ClientAccess™

Users Manual

Welcome to ClientAccess™
May 2011 Edition

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Welcome to Comtronic Systems

With 30 years experience in collections technology, Comtronic Systems leads the way with Debtmaster® collection software & integrated CallThru® telephony solutions. With over 1,450 installations, Debtmaster® is proven to be the industry's most flexible and widely recognized collection software. With the introduction of CallThru®, the first totally Voice over IP (VoIP) call center solution fully integrated with Debtmaster, your call communications are managed in one comprehensive and integrated phone system. And with the addition of ClientAccess™, you can showcase your collections performance and build a stronger relationship with your clients with access through a secure, hosted web gateway for sharing collections related data, eliminating the need and cost of printing and mailing reports.

The goal of this user manual is to describe how to properly use ClientAccess with Debtmaster and CallThru to provide your collection agency with the tools and services it needs to maximize performance and showcase it for your clients.

Service and Support

For additional information regarding the support services for Debtmaster and CallThru, please refer to Comtronic Systems' Support Services Policy on our Comtronic Systems website, under the Customer Support Center / Documents page. These documents may be periodically updated, so check for any changes that could affect your support.

For more information on Comtronic Systems' product and support pricing, please contact the Comtronic Systems' Sales department. Contact information is listed on our website.

Upgrade Policy

Upgrades are released periodically to customers on a Comtronic maintenance plan, and users should check our website, www.comtronic.com, for availability. In some cases, registered users will be notified by fax or e-mail.

We encourage you to send us any suggestions you have for improving or enhancing the program by writing to our Technical Department, or via email to suggestions@comtronic.com. Written recommendations are strongly considered.

Table of Contents

ClientAccess™ Overview

Showcase Your Collections Performance

Give your clients the ability to keep track of progress on their claims from a secured host. On-demand reporting with ClientAccess is designed exclusively for Debtmaster® and works almost entirely on its own to increase your business productivity and strengthen your client relationships.

What does it do?

ClientAccess is a debt management service designed to help your clients track the status of debts which are being collected on by your agency. The service works by facilitating the easy access of reporting data regarding debt accounts being collected on behalf of the original creditor. The service is designed to provide information, tools, features, and functionality for you to better serve your clients.

Once logged in, your clients can access information about their listings. Clients can view six standard reports that include all listings or search specifically for an account by entering an ID or debtor name. While several reports are included, **clients only see the information you want them to see, giving you complete control.**

Advantages

Better Service, Less Cost

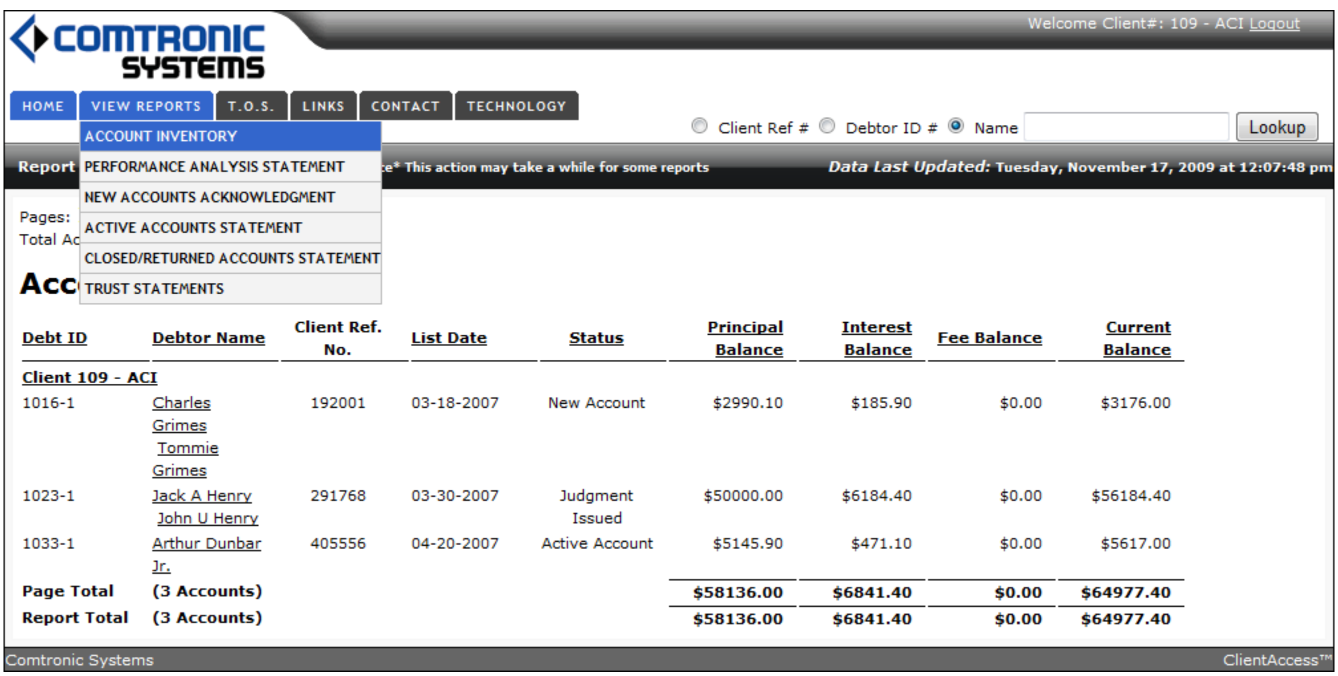
Save time, money, and resources. Stop wasting time with print-and-mail reports. Increase efficiency and productivity. With ClientAccess, **your staff will spend less time assisting clients and more time collecting.**

Fully Customizable

Your company name, your logo, and your color scheme on our secure hosted client web portal. With the ability to link ClientAccess directly to your website, your clients won't know the difference.

Easy to Access

Eliminate the need to manually report your collection performance with a user friendly interface and secure 24-hour access. **ClientAccess makes on-demand reporting simple and secure.**



Installation

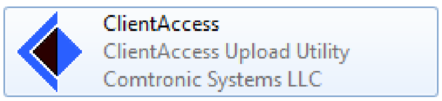
Copy the **`clientaccess.exe`** executable to the Debtmaster directory (usually **`C:\Program Files\Comtronic Systems\Debtmaster`**) on the system you want to run on the upload. When you run **`clientaccess.exe`** the utility should automatically connect to the Debtmaster database and all of your clients should appear in the Available Clients list. It's that simple.

Uploading Client Data

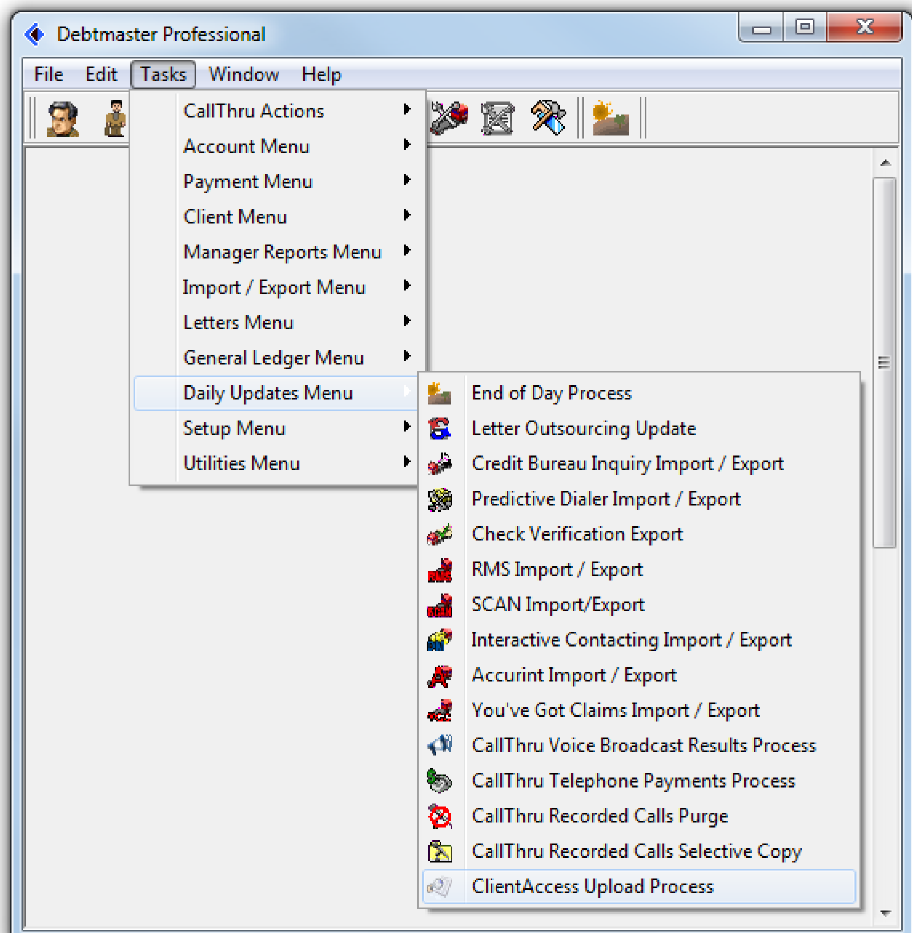
The ClientAccess web portal is fully integrated with Debtmaster via the ClientAccess data **Upload Utility**. Client data can be manually uploaded or automatically scheduled to upload daily or on a certain day each week. **Once it's set, it runs almost entirely on its own.** ClientAccess provides you with the reporting service your clients demand.

There are two ways to upload data to the client access web portal database:

1. **ClientAccess Upload Utility application -** allows you to set client specific options and report viewing privileges.

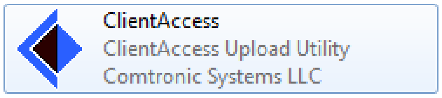


2. **ClientAccess Upload Process via Debtmaster** – window in Debtmaster that allows you to transfer data to the ClientAccess web portal for client viewing.

