[°]GENESYS[™]

Portfolio Manager

Printable Help

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Abstract

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Introduction to Portfolio Manager

Latitude by Genesys designed Portfolio Manager to meet the specific and often complex business needs of the debt buyer. Portfolio Manager allows debt buyers to manage the entire debt purchase and sales cycles, including:

- Track and manage multiple buyers, sellers, and investment groups.
- Manage putback, buyback, and media processes.
- Create sample portfolios and convert them to sold portfolios.
- Conduct profitability and ROI tracking.
- Perform portfolio due diligence.

Portfolio Manager allows you to link sellers, investor groups, and buyer entities to specific debt portfolios. The system captures all portfolio transactions, including credits (for example, payments applied) and debits (for example, ordering media from the originator) — allowing you to track and report all information. You can attach media requests, buyback recourse files, and other documents to any entity (buyer, seller, investor, or portfolio), and create ledger entries to track expenses and update account information.

You can group, sort, and perform calculations on portfolios, accounts, and ledger entries. The account selection tool can filter portfolios based on a set of definable attributes, all within an intuitive drag-and-drop GUI interface.

Standard reports available in Portfolio Manager allow you to reconcile accounting information, view account history, view transactions, and review agency placements, batch history, and portfolio performance. You can export portfolio sales samples and submit them to a potential buyer. The system masks important attributes when creating the export file, such as the original account numbers and debtor SSNs. Upon consummation of the contract, you can revise and convert the samples into sold portfolios.

Log on to Portfolio Manager

Use the Latitude Logon dialog box to log on to Portfolio Manager.

To log on to Portfolio Manager

- 1. Do one of the following:
- On your desktop, click the shortcut to Portfolio Manager.
- Click Start > All Programs > Interactive Intelligence > Interaction Collector > Portfolio Manager

The Latitude Logon dialog box appears.



- 2. In the User Name box, type your Latitude user name.
- 3. In the **Password** box, type your Latitude password. As you type your password, periods display instead of the typed characters.

Note: Premises-based clients can use Windows authentication to bind Latitude users to their Windows identity to permit logging on to Latitude automatically. Windows authentication is not available for hosted clients. To log on using Windows authentication, select the **Log in using Windows authentication** check box and provide your Windows user name and password.

4. Click Okay. The Portfolio Manager window appears.

September 2015 Portfolio Manager			
<u> </u>			
Navigation Explorer			
Buyers			
- A Buyers			
Buyers			
Sellers			
Investors			
Purchases			
Sales			
Samples			
	»		
Server: localhost	Userr	name: GSadmin	Database: collect2000

Overview of Portfolio Manager Window

Use the **Portfolio Manager** window to manage buyers, sellers, investors, purchases, sales, and samples.

1. Menu bar: Displays available menu options and commands for the window.

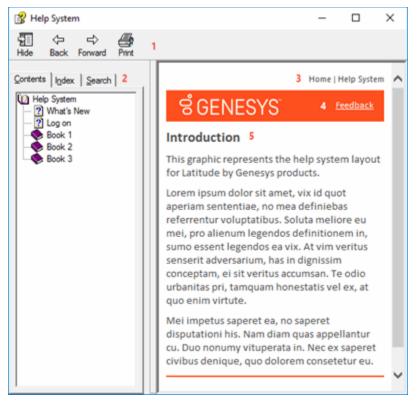
- 2. **Navigation pane**: Displays the navigation for the window. To display information, click a category (for example, Buyers), expand one or more nodes, and then click an item.
- 3. Toolbar: Displays options for maintaining information.
- 4. **Information pane:** Display tabs of information for the item selected in the **Navigation** pane. If more tabs are available, the right-pointing arrow next to the last visible tab is bold. To view the hidden tabs, click the arrow.

Help Overview

Portfolio Manager help provides you with information for using Portfolio Manager. Click the **Help** option in the menu bar to open Portfolio Manager help. Use the table of contents, index, and search features to locate and view a topic.

To open help

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



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

- 1. **Toolbar:** Allows you to hide or show the tabs and **Navigation** pane, move forward and backward through topics, and print the currently displayed topic.
- 2. Tabs: Displays the following:

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

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

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

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

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

Search feature

You can use the search feature to search for topics that contain words or phrases that you specify. You formulate a search query following a specific <u>set of rules</u>. You can include <u>wildcard expressions</u>, <u>Boolean</u> <u>operators</u>, and <u>nested expressions</u> 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).

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

Boolean operators

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

Search for	Example	Result
AND	account AND	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.

System Configuration

System Configuration

You can configure system codes and settings to customize Portfolio Manager according to your organization's preferences.

Configure General System Options

Use the **General** tab on the **Options** window to specify general system settings. Consult with Latitude by Genesys Support before modifying these settings.

To configure general system options

1. In the menu bar, click **Tools** > **Options**.

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rom Address	walitelan waarii		
dministrator Email			
eport Configuration			
eport Server	http://localhost/ReportServer		
B Reports Starting Folde	1	an tai an	
nvoices			
xcel Template	Select a Saved Excel Template	a di pangangan tangan dari sa sa	terri e en 💌

Email Server: Address of the email server (for example, mail.companyname.com).

From Address: Email address to display as the sender.

Administrator Email: Administrator's email address.

Test Email: If you modify the email settings, click this option to verify that the settings are correct. **Report Server:** Address of the report server.

DB Reports Starting Folder: Path to the report storage location.

Excel Template: Template to use when creating invoices. Templates you imported using the Excel Template Manager tool appear in this list box.

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

Ledger Types

Ledger Types

Ledger types create debits and credits in Portfolio Manager. Portfolio Manager releases with several system-defined ledger types. You can add and delete custom ledger types. You cannot add or delete system-defined ledger types. You specify ledger types when maintaining ledger items.

Add a Ledger Type

Use the **New Ledger Type** dialog box to add a custom ledger type.

To add a ledger type

- 1. In the menu bar, click **Tools** > **Options**.
- 2. Click the Ledger Types tab.

Name	Credit Group Type	Debit Group Type	System	
Agency Fee	Debtor	Investors	True	
Bankruptcy	Investors	Sellers	True	
Bankruptcy Buy Back	Buyers	Investors	True	
Buy Back	Buyers	Investors	True	
Client Request	Investors	Selers	True	
Client Request Buy Back	Buyers	Investors	True	
Credit Bureau Report	Not Assigned	Investors	True	
Deceased	Investors	Selers	True	
Deceased Buy Back	Buyers	Investors	True	
Dispute	Not Assigned	Not Assigned	True	
Fraud	Investors	Sellers	True	
Fraud Buy Back	Buyers	Investors	True	
Intial Purchase	Sellers	Investors	True	
Investor Deposit	Not Assigned	Not Assigned	True	
Legal Costs	Not Assigned	Investors	True	
Media	Selers	Investors	True	
Media After Sale	Investors	Buyers	True	
Order Media: Affidavits	Selers	Investors	True	
Order Media: Applications	Selers	Investors	True	
Order Media: Other	Sellers	Investors	True	
Order Media: Statements	Selers	Investors	True	
Other	Management	Investors	True	

Name: Name of the ledger type.

Credit Group Type: Group to receive a credit for this transaction type. For example, media requests for portfolios held do not incur a credit for any party; however, a buyback ledger type offers credit to the investor.

Debit Group Type: Group to receive a debit for this transaction type. For example, media requests for portfolios held incur a debit for the investor.

System: Indicates "True" for system-defined ledger types and "False" for custom ledger types.

3. In the toolbar, click Add.

New Ledger Type	
Name	
Debit Group Type	
Credit Group Type	
	V OK

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

Delete a Ledger Type

Use the Ledger Types tab on the Options window to delete a custom ledger type.

To delete a ledger type

- 1. In the menu bar, click **Tools** > **Options**.
- 2. Click the Ledger Types tab.

	Name	Credit Group Type	Debit Group Type	System	f
	Agency Fee	Debtor	Investors	True	
	Bankruptcy	Investors	Selers	True	
	Bankruptcy Buy Back	Buyers	Investors	True	_
	Buy Back	Buyers	Investors	True	
	Client Request	Investors	Selers	True	_
	Client Request Buy Back	Buyers	Investors	True	
	Credit Bureau Report	Not Assigned	Investors	True	
	Deceased	Investors	Selers	True	
1	Deceased Buy Back	Buyers	Investors	True	
	Dispute	Not Assigned	Not Assigned	True	_
	Fraud	Investors	Selers	True	
	Fraud Buy Back	Buyers	Investors	True	
	Intial Purchase	Selers	Investors	True	
	Investor Deposit	Not Assigned	Not Assigned	True	_
	Legal Costs	Not Assigned	Investors	True	
	Media	Selers	Investors	True	_
	Media After Sale	Investors	Buyers	True	
	Order Media: Affidavits	Selers	Investors	True	
	Order Media: Applications	Selers	Investors	True	
	Order Media: Other	Selers	Investors	True	
	Order Media: Statements	Selers	Investors	True	
	Other	Management	Investors	True	
	Other	Management	Investors	True	

3. In the data grid, click the row to delete and then, in the toolbar, click **Delete**.

System-defined Ledger Types

The following table lists the system-defined ledger types that release with Portfolio Manager.

Name	Description	Credit Group Type	Debit Group Type
Agency Fee	Fee an outside agency receives when your organization processes payments using the AIM program. The system credits Fee amounts to the debtor's balance and deducts them from investor profits.	Debtor	Investors
Bankruptcy	Putback for accounts returned to the seller because of debtor bankruptcy.	Investors	Sellers
Bankruptcy Buyback	Buyback for accounts the buyer returns because of debtor bankruptcy.	Buyers	Investors

Name	Description	Credit Group Type	Debit Group Type
Buyback	Buyback for accounts the buyer returns.	Buyers	Investors
Client Request	Putback for accounts returned to the seller upon request.	Investors	Sellers
Client Request Buyback	Buyback for accounts the buyer returns upon request.	Buyers	Investors
Credit Bureau Report	Cost for obtaining a credit bureau report for the account.	N/A	Investors
Deceased	Putback for deceased debtor accounts returned to the seller.	Investors	Sellers
Deceased Buyback	Buyback for deceased debtor accounts the buyer returns.	Buyers	Investors
Dispute	Account is in dispute.	N/A	N/A
Fraud	Fraud Putback for accounts returned to the seller because of fraud.		Sellers
Fraud Accounts the buyer returned because of fraud. Buyback		Buyers	Investors
Initial Purchase	Initial purchase amount. The calculation is the portfolio purchase rate times the total dollar amount of the accounts included (total balance).	Sellers	Investors
Investor Deposit	Investor monies.	N/A	N/A
Purchase Commission	Commission earned on the purchase when the contract terms specify a commission rate. The calculation is the purchase commission rate times the purchase amount.	N/A	Investors
Legal Costs	Monies expended because of legal action required on the account.	N/A	Investors

Name	Description	Credit Group Type	Debit Group Type
Media	Cost for requesting supporting documentation from the seller.	Sellers	Investors
Media After Sale	Cost for forwarding supporting documentation to the buyer.	Investors	Buyers
	Cost for requesting supporting affidavit copies from the seller.	Sellers	Investors
Order Media: Applications	Cost for requesting supporting debt application copies from the seller.	Sellers	Investors
Order Media: Other	Cost for requesting other supporting media copies from the seller.	Sellers	Investors
Other	Miscellaneous expenses charged to your portfolio investors.	Management	Investors
Paid Prior	Putback for accounts returned to the seller because of a prior payment on the account.	Investors	Sellers
Paid Prior Buyback	Account that the buyer returned because of a prior payment on the account.	Buyers	Investors
Payment After Sale	Payment received when your organization processes a payment in Latitude for accounts in a sold portfolio. This amount is in addition to the "Received Payment" amount.	Buyers	Investors
Payment Commission	Commission earned for a payment that your organization processed in Latitude for accounts from a purchased portfolio. The commission is based on the rate specified in the contract terms.	Management	Investors
	The system reduces the payment commissions withheld from accounts forwarded using AIM by the percentage that the forwarded agency withheld.		
Purchase Commission	Commission earned on the portfolio purchase based on the rate specified in the contract terms. The calculation is the purchase commission rate times the purchase amount.	Management	Investors

Name	Description	Credit Group Type	Debit Group Type
Putback	Account returned to the seller.	Investors	Sellers
Received Payment	Payment received when your organization processes a payment in Latitude or AIM for accounts from a purchased portfolio	Investors	Debtor
Received Reversal	Payment reversal received when your organization processes a reversal in Latitude or AIM for accounts from a purchased portfolio.	Debtor	Investors
Recourse	Account returned to the seller.	Investors	Sellers
Reversal After Sale	Payment reversal received when your organization processes a reversal in Latitude or AIM for accounts from a sold portfolio.	Investors	Buyers
Reversal Commission	Commission reversal received when your organization processes a reversal in Latitude for accounts from a purchased portfolio. The system reverses the commission when the contract terms specify a payment commission and your organization charged the investor a commission on the payment.	Investors	Management
Sale Commission	Commission earned on the portfolio sale based on the rate specified in the contract terms. The calculation is the sales commission rate times the total account balance dollar amount.	Management	Investors
Sales	Sales amount. The calculation is the sales rate times the total account balance dollar amount.	Investors	Buyers
Skip Trace	Cost for obtaining skip trace information for the account.	N/A	Investors

Configure Recourse Options

Use the **Recourse** tab on the **Options** window to specify how Portfolio Manager processes pending, approved, requested, and denied recourses for putbacks and buybacks.

To configure recourse options

1. In the menu bar, click **Tools** > **Options**.

2. Click the **Recourse** tab.

Allow modification choose Bankruptcy Putbacks BuyB	of Recourse Type to Seller r, Deceased, Client Reques acks	t, etc.)	t = Putback and this will	allow the user to	-
Actions To Take Up	on Creation Of Pending Put	back	Actions To Take Up	on Requesting Putback	
Move to Desk	Select a Desk	-	Move to Desk	Select a Desk	-
Change Status	Select a Status		Change Status	Select a Status	
Move to Qlevel	Select a Qlevel	-	Move to Qlevel	Select a Qlevel	
Actions To Take Up	on Approval Of Putback		Actions To Take Up	on Denial Of Putback	
Move to Desk	Select a Desk	-	Move to Desk	Select a Desk	
Change Status	Select a Status		Change Status	Select a Status	•
Move to Qlevel	Select a Qlevel		Move to Qlevel	Select a Qlevel	
					Lucy and the second

Allow modification of Recourse Type from Buyer: If selected, allows you to specify a buyback ledger type. If cleared, the default buyback ledger type applies to all buyer recourse entries.

Allow modification of Recourse Type to Seller: If selected, allows you to specify a putback ledger type. If cleared, the default putback ledger type applies to all seller recourse entries.

Move to Desk: If selected, specify the desk to assign to the accounts when the corresponding action occurs.

Change Status: If selected, specify the status to assign to the accounts when the corresponding action occurs.

Move to Qlevel: If selected, specify the queue level to assign to the accounts when the corresponding action occurs.

- 3. On the **Putbacks** tab, complete the information and then click the **BuyBacks** tab.
- 4. On the BuyBacks tab, complete the information and then click OK.

Configure Media Options

Use the **Media** tab on the **Options** window to specify how Portfolio Manager processes pending, received, and requested media from the seller and to the buyer. Media consists of paper and electronic documents that support the debt (for example, original application, payment history, signed contract).

To configure media options

- 1. In the menu bar, click **Tools** > **Options**.
- 2. Click the Media tab.

	Select a Desk	-	Move to Desk	Select a Desk	
Change Status	Select a Status	•	Change Status	Select a Status	
Move to Qlevel	Select a Qlevel	-	Move to Qlevel	Select a Qlevel	
ctions To Take Upo	n Receipt Of Media		Actions To Take Upo	on Media Not Available	
Move to Desk	Select a Desk	•	Move to Desk	Select a Desk	
Change Status	Select a Status	-	Change Status	Select a Status	
Move to Qlevel	Select a Qlevel	-	Move to Qlevel	Select a Qlevel	

Always Insert Corresponding Media Entry Upon Entering Media After Sale Entry: If selected, inserts a corresponding media ledger type entry when entering a "media after sale" ledger type entry.

Move to Desk: If selected, specify the desk to assign to the accounts when the corresponding action occurs.

Change Status: If selected, specify the status to assign to the accounts when the corresponding action occurs.

Move to Qlevel: If selected, specify the queue level to assign to the accounts when the corresponding action occurs.

- 3. On the Media tab, complete the information and then click the Media After Sale tab.
- 4. On the **Media After Sale** tab, complete the information and then click **OK**.

Portfolio Groups

Portfolio Groups

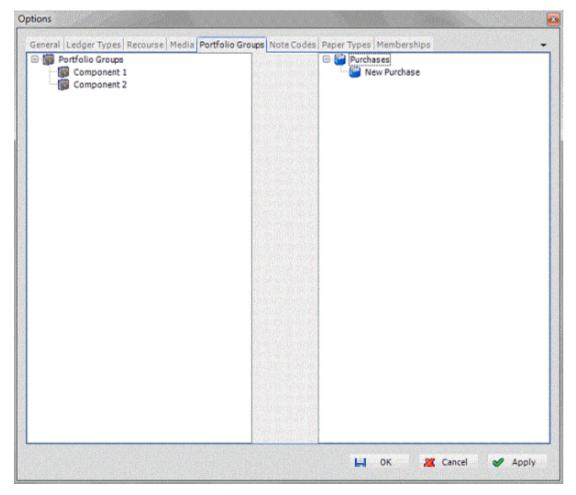
Use the **Portfolio Groups** tab to maintain portfolio groups and their components.

Add a Component to a Portfolio Group

Use the **Portfolio Groups** tab on the **Options** window to add a component to a portfolio group.

To add a component to a portfolio group

- 1. In the menu bar, click **Tools** > **Options**.
- 2. Click the **Portfolio Groups** tab.



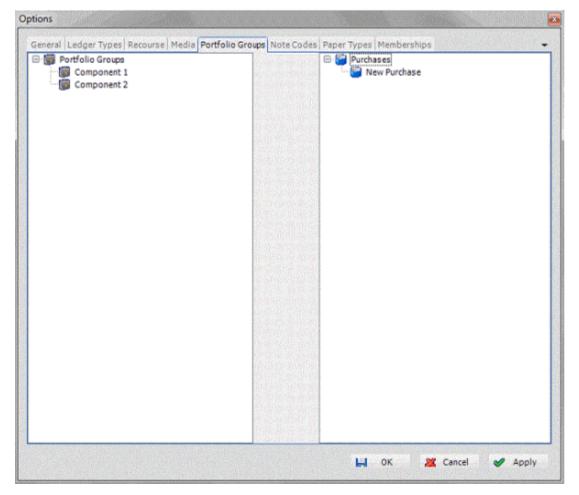
- 3. Right-click a portfolio group and then click **Add > Add Component**.
- 4. In the box, type over the default text with the component name and then press Enter.

Rename a Component in a Portfolio Group

Use the **Portfolio Groups** tab on the **Options** window to rename a component in a portfolio group.

To rename a component in a portfolio group

- 1. In the menu bar, click **Tools** > **Options**.
- 2. Click the **Portfolio Groups** tab.



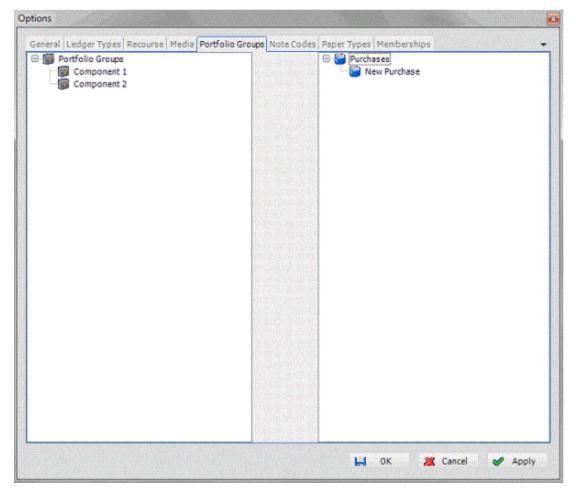
- 3. Right-click a component and then click **Rename Component**.
- 4. In the box, type over the existing name with the new name and then press Enter.

Delete a Component From a Portfolio Group

Use the **Portfolio Groups** tab on the **Options** window to delete a component from a portfolio group.

To delete a component from a portfolio group

- 1. In the menu bar, click **Tools** > **Options**.
- 2. Click the Portfolio Groups tab.



- 3. Right-click a component and then click Delete Component.
- 4. In the confirmation dialog box, click **Yes**.

Note Codes

Note Codes

Use the **Note Codes** tab to maintain action and result codes. Action codes indicate the action on an account, while result codes indicate what happened as a result of the action. These codes apply to account notes.

Add a Note Code

Use the **Note Codes** tab on the **Options** window to add an action or result code.

To add a note code

- 1. In the menu bar, click **Tools** > **Options**.
- 2. Click the Note Codes tab.

	a farme and all and an
NAME	DESCRIPTION
New Action Code	
New Action Code	
NAME	DESCRIPTION
Add New Result Code	

- 3. Do one of the following:
- To add an action code, click **New Action Code**.
- To add a result code, click **New Result Code**.
- 4. Type a name and description for the code and then click **OK**.

