

AT&T Credit and Collections

Accounts Receivables Management System (ARMS)

Who is impacted:	Customer Account Specialist
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Accounts Receivables Management System (ARMS)

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Accounts Receivable Management Systems (ARMS)

Enterprise M&P

ARMS

Overview

ARMS is an acronym which stands for Accounts Receivables Management System. The purpose of this M&P is to explain the functionality within *ARMS*. The *ARMS* system was created to treat customers as a whole. Collectors use *ARMS* to identify accounts that are past due and determine what action(s) to take.

ARMS has the following functions:

- View, query, and track billing accounts, invoices, and transactions.
 - Track customers in thirteen states by account detail, or overall summary.
 - Track performance of total customer receivables by customer, account, billing center, region, and/or segment.
 - Maintain customer notes.
 - Manage individual Service Rep workloads.
 - View customer open claims entered in WEBTAXI.
 - Generate ‘canned’ and ad hoc reports.
-

Collection Center Locations

ARMS is used in the following Collections locations:

Location	Type of Collections
Huntsville, AL	GEM
Milwaukee, WI	Enterprise Wholesale, Enterprise Retail Wholesale, ALASCOM and Payphone
Minneapolis, MN	Signature Client Group, Premier Client Group, and Retail Stratas for Boutique Billers.
Nashville, TN	Retail CABS and GEM
North Charleston, NC	ATTLD
Peoria, IL	Federal, JDE and Execubill

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ARMS, Continued

Collections Systems:

Invoice and Non Invoice detail

ARMS processes accounts from both invoice and non-invoice billing systems.

- Transaction detail for Invoice billed accounts (where invoices are available in the system feed) are applied to the actual invoice independent of the aging bucket.
- Non-invoice billed account transactions (and invoice billed accounts w/o invoice detail) are applied to the oldest balance first.

Below is a chart to detail what Regions and Groups have Invoice Detail with Transaction Detail and Non Invoice Detail.

	AIT		BLS			PB		SWB	
	CABS	ACIS	CABS	CRIS	IBS	CABS	CRIS	CABS	CRIS
ASC	I*	N	I*	N*		I*	N*	I*	N*
LSC	I*	N	I*	N*	I*	I*	N*	I*	N*
COL	I*	N	I*	N*		I*	N*	I*	N*
BCS	I*	N	I/N*	N*		I/N*		I/N*	N*
IRC	I*	N	I/N*	N*		I/N*	N*	I/N*	N*

Key-I=Invoice Detail

N=Non Invoice Detail

*=Transaction Detail

Continued on next page

ARMS, Continued

Account Timing The customer information within *ARMS* comes from daily bill feeds from the actual mainframe billing systems (i.e. BOSS, ACIS or CABS). Once a new bill is generated (based on the customer's bill cycle), *ARMS* uses the bill information to update the account within *ARMS*. Payments and adjustments are also fed into *ARMS*. *ARMS* allow the Collector to view the most current balance, payment and adjustment information.

There are timing differences between *ARMS* and the billing mainframes. A Collector may notice that the balance information within the billing mainframe system is not the same as the balance in *ARMS*. The reason for this imbalance is due to the timing difference between - when the mainframe system can generate the data and when *ARMS* can generate the data.

ARMS receive a nightly feed of unresolved claims from *WEBTAXI*. The Collectors use this information to determine the collectible receivable amount (i.e. past due minus disputes on file).

ARMS Retention *ARMS* maintains at least 6 months of data for all accounts. In addition, any account which has a status of live or final and a remaining balance is maintained online past the 6 month archive date.

Parent Name (Customer) and Child Name (Bill Name account) One of the unique features of *ARMS* is the functionality of combining all accounts under a single name, or, a *Parent Name*.

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ARMS, Continued

Child Tie Codes

- A child tie code is used to group accounts together that are part of a larger customer, or have been grouped together at a Collector or other custom level, but should be reported separately.
 - Child tie coding allows for reporting of unique customers under a grouped customer name such as IPP Small Customer
- ARMS was designed to primarily report a large quantity of accounts for a single, large customer by establishing a single parent name and rolling all the individual accounts up to the single parent name
 - The establishment of parent names needs to be kept at a minimum to have the application work efficiently. This is not to say that ARMS does not handle small customers.
- To handle small customers, generic parent names are established to group multiple small customers together under a single parent - the normal use for ARMS
 - Different customers under the same generic parent are then assigned a unique child tie code
 - This child tie code is used to group accounts for a unique small customer together to perform treatment
- The show me (IPP Small Customers) is an example of the use of child tie codes for the parent name

Child Tie Codes	
Bill Name	CTC
1. Sam Jones	• 100445
2. David Smith	• 222334
3. Linda Smith	• 222334
4. S Jones	• 100445
5. Smith Payphones	• 222334

- Accounts 2, 3 and 5 are given the same child tie code based on the CTC investigation, likewise accounts 1 and 4.
- In this manner tens of thousands of accounts can be mapped together while not having to create tens of thousands of parent customer names.

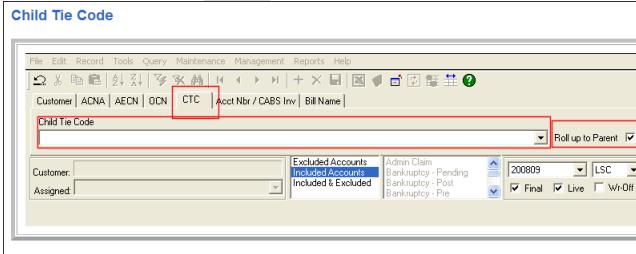
- When the *Roll up to Parent* is selected for CTC, then all account numbers for the customer selected will appear regardless of CTC.
- If *Roll up to Parent* is not selected, then all account numbers for the CTC will appear regardless of Customer.

Continued on next page

ARMS, Continued

Looking Up CTC and Accessing an Account by CTC

- The CTC for a customer can be found by running a [Service Rep report](#) from the report section, Customer at the Child Tie Code Level
- The CTC can be used to access accounts from the ARMS Customer Query Screen

If Query Selection is...	Then
TC	<ul style="list-style-type: none">• Click <i>CTC</i> tab  <ul style="list-style-type: none">• Enter CTC in the <i>Child Tie Code</i> field.• Uncheck <i>Roll up to Parent</i>• Click <i>Run</i>

ARMS, Continued

**Looking Up
CTC and
Accessing an
Account by
CTC
(continued)**

Example: Choosing the Parent name (Customer) of *Worldcom* will display all the Child name (Bill Name) accounts. ARMS will summarize the total and display how much is owed to AT&T.

Parent Name / Customer: WorldCom			
Child Account / Bill Name	MACNA*	ACNA	AECN
MCI	WUA	WUA	1223
Brooks Fiber	WUA	WUA	1223
MCI WorldCom	WUA	MCI	1556
WorldCom	WUA	MFZ	1556
WorldCom Inc.	WUA	MFZ	3346
MCI Inc.	WUA	CYG	3346

*SE Only

ARMS Systems

System Access Requests New user requests for ARMS access must be submitted via the MyLogins website:

<https://mylogins.cso.att.com>

1. Select *Login Request Form*

The screenshot shows the 'MyLogins 4.1' homepage. At the top, there's a navigation bar with links for 'Main Menu', 'Approvers', 'Provisioners', and 'Admin/C'. Below the navigation, a welcome message reads: 'Welcome to the MyLogins Application. MyLogins is a login management system centrally accessible via the web. The system allows you to add, change, or delete existing logins.' A note below it says: 'Please Note: In the MyLogins application, every reference to ATTUID is your ATT ID.' A red arrow points from the text 'This will allow you to request an add, change, or delete to a number of systems.' to the 'Login Request Form' link, which is circled in red. The link text is 'Login Request Form'.

On the *New/Edit Request* Screen:

2. Select *ATTUID* in the Account Type drop down menu
3. Select the *Application* radio button
4. Select *Finance* in the *Organization* drop down menu
5. Select *Credit & Collections* in the *Department* drop down menu
6. Select *Next Step*

The screenshot shows the 'Start a New Request' screen. At the top, there are five tabs: '[1] New/Edit Request' (selected), '[2] Roles/Applications', '[3] Select Users', '[4] Role/App Attributes', and '[5] Submit Request'. Below the tabs, a message says: 'Select an incomplete Request below to resume or create a New Request by selecting an Account Type, Organization and Department.' Underneath, there's a section titled 'Start a New Request' with fields for 'Account Type' (set to 'ATTUID'), 'Request Access By' (radio button selected for 'Application'), 'Organization' (set to 'Finance'), and 'Department' (set to 'Credit & Collections'). Red arrows highlight several elements: one arrow points to the 'Request Access By' radio buttons; another points to the 'Organization' dropdown; a third points to the 'Department' dropdown; and a fourth points to the 'Next Step' button at the bottom left.

On the *Roles/Applications* screen:

Continued on next page

ARMS ARMS Systems, Continued

System Access Request (continued)

7. Select *ARMS-Accounts Receivables Management System* from the Application drop down menu
8. Select *Create a New Account* from the Request Type drop down menu and click *Next*

MyLogins 6.0.1 Main Menu | Approvers | Provisioners | Admin/Config | Search |

Login Request - Roles/Applications

[1] New/Edit Request [2] Roles/Applications [3] Select Users [4] Role/App Attributes [5]

Organization: Finance
Department: Credit & Collections
Account Type: ATTUID

Select an Application and a Request Type to add it to the request.

Application Filter: ALL # A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Application: ARMS - Accounts Receivable Management System

Request Type:

Temporary Access

Create a New Account

Update an Existing Account

Delete an Existing Account

You currently have no applications selected.

On the *Select Users* screen:

9. Enter your ATTUID
10. Enter your Name
11. Click *Search*
12. Verify the information and click *Add*

[1] New/Edit Request [2] Roles/Applications [3] Select Users [4] Role/App Attributes [5] Submit Request

User ATTUID:

User Name:

Multiple ATTUIDs:

Search

Enter the required user information and click the Add button.

Name: DAVID F MELTON
Job Title: MGR QLTY/M&P/PROCESS SE
Phone: 2052446740
Address: 600 19TH ST N 22ND FLOOR C1
Location: BIRMINGHAM AL
User/Manager Email: dm0115@asemail.att.com Set for All Users

Verify Information

ARMS - Accounts Receivable Management System
No user attributes required.

Add

Continued on next page

ARMS ARMS Systems, Continued

System Access Request (continued)

13. Click *Next*

Login Request - Select Users

[1] New/Edit Request [2] Roles/Applications [3] Select Users [4] R

User has been added to the request.

User ATTUID:

User Name:

Multiple ATTUIDs:

Search

Current Request Users

ATTUID	Name	HR Location
dm0115	DAVID F MELTON	BIRMINGHAM AL

[Edit](#) | [Remove](#)

[Remove All Users](#)

[Next >>](#)

On the *Role/App Attributes* screen:

14. Choose the appropriate *Application Profile* (Manager, Service Rep, Account Manager, etc.)
15. Choose either Wholesale or Retail for the *Business Group*
16. Choose the Business Portfolio for the Primary Group you will be collecting. (This will be populated based on the choices in steps 14 and 15). You will be given access to all of the Wholesale or Retail portfolios depending on which Business Group you select in step 15, however ARMS will default to the choice you make here.
17. State the *Business Justification* and click *Next*.

ARMS - Accounts Receivable Management System

[1] New/Edit Request [2] Roles/Applications [3] Select Users [4] Role/App Attributes

Please provide the additional information required for the below applications. If your request spans acco will be listed here, only those that require additional data.

ARMS - Accounts Receivable Management System

Application Profile: Service Rep *

Business Group: Wholesale *

Business Justification: TWH - T Legacy Wholesale *

[Next >>](#)

18. Select the radio button *Send one completed e-mail for all applications on the request*.
19. Select *Submit*. An e-mail will be received once the request has been processed and approved.

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ARMS ARMS Systems, Continued

Password Expiration	Managers of users that have been inactive for 90 days will be notified by e-mail that the user will be disabled in 30 days without logging into the system. If after 120 days of inactivity and no response from the Manager the user will be removed from <i>ARMS</i> and must follow the <u>Systems Access Request</u> steps to obtain access.
Password Resets	Password resets are initiated at the <u>AT&T Global Logon Password Management</u> Website.
Setting Preferences	<p>After the initial log on to <i>ARMS</i>, Collectors may set preferences for the order in which columns are prioritized in the customer grid. By moving the <i>ARMS</i> customer query screen columns, Collectors are able to view the most pertinent information to the collection process and translate that information to <i>Excel</i> reports. By using the <i>Preference</i> menu on the menu tool bar to set up a <i>Preference</i> location, users are able to save their customized column positions and Favorites on the <i>Aged Detail</i> tab, including the Region and State table.</p> <p>The <i>Preference</i> location is defaulted to the C drive on the local PC being used; this should be changed to a personal share space rather than a local file on the PC upon first login. A personal share space/drive/folder is a location that will maintain <i>ARMS Preferences</i>. This enables the users' Preferences to be available from any PC when logging into <i>ARMS</i>. This must be completed before the user will be allowed to send letters from <i>ARMS</i>.</p>

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ARMS Systems, Continued

Setting Preferences (continued)

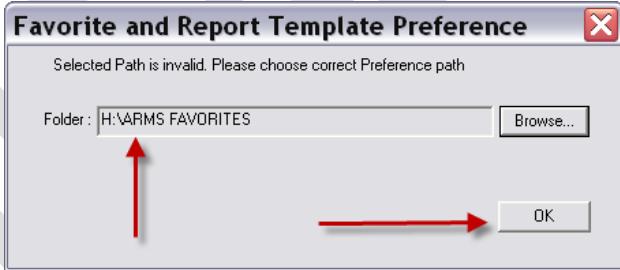
Follow the steps below to set up your Preferences location:

Step	Action
1	Select <i>Preferences</i> from the main menu tool bar
2	Select <i>User Preferences</i> 
3	The <i>Favorite and Report Template Preference</i> window will appear. Click <i>Browse</i> : 

Continued on next page

ARMS ARMS Systems, Continued

**Setting
Preferences
(continued)**

Step	Action
4	<p>Click the + button next to <i>My Computer</i></p> <p>ARMS - Browse to My Computer</p> 
5	<p>Select the personal share drive (usually the H drive will begin with the ATTUID) An Example, JB1959\$(ilnort1cdfile01) (H:)</p>
6	<p>Click the <i>Make New Folder</i> button. A folder will be created labeled <i>New Folder</i>. In the <i>Folder</i> field, change the name of the new folder to ARMS FAVORITES then click <i>OK</i></p>
7	<p>The <i>Favorite and Report Template Preference</i> window will display. In the <i>Folder</i> field, verify the drive and file name is correct, then select <i>OK</i>.</p> 

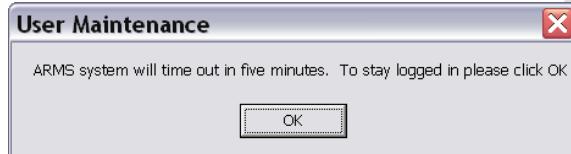
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ARMS Systems, Continued

Log On Procedures

Once users are logged into ARMS, the system will time out **after 2 hours** of not being used. Users will receive a pop-up window at 1 hour and 55 minutes to alert them that there are 5 minutes remaining before the session times out.

The time out alert is for the *ARMS application only*; it does not apply to the *ARMS Report Utility*.



Follow the steps below to log on to ARMS:

1. Access the *Internet Explorer*
2. In the address field type:
 - a. <http://imcc.web.att.com>

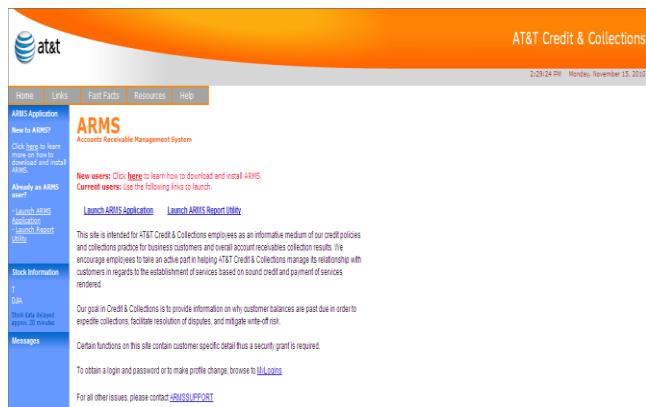
Note: Add ARMS as one of your favorites.

3. Click Launch ARMS Application.

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ARMS Systems, Continued

Log On Procedures (continued)

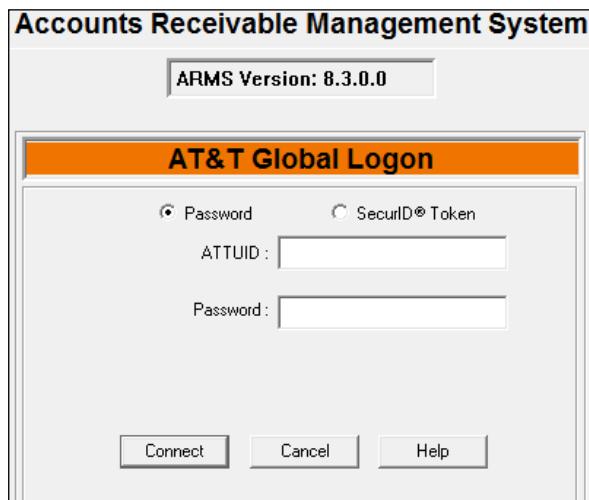


4. Type your *User ID* and *Global Login Password*.
5. Click *Connect*

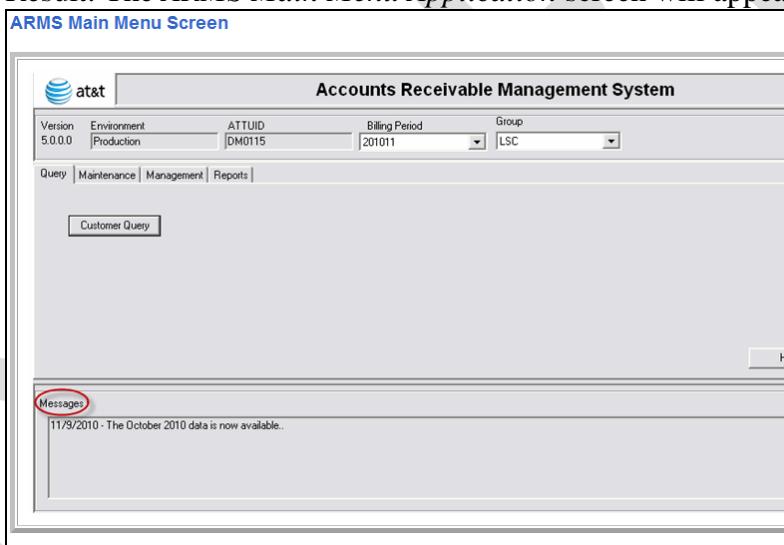
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ARMS Systems, Continued

Log On Procedures (continued)



Result: The *ARMS Main Menu Application* screen will appear.



