



## Latitude

### Printable Help for Users

Version 13.0

Last updated November 04, 2019

#### **Abstract**

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

*For copyright and trademark information, see*

*[https://help.genesys.com/latitude/Liquid/Desktop/Copyright and Trademark Information.htm](https://help.genesys.com/latitude/Liquid/Desktop/Copyright%20and%20Trademark%20Information.htm).*

## Table of Contents

Introduction to Latitude 13.0.....	14
What's New in Latitude 13.0.....	14
Angular upgrade.....	14
Custom panels.....	14
Interaction Dialer .....	14
Payment arrangements .....	15
Permissions .....	15
Pool queue .....	15
Portal redirect .....	15
Reference panels .....	15
Log On to Latitude by Genesys .....	15
Change Your Password.....	17
Work Form Overview .....	18
Help Overview.....	21
Search feature.....	22
Search syntax .....	22
Wildcard expressions .....	22
Boolean operators .....	23
Nested expressions .....	23
Screen captures.....	24
Account Retrieval .....	24
Account Retrieval .....	24
Search.....	24
Account Search .....	24
Search for an Account.....	24
Search Results .....	27
Locate an Account Using Quick Search .....	28
Quick Search Codes.....	29
Open Interactions .....	29
Open Interactions .....	29

- View Open Interactions ..... 30
- Select an Account From Open Interactions ..... 31
- Close an Open Interaction ..... 31
- Work Queues ..... 32
  - Work Queues ..... 32
  - Open the Collector Queue ..... 33
  - Open the Custom Queue ..... 34
  - Open the Clerical Queue ..... 36
  - Open the Supervisor Queue ..... 37
  - Open the Pool Queue ..... 38
  - Close a Work Queue ..... 39
- History ..... 40
  - Account History ..... 40
  - Select an Account From History ..... 40
  - Purge Account History ..... 41
- Select an Account from Inventory ..... 41
- Dialer Agent Interface ..... 43
  - Dialer Agent Interface ..... 43
  - Log on to Interaction Dialer ..... 44
  - Set Your Workgroup Status ..... 47
- Campaigns ..... 48
  - Campaigns ..... 48
  - Dialer Icons ..... 48
  - Log on to a Campaign ..... 49
  - Work a Power or Predictive Campaign ..... 51
  - Work a Preview Campaign ..... 52
  - Disposition a Call ..... 53
  - Request a Break ..... 54
  - End Your Break ..... 54
  - Request Assistance with a Call ..... 55
  - Transfer a Call ..... 56
  - View Your Campaign Interactions ..... 56

Log off a Campaign.....	57
Dialer User Statuses .....	58
Dialer User Statuses .....	58
Change Your Dialer Status.....	58
Add a Note About Your Dialer Status.....	60
Modify or Remove a Dialer Status Note .....	62
View User Directory .....	63
Dialer Views .....	64
Dialer Views .....	64
View a Workgroup Queue.....	65
View Your Interactions.....	65
View Your Call History.....	66
Place an Outbound Call.....	67
Change Your Station.....	67
Change Your Dialer Password .....	69
Log off Interaction Dialer .....	70
Validate a Call.....	70
View Account Warnings.....	73
Display a Web Site on a New Browser Tab .....	74
Delinquency or Recovery Anchor.....	74
Delinquency or Recovery Anchor.....	74
Account Labels Card.....	75
Account Labels Card.....	75
Create a Label .....	75
Add a Label to an Account .....	76
View Labels Associated to an Account.....	76
Delete a Label From an Account .....	77
Account Navigator Card .....	77
Account State Card .....	78
Account Status Card.....	78
Account Summary Card .....	79
AIM Card .....	80

- Charge-off Details Card ..... 80
- Contact Card ..... 81
- Delinquency Card ..... 81
- First Party Active Collections Card ..... 82
- Hot Notes Card..... 83
  - Hot Notes Card..... 83
  - Add a Hot Note to an Account ..... 83
  - Add a Standard Note to an Account ..... 84
- Joined Accounts ..... 84
  - Joined Accounts Overview ..... 84
  - Joined Accounts Card..... 85
  - Medical Account Details Card ..... 87
- Link Summary Card ..... 88
- Party Card..... 89
- Party Navigator Card ..... 89
- Pending Payments Card ..... 90
- Support Queue Details Card ..... 91
- Account Detail..... 92
  - Account Detail..... 92
  - View Account Balance Details..... 92
    - Current Balance..... 92
    - History Balance ..... 93
  - View or Modify Account Dates ..... 93
  - View Additional Account Information ..... 94
  - View Contact Analysis Information..... 95
  - View Client Guidelines ..... 96
  - View Information for Linked Accounts ..... 96
    - First-party active collections ..... 97
    - First-party recovery or third-party collections..... 98
- Account Links ..... 98
  - Account Links ..... 98
  - Data merge..... 99

Latitude Printable Help for Users

Add a Link to an Account ..... 99

Remove all Links to an Account ..... 100

Account Reminders ..... 101

    Account Reminders ..... 101

    Set a Timed Reminder ..... 101

    View Timed Reminders ..... 103

    Reschedule or Dismiss a Timed Reminder ..... 104

    Set an Account Follow-up Date ..... 105

Queue and Desk Assignments ..... 105

    Queue and Desk Assignments ..... 105

    Assign an Account to a Queue ..... 105

    Change a Desk Assignment ..... 106

Statuses ..... 107

    Statuses ..... 107

    Select a Quick-pick Account Status ..... 107

    Change an Account Status ..... 108

    Select Accounts ..... 109

    Maintain the Quick-pick Account Status List ..... 110

    Standard Status Codes ..... 111

Processes and Stages ..... 112

    Processes and Stages ..... 112

    Start an Account in a Process ..... 112

    Move an Account to the Next Process Stage ..... 113

    Move an Account to the Previous Process Stage ..... 113

    View the Available Processes and Stages for an Account ..... 114

Placements and Recalls ..... 114

    Placements and Recalls ..... 114

    Place an Account With an Agency or Attorney ..... 115

    Recall an Account From an Agency or Attorney ..... 116

Manage Interest ..... 117

Collection Holds ..... 117

    Collection Holds ..... 117

- Account-level hold ..... 117
- Customer-level hold ..... 118
- Place an Account-Level Hold ..... 118
- Place a Customer-Level Hold ..... 118
- Remove an Account-Level Hold ..... 119
- Remove a Customer-Level Hold ..... 119
- Task Panels ..... 120
- Task Panels ..... 120
- Arrangements ..... 120
  - Arrangements ..... 120
  - Propose a Payment Arrangement ..... 121
  - Modify a Payment Arrangement ..... 127
  - Override a Payment Spread ..... 130
  - Payment Instruments ..... 131
  - Reschedule a Payment Arrangement ..... 139
  - Place All Scheduled Arrangements on Hold ..... 141
  - Approve or Deny a SIF Arrangement ..... 142
  - Account Selection ..... 143
  - Payment Spread Selection ..... 143
  - Settlement Selection ..... 144
  - Payment Arrangement Types ..... 145
  - Payment Arrangement Scenarios ..... 145
  - Arrangement Negotiator States ..... 146
  - Surcharge Rules ..... 148
- Payments ..... 148
  - Payments ..... 148
  - Process a Payment ..... 149
  - Process a Payment Batch ..... 149
  - View Payment Batch History ..... 152
  - View Applied and Planned Payments ..... 154
  - Payment Type Codes ..... 156
  - Payment Status ..... 157

Care and Financial Hardship .....	158
Care and Financial Hardship .....	158
Add a Care or Financial Hardship Case .....	158
Modify a Care or Financial Hardship Case .....	160
Approve Care and Financial Hardship Hold Days.....	163
Complaints .....	163
Complaints .....	163
Add a Complaint.....	164
Modify a Complaint.....	166
Select Accounts to Associate to the Complaint .....	168
Remove a Duplicate Complaint.....	168
Remove a Complaint From an Account .....	169
Remove a Non-Complaint Document .....	169
Close a Complaint .....	170
Reopen a Complaint.....	170
Customers .....	170
Customers .....	170
Contact Information.....	171
Maintain Employer Information .....	181
Maintain Spouse Information .....	182
Maintain Attorney Information .....	183
Bankruptcy .....	183
Maintain Deceased Information .....	187
Maintain Assets.....	188
Maintain CCCS Information.....	189
Customer Icons .....	189
Disputes .....	190
Disputes .....	190
Add a Dispute.....	190
Modify a Dispute.....	191
Remove a Duplicate Dispute.....	192
Remove a Non-Dispute Document .....	193



- Close a Dispute..... 193
- Reopen a Dispute ..... 193
- Legal Case..... 194
  - Legal Case..... 194
  - Maintain General Legal Information..... 194
  - Assign a Court ..... 195
  - Judgments ..... 196
  - Garnishments..... 206
  - Accounting ..... 210
  - Delete a Legal Case ..... 214
- Letters ..... 214
  - Letters ..... 214
  - Request a Letter..... 214
  - Select Accounts ..... 216
  - View Pending Letter Requests ..... 217
  - Delete a Pending Letter Request ..... 218
  - Suspend a Pending Letter Request ..... 218
  - Release the Hold on a Pending Letter Request..... 219
  - View Letter Details..... 219
  - View Letter History ..... 221
  - Letter Types ..... 221
- Reference Panels..... 222
  - Reference Panels..... 222
  - Addresses ..... 222
    - Addresses ..... 222
    - View Addresses ..... 223
    - Add an Address ..... 224
    - Modify an Address ..... 225
- AIM..... 226
  - AIM..... 226
  - View General AIM Information ..... 226
  - View AIM History ..... 227

View AIM History Details .....	228
View AIM Requests and Notifications.....	228
Create an AIM Request .....	229
Create an AIM Response.....	230
View AIM Arrangements.....	230
View AIM Work Efforts .....	231
View Arrangement History .....	232
Automotive .....	232
Automotive .....	232
Maintain Vehicle Collateral Information.....	232
Maintain Repossession Information .....	234
Auction .....	236
Maintain Lease Information.....	240
Communication.....	241
Communication.....	241
View Account Communications .....	241
Play a Call Recording .....	242
View a Sent Letter .....	243
View Interaction Details for a Communication.....	243
Credit Bureau Reporting .....	244
Credit Bureau Reporting .....	244
Configure a Responsible Party for Credit Reporting.....	244
View Credit Bureau Reporting Summary .....	245
View Credit Bureau Reporting Account Information .....	247
View Credit Bureau Reporting Audit Trail.....	249
Manage Miscellaneous CBR Settings .....	250
Report an Account to Credit Bureaus .....	251
Delay Reporting an Account to Credit Bureaus .....	252
Evaluate an Account for Credit Reporting .....	254
Remove a Responsible Party From Credit Bureau Reporting .....	254
Send Delete Request for Account Reported in Error .....	256
Send Delete Request for Account Reported Based on Fraud .....	257

- Send Delete Request for Medical Account ..... 258
- Undo a Credit Reporting Delete Request..... 259
- Credit Bureau Reporting Codes ..... 260
- Custom Panel ..... 277
  - Custom Panel ..... 277
  - Create a Custom Panel..... 277
  - View a Custom Panel ..... 279
- Documentation ..... 279
  - Documentation ..... 279
  - Attach a Document to an Account..... 279
  - View Documents Attached to an Account ..... 280
  - Download a Document ..... 281
  - Delete a Document From an Account..... 281
- Email Addresses ..... 281
  - Email Addresses ..... 281
  - View Email Addresses ..... 281
  - Add an Email Address ..... 282
  - Modify an Email Address ..... 283
  - Change the Status of an Email Address ..... 285
  - Email Consent Icons ..... 285
  - Email Status Icons ..... 285
- Extra Data..... 286
  - Extra Data..... 286
  - Add Extra Data ..... 286
  - Modify Extra Data ..... 286
- Fusion Service History ..... 287
  - Fusion Service History ..... 287
  - View Fusion Service History ..... 287
  - Verify a Response From an Outside Service Provider ..... 288
- Income and Expenditures ..... 289
  - Income and Expenditures ..... 289
  - Add Financial Summary Information ..... 289

Latitude Printable Help for Users

Add Income .....	291
Add Expenses .....	292
Add Arrears .....	294
View Income and Expenditure History .....	295
Interactions and Events .....	296
Interactions and Events .....	296
View Account Interactions .....	297
View Events for an Account .....	298
Interaction Icons .....	299
Medical.....	299
Medical.....	299
Add Patient Information .....	299
Modify Patient Information .....	301
Add an Insurance Policy .....	303
Modify an Insurance Policy .....	306
Invalidate an Insurance Policy.....	308
Add Next of Kin .....	309
Modify Next of Kin .....	310
Add a Medical Facility .....	310
Modify a Medical Facility .....	311
Miscellaneous Extra Data.....	312
Miscellaneous Extra Data.....	312
Add Miscellaneous Extra Data .....	313
Modify Miscellaneous Extra Data .....	313
Notes.....	314
Notes.....	314
View Account Notes.....	314
Add an Account Note .....	315
Redact an Account Note Comment .....	316
Action and Result Codes .....	317
Payment History.....	319
Payment History.....	319

- View Payment History for an Account ..... 319
- View Payment History Detail for an Account..... 319
- Phones..... 321
  - Phones..... 321
  - View Phone Numbers for an Account..... 321
  - Add a Phone Number to an Account ..... 322
  - Modify a Phone Number on an Account ..... 324
  - Change the Status of an Account Phone Number ..... 326
  - Dial a Phone Number ..... 326
  - Add a Phone Contact Result ..... 327
  - Phone Number Status Icons..... 328
- View Process and Stage History ..... 328
- Arrangements ..... 329
  - Payment Type Codes..... 329
- Data Grids ..... 329
  - Data Grids ..... 329
  - Sort Data in a Data Grid ..... 330
  - Filter Data in a Data Grid..... 330
  - Move Between Pages of a Data Grid ..... 331

## Introduction to Latitude 13.0

The Latitude 13.0 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.

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

Latitude 13.0 allows you to:

- Maintain account and contact information.
- Track account activities.
- Record account notes.
- Set account reminders and follow-up dates.
- Schedule and process payments.

## What's New in Latitude 13.0

The initial release of Latitude 13.0 introduced the following enhancements.

### Angular upgrade

Latitude by Genesys upgraded the Agent Desktop to the most recent Angular technology. This upgrade improves overall performance, supportability, and scalability as we continue to transition the Latitude product suite to a minimal footprint deployment strategy.

### Custom panels

Added ability to create custom anchor cards and reference panels to display in the **Work Form**. You map the custom anchor card or reference panel to a query that specifies the data to display in the card or panel. You create the query using the **Custom Panel Query Creator** tool in Latitude Console and create the mapping in the **Custom Panel Mapping** panel in Latitude. For more information, see Custom Panel Query Creator in the *Latitude Console* documentation and Custom Panel Mapping in the *Latitude* documentation.

### Interaction Dialer

- Added integration to Interaction Dialer to allow users to process campaign calls in call lists that your organization creates using List Builder. For more information, see [Dialer Agent Interface](#)
- Added ability to log on to Interaction Dialer automatically when logged on to Latitude. For more information, see Add a User and Modify a User.
- Added ability to map disposition codes from your Dialer server to result codes in Latitude. For more information, see Map a Disposition Code to a Result Code.
- Added ability to dial phone numbers manually from the **Contact Information** tab or the **Phones** panel. For more information, see [Dial a Phone Number](#).

## Payment arrangements

Added ability to create a single payment arrangement for an amount that exceeds the account balance when proposing a payment arrangement in the **Payment Negotiator** card. You can create the arrangement for a single, non-joined account or for one or more joined accounts. The amount cannot exceed the maximum overpayment amount configured in the **Allow Overpayments** permission.

## Permissions

- Added Access Redirect Portal permission for specifying the web site to open in a new browser tab when a user clicks the link on the account toolbar.
- Added Allow Overpayments permission for specifying whether to allow payment arrangements that exceed the account balance. If allowing overpayments, specify the maximum percentage of the account balance that users are allowed to increase the payment by when scheduling overpayments. For example, if the account balance is \$100 and the maximum overpayment percentage allowed is 10%, you cannot create an overpayment arrangement for more than \$110.
- Added Dialer permission for specifying whether to display the **Dialer Agent Interface** in the **Work Form**.
- Added Mask Phone Numbers permission for specifying whether to mask all phone number occurrences in the **Work Form**.
- Added "Pool Queue" option to the Queue Providers permission for specifying whether the Pool queue is available to users.

## Pool queue

Added the Pool queue feature to the **Work Form**. A Pool queue is dynamic in that accounts flow in and out of it as they qualify or disqualify. Accounts in a Pool queue reside on an inventory-type desk, where multiple users have access to them.

## Portal redirect

Added ability to display a web site that your organization specified in a new tab in your browser. For more information, see [Display a Web Site on a New Browser Tab](#).

## Reference panels

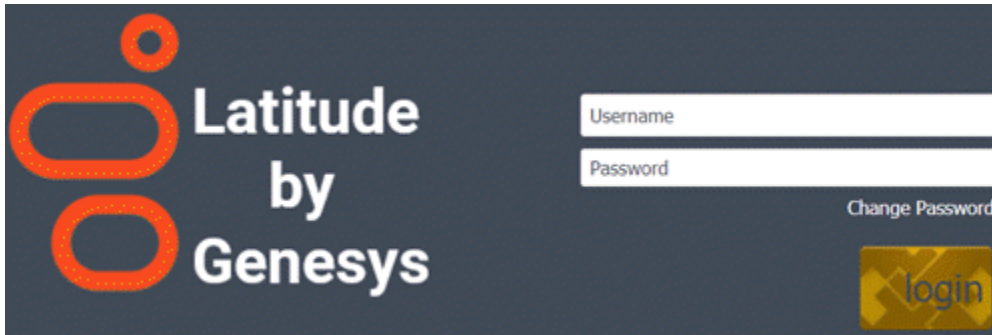
Added a **Communication** panel to display all communications associated to an account, such as inbound and outbound calls; and inbound and outbound letters. If available, you can also play audio recordings associated to calls and view sent letters. For more information, see [Communication](#).

## 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 are available to you. For more information, see [Permissions and Policies](#).

### To log on to Latitude

1. Open Latitude by Genesys in your browser. The **Logon** page appears.



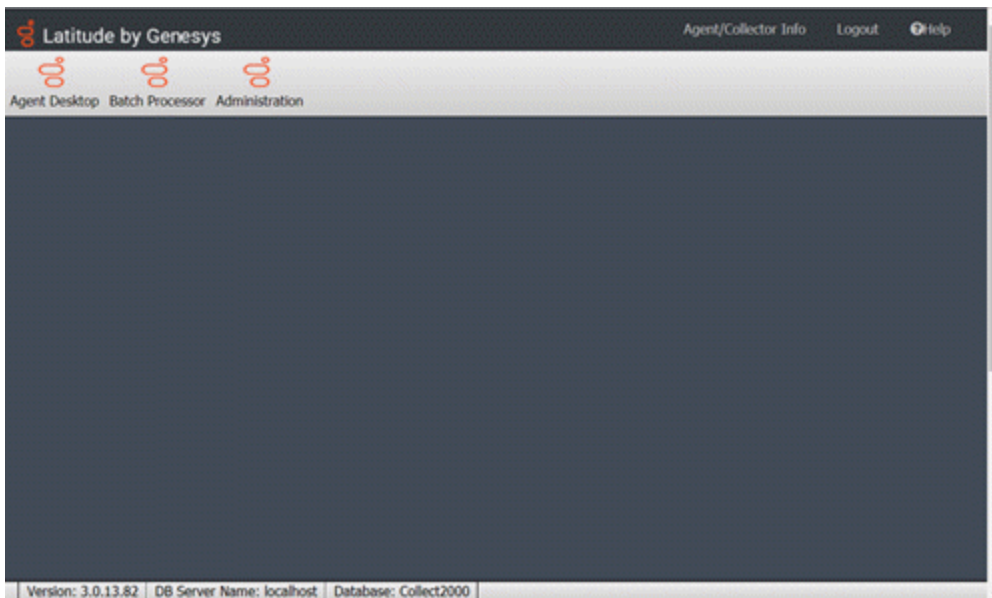
2. Do one of the following:

- 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.



## About Interaction Collector

DB Server Name	MaltLavaSystest
Database Name	Collect2000

### Assembly Versions

Name	Version
ace-w64r-3-0	3.0.5.4
AutoMapper	2.2.1.0
Castle.Core	3.2.2.30
core_events-w64r-3-0	3.0.10.8
EntityFramework	6.1.30225.0
EntityFramework.SqlServer	6.1.30225.0
i3core-w64r-3-0	3.0.10.8
i3eventlog-w64r-3-0	3.0.10.8

Close

- 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.

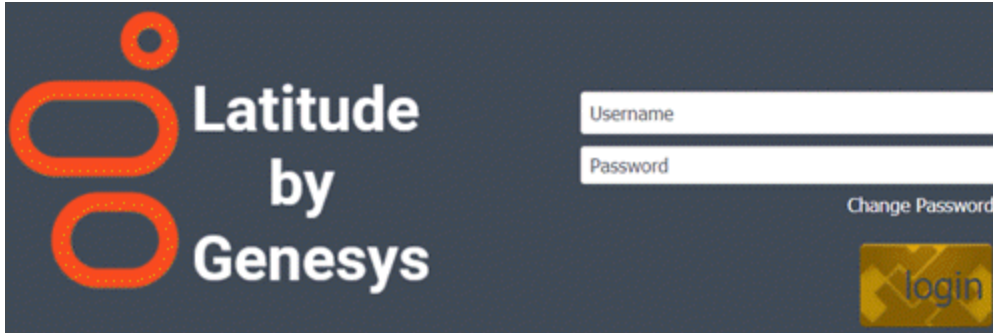
## Change Your Password

Use the **Change Password** dialog box to change your Latitude by Genesys password. If your password is close to the expiration date (based on the Password Expiration permission setting), a warning appears under the **Change Password** link.

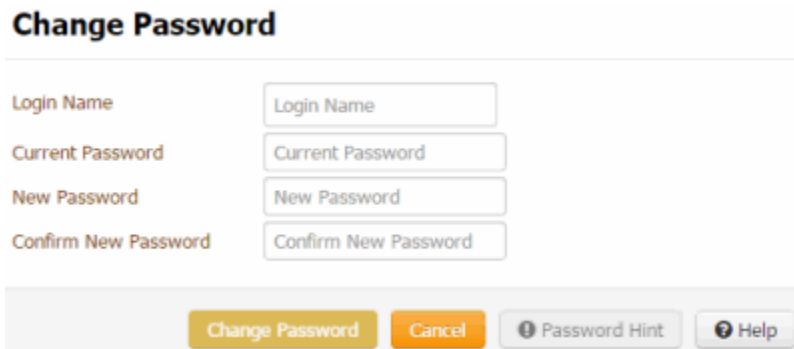
### To change your password

- Do one of the following:
  - On your desktop, click the shortcut to Latitude by Genesys.
  - If you have a bookmark set in your browser for Latitude by Genesys, click the bookmark.
  - In your browser, in the **Address** box, type the address for Latitude by Genesys and press **Enter**.

The **Logon** page appears.



2. Click **Change Password**. The **Change Password** dialog box appears.



3. In the **Login Name** box, type your user ID.
4. In the **Current Password** box, type your current password.
5. In the **New Password** box, type your new password.  
**Tip:** To view the requirements for creating a password, click **Password Hint**.
6. In the **Confirm Password** box, retype your new password.
7. Click **Change Password**.

## Work Form Overview

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

The screenshot displays the Latitude by Genesys interface. At the top, there is a navigation bar with the logo and user information. Below this is a toolbar with various icons for account management. The main content area is divided into several sections:

- 3 Davis Wilma:** A summary section showing account status, primary RP, and financial details like file #, status, and balance.
- 4 Balance Details:** A section with tabs for Contact Information, Employer, Spouse Information, Attorney, Bankruptcy, Deceased, Assets, and CCCS.
- 5 Arrangements:** A section for Care and Financial Hardship, Complaints, and Customer information.
- 6 Prefix:** A form for entering personal details such as First Name, Last Name, Address, and Date of Birth.
- 8 + Add Note:** A section for adding and reviewing notes on the account.
- 9 Table:** A table with columns for Date, Account, User, Action, Result, Comment, and Private? showing account activity.
- 10 DB Server Name:** A footer section showing database and login information.

**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 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 database server.
- **Database:** Name of the Latitude database.
- **Previous Login:** Date and time you last logged on to Latitude.
- **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 <b>Search &amp; Queue Selection</b> panel, which allows you to search for and display accounts. The Search slide-in is on the <b>Account</b> toolbar.
^	Collapse	Collapses a section of the <b>Work Form</b> to hide its contents.
v	Expand	Expands a section of the <b>Work Form</b> 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.

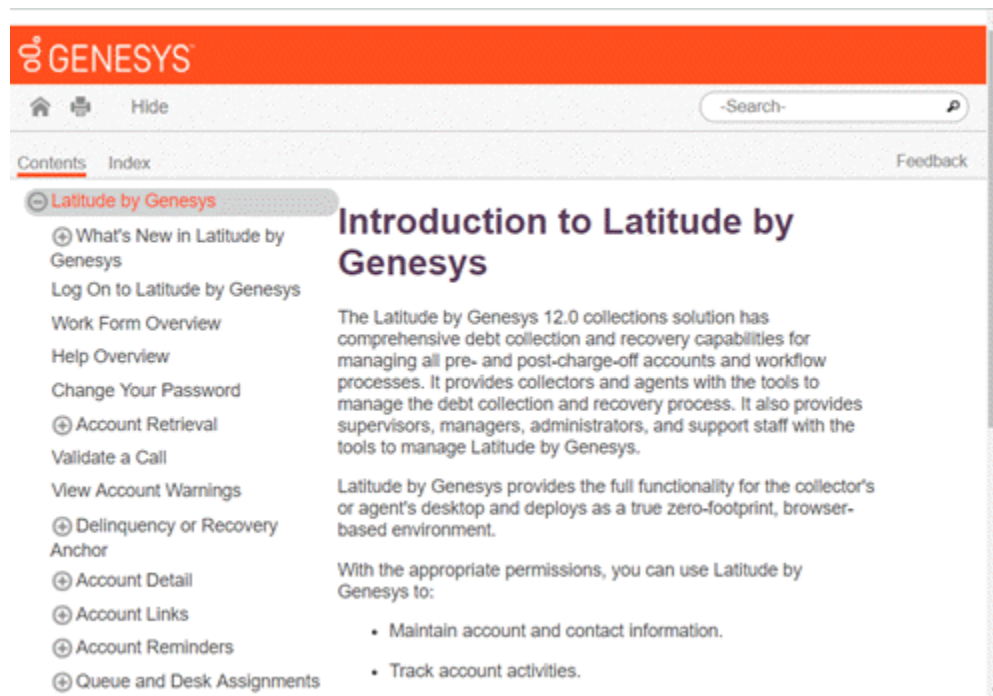
## Help Overview

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	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).

Search for...	Example	Result
character that can be anything, and ends in the specified characters		
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.



Interactions	Search Accounts	Open Work Queues ▾	Inventory	Account History
Simple	Results			
File Number:	<input type="text"/>			
Account:	<input type="text"/>			
Address:	<input type="text"/>			
Bankruptcy:	<input type="text"/>			
Branch:	<input type="text"/>			
City:	<input type="text"/>			
Court Case:	<input type="text"/>			
Client:	<input type="text"/>			
Customer ID:	<input type="text"/>			
Customer ID #1:	<input type="text"/>			
Customer ID #2:	<input type="text"/>			
Purn:	<input type="text"/>			
Department:	<input type="text"/>			
Desk:	<input type="text"/>			
Garnishment:	<input type="text"/>			
ID #1:	<input type="text"/>			
ID #2:	<input type="text"/>			
Name:	<input type="text"/>			
National Id:	<input type="text"/>			
Phone:	<input type="text" value="US"/>			
Postal Code:	<input type="text"/>			
State:	<input type="text"/>			
Status:	<input type="text"/>			
Team:	<input type="text"/>			
<input type="button" value="Search"/>		<input type="button" value="Clear"/>		
<input type="button" value="Help"/>				

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.

Interactions Search Accounts Open Work Queues Inventory Account History																			
Simple																	Results		
File Number	Link Number	Queue Level	Queue Date	Client	Original Creditor	Account Number	Account Number (Masked)	ID1	ID2	Status	Desk	Charge Off Date	Delinquency Date	Received Date	Last Worked Date	Last Contacted Date	Original Balance	Original Principal	Current Balance
1002	3	015	11/03/2014	0000001	PNC BANK	045313MB01	*****MB01			NEW - NEW STATUS ** (Active)	ADMIN 1 DESK	0000000	01/25/2009	01/25/2009	02/11/2011		\$819.47	\$819.47	\$819.47

Previous 1 Next

Help

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:

<b>Code</b>	<b>Description</b>
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	Name	Started	Last Activity	Since	
1006	Willie Davis	4/25/18 8:52 am	4/25/18 8:53 am	00:01:55	Close
1007	Brad Fry	4/25/18 8:53 am	4/25/18 8:53 am	00:00:51	Close
1005	Roy Wiesen	4/25/18 8:51 am	4/25/18 8:52 am	00:03:00	Close

Previous 1 Next

**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**.

File Number	Name	Started	Last Activity	Since	Close All
1006	Willie Davis	4/25/18 8:52 am	4/25/18 8:53 am	00:01:55	Close
1007	Brad Fry	4/25/18 8:53 am	4/25/18 8:53 am	00:00:51	Close
1005	Roy Wiesen	4/25/18 8:51 am	4/25/18 8:52 am	00:03:00	Close

Previous 1 Next

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**.

File Number	Name	Started	Last Activity	Since	
1006	Willie Davis	4/25/18 8:52 am	4/25/18 8:53 am	00:01:55	Close
1007	Brad Fry	4/25/18 8:53 am	4/25/18 8:53 am	00:00:51	Close
1005	Roy Wiesen	4/25/18 8:51 am	4/25/18 8:52 am	00:03:00	Close

Previous 1 Next

- 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.

**Collector Queue**

Desk: 0000000 - ADMI...

Client(s): All Clients

Filter

Queue	Accounts	Balance	Worked
All Accounts	348	\$529,138.72	1
05/10/2011	1	\$2,467.42	1
08/19/2011	1	\$2,067.89	0
09/23/2011	1	\$5,000.00	0
10/30/2014	345	\$519,603.41	0

Open

Help

**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.

#### Collector Queue

Desk:	Queue	Accounts	Balance	Worked
C1 - COLLECTOR ...	All Accounts	46	\$27,645.54	1
Client(s):	07/19/2011	1	\$2,250.00	1
All Clients	07/22/2011	1	\$3,256.23	0
<b>Filter</b>	12/15/2016	44	\$22,139.31	0
	015 - NEW ACCOUNTS	42	\$16,633.08	0
	019 - NPC ACCOUNTS	1	\$3,256.23	0
	120 - OVER 120 DAYS OLD	1	\$2,250.00	1

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.

- 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
<b>Open</b>	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.

- 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](#).

- 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**

- 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.

#### Available Clerical Queues

	Queue Level	Description	Count
<b>Open</b>	600	Clerical Support	1
<b>Help</b>			

**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:

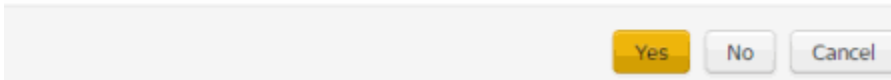
- If your organization requires you to validate information with the caller, the system displays the **Data Protection** dialog box before displaying the account. For more information, see [Validate a Call](#).
- If there are warnings for the account, the system displays the **Warnings** dialog box before 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?



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

- In the **Account** toolbar, click the Search slide-in icon. The **Search Accounts** panel appears.
- 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
<b>Open</b>	700	Supervisor Support	1
<b>Open</b>	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.

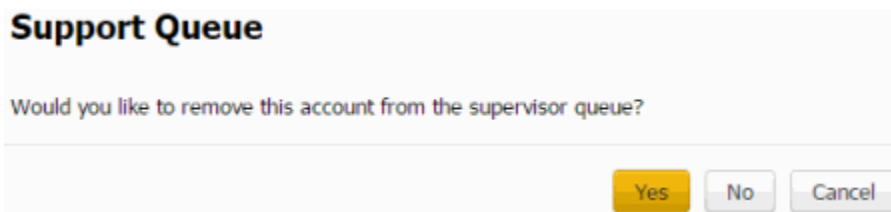
3. Click **Open** next to the queue to open. The first account in the queue appears in the **Work Form**.

**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**.

## Open the Pool Queue

Use the **Open Work Queues** menu option to open the Pool queue in the **Work Form**. The Pool queue contains a group of accounts that are available to multiple agents. Unlike static Custom queues, Pool queues are dynamic, with accounts flowing in and out of it as they qualify or disqualify. Accounts in a Pool queue reside on an inventory-type desk, where multiple users have access to them.

### To open the Pool queue

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

- In the menu bar, click **Open Work Queues** and then click **Pool**. 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](#).

- To move to the next account in the queue, in the **Account** toolbar, click **Next**. The next account in the work queue appears. Accounts drop out of the Pool queue as users work them. The system doesn't prompt you to remove them.

**Notes:**

- The system assigns payments to the desk assigned to the account. If you add a promise to an account in the Pool queue, change the desk before applying the payment. Ensure that the system assigned the account to your desk before adding a PDC (post-dated payment).
- 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](#).

## 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

- 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] Queue** 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](#).

- If the **[Queue Name] Queue** dialog box appears, do one of the following:

### Clerical Queue

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

- 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

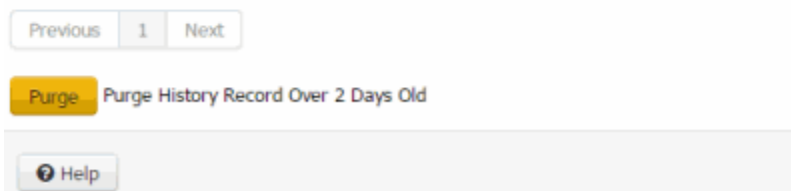
Use the **Account History** panel to delete accounts from account history that have been in account history for more than two days. The purge process doesn't delete the accounts from the system.

#### 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



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**.