Modify a Note Code

Use the **Note Codes** tab on the **Options** window to modify an action or result code.

To modify a note code

- 1. In the menu bar, click **Tools** > **Options**.
- 2. Click the Note Codes tab.

NAME	DESCRIPTION
New Action Code	
NAME	DESCRIPTION
66 New Result Code	

3. In the Action Code or Result Code data grid, type over the note name and description and then click OK.

Delete a Note Code

Use the **Note Codes** tab on the **Options** window to delete an action or result code.

To delete a note code

- 1. In the menu bar, click **Tools** > **Options**.
- 2. Click the **Note Codes** tab.

NAME	DESCRIPTION
MATIC	DESCRIPTION
de New Action Code	
NAME	DESCRIPTION
ad New Result Cade	

- 3. In the **Action Code** or **Result Code** data grid, click the row for the note code to delete and then press the **Delete** key.
- 4. In the confirmation dialog box, click **Yes**.

Paper Types

Paper Types

Use the **Paper Types** tab to maintain paper types (for example, student loans, credit cards).

Add a Paper Type

Use the Paper Types tab on the Options window to add a paper type.

To add a paper type

- 1. In the menu bar, click **Tools** > **Options**.
- 2. Click the **Paper Types** tab.

NAME	 DESCRIPT	ION	
did New Paper Type			
Them Paper Type			

- 3. Click New Paper Type.
- 4. Type a name and description for the paper type and then click **OK**.

Modify a Paper Type

Use the **Paper Types** tab on the **Options** window to modify a paper type.

To modify a paper type

- 1. In the menu bar, click **Tools** > **Options**.
- 2. Click the Paper Types tab.

eneral Ledger Types Recourse Media Portfol	io Groups Note Codes Pa	per Types Memberships	
NAME		DESCRIPTION	
New Paper Type			
NOR 20 NEW Paper Type			

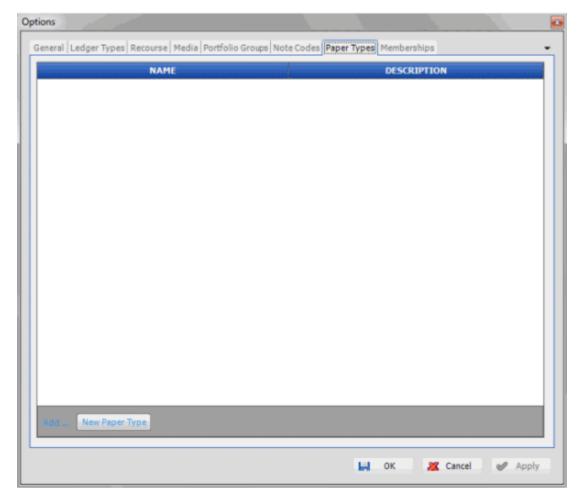
3. In the data grid, type over the note name and description and then click **OK**.

Delete a Paper Type

Use the **Paper Types** tab on the **Options** window to delete a paper type.

To delete a paper type

- 1. In the menu bar, click **Tools** > **Options**.
- 2. Click the Paper Types tab.



- 3. In the data grid, click the row for the paper type to delete and then press the **Delete** key.
- 4. In the confirmation dialog box, click **Yes**.

Memberships

Memberships

Use the **Memberships** tab to maintain organizations in which buyer, seller, and investor have memberships.

Add a Membership

Use the **Memberships** tab on the **Options** window to add a membership.

To add a membership

- 1. In the menu bar, click **Tools** > **Options**.
- 2. Click the Memberships tab.

	2
iote Codes Paper Types Memberships	-
DESCRIPTION	
🔛 OK 💥 Cancel 🥩 Aj	pply
	DESCRIPTION

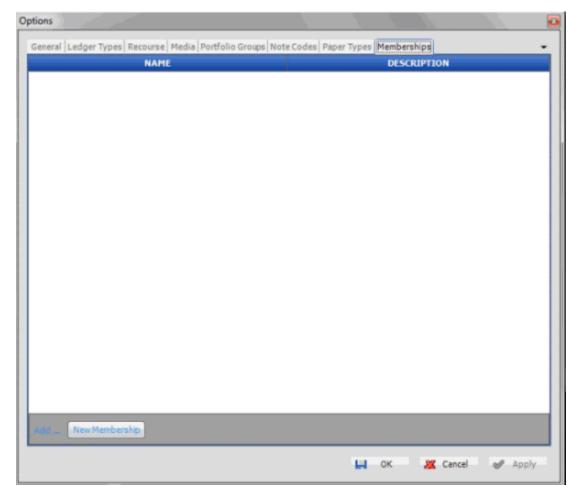
- 3. Click New Membership.
- 4. Type a name and description for the membership and then click **OK**.

Modify a Membership

Use the Memberships tab on the Options window to modify a membership.

To modify a membership

- 1. In the menu bar, click **Tools** > **Options**.
- 2. Click the **Memberships** tab.



3. In the data grid, type over the membership name and description and then click **OK**.

Delete a Membership

Use the **Memberships** tab on the **Options** window to delete a membership.

To delete a membership

- 1. In the menu bar, click **Tools** > **Options**.
- 2. Click the Memberships tab.

Options		
General Ledger Types Recourse Media Portfolio Groups Note C	Codes Paper Types Memberships	
NAME	DESCRIPTION	
		d I
(with) New Membership		
	📕 OK 🏾 🦉 Cancel 🥩 Apply	

- 3. In the data grid, click the row for the membership to delete and then press the **Delete** key.
- 4. In the confirmation dialog box, click **Yes**.

Portfolio Management

Portfolio Management

Use the Navigation Explorer pane to manage buyers, sellers, investors, purchases, sales, and samples.

Buyers

The [**Buyer Name**] pane contains several tabs that allow you to maintain buyer information, and view the sold portfolios linked to the buyer. Use the tabs to do the following:

- Maintain Demographic Information
- Maintain Miscellaneous Extra Data
- Maintain Contacts
- <u>View a List of Portfolios</u>
- Maintain Attachments

- Maintain Import File Configurations
- Maintain Export File Configurations
- Maintain Notes

Investors

The [Investor Name] pane contains several tabs that allow you to maintain investor information, and view a pie chart of the investor's portfolios. Use the tabs to do the following:

- Maintain Demographic Information
- Maintain Miscellaneous Extra Data
- Maintain Contacts
- <u>View a Pie Chart of Portfolios</u>
- Maintain Attachments
- Maintain Notes

Sellers

The [Seller Name] pane contains several tabs that allow you to maintain seller information, and view the purchased portfolios linked to the seller. Use the tabs to do the following:

- Maintain Demographic Information
- Maintain Miscellaneous Extra Data
- Maintain Contacts
- View a List of Portfolios
- Maintain Attachments
- Maintain Import File Configurations
- Maintain Export File Configurations
- Maintain Notes

Purchases

The [**Purchase Name**] pane contains several tabs that allow you to maintain information for purchased portfolios. Use the tabs to do the following:

- Maintain a Purchased Portfolio
- Modify Contract Terms
- <u>View Performance and ROI</u>
- Maintain Ledger Items
- Select Accounts

- Maintain Attachments
- Maintain Notes
- Maintain Miscellaneous Extra Data
- <u>Stratitude</u>

Sales

The [**Sale Name**] pane contains several tabs that allow you to maintain information for sold portfolios. Use the tabs to do the following:

- Maintain a Sold Portfolio
- Modify Contract Terms
- Select Accounts
- <u>Maintain Attachments</u>
- Maintain Notes
- Maintain Miscellaneous Extra Data
- <u>Stratitude</u>

Samples

The [**Sample Name**] pane contains several tabs that allow you to maintain information for sample portfolios, and convert the samples to sold portfolios. Use the tabs to do the following:

- Maintain a Sample Portfolio
- Modify Contract Terms
- Select Accounts
- Maintain Attachments
- Maintain Notes
- Maintain Miscellaneous Extra Data
- <u>Stratitude</u>

Folders

Folders

Portfolio Manager uses folders in several areas to organize information. For example, you can create a folder for a company and add that company's buyer contacts to the folder. Folders are available for the following:

- <u>Buyers</u>
- <u>Sellers</u>
- Investors

Portfolio Manager Printable Help

- <u>Purchases</u>
- <u>Sales</u>
- <u>Samples</u>
- Portfolio Groups

Add a Folder

Certain places within Portfolio Manager (such as the **Navigation Explorer** pane) allow you to add a folder to organize information.

To add a folder

- 1. Do one of the following:
- In the Navigation Explorer pane, click Buyers, Sellers, Investors, Purchases, Sales, or Samples.
- In the menu bar, click Tools > Options and then click the Portfolio Groups tab.
- 2. Right-click a group or folder and then click **Add** > **Add Folder**.
- 3. In the box, type over the default text with the folder name and then press **Enter**.

Rename a Folder

Certain places within Portfolio Manager (such as the **Navigation Explorer** pane) contain folders that you can rename.

To rename a folder

- 1. Do one of the following:
- In the Navigation Explorer pane, click Buyers, Sellers, Investors, Purchases, Sales, or Samples.
- In the menu bar, click **Tools** > **Options** and then click the **Portfolio Groups** tab.
- 2. Right-click a folder and then click **Rename Folder**.
- 3. In the box, type over the existing folder name with the new folder name and then press **Enter**.

Delete a Folder

Certain places within Portfolio Manager (such as the **Navigation Explorer** pane) contain folders that you can delete.

To delete a folder

- 1. Do one of the following:
- In the Navigation Explorer pane, click Buyers, Sellers, Investors, Purchases, Sales, or Samples.
- In the menu bar, click **Tools** > **Options** and then click the **Portfolio Groups** tab.
- 2. Right-click a folder and then click **Delete > Delete Folder**.
- 3. In the confirmation dialog box, click **Yes**.

Records

Records

Use the Navigation Explorer pane to add the following types of records to Portfolio Manager:

- Buyers
- <u>Sellers</u>
- <u>Investors</u>
- <u>Purchases</u>
- <u>Sales</u>
- <u>Samples</u>
- Portfolio Groups

Add a Record

Use the **Navigation Explorer** pane to add a buyer, seller, investor, purchased portfolio, sold portfolio, or sample portfolio.

To add a record

- 1. In the Navigation Explorer pane, click Buyers, Sellers, Investors, Purchases, Sales, or Samples.
- 2. Right-click a group or folder and then click Add > Add [record name].
- 3. In the box, type over the default text with the record name and then press Enter.

Rename a Record

Use the **Navigation Explorer** pane to rename a buyer, seller, investor, purchased portfolio, sold portfolio, or sample portfolio.

To rename a record

- 1. In the Navigation Explorer pane, click Buyers, Sellers, Investors, Purchases, Sales, or Samples.
- 2. Right-click a record name and then click Rename [record name].
- 3. In the box, type over the default text with the record name and then press Enter.

Delete a Record

Use the **Navigation Explorer** pane to delete a buyer, seller, investor, purchased portfolio, sold portfolio, or sample portfolio.

To delete a record

- 1. In the Navigation Explorer pane, click Buyers, Sellers, Investors, Purchases, Sales, or Samples.
- 2. Right-click a record name and then click **Delete [record name]**.
- 3. In the confirmation dialog box, click **Yes**.

Demographic Information

Demographic Information

Use the General tab to maintain demographic information for:

- Buyers
- <u>Sellers</u>
- Investors

Maintain Demographic Information

Use the General tab to maintain demographic information for a buyer, seller, or investor.

To maintain demographic information

- 1. In the Navigation Explorer pane, click Buyers, Sellers, or Investors.
- 2. Double-click a record name. The information appears in the Information pane.
- 3. Click the **General** tab.

General	Miscellaneous Extra Data	Contacts	Portfolios - List	Attachment
lame				
escription				
N.S. CONS				
Rreet 2	code			
Street 1 Street 2 City State Zip Phone	code			

Name: Person's company name.

Description: Description of the company, other company name, subsidiary, or other related information.

Street 1: First line of the company's street address.

Street 2: Second line of the company's street address.

City State Zipcode: Company's city, state, and ZIP Code.

Phone: Company's telephone number, including area code.

Fax: Company's fax number, including area code.

4. Complete the information and then, in the toolbar, click Save [Record Name].

Miscellaneous Extra Data

Miscellaneous Extra Data

Use the **Miscellaneous Extra Data** tab to view miscellaneous extra data, which represents information related to an account that you cannot record elsewhere within the system. You can view miscellaneous extra data for:

- Buyers
- <u>Sellers</u>
- <u>Investors</u>
- Purchases
- <u>Sales</u>
- <u>Samples</u>

Add Miscellaneous Extra Data

Use the **Add Miscellaneous Extra Data** dialog box to add miscellaneous extra data for a buyer, seller, investor, purchased portfolio, sold portfolio, or sample portfolio.

To add miscellaneous extra data

- 1. In the Navigation Explorer pane, click Buyers, Sellers, Investors, Purchases, Sales, or Samples.
- 2. Double-click a record name. The information appears in the **Information** pane.
- 3. Click the Miscellaneous Extra Data tab.

	General Miscellaneous Extra	Data Contacts	Portfolios - List A	Attachments	
		Miscellane	ous Extra Data		
	Title	TheData	Entere	d EnteredBy	
•	SSN 1	23-45-6789	05/22/2014 13:39	Cal.	

4. Double-click anywhere on the tab.

Title			
The Data	***************************************		

Title: Label that represents the extra data.

The Data: Extra data value.

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

Modify Miscellaneous Extra Data

Use the **Miscellaneous Extra Data** tab to modify miscellaneous extra data for a buyer, seller, investor, purchased portfolio, sold portfolio, or sample portfolio.

To modify miscellaneous extra data

- 1. In the Navigation Explorer pane, click Buyers, Sellers, Investors, Purchases, Sales, or Samples.
- 2. Double-click a record name. The information appears in the **Information** pane.
- 3. Click the Miscellaneous Extra Data tab.

General Miscellaneou	us Extra Data Contacts	Portfolios - List Attachn	nents
	Miscella	aneous Extra Data	
Title	TheData	Entered	EnteredBy
SSN	123-45-6789	05/22/2014 13:39	gsl

4. In the data grid, modify the information as necessary.

Contacts

Contacts

Use the Contacts or Investors tab to maintain contact information for:

- <u>Buyers</u>
- <u>Sellers</u>
- <u>Investors</u>

Add a Contact

Use the **Contacts** tab to add a contact person for a buyer, seller, or investor.

To add a contact

- 1. In the Navigation Explorer pane, click Buyers, Sellers, or Investors.
- 2. Double-click a record name. The information appears in the **Information** pane.
- 3. Do one of the following:
- For a buyer or seller, click the **Contacts** tab and then, in the toolbar, click **Add Contact**.
- For an investor, click the Investors tab and then, in the toolbar, click Add Investor.

The system adds a contact tab and assigns a unique ID to the contact.

Add Contact 🔒 Delete Contact				
Contact - ID# 7 - [NEW]				
ame	Phones		Memberships	
refix 💌	Work	in man	Membership 1	
irst	Direct	and the second	Membership 2	
liddle	Home	a rest of the set		
ast	Mobile		-	
uffix	Fax	a starting card		
tle Markanagement (Markanage	Debtor Lir		-	
ompany	Other			
ddresses	States Pre	ferred	Paper Types	
treet monoments and the second			A Paper type 1	
Lines	AL		Paper type 2	
	AR		El persitatementé	
ity	AS		and the second	
tate			 Description 	
P			a standard	
mail	DC			
mail 2	DE			
and the second s	FL C			
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eneral				
7	Created B	y gs	communes and	
eferred	Created O	n 05/22/2014	a bandar bay	
ource as the total as the second seco	Updated B	gs	NAME OF COMPANY	
CALL AND A DAY AND A DAY AND A DAY AND	Updated 0	Contraction of the local division of the loc	-	

Name: Contact person's name, business title, and company name.

Addresses: Contact person's mailing address, email address, and company website.

General

ID: Unique code that the system assigned to identify the contact.

Referred: Person who referred the portfolio.

Source: Source of the referral.

Investor %: Percent of the portfolio this contact person owns. This amount must total 100% for all investors in the group. This box appears for Investors only.

Confidentiality Received: If selected, you received the signed confidentiality agreement.

Questionnaire Received: If selected, you received the completed questionnaire.

Created by: User who added the contact.

Created on: Date the user added the contact.

Updated by: User who updated the contact.

Updated on: Date the user updated the contact.

Phones: Contact person's telephone numbers.

States Preferred: If selected, the contact's preferred states (for example, states where the contact is licensed).

Memberships: If selected, the contact person has a membership in the organization (for example, American Collectors Association).

Paper Types: If selected, the portfolio contains the paper type (for example, student loans, credit cards).

4. Complete the information.

Modify a Contact

Use the **Contacts** tab to modify a contact person for a buyer, seller, or investor.

To modify a contact

- 1. In the Navigation Explorer pane, click Buyers, Sellers, or Investors.
- 2. Double-click a record name. The information appears in the **Information** pane.
- 3. Do one of the following:
- For a buyer or seller, click the **Contacts** tab.
- For an investor, click the **Investors** tab.
- 4. Click the tab for the contact to modify.

Contact - I	D# 7 - Smith Contact	ID#8-Jon				
lame			Phones			Memberships
Prefix			Work			Membership 1
First	Jane		Direct			Membership 2
Middle	And the transfer of the test		Home	1000000		
Last	Smith		Mobile	200000		
Suffix			Fax			
Title	- STATE COMPANY COM	2. Secondary	Debtor Line	(Hallow	1997	
Company	(22)) ((()) (()) (()) (()) (()) (()) ((anne -	Other			
Addresses			States Prefer	red		Paper Types
Street		3276.512	AK		-	Paper type 1
			AL AR			Paper type 2
City		22222	🗆 AS			
State		-				
Zip	ngargera.		🗆 CO			
Email		12:05				
Email 2			DE		6.11	
Vebsite			FL FM			
General						
ID	7		Created By	gs		and a second
Referred			Created On	05/22/2014		
Source			Updated By	gs 05/22/2014		and the second se

Name: Contact person's name, business title, and company name.

Addresses: Contact person's mailing address, email address, and company website.

General

ID: Unique code that the system assigned to identify the contact.

Referred: Person who referred the portfolio.

Source: Source of the referral.

Investor %: Percent of the portfolio this contact person owns. This amount must total 100% for all investors in the group. This box appears for Investors only.

Confidentiality Received: If selected, you received the signed confidentiality agreement.

Questionnaire Received: If selected, you received the completed questionnaire.

Created by: User who added the contact.

Created on: Date the user added the contact.

Updated by: User who updated the contact.

Updated on: Date the user updated the contact.

Phones: Contact person's telephone numbers.

States Preferred: If selected, the contact's preferred states (for example, states where the contact is licensed).

Memberships: If selected, the contact person has a membership in the organization (for example, American Collectors Association).

Paper Types: If selected, the portfolio contains the paper type (for example, student loans, credit cards).

5. Modify the information as necessary.

Delete a Contact

Use the **Contacts** tab to delete a contact person for a buyer, seller, or investor.

To delete a contact

- 1. In the Navigation Explorer pane, click Buyers, Sellers, or Investors.
- 2. Double-click a record name. The information appears in the **Information** pane.
- 3. Do one of the following:
- For a buyer or seller, click the **Contacts** tab.
- For an investor, click the **Investors** tab.
- 4. Click the tab for the contact to delete.

	ntact 🔒 Delete Contact				
	ID# 7 - Smith Contact - ID# 8 - Jon	Contract of the Contract of th			and the subscript
Name		Phones	1		Memberships
Prefix		Work		ALCONTRA 1	Membership 1
First	Jane	Direct	1.11	teres i	Membership 2
Middle	Contraction of the second	Home	1000	2222	
Last	Smith	Mobile			
Suffix	•	Fax			
Title	· · · · · · · · · · · · · · · · · · ·	Debtor Line	1010		
Company		Other			
Addresses		States Prefer	red		Paper Types
Street		AK			Paper type 1
Street		AL			Paper type 2
	· · · · · · · · · · · · · · · · · · ·	AR AR			
City		AS		0261	
State					
Zip	ALL	Π cī			
Email		DC		595 B	
Email 2		DE			
		0 FL		186	
Website		FM S		5 (19 (1 9 -	
General					
ID	7	Created By	gs	1111-14/6	0.002
Referred	·····	Created On	05/22/	2014	111 🖬
Source		Updated By	gs		an array
		Updated On	05/22/	2014	

5. In the toolbar, click **Delete Contact**.

Portfolios

Portfolios

Use the **Portfolios** tab to view a list or pie chart (investors only) of portfolios for:

- <u>Buyers</u>
- <u>Sellers</u>
- <u>Investors</u>

View a List of Portfolios

Use the **Portfolios - List** tab to view a list of portfolios for a buyer or seller.

To view a list of portfolios

- 1. In the Navigation Explorer pane, click Buyers or Sellers.
- 2. Double-click a buyer or seller name. The information appears in the **Information** pane.
- 3. Click the **Portfolios List** tab.