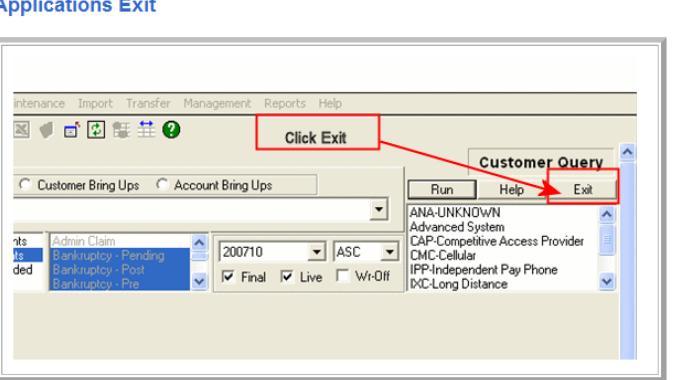
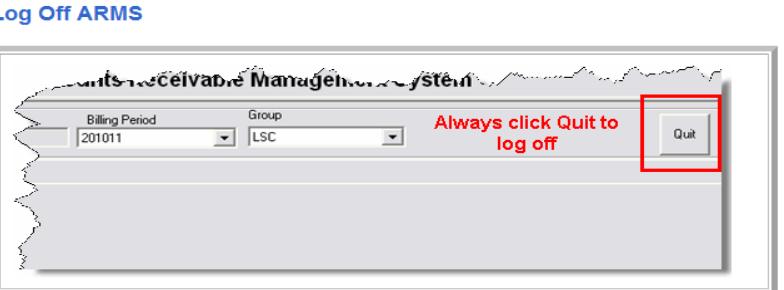
Note: The Main Menu's appearance is based on the User's Profile – depending on the Collector's permissions, there may be more or less options displayed.

Continued on next page

ARMS Systems, Continued

Log Off Procedures

Follow the steps below to log off ARMS:

Step	Action
1	<p>Exit all applications</p>  <p>The screenshot shows the ARMS Customer Query interface. A red box highlights the 'Exit' option in the top right corner of the menu bar.</p>
2	<p>On the ARMS Main Menu screen, Click <i>Quit</i> in the upper right hand corner.</p>  <p>The screenshot shows the ARMS Main Menu screen. A red box highlights the 'Quit' button in the bottom right corner. A red arrow points from the text 'Always click Quit to log off' to this button. The text is overlaid on the image.</p> <p>Note: Always use <i>Quit</i> to log off. Simply closing the browser window is not a valid logoff method, and should be avoided.</p>

ARMS Main Menu

Main Menu

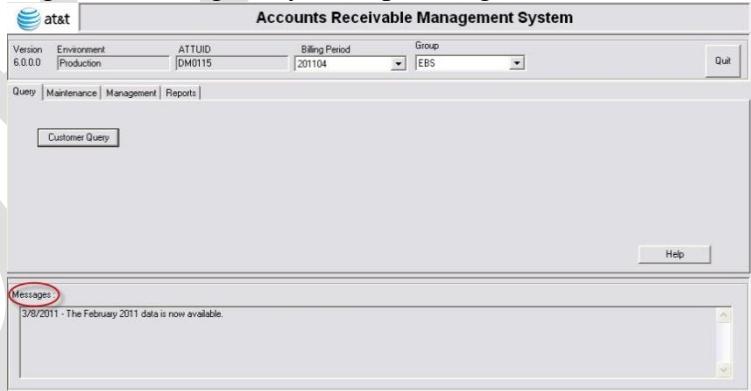
Once the user logs on to ARMS, the *Main Menu* will display. The Main Menu's appearance is based on the User's profile and depending on the User's permissions, there may be more or less options displayed.

Below is a description of each field within the Main Menu:

Field	Description																							
ATTUID	Displays the Users ATTUID (User ID from Log On Page)																							
Billing Period	Defaults to most current Billing Period. User can go back 12 months.																							
Group	There are 9 different Groups: <table border="1"><tbody><tr><td>ASC</td><td>Access Service Center</td><td>BCS</td><td>Business Collection Service</td></tr><tr><td>COL</td><td>Collocation</td><td>EBS</td><td>Enterprise Business Services</td></tr><tr><td>IRC</td><td>Integrated Retail Carrier</td><td>LSC</td><td>Local</td></tr><tr><td>TLD</td><td>Telegence</td><td>TWH</td><td>Legacy T Wholesale</td></tr><tr><td>UNK</td><td>Unknown</td><td></td><td></td></tr></tbody></table> Note: If the Collector is assigned to the Group <i>BCS</i> , they are unable to access any other Group due to Resale/Retail regulations.				ASC	Access Service Center	BCS	Business Collection Service	COL	Collocation	EBS	Enterprise Business Services	IRC	Integrated Retail Carrier	LSC	Local	TLD	Telegence	TWH	Legacy T Wholesale	UNK	Unknown		
ASC	Access Service Center	BCS	Business Collection Service																					
COL	Collocation	EBS	Enterprise Business Services																					
IRC	Integrated Retail Carrier	LSC	Local																					
TLD	Telegence	TWH	Legacy T Wholesale																					
UNK	Unknown																							

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ARMS Main Menu, Continued

Main Menu (continued)	Field	Description								
	Quit	Use the Quit button to exit ARMS. Note: Closing the browser window is not a valid log off method.								
	Option Tabs	<p>There are 3 Option Tabs:</p> <table border="1"> <tr> <td>Query</td><td>Contains the Customer Query Button which launches the customer query function.</td></tr> <tr> <td>Maintenance</td><td>Allows for the creation of contacts, AP subgroups, and password changes.</td></tr> <tr> <td>Management</td><td>Contains buttons for <i>Notes Activity Report</i>, <i>Outstanding Bring-ups Report</i> and <i>Open Flag Activity Report</i>.</td></tr> <tr> <td>Reports</td><td>Contains the Reporting Utility button, which launches the report option.</td></tr> </table>	Query	Contains the Customer Query Button which launches the customer query function.	Maintenance	Allows for the creation of contacts, AP subgroups, and password changes.	Management	Contains buttons for <i>Notes Activity Report</i> , <i>Outstanding Bring-ups Report</i> and <i>Open Flag Activity Report</i> .	Reports	Contains the Reporting Utility button, which launches the report option.
Query	Contains the Customer Query Button which launches the customer query function.									
Maintenance	Allows for the creation of contacts, AP subgroups, and password changes.									
Management	Contains buttons for <i>Notes Activity Report</i> , <i>Outstanding Bring-ups Report</i> and <i>Open Flag Activity Report</i> .									
Reports	Contains the Reporting Utility button, which launches the report option.									
	Messages	<p>This is a multi-line text box that displays important messages regarding ARMS. Recent and important day-to-day information is displayed and could include (but is not limited to) help on recent features added, information about issues that might be causing delays, or upcoming release dates.</p>  <p>The screenshot shows the ARMS main menu interface. At the top, there is a header bar with the AT&T logo and the title "Accounts Receivable Management System". Below the header, there is a toolbar with buttons for "Version" (set to 6.0.0.0), "Environment" (set to "Production"), "ATTUID" (set to "DM0015"), "Billing Period" (set to "201104"), "Group" (set to "EBS"), and a "Quit" button. Below the toolbar, there is a navigation bar with tabs: "Query", "Maintenance", "Management", and "Reports". Under the "Management" tab, there is a "Customer Query" button. At the bottom of the screen, there is a "Messages" section containing a message: "3/8/2011 - The February 2011 data is now available." A scroll bar is visible on the right side of the "Messages" section.</p>								

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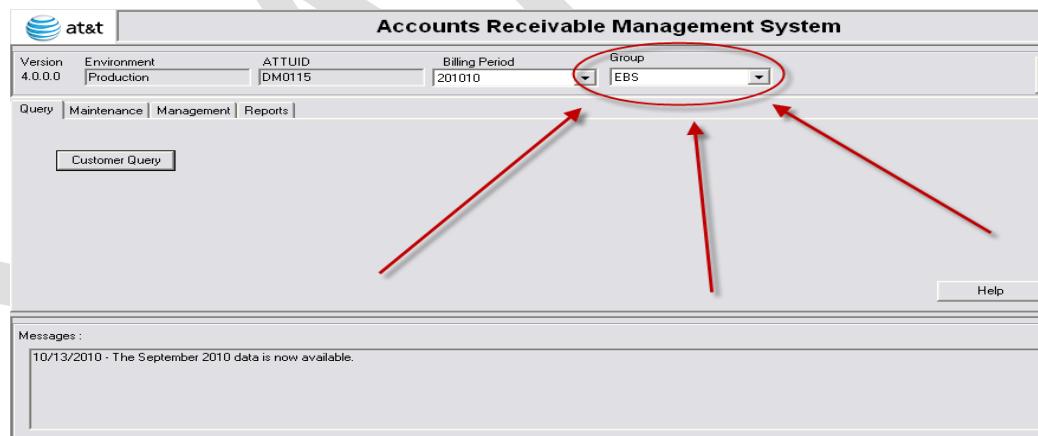
ARMS Main Menu, Continued

Permissions

Users will have different options depending on their assignment. Below is a list of Tabs that will be available for each Permission:

User	Query Tab	Maintenance Tab	Management Tab	Reports Tab
Collector	Yes	Yes	No	Yes
Supervisor	Yes	Yes	Yes	Yes
Service Manager, Account Manager, or Director	Yes	Yes	Yes	Yes

In the example below, this Collector's default group has been setup as Group *EBS*. This means that customer queries will default to just those records for the *EBS* group.



Query Tab

Overview

Within the Query Option Tab is the *Customer Query* button. Once the *Customer Query* button is clicked, the *Customer Query* Screen will appear. The *Customer Query* Screen is the main feature of the ARMS application. This screen allows the Collector to enter the desired query information and return the customer billing records.

Note: The *Customer Query* Screen can also be accessed from the Menu Bar by selection *Query* and *Customer Query*.

Customer Query Screen

Overview

Within the *Customer Query* screen, there are 7 different *Search Option Tabs*. Each tab can be used to access the desired account.

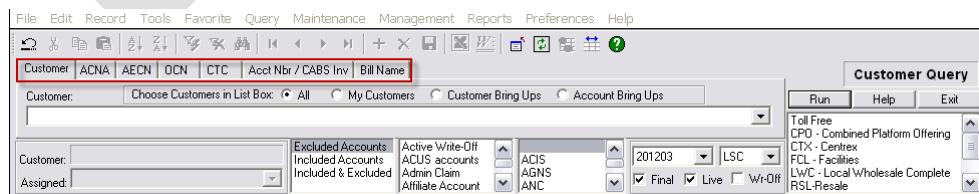
Tab	Description	Additional Information
Customer	Allows the Collector to search by Customer Name (Parent). Type in the customer name in the <i>Customer field</i> or choose the customer from the drop-down list.	Start typing the customer's name in the Customer field. While you are typing, the field will auto-populate with potential customer names. Once you see the customer's name you are searching for, stop typing and click on <i>Run</i> .
ACNA	Allows the Collector to search by ACNA. Type the ACNA in the <i>ACNA field</i> or choose the ACNA from the drop-down list.	The ACNA, AECN, OCN, CTC and Acct Numbers/CABS tabs have a "Roll up to Parent" check box
AECN	Allows the Collector to search by AECN. Type the AECN in the <i>AECN field</i> or choose the AECN from the drop-down list.	<ul style="list-style-type: none">• If this box is checked - ALL records with the chosen ACNA, AECN, OCN or CTC and all other records for the customer will be displayed.• If the box is not checked - ONLY the records with the chosen ACNA, AECN, OCN or CTC will be displayed.
OCN	Allows the Collector to search by OCN. Type the OCN in the <i>OCN field</i> or choose the OCN from the drop-down list.	

Continued on next page

Customer Query Screen, Continued

Overview
(continued)

Tab	Description	Additional Information
CTC	<p>CTC - Child Tie Code. This is used to group accounts together that are part of a larger customer, or have been grouped together at a Collector or other custom level, but should be reported separately. Child tie coding allows for reporting of unique customers under a grouped customer name. When the <i>Roll up to Parent</i> is selected for CTC, then all account numbers for the customer selected will appear regardless of CTC. If <i>Roll up to Parent</i> is not selected, then all account numbers for the CTC will appear regardless of Customer.</p>	
Acct Number/ CABS Invoice	<p>Allows the Collector to search by a single account number or single CABS invoice. To select the desired Acct Number or CABS Invoice, type the 13 digit Account Number or the 16 CABS invoice Number.</p>	<p>This search option does not have a drop-down to select the Account Number or CABS invoice number.</p>
Bill Name	<p>Allows the Collector to search by Bill Name (Child). Type the Bill Name in the Bill Name field or choose the Bill Name from the drop-down list.</p>	<p>Using the Bill Name box will only bring up the accounts that are under that particular bill name and group (i.e. ASC, LSC) not ALL accounts under a customer name.</p>



Account Result Filters

Overview Once you select which *Search Option Tab* to use to access a customer, use the *Result Filters* to narrow your search. Below are the *Result Filters* and a description of each.

Field	Descriptions							
Exclude Status	<p>ARMS has the ability to either:</p> <ul style="list-style-type: none">• <i>Exclude</i> accounts from the Collector's view• <i>Include</i> accounts into the Collector's view <p>There are 3 options within the Account Exclude Status list:</p> <table border="1"><tr><td>Include Account Option</td><td>Will only show the Included accounts for the customer selected and will disable the <i>Account Classification</i> List Box.</td></tr><tr><td>Excluded Accounts Option</td><td>Will select only the excluded accounts and will enable the <i>Account Classification</i> list box.</td></tr><tr><td>Included and Excluded Accounts</td><td>Will select included and excluded accounts for the customer selected, and will also enable the <i>Account Classification</i> list box.</td></tr></table>		Include Account Option	Will only show the Included accounts for the customer selected and will disable the <i>Account Classification</i> List Box.	Excluded Accounts Option	Will select only the excluded accounts and will enable the <i>Account Classification</i> list box.	Included and Excluded Accounts	Will select included and excluded accounts for the customer selected, and will also enable the <i>Account Classification</i> list box.
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Included and Excluded Accounts	Will select included and excluded accounts for the customer selected, and will also enable the <i>Account Classification</i> list box.							
	<p>Note: This functionality was originally set up to prevent Collectors from treating accounts in bankruptcy.</p>							

Continued on next page

Account Result Filters, Continued

Overview (continued)	Field	Descriptions
	Account Classification	<p>Account classification is a multi-select list that displays all the possible Account Exclude Classifications. When it is enabled, the query can be further limited - by selecting the Classifications desired. Selecting no Classification is the same as selecting all Classifications.</p> <ul style="list-style-type: none">• Bankruptcy Pending• Bankruptcy Post• Bankruptcy Pre• Going out of Business• MegaBill• Referred to OCA• Special Project• Straggler• Test Accounts• Admin Claim• Referred to Management• Active Write-Off• Retail CABS Collections• Write off Investigation• Orphans• Removed from Biller• Bill Under• Dummy Account• ACUS Accounts• Affiliate Account• Final Investigation• Inactive Write-Off• Partial OOB/NPD• Unknown• Write Off Investigation• Zero Balance Final & WO

Continued on next page

Account Result Filters, Continued

Overview
(continued)

Field	Descriptions	
Originating System (Billing System)	Originating Systems is a multi-select list that displays the <i>Original Billing Systems</i> on the Aged Detail Tab. The query can be further limited - by selecting the specific Billing System desired. Selecting no Billing System is the same as selecting all Billing Systems.	
ARMS Code	Originating System/Biller	
ACIS	MW-BI	
AGNS	T Global Network Services in GBP	
ANC	T AT&T Network Connection	
ATBS	T TeleConference	
CABS	S/B CABS/TAXI	
CFM	Basic CFM accounts not covered by another code	
CIA	T CIA	
CONV	S Convergent	
CPE	CPE/Equipment accounts in CFM	
CRIS	SW, W, SE BOSS	
CSS	Consolidated Statement Services accounts in CFM	
DCS	CBS-DCS accounts not in CFM	
EXE	ExecuBill	
FCAR	FCART accounts in CFM	
IBS	IBS accounts in CFM	
INTL	IPL/IFR/OSS accounts in CFM	
ISB	Federal accounts	
JDE	T Local	
ORC	B Oracle AR	
RID	S Reseller Information Desktop	
SAND	San Diego Biller	
SDN	CBS-SDN accounts including one net	
TELD	Telegence Long Distance	
TFY	T Thrifty	
VTS	T CBS-WTNS	

Continued on next page

Account Result Filters, Continued

Overview
(continued)

Field	Descriptions																		
Billing Period	The <i>Billing Period</i> field defaults to the most current bill period. Bill periods can be changed by picking from the drop-down. ARMS holds at least 13 months of bill data.																		
Account Status	The <i>Account Status</i> area allows the Collector to choose the type of status to view: <i>Live, Final and/or Write Off</i> . <i>Live</i> and <i>Final</i> are checked as the default.																		
Group	Within the <i>Group</i> drop-down, there 9 different Groups to choose from:																		
	<table border="1"> <thead> <tr> <th>Group</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>ASC</td> <td>Access</td> </tr> <tr> <td>BCS</td> <td>Business Collection Service</td> </tr> <tr> <td>COL</td> <td>Collocation</td> </tr> <tr> <td>EBS</td> <td>Enhanced Business Solutions</td> </tr> <tr> <td>IRC</td> <td>Integrated Retail Carrier</td> </tr> <tr> <td>LSC</td> <td>Local</td> </tr> <tr> <td>TWH</td> <td>Legacy T Wholesale</td> </tr> <tr> <td>UNK</td> <td>Unknown</td> </tr> </tbody> </table>	Group	Description	ASC	Access	BCS	Business Collection Service	COL	Collocation	EBS	Enhanced Business Solutions	IRC	Integrated Retail Carrier	LSC	Local	TWH	Legacy T Wholesale	UNK	Unknown
Group	Description																		
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BCS	Business Collection Service																		
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EBS	Enhanced Business Solutions																		
IRC	Integrated Retail Carrier																		
LSC	Local																		
TWH	Legacy T Wholesale																		
UNK	Unknown																		
Segment	The Segments listing with the drop-down are populated based on what Group was selected. Refer to Account Segments for the complete list.																		

