DEBT$NET®
Collection Software — from TCM • The Computer Manager

Newsletter

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2011 Debt$Net® User's Conference Recap

On April 27th and 28th users from 22 different companies convened at the Paris Hotel in Las Vegas for the 2011 Debt$Net® User's Conference. The well-attended conference showcased the new business and production features coming with the soon-to-be released Debt$Net Prestige 2011 and Debt$Net Power 2011 products. There were many opportunities for networking and visiting with Affiliate Partners. The Affiliate Partners in attendance were PSC Info Group, ClientAccessWeb.com, TCN, EFT Network, IAT and eBureau. (Visit our website and click on Industry Partners to find links to their websites).

A User's Best Idea session, conducted by Dwayne Heisler, was also a hit and generated many ideas to get everyone thinking. The entire meeting was very interactive and all suggestions, questions and inquiries were open to discussion by the entire group. User's Conferences such as this not only allow us to showcase the up and coming features but give us the feed back needed to make the software as flexible and user-friendly as can be.

According to Myke Creager, Vice President of Receivables Management Solutions, "The 2011 User's Conference held in exciting Las Vegas was a huge success for the attendees. Being able to see all that Prestige can do for an agency was enough to finally convince us to take the next step and upgrade our version of Debt$Net®. Prestige will allow greater potential for our collectors and for our clients. And of course, like any of the other User's Conferences of old, the Debt$Net® staff members made sure everybody's questions and/or suggestions were addressed. Thank you so much and we are so glad we attended, looking forward to the next User's Conference."

New Website has Launched!

new and improved

We are very pleased to announce that our new, updated website www.debtnet.cc has launched! This new website brings a fresh, brighter look as well as being easier to navigate. One feature we are happy to bring is the re-organization of the Extended Service Options we offer. These features were once just a long list, now they have been grouped according to categories such as Debtor Contact Enhancements, Debtor Payment Capabilities and Skip Tracing and Scoring. Additionally, there are new videos available and more to be added in the future. Take a moment and check it out, let us know what you think, we would appreciate all feedback. We hope you find it not only helpful but pleasing to the eyes. All the pictures on the home page are of lovely areas in our great state of Washington!

The mis-understood "ERROR" message!

Waiting for xxxxxxxx record to be released by yyyyyyyy

Everyone has experienced this message one time or another. Listening to things I hear in tech support and at user conferences gives me the impression that some of you think this indicates an error condition.

Not so, this is designed into Debt$Net® to prevent one user from overwriting the changes another user makes to a record.

While an over-ride keystroke is available to clear the message, it is not intended to be used unless you are sure the message is incorrect. For instance, if it indicates Debtor 121 is locked by Jane, and Jane has not worked for you since 1999, this is good time to override. But if Debtor 121 is locked by Jane, and Jane is working her call list, you might want to wait for the message to clear on its own (which it is designed to do). If it doesn't, you may want to check to ensure she is not actually working the record, or left her workstation with the record locked. If the message is valid and it is over-ridden, there is a chance you are overwriting changes made by another user, or worse, the other user will overwrite your changes.

Think about that second scenario if you are posting payments. The account would be set back to the state it was in before posting and you would have no way of knowing that occurred.

So let's be careful in the use of the override keystroke and give Debt$Net® time for the message to clear on its own.

License Transfers and Name Changes

The economic times of the last couple years has not only challenged many, but it has also brought about business changes and acquisitions. We have had an increase in the amount of inquiries about how to transfer Debt$Net® licenses and what is entailed in that process. To start, a license to use Debt$Net® cannot be sold/resold. The only way a license to use Debt$Net® may be moved or reassigned is with the sale of an entire company and then the license may possibly be transferred as an asset of the company. All license transfers must be approved by The Computer Manager, Inc. first and there is a license transfer fee based upon the number of users and version. In addition, additional users and Extended Service Options cannot be transferred between different licensed systems. This can be a very complex and confusing process and we highly suggest contacting us if there is a scenario in which you may be acquiring additional systems or changing ownership in a company. We are happy to walk through all necessary steps regarding the sale of the license of the Debt$Net® system. Changing the company name listed in Debt$Net® is also something that comes up at times. As with license transfers, name changes are a bit complex and do require a fee. Again, we suggest you contact us if you are interested in a name change.

We Are Saying it Again!

