Latitude® by Genesys

Printable Help for Users

Version 12.0

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Abstract

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

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https://help.genesys.com/latitude/liquid12/desktop/Copyright_and_Trademark_Information.htm.

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Introduction to Latitude by Genesys

The Latitude by Genesys 12.0 collections solution has comprehensive debt collection and recovery capabilities for managing all pre- and post-charge-off accounts and workflow processes. It provides collectors and agents with the tools to manage the debt collection and recovery process. It also provides supervisors, managers, administrators, and support staff with the tools to manage Latitude by Genesys.

Latitude by Genesys provides the full functionality for the collector's or agent's desktop and deploys as a true zero-footprint, browser-based environment.

With the appropriate permissions, you can use Latitude by Genesys to:

- Maintain account and contact information.

- Track account activities.

- Record account notes.

- Set account reminders and follow-up dates.

- Schedule and process payments.

- Connect to a predictive dialer program to facilitate working accounts.

What's New in Latitude by Genesys

What's New in Latitude 12.0

The following Service Updates (SU) introduced changes and enhancements in Latitude 12.0:

- SU 1
- SU 2
- SU 3
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- SU 5
- SU 6
- SU 7
- SU 8
- SU 9
- SU 10
- SU 11
- SU 12

SU 1

SU 1 introduced the following changes and enhancements to Latitude 12.0:

- Account labels
- Account processes and stages
- Hot notes
- Legal case
- Letters
- Linked accounts

- [Open interactions](#)
- [Payments](#)
- [Reference panels](#)
- [Timed reminders](#)

Account labels

Added **Account Labels** card for creating, assigning, viewing, and deleting labels associated to accounts. For more information, see [Account Labels Card](#).

Account processes and stages

Added **Processes** menu with options for starting an account in the first stage in a process and then moving the account to the next or previous stage. For more information, see [Processes and Stages](#).

Hot notes

Added **Hot Notes** card for adding hot notes to an account to display important information for working an account. The system doesn't retain hot note history and any user can modify or delete hot notes. For more information, see [Hot Notes Card](#).

Legal case

Added **Legal** panel for viewing and modifying court cases for customers who are currently in litigation for non-payment. For more information, see [Legal Case](#).

Letters

Added **Letters** panel for requesting letters, viewing pending letter requests, deleting pending letter requests, and viewing letter request history. For more information, see [Letters](#).

Linked accounts

Added **Link Details** panel for viewing all accounts linked to a single customer. For more information, see [View Information for Linked Accounts](#).

Open interactions

Added **Open Interactions** panel for viewing all accounts that have open interactions, opening the account in the **Work Form**, or closing the open interaction. For more information, see [Open Interactions](#).

Payments

Added ability to schedule and process a single payment for an account in the **Arrangements** panel.

> **Note:** Removed this functionality in SU 11.

Reference panels

- Added **Documentation** panel for viewing, adding, and deleting documents associated to an account. For more information, see Documentation.

- Added **Events** panel for viewing actions that occurred on an account for auditing purposes. For example, a user changed the status of an account. For more information, see Interactions and Events.

- Added **Fusion Service History** panel for viewing service requests (such as address verification) and the responses received from outside vendors. For more information, see Fusion Service History.

- Added **Payment History** panel for viewing payment history for charged-off accounts. For more information, see Payment History.

- Added **Processes** panel for viewing the processes and stages through which users moved an account. For more information, see View Process and Stage History.

Timed reminders

- Added **Set Timed Reminder** dialog box for settings timed reminders to appear for a desk at a specific date and time. For more information, see Set a Timed Reminder.

- Added **Reminders** dialog box for viewing timed reminders for a desk, rescheduling a reminder, and dismissing a reminder. For more information, see View Timed Reminders and Reschedule or Dismiss a Timed Reminder.

SU 2

SU 2 introduced the following changes and enhancements to Latitude 12.0:

- Account links
- AIM work efforts
- Anchor cards
- Call validation
- Client guidelines
- Collection holds
- Interest management
- Parties
- Payment arrangements
- Permissions
- System codes

Account links

Added **Manage Links** dialog box for creating and removing links to accounts. For more information, see Account Links.

AIM work efforts

Added **Work Efforts** tab to the **AIM** panel for viewing work efforts for accounts placed with an outside collection agency or attorney. For more information, see View AIM Work Efforts.

Anchor cards

- Added **Account Navigator** card for displaying contact information for the parties on an account. For more information, see Account Navigator Card.

- Added **First Party Active Collections** card for displaying first-party active collections information for an account. For more information, see First Party Active Collections Card.

- Added **Joined Accounts** card for displaying all accounts associated to the parties on the account displayed in the **Work Form**. For more information, see Joined Accounts Card.

Call validation

Added **DPA Validation** dialog box for validating a party on a call before displaying an account in the **Work Form**. For more information, see Validate a Call.

Client guidelines

Added **Client Guidelines** panel for viewing the guidelines that clients established for working accounts. For more information, see View Client Guidelines.

Collection holds

Added **Manage Holds** dialog box for placing and removing account-level and customer-level holds on accounts. For more information, see Collection Holds.

Interest management

Added **Manage Interest** dialog box for starting and stopping customer-level interest on accounts to override and reinstate the account-level interest. For more information, see Manage Interest.

Parties

Added **New Customer** dialog box for adding parties to accounts. For more information, see Add a Party to an Account.

Payment arrangements

Added **Arrangements** panel for proposing, scheduling, and managing payment arrangements. For more information, see Arrangements.

Permissions

- Added **Configure Data Protection Validation Instructions** permission for specifying the instructions to display in the **DPA Validation** dialog box.

- Added **Customer Information Profiles** permission for specifying customer profiles for Payment Vendor Gateway.

- Added **Fusion Services - Verify Responses** permission for specifying whether users can flag the responses received from outside vendors as verified.

- Added **Labels - User Policy** permission for specifying whether users can create, assign, view, or delete account labels. You can use account labels to flag accounts for your own purpose. For example, you can use account labels as tags, conditions, or properties.

- Added **Payment Method Fee Schedule** permission for associating payment methods with fee schedules.

- Added **Reference Panels** permission for specifying the reference panels to display, and which panel is the default panel.

- Added **Require Data Protection Validation** permission for validating specific information with a caller before displaying the account.

- Added **Settings for Auxiliary Products** permission for specifying the settings to allow auxiliary products to create payments in Latitude.

- Added **Task Panels** permission for specifying the task panels that users can view in the **Work Form**.

System codes

- Added **Anchor Cards** panel for managing the anchor cards available to display in anchors. For more information, see Anchor Cards.

- Added **Anchors** panel for grouping anchor cards and displaying them in the Work Form. For more information, see Anchors.

- Added **API Key Manager** panel for managing API keys for accessing APIs remotely. For more information, see API Key Manager.

- Added **Manual Process Stages** panel for flagging processes as either manual or automated. For more information, see Manual Process Stages.

- Added **Payment Sub-Batch Type** panel for creating groups to categorize payment sub-batch types. For more information, see Payment Sub-Batch Types.

- Added **Process Stages** panel for maintaining account processes and stages. For more information, see Process Stages.

- Added ability to maintain court case statuses. For more information, see Legal Court Case Statuses.

SU 3

SU 3 introduced the following changes and enhancements to Latitude 12.0:

- [Account balance](#)
- [Account search](#)
- [Addresses](#)
- [Care and financial hardship](#)
- [Complaints](#)
- [Contact information](#)
- [Credit Bureau reporting](#)
- [Disputes](#)
- [Email addresses](#)
- [Income and expenditures](#)
- [Joined accounts](#)
- [Letters](#)
- [Linked accounts](#)
- [Payment arrangements](#)
- [Permissions](#)
- [Phones](#)
- [Sole responsibility](#)
- [System codes](#)

Account balance

Added **Linked Accounts** check box to the **History Balance** panel for including or excluding the display of linked accounts when viewing account balance details. For more information, see [View Account Balance Details](#).

Account search

- Added **Bankruptcy**, **Court Case**, and **Garnishment Case Number** search criteria to the **Simple** tab in the **Search Accounts** panel. For more information, see [Search for an Account](#).

- Added ability to locate an account using a search code (for example, "F" for file number). You can type a search code in the **Search** box or select it from a list box in the Account toolbar. For more information, see [Locate an Account Using Quick Search](#) and [Quick Search Codes](#).

Addresses

Added **Address** panel for maintaining mailing addresses on accounts. For more information, see [Addresses](#).

Care and financial hardship

Added **Care and Financial Hardship** panel for maintaining customer care and financial hardship cases for accounts. For more information, see Care and Financial Hardship.

Complaints

Added **Complaints** panel for maintaining complaints for accounts. Collection activity is suspended while an account has an open complaint. For more information, see Complaints.

Contact information

Removed ability to add or modify mailing and email addresses associated to accounts on the **Contact Information** tab. You can still add or modify the information on the **Addresses** panel. For more information, see Addresses.

Credit Bureau reporting

Added **CB Reporting** panel for viewing pending and historical credit bureau reporting information and manage reporting of accounts to credit bureaus. For more information, see Credit Bureau Reporting.

Disputes

Added **Disputes** panel for maintaining collection activity disputes for accounts. Collection activity and interest calculations are suspended while an account has an open dispute. For more information, see Disputes.

Email addresses

Added **Email** panel for maintaining email addresses for accounts. For more information, see Email Addresses.

Income and expenditures

Added **Income and Expenditures** panel for maintaining income and expenditure information for customers. For more information, see Income and Expenditures.

Joined accounts

Added **File Number**, **Account Number**, and **Status** to **Joined Accounts** card. For more information, see Joined Accounts Card.

Letters

Added **Letters** panel for requesting and managing letters. For more information, see Letters.

Linked accounts

- Added a Link icon to the **Joined Accounts** card to signify the driver account in a group of linked accounts. For more information, see Joined Accounts Card.

- Added message to **Manage Links** dialog box that displays when a party that a user selected to link to has an active arrangement. Users cannot create a link in this case. For more information, see Add a Link to an Account.

- Added message to **Manage Links** dialog box that displays when a party that a user selected to link to is linked to other parties. Users have the option to link to the other parties or cancel linking. For more information, see Add a Link to an Account.

Payment arrangements

- Added ability to reschedule a scheduled payment arrangement in the **Scheduled Payments** card. For more information, see Reschedule a Payment Arrangement.

- Added ability to search for and select an ABA (bank) routing number in the **Payment Instrument** dialog box. For more information, see Search for an ABA Routing Number.

- Added **Select/Deselect All Active** option for selecting or deselecting all active joined accounts when proposing a payment arrangement. For more information, see Propose a Payment Arrangement.

Permissions

- Added **Allow Redaction** permission for redacting note comments.

- Added **Allow Letters** permission for specifying which letters are available to users.

  Note: Removed this permission in SU 10. All letters are now available to users.

- Added **ACH Vendor Information** permission for specifying a vendor's settings for processing ACH payment transactions using Payment Vendor Gateway.

- Added **Batch Processor System** permission for specifying settings for the Batch Processor that creates batches of payments for each payment type.

- Added **Care and Financial Hardship Panel** permission for configuring care and financial hardships.

- Added **Complaints Panel** permission for configuring complaints.

- Added **Configuration for Handling NSFs/Reversals** permission for specifying the status and queue level to assign to accounts with NSF or payment reversals imported using Exchange.

- Added **Create Scheduled Payments** permission for specifying the settings for scheduling payments on an account.

- Added **Credit Card Vendor Information** permission for specifying a vendor's settings for processing credit card payment transactions using Payment Vendor Gateway.

- Added **Disputes Panel** permission for configuring disputes.

- Added **Maintain Income and Expense items** Permission for specifying whether users can add and modify income, expenditure, and arrears information in the **Income and Expenditure** panel.

- Added **Trigger Values** permission for specifying the Common Financial Statement trigger values for expenditures.

- Added **Name Template Config** permission for configuring name formatting.

- Added **Paper Draft Vendor Information** permission for specifying a vendor's settings for processing paper draft payment transactions using Payment Vendor Gateway.

- Added **Prevent Multiple Account Access** permission for preventing users from accessing the same account simultaneously.

- Added Bankruptcy, Court Case, and Garnishment Case Number to the available search options in the **Search** permission.

Phones

Removed display of multiple phone numbers from the **Contact Information** tab. If a person has multiple phone numbers, the system displays one phone number of each type only. You can still view all phone numbers for an account on the **Phones** panel. For more information, see View Phone Numbers for an Account.

Sole responsibility

- Added **Request Sole Responsibility** option to **Account Navigator** card for requesting sole responsibility for a party on an account. For more information, see Request Sole Responsibility for an Account.

- Added **Approve/Deny Sole Responsibility** option to **Account Navigator** card for approving or denying requests for sole responsibility for a party on an account. If a user approves the request, the system places the other parties on hold to suspend collection activity for those parties on that account. For more information, see Approve or Deny Sole Responsibility of an Account.

System codes

- Added **Care Type** panel for maintaining customer care types. For more information, see Care Types.

- Added **Complaint Category** panel for maintaining complaint categories. For more information, see Complaint Categories.

- Changed check box label from **Allow accounts in this desk to be linked** to **Prevent linking of accounts in this desk** in the **Desk** dialog box. For more information, see Add a Desk or Modify a Desk.

- Added ability to sort columns in the data grid in the **Desk** panel. For more information, see Sort Data in a Data Grid.

- Added ability to search for desks in the **Desk** panel. For more information, see Search for a Desk.

- Added **Dispute Type** panel for maintaining dispute types. For more information, see Dispute Types.

- Added **Hardship Type** panel for maintaining financial hardship types. For more information, see Hardship Types.

- Removed ability to add list codes and modify system-defined list codes and data in the **List Data** panel. For more information about list codes, see List Codes.

- Removed ability to delete list codes and data in the **List Data** panel. For more information about list codes, see List Codes.

SU 4

SU 4 introduced the following changes and enhancements to Latitude 12.0:

- Account search
- Credit Bureau reporting
- Direct debits
- Letters
- Payment arrangements
- Permissions
- System codes

Account search

Added **International Phone Number** search criteria to the **Simple** tab in the **Search Accounts** panel and to the quick search feature. For more information, see Search for an Account and Quick Search Codes.

Credit bureau reporting

Added **Evaluate Account** option on the **Summary** tab of the **CB Reporting** panel to evaluate an account for reporting to the credit bureaus. For more information, see Evaluate an Account for Credit Reporting.

Direct debits

Added **Direct Debit** tab in the **Payment Instrument** dialog box for adding a direct debit account when proposing payment arrangements. For more information, see Add a Direct Debit Account.

Letters

Added the **Select Accounts** dialog box for selecting multiple linked accounts for which to request a letter. For more information, see Select Accounts.

Payment arrangements

- Added **Surcharge Amount**, **Surcharge Total**, and **Gross Total** to the **Payment Negotiator** card. For more information, see Propose a Payment Arrangement.
- Added **Total Surcharges** and **Surcharge** to the **Scheduled Payments** card. For more information, see Propose a Payment Arrangement.

Permissions

- Added **Allow Manual Evaluation** permission for evaluating accounts manually for credit bureau reporting purposes.
- Added **Create Extra Data** permission for specifying whether users can add custom data.

- Added **Direct Debit** permission for specifying the threshold for scheduling first and subsequent Direct Debit payments.

- Added **Direct Debit Client Representment Rules** permission for configuring payment representment rules.

- Added **Linked Letters** permission for selecting linked accounts to include in letters that can include linked accounts.

- Added **Intl Phone** (International Phone) to the available search options in the **Search** permission.

- Added **Update Extra Data** permission for specifying whether users can modify custom data.

- Removed Surcharge Percent policy from the **User Policy** (scheduled payments) permission for scheduled payments.

- Added "Allow user to suppress surcharge assessment on new arrangements" policy to the **User Policy** (scheduled payments) permission for scheduled payments.

System codes

- Removed ability to modify or delete client comments from the **Comments** tab in the **Client** dialog box. For more information about adding a comment, see Add a Client Comment.

- Removed **Surcharge %** and **Calc Surcharge From Gross** from the **Payment Method** dialog box. For more information about payment methods, see Payment Methods.

- Removed Surcharge Type system code. For more information about system codes, see System Codes and Settings.

- Removed **Next Payment Batch** from the **Settings** tab on the **System Configuration** panel. For more information about system settings, see Maintain System Settings.

SU 5

SU 5 introduced the following changes and enhancements to Latitude 12.0:

- Medical
- Payment batch processing
- Permission
- Support queue

Medical

- Added **Medical** Panel for adding and modifying medical information. For more information, see Medical.

- Added **Insurance tab** to **Medical** panel for flagging an insurance policy as invalid. For more information, see Invalidate an Insurance Policy.

Payment batch processing

- Added **Batch Details** section to the **Batch Processing** page for displaying details of payment processing results. For more information, see Process a Payment Batch.

- Added ability to view payment batch history to the **Batch Processing** page. For more information, see View Payment Batch History.

Permission

Added **Configuration for Handling Broken Promises** permission for specifying the status and queue level to assign to accounts with broken promises.

Support queue

Added **Support Queue Details** card for viewing details for an account that is in a support queue. For more information, see Support Queue Details Card.

SU 6

SU 6 introduced the following changes and enhancements to Latitude 12.0:

- Accounts
- Employment
- Notes
- Open interactions
- Payment arrangements
- System codes

Accounts

- Changed the tabs on the **Account Navigator** card to a drop-down list. For more information, see Account Navigator Card.

- Added the **Select Accounts** dialog box for selecting multiple linked accounts for which to change the account status. For more information, see Change an Account Status.

Employment

Added **Verified** check box to the **Employer** tab in the **Customer** panel to indicate whether a user verified a person's employment information. For more information, see Maintain Employer Information.

Notes

Added ability to filter notes by user, system, or both in the **Notes** panel. For more information, see View Account Notes.

Open interactions

Added ability to close all open interactions in the **Open Interactions** panel. For more information, see Close an Open Interaction.

Payment arrangements

Added **Arrangement History** panel for viewing payment arrangement history. For more information, see View Arrangement History.

System codes

Added **Maximum Surcharge** to the **Fees** tab in the **Client** dialog box for specifying the maximum surcharge amount on payments received. For more information, see Maintain Client Fees.

SU 7

SU 7 introduced the following changes and enhancements to Latitude 12.0:

- Custom reference panel

- Direct debit

- Letter history

- Permissions

- System codes

Custom reference panel

Added ability to create custom reference panels using stored procedures and allow the system to display the panels in the **Work Form**. For more information, see Custom Panel.

Direct debit

Added ability to view direct debit guarantee when adding a direct debit account on the **Direct Debit** tab in the **Payment Instrument** dialog box. For more information, see Add a Direct Debit Account.

Letter history

Added the **Details View** dialog box for viewing pending or historical letters for an account. For more information, see View Letter Details.

Permissions

- Removed **Delete/OnHold Request** permission and created separate permissions for the delete and on hold request functionality.

- Added **Delete Request** permission for specifying whether users can delete pending letter requests and system-generated letter requests.

- Added **OnHold Request** permission for specifying whether users can place pending letter requests on hold.

System codes

- Added ability to save an age-based or balance-based fee schedule without selecting a bucket for invoicing in the **Fee Schedule** dialog box. For more information, see Modify an Age-Based Fee Schedule and Modify a Balance-Based Fee Schedule.

- Added **Separate Direct** as an invoice type on the **Invoice** tab in the **Client** dialog box. For more information, see Maintain Client Invoice Settings.

SU 8

SU 8 introduced the following changes and enhancements to Latitude 12.0:

- Joined accounts
- Judgments
- Permissions
- System codes

Joined accounts

Added **Responsible Party Balance** and **Past Due** to the **Joined Accounts** card for delinquency accounts. For more information, see Joined Accounts Card.

Judgments

- Added ability to specify judgment award amounts on the **Judgment** tab in the **Legal** panel. For more information, see Specify Judgment Award Amounts.

- Added ability to spread judgment award amounts in the **Judgment Spread Calculator** dialog box. For more information, see Spread Judgment Award Amounts.

- Added ability to award a judgment on the **Judgment** tab in the **Legal** panel. For more information, see Award a Judgment.

- Added ability to reverse a judgment on the **Judgment** tab in the **Legal** panel. For more information, see Reverse a Judgment.

Permissions

- Added **Award/Reverse Judgment** permission for specifying whether user can award and reverse judgments.

- Added **Create Scheduled Payments** permission for specifying available payment frequencies for scheduled payments and whether to allow settlements on accounts.

- Added **Deactivate Automatic Status and Queue Level** permission for deactivating automatic account status and queue level changes for arrangements.

- Added **Judgment Award Bucket Mappings** permission for specifying the default mappings from the judgment award amounts to the money buckets in Latitude.

- Added "Spread payments in order of the Fee Schedule Bucket priority and then in the specified order" to the Payment Spread Method policy in the **Payment Spread** permission.

System codes

- Added **Current Gross** option to the **Collection Mode** on the **General** tab in the **Client** dialog box for calculating the collection cost on the current gross account balance. For more information, see Maintain General Client Information.

- Removed the duplicate permissions from the **System Codes and Settings** > **General Settings** folder and kept them in their proper "permissions" folders. For more information, see General Settings.

SU 9

SU 9 introduced the following changes and enhancements to Latitude 12.0:

- Credit Bureau reporting
- Legal cases
- Payments
- Permissions
- System codes

Credit bureau reporting

Removed **Type** from the Exceptions data grid in the **CB Reporting** panel. For more information about this panel, see View Credit Bureau Reporting Summary.

Legal cases

- Removed accrued interest from the **Judgment** tab in the **Legal** panel. For more information about judgments, see Judgments.

- Added ability to update interest on accounts in judgment on the **Judgment** tab in the **Legal** panel. For more information, see Update Interest on Linked Accounts in a Judgment.

- Added ability to delete a legal case from the **General** tab in the **Legal** panel. For more information, see Maintain General Legal Information.

- Added requirement to link all accounts involved in the legal case and unlink all accounts not involved before creating a legal case. Otherwise, you have to delete the legal case, link and unlink the correct accounts, and recreate the legal case. For more information, see Maintain General Legal Information.

- Removed ability to add or remove links when an account in a link group has a legal case. For more information, see Add a Link to an Account and Remove all Links to an Account.

Payments

- Removed ability to propose payment arrangements on closed accounts. For more information, see Propose a Payment Arrangement.

- Removed ability to process payments for closed accounts. For more information, see Process a Payment.

- Added **Override Payment Spread** dialog box for overriding a configured payment spread. For more information, see Override a Payment Spread.

- Removed inclusion of closed accounts in linked account payment spreads when processing a payment or payment batch. For more information, see Process a Payment and Process a Payment Batch.

Permissions

- Added **Delete Legal Case** permission for deleting legal cases.

- Added **Override Payment Spread** permission for overriding the configured payment spread for a linked account arrangement.

- Added **Update Interest** permission for updating interest on linked accounts in a judgment.

System codes

Removed **Current Balance** option from the **Collection Mode** on the **General** tab in the **Client** dialog box. For more information about collection modes, see Maintain General Client Information.

SU 10

SU 10 introduced the following changes and enhancements to Latitude 12.0:

- Joined accounts

- Linked accounts

- Payments

- Permissions

- System codes

Joined accounts

Added pagination and changed some labels on the **Joined Accounts** card. For more information, see Joined Accounts Card.

Linked accounts

- Added Refresh icon to the **Link Details** panel to allow users to retrieve current data when viewing linked accounts. For more information, see View Information for Linked Accounts.

- Added **Link Summary** card for viewing summary information for linked accounts. For more information, see Link Summary Card.

Payments

- Added Refresh icon to the **Arrangements** panel to allow users to retrieve the current list of joined accounts when working with payment arrangements. For more information, see Propose a Payment Arrangement.

- Added **Agent/Collector Information** page for viewing applied and planned payments. For more information, see View Applied and Planned Payments.

Permissions

- Added **Allow Creation of Holds** permission for specifying whether users can create and remove account-level and customer-level collection holds.

- Added **Allow Manual Linking/Unlinking** permission for specifying whether users can link and unlink accounts manually.

- Added **Allow Start/Stop Interest** permission for specifying whether users can start and stop interest on accounts.

- Removed **Allowed Letters** permission for specifying which letters are available to users. All letters are now available.

- Added **Enable Server Caching of Permissions** permission for turning on or off permission caching.

- Added **View Other User Payments** permission for specifying whether users can view payments that other users processed.

System codes

Removed options for configuring credit bureau reporting from Status codes. The configuration options are now available in Credit Bureau Reporting Console. For more information, see the *Credit Bureau Reporting Console* documentation.

SU 11

SU 11 introduced the following changes and enhancements to Latitude 12.0:

- Addresses
- Credit Bureau reporting
- Insurance
- Links
- Medical accounts
- Payments
- Permissions

Addresses

Added functionality for updating a person's address on all the person's accounts when modifying the address on one of the person's accounts in the **Edit Address** dialog box. For more information, see Modify an Address.

Credit Bureau reporting

- Added ability to view the credit bureau reporting audit trail on the **Audit** tab in the **CB Reporting** panel. For more information, see View Credit Bureau Reporting Audit Trail.

- Added ability to undo credit reporting delete requests on the **Summary** tab in the **CB Reporting** panel. For more information, see Undo a Credit Reporting Delete Request.

- Added ability to delete a medical account from credit reporting on the **Summary** tab in the **CB Reporting** panel because insurance is paying or paid in full. For more information, see Send Delete Request for Medical Account.

- Added ability to manage miscellaneous credit bureau reporting settings, such as personal receivership and withdrawn bankruptcy, on the **Utility** tab in the **CB Reporting** panel. For more information, see Manage Miscellaneous CBR Settings.

Insurance

Added ability to specify an insurance category (such as primary or secondary) when adding or modifying an insurance policy on the **Insurance** tab in the **Medical** panel. For more information, see Add an Insurance Policy or Modify an Insurance Policy.

Links

- Added ability to merge certain data when creating a party to add to a link group in the **Manage Links** dialog box. For more information, see Add a Link to an Account.

- Added ability to copy certain data from a person's account to a new customer record when removing the person from a link group in the **Manage Links** dialog box. For more information, see Remove all Links to an Account.

Medical accounts

Added **Medical Account Details** card for viewing medical accounts associated to the responsible parties on an account. For more information, see Medical Account Details Card.

Payments

- Added ability to specify the total payment amount or allow the system to calculate the amount when proposing a payment arrangement in the **Payment Negotiator** card; or when modifying or rescheduling a payment arrangement in the **Scheduled Payments** card. For more information, see Propose a Payment Arrangement.

- Removed ability to schedule and process a single payment for an account.

Permissions

- Added **Allow Delete Options** permission for allowing users to delete an account from credit reporting.

- Added **Allow Prevent Flag and Undo Delete** permission for clearing the flag that prevents a never-reported account from reporting and restoring credit reporting for accounts reported previously and then deleted.

- Added **Utility Tab** permission for viewing the **Utility** tab for credit bureau reporting.

SU 12

SU 12 introduced the following changes and enhancements to Latitude 12.0:

- Anchor cards
- Attorneys
- Complaints
- Email addresses
- Events
- Interactions
- Payment arrangements
- Permissions
- Phones
- Sole responsibility
- Support Queue

Anchor cards

- Added **Account Summary** card for displaying account information. For more information, see Account Summary Card.

- Updated the **Party Navigator** card to include information specific to the primary responsible party on an account, and other parties on the account. For more information, see Party Navigator Card.

Attorneys

Added ability to remove an attorney from an account. For more information, see Maintain Attorney Information.

Complaints

Added ability to associate one or more linked accounts to a complaint. For more information, see Select Accounts to Associate to the Complaint.

Email addresses

Moved the functionality for modifying permission to send email messages to the **Add Email Address** and **Edit Email Address** dialog boxes and removed the **Change Email Usage Consent** dialog box. For more information, see Add an Email Address and Modify an Email Address.

Events

Added the following to the **Events** panel:

- Ability to filter events by a specific event type.

- Ability to sort events by date.

- Ability to display notes for linked accounts.

For more information, see View Events for an Account.

Interactions

- Added ability to filter interactions by a specific date or date range on the **Interactions** panel. For more information, see View Account Interactions.

- Added ability to clear all filters on the **Interactions** panel. For more information, see View Account Interactions.

- Changed **Interactions** panel to display interactions in a data grid. For more information, see View Account Interactions.

- Added account number to interaction detail view. For more information, see View Account Interactions.

- Added ability to have the system close an interaction automatically when users have the Auto Close Account permission. For more information, see Open Interactions.

Payment arrangements

Added ability to create a single payment arrangement for an amount that exceeds the account balance but doesn't exceed the maximum overpayment amount allowed. For more information, see Propose a Payment Arrangement.

Permissions

- Added Allow Overpayments Permission to specify whether to allow payment arrangements that exceed the account balance and if so, the maximum overpayment percentage allowed.

- Added Auto Close Account permission for specifying whether users can have the system close interactions automatically.

- Added Merge Using Microsoft Word Permission for specifying whether users can modify letter templates in Letter Console using Microsoft Word. You must have Microsoft Word installed to use this feature.

- Added Time on Account Configuration permission for specifying the caution and warning thresholds for time spent on an account, and the duration of an open interaction. When the time reaches the specified thresholds, the background color of the **Time on Account** indicator in the status bar and on the **Since** column in the **Open Interactions** panel changes color accordingly. A yellow background indicates that the user reached the threshold set for the **caution** zone. A red background indicates that the user reached the threshold set for the **warning** zone. For more information, see Work Form Overview and View Open Interactions.

Phones

Moved the functionality for modifying permission to call, auto-dial, text, or fax a phone number to the **Add Phone Number** and **Edit Phone Number** dialog boxes and removed the **Change Phone Usage**

Consent dialog box. For more information, see <u>Add a Phone Number to an Account</u> and <u>Modify an Account Phone Number</u>.

Sole responsibility

- Removed **Request Sole Responsibility** option from **Account Navigator** card for requesting sole responsibility for a party on an account.

- Removed **Approve/Deny Sole Responsibility** option from **Account Navigator** card for approving or denying requests for sole responsibility for a party on an account.

Support Queue

Added ability to remove the account that is open in the **Work Form** from a support queue. For more information, see <u>Support Queue Details Card</u>.

Log On to Latitude by Genesys

Use the **Logon** page to log on to Latitude by Genesys. Your assigned permissions determine which options and features in Latitude by Genesys are available to you. For more information, see Permissions and Policies.

To log on to Latitude by Genesys

1. Open Latitude by Genesys in your browser. The **Logon** page appears.
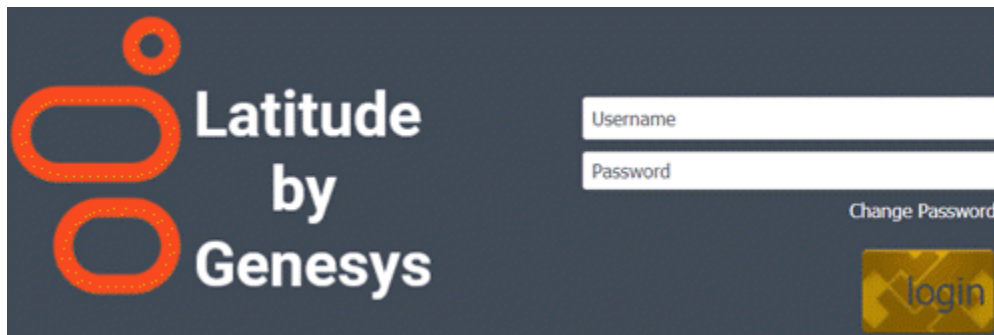
2. Do one of the following:

   - If you have a user ID and password specifically for Latitude by Genesys, type them in the boxes and then click **Log On**.

   > **Note:** As you type your password, periods display instead of the typed characters. If your password expires, the system requires you to change it. For more information, see Change Your Password.

   - If your organization configured Latitude by Genesys to allow an external logon (for example, your network credentials), leave the **Username** and **Password** boxes blank and click **External Log On**. If you aren't logged on externally, the system redirects you to your identity provider and prompts you to provide your credentials.

   If your credentials are correct, the **Latitude by Genesys** page appears. Otherwise, an error message appears; provide the correct credentials or contact your system administrator for assistance.
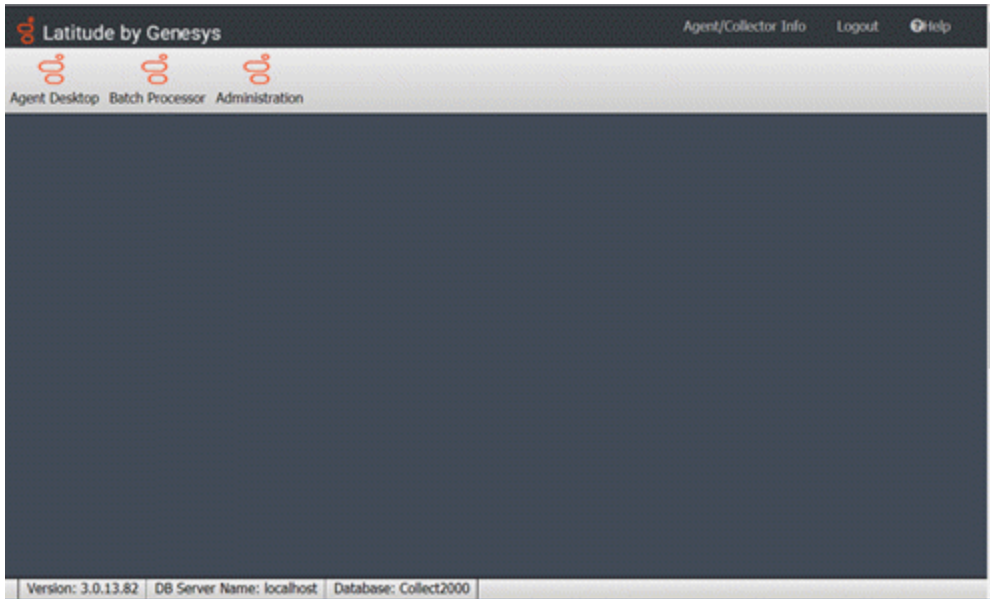
3. To view information about the system (such as assembly versions for each component on the web server), click the version number in the status bar. The **About Latitude by Genesys** dialog box appears. This information is useful for troubleshooting deployments.

4. Do one of the following:

- To open the **Work Form**, click **Agent Desktop**. A new browser tab opens. If any account interactions remained open when you last logged off, the **Open Interactions** panel appears. Otherwise, the **Search Accounts** panel appears. For more information, see Account Retrieval.

- If you have the appropriate permissions and you want to process a batch of payment transactions, click **Batch Processor**. For more information, see Process a Payment Batch.

- If you have the appropriate permissions and you want to configure system codes, settings, permissions, and policies, click **Administration**. For more information, see System Administration.

Work Form Overview

The **Work Form** is the main page in Latitude by Genesys, and it consists of several sections. Each section allows you to perform specific actions related to that section.

Note: A red asterisk (*) next to a field indicates a required field.

1. **Application toolbar:** Displays options for viewing the **Welcome** page, logging off Latitude by Genesys and viewing the documentation. When processing a request, a yellow progress bar appears along the top edge of this toolbar and a circulating progress indicator appears next to the logo.

2. **Account toolbar:** Displays options for displaying and working an account.

3. **Delinquency** or **Recovery anchor:** Displays delinquency or recovery information for the selected account, depending on how your organization configured your system.

4. **Account Detail toolbar:** Displays options for viewing detail and summary information for the selected account.

5. **Task Panel navigation tree:** Displays the available task panels and allows you to open them.

6. **Task panel:** Displays the selected task panel.

7. **Reference Panel navigation bar:** Allows you to open and close reference panels.

8. **Reference Panel toolbar:** Displays options for the selected reference panel.

9. **Reference panel:** Displays the selected reference panel.

10. **Status bar:** Displays the following system and account status information:

- **DB Server Name:** Name of the Latitude by Genesys database server.

- **Database:** Name of the Latitude by Genesys database.

- **Previous Login:** Date and time you last logged on to Latitude by Genesys.

- **Time on Account:** Length of time that you've spent on this account. If the background color is gray, you haven't reached the threshold set for the **caution** or **warning** zones. If the background color is yellow, you've reached the threshold set for the **caution** zone. If the background color is red, you've reached the threshold set for the **warning** zone. For more information, see the **Time on Account Configuration** permission.

- **Queue Progress:** Number of accounts in the work queue. This value only appears when you are working accounts in a queue.

- **Alerts:** Number of issues related to the account. To view details about the alert, click **Alerts**. If you receive this message, "An error has occurred. If this problem persists, please contact Technical Support," you can view the details by clicking **Alerts**.

Icons

An icon allows you to perform a specific action. The following icons are available on the **Work Form:**

Icon	Name	Description
	Search Slide-in	Displays and hides the **Search & Queue Selection** panel, which allows you to search for and display accounts. The Search slide-in is on the **Account** toolbar.
^	Collapse	Collapses a section of the **Work Form** to hide its contents.
v	Expand	Expands a section of the **Work Form** to display its contents.
	Filter	Limits information in a data grid based on criteria you specify.

Form state

When you attempt to save information, the background of the "save" section of the panel you are working changes color to indicate the status of the attempted save.

Color	Description
Gray	Default color that indicates the user hasn't requested a "save" action yet.
Blue	Indicates the "save" action is processing.
Green	Indicates the "save" action completed without errors.
Red	Indicates that there was an error completing the "save" action.

Help Overview

Latitude by Genesys help provides you with information for using Latitude by Genesys. You can locate and view help topics using the table of contents, index, and search features. You can also open help within certain areas of Latitude by Genesys (for example, panels and dialog boxes) to view context-appropriate information.

To open Latitude by Genesys help

- In the **Application** toolbar, click **Help**. The help opens with the introductory topic and table of contents displayed.

Note: To open the help to a context-appropriate topic, in the panel or dialog box you have open currently, click **Help**. The corresponding topic appears in a separate window. To display the table of contents, at the bottom of the help window, click **Show**.
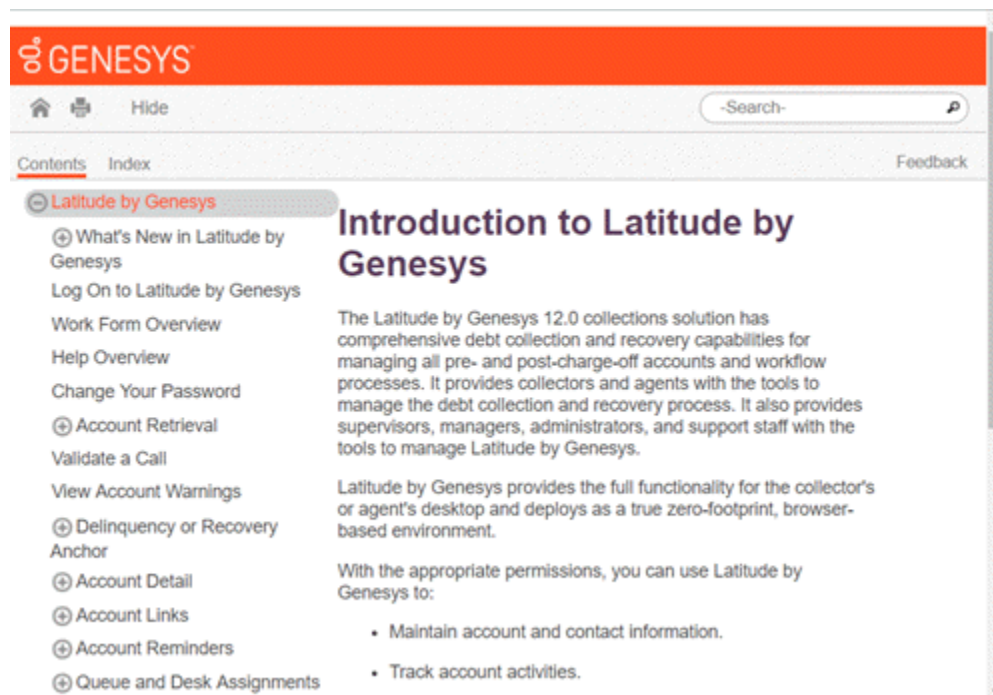
> **Tip**: To adjust the width and height of the window or its panes, click the edge of the window or pane and drag it up or down, left or right.

1. **Toolbar:** Allows you to display the table of contents, index, search feature, or glossary. When you click an option in the toolbar, the corresponding information appears in the **Navigation** pane.

2. **Navigation pane:** Displays the following:

   Contents: Displays the table of contents. To display a topic in the **Content** pane, expand a book and then click the link.

   Index: Displays the index. To display a topic in the **Content** pane, type a keyword or phrase in the box (or scroll through the list) and then click the link in the list.

   Search: Displays the search feature. To display a topic in the **Content** pane, type a keyword or phrase in the box and then press **Enter**. In the search results, click the link.

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

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

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

5. **Content pane:** Displays the contents of a topic. To display recently visited topics, use your browser's **Back** and **Forward** options. To view the **Content** pane menu, right-click in the **Content** pane.

Search feature

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

Search syntax

The basic rules for formulating search queries are:

- Searches are not case-sensitive, meaning you can type uppercase or lowercase characters.

- You cannot search for a single character or the following reserved words: an, and, as, at, be, but, by, do, for, from, have, he, in, it, not, of, on, or, she, that, the, there, they, this, to, we, which, with, you.

- The search engine ignores punctuation marks and special characters such as @#$%^&()=+[]\.

- Enclose phrases and terms that include a period (such as a file name with an extension) in double quotation marks.

Wildcard expressions

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

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

Boolean operators

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

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

Nested expressions

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

Screen captures

Many topics contain a snapshot of the related application page. Use this sample graphic as a frame of reference to match the application page to the help topic. What you see displayed in the application may differ, depending on your system configuration, your permissions, and the options you select.

Account Retrieval

Account Retrieval

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

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

- Selecting an account from open interactions.

- Opening a work queue of accounts.

- Selecting an account from your inventory.

- Selecting an account from your account history list.

All the retrieval methods require you to click the Search slide-in icon .

Search

Account Search

Use the **Search Accounts** panel to search for an account based on specific search criteria and display it in the **Work Form**. Latitude uses wildcard searching for most criteria. For example, if you don't know the precise spelling of a name, you can type one or more characters in the **Name** box and search on a partial name. Latitude returns all records where the name begins with the specified characters. For example, "SMIT" returns "SMITH," "SMITHERS," and "SMITLEY."

Search for an Account

Use the **Simple** tab in the **Search Accounts** panel to search for an account using any combination of search criteria. If you don't have the Access Account Permission, you cannot view the account in the **Work Form**.

To search for an account

1. If the **Search & Queue Selection** panel isn't visible, click the Search slide-in icon. The **Search & Queue Selection** panel appears.

2. In the menu bar, click **Search Accounts** and then click the **Simple** tab.

The system only displays the search criteria that your permissions allow. Search criteria could include one or more of the following:

- **File Number:** Unique code that the system assigned to identify the account. The system doesn't allow wildcard searching on the file number.

- **Account:** Code that the client assigned to identify the account. You can specify a partial account number to have the system do a wildcard search.

- **Address:** First line of the customer's street address. You can specify a partial street address to have the system do a wildcard search.

- **Bankruptcy:** Case number the court assigned to the bankruptcy.

- **Branch:** Code that identifies the branch, or the branch name. You can specify a partial branch name to have the system do a wildcard search. The system doesn't allow wildcard searching on the branch code. If you specify five characters, the system searches for an exact match to the branch code. If you specify fewer than five characters or more than five characters, the system does a wildcard search on the branch name.

- **City:** City that is part of the customer's address. You can specify a partial city name to have the system do a wildcard search.

- **Client:** Unique code that your organization assigned to identify the client, or the client name. You can specify a partial client name to have the system do a wildcard search. The system doesn't allow wildcard searching on the client code. If you specify seven characters, the system searches for an exact match to the client code. If you specify fewer than seven characters or more than seven characters, the system does a wildcard search on the client name.

- **Court Case:** Case number the court assigned to the court case.

- **Customer ID:** Identification number associated to a party on an account. You can specify a partial ID number to have the system do a wildcard search.

- **Customer ID #1:** Identification number associated to a party on an account. You can specify a partial ID number to have the system do a wildcard search.

- **Customer ID #2:** Identification number associated to a party on an account. You can specify a partial ID number to have the system do a wildcard search.

- **Department:** Code that identifies the department that your organization assigned to a branch. You can specify a partial department name to have the system do a wildcard search.

- **Desk:** Code that identifies the desk, or the desk name. You can specify a partial desk name to have the system do a wildcard search. The system doesn't allow wildcard searching on the desk code. If you specify 10 characters, the system searches for an exact match to the desk code. If you specify fewer than 10 characters or more than 10 characters, the system does a wildcard search on the desk name.

- **Garnishment:** Case number the court assigned to the garnishment.

- **ID #1:** Identification number associated to an account. You can specify a partial ID number to have the system do a wildcard search.

- **ID #2:** Identification number associated to an account. You can specify a partial ID number to have the system do a wildcard search.

- **Intl Phone:** Any international phone number on the account. You can specify a partial non-formatted phone number to have the system do a wildcard search for a phone number that doesn't have a "bad" phone status.

- **Name:** Customer's name or business name. You can search on the first name only, last name only, the first name with last name, or business name. You can specify a partial or full name. For example, if you type "John" in the box, the system does a wildcard search for "John" as a first name, last name, or business name.

- **National ID:** Unique number the government issues to identify a person (for example, social security number or state ID). You can specify a partial ID number to have the system do a wildcard search. If you specify four characters exactly, the system also attempts to match the last four characters.

- **Phone:** Any phone number on the account. You can specify a partial non-formatted phone number to have the system do a wildcard search for a phone number that doesn't have a "bad" phone status. You can also use % and _ wildcard characters.

- **Postal Code:** Postal code that is part of the customer's address. You can specify a partial postal code to have the system do a wildcard search.

- **PURN:** Personal Unique Record Number. Alphanumeric code that an outside provider such as a credit bureau assigns to identify a person. You can specify a partial ID number to have the system do a wildcard search.

- **State:** State that is part of the customer's address. The system attempts an exact match only.

- **Status:** Code that identifies the status of the account, or the status description. You can specify a partial status description to have the system do a wildcard search. The system doesn't allow wildcard searching on the status code. If you specify five characters, the system searches for an exact match to the status code. If you specify fewer than five characters or more than five characters, the system does a wildcard search on the status description.

- **Team:** Name of the team that your organization assigned to a department. You can specify a partial team name to have the system do a wildcard search.

3. Type search criteria into one or more boxes and then click **Search**. The results display on the **Results** tab.

4. To clear the search criteria, click the **Simple** tab and then click **Clear**.

Search Results

Use the **Results** tab in the **Search Accounts** panel to view the results of your search and select an account to display in the **Work Form**.

To display an account in the Work Form

1. In the **Search Accounts** panel, click the **Results** tab.

The system displays the search result columns that your permissions allow.

2.   If the search results exceed the maximum allowed to display on a single page, click a page number to display its contents. You can also click **Previous** and **Next** to move between pages.

3.   To display an account in the **Work Form**, click a link in one of the columns. The following outcomes are possible:

- If your organization requires you to validate information with the caller before displaying the account, the **Data Protection** dialog box appears. Verify the information with the caller and then click **Validated**. If you click **Not Validated**, the system doesn't display the account.

- If there are warnings for the account, the **Warnings** dialog box appears. Review the warnings and then click **OK**.

- The account appears in the **Work Form**.

Locate an Account Using Quick Search

Use the quick search feature to locate an account using a single search criteria. For more information, see Quick Search Codes.

To locate an account using quick search

1.   In the **Account** toolbar, do one of the following:

- In the list box, click a search code.

- In the **Search** box, type the code (for example, "F" for file number) and then press **Tab**. The system populates the list box with the specified code.

2.   In the **Search** box, type the value.

Note: If you are searching by international phone number, click the country code in the list box within the **Search** box and then type the phone number.

3.   Press **Enter** or click the Search icon. If multiple records match, the results appear on the **Results** tab. If a single record matches, the following outcomes are possible:

- If your organization requires you to validate information with the caller before displaying the account, the **Data Protection** dialog box appears. Verify the information with the caller and then click **Validated**. If you click **Not Validated**, the system doesn't display the account.

- If there are warnings for the account, the **Warnings** dialog box appears. Review the warnings and then click **OK**.

- The account appears in the **Work Form**.

Quick Search Codes

Quick search codes allow you to search for an account based on a single search criteria. The following codes are available when using the quick search feature:

Code	Description
A	Customer account number
D	Driver's license number
D1	Customer ID 1
D2	Customer ID 2
DID	Customer ID
DP	Customer PURN
F	File number
ID1	ID 1
ID2	Customer ID 2
P	Phone number
PI	International phone number
S	National ID (for example, Social Security Number)
V	Vehicle ID (for example, VIN)

Open Interactions

Open Interactions

Use the **Open Interactions** panel to view a list of accounts that have open interactions. An interaction remains open until one of the following occurs:

- You close the interaction using the **Close** or **Close All** options in the **Open Interactions** panel.

- You close the interaction from the **Work Form** using the **Close Account** option in the **Account** toolbar.

Note: If you have the **Auto Close Account** permission, the following actions close an open interaction automatically.

- You search for and select an account using the Search Accounts or Quick Search feature.

- You move to the next account in the work queue when working accounts in a queue.

- You close the work queue when working accounts in a queue.

- You select another account from inventory.

- You select another account from account history.

Note: If you leave an interaction open for 30 minutes or longer, other users can open that interaction.

View Open Interactions

Use the **Open Interactions** panel to view all the accounts that have open interactions. For information about how long interactions remain open, see Open Interactions.

Note: If you just logged on to Latitude and you have open interactions, the **Open Interactions** panel displays automatically.

To open the Open Interactions panel

1. If the **Search & Queue Selection** panel isn't visible, click the Search slide-in icon. The **Search & Queue Selection** panel appears.

2. In the menu bar, click **Interactions**.

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

Name: Name of the customer associated to the account.

Started: Date and time an interaction started on the account.

Last Activity: Date and time the last activity occurred on the account.

