CAMS
Software Release, Version: 9606

This document is an overview of enhancement and maintenance changes to the C.A.M.S. Collection Agency Management Software. Please refer to the technical reference manual documentation update pages for detailed information on the subject matter.

Be sure to backup your data system prior to insatlling this upgrade.

ALL USERS MUST BE SIGNED OUT OF THE SYSTEM,
WHILE INSTALLING THIS UPGRADE!

Contents

ENHANCEMENTS

REPORT PRINTER CONTROLS

The imbedded form-feed issued before the first page of each report has been removed. This will allow laser printers to eject the last page of the report instead of printing a blank page.

If you are using a laser printer set the Form-Feed option to 'A' (after). If you are using a dot matrix, set it to either 'A' (after) or 'B' (before).

MAIL MERGE - PAYMENT ACTIVITY LIST

Print tokens P80 and P81 have been added to produce a list of payment and adjustment activity on a debtor letter. These lists begin with balance forward. P81 also shows the ending balance.

LASON LETTER INTERFACE

An interface has been developed so that debtor letter information is prepared and transmitted to Lason Systems, Inc. They do bulk mailing. If you are interested in this please contact either CAMS or Lason Systems.

The idea is that they do the printing and mailing for you and it costs you less.

METRO JOINT CONTRACTUAL

The metro interface has been updated to provide for reporting the Spouse, Reference and Other parties as jointly responsible for the debt.

WORK FLOW MANAGEMENT

The Out-Flow portion has been expanded to provide the ability to exempt accounts by Activity-Code.

BUSINESS-CODES

The Debtor Business-Code has been expanded to 2 positions. The number of Remittance by Business-Code has been increased from 9 to 99. The correlation between business-codes 1 through 9 on the debtor to the nine business-codes entered on the client profile has been removed. The business-code is now entered directly on the debtor profile. When the Number-Of-Business-Codes-To-Remit is set to 1, the default used on the debtors is: '--'. You may or may not have a Business-Code description set up for '--'.

REPORTS BY BUSINESS CODE

The option to produce the Acknowledgment, Client-Debtor-Status and Close-and-Return reports sorted and sub-totaled by Business-Code is selectable under Report Versions.   These reports are combined with the Remittance and Statement to provide the client with reports that separate accounts by Business-Code.

CLOSE & RETURN

The Close & Return update has been revised to try to get it to run faster. The number of files opened all the time has been doubled. This will reduce the overhead involved in opening and closing files as each account is processed.

PREVIEW DIALER

The preview dialing procedures have been developed to work with a modem instead of requiring a Teltone unit. The software pulls away from relying on the voice detection. All accounts dialed are brought up and updated eliminating the need for results processing. The hand set is used to hang up.

WORD PERFECT MACROS

The mail merge facility has been modified to provide the option to issue a macro before printing the letter. This feature has been developed and tested using the HP laser printer. After the macro is sent to the printer, the print position is reset for the cams letter.

PRINT CLIENT PROFILE

This procedure has been modified to provide a print screen option. Client Profiles are printed on paper as they appear on the screen with out using the mail merge facility.

PRINT COLLECTOR PROFILE

This procedure has been modified to provide a print screen option. Collector Profiles are printed on paper as they appear on the screen with out using the mail merge facility. Commission Performance and Work Flow parameters are shown.

GROUP LETTER REQUESTS

This procedure has been modified to provide the option to select multiple accounts and the option to queue the letter for the Master-Account or the Sub-Account.

PRINT SKIP-TRACER PAYMENTS REPORT

This is a new report. It's purpose is to show the payments in the system on accounts that have Skip-Tracer initials in the notes. Report options are based on the cash reports. Subtotals are printed by Skip-Tracer.

CARDLESS ACCOUNT STATUS REPORT

This report has been modified to provide the option to include or exclude accounts based on Priority-Code. The account's priority code is printed in the detail.

LETTER HISTORY

The capacity of this facility to hold 30 letter entries per account has been doubled to sixty.

METRO FILE PROCESSING

This procedure has been updated to proceed when the file size for the floppy has been reached by making all the required files in one procedure. This also provides the ability to reproduce a large file that requires multiple file names using the 'PRV' option.

DIALER INTERFACES

The Results Processing has been modified to check the New-Business processing parameter on Busy, Unknown and No-Answers (bsy noa ukn) for accounts that are new (do not have a Trigger-Date), to hold them back in New-Business instead of putting them into Follow-Up.

Campaign building when using Selection-Criteria has been updated to include Master-Accounts during the scan of client inventory instead of making a separate pass for them. The ability to only scan accounts in the specified collector units (when specifing more than one) has been added.   New business that has not arrived to the collector is not selected.