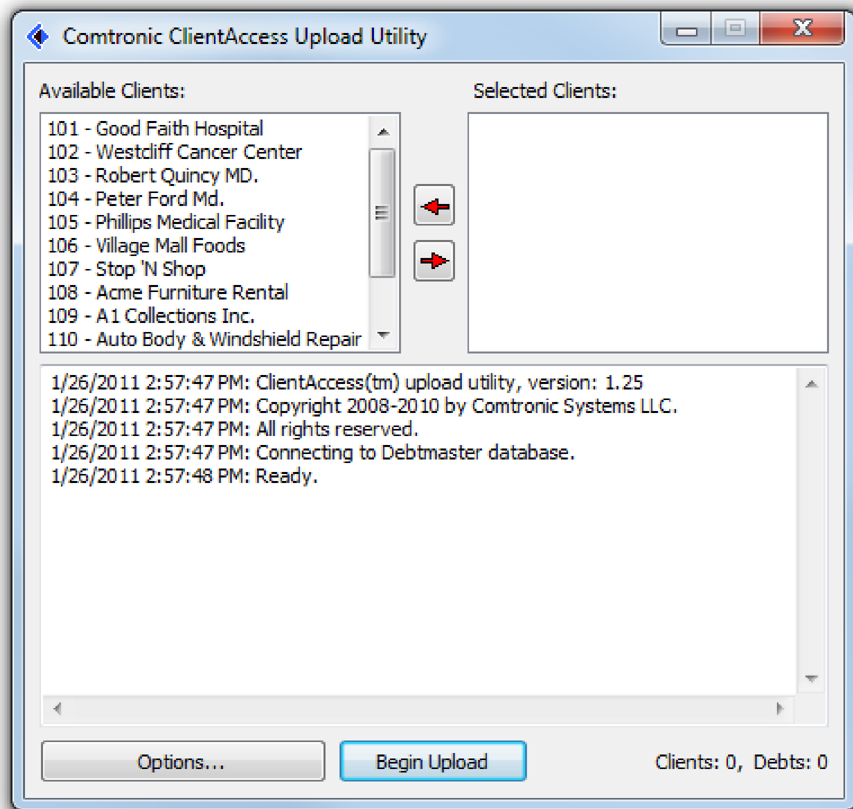


Upload Utility

Click the ClientAccess icon to open the external upload application.

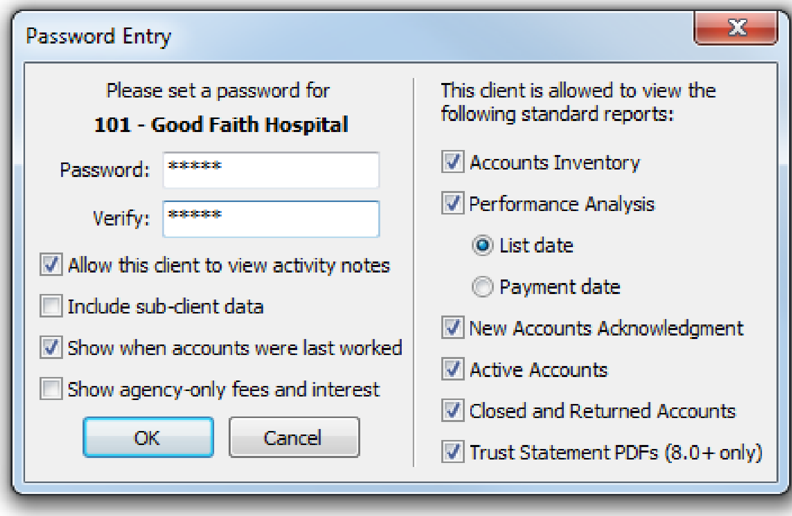


From the Upload Utility window select clients you want to give access to by double-clicking, or by selecting them and pressing the **Add** arrow button. (Select multiple clients at once by using the Ctrl or Shift keys, or by dragging the mouse). The bottom of the window displays the total number of selected clients and associated debts.



Adding and Configuring Clients

Each time you add a client to the **Selected Clients** list, you will be prompted to set a client password. This password will be used each time the client logs in to access their data through the web interface. In addition to setting the client password you can configure client settings including options and standard report permissions.



Password Entry

The Password Entry window is where you can customize client settings and permissions. This is also where you set the client login password. The password must match on both lines in order to save the option settings and report permissions.

Client Options

Optional account details include:

- **Activity notes** – This allows the client to view recent activity notes added by collectors in the debtor history. ***Note:*** As activity notes are debtor-based, a client for who this option is enabled will see *all* activity notes for that debtor, even those pertaining to debts for other clients.

  Warning: Be cautious of what personal information is recorded in the activity comments by your collectors. No software application can control and maintain privacy of protected heal information (PHI) data unless all members of your staff are trained on Health Insurance Portability and Accountability Act (HIPAA) rules and comply with all HIPAA regulations at all times. Activity comments are basically your collectors' notes. PHI data belongs in the appropriate designated fields, so they can be masked from viewing when appropriate.

- **Sub-client data** – If this option is enabled the client is a master client. Debts for all its sub-clients will also be uploaded and listed, even if the sub-client is not given a login. ***Note*:** If a sub-client is given a login, the master client can see its debts even when this option is not set.

- **When accounts were last worked** – If this option is checked the client can see the last date when activity was made to the account.

- **Agency-only fees and interest** – This allows clients to view agency-only fees and interest.

Report Permissions

Select which of the following standard reports are available to be viewed by your client:

- **Accounts Inventory** – displays a list of debts for each client, and information on each debt including: Debt ID, Debtor Name, Client Reference Number, List Date, Account Status, Principal Balance, Interest Balance, Fee Balance, and Current Balance.

- **Performance Analysis Statement** – Recovery figures on the performance analysis statement may be credited by list date or payment date. The recovery percentage is based on the list amount minus returns and chargeoffs.

- ○ **List date** – includes debt in the period it was listed
  - ○ **Payment date** – includes debt in the period payment was received

- **New Accounts Acknowledgment** – displays new debt accounts for each client over a selected date range; includes: Debt ID, Debtor Name, Client Reference Number, Original Principal Balance, Original Interest, Listed Amount, Date of Service, List Date, and Rate Plan**.**

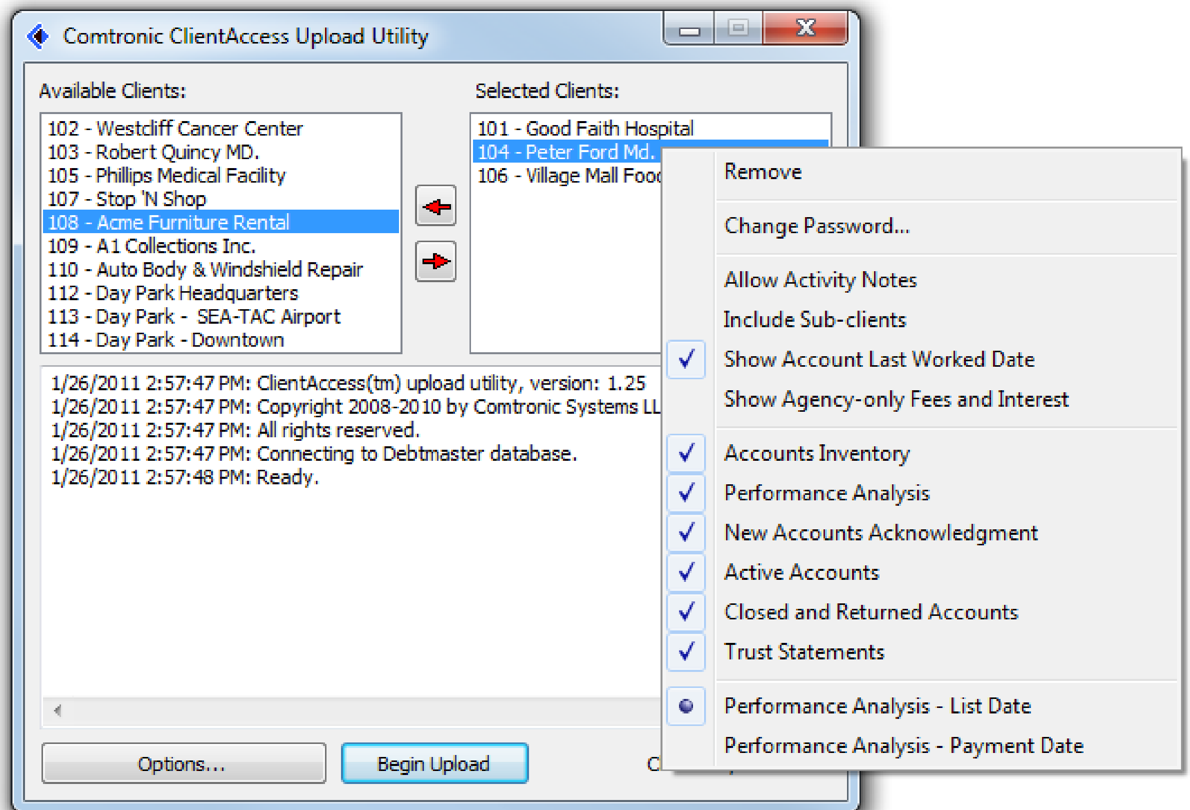
- **Active Accounts Statement** – displays list of active debt accounts for each client; includes: Debt ID, Debtor Name, Client Reference Number, Original Principal Balance, Original Interest, Current Balance, and Account Status.

- **Closed and Returned Accounts Statement** – displays a list of closed/ returned accounts for each client; includes: Debt ID, Debtor Name, Client Reference Number, Listed Amount, Closing Balance, and Account Status Description.

- **Trust Statements** – displays links to downloadable PDF documents containing information on payments received and outstanding billings.

Removing or Modifying Clients

Once a client has been added, it will move from the **Available Clients** list to the **Selected Clients** list. To remove a client from the list, select it and click the **Remove** arrow button or right-click and select Remove. If you want to change a client's password, you can double-click on the client or right-click and select **Change Password**. Right-clicking on the client will display the current settings and permissions, all of which can be modified from this menu.



Agency-Level Options

To open the options window click the **Options** button from the Upload Utility window.

Data Expiration

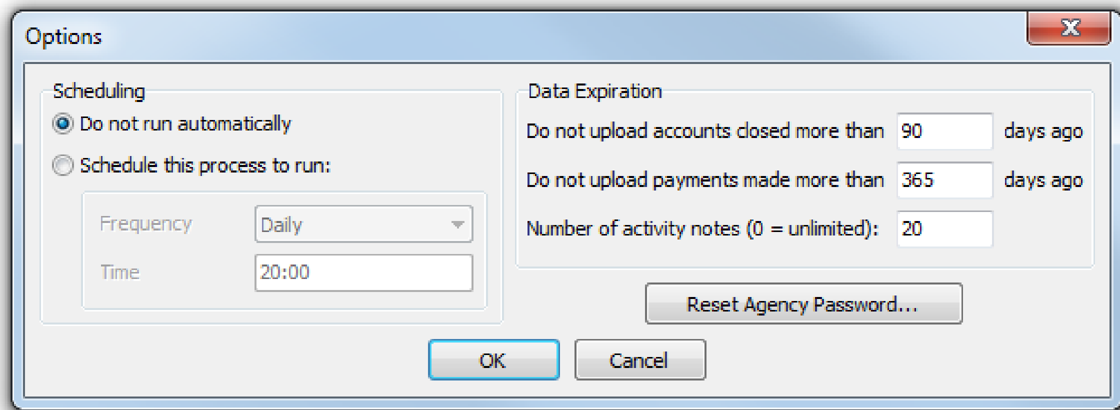
By default, accounts that have been closed more than ninety days ago and payments that have been made more than a year ago are not uploaded. If this is too much or too little, these defaults can be changed in the Options dialog.