We've said it before and we will say it again...please make sure you are running a back up of your Debt$Net® system. You also need to verify the back up is running on a recommended schedule, the back up is working correctly and that you have access to the back up if it should become necessary.

eBureau and Debt$Net® Joint Webinar a Great Hit

On March 9th we joined forces with the gang at eBureau to give our user's a chance to see the wonderful interface between eBureau and Debt$Net®. Webinars are a great way to bring our user's together to showcase new interfaces and hear from both companies at the same time. It only typically takes about an hour of your time, but what a productive hour! Not only do you get to "see" both sides of the product, but also get to chat with the representatives and ask questions. Also, significant discounts on the interface are typically available for those who attend the webinar. Keep your eyes out for more webinars to come!

Credit Reporting : ECOA Codes

As of Sept 2003 Credit Bureaus no longer accept ECOA codes 0 (Undesignated), 4 (Joint Other) or 6 (On-Behalf-Of). This came to our attention this spring. We have since removed those options from the ECOA selection which will prevent future accounts reporting by those codes, you might need an update to have these codes removed. However existing accounts still could have those codes. It is our understanding that the credit bureaus have been rejecting accounts reported under those codes since September '03. We are unsure of how each agency may want to deal with them, we can assist you in Tech Support with changes to those accounts marked to report as 0,4, or 6.

Friend Us On Facebook!

The Debt$Net® User's Group page on Facebook is up and we are looking for friends! This can be a great tool to allow user's to communicate with us and get updates about what is new with Debt$Net®. Look for it under "groups" and send us a request to join.

EFT Network and Debt$Net® to host a Webinar

Speaking of webinars...on June 15th we will be joint-hosting another webinar with one of our newest Affiliate Partners, EFT Network. During this webinar, we will be showcasing the credit card processing capabilities. Keep an eye out for emails and postcards for details and times.

EFT Network, Inc.
Ahead of the Curve. Behind Our Clients.

New Technical Support Plan Options

On June 1, 2011, we are implementing new technical support plans. We have simplified our plan options and hopefully have made it easier to select a plan that fits your company's needs best. There are two price charts based on the version of Debt$Net®. One

chart is for Debt$Net® Power/Version 6.9 and one is for Debt$Net® Prestige/Version 7.0. The Vantage Per Minute option is still available for those who like the ability to pay a lower quarterly fee then pay a per minute charge for each call into technical support. The Basic, Float, User Count and Economy plans have been replaced with simple, hour-based plans. You can select 2 hours per quarter, 4 hours per quarter or 8 hours per quarter plans. Essentially, you are buying hours of time and just like at the warehouse stores, if you buy in bulk, the cost per hour is less. If you are curious about how much time you typically use per quarter, we can tell you. Our tracking system for technical support has allowed us to be able to calculate each agencies average time used per quarter and this may help you in determining which plan would be best.

You may also notice there is no longer a with upgrade or without upgrades classification for the new plans. All of the new support plans do not include the upgrade fee that was once added to the "with upgrades" plans. What does this mean? After the releases of

Debt$Net® Power 2011 and Debt$Net® Prestige 2011, all new releases will just have a flat cost. There will be no more determining if you are "eligible" or not for an upgrade. The new version can just be purchased and the upgrade process can begin.

The transition over to the new plans will take approximately a full quarter to complete. When your current plan is close to expiring, you will be contacted by Renee Richards, our Technical Support Plan Manager. She will be happy to review the options available for your version of Debt$Net® and will make sure you transition easily into a new plan. The process should be seamless and as long as a plan is selected in a timely manner, should not effect your availability to support. Some of you may have already been contacted to begin the process. A portion of our user's will be contacted each month, do not worry if you have not yet been contacted. You may have just renewed your current plan thus do not need to switch just yet. If you have any questions, or want to review the materials early, you are welcome to contact Renee at any time.

Power Quarterly Support Plans

Plan	Cost	Hour Limit	Additional Hours
Vantage	$125	$2.25/min	
2 Hour	$350	2	$175
4 Hour	$500	4	$125
8 Hour	$600	8	$75
Unlimited	$1,500	N/A	N/A

Prestige Quarterly Support Plans

Plan	Cost	Hour Limit	Additional Hours
Vantage	$175	$3.50/min	
2 Hour	$500	2	$250
4 Hour	$700	4	$175
8 Hour	$800	8	$100
Unlimited	$1,850	N/A	N/A