How to Use the How-Tos in the Vertican Help Center to Solve your Business Problems

COLLECTION MASTER

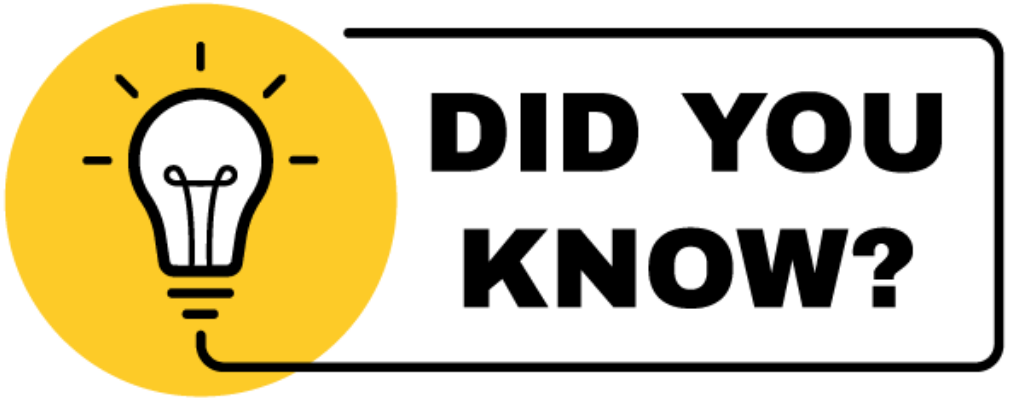
Presented by Luis Gomez

The Mastermind Series

Presented by VERTICAN TECHNOLOGIES

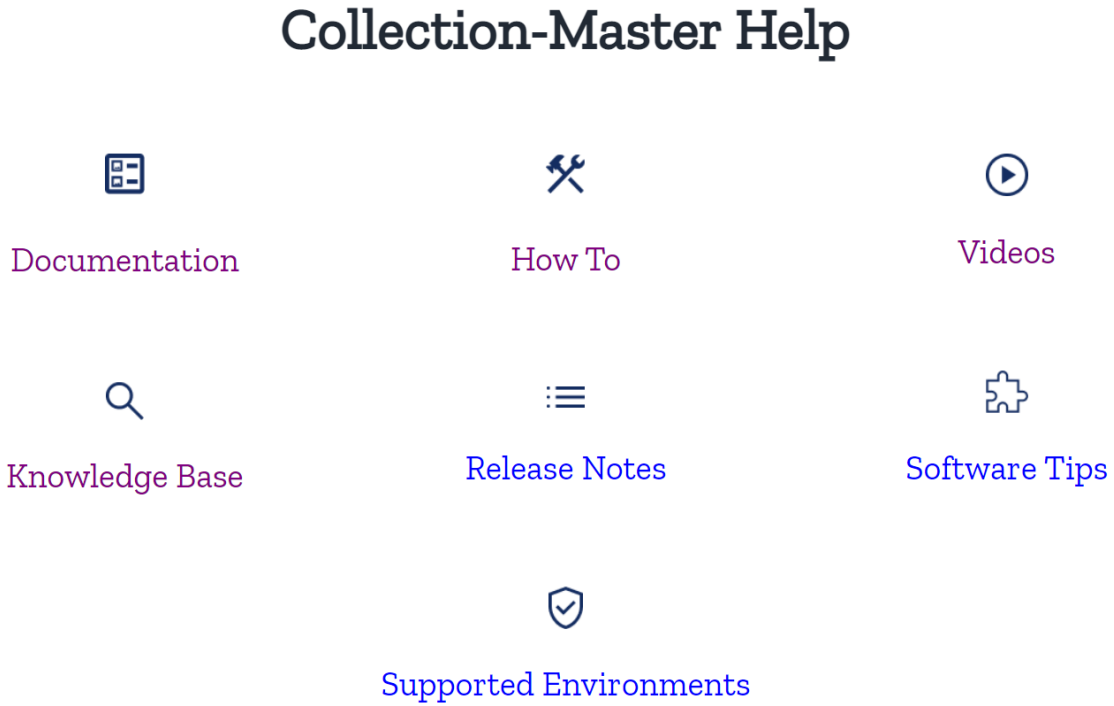
Resources

- Vertican Help Center:
  - https://vportal.vertican.com/Help-Center.aspx
    - Self-Help Resources → Collection-Master
      - How to & Videos



Vertican Help Center – Collection-Master

- How To Documents (PDR)
  - Newly updated layout
  - Referenced by:
    - vConnect Articles
    - MMS presentations
    - Other “How To” documents
- Mastermind Videos (MMS)
  - 34 Videos since March of 2021!



How to Documents

- Categories:

Accounting
CM EDI / SQL
CM Features
CM Features / Compliance
CM Features / Setup
CMvX / Troubleshooting
Compliance / CM EDI
Configuration / Setup
Security
System / Client Server
System / Cloud
System / Migration
Troubleshooting
VLM

- Course Level: 101

  201

  301

  401

Accounting

- **How to Implement Pending Costs**
  - Special category of cost disbursements
  - Particularly useful when you don't want to increase the consumer balance
    - When the costs are disbursed
    - Expect to charge the consumer for these costs at a future date.
  - Recoverable Costs – Paradox!

Recoverable Costs - Paradox								
	Transaction	Forwarder Balance	Forwarder-Costs	Firm Balance	Firm - Costs	Court Balance	Court - Costs	Comments
Placement	$1,000.00	$1,000.00	$0.00	$1,000.00	$0.00	$1,000.00	$0.00	Everyone Agrees on placement Amount
Non-Recoverable Costs	$50.00	$1,050.00	$50.00	$1,000.00	$0.00	$1,000.00	$0.00	Only Forwarder Believes this is part of the balance & recoverable
Recoverable Costs (Pre-J)	$100.00	$1,150.00	$150.00	$1,100.00	$100.00	$1,000.00	$0.00	The Client & The Firm believe this is recoverable, the court does not
Pending Costs (Pre-J)	$125.00	$1,275.00	$275.00	$1,100.00	$100.00	$1,000.00	$0.00	Only the Client believes this is recoverable, and part of the balance.
Collection (Recoverable)	($100.00)	$1,175.00	$175.00	$1,000.00	$0.00	$900.00	$0.00	Forwarder & Firm recovered Costs, Court applied to principal
Collection (Partial Pending)	($50.00)	$1,125.00	$125.00	$950.00	$0.00	$850.00	$0.00	Forwarder recovered Costs, Firm & Court applied to principal
Additional Pending Costs (Pre-J)	$75.00	$1,200.00	$200.00	$950.00	$0.00	$850.00	$0.00	Only the Client believes this is recoverable, and part of the balance.
Court Awards Judgment	$300.00	$1,200.00	$200.00	$950.00	$0.00	$1,150.00	$300.00	The court is now aware of $300.00 in Costs (That it previously applied to Principal)
Judgment Awarded Pending 2 Recoverable	$200.00	$1,200.00	$200.00	$1,150.00	$200.00	$1,150.00	$300.00	The Firm & Court now believe that there are Recoverable Costs & Agree on balance