General	Miscellane	ous Extra D	ata Conta	ects Po	rtfolios - List	Attachments			
Drag a column	header here	to group by	that column.						
Portf	olioId	Σ⊽≠	Code	Σ⊽≠	Contra	ctDate	Σ⊽⇔	Amount	Σ⊽≠
• 1		1	lew Purchase		05/19/2014			821288.9100	
7	abore de protection		Purchase 1		05/28/2014	the second second	and and	a server a server a server	a de la cale
9		5	urchase 2		05/28/2014		1.1.1.1		

View a Pie Chart of Portfolios

Use the **Portfolios - Pie** tab to view a pie chart representation of an investor's portfolios. The pie chart shows the percentage of the investor group's capital that the group invested in purchased portfolios.

To view a pie chart of portfolios

- 1. In the Navigation Explorer pane, click Investors.
- 2. Double-click a record name. The information appears in the **Information** pane.
- 3. Click the **Portfolios Pie** tab.



Attachments

Attachments

Use the Attachments tab to attach supporting documents to:

- Buyers
- <u>Sellers</u>
- Investors
- Purchases
- <u>Sales</u>
- <u>Samples</u>

Attach a File

Use the **Attachments** tab to attach a file to a buyer, seller, investor, purchased portfolio, sold portfolio, or sample portfolio.

To attach a file

- 1. In the Navigation Explorer pane, click Buyers, Sellers, Investors, Purchases, Sales, or Samples.
- 2. Double-click a record name. The information appears in the **Information** pane.
- 3. Click the **Attachments** tab.

General Miscellaneous Extra Data Con	ntacts Portfolios - List Attachments	
🤹 🦃		
Name	Date Attached	Size
Goal_Worksheet_20140424.xls	5/21/2014 3:25:04 PM	6 KB
Job_012520130857_Order of Wage Withholding.dat	5/21/2014 3:28:28 PM	19 KB

- 4. In the toolbar, click the **Add** icon.
- 5. In the dialog box, click the file and then click **Open**.

View a File Attachment

Use the **Attachments** tab to view a file that is attached to a buyer, seller, investor, purchased portfolio, sold portfolio, or sample portfolio. The file must be a type that your workstation recognizes (for example, Word or Excel).

To view a file attachment

- 1. In the Navigation Explorer pane, click Buyers, Sellers, Investors, Purchases, Sales, or Samples.
- 2. Double-click a record name. The information appears in the Information pane.
- 3. Click the **Attachments** tab.

General Miscellaneous Extra Data Co	ntacts Portfolios - List Attachments	4	
en e			
Name	Date Attached	Size	
Goal_Worksheet_20140424.xls	5/21/2014 3:25:04 PM	6 KB	
Job_012520130857_Order of Wage Withholding.dat	5/21/2014 3:28:28 PM	19 KB	

4. In the data grid, double-click the file name. The file opens in the associated program.

Delete a File Attachment

Use the **Attachments** tab to delete a file attachment from a buyer, seller, investor, purchased portfolio, sold portfolio, or sample portfolio.

To delete a file attachment

- 1. In the Navigation Explorer pane, click Buyers, Sellers, Investors, Purchases, Sales, or Samples.
- 2. Double-click a record name. The information appears in the **Information** pane.
- 3. Click the **Attachments** tab.

General Miscellaneous Extra Data Co	ntacts Portfolios - List Attachments	4
i 🖗 🔊		
Name	Date Attached	Size
Goal_Worksheet_20140424.xls	5/21/2014 3:25:04 PM	6 KB
Job_012520130857_Order of Wage Withholding.dat	5/21/2014 3:28:28 PM	19 KB

- 4. In the data grid, click the file attachment to delete.
- 5. In the toolbar, click the **Delete** icon.
- 6. In the confirmation dialog box, click **Yes**.

Import File Configuration

Import File Configuration

Use the Import File Configuration tab to maintain import file layouts for:

- <u>Buyers</u>
- <u>Sellers</u>

You can import:

- New business
- Media requests
- Recourse requests
- Bankruptcy, deceased, fraud
- Payments

All import functionality on this tab is also available in the **Exchange** program.

Add an Import File Configuration

Use the **Import File Configuration** tab to add an import file layout for a buyer or seller. Create a separate file configuration for each import file type (for example, new business and media requests). You can import new business using the **Exchange** program and then attach the accounts to the portfolio.

To add an import file configuration

- 1. In the Navigation Explorer pane, click Buyers or Sellers.
- 2. Double-click a buyer or seller name. The information appears in the Information pane.
- 3. Click the **Import File Configuration** tab.

Portfolios - List Attachments Import File Co	nfiguration	Export File Configuration	Notes
Add Delete Purchase Agreement Sales Contract			
Action Import File	Description		
Import Type New Business (Loading Portfolios) Maintenance (Loading Additional Info or Updates)			
Identify Account			
File Type Microsoft Excel Flat File Source			
File Configuration Modify Import Definition			
Modify FileMapping			

- 4. In the toolbar, click Add.
- 5. In the **New File Configuration Name** dialog box, type the name of the file configuration and then click **OK**. The system adds a tab for the new file configuration.
- 6. In the **Import Type** section, click the type of import file layout to create.
- 7. In the **Identify Account** section, click the method for identifying accounts.
- 8. In the File Type section, do one of the following:
- To define an Excel file layout, click Microsoft Excel.
- To define a flat file layout, click Flat File Source and then do the steps to <u>Define an Import File</u> <u>Layout</u>.
- 9. Do the steps to Modify an Import File Mapping.
- 10. In the **Description** box, type a description of the import file layout.

Modify an Import File Configuration

Use the **Import File Configuration** tab to modify an import file layout for a buyer or seller.

To modify an import file configuration

- 1. In the Navigation Explorer pane, click Buyers or Sellers.
- 2. Double-click a buyer or seller name. The information appears in the Information pane.
- 3. Click the Import File Configuration tab.
- 4. Click the tab for the import file configuration to modify.

Portfolios - List Attachments Import File Co	nfiguration	Export File Configuration	Notes			
Add Delete Purchase Agreement Sales Contract						
Action	Description					
C Import File	Maria					
Import Type New Business (Loading Portfolios) Maintenance (Loading Additional Info or Updates)						
Identify Account Sy Latitude File Number Sy Original Account Number (will require Customer/Portfolio code)						
File Type Microsoft Excel Flat File Source						
FileConfiguration Modify Import Definition						
Modify FileMapping						

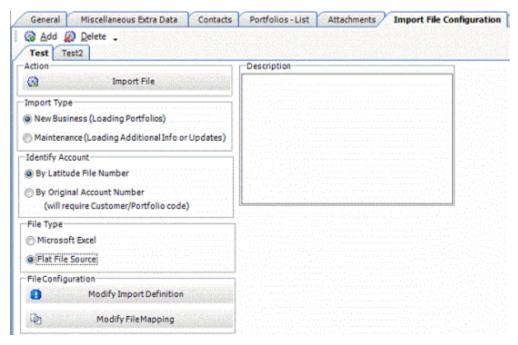
 Modify the information as necessary. For more information about this tab, see <u>Add an Import</u> <u>File Configuration</u>.

Define an Import File Layout

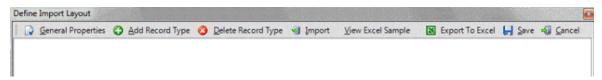
Use the **Define Import Layout** window to define the layout for an import file. For more information about defining a file layout, see the Exchange documentation.

To define an import file layout

1. On the Import File Configuration tab, in the File Type section, click Flat File Source.



2. In the File Configuration section, click Modify Import Definition.



- 3. To create an Excel file layout, do the following:
- a. In the toolbar, click **View Excel Sample**.
- b. Save the file to any location and then modify it to reflect the model for the import file.
- c. Delete unused worksheets and save the Excel file.
- d. Do the next step to import the file layout.
 - 4. To specify a pre-defined import file layout (such as the one you created in the previous step), do the following:
- In the toolbar, click **Import**.
- a. Click the file that contains the import file layout and then click **Open**.
 - 5. To create the file layout (instead of using a pre-existing layout), do the following:
- . In the toolbar, click **Add Record Type**.

a. In the **New Record Table Name** dialog box, type the name of the record (without spaces.) The record name appears as a tab in the **Define Import Layout** window.

Define Impo	ort Layout		S					
Bene Header Rec		<u>A</u> dd	Record Type 🙁	Delete Record Type 🧐	Import View Excel Sa	mple 📓	Export To Excel	🛃 Save 🖏 Cancel
Name	Header Record		Key (Reg Exp)?	*		Width .	in the second second	
Туре	RowContext	-	Parent Relation		-			
Max Occurs	1	-	Child Relation		*		-	
			Name		Туре		Format	Width
*				a second and the second second second	String	string		

Name: Name that identifies the field.

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

String: Text or numeric characters.

Integer: Numbers.

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

DateTime: Date, time, or both.

Format: Used to format DateTime and Decimal field types only.

DateTime – Format to use other than the standard (M/D/YYYY).

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

Decimal – If the file includes a decimal or the last 2 integers are decimal places, skip this box. Otherwise:

nodecimalpoint = No decimal used.

signedascii = Signed ASCII RMS format used.

nodecimalpointwithsign = Plus or minus sign used at end of integer.

Note: Some input strings that need complicated alteration or parsing before import could require custom programming.

Width: Maximum length of the data in the field.

- c. In the data grid, click in the **Name** column of the blank row and then complete the information for the first field in the record.
- d. Press **Tab** to create a blank row for the next field in the record and complete the information. Repeat as necessary.
- 6. To specify the general properties for the file layout, do the following:

a. In the toolbar, click **General Properties**.

General Properties
File Type CSV Delimiter Qualifier Fixed Tab = %tab% XML Excel
Other Primary Table
 Header Has Dynamic Columns Trailer Verify Width Multiple Records
Save Cancel

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

Delimiter: Delimiter used to separate records (for example, comma, dash).

Qualifier: Qualifier used to specify strings that could have the delimiter contained within (for example, 1234, "Smith, John", ABC).

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

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

Excel: If selected, the file is a Microsoft Excel file.

Primary Table: Name of the primary table (record). This record is equivalent to a Latitude master record. The system assumes that records between each primary table in the file are dependent records (for example, notes, payment, bankruptcy).

Header: If selected, indicates that the file includes a header record.

Trailer: If selected, indicates that the file includes a trailer record.

Verify Width: If selected, checks to see whether the file width matches the layout width defined.

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

Has Dynamic Columns: If selected, the file could contain unmapped columns. The system stores extra columns as miscellaneous extra data.

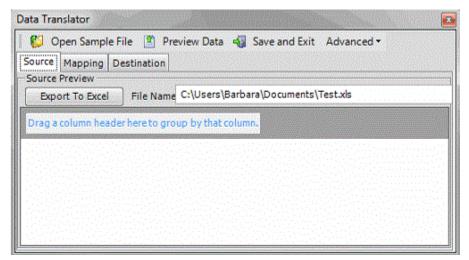
- b. Complete the information and then click **Save**.
- 7. In the **Define Import Layout** window, in the toolbar, click **Save**.

Modify an Import File Mapping

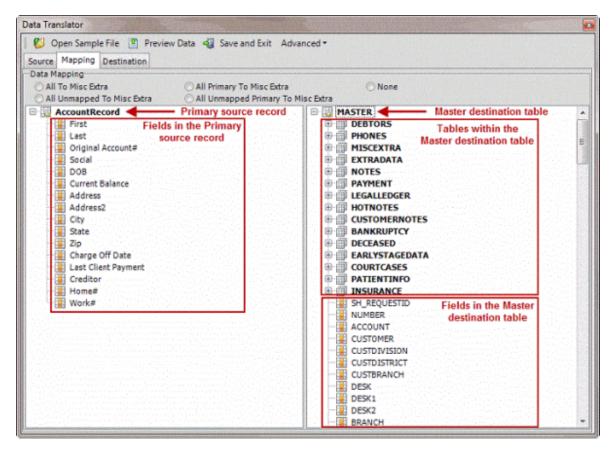
Use the **Data Translator** window to map fields in an import file to fields in the Latitude database. For more information about import file mapping, see the Exchange documentation.

To modify an import file mapping

1. On the **Import File Configuration** tab, in the **File Configuration** section, click **Modify File Mapping**.



2. Click the Mapping tab.



3. Click one of the following:

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

All Unmapped to Misc Extra: If selected, the system only adds unmapped fields in the source file to the Miscellaneous Extra Data table.

All Primary to Misc Extra: If selected, the system adds all fields in the source file that are not child fields to the Miscellaneous Extra Data table, regardless of whether you mapped them. This option doesn't apply to Excel imports.

All Unmapped Primary to Misc Extra: If selected, the system only adds unmapped fields in the source file that are not child fields to the Miscellaneous Extra Data table. This option doesn't apply to Excel imports.

None: If selected, the system only copies mapped data to the Latitude database. The system ignores all other data.

4. To map a field, in the source record, click a field and drag and drop it onto the destination field. Continue mapping fields as necessary.

Notes:

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

- The system maps some fields twice in the Latitude destination tables. For example, if you drag the source **Name** field to the destination **NAME** field in the Master table, the system maps the Debtor 0 destination record as well.
- 5. In the toolbar, click **Save and Exit**.

Delete an Import File Configuration

Use the Import File Configuration tab to delete an import file layout for a buyer or seller.

To delete an import file configuration

- 1. In the Navigation Explorer pane, click Buyers or Sellers.
- 2. Double-click a buyer or seller name. The information appears in the Information pane.
- 3. Click the Import File Configuration tab.
- 4. Click the tab for the import file configuration to delete.

Portfolios - List Attachments Import File Co	nfiguration	Export File Configuration	Notes
Add Delete .			
Action	Description		
Import File	10000000		
Import Type New Business (Loading Portfolios) Maintenance (Loading Additional Info or Updates)			
Identify Account By Latitude File Number By Original Account Number (will require Customer/Fortfolio code)			
File Type Microsoft Excel Flat File Source			
FileConfiguration			
Modify Import Definition			
Modify FileMapping			

- 5. In the toolbar, click **Delete**.
- 6. In the confirmation dialog box, click **Yes**.

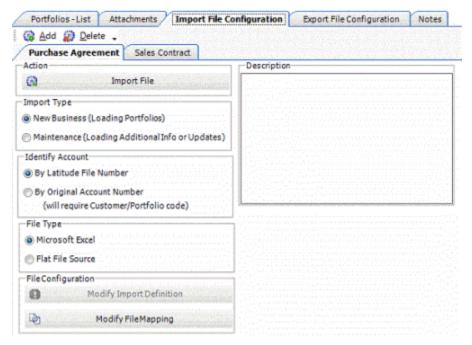
Import a File

Use the **Portfolio Manager File Importer** dialog box to import a file. Ensure that you created, defined, and mapped an import file configuration before importing a file.

To import a file

- 1. In the Navigation Explorer pane, click Buyers or Sellers.
- 2. Double-click a buyer or seller name. The information appears in the **Information** pane.
- 3. Click the Import File Configuration tab.

4. Click the tab for the import file configuration to modify.



5. Click Import File.

ortfolio Manager File Importer		
Dreg a column header here to group by that column.		ALC: NO.
		a shika jak (kelak Dahim ken jak ke
0 %		Constantine and
	🛛 🖌 Import	X Cancel

- 6. Click the ellipsis next to the first box in the window.
- 7. In the **Open** dialog box, click the file to import and then click **Open**.
- 8. Records from the imported file appear in the data grid.
- 9. Click Import.

Export File Configuration

Export File Configuration

Use the **Export File Configuration** tab to maintain export file layouts for:

- Buyers
- <u>Sellers</u>

You can export:

- New business
- Media requests
- Recourse requests
- Bankruptcy, deceased, fraud
- Payments

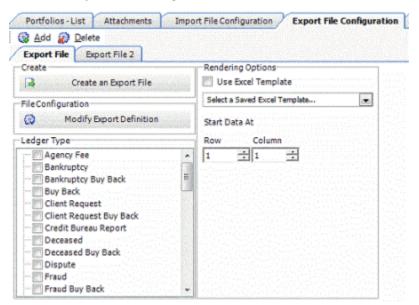
All export functionality on this tab is also available in the **Exchange** program.

Add an Export File Configuration

Use the **Export File Configuration** tab to add an export file layout for a buyer or seller. Create a separate file configuration for each export file type (for example, new business and media requests).

To add an export file configuration

- 1. In the Navigation Explorer pane, click Buyers or Sellers.
- 2. Double-click a buyer or seller name. The information appears in the Information pane.
- 3. Click the Export File Configuration tab.



4. In the toolbar, click **Add**.

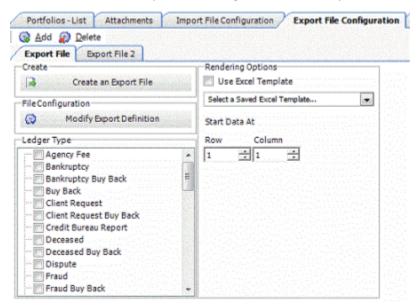
- 5. In the **New File Configuration Name** dialog box, type the name of the file configuration and then click **OK**. The system adds a tab for the new file configuration.
- 6. Do the steps <u>Define an Export File Layout</u>.
- 7. Select the check box for each ledger type to include on the invoice.
- To use an Excel template to render formatting for the Excel output file, select the Use Excel Template check box and then, in the list box, click the template. For more information about templates, see Excel Template Manager.
- 9. Specify the row and column numbers in the Excel template where the data starts. For example, if the file doesn't contain column headings, the data starts in row 1, column 1.

Modify an Export File Configuration

Use the Export File Configuration tab to modify an export file layout for a buyer or seller.

To modify an export file configuration

- 1. In the Navigation Explorer pane, click Buyers or Sellers.
- 2. Double-click a buyer or seller name. The information appears in the Information pane.
- 3. Click the Export File Configuration tab.
- 4. Click the tab for the export file configuration to modify.



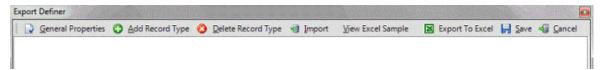
 Modify the information as necessary. For more information about this tab, see <u>Add an Export</u> <u>File Configuration</u>.

Define an Export File Layout

Use the **Export Definer** window to define the layout for an export file. For more information about defining a file layout, see the Exchange documentation.

To define an export file layout

1. On the Export File Configuration tab, click Modify Export Definition.



- 2. To create an Excel file layout, do the following:
- a. In the toolbar, click **View Excel Sample**.
- b. Save the file to any location and then modify it to reflect the model for the export file.
- c. Delete unused worksheets and save the Excel file.
- d. Do the next step to import the file layout.
 - 3. To specify a pre-defined export file layout (such as the one you created in the previous step), do the following:
- . In the toolbar, click **Import**.
- a. Click the file that contains the export file layout and then click **Open**.
 - 4. To create the file layout (instead of using a pre-existing layout), do the following:
- In the toolbar, click Add Record Type.

a. In the **New Record Table Name** dialog box, type the name of the record (without spaces.) The record name appears as a tab in the **Export Definer** window.

- General Propertie	s 👩 Add Record Type 🙆 De	ete Record Tune and Import	View Excel Sample	uport To Excel	Sava el Cancal
HeaderRecord	s 🕐 <u>A</u> ud Necola Type 😈 De	ete Necora Type 🧃 import	view excersample in the	port to excer 👦	<u>oave - a c</u> ancer
lame HeaderReco	ord these				
🛃 Add Databas	e Field(s)				
	Name	Туре	Format	Width	DatabaseField
*		String	string		

Name: Name that identifies the field.

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

String: Text or numeric characters.

Integer: Numbers.

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

DateTime: Date, time, or both.

Format: Used to format DateTime and Decimal field types only.

DateTime – Format to use other than the standard (M/D/YYYY).

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

Decimal – If the file includes a decimal or the last 2 integers are decimal places, skip this box. Otherwise:

nodecimalpoint = No decimal used.

signedascii = Signed ASCII RMS format used.

nodecimalpointwithsign = Plus or minus sign used at end of integer.

Note: Some input strings that need complicated alteration or parsing before import could require custom programming.

Width: Maximum length of the data in the field.

AccountInfo Ledger PrimaryDebtor CoDebtor PurchasedPortfolio SoldPortfolio Media Customer Bankruptcy Deceased InvestorInfo SellerInfo BuyerInfo	Database Field Picker	
Ledger PrimaryDebtor CoDebtor CoDebtor SoldPortfolio SoldPortfolio Media Customer Bocustomer Bocustomer Bocustomer SoldPortfolio SoldPortfo		
⊕ InvestorInfo ⊕ SellerInfo	Ledger PrimaryDebtor CoDebtor PurchasedPortfolio SoldPortfolio Media Customer Bonkruptcy	
	 InvestorInfo SellerInfo 	
OK Cancel		

c. Click Add Database Field(s).

- d. Click the plus sign (+) to expand a category, select the check box for each field to add, and then click **OK**. The fields appear in the data grid.
- e. Modify the information for a field as necessary.
- f. To add a custom field, in the data grid, click in the blank row and complete the information for the custom field.
- 5. To specify the general properties for the file layout, do the following:
- a. In the toolbar, click **General Properties**.