## Dialer Agent Interface

### Dialer Agent Interface

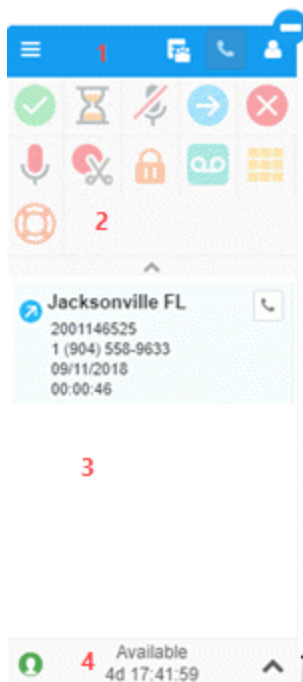
The **Dialer Agent Interface** adds Interaction Dialer capabilities to Latitude, including automated dialing and manual calling.

#### Important!





This feature is available to Latitude clients who also have Customer Interaction Center, which is a Genesys product on the PureConnect platform. For more information, see [Customer interaction Center](#) in the [PureConnect Documentation Library](#).

The interface includes the following features:

- Add a user's Dialer credentials to the user's Latitude profile for automatic logging on to Dialer.
- Inbound call account pop based on ANI lookup.
- End a call and then disposition it. User cannot receive the next call until after dispositioning the current call.
- Transfer a call to another user.
- Conference in a third party.
- Request a break. Agent cannot receive calls until indicating that the break ended.



1. **Dialer Agent Interface toolbar:** Displays options for the **Dialer Agent Interface**.

Icon	Name	Description
	Hamburger menu	Displays a list of options for the <b>Dialer Agent Interface</b> , such as viewing interactions or logging on to or off of campaigns.
	Workgroup Queues icon	Opens the <b>CRM web Client</b> window to allow you to view your workgroup queues.
	Phone icon	Feature not available.
	User icon	Displays a list of user options, such as changing your station or logging out of the <b>Dialer Agent Interface</b> .

2. **Dialer toolbar:** Displays the actions available for the current campaign call.
3. **Information:** Displays information about the current campaign call and other notifications.
4. **Status bar:** Displays your current status and available options such as the option to request a break.

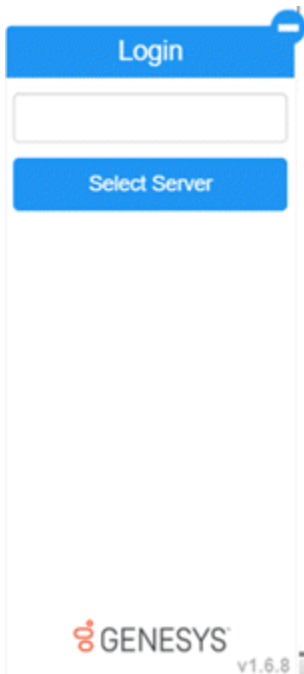
### Log on to Interaction Dialer

Use the **Logon** pages to log on to Interaction Dialer. To log on to Interaction Dialer, your organization must have configured the Dialer permission.

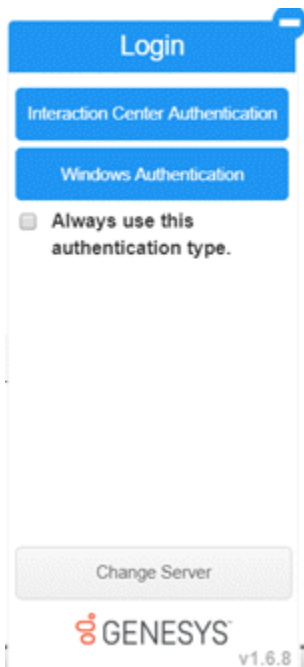
**Note:** The pages that appear depend on how your organization set up the Dialer permission and your user account. If your system administrator specified a server in the Dialer permission, the **Select Server** page doesn't appear. If your system administrator added your Dialer credentials to your user account profile, the **Authentication** page doesn't appear.

#### To log on to Interaction Dialer

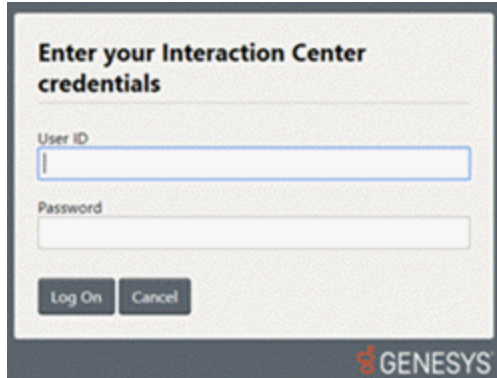
1. Locate the **Dialer Agent Interface** in the lower right corner of the **Work Form**.



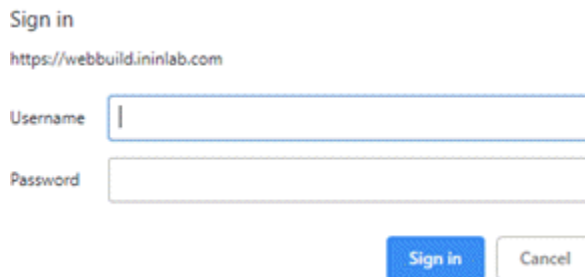
2. In the **Server** box, if the Interaction Dialer server name doesn't appear, type the name of the Interaction Dialer server and then click **Select Server**. The **Authentication** page appears.



3. To use the same logon authentication each time you log on to Interaction Dialer, select **Always use this authentication type**.
4. Do one of the following:
  - To log on using your Latitude credentials, do the following:
    - a. Click **Interaction Center Authentication**.

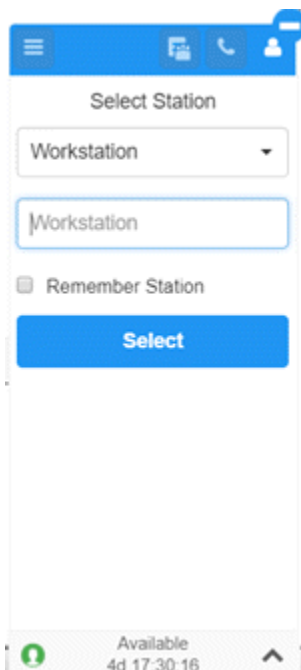


- b. Type your credentials in the boxes and then click **Log On**.
- To log on using your Windows credentials, do the following:
  - a. Click **Windows Authentication**.



- b. Type your Windows credentials in the boxes and then click **Sign in**.

If your credentials are correct, the **Select Station** page appears. Otherwise, an error message appears; provide the correct credentials or contact your system administrator for assistance.



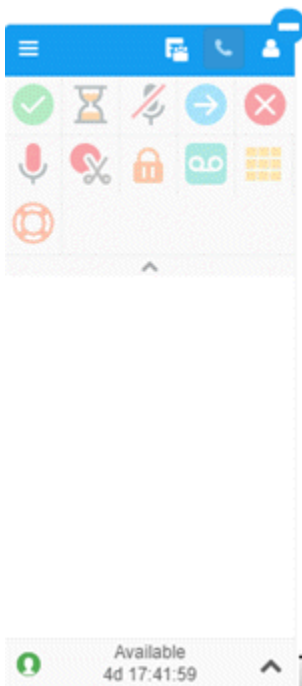
- 5. In the **Select Station** list box, click the type of station through which to receive calls.

6. Do one of the following:

- If you selected **Workstation**, in the **Workstation** box, type the name of the workstation to use.
- If you selected **Remote Workstation**, in the **Remote Workstation** box, type the name of the remote workstation to use. In the **Remote Number** box, type the remote telephone number to use.
- If you selected **Remote Number**, in the **Remote Number** box, type the remote telephone number to use.

For more information about stations, see "Overview of stations" in the *Interaction Administrator* documentation.

7. To use the same station each time you log on to Interaction Dialer, select **Remember Station**.
8. Click **Select**. You are logged on to the **Dialer Agent Interface** with a status of Available.



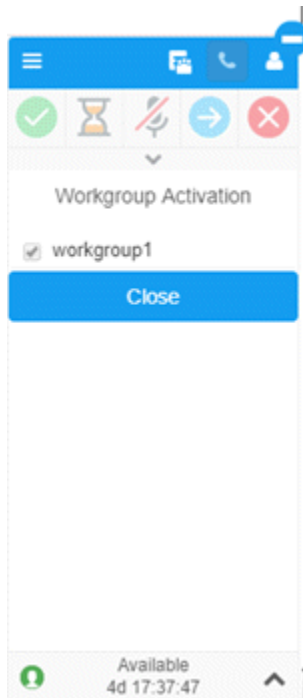
**Tip:** To minimize the **Dialer Agent Interface**, click the minus sign (-). The system minimizes the **Dialer Agent Interface** and displays the Dialer icon.

## Set Your Workgroup Status

Use the **Workgroup Activation** page to set your workgroup status to active so that you can receive ACD workgroup calls.

### To set your workgroup status

1. In the Dialer Agent Interface toolbar, click the Hamburger menu and then click **Workgroup Activation**.



2. If the check box for your workgroup is cleared, select it.


## Campaigns

### Campaigns












Your organization creates campaigns and assigns users to them to manage calling efforts. Each campaign contains a list of phone numbers to dial. Depending on the calling mode set for the campaign, Dialer places the call for you (Power or Predictive mode) or you place the call manually (Preview mode). Latitude searches for the party and displays the matching account in the **Work Form**. For multiple matches, Latitude displays the list of matching accounts and then you select the appropriate account to display in the **Work Form**.

### Dialer Icons

The following table lists the icons available in the **Dialer Agent Interface** toolbar. If an option is unavailable, the icon is dim instead of brightly colored. If an icon has a blue underline, it is selected currently.

Icon	Name	Description
	Dial Pad icon	<p>Opens the dial pad while you are on a call to allow you to:</p> <ul style="list-style-type: none"> <li>• Send DTMF (Dual-Tone Multi-Frequency) tones to the connected call</li> <li>• Select IVR options</li> </ul>



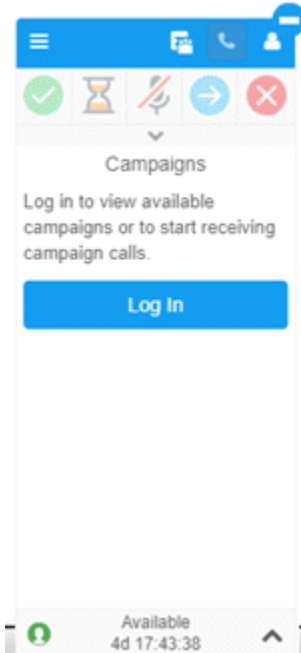
Icon	Name	Description
		<ul style="list-style-type: none"> <li>Provide information such as an account number or credit card number</li> </ul>
	Dialer Agent Interface icon	Represents the minimized state of the Dialer Agent Interface. To maximize the Dialer Agent Interface, click the icon.
	Disconnect icon	Disconnects or skips the call.
	Hold icon	Places the call on hold. To resume the call, click the icon again.
	Mute icon	Mutes the call. To unmute the call, click the icon again.
	Place This Call icon	Places a call to the number in the campaign list.
	Record icon	Records the call and saves it as a WAV file. To stop recording, click the icon again.
	Request Assistance icon	Opens the <b>Request Assistance</b> dialog box to allow you to request assistance from a supervisor.
	Secure Plus icon	Starts a separate, secure session to allow the customer to provide confidential information (such as credit card data) so that you cannot see or hear it.
	Snippet icon	Feature not available in the Latitude integration to Dialer.
	Transfer icon	Opens the <b>Transfer</b> dialog box to allow you to transfer the call to another user, workgroup, or outside phone number.
	Voicemail icon	Sends an incoming or connected call to your voicemail.

### Log on to a Campaign

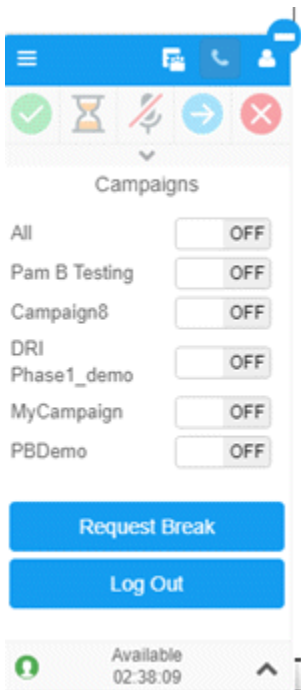
Use the **Campaigns** page to log on to one or more campaigns.

#### To log on to a campaign

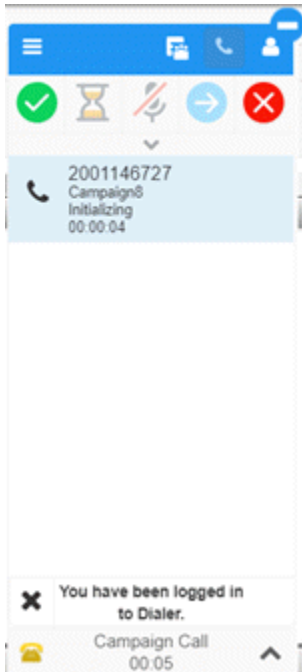
1. In the Dialer Agent Interface toolbar, click the Hamburger menu and then click **Campaigns**.



2. Click **Log in**. The system logs you on to Interaction Dialer and displays the available campaigns.



3. Use the slider to turn on all campaigns or just specific ones.
4. In the Dialer Agent Interface toolbar, click the Hamburger menu and then click **Interactions**. Dialer opens the specified campaigns and displays the first interaction.



5. Do one of the following:
  - If the campaign calling mode is Power or Predictive, see [Work a Power or Predictive Campaign](#).
  - If the campaign calling mode is Preview, see [Work a Preview Campaign](#).

### Work a Power or Predictive Campaign

Use the **Dialer Agent Interface** to work a Power or Predictive campaign. When the campaign calling mode is Power or Predictive, the following occurs:

1. Dialer displays a campaign list phone number in the **Dialer Agent Interface**.
2. Dialer places the call and delivers the call to you.
3. Latitude looks up the account based on the phone number and does one of the following:
  - If only one account has a matching phone number, Latitude displays the account in the **Work Form**.
  - If more than one account has a matching phone number, Latitude displays the list of matching accounts. Click the account to display. Latitude closes the list and displays the selected account in the **Work Form**.

## Latitude Printable Help for Users

The screenshot displays the Latitude software interface. At the top, there is a navigation bar with various icons and a search field. Below this, the account details for Carlton Martin are shown, including file number 1440, status NEW, and address 717 ROBIN STREET, THOMSON, GA 30824. A 'Payment Negotiator' form is open, allowing users to set payment terms such as method, start date (9/18/2018), amount (\$350), and frequency (Monthly). The form also shows a total of \$350.00 and a negotiated amount of \$250.00. On the right side, there is a summary table for account cycles and an aging schedule.

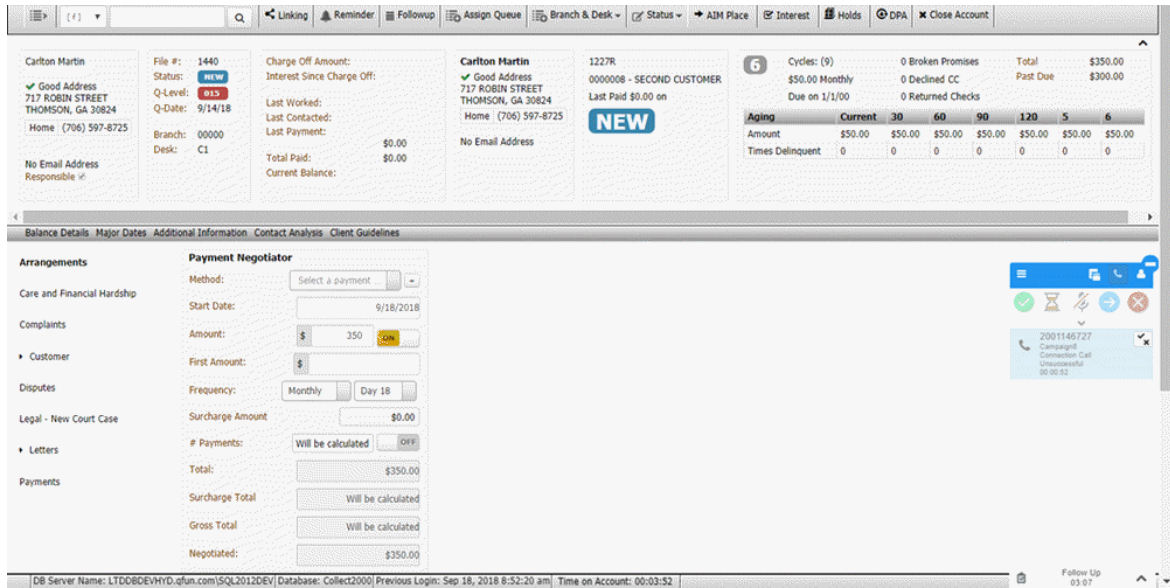
Aging	Current	30	60	90	120	5	6
Amount	\$50.00	\$50.00	\$50.00	\$50.00	\$50.00	\$50.00	\$50.00
Times Delinquent	0	0	0	0	0	0	0

4. During or immediately after ending the call, disposition it. For more information, see [Disposition a Call](#).

### Work a Preview Campaign

Use the **Dialer Agent Interface** to work a Preview campaign. When the campaign calling mode is Preview, the following occurs:

1. Dialer displays a campaign list phone number in the **Dialer Agent Interface**.
2. Dialer does not place the call.
3. Latitude looks up the account based on the phone number and does one of the following:
  - If only one account has a matching phone number, Latitude displays the account in the **Work Form**.
  - If more than one account has a matching phone number, Latitude displays the list of matching accounts. Click the account to display. Latitude closes the list and displays the selected account in the **Work Form**.



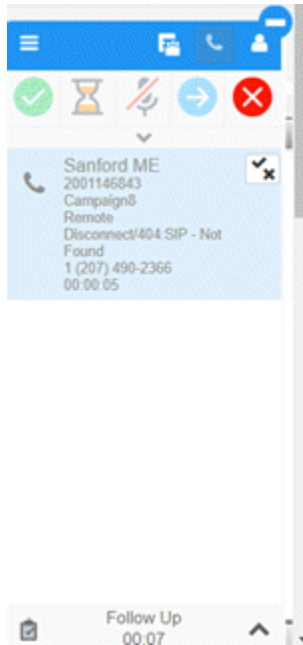
4. Do one of the following:
  - To place the call, in the Dialer toolbar, click the "Place this call" icon. Dialer places the call.
  - To skip to the next number in the campaign list, in the Dialer toolbar, click the "Skip this call" icon. Dialer displays the next account in the campaign list.
5. During or immediately after ending the call, disposition it. For more information, see [Disposition a Call](#).

### Disposition a Call

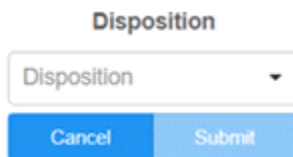
Use the **Disposition** dialog box to disposition a call. You can specify a disposition while on the call or immediately after ending the call. Dialer doesn't send you more calls until you disposition the current call.

#### To disposition a call

1. Click the Disposition icon .



The **Disposition** dialog box appears.



2. In the **Disposition** list box, click the disposition to assign to the call and then click **Submit**. Latitude adds a note to the **Notes** panel.

### Request a Break

Use the **Request Break** option to request a break to stop receiving campaign calls.

#### To request a break

- Do one of the following:
  - In the Dialer Agent Interface toolbar, click the User icon and then click **Request Break**.
  - In the Status bar, click the arrow and then click **Request Break**.
  - In the Dialer Agent Interface toolbar, click the Hamburger menu, click **Campaigns**, and then click **Request Break**.

Dialer doesn't send you more calls until you end your break.

### End Your Break

Use the **End Break** option to end your break so that you can begin receiving calls again.

#### To end your break

- Do one of the following:

- In the Dialer Agent Interface toolbar, click the User icon and then click **End Break**.
- In the Status bar, click the arrow and then click **End Break**.
- In the Dialer Agent Interface toolbar, click the Hamburger menu, click **Campaigns**, and then click **End Break**.

You are now available to receive calls.

### Request Assistance with a Call

Use the **Request Assistance** dialog box to request assistance with a call.

#### To request assistance with a call

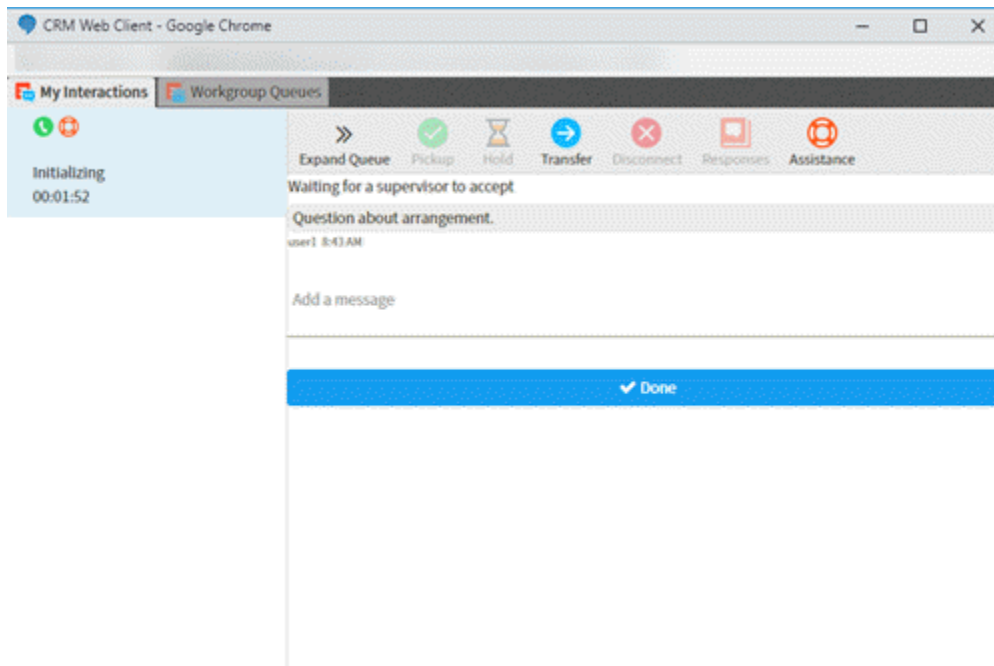
1. In the Dialer toolbar, click the Request Assistance icon.

Request Assistance ✕

Type a message below to request assistance.

Send Request

2. In the box, type a message to send regarding your request for assistance and then click **Send Request**. Interaction Dialer sends your request for assistance to a supervisor.
3. To view the request, in the Dialer Agent Interface toolbar, click the Workgroups icon. The **CRM Web Client** window appears.
4. Click the **My Interactions** tab.



## Transfer a Call

Use the **Transfer** dialog box to transfer a call to another user, workgroup, or outside phone number.

### To transfer a call

1. In the Dialer toolbar, click the Transfer icon.



2. In the box, type the name of a user or workgroup, a user's phone number, or an outside party's phone number. As you type a user or workgroup name, matches from your Directory appear, along with the status. For example, a Phone icon indicates that the user is on a call.
3. Do one of the following:
  - To transfer the call without speaking to the recipient first, click **Blind**. Dialer connects the recipient to the call and disconnects you from the call.
  - To speak to the recipient before transferring the call, do the following:
    - a. Click **Consult**. Dialer places the call that you are transferring on hold.
    - b. Do one of the following:
      - If the recipient answers and agrees to the transfer, click the Transfer icon again and then click **Complete**. Dialer connects the recipient to the call and disconnects you from the call.
      - If the recipient doesn't answer or doesn't agree to the transfer, click **Disconnect**. Dialer disconnects the call to the recipient and takes the original call off hold.

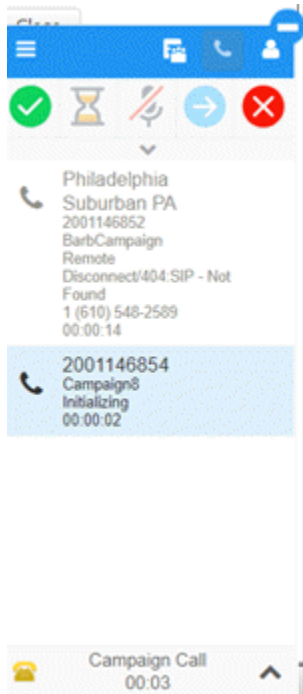
## View Your Campaign Interactions

Use the **Interactions** page to view your campaign interactions. Icons and other indicators show the status of the call, such as connected or on hold. Use the active icons in the **Dialer Agent Interface** toolbar to act on an interaction, such as place or disconnect a call.

### To view your campaign interactions

- In the Dialer Agent Interface toolbar, click the Hamburger menu and then click **Interactions**.



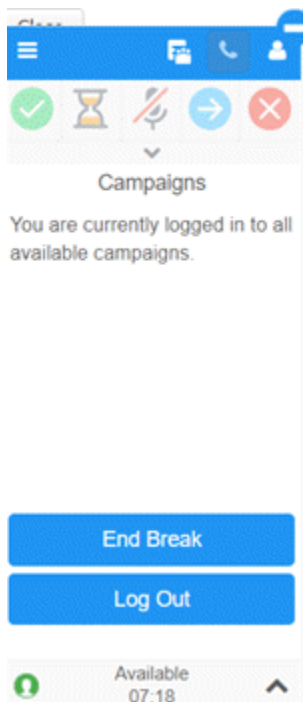


### Log off a Campaign

Use the **Campaigns** page to log off a campaign.

#### To log off a campaign

1. In the Dialer Agent Interface toolbar, click the Hamburger menu and then click **Campaigns**.

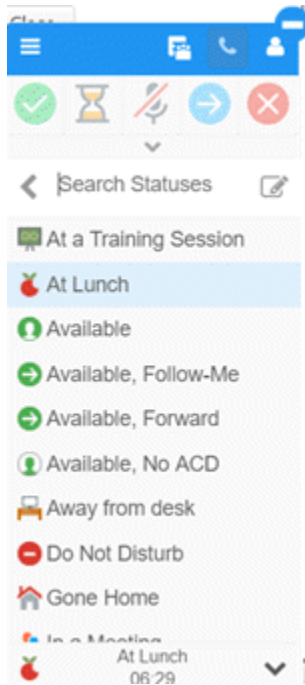


2. Click **Logout**. The system logs you out of the campaign.

## Dialer User Statuses

### Dialer User Statuses

The **Dialer Agent Interface** includes a list of statuses from which you can choose to indicate your availability to receive campaign calls. Your ability to receive calls from Interaction Dialer depends on your status.



**Search Statuses** box: Allows you to search for a specific status.

**Edit Status** icon: Allows you to specify a note regarding your current status.

**Available Statuses** list: Statuses that are available to select.

**Status** bar: Displays your current status and the amount of time that you've been in that status.

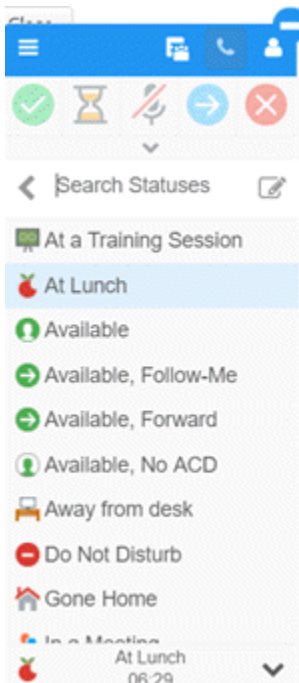
### Change Your Dialer Status

Use the **Status** page to change your status in the **Dialer Agent Interface**.

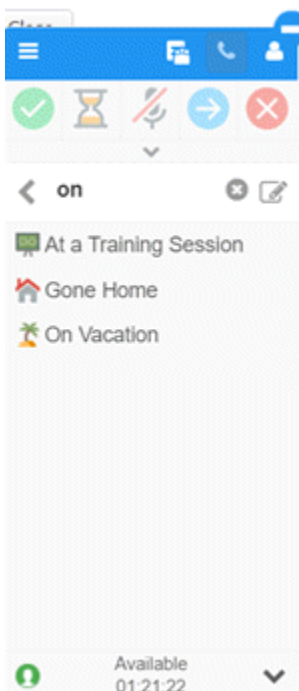
**Note:** If you are logged on to a campaign, you cannot change your status until you request a break. For more information, see [Request a Break](#).

#### To change your Dialer status

1. On the status bar of the **Dialer Agent Interface**, click the arrow next to your current status. A list of available statuses appears.

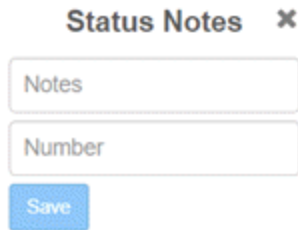


- To search for a status, in the **Search Statuses** box, begin typing the status for which to search. Statuses that match your search criteria appear.



For more information about possible available statuses, see [Possible Status Values](#) in the [Interaction Client Help](#).

- Click a status. If you changed your status to "Available, Forward", the **Status Notes** dialog box appears.



4. If the **Status Notes** dialog box appears, do the following:
  - a. In the **Notes** box, type a message regarding your status.
  - b. In the **Number** box, type your forwarding phone number and then click **Save**.

Interaction Dialer changes your status and restarts the status timer.

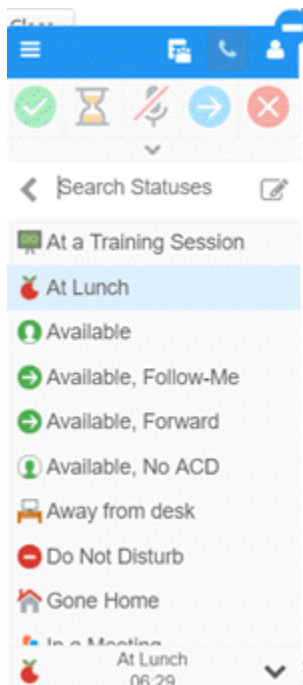
### Add a Note About Your Dialer Status

Use the **Status Notes** dialog box to add a message regarding your current Dialer status.

**Note:** If you are logged on to a campaign, you cannot add a note about your status until you request a break. For more information, see [Request a Break](#).

#### To add a note about your Dialer status

1. On the status bar of the **Dialer Agent Interface**, click the arrow next to your current status. A list of available statuses appears.



2. Next to the **Search Statuses** box, click the Edit icon. The **Status Notes** dialog box appears. The information that displays depends on your status.

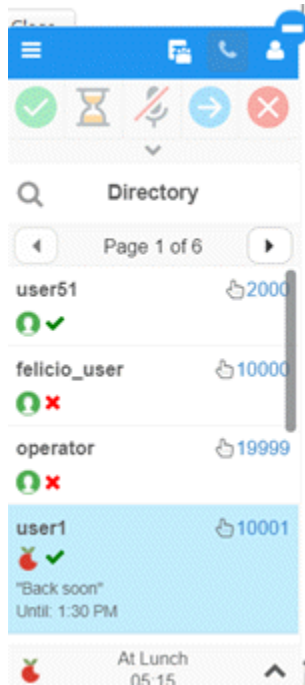
3. In the **Notes** box, type a message regarding your status.
4. Specify the following other data based on your status:

Status	Other Data to Provide
At a Training Session	<b>Until Date:</b> Date your status ends. <b>Until Time:</b> Time your status ends.
At Lunch	<b>Until Time:</b> Time your status ends.
Available, Follow Me	<b>Until Date:</b> Date your status ends.
Available, Forward	<b>Number:</b> Your forwarding phone number.
In a Meeting	<b>Until Date:</b> Date your status ends. <b>Until Time:</b> Time your status ends.
On Vacation	<b>Until Date:</b> Date your status ends.
Out of the Office	<b>Until Date:</b> Date your status ends. <b>Until Time:</b> Time your status ends.
Out of Town	<b>Until Date:</b> Date your status ends. <b>Until Time:</b> Time your status ends.

5. Click **Save**.

**Note:** Interaction Dialer doesn't change your status when this time ends. You must change your status manually.

6. To view the note, click the hamburger menu and then click **Directory**. The **Directory** page appears, with your message and any other status data under your user ID.



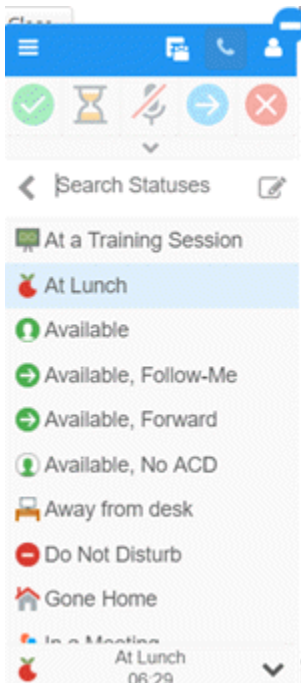
### Modify or Remove a Dialer Status Note

Use the **Status Notes** dialog box to modify or remove a message regarding your current status in the **Dialer Agent Interface**.

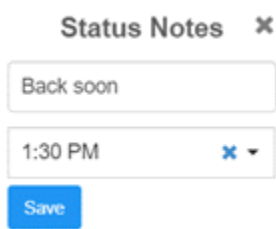
**Note:** If you are logged on to a campaign, you cannot modify or remove a note about your status until you request a break. For more information, see [Request a Break](#).

#### To modify or remove a note about your Dialer status

1. On the status bar of the **Dialer Agent Interface**, click the arrow next to your current status. A list of available statuses appears.



- Next to the **Search Statuses** box, click the Edit icon. The **Status Notes** dialog box appears.



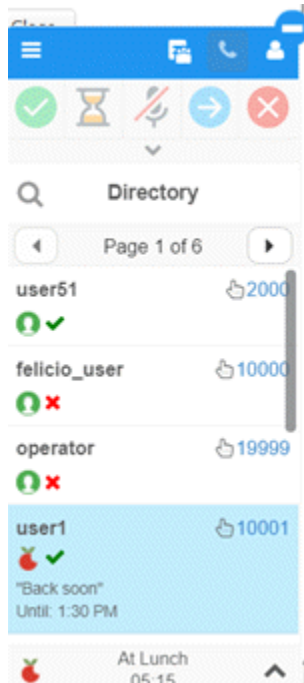
- In the **Notes** box, do one of the following:
  - To change your message, type a new message regarding your status.
  - To remove your message, delete the text.
- In the **Until Time** list box, do one of the following:
  - To change the end time, click the new end time for your status.
  - To delete the end time, click the **X**.
- Click **Save**.

