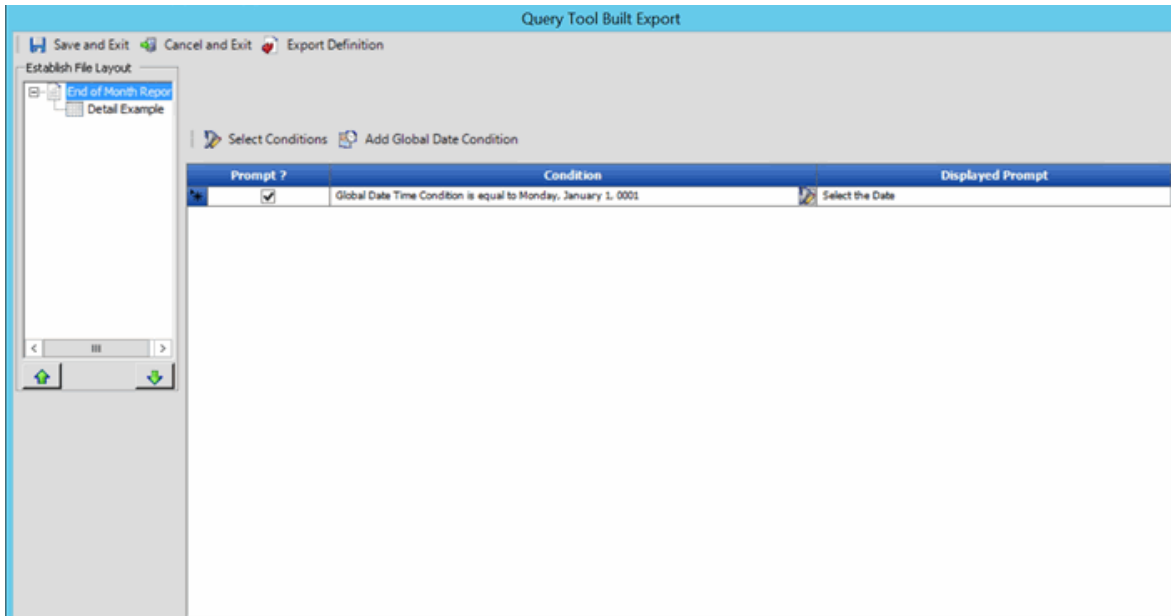
Use the **Query Tool Built Export** window to define a field to include in the export file.

To create a user-defined field

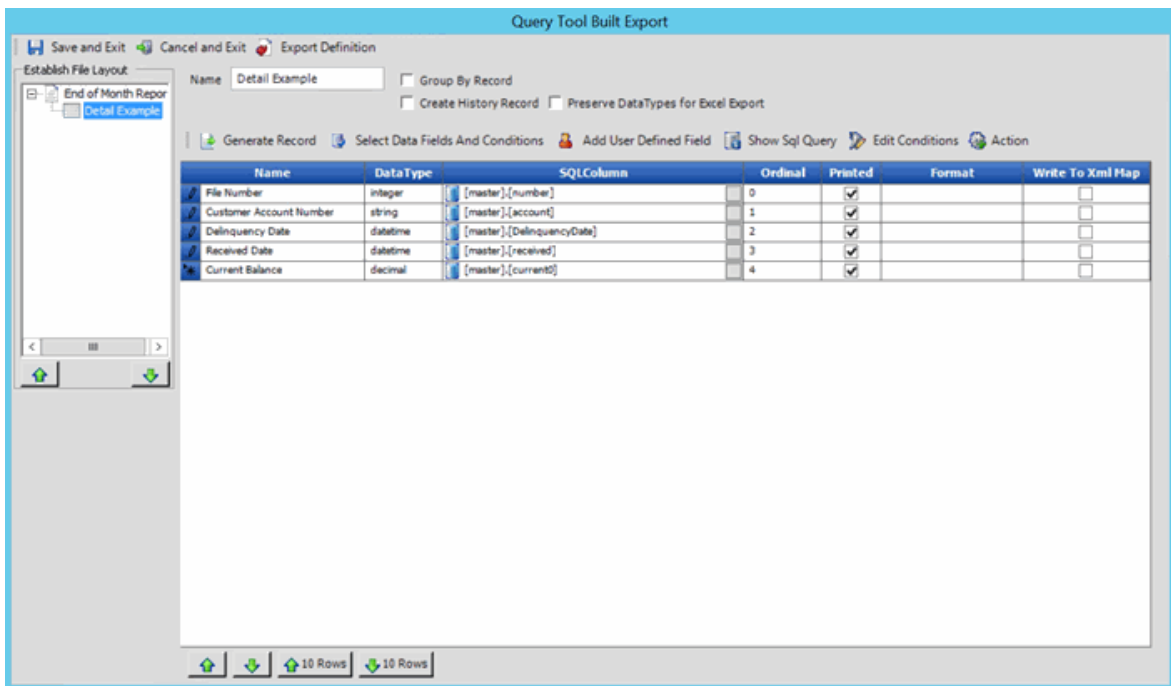
1. Click the [**Export Layout Name**] tab on the **Export Files** tab (for example, End of Month Report).

The screenshot shows the 'ABC Company' interface with the 'Export Files' tab selected. Underneath, the 'End of Month Report' tab is active. The 'General' section contains three text boxes: 'Name' (End of Month Report), 'Output File' (End of Month Report), and 'Description' (empty). The 'Output File Format' section has three radio buttons: 'Excel' (selected), 'Fixed', and 'CSV'. The 'Layout' section has a 'Modify Record Layouts' button. The 'File Sequence' section has a label 'File Sequence (Can be used as function: Last Time Ran or in file name using @FileSeq)', a dropdown menu showing '11-15-2017 12:33:04 PM', and a numeric input field with '0'. The 'Query Tool Export Type' section has two radio buttons: 'Standard' (selected) and 'Simple Reader'. A 'Define Post Processing CSharp Script' button is also visible.

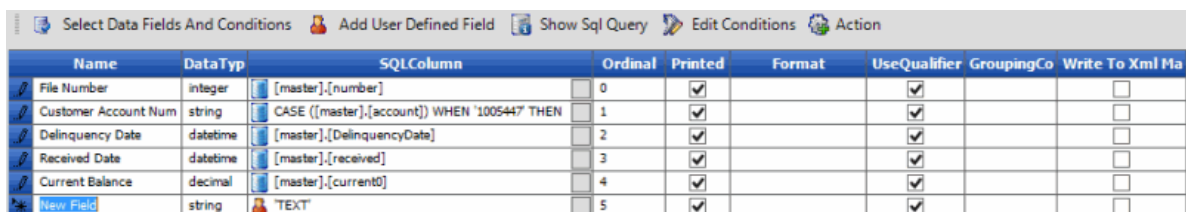
2. Click **Modify Record Layouts**. The **Query Tool Built Export** window appears.



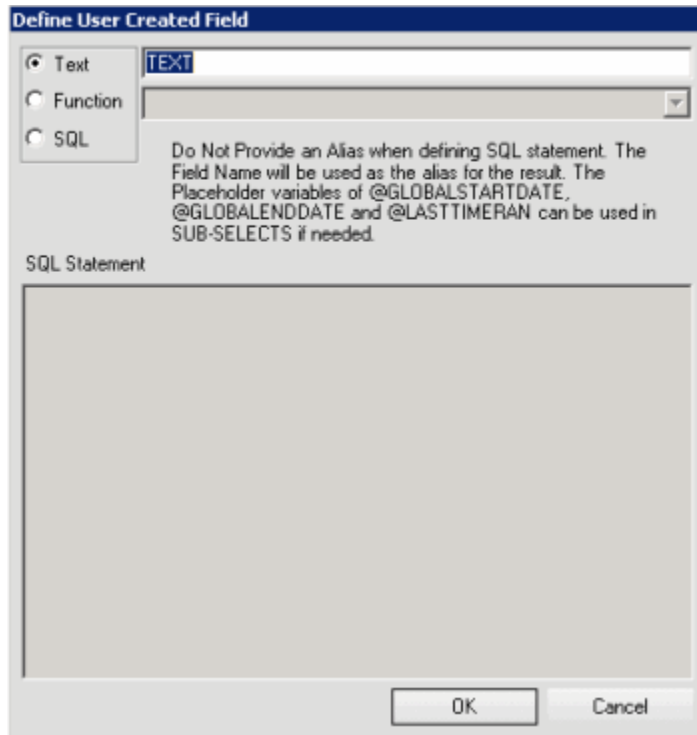
3. Click the name of the detail record (for example, Detail Example). Information for the detail record appears.



4. Above the data grid, click **Add User Defined Field**. Exchange Manager adds a row to the data grid.



- In the **Name** box, type a descriptive name for the field.
- In the **SQLColumn** box, click the gray box. The **Define User Created Field** dialog box appears.



Text: If selected, type the text to assign to the field.

Function: If selected, click the function to use to populate the field (for example, Current Date or File Sequence).

SQL: If selected, type the SQL statement to use to populate the field.

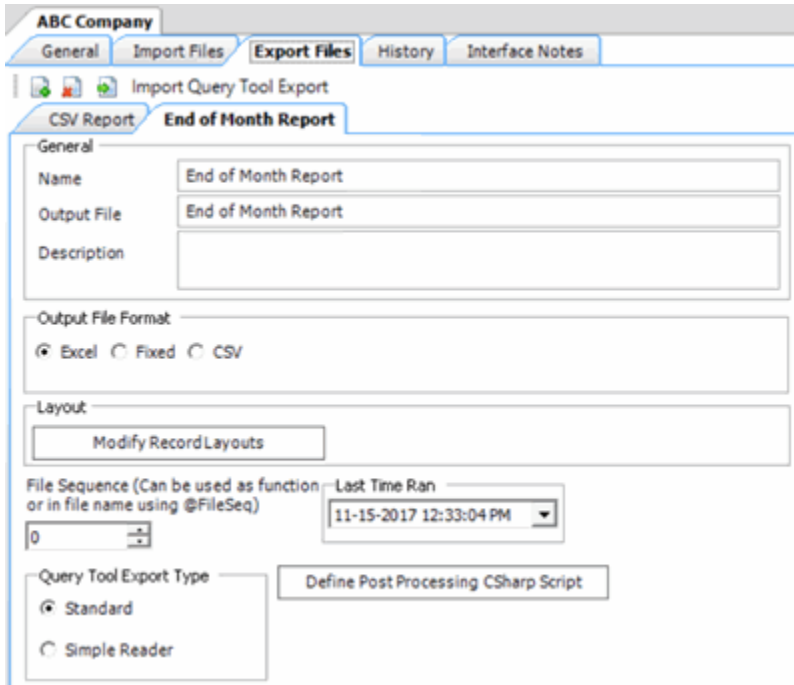
- Complete the information and then click **OK**. Exchange Manager updates the data grid and populates the **Data Type** box accordingly.
- In the **Query Tool Built Export** window, click **Save and Exit**.
- In the **Clients** pane toolbar, click **Save**. The **Update Comment** dialog box appears.
- In the **Update Comment** box, type a comment regarding your changes and then click **OK**.

Configure Date Conditions

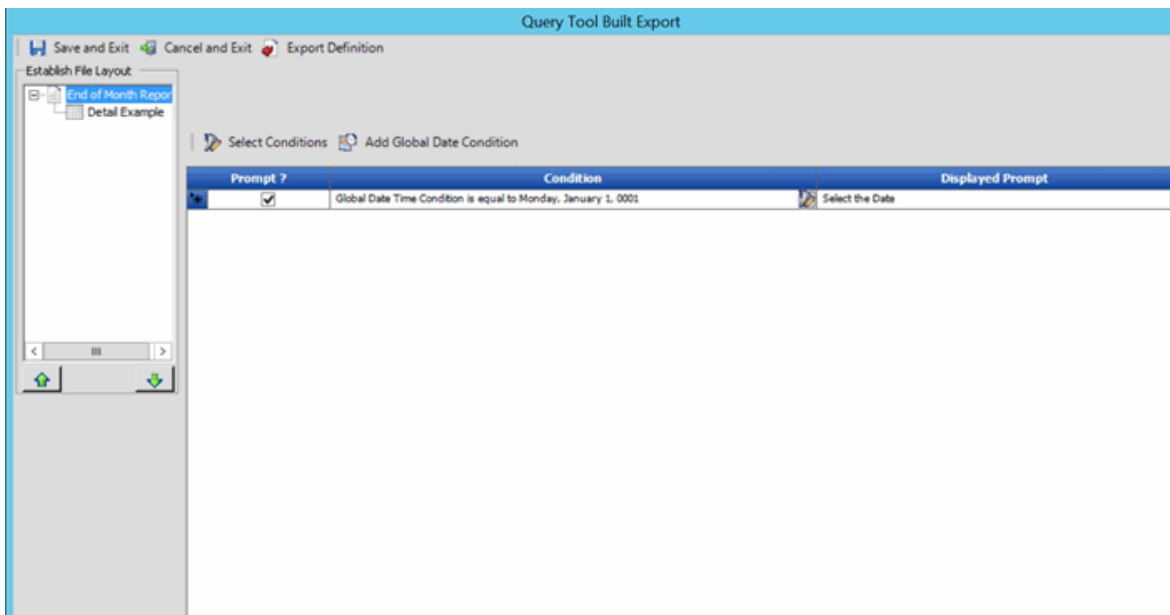
Use the **Configure Conditions** dialog box to specify how to apply date conditions.

To configure date conditions

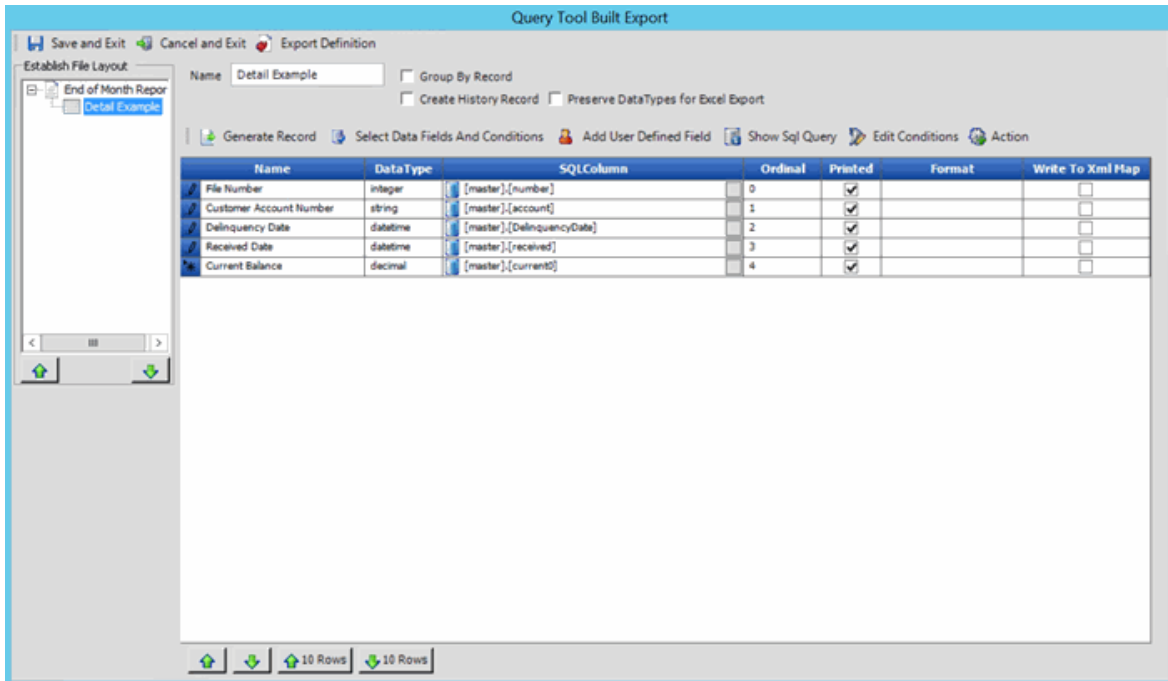
- Click the [**Export Layout Name**] tab on the **Export Files** tab (for example, End of Month Report).



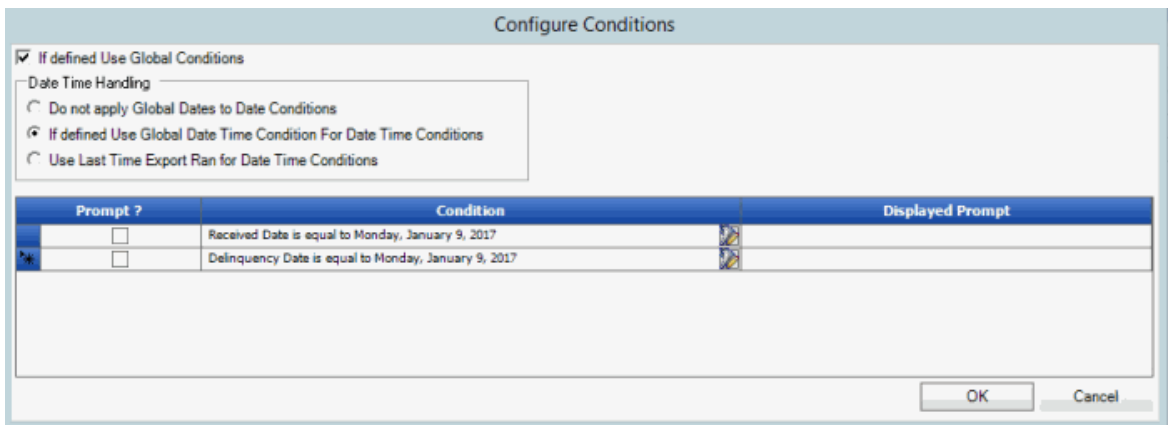
2. Click **Modify Record Layouts**. The **Query Tool Built Export** window appears.



3. Click the name of the detail record (for example, Detail Example). Information for the detail record appears.



- Above the data grid, click **Edit Conditions**. The **Configure Conditions** dialog box appears.



If defined Use Global Conditions: If selected and you defined global date conditions, Exchange Manager uses the global date conditions instead of the date conditions listed in the data grid.

Do not apply Global Dates to Date Conditions: If selected, Exchange Manager uses the date conditions listed in the data grid instead of the global date conditions you defined.

If defined Use Global Date Time Condition For Date Time Conditions: If selected and you defined global date conditions, Exchange Manager uses the global date conditions instead of the date conditions listed in the data grid.

Use last Time Export Run for Date Time Conditions: If selected, Exchange Manager uses the date and time a user last ran the export instead of the date conditions listed in the data grid or the global date conditions you defined.

Prompt: If selected, Exchange Manager prompts the user for input for the condition.

Condition: Condition that limits the records to export. To modify the condition, click the Edit icon next to the condition.

Displayed Prompt: Prompt to display to the user to request input when exporting the data. If you selected the **Prompt** check box, type a message in this box.

Note: For date conditions, if you chose to use a global condition, the system ignores the prompts and conditions listed in the data grid.

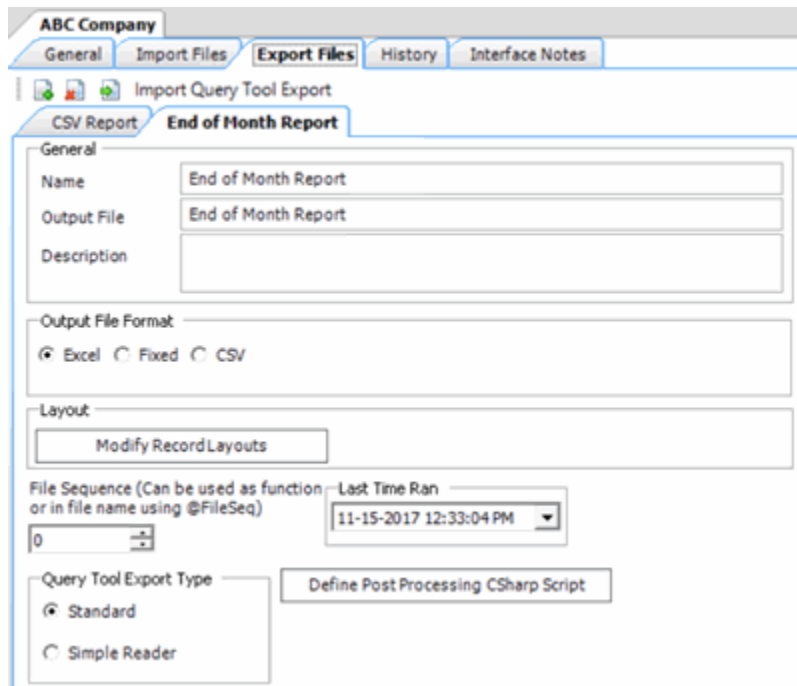
5. Complete the information and then click **OK**.
6. In the **Query Tool Built Export** window, click **Save and Exit**.
7. In the **Clients** pane toolbar, click **Save**. The **Update Comment** dialog box appears.
8. In the **Update Comment** box, type a comment regarding your changes and then click **OK**.

Modify SQL Query

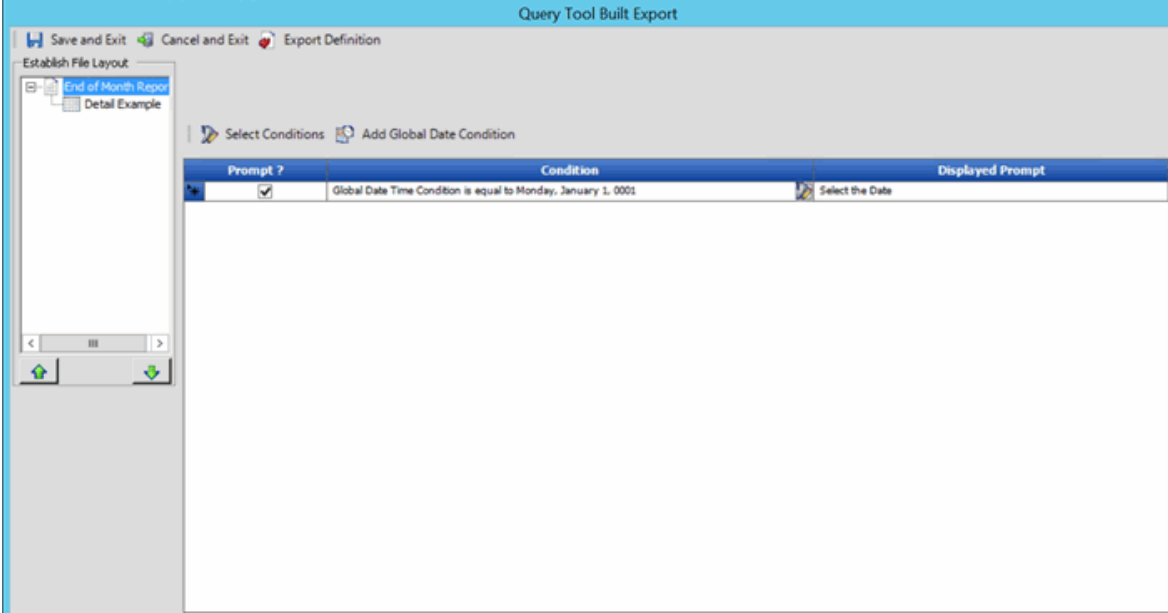
Use the **Configure Conditions** dialog box to view or modify the query as a SQL statement.

To modify a SQL Query

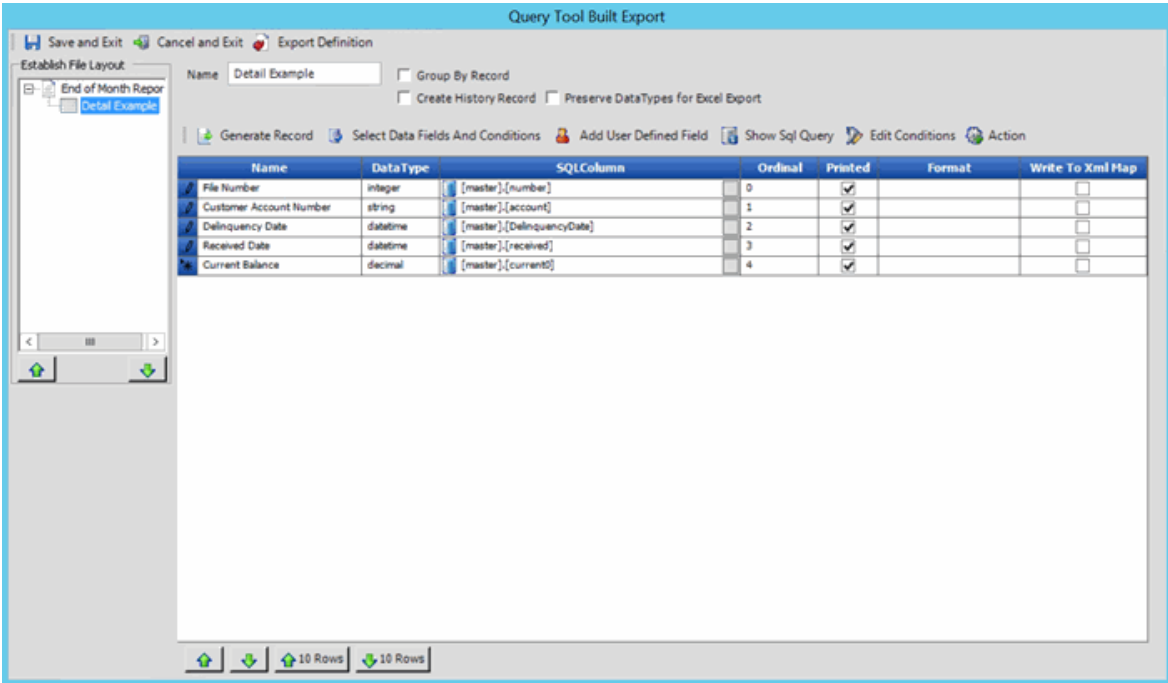
1. Click the [**Export Layout Name**] tab on the **Export Files** tab (for example, End of Month Report).