Resetting the Agency Password

When closing the Options dialog or initiating a manual upload, the utility will query you for your agency password if it has not already been set. This is the same password that you use on the Comtronic website, and is needed to perform an upload. If you ever need to change this password, you can do so by clicking **Reset Agency Password** on the Options dialog.

Activity Notes

By default, if activity notes are enabled for a particular client, the twenty most recent activity notes are displayed in the debtor history report; this number can be changed in the Options dialog. If this option is set to 0, *all* activity notes will be shown. Displaying more than twenty lines of notes per account is a premium feature and comes at an extra charge; please contact the Comtronic sales department for more details.



Scheduling an Upload

If you are running Windows 2000 or later, the upload utility can also be configured to perform uploads automatically, without human intervention, using Windows' task scheduling service. To enable this feature, select "Schedule this process to run" on the Options dialog and set your preferred schedule. The time must be in 24-hour format, and may not run during business hours. To disable this feature, select "Do not run automatically".

When you click **OK** and close the Options dialog box the upload will be scheduled.

Verifying that the upload has been scheduled successfully

On Windows 2000, Windows XP, or Windows Server 2003, you can verify that the scheduled task was successfully added by going to Programs / Accessories / System Tools / Scheduled Tasks. There should be a task named something like "At1". On Windows Vista or Windows Server 2008, go to Programs / Accessories / System Tools / Task Scheduler, then Task Scheduler Library / Comtronic Systems, where there should be a task named "Client Access".

When a scheduled upload runs, it attaches logging information to the **`cwalog.txt`** file in the `DMServer` directory. This logged information is the same as the status display used for manual uploads.

Performing a Manual Upload

When everything is configured to your satisfaction, you can begin a manual upload by pressing the **Begin Upload** button. A popup box will ask for the password your agency uses to authenticate with Comtronic.   It will then test the connection to Comtronic's server, and if successful it will begin generating the data to send. This can be a somewhat lengthy process. When it has finished gathering the data that is to be sent, it will connect to Comtronic again and begin uploading.

Accessing the uploaded data

After successfully performing an upload, every night Comtronic will process your data and host it for you and your clients to peruse the next morning at:
`https://www.accessclientdata.com/login/xxxx`, where **`xxxx`** is your agency ID

Troubleshooting

"Could not load SSL library"

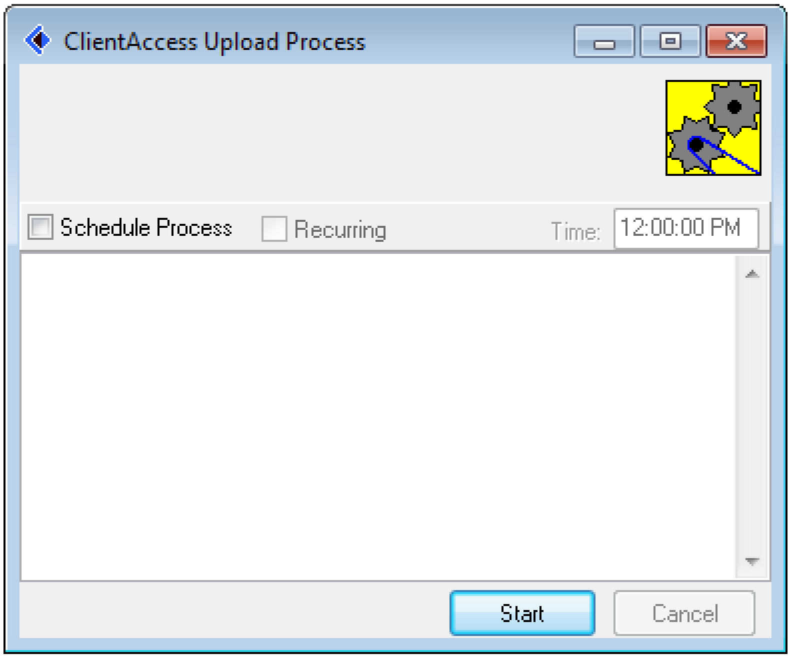
If you get this message when you are attempting an upload, this probably indicates that **`clientaccess.exe`** is in the wrong directory. The utility needs to be able to find two DLLs, **`libeay32.dll`** and **`ssleay32.dll`**, which should be installed by Debtmaster. Make sure all three files are in the Debtmaster directory. If **`clientaccess.exe`** is called by a shortcut, make sure the current directory correctly points at the Debtmaster directory.

***Note*:** If your version of Debtmaster is older than 7.20, you may not have these DLLs, and they will have to be installed separately.

ClientAccess Upload Process via Debtmaster

The ClientAccess Upload Process window can be found in Debtmaster under Tasks | Daily Updates Menu | ClientAccess Upload Process.

From this window, you can either manually upload your clients' debt information (who are set up in the ClientAccess Setup window) to the Comtronic Systems Client Systems ClientAccess server by pressing the Start button, or you can schedule it to go at a specific time by checking the "Schedule Process" option. If you schedule it, you can also check the option if this will be a recurring process.

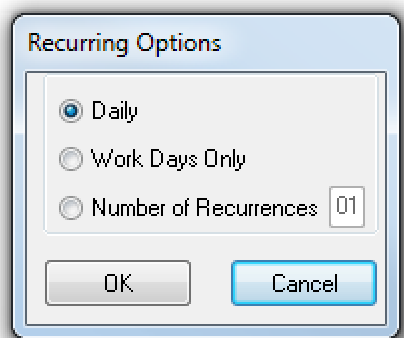


Schedule Process

Scheduling the process allows you to run the upload at a later time in the day. Check the box next "Schedule Process" and set a selected time in the textbox.

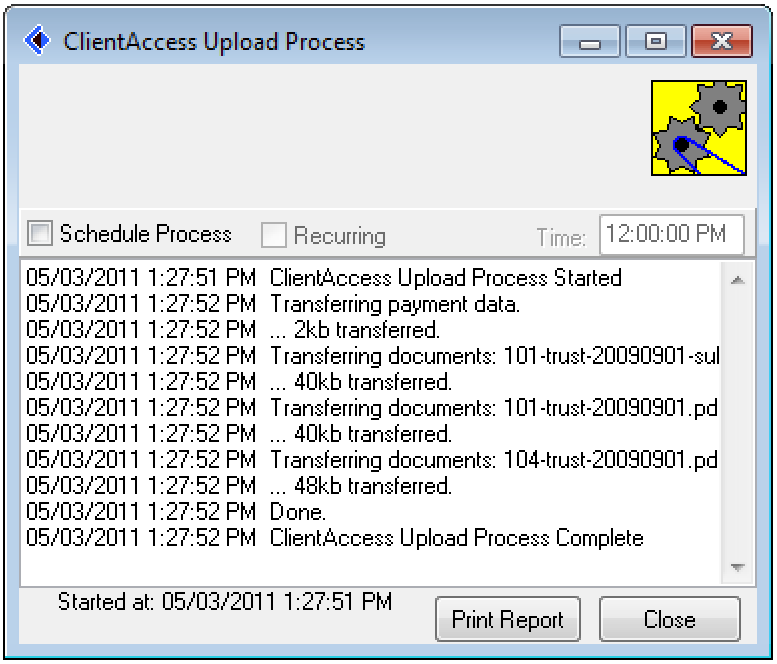
Recurring

This option allows you to set a periodic upload.   Schedule process must be checked first, in order to make the recurring upload feature available. Uploads can be set to daily update, work days only, or for a certain number of recurrences. The recurring data source of the client access portal is critical to client – agency relations. This could result in more sales and debt purchases over time.



Running the Upload Process

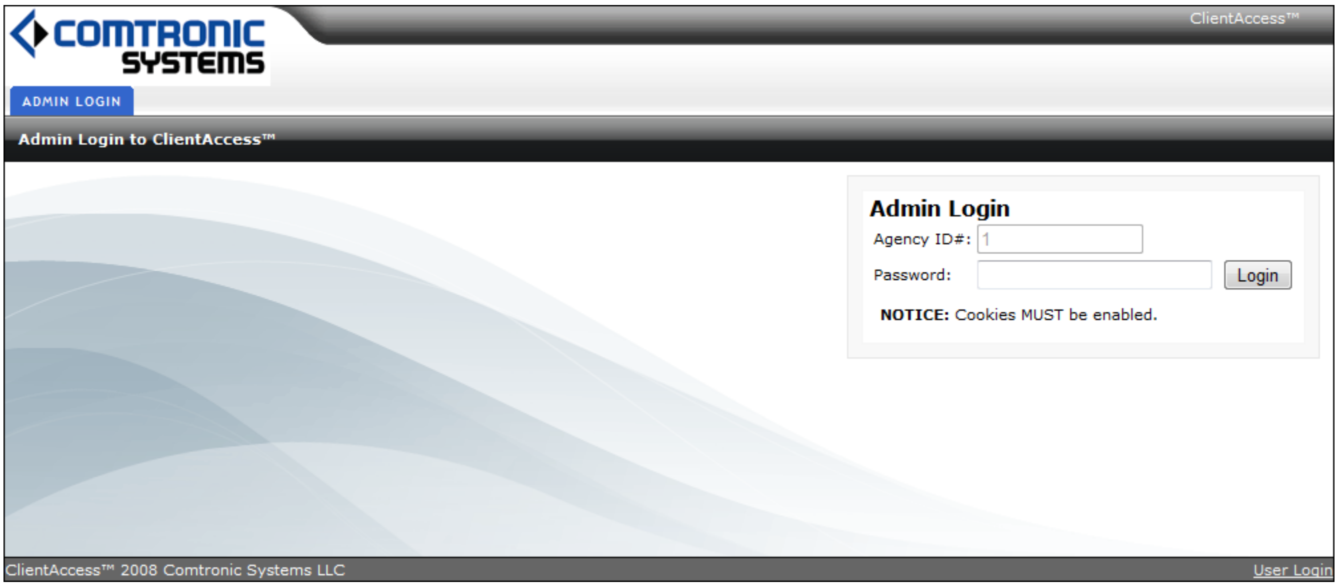
When the process is started, this will also test your connections to the Comtronic server. If successful, it will begin to generate the data to send. This will be a lengthy process, depending on the number of debts to be loaded. It will initially gather up the data to be sent, and then upload. During the process, you should see progress report within the window. You can print this report when completed.



