



Newsletter

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SPRING EDITION

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March to Success

Mark and Julee will attend this year's ACA March to Success Conference & Expo from April 9 -11 at the Las Vegas Green Valley Ranch Resort. This year's conference, entitled "Envision Excellence" is double-themed, focusing on both the healthcare industry and the technology industry. The technology track will involve industry discussions on advances in the industry, best uses, and practical applications. Session topics include electronic payments, audits, Web-based collections, electronic communications with consumers, and technology issues.

Those coming to focus on the healthcare industry (the Healthcare Services Program (HSP)) will be able to choose from sessions on the latest legislative and regulatory trends, along with medical debt buying, sales, and health care provider sessions. HSP is a special ACA membership specifically for those in the healthcare collections segment.

It is expected that over 300 collection professionals will be attending this year's conference, with an additional 100 or more attendees representing supporting vendor firms. Needless to say, this provides a great opportunity to network with others in the industry. For more information or to register, log on to <http://www.acainternational.org>

Collection Technology Summit 2008

Puerto Rico Conference - Heather and Julee just returned from Puerto Rico where they attended the Collection Technology Summit 2008. Entitled "Raising the Bar", the conference focused on emerging technology and where the collection industry is headed in 2008 and beyond. Breakout sessions included just-in-time decision process for Web-based collections, improving performance metrics & your return on information/investment with predictive dialers, enterprise building on open architecture, and best practices in information security.

This was the first time for us to exhibit at this particular show. While one of the smaller shows, the advantage was that it gave us more time to spend with interested people. The location was also superb! Especially since we have been really deluged with cold rain and snow this year in the Pacific Northwest. A definite "must attend" for next year!



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Status of Seven Oh!

Our latest release has now been over a year in development, so we are happy to be able to report considerable progress, and a new release in sight! We have had a production system in use as our in-house sales tracking system. Basically, this is a full version of Debt\$Net® Release 7.0, less any ESOs.

The next step is Beta testing. We have several test sites identified, and



data import programs written. We are working on the conversion, testing, and installation of all ESOs over the next couple of months. For the Beta sites, we will also be working on converting any custom programming.

For those of you that missed the User's Conference last fall, the primary difference in the new release is that it is SQL server-based. This provides a higher level of security, increased data protection, cross application data sharing, and local and remote access. Debt\$Net® Release 7.0 will provide improved scalability, from very small to very, very large agencies.

In addition to the new platform, Debt\$Net® Release 7.0 will include a couple of major new functions that are now possible in the SQL environment. An enhanced debtor and account search capability and display screen will use color-coding and icons to provide visual cues on accounts that have been flagged for special processing.

Webinar with EPP

Last month Debt\$Net® hosted a joint Webinar with Electronic Payment Providers (EPP). The topic was Best Practices for Real Time Payment Approvals using the Credit Card and ACH/EFT ESO's. Every agency wants to receive more payments, get immediate fund confirmation, and apply those payments more efficiently. The Debt\$Net®/EPP Webinar showed just

how to do this with an online demonstration of the Credit Card and ACH/EFT ESO's.

For those of you new to Webinars, a **Webinar** is a type of web conference, that tends to be mostly one-way, from the speaker to the audience. You can log in from your office or home, using a log in that you were assigned by pre-registering with the hosts. A webinar is 'live' in the sense that information is conveyed according to an agenda, with a starting and ending time. In most cases, the presenter may speak over a standard telephone line, pointing out information being presented on screen, and the audience can respond over their own telephones.

We had a great turnout, with almost 30 people logging on to this presentation. For those of you that were able to participate, we are eager to know your opinion on using this tool for this kind of demonstration ([julee@debt\\$net5.com](mailto:julee@debt$net5.com)) For those of you that missed it, but are still interested in learning more about these two production-enhancing ESO's, contact your sales representative at (800) 552-8397.



Oh Baby Oh Baby!

We have two new babies on the team! Rachel, our customer service provider gave birth to Grant David on February 13th. Word is, that Grant is mellow and is sleeping well. She plans to stay home for a couple of months, but promises to be back. In the mean time, we will be having Rennie take over customer issues, while Marion will pick up responsibility for conversions.

Kyle, in tech support, also has a new little one. Annabelle Michelle, joined big brother Benson at Kyle and Michelle's house January 17th. At just over 5 pounds,

she got to stay a couple of extra days at the hospital. "Belle" is at home now and doing fine.

"Publisher cannot be verified" Error

Tech support has had a number of calls when agencies have received the above message. It sometimes appears when they launch Debt\$Net®. *This is a Microsoft Windows error*, and **NOT** related to Debt\$Net®. For more on this error, go to <http://www.complink-support.com/technotes/publisher.htm>. This Technical Note will explain why the error occurs, and how to stop it.

You can simply click on the "Run" button, and Debt\$Net® will launch normally, or, you can take the following advice from our Tech Support Team:

- Determine the directory where Debt\$Net® is located;
- Open Internet Explorer;
- Click on tools, then Internet Options. Click on the security tab;
- Once you are on this tab, make sure you first choose "Local intranet" by clicking on it, and then the "Sites" button should light up. Click it;
- On the next dialog box, click Advanced;
- You will be shown a list of sites that are in the "Local Intranet". To add your server to the list, type file://server1 where "server1" is the name of your server.
- Click on add, the click OK to close each of the dialog boxes to get out of the setting for Internet Explorer.

This should solve the annoying problem!

