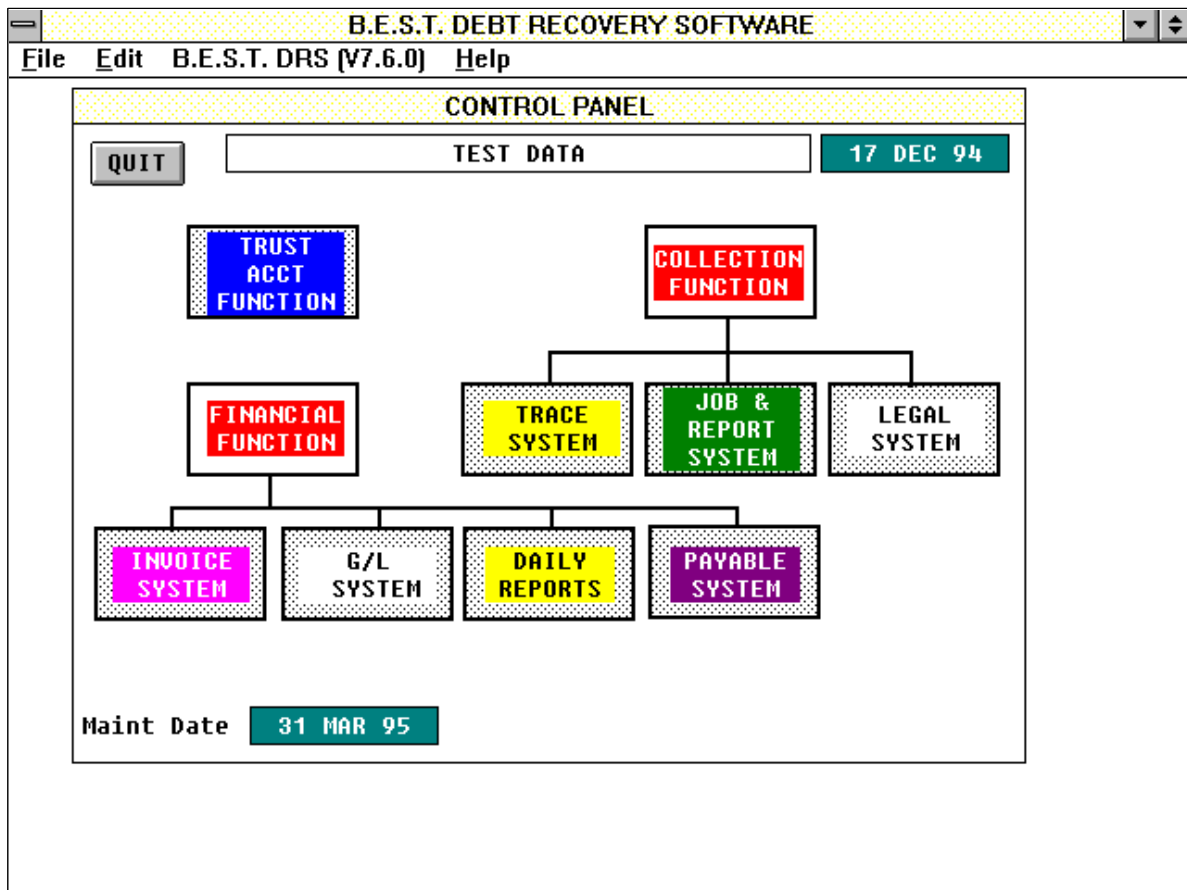


# THE B.E.S.T. DEBT RECOVERY SYSTEM OPERATIONS MANUAL



July 1991  
December 1994

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# PART 0

## OVERVIEW

The B.E.S.T (Better Engineered Software Technology) Debt Recovery System was specifically designed to be used by Debt Recovery Agencies, Process Servers, Solicitors and Organisations who wish to monitor and control their own bad debts.

B.E.S.T. DRS will help to reduce the time cost and effort required to carry out a number of tedious administrative and financial activities associated with managing your client's, or your organisation's bad debts.

The major function of the Mercantile Agency or Solicitor is to trace the actions carried out on any Debtor brought to the Agency's attention by a Client, or to control an Organisation's debtors who are deemed to be a 'bad debt'.

The major function of the Trust Accounting System is to record outstanding Debtor invoices the Client wishes the Mercantile Agency to pursue.

To this end, this overview has been divided into the following sections:

1. CONFIGURATION
2. FUNCTIONS
3. SYSTEMS
4. SECURITY

## **1 CONFIGURATION**

BESTDRS is capable of being run in Single or Multi User mode.

This section will describe the minimum Hardware and Software requirements needed to support BEST. It is advantageous however to consider a more powerful system from the outset.

### 1.1 Single User

#### Hardware

##### Macintosh Platform

- Apple Macintosh Plus with 4Meg RAM
- 20 Meg Hard Disk
- Imagewriter

##### WINTEL Platform

- Wintel (Windows and Intel chip, 386, 486 or Pentium)
- Dot matrix printer

#### Software

##### Macintosh Platform

- OMNIS 7 Single User
- Microsoft Word V3.01 and above

## WINTEL Platform

- OMNIS 7 Single User
- Microsoft Windows
- Microsoft Word V3.01 and above

## 1.2 Multi User

### Macintosh Platform

- File Server
  - Macintosh SE/30 with 4Meg RAM
  - 40 Meg Hard Disk
- Laserwriter or Inkjet printer
- Work Stations
  - Macintosh SE/20 with 2Meg RAM
  - 20 Meg Hard Disk

### WINTEL Platform

- File Server
  - 486 or Pentium with 8 meg RAM
  - 40 Meg Hard Disk
- Laserwriter or Inkjet printer
- Work Stations
  - As for Single user
  - 20 Meg Hard Disk

## Software

### Macintosh Platform

- OMNIS 7 (1 Copy for each Work Station)
- Microsoft Word V3.01 and above

### Windows Platform

- OMNIS 7 (1 Copy for each Work Station)
- Microsoft Windows
- Microsoft Word V3.01 and above

## **2      FUNCTIONS**

A function is a major grouping of business activities or systems.

B.E.S.T. DRS is made up of 4 Functions. They are:

- Passwords Up to 8 passwords are provided for. Each gives a different level of access;
- TRUST ACCOUNT FUNCTIONS.  
Provides all the activities necessary to manage a Client's portfolio of Debtors;
- COLLECTION FUNCTIONS.  
Provides all the activities necessary to manage each facet of debt recovery;
- FINANCIAL FUNCTIONS.  
Provides all the activities necessary to manage the Debt Recovery Agency, Process Server or Solicitors Profitability. (The Payable system will be the only requirement for an organisation using B.E.S.T. DRS to handle their own Debt Recovery.)

## **2      SYSTEMS**

A system is the logical grouping of common programs, applications or plans.

B.E.S.T. DRS is made up of 8 Systems.

Each System will be explained briefly under it's appropriate Function.

### **2.1      TRUST ACCOUNT FUNCTION**

Provides all the activities necessary to manage a Client's portfolio of Debtors:

- **PASSWORD.** Each Client is provided with a unique password. This enables BEST to be run at a Client site, giving the Client immediate access to how the Organisation is proceeding with collections.
- **TRUST ACCOUNT SYSTEM.** The Trust Account System contains all the necessary tasks to fully manage any number of Client's debtors, these include the ability to maintain Client's Debtor information, Record Debtor payments, Create Bad Debts etc.

### **2.2      COLLECTION FUNCTIONS**

Provides all the activities necessary to manage each facet of debt collection:

- **TRACE SYSTEM.** Trace System enables the Organisation to keep track of the fundamental activities of managing their Clients. This includes the collection of outstanding debts or the repossession of unpaid goods.
- **JOB & REPORT SYSTEM.** Job & Report System enables the Organisation to control each phase of the collection activities (other than Legal). This system also includes a comprehensive Diary system.
- **LEGAL SYSTEM.** The Legal System enables the Organisation to very rapidly handle the complex maze of Legal activities.

### **2.3      FINANCIAL FUNCTIONS**

Provides all the activities necessary to manage the Organisation's Profitability factor:

- **GENERAL LEDGER SYSTEM.** The General Ledger System enables the Organisation to carry out the tasks of keeping a proper set of financial books.
- **INVOICE SYSTEM.** The Invoicing System enables the Organisation to control the tasks of keeping track of monies owed to it by it's Clients.
- **DAILY REPORT SYSTEM.** The Daily Report System enables the Organisation to "keep it's finger on the pulse" of the financial activities.
- **PAYABLE SYSTEM.** To record and pay purchase orders raised on Agents to carry out activities (eg investigations, process serving) for and on behalf of your organisation.

## 4 SECURITY

The system has a comprehensive security system which controls user-access to the various functions within the system.

Up to eight groups of passwords can be provided. Each user group will have access privileges allocated before the installation of the system.

A single User site password is provided as additional protection. This password should be changed at least once a month and whenever a staff member leaves.

It is imperative that you take backups of your data as often as you can. At least twice a day.

RIPOSE Pty Ltd will not be held responsible for any data lost due to malfunctioning hardware, nor malfunctioning system software.

RIPOSE Pty Ltd will only guarantee that the custom code is as “bug” free as possible. To this end, RIPOSE offers a 6 (six) months maintenance guarantee after each new major release. (The definition of “major release” being the change of the first or second digit of the version number. Example going from V7.5.8 to V7.6.0). A 3 (three) month guarantee will be given after each minor release. Example going from V7.5.1 to V7.5.2.