The screenshot shows the ARMS software's 'Billing Period' filter interface. It includes the following components:

- Excluded Accounts:** Includes dropdowns for 'Test Accounts' (with options like Unknown, Write Off Investigate, and Zero Balance Final) and 'System' (with options like SDN, TELD, TFY, and VTS).
- Account status:** A group of checkboxes for 'Final', 'Live', and 'Write Off'.
- Group:** A dropdown menu showing 'BCS' as the selected option.
- Segment List:** A dropdown menu listing various SBS categories such as BAF - SBS Affiliate Specialized Mark, BSL - SBS NBM Majors, CSS - SBS RLM Valued, CTV-Cable TV, GDF - SBS GEM Default, and GGE - SBS GEM Govt Educ.

Creating a Customer Query

Overview The most commonly used Search Option Tabs are *Customer, Acct Nbr or Bill Name*. Follow the steps below to run a Customer Query using either a Customer Name, Account Number or Bill Name Search Option Tab:

Step	Action					
1	On the ARMS Main Menu screen, click the <i>Query Tab</i> . Then click the <i>Customer Query</i> button					
2	Click on one of the Record View Tabs (Customer, Acct Nbr, Bill Name) to search by the customer: <table border="1"><thead><tr><th>Search By:</th><th>Then</th></tr></thead><tbody><tr><td>Customer</td><td><ul style="list-style-type: none">• Click on <i>Customer Tab</i>• Select <i>ALL</i> or <i>My Customers</i> from customer list options• Enter <i>Customer Name</i> in Customer Field• Key in the 1st letter of the customer's name to quickly go to that area of the list or click the drop down arrow and select customer name</td></tr></tbody></table>		Search By:	Then	Customer	<ul style="list-style-type: none">• Click on <i>Customer Tab</i>• Select <i>ALL</i> or <i>My Customers</i> from customer list options• Enter <i>Customer Name</i> in Customer Field• Key in the 1st letter of the customer's name to quickly go to that area of the list or click the drop down arrow and select customer name
Search By:	Then					
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Continued on next page

Creating a Customer Query, Continued

Overview
(continued)

Step	Action	
2	Search By: Acct Nbr	Then <ul style="list-style-type: none"> Click on the <i>Acct Nbr</i> Tab Click <i>Acct. No</i> radio button Uncheck the <i>Roll up to Parent</i> box to retrieve information for only the Account Number entered (Default is checked box). Un-checking the <i>Roll up to Parent</i> box will decrease the amount of time to return data. Enter <i>account number</i> Click small box next to the selected entry field If result found, the customer will appear in the customer box <p>NOTE: If an account is entered for which the user does not have permission to view then a Pop Up window will appear advising <i>You do not have access to view this account</i>. If the account is assigned to a collector then there will be a note referring you to the assigned collectors ATTUID. The ATTUID is a link to the collector's information in Web Phone.</p> <p>The hyperlink can be clicked on to view information on the assigned collector in Webphone</p> <p>If the account is unassigned the Pop up window will say <i>This account is unassigned</i>.</p>

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Creating a Customer Query, Continued

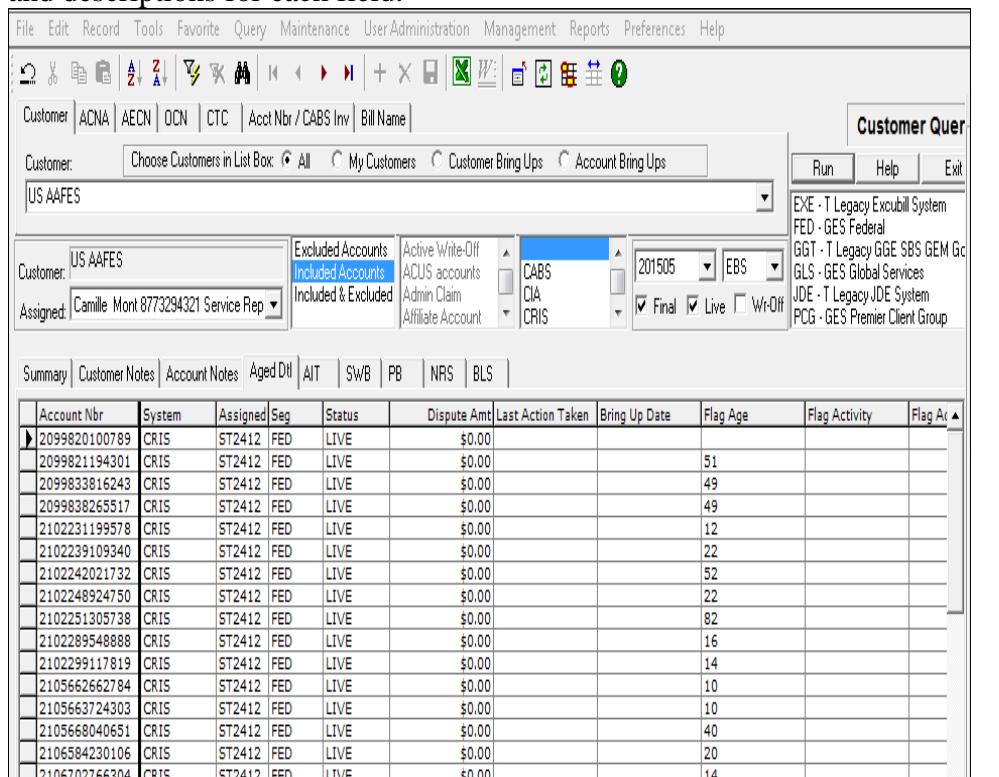
Overview
(continued)

Step	Action	
2	Search By: Bill Name	Then <ul style="list-style-type: none">• Click on <i>Bill Name</i> tab• Enter Bill Name in bill name box Notes: <ul style="list-style-type: none">• Customer field will change to <i>Bill Name</i> when selected.• Bill Name will only bring up the accounts that are under that bill name and not ALL accounts under a customer parent name• Click the drop down arrow to display <i>CTC</i>.
3	Click <i>Run</i>	Note: When a query is run without selecting a customer, a message is displayed <i>prompting the user to Select a Customer First.</i>

Viewing the Customer Query

Overview

Once a Customer Query is created, there are many different areas of information to review. Below is a view of the results from a Customer Query and descriptions for each field.



The screenshot shows the Customer Query application interface. At the top is a menu bar with File, Edit, Record, Tools, Favorite, Query, Maintenance, User Administration, Management, Reports, Preferences, and Help. Below the menu is a toolbar with icons for search, print, and other functions. A navigation bar includes links for Customer, ACNA, AECN, OCN, CTC, Acct Nbr / CABS Inv, and Bill Name. A search bar says "Customer: Choose Customers in List Box: All My Customers Customer Bring Ups Account Bring Ups". A dropdown menu shows "Customer: US AAFES" and "Assigned: Camille Mont 8773294321 Service Rep". To the right is a "Customer Quer" panel with "Run", "Help", and "Exit" buttons. Below the search bar are sections for "Excluded Accounts", "Included Accounts", and "Included & Excluded". Filter options include Active Write-Off (ACUS accounts, CABS, Admin Claim, Affiliate Account), Date (201505, EBS), and Status (Final, Live, WrOff). A summary bar at the bottom has tabs for Summary, Customer Notes, Account Notes, Aged DH, AIT, SWB, PB, NRS, and BLs. The main area is a grid of account records:

Account Nbr	System	Assigned Seg	Status	Dispute Amt	Last Action Taken	Bring Up Date	Flag Age	Flag Activity	Flag At
2099820100789	CRIS	ST2412 FED	LIVE	\$0.00					
2099821194301	CRIS	ST2412 FED	LIVE	\$0.00		51			
2099833816243	CRIS	ST2412 FED	LIVE	\$0.00		49			
2099838265517	CRIS	ST2412 FED	LIVE	\$0.00		49			
2102231199578	CRIS	ST2412 FED	LIVE	\$0.00		12			
2102239109340	CRIS	ST2412 FED	LIVE	\$0.00		22			
2102242021732	CRIS	ST2412 FED	LIVE	\$0.00		52			
21022449924750	CRIS	ST2412 FED	LIVE	\$0.00		22			
2102251305738	CRIS	ST2412 FED	LIVE	\$0.00		82			
2102289548888	CRIS	ST2412 FED	LIVE	\$0.00		16			
2102299117819	CRIS	ST2412 FED	LIVE	\$0.00		14			
2105662662784	CRIS	ST2412 FED	LIVE	\$0.00		10			
2105663724303	CRIS	ST2412 FED	LIVE	\$0.00		10			
2105668040651	CRIS	ST2412 FED	LIVE	\$0.00		40			
2106584230106	CRIS	ST2412 FED	LIVE	\$0.00		20			
2106702766304	CRIS	ST2412 FED	LIVE	\$0.00		14			

View Area	Description
Record View Tabs	The <i>Record View Tabs</i> changes the view of the detail records from a total <i>Summary</i> (Summary Tab) to a filtered version at the <i>Region</i> (AIT, SWB, SE, PB, or NRS) or <i>State</i> Level (all 21 states). The account detail shown is based on the Account Result Filters .
Record Pointers	The <i>Record Pointer</i> is used to highlight an individual record.
Active Grid	The <i>Active Grid</i> displays the results of a query. The selections within the Account Result Filters changes the results in the Active Grid.
Record Counter	The <i>Record Counter</i> displays the number of records (rows in the Active Grid) for that particular query. The arrows to the Left and Right can be used to advance the screen forward or backward and from the first record to the last record.

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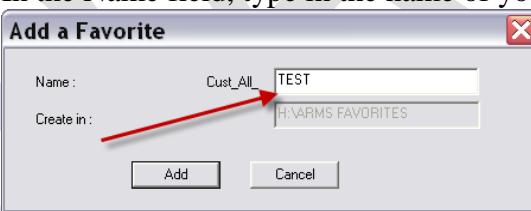
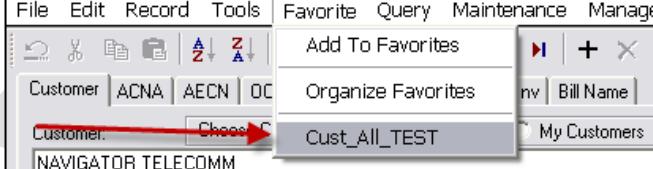
Viewing the Customer Query, Continued

Favorites On the menu bar, Favorites can be added in ARMS to save all selections chosen during the Customer Query. By creating a Favorite, you can access the previously saved screen set-up.

The name of the Favorites will begin with name of tab used, i.e. Customer, ACNA, AECN, OCN, CTC, Acct Nbr/CABS Inv, Bill Name.

Up to 20 Favorites can be saved in ARMS.

Follow the Steps below to **add** a Favorite:

Step	Action
1	Click on <i>Favorite</i> in menu bar: 
2	Click <i>Add to Favorites</i> Result: The <i>Add a Favorite</i> box will display.
3	In the Name field, type in the name of your favorite. 
4	Click <i>Add</i>
5	Result: The added Favorite will display under <i>Favorite</i> dropdown on the menu bar: 

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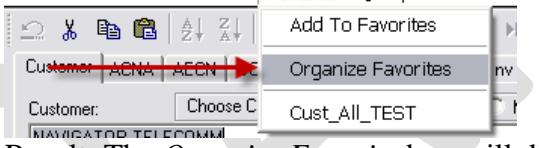
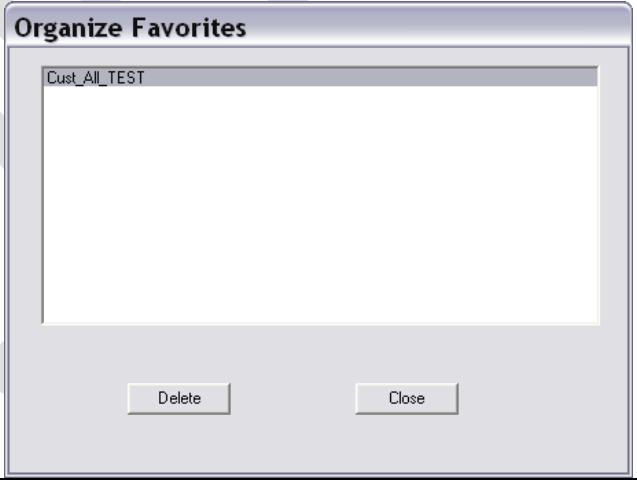
Viewing the Customer Query, Continued

Favorites
(continued)

To use a saved *Favorite*:

Step	Action
1	Click on <i>Favorite</i> on the menu toolbar
2	Select the desired <i>Favorite</i> 
3	Click <i>Run</i>

To Delete a *Favorite*:

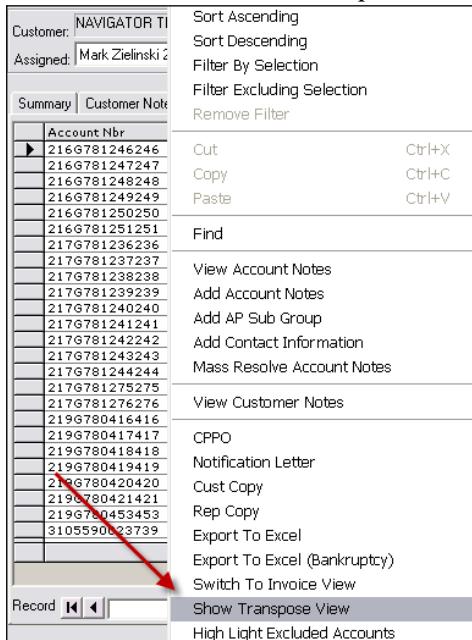
Step	Action
1	Click on <i>Favorite</i> on the menu toolbar
2	Select <i>Organize Favorites</i>  Result: The <i>Organize Favorite</i> box will display.
3	Select the <i>Favorite</i> to delete: 
4	Click the <i>Delete</i> button

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Viewing the Customer Query, Continued

Transpose View Transpose view can be used to view all fields in the Aged Detail column at once.

From the Aged Detail Tab right click on the account number you want to view and select *Show Transpose View*.



Result: The Transpose View should be displayed.

Transpose View.png

User can navigate to next or previous account number using the record selector arrows at the bottom of the pop up window.

Record View Tabs

Overview

There are a total of 10 **Record View Tabs**. The [Summary Tab](#), [Customer Notes Tab](#), [Account Notes Tab](#) and the [Aged Detail Tab](#) are the most frequently used. When a Region Tab is selected a tab for each State in the Region will appear. The State Tabs are not displayed until a Region Tab is selected.

The **Record View Tabs** are invisible when the Collector first enters the screen. When the Collector runs a query, the Record View Tabs become visible.

Note: If there is no data displayed in the Summary Tab, the other tabs will not have data. The Notes Tab may display past notes.



Summary Tab

Overview

The *Summary Tab* is selected by default when the query results are displayed for all selection criteria tabs, with the exception of the Account Nbr/CABS Inv tab.

The data displayed on the Summary tab are grouped by Segment in a grid. There is one row for each Segment and the *amount* fields are totaled. The other columns on the tab are:

1. Segment
 2. Current Billing Amount
 3. Current Balance Amount
 4. 30 Day Amount
 5. 60 Day Amount
 6. 90 Day Amount
 7. 120 Day Amount
 8. Past Due Amount
 9. Total Amount
 10. In Dispute
-

Notations

Customer Level Notes *Customer Level Notes* may be added in *ARMS* from the *Customer Notes* tab. A *Customer Level Note* will note accounts at the customer level not at the account level.

Customer Level Notes – Group When accessing the *Add Customer Notes* box, several choices are available for entering notes. One option is the *Group* dropdown. This field will allow sorting and filtering by group. The *Group* dropdown will default to the current group the user accessed is *ARMS*. The field will have a dropdown with all available groups, i.e. ASC, EBS, etc. Blank or empty will also be an allowed field for notes not specific to a group. The *Group* field will also be viewable on the *View Customer Notes* grid.

Note: There will be a one-time conversion at time of implementation for *Wholesale* accounts.

1. Existing *Wholesale* customer notes with a valid group entered in the first 3 positions of the note text will be converted to populate that group in the *Group* field on the *View Customer Notes* grid. **Do not add to the job aid.**

Important Note: When customer accounts are assigned by Group rather than by region or biller, this feature allows customer notes to be entered, filtered, and sorted by group. For example, *Wholesale* Collectors assign and group their accounts by *Customer* and *Group*.

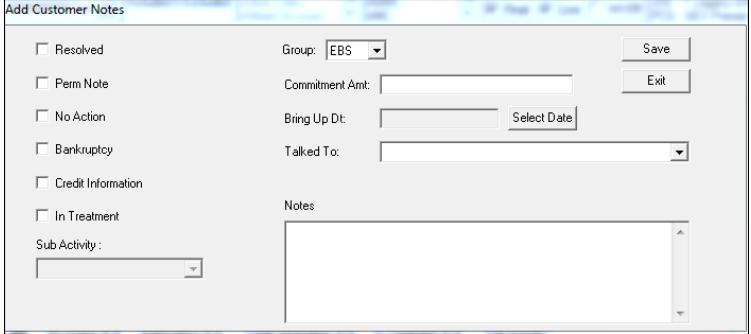
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Notations, Continued

Adding Customer Level Notes

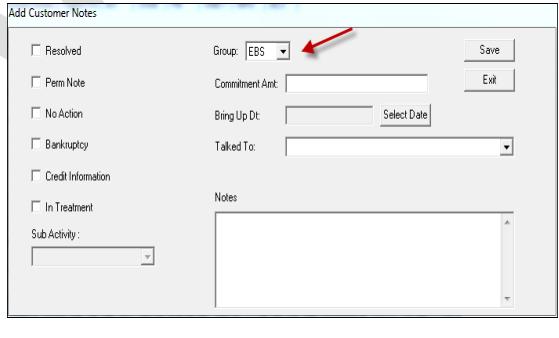
Follow the steps below to add a customer note in ARMS:

Note: Notes can only be modified by Managers.

