

DEBT\$NET™ QUARTERLY

What They Do All Day: Monitor Collector Performance!

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Have you ever wondered how efficient your collectors are during the day? There are several reports that already exist in Debt\$Net™ that will answer this question for you. The two-week notice schedule, end of day call list report and the collector call result code reports. When run daily, these tell you how productive your collectors have been.

In addition to a schedule of notices to be sent out, the two-week notice schedule is a forecasting tool used to monitor collectors' work load. This report lets you know every account which your collectors are scheduled to work for the next two weeks. Just to the right of the collector number, the first column is the number of calls that are currently in each collector's call queue, followed by columns containing the number of calls scheduled for each of the next fourteen days. Based off of this information, you will have a good idea of how busy your collectors should be for the next two-week period, as well as their ability to get through the current work load expected of them.



The end of day call list report can give you information on what your collectors have

done throughout the day. This report will determine what accounts are in each collector's call list, which of those accounts were worked, and the time spent on each call. Deferrals and promises are also reflected on the report, with promise information including dollar amounts. This report also provides the number of debtors that have been worked and those not worked, and with that is the accumulated time spent working those debtors, as well as the average time per debtor worked.

To maintain consistency, the end of day call list report is typically run at the same time every day. When running the report you can check the *Purge Records After Printing* check box so that Debt\$Net™ will reset the information to be ready for the next day's report.

In order to make sure that the information on these reports is being updated, your collectors will have to correctly work their accounts. When working out of the call list it is very important that they click the finish button when they are finished working the debtor. The finish button will not only take them to the next call in their list, but it will also update the collector's statistics for the end of day call list report. When working out of the scroll list, collectors must enter and

The Computer Manager, Inc. combines forces with Dolan Information.

The result...

An Integrated Data Source for all the latest Bankruptcy, Deceased and Locator information using Debt\$Net™ software

Minimize your risk, **increase** your rate of contact, and **maximize** your recovery with **Dolan Information** services. The proven industry leader, Dolan Information delivers the most accurate, complete, and reliable public record information and record retrieval services for bankruptcy, civil judgments, tax liens, and deceased information. With comprehensive, up-to-date databases, our powerful collection tools - Banko and Acolloid- help you to make informed decisions and manage risk effectively.

Dolan Information Suite of Services:

Batch Processing

- Bankruptcy and Deceased
- No match, No charge
- 2-4 hour turnaround time
- No minimums

Document Retrieval

- Scanned copies of the bankruptcy documents
- Death Certificate Retrieval
- Online order entry and retrieval
- Archive searches available
- No monthly minimums

Internet Searches

- Individual searches for bankruptcy, deceased, judgements, and tax liens
- Request docket with the search
- No set up fees
- No minimums
- Nationwide access

Acolloid Locator Services

- Multi-source national database
- User-defined searches
- Electronic Directory Assistance
- Social Security Number Searches
- Near-bys
- Surnames

Acolloid Online

- Built especially for you to help you locate those hard to find debtors
- Provides access to the most comprehensive, up-to-date consumer databases in the industry!

Search Individual accounts for:

- Electronic Directory Assistance
- Nearby's
- Reverse Phone Append
- Social Security Number
- Property
- Yellow Pages

Dolan Information offers flexible search options, whether you have one account or one million accounts.

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save a payment plan or enter and save contact notes on the account to tell Debt\$Net™ the account has been worked. With the collectors properly working the accounts, the end of day call list report is an effective tool for monitoring your collectors' efficiency.

The collector call result code report is only available in Debt\$Net™ 6.5. Result codes are based on the type of contact that collectors are having with debtors. There are three types of contact: direct, indirect, or none. You define all the result codes which you would want your collectors to choose from. Collectors must select a result code prior to moving onto the next debtor. If you have reviewed the collector call result list, you will have an idea of what acceptable times are for working a debtor. This report provides you with a list of every debtor worked, what result code was given, and the duration spent working the debtor. Summarized at the bottom of the report will be the total number of each type of contact with the average time spent working those types of debtors. With this information in hand, you will know for sure which collectors are making the best use of their time at work, as well as how many debtors they are personally talking with.

The audit log report tracks every change made to a client, debtor, or account record. The audit log report displays these changes in a report including the client, debtor or account record number, date of the change, field changed, what

the information was changed from and changed to, and the user making the change.

These reports by themselves provide you with slices of information. Teamed together with the plethora of knowledge about your employees gained as a manager, they are priceless. Rather than only looking at the number of accounts that your collectors finish, these reports take a deeper look at the number of quality calls they are making compared to what they were assigned. Together these reports provide you will more information to accurately gauge your collectors productivity.

Terminal Services and Debt\$Net™ 6.0

When running Debt\$Net™ 6.0 under Microsoft Terminal Services, you may want to enhance your performance. You can do this by altering the config.fpw file. For assistance, contact Tech Support at TCM. To obtain an article on this subject, consult Microsoft's website <http://support.microsoft.com> for article 258537 titled "Fix: Config.fpw for Terminal Server Environment".