# PART 1

# OPERATING INSTRUCTIONS

## B.E.S.T. DEBT RECOVERY FUNCTIONS

### TRUST ACCOUNT FUNCTION

This function is provided so that you (or your Clients) can maintain Client - Debtor information.

System: Trust Account

Menu/Screen Choice	Program Description
Arrange	<p>To add or modify an arrangement.</p> <ul style="list-style-type: none"><li>• FIND a Contract number (created after being Bad Debted)</li><li>• SELECT it to look at the Job card. Whilst in this screen you can modify data, print the job card, look at and print reports</li><li>• Look at what payments the Debtor has made.</li><li>• Add or Modify the Arrangement</li></ul>
Bad Debt	<p>To create all existing Debtor Invoices as bad and hence create a Letter of Intent to start the whole Legal Process.</p> <ul style="list-style-type: none"><li>• Find the Debtor Account;</li><li>• SCROLL (See Notes)</li><li>• Create a Bad Debt for all outstanding Invoices using one of three letters of intent (Strong, Reminder - Gentle or Customised). Note the wording of each of the three is controlled by you (see Proforma Maintenance). The system will create a Job card and create a Contract Number.</li><li>• Issue the First of three Reminder Letters. The Debt will not become Bad</li></ul> <p>You can print the letters on either Blank stationery or your Clients Letter head</p>
Cr Note	<p>To raise a Credit Note to reduce your Client's Debtor indebtedness.</p> <ul style="list-style-type: none"><li>• ADD. You will need to find the invoice number. You can scroll forwards and backwards and Select the Invoice you wish to Credit Note.</li><li>• PRINT. You must provide the Credit Note number. If you do not know it, you can use the Statement (Selected Debtor) in the REPORTS section of the TRUST ACCOUNT FUNCTION.</li></ul>
Invoice	<p>To replicate a Debtor's Debt to your Client.</p> <ul style="list-style-type: none"><li>• FIND a Debtor by either the Account number given the Debtor by your Client, or by the Debtor's name. SEE NOTE ON NAMES. (It is advised that you always use this function prior to adding a Debtor. The Debtor may already exist with another Client. This avoids having to maintain the Debtor more than once).</li><li>• ADD a Debtor (only used if the Debtor does not exist)</li><li>• SCROLL (See Notes)</li><li>• MODIFY. You can only use this if the Debtor has an Account number.</li><li>• SELECT. If the Debtor does not have an Account Number with the Client, this function is used to give the Debtor the Account number. Enter the Invoice details. To end press Enter with a Qty of 0. The system will allow you to enter any special charges, eg Freight, Discounts. You can the select the Invoice to be marked Bad, or defer this till later.</li><li>• DEFER. Do not print the Invoice (Default)</li><li>• PRINT. Always print the Invoice</li></ul>

Menu/Screen Choice	Program Description
Int Invoice	<p>Used to raise an Interest Invoice. This will create an Interest invoice and hence increase the indebtedness of the Debtor by the amount of interest raised in the Interest Run. (see Calculate Interest in the Legal System).</p> <ul style="list-style-type: none"> <li>• FIND. Use the Summons (Job) number</li> <li>• SELECT. To create the Interest Invoice</li> <li>• ALL. Will create Interest Invoices for all the Client Debtors</li> </ul>
Legal Inv	<p>Used to raise Legal Invoices for Legal charges raised by Invoice system in the FINANCIAL FUNCTION (Invoice System)</p> <ul style="list-style-type: none"> <li>• FIND. Use the Summons (Job) number</li> <li>• SELECT. To create the Legal Invoice</li> </ul>
Letters	<p>Used to store letters written to a Debtor</p> <ul style="list-style-type: none"> <li>• ACCOUNT. Used to FIND, ADD, SCROLL through the Debtor Data Base , MODIFY or SELECT a Debtor (See Invoice)</li> <li>• MATTER. Used to first FIND a Matter, and then to ADD, FIND, or SCROLL through a Letter and finally PRINT the letter.</li> </ul>
Payment	<p>To record the receipt of money.</p> <ul style="list-style-type: none"> <li>• ADD. First Find the Invoice. See Credit Note)</li> <li>• TO TRUST. Used if the payment is made out to the collection agency. (This will also update the General Ledger Trust Account Accounts)</li> <li>• TO CLIENT. Used if the payment is paid to the Client</li> </ul>
RD Cheque	<p>Used to reverse a Payment either a bounced cheque or for a mis-payment..</p> <ul style="list-style-type: none"> <li>• RECEIPT. Then FIND the receipt number. If it is not known, use the INVOICE button to first find the Invoice. A list of Receipts will then be available). SCROLL through the Receipt data base (if necessary). R/D CHQ to reverse the payment. A letter will be produced with the wording created in the Proforma Maintenance Section.</li> <li>• INVOICE. Used to try and find the Receipt to be reversed.</li> </ul>

System: Reports

Menu/Screen Choice	Program Description
Daily Reports	To produce a listing of daily Invoices, Credit Notes and Receipts. The Daily transactions will be deleted.
Debtor Aging Report	Produces a Debtor listing of current, 30, 60, 90 Day outstanding Balances for a Client
Debts Recovered	List of all monies collected by range of dates and by Invoices or by Receipts.
Invoice Print	Print a copy of a Debtor Invoice. <ul style="list-style-type: none"> <li>• Account Number (enter the Debtor Account number to get a list of all Invoices, then either select one from the list or print all</li> <li>• Invoice. Enter an invoice number</li> </ul>
Letter of Demand	Produce and Print a Letter of Demand. Enter the Account number to get a list of all Invoices, then either select one from the list to raise a letter of demand. The Client will be billed for the letter of Demand (Monthly Billing) at the rate specified in the Client Maintenance (>>) screen
Outstanding Invoices	Prints a list of outstanding invoice. Either all or Bad Debts only
Statements	Prints Debtor statements. For all Debtors or for a selected Debtor

## COLLECTION FUNCTION

This function provides you with the capability of maintaining all activities necessary to control the collection of overdue debts.

System: Legal

Menu/Screen Choice	Program Description
Batch Jobs	To be capable of running the Interest calculation, Letter production (three letter system) or both in batch mode. The programs selected will be run 6 (six) hours after selection. Batch run can also be cancelled
Calculate Interest	To automatically calculate the latest interest on Summonses and Judgements.
Change Interest Rate	To be capable of altering the interest rates used by the Calculate Interest Program.. <ul style="list-style-type: none"> <li>• MODIFY DEBT. Change the Minimum and Maximum debt on which interest will be charged for a Local Court Matter.</li> <li>• MODIFY LOCAL. Change Local Court Interest Rate. You can add a new rate from date and the amount. To change an existing value, select the line in the list and amend.</li> <li>• MODIFY DISTRICT. Change District Court Interest Rate. You can add a new rate from date and the amount. To change an existing value, select the line in the list and amend.</li> <li>• DELETE LOCAL. Delete a Local Court Interest Rate. Select the line you want to delete</li> <li>• DELETE DISTRICT. Delete a District Court Interest Rate. Select the line you want to delete</li> </ul>
Change Solicitors	Changes solicitors appearing for your Clients. <ul style="list-style-type: none"> <li>• Local Court: Select From and To solicitors. A <b>list</b> of changes will be printed</li> <li>• District Court: Select From and To solicitors. A <b>soldchg.txt</b> data file will be created, which can be used with your Word Processor to print merge an advice to the District Court.</li> <li>• Re-assign: FIND the Summons, Select the new Solicitor from the list</li> </ul>
Courts Maintenance	Used to ADD, and MODIFY Local and District Court information. <ul style="list-style-type: none"> <li>• ADD. Adds a new Court</li> <li>• FIND. Finds a Court. Enter a number</li> <li>• SCROLL (See Notes)</li> <li>• MODIFY. Change details</li> </ul>
Legal Action (460 NOTICE)	Creates a 460 Notice. The system warns you if an existing <b>460.txt</b> data file exists. (See List of Fields in Legal Documents). <ul style="list-style-type: none"> <li>• EXIT. You can now use your Word Processor to Print Merge the 460 Notice with the <b>460.txt</b> data file</li> <li>• FIND. Locates a Job to raise a 460 Notice</li> <li>• SCROLL (See Notes)</li> <li>• SELECT. Allows you to choose a legal firm and then the solicitor</li> </ul>