Account Export

Many of you frequently call us about a need to pull data from the system and create a special report. One of the features often overlooked is the account export capability that you already have. Account Export allows you to export debtor account records from Debt\$Net® to a spreadsheet or database formatted file. Several file formats that work with most software applications are available. This

option may be use to prepare special client or agency reports.

To access Account Export, go to the Utilities menu, then choose File Maintenance options, followed by Account Export. Use the same account selection form that is similar to the one in Mass Account Change to select the accounts for the report. When you "Finish" the selection process you will be given a list of file type export options:

- CSV: Creates a comma separated value file. Each field becomes a column in a spreadsheet and each record becomes a row.
- Delimited: Creates a delimited file, a text file with each record ending in a carriage return. Commas separate each field.
- SDF: Creates a System Data Format file, with fixed length records ending in carriage returns.

- Table: Creates a standard dbase table file.
- WK1: Creates a Lotus® 1-2-3 version 2.x spreadsheet file. Each field becomes a column and each record becomes a row.
- WKS: Creates a Lotus® 1-2-3 version 1a spreadsheet file. Each field becomes a column and each record becomes a row.
- WR1: Creates a Lotus Symphony® version 1.1 or 1.2 spreadsheet file. Each field becomes a column and each record becomes a row.
- XL5: Creates a Microsoft Excel® version 2.0 worksheet file. Each field becomes a column and each record becomes a row.
- XLS: Creates a Microsoft Excel® version 5.0 worksheet file. Each field becomes a column and each record becomes a row.

Prices to Go Up !

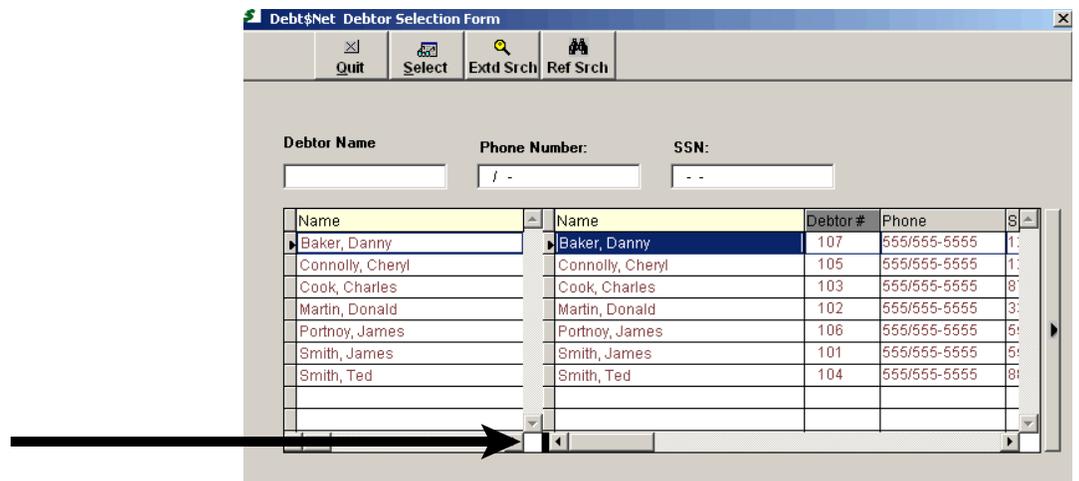
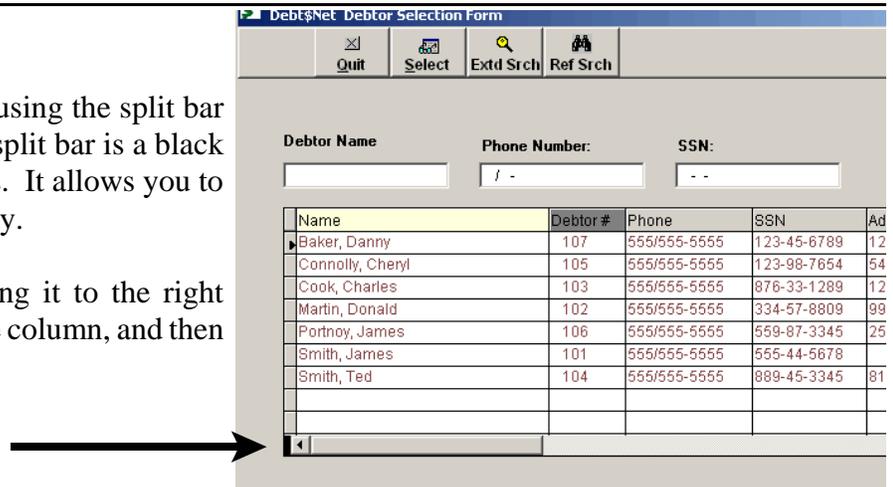
The economy touches us all, and we have had to take a hard look at our pricing structure. A price increase will soon go into affect for our entire product line including Debt\$Net®, Ven\$Ture, Users, ESOs, training, custom programming, and all technical support plans. We are looking to implement the new pricing structure on the 1st of May. For those of you thinking about additional users or an ESO, *now is the time to do it!*



SCROLL LIST SPLIT BAR

We recently discovered that many of you are not using the split bar feature on scroll lists. What's that you say? The split bar is a black vertical bar located at the bottom left of scroll bars. It allows you to split the screen, locking the first column for display.

For example, grabbing the black bar and dragging it to the right allows you to lock in the display of the debtor name column, and then use the scroll bar to move across the columns.



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