### View User Directory

Use the **Directory** page to view a list of users who are logged on to Interaction Dialer.

#### To view the user directory

- In the Dialer Agent Interface toolbar, click the hamburger menu and then click **Directory**.



**[User ID]:** User name for the user logged on to Interaction Dialer.

**[Phone Extension]:** User's phone extension number.

**[Current Status]:** Icon that represents the user's current status in the **Dialer Agent Interface**. For example, the Apple icon indicates that the user is at lunch. For more information about these icons, see [Dialer User Statuses](#).

**[Logged on Status]:** Icon that represents whether a user is logged on or off. A green check mark indicates that the user is logged on. A red X indicates that the user is logged off.

**[Note]:** Note the user added regarding the user's current status.

**[Status End Time]:** Time that the user indicated that the status will end. The system doesn't change the status automatically when the status time ends. Users must change their status manually.

2. To call a user's extension, click the user's extension number. The system dials the user's extension number.

## Dialer Views

### Dialer Views

Dialer provides options for the following:

- Viewing a list of users who are logged on to Interaction Dialer currently
- Viewing information about your recent incoming and outgoing calls
- Viewing information about your workgroup queues
- Viewing your open interactions

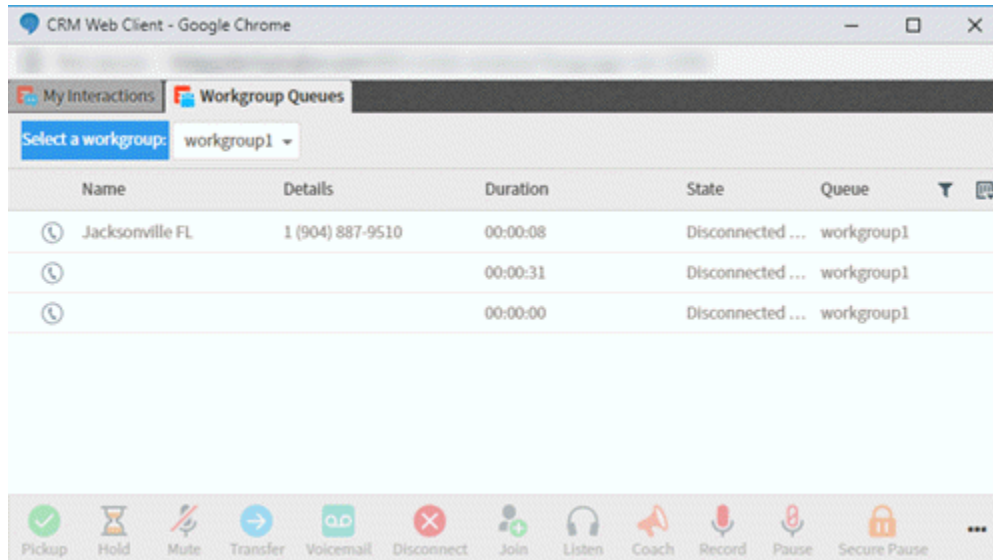


## View a Workgroup Queue

Use the **Workgroup Queues** tab in the **CRM Web Client** window to view information about your workgroup queues.

### To view your workgroup queues

1. In the Dialer Agent Interface toolbar, click the Workgroups icon. The **CRM Web Client** window appears.
2. Click the **Workgroup Queues** tab.

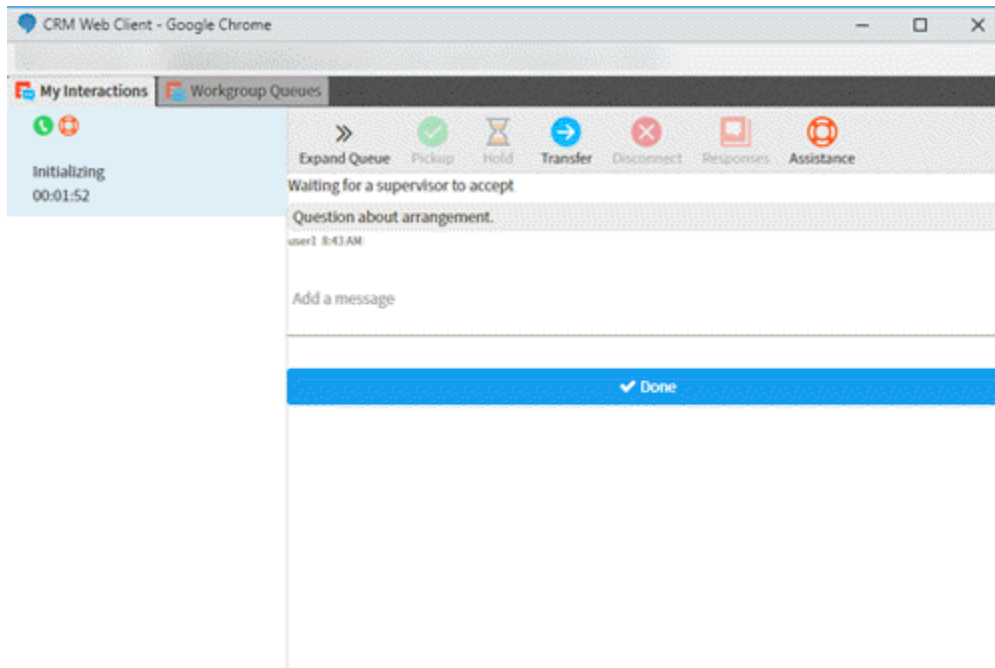


## View Your Interactions

Use the **My Interactions** tab in the **CRM Web Client** window to view your interactions, such as requests for assistance.

### To view your interactions

1. In the Dialer Agent Interface toolbar, click the Workgroups icon. The **CRM Web Client** window appears.
2. Click the **My Interactions** tab.



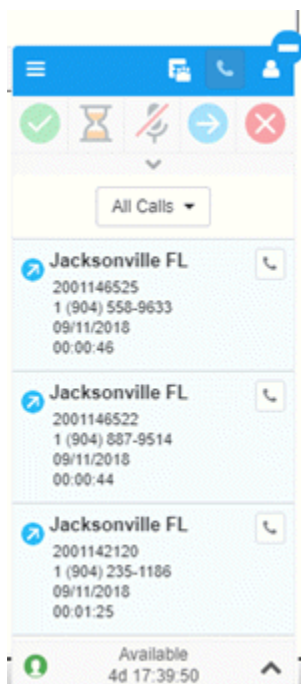
3. To close the request, click **Done**.

### View Your Call History

Use the **Call History** page to view your call history. You can view all your calls or just your missed, outgoing, answered, or forwarded calls.

#### To view your call history

- In the Dialer Agent Interface toolbar, click the hamburger menu and then click **Call History**.



**[Location]:** City and state associated to the phone number.

**[Account Code]:** Interaction Administrator account code to associate to the phone call. If not available, your organization doesn't use this code.

**[Phone Number]:** Phone number that you called, answered, missed, or forwarded.

**[Date]:** Date the call occurred.

**[Call Duration]:** Duration of the call (from connection to disconnection or transfer), in hours, minutes, and seconds.

## Place an Outbound Call

Use the **Make a Call** dialog box to place an outbound call.

### To place an outbound call

- In the Dialer Agent Interface toolbar, do one of the following:
  - Click the Phone icon.
  - Click the Hamburger menu and then click **Make a Call**.

The **Make a Call** dialog box appears.

The screenshot shows a dialog box titled "Make a Call" with a close button (X) in the top right corner. Below the title bar, the text "What number would you like to dial?" is displayed. The dialog contains four input fields: "Dial Number" (with a blue phone icon button to its right), "Advanced Dial" (with an upward-pointing arrow), "Account Code" (with a downward-pointing arrow), and "Workgroup" (with a downward-pointing arrow).

**Dial Number:** Phone number to dial.

**Account Code:** Interaction Administrator account code to associate to the phone call. If not available, your organization doesn't use this code.

**Workgroup:** Workgroup to associate to the phone call.

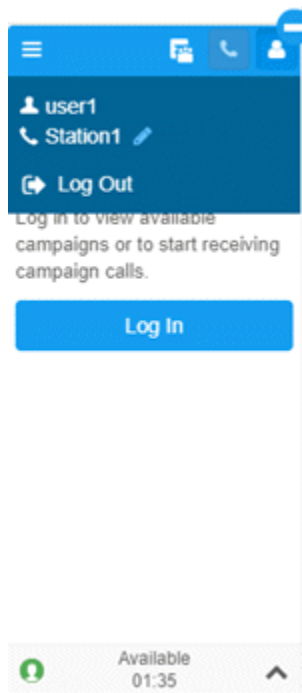
- Complete the information and then click the Phone icon to place the call.

## Change Your Station

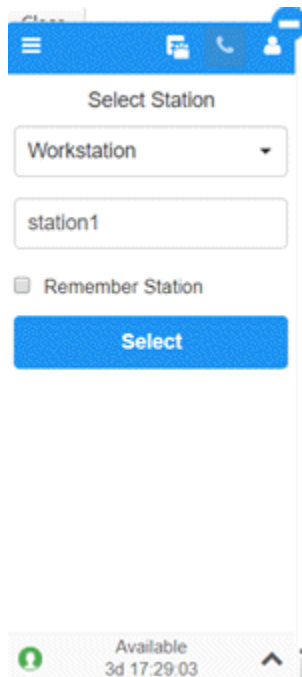
Use the **Select Station** page to change the station through which you receive calls.

### To change your station

- In the Dialer Agent Interface toolbar, click the User icon.



2. Click the Edit icon next to the station. The **Select Station** page appears.



3. In the **Select Station** list box, click the type of station through which to receive calls.
4. Do one of the following:
  - If you selected **Workstation**, in the **Workstation** box, type the name of the workstation to use.

- If you selected **Remote Workstation**, in the **Remote Workstation** box, type the name of the remote workstation to use. In the **Remote Number** box, type the remote telephone number to use.
- If you selected **Remote Number**, in the **Remote Number** box, type the remote telephone number to use.

For more information about stations, see "Overview of stations" in the *Interaction Administrator* documentation.

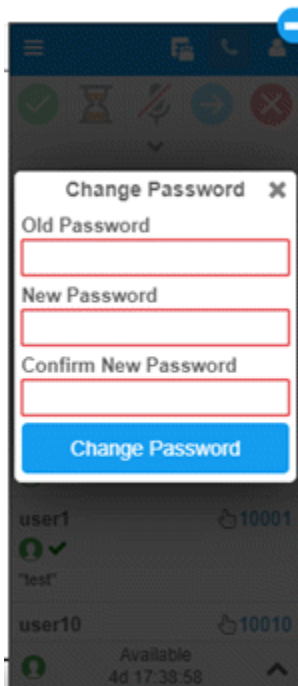
5. To use the same station each time you log on to Interaction Dialer, select **Remember Station**.
6. Click **Select**.

## Change Your Dialer Password

Use the **Change Password** dialog box to change your Interaction Dialer password.

### To change your Dialer password

1. In the Dialer Agent Interface toolbar, click the Hamburger menu and then click **Change Password**.



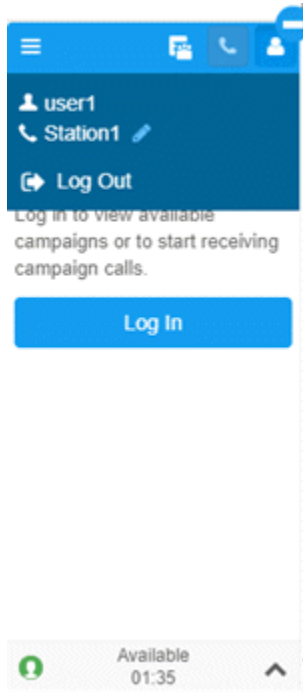
2. In the **Old Password** box, type your current Dialer password.
3. In the **New Password** box, type your new Dialer password.
4. In the **Confirm New Password** box, retype your new Dialer password.
5. Click **Change Password**.

## Log off Interaction Dialer

Use the **User** menu to log off Interaction Dialer. You must log off all campaigns before you can log off Interaction Dialer.

### To log off Interaction Dialer

1. In the Dialer Agent Interface toolbar, click the User icon.



2. Click **Logout**. The system logs you out of the **Dialer Agent Interface**.

## 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.

**DPA Validation**

Client	0000001 - CUSTOMER ONE	Class of Business	00000 - GENERAL CLASS OF BUSINESS	\$
File #	1000	Client Reference	7738184767075	
Status	NEW			
Desk	0000000 - ADMIN 1 DESK			

Customer on Account: KILE, RICHARD

Name of Caller: [Empty]

Address Line 1: [Empty]  Ok

Post Code: [Empty]  Ok

Confirmed via Secondary Piece of Information  Ok

Client Requirements for DPA Validation: [Empty]

Date of Birth: Jan 15, 1945  Ok

Phone on Account: [Empty]  Ok

**Account Warnings**

DPA Outcome: [Empty]

[Continue](#) [Help](#)

**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 caller 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**.

**Warnings**

Customer: VOZAR, ANDREW	File #: 1001
Account: 7738179391196 CUSTOMER ONE	Status: <b>ACT</b>
Address: 112 GARFIELD AVE ALLENTOWN, PA 18101	Q-Level: <b>875</b>
Email: No Email Address	Q-Date: 12/21/2013
Phone: W 5555555555	Branch: 00000
	Desk: 0000000

VOZAR, ANDREW is outside of call window.  
Local time is 7:00 AM

VOZAR, ANDREW has bankruptcy information.  
Case #: 132  
Chapter: 7  
Filed: 6/10/2013  
Status:

VOZAR, ANDREW is represented by an attorney.  
Firm: adsd

OK Help

**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**.

## Display a Web Site on a New Browser Tab

If you have the Access Redirect Portal permission, you can display a web site that your organization specified in a new tab in your browser.

### To display a web site on a new browser tab

- In the **Account** toolbar, click **Redirect to Portal**. The web site that your organization specified in the Access Redirect Portal permission displays on a new tab in your browser.

## 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.

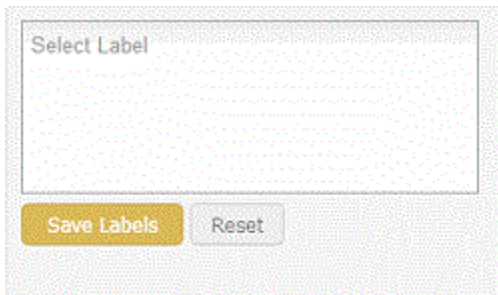
You must have the Labels - User Policy Permission to view labels, add labels to accounts, create labels, and delete labels from accounts.

### 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.

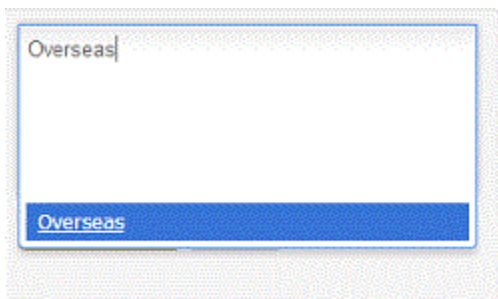
#### To create a label

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



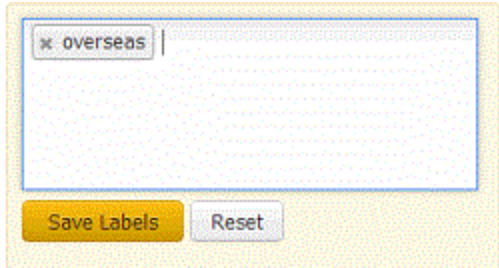
The screenshot shows a card titled "Select Label". It features a large text input field with a dotted background. Below the input field are two buttons: a yellow "Save Labels" button and a grey "Reset" button.

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.



The screenshot shows the same card as above, but now the input field contains the text "Overseas". At the bottom of the card, a blue button with the text "Overseas" is visible, indicating that the label has been created and is now a clickable link.

3. Press **Enter**. The system adds the label to the **Account Label** card.



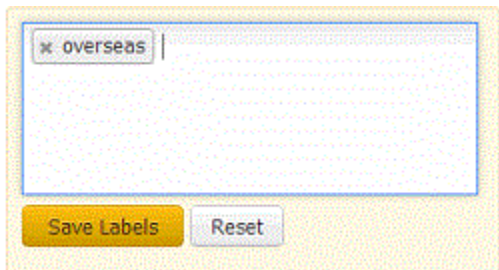
**Tip:** To cancel your changes, click **Reset**.

### Add a Label to an Account

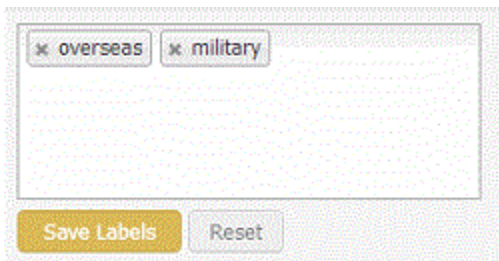
Use the **Account Label** card in the **Delinquency** or **Recovery** anchor to add an existing label to the account that is displayed in the **Work Form**.

#### 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.



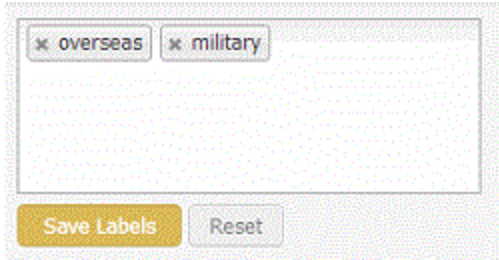
**Tip:** To cancel your changes, click **Reset**.

### 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.

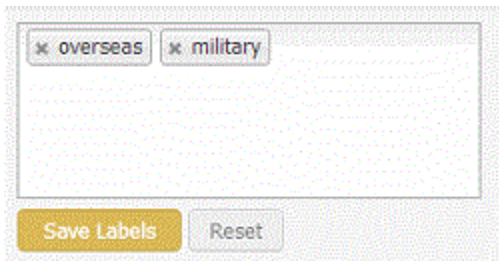


### Delete a Label From an Account

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**.

Wiesen, Roy
▼

✓ Good Address  
 1209 SCHWEITZER RD  
 APT G  
 ALLENTOWN, PA 18101

Home
(610) 887-9514

No Email Address

**[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.

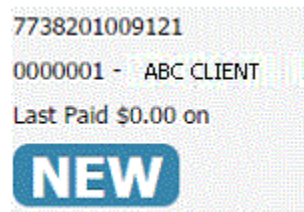
**Authorized for Customer:** Customer who authorized this person to discuss the debt and pay on the account. This information appears when the **Is Responsible** check box is cleared.

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.

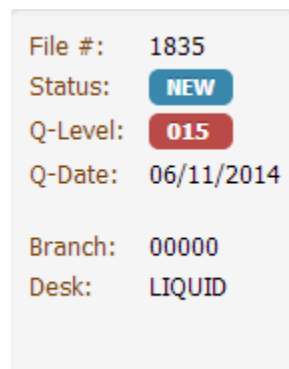
**[Status]:** Status of the account. The status displays with a blue background for active accounts and a red background for closed accounts.

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:	0000001 CUSTOMER ONE
Client Account Number:	98774586630012
Original Creditor:	PNC BANK
Date Last Paid Client:	
Charge Off Date:	
Received Date:	2/11/11
Net Original Balance:	\$250.00
Current Balance:	\$250.00
Last Payment:	\$0.00
Last Worked:	8/7/18
Last Contacted:	8/7/18

**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 Jacksonville, 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

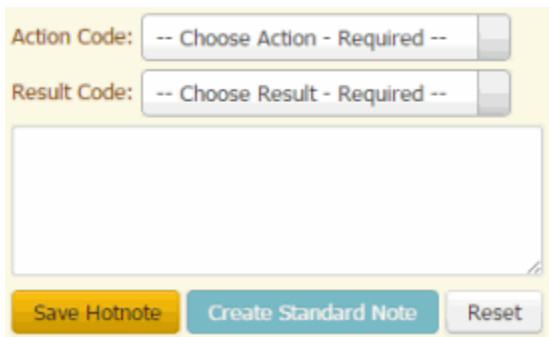
Standard notes display in the **Notes** panel. You use standard notes to track changes and save information about an account. The system retains the notes indefinitely. You cannot modify or delete standard notes.

### Add a Hot Note to an Account

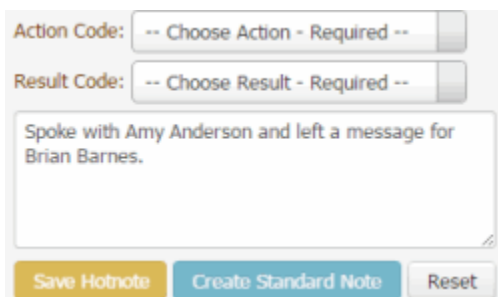
Use the **Hot Note** card in the **Delinquency** or **Recovery** anchor to add a hot note to the account that is displayed in the **Work Form**.

#### 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.



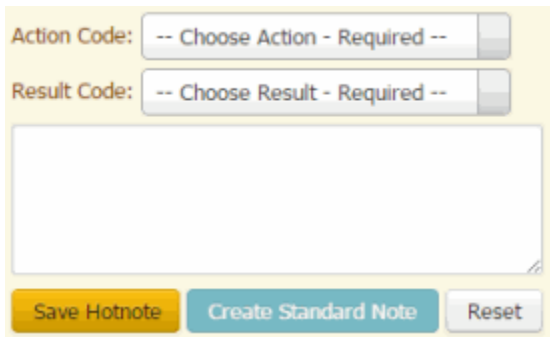
**Tip:** To cancel your changes, click **Reset**.

## Add a Standard Note to an Account

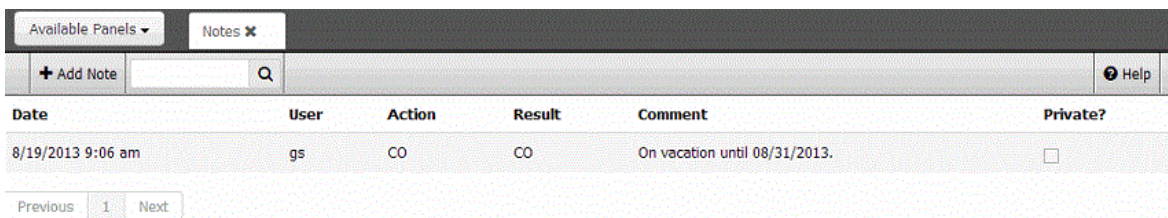
Use the **Hot Note** card in the **Delinquency** or **Recovery** anchor to add a standard note to the account that is displayed in the **Work Form**. You cannot modify or delete standard notes. For more information, see [Notes](#).

### 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.



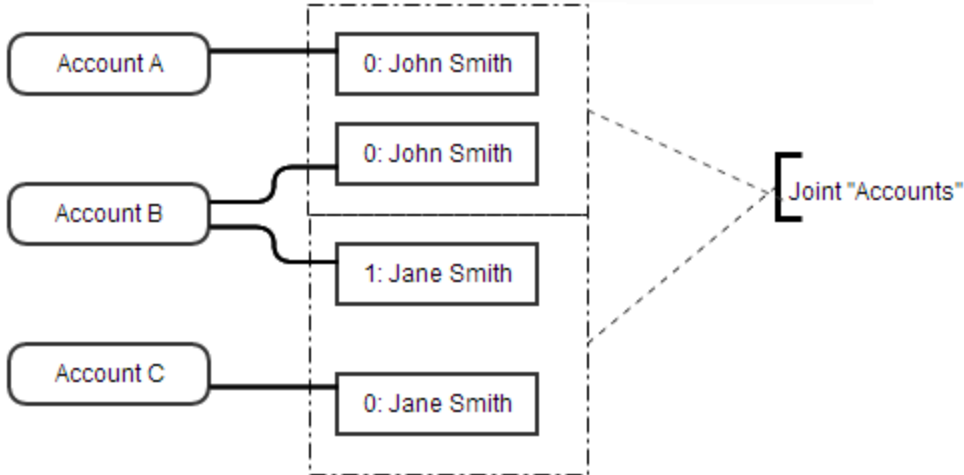
Date	User	Action	Result	Comment	Private?
8/19/2013 9:06 am	gs	CO	CO	On vacation until 08/31/2013.	<input type="checkbox"/>

**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	<span>NEW</span>	CUSTOMER TWO	✓ \$250.00	\$200.00	\$0.00			
(1226) 125454669801200	<span>NEW</span>	CUSTOMER ONE	✓ \$250.00	\$200.00	\$0.00			
(1227) 1540302062300	<span>NEW</span>	CUSTOMER THREE	✓ \$250.00	\$200.00	\$0.00			
(1228) 2597312135432	<span>NEW</span>	CUSTOMER THREE	✓ \$250.00	\$200.00	\$0.00			

1 2

<b>Responsible Balance:</b>	\$0.00	\$1,000.00	
<b>Collectable Total:</b>	\$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	<span>NEW</span>	DISNEY CUSTOMER	✓ \$1,560.55	\$0.00			
	(1646) 54122447031	<span>NEW</span>	DISNEY CUSTOMER	✓ \$650.00	\$0.00			
	(1647) 654123001470	<span>NEW</span>	DISNEY CUSTOMER	✓ \$450.00	\$0.00			
	(1648) 140012457712331	<span>NEW</span>	DISNEY CUSTOMER	✓ \$3,260.00	\$0.00			
 <span>1</span> <span>2</span>				<b>Responsible Balance:</b>		\$0.00	\$0.00	
				<b>Collectable Total:</b>		\$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 Ar	Last Paid	Received	Last Charge Worked	Contacted
 (1206) 773820665544			<b>NEW</b>	CUSTOMER TWO	✓ \$250.00	\$200.00	\$0.00		2/28/11		
(1005) 7738201009121	Roy Weisen	12/25/17	<b>NEW</b>	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			

<b>Responsible Balance:</b>	\$3,217.47	\$0.00
<b>Collectable Total:</b>	\$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.

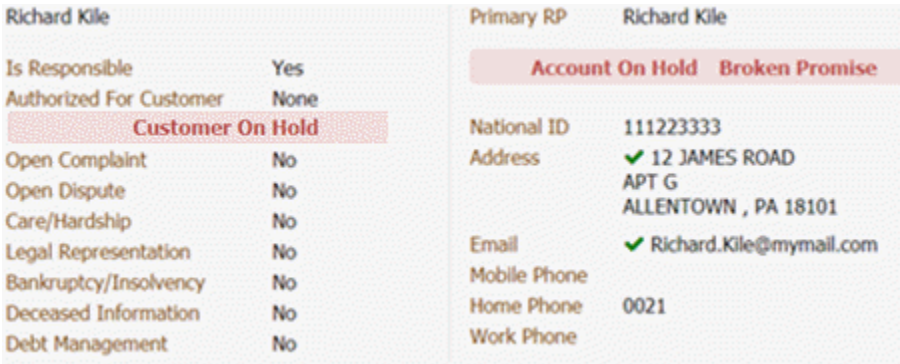
**Address:** Party's address.

**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
<b>Settlement in Progress</b>	

**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:
  - For an account that the client charged off, the [current balance](#) information appears.
  - 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
						<b>Overpaid</b>
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.

History Balance

Linked Accounts

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2013	<b>Current</b>			90	90		30					
2012				60								60
2011			120	120			60	180				

[Help](#)

**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**.

**Account Dates**

Received:	<input type="text" value="2/11/11"/>	Client Date Last Paid:	<input type="text" value="4/8/08"/>	Amount:	<input type="text" value="\$ 0"/>	Custom Date 1:	<input type="text"/>
Date Closed:	<input type="text"/>	Client Date Last Charge:	<input type="text"/>	Amount:	<input type="text" value="\$ 0"/>	Custom Date 2:	<input type="text"/>
Last Worked:	<input type="text"/>	Delinquency:	<input type="text" value="1/25/09"/>			Custom Date 3:	<input type="text"/>
Last Contacted:	<input type="text"/>	ChargeOff:	<input type="text" value="1/25/09"/>				
Last Paid:	<input type="text" value="10/29/14"/>						
Contract:	<input type="text"/>						

[Save](#) [Help](#)

**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**.

**Additional Info**

Account Type: Class:	<input type="text"/>	Creditors: Original:	<input type="text" value="PNC BANK"/>	Client:	<input type="text" value="0000001 - ABC CLIENT"/>
Claim Type:	<input type="text"/>	Previous:	<input type="text"/>	Division:	<input type="text"/>
Account IDs: Original	<input type="text" value="7738201009121"/>	Interest: Rate:	<input type="text" value="0"/>	District:	<input type="text"/>
ID 1:	<input type="text" value="Secured Loan"/>	Date Assessed:	<input type="text" value="2/11/11"/>	Branch:	<input type="text"/>
ID 2:	<input type="text"/>				

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

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



- 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.
- 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	Received	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	Received	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)

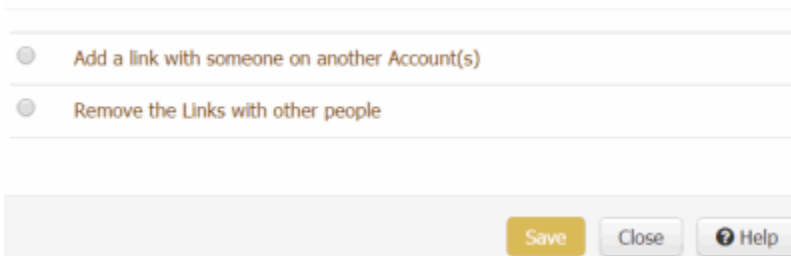
## Add a Link to an Account

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

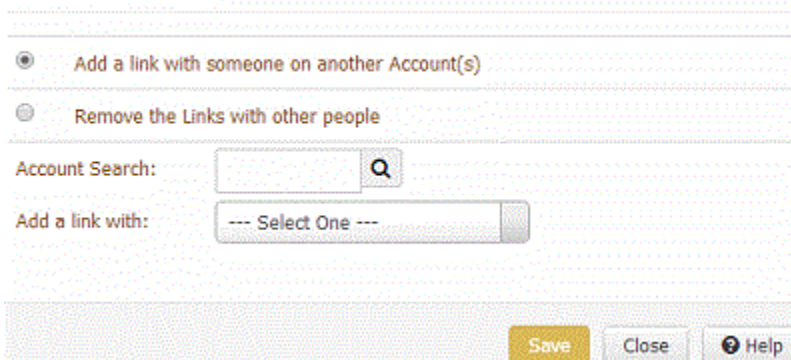
1. In the **Account** toolbar, click **Linking**.

#### Manage Links



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

#### Manage Links



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:
  - If a party that you are linking has an active arrangement, a message displays indicating that you cannot create a link. Click **Close**.
  - If an account in a linked group has a court case, a message displays indicating that you cannot create a link. Click **Close**.
  - 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**.
  - 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

The screenshot shows a dialog box titled "Manage Links". It contains two radio button options: "Add a link with someone on another Account(s)" and "Remove the Links with other people". The "Remove the Links with other people" option is selected. At the bottom of the dialog, there are three buttons: "Save" (highlighted in yellow), "Close", and "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?

- 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.
- 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

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

### Set Timed Reminder

Date:  

Time:  

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	4	1	22	23
25	26	27	28	29	30	31
1	2	3	4	5	6	7

**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.

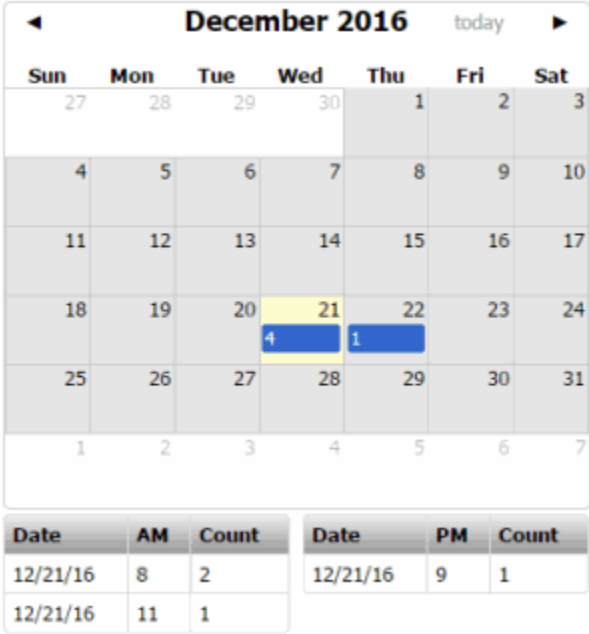
**Calendar:** Shows the current day (shaded yellow) and days that have reminders set (blue box with the number of reminders).

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.

DB Server Name: MaltlavaSystest	Database: Collect2000	Previous Login: Jun 8, 2016 10:49:54 am	Time on Account: 00:00:03	Reminders: 2
---------------------------------	-----------------------	---	---------------------------	--------------

2. In the **Status** bar, click **Reminders**.

**Reminders**

File Number	Name	Client	Balance	Due	Actions
1005	Wiesen, Roy	CUSTOMER ONE	1307.21	1/8/16 7:24 am	Dismiss Reschedule
1003	Severino, Eva M	CUSTOMER ONE	7960.47	1/8/16 7:25 am	Dismiss Reschedule

Dismiss All
Close
Help

**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.

- 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**.

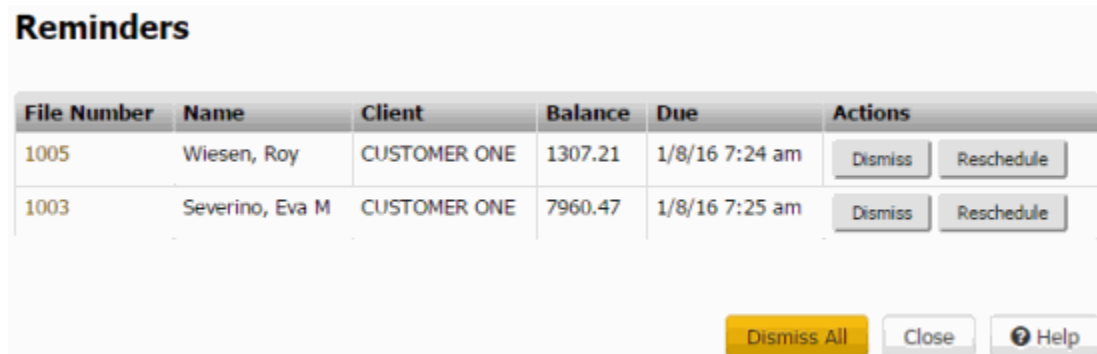
**Note:** The reminder continues to appear for the desk until you dismiss it. For more information, see [Reschedule or Dismiss a Timed Reminder](#).

