



# Newsletter

## INSIDE:

*User's Conference Has Been Set!* . . . 1  
*Why Attend the User's Conference* . . . 2  
*Top Ten Ways to See Boston* . . . . . 2  
*ESO Documentation Reminder* . . . . . 2  
*Latest Report on 7.0* . . . . . 2  
*Tech Time Versus Training Time* . . . 3  
*In With the New, Out With the Old* . . 3  
*Reprint Statements, Why??* . . . . . 3  
*How Old is Your Backup?* . . . . . 4  
*The Advantage of a Tech Support Plan 4*  
*News from Around the Office* . . . . . 4  
*BoGoHo Sale* . . . . . 5

## SUMMER EDITION

Vol. 21 Issue 2

June 2008

### USER'S CONFERENCE HAS BEEN SET !

Save the date of November 7 & 8 as we head to Cambridge, Massachusetts for the Debt\$Net® Annual User's Conference. We are scheduled to be at the Marriott Boston Cambridge, two Cambridge Center, 50 Broadway, Cambridge, MA 02142 (617) 494-6600. A block of rooms is being held until October 7, at a price of \$189 per night single/double occupancy. Call (800) 228-9290 for reservations.

Why Cambridge? Cambridge is the spirited, slightly mischievous side of Boston located just a bridge away on the other side of the Charles River. Packed with an international flair & youthful vitality, Cambridge is a city where counter-culture lives, classic culture thrives, and multi-culture is a way of life.

Just across the river from Boston, Cambridge offers an exciting multicultural setting where visitors from around the world mingle in the shadow of two of the world's premier educational institutions: Harvard University and the Massachusetts Institute of Technology (MIT). Teeming with cafes, bookstores, and boutiques, Cambridge is often referred to as "Boston's Left Bank".

Old Cambridge encompasses the original village of Newtowne--established by

founders of the Massachusetts Bay Colony in 1630. The customs and institutions of Newtowne's first residents are discernible in the street plan of their settlement, which survives almost intact in Harvard Square. The neighborhood of Old Cambridge remains a residential, commercial, and academic center. The buildings here span four centuries of Cambridge history and have witnessed the development of a wilderness village into an international community. The most famous house along "Tory Row" on Brattle Street is the Longfellow National Historic Site, former home of poet Henry Wadsworth Longfellow and briefly the headquarters of General George Washington during the Revolutionary War.



DEBT\$NET® Newsletter is published by The Computer Manager, Inc. and is distributed free of charge to our clients and potential clients.

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

Web Page:  
<http://www.debtnet.cc>

Email:  
[sales@debtnet5.com](mailto:sales@debtnet5.com)

Copyright 2008  
The Computer Manager, Inc.  
All rights reserved.

## Why Attend the User's Conference?

Well, first, because it is a lot of fun. Games, door prizes, and good times. You also get a chance to talk to other users and find out how they use Debt\$Net®. You get a chance to discuss with others the issues that are current concerns within the debt collection industry.

A key component of the user's conference is a review of the latest features and upcoming release. This means that you will be given a preview of Release 7.0 - providing the opportunity for assessment of your need to upgrade as well as a training opportunity.

So, again, mark the date on your calendar and watch for additional information. We will be sending out packets, as well as providing registration information in the next newsletter. If you want to secure your place now, contact your sales associate (800-552-8397).

In the mean time, Rachel, who is almost native to the area, wants to share her Top Ten ways to see neighboring Boston with you:

### Top 10 Ways to See Boston

**10. From Underground.** Not only is Boston home to the T transportation system consisting of subways, busses and above ground trains, it's also the city that undertook "The Big Dig", a 14.6 billion dollar transportation overhaul of the city's highway system that turned I-93 into a 3.5 mile long tunnel under the city.

**9. By Duck.** Take a ride on Boson's Duck Tour, an 80 minute narrated tour of the city that takes place in a WWII era DUKW amphibious vehicle that actually goes into the Charles River.

**8. On Foot!** The Freedom Trail is a 2.5 mile red-brick walking trail that will lead you through 16 nationally historic sites.