Since: Length of time that you've had the interaction open. If the background color is green, you haven't reached the threshold set for the **caution** or **warning** zones. If the background color is yellow, you've reached the threshold set for the **caution** zone. If the background color is red, you've reached the threshold set for the **warning** zone. For more information, see **Time on Account Configuration** permission.
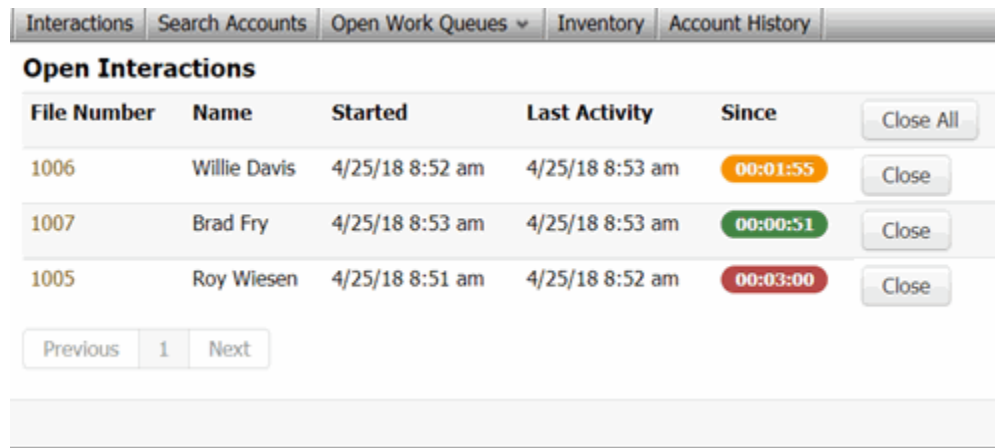
Close: Closes the interaction.

Select an Account From Open Interactions

Use the **Open Interactions** panel to select an account to display in the **Work Form**.

To select an account from open interactions

1. If the **Search & Queue Selection** panel isn't visible, click the Search slide-in icon. The **Search & Queue Selection** panel appears.

2. In the menu bar, click **Interactions**.

3. In the **File Number** column, click the account. The following outcomes are possible:

   - If your organization requires you to validate information with the caller before displaying the account, the **Data Protection** dialog box appears. Verify the information with the caller and then click **Validated**. If you click **Not Validated**, the system doesn't display the account.

   - If there are warnings for the account, the **Warnings** dialog box appears. Review the warnings and then click **OK**.

   - The account appears in the **Work Form**.

Close an Open Interaction

Use the **Open Interactions** panel or the Account toolbar to close a single or all open interactions.

To close an open interaction

1. To close an interaction for the account that is open in the **Work Form**, in the **Account** toolbar, click **Close Account**.

2. To select an open interaction to close, do the following:

a. In the **Account** toolbar, click the Search slide-in icon.

b. In the menu bar, click **Interactions**.

c. In the data grid, click **Close**.

3. To close all open interactions, click **Close All**.

Work Queues

Work Queues

Use the queue panels to open a work queue and begin working accounts in the order that Latitude presents them in the **Work Form**. Queues only include accounts flagged as "should queue." They don't include non-driver linked accounts, but they do include their account balances in the totals for the driver account that appears in the queue. While you have an account open in the **Work Form**, the status bar displays the number of accounts in the queue.

The following queues are available, depending on your permissions:

- **Collector queue:** Contains accounts assigned to a queue level that is less than 599. The Collector queue sorts accounts within each desk by the queue date (oldest to newest) and then within each queue date by the queue level (lowest to highest). Users specify the desk (their own or with permissions, another user's desk) of accounts to work and can limit the accounts to a specific client or all clients. Users then open the Collector queue for all the filtered accounts, only the filtered accounts for a specific queue date, or only the filtered accounts for a specific queue date and queue level.

- **Custom queue:** Contains accounts assigned to queue levels 425-499 that require a specific type of work (for example, skip tracing). The Custom queue sorts accounts by queue level from lowest to highest. Users open the Custom queue for accounts with a specific queue level.

- **Clerical queue:** Contains accounts assigned to queue levels 600-699 that require clerical support (for example, verification of a direct payment). The Clerical queue sorts accounts by queue level from lowest to highest. Users open the Clerical queue for accounts with a specific queue level.

- **Supervisor queue:** Contains accounts assigned to queue levels 700-799 that require supervisor support (for example, approval of a payment arrangement). The Supervisor queue sorts

accounts by queue level from lowest to highest. Users open the Supervisor queue for accounts with a specific queue level.

Open the Collector Queue

Use the **Collector Queue** panel to select a group of accounts in the Collector queue and display the accounts individually in the **Work Form** based on the sort order.

To open the Collector queue

1. If the **Search & Queue Selection** panel isn't visible, click the Search slide-in icon. The **Search & Queue Selection** panel appears.

2. In the menu bar, click **Open Work Queues** and then click **Collector**. The **Collector Queue** panel appears.

Desk: Desk for which to display accounts. This list box is available if you have permission to work other collector desks.

Client(s): Clients for which to display accounts.

Filter: Click to display the accounts for the specified desk and clients.

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

Accounts: At the All Accounts level, the total number of accounts. At the Date level, the total number of accounts with that queue date. At the Queue Level, the total number of accounts with that queue level.

Balance: At the All Accounts level, the total balance on all the accounts. At the Date level, the total balance on the accounts with that queue date. At the Queue Level, the total balance on the accounts with that queue level.

Worked: At the All Accounts level, the total number of times someone worked the accounts. At the Date level, the total number of times someone worked the accounts with that queue date. At the Queue Level, the total number of times someone worked the accounts with that queue level.

3. In the **Desk** box, click the desk for which to display accounts.

4. Do one of the following:

- To display accounts for all clients, leave "All Clients" displayed in the **Client** box.

- To specify a client for which to display accounts, click in the **Client** box and then click a client ID and name. Repeat this step to include other clients.

   Tip: To clear a client filter, click the **x** next to the client ID and name.

5. Click **Filter**. Accounts for the specified desk and clients appear in the data grid.

6. Do one of the following:

- To work all accounts in the queue, click **All Accounts**.

- To work all accounts in the queue with a specific queue date, expand the **All Accounts** node and then click the queue date.

- To work all accounts in the queue with a specific date and queue level, expand the queue date node and then click the queue level.

7. Click **Open**. The first account in the queue appears in the **Work Form**.

   Notes:

   - If your organization requires you to validate information with the caller, the system displays the **Data Protection** dialog box before displaying the account. For more information, see Validate a Call.

   - If there are warnings for the account, the system displays the **Warnings** dialog box before displaying the account. For more information, see View Account Warnings.

8. To move to the next account in the queue, in the **Account** toolbar, click **Next**.

   Note: If your organization requires you to add notes to accounts after working them, you cannot move to the next account until you add a note to the account displayed in the **Work Form**. For more information, see Add an Account Note.

Open the Custom Queue

Use the **Custom Queue** panel to select a Custom queue and display the accounts individually in the **Work Form** based on the sort order.

To open the Custom queue

1. If the **Search & Queue Selection** panel isn't visible, click the Search slide-in icon. The **Search & Queue Selection** panel appears.

2. In the menu bar, click **Open Work Queues** and then click **Custom**. The **Custom Queue** panel appears.

Custom Queue

	Queue Name	Created	Total	Worked	Available	Should Not Queue
Open	high balance accounts	04/05/2011	15	0	14	1

? Help

Queue Name: Name of the queue.

Created: Date a user created the queue.

Total: Total number of accounts in the queue.

Worked: Number of accounts in the queue that a user has worked.

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

Should Not Queue: Number of accounts that fit the criteria for inclusion in the queue, but the system or a user flagged them for exclusion from the queue.

3. Click **Open** next to the queue to open. The first account in the queue appears in the **Work Form**.

Notes:

- If your organization requires you to validate information with the caller, the system displays the **Data Protection** dialog box before displaying the account. For more information, see Validate a Call.

- If there are warnings for the account, the system displays the **Warnings** dialog box before displaying the account. For more information, see View Account Warnings.

4. To move to the next account in the queue, in the **Account** toolbar, click **Next**. The **Custom Queue** dialog box appears.

Note: If your organization requires you to add notes to accounts after working them, you cannot move to the next account until you add a note to the account displayed in the **Work Form**. For more information, see Add an Account Note.

Custom Queue

Would you like to remove this account from the custom queue?

Yes   No   Cancel

5. Do one of the following:

- To remove the account from the queue, click **Yes**. The system removes the account from the Custom queue and displays the next account in the queue.

> **Note:** If your organization requires you to set a follow-up date on accounts, the system displays the **Account Follow-up** dialog box before displaying the account. For more information, see Set an Account Follow-up Date.

- To keep the account in the queue, click **No**. The system retains the account in the Custom queue and displays the next account in the queue.

- To return to the **Work Form** without moving to the next account in the queue, click **Cancel**.

Open the Clerical Queue

Use the **Available Clerical Queues** panel to select a Clerical queue and display the accounts individually in the **Work Form** based on the sort order.

> **Note:** For a Clerical queue to function correctly, only allow one user at a time to work the queue. Multiple users working the same Clerical queue at the same time causes system issues.

To open the Clerical queue

1. If the **Search & Queue Selection** panel isn't visible, click the Search slide-in icon. The **Search & Queue Selection** panel appears.

2. In the menu bar, click **Open Work Queues** and then click **Clerical**. The **Available Clerical Queues** panel appears.

Queue Level: Three-digit code that identifies the queue level. For more information about queue level codes, see Queue Level Codes.

Description: Name of the queue.

Count: Number of accounts in the queue.

3. Click **Open** next to the queue to open. The first account in the queue appears in the **Work Form**.
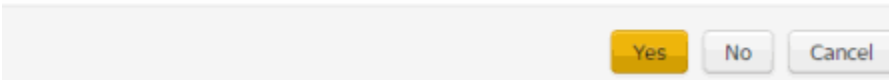
> **Notes:**
>
> - If your organization requires you to validate information with the caller, the system displays the **Data Protection** dialog box before displaying the account. For more information, see Validate a Call.
>
> - If there are warnings for the account, the system displays the **Warnings** dialog box before displaying the account. For more information, see View Account Warnings.

4. To move to the next account in the queue, in the **Account** toolbar, click **Next**. The **Clerical Queue** dialog box appears.

> **Note:** If your organization requires you to add notes to accounts after working them, you cannot move to the next account until you add a note to the account displayed in the **Work Form**. For more information, see Add an Account Note.

Clerical Queue

Would you like to remove this account from the clerical queue?

[Yes] [No] [Cancel]

5. Do one of the following:

- To remove the account from the queue, click **Yes**. The system removes the account from the Clerical queue and displays the next account in the queue.

   > **Note:** If your organization requires you to set a follow-up date on accounts, the system displays the **Account Follow-up** dialog box before displaying the account. For more information, see Set an Account Follow-up Date.

- To keep the account in the queue, click **No**. The system retains the account in the Clerical queue and displays the next account in the queue.

- To return to the **Work Form** without moving to the next account in the queue, click **Cancel**.

Open the Supervisor Queue

Use the **Available Supervisor Queues** panel to select a Supervisor queue and display the accounts individually in the **Work Form** based on the sort order.

> **Note:** For a Supervisor queue to function correctly, only allow one user at a time to work the queue. Multiple users working the same Supervisor queue at the same time causes system issues.

To open the Supervisor queue

1. In the **Account** toolbar, click the Search slide-in icon. The **Search Accounts** panel appears.

2. In the menu bar, click **Open Work Queues** and then click **Supervisor**. The **Available Supervisor Queues** panel appears.

Available Supervisor Queues

	Queue Level	Description	Count
Open	700	Supervisor Support	1
Open	701	APPROVE PDC AND PCC	2

Help

Queue Level: Three-digit code that identifies the queue level. For more information about queue level codes, see Queue Level Codes.

Description: Name of the queue.

**Count:** Number of accounts in the queue.

3. Click **Open** next to the queue to open. The first account in the queue appears in the **Work Form**.

Notes:

- If your organization requires you to validate information with the caller, the system displays the **Data Protection** dialog box before displaying the account. For more information, see Validate a Call.

- If there are warnings for the account, the system displays the **Warnings** dialog box before displaying the account. For more information, see View Account Warnings.

4. To move to the next account in the queue, in the **Account** toolbar, click **Next**. The **Support Queue** dialog box appears.

Note: If your organization requires you to add notes to accounts after working them, you cannot move to the next account until you add a note to the account displayed in the **Work Form**. For more information, see Add an Account Note.
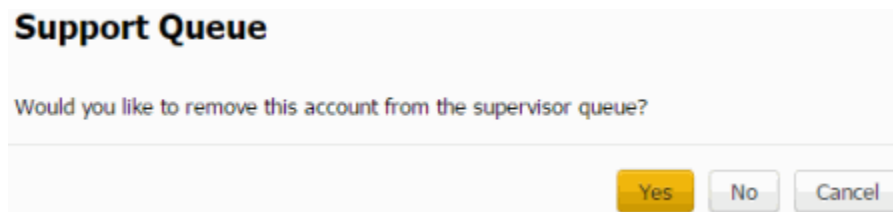
5. Do one of the following:

- To remove the account from the queue, click **Yes**. The system removes the account from the Supervisor queue and displays the next account in the queue.

   Note: If your organization requires you to set a follow-up date on accounts, the system displays the **Account Follow-up** dialog box before displaying the account. For more information, see Set an Account Follow-up Date.

- To keep the account in the queue, click **No**. The system retains the account in the Supervisor queue and displays the next account in the queue.

- To return to the **Work Form** without moving to the next account in the queue, click **Cancel**.

Close a Work Queue

Use the **Search Accounts** panel to close a queue that is open in the **Work Form**.

To close a work queue

1. In the **Account** toolbar, do one of the following:

- Click the Search slide-in icon. In the **Search Accounts** panel, in the menu bar, click **Close Work Queue**. The system closes the queue and the **Search Accounts** panel.

- Click **Close Queue**. When working a Collector queue, the system closes the queue. When working a Custom, Clerical, or Supervisor queue, the **[Queue Name] Queu**e dialog box appears.

> **Note:** If your organization requires you to add notes to accounts after working them, you cannot close the queue until you add a note to the account displayed in the **Work Form**. For more information, see Add an Account Note.

2. If the **[Queue Name] Queu**e dialog box appears, do one of the following:

Clerical Queue

Would you like to remove this account from the clerical queue?

Yes   No   Cancel
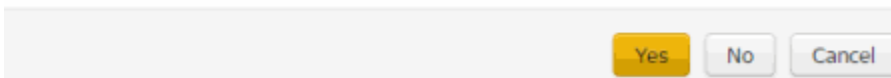
- To remove the account displayed in the **Work Form** from the queue, click **Yes**. The system removes the account from the queue and closes the queue.

> **Note:** If your organization requires you to set a follow-up date on accounts, the system displays the **Account Follow-up** dialog box before closing the queue. For more information, see Set an Account Follow-up Date.

- To keep the account in the queue, click **No**. The system retains the account in the queue and closes the queue.

- To return to the **Work Form** without closing the queue, click **Cancel**.

History

Account History

Use the **Account History** panel to view accounts previously worked and then select an account to display in the **Work Form**.

Select an Account From History

Use the **Account History** panel to view accounts previously worked and then select an account to display in the **Work Form**.

To select an account from history

1. If the **Search & Queue Selection** panel isn't visible, click the Search slide-in icon. The **Search & Queue Selection** panel appears.

2. In the menu bar, click **Account History**. The **Account History** panel appears.

Account History

File Number	Name	Date
1004	ZELLERS Jr, LESLIE E	1/30/15 8:20 am
1035	SAURO, LISA	1/30/15 7:38 am
1033	VALORE, ANTHONY J	1/30/15 7:30 am

Previous | 1 | Next

Purge | Purge History Record Over 2 Days Old

⊙ Help

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

Name: Name of the customer associated to the account.

Date: Date and time a user last viewed or worked the account.

3. In the **File Number** column, click the account. The following outcomes are possible:

- If your organization requires you to validate information with the caller before displaying the account, the **Data Protection** dialog box appears. Verify the information with the caller and then click **Validated**. If you click **Not Validated**, the system doesn't display the account.

- If there are warnings for the account, the **Warnings** dialog box appears. Review the warnings and then click **OK**.

- The account appears in the **Work Form**.

Purge Account History

Use the **Account History** panel to delete accounts from account history that have been in account history for more than two days. The purge process doesn't delete the accounts from the system.

To purge account history

1. If the **Search & Queue Selection** panel isn't visible, click the Search slide-in icon. The **Search & Queue Selection** panel appears.

2. In the menu bar, click **Account History**. The **Account History** panel appears.

Account History

File Number	Name	Date
1004	ZELLERS Jr, LESLIE E	1/30/15 8:20 am
1035	SAURO, LISA	1/30/15 7:38 am
1033	VALORE, ANTHONY J	1/30/15 7:30 am

Previous | 1 | Next

Purge   Purge History Record Over 2 Days Old

❓ Help

3. Click **Purge**.

Select an Account from Inventory

Use the **Inventory** panel to view accounts assigned to you and then select an account to display in the **Work Form**.

To select an account from inventory

1. If the **Search & Queue Selection** panel isn't visible, click the Search slide-in icon. The **Search & Queue Selection** panel appears.

2. In the menu bar, click **Inventory**. The **Inventory** panel appears.

Inventory

All Status Codes ▼

File Number	Queue Date	Name	Client	Received	Balance	Status
1000	10/30/14	KILE, RICHARD	0000001	2/11/11	$967.47	NEW
1002	10/30/14	BURGOYNE, EILEEN A	0000001	2/11/11	$819.47	NEW
1006	10/30/14	DAVIS, WILLIE	0000001	2/11/11	$167.73	NEW
1007	10/30/14	FRY, BRAD	0000001	2/11/11	$596.03	NEW
1008	10/30/14	FUSI, SUSAN M	0000001	2/11/11	$476.55	NEW
1009	10/30/14	HILL, SHERYL	0000001	2/11/11	$596.60	NEW
1010	10/30/14	HILL, SHERYL	0000001	2/11/11	$965.55	NEW
1011	10/30/14	SMITH, GINA	0000001	2/11/11	$908.56	NEW
1013	10/30/14	THOMPSON, PAMALA	0000001	2/11/11	$25,000.00	NEW
1014	10/30/14	ELLERBE, STACY	0000001	2/11/11	$1,323.53	NEW

Previous 1 2 3 4 5 6 7 8 9 10 Next

❓ Help

Filter: Account status for which to display accounts. If you select **All Status Codes**, all accounts assigned to you display, regardless of account status.

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

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

Name: Name of the customer associated to the account.

Client: Number that identifies the client associated to the account.

Received: Date your organization received the account.

Balance: Account balance.

Status: Status of the account.

3. In the **Filter** list box, click a status code for which to display accounts.

4. In the **File Number** column, click the account. The following outcomes are possible:

- If your organization requires you to validate information with the caller before displaying the account, the **Data Protection** dialog box appears. Verify the information with the caller and then click **Validated**. If you click **Not Validated**, the system doesn't display the account.

- If there are warnings for the account, the **Warnings** dialog box appears. Review the warnings and then click **OK**.

- The account appears in the **Work Form**.

Validate a Call

Use the **DPA Validation** dialog box to verify that you are speaking to the correct customer or authorized party before discussing the account displayed in the **Work Form**. If your organization configured the system to require this validation, the system displays this dialog box automatically when you attempt to retrieve an account. You can also choose to display this dialog box at any time using the Account toolbar.

To validate a call

1. Do one of the following:

    - Retrieve an account using search, open interaction, work queue, history, or inventory.

    - In the **Account** toolbar, click **DPA**.

   The **DPA Validation** dialog box appears.

Client: Name of the client associated to the account.

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

Status: Three-character code that identifies the status of the account.

Desk: Desk assigned to the account.

Class of Business: Client's company type.

Client Reference: Unique code that the client assigned to identify the account.

Customer on Account: Name of the customer on the account.

Name of Caller: Name of the person on the phone.

Address Line 1: First line of the customer's address.

OK (Address Line 1): If selected, the address that the caller provided matches a value in the **Address Line 1** list box.

Post Code: Customer's postal code.

OK (Post Code): If selected, the postal code that the caller provided matches a value in the **Post Code** box.

Date of Birth: Customer's date of birth.

OK (Date of Birth): If selected, the postal code that the caller provided matches a value in the **Date of Birth** box.

Phone on Account: Phone number listed on the account.

OK (Phone on Account): If selected, the postal code that the caller provided matches a value in the **Phone on Account** list box.

Confirmed via Secondary Piece of Information: If selected, you confirmed the caller's information using resources other than Latitude.

Client Requirements for DPA Validation: Client requirements for data validation.

Account Warnings: Warning messages associated to the account.

DPA Outcome: Results of the validation. Valid values are:

> **Completed:** Information the party provided is valid. The system displays the account.
>
> **RPC not made:** (Right Party Contact). Party on the call is not the correct party. The system doesn't display the account.
>
> **Refused:** Party on the call refused to verify the information. The system doesn't display the account.
>
> **Inconvenience:** Party on the call indicated that it's not a convenient time to talk. The system doesn't display the account.
>
> **Failed:** Information the party provided is not valid. The system doesn't display the account.
>
> **Bypass:** You want to skip the validation process. The system displays the account.
>
> **Cancel:** System cancels the validation process and doesn't display the account.

2. In the **Customer on Account** list box, click the customer on the account that the caller wants to discuss. The system populates the **Name of Caller** list box.

3. In the **Name of Caller** list box, click the name of the responsible party or authorized third party who is calling. The system populates the **Address Line 1**, **Postal Code**, **Date of Birth**, and **Phone on Account** boxes.

4. If the address that the collar provided is in the **Address Line 1** list box, click the address and then select the corresponding **OK** check box.

5. If the postal code that the caller provided matches the value in the **Post Code** box, select the corresponding **OK** check box.

6. If the date of birth that the caller provided matches the value in the **Date of Birth** box, select the corresponding **OK** check box.

7. If the phone number that the caller provided matches a value in the **Phone on Account** list box, click the phone number and then select the corresponding **OK** check box.

8. If you confirmed the caller's information using resources other than Latitude, select the **Confirmed via Secondary Piece of Information** check box.

9. If your organization configured client requirements for data validation, review the requirements in the **Client Requirements for DPA Validation** box.

10. In the **DPA Outcome** list box, click the results of the validation.

11. Click **Continue**. If you indicated that the information that the caller provided is valid, the account appears in the **Work Form**.

View Account Warnings

Use the **Warnings** dialog box to view warning messages for the account displayed in the **Work Form**. You can click the **Warnings** link in the **Account** toolbar to open this dialog box at any time. For information about warnings displaying automatically, see the Warning Dialog Permission.

To view account warnings

1. In the **Account** toolbar, click **Warnings**.
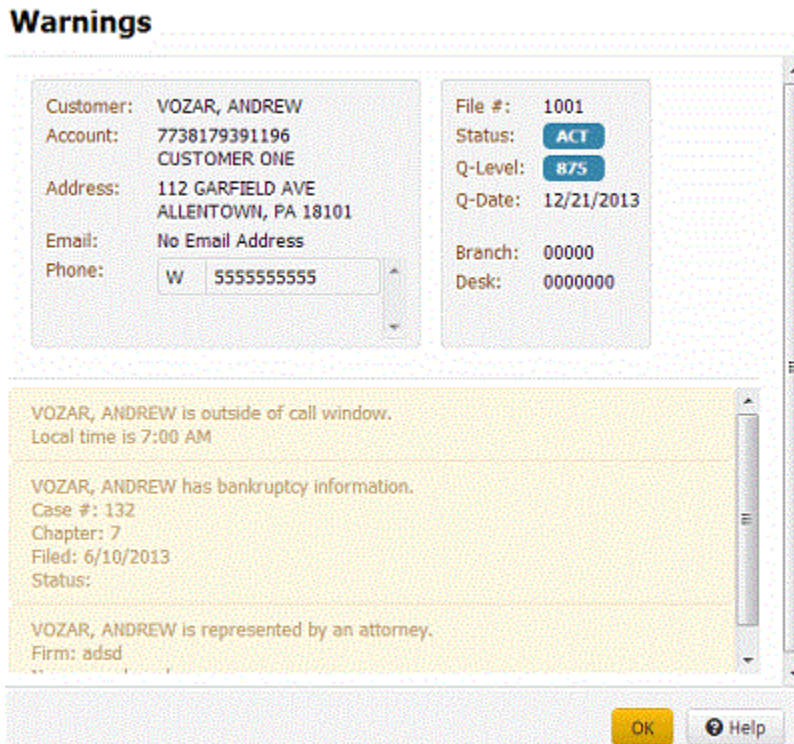
Customer: Name of the customer on the account.

Since: Date the client opened the account.

Type: Type of account (for example, business or residential).

Account: Unique code that the client assigned to identify the account.

Address: Customer's street address, city, state, and postal code.

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

Status: Status of the account.

Q-Level: Three-digit code used to sort and prioritize accounts in the queue.

Q-Date: Date the system queues the account for the collector to work.

Branch: Customer branch associated to the account.

Desk: Desk assigned to the account.

Warnings: Warning messages for the account.

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

Delinquency or Recovery Anchor

Delinquency or Recovery Anchor

The **Work Form** displays either a **Delinquency** or **Recovery** anchor, depending on which anchor your organization specified in the Anchor Permission. These anchors contain "cards" of information. The cards that display depend on which ones your organization assigned to the anchor, and the account displayed in the **Work Form**. For example, the system only displays the **Account Placement** card when an outside collection agency holds the account and when your organization includes it in the anchor card.

The following cards could display on an anchor, depending on your system configuration:

- Account Labels Card
- Account Navigator Card
- Account State Card
- Account Status Card
- Account Summary Card
- AIM Card
- Charge-off Details Card
- Contact Card
- Delinquency Card
- First Party Active Collections Card
- Hot Notes Card
- Joined Accounts Card
- Link Summary Card
- Medical Account Details Card

- [Party Card](#)

- [Party Navigator Card](#)

- [Pending Payments Card](#)

- [Support Queue Details Card](#)

Anchor Permission

Account Labels Card

Account Labels Card

The **Account Labels** card allows you to define labels for whatever purpose you choose and use them to flag accounts. For example, you can use the labels as tags, conditions, or properties. You can assign multiple labels to an account. Account labels appear on the **Account Labels** card in the **Delinquency** or **Recovery** anchor.

You must have the Labels - User Policy Permission to view labels, add labels to accounts, create labels, and delete labels from accounts.

Create a Label

Use the **Account Label** card in the **Delinquency** or **Recovery** anchor to create a label that you can use to flag accounts.

To create a label

1. Locate the **Account Label** card.

    Select Label

    Save Labels   Reset
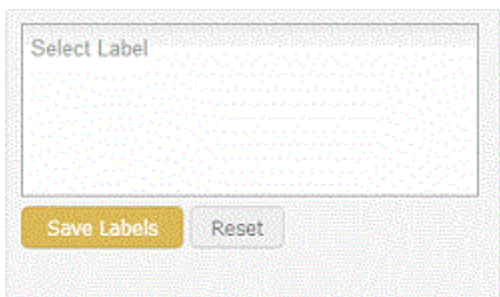
2. In the **Select Label** box, type a label name to indicate the purpose of the label. A link appears in the lower section of the card.

    Overseas

    Overseas
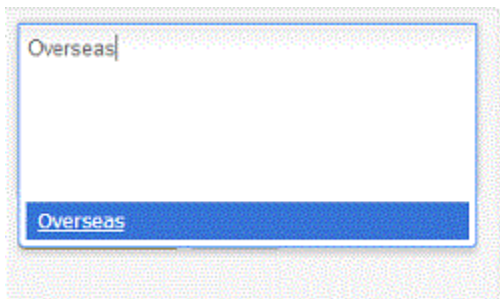
3. Press **Enter**. The system adds the label to the **Account Label** card.
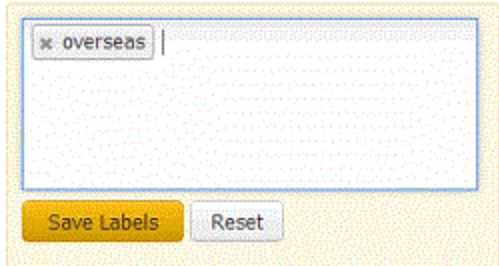
Tip: To cancel your changes, click **Reset**.

Add a Label to an Account

Use the **Account Label** card in the **Delinquency** or **Recovery** anchor to add an existing label to the account that is displayed in the **Work Form**.

To add a label to an account

1. Locate the **Account Label** card**.**
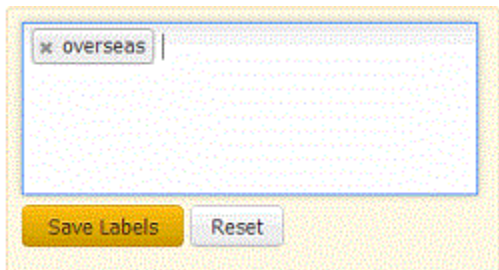
2. In the **Select Label** box, begin typing a label name.

3. Click the label name and press **Enter**. The system adds the label to the account.
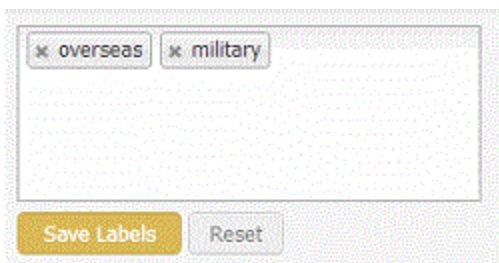
Tip: To cancel your changes, click **Reset**.

View Labels Associated to an Account

Use the **Account Label** card in the **Delinquency** or **Recovery** anchor to view the labels associated to the account that is displayed in the **Work Form**.

To view labels associated to an account

- Locate the **Account Label** card**.**
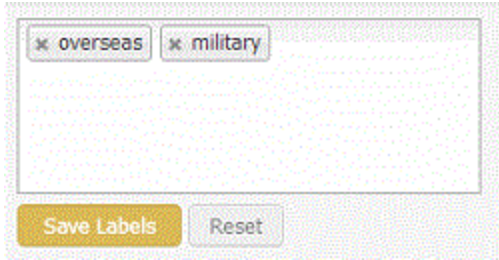
Delete a Label From an Account

Use the **Account Label** card in the **Delinquency** or **Recovery** anchor to delete a label from the account that is displayed in the **Work Form**.

To delete a label from an account

1. Locate the **Account Label** card**.**
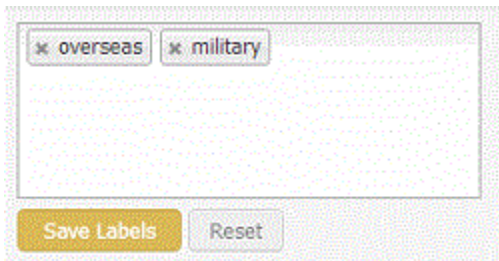
2. Click the **x** next to the label to delete.

   Tip: To cancel your changes, click **Reset**.

Account Navigator Card

The **Account Navigator** card contains contact information for the parties on the account displayed in the **Work Form**. The system displays each party on a separate tab within the card. The first tab displays the primary party on the account. Subsequent tabs display secondary parties on the account. Click a tab to display the account in the **Work Form**.

[Party]: Party's name. Click to view information for another party on the account.

[Address]: Party's street, city, state, and postal code.

[Email Address]: Party's email address.

Authorized for Customer: Customer who authorized this person to discuss the debt and pay on the account. This information appears when the **Is Responsible** check box is cleared.

If your organization placed a collection hold for a party on the account, a message displays in this card indicating that the customer is on hold.

Tip: To view the full contact name when it isn't visible, rest your mouse on the contact name.

Account State Card

The **Account State** card displays information regarding the state of the account displayed in the **Work Form**.
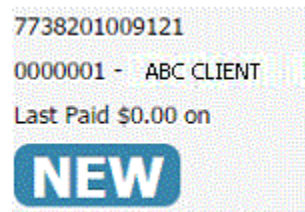
[Account Number]: Unique code that the client assigned to identify the account.

[Client]: Code that identifies the client, and the client's name. If the client's name exceeds 20 characters, you can rest your mouse on the name to see the full name.

[Status]: Status of the account. The status displays with a blue background for active accounts and a red background for closed accounts.

The card may also display the following information:

- Whether the account is residential or business.

- Last payment amount and date.

- Whether the system or a user canceled the account, and if so, the date and reason.

Account Status Card

The **Account Status** card displays the status information for the account displayed in the **Work Form**.
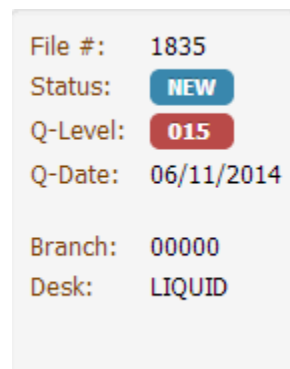
Tip: To see a description of the status; queue level; branch; or desk, rest your mouse on the data next to the label.

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

Status: Status of the account. The status displays with a blue background for active accounts and a red background for closed accounts.

Q-Level: Queue level assigned to the account.

Q-Date: Date the account queued.

Branch: Agency branch assigned to the account.

Desk: Desk assigned to the account.

> **Note:** If your organization placed a hold on the account, a message displays indicating that the account is on hold. To view the hold expiration date and reason, rest your mouse on the hold message.

Account Summary Card

The **Account Summary** card contains account information for the account displayed in the **Work Form**.

Client: Code that identifies the client, and the client's name. If the client's name exceeds 20 characters, you can rest your mouse on the name to see the full name.

Client Account Number: Unique code that the client assigned to identify the account.

Original Creditor: Original creditor assigned to the account. If the client's name exceeds 20 characters, you can rest your mouse on the name to see the full name.

Date Last Paid Client: Date the client last received a payment.

Charge Off Date: Date the client charged off the account.

Received Date: Date your organization received the account.

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

Current Balance: Current account balance.

Last Payment: Last payment amount that the client received.

Last Worked: Date a user last worked the account.

Last Contacted: Date a user last contacted a party on the account.

AIM Card

The **AIM** card displays information regarding the outside collection agency or attorney holding the account displayed in the **Work Form**.

Placed Date:	9/25/14
Days Placed / Level:	0 / 1
Agency ID:	1
Agency Name:	Collections Plus Services
Agency Address:	123 Collections Road Suite 262 Jacsonville, Florida 32256
Agency Email:	
Agency Phone:	904-555-2900
Agency Fax:	904-555-2901

Placed Date: Date the client placed the account with the outside collection agency.

Days Placed / Level: Number of days the outside collection agency has had the account.

Agency ID: Unique code that identifies the outside collection agency.

Contact Information: Name, mailing address, email address, phone number, and fax number of the outside collection agency.

Charge-off Details Card

The **Charge-off Details** card displays charge-off information for the account displayed in the **Work Form**.

Charge Off Amount:	$500.00
Interest Since Charge Off:	$0.00
Last Worked:	
Last Contacted:	
Last Payment:	10/21/14 $600.00
Total Paid:	($600.00)
Current Balance:	$0.00
Credit Balance:	$100.00

Charge Off Amount: Amount of the debt that the client charged off.

Interest Since Last Charge Off: Interest that accrued after the client charged off the debt.

Last Worked: Date a user last worked the account.

Last Contacted: Date a user last contacted a party on the account.

Last Payment: Date the client last received a payment.

Total Paid: Total amount paid.

Current Balance: Current account balance.

Credit Balance: Overpayment amount. If the customer didn't pay more than the account balance, the system doesn't display this information.

Contact Card

The **Contact** card contains contact information for the customer on the account displayed in the **Work Form**.

Customer: Henry Shreim
Since: 5/19/09 Residential
Account: 2267826447
POOL QUEUE CUSTOMER
Address: ✔ Good Address
PO BOX 3572
SAN DIEGO, CA 92101
Email: No Email Address
Phone: No Phone

Customer: Customer's name.

Since: Date when the person became a customer and the type of account.

Account: Unique number that the client assigned to the account to identify it.

[Client Name]: Name of the client associated to the account. If the client name exceeds 20 characters, you can rest your mouse on the name to see the full name.

Address: Customer's address.

Email: Customer's email address.

Phone: Customer's telephone number.

Delinquency Card

The **Delinquency** card displays delinquency information for the account displayed in the **Work Form**. The labels that appear in the data grid are based on how your organization configured the Delinquency Aging Bucket Labels Permission.

120	Cycles: (5)	0 Broken Promises	Total	$250.00
	$50.00 Monthly	0 Declined CC	Past Due	$200.00
	Due on 1/1/1900	0 Returned Checks		

Aging	Current	30	60	90	120
Amount	$50.00	$50.00	$50.00	$50.00	$50.00
Times Delinquent	0	0	0	0	0

[Account Age]: Age of the account. If the account is 30 days past due, the age displays with a yellow background. If the account is 60 days past due, the age displays with an orange background. If the account is 90 days or more past due, the age displays with a red background.

Cycles: Number of billing cycles.

[Billing]: Recurring billing amount and frequency.

Due on: Payment due date.

Broken Promises: Number of broken promises.

Declined CC: Number of declined credit card transactions.

Returned Checks: Number of returned checks.

Total: Total account balance.

Past Due: Total amount past due.

Amount: Amounts that are due currently or past due for each of the aging buckets.

Times Delinquent: Number of times the account was past due for each of the aging buckets.

First Party Active Collections Card

The **First Party Active Collections** card displays information regarding first-party active collections for the account displayed in the **Work Form**.

# Accounts:	3	Current Balance:	$3,217.47
Net Listed:	$3,217.47	Postdates / Promises:	$0.00
Interest Accrued:	$0.00	Balance after Postdates:	$3,217.47
Last Payment:	$0.00	Next Postdate / Promise:	
Total Paid:	$0.00	Final Postdate / Promise:	6/8/16

Portfolio	Account	Balance	Status
CUSTOMER ONE	7738184767075 ⚐	$967.47	ACT
CUSTOMER ONE	98774586630012	$250.00	ACT
CUSTOMER ONE	74541021574653	$2,000.00	ACT

 # Accounts: Number of accounts in the portfolio.

Net Listed: Net value of the accounts in the portfolio.

Interest Accrued: Interest accrued on the accounts in the portfolio.

Last Payment: Last payment amount on the accounts in the portfolio.

Total Paid: Total amount paid on the accounts in the portfolio.

Current Balance: Current balance of the accounts in the portfolio.

Postdates/Promises: Post-dated check and promise amounts for the accounts in the portfolio.

Balance After Postdates: Portfolio balance after subtracting post-dated checks.

Next Postdate/Promise: Next post-dated check or promise date.

Final Postdate/Promise: Final post-dated check or promise date.

Portfolio: Code that identifies the portfolio.

Account: Code that identifies an account in the portfolio.

Balance: Balance of the account.

Status: Status of the account.

Hot Notes Card

Hot Notes Card

The **Hot Notes** card allows you to add hot notes and standard notes to accounts.

Hot Notes

Hot notes display in the **Hot Notes** card and convey important information for working an account. The system retains the notes only until you clear the card. You can modify or delete hot notes that other users created.

Standard Notes
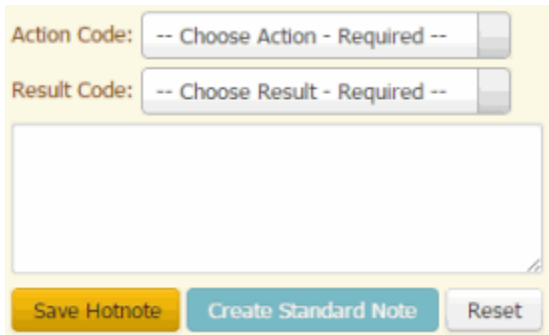
Standard notes display in the **Notes** panel. You use standard notes to track changes and save information about an account. The system retains the notes indefinitely. You cannot modify or delete standard notes.

Add a Hot Note to an Account

Use the **Hot Note** card in the **Delinquency** or **Recovery** anchor to add a hot note to the account that is displayed in the **Work Form**.
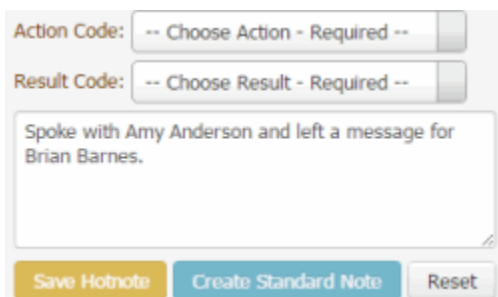
To add a hot note to an account

1. Locate the **Hot Note** card**.**

2. In the **Action Code** list box, click the action on the account.

3. In the **Result Code** list box, click the result of the action.

4. In the **Note** box, type a note and then click **Save Hotnote**. The system adds the hot note to the account.
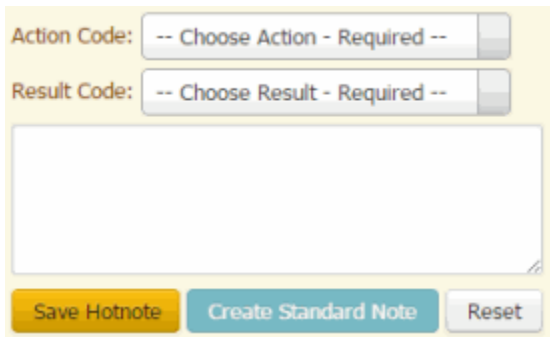
   Tip: To cancel your changes, click **Reset**.

Add a Standard Note to an Account

Use the **Hot Note** card in the **Delinquency** or **Recovery** anchor to add a standard note to the account that is displayed in the **Work Form**. You cannot modify or delete standard notes. For more information, see **Notes**.

To add a standard note to an account

1. Locate the **Hot Note** card**.**

2. In the **Action Code** list box, click the action on the account.

3. In the **Result Code** list box, click the result of the action.

4. In the **Note** box, type a note and then click **Create Standard note**. The system adds the note to the **Notes** panel.

Tip: To cancel your changes, click **Reset**.

Joined Accounts

Joined Accounts Overview

The "joined accounts" feature provides visibility into a specific party and the party's multiple accounts; a specific account and the account's multiple parties; and the navigation across both contexts. The following example shows John Smith associated to Account A and Account B. It shows Jane Smith associated to Account B and Account C. Finally, it shows John Smith and Jane Smith associated to each other through the shared Account B. When viewing Account B, you see two responsible parties. Selecting John Smith brings visibility to Account A and the responsibility to Account B. Selecting Jane Smith brings visibility to Account B and the responsibility to Account C.
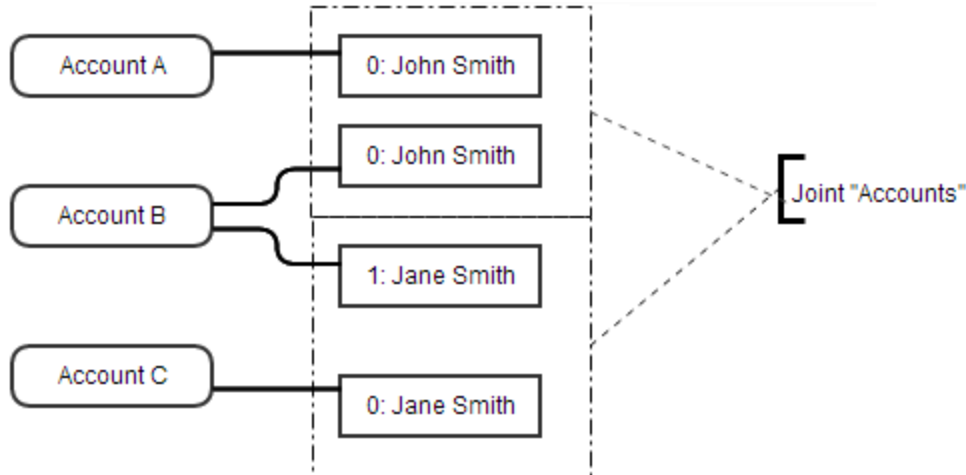
Users can view a specific account and see that account's data and its related parties. They can also view a specific party and see the related accounts and a roll-up of the responsibility of those accounts. Data points like the total amount due differ based on which party that the user selected and the party's responsibilities.

Joined Accounts Card

The **Joined Accounts** card displays the accounts associated to the responsible parties on the account displayed in the **Work Form**. The information that appears on this card is based on whether the system is displaying the Delinquency or Recovery Anchor. Open accounts appear first, sorted by received date. If there are more than four accounts to display, the system includes pagination.

Notes:

- To display one of the joined accounts in the **Work Form**, click the account.

- If closed accounts are excluded from the list, a check mark in a red box appears (as shown in the example). To include closed accounts in the list, click the check mark in the red box. An **X** in a blue box appears in place of the check mark.

- If closed accounts are included in the list, an **X** in a blue box appears. To remove closed accounts from the list, click the **X** in the blue box. A check mark in a red box appears in place of the **X**.

Delinquency anchor - Joined Accounts card

Joined (File#) Account	Status	Client		Total Due	Past Due	Last Pd Amt	Last Paid	Worked	Contacted
(1225) 125454212135432	NEW	CUSTOMER TWO	✔	$250.00	$200.00	$0.00			
(1226) 125454669801200	NEW	CUSTOMER ONE	✔	$250.00	$200.00	$0.00			
(1227) 1540302062300	NEW	CUSTOMER THREE	✔	$250.00	$200.00	$0.00			
(1228) 2597312135432	NEW	CUSTOMER THREE	✔	$250.00	$200.00	$0.00			

✔ | 1 | 2

Responsible Balance:		$0.00	$1,000.00
Collectable Total:		$1,250.00	$1,000.00	$0.00

Joined (File #): Unique code that the system assigned to identify the account. If a Link icon displays next to an account, it indicates that the account is the driver (main) account in the group of joined accounts.

Account: Unique code that the client assigned to identify the account.

Status: Status of the account.

Client: Name of the client associated to the account.

Total Due: Total amount due on the account.

Past Due: Amount that is past due on the account.

Last Pd Amt: Amount last paid on the account.

Last Paid: Date of last payment on the account.

Worked: Date a user last worked the account.

Contacted: Date a user last contacted a party on the account.

Responsible Balance: Total due and total past due for only the accounts in the data grid for which the focused party is responsible.

Collectable Total: Total due, total past due, and total last paid amounts for all the accounts in the data grid, regardless of whether the focused party is responsible.

Recovery anchor - Joined Accounts card

	Joined (File#) Account	Status	Client		Total Due	Past Due	Last Paid	Worked	Contacted
🔗	(1645) 541224547411	NEW	DISNEY CUSTOMER	✔	$1,560.55	$0.00			
	(1646) 54122447031	NEW	DISNEY CUSTOMER	✔	$650.00	$0.00			
	(1647) 654123001470	NEW	DISNEY CUSTOMER	✔	$450.00	$0.00			
	(1648) 140012457712331	NEW	DISNEY CUSTOMER	✔	$3,260.00	$0.00			

			Responsible Balance:	$0.00	$0.00
			Collectable Total:	$7,280.55	$0.00

Joined (File #): Unique code that the system assigned to identify the account. If a Link icon displays next to an account, the account is the driver (main) account in the group of joined accounts.

Account: Unique code that the client assigned to identify the account.

Status: Status of the account.

Client: Name of the client associated to the account.

Total Due: Total amount due on the account.

Past Due: This amount is not applicable to recovery accounts so the value is always zero (0).

Last Paid: Date of last payment on the account.

Worked: Date a user last worked the account.

Contacted: Date a user last contacted a party on the account.

Responsible Balance: Total due for only the accounts in the data grid for which the focused party is responsible.

Collectable Total: Total due for all accounts in the data grid, regardless of whether the focused party is responsible.

Medical Account Details Card

The **Medical Account Details** card displays for medical accounts associated to the responsible parties on the account displayed in the **Work Form**. The information that appears on this card is based on whether the system is displaying the Delinquency or Recovery Anchor. Open accounts appear first, sorted by received date. If there are more than four accounts to display, the system includes pagination.

> **Notes:**
>
> - To display one of the joined accounts in the **Work Form**, click the account.
>
> - If closed accounts are excluded from the list, a check mark in a red box appears (as shown in the example). To include closed accounts in the list, click the check mark in the red box. An **X** in a blue box appears in place of the check mark.
>
> - If closed accounts are included in the list, an **X** in a blue box appears. To remove closed accounts from the list, click the **X** in the blue box. A check mark in a red box appears in place of the **X**.

Delinquency anchor - Medical Account Details card

	Joined (File#) Account	Patient Name	Service Date	Status	Client		Total Due	Past Due	Last Pd Am	Last Paid	Received	Last Charge	Worked	Contacted
%	(1206) 773820665544			NEW	CUSTOMER TWO	✔	$250.00	$200.00	$0.00		2/28/11			
	(1005) 7738201009121	Roy Weisen	12/25/17	NEW	ABC Co.	✔	$150.00	$100.00	$0.00		2/11/11			
					Responsible Balance:		$400.00	$300.00						
					Collectable Total:		$400.00	$300.00	$0.00					

Joined (File #): Unique code that the system assigned to identify the account. If a Link icon displays next to an account, it indicates that the account is the driver (main) account in the group of joined accounts.

Account: Unique code that the client assigned to identify the account.

Patient Name: Patient's name.

Service Date: Date the patient received medical care.

Status: Status of the account.

Client: Name of the client associated to the account.

Total Due: Total amount due on the account.

Past Due: Amount that is past due on the account.

Last Pd Amt: Amount last paid on the account.

Last Paid: Date of last payment on the account.

Received: Date your organization received the account.

Last Charge: Date the client last charged the account.

Worked: Date a user last worked the account.

Contacted: Date a user last contacted a party on the account.

Responsible Balance: Total due and total past due for only the accounts in the data grid for which the focused party is responsible.

Collectable Total: Total due, total past due, and total last paid amounts for all the accounts in the data grid, regardless of whether the focused party is responsible.

Recovery anchor - Medical Account Details card

	Joined (File#) Account	Patient Name	Service Date	Status	Client		Total Due	Past Due	Last Paid	Received	Last Charge	Worked	Contacted
⚲	(1000) 7738184767075			ACT	CUSTOMER ONE	✔	$967.47	$0.00		2/11/11			
	(1200) 74541021574653	Richard Kile	1/1/18	ACT	CUSTOMER ONE	✔	$2,000.00	$0.00		2/11/11		6/2/17	6/2/17
	(1201) 98774586630012			ACT	CUSTOMER ONE	✔	$250.00	$0.00		2/11/11			
					Responsible Balance:		$3,217.47	$0.00					
					Collectable Total: ✔		$3,217.47	$0.00					

Joined (File #): Unique code that the system assigned to identify the account. If a Link icon displays next to an account, the account is the driver (main) account in the group of joined accounts.

Account: Unique code that the client assigned to identify the account.

Patient Name: Patient's name.

Service Date: Date the patient received medical care.

Status: Status of the account.

Client: Name of the client associated to the account.

Total Due: Total amount due on the account.

Past Due: This amount is not applicable to recovery accounts so the value is always zero (0).

Last Paid: Date of last payment on the account.

Received: Date your organization received the account.

Last Charge: Date the client last charged the account.

Worked: Date a user last worked the account.

Contacted: Date a user last contacted a party on the account.

Responsible Balance: Total due for only the accounts in the data grid for which the focused party is responsible.

Collectable Total: Total due for all accounts in the data grid, regardless of whether the focused party is responsible.

Link Summary Card

The **Link Summary** card contains summary information for open accounts linked to the account displayed in the **Work Form**. Linked accounts can belong to different clients.

Linked Accounts: 3	Linked Balance: $3,217.47	
Client	**Accounts**	**Balance**
0000001 - CUSTOMER ONE	2	$1,217.47
0000015 - LIQUID LAT CUSTOMER	1	$2,000.00

Linked Accounts: Total number of accounts in the linked account group for all associated clients.