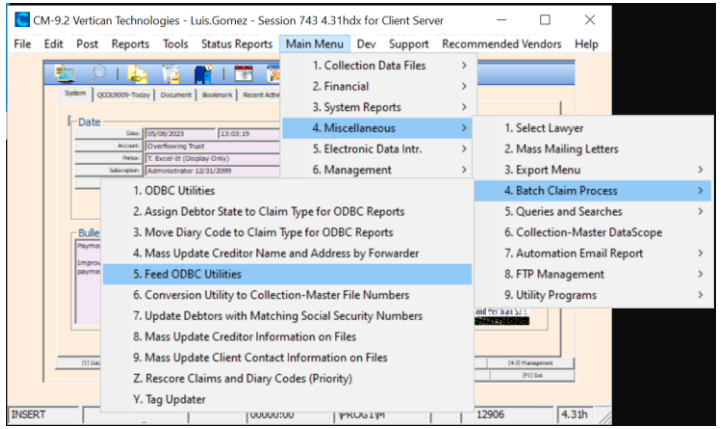
CM EDI / SQL

- **How to Create a CM EDI RT171 Using SQL Sync**
- How to create a query to be used with SQL Server Management Studio
- Find “Swap Interest Stamp 90.0900” on a specific date
- Use the information stored in FInan to create a CM EDI Record 171

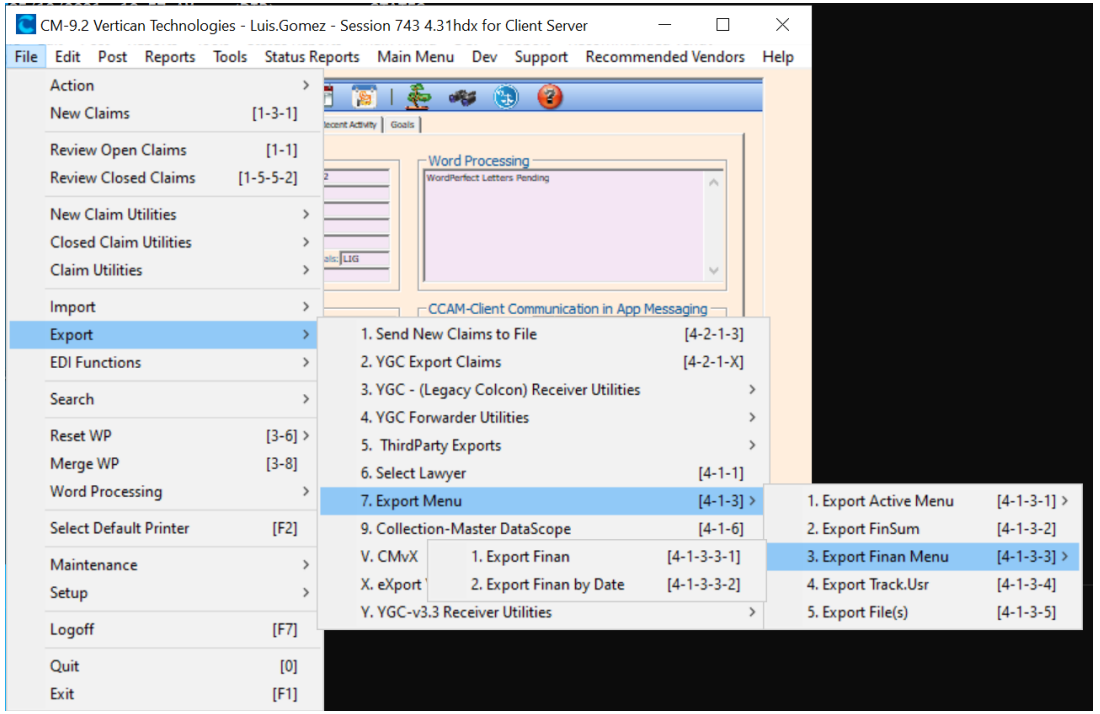
171	H	FIRM_FILENO	INT_DATE	PRE_J_RATE	POST_J_RATE	Stored_INT	#
171	D	D24600	2017-04-26	15.0000		0.00	#
171	D	D24601	2017-04-26	15.0000		0.00	#
171	D	D60005	2017-04-26	15.0000		0.00	#
171	D	D60006	2017-04-26	15.0000		0.00	#
171	D	D24602	2017-12-11	15.0000		17.22	#
171	D	RCS00029	2020-04-15	15.0000		130.40	#