General Properties	
File Type]
CSV Deli	miter Qualifier
Fixed	Tab = %tab%
() XML	
) Excel	
Other	
Primary Table	
✓ Header	Has Dynamic Columns
Trailer	
Verify Width	
Multiple Rec	ords
	Save Cancel

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

Delimiter: Delimiter used to separate records (for example, comma, dash).

Qualifier: Qualifier used to specify strings that could have the delimiter contained within (for example, 1234, "Smith, John", ABC).

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

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

Excel: If selected, the file is a Microsoft Excel file.

Primary Table: Name of the primary table (record). This record is equivalent to a Latitude master record. The system assumes that records between each primary table in the file are dependent records (for example, notes, payment, bankruptcy).

Header: If selected, indicates that the file includes a header record.

Trailer: If selected, indicates that the file includes a trailer record.

Verify Width: If selected, checks to see whether the file width matches the layout width defined.

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

Has Dynamic Columns: If selected, the file could contain unmapped columns. The system stores extra columns as miscellaneous extra data.

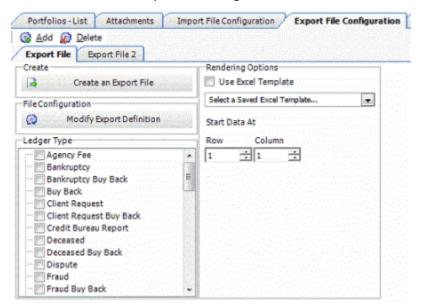
- b. Complete the information and then click **Save**.
- 6. In the **Export Definer** window, in the toolbar, click **Save**.

Delete an Export File Configuration

Use the **Export File Configuration** tab to delete an export file layout for a buyer or seller.

To delete an export file configuration

- 1. In the Navigation Explorer pane, click Buyers or Sellers.
- 2. Double-click a buyer or seller name. The information appears in the Information pane.
- 3. Click the **Export File Configuration** tab.
- 4. Click the tab for the export file configuration to delete.



- 5. In the toolbar, click **Delete**.
- 6. In the confirmation dialog box, click **Yes**.

Export a File

Use the **Seller File Creation Options** dialog box to export a file. Ensure that you created, defined, and mapped an export file configuration before exporting a file.

To export a file

- 1. In the Navigation Explorer pane, click Buyers or Sellers.
- 2. Double-click a buyer or seller name. The information appears in the Information pane.
- 3. Click the Export File Configuration tab.
- 4. Click the tab for the export file configuration to use.

Add Delete		
Export File Export File 2 reate Create an Export File		Rendering Options
Modify Export Definition Modify Export Definition edger Type Agency Fee Bankruptcy Bankruptcy Buy Back Client Request Client Request Client Request Buy Back Credit Bureau Report Deceased Deceased Deceased Deceased Deceased Deceased Fraud	* III)	Select a Saved Excel Template

5. Click Create an Export File.

Date Range	05/29/2014	- 10	05/29/2014	•	
🔿 Invoice #	Interior	anti de la compositione de la compo	en Maria e e e e e di	terrestration (*	11 m
O Portfolio					
					Ś
Filter by Ledg	er Status				
F Pending					
F Approvals					
Approvals Declines					

Date Range: If selected, the export file includes ledger entries for the date range you specify.

Invoice #: If selected, the export file includes ledger entries for the invoice numbers you specify.

Portfolio: If selected, the export file includes ledger entries for the portfolios you specify.

Filter by Ledger Status: If selected, allows you to specify which ledger statuses to include in the export file.

Pending: If selected, the export file includes pending ledger statuses.

Approvals: If selected, the export file includes approved ledger statuses.

Declines: If selected, the export file includes declined ledger statuses.

- 6. Complete the information and then click **OK**.
- 7. In the dialog box, specify the location and file name and then click **Save**.
- 8. Send the file to the seller or buyer, whichever is applicable.

Notes

Notes

Use the Notes tab to view notes for:

- Buyers
- <u>Sellers</u>
- <u>Investors</u>
- <u>Purchases</u>
- <u>Sales</u>
- <u>Samples</u>

Add a Note

Use the **Add Note** dialog box to add a note for a buyer, seller, investor, purchased portfolio, sold portfolio, or sample portfolio.

To add a note

- 1. In the Navigation Explorer pane, click Buyers, Sellers, Investors, Purchases, Sales, or Samples.
- 2. Double-click a record name. The information appears in the **Information** pane.
- 3. Click the **Notes** tab.

Portfolio	s - List	Attachme	nts Imp	port File Configu	ration	Export File Configuration	Notes	•
Drag a colum	n heada	r here to gro	up by that co	lumn.				
				N	lotes			
Entered	Σ⊽≠	Use ∑⊽‡	Act∑⊽≠	Result ∑⊽+		Comment		ΣVI
05/22/2014	15:10	gs	CO	CO	Note text	ga anti-contract to contra		1
05/22/2014	15:11	gs	TA	LM	Will call ba	ck later.		

4. Double-click anywhere on the tab.

Select an Action Code	
Select a Result Code	
Enter Note	
	OK Cancel

Select an Action Code: Action code to associate to the note.

Select a Result Code: Result code to associate to the note.

Enter Note: Note content.

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

Modify a Note

Use the **Notes** tab to modify a note for a buyer, seller, investor, purchased portfolio, sold portfolio, or sample portfolio.

To modify a note

- 1. In the Navigation Explorer pane, click Buyers, Sellers, Investors, Purchases, Sales, or Samples.
- 2. Double-click a record name. The information appears in the **Information** pane.
- 3. Click the Notes tab.

/	Portfolio	s - List	Attachme	ents Imp	port File Configu	uration	Export File Configuration Notes	
C	irag a colum	n head	er here to gro	up by that co	ilumn.			
						Notes		
	Entered	Σ⊽⇔	Use ∑⊽‡	Act∑⊽+	Result ∑⊽+		Comment	Σ⊽≠
	05/22/2014	15:10	gs .	CO	co i i i	Note text	والمتحد والمتحد والمتحد والمتحد والمتحد والمراجع	and the second
	05/22/2014	15:11	gs	TA	LM	Will call b	ack later.	

4. In the data grid, modify the information as necessary.

Portfolio Information

Portfolio Information

Use the General tab to maintain portfolio information for:

- Purchases
- <u>Sales</u>
- <u>Samples</u>

Maintain a Purchased Portfolio

Use the **General** tab to add or modify information for a purchased portfolio. Setting up a new purchased portfolio begins the process of tracking ROI for investors. After you specify information on the **General** tab, you define the contract terms and import or select accounts for the portfolio. Ensure that you have a <u>Seller</u> record defined before creating a purchased portfolio.

To maintain a purchased portfolio

- 1. In the Navigation Explorer pane, click Purchases.
- 2. Double-click a purchase name. The information appears in the Information pane.
- 3. Click the **General** tab.

General Contro	act Terms	Performance	Investor ROI	Ledger	Accou	ints	Attachments	Notes	
Details					- 196	Remir		05/19/2014	•
Portfolio Id Portfolio Code	1 New Purch	lase			-		Recourse Date Recourse Date	05/19/2014	
General Ledger ID		and an an an an						Service .	
Seller's Lot #									
Description	00000								
Culture	Eachth (U)	nited States)							
Contract	English (Ur	nited states)		L	-	Calcu	late Values		
Contract Date	05/19/201	•							
Seller Group	New Seller	on the statement	terre a accesses		-				
Investor Group	New Invest	br			-				
Purchase Rate	er/inik	1.0000							
Purchase Amount		\$ 821288.94							
Adj Purchase Rate		1.000000000							
Adj Total Price		\$ 821288.91							

Details

Portfolio ID: Unique code that the system assigns to identify the portfolio.

Portfolio Code: Name of the portfolio.

General Ledger ID: Code that your organization assigns to associate the portfolio to a general ledger item in another accounting system.

Seller's Lot #: Code that the seller assigns to identify the portfolio. The system could require this ID when sending recourse information to the seller.

Description: Description of the purchase.

Culture: Portfolio currency type.

Contract

Contract Date: Date on the purchase contract.

Seller Group: Seller group associated to the purchase.

Investor Group: Investor group associated to the purchase.

Purchase Rate: Percentage of the total debt for all accounts included in the portfolio that the purchaser pays.

Purchase Amount: Amount the purchaser paid for all accounts in the portfolio. The system populates this box when importing accounts in the portfolio.

Adj Purchase Rate: (Adjusted purchase rate.) Purchase rate plus applicable commissions.

Adj Total Price: (Adjusted total price.) Purchase amount plus applicable commissions.

Reminders

First Recourse Date: First recourse expiration date, based on the recourse periods specified on the **Contract Terms** tab.

Last Recourse Date: Last recourse expiration date, based on the recourse periods specified on the **Contract Terms** tab.

Calculate Values: Calculator to assist you in determining the purchase rate and other calculated values.

4. Complete the information and then, in the toolbar, click Save [Record Name].

Import a Purchased Portfolio

This topic provides general guidelines for importing a purchased portfolio. Your organization could require specialized workflows, based on your organization's business model or the portfolio type.

We recommend a one-to-one relationship between a Latitude customer record and a portfolio ID. Then, you can take advantage of all the standard reports available in Latitude when compiling information on your portfolios. You can also create customer groups in Latitude to contain multiple portfolios, and run reports based on the combined group. For more information about creating customers and customer groups, see the *Latitude* documentation.

To import a purchased portfolio

- 1. Create a customer in Latitude for the portfolio. We recommend that you include the customer name in the portfolio name (for example, Bank Name 20070101).
- 2. Ensure that you flag the customer as the principal customer to indicate that your organization owns the accounts.
- 3. Using Exchange, import accounts to the customer you just created.
- 4. If necessary, add the seller to Portfolio Manager. You can associate a seller to more than one portfolio.
- 5. Create a purchase portfolio in Portfolio Manager and define the contract terms. You can use the customer name as the portfolio code.
- 6. Attach the imported accounts to the purchase portfolio.

The system creates the "initial purchase" ledger entry for invoicing the investors. If you specified a purchase commission in the contract terms, the system creates a "purchase commission" ledger entry for invoicing.

Maintain a Sold Portfolio

Use the **General** tab to add or modify information for a sold portfolio. After you specify information on the **General** tab, you define the contract terms and select accounts to export for the portfolio. Generally, these accounts are ones you purchased previously. Once you sell a portfolio, the system credits all ledger items back to the purchased portfolio. The system recalls accounts forwarded in AIM when you include them in a sold portfolio. Ensure that you have a <u>Buyer</u> record defined before creating a sold portfolio.

To maintain a sold portfolio

- 1. In the Navigation Explorer pane, click Sales.
- 2. Double-click a sale name. The information appears in the **Information** pane.

3. Click the **General** tab.

General	Contract Terms	Accounts	Attachments	Notes	Miscellaneous Extra Data	Stratitu
Details						
Portfolio Id	2					
ortfolio Code	New Sale	on of Maxing	a/	2022200000	1977 - A.	
And the local data						
Description						
						12214
Culture	English (United St	ates)			-	
Luiture			1998 1998 1998 1998 1998 1998 1998 1998	and the second second		
Luiture						
			Calo	ulated Proper	ties	
Contract	05/21/2014	4		ulated Propert Face Value	and the second se	0.00
Contract Contract Date Sale Rate	05/21/2014	0.10000	Sold		\$ 0	0.00

Details

Portfolio ID: Unique code that the system assigns to identify the portfolio.

Portfolio Code: Name of the portfolio.

Description: Description of the sale (for example, type of debt sold, original creditor). **Culture:** Portfolio currency type.

Contract

Contract Date: Date on the sales contract.

Sale Rate: Percentage of the total debt for all accounts included in the portfolio.

Buyer Group: Buyer group associated to the sale.

Calculated Properties

Sold Face Value: Face value of the portfolio, based on the sales rate.

Sale Amount: Amount the purchaser paid for all accounts in the portfolio.

Number of Accounts: Number of accounts in the portfolio.

Calculate Values: Calculator to assist you in determining the purchase rate and other calculated values.

4. Complete the information and then, in the toolbar, click **Save [Record Name]**.

Export a Sold Portfolio

This topic provides general guidelines for exporting a sold portfolio. Your organization could require specialized workflows, based on your organization's business model or the portfolio type. You can include any accounts in Latitude in a sold portfolio. If you included the accounts previously as part of a purchased portfolio, the system includes the information in the purchased portfolio's investor ROI.

To export a sold portfolio

- 1. If necessary, add a buyer to Portfolio Manager. You can associate a buyer to more than one portfolio.
- 2. Create a sold portfolio and define the contract terms.
- 3. Select accounts to include in the portfolio.
- 4. Export accounts to an Excel spreadsheet and then send the file to the buyer.

Maintain a Sample Portfolio

Use the **General** tab to add or modify information for a sample portfolio. Sample portfolios allow potential buyers to review a set of accounts before purchasing them. After you create a portfolio sample and the buyer reviews and approves it, you can convert it to a sold portfolio. You can only associate an account to one portfolio at a time. The system recalls accounts forwarded in AIM when you include them in a sample portfolio.

To maintain a sample portfolio

- 1. In the Navigation Explorer pane, click Samples.
- 2. Double-click a sample name. The information appears in the **Information** pane.
- 3. Click the General tab.

General	Contract Terms	Accounts	Attachments	Notes	Miscellaneous Extra Data	Stratitud
Details						
Portfolio Id	3	are mechter			www.international.com	
Portfolio Code	New Sample				m.	
	<u></u>			salaasaaa.	Share and a second second	
Description						
Description						
Description						
Description						
			Calcu	lated Proper	ties	
Contract	05/21/2014			ilated Proper		
Contract Contract Date Sale Rate	05/21/2014	0.0000000	Curre	And the second second	e \$0	

Details

Portfolio ID: Unique code that the system assigns to identify the portfolio.

Portfolio Code: Name of the portfolio.

Description: Description of the sale (for example, type of debt sold, original creditor).

Contract

Contract Date: Date on the sales contract.

Sale Rate: Percentage of the total debt for all accounts included in the portfolio.

Buyer Group: Buyer group associated to the sale.

Calculated Properties

Current Face Value: Sum of the current balance for all accounts imported for this portfolio.

Number of Accounts: Number of accounts in the sample portfolio.

Sale Amount: Amount the purchaser pays for all accounts in the sample portfolio.

Move to Sold: Converts the sample portfolio to a sold portfolio.

- 4. Complete the information and then, in the toolbar, click Save [Record Name].
- 5. To convert the sample portfolio to sold, do the following:
- a. Click **Move to Sold**. The system moves the portfolio to the **Sales** tab.
- b. Modify the information as necessary and then, in the toolbar, click **Save [Record Name]**.

Contract Terms

Contract Terms

Use the Contract Terms tab to maintain contract terms for:

- Purchases
- <u>Sales</u>
- <u>Samples</u>

Modify Contract Terms

Use the **Contract Terms** tab to modify contract terms for a purchased, sold, or sample portfolio. To specify money received from investors as non-commissionable, specify the amounts on the **Investor ROI** tab before importing accounts.

To modify contract terms

- 1. In the Navigation Explorer pane, click Purchases, Sales, or Samples.
- 2. Double-click a purchase, sale, or sample name. The information appears in the **Information** pane.
- 3. Click the **Contract Terms** tab.

General Contract Terms	Accounts	Attachments	Notes	Miscellaneous Extra D
Recourse Period (Days)		Other		Conduct Control Dates
Bankruptcy Chapter 7	0	Credit Burea	u Report	\$ 0.00
Bankruptcy Chapter 11	0	Skip Trace	有关的	\$ 0.00
Bankruptcy Chapter 13	0	Sale Commis	sion (%)	0.00
Deceased	0			
Media				
Application	\$ 0.00			
Affidavits	\$ 0.00			
Statement	\$ 0.00			
Other	\$ 0.00			
A REAL PROPERTY AND A REAL				

Recourse Period: Number of days allowed in the contract to return uncollectible accounts in bankruptcy for full refund or credit.

Media: Cost per account for ordering copies of credit application, affidavit, account statements, and other documents. The system doesn't use this information in any calculations.

Other

Credit Bureau Report: cost per account for ordering a credit bureau report.

Skip Trace: Cost per account for skip tracing activities.

Sale Commission %: (For sales and samples only.) Amount withheld for brokering the sale of a portfolio. This amount represents a percentage of the sale price received to

withhold. The system generates a sales commission ledger entry for the original purchased portfolio.

Purchase Commission (%): (For purchases only.) Amount withheld for brokering the purchase of accounts. This amount represents a percentage of the payment received. The system includes purchase commissions in the adjusted purchase rate and adjusted total price on the **General** tab. The system generates a purchase commission ledger entry for the portfolio.

Payment Commission (%): (For purchases only.) Amount to withhold for management fees when you receive a payment for an account in this portfolio. This amount represents a percentage of the payment received. The system generates a payment commission ledger entry for the portfolio. The system reduces payment commissions withheld from accounts forwarded using AIM by the percentage that the forwarded agency withheld.

4. Modify the information as necessary.

Performance and ROI

Performance and ROI

Use the **Performance** tab and **Investor ROI** tab in the **[Purchase Name]** pane to view portfolio performance and return on investment (ROI).

View Performance

Use the Performance tab to view performance statistics that compare purchase price, expenses, and other criteria to the selling information.

To view performance

- 1. In the Navigation Explorer pane, click Purchases.
- 2. Double-click a purchase name. The information appears in the **Information** pane.
- 3. Click the **Performance** tab and then click the **Statistics** tab.

Statistics Performance	ce Graph			
Account Information		Credits		
Original Face Value	\$ 821288.90	Sales	\$ 0.00	
Number of Accounts	Click To Refresh	Payments	\$ 0.00	
Current Face Value	chall To Default	Recourses	\$ 0.00	
Account Average Balance			\$ 0.00	
Accounts with Promises	Click To Refresh	Other	\$ 0.00	
Accounts with PDC	Click To Refresh	Total	\$ 0.00	
Performance		Debits		
Net Back	\$ 821288.91	Purchase	\$ 821288.91	
Month To Date	-821288.	Reversals	\$ 0.00	
Year To Date	-821288. Media Expenses	Media Expenses	\$ 0.00	
		Operating Costs	\$ 0.00	
		Commissions	\$ 0.00	
		Total	\$ 821288.91	

Account Information

Number of Accounts: Number of accounts imported for this portfolio.

Original Face Value: Sum of original balance for all accounts imported for this portfolio.

Current Face Value: Sum of current balance for all accounts imported for this portfolio.

Account Average Balance: Average of current balance for all accounts imported for this portfolio.

Accounts with Promises: Number of accounts imported for this portfolio that have a pending promise to pay in Latitude, based on active promises in the table.

Accounts with PDC: Number of accounts imported for this portfolio that have a postdated payment in Latitude, based on active post-dated checks in the table.

Performance

Net Back: Total profit gained from the purchased portfolio, including sales and payments received (credits and debits).

Month to Date: Total profit gained from the purchased portfolio, including sales and payments received (credits and debits) for the current month only.

Year to Date: Total profit gained from the purchased portfolio, including sales and payments received (credits and debits) for the current year only.

Credits

Sales: Monies obtained from the (re-)sale of accounts in the purchased portfolio.

Payments: Payments received from debtors on accounts included in the purchased portfolio.

Recourses: Payments or credits received from the buy back of accounts originally included in the purchased portfolio.

Commissions: Monies refunded toward commissions.

Other: Any other credits for the portfolio. See Ledger tab for details.

Total: Sum of all credits for the portfolio.

Debits

Purchase: Monies expended for the purchase of the portfolio.

Reversals: Reversed (bounced) payments received from debtors on accounts included in the purchased portfolio.

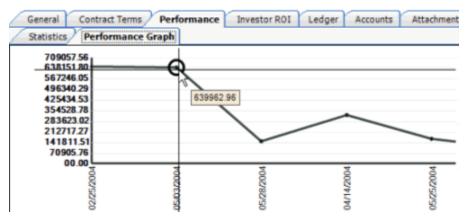
Media Expenses: Monies expended for the purchase of media for accounts imported as part of the purchased portfolio.

Operating Costs: Monies expended for the handling of accounts for the purchased portfolio.

Commissions: Monies paid toward commissions for the portfolio.

Total: Sum of all debits for the portfolio.

4. To view a graph of the performance, click the **Performance Graph** tab.

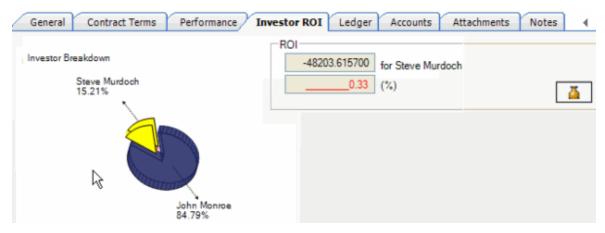


View Investor ROI

Use the **Investor ROI** tab to view a breakdown of each investor's portion within the portfolio. You can also specify part of an investor's money as non-commissionable when you use profits from the purchase and sale of one portfolio to purchase another portfolio.

To view investor ROI

- 1. In the Navigation Explorer pane, click Purchases.
- 2. Double-click a purchase name. The information appears in the Information pane.
- 3. Click the Investor ROI tab.