Linked Balance: Total balance of the accounts in the linked account group for all associated clients.

Client: Name of the client associated to the linked accounts.

Accounts: Number of accounts in the linked account group associated to the client.

Balance: Total balance of the accounts in the linked account group associated to the client.

Party Card

The **Party** card contains contact information for a party on the account displayed in the **Work Form**.
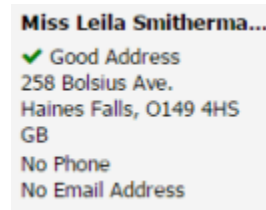
[Name] Party's name.

Address: Party's address.

Phone: Party's telephone number.

Email: Party's email address.

Party Navigator Card

The **Party Navigator** card contains information regarding a party on the account displayed in the **Work Form**.
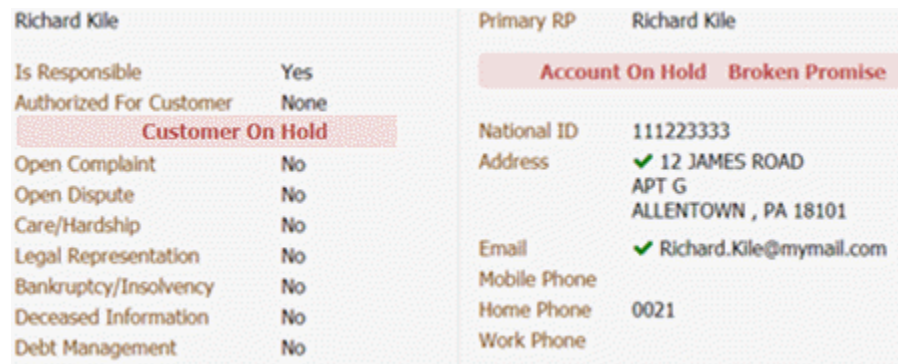
Column 1

> **[Name]:** Name of a party on the account. If more than one party exists on the account, you can click the list box to select another party for whom to view information.

> **Is Responsible:** Indicates whether the party is responsible for the account.

> **Authorized For Customer:** Customer for whom the party is authorized to discuss the debt and pay on the account.

> **[Customer Alert]:** If the customer is on hold, a "Customer On Hold" alert appears in red.

Tip: You can rest your mouse on the alert to view more information about it. For system-placed holds, the information displayed is the date the system placed the hold and the reason (for example, complaint). For user-placed holds, the information displayed is the hold expiration date and the reason the user provided when placing the hold. If both the system and a user placed a hold, the information that displays is for whichever hold occurred first.

Note: If any of the following are true, the verbiage appears in red.

Open Complaint: Indicates whether there is an open complaint on the account.

Open Dispute: Indicates whether there is an open dispute on the account.

Care/Hardship: Indicates whether there is a customer care or financial hardship case on the account.

Legal Representation: Indicates whether the account is in litigation.

Bankruptcy/Insolvency: Indicates whether there is a bankruptcy or insolvency on the account.

Deceased Information: Indicates whether a party on the account is deceased.

Debt Management: Indicates whether a party on the account engaged a Consumer Credit Counseling Service (CCCS) to negotiate settlement or payment arrangements on the debt.

Column 2

Primary RP: Name of the primary responsible party on the account.

[Account Alert]: If there are account alerts (for example, account is on hold or has a broken promise), the alerts appear in red.

Tip: You can rest your mouse on the alert to view more information about it. For example, if the account has a broken promise, the information displayed is the date the broken promise occurred and the promise amount. If a user placed the account on hold, the information displayed is the hold expiration date and the reason the user provided when placing the hold.

National ID: Unique number that the government issued to identify the party shown in column 1 of the card (for example, social security number or state ID).

Address: Mailing address of the party shown in column 1 of the card.

Email: Email address of the party shown in column 1 of the card.

Mobile Phone: Cell number of the party shown in column 1 of the card.

Home Phone: Home number of the party shown in column 1 of the card.

Work Phone: Work number of the party shown in column 1 of the card.

Note: If the party has multiple phone numbers of the same type (for example, work), the system displays only one phone number for that type. To view all phone numbers for the account, see View Phone Numbers for an Account.

Pending Payments Card

The **Pending Payments** card displays pending payments for the account displayed in the **Work Form**.

Pay Arrangement Items: 1
Date Next Payment Due: 11/17/14
Arrangement Ends: 11/17/14
Amount of Postdates: $2.00

Balance After Arrangement: $398.00

Settlement in Progress

Pay Arrangement Items: Number of items in the payment arrangement.

Date Next Payment Due: Due date of the next payment in the arrangement.

Arrangement Ends: Date the payment arrangement ends.

Amount of Postdates: Total amount for all post-dated payments in the arrangement.

Balance After Arrangement: Account balance after the system applies the payments in the arrangement.

[Message area]: Messages about the arrangement, such as "Settlement in Progress" and "Broken Promise."

Support Queue Details Card

The **Support Queue Details** card displays support queue details for the account displayed in the **Work Form**. This card displays for accounts assigned to any support queue, such as clerical or supervisor. If an account belongs to more than one support queue, you can select the queue to view.

Clerical Support   ▼
Queue Code: 600
Date Added: 2/24/11
Added By: gs
Due Date:
User Comment:

Remove From Queue

Queue: Queue for which to display details.

Queue Code: Code that identifies the support queue.

Date Added: Date the user added the account to the support queue.

Added by: ID of the user who added the account to the support queue.

Due Date: Date the user requested a response to the support issue.

User Comment: Reason the user assigned the account to the support queue.

Remove From Queue: Removes the account from the queue specified in the **Queue** list box.

Account Detail

Account Detail

You can view and modify account details using the **Account Detail** toolbar in the **Work Form**.

Balance Details Major Dates Additional Information Contact Analysis Client Guidelines Link Details

View Account Balance Details

Use the **Balance Details** panel to view account balance details for the account displayed in the **Work Form**. The information that appears on this panel is based on whether the account is a delinquency or recovery account.

To view account balance details

- In the **Account Detail** toolbar, click **Balance Details**. One of the following occurs:

    o   For an account that the client charged off, the current balance information appears.

    o   For an account that the client didn't charge off, the history balance information appears.

Current Balance

The **Current Balance** panel shows the amounts for each money bucket for recovery accounts.

Current Balance

	Original	Adjusted	Net Original	Accrued	Paid	Current
Principal	$292.87	$0.00	$292.87	$0.00	$0.00	$292.87
Interest	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Collection Costs	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Bad Check Chgs	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Court Cost	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Attorney Fees	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Misc	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Not Used	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Not Used	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Transaction Charges	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Total	$292.87	$0.00	$292.87	$0.00	$0.00	$292.87
						Overpaid
Amount:						$7.13

Help

Money buckets: (Rows) Categories used to group amounts associated to the account (for example, principal and interest).

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

Adjusted: Amount the system or user adjusted each money bucket after your organization received the account.

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

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

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

Current: Current balance of each money bucket.

Total: (Last row) Total amounts for each of the columns.

Overpaid: Amount overpaid on the account (account balance less the amount paid).

History Balance

The **History Balance** panel shows account aging information by month and year for delinquency accounts.

Linked Accounts: If selected, linked accounts are included in the panel.

View or Modify Account Dates

Use the **Account Dates** panel to view important dates associated to the account displayed in the **Work Form**. To modify custom dates, you must have the Update User Date 1 Permission, Update User Date 2 Permission, and Update User Date 3 Permission.

To view or modify account dates

1. In the **Account Detail** toolbar, click **Major Dates**.

Received: Date your organization received the account.

Date Closed: Date the system or a user closed the account.

Last Worked: Date the user last worked the account.

Last Contacted: Date your organization last contacted the customer.

Last Paid: Date your organization last received a payment.

Contract: Date the customer started the account with the client.

Client Date Last Paid: Date the client last received a payment.

Amount: (Client Date Last Paid Amount) Payment amount that the client reported as last received on the account.

Client Date Last Charge: Date the client last charged the account.

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

Delinquency: Date the account became delinquent.

Charge Off: Date the client charged off the account.

Custom Date 1 through **Custom Date 3:** A user-defined date. The labels differ, depending on how your organization configured your system.

2. If you have the permissions to modify the user dates, complete the information and then click **Save**.

View Additional Account Information

Use the **Additional Info** panel to view miscellaneous account information for the account displayed in the **Work Form**.

To view additional account information

- In the **Account Detail** toolbar, click **Additional Information**.

Account Type

> **Class:** Class of business assigned to the account for reporting to credit bureaus.

> **Claim Type:** Claim type that the system uses to determine the statute of limitations.

Account IDs

> **Original**: Account ID the creditor assigned to the account originally.

> **Secured Loan:** If selected, the customer pledged collateral against the loan.

> **ID 1:** User-defined account identification.

> **ID 2:** User-defined account identification.

Creditors

> **Original:** Original creditor assigned to the account.

> **Previous:** Creditor previously assigned to the account.

Interest

> **Rate:** Interest rate of the loan.

> **Date Assessed:** Date the client assessed interest.

Client: Client associated to the account.

Division: Client's division.

District: Client's district.

Branch: Client's branch.

View Contact Analysis Information

Use the **Contact Analysis** panel to verify the number of times each day that your organization attempted to contact the customer regarding the account displayed in the **Work Form**. You can use this information to determine what time to set up a reminder.

The system displays the following information:

- Morning, afternoon, evening, and weekend contacts by both a user and a dialer.

- Scoring information that the system imported (custom interfaces only.)

- Number of days that your organization has held the account.

- Percentage of the balance currently recovered.

- Total amount collected, with the average amount collected each time your organization contacted the customer or worked the account.

To view contact analysis information

- In the **Account Detail** toolbar, click **Contact Analysis**.

Contact Analysis

Contact Method				Worked and Contacted by Hour			Recovery Stats	
	User (non-Dialer)		Dialer	**Time**	**Worked**	**Contacted**	Score:	
	Worked	Contacted	Worked	Contacted			Age:	922
Morning	0	0	0	0			Recovered:	0
Afternoon	0	0	0	0			Amount Collected:	0
Evening	0	0	0	0			Per Work:	0
Weekend	0	0	0	0			Per Contact:	0

❷ Help

User (non-Dialer) Worked (Morning, Afternoon, Evening, Weekend): Number of times users worked the account during the specified time of day.

User (non-Dialer) Contacted (Morning, Afternoon, Evening, Weekend): Number of times users contacted someone regarding the account during the specified time of day.

Dialer Worked (Morning, Afternoon, Evening, Weekend): Number of times that the dialer worked the account during the specified time of day.

Dialer Contacted (Morning, Afternoon, Evening, Weekend): Number of times that the dialer contacted someone regarding the account during the specified time of day.

Time: Hour of day the user worked the account or contacted someone regarding the account.

Worked: Number of times the user worked the account at the specified time of day.

Contacted: Number of times the user contacted someone regarding the account at the specified time of day.

Score: Indicates how collectable the account is. This information comes from a file that your organization receives from an outside vendor.

Age: Number of days your organization has held the account.

Recovered %: Percent of the account balances that your organization received in payments.

Amount Collected: Total amount collected on the accounts.

Per Work: Total amount collected for worked accounts.

Per Contact: Total amount collected for contacted accounts.

View Client Guidelines

Use the **Client Guidelines** panel to view the work plan, settlement guidelines, and miscellaneous information for the client on the account displayed in the **Work Form**. Your organization specifies this information when setting up a client. For more information, see Maintain Client Guidelines.

To view client guidelines

- In the **Account Detail** toolbar, click **Client Guidelines**.

DEFAULT CUSTOMER

123 MAIN STREET

JACKSONVILLE, FL 32246

555-1212

Work Plan

> Work new biz 2 days, all other accounts every 3 days.

Settlement Guidelines

> 80% Blanket Settlement authorized. Anything lower see your supervisor

Misc Info

> Testing Misc Info in customer properties.

[❓ Help]

Work Plan: Displays a work plan for the account.

Settlement Guidelines: Displays settlement guidelines for the account.

Miscellaneous Information: Displays miscellaneous information for working an account.

View Information for Linked Accounts

Use the **Link Details** panel to view information about accounts that are linked to the account displayed in the **Work Form**. Linked accounts can belong to different clients.

To view information for linked accounts

1. With an account displayed in the **Work Form**, in the **Account Detail** toolbar, click **Link Details**. One of the following occurs:

- For a first-party active collections account, the first-party active collections information appears.

- For a first-party recovery or third-party collections account, the first-party recovery or third-party collections information appears.

Note: To display a linked account in the **Work Form**, in the Account column, click the account number.

2. To refresh the data in the data grid, click the Refresh icon in the first column and of the data grid's header row.

First-party active collections

The first-party active collections anchor shows aging information for each linked account.

# Accounts:	2												
Link Driver Account Number:	773820665544												
Link Driver File ID:	1206												
Link ID:	5												
⟳	Client	(File#) Account	Aging	Status	Recieved	Last Charge	Cycle	Current	Past	Total	30	60	90	120
⚑	CUSTOMER TWO	(1206) 773820665544	150	NEW	2/28/11		02/09	$50.00	$200.00	$250.00	$50.00	$50.00	$50.00	$50.00
🔗	CUSTOMER ONE	(1005) 7738201009121	90	NEW	2/11/11		02/09	$50.00	$100.00	$150.00	$50.00	$50.00		

❓ Help

 # Accounts: Number of accounts in the linked account group, including the driver account.

Link Driver Account Number: Unique code that the client assigned to identify the link driver account. In the data grid, a Flag icon signifies the driver account and a Chain Link icon signifies a linked account.

Link Driver File ID: Unique code that the system assigned to identify the link driver account.

Link ID: Unique number that identifies the linked account group.

Client: Name of the client on the account.

(File #) Account: Unique code that the client assigned to identify the account.

Aging: Age of the account, which is the greatest number of days the account is past due.

Status: Status of the linked account.

Received: Date your organization received the account.

Last Charge: Amount the client last charged the account.

Cycle: Date the account's next billing cycle begins.

Current: Amount that is not yet due.

Past: Total amount that is past due on the account.

Total: Total amount due on the account. This amount is the sum of the current and total amounts.

[Delinquency Aging Buckets]: Time periods for reporting past due amounts. In the example, the labels are 30, 60, 90, and 120. Your organization defines these labels. For more information, see the Delinquency Aging Bucket Labels permission.

First-party recovery or third-party collections

The first-party recovery or third-party collections anchor shows account balance and payment information for each linked account.

# Accounts:	3
Link Driver Account Number:	7738184767075
Link Driver File ID:	1000
Link ID:	1

	Portfolio	(File#) Account	Status	Recieved	Last Charge	Balance	Charge Off	Placed	Interest	Paid	Last Pay	Amount of Postdates	Next
⚐	CUSTOMER ONE	(1000) 7738184767075	ACT	2/11/11		$967.47	1/31/11	$967.47	$0.00	$0.00		$0.00	
🔗	CUSTOMER ONE	(1201) 98774586630012	ACT	2/11/11		$250.00		$250.00	$0.00	$0.00		$0.00	
🔗	CUSTOMER ONE	(1200) 74541021574653	ACT	2/11/11		$2,000.00		$2,000.00	$0.00	$0.00		$0.00	

❓ Help

 # Accounts: Number of accounts in the linked account group, including the driver account.

Link Driver Account Number: Account number for the main account in the linked accounts group. In the data grid, a Flag icon signifies the driver account and a Chain Link icon signifies a linked account.

Link Driver File ID: Unique number the system assigned to the link driver account to identify it.

Link ID: Unique number that identifies the linked account group.

Client: Name of the client on the account.

(File #) Account: Account number that the client assigned to the account.

Status: Status of the linked account.

Received: Date your organization received the account.

Last Charge: Amount the client last charged the account.

Balance: Account balance.

Charge Off: Date the client charged off the account.

Placed: Amount on the account that the client placed with an outside agency.

Interest: Interest on the account.

Paid: Amount paid on the account.

Last Pay: Last payment date.

Amount of Postdates: Post-dated check and promise amount.

Next: Next payment date.

Account Links

Account Links

Linked accounts are separate accounts that your organization holds for the same responsible party. Link Console links accounts for the same party automatically based on criteria that your organization configured in Link Console. The Manage Links feature in Latitude allows you to add and remove links manually. You can link an account to an existing party on another account, create a party to link to, and remove account links. Latitude considers all parties in the link group to be the same person.

Data merge

When you link parties, Latitude merges the following data:

- Address records

- Email address records

- Care and financial hardship records (uses the data changed most recently as the current data)

- Income and expenditure records (uses the data changed most recently as the current data)

- Complaint records (uses the data changed more recently as the current data)
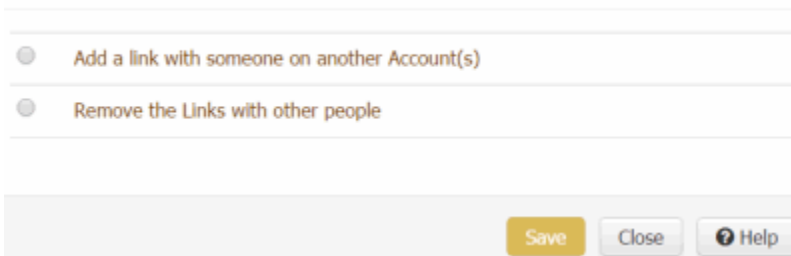
Add a Link to an Account

Use the **Manage Links** dialog box to link a party to the account displayed in the **Work Form**. You can link to an existing party or create a party to link to. You must have the Allow Manual Linking/Unlinking Permission.

To add a link to an account

1. In the **Account** toolbar, click **Linking**.
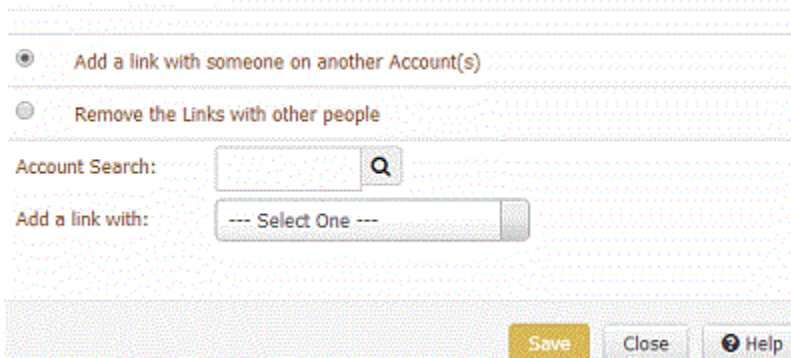
Manage Links

◯ Add a link with someone on another Account(s)

◯ Remove the Links with other people

[Save] [Close] [❷ Help]

2. Click **Add a link with someone on another account**.

Manage Links

◉ Add a link with someone on another Account(s)

◯ Remove the Links with other people

Account Search: [🔍]

Add a link with: [--- Select One ---]

[Save] [Close] [❷ Help]

3.   In the **Account Search** box, type the file number to search for and then click the Search icon. If an account matches the specified file number, Latitude populates the list box with the parties associated to the matching account.

4.   Do one of the following:

- To link to a party displayed in the **Add a link with** list box, click the party's name and then click **Save**. One of the following occurs:

  o If a party that you are linking has an active arrangement, a message displays indicating that you cannot create a link. Click **Close**.

  o If an account in a linked group has a court case, a message displays indicating that you cannot create a link. Click **Close**.

  o If the party that you selected to link to is linked to other parties, a message displays asking whether you want to link all the parties. To link all the parties, click **OK**. Latitude links the parties and merges certain data. To close the dialog box without linking the parties, click **Cancel**.

  o If no messages display, Latitude links the parties and merges certain data.

- To create a party to link to, in the **Add a link with** list box click **None (create a record)** and then click **Save**. Latitude creates a party with the same name as the account displayed in the **Work Form** and links to that party. Latitude merges certain data with the new party. Use the **Customers** panel to update other data for the party as necessary. For more information, see Customers.

> **Note:** For more information about what data Latitude merges, see Account Links.

Remove all Links to an Account

Use the **Manage Links** dialog box to remove all links to the account displayed in the **Work Form**. You must have the Allow Manual Linking/Unlinking Permission.

To remove all links to an account

1. In the **Account** toolbar, click **Linking**.

Manage Links

- ○ Add a link with someone on another Account(s)
- ○ Remove the Links with other people

[Save] [Close] [❷ Help]
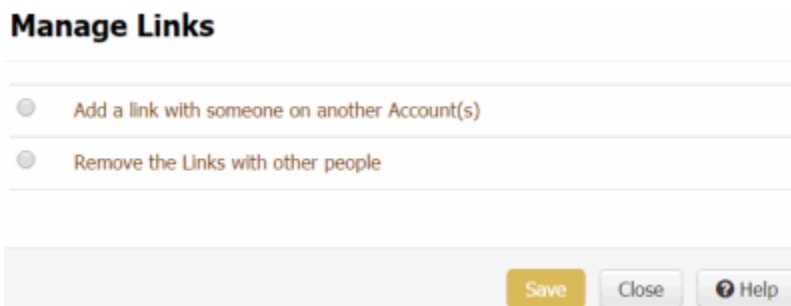
2. Click **Remove the links with other people**. The **Copy Person-centric Data** check box appears.

Manage Links

○ Add a link with someone on another Account(s)

◉ Remove the Links with other people

☐ "Copy Person-centric Data?"

[Save] [Close] [❓ Help]
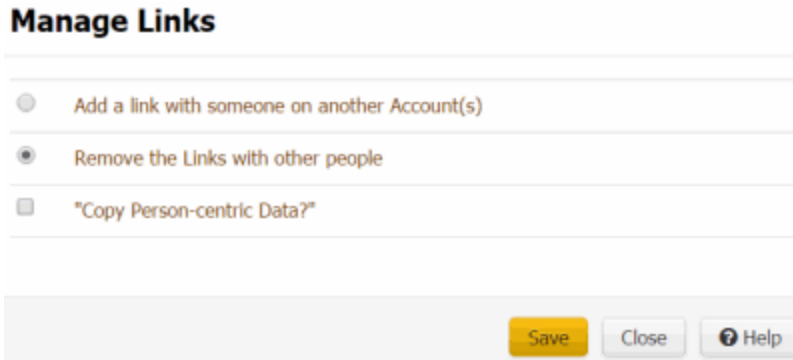
3. To copy the person's address; email; care and financial hardship data; income and expenditure data; and complaints data to a new joined customer ID, select the **Copy Person-centric Data** check box.

4. Click **Save**. Latitude removes the account from the link group.

> **Notes:**
>
> - If the party displayed in the **Work Form** is a member of an active arrangement, a message displays indicating that you cannot remove the link. Click **OK**.
>
> - If an account in the linked group has a court case, a message displays in the status bar indicating that you cannot remove the link.

Account Reminders

Account Reminders

You can set a reminder for an account so that a user can carry out a specific action at a specific date and time. For example, you can set a reminder to have a user call an account at a certain time of day. Reminders appear for the desk associated to the account for which you set the reminder. If an account moves to another desk, the reminders stay with the account. Reminders continue to appear for the desk until you dismiss them.

Set a Timed Reminder

Use the **Set Timed Reminder** dialog box to set a reminder for an account associated to your desk and have the reminder appear at a specific date and time. You cannot set a reminder for a date and time in the past, a date that exceeds the maximum reminder days allowed for the desk, or for a closed account. For more information, see Add a Desk. If you have the Set Reminders for Others Permission, you can set reminders for accounts associated to other desks.

To set a timed reminder

1. In the **Account** toolbar, click **Reminder**.

Set Timed Reminder

Date: 12/21/2016

Time: 9:43 am

Desk: ADMIN 1 DESK

Contact History

Time	Worked	Contacted

December 2016   today

Sun	Mon	Tue	Wed	Thu	Fri	Sat
27	28	29	30	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21 [4]	22 [1]	23	24
25	26	27	28	29	30	31
1	2	3	4	5	6	7

Save   Cancel   Help

Date: Date for the reminder to appear.

Time: Time for the reminder to appear.

Desk: Desk for the reminder to appear.

Contact History: Time of day and the number of times a user worked or contacted the account.

Calendar: Shows the current day (shaded yellow) and days that have reminders set (blue box with the number of reminders).

2. To set a reminder, do the following:

a.   In the **Date** box, type or select the date for the reminder to appear.

b.   In the **Time** box, type or select the time for the reminder to appear.

c.   In the **Desk** list box, click a desk and then click **Save**. The system closes the **Set Timed Reminder** dialog box and increases the **Reminders** counter in the **Status** bar by 1.

> **Notes:**
>
> - The system assigns the account to queue level 000, which doesn't allow the account to queue up for work until you dismiss the reminder. We recommend that you dismiss reminders in a timely manner to minimize the effect on the work queue. For more information, see Queue Level Codes for queue level 000.
>
> - You cannot set a reminder on a closed account. The **Save** button is either not available or the system displays an error message when you click it.

3. To view details for an existing reminder, in the calendar, click the date that has a reminder set. The reminders for that date appear in the data grid beneath the calendar.
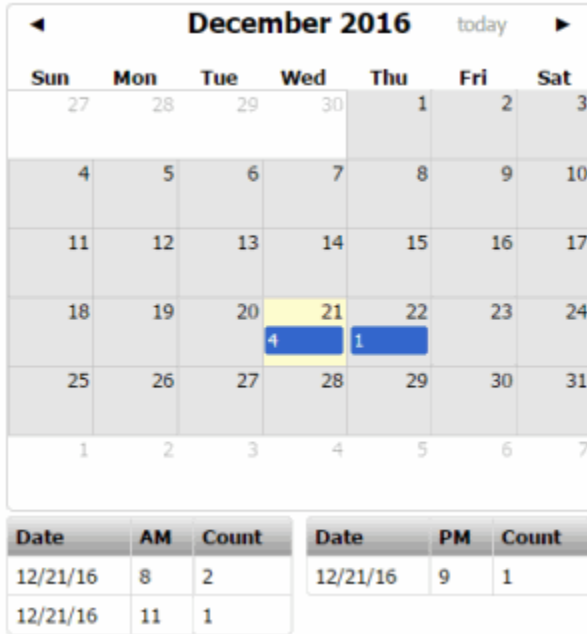
Date: Date for the reminders to appear.

AM/PM: Time of day for the reminders to appear.

Count: Number of reminders set for the date and time of day.

View Timed Reminders

Use the **Reminders** dialog box to view timed reminders for accounts associated to the desk that you are working. A notification appears in the **Status** bar that indicates the number of reminders that exist for the desk.

To view timed reminders

1. Check the **Status** bar for reminders. The following example shows that the desk has two reminders.

2. In the **Status** bar, click **Reminders**.

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

Name: Name of the customer associated to the account.

Client: Name of the client who holds the account.

Balance: Balance due on the account.

Due: Date and time the reminder is due. Reminders display in date and time order.

3. To display an account in the **Work Form**, in the **File Number** column, click the file number. The **Reminders** dialog box closes and the account appears in the **Work Form**.

Note: The reminder continues to appear for the desk until you dismiss it. For more information, see Reschedule or Dismiss a Timed Reminder.

Reschedule or Dismiss a Timed Reminder

Use the **Reminders** dialog box to reschedule a reminder so that it reappears later or dismiss a reminder so that it doesn't reappear again. Reminders continue to appear periodically until you reschedule or dismiss them. We recommend that you dismiss reminders in a timely manner to minimize the effect on the work queue. For more information, see Queue Level Codes for queue level 000.

To reschedule or dismiss a timed reminder

1. If a reminder exists for an account associated to the desk that you are working and the scheduled date and time have passed, the **Reminders** dialog box appears.

2. To display an account in the **Work Form**, click the account number. The **Reminders** dialog box closes.

3. To reschedule a reminder, do the following:

a. Click **Reschedule**. The **Set Timed Reminder** dialog box appears.

b. Modify the information and then click **Save**. For more information, see Set a Timed Reminder.

4. To dismiss a reminder, do one of the following:

- To dismiss a single reminder, click **Dismiss**.

- To dismiss all of the reminders, click **Dismiss All**.

The system reassigns the account to the queue level that applies based on account activity or condition.

5. To close the dialog box without rescheduling or dismissing the reminder, click **Close**. The **Reminders** dialog box reappears periodically until you reschedule or dismiss the reminder.
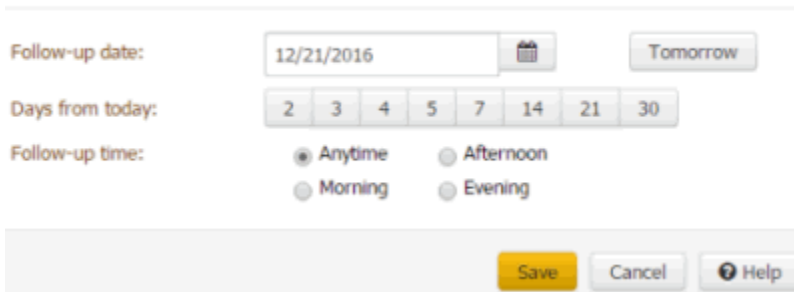
Set an Account Follow-up Date

Use the **Set Account Follow-up Date** dialog box to set a follow-up date on an account. The account appears in the **Work Form** on the specified day when you attempt to move to the next account when working a queue. You cannot set a follow-up for a date in the past, or a date that exceeds the maximum follow-up days allowed for the desk. For more information, see Add a Desk. To set a follow-up date, you must have the Set Follow-up Date Permission.

To set an account follow-up date

1. In the **Account** toolbar, click **Follow-up**.

Follow-up Date: Date to follow up on the account.

Tomorrow: Sets the account to appear in the **Work Form** tomorrow.

Days from Today: Sets the account to appear in the **Work Form** a specific number of days from the current date.

Follow-up Time: If selected, sets the account to appear in the **Work Form** at a specific time of day.

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

Queue and Desk Assignments

Queue and Desk Assignments

You can change the work queue and desk assignments for the account displayed in the **Work Form**.

Assign an Account to a Queue

Use the **Assign Queue** dialog box to assign an account for which you need assistance to a Clerical or Supervisor queue.

To assign an account to a queue

1. In the **Account** toolbar, click **Assign Queue**.

2. To display queues for a specific queue type only, in the **Queue Code** list box, click the queue.

3. In the data grid, click the queue to which to assign the account.

4. In the **Comments** box, type a comment regarding what assistance the user needs on the account.

5. To continue to work the account in the Collector queue, select **Continue to Work in Collector Queue**. If this check box is cleared, the account doesn't appear in the Collector queue until it's released from the Supervisor or Clerical queue.

6. If you want the request completed by a specific date, select **This Request has a Due Date** and then type or select the due date from the calendar. You cannot select a date and time in the past.

7. Click **Save**. If the account has a queue assignment already, the system displays a message. Assign the account to a different queue.

Change a Desk Assignment

Use the **Change Account Desk** dialog box to assign an account to another desk. The desks that are available to you include your desk and your supervisor's desk. If you don't have Change Desk Permission, the **Branch & Desk** menu is not available.

Desks that the system excludes from the list include:

- Desks assigned to the account.

- Desks that you don't have permission to which to assign accounts.

- Desks that are duplicates (for example, your desk is the same as the team supervisor desk).

- Desks not assigned to an active user, such as vacant desks.

To change a desk assignment

Latitude by Genesys Printable Help for Users

1. In the **Account** toolbar, click **Branch & Desk** and then click **Choose Desk**.

2. Click the desk and then click **Save**.

> **Tip:** You can also select a desk from the "quick-pick" list in the **Branch & Desk** menu.

Statuses

Statuses

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

- Select a status from the **Status** menu.

- Open the **Change Account Status** dialog box and select a status.

- Specify the statuses to include in the **Status** menu.

> **Note**: Codes in blue signify an open status and codes in red signify a closed status.

Select a Quick-pick Account Status

Use the **Status** menu to select an account status from the "quick-pick" list of statuses. You must have the Change Status Permission. For information about maintaining the "quick-pick" list, see Maintain the Quick-pick Account Status List.

To select a quick-pick account status

- In the **Account** toolbar, click **Status** and then click a status option (for example, **HOT**.) The system changes the account status to the selected status.
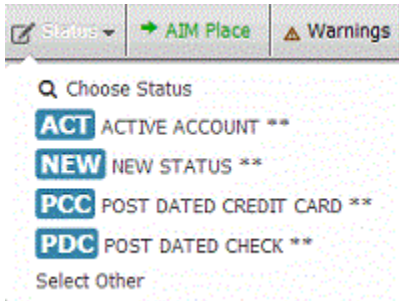
Change an Account Status

Use the **Change Account Status** dialog box to change the status of an account. The system only displays the status codes for which you have permissions. For more information, see Change Status Permission.

To change an account status

1. In the **Account** toolbar, click **Status** and then click **Choose Status**.
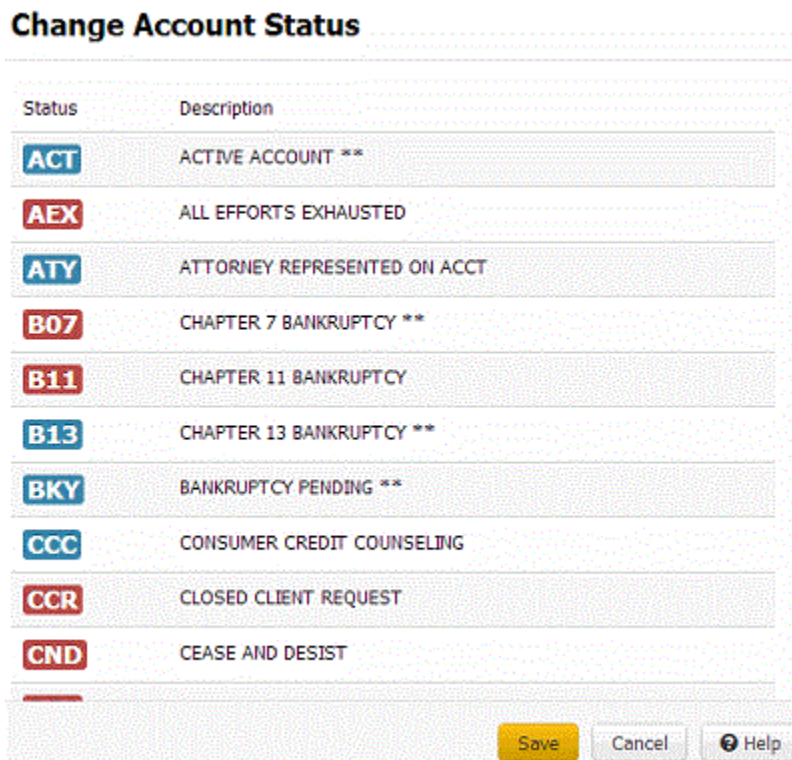
2. Click the status to assign to the account and then click **Save**.

Note: If the account is linked to another account (and this feature is available to you), the **Select Accounts** dialog box appears. Do the steps to Select Accounts.

Select Accounts

Use the **Select Accounts** dialog box to select multiple linked accounts for which to change the account status or request a letter, depending on which task you are performing. This dialog box displays for linked accounts.

To select accounts

1. Do one of the following:

   - Change an Account Status

   - Request a Letter

   The **Select Accounts** dialog box appears.

> **Note:** If closed accounts are excluded from the list, a check mark in a red box appears (as shown in the example). If closed accounts are included in the list, an **X** in a blue box appears.

2. Do one of the following:

   - To include closed accounts in the list, click the check mark in the red box. An **X** in a blue box appears in place of the check mark.

   - To remove closed accounts from the list, click the **X** in the blue box. A check mark in a red box appears in place of the **X**.

3. To select the accounts for which to change the status or request a letter, do one of the following:

   - To include all the linked accounts, select the check box next to **Select/Deselect All** in the column heading.

   - To exclude all the linked accounts (except the account you are working), clear the check box next to **Select/Deselect All** in the column heading.

   - To include an individual linked account, select the corresponding check box.

   - To exclude an individual linked account, clear the corresponding check box.

4. To specify advanced options, do the following:

a.   Click **Advanced**. The advanced options appear.

b.   To include accounts for a specific client, in the **Client** list box, click the client name.

c.   To include accounts for a specific medical patient, in the **Patient** list box, click the patient name.

d.   To include accounts for a specific date that the patient received medical care, in the **Service Date** list box, click the service date.

e.   Click **Apply**.

5.   Click **Save**. If you are changing the status and the selected accounts have an active payment arrangement, a confirmation dialog box appears. Click **OK**.

The system either changes the status of the specified accounts or requests a letter for the specified accounts, depending on what action lead you to this dialog box.

Maintain the Quick-pick Account Status List

Use the **Change Quick Status Choices** dialog box to maintain the "quick-pick" list of statuses that display in the **Status** menu.

To maintain the quick-pick account status list

1.   In the **Account** toolbar, click **Status** and then click **Select Other**.

Change Quick Status Choices

Quick Status Item 1	DSP - DEBTOR DISPUTES... ✕ ▾
Quick Status Item 2	B07 - CHAPTER 7 BANKR... ✕ ▾
Quick Status Item 3	ATY - ATTORNEY REPRE... ✕ ▾
Quick Status Item 4	B13 - CHAPTER 13 BANK... ✕ ▾
Quick Status Item 5	Clear ▾
Quick Status Item 6	Clear ▾
Quick Status Item 7	Clear ▾
Quick Status Item 8	Clear ▾

Save   Cancel   ❷ Help

2.   In the **Quick Status Item** list boxes, click a status to include in the **Status** menu and then click **Save**. You can specify up to eight statuses to display in the **Status** menu.

Standard Status Codes

The following table lists standard status codes and their description. Your organization may have defined more status codes. You can only use the status codes for which you have the Change Status Permission.

*Indicates system-utilized status codes.

Code	Description	Type	Return Days
ACT*	Active Accounts	Active	0
AEX	All Efforts Exhausted	Closed	30
ATY	Attorney Represented on Account	Closed	0
B07*	Chapter 7 Bankruptcy	Closed	0
B13*	Chapter 13 Bankruptcy	Closed	0
BKY*	Bankruptcy	Closed	0
CCC	Consumer Credit Counsel	Active	0
CCR	Closed Client Request	Closed	0
CND	Cease and Desist	Active	0
DEC	Customer is Deceased	Closed	0
DIP	Customer in Prison	Closed	0
DSP	Customer Disputes Balance	Active	0
DUP	Duplicate	Active	0
HLD	Client put on Hold	Active	0
HOT	Special Interest	Active	0
LET	Special Letter Series	Active	0
LOP	Letter of Protection	Active	0
NEW*	New Business	Active	0
NPC*	No More Postdated Checks	Active	0

Code	Description	Type	Return Days
NSF*	Bounced Check Outstanding	Active	0
PCC*	Pending Credit Card payments	Active	0
PDC*	Postdated Check	Active	0
PIE	Placed in Error	Closed	0
PIF*	Account Paid in Full	Closed	30
PND	Pending	Active	0
PPA*	Partial Payment Arrangement	Active	0
PPI	Partial Payment Inactive	Active	0
RCL	Recalled by Client	Closed	0
SIF*	Account is Settled in Full	Closed	30
SKP	Skip Account	Closed	30

Processes and Stages

Processes and Stages

You can start an account in the first stage in a process and move the account to the next or previous stage in a process. You can also view the processes and stages available to you based on your permissions.

Manual Process Stages

Start an Account in a Process

Use the **Start** option in the **Processes** menu to start an account in the first stage of a process. You can only start an account in the first stage that your organization set up for the process. However, you can move the account to subsequent stages within the process after you start the process.

To start an account in a process

- In the **Account** toolbar, click **Processes** > **Start** > **[process name]**. The anchor card for the selected process appears in the **Account Information** panel. The following example shows that the account is in the Confirmation stage of the Dispute process. It also shows that the process has two stages and that the account is in the first stage.

Move an Account to the Next Process Stage

Use the **Current** option in the **Processes** menu to move an account to the next stage of a process. You cannot select a specific stage to which to move the account. However, you can continue moving the account to subsequent stages within the process until you get to the stage you want.

To move an account to the next process stage

- In the **Account** toolbar, click **Processes** > **Current** > **[process name - stage name]** > **Next**. The system updates the anchor card in the **Account Information** panel to reflect the current stage. The following example shows that the account is in the Rejected stage of the Dispute process. It also shows that the process has two stages and that the account is in the second stage.
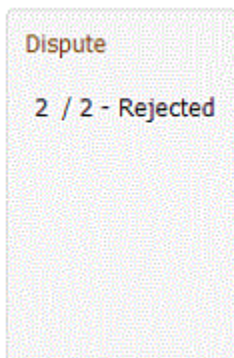
Move an Account to the Previous Process Stage

Use the **Current** option in the **Processes** menu to move an account to the previous stage of a process. You cannot select a specific stage to which to move the account. However, you can continue moving the account to previous stages within the process until you get to the stage you want.

To move an account to the previous process stage

- In the **Account** toolbar, click **Processes** > **Current** > **[process name - stage name]** > **Previous**. The system updates the anchor card in the **Account Information** panel to reflect the current stage. The following example shows that the account is in the Confirmation stage of the Dispute process. It also shows that the process has two stages and that the account is in the first stage.

Dispute

1 / 2 - Confirmation

View the Available Processes and Stages for an Account

Use the **Available** option in the **Processes** menu to view the processes and stages that are available to you based on your permissions.

To view the available processes and stages for an account

- In the **Account** toolbar, click **Processes** > **Available** > [**process name**]. A list of available stages for the selected process appears. The following example shows that the Bankruptcy and Dispute processes are available for the account, and the Dispute process has two stages: Confirmation and Rejected.
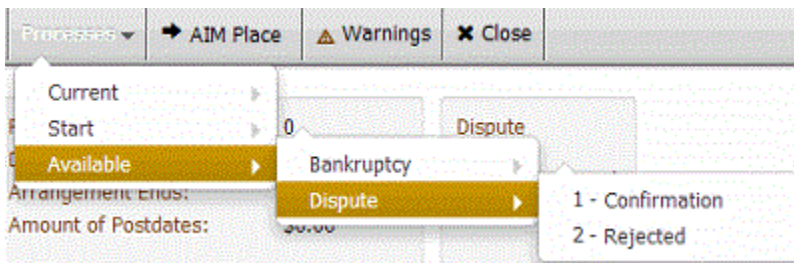
Placements and Recalls

Placements and Recalls

You can flag accounts for placement with or recall from outside collection agencies or attorneys. When a user generates placement and recall files using the AIM program, the system includes the accounts that the system flagged for placement or recall in the corresponding files. The system sends the files to the appropriate agencies or attorneys for processing. For more information about AIM, see the AIM documentation. You must have the AIM Place/Recall Functionality Permission to place and recall accounts from within Collector.

The following menu states are available based on the status of the placement or recall.

- If the **AIM Place** menu option is visible and available, an outside agency or attorney doesn't hold the account currently.

- If the **AIM Place** menu option is visible but not available, the account is pending placement with an outside agency or attorney.

- If the **AIM Recall** menu option is visible and available, the account is available for recall from an outside agency or attorney.

- If the **AIM Recall** menu option is visible but not available, the account is pending recall from an outside agency or attorney. A pending recall occurs when a user recalls an account manually or when the automatic recall date has passed.

Place an Account With an Agency or Attorney

Use the **AIM Placement** dialog box to flag an account for placement with an outside collection agency or attorney.

Notes:

- If the AIM Place menu option is visible and available, an outside agency or attorney doesn't hold the account currently.

- If the AIM Place menu option is visible but not available, the account is pending placement with an outside agency or attorney.

To place an account with an agency or attorney

1. In the **Account** toolbar, click **AIM Place**.

Which Agency/Attorney...: Agency or attorney to place the account with.

Fee Schedule: If selected, specify the fee schedule to use when applying commissions.

Commission Percentage: If selected, specify the commission percentage to use when applying commissions.

Change Desk After Placement: Desk to assign to the account after it's placed with the agency or attorney. If you don't want to change the desk assignment, leave this list box blank.

Auto Recall: If selected, the system generates pending and final recall files automatically. If cleared and you want to recall the account, do the steps to Recall an Account From an Agency or Attorney to recall the account manually.

> **Pending Recall in Days:** Date to generate the pending recall file automatically. When you specify a date, the system calculates the number of days between the current date and the pending recall date.

> **Final Recall After Pending in Days:** Date to generate the final recall file automatically. When you specify a date, the system calculates the number of days between the pending and final recall dates.

> **Change Desk After Auto Recall:** Desk to assign to the account after it's recalled automatically from the agency or attorney.

2. Complete the information and then click **OK**. The **AIM Place** menu option becomes unavailable to indicate that the account placement is pending. When a user generates placement files for the agency or attorney using the AIM program, AIM includes the account in the file. Latitude then displays the AIM Card.

Recall an Account From an Agency or Attorney

Use the **AIM Recall** dialog box to flag for recall an account that your organization placed with an outside collection agency or attorney. If the system already flagged the account for automatic recall, doing this step isn't necessary.

> **Notes:**
>
> - If the AIM Recall menu option is visible and available, the account is available for recall from an outside agency or attorney.
>
> - If the AIM Recall menu option is visible but not available, the account is pending recall from an outside agency or attorney. A pending recall occurs when a user recalls an account manually or when the automatic recall date has passed.

To recall an account from an agency or attorney

1. In the **Account** toolbar, click **AIM Recall**.

Recall Reason: Reason that you are recalling the account from the outside collection agency or attorney.

Move to Desk: Desk to assign to the account when the system generates the recall file. If you don't want to change the desk assignment, leave this list box blank.

2. Complete the information and then click **OK**. The **AIM Recall** menu option becomes unavailable to indicate that the account recall is pending. When a user generates recall files for the agency or attorney using the AIM program, AIM includes the account in the file. Latitude removes the AIM Card.

Manage Interest

Use the **Manage Interest** dialog box to start or stop client-level interest for the account displayed in the **Work Form**. You must have the Allow Start/Stop Interest Permission and your organization must have configured interest at the client level. For more information, see Client Interest.

To manage interest

1. In the **Account** toolbar, click **Interest**.

Current Rate: Current interest rate. If you set a rate at the account level, the system displays that rate. If you didn't set a rate at the account level, the system displays the customer rate unless one doesn't exist. If no rate exists, this box displays "0%".

Interest Status: Indicates whether the account-level interest has started or stopped. If you didn't set a rate at the account level, this box displays "N/A".

Effective Date: Date the interest rate took effect. If no rate exists, this box is blank.

2. Do one of the following:

- To start client-level interest on the account, click **Start**.

- To stop client-level interest on the account, click **Stop**.

Collection Holds

Collection Holds

You can place collection holds at the account level or customer level to suspend outbound collection activity for a specific number of days. Holds do not prevent inbound activity. Holds don't suspend communication templates that your organization flagged to ignore holds.

Account-level hold

An account-level hold suspends activity for all parties on a specific account Collection activity continues on other accounts for which the parties are responsible. An account-level hold:

- Suspends outbound collection activity on the account.

- Suspends outbound letters, email messages, and SMS communications to parties on the account.

- Excludes the account from dialer campaigns. Users can still click to dial calls and dial calls manually.

- Excludes the account from work queues.

- Suspends interest accrual for the account.

Customer-level hold

A customer-level hold suspends activity for a specific party on the specific account only. Collection activity continues for other parties on the account. Collection activity also continues on other accounts for which the party is responsible. A customer-level hold:

- Suspends outbound collection activity on the account for the specific party.

- Suspends outbound letters, email messages, and SMS communications to the specific party on the account.

Place an Account-Level Hold

Use the **Manage Holds** dialog box to place a collection hold at the account-level. You must have the Allow Creation of Holds Permission.

To place an account-level hold

1. In the **Account** toolbar, click **Holds**.

2. In the **Options** list box, click **Account**.

Manage Holds

Options: Account

Hold Days:

Reason:

Place Account Hold   Close   Help

Hold Days: Number of days to place the account on hold.

Reason: Reason for placing an account-level hold on the account.

3. Complete the information and then click **Place Account Hold**. The system displays a message on the Account Status Card to indicate an account hold.

Place a Customer-Level Hold

Use the **Manage Holds** dialog box to place a collection hold at the customer-level. You must have the Allow Creation of Holds Permission.

To place a customer-level hold

1. In the **Account** toolbar, click **Holds**.

2. In the **Options** list box, click **Customer**.

Manage Holds

Options: Customer

Hold Days:

Reason:

                 Place Customer Hold   Close   ❷ Help

        Hold Days: Number of days to place the account on hold.

        Reason: Reason for placing a customer-level hold on the account.

3. Complete the information and then click **Place Customer Hold**. The system displays a message on the Account Navigator card to indicate a collection hold.

Remove an Account-Level Hold

Use the **Manage Holds** dialog box to remove an account-level collection hold. Latitude removes holds automatically on the expiration date. You must have the Allow Creation of Holds Permission.

To remove an account-level hold

1. In the **Account** toolbar, click **Holds**.

2. In the **Options** list box, click **Account**.

Manage Holds

Options: Account

Expiration Date: 8/14/14

Reason: test

                 Remove Account Hold   Close   ❷ Help

3. Click **Remove Account Hold**.

Remove a Customer-Level Hold

Use the **Manage Holds** dialog box to remove a customer-level collection hold. Latitude removes holds automatically on the expiration date. You must have the Allow Creation of Holds Permission.

To remove a customer-level hold

1. In the **Account** toolbar, click **Holds**.

2. In the **Options** list box, click **Customer**.

Manage Holds

Options:	Contact
Expiration Date:	9/4/14
Reason:	Test

Remove Contact Hold | Close | ? Help

3. Click **Remove Customer Hold**.

Task Panels

Task Panels

The **Task** panels allow you to maintain information for the account displayed in the **Work Form**. This section contains a **Task Panel** navigation tree, which allows you to open the panels. The panels available to you are based on how your organization configured the Task Panels Permission.

Arrangements

Arrangements

Use the **Arrangements** panel to create proposed payment arrangements and convert them to scheduled arrangements for the account displayed in the **Work Form** and any selected joined accounts. Parties only need one arrangement to cover their total liability (their joint accounts plus any individual accounts with the same client) regardless of the number of accounts. Any party on a joint account can arrange to pay the joint balance in full. The system reflects payments applied to a joined account on the balance of the linked parties' total liability.

Joined accounts

You can pursue each party on a joined account individually as all parties are responsible for the debt. The parties appear in dialing campaigns, letter campaigns, and work queues as if they had separate debts. For example, party A has joint responsibility for a debt and has an individual account. When you contact party B about the joint account, the system doesn't include the individual account for party A as part of the balance that party B owes.

A party on a joint account can offer payment to cover the liability for all parties on the account. You remove the other parties' liability to pay (but not their responsibility). If one party claims liability, you cannot contact the other parties for payment unless the primary party defaults on the arrangement. For example, if party A takes sole liability for the joint account with party B, you cannot contact party B about the joint account. You can, however, contact party B about other individual accounts that belong to party B. If party A's arrangement fails, you reinstate liability and pursue party B. Don't apply payments to the joint account that you receive from a party relieved of their joint liability unless:

- The party relieved of liability doesn't have a sole liability account to apply the payment.