Step	Action
1	<p>On the <i>Customer Query</i> screen, select the <i>Customer Notes Tab</i></p> <ol style="list-style-type: none">Right click within the Record view areaSelect <i>Add Note</i> from context menu <p>Result: The <i>Add Customer Notes</i> box will appear.</p> 

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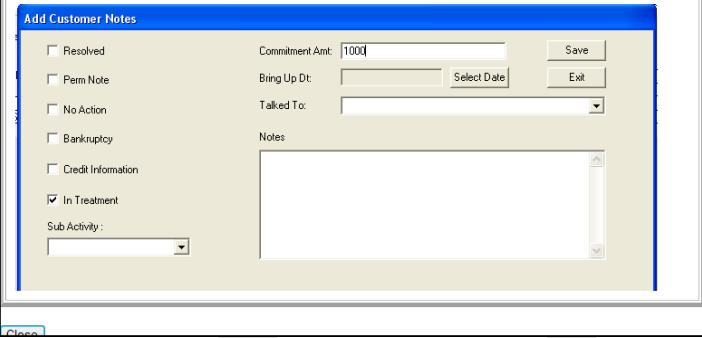
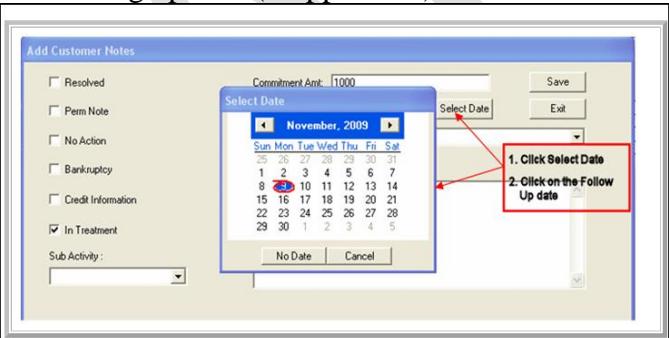
Notations, Continued

Adding Customer Level Notes (continued)	Step	Action																
	2	<p>In the <i>Add Customer Notes</i> box select the appropriate option from the 7 check box options:</p> <table border="1" data-bbox="551 475 1339 1184"> <thead> <tr> <th data-bbox="551 475 780 517">Option</th><th data-bbox="780 475 1339 517">Description</th></tr> </thead> <tbody> <tr> <td data-bbox="551 517 780 593">Resolved</td><td data-bbox="780 517 1339 593">Select when the collection treatment is <i>Resolved</i>.</td></tr> <tr> <td data-bbox="551 593 780 669">Perm Note</td><td data-bbox="780 593 1339 669">Select when customer note must be save as a <i>Permanent Note</i>.</td></tr> <tr> <td data-bbox="551 669 780 745">No Action</td><td data-bbox="780 669 1339 745">Select when no action was taken on the account.</td></tr> <tr> <td data-bbox="551 745 780 821">Bankruptcy</td><td data-bbox="780 745 1339 821">Select when customer has informed they have filed for bankruptcy.</td></tr> <tr> <td data-bbox="551 821 780 897">Credit Information</td><td data-bbox="780 821 1339 897">Select to add credit or contact information specific to this customer.</td></tr> <tr> <td data-bbox="551 897 780 1079">In Treatment</td><td data-bbox="780 897 1339 1079">Select <i>In Treatment</i> and the Sub <i>Activity</i> drop down will become active. Select the appropriate treatment from the <i>Sub Activity</i> drop down. Refer to Sub Activity Job Aid.</td></tr> <tr> <td data-bbox="551 1079 780 1184">Group</td><td data-bbox="780 1079 1339 1184">Select when creating customer notes for a group other than the current Group accessed by the user.</td></tr> </tbody> </table>  <p>Note: One option must be selected before the note can be saved.</p>	Option	Description	Resolved	Select when the collection treatment is <i>Resolved</i> .	Perm Note	Select when customer note must be save as a <i>Permanent Note</i> .	No Action	Select when no action was taken on the account.	Bankruptcy	Select when customer has informed they have filed for bankruptcy.	Credit Information	Select to add credit or contact information specific to this customer.	In Treatment	Select <i>In Treatment</i> and the Sub <i>Activity</i> drop down will become active. Select the appropriate treatment from the <i>Sub Activity</i> drop down. Refer to Sub Activity Job Aid.	Group	Select when creating customer notes for a group other than the current Group accessed by the user.
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Group	Select when creating customer notes for a group other than the current Group accessed by the user.																	

Continued on next page

Notations, Continued

Adding Customer Level Notes (continued)

Step	Action
3	<p>Enter <i>Commitment Amount</i> (if applicable)</p> <p>Commitment Amount Field</p>  <p>a) Type dollar amount <i>1000.50</i> or <i>1000</i> if no cents b) Do not include dollar signs, commas, or brackets</p> <p>Important: A commitment amount must be entered for bring up to appear under <i>Customer Bring Ups</i>.</p>
4	<p>Enter bring up date (if applicable)</p>  <p>a) Click <i>Select Date</i> button to bring up calendar pop up box b) Click on date in calendar to set bring up</p>
5	<p>Enter or select contact name in <i>Talk To</i> field (if applicable)</p>
6	<p>Type detailed notes in <i>Notes</i> box</p> <p>Note: Can cut and paste text into the <i>Notes</i> box. The text box allows the user to input 2M+ characters; however, only the first 1020 characters will be saved and displayed.</p>
7	<p>Click <i>Save</i> to save the customer notes.</p> <p>Note: If you click <i>Exit</i>, the customer note will not be saved.</p>

Continued on next page

Notations, Continued

View Customer Level Notes Customer level notes are located under the *Customer Notes Tab*. Follow the steps below to view a customer level note:

1. Within the *Customer Query* screen, click on the *Customer Notes Tab*.

Result: All customer notes will be listed, displaying the most recent note at the top.

2. Within the *Record Counter*

- a. Scroll through the notes using the arrows



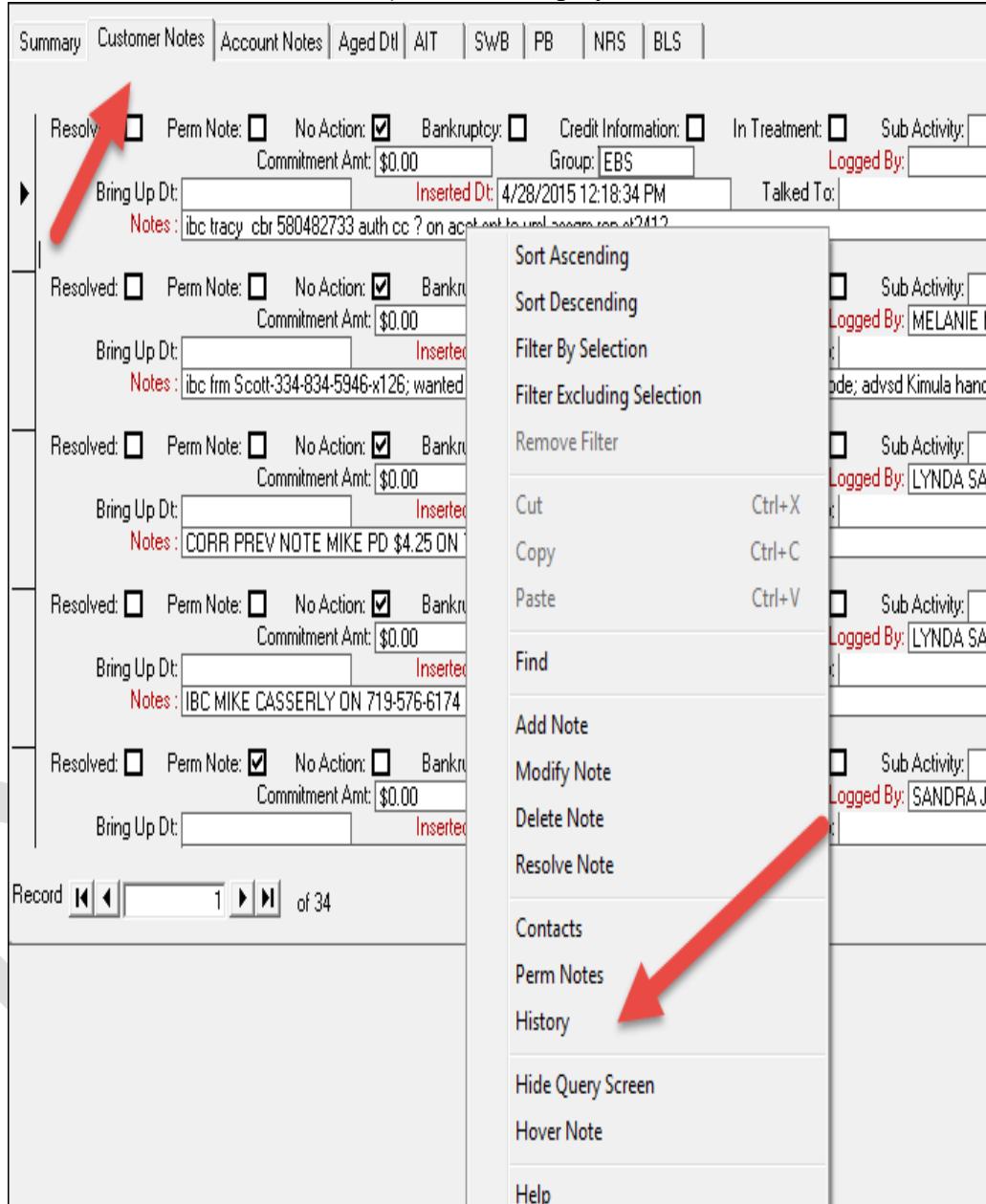
Note: To sort and filter, the *Group* field must be populated. Blank or empty is an allowed field to use.

Continued on next page

Notations, Continued

View Customer Level Notes (continued)

3. Right click and select *History* from context menu
Result: *Customer Notes History* box will display.



4. Click *Close* button when complete.

Notations, Continued

Adding Account Level Notes

Account level notes are added at the account/BTN level. Follow the steps below to add a note in ARMS at account Level:

Note: Notes can only be modified by Managers.

Step	Action
1	<p>Account notes can be added from the <i>Aged Detail Screen</i>, any <i>Region tab</i> or any <i>State tab</i>. (Note: The state tabs will be displayed once a region tab is selected)</p> <p>a) Note a single account by right clicking on an <i>account</i> and select:</p> <ul style="list-style-type: none"> a. <i>Update</i> b. <i>Account Details Update</i> c. <i>Add Account Notes</i> <p>b) Note multiple accounts by holding down the <i>Ctrl</i> key while clicking on the desired accounts on the <i>Aged Detail Tab</i>. Right click and select:</p> <ul style="list-style-type: none"> a. <i>Update</i> b. <i>Account Details Update</i> c. <i>Add Account Notes</i> <p>Result: The <i>Account Details Update</i> box will appear</p>

Continued on next page

Notations, Continued

Adding Adding Account Level Notes (continued)

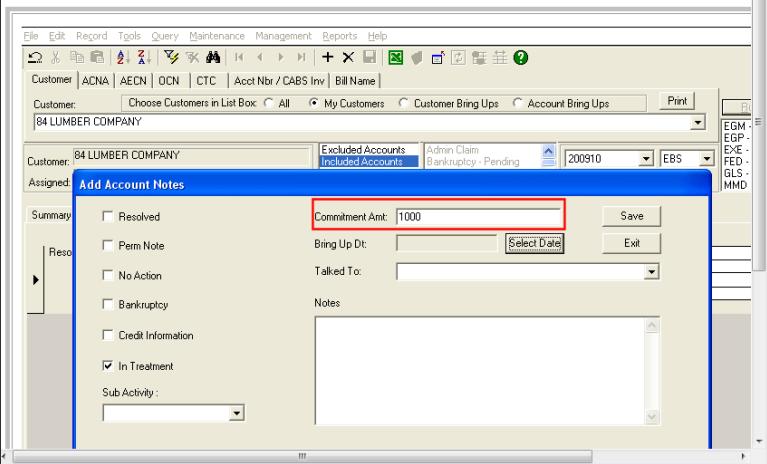
Step	Action															
2	Check the <i>Add Accounts Notes</i> box															
3	In the <i>Add Notes</i> box, select the appropriate option from the 6 check box options: <table border="1"><thead><tr><th>Option</th><th>Description</th></tr></thead><tbody><tr><td>Auto Resolve</td><td>Select to resolve all bring ups on the same account set by the same user. Leave the box unchecked to resolve the selected bring ups.</td></tr><tr><td>Perm Note</td><td>Select when account note must be saved as a permanent note.</td></tr><tr><td>No Action</td><td>Select when no action was taken on the account.</td></tr><tr><td>Bankruptcy</td><td>Select when customer has informed they have filed for bankruptcy</td></tr><tr><td>Credit Information</td><td>Select to add credit or contact information specific to this customer.</td></tr><tr><td>In Treatment</td><td>Select to access the <i>Sub Activity</i> drop down. Select the appropriate treatment activity. Refer to Sub Activity job aid.</td></tr></tbody></table>		Option	Description	Auto Resolve	Select to resolve all bring ups on the same account set by the same user. Leave the box unchecked to resolve the selected bring ups.	Perm Note	Select when account note must be saved as a permanent note.	No Action	Select when no action was taken on the account.	Bankruptcy	Select when customer has informed they have filed for bankruptcy	Credit Information	Select to add credit or contact information specific to this customer.	In Treatment	Select to access the <i>Sub Activity</i> drop down. Select the appropriate treatment activity. Refer to Sub Activity job aid.
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Credit Information	Select to add credit or contact information specific to this customer.															
In Treatment	Select to access the <i>Sub Activity</i> drop down. Select the appropriate treatment activity. Refer to Sub Activity job aid.															

Note: One option **must** be selected before the note can be saved.

Continued on next page

Notations, Continued

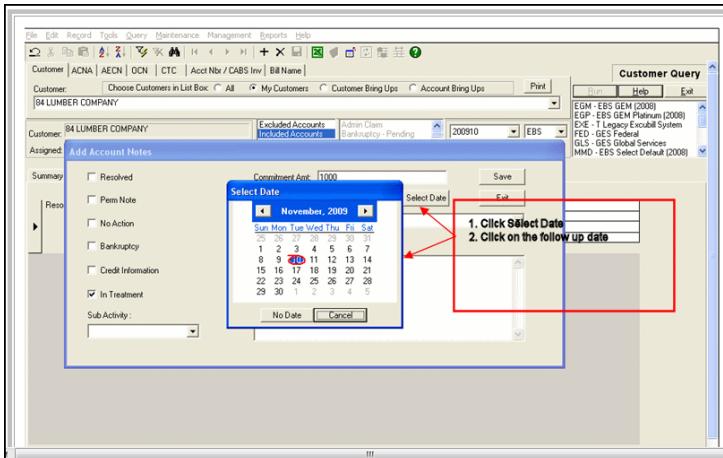
Adding Adding Account Level Notes (continued)

Step	Action
4	<p>Enter <i>Commitment Amount</i> (if applicable).</p>  <p>a) Type dollar amount 1000.50 or 1000 if no cents. b) Do not include dollar signs, commas, or brackets.</p> <p>Important: Commitment Amount must be entered for Bring Up to appear under <i>Account Bring Ups</i>. Follow the process to Add Commitment Amounts for Multiple account numbers.</p>

Continued on next page

Notations, Continued

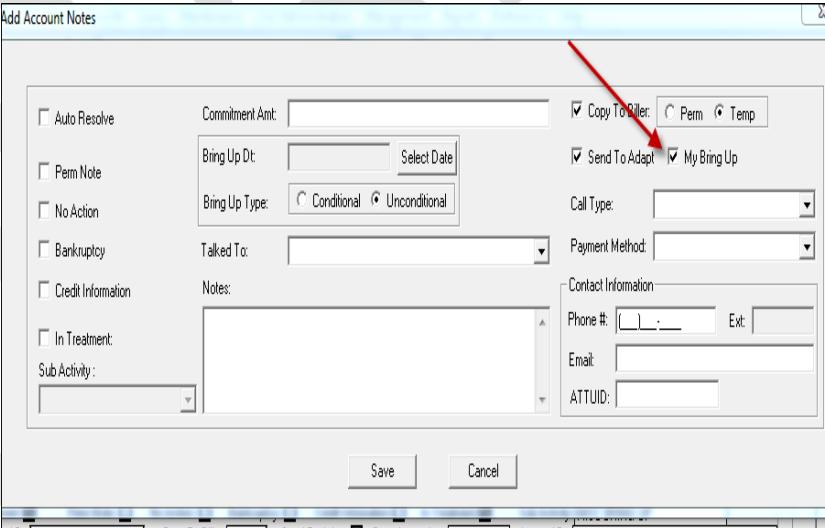
Adding Adding Account Level Notes (continued)

Step	Action
5	<p>Enter bring up date (if applicable)</p>  <p>1. Click Select Date 2. Click on date in calendar to set bring up</p>

Continued on next page

Notations, Continued

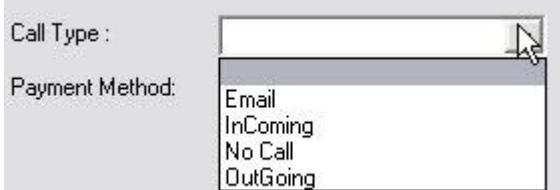
**Adding
Account Level
Notes
(continued)**

Step	Action
6	<p>In the <i>Bring Up Type</i> field, select the appropriate option:</p>  <ul style="list-style-type: none"> a) <i>Conditional Bring Ups</i> will be resolved by ARMS when a Flag Activity is no longer present for the account number. b) <i>Unconditional Bring Ups</i> must be manually resolved by the user. <p>Note: Unconditional is the default Bring Up type.</p>
7	<p>Check the <i>My Bring Up</i> box when the bring up should be worked by the user that input the note rather than the assigned Collector. All notes added without the <i>My Bring Up</i> box checked will default to the assigned collector. An example, a Collector took a commitment to contact the customer back on Monday with some information. No need for the bring up to appear on the assigned Collector's bring up list.</p> 

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Notations, Continued

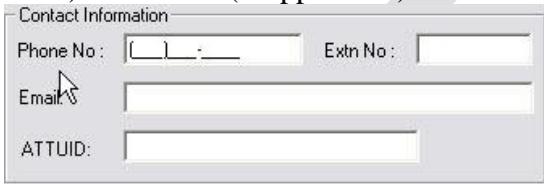
**Adding Adding
Account Level
Notes
(continued)**

