simplicity
collection software

Complete User's Manual

Version 2.8.6.1

Contents

Getting Started

Welcome to Simplicity! Our goal is to provide you a great collection product at an affordable price. In order for you to have a positive experience with the software, there are a few things that you will want to set up before you start adding or uploading your accounts.

Please take just a few minutes to get acquainted with the features and functionality of Simplicity outlined in this User's Manual. Investing a few minutes to learn the functionality and basic features of the system will save you a lot of time now and ensure that you are optimizing the full functionality of the software to help increase your business.

This first section of this User's Manual will provide a brief overview of the different screens found in Simplicity; the following sections will go more in-depth on the features available on these screens.

Login Screen Overview

This screen allows you the ability to enter your company pin, username, and password in order to gain access to SimplicityCollect. The company pin, username, and password are sent in an email to the email address provided during your initial purchase.

Please keep your username and password secret. Store this information in a secure and safe place. If you have forgotten your username or password or did not receive an email containing this information, please contact Simplicity Support at helpdesk@simplicitycollect.com .

For security reasons, password must meet the following requirements:

- Password must be at least 8 characters long.
- Password must contain at least one number.
- Password must contain at least one symbol.
- Password must contain a mix of lower and upper case letters.
- Password must have number mixed, not simply at beginning or end.

User accounts are restricted to one physical location and browser at a time. When a user tries to log in from multiple locations or browsers, their previous session will be automatically logged off.

Home Screen Overview

Once you log into Simplicity, the first screen you will see is the home screen. From here you can search for accounts, apply filters to your search, access your reminders, and view your personal collector dashboard.
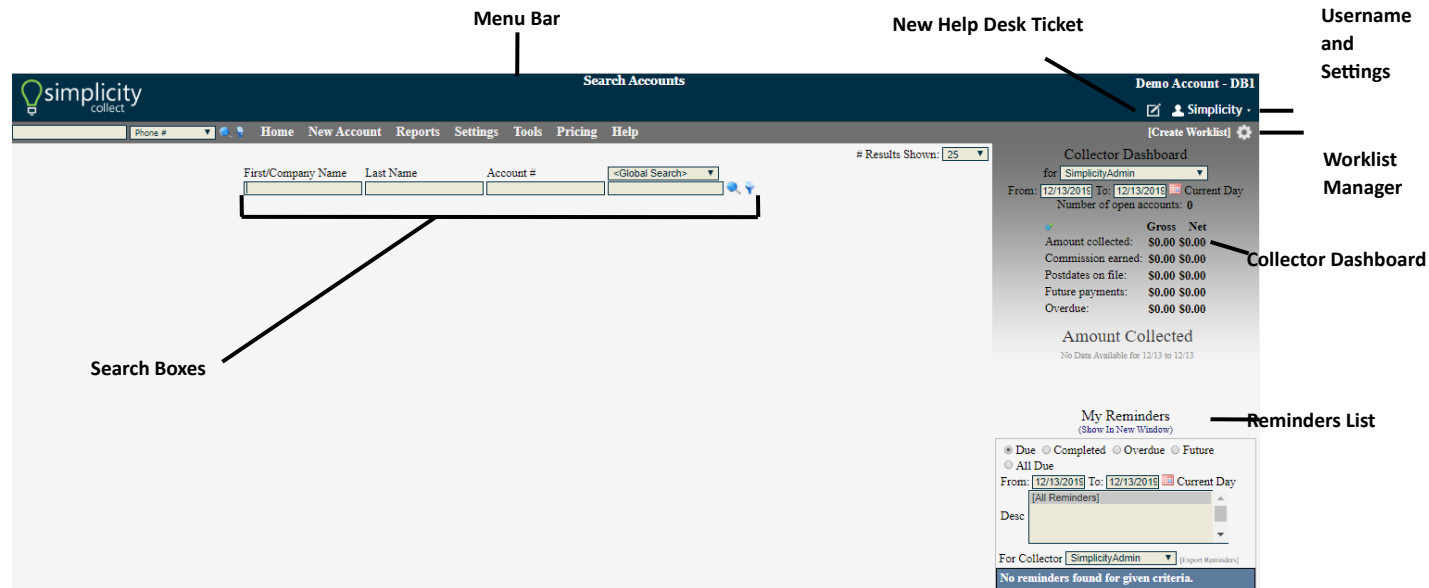
From the menu bar, you can access the Home screen, enter a new account manually, view reports, change settings, access Simplicity tools, or use our online help resources.

💡 *The items that appear in the menu bar may be different for different users depending on the limitations placed on those users by adminstration. Administrators have access to all the features in SimplicityCollect.*

💡 *The Search Boxes have an option for filtering (Filter button 🔽) and for searching (Search button 🔍) that will be covered in more detailed later in this document.*

Clicking on the user's name will provide you options for navigating to **User Settings, Custom Search Results,** and the option to **Logout**.
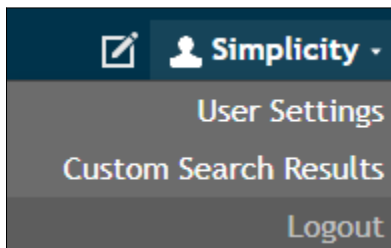
Account Screen Overview

This is the main account/debtor screen that first shows when you open an account in SimplicityCollect. This is periodically upgraded with new features, but the basic structure is always the same. Here you can take notes on the account, view account and debtor details, set Action Codes and view account history.

The account screen is divided up into three sections: Account Details, Debtor Details, and Notes.

Not all the account information will appear on the claim details tab, but additional information can be viewed when other Account Navigation tabs are clicked.

The Quick Search Bar allows you to search for another account from within the account screen.

Common Features

Filters
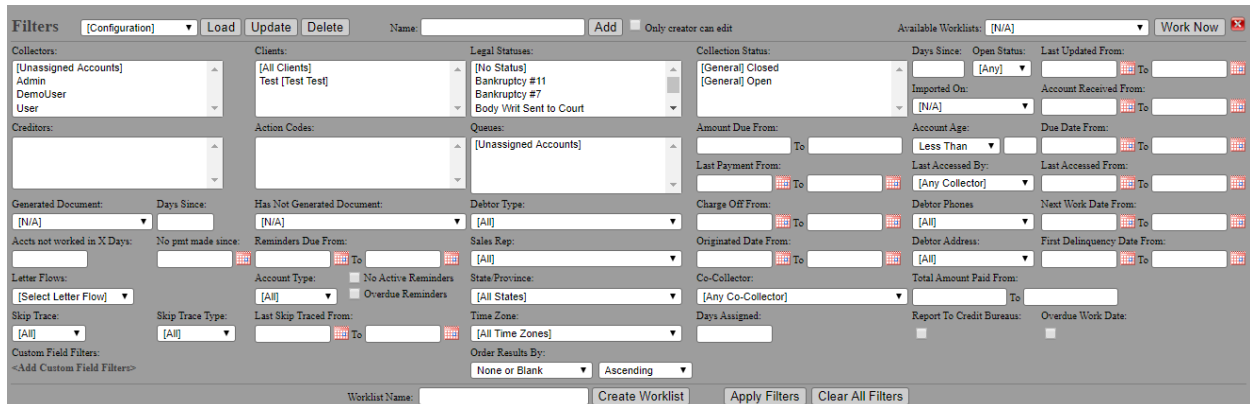
The Filters are found throughout the system and are a way to narrow down a list of accounts so that you can view and perform actions on them.

Learning how to use and combine filters will help save you a lot of time.

Home screen filter: The filter button is used to open an advanced filter list allowing you to select a criteria for the accounts you would like to view.

To narrow your search, choose a filter that applies to the set of accounts you want to view. All results that do not apply to the specified filter will not appear in the list of accounts. Filters can be combined in order to get more specific results. This filter option is available on multiple screens within the system such as Worklists, Bulk Account Manager, and the Data Exporter.

*Filtering Example: If you want to pull up all of the accounts for a single client, choose that client's name from the **Clients** field, then click **Apply Filters**. Only accounts that belong to that client will show up in the list below.*

Quick Search Filter: When using the quick search bar on the top left of the screen, you can also filter your results. Only a subset of the home screen results will be shown, but this quick search bar will

remain open on all the screens in Simplicity for you. It can be minimized by clicking the **Search Results** bar on the right side, or closed completely by clicking **Clear Results** at the bottom.
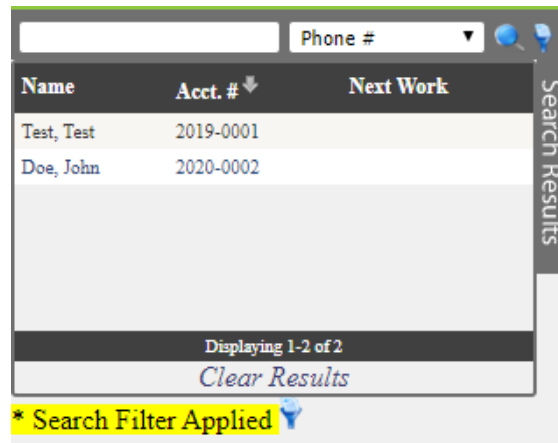
Report Filters: Filters can also be applied when generating reports so as to only include some set of information, such as a specific client or date range.

Icons used in Simplicity

There are a few standard icons that you will see in Simplicity. Knowing what these icons look like and what functionality they provide will help increase your efficiency when using SimplicityCollect.

- **Add Button** ✚ allows you to add a new item to whichever field this button is located next to.
- **Edit Button** ✏ edits the selected item from the field it is next to.
- **Delete Button** ✖ removes an existing item from whichever field this button is located next to.
- **Pop-up Calendar** 📅 provides a calendar to choose a date from rather than needing to type the date in. Date format (MM/DD/YYYY)
- **Search Filters Button** 🔱 provides advanced filters when searching accounts.
- **Search Button** 🔍 searches the accounts based on what is written in the search boxes.
- **Drop-down List** [_____ ▼] gives a list to choose from.
- **Download Button** ⤓ allows you to download the file it appears next to.
- **Export Button** 💾 provides a list of available file formats to export the information to.
- **Checkbox** with check ☑ and empty Checkbox ☐ indicate whether a certain option is selected or not.

First Time Setup

Simplicity Setup

Please follow the steps listed below in order to configure your Simplicity portal prior to collecting on your debt.

1. **Verify that company name, contact, and payment information is correct**. You can do this by clicking on **Settings** in the menu bar → then clicking **Administrators** → **Company / CC Settings** from the drop-down list. If you change any information on this screen, make sure to click on the **Update Info** button.

   a. Additional details regarding configuring your Company / CC Settings can be found in the **Company/CC Settings** chapter.

2. **Enter Client information into Simplicity.** Click **Settings** → **Clients.** For purchased debt, use your portfolio's name as the client name. This lets you track how much was collected on individual portfolios. A client name is **required** for importing.

   a. Additional details regarding configuring your Client Settings can be found in the **Clients** settings chapter.

3. **Add additional employees.** Click **Settings** → **Administrators** → **Collectors / Employees**

   a. Additional details regarding configuring your Collectors / Employees Settings can be found in the **Collectors/Employees** chapter.

4. **Prepare and clean your file of debt.** Simplicity provides you tools to easily import your portfolios of debt. It is critical that you ensure that the data in these portfolios is accurate and formatted correctly. Carefully preparing your import file will save you time by preventing data clean up at a later time.

   a. Additional details related to preparing your import files can be found in the **Account Importer** chapter.

5. **Import your first set of accounts**. Click **Tools** → **File Importing** → **Account Importer**

6. **Assign accounts to collectors**. Click **Tools** → **Bulk Account Manager**, apply filters in order to show you a list of accounts you would like to assign. At the bottom of the screen, choose to assign accounts to the collector you would like to assign the list to, and click **Perform Selected Actions**.

   a. Additional details related to using the Bulk Account Manager can be found in the **Bulk Account Manager** chapter.
   b. Alternatively, you can use **Tools** → **Bulk Account Distributor** to distribute accounts based on a number or percentage of accounts.

7. **Return to the home screen and start collecting.**

New User Setup

After signing up with SimplicityCollect, the Simplicity administrator will create a username and password for the owner, enabling you to gain access to the Simplicity portal. All other users will receive a user name and password after set up by the owner/administrator of the Simplicity account. After logging in for the first time, you will want to follow a few steps in order to secure your access and personalize your user settings.

1. Log into Simplicity with the company pin, username, and password provided to you by Simplicity.

2. Click on **your user name** on the top right hand side of the screen → then click **User Settings**.
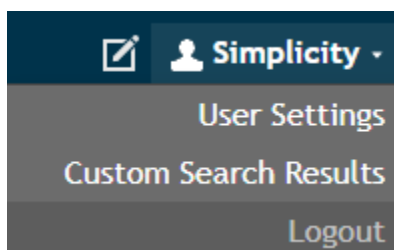
3. To change your password, enter the password provided by Simplicity or your administrator into the box next to **Old** in the **Change Password** section. Then enter and re-enter a new password that you will remember into the boxes labeled **New** and **Re-enter** in the same section.
   a. Password Requirements:
      i. Password must be at least 8 characters long.
      ii. Password must contain at least one number.
      iii. Password must contain at least one symbol.
      iv. Password must contain a mix of lower and upper case letters.
      v. Password must have number mixed, not simply at beginning or end.

4. You can also change the theme color in the appropriate section. Click in the box with the color you prefer, and then click the **Set Theme** button.

NOTE: Please keep your username and password secret. Store this information in a secure and safe place. If you have forgotten your username or password, please contact your local administrator.

For security reasons, passwords will expire after 90 days. An administrator may shorten or extend this length of time by going to Settings → Administrators → Collectors/Employees.
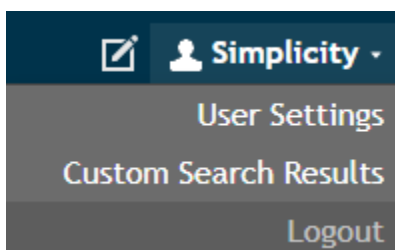
The **User Settings** section allows individual users the ability to change their theme colors, password, and configure their home page to show the Collector Dashboard, Reminders, and QuickView to any of the Legal Reports.

Change User Settings

1. Click **User Settings** to change your password (pictured below). To change your password, enter your old password, then enter your new password, and then re-enter your new password. Click the "change password" button to save your new password.
    a. Password must be at least 8 characters long.
    b. Password must contain at least one number.
    c. Password must contain at least one symbol.
    d. Password must contain a mix of lower and upper case letters.
    e. Password must have number mixed, not simply at beginning or end.

2. The theme color can be changed by selecting one of the 6 provided theme colors. Select the color you would like for your application, and then click the "set theme" button.

3. Shortcuts to legal reports can be added to the Home screen when selecting the report from the **Legal Reports QuickView Selections** drop-down box and then click **Add**. Once you have added a legal report, a summary of that report will appear on your home page for quick access to that report.

Before:

After:

As an example: If you are interested in seeing all accounts that have overdue payments you may select and add Report #48 to your QuickView so that it always appears on your home page. If you are working legal cases, you may be interested in seeing which accounts in your system still need complaints filed. Selecting and adding Report #1 would provide this information for you on your home screen. Below is how the home screen will look after a report is added.

4. If you would like the **Collector Dashboard** or **Reminders** to show on your home screen, enable these options located under **Home Page Toolbars** and click **Set**.

5. Additional settings may also be selected on this screen such as showing line breaks in the account notes, letter [fulfillment] boxes on the right-hand side of the Claim Details screen, and top action codes on the top of the Claim Details. Click **Set** to save these settings.

Navigating to **Custom Search Results** will allow you to change the default result columns when performing a search. These settings will apply to both the Home search screen and the Bulk Account Manager.

Home

When a user first logs into Simplicity, the first screen they will see is the home screen. From this screen, a user can access any account in the system.

Home Screen Account Search

One of the most common activities in Simplicity is searching for an account. The home screen allows each user the ability to search for debtors and accounts and quickly retrieve account and debtor information.

Accounts may be searched by entering any combination of the following information:
- **Debtor First Name** or **Company Name** for Commercial Debtors
- **Debtor Last Name**
- **Account #** (The unique account identifier)
- **Global Search**

When initiating a global or custom field search, the data must be entered into the blank box below the drop-down list. Keeping the drop-down list set to **Global Search** will search almost every field in SimplicityCollect including custom fields. Picking a specific field from the drop-down list will instead refine your search results. The specific fields available are:

- **Court #**
- **Client Claim #**
- **SSN**
- **Phone Number**
- **D.O.B**
- **Email Address**
- **Address**
- **Document File Name**
- **County**
- **Employer**

When you are ready to search for an account, click on the **search button** to the right.
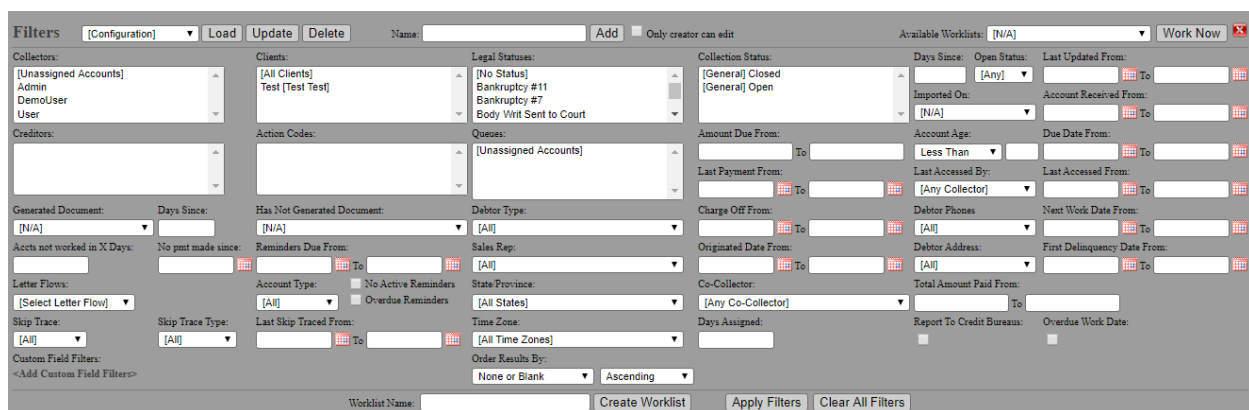
💡 *Hit the **Enter** or **Return** button on your keyboard, rather than clicking on the search button, to quickly bring up your search results. If no information is entered in the search boxes it will bring up a list of all accounts.*

Filtering Accounts

Clicking the **filter button** 🔘 will display a list of advanced filter options to use.

You can filter accounts by one or a combination of the following items:

- **Configuration Filters** – a saved preset of one or more of the below filters that have been grouped together into a "common" filter for use by Collectors.
    - **Load** – loads the configuration filter selected in the drop-down list to the left.
    - **Update** – updates the configuration filter selected in the drop-down list to the left, with any changes made below in the general filter options.
    - **Delete** – deletes the configuration filter selected in the drop-down list to the left.
    - **Name/Add** – adds a configuration filter to the drop-down list to the left, based on 1) the general filter(s) selected below and 2) the name typed into the provided box.
- **Worklists** – more information about this feature can be found in the Worklist section.
- **Collectors** – view accounts assigned to the selected collector(s).
    - Multiple Collectors may be selected by holding the CTRL button on the keyboard while clicking the individual Collectors.
- **Clients** – view accounts assigned to the selected client(s).
    - Multiple Clients may be selected by holding the CTRL button on the keyboard while clicking the individual Clients.
- **Creditors** – view accounts assigned to the selected creditor(s).
    - Multiple Creditors may be selected by holding the CTRL button on the keyboard while clicking the individual Creditors.
- **Action Codes** – view the accounts that have the selected Action Codes added to them.

- Multiple Action Codes may be selected by holding the CTRL button on the keyboard while clicking the individual Action Codes.
- **Legal Statuses** – view the accounts that have the selected legal status associated with them.
  - Multiple Legal Statuses may be selected by holding the CTRL button on the keyboard while clicking the individual Action Codes.
- **Queues -** view accounts assigned to the selected queues.
  - Multiple queues may be selected by holding the CTRL button on the keyboard while clicking on each queue name.
- **Collection Status** – view accounts belonging to the selected status.
  - Multiple statuses may be selected by holding the CTRL button on the keyboard while clicking the individual collection status.
  - **Days Since** – view only accounts that have been in the selected status for the number of days specified.
- **Open Status**
  - Any – All accounts, no filter.
  - Open – view accounts that have an "Open" status.
  - Closed – view only accounts that belong to a "Closed" status.
- **Last Updated From** (From and To) – view accounts that have been updated within the specified date range.
  - An account is considered "updated" if any notes were made, information was changed, or a transaction was posted.
- **Imported On** – view accounts that were imported on a specific date.
- **Next Work Date From** (From and To) – view accounts that have a "next work date" that falls within the specified date range.
- **Debtor Type**
  - All – All debtors, no filter.
  - Primary only – view the accounts where primary debtors match the search criteria.
  - CoDebtor Only – view the accounts where the co-debtors match the search criteria.
- **Amount Due** (From and To) – Enter in numeric values to view only accounts where the "balance due" is equal to or between the "From" (lower end), and "To" (upper end) of amount due.
- **Account Age** – view accounts with an age less than or greater than a specific number of days.
- **Due Date From** (From and To) – view accounts with a payment plan, when a payment is due within the specified date range.
- **State/Province** – view the accounts with debtors whose addresses contain the selected state.
- **Last Payment From** (From and To) – view accounts that had a payment date during the specified date range.
- **Last Accessed By** – view accounts last accessed by a specific Collector in your company.
- **Last Accessed From** (From and To) – view accounts that were accessed by a Collector during the specified date range.
- **Generated Document** – view accounts that have generated the selected document.
  - **Days Since** – view accounts which have generated the selected document in the last number of specified days.
- **Has Not Generated Document** – view accounts that have not generated the selected document.
- **Time Zone** – view accounts with debtors whose addresses fall with a certain time zone. This filters by area code as well as zip code.
- **Days assigned** – Minimum days account has been assigned to a collector.

- **Charge Off Date** (From and To) – view accounts with a charge off date during the specified date range.
- **Debtor Phones** – view accounts with or without phone numbers.
- **Account Received From** (From and To) – view accounts that were received during the specified date range.
- **Accounts not worked in X Days** – view accounts not worked within the specified number of days.
- **No payment made since** (From) – view accounts that have had no payments made since a specified date.
- **Reminders Due From** (From and To) – view accounts that have a reminder within the specified date range.
- **Sales Rep –** view accounts with the selected sales rep.
- **Co-Collector**
  - [Any Co-Collector]
  - [Unassigned Accounts]
  - Other – Lists all users/employees from your system.
- **Total Amount Paid From** (From and To) – view accounts with a total paid amount being within the specified value range.
- **Originated Date From** (From and To) – view accounts with an Originated Date within the specified date range.
- **Debtor Address** – view accounts with or without addresses.
- **First Delinquency Date** (From and To) – view accounts with a Delinquency Date within the specified date range.
- **Overdue Work Date** – view accounts that have an overdue Work Date.
- **Letter Flows** – view accounts assigned with a specific Letter Flow.
- **Account Type** – view accounts that are commercial (COMM) or non-commercial (NONCOMM) types.
- **No Active Reminders** – view accounts that have no reminders.
- **Overdue Reminders** – view accounts that have overdue reminders.
- **Skip Trace** – view accounts that are marked or unmarked for skip tracing. Once skip trace results have been returned on an account, the account will update as "unmarked".
  - **Skip Trace Type** – To view accounts marked with a specific type of skip trace, select the type from the drop down box.
- **Last Skip Traced From** (From and To) – view accounts that have been skip traced within the specified date range.
- **Report to Credit Bureaus –** Enable this option to view accounts that are marked for credit reporting.
- **<Add Custom Field Filters>** – set a filter based on any custom field you have created, with the expanded filter options of: Equal to, Not equal to, Less than and Greater than.
  - To clear a custom field filter, you must open the filter screen and select the red X button [×] to the right of the custom field filter.
- **Order Results By** – view results in ascending or descending order based on additional criteria.

Once you are done, click **Apply Filters** to show a list of accounts that apply to the selected filters. Filters will remain in place for all searches until you clear the filters or log out. To temporarily bypass the filters, enable the option **Ignore Filters**.

To clear filters, click the **filter button** , and then click the **Clear All Filters** button.

To close the filter options, click the **close button** in the upper right corner of the filters box.

When you are ready to search for an account, click on the **Search button** . A list of accounts that apply to the selected filters and/or the text typed into the search boxes will appear.

Next Work	Account # ▼	Name	Client	Collector	Current Status	Legal Standing	Balance Due
	2013-0002	JONES, IVAN	Any Company	[unassigned]	New Import		$350.00
	2013-0002	Richabano, Ian	Any Company	[unassigned]	New Import		$350.00
	2013-0003	MEDELTON, KIM	Any Company	[unassigned]	New Import		$430.00
	2013-0003	Dells, Susan	Any Company	[unassigned]	New Import		$430.00
	2013-0004	DUPUE, MARK	Any Company	[unassigned]	New Import		$480.00
	2013-0004	Bergtres, Scott	Any Company	[unassigned]	New Import		$480.00
	2013-0005	WOLFSBERGER, RHONDA	Any Company	[unassigned]	New Import		$480.00
	2013-0005	Clements, Wanda	Any Company	[unassigned]	New Import		$480.00
	2013-0006	LEWIS, ANASTASIA	Any Company	[unassigned]	New Import		$510.00
	2013-0006	Forthright, Sally	Any Company	[unassigned]	New Import		$510.00

1 2 3 4

You can view an account in more detail by clicking on it from the provided list. You can also sort the list by clicking on any of the column headers that you would like to sort by. The returned list is sorted by **Account #** by default. To sort by debtor name, click the **Name** heading. An arrow will appear next to **Name** to indicate that it is now being sorted by name.

Users can change what default field headers appear and how they are sorted by clicking on the user's name (located at the top right-hand side) and then select **Custom Search Results**.

By default, 25 accounts appear in the list at one time. You can change this at the top right by selecting the **# Results Shown** box, then choosing between 25, 50, 100 and [ALL].

Results Shown: 25 ▼
25
50
100
[ALL]

If there are more accounts than the search results show, you will see additional page numbers at the bottom. An ellipsis (…) shows that there are more than 10 pages of the search. You can click on the … to view more page numbers.

All search results can be sorted in ascending or descending order by clicking on the column heading you wish to sort by.
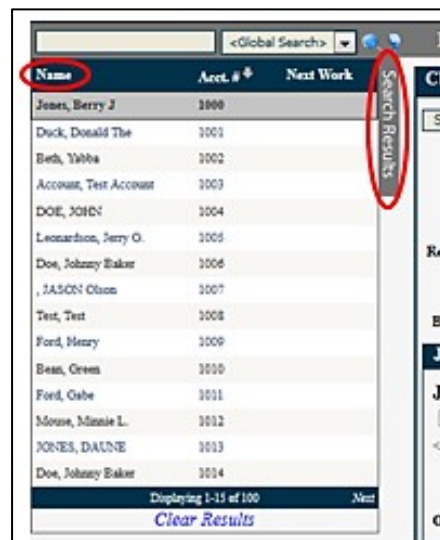
Quick Search

The **Quick Search** bar appears on every page in SimplicityCollect. This is a great way to look for accounts without having to go back to the Home screen each time. Similar to the Home screen account search, any applied filters will continue to be applied to all searches until the filters are cleared or you sign out.

When you click on the **search button** on the **Quick Search** bar, the results are displayed on the left side of the screen. Accounts are listed by ascending **Account Number**. The results can be sorted by clicking on any of the column headings. (i.e. Clicking on **Name** will sort the results by debtor's name in alphabetical order. Clicking on **Next Work** will sort the accounts by the next work date on the account.)

The **Quick Search** list will stay open as you navigate throughout Simplicity. You can use it as a queue of accounts to work; simply click on the next name in the list when you are ready to move on. It will show 15 names at a time with an option to move to the next page (if available) at the bottom of the list.

*You can click on the **Search Results** tab to the right of the list to temporarily show or hide it.*

Worklists
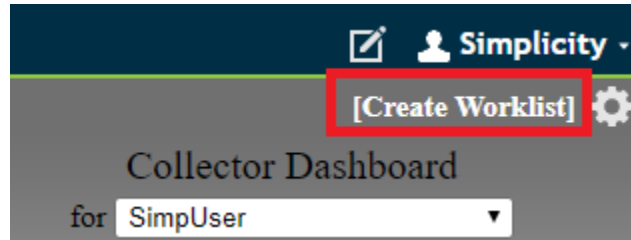
You can create a **Worklist** for your employees to use for working accounts. Multiple collectors can use the same Worklist, and it helps prevent collectors from working on the same account. The Worklist Manager shortcut can be found on the top right-hand side of the screen by clicking on the sprocket icon or **[Create Worklist]**. The Worklist Manager is available to Administrators and other worklist options are available to users with the selected access rights. Additional information about creating worklists can be found in the Settings → Worklist Manager section.

Collector Dashboard

The Collector Dashboard shows you how many of your open accounts are generating money or are about to generate money, and your total commissions earned. You can also change the date range in the **From:** and **To:** boxes to reflect a time frame you wish to view stats for.
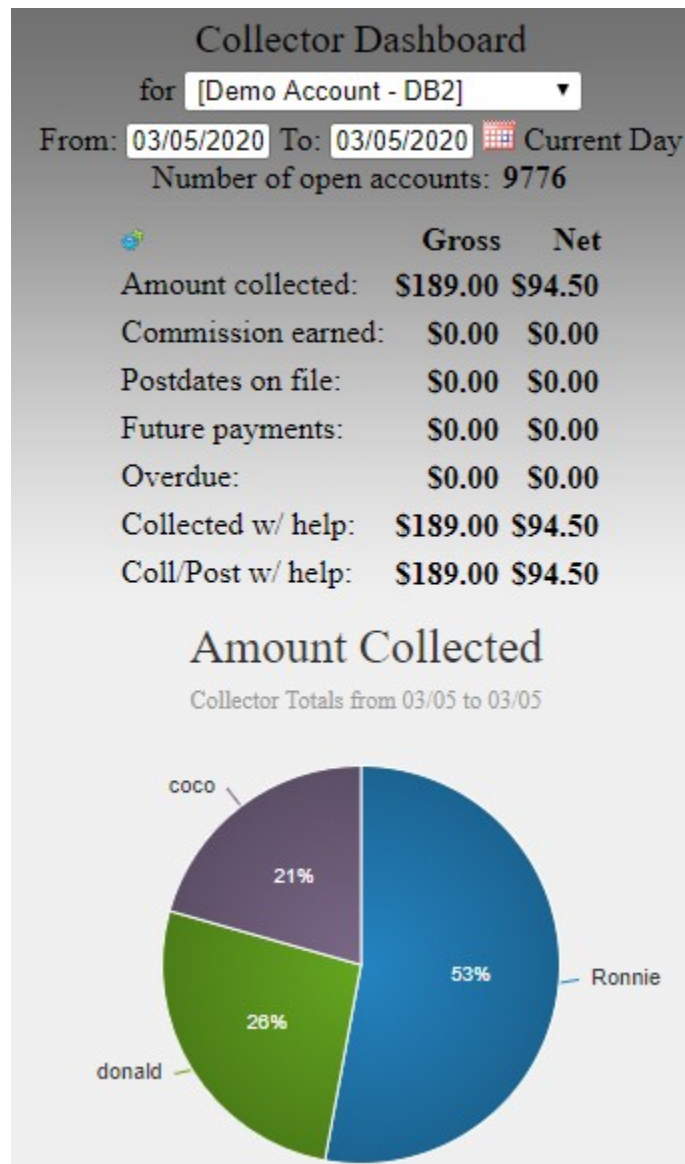
This Dashboard automatically appears on each user's home page and can be turned on and off by clicking on the **user's name → User Settings**. Administrators may choose to disable the dashboard by going to **Settings → Administrators → Manage User Groups**.

Elements of the Dashboard Include:
- **Number of open accounts**

- The total number of open accounts in the selected employee's queue; defined as accounts that have been assigned an "Open" type status only.
- **Amount collected**
  - The total amount collected by the selected employee for the specified date range, which defaults to the current day.
- **Commission earned**
  - The total commissions earned by the selected employee, based on the commission settings specified in **Settings → Collectors/Employees**. This reflects transactions where the employee was collector and/or co-collector.
- **Postdates on file**
  - The total amount of payments pending to post within the dates specified for accounts assigned to the selected employee. Post-dated payments are payment transactions that are entered on the Financials screen rather than the Payment Plan.
- **Future Payments**
  - The total amount of payments pending to post within the dates specified for accounts assigned to the selected employee. Future payments are payments due on the Payment Plan screen.
- **Overdue**
  - The total amount of payments that are overdue for accounts assigned to the selected employee.
- **Collected w/Help**
  - The total amount of payments collected with an assigned co-collector within the dates specified for accounts assigned to the selected employee.
- **Coll/Post w/Help**
  - The total amount of payments pending to post within the dates specified for accounts assigned to the selected employee with an assigned co-collector. These include post-dated payments that are entered on the Financials screen as well as payments due on the Payment Plan.

➢ **Gross/Net:** Gross is the amount distributed to the Agency as specified on the Clients settings screen. Net is the amount distributed to the Agency that is commissioned to the Collector based on the Collectors/Employees settings.

My Reminders

Reminders can be created for upcoming tasks on your accounts. Viewing **My Reminders** on the home page is a quick way to see all your pending reminders so you can get them taken care of as soon as possible.

My Reminders
(Show In New Window)

By default, reminders that have not been completed and are due today are shown in the **My Reminders** list on the Home screen. A collector may choose to view Reminders that are currently due, future, completed and/or all. A collector can choose to view certain reminder descriptions or within a date range by using the filters provided. When using this feature, it is important to remember the following:

- Click on the reminder details to open the account that a reminder belongs to.
- To quickly mark a reminder as complete, click on the checkbox on the left side of the reminder.
- Use the "**Export Reminders**" link to export them to a csv file.
- The reminder list may be re-ordered by clicking on the appropriate column headings (Debtor, Description, Collector, Date, etc.).
- Select the radio button (Due, Completed, Overdue, Future, All Due) to view reminders for the appropriate timeframe.
- You can also adjust the timeframe more specifically by using the **From** and **To** date fields.
- Administrators can view other user's reminders by selecting **[All Collectors]** next to the **For Collector** filter or for individual collectors by selecting a name from the drop-down box.

Clicking the **Show in New Window** link opens the reminders in a separate window from Simplicity. This allows you to keep your reminders open while still working within accounts. This is especially helpful if you use dual monitors.
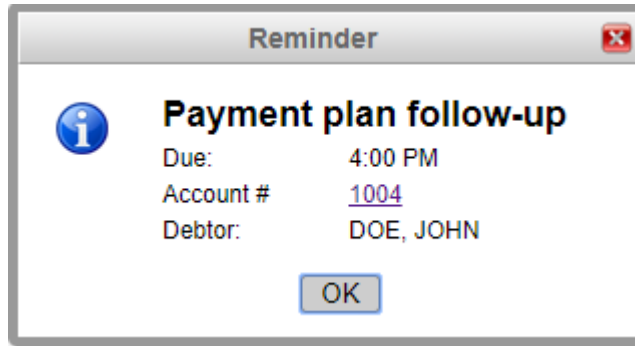
Lastly, a reminder notification will pop up in SimplicityCollect five minutes before it is due. This reminder can be dismissed by clicking the "OK" button or you can go right into the account by clicking on the hyperlinked account number.

Account

The account screen is the very core of SimplicityCollect and will likely be where you spend most of your time. From it you will view debtors' information and their connected debts, post and track payments, set reminders, and record legal information.

When you select an account link from anywhere in SimplicityCollect, the respective information will appear. When you are done working the account, save your changes by clicking **Save** in the upper left corner below the **Claim Details** tab.

💡 *Always* remember to click on the save button before leaving an account.

Navigation Tabs

The account screen is organized into multiple tabs for easy navigation. We will start by discussing the **Claim Details** tab.

Claim Details

The Claim Details tab is an overview of all the information you have on an account. It has the current balance due, information on where and when the account was created, the details of the debtor and co-debtors on the account, as well as notes regarding the account. The Claim Details screen is broken up into two parts: **account details** and **debtor details.**

Account Details

The account section contain details about the client, original creditor, balance due, important dates, and the account number used to reference the account. The small ⊙ symbol next to the **Save** and **Delete** buttons shows you the **Account Access History.** Below we will show a breakdown of each field.

Client

The Client is typically the party that provided the debt to collections. Clients usually have a percentage of the debt that they receive when a debtor makes a payment. Associate the Client to the account by choosing them from the drop-down list. This commission split between your firm and the Client can be set in **Settings → Clients**. To change the Client, you can unlock the drop-down list by clicking on the Change Client ♌ button.

Account Type

This defines the account by default as NONCOMM, or non-commercial. It can be changed to COMM using the provided box to indicate that the account is a commercial debt (that the party that owes the debt is a company and not an individual consumer). When importing accounts, this can be designated in the spreadsheet with a column for COMM (the letter C) or NONCOMM (the letter N).

Status

The statuses in SimplicityCollect are customizable to your needs. You can assign a status to an account by selecting one form the drop list in the top right corner. The status date will automatically change to the current date but can be overridden if needed. Make sure to click **Save** once you are done.
- The Status History can be viewed by clicking on the clock icon located next to the status date.

Creditor

The Creditor is the original provider of funds for the debt being collected. It is often the same as the Client, but it can be more specific if collecting for a Client that works with multiple Creditors. Add new Creditors to your system by going to **Settings → Creditors**, or by clicking on the **Manage Creditors** 🔹 button. When adding an existing Creditor to an account, just start typing the name of the Creditor in the box. A list of possible choices will appear for you to pick from.

Collector

The collector is the employee assigned to work on the account. When an account is assigned to a collector, they get credit for certain activity performed on the account. New collectors can be added to the system by going to **Settings → Administrators → Collectors/Employees**.

Queue

Assigning an account to a queue allows work to be further organized and can be used rather than or in addition to assigning them to a specific user. Queues can be created and managed either by clicking the cog icon ✿ to the right of the field, or by navigating to **Settings → Administrators → Collectors/Employees**.

Referring Attorney

The Referring Attorney is the attorney associated with the selected debtor. This field is not required, but you can click the **Add button** ➕ next to the Referring field to add in their information. You can then select the attorney from the drop-down list and save your changes. When adding a referring attorney, the 3rd Party description on the Financials tab will update to Attorney.

Account Number

This number will be automatically generated by SimplicityCollect unless you provide your own unique number. It must be unique for every account. This number is the identifier used to search for the account, update the account, and your debtors can use it as a reference number for their debt.

Client Claim Number

This field is optional but can be useful to reference similar accounts together since it doesn't have to be a unique number like Account Number does. Often it can reference the original account number—the number used by the client to refer to the particular claim.

Last Payment

This refers to the last payment received in Simplicity for the selected debtor. If no payment has been received, this area will be blank.

Debtor Pmt ID

This ID can be used to reference the **Debtor Payment Portal**, which allows a debtor to make credit card and/or ACH payments online. More information on this feature can be found in Appendix D. When using a Payment ID, the URL for the payment portal is:

https://app.simplicitycollect.com/PaymentPortal.aspx?paymentid=XXXXXXXXXXXXXX

Payment Portal

Here you can enable or disable the security restriction on the **Debtor Payment Portal,** which by default requires the debtor to enter the last 4 digits of their SSN before being able to see their debt information and make a payment.

An administrator may choose to enable the [Enterprise Debtor Payment Portal](#) which will require either the last 4 of the debtor's SSN or the debtor's zip code.

Dates

There are several different date fields listed that can be used on a debtor's account. These include:

- Originated: When the loan or service was first given to the debtor by the client
- Charged Off: When the debt was "charged off" and sent to collections
- Purchased: When the debt was purchased by your agency from the client
- Claim Received: When the debt was received by your agency
- Next Work: When the account is scheduled to be worked next
- 1st Delinquency: The date the debtor was first delinquent on a payment

Imported On

Here you can see the import or portfolio information that the account was included with

Financial Summary

A quick-glance summary can be located on the top right-hand side of the screen showing:
- A payment plan overdue amount (when applicable)
- Total principal, interest, cost/fees
- Total payments
- Current balance
- Linked balance

Action Codes

Action Codes are a way to "flag" accounts (Ex. Bad address, Bad phone number, Bill Medicaid, Bankruptcy, etc.). Any Action Codes you create will be available to use on all other accounts in Simplicity and can also be used as a filter during searches.

- To add a new Action Code to the list of available codes click the Add button ✚, and apply any desired color, font, and effect to the code.
- To apply a code to an account, select the code from the drop-down list and click the **Add Code** button. You can add multiple codes to the account.
- To edit the Action Code, select the Action Code from the drop-down list and click on the pencil icon ✏.
- To remove an Action Code from an account, click on the red X icon next to the Action Code.

- To delete an Action Code permanently from an account and the database, select the Action Code from the drop-down box and click on the red X icon located to the right of the pencil icon.

Contact SimplicityCollect Help Desk to disable the option to delete Action Codes permanently. When disabled, only SimplicityCollect staff can delete them.

Letter Flows

Letter Flows are a way to set up a letter scheduling service for individual accounts. This service can be performed with 3rd party letter fulfillment services or by using standard mail merge tools available in Simplicity. For adding and managing new Letter Flows, please see the Letter Automation – Configure section.

Debtor Details

The debtor's information is displayed on the bottom of the account screen to indicate who is responsible to pay the debt.

Demographic information including the debtor's name, addresses, phone numbers, SSN, date of birth, email, and any custom fields (assigned to the debtor location) appear in the debtor details area.

Phone Numbers

When debtor phone numbers can be identified as a real area code, it will automatically tell you what time zone this phone number resides in. If it cannot find the area code it will keep the number available, but not identify where it connects to. When the system can identify the time zone, a warning message will appear if the debtor is located in a time zone that is outside of normal calling hours.

Warning: Debtor could be in the following timezone(s): 'Pacific', which could put them outside of the 8AM-9PM calling window.

In addition to adding phone numbers, a type (Home, Cell, etc), description, note, and status (bad, good, unknown) may also be added. Phone descriptions can be added by going to Settings → Phone Descriptions.

The **Gen. Credit Report Request** button and the **Report to Bureaus** options will be discussed later in the **Credit Bureau Tools** section.

Adding Co-Debtors in Simplicity

1. After pulling up the account for which you want to add the co-debtor, click the **[Add Co-Debtor]** button/ tab.

2. A search box will become visible.

3. If the debtor already exists in the database, you can search by typing in the debtor's name, starting with last name or by the company name or SSN. After locating the debtor from the drop-down box, click on their name from the list. All the information associated with that debtor, including links to other accounts they are associated with it, appears on the co-debtor tab. If the debtor you are looking for does not appear on the list, simply click the add button ✚ to the right to add information for a new debtor.

DOE, JOHN (Debtor)   [Add Co-Debtor]

Last Name, First Name (or) Company Name (or) SSN: | 22

Doe, Janie (222222222)

4. Review the debtor's info and make sure this is the debtor you wish to set as co-debtor. The debtor has NOT yet been designated as co-debtor. To finalize everything, you must click on the yellow icon Click Here to Set As Co-Debtor.

5. The debtor is now set as a co-debtor on the account. If this is not the debtor you wanted, you can remove them and perform a new search.

6. Once the debtor has been assigned as a co-debtor on the account, you can choose to designate the co-debtor as the primary debtor instead by clicking the **Set as Primary Debtor** button.

Removing co-debtor designation from an account does NOT remove the debtor from Simplicity. The debtor will still exist and can be searched for and added to new or existing accounts.

Selecting Existing Employers

When adding an employer to SimplicityCollect, you should first search to see if that employer has already been added.

1. Begin to type the name of the employer. For example, you might start typing "wal-m" to pull up a list of existing Wal-Mart employers. An employer consists of a unique combination of name and address.

2. If the employer already exists, you can associate that employer to the debtor by clicking on the name. All employer information will populate.

Adding a New Employer

1. If the employer does not already exist, click the **Add button** ✚ to add the employer to Simplicity.

2. Add as much of the employer information as is available.

3. Click the **Save** button. Now the employer has been successfully added to the system, linked to the debtor, and can be reused for other accounts.

Generating or Emailing Letters and Notifications

Next to the debtor name is the option to generate or email DocGen letters and Notifications. DocGen letters are letters that can be generated to PDF/Word format and can be emailed as an attachment. To

manage DocGen letters go to **Settings** → **DocGen Templates.** Notifications are messages that can be emailed (and will show in the body of the email rather than an attachment) and/or sent via text messaging. Notifications can be managed by going to **Tools** → Custom Notification Manager.

DocGen Letters

Once a DocGen letter is selected, you can choose whether to generate/email a PDF or Word file and then select one of the two icons to the right. The first icon 📄 is **Generate Letter Document** which allows you to generate the selected letter by opening or saving it to your computer. Additionally, it can be printed and mailed to the debtor. The second icon ✉ is **Email Document to Debtor** which allows you to send the document to the debtor's email on file.

After selecting the email option, a pop up will appear which will show the email addresses on record. If the client has an email address on record it will also appear as an option. The user can then select which email or emails to send it to and whether to include the email as "To", "cc" (carbon copy), or "bcc" (blind carbon copy). These options will also show when emailing **Notifications**.

As a safety precaution a popup will appear asking "Are you sure you want to email the document to the debtor?" Click OK to continue. A new popup will appear when the email is sent successfully. It will say "Document generated and emailed to John Doe at debtoremail@example.com." You will also see a note added to the Notes section documenting who sent the email and at what time.

When the debtor receives the email, it will say the following:

The document itself will be attached to the email for the debtor to open and review. If you would like to edit the email signature go to **Settings ➔ Administrators ➔** Email Settings.

Custom Notifications

Once a notification template is selected, you can choose whether to email or send it via text messaging. Next, click on the preview 🔍 icon to view the message before sending it or click on the envelope icon ✉ to send the message. When sending text messages, they will be sent to the phone number on file showing as the **Cell** number. If no cell phone is listed, the message will not be sent.

💡 *Administrators may want to restrict the **Email Document to Debtor** option to only certain User Groups in their agency. This can be done by going to **Settings ➔ Administrators ➔ Manage User Groups.***

💡 *The email will be sent from a "Do Not Reply" email address; however, you can include a Reply-to email address by going to **Settings ➔ Administrators ➔ Company/CC Settings**. In addition, you can set up SMTP so that the email comes from your own email server.*

Linked Accounts

When a debtor is added with a social security number, the debtor can be "hard" linked to more than one account in the database. Any changes made on one account—pertaining to this debtor information—will automatically update for other accounts because of the matching SSN. If using a payment processor, hard-linked accounts will also link payment information.

By default, multiple accounts for the same debtor can be seen under **Other Claims/Accounts**. Clicking on the blue hyperlink for another account will take you directly to it through a separate browser tab.

If an account has not been linked automatically, it can still be linked. First, search for the debtor by entering the applicable information in the **Link New Accounts** section and click the **Search** button. Click on the chain link icon located next to the balance amount.

Link New Accounts:	john		doe		<Account #>	Court #	▼	<Court #>		Search	Close Search

Account #	Name	Client	Collector	Current Status	Legal Standing	Balance Due	
2020-0002	Doe, John	Test	Test	[unassigned] Open		$500.00	🔗
2020-0003	Doe, John	Test	Test	[unassigned] Closed		$1,000.00	🔗

To un-link accounts from one another, click (expand) next to **Other Claims/Accounts.** Accounts may be "soft", "hard", or "custom" linked depending on how the account was created. If the link type shows as "custom" a broken chain link icon will show next to it. Clicking on this icon will allow the accounts to easily be unlinked.

Linked Accounts (collapse)								
Acct Number	Client Claim #	Client	Status	Originated	Account Received	Current Balance	Link Type	
2020-0002		Test Test	Open			$500.00	Custom	✂
This Account		Test Test	Closed			$1,000.00		
					Total Linked Balance: $1,500.00			

- ❖ Soft – To unlink this type of linked account, click on the pencil icon next to the debtor name and remove the SSN. All soft-linked accounts can be unlinked without removing the SSN by going to **Settings → Administrators → Company/CC Settings** and disable the setting **Soft-Link accounts on Matching Debtor SSN**.
- ❖ Hard – To unlink this type of linked account the debtor information will need to be copied over to a new debtor profile.
    - ▪ On the account, copy the main debtor information to the Co-Debtor tab as a new debtor by clicking on the blue plus icon.

Doe, John (Debtor)   [Add Co-Debtor]

Last Name, First Name (or) Company Name (or) SSN: ✚

- ▪ Enter the debtor information and click **Save.** You will then see a message that a debtor already exists with the same SSN. Click **Add New Debtor Anyway.**

Debtor with SSN 123-45-6789 already exists >   Add New Debtor Anyway

- ▪ Click the yellow icon **Click Here to Save as Co-Debtor**.
- ▪ Next, click **Set as Primary Debtor.**
- ▪ The new debtor profile has now been moved as primary while the original debtor profile has been moved to the co-debtor. Click on the co-debtor tab and select **Remove Co-Debtor**.

💡 *Contact Simplicity Support to enable the option to hide closed accounts from the "Other Claims/Accounts:" area, which shows linked accounts.*

💡 We do not recommend *using a placeholder such as 000-00-0000 if the SSN is unknown. Using a placeholder SSN could cause the system to tie information to one debtor profile.*

Account Notes

The Account Notes section allows a user to enter notes related to the account, view previously added account and/or debtor notes, or view document related notes by selecting the respective notes tabs on the right. By default, all notes are shown.

Note	By	Type	Source	TimeStamp	
⚠ Card declined; waiting for updated payment method.	Joe Doe	Account	Claim Details	3/21/2020 10:31:33 AM	✏✖
Account Collector Reassigned from [unassigned] to Joe.	Simplicity Admin	Account	Claim Details	3/6/2020 9:10:52 AM	✏✖
Custom Field "Placement Amount" value " was changed to '500'.	Simplicity Admin	Account	Claim Details	3/6/2020 9:10:44 AM	✏✖
Message "Demand Letter" sent to ""client@simplicitycollect.com"" [due to account automation event "client email " action "client email."]	Simplicity Service	Account	Account Automation	3/6/2020 9:09:00 AM	✏✖
Status changed from "[general] Default" to "[general] Claim received" .	Simplicity Admin	Account	Claim Details	3/6/2020 9:08:59 AM	✏✖

[Print Notes] ☐ Show Notes for Linked Accounts **All** Account Debtor Docs Calls

☐ Important [Add Note]

Account ▼

Adding a Note

1. Start typing your note in the blank box below the notes list.
2. (Optional) To pin the note to the top of the note section, mark the note as "Important" before adding it.
3. You can also specify if the note is related only to that account, or if it should follow the debtor on other accounts he may be associated with. Do this by clicking the drop-down list under **Add Note** and selecting **Debtor**.
4. Click **Add Note.**

As notes are entered into Simplicity, the name of the user who entered the note is attached, as well as the date/time stamp when the note was entered. New notes are added to the top of the list of notes.

To view all notes for accounts that are linked, click on the check box **Show Notes For Linked Accounts.** Notes can also be printed by clicking on the **Print Notes** hyperlink. This will open a smaller window with the option to export the notes to a printer friendly application such as Excel, Word, and PDF by clicking on the blue floppy disk icon.

💡 *Administrators may edit and delete previously entered notes as well as un-pin an important note. Administrators will see an **Edit button** ✏ and **Delete button** ✖ to the right of each account note to allow them to manage notes.*

Automated Notes
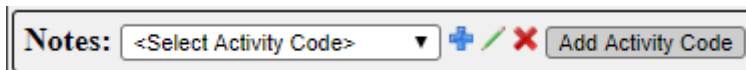
Certain notes will be added to the Notes section of an account automatically. To name just a few, this includes any changes made to the Status of the account, the generation of a letter, and the posting of a payment. This helps administrators on Simplicity keep track of account changes that employees make.

💡 *Administrators can reach out to SimplicityCollect technical support if they would like to enable the Automated Notes feature for their custom fields and Action Codes. Once enabled, any edits made to custom fields will be notated as well as any addition or removal of action codes on the account.*

Activity Codes

You can save notes that you frequently use for quick use in the future.
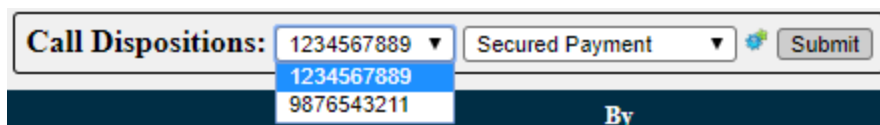
- To add an activity code to the list of available codes, click the **Add button** .
  - o   Create a name for the Activity Code and add a description. The description can be as long as necessary and shows in the notes section when you add the activity code to the account.
- To use an activity code to make a note, choose the code from the drop-down list and click the **Add Activity code** button. The code will be automatically made into a note and appear at the top of the notes list.

Adding a Call Disposition
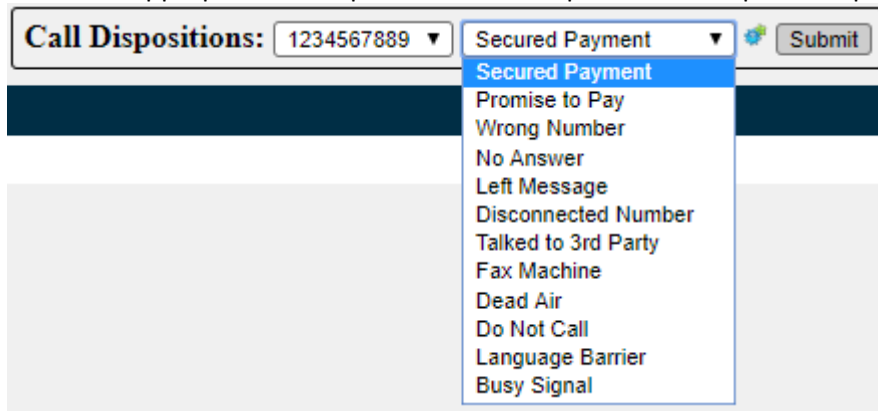
Call dispositions can assist in monitoring your Right Party Contact (RPC) rate.

The first drop down will contain only the phone numbers for the account you are accessing:

1.   Select the appropriate phone number (The number you are calling) from the list.

2.   Select the appropriate description from the Disposition Description drop down:

   i.   Disposition Descriptions can be managed by clicking the cog icon to the right of the drop down.
      1.   Please Note: The default descriptions are static and cannot be edited or deleted. However, descriptions that are added by Admins can be edited and/or deleted.

Manage Dispositions

Secured Payment
Promise to Pay
Wrong Number
No Answer
Left Message
Disconnected Number
Talked to 3rd Party
Fax Machine
Dead Air
Do Not Call
Language Barrier
Busy Signal

Name: _____
RPC Type: [RPC ▼]
Mark Number As Bad: ☐

[Insert New]

3. Click **Submit**

Call Dispositions: [1234567889 ▼] [Secured Payment ▼] ⚙ [Submit]

Financials

Posting payments and adding costs or fees happen on the financials tab.

Transactions

The **Financials** tab is used to track all financial transactions between a debtor and your agency or firm. The **Transactions** sub-tab is designed to give you basic debtor information, provide both pre- and post-judgment financial status and provide a detailed allocation report for each payment received or cost incurred.

Transaction Summary

This section will show you a basic overview of the account and judgment information. Debtors with payment plans will show Has Payment Agreement. Debtors without a payment agreement show "None." This section also gives you a brief look at the client name, client claim #, judgment date (if there is a judgment), and the status of the QuickBooks link. The QuickBooks status will only appear for accounts that have activated the QuickBooks feature of Simplicity. If your QuickBooks account has been previously connected with Simplicity, a QuickBooks data sync can be performed by clicking on the **Request New Account Update Now** link provided.

Recalculating the Transactions Summary

If you want to see what an account's financials were on earlier date, change the date Transaction Summary "as of" date.

This date can be changed either manually or by clicking on the calendar icon and selecting the date. By default, the current date is always selected. Once the new date is selected, clicking on the **Re-Calculate** button will recalculate the interest and balance for pre- and post-judgment amounts. The table showing how much was owed on the specified date will show the specified days actual balance adjusting for payments that have been made, costs added, and interest accrued since that date.
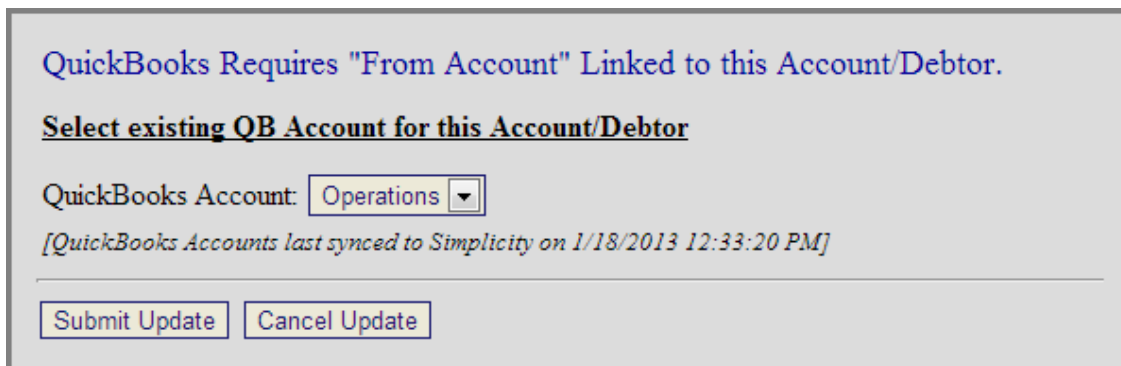
Statement of Account

You can print a statement of the account by clicking the **[Print Statement of Account]** button in the upper right-hand corner. This statement can be exported or printed to be sent to a debtor. It contains account details such as itemized financial claim amounts and/or judgment amount, and all transactions posted including payments made and costs/fees added to the debtors account.

QuickBooks Integration

==QuickBooks setup and installation must be complete for this feature to be available to you.==

You can link individual accounts to QuickBooks accounts through the **Financials** tab. When you enter your first transaction on an account that is not linked to a QuickBooks account, you will see the following screen appear allowing you to select which account in QuickBooks you would like to link the Simplicity account to.

Select the correct QuickBooks Account from the drop list provided (this list should look identical to the list of QuickBooks accounts you see in your QuickBooks program) and click on **Submit Payment**. To submit a payment without feeding it to QuickBooks, click on **Submit Payment with No QuickBooks Feed**, or to cancel the payment click **Cancel Payment**.

Once your Simplicity account is linked to a QuickBooks account, the **Financials** tab will indicate which account it is linked to and when it was last updated from your QuickBooks session. In the sample below, this Simplicity account is NOT linked to any QuickBooks account thus showing [NONE].

Under the QuickBooks section of the **Financials** tab you will also notice one additional link that will help you manage your QuickBooks linked accounts:

- The **[Update Account]** link provides you with the ability to "link" a Simplicity account with one of your QuickBooks accounts. In the account where a Simplicity account is already linked to a QuickBooks account, this link can be used to modify or change the current linked account. This is the account that Simplicity will deposit payment information to.

Occasionally, the data feed between Simplicity and QuickBooks will fail. If the data feed fails, we have developed a tool to help notify you of any failures. The **QuickBooks Transaction Error Viewer** can be found under **Tools → QuickBooks Error Viewer**.

Pre-judgment Information

For accounts that have no legal action taken on them, the financials regarding how much is owed will show up in black under the Account Summary column. Pre-judgment calculations are based off the information stored on the **Claims** sub-tab. The small **Show** ❂ icon reflects the **Current Allocation Balances**. When an allocation has been overpaid, a new box will appear at the bottom labeled **Overpayments**.

For accounts that have multiple claims on them, the numbers that populate are a summation of each claim on the account. Multiple claims (including varying start dates, interest rates, and amounts) may be added to each individual account.

Pre-Judgment Claims

Interest Start Date	Interest	Use Global Interest	Amount ($)	Note	
10-1-2019	0.000% Simple	False	1000.00		✏✖

For accounts where a judgment has been made, judgment details are entered in the **Settings / Judgment** sub-tab. This sub tab will be explained in more detail later in this section.

Judgment Details

Judgment Date	08/01/2016
Judgment Amount ($)	500.00
Post-Judgment Interest:	☐ Use Global Interest Rate(s)

Interest	Compounding
0.05 %	Simple

Add Step   ☐ Use Global

Pre-Judgment Interest:	Continue Calculating After Judgment ▼

Attorney Fees

Attorney Fees Awarded	[ ] ($) Amount ▼

Execution Details

- Execution Date	[ ]
Execution Amount ($)	[ ]

The table on the **Transactions** sub-tab will show the balance due under the Post-Judgment column heading. Pre-judgment information will continue to be calculated but will be grayed out indicating a judgment is present and all costs and payments will be applied to the judgment.

	Pre-Judgment	Post-Judgment
Interest:	$22.30	$32.44
Amount:	$625.00	$500.00
Costs:	$0.00	$0.00
Attorney Fees:	$0.00	$0.00
Subtotal:	$647.30	$532.44
Payments:	$0.00	$0.00
Balance Due:	$647.30	**$532.44**

Adding a New Transaction

The section at the bottom of the **Financials** tab is dedicated to entering payments, fees, and costs tied to an account. To add a new cost, fee, or payment transaction:

Add New Transaction: Balance Due: **$80.00**

Date	Description	Amount ($)	Note / Check #	Collector	Co-Collector	Co-Co-Collector		
7/15/2015	Payment - Garnishment ▼	[ ]	[ ]	TestAccount ▼	--none-- ▼	--none-- ▼	Insert Transaction	Add Adjustment

1. Enter a date into the **Date** field. Today's date will populate as the default date of the transaction.
2. Select the correct **Description** from the drop list provided.
3. Enter the **Amount** of the transaction.
4. Add any **Notes** related to the transaction. (optional)
5. The **Collector** is the employee who is collecting the payment. By default, the **Collector** selected is the one assigned to the account, but this can manually be changed if necessary.

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6. If the account is assigned to collector A and collector B helps take the payment, they can be marked as a **Co-Collector** to receive 50% of the credit for the payment.
7. **Co-Co-Collector** acts as a second level of the **Co-Collector** field type, if three different employees were involved in the collection of a payment.
8. Click on the **Insert Transaction** button.

If you need to add additional transaction descriptions and types, click on the **Advanced** sub-tab. More on this tab will be described later in this document.

Adding a Credit Card/ACH Transactions

Credit card and ACH transactions may be added and automatically charged in real-time when SimplicityCollect is fully integrated with an approved payment processor. The payment flow will go as follows:

1. You must first have an account with an affiliated payment processor that integrates with SimplicityCollect. Please contact our support desk for a list of approved payment processors, or visit:

    http://www.simplicitycollect.com/affiliates/

2. When you are set up with a payment processor, contact Simplicity staff to provide the necessary credentials. The credentials that are needed depend on the processor selected. For more information of what credentials are needed go here:
    https://www.simplicitycollectionsoftware.com/web/knowledge-base/what-credentials-are-needed-to-integrate-my-payment-processor/

3. Within 24 hours of your payment processor approval, you are ready to accept credit / debit card payments.

4. To process the credit cards or ACH payments, you simply enter payment information on the financial tab as you normally would by doing the following:
    a. Specify the date of payment. If a future date is entered, payment will not be processed with the merchant until the specified date.
    b. Select a transaction description that allows payment processing such as **Payment – Credit Card**. To verify which transactions allow for payment processing go to the **Trans. Description** sub-tab.
    c. Specify the amount
    d. Add any applicable notes or co-collectors
    e. Click the "Insert Transaction" button
    f. At this point, a box will pop up where you can enter in the credit card information including credit card number, expiration date, and security code. The debtor's billing address should already be entered but allows for editing.
    g. Click the **Process Payment** button.
    h.   You will receive immediate feedback on the results of the credit card processing.
    i. After the payment has been processed it will show under the transaction history with the processing ID.