- 4. To view ROI for a specific investor, click on the investor's piece of the pie. The ROI dollar amount and percentage of the total appear.
- 5. To specify part of an investor's money as non-commissionable, do the following:
- a. Click the Money Bag icon.



Commissionable Investment: Portion of the investment that is commissionable.

Non-Commissionable Investment: Portion of the investment that is not commissionable.

b. Specify the amounts and then click **Save**.

Accounts

Accounts

Use the Accounts tab to select accounts and attach them to the following portfolio types:

- <u>Purchases</u>
- <u>Sales</u>
- <u>Samples</u>

Select Accounts

Use the **Accounts** tab to select accounts and attach them to a purchased, sold, or sample portfolio. You can run the same query or a different query multiple times to select and attach more accounts to the same portfolio. You can review the accounts included in a portfolio, include or exclude accounts, and export the information to a file.

To select accounts

- 1. In the Navigation Explorer pane, click Purchases, Sales, or Samples.
- 2. Double-click a purchase, sale, or sample name. The information appears in the **Information** pane.
- 3. Click the **Accounts** tab.

General Contract Term	Accounts	Attachments	Notes	Miscellaneous Extra Data	Stratitude
Recourse Period (Days)		Other			
Bankruptcy Chapter 7		Credit Burea	u Report	\$ 100.00	
Bankruptcy Chapter 11		Skip Trace		\$ 100.00	
Bankruptcy Chapter 13	0	Sale Commis	sion (%)	0.05	
Deceased	0	188220			
Media					
Application	\$ 100.00				
Affidavits	\$ 100.00				
Statement	\$ 100.00				
Other	\$ 50.00				

4. In the toolbar, click **Select Accounts**. The following example is for a sale.

Select Accounts		×
Dear Dear Sopen	ave Durt Pun	
Clear Open Consolidation AIM AWG AWG AWG AWG AWG AWG AWG AWG Consolidation Consolidation Consolidation Consolidation Consolidation Consolidation Debt Forwarding Debt Purchasing Debt Purchasing Debtor Demographics DebtorCreditCards De	Image: Second	
	-	
Selection Criteria Results		Save

Note: For a sale or sample, a default condition of "Not Already Sold" appears. For a purchase, a default condition of "Not Already Purchased" appears.

- 5. Do one of the following:
- To open an existing query, in the toolbar, click **Open**. Click the query and then click **Open**.

- To modify the query, specify the <u>columns</u>, <u>conditions</u>, and <u>order</u>.
- 6. Click **Run**. The query results appear on the **Results** tab.
- 7. Click Save.
- 8. On the **Accounts** tab, modify the query as necessary and then click **Run**. The query results appear on the **Results** tab.
- 9. To remove an account from the portfolio, click the row and then click **Remove Selected Accounts**. You can select more than one account at a time.
- 10. Click **Export to Excel**.

Note: If you grouped information in the results, remove the grouping.

11. In the **Save As** dialog box, specify the location and file name and then click **Save**. For a sale, the system assigns a queue level of "999" and a status of "SLD" to the accounts to flag them as sold.

Ledger Items

Ledger Items

Use the **Ledger** tab in the [Purchase Name] pane to track debits (expenses such as media requests, credit reports, buybacks) and credits (sales, payments, and putbacks). The system users ledger entries to determine the current investor ROI and create invoices for buyers, sellers, and investors.

View Ledger Items

Use the Ledger tab to view credit and debit transactions associated to a purchased portfolio.

To view ledger items

- 1. In the Navigation Explorer pane, click Purchases.
- 2. Double-click a purchase name. The information appears in the Information pane.
- 3. Click the Ledger tab.
- 4. To view all credit and debit transactions for the portfolio, click the **All** tab.

General Contr	act Terms P	Performance	Inve	estor ROI	Ledge	r Ac	counts Att	tachments	No	tes	٩.
All Receivables	s Payables			1.11.2	1998 A				36 C (62784	
Туре 7											
Type : Intial Purchase	e (1 item) Credit S	um Credit: 5, i	Debit Sun	n Debit: \$821,2	88.91						
Date Entered	Date Clear 🕫	Numbe 🕫	Credit	+ Debit	o Sta	atus -	Comment	🖙 id1	-12	name	
Date Entered +	Date Clear 🕫	Numbe 🕀	Credit \$0.00	+ Debit \$821.288.		atus -	Comment		-10	name	
and the second se		Numbe 🗇	\$0.00		9		Initial purcha		-	name	
05/21/2014		Numbe 🕁	\$0.00	\$821,288.	9		Initial purcha		-	name	

5. To view uncleared credit transactions for the portfolio, click the **Receivables** tab.

General	Contract Terms	Performance	Investor ROI	Ledger	Accounts Attac	hments I	Notes 4
All Rec	ceivables Payab	oles					
Туре 🗸							
Type : Intia	Purchase (1 item)						
Date Ente	ered ∑ ⊽ +> Date	Cle∑⊽+¤Numb	∑⊽≉ Cre∑⊽	'⇔ Stat ∑⊽	⇔ Comme Σ⊽⊀	id1 ∑⊽	⇔nam∑∀⊀
05/28/2	014	1200	\$5.000.00	Pending	Initial purchase a		KILE, RICHA

6. To view uncleared debit transactions for the portfolio, click the **Payables** tab.

General Contract Terms All Receivables Payat	Performance	investor Kor	Accounts Attachme	ants Notes 4
Turne				
TAbe .				
Type : Intial Purchase (1 item)				
Type : Intal Purchase (1 item) Date Entered ∑⊽⊕ Date	Clea∑∵r⇔Numb)	∑⊽⇔ Deb ∑⊽⇔ Stat)	∑⊽⇔Comme∑⊽⇔ik	d1 Σ⊽+⊐ nam Σ⊺

7. To view transaction details, click the plus sign (+) next to a transaction type.

Maintain a Ledger Item

Use the Ledger tab to maintain a ledger item associated to a purchased portfolio.

To maintain a ledger item

- 1. In the Navigation Explorer pane, click Purchases.
- 2. Double-click a purchase name. The information appears in the Information pane.
- 3. Click the **Ledger** tab and then click the **All** tab.

General Cont	ract Terms	Performance	Inves	stor ROI	edger	Accounts Attac	chments No	otes 4
All Receivable	es Payables		<u>30) 83</u>		1963SE			12.20
Туре 7								
Type : Intial Purcha	se (1 item) Credit !	Sum Credit: 5,	Debit Sum	Debit: \$821,28	8.91			
Date Entered	Date Clear	🛱 Numbe 🛱	Credit -	🛱 Debit 🤞	Status	🗢 Comment 🕫	id1 🕂	name
Date Entered				and the second se	the second se	and the second se		
• 05/21/2014			\$0.00	\$821,288.9		Initial purchas		
and the second s	Purchase		\$0.00	\$821,288.9		Initial purchas		
• 05/21/2014	Purchase		\$0.00	\$821.288.9		Initial purchas		

- 4. Click the plus sign (+) next to the ledger type to expand it.
- 5. In the data grid, double-click the ledger entry.

Ledger Entry	
Portfolio Code	New Purchase
Ledger Type	Intial Purchase
Credit	0.00
Debit	821,288.91
Date Entered	05/21/2014
Date Cleared	
Account Number	
Status	•
Comments	Initial purchase amount.
	Delete 🔛 Save 🐰 Cancel

Portfolio Code: Name of the portfolio.

Ledger Type: Name of the general ledger item.

Credit: Amount of the transaction that is a credit.

Debit: Amount of the transaction that is a debit.

Date Entered: Date you added the transaction

Date Cleared: Date you cleared the transaction.

Account Number: If the transaction is for a specific account, provide the Latitude account number.

Status: Status of the transaction.

Comments: Comment regarding the transaction.

6. Complete the information and then click **Save**.

Clear Ledger Items

Use the Ledger tab to clear a ledger item associated to a purchased portfolio.

To clear a ledger item

- 1. In the Navigation Explorer pane, click Purchases.
- 2. Double-click a purchase name. The information appears in the Information pane.
- 3. Click the **Ledger** tab and then click the **All** tab.

The statement and the second	A CONTRACTOR OF A CONTRACTOR O	erformance	aive:	stor ROI	Leu	ger 🥢	Accounts A	cuacininentis	NU	tes	
All Receivables	Payables	2.9.8.200	10.01.26.3	의 관계 같은 것	67.5	235923		te de la chefte		6.30,879	
Type V											
Type : Intial Purchase	e (1 item) Credit S	um Credit: 5,	Debit Sum	Debit: \$821.3	288.91	L					
		the second s			_	the second s					_
Date Entered	A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY.	And the second se	The second s					the second s	-	name	
NAME AND POST OFFICE ADDRESS OF TAXABLE PARTY.	A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY.	And the second se	The second s		•			id1	-	name	
Date Entered	Date Clear 😔	And the second se	Credit \$0.00	🕫 Debit	•		Comment	id1	÷	name	
Date Entered +	Date Clear 😔	Numbe 🕁	Credit \$0.00	🕫 Debit	•		Comment	id1	4	name	

- 4. Click the plus sign (+) next to the ledger type to expand it.
- 5. In the data grid, double-click the ledger entry.

Ledger Entry	
Portfolio Code	New Purchase
Ledger Type	Intial Purchase
Credit	0.00
Debit	821,288.91
Date Entered	05/21/2014
Date Cleared	
Account Number	
Status	
Comments	Initial purchase amount.
	Delete 📙 Save 🎎 Cancel

6. In the **Date Cleared** box, type or select a date and then click **Save**. The system removes the ledger entry from the **Receivables** tab, **Payables** tab, or both (depending on what's applicable).

Delete a Ledger Item

Use the Ledger tab to delete a ledger item associated to a purchased portfolio.

To delete a ledger item

- 1. In the Navigation Explorer pane, click Purchases.
- 2. Double-click a purchase name. The information appears in the Information pane.
- 3. Click the **Ledger** tab and then click the **All** tab.

The second second second second	Contraction of the local division of the loc	Performance	inves	tor ROI	Ledger	Account	s Attac	nments	No	tes .	٩.
All Receivables	s Payables	1.1.1.1.1.1			725.85				2.7	120.00	
Туре 🗸											
Type : Intial Purchase	e (1 item) Credit S	ium Credit: \$,	Debit Sum (Debit: \$821,2	88.91						
Date Entered	Date Clear +	Numbe 🕫	Credit 4	Debit	o Sta	tus 🗢 Co	mment 🖙	id1	-	name	
Bate Entered				-	_						
05/21/2014		1	\$0.00	\$821,288.	• · · ·	Ini	tial purchas				4
and the second se	Purchase			\$821,288.			tial purchas				· . ·
• 05/21/2014	Purchase						tial purchas				

- 4. Click the plus sign (+) next to the ledger type to expand it.
- 5. In the data grid, double-click the ledger entry.

🐉 Ledger Entry	
Portfolio Code	New Purchase
Ledger Type	Intial Purchase
Credit	0.00
Debit	821,288.91
Date Entered	05/21/2014
Date Cleared	
Account Number	
Status	•
Comments	Initial purchase amount.
	Delete 📕 Save 🎽 Cancel

6. Click **Delete**. The system deletes the ledger entry.

Purchase Ledger Entries

The following table describes the ledger entries for purchased portfolios.

Ledger Type	Description	Credit	Debit
Initial Purchase	purchased portfolio.	Seller	Investor
	Calculation is the purchase rate times the total dollar amount (balance) of the accounts included in the purchased portfolio.		
Purchase Commission	Created when you specify a purchase commission in the contract terms. Calculation is the purchase commission times the purchase amount.	Management	Investor

Sale Ledger Entries

Ledger Type	Description	Credit	Debit
Sales	Created and updated when you add accounts to a sold portfolio. Calculation is the sales rate times the total dollar amount (balance) of the accounts included in the sold portfolio.	Investor	Buyer
Sales Commission	Created when you specify a sales commission in the contract terms of a sold portfolio. Calculation is the sales commission times the total dollar amount (balance) of the accounts included from the purchased portfolio.	Investor	Buyer

The following table describes the ledger entries for sold portfolios.

Payment Ledger Entries

The following table describes the ledger entries for payments and reversals.

Ledger Type	Description	Credit	Debit
Received Payment	Created when you process a payment in Latitude or AIM for accounts in a purchased portfolio.	Investor	Debtor
Payment Commission	Created when you process a payment in Latitude for accounts in a purchased portfolio with a payment commission specified in the contract terms. Note :The system reduces payment commissions withheld from accounts forwarded using AIM by the percentage that the forwarded agency withheld.	Management	Investor
Received Reversal	Created when you process a payment reversal in Latitude or AIM for accounts in a purchased portfolio.	Debtor	Investor
Reversal Commission	Created when you process a payment reversal in Latitude for accounts in a purchased portfolio with a payment commission specified in the contract terms. Only where you charged the investor a commission on the payment.	Investor	Management
Payment After Sale	Created when you receive a payment in Latitude for accounts in a sold portfolio. The system creates this entry in addition to the received payment ledger entry.	Buyer	Investor

Ledger Type	Description	Credit	Debit
	Created when you process a payment reversal in Latitude or AIM for accounts in a sold portfolio.	Investor	Buyer

Putback (Recourse) Ledger Entries

The following table describes the ledger entries for recourses.

Ledger Type	Description	Credit	Debit
Putback Bankruptcy Deceased Paid Prior Client Request Fraud	seller. You can trigger these recourses in Latitude. The system creates putback ledger items with an initial status of pending. You can use the Recourse Manager tool to review, export, process, and approve the ledger items.	Investor	Seller

Buyback (Return) Ledger Entries

The following table describes the ledger entries for returns.

Ledger Type	Description	Credit	Debit
Buyback Bankruptcy Buyback	Created when the buyer returns accounts. You can trigger these returns in Latitude. The system adds buyback ledger items with an initial status of pending. You can use the Recourse Manager tool to review, export, process, and	Investor	Seller
Deceased Buyback	approve the ledger items.		
Paid Prior Buyback			
Client Request Buyback			
Fraud Buyback			

Stratitude

Stratitude

Use the Stratitude tab to view stratification reports and charts for the following portfolio types:

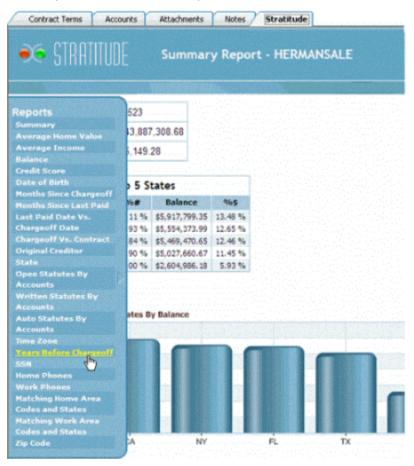
- <u>Purchases</u>
- <u>Sales</u>
- <u>Samples</u>

Generate a Stratification Report

Use the **Stratitude** tab to generate a stratification report for a purchased, sold, or sampled portfolio.

To generate a stratification report

- 1. In the Navigation Explorer pane, click Purchases, Sales, or Samples.
- 2. Double-click a purchase, sale, or sample name. The information appears in the **Information** pane.
- 3. Click the **Stratitude** tab.
- 4. Hover your mouse over the Reports menu slide-in and then click a report.



Auto Statutes by Accounts Report

The Auto Statutes by Accounts Report displays statute of limitation levels and counts by state for the accounts in the portfolio with auto loan debt.

Average Home Value Report

The Average Home Value Report displays the average home value for the debtors in the portfolio, based on the most current U.S. census data for the debtors' ZIP Code. The **Range** column lists the home value price ranges.

Average Income Report

The Average Income Report displays the average income for the debtors in the portfolio, based on the most current U.S. census data for the debtor's ZIP Code. The **Range** column lists the income ranges.

Balance Report

The Balance Report displays stratifications and performance of the accounts in the portfolio based on the account balance. The **Range** column lists the account balance ranges.

Credit Score Report

The Credit Score Report displays stratifications and performance of the accounts in the portfolio based on the debtor's credit score. The **Range** column lists the credit score ranges.

Date of Birth Report

The Date of Birth Report displays stratifications and performance of the accounts in the portfolio based on the debtor's age. The **Range** column lists the debtor age ranges.

Home Phones Report

The Home Phones Report displays stratifications and performance of the accounts in the portfolio based on the status of the debtor's home phone.

Last Paid Date Vs. Chargeoff Date Report

The Last Paid Date Vs. Chargeoff Date Report displays stratifications and performance of the accounts in the portfolio based on the number of months between the last payment and charge-off. The **Range** column lists the month ranges.

Matching Home Area Codes and States Report

The Matching Home Area Codes and States Report displays stratifications and performance of the accounts in the portfolio based on a match between the debtor's home area code and state.

Matching Work Area Codes and States Report

The Matching Work Area Codes and States Report displays stratifications and performance of the accounts in the portfolio based on a match between the debtor's work area code and state.

Months Since Chargeoff Report

The Months Since Chargeoff Report displays stratifications and performance of the accounts in the portfolio based on the number of months since charge-off. The **Range** column lists the month ranges.

Months Since Last Paid Report

The Months Since Last Paid Report displays stratifications and performance of the accounts in the portfolio based on the number of months since last payment. The **Range** column lists the month ranges.

Open Statutes by Accounts Report

The Open Statutes by Accounts Report displays statute of limitation levels and counts by state for the accounts in the portfolio with open-ended or revolving debt.

Original Creditor Report

The Original Creditor Report displays stratifications and performance of the accounts in the portfolio based on the original creditor.

SSN Report

The SSN Report displays stratifications and performance of the accounts in the portfolio based on the status of the debtor's SSN.

State Report

The State Report displays stratifications and performance of the accounts in the portfolio based on the debtor's state.

Summary Report

The Summary Report summarizes information for the accounts in a portfolio.

Time Zone Report

The Time Zone Report displays stratifications and performance of the accounts in the portfolio based on the debtor's time zone.

Work Phones Report

The Work Phones Report displays stratifications and performance of the accounts in the portfolio based on the status of the debtor's work phone.

Written Statutes by Accounts Report

The Written Statutes by Accounts Report displays statute of limitation levels and counts by state for the accounts in the portfolio with written contract debt.

Years Before Chargeoff Report

The Years Before Chargeoff Report displays stratifications and performance of the accounts in the portfolio based on the number of years before charge-off. The **Range** column lists the year ranges.

Zip Code Report

The Zip Code Report displays stratifications and performance of the accounts in the portfolio based on the status of the debtor's ZIP Code.

Report Abbreviations

Some reports contain the following abbreviations:

- C/O: Charge-off Date.
- **DLP:** Date of Last Payment.
- Liq %: Percent liquidated (paid).
- **TOB:** Time on Books. Number of days between the contract date and the charge-off date.
- Wt Avg: Weighted average within the criteria (range) specified.

Reports

Reports

Use the **Reports** menu to generate reports that you can use to reconcile accounting information, view account history and transactions, view agency placements, view batch history, and view portfolio performance.

Generate an Accounting Report

Use the **Accounting** window to generate an accounting report. This report allows you to review credits and debits to reconcile accounting with buyers, sellers, and investors.

To generate an accounting report

1. In the menu bar, click **Reports > Accounting**.

Select	Group					
From	11/21/2013	To	05/20/2014	Get Entries	Export to Excel	
Credit	\$	0.00				
Debit ((0.00				
Net		5				

- 2. Click the type of entity for which to generate the report (buyers, sellers, or investors).
- 3. In the **Select Group** list box, click the name of the entity for whom to generate the report.
- 4. Specify the date range for which to generate the report and then click **Get Entries**. Credit, debit, and net information for the specified report criteria appear, sorted by portfolio type.

OBuyers OSellers 📀	Investore					
Select Group Firestone M	lanagement and	d Diversified	$(a,b) \in \{a,b\}$	Territoria de la		1 1 *
From 01/30/2004	🗸 To	07/29/2005	~	Get Entries	Export to	Excel
Credit \$ 486.077.1	18	1	and the second s	A STATE OF A	and the second	West Call
Debit (- \$ 1,277.308.5						
	201					
Net (\$791,231.3	3					
Portfolio A						
and a second						
Portfolio : 124 - Chase-8-5-0	and the second second					
Type : Deceased (1 item)		A REAL POINT OF THE POINT OF TH	and the second sec	and the second product of the second second	CONTRACTOR OF	000000000000000000000000000000000000000
Type : Intial Purchase (1	Litem)					
Type : Intial Purchase (1 Type : Payment Commiss	i item) sion (74 items)					
Type : Intial Purchase (1 Type : Payment Commiss Type : Purchase Commis	i item) sion (74 items) ision (1 item)					
Type : Intial Purchase (1 Type : Payment Commiss Type : Purchase Commis Type : Received Payment	i item) sion (74 items) ision (1 item) t (74 items)					
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Type : Intial Purchase (1 Type : Payment Commiss Type : Purchase Commiss Type : Purchase Commis Type : Received Payment Type : Recourse (1 tem) Type : Sale Commission (Date Entered ∑ 0 01/11/2005	i item) sion (74 items) sion (1 item) t (74 items) (2 items)	are ∑ ⊽ + Num	ber∑⊽⊨ (\$0.00	and the second se

- 5. To view details, click the plus sign (+) next to an item.
- 6. To modify the view, see Data Grids.
- 7. To export the report to an Excel file, do the following:
- a. Click **Export to Excel**.
- b. In the **Save As** dialog box, type a name for the file or accept the default.
- c. Click Save.

