



Newsletter Fall 2006

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REGIONAL TRAINING

Our first Regional Training Conference in Philadelphia has been completed, and we are about to start the next in Salt Lake City. We think the training session went very well. According to one attendee:

“the meeting was very informative, got to the guts of the system and allowed plenty of time for Q and A.”

As we shared in our last newsletter, the format of the Regional Training sessions is different than our Annual User’s Conference. There are fewer attendees, so more individual attention can be provided. There is also a more formal atmosphere, with a true focus on product education, and less on networking and social interaction. Both a User’s Manual and a Training Guide are provided for all attendees.



Over the next few months, we will schedule additional Regional Training Conferences. Roughly, we would like to hold one in November, and then another in January. Tentatively, we are thinking of holding one in either Denver, or central Texas, followed by one in Chicago or Minneapolis. If you are planning on

attending, and want to help us decide where to hold the next conferences, be sure to email Julee direct at julee@debtnet5.com

We have a chair waiting for you!



TECH TALK

Some of you may have noticed a new button on the **Help > About Debt\$Net** screen. The button will appear if (1) you are currently using Release 6.9 and (2) you have recently downloaded an Update.



The Tech Talk feature is currently being tested by our tech support department. When we are finished testing, it will allow users to address error messages via an online chat format. The idea is to be able to provide real-time response, in a less-expensive method.

Tech support personnel on our side will be able to gather better information on when and how the error occurred, and user’s will receive a faster response. In addition, costs will be lower on both sides as phone time is minimized!

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Sales : 1-800-552-8397
 Fax: 1-360-697-2053

Web Page:
<http://www.debtnet5.com>

Email:
sales@debtnet5.com

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20 YEAR ANNIVERSARY

2007 marks the 20th Anniversary of The Computer Manager, Inc. and Debt\$Net™. We have no plans made yet on how to celebrate, but do not want this major event to go by without some hoopla. We would be happy to hear your thoughts and comments on this upcoming milestone.



EMAIL NOTIFICATION

During the last few months, we have started sending out information via email. Topics are those typically seen in our newsletter, but which need to be disseminated on a more timely basis. For example, after multiple system failures during the month of July, we wanted to send an urgent reminder about testing your backup operation.

We also have used email notification to remind users of upcoming training sessions and other industry events. If you have NOT been receiving these, it may be that we do not have a current email address for you on file, or that the email is being directed to another person in your organization. If you suspect this is the case, please take a minute and email us at info@debt.net5.com so that we can update our system.

RELEASE 7.0

As we head towards the year 2007, we have started planning Release 7.0. A coincidence? Or strategic planning at its best? We like to think its clever planning.

Actually, Release 7.0 was underway ten seconds after we installed the first Release 6.9 with an existing user. At The Computer Manager, product development is a continuous process. Each time we meet with users, whether its an Annual User's Conference, Regional Training Session, or one of the many industry functions we attend, we listen to what our users have to say about how they use Debt\$Net™ and what functions would really help them do their job. We also pay attention to custom programming requests. Those that begin to be repeated often find their way into the software as a new feature, or an Extended Service Option. Another source of ideas is the changes to the industry and features that our competitors offer. It is our aim that Debt\$Net™ keeps pace with the needs of our users.

The time line for Release 7.0 includes development for the remainder of 2006 and through the spring of 2007. Alpha and beta testing is scheduled for Summer of 2007. We will hold the unveiling at the 2007 Users Conference.

NEW BUILDING/MOVE

For some time we have been bursting at the seams here at our office in Poulsbo. We would like to expand our programming and tech support departments, but would have to put new employees in the parking lot. For this reason, we have just acquired a new building. The new facility is located less than a quarter mile away from our current office. It will need to be remodeled slightly to support our operations. This process will take a

couple of months and then we will be ready to move!



There will be no change to our phone numbers at the new facility. However, there may be a brief period of interruption as we “unplug” at one location and plug back in at the new. Our plan is to do this over a weekend, in order to cause the least disruption to our users. However, Murphy always gets involved in these projects.