- The party solely responsible for the joint account specifically requests that you apply the payment to the joint account.

- The party relieved of liability requests that you reinstate the liability.

You can create a single arrangement to cover the joint account and any individual accounts a party owns. The system splits the payments across the joint and individual debts as follows:

- If no parties on the joint account assume sole liability, each party's contribution to the joint account (from their individual arrangement) reduces the joint liability. For example, party A arranges to pay $100 per month and the system allocates $20 of that amount to the joint account. Party B arranges to pay $50 per month and the system allocates $10 of that amount to the joint account. The balance on the joint account decreases by $30.

- If a party on the joint account assumes sole liability, the other parties' arrangement covers their individual accounts only unless one of the other parties indicates otherwise. For example, party A assumes liability and arranges to pay $100 per month. The system allocates $20 of that amount to the joint account. Party B arranges to pay $50 per month and the system allocates nothing to the joint account except at the request of party B.

SIF arrangements

Custodian determines whether a customer fulfilled a Settled in Full (SIF) arrangement when the SIF arrangement doesn't use a credit card or ACH payment method. If the customer fulfilled the SIF arrangement, Custodian changes the account status to SIF and closes the account.

Propose a Payment Arrangement

Use the **Payment Negotiator** card in the **Arrangements** panel of the **Work Form** to propose a credit card, ACH, paper draft, or promise payment arrangement for an account. You can schedule payments for the current date or future dates only.

If your organization configured the Allow Overpayments permission to allow overpayment arrangements, you can create a single payment arrangement for an amount that exceeds the account balance but doesn't exceed the maximum overpayment amount allowed.

To propose a payment arrangement

1. In the **Task Panel** navigation tree, click **Arrangements**.

Joined Accounts card

If the account displayed in the **Work Form** currently is a joined account, the system displays the **Joined Accounts** card. If the account is not a joined account, the system hides this card. By default, the system selects the check box next to the account displayed in the **Work Form** currently and includes it first in the list. Then, the system lists all other accounts associated to the *customer* displayed in the **Work Form** currently. If there are closed accounts in the list, they appear in red.

Total: Refreshes the data in the **Joined Accounts** card.

Select/Deselect All Active: Selects or clears the check boxes next to each account.

[Include Account]: If selected, the system includes the account in the arrangement and in the total account balance.

Payment Negotiator card

Method: Method to use to process the payments. You can select an existing payment method or click the plus sign (+) to add one. If you select "Promise," specify the payment type the party promises to use to pay. The system doesn't display expired credit cards in this list box.

Start Date: Due date for the first payment in the arrangement.

Amount: Amount of each payment. This amount defaults to a single payment for the total amount due on the account, excluding surcharges. If you set the indicator to "ON," specify the amount of each payment. If you set the indicator to "OFF," the system calculates the payment amount based on the account balance and number of payments specified, if any.

First Amount: Down payment amount. Specify an amount here when the customer wants to pay an amount on the first payment that differs from the remaining payments. For example, the customer wants to pay $300 down and $200 per month for the remaining balance.

Frequency: How often a payment is due on the account. If you select "Monthly," specify the day of the month the payment is due (for example, the fifth day of the month). If you select "Monthly Pick," specify the time of the month payment is due. For example, the first Friday of the month. If you select "Four Weekly," the frequency is one payment every four weeks. If you select "Daily," the system still skips weekends and holidays.

Surcharge Amount: Amount to include as a surcharge for each payment in the arrangement. If you have the appropriate permissions, an "ON" indicator appears. To remove the surcharge, set the indicator to "OFF." The system removes the surcharge amount. For more information about surcharges, see Surcharge Rules.

 # Payments: Number of payments in the arrangement. If you set the indicator to "ON," specify the number of payments. If you set the indicator to "OFF," the system calculates the number of payments based on the account balance and payment amount.

Total: Total scheduled amount for all the payments in the arrangement, excluding surcharges. If you set the indicator to "ON," specify the total payment amount. If you set the indicator to "OFF," the system calculates the total payment amount based on the account balance, number of payments, and interest accrual amount.

Surcharge Total: Total surcharge amount for all the payments in the arrangement. If you specify the number of payments, the system calculates and displays the surcharge amount immediately. Otherwise, the system calculates it after you propose the arrangement.

Gross Total: Total payment amount, including surcharges.

Negotiated: Total payment amount negotiated, excluding any surcharges. The system calculates this amount. This box displays when the **Is Settlement** check box is cleared.

Overpay Mode: If you set the indicator to "ON," the system allows you to create a single payment arrangement for an amount that exceeds the account balance but doesn't exceed the maximum overpayment amount allowed. If you set the indicator to "OFF," the system doesn't limit the payment arrangement to a single payment only. For more information about creating an overpayment arrangement, see Create a Payment Arrangement for an Overpayment.

Is Settlement: If selected, this payment arrangement settles the account in full, regardless of the account balance. If there is an existing scheduled payment ready to process in the **Scheduled Payments** card or your organization doesn't allow SIF arrangements, the system hides this check box. You cannot schedule a SIF arrangement until you process the scheduled payment.

Minimum: Percent of the account balance to pay. This box displays when the **Is Settlement** check box is selected. If you specify a percent, the system calculates the settlement amount. If the amount is below the minimum settlement amount allowed, the system places the arrangement on hold and displays a message indicating the settlement amount requires approval.

[Amount]: Amount of the account balance to pay. This box displays when the **Is Settlement** check box is selected. If you specify an amount, the system calculates the settlement percent.

Bank Account #: Eight-digit number that identifies the bank account from which to draw a Direct Debit payment. The system displays this box when the payment method is "Direct Debit."

Bank Sort: Six-digit sort code used to validate the bank account number. The system displays this box when the payment method is "Direct Debit."

2. Do one of the following:

To create an arrangement for...	Do the following...
One or more accounts where the payment doesn't exceed the account balance...	In the **Payment Negotiator** card, complete the arrangement information and then click **Propose**.
One or more joined accounts where the payment exceeds the account balance...	a. In the **Payment Negotiator** card, set the **Overpay Mode** to "On." b. In the **Joined Accounts** card, do the following: • To include a joined account in the arrangement, select the check box next to the account number.

To create an arrangement for...	Do the following...
	• In the **[Amount]** box for each selected account, type the payment amount to arrange for that account. • Click **Calculate Total**. The system displays the total payment amount for all selected accounts in the **Total Payment** box. c. In the **Payment Negotiator** card, specify the arrangement method; start date; and frequency, and then click **Propose**. **Note:** If the amount in the **Total Payment** box exceeds the overpayment amount allowed, an error message displays. In the **Joined Accounts** card, change the payment amount for one or more accounts so that the total payment amount doesn't exceed the overpayment limit and then click **Propose**.
A single, non-joined account where the payment exceeds the account balance...	a. In the **Payment Negotiator** card, set the **Overpay Mode** to "On." **Payment Negotiator** Method: Select a payment ... Start Date: 10/9/2019 Amount: $ 200 ON Frequency: Monthly Day 9 Surcharge Amount $0.00 Total: $200.00 Surcharge Total Will be calculated Gross Total Will be calculated Negotiated: $200.00 Overpay Mode: ON PIF Mode Propose ❷ Help b. Specify the method; start date; amount; and frequency, and then click **Propose**. **Note:** If the payment amount exceeds the overpayment amount allowed, an error message displays. Change the payment amount to an amount that doesn't exceed the overpayment limit and then click **Propose**.

The payment arrangement appears in the **Scheduled Payments** card.

Scheduled Payments: $400.00 Total Surcharges: $0.00

Hold?	Date	Surcharge	Amount	Total	Method	Payer	Status
▸	Nov 2, 2016	$0.00	$100.00	$100.00	Promise - CASH	Roy Wiesen	Proposed
▸	Dec 2, 2016	$0.00	$100.00	$100.00	Promise - CASH	Roy Wiesen	Proposed
▸	Jan 3, 2017	$0.00	$100.00	$100.00	Promise - CASH	Roy Wiesen	Proposed
▸	Feb 2, 2017	$0.00	$100.00	$100.00	Promise - CASH	Roy Wiesen	Proposed

Delete All   Edit   Save

Note: If an account in the arrangement has a "closed" status, a message displays indicating that you cannot propose an arrangement on a closed account. Remove the closed account from the arrangement.

Scheduled Payments: Total scheduled payment amount, excluding surcharges.

Total Surcharges: Total surcharge amount for all the payments in the arrangement.

Hold?: Indicates whether the scheduled payment is on hold. The system doesn't process payments that are on hold.

Date: Date to process the payment.

Surcharge: Amount to include as a surcharge for the payment.

Amount: Amount of the payment, excluding surcharges.

Total: Total amount to process for the payment, including surcharges.

Method: Payment method to use (for example, credit card, ACH, paper draft, or promise).

Payer: Party on the account who arranged the payment.

Status: Status of the payment.

3. In the **Scheduled Payments** card, do the following:

- To view details for a scheduled payment in a joined account arrangement, in the data grid, click the arrow for the row to view.

- To add payments to the arrangement, complete the information in the **Payment Negotiator** card and then click **Propose**.

- To save the proposed arrangement, click **Save**. If the payment arrangement has a status of "proposed," the system changes it to "scheduled." If the account has at least one SIF arrangement, "Settlement in Progress" appears next to the "Scheduled Payments" heading.

- To delete all the payments in the arrangement, click **Delete All**, and in the confirmation dialog box, click **Yes**.

Modify a Payment Arrangement

Use the **Scheduled Payments** card in the **Arrangements** panel of the **Work Form** to modify a proposed or scheduled payment arrangement for an account.

To modify a payment arrangement

1. In the **Task Panel** navigation tree, click **Arrangements**.

Joined Accounts card

If the account displayed in the **Work Form** currently is a joined account, the system displays the **Joined Accounts** card. If the account is not a joined account, the system hides this card. By default, the system selects the check box next to the account displayed in the **Work Form** currently and includes it first in the list. Then, the system lists all other accounts associated to the *customer* displayed in the **Work Form** currently. If there are closed accounts in the list, they appear in red.

Total: Refreshes the data in the **Joined Accounts** card.

Select/Deselect All Active: Selects or clears the check boxes next to each account.

[Include Account]: If selected, the system includes the account in the arrangement and in the total account balance.

Payment Negotiator card

Start Date: Due date for the first payment in the arrangement.

Amount: Amount of each payment. This amount defaults to a single payment for the total amount due on the account, excluding surcharges. If you set the indicator to "ON," specify the amount of each payment. If you set the indicator to "OFF," the system calculates the payment amount based on the account balance and number of payments.

First Amount: Down payment amount. Specify an amount here when the customer wants to pay an amount on the first payment that differs from the remaining payments. For example, the customer wants to pay $300 down and $200 per month for the remaining balance.

Frequency: How often a payment is due on the account. If you select "Monthly," specify the day of the month the payment is due (for example, the fifth day of the month). If you select "Monthly Pick," specify the time of the month payment is due. For example, the first Friday of the month. If you select "Four Weekly," the frequency is one payment every four weeks. If you select "Daily," the system still skips weekends and holidays.

Surcharge Amount: Amount to include as a surcharge for each payment in the arrangement. If you have the appropriate permissions, an "ON" indicator appears. To remove the surcharge, set the indicator to "OFF." The system removes the surcharge amount. For more information about surcharges, see Surcharge Rules.

Note: If you change the surcharge amount at the payment method or client fee level after creating an arrangement, the system doesn't reflect the change here unless you change the payment method.

 # Payments: Number of payments in the arrangement. If you set the indicator to "ON," specify the number of payments. If you set the indicator to "OFF," the system calculates the number of payments based on the account balance and payment amount.

Total: Total scheduled amount for all the payments in the arrangement, excluding surcharges. If you set the indicator to "ON," specify the total payment amount. If you set the indicator to "OFF," the system calculates the total payment amount based on the account balance, number of payments, and interest accrual amount.

Note: You cannot change the payment method in the **Payment Negotiator** until you save the proposed arrangement.

2. To add payments to the arrangement, complete the information in the **Payment Negotiator** card and then click **Propose**. The payments appear in the **Scheduled Payments** card.

Note: If an account in the arrangement has a "closed" status, a message displays indicating that you cannot propose an arrangement on a closed account. Remove the closed account from the arrangement.

3. To modify a payment, in the **Scheduled Payments** card, click **Edit** and then modify the following information as necessary.

Delete icon: Click to delete the payment.

Hold?: If selected, the system places the payment on hold and doesn't process it when the due date arrives.

Date: Date to process the payment.

Surcharge: Amount to include as a surcharge for the payment. To modify the surcharge amount, delete the arrangement and recreate it.

Amount: Payment amount, excluding surcharges.

Total: Total amount to process, including surcharges.

Method: Payment method to use to process the payment (for example, credit card, ACH, paper draft, or promise). You can select an existing payment method or click the plus sign (+) to add one.

Payer: Party on the account who arranged the payment.

Status: Status of the payment. The system populates the status.

> **Pre Post:** The system processed the payment with the vendor but hasn't posted it to the account. You cannot modify pre-post payments.
>
> **Proposed:** Payment is part of a proposed payment arrangement.
>
> **Scheduled:** Payment is scheduled for processing.

5. When finished modifying the arrangement, click **Save**. If the payment arrangement has a status of "proposed," the system changes it to "scheduled." If the account has at least one SIF arrangement, "Settlement in Progress" appears next to the "Scheduled Payments" heading.

Tip: To delete all the payments in the arrangement, click **Delete All**, and in the confirmation dialog box, click **Yes**.

Override a Payment Spread

Use the **Override Payment Spread** dialog box to override the configured payment spread and specify the order in which to spread payments across the linked accounts in the arrangement. This option is not available for non-linked accounts. All clients in the arrangement must have the Override Payment Spread permission.

To override a payment spread

1. In the **Task Panel** navigation tree, click **Arrangements**.

2. In the **Scheduled Payments** card, click **Edit**.

3. Click **Override Payment Spread**. The **Override Payment Spread** dialog box appears.

Enable Override Payment Spread: If selected, the system allows you to specify the payment spread order.

[Payment Spread Order]: Order in which to spread payments across the accounts. The system applies the payment to the account with a payment spread order of one (1) first and continues in sequential order until no payment amount remains to apply.

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

Client Code: Unique code that your organization assigned to identify the client.

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

Balance: Current amount due on the account.

Status: Unique code that identifies the account status.

4. Click **Override**. The **Override Payment Spread** dialog box closes.

5. In the **Scheduled Payments** card, click **Save**. The system saves the override settings you specified and displays "Custom Spread Override Enabled" in the Payer column of the **Scheduled Payments** card. (Click the arrow next to the Hold? column to see the message.) If the payment arrangement has a status of "proposed," the system changes it to "scheduled." If the account has at least one SIF arrangement, "Settlement in Progress" appears next to the "Scheduled Payments" heading.

Payment Instruments

Payment Instruments

You can add and select credit card and ACH payment instruments when scheduling payment arrangements. To reuse a payment instrument, save it to the customer's wallet.

Add a Credit Card

Use the **Card** tab in the **Payment Instrument** dialog box to add a credit card to the **Method** list box. You must have the Credit Cards Permission.

To add a credit card

1. In the **Task Panel** navigation tree, do one of the following:

   - Click **Payments**.

- Click **Arrangements**.

2. Click the plus sign (**+**) next to the **Method** list box. The **Payment Instrument** dialog box appears.

3. Click the **Add** tab and then click **Card**.

Card #: Credit card number.

Name: Name as it appears on the credit card.

Expiration: Credit card expiration month and year.

Security Code: Three-digit security code that appears on the back of the credit card.

Save to Wallet: If selected, the system saves the credit card information to the customer's wallet using the following naming convention: "[Name on credit card]-CC-[last four digits of the credit card account number]." For example, "John Smith-CC-1111." The system tokenizes the credit card information. When taking a payment in the future, you can select this credit card and the system uses Payment Vendor Gateway to retrieve the token.

Replace Existing?: If selected, the system replaces an existing credit card that you specify with this new credit card. Select the check box and then click the credit card to replace. If no credit cards exist, the system doesn't display this check box.

4. Complete the information and then click **OK**. The credit card is available for selection in the **Method** list box.

> **Note:** If the credit card does not match an existing credit card type (for example, Visa), an error message appears. For more information about maintaining credit card types, see *Credit Card Types*.

Add an ACH or Paper Draft Account

Use the **ACH** or **Paper Draft** tab in the **Payment Instrument** dialog box to add an Automated Clearing House (ACH) or paper draft account to the **Method** list box.

To add an ACH or paper draft account

1. In the **Task Panel** navigation tree, do one of the following:

    - Click **Payments**.

    - Click **Arrangements**.

2. Click the plus sign (**+**) next to the **Method** list box. The **Payment Instrument** dialog box appears.

3. Click the **Add** tab and then click **ACH** or **Paper Draft**.

Routing Information: Bank routing number.

Account Number: Checking or savings account number.

Checking: If selected, the account is a checking account.

Savings: If selected, the account is a savings account.

Name: Name on the checking or savings account.

Use Current Address as Billing Address: If selected, use the customer's address that is on file as the billing address.

Address: If the **Use Current Address as Billing Address** check box is cleared, the address boxes are available. Type the street address, city, state, and postal code associated to the account.

Save to Wallet: If selected, the system saves the information to the customer's wallet using the following naming convention: "Type-[last four digits of the account number]." For example, "ACH-4545" or "PD-4545." The system tokeinzes the account information. When taking a payment in the future, you can select this account and the system uses Payment Vendor Gateway to retrieve the token.

Replace Existing?: If selected, the system replaces an existing account of this type that you specify with this new account. If no accounts of this type exist, the system doesn't display this check box.

4. To search for a routing number, do the steps to Search for an ABA Routing Number.

5. Complete the information and then click **OK**. The ACH or paper draft account is available for selection in the **Method** list box.

Add a Direct Debit Account

Use the **Direct Debit** tab in the **Payment Instrument** dialog box to add a Direct Debit account to the **Method** list box for one-time use only. You cannot save the account to the wallet. You must have the Direct Debit Permission.

To add a Direct Debit account

1. In the **Task Panel** navigation tree, do one of the following:

   - Click **Payments**.

   - Click **Arrangements**.

2. Click the plus sign (**+**) next to the **Method** list box. The **Payment Instrument** dialog box appears.

3. Click the **Add** tab and then click **Direct Debit**.

Bank Account #: Eight-digit number that identifies the bank account from which to draw Direct Debit payments.

Bank Sort: Six-digit sort code used to validate the bank account number.

4. To view the Direct Debit guarantee for the account, click **DD Guarantee**.

5. When finished, click **OK**.

6. Complete the information to add the Direct Debit and then click **OK**. The Direct Debit account is available for selection in the **Method** list box.

Search for an ABA Routing Number

Use the **Add** tab in the **Payment Instrument** dialog box to search for a financial institution's American Bankers Association (ABA) routing number for a checking or savings account.

To search for an ABA routing number

1. In the **Task Panel** navigation tree, do one of the following:

- Click **Payments**.

- Click **Arrangements**.

2. Click the Search icon next to the **Method** list box. The **Payment Instrument** dialog box appears.

3. Click the **Add** tab and then click **ACH** or **Paper Draft**.

4. Click the Search icon next to **Routing Information**. The search options appear.

5. Do one of the following:

- To search by address. click **Address** and then type the address criteria.

- To search by phone number, click **Phone #** and then type the full or partial phone number.

- To search by bank name, click **Bank name** and then specify the full or partial name of the financial institution.

6. Click **Search**. The search results appear.

7. Scroll to locate the financial institution and then click **Select**. The system populates the **Routing Information** box.

8. Continue the steps to Add an ACH or Paper Draft Account.

Search for a Credit Card

Use the **Lookup** tab in the **Payment Instrument** dialog box to search for a credit card and add it to the **Method** list box.

To search for a credit card

1. In the **Task Panel** navigation tree, do one of the following:

   - Click **Payments**.

   - Click **Arrangements**.

2. Click the Search icon next to the **Method** list box. The **Payment Instrument** dialog box appears.

3. Click the **Lookup** tab and then click **Card**.

4. In the **Last Four Digits** box, type the last four digits of the credit card number and then click **Lookup**. The system displays the credit card in the **Method** list box.

Search for an ACH or Paper Draft Account

Use the **Lookup** tab in the **Payment Instrument** dialog box to search for an Automated Clearing House (ACH) or paper draft account and add it to the **Method** list box.

To search for an ACH or paper draft account

1. In the **Task Panel** navigation tree, do one of the following:

    -   Click **Payments**.

    -   Click **Arrangements**.

2. Click the Search icon next to the **Method** list box. The **Payment Instrument** dialog box appears.

3. Click the **Lookup** tab and then click **ACH** or **Paper Draft**.

4. In the **Last Four Digits** box, type the last four digits of the account number and then click **Lookup**. The system displays the account in the **Method** list box.

Delete a Wallet Item

Use the **Wallet** tab in the **Payment Instrument** dialog box to delete a credit card, ACH, or paper draft account from the customer's wallet.

To delete a wallet item

1. In the **Task Panel** navigation tree, do one of the following:

   - Click **Payments**.

   - Click **Arrangements**.

2. Click the Wallet icon next to the **Method** list box. The **Payment Instrument** dialog box appears.

3. Click the **Wallet** tab.
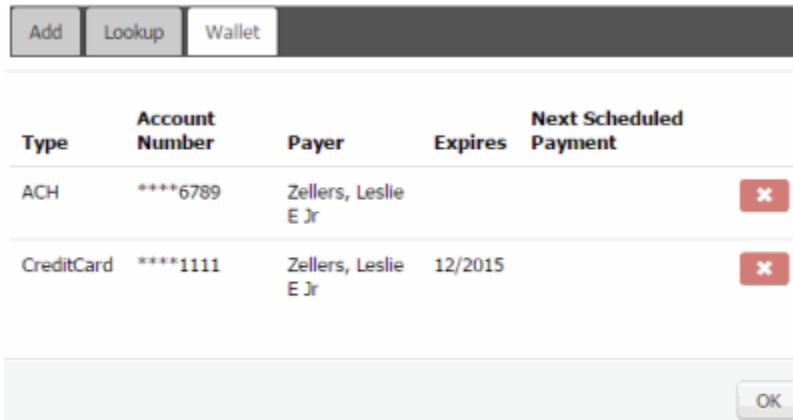
4. Click the **X** next to the wallet item and then click **OK**.

5. In the confirmation dialog box, click **Yes**.

Reschedule a Payment Arrangement

Use the **Scheduled Payments** card in the **Arrangements** panel of the **Work Form** to reschedule a payment arrangement.

To reschedule a payment arrangement

1. In the **Task Panel** navigation tree, click **Arrangements**.
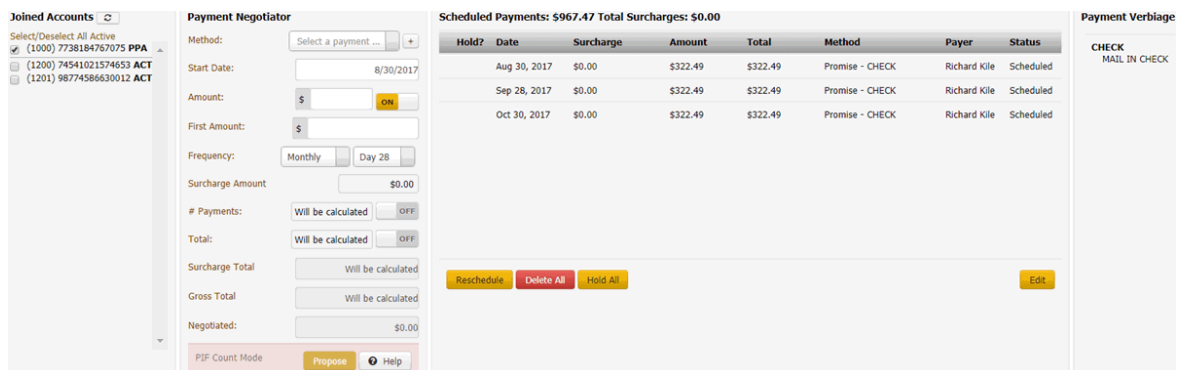
2. Click **Reschedule**. The system displays the Payment Negotiator in rescheduling mode.

Joined Accounts card

If the account displayed in the **Work Form** currently is a joined account, the system displays the **Joined Accounts** card. If the account is not a joined account, the system hides this card. By default, the system selects the check box next to the account displayed in the **Work Form** currently and includes it first in the list. Then, the system lists all other accounts associated to the *customer* displayed in the **Work Form** currently. If there are closed accounts in the list, they appear in red.

Total: Refreshes the data in the **Joined Accounts** card.

Select/Deselect All Active: Selects or clears the check boxes next to each account.

[Include Account]: If selected, the system includes the account in the arrangement and in the total account balance.

Payment Negotiator card

Method: Method to use to process the payments. You can select an existing payment method or click the plus sign (+) to add one. If you select "Promise," specify the payment type the party promises to use to pay. The system doesn't display expired credit cards in this list box.

Start Date: Due date for the first payment in the arrangement.

Amount: Amount of each payment. This amount defaults to a single payment for the total amount due on the account, excluding surcharges. If you set the indicator to "ON," specify the amount of each payment. If you set the indicator to "OFF," the system calculates the payment amount based on the account balance and number of payments.

First Amount: Down payment amount. Specify an amount here when the customer wants to pay an amount on the first payment that differs from the remaining payments. For example, the customer wants to pay $300 down and $200 per month for the remaining balance.

Frequency: How often a payment is due on the account. If you select "Monthly," specify the day of the month the payment is due (for example, the fifth day of the month). If you select "Monthly Pick," specify the time of the month payment is due. For example, the first Friday of the month. If you select "Four Weekly," the frequency is one payment every four weeks. If you select "Daily," the system still skips weekends and holidays.

Surcharge Amount: Amount to include as a surcharge for each payment in the arrangement. If you have the appropriate permissions, an "ON" indicator appears. To remove the surcharge, set the indicator to "OFF." The system removes the surcharge amount. For more information about surcharges, see Surcharge Rules.

 # Payments: Number of payments in the arrangement. If you set the indicator to "ON," specify the number of payments. If you set the indicator to "OFF," the system calculates the number of payments based on the account balance and payment amount.

Total: Total scheduled amount for all the payments in the arrangement, excluding surcharges. If you set the indicator to "ON," specify the total payment amount. If you set the indicator to "OFF," the system calculates the total payment amount based on the account balance, number of payments, and interest accrual amount.

Is Settlement: If selected, this payment arrangement settles the account in full, regardless of the account balance. If there is an existing scheduled payment ready to process in the **Scheduled Payments** card or your organization doesn't allow SIF arrangements, the system hides this check box. You cannot schedule a SIF arrangement until you process the scheduled payment.

Minimum: Percent of the account balance to pay. This box displays when the **Is Settlement** check box is selected. If you specify a percent, the system calculates the settlement amount. If the amount is below the minimum settlement amount allowed, the system places the arrangement on hold and displays a message indicating the settlement amount requires approval.

[Amount]: Amount of the account balance to pay. This box displays when the **Is Settlement** check box is selected. If you specify an amount, the system calculates the settlement percent.

3. Modify the information and then click **Propose**. The rescheduled payment arrangement appears in the **Scheduled Payments** card with a "proposed" status.

Note: If an account in the arrangement has a "closed" status, a message displays indicating that you cannot propose an arrangement on a closed account. Remove the closed account from the arrangement.

4. To save the arrangement, click **Save**. If the payment arrangement has a status of "proposed," the system changes it to "scheduled." If the account has at least one SIF arrangement, "Settlement in Progress" appears next to the "Scheduled Payments" heading.

Place All Scheduled Arrangements on Hold

Use the **Scheduled Payments** card in the **Arrangements** panel of the **Work Form** to place all scheduled payments in an arrangement on hold.

To place all scheduled arrangements on hold

1. In the **Task Panel** navigation tree, click **Arrangements**.
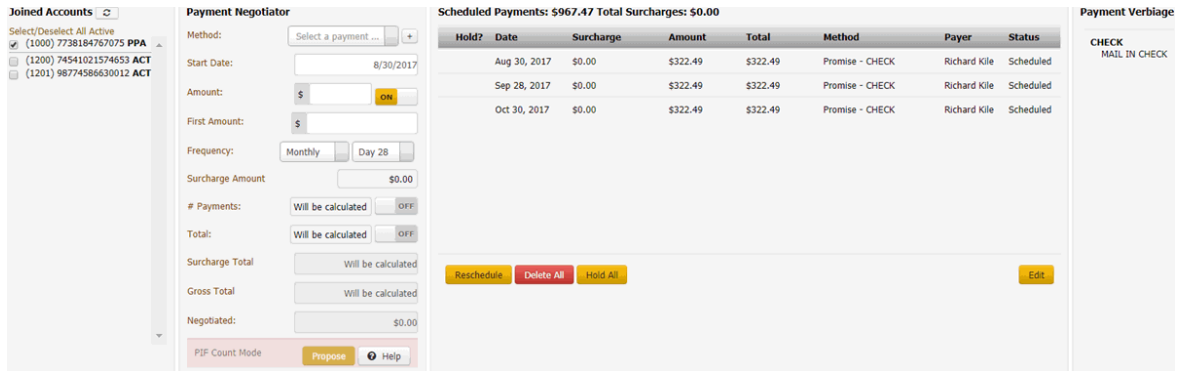
2. Click **Hold All** and in the confirmation dialog box, click **OK**. The system places a red padlock icon in the Hold column of the data grid. This feature isn't available for Direct Debit payment arrangements.

3. To remove the hold, click **Unhold All** and in the confirmation dialog box, click **OK**. The system removes the red padlock icon from the Hold column of the data grid.

Approve or Deny a SIF Arrangement

Use the **Scheduled Payments** card in the **Arrangements** panel of the **Work Form** to approve or deny a SIF arrangement with a settlement amount that falls below the minimum settlement amount allowed. The system places the arrangement on hold until you approve it.

Note: If you don't have permission to approve or deny the SIF arrangement, assign the account to the Supervisor queue for processing. For more information about permissions, see the "% Allowed Below Minimum" policy in the User Policy Permission.

To approve or deny a SIF arrangement

1. In the **Task Panel** navigation tree, click **Arrangements**.
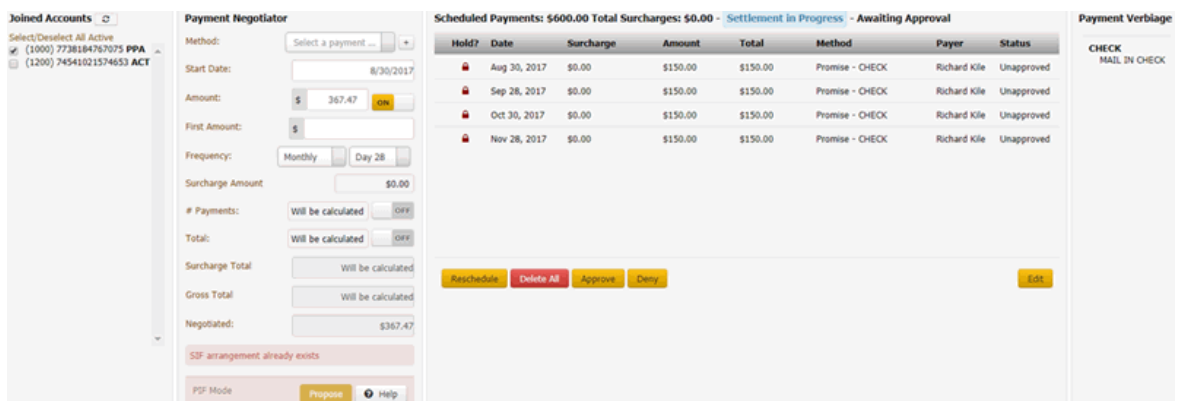
2. In the **Scheduled Payments** card, do one of the following:

- To approve the SIF arrangement, click **Approve**. Latitude removes the hold and changes the status to "scheduled."

- To deny the SIF arrangement, click **Deny**. Latitude deletes the arrangement.

Account Selection

The **Arrangements** panel defaults to the account displayed in the **Work Form** and the party selected in the Account Navigator card. If the account is linked or the party is the primary party on the account, the system displays the **Account Selection** data grid. The data grid includes accounts based on the trust accounting configuration for the parties on the accounts. If you assigned all accounts to the general trust account or the configuration permits posting to the general trust account instead of the party's trust account, you can select multiple accounts. If the party on an account has its own trust account and doesn't permit deposits to the general trust account, only select accounts configured to use the same trust account.

Payment Spread Selection

If you selected multiple accounts for the arrangement and your organization configured the Payment Spread Permission, you can specify a payment spread method. Otherwise, the system sets a default payment spread method.

Payment Spread Method	Rule
In order	• The system applies payments to the accounts in the selected order (for example, current balance, original balance, customer priority). • When a party pays an account to satisfaction, the system applies any remaining payment amount to the next account in the order until there are no more payments or all accounts are paid. • If you have permissions to select a payment spread, you can also specify the order of the accounts manually.
Even	• The system splits payments evenly across all selected accounts. • When a party pays an account to satisfaction, the system applies any remaining payment amount evenly to the remaining accounts.
Proportional	The system splits payments proportionally across all selected accounts based on the projected current balance on the date of the payment. In theory, if you set the arrangement to satisfy all accounts, all selected accounts are paid to satisfaction on the same payment.
Priority	• The system applies payments toward the selected accounts based on the priority of the customer. • If multiple accounts belong to customers with the same priority, the system applies payments proportionally to the projected current balance on the date of the payment.

Payment Spread Method	Rule
Fee	• The system applies payments toward the selected accounts in the order of the payment yielding the highest amount of fee for the agency. • For each payment, the system calculates the projected fee using the fee schedules for the accounts for the full amount of the payment. The system sorts accounts by that projected fee in descending order and spreads the payment over those accounts in that order.

Settlement Selection

If you have the appropriate permissions and select multiple accounts, you can specify a settlement amount for each account or all accounts proportionally based on the minimum settlement percentage of each account. You can also specify a lock-in settlement percent for a single account and then adjust the percentages on the other accounts.

Policies can alter the blanket settlement percentage set at the client level that drives the minimum settlement percentages for each account.

- The system can adjust the settlement percentage by a set number of percentage points based on the state in which the party resides.

- The system can adjust the settlement percentage by a set number of percentage points, a percentage of the settlement, or override it by a set percentage for the current user.

- If the payment instrument policy doesn't allow settlements below the blanket settlement and the adjusted settlement percentage is below the blanket settlement, the system sets it to the blanket settlement.

The system can also apply the settlement percentage to one of the following calculated money amounts:

- **Net original balance with interest:** Original balance plus all adjustment transactions and accrued interest.

- **Net original:** Original balance and all adjustment transactions without accrued interest.

- **Original balance with interest:** Original balance plus accrued interest but without adjustment transactions.

- **Original balance:** Original balance without adjustment transactions or accrued interest.

- **Current balance:** Current balance of the account at the time you take the arrangement.

The system can apply a second settlement percentage toward the current balance for accounts that already have partial payments and both amounts need satisfied to create a settlement arrangement. For example, the original balance of the account was $100.00. The blanket settlement percentage is 60% and there was a payment of $60.00 on the account. The account technically already meets the

settlement requirements. By specifying a 20% current balance requirement to create a settlement arrangement, you must create an arrangement of at least $8.00. Otherwise, with no additional requirements for a settlement, you can create an arrangement for a penny and have that considered a settlement arrangement.

Payment Arrangement Types

There are three types of payment arrangements that you can negotiate. All three types allow you to negotiate them as a settlement.

- **Single Payment:** For the current date or a future date, and for a specific amount or a percentage of the balance. The payment results summary shows the amount paid or promised, the balance remaining on the account, and the balance percent paid or remaining.

- **Recurring Payments:** Start on a specific date, occur with the same frequency (for example, weekly or monthly), and are for an equal amount. You can adjust individual payment dates and amounts; however, if you modify the other parameters, the system doesn't save your date and amount changes. The payment results summary shows the amount and date of each payment, and the balance remaining on the account after the entire stream.

- **Recurring PIF or SIF payments:** Start on a specific date and occur with the same frequency (for example, weekly or monthly). The system splits the payment amounts based on the negotiated total amount paid or the negotiated balance percent paid at the end of the stream. You can adjust individual payment dates and amounts; however, if you modify the other parameters, the system doesn't save your date and amount changes. The payment results summary shows the amount and date of each payment, the total amount paid after the stream, and the balance remaining on the account after the entire stream.

Payment Arrangement Scenarios

The following table provides payment arrangement scenarios for a single account. Each scenario shows the number of payments, the total account balance, the default amount for each payment, the modification to the payment, the result of the modification, and any warnings.

Scenario	Payments	Total Balance	Each Payment Default	Modify	Result	Warning
1	1	$1000				
2	2	$1000	$500	Each amount = $400	Number of payments = 3	Payment 3 estimated at $200.
3	2	$1000	$500	Total amount = $500	Each amount = $250	

Scenario	Payments	Total Balance	Each Payment Default	Modify	Result	Warning
4	2	$1000	$500	Each amount = $250	Number of payments = 4 or total amount= $500 with "Is Settlement" check box selected.	
5	2	$1000	$500	Payments = 4	No changes in values.	Overpayment estimated at $1000.

Arrangement Negotiator States

The initial state when you start an arrangement negotiation is PIF mode. The following settings do not affect the arrangement negotiator state:

- **Method:** Defaults to "Promise."
- **Start Date:** Defaults to the current date.
- **Frequency:** Defaults to "Monthly."
- **Total:** Defaults to the total account balance for the selected accounts.
- **Negotiated:** Defaults to the total account balance for the selected accounts.

The following diagram illustrates the various arrangement negotiator states and how your changes to the payment amount, number of payments, and settlement indicator affect the state.
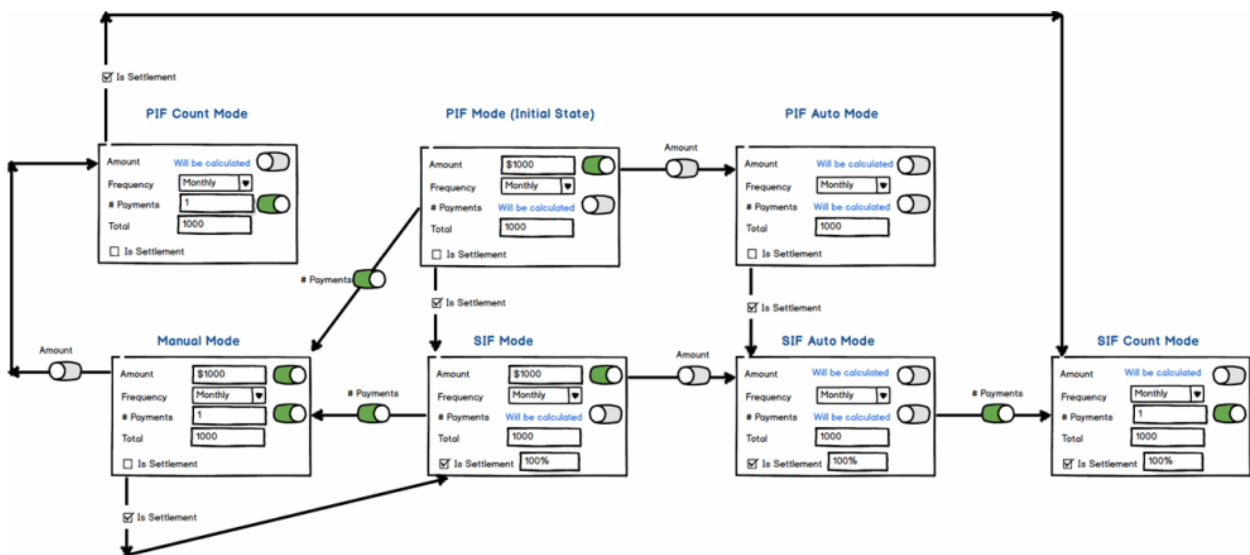
PIF mode

Amount: Defaults to "on" with an amount equal to the total account balance for the selected accounts. With the number of payments off and the **Is Selected** check box cleared, if you turn off the payment amount, the system changes the arrangement state to PIF auto mode.

 # Payments: Defaults to "off" to indicate that the system calculates the number of payments. With the amount on and the **Is Selected** check box cleared, if you turn on the number of payments, the system changes the arrangement state to manual mode.

Is Settlement: Defaults to cleared. With the amount on and the number of payments off, if you select this check box, the system changes the arrangement state to SIF mode.

PIF auto mode

Amount: Defaults to "off" to indicate that the system calculates the payment amount.

 # Payments: Defaults to "off" to indicate that the system calculates the number of payments.

Is Settlement: Defaults to cleared. With the amount off and the number of payments off, if you select this check box, the system changes the arrangement state to SIF auto mode.

P**IF count mode**

Amount: Defaults to "off" to indicate that the system calculates the payment amount.

 # Payments: Defaults to "on" with a single payment.

Is Settlement: Defaults to cleared. With the amount off and the number of payments on, if you select this check box, the system changes the arrangement state to SIF count mode.

Manual mode

Amount: Defaults to "on" with an amount equal to the total account balance for the selected accounts. With the number of payments on and the **Is Selected** check box cleared, if you turn off the payment amount, the system changes the arrangement state to PIF count mode.

 # Payments: Defaults to "on" with a single payment.

Is Settlement: Defaults to cleared. With the amount on and the number of payments on, if you select this check box, the system changes the arrangement state to SIF mode.

SIF mode

Amount: Defaults to "on" with an amount equal to the total account balance for the selected accounts. With the number of payments off and the **Is Selected** check box selected, if you turn off the payment amount, the system changes the arrangement state to SIF auto mode.

 # Payments: Defaults to "off" to indicate that the system calculates the number of payments. With the amount on and the **Is Selected** check box selected, if you turn on the number of payments, the system changes the arrangement state to manual mode.

Is Settlement: Defaults to "true" with a percentage of the account balance to pay set to 100%. With the amount on and the number of payments off, if you clear this check box, the system changes the arrangement state to PIF mode.

SIF auto mode

Amount: Defaults to "off" to indicate that the system calculates the payment amount.

 # Payments: Defaults to "off" to indicate that the system calculates the number of payments. With the amount off and the **Is Selected** check box selected, if you turn on the number of payments, the system changes the arrangement state to SIF count mode.

Is Settlement: Defaults to "true"with a percentage of the account balance to pay set to 100%. With the amount off and the number of payments off, if you clear this check box, the system changes the arrangement state to PIF auto mode.

SIF count mode

Amount: Defaults to "off" to indicate that the system calculates the payment amount.

 # Payments: Defaults to "on" with a single payment.

Is Settlement: Defaults to "true"with a percentage of the account balance to pay set to 100%. With the amount off and the number of payments on, if you clear this check box, the system changes the arrangement state to PIF count mode.

Surcharge Rules

The following rules apply to surcharges on payment arrangements:

- If your organization specified a surcharge amount for a payment method or a client fee, a surcharge amount displays when creating a payment arrangement based on the following:

- If the maximum surcharge amount for client fees is blank, the system applies the surcharge amount set up for the payment method (if there is one).

- If the maximum surcharge amount for client fees is zero (0), the system doesn't apply a surcharge amount (regardless if one is set up for the payment method).

- If the maximum surcharge amount for client fees is greater than zero (0), the system applies this surcharge amount.

- For linked accounts with different clients, the system applies the client surcharge amount or payment method surcharge amount, whichever is lowest.

- If your organization allows you to suppress the surcharge on new arrangements, you can remove the surcharge amount when creating a payment arrangement. For more information, see User Policy Permission.

- If a customer resides in a state that doesn't allow surcharges, the surcharge amount on the payment arrangement is zero and you cannot change it. For more information, see State Restriction.

Payments

Payments

Use the **Arrangements** panel of the **Work Form** to process a single payment within an arrangement, and use the **Batch Processor** page to process a batch of payment transactions for charge-off accounts.

Process a Payment

Use the **Arrangements** panel of the **Work Form** to process a payment that is due on the current date or earlier.

To process a payment

1. In the **Task Panel** navigation tree, click **Arrangements**.

2. In the **Scheduled Payments** card, click **Process**. The system processes the payment, updates the account balance to reflect the payment, and changes the payment status to "completed."

> **Notes:**
>
> - If the system declines a credit card or ACH payment, Latitude places the remaining payments in the arrangement on hold.
>
> - If the arrangement is for a closed account, a message displays indicating that you cannot process a payment for a closed account.
>
> - If the arrangement is for linked accounts, the system doesn't include any closed accounts in the payment spread.

Process a Payment Batch

Use the **Batch Processor** page to process a batch of credit card, paper draft, ACH debit, or Direct Debit transactions for charge-off accounts processed on the **Arrangements** or **Payments** panel. The transactions must be active and not on hold, cannot exceed the balance, and are due on the current date or earlier for accounts with an open status. You must have the Access Batch Wizard Permission to process a payment batch.

When you process transactions, the system creates a payment batch for each payment type. The batches include charge-off accounts that the system processed with the vendor but didn't batch already. The system uses the batches to post transactions to the affected accounts. For information about processing a batch to post transactions to accounts, see *Process a Batch* in the Latitude Console documentation.

The batches do not include delinquent accounts. The system updates account balances for delinquent accounts during a nightly process and reflects the balances on the accounts the following day.

To process a payment batch

1. Open the **Latitude by Genesys** page.
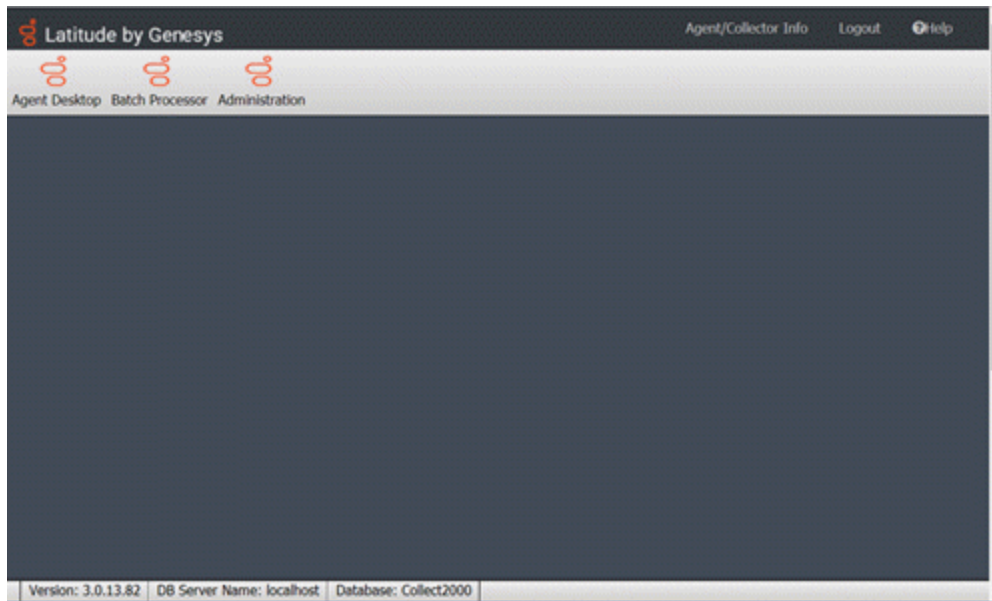
2. In the menu bar, click **Batch Processor**.
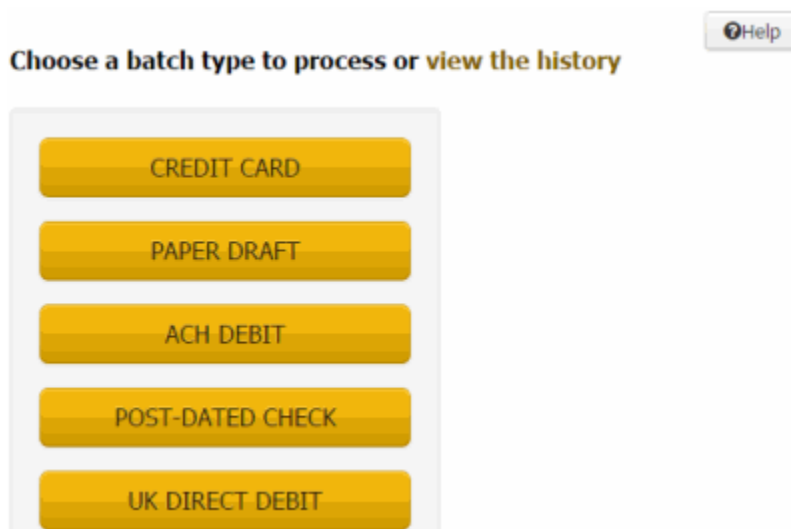
3. Click the type of payment batch to process. A confirmation message appears.
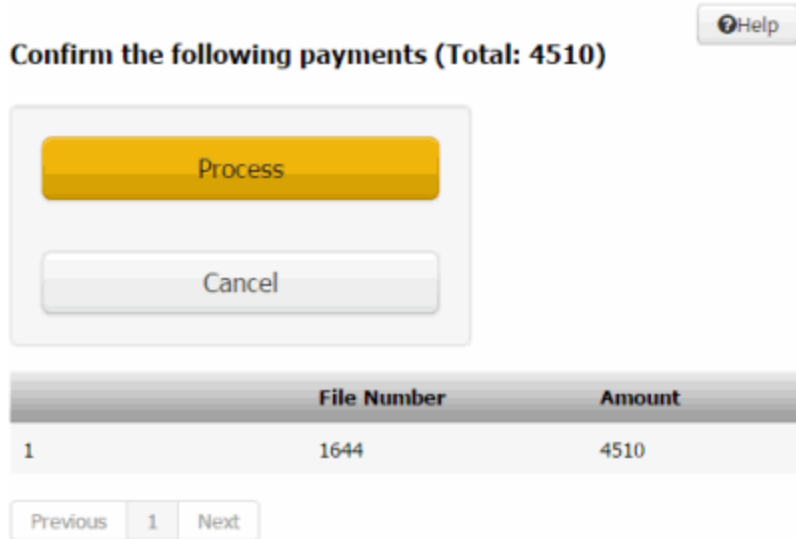
4. Click **Process**. When payment processing is complete, the system displays the results and updates payment history for each account processed.

Notes:

- If payments from a previous session are still processing and you or the system interrupts the process (for example, you close the **Batch Processor** tab), a confirmation dialog box appears. Click **OK** to continue processing the previous session.

- If the payment vendor declines a payment during batch processing (for example, for insufficient funds), the system changes the future scheduled payments to "on hold."

- If an arrangement is for a closed account, a message displays indicating that you cannot process a payment for a closed account.

- If an arrangement is for linked accounts, the system doesn't include any closed accounts in the payment spread.

Result: Outcome of processing the payment batch.

UID: Code that Latitude assigned to identify a payment.