You also have the options to **Save Payment Info**. NOTE: SimplicityCollect is PCI compliant, which means that saved payment information is not stored on our servers, but rather on your payment processor's server.

If you want to post a credit card transaction to a debtor's account and have it apply to the Balance Due, but do NOT want the card processed by your Payment Processor, you can use the **Skip Payment Processing** button. If you decide to return to the previous page without posting any changes, you can click the **Cancel** button instead.
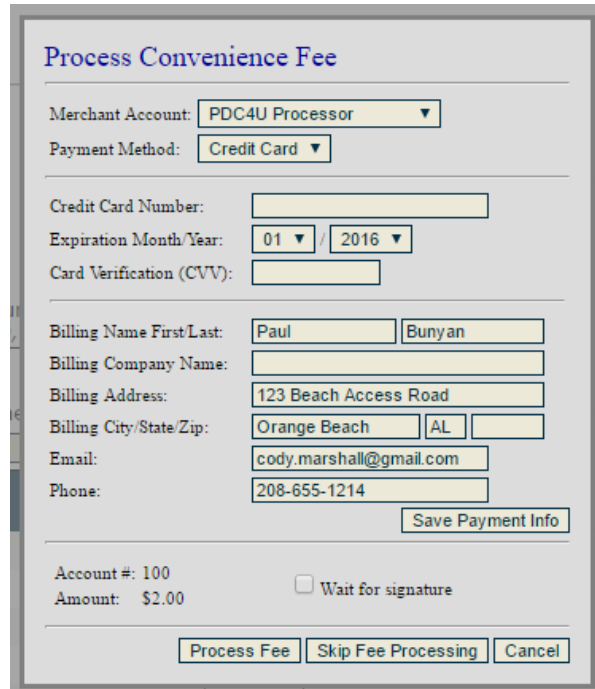
Simplicity integrates with our payment processors using web services which means funds are captured and messages transmitted in real-time.

Convenience Fees

If you would like to notate any convenience fees on accounts, you can enable it from **Settings → Administrators → Convenience Fee Settings.** When enabled, posting a payment will display the following pop up message:

Here you can decide whether you want to post the fee to the account, and if the fee should affect the balance. Clicking **Add Fee** confirms you would like to post it to the account (so far unprocessed), and will then display this pop up:

Here you can choose to **Process Fee,** which will run this fee amount through your payment processor prior to the actual debtor payment. Or you can **Skip Fee Processing,** which will still post the unprocessed fee without charging the debtor. (This can be used for situations where the processing of a credit card will cost the debtor a fee outside of your control, and you just need to notate that it occurs).

Clicking either of these will then show the **Process Payment** screen, which refers to the actual payment from the debtor. You can then choose to **Process Payment** or **Skip Payment Processing,** respectfully.

Multiple Payment Processors

In certain cases, you may want to attach multiple payment processors to your SimplicityCollect account. This will allow you new possibilities for your payments. For example, if you have different collectors –or even different offices—collecting payments, you can have certain types of payments be processed by certain companies or go to certain bank accounts.
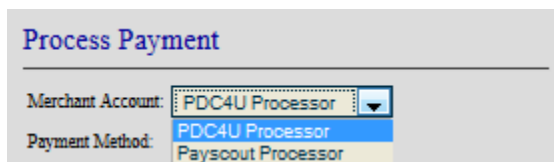
When you have multiple payment processors integrated, processing a credit card payment in Simplicity will give you the following window:

The Merchant Account section will now appear as a drop-down menu where you can select from:

💡 *When more than one payment processor is integrated, debtor payments made through the debtor portal will be processed through the default processor.*

Adding a Payment Across Linked Accounts

If one or more accounts are "hard" linked, payment information will be copied over to the other linked accounts where each payment can be processed separately. Alternatively, payments can be easily applied across multiple linked accounts in one lump sum, without having to submit the payment multiple times:

1. Navigate to the Financials screen of one of the linked accounts.
2. Click **Expand** next to **Other Claims/Accounts.**

Other Claims/Accounts (expand): 2020-0003   **Total Balance for all Accounts:** $1500.00

3. The current account and the other linked account(s) will show once expanded. Enter the amount to be applied to each linked account under the **Transaction Amount** column above and the **Amount** section for the current account below.

4. Enter the date of the transaction, select the description, enter a note if applicable, and choose the collector information if any.
5. Click **Insert Transaction.**
6. (optional) If a convenience fee is applicable, choose whether to apply the fee.
7. Enter the payment method and billing information if applicable and verify that the total amount shown is correct.

8. Lastly, select whether to **Process Payment** or **Skip Payment Processing.**

Using PDCFlow

Once you have integrated your Simplicity account with an affiliated payment processor, you can also choose to sign up for PDCFlow. More information on their service can be found at http://pdcflow.com/.

Some counties or states may be required by law to have a debt collector obtain a signed, written authorization from the debtor to set up a series of recurring of EFTs — for instance monthly electronic debits from a debtor's checking account.

PDCFlow allows you to email or text the bill to the debtor. After you send the bill the debtor reviews and signs an agreement, securely authorizing the payment.

If you decide to sign up for PDCFlow, they will contact us directly with your credentials so we can link the two services together and have the feature working within 24 hours. The following section details how to request a signature after you have signed up with PDCFlow.

Requesting a Signature

When you are working with a debtor's account and either a) insert a transaction for a credit card or b) set up a recurring payment type **Payment Plan,** the following box normally appears:

2) Once you have all the information entered, check the **Wait for signature** box. This tells the system you would like to use PDCFlow for this payment. If you do not check this box, the payment will be processed immediately as if PDCFlow was not enabled.

3) Click the "Process Payment" button at the bottom. This new "Send Signature Link" screen will appear where you can enter a **Verification Pin** for the debtor (must be numerical and 4 to 8 digits in length).

4) A **Pin Description** is an optional field where you can give the debtor a hint regarding the **Verification Pin** when they receive the email or text. For example, "last 4 of your SSN."

5) Lastly, select the method to send the **Signature Link.** This can be by the email on file or a text to any one of the phone numbers on file. There is also an option to send to a different email or phone number that is not currently in SimplicityCollect. When you are done making your selections, click on the "Send Link" button.

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Once you have sent the link successfully, you will see the following popup. If you made a mistake anywhere (such as forgetting to enter a **Verification Pin**) it will alert you of the problem so it can be corrected.
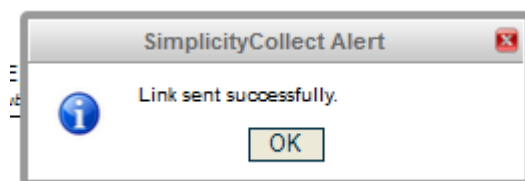
The payment will be added to the debtor's account as if it were an unprocessed payment—meaning you have not yet charged the card on file. The debtor will have less than a 24-hour window to open the **Signature Link,** enter their **Verification Pin** and sign their name. After they have signed the link their **Financials** tab (or **Payment Plan** tab) will be updated automatically within the hour:

If you have a debtor agree to a **Payment Plan** over the phone where the first payment is due that same day, and the debtor fails to use the **Signature Link** within the given time frame, that initial payment will remain in a hold-like Pending status until you receive the signature:

#	Due Date	Type	Amt. Due	Status	Date Paid	Amt. Paid	To Princ.	To Int.	To Fees	Auto. Status	
1	7/9/2020	Payment	100.00			0.00	0.00	0.00	0.00	Pending	
2	7/16/2020	Payment	100.00			0.00	0.00	0.00	0.00	Pending	
3	7/23/2020	Payment	100.00			0.00	0.00	0.00	0.00	Pending	

If the debtor signs the **Signature Link** the following day (Ex. on 7-10-2020) the Recurring Payments **Payment Plan** will process all payments that were (and are) due in the displayed Pending status. So, in the above example, the payment for 7-9-2020 will be processed the next time your recurring payments are scheduled to run.

The Debtor Payment Portal

Should a debtor attempt to submit a payment from the Debtor Payment Portal, they will receive the following pop up message and be directed to a new screen:

They will need to fill out the required boxes, including a Verification Pin for themselves. This will guarantee that they are the ones signing for the payment.

Lastly, they will select how they would like to sign for the payment. They will automatically see any emails and/or phone numbers you have on file for them. They can also enter a new cell phone number or email:

Once they click the "Send Link" button, a pop-up message will appear again:
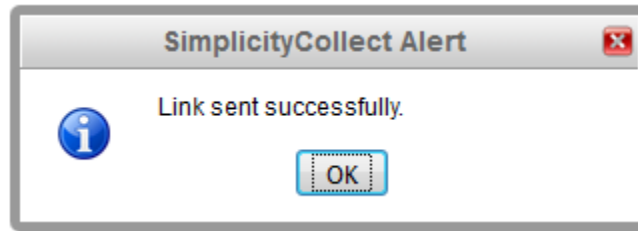
They will now want to check their cell phone or email to sign and finalize their payment.

The Signature - From the Debtor's Point of View

The following examples are what the debtor will see on their end. The email and text message versions are not identical but share the same overall method.

First, they receive the **Signature Link** by email or text:

Once they click on the link, they are taken to a new page that will ask them to enter their **Verification Pin,** here called their **Validation Code**:

Once they enter the correct code and click **Validate** at the bottom, they will be taken to a new page overviewing their payment with a "wet signature" pad at the bottom. This is where they can sign with their mouse, finger, or phone stylus:

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PDC Test Company

PDC Test Company
2015-04-17 09:05:11
Payment to Demo Account - DB1
Amount: $100.00

I hereby authorize the above transaction(s)

Tyler Searle

Clear

Send Signature

When they have finished reviewing the page, they will click **Send Signature** at the bottom. Two possible pages can appear:

Transaction request expired

Thank you for your authorization
This can be a custom confirmation message

Please enter your email for a copy of your transaction:

shon@pdc4u.com

Send Copy

Done

If they attempt to sign after 24 hours of the link being sent to them, it will state the transaction request has expired. They will need to have a link re-sent to their email or phone for them to sign. If it was successful, they'll see the page on the right. They can request a copy of their transaction by email by clicking **Send Copy**. Once they are finished, they can click **Done.**

If they chose to email themselves a copy of the signed transaction, their email will display the following:

Your signed document:

PDC Test Company
2015-04-17 09:27:22
Payment to Demo Account - DB1

Amount: $100.00

I hereby authorize the above transaction(s)

Tyler Searle

ID: 27234

Resending a Request

Should a debtor fail to sign the first request in the given time frame, you can easily resend a **Signature Link** to them.

Navigate to either the Financials tab or the Payment Plan tab for the debtor's account, then either click on the **Auto Pay** button or the **Send Link** button respectively:

When the **Auto Pay** button is clicked, you will see the **Send Link** button on the popup provided:

Clicking the **Send Link** button will reopen the "Send Signature Link" form. Each time you send a new link to the debtor, you will see a note of when the link was sent and what date it expires.

Once you successfully submit the link, a popup will alert you it was sent:
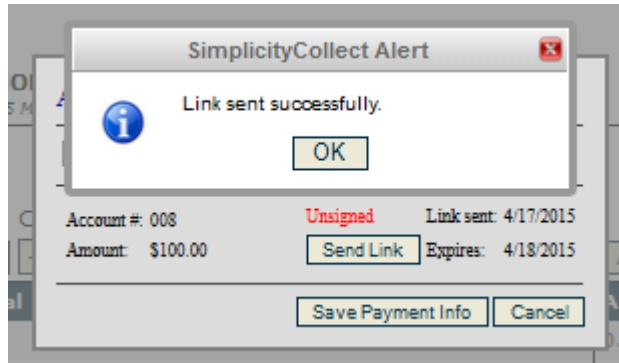
After the signature has been received, the transaction itself or the Payment Plan will update with the status of the signature.

Voiding Payments

You may still want a transaction line item that shows the debtor had attempted to make a payment, but you do not want this payment to be subtracted from the balance on the account because funds were never received. You can void the payment so that the balance is adjusted as if the payment never existed. To void a payment, you can do the following:

1. Click on the **Financials** tab of the account with the payment to be voided.
2. Void the payment by clicking on the **Void** ⊖ button at the end of the transaction line.
3. Confirm the void by clicking **OK**
4. The line item is now gray, and the payment acts as though it was never made.

Date	NSF Date	Description
2-12-2020		Payment - Garnishment **VOID**

5. To re-apply the voided transaction, click the **Reset Voided Transaction** button ↻

Marking Payments NSF

Following a similar process to Voiding Payments, Let's take the example of a check returned NSF. Again, you may still want the transaction line item that shows the debtor had attempted to make a payment, but you do not want this payment to be subtracted from the balance on the account because funds were never received. You can mark the payment as NSF so that the balance of the account is adjusted to reflect the non-payment. To Mark as NSF, you can do the following:

1. Click on the Financials tab of the account with the payment to be voided.
2. Mark as NSF by clicking on the NSF button at the end of the transaction line. ⚠
3. Confirm the NSF by clicking OK.
4. The line item is now gray, and the payment acts as though it was never made.

Date	NSF Date	Description
10-17-2019	3-20-2020	Payment - Garnishment **NSF**

5. The NSF Date can be edited by clicking the Green Edit Pencil icon to the far right of the transaction. ✏
6. To re-apply the NSF transaction, click the Reset Voided Transaction button. ↻
7. NSFs also apply to Payment plans – when a payment is marked as NSF on the financial transactions page, it will show an NSF record in the payment plan as well.

#	Due Date	Type	Amt. Due	Status	Date Paid	Amt. Paid	To Princ.	To Int.	To Fees
	10/17/2019	Payment	2.00	NSF as of 3/20/2020	10/17/2019	2.00			

💡 *Marking a transaction as Void or NSF in Simplicity will not refund the money back to the debtor. Refunds must be issued through the payment processor.*

Adjusting Costs, Fees, Interest, or Principal

Manual adjustments to costs, fees, interest, and principal can be made to any account by using the Add Adjustment button.

1. Click on **Add Adjustment**:

2. From the box that opens, select whether you would like to make an adjustment that **adds** or **subtract**s from either principal, interest, cost, or fees.
3. From the drop-down list, choose which category the adjustment is being made, either to Principal, Interest, Cost, or Attorney Fees.
4. Enter the amount of the adjustment that you would like to apply.
5. Click on **Submit** to complete the adjustment.

Allocations and Disbursements

As you add transactions, they will be added to the table at the bottom of the **Financials** tab. This table shows the amount of the transaction, and how it has been allocated to the account (whether to principal, costs, interest, etc.). The table also shows how the funds are to be disbursed between the Attorney, Advanced, Agency, and Client, according to the attorney contingency fees, and client commission rates that you have set up under the **Settings / Judgment** sub-tab. At the end of each transaction line, a balance as of the date of the transaction is displayed.

Date	Description	Note	Co-Collector	Amount	Costs	Interest	Principle	Att. Fee	Attorney	Advanced	Agency	Client	Balance	
2-3-2013	Late Payment Fee			10.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	333.22	
10-25-2012	Payment - Credit Card			100.00	0.00	16.22	83.78	0.00	0.00	0.00	10.00	90.00	316.22	
4-23-2012	Payment - Credit Card			100.00	0.00	0.00	100.00	0.00	0.00	0.00	10.00	90.00	400.00	

If you need to manually override the allocation or disbursement of the transaction, you can do so by clicking on the **Override Payment Allocation** button. This will bring up a box where you can specify what allocation and disbursement will be applied to the account and can be manually typed in.

Payment Disbursement Override

Allocations
Amount to Allocate: $50.00

Interest	Principal	Cost	Att. Fee
0.00	50.00	0.00	0.00

Disbursements
Amount to Disburse: $50.00

Attorney	Advanced	Agency	Client
0.00	0.00	10.00	40.00

Save Override | Clear Override | Cancel

Click **Save Override.** Now an orange box will appear around the Override Payment allocation button to show there is an override.

Transaction entries may be edited 🖉, voided ⊖, or deleted ✖ by clicking on the appropriate button at the end of each transaction line.

A summary of this table can also be printed out for the debtor by clicking on **Print Statement of Account** in the top right corner of the **Financials** Tab.

Claims

Claim Details	**Financials**	Accounting	Payment Plan	Doc Folder	Reminders	Legal Details

Transactions | **Claims** | Settings / Judgment | Trans. Descriptions

SimplicityCollect allows you to have accounts with multiple pre-judgment claims whether or not they all have different interest start dates, interest rates, and principal balances. You can add multiple claims or debt amounts owed with varying start dates and interest rates. **This sub-tab should NOT be used to add judgment information.**

Viewing Claims

Selecting the **Claims** sub-tab will show you any existing claims for an account and allow you to enter additional claims into the system.

Pre-Judgment Claims

Interest Start Date	Interest	Use Global Interest	Amount ($)	Note	
10-1-2019	0.000% Simple	False	1000.00		🖉✖

Adding a new Claim/Debt Amount

In order to add a new claim or debt owed into Simplicity, navigate to the **Financials → Claims** tab.

1. You will notice a section at the bottom that allows you to **Add New Pre-Judgment Claim.** Here you will want to enter the **Interest Start Date** either manually, or by using the pop-up calendar.
2. Enter the **interest rate** as a whole number.
3. Specify the principal **amount.**

4. Add any **notes** you would like associated with this claim such as the origin of the claim, or its purpose.
5. Once your information is entered, click on **Insert** to see the claim appear in the **Pre-Judgment Claims** table.

Simplicity calculates interest on each claim individually and adds the interest together. The pre-judgment information that you see in the **Transaction** sub-tab of **Financials** is the summation of the information on this screen.

Interest can be broken down as **Simple**, **Annual**, **Quarterly**, **Monthly**, and **Daily**. By default, **Simple Interest** calculations are used in Simplicity and will never compound. **Annual**, **Quarterly**, **Monthly**, and **Daily** interest can be selected instead; by default, compounding interest will NOT compound based off of the principal start date, but rather off of January 1st of each year unless otherwise adjusted.

The first picture below reflects the debtor's **Claim** screen, and the second reflects the option under the **Settings/Judgment** sub tab which will be explained further in the next section.

💡 *You can add multiple claims for any pre-judgment account.*

Deleting/Editing a Claim

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If you have already entered claims into the system and need to edit or delete any pre-entered claim, simply find the claim from the "Pre-Judgment Claims" list and click on the edit or delete icons to the right of the claim you wish to modify or delete.

Settings / Judgment

The **Settings/Judgment** section of the **Financials** tab is dedicated to setting up your payment contingencies and tracking your judgment details.

Allocation/Disbursement Settings

The **Allocation/Disbursement Settings** section lets you add allocations, change the order of payments, and change allocation names in the system. Additionally, you can create disbursements for each one of your allocation types and/or add sliding contingency steps to individual allocations. The following image best portrays how to add, remove, reorder, or modify allocations and their disbursements.

Allocation/Disbursement Settings

💡 *Please note that an allocation may not be removed if it is currently in use by any case file in the system.*

Users must have appropriate permissions to delete, rename, or add allocations. If the user does not have adequate permission, the red ✖, the name box, and the "Update" and "Add" buttons will disappear.

Each allocation's disbursement may be further customized. As noted by the ***Client takes the remainder** note, by default, the client will receive whatever is not allocated. You can also specify whether an allocation accrues interest by selecting or deselecting the "Accrues Interest" box above the disbursements. The Attorney and Agency percentages may be overridden by the Contingency Fee or Client Commission Rates using the "Cont. Fee" and "Client Comm." check boxes. Clicking on these check boxes will gray out and override the Attorney and Agency boxes in the disbursement section.

If the **Principal Start Date** box is checked, the interest will compound based on the claim/judgment start date. Otherwise, it will compound based on Jan. 1st.

The **Add Step** button may be used by agencies that use sliding steps to calculate the money and agreements with their clients. Steps can be added based on the amount of the claim or the date of the claim by enabling/disabling the check box on the top right-hand side of the steps table. Sliding steps may also be applied based on the total payment amount instead of the total allocation amount by enabling the option **Use Total Payments for Add Step**.

- Steps by Amount - For the example below, 15% commission applies to claims in the amount of $0.00-$999.00, 20% to claims in the amount of $1000.00 to $4999.99, and 25% commission to claims equal to or greater than $5000.00.

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- <u>Steps by Date</u> – For the example below, 15% commission applies to claims dated before 12/31/2014, 20% to claims dated 1/1/2015 to 12/31/2019, 25% to claims dated 1/1/2020 and after.

Creating a New Allocation

New allocations can be added under the Allocation/Disbursement settings section. Add the name of the new allocation next to **Name** and click **Add.** When a new allocation is added it will appear in the allocations section of the transactions table as well as an option in the adjustments:

When the adjustment is set to "Fee", a drop-down box appears beneath it with the default fee description of **Att. Fee** as well as any fees that have been manually added as an allocation.

New transaction descriptions that relate to the new allocations can be created under the **Trans. Descriptions** sub-tab by selecting the transaction type as a fee.

Default financial settings can also be set up globally on a client level under the **Settings → Clients** menu. The allocation options will appear and function similarly.

Ordered Disbursements

Payments can be disbursed based on a dollar amount goal and recipient according to the **Ordered Disbursement** settings. To utilize this feature, click the check box **Enable Ordered Disbursements**. These settings override the **Allocation/Disbursement Settings** until the dollar amount goal is met for each party. You can utilize the arrows to the left to set the order of disbursements.

Based on the example above, payments will be applied to the **Agency** until a total of $500 has been disbursed on the account. The next $25.00 will be applied to **Advanced**, and the next $25 will be applied to **Attorney**. After all dollar amounts have been fulfilled on the account, the system will default to the Allocation/Disbursements settings.

Please note that this feature will not operate with "Add Step" sliding fee scales.

Advanced Judgment Settings

Apply to Post Judgment – Here you can choose whether the judgment amount will include the total interest/costs/fees or the remaining amounts due.

Judgment Amount = Principal + Pre-Judgment Interest/Costs/Fees – This indicates that any pre-judgment interest, fees, and/or costs are included in the judgment amount entered. The interest, fees, and costs will still be allocated in post-judgment payments. You can choose whether to include the total amount or remaining balance as long as pre-judgment payments option is not enabled.

Advanced Judgment Settings

☐ Pre-Judgment Payments

Apply To Post-Judgment:

Pre-Judgment Interest: ☐ Total ☐ Remaining Balance
Pre-Judgement Costs: ☐ Total ☐ Remaining Balance
Pre-Judgment Fees: ☐ Total ☐ Remaining Balance

Judgment Amount = Principal +
☐ Pre-judgment Interest
☐ Pre-judgment Costs
☐ Pre-judgment Fees

Judgment Details

1. "Judgment Date" is the starting date of the judgment.
2. "Judgment Amount" is the total amount of the judgment.
3. "Post-Judgment Interest" is the interest rate for the judgment that is set by court.
4. "Pre-Judgment Interest" lets you continue or stop calculating pre-judgment interest after a judgment is set.

Attorney Fees

1. "Attorney Fees Awarded" is the dollar or percentage amount of attorney fees that were awarded in the judgment.

Execution Details

1. "Execution Date" is the date the writ was entered with the court.
2. "Execution Amount" is the total amount of the writ of execution.

Once you have completed filling in or altering information in this section, click the **Save Settings** button to apply your changes to the account.

Trans. Descriptions

This tab is for creating and managing transaction descriptions throughout your Simplicity database.

Adding a New Transaction Description

1. Pull up any account.
2. Click **Financials → Trans. Descriptions.**
3. Enter a **Description** such as "NSF Fee."
4. From the **Type** drop-down list, select what type of transaction the description is:
   a. Cost: These are costs and non-attorney fees which are added to the *Balance Due* amount
   b. Client Payment: These are payments made directly to the client and subtract from the *Balance Due*
   c. Fee: These are fees that are added to the *Balance Due*
      i. Select the type of fee. The default fee description is **Att. Fee**. To create a new fee description, go to the **Settings/Judgment** tab → **Allocation/Disbursement Settings** → Add the fee description in the **Name** field and click **Add**.
      ii. Select whether to include these fees in the Payment Plan.
   d. Netted Payment: Payment made to another entity (ex. an attorney) that collects a gross amount, then sends your agency a netted amount after taking their fee. The gross amount is subtracted from the *Balance Due*, but only the netted amount is used for disbursement.
   e. Payment: Basic payment transactions subtracted from the *Balance Due*.
   f. Convenience Fee: This allocation can be used to manually add payments made towards convenience fees instead of using the [auto-convenience fee option](#).
5. If the type of description is a payment, select whether the payment allows payment processing through a merchant by clicking the check box next to **Use Processor**.
6. Click **Insert New**.

Accounting

The trust accounting tab can be used very much like a checkbook register. When payments from a debtor come into the financials tab, they are also recorded as **deposits** into the trust account. In other words, there is now a positive balance in the trust account that must be zeroed out by making a **payment** out of the trust account to each of the entities that deserve a portion of the debtor's payment.

Making a Deposit

1. Next to **Add:** in the drop-down list select deposit.
2. Under **Date** today's date will automatically appear. You can override this by typing in the appropriate date.
3. Under **Description**, select or add a description that indicates the purpose of the payment such as "Client Advanced payment for Costs."
4. If the deposit involved a check, you can specify the number from the check for your reference. Otherwise, you can leave this box blank.
5. Specify the amount that the deposit was made for under **Amount**.
6. Where it says **To** choose where you would like the deposit to be applied. So, if the client made an **Advanced** deposit, specify the **To** as Advanced. This would be for instances where the client makes a deposit in advance to accruing the cost.
7. If an agency fee applies, specify this under **Agency Fee**.
8. Click **Add Deposit**

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Making a Payment

In the trust account screen, you can zero out the balance by writing checks, or making payments to the client or attorney. You would add these payments in manually on this page. The steps are as follows:

1. Next to **Add:** in the drop-down list select payment.
2. Under **Date** today's date will automatically appear. You can override this by typing in the appropriate date.
3. Under **Description**, select or add a description that indicates the purpose of the payment such as "Client Remittance."
4. If you plan on printing the check at this time, type in the number that appears on the check you will be printing in the **Check Num** box. Otherwise you can leave this box blank.
5. Under **Action** you can choose to either queue the check to print later, print the check now, or take no action.
6. Specify the amount that you would like to write the check out for under **Amount**.
7. Where it says **From** choose where you would like the disbursement to come from. So, if all **Advanced** is to go to the client, you would write a check to the client **From** Advanced.
8. Click **Add Payment**

To display only certain descriptions, select the description name at the top and click **Apply**.
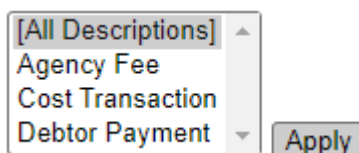
Voiding, Editing and Deleting Accounting Actions

You can void 🔴 , edit 🖊 , and delete ❌ accounting actions by using these buttons found to the right of the actions appearing in the list.

Accounting Auto-Actions

You can set up payment actions to occur automatically when a debtor payment is received by clicking on **Settings → Financial Settings → Accounting Auto-Actions.**

Print Summary of Trust Account

You can print a summary of the Trust Account by clicking the **[Print Summary of Trust Account]** button in the upper left-hand corner. This statement can be exported or printed to be sent to the appropriate contact. It contains account details, as well as itemized transactions posted to the accounting tab, including deposits and payments made.

Payment Plan

Payment plans can be created by clicking on the "Payment Plan" tab pictured below and filling in the appropriate fields. Each field will be detailed below. Payment plans should be binding and are not intended to be changed once agreed upon, although there are minor changes that can be made within the system. If the payment plan needs to be changed or the debtor has broken the arrangements in a payment plan, it is best to delete the plan and create a new payment plan.

Creating a New Payment Plan

1. If a **Co-Collector**—a collector who is different from the one assigned to the account—is helping to set up the Payment Plan, they can pick their name from the drop-down list to receive half of the credit for payments made. In addition, a co-co-collector may also be selected.
2. To create the payment plan, first select either "Current Balance" or "Settlement Amount."
   a. If you select **Current Balance** the amount will automatically be entered from the current balance found under the "Financials" tab, and the "Interest Rate" is the pre-judgment or post-judgment interest rate set under **Financials → Claims** or **Judgment/Settings** tabs respectively.
   b. If you select **Settlement Amount**, you can then manually enter the amount the debtor has agreed to pay, as well as the applicable interest rate.
      i. An **Adjust Balance** and **Interest Rate** check box will appear when **Settlement Amount** is selected.
         1. If the **Balance** box is checked, all allocations other than interest will be zeroed out as of the date specified and the principal will be equal the **Settlement Amount.**
         2. If the **Interest Rate** box is checked an interest step will be added on the specified date to adjust the interest rate on the **Financials** screen matching the interest rate for the settlement.

ii. Administrators can set a maximum settlement percentage based on the balance of an account. Users entering a settlement amount will not be allowed to exceed the Maximum Settlement Percentage.

3. Under **Payment Details**, enter the **Amount** of the individual payments to be made.
4. The **First Payment on** box will default to today's date. You can adjust as necessary. This date indicates when the payment plan goes into effect so any payments dated before the **First Payment on** date will not be applied to the payment plan.
5. To adjust the interest start date, click on the blue/green sprocket icon next to **First Payment on**. A box will pop up with the option to enable this advanced setting to adjust the interest date to apply after the date of the **First Payment on** date.
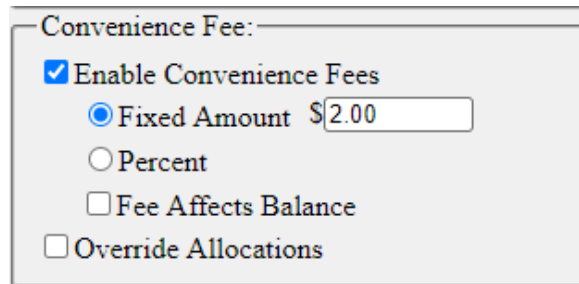
6. Choose when the payment should **Repeat,** whether every/every other/every 3rd/every 4th day (or days) weekly or monthly. You can then mark the days of the week for it to repeat.
7. You can choose whether to **Send Payment Reminders** to the debtor. Checking the box will allow you to send a generic reminder email up to 7 days in advance to a specific email address, from a specific email address. This message will inform the debtor of the next scheduled payment due date and amount. *Please note that when the debtor receives the email, the "From" email address will only show as a "Reply-To" email address unless SMTP is enabled by an administrator.*
   a. These emails cannot be customized; however, you may create a customized email reminder by creating an automation instead of using this reminder option on the Payment Plan screen.
   b. To disable this generic automated email please contact SimplicityCollect's Help Desk by going to Help > Help Desk – Support Tickets.

8. You can mark the box **Initial Payment is Different Amount** if the debtor would like to pay a different amount for the first payment due.
9. The **Allocation Payment Order** will default to match the allocation order on the **Settings/Judgment** sub-tab. To change the allocations, select one of the allocations and then

click the up or down arrows to arrange the order (highest being the first to pay and the bottom being the last to pay).

     a.   After the agreement has been created and a payment has been applied, the payment plan table will show which allocation it has been applied to.

10. (Optional) If an administrator enables **Convenience Fee Settings,** an additional box will appear. You can choose to keep the convenience fee settings enabled, adjust the values, or disable them for this payment plan. In addition, you can also choose to re-allocate and change the disbursement when a fixed amount is selected.

```
┌─Convenience Fee:──────────────────┐
│ ☑ Enable Convenience Fees         │
│     ⦿ Fixed Amount  $ 2.00        │
│     ○ Percent                     │
│     ☐ Fee Affects Balance         │
│ ☐ Override Allocations            │
└───────────────────────────────────┘
```
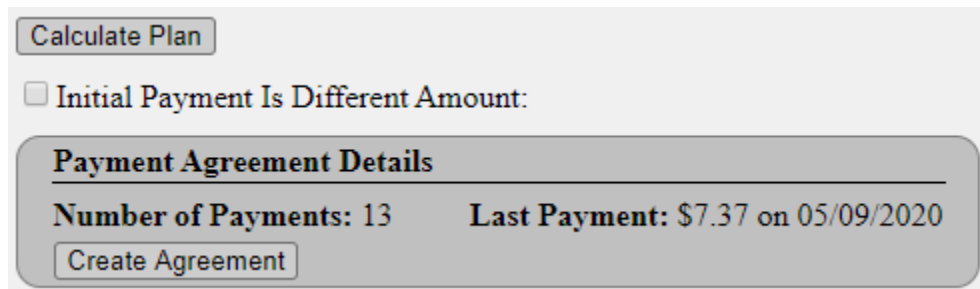
11. Then click **Calculate Plan**.
12. The **Payment Agreement Details** (pictured below), will appear giving a summary of the Agreement.

```
┌─────────────────┐
│ Calculate Plan  │
└─────────────────┘

☐ Initial Payment Is Different Amount:

╭───────────────────────────────────────────────────╮
│ Payment Agreement Details                           │
│ ─────────────────────────────────────────────────  │
│ Number of Payments: 13    Last Payment: $7.37 on 05/09/2020 │
│ ┌──────────────────┐                                │
│ │ Create Agreement │                                │
│ └──────────────────┘                                │
╰───────────────────────────────────────────────────╯
```

13. To finish creating the agreement, verify that the information in the **Payment Agreement Details** is correct and then click **Create Agreement**. The Payment Plan is now created (see image below).

#	Due Date	Type	Amt. Due	Status	Date Paid	Amt. Paid	To Princ.	To Int.	To Fees	
1	2/15/2020	Payment	100.00			0.00	0.00	0.00	0.00	✎
2	2/22/2020	Payment	100.00			0.00	0.00	0.00	0.00	✎
3	2/29/2020	Payment	100.00			0.00	0.00	0.00	0.00	✎
4	3/7/2020	Payment	100.00			0.00	0.00	0.00	0.00	✎
5	3/14/2020	Payment	100.00			0.00	0.00	0.00	0.00	✎
6	3/21/2020	Payment	100.00			0.00	0.00	0.00	0.00	✎
7	3/28/2020	Payment	100.00			0.00	0.00	0.00	0.00	✎
8	4/4/2020	Payment	100.00			0.00	0.00	0.00	0.00	✎
9	4/11/2020	Payment	100.00			0.00	0.00	0.00	0.00	✎
10	4/18/2020	Payment	100.00			0.00	0.00	0.00	0.00	✎
11	4/25/2020	Payment	100.00			0.00	0.00	0.00	0.00	✎
12	5/2/2020	Payment	100.00			0.00	0.00	0.00	0.00	✎
13	5/9/2020	Payment	7.37			0.00	0.00	0.00	0.00	✎

[Delete Agreement] [Print Agreement]

The payment plan will show the status of each payment as either **blank** (no payment received yet), **partial** (a fraction of the amount due was paid), **overdue** (payment date has passed with no payment), or **paid in full** (the payment was complete in amount and paid on or before the due date). The date the payment was made will also appear. The first payment MUST be made on or after the specified date; payments made before this point will not be credited toward the first payment.

After the payment plan has been created, a review of the balance due and cumulative delinquent days will appear on the top right-hand side of the screen.

Cumulative Delinquent Days: 61
Settlement Amount: $940.00
Interest: $55.98
Fees: $0.00
Total Amount Paid: $0.00
Remaining Balance: $995.98

An additional financial field will also appear on the Claim Details tab labeled **Payment Plan Overdue**. This will indicate if there are any overdue or denied amounts in the payment plan, without the need to navigate to the tab.

Payment Plan Overdue: $100.00   [Principal: $1,000.00 Interest: $0.00 Costs/Fees: $0.00] - [Payments: $60.00] = Balance: $940.00

Individual payment amounts and due dates may be edited by clicking on the **Edit Icon** . If you change one specific payment amount within the plan, it will automatically recalculate the remaining payment amounts from that entry forward.

You can also delete the payment agreement plan by clicking **Delete Agreement** at the bottom of the agreement.

Payment Agreement Report

Clicking the **Print Agreement** button will take you to a new page, displaying the **Payment Agreement Report**.

<- Back to Agreement Form
◁◁   ◁   1   of 1   ▷   ▷▷   ⇦   [   ] Find | Next   💾 ▾

Demo Account - DB1

Account # 170425-2933-dfg   Name: Test, Rosie
Agreement Amount: $1,201.03   Number of Payments: 13
Agreement Rate: 5.00%   Payment Frequency:
Payment Amount: $100.00

#	Due Date	Type	Due Amt	Status	Date Paid	Amt. Paid
1	2/15/2020	Payment	100.00			0.00
2	2/22/2020	Payment	100.00			0.00
3	2/29/2020	Payment	100.00			0.00
4	3/7/2020	Payment	100.00			0.00
5	3/14/2020	Payment	100.00			0.00
6	3/21/2020	Payment	100.00			0.00
7	3/28/2020	Payment	100.00			0.00
8	4/4/2020	Payment	100.00			0.00

This will provide you a summary of the entire payment agreement along with some other basic information like the number of payments, the payment frequency, the agreement amount, and the agreement rate. At the very bottom of the report you will see the following "Signature Line":

By signing below, I certify that I have read, understand, and agree to comply with the above outlined payment terms.
Signature: Date:

Using the export icon 💾 ▾ you can download and print this report via Excel, Word or PDF.

To return to the original Payment Plan page, simply click on the **<- Back to Agreement Form** button at the top left.

Overdue Payments

Payments will be applied to the payment plan in the order of when the payment is due; however, an administrator can contact Simplicity help desk and request that overdue payments be skipped. This would mean that the overdue payment will remain in an "overdue" status and the payments will continue to process picking up from the next payment due date until manually reset.

Before reset:

#	Due Date	Type	Amt. Due	Status	Date Paid	Amt. Paid	To Princ.	To Int.	To Fees	
1	2/20/2020	Payment	100.00	Overdue		0.00	0.00	0.00	0.00	↺
2	2/27/2020	Payment	100.00	Paid in Full	2/22/2020	100.00	100.00	0.00	0.00	
3	3/5/2020	Payment	100.00	Paid in Full	2/22/2020	100.00	100.00	0.00	0.00	
4	3/12/2020	Payment	100.00			0.00	0.00	0.00	0.00	
5	3/19/2020	Payment	100.00			0.00	0.00	0.00	0.00	

After:

#	Due Date	Type	Amt. Due	Status	Date Paid	Amt. Paid	To Princ.	To Int.	To Fees	
1	2/20/2020	Payment	100.00	Paid in Full	2/22/2020	100.00	100.00	0.00	0.00	
2	2/27/2020	Payment	100.00	Paid in Full	2/22/2020	100.00	100.00	0.00	0.00	
3	3/5/2020	Payment	100.00			0.00	0.00	0.00	0.00	
4	3/12/2020	Payment	100.00			0.00	0.00	0.00	0.00	

NSF Payments

When a payment on the Financial screen is marked as NSF ⚠ the payment plan will also update to reflect the date it was marked NSF and the original payment date.

1/3/2020	Payment	0.00	NSF as of 2/20/2020	1/3/2020	92.00	

Recurring Payments

The steps listed above create a basic Payment Plan that reflects activity on the Financials tab. However, checking the **Recurring Payments** box will create a payment link with your payment processor.

If you have a merchant account or payment processor set up through SimplicityCollect, you can use your payment plans to automatically attempt credit card charges on the charge due date. To attach a debtor's credit card to a payment plan, select the **Recurring Payments** box and click the blue **ADD** button✚. If a credit card for this debtor already exists, you will be able to select that card from a list of available credit cards. You can also remove a card by selecting the card and clicking on the red **DELETE** button ✖.

Payment Details

☑ Recurring Payments [   ] ✚

Recurring payments are run each morning at 4 AM according to the time zone specified on your account. The administrator on the account may contact the Simplicity help desk to change the payment processing time if necessary.

When setting up a recurring payment plan the same day as the first payment due date you will need to collect the first payment by navigating to the Financials tab and entering the payment there. This will then add the payment automatically to the first payment plan due amount.

💡 *Recurring Payments* *will only work if you have a merchant account or payment processor set up through SimplicityCollect.*

Denied Recurring Payments

When a payment is denied on a payment plan that is set up with recurring payments this will cause the payment plan to go into a **Hold** status. When a payment plan is on **Hold**, payments will no longer be processed on that account until the payment plan is manually reset to **Pending** status. An administrator may contact Simplicity Help Desk to change this feature so that recurring payments will continue to run without going on a Hold status. In addition to this option, scheduled payments that have been denied can be skipped and remain in denied status (until manually reset) and payments will continue to process picking up from the next payment due date.

If new CC/ACH payment information is added on the payment plan screen, ensure that the status has been reset to **Pending** so that the payment will run on the next payment plan due date. All overdue and denied payments will be processed the morning after a payment plan has been reset to pending. If you would like to collect a payment immediately instead of the following morning, then the payment can be added manually on the **Financials** tab which will then apply it to the payment plan automatically.

Closed Accounts

By default, payments that are scheduled to run will not be processed if the account is in a closed collection status. An administrator can contact Simplicity help desk in order to continue to run payments on closed accounts.

💡 *Reports → Legal Reports #48 - 59 account for when payments are due based off payment plans.*

Doc Folder

The "Doc Folder" section of SimplicityCollect is used to print off documents from a template, and to store documents related to an account. To access the "Doc Folder", open an account and click on the "Doc Folder" tab.
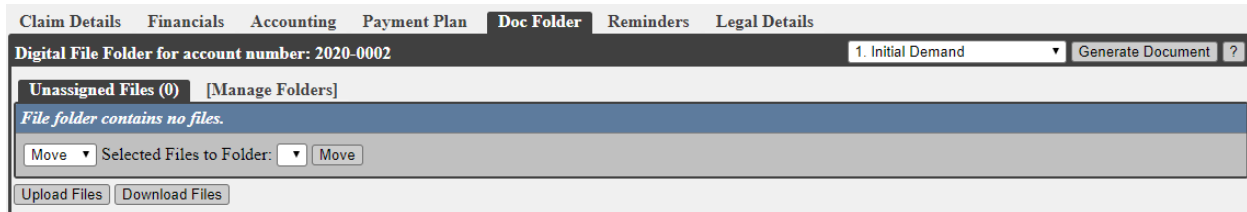
Generating a Single Document from a Template

1. In the Doc Folder, in the upper right corner there is a list of the templates you have in your system. If document names do not show up in this drop-down list, you need to create documents and upload them into your system for use via the **Settings → DocGen Templates** menu. More regarding the DocGen Templates tool can be found later in this manual.
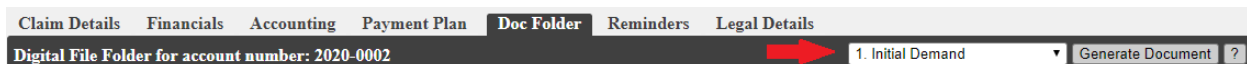
2. Select the template from the drop-down list that you would like to generate a document from.
3. Click **Generate Document.**
4. Follow the steps on your computer for downloading the file that generated.

Uploading a File to an Account

1. Click on **Upload Files** button to locate the file from your computer you wish to upload.
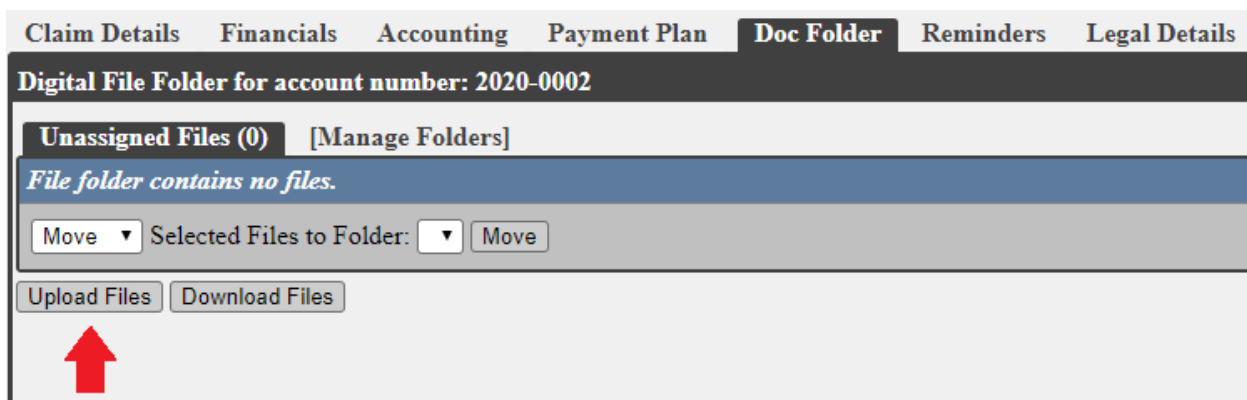
2. On the next screen, you can choose to either drag-and-drop the files that you want uploaded to the box that says "Drop files here." Or, you can click **Select File** to bring up a box that will allow you to search your computer for the file that you would like to upload.

3. Once you have selected the file or files you wish to upload, click **Upload** on the right to upload the file(s).

4. When the file has uploaded 100%, it is stored on the account for future reference. Click **Back To folders.**

💡 *Any document related to a particular account can be added to the "Doc Folder" tab. Unlimited documents can be added, but must not exceed 20 MB per file.*

Managing Document Folders

You can make folders to organize the types of files that you get for your accounts. These folders might be for legal paperwork, PDF scans of files sent to you or documents sent out from your office. Created folders are the same through all Simplicity accounts and are not specific to just one account.

Making a Document Folder

1. Click **Manage Folders**

2. Under **Folder Name**, type in what you would like to name your folder.
3. Click **Create Folder.**
4. They can be reordered by moving them up and down in the list on the right.

Editing and Deleting a Folder

1. Click **Manage Folders**

2. In the list of folders, click on the folder that you would like to edit, or delete.
3. On the right, a box with the folders name will appear; you can change the spelling and click **Update** or click **Delete** to remove the folder.

 *If you delete a folder, the files that were in that folder return to the **Unassigned Files** folder.*

Placing Files into Folders

Upon upload, all files are placed into the **Unassigned Files** folder. Follow these steps to move the files into their appropriate folders.

1. Click **Unassigned Files**, here the files that have been uploaded will appear.
2. Put a check in the checkbox next to the file that you would like to move to another folder.

3. Select **Move** from the drop-down list below the file names.
4. Choose the folder you would like to move the selected files to.
5. Click **Move**. Now the file is located in that folder on this account.

Deleting Files from an Account

1. Click on the folder that contains the file you would like to delete.
2. Put a check in the checkbox next to the file that you would like to delete.
3. Select **Delete** from the drop-down list below the files names.

4. Click **Delete**.
5. A box will pop up asking if you are sure you want to delete the file(s), click **OK**.

Downloading a File

1. Go to the folder, and file that you would like to download to your computer.
2. On the right side of the screen click the **download** button 📥.
3. To download multiple files to a zip file select each file by clicking on the check boxes, then click **Download Files**.

Adding a Comment

1. Go to the folder, and file that you would like to add the comment to.
2. On the right side of the screen click the **edit** button ✏.
3. Type any comments that you would like in the box below **Comments**.
4. Click the green check to apply the comment.

Reminders

The Reminders section is used to create a memo for specific accounts. They can appear on the home screen and are filterable so that you will not lose track of your accounts. They are simply reminders of tasks that need to be completed for specific accounts.

Creating a Reminder

1. Open an account that you would like to add a reminder to.
2. Click on the **Reminders** tab.
3. In the grey box on the right side of the screen, select a **Description** from the drop-down list, or add a new description by clicking on the **Add** button ➕.
4. Assign a collector from the **Collector** drop-down list.

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5. Set a **Due Date**, and add any notes related to this reminder.
6. Set the **Repeats** drop-down, if you would like the alert to repeat. It can be set to Daily, Weekly or Monthly. Once posted to repeat, it will stay in an "overdue" status if the Due Date comes and goes, until it has been marked as completed. At that point the repeat will be set for the next day, week or month as expected.
7. Click **Insert New Reminder** to save.

Viewing Reminders

1. Open an account in Simplicity, and click on the **Reminders** tab.
2. This tab shows you all Reminders for an account on the left side of the screen. It shows the due date, who it's been assigned to, and the description. *Reminders are also viewable on the home screen under the My Reminders section.*

Editing Reminders

1. Navigate to the account which has the reminder you would like to edit.
2. Click on **Reminders**.
3. Click on the reminder you want to modify from the left column. The one you selected will change to red.
4. Make any changes you need by editing the information that appears in the gray box to the right of the Reminder list.
5. Click **Update Reminder** to save changes.

Deleting Reminders

1. Navigate to the account which has the reminder you would like to delete.
2. Click on **Reminders**.
3. Click on the reminder you want to delete from the left column. The one you select will change to red.
4. In the box on the right, click on **Delete Reminder**.
5. A box will ask you to confirm that you want to delete the reminder. Click **OK.**

An Administrator from your company can contact our technical support staff if you would like to enable a pop-up warning to appear, should your collector try to navigate away from an account that has no reminder assigned to it. It will let them know that no reminder is assigned, with an option to stay on the account to create one.

An Administrator from your company can contact our technical support staff if you would like to disable deletion of reminders.

Legal Details

Claim Details	Financials	Accounting	Payment Plan	Doc Folder	Reminders	Legal Details

Legal details are a one-page overview of everything that needs to be completed for a case that is in legal proceedings. It represents the entirety of the legal process from A to Z and has been dubbed by many of our attorney clients as "the anatomy of a lawsuit on a single screen". This screen is divided up into 8 logical sections following each case through the legal process. SimplicityCollect is the most complete legal tracking and collection software on the market due primarily to this screen.

These sections are as follows:
- Debtor information
- Financial Information
- Motions
- Complaint Information
- Supplemental Information
- Judgment Information
- Garnishment Information
- Case Notes

The legal reports found under Reports->Legal Reports follow the details of the legal screen. The legal reports were designed to provide exception reporting to each step of the legal lifecycle according to the details entered for each account on the legal details screen.

Legal details are covered in more detail in Appendix A on page 293.

Time Worked

To track the time spent working on an account, the user can navigate to the Legal Details tab and click the **Start Work** button and then click **Stop Work** when finished. The time log will then be added to the field below. A report showing the total time spent on each account can be generated by going to **Reports > Quick Reports > Hours Worked by Account**.

Time Worked
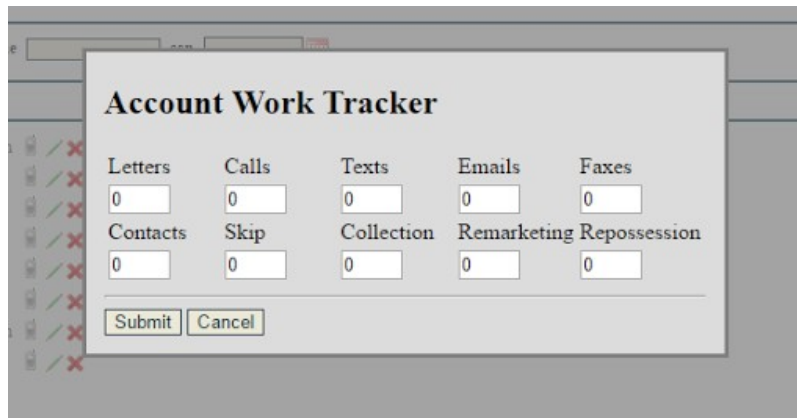
[Start Work] [Stop Work]   Total: 00:01:11

User	Start	End	Timespan	
DemoUser	6/23/2020 9:18:06 PM	6/23/2020 9:19:17 PM	00:01:11	✎ ✖

Account Work Tracker

When enabled, this feature will pop-up when a collector attempts to leave an account. This allows the user to track specific contact attempts and will be recorded through **Reports > Quick Reports > Account Work Tracking Report.**

Contact Simplicity Support to enable this feature.

Navigation Menu

This section will detail the functionality and use of the Simplicity navigation menu.

Home Screen

The home button will always bring you back to the home screen where you can search for an account, apply filters to your search, access your reminders, and view your collector dashboard.

For more information on these separate areas, return to the **Home Screen Overview** section**.**

New Account

Click on the "New Account" menu button to enter new accounts manually one by one.

Adding Account Details

Please make sure that you have properly set up your SimplicityCollect software prior to adding new accounts. To do this, please do the following:

1. Check that your client has been created under **Settings → Clients** and that all information is correct under their name. Do this by clicking on their name on the left and reviewing their information on the right. If any changes are made, be sure to click **Update Client** at the bottom of the screen.
2. Create custom fields for data you have which do not have a corresponding field in Simplicity. A list of stock fields can be found under **Help → Importer Help**. For more on creating custom fields, see the section on the **Custom Fields Admin.**

Once you have ensured that your account is properly set up you are now ready to add the account information.

1. On the menu bar, click **New Account**.
2. Select the client you received the account from in the **Client** drop-down list. If the client selected has a pre-judgment interest rate added on the Settings → Clients screen, then the Interest Rate text box will update with the client's rate.

3. Select the creditor of the debt from the **Creditor** drop list, if it had one. If the creditor does not appear in the drop-down list, click on the **Add** button ✚ to the right of **Creditor** to add one.

4. Assign the account to a collector by selecting the collectors name from the **Collector** drop-down list.

5. Assign the account a referring attorney. If the referring attorney does not appear in the drop-down list, click on the **Add** button ✚ to the right to add one.

6. By default, the **Account Type** is set to NONCOMM, or non-commercial. If you are collecting on commercial debt, this can be changed to COMM from the **Account Type** drop-down list.

7. The **Account #** has probably been filled in after selecting your client. This can be overwritten if you would like a different number on the account. The account number needs to be completely original to this account and cannot be used on any other account. This number is used to refer to

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and update the account. The Account Number may be alphanumeric but must be a unique value in Simplicity.

Account # [   ]

8. Enter the **Client Claim #**, which is the original account number or the number that your client refers to this claim/account. This is an optional field.

Client Claim # [   ]

Client Claim Numbers are limited to 50 characters.

9. Select the **Status** from the drop list. For more on creating custom statuses and status types see the section on Statuses.

Status: [[General] Open   ▼]

10. Continue populating the remaining fields with the appropriate data. The calendar icon represents a date field. Anywhere this is seen you can click on it and access a pop-up calendar to select the date from.

Now enter Claim Information in the upper right corner of New Account Screen.

[Original Claim ▼] Amount: [   ] Interest Rate: [   ] Date: [   ]

11. If you are entering a pre-judgment claim (i.e. there is no legal judgment on the account), leave the claim type as **Original Claim**.

[Original Claim ▼]

12. Enter the amount of the original claim's principal in **Amount**. Do NOT put the current balance here unless you will NOT be adding in the payments, costs and fees separately.

Amount: [   ]

13. Enter the interest rate as a whole number, NOT a decimal. So, if the debt receives a 10% interest, put 10 in the **Interest Rate** field. (If you do not apply interest, put a 0 in this field. This field must be populated with a value even if interest is not being accrued.)

Interest Rate: [   ]

14. Enter in the date that the interest should start accruing in the **Date** field. If the interest is 0 this date can be any date.

Date: [   ]

15. Next, enter the debtor information located in the **Debtor** box. To add a debtor to an account, you can do one of the following:
    - Search existing debtors in the system by typing in their name (last, and then first) or their SSN entry box within the Debtor section. If the debtor already exists in the system you simply select the debtor from the auto populated list of debtors. This list will appear as you start typing. If you select a debtor from the list, proceed to step 16 below.

Debtor

Last Name, First Name (or) Company Name (or) SSN: [_____] ✚

- If the debtor does not already exist, you can add them to the database by clicking on the **Add** button ✚ in the Debtor section and entering the appropriate data.

Add New Debtor ● Individual ○ Company

Debtor Info:

First Name:	Middle Name:	Last Name:	A.K.A. (Also Known As):	Prefix	Suffix
[____]	[____]	[____]	[____]	[__]	[__]

SSN:	DOB:	Type:	Deceased
[____]	[____] 📅	[____]	☐ [____] 📅

Debtor Address:

Street1:		Street 2:
[_____]		[_____]

City:	State:	Zip:	County:
[____]	[__]	[___]	[____]

Debtor Phones:

Cell #:	Home #:	Fax #:
[__] [__]	[__] [__]	[__] [__]

[Save] [Cancel]

- Select either **Individual** for consumer debt, or **Company** for commercial debt.
- Type in the First and Last names or company name for a company's debt.
- Fill out as much of the other information as you have on the debtor.
- The debtor's SSN is used to match multiple accounts that the debtor is associated with, it is important to put this number in if available. We advise against using fake SSNs. It is better to leave it blank than have a fake SSN listed.
- Click **Save** in the **Add New Debtor** box to confirm your entries and to be taken back to the previous screen.

16. After selecting an existing debtor or adding a new one, additional options will populate to add more addresses, phone numbers, employer details, etc. If accounts are linked by SSN they will populate below. When all desired data is entered for the account, be sure to click **Save** in the upper left-hand corner. If you do not click the **Save** button, no information will be added to Simplicity.

17. Now that the account is entered into Simplicity, you will be automatically taken to the account's **Claim Details** page. From here you can add in the costs and payments on the **Financials** tab to get the balance to be correct. You can also add notes, generate documents, and change the legal standing of the account.

💡 *To import accounts in bulk, refer to the **Account Importer** tool section of this document.*

Reports

Reports are a great way to view a large portion of data from Simplicity. The reports menu is divided up into several different categories so that finding the right report is intuitive and easy.

Legal Reports

Legal reports cover a range of topics to assist in the steps of taking legal action against a debtor.

Legal reports follow the anatomy of a legal lawsuit against a debtor. The legal details found on each account work hand in hand with the results found on the legal reports. Because of the non-legal nature of some Simplicity clients, non-legal reports have also been added to the legal reports section. Reports #48-56 which refer to payment due dates based off payment plans are a few of these non-legal reports helpful to traditional collection agencies.

For more information on Legal Reports please see **Appendix A**.

Financial Reports

These reports provide a general overview of the financial transactions. This is one of the most used reports in Simplicity.
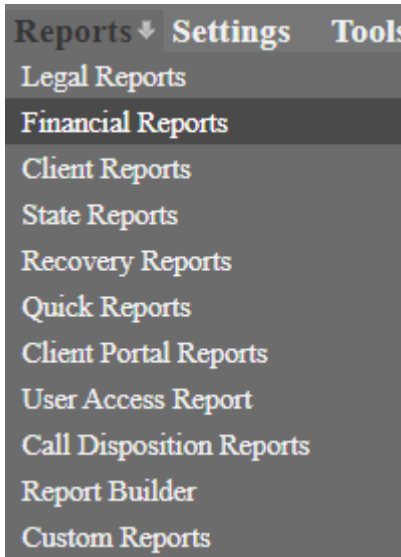
Financial reports give a detailed overview of the financial transactions that have occurred for each debtor. The report can be filtered by several options, including the client name and date range. This report can be used for any of the following:

- To get **costs** reimbursed from your client.
- As a list of what **payments** you are sending the client.
- How much in **attorney fees** the client owes you from payments received.
- To keep track of total amount of **costs** incurred.
- To keep track of how much money you've collected.
- To keep track of how much in **attorney fees** were accrued.
- How much a specific **Collector** has made during a given time frame.

To run the financial report:

1. Select the client you would like the run the report for from the Client column. If no client is selected then the report will run for all clients.
2. Specify a Collector you wish to view transactions for. If no collector is selected then the report will show transactions for all collectors.
3. Filter the report **Start Date** and **End Date**.
4. Select the report type from the report name drop list.
   - **Transaction Reports** include both payments and costs.
   - **Payment Reports** show payments ONLY.
   - **Payment w/Client Disb.** show payments ONLY with client distribution.
   - **Acct. Summary Report** provides a summarized transaction detail for each account showing the oldest date of payment and total amount paid within the specified date range.
   - **Payments – Simple** shows payments ONLY in a simplified format.

- **Transactions – Minimal** will only show the debtor name, client claim number, collection status, date, description, and amount.
- **Payments – Minimal** will only show the debtor name, client claim number, collections status, date, description, amount, disbursed amount, judgment amount, and balance due.

5. Select whether to include transactions **Not Applied.**
6. Select whether to include **NSF** Transactions.

You can then break down the report further by **Transaction Type** (Payment, Cost, Fee, etc.), **Transaction Description** (Payment – Check, Payment – Cash, Service Fee, etc.), and **Custom Fields** respectively.

Once you have set the proper filters, click on **Generate Report** to create the report. Financial reports are broken down alphabetically by Client, then Creditor, then by individual Debtors and their financial activity. You can use the page numbers and/or arrows at the top to navigate documents with multiple pages.

All reports can be exported as a PDF, Excel, or Word file by clicking on the blue disk icon ▣▾ *at the top of the report and then clicking on the file type you would like to export or save it to.*

Client Reports

The **Client Report** is directly tied to the statuses that are assigned on your accounts. It is designed to provide a brief summary of the status of each account to each of your clients. It provides details like when the status was last changed, what the current account status is, when the last payment was made, what the current balance is, and what the initial balance was. This report is helpful for your clients to see what progress is being made on their accounts.

To run the **Client Report** do the following:

1. Click **Reports → Client Reports**
2. You will see the screen below.

3. Select the client you would like to view the status report for from the drop-down list. If you want all clients to appear on the report, then leave the choice as **All Clients**.
4. Select the **Status Type** and **Status**.
5. Choose which dates you'd like to run the report for. If you want <u>all</u> dates to appear on the report, then leave the start and end date boxes blank.
6. You can use the other optional filters like **Creditor** and **Action Codes**, and even include **Notes**.
7. Click **Generate Report**.

Simplicity - Client Status Report

Your Business Name Here

Daniels, Charles
1342 Wall St
New York NY 10005

Co-Debtors:
Gordillo, Anna D

Client Name :	Any Company	
Client Claim #		Judgment Date :
Account #	2013-OTHER-0001	Judgment Amount :

Status Type	Status	Status Date	Account Open Date	Initial Balance	Interest Accrued	Last Pmt Date	Last Pmt Amount	Current Balance
General	Open	1/31/2013		$100.00	$0.39	1/17/2013	$10.00	$14.39

DELACRUZ, ELSARIO

Client Name :	Any Company	
Client Claim #	460937047	Judgment Date :
Account #	2013-0019	Judgment Amount :

Status Type	Status	Status Date	Account Open Date	Initial Balance	Interest Accrued	Last Pmt Date	Last Pmt Amount	Current Balance
General	New Import	2/8/2013		$350.00	$0.00			$350.00

These reports may be printed or saved as a PDF, Excel, or Word file by clicking on the disk icon and then clicking on the file type you would like.
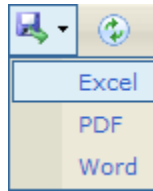
The very last page of this report will show the date and time when the report was generated, the total number of debtors, and the total money owing for all debtors belonging to the client you selected.