101

CM Features

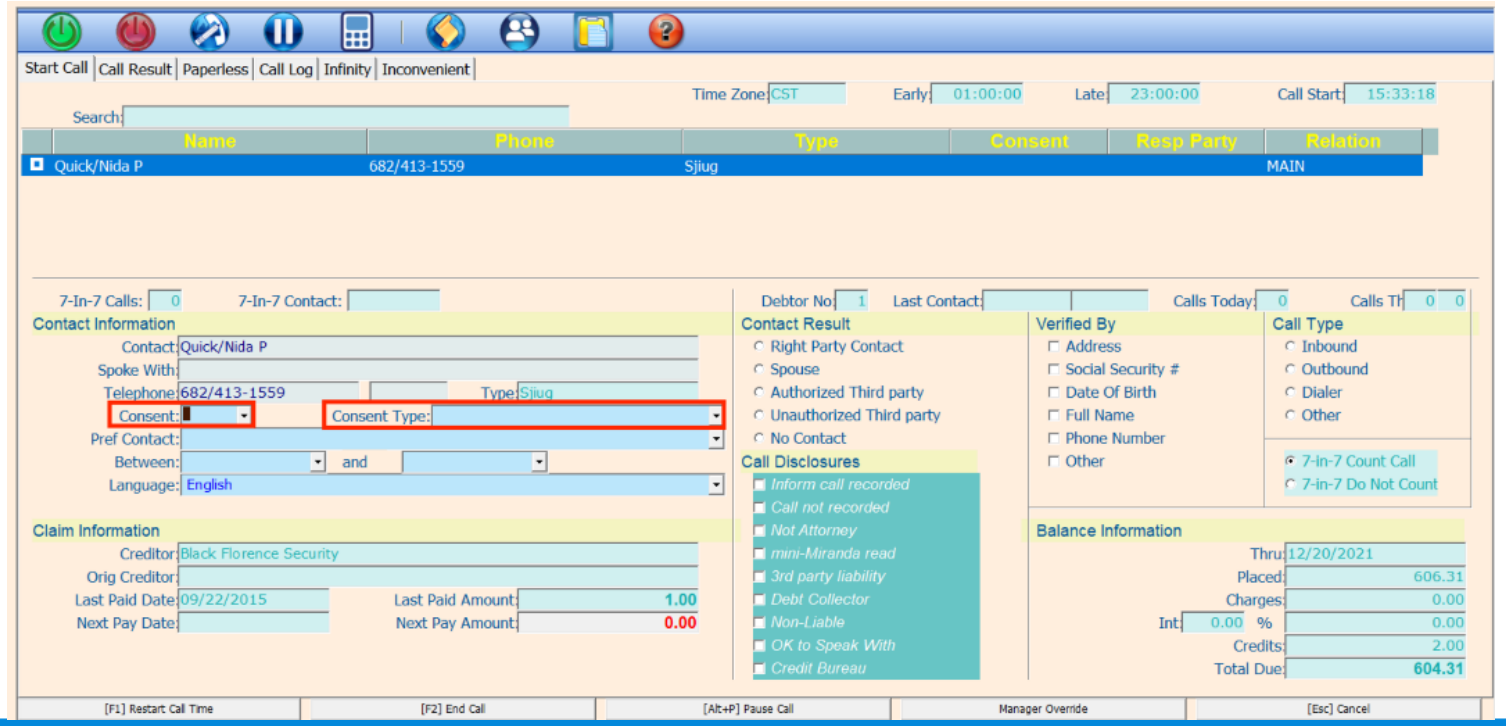


- **How to Leverage the Collection-Master Dashboard**
  - Designed to provide an intuitive interface to the main menu
  - Retains the advantages of using the keyboard
  - Along with a modern mouse-driven interface



CM Features / Compliance

- **How to Manage Consent in Collection-Master**
  - Track and manage consent in Collection-Master



CM Features / Compliance

- **How to Prepare for an Audit with your Client**
  - Leverage technology
  - Make preparing for an audit with your client easier!

401

CM Features / Setup

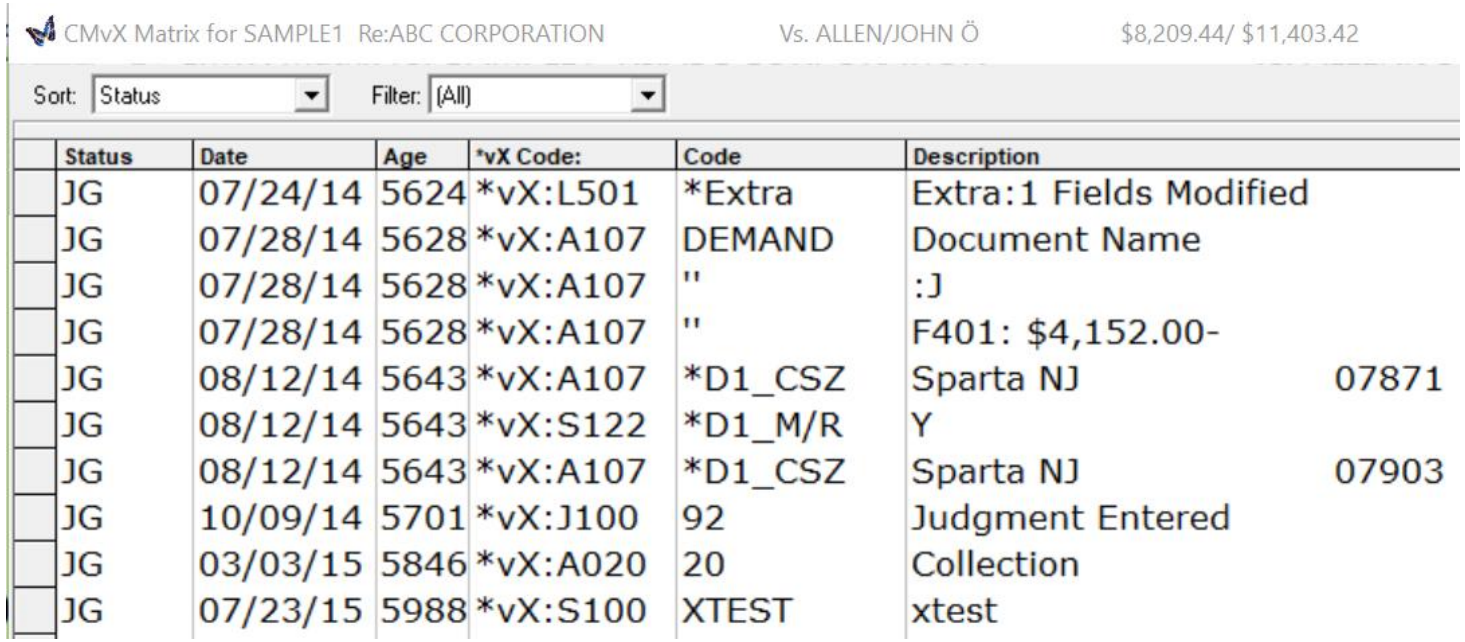
- **How to Set Up and Edit Report Templates in Collection-Master**
  - Set up report templates in Collection-Master
  - A few reports explaining the mechanics of editing a report and modifying it

```
177CRLF
Expanded Collection LedgerCRLF
||COLLECTIONS ONLY:CRLF
||TOP OF PAGE:CRLF
[Column14CPI(Arial)][Column-Row_Label]Current Trust Account:[Column-MidRow_String]\ACCOUNT\[Column-MidRow_Label]
CRLF
CRLF
[Column8CPI(Georgia)][BoxBottom][Column-Header_Caption][Bold]                    Expanded Collection Ledger
||TITLE:CRLF
||HEADING:CRLF
[Box\MAXCPI(180)\CPI(Verdana)][BoxSides]CRLF
```

201

CMvX / Troubleshooting

- **How to Troubleshoot vExchange / CMvX**
  - Available tools
  - Better understand how CMvX & vExchange work together


CMvX Matrix for SAMPLE1 Re:ABC CORPORATION Vs. ALLEN/JOHN Ö $8,209.44/ $11,403.42

Sort: Status Filter: (All)

Status	Date	Age	*vX Code:	Code	Description	
JG	07/24/14	5624	*vX:L501	*Extra	Extra:1 Fields Modified	
JG	07/28/14	5628	*vX:A107	DEMAND	Document Name	
JG	07/28/14	5628	*vX:A107	''	:J	
JG	07/28/14	5628	*vX:A107	''	F401: $4,152.00-	
JG	08/12/14	5643	*vX:A107	*D1_CSZ	Sparta NJ	07871
JG	08/12/14	5643	*vX:S122	*D1_M/R	Y	
JG	08/12/14	5643	*vX:A107	*D1_CSZ	Sparta NJ	07903
JG	10/09/14	5701	*vX:J100	92	Judgment Entered	
JG	03/03/15	5846	*vX:A020	20	Collection	
JG	07/23/15	5988	*vX:S100	XTEST	xtest	

