CHAPTER 32

eBUREAU

32.0 OVERVIEW

Debt$Net®'s eBureau interface allows agencies to access two of eBureau's tools, eScore and eLink. eLink is a service that helps accounts receivable management firms and departments locate, update and append information to a debtor record. eLink provides highly accurate phone numbers, addresses, bankruptcy information, deceased identification, assets, relatives, associates, neighbors and other vital information for workflow management. eScore is a service that enables rapid development and deployment of customized statistical scores. eScore values can be used for making decisions regarding marketing response, fraud prevention, credit risk assessment, and accounts receivable management.

32.1 REQUIREMENTS AND INSTALLATION

32.1.1 Special Requirements

To use the eBureau ESO, you must first establish an account with eBureau. Contact the eBureau Customer Support Center at (320) 534-5002. They will ask you to complete and return a non-disclosure agreement, and forward a non-restricted IP address to eBureau. Once the account is established (approximately five days), eBureau will set up an FTP account and email the login information to a designated contact within your agency. You will then need to call eBureau back to get your password.

32.1.2 Installation

The eBureau ESO is easily installed on your computer using the installation program on the supplied CD. You must first exit Debt$Net® and have all users log off the system. This is required so that the ESO installs and updates the menu options correctly.

To install the eBureau ESO, select "Install ESO's" from the ESO's Menu (ESO's) (Figure 32-1).

Figure 32-1. Install ESO's Menu Options.

Debt$Net® will then prompt you for the source directory for the eBureau ESO install file (Figure 32-2).

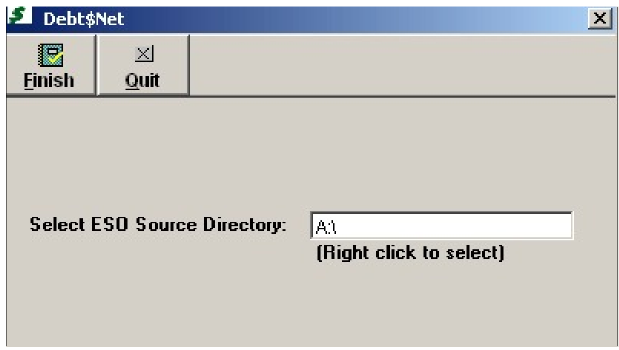


Figure 32-2. ESO Source Directory Response.

The default source directory for installing eBureau ESO will be A:\. If this is incorrect, (e.g., you have downloaded the install file to some other directory) right click to bring up the Select Directory Form. The default directory on this form is the directory where Debt$Net® is currently installed (Figure 32-3). If the displayed location is still incorrect, specify a new location using the "Drive" drop down list at the bottom of the form. After selecting the correct drive, select the correct directory, then click the "Select" button to begin installation.

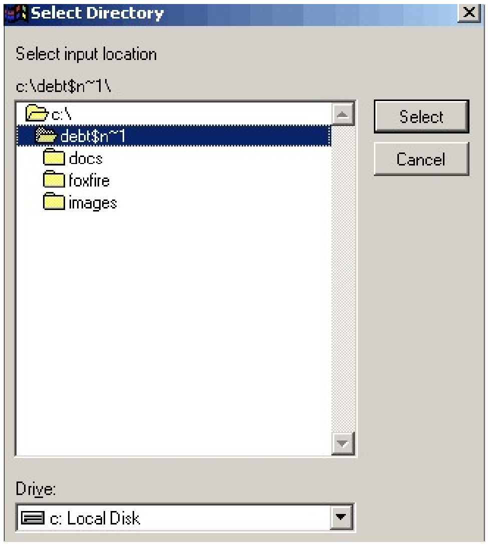
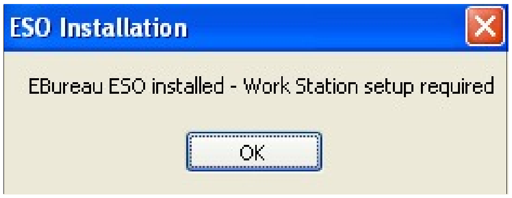


Figure 32-3. Select Directory Form.

After the ESO installs, Debt$Net® displays a message confirming installation. After selecting "OK," exit and re-enter Debt$Net® to complete the installation process.

✤ *NOTE: Be sure to install the eBureau ESO into the directory where you have Debt$Net® installed.*

When the installation completes, the Setup Complete Screen appears telling you that you correctly installed the eBureau ESO. Click the **"Finish"** button to complete the process.



Now install eBureau at each workstation that will use eBureau.