Total Number of Debtors:	20
Total Initial Balance:	$100.00
Total Money Owing:	$14.35

Report printed on 02-01-2013 12:05:57

When exporting a Client Report with notes to Excel, the note area will not immediately display all notes due to how Excel handles the row height. You will need to expand the note area to view more. Alternatively, exporting to PDF or Word will automatically show all the notes.

The Recovery Report shows an annual overview of the money that was collected by your company.
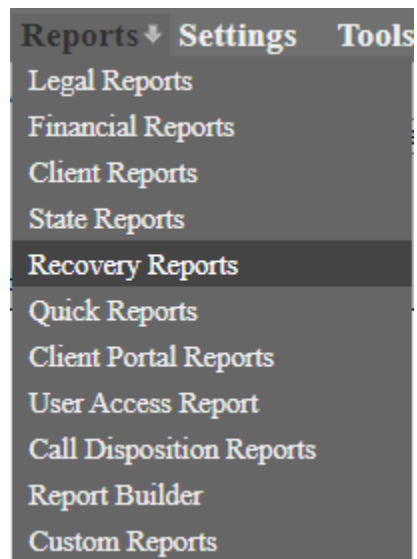
This report can be filtered by year and client and can show the monthly totals sorted by either the date of payment or date the account was placed. The report shows a breakdown by year, client, and then month for the totals of accounts placed and collections received.

Simplicity - Recovery and Placement Report

2020	Test	Jan	Feb	Mar	Apr
	Accounts Placed ~ #	0	0	1	1
	Accounts Placed ~ $	$0.00	$0.00	$1,000.00	$1,000.00
	Current Month Collection ~ $	$0.00	$0.00	$0.00	$0.00
	Current Month Pending ~ $	$0.00	$0.00	$0.00	$0.00
	Total Collections	$550.00			
	Collection Rate ~ % Gross	18.3%			
	Total Pending Collections	$329.43			
	90 Days Pending Payments	$329.43			

	Jan	Feb	Mar	Apr
Total Month Collection ~	$0.00	$0.00	$0.00	$0.00
Total Month Pending ~	$0.00	$0.00	$0.00	$0.00
Total Collection ~	$550.00			
Total Pending ~	$329.43			

Quick Reports

Quick Reports were designed to provide a place where SimplicityCollect Support staff could create custom reports easily for clients. All the reports found in this section were created for existing clients and made available to all Simplicity clients for use as is deemed appropriate by each client.

Reports ↓ Settings Tools
Legal Reports
Financial Reports
Client Reports
State Reports
Recovery Reports
Quick Reports
Client Portal Reports
User Access Report
Call Disposition Reports
Report Builder
Custom Reports

The following are descriptions of some of our commonly used reports. Certain reports may also have a question mark icon 🌐 that provides further explanations of the reports.

75/25 Split Report

-NRA = collector name

-# Closer Sets = is half the number of cases with payment agreements for "collector" type users and the judgment entered date = the report date

-Total $ Closer Sets = either the first payment amount on an agreement or the first payment amount * the client commission rate * .0075

-# of Caller Sets = half the number of cases with payment agreements assigned to an employee or not

-Total $ Caller Sets = either the first payment amount on an agreement or the first payment amount * the client commission rate * .0025

-Total Set Credit = # closer sets + # caller sets

-Total Money Credit = Total $ Closer Sets + Total $ Caller Sets

-Month Total Cleared = Sum of agency amount on accounts where the assigned employee is a collector

-Month Total w/ Postdates = Month Total Cleared + postdated payments for the month

-Next Month PostDates = The postdated payments for next month where the employee is a collector

- Filter by **Start Date**
- Click **Generate Report**

Account Amount Range Report

This report provides the number of accounts with amounts due by range.

- Filter by **Client**
- Click **Generate Report**

Account Guarantors

This report groups balances by number of accounts per guarantor.

- Filter by **Client**
- Click **Generate Report**

Account Sales Commissions

This report shows account sales rep commissions as well as the agency/client split of payments.

- Filter by **Start Date** and **End Date**
- Select whether to **Add Attorney to Agency**
- Click **Generate Report**

Account Submissions

This report groups accounts by submission date.

- Filter by **Start Date** and **End Date**
- Filter by **Client**
- Click **Generate Report**

Account Trust Report

This report is useful for seeing positive balances in debtor Trust Accounts/**Accounting** tabs. It will also show you allocations for payments made, and totals for both the Account and Client.

- Filter by **Start** and **End Date**, **Client**, and **Minimum Trust Balance**
- Choose whether to include payments
- Click **Generate Report**

Account Work Tracking Report

This report shows all data entered in the account work tracking popup

- Filter by **Start** and **End Date**, **Client** and **Collector**
- Click **Generate Report**

Accounts By Status

This report groups accounts by statuses.

- Filter by **Client**
- Click **Generate Report**

Bad Address Only Report
Shows Bad Addresses from debtors who have no good addresses

- Filter by **Client**
- Click **Generate Report**

Bad Address Report
Shows all bad addresses

- Filter by **Client**
- Click **Generate Report**

Client Performance Report
- Filter by **Start** and **End Date**, and **Client**
- Click **Generate Report**

Client Statement
- Filter by **Start** and **End Date** and **Client**
- Optional: Select which columns to include and exclude from this report
- Click **Generate Report**

Client Statement – Canadian Tax
- Filter by **Start** and **End Date** and **Client**
- Click **Generate Report**

Client Statement - Consolidated
- Filter by **Start** and **End Date** and **Client**
- Click **Generate Report**

Client Statement – Disbursement
- Filter by **Start** and **End Date** and **Client**
- Optional: Select which columns to include and exclude from this report
- Click **Generate Report**

Client Trust Report 1
The Client Trust Report gives an overview of the payment amounts that were collected by the agency, as well as the payment amounts made directly to the client. This report then gives the breakdown of payment disbursements for each entity in the collection process.

- Filter by **Start** and **End Date**
- Click **Generate Report**

Client Trust Report 2
Another variation of the Client Trust Report 1.

- Filter by **Start** and **End Date**
- Click **Generate Report**

Collection Statement

This report shows what the agency and client have received and what they owe each other for each account.

- Filter by **Start** and **End Date**
- Click **Generate Report**

Collector/Sales Inventory Report

Shows newly assigned accounts and total account information

- Filter by **Start** and **End Date**
- Select **Collector Type**
- Click **Generate Report**

Collector Change Report

Shows times when a collector has been changed for an account or on a payment

- Filter by **Start** and **End Date**
- Select **Collector**
- Click **Generate Report**

Collector Commissions

The Collector Commissions Report calculates percentages for each collector in your system based off of what they collected for the date range you specify. The collector commission gives a breakdown of each payment received to show the commission the collector earned on each payment.

- Filter by **Start** and **End Date** and **Collector** and/or
- Filter by **Date Entered From** and **Date Entered To** and **Collector**
- Click **Generate Report**

Collector Commissions With Judgment

This report shows collector commissions as well as the agency/client split of payments. The judgment amount is substituted as the date a payment was entered.

- Filter by **Start** and **End Date** and/or **Date Entered From** and **To**.
- Select the **Collector** or leave blank to show all collectors.
- Click **Generate Report**

Collector Fee Report

The purpose of this report is to show a monthly report for the collectors to see how many payments were received in total for that month, and the fees that were posted to their assigned accounts.

- Filter by **Month**
- Click **Generate Report**

Collector Performance

Compare collector's performance side by side with the number of accounts assigned to them, number of accounts notated (including call dispositions), number of payments received, and the value of the payments that they have received. This report shows splits that may exist with co-collectors who assisted

a collector in the collection process. The purpose of this report is to see which collectors are performing and receiving payments, and which are not.

- Filter by **Start** and **End Date**
- Select whether to include deleted users
- Select whether to include convenience fees
- Click **Generate Report**

Collector Performance Accounts Worked

This report shows collector performance statistics for a certain date range and is a variation of the Collector Performance Report.

- Filter by **Start** and **End Date**
- Click **Generate Report**

Confirmation of Receipt

The purpose of this report is to verify accounts that were received by the system. Agencies working on commission collecting on 3rd party debt often have clients that want an accounting or confirmation of accounts that were sent to them. This report provides an accounting of accounts received based on account status and/or Action Codes available on the account.

- Filter by **Start** and **End Date**, **Client**, **Action Codes**, and **Status**
- Click **Generate Report**

Convenience Fee Report

A report showing convenience fees

- Filter by **Start** and **End Date**
- Select **Client**
- Click **Generate Report**

Credit Bureau Report

This report shows a summary of what was sent to a specified credit bureau using the **Credit Bureau Tools.** It includes information on who submitted the report as well as the data records processed.

- Filter by **Report Date**
- Click **Generate Report**

Day Work Tracking Report

This report shows all data entered in the account work tracking popup

- Filter by **Start** and **End Date**
- Click **Generate Report**

Deposit Report

The purpose of this report is to show all deposits made to debtor **Accounting** tabs within a given time frame. This will only show deposits made and will not reflect payments made.

- Filter by **Start** and **End Date** and **Client**
- Click **Generate Report**

Document History Report

This report will help you keep track of what documents were generated for what debtors within the selected time frame. This is extremely helpful if you have multiple collectors generating letters so duplicate letters are not being sent out, and so you can see how many each collector is generating.
- Filter by **Start** and **End Date** and **Client**
- Click **Generate Report**

Fee Report

This report is used in conjunction with the Trust Accounting section of Simplicity and is designed to show the account numbers and trust deposit amount for each account. Additionally, this report can be used to reconcile daily payments that are entered into Simplicity and the disbursement of those payments between the agency and their client.
- Filter by **Start** and **End Date**
- Click **Generate Report**

Financial Dashboard Report

This report shows you an extended view of each collector's dashboard, broken down by starting PDC, their percentage collected, their goal (if any) and how much they've made as a collector and/or co-collector.
- Filter by **Month, Year, User Group** with the option of **Contingency**
- Click **Generate Report**

Future Payments Report

When pulling future dates, this report will show payments pending to post to a debtor account either through a payment plan or a post-dated payment transaction.

- Filter by future payment **Start** and **End Dates**
- Select **Client**
- Choose whether to exclude post-dated transactions or payment agreements.

Future Payments Report With Creditor Report

This report shows all future payments from post-dated and payment agreements
- Filter by **Start** and **End Date.**
- Select **Client** and/or **Creditor** or leave blank to show all
- Choose whether to exclude post-dated transactions or payment agreements.
- Click **Generate Report**

Hours Worked By Account

Returns the total times worked for each account within the provided date range

- Filter by **Start** and **End Date**
- Select **Client**
- Click **Generate Report**

Individual Recovery Report

This report shows every payment for every collector.
- Filter by **Start** and **End Date, Client** and **Collector**

- Click **Generate Report**

Inventory Report

Reviewing the inventory with the inventory report allows you to see beginning balances, interest accrued, payments made, and the balances due for each account. This report also allows you see the status and Action Codes on those accounts and is used to show a value of the accounts that are contained within Simplicity. At the bottom of the report you can view the total number of accounts as well as the cumulative balance of these accounts. Results will show if the Claim Received date is within the dates specified. If no Claim Received Date on record, results will show if claim was entered in Simplicity within the dates specified.

- Filter by **Start** and **End Date**, **Client**, **Action Code**, and **Status**
- Click **Generate Report**

Judgment Date Report

This report shows account judgment information.

- Filter by **Start** and **End Date** and **Client**
- Click **Generate Report**

Monthly Client Production Report

- Filter by **Start Date**
- Click **Generate Report**

Monthly Drop Report

- Filter by **Claim Received Date** and **End Date**
- Click **Generate Report**

Monthly List of Payments

This report shows a complete breakdown by client of payments made within a certain month, the allocations on the payments that were made, and how the payment is disbursed. This report can be run to provide a quick reporting to clients of the payments received for the current month and what the client can expect as disbursement from those payments.

- Filter by **Start** and **End Date**, **Client**, **Action Codes**, and **Transaction Types**
- Click **Generate Report**

Open / Closed Report

This report shows you how much was placed and paid for your open accounts, closed accounts, or both.

- Filter by **Start** and **End Date, Client, Open Accounts** and/or **Closed Accounts, and Custom Fields**
- Click **Generate Report**

Payment Plan Projection Report

This report shows the number, and value of the payments that are expected for a month based on the payment plans on certain accounts. This report allows you to see which collectors have the most accounts with payment plans set up, and the overall payments expected total for a given month. The purpose of this report is to show future promised revenue that your agency can expect to see based off of current payment plans in Simplicity.

- Filter by a **Start** and **End Date, Client** and **Status**
- Click **Generate Report**

Payment Processing Report

This report is used for companies that run payments through an integrated payment processor. It will show you the date a payment was processed (or attempted to process) on a specific account, the source and type of payment given, the amount it was charged for, the result such as Success or Declined, and a message for Declined payments pertaining to why they did not process. An example of a message would be if no funds were in their bank account at the time of payment.

- Filter by **Start** and **End Date**
- Filter by **Recurring** or **Direct** payments
- Click **Generate Report**

Payments w/ Client Disb.

This report shows payments with a breakdown of client distribution.

- Filter by **Start** and **End Date** and **Client**
- Click **Generate Report**

Payments with Notes

The purpose of this report is to show you a list of every type of payment made (cash, check, etc.) along with any notes (like a check number) included with it at the time it was processed.

- Filter by **Start** and **End Date** and **Client**
- Click **Generate Report**

Pending Payment Processing Report

Shows all payments that are still pending to be processed within the given date range.

- Filter by **Start** and **End Date**
- Click **Generate Report**

Portfolio Dashboard Report

Shows an overview of portfolios collected along with their averages over a given date range.

- Filter by **Start** and **End Date** and **Client**
- Click **Generate Report**

Portfolio Liquidation by Collector

Shows a breakdown of how many accounts and how much active principal is assigned to each collector.

- Filter by **Start** and **End Date** and **Client**
- Click **Generate Report**

Portfolio Report

This report gives information about imported portfolios.

- Filter by **Start** and **End Date** and **Client**
- Click **Generate Report**

Recovery Accounting

This is a report that shows per debtor the Total Received ([Amount]), Client Fees Recovered ([Advanced]), Atty. Filing Fees Recovered ([Attorney Disb.]), Net Recovery ([Amount] – [Advanced] – [Attorney Disb.]), Attorney Fees (=(([Amount] – [Advanced] – [Attorney Disb.]) / 3) + [Attorney Disb.]) and the Client Share (=[Amount] – (([Amount] – [Advanced] – [Attorney Disb.]) / 3) – [Attorney Disb.]).

- Filter by **Start** and **End Date**

- Click **Generate Report**

Recovery Accounting II

This report shows a list of payments made to a certain client with the debtor's name, the agency commission rate, amount of the payments, and a breakdown of how much of the payment goes to the agency and how much goes to the client. It also shows the current balance of the accounts that made payments, and their status.
- Filter by **Start** and **End Date**
- Click **Generate Report**

Recovery Accounting III

This report shows a list of payments made to a certain client with debtor's name, the amount of the payments, and a breakdown of how much of the payment goes to the attorney fees, how much goes to the client, and the new balance of the account. This was custom-built for a client who wanted a formula for: ([Amount] - [Advanced] - [Attorney Disb]) / 3 + [Attorney Disb]. If nothing is disbursed to the areas Advanced or Attorney, the Transaction Amount will be automatically divided by three in the "Attorney Fees" column.
- Filter by **Start** and **End Date**
- Click **Generate Report**

Recovery Accounting IV

This report shows a list of payments made to a certain client with the debtor's name, amount of the payments and when it was paid, a breakdown of how much goes to pay Attorney Fees, how much is the Client's Share, the remaining Account Balance, and the overall Status of the account.
- Filter by **Start** and **End Date**
- Click **Generate Report**

Recovery Remittance Report

An overview of each account's remaining number of payments due and how much money is left to pay to the client and/or agency.
- Filter by **Start** and **End Date** and **Client**
- Click **Generate Report**

Sales Commissions

This report shows all payments relative to the collector to which they are assigned. It gives the value of the commission that is owed to each collector and shows the current commission rate, the agency fee, and a total of what is owed to each collector. The report is organized by collector and lists all payments within a particular date range for that collector.
- Filter by **Start** and **End Date**
- Click **Generate Report**

Stair Step Analysis

This report shows payments collected on date ranges from initial submission.
- Filter by **Start** and **End Date** and **Client**
- Click **Generate Report**

Status Report

This report shows account collection statuses.

- Filter by **Start** and **End Date** and **Client**
- Click **Generate Report**

Trust Balance Detail Report

A report showing the information from the Accounting page

- Filter by **Start** and **End Date**
- Select **Client**
- Check boxes to **Show Open Accounts** and/or **Show Closed Accounts**
- Click **'Generate Report'**

Trust Balance Report

A report that shows trust account balance per debtor

- Filter by **Client**
- Click **Generate Report**

Uncollectable / Return Report

This report shows the status, beginning balance, interest accrual, and current balance of accounts that are deemed uncollectable. Use this report to determine the value of your uncollectable accounts. The last page of this report gives a cumulative balance for all of the accounts listed. Most agencies collection 3rd party debt use this report to determine which accounts to send back to the client because they have been unsuccessful in collecting on those accounts.

- Filter by **Start** and **End Date**, **Client**, **Action Codes**, and **Status.**
- Click **Generate Report**

Unsigned Payments Report

This report is for companies who use PDCflow and showa all payments that remain unsigned by the debtor.

- Filter by **Start** and **End Date**
- Click **Generate Report**

Client Portal Reports
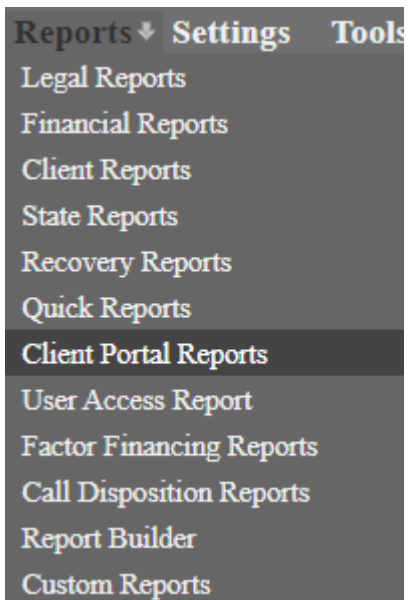
When clients log into the client portal they will have access to the specified stock reports enabled through the Client Settings. When clients are assigned a group under the Client Settings screen, an additional filter will appear so that the user can view reports for all clients that belong to the same group.

These same reports can be viewed without logging into the client portal and instead by navigating to **Reports → Client Portal Reports**.

Accounts Report
This report shows general account information such as:

- The account number
- The full name of the debtor
- The name of the account's creditor
- The date that the account was entered into the system
- The collection status of the account
- The current balance of the account

Client Statement No Adjustments
This report mirrors the Client Statement report under Quick Reports.

- This report shows general account information
- The account number
- The client claim #
- The full name of the debtor
- The collection status of the account
- Transactions details including disbursements and allocations
- The current balance of the account

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Client Statement No Interest

This report assumes that all interest is disbursed to Agency.

Client Statement with Adjustments

This report mirrors the Client Statement report under Quick Reports and includes adjustments.

Open/Closed Report

This report shows a general overview of the account including whether the account status is open or closed.

Payments with Client Disbursements

This report shows all payments in the date range that have a Client disbursement above $0, as well as general account information.

Payments with Notes

This report shows a general overview of payment information including:

- Transaction date
- Account number
- Client claim number
- Debtor name
- Transaction description
- Transaction note
- Collector and co-collector
- Transaction amount
- Distribution amounts
- Remaining balance

Portfolio Dashboard Report

This report shows client statistics.

Portfolio Liquidation

- Collector
- Number of accounts
- Active Principal
- Current Month
- Next Month
- Total Payments
- Liquidation %

Status Reports

These reports show all account collection statuses set in the date range, notes, and general account information.

User Access Report

The User Access Report is a summary of what collectors logged in and logged out of your Simplicity Collect account during a given date range, and the exact time it occurred. This is a great way to cross-reference work hours in the software with what employees are scheduled, as well as any strange access times outside of your normal office hours.
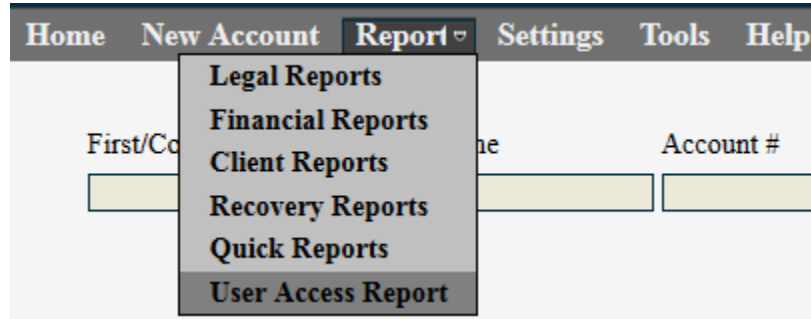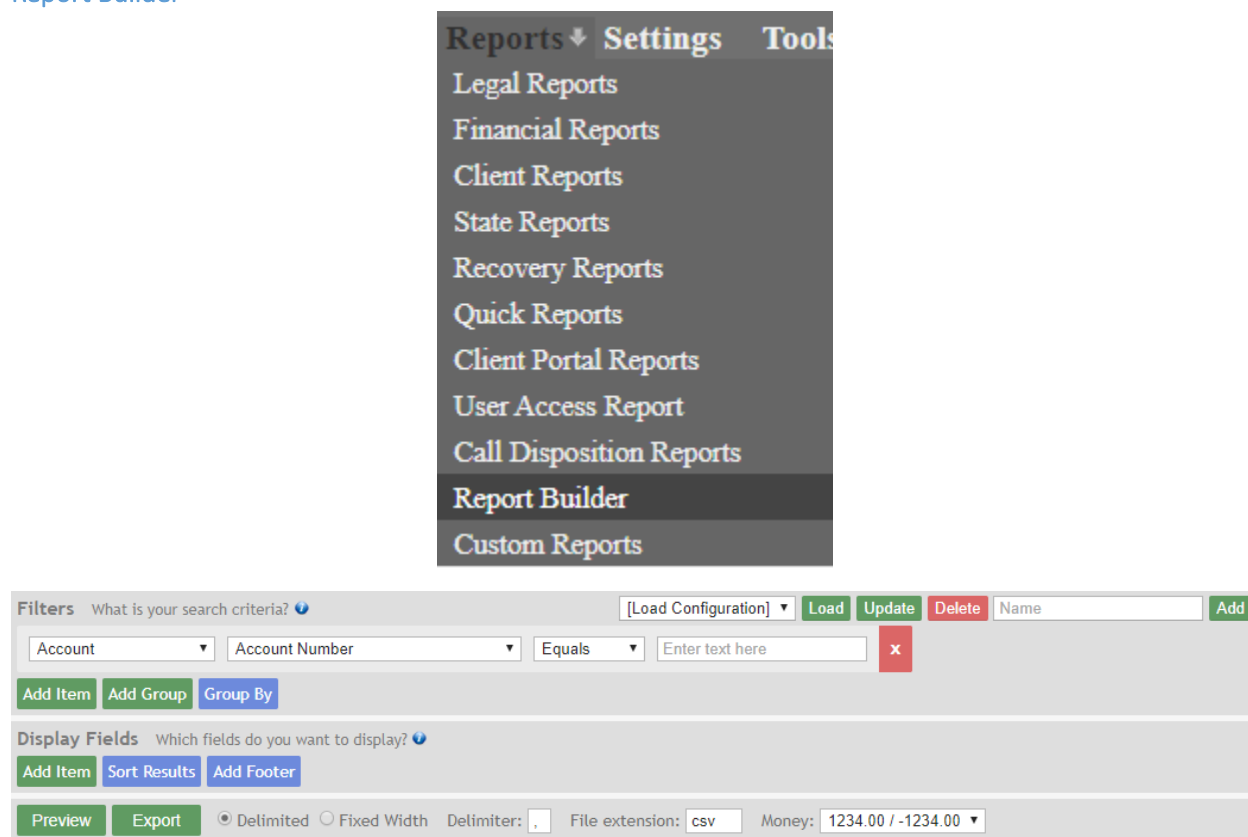
Restrictions can be placed on employees in **Settings** → **Administrators** → **Collectors/Employees** pertaining to:

- when they can sign in and have to log out
- if they can access the software on weekends
- what IP addresses they can access the software from
- being automatically logged out after X number of minutes of no activity

More on account restrictions will be covered later in this document. This report can also be printed or exported as a PDF, Excel, or Word file by clicking on the disk icon and then clicking on the file type you would like.

Report Builder

The Report Builder allows you to create rules to pull data from your system. The purpose of this tutorial is to walk you through the basics of building a report.

When the report builder is first opened, two sections are visible: "Filters" and "Display Fields". The "Filters" section is where search criteria is specified. The "Display Fields" section is where you specify what fields you want to see from the data.

Unless specified otherwise through filters, the following rules will apply to the results:

- *Only non-voided transactions will be displayed.*
- *Only primary debtors will be displayed.*
- *Only primary debtor addresses that are not marked as "Bad" will be displayed.*
- *Only primary debtor emails that are not marked as "Bad" will be displayed.*
- *Only primary debtor phones that are not marked as "Bad" will be displayed.*

Data that is hidden by default may still be displayed. All of the filters associated with the above rules now have an option to accept "any" value.
For example, the following filter would allow addresses with any status, including "Bad", to appear in the results: Debtor Address - Status - Is - [Any].
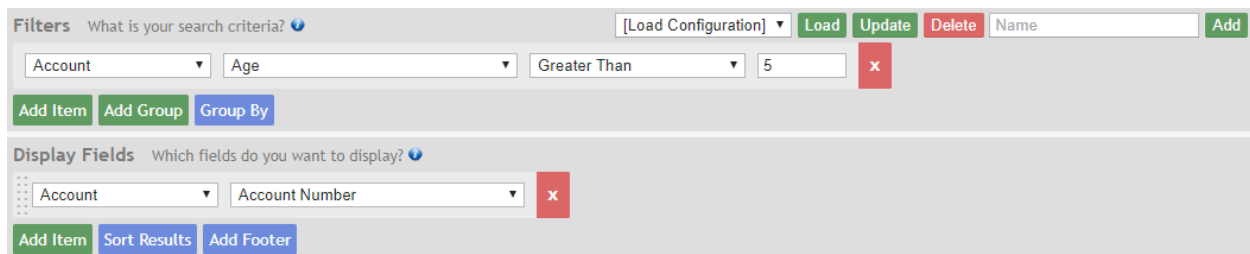
You'll notice that to the right of each section's title and caption is a blue help icon. Press it at any time to get a brief explanation of what that section does.

The first filter you see should appear as the above image. The first drop down box is a list of field categories. The second is the actual field list. The third is the conditional operator (equals, greater than, less than). The text box at the end is the search term. For example, if I wanted to search for debtors whose last names start with a "T", I would look in the "Debtor" category for the field "Last Name", set the operator to "Starts With", and enter "T" as the search term.

Build a report

First, we are going to pull the account numbers for all accounts that have been in the system more than five days:

1. In the "Filters" section, set the category to "Account".
2. Set the field to "Age (days)"
3. Set the operator to "Greater Than".
4. Set the search term to "5".
5. In the "Display Fields" section, press "Add Item".
6. Set the category to "Account".
7. Set the field to "Account Number".
8. Press "Preview".

Now you should see a list of account numbers for accounts that have been in the system for more than five days.

Conjunctions

When you have more than one item in the "Filters" section, you need to decide which "conjunction" to use: whether you want them all to apply (and), or at least one to apply (or). Let's add another item. In this example, we're going to require that at least one of the items (or) apply for a record to show.

1. In the "Filters" section, press "Add Item".
2. Set the category to "Financials".
3. Set the field to "Current Balance".
4. Set the operator to "Equals".
5. Set the search term to "0".
6. Press the blue "AND" button at the top-left of the same section to change the conjunction to "OR".
7. Press "Preview".

Now, account numbers for all accounts that either have been in the system more than five days or have a $0.00 balance are displayed.

Filter Groups

Because the "AND/OR" button only allows one conjunction to be applied to all items, you will need to use filter groups to get a combination of "and"s and "or"s. A filter group may contain multiple items with a different conjunction, but is treated as one item in the list. Let's add a filter group. This time, we will require that both items (and) in the group be met in order for the record to show, while the outer conjunction remains as "OR".
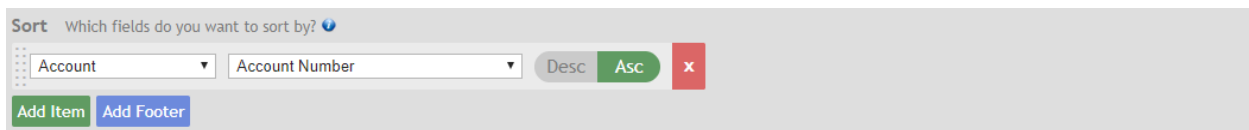
1. In the "Filters" section, press "Add Group".
2. In the new group, leave the conjunction button set to "AND".
3. Set the category to "Debtor".
4. Set the field to "Type".
5. Set the operator to "Is".
6. Set the search term to "Primary".
7. Press "Add Item" in the filter group.
8. Set the category to "Debtor".

9. Set the field to "Last Name".
10. Set the operator to "Starts With".
11. Set the search term to "S".
12. Press "Preview".

Now the results should show account numbers for all accounts that meet one of three conditions: 1) have been in the system more than five days, 2) have a $0.00 balance, or 3) have a primary debtor with a last name that starts with the letter "S".

Sorting

The following steps are to walk you through sorting the results:
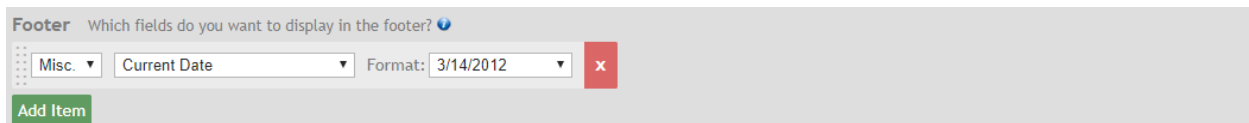
1. In the "Display Fields" section, press "Sort Results".
2. In the "Sort" section, set the category to "Account".
3. Set the field to "Account Number".
4. Press "Preview".

Now the results should be sorted by account number.

Footers

The following steps are to walk you through adding a footer:

1. In the "Sort" section, press "Add Footer".
2. In the "Footer" section, set the category to "Misc."
3. Set the field to "Current Date".
4. Press "Preview".
5. Scroll down to the bottom of the page to find the footer results.

Below the main results are the footer results, where the current date should be displayed.

Aggregate Functions

Footers are also useful for performing statistical functions on the data. For example, I could calculate the sum, maximum, or minimum of all account ages in the results. This is done by setting an aggregate

function on a field in the "Footer" section. Let's add a field to the "Footer" section that calculates the sum of all account ages in the results.

1. In the "Display Fields" section, press "Add Item".
2. Set the category to "Account".
3. Set the field to "Age (Days)" (ignore the box that says "No aggregate" in this example).
4. In the "Footer" section, press "Add Item".
5. Set the category to "Output".
6. Set the field to "Account Age (Days)".
7. Set the aggregate (the third dropdown box in the same item) to "Sum".
8. Press "Preview".

You should now see the age of each account in the main results and the sum of the ages in the footer.

Grouping Results

If you want to condense your results to, say, one record per client, then you will need to "group" your results (not to be confused with filter groups) by client. This is useful for performing aggregate functions on all the results that were condensed into each record. Let's try grouping the results by client to get the sum of all account ages per client.

1. In the "Filters" section, press "Group By".
2. In the "Group By" section, set the category to "Account".
3. Set the field to "Client".

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4. In the "Display Fields" section, press "Add Item".
5. Set the category to "Account".
6. Set the field to "Client Short Name".
7. On the "Account Age (Days)" item in the same section, change the aggregate to "Sum".
8. Delete the "Account Number" field in the "Display Fields" section by pressing the red "X" button on the far right (now we're looking at clients instead of accounts)
9. Press "Preview".

Now the results should be condensed to one row per client, and the "Account Age (Days)" column should display a sum of all account ages in each client.

Group Filters

You can also add a layer of filters that apply *after* the results are grouped. This is especially useful if you want to filter based on an aggregated result from a group, like the summed account age we added in the previous example. Let's add a group filter.

1. In the "Group By" section, press "Add Group Filter".
2. In the "Group Filters" section, set the category to "Account".
3. Set the field to "Age (Days)".
4. Set the aggregate to "Sum".
5. Set the operator to "Less Than".
6. Set the search term to "1000".
7. Press "Preview".

Now you should only see clients with a summed account age of less than one-thousand. Note, the filter groups that we used in the "Filters" section may also be used in the "Group Filters" section.

Rearranging Display Fields
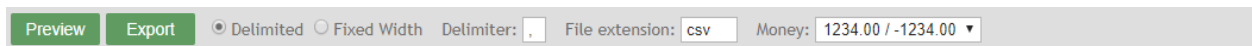
Let's rearrange the display fields. There is a dotted handle on the left side of each item in the "Display Fields" section that is used for rearranging.

1. In the "Display Fields" section, press and hold the handle on the "Client Short Name" field.
2. Drag upward until it swaps places with the "Age (Days)" field.
3. Press Preview.

Now the order of the columns in the results should be "Account Number", "Account Age (Days)", and finally "Account Client Short Name". Fields in the "Sort" and "Footer" sections may also be rearranged this way.

Exporting

You may have noticed that the results preview shows only the first thousand records. If you want all of the results, you can export the results as a spreadsheet file (.csv).
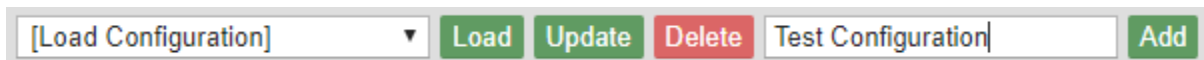
1. Press "Export".
2. Use the "Save As" dialog to save the file to the directory of your choice.

Now the results should be saved to your hard drive as a spreadsheet file. There are more options to the right of the "Export" button for advanced users to customize the export. However, changing these settings is not recommended for most users.

Saving a Configuration
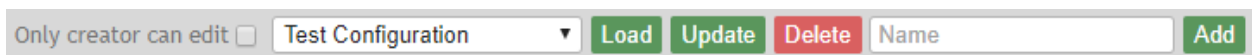
Saving the report will allow you and other users to run the same report again without having to re-create it.

1. In the textbox on the top-right of the Report Builder, type a name of your choice.
2. Press "Add".

You should see a popup dialog that says, "Configuration added successfully." You should also see the configuration's name in the dropdown box to the left.

The three buttons in the middle are used to manage existing saved configurations. The "Load" button loads the configuration that is selected in the dropdown box. "Update" saves to the configuration selected in the dropdown box. "Delete" removes the selected configuration from the dropdown box.

After loading a configuration you may select the check box next to **Only creator can edit** to disable the editing for other users.

Administrators > Company / CC Settings

The company and credit card settings allow administrators to update company information as well as current payment and billing information. An agency can also review the current balance on their account, view a billing history, and see when their next payment is due.

Changing Company Name and Address

1. Click **Settings → Administrators → Company / CC Settings**.
2. On the left side of the screen make any changes to the company name, address, and contact information, as well as the time zone.
   - The email address is where receipts of payment are sent.
3. Click **Update Info**.
   - If you changed the company name, the name will update at the next login.

Web-Service API Settings

SimplicityCollect can communicate in a system-to-system fashion with other 3rd party or custom software systems. This is done via an API interface that can be enabled or disabled. The Web-Service API settings allows an administrator the ability to turn on/off the API functionality. Once enabled, the generated API token is what you would provide to your developer in order to gain access to the API. The API portal is viewable at: https://app.simplicitycollect.com/API

1. Click **Settings → Administrators → Company / CC Settings**.
2. Check the box that says **Enabled.**
3. Use the generated API Token.

Company Settings

Account Linking: This provides the option to **"Soft-Link" on Matching Debtor SSN**. This means that if two accounts have an individual with the same SSN (not necessarily the same name, only matching SSN) a blue hyperlink will appear like normal "Linked" accounts.

Use current user's email as from/reply to address: Enable this to add a **Reply To** on any email generated from the system. The **Reply To** field within the email that is sent to the debtor will show the

email address of whichever user generated the email. If SMTP is enabled, it will show the user's email address in the **From** field.

Email Server: This allows you to **Use own SMTP server for sending emails.** When checked, more options will appear for your email server. This includes the ability to test the settings afterward. This functionality affects any areas of the software where you can send an email to an account, such as sending out automated payment reminders or generating/emailing a letter.

Enterprise Debtor Portal: For an extra monthly fee, you can enable the **Enterprise** version of the **Debtor Payment Portal.** The average portal allows debtors to make one-time payments to your company, but this provides additional options including, but not limited to:

- Unique pay-off scales
- Option for debtor to set up a payment plan
- Provide you with new contact information and more

Enterprise Debtor Portal Primary Address Update: When enabled and using Enterprise Debtor Portal, the addresses entered through the portal will be updated as the primary address.

Save Generated Files to Doc Folder: Enabling this function will save all DocGen letters and Notifications that are generated through the debtor screen to the Doc Folder tab. *Note: This feature does not include DocGen letters and Notifications that are generated through the Bulk Account Manager.*

Allow Encryption of PDF Files: PDF files that are emailed through the Claim Details screen will be sent encrypted.

Payment Plan Frequency: selecting this will default the payment plan to monthly.

Assign Account to the Creator of the Payment Plan: whichever user creates the payment plan will then be assigned the account.

Action Code Notation: Enabling this will add a note to the account when an action code is added or removed.

Next Work Date Notation: Enabling this will add a note to the account when a Next Work Date is added or removed.

Copy Client to Creditor for New Clients: When enabled, all new accounts will automatically populate with a creditor name that matches the client name.

Client Name in Reports: Enabling this will display the full client name in Quick Reports rather than just the short name.

Showing Linked Accounts: When enabled, a list of linked accounts will show on the Claim Details screen and/or the Financial Screen without having to click to expand the list.

Company Settings

- ☐ 'Soft-Link' accounts on Matching Debtor SSN
- ☑ Use current user's email as from/reply to address
    - ☐ Use account collector's email instead
- ☐ Use own SMTP server for sending emails
- ☑ Enable Enterprise Debtor Portal
    - ☑ Set debtor entered address as primary
- ☐ Save Generated Files to Doc Folder
- ☐ Allow encryption of PDF files
- ☐ Set Payment Plan Frequency Default to Monthly
- ☐ Assign account to the creator of the payment plan
- ☑ Add account note when adding/removing action codes
- ☑ Add account note when updating next work date
- ☑ Add copy client to creditor for new clients
- ☐ Show client full name in quick reports

Show linked debtors section as expanded by default on:
- ☐ Claim Details
- ☐ Financials

Adding Payment Information

1. Log into your SimplicityCollect account with a user that has admin privileges.
2. Go to **Settings** → **Administrators** → **Company / CC Settings**
3. Click on the blue plus icon to add a new Credit/Debit Card.

Current Balance Due: $86.74
Payment Option:
◉ Credit Card ○ ACH ○ Check
-Select Credit Card- ▾ ➕ ✏ ✖
Make Payment Now: MAINTENANCE FEE ▾ $86.74 Submit

4. Enter your Credit card info and billing address, and click Submit.   It is important to note that the address entered on the credit card screen MUST be the same billing address that is tied to the credit card you entered.

Add New Credit Card

Credit Card Description:	[_____]

Credit Card Number:	[_____]
Expiration Month/Year:	[01 ▾] / [2020 ▾]
Card Verification (CVV):	[_____]

Billing Name First/Last:	[_____] [_____]
Billing Company Name:	[_____]
Billing Address:	[_____]
Billing City/State/Zip/Country:	[_____] [____] [_____] [United States ▾]
Phone:	[_____]

[Submit] [Cancel]

5. If the card validates successfully, it will appear in the drop-down list, and automatically be selected. You may have more than one card on file, however, only the card currently selected from the drop-down list will be charged.

Payment Option: ⦿ Credit Card ○ Check
My Visa (9999) [▾] ✚ ✏ ✖

6. As a last step, you will want to verify your company email address, as this is where receipts will be sent. After making any changes, please click the "Update Info" button.

7. If you want to pay by check, click on the circle next to **Check** and send a check to the address listed. When paying by check, make sure the payment will be received before the payment due date to avoid service interruption. Because the Simplicity billing process is completely automated, and no accounting staff is employed, check payments are only accepted if they are pre-paid quarterly, semi-annually, or annually. We don't recommend trying to make monthly check payments, as any postal delays may cause your account to be temporarily disabled.

The **edit button** 🖊 can be used to edit credit card information, and the **delete button** ✖ can be used to delete credit card information. If you're having trouble with updating a card, try making a fresh slate by deleting the card from the list and re-creating it.
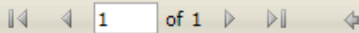
Payment History

You can review payment history in the section called Payment History as well as obtain a printer-friendly receipt.

Payment History

Date	Payment Type	Trans ID	Check #	Base Fee	User Fee	Skip Fee	SMS Fee	Amount
5/19/2013	MAINTENANCE FEE	5249931742		$0.00	$0.00	$0.00	$0.00	$79.00

Click on the printer icon 🖨 to view the receipt. This will pop up in a smaller window. From here, select the blue floppy disk icon to export to either Excel, PDF, or Word to print.

SeikoSoft LLC
1095 9th Street
Idaho Falls, ID 83404
Tel 1-866-791-0224

SEIKOSOFT

INVOICE 5249931742	5/19/2013

BILL TO	
Jessi Woodhouse Demo Account DB3 800-555-5555	test@test.test

DESCRIPTION	COST
MAINTENANCE FEE	79.00
TOTAL:	**79.00**
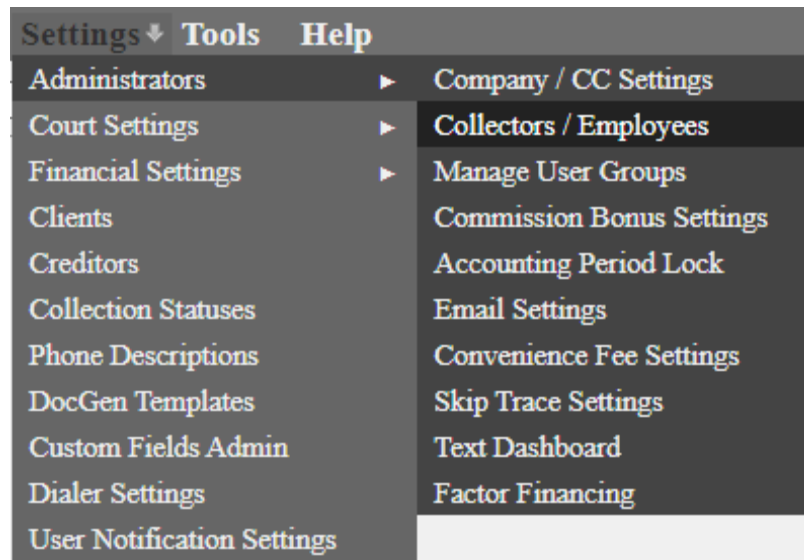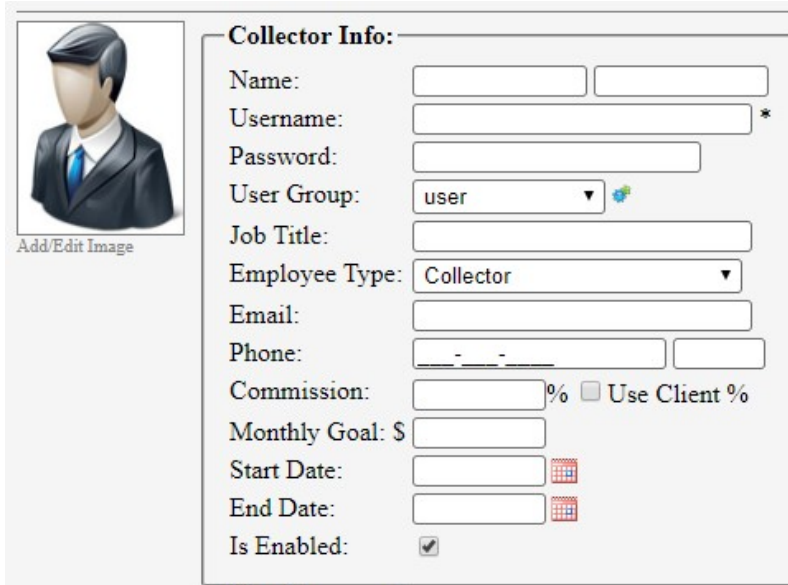
This section is for adding and managing user accounts. Employee settings can <u>only</u> be seen and adjusted by an administrator. A few things you can do with the Collector / Employee screen include:

- Adding and deleting employees
- Editing employees' usernames / passwords
- Changing access hours for employees
- Adjusting the user group for your employees
- Restricting employee access to only certain clients and accounts

Dashboard

The dashboard, located at the top of this screen, shows the number of current users, the user fee, and the total monthly fee that will be due on the next invoice. Monthly invoices can be viewed by going to Settings → Administrators → Company/CC Settings.

Add a New Employee

1. Click **Settings → Administrators → Collectors / Employees**

2. On the right side of the screen is the box to enter the new employee's information. Enter their first and last name.

3. Create a **username** and **password**. (Provide this to the employee.)

Requirements:

- Password must be at least 8 characters long.
- Password must contain at least one number.
- Password must contain at least one symbol.
- Password must contain a mix of lower and upper case letters.
- Password must have number mixed, not simply at beginning or end.

Password Security: The system will force users to change their passwords as a security precaution. The system defaults to every 90 days, but this can be changed by updating the Company-Wide User Settings found on the left-hand side of the screen. Passwords cannot be any one of the last 3 passwords used.

4. Choose which **User Group** the employee belongs to from the list. More on modifying groups will be discussed in the next section.

5. Choose the Employee Type:
   a. Collector
   b. Sales
   c. Admin

d. Non-Collector – This type of user will not have all options available as the other employee types such as:
   i. Allowing reminders to be assigned to them.
   ii. Allowing them to edit custom fields data.

6. Enter as much of the employee's remaining information as possible.

7. The **Commission Rate** defines the collector's commission percent on accounts assigned to them out of the commission rate of the agency.

   a. For example, if a debtor payment of $1000 is received and the agency receives a 30% commission on that account as defined under **Financials → Settings / Judgment → Client Commission Rate**, the agency receives $300. Additionally, if the collector's commission rate is 60% as defined on **Settings → Administrators → Collectors / Employees**, the collector receives $180 in commission.
   b. When **Use Client %** is enabled, the system will then use the client commission amount entered in the client settings screen. When no amount is entered then the commission will revert to the amount entered on the Collector/Employees screen.

8. The **Goal** defines a value you would like your collector to reach each month, and is reflected in reports like **Reports → Quick Reports → Financial Dashboard Report**.

9. Make sure the **Is Enabled** box is checked. This means the collector can sign in to their account once it is saved to the database. If you ever need to disable an account or restrict access immediately, you can uncheck this box to prevent the collector from signing in.
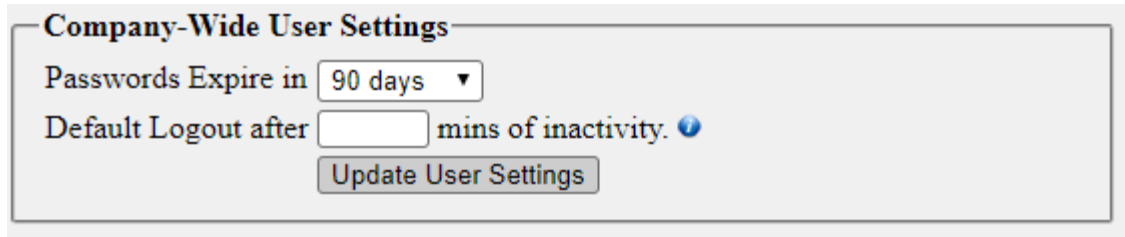
Access Hours

10. You can limit the hours which a collector can access an account by putting a check in the box next to "Limit Access to hours between:" and specifying the hours and time zone. You can also block access from weekends (Saturday and Sunday) by checking the box next to "Block Access on Weekends."

11. You can also set the collector's account to automatically log out after a certain amount of inactivity. This is helpful in case the collector forgets to log out or lock their computer when they step away from the desk, so no other individuals can access your data from their computer. Adding a default logout time at a company-wide level can be done on the left-hand side of the

screen. If a time limit is set at a user level this will override the company-wide setting located on the left-hand side of the screen.
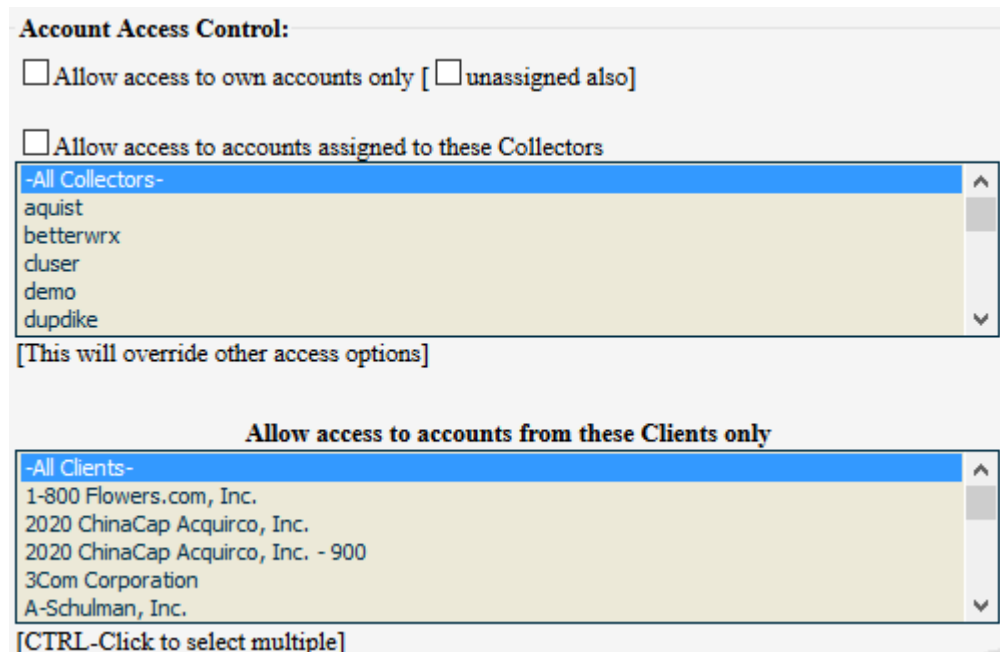
Account Access Control

12. The **Account Access Control** section allows you to control account access by employees. Checking the box next to "**Allow access to own accounts only**" will restrict the accounts that this user can open to only accounts assigned to that employee. Checking the box next to "**unassigned also**" will allow the employee to also see all unassigned accounts.

13. The "**Allow access to accounts assigned to these Collectors**" is for supervisors that need to keep in touch with what their collectors are working on. They can be assigned certain collectors' queues, in addition to their own accounts. This will override other access options, meaning any client restrictions (discussed next) will not take affect if this box is checked.

14. The client list box allows you to restrict accounts for an employee to only certain clients. Multiple clients may be selected by holding down the control key (CRTL) and clicking on each client you wish to grant access for. By default, an employee is able to see all accounts in

Simplicity unless restrictions are made via this "Account Access Control" section.

15. The **IP Address Access Control** gives you the power to allow access to this collector's account from only the listed IP Addresses you provide. For example, if your internet service provider has set up your office to be under one static (unchanging) IP Address, that IP can be entered here for all your collectors. Should they try to login from another location like from home, they will receive an error message and the login will fail.

   a. Type the IP Address in the boxes provided
   b. Click the **>>** arrows to add it to the list on the right.
   c. New addresses can be added; there is no limit to the number of addresses you can have.
   d. To remove an IP Address, select it from the list and click the **<<** to remove it.

16. The **Group IP Access** area will display any IP restrictions set in **Settings → Administrators → Manage User Groups.**

17. Once you have entered all information click **Insert New Employee** at the bottom.

Edit Existing Employees

1. Click **Settings → Administrators → Collectors / Employees**
2. Click the employee's name from the list on the left.
3. Edit the information that appears on the right.
4. Click on **Update** at the bottom.

Delete an Employee

1. Click **Settings → Administrators → Collectors / Employees**
2. Click the employee's name from the list on the left.
3. Click on **Delete** at the bottom of the screen.
4. A box will display confirming that you want to delete the employee.
5. Click **OK.**

User Queues

Assigning an account to a queue allows work to be further organized and can be used rather than or in addition to assigning them to a specific user.

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1. Click **Settings → Administrators → Collectors / Employees**
2. Click the cog icon to the right of User Queues: ✿
3. Enter a name in the blank field, and click "Add New"

Queues

ghjkgh

Queue 1	Add New

Queues 4. Select the Queue you would like to add collectors to

Queues

ghjkgh
Queue 1

Queue Information:

Save Delete

Queue Name: Queue 1

Collectors:

aquist
betterwrx
cluser
dupdike
grahbryc
Morpheus
mseibel
Neo
nseeley
pdc4u
rollyt
Simptest
spitfire
tom

Add >>

<< Remove

Has Access:

demo
Jwood
testaccount
testuser

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	Add New

5. Select the appropriate users from the Collectors: box
6. Click "Add >>" for each to add them to the "Has Access:" list.
7. One the correct permissions are set, click "Save"

*As an alternative to deleting an employee, you may choose to disable the employee by un-checking the box next to "Is Enabled," then clicking **Update**. This locks a user out of the system but does NOT delete the user.*

Is Enabled: ☐

Resetting Passwords

1. Click **Setting → Administrators → Collectors / Employees**
2. Click the employee's name from the list on the left.
3. Enter a new password for the user.

Password: [   ] [Set]

4. Click **Set** to the right of the password box.
5. A box will pop up showing the password that was entered.
6. Click **OK**. (The password has been reset.)

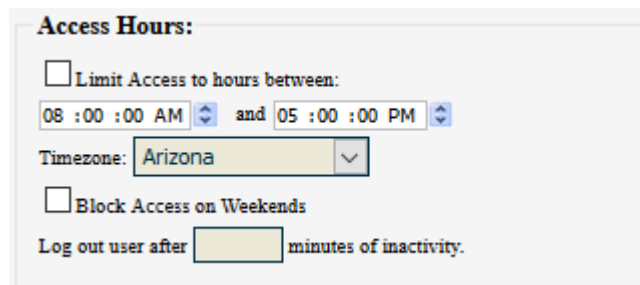Password Requirements:
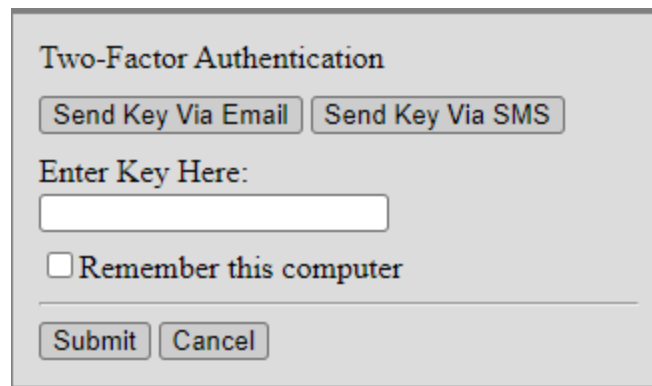
- Password must be at least 8 characters long.
- Password must contain at least one number.
- Password must contain at least one symbol.
- Password must contain a mix of lower and upper case letters.
- Password must have number mixed, not simply at beginning or end.
- Password cannot be any one of the last 3 passwords used

Users will be forced to change their password every 30, 60, 90, 180, or 360 days depending on the Company/CC Settings.

Additional Login Security Measures

Additional login options are available by contacting SimplicityCollect Help Desk which include:

- Two-Factor Authentication – Users will receive a prompt to enter a key after providing the pin, username, and password. Options for issuing a key to the user include:
    - o SMS/Text message: When enabled, if a cell phone number is provided on the Collectors/ Employees screen, the user will receive a text message with a key number and will have 3 minutes to enter it before it expires.
    - o Email: When enabled, the user will receive an email at the address provided on the Collectors/Employees screen with a key number and will have 3 minutes to enter it before it expires.
    - o Remember this Computer: When enabled, Two-Factor Authentication will only be required every so many days specified. For example, you may choose to have users only require entering the key every 30 days instead of each time they login.

- Login Failed Attempts – Users can be locked out of the system if they fail to login with the correct username and password. Options for lock out include:
    - o Setting a maximum number of login attempts allowed before system lock out.
    - o Setting the number of minutes allotted for login attempts allowed before system lock out.
    - o Setting the number of minutes for lock out.
    - o Administrators may re-enable login ability for the user by clicking on the user profile and clicking the **Unlock** icon located under **Collector Info**.

Collector Info:

Name:	User	
Username:	User	
Password:		Set
User Group:	user ▾	
Job Title:		
Employee Type:	Collector ▾	
Email:		
Phone:	___-___-____	
Commission:		% ☐ Use Client %
Monthly Goal: $		
Start Date:		🗓
End Date:		🗓
Is Enabled:	☑	
Locked out:	Unlock	
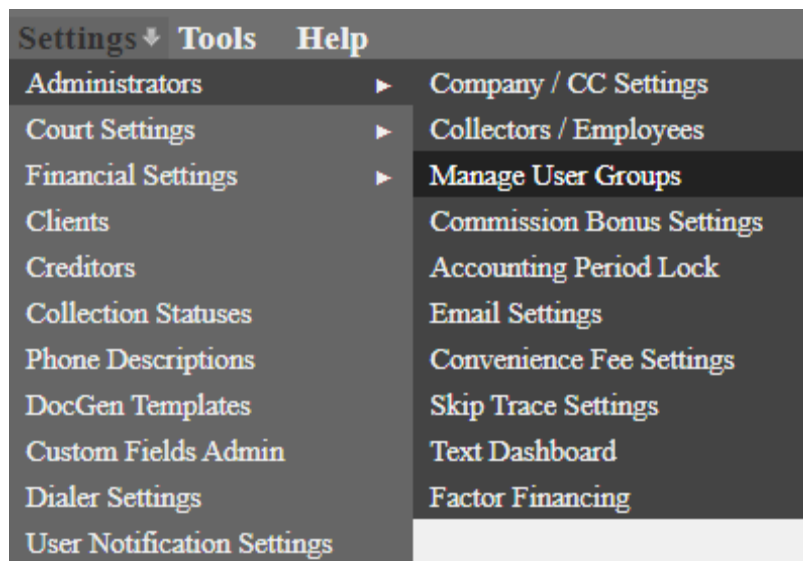
Click **Settings → Administrators → Manage User Groups**.

On this screen, you will see a list of available groups, the option to configure these groups, and the option to "Add New Group."
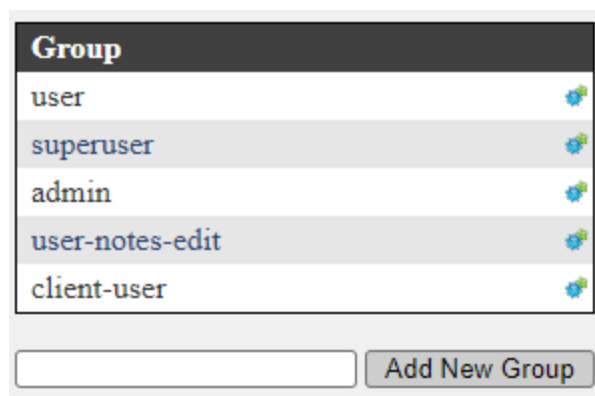
The most basic types of User Groups are: Admin, Superuser and User.
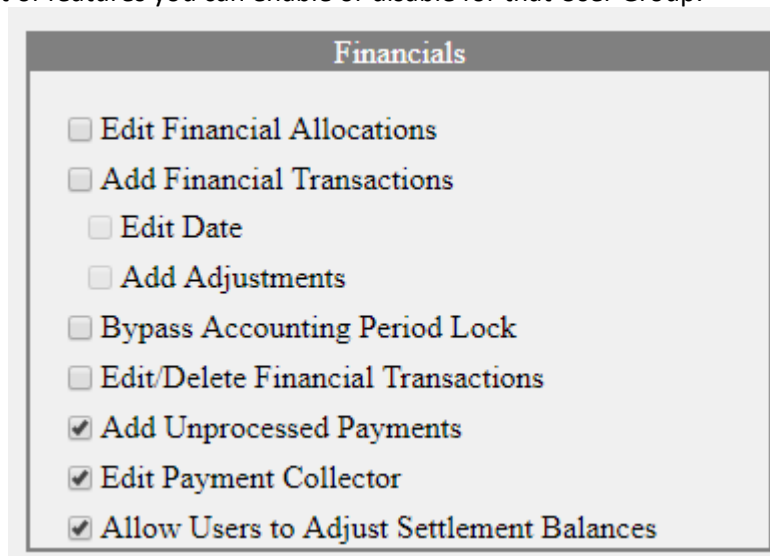
- Admins by default will have access to everything in SimplicityCollect.
  - All their User Group privileges on **Manage User Groups** are enabled.
  - Access to the **Settings → Administrators** section of Simplicity.
- Superusers by default have access to most, but not everything that an admin does. They are typically used for supervisor accounts that will have majority of control in the system.
- Users are the most basic type of account in Simplicity, primarily used for collectors. By default, they have limited access to the system.

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There are two other User Group types that are not used very often but can be helpful: user-notes-edit and client-user.

- **User-notes-edit** functions as an extra User type of group that you can customize for your staff.
- Client-user functions as a user in Simplicity for a Client to log in to. They can be restricted to see only accounts assigned to their Client Name, but are still able to post payments, notes, and the like.

Editing a User Group
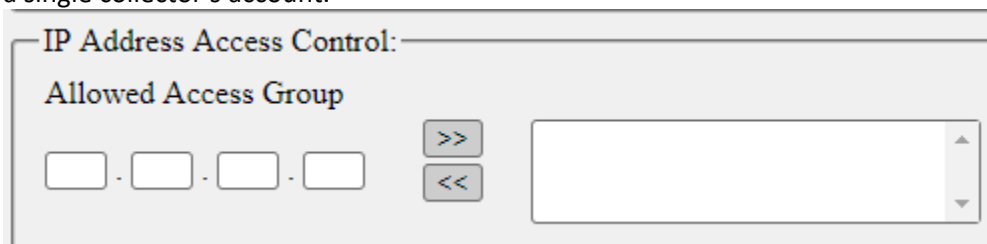
1. Click **Settings → Administrators → Manage User Groups**.
2. Find the group you want to edit and click on the Configure Group ✦ icon to the right.
3. Information will appear on the right side of the screen. You will see the "Group Name" along with the list of features you can enable or disable for that User Group:

Financials

- ☐ Edit Financial Allocations
- ☐ Add Financial Transactions
  - ☐ Edit Date
  - ☐ Add Adjustments
- ☐ Bypass Accounting Period Lock
- ☐ Edit/Delete Financial Transactions
- ☑ Add Unprocessed Payments
- ☑ Edit Payment Collector
- ☑ Allow Users to Adjust Settlement Balances

4. Select or de-select checkboxes based on what information you want your employees to have access to.
5. You have the option to also set **IP Address Access Control** across an entire group, as opposed to a single collector's account.