**7. From behind a painted face.** Visit Gillette Stadium to get an up-close and personal view of the sports fans that cheer for the New England Patriots and keep Boston in the news when their teams are victorious! New England plays the Buffalo Bills at home on Nov. 9, 2008!

**6. On the Beantown Trolley.** This unique trolley ride is a comprehensive tour of Boston that allows you to explore the city close up. 19 different stops allow you to hop off at several different places of interest and then hop back on another trolley when you're ready to resume your tour.

**5. On the back of a Swan.** Take a leisurely cruise around the Boston Public garden in these charming swan boats that have been a part of the city since the 1870's.

**4. From 750 feet.** The Prudential Building is home of New England's highest observation deck.

**3. From the Green Monster.** Visit Fenway Park where the Babe pitched, The Kid hit, Yaz dazzled and Ortiz and Manny still entertain baseball fans today.

**2. From The Cape.** Go antiquing, have a "lobstah dinnah", hop on a whale-watching tour or simply enjoy the beauty of famous Cape Cod.

**1. From a true Bird's Eye view.** Helicopter tours of Boston are available year-round and boast a truly unique view of the city's skyline and historic sites including the Charles River and Fenway Park.



## ESO Documentation Reminder

Documentation for all Extended Service Options (ESOs) is available on our web site. Users can download documentation for ESO modules they own, or for those that they wish to understand when considering a purchase. ESO documentation is available for each of the Debt\$Net® versions supported, as well as prior versions. The documentation is constantly updated as changes are made to the individual Extended Service Options.

Reviewing the documentation lets the agency learn as much as possible about the features of the ESO before using Technical Support or Training time. Our Sales Department can also answer questions related to individual module ESO's. To download ESO documentation, go to our webpage:

<http://www.debt.net/cc/eso/>

and then select the version of Debt\$Net® you are currently running. Or, download documentation when you are ready to upgrade to the next release.

## Latest Report on 7.0

We now have two agencies beta testing Release 7.0. In house, we have been using it since the first of the year. Once these two agencies have completed a couple of financial cycles, we will be ready to launch. The plan is to make it available to first

time users and those interested in being the first to upgrade by the end of the summer. Contact the sales department if you want to be one of the first.

## Tech Time Versus Training Time

Have you ever called in for tech support and been advised that you really have a training issue? If so, don't feel put off. It's just our way of helping you save money. Training time is typically less expensive than tech support time. We hate to see agencies call in with an issue and burn through their tech time when they could have used less expensive training time.

Training time is scheduled in advance, and targeted to a specific operation or process. As such, it provides more in-depth coverage of the topic. Training time is separate from your support agreement, but can be purchased in advance.

Before you make your next tech support call, try to determine if it really is a training issue. If it is a question on how a Debt\$Net® feature works, interpretation of data on a report, getting information on how to perform a standard business process, etc., then training is a better choice than tech support. If you are not sure, let Kyle, our triage contact, help you make the decision. Tech support may also review your support request issue when it comes in and make a recommendation to transfer the request to training. On the flip side, should you start with training and it becomes clear that it is a technical issue, our trainers will make sure you get connected right away with tech support.

Our objective is to make our support services available to you in a cost effective, time sensitive way. Help us to help you to do this!



## In With the New, Out With the Old

As we move closer to the release of Debt\$Net® 7.0, we will be getting ready to let go of the past. Specifically, we will no longer support Release 6.0 once 7.0 is released. For those few users who are still on Release 6.0, it is time to start thinking about getting an upgrade to Release 6.9.

It's important to understand that if you are operating an older release like 6.0, you are not getting all the available functionality of our later releases. Many of the features directly support industry requirements and profitability.

If you are still using Release 6.0, call your sales associate now (800-552-8397) to determine your eligibility under your technical support plan. If you call before July 31, we will give you 10% off any upgrade assistance you will need.

## Reprint Statements? Why??

Agencies print statements on a regular basis to distribute trust accounting funds to the client and agency. Statement printing accomplishes several tasks such as gathering and organizing of data, calculating remit and check amounts, and creating a permanent trust record.