Step	Action
8	<p>Select the <i>Call Type</i>:</p> <ul style="list-style-type: none"> a) E-mail b) InComing c) No Call d) OutGoing 
9	<p>Select the <i>Payment Method</i> (if applicable)</p> <ul style="list-style-type: none"> a) EPY-Electronic Payment b) FED- Federal Express c) OBO-Overnight Business Office d) OLB-OverNight Lock Box e) USM-US Mail f) WTR-Wire Transfer 

Continued on next page

Notations, Continued

Adding Account Level Notes (continued)

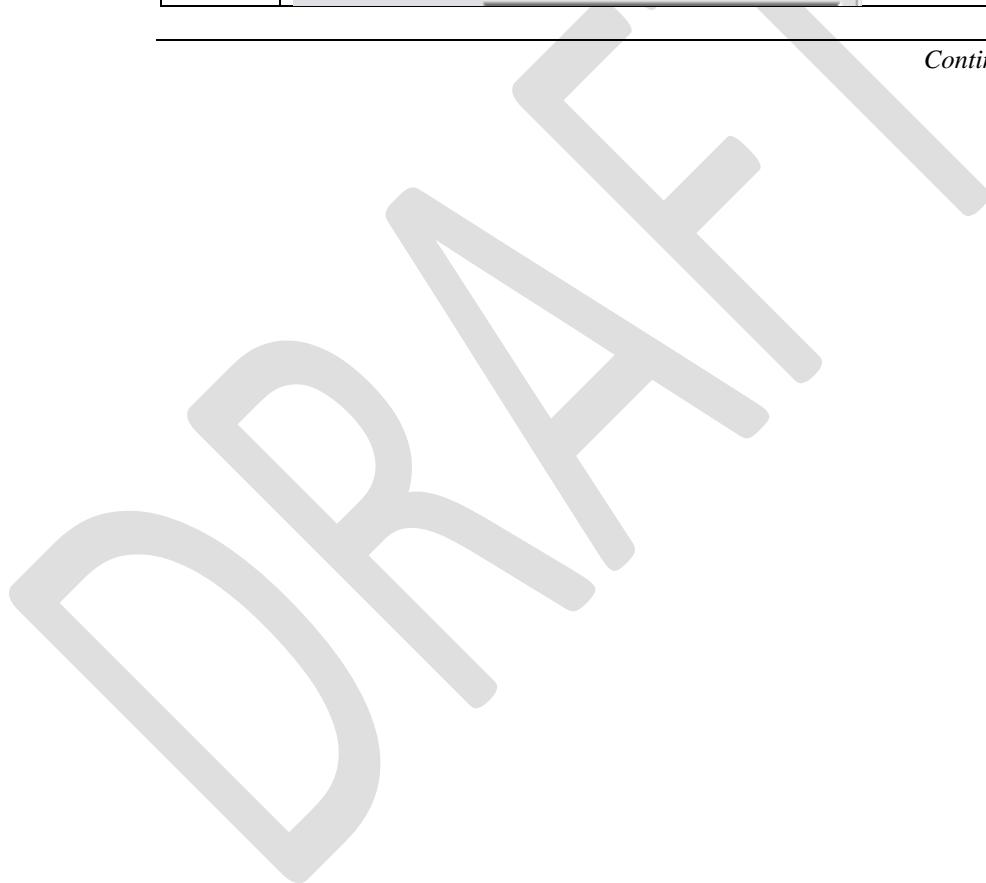
Step	Action
10	<p>Enter customer contact information. This can be internal or external contact. This does not replace the Contact Management function. The contact information is for this note only.</p> <p>a) Phone No. b) Extn No. (if applicable) c) E-mail d) ATTUID (if applicable)</p> <p></p> <p>Note: Notes should flow to the originating billing system overnight (Legacy S&B CRIS, ACIS, BOSS, CABS and Legacy T CFM only). A Perm Note is a permanent note. A Temp Note is a temporary note. The length of time notes remain in the biller varies by biller.</p>

Notations, Continued

Adding Account Level Notes (continued)

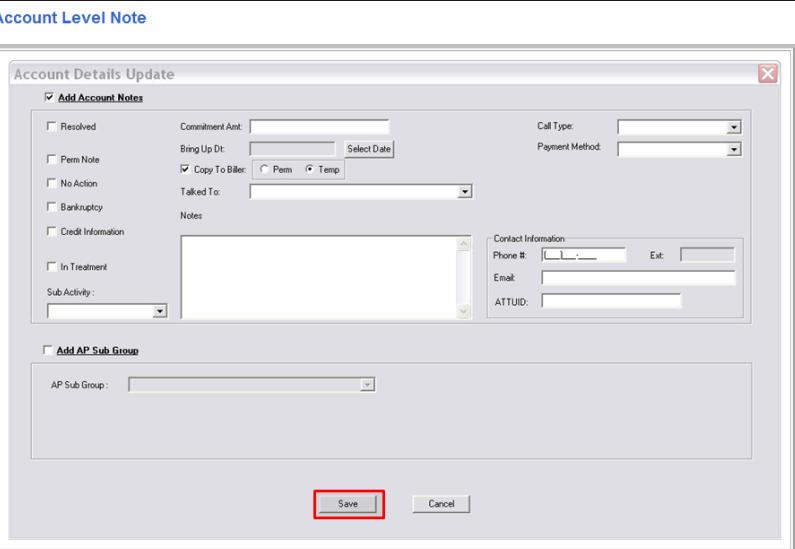
Step	Action
11	<p>The <i>Send to Adapt</i> field is the default setting and is used to send notes to ADAPT (Appraisal Database and Performance Tracking used by the Minneapolis collection center.)</p> <p>Note: Since there is no impact for other collection users, it is not necessary to uncheck the box to prevent the note from being sent.</p> 

Continued on next page



Notations, Continued

**Adding
Account Level
Notes
(continued)**

Step	Action
12	Enter or Select <i>Contact Name</i> in <i>Talk to</i> field (if applicable)
13	Type detailed notes in notes box. Note: Can cut and paste text into the notes box. The text box allows the user to input 2M+ characters; however, only the first 1020 characters will be saved and displayed.
14	Click <i>Save</i> to save the account note.  Note: If you click <i>Exit</i> , the account note will not be saved.

Continued on next page

Notations, Continued

Overview

The Collector may add multiple commitment amounts when making an account note for multiple account numbers.

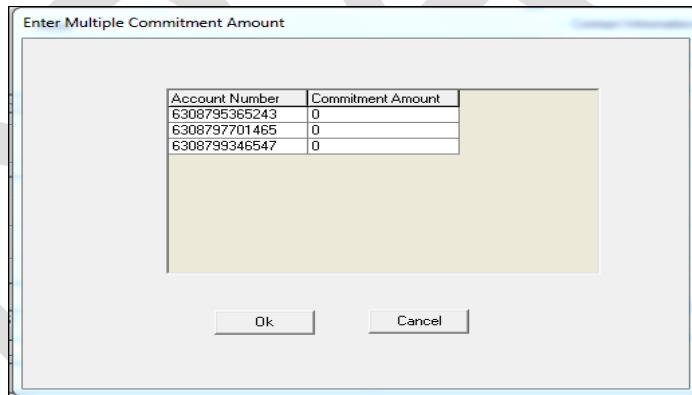
Adding Commitment Amounts for Multiple Account Numbers

Follow the steps below to insert commitment amounts for multiple account numbers:

1. Highlight and select the accounts from the *Aged Detail* screen by holding the *Ctrl* button down.
2. Right click *Update*
3. Select *Account Detail Updates*
4. Select *Add Account Notes*
5. Click in the *Commitment Amt* box on the *Add Accounts Notes* screen.

Result: The *Select Multiple Commitment Amount* pop-up box will appear with two columns:

- i. *Account Numbers*-This field will be populated with the selected account numbers from the *Aged Details* screen.
- ii. *Commitment Amount*-This column defaults to 0 and can be edited with numeric digits (0 to 9). This will allow the user to insert commitment amounts for each account number.



6. Clicking on the *OK* button results in the screen closing and the *Commitment Amounts* added or click the *Cancel* button to close the screen.

Note: A note will be saved for each account number with the distinct *Commitment Amount*.

Notations, Continued

View Account Notes Account Notes are accessed through the Aged Detail Tab. Follow the steps below to view Account Notes:

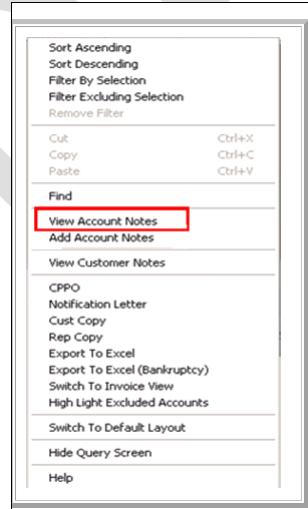
Important Note: When adding an account note in ARMS, the text box allows the user to input 2M+ characters; however, only the first 1020 characters will be saved and displayed.

1. Highlight the account within the Aged Detail tab, Region tab or State tab.

Result: If there is an Account Note, the check box in the Note field will be checked.

Account Nbr	System	Assigned Seq	Status	Dispute Amt	Last Action Taken	Bring Up Date	Flag Age	Flag Activity	Flag Ac
2099820100789	CRIS	ST2412_FED	LIVE	\$0.00			51		
2099821194301	CRIS	ST2412_FED	LIVE	\$0.00			49		
209983816243	CRIS	ST2412_FED	LIVE	\$0.00			49		
2099838265313	CRIS	ST2412_FED	LIVE	\$0.00			49		
2102239109340	CRIS	ST2412_FED	LIVE	\$0.00			22		
2102242021732	CRIS	ST2412_FED	LIVE	\$0.00			52		
2102248924750	CRIS	ST2412_FED	LIVE	\$0.00			22		
2102251305738	CRIS	ST2412_FED	LIVE	\$0.00			82		
2102289548888	CRIS	ST2412_FED	LIVE	\$0.00			16		
2102299117819	CRIS	ST2412_FED	LIVE	\$0.00			14		
2105662652784	CRIS	ST2412_FED	LIVE	\$0.00			10		
2105666304651	CRIS	ST2412_FED	LIVE	\$0.00			10		
2105680404651	CRIS	ST2412_FED	LIVE	\$0.00			40		
2105894230105	CRIS	ST2412_FED	LIVE	\$0.00			20		
2105702766304	CRIS	ST2412_FED	LIVE	\$0.00			14		
2106754539177	CRIS	ST2412_FED	LIVE	\$0.00			10		

2. Right click on the account number. Select *View Account Notes*.



Continued on next page

Notations, Continued

View Account Notes (continued)

Result: The Account Notes screen will appear and the Account Notes tab changes to the account number.

The screenshot shows the 'Customer Notes' tab selected in the top navigation bar. Below the tabs, there are several input fields and checkboxes. A red arrow points to the 'Customer Notes' tab itself. The fields include:

- Resolved:
- Perm Note:
- No Action:
- Bankruptcy:
- Credit Information:
- In Treatment:
- Sub Activity: []
- Inserted Dt: 5/13/2015 1:39:47 PM
- Copy To Biller: Temp
- Send To Adapt:
- Commitment Amt: \$0.00
- Logged By: SANDRA JACKSON
- Bring Up Dt: []
- Bring Up Type: U
- Talked To: []
- Call Type: []
- Payment Method: []
- Contact Altuid: []
- Phone #: []
- Ext: []
- Email: []
- Notes: Ibc Marjorie 210-223-1199 aut code transferred to st2412 vmbx

3. Scroll through the Account Notes by using the Record Counter (if applicable).

The screenshot shows a record counter interface with a gray border. Inside, it displays "Record" followed by a series of arrows pointing left and right, a number "8", another set of arrows, and "of 31".

4. Click *Exit* button when complete.

Notations, Continued

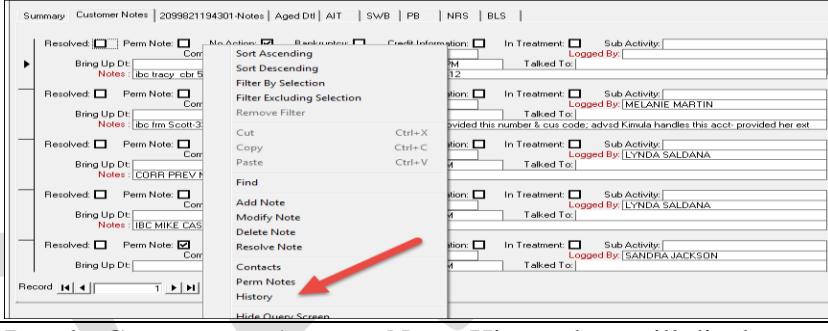
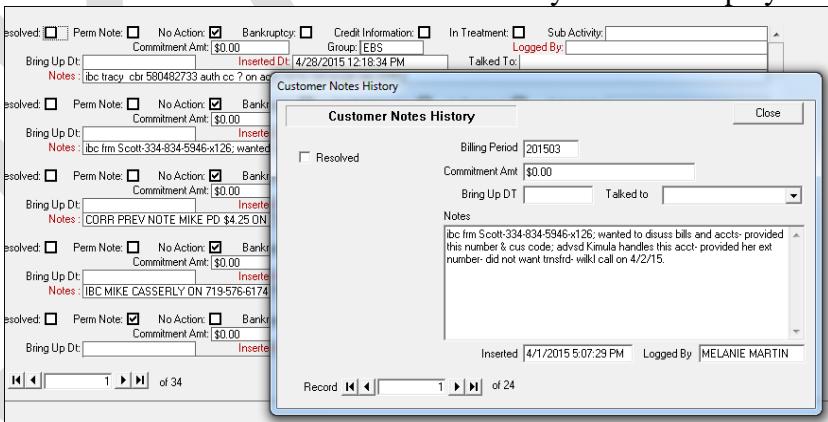
Modifying Notes

Collectors cannot modify any fields within a customer or account note. If an error or typo is made in a note mark the note as **Resolved** to remove it from the bring ups and create a new note with the correct information.

Note: Notes can only be modified by Managers.

Notes History

ARMS can also display the entire notes history for either Account or Customer Notes entries.

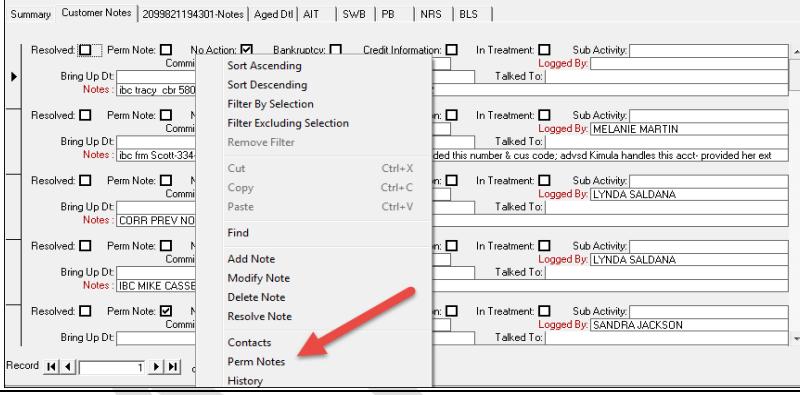
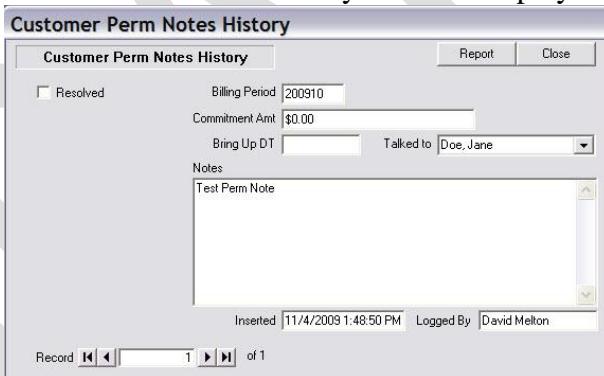
Step	Action
1	Click either the <i>Customer</i> or <i>Account Notes</i> tab.
2	Right click and select <i>History</i> from context menu. 
3	Result: Customer or Account Notes History box will display. 

Continued on next page

Notations, Continued

Perm Notes History

Perm notes can be created by selecting the *Perm Notes* treatment option on the *Add Notes* box.

Step	Action
1	Click on <i>Customer Notes</i> tab.
2	Right Click mouse and select <i>Perm Notes</i> from context menu. 
3	Result: Perm Notes History box will display. 

Continued on next page

Notations, Continued

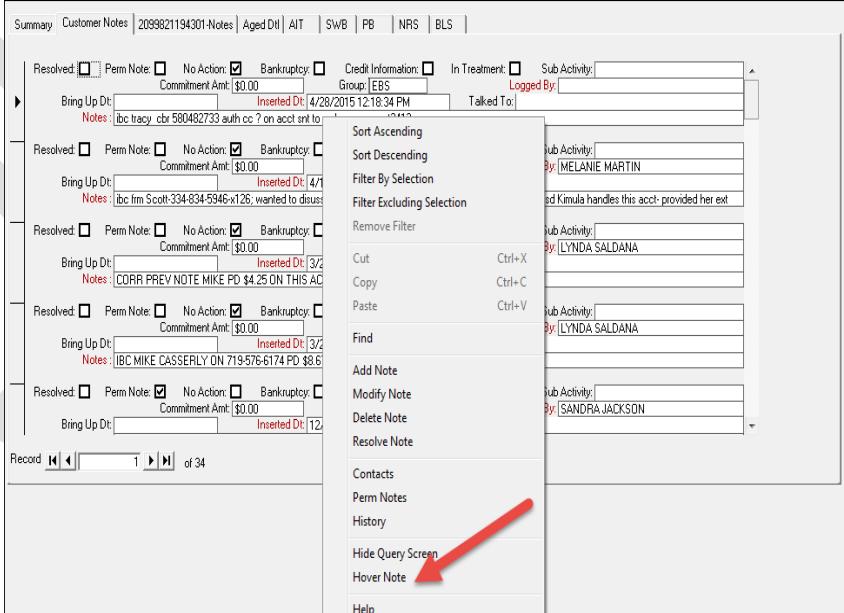
Perm Notes Report

Within the Customer Perm Notes History box, click the *Report* button to create a Perm Note Report.