IP Address Access Control:
Allowed Access Group
☐.☐.☐.☐ >> <<

6. Click the button "Save Group Rights" to save your changes.
7. Manage which user groups can view and edit custom reports. Custom Reports can be viewed after they have been added using the Report Builder tool.

Custom Reports:

Custom reports are viewed on the Custom Reports page under Reports and edited through the Report Builder under Reports.

ABC Client ☑ View ☐ Edit

[Save Custom Report Rights]

---

8. Have your employees sign out and sign back into Simplicity for changes to take effect.

💡 *User Group settings apply to all the users that belong to that user group. If you allow access to one employee who belongs to the "User" user group, all other employees with the "User" user group will have that access.*

Deleting a User Group

1. Click **Settings → Administrators → Manage User Groups**.
2. Find the group you want to delete and click on the Configure Group 🔧 icon to the right.
3. Click on the button "Delete Group." Only custom-made User Groups can be deleted. The original User Groups are programmed to always be there and will not have a "Delete Group" button available.
4. A message saying "Are you sure you want to delete this User Group?" will appear. Click "OK" to continue.

💡 *If employees are assigned to a User Group that is deleted, they will be reassigned to the "User" type User Group automatically.*
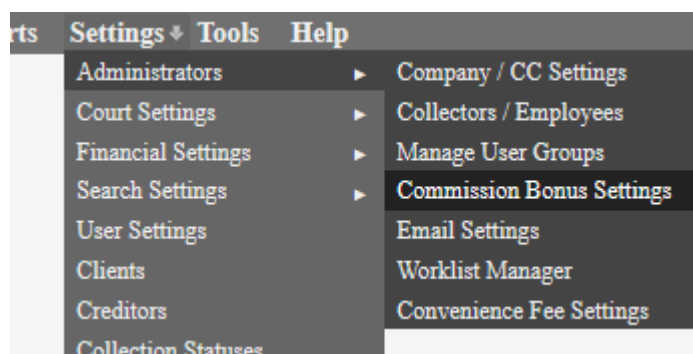
In addition to setting up a commission rate for your collectors under **Settings → Administrators → Collectors / Employees**, you can also give them a bonus for meeting certain monetary goals.

Adding a Bonus

To start, simply type in the **Commission Requirement** that will trigger the bonus amount. In this example, once a collector has received $4000 in commissions they will get an additional $100.

To view commissions for a given month, we have several options in **Reports → Quick Reports**. For example, select the **Collector Performance** report; there will be a column for **Commission** earned during the timeframe selected, and a column for their **Bonus** gained on top of that.

This report will ONLY show bonuses gained at the end of the month. Make sure to set the date range to run through the end of the month, or for the last month. This is due to how the report was programmed for the agency who requested it to be built.
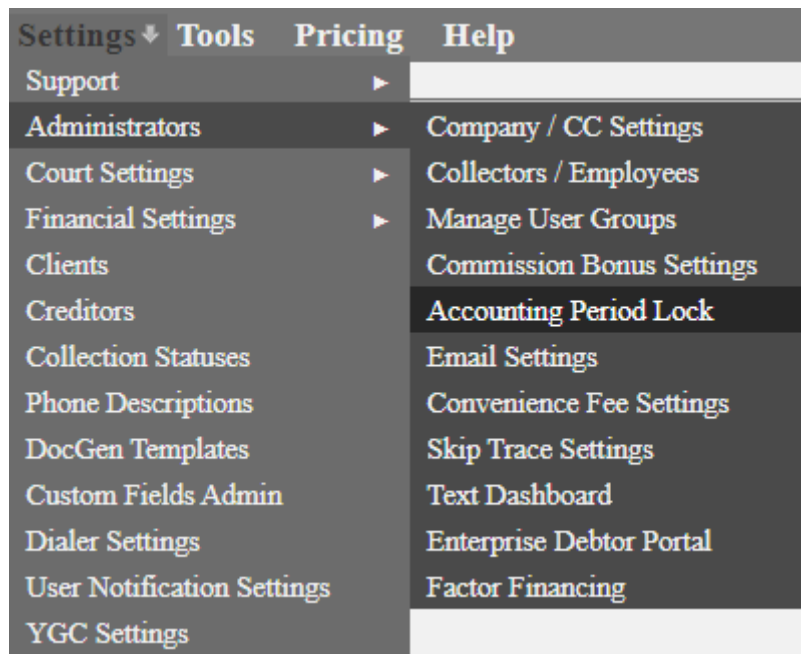
The **Accounting Period Lock** option is to prevent users from entering payments with a date occurring before the specified date chosen on this screen. If a user attempts to enter a date occurring before the lock date they will receive the following error:
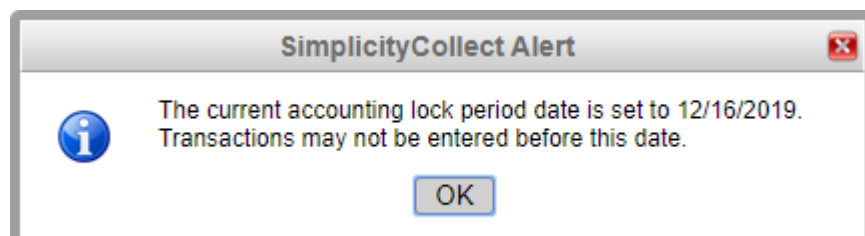
To set the lock date, type the date in m/dd/yy or choose the date by clicking on the calendar icon then click on **Set New Lock Date**. When updating the lock date simply repeat this step. If you would like to remove the lock date click on **Remove Lock Date**.

Administrators can choose which user groups can bypass this lock date by going to **Settings > Administrators > Manage User Groups**. Click on the sprocket icon next to the user group and then check the box next to Bypass Accounting Period Lock.
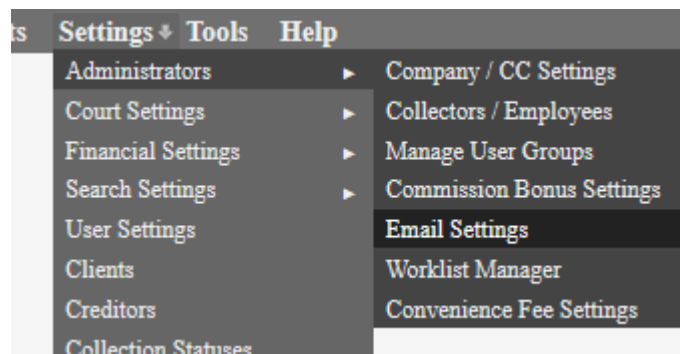
Whenever you send an email to a debtor, such as a generated document or payment plan reminder, your email will include the email signature located in **Settings → Administrators → Email Settings**.

This can be edited at any time to include alternate and/or additional information. You can quickly erase everything and start from scratch if you click the "Clear" button.

If any changes are made, click the "Update" button to save over the previous email signature.

If you decide you want to return to the original text, click the "Reset to Default" button.

Other email settings include:

- Adding one or multiple carbon copy (CC) email addresses separated by commas
- Bounced Email Tools
    - Generate a list of email addresses that have bounced and their current status in Simplicity (good, bad, unknown).
    - Update the bounced email addresses to a "Bad" status.

Settings ⬇	Tools	Pricing	Help
Administrators	▶		Company / CC Settings
Court Settings	▶		Collectors / Employees
Financial Settings	▶		Manage User Groups
Clients			Commission Bonus Settings
Creditors			Accounting Period Lock
Collection Statuses			Email Settings
Phone Descriptions			Convenience Fee Settings
DocGen Templates			Skip Trace Settings
Custom Fields Admin			Text Dashboard
Dialer Settings			Enterprise Debtor Portal
User Notification Settings			Factor Financing
YGC Settings			

Administrators can enable a prompt for convenience fees when processing payments or setting up payment plans on accounts.

Global Settings

☑ Enable Convenience Fees
   ⦿ Fixed Amount $ 9
   ○ Percent
   ☐ Fee Affects Balance

Checking **Enable Convenience Fees** will turn on the prompt with the default settings you provide here. This amount can be **Fixed** (a set dollar amount) or a **Percent** (a percent of the actual payment being posted). By default, these fees do not affect the balance of accounts, but are merely recorded as having occurred. If you check **Fee Affects Balance** they will instead reduce the total balance due like the actual payment does.

☑ Enable Allocation Override
   ○ Fixed Amount
   ⦿ Percent
   Amount to Disburse: 9.00

Attorney	Advanced	Agency	Client
0.00 %	0.00 %	100.00 %	0.00 %

Marking **Enable Allocation Override** allows you to determine how the convenience fee should be allocated, regardless of the individual account settings. This can be based off of a **Fixed Amount** or a **Percent.**

To see how this affects individual accounts when posting a payment or setting up a payment plan, see the earlier section regarding the **Account** and **Financials** screens.

Disable for States:

		G	AB	AH	AK	AL	AR	AS
AZ	BC	BJ	CA	CE	CO	CQ	CS
CT	DC	DE	ES	FJ	FL	G	GA
GD	GS	GU	GX	GZ	HA	HB	HE
HI	HK	HL	HN	IA	ID	IL	IN
JL	JS	JX	KS	KY	LA	LN	LP
LS	MA	MB	MC	MD	ME	MH	MI
MN	MO	MS	MT	MU	N	NB	NC
ND	NE	NF	NH	NJ	NM	NR	NS
NT	NV	NW	NX	NY	OH	OK	ON
OR	PA	PE	PR	PW	QC	QH	RI
SC	SD	SE	SH	SK	SN	SO	SW
SX	T	TJ	TN	TW	TX	UT	VA
VI	VT	WA	WE	WI	WV	WY	XJ
XZ	YN	YT	ZJ				

Disable for States allows you to mark individual states where convenience fees may be prohibited on collection accounts. When an individual state is marked, convenience fee settings will be disabled for accounts with addresses containing the chosen state(s).

Administrators > Skip Trace Settings

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How to Enable Skip Trace:

1. Click to begin the process of enabling skip trace **Skip Status: Disabled** [Enable]

2. Check "I accept the terms and conditions" and then "Continue"

3. Here you will see the legal portion. Check the applicable checkboxes. If "No Permissible Purpose" is checked Skip tracing will not be enabled.

4. Enter your first name, last name and a valid email address to send the signature and click "Save and Send Signature"
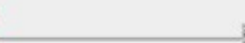
5. You will receive an email for "Simplicity Authorization Request"

6. Click "Sign Now" in the email and you will be brought to this page:

7. Enter your signature and click "Send Signature"

8. Back in Simplicity you will notice a status at the top of the skip trace settings that says Waiting for Signature.

9. At the bottom of the page there is a button to "Check for Signature". Simplicity will automatically check for a signature over the course of 24 hours, but you may use this button to have the signature checked immediately.

10. After retrieving a successful signature, the page status will update to show "Enabled" and skip tracing can now be used

Skip Status: **Enabled** [Disable]

Skip Trace Settings:

- The notification email will inform you of any errors and give payment notices

Notification Email: [   ]

- Select the services you would like to utilize:

Services:

☑ Phone ☐ Address ☑ Deceased ☑ Bankruptcy ☐ Email ☐ Relative

Skip Trace Phones:

- All phone numbers in the stock Simplicity fields will be sent to LocateSmarter. If a number that is sent matches the skip traced number, then no results will be returned and there will be no charge for the matching phone numbers. Each account may return up to 5 phone numbers and your account will be charged per account that received one or more successful hits.

- These options determine the type of phone number returned by the skip trace:

  ○ Land - (Returns the single best landline number known for the debtor)

  ● Cell - (Returns the single best cell number known for the debtor)

  ○ Either - (Returns the single best cell or landline number known for the debtor)

- **Skipped Phone Description** allows you to set the default phone description for incoming skipped phone numbers:

Skipped Phone Description: [LOCATE SMARTER ▼]

Skip Trace Address:

- All addresses in the stock Simplicity fields will be sent to LocateSmarter. If a sent address matches the skip traced address, no results will be returned, and there will be no charge for the individual inquiry.

Skip Trace Deceased:

- The debtor's information (SSN, DOB, Etc.) is sent over to LocateSmarter, who then scrub the individual to look for any deceased records on file. If no result is returned, you will not be charged for the individual's inquiry.

Skip Trace Bankruptcy:

- The debtor's information (SSN, DOB, Etc.) is sent over to LocateSmarter, based on the options below, who then scrub the individual to look for any Bankruptcy records on file. If no result is returned, you will not be charged for the individual's inquiry.

```
Bankruptcy:
Default Product Offering:
 ◉ Bankruptcy - (Excludes dismissed bankruptcies)
 ○ Dismissed - (Includes dismissed bankruptcies)

Account Opened Date:
 ◉ Earliest  ○ Originated  ○ Account Entered  ○ Claim Received

 ⓘ Results will be returned as far back as the date in the selected field. If the field is left
 blank, results as far back as 15 years will be included.
```

Skip Trace Email:

- The debtor's information (SSN, DOB, Etc.) is sent over to LocateSmarter, who then scrub the individual to look for any email addresses associated with the sent debtor. Because there is no current deduplication process through LocateSmarter for the email product, meaning they do not compare the email addresses you may have on file to what they may be able to find, you may receive duplicate results.

Skip Trace Relatives:

- The debtor's information (SSN, DOB, Etc.) is sent over to LocateSmarter, who then scrub the individual to look for relatives associated with the sent debtor. If results are returned, relative information will be added in the debtor section of the Claim Details screen.

Pricing and Budget

Cost per skip: cost for each successful returned result.

Monthly Skip Budget: The limit for how many successful skip trace results can be run for your company per month. If a batch is created that could exceed the monthly budget set, the skip trace feature will temporarily suspend until either the next month or until the budget is increased.

Current Monthly Skip Spend: The amount spent on skip tracing for the month

Current Monthly Skip Paid: The amount paid on skip tracing for the month

Current Monthly Skip Balance: The Monthly Skip Spend – Monthly Skip Paid

Cost per skip:	$0.20
Monthly Skip Budget:	$ 5000.00 [Enter $0 for no skip budget]
Current Monthly Skip Spend:	$34.40
Current Monthly Skip Paid:	$0.00
Current Monthly Skip Balance:	$34.40

Using Skip Trace:

- Skip tracing can be enabled for debtors in two ways:
    1. On the claim details screen below the debtor's name there is a button to "Mark for Skip Trace". This will become disabled and say "Waiting for Skip Trace" after being sent. It will reset after Skip Tracing is processed.

- Before marking for skip trace, you may want to check the skip trace history. This can be done by clicking on the clock icon next to **Mark for Skip Trace.** Clicking on this icon will show the last date of when each type was skip traced as well as the user who marked the account.

- o Once you click **Mark for Skip Trace**, an additional option box will appear:

- o You can select one, or multiple options, and click "Submit".
- o At this point, you will receive a warning:

- o Click OK to finish the process of marking the account for Skip Tracing.

2. The second option is through the Bulk Account Manager tool

- o Check the box, and then click on the **Skip Tracing** label.
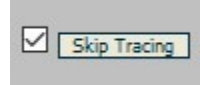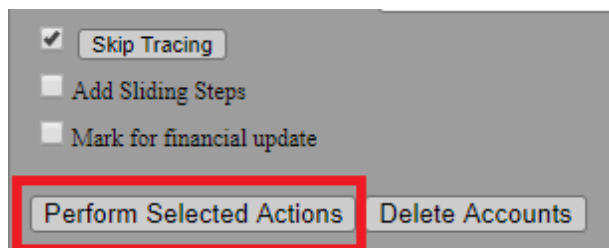
- o From here, check the options you would like and click **Submit.**

Skip Trace Options

- ☐ Address
- ☐ Bankruptcy
- ☐ Deceased
- ☐ Email
- ☐ Phone

Submit Cancel

- o You will receive the following message:

Are you sure you want to mark for skip tracing? Once marked the debtor(s) will be sent for skip tracing and successful hits will be charged.

OK Cancel

- o Click "OK", and then proceed to **Perform Selected Actions:**

✔ Skip Tracing
☐ Add Sliding Steps
☐ Mark for financial update

Perform Selected Actions Delete Accounts

Skip Trace History

After marking accounts for skip trace, you can then check the status of the sent batches by going back to the **Skip Trace Settings** screen. The history will show you a log of current and past skip tracing. **Sent** is the number of debtors that were sent to be skip traced and **Hits** refers to the number of successful hits returned.

- This Skip Trace history will default to the current month. Click on the **From** date or the calendar icon to select a different date.
- The history will also default to include all skip trace types and clients. Select from the drop down boxes to narrow down the results.
- **Group on Date** – When enabled, skip trace results are displayed grouping all batches by date and type. When disabled, each separate batch will display.

Process Date	Type	Sent	Hits	Status	Cost	Paid	Last Updated
11/14/2017	Phone	1	1	Processed	0.10	0.00	11/14/2017 07:37:35
10/25/2017	Phone	1	0	Processed	0.00	0.00	10/25/2017 03:00:01
10/24/2017	Phone	2	0	Processed	0.00	0.00	10/24/2017 07:52:41
10/24/2017	Address	3	1	Processed	0.10	0.00	10/24/2017 07:52:39
10/22/2017	Phone	27	5	Error	0.50	0.00	10/22/2017 09:50:33
10/08/2017	Phone	1	0	Processed	0.00	0.00	10/08/2017 04:09:20
		35	7		0.70	0.00	

- Clicking the number of **Sent** or **Hits** will show you the specific **Skip Trace Results**, with the option to view or Export to CSV:

Account Number	Debtor Name ⬇	Result Code	Phone Type	Phone	Result Vendor	Is Cell	Port Date
1112	Alenko, Kaiden	No New Results	Cell			False	
test 2016-00015	blow, joe	No New Results	Cell			False	
2016-1648	Bob, Billy	No New Results	Cell			False	
2016-99999	Doe, Addie	No New Results	Cell			False	
2016-1706	Doe, Ashley	No New Results	Cell			False	
2016-0408	Doe, Joe	No New Results	Cell			False	
2016-000158	Doe, John	No New Results	Cell			False	

- Skip Tracing is run every ninety (90) minutes in batches of 500 or less
- The life-cycle of a skip trace will start by showing as Pending -> Waiting –> Processing -> Processed. Waiting means that it has been sent to LocateSmarter.
- Skip Trace results can be downloaded to a spreadsheet by clicking on **Export to CSV** located to the top-right hand side of the Skip Trace Results.
- If a batch contains $50 worth of successful returned results the card on file will be processed immediately. Skip tracing will be disabled if not paid.
  - Batches under $50 will finish and the amount will be owed during the next monthly payment
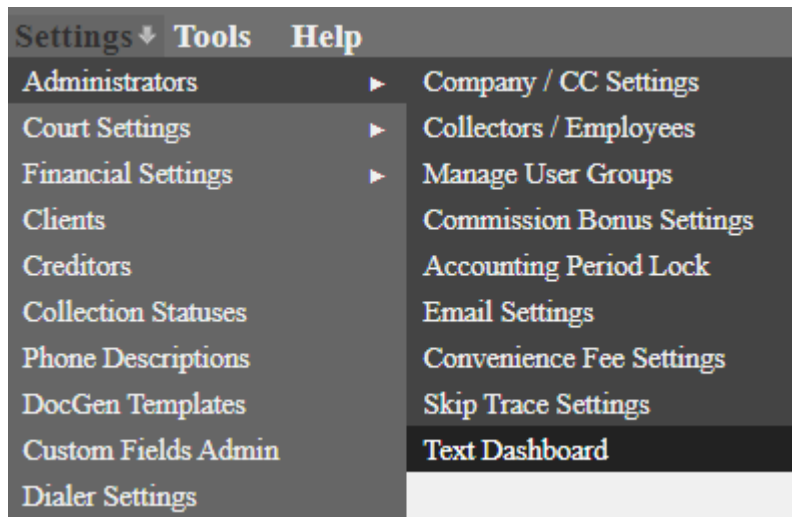
If you need to set up text messaging as an option for contacting your customers or debtors, you can sign up for a texting package with us and create your own custom templates. Here's how to get started.

Please note that this texting feature is for one-way communication at this time and does not allow debtors to send a text reply back to you.

Purchasing a Package and Setup

1. First, an Administrator needs to go to **Settings > Administrators > Text Dashboard.**

2. On this page, you can choose which package you'd like to enable in the **Select Your Package** section:

Standard – $49.00 / month – Up to 2,000 outbound message segments

Select – $99.00 / month – Up to 5,000 outbound message segments

Pro – $199.00 / month – Up to 12,000 outbound message segments

Enterprise – $359.00/ month – Up to 25,000 outbound message segments

Enterprise Select - $549.00 / month - Up to 50,000 outbound message segments

Enterprise Pro - $799.00 / month - Up to 75,000 outbound message segments

Enterprise Plus - $1,059.00 / month - Up to 100,000 outbound message segments

*Packages can be upgraded at any time, but please note that any unused segments that have already been purchased will be lost.

*Please notify us if you upgrade your package with existing pending text messages so that we can ensure they are sent.

3. You will be required to accept our terms and conditions before continuing.

4. In the **Send Signature Request** section, enter a 4 digit PIN number of your choice and an email address we can send a signature request to. Click the button to **Send** the request. A popup will appear stating: *Authorization Link sent successfully to yourname@email.com. Please check your email and use PIN _ _ _ _ to complete the signature process and enable the SMS services.*

5. Check your email for the message. It will be from Simplicity Authorization Services. Click the **Sign Now** button on the email.

6. Type in your PIN number or validation code you created in step #4 and click **Validate.**

7. Click and sign on the signature line underneath the statement: *I hereby authorize the above transaction(s).*

8. (optional) You can send a transaction report link to your email, or view/save the file using the **View Transaction Report** button.

9. Back on SimplicityCollect, a **Waiting for Signature** area will appear. You can click the **Check for Signature** button to refresh. Once a signature is received, the card on file is charged.

NOTE: *If the card does not have the appropriate funds available, you will receive an error: Unable to charge card to enable SMS.*

10. There will be an option to **Purchase a New Phone** in addition to any phone numbers provided as your package deal. NOTE: *Each phone number can send up to only 250 segments per day (1 segment is made up of 160 characters). If you anticipate on sending more than 250 segments per day then additional phone numbers should be purchased.*

11. There will also be a **SMS History** section to the right of this screen where you can view texts that have been sent. If any texts are pending or were sent unsuccessfully, they will be displayed here as well.

Court Settings > Process Servers

Process Servers may be managed by clicking on the **Settings** link from the top navigation bar and selecting **Court Settings → Process Servers** from the menu provided.

To add a new process server, enter the process server's name in the empty box provided and click the "Insert" button.

Process server names can be changed by clicking on the **Edit** button to the right of the process server you wish to change. Similarly, process servers can be deleted by clicking on the **Delete** button to the right of the process server you wish to delete.

Note: When you delete a process server, all accounts with that particular process server marked won't have a process server listed.

The names of the process servers entered in this screen will be listed in the process server drop-down boxes on the Simplicity Account Details tab.

Counties may be managed by clicking on the **Settings** link from the top navigation bar and selecting **Court Settings → Counties** from the menu provided.

Add a New County

To add a new county, enter the county information in the area on the right. Make sure to include as much information about each county as possible. Once you have completed filling in the information, click on the "Insert" button at the bottom. The county data elements entered can be used in your automatic document generation via the DocGen™ tool. (See our chapter on the DocGen for more information on this). Once a county is entered, it will appear in the county drop-down lists provided in the Simplicity Account Details tab.
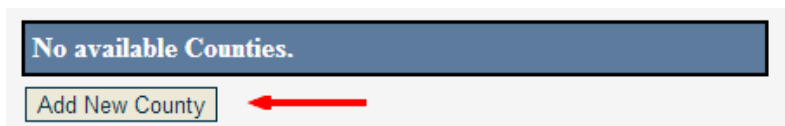
Edit Existing Counties

You can edit a county's information by clicking the county name on the left, clicking the edit button to the right, and modifying the information on the right. Once the information is modified, clicking on the "Update" button at the bottom will apply the changes.
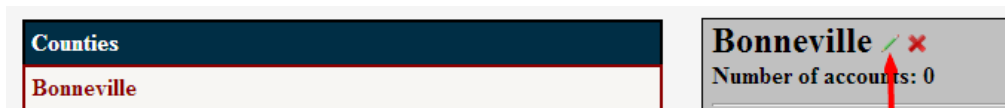
Delete Existing Counties

You can delete a client's information by clicking the client's name on the left, then clicking the delete button on the right.

Adding Courts

1. Once a county is added and selected, you can then add a court to it by clicking **Add New Court**.

2. Enter the necessary information and click **Submit.** This court can now be selected, **Updated** and/or **Deleted.**

Adding a Sheriff

Once you have a county, you can also add sheriff information to the right. Click **Update** when finished.

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NOTE: QuickBooks integration requires you to have knowledge of the QuickBooks application and some initial setup files and software to run correctly. The QuickBooks Integration tool is a convenience for our customers. Our support staff is NOT equipped to be QuickBooks experts and cannot field questions directly related to setting up, modifying, or supporting the QuickBooks application outside of the scope of this tool. It is recommended that you seek guidance from a QuickBooks consultant or accountant for any QuickBooks specific needs.

Prerequisites

In QuickBooks, make sure you have a Bank Account already set up. This is required before deposits can be automatically added to QuickBooks. We will go over the basics of setting one up, but if you want to skip these steps, move to **step 13.**

Note: If something isn't working, check back through **steps 1 - 12** to see if you did anything different from our examples.

Installation and Setup

Note: The following steps were created using QuickBooks Simple Start 2010 Free Edition. Screenshots may differ slightly based on the version you are using.
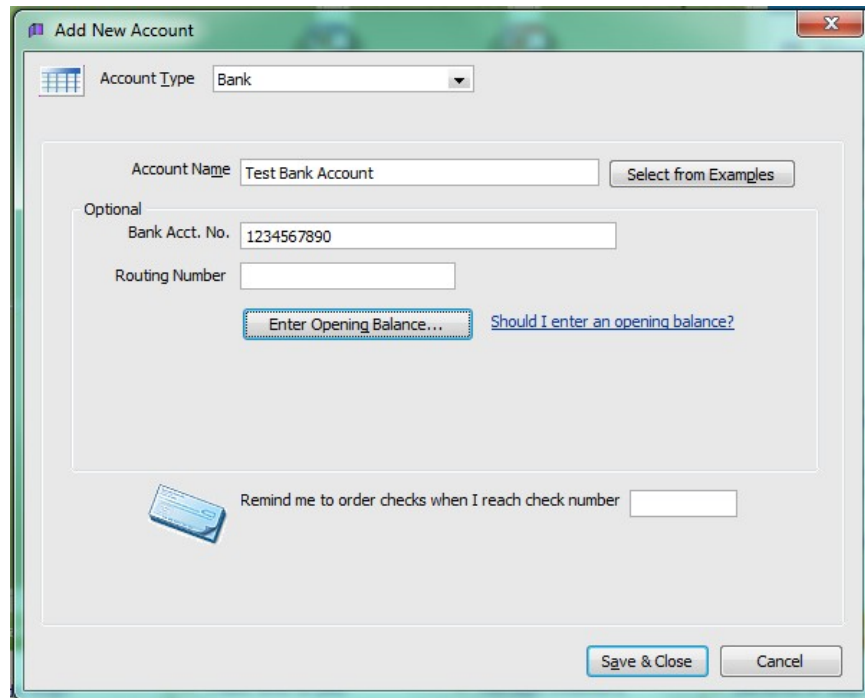
1. For the following steps, I have set up a "test" QuickBooks file, *Simplicity Test Account.* When first starting QuickBooks, your screen will look like:

2. Hovering over Bank Accounts, select "Register".   When the following pop up appears, click "Yes".
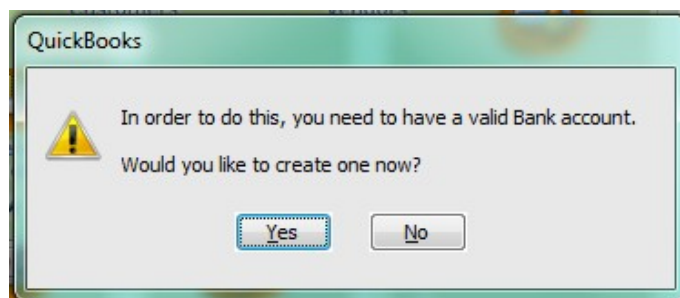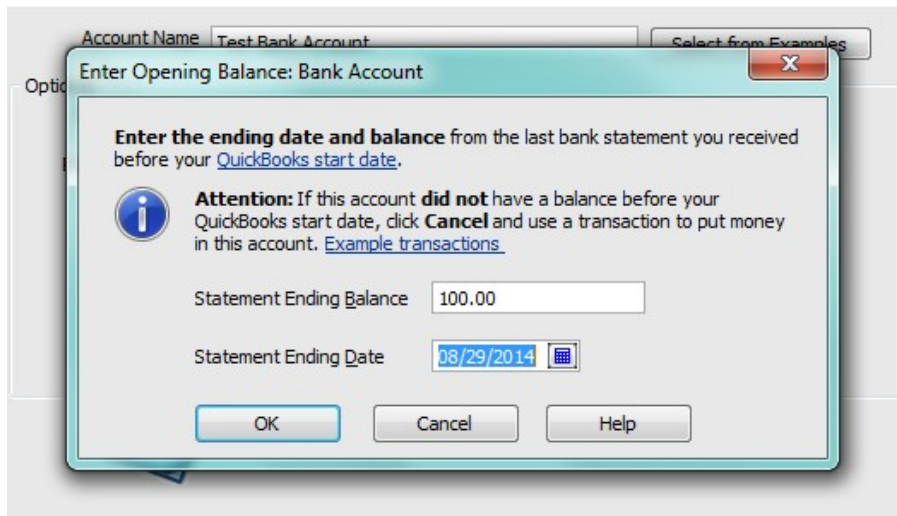
3. Add an Account Name and Bank Account Number, and then click on "Enter Opening Balance…"

4. The following pop up asks for a balance from your last statement. For this walkthrough, I entered an example of $100, with today's date. Click "OK".

1. The previous screen has now updated your information. Click "Save & Close".

2. This takes you to QuickBooks' Bank Register page, where you can view your starting balance (and any future deposits).

3. Going to Company > Lists > Chart of Accounts (or Ctrl+A) will bring up the following screen:

The Chart of Accounts is where you see the different Account Types available (in the Type column). Namely: Bank, Other Current Liability, Equity, Income, Expense, Other Income, Other Expense.

New "Accounts" and "Sub Accounts" can be added using the links on the bottom left.

4. When clicking "Create a new account" you are taken to the following screen:

Choose **one** account type and click Continue.

Categorize money your business earns or spends

○ Income
○ Expense

Or, track the value of your assets and liabilities

○ Fixed Asset (major purchases)
○ Bank
○ Loan
○ Credit Card
○ Equity

○ Other Account Types   <select>   ▼

Income Account

Categorizes money earned from normal business operations, such as:

• Product sales
• Service sales
• Discounts to customers

More…

Help me choose the right account type.   Continue   Cancel

5. For this example, I chose "Income". After making a selection, click the Continue button. On the next page, enter an Account Name, and click "Save & Close".

Account Type   Income   ▼

Account Name   Incoming Simplicity Payments   Select from Examples

Optional
Note   [   ]

Save & Close   Cancel

6. You now see the Account in the Chart of Accounts (for this example, "Incoming Simplicity Payments").

Chart of Accounts

Name	Type	Balance Total	Atta
◇ Test Bank Account	Bank	100.00	
◇ Payroll Liabilities	Other Current Liabi...	0.00	
◇ Opening Balance Equity	Equity	100.00	
◇ Owner's Capital	Equity	0.00	
◇ Retained Earnings	Equity		
◇ Discounts Given	Income		
◇ Incoming Simplicity Payments	Income		
◇ Sales	Income		
◇ Advertising and Promotions	Expense		
◇ Automobile Expense	Expense		

7. If you want to make a sub account, click the "Create a sub account" button. Because I had "Incoming Simplicity Payments" selected, it automatically anticipates this is the parent "Account".

    Input the Account Name as "Sample Sub Account" and selected "Save & Close".

8. Now you can see the sub account listed under the parent account. Both are of the Account Type "Income".

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9. Now that you have a working QuickBooks file, download and install the QuickBooks Web Connector. This tool can be found at http://marketplace.intuit.com/webconnector/

Below is how the program looks when first launched:
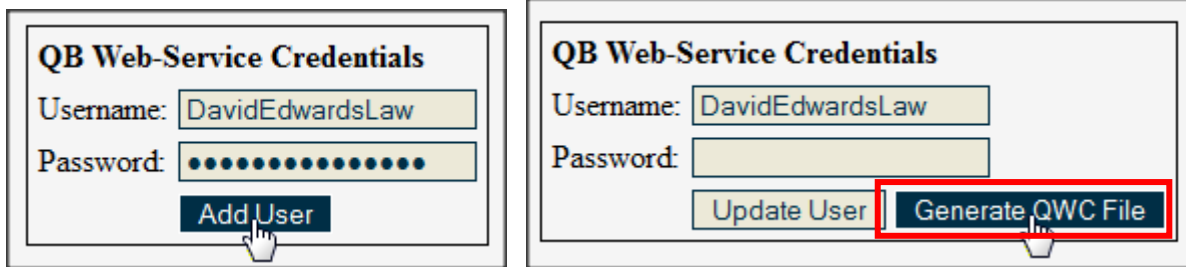
10. It now needs a QWC file type to connect with. Go to your Simplicity Account, then to **Settings→ Financial Settings → QuickBooks Admin.** Place a checkmark in the "QuickBooks Payment Feed Enabled".

The defaults are shown above as such. Client Maps To: "Account"; Debtor Maps To: "Client Sub-Account"; Account Type: "Other Current Liability"; Deposit to Bank Account: n/a.

11. In the QB Web-Service Credentials box, add a **Username** and **Password**. These will be used for the QuickBooks Web Connector only, so you can either a) use your Intuit login credentials or b) *make up* your own Username and Password. Then click the button **Generate QWC File**.

12. Once you click the "Generate QWC File" button, save the file in a known location on your computer.

13. Then on the QuickBooks Web Connector, click "Add an Application". Once the file is selected, click "Open".
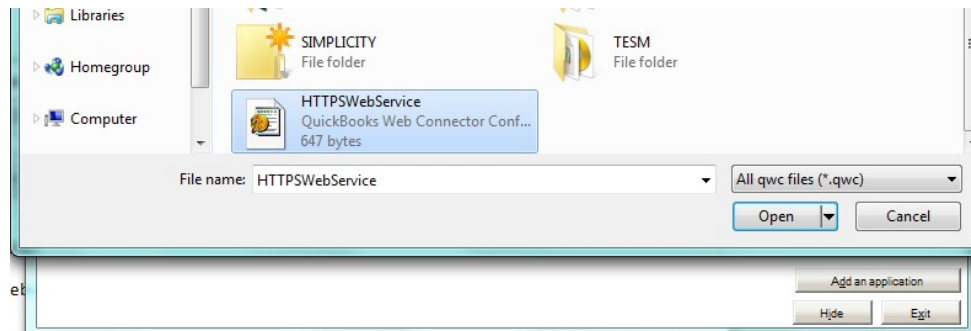
14. The following message will appear on the screen. Click "OK".

Authorize New Web Service

A web-based application is requesting access to QuickBooks data through the QuickBooks Web Connector.

Application Information
Name: **Simplicity QuickBooks WebService**
Service Host: app.simplicitycollect.com
Description: Simplicity Payments to QuickBooks Synchronization Service
Support URL: https://app.simplicitycollect.com/SimpQBWebService/SimpQBWebService.asmx?wsdl

Web Security Certificate Information
Name: **app.simplicitycollect.com**
Expires: 3/8/2016 1:21:45 PM
Issuer: RapidSSL CA

QuickBooks Solutions Marketplace
Search for information about this application on the
QuickBooks Solutions Marketplace

Access to QuickBooks may include reading and modifying sensitive QuickBooks data!

Be sure that you intended to grant this web application access to QuickBooks and that you trust the provider. When the Web Connector first accesses your QuickBooks Company file on behalf of this application you will be prompted for permission again by QuickBooks. Set permissions carefully, Intuit cannot control the data exchanged with QuickBooks beyond the permissions granted in that dialog.

Make sure QuickBooks is running and has the correct company file open, then

Click OK to grant this web service access to QuickBooks, otherwise click Cancel

OK   Cancel

15. QuickBooks will now prompt a similar message. When you switch to that open program, you will be presented with an Application Certificate:
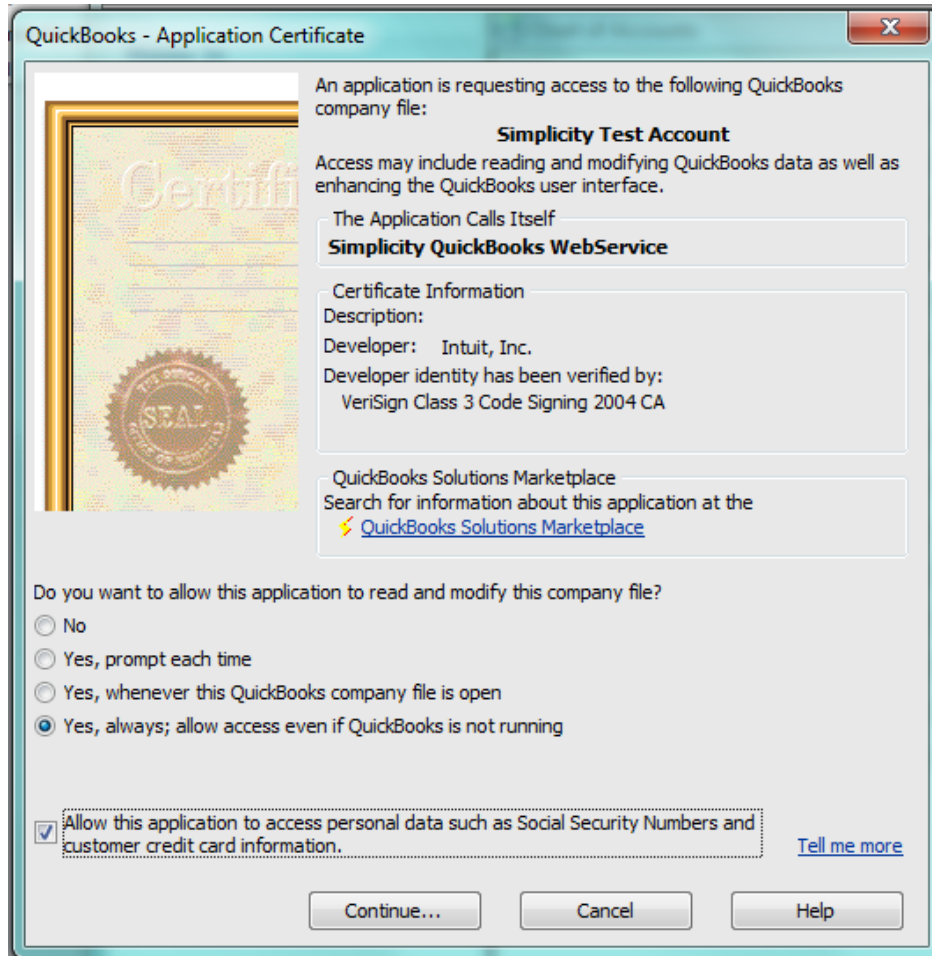
Choosing the options above, click "Continue…". To accept the permissions, click "Done".
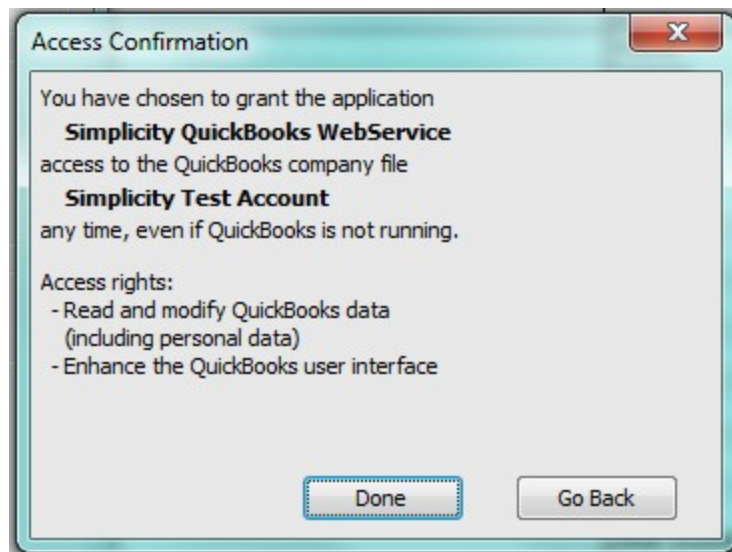
16. Switch back to the Web Connector program, and it updates to this screen:
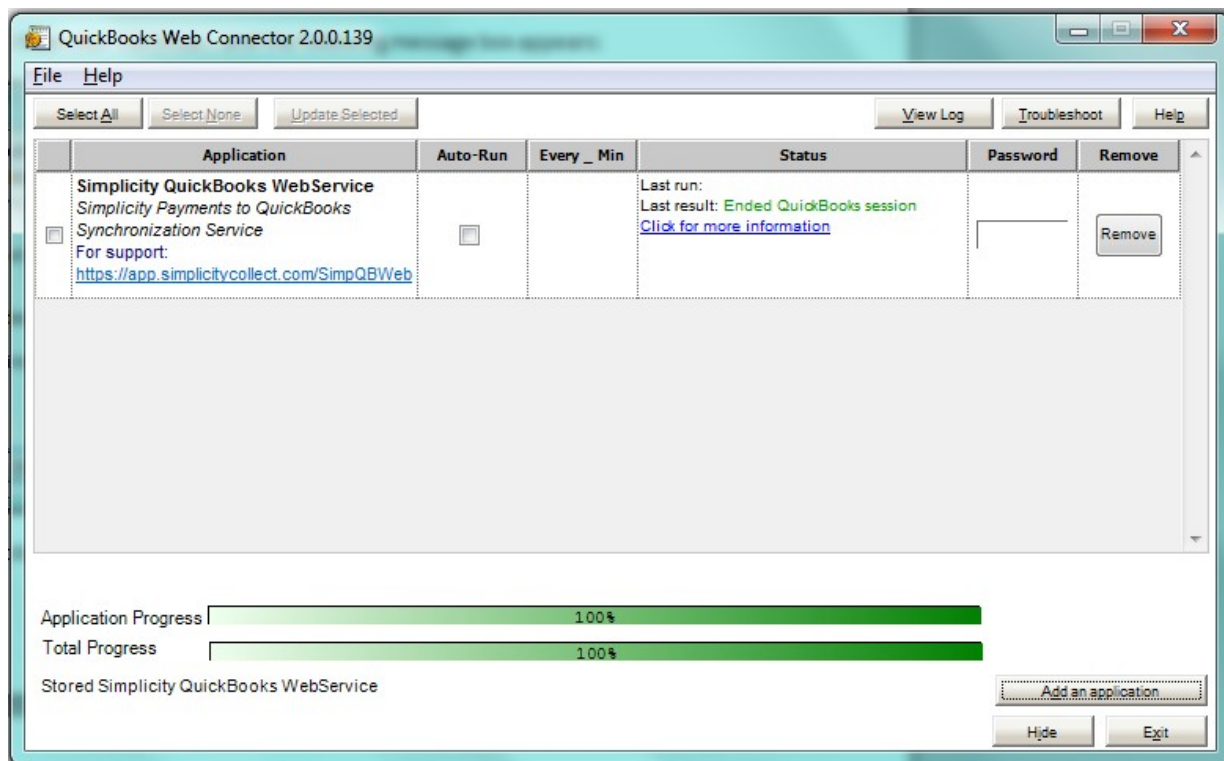
17. Go back to Simplicity > Settings > QuickBooks Admin and click the button "Request Debtor Sync". You will be prompted with the message:

Note: QuickBooks WebConnector update needs to be initiated for Sync to be performed.

18. Go back to the Web Connector. Place a checkmark in the box on the far left, retype your password in the "Password" box (if it hasn't prompted you for it automatically), select "Auto-Run" and mark "every 10 minutes".
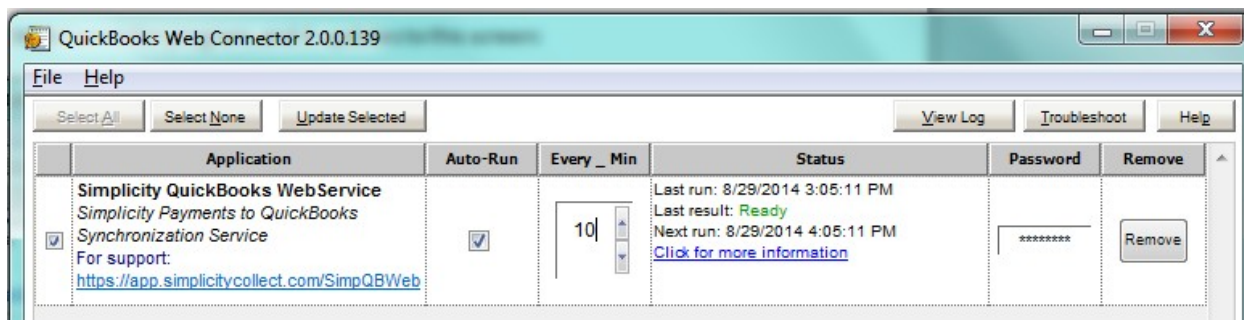
19. Click the "Update Selected" button, which shows you the updating process:
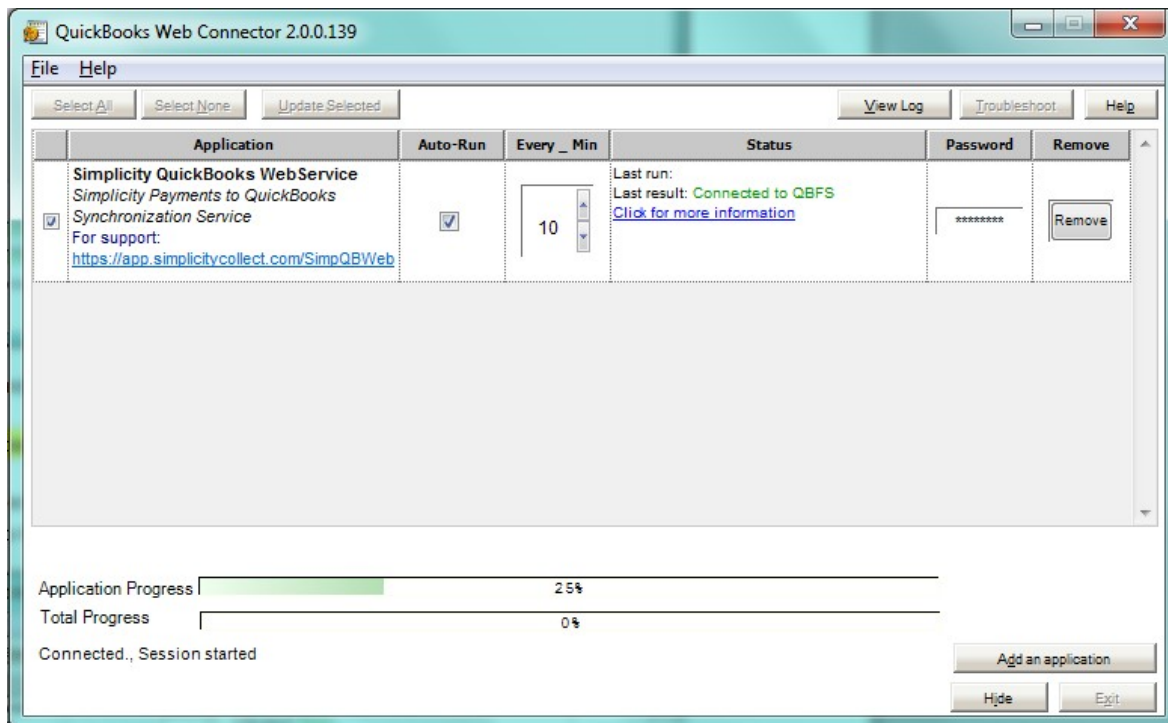
20. Once it completes, we see a message in the Status box:
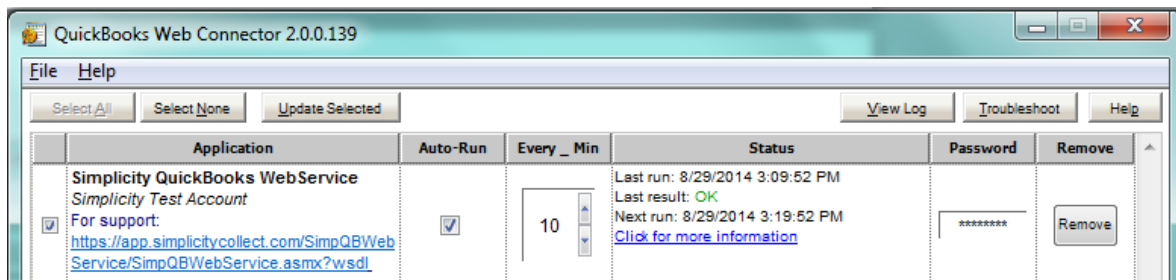
21. **Simplicity and QuickBooks are now connected.** From Simplicity, refresh the QuickBooks Admin page. Ensure that all drop-downs on the **QuickBooks Admin** screen are mapped to your QuickBooks application correctly. These are the accounts that tell Simplicity how your QuickBooks application is set up, and which account to deposit funds into.

22. Next, pull up an account to post a payment with. For this example, I will go do debtor account #00J3842, Company Y. Load their **Financials** screen, and you will see the following QuickBooks message:

QuickBooks: Account currently linked to QuickBooks Account: **[NONE]** *[Update Account]*
Accounts Last Updated from QuickBooks: -2 Hour(s), and -59 Minute(s) Ago. *[Request New Account Update Now]*

23. Click [Update Account]. Because I had the "Account Type" box in the QuickBooks Admin page set to "Income", the following options appear:

As we saw in QuickBooks, each of these relates to one of our "Income" options:

24. Choose an Account you would like to use. (For my example, I chose the main QuickBooks Account, "Incoming Simplicity Payments".) Click "Submit Update".

The account is now updated with the following information:

QuickBooks: Account currently linked to QuickBooks Account: **Incoming Simplicity Payments** *[Update Account]*
Accounts Last Updated from QuickBooks: -2 Hour(s), and -59 Minute(s) Ago. *[Request New Account Update Now]*

25. You can then add a payment using the "Add New Transaction" area. For our example, I added a transaction for a Check in the amount of $1.00.

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Add New Transaction:

Date	Description	Amount ($)	Note / Check #	Co-Collector	Co-Co-Collector	
8/29/2014	Payment - Check ▼			--none-- ▼	--none-- ▼	Insert Transaction

Date	Description	Note	Co-Collector	Amount	Principal	Cost	Att. Fee	Inter
8-29-2014	Payment - Check	Sample Payment		1.00	1.00	0.00	0.00	0.00

26. Once the Web Connector runs, you will see the update on QuickBooks' Chart of Accounts:

You can also double-click on your "Bank" type (ex. "Test Bank Account"), to see the Bank Register:

If you click on the **Balance (ex. "$101.00"),** "Make Deposits" opens. It gives additional options:

27. You can then post other types of payments (such as cash or credit card) via Simplicity.

Date	Description	Note	Co-Collector	Amount	Principal	Cost	Att. Fee	Inter
8-29-2014	Payment - Cash			10.00	10.00	0.00	0.00	0.00
8-29-2014	Payment - Check	Sample Payment		1.00	1.00	0.00	0.00	0.00

28. QuickBooks updated via the Web Connector with the new payment information:

29. If you are having trouble with debtor payments transferring from Simplicity to QuickBooks, try checking Tools > QuickBooks Transaction Error Viewer.

Settings	Tools ↓ Help
	Automation Tools ▶
	File Importing ▶
	File Updating ▶
	File Exporting ▶
	QuickBooks Error Viewer
	Check Printing
	Bulk Account Manager
	Bulk Account Distributor
	View Uploaded Client Files
	Credit Bureau Tools
	Debtor Manager
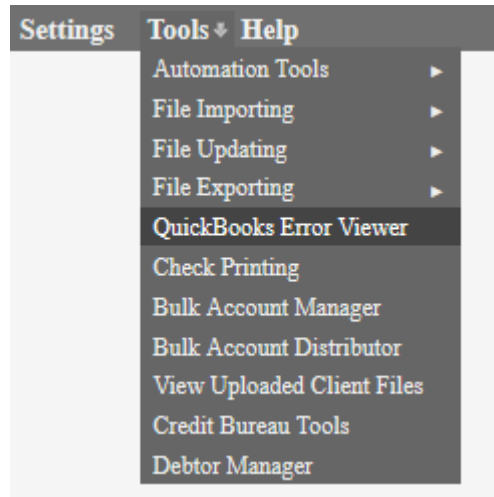
This screen will show you if any accounts had trouble sending their transactions, and will give a brief description of what may have happened.

ANY TIME NEW ACCOUNTS OR CHANGES ARE MADE IN QUICKBOOKS, THE FOLLOWING STEPS MUST BE TAKEN IN THE FOLLOWING ORDER:

1. In Simplicity under **Settings** → **Financial Settings** → **QuickBooks Admin** section, click on **Request Debtor Sync**.
2. In your QuickBooks Web Connector Application, check the box to the left of the Simplicity QuickBooks web service and click **Update Selected**.

This process will ensure that your QuickBooks application and Simplicity will always stay in sync.

Common Questions about QuickBooks Integration

Q: My QuickBooks states "No data exchange required. What does that mean?

A: If the Web Connector says the message **No data exchange required** it indicates it found no payments during the last run that it can update QuickBooks with.
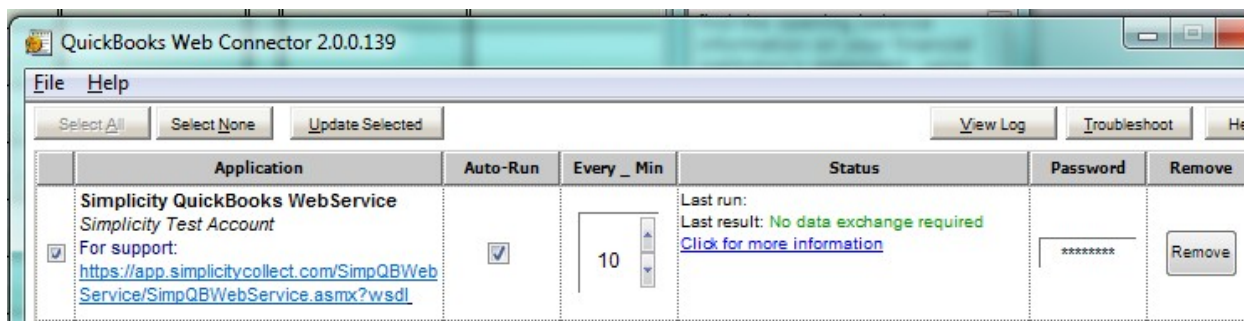
Q: Does Simplicity only send over payment information?

A: Correct. Simplicity implements a "payment feed" to your QuickBooks account and transfers information based on what payments are received in our software. Payment deletions or edits made in Simplicity will need to be manually worked in QuickBooks.

Q: In QuickBooks, my payment is posting as a negative number. Did I do something wrong?

A: This is actually a feature of QuickBooks. Because a payment is "coming" from a specific account and being deposited into your "bank account", it shows the account with a negative number.

Q: My information isn't transferring. How do I know what the issue is?

A: One of the most reliable ways for you to view issues the Web Connector may be having, is to use the QuickBooks Transaction Error Viewer. From Simplicity, you can go to Tools > QuickBooks Transaction Error Viewer. This will display any accounts/transactions the software had trouble sending, the date it occurred, and the reasoning for the failure.

Common QuickBooks Transaction Error Viewer Messages

"The account you entered is the account you are depositing to. This field should contain the account where the money is coming from."

This would indicate the account being deposited to and the account where the money is coming from is set up to be the same exact account in Simplicity (which it's unable to utilize). You would want to either a) adjust the bank account you are depositing to via Settings > QuickBooks Admin, or b) adjust the account linked to the debtor, on their Financials page.

"Transaction split lines to Accounts Receivable must include a customer on that split line."

This error sometimes appears when using QuickBooks' default "Accounts Receivable" account. Try the following steps to create a new account to use in QuickBooks, instead of using this default one:

1) Start QuickBooks.
2) Create a new account by clicking Edit and then clicking New Account.
3) Set the Account Type to Other Current Assets.
4) Fill out the remaining fields on the new account screen.
5) Click OK to save your changes.
6) Open Simplicity, navigate to Settings -> QuickBooks Admin
7) Request a new debtor sync (which will pull down new account)
8) Change the deposit account to the new account created.
9) Delete the original payment and try re-adding it.

More information on this specific error can be viewed here: http://support.microsoft.com/kb/837803
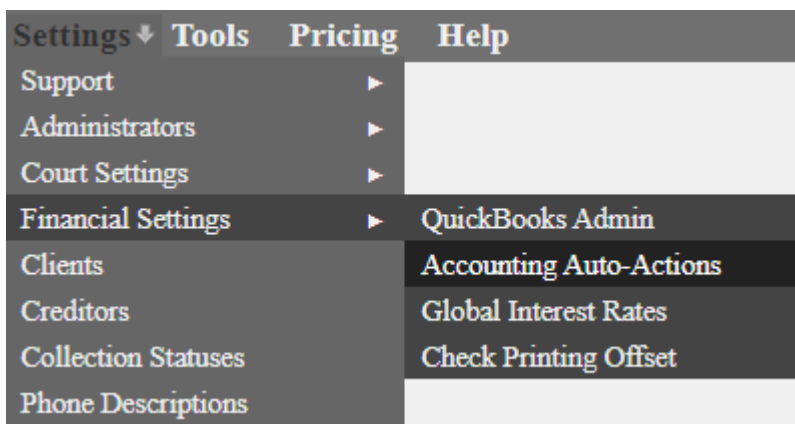
Adding New Auto Actions

This feature of Simplicity allows you the ability to set accounting actions that take place automatically when a debtor makes a payment so that you do not need to manually write out a check to your client every time you accept a payment.

1. Click **Settings → Financial Settings → Accounting Auto-Actions**
2. Next to **Add Payment:**
   - **TO:** Put in the **To** drop-down list the check payment that you would like to automatically create. If, for example, you will be writing a check to your client for their disbursement, choose "Client" from the **To** drop-down list.
   - **DESCRIPTION:** You can add a **Description** that will show on the accounting screen of the account that received the payment. One example could be "Client Payment."
   - **INCLUDED DISBURSEMENTS:** Check the boxes for disbursement amounts that should be included on the check. This includes: Attorney, Advanced, Agency, Client.
   - **CHECK ACTION:** Under **Check Action** select to **Queue Check** if you would like the check to automatically queue for printing.
3. Click **Add Payment Action**.

4. If your check is to be made out to the client you can click **Submit** in the box that pops up. If you will not be writing the check to your client you can select "Misc" from the list and specify where you would like the check written to.

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Global interest rates provide a convenient way for interest rates to be changed in the system according to the specified date span. These automatically compound annually.

Adding Global Interest Rates
1. Click **Settings → Financial Settings → Global Interest Rates**
2. Specify the interest rate percentage that is allowed for the specified time frame.
3. Enter the From: and To: parameters
4. Click **Add**.

Apply Global Interest to Accounts
1. If a judgment is passed that allows for global interest rates to be applied, go the **Financials → Settings / Judgment** sub-tab of the account.
2. Under the **Judgment Details** heading, put a check in the checkbox next to **Use Global Interest Rate(s).**

Click **Save Changes.**

Offsetting Checks for Printing

This feature is used to adjust your printer for printing checks correctly in Simplicity.

1. Click **Settings → Financial Settings → Check Printing Offset.**
2. Adjust the Horizontal and Vertical Offsets to change where on the page the check information is printed. The number of inches offset is also displayed for measuring purposes.
3. Click **Save** to save the offset or click **Save and Test** to print a test page with the adjusted offset.
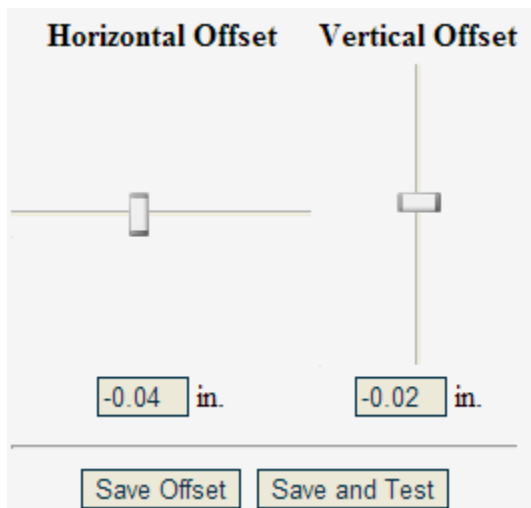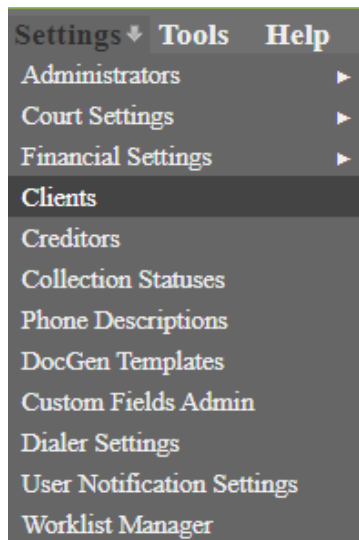
This is the screen where Client information is stored. Clients are the individuals a) from which you purchased your debt, b) who originally owned the accounts or c) an entity whom you categorize debt by, like a portfolio.

If this screen seems "scrunched" where items overlap, try reducing your web browser's resolution 10% by holding down the CTRL button and clicking the – key on your keyboard. You can increase the resolution 10% by clicking CTRL and the + key or reset the resolution to 100% by clicking CTRL and the 0 key.

Add a New Client

1. Click **Settings → Clients.**
2. Enter the client's information in the area on the right. Include as much information about each client as possible.