Totals are displayed to show the number of accounts read and the number of entries put into the campaign.

SMART ALX VERSION 7

This procedure has been modified to provide the option to select version 7 for the interface. This allows for Subject and Spouse Employer address information.

EXTENDED LEGAL FACILITY

This facility has been updated to prompt for a new Interest-Rate when posting a Judgement.

The Debtor Attorney status report has been modified with a 'CIV' option. This is used to print a report of accounts with Civil-Suite case numbers in that that sequence.

A Zip to County-Code table has been developed to associate County codes to the account based on it's Zip-Code.

ACOLLAID SKIP TRACE INTERFACE

This Interface has been developed to prvide access to the Acollaid skip trace services. The data is sent to Acollaid for processing. The results include Exact Match and Nearbys. Additional information like Income-Level, Rent/Own, Years-at-Residence and Dwelling type is provided.

COLLECTION ODDS PREDICTION

This facility uses historical collection patterns to compute the odds of an account paying. This historical pattern is tracked by client-unit. The number of letters-sent, telephone-attempts, telephone-contacts, receivable-age and collection-age play a role in determining the odds. In addition, the percent of life remaining and the recomended action is provided. The '%' hotkey can be used to display the odds on an account. The Debtor-Status report has been modified to show the odds and the life-remaining. Report options are provided to select accounts based on a range.

ROLODEX

This facility has been developed to provide quick access to phone numbers in the Rolodex. The Rolodex is brought up using the 'ROL' or 'ROLO' hotkeys. This is used by the collectors and operations for all frequently called numbers. Categories can be set up for separate rolodexes.

Hotkey erUpt FOR OPERATIONS

This facility has been developed to provide operations with an interupt feature. Works with Debtor-Iquiry and the Debtor-Profile to provide a task list of accounts that have work in progress.

LEGAL FACILITY

This facility has been upgraded with fields to record information on Notes. Notes are instruments signed and executed by debtors. The date, amount and description fields are provided on the legal screen. Print tokens for these new fields have be provided as well.

PREDICTIVE DIALER INTERFACE

This facility has been upgraded with interface fields used to stipulate the file names for the campaign file as well as the results file. The results processing provides for a Pre-Processing script to change the permissions on the result file. The Smart-Dial night time processing has been adapted to work under DOS as well as unix.

ACTIVITY-CODE ACCESS LEVEL

This facility has been incorporated in User-Accounts and Activity-Codes. It is used to control which activity codes a particular collector-level is authorized to enter.

ACTIVITY-CODE PHONE STATUS UPDATE

This feature has been added to the Activity Code processing powers. It is used to update the status of a phone number based on the activity code entered.

WORK-FLOW OUT-FLOW FACLITY

This facility has been upgraded with a control to move accounts based on Collection-Odds, Percent-Of-Life-Remaining and the number of Days-On-Desk.

CRITERIA PAGE SETS

This facility has been developed to enhance using selection criteria by providing the ability to save multiple pages as a Set. A Page-Set can then be used when needed without having to select each page. The option to save a set for dialer overnight processing has been incorporated within.

MAINTENANCE

- The Client Debtor Transfer has been modified to open monthly analysis records in the standard and principal books as needed for updating.

- The Sales Rep has been added to Client Lists. windows show the English letter descriptions for letter entries.

- The base metro record has been modified to pass both lines of debtor address when they are present.

- The Skip Trace interface has been updated to update the Skip Trace Status on sub-accounts that have a 'S' to: 'M' or 'R' (without flash) depending on the result of Skip Tracing the master-account.

- The Payment Import has been updated to prevent duplicate transaction condition from occurring.

- The Remittance/Statement area of Report-Versions has been updated.

- The Remittance and Statement have been updated to show Cost-Advance Returns in the Due-Client column instead of the Commission column. The Cost-Return is also shown in Total-Collected.

- Loan Payment Schedule modified to work without computing interest. Converts the interest rate when entered as .01 to .0000001.

- Printer language changes.
HP laser: - pitch on compressed changed from 16.66 to 16.67, left margin changed from 1 to 0. Horizontal-Pitch on Regular changed from 10.00 to 10.80 because the timeout lets the HMI go, the HMI of 11.29 has been removed.
PCL 5 only, CG Times font added for Expanded, Univers font added for Near-Letter.
PANASONIC laser: - vertical motion index on Regular and Compressed changed from 7.27 to 7.18. Font added for Expanded.