Perm Notes		notes	Insert Dt	Rep
Bill Prd	Rslvd			
1 800 FLOWERS				
200710	<input checked="" type="checkbox"/>	BN Test Note 2 Resolved by NB6171 On 12/07/2007	12/07/07 02:46:24 PM	BHIMIREDDY, NAGI
200710	<input type="checkbox"/>	BN Test for Perm Note	12/07/07 08:32:18 AM	BHIMIREDDY, NAGI
200710	<input type="checkbox"/>	ord	12/06/07 08:13:17 AM	Bondada, Vishnu

Hover Note (Multiple Lines of Notes)

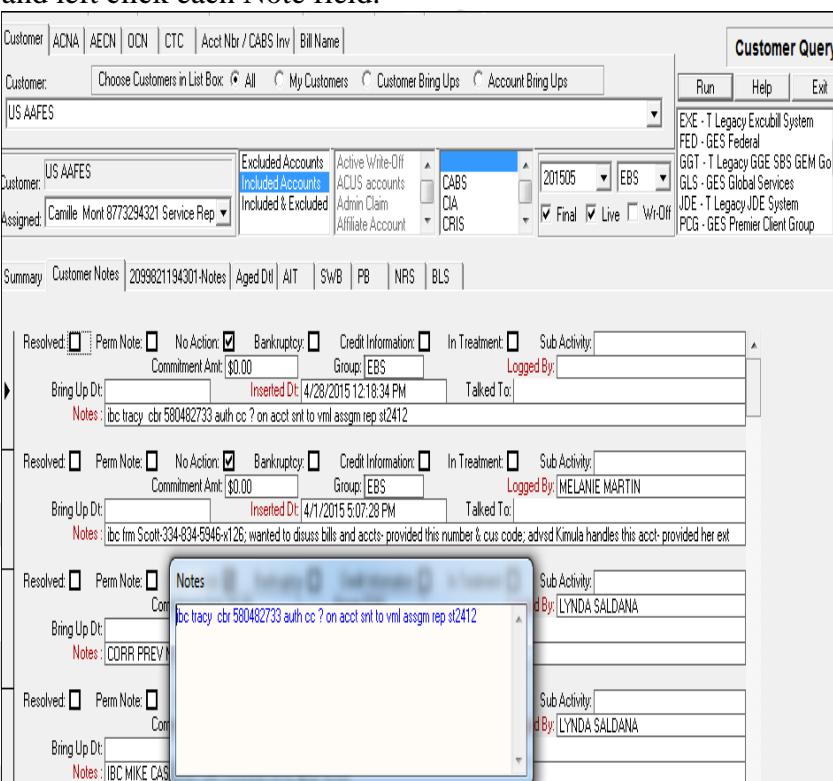
Within the Notes Tab, only one line of text is visible on a customer note. To view the entire text within a Note, the *Hover* box can be used to display the entire text within the note.

Step	Action
1	Click on <i>Notes</i> Tab.
2	Within the Notes Tab, Right click on a note and select <i>Hover Note</i> from context menu. 

Continued on next page

Notations, Continued

**Hover Note
(Multiple Lines
of Notes)
(continued)**

Step	Action
3	<p>Result: Hover Notes box will display.</p> <p>Using the cursor, <i>Hover</i> over the Note line and left click to see the entire text. The Hover box will change as you move the cursor and left click each Note field.</p>  <p>The screenshot shows the Customer Query application interface. A customer record for 'US AAFES' is selected. In the 'Customer Notes' section, there are two entries. The first entry has a 'Notes' link that is being hovered over, which triggers a tooltip displaying the full note text. The second entry also has a 'Notes' link with its own tooltip. Other fields visible include 'Resolved', 'Perm Note', 'No Action', 'Bankruptcy', 'Credit Information', 'In Treatment', 'Sub Activity', 'Commitment Amt', 'Group', 'Bring Up Dt', 'Inserted Dt', and 'Talked To'.</p> <p>Note: Deselect Hover Note to close Hover Note.</p>

Aged Detail Tab

Overview

The *Aged Detail Tab* displays the actual account detail for all regions. This is the same information that is displayed on the Summary tab but at the account detail level.

Note: The format for the Region and State tabs are the same as on the Aged Detail tab. The state tab will be displayed once a region tab is selected.

The Aged Detail format is the same for each region and state on their respective aged detail tab.



Customer Query																																																																																																																																														
Customer:		Choose Customers in List Box: <input checked="" type="radio"/> All <input type="radio"/> My Customers <input type="radio"/> Customer Bring Ups <input type="radio"/> Account Bring Ups	Customer Details																																																																																																																																											
Customer: US AAFES		Excluded Accounts	Included Accounts	Active Write-Off	CABS	201505	EBS	Run	Help	Exit																																																																																																																																				
Assigned: Camille Mont 8773294321 Service Rep		Included & Excluded	ACUS accounts	Admin Claim	CIA	201505	EBS	Final	Live	Wr-Off																																																																																																																																				
			Affiliate Account	CRIS				JDE - T Legacy JDE System	PCG - GES Premier Client Group	PCP - GES Premier Client Group Plat																																																																																																																																				
Summary Customer Notes 2102231199578-Notes Aged Dtl AIT SWB PB NRS BLS								SCG - GES Signature Client Group	TAF - T Legacy Affiliate	TSC - T Legacy Signature Client																																																																																																																																				
<table border="1"><thead><tr><th>Account Nbr</th><th>Dispute Amt</th><th>Last Action Taken</th><th>Bring Up Date</th><th>Flag Age</th><th>Flag Activity</th><th>Flag Activity Dt</th><th>Current Billing Amt</th><th>Current Bal</th><th> </th><th> </th></tr></thead><tbody><tr><td>2099820100789</td><td>\$0.00</td><td></td><td></td><td></td><td></td><td></td><td>\$75.25</td><td>(\$24</td><td></td><td></td></tr><tr><td>2099821194301</td><td>\$0.00</td><td></td><td></td><td>51</td><td></td><td></td><td>\$3,714.09</td><td>\$3,71</td><td></td><td></td></tr><tr><td>2099833816243</td><td>\$0.00</td><td></td><td></td><td>49</td><td></td><td></td><td>\$148.67</td><td>\$148</td><td></td><td></td></tr><tr><td>2099838265517</td><td>\$0.00</td><td></td><td></td><td>49</td><td></td><td></td><td>\$75.25</td><td>\$75</td><td></td><td></td></tr><tr><td>2102231199578</td><td>\$0.00</td><td></td><td></td><td>12</td><td></td><td></td><td>\$264.00</td><td>\$264</td><td></td><td></td></tr><tr><td>2102239109340</td><td>\$0.00</td><td></td><td></td><td>22</td><td></td><td></td><td>\$66.30</td><td>\$66</td><td></td><td></td></tr><tr><td>2102242021732</td><td>\$0.00</td><td></td><td></td><td>52</td><td></td><td></td><td>\$198.90</td><td>\$198</td><td></td><td></td></tr><tr><td>2102248924750</td><td>\$0.00</td><td></td><td></td><td>22</td><td></td><td></td><td>\$132.60</td><td>\$132</td><td></td><td></td></tr><tr><td>2102251305738</td><td>\$0.00</td><td></td><td></td><td>82</td><td></td><td></td><td>\$132.60</td><td>\$132</td><td></td><td></td></tr><tr><td>2102289548888</td><td>\$0.00</td><td></td><td></td><td>16</td><td></td><td></td><td>\$51.94</td><td>\$51</td><td></td><td></td></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr></tbody></table>											Account Nbr	Dispute Amt	Last Action Taken	Bring Up Date	Flag Age	Flag Activity	Flag Activity Dt	Current Billing Amt	Current Bal			2099820100789	\$0.00						\$75.25	(\$24			2099821194301	\$0.00			51			\$3,714.09	\$3,71			2099833816243	\$0.00			49			\$148.67	\$148			2099838265517	\$0.00			49			\$75.25	\$75			2102231199578	\$0.00			12			\$264.00	\$264			2102239109340	\$0.00			22			\$66.30	\$66			2102242021732	\$0.00			52			\$198.90	\$198			2102248924750	\$0.00			22			\$132.60	\$132			2102251305738	\$0.00			82			\$132.60	\$132			2102289548888	\$0.00			16			\$51.94	\$51													
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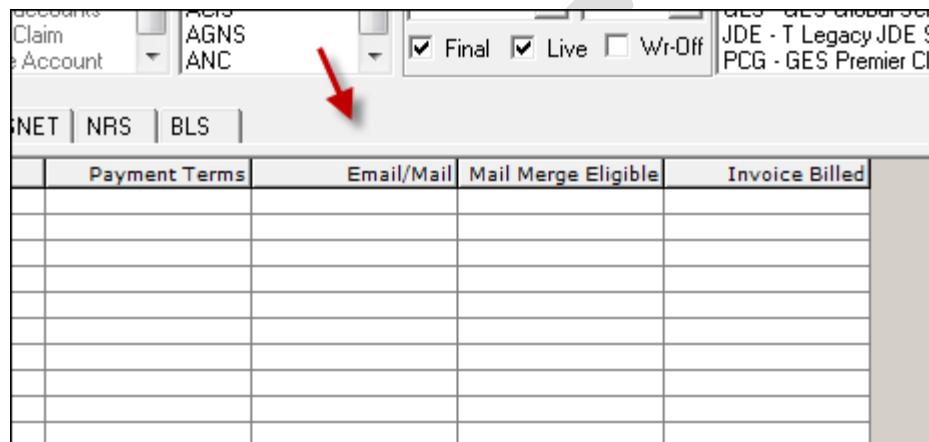
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Aged Detail Tab, Continued

Email/Mail Indicator

Collectors have the ability to add an Email/Mail indicator to accounts via the Email/Mail column on the *Aged Detail Grid* and *Transpose View* in order to show the customer's preference for receiving collection letters or correspondence.

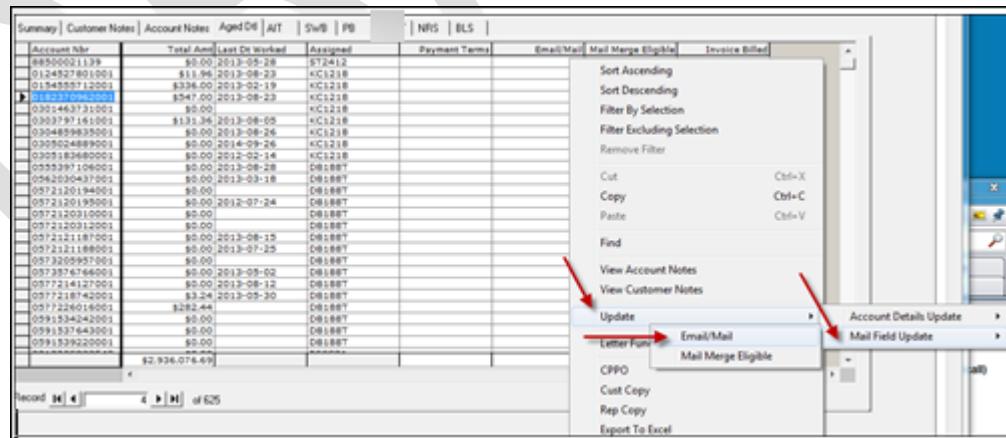
Note: The column will be included in exports to *Excel*.



The screenshot shows a software interface for managing accounts. At the top, there are dropdown menus for 'Accounts' (Claim, eAccount), 'Period' (AGNS, ANC), and various checkboxes for 'Final', 'Live', 'Wr-Off', and 'JDE - T Legacy JDE S' (PCG - GES Premier CI). Below the header is a toolbar with buttons for 'NET', 'NRS', and 'BLS'. The main area is a grid table with columns: 'Payment Terms', 'Email/Mail', 'Mail Merge Eligible', and 'Invoice Billed'. The 'Email/Mail' column header is highlighted with a red arrow pointing to it from the left.

Follow the steps below to add an Email/Mail indicator:

1. Right click on the *Account(s) Nbr*
- a. Select *Update*
- b. Select *Mail Field Update*
- c. Select *Mail/Email*

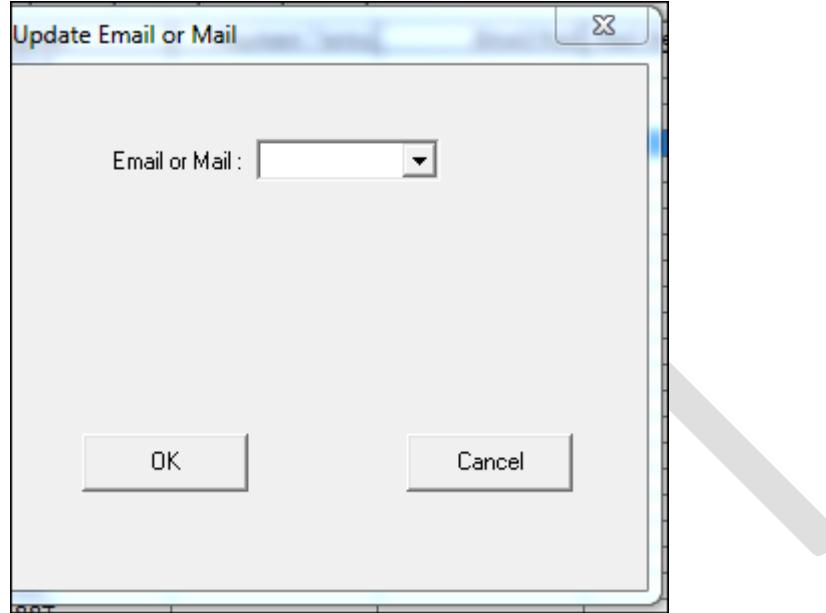


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Aged Detail Tab, Continued

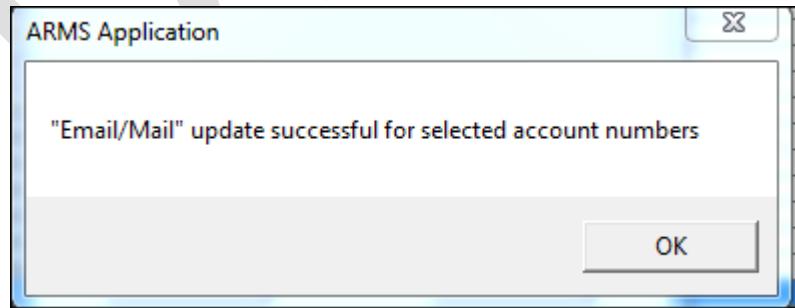
Email/Mail
Indicator
(continued)

Result: A pop-up box *Update Email or Mail* will appear.



2. From the dropdown choose :
 - a. *Email or Mail*
3. From the Notification Type dropdown pick one of the following:
 - a. *Mail*
 - b. *Email*
 - c. *Blank*
4. Click *OK* button to update
 - a. Selecting *Cancel* closes the pop up box and returns the Collector to the *Aged Detail* grid without any updates

Result: A message will appear *Email/Mail update successful for selected account numbers*



Continued on next page

Aged Detail Tab, Continued

**Email/Mail
Indicator
(continued)**

5. Click *OK*

Result: The *Aged Detail* grid is refreshed and Collector is returned to the *Aged Detail* grid.

Continued on next page

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Aged Detail Tab, Continued

Mail Merge Eligible Indicator

Operation teams have the ability to add a mail merge eligible indicator to accounts via the *Mail Merge Eligible* column on the [Aged Detail Grid](#) and [Transpose View](#) in order to identify account that should not be in a mail merge.

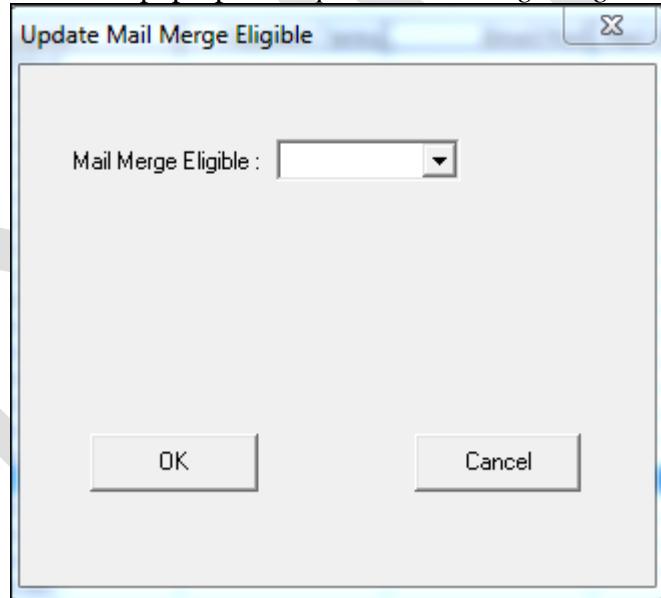


Notes	Aged Dtl	AIT	SWB	PB	NRS	BLS	
Total Amt	Last Dt Worked		Payment Terms	Email/Mail	Mail Merge Eligible	Check Digit	ACNA
(\$24.81)					6	2712	
\$3,885.30					5	2712	
\$186.09					2	2712	
\$115.08					4	2712	
\$264.00	2015-05-13						
\$66.30							
\$345.90							
\$9.21							
\$270.82							
\$51.94							

Follow the steps below to update the field:

1. Right click on *Row(s)*
2. Select *Updates*
3. Select *Mail Field Updates*

Result: A pop-up box *Update Mail Merge Eligible* will appear.



Continued on next page

Aged Detail Tab, Continued

Mail Merge Eligible Indicator (continued)

4. Select *Mail Merge Eligible*
 - a. Click Yes or No
 - b. Note: The *Mail Merge Eligible Type*: Default will be from current value on *Aged Details* grid.
5. Click *OK* button to update the change or Cancel to close the pop-up screen and return to the *Aged Detail* grid without updates.

Result: A pop up message will appear *Mail Merge Eligible update successful for selected account numbers*.

Invoice Billed Column

A column *Invoice Billed* is located on the *Aged Detail Grid and Transpose View*. The column will be systematically populated based on the biller. The column will export to *Excel* reports. Values for the new column are:

- Y=invoice billed
- Blank=non-invoice billed

Note: Some *CABS* accounts are invoiced billed.