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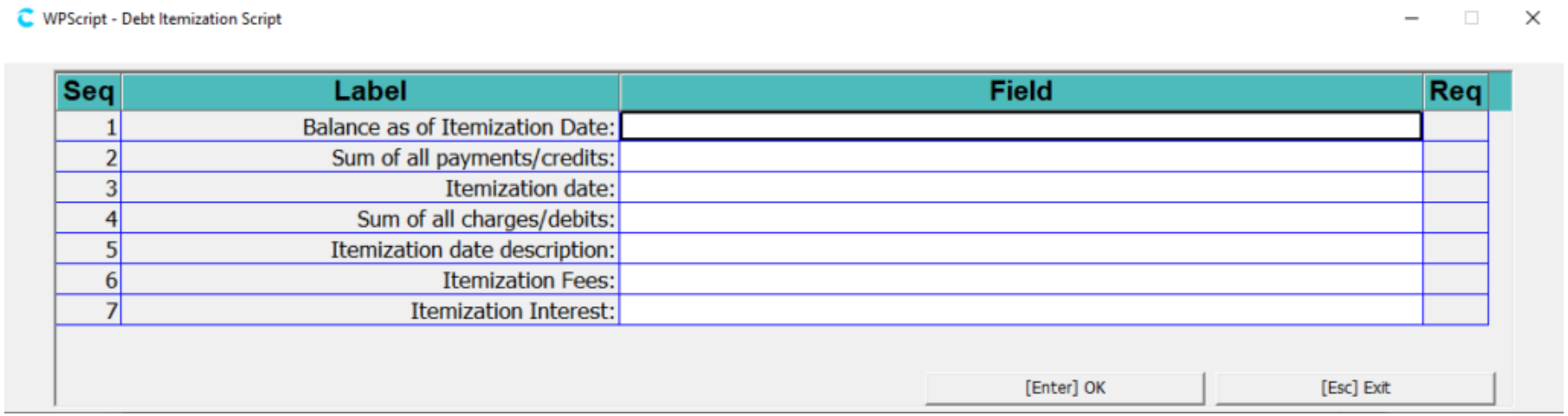
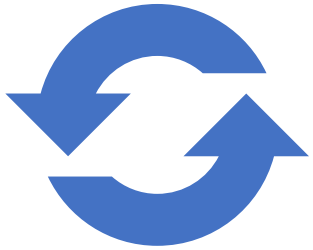
Compliance / CM EDI

*ItmBal – Balance as of Itemization Date
*ItmCrts – Sum of all payments/credits
*ItmDate – Itemization date
*ItmDbts – Sum of all charges/debits
*ItmDtDs – Itemization date description
*ItmFees – Itemization Fees
*ItmInt – Itemization Interest

- **CM-EDI Record 830 to import a WPScript for debt itemization**
  - Text file contains **CM-EDI Record Type 830**
  - Import and create a WPScrip
  - Debt itemization Infinity Codes
  - Mastermind presentation – Handling Regulation F Functionalities in Collection-Master



Configuration / Setup



How to Update Legacy Copies of Collection-Master

Updating older versions of Collection-Master

Best practice for updates to be installed in a timely fashion

Updating from a very old version to a current version may hold some surprises

Highlights

VERTICAN ASSISTANCE IS REQUIRED

BACKUP BACKUP BACKUP

TEST SYSTEM

VERTICAN LICENSE MANAGER (VLM)

401

Configuration / Setup

- How to Configure Mapdrive._CS
  - Understand and configure Collection-Master
  - F:\CLSINC\WBWIN\Mapdrive._CS.
- Highlights:
  - **Client-Server**
  - **@Login_Name**
  - **SETENV**
  - **SQL-SYNC Setup**
  - **Excel-It**
  - **Drive Statements**
  - **Substitute Commands**
  - **Defining the Application to be used for Zip/Unzip**
  - **Logging**
  - **SpoolCMD**

```
1  Drive F,F:,F:,CLSINC
2  Drive H,F:,F:,CLSINC\HISTORY
3  Drive I,F:,F:,CLSINC\DATA
4  Drive K,F:,F:,CLSINC\PERM
5  Drive L,F:,F:,CLSINC\COMMON
6  Drive M,F:,F:,CLSINC\SHARE
7  Drive N,N:,N:,USERS\[LOGIN_NAME$]
```

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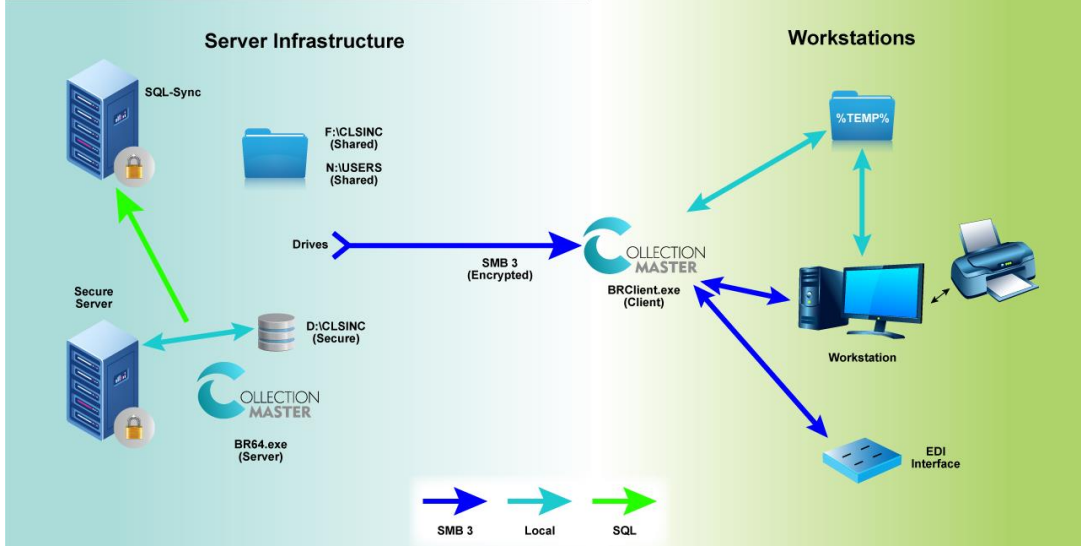
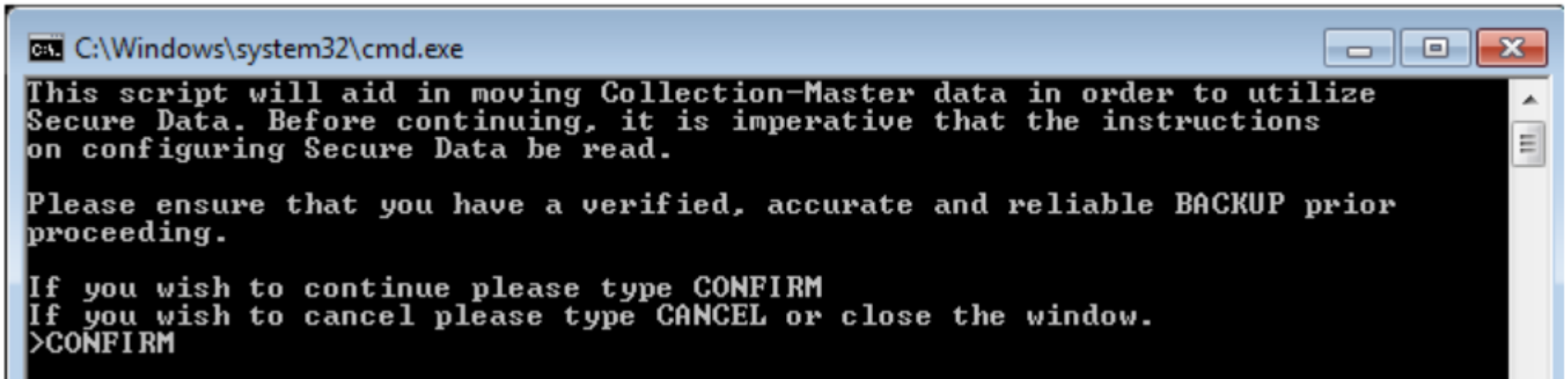
Security