32.2 eBUREAU SETUP

To set up eBureau, select the "eBureau Submenu" from the ESO drop down list (Figure 32-4). Then select "Create and Upload a Request File." The first time you access this menu option for eBureau, you will be asked to enter the login information and password you created with the eBureau Customer Support Center (Figure 32-5).

Figure 32-4. eBureau Submenu.

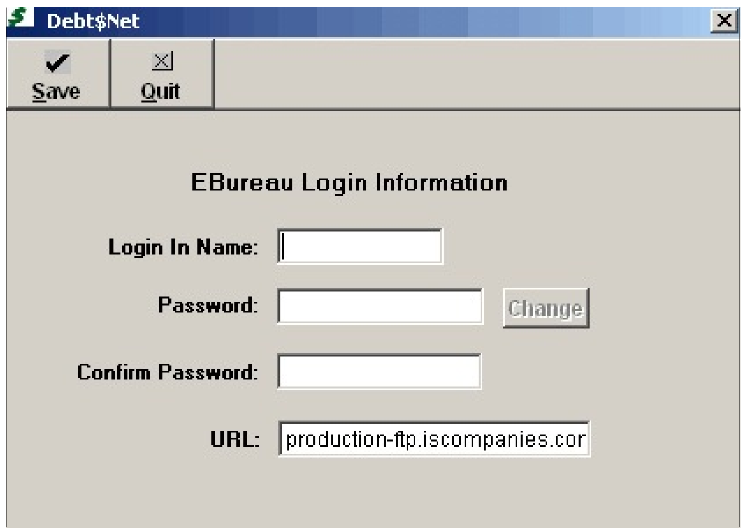


Figure 32-5. eBureau Login Screen.

Enter your Login Name and Password, then hit "Save". The URL field is linked directly to eBureau's FTP site.

✤ ***NOTE:*** *After initial setup, if you need to change the Login Name or Password, hit the "Setup" button from the Account selection screen.*

32.3 ACCOUNT SELECTION

Debtor accounts are selected and sent to eBureau using the typical account selection screen used throughout Debt$Net® (Figure 32-6). Enter the criteria on the bottom of the screen for accounts you want eBureau data returned. Hit the "**Select**" button, then review the accounts listed in the scroll list on the top half of the screen. If you want to delete an account from the request list, highlight it and hit "**Delete**." You may also select debtors to delete by clicking on the column immediately to the left of the debtor number, then hitting the "**Delete**" button. This will delete several debtors at once. If you are not happy with most of the accounts selected, hit the "**Clear List**" button, and re-enter the selection criteria.

When you are satisfied with the list of accounts, hit "**Finish**." This forwards the accounts to the eBureau FTP site.

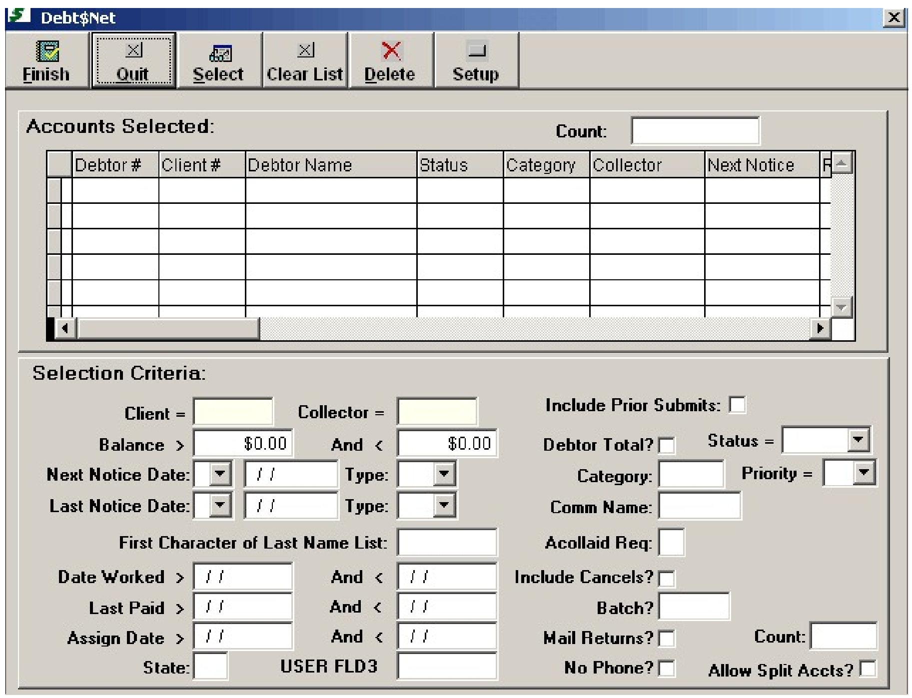


Figure 32-6. Account Selection Screen.