2. Click **Modify Record Layouts**. The **Query Tool Built Export** window appears.



3. Click the name of the detail record (for example, Detail Example). Information for the detail record appears.



4. Above the data grid, click **Show Sql Query**. The **SQL Query Form** dialog box appears.

The screenshot shows the 'SQL Query Form' window. The main text area contains the following SQL query:

```

SELECT TOP 100 PERCENT
[master].[number] as [File Number],
CASE ([master].[account]) WHEN '1005447' THEN '1004' END as [Customer Account Number],
[master].[DelinquencyDate] as [Delinquency Date],
[master].[received] as [Received Date],
[master].[current0] as [Current Balance],[master].[number] as [Global_FileNumber]
,* as [MappedXmlInfo]
FROM [dbo].[master] WITH (NOLOCK)
WHERE ([master].[received] >= '2016-12-31')
AND [master].[current0] < 1000.01
AND ([master].[DelinquencyDate] >= '2016-12-31')
    
```

Below the query text are three empty input boxes:

- Additional JOINS:** (Double-Click for Help on Usage)
- Additional WHERE clause:** (Double-Click for Help)
- ORDER BY clause:**

At the bottom right, there are three buttons: 'Rebuild', 'Validate Quer', and 'OK'.

5. To add a table or derived table to use as select columns, in the **Additional JOINS** box, type the JOIN clause. To view an example, double-click in the box.
6. To add a search condition, in the **Additional WHERE clause** box, type the WHERE clause. To view an example, double-click in the box.
7. To specify a sort order, in the **ORDER BY clause** box, type the ORDER BY clause. For example, "ORDER BY AccountID."
8. To verify that the SQL statement is valid after adding or modifying a clause, click **Validate Query**.

This screenshot shows the 'SQL Query Form' after modifications. The main query text area is identical to the previous image. The input boxes now contain the following text:

- Additional JOINS:**

```

INNER Join [dbo].[AddressHistory] as [AddressHistory]
WITH [NOLOCK] ON [AddressHistory].[AccountID] =
[master].[Number]
    
```
- Additional WHERE clause:**

```

WHERE AccountID = '1212'
    
```
- ORDER BY clause:**

```

ORDER BY AccountID
    
```

The 'Rebuild', 'Validate Quer', and 'OK' buttons remain at the bottom right.

9. To rebuild the query after adding or modifying a clause, click **Rebuild**. Exchange Manager updates the **SQL Query** box to reflect your changes.
10. Click **OK**.
11. In the **Query Tool Built Export** window, click **Save and Exit**.
12. In the **Clients** pane toolbar, click **Save**. The **Update Comment** dialog box appears.
13. In the **Update Comment** box, type a comment regarding your changes and then click **OK**.

Export Query Definition to a File

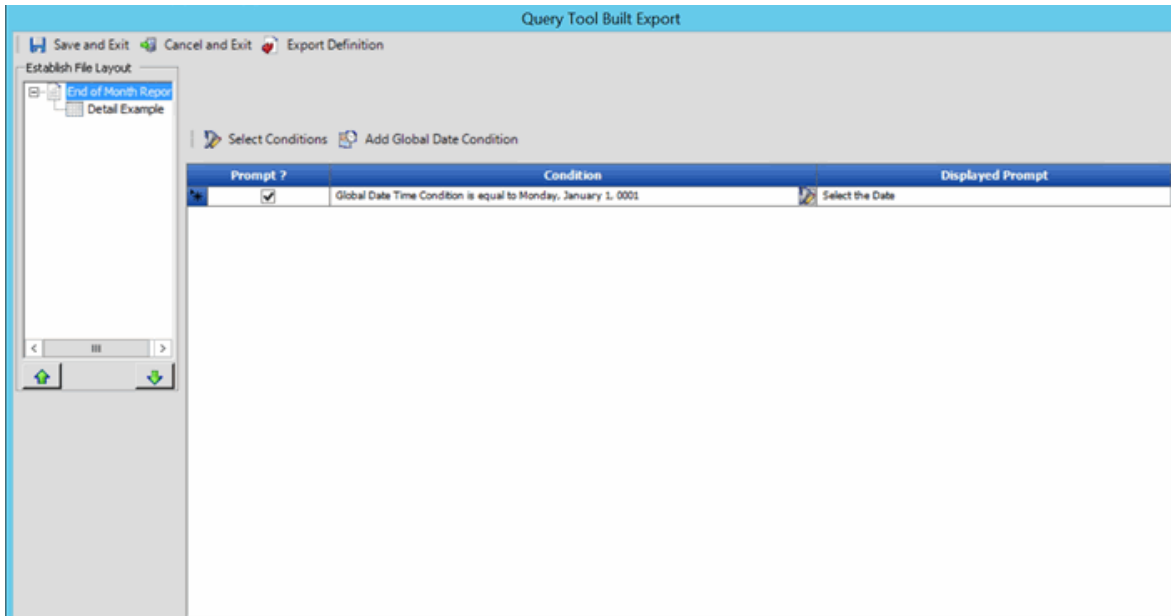
Use the **Query Tool Built Export** window to export a query definition to an XML file.

To export a query definition to a file

1. Click the [**Export Layout Name**] tab on the **Export Files** tab (for example, End of Month Report).

The screenshot shows the 'ABC Company' interface with the 'Export Files' tab selected. Underneath, the 'End of Month Report' sub-tab is active. The 'General' section contains fields for 'Name' (End of Month Report), 'Output File' (End of Month Report), and 'Description'. The 'Output File Format' section has radio buttons for 'Excel' (selected), 'Fixed', and 'CSV'. The 'Layout' section has a 'Modify Record Layouts' button. The 'File Sequence' section includes a dropdown for 'Last Time Ran' showing '11-15-2017 12:33:04 PM' and a numeric input field with '0'. The 'Query Tool Export Type' section has radio buttons for 'Standard' (selected) and 'Simple Reader', along with a 'Define Post Processing CSharp Script' button.

2. Click **Modify Record Layouts**. The **Query Tool Built Export** window appears.



3. In the toolbar, click **Export Definition**. The **Save As** dialog box appears.
4. In the **File name** list box, click or type the name to assign to the file and then click **Save**.
5. In the **Query Tool Built Export** window, click **Save and Exit**.

Define a C Sharp Script

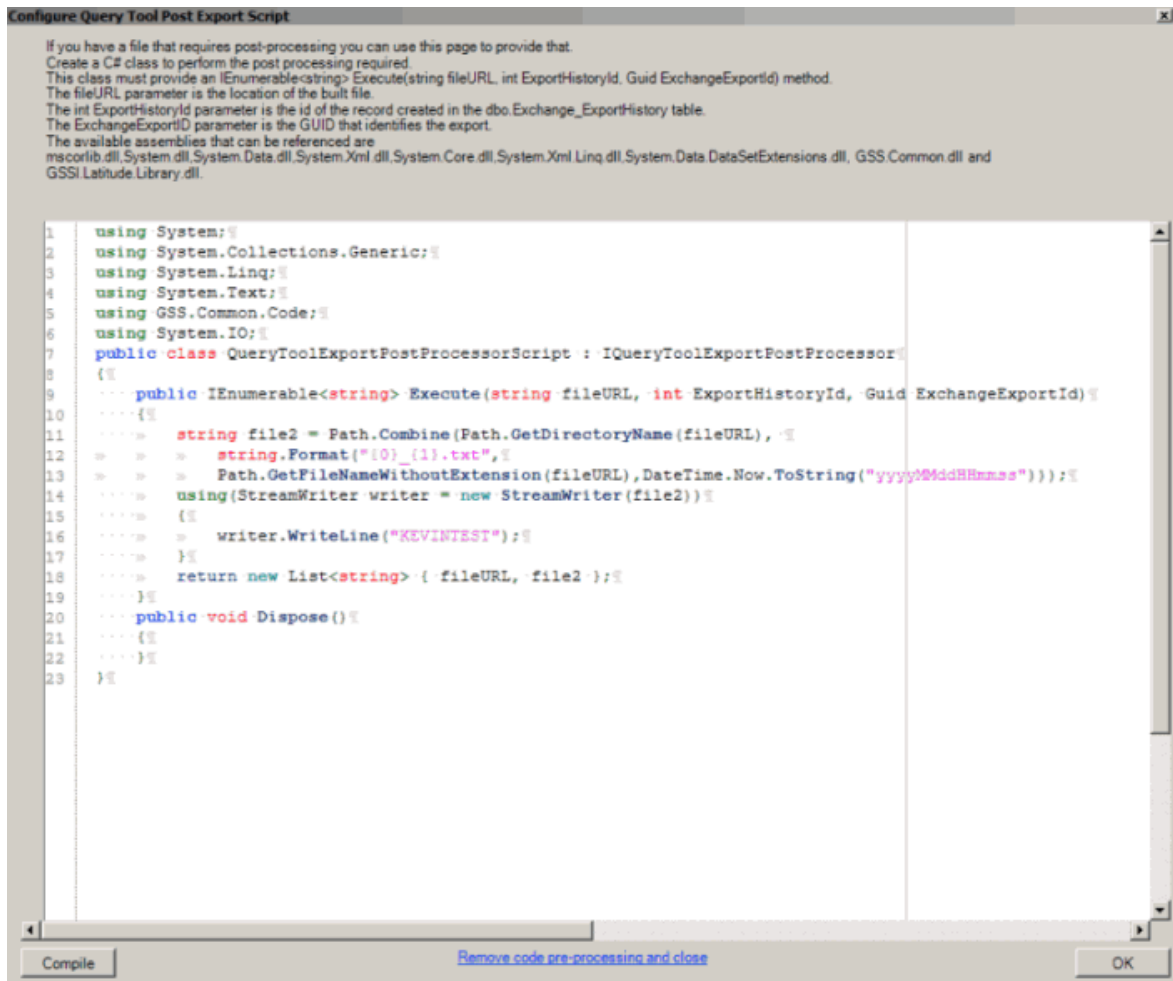
Use the **Configure Query Tool Post Export Script** window to define a C Sharp script to process a file after exporting data. For example, you can define a script to translate the file into another format or split the file into multiple files.

To define a C Sharp script

1. Do one of the following:
 - If the export file doesn't exist, do the steps to [Create an Export File Layout Using the Query Tool](#).
 - If the export file exists, click the **[Export Layout Name]** tab on the **Export Files** tab (for example, End of Month Report).

The screenshot shows the 'Export Files' configuration window for 'ABC Company'. The 'End of Month Report' configuration is active. The 'General' section includes fields for Name, Output File, and Description, all containing 'End of Month Report'. The 'Output File Format' section has radio buttons for 'Excel' (selected), 'Fixed', and 'CSV'. The 'Layout' section has a 'Modify Record Layouts' button. The 'File Sequence' section has a text box with '0' and a 'Last Time Ran' dropdown menu showing '11-15-2017 12:33:04 PM'. The 'Query Tool Export Type' section has radio buttons for 'Standard' (selected) and 'Simple Reader'. A 'Define Post Processing CSharp Script' button is located to the right of the 'Query Tool Export Type' section.

2. Click **Define Post Processing C Sharp Script**. The **Configure Query Tool Post Export Script** window appears.



5. Follow the instructions in the window to create the script.
6. Click **Compile** and then click **OK**.

Tip: To remove the script, click **Remove code pre-processing and close** and then, in the confirmation dialog box, click **Yes**.

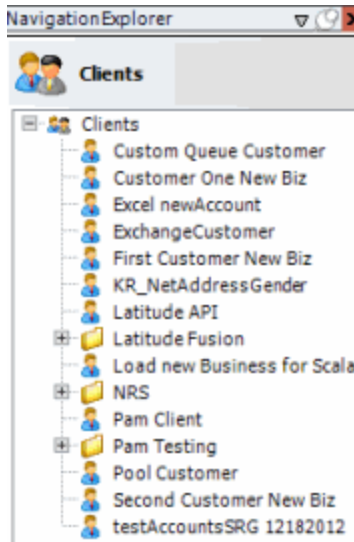
7. In the toolbar, click **Save**. The **Update Comment** dialog box appears.
8. In the **Update Comment** box, type a comment regarding your changes and then click **OK**.

Export Data Using a Query Tool Layout

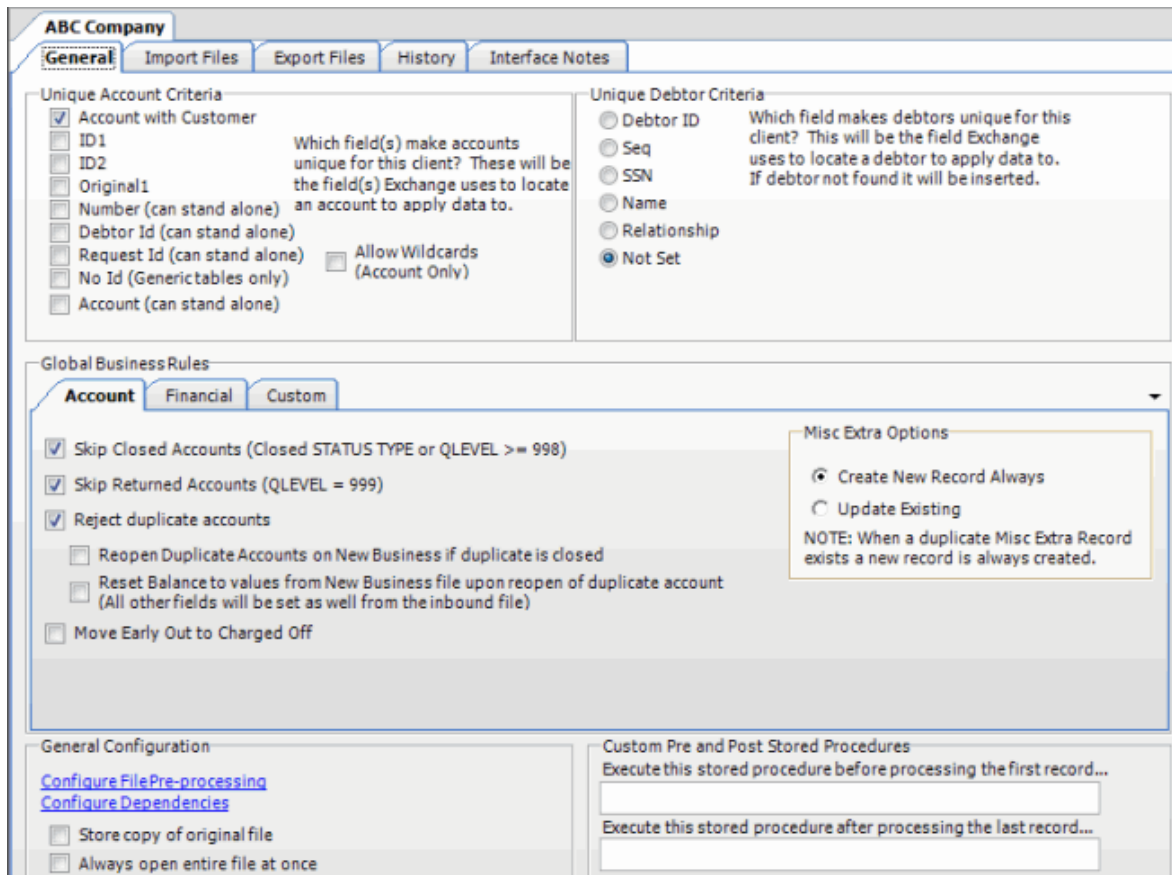
Use the **Export Form** dialog box to export data to a file based on a query tool layout. For more information, see [Create an Export File Layout Using the Query Tool](#).

To export data using a query tool layout

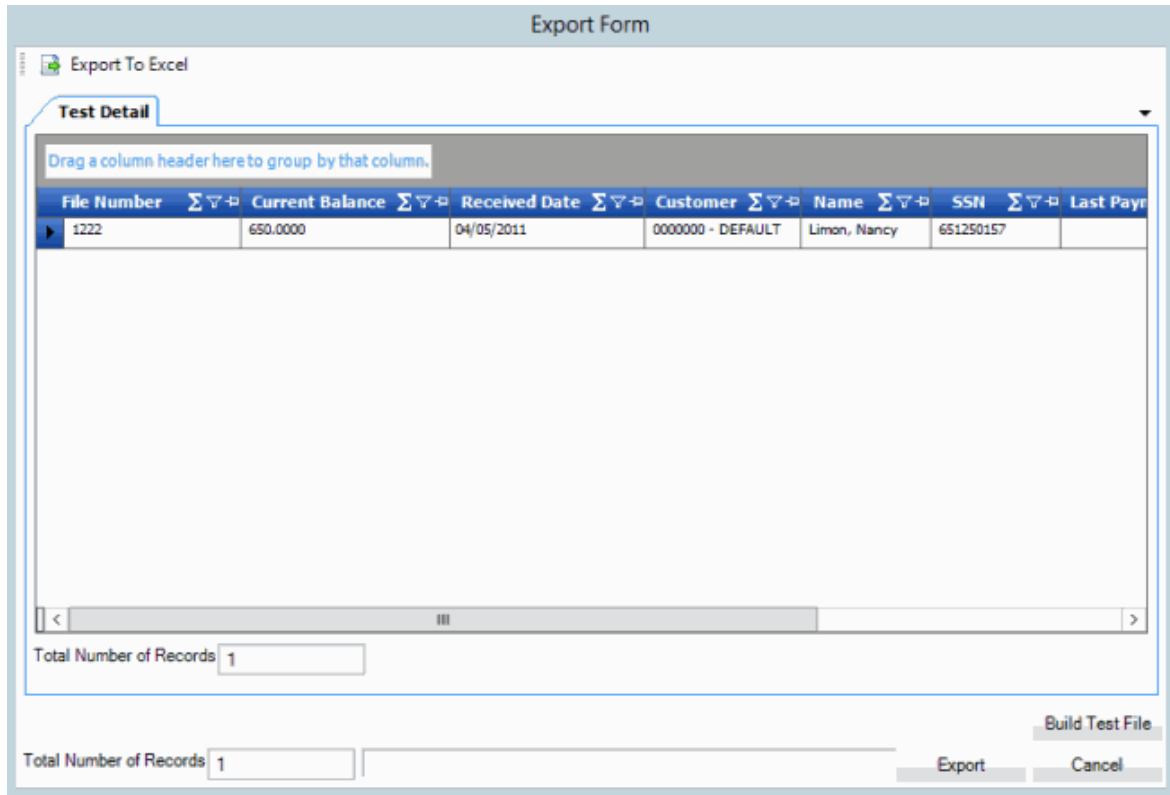
1. In the **Navigation** pane, click **Clients**.



- In the **Clients** pane, expand the appropriate folder and then double-click the client. The tab for the specified client appears in the **Information** pane.



- From the menu bar, click **File > Export** and then click the name of the export layout to use. The **Export Form** dialog box appears.



4. Do one of the following:
 - To export data to an Excel file, at the top of the dialog box, click **Export to Excel**.
 - To export data to a fixed or CSV file format (as defined for the layout), at the bottom of the dialog box, click **Export**.

The **Save As** dialog box appears.

5. In the **File name** list box, click or type the name to assign to the file and then click **Save**.
6. If the **Preserve Data Types** dialog box appears, click **Yes**.
7. Click **OK**.

Stored Procedure

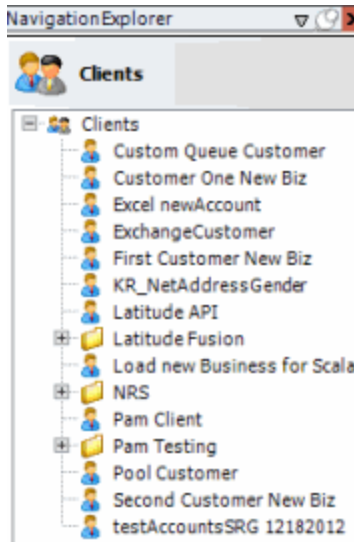
Use the **Export Files** tab to use a stored procedure that your organization or Latitude by Genesys created to define an export file.

Create an Export File Layout Using a Stored Procedure

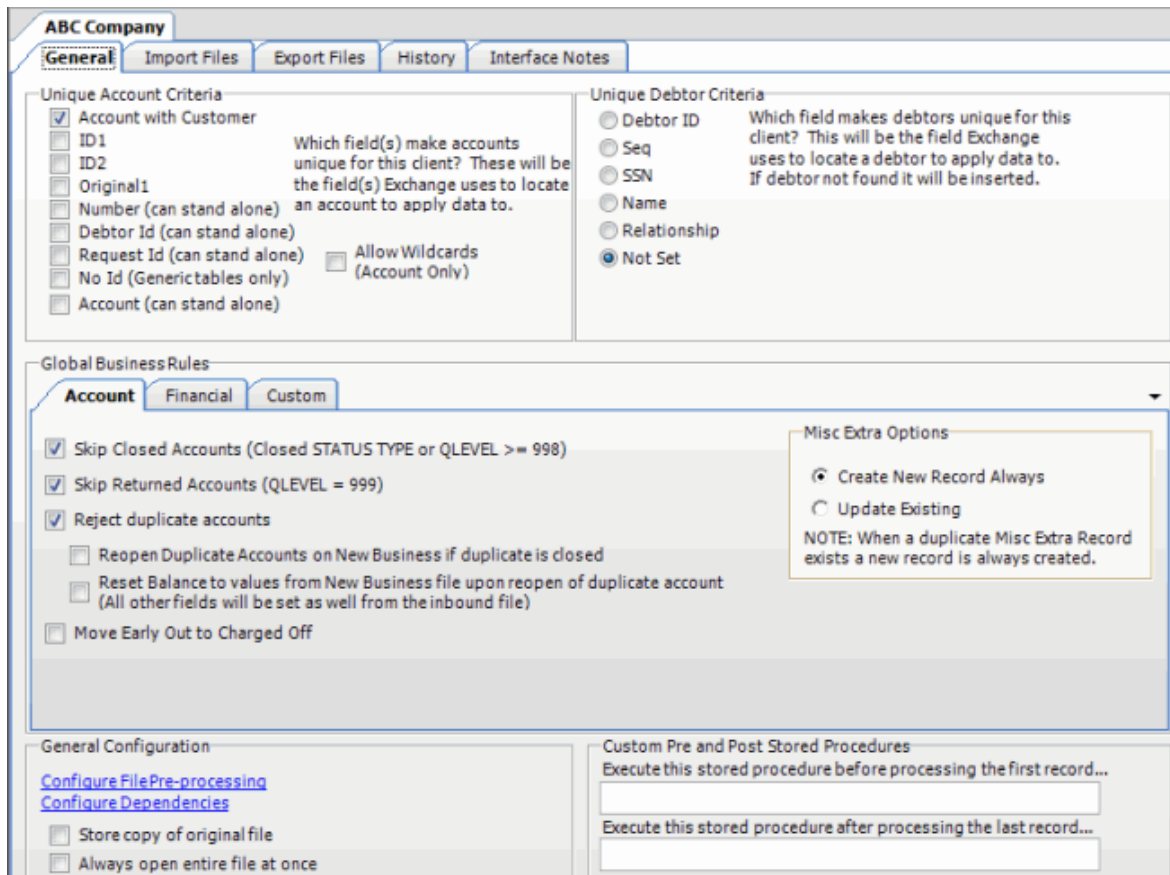
Use the **Export Files** tab to create an export file layout using a stored procedure that exists in your Latitude database.

To create an export file layout using a stored procedure

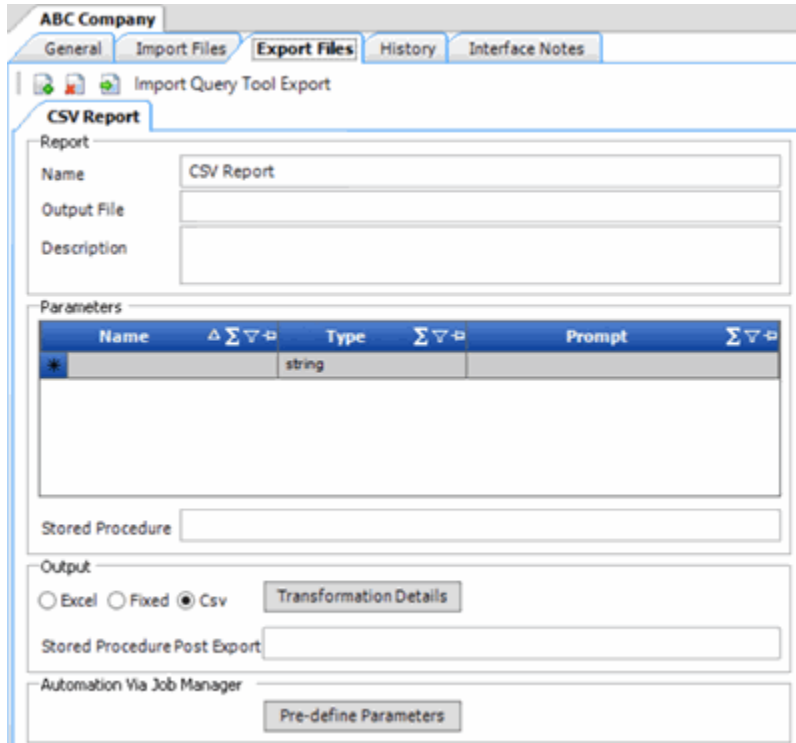
1. In the **Navigation** pane, click **Clients**.



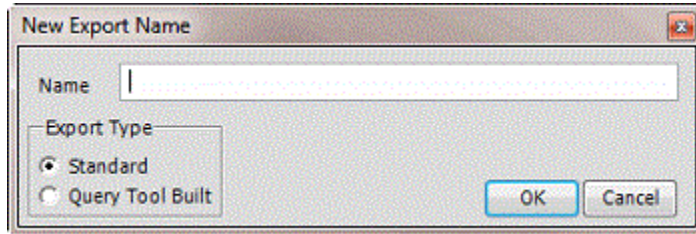
- In the **Clients** pane, expand the appropriate folder and then double-click the client. The tab for the specified client appears in the **Information** pane.