Admin Access / Login

The Admin login is the ClientAccess management headquarters where you can customize the website to match your company image and make it inviting to your clients. You can create links to your website, provide contact information, and view active client accounts all from the admin area of ClientAccess.

To log into the Admin area of ClientAccess go to: `https://www.accessclientdata.com/admin_login/xxxx`, where `xxxx` is your agency ID. Enter your agency password and click the **Login** button.



Navigation

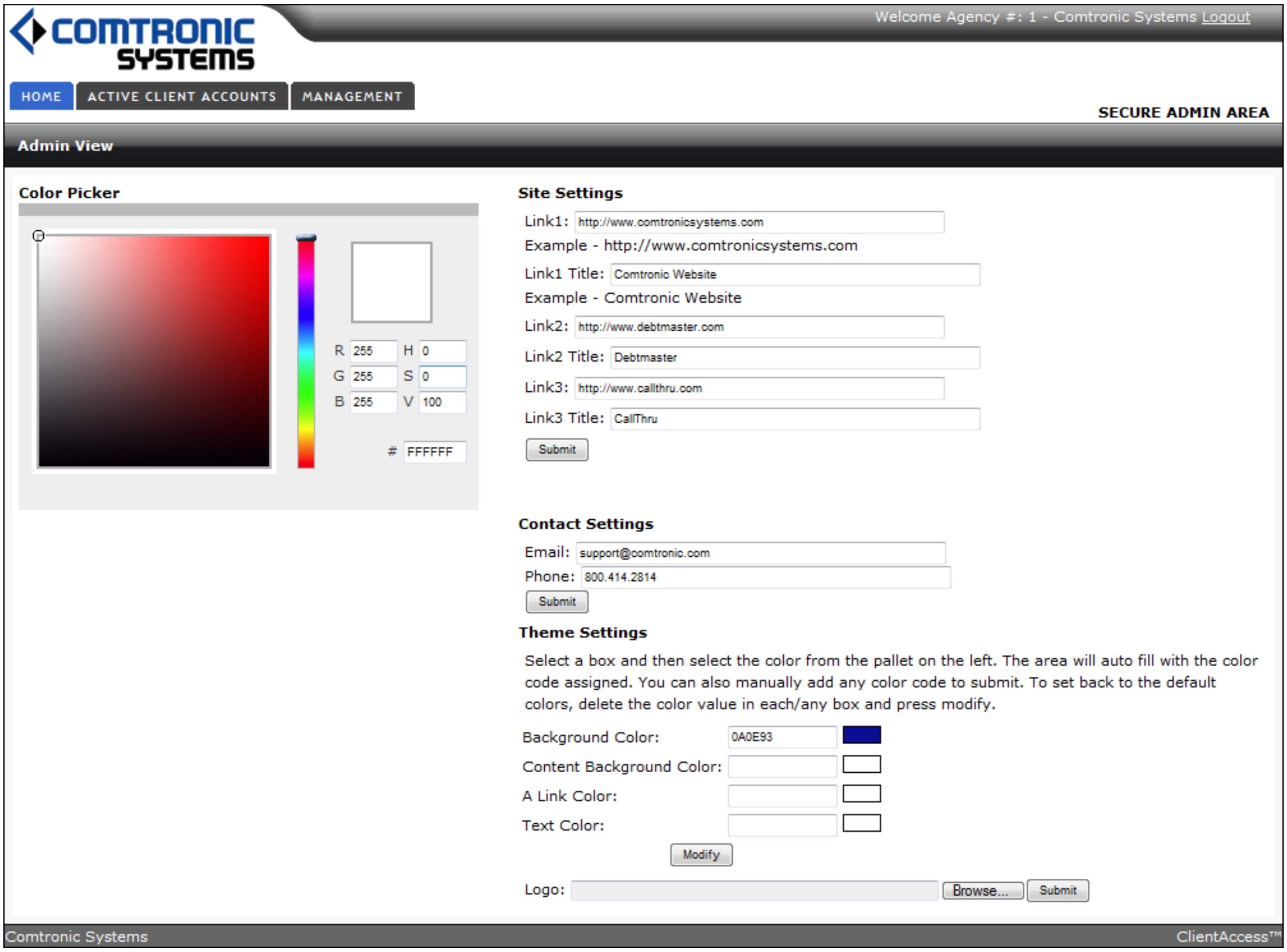
Use the tabs at top of the ClientAccess webpage to toggle between display of the **Home** screen, **Active Client Accounts** list, and **Management** page.

Active Client Accounts

The Active Client Accounts tab displays a list of clients currently set up to use the ClientAccess web portal. This allows management to keep track of which clients are currently enabled to use and view the website.

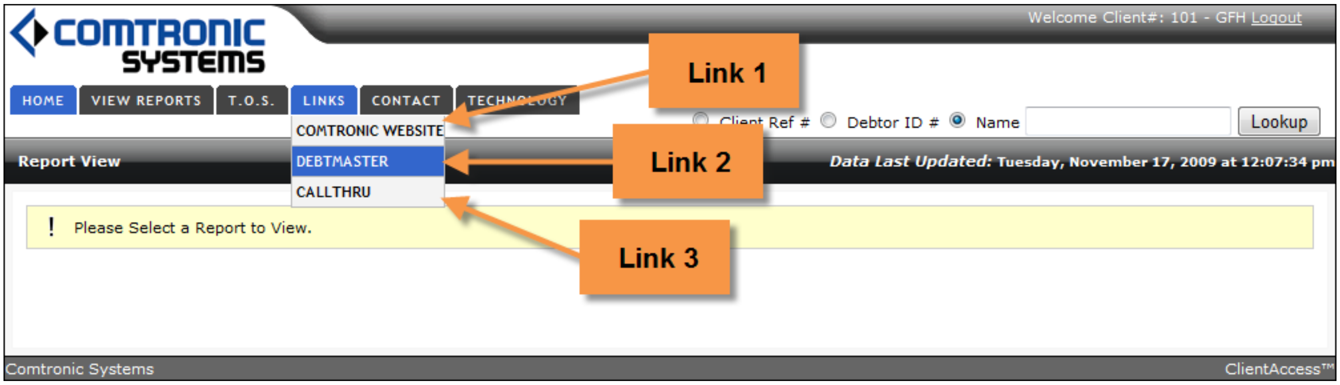
Management

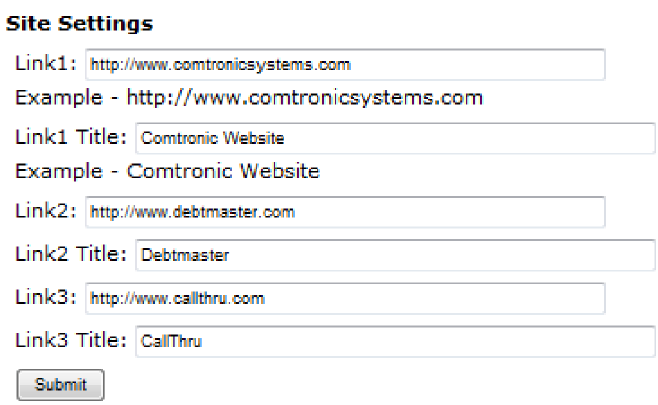
The management page in the admin area of ClientAccess allows you to customize the pages viewed by your clients. You can manage everything regarding the look of the webpage from this screen. The page is broken down into three sections: **Site settings**, **Contact settings**, and **Theme settings**.



Site Settings

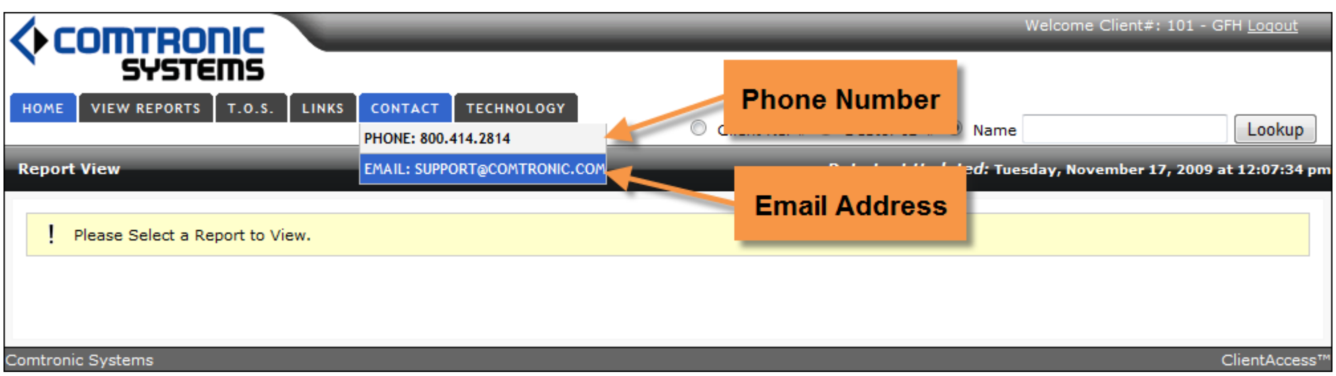
The site settings allow you to customize the links your clients will see under the **Links** tab in the client area of ClientAccess. You can set up to three links and each can be given a title to mask the web address. This gives you the ability to create links back to your company webpages using recognizable page titles.

