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

Newsletter

20 YEARS of Service!

FALL EDITION

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2007 USER'S CONFERENCE IN: CANCUN, MEXICO

All systems are go as we start gearing up for the 2007 User's Conference in Cancun. We had a few tense days as Hurricane Dean approached landfall and appeared to have Cancun in its sights. Fortunately, the winds shifted and the resorts were spared. If you have misplaced our previous notices about this conference, here is a recap of this upcoming conference.

The conference will be held at the CasaMagna Marriot in Cancun, on October 5th and 6th. On the agenda will be the unveiling of our newest release, Debt$Net® Version 7.0 as well as several recently released ESOs.

For those of you that have attended previous conferences, this is not your everyday Users Conference! In the past, when we have introduced a new release, we have focused the training sessions on the new features, and how they could support productivity and profitability of your organization. This release however, is based on Standard Query Language (SQL), so our focus will be how the underlying software structure relates to advantages to your operations.

Of course, this is also a great chance to talk to other user's of Debt$Net®. Plan to have some time for fun and games while you are there. Bring your passport, sunglasses, and all your questions and ideas!

Come to Cancun this October and:

•   See how 6.9 business features have been ported to SQL Client Server.

•   Learn the business advantages that SQL offers.

•   Become familiar with the SQL server technology, including hardware and software requirements.

•   Discover how to plan for and take advantage of SQL to support your organization's growth.

To sign up, call us today at 1-800-552-8397 or log on to our web site and download enrollment forms.

PREPARING MONTH END STATEMENTS

The printing of statements is the method for reconciling agency commission and client payment. Debt$Net® has the option to both preview statements from *Clients -> Client Statement Preview* menu selection and to print the 'production' statements from the *Statements and Checks - > Print Statements (Current Period)* menu selection.

- *Client Statement Preview* is a great way to see what the statement would look like if printed today. This is helpful to both the agency and to support client inquiries.

- *Print Statements (current period)* prints statements, creates the 'open statement period', and builds the trust records. At this point the statement cycle needs to be completed before another statement run is printed. Please refer to 'Appendix H' in the Debt$Net® documentation for specifics on complete steps.

Statements should be reviewed for correctness. If changes are to be made, statements must then be reprinted to recalculate the statement's totals and to rebuild the trust record to reflect these changes.

Only then should the statement period be closed. The process of closing the statement period permanently associates transactions on statements to the closed statement period and permanently creates the agency trust record.

At this point the statement period is closed and you can now print client checks from the *Statements and Checks -> Print Checks* menu selection.

Issues will arise when these steps are not followed in order. For example, if after printing statements you wish to reverse one transaction, then re-enter it, you would want to reprint the statement. If the statement reprint is not done, calculations found on the statement and the agency trust record will not reflect these changes.

Debt$Net® does a very good job of displaying statement period data for your clients. We encourage you to keep following the steps of:

1. *Print Statements (Current Period)*;

2. Review statements for correctness, make changes if necessary;

3. If changes were made, *Print Statements (Current Period)* again and do another review of the statements for correctness, and

4. *Only then* close the statement period when you know the statements are correct.

To review all end of month processes, refer to your User's Guide, Appendix H, What to Do...When.

# REMINDER ON CHANGES TO HEALTH CARE FORMS

Last winter we gave you a heads up that changes were occurring in the world of reporting health care accounts. The two standard forms (previously known as the UB 92 and HCFA 1500) are both being updated to the UB-04 and CMS-1500). These changes are being driven by the Health Insurance Portability and Accountability Act (HIPPA).

Originally, the plan was to implement the new forms in April/May of 2007. Several problems occurred with the printing of the new forms, however, and the dates were extended to June

30, 2007. This means you should be using these forms now!

We had difficulty in getting samples of the forms to update the Health Care Form ESO's. However, we are in the process of putting the final touches on these, and they should be ready by the time you are

reading this newsletter. Be sure that you are completely ready before downloading and installing the revision to the ESO. This means that you must have the new forms on hand to use. Once you run the update, you cannot print out the old forms. Please call us and let tech support help you with the update!
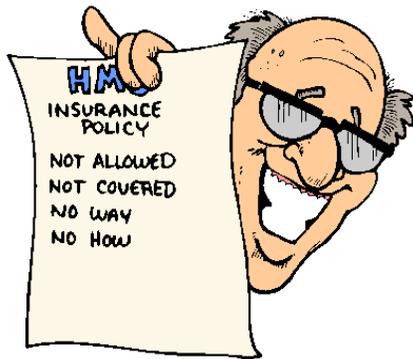
These are the changes you can expect to see:

- **CMS-1500.** The revised CMS-1500 claim form accommodates the reporting of the National Provider Identifier (NPI) number. The NPI must be used by all HIPPA covered entities, such as health plans, health care clearinghouses, and health care providers. Also, the barcode has been removed. Scanners can be programmed to read the 1500 symbol in black ink. For more information on this change, visit the National Uniform Claim Committee's (NUCC) web site at www.nucc.org.

- **UB-04.** The UB92 is being replaced by the UB-04. The UB-04 also incorporates the NPI, as well as taxonomy and additional codes. Many of the data locations have changed on the new form, although most data usage descriptions and allowable data values have not.