Menu/Screen Choice	Program Description
Legal Action (EXAM)	<p>Creates an Examination Summons. The system warns you if an existing <b>exam.txt</b> data file exists. (See List of Fields in Legal Documents)</p> <ul style="list-style-type: none"> <li>• EXIT. You can now use your Word Processor to Print Merge the Examination Summons with the <b>exam.txt</b> data file</li> <li>• FIND. Locates an existing Job that has had a Summons raised</li> <li>• SCROLL (See Notes)</li> <li>• MODIFY. Allows you to create the Examination Summons</li> </ul>
Legal Action (GARNISHEE)	<p>Creates a Garnishee Order. The system warns you if an existing <b>garni.txt</b> data file exists. (See List of Fields in Legal Documents)</p> <ul style="list-style-type: none"> <li>• EXIT. You can now use your Word Processor to Print Merge the Garnishee Order with the <b>garni.txt</b> data file</li> <li>• FIND. Locates an existing Job that has had a Summons raised</li> <li>• SCROLL (See Notes)</li> <li>• MODIFY. Allows you to create the Garnishee Order</li> </ul>
Legal Action(JUDGEMENT)	<p>Creates a Judgement (Applied or recorded). First select the Judgement <b>.txt</b> data file (created in Legal Document Maintenance). If none exist, the system will default to <b>judgem.txt</b> The system warns you if an existing <b>.txt</b> data file exists. (See List of Fields in Legal Documents)</p> <ul style="list-style-type: none"> <li>• EXIT. You can now use your Word Processor to Print Merge the Judgement with the <b>.txt</b> file</li> <li>• FIND. Locates an existing Job that has had a Summons raised</li> <li>• SCROLL (See Notes)</li> <li>• MODIFY. Allows you to create the Judgement</li> </ul>
Legal Action (OTHER)	<ul style="list-style-type: none"> <li>• Creates a Generic Legal Document. Can be used for Bankruptcy, post writs etc The system warns you if an existing <b>any.txt</b> data file exists. (See List of Fields in Legal Documents)</li> <li>• EXIT. You can now use your Word Processor to Print Merge the Generic Legal Document with the <b>any.txt</b> file</li> <li>• FIND. Locates an existing Job that has had a Summons raised</li> <li>• SCROLL (See Notes)</li> <li>• MODIFY. Allows you to create the Legal Document</li> </ul>
Legal Action (SUMMONS)	<p>Creates a Summons. First select the Summons <b>.txt</b> file (created in Legal Document Maintenance). If none exist, the system will default to <b>summons.txt</b> The system warns you if an existing <b>.txt</b> data file exists. (See List of Fields in Legal Documents).</p> <p>You can raise as many summonses in one run as long as they are for the same Court.</p> <ul style="list-style-type: none"> <li>• EXIT. You can now use your Word Processor to Print Merge the Summons with the <b>.txt</b> data file</li> <li>• FIND. Locates an existing Job to raise a Summons against</li> <li>• SCROLL (See Notes)</li> <li>• MODIFY. Allows you to create the Summons</li> </ul>

Menu/Screen Choice	Program Description
Legal Action (WRIT)	<p>Creates a Writ. The system warns you if an existing <b>writ.txt</b> data file exists. (See List of Fields in Legal Documents)</p> <ul style="list-style-type: none"> <li>• EXIT. You can now use your Word Processor to Print Merge the Writ with the <b>writ.txt</b> data file</li> <li>• FIND. Locates an existing Job that has had a Summons raised</li> <li>• SCROLL (See Notes)</li> <li>• MODIFY. Allows you to create a Writ</li> </ul>
Legal Doc Maint	<p>Enables you to create a specific data file (eg SGOODS.TXT for a summons for Goods only) for merging Summonses and Judgements</p> <ul style="list-style-type: none"> <li>• ADD. Create a new name</li> <li>• MODIFY. Select the line and proceed with the change</li> </ul>
Modify Summons	<p>Enables you to change certain fields on the summons or to delete a summons not yet having a Judgement raised.</p> <ul style="list-style-type: none"> <li>• FIND. Locates an existing Job that has had a Summons raised</li> <li>• SCROLL (See Notes)</li> <li>• SELECT. To choose the Summons for Modification</li> <li>• DELETE. Delete the Summons</li> </ul>
Proforma Maintenance	<p>To ADD and MODIFY text for First and Second Letters, Letters of Demand, Letters of Intent, Customised Letters of Intent, Reminders and Return to Drawer. Select the Letter you want (click on the area next to the &lt;&lt;) and enter your changes.</p>
Solicitor Maintenance	<p>Enables you to Add, and Modify Legal Firms and Solicitors</p> <ul style="list-style-type: none"> <li>• ADD. Add a new Legal Firm</li> <li>• FIND. Locate a Firm</li> <li>• SCROLL (See Notes)</li> <li>• MODIFY. Modifies Legal Firm details</li> <li>• ADD/MOD. Adds or modifies a solicitor</li> <li>• REMOVE. Removes a solicitor from the Firm</li> </ul>

System: Legal Reports

Menu/Screen Choice	Program Description
Defended Actions	Prints a report of all Summonses being defended.
Process Server List	Prints a report of which Process Server has what Summons
Summons Listing	Prints a report of all summonses for open jobs
Unserved Summonses	Prints a report of all unserved summonses

System: Job & Report

Menu/Screen Choice	Program Description
Arrangements	<p>Produces 2 kinds of reports</p> <ul style="list-style-type: none"> <li>• Arrears Only</li> <li>• All</li> </ul>
Letters	<p>Produces 2 kinds of reports</p> <ul style="list-style-type: none"> <li>• Trust Demand Letters. Shows those Debtors who have received the First, Second and Final Letter (ie the debt was not created as a Bad Debt)</li> <li>• Letter Statistics. Shows the collection success rate by Letter type.</li> </ul>
Maintain Action File	<p>This file will have has been preset. However you will be able to fine tune your “next action”. Each Action is given a sequence number and number of days to be actioned after the previous sequenced action. For example, If the next action after a ‘Letter of Intent’ is ‘Phone Call’ and the days on ‘Phone Call’ is set to 5, then the system will automatically calculate the next calendar date for the ‘Phone Call’. Saturdays and Sundays are excluded (ie the system will add an extra day) Public holidays are not excluded.</p> <ul style="list-style-type: none"> <li>• ADD. Allows you to add a new Action. Office - used to mark general activities eg Phone calls Legal - used to mark legal activities eg Request Summons Agent - used to mark agent activities eg Request Writ to be served</li> <li>• INSERT. Enables you to insert an Action between two others</li> <li>• PRINT. Prints a report. Suggestion: Always print the Action List before Adding or Inserting</li> </ul>
Maintain Jobs	<p>This program is the heart of the Debt Recovery System. It is used to locate a Job by either</p> <ul style="list-style-type: none"> <li>• DEBTOR. FIND on Name, Business Name, Address, Suburb, Telephone numbers, Date of Birth or Drivers Licence number. SCROLL, MODIFY, PRINT SELECT. Once in the ACCOUNT SELECTION screen, use FIND to locate the first Account, you can the SCROLL through all Accounts for the same Debtor</li> <li>• ACCOUNT. FIND on Account (Contract) number, SCROLL (see Notes)</li> <li>• JOB. Find on Job number. SCROLL</li> <li>• PLAINTIFF. FIND on Plaintiff number</li> <li>• RESTRICT. FIND on Account number, SCROLL. RESTRICT (to prevent other staff from looking at financial details). If already restricted, this function will un-restrict it</li> </ul> <p>Once in the Job is located, the following functions apply:</p> <ul style="list-style-type: none"> <li>• MODIFY. To change certain details. (Note: If an Organisation is handling its own bad debts, use this function to control legal fees etc, rather than raising an invoice in the Invoicing System)</li> <li>• SELECT. To view the Job Card</li> <li>• RECEIPTS. To view all payments to date</li> <li>• ARRANGE. To create an arrangement. Note that the LETTER button on the Arrangement Screen will produce a Final Notice to the Debtor</li> <li>• RISK. To mark the Debtor as a Risk</li> <li>• Credit Officer. To allocate a staff member to the Job</li> </ul>



	<p>Once the Job has been SELECTED the JOB MAINTENANCE FACILITY will be displayed.</p> <ul style="list-style-type: none"> <li>• ADD. Only if a Job does not already exist</li> <li>• MODIFY. To Modify details.</li> <li>• PRINT. To print the Job Card</li> <li>• CLOSE. To close the job</li> <li>• RE-OPEN. To open a closed Job</li> <li>• REPORT. To display the REPORT Screen</li> <li>• DIARY. ACTION - to select the next action. AGENT - to select an Agent to whom the Job will be sent in order to serve the Legal Documents, or to carry out an investigation. Note Agents are added ion the Maintain Agent program. If you have purchased the Payable System, a Skeleton Purchase order will be added. You will be requested to enter a Purchase Order Number.</li> </ul> <p>When in the REPORT MAINTENANCE FACILITY Screen, the following functions are available:</p> <ul style="list-style-type: none"> <li>• ADD. To ADD a new Report</li> <li>• FIND. To locate an existing Report for the Job</li> <li>• SCROLL (see NOTES)</li> <li>• ISSUE. Creates a report which will record the 'Issue' of any type of Document.</li> <li>• SERVE. Create a report requesting the Service of Legal Documents. You will be requested to choose the Agent. (If your organisation is a Process Server, then the system will automatically create an Invoice for your Client. Details of the Invoice line is created in the Maintain Service Fee Program in the Invoice System)</li> <li>• REQUEST. Creates a report requesting a solicitor to carry out an action.</li> <li>• PRINT. Prints the report</li> </ul>
Management Reports:	These Reports can be used by management to monitor staff progress
• List of Next Actions	Prints a report in Action Sequence for each Job
• Follow up Report	Prints a report showing next action by all or selected Credit Officer
• Job Values	Prints a report showing financial values for all jobs that fall within the range of dates. DATES allows you to enter a from and to date. PROCEED executes the program
• Credit Officer Job List	Produces a count of allocated and un-allocated Jobs. PRINT will print the report.
Monthly Job Print Out	Prints a list of all Jobs processed for the month
Print Envelopes	Prints a single envelope for either a DEBTOR or CLIENT
Print Invoices by Job	Prints a report of all Invoices raised for Job
Uninvoiced Jobs	Prints a report for all Jobs that have not had an Invoice raised against them
List of Skips	Prints a list of all Debtors who have moved address without notifying Client