Deposit Date: Date the payment deposited to the account.

Amount: Payment amount, excluding the surcharge.

Surcharge: Surcharge amount.

Total: Sum of the payment amount and surcharge.

Client: Unique code that identifies the client on the account.

Desk: Desk that processed the payment.

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

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

Customer ID: Code that identifies a party on the account.

ACH/CC#: Last four digits of the credit card, checking, or savings account number.

Vendor Reference Number: Code that the payment vendor assigned to identify the transaction.

Authorization Code: Code that indicates whether the transaction is authorized or declined.

Message: Note regarding the transaction.

5. On the **Batch Processor** page, click the **X** to close the tab.

View Payment Batch History

Use the **Batch Processor** page to view processing information for payment batches. You must have the Access Batch Wizard Permission to view payment batch history.

To view payment batch history

1. Open the **Latitude by Genesys** page.
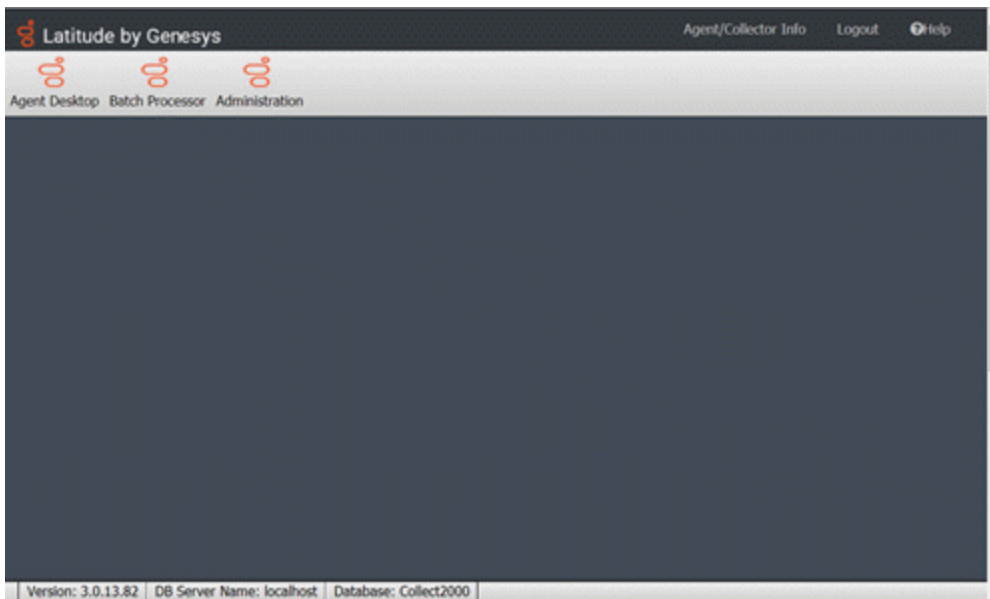
2. In the menu bar, click **Batch Processor**.
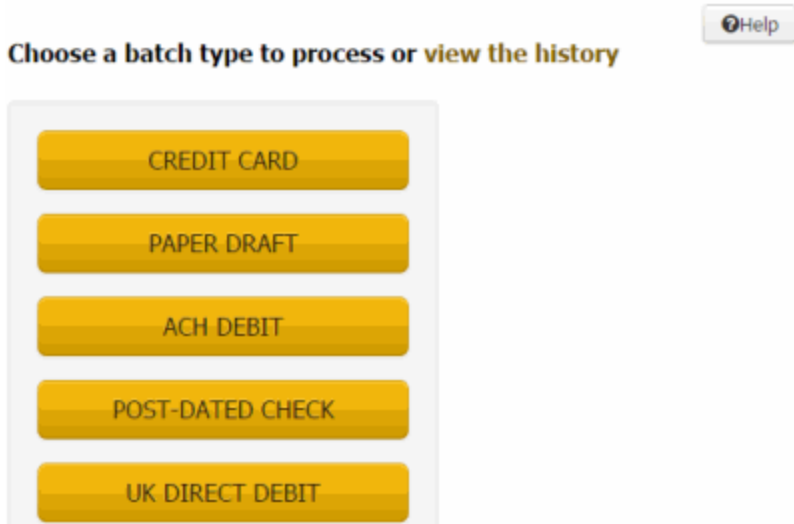
3. Click the "**view the history**" link.

Payment Batch Run ID: Code that Latitude assigns to identify a batch of payments.

Started: Date and time Latitude started processing the batch of payments.

Completed: Date and time Latitude completed processing the batch of payments.

User: Code that identifies the user who processed the batch of payments.

Total Count: Total number of payments in the batch.

Success Count: Number of payments that processed successfully.

Failed Count: Number of payments that failed to process.

4. To view details for a payment batch, click the batch.

Result: Outcome of processing the payment batch.

UID: Code that Latitude assigned to identify a payment.

Deposit Date: Date the payment deposited to the account.

Amount: Payment amount, excluding the surcharge.

Surcharge: Surcharge amount.

Total: Sum of the payment amount and surcharge.

Client: Unique code that identifies the client on the account.

Desk: Desk that processed the payment.

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

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

Customer ID: Code that identifies a party on the account.

ACH/CC#: Last four digits of the credit card, checking, or savings account number.

Vendor Reference Number: Code that the payment vendor assigned to identify the transaction.

Authorization Code: Code that indicates whether the transaction is authorized or declined.

Message: Note regarding the transaction.

5. To display batch details for a specific client, click in the **All Clients** list box and then click the client ID. To remove the filter, backspace over the ID.

6. To return to the payment history list, click **Back**.

7. On the **Batch Processor** page, click the **X** to close the tab.

View Applied and Planned Payments

Use the **Agent/Collector Information** page to view processed payments and planned payments (post-dated checks, credit cards, and promises) for a specific date range. You must have the View Other User Payments Permission to view payments for other users.

To view applied and planned payments

1. In the Application toolbar, click **Agent/Collector Info**.

Users: Users for which to display payments. The following rules apply:

- If you have permission to view payments for other users, the list box includes all users.

- If you don't have permission to view payments for other users and you are:

  o A team lead, the list box includes users on your team only.

  o Not a team lead, the list box includes your user ID only.

Include Desk: If selected, includes payments that the selected user's desk received outside Latitude, such as by mail or Western Union.

From: Beginning date for which to display payments.

To: Ending date for which to display payments.

2. Specify the criteria for which payments to display and then click **Apply**.

3. To view payments applied to accounts, click the **Payments Applied** tab.

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

Name: Name of the customer on the account.

Type: Code that identifies the type of payment applied. For more information, see Payment Type Codes.

Collections: Payment amount.

Fee: Collection fee.

Date: Payment date.

Customer: Code that identifies the client associated to the account.

Comment: Note regarding the payment.

4. To view scheduled payments, click the **Payments Planned** tab.

Agent/Collector Information

Users: [gs] [ ] Include Desk   From: [1/1/2017] 📅   To: [1/31/2017] 📅   [Apply] [Clear]

[Payments Applied] [Payments Planned]

Type	File Number	Name	On Hold	Customer	⊞Due Date	Amount
ACH	1215	Smith, Landon		10 - THIRD CUSTOMER	1/11/17	$45.00
CreditCard	1214	Legere, Lauren	☑	10 - THIRD CUSTOMER	1/11/17	$10.00
CreditCard	1217	Berard, Angela		10 - THIRD CUSTOMER	1/11/17	$12.00
CreditCard	1217	Berard, Angela		10 - THIRD CUSTOMER	1/11/17	$88.00
Promise	1510	Cantara, James		10 - THIRD CUSTOMER	1/11/17	$50.00
Promise	1000	Kile, Richard		1 - DEFAULT CUSTOMER	1/11/17	$250.00

[Previous] [1] [Next]

6 items totaling $455.00.

[Close]

Type: Payment method to use to process the payment (for example, credit card, ACH, paper draft, or promise).

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

Name: Name of the customer on the account.

On Hold: If selected, the payment is on hold and the system doesn't process it when the due date arrives.

Customer: Code that identifies the client associated to the account.

Due Date: Date the payment is due.

Amount: Payment amount due, excluding the surcharge.

5. When finished, click **Close**.

Payment Type Codes

Payment type codes identify payment types. The following table lists the payment type codes and their description.

Code	Description
DA	**Decreasing Adjustment.** An adjustment to an account that decreases the balance. The system doesn't calculate fees toward this amount and doesn't reflect the adjustment on invoices.
DAR	**Decreasing Adjustment Reversal.** An adjustment to an account that increases the balance. The system doesn't calculate fees toward this amount and doesn't reflect the adjustment on invoices.

Code	Description
PA	**Paid Agency.** A payment to an outside (subcontracted) agency that is collecting payments for your organization.
PAR	**Paid Agency Reversal / Bounce.** A payment by check to an outside (subcontracted) agency collecting on your organization's behalf where the check didn't clear.
PC	**Paid to Client.** A payment to your customer, where your organization holds the account.
PCR	**Paid Client Reversal / Bounce.** A payment by check to your customer, where your organization holds the account and the check didn't clear.
PU	**Paid to Us.** A payment sent directly to your organization.
PUR	**Paid Us Reversal / Bounce.** A payment by check that the customer sent directly to your organization where the check didn't clear.

Payment Status

The following table lists payment statuses and their description.

Status	Description
Authorized	Collector processed the payment. The payment vendor authorized the payment but hasn't charged it.
Batched	Collector processed the payment. The payment vendor authorized the payment and charged it. Collector posted the payment to payment history.
Bounced	Collector processed the payment. The payment vendor authorized the payment, charged it, and then reversed it for a reason such as insufficient funds. Collector posted the payment reversal to payment history.
Canceled	A user canceled the payment before processing occurred.
Completed	Collector processed the payment. The payment vendor authorized the payment and charged it.
Declined	Collector processed the payment and the payment vendor denied or declined it.
Locked	Collector is processing the payment, or a user is editing it. If locked for an extended period of time, it could indicate that the payment system crashed while processing the payment.

Latitude by Genesys Printable Help for Users

Status	Description
On Hold	Collector or a user placed the scheduled payment on hold or the scheduled payment is pending approval. Collector hasn't processed the payment.
Represent	Collector flagged the declined, voided, or bounced payment for reprocessing.
Scheduled	A user approved the scheduled payment and it's ready for processing on the scheduled payment date.
Superseded	A user canceled or deleted the payment, and possibly replaced it, without canceling the arrangement.
Voided	Collector processed the payment. The payment vendor authorized the payment, charged it, and then reversed it.

Care and Financial Hardship

Care and Financial Hardship

Use the **Care and Financial Hardship** panel to add or modify care or financial hardship cases for an account. You can add multiple cases; however, once you confirm a case, you cannot add more cases. You must have the Care and Financial Hardship Panel Permission.

Suspension of collection activity

Latitude places a hold on accounts with confirmed customer care or financial hardship to suspend all collection activity. When you close a care or financial hardship case and no others exist on the account, Latitude removes the account hold and collection activity resumes.

Add a Care or Financial Hardship Case

Use the **Add Care/Financial Hardship Case** dialog box to add a care or financial hardship case for the account displayed in the **Work Form**.

To add a care or financial hardship case

1. In the **Task Panel** navigation tree, click **Care and Financial Hardship**.

2. Click **Add**.

Care Type: Type of care, such as long-term illness or literacy issues. If the **Have Consent** check box is selected, this list box contains all available care types. If the **Have Consent** check box is cleared, this list box contains only care types that don't require consent.

Note: The first time you add a care record to an account, this list box contains all available care types.

The following boxes appear when you select "prison" from the **Care Type** list box:

> **Prison Name:** Name of the prison where the person is incarcerated.
>
> **Prison Number:** Person's prison identification number.
>
> **Sentence Date:** Person's sentencing date.
>
> **Release Date:** Person's prison release date.
>
> **Prison Informant:** Person or system that notified you of the person's imprisonment.

Care Type Hold Days: Number of days to place the account on hold to suspend collection activity. Latitude populates this box with the default value for the selected care type.

Severity: Level of severity (1-10) for the care type. Latitude populates this box based on the selected care type.

Description: Description of the care case. Latitude populates this box based on the selected care type.

Have Consent: If selected, you have consent from the customer to discuss the care case. If cleared, the system only displays care types that don't require consent.

Confirmed Care: If selected, you confirmed the care case. The system places a collection hold on the account and sets the expiration date based on the number of days set for the care type. You cannot add other care cases. If cleared, the system doesn't place a collection hold on the account.

Proof Required: If selected, your organization requires proof of the care issue and you cannot clear this check box.

Proof Requested: If selected, your organization requested proof of the care issue. If your organization configured the **Care Type** code to require proof, this check box appears.

Proof Received: If selected, your organization received proof of the care issue. If you select the **Proof Requested** check box, this check box appears.

Financial Hardship: Type of financial hardship, such as unemployment or illness.

Hardship Type Hold Days: Number of days to place the account on hold to suspend collection activity. Latitude populates this box with the default value for the selected financial hardship type.

Description: Description of the financial hardship. Latitude populates this box based on the selected financial hardship type.

Proof Required: If selected, your organization requires proof of the financial hardship and you cannot clear this check box.

Proof Requested: If selected, your organization requested proof of the financial hardship. If your organization configured the **Hardship Type** code to require proof, this check box appears.

Proof Received: If selected, your organization received proof of the financial hardship. If you select the **Proof Requested** check box, this check box appears.

Contact Methods: If selected, you can contact the customer using the specified contact method. Latitude requires you to select at least one contact method.

Special Requirements: If selected, the customer has a special-needs requirement for contact.

Hold Days: Number of days to place the account on hold to suspend collection activity. When you select the **Confirmed Care** check box, Latitude populates this box with the default value. If you have the appropriate permissions, you can override this value. Latitude uses the hold days value to calculate the hold release date. When the hold release date expires, Latitude removes the hold on the account.

Times in Care: Number of times the customer has been in care. Latitude sums the number of care records added for the customer to calculate this value.

Status: Status of the care or financial hardship case, such as proof confirmed or proof not required. If you select "closed," Latitude changes the closed date to the current date.

Comments: Notes regarding the care or financial hardship case.

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

Modify a Care or Financial Hardship Case

Use the **Edit Care/Financial Hardship Case** dialog box to modify a care or financial hardship case for the account displayed in the **Work Form**.

To modify a care or financial hardship case

1. In the **Task Panel** navigation tree, click **Care and Financial Hardship**.

2. In the data grid, click a case and then click **Edit**.

Care Type: Type of care, such as long-term illness or literacy issues. If you select the **Have Consent** check box, this list box contains all available care types. If you clear the **Have Consent** check box, this list box contains only the care types that don't require consent.

Care Type Hold Days: Number of days to place the account on hold to suspend collection activity. Latitude populates this box with the default value for the selected care type.

Severity: Level of severity (1-10) for the care type. Latitude populates this box based on the selected care type.

Description: Description of the care case. Latitude populates this box based on the selected care type.

Have Consent: If selected, you have consent from the customer to discuss care information. If cleared, the system only displays care types that don't require consent.

Confirmed Care: If selected, you confirmed that the account is in care. The system places a collection hold on the account and sets the expiration date based on the number of days set for the care type. You cannot add other care cases. If cleared, the system doesn't place a collection hold on the account.

Proof Required: If selected, your organization requires proof of the care issue and you cannot clear this check box.

Proof Requested: If selected, your organization requested proof of the care issue. If your organization configured the **Care Type** code to require proof, this check box appears.

Proof Received: If selected, your organization received proof of the care issue. If you select the **Proof Requested** check box, this check box appears.

Financial Hardship: Type of financial hardship, such as unemployment or illness.

Hardship Type Hold Days: Number of days to place the account on hold to suspend collection activity. Latitude populates this box with the default value for the selected financial hardship type.

Description: Description of the financial hardship. Latitude populates this box based on the selected financial hardship type.

Proof Required: If selected, your organization requires proof of the financial hardship and you cannot clear this check box.

Proof Requested: If selected, your organization requested proof of the financial hardship. If your organization configured the **Hardship Type** code to require proof, this check box appears.

Proof Received: If selected, your organization received proof of the financial hardship. If you select the **Proof Requested** check box, this check box appears.

Contact Methods: If selected, you can contact the customer using the specified contact method. Latitude requires you to select at least one contact method.

Special Requirements: If selected, the customer has a special-needs requirement for contact.

Hold Days: Number of days to place the account on hold to suspend collection activity. When you select the **Confirmed Care** check box, Latitude populates this box with the default value. If you have the appropriate permissions, you can override this value. Latitude uses the hold days value to calculate the hold release date. When the hold release date expires, Latitude removes the hold on the account.

Hold Days Approved: If selected, a supervisor approved the number of hold days. Latitude requires supervisor approval when the hold days are greater than 30. Supervisors can determine which accounts require approval using the "HoldDaysNeedApproval" condition in the Account Analysis query tool. For more information about Account Analysis, see "Account Analysis" in the *Latitude Console* documentation.

Expiration Date: Date the account hold expires and Latitude removes the hold on the account.

Status: Status of the care or financial hardship case, such as proof confirmed or proof not required. If you select "closed," Latitude changes the closed date to the current date.

Times in Care: Number of times the customer has been in care. Latitude sums the number of care records added for the customer to calculate this value.

Comments: Notes regarding the care or financial hardship case.

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

Approve Care and Financial Hardship Hold Days

Use the **Edit Care/Financial Hardship Case** dialog box to approve a customer care or financial hardship case with hold days that are greater than 30. Supervisors can determine which accounts require approval using the "HoldDaysNeedApproval" condition in the Account Analysis query tool or the WorkFlow Designer program. For more information about Account Analysis, see "Account Analysis" in the *Latitude Console* documentation. For more information about WorkFlow Designer, see the *WorkFlow Designer* documentation.

To approve care or financial hardship hold days

1. In the **Task Panel** navigation tree, click **Care and Financial Hardship**.

2. In the data grid, click a case and then click **Edit**.

3. Select **Hold Days Approved** and then click **Save**.

Complaints

Complaints

Use the **Complaints** panel to add, modify, close, and reopen complaints for an account. Users work complaints in order based on complaint type, days until Service Level Agreement (SLA) breach, client, debt type, owner, and priority. You must have the Complaints Panel Permission.

Suspension of collection activity

Latitude places a hold on accounts with complaints, which suspends all collection activity. When you close a complaint and no other active complaints exist on the account, Latitude removes the account hold and collection activity resumes.

Add a Complaint

Use the **Add Complaint** dialog box to add a complaint for the account displayed in the **Work Form**.

To add a complaint

1. In the **Task Panel** navigation tree, click **Complaints**.

2. Under the data grid, click **Add**.

> **Tip:** To collapse or expand a section, click the section title.

Summary

Document ID: Code that identifies the document to associate to the complaint.

Owner: Complaint department staff assigned to the complaint.

Status: Status of the complaint.

Category: Complaint category, such as branch or department.

Type: Type of complaint, such as human or system error.

Dissatisfaction: If selected, the customer is dissatisfied.

Grievances: List of the customer's grievances.

Date Received: Date your organization received the complaint. If an inbound document generated the complaint, ECMS populates this date. Otherwise, you populate it.

Priority: Priority level that determines when the Complaint Department works the complaint. Latitude populates this box.

SLA Days Remaining: Number of days remaining until you breach the Service Level Agreement (SLA). Latitude subtracts the complaint received date from the current date to calculate this value.

SLA Days: Number of days after receiving the complaint that you have to resolve it before breaching the SLA. Latitude populates this box.

Complaint Details: Details regarding the complaint.

Date Processed: Date your organization processed the complaint.

Referred By: Person who referred the complaint, such as third party, client, or user.

Investigation

Complaint Against Type: Category for who or what the complaint is against, such as third party, branch, department, or user.

Investigation to Date: Information regarding the complaint investigation from the beginning to the current date.

Complaint Against: Who or what the complaint is against. The values available are based on the complaint type selected.

Conclusion

Complaint Outcome: Outcome of the complaint, such as training required or disciplinary action.

Root Cause: Root cause of the complaint.

Conclusion: Based on the investigation, the conclusion regarding the complaint.

Complaint Justified: Indicates whether the complaint is justified.

Recourse Date: Recourse approval date.

Compensation Amount: Amount of compensation the customer received.

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

Modify a Complaint

Use the **Edit Complaint** dialog box to modify a complaint for the account displayed in the **Work Form**.

To modify a complaint

1. In the **Task Panel** navigation tree, click **Complaints**.

2. In the data grid, click the complaint and then click **Edit**.

Tip: To collapse or expand a section, click the section title.

Summary

> **Complaint ID:** Unique code that Latitude assigns to identify the complaint.
>
> **Owner:** Complaint Department staff assigned to the complaint.
>
> **Status:** Status of the complaint.
>
> **Category:** Complaint category, such as branch or department.

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Type: Type of complaint, such as human or system error.

Dissatisfaction: If selected, the customer is dissatisfied.

Grievances: List of the customer's grievances.

Date Received: Complaint received date. If an inbound document generated the complaint, ECMS populates this date. Otherwise, you populate it.

Priority: Priority in which the Complaint Department works the complaint. Latitude populates this box.

SLA Days Remaining: Number of days remaining until you breach the Service Level Agreement (SLA). Latitude subtracts the complaint received date from the current date to calculate this value.

SLA Days: Number of days after receiving the complaint that you have to resolve it before breaching the SLA. Latitude populates this box.

Complaint Details: Details regarding the complaint.

Date Processed: Date your organization processed the complaint.

Referred By: Person who referred the complaint, such as third party, Capquest, client, or user.

Investigation

Complaint Against Type: Category for who or what the complaint is against, such as third party, branch, department, or user.

Investigation to Date: Information regarding the complaint investigation from the beginning to the current date.

Complaint Against: Who or what the complaint is against. The values available are based on the complaint type selected.

Conclusion

Complaint Outcome: Outcome of the complaint, such as training required or disciplinary action.

Root Cause: Root cause of the complaint.

Conclusion: Based on the investigation, the conclusion regarding the complaint.

Complaint Justified: Indicates whether the complaint is justified.

Date Closed: Complaint closed date. When you specify the complaint outcome. Latitude populates this box with the current date.

Recourse Date: Recourse approval date.

Compensation Amount: Amount of compensation the customer received.

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

Select Accounts to Associate to the Complaint

Use the **Complaints** panel to associate other accounts to the complaint. Only accounts linked to the account displayed in the **Work Form** are available for selection. You can view the complaint from any account associated to it.

To select accounts to associate to the complaint

1. In the **Task Panel** navigation tree, click **Complaints**.

2. In the data grid, click the complaint to associate accounts to and then click **Select Accounts**.

3. Select one or more accounts to associate and then click **Save**.

Remove a Duplicate Complaint

Use the **Complaints** panel to remove a duplicate complaint for the account displayed in the **Work Form**.

To remove a duplicate complaint

1. In the **Task Panel** navigation tree, click **Complaints**.

2. In the data grid, click the duplicate complaint to remove and then click **Existing Complaint**. Latitude removes the complaint.

Remove a Complaint From an Account

Use the **Complaints** panel to remove a complaint from the account displayed in the **Work Form**.

To remove a complaint

1. In the **Task Panel** navigation tree, click **Complaints**.

2. In the data grid, click the complaint to remove and then click **Incorrect Account**. Latitude removes the complaint from the account.

Remove a Non-Complaint Document

Use the **Complaints** panel to remove a document that isn't a complaint document from the account displayed in the **Work Form**.

To remove a non-complaint document

1. In the **Task Panel** navigation tree, click **Complaints**.

2. In the data grid, click the complaint to remove and then click **Not a Complaint**. Latitude removes the complaint from the account and sends a message to ECMS that includes the document ID that created the complaint.

Close a Complaint

Use the **Complaints** panel to close a complaint for the account displayed in the **Work Form**. If you specify a complaint outcome. Latitude closes the complaint automatically.

To close a complaint

1. In the **Task Panel** navigation tree, click **Complaints**.

2. In the data grid, click the complaint to close and then click **Close Complaint**. If you didn't specify an outcome, an error message appears. Close the dialog box, specify an outcome, and then click **Close Complaint**.

Reopen a Complaint

Use the **Complaints** panel to reopen a closed complaint for the account displayed in the **Work Form**.

To reopen a complaint

1. In the **Task Panel** navigation tree, click **Complaints**.

2. In the data grid, click the closed complaint to reopen and then click **ReOpen**.

Customers

Customers

The **Customer** panel displays information for the parties associated to the account displayed in the **Work Form**. There is a link for each party associated to the account. When you click a party, the contact information for that party appears. Several tabs are available to allow you to view more information for the selected party, such as employer and spouse information.

Contact Information

Contact Information

The **Contact Information** tab displays information for a party on the account displayed in the **Work Form**. Latitude uses information for the current responsible party when generating items such as letters and credit reports.

Maintain Contact Information

Use the **Contact Information** tab to maintain contact information for a party on the account displayed in the **Work Form**.

To maintain contact information

1. In the **Task Panel** navigation tree, click **Customer** and then click a name.

Column 1

Prefix: Person's name prefix.

First Name: Person's first name.

Last Name: Person's last name.

Middle Name: Person's middle name.

Suffix: Person's name suffix.

> **Note:** To modify a party's name, you must have the Update Name Permission.

Gender: Person's gender.

AKA Name: Other name the person uses. To modify a party's AKA name, you must have the Update Name Alias Permission.

Is Business: If selected, the account is a business account. If the **Prefix**, **First Name**, **Last Name**, **Middle Name**, or **Suffix** boxes contain data, the system clears them.

Business Name: Name of the business. Required if **Is Business** is selected.

Preferred Contact Method: Person's preferred method of contact (for example, email, letter, text, or phone).

Column 2

Type: Type of phone number (for example, home, work, cell).

Number: Person's phone number. This box can include the phone extension. If a call is on hold, a Hold icon and a message appear next to the phone number. If the person has multiple phone numbers of the same type (for example, home), the system displays only one phone number for each type. To view all the phone numbers, see View Phone Numbers for an Account.

Attempts: Number of attempts to contact the person at the corresponding phone number, either by direct dial or the Dialer.

Consent: Icons that represent the permissions the person granted for calling the corresponding phone number. For more information, see Phone Usage Consent Icons.

Status: Icons that represent the status of the phone number. For more information, see Phone Number Status Icons.

Email: Person's email address. To view or modify email addresses, see Email Addresses.

Address: Person's street address, city, state, postal code, county, and country. To add or modify an address, see Addresses.

Good/Bad/No Address: Indicates whether the address is good, bad, or blank. The label changes based on the condition of the address. If the label reads "Good," the address is good. If the label reads "Bad," the address is bad. If the label reads "No Address," all address components are blank.

Column 3

Relation to Account: Person's relation to the account. For example, the person is the primary responsible party on the account.

Is Responsible: If selected, the person is responsible for the account. For the primary party on the account, the system selects the check box and you cannot clear it. To add responsibility, you must have the Update Responsibility - Add Permission. To remove responsibility, you must have the Update Responsibility - Remove Permission.

Authorized: Person for whom the party is authorized to discuss the debt and pay on the account. For the primary party on the account, the system selects **None** and you cannot clear it.

> **Note**: If you change the party's authorization to **None**, the system does the following:
>
> - Removes the party's address, phone, and email address from the respective reference panels.
> - Prevents the dialer from initiating calls to the party.
> - Prevents users from requesting letters for the party. The system still processes pending letter requests unless you delete them before the due date.
> - If there is an active arrangement on the account, the system prevents you from changing the authorization to **None** until you delete the arrangement.
> - Retains previous payments, interactions, events, and notes for historical purposes.

National ID: Unique number the government issues to identify a person (for example, social security number).

Date of Birth: Contact person's date of birth.

Drivers License: Contact person's driver's license number.

Language: Contact person's preferred language.

Time Zone: Time zone associated to the contact person's address.

Observes DST: If selected, the system observes daylight savings time for the contact person's location.

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

Add a Party to an Account

Use the **New Customer** dialog box to add a party to the account displayed in the **Work Form**.

To add a party to an account

1. In the **Task Panel** navigation tree, click **Customer**.

2. Click the **Contact Information** tab and then click **Add**.

Prefix: Person's name prefix.

First Name: Person's first name.

Last Name: Person's last name.

Middle Name: Person's middle name.

Suffix: Person's name suffix.

Gender: Person's gender.

AKA Name: Another name the person uses.

Is Business: If selected, the party is a business rather than an individual.

Business Name: Name of the business. Required if you selected **Is Business**.

Relation to Account: Person's relation to the account. For example, the person is the primary responsible party on the account.

Is Responsible: If selected, the person is responsible for the account. For the primary party on the account, the system selects the check box and you cannot clear it.

Authorized: Person for whom the party is authorized to discuss the debt and pay on the account. This box is available when you select **No** in the **Is Responsible** box.

Authorized For All Accounts: If selected, the party is authorized to discuss the debts and pay on all the person's accounts. This check box is available when you select a name in the **Authorized** box.

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

Flag an Account Address

Use the **Contact Information** tab to indicate that an address is good or bad for a party on the account displayed in the **Work Form**.

To flag an account address

1. In the **Task Panel** navigation tree, click **Customer** and then click a name.

Good/Bad: Indicates whether the address is good or bad. The label changes based on the condition of the address.

2. Do the following:

    *   To change a "good" address to "bad," click **Good**.

    *   To change a "bad" address to "good," click **Bad**.

3. Click **Save**.

Add a Phone Number to an Account

Use the **Add Phone Number** dialog box to add a phone number to the account displayed in the **Work Form**. To add a phone number, you need the Create Phone Numbers Permission.

To add a phone number to an account

1. Do one of the following:

    *   In the **Task Panel** navigation tree, click **Customer** and then click a name. In the **Contact Information** tab, click **Add Phone**.

    *   In the **Reference Panel** navigation bar, click **Available Panels** and then click **Phones**. In the **Phones** panel, in the **Panel** toolbar, click **Add Phone**.

The **Add Phone Number** dialog box appears.

Add Phone Number

Phone Number	🇺🇸 ▾ Required
Phone Extension	
Type	-- Choose Type - Required --
Status	-- Choose Status --
Customer on Account	-- Choose Customer - Required --
Name	
On Hold	☐
Hold Expiration Date:	📅
Consent To Call	☐ Granted
Consent To Auto Dial	☐ Granted
Consent To SMS	☐ Granted
Consent To FAX	☐ Granted
Obtained From	-- Choose Obtained From - Required --

Save   Cancel   ❷ Help

Phone Number: Person's phone number, including the country code. You can select the country from the list box or type a plus sign (+) and then the country code (for example, "+44" for United Kingdom).

Phone Extension: Phone extension.

Type: Type of phone number.

Status: Status of the phone number.

Customer on Account: Customer on the account.

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

On Hold: If selected, the phone number is on hold.

Hold Expiration Date: Date the hold expires. If you don't specify a date, the hold remains until you clear the **On Hold** check box or remove the hold using another process.

Consent To Call: If selected, the person granted permission to call this phone number.

Consent To Auto Dial: If selected, the person granted permission to call this phone number using a dialer campaign.

Consent To SMS: If selected, the person granted permission to send a text message to this phone number.

Consent to fax: If selected, the person granted permission to send a fax to this phone number.

Obtained From: Person who granted or denied permission to contact this phone number.

Method: Indicates whether the person granted permission verbally or in writing.

> **Comment:** More information regarding the phone number.

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

Modify a Phone Number on an Account

Use the **Edit Phone Number** dialog box to modify phone information for a party on the account displayed in the **Work Form**. To modify phone numbers, you need the Update Phone Numbers Permission. To modify phone consent options, you need the Change Phone Consent Permission. The system records phone number changes in the **Notes** panel.

To modify a phone number on an account

1. Do one of the following:

- In the **Task Panel** navigation tree, click **Customer** and then click a name. The **Contact Information** tab appears.

- In the **Reference Panel** navigation bar, click **Available Panels** and then click **Phones**. The **Phones** panel appears.

2. Click the arrow next to the phone number and then click **Edit**.

Edit Phone Number

Phone Number	+16105587744
Phone Extension	0
Type	Home
Status	Good
Customer on Account	Eva M Severino
Name	
On Hold	☐
Hold Expiration Date:	📅
Consent To Call	☐ Granted
Consent To Auto Dial	☐ Granted
Consent To SMS	☐ Granted
Consent To FAX	☐ Granted
Obtained From	-- Choose Obtained From - Required --
Method	○ Written ● Verbal

Save   Cancel   ❓ Help

Phone Number: Person's phone number, including the country code. You can select the country from the list box or type a plus sign (+) and then the country code (for example, "+44" for United Kingdom). You cannot modify the phone number.

Phone Extension: Phone extension. You cannot modify the phone extension.

Type: Type of phone number. To modify the phone type, you must have the Update Phone Type Permission.

Status: Status of the phone number. To modify the phone status, you must have the Update Phone Status Permission.

Customer on Account: Customer on the account.

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

On Hold: If selected, the phone number is on hold.

Hold Expiration Date: Date the hold expires. If you don't specify a date, the hold remains until you clear the **On Hold** check box or remove the hold using another process.

Consent To Call: If selected, the person granted permission to call this phone number.

Consent To Auto Dial: If selected, the person granted permission to call this phone number using a dialer campaign.

Consent To SMS: If selected, the person granted permission to send a text message to this phone number.

Consent to fax: If selected, the person granted permission to send a fax to this phone number.

Obtained From: Person who granted or denied permission to contact this phone number.

Method: Indicates whether the person granted permission verbally or in writing.

Comment: More information regarding the phone number.

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

Change the Status of an Account Phone Number

Use the **Contact Information** tab or the **Phones** panel to change the status of a phone number on the account displayed in the **Work Form**. You must have the Update Phone Status Permission.

To change the status of an account phone number

1. Do one of the following:

   - In the **Task Panel** navigation tree, click **Customer** and then click a name. The **Contact Information** tab appears.

   - In the **Reference Panel** navigation bar, click **Available Panels** and then click **Phones**. The **Phones** panel appears.

2. Click the arrow next to the phone number and then click the status (**Good** or **Bad**).

Add a Phone Contact Result

Use the **Contact Information** tab or the **Phones** panel to add the result of contacting a phone number on the account displayed in the **Work Form**. The system records these changes in the **Notes** panel.

To add a phone contact result

1. Do one of the following:

   - In the **Task Panel** navigation tree, click **Customer** and then click a name. The **Contact Information** tab appears.

- In the **Reference Panel** navigation bar, click **Available Panels** and then click **Phones**. The **Phones** panel appears.

2. Click the arrow next to the phone number and then click the contact result. For example, No Answer, Line Busy, Bad Number, Left Message Person, and Left Message Machine.

Phone Number Status Icons

The status indicates the state of an account phone number. The following table lists the phone number status icons and their description.

Icon	Description
❼	The status of the phone number is unknown.
❌	The phone number is bad.
✅	The phone number is good.
⚠	The phone number is on hold.

Phone Usage Consent Icons

Phone Usage Consent icons represent the permissions the customer granted or denied for a phone number. The following table lists the phone usage consent icons and their description. A green icon indicates that the customer granted permission and a red icon indicates that the customer denied permission.

Icon	Description
✅❌	Indicates whether the customer granted permission to call this phone number.
🎧🎧	Indicates whether the customer granted permission to call this phone number using a dialer.
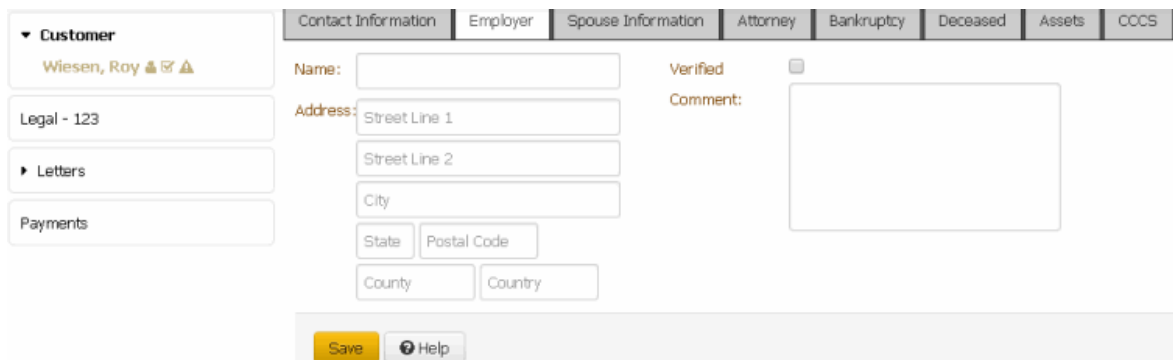
Icon	Description
	Indicates whether the customer granted permission to fax this phone number.
	Indicates whether the customer granted permission to text this phone number.

Maintain Employer Information

Use the **Employer** tab to maintain employment information for a party on the account displayed in the **Work Form**.

To maintain employer information

1. In the **Task Panel** navigation tree, click **Customer** and then click a name.

2. Click the **Employer** tab.

Name: Name of customer's employer.

Address: Employer's street address, city, state, postal code, county, and country.

Verified: If selected, you verified the employer's information. If you change any of the employer's information, the system clears the check box and you have to reverify the information.

Comment: Comments regarding the person's employer.

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

Maintain Spouse Information

Use the **Spouse Information** tab to maintain spousal information for a party on the account displayed in the **Work Form**.

To maintain spouse information

1. In the **Task Panel** navigation tree, click **Customer** and then click a name.

2. Click the **Spouse Information** tab.

Name: Name of the customer's spouse.

Employer: Name of the spouse's employer.

Address: Spouse's employer's street address, city, state, postal code, county, and country.

Comment: Comments regarding the spouse or the spouse's employer.

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

Maintain Attorney Information

Use the **Attorney** tab to maintain attorney information for a party on the account displayed in the **Work Form**.

To maintain attorney information

1. In the **Task Panel** navigation tree, click **Customer** and then click a name.

2. Click the **Attorney** tab.

Name: Name of the attorney.

Firm: Name of the attorney's legal firm.

Address: Attorney's street address, city, state, postal code, county, and country.

Phone: Attorney's phone number.

Email: Attorney's email address.

Fax: Attorney's fax number.

Comment: Comments regarding the attorney.

3. Do one of the following:

- To add or modify attorney information, complete the information and then click **Save**.

- To remove the attorney from the account, click **Delete** and then, in the confirmation dialog box, click **OK**.

Bankruptcy

Bankruptcy

Use the **Bankruptcy** tab to maintain bankruptcy information for a party on the account displayed in the **Work Form**. The system recognizes an account as being in bankruptcy when you provide the chapter, case number, and date filed.

Maintain General Bankruptcy Information

Use the **Bankruptcy General** tab to maintain general bankruptcy information. Some information on this tab is available for use in merge letters.

To maintain general bankruptcy information

1. In the **Task Panel** navigation tree, click **Customers** and then click a name.

2. Click the **Bankruptcy** tab and then click the **Bankruptcy General** tab.

Chapter: Bankruptcy chapter number. The information available on the **Bankruptcy General** tab is based on the bankruptcy chapter selected.

Converted Chapter: If the customer filed bankruptcy under a different chapter originally, the original bankruptcy chapter number.

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

Date Filed: Date the customer filed the case with the bankruptcy court.

Status: Status of the bankruptcy.

Notice Received: Date the client received a notice that the customer filed for bankruptcy.

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

Creditor Meeting: Date and time of the creditor meeting.

Confirm Hearing: Date the court set the confirmation hearing.

Discharge Date: Date the court discharged the bankruptcy.

Dismissal Date: Date the court dismissed the bankruptcy.

Has Asset: If selected, indicates that the customer has assets to secure the debt. This check box displays for chapter 7 only.

Method: Method through which the court discharges account. This list box displays for chapter 7 only. Valid values are:

None: Customer didn't specify a method.

No Intention to Reaffirm: Customer or the customer's attorney didn't file.

Reaffirmation: Customer reaffirmed the debt under new terms. The following boxes appear when you select this option:

- **Reaffirmation Amount:** Amount that the customer reaffirmed to pay.

- **Reaffirmation Filed Date:** Date the customer filed the reaffirmation with the court.

- **Reaffirmation Terms:** Agreed upon terms of the reaffirmation.

Surrender: Customer chose to surrender collateral. The following boxes appear when you select this option:

- **Surrender Date:** Date the customer surrendered the item.

- **Surrender Method:** Indicates how the customer surrendered the item (for example, shipped or picked up).

- **Auction House:** Name of the auction house that auctioned the surrendered item.

- **Auction Date:** Date the auction house auctioned the surrendered item.

- **Auction Amount:** Amount the auction house received for the surrendered item.

- **Auction Fee:** Fee the auction house charged for auctioning the surrendered item.

- **Auction Amount Applied:** Amount of the auction funds applied to the account.

Voluntary: Customer chose to pay off the debt voluntarily, possibly under new terms, without officially filing through the court. The following boxes appear when you select this option:

- **Voluntary Date:** Date the customer volunteered to pay off the debt.

- **Voluntary Amount:** Amount the customer volunteered to pay.

- **Terms:** Terms of the voluntary payment agreement.

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

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

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

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

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

1.

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

Maintain Court Information

Use the **Bankruptcy Court** tab to maintain court information. Some information on this tab is available for use in merge letters.

To maintain court information

1. In the **Task Panel** navigation tree, click **Customers** and then click a name.

2. Click the **Bankruptcy** tab and then click the **Bankruptcy Court** tab.

District: Court district.

Division: Court division.

Address: Court's street address, city, state, postal code, county, and country.

Court Phone: Court phone number.

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

Maintain Trustee Information

Use the **Bankruptcy Trustee** tab to maintain trustee information. Some information on this tab is available for use in merge letters.

To maintain trustee information

1. In the **Task Panel** navigation tree, click **Customers** and then click a name.

2. Click the **Bankruptcy** tab and then click the **Bankruptcy Trustee** tab.

Name: Trustee's name.

Address: Trustee's street address, city, state, postal code, county, and country.

Trustee Phone: Trustee's phone number.

Is Scheduled: If selected, the court scheduled a creditor meeting.

Creditor Meeting: Date and time of the creditor meeting.

Location: Location of the creditor meeting.

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

Maintain Bankruptcy Comments

Use the **Bankruptcy Comments** tab to maintain bankruptcy comments. Information on this tab is not available for use in merge letters.

To maintain bankruptcy comments

1. In the **Task Panel** navigation tree, click **Customers** and then click a name.

2. Click the **Bankruptcy** tab and then click the **Bankruptcy Comments** tab.

3. In the **Comment** box, type a comment and then click **Save**.

Maintain Deceased Information

Use the **Deceased** tab to maintain information regarding a deceased party on the account displayed in the **Work Form**. If your organization installed an import interface, the system imports information into this panel. Otherwise, you can add the information manually.

To maintain deceased information

1. in the **Task Panel** navigation tree, click **Customer** and then click a name.

2. Click the **Deceased** tab.

State: State where the customer's death occurred.

Postal Code: Postal code (for example, postal code) where the customer's death occurred.

Birth: Customer's date of birth.

Death: Customer's date of death.

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

Date Filed: Date the client filed a claim against the customer's estate.

Case Number: Claim case number.

Executor of Estate

   Name: Name of the executor of the customer's estate.

   Address: Executor's street address, city, state, postal code, county, and country.

   Phone: Executor's phone number.

   Fax: Executor's fax number.

Court

   District: Court district handling the customer's estate.

   Division: Court division handling the customer's estate.

   Address: Court's street address, city, state, postal code, county, and country.

   Phone: Court's phone number.

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

Maintain Assets

Use the **Assets** tab to maintain assets for a party on the account displayed in the **Work Form**.

To maintain assets

1. In the **Task Panel** navigation tree, click **Customer** and then click a name.

2. Click the **Assets** tab.

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

Asset Type: Type of asset.

Current Value: Current value of the asset.

Is Verified: A green check mark indicates that you verified the asset value. A red "x" indicates that you didn't verify the asset value.

Lien Amount: Amount held against the asset.

Is Verified: A green check mark indicates that you verified the lien amount. A red "x" indicates that you didn't verify the lien amount.

Description: More information regarding the asset.

3. To add an asset, click **Add,** complete the information, and then click **Save**.

4. To modify an asset, click **Edit**, modify the information, and then click **Save**.

5. To delete an asset, click **Delete** and then, in the confirmation dialog box, click **OK**.

Maintain CCCS Information

Use the **CCCS** tab to maintain Consumer Credit Counseling Service (CCCS) information for a party on the account displayed in the **Work Form**. CCCS is an entity that a person engages to negotiate settlement or payment arrangements on a debt.

To maintain CCCS information

1. In the **Task Panel** navigation tree, click **Customer** and then click a name.

2. Click the **CCCS** tab.

Company: Name of the customer's CCCS company.

Contact: Name of the customer's CCCS counselor.

Address: CCCS counselor's street address, city, state, postal code, county, and country.

Phone: CCCS counselor's phone number.

Fax: CCCS counselor's fax number.

Client ID: Code that CCCS assigned to identify the customer.

Creditor ID: Code that CCCS assigned to identify the collection agency.

Date Accepted: Date the CCCS counselor accepted the filing.

Amount Accepted: Amount of the debt the customer is to pay.

Comment: Comments regarding the CCCS arrangement.

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

4. To delete the information, click **Delete** and then, in the confirmation dialog box, click **Yes**.

Customer Icons

The following table lists the customer icons and their description. When applicable, these icons appear next to the customer's name under the Customers heading in the navigation bar.

Icon	Description
	This customer is the primary person on the account.
	This customer is responsible for the account.
	This customer has warning messages associated to the account.

Disputes

Disputes

Use the **Disputes** panel to add, modify, and complete debt disputes for accounts. An account can have multiple disputes, including concurrent active ones. You or the system can move disputed accounts to a pending dispute work queue for further processing. You must have the Disputes Panel Permission.

Suspension of collection activity

Latitude places a hold on accounts in dispute to suspend all collection activity. When you close a dispute and no other active disputes exist on the account, Latitude removes the account hold and collection activity resumes.

Suspension of interest calculation

Latitude suspends interest calculation for disputed accounts with interest charges on their account balances. When you close a dispute and no other active disputes exist on the account, Latitude resumes interest calculations.

Add a Dispute

Use the **Add Dispute** dialog box to add a dispute for the account displayed in the **Work Form**.

To add a dispute

1. In the **Task Panel** navigation tree, click **Disputes**.

2. Click **Add**.

Dispute ID: Unique code that Latitude assigns to identify the dispute.

Dispute Type: Type of dispute, such as possible fraud or incorrect trace.

Date Received: Dispute received date.

Date Closed: Dispute closed date. When you close the dispute. Latitude populates this box with the current date.

Dispute Relates to: Person that the dispute relates to, such as client or third party.

Category: Dispute category, such as fraud or wrong trace.

Referred By: Person who referred the dispute, such as a third party or the client.

Recourse Date: Recourse approval date.

Justified: Indicates whether the dispute is justified.

Dispute Details: Details regarding the dispute.

Outcome: Outcome of the dispute, such as account on hold or unable to resolve.

Proof Required: If selected, your organization requires proof of the dispute.

Proof Requested: If selected, your organization requested proof of the dispute.

Insufficient Proof Received: If selected, your organization received proof that is insufficient.

Proof Received: If selected, your organization received proof of the dispute.

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

Modify a Dispute

Use the **Edit Dispute** dialog box to modify a dispute for the account displayed in the **Work Form**.

To modify a dispute

1.   In the **Task Panel** navigation tree, click **Disputes**.

2.   In the data grid, click the dispute and then click **Edit**.

Dispute ID: Unique code that Latitude assigns to identify the dispute.

Document ID: Unique code that identifies the document associated to the dispute.

Dispute Type: Type of dispute, such as possible fraud or incorrect trace.

Date Received: Dispute received date.

Date Closed: Dispute closed date. When you close the dispute. Latitude populates this box with the current date.

Dispute Relates to: Person that the dispute relates to, such as client or third party.

Category: Dispute category, such as fraud or wrong trace.

Referred By: Person who referred the dispute, such as third party, client, or user.

Recourse Date: Recourse approval date.

Justified: Indicates whether the dispute is justified.

Dispute Details: Details regarding the dispute.

Outcome: Outcome of the dispute, such as account on hold or unable to resolve.

Proof Required: If selected, your organization requires proof of the dispute.

Proof Requested: If selected, your organization requested proof of the dispute.

Insufficient Proof Received: If selected, your organization received proof that is insufficient.

Proof Received: If selected, your organization received proof of the dispute.

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

Remove a Duplicate Dispute

Use the **Disputes** panel to remove a duplicate dispute for the account displayed in the **Work Form**.

To remove a duplicate dispute

1. In the **Task Panel** navigation tree, click **Disputes**.

2. In the data grid, click the duplicate dispute to remove and then click **Existing Dispute**. Latitude removes the dispute.

Remove a Non-Dispute Document

Use the **Disputes** panel to remove a document that isn't a dispute document from the account displayed in the **Work Form**.

To remove a non-dispute document

1. In the **Task Panel** navigation tree, click **Disputes**.

2. In the data grid, click the dispute to remove and then click **Not a Dispute**. Latitude removes the dispute from the account.

Close a Dispute

Use the **Disputes** panel to close a dispute for the account displayed in the **Work Form**.

To close a dispute

1. In the **Task Panel** navigation tree, click **Disputes**.

2. In the data grid, click the dispute to close and then click **Close Dispute**.

Reopen a Dispute

Use the **Disputes** panel to reopen a closed dispute for the account displayed in the **Work Form**.

To reopen a dispute

1. In the **Task Panel** navigation tree, click **Disputes**.

2. In the data grid, click the closed dispute to reopen and then click **Reopen**.

Legal Case

Legal Case

Use the **Legal** panel to maintain court case information for customers in litigation for payment. Most of the data is available for creating merge letters for legal documents using Letter Console.

Maintain General Legal Information

Use the **General** tab to maintain general legal information for the account displayed in the **Work Form**.

> **Notes:**
>
> - Before creating a legal case, link all accounts involved in the suit and unlink those that aren't.
>
> - After creating a legal case, don't add other accounts to the link group as the system won't include them in the judgment. We recommend that you move the linked accounts to a desk that doesn't allow linking (**Prevent linking of accounts in this desk** check box is selected) to prevent adding accounts to the link group accidentally. For more information, see Add a Desk, Modify a Desk, and Change a Desk Assignment.
>
> - If you didn't link all the accounts involved in the suit or you didn't unlink accounts not involved in the suit before creating the legal case, do the following:
>
>> - Delete the legal case. For more information, see Delete a Legal Case.
>>
>> - Link the accounts involved in the suit and unlink the accounts not involved in the suit.
>>
>> - (Recommended) Move the accounts to a desk that doesn't allow linking.

- Recreate the legal case.

To maintain general legal information

1. In the **Task Panel** navigation tree, do one of the following:

- To add a court case, click **New Court Case**.

- To modify a court case, click the court case number.

The **General** tab appears.

Case Number: Court case number.

Status: Status of the legal case.