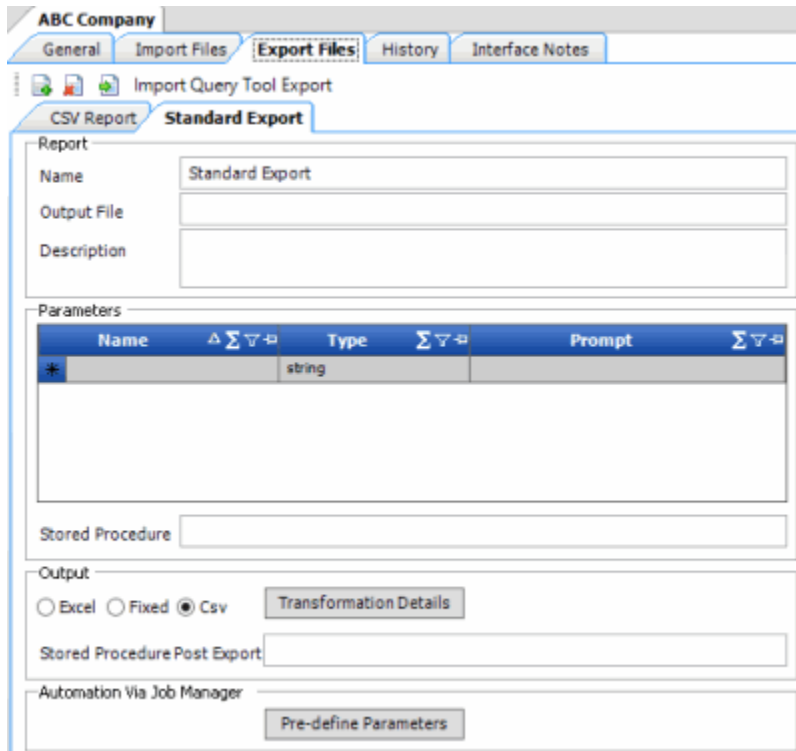
- Click the **Export Files** tab.



4. In the toolbar, click the **Add** icon. The **New Export Name** dialog box appears.



5. In the **Name** box, type a descriptive name for the export.
6. For the export type, click **Standard** and then click **OK**. The system adds the export as a tab on the **Export Files** tab.



Name: Name of the export.

Output File: Name to assign to the export file. You can name the file using the following methods:

- Use a literal name, such as "PaymentFile".
- Include dynamic information, such as a date and time stamp. For example, "PAYMENTFILE_@Date(MMddyyyy_hhmmss).txt," names the export file as "PAYMENTFILE," followed by the current date and time in the format indicated.
- Include an aggregate value from the resultant dataset. For example, "Payment_@Value(sum(Amount)|Batchtype = 'PU'|0)_PAYMENT.txt," names the export file as "PAYMENT_[sum of the payments in the "Amount" column, where the type of payment is "PU," which is in the "Batchtype" column]_PAYMENT.txt. This aggregate value function takes three parameters @Value(expression|filter|tableIndex) separated by the | (pipe) character. TableIndex is the name of the export you defined.

Description: Description of the export file.

Parameters: Parameters to use to pass values to the stored procedure. If you export data using Exchange Manager, Exchange Manager requests the values from the user. If you export data using Job Manager and you predefine the parameters, Exchange Manager uses the predefined values.

Stored Procedure: Name of the stored procedure to use to retrieve the data to export.

Note: If you use a stored procedure for post export processing (**Stored Procedure Post Export**), include the parameters that the post export stored procedure uses in this stored procedure.

Excel: If selected, exports the data to a Microsoft Excel file.

Fixed: If selected, exports the data to a fixed-length flat file.

CSV: If selected, exports the data to a Comma-Separated Value file.

Transformation Details: Allows you to specify the XSLT translation to transform XML into other formats such as HTML, plain text, and XLSX.

Stored Procedure Post Export: Stored procedure to use for post-export processing (for example, flagging payments or changing account statuses).

Note: Ensure that this stored procedure uses the same account selection criteria as the stored procedure for exporting the data.

Pre-define Parameters: Opens a dialog box to allow you to specify the values to use when exporting data using Job Manager instead of requesting the values from the user.

7. Complete the information.
8. To add a parameter to request data from a user and pass it to the stored procedure, do the following:
 - a. In the data grid, click in the **Name** box in the first blank row and type the parameter name that the stored procedure uses.
 - b. In the **Type** box, click a data type and then, in the **Name** box, click the **Edit** icon.
 - If you selected "string," see [Specify a String Parameter](#).
 - If you selected "Date/Time," see [Specify a Date and Time Parameter](#).
 - If you selected "int," see [Specify an Integer Parameter](#).
 - If you selected "QueryBuilder," see [Specify a Query Parameter](#).
 - c. In the **Prompt** box, type a prompt to display to request input from the user when running the export.
9. To transform XML into another format, do the following:
 - Click **Transformation Details** and then do one of the following:
 - To open the file that contains the translation code, click **From File...**, click the name of the file, and then click **Open**.
 - To type the translation code, click **New...**The **Edit File** window appears.
 - b. Modify the code as necessary and then click **OK**.
10. To specify the values to use when exporting data using Job Manager, do the following:
 - a. In the data grid, click the parameter row to predefine.

ABC Company

General Import Files **Export Files** History Interface Notes

Import Query Tool Export

CSV Report **Standard Export**

Report

Name: Standard Export

Output File: Standard_Export

Description: Standard export file example

Parameters

Name	Type	Prompt
CustomerList	string	Select the customers:
StartDate	DateTime	Select the start date:
*	string	

Stored Procedure: dbo.Custom_StdExample

Output

Excel Fixed Csv

Stored Procedure Post Export:

Automation Via Job Manager

b. Click **Pre-define Parameters**. The **Parameters** dialog box appears.

Parameters

Select the customers:

c. Specify the values to use to retrieve the data to export and then click **OK**.

d. Repeat these steps for each parameter in the data grid that you want to predefine.

11. In the toolbar, click **Save**. The **Update Comment** dialog box appears.

12. In the **Update Comment** box, type a comment regarding your changes and then click **OK**.

Specify a String Parameter

Use the **String Parameter** dialog box to specify parameters for a string data type.

To specify a string parameter

1. Do one of the following:

- If the export file doesn't exist, do the steps to [Create an Export File Layout Using a Stored Procedure](#).
- If the export file exists, click the **[Export Layout Name]** tab on the **Export Files** tab (for example, Standard Export).

The screenshot shows the 'ABC Company' interface with the 'Export Files' tab selected. Underneath, the 'Standard Export' sub-tab is active. The 'Report' section contains fields for Name (Standard Export), Output File (STDEExport), and Description (Standard export). The 'Parameters' section features a table with columns for Name, Type, and Prompt. Below the table is a 'Stored Procedure' field containing 'Account_GetLinkedAccounts'. The 'Output' section has radio buttons for Excel, Fixed, and Csv (selected), along with a 'Transformation Details' button and a 'Stored Procedure Post Export' field. At the bottom, there is an 'Automation Via Job Manager' section with a 'Pre-define Parameters' button.

Name	Type	Prompt
Customer	string	Customer ID:
Postal Code	string	Postal Code:
Received Date	string	Received Date:
Query	QueryBuilder	
*	string	

2. In the **Name** box in the data grid, click the Edit icon for a string data type. The **String Parameter** dialog box appears.

The 'String Parameter' dialog box is shown with the following fields: Name (Customer), Prompt (Customer ID:), an empty Sql field, a Select Mode dropdown menu set to 'Single-Select', an empty Display field, and an empty Value field. At the bottom right, there are 'OK' and 'Cancel' buttons.

Name: Descriptive name for the parameter.

Prompt: Message to display to the user to request input.

Sql: SQL statement to use to query data in the Latitude database.

Select Mode: Indicates how users can select items from the query results.

Multi-Select: User can select one or more items from the query results.

Single-Select: User can select one item only from the query results.

Free Text: User must type a value.

Display: Field from the SQL statement to display to the user when exporting the data.

Value: Field from the SQL statement from which to retrieve the value to pass to the stored procedure.

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

Specify a Date and Time Parameter

Use the **Date Time Parameter** dialog box to specify parameters for a "date/time" data type.

To specify a date and time parameter

1. Do one of the following:
 - If the export file doesn't exist, do the steps to [Create an Export File Layout Using a Stored Procedure](#).
 - If the export file exists, click the **[Export Layout Name]** tab on the **Export Files** tab (for example, Standard Export).

ABC Company

General Import Files **Export Files** History Interface Notes

Import Query Tool Export

CSV Report End of Month Export **Standard Export**

Report

Name: Standard Export

Output File: STDEExport

Description: Standard export

Parameters

Name	Type	Prompt
Customer	string	Customer ID:
Postal Code	string	Postal Code:
Received Date	string	Received Date:
Query	QueryBuilder	
*	string	

Stored Procedure: Account_GetLinkedAccounts

Output

Excel Fixed Csv Transformation Details

Stored Procedure Post Export:

Automation Via Job Manager

Pre-define Parameters

- In the **Name** box in the data grid, click the Edit icon for a DateTime data type. The **Date Time Parameter** dialog box appears.

Date Time Parameter

Name: Received Date

Prompt: Received Date:

Format:

OK Cancel

Name: Descriptive name for the parameter.

Prompt: Message to display to the user to request input.

Format: Date and time format. For example, MMDDYYYY HH:MM:SS, where MM=month, DD=day, YYYY=year, HH=hour, MM=minute, and SS=second.

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

Specify an Integer Parameter

Use the **Integer Parameter** dialog box to specify parameters for an integer data type.

To specify an integer parameter

- Do one of the following:
 - If the export file doesn't exist, do the steps to [Create an Export File Layout Using a Stored Procedure](#).
 - If the export file exists, click the **[Export Layout Name]** tab on the **Export Files** tab (for example, Standard Export).

The screenshot shows the 'ABC Company' interface with the 'Export Files' tab selected. Underneath, the 'Standard Export' configuration is visible. The 'Report' section includes fields for Name (Standard Export), Output File (STDEExport), and Description (Standard export). The 'Parameters' section contains a table with columns for Name, Type, and Prompt. Below the table is a 'Stored Procedure' field set to 'Account_GetLinkedAccounts'. The 'Output' section has radio buttons for Excel, Fixed, and Csv (selected), along with a 'Transformation Details' button. There is also a 'Stored Procedure Post Export' field and an 'Automation Via Job Manager' section with a 'Pre-define Parameters' button.

Name	Type	Prompt
Customer	string	Customer ID:
Postal Code	string	Postal Code:
Received Date	string	Received Date:
Query	QueryBuilder	
*	string	

- In the **Name** box in the data grid, click the Edit icon for an integer (int) data type. The **Int Parameter** dialog box appears.

The 'Int Parameter' dialog box is shown with the following fields: Name (Postal Code), Prompt (Postal Code:), Start (0), Finish (0), and Increment (0). There are OK and Cancel buttons at the bottom right.

Name: Descriptive name for the parameter.

Prompt: Message to display to the user to request input.

Start: Starting value.

Finish: Ending value.

Increment: Number by which to increase the current value.

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

Specify a Query Parameter

Use the **Query Designer Report Form** window to specify parameters for a query data type.

To specify a query parameter

1. Do one of the following:
 - If the export file doesn't exist, do the steps to [Create an Export File Layout Using a Stored Procedure](#).
 - If the export file exists, click the **[Export Layout Name]** tab on the **Export Files** tab (for example, Standard Export).

ABC Company

General Import Files **Export Files** History Interface Notes

Import Query Tool Export

CSV Report End of Month Export **Standard Export**

Report

Name Standard Export

Output File STDEExport

Description Standard export

Parameters

Name	Type	Prompt
Customer	string	Customer ID:
Postal Code	string	Postal Code:
Received Date	string	Received Date:
Query	QueryBuilder	
*	string	

Stored Procedure Account_GetLinkedAccounts

Output

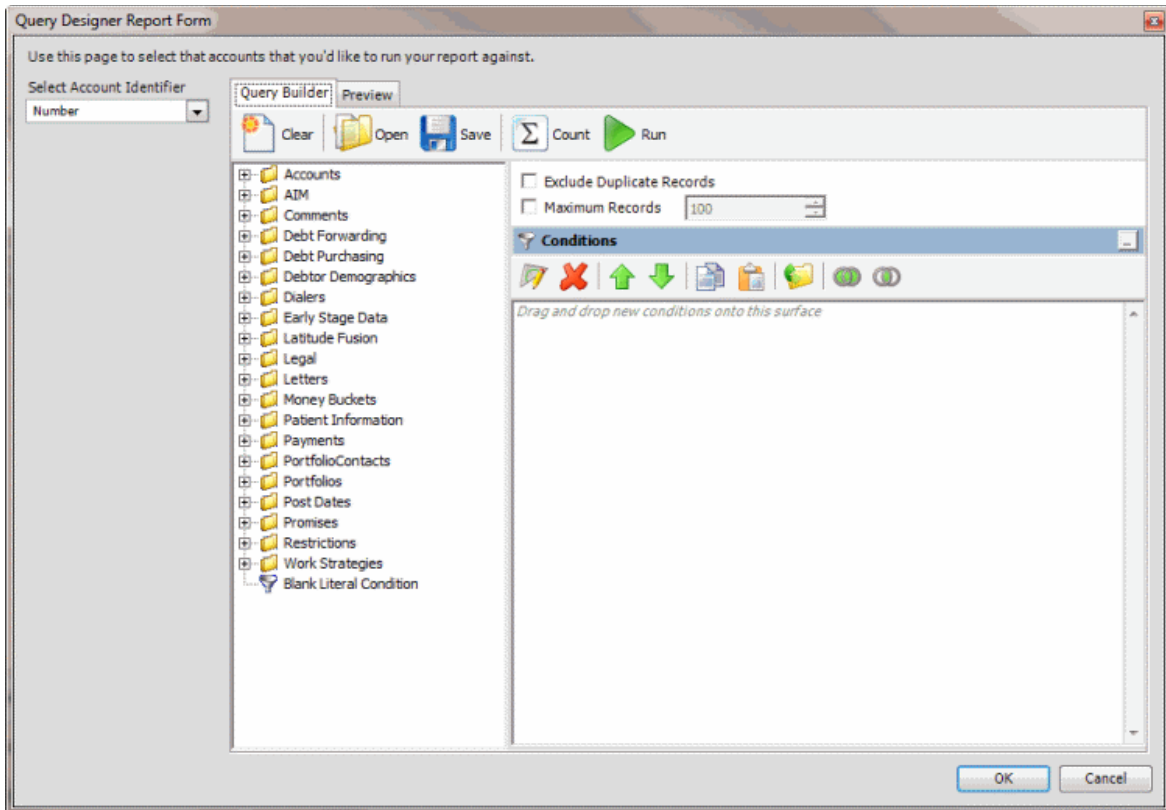
Excel Fixed Csv Transformation Details

Stored Procedure Post Export

Automation Via Job Manager

Pre-define Parameters

2. In the **Name** box in the data grid, click the Edit icon for a query builder data type. The **Query Designer Report Form** window appears.



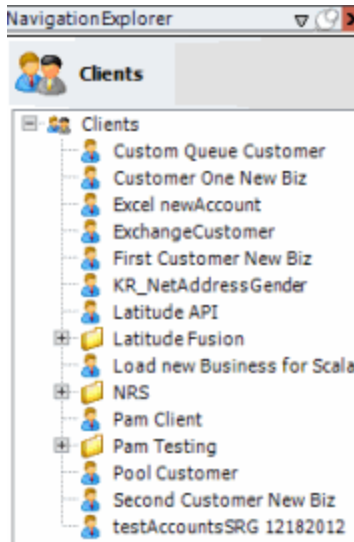
3. In the **Select Account Identifier** list box, click the data element that identifies an account.
4. Specify the conditions and then click **OK**. For more information about using queries, see [Queries](#).

Export Data Using a Stored Procedure Layout

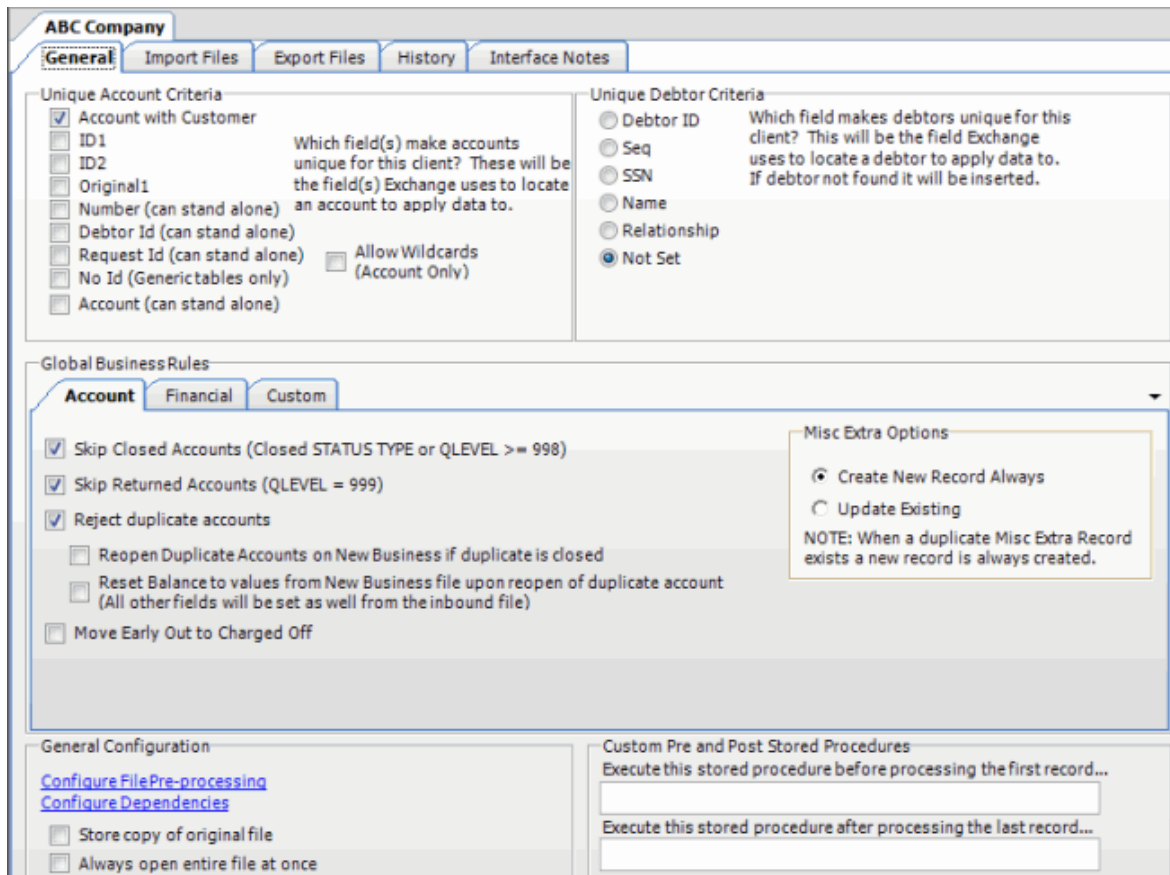
Use the **Export Form** dialog box to export data to a file based on a stored procedure layout. For more information, see [Create an Export File Layout Using a Stored Procedure](#).

To export data using a stored procedure layout

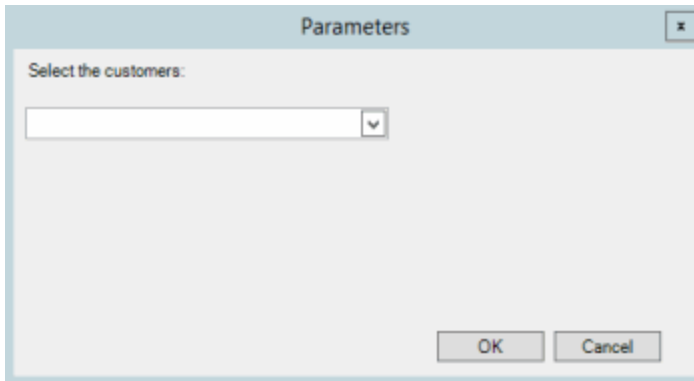
1. In the **Navigation** pane, click **Clients**.



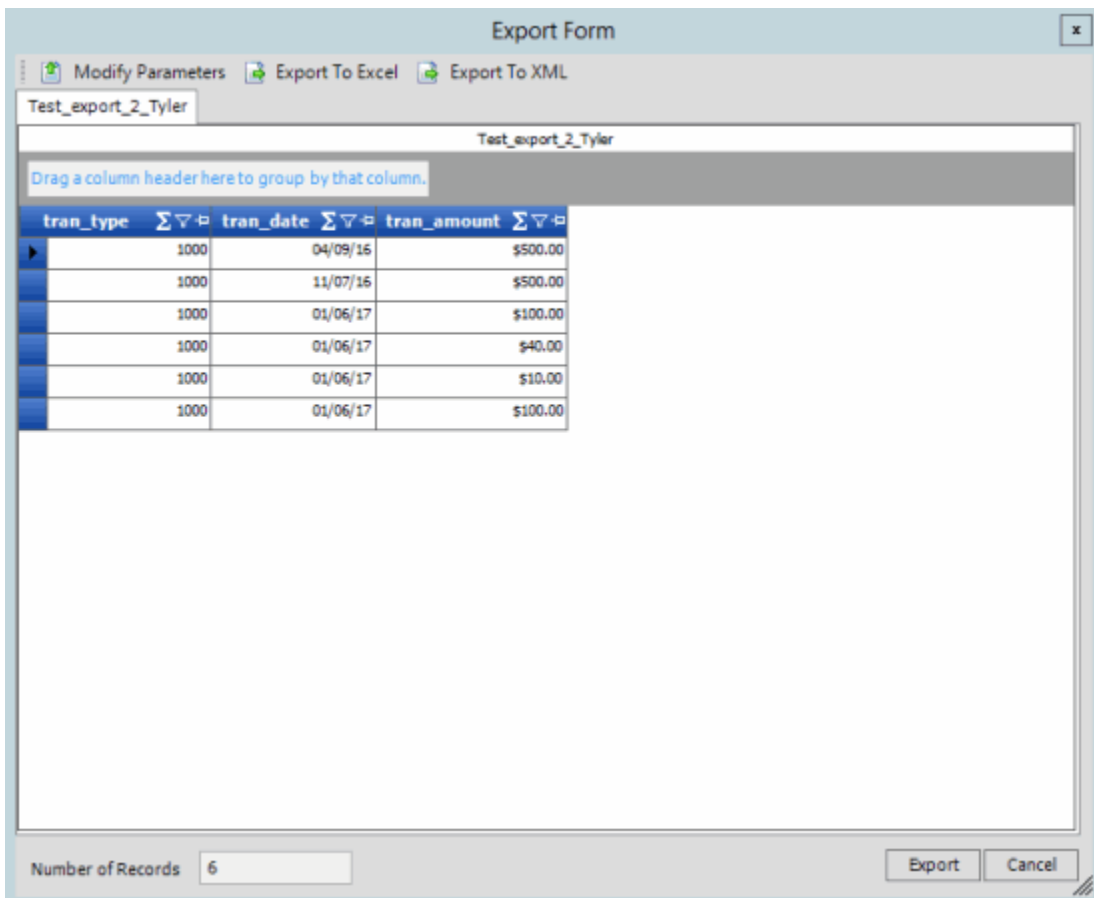
- In the **Clients** pane, expand the appropriate folder and then double-click the client. The tab for the specified client appears in the **Information** pane.



- From the menu bar, click **File > Export** and then click the name of the export layout to use. If you set parameters for the export, the **Parameters** dialog box appears.



4. Specify the parameters and then click **OK**. The **Export Form** dialog box appears.



5. To modify the parameters, do the following:
- Click **Modify Parameters**. The **Parameters** dialog box appears.
 - Specify the parameters and then click **OK**.
6. Do one of the following:
- To export to an Excel file, at the top of the dialog box, click **Export to Excel** or at the bottom of the dialog box, click **Export**.
 - To export to an XML file, at the top of the dialog box, click **Export to XML**.

The **Save As** dialog box appears.

7. In the **File name** list box, click or type the name to assign to the file and then click **Save**.

Split a File

Use the **File Splitter** dialog box to split a file into multiple files. You can split an import file before importing it and split an export file after exporting it.

To split a file

1. From the menu bar, click **Tools > Split File**. The **File Splitter** dialog box appears.



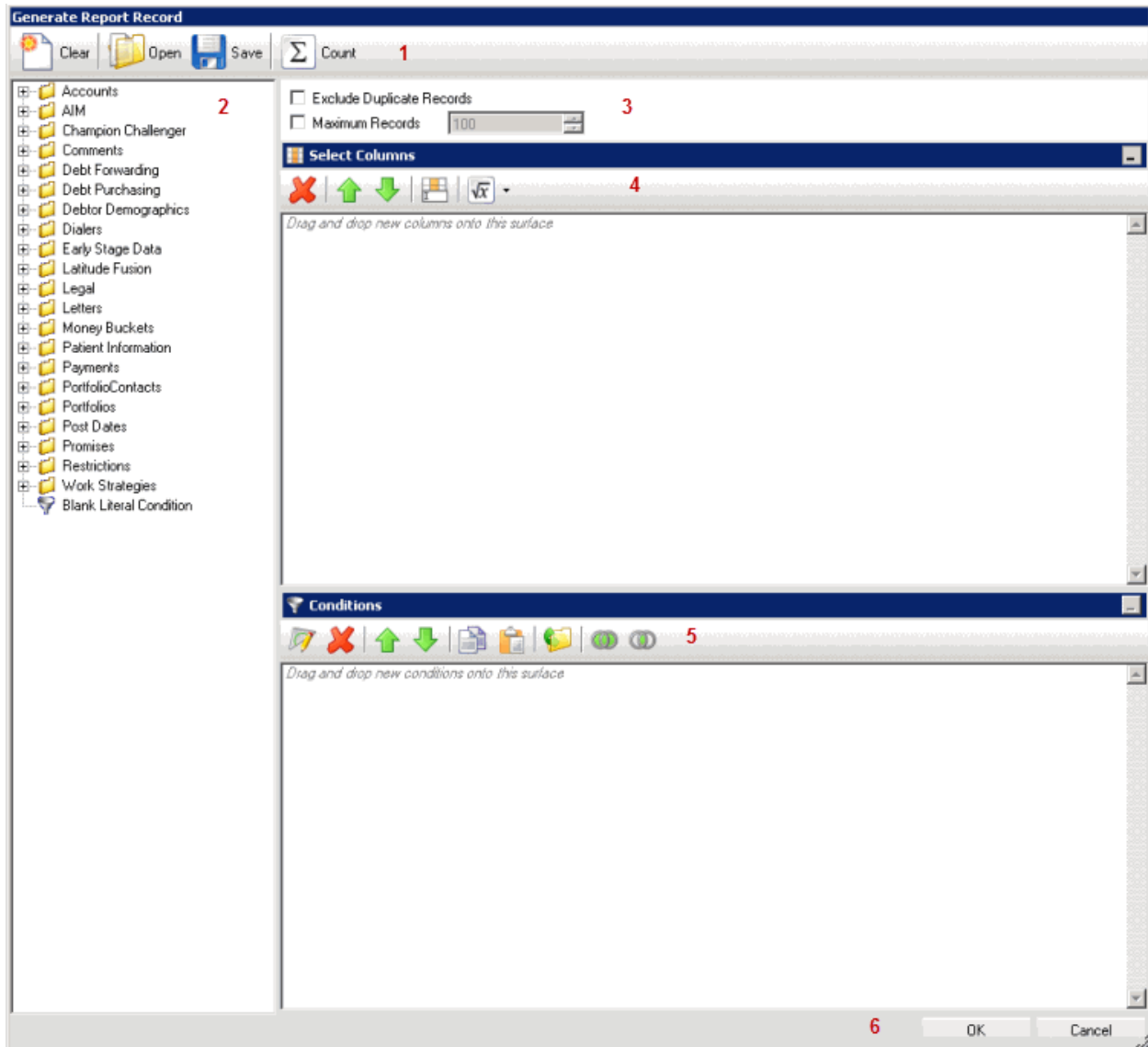
2. Click the ellipsis next to **File to Split**.
3. In the **Open** dialog box, click the file to split and then click **Open**. The path and file name appear in the **File to Split** box.
4. In the **Num lines per file** box, type or click the number of records to include in each file. For example, if you have a file with 100 records and set this number to 25, the system splits the file into 4 separate files with 25 records each.
5. In the **Regular Expression Pattern** box, type the character for the regular expression to match to identify a new record.
6. Click **Split**.