System: Trace

Menu/Screen Choice	Program Description
Maintain Agent	<p>To Add and Modify Agents (Process Servers)</p> <ul style="list-style-type: none"> <li>• ADD. To add a new agent</li> <li>• MODIFY. To change details</li> <li>• FIND. To locate an agent by name</li> <li>• SCROLL</li> </ul>
Maintain Accounts	<p>This program can be used to handle one off type of accounts. The first screen viewed is the CLIENT INFORMATION screen. (see Maintain Client)</p> <ul style="list-style-type: none"> <li>• SELECT. Chooses the Client</li> </ul> <p>The GOODS TYPE INFORMATION screen will be displayed</p> <ul style="list-style-type: none"> <li>• Choose the type of Goods</li> </ul> <p>The DEBTOR INFORMATION screen will be displayed (see TRUST ACCOUNT FUNCTION - Invoice program.</p> <ul style="list-style-type: none"> <li>• SELECT. Chooses the Debtor to add the account.</li> </ul> <p>The JOB MAINTENANCE FACILITY screen will be displayed. The Job card can now be filled in. See Maintain Jobs</p>
Maintain Client	<p>To Add and Modify Clients.</p> <p>The first screen viewed is the CLIENT INFORMATION screen</p> <ul style="list-style-type: none"> <li>• ADD. To add a new Client</li> <li>• MODIFY. To change details</li> <li>• Parent. This enables you to select a holding company for your client. If the Client has a Parent, then statements will be sent to the Parent Company.</li> <li>• FIND. To locate a Client by name or business name</li> <li>• SCROLL</li> <li>• PRINT. To print Client Details</li> <li>• LETTERS. To view CLIENT LETTER MAINTENANCE SCREEN. ADD a new letter, FIND first letter, SCROLL through client letters, MODIFY and PRINT.</li> <li>• &gt;&gt;. To view ACCOUNT MAINT DETAILS screen. If ADD or MODIFY was selected in the CLIENT INFORMATION screen then further details can be entered. For details on these fields, refer to Glossary. To return to CLIENT INFO screen select &gt;&gt; or click on the screen behind.</li> </ul>
Maintain Staff	<p>To Add and Modify Staff (Credit Officers)</p> <ul style="list-style-type: none"> <li>• ADD. To add a new staff member</li> <li>• MODIFY. To change details</li> <li>• FIND. To locate a staff member by name</li> <li>• SCROLL</li> </ul>
Modify Rego	<p>Only used where the goods is a Motor Vehicle.</p> <ul style="list-style-type: none"> <li>• FIND. Locate on Rego number or engine number.</li> <li>• SCROLL</li> <li>• MODIFY. Change details</li> </ul>
Print Envelopes	See Job & Report System

System: Trace Reports

Menu/Screen Choice	Program Description
Account Listing	Produces two types of reports
<ul style="list-style-type: none"> <li>All Debtors</li> </ul>	Report shows all accounts held by Debtor by Client
<ul style="list-style-type: none"> <li>By Client</li> </ul>	You have the choice of printing All, open or closed Jobs, sorted by Debtor name or by job value and by a range of job values for any selected Client. This report shows the most recent action taken on a Job.
Account Search	<p>This report will produce a single instance of an account.</p> <ul style="list-style-type: none"> <li>REGO. Select by Vehicle Registration number</li> <li>ACCOUNT. Select by Account (Contract) number</li> <li>ENGINE. Select by Vehicle engine number</li> </ul> <p>You will then have the choice to print a Repossession Notice. A Letter of Demand or Intent, or a Reminder Letter. (Note that the system will not charge the Client for the Letter of Demand or Intent)</p>
Client Listing	Produces a report of all your Clients names and addresses
Debtor Search	<p>Produces a single instance of a Debtor's details</p> <p>You can search on Name, Business address, Suburb, Telephone numbers, date of birth or drivers licence number</p>
Repo/Demand/Intent	See Account Search
Risk Listing	Prints a list of all Debtors who have been marked as a Risk in the Maintain Jobs program

WORD PROCESSING

Menu/Screen Choice	Program Description
Print Merge (460.txt)	Prints the 460 notices.
Print Merge (any.txt)	Prints a Generic Legal Document
Print Merge (exam.txt)	Prints the Examination Summons
Print Merge (garni.txt)	Prints a Garnishee Order
Print Merge (judgem.txt or your customised file name)	Prints a Judgement
Print Merge (summons.txt or your customised file name)	Prints a Summons
Print Merge (writ.txt)	Prints a Writ
Print Merge (soldchg.txt)	Prints an advice to the District Court

## FINANCIAL FUNCTION

### System: G/L

Menu/Screen Choice	Program Description
Posting Section	Enables you to post Cheques or Journals to the General Ledger
Maintenance Section	Enables you to maintain the General Ledger Files
<ul style="list-style-type: none"> <li>G/L Account Maint</li> </ul>	<ul style="list-style-type: none"> <li>ADD. Select the Ledger, enter a 4 character code and name, either accept the group or change the group name</li> <li>MODIFY. Select the G/L Account (Left hand list). Choose MODIFY again to change details. SELECT Change Group, to move to another Group.</li> </ul>
<ul style="list-style-type: none"> <li>Ledger &amp; Group Maintenance</li> </ul>	<p>Ledger Maintenance</p> <ul style="list-style-type: none"> <li>ADD a new ledger</li> <li>MODIFY a ledger's name</li> </ul> <p>Group Maintenance</p> <ul style="list-style-type: none"> <li>MODIFY. First select the Group and then change the group name</li> </ul>
G/L Reports	<p>Provides you with the following reports</p> <ul style="list-style-type: none"> <li>List of G/L Accounts</li> <li>Monthly Comparisons. Shows each months postings for selected (or all) groups</li> <li>Transaction Listing. Gives a report of all transactions or by selected G/L accounts</li> <li>Trial Balance</li> <li>Profit &amp; Loss</li> <li>Year end Profit &amp; Loss (must be done at the financial year end)</li> </ul>

### System: Daily Report

Menu/Screen Choice	Program Description
List Cheques	Prints a report showing all cheques entered in the General Ledger Posting program
Listing of activities	Prints a report of all General Ledger Journals and Postings. Note: At Year End, select Year End Button to clear all General Ledger Journals.

### System: Invoice

Menu/Screen Choice	Program Description
Add/Print Client Payment	<p>This enables you to record Client's payments for your organisations services</p> <ul style="list-style-type: none"> <li>ADD. Add a payment. First FIND the invoice to be paid. If no invoice number is available then use the Print Statement program to reproduce the statement, you should then be able to work out which invoice is being paid, or apportion the payment across a number of invoices.</li> <li>PRINT. To print an invoice to your Client</li> </ul>
Add/Print Credit Note	<p>This enables you to raise a Credit Note for a Client</p> <ul style="list-style-type: none"> <li>ADD. Add a Credit Note. First FIND the invoice to be Credited. If no invoice number is available then use the Print Statement program to reproduce the statement, or use the Client Invoice Inquiry function. You should then be able to work out which invoice is being paid, or apportion the payment across a number of invoices.</li> <li>C/N. Find the Credit Note to Print</li> </ul>

Menu/Screen Choice	Program Description
Add/Print Invoices	<p>To invoice your Client for services rendered.</p> <ul style="list-style-type: none"> <li>• ADD. First FIND the Job card. Then SELECT it. Use tab to bring up the Service Fee window. You can change the amount being charged. Note. Any legal fees charged to your client, will automatically be transferred to the Job. This charge will ultimately be charged to the Debtor via the raising of the Legal Invoice (see Trust Account functions). If the client is on a % ONLY DEAL, the system will credit the client with the invoice amount, but still raise the legal fees for the Debtor.</li> <li>• PRINT. Select the Invoice number to print</li> </ul>
Client Invoice Inquiry	Used to print a report of invoices for all or selected Clients for a range of dates
Fee Inquiry	A report will be produced for selected Service fees, for a range of dates. If BY FIRM is selected, then the report will request you to select the Legal Firm.
Maintain Service Fee	<p>This enables you to add and modify your Service Fee table. To Add select ADD, to MODIFY, double click on the line. Those charges marked Legal, Issue, Service, Writ/eo will be automatically charged to the Job card. Charges marked Work Sheet, will be used by Process Servers to automatically invoice their SERVICE reports (See Maintain Jobs). Other will signify a Client only charge</p>
Monthly Billing	This program will produce all the month end billing for all Clients. You will have the opportunity to suppress certain printing options. Make sure you back up you data file before staring this run. If you are a Multi user site, ensure that no other user is logged on.
Print Client Balance	Prints a report of you outstanding Debtors (namely your Clients)
Print Envelopes	See Job & Report
Print Invoices by Client	This program will print all invoices by Client, showing Receipts and Credit Notes
Print Outstanding Invoices	This program will print all outstanding invoices (aged) by Client
Print Statements	<p>This program will print statements for your Clients. Note that statements will be produced in the Monthly Billing Run.</p> <ul style="list-style-type: none"> <li>• ALL. Will print all statements</li> <li>• SELECT. Allows you to choose the Client</li> <li>• PARENT. Allows you to print statements for selected Holding Companies</li> </ul>
Print YTD Sales	Provides you with a sales analysis report (aged balance) of all Clients.