Plaintiff: Person who filed the complaint.

Defendant: Person defending the case. This box defaults to the primary customer's name.

Date Complaint Filed: Date the Plaintiff filed the complaint with the court.

Date Answer Filed: Date the Defendant filed the response to the complaint with the court.

Service Date: Date the court served notice to the Defendant.

Service Type: Type of legal service.

Trial Date: Date and time of the trial.

Arbitration Date: Date and time of arbitration.

Discovery Cut-off Date: Deadline for discovery requests.

Discovery Reply Date: Deadline for discovery responses.

Motion Cut-off Date: Deadline for filing a motion to reopen discovery.

Summary Judgment Deadline: Deadline for filing summary judgment motions.

Statutory Deadline to Try Case: Statutory deadline for trying the case.

Remarks: Comments regarding the case.

Misc Field 1: Use this box to store whatever information you choose.

Misc Field 2: Use this box to store whatever information you choose.

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

Assign a Court

Use the **Court** tab to assign a court to a legal case for the account displayed in the **Work Form**. Specify a court case number on the **General** tab before assigning a court.

To maintain a court

1. In the **Task Panel** navigation tree, click a case number.

2. Click the **Court** tab.

Court: Name of the court.

Judge: Name of the presiding judge.

Court Room: Court room where the judge presides.

Address: Court address.

County: Court county.

Clerk: Name of the court clerk.

Phone: Court clerk's phone number.

Fax: Court clerk's fax number.

Misc Info: Miscellaneous information related to the court.

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

Judgments

Judgments

Use the **Judgment** tab to award and reverse judgments on the account displayed in the **Work Form**. To award or reverse a judgment, you must specify a court case number, assign a court name, and specify a judgment spread.

Specify Judgment Award Amounts

Use the **Judgment** tab to specify the judgment award amounts for the account displayed in the **Work Form**. Ensure that you specified a case number and assigned a court. For more information, see Maintain General Legal Information and Assign a Court.

To specify judgment Award Amounts

1. In the **Task Panel** navigation tree, do one of the following:

   - To add a court case, click **New Court Case**, specify a court case number, and then click **Save**.

   - To modify a court case, click the court case number.

2. Click the **Judgment** tab.

Date of Judgment: Date the court awarded judgment. You cannot save the judgment unless you specify this date.

Date Judgment Recorded: Date the court clerk recorded the judgment in the judgment book.

Judgment Book: Book that contains the recording information received from the court.

Judgment Page: Page that contains the recording information received from the court.

Judgment Court: Court that awarded the judgment. The system pulls this information from the **Court** tab.

Principal: Principal amount awarded in the judgment.

Interest: Interest amount awarded in the judgment.

Court Cost: Court costs awarded in the judgment.

Attorney: Attorney fees awarded in the judgment.

Other 1 through **Other 5:** Other fees awarded in the judgment. You can specify up to five other fees.

Miscellaneous: Miscellaneous costs awarded in the judgment.

Interest From Date: Date to start calculating interest on the total judgment award amount at the specified interest rate.

Interest Rate: Interest rate to use to calculate interest on the total judgment award amount.

Total Due on Judgment: Total amount that the court awarded on the judgment. The system calculates this amount. It doesn't include fees that you apply after the judgment date (for example, garnishment fees).

Accrue Interest: If selected, the system includes the associated money bucket when calculating accrued interest. You cannot select or clear the **Principal** or **Interest** check boxes. If your organization didn't map a money bucket to an award bucket, you cannot select or clear the corresponding check box.

Note: The system populates the following boxes and you cannot change them on this tab.

Principal: Amount of the account balance that is principal (money bucket 1).

Interest: Amount of the account balance that is interest (money bucket 2).

Transaction Charges: Amount of the account balance that is transaction charges (money bucket 10).

Note: The remaining amounts (for example, Collection Costs) are for money buckets 3 through 9. The labels vary based on how your organization set up your system. For more information, see Maintain Money Titles.

Total Balance: Total account balance (sum of all money buckets).

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

Note: You cannot save the judgment information until you specify a case number on the **General** tab, assign a court on the **Court** tab, and specify a judgment date on the **Judgment** tab.

4. Do the steps to Spread Judgment Award Amounts.

Spread Judgment Award Amounts

Use the **Judgment Spread Calculator** dialog box to spread a judgment award across money buckets and any accounts linked to the account displayed in the **Work Form**. You can have the system spread the award proportionally based on existing account balances or you can specify the amount to apply to each bucket and linked account.

To spread judgment award amounts

1. In the **Task Panel** navigation tree, do one of the following:

   - To add a court case, click **New Court Case**, specify a court case number, and then click **Save**.

   - To modify a court case, click the court case number.

2. Click the **Judgment** tab.

3. Click **Judgment Spread Calculator**. The **Judgment Spread Calculator** dialog box appears.

Note: If the total amount for a specific column is greater than or less than the judgment amount awarded, the total box for that column appears with a red background.

Account ID: Unique code that the system assigned to identify the account. If a Link icon displays next to an account, the account is the driver (main) account in the group of joined accounts.

Notes:

- If the awarded amount is 100% of the amount owed, the system populates the following boxes with the amounts that exist on the account currently in the corresponding buckets.

- If the awarded amount is less than 100% of the amount owed, the system spreads the amount proportionally across the linked accounts and populates the following boxes with those amounts.

- The system applies awarded fees and costs to the link driver account only.

- If your organization didn't map a money bucket to an award bucket, you cannot specify a spread amount for that money bucket.

Principal: Amount of the award to apply to the Latitude money bucket that your organization mapped to the Principal award bucket.

Interest: Amount of the award to apply to the Latitude money bucket that your organization mapped to the Interest award bucket.

Court Costs: Amount of the award to apply to the Latitude money bucket that your organization mapped to the Court Costs award bucket.

Attorney: Amount of the award to apply to the Latitude money bucket that your organization mapped to the Attorney award bucket.

Other 1: Amount of the award to apply to the Latitude money bucket that your organization mapped to the Other 1 award bucket.

Other 2: Amount of the award to apply to the Latitude money bucket that your organization mapped to the Other 2 award bucket.

Other 3: Amount of the award to apply to the Latitude money bucket that your organization mapped to the Other 3 award bucket.

Other 4: Amount of the award to apply to the Latitude money bucket that your organization mapped to the Other 4 award bucket.

Other 5: Amount of the award to apply to the Latitude money bucket that your organization mapped to the Other 5 award bucket.

Misc: Amount of the award to apply to the Latitude money bucket that your organization mapped to the principal judgment award bucket.

Total: Total judgment amount awarded for the account.

Total (row): Total judgment amount awarded for each column. If the total amount for a specific column is greater than or less than the amount awarded, the total box for that column appears with a red background.

Total Judgment Award section - The system populates this section using the values you specified on the Judgments tab.

> **Principal:** Judgment amount awarded for principal.
>
> **Interest:** Judgment amount awarded for interest.
>
> **Court Costs:** Judgment amount awarded for court costs.
>
> **Attorney:** Judgment amount awarded for attorney costs.
>
> **Other 1** through **Other 5:** Judgment amount awarded for other costs.
>
> **Misc:** Judgment amount awarded for miscellaneous costs.
>
> **[Column] Total:** Total Judgment amount awarded.
>
> **[Row] Total:** Total Judgment amount awarded.

4. Do one of the following:

    - To spread the award proportionally, click **Distribute Proportionally**. The system calculates the spread based on the account balances and populates the boxes accordingly.

Judgment Spread Calculator

AccountId	Principal	Interest	Court Costs	Attorney	Other 1	Other 2	Other 3	Other 4	Other 5	Misc	Total
🔗 1601	1450	100	0	0	0	0	0	0	0	0	1550
1600	1450	0	0	0	0	0	0	0	0	0	1450
Total	2900	100	0	0	0	0	0	0	0	0	3000

Total Judgment Award

	Principal	Interest	Court Costs	Attorney	Other 1	Other 2	Other 3	Other 4	Other 5	Misc	Total
	2900	100	0	0	0	0	0	0	0	0	3000

Distribute Proportionally   Clear   Save   Cancel   ❷ Help

    - To specify the amount of the award to apply to each bucket and each linked account, type the amounts in the boxes.

Note: If the total amount to apply doesn't equal the total judgment amount awarded, the boxes appear in red and you cannot save your changes.

5. Click **Save**.

6. On the **Judgment** tab, click **Save**.

7. Do the steps to Award a Judgment.

Award a Judgment

Use the **Judgment** tab to award judgment on the account displayed in the **Work Form**. You cannot award a judgment until you specify a judgment spread. For more information, see Spread Judgment Award Amounts. You must have the Award/Reverse Judgment Permission and Judgment Award Bucket Mappings Permission.

To award a judgment

1. In the **Task Panel** navigation tree, do one of the following:

   - To add a court case, click **New Court Case**, specify a court case number, and then click **Save**.

   - To modify a court case, click the court case number.

2. Click the **Judgment** tab.

3. Click **Award Judgment**. A confirmation dialog box appears.

> **Note:** You cannot award the judgment until you specify a judgment spread.

4. Click **OK**. The system populates the money buckets in the **Previous Balance** column on the **Judgment** tab with the spread amounts.

Note: Custodian updates the interest on the linked accounts in the judgment when the nightly process runs. However, you can update the interest immediately. For more information, see Update Interest on Linked Accounts in a Judgment.

Reverse a Judgment

Use the **Judgment** tab to reverse judgment on an appealed case or when the court entered the judgment in error for the account displayed in the **Work Form**. You must have the Award/Reverse Judgment Permission and Judgment Award Bucket Mappings Permission.

To reverse a judgment

1. In the **Task Panel** navigation tree, do one of the following:

   - To add a court case, click **New Court Case**, specify a court case number, and then click **Save**.

   - To modify a court case, click the court case number.

2. Click the **Judgment** tab.

3. Click **Reverse Judgment**. A confirmation dialog box appears.

4. Click **OK**. The system clears the money buckets in the **Previous Balance** column on the **Judgment** tab and reverts the values on the account to their pre-judgment award amounts.

Update Interest on Linked Accounts in a Judgment

Use the **Judgment** tab to update interest on the linked accounts in an awarded judgment. Custodian updates the interest when the nightly process runs. However, you can update the interest immediately. You must have the Update Interest Permission.

To update interest on linked accounts in a judgment

1. In the **Task Panel** navigation tree, do one of the following:

   - To add a court case, click **New Court Case**, specify a court case number, and then click **Save**.

   - To modify a court case, click the court case number.

2. Click the **Judgment** tab.

3. Click **Update Interest**. A confirmation dialog box appears.

4. Click **OK**. The system updates the interest for all the linked accounts in the judgment.

Garnishments

Garnishments

Use the **Garnishments** tab to maintain wage garnishments for the account displayed in the **Work Form**. To award or reverse a judgment, you must specify a court case number, assign a court name, and specify a judgment spread.

Add a Garnishment

Use the **New Garnishment** dialog box to add a wage garnishment for the account displayed in the **Work Form**.

To add a garnishment

1. In the **Task Panel** navigation tree, click a case number.

2. Click the **Garnishment** tab.

3. Click **Add New**.

Garnishment Case Number: Court case number for the garnishment.

Date Filed: Date the client filed the garnishment with the court.

Expires: Date the garnishment ends.

Service Date: Date the court served the garnishment summons.

Principal Amount: Initial amount of money the garnishment is to repay.

Pre-judgment Interest: Interest that accrued before you went to court to obtain a judgment against the customer.

Post-judgment Interest: Interest on the judgment that accrues from the time the court clerk records the judgment until the customer pays the debt.

Cost: Costs for filing the garnishment, such as filing fees, that you can recover.

Other Amounts: Other costs related to the garnishment, such as processing fees, that you can recover.

Total Amount: Total amount of the garnishment. This amount includes the principal amount, interest, costs, and other amounts.

Company: Company to whom the court issued the garnishment summons.

Address: Garnishee's street address, city, state, postal code, county, and country.

Contact: Name of the contact person at the company.

Phone: Contact person's phone number.

Fax: Contact person's fax number.

Email: Contact person's email address.

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

Modify a Garnishment

Use the **Garnishment** tab to modify a wage garnishment for the account displayed in the **Work Form**.

To modify a garnishment

1. In the **Task Panel** navigation tree, click a case number.

2. Click the **Garnishment** tab.

3. Click a garnishment case number to display its information.

Garnishment Case Number: Court case number for the garnishment.

Date Filed: Date the client filed the garnishment with the court.

Expires: Date the garnishment ends.

Service Date: Date the court served the garnishment summons.

Principal Amount: Initial amount of money the garnishment is to repay.

Pre-judgment Interest: Interest that accrued before you went to court to obtain a judgment against the customer.

Post-judgment Interest: Interest on the judgment that accrues from the time the court clerk records the judgment until the customer pays the debt.

Cost: Costs for filing the garnishment, such as filing fees, that you can recover.

Other Amounts: Other costs related to the garnishment, such as processing fees, that you can recover.

Total Amount: Total amount of the garnishment. This amount includes the principal amount, interest, costs, and other amounts.

Company: Company to whom the court issued the garnishment summons.

Address: Garnishee's street address, city, state, postal code, county, and country.

Contact: Name of the contact person at the company.

Phone: Contact person's phone number.

Fax: Contact person's fax number.

Email: Contact person's email address.

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

Delete a Garnishment

Use the **Garnishment** tab to delete a garnishment for the account displayed in the **Work Form**.

To delete a garnishment

1. In the **Task Panel** navigation tree, click a case number.

2. Click the **Garnishment** tab.

3. Click the garnishment case number and then click **Delete**.

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

Accounting

Accounting

Use the **Accounting** tab to maintain legal accounting information for the account displayed in the **Work Form**.

View Legal Accounting Information

Use the **Accounting** tab to view legal accounting information for the account displayed in the **Work Form**.

To view legal accounting information

1. In the **Task Panel** navigation tree, click a case number.

2. Click the **Accounting** tab.

ID: Code that identifies the transaction.

Item Date: Date the transaction occurred.

Description: Ledger account associated to the transaction.

Debit: Debit amount associated to the transaction.

Credit: Credit amount associated to the transaction.

Inv: Indicates whether the system invoiced the transaction.

Balance: Sum of the transaction amounts. If the system enclosed the balance in parentheses, the balance is a debit (or decreasing) amount. Otherwise, the balance is a credit (or increasing) amount.

The following information comes from the AIM program:

> **Type Code\Description:** Unique code that identifies the ledger account and a description of the ledger account.

> **Agency ID\Name:** Unique numeric code and name that identify the outside agency or attorney that holds the account.

> **Alpha Code:** Alphanumeric code that identifies the outside agency or attorney that holds the account.

> **AIM Unique ID:** Unique code that identifies the AIM transaction.

> **Created Date:** Date the system or a user created the transaction in AIM.

> **AIM Invoice ID:** Unique code that identifies the AIM invoice that included the transaction.

Add a Legal Ledger Item

Use the **New Legal Ledger Entry** dialog box to add a legal ledger item for the account displayed in the **Work Form**.

To add a legal ledger item

1. In the **Task Panel** navigation tree, click a case number.

2. Click the **Accounting** tab and then click **Add New**.

Item Date: Date the transaction occurred.

Entry Types: Indicates whether the ledger item is a debit or credit.

Amount: Debit or credit amount associated to the ledger item.

Legal Ledger Type: Type of ledger account.

AIM Agency: Name of the outside agency or attorney that holds the account.

AIM Unique ID: Unique code that identifies the AIM ledger item.

AIM Invoice ID: Unique code that identifies the AIM invoice that included the ledger item.

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

Modify a Legal Ledger Item

Use the **Edit Legal Ledger Entry** dialog box to modify a legal ledger item for the account displayed in the **Work Form**.

To modify a legal ledger item

1.   In the **Task Panel** navigation tree, click a case number.

2.   Click the **Accounting** tab.

3. Click an item in the data grid and then, in the Edit column, click the plus sign (+).

Edit Legal Ledger Entry

Item Date:	4/20/2015 📅
Entry Types:	⦿ Debit: (decreases / expenditures and costs incurred) ○ Credit: (increases / costs advances)
Amount:	$ 1000 (does not affect Debtors Account balance)
Legal Ledger Type:	FILING FEES EXPENDED ▾
AIM Agency:	Collections Plus Services ▾
AIM Unique Id:	36514
AIM Invoice Id:	69874

Save   Close   ❓ Help

Item Date: Date the transaction occurred.

Entry Types: Indicates whether the ledger item is a debit or credit. You cannot modify the entry type. You can, however, delete the item on the **Accounting** tab and add a new one.

Amount: Debit or credit amount associated to the ledger item.

Legal Ledger Type: Type of ledger account.

AIM Agency: Name of the outside agency or attorney that holds the account.

AIM Unique ID: Unique code that identifies the AIM ledger item.

AIM Invoice ID: Unique code that identifies the AIM invoice that included the ledger item.

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

Delete a Legal Ledger Item

Use the **Accounting** tab to delete a legal ledger item for the account displayed in the **Work Form**.

To delete a legal ledger item

1. In the **Task Panel** navigation tree, click a case number.

2. Click the **Accounting** tab.

3. Click an item in the data grid and then, in the Del column, click the minus sign (-).

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

Delete a Legal Case

Use the **General** tab to delete a legal case for the account displayed in the **Work Form**. You cannot delete a legal case with an awarded judgment; however, you can reverse the judgment and then delete the legal case. To delete a legal case, you must have the Delete Legal Case permission.

To delete a legal case

1. In the **Task Panel** navigation tree, click the court case number. The **General** tab appears.

2. Click **Delete** and then, in the confirmation dialog box, click **OK**.

Letters

Letters

Use the **Letters** panel to request letters, view pending letter requests, delete pending letter requests, and view letter request history. You can also suspend and release a pending letter request. The letters available to you are based on settings in Letter Console. To print a requested letter, use Letter Console. For more information, see the *Letter Console* documentation.

Request a Letter

Use the **Request Letter** panel to request a letter for one or more parties associated to the account displayed in the **Work Form**. The system restricts the available letters to those letters allowed for the

account and client. You must have the Request Permission to request a letter. You must have the Linked Letters Permission to specify the linked accounts to include when requesting a linked letter.

To request a letter

1. In the **Task Panel** navigation tree, click **Letters** and then click **Request Letter**. The data grid displays the letters that are available for the account.

	Code	Type	Description
	00000	DUN	NewLetterTemplate
🔗	1	DUN	First Notice
	2	SIF	SIF
🔗	3	PPA	Payment Reminder
	4	PPS	MultiPart SIF

Sender: GSadmin

Recipient: WIESEN, ROY

Send Date: 4/29/2016

Subject Party: WIESEN, ROY

[Send Request] [❓ Help]

Link Icon (🔗): Indicates that the letter can include information for linked accounts.

Code: Code that identifies a letter.

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

Description: Description of the letter.

Sender: Person sending the letter.

Recipient: Person receiving the letter.

Send Date: Date to send the letter.

Subject Party: Person the letter is regarding.

Count: Number of payments (up to 25) to show in the letter. This box appears for a multipart SIF letter only.

Amount: Payment amount due. This box appears for payoff, settlement, payment reminder, and NITD letters.

Due Date: Date the payment is due. This box appears for payoff, settlement, payment reminder, and NITD letters.

2. In the data grid, select the letter to request. The information available is based on the letter selected. For example, some letters require payment amounts and dates.

3. If you selected a multipart SIF letter, do the following:

a. In the **Count** box, type or select the number of payments to show in the letter. **Amount** and **Due Date** boxes appear in the data grid for the number of payments specified.

b. Specify a payment amount and due date for each payment. The due dates must be at least one day apart. If an amount is zero when you click to send the request, the system deletes it from the data grid and doesn't include it in the letter.

    c.   To delete a payment, in the data grid, click the Delete icon. In the confirmation dialog box, click **Yes**.

4. Complete the information and then click **Send Request**. The letter request appears in the **Pending Letters** panel.

> **Note:** The **Select Accounts** dialog box appears when the account is a linked account, the letter is a linked letter, and your organization configured the Linked Letters permission.

5. If the **Select Accounts** dialog box appears, do the steps to Select Accounts. The letter request appears in the **Pending Letters** panel of each linked account that you select.

> **Note:** The linked letter request feature is available beginning in SU 04 and doesn't affect letter requests created before upgrading to SU 04.

Select Accounts

Use the **Select Accounts** dialog box to select multiple linked accounts for which to change the account status or request a letter, depending on which task you are performing. This dialog box displays for linked accounts.

To select accounts

1. Do one of the following:

   - Change an Account Status

   - Request a Letter

   The **Select Accounts** dialog box appears.

> **Note:** If closed accounts are excluded from the list, a check mark in a red box appears (as shown in the example). If closed accounts are included in the list, an **X** in a blue box appears.

2. Do one of the following:

   - To include closed accounts in the list, click the check mark in the red box. An **X** in a blue box appears in place of the check mark.

   - To remove closed accounts from the list, click the **X** in the blue box. A check mark in a red box appears in place of the **X**.

3. To select the accounts for which to change the status or request a letter, do one of the following:

   - To include all the linked accounts, select the check box next to **Select/Deselect All** in the column heading.

- To exclude all the linked accounts (except the account you are working), clear the check box next to **Select/Deselect All** in the column heading.

- To include an individual linked account, select the corresponding check box.

- To exclude an individual linked account, clear the corresponding check box.

4. To specify advanced options, do the following:

a. Click **Advanced**. The advanced options appear.

Advanced		
Client:	Patient:	Service Date:
Apply Clear		

b. To include accounts for a specific client, in the **Client** list box, click the client name.

c. To include accounts for a specific medical patient, in the **Patient** list box, click the patient name.

d. To include accounts for a specific date that the patient received medical care, in the **Service Date** list box, click the service date.

e. Click **Apply**.

5. Click **Save**. If you are changing the status and the selected accounts have an active payment arrangement, a confirmation dialog box appears. Click **OK**.

The system either changes the status of the specified accounts or requests a letter for the specified accounts, depending on what action lead you to this dialog box.

View Pending Letter Requests

Use the **Pending Letters** panel to view pending letter requests for the account displayed in the **Work Form**. When the letter due date arrives, the letter is available to send using Letter Console.

To view pending letter requests

1. In the **Task Panel** navigation tree, click **Letters** and then click **Pending Letters**.

	Method	Code	Type	Description	Due Date	Sender	Recipient	State
🔗	Print	1	DUN	First Notice	4/29/16	gs	WIESEN, ROY	Pending

Details   Delete   ❓ Help

Link Icon (🔗): Indicates that the letter can include information for linked accounts.

Method: Method for delivering the letter.

Code: Code that identifies the letter.

Type: Type of letter requested.

Description: Description of the letter.

Due Date: Date the letter is due to send.

Sender: Person sending the letter.

Recipient: Person receiving the letter.

State: Status of the letter request.

2. To view details for a letter request, in the data grid, click the letter and then click **Details**. The **Details View** dialog box appears.

Details View

Letter Code:	1		Requester:	GSadmin
Letter Type:	1		Sender:	gs
Method:	Print		Error Indicator:	
Image Available:	No		Amount Due:	2900
Date Requested:	9/6/16		Due Date:	9/6/16
Date Processed:	9/6/16		Deleted:	No
Recipient:	SHREIM, HENRY			
File #'s	1600, 1601			

Charged Off Bucket Snapshot (at time of printing)

Client Ref #	Client Code	Principal	Interest	Collection Costs	Bad Check Chgs	Court Cost	Attorney Fees	Misc			Transaction Charges
1600	0000012	$2,900.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
1601	0000012	$2,900.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00

Close   Help

Delete a Pending Letter Request

Use the **Pending Letters** panel to delete a pending letter request for the account displayed in the **Work Form**. To delete a pending letter request, you must have the Delete Request permission.

To delete a pending letter request

1. In the **Task Panel** navigation tree, click **Letters** and then click **Pending Letters**.

	Method	Code	Type	Description	Due Date	Sender	Recipient	State
🔑	Print	1	DUN	First Notice	4/29/16	gs	WIESEN, ROY	Pending

Details   Hold   Delete   Help

2. In the data grid, click the letter and then click **Delete**.

3. In the confirmation dialog box, click **OK**. The system records the deleted letter request in the **Letter History** panel.

Suspend a Pending Letter Request

Use the **Pending Letters** panel to place a hold on a pending letter request for the account displayed in the **Work Form**. You cannot send a letter or delete a letter request while it is on hold. To place a letter request on hold, you must have the OnHold Request permission.

To suspend a pending letter request

1. In the **Task Panel** navigation tree, click **Letters** and then click **Pending Letters**.

Method	Code	Type	Description	Due Date	Sender	Recipient	State
🔑 Print	1	DUN	First Notice	4/29/16	gs	WIESEN, ROY	Pending

Details Hold Delete ❓ Help

2. In the data grid, click the letter and then click **Hold**. The status of the letter request changes to "Held."

Release the Hold on a Pending Letter Request

Use the **Pending Letters** panel to release the hold on a pending letter request for the account displayed in the **Work Form**. Once released, you can delete the letter request, or, if the letter due date is on or before the current date, send the letter using Letter Console.

To release the hold on a pending letter request

1. In the **Task Panel** navigation tree, click **Letters** and then click **Pending Letters**.

Method	Code	Type	Description	Due Date	Sender	Recipient	State
Print	1	DUN	First Notice	4/20/15	gs	DUGAN, SUSAN	Held

Details Release Delete ❓ Help

2. In the data grid, click the letter and then click **Release**. The status of the letter request changes to "Pending."

View Letter Details

Use the **Details View** dialog box to view the details for a pending or historical letter for the account displayed in the **Work Form**.

To view letter details

1. In the **Task Panel** navigation tree, do one of the following:

   - For a pending letter, click **Letters** and then click **Pending Letters**. The **Pending Letters** panel appears.

   - For a historical letter, click **Letters** and then click **Letter History**. The **Letter History** panel appears.

2. In the data grid, click a letter and then click **Details**.

Details View

Letter Code: 1
Letter Type: 1
Method: Print
Image Available: No
Date Requested: 9/6/16
Date Processed: 9/6/16
Recipient: SHREIM, HENRY
File #'s   1600, 1601

Requester: GSadmin
Sender: gs
Error Indicator:
Amount Due: 2900
Due Date: 9/6/16
Deleted: No

Charged Off Bucket Snapshot (at time of printing)

Client Ref #	Client Code	Principal	Interest	Collection Costs	Bad Check Chgs	Court Cost	Attorney Fees	Misc			Transaction Charges
1600	0000012	$2,900.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
1601	0000012	$2,900.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00

Close   ❷ Help

Letter Code: Code that identifies the letter.

Letter Type: Type of letter requested.

Method: Method for delivering the letter (for example, print, email, fax).

Image Available: Indicates whether an electronic image of the letter is available to view.

Date Requested: Date a user requested the letter.

Date Processed: Date a user sent the letter.

Recipient: Person who received the letter.

File #'s: System-assigned file numbers of the accounts included in the letter.

Requester: Person who requested the letter.

Sender: Person who sent the letter.

Error Indicator: Indicates that an error occurred when generating a letter in Letter Console. For example, if the letter contains an incomplete address, an error occurs.

Amount Due: Payment amount due.

Due Date: Payment due date.

Deleted: Indicates whether you canceled the pending letter request.

Client Ref #: Unique code that the system assigned to identify the account.

Client Code: Unique code that your organization assigned to identify the client.

Principal: Past due principal amount.

Interest: Past due interest amount.

Collection Costs: Past due collection costs.

Bad Check Chgs: Past due bad check charges.

Court Cost: Past due court costs.

Attorney Fees: Past due attorney fees.

**Misc:** Past due miscellaneous charges.

Transaction Charges: Past due transaction charges.

View Letter History

Use the **Letter History** panel to view the letters that a user requested for the account displayed in the **Work Form**. An "x" in the last column of the data grid indicates that a user deleted the letter request before sending the letter.

To view letter history

1. In the **Task Panel** navigation tree, click **Letters** and then click **Letter History**.

	Method	Code	Type	Description	Date Requested	Date Sent	Sender	Recipient	Subject	
🔗	Print	1	DUN	First Notice	4/29/16	4/29/16	gs	WIESEN, ROY	WIESEN, ROY	
🔗	Print	1	DUN	First Notice	4/29/16		gs	WIESEN, ROY	WIESEN, ROY	🗑

Details ❷ Help

Link Icon (🔗): Indicates that the letter can include information for linked accounts.

Method: Method for delivering the letter (for example, print, email, fax).

Code: Code that identifies the letter.

Type: Type of letter requested.

Description: Description of the letter.

Date Requested: Date a user requested the letter.

Date Sent: Date a user sent the letter.

Sender: Person who sent the letter.

Recipient: Person who received the letter.

Subject: Person the letter is regarding.

Note: If a Trash Can icon appears in the last column, a user deleted the letter request before sending the letter.

2. To view details for a letter request, in the data grid, click the letter and then click **Details**. The **Details View** dialog box appears.

Letter Types

The following table lists the types of system-created letters that are available. For more information, see the Letter Console documentation.

Letter Type	Description
Dunning	Initial letter sent to the customer that contains balance and client information.
Settlement	Letter offering settlement terms to the customer.

Letter Type	Description
Payoff	Letter to the customer confirming payoff of entire balance.
Payment Reminder	Letter reminding the customer to submit a payment.
Multi-Part Settlement	Letter confirming agreement with the customer to settle the balance following a payment schedule.
NITD	Notice of Intent to Deposit. Letter to notify the customer that your organization is depositing a post-dated check or paper draft.
Customer Letter	This letter type is not in use.
Attorney Letter	Letter to your organization's forwarding attorney regarding the customer.

Reference Panels

Reference Panels

The **Reference** panels allow you to view reference information for the account displayed in the **Work Form**. This section contains a **Reference Panel** navigation bar, which allows you to open the panels. It also contains the **Reference Panel** toolbar, which provides options for the selected panel. Once you open a panel, a tab displays on the **Reference Panel** navigation bar. You can have multiple panels open at once and use the tabs to move between panels.

The **Notes** and **Interactions** panels are available to all users. The remaining panels available to you are based on how your organization configured the Reference Panels Permission.

Addresses

Addresses

Use the **Address** panel to view, add, and modify addresses for the account displayed in the **Work Form**.

View Addresses

Use the **Address** panel to view addresses associated to the account displayed in the **Work Form**. You can filter the addresses that display based on one or more criteria.

To view addresses

1. In the **Reference Panel** navigation bar, click **Available Panels** and then click **Address**.

Party: Person associated to the address.

Type: Type of address, such as home or work.

Flags: Flags set for the address. Valid values are:

      A = Active (address is in use)

      C = Correspondence (users and the system can send correspondence to this address)

      P = Primary (address is the primary address on the account)

Status: Status of the address, such as good, bad, or unknown.

Source: Source who provided the address, such as customer, client, or credit bureau.

Confirmation Source: Source who confirmed the validity of the address.

Address line 1: Person's address line 1.

Address line 2: Person's address line 2.

City/Town: Person's city or town.

County: Person's county.

Post Code: Person's postal code.

Country: Person's country.

2. To display addresses that meet specific criteria only, do one or more of the following:

- To limit the addresses to a specific person on the account, in the **Party** box, click the person's name.

- To limit the addresses to a specific type, in the **Type** box, click the address type.

- To limit the addresses to a specific status, in the **Status** box, click the status.

Only the addresses that match the selected criteria appear in the panel.

Tip: To clear the filters and display all addresses, click **Clear Filters**.

Add an Address

Use the **Add Address** dialog box to add an address for the account displayed in the **Work Form**. You must have the Address Maintenance Permission.

To add an address

1. In the **Reference Panel** navigation bar, click **Available Panels** and then click **Address**.

2. In the **Reference Panel** toolbar, click **Add**.

Address Owner: Person associated to the address.

Type of Address: Type of address, such as home or work.

Status of Address: Status of the address, such as good, bad, or unknown.

Source: Source who provided the address, such as customer, client, or credit bureau.

Confirmation: Source who confirmed the validity of the address.

Active: If selected, the address is in use.

Primary: If selected, the address is the primary (main) address on the account.

Correspondence: If selected, you can send correspondence to this address.

Address line 1: Person's address line 1.

Address line 2: Person's address line 2.

City/Town: Person's city or town.

County: Person's county.

Post Code: Person's postal code.

Country: Person's country.

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

Modify an Address

Use the **Edit Address** dialog box to modify an address for the account displayed in the **Work Form**. You must have the Address Maintenance Permission.

To modify an address

1. In the **Reference Panel** navigation bar, click **Available Panels** and then click **Address**.

2. In the data grid, click the address and then, in the **Reference Panel** toolbar, click **Edit**.

Type of Address: Type of address, such as home or work.

Status of Address: Status of the address, such as good, bad, or unknown.

Source: Source who provided the address, such as customer, client, or credit bureau.

Confirmation: Source who confirmed the validity of the address.

Active: If selected, the address is in use.

Primary: If selected, the address is the primary (main) address on the account.

Correspondence: If selected, you can send correspondence to this address.

Address line 1: Person's address line 1.

Address line 2: Person's address line 2.

City/Town: Person's city or town.

County: Person's county.

Post Code: Person's postal code.

Country: Person's country.

3. Modify the information and then click Save.

Note: If the person whose address you modified has other accounts, Latitude updates the address on those accounts also.

AIM

AIM

Use the **AIM** panel to view information from the Agency Interface Module (AIM) program. AIM allows you to track and maintain information for the accounts that clients placed with outside collection agencies or attorneys.

View General AIM Information

Use the **General** tab in the **AIM** panel to view general information pulled from the AIM program for the account displayed in the **Work Form**.

To view general AIM information

1. In the **Reference Panel** navigation bar, click **Available Panels** and then click **AIM**.

2. In the **AIM** panel, click the **General** tab.

Available Panels ▾	AIM Panel ✖			
				❷ Help

General	History	Requests/Notifications	Arrangements	Work Efforts

Agency/Attorney Name	Not Currently Placed
Agency/Attorney AlphaCode	Not Currently Placed
Agency/Attorney ID	Not Currently Placed
Agency/Attorney Tier	Not Currently Placed
Has Acknowledged Placement	Not Currently Placed
Current Fee Status	Not Currently Placed
Current Final Recall Objection Status	Not Currently Placed
Last Placed On	Not Currently Placed
Last Recalled On	Never Recalled
Next Automatic Pending Recall On	Not Currently Placed
Next Automatic Final Recall On	Not Currently Placed
Placed Balance	$0.00
Current Balance	$917.54

Agency/Attorney Name: Name of the outside collection agency or attorney where the client placed the account.

Agency/Attorney AlphaCode: External code that identifies the outside collection agency or attorney where the client placed the account. The system uses this code when creating files and folders for the agency or attorney.

Agency/Attorney ID: Code that the system assigns to identify the outside collection agency or attorney where the client placed the account.

Agency/Attorney Tier: Number used to group the outside collection agency or attorney where the client placed the account based on performance or preference.

Has Acknowledged Placement: Indicates whether the outside collection agency or attorney confirmed receipt of the account.

Current Fee Status: Fee schedule or commission percentage for applying commissions.

Current Final Recall Objection Status: Indicates whether the system received a final recall objection from the outside collection agency or attorney.

Last Placed On: Date the client last placed the account with an outside collection agency or attorney.

Last Recalled On: Date the system last recalled the account from the outside collection agency or attorney.

Next Automatic Pending Recall On: Date of the next automatic pending recall.

Next Automatic Final Recall On: Date of the next automatic final recall.

Placed Balance: Balance on the account when the client placed the account with the outside collection agency or attorney.

Current Balance: Current account balance.

View AIM History

Use the **History** tab in the **AIM** panel to view transaction history pulled from the AIM program for the account displayed in the **Work Form**.

To view AIM history

1. In the **Reference Panel** navigation bar, click **Available Panels** and then click **AIM**.

2. In the **AIM** panel, click the **History** tab.

Transaction Type: Type of AIM transaction.

Agency/Attorney: Outside collection agency or attorney that held the account when AIM processed the transaction.

Date: Date that AIM processed the transaction.

Message: Information regarding the transaction.

Balance: Balance on the account when AIM processed the transaction.

View AIM History Details

Use the **AIM History Details** dialog box to view transaction history details pulled from the AIM program for the account displayed in the **Work Form**.

To view AIM history details

1. In the **Reference Panel** navigation bar, click **Available Panels** and then click **AIM**.

2. In the **AIM** panel, click the **History** tab.

3. In the data grid, click **Details**.

AIM History Details

Import Notes

Field	Value
FILE NUMBER	1120
CREATED DATETIME	2010-10-08T00:00:00-04:00
NOTE ACTION	CC
NOTE RESULT	CC
NOTE COMMENT	WP-4157593300
IS PRIVATE	F

Cancel   ❓ Help

Field: Transaction detail data item.

Value: Value associated to the transaction detail data item.

View AIM Requests and Notifications

Use the **Requests/Notifications** tab in the **AIM** panel to view requests and notifications pulled from the AIM program for the account displayed in the **Work Form**.

To view AIM requests and notifications

1. In the **Reference Panel** navigation bar, click **Available Panels** and then click **AIM**.

2. In the **AIM** panel, click the **Requests/Notifications** tab.

Origination: Source where the request or notification originated.

Entity: Organization or individual that sent the request or notification.

Request: Code that identifies the type of request or notification.

Requested: Date of the request or notification.

Response: Code that identifies the response to the request or notification.

Responded: Date of the response to the request or notification.

Status: Status of the response to the request or notification.

Request ID: Code that identifies the request.

Create an AIM Request

Use the **New Request** dialog box to create a request for the outside collection agency or attorney that holds the account displayed in the **Work Form**. If an outside collection agency or attorney doesn't hold the account, you cannot create a request.

To create an AIM request

1. In the **Reference Panel** navigation bar, click **Available Panels** and then click **AIM**.

2. In the **Reference Panel** toolbar, click **Create Request**.

Request Code/Description: Code and description that identify the type of request.

Requested Date: Date of the request.

Request Text: More information regarding the request.

3. Complete the information and click **Save**. The system adds the request to the data grid on the **Requests/Notifications** tab.
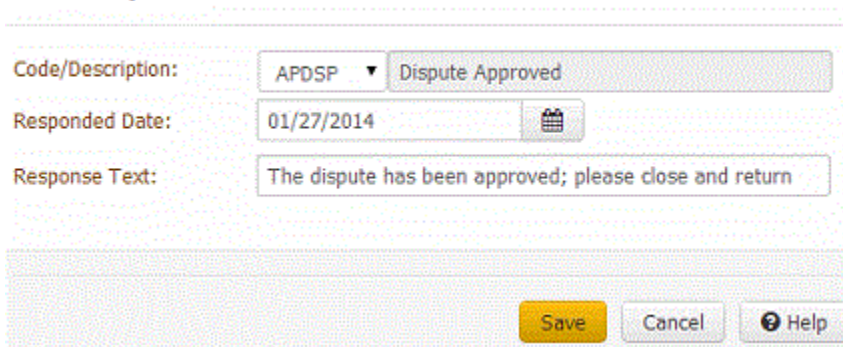
Create an AIM Response

Use the **New Response** dialog box to create a response to a request for the outside collection agency that holds the account displayed in the **Work Form**.

To create an AIM response

1. In the **Reference Panel** navigation bar, click **Available Panels** and then click **AIM**.

2. In the **AIM** panel, click the **Requests/Notifications** tab.

3. In the data grid, click **Set Response**.

Code/Description: Code and description that identify the type of response.

Responded Date: Date of the response.

Response Text: More information regarding the response.

4. Complete the information and click **Save**. The system adds the response to the data grid on the **Requests/Notifications** tab, and sets the status to "responded."

View AIM Arrangements

Use the **Arrangements** tab in the **AIM** panel to view payment arrangement information pulled from the AIM program for the account displayed in the **Work Form**.

To view AIM arrangements

1. In the **Reference Panel** navigation bar, click **Available Panels** and then click **AIM**. The **AIM** panel appears.

2. In the **AIM** panel, click the **Arrangements** tab. The **Arrangements** tab appears.

Agency/Attorney Name: Outside collection agency or attorney that holds the account.

Date Created: Date a user created the payment arrangement.

Due Date: Date the payment is due.

Amount: Payment amount due.

View AIM Work Efforts

Use the **Work Efforts** tab in the **AIM** panel to view work effort information pulled from the AIM program for the account displayed in the **Work Form**.

To view AIM work efforts

1. In the **Reference Panel** navigation bar, click **Available Panels** and then click **AIM**. The **AIM** panel appears.

2. In the **AIM** panel, click the **Work Efforts** tab. The **Work Efforts** tab appears.

Agency Name: Outside collection agency or attorney that holds the account.

Action Date: Date the work effort occurred.

Category: Type of work effort.

Code: Code that identifies the work effort.

Description: Description of the work effort.

View Arrangement History

Use the **Arrangement History** panel to view historical payment arrangement information for the account displayed in the **Work Form**.

To view arrangement history

- In the **Reference Panel** navigation bar, click **Available Panels** and then click **Arrangement History**.

No.	Effective Start Date	First Pay Date	Type	User	Install	Frequency	Paycount	Discount	Method	Paid	Status	Canceled Date	Failed Date
21449	09/11/2015	09/11/2015	PIF	gs	£205.28	monthly, 9	1	0%	CC	£0.00	Active		

No.: Unique number that the system assigns to identify an arrangement.

Effective Start Date: Date the arrangement starts.

First Pay Date: Date the first payment is due.

Type: Type of arrangement, such as SIF or PIF.

User: User who created the arrangement.

Install: Amount of each payment.

Frequency: How often each payment is due.

Paycount: Number of payments in the arrangement.

Discount: Percent discount offered.

Method: Method to use to process the payment, such as credit card or check.

Paid: Amount paid toward the arrangement to date.

Status: Status of the payment.

Canceled Date: Date the user canceled the arrangement.

Failed Date: Payment decline date.

Automotive

Automotive

Use the **Automotive** panel to maintain vehicle collateral, repossession, lease, and auction information for the account displayed in the **Work Form**.

Maintain Collateral Information

Use the **Collateral** tab in the **Automotive** panel to maintain vehicle collateral information for the account displayed in the **Work Form**.

To maintain collateral information

1. In the **Reference Panel** navigation bar, click **Available Panels** and then click **Automotive**.

2. In the **Automotive** panel, click the **Collateral** tab.

Collateral

> **Year:** Vehicle model year.

> **Make:** Vehicle manufacturer.

> **Model:** Vehicle model.

> **Add-On:** Optional features on the vehicle.

> **VIN:** Vehicle Identification Number.

> **Manufacturing Code:** Code that identifies the vehicle manufacturer.

> **Series Identifier:** Series code that identifies the vehicle.

> **Color:** Color of the vehicle.

> **Ignition Key Number:** Number that identifies the ignition key.

> **Other Key Number:** Number that identifies an extra vehicle key, such as the valet key.

> **Purchase Amount:** Purchase amount the vehicle.

> **MSRP:** Manufacturer Suggested Retail Price.

> **Fair Market Value:** Amount the vehicle would sell for on the open market.

> **Hours:** If selected, the number of hours on the vehicle.

> **Miles:** If selected, the number of miles on the vehicle.

> **Totaled:** If selected, the lien holder considers the vehicle totaled.

> **Damaged:** If selected, the lien holder considers the vehicle damaged.

Sell Collateral: If selected, the lien holder intends to sell the vehicle for collateral.

Description: Description of the condition of the vehicle.

Legal Code: Legal code that grants the lien holder or credit agency the right to repossess the vehicle when the borrower defaults on the loan or lease agreement.

Volume Date:

Termination Date: Termination date of the loan contract.

Termination Effective Date: Date the termination of the loan contract became effective.

Finance Charge Due: Finance charge due on the loan.

Late Charge Due: Late charge due on the loan.

Tag

Decal State: State listed on the vehicle's license plate.

Decal Number: Vehicle's license plate number.

Decal Year: Vehicle's license plate year.

Title

Title Position: Position of the title (for example, original, duplicate).

Title State: State listed on the vehicle's title.

Title Status: Status of the vehicle's title (for example, salvage, rebuilt, junk).

Have Title: If selected, indicates that your organization has the title.

Dealer

Dealer Code: Dealer's license number.

Dealer Endorsement Code: Code that identifies the dealer's auto-broker endorsement.

Dealer Reserve Charge Back: Amount the finance company charged back to the dealer for early payoff of a loan.

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

Maintain Repossession Information

Use the **Repossession** tab in the **Automotive** panel to maintain vehicle repossession information for the account displayed in the **Work Form**.

To maintain repossession information

1. In the **Reference Panel** navigation bar, click **Available Panels** and then click **Automotive**.

2. In the **Automotive** panel, click the **Repossession** tab.

Status: Status of the vehicle repossession.

Repossession

> **Address:** Location of the vehicle.

> **Policy Entity:** Insurance agency where the repossession company has an insurance policy.

> **Date Repo Completed:** Date the agency repossessed the vehicle.

> **Balance at Repossession:** Balance due on the loan or lease when the vehicle was repossessed.

> **Repossession Expenses:** Cost of repossessing the vehicle.

Collateral Status

> **Condition:** Condition of the vehicle when the agency repossessed it.

> **Lease End/Repo:** Indicates whether the lease ended or the agency repossessed the vehicle.

> **Repossession Code:** Vehicle factory key code that allows the repossession agency to drive the vehicle away rather than tow it.

> **Collateral Drivable:** If selected, the vehicle was drivable when the agency repossessed it.

Agency Information

> **Agency Name:** Name of the repossession agency.

> **Agency Phone:** Repossession agency's phone number.

> **Assigned:** Repossession agency assignment date.

Redemption

> **Redemption Date:** Last date the customer has to redeem the vehicle.

> **Redemption Amount:** Amount the customer must remit to redeem the vehicle. This amount can include past due amounts, total remainder of the debt, and any fees incurred from the repossession.

Date Released: Vehicle release date to customer.

Redeemed by: Person who redeemed the vehicle.

Released: Method of release.

Storage

Date Into Storage: Repossessed vehicle's storage date.

Storage Location: Storage location of the repossessed vehicle.

Storage Comments: Comments regarding storage of the repossessed vehicle.

Redemption

Repossession Fees: Repossession fees incurred.

Storage Fees: Storage fees incurred.

Key Cut Fee: Fee for having a key made.

Misc Fees: Miscellaneous fees related to the repossession.

Impound Fee: Impound fee incurred.

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

Auction

Auction

Use the **Auction** panel to maintain vehicle repairs, bids, appraisals, and auction information for the account displayed in the **Work Form**.

Maintain Auction Information

Use the **Main** tab on the **Auction** tab in the **Automotive** panel to maintain vehicle auction information for the account displayed in the **Work Form**.

To maintain auction information

1. With an account displayed in the **Work Form**, in the **Reference Panel** navigation bar, click **Available Panels** and then click **Automotive**.

2. In the **Automotive** panel, click the **Auction** tab and then click the **Main** tab.

Repairs

Collateral Repairs Needed: If selected, the vehicle needs repairs.

Sell as is: Indicates whether the vehicle is selling in "as is" or "repaired" condition.

Description: Description of the needed repairs.

Approved: Repair approval date.

Ordered: Repair order date.

Completed: Repair completion date.

Comments: Comments regarding the repairs.

Repaired Value: Monetary value of the vehicle after repairs.

Auction Information

Inspection Date: Date the auction house inspected the vehicle.

Location: Location of the auction house.

Collateral Appraiser Code: Code that identifies the appraiser.

Appraisal Verified: Appraisal verification date.

Buyer PO Number: Vehicle buyer's purchase order number.

Bid Closed: Date bidding on the vehicle closed.

Collateral Avail for Resale: Date the vehicle became available for resale.

Collateral Sold: Date the vehicle sold at auction.

Payment Received: Date your organization received the payment from the auction house.

Collateral Sale Price: Amount the vehicle sold for.

Auction Expense: Fees associated with auctioning the vehicle.

Collateral Stock Number: Stock number the auction house assigned to the vehicle.

Letters

Letter to Lien Holder 1: Date your organization sent a letter to the first lien holder regarding auctioning of the vehicle.

Letter to Lien Holder 2: Date your organization sent a letter to the second lien holder regarding auctioning of the vehicle.

Notice to Guarantor: Date your organization sent a notice to the guarantor regarding auctioning of the vehicle.

Notice to Maker: Date your organization sent a notice to the lender regarding auctioning of the vehicle.

Notice to Other: Date your organization sent a notice to another party regarding auctioning of the vehicle.

Title

Title Ordered Date: Date your organization ordered the vehicle title.

Title Sent to Auction: Date your organization sent the vehicle title to the auction house.

Title Received Date: Date the auction house received the vehicle title.

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

View Repair Bids

Use the **Repair Bids** tab on the **Auction** tab in the **Automotive** panel to view vehicle repair bids for the account displayed in the **Work Form**.

To view repair bids

1. With an account displayed in the **Work Form**, in the **Reference Panel** navigation bar, click **Available Panels** and then click **Automotive**.

2. In the **Automotive** panel, click the **Auction** tab.

3. On the **Auction** tab, click the **Repair Bids** tab.

Accept Estimate: Indicates whether your organization accepted the repair estimate.

Repair Code: Code that identifies the type of repair.

Repair Estimate: Estimated cost of repair.

View Appraisals

Use the **Appraisals** tab on the **Auction** tab in the **Automotive** panel to view vehicle appraisals for the account displayed in the **Work Form**.

To view appraisals

1. With an account displayed in the **Work Form**, in the **Reference Panel** navigation bar, click **Available Panels** and then click **Automotive**.

2. In the **Automotive** panel, click the **Auction** tab.

3. On the **Auction** tab, click the **Appraisals** tab.

Available Panels ▾	Notes ✖	Automotive ✖			
					❷ Help

Collateral	Repossession	Auction	Lease

Auction

Main	Repair Bids	Appraisals	Bids

Appraiser Code	Average Value	Retail Value	Source Publication	Appraisal Received

Appraiser Code: Code that identifies the appraiser.

Average Value: Average value of the vehicle.

Retail Value: Retail value of the vehicle.

Source Publication: Source from which your organization obtained the appraisal (for example, Kelley Blue Book).

Appraisal Received: Date your organization received the appraisal.

View Purchasing Bids

Use the **Bids** tab on the **Auction** tab in the **Automotive** panel to view vehicle purchasing bids for the account that is displayed in the **Work Form**.

To view purchasing bids

1. With an account displayed in the **Work Form**, in the **Reference Panel** navigation bar, click **Available Panels** and then click **Automotive**.

2. In the **Automotive** panel, click the **Auction** tab.

3. On the **Auction** tab, click the **Bids** tab.

Accept Bid: Indicates whether your organization accepted the bid.

Bidder Code: Code that identifies the bidder.

Bid Amount: Amount of the bid.

Bid Date: Date the buyer placed the bid.

Maintain Lease Information

Use the **Lease** tab in the **Automotive** panel to maintain vehicle lease information for the account displayed in the **Work Form**.