Client Info:

Short Name:	
Full Name:	
Business Type:	[Business Type]
Contacts:	<Add Contact>
Address:	test
Address Two:	
City:	
State/Province, Zip:	
Country:	
Phone:	Ext.
Fax:	
Cell:	
Email:	
Voucher #	
Routing #	
Bank Account #	
Convenience Fee Enabled:	☑

3. Enter information into Client Info:
   a. **Short Name (Required)** – The name of the client as it appears on imported accounts.
   b. **Full Name** – The more detailed name of the client, if they have one.
   c. **Business Type** – You can add business types if you want to differentiate clients.
   d. **Contact** – The name of the individual(s) at the company who you are in contact with.
      i. **Contact Title, Email, Phone** – The title, email and phone of the contact.
   e. **Address** – The street address for the location of the client's company.
   f. **Address Two** – The secondary address information for the client's company, like a suite number or ATTN information.
   g. **City** – The city for the location of the client's company.
   h. **State** – The state, territory or province of the client's company.
   i. **Zip** – The zip code or postal code of the client's company.
   j. **Country** – The country of the client's company.
   k. **Phone/Ext**. – The best phone number to reach your contact with the client.
   l. **Fax** – The fax number for the client where you would send correspondence info.
   m. **Cell** – The cell number, if provided, of your contact with the client.
   n. **Email** – The email for the client where you would send correspondence info.
   o. **Voucher #** -- Optional field which can include voucher information, if any.
   p. **Routing #** -- Specific to **Factor Financing**

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    q. **Bank Account #** -- Specific to **Factor Financing**

    r. **Convenience Fee Enabled** – This option appears when convenience fees are enabled by going to Settings → Administrators → Convenience Fee Settings.

4. Client Status / Sales Info:

    s. **Type** – Whether a client is an active, prospect or inactive client.

    t. **Status** – An area where you can define the status of a client, if any.

    u. **Sales Rep.** – Used to reference which employee signed a certain client, or is working with them as a prospect.

    v. **Next Work** – The date the sales rep is scheduled to work with the client.

    w. **Account Cap** – Refers to the **Client Portal**. If the Portal is enabled, you can use the Account Cap to set a limit on how many accounts the client can add. If you type in "0", it will prevent the client from adding *any* accounts from the Client Portal.

5. Client Activity Codes and Notes:

    a. **Activity Codes** – This allows the user to quickly add a note to the **Note** section below by selecting from a previously created activity code and then clicking on the **Add Activity Code** icon. The activity code will be added with the username of the employee posting the note along with the date and time it was added.

        i. ✚ This icon allows the user to create a new activity code to the drop down list. Type in the Name of the activity code that will appear from the drop down list and the description that will be added to the **Note** section.
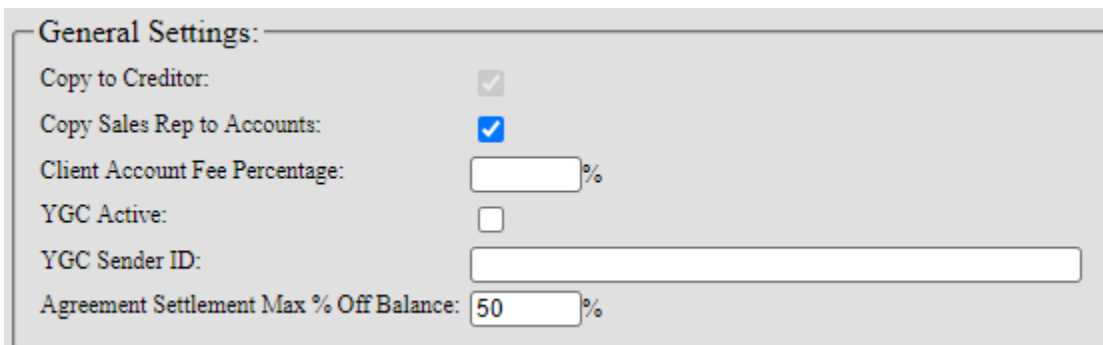
Add New Activity Code

Name:

Description:

Submit Cancel

    ii. ✏ This icon allows the user to edit the selected activity code.

    iii. ✖ This icon allows the user to permanently delete the activity code so that it is no longer an option from the drop-down box. Deleting the activity code will not delete the note from the **Note** section below.

  b. **Note** – This is where you can manually add any notes pertaining to correspondence with the client. It will provide you the username of the employee posting the note along with the date and time it was added.

6. General Settings:

  a. **Copy to Creditor** – Enabling this would auto-create a creditor with the same name as the client if one is not chosen during account creation. This can be enabled at a client-level on this screen, but if it is greyed out this means it has been enabled on the [Company/CC Settings](#) screen.

  b. **Copy Sales Rep to Accounts** -- When adding a new account, the account's sales rep will default to the client's sales rep.

  c. **Client Account Fee Percentage** – This field is to indicate a percentage fee to be calculated depending on the number of debtors this client has and can be included on the Report Builder by selecting **Client** and then **Account Fee**.

  d. **YGC Active** – This option appears when YGC is enabled. Please contact SimplicityCollect's Helpdesk if you want to enable this feature.

  e. **YGC Sender ID** -- This is also called a ClientID which tells YGC which client the account is tied to.

  f. **Agreement Settlement Max % Off Balance** - This setting allows administrators to set a maximum settlement percentage, based on the balance of an account. Users entering a settlement amount will not be allowed to exceed the Maximum Settlement Percentage when entering a settlement via the [Payment Plan](#) screen.

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7. Client Custom Fields:

   When additional information needs to be entered on the Client Settings screen, but there is not an existing field already available, then a [custom field](#) can be created.

8. Transaction Allocations:

   a. These allocation settings are set up just like on an Account level. You can individually specify the percentage allocations between the agency and client for the Principal, Interest, Cost and Fees collected in Simplicity.
   b. If you want one allocation to be collected on before the others (for example, payments made to the account pay off all the Interest first before applying to the Principal, followed by costs and/or fees) you can select that allocation type (i.e.: Interest) and use the ⬆⬇ arrow buttons to move them up or down the **allocation list.**
   c. New allocations can be added by typing in the name of the allocation and then click **Add**.
   d. You can delete an allocation type with the red ✖ button as long as that type is not being used on any of your accounts.
   e. Whatever percentages are entered into the provided boxes is the amount that will distribute to each entity, note that the client takes the remainder. For example, you can enter that your agency receives 20% of any payments collected and applied toward the Principal. This means the client would receive the remaining 80%.
   f. **Cont. Fee** – If this box is checked, the Attorney contingency fee will default to the amount listed below in the Default Values **Default Attorney Contingency** box and Attorney field for that allocation will grey out.
   g. **Client Comm.** – If this box is checked, the Agency fee will default to the amount listed below in the Default Values **Default Commission Rate** box and the Agency field for that allocation will grey out.
   h. **Interest Accrual** – A checkbox above the commission rates field may either default as enabled, allowed to be enabled, or no option for enabling based on the type of allocation.

i. **Principal** – defaults as enabled. This allocation is assumed to accrue interest at the rate provided in the **Default Pre-Judgment Interest Rate** field below and/or the judgment settings on the account.
ii. **Interest** – The option for interest accrual will be greyed out. Interest cannot accrue interest, but interest can be compounded by navigating to the account Claims sub-tab.
iii. **Cost/Fees**-allows the option for accrual at the rate specified in the **Default Pre-Judgment Interest Rate** field below and/or the judgment settings on the account.

i. **Adding Steps** – This option will allow the commission rates to change based on the amount of the claim or the date of the claim. To add a new step, click on **Add Step** and enter the amount or date that the new commission rate will start from.

  i. Steps by Amount - For the example below, 15% commission applies to claims in the amount of $0.00-$999.00, 20% to claims in the amount of $1000.00 to $4999.99, and 25% commission to claims equal to or greater than $5000.00.

  ii. Steps by Date – For the example below, 15% commission applies to claims dated before 12/31/2014, 20% to claims dated 1/1/2015 to 12/31/2019, 25% to claims dated 1/1/2020 and after.

9. Account Number Settings:

a. **Auto-Account# Enabled** – By default the software creates an Account Number for your new accounts if one is not provided. These numbers are unique in the format YYYY-0000 beginning with the year followed by a hyphen, and then a corresponding 4-digit number (ex. 2015-0001). If you keep this **Auto-Account#** enabled, this will continue to be generated.

b. **Auto-Account# Prefix** – This is a unique client identifier you can add so you can further organize your accounts. For example, if I had a client named John Doe Trucking, I could use JDT to distinguish accounts for this client. In this case, my auto-generated numbers would look like: 2010-JDT-0015., assuming the year were 2010, and this were the 15th account entered this year.

10. Default Values:

a. **Default Commission Rate** – The commission rate paid to the agency.
b. **Attorney Contingency Rate** – The contingency rate paid to the attorney.

c. **Default Pre-Judgment Interest Rate** – Interest rate applied to all accounts belonging to the client.

d. **Default Pre-Judgment Interest Setting** – The software can either continue or stop calculating interest after the Judgment. It continues automatically by default.

e. **Pre-Judgment Payments** -- Enabling this will apply the pre-judgment payment amounts that were allocated to the principal to show as post-judgment payments.

f. **Apply to Post Judgment** – Here you can choose whether the judgment amount will include the total interest/costs/fees or the remaining amounts.

g. **Judgment Amount = Principal + Pre-Judgment Interest/Costs/Fees** -- This indicates that any pre-judgment interest/fees/costs are included in the judgment amount when entered. The interest/fees/costs will still be allocated in post-judgment payments. You can choose whether to include the total amount or remaining balance as long as pre-judgment payments check box is not enabled.

h. **Collector Commission Rate** – Collector commission rate can be set on a client basis rather than the default rate. Enter the rate here and also enable the client % commission check box by going to **Settings > Administrators > Collectors/Employees**, then click on the checkbox next to **Use Client %.**

i. **Apply to Existing Accounts** – Once financial settings have been changed for the client the changes will apply to new accounts added and **will not alter accounts already in the system.** To have these changes affect old accounts as well, you first need to click the **Save** icon at the top left of the screen. Then click the **Apply to Existing Accounts** button.

*When re-assigning accounts from one client to another, the accounts will retain the previous financial settings and will need to be updated to the new client's settings by utilizing the **Apply to Existing Accounts** button.*

11. Client Portal Settings:

Client Portal Settings:

Client Portal Enabled: False ▾

Group: -none- ▾ ➕ ✏ ✖

Client Portal View: Default View ▾

Username:	Password:	E-mail	Phone #
[ ]	[ ]	[ ]	[ ]

▬ Permissions:

Edit Collection Status:	☐ Allow	Reminders:	☐ Show
Add Accounts Manually:	☑ Allow	Upload Documents:	☐ Allow
Upload Bulk Account Files:	☑ Allow	Upload Client Files:	☑ Allow
Search For Accounts:	☑ Allow	Enter own interest rates:	☑ Allow
Enter payments:	☐ Allow	When entering child debtor:	☐ Warn
- With custom dates:	☐ Allow		

▬ Show Fields:

☐ Date of First Delinquency ☐ Debtor Employer
☐ Originated Date ☑ Show Account Notes
☑ Show Debtor Notes ☐ Show Doc Notes
☑ Show Call Notes

✚ Show Stock Reports:
✚ Show Custom Reports:
✚ Required Documents:
✚ Required Fields:

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a. **Client Portal Enabled** – When "True," clients can access the SimplicityCollect online client portal with the provided username and password entered below.

b. **Client Portal View** – Allows the client to view accounts with notes, view accounts without notes, or view uploaded files in their client portal.

c. **Group** – When added to a group, a client portal user can see all accounts from identically grouped clients. Client portal reports will also include accounts from identically grouped clients.

d. **Client Username and Password** – Credentials used for your client to access the online client portal from the login screen. Multiple usernames and passwords can be added for each client and deleted by clicking the red ✖ button. To obfuscate the client portal passwords, please contact the SimplicityCollect Help Desk.

e. **Edit Collection Status** – When checked, this will allow your client to edit the collection status of an account from the Client Portal directly.

f. **Add Accounts Manually** – When checked, this will allow your client to add new accounts to the system.

g. **Upload Bulk Account Files** – When checked, this will allow your client to upload a spreadsheet containing multiple accounts. This will not import the accounts to the system – you will need to access **Tools > View Client Uploaded Files** to retrieve the file.

h. **Search for Accounts** – When Checked, this will allow clients to search for existing accounts

i. **Enter Payments**- This option will allow the client to enter payments on the Financials tab
    i. **With Custom Dates**- This will allow them to use any date as the payment date instead of just the current date.

j. **Reminders** – When checked, this will allow your client to view all reminders for their accounts.

k. **Upload Documents**- When checked, an "Upload Files" tab will show on each account where they can then upload a document to the Doc Folder of that specific account for you to view.

l. **Upload Client Files**- This option allows the client to upload general files not specifically relating to any accounts. These documents will appear on the Client Settings screen under the **Client Documents** section.

m. **Enter own interest Rates-** This option allows the client to enter an interest rate. When disabled, the system assumes the interest rate specified on the Client Settings screen under **Default Values**.

n. **When entering child debtor-** When enabled, the system will warn the client that the date of birth entered indicates that the debtor is a minor.

o. **Show Fields –** When enabled, the client can view the specified fields on the accounts.

p. **Show Stock Reports** – This allows you to choose which reports you want your client to access.

q. **Show Custom Reports** – This allows you to choose which custom reports you want your client to access. Custom reports can be created by using the Report Builder and will only display accounts that belong to that client.

12. Client Credit Bureau Settings - This setting will allow you to enter the minimum and maximum account age (in days) that can be reported using the Credit Bureau Tools.

13. When you are done adding a new client, click the **Save** 💾 icon at the top left.

14. The client will now appear on the left side of the screen. When selected, the text fields will populate with the information that was saved previously and a **Date Added** field show under the **Client Info** section. The top will show the client name along with the number of accounts assigned to them:

Editing the Default Client Setting

When creating a new client, the system will refresh the page with default settings. If you would like the majority or your clients to be created with similar settings, then to save time you can edit the default settings.

To edit the default client settings, click on **Edit Default** located above the client list on the left-hand side of the screen. Adjust the settings that you would most likely use when creating a new client and then

click on the blue floppy disk to save. Now when you click on **Add New Client** these default settings will be used unless otherwise changed.
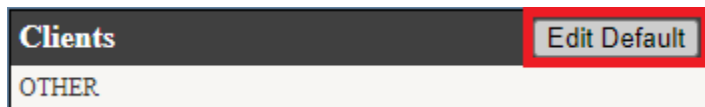
Edit Existing Clients
1. Click **Settings → Administrators → Collectors / Employees**
2. Click the client's name from the list on the left.
3. Edit the client's information on the right.
4. Click the **Save** 💾 icon at the top left.

Delete Existing Clients
You cannot delete a client when it has accounts still associated with it. Delete or move the accounts to another client first prior to deleting the client.

1. Click **Settings → Clients**
2. Select the client from the list on the left.
3. Click the **Trashcan** 🗑 icon at the top left of the screen.
4. A box will pop up asking you to confirm you want to delete the client. Click **OK**.
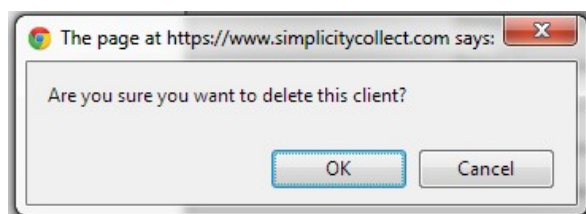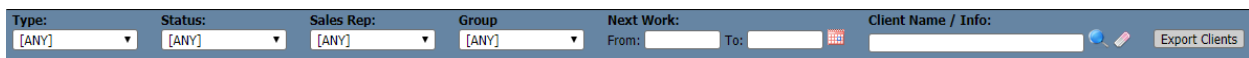
Up to *100 Client names will be shown in the left-hand list at a time. If you add more than 100, you will see a new "page" appear at the bottom to select from.*

Search for Clients
1. Near the top of the screen is a search area where you can filter your clients by **Type** (Active, Prospect, Inactive), **Status**, **Sales Rep**, **Group, Next Work** date, or by **Client Name/Info**.
   a. You can search for clients based on: Short Name, Full Name, Contact, Phone, Fax, Cell, Email, and Voucher #.
2. Once you have chosen your filters, click the blue **Search** 🔍 icon.
3. Click the client's name from the list on the left.
4. To clear a search, click the **Clear Filters** ✏ icon.

5. Alternatively, you can export clients that meet this search criteria by clicking on Export Clients. A file will be downloaded to your computer containing the Client's:
    a. Short Name
    b. Full Name
    c. Business Type
    d. Primary Contact
    e. Address
    f. Status
    g. Sales Rep
    h. Next Work Date
    i. Account Cap
    j. Notes with author and timestamp
    k. Contacts
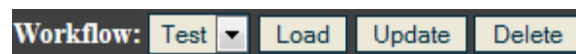
Client Workflow

Near the top of the screen is a search area where you can set a Workflow, which is a saved set of filters. For instance, if you wanted to see all **Prospect** clients with **Sales Rep** John Doe each day you could:

1. Set the filters you want to use.
2. Type a name for your Workflow (Ex. Prospect – John Doe) in the box provided at the top right.
3. Click **Save Workflow**.

4. Once saved, your **Workflow** drop-down list will look like this:

5. To use a **Workflow**, select the one you want from the drop-down and click the **Load** button.
6. If you want to edit a selected **Workflow**, change the filters and click the **Update** button.
7. If you want to delete a selected **Workflow**, click the **Delete** button.
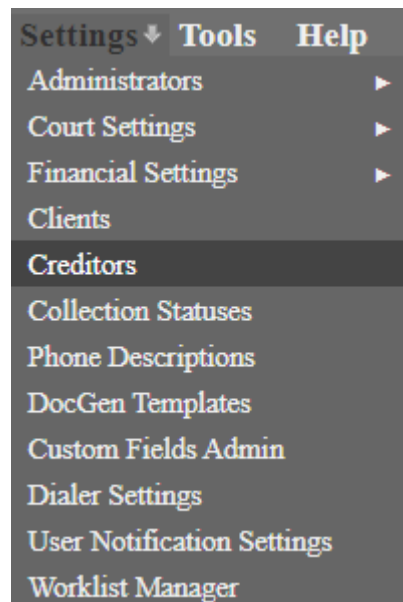
The **Creditors** section allows you to manage all the creditors in your system including updating, deleting, or adding new ones. When you first load the **Creditors** section, you will see the following screen:

Adding a new Creditor

1) At the bottom of the screen you will see an area for **Add Creditor**.

2) Enter a **Creditor Name** and optionally a **Metro2 Class** (Creditor Classification). The latter is used for reporting debtors to a credit bureau to alert them of any additional details about your creditor.

3) When you have finished making changes, click the **Add Creditor** button to add the creditor to the list.

Editing a Creditor

1) At the top you can search (Filter) for a specific creditor's name.

2) Below you will see a list of all the creditors currently in your system, each with a **Configure Creditor** button. Clicking this button will bring up the "Creditor Info" area to the right.

3) Update the details as needed.

4) Click the **Update** button when finished.

Deleting a Creditor

1) At the top you can search (Filter) for a specific creditor's name.

2) Below you will see a list of all the creditors currently in your system, each with a **Configure Creditor** button. Clicking this button will bring up the "Creditor Info" area to the right.

3) Click the **Delete** button. This will erase the creditor from the system and remove it from any accounts it was originally associated with. A note will be added on the applicable accounts that the creditor has been removed.

Adding a Creditor Automatically

Creditors may be added automatically to this screen depending on the below settings:

- Company/CC Settings: Enable the option **Add copy client to creditor for new clients.**
  - When creating a new client this will copy the client name over to the Creditor settings screen and accounts under that client will have a matching creditor name.
- Client Settings: Enable the option **Copy to Creditor**.
  - When creating a new client this will copy the client name over to the Creditor settings screen and accounts under that specific client will have a matching creditor name.
- Account Importer: Enable the option **Creditor name is same as client name** when creating a mapping during the import process.
  - When new accounts are imported, they will be assigned to the creditor matching the client name mapped. If a matching creditor name does not already exist, one will be created, and the accounts will be assigned to that creditor name.
- Contact Simplicity Help Desk to copy all existing clients to creditor.
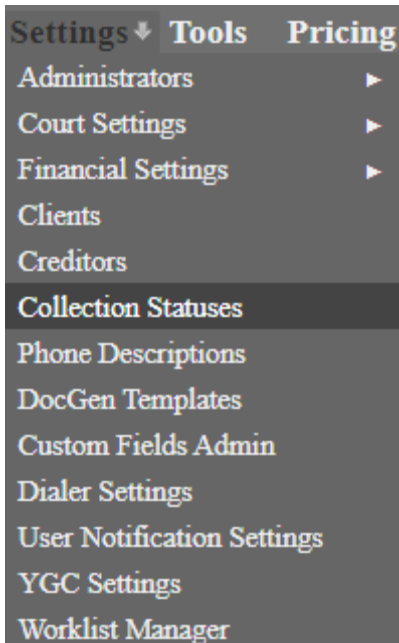
A **Status Type** is a grouping of statuses for the purpose of organization. Status types should be more general than the status description because they will be used for categorizing. For example: I want to create a **status type** of "Bankruptcy". Not all bankruptcy is the same, so creating a **status** under the **status type** will narrow down the description. For example, "Pending Bankruptcy", "Chapter 7", or "Chapter 13".

*You should first decide what types of **statuses** you want and then you can categorize them into logical **status types**.*

Create a Custom Status
1. **Settings → Collection Statuses**
2. **Status types** appear on the **Left** side of the screen.

3.

4. Under the heading called "Collection Status Types" type in the box the **status type name** that you want to create.
5. Click **Insert.**

6. Click on **Select** to the right of your new status type.
7. A box will appear on the right-hand side of the screen that says "New Status." This is where you will create an actual status (The list of **statuses** appears on the **Right** side of the screen.)

8. If you want the new status to indicate a closed account and/or zero out the balance, place a check mark in the applicable check boxes.
        -If you want the **status** to automatically zero the balance of an account, the balance will automatically change to $0 once the status is updated on the account. An adjustment will show on the Financials tab showing the difference.
9. Click **Insert.** You now have a custom status.

 *If you change a status from a "Zeroes Out Balance" one to a normal one, the account will remain in a $0 balance until you manually remove the adjustments on the **Financials** tab.*

Editing a Status Type or Status

1. **Settings → Collection Statuses**
2. To edit a **status type**, click **Edit** to the right of the status type, make any changes to the spelling, then click **Update**.
3. To edit a **status**, click **Select** to the right of the status type that the status to be edited falls under.
4. Now click **Edit** to the right of the **status** to be edited and make any changes. Click **Update**.

Deleting a Status Type or Status

1. **Settings → Collection Statuses**
2. To delete a **status type**, click **Delete** to the right of the status type and confirm that you want to delete it. This will also delete all **statuses** within that status type**.** Do not delete status types that have accounts assigned to them.

3. To delete a **status**, click **Select** to the right of the status type that the status to be deleted falls under.
4. Click **Delete** to the right of the **status** to be deleted and confirm that you want to delete it. Do not delete statuses that still accounts associated with them. Assign the accounts to a new status first either manually or using the **Bulk Account Manager** tool.

Phone Descriptions
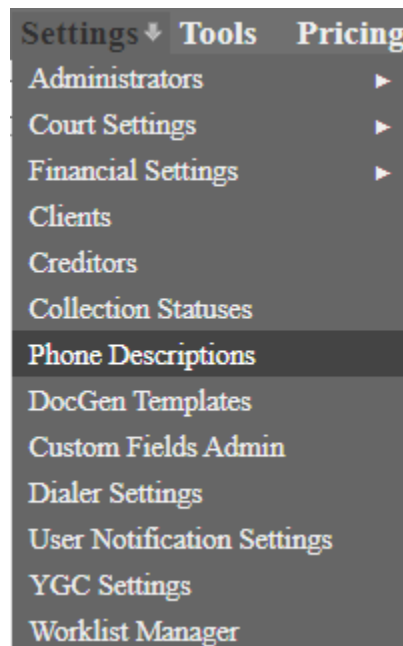
By default, you can select three different categories for **Phone Descriptions** for a new debtor phone number. These are: "Home," "Cell," and "Fax." This page will let you expand on these default descriptions. This can include extra work numbers, relative numbers and more.

When you first go to this page you will see the following:

To add a new **Phone Description,** simply type in the name of the description you want and click the **Add New Description** button.

To edit a **Phone Description,** click on the **Configure Description** icon. This will bring up the **Phone Description Info** area on the right, where you can **Update** or **Delete** the selected description.

Settings ▾ Tools Pricing
Administrators ▶
Court Settings ▶
Financial Settings ▶
Clients
Creditors
Collection Statuses
Phone Descriptions
DocGen Templates
Custom Fields Admin
Dialer Settings
User Notification Settings
YGC Settings
Worklist Manager
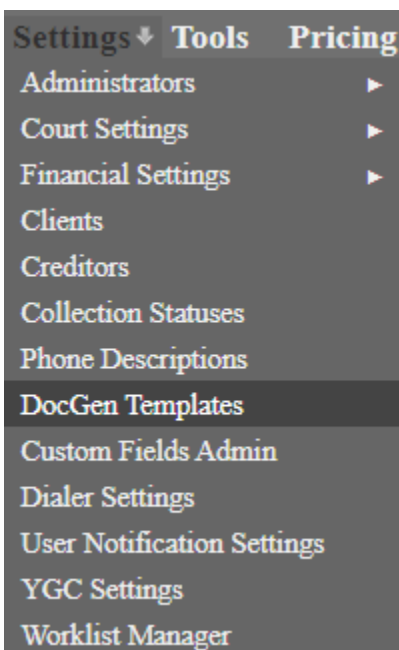
==Note: DocGen processing will only work with documents created with Microsoft Word 2007 or later. These documents must have the ".docx" extension on them.==

Create your own templates in Microsoft Word using its Mail Merge feature. It is important to remember that templates only need to be created once. Once you create and upload a single template document, it can be used over and over for any account in your Simplicity system. Templates can be created from new document or you can use an existing letter or legal document you already have such as:

- Debtor Demand Letters
- Complaint and Summons
- Default Judgment
- Garnishment
- Etc.

Create a Template Using Mail Merge

1. Click on **Help → DocGen Help.**

2. Click on the ⬇ icon to download the **Mail Merge CSV DataSource file.**

💡 *The **DataSource** file provides you all the fields from Simplicity that can be used in your letter document. This includes client names, addresses, amounts due, phone numbers, even custom fields.*

3. You will either be asked where you'd like to save the file, or it will automatically be saved to your computers download folder. You need to know where the file is saved, so that you can access it later.
4. Open up Microsoft Word (2007 or later), and click on the **Mailings** tab on the top.

NOTE: The following screenshots/steps are based on the Microsoft Word 2010 setup. Slight differences may apply depending on your version of Microsoft Word.
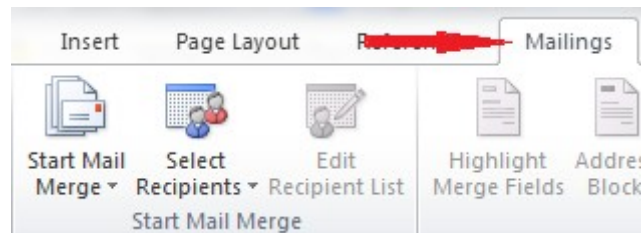
5. Click on **Select Recipients**, and select **Use Existing List…** from the drop menu:
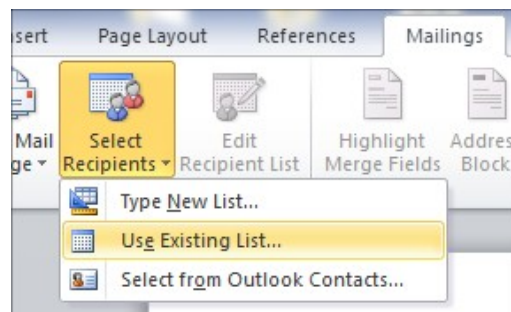
6. Select the datasource.csv file that you downloaded in step #2, and click **Open.** This data source will be named simplicity_datasource.csv.
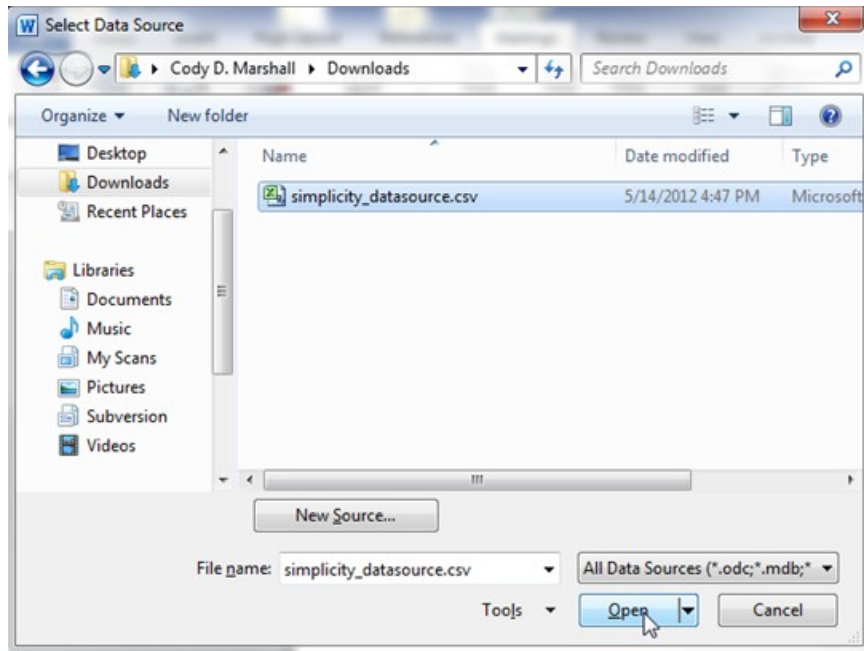
7. You are now ready to add Mail-Merge tags to your document. These tags will tell the Word document what fields in Simplicity to use when you generate a letter. Place the cursor in your document where you'd like to insert the merge field (for example, where you want the debtor's first name), click **Insert Merge Field**, and select the Simplicity field you would like to insert.
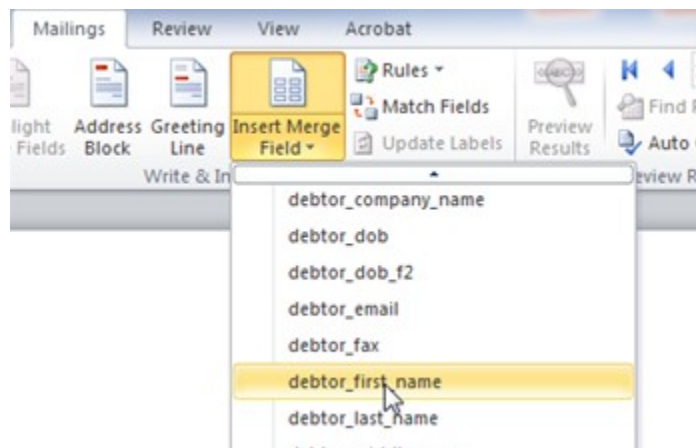
8. After clicking on the desired merge field, the field will be added to your document.
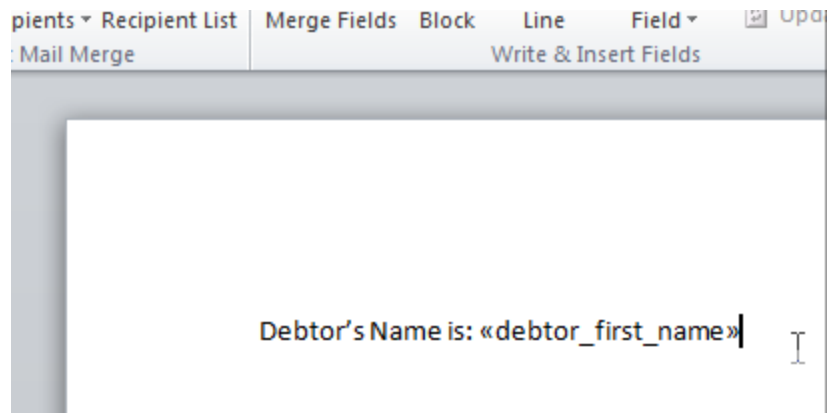
9. Once your document is configured how you'd like it, **save** the document.

Save your Templates for use in Simplicity

1. Click **Settings → DocGen Templates**.
2. Enter the name of the Template in the blank box under Template Name. This is the name that will appear in the drop list in the the DocFolder tab and the name that you will use to identify the document for creation later.

3. **Browse for… / Choose** the Microsoft Word document you just created.
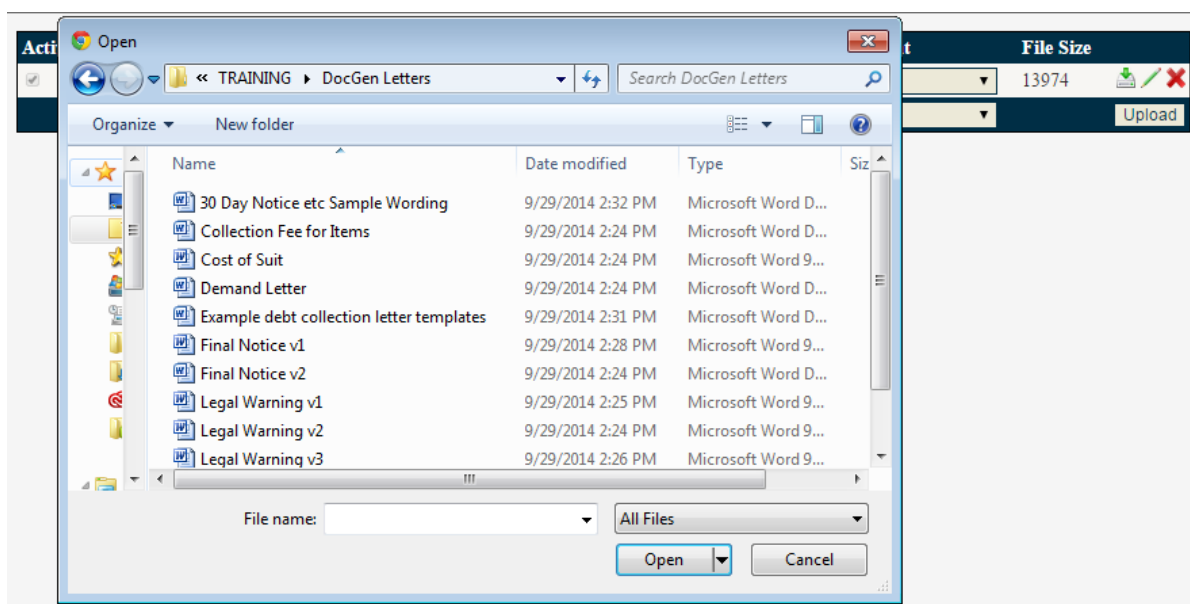
4. Specify that the Merge Type is **Mail Merge.**

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5. Click the **Upload** button.
   a. You may also download, edit or delete any uploaded templates by clicking on the respective buttons to the right of template.

Active	Template Name	File Name		Merge Format		File Size	
☑	Demand	Demand Letter.docx		Mail Merge	▼	13974	🖳 ✏ ✖
		Choose File No file chosen		Mail Merge	▼		Upload

💡 **Keyword** *templates are a deprecated format and are no longer used or supported in Simplicity. We recommend that ALL new documents created should use merge tags and a* **Mail Merge** *format rather than a* **Keyword** *format.*

Generating a Single Document from a Template

Once the DocGen Template has been created, saved, and uploaded, you are ready to automatically generate a document with account/debtor information in it.

1. Open an account for which you want to generate a document.
2. On the **Claim Details** tab select the document next to the debtor's name.

| Jones, Berry (Debtor) | [Add Co-Debtor] | Demand ▼ 🔽 ✉ |

3. Once a letter is selected, you have two icons to the right. The first icon 🔽 is **Generate Letter Document.** Click this icon and follow your computers steps for downloading the file that generated, or save it to your computer.

💡 *Clicking the letter icon will email the document to the debtor instead, using the email on file.*

Alternatively, you can also generate or print a letter by:

4. Open an account for which you want to generate a document.
5. Clicking the **Doc Folder** tab.
6. In the upper right corner, there is a list of your templates.

| Claim Details | Financials | Accounting | Payment Plan | **Doc Folder** | Ticklers | Legal Details |

Digital File Folder for account number: 2013-0002   ➡   1st Demand Letter ▼ Generate Document ?

7. Select the template from the drop-down list that you would like to generate a document from.
8. Click **Generate Document.**
9. Follow your computers steps for downloading the file that generated, or save it to your computer.

Generating Documents in Bulk

Many times, you will want to generate a letter on multiple accounts at once, such as a "First Demand" letter for all accounts imported on X date. Because this would be time consuming to do one account at a time, you have the option to generate documents in bulk:

1. Click **Tools → Bulk Account Manager.**
2. Use the filters at the top of the screen to find accounts you would like to generate a letter for.
3. Click **View Accounts**. A list of the accounts that apply to the filters will appear below the filters.
    1. Checking "Do Not Limit" will override the 500 account limit, and will return a download link when the documents have completed generation
4. By default, all the accounts are selected. (You can tell this by the check mark next to the account file number.) If you would like to deselect a certain debtor, uncheck the box that appears to the left of their account file number.
5. Below the list of debtor names, put a check in the box next to **'Generate Document,'** and select from the drop-down box the name of the template that you want to generate the document from.
6. Click **Perform Selected Actions**, if you are generating documents to print and mail, the file will download with the fields from Simplicity replacing the merge tags in your template. In the example below, the name "Anna" replaced the merge tag <<first name>> in the document.
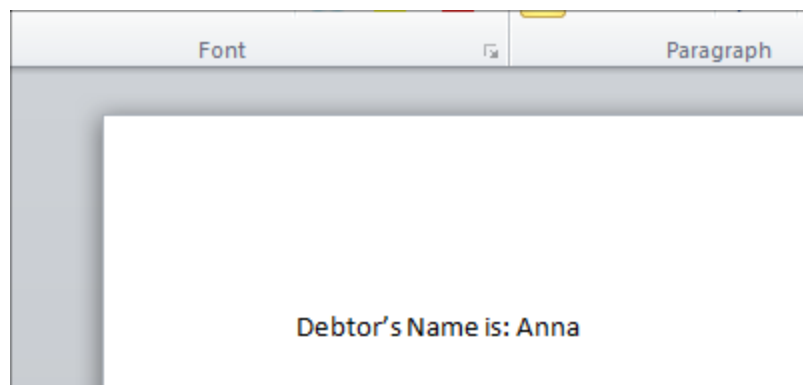
7. Open the document that was downloaded. From here you can review, edit, print, or attach to email the newly generated document.

*To have a record of the document that you generated, save a digital copy to the **Doc Folder** tab of the account you generated the document for.*

Emailing Documents in Bulk

In the same way that you will may to generate a letter on multiple accounts at once, you may also need to email documents in bulk. The instructions are much the same as generating documents in bulk, with just a few adjustments:

1. Click **Tools → Bulk Account Manager.**
2. Use the filters at the top of the screen to find accounts you would like to generate a letter for.
3. Click **View Accounts**. A list of the accounts that apply to the filters will appear below the filters.
4. By default, all the accounts are selected. (You can tell this by the check mark next to the account file number.) If you would like to deselect a certain debtor, uncheck the box that appears to the left of their account file number.
5. Below the list of debtor names, put a check in the box next to 'Generate Document.'
6. Select the drop-down for 'Generate Document' and instead, select '**Email Document'.**
7. Select from the next drop-down box the name of the template that you want to generate the document from.
8. Click **Perform Selected Actions**

Frequently Asked Questions about Generating Documents

If you are trying to generate a letter on an account and happen to see an error similar to:

Error - C:\Users\Example\AppData\Local\Temp\DocumentName.docx.part could not be saved, because the source file could not be read.

This refers to a browser compatibility issue with the downloaded file, rather than an issue with the Simplicity software. Web browsers have regular security updates to enhance your internet safety. On rare occasions these updates may cause changes in how downloaded files are processed. To fix this, you will want to try:

1. Update/adjust your download settings on your browser (Firefox users can view instructions here: https://support.mozilla.org/en-US/kb/change-firefox-behavior-when-open-file); if updated to the most recent version, you may have to downgrade your browser back to the previous version.
2. Try using a different browser to download the file such as Google Chrome.

If you are trying to generate a letter on an account and the file looks strange when it opens:

1. The file type of the letter will be **.docx** so you will want a program that can read it. 99% of the time this will need to be the program "Microsoft Office – Word", and not any of the following:
   a. Notepad
   b. Wordpad
   c. Word Perfect
   d. Open Office

The exception is if you can find a program that reads **.docx** files, but it may still change some of the formatting when a letter is generated.

2. Make sure your version of "Microsoft Office – Word" is the year 2007 or later. Earlier versions of Word are not compatible with the file type **.docx**
3. Try generating the letter using another web browser.
4. Double-check the file itself, to see if something was formatted incorrectly in the original template.

If you need to generate a document, open it and print it, but your computer doesn't have "Microsoft Office – Word" available, there is another way you can open and print the letter:

30. You will need to login to or create a free Google Docs account.
31. Download the generated .**docx** letter from Simplicity that you need.
32. Upload it to Google Docs so it can be edited and/or viewed.
33. Open it in Google Docs, as the program recognizes .**docx** files.

Print the letter in Google Docs; if required, you can export it as a PDF or some other type of file your local computer programs can read.

Can I email a Demand Letter (or any other type of letter) to a debtor? How can I do so?

You can email a letter to a debtor from their account. Go to their Claim Details tab, select the letter in question and click the "Email to Debtor" button (to the right of the Generate Letter button).
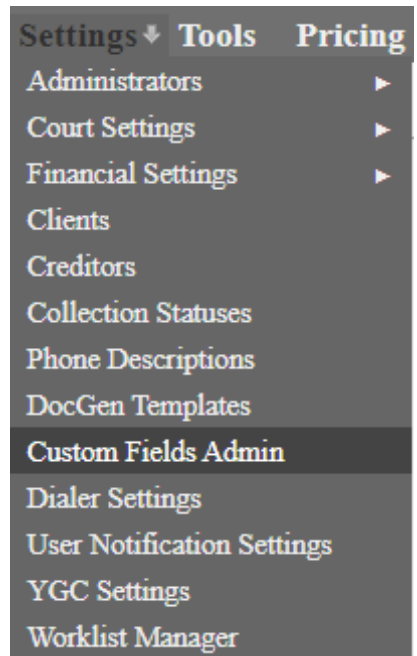
Creating a New Custom Field

Sometimes you may want to include information about an account that SimplicityCollect does not have a field for, yet you need that information stored. Custom fields can easily be created to resolve this problem. Simplicity allows you the ability to create multiple custom fields. To create custom fields in Simplicity, do the following:

1. Click on **Settings → Custom Fields Admin.**

2. A list of current custom fields appears on the left-hand side of the screen.

3. On the right-hand side of the screen you will create a custom field if it does not already exist in the list to the left or exist in Simplicity already. (Ensure that the field does not exist as a field in Simplicity first. A list can be found by going to Tools > File Exporting > Data Exporter under the **Available Fields** column.)

4. Fill out all the information in the gray box
   - Field Label – The name of your custom field.
   - DocGen Keyword - This will automatically fill in. It is important to note that ALL custom fields are available for use in your DocGen templates and Account Exporting Tool.
   - Location - This is where the field will show up on an account's claim details screen. If **account** is selected, the custom field will appear at the account level on the claim details screen. If **debtor**

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is selected, the custom field will appear under the debtor's details on the claim details screen. (Some fields you might want to store on a debtor level are as follows: alternate phone numbers, spouse name, bank info.) The location that you specify for the custom field is permanent. If you want to change the field's location in the future, you must create a new field under the other location.
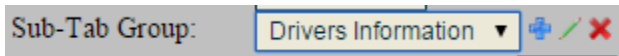
- Show in Client Portal – Enabling this option will allow the client to view the information through the client portal. If the client has permission to add new claims through the client portal they will also be able to enter information within the custom field when adding the claim details.
- Show on Financials Tab – Enabling this option will then display the custom field on the Financials tab of the account.
- Data type – this defaults to **String** format, which means any type of data can be used with it.
  1. If you want a larger box for your data because of a lot of text, choose the **Text** data type. This will appear like a large box on the account, with a "handle" on the bottom right. Using the handle, you can expand or shrink the box to view more or less data.
  2. If your data is a date, you can choose the **Date** data type. The field will allow only dates to be entered. It will also appear on an account with a calendar icon next to it.
  3. Select the **Drop Down Box** format if you would like your users to select from a list of options. When selecting this format you will be able to add the options by entering the text in the blank field and click "Add". To remove an option, highlight the text and select "Remove".

  4. Choosing **Integer** will require users to enter whole numbers. If a user enters a number as a decimal, they will receive an error prompting them to enter a whole number.
  5. If you would like to create a custom field with a check box, selecting **Boolean** will allow users to enable the custom field as "true/false".
  6. Selecting **Decimal** will allow users to enter only numbers in the custom field. If users enter a number with decimals, the system will automatically round the number to the nearest hundredth.
  7. If you want to import a hyperlink of any kind, you can set the data type to **Hyperlink**. This will make whatever is imported a hyperlink that is clickable. There is not a way to edit this field once data is imported into it, except using the **Account** or **Debtor File Updater tools.**

- A Field Value is Required – Enabling this option will require the user to enter information within the custom field when adding a new account.
- Sub-Tab Group – if you want custom fields organized by group, you can create a Sub-Tab. An example might be "Drivers Information", where you may want a Driver's License and State listed. Once you add a Sub-Tab group using the blue ⊕ icon (it can be edited ✏ or deleted ❌ respectively) it is now tied to the **Location** that was selected above (account or debtor). You create the field like normal, selecting the Sub-Tab Group in the drop-down list provided:
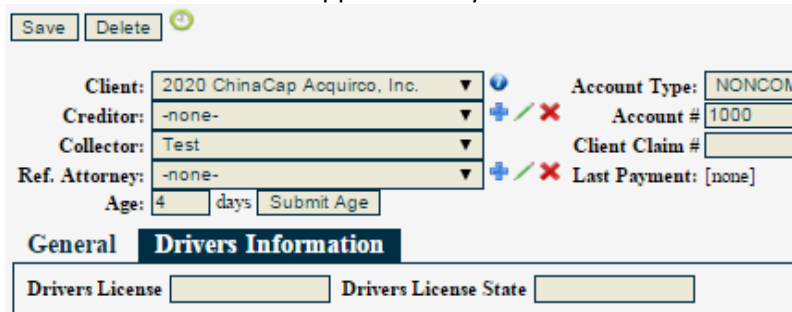
Once added this new tab appears with your **Custom Fields** tied to it:

- Text Box Width – The size the text box will be. 90 pixels (px) are equal to 1.2 in (inches).
- Num Columns – The number of columns wide the field will be.
- Num Text Box Rows – The number of rows the field will be (format must be **Text**)
- Editable By: -- This area allows you to choose who can edit this field in Simplicity. By default, it selects [ALL] collectors, but you can change it to one or more users. Use Ctrl-Click to select multiple users.
- Viewable By: - This area allows you to choose which user group can view the custom field. Only selected user groups will be able to view the custom field on the Claim Details tab and Legal Details tab of an account.
- Comments – Useful for others who enter this screen and may want to know the reasoning behind a certain field. This does not show anywhere on the account.

5. Click **Insert New Custom Field.** Now you have a new field to store data in.

💡 *Custom fields can be used to import data and generate mail merge letter templates.*
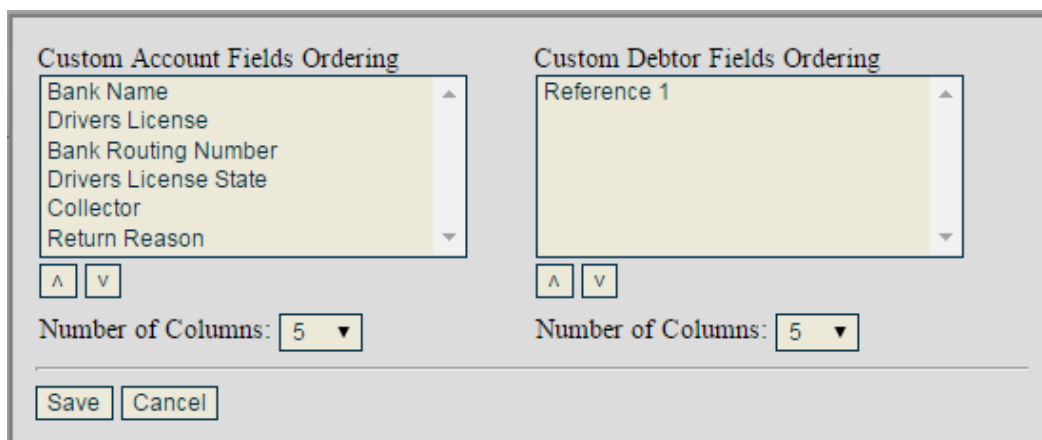
💡 *Before editing a custom field from the Custom Fields Admin screen, we advise going to Tools > File Exporting > Data Exporter and export the data for that custom field in case of any data loss that may occur when updating.*

Edit Custom Fields Layout

The **[Edit Custom Fields Layout]** button brings up a window where you to change the order that custom fields are listed on a debtor's account. It is separated by both **account** fields and **debtor** fields, respectively.
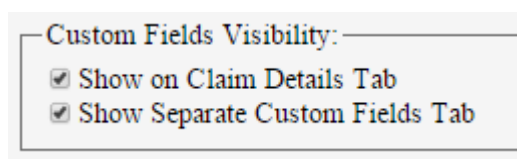
Order the fields in order of importance. The first field in the list will appear in the upper left of the set of custom fields. The last field name in the list will appear at bottom right of the custom fields. To change the order, click on the name of a field and use the up and down arrows ∧ ∨ .

You can also change the number of custom field **Columns** that appear on a debtor's account. By default, it shows 5 columns (custom fields) in a row, before carrying down to the next row (line).

Custom Fields Visibility

By default, custom fields will display on the **Claim Details** tab of an account (the first checkbox).

If you mark the 2nd box instead, "Show Separate Custom Fields Tab", a new tab will be displayed on accounts where all custom fields are listed.

Changing the visibility affects all custom fields, not just the one you have selected.
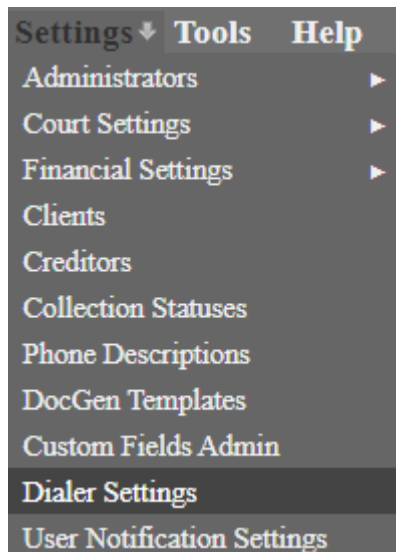
Using a Dialer in Simplicity

SimplicityCollect provides you the ultimate flexibility for dialer integration. Because there are hundreds of different dialer programs on the market, SimplicityCollect provides you the option to use almost any available dialer. To easily export data for your dialer, click on **Tools → File Exporting → Account Exporter** followed by **Export Phones.**   This will generate a .csv file that can then be easily loaded into your dialer program. This will display a list of all the debtor's home and cell phones and their current status.

For more advanced dialer integrations, you can go to **Settings → Dialer Settings.** We will explain some of these features below.

URL Posting or "Screen Pop" with a Dialer

If your dialer supports URL posting—this is where you have an account pulled up automatically and the call notated—you can generate the code the dialer needs by going to **Settings → Dialer Settings.**

Where it says **Using Dialer** we have a drop-down list with selectable "presets". If your dialer is not listed, simply choose **Other** from the list.

For our example, we'll go ahead and use **VoIPEssential.**

Once we choose this from the drop-down menu, a list of presets appears in the **Dialer Post Argument** fields. These are used by the dialer to find, locate, and notate a "Popped" account.

At the very bottom of the page is a **Sample Post-URL** link. This link is a culmination of the fields in the **Dialer Post Argument** column. Dialers who have a "screen popping" feature need this URL copy/pasted into its settings in order to display your Simplicity accounts.

Because of how different *every* dialer is, we do not have exact steps for where you place this in the dialer program. We recommend checking with your dialer's technical support for more specifics.

Once you have set up the **Sample Post-URL**, make sure to click the **Save Settings** button.

Click to Dial with SIP

If your dialer has a SIP address we can link to, you can enter that SIP address via **Settings → Dialer Settings** under the **Click to Dial** section. This will automatically create a phone icon for each debtor phone number on the **Claim Details page**. Clicking this icon will launch a call to your dialer automatically.
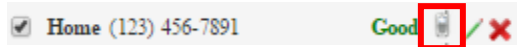
1. Check the box next to "SIP Link – sip:[phone]@_____" .
2. Enter your SIP address in the box provided.
3. Click the **Save Settings** button to finalize your changes.

Click to Dial with Vonage

If you would like to use the **Click to Dial** feature but with Vonage instead, navigate to **Settings → Dialer Settings.** Then follow these additional steps:

1. Under the **Click to Dial** section, select Vonage and click the **Save Settings** button.
2. Next navigate to **Settings → Administrators → Collectors / Employees.**
3. In the **Vonage Credentials** settings box, type in the username and password and click on the **Update** button for each user.

4.   Now the user you just configured **MUST** log out of SimplicityCollect and then log back in.

5.   Once that user logs in and pulls up an account, there will be a phone icon next to each debtor phone number:

6.   Clicking on this small phone icon will open a new window and attempt to access Vonage's API for an outbound call. If the API call is successful, the window will automatically close and you will be back on the Simplicity account page, and your phone will ring. Once you pick up, it will dial out to the phone number for the debtor.

7.   If there is an error, the page will stay open and report the error. To close the window after reviewing the error, you can click the **Close Window** button. For example:
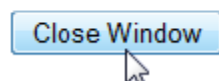
8.   If a user's Vonage credentials are modified, that user will need to log out and then log back into Simplicity before the changes will take effect.

Vaspian Dialer – Click-To-Dial

1. Enable Vaspian click-to-dial, and hit "Save Settings"
2. Click-to-Dial for Vaspian on Agency / Company, is now enabled.

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3. **Admin will now need to log out, and log back in**… then go to: Collector / Employees Settings
4. Select the user you desire to setup Vaspian click-to-dial, add the Vaspian settings, and click the "Update" button
5. Now, the user that has been updated, will need to log out and then log back in… and now they will have a phone "dial" icon next to the phone number:

TCN – Click-To-Dial

1. Select TCN from the drop down at the top and enter the username and password.
2. Enable TCN click-to-dial and enter **Caller ID**. Click "Save Settings"
3. Click-to-Dial for TCN on Agency / Company, is now enabled.
4. **Admin will now need to log out, and log back in**… then go to: Collector / Employees Settings
5. Select the user you desire to setup TCN click-to-dial, add the TCN Agent ID, Username, and Password. Click the "Update" button to save.
6. Now, the user that has been updated and will need to log out and then log back in. User will now have a phone "dial" icon next to the phone number.

Information about T-Max Dialer

For information regarding integration with T-Max dialer please refer to the following helpful link: http://tmaxdialer.com/dial/help-links/ Simply click on the **Knowledgebase** link and type "simplicity" in the search box. T-Max's system is a manual pop (not an automatic pop) system because a) it uses less resources and b) not every call needs to be popped.
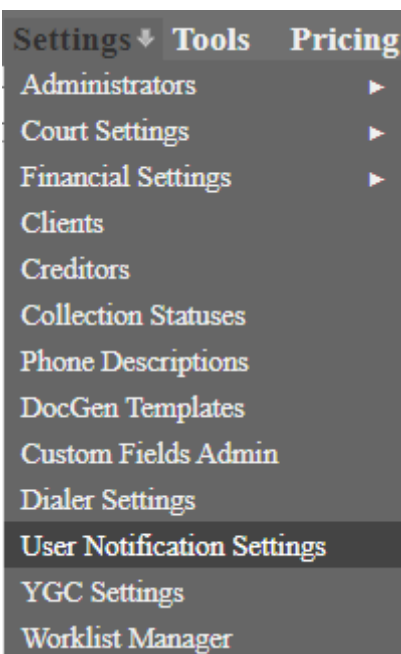
In regards to the **Client Portal**, you can set up Simplicity to notify you when a Client enters a new claim into your database, sends you a new file/portfolio to import or uploads a document.

To Create a Notification

1. Go to **Settings → User Notification Settings.**
2. Choose the Notification type, either:
    - **Client Portal – New Claim** – when a new claim is added to your database.
    - **Client Portal – New Claim File** – when a new file/portfolio is sent to you.
        1. Retrieve files through Simplicity under **Tools → View Uploaded Client Files**
    - **Client Portal – Doc Upload** – when a new document is uploaded through the client portal
        1. Retrieve files through Simplicity under **Settings → Clients →Select a specific Client →Client Documents**

3. Fill in the email you want the notification to be sent to.
4. Click the **Add Notification** button.

To Delete a Notification

You can delete a notification by clicking the red ✖ symbol next to the listed options, then click "OK".
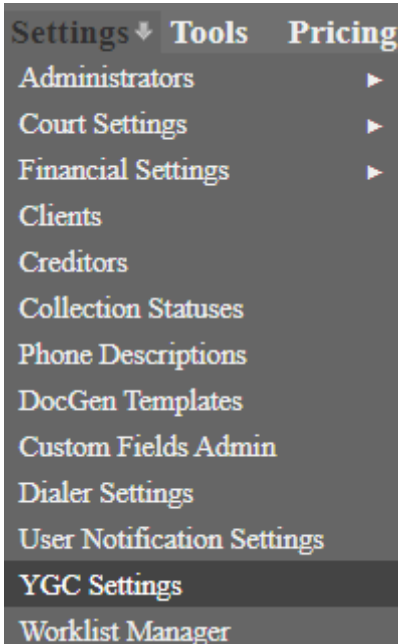
You've Got Claims, also known as YGC, is a debt placement management software where you can trigger alerts, run reports and more. If you have an account with YGC, you can have it integrated with SimplicityCollect. Just contact our technical support and we can enable it for your account.

Once enabled, you can go to **Settings > YGC Settings** to set up your FTP information.

Please note that the cost of using the YGC feature is **$30 per month** and will be added to your monthly fee.

Basics & Receiving and Sending Files

1. A message will appear letting you know FTP information does not exist yet. Click **OK** and enter your FTP credentials and an email address (this is for automated emails to be sent to, regarding report logs or error files).

2. Once the correct credentials are recognized, the **Receiving** area will show files in that FTP folder. This can be used to import files from YGC, or you can physically browse for a file. These files from YGC contain information such as existing account data, brand new account data, update files, etc.

3. When files are imported into Simplicity from this **Receiving** area, the software looks at the current **PCodes** on the account (to be discussed next), and it updates the account(s) based on what data is on the file.

4. The **Sending** section is for sending files from Simplicity back to YGC. This includes changes made to the accounts based on the **PCodes** associated with the statuses. ("If this, then this" mentality).
The **Sending** section is not automated, so you can send the files whenever you like. Hovering your mouse over each **Sending** file shows you what records they contain. A preview also exists at the bottom of the screen to see what each record sent.

5. The other tabs at the top (**Reconciliation, Error,** and **Logs**) will display results from files that were **Received** or **Sent**.

PCodes and How to Use Them

PCodes, also called process codes, are a type of identifier from YGC that connects to your statuses in Simplicity. As mentioned earlier, when files are **Sent** and **Received** to/from YGC, these codes are triggered on accounts.

To see what PCodes are available you can go to **Settings > YGC Settings**. At the top of the window, click the **PCodes tab**. You can browse the library of PCodes or add your own. If you add a new one, just refresh the screen to see the new PCode.

Tying a PCode to a Status Type

Go to **Settings > Collection Statuses**. Find the **Status Type** you want to apply it to and click the **Select** button. A list of the **Statuses** within this **Status Type** will appear on the right-hand side of the screen. At the bottom will be an option to add a Pcode to this **Status Type** (and subsequently, all Statuses attached to it).

When tying a PCode to a Status Type, you can also put in a **YGCSenderID** (also called **ClientID**) in to say which Client the account is tied to/coming from.

Tying a PCode to a Status

Go to **Settings > Collection Statuses**. Find the **Status Type** you want to apply it to and click the **Select** button. On the right-hand side of the screen, you will see a list of all the **Statuses** within that type. Next to the **Status** in question, click the **Select** button. It will highlight the **Status**, and you can then add a PCode the same way as mentioned above. This will only affect this single **Status**, and not any others within that **Status Type** group.

When tying a PCode to a Status, you can also put in a **YGCSenderID** (also called **ClientID**) in to say which Client the account is tied to/coming from.

Mapping Custom Fields

Go to Settings → YGC Settings → Mapping
Select Record Code 35 from the **Add/Edit Mapping** drop down box.

Once selected, YGC record code fields and Simplicity fields will automatically populate in the columns on the left.
Similar to the process of mapping imports, select the YGC field you would like to map from the left column and match it to the custom field in the middle column. Once you have selected a YGC field and a custom field then click **Add >>**. After completing the mapping, click **Save**.

Setting Up Your Clients for Use With YGC

First, access your Client in question by going to **Settings > Clients.** Once you select the **Client** on the left-hand side of the screen, check the box called **YGC Active** in the Client Info section.

Secondly, you will want to enter a **ClientID** in the next box. These ClientID numbers are provided by YGC for your convenience. When you are done, make sure to click the **Save** 💾 floppy disc icon at the top.

Tips: *You can find a list of the YGC data information here:* https://www.youvegotclaims.com/DataStandard/DSDisplay.aspx

You can also find a list of what our YGC records/fields report from/to here: https://docs.google.com/spreadsheets/d/1d9WR2qnxMGyRqKdqyWcH75tRUF0-f4VANzVas2b4w4Y/edit?usp=sharing

Worklist Manager
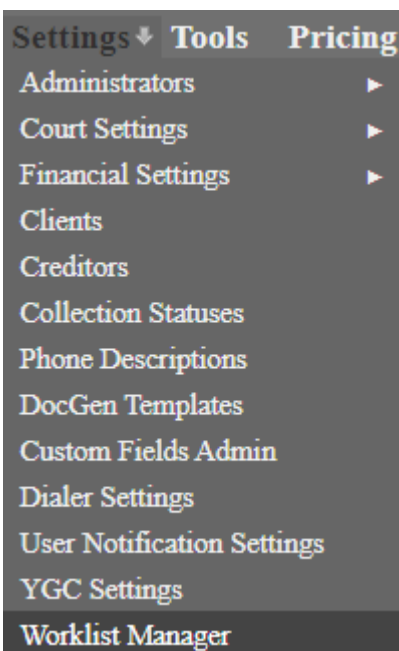
You can create a **Worklist** for your employees to use to work accounts. Multiple collectors can use the same Worklist, and it helps prevent collectors from working on the same account.

To create your worklist, you have the option of using the Filters. Creating a worklist without using filters will then select all accounts within your database. If you would like to narrow down the list accordingly then select the appropriate filter options first, then enter a name for your worklist at the bottom of the filters section in the **Worklist Name** box:

Once you've entered a name, assign the worklist to specific users. Hold CTRL and click again to select more than one user. Next, click the "Create Worklist" button. A pop up will prompt you to verify that you would like to create this worklist.

Once created, users can open the filter options from the Home screen and select the new Worklist from the **Available Worklists** drop-down box.

Clicking the "Work Now" button will assign users to the specified Worklist if they are not already assigned to it.