System: Payable

Menu/Screen Choice	Program Description
Maintain Products	<p>This enables you to ADD and MODIFY products (needed to add purchase order lines in the Modify P/O program).</p> <ul style="list-style-type: none"> <li>• ADD. Used to add a new product. When the second screen is displayed, you will be able to select the type of product (Commodity, Service or Training).The system will then request that you choose the General Ledger Account you wish to Debit whenever a purchase order line is added. For example, you will need to add a G/L Account called Management Fees or Process Service Fees which belongs to the Expenditure Ledger.</li> <li>• MODIFY. Select a product in the list</li> </ul>
Maintain Supplier	<p>This enables you to ADD and MODIFY Agents and the products/Services they offer your organisation. The following functions are available:</p> <ul style="list-style-type: none"> <li>• ADD. Adds a new Agent</li> <li>• MODIFY. Changes an Agent's details</li> <li>• FIND. Locate a an Agent</li> <li>• SCROLL</li> <li>• SELECT. To attach a Product/Service (Offering) to the Agent. To achieve this, select an 'Offering' in the list. the system will ask you to enter the price the Agent is likely to charge for their activity.</li> </ul>
Modify P/O	<p>To attach Purchase Order lines to a Purchase Order. Note, Skeleton Purchase Orders are added in the DIARY function in the Maintain Job program (see page 8). The following functions are available</p> <ul style="list-style-type: none"> <li>• FIND. To locate a Purchase Order</li> <li>• SCROLL</li> <li>• PRINT. To print a copy of the Purchase Order</li> <li>• ADD. To add a Purchase order line</li> <li>• DELETE. To remove a Purchase Order line. You will not be able to Delete a line once a part payment has been made.</li> <li>• MODIFY. First DELETE then ADD</li> </ul> <p>After entering the Purchase Order Line, you will now be able to either ACCEPT or REJECT the entry.</p> <ul style="list-style-type: none"> <li>• MODIFY. This second Modify function enables you to change Purchase Order Details (eg Number, Date, Time or Delivery Instructions)</li> </ul>
Purchase Order Payment	<p>To register a payment. The following functions are available</p> <ul style="list-style-type: none"> <li>• FIND. To locate a Purchase Order</li> <li>• SCROLL</li> <li>• PRINT. To print a copy of the Purchase Order</li> </ul> <p>PAY. To register a payment. You will be able to record a payment by cheque (default) or Credit Card (you can add a Credit Card in the Maintain Credit Card Program). The relevant General Ledger accounts will be updated.</p>
Maintain Credit Card	<p>To ADD or MODIFY Credit Card Details. This program can be used if you pay your Agents with a Credit Card. You should first add a G/L Account under the CREDITORS Group called 'Credit Card Inst'. Then select it when asked in the SELECT ACCOUNT Screen. The following functions are available:</p> <ul style="list-style-type: none"> <li>• ADD. To add a new Credit Card</li> <li>• MODIFY. To change details. First select the line you wish to Modify</li> </ul>

Menu/Screen Choice	Program Description
REPORTS	A number of reports are available
• List Products	Produces a listing of all Products and Services
• List Suppliers	Produces a listing of all Suppliers and the Products and Services they offer
LIST PURCHASE ORDERS	Produces a number of reports
• List All	Listing of all Purchase Orders
• List Unpaid	Listing of Purchase Orders awaiting payment
• List Paid	Listing of paid Purchase Orders
• List Incomplete	Listing of Purchase Orders with no Lines

BEST (pull down Menu)

User Maint	<p>Enables you to change the following</p> <ul style="list-style-type: none"> <li>Your organisation's password. Select ADDRESS from the Screen and tab down to the Password area.</li> <li>The Country's Currency sign. Select ADDRESS from the Screen and tab down to the Currency area. The \$ sign will be used if left Blank.</li> </ul>
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**NOTES:**

- NAMES.  
Always enter person names as Surname, other names eg **Smith, Jack**  
Company names can be entered as normal
- ADDRESS. Always put the street name first eg Pitt Street 10 as the system can use the address to locate a Debtor
- SCROLL  
NEXT scrolls forward  
PREVIOUS or PREV scroll backwards
- MAIN PASSWORD. The OMNIS7 system provides 8 levels of access. Each level is protected by a Password. These Passwords are subject to changes from time to time. You will be advised whenever this occurs
- REPORT DESTINATION. You have the choice of where you wish the output to go. For some Management reports in may be worthwhile selecting 'Screen' as the output media. Then if you want a hard copy, Select the 'P' located at the Top right hand corner of the screen and select Print Report.  
To close the screen viewer select the 'Close icon' located at the top left hand corner of the screen
- Cancel. You can use Cancel to prevent the changes from being effected

# PART 2

# GLOSSARY



This Section contains a glossary of terms and a cross reference to the Function, System and Menu or screen in which it appears.  
 For example: If you want to know how a Client is added, look up “Client”.

Term	Definition	Function	System	Menu/Screen Choice
3 Letter System	To cope with small valued debts	TRUST ACCOUNT	Trust Account	Invoice Bad Debt
		COLLECTION	Legal	Batch Jobs Proforma Maintenance
			Job & Report	Letters
460 Notice	Letter of Demand under Corporate Law	COLLECTION	Legal	Legal Action (460 NOTICE)
		WORD PROCESSING	Word Processor	Print merge (460.txt)
Account	Contract number given to a Debtor by a Client	COLLECTION	Trace	Maintain Accounts
			Trace Reports	Account Listing <ul style="list-style-type: none"> <li>• All Debtors</li> <li>• By Client</li> </ul> Account Search
			Job & Report	Repo/Demand/Intent Maintain Jobs
	A ledger number given to a Debtor by a Client for goods and/or services purchased on credit	TRUST ACCOUNT	Trust Account	Invoice Letters
Action	Legal litigation carried out on a Debtor. Controls the automatic allocation of next Action	COLLECTION	Job & Report	Maintain Action File Maintain Jobs
				Management Reports: <ul style="list-style-type: none"> <li>• List of Next Actions</li> <li>• Follow up Report</li> </ul>
Agent	A Process Server to whom Legal Documents are sent for serving on Debtors	COLLECTION	Trace	Maintain Agent
			Job & Report	Maintain Jobs
		FINANCIAL	Payable	Maintain Supplier
Arrangement	To come to an agreement to settle the debt by weekly, fortnightly or monthly repayments	TRUST ACCOUNT	Trust Account	Arrange
		COLLECTION	Job & Report	Maintain Jobs Arrangements

Term	Definition	Function	System	Menu/Screen Choice
Bad Debt	Outstanding Invoice(s) marked for Legal Action	TRUST ACCOUNT	Trust Account	Invoice Bad Debt
			Reports	Outstanding Invoices
Batch Jobs	A means to requesting a delayed run (6 hours) for Interest calculation and Letters (3 letter system)	COLLECTION	Legal	Batch Jobs
Change Solicitors	To be capable of changing solicitors assigned to legal matters en masse or individually	COLLECTION	Legal	Change Solicitors
Cheque	Financial document	FINANCIAL	G/L	Posting Section
			DAILY REPORT	List Cheques
Client	A Person or Organisation on behalf of whom a Job of collecting outstanding monies is carried out	COLLECTION	Trace	Maintain Client
			Trace Reports	Client Listing
Client Balance	Summary of Amount owed by a Client	FINANCIAL	Invoice	Print Client Balance
Close Job	To mark a job as finalised. (see Jobs and Open Job)			
Contract	See Account			
Court	Judicial Organisation	COLLECTION	Legal	Courts Maintenance
Credit Card	A means of paying an Agent	FINANCIAL	Payable	Maintain Credit Card
Credit Note	Financial transaction reducing the value of an Invoice issued to a Client	FINANCIAL	Invoice	Add/Print Credit Note Print Statements
	Financial transaction reducing the value of an Invoice issued to a Client's Debtor	TRUST ACCOUNT	Trust Account	Cr Note
Credit Officer	Staff member assigned to look after a Job	COLLECTION	Trace	Maintain Staff Maintain Client
			Job & Report	Maintain Jobs
Daily Reports	Lists all daily invoices, credit notes, receipts, letters of intent.	FINANCIAL	Daily Reports	Listing of activities Monthly Billing
		TRUST ACCOUNT	Reports	Daily Reports

Term	Definition	Function	System	Menu/Screen Choice
Debtor	A Person or Organisation having a Credit Account with a Client	COLLECTION	Trace	Maintain Account
			Trace Reports	Debtor Search
		TRUST ACCOUNT	Trust Account	Invoice
			Reports	Debtor Aging Report
Defended Action	Any Action which a Debtor is prepared to take counter action	COLLECTION	Legal Reports	Defended Actions
			Legal	Modify Summons
Diary	To record the next legal action.	COLLECTION	Job & Reports	Job Maintenance
District Court Interest Rate	Range of Interest Rates levied on District Court Summonses	COLLECTION	Legal	Change Interest Rate
Envelopes	To address envelopes for letters for either Clients or Debtors	COLLECTION	Trace	Print Envelopes
			Job & Reports	Print Envelopes
		FINANCIAL	Invoice	Print Envelopes
Examination Summons	Post Garnishee Action	COLLECTION	Legal	Legal Action
		WORD PROCESSING	Word Processor	Print Merge (exam.txt)
Firm of Solicitors	A Legal Firm	COLLECTION	Legal	Solicitor Maintenance
Garnishee Notice	A request to a bank to draw money from a debtor's bank account to pay for an outstanding debt	COLLECTION	Legal	Legal Action
		WORD PROCESSING	Word Processor	Print Merge (garni.txt)
General Ledger Account	Summary Record of Debit & Credit Transactions	FINANCIAL	G/L	Maintenance Section • G/L Account Maint
Group	A means of summarising G/L Accounts	FINANCIAL	G/L	Maintenance Section • Group Maintenance
Interest	Additional amount calculated on outstanding debts	COLLECTION	Legal	Calculate Interest
				Batch Jobs
Interest Calculation	Automatic reckoning of additional charges on outstanding debts after a summons or judgement	COLLECTION	Legal	Calculate Interest Batch Jobs