To maintain lease information

1. In the **Reference Panel** navigation bar, click **Available Panels** and then click **Automotive**.

2. In the **Automotive** panel, click the **Lease** tab.

Term (Months): Length of the lease, in months.

Effective Date: Date the lease became effective.

Maturity Date: Date the lease matured.

Return Date: Date the leasing agency received the vehicle.

Disposition Date: Date the leasing agency determined the status of the returned vehicle.

Inspection Received Date: Date the leasing agency inspected the vehicle.

Original Miles: Original mileage on the leased vehicle.

Inception Miles: Mileage at the beginning of the lease term.

Contract Miles: Mileage allowed under the leasing contract.

Purchase Miles: Number of extra miles purchased.

End of Term Miles: Mileage at the end of the lease term.

Excess Miles: Number of miles in excess of the contract and purchased miles.

Unused Miles: Number of unused contract and purchased miles.

Contract Obligation: Total amount due under the lease agreement. This amount excludes the security deposit, sales tax, and any other fees and taxes paid to a third party.

Security Deposit: Amount the lessee paid as a security deposit.

Residual: Lease-end value of the vehicle.

Residual Gain/Loss: Difference between the residual value and the end-of-lease purchase price.

Disposal Assessed Amount: Amount charged to dispose of the vehicle.

Unpaid Month Payment: Number of months during the lease term that the lessee did not make a payment.

Unpaid Tax: Amount in unpaid taxes that the lessee owes.

Wear and Tear: Total amount charged for wear and tear on the vehicle.

Minor Wear Charge: Amount charged for minor wear on the vehicle.

Major Wear Charge: Amount charged for major wear on the vehicle.

End of Term Tax Assessed: Tax assessed at the end of the lease.

Excess Mileage: Amount charged for each mile in excess of the mileage limit.

Mileage Credit: Amount credited for unused mileage.

Other Tax Assessed: Amount charged for other taxes (for example, property tax).

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

Credit Bureau Reporting

Credit Bureau Reporting

Use the **CB Reporting** panel to view pending and historical credit bureau reporting information for the responsible parties on the account displayed in the **Work Form**. You can also manage reporting of accounts to credit bureaus.

Reporting files

Latitude credit reporting files are in compliance with the Metro2 reporting guidelines.

- Metro2 file is in 426 character format, variable length.

- Responsible parties are in the J2 segments of the Metro2 file.

- Original creditor information is in the K1 segment of the Metro2 file.

Reporting options

Depending on your system configuration, you can:

- Report principal only, instead of the total account balance.

- Report responsible parties, instead of just the primary customer on the account.

- Extend the reporting of an account beyond the configured wait days. This feature allows you to suspend reporting while you are in negotiations with a customer.

- Flag returned accounts for deletion from the credit bureaus.

Configure a Responsible Party for Credit Reporting

To include a responsible party in credit bureau reporting, the system requires certain settings.

To configure a responsible party for credit reporting

1. On the **Contact Information** tab in the **Customer** panel, ensure that the responsible party to report has the following settings:

   - **Relation to Account** list box is set to "Debtor" for the primary responsible party and "Co-debtor" for secondary responsible parties.

   - **Is Responsible** box is set to "Yes" or the check box is selected.

   - **National ID** box is populated with a valid social security number.

2. On the **Address** panel, ensure that the responsible party to report has the following settings:

   - **Type of Address** list box is set to "Home."

   - **Status of Address** list box is set to "Good."

   - **Active** check box is selected.

   - **Primary** check box is selected.

   - **Correspondence** check box is selected.

   - **Address Line 1**, **City/Town**, **State**, and **Post Code** boxes have a valid address.

3. On the **Customer Configuration** pane in Credit Bureau Reporting Console, ensure that **Include codebtors** check box is selected.

View Credit Bureau Reporting Summary

Use the **Summary** tab on the **CB Reporting** panel to view pending and historical credit bureau reporting summary for a responsible party on the account displayed in the **Work Form**.

To view credit bureau reporting summary

1. In the **Reference Panel** navigation bar, click **Available Panels** and then click **CB Reporting**.

2. Click the **Summary** tab.

Exceptions

> **Debtor:** Unique code that identifies the customer on the account. This value displays for debtor exception types only.

> **Description:** Description of the exception.

Reporting Status

Note: If insurance is paying or paid the medical debt in full, the message, "Prevent Flag is ON," appears in this section.

> **Account:** Code that Latitude assigned to identify the account.

> **Last Reported:** Date your organization last reported the account to the credit bureaus.

> **Status:** Status of the last report to the credit bureaus.

> **Last Evaluated:** Last date the system evaluated the account for credit bureau reporting purposes.

> **Last Updated:** Date the system or a user last updated the account.

> **Status:** Status of the next report to the credit bureaus.

> **Debtor:** Name of the customer on the account. If the customer is the primary party on the account, the system displays "(PRIMARY)" next to the customer's name.

> **Credit Bureau Status:** Status of the last report to the credit bureaus.

> **Next Update Status:** Status of the next report to the credit bureaus.

3. In the **View History** list box, click the type of record to view (pending or historical).

View Credit Bureau Reporting Account Information

Use the **Account Information** tab on the **CB Reporting** panel to view pending and historical credit bureau reporting information for a responsible party on the account displayed in the **Work Form**.

To view credit bureau reporting account information

1. In the **Reference Panel** navigation bar, click **Available Panels** and then click **CB Reporting**.

2. Click the **Account Information** tab.

View History: Type of credit bureau reporting information to display.

Account ID: Code that the system assigned to identify the account.

Customer ID: Code that identifies the client on the account.

Primary Debtor: Code that identifies the primary customer on the account.

Portfolio Type: Code that identifies the portfolio to which the account belongs. For more information, see Portfolio Types.

Account Type: Code that identifies the account type, such as collection agency or business credit card. For more information, see Account Types.

Account Status: Code that identifies the reporting status of the account, such as assigned to internal or external collections. For more information, see CBR Account Status Codes.

Special Comment: Code that identifies a note about the account, such as "debt paid through insurance." For more information, see Special Comment Codes.

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

Last Updated: Date the system or a user last updated the account.

Last Reported: Date the system or a user last reported the account to a credit bureau.

Compliance Condition: Code that identifies the compliance condition, such as "account information disputed by consumer under FCRA." For more information, see Compliance Condition Codes.

Original Loan: Original loan amount.

Actual Payment: Monthly payment amount.

Current Balance: Current balance on the account.

Amount Past Due: Amount of the current balance that is past due.

Terms Duration: Terms for repayment of the account, such as number of months.

Original Creditor: Original creditor assigned to the account.

Creditor Class: Class of business assigned to the account for reporting to credit bureaus. For more information, see Creditor Classification Code.

Credit Limit: Maximum credit amount granted to the customer.

Charge-off Amount: Amount of the customer's debt that the client charged off.

Billing Date: Date the client billed the customer.

Delinquency Date: Date the account became delinquent.

Closed Date: Date the system or a user closed the account.

Last Payment: Amount the customer last paid on the account.

History Date: Date the system posted the payment history.

Payment History: Payment history codes that identify the monthly payment status for the past 24 months (for example, 30 days late).

Wait Days: Number of days to wait after receiving an account before reporting it to the credit bureaus.

Extend Days: Number of days to delay reporting an account to the credit bureaus.

[Name] tab: Displays a separate tab for each reported party on the account. The first tab with the Person icon is the primary party on the account.

Name: Party's full name.

Last: Party's last name.

First: Party's first name.

Middle: Party's middle name.

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Suffix: Party's name suffix.

SSN: Party's Social Security Number.

Date of Birth: Party's date of birth.

Phone: Party's phone number.

Address: Party's street address.

City, State, Zip: Party's city, state, and postal code.

Country: Country where the party resides.

Transaction Type: Code that identifies the type of account transaction, along with a description. If you can't see the entire description, rest your mouse on the **Transaction Type** box. For more information, see Transaction Types.

ECOA Code: Equal Credit Opportunity Act code that identifies who is responsible for repayment of the debt, such as individual or joint. For more information, see ECOA Codes.

Information Indicator: Credit bureau consumer information indicator, such as reaffirmation of debt or petition for Chapter 7 bankruptcy.

Address Indicator: Type of address, such as home, business, or military. For more information, see Address Indicator.

Residence Code: Residence status, such as owns or rents. For more information, see Residence Codes.

Last Updated: Date of the last update on the account.

Tip: To view the entire contents of a box when they aren't visible (for example, **Account Status**), rest your mouse on the box.

3. In the **View History** list box, click the type of record to view (pending or historical).

4. To view another party on the account, click the tab that corresponds to the party's name.

5. To modify the compliance condition, in the **Compliance Condition** list box, click the condition and then click **Save**.

View Credit Bureau Reporting Audit Trail

Use the **Audit** tab on the **CB Reporting** panel to view the credit bureau reporting audit trail for the account displayed in the **Work Form**.

To view the credit bureau reporting audit trail

1. In the **Reference Panel** navigation bar, click **Available Panels** and then click **CB Reporting**.

2. Click the **Audit** tab.

Entered: Date the system added the audit record.

Comment: Description of the audit trail entry. If this box includes the message, "See Cbr_Exceptions," the system added details to the CBR_Exceptions table. For assistance with viewing the table, see your System Administrator.

Manage Miscellaneous CBR Settings

Use the **Utility** tab on the **CB Reporting** panel to manage miscellaneous credit bureau reporting settings for an account. You can specify whether an account is under a voluntary debt repayment plan filed in Wisconsin (Chapter 128) and whether the customer withdrew a filed bankruptcy. For first-party accounts, you can remove an authorized party from the account entirely. An authorized party has authorization from the primary customer to use a credit card or other device. You must have the Utility Tab permission.

To manage miscellaneous CBR settings

1. In the **Reference Panel** navigation bar, click **Available Panels** and then click **CB Reporting**.

2. Click the **Audit** tab.

Personal Receivership/Amortization: If selected, the account is under a voluntary debt repayment plan filed in Wisconsin (Chapter 128).

Bankruptcy Withdrawn: If selected, the customer withdrew a filed bankruptcy. This check box only appears for accounts reported to the credit bureaus as a bankruptcy.

[Bankruptcy Withdrawn Date]: Date the customer withdrew the filed bankruptcy. This box only appears for accounts reported to the credit bureaus as a bankruptcy.

[Authorized User Name]: List of authorized users on the account.

Terminate Authorized User: Removes an authorized party and all the party's information from the account. This option only appears for first-party accounts that have an authorized party on the account.

3. To modify the personal receivership/amortization, do one of the following:

- If the account is under a voluntary debt repayment plan filed in Wisconsin (Chapter 128), select the **Personal Receivership/Amortization** check box.

- If the account is no longer under a voluntary debt repayment plan filed in Wisconsin (Chapter 128), clear the **Personal Receivership/Amortization** check box.

4. If the account reported to the credit bureaus as a bankruptcy and the customer withdrew the bankruptcy, do the following:

a.   Select the **Bankruptcy Withdrawn** check box.

b.   In the **[Bankruptcy Withdrawn Date]** box, specify the date the customer withdrew the bankruptcy.

5. To remove an authorized user from the account, do the following:

.   In the **[Authorized User Name]** drop-down, click the name of the authorized user to remove from the account.

a.   Click **Terminate Authorized User**. The system removes the authorized user and all the user's information from the account.

Report an Account to Credit Bureaus

Use the **Summary** tab on the **CB Reporting** panel to report the account displayed in the **Work Form** to credit bureaus when a report is not due. When reporting accounts to credit bureaus, ensure that your organization is in compliance with Federal and State laws regarding credit reporting.

To report an account to credit bureaus

1. In the **Reference Panel** navigation bar, click **Available Panels** and then click **CB Reporting**.

2. Click the **Summary** tab.

3. Click **Report**. The system includes the account in the next file that you create and send to the credit bureaus.

Delay Reporting an Account to Credit Bureaus

Use the **Extend Days** dialog box to extend the number of days to delay reporting the account displayed in the **Work Form** to credit bureaus. This option is available when reporting an account for the first time only.

To delay reporting an account to credit bureaus

1. In the **Reference Panel** navigation bar, click **Available Panels** and then click **CB Reporting**.

2. Click the **Summary** tab.

3. Click **Extend**.

Received Date: Date your organization received the account.

Wait Days: Number of days after receiving the account to wait before reporting the account to the credit bureaus.

Extension: Number of days beyond the "wait days" to delay reporting the account to the credit bureaus.

Report Date: Date to report the account to the credit bureaus.

4. In the **Extension** box, type the number of days beyond the "wait days" to delay reporting.

5. Click **OK**.

Evaluate an Account for Credit Reporting

Use the **Summary** tab in the **CB Reporting** panel to evaluate the account displayed in the **Work Form** for credit bureau reporting purposes. This process evaluates the account for actions such as a user included a responsible party in reporting or flagged a responsible party as deceased. You must have the Allow Manual Evaluation Permission.

Note: If you have a large database, this process is time-consuming so use it sparingly. Keep in mind that Custodian also runs this process automatically each night so you may want to skip the manual evaluation.

To evaluate an account for credit reporting

1. In the **Reference Panel** navigation bar, click **Available Panels** and then click **CB Reporting**.

2. Click the **Summary** tab.

3. Click **Evaluate Account**. The system displays a message indicating that the evaluation started. When finished, it displays a message indicating that the evaluation completed.

Remove a Responsible Party From Credit Bureau Reporting

Use the **Account Information** tab on the **CB Reporting** panel to remove a responsible party associated to the account displayed in the **Work Form** from credit bureau reporting.

To remove a responsible party from credit bureau reporting

1. In the **Reference Panel** navigation bar, click **Available Panels** and then click **CB Reporting**.

2. Click the **Account Information** tab.

3. Click the tab that corresponds to the party's name.

4. Click **Remove Debtor - [Debtor Name]**.

5. In the confirmation dialog box, click **OK**. The system adds an audit trail record to Latitude.

6. In the **Task Panel** navigation tree, click **Customer** and then click the party's name.

7. Clear the **Is Responsible** check box and then click **Save**.

Send Delete Request for Account Reported in Error

Use the **Summary** tab on the **CB Reporting** panel to send a delete request to the credit bureaus for the account displayed in the **Work Form**. You can send the delete request if the account reported previously and one of the following is true:

- Account reported in error.

- Agency closed and returned the account to the creditor.

- Debt buyer forwarded or sold the account.

- Account reported as disputed and your agency couldn't verify the dispute before the FCRA 30-day window.

- Customer is deceased and no other party on the account is responsible for the account.

- Responsible party has a discharged bankruptcy Chapter 7 or is in a Chapter 13 repayment plan currently.

You must have the Allow Delete Options Permission.

To send delete request for account reported in error

1. With an account displayed in the **Work Form**, in the **Reference Panel** navigation bar, click **Available Panels** and then click **CB Reporting**.

2. Click the **Summary** tab.
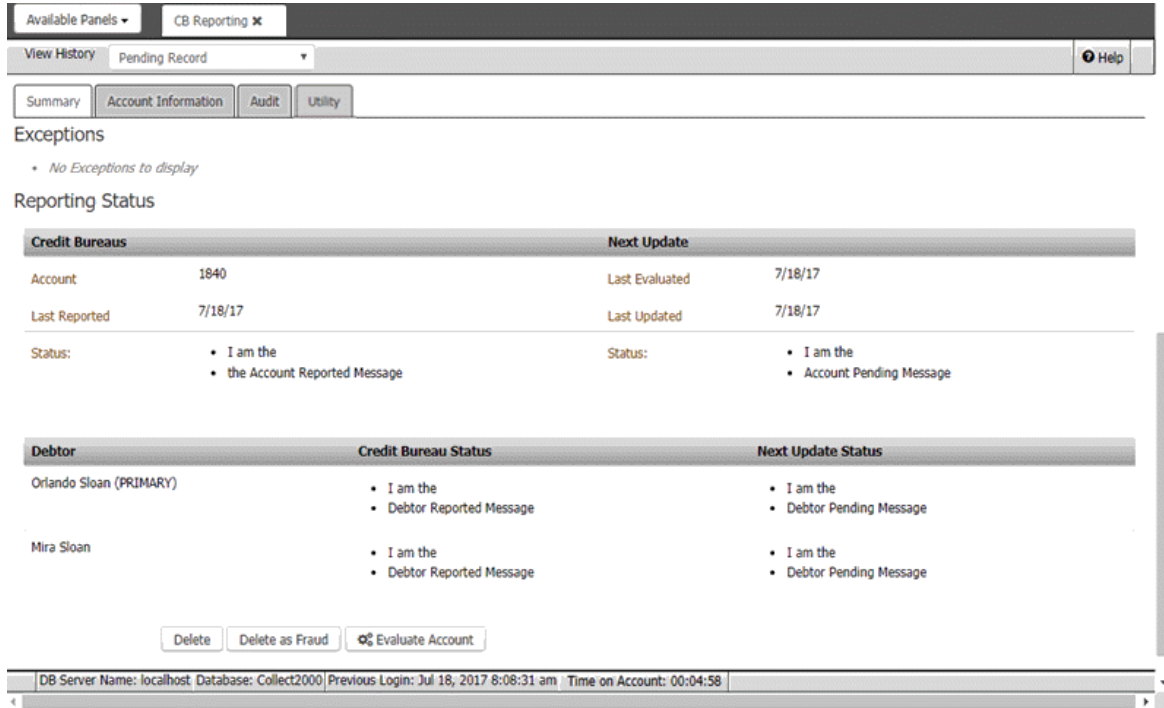
3. Click **Delete**.

4. In the confirmation dialog box, click **OK**. The system displays a message indicating that the account is deleted from reporting and adds an audit trail record. The system sends a delete request for the account in the next CBR file that your organization creates and excludes the account from subsequent credit reporting.

   Note: If you remove the account from reporting and the account is not yet reported, you can undo the delete. For more information, see Undo a Credit Reporting Delete Request.

Send Delete Request for Account Reported Based on Fraud

Use the **Summary** tab on the **CB Reporting** panel to send a delete request to the credit bureaus for the account displayed in the **Work Form**. You can send the delete request when the customer is a victim of fraud and the account reported previously. You must have the Allow Delete Options Permission.

To send delete request for account reported based on fraud

1. In the **Reference Panel** navigation bar, click **Available Panels** and then click **CB Reporting**.

2. Click the **Summary** tab.

3. Click **Delete as Fraud**.

4. In the confirmation dialog box, click **OK**. The system displays a message indicating that the account is deleted from reporting and adds an audit trail record. The system sends a delete request for the account in the next CBR file that your organization creates and excludes the account from subsequent credit reporting.

> **Note:** If you remove the account from reporting and the account is not yet reported, you can undo the delete. For more information, see Undo a Credit Reporting Delete Request.

Send Delete Request for Medical Account

Use the **Summary** tab on the **CB Reporting** panel to send a delete request to the credit bureaus for the account displayed in the **Work Form**. You can send the delete request when insurance is paying or paid the medical debt in full and the account reported previously. You must have the You must have the Allow Delete Options Permission..

To send delete request for medical account

1. In the **Reference Panel** navigation bar, click **Available Panels** and then click **CB Reporting**.

2. Click the **Summary** tab.
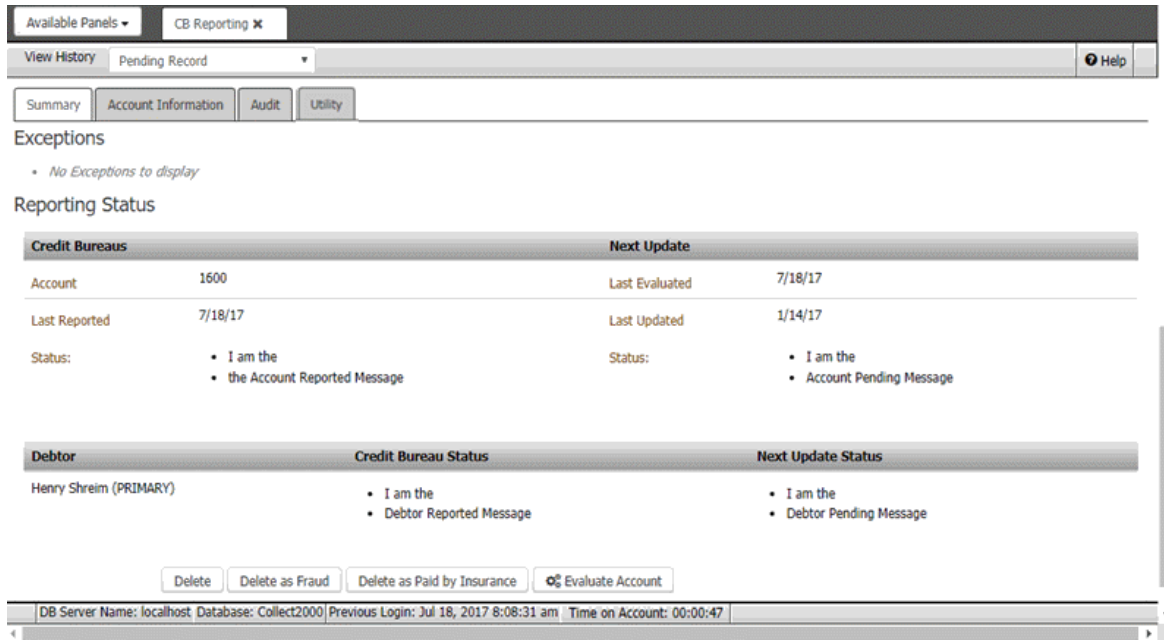
3. Click **Delete as Paid by Insurance**.

4. In the confirmation dialog box, click **OK**. The system displays a message indicating that the account is deleted from reporting and adds an audit trail record. The system sends a delete request for the account in the next CBR file that your organization creates and excludes the account from subsequent credit reporting.

    Note: If you remove the account from reporting and the account is not yet reported, you can undo the delete. For more information, see Undo a Credit Reporting Delete Request.

Undo a Credit Reporting Delete Request

Use the **Summary** tab to undo the credit reporting delete request for the account displayed in the **Work Form** if you haven't sent the delete request to the credit bureaus. You can undo the following:

- Delete requests for accounts reported in error.

- Delete requests for customers who are a victim of fraud.

- Delete requests for accounts that insurance is paying or paid in full.

You must have the Allow Prevent Flag and Undo Delete Permission.

To undo a credit reporting delete request

1. In the **Reference Panel** navigation bar, click **Available Panels** and then click **CB Reporting**.

2. Click the **Summary** tab.

3. Click **Undo Prevent/Delete**.

4. In the confirmation dialog box, click **OK**. The system includes the account in subsequent credit reporting evaluations.

Credit Bureau Reporting Codes

Credit Bureau Reporting Codes

The following topics describe the credit bureau reporting codes that Latitude by Genesys supports.

Credit Bureau Reporting Exceptions

Exceptions prevent an account from reporting to the credit bureaus. More than one exception can exist simultaneously for the primary customer, responsible parties, and authorized parties. Account level errors that include the primary customer prevent the respective account from reporting. Errors at the responsible or authorized party level don't prevent the account from reporting but the system excludes them from reporting for the respective account. Accounts with exceptions don't report again until you correct the exceptions.

The following table lists the exceptions that prevent an account from reporting to the credit bureaus.

Exception	Description	Level	First-party	Third-party
Business	Account is for a business, not an individual.	Account	Yes	Yes

Exception	Description	Level	First-party	Third-party
DebtorExcluded	User flagged the account for exclusion from reporting.	Customer	Yes	Yes
DebtorNotResponsible	User flagged a party on the account as not responsible for the debt. Party on the account is not a first-party authorized user.	Customer	Yes	Yes
DelinquencyDt>Received	Delinquency date is after the account received date.	Account	Yes	Yes
DelinquencyDtWithin30DaysOfReceived	Delinquency date is less than 30 days before the account received date.	Account	Yes	Yes
InvalidAcctType	Account type doesn't match the portfolio type and industry code. This issue is rare and indicates a configuration or data problem.	Account	Yes	Yes
InvalidConsumerAccountNumber	Consumer account number is missing.	Account	Yes	No
InvalidContractDate	Contract date is missing.	Account	Yes	No
InvalidContractToPay	Contract date is missing and the creditor class is not medical.	Account	Yes	Yes
InvalidDebtorZipcode	Customer's ZIP Code is invalid. *	Customer	Yes	Yes
InvalidDOB	Authorized user's date of birth is missing or a responsible party's SSN and date of birth are both missing. If the account reported previously, the date of birth constraint doesn't apply for authorized users. *	Customer	Yes	Yes
InvalidFirstName	Customer's last name is missing or invalid. *	Customer	Yes	Yes
InvalidLastName	Customer's last name is missing or invalid. *	Customer	Yes	Yes
InvalidOriginalLoanAmount	Original loan amount is missing.	Account	Yes	Yes

Exception	Description	Level	First-party	Third-party
InvalidState	Customer's state (in address) is invalid. *	Customer	Yes	Yes
MedicalWithin180Days	Account has a medical creditor classification and is less than 180 days past the delinquency date.	Account	Yes	Yes
MinBalException	Current account balance is less than the configured minimum amount.	Account	Yes	Yes
MissingAcctOriginalCreditor	Original creditor is missing and there isn't a default original creditor provided.	Account	Yes	Yes
MissingChargeOffAmount	Charge-off amount is missing.	Account	Yes	No
MissingChargeOffRecord	Required charge-off information is missing.	Account	Yes	No
MIssingCity	Customer's city (in address) is missing. *	Customer	Yes	Yes
MissingCreditorClass	Creditor classification is missing.	Account	Yes	Yes
MissingDefaultOriginalCreditor	Default original creditor is missing.	Account	Yes	Yes
MissingSecondaryAccountNumber	Secondary account number is missing and the debt is charge-off mortgage.	Account	Yes	No
MissingSecondaryAgencyIdentifier	Secondary agency identifier is missing and the debt is charge-off mortgage.	Account	Yes	No
MissingSSN&DOB	Customer's SSN or date of birth is missing. *	Customer	Yes	Yes
MissingStreetAddress	Customer's street address line 1 is missing. *	Customer	Yes	Yes
NullDebtorZipcode	Customer's ZIP Code is missing. *	Customer	Yes	Yes
NullDelinquencyDt	Delinquency date is missing.	Account	Yes	Yes
OpenChargeOffNotInBankruptcy	Charge-off account has an open status and isn't in bankruptcy.	Account	Yes	No

Exception	Description	Level	First-party	Third-party
OutofStatute	Federal 7-year reporting statute expired.	Account	Yes	Yes
ReportDateNotMet	Account has a reporting wait time set that is not expired.	Account	Yes	Yes
ZeroedDebtorZipcode	Customer's ZIP Code contains all zeroes. *	Customer	Yes	Yes

* Applies to reported accounts with an open date after September 15, 2017.

Supported Reporting Codes

The following table lists the reporting codes that Latitude by Genesys supports by industry and portfolio type.

Industry Code	Portfolio Types	Account Types	CBR Account Status Codes	Compliance Condition Codes	Special Comment Codes	ECOA Codes
CC	O	18	05	[blank]	AB	1
		2A	11	XA	AC	2
		37	13	XB	AH	3
		8A	64	XC	AI	5
			71	XD	AJ	7
			78	XE	AM	T
			80	XF	AN	W
			82	XG	AP	X
			83	XH	AT	Z
			84	XJ	AU	
			97	XR	AV	
			DA		AW	
			DF		B	
					BA	
					BL	
					BP	
					C	

Industry Code	Portfolio Types	Account Types	CBR Account Status Codes	Compliance Condition Codes	Special Comment Codes	ECOA Codes
					CH	
					CN	
					CO	
					M	
					O	
					S	
					V	
CC	R	OG	05	[blank]	AB	1
		18	11	XA	AC	2
		2A	13	XB	AH	3
		37	64	XC	AI	5
		8A	71	XD	AJ	7
			78	XE	AM	T
			80	XF	AN	W
			82	XG	AP	X
			83	XH	AT	Z
			84	XJ	AU	
			97	XR	AV	
			DA		AW	
			DF		AX	
					B	
					BA	
					BL	
					BP	
					C	
					CH	
					CM	
					CN	
					CO	

Industry Code	Portfolio Types	Account Types	CBR Account Status Codes	Compliance Condition Codes	Special Comment Codes	ECOA Codes
					M	
					O	
					S	
					V	
DEBTCOLL	O	OC	62	XB	AB	1
		48	93	XC	AC	2
		77	DA	XF	AI	3
			DF	XG	AJ	5
				XH	AM	7
				XR	AU	T
					AW	W
					B	X
					BP	Z
					C	
					S	
					V	
MORTGAGE	C	89	05	XA	AB	1
			11	XB	AC	2
			13	XC	AH	3
			64	XD	AI	5
			65	XE	AJ	7
			71	XF	AM	T
			78	XG	AN	W
			80	XH	AP	X
			82	XJ	AS	Z
			83	XR	AT	
			84		AU	
			89		AV	

Industry Code	Portfolio Types	Account Types	CBR Account Status Codes	Compliance Condition Codes	Special Comment Codes	ECOA Codes
			94		AW	
			97		B	
			DA		BA	
			DF		BP	
					C	
					CH	
					CJ	
					CK	
					CM	
					CN	
					CO	
					M	
					O	
					S	
					V	
MORTGAGE	I	04	05	XB	AB	1
		05	11	XC	AC	2
		0A	13	XF	AG	3
		0F	64	XG	AH	5
		17	65	XH	AI	7
		6D	71	XR	AJ	T
		9A	78		AM	W
			80		AN	X
			82		AS	Z
			83		AT	
			84		AU	
			89		AV	
			94		AW	
			97		AX	

Industry Code	Portfolio Types	Account Types	CBR Account Status Codes	Compliance Condition Codes	Special Comment Codes	ECOA Codes
			DA		B	
			DF		BA	
					BN	
					BP	
					BT	
					C	
					CH	
					CM	
					CN	
					CO	
					H	
					O	
					S	
					V	

Account Types

The following table lists the account types that Latitude by Genesys supports.

Code	Description
04	Home Improvement
05	Federal Housing Administration (FHA) Home Improvement Loan
0A	Time Share Loan
0C	Debt Purchaser
0F	Construction Loan
0G	Flexible Spending Credit Card
17	Manufactured Housing
18	Credit Card

Code	Description
2A	Secured Credit Card
37	Combined Credit Plan
48	Collection Agency/Attorney
6D	Home Equity
77	Returned Check
89	Home Equity Line of Credit
8A	Business Credit Card
9A	Secured Home Improvement

Address Indicator

The following table lists the address codes that Latitude by Genesys supports.

Code	Description
[blank]	Address not available or unknown.
B	Business address - not consumer's residence.
C	Confirmed/Verified address **Note:** Use this code to report a confirmed or verified address after receiving an address discrepancy notification from a consumer reporting agency. Report this code one time after confirming the address.
D	Data reporter's default address.
M	Military address.
N	Not confirmed address.
P	Bill Payer Service - not consumer's residence.
S	Secondary address.
U	Non-deliverable address/Returned mail.

Code	Description
Y	Known to be address of consumer.

CBR Account Status Codes

The following table lists the CBR account status codes that Latitude by Genesys supports.

Status Code	Description
05	Account transferred.
11	Current account (0-29 days past the due date). Installment and Mortgage loans require a current account with a non-zero balance amount. Credit Line, Open, and Revolving portfolio types require a current account that is available for use. For a closed account with a balance due, report Special Comment Code "M" or Compliance Condition Code "XA" to indicate that the account is no longer available for use.
13	Paid or closed account; zero balance. Installment and Mortgage loans require a paid account with a zero balance amount. Credit Line, Open, and Revolving portfolio types require an account that is no longer available for use and has a zero balance amount. Report Special Comment Code "M" or Compliance Condition Code "XA" to indicate a closed account.
62	Account paid in full; account was a collection account.
64	Account paid in full; account was a charge-off.
65	Account paid in full; foreclosure started.
71	Account 30-59 days past the due date.
78	Account 60-89 days past the due date.
80	Account 90-119 days past the due date.
82	Account 120-149 days past the due date.
83	Account 150-179 days past the due date.
84	Account 180 days or more past the due date.
89	Deed received in lieu of foreclosure on a defaulted mortgage.
93	Account assigned to internal or external collections.

Status Code	Description
94	Foreclosure completed; collateral sold to settle defaulted mortgage.
97	Unpaid balance reported as a loss (charge-off).
DA	Delete entire account (for reasons other than fraud). For example: • Account reported in error. • Consumer is deceased and no other associated party remains responsible for the account. • Insurance is paying the account, or paid the account in full. • Debt buyer forwarded or sold the account. • Third-party agency canceled and returned the account to the creditor. • Consumer has a discharged bankruptcy Chapter 7 or is in a Chapter 13 repayment plan currently. **Note:** To maintain the integrity of credit information, don't request a subsequent deletion of account history unless reporting an actual error. Report paid derogatory accounts, such as collections, as paid; don't delete them.
DF	Delete entire account because of confirmed fraud (fraud investigation completed).

Compliance Condition Codes

The following table lists the compliance condition codes that Latitude by Genesys supports.

Code	Description
[blank]	Retains value reported previously or, no new Compliance Condition Code applies for this activity period.
XA	Account closed at consumer's request.
XB	Consumer disputed account information under the Fair Credit Reporting Act (FCRA). This code reports for as long as it is valid.
XC	Completed investigation of FCRA dispute; consumer disagrees.
XD	Account closed at consumer's request and in dispute under FCRA.

Code	Description
XE	Account closed at consumer's request and dispute investigation completed; consumer disagrees. Used for FCRA or FCBA disputes.
XF	Account in dispute under Fair Credit Billing Act (FCBA).
XG	FCBA dispute resolved; consumer disagrees.
XH	Account in dispute previously, now resolved and data furnisher reported. Used for FCRA or FCBA disputes.
XJ	Account closed at consumer's request and in dispute under FCBA.
XR	Removes the most recently reported compliance condition code. **Note:** Do not use "XR" as a default value. If no Compliance Condition Code applies in the current activity period, insert a [blank] code.

Consumer Information Indicator (Bankruptcy) Codes

The following table lists the Consumer Information Indicator (bankruptcy) codes that Latitude by Genesys supports. Your organization can add other codes as needed. The system determines the code using the legal bankruptcy milestone dates specified for the account. The system uses a default code for accounts with a bankruptcy chapter but no legal milestone dates.

Code	Description
[blank]	Retains value reported previously, or no new Consumer Information Indicator applies for this activity period.
A	Petition for Chapter 7 bankruptcy.
B	Petition for Chapter 11 bankruptcy.
C	Petition for Chapter 12 bankruptcy.
D	Petition for Chapter 13 bankruptcy.
E	Discharged through Chapter 7 bankruptcy.
F	Discharged through Chapter 11 bankruptcy.
G	Discharged through Chapter 12 bankruptcy.

Code	Description
H	Discharged and completed through Chapter 13 bankruptcy. Report when consumer completes all payments through the Chapter 13 plan.
I	Chapter 7 bankruptcy dismissed.
J	Chapter 11 bankruptcy dismissed.
K	Chapter 12 bankruptcy dismissed.
L	Chapter 13 bankruptcy dismissed.
Q	Removes Bankruptcy Indicator (A through P, and Z) reported previously or Personal Receivership Indicator (1A). Also used to report bankruptcies that closed or terminated without being discharged or dismissed. **Note:** Don't report "Q" as a default value. Fill with a blank instead.
R	Reaffirmation of debt.
Z	Bankruptcy - Undesignated chapter.

Creditor Classification Code

The following table lists the creditor classification codes that Latitude by Genesys supports.

Code	Description
01	Retail
02	Medical/Health Care
03	Oil Company
04	Government
05	Personal Services
06	Insurance
07	Educational
08	Banking

Code	Description
09	Rental/Leasing
10	Utilities
11	Cable/Cellular
12	Financial
13	Credit Union
14	Automotive
15	Check Guarantee

ECOA Codes

The following table lists the Equal Credit Opportunity Act (ECOA) codes that Latitude by Genesys supports.

Code	Description
1	**Individual:** Party has contractual responsibility for the account and has primary responsibility for its payment.
2	**Joint Contractual Liability:** Party signed an agreement to repay all debts arising on the account. There are other parties associated to the account who could have contractual responsibility.
3	**Authorized User:** Party is an authorized user of the account; another party has contractual responsibility.
5	**Co-maker or Guarantor:** Party guaranteed the account and assumes responsibility for the account if the maker defaults.
7	**Maker:** Party is responsible for the account; a cosigner guaranteed the account.
T	**Terminated:** Party is no longer associated to the account; do not report.
W	**Business/Commercial:** Account is for a company.
X	**Deceased:** Party is deceased. There could be other parties associated to the account.
Z	**Delete:** Party reported in error; delete the party from the reporting file.

Industry Codes

The following table lists the industry codes that Latitude by Genesys supports.

Code	Description
CC	Credit Card
DEBTCOLL	Debt Collection
MORTGAGE	Mortgage

Portfolio Types

The following table lists the portfolio types that Latitude by Genesys supports.

Code	Description
C	Line of credit
I	Installment
O	Open Account
R	Revolving

Residence Codes

The following table lists the residence codes that Latitude by Genesys supports.

Code	Description
[blank]	Not available or unknown.
O	Consumer owns the residence associated to the reported address.
R	Consumer rents the residence associated to the reported address.

Special Comment Codes

The following table lists the special comment codes that Latitude by Genesys supports.

Code	Description
AB	Debt paid through insurance. Account status code cannot be "13", "61", "62", "63", "64", or "65".

Code	Description
AC	Paying under a partial payment agreement. Account status code cannot be "13", "61", "62", "63", "64", or "65".
AG	Simple interest loan. Any loan where interest compounds daily.
AH	Purchased by another company.
AI	Recalled to active military duty.
AJ	Payroll deduction.
AM	Account payments assured through wage garnishment.
AN	Account acquired by Federal Deposit Insurance Corporation (FDIC) or National Credit Union Administration (NCUA).
AP	Credit Line suspended. The credit line is temporarily unavailable for use.
AS	Account closed because of refinance.
AT	Account closed because of transfer. Used for internal transfers.
AU	Account paid in full for less than the full balance. Requires account status code "13", "61", "62", "63", "64", or "65" and a current balance of 0.
AV	First payment never received; could indicate fraudulent activity.
AW	Affected by natural or declared disaster.
AX	Account paid from collateral. Requires account status code "13", "61", "62", "63", "64", or "65" and a current balance of 0.
B	Financial counseling program manages the account payments.
BA	Transferred to Recovery. Requires account status code "71", "78", "80", "82", "83", "84", "88", "89", "93", "94", "95", "96", or "97".
BL	Credit card lost or stolen.
BN	Company that originally sold the merchandise paid. Requires account status code "13", "61", "62", "63", "64", or "65" and a current balance of 0.

Code	Description
BP	Paid through insurance. Requires account status code "13", "61", "62", "63", "64", or "65" and a current balance of 0.
BT	Principal deferred; interest payment only.
C	Co-maker or Guarantor pays. Requires account status code "13", "61", "62", "63", "64", or "65" and a current balance of 0.
CH	Guaranteed, insured.
CJ	Credit line no longer available; in repayment phase. Account status code cannot be "13", "61", "62", "63", "64", or "65" and the current balance cannot be 0. Use for line of credit accounts that have two phases: the borrowing phase and the repayment phase. The repayment phase is a natural progression for the account when the consumer is responsible for payment of the outstanding balance and the credit line is no longer available for use.
CK	Credit line reduced because of collateral depreciation. Use for home equity or other secured line of credit accounts.
CM	Creditor released the collateral; balance owing. Account status code cannot be "13", "61", "62", "63", "64", or "65" and the current balance cannot be 0. Use for mortgages, home equity, or other secured accounts when the creditor releases the collateral but the consumer still has an outstanding balance to repay.
CN	Loan modified under a federal government plan.
CO	Loan modified, but not under a federal government plan.
H	Another party assumed the loan. Requires ECOA Code "T" (Terminated).
M	Account closed at credit grantor's request.
O	Account transferred to another lender.
S	Special handling. Contact credit grantor for more information.
V	Adjustment pending. Account adjustment, such as returned merchandise or refund due.

Transaction Types

The following table lists the transaction types that Latitude by Genesys supports.

Code	Description
[blank]	Account or borrower is not new, or no change in consumer information.
1	Newly opened account, or new borrower associated to existing account.
2	Name change.
3	Address change.
5	Social Security Number change.
6	Name and address change.
8	Name and Social Security Number change.
9	Address and Social Security Number change.
A	Name, Address, and/or Social Security Number change.

Custom Panel

Custom Panel

Use custom panels to view information that your organization specifies for the account displayed in the **Work Form**. For each panel, your organization specifies a panel name, the data to display, and whether users can view the panel in the **Work Form**.

Create a Custom Panel

Administrators can create a custom panel to display read-only data for an account displayed in the **Work Form**. An administrator specifies a name for the panel, the data to display, and whether users can view the panel in the **Work Form**. Administrators can create as many custom panels as necessary.

To create a custom panel

1. Create a stored procedure that takes in the @accountid parameter as an INT and specifies the data to display in the panel. The @accountid parameter is the file number. The following example shows a procedure that pulls data from the lat.Note table:

   CREATE PROCEDURE dbo.TestNotes

   (

     @accountid INT

)

   AS

```
BEGIN


SELECT [UserName], [ActionCode], [ResultCode], [Comment], [DateCreated]

FROM [lat].[Note]

WHERE [AccountId] = @accountid

ORDER BY [DateCreated] DESC


END


GO
```

2. Insert a row into the lat.UserInterfacePlugins table that specifies the plug-in name, display name (panel name), and Sproc name. Don't change the "type" or "URL" values. See the following example:

```
INSERT INTO [lat].[UserInterfacePlugins]

     ( [Type] ,

      [PluginName] ,

      [DisplayName] ,

      [Url] ,

      [Parameters]

     )

VALUES ( 'PANEL' , -- Type - varchar(25)

     'GenericDataPanel' , -- PluginName - varchar(50)

     N'Generic Data Grid Panel' , -- DisplayName - nvarchar(100)

     N'workform/views/panel/genericPanel.tmpl.html' , -- Url - nvarchar(250)

     'dbo.TestNotes' -- Parameters - varchar(255)

     )
```

3. Enable the panel in the Reference Panels permission. When a user with the appropriate permissions opens the panel in the **Work Form**, Latitude calls the associated procedure, passes the file number, and displays the returned data in the associated panel.

View a Custom Panel

Use a custom panel to view information that your organization configured to display for the account displayed in the **Work Form**. You can filter the data and also export the data to a Comma Separated Value (CSV) file. You must have the Reference Panels Permission to view the custom panel.

To view a custom panel

1. In the **Reference Panel** navigation bar, click **Available Panels** and then click the name of the custom panel. The following is an example of a custom panel.

2. To display only the rows with data that meet specific criteria, in the **Filter page by** box, type a word or phrase. Only rows with data that match the specified criteria display in the data grid.

3. To export all the unfiltered data to a CSV file, click **Export All To CSV**. The system downloads all data to a CSV file. If you have Microsoft Excel, the system defaults to opening the file in Microsoft Excel.

   Tip: To clear a filter, delete the content in the **Filter page by** box.

Documentation

Documentation

Use the **Documentation** panel to attach electronic documents to the account displayed in the **Work Form**. You can also view, download, and detach documents. You must have the appropriate permissions to attach, view, and detach documents.

Attach a Document to an Account

Use the **Documentation** panel to attach an electronic document to the account displayed in the **Work Form**. Latitude supports any document type, such as a Word document, Excel file, text file, or image. You must have the Attach Documentation Permission.

To attach a document to an account

1. In the **Reference Panel** navigation bar, click **Available Panels** and then click **Documentation**.

2. In the **Reference Panel** toolbar, click **Attach Document**.

3. Do one of the following, depending on what your Internet browser allows:

   - Click **Choose File**. In the **Open** dialog box, locate the file to attach, click it, and then click **Open**.

   - Drag and drop a file onto **Choose File**.

4. In the **Name** box, type a name for the document.

5. In the **Category** list box, click the category to assign to the document.

6. Click **Attach**.

View Documents Attached to an Account

Use the **Documentation** panel to view a list of documents that are attached to the account displayed in the **Work Form**. You can also select a document and view it. You must have the View Attached Documents Permission.

To view documents attached to an account

1. In the **Reference Panel** navigation bar, click **Available Panels** and then click **Documentation**.
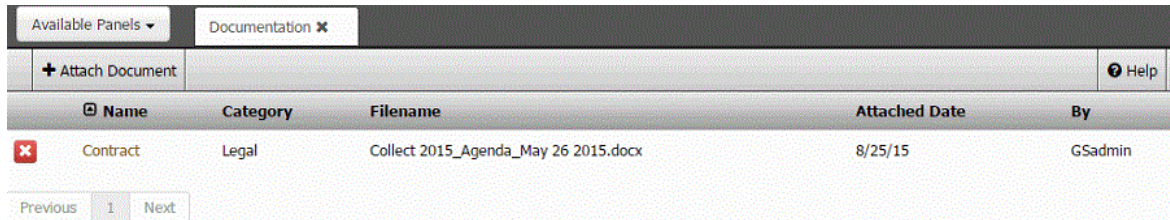
2. To view a document, in the Name column, click the link. The document appears minimized beneath the status bar. Click the document to open it in the associated program (for example, Word, Excel).

Download a Document

Use the **Documentation** panel to download a document that is attached to the account displayed in the **Work Form**.

To download a document

1. In the **Reference Panel** navigation bar, click **Available Panels** and then click **Documentation**.
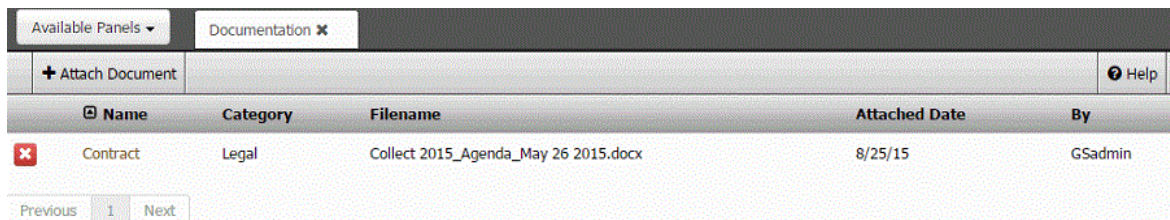
2. Do one of the following, depending on what your Internet browser allows:

   - In the **Name** column, right-click the link and then click **Save Target as...** Specify a location and file name and then click **Save**.

   - In the **Name** column, click the link. The document appears under the status bar. Click the document to open it in its associated program and then save the file.

Delete a Document From an Account

Use the **Documentation** panel to delete a document from the account displayed in the **Work Form**. You must have the Delete Documentation Permission.

To delete a document from an account

1. In the **Reference Panel** navigation bar, click **Available Panels** and then click **Documentation**.

2. Click the Delete icon and then click **OK**.

3. In the confirmation dialog box, click **OK**.

Email Addresses

Email Addresses

Use the **Email** panel to view, add, and modify email addresses associated to accounts. You can also indicate whether the contact person granted permission to send email messages to specific email addresses.

View Email Addresses

Use the **Email** panel to view email addresses associated to the account displayed in the **Work Form**.

To view email addresses

1. In the **Reference Panel** navigation bar, click **Available Panels** and then click **Email**.

Email Address: Person's email address.

Primary: If selected, the email address is the person's primary (main) email address.

Type: Type of email, such as home or work.

Consent: Indicates whether the person granted permission to send email messages to the email address.

Status: Status of the email address, such as good, bad, or unknown.

Contact: Name of the person associated to the email address.

2. To display email addresses for a specific person only, in the **Contact** box in the **Reference Panel** toolbar, click the name of the person. Only the email addresses for the specified person appear in the panel.

Tip: To clear the filter and display all email addresses, click **Clear Filters**.

Add an Email Address

Use the **Add Email Address** dialog box to add an email address to the account displayed in the **Work Form**.

To add an email address

1. In the **Reference Panel** navigation bar, click **Available Panels** and then click **Email**.

2. In the **Reference Panel** toolbar, click **Add**.

Add Email Address

Email Address	[ ]	*
Type	[▼]	*
Status	[▼]	*
Customer on Account	Eva M Severino ▼	
Is Primary?	☐	
Consent To Email	☐ Granted	
Obtained From	Eva M Severino ▼	
Method	○ Written ○ Verbal	
Comment	[ ]	

[Save] [Cancel] [❓ Help]

Email Address: Person's email address (for example, jdoe@myprovider.com).

Type: Type of email address, such as home or work.

Status: Status of the email address, such as good, bad, or unknown.

Customer on Account: Person associated to the email address.

Is Primary: If selected, the email address is the person's primary (main) email address.

Consent To Email: If selected, the person granted permission to send email messages to this email address. If cleared, the person denied permission to send email messages to this email address.

Obtained From: Name of the person who granted or denied permission to send email messages to this email address.

Method: Indicates whether the person granted permission verbally or in writing.

**Comment:** More information regarding the email address.

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

Modify an Email Address

Use the **Edit Email Address** dialog box to modify an email address for the account displayed in the **Work Form**. You can also modify permissions for sending email messages to an email address.

To modify an email address

1. In the **Reference Panel** navigation bar, click **Available Panels** and then click **Address**.

2. In the data grid, click the email address and then, in the **Email Address** list box, click **Edit**.

Email Address: Person's email address (for example, jdoe@myprovider.com).

Type: Type of email address, such as home or work.

Status: Status of the email address, such as good, bad, or unknown.

Customer on Account: Person associated to the email address.

Is Primary: If selected, the email address is the person's primary (main) email address.

Consent To Email: If selected, the person granted permission to send email messages to this email address. If cleared, the person denied permission to send email messages to this email address.

Obtained From: Name of the person who granted or denied permission to send email messages to this email address.

Method: Indicates whether the person granted permission verbally or in writing.

Comment: More information regarding the email address.

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

Change the Status of an Email Address

Use the **Email** panel to change the status of an email address for the account displayed in the **Work Form**.

To change the status of an email address

1. In the **Reference Panel** navigation bar, click **Available Panels** and then click **Email**.
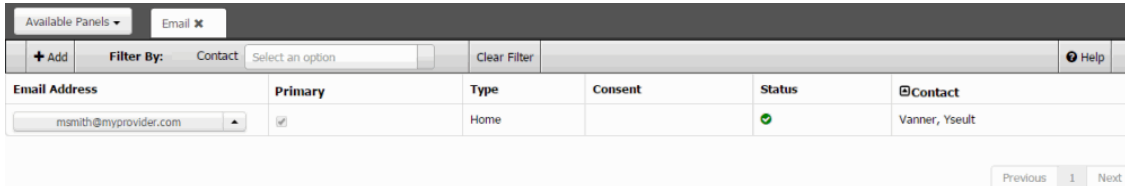
2. In the data grid, click the email address and then, in the **Email Address** list box, do one of the following:

    - If the email address is good, click **Good**.