After the initial printing, the second

step is to review statements for accuracy. If statements are correct then it's time to close the statement period. (Note: You always want to run a backup prior to closing the statement period.)

If the statements are not correct or need to be modified they will need to be printed again. A modification might include adding a debtor or client payment or adjustment, reversing a payment, or adding a client trust adjustment. Statements **must, must, must** be reprinted if any of these modifications were done prior to closing the statement period.



Reprinting statements recalculates the trust accounting between the client and agency. For example, if you reverse a debtor payment for Client 87442 after the initial statement print, running 'Print Statements (Current Period)' for Client 87442 will recalculate the new trust accounting numbers for the client and agency. This ensures the remit and/or check amount is always correct.

Some agencies might print statements on the last day of the month, but do not close until mid month. This practice should not be done, statements should be printed and closed on the same day. It's very possible that additions and changes to transactions entered have now changed transactions on statement. The trust accounting numbers must be recalculated. Statements must be printed again for that client.

Not reprinting statements and closing saves off a trust accounting record that may no longer match the original

statement. Recovering from a bad statement close might involve custom programming, restoring from backup or using your technical support time.

Print Statements (Current Period) is all that has to be done prior to closing the statement period. Following these steps will ensure your trust accounting records will always be correct. Reprinting statements ensures your client, and the agency, receives an accurate accounting record.

## How Old Is Your Backup?

Do your backups get overwritten daily, after one week, one month or never? What would you do if the data you needed to recover from a loss was from a time that you don't have a backup file ?

We recommend retaining one back up copy each week, as well as one backup copy each month. Do not reuse these for at least a year or more. You may consider retaining backup copies for an entire fiscal year, until you have completely closed the books for that year. Your accountant will thank you, and your friendly Debt\$Net® Technical Support group will thank you.

One other important note: keep your backup copies in a secure, off-site storage location. Back up copies that are destroyed in a fire, flood, or other disaster along with your core system do not address your risk management plan!

## The Advantage of a Technical Support Plan

Those of you on a technical support plan that includes upgrades may not realize all the new enhancements that are available through those upgrades.

Some of the enhancements that have been added since the first of the year include:

- The ability to mask sensitive information like SSN's and credit card numbers so that only the last four digits are viewed.
- Notices can now be assigned security access levels, so that collectors are limited in which notices they can send.
- Increased options for printing all client statements, only master client statements, or only clients in master groups.
- An internal or external score value has been added to the Account Export module selection criteria.
- Addition of notice variables for suppressing a blank line in the comaker address.

As a reminder, a Technical Support Plan w/ Upgrades gives you these enhancements for free. Simply go to the "Help" "About Debt\$Net" menu option and click on the button "Update". Your system will automatically, via the internet, log on to the Debt\$Net® site and download the latest executable file. To install, you must log out of Debt\$Net® and then log back in. It's that simple!

Approximately every two years, Debt\$Net® comes out with a new Release. A new Release is created when there is a significant difference in core technology used (as in upcoming Release 7.0 SQL) or a large number of advancements in features and functionality (as was Release 6.9). Because of the complexity of a full new release, we make assistance packages available for all new releases to help with the installation, conversion, and training on new features.



## News from Around the Office

Rachel is back at the customer service desk. She left us briefly in February to be a new mom to Grant. Baby Grant's pictures have now replaced all the desk photos of Rachel's dogs. He is the most beautiful of babies!

Those that get to the office early have observed a family of brown bunnies living in the back. Compared to the old location, this office has very little wildlife.

We have just passed the one year mark at the new office. One of our favorite features is the field of lupin that blooms on just the other side of the parking lot.

The environment is so nice here that Mike from Tech Support has planted tomato plants off the back patio. Hopefully, the bunnies won't notice....



# DEBT NET<sup>®</sup>

## Bo Go Ho Sale

Buy One Get One Half Off



Users and ESOs\*



Call your Sales Associate today  
at 1-800-552-8397!

\*Sale valid on Users, and all ESOs except FoxFire! Valid thru July 31, 2008. Sale may not be combined with any other offer or prior purchase. Half price sale will be applied to the equal or lesser valued item.

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