Term	Definition	Function	System	Menu/Screen Choice
Interest Rate	Proportion or standard by which an outstanding debt is raised	COLLECTION	Legal	Change Interest Rate
				Judgement
Interest Invoice	Financial document used to raise the value of debt after a summons or judgement	TRUST ACCOUNT	Trust Account	Int Invoice
Invoice	Financial document raised to replicate the recording of a purchase of Goods or Services by a Debtor for a Client.	TRUST ACCOUNT	Trust Account	Invoice
			Report	Invoice Print Outstanding Invoices
	Financial document raised to record Services rendered to a Client.	FINANCIAL	Invoice	Add/Print Invoices Client Invoice Inquiry Monthly Billing Print Outstanding Invoices Print Invoices by Client Print Statements
			COLLECTION	Job & Report
Job	A formal request by a Client to recover an outstanding debt. Used to invoice Clients for services rendered.	COLLECTION	Job & Reports	Maintain Jobs Uninvoiced Jobs Monthly Job Print Out Management Reports <ul style="list-style-type: none"> <li>• Job Values</li> <li>• Credit Officer Job List</li> </ul>
			Trace Reports	Account Listing <ul style="list-style-type: none"> <li>• All Debtors</li> <li>• By Client</li> </ul>
		TRUST ACCOUNT	Reports	Job Reports
			Trust Account	Invoice Bad Debt
Journal	Entry of a financial transaction	FINANCIAL	G/L	Posting Section

Term	Definition	Function	System	Menu/Screen Choice
Judgement	A decision by a court after a Summons has been created	COLLECTION	Legal	Legal Action (JUDGEMENT) Legal Doc Maint
		WORD PROCESSING	Word Processor	Print merge (judgem.txt or your customised file name)
Ledger	Books of Financial Debits & Credits	FINANCIAL	G/L	Maintenance Section
Legal Invoice	An invoice raised on a bad debt to cover legal fees	TRUST ACCOUNT	Trust Account	Legal Inv
Letter	Written description of matters & precedence between a Client & Debtor	TRUST ACCOUNT	Trust Account	Letters
		COLLECTION	Trace	Maintain Client
Letter of Demand	Demand for payment of Outstanding Invoice(s)	TRUST ACCOUNT	Reports	Letter of Demand
		COLLECTION	Trace Reports	Repo/Demand/Intent
			Legal	Proforma Maintenance
Letter of Intent	Advice to proceed with Legal Action	TRUST ACCOUNT	Trust Account	Invoice Bad Debt
		COLLECTION	Trace Reports	Repo/Demand/Intent
			Legal	Proforma Maintenance
Local Court Rate	Range of Interest Rates levied on Local Court Summonses	COLLECTION	Legal	Change Interest Rate
Monthly Billing	Credit charge raised against a Client for <ul style="list-style-type: none"> <li>Letters of Demand</li> <li>Letters of Intent</li> <li>Commission on Receipts collected for Bad Debts</li> <li>Service Fee for Clients dialling in and using the Trust Account</li> </ul>	FINANCIAL	Invoice	Monthly Billing
No Statements	To prevent statements from going to a Client who does not have a holding (parent) company. Note, if a Client has a Parent Company, then all statements will go to the parent.	COLLECTION	Trace	Maintain Client (>>)

Term	Definition	Function	System	Menu/Screen Choice
Open Job	To re-open a Closed Job (see Job and Close Job)			
Parent Company	A company that is a holding company for another	COLLECTION	Trace	Maintain Client
Password	To prevent unauthorised use of the BEST SYSTEM	COLLECTION	Trace	Maintain Customer (>>)
		BEST (pull down Menu)	User Maint	ADDRESS
Percentage Range	A percentage of receipts for 4 levels of recoveries	COLLECTION	Trace	Maintain Client (>>)
Percentage of Receipts	A charge to a Client for the use of the Trust Account Function. Mutually exclusive to a Set Fee	COLLECTION	Trace	Maintain Client (>>)
Percentage only deal	A Client who does not pay any legal fees. (A credit note is raised automatically for all legal invoices, however the legal fees will be recovered from the Debtor)	COLLECTION	Trace	Maintain Client (>>)
Post Writ	A Legal Document	COLLECTION	Legal	Legal Action (OTHER)
		WORD PROCESSING	Word Processor	Print merge (any.txt)
Price for Letter of Demand	The price a Client will be charged (monthly) for a Letter of Demand	COLLECTION	Trace	Maintain Client (>>)
Price for Letter of Intent	The price a Client will be charged (monthly)for a Letter of Intent	COLLECTION	Trace	Maintain Client (>>)
Product	What an Agent Offers	FINANCIAL	Payable	Maintain Product
Profit & Loss	Summary list of Income & Expenditure transactions	FINANCIAL	G/L	G/L Reports
Pro Forma Document	The means to customise letters. These include the first 2 letters, Letter of Intent, R/D Cheque Letter, Reminder, Letter of Demand, Customised Letter of Intent	COLLECTION	Legal	Proforma Maintenance
Purchase Order	A request to procure an Agent's services	COLLECTION	Job & Report	Maintain Jobs
		FINANCIAL	Payable	List All List Incomplete List Paid List Unpaid Modify Purchase Order Purchase Order Payment

Term	Definition	Function	System	Menu/Screen Choice
R/D Cheque	Cheque paid by a Debtor which is returned due to insufficient funds. Can also be used should the wrong Debtor be credited with a payment	TRUST ACCOUNT	Trust Account	RD Cheque
		COLLECTION	Legal	Proforma Maintenance
Re-assign Solicitor	See Change Solicitor			
Receipt	Payment by a Client for services rendered	FINANCIAL	Invoice	Add/Print Client Payment Print Statements
	Payment by a Debtor to a Client	TRUST ACCOUNT	Trust Account Report	Payment Debts Recovered
Rego	Motor Vehicle Registration	COLLECTION	Trace	Modify Rego
Repossession Notice	Notice to reclaim Goods	COLLECTION	Trace Reports	Repo/Demand/Intent
Restrict	To prevent some staff members from viewing sensitive data on jobs	COLLECTION	Job & Report	Maintain Jobs
Risk	Any Debtor that is a notorious bad payer	COLLECTION	Job & Report	Maintain Jobs
			Trace Reports	Risk Listing
Set Fee	A set charge to a Client for the use of the Trust Account Function. Mutually exclusive to Percentage of Receipts	COLLECTION	Trace	Maintain Client (>>)
Service Fee	Table of Charges. Used to Invoice Clients for services rendered	FINANCIAL	Invoice	Maintain Service Fee Fee Inquiry Print YTD Sales
Skips	A Debtor that does not leave a forwarding address	COLLECTION	Job & Report	Maintain Jobs • Debtor (maintain) Management Report-List Skips
Solicitor	Officer of the Court	COLLECTION	Legal	Solicitor Maintenance
Staff Member	See Credit Officer			
Statement	Summary of Invoices Receipt & Credit Notes	FINANCIAL	Invoice	Print Statements Monthly Billing
		TRUST ACCOUNT	Reports	Statements Monthly Billing

Term	Definition	Function	System	Menu/Screen Choice
Summons	Legal document requesting an appearance in court	COLLECTION	Legal	Legal Action (SUMMONS) Legal Doc Maint Modify Summons
			Legal Reports	Summons Listing Unserved Summonses Process Server List
		WORD PROCESSING	Word Processor	Print merge (summons.txt or your customised file name)
Supplier	See Agent			
Transaction	A recording of an activity	FINANCIAL	G/L	Transaction Listings
Trial Balance	Summary listing of Debit & Credit Journals	FINANCIAL	G/L	G/L Reports
Writ	A Legal Document	COLLECTION	Legal	Legal Action (WRIT)
		WORD PROCESSING	Word Processor	Print merge (writ.txt)
Year End	Programs to be run at the end of the fiscal year	FINANCIAL	Daily Reports	Run Journals
			G/L	Year End Profit & Loss



## PART 3

# USE OF PRINT MERGE FIELDS

## USE OF FIELDS IN LEGAL DOCUMENTS

The BEST RECOVERY SYSTEM provides your organisation with the ability to use your own customised pleadings and legal documents. The BEST Legal System produces 7 separate “.txt” files which can then be used with the ‘Print Merge’ facilities of a Word Processing Software product. You will need to read up on how to use the Print Merge facility provided by your specific Word Processor.

You can use the Column Name to indicate where you want the values (which are stored in the “.txt” file) to be printed.