NEW SALES ASSOCIATE

We have hired a second new sales associate. Mark Carlin comes to us with over 23 years in client relations, most of which has been gained in the real estate industry. He also worked several years as a placement specialist for people with disabilities. Both career paths provided him with extensive experience in hardware/software, as well as management, customer service, sales, marketing, and advertising.

Mark wants you to know about his personal background, too. He has four children, and four grandchildren. He is a an "above average" golfer (his words) and did a brief stint as a professional tennis player (gross earnings: $600 – perhaps explaining why it was a "brief career"!).

Mark also likes to fish, crab, and tell stories. Many of them about the days he drove combine for Bird's Eye and Green Giant, or worked King Crab Harvest in Alaska. Above all, he looks forward to working with new and existing users here at TCM.

NEWLY STRUCTURED SALES PROCESS

Last issue we introduced you to Tyson Schulte. This issue, we introduced you to Mark Carlin, who will also be handling sales. This marks a change in how we have done business in the past. We used to have a single point of contact for all sales. While we also had support staff for the department, we found we needed a change to support a growing organization.

Mark will be handling existing clients and new sales for the Northern region of the US. Tyson will be handling existing clients and new sales for the Southern region of the US. They will handle their clients independently of each other, but will also each have the continued support from our entire administrative and training staff.

If you have purchased a new system, users, or an ESO this summer, you may have already talked to your new sales associate. If not, call in and introduce yourself. Tyson and Mark would love to hear from you. And, if you are not sure who your sales associate will be, our administrative staff can help you determine into which region you fall.
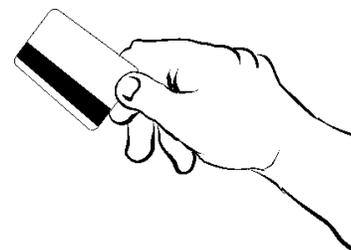
CREDIT CARD ESO

We have a brand new Extended Service Option that many of you are going to really like! Our new Credit Card module allows you to instantly verify credit card information and take payments using a VISA or MasterCard. The module provides real-time authorization and credit line hold via Electronic Payment Providers, Inc. Credit cards can be used when posting transactions, or

when setting up post-dated payments. Credit card information can also be securely stored for future payments.

DIALING OPTIONS IN DEBT$NET®

We understand that many agencies are going to have different needs in their business practices as a whole, and we know that your needs are no different when it comes to making calls. That's why we offer three different dialer ESO's to chose from to help you get those calls made.

The *Predictive Dialing Interface Module* is an ESO that provides an integrated interface between Debt$Net® and call processing technology, allowing agencies to increase collector productivity by providing a steady stream of available debtors while eliminating dialing time and time spent talking to answering machines. A predictive dialing system coupled with the Predictive Dialing Interface Module functions by dialing a list of debtors and passing available debtors to the collector. At the same time debtor

identification information is transmitted to Debt$Net® so that the debtor automatically displays on the screen.

Debt$Net®'s CT Center ESO provides the link between Debt$Net® and Information Access Technology's (IAT's) Communication Technology (CT) Center. The CT Center is designed to increase the productivity of collectors by creating and managing calls lists, automatically making calls, and routing incoming calls from debtors to a collector. Debt$Net®'s CT Center ESO provides an interface which allows the CT Center real-time access to the current account and debtor information in your Debt$Net® system. This enables CT Center to continuously revise campaign lists and process data based on whether payments are received, contact is made, mail is returned, promises broken, or other information entered that affects the status of the account.

The *Internet Dialer Messaging Interface Module* is an ESO that allows your agency to communicate with debtors quickly and easily through a call tracking service. The Internet Dialer ESO helps you expand your call volume and success rate by communicating with an unlimited number of debtors anywhere in the world through various vendors which provide messaging interface. The Internet Dialer ESO sends personalized, automated messages to your debtors, based on the accounts that you have selected from your active account list in Debt$Net®. Upon completion, Internet Dialer ESO provides your agency with a call response file, detailing the results of each debtor call. The Internet Dialer Messaging Interface ESO lets you work your scheduled calls or run collection campaigns similar to the way the Collector Scroll List operates.

For more information on these ESO's or to add one to your system, call our sales department at 1-800-552-8397.

COLLECTION ADVISOR'S TECH '07

In the words of Harry A. Strausser III, former president of ACA and president of Remit Corporation, "keeping abreast of the newest, best and highest quality technology and collection resources is the key to operating a successful, profitable business." One of the easiest, and most interesting ways to do this is by attending industry conferences such as this year's Collection Advisor Technology Conference, in the Las Vegas Bellagio, November 7-9, 2007.

Topics being presented this year include: Skip Tracing to the Max; Data Security and What You Need to Know; Managing and Measuring Collectors with Technology; Winning Collection Lawsuits - the Nuts and Bolts; the Top Ten Technology Trends; and a whole lot more!

Come see us at our booth in the exhibition hall. Julee, Tony, and Tyson will be there to provide you with a sneak peak at new ESOs and our latest release. Stay on the "cutting edge" of technology!

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