Generate a Repurchase Report

Use the **Repurchase Accounts** window to generate a repurchase report. This report displays accounts that sellers repurchased from your organization, or that your organization repurchased for buyers.

To generate a repurchase report

1. In the menu bar, click **Reports** > **Repurchase Report**.

Repurchase Accounts	
O Buyers Sellers Include Cleared Entries	
Select Group Global Management Capital	~
From 01/01/2004 To 10/13/2006 Get Entries Export to Excel	
Portfolio 🛆	
🝸 Portfolio : 202 - Advanta Test (1 liem)	
Υγγρε Σ∇≠ Date Entere Σ∇≠ Date Cleare Σ∇≠ Number Σ∇≠ Credit Σ∇≠	Debit N
Recourse 03/10/2005 212978	\$3.43 BO

- 2. Click the type of entity for which to generate the report (buyers, sellers, or investors).
- 3. In the **Select Group** list box, click the name of the entity for whom to generate the report.
- 4. Specify the date range for which to generate the report and then click **Get Entries**. Credit, debit, and net information for the specified report criteria appear, sorted by portfolio type.
- 5. To view details, click the plus sign (+) next to an item.
- 6. To modify the view, see Data Grids.
- 7. To export the report to an Excel file, do the following:
- a. Click **Export to Excel**.
- b. In the **Save As** dialog box, type a name for the file or accept the default.
- c. Click Save.

Report Viewer

Report Viewer

Use the **Report Viewer** window to create, modify, and view reports.

Create a Report

Use the **Report Editor** dialog box to create a report.

To create a report

1. In the menu bar, click **Reports** > **Report Viewer**.

Report Viewer Please Select A Report To View			
Use Date Range 05/20/2014	▼ to 05/20/2014	*	Edit New
Details Chart Export To Excel			
Drag a column header here to group by th	t column.		

2. Click New.

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Name Links				
2.000				
Description				
SQL Text				
Type or Paste SQL				Test
Display Properties Click Test To Populate		and the state of the		0.0000000000000000000000000000000000000
Click lest to Populate	Freids			
Ind Casting		02333/80032325		
Sorting	nne constitu	:		
Sorting			OK	Cancel

- 3. Type a name and description for the report.
- 4. In the SQL Text box, type or paste the SQL code for creating the report and then click **Test**. If the code is invalid, a message appears.
- 5. (Optional) Specify the sorting, grouping, and summaries and then click OK.

Modify a Report

Use the **Report Viewer** window to modify a report.

To modify a report

1. In the menu bar, click **Reports** > **Report Viewer**.

Please Select A Report To View			
Use Date Range 05/20/2014		-	Edit New
etails Chart Export To Excel			
rag a column header here to group by the	at column.		

2. In the list box, select the report to modify and then click Edit.

General Prop				And the Description of the second	AN ANALO OLOGICI SHARENGA
	erties	Second second			
Name	1 Section Con				
23302300					
Description					
SQL Text					
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- 3. Modify the report name and description as necessary.
- 4. In the SQL Text box, modify the SQL code for creating the report and then click **Test**. If the code is invalid, a message appears.
- 5. Modify the sorting, grouping, and summaries as necessary and then click **OK**.

View a Report

Use the **Report Viewer** window to view a report.

To view a report

1. In the menu bar, click **Reports** > **Report Viewer**.

Please Select A Report To View		
Use Date Range 05/20/2014	+ to 05/20/2014 +	Edit New
Details Chart Export To Excel		
Drag a column header here to group by th	column.	

2. In the list box, select the report to view.

- 3. To generate the report for a specific date range, select **Use Date Range** and then specify the start and end dates.
- 4. To view report details, click the **Details** tab.
- 5. To view a graph of the report data, click the **Chart** tab.
- 6. To modify the view, see Data Grids.
- 7. To export the report to an Excel file, do the following:
- a. Click **Export to Excel**.
- b. In the **Save As** dialog box, type a name for the file or accept the default.
- c. Click Save.

Tools

Tools

Portfolio Manager contains the following tools:

- **Query:** Used to retrieves accounts that meet specific criteria so you can attach them to a portfolio or export them.
- **Excel Template Manager:** Used to create and maintain Excel file templates so you can export account information or create an invoice.
- Media Manager: Used to flag pending media requests for buyers and sellers as received, not available, or sent.
- **Recourse Manager:** Used to approve or decline pending account recourses for buyers and sellers.
- **Invoices:** Used to create invoices for billing buyers, sellers, and investors; and for managers to track internal profit and loss.
- **Contact Locator:** Used to retrieve debt buyer contacts and export the list to an Excel file.
- **Portfolio Locator:** Used to retrieve portfolios and export the list to an Excel file.

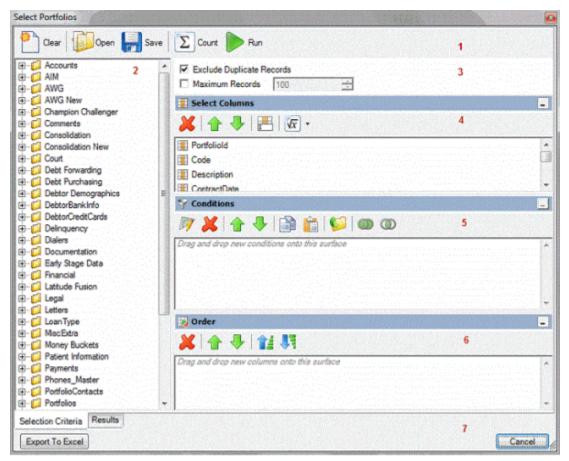
Queries

Queries

A query tool is available in several areas of Portfolio Manager to allow you to retrieve accounts that meet specific criteria. You can run a query and then view, sort, group, and summarize the query results before implementing the query. The query tool is available to:

- <u>Select accounts</u> for a purchased, sold, or sample portfolio.
- Export Debt Buyer Contacts to an Excel File.
- Export Portfolios to an Excel File.

The following is an example of a query window. The **Select Columns** and **Order** sections are not available in certain query windows.



- 1. **Top Toolbar:** Displays the functions that are available for the query.
- 2. Data Selection pane: Displays the data available to include in the query.
- 3. **Options:** Displays options to apply to the query.
- 4. Select Columns pane: Allows you to specify the data columns to include in the query results.
- 5. Conditions pane: Allows you to specify the conditions for retrieving accounts.
- 6. Order pane: Allows you to specify the sort order for the query results.
- 7. **Bottom Toolbar:** Allows you to implement the query or close the window without saving changes.

Query Columns

Query Columns

Use the **Select Columns** pane in a query window to specify the data columns to include in the query results. The **Select Columns** pane contains a default set of columns.

Add a Query Column

Use the **Select Columns** pane in a query window to add a column to display in the query results.

To add a query column

1. With a query window open, in the **Data Selection** pane, click the plus sign (+) next to a folder to expand it.



2. Click the data item to display in a column in the query results and drag and drop it in the **Select Columns** pane.

Elect Columns	-
💥 🛧 🦊 📇 🐷 •	
Eustomer	*
Eustomer Account Number	
Account Linked?	

3. Drag and drop more data items as necessary.

Modify the Query Column Order

Use the **Select Columns** pane in a query window to change the order in which columns of data appear in the query results.

To modify the query column order

1. With a query window open, go to the **Select Columns** pane.

Elect Columns	-
💥 🛧 🦊 📇 🚾 -	
Eustomer	٨
E Customer Account Number	
Account Linked?	

- 2. To move up a column in the list, click the column and then, in the toolbar, click the up arrow.
- 3. To move down a column in the list, click the column and then, in the toolbar, click the down arrow.

Modify a Query Column Name

Use the **Select Columns** pane in a query window to modify the name of a column that appears in the query results.

To modify a query column name

1. With a query window open, go to the **Select Columns** pane.

Elect Columns	-
🞽 🛧 🦊 📇 🚾 -	
Customer	٨
Customer Account Number	
Account Linked?	

- 2. Do one of the following:
- 3. Click the column and then, in the toolbar, click the Rename icon.
- 4. Right-click the column and then click **Rename**.

The query designer clears the column name and displays a blank box to allow you to modify the name.

1	
	Customer Account Number
	Account Linked?

5. In the box, type the new name for the column and then press **Enter**. The original column name appears with the new name appended. For example, if you change the **Customer** column to **Client**, The query designer changes the column name to **Customer as Client**.

Delete a Query Column

Use the **Select Columns** pane in a query window to delete a column from the query so that the query designer doesn't include it in the query results.

To delete a query column

1. With a query window open, go to the **Select Columns** pane.

Elect Columns	-
🞽 🛧 🦊 📇 🚾 -	
Eustomer	٠
E Customer Account Number	
Account Linked?	

- 2. Do one of the following:
- 3. Click the column and then, in the toolbar, click the Delete icon.
- 4. Click the column and then press the **Delete** key.
- 5. Right-click the column and then click **Delete**. A confirmation dialog box appears.

6. Click Yes.

Assign an Aggregate Function to a Query Column

Use the **Select Columns** pane in a query window to assign an aggregate function to a column. When you run the query, the query results show the aggregated values in the column instead of the actual value. Non-aggregated columns create the groups represented by the aggregated data. For more information about aggregate functions, see <u>Aggregate Functions</u>.

To assign an aggregate function to a query column

1. With a query window open, go to the **Select Columns** pane.

1 Select Columns	-
🞽 🛧 🦊 🔚 🐷 ·	
Eustomer	*
Customer Account Number	
Account Linked?	

2. Click the column and then, in the toolbar, click the arrow next to the Aggregate icon. A list of functions appears.

√x	•
	Count
	Sum
	Average
	Maximum
	Minimum
	Standard Deviation
	Population Standard Deviation
	Variance
	Population Variance

- Click a function. The original column name appears with the aggregate function name appended. For example, if you selected the "average" function for the Linked Current Balance column, the Linked Current Balance column name changes to Average of Linked Current Balance. In the query results, the average account balance for all the linked accounts appears.
- 4. To delete an aggregated function, click the column name and then click the Aggregate icon.

Aggregate Functions

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

Function	Description	
Count	Counts the number of records for the grouping.	

Function	Description	
Sum	Totals the values within the grouping.	
Average	Averages the values within the grouping.	
Maximum	Calculates the highest value within the grouping.	
Minimum	Calculates the lowest value within the grouping.	
Standard Deviation	Averages the difference from the mean value of the entire set of records included.	
Population Standard Deviation	Averages the difference from the mean value within the grouping.	
Variance	Squares the standard deviation.	
Population Variance	Squares the standard deviation within the grouping.	
Eliminate Duplicates	Changes the equation to add the "distinct" clause. You can use this function with any aggregate after the initial selection.	
Remove Aggregate	Deletes the aggregate function and returns the column to its literal value.	

Query Conditions

Query Conditions

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

Create a Query Condition

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

To create a query condition

1. With a query window open, in the **Data Selection** pane, click the plus sign (+) next to a folder to expand it.

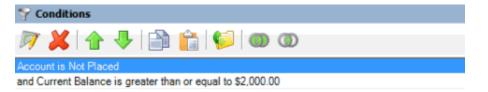
🖯 🧭 Acc	ounts
Ē. 📁	Account Age
😟 - 📁	Balance
🕀 - 💋	Branch
🖻 - 📁 (Credit Bureau Reporting
庄 - 💋 (Customer
🖻 - 💋	Desk
E - 💋 (Queue
😟 - 💋	Status
	Account Linked?
	Account Open?
	Active Status?
	Archived?
	Charge Off Date

2. Click the data item for which to set a condition and drag and drop it in the **Conditions** pane. A dialog box appears, which allows you to specify the criteria. The title of the dialog box and the information displayed depend on the condition selected.

The following example shows the **Current Balance** dialog box that appears when you drag and drop the **Current Balance** data item into the **Conditions** pane.

Current Balance			
Value is Equal To	•	0.00	∃
Cancel		Oka	у

3. In the dialog box, specify the criteria and then click **Okay**. The condition appears in the **Conditions** pane. In the following example, the condition indicates you want to include in the query results accounts with a current balance that is greater than or equal to "\$2,000."



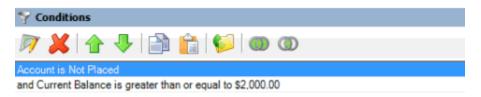
4. Drag and drop more data items as necessary.

Modify a Query Condition

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

To modify a query condition

1. With a query window open, go to the **Conditions** pane.



2. Do one of the following:

- Click a condition and then, in the toolbar, click the Edit icon.
- Double-click a condition.
- Right-click a condition and then click **Edit**.

A dialog box appears, which allows you to modify the criteria. The title of the dialog box and the information displayed depends on the condition selected.

Current Balance	2
Value is Greater Than or Equal To 💌	2,000.00 +
Cancel	Okay

3. In the dialog box, modify the criteria and then click **Okay**. The **Conditions** pane reflects the update.

Copy a Query Condition

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

To copy a query condition

1. With a query window open, go to the **Conditions** pane.

Seconditions
🏹 💥 🛧 🦆 🔛 💼 🌾 🚳 🚳
Account is Not Placed
and Current Balance is greater than or equal to \$2,000.00

- 2. Do one of the following:
- Click the condition and then, in the toolbar, click the Copy icon.
- Right-click the condition and then click **Copy**.

The query designer copies the condition to the Clipboard.

- 3. Do one of the following:
- Click where you want to copy the condition and then, in the toolbar, click the Paste icon.
- Right-click where you want to copy the condition and then click Paste.

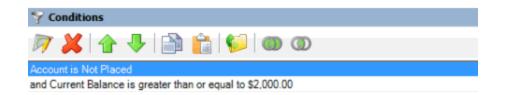
The query designer pastes the condition in the specified location.

Group Query Conditions

Use the **Conditions** pane in a query window to separate conditions into groups when you require complex data mining.

To group query conditions

1. With a query window open, go to the **Conditions** pane.



2. Click the conditions to group.

Tip: To select multiple sequential conditions, press and hold the **Shift** key and click the first and last sequential condition. To select multiple non-sequential conditions, press and hold the **Ctrl** key and click each individual condition. To select all conditions, right-click and then click **Select All**.

- 3. Do one of the following:
- In the toolbar, click the Group icon.
- Right-click the selected conditions and then click Group.

The query designer groups the selected conditions and identifies the beginning and ending of the group.

Seconditions	_
🕅 💥 🛧 🗣 📄 💼 🗐 🍩 👁	
Begin Group #1 (*
Contract Date is equal to Thursday, February 07, 2013	
or Desk is "Collector 1 Desk"	
) End Group #1	
and Account is the parent link with other accounts	

4. Continue grouping conditions as necessary. The following example shows a complex grouping of conditions.

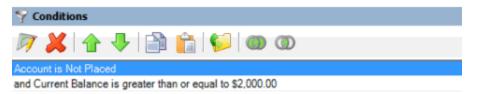
Seconditions
🕅 💥 🛧 🤚 🔛 📔 🗐 🍩 👁
Desk is "Collector 1 Desk"
and Begin Group #1 (
Begin Group #2 (
Customer is "Customer One"
and Current Balance is greater than \$50.00
) End Group #2
or Begin Group #3 (
Current Balance is greater than \$100.00
and Customer is "Customer Two"
) End Group #3
) End Group #1

Modify the Query Condition Order

Use the **Conditions** pane in a query window to modify the order in which to evaluate conditions.

To modify the query condition order

1. With a query window open, go to the **conditions** pane.



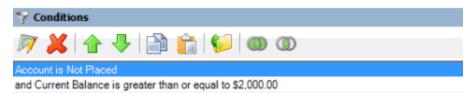
- 2. To move up a condition in the list, click the condition and then, in the toolbar, click the up arrow.
- 3. To move down a condition in the list, click the condition and then, in the toolbar, click the down arrow.

Set a Query Condition to Optional or Required

Use the **Conditions** pane in a query window to set a query condition to optional or required using Boolean operators (OR, AND). The query designer sets conditions to "required" by default. If a query has a single condition, the query requires that condition and you cannot set it to optional. If a query has more than one condition, you can set each condition that follows the first condition in the list to required or optional. For more information, see <u>Boolean Operators</u>.

To set a query condition to optional or required

1. With a query window open, go to the **Conditions** pane.



- 2. To change the query so that only one condition has to be true for an account to appear in the query results, do one of the following:
- Click the second condition and then, in the toolbar, click the OR icon.
- Right-click the second condition and then click Set Condition Optional.

The condition changes from "and" to "or."

- 3. To change the query to require both conditions for an account to appear in the query results, do one of the following:
- Click the second condition and then, in the toolbar, click the AND icon.
- Right-click the second condition and then click Set Condition Required.

The condition changes from "or" to "and."

Delete a Query Condition

Use the **Conditions** pane in a query window to delete a condition from a query.

To delete a query condition

1. With a query window open, go to the **Conditions** pane.



- 2. Do one of the following:
 - 1. Click the condition and then, in the toolbar, click the Delete icon.
 - 2. Click the condition and then press the **Delete** key.
 - 3. Right-click the condition and then click **Delete**.

A confirmation dialog box appears.

3. Click Yes.

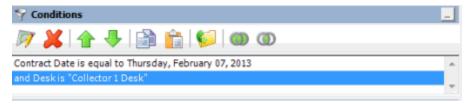
Boolean Operators

Boolean operators allow you to set a query condition to optional or required.

AND condition

The AND condition sets a condition to required.

In the following example, both conditions must be true for an account to appear in the query results. So, if an account contract date is "February 7, 2013" and the Desk is "Collect 1 Desk," the query results include the account. If an account contract date is "February 7, 2013" but the Desk is not "Collect 1 Desk," the query results don't include the account. If an account contract date is not "February 7, 2013" but the Desk is not "February 7, 2013" but the Desk is not "Collect 1 Desk," the query results don't include the account. If an account contract date is not "February 7, 2013" but the Desk is "Collect 1 Desk," the query results don't include the account.



OR condition

The OR condition sets a condition to optional.

In the following example, if an account contract date is "February 7, 2013" but the Desk is not "Collect 1 Desk," the query results include the account. If an account contract date is not "February 7, 2013" but the Desk is "Collect 1 Desk," the query results include the account. If an account contract date is "February 7, 2013" and the Desk is "Collect 1 Desk," the query results include the account. If an account contract date is ont "February 7, 2013" and the Desk is "Collect 1 Desk," the query results include the account. If an account contract date is not "February 7, 2013" or the Desk is not "Collect 1 Desk," the query results don't include the account.

Seconditions	-
🌌 🎽 🛧 📑 💼 👘 🚳 🚳 🖉	
Contract Date is equal to Thursday, February 07, 2013	*
ar Desk is "Collector 1 Desk"	÷

Query Condition Types

You use query conditions when creating and running queries. For each condition you select for your query, you specify the criteria to use to evaluate accounts. The criteria available is based on the condition type.

Each condition is one of the following types:

- Dates
- Single option
- <u>Multiple option</u>

Dates

Date conditions allow you to query accounts based on a <u>specific date</u>, <u>date range</u>, <u>any date or blank</u> <u>date</u>, or <u>relative date</u>. When you select a date condition, a dialog box displays to allow you to specify the date criteria. The criteria available depends on the value you select in the **Value is** list box, and whether you select the **Relative** check box.

Specific date

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

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

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

Closed Date		
Value is Equal To	▼	•
Cancel		Okay

Date range

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

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

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

Closed Date			
Value is Between	▼ □ Relative	1/ 1/2012	•
	and		
	C Relative	2/ 1/2012	•
Cancel			Okay

Any date or blank date

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

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

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

Closed Date	
Value is No Value	•
Cancel	Okay

Relative date

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

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

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

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

Closed Date			E
Value is Equal To	▼ I Relative 2	t days ▼ ago	•
Cancel			Okay

Single option

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

Account Linked?	3
Is this account linked to other accounts?	
Account is the parent link with other accounts Account is a child link with other accounts Account is not linked to other accounts Account has not been tested for links	* ¥
Cancel	Okay

Multiple option

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

Value is no	t one of the following:				
			F	Filter	
Code	Description	Desk Type	Branch		^
FEE	FEE DESK	Administrator	00000		
🗖 LIQUID	LIQUID LAT ACCTS	Administrator	00000		
NEW	NEW BUSINESS INVENTORY	Inventory	00000		
POD POD	POD COLLECTOR	COLLECTOR	00000		
POOL	POOL DESK	COLLECTOR	00000		
REC	RECEIVER DESK	COLLECTOR	00001		≣
Πυ	τυ	COLLECTOR	00000		
WEST	WESTSIDE DESK	Collector	00001		~

Query Order

Query Order

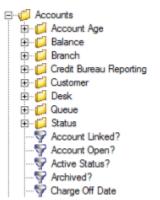
Use the **Order** pane in a query window to specify the sort order for the data returned in the query results. For example, if the **Order** pane includes desk and customer, the system sorts the query results first by desk and then by customer within the desk.

Specify the Query Sort Order

Use the **Order** pane in a query window to specify the sort order for the query results.