The legal documents provided by the BEST RECOVERY SYSTEM are as follows:

- 460 NOTICES
- SUMMONSES
- JUDGMENTS
- WRITS
- GARNISHEE ORDERS
- GENERIC LEGAL DOCUMENTS (after a Writ has been issued)
- EXAMINATION SUMMONS

### USE OF FIELDS IN 460 NOTICE

The 460.txt file contains the following data which can be used to Print Merge 460 Notices

Column Name	Description
UNAME	Your Organisation's Name
REF	Job Number
TODAY	Day 460 Raised
PL	Plaintiff's Name
PLBUSN	Plaintiff's Business Name
PLACN	Plaintiff's ACN Number
PLADDR	Plaintiff's Address
PLSUBURB	Plaintiff's Suburb
PLSTATE	Plaintiff's State
PLPCODE	Plaintiff's Postcode
SOLIC	Solicitor appearing for the Plaintiff
LEFIRM	Legal Firm's Name
FADDR	Legal Firm's Address
FDX	Legal Firm's DX Number
FPH	Legal Firm's Phone Number
FFAX	Legal Firm's Fax Number
DEF	Defendant's Name
DEFBUSN	Defendant's Business Name
DEFACN	Defendant's ACN Number
DEFADDR	Defendant's Address
DEFSUBURB	Defendant's Suburb
DEFSTATE	Defendant's State
DEFPCODE	Defendant's Postcode
OWING	The amount of the Debt+Legal Costs+Issue Fees+Interest

## USE OF FIELDS IN SUMMONSES

The summons.txt (or customised name given by your organisation to Statements of Claim) file contains the following data which can be used to Print Merge Summonses

Column Name	Description
UNAME	Your Organisation's Name
REF	Job Number
CTYPE	Type of Court
CDESC	Court description
COURT	Court address
PLNO	Plaintiff Court Number
PLACNO	Defendant's Account Number
PL	Plaintiff's Name
PLBUSN	Plaintiff's Business Name
PLACN	Plaintiff's ACN Number
PLADDR	Plaintiff's Address
PLSUBURB	Plaintiff's Suburb
PLSTATE	Plaintiff's State
PLPCODE	Plaintiff's Postcode
SOLIC	Solicitor appearing for the Plaintiff
LEFIRM	Legal Firm's Name
FADDR	Legal Firm's Address
FDX	Legal Firm's DX Number
FPH	Legal Firm's Phone Number
FFAX	Legal Firm's Fax Number
DEF	Defendant's Name
DEFBUSN	Defendant's Business Name
DEFACN	Defendant's ACN Number
DEFADDR	Defendant's Address
DEFSUBURB	Defendant's Suburb
DEFSTATE	Defendant's State
DEFPCODE	Defendant's Postcode
CODEF	Co-defendant(s) Name
DETAILS	Details of the Claim
SERVEDATE	Date Summons Served
DATEFROM	Date Claim From
DATETO	Date Claim To
INTRATE	Latest Interest Rate
INVDATE	Date of first Invoice
DFROM1	From Date to which the first interest rate applies
DTO1	To Date to which the first interest rate applies
IR1	First range of interest Rate
NODAY1	Number of days in the first range
IAMT1	Interest Amount for the first range
DFROM2	From Date to which the second interest rate applies
DTO2	To Date to which the second interest rate applies
IR2	Second range of interest Rate
NODAY2	Number of days in the second range
IAMT2	Interest Amount for the second range
DFROM3	From Date to which the third interest rate applies
DTO3	To Date to which the third interest rate applies
IR3	Third range of interest Rate

NODAY3	Number of days in the third range
IAMT3	Interest Amount for the third range
DFROM4	From Date to which the fourth interest rate applies
DTO4	To Date to which the fourth interest rate applies
IR4	Fourth range of interest Rate
NODAY4	Number of days in the fourth range
IAMT4	Interest Amount for the fourth range
DFROM5	From Date to which the fifth interest rate applies
DTO5	To Date to which the fifth interest rate applies
IR5	Fifth range of interest Rate
NODAY5	Number of days in the fifth range
IAMT5	Interest Amount for the fifth range
DAILYR	Daily rate of interest (latest)
NDAYS	Number of days debt outstanding
INTAMT	Total Interest Owning
ARREARS	Amount Outstanding
COSTS	Legal Fees
ISSUEFEE	Issue Fees
SERVFEE	Service Fees
INTEREST	Interest Amount
TOTAL	Arrears+Legal Fees+ Issue Fees+ Service Fees+ Interest Amount
ORIG	Original Debt
PAID	Amount paid

## USE OF FIELDS IN JUDGMENTS

The judgem.txt (or customised name given by your organisation to Judgements) file contains the following data which can be used to Print Merge Judgments

Column Name	Description
UNAME	Your Organisation's Name
REF	Job Number
CTYPE	Type of Court
CDESC	Court description
COURT	Court address
PLNO	Plaintiff Court Number
PLACNO	Defendant's Account Number
PL	Plaintiff's Name
PLBUSN	Plaintiff's Business Name
PLACN	Plaintiff's ACN Number
PLADDR	Plaintiff's Address
PLSUBURB	Plaintiff's Suburb
PLSTATE	Plaintiff's State
PLPCODE	Plaintiff's Postcode
SOLIC	Solicitor appearing for the Plaintiff
LEFIRM	Legal Firm's Name
FADDR	Legal Firm's Address
FDX	Legal Firm's DX Number
FPH	Legal Firm's Phone Number
FFAX	Legal Firm's Fax Number
DEF	Defendant's Name
DEFBUSN	Defendant's Business Name
DEFACN	Defendant's ACN Number
DEFADDR	Defendant's Address
DEFSUBURB	Defendant's Suburb
DEFSTATE	Defendant's State
DEFPCODE	Defendant's Postcode
CODEF	Co-defendant(s) Name
ORIGCLAIM	Original Claim
CLAIM	What is now being Claimed
INTEREST	Interest component of Claim
SERVFEE	Service Fee
SOLICFEE	Legal Costs
RECEIPTS	Payments made to date
BAL	Amount Claimed on the Judgement
LODGEFEE	Lodgement Fee

## USE OF FIELDS IN WRITS

The writ.txt file contains the following data which can be used to Print Merge Writs

Column Name	Description
UNAME	Your Organisation's Name
REF	Job Number
CTYPE	Type of Court
CDESC	Court description
COURT	Court address
PLNO	Plaintiff Court Number
PL	Plaintiff's Name
PLBUSN	Plaintiff's Business Name
PLACN	Plaintiff's ACN Number
PLADDR	Plaintiff's Address
PLSUBURB	Plaintiff's Suburb
PLSTATE	Plaintiff's State
PLPCODE	Plaintiff's Postcode
SOLIC	Solicitor appearing for the Plaintiff
LEFIRM	Legal Firm's Name
FADDR	Legal Firm's Address
FDX	Legal Firm's DX Number
FPH	Legal Firm's Phone Number
FFAX	Legal Firm's Fax Number
DEF	Defendant's Name
DEFBUSN	Defendant's Business Name
DEFACN	Defendant's ACN Number
DEFADDR	Defendant's Address
DEFSUBURB	Defendant's Suburb
DEFSTATE	Defendant's State
DEFPCODE	Defendant's Postcode
CODEF	Co-defendants
BAILIFF	Bailiff Address
WRITADDR	Writ Address
CLAIM	Amount being Claimed
JUDGEMAMT	Judgement Awarded
JUDGEMDATE	Date of Judgement
RECEIPTS	Total Receipts Paid to Date
INTEREST	Interest Component
SOLICFEE	Legal Costs
SERVFEE	Service Fee
ISSUEFEE	Issue Fee
BAL	Total Owing
SHERIFF	Sheriff's fee
WRITLEGAL	Writ Legal Fee

## USE OF FIELDS IN GARNISHEE ORDERS

The garni.txt file contains the following data which can be used to Print Merge Garnishee Orders.

Column Name	Description
UNAME	Your Organisation's Name
REF	Job Number
CTYPE	Type of Court
CDESC	Court description
COURT	Court address
PLNO	Plaintiff Court Number
PL	Plaintiff's Name
PLBUSN	Plaintiff's Business Name
PLACN	Plaintiff's ACN Number
PLADDR	Plaintiff's Address
PLSUBURB	Plaintiff's Suburb
PLSTATE	Plaintiff's State
PLPCODE	Plaintiff's Postcode
SOLIC	Solicitor appearing for the Plaintiff
LEFIRM	Legal Firm's Name
FADDR	Legal Firm's Address
FDX	Legal Firm's DX Number
FPH	Legal Firm's Phone Number
FFAX	Legal Firm's Fax Number
DEF	Defendant's Name
DEFBUSN	Defendant's Business Name
DEFACN	Defendant's ACN Number
DEFADDR	Defendant's Address
DEFSUBURB	Defendant's Suburb
DEFSTATE	Defendant's State
DEFPCODE	Defendant's Postcode
GARNISHEE	Garnishee instructions
GARNIADDR	Address of the bank at which the Garnishee Order is lodged
CLAIM	Amount being claimed
JUDGEMAMT	Judgement Awarded
JUDGEMDATE	Date of Judgement
RECEIPTS	Total Receipts Paid to Date
INTEREST	Interest Component
SOLICFEE	Legal Costs
SERVFEE	Service Fee
ISSUEFEE	Issue Fee
BAL	Total Owing
LODGEFEE	Lodgement Fee
SHERIFF	Sheriff's fee
WRITLEGAL	Writ Legal Fee

## USE OF FIELDS IN GENERIC LEGAL DOCUMENTS

The any.txt file contains the following data which can be used to Print Merge a non specific Legal Document. This can be used after a Writ has been issued.

Column Name	Description
UNAME	Your Organisation's Name
REF	Job Number
CTYPE	Type of Court
CDESC	Court description
COURT	Court address
PLNO	Plaintiff Court Number
PL	Plaintiff's Name
PLBUSN	Plaintiff's Business Name
PLACN	Plaintiff's ACN Number
PLADDR	Plaintiff's Address
PLSUBURB	Plaintiff's Suburb
PLSTATE	Plaintiff's State
PLPCODE	Plaintiff's Postcode
SOLIC	Solicitor appearing for the Plaintiff
LEFIRM	Legal Firm's Name
FADDR	Legal Firm's Address
FDX	Legal Firm's DX Number
FPH	Legal Firm's Phone Number
FFAX	Legal Firm's Fax Number
DEF	Defendant's Name
DEFBUSN	Defendant's Business Name
DEFACN	Defendant's ACN Number
DEFADDR	Defendant's Address
DEFSUBURB	Defendant's Suburb
DEFSTATE	Defendant's State
DEFPCODE	Defendant's Postcode
BAILIFF	Bailiff Address
WRITADDR	Writ Address
CLAIM	Amount being claimed
JUDGEMAMT	Judgement Awarded
JUDGEMDATE	Date of Judgement
RECEIPTS	Total Receipts Paid to Date
INTEREST	Interest Component
SOLICFEE	Legal Costs
SERVFEE	Service Fee
ISSUEFEE	Issue Fee
BAL	Total Owing
LODGEFEE	Lodgement Fee
SHERIFF	Sheriff's fee
WRITLEGAL	Writ Legal Fee



## USE OF FIELDS IN AN EXAMINATION SUMMONS

The exam.txt file contains the following data which can be used to Print Merge an Examination Summons. This can be used after a Garnishee Order.