Aged Detail Tab, Continued

Column Descriptions - Overview	The Account Number field will always be the first column and will remain frozen in that position. Users can scroll to the right and the account number will always be visible. All other columns can be moved to customize the user's view. Note: The format for the Region and State tabs are the same as the Aged Detail tab.
---------------------------------------	---

Column Descriptions	Column Name	Description
	Account Nbr	Account Number-this field will always be the first column and will remain frozen in that position. Users can scroll to the right and the account number will always be visible.
	ATTUID	Displays the ATTUID of the Collector assigned to the account. A blank field indicates no Collector has been assigned to the account in ARMS.
	Flag Activity Date	Displays the date of the existing Flag Activity was added to the account. If no Flag Activity is present the field will be blank.
	SEG	Segment-Refer to Segment Job Aid for the complete list.
	Check Digit	Used for ACIS accounts-14 th character of account number-required to process adjustments.
	MACNA	3 character code used in SE BOCABS to tie multiple ACNAs to one Customer.
	ACNA	ACNA
	AECN	AECN
	OCN	OCN
	Status	L stands for Live, F stands for Final
	Current Billing Amt	Current Billing Amount – Amount Billed to the customer.
	Current Balance Amt	Current billed charges – not past due.
	Collectible Amt	Past Due + Current Balance less Disputes and Promotional Credits
	Past Due Amt	Amount Past Due (based on 30 PBD)
	Total Amt	Past Due + Current Balance
	Dispute Amt	Amount in Dispute
	Promotional Balance	Amount in Promotional Credit issues – This will only be populated for SE Resale.

Continued on next page

Aged Detail Tab, Continued

Column Descriptions
(continued)

Column Name	Description
Bill Dt	Bill Date
Final Bill Dt	Bill Date of Final Account (only populate if Status is F)
Write Off Dt	Date Account was sent for Write Off
Last Pymnt Dt	Date of Last Payment
Pymnt App Amt	Amount of last payment applied to account
Last Adjust DR	Date of last adjustment
Last Adjust Amt	Amount of last adjustment
Adjust App Amt	Amount of last adjustment applied to account.
Total ND Amt	Amount that is Non Deniable.
30 PD Amount	Amount over 30 days from Bill Due Date.
30 PD Age	Number of days from the Bill Date to the Current Date-plus 60 days.
60 PD Amount	Amount over 60 days from Bill Due Date.
60 PD Age	Number of days from the Bill Date to the Current Date-plus 60 days.
90 PD Amount	Amount over 90 days from Bill Due Date.
90 PD Age	Number of days from the Bill Date to the Current Date-plus 90 days.
120 PD Amount	Amount over 120 days from Bill Due Date.
120 PD Age	Number of days from the Bill Date to the Current Date-plus 120 days.
AP Sub Group	Accounts Payment Sub Group
Class	Classification if the account is Excluded.
Last Action Taken	Last Treatment step selected from the sub-activity table.

Continued on next page

Aged Detail Tab, Continued

Column Descriptions
(continued)

Column Name	Description
Last Dt Worked	The last date a note or activity was recorded on the account.
Bring Up Date	Last Bring Up date selected for the account.
Flag Age	Oldest amount displayed by the number of days from the Bill Date to the Current Date.
Flag Activity	Using the Flag Age, the Flag Activity is the next predicted Treatment Action for the account.
Exclude	Denotes the account is excluded
Note	Denotes there is a Note (s) on the account.
ZBU	ZBU
Customer Name	Parent Name
Bill Name	Billing Name for the Account.
Bill Address 2	Billing Address populated from originating billing system
Bill Address 3	Billing Address populated from originating billing system
Bill Address 4	Billing Address populated from originating billing system
Bill City	City Name populated from originating billing system
Bill State	State Name populated from originating billing system
Contact Name	Displays Last name, First Name from field in ARMS contact screen
Contact E-Mail	Displays E-mail address from field in ARMS contact screen
Contact TN	Displays Telephone Number from ARMS contact screen
Unapplied Amount	Legacy T and Alascom Only-Displays amount not applied to the customer's bill
60+AMT	Total of 60 PD AMT +90 OD AMT + 120 PD AMT
90+AMT	Total of 90 PD AMT + 120 PD AMT
CTC	Child Tie Code assigned in ARMS

Continued on next page

Aged Detail Tab, Continued

Column Descriptions
(continued)

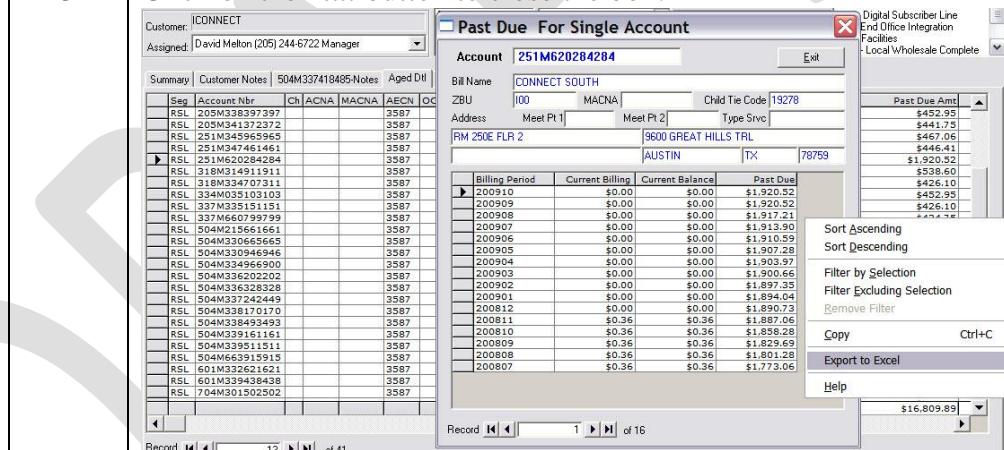
Column Name	Description
System	Originating Billing System (CABS, CRIS etc.)
Invoice Billed	Indicates if an account is invoice billed (only populated if the status is Y) Note: Some <i>CABS</i> accounts are invoice billed.
Email/Mail	Displays the customer's preference for receiving correspondence (Mail, Email, or blank)
Payment Terms	Indicates non-standard payment terms. Note: Only a Manager may update this field.
Mail Merge Eligible	Indicates if an account is eligible for a mail merge.
State	Displays State Name

Continued on next page

Aged Detail Tab, Continued

Single Account History and Bill Detail The account history for all loaded bill periods and the account bill header information can be displayed on an individual account basis.

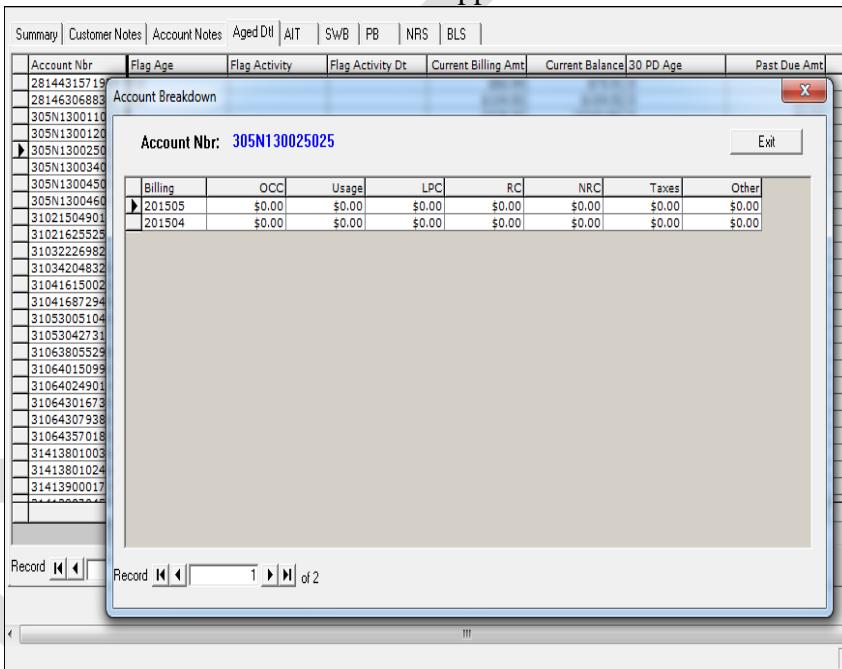
Step	Action
1	Single Click on any account number until the account is highlighted.
2	Double click on the account number in the row to bring up the <i>Past Due for Single Account</i> box. a) This box shows the account bill header detail and all bill periods within ARMS along with the current billing, current balance and past due. Additional Feature: While the ' Past Due For Single Account ' is open, right click within the grid to open the context menu to choose <i>Sort Ascending</i> , <i>Sort Descending</i> , <i>Filter by Selection</i> , <i>Filter excluding Selection</i> , <i>Copy</i> , or <i>Export to Excel</i> .
3	Click on the <i>Exit</i> button to close the box.



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Aged Detail Tab, Continued

Single Account Transactions Transaction detail can be viewed for single accounts. The functionality works similar to the Single Account History.

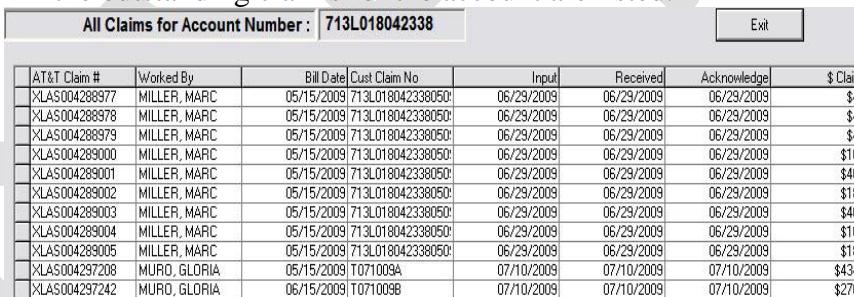
Step	Action
1	Click on the desired amount within the Current Billing Amt Column.
2	<p>The <i>Account Breakdown</i> box will appear.</p>  <p>The Account Breakdown box displays the previous 12 months billing broken out by 7 categories:</p> <ol style="list-style-type: none"> OCC – Other Charges and Credits Usage LPC – Late Payment Charges RC – Recurring Charges NRC – Non Recurring Charges Taxes Other <p>Additional Feature: While the <i>Account Breakdown</i> box is open, right click within the grid to open the context menu to choose <i>Sort Ascending</i>, <i>Sort Descending</i>, <i>Filter by Selection</i>, <i>Filter excluding Selection</i>, <i>Copy</i>, or <i>Export to Excel</i>.</p>
3	Click <i>Exit</i> when done.

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Aged Detail Tab, Continued

Viewing WEBTAXI Claims

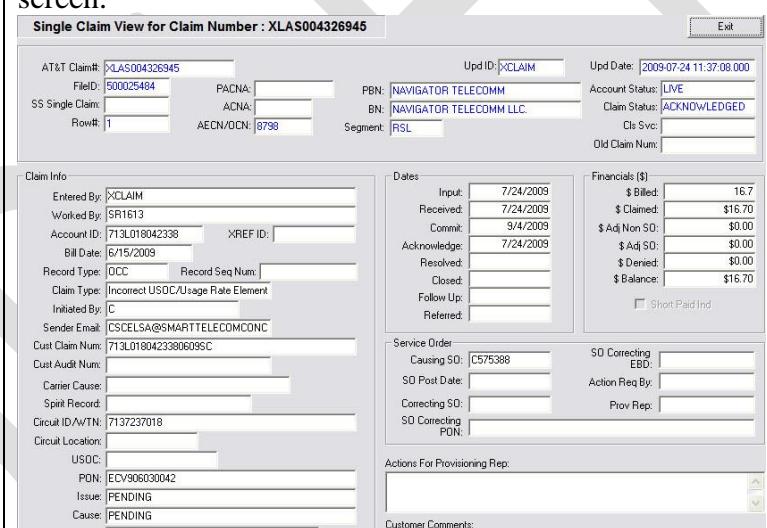
WEBTAXI sends detailed claim information (nightly feed) to ARMS for unresolved disputes. The WEBTAXI claim screen can be viewed for each unresolved claim for a given account number. This will assist the Collector in determining if the customer submitted a claim.

Step	Action																																																																																																
1	<p>Highlight the cell in the <i>Dispute Amt</i> column you want to see the Dispute information and double click.</p> 																																																																																																
2	<p>All the outstanding claims for the account are listed.</p>  <table border="1"> <thead> <tr> <th>AT&T Claim #</th> <th>Worked By</th> <th>Bill Date</th> <th>Cust Claim No.</th> <th>Input</th> <th>Received</th> <th>Acknowledge</th> <th>\$ Claimed</th> </tr> </thead> <tbody> <tr><td>XLAS004288977</td><td>MILLER, MARC</td><td>05/15/2009</td><td>713L018042338050:</td><td>06/29/2009</td><td>06/29/2009</td><td>06/29/2009</td><td>\$4.31</td></tr> <tr><td>XLAS004288978</td><td>MILLER, MARC</td><td>05/15/2009</td><td>713L018042338050:</td><td>06/29/2009</td><td>06/29/2009</td><td>06/29/2009</td><td>\$4.31</td></tr> <tr><td>XLAS004288979</td><td>MILLER, MARC</td><td>05/15/2009</td><td>713L018042338050:</td><td>06/29/2009</td><td>06/29/2009</td><td>06/29/2009</td><td>\$4.31</td></tr> <tr><td>XLAS004289000</td><td>MILLER, MARC</td><td>05/15/2009</td><td>713L018042338050:</td><td>06/29/2009</td><td>06/29/2009</td><td>06/29/2009</td><td>\$16.70</td></tr> <tr><td>XLAS004289001</td><td>MILLER, MARC</td><td>05/15/2009</td><td>713L018042338050:</td><td>06/29/2009</td><td>06/29/2009</td><td>06/29/2009</td><td>\$46.76</td></tr> <tr><td>XLAS004289002</td><td>MILLER, MARC</td><td>05/15/2009</td><td>713L018042338050:</td><td>06/29/2009</td><td>06/29/2009</td><td>06/29/2009</td><td>\$18.54</td></tr> <tr><td>XLAS004289003</td><td>MILLER, MARC</td><td>05/15/2009</td><td>713L018042338050:</td><td>06/29/2009</td><td>06/29/2009</td><td>06/29/2009</td><td>\$46.76</td></tr> <tr><td>XLAS004289004</td><td>MILLER, MARC</td><td>05/15/2009</td><td>713L018042338050:</td><td>06/29/2009</td><td>06/29/2009</td><td>06/29/2009</td><td>\$18.70</td></tr> <tr><td>XLAS004289005</td><td>MILLER, MARC</td><td>05/15/2009</td><td>713L018042338050:</td><td>06/29/2009</td><td>06/29/2009</td><td>06/29/2009</td><td>\$18.54</td></tr> <tr><td>XLAS004297208</td><td>MURO, GLORIA</td><td>05/15/2009</td><td>T071009A</td><td>07/10/2009</td><td>07/10/2009</td><td>07/10/2009</td><td>\$434.65</td></tr> <tr><td>XLAS004297242</td><td>MURO, GLORIA</td><td>05/15/2009</td><td>T071009B</td><td>07/10/2009</td><td>07/10/2009</td><td>07/10/2009</td><td>\$276.93</td></tr> </tbody> </table>	AT&T Claim #	Worked By	Bill Date	Cust Claim No.	Input	Received	Acknowledge	\$ Claimed	XLAS004288977	MILLER, MARC	05/15/2009	713L018042338050:	06/29/2009	06/29/2009	06/29/2009	\$4.31	XLAS004288978	MILLER, MARC	05/15/2009	713L018042338050:	06/29/2009	06/29/2009	06/29/2009	\$4.31	XLAS004288979	MILLER, MARC	05/15/2009	713L018042338050:	06/29/2009	06/29/2009	06/29/2009	\$4.31	XLAS004289000	MILLER, MARC	05/15/2009	713L018042338050:	06/29/2009	06/29/2009	06/29/2009	\$16.70	XLAS004289001	MILLER, MARC	05/15/2009	713L018042338050:	06/29/2009	06/29/2009	06/29/2009	\$46.76	XLAS004289002	MILLER, MARC	05/15/2009	713L018042338050:	06/29/2009	06/29/2009	06/29/2009	\$18.54	XLAS004289003	MILLER, MARC	05/15/2009	713L018042338050:	06/29/2009	06/29/2009	06/29/2009	\$46.76	XLAS004289004	MILLER, MARC	05/15/2009	713L018042338050:	06/29/2009	06/29/2009	06/29/2009	\$18.70	XLAS004289005	MILLER, MARC	05/15/2009	713L018042338050:	06/29/2009	06/29/2009	06/29/2009	\$18.54	XLAS004297208	MURO, GLORIA	05/15/2009	T071009A	07/10/2009	07/10/2009	07/10/2009	\$434.65	XLAS004297242	MURO, GLORIA	05/15/2009	T071009B	07/10/2009	07/10/2009	07/10/2009	\$276.93
AT&T Claim #	Worked By	Bill Date	Cust Claim No.	Input	Received	Acknowledge	\$ Claimed																																																																																										
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XLAS004297242	MURO, GLORIA	05/15/2009	T071009B	07/10/2009	07/10/2009	07/10/2009	\$276.93																																																																																										

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Aged Detail Tab, Continued

**Viewing
WEBTAXI
Claims
(continued)**

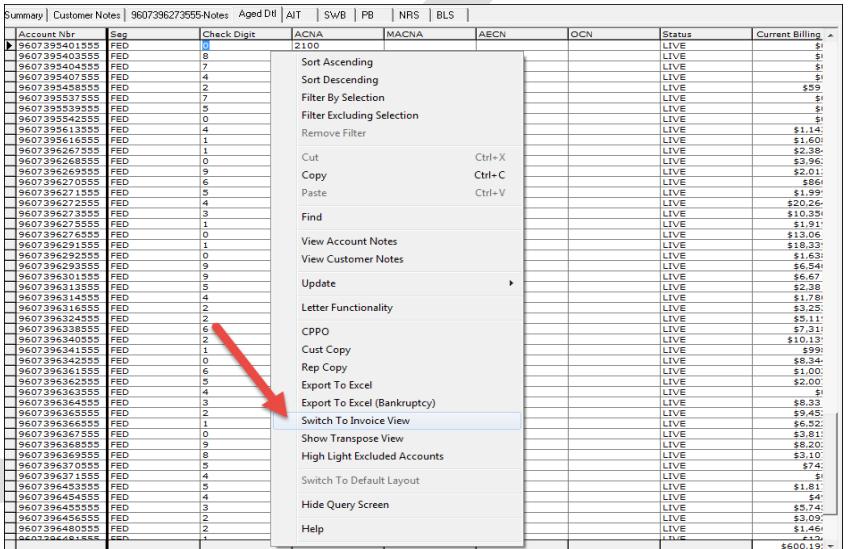
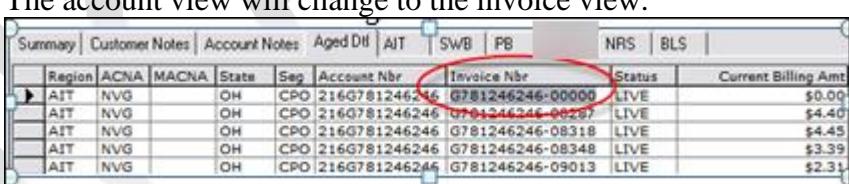
Step	Action
3	<p>Scrolling over to the right displays the financial amounts and jeopardy detail.</p>  <p>Additional Feature: While the <i>Account Transaction</i> box is open, right click within the grid to open the context menu to choose <i>Sort Ascending</i>, <i>Sort Descending</i>, <i>Filter by Selection</i>, <i>Filter excluding Selection</i>, <i>Copy</i>, <i>Export to Excel</i> or <i>Highlight Excluded Accounts</i>, (<i>use Excel Icon located in Menu Bar</i>).</p>
4	<p>Double clicking on any claim record will display the <i>Claim view</i> screen.</p> 

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Aged Detail Tab, Continued

Invoice View

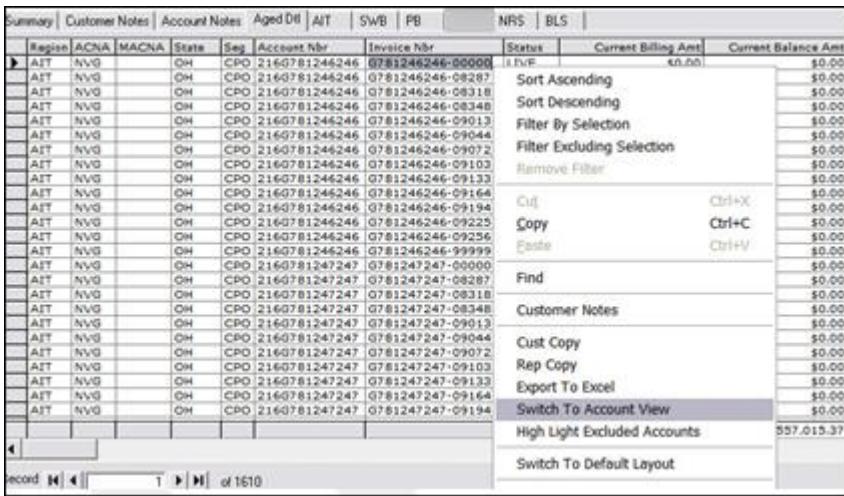
The account detail view within the active grid has the ability to be changed to display invoice detail. Below are the steps to change the view from account to invoice.