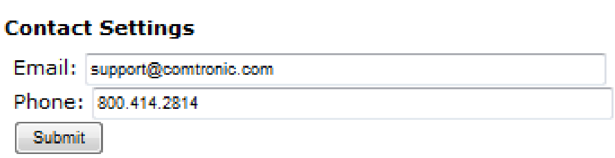




Contact Settings

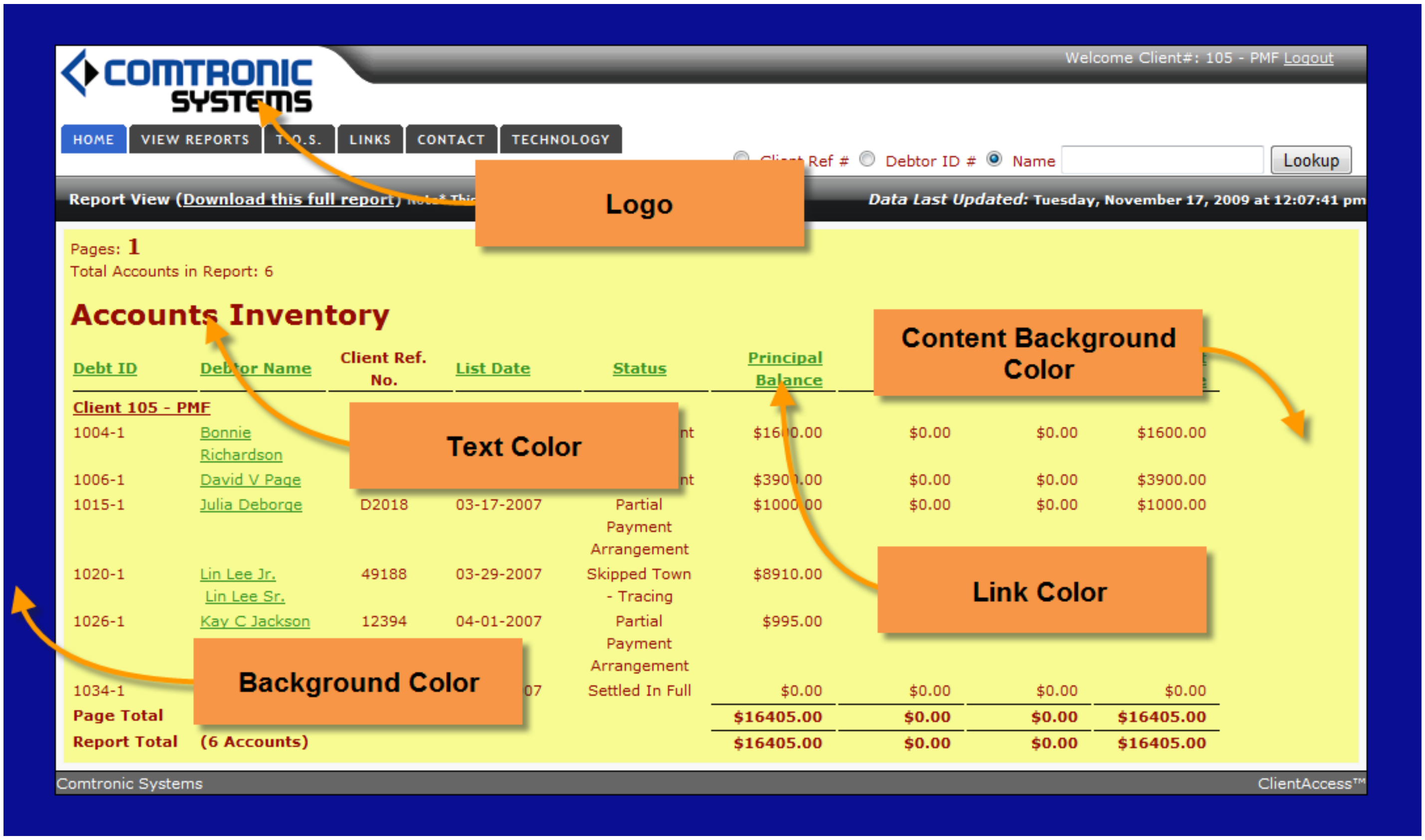
Use the contact settings to provide clients quick contact information under the **Contact** tab. You may display an email address and phone number(s).



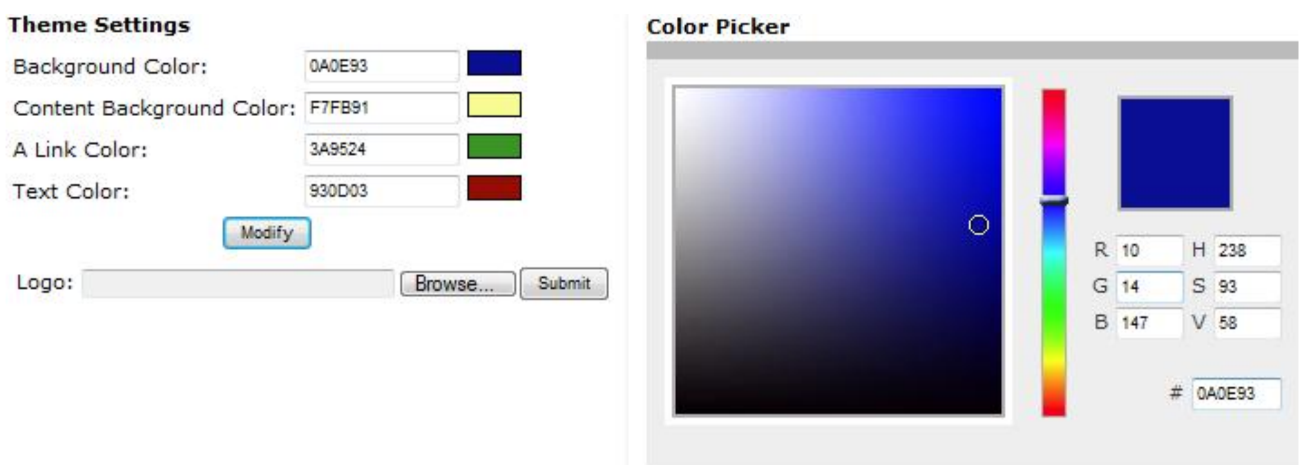


Theme Settings

Use the theme settings to custom tailor ClientAccess to match your company image. You can change color schemes for the background, content, links and text, as well as upload a company logo. Use the *Color Picker* pallet selection tool to choose each of the theme colors. Click the **Modify** button to save changes.



Select a box and then select the color from the pallet. The area will auto fill with the color code assigned. You can also manually add any color code to submit. To set back to the default colors, delete the color value in each/any box and press **Modify** to save the changes.

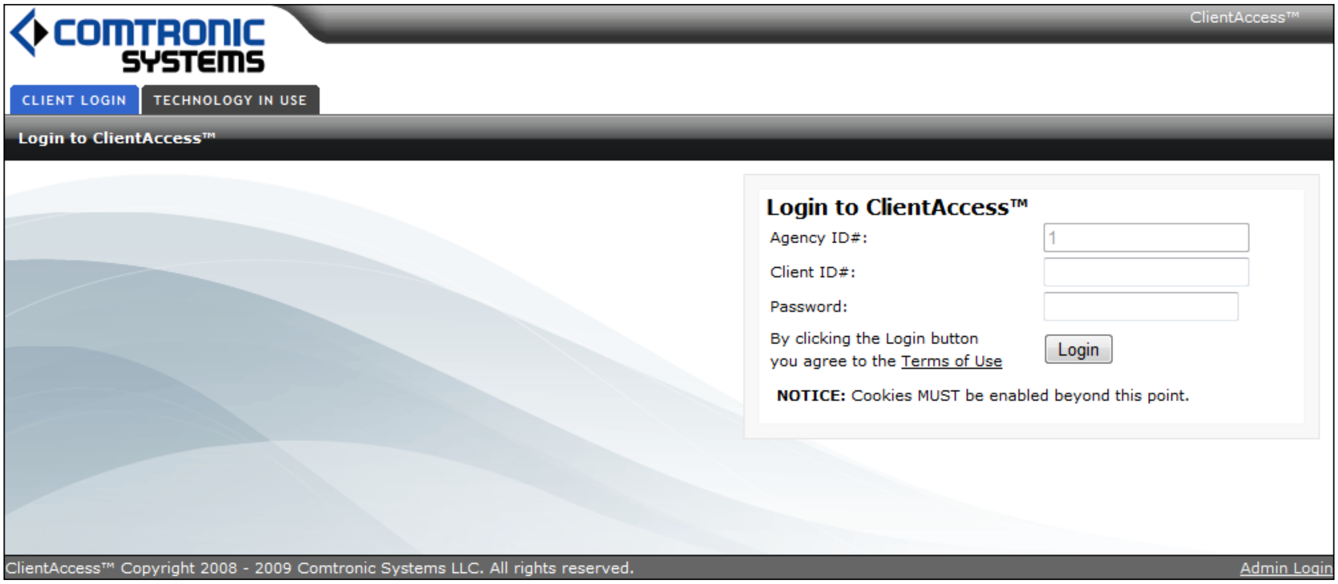


Logout

Click the logout link at the top right of the window next to the client ID to logout. Once you have successfully logged out, you will be returned back to the agency ID login page.

Client Access / Login

To get to the ClientAccess web portal go to: **`https://www.accessclientdata.com/login/xxxx`**, where **xxxx** is your agency ID. The client login page is the first screen your clients will see when logging into the ClientAccess web portal. Theme changes made on the Administrator management page will be seen here, giving your clients the sense that they are using a feature of your company's website. To login, your clients will need to enter their Client ID set in Debtmaster and Password set in the ClientAccess Upload Utility.



Navigation

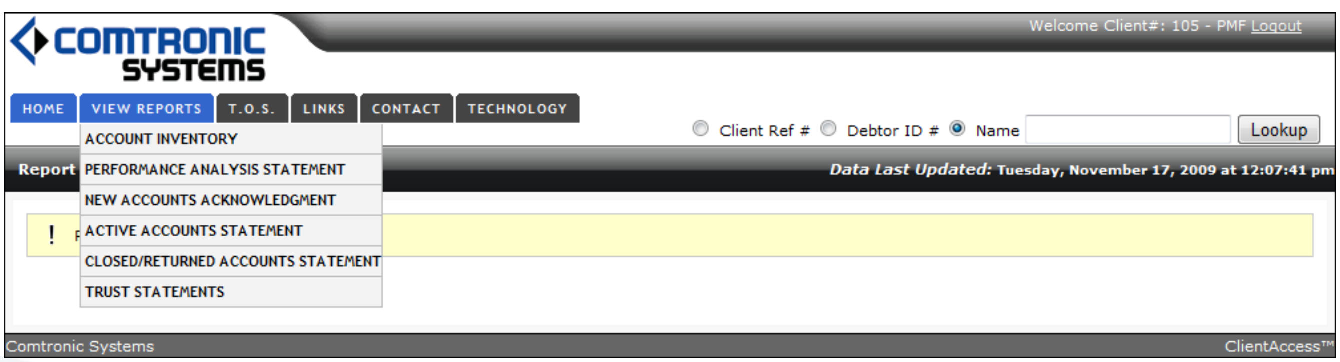
Use the tabs at top of the ClientAccess webpage to toggle between display of the **Home** screen, **View Reports** list, **Terms of Use**, **Links**, **Contact** information, and **Technology** marketing piece. There is also a Lookup bar, where you can search listings by Client Reference number, Debtor ID, or Debtor name.