3.3 RETRIEVE AND PROCESS RETURNED DATA

To retrieve processed files from eBureau, select "Return and Process Return Files" from the eBureau ESO submenu. The Retrieve and Process Screen will display (Figure 32-7).

Debt$Net® also displays a message box that will let you know the status of files that are ready to retrieve and process.

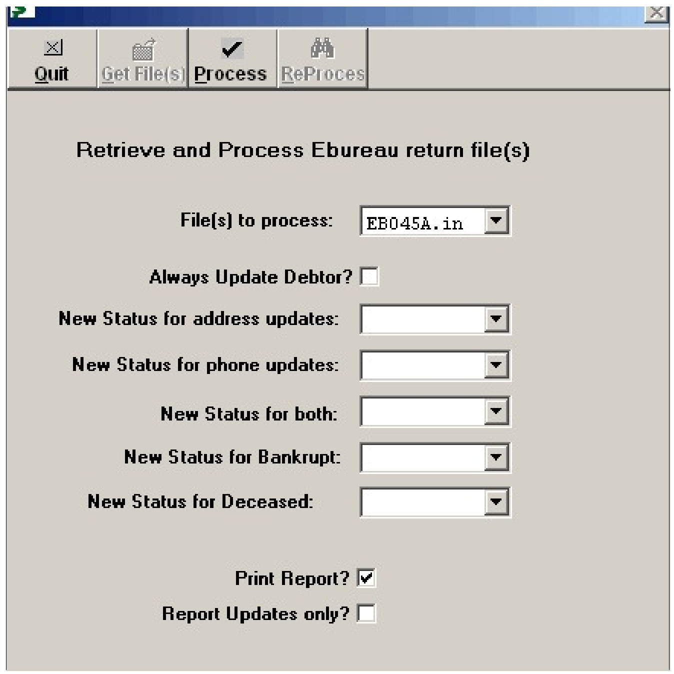


Figure 32-7. Retrieve and Process eBureau Return Files.

Once a file has been sent, the "Get Files" button will be enabled. At any time there may be more than one file that has been sent. The button remains enabled as long as there are any files to retrieve.

Once files have been retrieved, they are processed. Files that are available to be processed are displayed in the first drop down box. There may be multiple files that are ready for processing. Select the file, then enter the processing criteria.

Check the "Always Update Debtor" box if you want the returned information to overwrite the debtor information you have in Debt$Net®. If a new address or phone number is received, Debt$Net® will insert the new data, and save the old information in an extended reference.

If you leave the "Always Update Debtor" box unchecked, address and phone number data will be saved in the debtor file only if these fields are currently blank or if the mail return flag is set. Otherwise, this information, as well as other data returned from eBureau, will be available on additional screens linked to the Base Working Screen.

Set new status codes as desired for address or phone number updates, and deceased or bankrupt debtors. Then select your report options and hit "**Process**" to process the returned data. Once the first data file is processed, the "**ReProcess**" button is enabled. Data files need to be reprocessed only if an error occurs during the initial processing.

3.4 VIEW UPDATED ACCOUNT DATA

To view updated account information, select "Inquire/Change Debtors/Accounts" from the "Account/Debtor" main menu. Select the debtor name from the Debtor Selection list so that the Base Working Screen displays.

A new eBureau button appears under the ESO button on the Base Working Screen. This button is red when eBureau data has been retrieved for this debtor (Figure 32-8). Hit the eBureau button to display processed data. (Figure 32-9).