- Debtor Import, the Commission-Rate, Collector-Code and Last-Paid-Agency-Date have been added to the layout.
- Debtor Payment Import, Modified to allow Agency-

Paid to be imported.

- M.T.D. Payment Transaction report, version that shows detail commission. Added client subtotal for commission amount.

- Time Zone Recovery report has been named as Recovery Analysis (Time Zone). The default value for the option to combine time zones has been changed to 'Y' (yes).

- Work Flow Processing has been modified to check for new business up front and to disable the Inflow and Both options when detected.

- Forward-In, the reverence party name on the debtor is used for the original creditor. This has been updated to be treated as one field when the Forward-In is turned on.

- The CAZCOPY err 7 repair program has been updated. The file and it's parameters are user supplied. The option to enter a key value to start with facilitates the attempt to recover more records.

- The Analysis reports. The Analysis-Book option has been combined with the other options. The Date-Range option has been modified to be entered in MMYY format.

- The Client Profit Analysis report has been modified to suppress printing when the values are zeros.

- The Pre-Judgement Interest update has been modified to push all Interest into Compounded Interest instead of Additional Charges when posting a Judgement. This will keep the money as Interest as opposed to principal ans clears the way for accumulating Post-Judegment interest.

- The Remittance option Normal has been renamed to Nexus. The option Re-Run has been renamed to Regular.

- The option to do Page-Break on Client has been added to the Debtor Address change report.

- Adjustment Transaction, Remittance Adjustments processing changed. Adjustment transactions are selected and updated to 'S' based on date, regardless of the configuration setting. They are not selected for further processing when the configuration is set to 'N'.

        The Payment Maintenance has been changed to process Adjustment transactions based on date and status as opposed to the configuration setting.

- Credit Bureau Metro records, In-Dispute has been changed to pass a Y instead of a Z (99 status). The Last-Paid-Agency-Date no longer replaces the Date-Of-Occurance on a PIF (62 status).

- User fields 21 through 24 have been expanded from 25 to 34 positions.

- The size range of the debtor record has been increased to 800 - 1200.

- Reciprocal-Fee formula and procedure has been documented in the manual.

- 'E' to end command added to Debtor Inquiry menu.
- Start of Day has been modified to prevent starting business for the new month when the month before the last is not closed.

- Posting payments to accounts that are late in Payment Schedule. Modified plan types 'M' & 'E' to reschedule based on Payment-Expected date instead of Trigger date.

- Receivable Management report modified to base Due-Date on Payement-Due-Date first, then Trigger-Date.

- Client Statistics, Net-Transfer has been added to record client inventory amounts transfered.

- Month-End Collector Payment report has been updated with the option to print client totals within the collector unit.

- The Master-Index has been renamed to INDEX-FILE. This eliminates confusion in the terminology between Master-Accounts and Master-Index.

- The Debtor-Inquiry menu has received a face lift.

- The current number of accounts in follow-up has been added to the Forecast report.

- The collection odds prediction facility has been updated to handle accounts for client that are to new as 100%.

- The Debtor Attorney status report has been modified to substitute selected Sub-accounts with their Masters.

- Access to the Legal and Medical tables is denied on systems without these extentions.

- Hot Key 'CT' has been added as a short cut version of 'CLIENT'.

CONVERSION PROCEDURE

INSTALLATION:

In CAMS, go to System Configuration screen-2.

Record PATH-0 _____

This should be the path to the directory where the CAMS programs reside.

Copy in the contents of the floppy disks.
      If you are on a DOS based system, use the COPY command.
      If you are on a UNIX based system, change to that directory and then use the tar command.
      If you are on windows-95 use Explorer.

1 - Set up your printers to issue a form-feed in Printer-Control-Code Maintenance. If you are using a laser printer select 'A' for after. If you are using a dot matrix select either 'B' or 'A'.
If you are using a HP Laser printer of the HP PCL 5 language you should update your interface.

2 - Run Conversion program: "**CAZ9508A**"
This will convert one position Business-Codes to two position codes.

3 - Run File Transfer and Expand, on file: CFSTMTSM. Expand the key size from 8 to 9.

4 - Run File Transfer and Expand, on file: CFDUNHIS. Expand the Record size from 271 to 541.

5 - For Collection Prediction, update your Activity-Codes.
      The Type-Code for Telephone-contact is 'T'. The Type-Code for attempted-tel-contact is 'A'.
      Run "CAWPREDH" to prime Collection Prediction statistcs from history.

6 - For Collector Activity-Code Access Levels, update your User-Accounts and your Activity-Codes.

7 - Increase the last number, on the CNF line, in the IPLINPUT file. Should be at least 40 try 48.