## 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

- 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.



- To display an account in the **Work Form**, click the account number. The **Reminders** dialog box closes.
- To reschedule a reminder, do the following:
  - Click **Reschedule**. The **Set Timed Reminder** dialog box appears.
  - Modify the information and then click **Save**. For more information, see [Set a Timed Reminder](#).
- 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.



- 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.

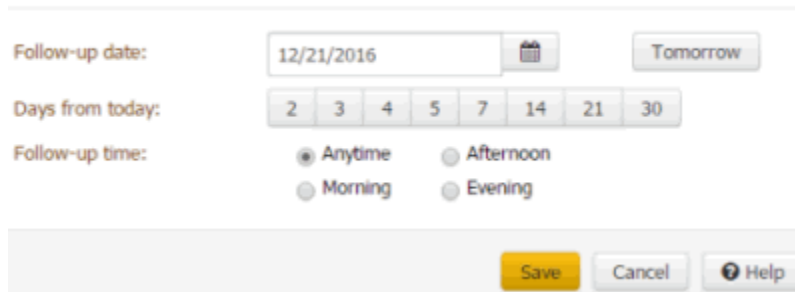
### Set an Account Follow-up Date

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

- In the **Account** toolbar, click **Follow-up**.

#### Set Account Follow-up Date



**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.

- 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

- In the **Account** toolbar, click **Assign Queue**.

### Assign Queue

Queue Code:

Queue Code	Queue Name	Queue Type
425	Custom	Custom
700	Supervisor	Supervisor
625	Clerical	Clerical

Comments:

Collector Desk Queue:  Continue to work in collector queue

Due Date (Optional):  This request has a due date

- To display queues for a specific queue type only, in the **Queue Code** list box, click the queue.
- In the data grid, click the queue to which to assign the account.
- In the **Comments** box, type a comment regarding what assistance the user needs on the account.
- 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.
- 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.
- 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

1. In the **Account** toolbar, click **Branch & Desk** and then click **Choose Desk**.

### Change Account Desk

Desk	Description
0000000	ADMIN 1 DESK
C1	COLLECTOR 1 DESK
DESK1	DESK MOVER 1
DESK2	DESK MOVER 2
DIALERAPPD	DIALER APPEND DESK
DIALERMERG	DIALER MERGE DESK
DIALERNEW	DIALER NEW DESK
EQUIFAX	EQUIFAX
EXCHDESK	EXCHANGE DESK
EXPERIAN	EXPERIAN
FEE	FEE DESK
LITUMD	LITUMD LAT ACCTS

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.

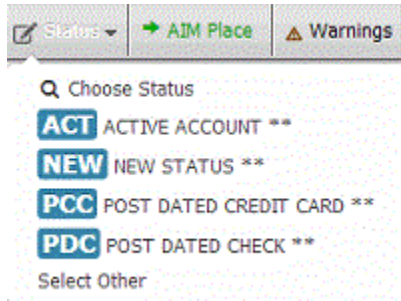
**Note:** Codes in blue signify an open status and codes in red signify a closed status.

### 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.

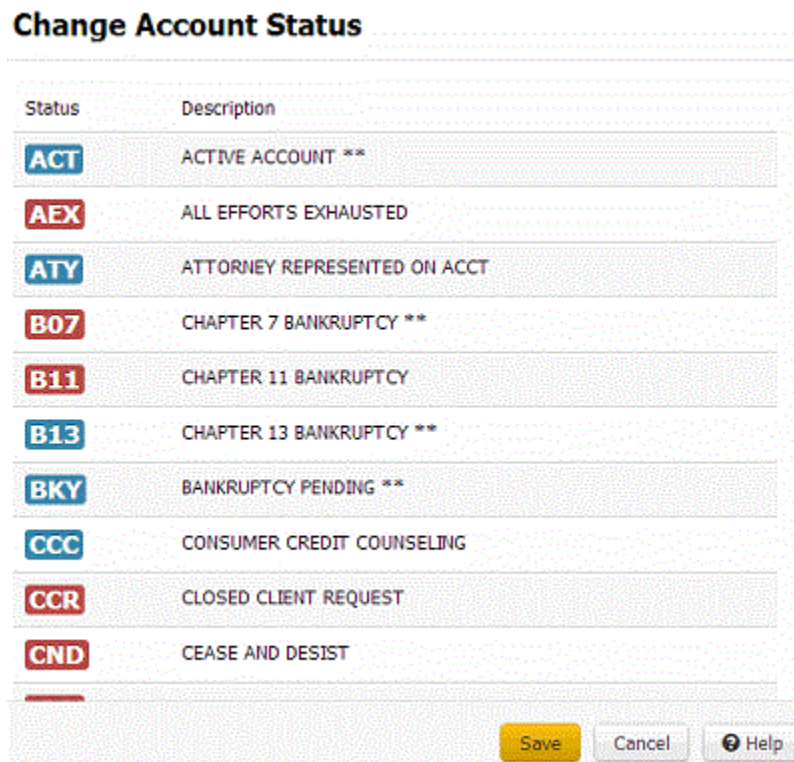


## Change an Account Status

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

- Do one of the following:
  - [Change an Account Status](#)
  - [Request a Letter](#)

The **Select Accounts** dialog box appears.

Select Accounts

<input checked="" type="checkbox"/>	File #	Account	Status	Balance	Has Active Arrangement?	Client	Patient Name	Date of Service	Contract Date	Chargeoff Date
<input checked="" type="checkbox"/>	1005	7738201009121	NEW	\$150.00	<input type="checkbox"/>	0000001			5/19/09	1/31/11
<input checked="" type="checkbox"/>	1206	773820665544	NEW	\$250.00	<input type="checkbox"/>	0000002			5/19/09	

Advanced

Save Close Help

**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.

- 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.
- 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.
- To specify advanced options, do the following:
  - 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.

### 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... x v
Quick Status Item 2	B07 - CHAPTER 7 BANKR... x v
Quick Status Item 3	ATY - ATTORNEY REPRE... x v
Quick Status Item 4	B13 - CHAPTER 13 BANKR... x v
Quick Status Item 5	Clear v
Quick Status Item 6	Clear v
Quick Status Item 7	Clear v
Quick Status Item 8	Clear v

Save Cancel 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.

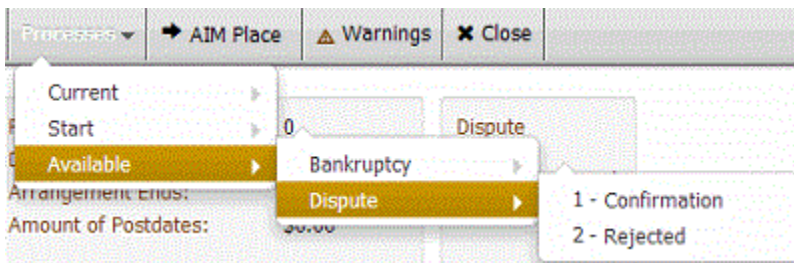


## View the Available Processes and Stages for an Account

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**.

#### AIM Placement

Which Agency/Attorney would you like to move the selected account(s) to?

Fee Schedule

Commission Percentage

Change Desk After Placement

Auto Recall

Pending Recall in Days

Final Recall After Pending in Days

Change Desk After Auto Recall

**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

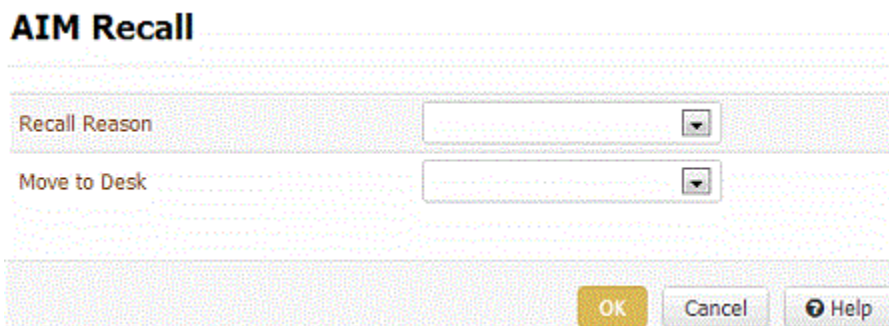
Use the **AIM Recall** dialog box to flag for recall an account that your organization placed with an outside collection agency or attorney. If the system already flagged the account for automatic recall, doing this step isn't necessary.

### 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**.



The screenshot shows the 'AIM Recall' dialog box. It features a title bar with the text 'AIM Recall'. Below the title bar, there are two dropdown menus. The first is labeled 'Recall Reason' and the second is labeled 'Move to Desk'. At the bottom right of the dialog, there are three buttons: 'OK' (highlighted in yellow), 'Cancel', and 'Help' (with a question mark icon).

**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.

- 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

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

### Manage Interest

Current Rate	0 %
Interest Status	🔒 N/A
Effective Date	

Close
🔒 Help

**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.

- 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.

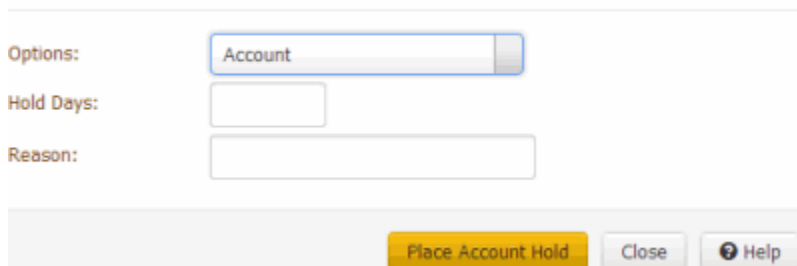
### Place an Account-Level Hold

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



The screenshot shows a dialog box titled "Manage Holds". It contains three input fields: "Options" with a dropdown menu currently showing "Account", "Hold Days" with a text input box, and "Reason" with a larger text input box. At the bottom of the dialog, there are three buttons: "Place Account Hold" (highlighted in yellow), "Close", and "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

The screenshot shows the 'Manage Holds' dialog box. It has three input fields: 'Options' with a dropdown menu set to 'Customer', 'Hold Days' with an empty text box, and 'Reason' with an empty text box. At the bottom, there are three buttons: 'Place Customer Hold' (yellow), 'Close', and 'Help' (with a question mark icon).

**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

The screenshot shows the 'Manage Holds' dialog box. It has three input fields: 'Options' with a dropdown menu set to 'Account', 'Expiration Date' with a date field set to '8/14/14', and 'Reason' with a text field set to 'test'. At the bottom, there are three buttons: 'Remove Account Hold' (yellow), 'Close', and 'Help' (with a question mark icon).

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**.

The screenshot shows two main sections: 'Joined Accounts' and 'Payment Negotiator'.  
**Joined Accounts:** Includes a 'Total' button, a 'Select/Deselect All Active' checkbox, and a list of accounts. Two accounts are visible: (1205) 30099888777 NEW (checked) and (1003) 30032419801 NEW (unchecked).  
**Payment Negotiator:** Contains the following fields and controls:  
 - Method: Select a payment ... (+)  
 - Start Date: 10/9/2019  
 - Amount: \$ 250 (ON)  
 - First Amount: \$  
 - Frequency: Monthly (Day 9)  
 - Surcharge Amount: \$0.00  
 - # Payments: Will be calculated (OFF)  
 - Total: \$250.00  
 - Surcharge Total: Will be calculated  
 - Gross Total: Will be calculated  
 - Negotiated: \$250.00  
 - Overpay Mode: OFF  
 - PIF Mode: Propose (Help)

### 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.

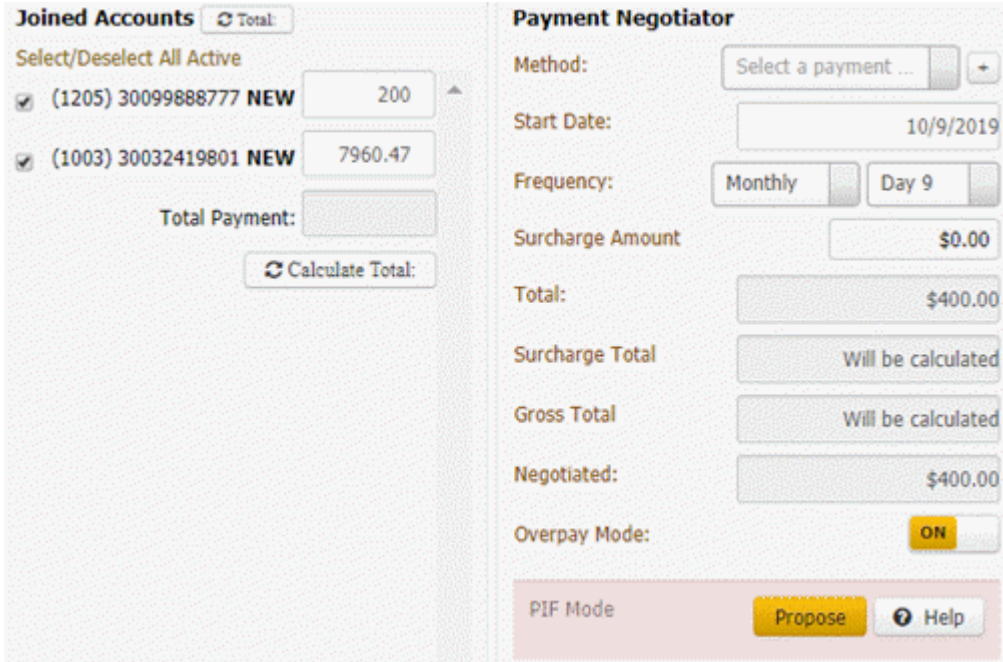
**Minimum:** Percent of the account balance to pay. This box displays when the **Is Settlement** check box is selected. If you specify a percent, the system calculates the settlement amount. If the amount is below the minimum settlement amount allowed, the system places the arrangement on hold and displays 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...	<p>In the <b>Payment Negotiator</b> card, complete the arrangement information and then click <b>Propose</b>.</p>
One or more joined accounts where the payment exceeds the account balance...	<p>a. In the <b>Payment Negotiator</b> card, set the <b>Overpay Mode</b> to "On."</p>  <p>b. In the <b>Joined Accounts</b> card, do the following:</p> <ul style="list-style-type: none"> <li>To include a joined account in the arrangement, select the check box next to the account number.</li> </ul>

<p>To create an arrangement for...</p>	<p>Do the following...</p>
	<ul style="list-style-type: none"> <li>In the <b>[Amount]</b> box for each selected account, type the payment amount to arrange for that account.</li> <li>Click <b>Calculate Total</b>. The system displays the total payment amount for all selected accounts in the <b>Total Payment</b> box.</li> </ul> <p>c. In the <b>Payment Negotiator</b> card, specify the arrangement method; start date; and frequency, and then click <b>Propose</b>.</p> <div style="border: 1px solid black; background-color: #f0f0f0; padding: 5px;"> <p><b>Note:</b> If the amount in the <b>Total Payment</b> box exceeds the overpayment amount allowed, an error message displays. In the <b>Joined Accounts</b> 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 <b>Propose</b>.</p> </div>
<p>A single, non-joined account where the payment exceeds the account balance...</p>	<p>a. In the <b>Payment Negotiator</b> card, set the <b>Overpay Mode</b> to "On."</p> <div data-bbox="566 829 1062 1549" style="border: 1px solid #ccc; padding: 10px; background-color: #f9f9f9;"> <p><b>Payment Negotiator</b></p> <p>Method: <input type="text" value="Select a payment ..."/> <input type="button" value="+"/></p> <p>Start Date: <input type="text" value="10/9/2019"/></p> <p>Amount: <input type="text" value="\$ 200"/> <input type="button" value="ON"/></p> <p>Frequency: <input type="button" value="Monthly"/> <input type="button" value="Day 9"/></p> <p>Surcharge Amount <input type="text" value="\$0.00"/></p> <p>Total: <input type="text" value="\$200.00"/></p> <p>Surcharge Total <input type="text" value="Will be calculated"/></p> <p>Gross Total <input type="text" value="Will be calculated"/></p> <p>Negotiated: <input type="text" value="\$200.00"/></p> <p>Overpay Mode: <input type="button" value="ON"/></p> <p>PIF Mode <input type="button" value="Propose"/> <input type="button" value="Help"/></p> </div> <p>b. Specify the method; start date; amount; and frequency, and then click <b>Propose</b>.</p> <div style="border: 1px solid black; background-color: #f0f0f0; padding: 5px;"> <p><b>Note:</b> 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 <b>Propose</b>.</p> </div>

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.

- 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

- In the **Task Panel** navigation tree, click **Arrangements**.

The screenshot shows the Payment Negotiator interface. On the left, the 'Joined Accounts' card lists three accounts: (1000) 7738184767075 ACT (checked), (1200) 74541021574653 ACT, and (1201) 98774586630012 ACT. The 'Payment Negotiator' card shows a start date of 8/30/2017, an amount set to 'Will be calculated', a frequency of 'Monthly' on 'Day 28', and 3 payments. The 'Scheduled Payments' card shows a total of \$967.47 with three payments: Aug 30, 2017, Sep 28, 2017, and Oct 30, 2017, each for \$322.49. At the bottom, there are buttons for 'Delete All', 'Edit', and 'Save'.

Hold?	Date	Surcharge	Amount	Total	Method	Payer	Status
	Aug 30, 2017	\$0.00	\$322.49	\$322.49	Promise - CHECK	Richard Kile	Proposed
	Sep 28, 2017	\$0.00	\$322.49	\$322.49	Promise - CHECK	Richard Kile	Proposed
	Oct 30, 2017	\$0.00	\$322.49	\$322.49	Promise - CHECK	Richard Kile	Proposed

### 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.



**Scheduled Payments: \$400.00 Total Surcharges: \$0.00**

Hold?	Date	Surcharge	Amount	Total	Method	Payer	Status
<input checked="" type="checkbox"/>	11/2/2016	\$0.00 ON	100	\$100.00	Promise CASH	Roy Wiesen	Proposed
<input checked="" type="checkbox"/>	12/2/2016	\$0.00 ON	100	\$100.00	Promise CASH	Roy Wiesen	Proposed
<input checked="" type="checkbox"/>	1/3/2017	\$0.00 ON	100	\$100.00	Promise CASH	Roy Wiesen	Proposed
<input checked="" type="checkbox"/>	2/2/2017	\$0.00 ON	100	\$100.00	Promise	Roy Wiesen	Proposed

**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.

- 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**.

The screenshot shows the 'Payment Negotiator' interface. On the left, there are 'Joined Accounts' and 'Payment Negotiator' settings. The 'Payment Negotiator' section includes fields for Start Date (8/30/2017), Amount (Will be calculated), First Amount (\$), Frequency (Monthly, Day 28), Surcharge Amount (\$0.00), # Payments (3), Total (Will be calculated), Surcharge Total (\$0.00), Gross Total (\$967.47), and Negotiated (\$967.47). On the right, the 'Scheduled Payments' card shows a table with the following data:

Hold?	Date	Surcharge	Amount	Total	Method	Payer	Status
	Aug 30, 2017	\$0.00	\$322.49	\$322.49	Promise - CHECK	Richard Kile	Proposed
	Sep 28, 2017	\$0.00	\$322.49	\$322.49	Promise - CHECK	Richard Kile	Proposed
	Oct 30, 2017	\$0.00	\$322.49	\$322.49	Promise - CHECK	Richard Kile	Proposed

Buttons for 'Delete All', 'Edit', and 'Save' are visible at the bottom of the table.

2. In the **Scheduled Payments** card, click **Edit**.

The screenshot shows the 'Scheduled Payments' card with a total of \$400.00 and \$0.00 in surcharges. The table has the following data:

Hold?	Date	Surcharge	Amount	Total	Method	Payer	Status
<input type="checkbox"/>	11/2/2016	\$0.00	100	\$100.00	Promise CASH	Roy Wiesen	Proposed
<input type="checkbox"/>	12/2/2016	\$0.00	100	\$100.00	Promise CASH	Roy Wiesen	Proposed
<input type="checkbox"/>	1/3/2017	\$0.00	100	\$100.00	Promise CASH	Roy Wiesen	Proposed
<input type="checkbox"/>	2/2/2017	\$0.00	100	\$100.00	Promise	Roy Wiesen	Proposed

Buttons for 'Delete All', 'Override Payment Spread', 'Cancel', and 'Save' are visible at the bottom of the card.

3. Click **Override Payment Spread**. The **Override Payment Spread** dialog box appears.

## Override Payment Spread

### Accounts in Arrangement Group

Enable Override Payment Spread

	File Number	Client Code	Account Number	Balance	Status
1	1005	CUSTOMER ONE	7738201009121	\$100.00	NEW
2	1206	CUSTOMER TWO	773820665544	\$200.00	NEW

**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**.

The screenshot shows a dialog box titled "Add" with a dark header. Below the header, there are four tabs: "Card" (highlighted in orange), "ACH", "Paper Draft", and "Direct Debit". The "Card" tab contains the following fields and options:

- Card #:** A text input field with the placeholder text "Required".
- Name:** A text input field with the placeholder text "Required".
- Expiration:** A date picker showing "03 Mar" and "2016".
- Security Code:** A text input field with the placeholder text "Required".
- Use Current Address as Billing Address**
- Address:** Two stacked text input fields, the top one containing "Street 1" and the bottom one containing "Postal Code".
- Save to Wallet**

At the bottom of the dialog box, there are three buttons: "Add" (highlighted in orange), "Help" (with a question mark icon), and "OK".

**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

- In the **Task Panel** navigation tree, do one of the following:
  - Click **Payments**.
  - Click **Arrangements**.
- Click the plus sign (+) next to the **Method** list box. The **Payment Instrument** dialog box appears.
- Click the **Add** tab and then click **ACH** or **Paper Draft**.

The screenshot shows the 'Payment Instrument' dialog box with the 'ACH' tab selected. The dialog box has a title bar with an 'Add' button. Below the title bar are four tabs: 'Card', 'ACH' (selected), 'Paper Draft', and 'Direct Debit'. The main area contains the following fields and options:

- Routing Information:** A text input field with 'Required' and a search icon.
- Account Number:** A text input field with 'Required'.
- Account Type:** Two radio buttons: 'Checking' (selected) and 'Savings'.
- Name:** A text input field with 'Required'.
- Use Current Address as Billing Address:** A checkbox that is unchecked.
- Address:** Three text input fields: 'Street 1', 'Street 2', and 'City'.
- City, State, and Postal:** Three small text input fields labeled 'City', 'Sta', and 'Postal'.
- Save to Wallet:** A checkbox that is unchecked.

At the bottom of the dialog box, there is an 'Add' button, a 'Help' button with a question mark icon, and an 'OK' button.

**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 tokenizes 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**.

The screenshot shows a dialog box with the following elements:

- Buttons: Add, Lookup
- Method selection: Card, ACH, Paper Draft, **Direct Debit**
- Input fields: Bank Account #: [ ], Bank Sort: [ ]
- Bottom buttons: Add, Help, DD Guarantee, OK

**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.

- To view the Direct Debit guarantee for the account, click **DD Guarantee**.

## Direct Debit Guarantee.

• This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits. • If there are any changes to the amount, date or frequency of your Direct Debit ERUDIO/HONOURS will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request ERUDIO/HONOURS to collect a payment, confirmation of the amount and date will be given to you at the time of the request • If an error is made in the payment of your Direct Debit by ERUDIO/HONOURS or your bank or building society you are entitled to a full and immediate refund of the amount paid from your bank or building society • If you receive a refund you are not entitled to, you must pay it back when ERUDIO/HONOURS asks you to • You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

- When finished, click **OK**.
- 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

- 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**.

The screenshot shows the 'Payment Instrument' dialog box with the 'Add' tab selected. The 'ACH' method is highlighted in yellow. The 'Routing Information' field has a search icon to its right. Below it are fields for 'Account Number' and 'Name'. There are radio buttons for 'Checking' (selected) and 'Savings'. A checkbox for 'Use Current Address as Billing Address' is present. Below that are fields for 'Address', 'Street 1', 'Street 2', 'City', 'Sta', and 'Postal'. A 'Save to Wallet' checkbox is at the bottom left. At the bottom right, there are 'Add' and 'Help' buttons, and an 'OK' button is centered below the dialog box.

4. Click the Search icon next to **Routing Information**. The search options appear.

This screenshot shows the same dialog box as above, but with the search icon next to the 'Routing Information' field clicked. A search bar has appeared with the text 'Search for ABA #' and 'Search Type:'. Below the search bar are three radio buttons: 'Address' (selected), 'Phone #', and 'Bank Name'. A 'Search' button is located below the search bar.

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.

The screenshot shows the 'Payment Instrument' dialog box with the 'Lookup' tab selected. The 'ACH' payment method is chosen. The 'Routing Information' field is set to 'Required'. The 'Account Number' field is also set to 'Required'. The search criteria are: 'Search for ABA #' with 'Search Type' set to 'Address', 'Phone #', and 'Bank Name'. The 'Phone' field contains '6143318590'. A 'Search' button is visible. The search results table is as follows:

ABA	Bank Name	Address	Select
041205369	HUNTINGTON NATIONAL BANK	7 EASTON OVAL COLUMBUS , OH	Select
041215634	HUNTINGTON NATIONAL BANK	EA2W40 COLUMBUS , OH	Select
041284461	HUNTINGTON NATIONAL BANK	EA2W40 COLUMBUS , OH	Select
042101459	HUNTINGTON NATIONAL BANK	7 EASTON OVAL COLUMBUS ,	Select

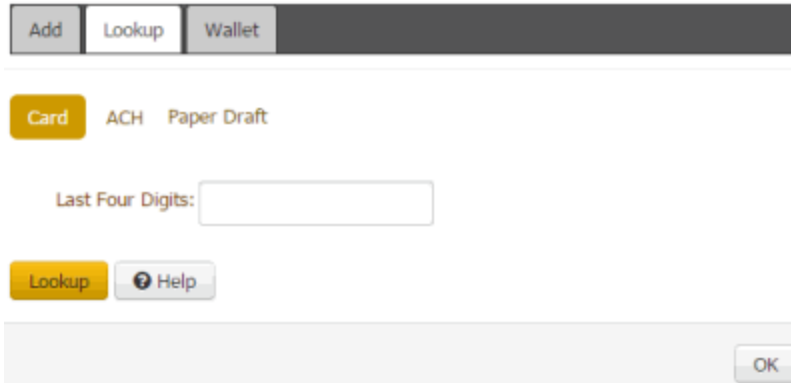
7. Scroll to locate the financial institution and then click **Select**. The system populates the **Routing Information** box.
8. Continue the steps to [Add an ACH or Paper Draft Account](#).

### 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**.



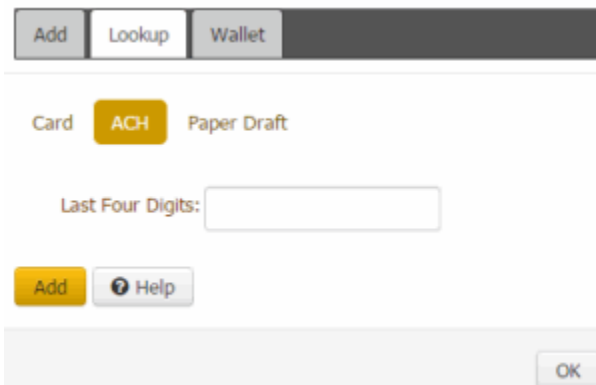
4. In the **Last Four Digits** box, type the last four digits of the credit card number and then click **Lookup**. The system displays the credit card in the **Method** list box.

### 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**.



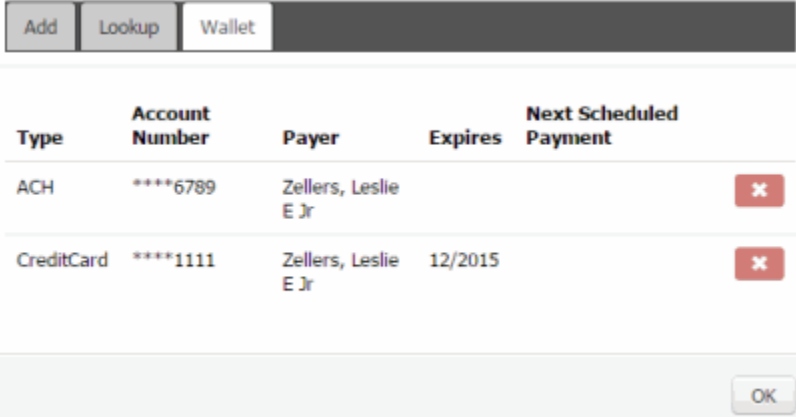
4. In the **Last Four Digits** box, type the last four digits of the account number and then click **Lookup**. The system displays the account in the **Method** list box.

### 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.



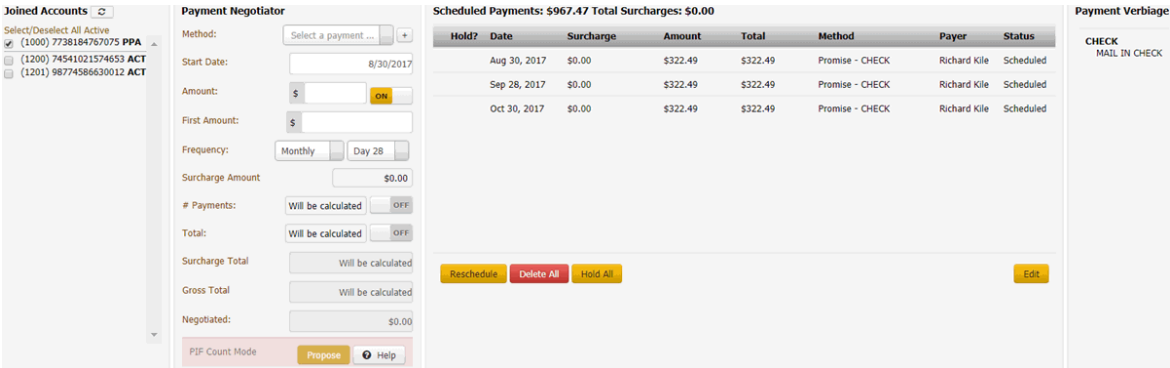
4. Click the **X** next to the wallet item and then click **OK**.
5. In the confirmation dialog box, click **Yes**.

**Reschedule a Payment Arrangement**

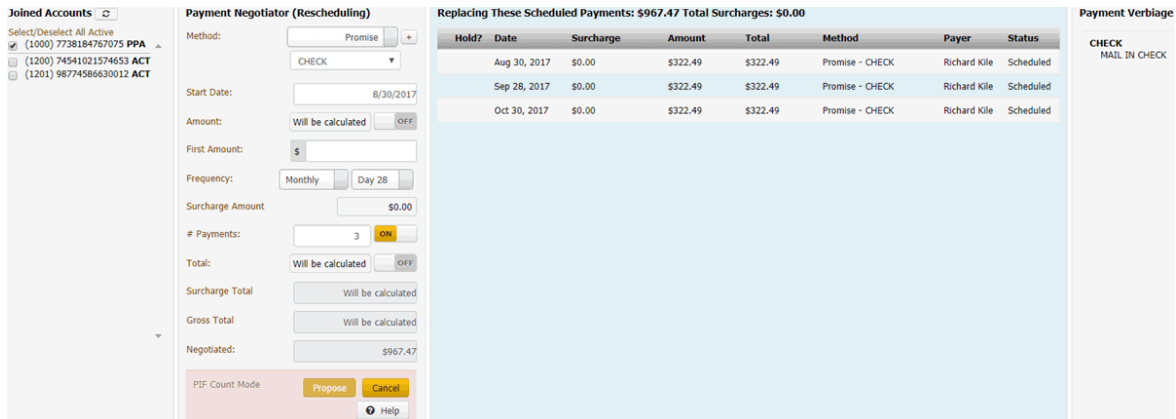
Use the **Scheduled Payments** card in the **Arrangements** panel of the **Work Form** to reschedule a payment arrangement.

**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.

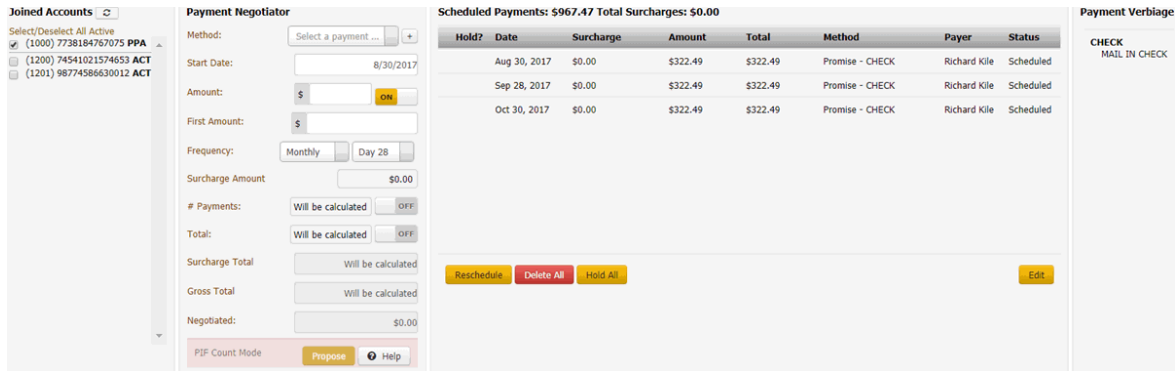
4. To save the arrangement, click **Save**. If the payment arrangement has a status of "proposed," the system changes it to "scheduled." If the account has at least one SIF arrangement, "Settlement in Progress" appears next to the "Scheduled Payments" heading.