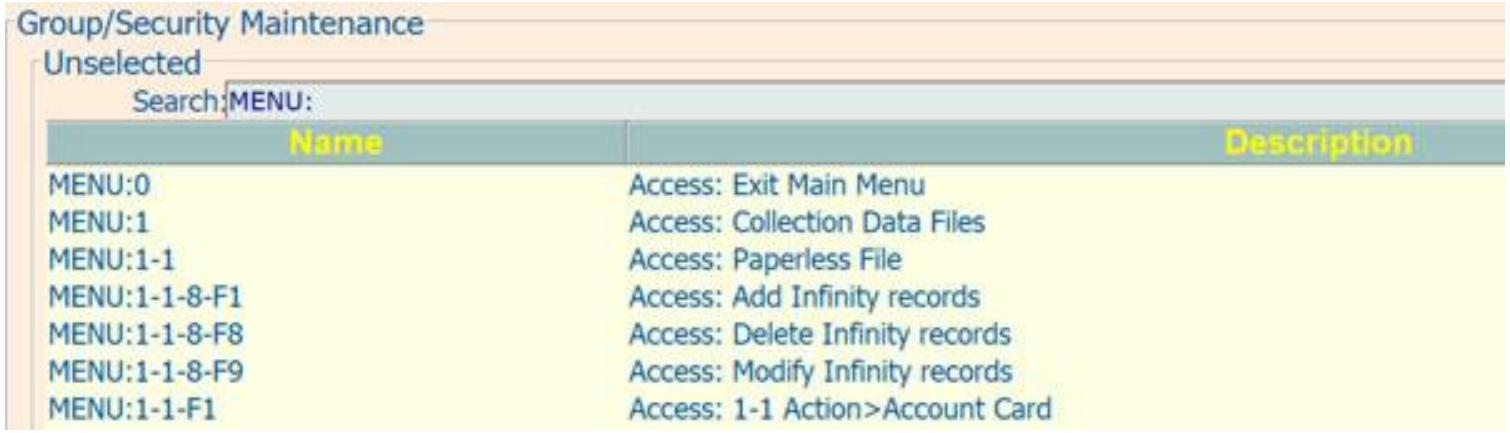


- How to Secure Data in Collection-Master
  - Best practices for securing your data



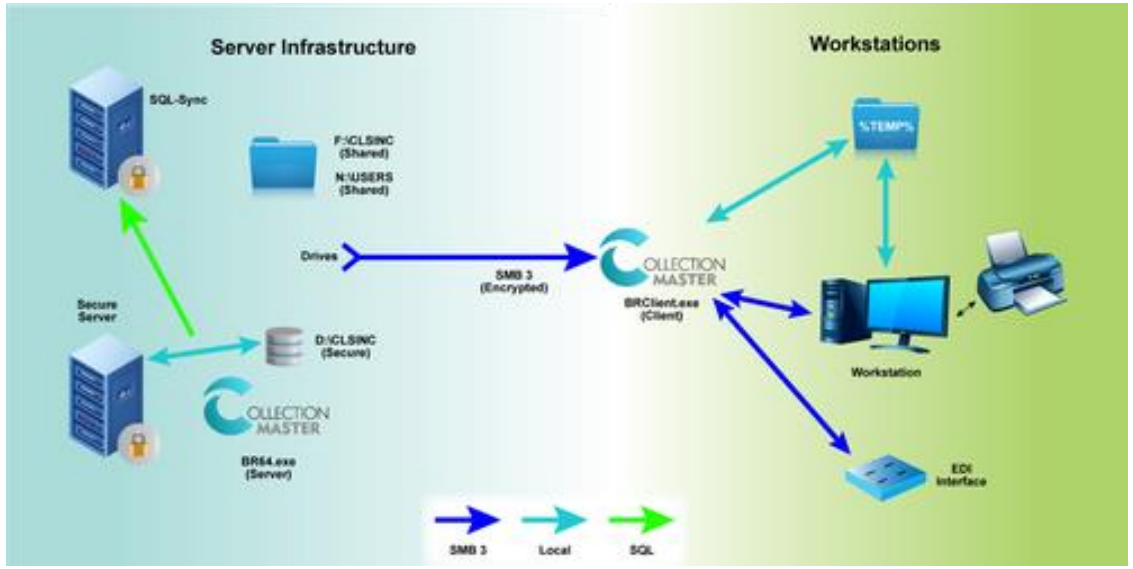
Security

- How to Set Up Security in Collection-Master
- Various areas of security
  - Windows Active Director
  - Vertican License Manager (VLM)
  - Policies within Collection-Master