Column Name	Description
UNAME	Your Organisation's Name
REF	Job Number
CTYPE	Type of Court
CDESC	Court description
COURT	Court address
PLNO	Plaintiff Court Number
PL	Plaintiff's Name
PLBUSN	Plaintiff's Business Name
PLACN	Plaintiff's ACN Number
PLADDR	Plaintiff's Address
PLSUBURB	Plaintiff's Suburb
PLSTATE	Plaintiff's State
PLPCODE	Plaintiff's Postcode
SOLIC	Solicitor appearing for the Plaintiff
LEFIRM	Legal Firm's Name
FADDR	Legal Firm's Address
FDX	Legal Firm's DX Number
FPH	Legal Firm's Phone Number
FFAX	Legal Firm's Fax Number
DEF	Defendant's Name
DEFBUSN	Defendant's Business Name
DEFACN	Defendant's ACN Number
DEFADDR	Defendant's Address
DEFSUBURB	Defendant's Suburb
DEFSTATE	Defendant's State
DEFPCODE	Defendant's Postcode
GARNISHEE	Garnishee instructions
GARNIADDR	Address of the bank at which the Garnishee Order is lodged
CLAIM	Amount being claimed
JUDGEMAMT	Judgement Awarded
JUDGEMDATE	Date of Judgement
RECEIPTS	Total Receipts Paid to Date
INTEREST	Interest Component
SOLICFEE	Legal Costs
SERVFEE	Service Fee
ISSUEFEE	Issue Fee
BAL	Total Owing
LODGEFEE	Lodgement Fee
SHERIFF	Sheriff's fee
WRITLEGAL	Writ Legal Fee

## LEGAL DOCUMENTATION

Your BESTDRS distributor has a range of legal templates which you will be able to purchase.

You will be able to amend the legal documents to your specific requirements. The documents available are as follows

### **DISTRICT COURT FORMS**

<b>Form 5</b>	<b>GENERAL FORM OF AFFIDAVIT</b>
<b>Form 8</b>	<b>STATEMENT OF LIQUIDATED CLAIM</b>
<b>Form 12</b>	<b>PLAINTIFF'S NOTICE SELECTING VENUE</b>
<b>Form 13</b>	<b>PLAINTIFF'S AFFIDAVIT AS TO VENUE</b>
<b>Form 13</b>	<b>OFFER OF COMPROMISE</b>
<b>Form 26b</b>	<b>REQUEST FOR EARLY CALL-OVER</b>
<b>Form 26</b>	<b>PRACIPE FOR TRIAL</b>
<b>Form 26b</b>	<b>REQUEST FOR PRE-TRIAL CONFERENCE</b>
<b>Form 36</b>	<b>NOTICE TO ADMIT FACTS AND AUTHENTICITY OF DOCUMENTS</b>
<b>Form 38</b>	<b>NOTICE OF MOTION</b>
<b>Form 40</b>	<b>NOTICE OF DISCONTINUANCE OF PROCEEDINGS</b>
<b>Form 51</b>	<b>LIST OF DOCUMENTS</b>
<b>Form 52</b>	<b>AFFIDAVIT VERIFYING LIST OF DOCUMENTS</b>
<b>Form 53</b>	<b>NOTICE TO PRODUCE DOCUMENTS FOR INSPECTION</b>
<b>Form 54</b>	<b>NOTICE TO PRODUCE AT HEARING</b>
<b>Form 59</b>	<b>SUBPOENA FOR PRODUCTION</b>
<b>Form 60</b>	<b>SUBPOENA TO GIVE EVIDENCE</b>
<b>Form 61</b>	<b>SUBPOENA FOR PRODUCTION AND TO GIVE EVIDENCE</b>
<b>Form 63</b>	<b>REQUEST FOR CERTIFICATE OF JUDGMENT</b>
<b>Form 74</b>	<b>NOTICE OF OBJECTION TO PAYMENT BY INSTALMENTS</b>
<b>Form 76a</b>	<b>APPLICATION FOR ORAL EXAMINATION OF JUDGMENT DEBTOR BY REGISTRAR</b>
<b>Form 76</b>	<b>EXAMINATION SUMMONS</b>
<b>Form 79</b>	<b>JUDGMENT CREDITOR'S AFFIDAVIT FOR ISSUE OF WARRANT</b>
<b>Form 80</b>	<b>WARRANT FOR APPREHENSION OF JUDGMENT DEBTOR OR OTHER PERSON</b>
<b>Form 81</b>	<b>AFFIDAVIT IN SUPPORT OF APPLICATION FOR GARNISHEE ORDER</b>
<b>Form 82</b>	<b>AFFIDAVIT IN SUPPORT OF APPLICATION FOR GARNISHEE ORDER ATTACHING WAGE</b>
<b>Form 83</b>	<b>GARNISHEE ORDER</b>
<b>Form 84</b>	<b>GARNISHEE ORDER ATTACHING ONE PAYMENT OF WAGE OR SALARY</b>
<b>Form 85</b>	<b>GARNISHEE ORDER FOR CONTINUOUS ATTACHMENT OF WAGE OR SALARY</b>
<b>Form 93</b>	<b>AFFIDAVIT TO GROUND WRIT OF EXECUTION</b>
<b>Form 94</b>	<b>WRIT OF EXECUTION</b>

## **LOCAL COURT FORMS**

<b>Form 6</b>	
<b>Form 8</b>	<b>STATEMENT OF LIQUIDATED CLAIM</b>
<b>Form 10</b>	<b>DEFENDANT'S AFFIDAVIT AS TO VENUE</b>
<b>Form 11</b>	<b>PLAINTIFF'S NOTICE SELECTING VENUE</b>
<b>Form 12</b>	<b>PLAINTIFF'S AFFIDAVIT AS TO VENUE</b>
<b>Form 15</b>	<b>SCOTT SCHEDULE WHERE DEFECTIVE WORKMANSHIP OF MATERIALS</b>
<b>Form 18</b>	<b>NOTICE OF GROUNDS OF DEFENCE TO AN ACTION COMMENCED BY A</b>
<b>Form 19a</b>	<b>APPLICATION FOR ORDER FOR JUDGMENT</b>
<b>Form 20a</b>	<b>CERTIFICATE OF READINESS</b>
<b>Form 21a</b>	<b>NOTICE OF LISTING FOR PRE-TRIAL REVIEW</b>
<b>Form 21</b>	<b>NOTICE OF LISTING</b>
<b>Form 23</b>	<b>NOTICE ADMITTING TRUTH OF DEFENCE TO PART OF CLAIM</b>
<b>Form 24</b>	<b>STATEMENT OF CONFESSION</b>
<b>Form 25</b>	
<b>Form 26</b>	<b>NOTICE REFUSING TO ACCEPT AMOUNT CONFESSED TO</b>
<b>Form 27</b>	<b>AGREEMENT AS TO JUDGMENT</b>
<b>Form 29</b>	<b>NOTICE OF ADMISSION</b>
<b>Form 31</b>	<b>NOTICE OF MOTION TO SET ASIDE JUDGMENT</b>
<b>Form 31</b>	<b>NOTICE OF MOTION</b>
<b>Form 31</b>	<b>NOTICE OF MOTION TO SET ASIDE JUDGMENT</b>
<b>Form 32</b>	<b>NOTICE OF DISCONTINUANCE OF PROCEEDINGS</b>
<b>Form 36</b>	<b>NOTICE TO PRODUCE AT HEARING</b>
<b>Form 39</b>	<b>SUBPOENA FOR PRODUCTION</b>
<b>Form 40</b>	<b>SUBPOENA TO GIVE EVIDENCE</b>
<b>Form 41</b>	<b>SUBPOENA FOR PRODUCTION AND TO GIVE EVIDENCE</b>
<b>Form 42</b>	<b>SUMMONS TO WITNESS</b>
<b>Form 48</b>	<b>REQUEST FOR CERTIFICATE OF JUDGMENT</b>
<b>Form 49</b>	<b>CERTIFICATE OF JUDGMENT</b>
<b>Form 53</b>	<b>APPLICATION FOR LEAVE TO PAY JUDGMENT DEBT BY INSTALMENTS</b>
<b>Form 54</b>	<b>AFFIDAVIT AS TO PROPERTY AND MEANS OF JUDGMENT DEBTOR</b>
<b>Form 55</b>	<b>AGREEMENT AS TO PAYMENT OF JUDGMENT DEBT BY INSTALMENTS</b>
<b>Form 58</b>	<b>NOTICE OF OBJECTION TO PAYMENT BY INSTALMENTS</b>
<b>Form 64</b>	<b>JUDGMENT CREDITOR'S AFFIDAVIT FOR ISSUE OF WARRANT</b>
<b>Form 65</b>	<b>WARRANT OF APPREHENSION OF JUDGMENT DEBTOR OR OTHER PERSON</b>