### 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.

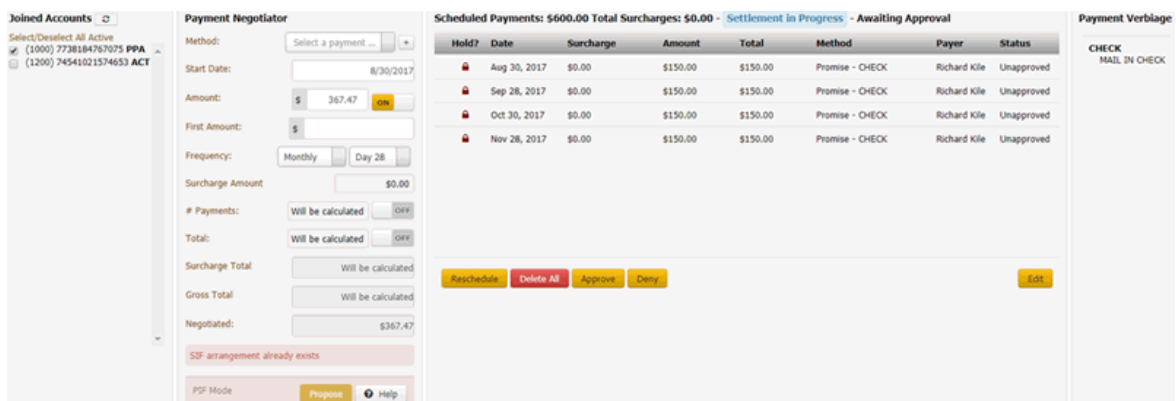
### Approve or Deny a SIF Arrangement

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	<ul style="list-style-type: none"> <li>The system applies payments to the accounts in the selected order (for example, current balance, original balance, customer priority).</li> <li>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.</li> <li>If you have permissions to select a payment spread, you can also specify the order of the accounts manually.</li> </ul>
Even	<ul style="list-style-type: none"> <li>The system splits payments evenly across all selected accounts.</li> <li>When a party pays an account to satisfaction, the system applies any remaining payment amount evenly to the remaining accounts.</li> </ul>
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	<ul style="list-style-type: none"> <li>The system applies payments toward the selected accounts based on the priority of the customer.</li> <li>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.</li> </ul>

Payment Spread Method	Rule
Fee	<ul style="list-style-type: none"> <li>• The system applies payments toward the selected accounts in the order of the payment yielding the highest amount of fee for the agency.</li> <li>• 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.</li> </ul>

### 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	

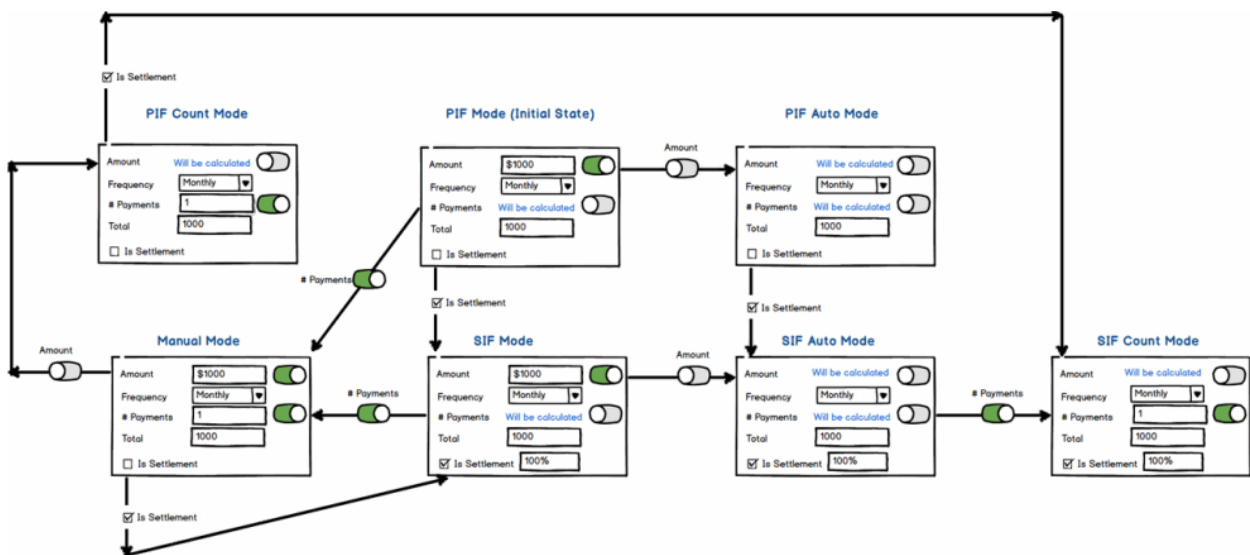
Scenario	Payments	Total Balance	Each Payment Default	Modify	Result	Warning
4	2	\$1000	\$500	Each amount = \$250	Number of payments = 4 or total amount= \$500 with "Is Settlement" check box selected.	
5	2	\$1000	\$500	Payments = 4	No changes in values.	Overpayment estimated at \$1000.

### 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.

**PIF 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**.

The screenshot shows the 'Payment Negotiator' interface. On the left, there's a 'Joined Accounts' list with three accounts: (1000) 7738184767075 PPA, (1200) 74541021574653 ACT, and (1201) 98774586630012 ACT. The 'Payment Negotiator' section includes fields for Method, Start Date (8/30/2017), Amount, First Amount, Frequency (Monthly/Day 28), Surcharge Amount (\$0.00), # Payments (Will be calculated), Total (Will be calculated), Surcharge Total (Will be calculated), Gross Total (Will be calculated), and Negotiated (\$0.00). There are 'Propose' and 'Help' buttons at the bottom. The 'Scheduled Payments' section shows a table with columns: Hold?, Date, Surcharge, Amount, Total, Method, Payer, Status. The table contains three rows of scheduled payments for August, September, and October 2017, all with a surcharge of \$0.00 and a total of \$322.49. The method is 'Promise - CHECK' and the payer is 'Richard Kile'. The status is 'Scheduled'. There are 'Reschedule', 'Delete All', 'Hold All', and 'Edit' buttons below the table. The 'Payment Verbiage' section on the right shows 'CHECK' and 'MAIL IN CHECK'.

Hold?	Date	Surcharge	Amount	Total	Method	Payer	Status
	Aug 30, 2017	\$0.00	\$322.49	\$322.49	Promise - CHECK	Richard Kile	Scheduled
	Sep 28, 2017	\$0.00	\$322.49	\$322.49	Promise - CHECK	Richard Kile	Scheduled
	Oct 30, 2017	\$0.00	\$322.49	\$322.49	Promise - CHECK	Richard Kile	Scheduled

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

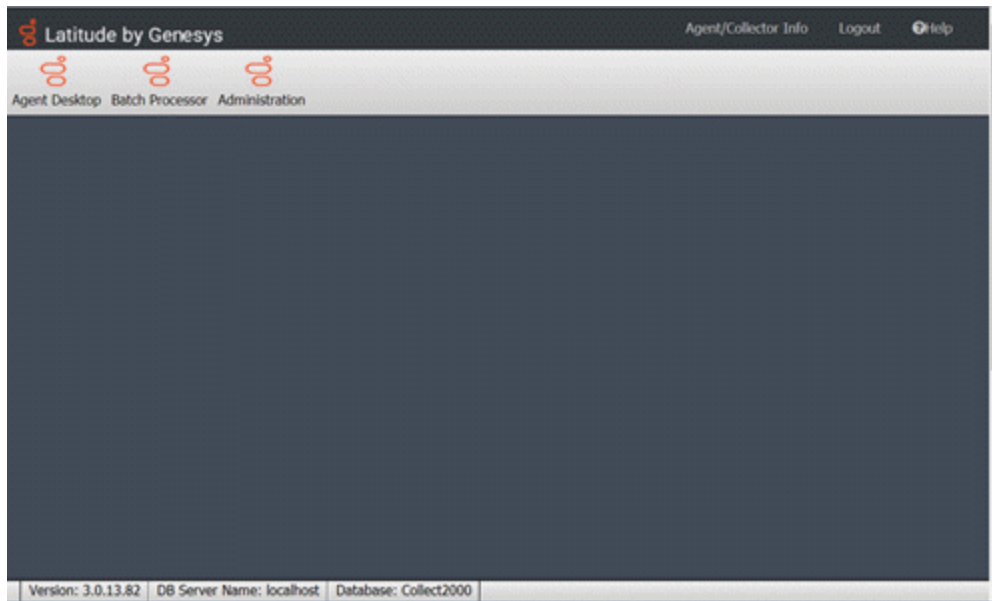
Use the **Batch Processor** page to process a batch of credit card, paper draft, ACH debit, or Direct Debit transactions for charge-off accounts processed on the **Arrangements** or **Payments** panel. The transactions must be active and not on hold, cannot exceed the balance, and are due on the current 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.

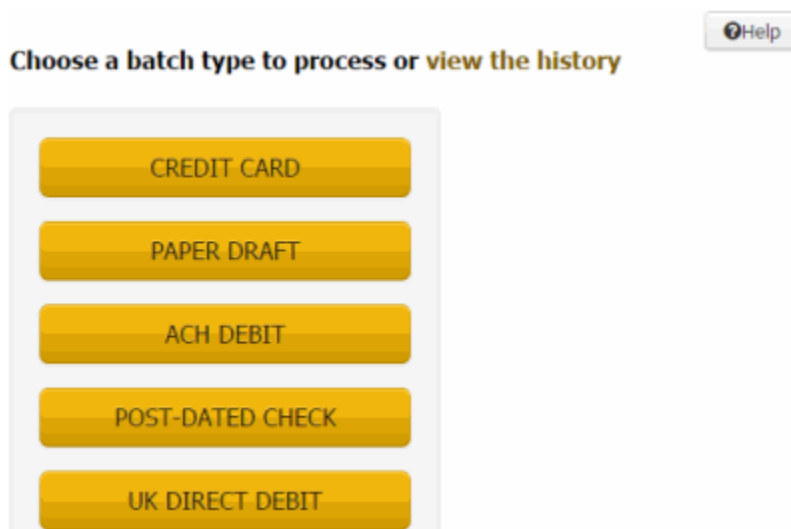
The batches do not include delinquent accounts. The system updates account balances for delinquent accounts during a nightly process and reflects the balances on the accounts the following day.

### 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.



Confirm the following payments (Total: 4510)

Process

Cancel

	File Number	Amount
1	1644	4510

Previous 1 Next

- 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.

**Batch Complete**

Started:	Mon Jun 20 2016 11:23:55 GMT-0400 (Eastern Daylight Time)
Completed:	Mon Jun 20 2016 11:24:18 GMT-0400 (Eastern Daylight Time)
Processed:	1 (4500)
Succeeded:	1 (4500)
Failed:	0 (0)

**Batch Details**

All Clients

Result	UID	Deposit Date	Amount	Surcharge	Total	Client	Desk	File Number	Account	Customer Id	ACH/CC#	Vendor Reference Number	Authorization Code	Message
Success	15	6/20/16	\$4,500.00	\$10.00	\$4,500.00	0000010	0000000	1644	332001245178	947	****1111	06V3V3HWMEF1	478R11	

Previous 1 Next

- 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.

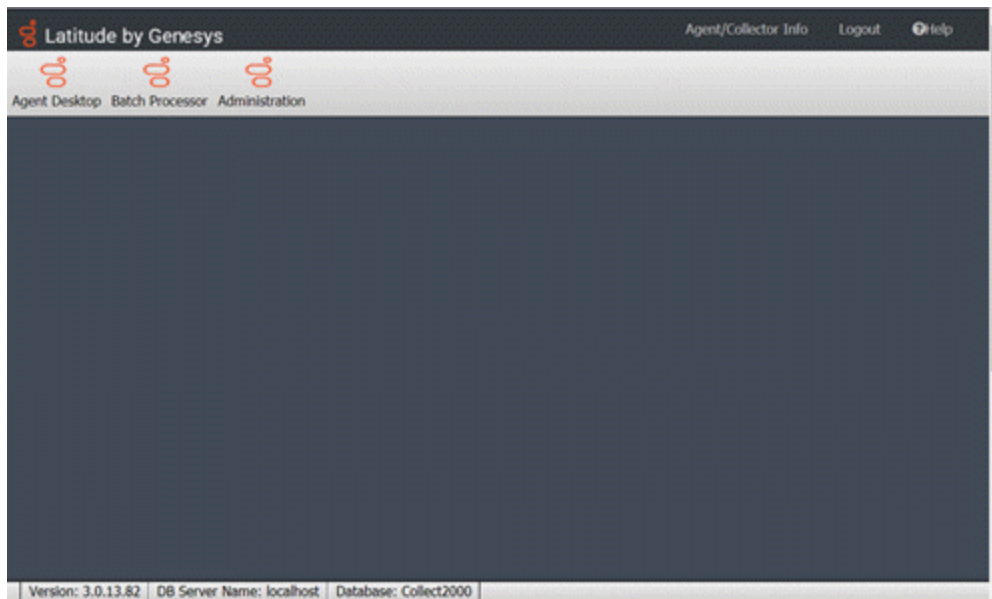
5. On the **Batch Processor** page, click the **X** to close the tab.

### 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.

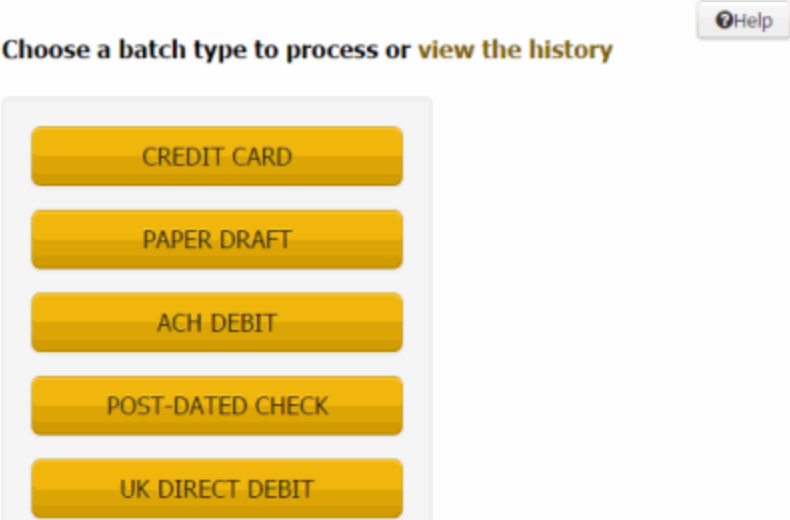
#### To view payment batch history

1. Open the **Latitude by Genesys** page.



2. In the menu bar, click **Batch Processor**.





3. Click the "view the history" link.

Choose a batch run to view or process a batch Help

Payment Batch Run Id	Started	Completed	User	Total Count	Success Count	Failed Count
1	6/20/16 1:27 pm	6/20/16 1:27 pm	GSadmin	1	1	0
2	6/20/16 2:18 pm	6/20/16 2:19 pm	GSadmin	2	2	0
3	6/20/16 2:23 pm	6/20/16 2:23 pm	GSadmin	1	0	1
4	6/20/16 3:23 pm	6/20/16 3:24 pm	GSadmin	1	1	0

**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.

Back Help

**Batch Details**

All Clients

Result	UID	Deposit Date	Amount	Surcharge	Total	Client	Desk	File Number	Account	Customer Id	ACH/CC#	Vendor Reference Number	Authorization Code	Message
Success	12	6/20/16	\$20.00	\$10.00	\$20.00	0000000	NEW	2137	75110535520	1440	****1111	OQFHWPFRPNP3	478R09	
Success	13	6/20/16	\$50.00	\$10.00	\$50.00	0000001	0000000	1000	7738184767075	294	****1111	993IN457MDX83	478R10	

Previous 1 Next

**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**.

## Agent/Collector Information

Users:   Include Desk    From:      To:     

Payments Applied    Payments Planned

File Number	Name	Type	Collections	Fee	Date	Customer	Comment
Previous    1    Next							
0 items totaling \$0.00.							

**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:
  - A team lead, the list box includes users on your team only.
  - 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.

## Agent/Collector Information

Users:   Include Desk    From:      To:     

Payments Applied     Payments Planned

File Number	Name	Type	Collections	Fee	Date	Customer	Comment
1215	Smith, Landon	PU	\$55.00	\$13.75	1/11/17		

Previous   1   Next

1 item totaling \$55.00 and \$13.75 in fees.

**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:   Include Desk      From:        To:       

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	<input checked="" type="checkbox"/>	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

6 items totaling \$455.00.

**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.

- 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	<b>Decreasing Adjustment.</b> 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	<b>Decreasing Adjustment Reversal.</b> 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	<b>Paid Agency.</b> A payment to an outside (subcontracted) agency that is collecting payments for your organization.
PAR	<b>Paid Agency Reversal / Bounce.</b> A payment by check to an outside (subcontracted) agency collecting on your organization's behalf where the check didn't clear.
PC	<b>Paid to Client.</b> A payment to your customer, where your organization holds the account.
PCR	<b>Paid Client Reversal / Bounce.</b> A payment by check to your customer, where your organization holds the account and the check didn't clear.
PU	<b>Paid to Us.</b> A payment sent directly to your organization.
PUR	<b>Paid Us Reversal / Bounce.</b> 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.

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**.

**Add Care/Financial Hardship Case**

<p><b>Care Case</b></p> <p>Care Type <input type="text" value=""/> +</p> <p>Care Type Hold Days <input type="text" value=""/></p> <p>Severity <input type="text" value=""/></p> <p>Description <input type="text" value=""/></p> <p>Have Consent <input type="checkbox"/></p> <p>Confirmed Care <input type="checkbox"/></p> <p>Proof <input type="checkbox"/> Required</p>	<p><b>Financial Hardship</b></p> <p>Financial Hardship <input type="text" value=""/> +</p> <p>Hardship Type <input type="text" value=""/></p> <p>Hardship Hold Days <input type="text" value=""/></p> <p>Description <input type="text" value=""/></p> <p>Proof <input type="checkbox"/> Required</p>	<p><b>Contact Methods</b></p> <p><input checked="" type="checkbox"/> Letter</p> <p><input checked="" type="checkbox"/> Telephone</p> <p><input checked="" type="checkbox"/> SMS</p> <p><input checked="" type="checkbox"/> Email</p> <p><input checked="" type="checkbox"/> Fax</p> <p><b>Special Requirements</b></p> <p><input type="checkbox"/> Braille</p> <p><input type="checkbox"/> Large Type</p> <p><input type="checkbox"/> Audio File</p> <p>Hold Days <input type="text" value="0"/></p> <p>Times in Care <input type="text" value="0"/></p> <p>Status <input type="text" value="Select an option"/></p> <p>Comments <input type="text" value=""/></p>
---	---	--

**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**.



Date Open	Status	Date Closed	Care Type	Financial Hardship	Contact Methods	Special Requirements
01/04/2016			Not in Care	Unemployed No Bens	<input checked="" type="checkbox"/> Letter <input checked="" type="checkbox"/> Telephone <input checked="" type="checkbox"/> SMS <input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> Fax	<input type="checkbox"/> Braille <input type="checkbox"/> Large Print <input type="checkbox"/> Audio Files

Severity: 0  
 Description: Not in Care  
 Consent?:   
 Confirmed Care:   
 Times in Care: 0  
 Proof:  Required  Requested

Financial Hardship: Unemployed No Bens  
 Proof:  Required  Requested  Received  
 Description: Unemployed - No Benefits

Expiration Date: 30/04/2016  
 Status:   
 Closed Date:   
 Comment:

2. In the data grid, click a case and then click **Edit**.

**Edit Care/Financial Hardship Case**

Care	Financial Hardship	Contact Methods	Special Requirements
Care Type: <input type="text"/> Care Type Hold Days: 0 Severity: 0 Description: Not in Care Have Consent: <input type="checkbox"/> Confirmed Care: <input type="checkbox"/> Proof: <input checked="" type="checkbox"/> Required <input type="checkbox"/> Requested	Financial Hardship: Unemployed No Ber Hardship Type Hold Days: 30 Description: Unemployed - No Benefits Proof: <input checked="" type="checkbox"/> Required <input type="checkbox"/> Requested <input type="checkbox"/> Received	<input checked="" type="checkbox"/> Letter <input checked="" type="checkbox"/> Telephone <input checked="" type="checkbox"/> SMS <input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> Fax	<input type="checkbox"/> Braille <input type="checkbox"/> Large Type <input type="checkbox"/> Audio File

Hold Days: 30  
 Hold Days Approved:   
 Expiration Date: 01/05/2016  
 Status: Select an option  
 Times in Care: 0  
 Comments:

**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**.

Id	Received	Closed	Owner	Category	Summary	Investigation	Conclusion	
1121	30/03/2016			Harassment	Complaint Id	1121	Date Received	30/03/2016
58	11/12/2015	14/12/2015		Balance Related	Document Id		Priority	1
					Owner		SLA Days Remaining	53
					Status	Await External Com	SLA Days	56
					Category	Harassment	Date Processed	01/04/2016
					Type	Human Error	Referred By	3rd party
					Dissatisfaction	<input type="checkbox"/>	Complaint Details	
					Grievances			

2. Under the data grid, click **Add**.

### Add Complaint

▼ Summary

Document Id 
 Date Received 
 Date Processed

Owner 
 Priority 
 Referred By

Status 
 SLA Days Remaining

Category 
 SLA Days

Type 
 Complaint Details

Dissatisfaction 
 Grievances

▼ Investigation

Complaint Against Type 
 Complaint Against

Investigation To Date

▼ Conclusion

Complaint Outcome 
 Complaint Justified

Root Cause 
 Recourse Date

Conclusion 
 Compensation

**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**.

The screenshot shows the 'Complaints' Task Panel. It features a table with columns: Id, Received, Closed, Owner, and Category. The first row is highlighted in orange, showing Id 1121, Received 30/03/2016, and Category Harassment. Below the table are buttons for '+ Add', 'Edit', and 'Help', along with 'Previous', '1', and 'Next' navigation options. To the right of the table is a detailed view for the selected complaint (Id 1121). This view includes fields for Complaint Id, Date Received, Document Id, Priority, Owner, Status (Await External Comi), Category (Harassment), Type (Human Error), Dissatisfaction, and Grievances. On the right side of this view are fields for Date Received (30/03/2016), Priority (1), SLA Days Remaining (53), SLA Days (56), Date Processed (01/04/2016), Referred By (3rd party), and Complaint Details. At the bottom of the panel are buttons: 'Select Accounts', 'Close Complaint' (highlighted in yellow), 'Existing Complaint', 'Incorrect Account', and 'Not a Complaint'.

2. In the data grid, click the complaint and then click **Edit**.

The screenshot shows the 'Edit Complaint' dialog box. It has a title bar 'Edit Complaint' and a collapse icon. The dialog is divided into three sections: Summary, Investigation, and Conclusion. The Summary section includes fields for Complaint Id (1058), Date Received (22/09/2014), Date Processed (23/09/2014), Owner, Status (Unknown), Category (Unknown), Type (Unknown), Priority (0), Referred By (3rd party), SLA Days Remaining (-42), SLA Days (0), Dissatisfaction, and Grievances. The Investigation section includes Complaint Against Type, Complaint Against, and Investigation To Date. The Conclusion section includes Complaint Outcome, Root Cause, Conclusion, Complaint Justified, Date Closed, and Recourse Date. At the bottom right are buttons for 'Save' (highlighted in yellow), 'Cancel', and 'Help'.

**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.

**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**.

The screenshot shows the Complaints panel with a data grid and a form. The data grid has columns for Id, Received, Closed, Owner, and Category. The form has tabs for Summary, Investigation, and Conclusion. The form fields include Complaint Id, Date Received, Document Id, Priority, Owner, SLA Days Remaining, Status, SLA Days, Category, Date Processed, Type, Referred By, and Complaint Details. The 'Close Complaint' button is highlighted in yellow.

Id	Received	Closed	Owner	Category
1121	30/03/2016			Harassment
58	11/12/2015	14/12/2015		Balance Related

2. In the data grid, click the complaint to associate accounts to and then click **Select Accounts**.

The screenshot shows the 'Select Accounts' dialog box with a table of client accounts. The table has columns for Client Ref #, Client Code, Balance, and Include. The 'Save' button is highlighted in yellow.

Client Ref #	Client Code	Balance	Include
1000	CUSTOMER ONE	\$967.47	<input type="checkbox"/>
1201	CUSTOMER ONE	\$250.00	<input type="checkbox"/>

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**.

The screenshot shows the Complaints panel with a data grid and a form. The data grid has columns for Id, Received, Closed, Owner, and Category. The form has tabs for Summary, Investigation, and Conclusion. The form fields include Complaint Id, Date Received, Document Id, Priority, Owner, SLA Days Remaining, Status, SLA Days, Category, Date Processed, Type, Referred By, and Complaint Details. The 'Close Complaint' button is highlighted in yellow.

Id	Received	Closed	Owner	Category
1121	30/03/2016			Harassment
58	11/12/2015	14/12/2015		Balance Related



- 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

- In the **Task Panel** navigation tree, click **Complaints**.

Id	Received	Closed	Owner	Category	Summary	Investigation	Conclusion	
1121	30/03/2016			Harassment	Complaint Id	1121	Date Received	30/03/2016
58	11/12/2015	14/12/2015		Balance Related	Document Id		Priority	1
					Owner		SLA Days Remaining	53
					Status	Await External Comi	SLA Days	56
					Category	Harassment	Date Processed	01/04/2016
					Type	Human Error	Referred By	3rd party
					Dissatisfaction	<input type="checkbox"/>	Complaint Details	
					Grievances			

- 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

- In the **Task Panel** navigation tree, click **Complaints**.

Id	Received	Closed	Owner	Category	Summary	Investigation	Conclusion	
1121	30/03/2016			Harassment	Complaint Id	1121	Date Received	30/03/2016
58	11/12/2015	14/12/2015		Balance Related	Document Id		Priority	1
					Owner		SLA Days Remaining	53
					Status	Await External Comi	SLA Days	56
					Category	Harassment	Date Processed	01/04/2016
					Type	Human Error	Referred By	3rd party
					Dissatisfaction	<input type="checkbox"/>	Complaint Details	
					Grievances			

- 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**.

The screenshot shows the Complaints panel with a data grid and a form. The data grid has the following columns: Id, Received, Closed, Owner, and Category. Row 1: 1121, 30/03/2016, (empty), (empty), Harassment. Row 2: 58, 11/12/2015, 14/12/2015, (empty), Balance Related. The form below the grid is for editing complaint 1121. It has tabs for Summary, Investigation, and Conclusion. The Summary tab is active, showing fields for Complaint Id (1121), Date Received (30/03/2016), Document Id, Priority (1), Owner, SLA Days Remaining (53), SLA Days (56), Status (Await External Com), Date Processed (01/04/2016), Category (Harassment), Type (Human Error), Referred By (3rd party), and a Complaint Details text area. At the bottom, there are buttons: Select Accounts, Close Complaint (highlighted in yellow), Existing Complaint, Incorrect Account, and Not a Complaint.

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**.

The screenshot shows the Complaints panel with a data grid and a form. The data grid has the following columns: Id, Received, Closed, Owner, and Category. Row 1: 1121, 30/03/2016, (empty), (empty), Harassment. Row 2: 58, 11/12/2015, 14/12/2015, (empty), Balance Related. The form below the grid is for editing complaint 58. It has tabs for Summary, Investigation, and Conclusion. The Summary tab is active, showing fields for Complaint Id (58), Date Received (11/12/2015), Document Id, Priority (1), Owner, SLA Days Remaining (52), SLA Days (56), Status (Unknown), Date Processed (11/12/2015), Category (Balance Related), Type (Unknown), Referred By (Customer), and a Complaint Details text area containing the text: "EOD RESOLVED. Cust wondering why account is in arrears. Spoke to Coach Gary who adv accounts". At the bottom, there are buttons: Select Accounts, ReOpen (highlighted in yellow), Existing Complaint, Incorrect Account, and Not a Complaint.

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**.

### New Customer

Prefix:	None
First Name:	Required *
Last Name:	Required *
Middle Name:	
Suffix:	None
Gender:	None
AKA Name:	
Is Business:	<input type="checkbox"/>
Business Name:	Required
Relation to Account:	DEBTOR
Is Responsible:	No
Authorized:	Davis, Willie
<input type="checkbox"/> Authorized For All Accounts	

Save Close Help

**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.

- 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

- In the **Task Panel** navigation tree, click **Customer** and then click a name.

Type	Number	Attempts	Consent	Status
Work	5555555555	0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Home	(610) 558-9633	0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

**Good/Bad:** Indicates whether the address is good or bad. The label changes based on the condition of the address.

- Do the following:
  - To change a "good" address to "bad," click **Good**.
  - To change a "bad" address to "good," click **Bad**.
- 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

- 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

The screenshot shows a web form titled "Add Phone Number". The form has the following fields and controls:

- Phone Number:** A text input field with a dropdown menu showing a flag icon and the text "Required".
- Phone Extension:** A text input field.
- Type:** A dropdown menu with the text "-- Choose Type - Required --".
- Status:** A dropdown menu with the text "-- Choose Status --".
- Customer on Account:** A dropdown menu with the text "-- Choose Customer - Required --".
- Name:** A text input field.
- On Hold:** A checkbox.
- Hold Expiration Date:** A date picker field with a calendar icon.
- Consent To Call:** A checkbox with the text "Granted".
- Consent To Auto Dial:** A checkbox with the text "Granted".
- Consent To SMS:** A checkbox with the text "Granted".
- Consent To FAX:** A checkbox with the text "Granted".
- Obtained From:** A dropdown menu with the text "-- Choose Obtained From - Required --".

At the bottom of the form are three buttons: "Save" (yellow), "Cancel", and "Help" (with an information icon).

**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.

**Note:** If the system administrator enabled the Mask Phone Numbers Permission, the system replaces all or parts of the phone number with asterisks (\*), depending on the configuration.

**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.

Number	Type	Consent	Status	Customer	Attempts	Last Attempt	Name	On Hold	Hold Expiration Date
(610) 557-8455 (On Hold)				Dugan, Susan	0				4/22/15

- 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	<input type="checkbox"/>
Hold Expiration Date:	<input type="text"/>
Consent To Call	<input checked="" type="checkbox"/> Granted
Consent To Auto Dial	<input checked="" type="checkbox"/> Granted
Consent To SMS	<input checked="" type="checkbox"/> Granted
Consent To FAX	<input checked="" type="checkbox"/> Granted
Obtained From	-- Choose Obtained From - Required --
Method	<input type="radio"/> Written <input checked="" type="radio"/> 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.

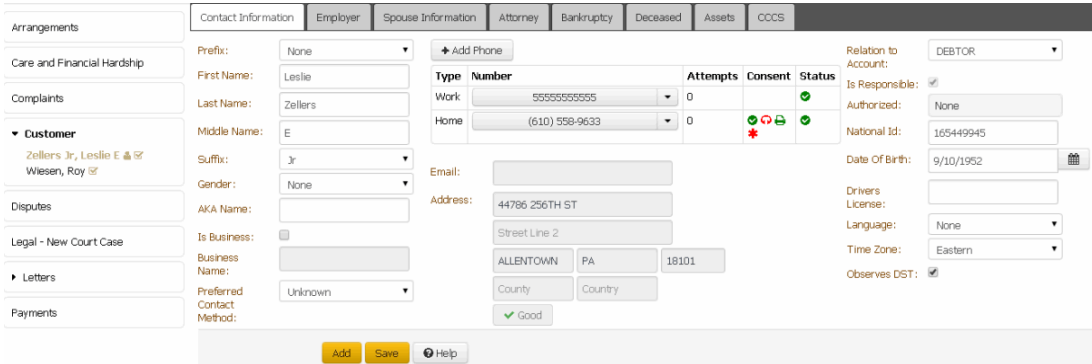
- 3. Modify the information and then click **Save**.

**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**).

**Dial a Phone Number**

Use the **Contact Information** tab or the **Phones** panel to dial a phone number on the account displayed in the **Work Form**. You can dial a phone number directly from the **Work Form** under the following conditions:

- Dialer is present.
- User is not on a call currently through manual or campaign dialing.
- **Consent To Call** option is selected, indicating that the person granted permission to call the phone number.
- Phone status is "Good."

**To dial a 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.

Number	Type	Consent	Status	Customer	Attempts	Last Attempt	Name	On Hold	Hold Expiration Date
(610) 557-8455 (On Hold)				Dugan, Susan	0			On Hold	4/22/15

2. Click the arrow next to the phone number and then click **Dial Number**. If the conditions for dialing a phone number are met, Latitude places the call.

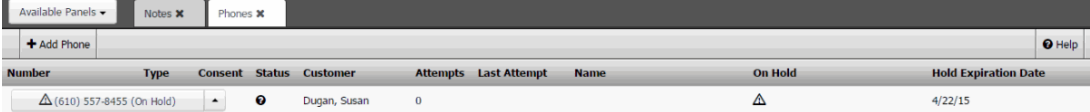
### Add a Phone Contact Result

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.

**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.
	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.

Contact Information	Employer	Spouse Information	Attorney	Bankruptcy	Deceased	Assets	CCCS
Name:		<input type="text"/>		Phone:		<input type="text"/>	
Firm:		<input type="text"/>		Email:		<input type="text"/>	
Address:		Street Line 1		Fax:		<input type="text"/>	
		Street Line 2		Comment:		<input type="text"/>	
		City					
		State		Postal Code			
		County		Country			
<input type="button" value="Save"/> <input type="button" value="Delete"/> <input type="button" value="Help"/>							

**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.

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	Asset Type	Current Value	Lien Amount	Description
2011 Chevy Equinox	AUTO	20000 ✓	10000 ✓	Great condition
2006 Harley_Davidson	AUTO	8000 ✓	0	Excellent condition

**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

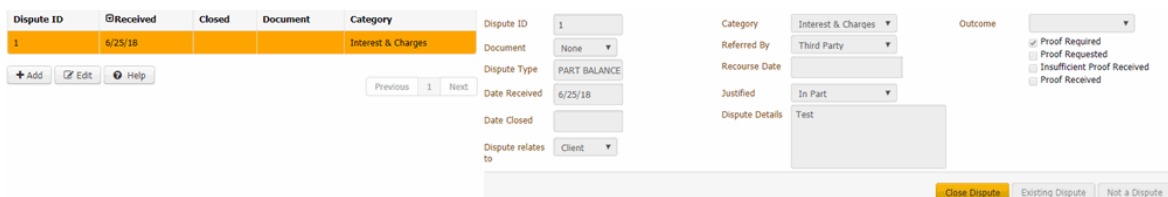
Latitude suspends interest calculation for disputed accounts with interest charges on their account balances. When you close a dispute and no other active disputes exist on the account, Latitude resumes interest calculations.