    - If the email address is bad, click **Bad**.

    - If the email address is unknown, click **Unknown**.

Email Consent Icons

The following table lists the email consent icons and their description.

Icon	Description
	Person granted permission to send messages to this email address.
	Person denied permission to send messages to this email address.

Email Status Icons

The following table lists the email status icons and their description.

Icon	Description
	Email address is good.
	Email address is bad.
	Email address status is unknown.

Extra Data

Extra Data

Use the **Extra Data** panel to view, add, and modify custom data for the account displayed in the **Work Form**.

Add Extra Data

Use the **Extra Data** panel to add custom data to the account displayed in the **Work Form**. You must have the Create Extra Data Permission.

To add extra data

1. In the **Reference Panel** navigation bar, click **Available Panels** and then click **Extra Data**.

2. In the extra data code list box, click the code to add. Boxes appear for the selected code.

3. Complete the information for each box and then click **Save**. A new tab for the specified extra data code appears on the **Extra Data** panel.

Modify Extra Data

Use the **Extra Data** panel to modify extra data associated to the account displayed in the **Work Form**. A tab appears on the **Extra Data** panel for each extra data code associated to the account. You must have the Update Extra Data Permission.

To modify extra data

1. In the **Reference Panel** navigation bar, click **Available Panels** and then click **Extra Data**.

2. Click the tab for the extra data to modify.

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

Fusion Service History

Fusion Service History

Use the **Fusion Service History** panel to view service requests for all parties on the account displayed in the **Work Form** and the responses received from outside service providers. For example, your organization can request an address verification from an outside service. Users generate these requests and receive the responses using Fusion. For more information, see the *Fusion* documentation.

View Fusion Service History

Use the **Fusion Service History** panel to view service requests for all parties on the account displayed in the **Work Form** and the responses received from outside service providers.

To view Fusion service history

1. In the **Reference Panel** navigation bar, click **Available Panels** and then click **Fusion Service History**. The navigation tree is sorted by party name, service provider, and service request date and time.

[Name]: Name of the party on the account for whom a user requested the service.

[Provider]: Name of the service provider.

[Date]: Date and time a user requested the service.

2. In the navigation tree, expand the party name and service provider nodes.

3. Click the date and time entry. The service history appears. If the system received a response from the service provide, it appears also.

[Data]: Data submitted with the service request to the outside service provider.

Requesting Application: Program that requested the service.

Requested by: User who requested the service.

Verified by: User who verified the response from the service provider.

Verified Date: Date a user verified the response.

Verified: If selected, a user verified the response.

Verify a Response From an Outside Service Provider

Use the **Fusion Service History** panel to verify a response from an outside service provider for the account displayed in the **Work Form**. You must have the Fusion Services - Verify Responses Permission.

To verify a response from an outside service provider

1. In the **Reference Panel** navigation bar, click **Available Panels** and then click **Fusion Service History**.

2. In the navigation tree, expand the party name and service provider nodes.

3. Click the date and time entry. The service history appears.

4. Select the **Verified** check box. The system populates the **Verified By** box with your user name and populates the **Verified Date** box with the current date and time.
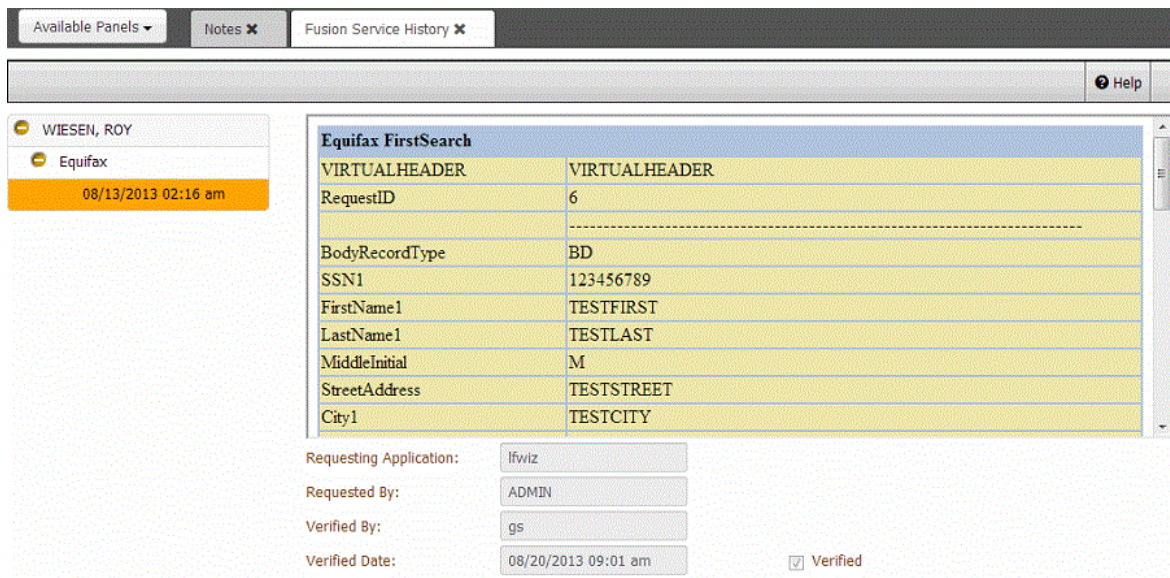
Income and Expenditures

Income and Expenditures

Use the **Income and Expenditure** panel to maintain a customer's income and expenditures. Latitude uses this information to calculate the customer's monthly disposable income. This information assists you in arranging a successful payment plan with the customer. You must have the Maintain Income and Expense items Permission.

For a linked account, this panel depends on the account having a Personal Unique Record Number (PURN) value. The system only allows one active income and expense record for an individual PURN. If a PURN is associated to more than one account, Latitude displays the income and expense record for the PURN regardless of which account you are viewing. You can update income and expenses from any of the linked accounts.

Add Financial Summary Information

Use the **Summary** tab in the **Income and Expenditure** dialog box to add financial summary information for the account displayed in the **Work Form**.

To add financial summary information

1. In the **Reference Panel** navigation bar, click **Available Panels** and then click **Income and Expenditure**.

2. In the Reference Panel toolbar, click **Add** and then, in the **Income and Expenditure** dialog box, click the **Summary** tab.

Employment Status: Customer's employment status.

Home Status: Customer's home ownership or living situation.

Adults: Number of household members who are over the age of 18.

> **Children Under 14:** Number of household members who are under the age of 14.

> **Children 14-18:** Number of household members who are 14-18 years of age.

> **Vehicles:** Number of vehicles in use for the household.

Total Income: Total amount of income from the **Income** tab. Latitude populates this box.

Total Expenditure: Total amount of expenses from the **Expense** tab. Latitude populates this box.

Total Priority Debt: Total amount of priority debt from the **Arrears** tab. Latitude populates this box.

Total Other Debt: Total amount of other debt from the **Arrears** tab. Latitude populates this box.

Disposable Income: Amount of monthly disposable income. Latitude calculates this value using the following formula: Total Income - (Total Expenses + Total Priority Debt + Total Other Debt).

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

Add Income

Use the **Income** tab to add income for the account displayed in the **Work Form**.

To add income

1. In the **Reference Panel** navigation bar, click **Available Panels** and then click **Income and Expenditure**.

2. In the Reference Panel toolbar, click **Add** and then click the **Income** tab.

Income

> **Salary:** Amount of money the customer receives from salary, and the frequency received.

> **Benefits:** Amount of money the customer receives from benefits, and the frequency received.

Allowances: Amount of money the customer receives from allowances, and the frequency received.

Other: Amount of money the customer receives from other sources, and the frequency received.

Total Income: Total income that the customer receives.

Property and Assets - The system doesn't include these amounts in calculations.

Value of Property: Monetary value of the customer's property.

Mortgage Outstanding: Amount of the customer's mortgage that is outstanding.

Secured Loans: Balance of the customer's secured loans.

Other Assets: Monetary value of the customer's other assets.

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

Add Expenses

Use the **Expenses** tab to add expenses for the account displayed in the **Work Form**. The **Trigger Figures** section displays the average expense amounts based on the number of people in the household and their ages. You must have the Trigger Values Permission to modify these amounts.

To add expenses

1. In the **Reference Panel** navigation bar, click **Available Panels** and then click **Income and Expenditure**.

2. In the Reference Panel toolbar, click **Add** and then click the **Expenses** tab.

Mortgage: Mortgage expense and the frequency in which the customer incurs this expense.

Rent: Rent expense and the frequency in which the customer incurs this expense.

Council Tax: Council tax expense and the frequency in which the customer incurs this expense.

Utilities: Utilities expenses (including water, gas, and electricity) and the frequency in which the customer incurs this expense.

Telephone: Telephone expenses (including land line, mobile, and broadband) and the frequency in which the customer incurs this expense.

Television: Television expenses (including TV license and satellite TV) and the frequency in which the customer incurs this expense.

Vehicle: Vehicle expenses (including car tax, insurance, and fuel) and the frequency in which the customer incurs this expense.

Other Travel: Other travel expenses (such as public transportation) and the frequency in which the customer incurs this expense.

Food: Food expense and the frequency in which the customer incurs this expense.

Clothing: Clothing expenses and the frequency in which the customer incurs this expense.

Other Housekeeping: Other housekeeping expenses and the frequency in which the customer incurs this expense.

Other: Other expenses and the frequency in which the customer incurs this expense.

Trigger Figures - Trigger figures with a red background indicate that the actual expense exceeds the trigger value.

>   **Phone:** Maximum amount that your organization considers normal for telephone expenses.

>   **Travel:** Maximum amount that your organization considers normal for travel expenses. Travel expenses include car tax, insurance, fuel, and other travel expenses such as public transport.

Housekeeping: Maximum amount that your organization considers normal for housekeeping expenses. Housekeeping expenses include food, clothing, lottery, tobacco, social, and healthcare.

Other: Maximum amount that your organization considers normal for other expenses.

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

Add Arrears

Use the **Arrears** tab to add past due debt for the account displayed in the **Work Form**.

To add arrears

1. In the **Reference Panel** navigation bar, click **Available Panels** and then click **Income and Expenditure**.

2. In the Reference Panel toolbar, click **Add** and then click the **Arrears** tab.

Mortgage Arrears: Overdue mortgage amount.

Rent Arrears: Overdue rent amount.

Council Tax Arrears: Overdue council tax amount.

Utilities Arrears: Overdue utilities amount.

Other Secured Loans: Overdue secured loan amount.

Magistrates Fines: Overdue magistrate fines.

Maintenance: Overdue maintenance amount.

Hire Purchase: Overdue vehicle "hire purchase" amount.

Other Arrears: Overdue other amount.

Total No of Credit/Store Cards: Total number of credit cards and store cards.

Credit/Store Cards Balance: Total balance owed on the credit cards and store cards.

Credit/Store Cards Monthly Payment: Monthly payment amount for the credit cards and store cards.

Total No of Loan Agreements: Total number of loan agreements.

Loan Agreements Balance: Total balance owed on the loan agreements.

Loan Agreements Monthly Payments: Monthly payment amount for the loan agreements.

Other Debts Balance: Balance of other debts.

Other Debts Monthly Payments: Monthly payment amount for other debts.
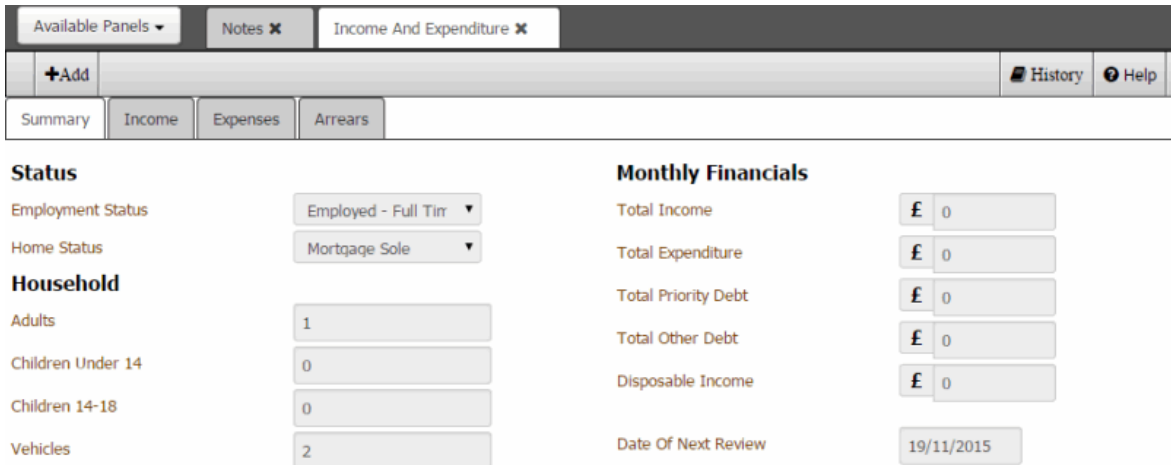
3. Complete the information and then click **Save**.

View Income and Expenditure History

Use the **Income and Expenditure History** dialog box to view income and expenditure history for a specific date for the account displayed in the **Work Form**. You can also replace information on the tabs in the **Income and Expenditures** panel with historical information.
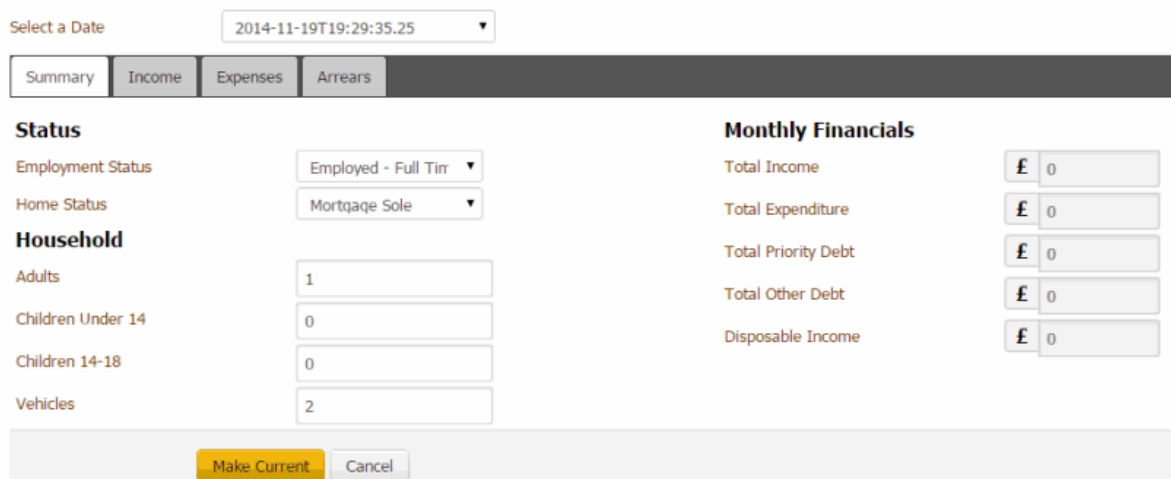
To view income and expenditure history

1. In the **Reference Panel** navigation bar, click **Available Panels** and then click **Income and Expenditure**.

2. In the **Reference Panel** toolbar, click **History**. The **Income and Expenditure History** dialog box appears.

3. In the **Select a Date** list box, click a date. Historical information for the specified date appears.

4. Click a tab to view its information.

5. To replace information on the **Income and Expenditures** panel with this historical information, click **Make Current**.

Interactions and Events

Interactions and Events

Use the **Interactions** panel to view interactions with the account displayed in the **Work Form** (for example, the system or a user added a note). An interaction is a group of events that occur while an account is open in the **Work Form**. Use the **Events** panel to view the actions that occurred on an account (for example, a user changed the account status). You can use this information for auditing purposes.

View Account Interactions

Use the **Interactions** panel to view interactions for the account displayed in the **Work Form**. Interactions include phone calls, texts, email messages, and letters.

To view account interactions

1. In the **Reference Panel** navigation bar, click **Available Panels** and then click **Interactions**. The **Interactions** panel appears.

   Restrict to Users: If selected, only displays the interactions that the specified user created.

   Restrict to Methods: If selected, only displays the interactions that match the specified method.

   Restrict to Event Types: If selected, only displays the interactions that match the specified event type.

   Date: If selected, only displays the interactions that match the specified date.

   To Date: When used with the **Date** filter, only displays the interactions that fall within the specified date range. For example, if the Date value is 01/01/2018 and the To Date value is 04/24/2018, only interactions with a date that falls on or between 01/01/2018 and 04/24/2018 display.

   Clear Filters: Clears the specified filters and displays all interactions.

   Icons: Icons that indicate whether a user worked the account, attempted to contact a party on the account, or contacted a party on the account based on the interaction. For more information, see Interaction Icons.

   Method: Interaction that occurred.

   User: User who started the interaction.

   Started: Date and time the interaction started.

   Ended: Date and time the interaction ended.

   Duration: Length of time between the start and end of the interaction.

2. To display only the interactions that meet specific criteria, do one or more of the following:

   - To limit the interactions to a specific user, in the **Restrict to Users** box, click the user.

   - To limit the interactions to a specific method, in the **Restrict to Methods** box, click the method.

   - To limit the interactions to a specific event type, in the **Restrict to Event Types** box, click the event type.

   - To limit the interactions to a specific date, click in the **Date** box and then select the date from the calendar.

- To limit the interactions to a specific date range, click in the **Date** box and then select the start date from the calendar. Click in the **To Date** box and then select the end date from the calendar.

Only the interactions that match the selected criteria appear in the panel.

Tip: To clear the selected filters, click **Clear Filters**. All interactions appear in the panel.

3. To view more information for an interaction, click the plus sign (**+**) in the first column. More information for the interaction appears.

⊟	quick search	GSadmin		6/25/18 2:04 pm	-	-

Date	User	Account	Event	Detail
6/25/18 2:04 pm	GSadmin	1200	Interaction Started	⊞

4. To view details for an interaction, click the plus sign (**+**) in the Detail column. Detailed information for the interaction appears.

Date	User	Account	Event	Detail
6/25/18 2:04 pm	GSadmin	1200	Interaction Started	⊟ Account Id: 1200 Interaction Id: 160 Method: quick search Method Data Term: f-1200 Started: 2018-06-25T18:04:06.3088147Z

Tip: To hide the details, click the minus sign (**-**).

View Events for an Account

Use the **Events** panel to view events that occurred for the account displayed in the **Work Form**.

To view events for an account

1. In the **Reference Panel** navigation bar, click **Available Panels** and then click **Events**.

Available Panels ▾	Notes ✖	Events ✖

Filter By:	Event Type	Select an option	Display Notes From Linked Accounts ✔		❷ Help

⊞ Date	User	Event	Detail
4/26/18 8:41 am	gs-GSadmin	Account Note Added	⊞ DT-DEBTOR TELEPHONED OFFICE / TT-TALK TO - Added Employer
4/26/18 8:40 am	gs-GSadmin	Party Employment Verified	⊞ Party Employment Verified
4/26/18 8:38 am	gs-GSadmin	Queue Levels Changed	⊞ Queue level changed from 875 Linked Account (Non Driver) to 875 Linked Account (Non Driver)
4/26/18 8:38 am	gs-GSadmin	Account Statuses Changed	⊞ Status changed from NEW NEW STATUS ** (False) to ACT ACTIVE ACCOUNT ** (False)

Previous	1	Next

Event Type: If selected, only displays events that match the specified event type.

Display Notes From Linked Accounts: If selected, displays notes for this account and the accounts linked to this account. If cleared, displays notes for this account only.

Date: Date and time the event occurred. To change the sort order, click the arrow in the Date column heading.

**User:** ID and name of the user who started the event.

Event: Event that occurred.

Detail: Information about the event.

2. To limit the interactions to a specific event type, in the **Event Type** box, click the event type. Only the events that match the specified event type appear in the panel.

> **Tip:** To clear the filter, click in the **Event Type** box and then click the blank option. All events appear in the panel.

3. To view details for an event, in the Detail column, click the plus sign (+). The event details appear.
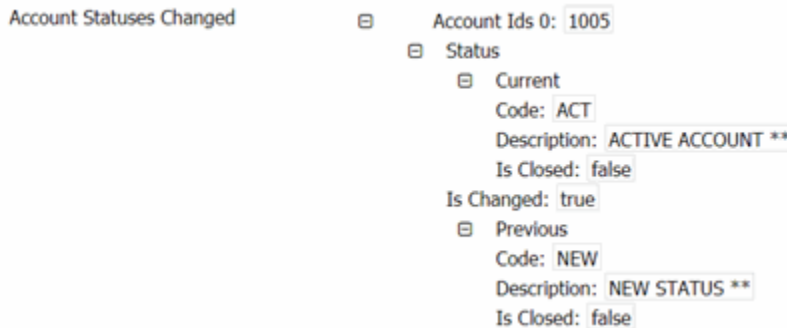
> **Tip:** To hide the details, click the minus sign (-).

Interaction Icons

The following table lists the interaction icons and their description. An interaction can have up to three icons.

Icon	Description
📞	Attempted. A user attempted to contact a party on the account.
💬	Contacted. A user contacted a party on the account.
⚙	Worked. A user worked the account (for example, updated data successfully).

Medical

Medical

Use the **Medical** panel to add and modify medical patient, medical insurance, next of kin, and medical facility information for the account displayed in the **Work Form**.

Add Patient Information

Use the **Patient Information** tab in the **Medical** panel to add patient information for the account displayed in the **Work Form**.

To add patient information

1. In the **Reference Panel** navigation bar, click **Available Panels** and then click **Medical**.

2. Click the **Patient Information** tab.

Name: Patient's name.

Address: Patient's street address line 1, line 2, city, state, postal code, county, and country.

Patient ID: Code that the medical facility assigned to identify the patient.

Admission Date: Date the medical facility admitted the patient.

Service Date: Date the patient received medical care.

Discharge Date: Date the medical facility discharged the patient.

Patient Type: Code assigned during the registration or admission process to identify the type of patient (for example, emergency or day surgery).

Accident Date: Date the patient had an accident that required medical attention.

Accident Type: Type of accident that the patient had.

Place of Service Code: Code that identifies the place that rendered service to the patient.

Procedure Code: Code that identifies the medical procedure that the patient received.

Financial Class: Code that identifies the patient's primary insurance to bill first for services.

Servicing Provider Code: Code that identifies the health care provider.

Import Procedures: Code that identifies a specific surgical, medical, or diagnostic intervention.

Location Code: Code that identifies the location where the patient received medical care.

Modifier: Code that identifies a medical service or procedure.

SSN: Patient's social security number.

Gender: Patient's gender.

DOB: Patient's date of birth.

Age: Patient's age.

Phone: Patient's phone number.

Marital Status: Patient's marital status.

Employer: Name of patient's employer.

Work Phone: Patient's work phone number.

Patient Relation to Guarantor: Patient's relationship to the person guaranteeing payment for medical care.

Additional Information: More information regarding the patient.

Diagnosis Code 1-3: Code that identifies the patient's medical diagnosis.

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

Modify Patient Information

Use the **Patient Information** tab in the **Medical** panel to modify patient information for the account displayed in the **Work Form**.

To modify patient information

1. In the **Reference Panel** navigation bar, click **Available Panels** and then click **Medical**.

2. Click the **Patient Information** tab.

Name: Patient's name.

Address: Patient's street address line 1, line 2, city, state, postal code, county, and country.

Patient ID: Code that the medical facility assigned to identify the patient.

Admission Date: Date the medical facility admitted the patient.

Service Date: Date the patient received medical care.

Discharge Date: Date the medical facility discharged the patient.

Patient Type: Code assigned during the registration or admission process to identify the type of patient (for example, emergency or day surgery).

Accident Date: Date the patient had an accident that required medical attention.

Accident Type: Type of accident that the patient had.

Place of Service Code: Code that identifies the place that rendered service to the patient.

Procedure Code: Code that identifies the medical procedure that the patient received.

Financial Class: Code that identifies the patient's primary insurance to bill first for services.

Servicing Provider Code: Code that identifies the health care provider.

Import Procedures: Code that identifies a specific surgical, medical, or diagnostic intervention.

Location Code: Code that identifies the location where the patient received medical care.

Modifier: Code that identifies a medical service or procedure.

SSN: Patient's social security number.

Gender: Patient's gender.

DOB: Patient's date of birth.

Age: Patient's age.

Phone: Patient's phone number.

Marital Status: Patient's marital status.

Employer: Name of patient's employer.

Work Phone: Patient's work phone number.

Patient Relation to Guarantor: Patient's relationship to the person guaranteeing payment for medical care.

Additional Information: More information regarding the patient.

Diagnosis Code 1-3: Code that identifies the patient's medical diagnosis.

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

Add an Insurance Policy

Use the **Insurance** tab in the **Medical** panel to add an insurance policy for the account displayed in the **Work Form**.

To add an insurance policy

1. In the **Reference Panel** navigation bar, click **Available Panels** and then click **Medical**.

2. Click the **Insurance** tab.

3. Click the plus sign (+).

Program Name: Name of the insured person's insurance program.

Employer Health Plan: Name of the employer's healthcare plan.

Group Number: Number that identifies the employer's group insurance plan.

Group Name: Name of the employer's group insurance plan.

Policy Number: Number that the insurance company assigned to identify the insured person's health insurance policy.

Coordination Number: Number that identifies the health insurance plan when a patient has more than one (for example, a primary and secondary healthcare plan).

Timely Filing Date: Deadline for billing the insurance company.

Additional Information: More information about the patient's health insurance.

Name: Insured person's name.

Insured Address: Insured person's street address line 1, line 2, city, state, postal code, county, and country.

Phone: Insured person's phone number.

Work Phone: Insured person's work phone number.

Insured DOB: Insured person's date of birth.

Employer: Name of Insured person's employer.

Gender: Insured person's gender.

SSN: Insured person's social security number.

Category: Type of insurance (for example, primary or secondary). The values available in the list box are based on what your organization defined using List Codes.

Carrier Name: Insurance carrier's name.

Carrier Address: Insurance carrier's street address line 1, line 2, city, state, postal code, county, and country.

Phone: Insurance carrier's phone number.

Carrier Fax: Insurance carrier's fax number.

Provider: Name of the healthcare provider.

Referring Provider: Name of the referring healthcare provider.

Accept Assignment: If selected, the healthcare provider agreed to accept assignment from the insurance provider.

Authorize Payment to Provider: If selected, the insurance provider authorized payment to the healthcare provider.

Patient Relationship: Patient's relationship to the insured person.

4. Complete the information and then click **Save**. The system adds a tab for the insurance policy on the **Insurance** tab in the **Medical** panel.

Modify an Insurance Policy

Use the **Insurance** tab in the **Medical** panel to modify an insurance policy for the account displayed in the **Work Form**.

To modify an insurance policy

1. In the **Reference Panel** navigation bar, click **Available Panels** and then click **Medical**.

2. Click the **Insurance** tab.

3. Click the tab for the policy to edit.

4. Click **Edit**.

Program Name: Name of the insured person's insurance program.

Employer Health Plan: Name of the employer's healthcare plan.

Group Number: Number that identifies the employer's group insurance plan.

Group Name: Name of the employer's group insurance plan.

Policy Number: Number that the insurance company assigned to identify the insured person's health insurance policy.

Coordination Number: Number that identifies the health insurance plan when a patient has more than one (for example, a primary and secondary healthcare plan).

Timely Filing Date: Deadline for billing the insurance company.

Additional Information: More information about the patient's health insurance.

Name: Insured person's name.

Insured Address: Insured person's street address line 1, line 2, city, state, postal code, county, and country.

Phone: Insured person's phone number.

Work Phone: Insured person's work phone number.

Insured DOB: Insured person's date of birth.

Employer: Name of Insured person's employer.

Gender: Insured person's gender.

SSN: Insured person's social security number.

Category: Type of insurance (for example, primary or secondary). The values available in the list box are based on what your organization defined using List Codes.

Carrier Name: Insurance carrier's name.

Carrier Address: Insurance carrier's street address line 1, line 2, city, state, postal code, county, and country.

Phone: Insurance carrier's phone number.

Carrier Fax: Insurance carrier's fax number.

Provider: Name of the healthcare provider.

Referring Provider: Name of the referring healthcare provider.

Accept Assignment: If selected, the healthcare provider agreed to accept assignment from the insurance provider.

Authorize Payment to Provider: If selected, the insurance provider authorized payment to the healthcare provider.

Patient Relationship: Patient's relationship to the insured person.

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

Invalidate an Insurance Policy

Use the **Insurance** tab in the **Medical** panel to flag an insurance policy as invalid for the account displayed in the **Work Form**.

To invalidate an insurance policy

1. In the **Reference Panel** navigation bar, click **Available Panels** and then click **Medical**.

2. Click the **Insurance** tab.

3. Click the tab for the policy to invalidate.

4. Click **Invalidate Record**.

Invalidate Insurance

Reason:

Save ⬤ Help Cancel

5. In the **Reason** box, type the reason the policy is invalid and then click **Save**. The system displays a red bar and a message across the top of the policy tab to indicate that the policy is invalid.

Add Next of Kin

Use the **Next of Kin** tab in the **Medical** panel to add next of kin information for the account displayed in the **Work Form**.

To add next of kin

1. In the **Reference Panel** navigation bar, click **Available Panels** and then click **Medical**.

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

Available Panels ▾   Medical ✖

⬤ Help

Patient Information | Insurance | Next of Kin | Facility

Name

Phone   🇺🇸 ▾

Address   Street Line 1

Street Line 2

City

State   Postal Code

County   Country

Save

Name: Full name of the patient's next of kin.

Phone: Phone number of the patient's next of kin.

Address: Street address line 1, line 2, city, state, postal code, county, and country of the patient's next of kin.

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

Modify Next of Kin

Use the **Next of Kin** tab in the **Medical** panel to modify next of kin information for the account displayed in the **Work Form**.

To modify next of kin

1. In the **Reference Panel** navigation bar, click **Available Panels** and then click **Medical**.

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

Name: Full name of the patient's next of kin.

Phone: Phone number of the patient's next of kin.

Address: Street address line 1, line 2, city, state, postal code, county, and country of the patient's next of kin.

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

Add a Medical Facility

Use the **Facility** tab in the **Medical** panel to add a medical facility for the account displayed in the **Work Form**.

To add a medical facility information

1. In the **Reference Panel** navigation bar, click **Available Panels** and then click **Medical**.

2. Click the **Facility** tab.

Name: Name of the medical facility.

Facility Address: Medical facility's street address line 1, line 2, city, state, postal code, county, and country.

Phone: Medical facility's phone number.

Fax: Medical facility's fax number.

Doctor: Name of the doctor who admitted the patient.

Phone: Admitting doctor's phone number.

Fax: Admitting doctor's fax number.

Doctor Code: Code that the medical facility assigned to identify the admitting doctor.

Attending Doctor: Name of the doctor who is rendering service to the patient.

Phone: Attending doctor's phone number.

Fax: Attending doctor's fax number.

Doctor Code: Code that the medical facility assigned to identify the attending doctor.

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

Modify a Medical Facility

Use the **Facility** tab in the **Medical** panel to modify a medical facility for the account displayed in the **Work Form**.

To modify a medical facility information

1. In the **Reference Panel** navigation bar, click **Available Panels** and then click **Medical**.

2. Click the **Facility** tab.

Name: Name of the medical facility.

Facility Address: Medical facility's street address line 1, line 2, city, state, postal code, county, and country.

Phone: Medical facility's phone number.

Fax: Medical facility's fax number.

Doctor: Name of the doctor who admitted the patient.

Phone: Admitting doctor's phone number.

Fax: Admitting doctor's fax number.

Doctor Code: Code that the medical facility assigned to identify the admitting doctor.

Attending Doctor: Name of the doctor who is rendering service to the patient.

Phone: Attending doctor's phone number.

Fax: Attending doctor's fax number.

Doctor Code: Code that the medical facility assigned to identify the attending doctor.

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

Miscellaneous Extra Data

Miscellaneous Extra Data
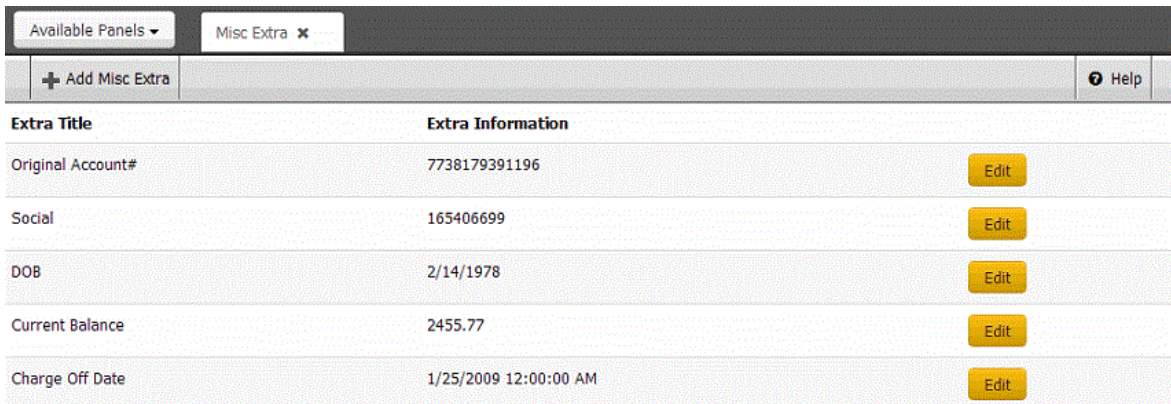
Use the **Misc Extra** panel to view, add, and modify miscellaneous data associated to the account displayed in the **Work Form**. Miscellaneous extra data is any type of information related to the account that you cannot record elsewhere within the system. The ability to add or modify miscellaneous extra data is based on your permissions.

Add Miscellaneous Extra Data

Use the **Add Misc Extra** dialog box to add miscellaneous extra data for the account displayed in the **Work Form**. You can add miscellaneous information manually, or it can come from an import of customer data (including unmapped data). You must have the Create Misc Extra Data Permission.

To add miscellaneous extra data

1. In the **Reference Panel** navigation bar, click **Available Panels** and then click **Misc Extra**.

2. In the **Reference Panel** toolbar, click **Add Misc Extra**.

   Extra Title: Label that represents the extra data.

   Extra Information: Extra data value.

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

Modify Miscellaneous Extra Data

Use the **Edit Misc Extra** dialog box to modify miscellaneous extra data for the account displayed in the **Work Form**. You must have the Update Misc Extra Data Permission.

To modify miscellaneous extra data

1. In the **Reference Panel** navigation bar, click **Available Panels** and then click **Misc Extra**.

2. Click **Edit** for the extra data to modify.

Extra Title: Label that represents the extra data.

Extra Information: Extra data value.

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

Notes

Notes

Use the **Notes** panel to view notes and the **Add Note** dialog box to add notes to the account displayed in the **Work Form**. The ability to view, add, or modify notes is based on your permissions.

View Account Notes

Use the **Notes** panel to view notes for the account displayed in the **Work Form**. You can filter notes by action code, result code, joined account, system-created, or user-created. You must have the View Private Notes Permission to view private notes.

To view account notes

1. In the **Reference Panel** navigation bar, click **Available Panels** and then click **Notes**.

Joined Account: If selected, only displays notes for the specified joined account.

Created By: If selected, only displays notes for the specified user that created the note.

Clear Filters: Clears the specified filters and displays all notes.

Date: Date and time the system or a user created the note. Dates and times are based on your time zone.

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

User: User who created the note.

Action: Code that identifies the action taken on the account.

Result: Code that identifies the result of the action taken on the account.

Comment: Note detail.

Private: If selected, indicates that unauthorized users cannot view the note.

2. To display only the notes that meet specific criteria, in the **Search** box, type a word or phrase and then click the Search icon. Only notes that match the search criteria display in the data grid.

3. To display notes for a specific joined account only, in the **Joined Account** list box, click the joined account. Only notes for the specified joined account display in the data grid.

4. To display notes based on who created them, in the **Created by** list box, do the following:

   - To display only the notes that the system created, click **System**. Only notes that the system created display in the data grid.

   - To display only the notes that users created, click **Users**. Only notes that users created display in the data grid.

   - To display all notes, click **All**. Notes that the system or users created display in the data grid.

   Tip: To clear the filters, click **Clear Filters**.

Add an Account Note

Use the **Add Note** dialog box to add a note to the account displayed in the **Work Form**. You can add an unlimited number of notes to an account. You must have the Create Notes Permission. To flag a note as private, you must also have the Create Private Notes Permission.

To add an account note

1. In the **Reference Panel** navigation bar, click **Available Panels** and then click **Notes**.

2. In the **Reference Panel** toolbar, click **Add Note**.

Add Note

Action Code	-- Choose Action - Required -- ▾
Result Code	-- Choose Result - Required -- ▾
Comments	
Is Private	☐

Save   Cancel   ❷ Help

Action Code: Code that identifies the action taken on the account.

Result Code: Code that identifies the result of the action taken on the account. The system adds text to the **Comment** box for certain result codes.

Comments: Note detail. You can type an unlimited number of characters in this box.

Is Private: If selected, unauthorized personnel cannot view the note.

3. Complete the information and then click **Add Note**.

Redact an Account Note Comment

Use the **Review Note** dialog box to redact (obscure) all or a portion of a note comment for the account displayed in the **Work Form**. You must have the Allow Redaction Permission.

To redact an account note comment

1. In the **Reference Panel** navigation bar, click **Available Panels** and then click **Notes**.

2. In the data grid, click a note.

3. In the **Reference Panel** toolbar, click **Review Note**.

Review Note

Action Code	-- Choose Action - Required --
Result Code	CO - COMMENT ONLY
Comments	NEW BIZ IMPORT
Is Private	☐

Redact   Cancel   ❷ Help

4. In the **Comments** box, select the text to obscure and then click **Redact**.

5. In the confirmation dialog box, click **OK**. The system displays each character in the selected text as an "X". The original text remains untouched in the database.

Action and Result Codes

Action and result codes classify the work done on an account. The system and users attach notes to accounts. Action codes indicate the action on an account, while result codes indicate what happened as a result of the action. The system also uses result codes to count the number of accounts each collector works and contacts.

The following tables list the standard action and result codes.

Standard action codes

* Indicates system-utilized action codes.

Code	Description
3P	Third Party
AT	Attorney Telephoned
CO*	Comment Only
DT	Customer Telephoned Office
RL	Received Letter
SC	Supervisor Call
TA	Telephoned Attorney

Code	Description
TC*	Telephoned Client
TE*	Telephoned Employer
TI*	Telephoned Information
TR*	Telephoned Residence
TO	Telephoned Other

Standard result codes

* Indicates system-utilized action codes.

Code	Description	Worked	Contacted
AM*	Left message on Answering Machine	Yes	No
CO*	Comment Only	Yes	Yes
HU	Hung Up on	Yes	No
LB	Line Busy	Yes	Yes
LM	Left Message	Yes	Yes
LR	Left message on Recorder	No	No
LV	Left message on Voice Mail	No	No
NA*	No Answer	No	No
NH	No Help	Yes	Yes
NI	Not In	No	No
NL	No Listing	No	No
NP	Non-Published	No	No
TD	Temporarily Disconnected	No	No
TO	Telephoned Office	No	No

Code	Description	Worked	Contacted
TT	Talked To	No	No
TW	Talked With (other than customer)	Yes	No
WN*	Wrong Number or no good	Yes	No

Payment History

Payment History

Use the **Payment History** panel to view payment history for the account displayed in the **Work Form**.

View Payment History for an Account

Use the **Payment History** panel to view payment history for the account displayed in the **Work Form**.

To view payment history for an account

- In the **Reference Panel** navigation bar, click **Available Panels** and then click **Payment History**.

UID: Code that identifies the payment transaction. Click the link in this column to view payment details.

Effective Date: Date and time the payment transaction occurred.

Entered Date: Date and time a user added the payment transaction to the system.

Total Paid: Payment amount.

Batch Type: Type of batch associated to the payment transaction.

Method: Payment method.

Comment: More information regarding the payment transaction.

View Payment History Detail for an Account

Use the **Transaction Detail** dialog box to view payment detail for the account displayed in the **Work Form**.

To view payment history detail for an account

1. In the **Reference Panel** navigation bar, click **Available Panels** and then click **Payment History**.

Payment History

⊞UID	Effective Date	Entered Date	Total Paid	Batch Type	Method	Comment
16	2/4/15	2/4/15	$50.00	Paid Us	CREDIT CARD	

2. In the UID column, click the link. The **Transaction Detail** dialog box appears.

System Month: Processing month associated to the payment.

Date Entered: Date a user added the payment arrangement to the system.

Entered By: User who added the payment arrangement to the system. If you set up an API key and create a payment using another program (such as Exchange Manager), the user associated to the API key displays here.

Batch Type: Type of batch associated to the payment, which is also the payment type. For more information, see Payment Type Codes.

Batch Number: Number that Latitude assigned to identify the payment batch.

Processed By: User who processed the payment batch. If you set up an API key and process a payment using another program (such as Exchange Manager), the user associated to the API key displays here.

UID: Code that identifies the payment transaction.

Matched: Indicates whether the system matched the payment to a reversal and, therefore, didn't include it on the invoice.

Date Paid: Payment date.

Date Invoiced: Date the system invoiced the customer.

Customer: Customer associated to the account.

Desk Code: Code that identifies the desk that added the payment.

Check Number: Check number associated to the payment.

Payment Method: Form of payment (for example, cash, check, credit card).

Invoice Number: Invoice number for the payment.

Comment: More information regarding the payment.

Money Buckets: Money buckets associated to the payment.

> **Paid:** Amount of the payment assigned to the money bucket.

> **Fee:** Collection fee associated to the money bucket amount.

> **Overpaid:** Overpayment amount (amount paid less the account balance).

> **Total:** Totals for payment and fee amounts.

Collector Fee: Total collector fees (sum of the fees for all the money buckets).

Agency Fee: Total agency fees.

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

Phones

Phones

Use the **Phones** panel to view phone numbers associated to the account displayed in the **Work Form** and use the **Add Phone Number** dialog box to add contact phone numbers.

View Phone Numbers for an Account

Use the **Phones** panel to view phone numbers for the parties on the account displayed in the **Work Form**.

To view phone numbers for an account

- In the **Reference Panel** navigation bar, click **Available Panels** and then click **Phones**.

Number: Person's phone number. If a call is on hold, a Hold icon and a message appear next to the phone number.

Type: Type of phone number.

Consent: Indicates whether the customer granted permission to call or send a text message to the phone number. For more information, see Phone Usage Consent Icons.

Status: Status of the phone number. For more information, see Phone Number Status Icons.

Customer: Customer on the account.

Attempts: Number of times you attempted to call or text the phone number.

Last Attempt: Date and time you last attempted to call or text the phone number.

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

On Hold: If the phone number is on hold, the hold icon appears.

Hold Expiration Date: Date the hold expires. If the phone number is on hold and there isn't an expiration date, the hold remains until a user or a process removes the hold.

Add a Phone Number to an Account

Use the **Add Phone Number** dialog box to add a phone number to the account displayed in the **Work Form**. To add a phone number, you need the Create Phone Numbers Permission.

To add a phone number to an account

1. Do one of the following:

   - In the **Task Panel** navigation tree, click **Customer** and then click a name. In the **Contact Information** tab, click **Add Phone**.

   - In the **Reference Panel** navigation bar, click **Available Panels** and then click **Phones**. In the **Phones** panel, in the **Panel** toolbar, click **Add Phone**.

   The **Add Phone Number** dialog box appears.

Add Phone Number

Phone Number	▣ ▾ Required
Phone Extension	
Type	-- Choose Type - Required --
Status	-- Choose Status --
Customer on Account	-- Choose Customer - Required --
Name	
On Hold	☐
Hold Expiration Date:	🗓
Consent To Call	☐ Granted
Consent To Auto Dial	☐ Granted
Consent To SMS	☐ Granted
Consent To FAX	☐ Granted
Obtained From	-- Choose Obtained From - Required --

Save   Cancel   ❷ Help

Phone Number: Person's phone number, including the country code. You can select the country from the list box or type a plus sign (+) and then the country code (for example, "+44" for United Kingdom).

Phone Extension: Phone extension.

Type: Type of phone number.

Status: Status of the phone number.

Customer on Account: Customer on the account.

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

On Hold: If selected, the phone number is on hold.

Hold Expiration Date: Date the hold expires. If you don't specify a date, the hold remains until you clear the **On Hold** check box or remove the hold using another process.

Consent To Call: If selected, the person granted permission to call this phone number.

Consent To Auto Dial: If selected, the person granted permission to call this phone number using a dialer campaign.

Consent To SMS: If selected, the person granted permission to send a text message to this phone number.

Consent to fax: If selected, the person granted permission to send a fax to this phone number.

Obtained From: Person who granted or denied permission to contact this phone number.

Method: Indicates whether the person granted permission verbally or in writing.

Comment: More information regarding the phone number.

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

Modify a Phone Number on an Account

Use the **Edit Phone Number** dialog box to modify phone information for a party on the account displayed in the **Work Form**. To modify phone numbers, you need the Update Phone Numbers Permission. To modify phone consent options, you need the Change Phone Consent Permission. The system records phone number changes in the **Notes** panel.

To modify a phone number on an account

1. Do one of the following:

   - In the **Task Panel** navigation tree, click **Customer** and then click a name. The **Contact Information** tab appears.

   - In the **Reference Panel** navigation bar, click **Available Panels** and then click **Phones**. The **Phones** panel appears.

2. Click the arrow next to the phone number and then click **Edit**.

Edit Phone Number

Phone Number	+16105587744
Phone Extension	0
Type	Home
Status	Good
Customer on Account	Eva M Severino
Name	
On Hold	☐
Hold Expiration Date:	📅
Consent To Call	☐ Granted
Consent To Auto Dial	☐ Granted
Consent To SMS	☐ Granted
Consent To FAX	☐ Granted
Obtained From	-- Choose Obtained From - Required --
Method	○ Written ● Verbal

Save Cancel ❓ Help

Phone Number: Person's phone number, including the country code. You can select the country from the list box or type a plus sign (+) and then the country code (for example, "+44" for United Kingdom). You cannot modify the phone number.

Phone Extension: Phone extension. You cannot modify the phone extension.

Type: Type of phone number. To modify the phone type, you must have the Update Phone Type Permission.

Status: Status of the phone number. To modify the phone status, you must have the Update Phone Status Permission.

Customer on Account: Customer on the account.

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

On Hold: If selected, the phone number is on hold.

Hold Expiration Date: Date the hold expires. If you don't specify a date, the hold remains until you clear the **On Hold** check box or remove the hold using another process.

Consent To Call: If selected, the person granted permission to call this phone number.

Consent To Auto Dial: If selected, the person granted permission to call this phone number using a dialer campaign.

Consent To SMS: If selected, the person granted permission to send a text message to this phone number.

Consent to fax: If selected, the person granted permission to send a fax to this phone number.

Obtained From: Person who granted or denied permission to contact this phone number.

Method: Indicates whether the person granted permission verbally or in writing.

Comment: More information regarding the phone number.

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

Change the Status of an Account Phone Number

Use the **Contact Information** tab or the **Phones** panel to change the status of a phone number on the account displayed in the **Work Form**. You must have the Update Phone Status Permission.

To change the status of an account phone number

1. Do one of the following:

- In the **Task Panel** navigation tree, click **Customer** and then click a name. The **Contact Information** tab appears.

- In the **Reference Panel** navigation bar, click **Available Panels** and then click **Phones**. The **Phones** panel appears.

2. Click the arrow next to the phone number and then click the status (**Good** or **Bad**).

Add a Phone Contact Result

Use the **Contact Information** tab or the **Phones** panel to add the result of contacting a phone number on the account displayed in the **Work Form**. The system records these changes in the **Notes** panel.

To add a phone contact result

1. Do one of the following:

- In the **Task Panel** navigation tree, click **Customer** and then click a name. The **Contact Information** tab appears.

- In the **Reference Panel** navigation bar, click **Available Panels** and then click **Phones**. The **Phones** panel appears.

2. Click the arrow next to the phone number and then click the contact result. For example, No Answer, Line Busy, Bad Number, Left Message Person, and Left Message Machine.

Phone Number Status Icons

The status indicates the state of an account phone number. The following table lists the phone number status icons and their description.

Icon	Description
	The status of the phone number is unknown.
	The phone number is bad.
	The phone number is good.
	The phone number is on hold.

View Process and Stage History

Use the **Processes** panel to view the processes and stages to which a user moved the account displayed in the **Work Form**. The panel displays the information in ascending date and time order.

To view process and stage history

- In the **Reference Panel** navigation bar, click **Available Panels** and then click **Processes**. The **Processes** panel appears.

Date: Date and time the user moved the account to the process and stage.

Process: Process to which the user moved the account.

Process Stage: Stage within the process to which the user moved the account.

Created by: User who moved the account to the process and stage.

Owner: Scope owner of the stage (for example, Desk, Team, Department, Branch). A supervisor or manager can create work queues for specific stages based on the owner.

Arrangements

Payment Type Codes

Payment type codes identify payment types. The following table lists the payment type codes and their description.

Code	Description
DA	**Decreasing Adjustment.** An adjustment to an account that decreases the balance. The system doesn't calculate fees toward this amount and doesn't reflect the adjustment on invoices.
DAR	**Decreasing Adjustment Reversal.** An adjustment to an account that increases the balance. The system doesn't calculate fees toward this amount and doesn't reflect the adjustment on invoices.
PA	**Paid Agency.** A payment to an outside (subcontracted) agency that is collecting payments for your organization.
PAR	**Paid Agency Reversal / Bounce.** A payment by check to an outside (subcontracted) agency collecting on your organization's behalf where the check didn't clear.
PC	**Paid to Client.** A payment to your customer, where your organization holds the account.
PCR	**Paid Client Reversal / Bounce.** A payment by check to your customer, where your organization holds the account and the check didn't clear.
PU	**Paid to Us.** A payment sent directly to your organization.

Code	Description
PUR	**Paid Us Reversal / Bounce.** A payment by check that the customer sent directly to your organization where the check didn't clear.

Data Grids

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.

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 a column heading to sort the data grid in ascending order by that column. An "up" arrow appears next to the column heading.

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. If you set a filter for a column, the filter icon has a white background color. You can set a filter for more than one column at a time.

To filter data in a data grid

1. Select the check box for the column to set limits. A **Filter** box appears.

2. In the **Filter** box, type one or more characters and then click the Refresh icon. The system only displays the rows that match the specified criteria.

3. To set more filters, select a check box and specify the criteria in the corresponding **Filter** box.

4. To remove a filter, clear the check box and then click the Refresh icon.

Move Between Pages of a Data Grid

Sometimes the number of records in a data grid exceeds the maximum allowed to display on a single page. In that case, the system displays a navigation bar at the bottom of the data grid to allow you to move between pages of the data grid.

To move between pages of a data grid

1. Click a page number to display that specific page.

2. Click **Previous** to display the previous page.

3. Click **Next** to display the next page.