Queries

Use a query designer window to create or modify a query that retrieves accounts that meet specific criteria. The query windows include:

- **Select Accounts:** Allows you to select specific accounts to exclude from an import. For more information, see [Configure Global Custom Business Rules](#).
- **Query Designer Report Form:** Allows you to retrieve specific accounts and export them, or automate export jobs to run in Job Manager. This window is the only query designer window that includes the account identifier. For more information, see [Specify a Query Parameter](#).
- **Select Conditions for Export:** Allows you to retrieve specific accounts to create an export file. For more information, see [Create a Query for an Export](#).
- **Generate Report Record:** Allows you to add a detail record to an export file definition and specify the conditions for retrieving accounts. This window is the only one that allows you to specify which columns to include in the export file. For more information, see [Add a Detail Record to a Query Export](#).

The following example shows the layout of the **Query Designer Report Form** window.



1. **Toolbar:** Displays the options for the query.
2. **Data Selection pane:** Displays the data available to include in the query.
3. **Options:** Displays options to apply to the query.
4. **Select Columns pane:** Displays the columns to include in the export file.
5. **Conditions pane:** Displays the conditions for retrieving accounts.
6. **Window Toolbar:** Accepts your changes or closes the window without saving changes.

Query Columns

Use the **Select Columns** pane in the **Generate Report Record** window to specify the data columns to include in the export file.

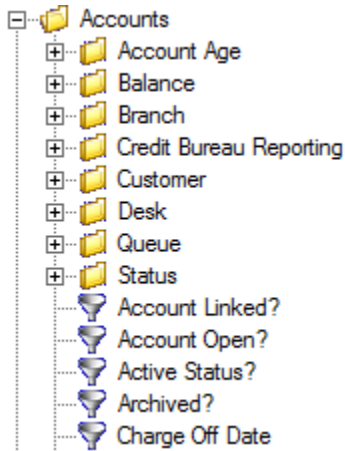
Note: Not all query windows have a **Select Columns** pane.

Add a Query Column

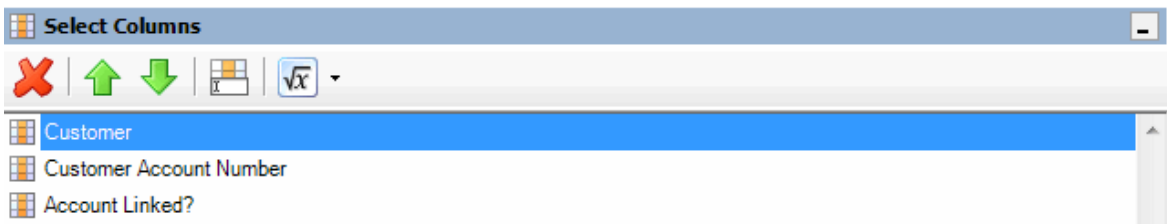
Use the **Select Columns** pane in the **Generate Report Record** window to add a column to include in the export file.

To add a query column

1. In the **Generate Report Record** window, in the **Data Selection** pane, click the plus sign (+) next to a folder to expand it.



2. Click the data to include as a column in the export file and drag and drop it in the **Select Columns** pane.



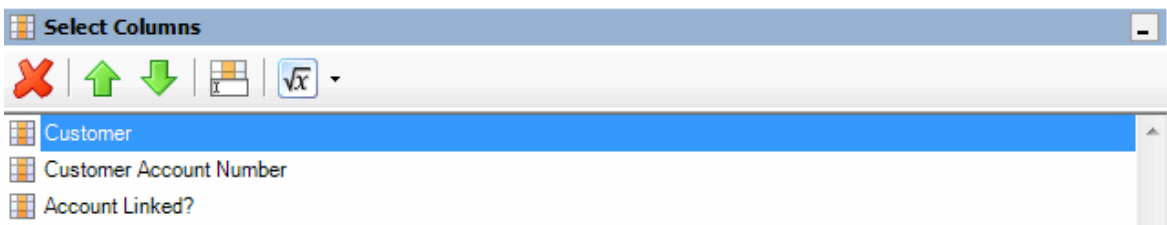
3. Drag and drop more data as necessary.

Modify the Query Column Order

Use the **Select Columns** pane in the **Generate Report Record** window to change the order in which columns of data appear in the export file.

To modify the query column order

1. In the **Generate Report Record** window, go to the **Select Columns** pane.



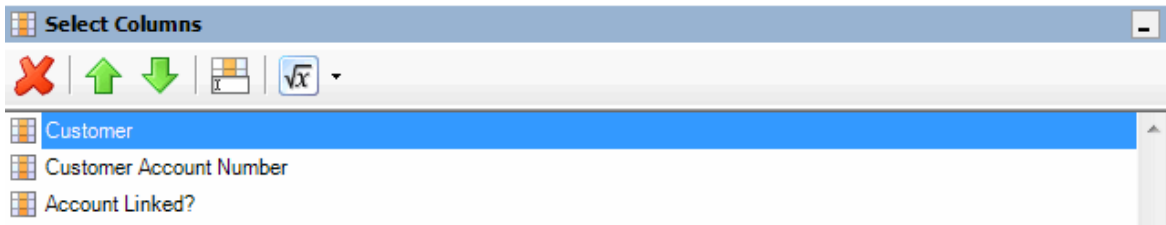
2. To move up a column in the list, click the column and then, in the toolbar, click the up arrow.
3. To move down a column in the list, click the column and then, in the toolbar, click the down arrow.

Modify a Query Column Name

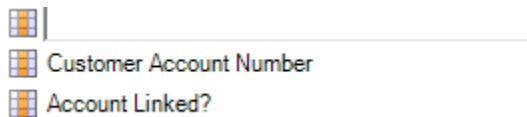
Use the **Select Columns** pane in the **Generate Report Record** window to modify the name of a column to include in the export file.

To modify a query column name

1. In the **Generate Report Record** window, go to the **Select Columns** pane.



2. Do one of the following:
 - Click the column and then, in the toolbar, click the Rename icon.
 - Right-click the column and then click **Rename**. The query designer clears the column name and displays a blank box to allow you to modify the name.



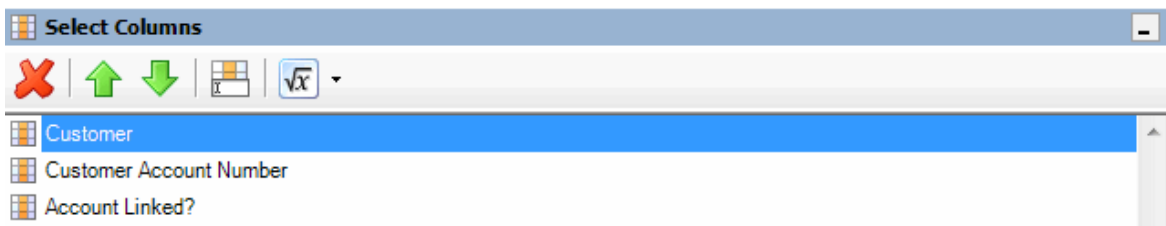
3. In the box, type the new name for the column and then press **Enter**. The original column name appears with the new name appended. For example, if you change the **Customer** column to **Client**, the query designer changes the column name to **Customer as Client**.

Delete a Query Column

Use the **Select Columns** pane in the **Generate Report Record** window to delete a column to exclude it from the export file.

To delete a query column

1. In the **Generate Report Record** window, go to the **Select Columns** pane.



2. Do one of the following:
 - Click the column and then, in the toolbar, click the Delete icon.

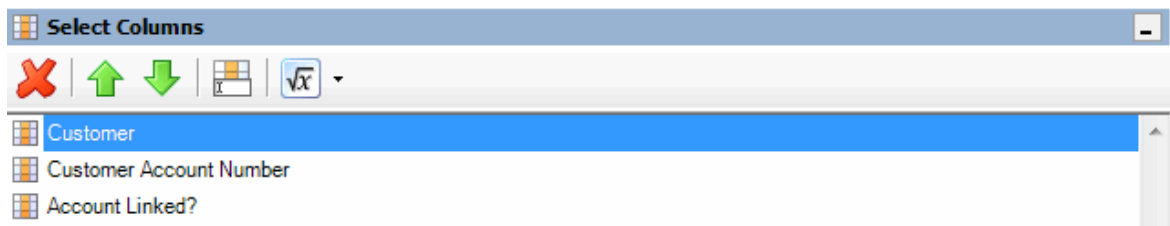
- Click the column and then press the **Delete** key.
 - Right-click the column and then click **Delete**. A confirmation dialog box appears.
3. Click **Yes**.

Assign an Aggregate Function to a Query Column

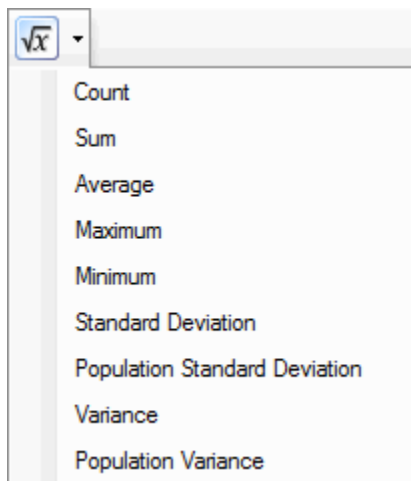
Use the **Select Columns** pane in the **Generate Report Record** window to assign an aggregate function to a column. The export file includes the aggregated values instead of the actual value. Non-aggregated columns create the groups that the aggregated data represents. For more information about aggregate functions, see [Aggregate Functions](#).

To assign an aggregate function to a query column

1. In the **Generate Report Record** window, go to the **Select Columns** pane.



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



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






Aggregate Functions

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

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

Query Column Icons

The following table lists the query column icons and their description.

Icon	Description
	Deletes the selected column.
	Moves the selected column up one row in the Select Columns pane.
	Moves the selected column down one row in the Select Columns pane.
	Renames the selected column.
	Assigns an aggregate function to a column.

Query Conditions

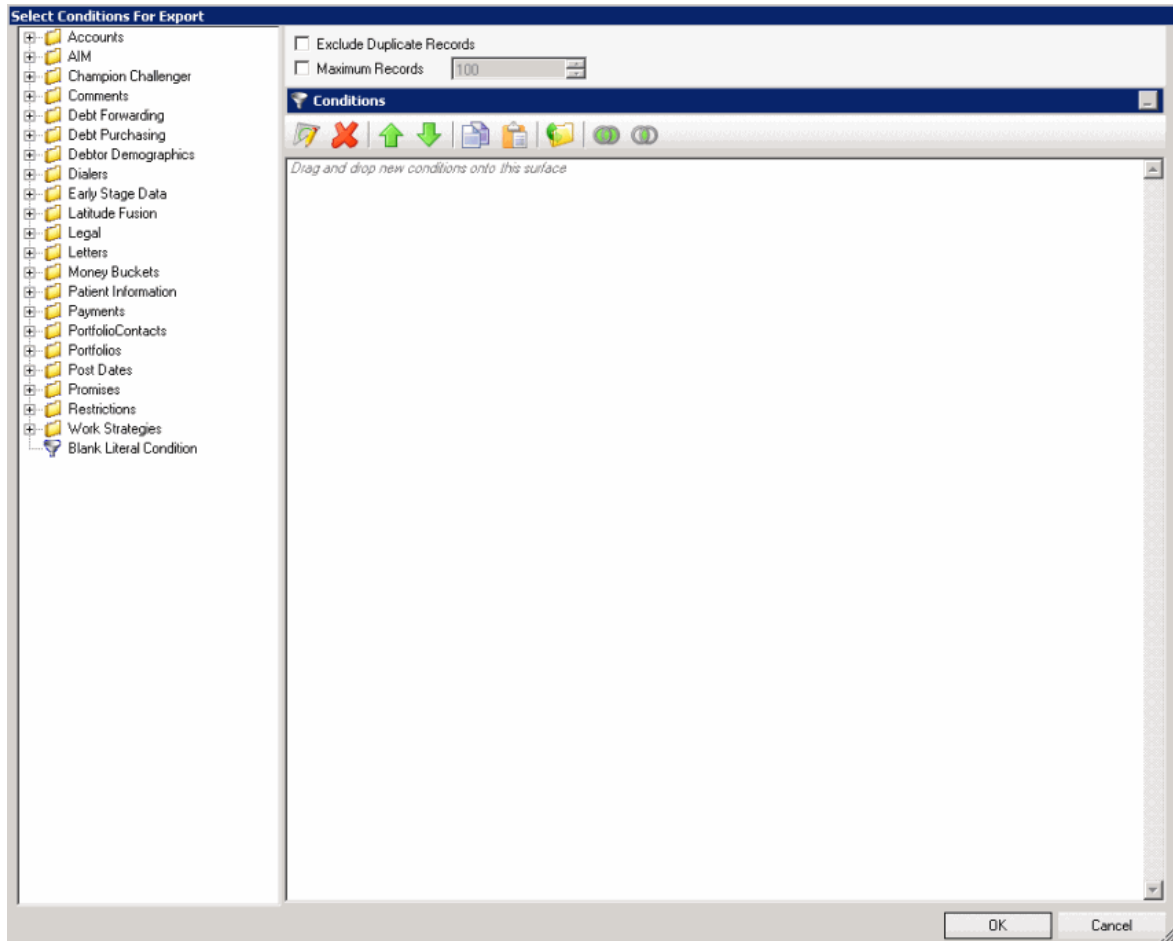
Use the **Conditions** pane in a query tool window to specify the criteria for records to include in export file. For more information, see [Queries](#).

Add a Query Condition

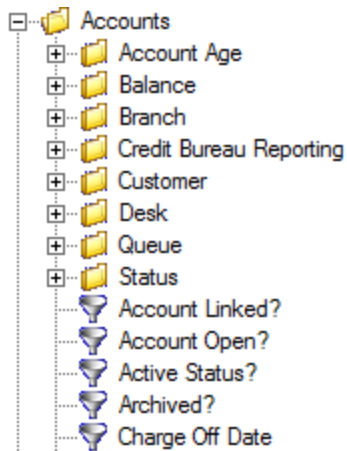
Use the **Conditions** pane to add a query condition.

To add a query condition

1. Open the query tool window.

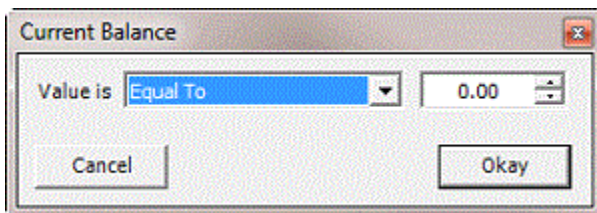


2. To exclude duplicate records from the output, select **Exclude Duplicate Records**.
3. To set a maximum number of records to include in the output, select **Maximum Records** and type the value.
4. In the **Data Selection** pane, click the plus sign (+) next to a folder to expand it.



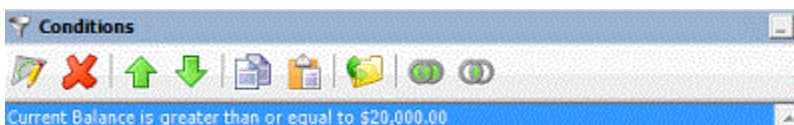
- Click the data item for which to set a condition and drag and drop it in the **Conditions** pane. A dialog box appears. The title of the dialog box and the information displayed depend on the condition selected.

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



- 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 that you want to include in the export file accounts with a current balance that is greater than or equal to "\$20,000."



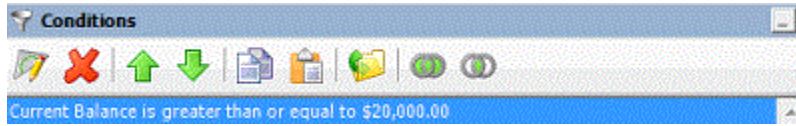
- Continue specifying conditions as necessary.
- To view the number of records returned and accounts affected based on the specified criteria, click **Count**. This feature isn't available on some query tool windows.
- To preview the query results, click **Run**. The results appear on the **Preview** tab. This feature isn't available on some query tool windows.
- To save the query, click **Save**. In the **Query Name** box in the **Save Query Dialog** box, type a name for the query and then click **Save**. This feature isn't available on some query tool windows.
- In the query designer window, click **OK**.

Modify a Query Condition

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

To modify a query condition

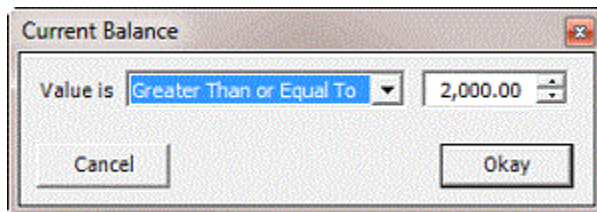
1. With a query tool window open, in the **Conditions** pane, do one of the following:



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

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



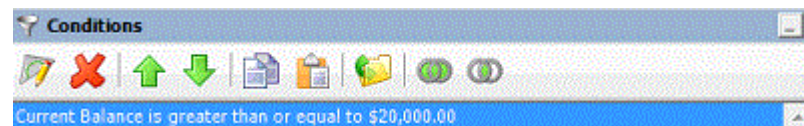
2. In the dialog box, modify the criteria and then click **Okay**. The **Conditions** pane reflects the update.

Copy a Query Condition

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

To copy a query condition

1. With a query tool window open, in the **Conditions** pane, do one of the following:



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

The query designer copies the condition to the Clipboard.

2. In the **Conditions** pane, do one of the following:
 - Click where you want to copy the condition and then, in the toolbar, click the Paste icon.
 - Right-click where you want to copy the condition and then click **Paste**.

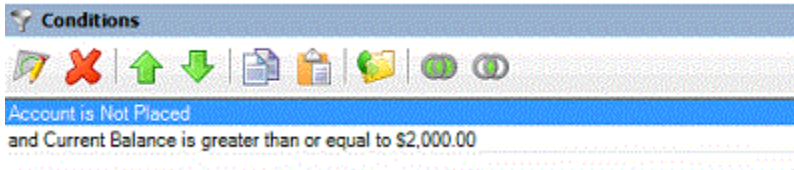
The query tool pastes the condition in the specified location.

Group Query Conditions

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

To group query conditions

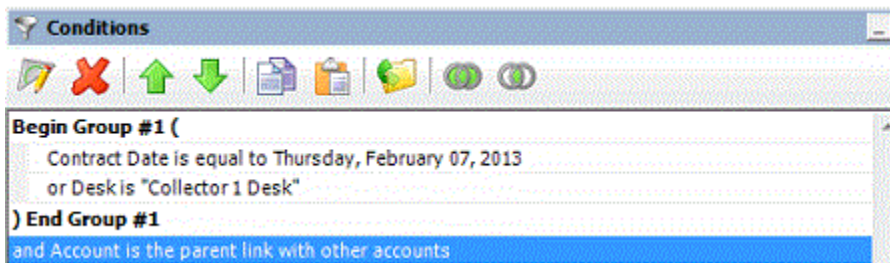
1. With a query tool window open, in the **Conditions** pane, click the conditions to group.



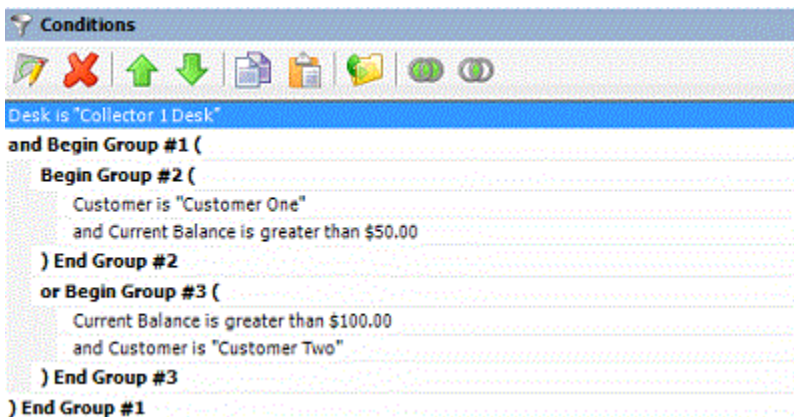
Tip: To select multiple sequential conditions, press and hold the **Shift** key and click the first and last sequential condition. To select multiple non-sequential conditions, press and hold the **Ctrl** key and click each individual condition. To select all conditions, right-click and then click **Select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

2. Do one of the following:
 - In the toolbar, click the Group icon.
 - Right-click the selected conditions and then click **Group**.

The query tool groups the selected conditions and flags the beginning and ending of the group.



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

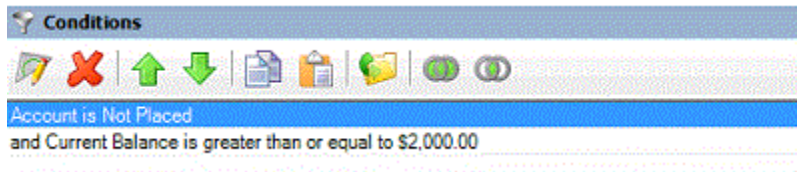


Modify the Query Condition Order

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

To modify the query condition order

With a query tool window open, in the **Conditions** pane, click the condition and then, in the toolbar, click the up or down arrow.



Set a Query Condition to Optional or Required

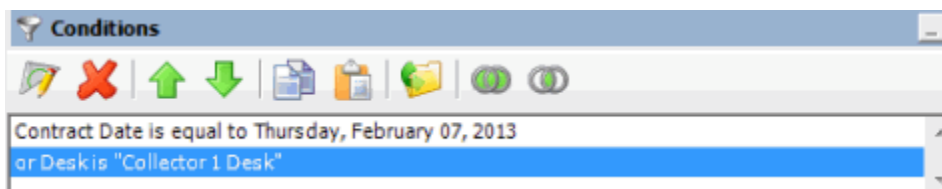
Use the **Conditions** pane to set a query condition to optional or required using Boolean operators (OR, AND). The query tool sets conditions to "required" by default. If a query has a single condition, the query requires that condition and you cannot set it to optional. If a query has more than one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

With a query tool window open, in the **Conditions** pane, do one of the following:

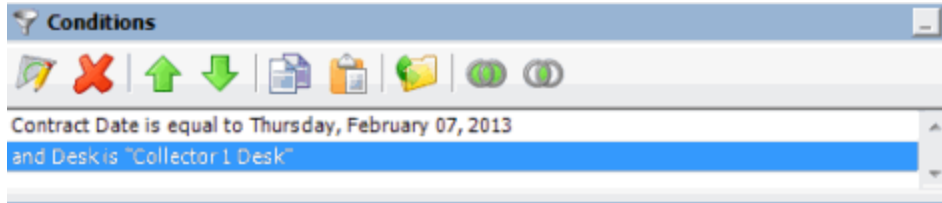
- To change the query to require accounts to meet only one of the conditions for inclusion in the export file, right-click the second condition and then click **Set Condition Optional**. The condition changes from "and" to "or."

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



- To change the query to require accounts to meet all the conditions for inclusion in the export file, right-click the second condition and then click **Set Condition Required**. 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.

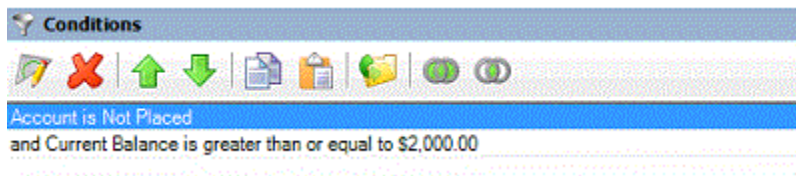


Delete a Query Condition

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

To delete a query condition

1. With a query tool window open, in the **Conditions** pane, do one of the following:



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

A confirmation dialog box appears.

2. Click **Yes**.

Query Condition Types

You use query conditions to specify the criteria to use to evaluate accounts. The criteria available is based on the condition type.