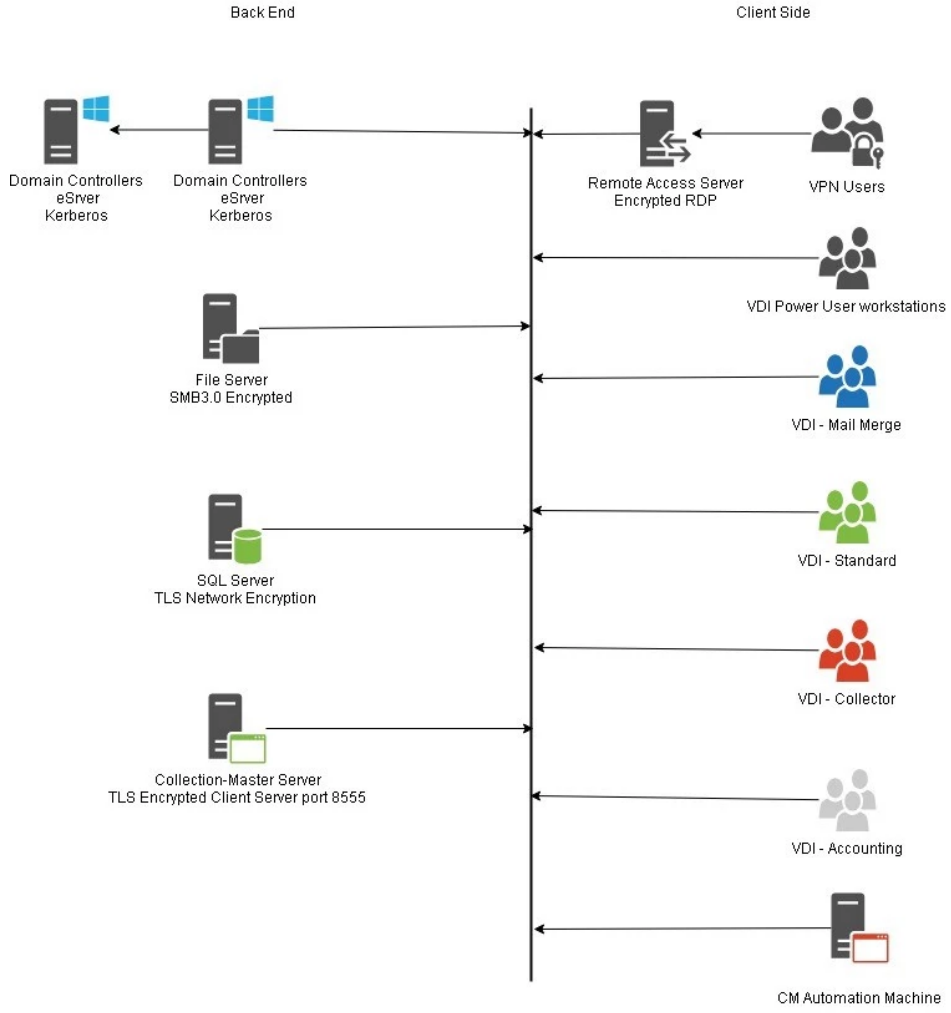
System / Client Server

- How to Optimize Client Server
  - Client Server -- one of the most significant advances:
    - Performance
    - Data integrity
    - Reliability
  - Client-Server will leverage almost any hardware:
    - Make it “better than distributed mode”
  - Highlights
    - **CPU / Threads**
    - **Memory**
    - **Resource Monitor**
    - **Data Storage Media Strategy**



System / Cloud

- How to Run Collection-Master in the Cloud
  - Also see VT in a Box
  - How to Optimize Client Server
- Highlights
  - **Virtual Machines (VM)**
    - **Virtual Desktop Infrastructure (VDI)**
      - **VMware Horizon Client**
    - **Remote Desktop Connection**
  - **Cloud Hosting**
  - **Wide Area Network (WAN)**
  - **Value-Added Resellers (VAR)**



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System / Migration

- How to Migrate Collection-Master Across Servers
  - Migrating between servers when running Collection-Master
- Highlights
  - **Transferring the Data**
  - **Using a Physical Storage Device**
  - **Copy Multiple Times**
  - **Final Copy**
  - **Windows SMB 3**

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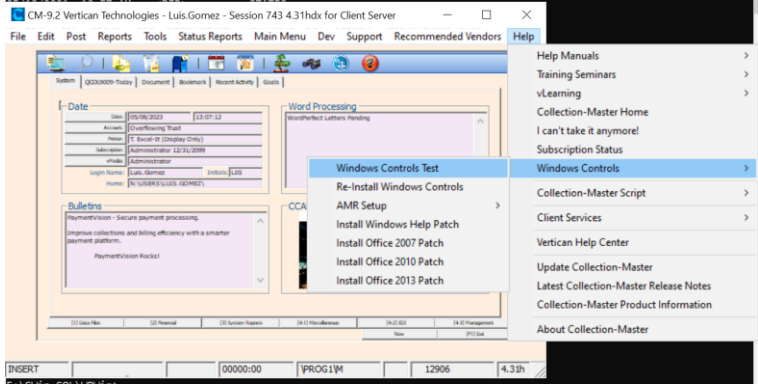
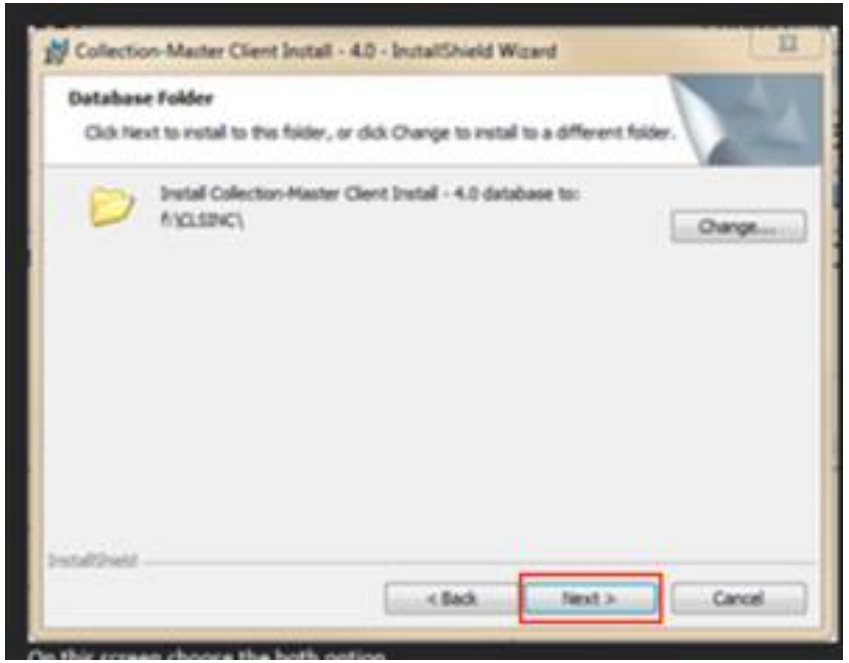
Troubleshooting



- How to Resolve .OCX Errors / Reinstall Windows Controls
  - Resolve .OCX errors encountered



101

Troubleshooting

- How to Troubleshoot Errors Using PROC ER
  - Gather information: VT_ERROR_LOG.TXT
    - STAT LOCKS
    - STAT STACKS
    - STAT FILES,
  - Run this command from the actual session in Collection-Master
    - Not from another session
- Highlights
  - What is PROC ER?
  - Additional Troubleshooting

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Troubleshooting

- How to Troubleshoot CCAM in Collection-Master
  - Mechanism to communicate with end-users
  - Messages will include:
    - links to articles
    - MMS (Master Mind Series)
    - vConnect
    - Employee Spotlights
    - and many more.
  - Click on the image, → current CCAM message

Troubleshooting

- How to Troubleshoot New York Interest Swap [2-S-5-F4]
  - New York Interest SWAP program
  - Recalculates interest:
    - From the existing rate (typically 9%)
    - To 2%
    - On New York post-judgment cases