Search / Lookups

From the Lookup bar you are able to search for Client Reference number, Debtor ID, or Debtor name. ClientAccess will return any results containing the search values. To initiate a search, select the desired search criteria and enter it into the dialog box, then click the **Lookup** button.

Viewing Reports

ClientAccess provides your clients with customized reports and various ways to view data. To open a report, roll over the View Reports tab to view a list of available reports. Highlight a report and click to open it. Reports include **Account Inventory**, **Performance Analysis Statement**, **New Account Acknowledgment**, **Active Accounts Statement**, **Closed and Returned Accounts Statement**, **Trust Statements**. Each report includes page and report totals. Reports can be sorted by clicking any of the column headers.



Accounts Inventory

This report displays a list of debts for each client, and information on each debt including: Debt ID, Debtor Name, Client Reference Number, List Date, Account Status, Principal Balance, Interest Balance, Fee Balance, and Current Balance.

COMTRONIC SYSTEMS

Welcome Client#: 101 - GFH Logout

HOME | VIEW REPORTS | T.O.S. | LINKS | CONTACT | TECHNOLOGY

Client Ref # Debtor ID # Name Lookup

Report View (Download this full report) Note* This action may take a while for some reports Data Last Updated: Tuesday, November 17, 2009 at 12:07:34 pm

Pages: 1
Total Accounts in Report: 32

Accounts Inventory

Debt ID	Debtor Name	Client Ref. No.	List Date	Status	Principal Balance	Interest Balance	Fee Balance	Current Balance
Client 101 - GFH								
1001-2	Joseph Fuller	28124	02-02-2007	Partial Payment Arrangement	$5050.00	$0.00	$0.00	$5050.00
1005-2	Stan Schlader Lori Schlader	20983	03-20-2007	Partial Payment Arrangement	$9570.00	$0.00	$0.00	$9570.00
1010-2	Samual E Burrows Shirley P Burrows	94732	04-19-2007	New Account	$1500.00	$0.00	$0.00	$1500.00
1012-1	Stephen Pryer	46958	03-12-2007	Skipped Town - Tracing	$8000.00	$0.00	$0.00	$8000.00
1024-1	Randy Anderson	69091	04-01-2007	Partial Payment Arrangement	$1030.00	$0.00	$0.00	$1030.00
1032-1	Ernest Sparks	41444	04-17-2007	Active Account	$10956.70	$0.00	$0.00	$10956.70
Client 103 - RQM								
1003-1	Daniel Smith Kelly Smith	4910	01-16-2007	Active Account	$3950.00	$1377.26	$0.00	$5327.26
1009-1	Paul F Wheeler Tina K Wheeler	5654	03-01-2007	Paid In Full	$0.00	$0.00	$0.00	$0.00
1009-3	Paul F Wheeler Tina K Wheeler	6766	05-18-2007	New Account	$1000.00	$300.49	$0.00	$1300.49
1013-1	Matthew Flanagan	1485	03-12-2007	Paid In Full	$0.00	$0.00	$0.00	$0.00
1022-2	Stanley Z Finnell Beth Q Finnell	59595	06-09-2007	Legal Action Pending	$450.00	$131.97	$0.00	$581.97
1025-1	Greg Chapman	12247	04-01-2007	Active Account	$1126.80	$371.50	$0.00	$1498.30
Client 104 - PFM								
1001-3	Joseph Fuller	16305	03-03-2007	Partial Payment Arrangement	$2750.00	$0.00	$0.00	$2750.00
1010-1	Samual E Burrows Shirley P Burrows	17330	03-02-2007	Forward To Other Agency	$120.00	$0.00	$0.00	$120.00
1038-1	Tim S King	31944	05-02-2007	Active Account	$2100.00	$0.00	$0.00	$2100.00
1040-1	Carlos Sanchez	51992	05-15-2007	New Account	$3450.00	$0.00	$0.00	$3450.00
1042-2	Ronald Lasey	21481	07-12-2007	Precollect	$650.00	$0.00	$0.00	$650.00
Page Total	**(32 Accounts)**				**$225007.70**	**$5647.51**	**$0.00**	**$230655.21**
Report Total	**(32 Accounts)**				**$225007.70**	**$5647.51**	**$0.00**	**$230655.21**

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Performance Analysis Statement

This report displays recovery figures based on the list amount minus returns and chargeoffs for each month in the year; includes statistics such as: Period, Accounts Listed, Amount Listed, Average Balance, Average Debt Age, Dollars Received, Recovery Percent, Number of Canceled and Returned Accounts, Canceled and Returned Amount – Payments, Active and Paid Accounts, Active and Paid Amount – Chargeoff.

- **List date** – includes debt in the period it was listed
- **Payment date** – includes debt in the period payment was received

COMTRONIC SYSTEMS

Welcome Client#: 102 - WCC Logout

HOME | VIEW REPORTS | T.O.S. | LINKS | CONTACT | TECHNOLOGY

Client Ref # Debtor ID # Name Lookup

Report View (Download this full report) Note* This action may take a while for some reports **Data Last Updated:** Tuesday, November 17, 2009 at 12:07:34 pm

Performance Analysis Statement

Period	Accts Listed	Amount Listed	Average Balance	Avg Age	Dollars Recovered	Recovery Percent	Cancel Return Accts	Cancel Return Amount - Payments	Active & Paid Accts	Active & Paid Amount - Chargeoff
Client 102 - WCC										
2007-01	1	$12000.00	$12000.00	93.00	$4000.00	33.33%	0	$0.00 ($0.00)	1	$12000.00 ($0.00)
2007-02	1	$14800.00	$14800.00	130.00	$2500.00	16.89%	0	$0.00 ($0.00)	1	$14800.00 ($0.00)
2007-03	2	$11120.00	$5560.00	96.00	$1000.00	8.99%	0	$0.00 ($0.00)	2	$11120.00 ($0.00)
2007-04	0	$0.00	$0.00	0.00	$0.00	0.00%	0	$0.00 ($0.00)	0	$0.00 ($0.00)
Total	**(4 Accounts)**	**$37920.00**	**$9480.00**	**103.75**	**$7500.00**	**19.78 %**	**0**	**$0.00**	**4**	**$37920.00**

Comtronic Systems ClientAccess™

New Accounts Acknowledgment

This report displays new debt accounts for each client over a selected date range; includes: Debt ID, Debtor Name, Client Reference Number, Original Principal Balance, Original Interest, Listed Amount, Date of Service, List Date, and Rate Plan.

COMTRONIC SYSTEMS

Welcome Client#: 103 - RQM Logout

HOME | VIEW REPORTS | T.O.S. | LINKS | CONTACT | TECHNOLOGY

Client Ref # Debtor ID # Name Lookup

Report View (Download this full report) Note* This action may take a while for some reports **Data Last Updated:** Tuesday, November 17, 2009 at 12:07:38 pm

Begin Date* 2006-01-01 End Date 2009-01-01 Submit Query

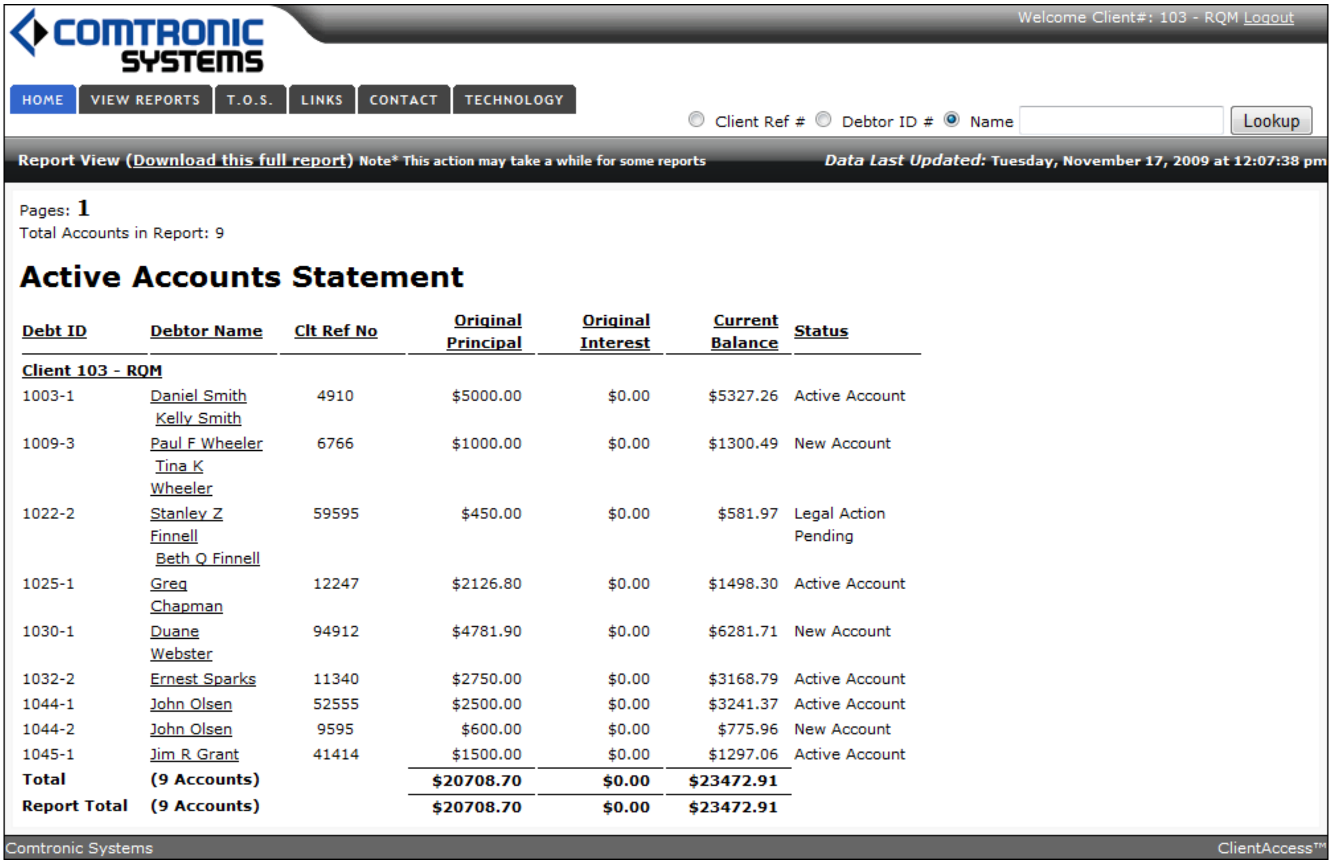
New Accounts Acknowledgment

Debt ID	Debtor Name	Clt Ref No	Original Principal	Original Interest	Listed Amount	Date of Service	List Date	Rate Plan
Client 103 - RQM								
1003-1	Daniel Smith Kelly Smith	4910	$5000.00	$0.00	$5000.00	01-03-2006	01-16-2007	S45
1009-1	Paul F Wheeler Tina K Wheeler	5654	$330.00	$0.00	$330.00	01-05-2007	03-01-2007	S45
1009-3	Paul F Wheeler	6766	$1000.00	$0.00	$1000.00	02-14-2007	05-18-2007	S45
Total	**(11 Accounts)**		**$22288.70**	**$0.00**	**$22288.70**			

Comtronic Systems ClientAccess™

Active Accounts Statement

This report displays list of active debt accounts for each client; includes: Debt ID, Debtor Name, Client Reference Number, Original Principal Balance, Original Interest, Current Balance, and Account Status.