Each condition is one of the following types:

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

Dates

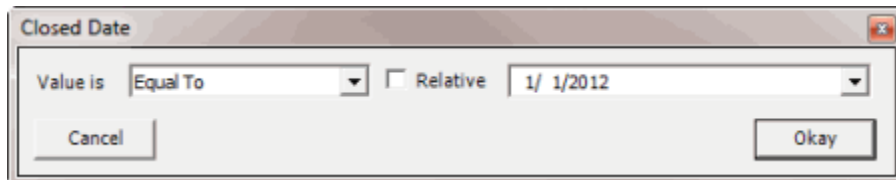
Date conditions allow you to query accounts based on a [specific date](#), [date range](#), [any date or blank date](#), or [relative date](#). When you select a date condition, a dialog box displays to allow you to specify the date criteria. The criteria available depends on the value you select in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

Specific date

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

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

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

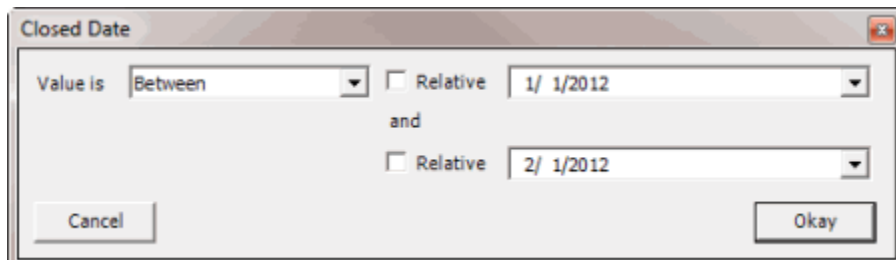


Date range

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

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

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

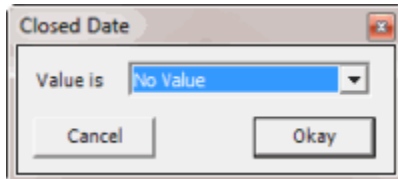


Any date or blank date

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

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

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



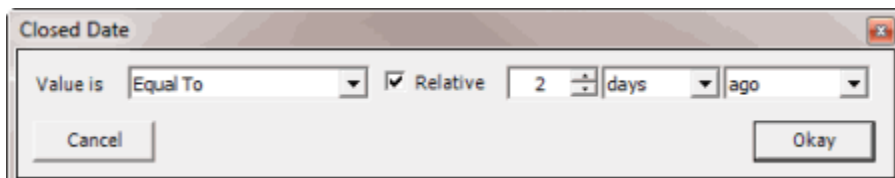
Relative date

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

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

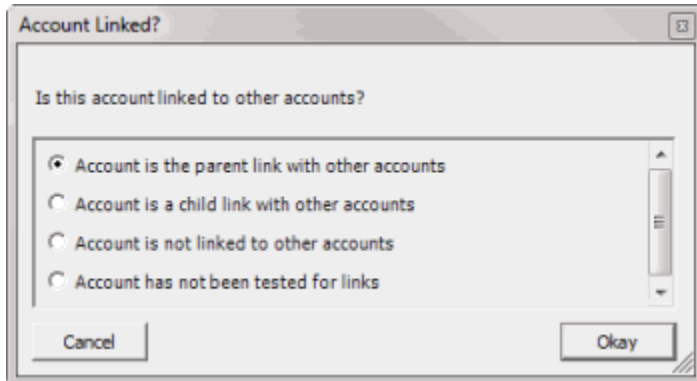
Value is	Description
Equal To	Retrieves accounts where the date matches the relative date.
Not Equal To	Retrieves accounts where the date does not match the relative date.
Later Than or Equal To	Retrieves accounts where the date matches or comes after the relative date.
Earlier Than or Equal To	Retrieves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

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



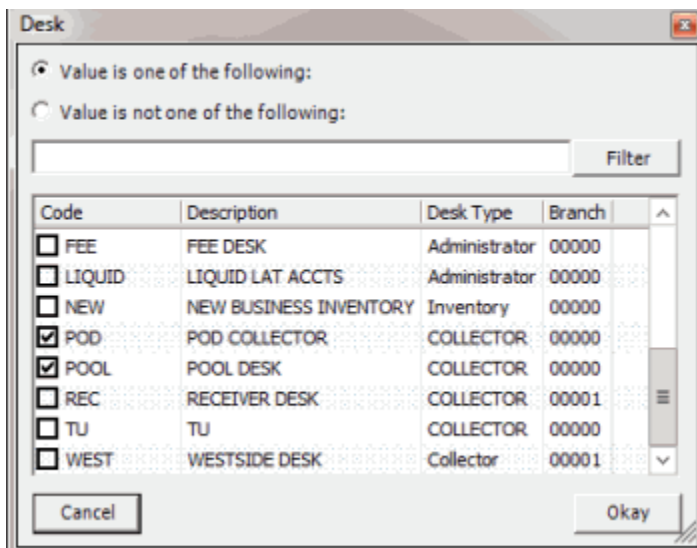
Single option

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






Multiple option







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



Query Condition Icons

The following table lists the query condition icons and their description.

Icon	Description
	Opens a dialog box to allow you to edit the selected condition.
	Deletes the selected condition or group.
	Moves the selected condition up one row in the Conditions pane.

Icon	Description
	Moves the selected condition down one row in the Conditions pane.
	Copies the selected condition from the Conditions pane to the Clipboard.
	Pastes a condition from the Clipboard into the Conditions pane.
	Groups the selected conditions.
	Sets the selected condition as optional using the OR Boolean.
	Sets the selected condition as required using the AND Boolean. The AND operator is set by default.

Query Results

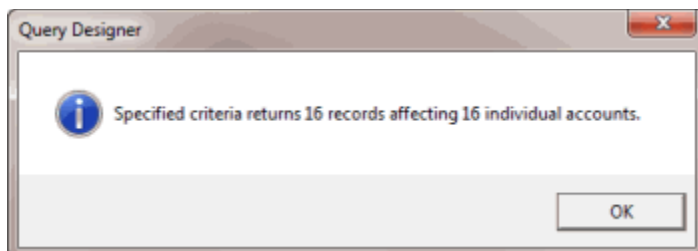
Use the **Results** tab in a query tool window to view the results of a query.

Run a Query

Use a query tool window to run a query.

To run a query

1. Open a query tool window.
2. To count the number of records in the query results, do the following:
 - a. In the toolbar, click **Count**. The **Query Designer** dialog box appears.



- b. Click **OK**.
3. To run the query, in the toolbar, click **Run**. The results appear on the **Results** tab. The following example shows the **Results** tab in the **Select Accounts** window.

Select Accounts

Drag a column header here to group by that column.

Number	Desk	Name	State	Zipcode	MR	Account
2165	NEW	BOUDREAU, L	LA	70433	N	736838
2164	NEW	BOUDREAU, L	LA	70433	N	254765848
2163	NEW	BOUDREAU, L	LA	70433	N	75568658
2162	NEW	BOUDREAU, L	LA	70433	N	654734575
2161	NEW	BOUDREAU, L	LA	70433	N	66737
2160	NEW	BOUDREAU, L	LA	70433	N	1675675687
2159	NEW	BOUDREAU, L	LA	70433	N	66576573
2158	NEW	BOUDREAU, L	LA	70433	N	2654768
2157	NEW	BOUDREAU, L	LA	70433	N	15566587
2156	NEW	BOUDREAU, L	LA	70433	N	6573478
2155	NEW	BOUDREAU, L	LA	70433	N	654756756
2154	NEW	BOUDREAU, L	LA	70433	N	154657
2153	NEW	BOUDREAU, L	LA	70433	N	13446436
2152	NEW	BOUDREAU, L	LA	70433	N	4345546435
2151	NEW	BOUDREAU, L	LA	70433	N	1123412515
2150	NEW	BOUDREAU, L	LA	70433	N	99999999
2149	NEW	BOUDREAU, L	LA	70433	N	888888888
2148	NEW	BOUDREAU, L	LA	70433	N	777777777
2147	NEW	BOUDREAU, L	LA	70433	N	66666666
2146	NEW	BOUDREAU, L	LA	70433	N	555555555
2145	NEW	BOUDREAU, L	LA	70433	N	4444444
2144	NEW	BOUDREAU, L	LA	70433	N	33333333

Selection Criteria Results

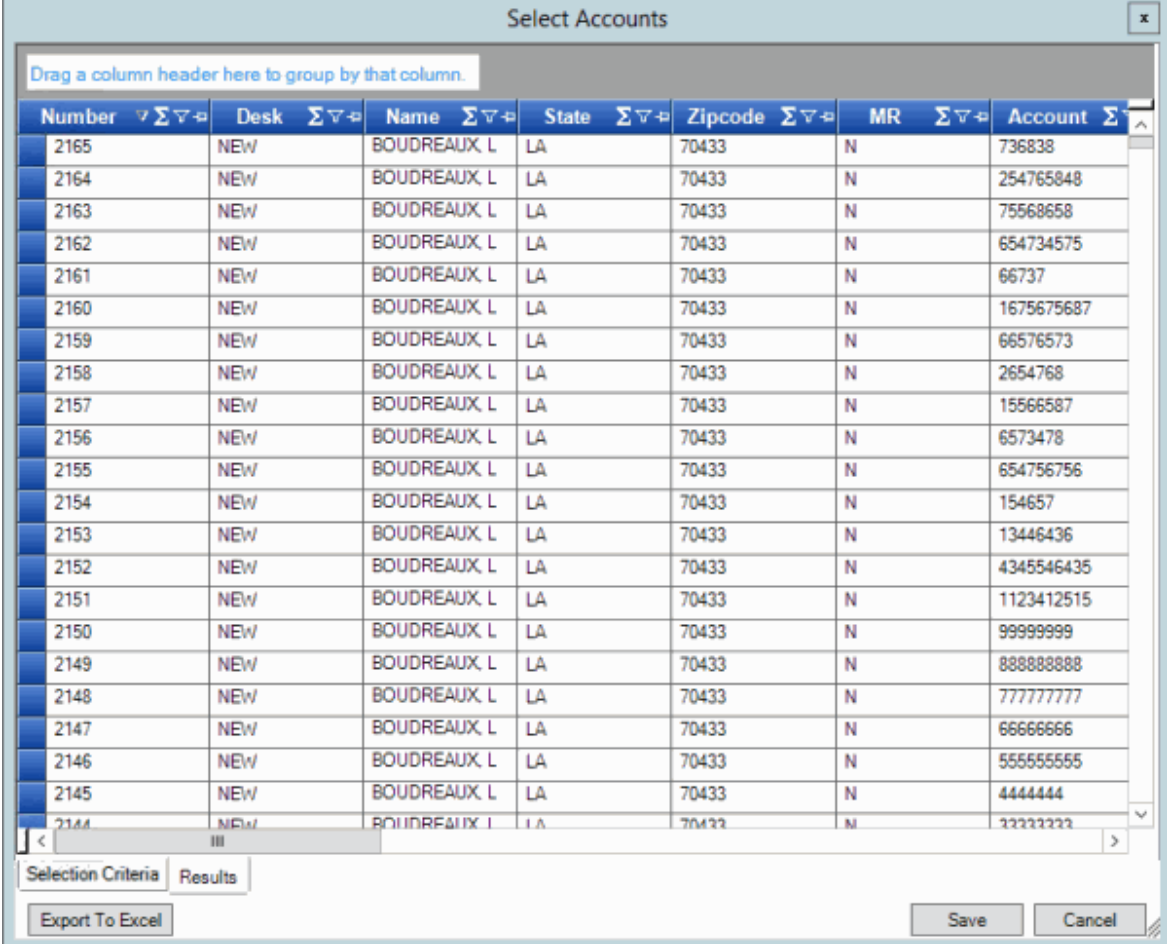
Export To Excel Save Cancel

Arrange Query Column Headings

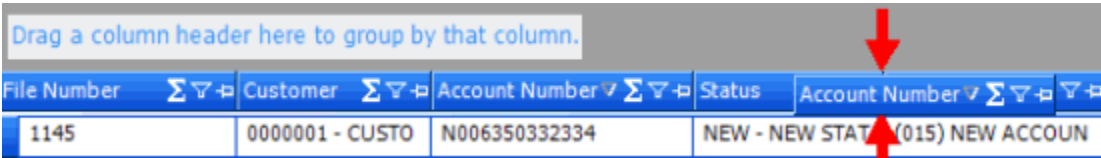
Use the **Results** tab in a query tool window to change the order in which columns appear in the query results.

To arrange query column headings

1. With a query tool window open, in the toolbar, click **Run**. The results appear on the **Results** tab.



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



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. With a query tool window open, in the toolbar, click **Run**. The results appear on the **Results** tab.


Select Accounts

Drag a column header here to group by that column.

Number	Desk	Name	State	Zipcode	MR	Account
2165	NEW	BOUDREAUX, L	LA	70433	N	736838
2164	NEW	BOUDREAUX, L	LA	70433	N	254765848
2163	NEW	BOUDREAUX, L	LA	70433	N	75568658
2162	NEW	BOUDREAUX, L	LA	70433	N	654734575
2161	NEW	BOUDREAUX, L	LA	70433	N	66737
2160	NEW	BOUDREAUX, L	LA	70433	N	1675675687
2159	NEW	BOUDREAUX, L	LA	70433	N	66576573
2158	NEW	BOUDREAUX, L	LA	70433	N	2654768
2157	NEW	BOUDREAUX, L	LA	70433	N	15566587
2156	NEW	BOUDREAUX, L	LA	70433	N	6573478
2155	NEW	BOUDREAUX, L	LA	70433	N	654756756
2154	NEW	BOUDREAUX, L	LA	70433	N	154657
2153	NEW	BOUDREAUX, L	LA	70433	N	13446436
2152	NEW	BOUDREAUX, L	LA	70433	N	4345546435
2151	NEW	BOUDREAUX, L	LA	70433	N	1123412515
2150	NEW	BOUDREAUX, L	LA	70433	N	99999999
2149	NEW	BOUDREAUX, L	LA	70433	N	888888888
2148	NEW	BOUDREAUX, L	LA	70433	N	777777777
2147	NEW	BOUDREAUX, L	LA	70433	N	66666666
2146	NEW	BOUDREAUX, L	LA	70433	N	555555555
2145	NEW	BOUDREAUX, L	LA	70433	N	4444444
2144	NEW	BOUDREAUX, L	LA	70433	N	3333333

Selection Criteria Results

Export To Excel Save Cancel

2. In the column heading, click the pushpin  icon. The pushpin points down to indicate a pinned column.
3. 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. With a query tool window open, in the toolbar, click **Run**. The results appear on the **Results** tab.

Select Accounts

Drag a column header here to group by that column.

Number	Desk	Name	State	Zipcode	MR	Account
2165	NEW	BOUDREAU, L	LA	70433	N	736838
2164	NEW	BOUDREAU, L	LA	70433	N	254765848
2163	NEW	BOUDREAU, L	LA	70433	N	75568658
2162	NEW	BOUDREAU, L	LA	70433	N	654734575
2161	NEW	BOUDREAU, L	LA	70433	N	66737
2160	NEW	BOUDREAU, L	LA	70433	N	1675675687
2159	NEW	BOUDREAU, L	LA	70433	N	66576573
2158	NEW	BOUDREAU, L	LA	70433	N	2654768
2157	NEW	BOUDREAU, L	LA	70433	N	15566587
2156	NEW	BOUDREAU, L	LA	70433	N	6573478
2155	NEW	BOUDREAU, L	LA	70433	N	654756756
2154	NEW	BOUDREAU, L	LA	70433	N	154657
2153	NEW	BOUDREAU, L	LA	70433	N	13446436
2152	NEW	BOUDREAU, L	LA	70433	N	4345546435
2151	NEW	BOUDREAU, L	LA	70433	N	1123412515
2150	NEW	BOUDREAU, L	LA	70433	N	99999999
2149	NEW	BOUDREAU, L	LA	70433	N	888888888
2148	NEW	BOUDREAU, L	LA	70433	N	777777777
2147	NEW	BOUDREAU, L	LA	70433	N	66666666
2146	NEW	BOUDREAU, L	LA	70433	N	555555555
2145	NEW	BOUDREAU, L	LA	70433	N	4444444
2144	NEW	BOUDREAU, L	LA	70433	N	33333333

Selection Criteria Results

Export To Excel Save Cancel

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

Number ▲

- 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

- With a query tool window open, in the toolbar, click **Run**. The results appear on the **Results** tab.

Select Accounts

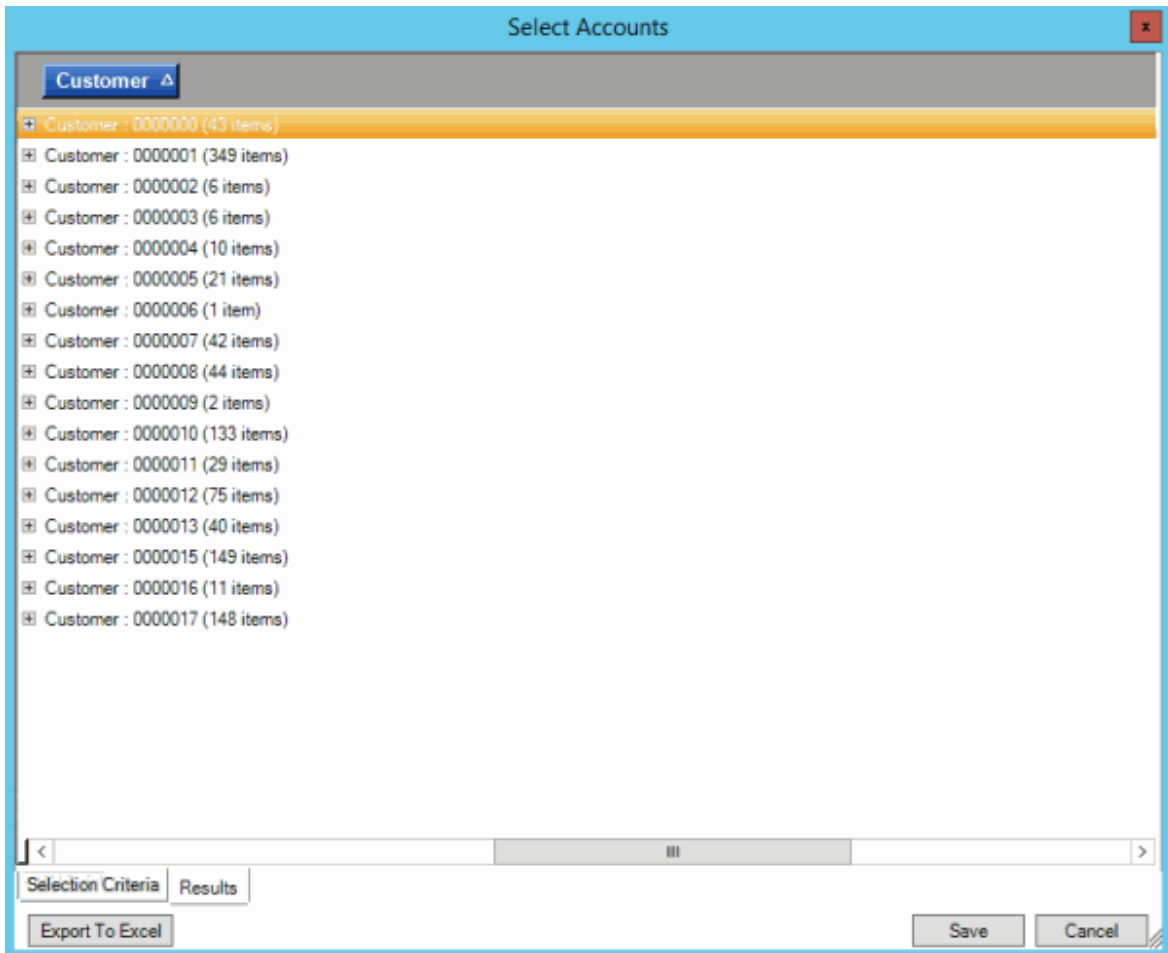
Drag a column header here to group by that column.

Number	Desk	Name	State	Zipcode	MR	Account
2165	NEW	BOUDREAUX, L	LA	70433	N	736838
2164	NEW	BOUDREAUX, L	LA	70433	N	254765848
2163	NEW	BOUDREAUX, L	LA	70433	N	75568658
2162	NEW	BOUDREAUX, L	LA	70433	N	654734575
2161	NEW	BOUDREAUX, L	LA	70433	N	66737
2160	NEW	BOUDREAUX, L	LA	70433	N	1675675687
2159	NEW	BOUDREAUX, L	LA	70433	N	66576573
2158	NEW	BOUDREAUX, L	LA	70433	N	2654768
2157	NEW	BOUDREAUX, L	LA	70433	N	15566587
2156	NEW	BOUDREAUX, L	LA	70433	N	6573478
2155	NEW	BOUDREAUX, L	LA	70433	N	654756756
2154	NEW	BOUDREAUX, L	LA	70433	N	154657
2153	NEW	BOUDREAUX, L	LA	70433	N	13446436
2152	NEW	BOUDREAUX, L	LA	70433	N	4345546435
2151	NEW	BOUDREAUX, L	LA	70433	N	1123412515
2150	NEW	BOUDREAUX, L	LA	70433	N	99999999
2149	NEW	BOUDREAUX, L	LA	70433	N	888888888
2148	NEW	BOUDREAUX, L	LA	70433	N	777777777
2147	NEW	BOUDREAUX, L	LA	70433	N	66666666
2146	NEW	BOUDREAUX, L	LA	70433	N	555555555
2145	NEW	BOUDREAUX, L	LA	70433	N	4444444
2144	NEW	BOUDREAUX, L	LA	70433	N	33333333

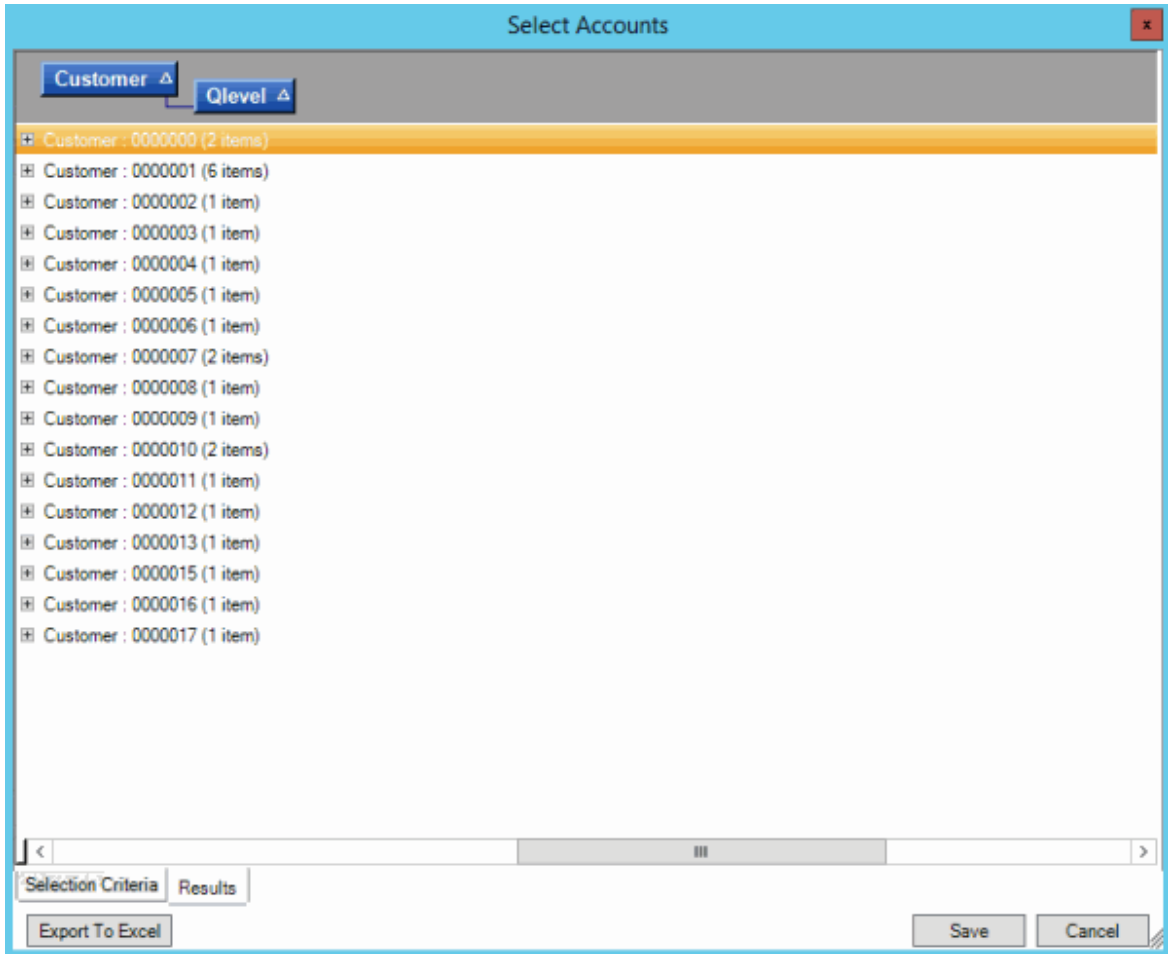
Selection Criteria Results

Export To Excel Save Cancel

- 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).



3. To view the accounts in a group, click the plus sign (+) next to the group to expand it.
4. 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.



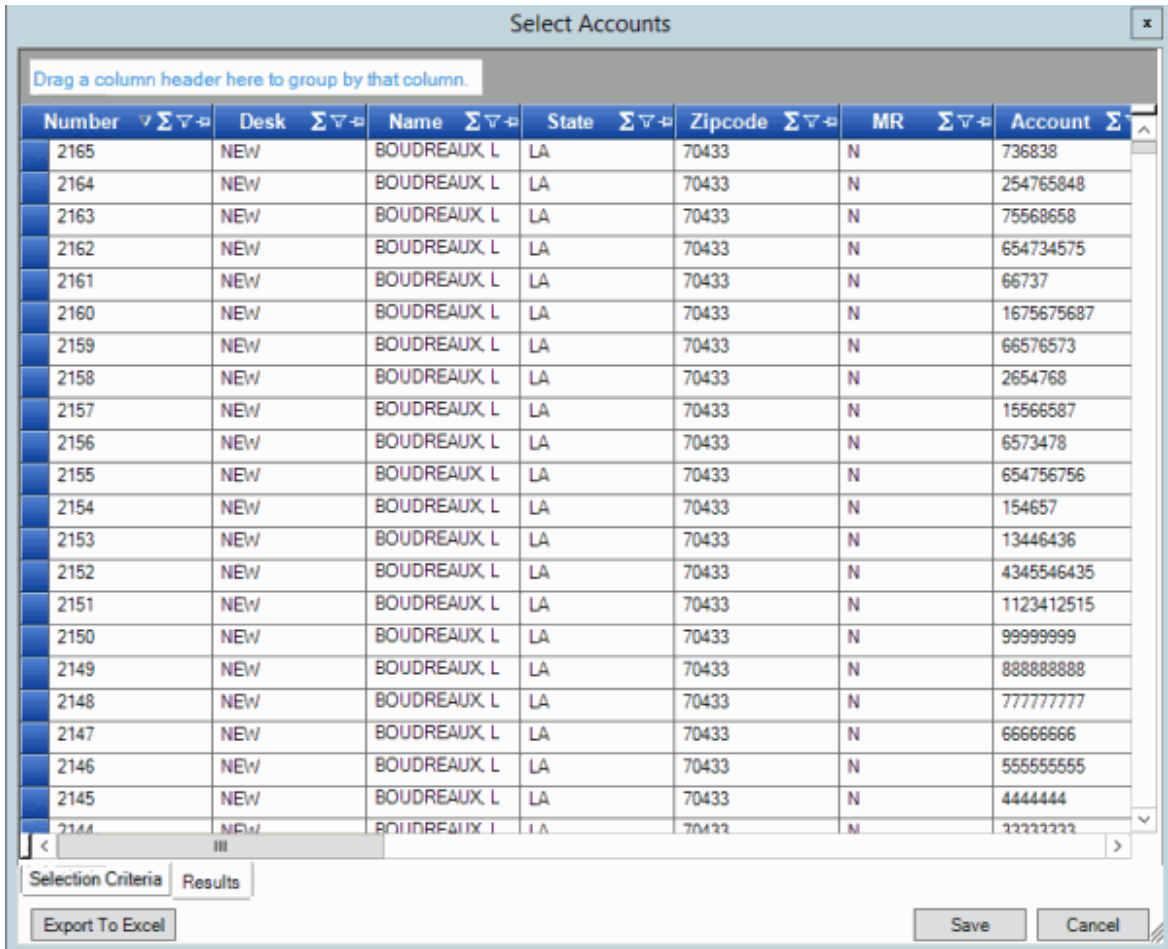
5. To change the sort for a group, click the group heading. Groups sort in ascending order by default.
6. To delete a group, click the group heading and drag and drop it back into the query results space.