## 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**.



The screenshot shows the Disputes interface. On the left, there is a table with columns: Dispute ID, Received, Closed, Document, and Category. The first row is highlighted in orange and contains: 1, 6/25/18, (empty), Interest & Charges. Below the table are buttons for '+ Add', 'Edit', and 'Help'. To the right of the table is a navigation bar with 'Previous', '1', and 'Next' buttons. On the right side of the interface is a form for adding a dispute. It includes fields for: Dispute ID (1), Document (None), Dispute Type (PART BALANCE), Date Received (6/25/18), Date Closed, Dispute relates to (Client), Category (Interest & Charges), Referred By (Third Party), Recourse Date, Justified (In Part), Dispute Details (Test), and Outcome (Proof Required, Proof Requested, Insufficient Proof Received, Proof Received). At the bottom right of the form are buttons for 'Close Dispute', 'Existing Dispute', and 'Not a Dispute'.

2. Click **Add**.

**Add Dispute**

**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 ID 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**.

**Edit Dispute**

Dispute ID	<input type="text" value="1206"/>	Category	<input type="text" value="Fraud"/>	Outcome	<input type="text"/>
Document ID	<input type="text"/>	Referred By	<input type="text" value="3rd party"/>	<input checked="" type="checkbox"/> Proof Required	<input type="checkbox"/> Proof Requested
Dispute Type	<input type="text" value="Full Balance"/>	Recourse Date	<input type="text"/>	<input type="checkbox"/> Insufficient Proof Received	<input type="checkbox"/> Proof Received
Date Received	<input type="text" value="04/11/2014"/>	Justified	<input type="text" value="Yes"/>		
Date Closed	<input type="text"/>	Dispute Details	<input type="text" value="Details here"/>		
Dispute relates to	<input type="text" value="3rd party"/>				

**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**.



Dispute ID	Received	Closed	Document	Category
1	6/25/18			Interest & Charges

Dispute ID: 1  
 Document: None  
 Dispute Type: PART BALANCE  
 Date Received: 6/25/18  
 Date Closed:   
 Dispute relates to: Client

Category: Interest & Charges  
 Referred By: Third Party  
 Recourse Date:   
 Justified: In Part  
 Dispute Details: Test

Outcome:   
 Proof Required  
 Proof Requested  
 Insufficient Proof Received  
 Proof Received

Buttons: Close Dispute, Existing Dispute, Not a Dispute

- 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

- In the **Task Panel** navigation tree, click **Disputes**.

Dispute ID	Received	Closed	Document	Category
1	6/25/18			Interest & Charges

Dispute ID: 1  
 Document: None  
 Dispute Type: PART BALANCE  
 Date Received: 6/25/18  
 Date Closed:   
 Dispute relates to: Client

Category: Interest & Charges  
 Referred By: Third Party  
 Recourse Date:   
 Justified: In Part  
 Dispute Details: Test

Outcome:   
 Proof Required  
 Proof Requested  
 Insufficient Proof Received  
 Proof Received

Buttons: Close Dispute, Existing Dispute, Not a Dispute

- 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

- In the **Task Panel** navigation tree, click **Disputes**.

Dispute ID	Received	Closed	Document	Category
1	6/25/18			Interest & Charges

Dispute ID: 1  
 Document: None  
 Dispute Type: PART BALANCE  
 Date Received: 6/25/18  
 Date Closed:   
 Dispute relates to: Client

Category: Interest & Charges  
 Referred By: Third Party  
 Recourse Date:   
 Justified: In Part  
 Dispute Details: Test

Outcome:   
 Proof Required  
 Proof Requested  
 Insufficient Proof Received  
 Proof Received

Buttons: Close Dispute, Existing Dispute, Not a Dispute

- 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

- In the **Task Panel** navigation tree, click **Disputes**.

## Latitude Printable Help for Users

The screenshot shows a software interface for managing disputes. On the left, there is a table with columns: Dispute ID, Received, Closed, Document, and Category. A row is highlighted with a yellow background, showing Dispute ID 74, Received 04/04/2016, Closed 04/04/2016, Document Interest & Charges, and Category Interest & Charges. Below the table are buttons for '+ Add' and 'Help', and a pagination control showing 'Previous', '1', and 'Next'. On the right, there is a detailed view of the selected dispute. It includes fields for Dispute ID (74), Document (a dropdown menu), Dispute Type (Part Balance), Date Received (04/04/2016), Date Closed (04/04/2016), Dispute relates to (Third Par), Category (Interest & Charges), Referred by (Capquest), Recourse Date, Justified (Yes), and Dispute Details (a text area). At the bottom right, there is an 'ReOpen' button and a list of checkboxes for 'Proof Required', 'Proof Requested', 'Insufficient Proof Received', and 'Proof Received'.

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.

General	Court	Judgment	Garnishment	Accounting
Case Number: <input type="text"/>	Trial Date: <input type="text"/>	Remarks: <input type="text"/>		
Status: <input type="text" value="Unknown"/>	Arbitration Date: <input type="text"/>	Misc Field 1: <input type="text"/>		
Plaintiff: <input type="text" value="CUSTOMER ONE"/>	Discovery Cut-off Date: <input type="text"/>	Misc Field 2: <input type="text"/>		
Defendant: <input type="text" value="WIESEN, ROY"/>	Discovery Reply Date: <input type="text"/>			
Date Complaint Filed: <input type="text"/>	Motion Cut-off Date: <input type="text"/>			
Date Answer Filed: <input type="text"/>	Summary Judgment Deadline: <input type="text"/>			
Service Date: <input type="text"/>	Statutory Deadline to Try Case: <input type="text"/>			
Service Type: <input type="text"/>				
Confirm all accounts involved in the legal process are linked prior to creating a court case and set all accounts to a desk that is not allowed to be linked				
<input type="button" value="Save"/> <input type="button" value="Help"/>				<input type="button" value="Delete"/>

**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.

- 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.

The screenshot shows a web application interface for maintaining court information. At the top, there is a dark navigation bar with five tabs: 'General', 'Court', 'Judgment', 'Garnishment', and 'Accounting'. The 'Court' tab is currently selected. Below the navigation bar, the form is organized into two columns. The left column contains three fields: 'Court:' with a dropdown menu showing 'None', 'Judge:', and 'Court Room:'. The right column contains a multi-line 'Address:' field (Street Line 1, Street Line 2), followed by 'City' and 'State' (two separate boxes), 'Postal Code', 'County', and 'Country' (two separate boxes). Below these are four single-line text input fields for 'Clerk:', 'Phone:', 'Fax:', and 'Misc Info:'. At the bottom of the form, there are two buttons: a yellow 'Save' button and a grey 'Help' button with a question mark icon.

**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.

General | **Court** | Judgment | Garnishment | Accounting

Date of Judgment: 10/3/2016  
 Date Judgment Recorded: 10/10/2016  
 Judgment Book: 150  
 Judgment Page: 20  
 Judgment Court: Jacksonville Court

### Judgment Awards

Principal:	2900	<input checked="" type="checkbox"/> Principal:	
Interest:	100	<input type="checkbox"/> Interest:	
Court Cost:	0	<input type="checkbox"/> Collection Costs:	
Attorney:	0	<input type="checkbox"/> Bad Check Chgs:	
Other 1:	0	<input type="checkbox"/> Court Cost:	
Other 2:	0	<input type="checkbox"/> Attorney Fees:	
Other 3:	0	<input type="checkbox"/> Misc:	
Other 4:	0	<input type="checkbox"/> Not Used:	
Other 5:	0	<input type="checkbox"/> Not Used:	
Miscellaneous:	0	<input type="checkbox"/> Transaction Charges:	
Interest From Date:			
Interest Rate:	0		
Total Due on Judgment:	3000	Total Balance:	
Accrued Interest:	0		

**Accrue Interest?**

**Previous Balance**

A Judgment Spread must be created and balanced before the judgment can be awarded.

Save Judgment Spread Calculator Award Judgment Help Update Interest

- 3. Click **Judgment Spread Calculator**. The **Judgment Spread Calculator** dialog box appears.

### Judgment Spread Calculator

AccountId	Principal	Interest	Court Costs	Attorney	Other 1	Other 2	Other 3	Other 4	Other 5	Misc	Total
1601	0	0	0	0	0	0	0	0	0	0	0
1600	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	0	0	0	0	0	0	0	0	0	0	0

Total Judgment Award

2900	100	0	0	0	0	0	0	0	0	0	3000
------	-----	---	---	---	---	---	---	---	---	---	------

Distribute Proportionally Clear Save Cancel Help

**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.

- 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
<b>Total</b>	2900	100	0	0	0	0	0	0	0	0	3000

Total Judgment Award

2900	100	0	0	0	0	0	0	0	0	0	3000
------	-----	---	---	---	---	---	---	---	---	---	------

- 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.

- Click **Save**.
- On the **Judgment** tab, click **Save**.
- 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.

General	Court	Judgment	Garnishment	Accounting
Date of Judgment:	<input type="text" value="10/3/2016"/>			
Date Judgment Recorded:	<input type="text" value="10/10/2016"/>			
Judgment Book:	<input type="text" value="150"/>			
Judgment Page:	<input type="text" value="20"/>			
Judgment Court:	<input type="text" value="Jacksonville Court"/>			

Judgment Awards		Accrue Interest?	Previous Balance
Principal:	<input type="text" value="2900"/>	<input checked="" type="checkbox"/> Principal:	<input type="text"/>
Interest:	<input type="text" value="100"/>	<input type="checkbox"/> Interest:	<input type="text"/>
Court Cost:	<input type="text" value="0"/>	<input type="checkbox"/> Collection Costs:	<input type="text"/>
Attorney:	<input type="text" value="0"/>	<input type="checkbox"/> Bad Check Chgs:	<input type="text"/>
Other 1:	<input type="text" value="0"/>	<input type="checkbox"/> Court Cost:	<input type="text"/>
Other 2:	<input type="text" value="0"/>	<input type="checkbox"/> Attorney Fees:	<input type="text"/>
Other 3:	<input type="text" value="0"/>	<input type="checkbox"/> Misc:	<input type="text"/>
Other 4:	<input type="text" value="0"/>	<input type="checkbox"/> Not Used:	<input type="text"/>
Other 5:	<input type="text" value="0"/>	<input type="checkbox"/> Not Used:	<input type="text"/>
Miscellaneous:	<input type="text" value="0"/>	<input type="checkbox"/> Transaction Charges:	<input type="text"/>
Interest From Date:	<input type="text"/>		
Interest Rate:	<input type="text" value="0"/>		
Total Due on Judgment:	<input type="text" value="3000"/>	Total Balance:	<input type="text"/>

<input type="button" value="Save"/>	<input type="button" value="Judgment Spread Calculator"/>	<input type="button" value="Award Judgment"/>	<input type="button" value="Help"/>	<input type="button" value="Update Interest"/>
-------------------------------------	---	---	-------------------------------------	--

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.

General	Court	Judgment	Garnishment	Accounting
Date of Judgment:	<input type="text" value="10/3/2016"/>			
Date Judgment Recorded:	<input type="text" value="10/10/2016"/>			
Judgment Book:	<input type="text" value="150"/>			
Judgment Page:	<input type="text" value="20"/>			
Judgment Court:	<input type="text" value="Jacksonville Court"/>			

Judgment Awards - Judgment Awarded		Accrue Interest?	Previous Balance
Principal:	<input type="text" value="2900"/>	<input checked="" type="checkbox"/> Principal:	<input type="text" value="5800"/>
Interest:	<input type="text" value="100"/>	<input type="checkbox"/> Interest:	<input type="text" value="0"/>
Court Cost:	<input type="text" value="0"/>	<input type="checkbox"/> Collection Costs:	<input type="text" value="0"/>
Attorney:	<input type="text" value="0"/>	<input type="checkbox"/> Bad Check Chgs:	<input type="text" value="0"/>
Other 1:	<input type="text" value="0"/>	<input type="checkbox"/> Court Cost:	<input type="text" value="0"/>
Other 2:	<input type="text" value="0"/>	<input type="checkbox"/> Attorney Fees:	<input type="text" value="0"/>
Other 3:	<input type="text" value="0"/>	<input type="checkbox"/> Misc:	<input type="text" value="0"/>
Other 4:	<input type="text" value="0"/>	<input type="checkbox"/> Not Used:	<input type="text" value="0"/>
Other 5:	<input type="text" value="0"/>	<input type="checkbox"/> Not Used:	<input type="text" value="0"/>
Miscellaneous:	<input type="text" value="0"/>	<input type="checkbox"/> Transaction Charges:	<input type="text" value="0"/>
Interest From Date:	<input type="text"/>		
Interest Rate:	<input type="text" value="0"/>		
Total Due on Judgment:	<input type="text" value="3000"/>	Total Balance:	<input type="text" value="5800"/>

**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.

General	Court	Judgment	Garnishment	Accounting
Date of Judgment:	<input type="text" value="10/3/2016"/>			
Date Judgment Recorded:	<input type="text" value="10/10/2016"/>			
Judgment Book:	<input type="text" value="150"/>			
Judgment Page:	<input type="text" value="20"/>			
Judgment Court:	<input type="text" value="Jacksonville Court"/>			
<b>Judgment Awards - Judgment Awarded</b>				
Principal:	<input type="text" value="2900"/>	<input checked="" type="checkbox"/> Accrue Interest?	Principal:	<input type="text" value="5800"/>
Interest:	<input type="text" value="100"/>	<input type="checkbox"/> Interest:		<input type="text" value="0"/>
Court Cost:	<input type="text" value="0"/>	<input type="checkbox"/> Collection Costs:		<input type="text" value="0"/>
Attorney:	<input type="text" value="0"/>	<input type="checkbox"/> Bad Check Chgs:		<input type="text" value="0"/>
Other 1:	<input type="text" value="0"/>	<input type="checkbox"/> Court Cost:		<input type="text" value="0"/>
Other 2:	<input type="text" value="0"/>	<input type="checkbox"/> Attorney Fees:		<input type="text" value="0"/>
Other 3:	<input type="text" value="0"/>	<input type="checkbox"/> Misc:		<input type="text" value="0"/>
Other 4:	<input type="text" value="0"/>	<input type="checkbox"/> Not Used:		<input type="text" value="0"/>
Other 5:	<input type="text" value="0"/>	<input type="checkbox"/> Not Used:		<input type="text" value="0"/>
Miscellaneous:	<input type="text" value="0"/>	<input type="checkbox"/> Transaction Charges:		<input type="text" value="0"/>
Interest From Date:	<input type="text"/>			
Interest Rate:	<input type="text" value="0"/>			
Total Due on Judgment:	<input type="text" value="3000"/>	Total Balance:		<input type="text" value="5800"/>
<input type="button" value="Save"/> <input type="button" value="Judgment Spread Calculator"/> <input type="button" value="Reverse Judgment"/> <input type="button" value="Help"/> <input type="button" value="Update Interest"/>				

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.

General	Court	Judgment	Garnishment	Accounting
Date of Judgment:	10/3/2016			
Date Judgment Recorded:	10/10/2016			
Judgment Book:	150			
Judgment Page:	20			
Judgment Court:	Jacksonville Court			

Judgment Awards		Accrue Interest?	Previous Balance
Principal:	2900	<input checked="" type="checkbox"/> Principal:	
Interest:	100	<input type="checkbox"/> Interest:	
Court Cost:	0	<input type="checkbox"/> Collection Costs:	
Attorney:	0	<input type="checkbox"/> Bad Check Chgs:	
Other 1:	0	<input type="checkbox"/> Court Cost:	
Other 2:	0	<input type="checkbox"/> Attorney Fees:	
Other 3:	0	<input type="checkbox"/> Misc:	
Other 4:	0	<input type="checkbox"/> Not Used:	
Other 5:	0	<input type="checkbox"/> Not Used:	
Miscellaneous:	0	<input type="checkbox"/> Transaction Charges:	
Interest From Date:			
Interest Rate:	0		
Total Due on Judgment:	3000	Total Balance:	

### 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

- 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.
- Click the **Judgment** tab.

General	Court	Judgment	Garnishment	Accounting
Date of Judgment:	10/3/2016			
Date Judgment Recorded:	10/10/2016			
Judgment Book:	150			
Judgment Page:	20			
Judgment Court:	Jacksonville Court			

Judgment Awards		Accrue Interest?	Previous Balance
Principal:	2900	<input checked="" type="checkbox"/> Principal:	
Interest:	100	<input type="checkbox"/> Interest:	
Court Cost:	0	<input type="checkbox"/> Collection Costs:	
Attorney:	0	<input type="checkbox"/> Bad Check Chgs:	
Other 1:	0	<input type="checkbox"/> Court Cost:	
Other 2:	0	<input type="checkbox"/> Attorney Fees:	
Other 3:	0	<input type="checkbox"/> Misc:	
Other 4:	0	<input type="checkbox"/> Not Used:	
Other 5:	0	<input type="checkbox"/> Not Used:	
Miscellaneous:	0	<input type="checkbox"/> Transaction Charges:	
Interest From Date:			
Interest Rate:	0		
Total Due on Judgment:	3000	Total Balance:	

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.

General	Court	Judgment	Garnishment	Accounting
<b>ID</b>	<b>Case Number</b>	Garnishment Case Number:	<input type="text"/>	Principal Amount: £ <input type="text" value="0"/>
		Date Filed:	<input type="text" value=""/>	Pre-judgment Interest: £ <input type="text" value="0"/>
		Expires:	<input type="text" value=""/>	Post-judgment Interest: £ <input type="text" value="0"/>
		Service Date:	<input type="text" value=""/>	Cost: £ <input type="text" value="0"/>
<b>Garnishee:</b>				Other Amounts: £ <input type="text" value="0"/>
Company: <input type="text"/>				Total Amount: £ <input type="text" value="0"/>
Address:				
Street Line 1: <input type="text"/>				
Street Line 2: <input type="text"/>				
City: <input type="text"/>				
County: <input type="text"/>				
Post Code: <input type="text"/>				
Country: <input type="text"/>				
Contact: <input type="text"/>				
Phone: <input type="text"/>				
Fax: <input type="text"/>				
Email: <input type="text"/>				
<input type="button" value="Add New"/> <input type="button" value="Save"/> <input type="button" value="Delete"/> <input type="button" value="Help"/>				

3. Click **Add New**.

### New Garnishment

Garnishment Case Number:	<input type="text"/>
Date Filed:	<input type="text" value="04/04/2016"/>
Expires:	<input type="text" value="04/04/2016"/>
Service Date:	<input type="text" value="04/04/2016"/>
Principal Amount:	<input type="text" value="0"/>
Pre-judgment Interest:	<input type="text" value="0"/>
Post-judgment Interest:	<input type="text" value="0"/>
Cost:	<input type="text" value="0"/>
Other Amounts:	<input type="text" value="0"/>
Total Amount:	<input type="text" value="0"/>
<b>Garnishee:</b>	
<input type="text"/>	
<input type="button" value="Save"/> <input type="button" value="Close"/> <input type="button" value="Help"/>	

**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.



ID	Case Number	Garnishment Case Number: 5544		Principal Amount:	\$ 10000.00
9	5544	Date Filed:	4/20/2015	Pre-judgment Interest:	\$ 100.00
		Expires:	4/20/2015	Post-judgment Interest:	\$ 100.00
		Service Date:	4/20/2015	Cost:	\$ 500.00
<b>Garnishee:</b> Company: ABC Employer Address: 1000 Main St. Street Line 2 Jacksonville FL 32256 Duval USA Contact: Matt Matthews Phone: 5555555555 Fax: Email:				Other Amounts:	\$ 0.00
				Total Amount:	\$ 10700.00

Add New Save Delete Help

**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.

ID	Case Number
9	5544

Garnishment Case Number: 5544

Date Filed: 4/20/2015

Expires: 4/20/2015

Service Date: 4/20/2015

**Garnishee:**

Company: ABC Employer

Address: 1000 Main St.

Street Line 2

Jacksonville FL 32256

Duval USA

Contact: Matt Matthews

Phone: 5555555555

Fax:

Email:

Principal Amount: \$ 10000.00

Pre-judgment Interest: \$ 100.00

Post-judgment Interest: \$ 100.00

Cost: \$ 500.00

Other Amounts: \$ 0.00

Total Amount: \$ 10700.00

Add New Save Delete Help

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.

General									Court		Judgment		Garnishment		Accounting	
ID	Item Date	Description	Debit	Credit	Inv	Edit	Del	Type Code/Description:								
13	4/20/15	FILING FEES EXPENDED	\$1,000.00	\$0.00	N	-	-	Agency Id/Name:								
14	4/20/15	INVESTIGATOR FEES	\$100.00	\$0.00	N	+	-	Alpha Code:	Created Date:							
<b>Balance:</b>			\$1,100.00					AIM Unique Id:	AIM Invoice Id:							

**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**.

### New Legal Ledger Entry

Item Date:

Entry Types:  
 Debit: (decreases / expenditures and costs incurred)  
 Credit: (increases / costs advances)

Amount:    
 (does not affect Debtors Account balance)

Legal Ledger Type:

AIM Agency:

AIM Unique Id:

AIM Invoice Id:

**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.

General									Court									Judgment									Garnishment									Accounting								
ID	Item Date	Description	Debit	Credit	Inv	Edit	Del	Type Code/Description:																																				
13	4/20/15	FILING FEES EXPENDED	\$1,000.00	\$0.00	N	-	-	Agency Id/Name:																																				
14	4/20/15	INVESTIGATOR FEES	\$100.00	\$0.00	N	+	-	Alpha Code:			Created Date:																																	
<b>Balance:</b>			\$1,100.00						AIM Unique Id:			AIM Invoice Id:																																

- Click an item in the data grid and then, in the Edit column, click the plus sign (+).

### Edit Legal Ledger Entry

Item Date:	<input type="text" value="4/20/2015"/>	
Entry Types:	<input checked="" type="radio"/> Debit: (decreases / expenditures and costs incurred) <input type="radio"/> Credit: (increases / costs advances)	
Amount:	<input type="text" value="\$ 1000"/>	
	(does not affect Debtors Account balance)	
Legal Ledger Type:	<input type="text" value="FILING FEES EXPENDED"/>	
AIM Agency:	<input type="text" value="Collections Plus Services"/>	
AIM Unique Id:	<input type="text" value="36514"/>	
AIM Invoice Id:	<input type="text" value="69874"/>	
<input type="button" value="Save"/> <input type="button" value="Close"/> <input type="button" value="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.

- 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

- In the **Task Panel** navigation tree, click a case number.
- Click the **Accounting** tab.

ID	Item Date	Description	Debit	Credit	Inv	Edit	Del
4	11/20/2013	FILING FEES EXPENDED	\$100.00	\$0.00	N	+	-
Balance:				\$100.00			

Type Code/Description: 001 FILING FEES EXPENDED  
 Agency Id/Name: 1 Collections Plus Services  
 Alpha Code: Created Date: 11/20/2013  
 AIM Unique Id: 123 AIM Invoice Id: 4567

Add New Help

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.

General	Court	Judgment	Garnishment	Accounting
Case Number:	8877544	Trial Date:		Remarks:
Status:	Suit Filed	Arbitration Date:		Misc Field 1:
Plaintiff:	CUSTOMER ONE	Discovery Cut-off Date:		Misc Field 2:
Defendant:	WIESEN, ROY	Discovery Reply Date:		
Date Complaint Filed:	10/31/2016	Motion Cut-off Date:		
Date Answer Filed:	11/1/2016	Summary Judgment Deadline:		
Service Date:		Statutory Deadline to Try Case:		
Service Type:				

Confirm all accounts involved in the legal process are linked prior to creating a court case and set all accounts to a desk that is not allowed to be linked

Save Help Delete

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	Sender:	GSAdmin
	00000	DUN	NewLetterTemplate	Recipient:	WIESEN, ROY
	1	DUN	First Notice	Send Date:	4/29/2016 
	2	SIF	SIF	Subject Party:	WIESEN, ROY
	3	PPA	Payment Reminder		
	4	PPS	MultiPart SIF		

**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**.

- 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.

- 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

- Do one of the following:
  - [Change an Account Status](#)
  - [Request a Letter](#)

The **Select Accounts** dialog box appears.

Select Accounts

<input checked="" type="checkbox"/>	File #	Account	Status	Balance	Has Active Arrangement?	Client	Patient Name	Date of Service	Contract Date	Chargeoff Date
<input checked="" type="checkbox"/>	1005	7738201009121	NEW	\$150.00	<input type="checkbox"/>	0000001			5/19/09	1/31/11
<input checked="" type="checkbox"/>	1206	773820665544	NEW	\$250.00	<input type="checkbox"/>	0000002			5/19/09	

Advanced

Save Close Help

**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.

- 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**.
- 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.

- 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

### 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

- 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


- In the data grid, click the letter and then click **Delete**.
- 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

- 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

- 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

- 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

- 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

- 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.
- In the data grid, click a letter and then click **Details**.

**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

**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
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.

Available Panels ▾		Notes ✕				
Date	Account	User	Action	Result	Comment	Private?
4/27/12 1:07 pm	1008	FUSION	SEND	SEND	Equifax FirstSearch Service data ordered on 04/27/2012. Current Balance = 476.55	<input type="checkbox"/>
4/27/12 1:07 pm	1005	FUSION	SEND	SEND	Equifax FirstSearch Service data ordered on 04/27/2012. Current Balance = 1307.21	<input type="checkbox"/>
2/11/11 10:13 am	1005	EXCHANGE-S	CO	CO	NEW BIZ IMPORT	<input type="checkbox"/>
2/11/11 10:13 am	1008	EXCHANGE-S	CO	CO	NEW BIZ IMPORT	<input type="checkbox"/>

Previous 1 Next

## 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**.

Available Panels																			
Income And Expenditure ✕		Address ✕																	
+ Add		Edit		Filter By: Party		Select an option		Type		Select an option		Status		Select an option		Clear Filters		Help	
Party	Type	Flags	Status	Source	Confirmation Source	Address Line 1	Address Line 2	City/Town	County	Post Code	Country								
Vanner, Yseult	HOME	A C P	UNKNOWN	MIGRATION		79 Rusridge Rd.		Warwickshire		LH3 9IW									
Vanner, Yseult	HOME	C	UNKNOWN	MIGRATION		58 Quarterstaff St.	Pence Springs	Essex		FS8 3AS									
Vanner, Yseult	HOME	C	UNKNOWN	MIGRATION		439A Wailawa Esplanade	Sweetwater	Leicestershire		KM1R 2EE									

Previous 1 Next

**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**.

Party	Type	Flags	Status	Source	Confirmation Source	Address Line 1	Address Line 2	City/Town	County	Post Code	Country
Vanner, Yseult	HOME	A C P	UNKNOWN	MIGRATION		79 Rusridge Rd.		Warwickshire		LH3 9IW	
Vanner, Yseult	HOME	C	UNKNOWN	MIGRATION		58 Quarterstaff St.	Pence Springs	Essex		FS8 3AS	
Vanner, Yseult	HOME	C	UNKNOWN	MIGRATION		439A Wailawa Esplanade	Sweetwater	Leicestershire		KM1R 2EE	

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.

- 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

- In the **Reference Panel** navigation bar, click **Available Panels** and then click **Address**.

Available Panels											
Income And Expenditure ✕ Address ✕											
+ Add Edit Filter By: Party Select an option Type Select an option Status Select an option Clear Filters Help											
Party	Type	Flags	Status	Source	Confirmation Source	Address Line 1	Address Line 2	City/Town	County	Post Code	Country
Vanner, Yseult	HOME	A C P	UNKNOWN	MIGRATION		79 Rusridge Rd.		Warwickshire		LH3 9IW	
Vanner, Yseult	HOME	C	UNKNOWN	MIGRATION		58 Quarterstaff St.	Pence Springs	Essex		FS8 3AS	
Vanner, Yseult	HOME	C	UNKNOWN	MIGRATION		439A Wailawa Esplanade	Sweetwater	Leicestershire		KM1R 2EE	

Previous 1 Next

- In the data grid, click the address and then, in the **Reference Panel** toolbar, click **Edit**.

**Edit Address**

Type of Address	Home	Address Line 1	79 Rusridge Rd.
Status of Address	Good	Address Line 2	
Source	Client	City/Town	Warwickshire
Confirmation	Client	County	
Active	<input checked="" type="checkbox"/>	Post Code	LH3 9IW
Primary	<input checked="" type="checkbox"/>	Country	
Correspondence	<input checked="" type="checkbox"/>		

Save Help Cancel

**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.

The screenshot shows the AIM panel interface. At the top, there is a navigation bar with 'Available Panels' and 'AIM Panel'. Below this is a 'Help' icon. The main area has several tabs: 'General', 'History', 'Requests/Notifications', 'Arrangements', and 'Work Efforts'. The 'General' tab is active, displaying a table with the following data:

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.

The screenshot shows the AIM History interface. At the top, there is a navigation bar with 'Available Panels', 'Notes', and 'AIM Panel'. Below this is a toolbar with '+ Create Request' and 'Help'. A tabbed interface shows 'General', 'History', 'Requests/Notifications', 'Arrangements', and 'Work Efforts'. The 'History' tab is active, displaying a table with the following data:

Transaction Type	Agency/Attorney	Date	Message	Balance	
Export Demographic Address Update	Collections Plus Services	1/27/2014	Processed, no errors.	\$191.00	
Export Demographic Phone Update	Collections Plus Services	1/27/2014	Processed, no errors.	\$191.00	
Import Notes	Collections Plus Services	1/27/2014	Processed, no errors.	\$1,040.96	<a href="#">Details</a>
Import Requests and Responses	Collections Plus Services	1/27/2014	Processed, no errors.	\$1,234.68	<a href="#">Details</a>
Export Assets	Collections Plus Services	1/27/2014	Processed, no errors.	\$1,234.68	

At the bottom of the table, there is a pagination control with 'Previous', '1', '2', '3', '4', '5', '6', and 'Next'.

**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.

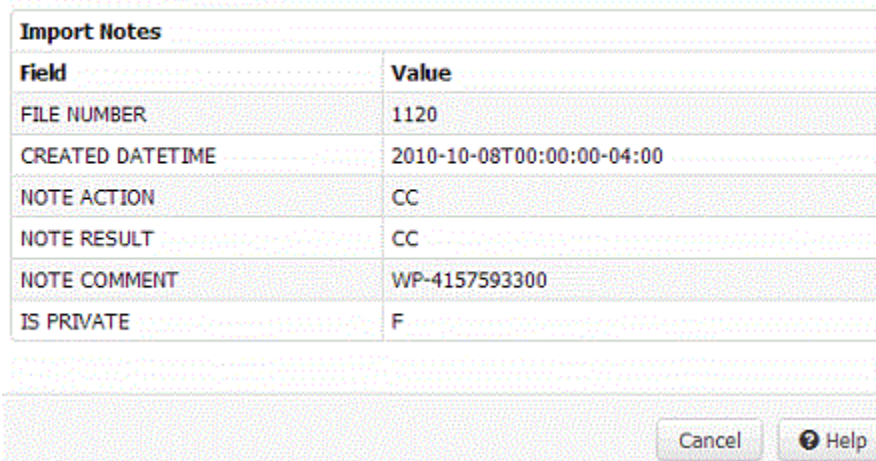
### View AIM History Details

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

**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	Entity	Request	Requested	Response	Responded	Status	Request ID	
External	Collections Plus Services	DSP	12/13/2012	NDSP	1/2/1900	Responded on time	4	Responded
External	Collections Plus Services	EXT	1/7/2013			Response is 7 days over	337	Set Response
External	Collections Plus Services	DOCS	12/13/2012	NOMED	1/2/1900	Responded on time	670	Responded
External	Collections Plus Services	DSP	3/23/2013	NDSP	1/2/1900	Responded on time	1003	Responded
External	Collections Plus Services	EXT	4/17/2013			Response is 29 days over	1336	Set Response

Previous 1 2 3 Next

**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**.

**New Request**

Request Code/Description:  Dispute Request from Agency

Requested Date:

Request Text:

**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.

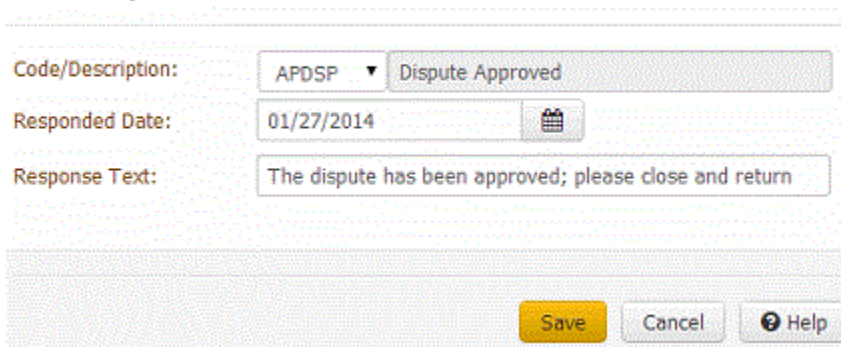
### Create an AIM Response

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**.

#### New 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	Date Created	Due Date	Amount
Collections Plus Services	7/19/2013	7/21/2013	\$10.00
Collections Plus Services	7/19/2013	8/4/2013	\$10.00
Collections Plus Services	7/19/2013	8/18/2013	\$10.00
Collections Plus Services	7/19/2013	9/1/2013	\$10.00
Collections Plus Services	7/19/2013	9/15/2013	\$10.00
Collections Plus Services	7/19/2013	9/29/2013	\$10.00
Collections Plus Services	7/19/2013	10/13/2013	\$10.00
Collections Plus Services	7/19/2013	10/27/2013	\$10.00
Collections Plus Services	7/19/2013	11/10/2013	\$10.00
Collections Plus Services	7/19/2013	11/24/2013	\$10.00

**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	Action Date	Category	Code	Description
Collection Plus Services	5/25/2014	Letter	0152	

**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**.

Available Panels ▾ Arrangement History ✖													Help
No.	Effective Start Date	First Pay Date	Type	User	Install	Frequency	Payout	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		

Previous 1 Next

**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.

**Payout:** 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 automotive information for the account displayed in the **Work Form**.

### Maintain Vehicle 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 vehicle collateral information



1. In the **Reference Panel** navigation bar, click **Available Panels** and then click **Automotive**.
2. Click the **Collateral** tab.