Additional icons will appear at the top right corner once a user has been assigned to a Worklist:

- Clicking the green right arrow will take the user to the next unworked account in the Worklist while the green left arrow will leave the current account unworked and take them to the previous account.
- To leave the current account unworked and skip to the next unworked account, the user can click on the blue right-angled arrow
- Clicking the white Worklist Details button will take the user to an overview of the Worklist:

- To pause the worklist and come back to it at a later time, the user can click on the blue circle icon
- Clicking the red Delete button will ask if the user wants to delete the assigned Worklist. This removes it from the filter options as well.
- Worklists can be managed and assigned by clicking on the sprocket icon. This icon can only be viewed and accessed by user groups specified in the Manage User Groups settings.

Managing Existing Worklists

Admins and those user groups enabled to access the Worklist Manager can assign a Worklist to one or more collectors, remove collectors from existing Worklists, create Worklists and delete Worklists.

Each Worklist will be displayed, along with basic information about who created it, the number of accounts currently worked out of the total within the Worklist, when it was last worked and so on.

Users listed here can be removed by clicking the small delete button ✖ to the right of their name.

Clicking the small document button 📄 will navigate the user to the expanded Worklist Details screen.

Clicking the larger delete button ✖ at the top right of a Worklist will delete the Worklist.

If you see an error message appear that says: "You are already assigned to this WorkList. Please select another available WorkList" and you do not have the green arrow button, either a) the worklist has already been completed or b) you need to clear your browser cache and/or history, then try again.

Worklist Configurations

Worklists cannot be reset to be worked again; however, filters can be saved as configurations so that a worklist can be created with the previously used filters and possibly with the same accounts. To save the filter configurations add the desired name of the configuration in the Name field and click **Add**. Once it has been added it can be selected from the configuration drop down box on the left-hand side, then click **Load**. The configuration can also be updated or deleted by first loading the configuration then click **Update** or **Delete**.

Tools

Administrators > Pop Up Notification Manager

This tool will allow you to notify all your employees about any subject when they first log in to the software. You can set up multiple notifications that can include hyperlinks or embedded links. Additionally, you can view how many of your employees have viewed them.

First, enter a **Title** to identify your notification, and then the **Message** for what should be shown to your employees.

You can then set a **Start Date** (when you would like the message to go out) and an **Expiration Date** (when you would like the message to no longer send).

Then, click **Create Notification** to confirm and preview your new message. A list of previously created messages will appear on the right-hand side of the screen. From here you can edit and delete them.

The Client Accounting tool is used as a ledger to reconcile amounts due to and from the clients and attorneys. The amounts owed to them are based on the distribution amounts from the transactions entered on the debtor **Financials** screen as well as any transactions added through the Client Accounting Tool. To start, click on the **Reconciliation Tools** button.

Select the client/attorney and the transaction date in which you would like to generate for the report.

Confirm the amount to include in the report. Clicking on **Details** will provide the account numbers and transaction details. When finished, click **Submit Entries.**

The transaction will then be added to the report in order to provide a total owed to the client.

To make a payment to the client and/or attorney, click on the green icon next to the transaction. A payment can then be queued for printing or be printed on demand from Simplicity. Alternatively, the option to make a payment is also available below the ledger as well as options for adding payments from the client/attorney and adding general amounts owed:

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The Phone Campaign Manager is a tool similar to the Report Builder that is used for sending a spreadsheet of debtor information directly to the dialer TCN. To send a campaign to TCN, first set up credentials by going to **Settings → Dialer Settings**:

1. Select TCN from the screen pop dialer drop down box and then enter the username and password
2. Enable TCN click-to-dial and enter the Caller ID
3. Click **Save Settings**
4. Log out and then log back in and then go to Settings → Administrators → Collectors/Employees Settings
5. Select the user you desire to set up TCN click-to-dial, add the TCN Agent ID, Username, and Password.
6. Click the **Update** button to save.

After setting up credentials, go to **Tools → Administrators → Phone Campaign Manager** and create the campaign. Refer to the Report Builder section for instructions on how to create this. TCN may ask for specific information to include in this campaign.

After creating the campaign, add the description, import template number, schedule template, and timezone. Click **Preview** to ensure the campaign looks correct and then click **Send** when finished.

The **Letter Automation – Configure** section provides you the ability to set up a **Letter Flow** for use with your collection accounts. In addition, Simplicity integrates with 3rd party letter fulfillment companies that provide fulfillment services for Simplicity clients.

Adding New Letter Flows
To start:

1.   Enter a **Flow Name** to recognize your Letter Flow by.

2.   Check whether you would like this Letter Flow to automatically **Assign to all new accounts**. This means as soon as a new account is added, it will automatically have this Letter Flow attached to it.

3.   Next, select whether the template type will be through one of our 3rd party letter fulfillment providers, DocGen, or Custom Notification. *Please contact SimplicityCollect's Help Desk in order to integrate a 3ʳᵈ party letter fulfillment.*

4.   Add a document from the [Letter Code], [Document Template], or [Custom Notification] drop down box (this drop-down box will change according to the template type selected). The documents listed are either:

> 1. Letter Code – Set up through your letter fulfillment provider and then integrated by SimplicityCollect Help Desk.
>
> 2. Document Template – added to the **Settings → DocGen Templates** portion of Simplicity. For help uploading new templates to this screen, go to **Help → DocGen Help.**
>
> 3. Custom Notification – added to the Tools → <u>Custom Notification Manager</u>.

5.   In the "Days" box, choose when you want this letter to go out (ex. 7 days). These days refer to how long the collection accounts have been in the system for. When accounts are first imported or created (using the New Account) button, they start off as 0 days old unless otherwise specified. You can view an account's age via their **Claim Details** page.

6.   After you have selected a document and the number of days you want the letter created after, click the **Add** button. This will add the letter to the Letter Flow. You can then add additional letters (for example a "2nd Demand Letter" that could be set at 30 days and a "3rd Demand Letter" that could be sent at 60 days, and so on).

7.   You now have the choice of **Letter Flow Rules** to indicate when NOT to send a letter**:**

> 1. **Account has a payment within** ☐ **day(s):** When this box is checked, it indicates an account will *not* be set up to receive a letter if you've received a payment after a set number of days. For example, if you set the rule for "No payment within 2 days", and John Doe is set to receive his "2nd Demand Letter" after 30 days, as long as he makes a payment no later than the 28th day Simplicity will remove his name from the Letter Flow Queue.
>
> 2. **Account has a payment plan that is on hold**: This option will remove the debtor from the letter flow until their payment plan has been reset to pending.
>
> 3. **Do not send if account has collection status(es):** Hit Ctrl + click to select multiple statuses.
>
> 4. **Do not send if account has 1 or more action code(s):** Hit Ctrl + click to select multiple action codes. If an account has one or more of the selected action codes then a letter will not be sent.
>
> 5. **Do not send if debtor lives in state(s):** Hit Ctrl + click to select multiple states.

8.   When finished, click the **Save** button at the bottom. This will finalize your Letter Flow and add it to the left side of the screen.

9.   To create a default configuration to be saved and used for future use, click **Set Rule Defaults**.

💡 *If no address is provided on record at the time an account has aged for a specified letter, that letter will not be generated for that account.*

💡 *When using Foucs1 as a 3rd party letter fulfillment, they may return a file to Simplicity that specifies an address is bad. In this case, the new address will be added to the account (if provided) and the debtor's previous address is marked as "bad". If a new address is not provided, the primary address will be marked as "bad".*

Global Letter Flow Rules

Additional letter flow rules can be found at the bottom. These rules will apply to all letter flows:

- Debtor's primary address is bad
- Debtor age is under the age: ⬚

Editing Existing Letter Flows

Existing **Letter Flows** appear on the left of the screen and can be edited by clicking on the name of the flow. In the example below, there is a Letter Flow created called "Test". When clicking on "Test" you will see details of the Letter Flow.

This Letter Flow can be further modified by using the standard Edit and Delete buttons native to SimplicityCollect. When you are finished editing the Letter Flow, click the **Save** button at the bottom to confirm your changes. You can also **Delete** a Letter Flow in the same way.

Adding a Letter Flow to an Account

Once the Letter Flow is created, you may now assign it to an account a) manually via the **Claim Details** screen of a specific account, or b) via the **Bulk Account Manager** in the **Tools** menu.

When adding a Letter Flow from the **Claim Details** page of an account, select the Letter Flow from the drop list in the **Letter Flows** section on the right side of the screen. Once the new flow is selected, click on the **Add Letter Flow** button.

Once the new Letter Flow is added to the account, it will appear in the **Letter Flows** section.

Letter flows will pick up at whatever age is set on an account. When needed, reset the account age on the Claim Details screen or Bulk Account Manager.

Once a **Letter Flow** is created via **Letter Automation - Configure** and added to an "OPEN" type account, new letter information can be generated each day via the **Letter Automation – Run** section of the software. This page will provide you a detailed report of what accounts have what letter due within a given date range and will allow you to print letters in bulk. Click **Generate Docs** to print each letter type or click the **Send Now** button to generate all pending letters.

Make sure to mark the letters complete only AFTER you have downloaded and printed them. Once they are marked complete, the system will remove them from your Letter Automation – Run list. A note will be added to the account once the letters are marked as complete.

When using a 3rd party fulfillment service, some will allow you to send them this generated .docx file to be sent out. Others may require different information such as an exported list of fields from Simplicity. Our main integrated fulfillment services, CompuMail, Renkim, and Focus1 can be set up directly with your Simplicity account. Setting up letter fulfillment through one of our 3rd party affiliates provides automatic letter fulfillment every day of the week via secure FTP, additional configuration options in the **Letter Automation – Configure** section, detailed letter development and more. If you would like more information, please contact our Technical Support team and/or one of our affiliates at http://www.simplicitycollect.com/affiliates/ .

If Letter Flows are set up to use an integrated 3rd party vendor, files are automatically sent to the vendor via secure FTP and the results file for a listing of letters sent is also processed and added to the notes automatically. There is no need to "kick off" or run a process to send the data to the 3rd party vendor. This is done automatically with Simplicity's nightly scheduler. The Letter Flow – Run section is ONLY used if 3rd party is not used for letter fulfillment.
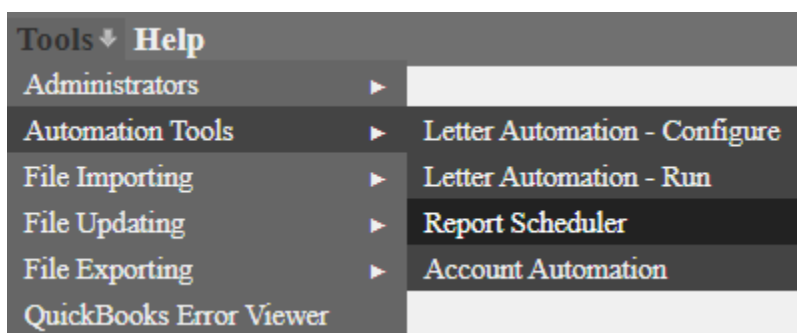
The **Report Scheduler** will allow you to automatically email or FTP a client a customized **Client Status Report.** This can be done on a daily, weekly, or monthly basis.

Adding a new Scheduled Report

When you first go to **Tools → Report Scheduler** the screen will be set up to add a new **Report Schedule.** To set up a new scheduled report, complete the following steps:

1. Choose the type of **Report** you would like to use. Currently you can choose between **Client Status Report, Client Status Report 2,** and **Client Status Report – Simple.**
2. Choose a **Filename** for the scheduled report. This will be the name of the file that your client will see when they receive it.
3. Choose whether you would like to use the **Append Date** or **Password Protect** options. If you decide to add a password, the client will be required to type it in when they receive the PDF document.

4. Choose any of the **Report Filters** provided. This lets you display a report based on Client(s), Creditor(s) and Statuses. If you want to choose more than one at a time, hold down the CTRL key and left click each option.

5. Check whether you would like to include **Notes** with the report. This will show your client all notes on the account.
6. Choose how you would like to sort the PDF document. You can pick from Debtor Name, Client Name, or Client/Creditor Name.
7. Under **Transmission Settings,** pick how you would like the report sent. You can choose between SFTP or Email. The **Type** SFTP will require a Host, Remote Path, Username and Password:

If you adjust the **Type** to Email, the boxes will change to:

Email will likely be the easiest **Type** for you to use. In the box **Email Address,** type the email of your client you wish to send this report to. Then click the **>>** button to the right to add the email to the "Send" list. You can add as many emails as you would like here.

Optionally you can add a **Reply-To Email**. This will be *your* email that the client can respond back to. We highly recommend this option so you can stay in touch with your client.

8. Under the header **Other Settings,** you can add a **Report Description.** This will help you easily identify different reports sent to the same client.
9. Lastly you can choose a **Run Frequency** (Daily, Weekly or Monthly) along with the **Start Date** of when to send the first report.
10. When you are all done, click **Add Report Schedule** to save your new scheduled report. This report will now appear at the top of the page under **Scheduled Reports.**
11. Once you have a scheduled report, you can use the buttons to the right to **Run Now, Edit or Delete** the report.
12. At any time, you can also **Pause** ⓘ a report from running.

Report Statuses and Errors

When a report runs successfully, you will see the **Last Run Status** as SUCCESS.

Report Description	Transmission Type	Report Format	Run Frequency	Last Run	Last Run Status	Next Run	
Test	EMAIL	PDF	DAILY	12/22/2014	SUCCESS	12/23/2014	✏️❌

If for any reason there is an error, this will change to ERROR-XXXXXX. A few common errors are listed below:

ERROR – SendEmailError

This error refers to a problem with the email you have set up the report for. This can mean the email is non-existent or is spelled incorrectly. You can check the emails the report is being sent to by clicking the green edit pencil and viewing the **Transmission Settings.**

Error Uploading Report via SFTP: SFTP Upload File Error: No such file

This is a user-related error when uploading reports to an SFTP, and the remote folder or "path" does not exist. Make sure to double-check your SFTP settings when you see this error.

When an automatic import returns an error under the **Last Run Status**, first ensure that the transmission settings are correct by clicking on the pencil icon next to the import in question. If the information is correct, try running the import again by clicking on the circle icon pointing counterclockwise , then click on the Run icon . If an error occurs again, contact the Simplicity Help Desk.

The **Account Automation** tool will allow you to create rules that automatically trigger events such as changing the account status, reassign collectors, add action codes, send emails, send texts, etc. Follow the steps below to set up a new event.

1. First, enter a **Description**. This will help you identify different automation events after they are created.

2. Choose an **On Event** that will trigger the automatic changes, such as:

Account Balance

Account Created

Account Not Touched

Adjustment Made

Age of Account

Cumulative Delinquent Days (This is the number of days the debtor is delinquent on the payment plan)

Days Before Payment

Days Since First Delinquency (This is the number of days since the First Delinquency date on the Claim Details screen)

Declined Payment

Elapsed Time

Making Payment

Missed Payment

Missing Documents

Payment Marked NSF

Payment Plan Fulfilled

Payment Plan Settlement Met
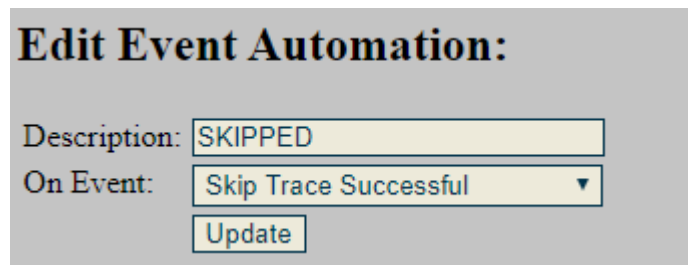
Payment Received

Reported to credit bureau

Skip Trace - Deceased

Skip Trace Successful

Status Change

Edit Event Automation:

Description: SKIPPED

On Event: Skip Trace Successful ▼

Update

3. The automation will trigger for all accounts that match the event criteria unless a condition is set. Add an **Event Condition** or several conditions in the middle row by selecting the condition from the drop down box. If selecting multiple statuses, clients, or referring attorney click the **Ctrl** button on your keyboard before selecting each one.

4. Add an **Event Action** or several actions in the bottom row of this screen such as:

Add Account Note

Add Action Code

Add Fee

Add Holdback Credit From Claim

Add Reminder

Assign to User

Change Client

Change Status

Debit Claim Amount from Holdback

Delete Payment Agreement

Move to User Queue

Re-Age Account

Remove from Credit Bureau Report

Report To Credit Bureau

Send Client Email

Send Client Text

Send Customized Email

Send Customized Text

Set Account Next Work Date

Set Metro2 Status

5. Once an event is created, you will have options to pause, edit, or delete.

6. After clicking on the pencil icon you will be able to edit or delete Conditions and Actions.

Examples of Common Automated Processes:

How to set up a customized payment reminder (instead of using our generic reminder that can be set up on the Payment Plan screen)

- Select "Days Before Payment" and the number of days before the payment that you would like to send the reminder.
- Add a description. Click on "Create Event Automation".
- Add applicable conditions if needed. To apply this automation to all accounts with no exceptions you can leave this section blank.

- Select "Send Customized Email" and/or "Send Customized Text" from the "Do Action" drop down box.
- Select the Email Template name and/or select the Text Template name.
    - To create the templates go to Tools > Custom Notification Manager.
- Add a description and click on "Add Event Action".
- To sign up for text messaging go to [Settings > Administrators > Text Dashboard](#).

How to generate a receipt to a debtor

- Select "Payment Received" from the "On Event" drop down box.
- Add a description and click on "Create Event Automation".
- Add applicable conditions if needed. To apply this automation to all accounts with no exceptions you can leave this section blank.
- Select "Send Customized Email" and/or "Send Customized Text" from the "Do Action" drop down box.
- Select the Email Template name and/or select the Text Template name.
    - To create the templates go to Tools > Custom Notification Manager.
- Add a description and click on "Add Event Action".
- To sign up for text messaging go to [Settings > Administrators > Text Dashboard](#).

How to add a late fee

- Select "Missed Payment" from the "On Event" drop down box.
- Add a description and click on "Create Event Automation".
- Add applicable conditions if needed. To apply this automation to all accounts with no exceptions you can leave this section blank.
- Select "Add Fee" from the "Do Action" drop down box.
- Select the name of the fee transaction description from the drop down box.
    - To create additional fee descriptions navigate to any debtor account, click on the Financials tab and then the Trans. Descriptions sub-tab. Add the fee name in the Description field and then select "Fee" from the Type drop down box. Click "Insert New".
- Select the Amount Type and enter the Fee Amount (or percentage) below.
- Add a description and click "Add Event Action".

How to change the collection status for reasons such as a missed or denied payment

- Select "Missed Payment" or "Declined Payment" from the "On Event" drop down box.
- Add a description and click on "Create Event Automation".
- Add applicable conditions if needed. To apply this automation to all accounts with no exceptions you can leave this section blank.
- Select "Change Status" from the "Do Action" drop down box.

- Select the name of the collection status from the drop down box.
  - To create a collection status, go to [Settings > Collection Statuses](#)
- Add a description and click "Add Event Action".

How to create a reminder/alert of an NSF payment

- Select "Payment Marked NSF" from the "On Event" drop down box.
- Add a description and click on "Create Event Automation".
- Add applicable conditions if needed. To apply this automation to all accounts with no exceptions you can leave this section blank.
- Select "Add Reminder" from the "Do Action" drop down box.
- Select the Reminder Description from the drop down box.
  - To create a Reminder Description, go to any debtor account and click on the Reminders tab. Click on the blue plus icon next to Description then enter a new description name and click Submit.
- Assign the collector that will receive the reminder regarding the NSF payment.
- Add reminder notes (optional)
- Add a description and click "Add Event Action".

File Importing > Account Importer
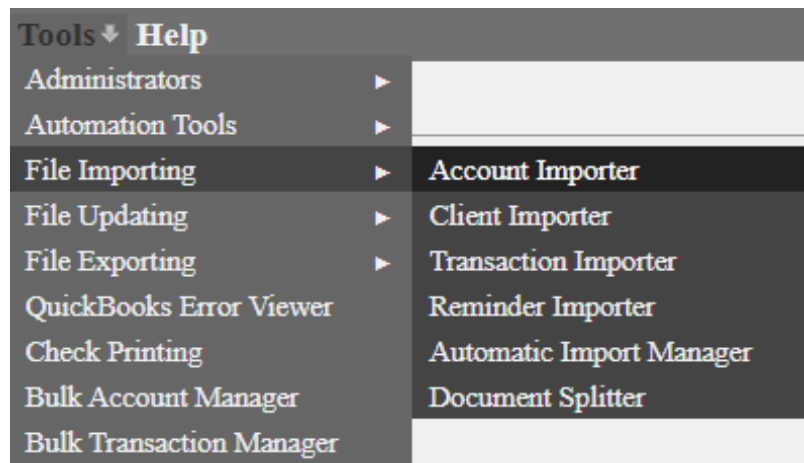
The **Account Importer** tool is the perfect tool when you have a large spreadsheet of accounts to add into SimplicityCollect. This tool allows you to add accounts in bulk, rather than one at a time. When you first access the tool, you will see the following:

Clicking on either the blue hyperlink **Pre-Import checklist** or the clipboard picture will open the pre-import checklist in a new window. You can save and/or print this list for your convenience.

Prior to importing accounts into Simplicity, please take time to clean the import file by following the Pre-Import Checklist, making changes to your file as needed. Remember you are responsible for what goes into the system. If your spreadsheet is not properly formatted and cleaned per the pre-import checklist, the results of the import will be unreliable.

Pre-Import Checklist

1. FILE TYPE: Must be an Excel (.xls or.xlsx) OR Comma Separated Value (.csv) file.

Good   **Bad**

File name: Book1.xlsx   File name: Book1.docx

File name: Book1.csv   File name: Book1.text

---

2. EXCEL SHEET NAME: With .xlsx or .xls files, the sheet name (located in the bottom left hand corner), must be spelled exactly as: Sheet1 (Only the sheet named: Sheet1 can be imported.) *Files that are .csv are exempt from this step.*

---
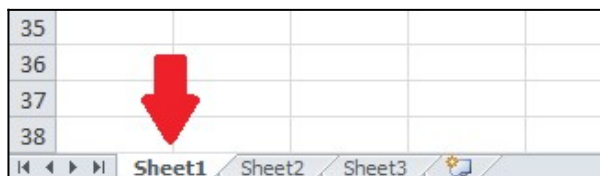
3. REQUIRED COLUMNS: Your spreadsheet must contain columns that have data which corresponds with: (1) "Client Name", (2) "Debtor First Name" & (3) "Debtor Last Name" for CONSUMER accounts OR (1) "Client Name", (2) "Debtor Company Name" for COMMERCIAL accounts. *If you forget to add a Client Name column to your spreadsheet before you begin the mapping section, you won't be able to save your mapping.*

Required spreadsheet fields for *Consumer* debt:	Required spreadsheet fields for *Commercial* debt:
• **Debtor First Name** • **Debtor Last Name** • **Client Name**	• **Debtor Company Name** • **Client Name**

4.　　　　　　　For consumer accounts the debtors name must be in two separate fields (e.g. "Debtor First Name" and "Debtor Last Name")

Good

	A	B
1	Debtor First Name	Debtor Last Name
2	John	Doe
3		

Bad

B
Debtor Name
Doe, John
Philip - Smith
Albert Johnson

5.　　　　　　　Make sure all "Required" columns (aka columns you will map) have relevant data in each row. Look down each column that contains required data in order to verify that the data is a) present and b) correct. Delete columns which are blank and/or not relevant to your business.

Good

	A	B
1	Debtor First Name	Debtor Last Name
2	John	Doe
3	Philip	Smith
4	Albert	Johnson

Bad

	A	B
1	Debtor First Name	Debtor Last Name
2	John	Doe
3		Smith
4	Albert	

6.　　　　　　　IMPORTING ACCOUNTS TO PRE-EXISTING CLIENTS: To import accounts to a pre-existing client, the clients name in the file must be identical to the Clients "Short Name" in Client Settings. It is case sensitive. ("Short Name" can be found by clicking **Settings > Clients** > and choosing the desired client from the list.)

Short Name: [　　　　　　　　　　　　]

7.　　　　　　　EXTRANEOUS SYMBOLS: Dollar sign ($), percentage (%), colon (:), hyphen (-), or apostrophe ('). If they are not required to understand the data, they should be removed from the file. Hyphens in phone numbers and SSNs are allowed, as are slashes in dates.

8.   If there is a column for the debtor's State, make sure it is formatted as a correct abbreviation.

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9.   If there is a column for the debtor's Social Security Number (SSN) double-check to make sure there are no "placeholder" numbers (e.g. 000-00-0000). It is important to remove these, otherwise you may lose debtor information. NOTE: Some features in Simplicity require a correct SSN to use. If they are not included in your file, consider looking into obtaining these.

---

10.   CALCULATING INTEREST: To calculate interest the spreadsheet must contain **ALL THREE** of the following data: "Claim Amount," "Interest Rate," and "Claim Interest Start Date." Each field must have a valid numeric value. Claim amount and claim interest rate fields must contain numeric values. If no value is present, a "0" value must be added.

G	H	I
Claim Amount	Interest Rate	Interest Start Date
300	8	12/14/2010

---

11.   Make interest rates into percentages. (e.g.: 15.25% should be = 15.25 [Not 0.1525]) *If the interest rate column is being imported, it must contain a number, it cannot be left empty or NULL. It should be 0 if no interest is being charged.*

Good	Bad	Bad
H	H	H
Interest Rate	Interest Rate	Interest Rate
8	0.08	

---

12.   If nothing is mapped to the field Account Number, one will be automatically generated. (For more on auto account numbers, please go to **Settings > Clients** > select a client from the list on the left, and view their data to the right.)

Auto-Account# Enabled: True

Auto-Account# Prefix: YYYY-_____-0000 ?

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13.   CUSTOM FIELDS: For any data stored in your file that does not already have a field in Simplicity, you must create a custom field prior to attempting to map a spreadsheet. This is done in Settings > Custom Fields Admin. (A list of the stock fields in Simplicity can be found by clicking Help > Importer Help.)

14.   DATE FORMAT: All dates must be in proper date format (e.g. 12/31/2010). It must be recognized as a date by Excel, if it is not it must be changed to a date format to be importable into Simplicity. Not having ALL dates in the proper format will return an error.

Good	Bad		
I	I	J	K
Start Date	Start Date	Originated	C/O Date
12/14/2010	12142010	5 2 2008	682012

15.   Each column heading in your spreadsheet must be unique. (I.e. You cannot have two column headings each named "Phone". Make duplicate column headings original, e.g. "Debtor Main Phone," "Debtor Phone 2")

Good		Bad	
N	O	N	O
Phone	Phone 2	Phone	Phone
555-258-6846	555-258-6849	555-258-6846	555-258-6849

16.   SECURITY LIMIT: We recommend importing no more than 20,000 accounts (about 50 MB file size) at a time. Large files tend to tie of the server and can cause the system to time out.

17.   ONLY AFTER working carefully through this checklist, you are ready to import your file.

MAKE SURE TO VERIFY YOUR DATA ONCE IT IS IMPORTED!

Don't worry if you make a mistake; after importing your file there will be a **Roll Back** button available for you to undo the imported accounts and debtor profiles.
All importing, data verification, and data mapping is the responsibility of the client.

Taking a few minutes to clean your portfolio or account file will save you time so that you are not importing bad data and then trying to fix it later.

Importing Accounts

1. Navigate to **Tools → File Importing → Account Importer**.

2. After you use the Pre-Import Checklist link to clean your file save this file somewhere you can remember, such as your computer's desktop.

3. Going back to Simplicity in your internet browser, click on **Browse / Choose File** to select the clean spreadsheet file that you just saved. Then click **Prepare File for Uploading**.

    Select Excel (xls/xlsx) or comma separated values (csv) account update file for importing:
    [Choose File] Training Import.csv   [Prepare File for Uploading]

4. In the box named Step #2 we will create a new mapping by clicking **Create New File Map**. A mapping is the associations between the names of your columns (the names in the first row of your spreadsheet) and the appropriate fields in Simplicity. If you always receive a specific type of file from a client, the mapping will most likely be the same for that client each time. You can save a mapping with a unique name so that you do not need to always set up the same mapping.

Step #1	**Step #2**
File **"SimplicityCustomers.xlsx"** is ready for importing.	Use file mapping: -Select File Mapping-
[Use Different File]	[Create New File Map] [Edit File Map]

5. The screen will change and you will see a box called **Mapping Name.** Name the mapping with a name that you will differentiate it from other mappings. (e.g. "Client A Data Mapping"). Mappings can be reused in the future.

    Mapping Name: Client A Data Mapping

6. Choose an item under **File Column**. These items refer to the column headings in the spreadsheet file you are importing.

7. Choose the item under **Account Element**. These items refer to fields in SimplicityCollect where you would like your selected files data to show up.

8. Click **Add>>** to add the relationship chosen from the previous two steps above to the "Mappings" list.

💡 *Each field you map from File Column and Account Element will disappear from these columns and show up in Mappings. The exception to this is the Account Elements: Debtor Phone, Debtor Cell, and Debtor Fax. You can map multiple (unlimited) File Column fields to these elements.*

9. If you need to add Co-Debtor information, select the **# Co-Debtors in File** drop-down box and choose how many you would like to add. This will expand the **Account Element** list with more options to choose from.

10. Once you have formed the associations or mappings between your data file (file column) and Simplicity data (account element), confirm the selections below.

- **Lumping financial claims on a single account**: With this option enabled, Simplicity will create only one account for debtors that have multiple claims with a single creditor and combine ALL the balances into one. The original claim amounts can be viewed individually. This will only work with accounts that have a matching **Creditor Name and Debtor SSN** OR if you import accounts with the same **Account Number**.

- **Zero Balances:** If you check the box to **Set All Account Balances To Zero**, this will zero out ALL existing accounts in the system including the accounts being imported. ****To enable this option, contact SimplicityCollect support****

- **Update Balance:** If importing an account number that already exists, selecting this option will update the account balance to zero and then add the new claim amount specified under the header that is mapped to **Claim Amount**. ****To enable this option, contact SimplicityCollect support****

- **Claim Received Date:** If claim received date is not mapped or if it is mapped, but the cell is empty, then Simplicity will auto-populate with the current date.

- **Creditor Name:** When enabled, a new creditor will be created matching the client name. If a creditor name already exists that matches the client name then it will be assigned to the imported accounts.

- **Linking 000-00-0000 SSNs:** The system automatically links accounts when the SSN is all zeros, but this option will prevent them from linking.

- **If Client Does Not Exist:** This option allows you to either skip the account during importing if the client does not already exist in Simplicity or continue to import and add the account and new client.

- **If Duplicate Debtor SSN is Found:** This option allows you to choose whether to link debtor information when the SSN matches an existing SSN. Linking the debtor information will prevent existing debtor information within Simplicity from being

overwritten by debtor information in the import.

.   11. Click **Save New Mapping** to return to the list of 4 steps.

12. Under Step #2 select the map you just created from the drop-down list:

Step #1	Step #2	Step #3	Step #4
File **"Import test.xlsx"** is ready for importing. [Use Different File]	Use file mapping: [-Select File Mapping- ▾] [Create New File Map] [Edit File Map]	Portfolio Name: [____] Purchased From: [____] Purchase Date: [____] 🗓 Purchase Cost: $ [____] Debt Type: [____] Notes [____]	Skip Tracing: ☐ Address ☐ Bankruptcy ☐ Deceased ☐ Email ☐ Phone [Import Accounts]

13. OPTIONAL: Step #3 provides you the option of entering in a Portfolio Name and information on how much the portfolio was purchased for, the date it was purchased, etc.

14. If **Skip Tracing** is enabled, select what type of information to skip trace in Step #4. Lastly, click **Import Accounts**. You will be returned to the original screen, but below you will see your pending import file. When it is complete you will see how many accounts were imported and a hyperlink to the Results of your import.
    o   If you see that your accounts did not import properly (or only some did), the downloaded Results file will say in the first column what the problem was. You can use this information to figure out what might have caused the issue, and what account(s) were not imported.

Account Import Requests							
File	Mapping	Requested	Status	Since	Info	Download	
Training+Import+Copy.csv	7/22/15	7/22/2015 11:55:19 AM	COMPLETED	7/22/2015 11:55:17 AM	Imported 50 of 50 accounts.	Results	↺ ✖

15. After importing, verify the new accounts have the correct data in the proper fields, and that it is showing up correctly. You can do this by returning to the **Home** screen and searching/filtering for your new accounts.

16. If your accounts do not look correct, you can use the following options to fix them:
    o   Click the **Rollback Button** ↺ to undo the import so you can fix your file and try again. Your original mapping will still be available to edit and use.

    o   Use the **Account Updater** to change information in fields such as Client name, Charge Off Date, Claim Amount, etc. Using the **Account Updater** requires that the **Account Number** or **Client Claim Number** exists on the file.

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- o Use the **Debtor File Updater** if your debtor's information such as debtor phone numbers, addresses, employer, or any debtor specific custom fields are not correct. Using the **Debtor Updater** requires that the **Account Number** or **SSN** exists on the file.

Most Common Import Errors

"There was a problem reading the Excel File. \'Sheet1$\' is not a valid name. Make sure that it does not include invalid characters or punctuation and that it is not too long." - When you click to prepare file for uploading and you receive this message, you are attempting to import an Excel file but your sheet name is not "Sheet 1." (See step 2 in the Pre-Import Checklist to resolve this error.)

Account Error – LQ Syntax Error – If you are importing phone numbers, double-check to see if any text was accidentally included in the cells. Sometimes a note or a word (like "Disconnected, Not in Service") was entered for the phone field. Simply delete any text you see and try importing again.

Account Error - Duplicate entry '####' for key 'UniqueCaseNumberIndex' - There is already an account with the same account number as the one being imported. You will need to create a new number for the Account Number that does not already exist in the database.

Account Error - String was not recognized as a valid DateTime. - One of the columns that you are trying to import which is mapped to a date field in Simplicity is not written in the proper date time format (12/31/2012). Changing this format and retrying the import with the newly saved file will resolve this issue.

Account Error - The given key was not present in the dictionary. - A column heading it is expecting is not found in the file. Most likely you've changed a column heading name without editing/updating the import mapping. After selecting your file and preparing your file for importing, select the mapping you want to use to import and click "Edit File Map" and then click "Update Mapping."

Debtor Add Error - Data too long for column 'state' at row 1 - The State column contains data over 2 characters long. (e.g. New York). Shorten the state column to only be two letters long. (Example: NY).

Debtor Add Error - Data too long for column 'ssn' at row 1 - The SSN column has data that is longer than 11 characters. (XXX-XX-XXXX)

BAD RECORD - Exception: An item with the same key has already been added. - There are two columns with the same column heading in your import file. Change any duplicate column headings to something original and attempt your import again.

Imported 0 of 0 accounts. Error: There was a problem reading the Excel File. External table is not in the expected format. Import Error: Index was out of range. Must be non-negative and less than the size of the collection.

Parameter name: index – This refers to a corrupted Excel file. Manually copy all of your data, paste it into a brand-new Excel workbook, save, and try importing the new file.

The **Client Importer** tool is useful for when you have a large spreadsheet of Client information you would like to add into Simplicity. Instead of typing out each one by one via **Settings →Clients**, you can use this tool to add them all in bulk.

The mapping capabilities of the Client Importer tool work just like the Account Importer tool. To use this tool, perform the following:

1. Click **Tools → File Importing → Client Importer** in the menu bar.

2. Click **Browse… / Choose File**

3. Select the file to be used to update your accounts.

4. Select **Prepare File for Uploading.**

5. In Step #2, click the **Create New File Map** button.

6. Give your mapping a name at the top of the screen.

7. Using the File Column and Account Element lists, map together the available fields by selecting an item from each list, then click the **Add >>** button.

8. Once everything is mapped successfully, click the **Save New Mapping** button.

9. Choose the mapping from the drop-down list under Step #2.

10. For Step #3, click **Import Clients**.

11. If you see that some or all of your Clients did not import properly, the downloaded Results file will say in the first column what the problem was. You can use this information to figure out what might have caused the issue, and what Client(s) were not imported.

12. Fix the mapping that you had used to import these Clients and preform the import process again to take care of any issues.

Available Client Account Element Fields

Required	Client Short Name
Optional	Address
Optional	Address Two
Optional	Cell #
Optional	City
Optional	Client Portal Enabled
Optional	Client Portal Password
Optional	Client Portal Username
Optional	Contact
Optional	Country
Suggested	Default Attorney Contingency
Suggested	Default Commission Rate
Suggested	Default Prejudgment Interest Rate
Optional	Email Address
Optional	Fax
Optional	Client Full Name
Optional	Max Disc
Optional	Note
Optional	Phone #
Optional	Phone # Ext.
Optional	State
Optional	ZIP

If you need to import financial transactions into more than one account this can be easily accomplished with the Transaction File Importer tool.

Using the Transaction Importer

Make sure that your file has *all* **these columns with corresponding data in** *each* **row:**

- Account Number
- Client Claim number *(optional if you have the account number)*
- Transaction Description (e.g. Payment - Check **or** Collection Fee) (Note: Collection Fee is a custom transaction description found generated under **Financials → Advanced**). Transaction descriptions should match those descriptions found under **Financials → Advanced** in your Simplicity software.
- Transaction Type (e.g. Adjustment, Cost, Payment, Client Payment, Netted Payment, Fee).
- Transaction Amount (e.g. 25.00, -25.00)
- Transaction Date (mm/dd/yyyy)
- Transaction Note *(optional)*
- Does Not Affect Balance *(optional)*
  - This can be used if you want the transactions to post on the account but not apply to the balance. This effectively posts and "voids" the transactions for you. To enable this, the rows must have the number 1 listed.

	A	B	C	D	E	F	G
	Account Number	Client Claim Number (optional)	Transaction Description	Transaction Type	Transaction Amount	Transaction Date	Transaction Note (optional)
	000-test-000	123456	Payment - Check	Payment	$200.00	1/1/2010	Note goes here
	111-test-111	678901	Service Fee	Cost	$25.00	10/20/2014	Note goes here

Importing the transaction file:

1. Click on **Tools → File Importing → Transaction File Importer**.

2. Select the file you prepared with the transaction information from your computer.

3. Click **Prepare File for Uploading**.

4. For the first time that you import you will need to create a new mapping. Otherwise you can select a previously created map.

5. Click on **Create New File Map**.

6. Match the corresponding columns from your Excel or .csv file to the appropriate transaction element. (e.g. If your file has a column named Account Num you would click on this wording in the left most box, then click on Account Number in the middle box.) Between each association that you are creating click on **Add>>**. The association will then move to the Mappings box on the far right.

7. *Enable whether to mark the transactions as NSF. Note: to mark a transaction as NSF, the transactions must already exist in the system. If the transactions do not already exist in Simplicity, import them first without marking them as NSF and then import them again and mark them as NSF.*

8. *Select whether to override the transaction descriptions provided in your file.*

9. *Select whether to add these transactions to the Trust Account (the Accounting tab of each account).*

10. Name the mapping on the top left where it says Mapping Name. Click **Save New Mapping**.

11. Select your desired mapping from the Mapping drop-down list and click **Import Transactions.**

12. After importing has completed, check the transactions to ensure they are correct. If they were not imported correctly use the rollback button ↻ to delete the import and start over again.

💡 *Always download the results file. This file will inform you as to which transactions were not imported, if any, and will provide an error message for failed import attempts.*

Transaction Import Requests							
File	Mapping	Requested	Status	Since	Info	Download	
Transaction File Importer Sample.xlsx	Test6.18.14	7/22/2015 1:11:52 PM	COMPLETED	7/22/2015 1:11:44 PM	Imported 0 of 2 transactions.	Results	↻✕

File Importing > Reminder Importer
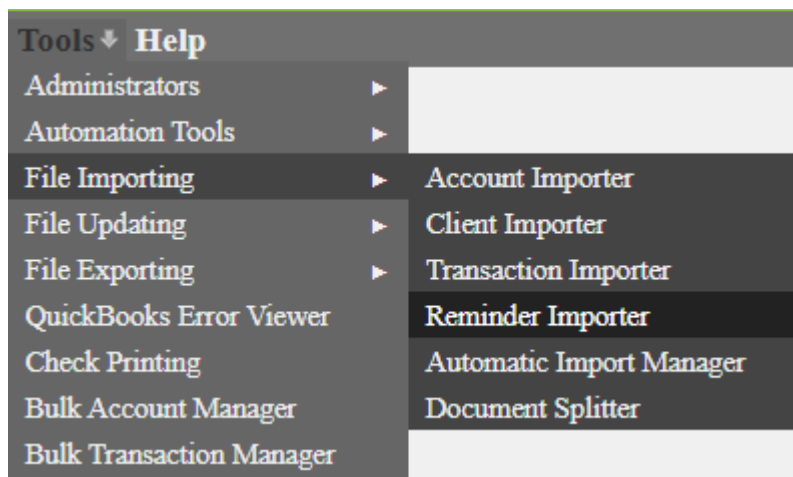
Using the Reminder Importer

If you have reminders from an old system, you can use the **Reminder Importer** tool to import them into Simplicity.

Make sure that your file has all of these columns with corresponding data in each row:
- REQUIRED: Account Number
- REQUIRED: Assigned To (Simplicity username)
- Due Date/Time (in date format 12/31/2012)
- REQUIRED: Reminder Description
- Reminder Notes
- Completion Date (In date format 12/31/2012) *(If importing completed Reminders)*

Importing the prepped file:

1. Click on **Tools → File Importing → Reminder Importer**.

2. Select the file you prepared with the reminder information from your computer.

3. Click **Prepare File for Uploading**.

4. For the first time that you import you will need to create a new mapping. Otherwise you can select a previously created map.

5. Click on **Create New File Map**.

6. Match the corresponding columns from your Excel or .csv file to the appropriate element. (e.g. If your file has a column named Account Num you would click on this wording in the left most box then click on Account/Claim Number in the middle box.) Between each association that you are creating click on **Add>>**. The association will then move to the Mappings box on the far right.

7. Name the mapping on the top left where it says Mapping Name. Click **Save New Mapping**.

8. Select your desired mapping from the Mapping drop-down list and click **Import Reminders.**

9. If there are any issues with the import you can select **Results** to view the errors.

The **Automatic Import Manager** allows you to pull information into Simplicity automatically, to either add new data or update existing data.

1. First select whether you want to "Import" or "Update" accounts in the system. Each will affect the corresponding fields to the right of them.

2. Adjust the **Import Type** or **Update Type** box respectively based on what data you are trying to load.

3. Choose a **Mapping Name**. These must be created beforehand by using the selected **Import Type** tool in either: **Tools → File Importing** or **File Updating.**

4. Select the **File Type** as either .csv, .xls .xlsx, or custom format.

5. Provide a **Configuration Name** that will help you keep track of different import configurations.

In the Transmission Settings, you will have to tell Simplicity where to pull the file(s) from. To do so:

6. Pick the **Type** of transmission you'll be performing, either FTP, FTPS, or SFTP.

7. Provide the **Host** location, **Remote Path, Username** and **Password** to access the FTP/FTPS/SFTP.

Other Settings:

Notification Email:

Delete Originals After Import

Import Description:

Next Run: 6/10/2020   Run Time: Default

Add Import Schedule

8. Provide a **Notification Email** where you would like to receive updates concerning new files.

9. Add an **Import Description** for when they occur.

10. Provide a date for when the **Next Run** should be.

11. Select the **Run Frequency** and **Run Time.**

- Choose the **Run Time** as default and the import will run during the nightly automations.

12. Choose whether you would like the software to **Delete Originals After Import** from the host location.

13. Click **Add Import Schedule** to save your new configuration.

Import Configurations:

	Import Description	Import Name	Transmission Type	Mapping	Import Format	Last Run	Last Run Status	Next Run	
	Test	Test	FTP	#1 TGS	CSV			10/30/2016	

Once created, you will have options to:

-Edit specific configurations
-Delete specific configurations
-Pause a configuration so it does not run
-Run a configuration immediately

When an automatic import returns an error under the **Last Run Status**, first ensure that the transmission settings are correct by clicking on the pencil icon next to the import in question. If the information is correct, try running the import again by clicking on the circle icon pointing counterclockwise, then click on the Run icon. If an error occurs again, contact the Simplicity Help Desk.

File Importing > Document Splitter

255

The Document Splitter allows you to split one text file into multiple text documents. The split documents will then import across multiple accounts and place the documents into the Doc Folder of each account.

1. Separate which information goes under each account by entering the account ID above the text data pertaining to the specific account. Then enter "End Document" (with brackets) below the data specific to that account.
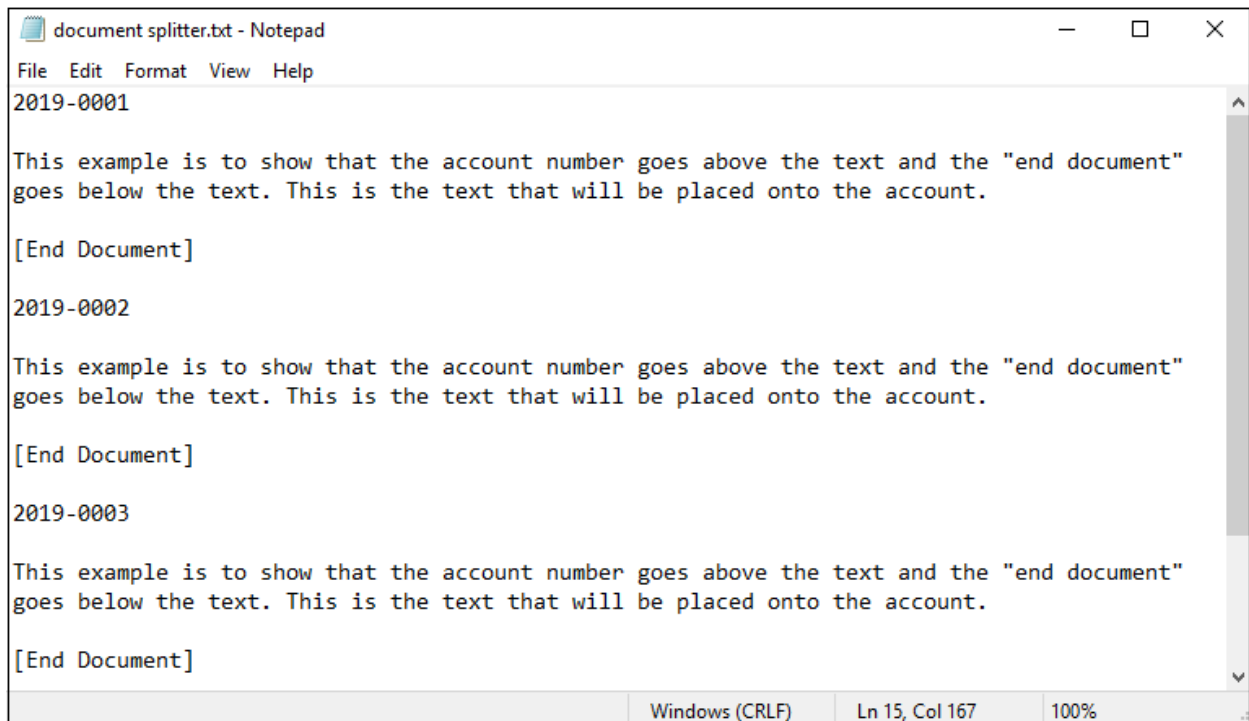
2. Navigate to **Tools > File Importing > Document Splitter**. You will see the option to upload a file
3. Once you have uploaded your text file and have selected **Prepare file for Uploading**, you will be prompted to enter a **Document Terminator:**

4. Enter "[End Document]" in brackets matching the same information entered within the text file then click **Split Document.**

Document Terminator: [End Document]   Split Document

5. You will then see the results showing how many documents were created and distributed to the appropriate accounts:

Name	Doc Count
splitTest_28022018.txt	3 ✖

6. Once complete, you can navigate to one of the included accounts and view the text file under the Doc Folder tab. Downloading and opening the file shows only the information including and between the account number and the Document Terminator:

105750_document splitter_24042020.txt - N...   — □ ✕

File   Edit   Format   View   Help

```
002

this is a test to upload information

[End Document]
```

Ln 1, Col 1   100%   Windows (CRLF)   UTF-8

The **Account Updater** tool is used to update information that is specific to the account such as Client Claim Number, Original Creditor, or any custom fields within the "Account" section of Simplicity. **It is required to have the Account Number or Client Claim Number of the accounts you will be updating to use this tool,** otherwise you are only left with the option of updating the accounts manually.

Updating Accounts using the Account Updater

Sometime you may need to update information on your accounts. The account Updater tool allows you the ability to update accounts once they have already been imported into the system. You can use the existing spreadsheet you used for importing or a new spreadsheet. To use the same import spreadsheet, make any changes to the spreadsheet that you need to make, and then use the **Account Updater Tool** to update the account data in SimplicityCollect. The mapping capabilities of the Account Updater tool work just like the Account Importer tool. To use this tool, perform the following steps:

1. Click **Tools → File Updating → Account Updater** in the menu bar.

2. Click **Browse… / Choose File.**

3. Select the file to be used to update your accounts.

4. This file needs an **Account Number** or **Client Claim Number** that matches the accounts in Simplicity in order to indicate which account to update.

5. Click **Create New File Map.**

6. Make an association between the **Account Number** in your file and the **Account/Claim Number** field in Simplicity, OR between the **Client Claim Number** in your file and the **Client Claim Number** field in Simplicity. NOTE: You don't have to map both unless you're updating the Client Claim Number specifically.

7. Match up other columns from your file to the appropriate fields in Simplicity in order to update the information in those fields with the data coming from the file.

8. If no information is present in the cells of the file it will not make a change to the data as it appears in Simplicity. Also, it only updates the fields you make associations to in this mapping process.

9. Give this mapping a name.

10. Click **Save New Mapping**.

11. Choose the mapping from the drop-down list under Step #2.

12. For Step #3, click **Update Accounts**.

13. If you see that your accounts did not update properly (or only some did), the downloaded Results file will say in the first column what the problem was. You can use this information to figure out what might have caused the issue, and what account(s) were not updated.

   - Fix the mapping that you had used to update these accounts and preform the update process again to take care of any issues.

Updating Claim Amount vs. Adding a New Claim Amount

During the mapping process, you will see a checkbox under File Column. If you are using this tool to update an existing **Claim Amount,** leave this <u>unchecked</u>. The original claim will be updated to the new numbers in your spreadsheet.

If you would like to add a new **Claim Amount** to all of the accounts listed in your spreadsheet, you can <u>check</u> this box instead. This will keep the original claim on all your accounts and then add your spreadsheet's secondary claim, combining the two as your **Current Balance Due**. Each claim can still be viewed individually on an account by going to **Financials → Claims**.

💡 *The data you get out of SimplicityCollect is only as good as the data that you put into SimplicityCollect. Make sure that you Import the correct data to save yourself work later.*
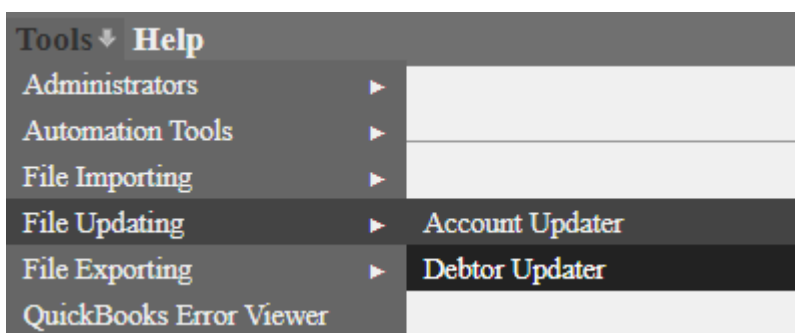
If debtor information has changed or been added to (perhaps on a new spreadsheet you received from a Client), you can use the **Debtor Updater** tool to change the data that appears in Simplicity pertaining to the debtor on an account.

It is required to have the Account Number, Client Claim Number, Debtor Internal ID or the debtor's SSN when using this tool; otherwise, you are only left with the option of updating the debtor's information manually from within their account.

Updating Debtor Information

You must have a file in .csv or .xlsx format with headers and the corresponding information to update the accounts.

- o Click **Tools → File Updating → Debtor Updater**
- o Click **Browse… / Choose File**
- o Select the file from your computer that has the debtor's correct information
- o Click **Prepare File for Uploading**
- o Click **Create New Map**
- o Make an association between either the:
    - ▪ SSN in the file and the SSN field in Simplicity, OR
    - ▪ Account Number in the file and the Account/Claim Number field in Simplicity, OR
    - ▪ Client Claim Number in the file and the Client Claim Number field in Simplicity, OR
    - ▪ Debtor Internal ID in the file and the Debtor Internal ID field in Simplicity.
- o Associate any other data from your file to fields in Simplicity that you would like to update in Simplicity. (ex. If you want to update the phone number, associate the phone number from your file under **File Column** with the "Debtor Phone" under **Debtor Element**.)
- o Do not map any headers from your file that you do not want updated in Simplicity
- o To update the status of existing phone numbers (ex. "Good", "Bad", "Unknown"), enable the check box "Update Existing Phones". Your spreadsheet will need to include a column for the phone numbers that are being updated and a column for the new statuses. Phone numbers and statuses will need to be arranged in columns according to their types. For example, cell phone numbers will need to be in their own column as well as the status of those cell phone numbers.

	A	B	C	D	E
1	Account number	Home Phone	Home Phone Status	Cell Phone	Cell Phone Status
2	2020-1234	888-888-8888	Good	444-444-4444	Unknown

💡 *If you specifically want to update the existing addresses of the debtors in your file, make sure to check the box in the mapping section called: "Update Primary Address (instead of adding a new one)".*

- o Give your mapping a name
- o Click **Save New Mapping**
- o Choose the mapping from the drop-down list in Step #2
- o In Step #3, click **Update Debtors**
- o Your debtors are now updated. You can review the results file for any debtors that could not be updated successfully as well as the error provided.

💡 *The data you get out of SimplicityCollect is only as good as the data that you put in. Make sure that you import correct and clean data in order to save yourself work later.*

Removing Bad Phone Numbers from Debtors

Sometimes you will receive a list back from a dialer of bad numbers they found (whether disconnected, wrong numbers, etc.) and you would like to remove these from Simplicity. To remove these, first create a .csv, .xls or .xlsx document of a) the **Account Number** and b) the **Phone** number(s) in question.

AccountNum	phone
311-070	8882323231

1. Click **Tools → File Updating → Debtor Updater**
2. Click **Browse… / Choose**
3. Select the file from your computer that has the debtor's correct information
4. Click **Prepare File for Uploading**
5. Click **Create New Map**
6. Give the mapping a **Name** at the top. In our example, we put "Bad Phone Removal."
7. Next you want to map your phone column to be removed (select the field from **File Column** and the corresponding **Debtor Element**, *Bad Phone Number – REMOVE*)
8. Map the **Debtor SSN, Account Number** or **Client Claim Number** the same way

💡 *If you map the **Debtor's SSN,** the tool will ONLY remove the phone number if it is listed under the **Debtor Phone** information or in Debtor custom fields.*

*If you map the **Account Number** or **Client Claim Number** instead, the tool will <u>additionally</u> remove the*

*phone number listed from Account based custom fields **AS WELL AS** Debtor based custom fields **AND Debtor Phone** information.*

On custom fields an exact match is required whereas on the Debtor Phone fields, dashes and parenthesis are stripped out on the search automatically by Simplicity.

9. Click **Save New Mapping**
10. Choose the mapping from the drop-down list in Step #2
11. In Step #3, click **Update Debtors**
12. Your debtors are now updated. You can review the results file for any debtors that could not be updated successfully and why. Below you will see steps of what exactly occurred on the accounts

In our example, we have a custom **Account** field "What":

A custom **Debtor** field "Agency":

And a **Debtor Phone** number:

Once the **Debtor File Updater** is run in our example, these values are removed and the following account and debtor notes are added:

Note	By	Type	TimeStamp
Custom Field "What" value 8882323231 was removed.		Account	1/22/2015 5:16:31 PM
Phone number 888-232-3231 deleted. Phone number 208-963-9634 set as primary.		Debtor	1/22/2015 5:16:31 PM
Custom Field "Agency " value 8882323231 was removed.		Debtor	1/22/2015 5:16:31 PM

Updating Debtor SSNs

To update the debtor SSNs in bulk, map the SSNs from the header to the Simplicity field during the mapping process as well as a debtor identifier such as the account number or debtor internal ID number. Next, enable the check box **Update SSN** and save the mapping.
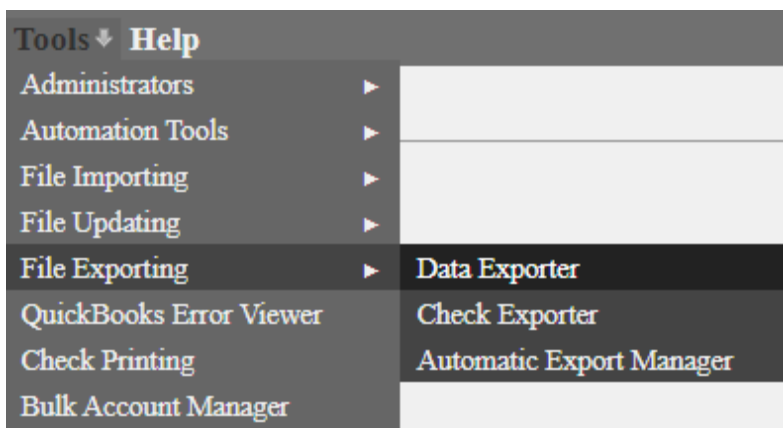
Using the Data Exporter

There may be instances when you will need to export your data from the system. This can be for several reasons:

- Sending debtor data to be skip traced
- Private company data backup
- Sorting and analyzing data in Excel
- For import into dialer software
- Creating custom reports

  Exporting data does NOT remove or delete any data from the system.

Exporting General Data

1. Click on **Tools → File Exporting → Data Exporter.**

2. In the box with the various filters (collector, client, status, claim received date range, etc.) select filters for the data that you want exported. For example, if you want to analyze the accounts of a certain client, select this client from the filter list. Leaving the filters at their defaults would mean that you want to export data on *all* accounts.

3. Under **Data Elements to Export** one-by-one select each element from the **Available Fields** column that you would like to export and click **Add >>** to move them to the **Export Fields** column. Alternatively, click the check box **Select All** to export all information. Please note that exporting all information may create a large file that could take a few minutes to export.

4. Click on the **Export Accounts** button in the filter box. This will start a download of the file to your computer. Follow your internet browsers instructions for how to download. Alternatively, clicking on **View Report** allows you to preview the export before exporting.

- To export a large file, we recommend clicking the **Export Async** checkbox first before clicking **Export Accounts**. When completed, you can download the export by clicking this checkbox and click on the download icon.

- The default export format will be CSV. To select the option of text delimited, select **text** from the **Export Format** drop down box and enter the delimiter.

Exporting Notes

1.   Click on **Tools → File Exporting → Data Exporter.**

2.   In the box with the various filters (collector, client, status, claim received date range, etc.) select filters for the data that you want exported.

3.   Click on **"Export Notes".**

   a. Optionally, you can select "**Include Transaction Notes**" which will export all notes associated with the financial transactions on accounts which meet the filter criteria.

5. The generated .csv file will include some basic information automatically. You do not have to select any of the data elements for these to appear. The columns will include: Account Number, Client Claim Number, Collector Name, Note Author, Note Type, Note, and Note Date.

	A	B	C	D	E	F	G
1	account_number	client_claim_number	collector_name	note_author	note_type	note	note_date
2	1000	100	demo	SimplicityService	ACCOUNT	Account Collector Reassigned	8/31/2016 11:32
3	1000	100	demo	edavis	ACCOUNT	Account Collector Reassigned	9/1/2016 13:45

Exporting Phone Numbers

1.   Click on **Tools → File Exporting → Data Exporter.**

2.   In the box with the various filters (collector, client, status, claim received date range, etc.) select filters for the data that you want exported.

3.   Adjust the filter options for "Including/Excluding" and "[ALL]," "Good," "Bad" and "Unknown."

4.   Click on **"Export Phones".**

5.   The generated .csv file will include some basic information automatically. You do not have to select any of the data elements for these to appear. The columns will include: Internal Case ID, Account Number, Client Claim Number, Debtor's Name and Current Balance Due, followed by a list of all the Phones for that debtor, their Type (Home, Cell, etc.), their Status (Good, Bad), and their Description (if any have been added to the system).

6.   *(Optional)* If you would like to include any other data that is not included when clicking on "Export Phones", select the elements under **"Data Elements To Export"** and move to the column on the right. Next, click on the check box **"Merge Phones"** and then click on **"Export Accounts"**.

	A	B	C	D	E	F	G	H
1	internal_case_id	account_number	client_claim_number	debtor_name	current_balance_due	phone_1	phone_1_type	phone_1_status
2	38711	1000	100	Jones, Berry J	10.00	(354) 678-9012	Home	Unknown

Setting a Configuration

If you use the same data elements and filters often, you can save the settings as a **Configuration**. This is located at the top of the **Data Exporter** screen right above the filter options.
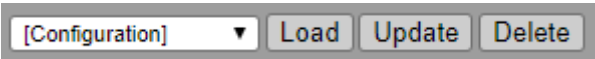
1. Select the settings (filters and data elements)

2. <u>Before</u> clicking **Export Accounts,** go up to the data entry box called **Name:** and enter a name for the Configuration you would like to save and whether anyone can edit this configuration.

3. Click the **Add** button to the right.

4. This Configuration will now appear in the list on the upper left-hand side of the screen.

5. To load a former Configuration, select it from the drop-down list and then click the **Load** button.

   ▪ When you have a Configuration selected from this list, you can use the **Load** button to load it, the **Update** button to update it (if you make any changes to the filters and/or data elements below) or the **Delete** button to remove it completely.

6. The Configuration settings will now automatically populate in a) the **Filters** area and b) the **Data Elements** area.