Summarize Query Data

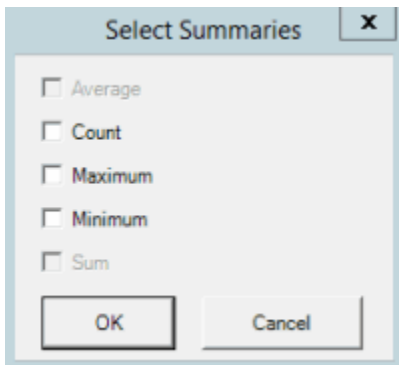
Use the **Results** tab in a query tool window to summarize query results.

To summarize query results

1. With a query tool window open, in the toolbar, click **Run**. The results appear on the **Results** tab.



- 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.

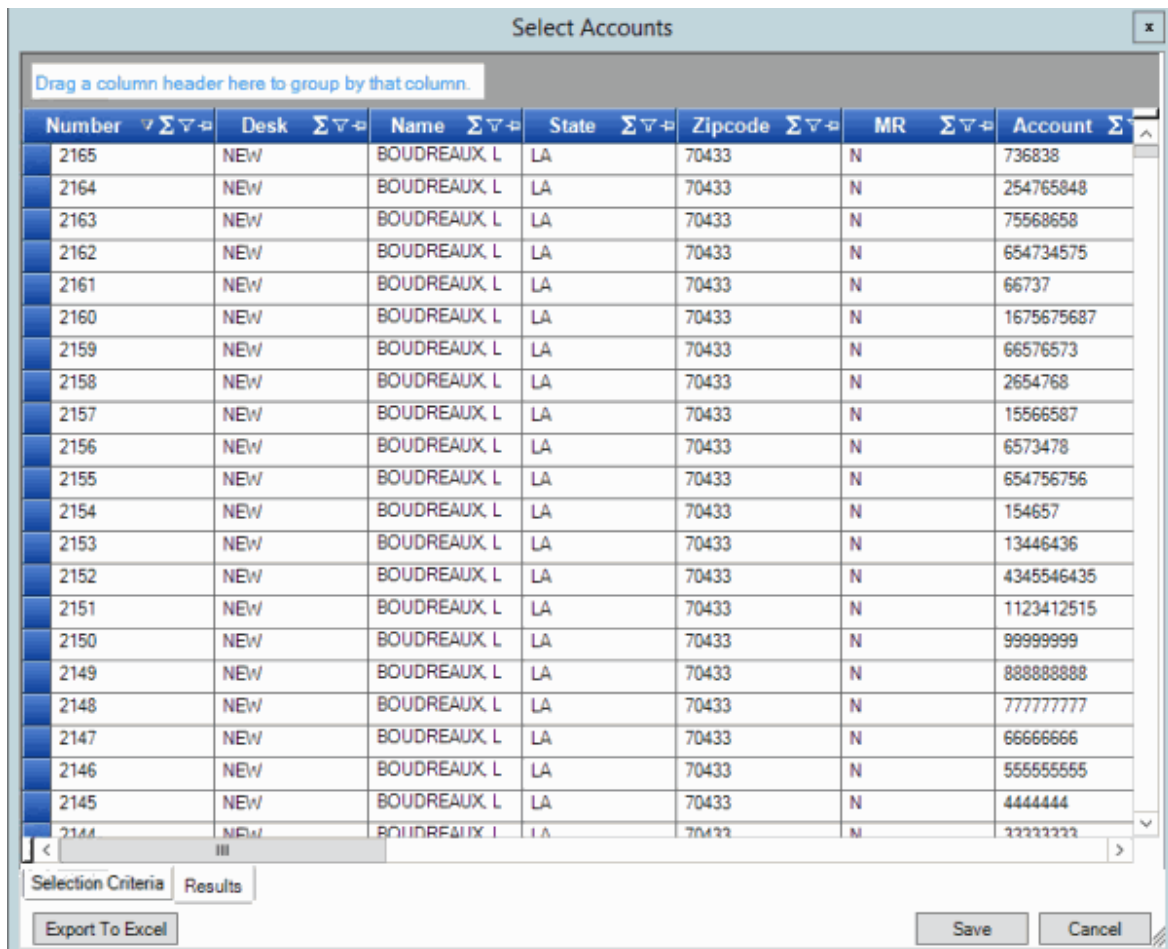
File Number	Branch	Average of Current Balance	Received Date
1396	CTOR	00000 - MAIN BR \$41.69	10/13/2011
1202	ADMIN	00000 - MAIN BR \$0.00	02/11/2011
Grand Summaries		Average = \$1,550.22	

Export Query Results

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

To export query results

1. With a query tool window open, in the toolbar, click **Run**. The results appear on the **Results** tab.



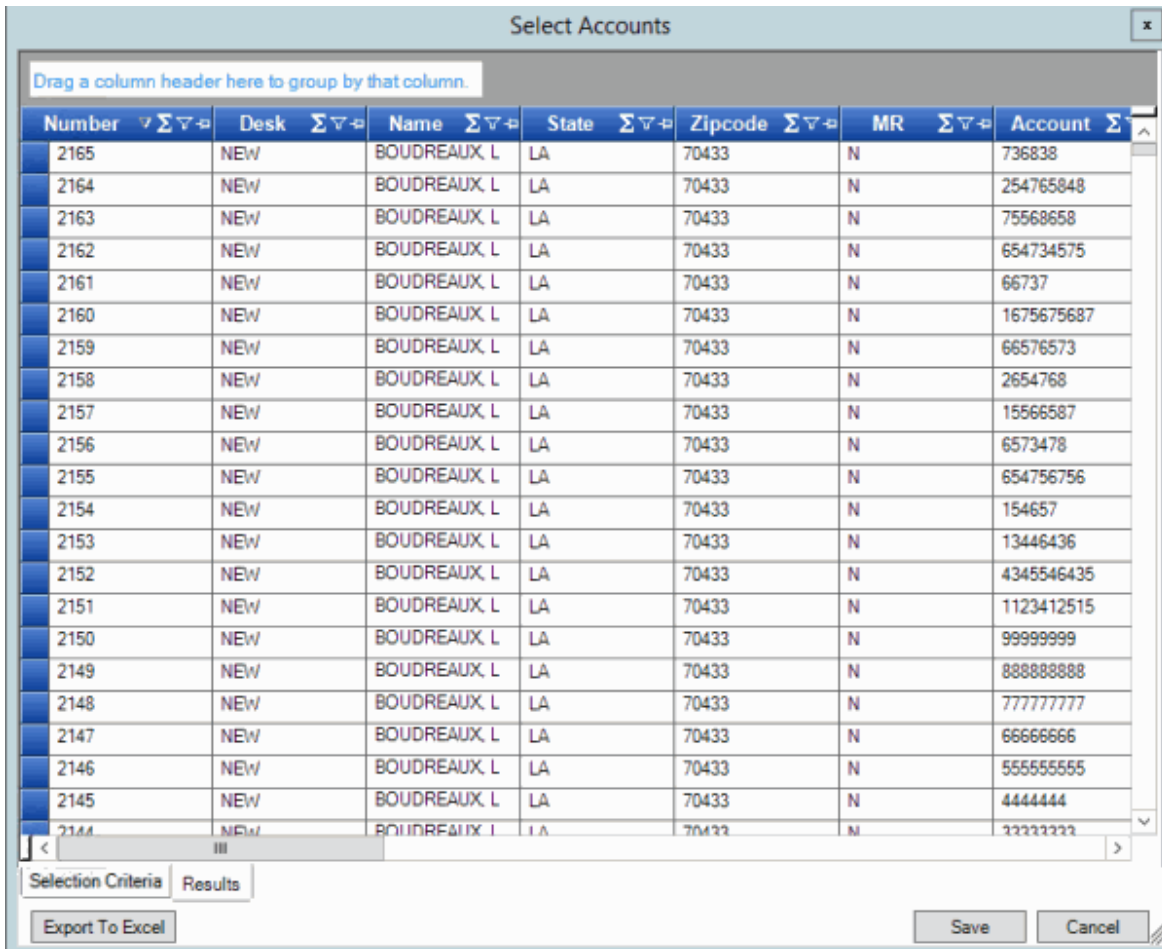
2. To export the results, click **Export to Excel**. The **Select a Location for the Excel Spreadsheet** dialog box appears.
3. In the **File name** box, type a name for the export file and then click **Save**.

Filter Query Results

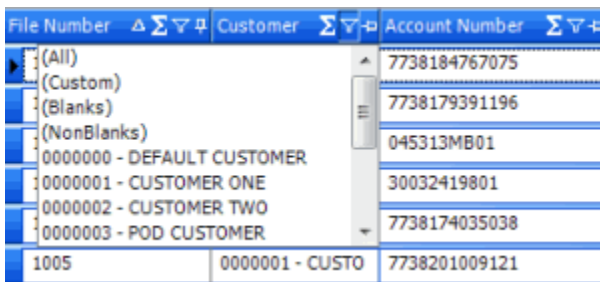
Use the **Results** tab in a query tool window to filter query results.

To filter query results

1. With a query tool window open, in the toolbar, click **Run**. The results appear on the **Results** tab.



2. 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 query tool doesn't filter the results.

(Custom): If selected, opens the **Enter Filter Criteria for...** dialog box to allow you to set custom filtering conditions. For more information, see [Set Custom Filter Criteria](#).

(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.

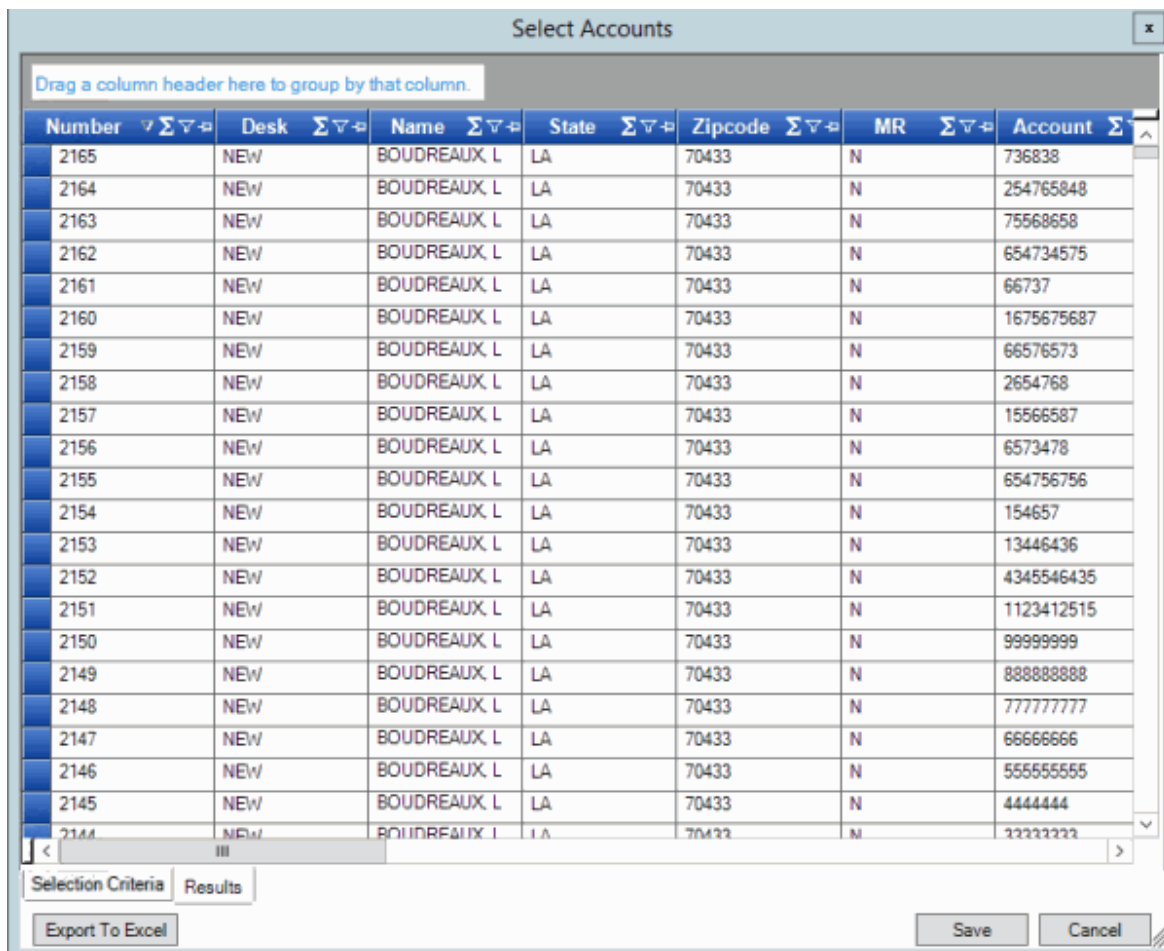
3. Click any value other than **(Custom)**. The list closes and the query results include the records that match the specified filter only.

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

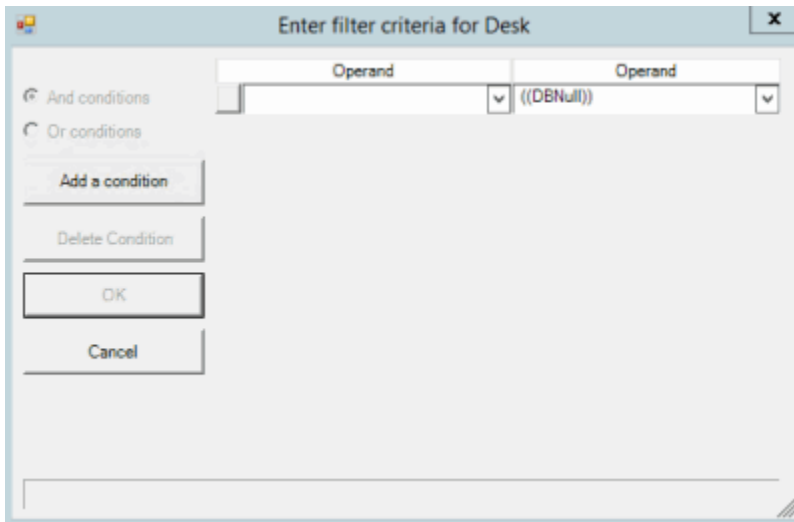
1. With a query tool window open, in the toolbar, click **Run**. The results appear on the **Results** tab.



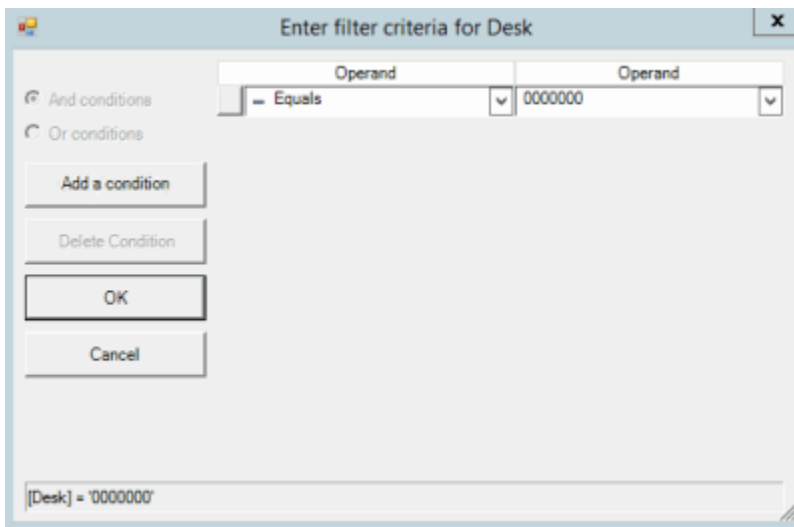
2. In the column heading of the column to filter, click the Funnel icon. A list of options for the specified column appears.

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

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



- In the **Operand** list box, click an operator. For more information, see [Custom Filter Operators](#).
- In the **Operand** list box, click or type an operand. The condition appears at the bottom of the dialog box.



- To add conditions, click **Add a condition**. The system adds a blank row.
- To delete a condition, click the condition and then click **Delete Condition**.

8. 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, desk does not equal "000000" and desk does not equal "000002" means that you want to see accounts for all desks except "000000" and "000002".
 - 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, desk equals "000000" or desk equals "000002" means that you only want to see accounts for desks "000000" or "000002".
9. When finished creating the custom filter, click **OK**.

Custom Filter Operators

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

Operator	Description
Equals	Displays records where the value in the column matches the value that you specify.
Does not equal	Displays records where the value in the column does not match the value that you specify.
Less than	Displays records where the value in the column is less than the value that you specify.
Less than or equal to	Displays records where the value in the column is less than or equal to the value that you specify.
Greater than	Displays records where the value in the column is greater than the value that you specify.
Greater than or equal to	Displays records where the value in the column is greater than the value that you specify.
Like	Displays records where the value in the column matches the pattern that you specify.
Matches Regular Expression	Displays records where the value in the column is in the format that you specify. \wedge [A-Z] finds all values in uppercase character format only. \wedge [a-z] finds all values in lowercase character format only. \wedge [0-9] finds all values in numeric format only.

Operator	Description
	<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	Displays records where the value in the column starts with the character or characters that you specify.
Contains	Displays records where the value in the column contains the character or characters that you specify.
Ends with	Displays records where the value in the column ends with the character or characters that you specify.
Does not start with	Displays records where the value in the column does not start with the character or characters that you specify.
Does not contain	Displays records where the value in the column does not contain the character or characters that you specify.
Does not end with	Displays records where the value in the column does not end with the character or characters that you specify.
Does not match	Displays records where the value in the column does not match the character or characters that you specify.
Not like	Displays records where the value in the column is not like the pattern that you specify.

File History

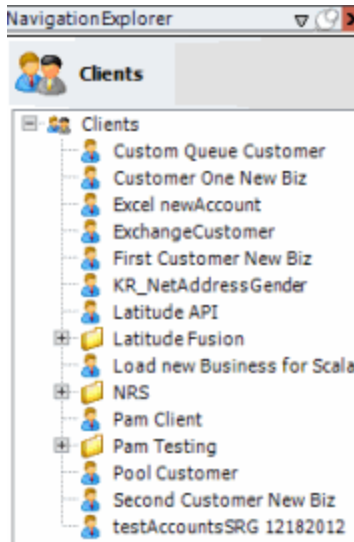
Use the file history feature to view a list of files that Exchange Manager imported and exported, and details for a specific transfer.

View File Transfer History

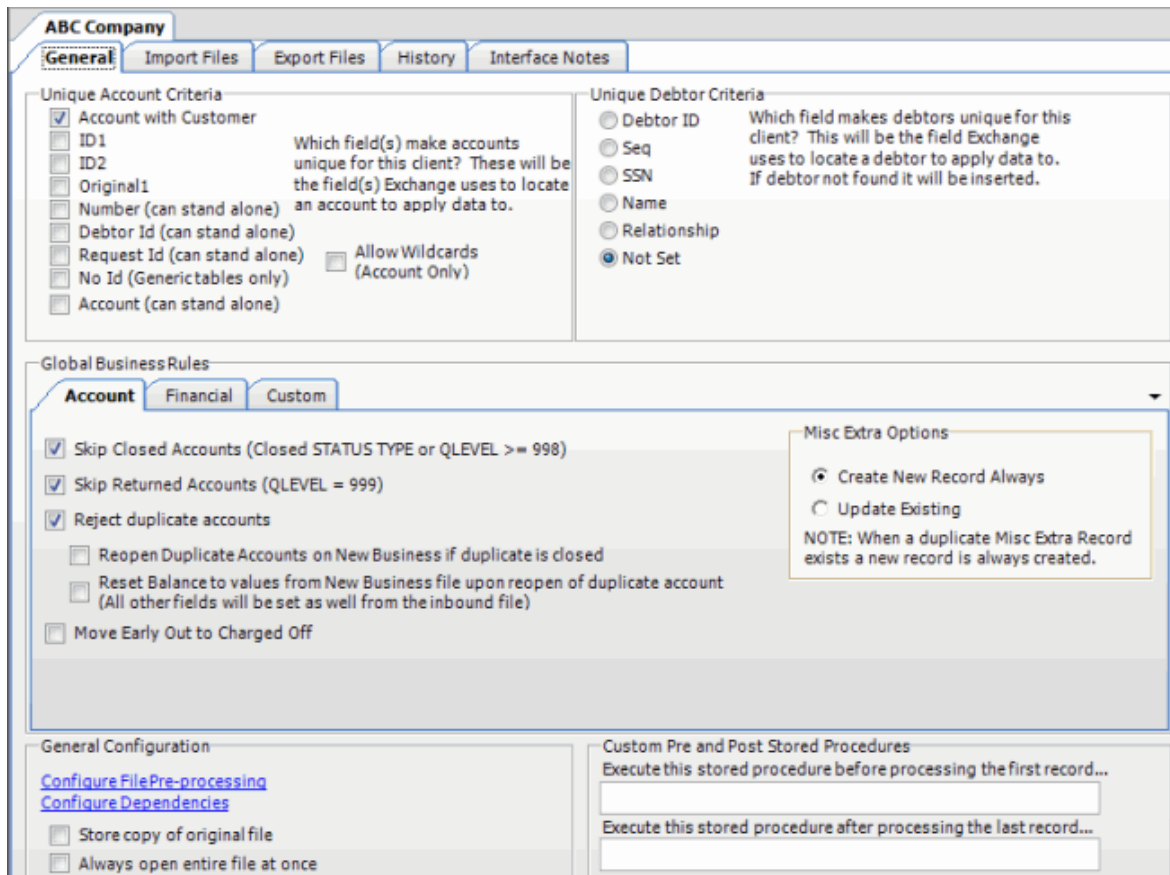
Use the **History** tab to view the history of file imports and exports processed using Exchange Manager.

To view file transfer history

1. In the **Navigation** pane, click **Clients**.



- In the **Clients** pane, expand the appropriate folder and then double-click the client. The tab for the specified client appears in the **Information** pane.



- Click the **History** tab.

Completed Datetime	File Type	Raw File
9/22/2011 08:47	Import New Business	Dialer Test Customer Import append.xls
9/22/2011 08:45	Import New Business	Dialer Test Customer Import merge.xls
9/22/2011 08:42	Import New Business	Dialer Test Customer Import create.xls
2/11/2011 10:13	Import New Business	Customer One Import 02112011.xls

Completed Date Time: Date and time the import or export file completed processing.

File Type: Type of file imported or exported.

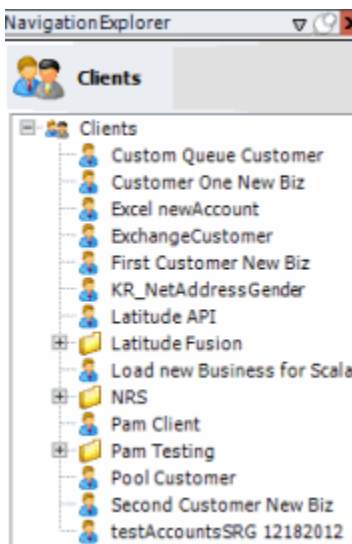
Raw File: Name of the file containing the import or export data.

View Batch History Details

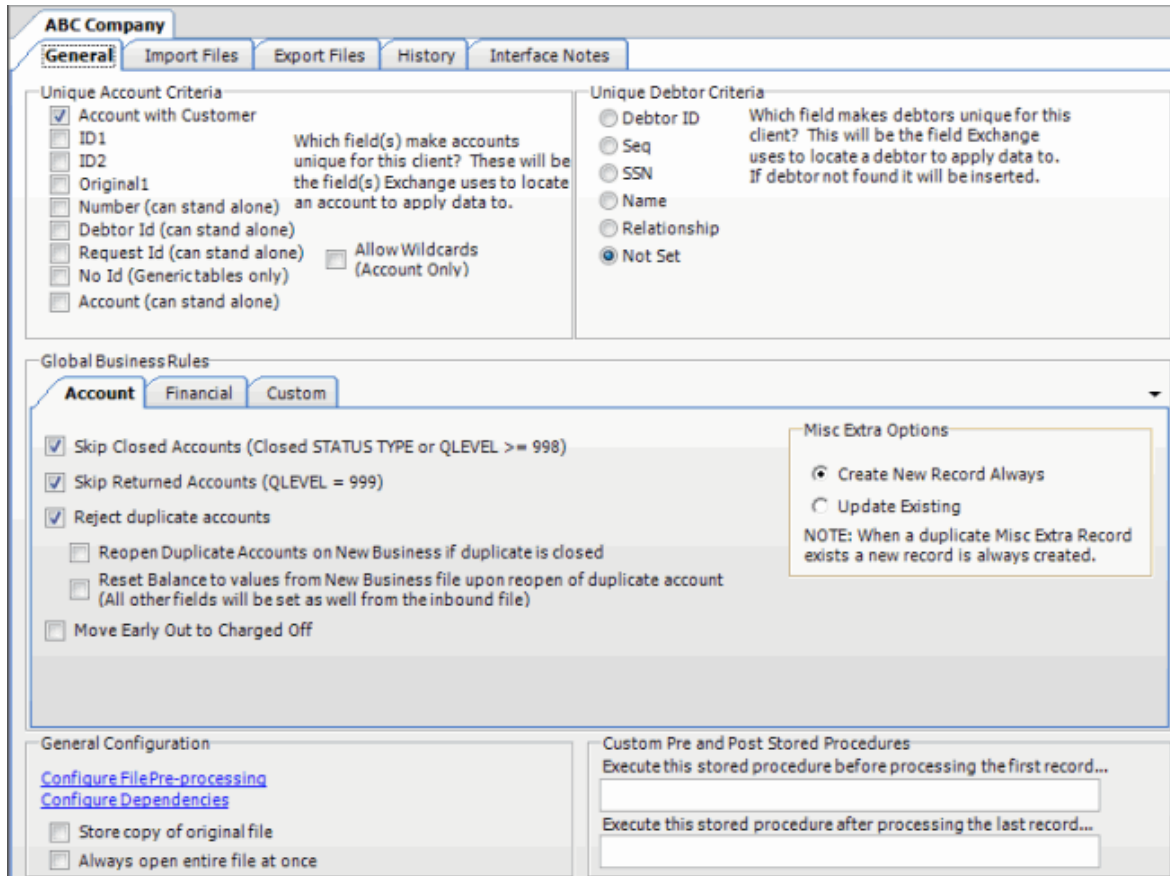
Use the **Batch History Details** window to view details for a file import or export, including any errors.