Pages: 1
Total Accounts in Report: 9

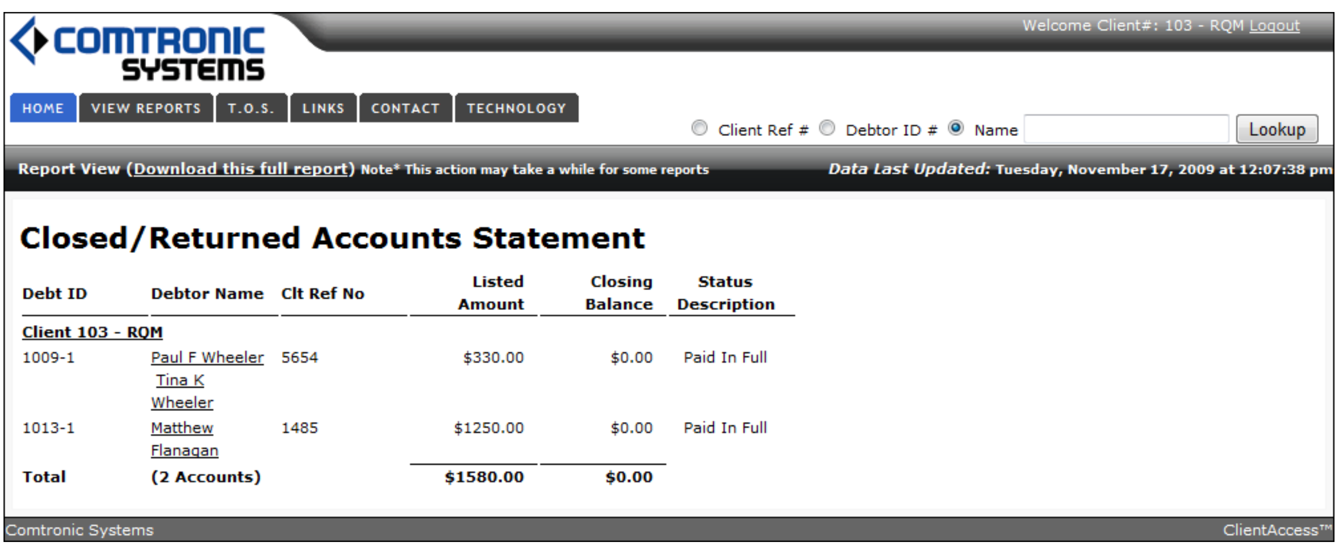
Active Accounts Statement

Debt ID	Debtor Name	Clt Ref No	Original Principal	Original Interest	Current Balance	Status
Client 103 - RQM						
1003-1	Daniel Smith Kelly Smith	4910	$5000.00	$0.00	$5327.26	Active Account
1009-3	Paul F Wheeler Tina K Wheeler	6766	$1000.00	$0.00	$1300.49	New Account
1022-2	Stanley Z Finnell Beth Q Finnell	59595	$450.00	$0.00	$581.97	Legal Action Pending
1025-1	Greg Chapman	12247	$2126.80	$0.00	$1498.30	Active Account
1030-1	Duane Webster	94912	$4781.90	$0.00	$6281.71	New Account
1032-2	Ernest Sparks	11340	$2750.00	$0.00	$3168.79	Active Account
1044-1	John Olsen	52555	$2500.00	$0.00	$3241.37	Active Account
1044-2	John Olsen	9595	$600.00	$0.00	$775.96	New Account
1045-1	Jim R Grant	41414	$1500.00	$0.00	$1297.06	Active Account
Total	**(9 Accounts)**		**$20708.70**	**$0.00**	**$23472.91**	
Report Total	**(9 Accounts)**		**$20708.70**	**$0.00**	**$23472.91**	

Comtronic Systems ClientAccess™

Closed and Returned Accounts Statement

This report displays a list of closed/ returned accounts for each client; includes: Debt ID, Debtor Name, Client Reference Number, Listed Amount, Closing Balance, and Account Status Description.



Closed/Returned Accounts Statement

Debt ID	Debtor Name	Clt Ref No	Listed Amount	Closing Balance	Status Description
Client 103 - RQM					
1009-1	Paul F Wheeler Tina K Wheeler	5654	$330.00	$0.00	Paid In Full
1013-1	Matthew Flanagan	1485	$1250.00	$0.00	Paid In Full
Total	**(2 Accounts)**		**$1580.00**	**$0.00**	

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Trust Statements

This report displays links to downloadable PDF documents. Trust statements are generated when the final trust statement is run in Debtmaster. The trust statement PDFs are stored in the `TrustPDFs` directory under the `DMServer` directory. Below is an example trust statement from NCS.

Note: Any trust statements run prior to version 8.0 of Debtmaster will not have been created.

COMTRONIC SYSTEMS

Welcome Client#: 103 - RQM Logout

HOME | VIEW REPORTS | T.O.S. | LINKS | CONTACT | TECHNOLOGY

Client Ref # Debtor ID # Name Lookup

Report View *Data Last Updated:* Tuesday, November 17, 2009 at 12:07:34 pm

Trust Statements

06-01-2009 | 1_101-trust-20090601.pdf

Comtronic Systems ClientAccess™

Northwest Collection Services
417 East Main St
Suite 2100
Seattle, WA 98188
Phone: 206-326-6700
Fax : 206-326-6711

NCS

Good Faith Hospital
Bill Hawthorne, Acctg Asst.
2091 Medical Drive SE
Seattle, WA 98104

Trust Statement

05/02/2009 to 06/01/2009
Client: 101

Payments Received:

Pmt Date	Debtor Name	Debt ID	Clt Ref No	Rate Plan	Pmt Code	Amount Paid Us	Amount Paid Clt	Amount Due Us	Amount Due Clt	Balance on 05/21/2009
07/10/2007	Joseph Fuller	1001-2	28124	K40	CHK	1,190.00	0.00	476.00	714.00	3,860.00
	(1 Payment)					1,190.00	0.00	476.00	714.00	
(Client 104, Peter Ford Md.)										
07/10/2007	Carlos Sanchez	1040-1	51992	K45	CHK	850.00	0.00	382.50	467.50	2,600.00
	(1 Payment)					850.00	0.00	382.50	467.50	
Grand Total	(2 Payments)					2,040.00	0.00	858.50	1,181.50	

Credit Amount $2,040.00
Remit Amount $858.50

Outstanding Billings:

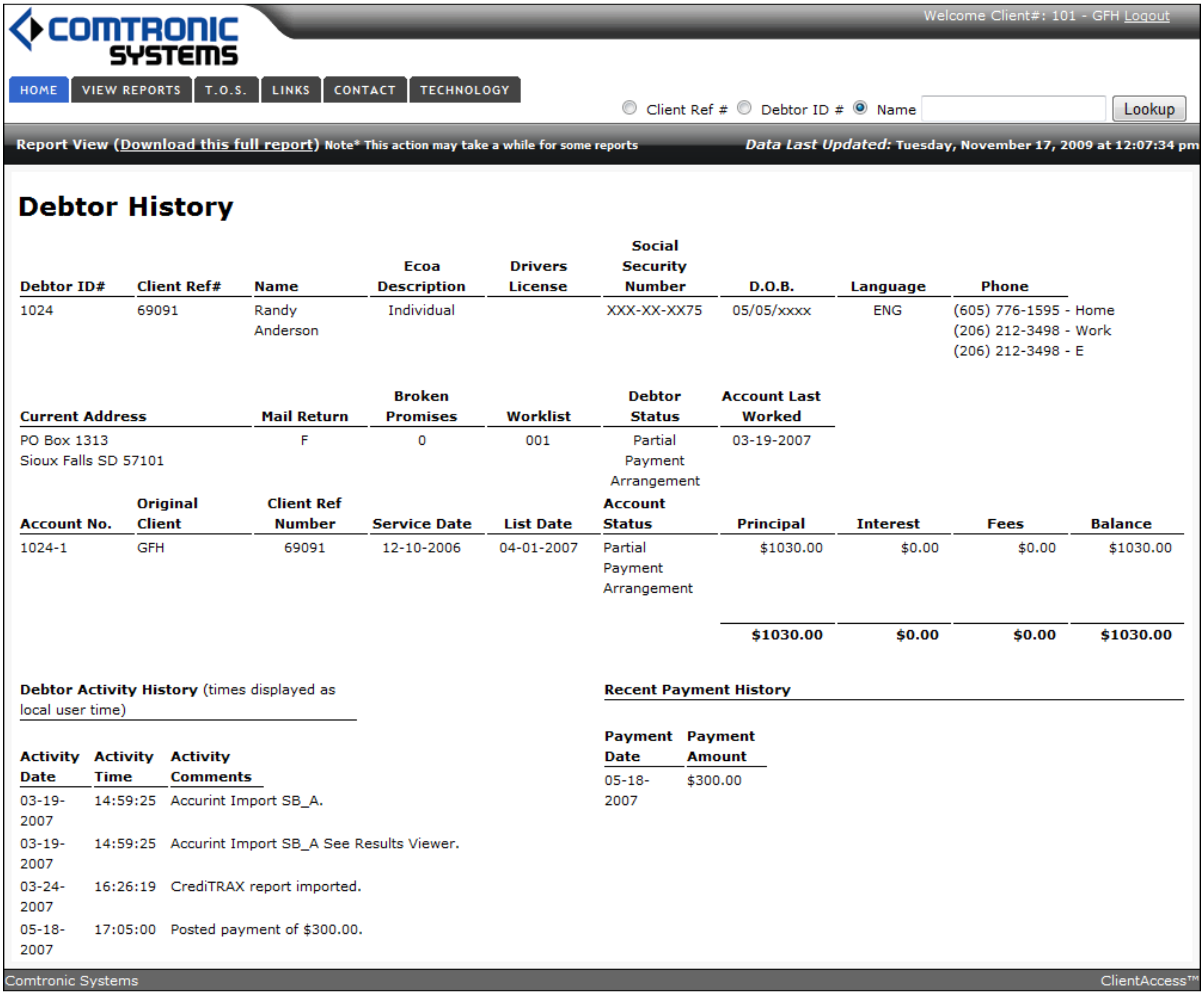
Date	Description	Outstanding Amount
05/17/2007	Please Remit	$4,222.60
		$4,222.60