7. Click **Export Accounts** to view the .csv document.

Exporting Documents

To export documents in bulk from the Doc Folder of specified accounts:

1. Select the filters to specify the accounts from which you would like to export the documents.

2. Click **<Show Document Export>** located under the filters

3. Click **Exported Documents**

File Exporting > Check Exporter
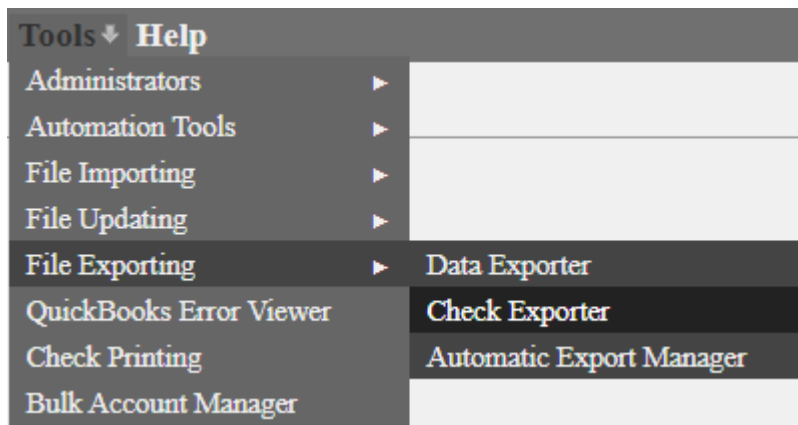
Exporting Printed Checks to CSV

1. Click **Tools → File Exporting → Check Exporter**.

2. Choose **Printed Date** from the drop-down list.

3. Choose the date range that you would like to export the printed checks from.

4. Click **View Checks.**

5. A list of checks and their information appear, deselect any checks that you do not want exported.

6. Click **Export Selected Checks** at the bottom of the screen.

7. Follow your computers instructions to download the file.

Exporting Checks to CSV by Add Date

1. Click **Tools → File Exporting → Check Exporter**.

2. Choose **Added Date** from the drop-down list.

3. Choose the date range that you would like to export the printed checks from.

4. Click **View Checks.**

5. A list of checks and their information appear, deselect any checks that you do not want exported.

6. Click **Export Selected Checks** at the bottom of the screen.

7. Follow your computers instructions to download the file.

File Exporting > Automatic Export Manager
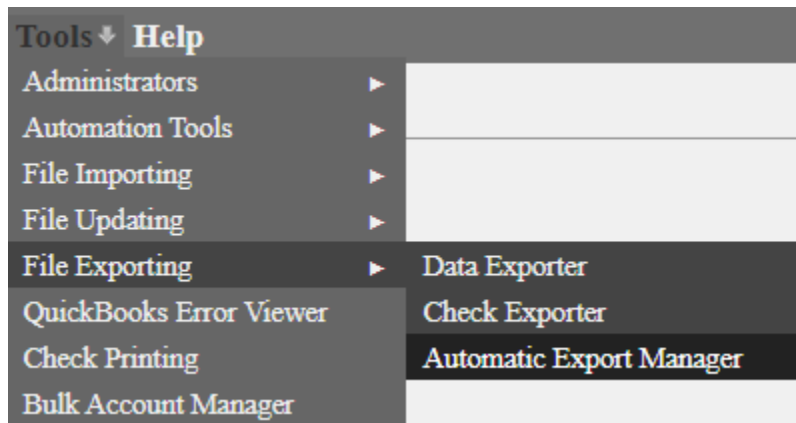
The **Automatic Export Manager** allows you to create an export file of your information from Simplicity.

1. Choose your **Export Type**.

2. Choose a **Filter Name** that you wish to run the export using. These configuration options need to be created prior to using the Automatic Export Manager.

3. Choose your **File Type.**

4. Create a **Configuration Name** to identify your export configuration.

5. Specify a **Filename Date Suffix** (ex. mm-dd-yyyy)

In the Transmission Settings, you will have to tell Simplicity where to transmit the file. To do so:

6. Pick the **Type** of transmission you will be performing, either FTP, FTPS, SFTP or Email.

7. Provide the **Host** location, **Remote Path, Username** and **Password** to access the FTP/FTPS/SFTP.

> ➢ When selecting Email, you can choose multiple email addresses to send to by entering one email at a time next to the **Email Address** field then click on the right arrow >> icon.
> > ▪ To remove an email address, click to highlight the email address and then click on the left arrow << icon.
> > ▪ Add a **Reply-To Email** address so that recipients may contact you if any issues or concerns.
> > ▪ Emails can be sent up to 9 MB in size. Reports that exceed this amount may error out.

8. Provide a **Notification Email** where you would like to receive updates concerning new files.

9. Add an **Export Description** for when they occur.

10. Provide a date for when the **Next Run** should be.

11. Choose whether you would like the software to **Delete Previous Exports** from the host location.

12. Select a **Run Frequency** and **Run Time**

> ● Choose the **Run Time** as default and the export will run during the nightly automations.

13. Click **Add Export Schedule** to save your new configuration.

Once created, you will have options to:

-Edit specific configurations ✏

-Delete specific configurations ✖

-Pause a configuration so it does not run ⏸

-Run a configuration immediately ▶

💡 *When an automatic export returns an error under the **Last Run Status**, first ensure that the transmission settings are correct by clicking on the pencil icon next to the export in question. If the information is correct, try running the export again by clicking on the circle icon pointing counterclockwise 🔄, then click on the Run icon ▶. If an error occurs again, contact the Simplicity Help Desk.*

QuickBooks Error Viewer
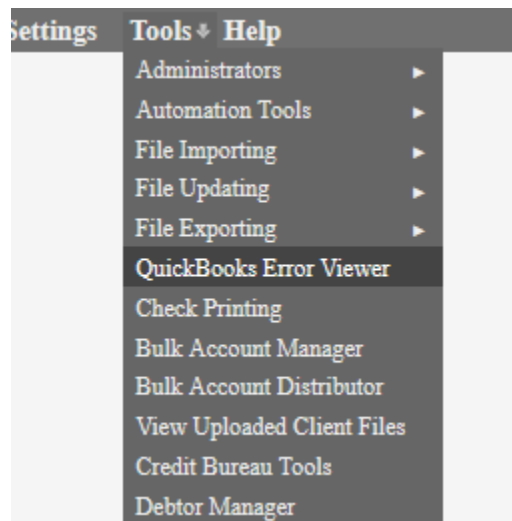
Using the QuickBooks Error Viewer

Transaction errors will only be available for those who have enabled QuickBooks access and who are currently syncing Simplicity with QuickBooks. There are times when Simplicity encounters errors when trying to sync Simplicity's financial data with QuickBooks, such as when the connection is down.

1. Click **Tools → QuickBooks Error Viewer.**

2. This screen shows erroneous transactions. It shows specific dollar amounts, error codes, and debtor information.

3. Return to the account with the transaction that received the error.

4. Click **Financials**.

5. Under **Transaction Summary** click **[Update Account] → Submit Update.**

6. If that did not push the transaction through, enter the information manually into QuickBooks.

QuickBooks Transaction Errors

Debtor	Request	Amount	Status Code	Status Severity	Status Message	Date
Doe, Jane	DepositAdd	100.00	3240	Error	Object "8000001E-1354136015" specified in the request cannot be found.	1-18-2013
Doe, Jane	DepositAdd	200.00	3240	Error	Object "8000001E-1354136015" specified in the request cannot be found.	1-18-2013

Check Printing

ings **Tools** ↓ **Help**

- Administrators ►
- Automation Tools ►
- File Importing ►
- File Updating ►
- File Exporting ►
- QuickBooks Error Viewer
- Check Printing
- Bulk Account Manager
- Bulk Account Distributor
- View Uploaded Client Files
- Credit Bureau Tools
- Debtor Manager
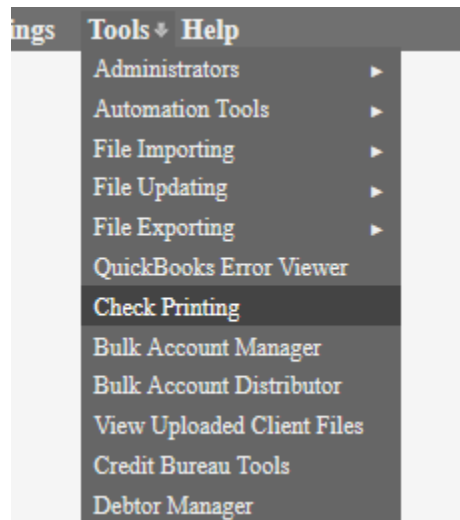
Viewing Queued Checks

1. Click **Tools** → **Check Printing**.
   2. Click the option to **View**, and the list of queued checks will appear in a list.
      3.
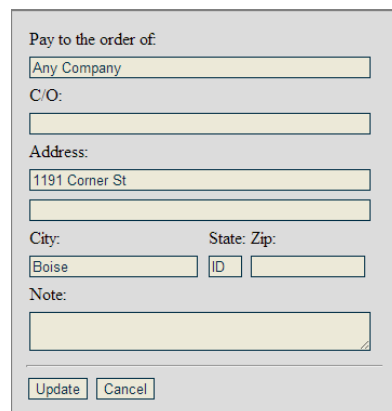
Name	Amount	Address	Note	Added Date ↓	
2020 ChinaCap Acquirco, Inc.	$50.00	AK		8-24-2016	🖫
	$0.00			8-24-2016	🖫
	$0.00			8-24-2016	🖫
2020 ChinaCap Acquirco, Inc.	$50.00	AK		8-24-2016	🖫
	$0.00			8-24-2016	🖫

4. There will be an option to: ☑ Group checks by check Payee If selected, click **View** again and the system will group the checks together that are owed to each entity.

Name	Amount	Address	Note	Added Date ↓
2020 ChinaCap Acquirco, Inc.	$26,984.38	AK		8-24-2016
	$5,069.62			8-24-2016
2020 ChinaCap Acquirco, Inc. - 900	$25.00	AK		9-7-2016
Medical Recovery Services	$18.52	3278 N 5th W Rexburg ID 84321		9-28-2016

Editing Queued Checks

1. Click **Tools → Check Printing**.

2. Click the option to **View** and the list of queued checks will appear in a list.

3. Click the **Edit check button** 🖥️ to edit any contact information on the check.

4. Once you are finished editing, click the **Update** button at the bottom to save your changes.

Printing Queued Checks

Check printing prints three-part checks with the actual check on the top and the two receipts or pay stubs on the bottom. To print a queued check, use the following steps:

1. Click **Tools → Check Printing.**

2. In the **check number** box type in the check number for the first check in the stack of check paper you are using to print the checks.

3. Click **Print**.

4. The following prompt will show: "Printing the queued checks will change their status to printed and set the check number. Do you want to continue?" If all the information is correct, click **OK.**

5. A page will open where you can print the checks 🖨️, and/or export them using the **Export button** 💾.

💡 *The option to print via a button may or may not be available depending on your browser. You can always use the keyboard shortcut CTRL+P to launch the print dialog box instead.*

💡 *To exclude the currency symbol on check printing please contact the SimplicityCollect Help Desk.*

Check History

To view the history of checks printed, click **Show Check History**. This will display the check number used, the client, amount, address, note (if any), and the date the check was printed.
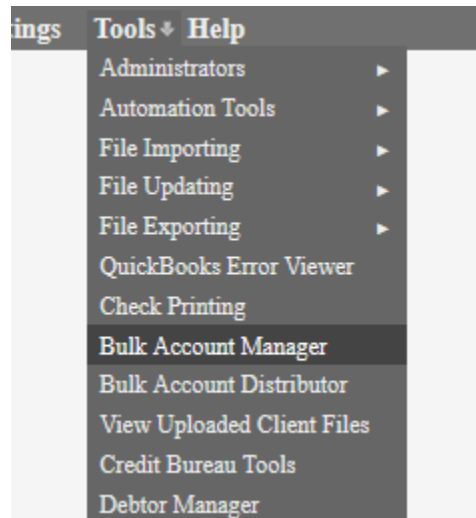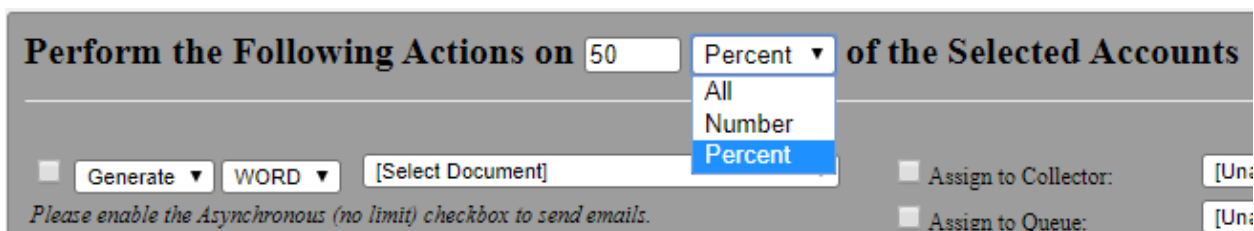
The **Bulk Account Manager** tool is one of the best tools in SimplicityCollect for managing your data. There are several different features that you can use the Bulk Account Manager to perform. These actions include:

- Generating Documents from a DocGen template
- Emailing Documents from a DocGen template (using the Asynchronous option)
- Emailing Custom Notifications (using the Asynchronous options)
- Changing account statuses
- Adding or deleting account notes
- Adding sliding steps
- Assigning accounts to Simplicity users
- Assigning accounts to a Client
- Assigning to an attorney
- Adding Reminders
- Adding or deleting Action Codes
- Adding or deleting Letter Flows
- Enabling or disabling Credit Bureau Reporting
- Setting what information should display in custom fields
- Setting an account's age
- Change Next Work Date
- Clear Next Work Date

Using the Bulk Account Manager

1. Click on **Tools → Bulk Account Manager** from the drop-down list.

2. In the top portion of the screen are filters. These filters are used to limit the accounts that you will be making changes to. Choose a combination of filters to show only the accounts you want to make changes to. (Ex. If you want to choose only accounts that are assigned a certain status and belong to a certain collector, filter by both the specific status, and specific collector.)

3. When you have selected your desired filters, click **View Accounts** or enable the **Asynchronous (No Limit)** checkbox.

   - **View Accounts -** A list of up to 500 accounts populate in the list below the filters. Any accounts that exceed the first 500 are available through the **Get Next ### Records** button.

     ➢ By default, all the accounts in the list are selected. Only accounts that have a check next to them can have actions performed on them.

   - **Asynchronous (No Limit) –** when this check box is enabled, the desired actions will apply to all accounts matching the filter criteria without the option to deselect individual accounts.

     ➢ Enabling this option will also allow you to view the 5 most recent actions as well as any pending/working actions or files to download.

     ➢ Enabling this option will allow you to email a DocGen letter or custom notification in bulk.

4. Below the list of accounts is where the actions are applied to the accounts. In the drop-down list, you can change **ALL** to **Number** or **Percent** to specify how many accounts of those with a checkmark you want to perform actions on.

5. Click in the checkboxes of each action you want to perform.

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➢ Some actions require an additional step such as selecting an option from a drop- down box, clicking on the icon for further selections within a pop-up box, or inputting additional information into the text field.

6. Click **Perform Selected Actions** at the bottom left.

*When assigning accounts, it is recommended that you filter **Collectors** by 'Unassigned.' Then once you assign accounts to one collector, those accounts will no longer appear in the list of accounts that you are assigning from.*

Saving a Workflow

If you find yourself performing the same bulk actions repeatedly with the same filters, you can select those filters and actions and save this as a workflow **Configuration**. This is located at the top of the **Bulk Account Manager** screen right above the filter options.

1. Enter all of your settings (filters and data elements) as you want them normally
2. <u>Before</u> clicking **Perform Selected Actions,** go up to the data entry box called **Name:** and enter a name for the Configuration you would like to save.

3. Click the **Add** button to the right.
4. This Configuration will now appear in the list on the upper left hand side of the screen.
5. To load a former Configuration, select it from the drop-down list and then click the **Load** button.
   ▪ When you have a Configuration selected from this list, you can use the **Load** button to load it, the **Update** button to update it (if you make any changes to the filters and/or data elements below) or the **Delete** button to remove it completely.

6. The Configuration settings will now automatically populate in a) the **Filters** area and b) the **Actions** area.

Deleting Accounts in Bulk

If you have accounts in your SimplicityCollect software that you no longer need or want, you can delete these accounts in bulk. To delete these accounts in bulk, do the following:

1. Click on **Tools → Bulk Account Manager**.
2. Chose the filters that apply to the accounts you would like to delete. If you want to delete an entire import, choose the import from the **Imported On** drop-down list on the right side of the filters.
3. Click **View Accounts**.
4. By default, all of the accounts in the list are selected.
5. Click on **Delete Accounts** at the bottom of the page.
6. In the confirmation box click **OK**.

*Once Accounts are deleted from SimplicityCollect using the Bulk Account Manager, **this step cannot be undone**. If you accidentally delete your data, contact Simplicity technical support as soon as possible. We can "roll back" your database to the previous day to re-load those accounts. Note that doing so, you will lose anything that's been done since then such as adding notes or payments.*

Bulk Transaction Manager
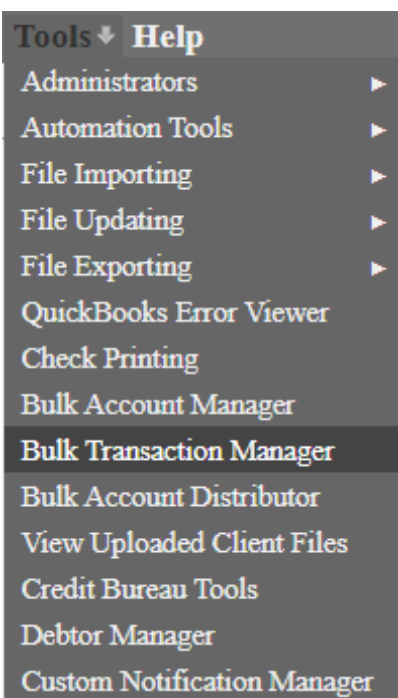
The **Bulk Transaction Manager** allows you to manually enter multiple transactions, and then post them to their respective accounts.

To Add Multiple Transactions:

1. Enter Payment Details:
   - Account Number
   - Date
   - Select Payment Description
   - Enter Payment Amount
   - Enter a Note/Check# (optional
   - Select Collector, Co-Collector or Co-Co-Collector if applicable
2. Click **Insert Transaction** or **Add Adjustment**
3. Once all transactions have been entered for the session, click **Save All**
4. All Transactions will then be entered on the individual accounts they were entered for.

To Disburse a Lump Sum to Multiple Accounts:

1. Enter Payment
   - Date
   - Amount to be disbursed
   - Select Payment Description
   - Enter a Note/Check# (optional)
   - Select Collector, Co-Collector, or Co-Co-Collector if applicable

2. Click **Next**
3. Enter the appropriate **Account Number** and disbursement **Amount**
4. Click **Add**
5. Repeat until **Amount Left** = 0
6. Once all transactions have been entered for the total lump sum – click **Add Lump Sum**

7. The lump sum transactions and associated disbursements will appear below.
8. Repeat until all lump sum entries have been completed.
9. Once all disbursements have been entered for the session, click **Save Lump Sums**. This will create a financial transaction for each of the entered accounts, based on the amount assigned.

Date	Description	Total Amount	Note	Collector	CoCollector	CoCoCollector	Save Lump Sums
04/09/2020	Payment - Check	1000		SimplicityAdmin	SimplicityDemo	--none--	

Account Num	Amount	✖
2019-22472	200	
2019-22473	350	
2019-22474	450	

10. If a disbursed payment is recalled for any reason, you can navigate to any of the accounts associated with an individual disbursement and click the **Void** ⊖ icon to the left of the transaction
11. Doing this will void the transaction for all associated accounts
12. To view the accounts that are associated with the disbursement, you can click on the link 🔗 icon.
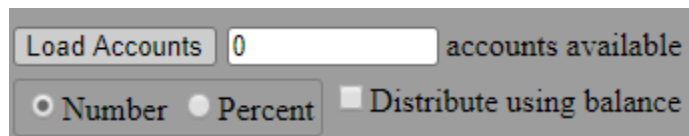
Linked Transactions

Account	Amount
2019-22472	200.00
2019-22473	350.00
2019-22474	450.00

Close

Bulk Account Distributor

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The **Bulk Account Distributor** tool provides a quick way to delegate certain accounts to all of your collectors at once. It displays the general filter options for you to choose from, and then shows:

Once your filters are selected and you click **Load Accounts** a number will appear in the box (if accounts are found.

You can then choose to distribute based on:

- The number of accounts shown
- A percentage of accounts shown
- Distribute using balance – If this is not checked, accounts will be distributed in order

You can then enter the number of accounts/percentage of accounts you'd like each collector to have.

Once finished, click **Distribute Accounts** at the bottom of the screen to apply your changes. Click **Reset Values** if you instead want to set everything back to 0.

View Uploaded Client Files
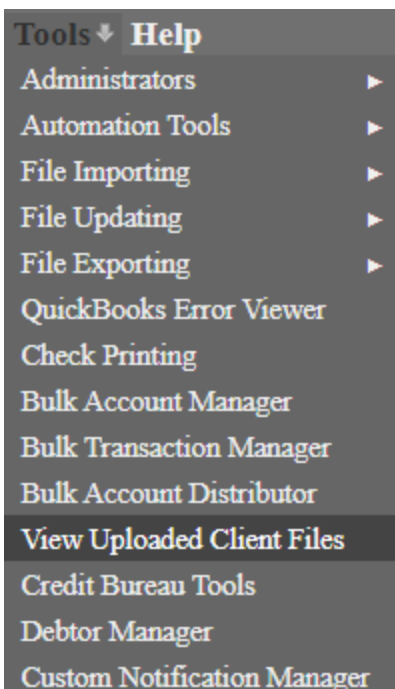
Your clients can use SimplicityCollect to securely transfer files to you rather than by email. Your client must first be set up to use the **Client Portal** to send files directly to you.

5. Click **Tools → View Uploaded Client Files**

6. When the client has uploaded a file into the Client Portal, that file will appear on this screen along with the client's name, and date.

File Name	Client Name	Date	
Debtor Information.xlsx	Any Business Collect	2-14-2013	⬇ ✖

7. Click on the **Download button** ⬇ to download it to your computer.

8. Follow your computers instructions for downloading that file.

9. Delete the file by clicking the **Delete button** ✖.

10. Confirm you want to delete the file by clicking **OK.**

For more on the process of uploading files from the **Client Portal**, see the **Appendix** in this document related to the **Online Client Portal**.
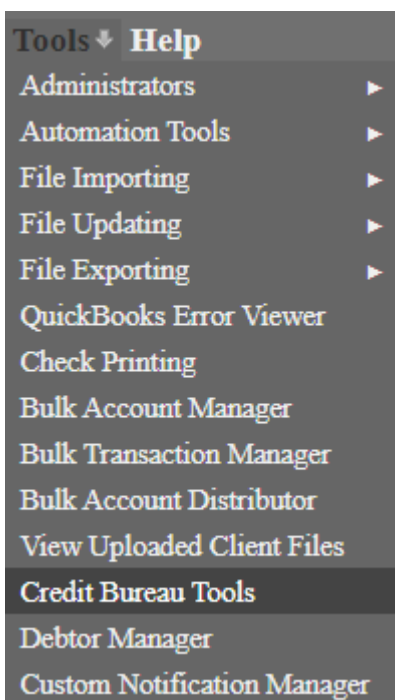
Once you are ready to start reporting accounts to your preferred credit bureau, the **Credit Bureau Tools** pull data from your SimplicityCollect accounts and format them in Metro 2 format so it can be submitted to the credit bureaus. There are four credit bureaus we work with:

Experian - http://www.experian.com/
Equifax - http://www.equifax.com/
TransUnion - http://www.transunion.com/
Innovis - https://www.innovis.com/

This tool performs the basic task of reporting specific information to the bureau of your choice.

Reporting an Account to a Credit Bureau

To set up an account to report to the bureaus, follow the listed steps below:

Metro2 reports will NOT automatically include co-debtors. The steps below must be repeated on each account with co-debtors in order to include them on the report.

7. Select the checkbox on the account next to "Report to Bureaus" (located under the debtor's address).

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8. Click on the blue question mark icon next to **Report to Bureaus** in order to select the appropriate Metro2 settings.

- To report accounts in bulk go to **Tools** → **Bulk Account Manager**
  - Select the accounts by using the filters
    - To report co-debtors, select **Codebtor only** under the **Debtor Type** drop down box.
  - Click on "View Accounts" to view 500 accounts at a time or Asynchronous to apply action to all accounts that match the filter criteria.
  - After verifying the number of accounts that match the filter criteria, select the check box next to **Enable Credit Bureau Reporting**
  - Click on the **Metro2** icon and select the appropriate Metro2 Settings
  - Click **Submit** and then **Perform Selected Actions**

9. Select **Tools** → **Credit Bureau Tools** followed by **View Accounts.** This will pull up all accounts you have marked to report. Additional filters can be selected such as narrowing it down to the collection status, action code, DocGens letters, payments, and debtor age.

Account Type:	Innovis Program ID	Equifax Program ID	Experian Program ID	TransUnion Program ID	☐ Remove Accts Past Reporting Limit
Collection Agency/Attorney ▼					☐ Allow Errors

Collection Status:	Action Code:	Letter Not Sent in the Last ☐ Days:	Debtor Age At Least:	No Payment in Past:	CoDebtors Included in Report
[All Statuses] ▼	[All Codes] ▼ [Any Letter] ▼			days View Accounts	● None ○ Marked ○ All Report Selected Report All [20]

4. Enter your Program ID from one of the following credit bureaus listed. You receive an ID when you sign up for an account with Innovis, Equifax, Experian or TransUnion.

5. After you have entered your Program ID, click the **Report Selected** button or **Report All**.

6. If there are any problems with the accounts selected (ex. Account X does not have a Date of First Delinquency), you can then click on the hyperlink **View Excluded Accounts** in order to view the error reason.

7. A **Results File** can be downloaded for all accounts without errors by clicking on the blue hyperlink located under the **Download Metro2 File** column. Save this file to a file on your computer that you can locate again when ready to upload to the Credit Bureau's website.

Metro2 Report History						
Report #	Date Created	Accounts Added To Metro2	Not Included in Metro2	Report Status	Download Metro2 File	
3	3/21/2020 11:32:59 AM	0 accounts added (20 total accounts)	View Excluded Accounts	Completed	Results File	✖
2	10/7/2019 1:35:28 PM	0 accounts added (3 total accounts)	View Excluded Accounts	Completed	Results File	✖
1	8/24/2019 5:48:33 PM	1 accounts added (1 total accounts)	View Excluded Accounts	Completed	Results File	✖

5. Once the report has been generated, each account included in the report will be automatically notated.

Lastly, log in to your credit bureau's website. Each credit bureau has a place for you to upload this file directly. ==You will need to perform this step in order to successfully report these accounts.==

List of Simplicity Fields Reported

Here is a list of the Simplicity fields that are reported via this tool and whether it is a required field in order to properly send the Metro2:

* Any credit bureau program identifiers

* Company pin
* Company name
* Company address
* Company phone number

* Account number
* Account type *(set in the Credit Bureau Tools)*
* Account date entered *(shown on the Legal Details tab)*
* Last update date
* Original claim amount
* Current balance
* Date of the last payment made

* Date of first delinquency (required)
* Date closed *(if closed)*
* Debtor first name (required)
* Debtor middle name
* Debtor last name (required)
* Debtor SSN
* Debtor DOB
* Debtor primary phone number
* Debtor address line 1 (required)
* Debtor address line 2
* Debtor city, state, and zip (all required)

* Original creditor name (required)
* Original creditor classification

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💡 *To allow reporting with errors select the check box next to **Allow Errors**. Please note that credit bureaus may not accept a Metro2 file with errors.*

Innovis Program ID	Equifax Program ID	Experian Program ID	TransUnion Program ID	☐ Remove Accts Past Reporting Limit
				☐ Allow Errors

Requesting a Credit Report

Simplicity now helps to request a Credit Report for a debtor. In the debtor details section of the **Claim Details** page, there is a new button for **Gen. Credit Report Request.**

> **Jones, Berry J (Debtor)**   [Add Co-Debtor]
>
> **Jones, Berry J** ✎ | Gen. Credit Report Request | ☑ Report to Bureaus

1.   Clicking this button generates a text file which contains some details about the debtor. Simply upload this text file to your preferred credit bureau, and the bureau will then give you the debtor's credit report.

2.   Next you will be processing the return file (credit report). Go to **Tools → Credit Bureau Tools** and look for the **Process a Return File** section. Simply choose the file you received and click the **Process File** button.

> Process Return File:
> Choose File | No file chosen
> Process File

This will upload the credit report into Simplicity Collect, and it will be placed in the **Doc Folder** of its corresponding account.

💡 *The Process Return File option will only work with a **.fulfill** extension (for example "Returnfile.fulfill").*
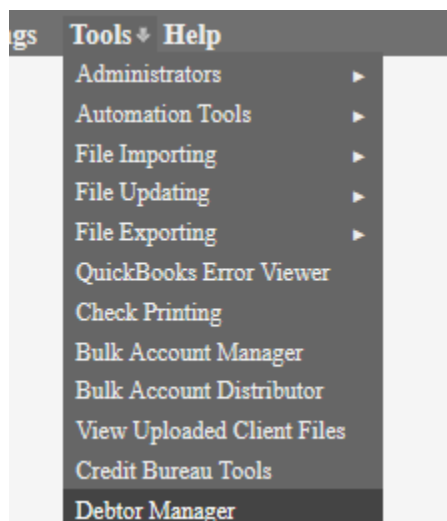
Currently, this tool will allow you to pull up debtors and see a) basic debtor information and their total amount due, and b) all the accounts that are currently tied to that debtor. Once an account is pulled up, this tool also allows you to link the debtor to other accounts.

For example, if you look up:

You will see that this debtor is tied to 5 accounts; on 3 of which she is a primary debtor and on 2 as co-debtor. All together she has a total due of $218,145.34

On the accounts where the debtor is listed as a co-debtor, I can unlink from those accounts by clicking the un-link button:
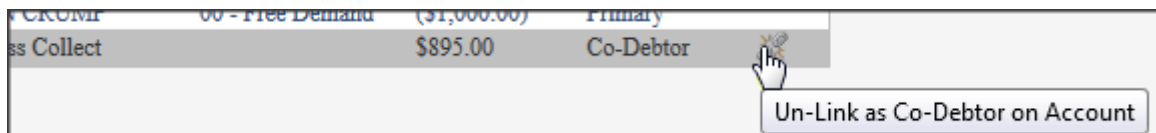
Additionally, I can search for other accounts to link to this debtor, and link as primary debtor or co-debtor:

There is also an option to view accounts that are linked by **Matching SSN.** This means the debtors may be different individuals (have different first/last names) but share a similar SSN in the system. You can check the box shown to display these, if they exist:

Custom Notification Manager
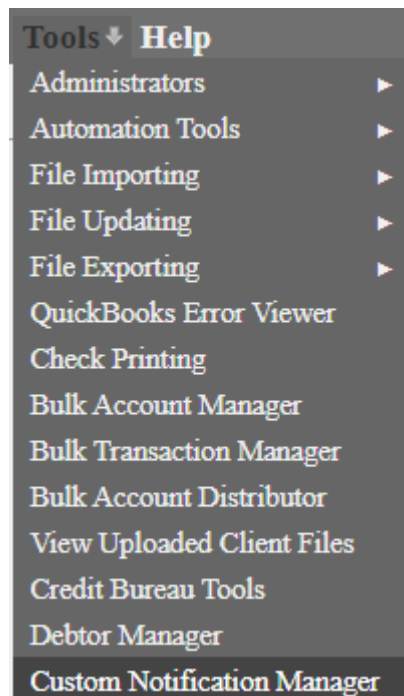
This tool allows you to create custom email messages as templates to send to your debtors. Rather than including an attachment, this message will appear as the body of the sent email.

From this screen, you can enter the description (similar to a template name) of the email template, enter your text, and use the Field Type to narrow down the Simplicity fields you'd like to enter within your text. This process works similarly to the MailMerge process used for DocGen Templates. Once you have completed the body of your email, click **Save Message**. This will save the email template to your database. It can then be selected for editing or deletion if necessary, to the left of the screen under **Custom Messages**.

Once the Message is selected, you will see additional options at the bottom of your screen:

From here, you have the option to save changes, create a new message, delete the selected message or preview the email contents, using live data.

These Custom Notifications can be previewed and/or emailed to debtors through either an individual account by navigating to the Claim Details screen:

Or through the **Bulk Account Manager**:

1. Select the accounts using the filter options such as **Action Code**, etc.
2. Click on the Asynchronous check box (next to **View Accounts**).

3. After verifying the number of accounts that match the criteria set, scroll to the bottom and click on the check box next to **Email Notification** and select the template from the drop-down box.
4. Lastly, click on **Perform Selected Actions**.

☐	Generate ▼	WORD ▼	[Select Document] ▼
☐	Email Notification:		Reminder ▼
☐	Set accounts status to:		[Select Status] ▼

Help
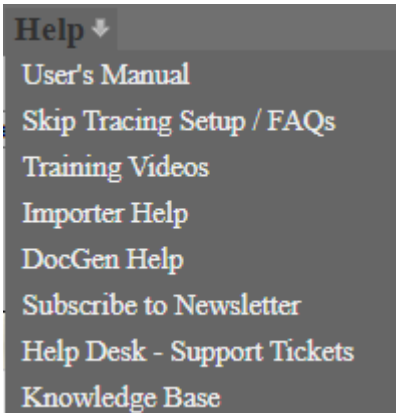
User's Manual

For a copy of our **User's Manual,** click on the link found under the **Help** menu. You can view this in your browser, download a copy as a .pdf document, or print the entire manual.

We recommend the first two options as you will see the most updated version of the manual. You can also use the keyboard shortcut CTRL+F to "find" or search for a keyword in the document quickly and easily.

Training Videos

There are great training videos available for some of the most common feature of SimplicityCollect. The benefits of videos are that you can watch them at any time, pause them when needed, and you get a visual of where on the screen to find the highlighted features.

You can access these videos by clicking on **Help → Training Videos**.

Importer Help

For a list of Simplicity fields that can be imported using the Account Importer tool and a quick "How To" guide for using the Account Importer tool, click on **Help → Importer Help**.

For more about importing accounts, see the **Account Importer** section in this document.

DocGen Help

In order to make a Mail Merge template, you must download the DataSource file under **Help → DocGen Help → Step 1.** This section will provide instructions as well as a video on how to create DocGen Templates. More information can be found in the **DocGen Templates** section of this document.
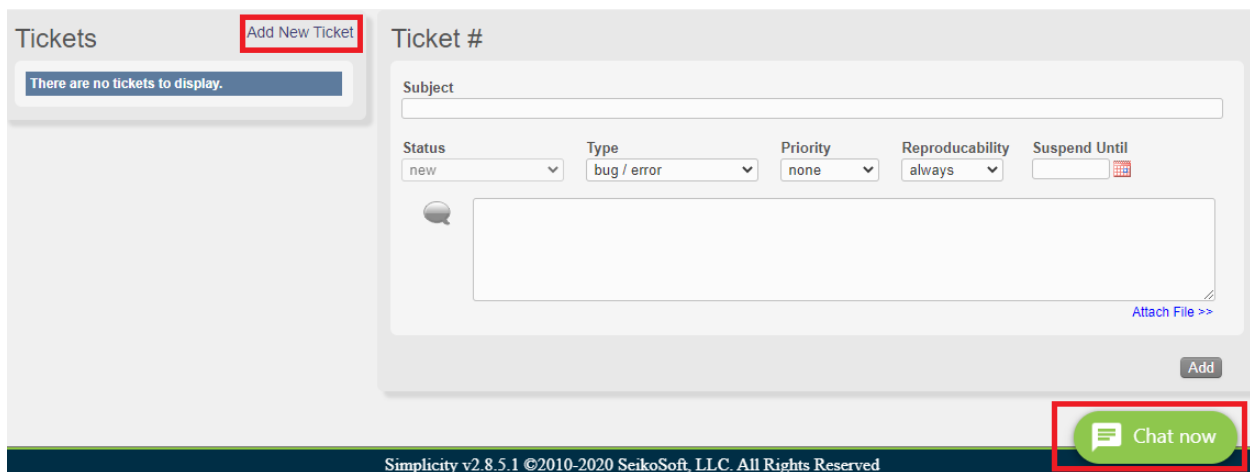
Subscribe to Newsletter

You can subscribe to our mailing list at any time to receive our monthly newsletters, important updates about the software and more.

Help Desk - Support Tickets

To contact our help desk for questions, issues, or feedback you can request a **Live Chat** or **Submit a Support Ticket**.
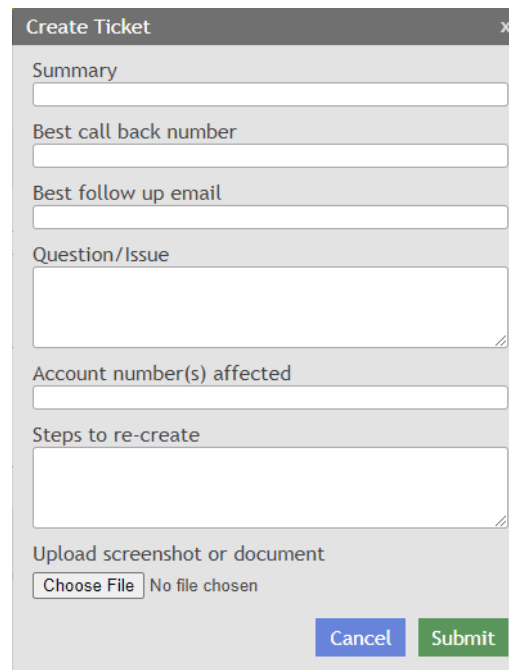
To submit a ticket or open a live chat, click on **Tools → Help Desk – Support Tickets.** Our **Live Chat** feature is located at the bottom right-hand screen. Clicking on this icon will connect you to a representative to assist you directly. To create a ticket, click the hyperlink text **Add New Ticket**. Both chats and tickets are monitored and are responded to during regular support hours.

A ticket can also be created by clicking on the **Create Ticket** icon located on the top right-hand side of the screen.
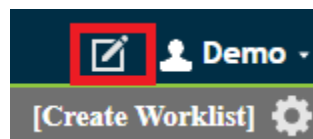
When creating tickets through this shortcut, please keep in mind that the phone number and email address provided on this form will then be saved and updated to the Collectors/Employees screen. A representative will contact you at the email address or phone number provided.

Once you have finished filling out the form, choose whether to include a photo or file by clicking on **Attach File>>** or the **Choose File** button and then click the **Add** button to submit it. Once a ticket is added, you can view your ticket on the left-hand side of the Help Desk – Support Tickets screen.

If you are unable to sign into Simplicity, you can also submit a support ticket by email at helpdesk@simplicitycollect.com. Please provide your pin number in the subject line. Or you may go to our website and click on the Contact Us button to submit a ticket or start a Live Chat: https://www.simplicitycollectionsoftware.com/web/contact-us/

Appendix A – Legal Features

Legal Reports
SimplicityCollect's legal reports can be found by clicking on the **Reports** menu from the top navigation bar and selecting **Legal Reports**.

Once **Legal Reports** is selected, you will see a screen that allows you to select a legal report from a drop-down list of predefined reports. Once you select the legal report you would like to run, chose any filters you prefer (selecting none returns all information in the system), and then click on the "**Run**" button to run the report.

Report:		Client(s):	Status(es):	Report Info:
1: Complaints To File ▼		1-800 Flowers.com, Inc. ▲ OF ▼	[Bankruptcy] Chapter 13 ▲ [Bankruptcy] Chapter 7 [Closed] PIF [General] Closed ▼	
Run Print				

Using CTRL+left click will allow you to select more than one Client and/or Status at the same time.

Running the report will return a list of accounts that meet the criteria for belonging on that report. The criterion that makes up each report is detailed in remainder of this chapter. The results are a hyperlinked list of accounts which can be clicked on and will take you to the "Account Details" tab for the debtor you select.

Client	First Name	Last Name	Case File Number	Date Entered	# Notes
Any Company	Charles	Daniels	2013-OTHER-0001	1-10-2013	0
Any Company	BRANDON	HODGES	2013-0012	2-8-2013	0
Any Company	ANNA	RAMES	2013-0013	2-8-2013	0
Any Company	RICHARD	NATHAN	2013-0014	2-8-2013	0
Any Company	TIA	GRAY	2013-0015	2-8-2013	0
Any Company	CAYTEE	SWEARINTON	2013-0016	2-8-2013	0

SimplicityCollect was designed to automatically move litigating accounts through the legal process from beginning to end. Accounts are moved through the process through the use of legal reports. Each legal report represents a part of the legal process that needs attention. Accounts will only appear on legal reports if some type of action is needed to follow up with courts, process servers, prepare paperwork, or contact the debtor. For instance, only accounts that have not had complaint paperwork filed on them will appear on **Legal Report #1 – "Complaints to File".** Once the complaint paperwork has been filed and the "complaint sent" date filled in on the Account Details tab in Simplicity, that account will disappear from **Legal Report #1**. The account will then reappear on **Legal Report #2** – "Complaints Sent to the Court for Filing" only if the court has not returned the complaint paperwork after 21 days. Only after the paperwork is returned and the "complaint filed" date is filled in on the Account Details tab in Simplicity will this account then move off of **Legal Report #2**.

This cycle of constantly appearing, disappearing, and reappearing on reports becomes the crowning jewel of the Simplicity system. Now instead of worrying about where every account is and what needs to be done, the legal reports can be used to tell you what accounts need attention and what actions to take to move those accounts along through the legal process. This feature allows you to optimize your time, staff, and money in order to expend your resources in the best possible manner.

The rest of this chapter will be devoted to detailing the descriptions and rules associated with each legal report. The reports will be grouped by section and will following the same grouping found on the Account Details tab of Simplicity.

NOTE:

Description: tells what the report shows and what it is used for.

Rules: tells what the triggers for the report are and why an account will or will not show on a report.

Complaint Reports (Legal Reports 1-5):

Legal Report 1: Complaints to File

Description: This report shows all new accounts that have been entered but a complaint and summons have not been filed. This is a list of all complaints and summons that need paperwork prepared and filed with the court.

Rules:

- This report needs to show all accounts that have an "Account #" entered, but that have no date entered for "complaint sent" for filing.
- This report shows only "open records," not "closed records."

Legal Report 2-a: Complaints Sent but not Returned Timely

Description: This report shows all complaints that we have prepared, sent to the court, but the court has not returned them in 21 days.

Rules:

- This report shows all accounts that have a date entered for "complaints sent" date that is more than 21 days old but that have no "complaint filed" date.
- This report shows only "open records," not "closed records."

Legal Report 2-b: Complaints Sent to Court

Description: This report shows all complaints that we have prepared, sent to the court.

Rules:

- This report shows all accounts that have a date entered for "complaints sent" that have no "complaint filed" date.
- This report shows only "open records," not "closed records."

Legal Report 3: Filed Complaints to be Served

Description: This report shows all complaints that are filed with the court, but not yet sent to a process server for service. Send the complaint and summons on these accounts to a process server.

Rules:

- This report shows all accounts that have a "complaint filed" date entered, but no date entered for "sent for service."
- This report shows only "open records," not "closed records."

Legal Report 4: Process Server

Description: This report shows all complaints that are out for service with a process server.

Rules:

- This report shows all accounts that have a date entered for "sent for service" and for which no date is entered for "complaint served."
- This report shows only "open records," not "closed records."
- These accounts will not have "WFI" selected under "Legal Standing."

Legal Report 5: Process Server (Over 4 Weeks Old)

Description: This report shows all complaints that are out for service that have been out for more than 4 weeks. This report allows you to follow up with the process server to see what the status on the serve is or to have them return the serve unsatisfied.

Rules:

- This report shows all accounts that have a date entered for "Sent for Service" that is more than 28 days old, and for which no date is entered for "Complaint Served."
- This report shows only "open records," not "closed records."
- These accounts will not have "WFI" selected under "Legal Standing."

Judgment Reports (Legal Reports 6-10):
Legal Report 6: Default Judgments and Abstracts to File and Record

Description: This report shows all defaults and abstracts that need paperwork prepared and sent to the court for filing and recording.

Rules:

- This report shows all accounts for which the "Complaint Served" date is more than 30 days old and there is no date entered under "Judgment Sent."
- These accounts will not have a "Last Payment" date that is less than 37 days old.
- These accounts will not have any item selected under "Motions."
- These accounts will not have an attorney name entered under "Debtor Attorney Name."

- These accounts will not have "Lien Sent," "Lien Received," "Itemization Requested," for "Itemization Sent," or "WFI" selected under the "Legal Standing" heading.
- This report shows only "open records," not "closed records."

Legal Report 7: Default Judgments Sent to Court

Description: This report shows all defaults that have been sent to the court for entry of judgment, but that the court has not returned within 21 days. Follow up with the court on these accounts to see why the paperwork hasn't been returned and to make sure the paperwork hasn't been lost.

Rules:

- This report shows all accounts that have a "Judgment Sent" date which is more than 21 days old and no "Judgment Entered" date.
- This report shows only "open records," not "closed records."

Legal Report 8: Abstracts Sent for Recording

Description: This report shows all abstracts that have been sent for recording that have not been returned within 28 days. Follow up with the courts on these accounts to see where the paperwork is or if any documents need to be resent.

Rules:

- This report shows all accounts that have a "Judgment Sent" date which are more than 28 days old and that have no "Abstract Recorded" date entered.
- This report shows only "open records," not "closed records."

Legal Report 9: Renew Judgments (56 Months)

Description: This report shows all judgments and previously renewed judgments that need to be renewed because they are now 56 months old and not PIF. The purpose of this report is to give you advanced notice of what judgments are about to expire, so you can renew them before 5 years have passed.

Rules:

- This report shows all accounts that have a "Judgment Entered" date that is over 56 months old.
- No accounts with a "Satisfaction of Judgment Sent" date entered will be on this report.

Legal Report 9: Renew Judgments (116 Months)

Description: This report shows all judgments and previously renewed judgments that need to be renewed because they are now 116 months old and not PIF. The purpose of this report is to give you advanced notice of what judgments are about to expire, so you can renew them before 10 years have passed.

Rules:

- This report shows all accounts that have a "Judgment Entered" date that is over 116 months old.
- No accounts with a "Satisfaction of Judgment Sent" date entered will be on this report.
- No accounts with the "Legal Standing" of "Bankruptcy" selected will be on this report.

Legal Report 10: Satisfactions to Serve

Description: This report shows all accounts for which a satisfaction of judgment needs to be filed. It also shows the county the where the complaint was filed and the county where the abstract was recorded, so that you can record the satisfaction of judgment in the same county where the abstract was recorded.

Rules:

- This report shows all accounts whose "Legal Standing" entry is checked "PIF."
- These accounts will have a "Judgment Entered" date, but no date entered under "Satisfaction of Judgment Sent."
- These accounts will not have a date entered under "Supp Exam Date" (See Legal Report 24.)

Garnishment Reports (Legal Reports 11-18):
Legal Report 11: Writs to Send to Court

Description: This report shows all writs of execution that need to be prepared and sent to the court for filing.

 Rules:

- This report shows all accounts that have a "Judgment Entered" date, but no "Last Payment" date entered that is more than 40 days old.
- These accounts will not have a date entered under "Writ Sent for Filing."
- These accounts will not have the "Legal Standing" of "WFI", "Body Writ Sent," or "Lien Received."
- These accounts will not have a "Garnish Recheck Date" entered.
- These accounts will not have a date entered under "Supp Exam Date."
- These accounts will not have a future date entered under "Pay Agreement Date."
- This report shows only "open records," not "closed records."

Legal Report 12: No Payment After Supplemental Exam

Description: This report shows all debtors that have not honored their payment commitment after a supplemental exam. This report gives the debtor 40 days from the supplemental exam date to make a payment. When they fail to make this payment, it shows up on this report so then a wage or bank garnishment can be sent for filing.

Rules:

- This report shows all accounts that have a date entered under "Supp Exam Date" that is more than 40 days old.

- These accounts will not have a "last payment" date less than 40 days old.
- This report shows only "open records," not "closed records."
- These accounts will not have a "Legal Standing" of "WFI," "Body Writ Sent," or "Lien Received."
- These accounts will not have a "Garnish Wages Sent" or "Bank Garnish Sent" date after the "Supp Exam Date."
- These accounts will not have a "Garnish Recheck Date" date entered.

Legal Report 13: Writs Sent to Court

Description: This report shows all writs of execution that have been sent to the court, but the court has not returned them within 14 days. This report shows you which accounts that need follow up with the court or file so see where the paperwork is.

Rules:

- This report needs to show all accounts that have a "Writ Sent for Filing" date which is more than 14 days old and for which there is no "Writ Returned" date entered.
- This report shows only "Open Records," not "Closed Records."
- These accounts will not have a "Legal Standing" of "WFI," "Body Writ Sent," or "Lien Received."

Legal Report 14: Writs Returned but No Garnishment Sent

Description: This report shows all writs sent to the court that the court has returned, but there has not been a wage or bank garnishment sent to the sheriff. These accounts need the wage or bank garnishment paperwork sent to the sheriff.

Rules:

- This report shows all accounts with a date entered for "Writ Returned" but no "Garnish Wages Sent" date and no "Bank Garnish Sent" date entered.
- This report shows only "Open Records," not "Closed Records."
- These accounts will not have a "Legal Standing" of "WFI," "Body Writ Sent," or "Lien Received."

Legal Report 15: Wage Garnishments Sent, but No Payment Received

Description: This report shows all wage garnishments sent to the sheriff, but on which there has not been a response (meaning payment or unsatisfied return) from the sheriff within 90 days. Follow up with the sheriff to inquire on the status of the garnishment. If the sheriff hasn't received a response from the employer, you can remind them to follow up with the employer or you can contact the employer yourself.

Rules:

- This report shows all accounts with a date entered for "Garnish Wages Sent" that is more than 90 days old but that have no date entered for "Garnish Wages Received."
- This report shows only "Open Records," not "Closed Records."
- These accounts will not have a "Legal Standing" of "WFI," "Body Writ Sent," or "Lien Received."
- These accounts will not have a "Garnish Recheck Date" entered.

- These accounts will not have an "Unsatisfied Return Received" date entered.
- These accounts will not have a future "Pay Agreement Date."

Legal Report 16: Status of Wage Garnishments in Place

Description: This report shows all wage garnishments on which at least one payment has been received, but has not had a payment within 60 days from the date of the last payment. This Follow up with the sheriff to see if they have another garnishment payment that will be disbursed soon, or if they have received any notification from their employer and will be returning the garnishment unsatisfied.

Rules:

- This report shows all accounts with an entry for "Garnish Wages Received" and with a "Last Payment" entered that is more than 60 days old.
- This report shows only "Open Records," not "Closed Records."
- These accounts will not have a "Legal Standing" of "WFI," "Body Writ Sent," or "Lien Received."
- These accounts will not have a "Garnishment Recheck Date" entered.
- These accounts will not have an "Unsatisfied Return Received" date entered.
- These accounts will not have a future "Pay Agreement Date."

Legal Report 17: Wage Garnishment Recheck

Description: This report shows all wage garnishments that have come back unsatisfied because there is already another wage garnishment in place. If the sheriff will give you the balance and the monthly payments they are receiving towards that garnishment you can estimate the date when the other garnishment will pay out. You can also use the Garnishment Recheck date for scenarios where the debtor is laid off from work for the winter and you'd like to wait until a future date to see if they are working again and then send a garnishment.

Rules:

- This report shows all accounts with a date entered for "Garnishment Recheck" date.
- This report shows only "Open Records," not "Closed Records."
- These accounts will not have a "Legal Standing" of "WFI," "Body Writ Sent," or "Lien Received."

Legal Report 18: Status of Bank Garnishments but No Payment Received

Description: This report shows all bank garnishments sent to the sheriff but have not received a response (meaning payment or unsatisfied return) from the sheriff within 60 days. Follow up with the sheriff on these accounts.

Rules:

- This report shows all accounts that have a date entered for "Bank Garnish Sent" which is more than 60 days old and there is no date entered under "Bank Garnish Received."
- This report shows only "Open Records," not "Closed Records."

- These accounts will not have a "Legal Standing" of "WFI," "Body Writ Sent," or "Lien Received."
- These accounts will not have a "Garnishment Recheck Date" entered.
- These accounts will not have an "Unsatisfied Return Received" date entered.

Supplemental Proceedings Reports (Legal Reports 19-21):

Legal Report 19: Supplemental Exams to Schedule

Description: This report shows all supplemental examinations that need to be scheduled. Schedule the hearing and then prepare the paperwork to be filed with the court.

Rules:

- This reports shows all accounts with a date entered under "Unsatisfied Return Received" but no date entered under "Supp Exam Sent to Court."
- Accounts that have a date entered in "Supp Exam Sent to Court" but it pre-dates the "Unsatisfied Return Received" date, will show on this report.
- This report shows only "Open Records," not "Closed Records."
- These accounts will not have a "Legal Standing" of "WFI," "Body Writ Sent," or "Lien Received."
- These accounts will not have a "Garnishment Recheck Date" entered.
- These accounts will not have a "Payment" entered within 37 days.
- These accounts will not have an entry in "Writ Sent for Filing" that post-dates the date entered under "Unsatisfied Return Received."

Legal Report 20: Supplemental Exams Sent to Court

Description: This report shows all orders for supplemental examination that have been sent to the court that have not been returned within 21 days. Follow up with the court on these accounts.

Rules:

- This report shows all accounts which have dates entered for "Supp Exam Sent to Court" that are more than 21 days old but no date entered under "Supp Exam Sent for Service."
- This report shows only "Open Records," not "Closed Records."
- These accounts will not have a "Legal Standing" of "WFI," "Body Writ Sent," or "Lien Received."
- These accounts will not have a "Garnishment Recheck Date" entered.

Legal Report 21: Supplemental Exam Schedule

Description: This report shows all upcoming supplemental exam hearings with the status of the service on the orders for each supplemental exam. This report is used to see what dates supplemental exams are scheduled to compare with your calendar. It is also used to vacate supplemental exams hearings if the order wasn't served.

Rules:

- This report shows all accounts that have a date entered under "Supp Exam Date."

- This report shows only "Open Records," not "Closed Records."
- These accounts will not have a "Legal Standing" of "WFI," "Body Writ Sent," or "Lien Received."
- These accounts will not have a "Garnishment Recheck Date" entered.

Motion Reports (Legal Reports 22-28):

Legal Report 22: Summary Judgment

Description: This report shows all summary judgments in progress. It serves as a reminder of which ones you are preparing and which ones that you are awaiting the hearing.

Rules:

- This report shows all accounts that have "Summary Judgment" selected under "Motion Type" that have a "Start Date" or a "Hearing Date" entered.
- This report shows only "Open Records," not "Closed Records."
- These accounts will not have a "Legal Standing" of "WFI," "Body Writ Sent," or "Lien Received."
- These accounts will not have a "Judgment Entered" date.

Legal Report 23: Judgment on Pleading

Description: This report shows all motions for Judgments on Pleadings in progress. It serves as a reminder of which ones you are preparing and which ones that you are awaiting the hearing.

Rules:

- This report shows accounts that have "Judgment on Pleadings" selected under "Motion Type" that have a "Start Date" entered.
- This report shows only "Open Records," not "Closed Records."
- These accounts will not have a "Legal Standing" of "WFI," "Body Writ Sent," or "Lien Received."
- These accounts will not have a "Judgment Entered" date.

Legal Report 24: Supplemental Fees to File

Description: This report shows supplemental attorney's fees that need to be filed. This report is used to pull up accounts that are paid in full and that have had a supplemental examination on the debtor. If the debtor has had a supplemental exam, it indicates that you've had to do at least one garnishment and one supplemental exam (more work than other files) to collect the money. *If you don't want to seek supplemental attorney's fees, then send Satisfactions of Judgment for the debtors on this report.

Rules:

- This report shows all accounts that have a "Legal Standing" entry marked "PIF" and that have a "Judgment Entered" date.
- These accounts will have a date entered under "Supp Exam Date."
- These accounts will not have a date entered under "Satisfaction of Judgment Sent."

Legal Report 25: Attorney's Fees Cut

Description: This report shows all attorneys' fees where the court did not award the full amount of attorney's fees sought. This report shows which judges are cutting attorney's fees and by how much. You can make a determination if there are judges you'd like to disqualify or accounts that you may want to seek supplemental attorney's fees on.

Rules:

- This report shows all accounts where the amount of "Attorney's Fees Awarded" is less than the amount of the "Attorney's Fees Sought."
- This report shows all records "Open" and "Closed" on which the attorney's fees have been cut.

Legal Report 26: Supplemental Fees Sent to Court

Description: This report shows all applications for supplemental fees sent to court that are either awaiting the hearing date or for the judgment to be entered.

Rules:

- This report shows all accounts with "Supplemental Fees" selected under "Motion Type."
- This report shows only "Open Records," not "Closed Records."
- These accounts will not have a "Judgment Entered" date.

Legal Report 27: Interest and Fees

Description: This report shows all motions for interest and fees in progress after summary judgment or judgment on the pleadings. These are files that you are asking for attorney's fees, interest, and costs after you have won summary judgment. As soon as a judgment is entered the account will come off of this report.

Rules:

- This report shows all accounts with "Interest and Fees" selected under "Motion Type" and a "Start Date" or "Hearing Date" entered.
- This report shows only "Open Records," not "Closed Records."
- These accounts will not have a "Judgment Entered" date.

Legal Report 28: Other Motion

Description: This report shows all miscellaneous motions in progress.

Rules:

- This report shows all accounts with a "Start Date" entered under "Motions" with any of the motion types selected such as "Amended Complaint," "Appeal," "Notice of Default," "Other Motion," or "Stipulation to Judgment."
- This report shows only "Open Records," not "Closed Records."
- These accounts will not have a "Legal Standing" of "WFI," "Body Writ Sent," or "Lien Received."

Legal Standing Reports (Legal Reports 29-47):

Legal Report 29: WFI

Description: This report shows all accounts for which that are waiting for information. Change the "Legal Standing" to "WFI" when you have reached a dead end on an account and are awaiting new information such as an address, employment, or banking information before you can take steps to start collecting on the account again. You can print this report to give to your client such as a collection agency to search for new information on the debtor.

Rules:

- This report shows all accounts that have "WFI" selected under "Legal Standing."
- This report shows only "Open Records," not "Closed Records."

Legal Report 30: PIF

Description: This report shows all accounts that are paid in full.

Rule:

- This report shows accounts that have "PIF" selected under "Legal Standing."

Legal Report 31: Open

Description: This report shows all open accounts.

Rule:

- This report shows accounts that have no status selected under "Legal Standing" or a "Legal Standing" of "Body Writ Sent to Court," "Body Writ Sent to Sheriff," "Itemization Requested," "Itemization Sent," "Lien Sent," "Lien Received," or "WFI."

Legal Report 32: Closed

Description: This report shows all closed accounts.

Rule:

- This report shows all accounts that have "Closed," "Bankruptcy 7," "Bankruptcy 11," "Not Collected," or "PIF" selected under "Legal Standing."

Legal Report 33: Itemization Requested

Description: This report shows all accounts where the debtor has requested itemization on their debts and you are in the progress of getting the requested documents.

Rules:

- This report shows accounts that have "Itemization Requested" selected under "Legal Standing."
- This report shows only "Open Records," not "Closed Records."

Legal Report 34: Itemization Sent

Description: This report shows all accounts where you have sent the debtor itemization documents on their debts that they requested until a judgment is entered.

Rules:

- This report shows accounts that have "Itemization Sent" selected under "Legal Standing."
- This report shows only "Open Records," not "Closed Records."
- These accounts will not have a "Judgment Entered" date.

Legal Report 35: Not Collectible

Description: This report shows all accounts that are deemed to not be collectible.

Rule:

- This report shows accounts that have "Not Collected" selected under the "Legal Standing."

Legal Report 36: Lien Sent

Description: This report shows all accounts where a lien is mailed out for signatures from the debtors but has not been returned.

Rules:

- This report shows accounts that have "Lien Sent" selected under "Legal Standing."
- This report shows only "Open Records," not "Closed Records."

Legal Report 37: Lien Received

Description: This report shows all accounts where there is a signed lien from a debtor. It is a good idea to follow up on the status of the lien with a letter or phone call every 6 months to a year.

Rules:

- This report shows accounts that have "Lien Received" selected under "Legal Standing."
- This report shows only "Open Records," not "Closed Records."

Legal Report 38: Bankruptcy #7

Description: This report shows all accounts where the debtor has filed a Chapter 7 Bankruptcy.

Rules:

- This report shows accounts that have "Bankruptcy 7" selected under "Status."
- This report shows only "Open Records," not "Closed Records."

Legal Report 39: Bankruptcy #11 or #13

Description: This report shows all accounts where the debtor has filed a Chapter 11 or 13 Bankruptcy.

Rules:

- This report shows accounts that have "Bankruptcy 11" selected under "Legal Standing."
- This report pulls up only "Closed Records."

Legal Report 40: Body Writ Sent to Sheriff

Description: This report shows all the arrest warrants sent to the sheriff.

Rules:

- This report shows accounts that have a "Body Writ Sent to Sheriff" selected under "Legal Standing."
- This report shows only "Open Records," not "Closed Records."

Legal Report 41: Body Writ Sent to Court

Description: This report shows all arrest warrants sent to the court that the court has not returned in 14 days.

Rules:

- This report shows accounts that have "Body Writ Sent to Court" selected under "Status" where the status date is more than 14 days old.
- This report shows only "Open Records," not "Closed Records."

Legal Report 42: Attorney

Description: This report shows all accounts where an attorney is representing a debtor before a judgment is entered.

Rules:

- This report shows accounts where an attorney name has been entered under "Debtor Attorney Name."
- This report shows only "Open Records," not "Closed Records."
- These accounts will not have a date entered under "Judgment Entered."

Legal Report 43: PIF with a Judgment

Description: This report shows all accounts that have been paid in full for at least five years; that have a judgment entered. These are files you may consider destroying.

Rule:

- This report shows all accounts whose "PIF" date under "Legal Standing" is more than five years old and for which there is a date entered under "Judgment Entered."

Legal Report 44: PIF without a Judgment

Description: This report shows all accounts that have been paid in full for at least five years; that has no judgment entered. These are files you may consider destroying.

Rule:

- This report shows all accounts marked "PIF" under "Legal Standing" that are more than five years old and that have no "Judgment Entered" date.

Legal Report 45: Uncollected and No Judgment

Description: This report shows all uncollectible accounts that are over five years old; that have no judgment entered. These are files you may consider destroying.

Rule:

- This report shows all filed marked "Not Collected" under "Legal Standing" that are more than five years old and that have no "Judgment Entered" date.

Legal Report 46: Bankruptcies

Description: This report shows accounts where the debtor has filed a bankruptcy that is over five years old. These are files you may consider destroying.

Rule:

- This report shows all accounts marked "Bankruptcy 7, 11 or 13" under "Legal Standing" and more than five years has lapsed since their date was entered in "Legal Standing."

Legal Report 47: No Activity Report

Description: This report shows all open accounts with no activity for 120 days. This report alerts you to any account that may have been overlooked, so you can analyze the account and see what step needs to take place next. This report was designed as a backup to make sure no files slip through the cracks and that they are accounted for on another report.

Rules:

- This report shows all accounts in which there have been no entries of any kind (including notes) for more than 120 days.
- This report shows only "Open Records," not "Closed Records."
- These accounts will not have a "Legal Standing" of "WFI," "Body Writ Sent," or "Lien Received."
- These accounts will not have a date entered in "Garnish Recheck Date" that is a future date.

Other Reports (Legal Reports 48-57):

Legal Report 48: Overdue Payments
Description: This report shows all open accounts that have a payment agreement with an overdue payment.

Legal Report 49: Payments Due Within the Next Week
Description: This report shows any payments for payment agreements that have not been paid and are due within the next 7 days.

Legal Report 50: Payments Due Within the Next 30 Days
Description: This report shows any payments for payment agreements that have not been paid and are due within the next 30 days.

Legal Report 51: Payments Due Within the Next 60 Days
Description: This report shows any payments for payment agreements that have not been paid and are due within the next 60 days.

Legal Report 52: Payments Due Within the Next 90 Days
Description: This report shows any payments for payment agreements that have not been paid and are due within the next 90 days.

Legal Report 53: Payments Due Within the Next 120 Days
Description: This report shows any payments for payment agreements that have not been paid and are due within the next 120 days.