The screenshot shows the 'Collateral' tab in the Automotive Reference Panel. The form is organized into several sections:

- Collateral Section:** Contains fields for Year, Make, Model, Add-On, VIN, Manufacturing Code, Series Identifier, Color, Ignition Key Number, Other Key Number, Purchase Amount, MSRP, Fair Market Value, Totaled, Damaged, Sell Collateral, Description, Legal Code, Volume Date, Termination Date, Termination Effective Date, Finance Charge Due, and Late Charge Due.
- Tag Section:** Includes Decal State (dropdown), Decal Number, and Decal Year.
- Title Section:** Includes Title Position (dropdown), Title State (dropdown), Title Status, and Have Title (checkbox).
- Dealer Section:** Includes Dealer Code, Dealer Endorsement Code, and Decal Year.

A 'Save' button is located at the bottom of the form.

## 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. Click the **Repossession** tab.



**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 repair, bid, appraisal, 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. Click the **Auction** tab and then click the **Main** tab.

Available Panels ▾
Notes ✕
Automotive ✕
Help

Collateral
Repossession
Auction
Lease

**Auction**

Main
Repair Bids
Appraisals
Bids

**Repairs**

Collateral Repairs Needed:

Sell As Is:  - As Is  - Repaired

Description:

Approved:

Ordered:

Completed:

Comments:

Repaired Value:

**Auction Information**

Inspection Date:

Location:

Collateral Appraiser Code:

Appraisal Verified:

Buyer PO Number:

Bid Closed:

Collateral Avail For Resale:

Collateral Sold:

Payment Received:

Collateral Sale Price:

Auction Expense:

Collateral Stock Number:

**Letters**

Letter to Lien Holder 1:

Letter to Lien Holder 2:

Letter to Guarantor:

Notice to Maker:

Notice to Other:

**Title**

Title Ordered Date:

Title Sent to Auction:

Title Received Date:

Save

### 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. Click the **Auction** tab and then 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. Click the **Auction** tab and then click the **Appraisals** tab.



**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).

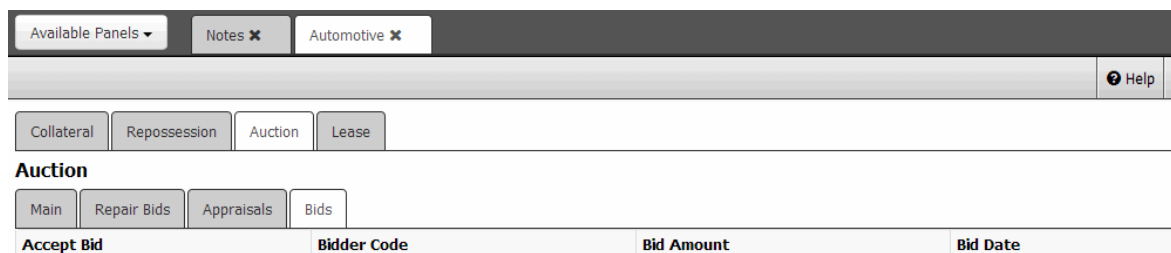
**Appraisal Received:** Date your organization received the appraisal.

### 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. Click the **Auction** tab and then 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. Click the **Lease** tab.

The screenshot shows a web interface for maintaining lease information. At the top, there is a navigation bar with 'Available Panels', 'Notes', and 'Automotive'. Below this is a sub-navigation bar with 'Collateral', 'Repossession', 'Auction', and 'Lease' tabs. The 'Lease' tab is selected. The main area contains a form with various input fields for lease details, organized into columns. A 'Save' button is positioned at the bottom center of the form area.

**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**.

## Communication

### Communication

Use the **Communication** panel to view historical communication for the account displayed in the **Work Form**. If a call has an audio recording associated to it, you can play the recording. If a letter has a file associated to it, you can view the letter.

Available communications are:

- Outbound call initiated manually within Latitude or through a desktop phone
- Outbound call initiated through a Dialer calling list
- Inbound call from the customer delivered through the Dialer or a desktop phone
- Written communication or electronic message, such as:
  - Outbound letter sent from within Latitude
  - Outbound letter sent from outside Latitude that a user attached to the account
  - Inbound document that a user attached to the account

### View Account Communications

Use the **Communication** panel to view communication activities associated to the account displayed in the **Work Form**.

**To view account communications**

1. In the **Reference Panel** navigation bar, click **Available Panels** and then click **Communication**.

Filter By:		Type	Party	Clear Filters
Date	User	Type	Party	Description
9/3/19 8:37 pm	GSadmin	ManualCallDispositioned	Willie Davis	Manual Call to +13175589633 Home result LM (Not Set)
9/3/19 8:30 pm	GSadmin	CampaignCallDispositioned	Willie Davis	Campaign Call to +12157329143 Work result DK (Not Set)
9/3/19 8:29 pm	GSadmin	CampaignCallDispositioned	Willie Davis	Campaign Call to +13175589633 Home result TT (Not Set)
8/30/19 11:09 pm	Pam Briggs	CampaignCallDispositioned	Willie Davis	Campaign Call to +13175589633 Home result CO (Not Set)

**Filter by:**

**Type:** If selected, only displays communications that match the specified communication type.

**Party:** If selected, only displays communications for the specified party.

**Clear Filters:** Clears the specified filters and displays all communications.

**Date:** Date and time the communication occurred. To change the sort order, click the arrow in the Date column heading.

**User:** ID and name of the user associated to the communication.

**Type:** Type of communication.

**Party:** Name of the party who received the communication from or sent the communication to your organization.

**Description:** Description of the communication.

2. To filter communications, do the following:
  - To display communications for a specific communication type, in the **Type** box in the **Communication** panel toolbar, click the communication type. Only communications that match the specified type appear in the panel.
  - To display communications for a specific party, in the **Party** box in the **Communication** panel toolbar, click the party. Only communications for the specified party appear in the panel.

**Tip:** To clear the filter and display all communications, click **Clear Filters**.

**Play a Call Recording**

Use the **Play Recordings** dialog box to play an audio recording of a call.

**To play a call recording**

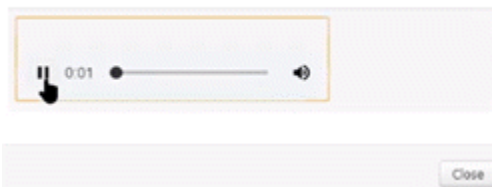
1. In the **Reference Panel** navigation bar, click **Available Panels** and then click **Communication**.

Date	User	Type	Party	Description
9/3/19 8:30 pm	GSadmin	CampaignCallDispositioned	Willie Davis	Campaign Call to +12157329143 Work result DK (Not Set)
9/3/19 8:29 pm	GSadmin	CampaignCallDispositioned	Willie Davis	Campaign Call to +13175589633 Home result TT (Not Set)
8/30/19 11:09 pm	Pam Briggs	CampaignCallDispositioned	Willie Davis	Campaign Call to +13175589633 Home result CO (Not Set)

If a call has a recording associated to it, a Folder image appears in the **Type** column.

- In the data grid, click the communication to play and then click **Play/View**. The **Play Recordings** dialog box appears.

#### Play Recordings



- When finished, click **Close**.

### View a Sent Letter

Use the **Communication** panel to view a letter that a user sent to a party on the account. If a user didn't save the letter output when sending the letter, the option to view the letter file isn't available.

#### To view a sent letter

- In the **Reference Panel** navigation bar, click **Available Panels** and then click **Communication**.

Date	User	Type	Party	Description
9/3/19 8:30 pm	GSadmin	CampaignCallDispositioned	Willie Davis	Campaign Call to +12157329143 Work result DK (Not Set)
9/3/19 8:29 pm	GSadmin	CampaignCallDispositioned	Willie Davis	Campaign Call to +13175589633 Home result TT (Not Set)
8/30/19 11:09 pm	Pam Briggs	CampaignCallDispositioned	Willie Davis	Campaign Call to +13175589633 Home result CO (Not Set)

If a sent letter has an output file associated to it, a Folder image appears in the **Type** column.

- In the data grid, click the letter to view and then click **Play/View**. The letter appears minimized beneath the status bar.
- Click the letter to open it in the associated program (for example, Word or Adobe Acrobat Reader).

### View Interaction Details for a Communication

Use the **Interactions** panel to view the interaction details associated to a communication.

#### To view interaction details for a communication

- In the **Reference Panel** navigation bar, click **Available Panels** and then click **Communication**.

Date	User	Type	Party	Description
9/3/19 8:30 pm	GSadmin	CampaignCallDispositioned	Willie Davis	Campaign Call to +12157329143 Work result DK (Not Set)
9/3/19 8:29 pm	GSadmin	CampaignCallDispositioned	Willie Davis	Campaign Call to +13175589633 Home result TT (Not Set)
8/30/19 11:09 pm	Pam Briggs	CampaignCallDispositioned	Willie Davis	Campaign Call to +13175589633 Home result CO (Not Set)

- In the data grid, click the communication and then click **Interaction**. The **Interactions** panel opens to the entry associated to the communication.

Date	User	Account	Event	Detail
9/3/19 8:28 pm	GSadmin	1006	Interaction Started	
9/3/19 8:29 pm	GSadmin	1006	Campaign Call Dispositioned	Campaign Call to XXXXXXXXX0633
9/3/19 8:29 pm	GSadmin	1006	Account Worked	Account considered as Worked
9/3/19 8:29 pm	GSadmin	1006	Account Contacted	Contact Contacted
9/3/19 8:29 pm	GSadmin	1006	Account Attempted	Contact Attempted
9/3/19 8:29 pm	GSadmin	1006	Party Phone Number Attempted	Party Willie Davis - Phone Number Home
9/3/19 8:29 pm	GSadmin	1006	Interaction Completed	

## 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.

- 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.

The screenshot displays a web application interface for viewing credit bureau reporting account information. The interface includes a navigation bar with 'Available Panels', 'Notes', and 'CB Reporting'. Below this is a 'View History' section with a dropdown menu set to 'Pending Record' and a 'Help' icon. The main content area is divided into two tabs: 'Account Information' (selected) and 'Utility'. The 'Account Information' tab contains a grid of input fields for account details, including Account Id, Customer Id, Primary Debtor, Portfolio Type, Account Type, Account Status, Special Comment, Consumer Account, Last Updated, Last Reported, Compliance Condition, Original Loan, Actual Payment, Current Balance, Amount Past Due, Terms Duration, Original Creditor, Creditor Class, Credit Limit, Charge-off Amount, Billing Date, Delinquency Date, Closed Date, Last Payment, History Date, Payment History, Wait Days, and Extend Days. Below this is a section for customer information, with tabs for 'Sloan, Orlando' and 'Sloan, Mira'. The 'Sloan, Orlando' tab is active, showing fields for Name, Last, First, Middle, Suffix, SSN, Date of Birth, Phone, Address, City, State, Zip, Country, Transaction Type, ECOA Code, Information Indicator, Address Indicator, Residence Code, and Last Updated. A 'Save' button is located below the customer information fields. At the bottom of the form, a status bar displays 'DB Server Name: localhost Database: Collect2000 Previous Login: Jul 18, 2017 8:08:31 am Time on Account: 00:02:19'.

**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.



**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	Comment
7/18/17	Account 1840 evaluated.
7/18/17	(I)Initial 93generated - 48
7/18/17	Account fraud, deletion submitted in credit bureau report file.
7/18/17	Account update will be sent to credit bureaus in next update.
7/18/17	Removed Account 1840 from credit bureau report.
6/2/17	(I)Initial 93generated - 48
6/2/17	Account removed from pending - Exception raised on account. See Cbr_Exceptions.
6/2/17	Statute of limitations exceeded.
6/2/17	Account removed from pending - Exception raised on account. See Cbr_Exceptions.
6/2/17	Statute of limitations exceeded.
6/2/17	Account removed from pending - Exception raised on account. See Cbr_Exceptions.
6/2/17	Statute of limitations exceeded.
6/2/17	Account removed from pending - Exception raised on account. See Cbr_Exceptions.
6/2/17	Statute of limitations exceeded.
6/2/17	Account removed from pending - Exception raised on account. See Cbr_Exceptions.
6/2/17	Statute of limitations exceeded.
1/14/17	Account update will be sent to credit bureaus in next update.
6/8/16	Account update will be sent to credit bureaus in next update.
6/8/16	Account placed in pending for the next credit bureau report. AccountType - 48

DB Server Name: localhost Database: Collect2000 Previous Login: Jun 2, 2017 2:48:11 pm Time on Account: 00:08:50

**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:
  - a. 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.

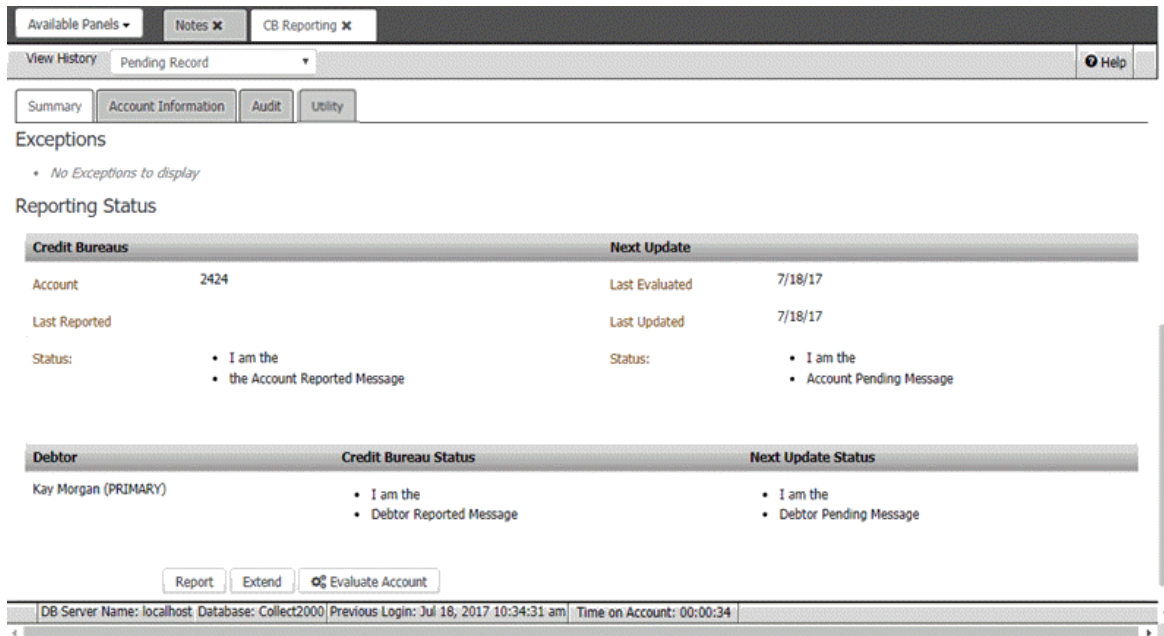
### Report an Account to Credit Bureaus

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.

Available Panels ▾ CB Reporting ✕

View History Pending Record ▾ Help

Summary Account Information Audit Utility

### Exceptions

Debtor	Description
Account	OutofStatute

### Reporting Status

Credit Bureaus	Next Update
Account 1005	Last Evaluated 7/18/17
Last Reported	Last Updated
Status: <ul style="list-style-type: none"> <li>I am the</li> <li>the Account Reported Message</li> </ul>	Status: <ul style="list-style-type: none"> <li>I am the</li> <li>Account Pending Message</li> </ul>

Debtor	Credit Bureau Status	Next Update Status
Roy Wiesen (PRIMARY)	<ul style="list-style-type: none"> <li>I am the</li> <li>Debtor Reported Message</li> </ul>	<ul style="list-style-type: none"> <li>I am the</li> <li>Debtor Pending Message</li> </ul>

Report Extend Evaluate Account

DB Server Name: localhost Database: Collect2000 Previous Login: Jun 2, 2017 2:48:11 pm Time on Account: 00:00:43

- Click **Extend**.

### Extend Days

Enter the number of days you wish to extend the delay of reporting this account to the credit bureaus.

Received Date	4/23/12
Wait Days	2
Extension	0
Report Date	4/25/12

Save Cancel

**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.

- In the **Extension** box, type the number of days beyond the "wait days" to delay reporting.
- 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.

The screenshot shows the 'Summary' tab of the 'CB Reporting' panel. The interface includes a navigation bar with 'Available Panels' and 'CB Reporting'. Below the navigation bar are tabs for 'Summary', 'Account Information', 'Audit', and 'Utility'. The 'Summary' tab is active. The main content area is divided into sections: 'Exceptions' (No Exceptions to display), 'Reporting Status', and 'Debtors'. The 'Reporting Status' section contains a table with columns for 'Credit Bureaus' and 'Next Update'. The 'Debtors' section contains a table with columns for 'Debtor', 'Credit Bureau Status', and 'Next Update Status'. At the bottom of the interface are buttons for 'Delete', 'Delete as Fraud', and 'Evaluate Account'.

Credit Bureaus		Next Update	
Account	1840	Last Evaluated	7/18/17
Last Reported	7/18/17	Last Updated	7/18/17
Status:	<ul style="list-style-type: none"> <li>I am the</li> <li>the Account Reported Message</li> </ul>	Status:	<ul style="list-style-type: none"> <li>I am the</li> <li>Account Pending Message</li> </ul>

Debtor	Credit Bureau Status	Next Update Status
Orlando Sloan (PRIMARY)	<ul style="list-style-type: none"> <li>I am the</li> <li>Debtor Reported Message</li> </ul>	<ul style="list-style-type: none"> <li>I am the</li> <li>Debtor Pending Message</li> </ul>
Mira Sloan	<ul style="list-style-type: none"> <li>I am the</li> <li>Debtor Reported Message</li> </ul>	<ul style="list-style-type: none"> <li>I am the</li> <li>Debtor Pending Message</li> </ul>

Buttons: Delete, Delete as Fraud, Evaluate Account

DB Server Name: localhost Database: Collect2000 Previous Login: Jul 18, 2017 8:08:31 am Time on Account: 00:04:58

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.

Available Panels ▾		Notes ✕		CB Reporting ✕		
View History					Pending Record ▾	Help
Summary		Account Information		Audit		Utility
Account Id	1840	Compliance Condition		Billing Date	7/18/17	
Customer Id	16	Original Loan	\$10,000.00	Delinquency Date	1/23/12	
Primary Debtor	1143	Actual Payment	\$0.00	Closed Date		
Portfolio Type	0	Current Balance	\$10,000.00	Last Payment		
Account Type	48 - Collection Agency/Attorney	Amount Past Due	\$10,000.00	History Date	6/30/17	
Account Status	93 - Account assigned to internal	Terms Duration	001	Payment History		
Special Comment		Original Creditor	Sodin Bank and Trust	Wait Days	1	
Consumer Account	1840	Creditor Class	01	Extend Days	0	
Last Updated	7/18/17	Credit Limit	\$0.00			
Last Reported		Charge-off Amount	0			
Sloan, Orlando		Sloan, Mira				
Name	Sloan, Orlando	Date of Birth	10/25/59	ECOA Code	2 - Joint Contractual Liability	
Last	Sloan	Phone	+17849922586	Information Indicator		
First	Orlando	Address	80 Fablen St.	Address Indicator	N - Not confirmed address	
Middle		City, State, Zip	Albuquerque, WA 90512	Residence Code		
Suffix		Country	US	Last Updated	7/18/17	
SSN	000640108	Transaction Type				
Save						
DB Server Name: localhost Database: Collect2000 Previous Login: Jul 18, 2017 8:08:31 am Time on Account: 00:02:19						

3. Click the tab that corresponds to the party's name.

The screenshot displays the Latitude system interface. At the top, there are tabs for 'Available Panels', 'Notes', and 'CB Reporting'. Below this is a navigation bar with 'View History' and 'Pending Record' dropdowns, and a 'Help' icon. The main content area is divided into two sections. The first section, titled 'Summary', contains various account details in a grid format, including Account Id (1840), Customer Id (16), Primary Debtor (1143), Portfolio Type (0), Account Type (48 - Collection Agency/Attorney), Account Status (93 - Account assigned to internal), Special Comment, Consumer Account (1840), Last Updated (7/18/17), Last Reported, Compliance Condition, Original Loan (\$10,000.00), Actual Payment (\$0.00), Current Balance (\$10,000.00), Amount Past Due (\$10,000.00), Terms Duration (001), Original Creditor (Sodin Bank and Trust), Creditor Class (01), Credit Limit (\$0.00), Charge-off Amount (0), Billing Date (7/18/17), Delinquency Date (1/23/12), Closed Date, Last Payment, History Date (6/30/17), Payment History, Wait Days (1), and Extend Days (0). The second section, titled 'Sloan, Orlando' and 'Sloan, Mira', contains personal information for the debtor, including Name (Sloan, Mira), Date of Birth (9/1/65), ECOA Code (2 - Joint Contractual Liability), Information Indicator, Last (Sloan), Phone, Address (80 Fablen ST), Address Indicator (N - Not confirmed address), First (Mira), City, State, Zip (Albuquerque, WA 90521), Residence Code, Middle, Country (US), Last Updated (7/18/17), Suffix, SSN (55555555), and Transaction Type (1 - Newly opened account, or new). A red button labeled 'Remove Debtor: Sloan, Mira' is visible at the bottom right of the debtor information section. A 'Save' button is located at the bottom center of the form. At the very bottom, a status bar shows 'DB Server Name: localhost Database: Collect2000 Previous Login: Jul 18, 2017 8:08:31 am Time on Account: 00:03:54'.

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.

The screenshot shows the 'CB Reporting' panel with the 'Summary' tab selected. It displays 'Exceptions' (none), 'Reporting Status', and a table of debtors. The table has columns for Debtor, Credit Bureau Status, and Next Update Status. At the bottom, there are buttons for 'Delete', 'Delete as Fraud', and 'Evaluate Account'.

Credit Bureaus		Next Update	
Account	1840	Last Evaluated	7/18/17
Last Reported	7/18/17	Last Updated	7/18/17
Status:	<ul style="list-style-type: none"> <li>I am the</li> <li>the Account Reported Message</li> </ul>	Status:	<ul style="list-style-type: none"> <li>I am the</li> <li>Account Pending Message</li> </ul>

Debtor	Credit Bureau Status	Next Update Status
Orlando Sloan (PRIMARY)	<ul style="list-style-type: none"> <li>I am the</li> <li>Debtor Reported Message</li> </ul>	<ul style="list-style-type: none"> <li>I am the</li> <li>Debtor Pending Message</li> </ul>
Mira Sloan	<ul style="list-style-type: none"> <li>I am the</li> <li>Debtor Reported Message</li> </ul>	<ul style="list-style-type: none"> <li>I am the</li> <li>Debtor Pending Message</li> </ul>

Buttons: Delete, Delete as Fraud, Evaluate Account

DB Server Name: localhost Database: Collect2000 Previous Login: Jul 18, 2017 8:08:31 am Time on Account: 00:04:58

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 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.

The screenshot shows the 'CB Reporting' interface. At the top, there is a navigation bar with 'Available Panels' and 'CB Reporting'. Below this is a 'View History' section with a dropdown menu set to 'Pending Record' and a 'Help' icon. The main content area has tabs for 'Summary', 'Account Information', 'Audit', and 'Utility'. Under 'Exceptions', it says 'No Exceptions to display'. The 'Reporting Status' section contains two tables. The first table, 'Credit Bureaus', has columns for 'Account', 'Last Reported', 'Status', 'Next Update', and 'Last Updated'. The second table, 'Debtor', has columns for 'Debtor', 'Credit Bureau Status', and 'Next Update Status'. At the bottom of the interface, there are buttons for 'Delete', 'Delete as Fraud', 'Delete as Paid by Insurance', and 'Evaluate Account'. A status bar at the very bottom shows 'DB Server Name: localhost Database: Collect2000 Previous Login: Jul 18, 2017 8:08:31 am Time on Account: 00:00:47'.

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

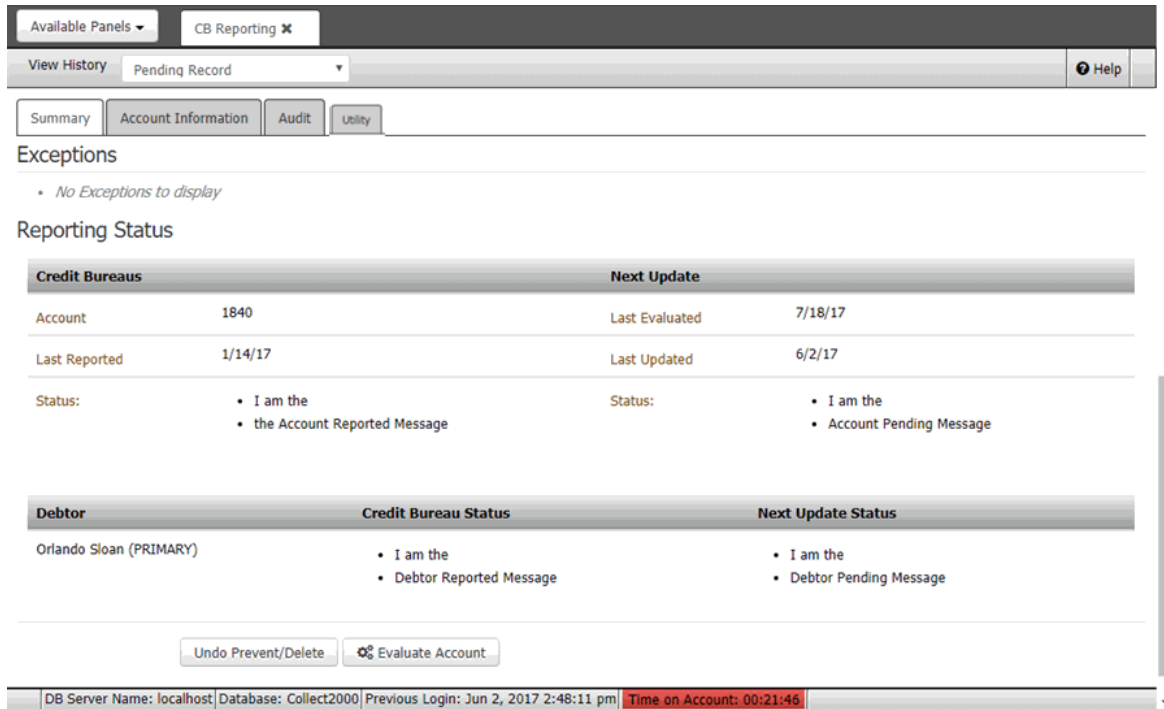
Use the **Summary** tab to undo the credit reporting delete request for the account displayed in the **Work Form** if you haven't sent the delete request to the credit bureaus. You can undo the following:

- 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 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			

Latitude Printable Help for Users

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 18 2A 37 8A	05 11 13 64 71 78 80 82 83 84 97 DA DF	[blank] XA XB XC XD XE XF XG XH XJ XR	AB AC AH AI AJ AM AN AP AT AU AV AW AX B BA BL BP C CH CM CN CO	1 2 3 5 7 T W X Z



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 48 77	62 93 DA DF	XB XC XF XG XH XR	AB AC AI AJ AM AU AW B BP C S V	1 2 3 5 7 T W X Z
MORTGAGE	C	89	05 11 13 64 65 71 78 80 82 83 84 89	XA XB XC XD XE XF XG XH XJ XR	AB AC AH AI AJ AM AN AP AS AT AU AV	1 2 3 5 7 T W X Z

Latitude Printable Help for Users

Industry Code	Portfolio Types	Account Types	CBR Account Status Codes	Compliance Condition Codes	Special Comment Codes	ECOA Codes
			94 97 DA DF		AW B BA BP C CH CJ CK CM CN CO M O S V	
MORTGAGE	I	04 05 0A 0F 17 6D 9A	05 11 13 64 65 71 78 80 82 83 84 89 94 97	XB XC XF XG XH XR	AB AC AG AH AI AJ AM AN AS AT AU AV AW AX	1 2 3 5 7 T W X Z

Industry Code	Portfolio Types	Account Types	CBR Account Status Codes	Compliance Condition Codes	Special Comment Codes	ECOA Codes
			DA DF		B BA BN BP BT C CH CM CN CO H O S V	

**Account Types**

The following table lists the account types that Latitude 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 supports.

Code	Description
[blank]	Address not available or unknown.
B	Business address - not consumer's residence.
C	Confirmed/Verified address <b>Note:</b> 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 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	<p>Delete entire account (for reasons other than fraud). For example:</p> <ul style="list-style-type: none"> <li>• Account reported in error.</li> <li>• Consumer is deceased and no other associated party remains responsible for the account.</li> <li>• Insurance is paying the account, or paid the account in full.</li> <li>• Debt buyer forwarded or sold the account.</li> <li>• Third-party agency canceled and returned the account to the creditor.</li> <li>• Consumer has a discharged bankruptcy Chapter 7 or is in a Chapter 13 repayment plan currently.</li> </ul> <p><b>Note:</b> 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.</p>
DF	Delete entire account because of confirmed fraud (fraud investigation completed).

### Compliance Condition Codes

The following table lists the compliance condition codes that Latitude 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. <b>Note:</b> 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 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. <b>Note:</b> 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	<b>Individual:</b> Party has contractual responsibility for the account and has primary responsibility for its payment.
2	<b>Joint Contractual Liability:</b> 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	<b>Authorized User:</b> Party is an authorized user of the account; another party has contractual responsibility.
5	<b>Co-maker or Guarantor:</b> Party guaranteed the account and assumes responsibility for the account if the maker defaults.
7	<b>Maker:</b> Party is responsible for the account; a cosigner guaranteed the account.
T	<b>Terminated:</b> Party is no longer associated to the account; do not report.
W	<b>Business/Commercial:</b> Account is for a company.
X	<b>Deceased:</b> Party is deceased. There could be other parties associated to the account.
Z	<b>Delete:</b> 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".

<b>Code</b>	<b>Description</b>
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.

<b>Code</b>	<b>Description</b>
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.tpl.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.

UserName	ActionCode	ResultCode	Comment	DateCreated
FUSION	SEND	SEND	Equifax FirstSearch Service data ordered on 04/27/2012. Current Balance = 1307.21	2012-04-27
EXCHANGE-S	CO	CO	NEW BIZ IMPORT	2011-02-11

## 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.

UserName	ActionCode	ResultCode	Comment	DateCreated
FUSION	SEND	SEND	Equifax FirstSearch Service data ordered on 04/27/2012. Current Balance = 1307.21	2012-04-27
EXCHANGE-S	CO	CO	NEW BIZ IMPORT	2011-02-11

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**.

Available Panels ▾		Documentation ✕			
+ Attach Document					Help
Name	Category	Filename	Attached Date	By	
✕ Contract	Legal	Collect 2015_Agenda_May 26 2015.docx	8/25/15	GSAdmin	

Previous 1 Next

- In the **Reference Panel** toolbar, click **Attach Document**.

**Attach Document**

Upload  No file chosen

Name:

Category:

- 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**.
- In the **Name** box, type a name for the document.
- In the **Category** list box, click the category to assign to the document.
- 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

- In the **Reference Panel** navigation bar, click **Available Panels** and then click **Documentation**.

Available Panels ▾		Documentation ✕			
+ Attach Document					Help
Name	Category	Filename	Attached Date	By	
✕ Contract	Legal	Collect 2015_Agenda_May 26 2015.docx	8/25/15	GSAdmin	

Previous 1 Next

- 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).

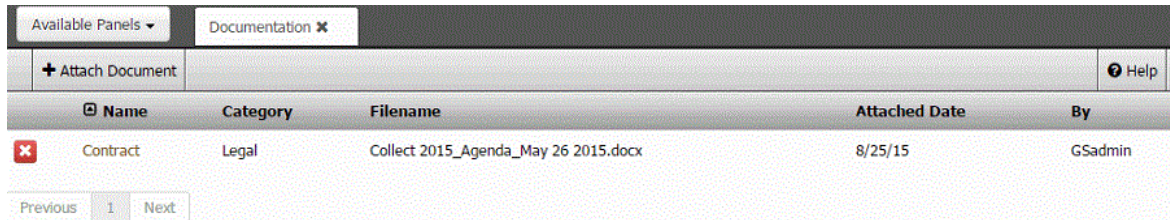


## Download a Document

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**.



Available Panels ▾		Documentation ✕			
+ Attach Document					Help
Name	Category	Filename	Attached Date	By	
✕ Contract	Legal	Collect 2015_Agenda_May 26 2015.docx	8/25/15	GSAdmin	

Previous 1 Next

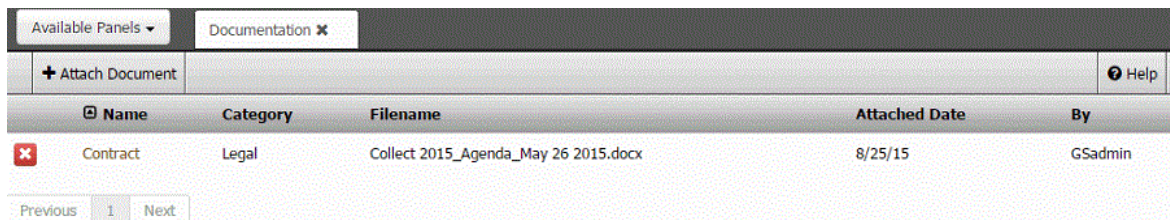
2. Do one of the following, depending on what your Internet browser allows:
  - In the **Name** column, right-click the link and then click **Save Target as...** Specify a location and file name and then click **Save**.
  - In the **Name** column, click the link. The document appears under the status 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**.



Available Panels ▾		Documentation ✕			
+ Attach Document					Help
Name	Category	Filename	Attached Date	By	
✕ Contract	Legal	Collect 2015_Agenda_May 26 2015.docx	8/25/15	GSAdmin	

Previous 1 Next

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	Primary	Type	Consent	Status	Contact
msmith@myprovider.com	<input checked="" type="checkbox"/>	Home		Good	Vanner, Yseult

**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**.

Email Address	Primary	Type	Consent	Status	Contact
msmith@myprovider.com	<input checked="" type="checkbox"/>	Home		Good	Vanner, Yseult

2. In the **Reference Panel** toolbar, click **Add**.

## Add Email Address

Email Address	<input type="text"/>	*
Type	<input type="text"/>	*
Status	<input type="text"/>	*
Customer on Account	Eva M Severino	
Is Primary?	<input type="checkbox"/>	
Consent To Email	<input checked="" type="checkbox"/> Granted	
Obtained From	Eva M Severino	
Method	<input checked="" type="radio"/> Written <input type="radio"/> Verbal	
Comment	<input type="text"/>	

**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**.

Available Panels <span>▼</span> Email ✕					
+ Add		Filter By: Contact	Select an option	Clear Filter	Help
Email Address	Primary	Type	Consent	Status	Contact
msmith@myprovider.com	<input checked="" type="checkbox"/>	Home		<input checked="" type="checkbox"/>	Vanner, Yseult

Previous 1 Next

- In the data grid, click the email address and then, in the **Email Address** list box, click **Edit**.