Summary for Good Faith Hospital

--------Prior Balance Update--------		--------Current--------		--------Payment--------	
Prior Credits	$0.00	Gross Collections	$2,040.00	Check Enclosed	$0.00
Amount Applied	$0.00	Collection Fees	$858.50	Please Remit	$3,041.10
Amount Refunded	$0.00	Sales Tax 0.00%	$0.00		
Prior Fees Unpaid	$4,222.60	Rebate Amount	$0.00		
Amount Withheld	$2,040.00	Sales Tax ID #			

Debtor History

ClientAccess allows your clients to get detailed Debtor account information from any report by simply clicking the Debtor's name. The Debtor History report contains detailed data including recent contact information, debtor activity, and recent payment history. The Debtor History report masks sensitive information such as Drivers License number, Social Security number, and Date of Birth.


COMTRONIC SYSTEMS

Welcome Client#: 101 - GFH Logout

HOME | VIEW REPORTS | T.O.S. | LINKS | CONTACT | TECHNOLOGY

Client Ref # Debtor ID # Name Lookup

Report View (Download this full report) Note* This action may take a while for some reports

Data Last Updated: Tuesday, November 17, 2009 at 12:07:34 pm

Debtor History

Debtor ID#	Client Ref#	Name	Ecoa Description	Drivers License	Social Security Number	D.O.B.	Language	Phone
1024	69091	Randy Anderson	Individual		XXX-XX-XX75	05/05/xxxx	ENG	(605) 776-1595 - Home (206) 212-3498 - Work (206) 212-3498 - E

Current Address	Mail Return	Broken Promises	Worklist	Debtor Status	Account Last Worked
PO Box 1313 Sioux Falls SD 57101	F	0	001	Partial Payment Arrangement	03-19-2007

Account No.	Original Client	Client Ref Number	Service Date	List Date	Account Status	Principal	Interest	Fees	Balance
1024-1	GFH	69091	12-10-2006	04-01-2007	Partial Payment Arrangement	$1030.00	$0.00	$0.00	$1030.00
						$1030.00	**$0.00**	**$0.00**	**$1030.00**

Debtor Activity History (times displayed as local user time)

Activity Date	Activity Time	Activity Comments
03-19-2007	14:59:25	Accurint Import SB_A.
03-19-2007	14:59:25	Accurint Import SB_A See Results Viewer.
03-24-2007	16:26:19	CrediTRAX report imported.
05-18-2007	17:05:00	Posted payment of $300.00.

Recent Payment History

Payment Date	Payment Amount
05-18-2007	$300.00

Comtronic Systems ClientAccess™

Downloading Reports

When viewing a report a download hyperlink is provided just below the navigation bar. To download a report click **"Download this full report"** and select **Save**. Choose a location to download the report and click Save. The document will save as an HTML Document.

Printing a Report

To get a printer friendly version of a report, click the **"Download this full report"** and select **Open**. The report will be opened in a new explorer window without the ClientAccess navigation bar and other unnecessary formatting. You can print from your browser by right-clicking and selecting **Print**.

Debtor History

Debtor ID#	Client Ref#	Name	Ecoa Description	Drivers License	Social Security Number	D.O.B.	Language	Phone
1024	69091	Randy Anderson	Individual		XXX-XX-XX75	05/05/xxxx	ENG	(605) 776-1595 - Home (206) 212-3498 - Work (206) 212-3498 - E

Current Address	Mail Return	Broken Promises	Worklist	Debtor Status	Account Last Worked
PO Box 1313 Sioux Falls SD 57101	F	0	001	Partial Payment Arrangement	03-19-2007

Account No.	Original Client	Client Ref Number	Service Date	List Date	Account Status	Principal	Interest	Fees	Balance
1024-1	GFH	69091	12-10-2006	04-01-2007	Partial Payment Arrangement	$1030.00	$0.00	$0.00	$1030.00
						$1030.00	**$0.00**	**$0.00**	**$1030.00**

Debtor Activity History (times displayed as local user time)

Activity Date	Activity Time	Activity Comments
03-19-2007	14:59:25	Accurint Import SB_A.
03-19-2007	14:59:25	Accurint Import SB_A See Results Viewer.
03-24-2007	16:26:19	CrediTRAX report imported.
05-18-2007	17:05:00	Posted payment of $300.00.
05-18-2007	17:05:00	Automatic Debtor status change from NEW to PPA.
04-06-2007	15:13:00	Set up partial plan of $300.00 start May.

Recent Payment History

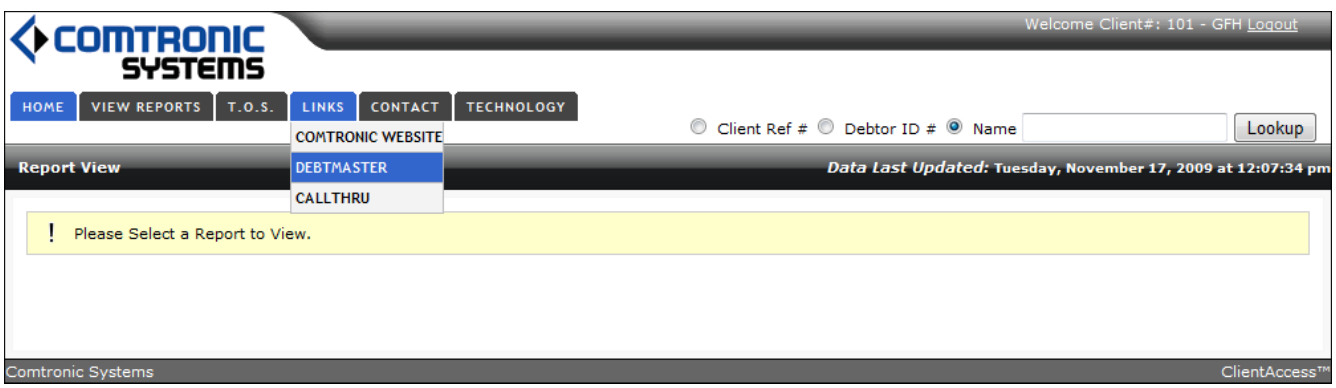
Payment Date	Payment Amount
05-18-2007	$300.00

Terms of Service

Your clients can view the ClientAccess Web Site Terms of Use agreement by clicking the T.O.S. tab on the navigation bar. If for any reason there is a need to make a material modification to the Terms, we will provide notice to you by posting on the Service and/or by e-mailing you at the e-mail address you have provided.

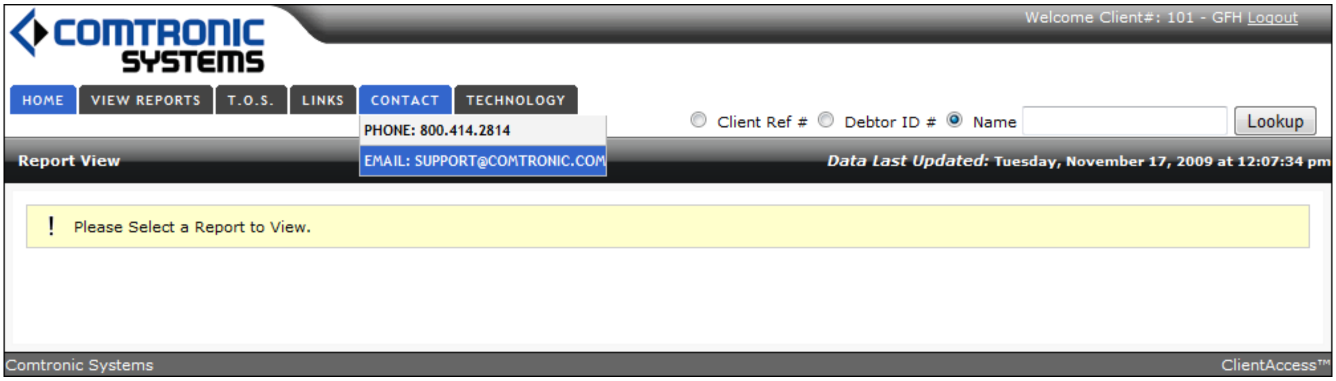
Links

The links section will provide links to important pages, chosen by you. Roll over the Links tab to display up to three available links. You may want to include your company's home website or the website of your affiliates. For more information about customizing links, refer to the Admin Management section on Site Settings.



Contact

The contact tab will show your clients quick contact details that you choose to provide, such as an email address and phone number. Roll over the Contact tab to display the provided contact information. For more details about setting contact information, refer to the Admin Management section on Contact Settings.



Technology

The technology tab contains a personalized marketing piece created by Comtronic, which are designed to show your clients the commitment to using cutting-edge technologies. The marketing pieces detail the Comtronic technologies used by your company to enhance your collection performance. Click the Technology tab to open the PDF file in an external browser window.

The marketing piece includes your company name and logo, and a brief explanation of how your company uses technology to collect on the clients behalf. Choose what features you want to be highlighted (or not), and what information about your company you would like to include. This is just another way Comtronic is working to maximize your collections and help you strengthen the relationship with your clients.

Note**:** The client must have a PDF viewing application installed, such as Adobe Acrobat Reader, to open the file.

Logout

To logout, simply click the logout link, at the top right of the webpage. Once successfully logged out you will be returned to the agency ID login screen.