To specify the query sort order

1. With a query window open, in the **Data Selection** pane, click the plus sign (+) next to a folder to expand it.



2. Click the data item to use to sort the query results and drag and drop it into the **Order** pane.



Note: If there is a **Select Columns** pane, you can sort by aggregate data by dragging the aggregated column from the **Select Columns** pane and dropping it into the **Order** pane. For more information about aggregating data, see <u>Assign an Aggregate Function to a Query</u> Column.

3. Drag and drop more data items as necessary.

Modify the Sort Order

Use the **Order** pane in a query window to modify the sort order for the query results.

To modify the sort order

1. With a query window open, go to the **Order** pane.



- 2. To move up a data item in the list, click the data item and then, in the toolbar, click the up arrow.
- 3. To move down a data item in the list, click the data item and then, in the toolbar, click the down arrow.

Set the Sort Order to Ascending

Use the **Order** pane in a query window to set the sort order for a data item to ascending order.

To set the sort order to ascending

1. With a query window open, go to the **Order** pane.



- 2. Do one of the following:
- Click the data item and then, in the toolbar, click the Ascending icon.
- Right-click the data item and then click Set Ascending Order.

Set the Sort Order to Descending

Use the **Order** pane in a query window to set the sort order for a data item to descending order.

To set the sort order to descending

1. With a query window open, go to the **Order** pane.



- 2. Do one of the following:
- Click the data item and then, in the toolbar, click the Descending icon.
- Right-click the data item and then click **Set Descending Order**.

Delete a Data Item From the Sort

Use the Order pane in a query window to delete a data item from the query results sort order

To delete a data item from the sort

1. With a query window open, go to the **Order** pane.

🙀 Order	
🗶 🛧 🦊 🏦	1.17
Customer	

- 2. Do one of the following:
- Click the data item and then, in the toolbar, click the Delete icon.
- Click the data item and then press the **Delete** key.
- Right-click the data item and then click **Delete**.

A confirmation dialog box appears.

3. Click Yes.

Query Results

Query Results

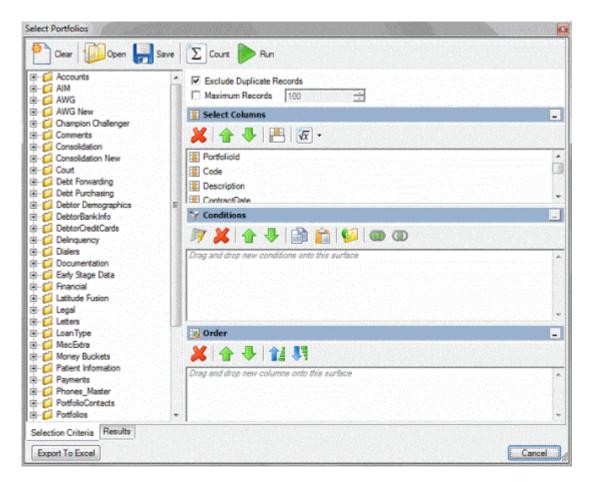
Use the **Results** tab in a query window to view the results of a query, and modify the view.

Run a Query

Use the **Results** tab in a query window to view the results of a query.

To run a query

1. Open a query window. The following example is for the **Select Portfolios** query window.



- 2. To count the number of records that match the criteria, do the following:
- a. In the toolbar, click **Count**. The **Query Designer** dialog box appears.



- b. Click OK.
- 3. To run the query, in the toolbar, click **Run**. The query results appear on the **Results** tab.

elect Portfolios	10	~					_			
Drag a column h	eader he	ere to grou	p by that	column.						
Portfoliold	Σ⊽÷	Code	Σ⊽÷¤	Description	Σ⊽⇔	ContractDate	Σ⊽⇔	Amount	Σ⊽⇔	OriginalFac
1		New Purch	iase			05/19/2014		821288.9100)	821288.9100
2		New Sale				05/21/2014				
3		New Samp	le			05/21/2014				
•	111									
Selection Criteria Export To Excel	Results									Cancel

Arrange Column Headings

You can change the order in which columns appear in a data grid.

To arrange column headings

1. Click a column heading and drag it to the new location.

Drag	a column header	r here to group	by that column.							
nu	mber ∑⊽-¤	link ∑⊽+	desk ∑⊽=	Name ∑⊽⇔	Street1 ∑⊽+	Street2 27-9	City Σ⊽≂	State ∑⊽+	Zipcode ∑⊽÷	
10	01	2	C1	VOZAR, ANDREW	112 GARFIELD AVE	and the same start from	ALLENTOWN	PA	18101	EX
10	03	4	0000000	SEVERINO, EVA	PO BOX 55	and shree control	ALLENTOWN	PA	18101	EX
10	013	Section 1.	0000000	THOMPSON, PAM	133 LATHAM ST		ALLENTOWN	PA	18101	EX
10	25		0000000	DUGAN, GEORGE	13 E COLUMBIA AV	Anter Medication	ALLENTOWN	PA	18101	EX
10	032		0000000	BROOKS, SCOTT	130 S 59TH ST	- Concession and the	ALLENTOWN	PA	18101	EX
10	133		0000000	VALORE, ANTHO	PO BOX 13		ALLENTOWN	PA	18101	EX
10)34	1997199719992	0000000	MOORE, RHONDA	2 209 A PARK AVE		ALLENTOWN	PA	18101	EX
10	60	1001001[6]	0000000	MARTINE, WILLI	3904 E SAHUARO		PHILADELPHIA	PA	19143	EX
10	071	·	0000000	BARNES, LINDA J	PO BOX 28 STAR R		PHILADELPHIA	PA	19143	EX
10	90		0000000	SERGANOV, ALEX	7726 SUMMERDAL		PHILADELPHIA	PA	19143	EX
10	91		0000000	WERNICK, PHILLI	1700 GRANT AVE		PHILADELPHIA	PA	19143	EX

2. When two red arrows appear in the location where you want to place the column, release your mouse button.

l	Drag a column header here to group by that column.									
	Number	ΔΣ⊽⇔	Desk	Σ⊽÷	Number	ΔΣ	∀-₽	ate	Σ⊽÷	
•	1000		0000000		KILE, RICHAP	RD 🖌	PA			
	1003		0000000		SEVERINO, E	VA	PA			
	1004		0000000		ZELLERS Jr.	LES				
	1005		0000000		WIESEN, RO	Y	PA			

Pin a Column

You can pin a column in a data grid so that it remains stationary when you scroll horizontally.

To pin a column

1. In the column heading, click the Pushpin icon. The pushpin points down to indicate a pinned column.

number D	V-	link ∑⊽⊴	desk ∑⊽≠	Name ∑⊽⊓	Street1 ∑⊽-₽	Street2 ∑⊽-9	City ∑⊽≂	State ∑⊽+	Zipcode ∑⊽∹	
1001	-		C1	VOZAR, ANDREW	112 GARFIELD AVE	and showing the train	ALLENTOWN	PA	18101	EX
1003		A COMPANY AND A R	0000000	SEVERINO, EVA	PO BOX 55	processing and the	ALLENTOWN	PA	18101	Ð
1013		and the second second	0000000	THOMPSON, PAM	133 LATHAM ST	Constant Constant	ALLENTOWN	PA	18101	Ð
1025	265	an a	0000000	DUGAN, GEORGE	13 E COLUMBIA AV	(elde blebbedde)	ALLENTOWN	PA	18101	Ð
1032	11		0000000	BROOKS, SCOTT	130 S 59TH ST	1 Second and a second sec	ALLENTOWN	PA	18101	Ð
1033			0000000	VALORE, ANTHO	PO BOX 13	A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR A CONT	ALLENTOWN	PA	18101	Ð
1034		a second	0000000	MOORE, RHONDA	2 209 A PARK AVE		ALLENTOWN	PA	18101	Ð
1060		1001100116	0000000	MARTINE, WILLI	3904 E SAHUARO		PHILADELPHIA	PA	19143	E
1071			0000000	BARNES, LINDA J	PO BOX 28 STAR R		PHILADELPHIA	PA	19143	E
1090			0000000	SERGANOV, ALEX	7726 SUMMERDAL		PHILADELPHIA	PA	19143	E
1091			0000000	WERNICK, PHILLI	1700 GRANT AVE		PHILADELPHIA	PA	19143	E
STASTICAT	strength and		the state of the s			The second s		1001003/2003/20	111 (June 11 (

2. Scroll horizontally in either direction and the pinned column remains stationary.

Sort Data

You can sort the data in a data grid.

To sort data

1. Click a column heading. An arrow that points upward appears next to the column heading to indicate that the system sorted the column in ascending order.

number	Σ⊽≠	link ∑⊽-¤	desk ∑⊽⊐	Name ∑⊽⊓	Street1 ∑⊽+	Street2 ∑⊽-9	City ∑⊽⇔	State ∑⊽⊕	Zipcode ∑⊽‡	
1001	and the second	2	C1	VOZAR, ANDREW	112 GARFIELD AVE	and shakens shak bro	ALLENTOWN	PA	18101	EX
1003	-	4	0000000	SEVERINO, EVA	PO BOX 55	and white excention	ALLENTOWN	PA	18101	EX
1013		Sectore 15	0000000	THOMPSON, PAM	133 LATHAM ST	See and second second	ALLENTOWN	PA	18101	EX
1025	111246	the theory of the first of the second s	0000000	DUGAN, GEORGE	13 E COLUMBIA AV	(eletter to el terre)	ALLENTOWN	PA	18101	EX
1032	(11111) (11111)	10000000000000000000000000000000000000	0000000	BROOKS, SCOTT	130 S 59TH ST	1 Sector sector sector in	ALLENTOWN	PA	18101	EX
1033	111 Acres	And the second	0000000	VALORE, ANTHO	PO BOX 13		ALLENTOWN	PA	18101	EX
1034	to the set		0000000	MOORE, RHONDA	2 209 A PARK AVE		ALLENTOWN	PA	18101	EX
1060	Contraction of the	1000000164	0000000	MARTINE, WILLI	3904 E SAHUARO		PHILADELPHIA	PA	19143	EX
1071	area a		0000000	BARNES, LINDA J	PO BOX 28 STAR R		PHILADELPHIA	PA	19143	EX
1090	11111		0000000	SERGANOV, ALEX	7726 SUMMERDAL		PHILADELPHIA	PA	19143	EX
1091			0000000	WERNICK, PHILLI	1700 GRANT AVE		PHILADELPHIA	PA	19143	EX

2. To sort the column in descending order, click the column heading again. The arrow points downward to indicate that the system sorted the column in descending order.

Group Data

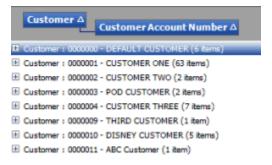
You can group data in a data grid. You can create a single grouping or tiered groupings.

To group data

1. Click a column heading, drag it into the space above the column headings, and drop it. The system groups the data on the specified column. The following example shows data grouped by customer.

Customer Δ
Customer : 0000000 - DEFAULT CUSTOMER (6 items)
Customer : 0000001 - CUSTOMER ONE (63 items)
Customer : 0000002 - CUSTOMER TWO (2 items)
E Customer : 0000003 - POD CUSTOMER (2 items)
E Customer : 0000004 - CUSTOMER THREE (7 items)
Customer : 0000009 - THIRD CUSTOMER (1 item)
Customer : 0000010 - DISNEY CUSTOMER (5 items)
Customer : 0000011 - ABC Customer (1 item)

- 2. To view the accounts in a group, click the plus sign (+) next to the group to expand it.
- 3. To add a group within a group, do the following:
- a. Click the plus sign (+) next to the group to expand it.
- b. Click a column heading, drag it into the space above the column headings, and drop it.



4. Click the plus sign (+) next to the group to expand it.

Customer △ Customer	r Account Number △
Customer : 0000000 - DEFAULT	CUSTOMER (6 items)
Customer Account Number :	20336015400987 (1 item)
Original Balance	∑⊽⇔ Current Balance ∑⊽+
5000.0000	5000.0000
Customer Account Number :	: 362025852365201 (1 item)
Customer Account Number :	3655203188452 (1 item)
Customer Account Number :	451021360245 (1 item)
Customer Account Number :	: 965451545201 (1 item)
E Customer Account Number :	: 9888712101545 (1 item)
Customer : 0000001 - CUSTOME	R ONE (63 items)
Customer : 0000002 - CUSTOME	R TWO (2 items)
Customer : 0000003 - POD CUST	TOMER (2 items)
Customer : 0000004 - CUSTOME	R THREE (7 items)
E Customer : 0000009 - THIRD CU	STOMER (1 item)
Customer : 0000010 - DISNEY C	USTOMER (5 items)
Customer : 0000011 - ABC Custo	omer (1 item)
1	

- 5. To change the sort for a group, click the group heading.
- 6. To delete a group, click the group heading and drag and drop it back into the query results space.

Summarize Data

You can summarize data in a data grid.

To summarize data

1. In the column heading, click the Sigma icon.

		here to group								
number	Σ⊽+	link ∑⊽=	desk D	∇ ₽ Name Σ∇₽	Street1 ∑⊽+	Street2 ∑⊽-9	City ∑⊽⇔	State ∑⊽₽	Zipcode ∑⊽=	
1001	and the second	2	C1	VOZAR, ANDREW	112 GARFIELD AVE	and star-major tra	ALLENTOWN	PA	18101	EX
1003	Sec. 1	4	0000000	SEVERINO, EVA	PO BOX 55	and states of states	ALLENTOWN	PA	18101	EX
1013		Sector and the	0000000	THOMPSON, PAM	133 LATHAM ST	See and second second	ALLENTOWN	PA	19101	EX
1025	2226	201000000	0000000	DUGAN, GEORGE	13 E COLUMBIA AV	f elle bield obte	ALLENTOWN	PA - Street Actions	18101	EX
1032	11111	1	0000000	BROOKS, SCOTT	130 S 59TH ST	(Constants of the	ALLENTOWN	PA	18101	EX
1033	The second	100000000000000000000000000000000000000	0000000	VALORE, ANTHO	PO BOX 13		ALLENTOWN	PA	18101	Ð
1034		10011000000000000000000000000000000000	0000000	MOORE, RHONDA	2 209 A PARK AVE		ALLENTOWN	PA	18101	Ð
1060	1.1.1.1	1001001763	0000000	MARTINE, WILLI	3904 E SAHUARO		PHILADELPHIA	PA	19143	Ð
1071		00000000	0000000	BARNES, LINDA J	PO BOX 28 STAR R		PHILADELPHIA	PA	19143	EX
1090	1111		0000000	SERGANOV, ALEX	7726 SUMMERDAL		PHILADELPHIA	PA	19143	Ð
1091			0000000	WERNICK, PHILLI	1700 GRANT AVE		PHILADELPHIA	PA	19143	Ð

The **Select Summaries** dialog box appears. The options available are based on the item's data type.

Select Summaries	
Average	
Count	
Maximum	
Minimum	
☐ Sum	
ОК	Cancel

2. Select the calculations to perform on the data and then click **OK**. The result appears in the last row of the data grid. If you grouped data, the system calculates the data for each group and displays the results in the last row for each group.

7-Þ	Customer	Σ⊽⇔	SSN	Σ⊽⇔	Balance (P+I)	Σ⊽⇔	Balance (P)	Σ⊽≠	Queue	Σ⊽⇔
	0000010				1500.0000		1500.0000		015	
	0000010				1025.0000		1000.0000		015	
	0000010		999887777		26000.0000		25000.0000		015	
	0000010		999988777		52000.0000		50000.0000		015	
	0000010		124588812		15000.0000		15000.0000		875	
	0000010		789787897		15000.0000		15000.0000		015	
	0000010		555555555		5010.0000		5000.0000		015	
	0000011				2020.0000		1000.0000		015	
Gra	nd Summaries									
							Average = 1527.	71694		

Export Data

In some cases, you can export data in a data grid.

To export data

1. Click **Export to Excel**. The **Save As** dialog box appears.

N	Select Acco umber of Accour otal Sum of Bala rag a column h	nts ince		235,5	501.21		Balance of	Accounts		_21,409. t to Exce					
	Number D	γe	Desk	Σ∀⇔	Name	Σ∀≉	State	Σ∀≉	Zipcode	Σ⊽⇔	Mail Returned	ΣVe	Account Number	Σ⊽⇔	User Date 1
•	1013		0000000		THOMPSO	on, Pa	PA		18101		N		7738153720018		
	1032		0000000		BROOKS,	SCOT	PA		18101		N		7738181054584		
	1033		0000000		VALORE,	ANTH	PA		18101		N		7738131076067		
	1034		0000000		MOORE, F	RHOND	PA		18101		N		7738128887757		
	1098		0000000		GELFAN,	CARL	PA		19143		N		0000000093448132		
	1114		0000000		SMITLEY,	HERB	PA		19143		N		751401439453106		
	1122		0000000		EIGHMY,	LELAN	PA		18015		N		000190002		
	1528		0000000		Nicks, Ste	vie					N		9876		
	1529	_	0000000		Jagger, Mi	ick					N		1234		
	1530		0000000		Smith, Jen	ry					N		951951		
	1531		0000000		Smith, Jen	ny	FI		32224		N		159159		

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

Filter Data

You can filter data in a data grid.

To filter data

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

7 1 9	Customer	Σマ÷	SSN Σ⊽+⊧
	(AII)	*	
	(Custom)		
	(Blanks)	=	
	(NonBlanks)		999887777
	0000000		999988777
	0000002		124588812
	0000003	*	789787897

(All): If selected, the system didn't filter the results.

(Custom): If selected, allows you to set custom filtering conditions.

(Blanks): If selected, the system limits the results to accounts with a blank or null value in the specified column.

(NonBlanks): If selected, the system limits the results to accounts that don't have a blank or null value in the specified column.

- 2. Click any value other than **(Custom)**. The list closes and the data grid only includes the records that match the specified filter.
- 3. To set custom filter criteria, do the steps to <u>Set Custom Filter Criteria</u>.

Set Custom Filter Criteria

Use the **Enter Filter Criteria for...** dialog box to specify selection criteria for any column in a data grid. You can combine selection criteria (or conditions) to create more complex filters. The full name of the dialog box is based on the column you are filtering.

To set custom filter criteria

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

7 1 9	Customer	Σ⊽÷	SSN Σ⊽⇔
	(AII)	*	
	(Custom)		
	(Blanks)	=	
	(NonBlanks)		999887777
	0000000		999988777
	0000001		
	0000002		124588812
	000003	-	789787897
	0000010		103101031

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

🖳 Enter filter criteria for C	Customer	
	Operand	Operand
 And conditions 	•	((DBNull))
C Or conditions		
Add a condition		
Delete Condition		
ОК		
Cancel		

- 3. In the first **Operand** list box, click an operator. For more information, see <u>Custom Filter</u> <u>Operators</u>.
- 4. In the **Operand** list box, click or type an operand. In the previous example, the operator is "= Equals" and the operand is "0000001 CUSTOMER ONE." The condition appears in the lower portion of the dialog box.
- 5. To add conditions, click **Add a condition**. A blank row appears.
- 6. To delete a condition, click the condition and then click **Delete Condition**.
- 7. If you set multiple conditions, do one of the following:

- To set the filter so that all the conditions must be true for a record to appear in the data grid, click **And conditions**. For example, customer does not equal "0000001 CUSTOMER ONE" and customer does not equal "0000002 CUSTOMER TWO" means that you want to see accounts for all customers except Customer One and Customer Two.
- To set the filter so that only one condition must be true for a record to appear in the data grid, click **Or conditions**. For example, customer equals "0000001 - CUSTOMER ONE" or customer equals "0000002 - CUSTOMER TWO" means that you only want to see accounts for Customer One or Customer Two.
- 8. When finished creating the custom filter, click **OK**.

Custom Filter Operations

The following table describes the operators that are available when setting custom filter criteria for a data grid. The operators available for a data item are based on the item's data type.

Operator	Description
Equals	Retrieves accounts where the data matches the specified value.
Does not equal	Retrieves accounts where the data does not match the specified value.
Less than	Retrieves accounts where the data is less than the specified value. This operator is for date and numeric data types only.
Less than or equal To	Retrieves accounts where the data is less than or equal to the specified value. This operator is for date and numeric data types only.
Greater than	Retrieves accounts where the data is greater than the specified value. This operator is for date and numeric data types only.
Greater than or equal To	Retrieves accounts where the data is greater than the specified value. This operator is for date and numeric data types only.
Like	Retrieves accounts where data matches the specified pattern. This operator is for alphanumeric data types only.
Matches Regular Expression	Retrieves accounts where the system stores data in the specified format. This operator is for alphanumeric data types only. ^[A-Z] finds all values in uppercase character format only. ^[a-z] finds all values in lowercase character format only. ^[0-9] finds all values in numeric format only.