## Edit Email Address

Email Address	Eva.Severino@mail.com
Type	Home
Status	Good
Customer on Account	Eva M Severino
Is Primary?	<input checked="" type="checkbox"/>
Consent To Email	<input checked="" type="checkbox"/> Granted
Obtained From	Eva M Severino
Method	<input type="radio"/> Written <input checked="" type="radio"/> Verbal
Comment	<input type="text"/>

**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.

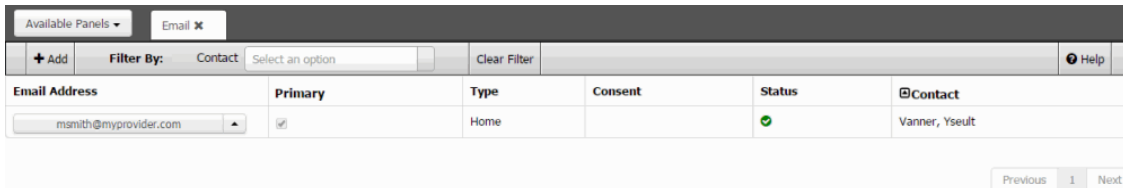
- Modify the information and then click **Save**.

## 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

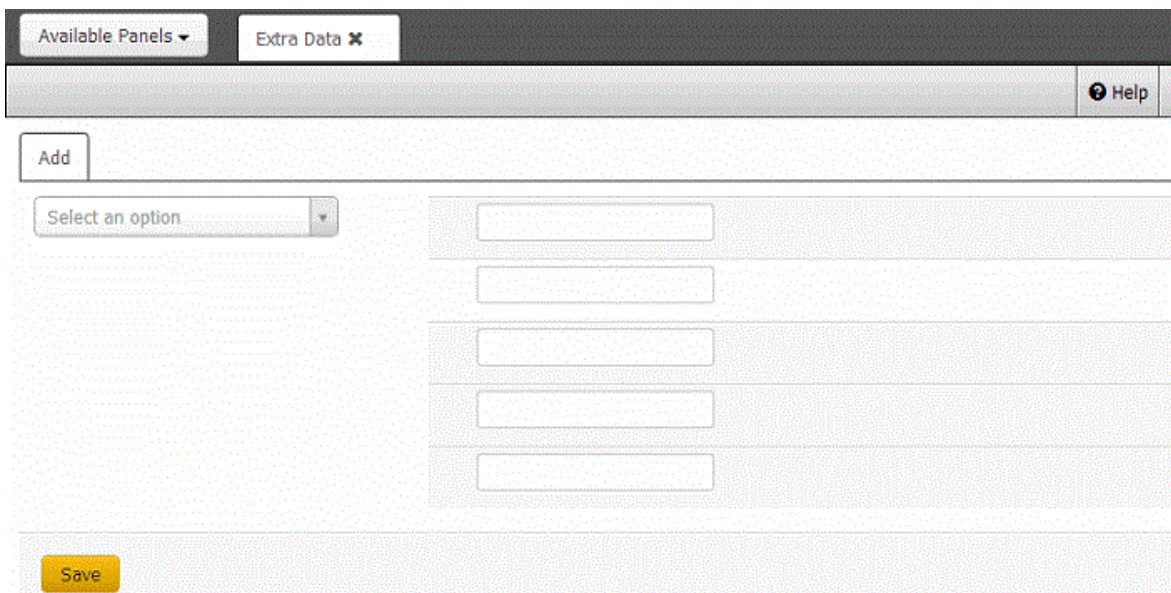
Use the **Extra Data** panel to view, add, and modify custom data for the account displayed in the **Work Form**.

### 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**.

The screenshot shows the 'Extra Data' panel within a navigation bar. The navigation bar includes 'Available Panels' and 'Extra Data' tabs, and a 'Help' icon. Below the navigation bar is an 'Add' button. A dropdown menu labeled 'Select an option' is open, showing a list of extra data codes. To the right of the dropdown are five input fields for adding data. At the bottom of the panel is a yellow 'Save' button.

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.

Available Panels ▾ Extra Data ✕

Help

Add LL

**LANDLORD**

NAME

ADDR1

CSZ

PHONE

LEASE #

Save

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.

Available Panels ▾ Notes ✕ Fusion Service History ✕

Help

WIESEN, ROY

null

12/31/0000 07:00 pm

Requesting Application:

Requested By:

Verified By:

Verified Date:

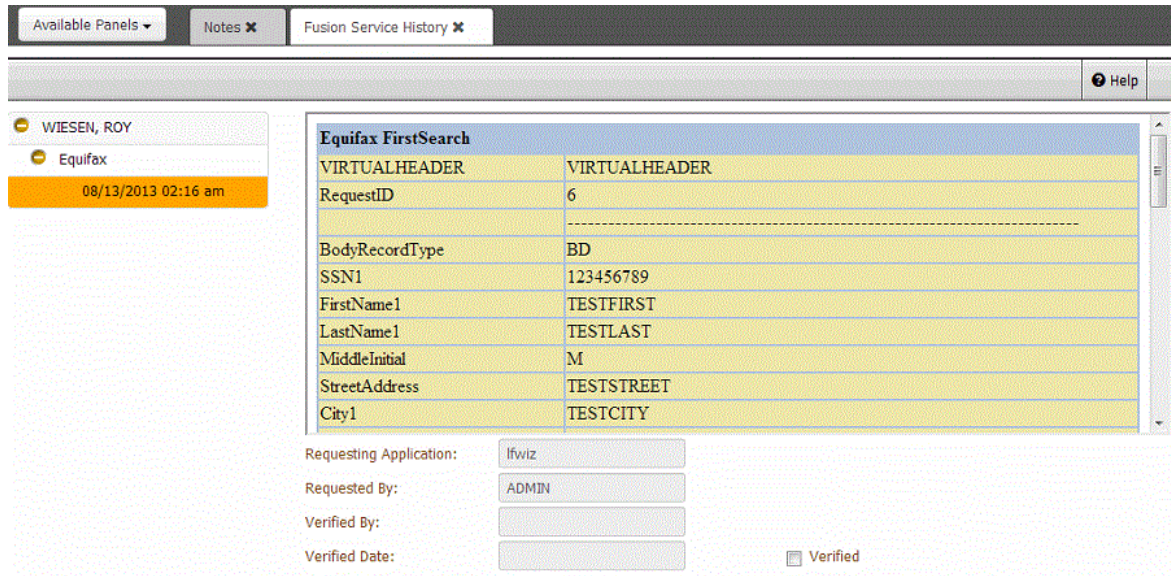
Verified

**[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**.



Available Panels ▾ Notes ✕ Fusion Service History ✕

Help

WIESEN, ROY

null

12/31/0000 07:00 pm

Requesting Application:

Requested By:

Verified By:

Verified Date:

Verified

- In the navigation tree, expand the party name and service provider nodes.
- Click the date and time entry. The service history appears.
- 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.

Available Panels ▾ Notes ✕ Fusion Service History ✕

Help

WIESEN, ROY

Equifax

08/13/2013 02:16 am

**Equifax FirstSearch**

VIRTUALHEADER	VIRTUALHEADER
RequestID	6
BodyRecordType	BD
SSN1	123456789
FirstName1	TESTFIRST
LastName1	TESTLAST
MiddleInitial	M
StreetAddress	TESTSTREET
City1	TESTCITY

Requesting Application:

Requested By:

Verified By:

Verified Date:

Verified

## 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**.

The screenshot shows the Reference Panel navigation bar with the following elements:

- Available Panels (dropdown)
- Notes (close icon)
- Income And Expenditure (close icon)
- +Add (button)
- History (button)
- Help (button)

Below the navigation bar, there are tabs for Summary, Income, Expenses, and Arrears. The main content area is divided into two columns:

- Status:**
  - Employment Status: [dropdown]
  - Home Status: [dropdown]
- Household:**
  - Adults: [input: 0]
  - Children Under 14: [input: 0]
  - Children 14-18: [input: 0]
  - Vehicles: [input: 0]
- Monthly Financials:**
  - Total Income: [input: £ 0]
  - Total Expenditure: [input: £ 0]
  - Total Priority Debt: [input: £ 0]
  - Total Other Debt: [input: £ 0]
  - Disposable Income: [input: £ 0]
  - Date Of Next Review: [input: ]

2. In the Reference Panel toolbar, click **Add** and then, in the **Income and Expenditure** dialog box, click the **Summary** tab.

**Income and Expenditure**

The screenshot shows the Income and Expenditure dialog box with the following elements:

- Summary (selected tab)
- Income (tab)
- Expenses (tab)
- Arrears (tab)

The main content area is divided into two columns:

- Status:**
  - Employment Status: [dropdown]
  - Home Status: [dropdown]
- Household:**
  - Adults: [input: 0]
  - Children Under 14: [input: 0]
  - Children 14-18: [input: 0]
  - Vehicles: [input: 0]
- Monthly Financials:**
  - Total Income: [input: £ 0]
  - Total Expenditure: [input: £ 0]
  - Total Priority Debt: [input: £ 0]
  - Total Other Debt: [input: £ 0]
  - Disposable Income: [input: £ 0]

At the bottom of the dialog box, there are two buttons: **Save** (yellow) and **Cancel** (grey).

**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).

- 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

- In the **Reference Panel** navigation bar, click **Available Panels** and then click **Income and Expenditure**.

The screenshot shows the Reference Panel navigation bar with 'Available Panels' dropdown, 'Notes' button, and 'Income And Expenditure' button. Below the navigation bar is a toolbar with '+Add', 'History', and 'Help' buttons. The main form has tabs for 'Summary', 'Income', 'Expenses', and 'Arrears'. The 'Income' tab is active, showing two columns: 'Status' and 'Household' on the left, and 'Monthly Financials' on the right. The 'Status' section includes 'Employment Status' and 'Home Status' dropdowns. The 'Household' section includes 'Adults', 'Children Under 14', 'Children 14-18', and 'Vehicles' input fields. The 'Monthly Financials' section includes 'Total Income', 'Total Expenditure', 'Total Priority Debt', 'Total Other Debt', 'Disposable Income', and 'Date Of Next Review' input fields. All financial values are currently set to £ 0.

- In the Reference Panel toolbar, click **Add** and then click the **Income** tab.

### Income and Expenditure

The screenshot shows the 'Income and Expenditure' form with tabs for 'Summary', 'Income', 'Expenses', and 'Arrears'. The 'Income' tab is active, showing two columns: 'Income' on the left and 'Property and Assets' on the right. The 'Income' section includes 'Salary', 'Benefits', 'Allowances', 'Other', and 'Total Income' input fields, each with a frequency dropdown set to 'Monthly'. The 'Property and Assets' section includes 'Value of Property', 'Mortgage Outstanding', 'Secured Loans', and 'Other Assets' input fields. All values are currently set to £ 0. At the bottom of the form are 'Save' and 'Cancel' buttons.

### 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**.

Status		Monthly Financials	
Employment Status	<input type="text"/>	Total Income	£ 0
Home Status	<input type="text"/>	Total Expenditure	£ 0
Household		Total Priority Debt	£ 0
Adults	<input type="text" value="0"/>	Total Other Debt	£ 0
Children Under 14	<input type="text" value="0"/>	Disposable Income	£ 0
Children 14-18	<input type="text" value="0"/>	Date Of Next Review	<input type="text"/>
Vehicles	<input type="text" value="0"/>		

2. In the Reference Panel toolbar, click **Add** and then click the **Expenses** tab.

## Income and Expenditure

Summary	Income	Expenses	Arrears
Mortgage	£ 0	Monthly	Vehicle
Rent	£ 0	Monthly	Car Tax/Insurance/Fuel
Council Tax	£ 0	Monthly	Other Travel
Utilities	£ 0	Monthly	e.g. Public Transport
Water/Gas/Electricity	£ 0	Monthly	Food
Telephone	£ 0	Monthly	Clothing
Landline/Mobile/Broadband	£ 0	Monthly	Other Housekeeping
Television	£ 0	Monthly	Lottery/Tobacco/Social/Healthcare
TV License/Satellite TV	£ 0	Monthly	Other
<b>Trigger Figures</b>			
Phone:	£100.00	Travel:	£150.00
		Housekeeping:	£250.00
		Other:	£300.00
<input type="button" value="Save"/> <input type="button" value="Cancel"/>			

**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**.

The screenshot shows the Reference Panel navigation bar with 'Available Panels' set to 'Income And Expenditure'. Below the navigation bar are tabs for 'Summary', 'Income', 'Expenses', and 'Arrears'. The main form area is divided into two columns: 'Status' and 'Monthly Financials'. The 'Status' column includes dropdown menus for 'Employment Status' and 'Home Status', and input fields for 'Adults', 'Children Under 14', 'Children 14-18', and 'Vehicles', all with a value of 0. The 'Monthly Financials' column includes input fields for 'Total Income', 'Total Expenditure', 'Total Priority Debt', 'Total Other Debt', and 'Disposable Income', all with a value of £ 0, and a 'Date Of Next Review' field.

2. In the Reference Panel toolbar, click **Add** and then click the **Arrears** tab.

#### Income and Expenditure

The screenshot shows the 'Income and Expenditure' form with the 'Arrears' tab selected. The form is divided into two columns: 'Monthly Priority Debts' and 'Monthly Other Debts'. The 'Monthly Priority Debts' column includes input fields for 'Mortgage Arrears', 'Rent Arrears', 'Council Tax Arrears', 'Utilities Arrears', 'Other Secured Loans', 'Magistrates Fines', 'Maintenance', 'Hire Purchase', and 'Other Arrears', all with a value of £ 0. The 'Monthly Other Debts' column includes input fields for 'Total No of Credit/Store Cards' (0), 'Credit/Store Cards Balance' (£ 0), 'Credit/Store Cards Monthly Payment' (£ 0), 'Total No of Loan Agreements' (0), 'Loan Agreements Balance' (£ 0), 'Loan Agreements Monthly Payments' (£ 0), 'Other Debts Balance' (£ 0), and 'Other Debts Monthly Payments Include Bank Overdraft' (£ 0). At the bottom of the form are 'Save' and 'Cancel' buttons.

**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.

Method	User	Started	Ended	Duration
quick search	GSadmin	4/26/18 8:36 am	-	-
quick search	GSadmin	4/26/18 8:35 am	4/26/18 8:36 am	00:00:12

**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.

- To view more information for an interaction, click the plus sign (+) in the first column. More information for the interaction appears.

Date	User	Account	Event	Detail
6/25/18 2:04 pm	GSAdmin	1200	Interaction Started	+

- 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

- 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 ✓	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.

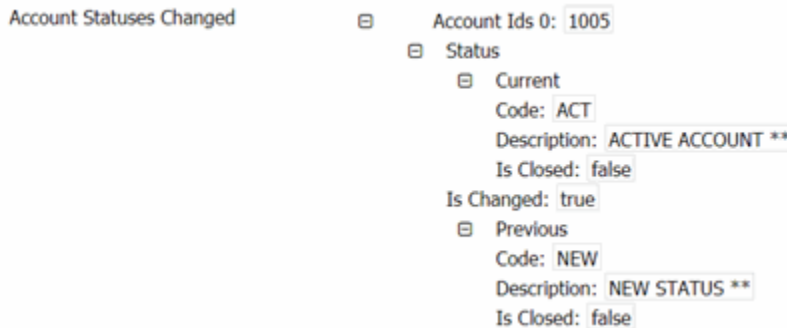
**Event:** Event that occurred.

**Detail:** Information about the event.

- 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.




- 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

- In the **Reference Panel** navigation bar, click **Available Panels** and then click **Medical**.
- Click the **Patient Information** tab.

The screenshot shows a medical form interface. At the top, there is a header bar with 'Available Panels' and 'Medical' tabs. Below this is a navigation bar with tabs for 'Patient Information', 'Insurance', 'Next of Kin', and 'Facility'. The 'Patient Information' tab is selected. The form contains various input fields for patient data, organized into two columns. The left column includes fields for Name, Address (Street Line 1, Street Line 2, City, State, Postal Code, County, Country), Patient Id, Guarantor Id, Admission Date, Service Date, Discharge Date, Patient Type, Accident Date, Accident Type, Place of Service Code, Procedure Code, Financial Class, Servicing Provider Code, Import Procedures, Location Code, and Modifier. The right column includes fields for SSN, Gender, DOB, Age, Phone, Marital Status, Employer, Work Phone, Patient Relation to Guarantor, Additional Information, Diagnosis Code 1, Diagnosis Code 2, and Diagnosis Code 3. A yellow 'Save' button is located at the bottom center of the form.

**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.

Available Panels ▾
Medical ✕

Help

Patient Information
Insurance
Next of Kin
Facility

Name	<input type="text" value="John Doe"/>	SSN	<input type="text" value="111223333"/>
Address:	<input type="text" value="1000 Main St"/>	Gender	<input type="text" value="Male"/>
	<input type="text" value="Street Line 2"/>	DOB	<input type="text" value="6/1/1991"/>
	<input type="text" value="Jacksonville"/>	Age	<input type="text" value="26"/>
	FL <input type="text" value="32256"/>	Phone	<input type="text" value="+1 (555) 555-5555"/>
	Duval <input type="text" value="USA"/>	Marital Status	<input type="text" value="Single"/>
Patient Id	<input type="text" value="123"/>	Employer	<input type="text" value="ABC Co."/>
Guarantor Id	<input type="text" value="456"/>	Work Phone	<input type="text" value="+1 (555) 999-9999"/>
Admission Date	<input type="text" value="6/6/2016"/>	Patient Relation to Guarantor	<input type="text" value="Self"/>
Service Date	<input type="text" value="6/7/2016"/>	Additional Information	<input type="text"/>
Discharge Date	<input type="text" value="6/8/2016"/>	Diagnosis Code 1	<input type="text" value="06"/>
Patient Type:	<input type="text" value="15"/>	Diagnosis Code 2	<input type="text" value="05"/>
Accident Date	<input type="text" value="6/6/2016"/>	Diagnosis Code 3	<input type="text" value="04"/>
Accident Type	<input type="text" value="14"/>		
Place of Service Code	<input type="text" value="13"/>		
Procedure Code	<input type="text" value="12"/>		
Financial Class	<input type="text" value="11"/>		
Servicing Provider Code	<input type="text" value="10"/>		
Import Procedures	<input type="text" value="09"/>		
Location Code	<input type="text" value="08"/>		
Modifier	<input type="text" value="07"/>		

**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 (+).

**Add New Insurance Record**

**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**.

**Update Insurance Record**

The screenshot shows a web form titled "Update Insurance Record". It is organized into three columns:

- Insurance Policy:** Fields for Program Name (BCBS), Employer Health Plan (Anthem), Group Number (4545), Group Name (8787), Policy Number (1234), Coordination Number (1515), Timely Filing Date (8/30/2017), and an Additional Information text area.
- Insured Information:** Fields for Name (John Doe), Insured Address (1000 Main St, Street Line 2, Jacksonville, FLORIDA, 32256, Duval, USA), Phone (5555555555), Work Phone (5559999999), Insured DOB (6/1/1991), and Employer (ABC Co.).
- Carrier Information:** Fields for Category (Primary), Carrier Name (XYZ Co.), Carrier Address (2000 Main St, Street Line 2, Jacksonville, FLORIDA, 32256, Duval, USA), Phone (5557777777), Carrier Fax, and Provider (Anthem).

At the bottom right of the form are three buttons: "Save" (yellow), "Help" (with a question mark icon), and "Cancel".

**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:

- 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

- In the **Reference Panel** navigation bar, click **Available Panels** and then click **Medical**.
- Click the **Next of Kin** tab.

Available Panels ▾ Medical ✕ Help

Patient Information Insurance **Next of Kin** Facility

Name

Phone

Address

**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.

- 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.

The screenshot shows a software interface for the 'Medical' panel. At the top, there is a navigation bar with 'Available Panels' and 'Medical'. Below this is a 'Help' icon. The main area has four tabs: 'Patient Information', 'Insurance', 'Next of Kin', and 'Facility'. The 'Next of Kin' tab is active. The form contains the following fields:

- Name:** Jane Doe
- Phone:** +1 (555) 555-3333
- Address:** 1000 Main St, Street Line 2, Jacksonville, FL 32256, Duval, USA

A 'Save' button is located at the bottom of the form.

**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.

The screenshot shows a web interface for entering medical facility information. At the top, there is a navigation bar with 'Available Panels' and 'Medical'. Below this is a tabbed interface with 'Patient Information', 'Insurance', 'Next of Kin', and 'Facility' tabs. The 'Facility' tab is active, showing two columns of form fields. The left column is titled 'Facility Information' and contains fields for Name, Facility Address (Street Line 1, Street Line 2, City, State, Postal Code, County, Country), Phone, and Fax. The right column is titled 'Admitting' and contains fields for Doctor, Phone, Fax, Doctor Code, Attending Doctor, Phone, Fax, and Doctor Code. A 'Save' button is located at the bottom of the form.

**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.

The screenshot shows a web interface for entering medical facility information. At the top, there's a navigation bar with 'Available Panels' and 'Medical'. Below that are tabs for 'Patient Information', 'Insurance', 'Next of Kin', and 'Facility'. The 'Facility Information' section contains several input fields: 'Name' (NBC Hospital), 'Facility Address' (3000 Main St, Street Line 2, Jacksonville, FL 32256, Duval, USA), 'Phone' (+1 (555) 444-4444), and 'Fax'. The 'Admitting' section contains fields for 'Doctor' (Dr. Smith), 'Phone' (+1 (555) 111-1111), 'Fax', 'Doctor Code' (12), 'Attending Doctor' (10), 'Phone' (+1 (555) 222-2222), 'Fax', and 'Doctor Code' (14). A 'Save' button is located at the bottom of the form.

**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**.

Extra Title	Extra Information	
Original Account#	7738179391196	Edit
Social	165406699	Edit
DOB	2/14/1978	Edit
Current Balance	2455.77	Edit
Charge Off Date	1/25/2009 12:00:00 AM	Edit

2. In the **Reference Panel** toolbar, click **Add Misc Extra**.

**Add Misc Extra**

Extra Title

Extra Information

Save Cancel Help

**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**.

Available Panels ▾		Misc Extra ✕	
+ Add Misc Extra			Help
Extra Title	Extra Information		
Original Account#	7738179391196		Edit
Social	165406699		Edit
DOB	2/14/1978		Edit
Current Balance	2455.77		Edit
Charge Off Date	1/25/2009 12:00:00 AM		Edit

- Click **Edit** for the extra data to modify.

### Edit Misc Extra

Extra Title	<input type="text" value="Current Balance"/>
Extra Information	<input type="text" value="1307.21"/>

**Extra Title:** Label that represents the extra data.

**Extra Information:** Extra data value.

- 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

- In the **Reference Panel** navigation bar, click **Available Panels** and then click **Notes**.

Available Panels ▾		Notes ✕				
+ Add Note		+ Review Note				
[ Search Box ]		Q				
Joined Account		Select an option				
Created By		All				
Clear Filters		Help				
Date	Account	User	Action	Result	Comment	Private?
4/27/12 1:07 pm	1008	FUSION	SEND	SEND	Equifax FirstSearch Service data ordered on 04/27/2012. Current Balance = 476.55	<input type="checkbox"/>
4/27/12 1:07 pm	1005	FUSION	SEND	SEND	Equifax FirstSearch Service data ordered on 04/27/2012. Current Balance = 1307.21	<input type="checkbox"/>
2/11/11 10:13 am	1005	EXCHANGE-S	CO	CO	NEW BIZ IMPORT	<input type="checkbox"/>
2/11/11 10:13 am	1008	EXCHANGE-S	CO	CO	NEW BIZ IMPORT	<input type="checkbox"/>

Previous 1 Next

**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.

- 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.
- 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.
- 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

The screenshot shows a dialog box titled "Add Note". It has four main sections: "Action Code" with a dropdown menu showing "-- Choose Action - Required --"; "Result Code" with a dropdown menu showing "-- Choose Result - Required --"; "Comments" with a large text area; and "Is Private" with a checkbox. At the bottom right, there are three buttons: "Save" (yellow), "Cancel", and "Help" (with a question mark icon).

**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

Result Code

Comments

Is Private

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

Latitude Printable Help for Users

<b>Code</b>	<b>Description</b>
TC*	Telephoned Client
TE*	Telephoned Employer
TI*	Telephoned Information
TR*	Telephoned Residence
TO	Telephoned Other

**Standard result codes**

\* Indicates system-utilized action codes.

<b>Code</b>	<b>Description</b>	<b>Worked</b>	<b>Contacted</b>
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**

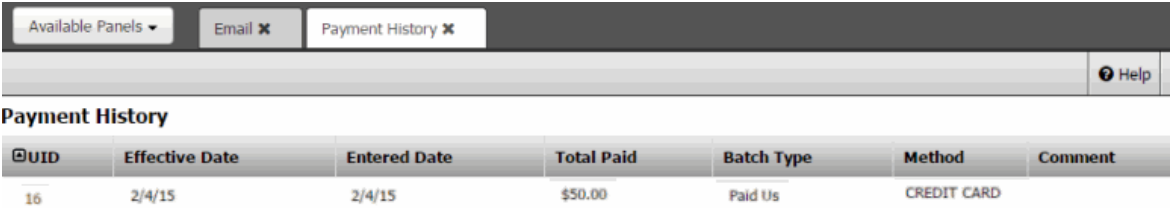
Use the **Payment History** panel to view payment history for the account displayed in the **Work Form**.

**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**.

Available Panels ▾ Email ✕ Payment History ✕ Help

**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	

- In the UID column, click the link. The **Transaction Detail** dialog box appears.

**Transaction Detail - 16 - Paid Us**

System Month:	2		<b>Paid</b>	<b>Fee</b>
Date Entered:	2/4/15	Principal	\$50.00	\$12.50
Entered By:	gs	Interest	\$0.00	\$0.00
Batch Type:	PU	Collection Costs	\$0.00	\$0.00
Batch Number:	15	Bad Check Chgs	\$0.00	\$0.00
Processed By:	gs	Court Cost	\$0.00	\$0.00
UID:	16	Attorney Fees	\$0.00	\$0.00
Matched:	N	Misc	\$0.00	\$0.00
Date Paid:	2/4/15		\$0.00	\$0.00
Date Invoiced:			\$0.00	\$0.00
Customer:	0000001	Transaction Charges	\$0.00	\$0.00
Desk Code:	0000000	Over Paid:	\$0.00	
Check Number:				
Payment Method:	CREDIT CARD	<b>Total</b>	<b>\$50.00</b>	<b>\$12.50</b>
Invoice Number:		Collector Fee:		\$12.50
Comment:		Agency Fee:		\$0.00

Close Help

**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.

- 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	Type	Consent	Status	Customer	Attempts	Last Attempt	Name	On Hold	Hold Expiration Date
(610) 557-8455 (On Hold)				Dugan, Susan	0				4/22/15

**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	<input type="text" value="Required"/>
Phone Extension	<input type="text"/>
Type	-- Choose Type - Required --
Status	-- Choose Status --
Customer on Account	-- Choose Customer - Required --
Name	<input type="text"/>
On Hold	<input type="checkbox"/>
Hold Expiration Date:	<input type="text"/>
Consent To Call	<input checked="" type="checkbox"/> Granted
Consent To Auto Dial	<input checked="" type="checkbox"/> Granted
Consent To SMS	<input checked="" type="checkbox"/> Granted
Consent To FAX	<input checked="" type="checkbox"/> Granted
Obtained From	-- Choose Obtained From - Required --

**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.

**Note:** If the system administrator enabled the Mask Phone Numbers Permission, the system replaces all or parts of the phone number with asterisks (\*), depending on the configuration.

#### 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.

Number	Type	Consent	Status	Customer	Attempts	Last Attempt	Name	On Hold	Hold Expiration Date
(610) 557-8455 (On Hold)				Dugan, Susan	0				4/22/15

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	<input type="text"/>
On Hold	<input type="checkbox"/>
Hold Expiration Date:	<input type="text"/>
Consent To Call	<input checked="" type="checkbox"/> Granted
Consent To Auto Dial	<input checked="" type="checkbox"/> Granted
Consent To SMS	<input checked="" type="checkbox"/> Granted
Consent To FAX	<input checked="" type="checkbox"/> Granted
Obtained From	-- Choose Obtained From - Required --
Method	<input type="radio"/> Written <input checked="" type="radio"/> Verbal

**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.

Number	Type	Consent	Status	Customer	Attempts	Last Attempt	Name	On Hold	Hold Expiration Date
(610) 557-8455 (On Hold)				Dugan, Susan	0				4/22/15

2. Click the arrow next to the phone number and then click the status (**Good** or **Bad**).

### Dial a Phone Number

Use the **Contact Information** tab or the **Phones** panel to dial a phone number on the account displayed in the **Work Form**. You can dial a phone number directly from the **Work Form** under the following conditions:

- Dialer is present.
- User is not on a call currently through manual or campaign dialing.
- **Consent To Call** option is selected, indicating that the person granted permission to call the phone number.
- Phone status is "Good."

#### To dial a 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.

Number	Type	Consent	Status	Customer	Attempts	Last Attempt	Name	On Hold	Hold Expiration Date
(610) 557-8455 (On Hold)				Dugan, Susan	0				4/22/15

2. Click the arrow next to the phone number and then click **Dial Number**. If the conditions for dialing a phone number are met, Latitude places the call.

**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.



- 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	Process	Process Stage	Created By	Owner
2014-03-04T14:05:44.5868337	Bankruptcy	Initial Stage	gs - GSAdmin	
2014-03-04T14:05:50.3202326	Bankruptcy	Second Stage	gs - GSAdmin	
2014-03-04T14:06:05.0364602	Bankruptcy	Third Stage	gs - GSAdmin	

**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	<b>Decreasing Adjustment.</b> 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	<b>Decreasing Adjustment Reversal.</b> 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	<b>Paid Agency.</b> A payment to an outside (subcontracted) agency that is collecting payments for your organization.
PAR	<b>Paid Agency Reversal / Bounce.</b> A payment by check to an outside (subcontracted) agency collecting on your organization's behalf where the check didn't clear.
PC	<b>Paid to Client.</b> A payment to your customer, where your organization holds the account.
PCR	<b>Paid Client Reversal / Bounce.</b> A payment by check to your customer, where your organization holds the account and the check didn't clear.
PU	<b>Paid to Us.</b> A payment sent directly to your organization.
PUR	<b>Paid Us Reversal / Bounce.</b> 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

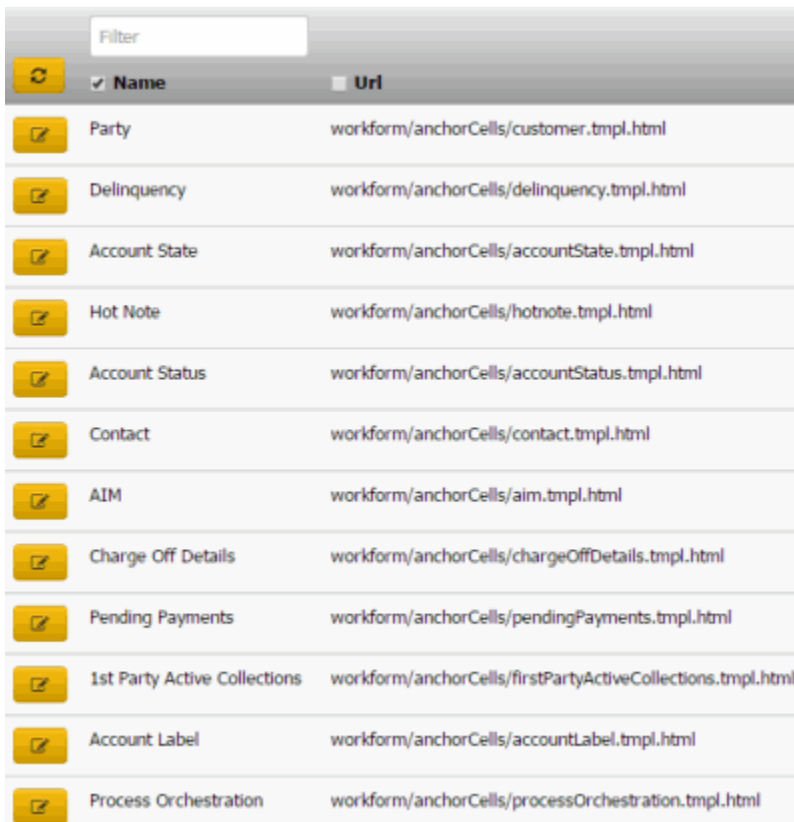
1. Click a column heading to sort the data grid in ascending order by that column. An "up" arrow appears next to the column heading.
2. Click the column heading again to sort the data grid in descending order by that column. A "down" arrow appears next to the column heading.

## 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.



The screenshot shows a data grid with a filter box at the top. The filter box contains the text "Filter" and has a refresh icon to its left. Below the filter box, there are two columns: "Name" and "Url". The "Name" column has a check box next to it, and the "Url" column has a check box next to it. The data grid contains 13 rows of data, each with a yellow filter icon in the first column, a text value in the "Name" column, and a URL in the "Url" column.

	<input checked="" type="checkbox"/> Name	<input type="checkbox"/> Url
	Party	workform/anchorCells/customer.tpl.html
	Delinquency	workform/anchorCells/delinquency.tpl.html
	Account State	workform/anchorCells/accountState.tpl.html
	Hot Note	workform/anchorCells/hotnote.tpl.html
	Account Status	workform/anchorCells/accountStatus.tpl.html
	Contact	workform/anchorCells/contact.tpl.html
	AIM	workform/anchorCells/aim.tpl.html
	Charge Off Details	workform/anchorCells/chargeOffDetails.tpl.html
	Pending Payments	workform/anchorCells/pendingPayments.tpl.html
	1st Party Active Collections	workform/anchorCells/firstPartyActiveCollections.tpl.html
	Account Label	workform/anchorCells/accountLabel.tpl.html
	Process Orchestration	workform/anchorCells/processOrchestration.tpl.html

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.