As soon as we know the actual move date, we will let you all know. Look for this notice via email or a fax alert. Our hope is that users would put off any major changes to their systems (like swapping out your main server) during our move. The move is designed to serve you better in the future, so we ask you to please be patient with us when it happens!

FOCUS ON RELEASE 6.9 - COLLECTOR GROUPS

Debt\$Net™ Release 6.9 includes some new ways to help you organize your staff and manage work. Two new fields have been added to the collector form; “Supervisor” and “Collector Class.” For each collector (User) created in the system, you can assign another Collector as the supervisor. Collector activity reports can be generated by Supervisor number, so you can monitor the productivity of individual work groups.

A class number is another way to identify users and create working groups. Class numbers are used to identify collectors assigned similar collection activities. For example, you may have one class set up for skip tracers, another for multi-lingual collectors, etc. Again, collector activity reports can be generated by Collector Class number.



The Collector Distribution Group menu option that was formerly located under Agency Management, has been moved to the Collector Maintenance Menu.

Another submenu option, "Collector Reassignment", has been added. Collector reassignment is used to reassign accounts in conjunction with Collector Distribution Groups. It can be used by agencies to distribute accounts out of house accounts, or move accounts to different collectors based on where the account is in the collection process. The process is very similar to Mass Account Change. In addition, reassignment actions that are routinely repeated can be saved as jobs and processed in a batch run.

WILD PARTIES

Ok, we confess. This article is NOT about wild parties. But we were afraid



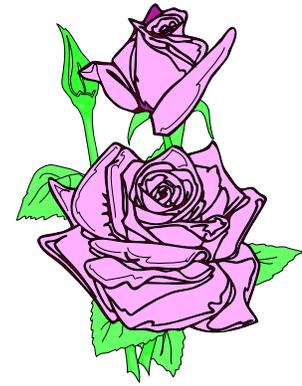
you wouldn't read it if we told you what it really WAS about. Many of you received an email last month reminding you about doing routine backups. We know that many of you would skip right by this article, having heard us caution you over and over again to check on your backup operations. (Boring. Heard it Before.) However, in the month of July, four of our best users and friends still ran into trouble. Their systems crashed, and their backups were seriously outdated.

We sent the email out to remind others not to let it happen to them. At least one user called back in to let us know that the reminder caused him to check his system, and discovered it was not working correctly. If we can only save one user every time we run an article or email on backups, we feel we have done our job.

So here goes, one more time:

- (1) First, check to see if you are making backups. Make sure you have the hardware, media, and someone in your organization is responsible for making it happen.
- (2) Test the backup file to see if it works. Sometimes, the media wears out. Or, a power failure has happened and the automatic timer or other set up indicators have been lost. Sometimes, you are backup up empty directories.
- (3) Review Appendix E of the User's Guide. This covers basics on how to create an effective backup system.
- (4) If you have any questions or concerns about your backup process, call tech support. They would be happy to help you now, and avoid a serious problem later!

And now that your data is safe and secure, maybe next newsletter we really WILL have an article on Wild Parties.



❖ IN MEMORIAM ❖

We would like to share our deep sadness that Holly Caid, Director of Business Development at IAT, and long-time friend to The Computer Manager, passed away unexpectedly but peacefully Wednesday morning, August 16, 2006. Her husband, Jim, was by her side. The official cause of death was a lung embolism. Holly was 51 years old.

Holly joined IAT in 1999. She accepted the newly created position as Director of Business Development Jan. 1, 2006. Holly has been a highly motivated, positive and enthusiastic member of IAT's management team. Holly was key in creating the strategic business partnership between The Computer Manager and IAT. She has many friends at The Computer Manager, throughout the collection industry and across the country. She served for more than a year as ACA International Affiliate Board Chair.

We remember Holly as a lover of her pets: horses, cats, and dogs, and a passion for motorcycles. Whenever we crossed paths with her at conferences, we made sure to get together for some private social time. Her career path at IAT paralleled that of our own Cheri Carr - both starting jobs in this industry at the same time. She will be greatly missed by all who knew her. We know you share our sadness at her passing.

The Computer Manager, Inc.
P.O. Box 1961
Poulsbo, WA 98370