FILENO	ORIG_INTEREST	INT AT JUDGMENT	NEW INTEREST	INTEREST COLLECTED	INTEREST DUE	JDG DATE	ORIG PJ RATE	ORIG PER DIEM AMT	ORIG PER DIEM BASE	CALC_DAYS	NEW_PER_DIEM	NEW_BASE_INT
CONVOKE4	229.86	0	91.95	0	91.95	9/28/2017	5	0.1369863	1000	0	0.0547945	1000
NYINT1	120.08	0	26.68	0	26.68	1/1/2021	9	0.2465753	1000	0	0.0547945	1000
NYINT2	115.75	0	13.9	0	13.9	1/1/2021	9	0.1455386	590.24	0	0.0323419	590.24
NYINT3	130.92	0	29.1	20	9.1	1/1/2021	9	0.2688263	1090.24	0	0.0597392	1090.24
NYINT4	118.72	0	99.32	97.85	1.47	1/1/2021	9	0.169666	688.09	0	0.0377036	688.09
OLDNY1	26.68	0	26.68	0	26.68	1/1/2021	2	0.0547945	1000	0	0.0547945	1000
OLDNY2	26.41	0	96.43	89.75	6.68	1/1/2021	2	0.0542329	989.75	0	0.0542329	989.75
OLDNY3	24.02	0	24.02	0	24.02	1/1/2021	2	0.0493151	900	0	0.0493151	900
OLDNY4	77.92	0	148.87	142.52	6.35	1/1/2021	2	0.0516449	942.52	0	0.0516449	942.52
OLDNY5	74.12	0	21.36	0	21.36	1/1/2021	2	0.0438356	800	0	0.0438356	800
1S511129	66.55	0	31.05	0	31.05	5/7/2011	4	0.016057	146.52	0	0.0080285	146.52
1S511131	446.83	0	223.41	0	223.41	5/17/2011	4	0.1115956	1018.31	0	0.0557978	1018.31
ATES0004	3747.12	0	674.12	0	674.12	12/28/2013	10	1.1058356	4036.3	0	0.2211671	4036.3
BUCKET03	17065.41	0	1954.84	0	1954.84	5/18/2009	12	3.6056219	10967.1	0	0.600937	10967.1
DISCJUDG	267.76	0	108.18	1.79	106.39	7/26/2014	5	0.0941164	687.05	0	0.0376466	687.05
N0000025	5641.84	0	963.94	0	963.94	12/13/2013	10	1.5438658	5635.11	0	0.3087732	5635.11
NAN-100	2854.42	0	285.44	0	285.44	11/10/2012	20	0.8247397	1505.15	0	0.082474	1505.15
O0004	100.12	0	0	0	0	5/1/2003	8.57	0	0	0	0	0
TR-100	869.61	0	108.09	0	108.09	9/7/2001	8.57	0.0798184	339.95	0	0.0186274	339.95

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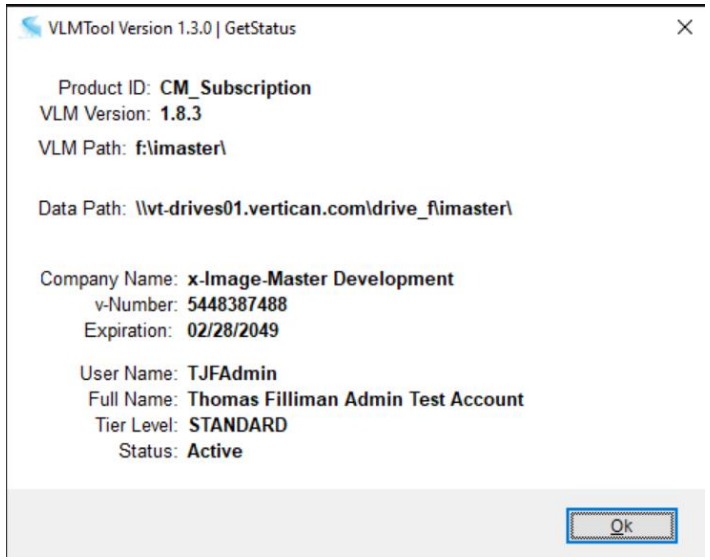
Troubleshooting

- How to Troubleshoot the Vertican License Manager (VLM)
  - How the Vertican License Manager (VLM) works
  - Products:
    - vMedia, Collection-Master, and 3rd Party Imaging through various available tools
- Related MMS:
  - DIY VLM Install