To view batch history details

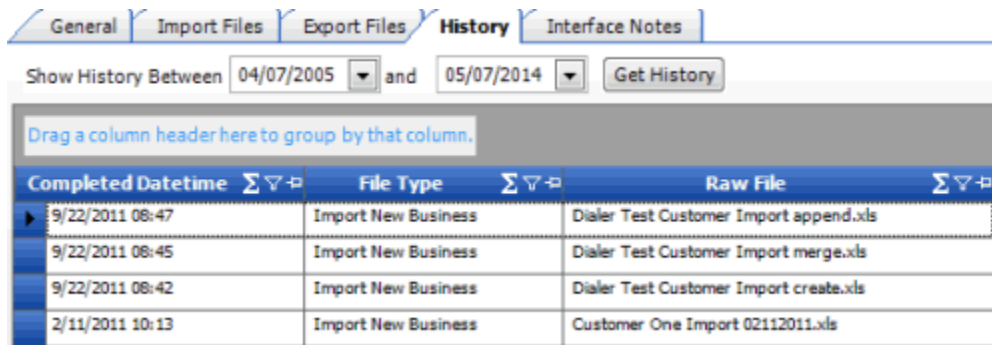
1. In the **Navigation** pane, click **Clients**.



2. In the **Clients** pane, expand the appropriate folder and then double-click the client. The tab for the specified client appears in the **Information** pane.

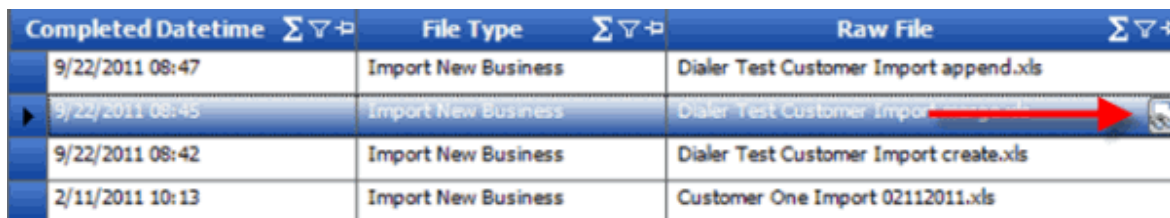


3. Click the **History** tab.



4. Select the starting and ending dates for transfer history to view, and then click **Get History**. A list of all transfers appears.

5. Click the row to view and then click the icon at the end of the row.



The **Batch History Details** window appears.

The screenshot shows a window titled "Batch History Details" with a file name "Dialer Test Customer Import append.xls". Below the file name are three buttons: "View Raw Source File", "Export Results To Excel", and "Show only Financials". A section labeled "Mapped Output" contains a table with the following data:

Identity	SH_REQUESTID	NUMBER	ACCOUNT	CUSTOMER
0	0	1301	0000001011	0000005
1	0	1302	0000001012	0000005
2	0	1303	0000001013	0000005
3	0	1304	0000001014	0000005
4	0	1305	0000001015	0000005
5	0	1306	0000001016	0000005
6	0	1307	0000001017	0000005
7	0	1308	0000001018	0000005
8	0	1309	0000001019	0000005
9	0	1310	0000001020	0000005

View Raw Source File: Opens the original file and displays its contents. If the original file is an Excel file, Exchange Manager opens it in Excel.

Export Results to Excel: Creates an Excel spreadsheet containing the information displayed currently.

Show only Financials: Displays payment and reversal transactions only. To clear this filter after setting it, close the window and reopen it.

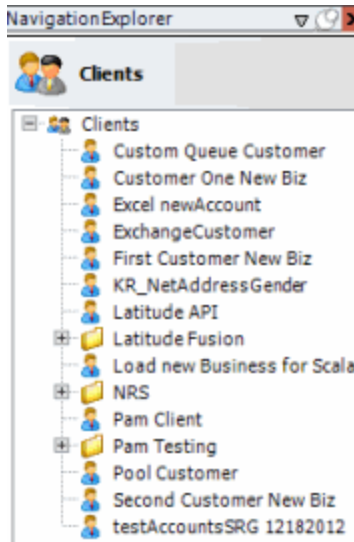
- To view details, click the plus sign (+) next to an item.

Maintain an Interface Note

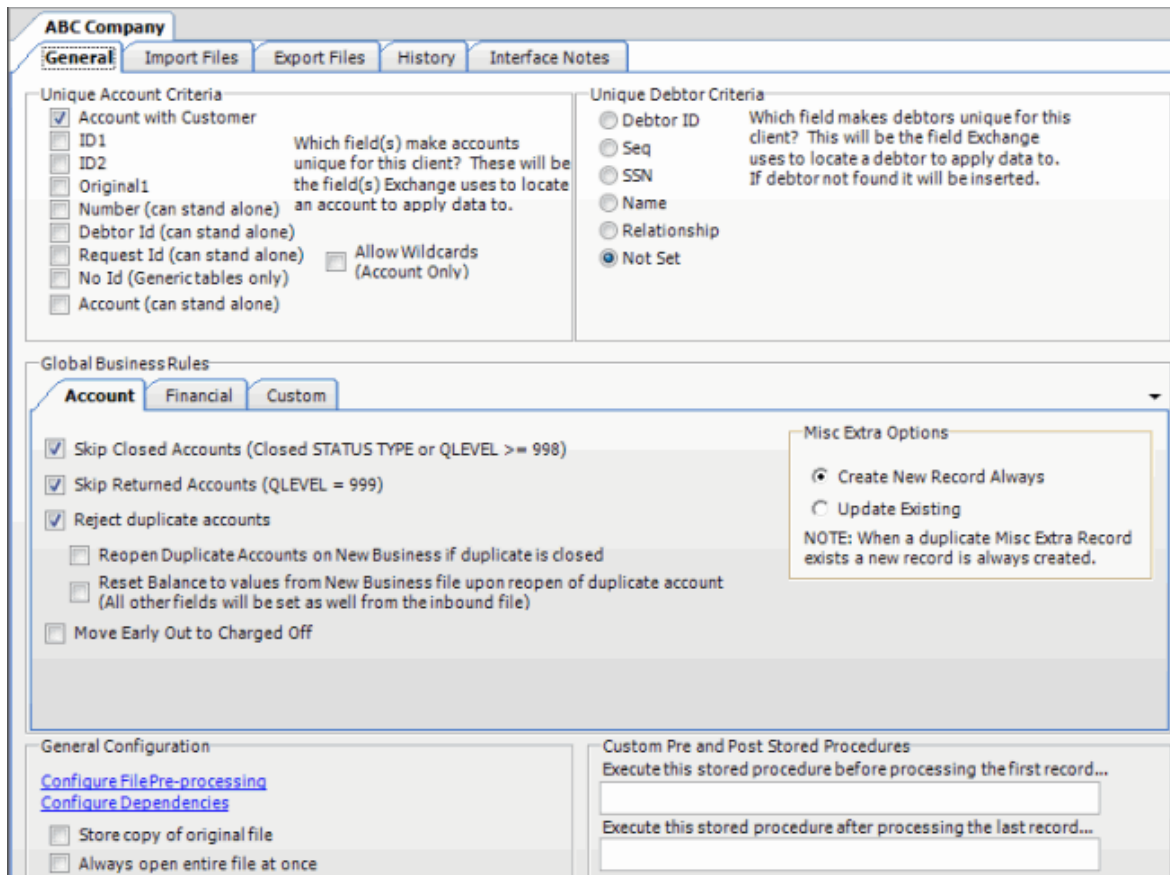
Use the **Interface Notes** tab to maintain an interface note. The **Version History** section of the tab displays change history for the client record.

To maintain an interface note

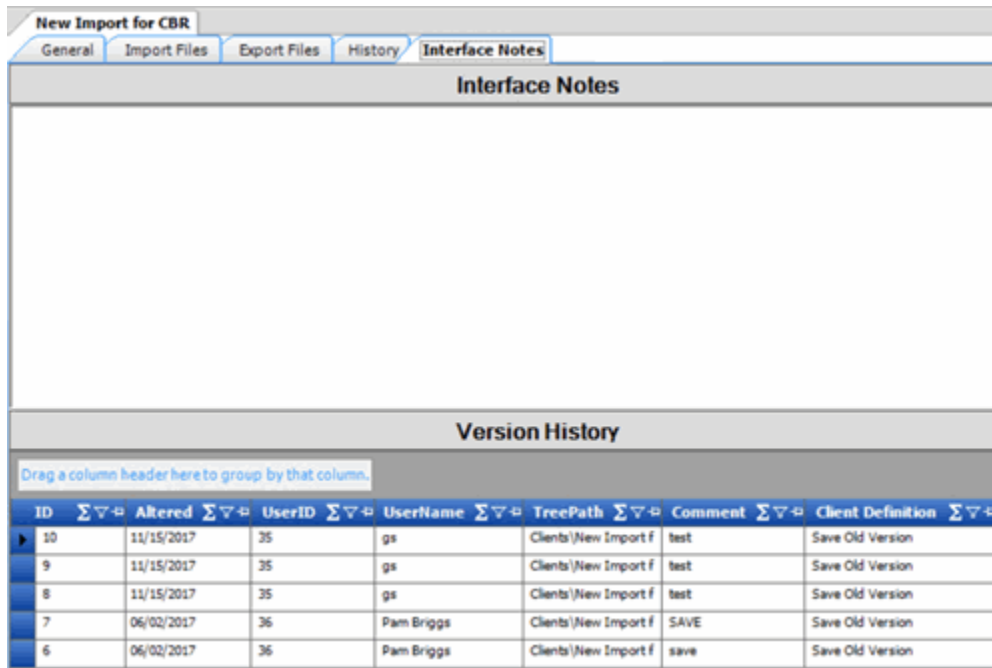
- In the **Navigation** pane, click **Clients**.



- In the **Clients** pane, expand the appropriate folder and then double-click the client. The tab for the specified client appears in the **Information** pane.



- Click the **Interface Notes** tab.



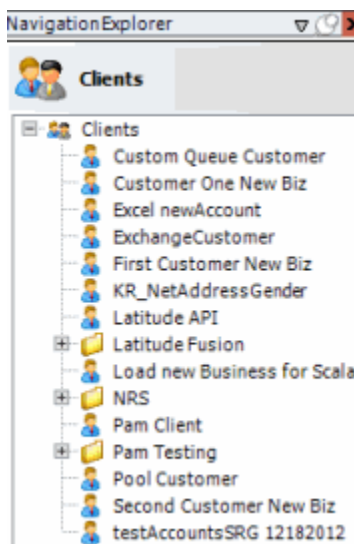
4. In the **Interface Notes** panel, type a note or copy and paste text from the Clipboard.
5. In the toolbar, click **Save**. The **Update comment** dialog box appears.
6. In the **Update comment** box, type a comment regarding the note and then click **OK**.

Save a Previous Version of an Exchange Client

Use the **Interface Notes** tab to save in XML format a previous version of an Exchange client.

To save a previous version of an Exchange client

1. In the **Navigation** pane, click **Clients**.



2. In the **Clients** pane, expand the appropriate folder and then double-click the client. The tab for the specified client appears in the **Information** pane.

ABC Company

General | Import Files | Export Files | History | Interface Notes

Unique Account Criteria

- Account with Customer
- ID1
- ID2
- Original1
- Number (can stand alone)
- Debtor Id (can stand alone)
- Request Id (can stand alone)
- No Id (Generic tables only)
- Account (can stand alone)

Which field(s) make accounts unique for this client? These will be the field(s) Exchange uses to locate an account to apply data to.

Allow Wildcards (Account Only)

Unique Debtor Criteria

- Debtor ID
- Seq
- SSN
- Name
- Relationship
- Not Set

Which field makes debtors unique for this client? This will be the field Exchange uses to locate a debtor to apply data to. If debtor not found it will be inserted.

Global Business Rules

Account | Financial | Custom

- Skip Closed Accounts (Closed STATUS TYPE or QLEVEL >= 998)
- Skip Returned Accounts (QLEVEL = 999)
- Reject duplicate accounts
- Reopen Duplicate Accounts on New Business if duplicate is closed
- Reset Balance to values from New Business file upon reopen of duplicate account (All other fields will be set as well from the inbound file)
- Move Early Out to Charged Off

Misc Extra Options

- Create New Record Always
- Update Existing

NOTE: When a duplicate Misc Extra Record exists a new record is always created.

General Configuration

[Configure File Pre-processing](#)
[Configure Dependencies](#)

- Store copy of original file
- Always open entire file at once

Custom Pre and Post Stored Procedures

Execute this stored procedure before processing the first record...

Execute this stored procedure after processing the last record...

- Click the **Interface Notes** tab.

New Import for CBR

General | Import Files | Export Files | History | **Interface Notes**

Interface Notes

Version History

Drag a column header here to group by that column.

ID	Altered	UserID	UserName	TrecPath	Comment	Client Definition
10	11/15/2017	35	gs	Clients/New Import f	test	Save Old Version
9	11/15/2017	35	gs	Clients/New Import f	test	Save Old Version
8	11/15/2017	35	gs	Clients/New Import f	test	Save Old Version
7	06/02/2017	36	Pam Briggs	Clients/New Import f	SAVE	Save Old Version
6	06/02/2017	36	Pam Briggs	Clients/New Import f	save	Save Old Version

- In the Client Definition column of the data grid, click the version to save. The **Save As** dialog box appears.

- In the **File name** box, type a name for the file and then click **Save**. The file saves to the specified location and name.

Process Configuration

Process configuration allows you to create lists of clients to run against one or more files. You can automate the process using Job Manager or run it manually. Note the following:

- You can automate individual client jobs for processing at regular intervals.
- You can automate multiple client jobs to run against a single file or group of files (for example, your client sends one file containing new business, maintenance, and financial updates).
- You create Transfer and Protection configurations in Job Manager.

Create a Process

Use the **Process Configuration** tab to create a process for importing or exporting files. You can add multiple clients to the same process to run against the individual file selected, or group of files specified in the transfer configuration. You can automate the process using Job Manager.

To create a process

- From the menu bar, click **File > Process > Create New Process**. The **Process Configuration** tab appears in the **Information** pane.

ClientPath	InterfaceName	Sequence

Name: Name that identifies the process.

Description: Description of the process to use for reference when viewing or modifying the process.

Owner Client Name: Client for whom to run the process.

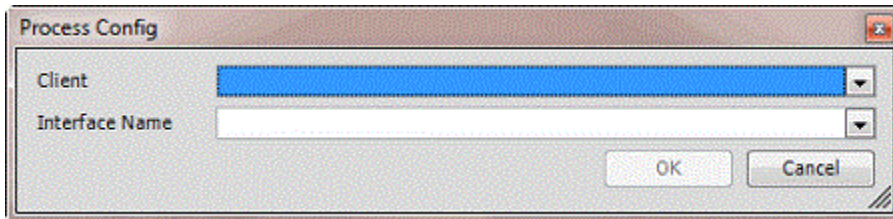
Transfer Configuration: Job Manager transfer configuration that specifies the group of files to run the process against.

Protection Configuration: Job Manager protection configuration that specifies the encryption method to use during the transfer process.

Process Type: Type of process, either import or export.

Send Errored Files as Email Attachments on Imports: If selected, the system sends files with import errors as email attachments.

2. Complete the information and then click **Add Process**. The **Process Config** dialog box appears.



Client: Client to include in the process.

Interface Name: Type of file to process, such as new business or maintenance.

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

Process Configuration - ABC Company Import Automation

Name: ABC Company Import Automation

Description: Automate import process for ABC Company.

Owner Client Name: Clients\ABC Company

Transfer Configuration: New Transfer Configuration

Protection Configuration: New File Protection

Process Type: Import Export

Send Errored Files as Email Attachments On Imports

ClientPath	InterfaceName	Sequence
Clients\ABC Company	New Business	0
Clients\ABC Company	Maintenance	1

Tips:

- To change the client processing order, click the row in the data grid and then click the up or down arrows.
- To remove a client from the process, click the row in the data grid and then click **Remove Process**.

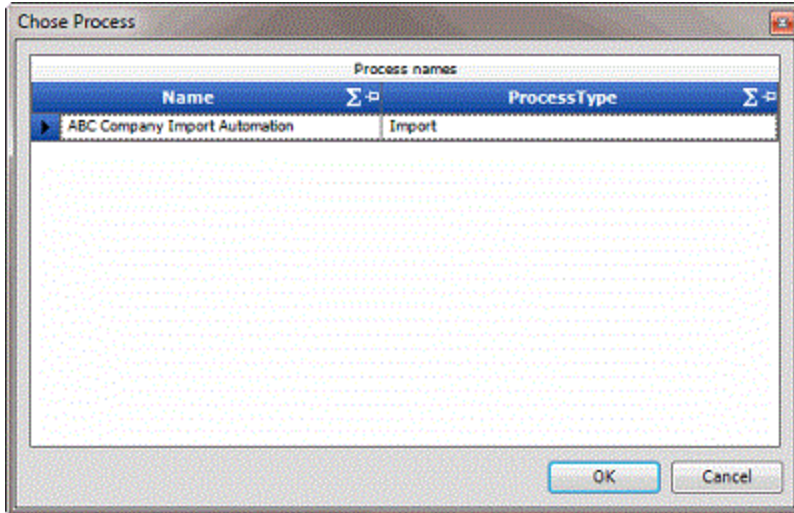
4. Continue adding clients to the process as necessary.
5. In the **Exchange Manager** window toolbar, click **Save Process**.

Modify a Process

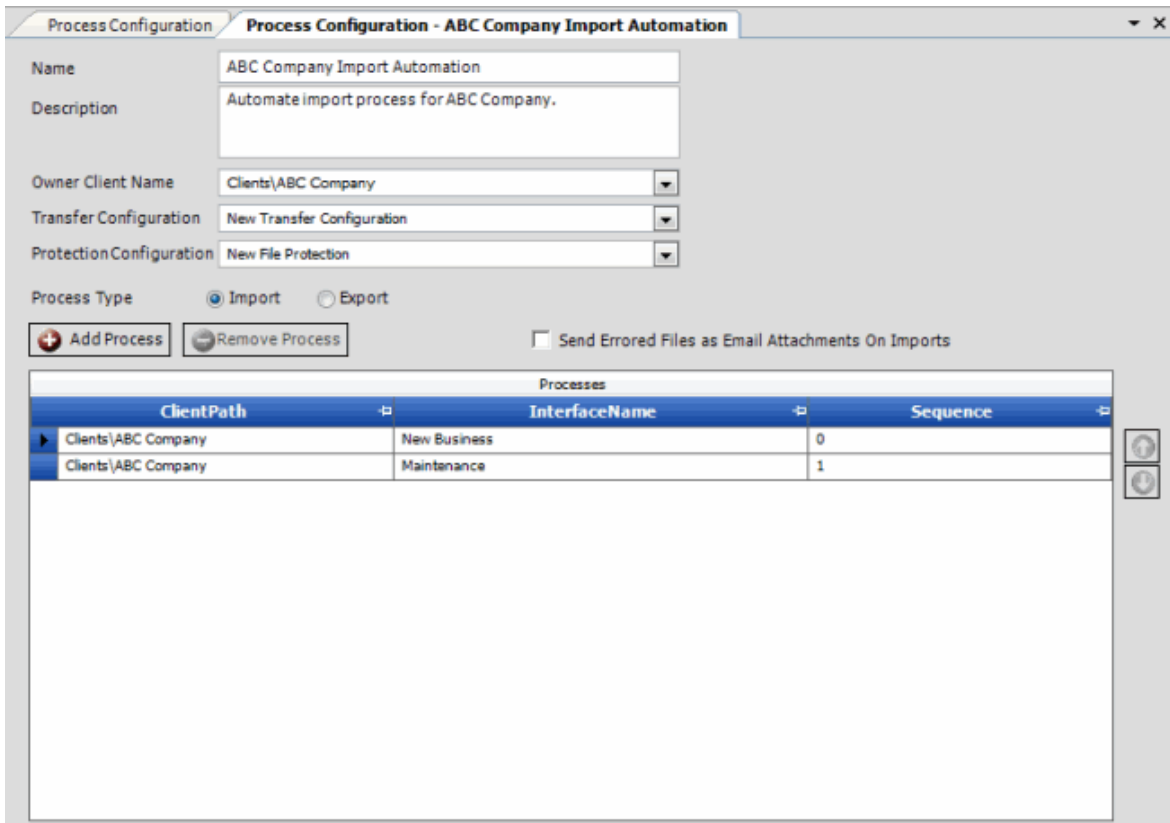
Use the **Process Configuration** tab to modify a process for importing or exporting files.

To modify a process

1. From the menu bar, click **File > Process > Configure Existing Process**. The **Choose Process** dialog box appears.



2. Click the row in the data grid for the process to modify and then click **OK**. The **Process Configuration** tab appears in the **Information** pane.



Name: Name that identifies the process.

Description: Description of the process to use for reference when viewing or modifying the process.

Owner Client Name: Client for whom to run the process.

Transfer Configuration: Job Manager transfer configuration that specifies the group of files to run the process against.

Protection Configuration: Job Manager protection configuration that specifies the encryption method to use during the transfer process.

Process Type: Type of process, either import or export.

Send Errored Files as Email Attachments on Imports: If selected, the system sends files with import errors as email attachments.

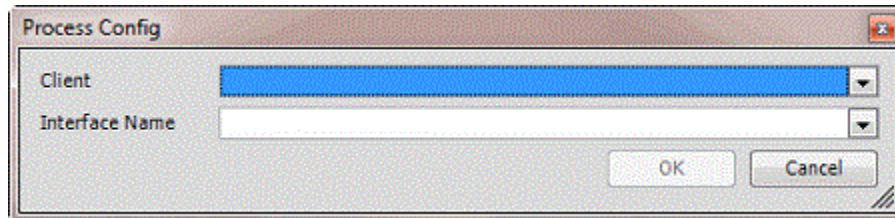
3. Complete the information.

Tips:

- To change the client processing order, click the row in the data grid and then click the up or down arrows.
- To remove a client from the process, click the row in the data grid and then click **Remove Process**.

4. To add a client to the process, do the following:

a. Click **Add Process**. The **Process Config** dialog box appears.



Client: Client to include in the process.

Interface Name: Type of file to process, such as new business or maintenance.

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

5. Continue adding clients to the process as necessary.

6. In the **Exchange Manager** window toolbar, click **Save Process**.

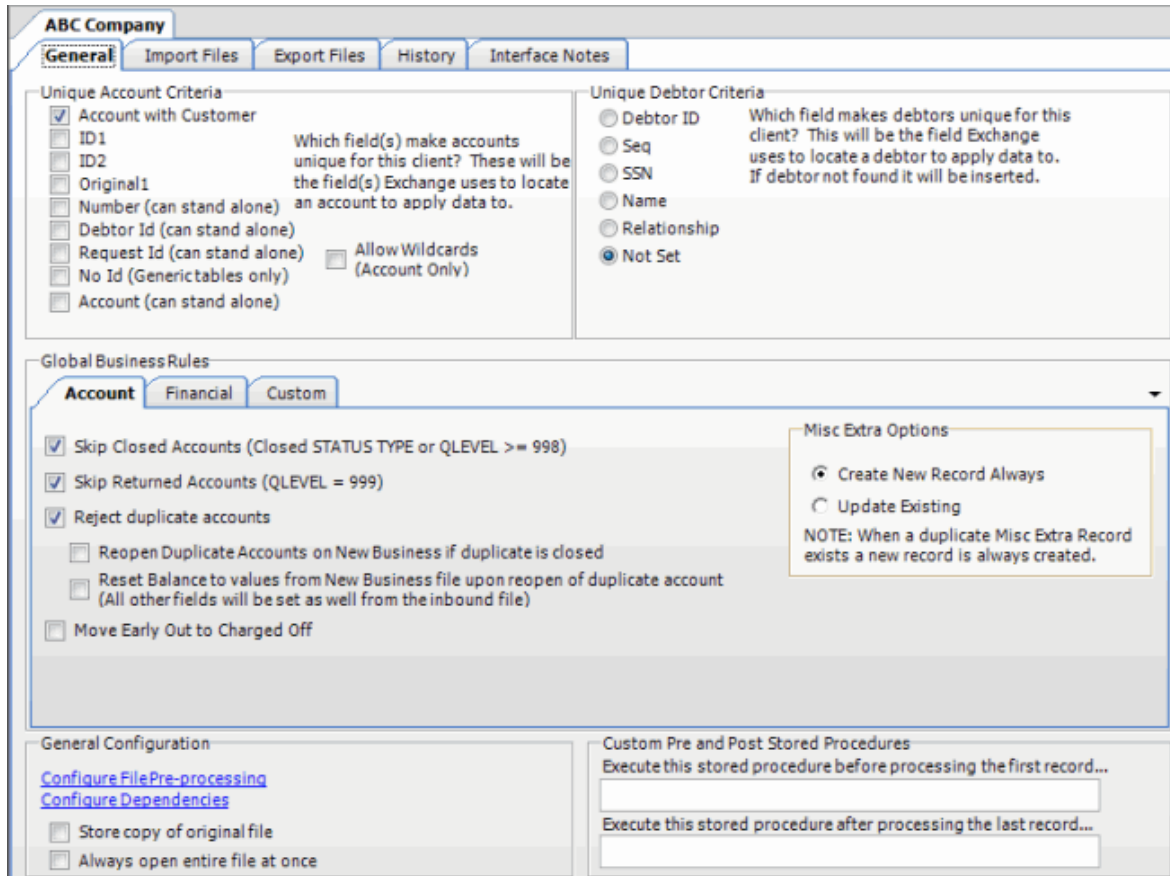
Note: To delete the process, in the **Exchange Manager** window toolbar, click **Delete Process**.