Legal Report 54: Payments Delinquent by 120 Days
Description: This report shows any payments for payment agreements that have not been paid and are delinquent by 120 days.

Legal Report 55: Payments Delinquent by 90 Days
Description: This report shows any payments for payment agreements that have not been paid and are delinquent by 90 days.

Legal Report 56: Payments Delinquent by 60 Days
Description: This report shows any payments for payment agreements that have not been paid and are delinquent by 60 days.

Legal Report 57: Payments Delinquent by 30 Days

Description: This report shows any payments for payment agreements that have not been paid and are delinquent by 30 days.

Legal Report 58: Accounts without Payment Plans

Description: This report shows accounts that do not have a payment plan.

Legal Report 59: Payments Due Today

Description: This report shows any payments for payment agreements that are due for the current day.

Legal Report 60: Garnishments in Default

Description: This report shows all garnishments recorded in the system that are in default.

Legal Report 61: Do Not Contact (specific to states)

Description: This report shows all accounts in the system that are not based in the following states ... CA, GA, IA, KS, KY, MT, OK, PA, SC.

Legal Report 62: Do Not Contact (Bankruptcy or Deceased)

Description: This report shows all accounts in the system that are not based in the following states ... CA, GA, IA, KS, KY, MT, OK, PA, SC and the status is bankrupt or deceased.

Legal Report 63: Accounts with No Ticklers

Description: This report shows all accounts that do not have any reminders assigned to them.

Legal Report 64: Accounts with No Active Ticklers

Description: This report shows all accounts that do not have any "currently active" reminders assigned to them.
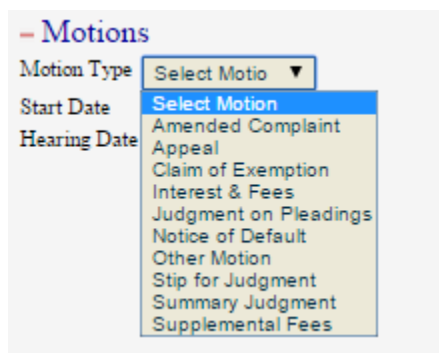
Legal Report 65: Expired or Expiring Judgments

Description: This report shows all Judgments that are expired or that expire within the next 90 days (based off the Judgment Expiration date) and need to be renewed.

Legal Details Screen

Motions

The following chapter will detail the available motion types for use in Simplicity.

Any time you select a **Motion Type** under motions, you must also enter the **Motion Start Date**.

Amend Complaint
Select "Amended Complaint" when you need to amend your complaint and you have judgment or garnishment data that you need to leave in Simplicity.
- These accounts will show up on **Legal Report 28: "Other Motions"** to remind you that this action is in progress. This report can be found by clicking on the "Reports" menu and selecting "Legal Reports".
- When you have finished this motion and need to move to your next action you will be to de-select "Amended Complaint" by clicking on "Select Motion" from the drop list to take the account off of Legal Report 28.

Appeal
"Appeal" is selected when this account is taken up on appeal. When you schedule the hearing and file the paperwork, enter the "Hearing Date."
- These accounts will show up on **Legal Report 28: "Other Motions"** to remind you that this action is in progress or that you are awaiting the hearing. This report can be found by clicking on the "Reports" menu and selecting "Legal Reports".
- When you have finished this motion and need to move to your next action you will de-select "Appeal" by clicking on "Select Motion" from the drop list to take the account off of Legal Report 28.

Claim of Exemption
Select "Claim of Exemption" when an exemption is claimed.

Interest and Fees
"Interest and Fees" is the motion you select after you have won summary judgment and you are now submitting motion to for an award of attorney's fees, interest, and costs. When you schedule the hearing and send the paperwork to the court to be filed, enter the "Hearing Date."

- **Legal Report 27: "Interest and Fees"** shows all accounts with this selected as the motion type and a start date. This list shows you which ones you are working on or awaiting the hearing date. This report can be found by clicking on the "Reports" menu and selecting "Legal Reports".
- When you win this motion after the hearing then you can enter the "Judgment Sent" date (under Judgment Information) and the account will no longer show on Legal Report 27 when a judgment has been entered.

Judgment on Pleadings
"Judgment on Pleadings" is selected when the defendant has filed an answer and admits to owing the debt. When you schedule the hearing and send the paperwork to the court to be filed, enter the "Hearing Date."
- **Legal Report 23: "Judgment on Pleading"** shows all accounts with this selected as the motion type and a start date. This list shows you which ones you are working on or awaiting the hearing date.
- When you win this motion after the hearing, select what your next action will be and change the motion type, such as "Interest and Fees" or "Stipulation for Judgment."

Notice of Default
"Notice of Default" should be selected when you are sending a notice of intent to take default to another attorney giving them a timeframe to respond before you will send the default judgment paperwork to be filed.
- All "Notice of Default" motion types will show on **Legal Report 28: "Other Motions"** when a start date has been entered. The report will allow you to see how much time has elapsed and to check the file to see if they have responded. If the time is up you can send your default judgment, call them, or send a follow up letter.
- To remove this account from Legal Report 28, change the motion type back to "Select Motion".

Other Motion
"Other Motion" is a miscellaneous motion if you have a motion that is not listed in the choices given.
- All accounts assigned the value of "Other Motion" will show up on **Legal Report 28: "Other Motions."** All legal reports can be found by clicking on the "Reports" menu and selecting "Legal Reports".
- When you are finished with this motion you will select "Select Motion" to take the account off of Legal Report 28.

Stipulation for Judgment
"Stipulation for Judgment" should be selected when you have agreed with the debtor or their attorney to stipulate to a judgment. Enter the start date, prepare the paperwork, and mail it to be signed.
- All of these accounts will show up on **Legal Report 28: "Other Motions."**
- After the stipulation has been signed and returned then you can enter the "Judgment Sent" date when you send the stipulation and judgment to be filed at the court. At this same time change the motion type back to "Select Motion Type."

Summary Judgment
"Summary Judgment" should be selected after the defendant has filed an answer and you are now moving for summary judgment. When you schedule the hearing and send the paperwork to the court to be filed, enter the "Hearing Date."

- All accounts with this motion type and a start date will appear on **Legal Report 22: "Summary Judgment."** This list shows you which ones you are working on or awaiting the hearing date. This report can be found by clicking on the "Reports" menu and selecting "Legal Reports".
- When you win this motion after the hearing, select your next action such as "Interest and Fees," or "Stip for Judgment." If you are just sending a judgment enter the "Judgment Sent" date and change the motion type back to "Select Motion Type."

Supplemental Fees

"Supplemental Fees" should be selected when you are seeking additional attorney's fees to be awarded. Use **Legal Report 24: "Supplemental Fees to File"** for a list of all accounts that you would want to apply for supplemental attorney's fees. This report can be found by clicking on the "Reports" menu and selecting "Legal Reports". These accounts are accounts which are paid in full and have had a supplemental exam scheduled. The supplemental exam date is used as criteria because it lets you know you've had to do extra work on this account to collect the money (meaning that you've had to do at least one garnishment and one supplemental exam).

- First, select "Supplemental Fees" under motion type and enter the start date.
- Next, (this is one of the few times you delete information out of Simplicity), delete all data entered under Judgment Information, Garnishment Information, and Supplemental Information. Then change the "Legal Standing" back to "Select Status."
- Then schedule your hearing, enter the "Hearing Date," and send your motion to the court to be filed.
- All accounts with "Supplemental Fees" selected as the motion type will now appear on **Legal Report 26: "Supplemental Fees Sent to Court."** After your hearing when you win your motion, you will then submit your amended judgment. As soon as the "Judgment Entered" date is entered into Simplicity the account will no longer appear on Report 26.
- **If you don't want to seek supplemental attorney's fees, then print Legal Report 24 and send Satisfactions of Judgment on all of those accounts listed. This report can be found by clicking on the "Reports" menu and selecting "Legal Reports".

Legal Standing

The legal standing section is provided to give a quick summary of the legal standing of each account. Each status type under the legal standing section will be detailed in this section. Each legal standing status type is tied directly to a particular legal report in Simplicity. Legal standings are not intended to be "all inclusive" and can be used in conjunction with customized status types.

The following legal standing status types are available in Simplicity:

Select Status: means the account is in an open status.
1. Each time a legal standing status is changed, the **Standing Change Date** is automatically updated with the current date. This date can be changed by the user if needed by manually typing a new date in the box provided, or selecting the correct date from the corresponding calendar icon.

Bankruptcy #11: Bankruptcy #13 is selected when you receive the notice that the debtor has filed Chapter 11 or 13 Bankruptcy. Since you can no longer collect on this account, selecting Bankruptcy #11 closes the account.
2. Any account with a Legal Standing of "Bankruptcy #11" will show up on Legal Reports 39 and 46. These reports can be found by clicking on the "Reports" menu and selecting "Legal Reports".

Bankruptcy #7: is selected when you receive the notice that the debtor has filed Chapter 7 Bankruptcy. Since you can no longer collect on this account, selecting "Bankruptcy #7" closes the account.
3. Any account with a Legal Standing of "Bankruptcy #7" will show up on Legal Reports 38 and 46. These reports can be found by clicking on the "Reports" menu and selecting "Legal Reports".

Body Writ Sent to Court: is selected when you send a body writ or an arrest warrant to the court to be entered and signed by the judge.
4. If the court has failed to return the writ within 14 days, the account will show up on Legal Report 41. You can follow up with the court to see why the paperwork has not been returned, or to check your file to see if it has been returned but not sent to the sheriff. This report can be found by clicking on the "Reports" menu and selecting "Legal Reports".

Closed: is a Legal Standing you can choose if you just want to close a file and it's not paid in full, in bankruptcy, or uncollectible but you just need to close it.

Itemization Requested: selected when the debtor has requested a copy of an itemized bill or documentation of the debt you are suing them on. This legal standing would show on Legal Report 33 so you have a list of accounts that you need to get documents on either from the collection agency, hospital, or the provider of the service for which a bill is owed. As soon as you receive the documentation, mail it to them, and change the "Legal Standing" to "Itemization Sent."

Itemization Sent: after you received the documents you requested and now you have mailed them to the debtor. These accounts will show on Legal Report 34: "Itemization Sent" and will now show on Legal Report 6: "Default Judgments to File" if they meet the criteria of being ready for a judgment to be filed. These accounts will stay on Legal Report 34 until a "Judgment Entered" date is entered.

Lien Sent: selected as the legal standing when you have made an agreement with the debtor or their attorney that they will sign a lien for you. "Lien Sent" is the date you sent it out for their signatures. This will show on Legal Report 36 so you can follow up to make sure it is returned in a timely manner. This report can be found by clicking on the "Reports" menu and selecting "Legal Reports".

Not Collected: is the legal standing you will choose when you have determined there is essentially no way to collect money from the debtor even from garnishments, bank garnishments, payments. Choosing "Not Collected" as the legal standing closes the file.

PIF: PIF, meaning paid in full is the legal standing you will choose when the account has been paid in full. "PIF" closes the account.
5. All accounts with the legal standing of "PIF" appear on either Legal Report 43: "PIF with a Judgment" or Legal Report 44: "PIF without a Judgment." These reports can be found by clicking on the "Reports" menu and selecting "Legal Reports".
6. If a Judgment has been entered, "PIF" is also a trigger for Legal Report 10: "Satisfactions to Serve" and Legal Report 24: "Supplemental Fees to File." These reports can be found by clicking on the "Reports" menu and selecting "Legal Reports".

WFI: WFI, meaning waiting for information is the legal standing you choose when there is no further action you can take until you get a current address or current employment or banking information.
7. All accounts with this legal standing ill appear on Legal Report 29: "WFI." You can use this list to search for new information or have your client search for new information on the debtor. This report can be found by clicking on the "Reports" menu and selecting "Legal Reports".

Body Writ Sent to Sheriff: As soon as the body writ or arrest warrant has been signed and returned from the court, you need to change the Legal Standing to "Body Writ Sent to Sheriff" and send the writ and paperwork to the sheriff in order for an arrest to be made.
8. Legal Report 40 will show all arrest warrants sent to the sheriff. This report can be found by clicking on the "Reports" menu and selecting "Legal Reports".

Lien Received: is selected as the legal standing when you have received the signed lien from the debtor.
9. All Liens Received or liens in place will show up on Legal Report 37. It is a good idea to follow up on the status of the lien with a letter or phone call every 6 months to a year.

For example: If the debtor has a personal injury lawsuit currently going on and they sign a lien saying that if they win and get paid you will get paid on this debt. Then you can follow up to see what the status of the personal injury lawsuit is and when they go to trial. Then you will have an idea of when the lien will pay out and to make sure they follow through.

New: This can be selected when their Legal Standing is New and not yet ready for one of the other statuses.

Financial Information

This chapter is intended to address only the **Financial Information** section on the **Legal Details** tab in Simplicity. This section is used only as a quick reference to show the total number of payments made, when the last payment was made, and if there is a payment agreement date made by the debtor. This section is strictly for convenience when working through the legal hurdles of an account. Detailed financial information can be seen on the **Financials** tab, and instructions on entering this financial data can be found in Chapter 17 of this manual.
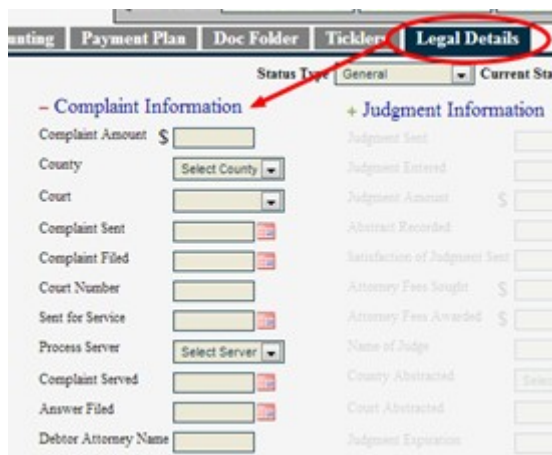
The following fields are available for display under the "Financial Information" section on the account details tab.

1. **Total Payments** represents the total amount of payments made towards this account calculated by transactions under the **Financials** tab. (Please see Chapter 17: Financials for entering payments.)

2. **Last Payment** is the date of the last payment that was applied to this account.

3. **Pay Agreement Date** is the date that the debtor has agreed to make a future payment or if the sheriff has a garnishment payment that will be disbursed at a future date.

Complaint Information

Once you have an account saved in the system, you are ready to start tracking that account through the legal process. Simplicity is structured to provide you a quick look at how each account is doing, and where each account is in the legal process. Reading from left to right on the **Legal Details** tab, Simplicity provides the legal details for each account on a single screen. As complaints are the first step in the legal process, we will start with explaining how to correctly enter complaint data into the system.

The following steps detail the data fields found in the **Complaint Information** section of the Legal Details tab including reports that are triggered by data entered. Any account entered into Simplicity without a **Complaint Sent date** will appear on **Legal Report 1: "Complaints to File".** This report can be found by clicking on the **Reports** menu and selecting **Legal Reports**.

1. The **Complaint Amount** is the dollar amount of the complaint you filed.

2. Under **County** click the drop-down box to give you a list of counties you can choose from. Then select the county that you are filing this complaint and summons in. Additional counties can be added to Simplicity by any user with Admin or Superuser privileges. For more information on how to add additional counties to your Simplicity program, please refer to Chapter 14 of this manual.

3. When you send the complaint to the court, fill out the correct date in the **Complaint Sent** field. You can either manually enter the date or click on the calendar icon next to the box and click on the correct date.

    a. This date triggers **Legal Report 2: "Complaints Sent to Court for Filing."** This report can be found by clicking on the **Reports** menu and selecting **Legal Reports.** The account will show up on that report if the complaint sent date is more than 21 days old, alerting you to the fact that the court has not returned the complaint after 3 weeks.

4. You will enter the **Complaint Filed date** after you get the summons and complaint back from the courthouse. This date will be the date that the court has stamped it or the judge signed it. You can either manually enter the date or click on the calendar icon next to the box and click on the date. At this same time, you will enter the **Court Number** which is the account number that the court has assigned your account.

a. The **Complaint Filed date** triggers **Legal Report 3: "Filed Complaints to Be Served."** This report can be found by clicking on the **Reports** menu and selecting **Legal Reports.** All accounts with a **Complaint Filed date** but no **Sent for Service date** will appear on this report giving you a list of accounts of complaints and summons that need to be served on the debtors.

5. When you send the complaint and summons out to be served you will enter the date you sent the lawsuit out to be served in the **Sent for Service** box. At this same time you click the drop-down box and select the **Process Server** you are using. If your process server does not appear in the drop list provided, please refer to Chapter 14 for further details regarding adding additional process servers to your Simplicity program.

a. The **Sent for Service date** triggers **Legal Report 4: "Process Server"** which gives a list of all complaints that are out for service. This report can be found by clicking on the **Reports** menu and selecting **Legal Reports.**

b. The **Sent for Service date** also triggers **Legal Report 5: "Process Server (Over 4 Weeks Old)."** This report can be found by clicking on the **Reports** menu and selecting **Legal Reports.** This report shows all accounts that the process server has had over 4 weeks to try serving. You can then follow up with the process server to check on the status of the serve. This report can also help you identify which process servers are more timely and efficient.

6. When the process server returns the affidavit of service you will enter the **Complaint Served date.**

a. This date triggers **Legal Report 6: "Default Judgments and Abstracts to File and Record."** This report can be found by clicking on the **Reports** menu and selecting **Legal Reports.** If the **Complaint Served date** is older than 30 days along with a few other criteria (please see Chapter 12 on Legal Reports) are met the accounts will show on this report giving you a list of all files that need default judgments and abstract of judgments paperwork sent to the court.

7. If the debtor files an answer you enter the date it was filed with the court in the **Answer Filed** box.

a. If they have filed an answer you will need to select what your next action will be under the heading **Motions** in the drop-down box such as **Summary Judgment**, **Judgment on the Pleadings** or **Stipulation to Judgment** and type in the **Start Date.**

8. If the debtor has an attorney, you will enter his/her name in the **Debtor Attorney Name** box.

a. **Legal Report 42 "Attorney Report"** lists all debtors with attorneys (except it won't list them if there is a judgment entered). This gives you a list of which attorney's you are currently working with. It also provides a reminder of attorneys you may need to call or send a letter to. This report can be found by clicking on the **Reports** menu and selecting **Legal Reports**.
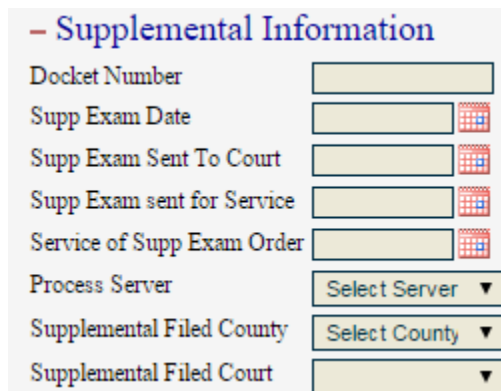
 *The **ONLY** time information should be deleted from this section is if you were starting over and filing an amended complaint.*

Supplemental Information

The following chapter will detail the **Supplemental Information** section and data elements available for use in Simplicity.

1. Use **Legal Report 19: "Supplemental Exams to Schedule"** for a list of all debtors who need orders of examination paperwork prepared.

2. Call and schedule with the court clerk the hearing date for the supplemental examination. Then enter the **Supp Exam Date** as the hearing date scheduled with the court. At this same time select the **Supplemental Filed County** which is the county where the hearing will take place which needs to be the county where the debtor resides.

3. The **Supp Exam Sent to Court** is the date you sent the supplemental examination order and paperwork to be entered at the court and for the judge's signature.

    a. This date triggers **Legal Report 20: "Supplemental Exams Sent to Court"** and the account will appear on this list if the paperwork has not been returned after 21 days.

4. As soon as the supplemental examination information is returned from the court, you will send the order to be served personally on the debtor by a process server. At this time you will enter the **Supp Exam sent for Service** and select the **Process Server** that you are using in the drop-down box.

    a. You can add additional **Process Servers** to the drop-down list. (Please see the Chapter 14: Administrator and Super User Settings on how to do this.)

5. When the process server returns their affidavit of service you will enter the Service of **Supp Exam Order** as the date the debtor was served.

    a. If they are unable to serve it, you may select **WFI** as the legal standing so it shows a list of debtors you need to do new employment or address searches on.

6. **Legal Report 21: "Supplemental Exam Schedule"** lists all debtors with a supplemental exam hearing date. You can view this list to see what hearings you have for the upcoming week or month. You can also use it to reconcile your calendar.

    a. This report also shows you if the order was served or not. If it has not, you can follow up with the process server or vacate the hearing.

7. The **Docket Number** is optional, but you can enter it to view it for your convenience or preference.

 One of the only times you would need to delete information out of this section is if you are sending a new supplemental exam. Then you would delete the information and start this process

over. The other time would be if you are submitting a motion for supplemental attorney's fees (Please see Chapter 9: Motions for information regarding this.)

Judgment Information

After you have successfully entered your complaint information into Simplicity, the Judgment section will be available for entering data. This chapter will address the specific data elements found in the judgment section and how those elements relate to the legal reports provide by Simplicity.

Use Legal Report 6: "Default Judgments and Abstracts to File and Record" to determine which accounts need judgment paperwork prepared. After you have prepared the paperwork, enter the **Judgment Sent** date as the date you sent the judgment and abstract of judgment to the court for filing. This report can be found by clicking on the **Reports** menu and selecting **Legal Reports**. Filling in the **Judgment Sent** date triggers **Legal Report 7: "Default Judgments Sent to Court."** The account will show up on this report if the date is more than 21 days old without a **Judgment Entered** date alerting you that the court has not returned the paperwork within 3 weeks.

1. When the judgment is returned from the court to you enter the **Judgment Entered** date which should be the date the court entered the judgment. At this time, you will also enter the **Judgment Amount** which is the total amount of the judgment awarded.
2. Upon receiving the judgment paperwork back from the court, enter the **Attorney Fees Sought** which is the amount of attorney's fees you asked the judge to award in your judgment. Then you will enter the **Attorney's Fees Awarded** which is the amount the judge actually granted you in attorney's fees.
    a. If the attorney fees sought and attorney feeds awarded amounts are not the same, the account will show up on **Legal Report 25: "Attorney's Fees Cut."** This report details which judges are cutting your attorney fees and aids you in determining if there are specific judges you would like to disqualify.
3. Enter the name of the judge. The **Name of the Judge** is where you will type the judge's name presiding over this account.
4. When the recorded Abstract of Judgment comes back from the courthouse you will enter the date it was recorded in the **Abstract Recorded** box.
5. You will select the county you recorded the Abstract of Judgment in the **County Abstracted** box.

  a. You may choose to record the Abstract of Judgment in a county other than the county the complaint is filed for reasons such as: they live in a different county, or they own property in another county.

  b. Counties can be added to this list. (Please see the Chapter 14 on Administrator and Super User Settings.)

6. The **Judgment Expiration** is an <u>optional </u>date that you can enter if you know when under state law the judgment will expire.

The **Judgment Entered** date is what triggers **Legal Report 9: "Renew Judgments."** Any account will show up on Legal Report 9 if the **Judgment Entered** date is more than 56 months old. For states where judgments expire after 5 years, this provides you with 4 months of notice before the judgment expires, so you can send a motion to the court to renew the judgment.

The **Satisfaction of Judgment** is the date you send the satisfaction of judgment paperwork to be filed and recorded after the account has been paid in full. **Legal Report 10: Satisfactions to Serve** gives you a list of accounts that need this paperwork completed. The **County Abstracted** v. the **County Filed** will be listed on that report so you know which county to file the Satisfaction in and which county to record it in.

*The **ONLY** time you would need to delete information from this section is if you are sending an amended judgment or a renew judgment. Then you would delete the information and enter the new judgment sent date.*

Garnishment Information

Completing the **Judgment Section** allows you access to enter information in the **Garnishment Information** section of the **Legal Details** tab. This section will detail the steps and legal reports involved with each field in the Garnishment Information section of Simplicity.

1. Use **Legal Report 11: "Writs to Send to Court" and Legal Report 12; "No Payment after Supplemental Exam"** to determine which accounts are ready for garnishments. These reports can be found by clicking on the **Reports** menu and selecting **Legal Reports**.

2. For **Writ Sent for Filing** you will enter the date you sent the writ and garnishment paperwork to be filed with the court. You can either manually enter the date or you may click on the calendar icon next to it and select the date.

   a. Entering this date triggers **Legal Report 13: "Writ Sent to Court"** which alerts you that the court has not returned your paperwork within 14 days.

3. The **Writ Returned** date is the date you receive the writ back from the courthouse. Enter this date once you have received the writ back from the courthouse.

4. The **Garnish Wages Sent** is the date you sent the writ and garnishment paperwork to the sheriff immediately after it has been returned from the court. At this same time, select the **County Executed** which is the county of the sheriff that you sent the garnishment to.

   a. Entering the **Garnish Wages Sent** date triggers **Legal Report 15: "Wage Garnishment Sent, but No Payment Received"** which lists the accounts that you have not had a payment or unsatisfied return from the sheriff within 90 days.

   b. If your Executed County does not appear under the current drop-down list in this section please refer to Chapter 14 of this manual for information on how to add additional counties.

5. The **Garnish Wages Received** is the date you received the garnishment check from the sheriff. Enter this date the same time you enter the payment.

   a. If it is a continuing garnishment, you enter the date when you received the first garnishment check and you don't need to change the date when you receive the next one.

b. This date triggers **Legal Report 16: "Status of Wage Garnishments in Place"** which lists the accounts with garnishments in place that haven't had a payment for 60 days.

6. The **Bank Garnish Sent** is the date you sent the writ and bank garnishment paperwork to the sheriff. At the same time you enter this date, select **County Executed** which is the county of the sheriff you sent the bank garnishment to.

   a. Entering the **Bank Garnish Sent** date triggers **Legal Report 18: "Status of Bank Garnishments, but no Payment Received"** if we did not receive a garnishment check after 60 days.

7. The **Bank Garnish Received** is the date you received the garnishment check from the sheriff. Enter this date the same time you enter the payment.

8. The **Unsatisfied Return Rec'd** date is the date the sheriff returned the garnishment unsatisfied.

   a. Entering the **Unsatisfied Return Rec'd** date triggers **Legal Report 19: "Supplemental Exams to Schedule."**

9. The **Garnishment Recheck Date** is the date where the debtor already has a garnishment in place and you have to wait until it is paid off before you can submit your garnishment. Estimate the amount of time until the prior garnishment will be finished and enter that date or enter a future date when you'd like to follow up on the status of that garnishment. **Legal Report 17: "Wage Garnishment Recheck"** keeps a list of all debtors that already have garnishments in place, so you can follow up with them or the sheriff when the other garnishment is getting close to being paid. You can then send your garnishment when the other one is finished.

   a. You can also use this date for debtors who have seasonal work or unemployed for periods of time during the year and you want to check on the status of their employment in the spring.

*The **ONLY** time dates should be deleted out of this section is if you are sending a new garnishment, then you would delete all dates as if you were starting over. Then enter your new writ sent for filing date and repeat the process detailed above.*

Appendix B – DocGen Mail Merge Tags

This index contains the descriptions of some of the mail merge tags you will use in your DocGen templates. Custom fields that you create will also be included in your mail merge data source.

Mail Merge: **Tags that can be used with DocGen Templates:**

New tags are added periodically by our programmers. You can retrieve the most updated list of mail merge data tags by going to Help > DocGen Help and downloading the DataSource file in Step #1.

Mail Merge Tag	Description
«case_number»	Account number in Simplicity.
«debtor_first_name»	Debtors first name, if debtor is an individual.
«debtor_last_name»	Debtors last name, if debtor is an individual.
«debtor_company_name»	Company name of debtor, if debtor is a company.
«client_claim_number»	The claim number used by the client to track the claim.
«account_received_date»	The date the account was received.
«date_entered_in_simplicity»	The date the account was entered into the Simplicity system.
«judgment_satisfied_date»	The date the judgment was satisfied.
«complaint_sent_date»	The date the complaint was sent.
«complaint_filed_date»	The date the complaint was filed.
«complaint_amount»	The amount of the complaint.
«complaint_summons_sent_date»	The date the summons was sent.
«complaint_summons_served_date»	The date the summons was served.
«court_number»	The number assigned by the court.
«judgment_sent_date»	The date the judgment was sent.
«judgment_entered_date»	The date the judgment was entered.
«judgment_amount»	The amount of the judgment.
«abstract_recorded_date»	The date the abstract was recorded.
«writ_sent_date»	The date the writ of execution was sent.
«satisfaction_judgment_sent_date»	The date the satisfaction of judgment was sent.
«supplemental_exam_date»	The date for supplemental exam.
«abstracted_county_name»	The name of the county where the abstract was filed.
«abstracted_court_address»	The address of the abstracted courthouse.
«abstracted_court_address_line_2»	The second address line of the abstracted courthouse (i.e. apt #, suite, etc.)

«abstracted_court_state»	The state of the abstracted courthouse.
«abstracted_court_city»	The city of the abstracted courthouse.
«abstracted_court_zip»	The zip code of the abstracted courthouse.
«abstracted_sheriff_address»	The address of the abstracted sheriff house.
«abstracted_sheriff_address_line_2»	The second address line of the abstracted sheriff station (i.e. apt #, suite, etc.)
«abstracted_sheriff_state»	The state of the abstracted sheriff station.
«abstracted_sheriff_city»	The city of the abstracted sheriff station
«abstracted_sheriff_zip»	The zip code of the abstracted sheriff.
«judgment_county_name»	The name of the county where the judgment was filed.
«judgment_court_address»	The address of the judgment courthouse.
«judgment_court_address_line_2»	The second address line of the judgment courthouse (i.e. apt #, suite, etc.)
«abstracted_court_state»	The state of the judgment courthouse.
«judgment_court_city»	The city of the judgment courthouse.
«judgment_court_zip»	The zip code of the judgment courthouse.
«judgment_sheriff_address»	The address of the judgment sheriff house.
«judgment_sheriff_address_line_2»	The second address line of the judgment sheriff station (i.e. apt #, suite, etc.)
«judgment_sheriff_state»	The state of the judgment sheriff station.
«judgment_sheriff_city»	The city of the judgment sheriff station
«judgment_sheriff_zip»	The zip code of the judgment sheriff.
«executed_county_name»	The name of the county where the execution was filed.
«executed_court_address»	The address of the execution courthouse.
«executed_court_address_line_2»	The second address line of the execution courthouse (i.e. apt #, suite, etc.)
«executed_court_state»	The state of the execution courthouse.
«executed_court_city»	The city of the execution courthouse.
«executed_court_zip»	The zip code of the execution courthouse.
«executed_sheriff_address»	The address of the execution sheriff house.
«executed_sheriff_address_line_2»	The second address line of the execution sheriff station (i.e. apt #, suite, etc.)
«executed_sheriff_state»	The state of the execution sheriff station.
«executed_sheriff_city»	The city of the execution sheriff station
«abstracted_sheriff_zip»	The zip code of the execution sheriff station.
«client_name»	The name of the Client.
«client_contact»	The name of the contact person for the Client.

«client_address_one»	The clients address, line 1.
«client_address_two»	The clients address, line 2.
«client_state»	The clients address state.
«client_city»	The clients address city.
«client_zip»	The clients address zip.
«client_phone»	The clients phone number.
«client_fax»	The clients fax number.
«client_cell»	The clients cell number.
«client_email»	The clients email number.
«debtor_address_one»	The debtor's address, line 1.
«debtor_address_two»	The debtor's address, line 2.
«debtor_state»	The debtor's address state.
«debtor_city»	The debtor's address city.
«debtor_zip»	The debtor's address zip code.
«debtor_phone»	The debtor's phone number.
«debtor_fax»	The debtor's fax number.
«debtor_cell»	The debtor's cell number.
«debtor_email»	The debtor's email address.
«debtor_s_s_n»	The debtor's Social Security Number.
«debtor_dob»	The debtor's date of birth.
«current_balance_due»	The current balance due for the case.
«current_date»	The current date, when the document was generated.
«original_creditor»	The original creditor for the case.
«total_interest»	Total interest accrued for the case.
«total_costs»	Total costs accrued for the case.
«total_payments»	Total payments received for the case.
«debtor_aka»	Debtors AKA name, if debtor is an individual.
«garnish_return_days»	Number Garnishment Return Days
«employer_name»	Employer name.
«employer_address_one»	Employer's address, line 1.
«employer_address_two»	Employer's address, line 2.
«employer_contact»	Name of contact at the Employer.
«employer_state»	Employer's address state.
«employer_city»	Employer's address city.
«employer_zip»	Employer's address zip.
«employer_phone»	Employer's phone number.

«employer_fax»	Employer's fax number.
«employer_cell»	Employer's cell number.
«employer_email»	Employer's email address.
«employer_notes»	Notes / Memo for Employer.
«creditor»	The name of the creditor.

Keywords: **Tags that can be used with DocGen Templates:**

==**Note: This method of creating letters is a deprecated format. No new Keywords are added to this list. A keyword document can still be used in Simplicity if under Settings > DocGen Templates you mark the Merge Format as "Keyword."**==

Key Words that can be used with Simplicity Templates:

Keyword	Description
[abstract-recorded-date]	The date the abstract was recorded.
[abstract-recorded-date-f2]	The date the abstract was recorded. Formatted: May 3, 2011
[abstracted-county-name]	The name of the county where the abstract was filed.
[abstracted-court-address]	The address of the abstracted courthouse.
[abstracted-court-address-line-2]	The second address line of the abstracted courthouse (i.e. apt #, suite, etc.)
[abstracted-court-city]	The city of the abstracted courthouse.
[abstracted-court-email]	The email address of the court where the judgment was abstracted.
[abstracted-court-fax-number]	The fax number of the court where the judgment was abstracted.
[abstracted-court-phone-number]	The phone number of the court where judgment was abstracted.
[abstracted-court-state]	The state of the abstracted courthouse.
[abstracted-court-zip]	The zip code of the abstracted courthouse.
[abstracted-sheriff-address]	The address of the abstracted sheriff house.
[abstracted-sheriff-address-line_2]	The second address line of the abstracted sheriff station (i.e. apt #, suite, etc.)
[abstracted-sheriff-city]	The city of the abstracted sheriff station
[abstracted-sheriff-state]	The state of the abstracted sheriff station.
[abstracted-sheriff-zip]	The zip code of the abstracted sheriff.
[account-received-date]	The date the account was received.
[account-received-date-f2]	The date the account was received. Formatted: May 3, 2011

[attorney-fees-sought]	The Attorney's fees being sought.
[bank-account-number]	Debtor's Bank Account Number
[bank-name]	Name of Debtor's Bank.
[blah-blah]	
[case-number]	File number for the case.
[client-address-one]	The clients address, line 1.
[client-address-two]	The clients address, line 2.
[client-cell]	The clients cell number.
[client-city]	The clients address city.
[client-claim-number]	The claim number used by the client to track the claim.
[client-contact]	The name of the contact person for the Client.
[client-email]	The clients email number.
[client-fax]	The clients fax number.
[client-name]	The name of the Client.
[client-phone]	The clients phone number.
[client-state]	The clients address state.
[client-zip]	The clients address zip.
[complaint-amount]	The amount of the complaint.
[complaint-filed-date]	The date the complaint was filed.
[complaint-filed-date-f2]	The date the complaint was filed. Formatted: May 3, 2011
[complaint-sent-date]	The date the complaint was sent.
[complaint-sent-date-f2]	The date the complaint was sent. Formatted: May 3, 2011
[complaint-summons-sent-date]	The date the summons was sent.
[complaint-summons-sent-date-f2]	The date the summons was sent. Formatted: May 3, 2011
[complaint-summons-served-date]	The date the summons was served.
[complaint-summons-served-date-f2]	The date the summons was served. Formatted: May 3, 2011
[court-number]	The number assigned by the court.
[creditor]	The name of the creditor.
[current-balance-due]	The current balance due for the case.
[current-claim-status]	The current status of the claim/case
[current-date]	The current date, when the document was generated.
[current-date-f2]	The current date, when the document was generated. Formatted: May 3, 2011

[date-entered-in-simplicity]	The date the account was entered into the Simplicity system.
[date-entered-in-simplicity-f2]	The date the account was entered into the Simplicity system. Formatted: May 3, 2011
[debtor-address-one]	The debtor's address, line 1.
[debtor-address-two]	The debtor's address, line 2.
[debtor-aka]	Debtors AKA name, if debtor is an individual.
[debtor-cell]	The debtor's cell number.
[debtor-city]	The debtor's address city.
[debtor-company-name]	Company name of debtor, if debtor is a company.
[debtor-dob]	The debtor's date of birth.
[debtor-dob-f2]	The debtor's date of birth. Formatted: May 3, 2011
[debtor-email]	The debtor's email address.
[debtor-fax]	The debtor's fax number.
[debtor-first-name]	Debtors first name, if debtor is an individual.
[debtor-last-name]	Debtors last name, if debtor is an individual.
[debtor-phone]	The debtor's phone number.
[debtor-s-s-n]	The debtor's Social Security Number.
[debtor-state]	The debtor's address state.
[debtor-zip]	The debtor's address zip code.
[default-entered]	The date that the default was entered.
[default-type]	
[employer-address-one]	Employer's address, line 1.
[employer-address-two]	Employer's address, line 2.
[employer-cell]	Employer's cell number.
[employer-city]	Employer's address city.
[employer-contact]	Name of contact at the Employer.
[employer-email]	Employer's email address.
[employer-fax]	Employer's fax number.
[employer-name]	Employer name.
[employer-notes]	Notes / Memo for Employer.
[employer-phone]	Employer's phone number.
[employer-state]	Employer's address state.
[employer-zip]	Employer's address zip.
[executed-county-name]	The name of the county where the execution was filed.
[executed-court-address]	The address of the execution courthouse.

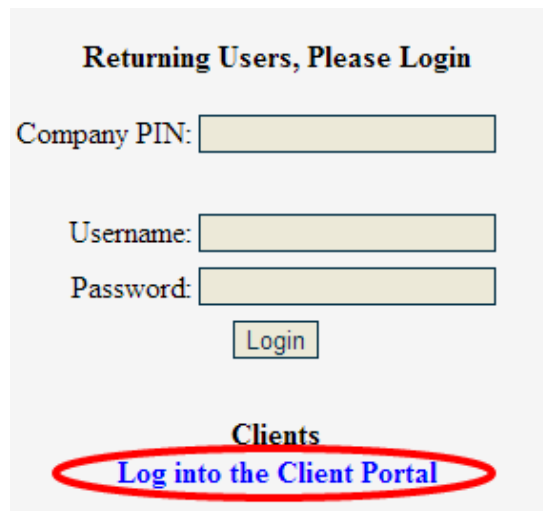|	
[executed-court-address-line-2]	The second address line of the execution courthouse (i.e. apt #, suite, etc.)
[executed-court-city]	The city of the execution courthouse.
[executed-court-state]	The state of the execution courthouse.
[executed-court-zip]	The zip code of the execution courthouse.
[executed-sheriff-address]	The address of the execution sheriff house.
[executed-sheriff-address-line-2]	The second address line of the execution sheriff station (i.e. apt #, suite, etc.)
[executed-sheriff-city]	The city of the execution sheriff station
[executed-sheriff-state]	The state of the execution sheriff station.
[executed-sheriff-zip]	The zip code of the execution sheriff station.
[garnish-return-days]	Number Garnishment Return Days
[judgment-amount]	The amount of the judgment.
[judgment-county-name]	The name of the county where the judgment was filed.
[judgment-court-address]	The address of the judgment courthouse.
[judgment-court-address-line-2]	The second address line of the judgment courthouse (i.e. apt #, suite, etc.)
[judgment-court-city]	The city of the judgment courthouse.
[judgment-court-state]	The state of the judgment courthouse.
[judgment-court-zip]	The zip code of the judgment courthouse.
[judgment-entered-date]	The date the judgment was entered.
[judgment-entered-date-f2]	The date the judgment was entered. Formatted: May 3, 2011
[judgment-satisfied-date]	The date the judgment was satisfied.
[judgment-satisfied-date-f2]	The date the judgment was satisfied. Formatted: May 3, 2011
[judgment-sent-date]	The date the judgment was sent.
[judgment-sent-date-f2]	The date the judgment was sent. Formatted: May 3, 2011
[judgment-sheriff-address]	The address of the judgment sheriff house.
[judgment-sheriff-address-line-2]	The second address line of the judgment sheriff station (i.e. apt #, suite, etc.)
[judgment-sheriff-city]	The city of the judgment sheriff station
[judgment-sheriff-state]	The state of the judgment sheriff station.
[judgment-sheriff-zip]	The zip code of the judgment sheriff.
[original-claim-amount]	The amount of the original claim.
[original-claim-interest-rate]	The interest rate of the original claim.

[original-creditor]	The original creditor for the case.
[satisfaction-judgment-sent-date]	The date the satisfaction of judgment was sent.
[satisfaction-judgment-sent-date-f2]	The date the satisfaction of judgment was sent. Formatted: May 3, 2011
[supplemental-exam-date]	The date for supplemental exam.
[supplemental-exam-date-f2]	The date for supplemental exam. Formatted: May 3, 2011
[total-costs]	Total costs accrued for the case.
[total-interest]	Total interest accrued for the case.
[total-payments]	Total payments received for the case.
[writ-sent-date]	The date the writ of execution was sent.
[writ-sent-date-f2]	The date the writ of execution was sent. Formatted: May 3, 2011

Appendix C - Online Client Portal

With the online client portal, your clients can review accounts, add accounts, edit the collection status, insert transactions, submit bulk files, and print debtor statements. First, the Client Portal must be enabled by going to the Client Settings. The following steps address the client and how they can access and navigate the portal.

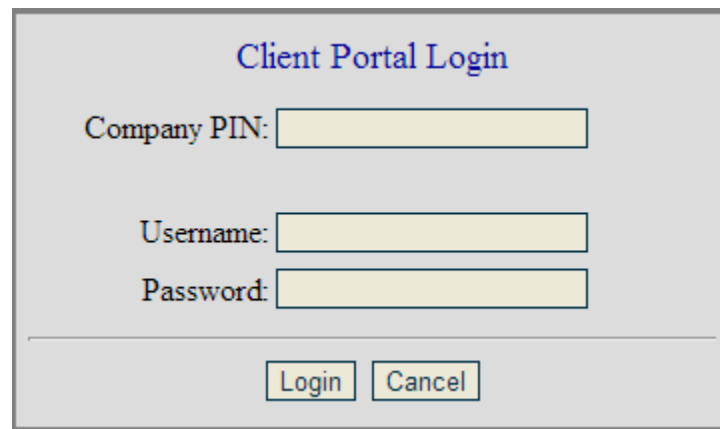## Login Directions

1. Go to the login page at app.simplicitycollect.com.
2. Beneath the **Company PIN, Username** and **Password** fields, you will see a heading called **"Clients"** with a hyperlink that says **Log into the Client Portal.** Click on that hyperlink.
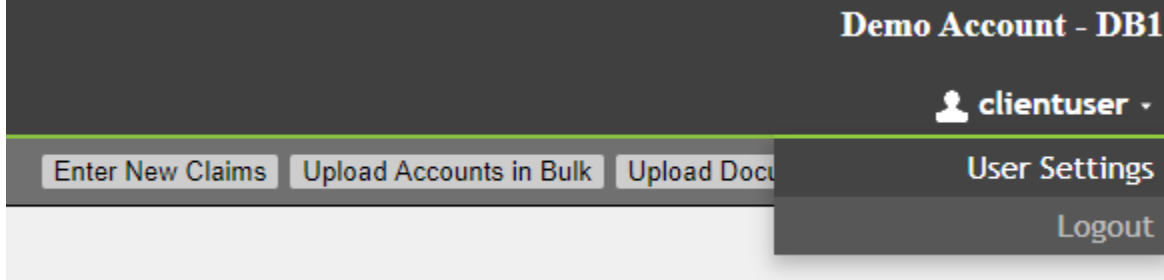

3. The Client Portal Login box will pop up. Enter the **Company PIN**, **Username**, and **Password** provided by the Simplicity customer.

4. Click the **Login** button.

5. (Optional) To reset your password, click on your username on the top right-hand side of the screen, then select **User Settings.**

6. Provide your old password, a new password, and then confirm your new password. Click **Reset Password** to save.

Search for an Account

1. In the Client Portal, you will see a gray bar along the top of the screen. Along this bar are search boxes where you can search for an account by typing in any combination of the debtors **First/Company Name**, **Last Name**, **Claim #**, **All Statuses** and **Any**.

2. When criteria has been entered in the corresponding fields click the search button . If you want to search for all accounts, you can leave the criteria boxes blank.

3. Accounts that corresponding with the search criteria will appear in a list on the left side of the screen.

Name	Claim #
Schmo, Joe Trouble	239d12398443
Sheetz, Brian	
Smith, Deborah	
Smith, Cindy D	
Smith, Albert C	
Smith, Melanie V.	
Smith, Melanie	
Smith, Adam	
smit, jogn	54556
Smith, Alex	

4. Clicking on the account from the list will open the account on the right side of the screen.

5. This information can be downloaded by clicking the image that looks like a floppy disk 💾. The file can be downloaded as an Excel, PDF, or Word file.

Depending on the customer's **Client Portal Settings**, the debtor details screen may appear differently. The details shown in the above screenshot are using the Client Portal Settings called **Default View**.

Using the Client Portal Settings called **Default View – No Notes** will refrain from showing any Account Notes at the bottom of the details page. Using the Client Portal Settings called **Default View – With Files** will show both Account Notes *and* any uploaded files on that account (pertaining to Simplicity's **Doc Folder** section):

Entering New Accounts

1. Click on the **Enter New Claims** button in the upper right corner of the screen.
2. Enter all available information about the debtor and the claim being collected.
3. Files can be attached to the account, by uploading a file under the **Upload File(s)** heading.
4. Click **Insert Claim**.

If the SimplicityCollect customer has a "cap" or restriction on how many accounts can be uploaded, you will in addition see:

1. A remaining number of accounts that can be uploaded.

Accounts left to add: 96 of 100 | Order More | Enter New Claims

2. An option to **Order More**, meaning you can increase your account "cap".
   a. When you click **Order More** an email is sent to the **Sales Rep** in charge of the client file. If no Sales Rep is listed an error message will show instead.

3. A message on the **Enter New Claims** screen showing your limit.

Insert Claim | Exit
* 95 more accounts may be added.

💡 *When there are 10 accounts remaining until the cap amount is reached, an email notification is automatically sent to the Sales Rep. In addition, in case there are multiple users adding accounts at the same time the **Insert Claim** button checks one more time to see if the cap is reached and cancels the upload if it has.*

Additional Account Options

If the Simplicity customer has enabled these options you may be able to edit the collection status, insert a transaction, upload documents to a specific account, and/or view reminders.

Changing a Collection Status - click on the drop down box, select the new status, and click **Save Status.**

Adding a Transaction - enter the date or click on the calendar icon, select the applicable payment description if more than one is available, enter the amount and a note if desired. Click on **Insert**.

Details	Reminders	Upload Files		
Collection Status:	[zGeneral] New Import ▼			Save Status
Insert Transaction:	\<Date\> 🔲	Payment - Client ▼ $\<Amount\>	\<Note\>	Insert
Filter Transactions by:	Start Date 01/23/2020 🔲	End Date 01/23/2020 🔲		Apply Date Filter
I◀ ◀ 1 of 1 ▶ ▶I	◇	Find | Next	📁 ▼	

Viewing Account Specific Reminders – navigate to a specific account, click on the **Reminders** tab. Click on the reminder to view the details such as the collector, priority, due date and time, notes, etc.

Uploading Account Specific Documents – navigate to a specific account, click on the **Upload Files** tab, click on **Choose File,** locate the file from your computer, then add a note if desired and click on the **Upload File** button.

Uploading Accounts in Bulk

You can securely send files through Simplicity.

1. In the upper right-hand corner of the screen, click the **Upload Accounts in Bulk**.
2. Either drag the file that is to be uploaded or click **Select File** to search your computer for the file.
3. Click **Upload**.

4. This file then becomes available to the Simplicity customer.

Uploading General Documents

This option allows you to upload general documents to be added to your client profile rather than on an individual account.

1. Click "Choose File"
2. Select the appropriate file
3. Add an optional File Note
4. Click "Upload Files"

Reminders

A list of reminders can be found all in one place by clicking on the **Reminders** button located on the top right-hand side of the screen. By default, only reminders due for the current date will show; to change this click on the **From** and **To** dates and select whether to show Completed, Overdue, Future, or All Due.

Ticklers
(Show In New Window)

◉ Due ○ Completed ○ Overdue ○ Future
○ All Due
From: 01/23/2020 To: 01/24/2020 ▦ Custom

Desc [All Reminders]

Debtor	Description	Collector	Due ↓	Priority
Account, Test	Missed payment	USER TEST	1-24-2020 12:00 PM	o

Reports

Reports can be accessed to see an overall review of the accounts in Simplicity if the customer has enabled this option.

1. In the upper right corner click **Reports.** Reports that are available for your use will be available in the drop-down box.

Run Report   Start Date   End Date
[Accounts Report ▼] [   ] ▦ [   ] ▦ [Generate Report   ]
(Leave date fields blank to return all records.)

2. Once a report has been selected, choose the **Start Date / End Date** fields then click **Generate Report.**

3. If a **Status Report** is selected, you can then choose to whether to include **Closed Accts.**

Run Report   Closed Accts:
[Status Report ▼] ☐ Include [Generate Report   ]
(Leave date fields blank to return all records.)

4. The generated report will have an option to **Export** to Excel, PDF or Word.

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Client Login from a Separate Website

If you want to use your own website to direct your clients to the SimplicityCollect **Client Portal**, you can use the code found below. There are no scripts necessary. Avoid embedding the code into an Iframe as this will cause login issues.

The following values will need to be changed within the code in order to tie your own website to your Simplicity database:

- Company pin (Enter your company's PIN number)

- Login URL

- Logout URL (This is the URL where your clients will be redirected upon logout)

```html
<head>
        <title>Client Page to Client Portal Login Sample: SimplicityCollect</title>
        <script type="text/javascript">
                function checkForMessage() {
                        var message = getUrlParam('error_msg');
                        if (message != "")
                                alert(unescape(message));
                }

                function getUrlParam(name) {
                        name = name.replace(/[\[]/, "\\\[").replace(/[\]]/, "\\\]");
                        var regexS = "[\\?&]" + name + "=([^&#]*)";
                        var regex = new RegExp(regexS);
                        var results = regex.exec(window.location.href);
                        if (results == null)
                                return "";
                        else
                                return results[1];
                }
        </script>
</head>
<body onload="checkForMessage()">
        <form action="https://app.simplicitycollect.com/Login.aspx" method="post">
                <input name="client_portal_login" value="true" type="hidden" />
                <input name="company_pin" value="PIN#HERE" type="hidden" />
                <input name="login_url" value="http://www.YourAddress/ClientLogin.html"
type="hidden" />
                <input name="logout_url" value="http://www.YourAddress/ClientLogin.html"
type="hidden" />
                Username: <input name="username" type="text" /><br />
                Password: <input name="password" type="password" /><br />
                <input value="Login" type="submit" />
        </form>
</body>
```
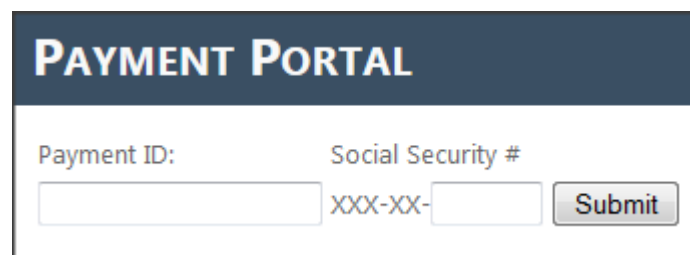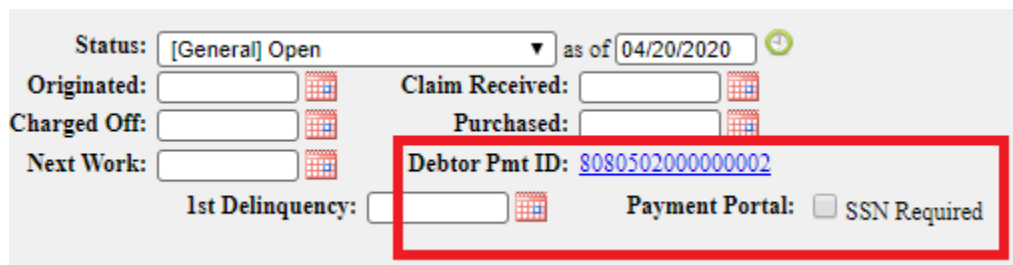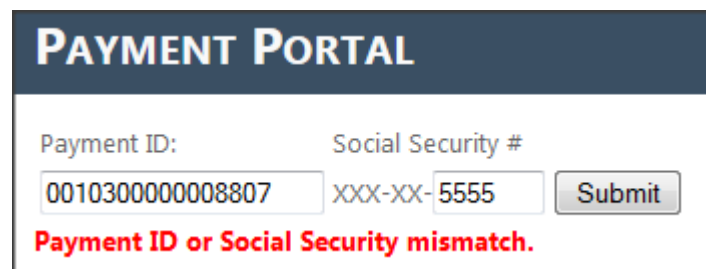
Appendix D – Debtor Payment Portal

A debtor may make a payment via Simplicity's online Debtor Payment Portal by visiting the following URL https://app.simplicitycollect.com/PaymentPortal.aspx. To log into the debtor portal, the debtor must provide their **Payment ID** number.

A debtor's **Payment ID** number can be found by pulling up their account in Simplicity and referencing the Debtor Pmt ID Number listed there. This number is hyperlinked from within the Simplicity Application which allows the user to click on the link to view the pre-filled Debtor Payment Portal login screen.

If the **SSN Required** check box is enabled on the Claim Details tab, the debtor must provide the **Payment ID** and last four of the **SSN.** If the Payment ID and SSN do not match (or if the debtor does **NOT** have an **SSN** listed in the system and the check box for **SSN Required** is enabled) an error is given:

Once the correct credentials have been entered the debtor will be able to view their name, last 4 of their SSN, Account Number, Balance Due, and options for payment:

Providing the Payment URL to Debtors

When generating a DocGen or custom notification, URLs can be included in the letter allowing them to navigate to the webpage that is pre-filled with their payment ID and SSN. To include these in the letters, copy and paste the following URL and replace the payment ID number in the URL with the mail merge field **debtor_payment_id**:

https://app.simplicitycollect.com/PaymentPortal.aspx?paymentid=0010300000008807

Edit to:

https://app.simplicitycollect.com/PaymentPortal.aspx?paymentid=«debtor_payment_id»

To add an URL with the **Payment ID** and the **SSN**, copy and paste the following link and replace the payment ID number and SSN with the merge fields **debtor_payment_id** and **debtor_ssn_last_four**

https://app.simplicitycollect.com/PaymentPortal.aspx?paymentid=0010300000008807&ssn=6789

Edit to:

https://app.simplicitycollect.com/PaymentPortal.aspx?paymentid=«debtor_payment_id»&ssn=«debtor_ssn_last_four»

Please make sure to update the **Payment ID** and/or **SSN** for these example URLs to work for your DocGen Letters or website.

At this point the debtor can submit a payment quickly and easily using the application. They will receive a confirmation message when the process is complete.

The Debtor Payment Portal can only be used when a merchant account is set up through one of SimplicityCollect's approved processing vendors.
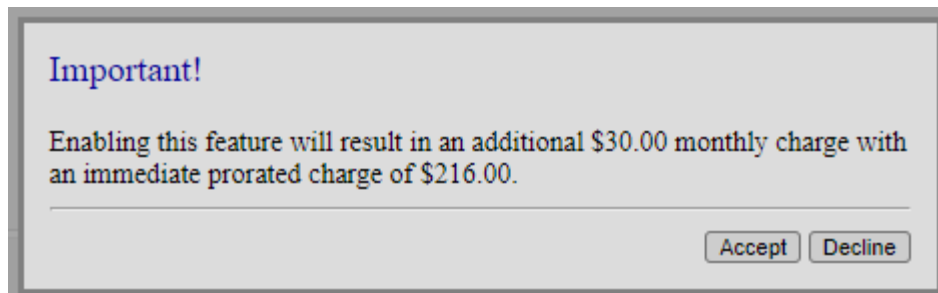
When multiple payment processors are set up, payments made through the payment portal will process through the selected default CC and/or ACH merchants.

Appendix E – Enterprise Debtor Payment Portal

You can enable the Enterprise Debtor Portal in Settings > Administrators > Company/CC Settings

- While enabled, your monthly charge will include an additional fee for using the enhanced portal settings.
- The default is $30.00 a month, with the initial payment being a prorated charge based on your next monthly payment due date.

Upon Enabling, a message will pop up asking whether to accept or decline the $30 charge and the prorated amount:

Important!

Enabling this feature will result in an additional $30.00 monthly charge with an immediate prorated charge of $216.00.

[Accept] [Decline]

- You must have a credit card selected when you accept to process the charge. If you do not have a credit card on file, you will be prompted to select one.
- When the payment is successful, you will be able to turn the feature on and off without additional prorated charges, up to your next monthly payment due date.

Under **Settings > Administrators > Enterprise Debtor Portal**, you can adjust several options:

- Settlement Brackets can be set up here. These will be a one-time settlement offer for the debtor whose balance falls within the brackets.
- Debtors will have the ability to create a payment plan. They will be allowed to set a payment amount, but you may set the minimum amount here.
- You can enable the option for debtors to be able to add new contact information via the portal. The current phone numbers and addresses you have for them will be visible but cannot be removed by them. When the debtor adds a new address, it can be

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marked as the primary address on the account depending on settings selected on the Company/CC Settings screen.

- You can allow the use of PDCFlow so that debtors are required to sign and agree to their direct payments. This feature is set up by contacting PDCFlow and SimplicityCollect Help Desk.
- You can require that debtors sign in with the last four digits of their SSN or the debtor's zip code. One or the other is required.
  - If no SSN or zip code on record the debtor will not be able to login.
- You can include your own Mini-Miranda on the portal.
- Debtors can make direct payments (this is included on the basic Debtor Payment Portal).
- Debtors can be charged Convenience Fees based on your Convenience Fee settings (this is included on the basic Debtor Payment Portal).

Debtors can access the Payment Portal by going to:
https://app.simplicitycollect.com//LoginEnhancedPmtPortal.aspx

- Clicking the blue debtor payment id link on a debtor's Claim Details page, or entering the URL above, will open this page.
- The debtor will be prompted to enter their payment ID as well as their SSN or zip code depending on the settings.

Upon a successful log in they will be presented with this screen and a Promotional Offer, if one is available:

DEMO ACCOUNT - DB1   **SECURE PAYMENT PORTAL**   Powered By
simplicity
collect

Logged in as: **Little John**   Log Out

ACCOUNT INFORMATION

Account Number: **2020-3144**
Total Balance: **$1,000.00**
Addresses:
Type   Address   City State Zip
 Home 1234 Sirius Place   12345
<Add Address>

Phones:
<Add Phone Number>

Email:
<Add Email>

[Print Statement of Account]

PROMOTIONAL OFFER

Save 15.00% by settling your account in full today for $850.00 !
Note: This offer will only be extended once.

Accept Offer   By clicking "Accept Offer" you agree to pay the amount of $850.00.

Decline Offer   By clicking "Decline Offer" you understand that this offer will not be available again.

This is an attempt to collect a debt, and any information obtained will be used for that purpose. This communication is from a debt collector.

- If a promotional offer is available, it will be shown to them. They must either decline or accept before making a payment or creating a payment plan.
- If they decline the offer, they will be shown the options to make a payment or set up a payment plan (if settings are enabled that allow them to do so).

DEMO ACCOUNT - DB1   **SECURE PAYMENT PORTAL**   Powered By Qsimplicity collect

Logged in as: **Little John**   Log Out

ACCOUNT INFORMATION   **MAKE A PAYMENT**

Account Number: **2020-3144**   For $ 0.00
Total Balance: **$1,000.00**   *Note: Convenience fee of $3.00 will be added to this transaction
Addresses:
Type Address   City State Zip   Submit
Home 1234 Sirius Place   12345
<Add Address>   **PAYMENT PLAN**

Phones:
<Add Phone Number>   **Agreement Amount:**

Email: Amount: **$1000.00**
<Add Email>   Interest Rate: **0.000 %**

[Print Statement of Account]   **Payment Details:**

                                           Recurring CC / ACH Payment
                                           [   ] + / ✗

                                           Amount: $ 50.00   First Payment on: 05/12/2020 📅

                                           Payment Reminder Settings:

                                           ☐ Send Payment Reminders

                                           Frequency Settings:

                                           Repeat every ▼ Week Month

                                           S M T W T F S

                                           Calculate Plan ☐ Initial Payment Is Different Amount:

This is an attempt to collect a debt, and any information obtained will be used for that purpose. This communication is from a debt collector.

- The IP Address of whoever logs in to the Debtor Portal will be notated on the account's Claim Details page automatically.

Adding the Payment Portal to Your Website IFrame

If you would like to embed the payment portal to your own website, we have a few options available such as creating a hyperlink, adding a button, or an image code:

Hyperlink Code:

Debtor Payment Portal

Result:

[Debtor Payment Portal](#)

Button Code:

<button>Debtor Payment Portal</button>
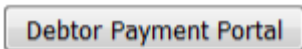
Result:

Image Code (needs an "images" folder on your website; change red text)

  Result:


Appendix F – Adding SimplicityCollect to iOS

Using your phone's web browser, you can access SimplicityCollect anytime, anywhere. Should you have an iOS mobile device, here are some steps for adding a SimplicityCollect Icon to your Home Screen:
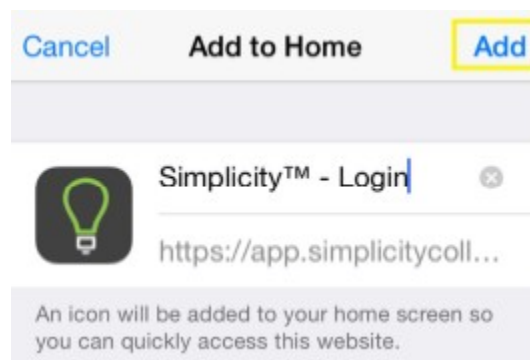
1) Open app.simplicitycollect.com in mobile browser, such as Safari.

2) Click on the "sharing" icon at bottom of screen (shown below, highlighted in yellow).

3) Click the "Add to Home Screen" icon, shown below:
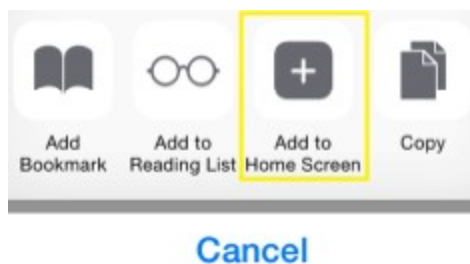
4) If desired, edit the icon name. Then click the "Add" button:

5) The icon is now added to your home screen. Clicking on it will launch your mobile browser and pull up SimplicityCollect.