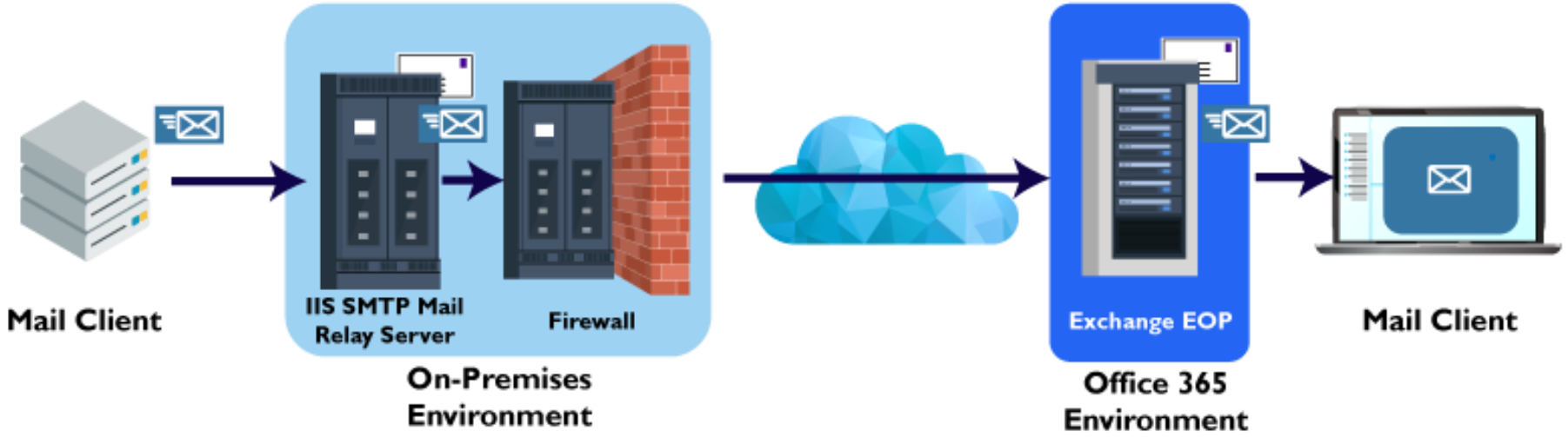


Troubleshooting

Word Processing Default Information 1-S-4-9

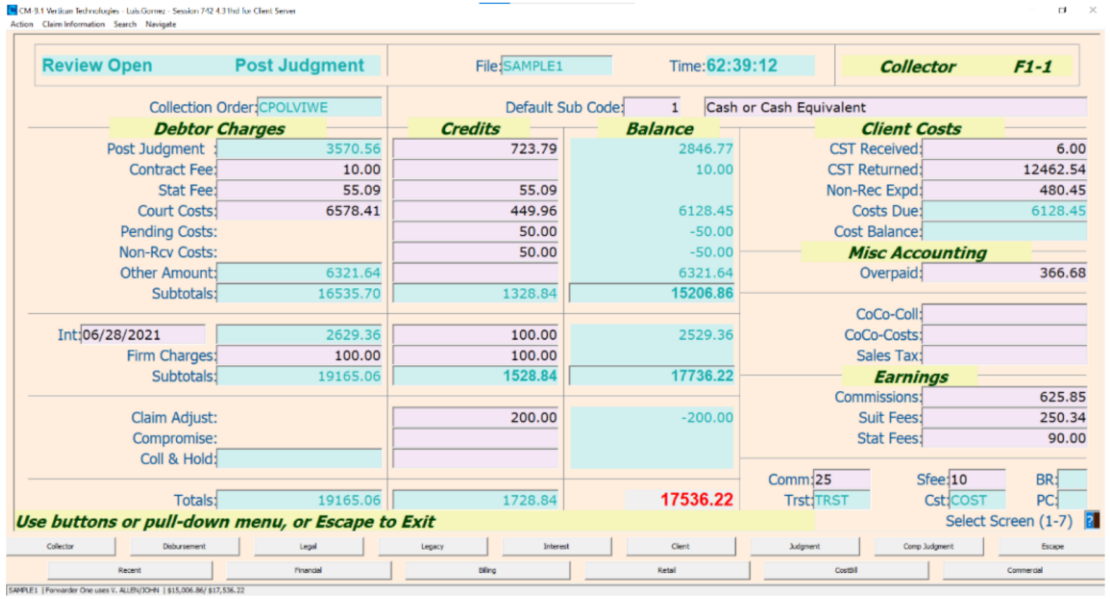
Directory for Merge Forms:	F:\CLSINC\WORD		
Word Processor Type:	MIXED		
		Use DSC in F114-119:	
Default Extension for Forms:		Utilize Merge Pool:	Y
Alternate Extension #1 & #2:	WPD FRM	Caption Fields:	2
Alternate Extension #3 & #4:	DOC		
SMTP Server Name:	smtp.Vertican.com		
BCC E-Mail address:	VT-BCC@Vertican.com		
Default Reply E-Mail Addr:	VT-Reply@Vertican.com		

- How to Troubleshoot the SMTP Server
  - How the SMTP e-mail works with Collection-Master



Troubleshooting

- How to Troubleshoot the Account Card
  - Calculations in the Collector Account Card.
    - Includes legal calculations, interest, and other components
    - This sample is a fictional case and is intentionally configured to have unusual amounts
    - **WARNING:** This document covers advanced math, and **MATH IS HARD**!

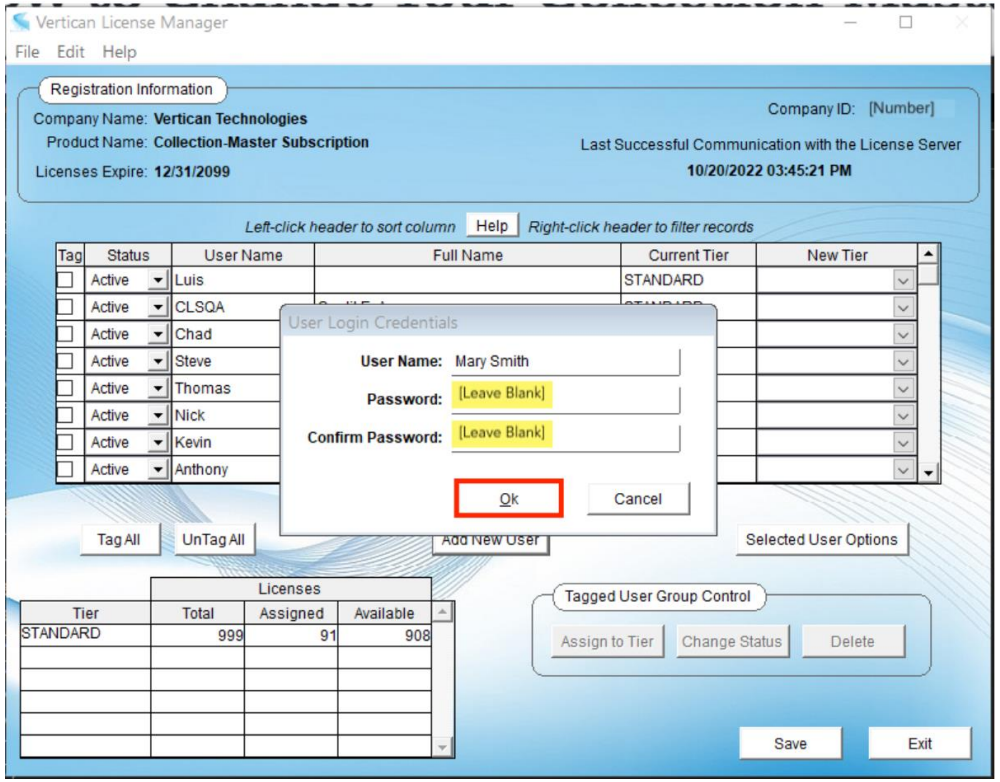



```
Calculations for SAMPLE1
-------------------------------------------------------------
Original Claim Amount F(1):1.63
Suit Amount F(2):2000
Judgment Amount F(4):3627.84
Principal Collected F(8):688.88
Interest Collected F(9)100
Balance F(5):15006.86
vPre Suit LO Paid:-34.91
vPre JMT LO Paid:-34.91
Atty Fees Due:0
Costs Due:6128.45
Contract Fees Due:10
Calculated Principal Collected:723.79
Pre Suit Payments:0
Post Suit Payments:7.81
Post Judgement Payments:2653.33
-------------------------------------------------------------
 Costs at Judgment:6129.45
Stat Fees at Judgment:55.09
Contract Fees at Judgment:10
Prin at Judgment:-2997.25
Awarded at Judgment:3197.29
-------------------------------------------------------------
 46345 - Claim is Post Judgment
N 1:Include Costs in Judgment
Y 0:Include Stat in Judgment
Y 0:Include Contract in Judgment
Y 0:Include PJI in Judgment
Calculated Pre-J Prin Paid:7.81
Pre-J Payments:7.81
```

101

VLM

- How to Change Your Collection-Master Subscription User Count
  - Subscription:
    - Add Users
    - Remove Users



The Mastermind Series

To learn about upcoming trainings:
https://vertican.tech/mastermind/

To view past trainings:
https://vimeo.com/vertican/

Questions Asked in Advance

- For Collection Master, where can I find definitions for each function, videos, training materials, and any other support documentation that can help me leverage your product as a service delivery leader?
  - Is there a way to preload or assign files so work can be done without external Excel sheets? Like assigning queues, login, work your queue. Any tips and tricks are also welcomed.
- Does the CM software work with Windows 11? Where do we receive macros for Windows 11? For example, to merge documents in Microsoft Word.

Q
A