Run a Process Manually

You can run a process manually, rather than run it automatically in Job Manager. You can only select one file when running a process manually.

To run a process manually

1. In the **Navigation** pane, click **Clients**.
2. In the **Clients** pane, expand the appropriate folder and then double-click the client specified as the owner client in the process configuration. The tab for the specified client appears in the **Information** pane.



3. From the toolbar, click **Import > Using Process** and then click the process to run. The **Open** dialog box appears.
4. Click the import file to run and then click **Open**.

View Version History

Use the **Version History** window to view a history of activities that occurred in Exchange Manager.

To view version history

1. From the menu bar, click **Tools > Version History**. The **Version History** window appears.

Version History

Drag a column header here to group by that column.

ID	Altered	UserID	UserName	TreePath	Comment
156	12/05/2014	1	GSadmin	Clients\Customer One New Biz	test
155	12/03/2014	1	GSadmin	Clients\Customer One New Biz 1	Deleting client
154	12/03/2014	1	GSadmin	Clients\Customer One New Biz 1	Deleting client
153	12/03/2014	1	GSadmin	Clients\Customer One New Biz 1	Deleting client
152	12/03/2014	1	GSadmin	Clients\Customer One New Biz 1	Deleting client
151	12/03/2014	1	GSadmin		Imported client
150	12/03/2014	1	GSadmin		Imported client
149	12/03/2014	1	GSadmin		Imported client
148	12/03/2014	1	GSadmin		Imported client
147	12/03/2014	1	GSadmin	Clients\Customer One New Biz 1	Deleting client
146	12/03/2014	1	GSadmin		Imported client
145	12/03/2014	1	GSadmin	Clients\First Customer New Biz 1	Deleting client

OK Cancel

ID: Unique code the system assigns to identify the history record.

Altered: Date the activity occurred.

User ID: Unique code that identifies the user who performed the activity.

User Name: Name of the user who performed the activity.

Tree Path: Path in the **Navigation** pane associated to the activity.

Comment: Description of the activity.

- When finished viewing the information, click **OK**.

Data Grids

A data grid displays information in a table format (rows and columns). Each row represents a single record and each column represents a single data item. If a column in a data grid contains no data, either the user or the system didn't provide that data. If the number of records in a data grid exceeds the maximum allowed to display on a single page, a navigation bar appears at the bottom of the data grid.

Some data grids allow you to:

- Sort the data by a single column in ascending or descending order. For more information, see [Sort Data in a Data Grid](#).
- Limit the data that displays based on one or more criteria you specify. For more information, see [Filter Data in a Data Grid](#).
- Group the data by one or more column headings. For more information, see [Group Data in a Data Grid](#).

Sort Data in a Data Grid

Some data grids allow you to sort the data by a single column in ascending or descending order.

To sort data in a data grid

1. Click the arrow in a column heading to sort the data grid in ascending order by that column. An "up" arrow appears next to the column heading. The following example shows the data grid sorted by ID.

Drag a column header here to group by that column.

ID	Altered	UserID	UserName	TreePath	Comment
90	12/28/2015	1	GSadmin	Clients\EXP80 12282	No comment
91	12/28/2015	1	GSadmin	Clients\EXP80 12282	No comment
92	12/28/2015	1	GSadmin	Clients\EXP80 12282	No comment
93	12/29/2015	1	GSadmin	Clients\EXP80 12282	Test
101	12/29/2015	1	GSadmin	Clients\EXP80 12282	Test
102	12/29/2015	1	GSadmin	Clients\EXP80 12282	test
103	12/29/2015	1	GSadmin	Clients\EXP80 12282	test
104	12/29/2015	1	GSadmin	Clients\EXP80 12282	test

2. Click the column heading again to sort the data grid in descending order by that column. A "down" arrow appears next to the column heading.

Filter Data in a Data Grid

Some data grids allow you to limit the data that displays based on one or more criteria. You can filter the data grid by one or more columns.

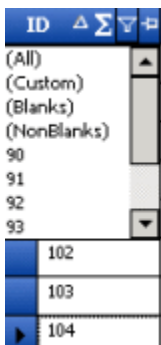
To filter data in a data grid

1. In the column heading to filter, click the Filter icon.

Drag a column header here to group by that column.

ID	Altered	UserID	UserName	TreePath	Comment
90	12/28/2015	1	GSadmin	Clients\EXP80 12282	No comment
91	12/28/2015	1	GSadmin	Clients\EXP80 12282	No comment
92	12/28/2015	1	GSadmin	Clients\EXP80 12282	No comment
93	12/29/2015	1	GSadmin	Clients\EXP80 12282	Test
101	12/29/2015	1	GSadmin	Clients\EXP80 12282	Test
102	12/29/2015	1	GSadmin	Clients\EXP80 12282	test
103	12/29/2015	1	GSadmin	Clients\EXP80 12282	test
104	12/29/2015	1	GSadmin	Clients\EXP80 12282	test

A list of filter options appears.



(All): Clears the filter and displays all records.

(Custom): Opens a dialog box to allow you to set custom filtering criteria.

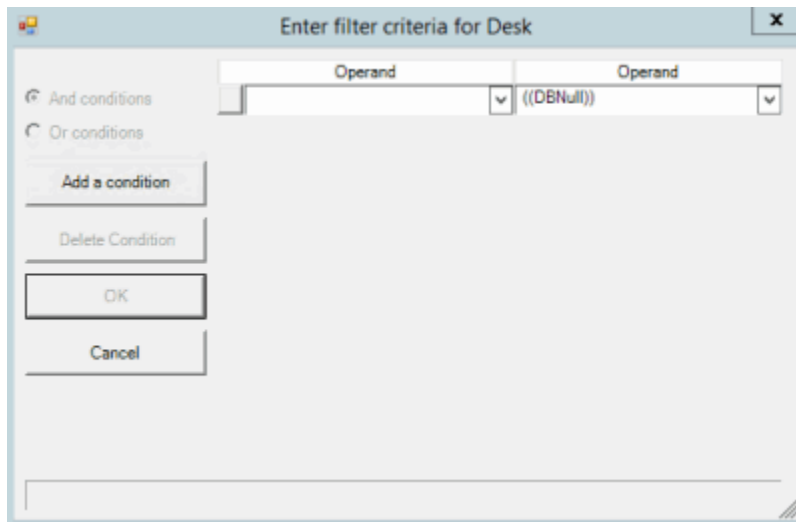
(Blanks): Displays all records where the field doesn't contain a value.

(NonBlanks): Displays all records where the field contains a value.

[Value]: Displays all records that match the specified value.

2. Click a filter option. One of the following occurs:

- If you selected an option other than "custom," Exchange displays only the records that match the criteria that you specified.
- If you selected the "custom" option, the **Enter Filter Criteria by [column name]** dialog box appears.



And conditions: If selected, both conditions must be true for the record to display in the data grid. This option is available when you have two or more conditions specified.

Or conditions: If selected, only one condition must be true for the record to display in the data grid. This option is available when you have two or more conditions specified.

Operand: Comparison operator to use to compare the data grid column value to the value that you specify.

Operand: Value to which to compare the data grid column value.

3. Specify a condition (click a comparison operator and a value to which to compare) and then click **Add a condition**.
4. To narrow your results, repeat the previous step and specify more conditions.
5. If you specified more than one condition, do one of the following:
 - To require all conditions to be true, click **And conditions**.
 - To require only one of the conditions to be true, click **Or conditions**.
6. To delete a condition, click the condition and then click **Delete Condition**.

- When finished setting the custom filter, click **OK**. Exchange displays only the records that match the conditions that you specified.

Custom Filter Operators

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

Operator	Description
Equals	Displays records where the value in the column matches the value that you specify.
Does not equal	Displays records where the value in the column does not match the value that you specify.
Less than	Displays records where the value in the column is less than the value that you specify.
Less than or equal to	Displays records where the value in the column is less than or equal to the value that you specify.
Greater than	Displays records where the value in the column is greater than the value that you specify.
Greater than or equal to	Displays records where the value in the column is greater than the value that you specify.
Like	Displays records where the value in the column matches the pattern that you specify.
Matches Regular Expression	<p>Displays records where the value in the column is in the format that you specify.</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	Displays records where the value in the column starts with the character or characters that you specify.

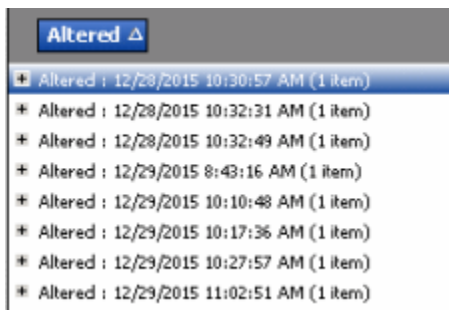
Operator	Description
Contains	Displays records where the value in the column contains the character or characters that you specify.
Ends with	Displays records where the value in the column ends with the character or characters that you specify.
Does not start with	Displays records where the value in the column does not start with the character or characters that you specify.
Does not contain	Displays records where the value in the column does not contain the character or characters that you specify.
Does not end with	Displays records where the value in the column does not end with the character or characters that you specify.
Does not match	Displays records where the value in the column does not match the character or characters that you specify.
Not like	Displays records where the value in the column is not like the pattern that you specify.

Group Data in a Data Grid

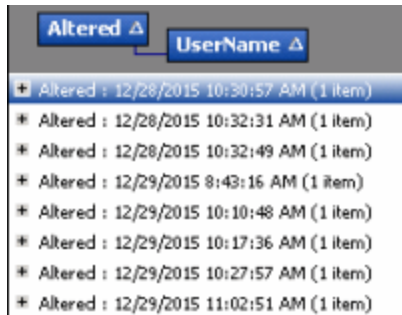
Some data grids allow you to group the data by one or more columns. If you select multiple columns, Exchange groups and sorts the data by the first column that you select, and then by each subsequent column that you select.

To group data in a data grid

1. Drag and drop a column heading into the space just above the column headings. Exchange groups the data.



2. To add groups within a group, do the following:
 - a. Click the plus sign (+) next to a group to expand it.
 - b. Drag and drop a column heading underneath an existing group.



Note: By default, Exchange sorts the grouped data in ascending order by the column specified.

3. To change the sort to descending order, click the "up" arrow on the sorted column. To return the sort to ascending order, click the "down" arrow on the sorted column.
4. To remove a grouping, drag and drop the grouped column to its original location in the data grid.

Summarize Data in a Data Grid

Some data grids allow you to summarize the data in a column.

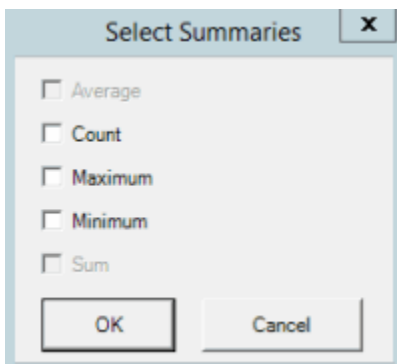
To summarize data in a data grid

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

Drag a column header here to group by that column.

ID	Σ	Altered	UserID	UserName	TreePath	Comment
104	↑	12/29/2015	1	GSadmin	Clients\EXP80 12282	test
103		12/29/2015	1	GSadmin	Clients\EXP80 12282	test
102		12/29/2015	1	GSadmin	Clients\EXP80 12282	test
101		12/29/2015	1	GSadmin	Clients\EXP80 12282	Test
93		12/29/2015	1	GSadmin	Clients\EXP80 12282	Test
92		12/28/2015	1	GSadmin	Clients\EXP80 12282	No comment
91		12/28/2015	1	GSadmin	Clients\EXP80 12282	No comment
90		12/28/2015	1	GSadmin	Clients\EXP80 12282	No comment

The **Select Summaries** dialog box appears.



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

Drag a column header here to group by that column.											
ID	Σ ▾ ⇄	Altered	Σ ▾ ⇄	UserID	Σ ▾ ⇄	UserName	Σ ▾ ⇄	TreePath	Σ ▾ ⇄	Comment	Σ ▾ ⇄
102		12/29/2015		1		GSadmin		Clients\EXP80 12282		test	
101		12/29/2015		1		GSadmin		Clients\EXP80 12282		Test	
93		12/29/2015		1		GSadmin		Clients\EXP80 12282		Test	
92		12/28/2015		1		GSadmin		Clients\EXP80 12282		No comment	
91		12/28/2015		1		GSadmin		Clients\EXP80 12282		No comment	
90		12/28/2015		1		GSadmin		Clients\EXP80 12282		No comment	
Grand Summaries											
Average = 97											
Count = 8											

3. To remove summary information, click the Sigma icon and clear the check boxes in the **Select Summaries** dialog box.

Pin a Column

Some data grids allow you to pin a column so that it remains stationary when you scroll horizontally.

To pin a column

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

Drag a column header here to group by that column.											
ID	Σ ▾ ⇄	Altered	Σ ▾ ⇄	UserID	Σ ▾ ⇄	UserName	Σ ▾ ⇄	TreePath	Σ ▾ ⇄	Comment	Σ ▾ ⇄
▶ 104	⌵	12/29/2015		1		GSadmin		Clients\EXP80 12282		test	
103		12/29/2015		1		GSadmin		Clients\EXP80 12282		test	
102		12/29/2015		1		GSadmin		Clients\EXP80 12282		test	
101		12/29/2015		1		GSadmin		Clients\EXP80 12282		Test	
93		12/29/2015		1		GSadmin		Clients\EXP80 12282		Test	
92		12/28/2015		1		GSadmin		Clients\EXP80 12282		No comment	
91		12/28/2015		1		GSadmin		Clients\EXP80 12282		No comment	
90		12/28/2015		1		GSadmin		Clients\EXP80 12282		No comment	

2. Scroll horizontally in either direction and the pinned column remains stationary.
3. To unpin a column, click the Pushpin icon on a pinned column. The pushpin points to the left to indicate that the column is not pinned.

Forms

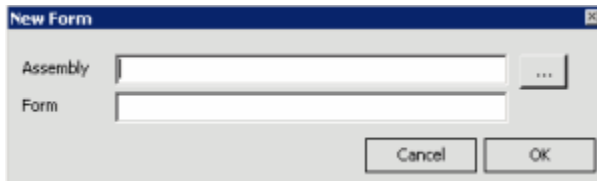
Use the **Forms** panel to add forms that run custom programs. For example, you can add a form to gather input from the user.

Add a Form

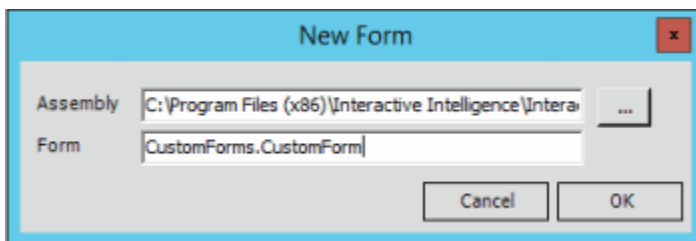
You can use the **New Form** dialog box to add a custom form.

To add a form

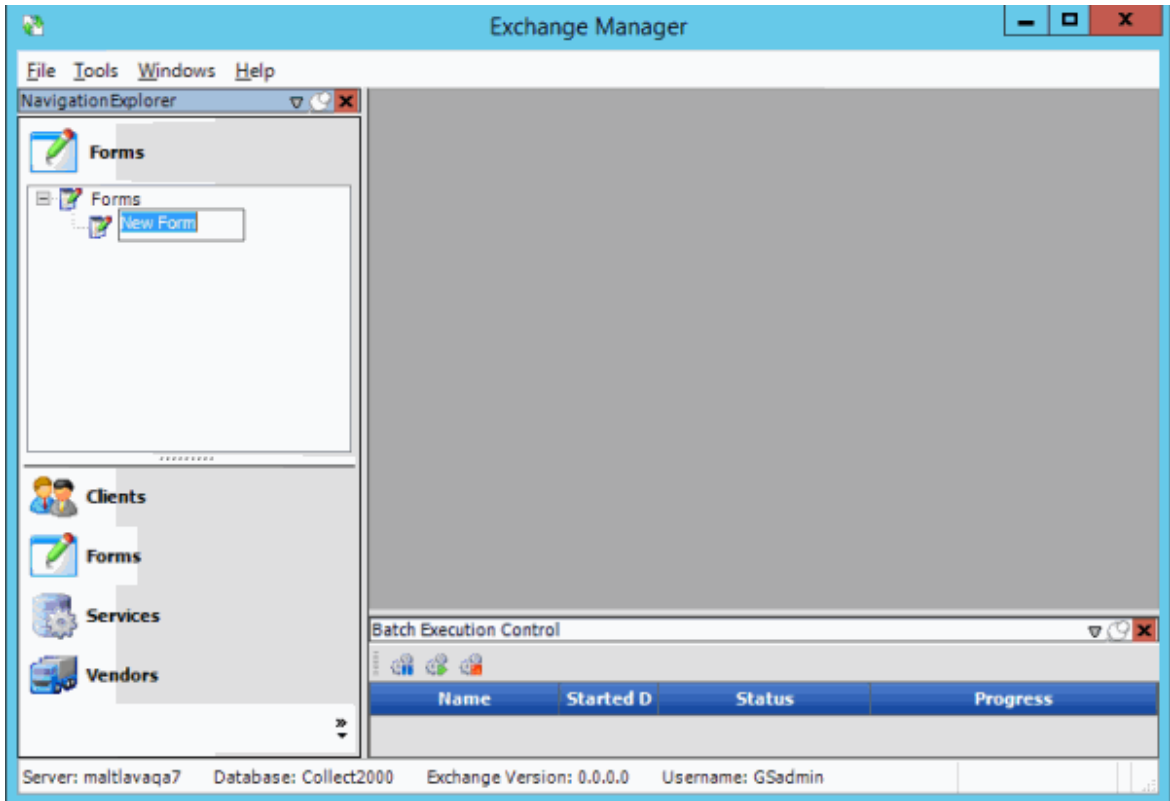
1. In the **Navigation** pane, click **Forms**.
2. In the **Forms** pane, right-click **Forms** and then click **Add Form**. The **New Form** dialog box appears.



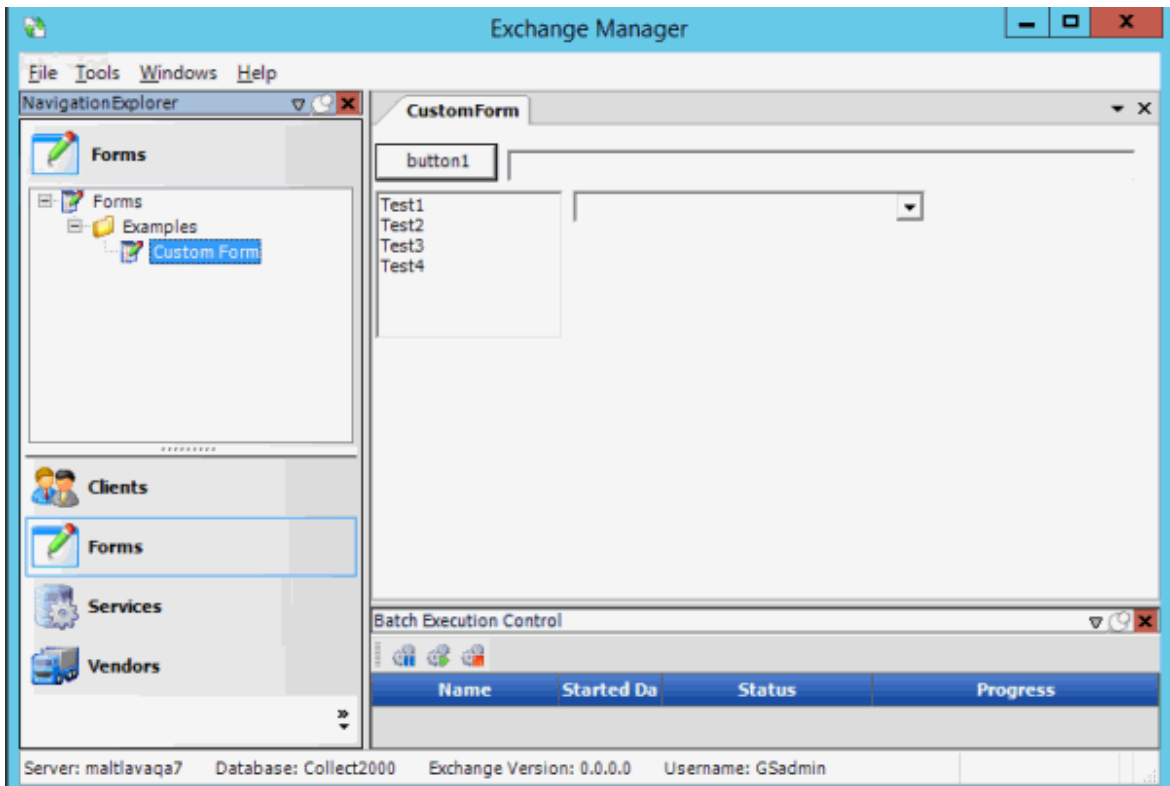
3. Next to the **Assembly** box, click the ellipsis (...). The **Please select the assembly...** dialog box appears.
4. Click the ".dll" or ".exe" file that contains the custom form definition and then click **Open**. The path and file name appear in the **Assembly** box.
5. In the **Form** box, type the namespace and name of the form, separated by a period.



6. Click **OK**. The system adds the form to the **Forms** node.



7. Type over the "New Form" label with a name for the form and then press **Enter**.



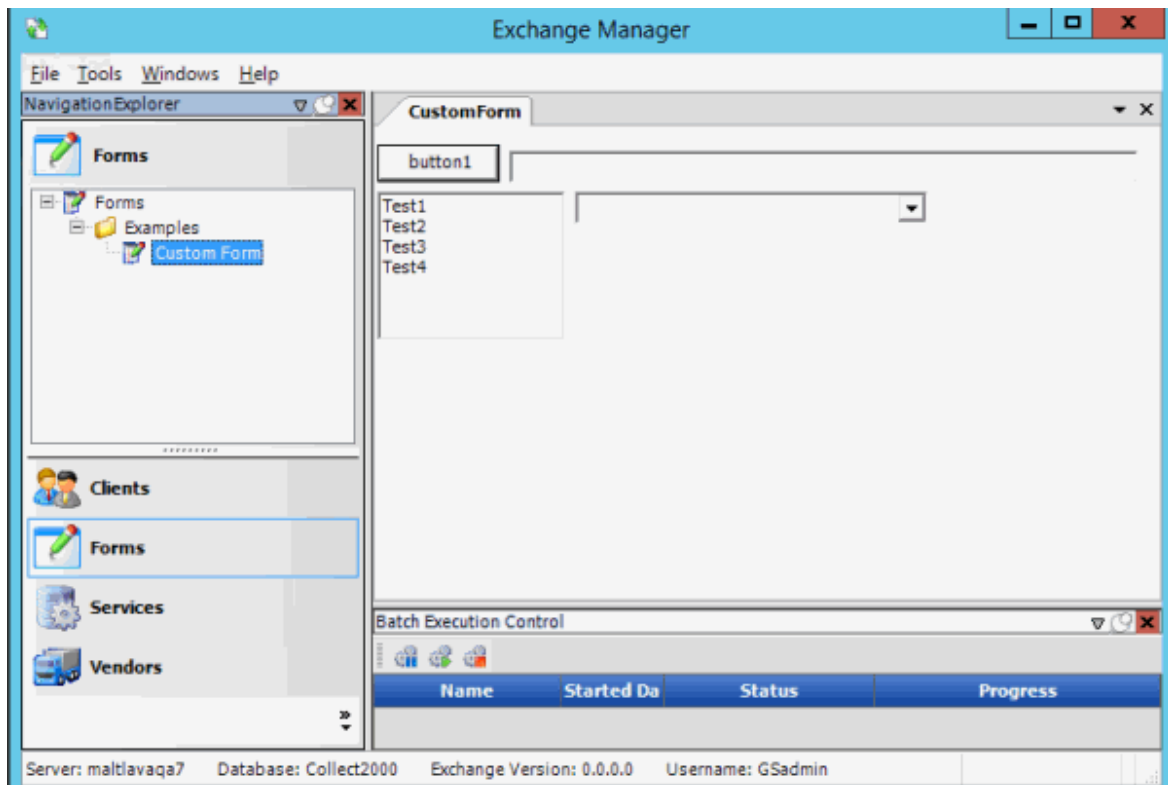
Complete a Form

Use the **[Form Name]** tab to complete the information on a form.

To complete a form

1. In the **Navigation** pane, click **Forms**.
2. In the **Forms** pane, expand the **Forms** node to locate the form.
3. Double-click the form name or right-click the form name and then click **Properties**. The **[Form Name]** tab appears in the **Information** pane.

The following form is just an example. The objects that appear on the form are based on how you designed the form.



4. Complete the information on the form.

Rename a Form

Use the **Forms** pane to rename a form.

To rename a form

1. In the **Navigation** pane, click **Forms**.
2. In the **Forms** pane, expand the **Forms** node to locate the form.
3. Right-click the form name and then click **Rename**.
4. Type the new name and then press **Enter**.

Delete a Form

Use the **Forms** pane to delete a form.

To delete a form

1. In the **Navigation** pane, click **Forms**.
2. In the **Forms** pane, expand the **Forms** node to locate the form.
3. Right-click the form name and then click **Delete**.
4. In the confirmation dialog box, click **Yes**.

Services

The **Services** panel is no longer in use.

Vendors

The **Vendors** panel is no longer in use.