Description
^[A-Za-z] finds all values in mixed case character format.
^[A-Za-z] finds all values in mixed case character format.
^[^0-9]+\$ finds all values with a numeric format and dollar sign.
^[A-Za-z0-9] [A-Za-z0-9_]*\$ finds all values of mixed case and currency.
Retrieves accounts where data starts with the specified character or characters.
This operator is for alphanumeric data types only.
Retrieves accounts where the data contains the specified character or characters.
This operator is for alphanumeric data types only.
Retrieves accounts where the data ends with the specified character or characters.
This operator is for alphanumeric data types only.
Retrieves accounts where the data does not start with the specified character or characters.
This operator is for alphanumeric data types only.
Retrieves accounts where the data does not contain the specified character or characters.
This operator is for alphanumeric data types only.
Retrieves accounts where the data does not end with the specified character or characters.
This operator is for alphanumeric data types only.
Retrieves accounts where the data does not match the specified character or characters.
This operator is for alphanumeric data types only.
Retrieves accounts where the data is not like the specified pattern.
This operator is for alphanumeric data types only.

Excel Template Manager

Excel Template Manager

Use the Excel Template Manager tool to create and maintain Excel files as templates for exporting account information (such as media requests and putbacks) and creating invoices. These templates populate the header information when exporting files.

Add an Excel Template

Use the **Excel Template Manager** window to add an existing Excel template. For template examples, contact Latitude by Genesys Support.

To add an Excel template

1. In the menu bar, click **Tools** > **Excel Template Manager**.

Excel Template Manager	
Add Delete	
E Excel Templates	
- Template 2	

2. In the toolbar, click Add.

Excel Template Manager			E
🕴 🛃 🛃 Delete			
Excel Templates	Name Description		
	FileName		
		Load	🔍 View
		📕 Save	🌌 Cancel

- 3. Type a name and description for the template and then click Load.
- 4. Click the template file name and then click **Open**. The system populates the **File Name** and **Details** boxes.
- 5. Click Save. The system adds the template to the Navigation pane.

Modify an Excel Template

Use the Excel Template Manager window to modify an Excel template.

To modify an Excel template

1. In the menu bar, click **Tools** > **Excel Template Manager**.



2. In the Navigation pane, click the template.

Excel Template Manager						E
🕴 🛃 Add 🙀 Delete						
Excel Templates	Name	Template 1	_		_	
Template 2	Description	Template descript	on			
	FileName	Goal_Workshee	t_2014	40424 - Co	opy xla	8
	Details	6.37890625 Kb				
			1	Load	Q	View
			ы	Save	*	Cancel

- 3. Modify the template name and description as necessary.
- 4. To select a different template, or load an updated version of the template, do the following:
- a. Click Load.

b. Click the template file name and then click **Open**. The system populates the **File Name** and **Details** boxes.

5. Click Save.

Delete an Excel Template

Use the Excel Template Manager window to delete an Excel template.

To delete an Excel template

1. In the menu bar, click **Tools** > **Excel Template Manager**.

Excel Template Manager	
Add Delete	

- 2. In the **Navigation** pane, click the template.
- 3. In the toolbar, click **Delete**.
- 4. In the confirmation dialog box, click **Yes**.

Media Manager

Media Manager

Use the Media Manager tool to view pending media requests for buyers and sellers, then flag them as received, not available, or sent. Media consists of paper and electronic documents that support the debt (for example, original application, payment history, signed contract).

Flag Media as Received

Use the Media Manager window to indicate that the buyer received the purchased media.

To flag media as received

1. In the menu bar, click **Tools** > **Media Manager**.

			M	ledia Manager				×
Date Range 03/13/2018 v and 0 Pending Requested		O Media 🔹	(Media After Sale	Mark as Receive	d Mark as Not Avai	lable Ma	irk as Sent	Export
Drag a column header here to		-						
Purchase Code ∑∀⇔ New Purchase	Sold Code ∑⊽⇔ New Sale	Name ∑⊽⇔ XYZ Seler	Number ∑⊽ 4	Account Number ∑⊽⇔ \$458004566004071	Debtor Name 274 BEARD, SARAH	SSN ∑⊽≪ 600555120	Amount ∑⊽.⇔ 0.0000	Comments
			1					
							8	
							-15	
•]		Þ

- 2. Specify the date range for the media to display.
- 3. Click Media (for pre-sale media) or Media After Sale (for post-sale media).
- 4. To modify the view, see Data Grids.
- 5. Click each row of media to flag as received and then click **Mark as Received**. The system moves the media from the **Pending** tab to the **Received** tab.

Tip: To select multiple sequential rows, press and hold the **Shift** key and click the first and last sequential row. To select multiple non-sequential rows, press and hold the **Ctrl** key and click each individual row.

Flag Media as Not Available

Use the Media Manager window to indicate that the media the buyer purchased is not available.

To flag media as not available

1. In the menu bar, click **Tools** > **Media Manager**.

					Med	ia Manager								×
	and 04/13		✓ ○ Med Not Available	ia Media Afte	r Sale	Mark as R	eceived	Mark as I	Not Avail	able	Mar	k as Sent		Export
Drag a column head	der here to gro	oup by that co	olume.											
Purchase Code						count Number			Σv∘	SSN			Σv∘	Comments
New Purchase	Ne	w Sale	XYZ Seller	100044	54	\$8004566004071	86	ARD, SARAH		888555127	3	0.0000		
											1	8		
1											_		_	•

- 2. Specify the date range for the media to display.
- 3. Click Media (for pre-sale media) or Media After Sale (for post-sale media).
- 4. To modify the view, see Data Grids.
- 5. Click each row of media to flag as unavailable and then click **Mark as Not Available**. The system moves the media from the **Pending** tab to the **Not Available** tab.

Tip: To select multiple sequential rows, press and hold the **Shift** key and click the first and last sequential row. To select multiple non-sequential rows, press and hold the **Ctrl** key and click each individual row.

Flag Media as Sent

Use the Media Manager window to indicate that the seller sent the "post-sale" media to the buyer.

To flag media as sent

1. In the menu bar, click **Tools > Media Manager**.

			M	ledia Manager				
Date Range 03/13/2018 v and 0 Pending Requested	04/13/2018 V Received Not	O Media	Media After Sale	Mark as Receive	d Mark as Not Ava	lable Ma	rk as Sent	Export
Drag a column header here b	to group by that colur	114.						
Purchase Code ∑∇≤ New Purchase	P Sold Code ∑∀ New Sale	Name ∑∇3 XY2 Seler	Number ∑⊽+9 2000₩	Account Number ∑⊽⇔ S458004566004071	Debtor Name DV P BEARD, SARAH	SSN ∑ 7 4 888555123	Amount ∑⊽< 0.0000	Commen
	1	1	1		1	1	1	1
							2	
							8	
							13	
							2	
							13	
							13	

- 2. Specify the date range for the media to display.
- 3. Click Media After Sale.
- 4. To modify the view, see Data Grids.
- 5. Click each row of media to flag as sent and then click **Mark as Sent**. The system moves the media from the **Pending** tab to the **Sent** tab.

Tip: To select multiple sequential rows, press and hold the **Shift** key and click the first and last sequential row. To select multiple non-sequential rows, press and hold the **Ctrl** key and click each individual row.

Export Media to an Excel File

Use the **Media Manager** window to export purchased media to an Excel file. You can use the file to manage media transactions with sellers and buyers.

To export media to an Excel file

1. In the menu bar, click **Tools** > **Media Manager**.

				N	ledia Manager				
Date Range 03/13/2018	▼ and 0			(Media After Sale)	Mark as Receive	d Mark as Not Ava	lable Ma	irk as Sent	Export
Pending	Requested	Received N	iot Available S	ent					
)rag a colum	n header here to	group by that co	olumo.						
Purchase (Account Number ∑⊽⇔				• Comme
New Purch	254	New Sale	XYZ Seller	100044	5458004566004071	BEARD, SARAH	888555123	0.0000	
								La.	

- 2. Specify the date range for the media to display.
- 3. Click Media (for pre-sale media) or Media After Sale (for post-sale media).
- 4. Click the Pending, Requested, Received, Not Available, or Declined tab.
- 5. To modify the view, see Data Grids.
- 6. Click Export.
- 7. In the Save As dialog box, type a name for the file or accept the default.
- 8. Click Save.

Recourse Manager

Recourse Manager

Use the Recourse Manager tool to view pending account recourse requests for buyers and sellers, and then approve or decline them. There are two types of recourses for accounts:

- Putbacks: Accounts that your organization returns to the seller.
- **Buybacks:** Accounts that the buyer returns to your organization.

Approve Account Recourses

Use the **Recourse Manager** window to approve pending account recourses. All recourse ledger entries (putbacks and buybacks) have an initial status of pending. Only approved recourses appear on invoices.

To approve account recourses

			F	Recourse Manag	ger			
	04/13/2018 🔽		Buyers () Sellers		🖋 Approve	X Decline	💓 Expor
Drag a column header here t	to group by that colum	m.						
					Account Number ∑⊽+			
New Purchase	New Sale	ABC Buyer	Buy Back	100044	\$458004566004071	BEARD, SARAH	666555123	296.7940

1. In the menu bar, click **Tools** > **Recourse Manager**.

- 2. Specify the date range for the recourses to display.
- 3. Click Buyers (for buybacks) or Sellers (for putbacks) and then click Get Entries.

[Pending	Approved	Declined		
Dr	ag a column h	eader here to g	group by that o	olumn.	
C	ode Σ⊽⇔	Nam ∑⊽≉	Type∑⊽⇔	Num ∑⊽⇔	Account N ∑ ▽ 🕫
	BOA00011	Herman Asset	Deceased Buy	924151	4308513030512084
N	BOA00011	Herman Asset	Buy Back	924154	4308513030535176
Ч	BOA00011	Herman Asset	Paid Prior Buy	924146	4308513030473972

- 4. To modify the view, see Data Grids.
- 5. Click each row of recourses to approve and then click **Approve**. The system moves the recourses from the **Pending** tab to the **Approved** tab.

Tip: To select multiple sequential rows, press and hold the **Shift** key and click the first and last sequential row. To select multiple non-sequential rows, press and hold the **Ctrl** key and click each individual row.

Decline Account Recourses

Use the **Recourse Manager** window to decline pending account recourses. All recourse ledger entries (putbacks and buybacks) have an initial status of pending. Only approved recourses appear on invoices.

To decline account recourses

1. In the menu bar, click **Tools** > **Recourse Manager**.

				Rec	ourse Manag	er			
late Range 33/13/2018 Pending	 Approved	Get E	ntries 💿 E	luyers OS	ellers		🖋 Approve	X Decline	💓 Export
	o group by that	_							
-	-	_	Σ Σ Ω Τν	e Σ⊽ela	Number X VA	Account Number ∑⊽+	Debtor Name 274	SSN X74	Amount 3
New Purchase	New Sale	ABC Bu				5458004566004071	BEARD, SARAH	660555123	296.7940
¢									

- 2. Specify the date range for the recourses to display.
- 3. Click Buyers (for buybacks) or Sellers (for putbacks) and then click Get Entries.

\square	Pending	Approved	Declined		
Dr	ag a column h	eader here to (group by that (column.	
C	ode ∑⊽⊀	Nam ∑⊽‡	Type∑⊽‡	Num ∑⊽‡	Account N Σマキ
	BOA00011	Herman Asset	Deceased Buy	924151	4308513030512084
N	BOA00011	Herman Asset	Buy Back	924154	4308513030535176
h	BOA00011	Herman Asset	Paid Prior Buy	924146	4308513030473972

- 4. To modify the view, see Data Grids.
- 5. Click each row of recourses to decline and then click **Decline**. The system moves the recourses from the **Pending** tab to the **Declined** tab.

Tip: To select multiple sequential rows, press and hold the **Shift** key and click the first and last sequential row. To select multiple non-sequential rows, press and hold the **Ctrl** key and click each individual row.

Export Account Recourses to an Excel File

Use the **Recourse Manager** window to export account recourses to an Excel file. You can use the file to manage recourse transactions with sellers and buyers.

To export account recourses to an Excel file

1. In the menu bar, click **Tools** > **Recourse Manager**.

					Recourse Manag)er			
Date Range 03/13/2018	 04/13/2018		Get Entries	 Buyers 	○ Sellers		🖋 Approve	X Decline	Export
Pending	Approved		-	_	_			_	_
-	to group by the	_						an Tra	
New Purchase C	Sold Code New Sale		ABC Buyer	Buy Back	100044	Account Number ∑∇+ \$458004566004071	BEARD, SARAH	000555123	296.7940
							1		

- 2. Specify the date range for the recourses to display.
- 3. Click Buyers (for buybacks) or Sellers (for putbacks) and then click Get Entries.
- 4. Click the Pending, Requested, Approved, or Declined tab.
- 5. To modify the view, see Data Grids.
- 6. Click Export.
- 7. In the Save As dialog box, type a name for the file or accept the default.
- 8. Click Save.

Invoices

Invoices

Use the Invoices tool to create invoices for billing buyers, sellers, and investors. You can also create invoices for managers to track internal profit and loss. Invoices include specified ledger entries that the system creates as a result of a process (for example, purchase, sale, media request, buyback, putback), or that your organization added manually. When you receive payment against an invoice, you can <u>clear</u> the ledger transaction.

Create an Invoice

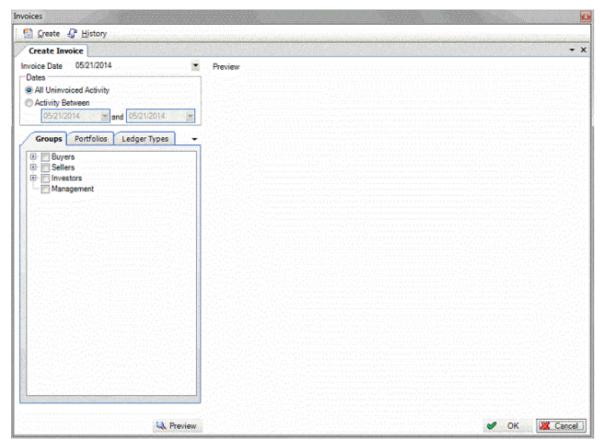
Use the **Create Invoice** tab on the **Invoices** window to create an invoice. The Invoices tool requires an Excel template to create an invoice. For more information, see <u>Configure General System Options</u>.

To create an invoice

1. In the menu bar, click **Tools** > **Invoices**.



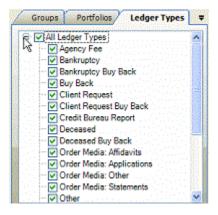
2. In the toolbar, click **Create**.



- 3. To change the invoice date, in the **Invoice Date** list box, click a date.
- 4. Do one of the following:
- To include on the invoice all activity that you haven't invoiced, click All Uninvoiced Activity.
- To include on the invoice activity for a specific date range only, click **Activity Between** and then specify the date range.
- 5. On the **Groups** tab, select the groups or individuals within a group to include on the invoice.
- 6. Click the **Portfolios** tab.

Groups Portfolios Ledger Types	Ŧ
OAII	
Single Portfolio	1
Select a Portfolio	~
Multiple Portfolios	
⊡ All Portfolios	~
2005 Sept Purchase	
🛛 🗇 🖳 Advanta Test	5
Advantage-10-29-04-A	
- Advantage-11-17-04-A	
BOA604	5

- 7. Do one of the following:
- To include on the invoice all portfolios, click All.
- To include on the invoice a specific portfolio only, click **Single Portfolio** and then, in the list box, click the portfolio.
- To include on the invoice multiple portfolios, click **Multiple Portfolios** and then select the portfolios.
- 8. Click the Ledger Types tab.



- 9. Select the ledger types to include on the invoice.
- 10. To view the invoice, click **Preview**. A tab appears for each entity you selected that has ledger items that meet the specified criteria. A summary appears beneath the data grid on each tab.

Santa	Cruz Po	rtfolios, LLC	1947	and a start		de acontes		an a		
Ledger T	ype : Sale	s (1 tem)								
Co	de 2	E Ledger Cor	nmΣ	Date	Σ	Account Nu	Σ	Debtor D	Credit	Σ Debit
SAM	IPLE 2	Sold Portfolio	Id:24 1	0/17/2005					\$0.00	\$46,486.97
Grand St	ummaries								Sum:\$	Sum: \$46,4
Sum Cred	lit : S_	0.00	Gross	Total	_	46,486.97	Ple	ase Remit	\$4	6,486.97
Sum Debi		46,486.97	Net Tol	tal S		46,486.97				

- 11. To modify the view, see Data Grids.
- 12. To generate the invoice, click **OK**.

- 13. To print the invoice, do the following:
- a. Click **Print**.
- b. In the **Print** dialog box, specify the printer settings or accept the default.
- c. Click Print.
 - 14. To export the invoice to an Excel file, do the following:
- . Click Export.
- a. In the **Save As** dialog box, type a name for the file or accept the default.
- b. Click Save.

View Invoice History

Use the **Invoice History** tab on the **Invoices** window to view invoice history. You can also reprint or back out an invoice.

To view invoice history

1. In the menu bar, click **Tools** > **Invoices**.

Invoices			
🔛 <u>C</u> reate 🛷 <u>H</u>			

2. In the toolbar, click **History**.

nvoices					E
Create	<u>H</u> istory				
Invoice # 55	Invoice History	Create Invoice			,
Date Range	10/19/2006	▼ and 10/20/2	2006 💌		
 All Groups Single Gro 		 All Portfolio Single Portfolio 		All Ledger Types Single Ledger Typ	e
Select a D	ebt Buyer Group	Select a Por	tfolio 💙	Select a Ledger Ty	pe 💙
Drag a colum	n header here to g	roup by that column.			
Invoice	ID Σ⊽⇔ Po	ortfolio Code ∑⊽+¤	Has Buyers∑	⊽‡ Date Invoic	edΣ⊽+
E 55	ereste gereenen Mi	xed	🗵 🔝 🔊	10/19/2006	
G	oup Name 🚽 🛛	🖓 🕂 Credit Tota	I∑⊽+⊐ De	bit Total ∑ 🖓 d	- ΣV-
4724 at	rk V Capital Group	\$807.248.50	\$3.78	4.47	

- 3. Specify the date range for the invoices to view.
- 4. Do one of the following:
- To view invoices for all groups, click All Groups.
- To view invoices for a specific group, click **Single Group** and then, in the list box, click the group.
- To view invoices for all portfolios, click All Portfolios.

- To view invoices for a specific portfolio, click **Single Portfolio** and then, in the list box, click the portfolio.
- To view invoices for all ledger types, click All Ledger Types.
- To view invoices for a specific ledger type, click **Single Ledger Type** and then, in the list box, click the ledger type.
- 5. To modify the view, see Data Grids.

Export Debt Buyer Contacts to an Excel File

Use the Contact Locator tool to select debt buyer contacts and export the list to an Excel file.

To export debt buyer contacts to an Excel file

1. In the menu bar, click **Tools** > **Contact Locator**.

Select Debt Buyer Contacts		
Oear Open 🛃 S	iave D Count Run	
	Exclude Duplicate Records Maximum Records	
AWG New AWG New Onampion Challenger Onampion Challenger Onaments	 I Select Columns I ⊕ ↓ E ↓ x + 	-
 ⊕ Consolidation ⊕ Consolidation New ⊕ Count ⊕ Debt Forwarding ⊕ Debt Purchasing 	I ContactID I Name FirstName	
Construction C	■ MiddleName Conditions	-
Constant State Dialers Documentation Dialers	Drag and drop new conditions onto this surface	*
⊕- 💋 Legal ⊕- 💋 Letters		-
 ⊕ - ☐ Loan Type ⊕ - ☐ MiscExtra 	10 Order	-
Anney Buckets Generation Generation Patient Information Payments Generation Phones_Master	X A V I II V	-
PortfolioContacts Portfolios	•	
Selection Criteria Results Export To Excel		Cancel

- 2. Do one of the following:
- To open an existing query, in the toolbar, click **Open**. Click the query and then click **Open**.
- To create a query, specify the <u>columns</u>, <u>conditions</u>, and <u>order</u>.
- 3. Click **Run**. The query results appear on the **Results** tab.
- 4. Click **Export to Excel**.

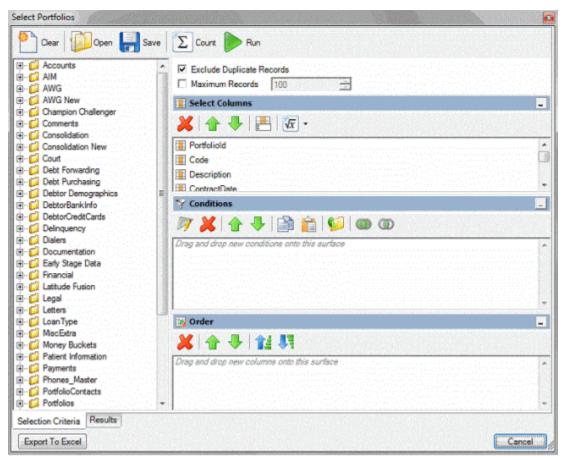
- 5. In the Save As dialog box, type a name for the file or accept the default.
- 6. Click Save.

Export Portfolios to an Excel File

Use the Portfolio Locator tool to select portfolios and export the list to an Excel file.

To export portfolios to an Excel file

1. In the menu bar, click **Tools** > **Portfolio Locator**.



- 2. Do one of the following:
- To open an existing query, in the toolbar, click **Open**. Click the query and then click **Open**.
- To create a query, specify the columns, conditions, and order.
- 3. Click **Run**. The query results appear on the **Results** tab.
- 4. Click Export to Excel.
- 5. In the Save As dialog box, type a name for the file or accept the default.
- 6. Click Save.