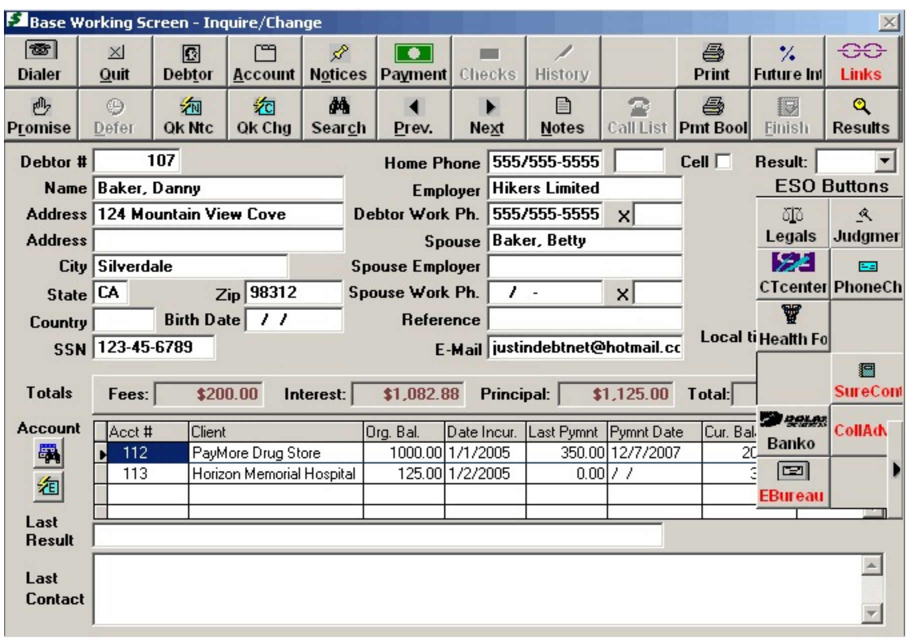


Figure 32-8. Base Working Screen with eBureau Button Enabled.

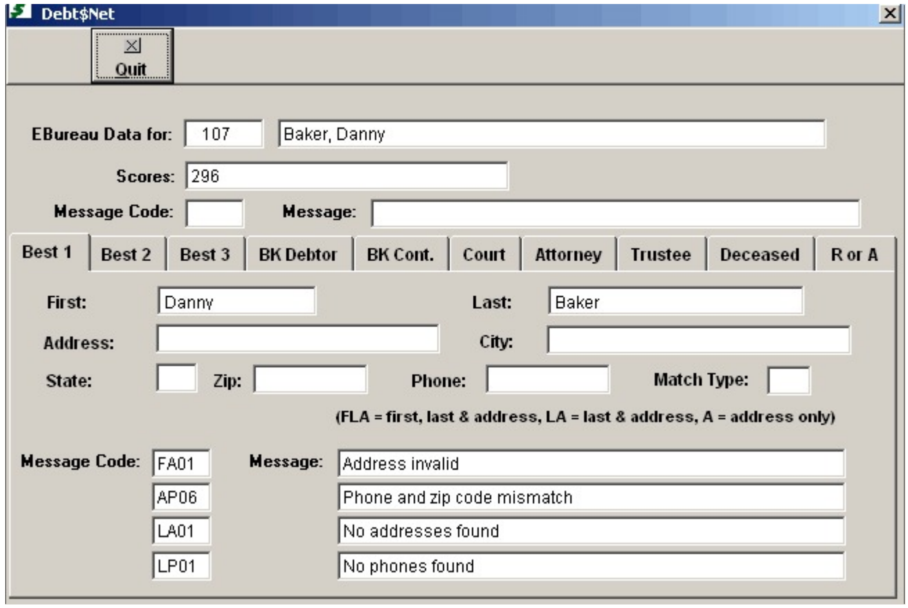


Figure 32-9. eBureau Data Screen.

Tabs "Best 1", "Best 2", and Best 3" provide alternate address information. Tabs "BK Debtor", "BK Cont.", "Attorney", and "Trustee" provide debtor bankruptcy information. The tab "R or A" provides information on relatives, associates, and neighbors (Figure 32-10).

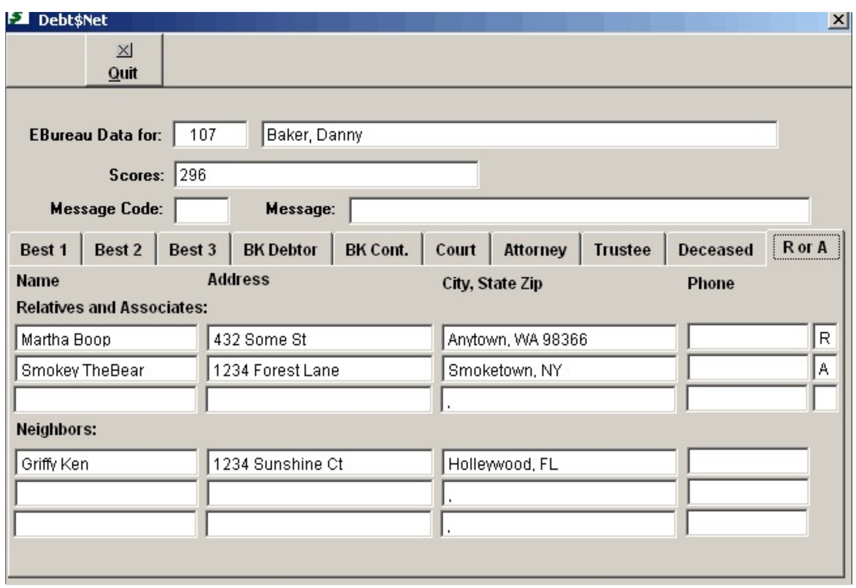


Figure 32-10. Relatives and Associates.