Technical Support Tip: Back Up!

At the end of a work day, remember to ask yourself one question "Did you backup your Debt\$Net™?" Backups are a **MUST DO** to ensure your Debt\$Net™ and company stay up and running. Backups save on your downtime when your equipment fails, and equipment is guaranteed to fail sooner or later.

Backups are typically used to restore lost data once per year.

The back up process should be done **daily**. Though there are numerous ways to back up your system, we recommend that you use a tape back up system. This method includes 9 tapes: one tape for each day Monday through Thursday, four Friday tapes to rotate weekly, and one tape to run before you do the final close for the period. With this system you will then have daily, weekly and monthly backups. Having a backup will help you save tech time and money when your equipment fails.

Use Leasing for Large Project Purchases



Did you know that you can lease software? YOU CAN!

Let Pro Lease put a program together for you. Whether you are a Start-Up business or have been around for years, Pro Lease will help you acquire the software you need to run a successful business. Should you need \$2000 or \$200,000, they are committed to assisting you with your financing needs.

Take advantage of low monthly payments and minimum up front

expense by leasing your upcoming Debt\$Net™ purchase, it's easy and affordable. With leasing, you can make that purchase that you may have been putting off. You can even add hardware to the lease!

Over the years, Pro Lease has approved many Debt\$Net™ users. Pro Lease has a terrific relationship with The Computer Manager, Inc. and they invite you to join the team! Visit them at www.sharplease.com or call John Keating direct for more information.

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Meet Your Training Staff: Benefits of Purchasing Training Time

How well do you know your Debt\$Net™? Are you hiring a new employee? Purchasing a new ESO? The training staff is available for your help. Purchasing training time can help save time and money, as well as valuable tech support time. Have our training staff teach your new employees how to use Debt\$Net™. The training staff can show you how to use your new ESO. Training will help you to get a jump start on your agency's learning curve so you can get the most from your software.

There are many benefits to using the Training Department. The Training Department does a great job at answering questions in a comprehensive manner to help you operate your software. Unlike tech support plans, which are typically quarterly, training hours can be used up to one year from the purchase date. The trainers work from a schedule of appointments so you can schedule a block of time to spend with a trainer to go over any questions you may have. Using training time can reserve your tech time, and being trained to properly use Debt\$Net™ may help prevent technical issues in the future.



Training Packages

- **One Day New User Training:** Held in our office in Poulsbo, WA, this is a training package for new, first-time users, and is offered monthly. This training is provided free of charge for agencies within 60 days of purchasing Debt\$Net™.
- **Phone Sessions:** One-on-one sessions let you and your trainer go over specific questions and topics on an as needed basis.
- **Individual Training:** A course tailored to your needs, provided at our office in Poulsbo, WA.
- **On-Site Training:** We come to your office for a customized training course. This setting allows us to address your whole staff and consider any specific aspects of the program that you would like to cover.

For more information on training please contact:
Cheri Carr at 1-800-552-8397

Custom Client Upload Procedures and Suggestions

The client upload module automates the loading of debtors and accounts into your Debt\$Net™ system. Client uploads improve recovery rates and save on labor costs. They also reduce the need for manual data entry. A custom client upload is an upload that does not meet the standard Debt\$Net™ upload file layout. These unique layouts can be created by our custom programmers.

To get the creation process on your custom client upload started, you will need to provide TCM with a sample data file and a record format layout (field name, length, description of field, starting position, etc.). Also, define what specific requirements you will need. For example, is insurance information needed? If so, what specific information, and where will it be placed?

When working with your custom programmer, be prepared with information about the upload, like what input data field will be used for the Debt\$Net™ client reference number, or what field will principal balance be in? Being prepared during the creation of a custom client upload can save time and money.

Did You Know?



- Training is available on most aspects of Debt\$Net™, including ESO's.
- In Debt\$Net™ version 6.5, the review date field can move the account into the collector call list on that date without interrupting the dunning series

- Client status reports can be used to brief a client on the status of their accounts. Variations of the report allow you to show recovery percent, year-to-date totals, age at assignment, and the status code legend. Running status reports for a specific client will allow you to specify an assignment range.
- Running client statement preview allows you to reconcile the client statements prior to the end of the period, and allows you to review transaction information for accuracy before running statements

- You can use extended references to store additional information on debtors, accounts, and clients.

New Interface!

Debt\$Net™ now offers an interface with Banko, a service that consolidates and updates bankruptcy cases from all fifty states, the District of Columbia, and Puerto Rico daily, supplying timely, accurate and complete bankruptcy information. For more information on the Banko interface, contact: Cheri Carr at 1-800-552-8397



\$100 OFF

The purchase of any ESO*

Limit one use per purchase. Expires 6/30/03

To take advantage of this discount contact Cheri Carr, 800-552-8397

*Excluding FoxFire! Report Generator.