Step	Action
1	<p>Right click on any part of the active grid. Select <i>Switch to Invoice View</i> within the context menu.</p> 
2	<p>The account view will change to the invoice view.</p> 

Continued on next page

Aged Detail Tab, Continued

Invoice View
(continued)

Step	Action
3	<p>To revert back to account view, right click and select <i>Switch to Account view</i> within the context menu.</p>  <p>Additional Feature: within the Invoice view, right click within the grid to open the context menu to choose <i>Sort Ascending</i>, <i>Sort Descending</i>, <i>Filter by Selection</i>, <i>Filter excluding Selection</i>, <i>Copy</i> and <i>Export to Excel</i> or <i>Highlight Excluded Accounts</i>.</p>

Continued on next page

Aged Detail Tab, Continued

Customer or Rep Copy (Reports) ARMS can produce an Adobe PDF formatted version of the aged detail. The data is grouped by region, system, and state. There are two versions of the PDF formatted reports:

- (1) **Customer Copy:** Shows the Aged Detail excluding the account status.
- (2) **Rep Copy:** Also shows the Aged Detail but includes the account status.

Step	Action
1	Click on the <i>Aged Detail, Region, or State</i> tab.
2	Right click and select <i>Cust Copy</i> or <i>Rep Copy</i> .
3	Print report (If applicable)
4	Click X in upper right hand corner to close Excel.

Creating Customer Contacts

A customer contact is a point of contact the Collector may reach out to regarding the past due balance. Contacts can be created on two levels:

1. *Account Level* via the Aged Detail Tab
 - a. Contacts created at the Account Level will also appear at the Customer Level on the Maintenance tab.
 - b. Account Level contact information will also automatically populate inside the Aged Detail Grid after the contact is added as well as the Maintenance Tab.
2. *Customer Level* via the Maintenance Tab
 - a. Customer contact information can be created/updated on the Customer/Contact Maintenance screen.
 - b. The customer information can be selected when storing notes at the customer level within the ARMS application.

Important: Contacts created at the Customer Level will not appear inside the *Aged Detail Grid*.

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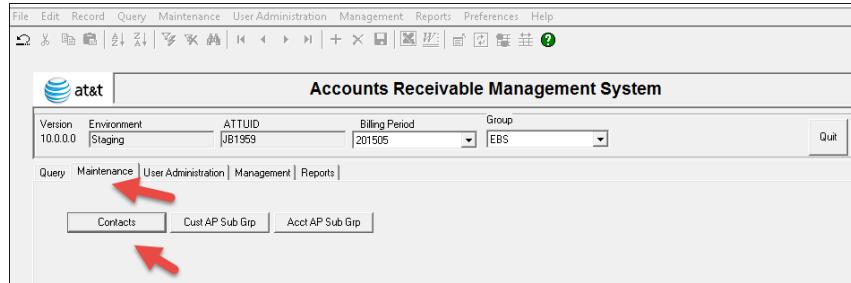
Aged Detail Tab, Continued

Creating Customer Contacts (continued)

Follow the steps below to enter a customer contact in ARMS at the Customer or Account Level.

Create Customer Contacts via the Customer Level

1. If on the ARMS Main Menu Screen:



- a. Click on *Maintenance* tab
- b. Click the *Contacts* button
- c. Go to Step 2

Result: *Customer/Contact Maintenance* screen appears

If on the Customer Query Screen

- d. Click on the *Customer Notes* tab
- e. Right click and select *Contacts*
- f. Go to Step 2

Result: *Customer/Contact Maintenance* screen appears

2. Populate the following fields:

A screenshot of the "Customer / Contact Maintenance" screen. The title bar says "Customer Contacts Screen". The main area is titled "Customer / Contact Maintenance". It has a dropdown menu for "Customer". Below that is a "Contact Maintenance" section with fields for Priority, First name, Last Name, Title, Phone #, Ext., Fax #, E-Mail Address, Address, City, State, Zip, and Notes. At the bottom, there are record navigation buttons (Record, 1, of 1).

Continued on next page

Aged Detail Tab, Continued

Creating
Customer
Contacts
(continued)

Field	Description
Customer	Select <i>Customer</i> from dropdown
Priority	Set a priority among all contact for customer (Mandatory)
First/Last Name	Enter first and last name of contact Note: First Name field is Mandatory
Title	Title of contact
Phone #	Enter contact number
Ext	Enter extension # if applicable
Fax #	Enter fax # if applicable
E-mail address	Customer's e-mail address (Optional)
Address, City, State, Zip	Optional
Notes	Enter important contact information

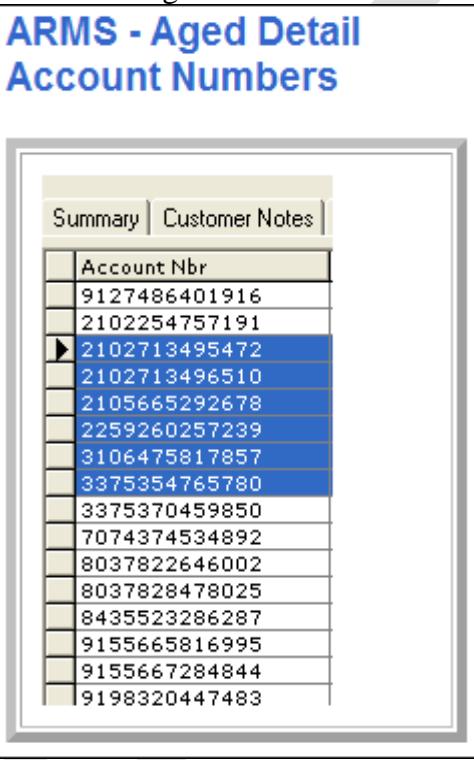
3. Click *Save*

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Aged Detail Tab, Continued

Creating Customer Contacts (continued)

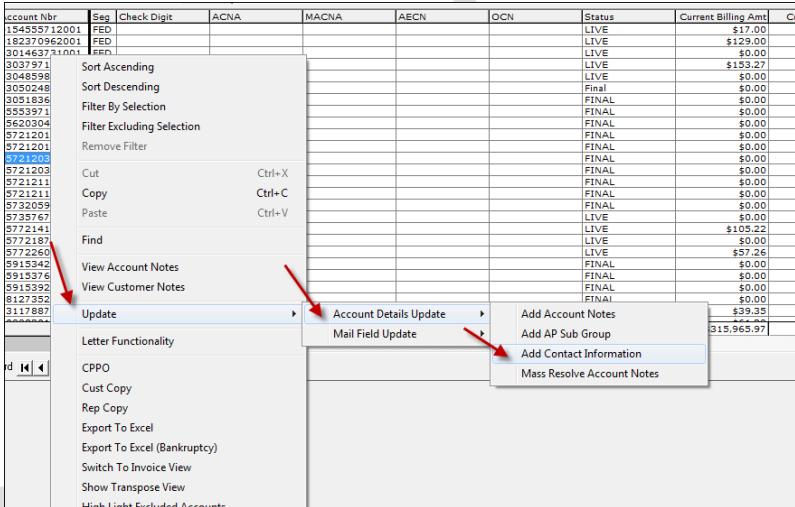
Create Customer Contacts via the Account Level:

Step	Action																																				
1	<p>In the <i>Account Nbr</i> column on the <i>Aged Detail</i> tab:</p> <ol style="list-style-type: none">Highlight the account number(s) for which the contact information is to be added. <p>Note: Multiple accounts can be selected by holding the Ctrl key while clicking on the accounts with the mouse.</p>  <table border="1"><thead><tr><th>Summary</th><th>Customer Notes</th></tr></thead><tbody><tr><td>Account Nbr</td><td></td></tr><tr><td>9127486401916</td><td></td></tr><tr><td>2102254757191</td><td></td></tr><tr><td>► 2102713495472</td><td></td></tr><tr><td>2102713496510</td><td></td></tr><tr><td>2105665292678</td><td></td></tr><tr><td>2259260257239</td><td></td></tr><tr><td>3106475817857</td><td></td></tr><tr><td>3375354765780</td><td></td></tr><tr><td>3375370459850</td><td></td></tr><tr><td>7074374534892</td><td></td></tr><tr><td>8037822646002</td><td></td></tr><tr><td>8037828478025</td><td></td></tr><tr><td>8435523286287</td><td></td></tr><tr><td>9155665816995</td><td></td></tr><tr><td>9155667284844</td><td></td></tr><tr><td>9198320447483</td><td></td></tr></tbody></table>	Summary	Customer Notes	Account Nbr		9127486401916		2102254757191		► 2102713495472		2102713496510		2105665292678		2259260257239		3106475817857		3375354765780		3375370459850		7074374534892		8037822646002		8037828478025		8435523286287		9155665816995		9155667284844		9198320447483	
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Aged Detail Tab, Continued

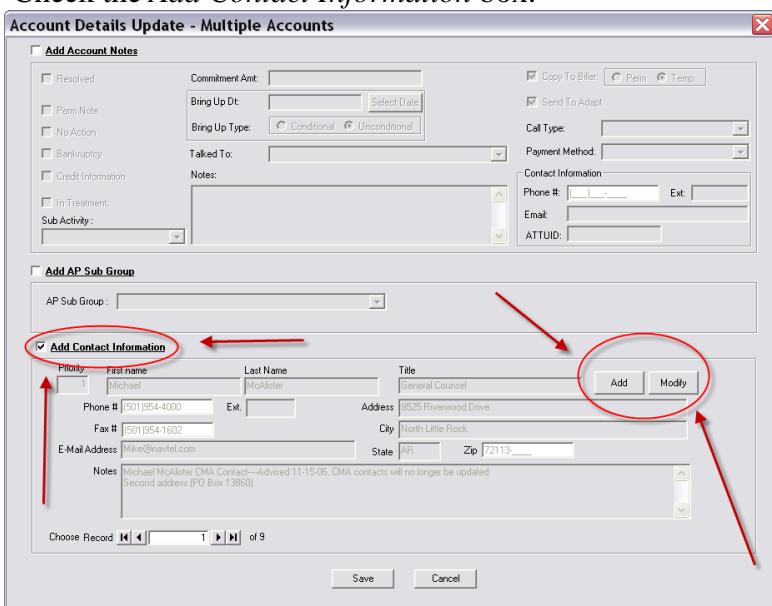
**Creating
Customer
Contacts
(continued)**

Step	Action
2	<p>Right click on the Account Number and select</p> <ul style="list-style-type: none"> • <i>Update</i> • <i>Accounts Detail Update</i>, and • <i>Add Contact Information</i>.  <p>The screenshot shows a list of account numbers in a grid. A right-click context menu is open over the account number '5721703'. The menu has three main items: 'Update', 'Accounts Detail Update', and 'Add Contact Information'. Arrows point from the text descriptions to their respective menu items.</p> <p>Result: <i>Account Detail Update</i> window is displayed. All Contacts currently available on the <i>Contact Maintenance</i> tab for the selected account(s) will be displayed. Contact information will be added to the contact columns on the Aged Detail tables for all selected account numbers on the Maintenance Tab.</p>

Continued on next page

Aged Detail Tab, Continued

**Creating
Customer
Contacts
(continued)**

Step	Action
3	<p>Check the <i>Add Contact Information</i> box.</p> 
4	<p>Select <i>Add</i> or add a <i>New Contact</i> or <i>Modify</i> to change an existing contact.</p> <p>Note: If a single account is being updated, the top of the <i>Account Details Update</i> window will display the account number. If more than one account is being updated then the <i>Account Details Update</i> window will display <i>Multiple Accounts</i> as in the example above.</p>

Continued on next page

Aged Detail Tab, Continued

**Creating
Customer
Contacts
(continued)**

Step	Action	
5	Enter all the pertinent information.	
	Field	Description
	Priority	Each contact can be set with a priority. Note: Only two contacts can have the same priority number. Any contacts can have a blank priority.
	Add	Click the <i>Add</i> button to add a new contact for a customer.
	Modify	Click the <i>Modify</i> button to change an existing contact or add an existing Customer Level contact as an Account level Contact.
	Save	After making changes to existing contact or creating a new contact – click the <i>Save</i> button to save the updates.
	First Name and Last Name	Contact's First and Last Name Note: First Name is mandatory.
	Title	Contact's company title (if applicable)
	Phone #, Fax #, E-mail address, Address, City, State, Zip	Phone Number, Fax Number, E-mail address, Address, City, State and Zip. Enter all information needed for the particular contact.
	Notes	Any other important information that should be document.
	Record	Shows the number of contacts saved for a particular customer.
6	Click <i>Save</i> and then click <i>Exit</i> . Result: The contact information will be added to the <i>Talked To</i> drop down on the <i>Add Note</i> box.	

Manipulating Records within the Active Grid

Overview

Records within an active grid can be manipulated to achieve a desired view. Records within the active grid can be:

- a) Copied and then pasted into Excel.
- b) Sorted ascending and descending.
- c) Filtered into included or excluded results.
- d) Columns can be re-sized or re-ordered.
- e) Highlighted to more easily display excluded or bankrupt accounts.
- f) Download to Excel.
- g) Perform *Finds* on data similar to the Excel Find feature.
- h) Given an expanded view by hiding the query boxes.

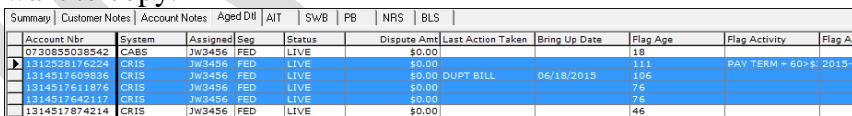
Copy and Paste

The *Copy and Paste* function allows the Collector to copy information from an active grid and paste into Excel.

There are two different Cut and Paste options:

- a) Highlight the desired records and Use Ctrl - C and Ctrl - V
- b) Highlight the desired records and use the “Copy” and “Paste” option from the context menu.

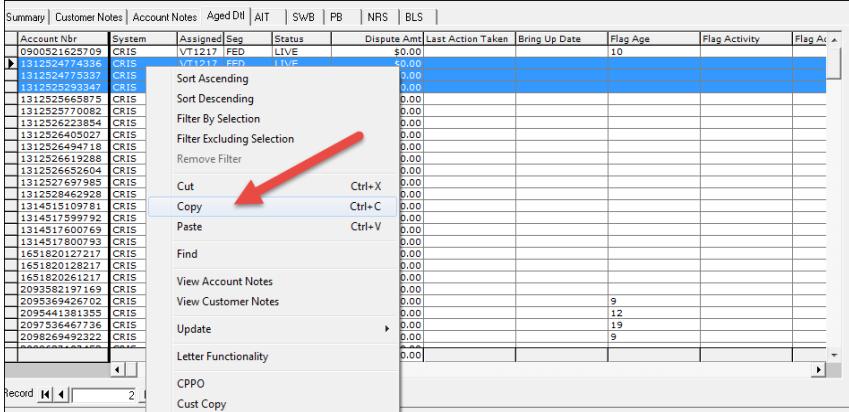
Below are the steps to copy and paste information from an active grid.

Step	Action
1	Hold down the <i>Shift</i> key down, click and drag all the fields you want to copy. 

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Manipulating Records within the Active Grid, Continued

Copy and Paste
(continued)

Step	Action																																																																																
2	<p>Press <i>CTRL C</i> (at the same time) OR Right click the highlighted field (s) and select <i>Copy</i>.</p>  <p>This will move the highlighted area onto the Windows Clipboard.</p>																																																																																
3	Open an Excel document.																																																																																
4	<p>Paste the copied fields:</p> <p>a) Right click and select <i>Paste</i> or Press <i>CTRL V</i>. The ARMS record view contents is copied into Excel.</p> <table border="1"> <thead> <tr> <th>A</th><th>B</th><th>C</th><th>D</th><th>E</th><th>F</th><th>G</th><th>H</th><th>I</th><th>J</th> </tr> </thead> <tbody> <tr> <td>1 Region</td><td>ACNA</td><td>MACNA</td><td>State</td><td>Seg</td><td>Account Nbr</td><td>Invoice Nbr</td><td>Status</td><td>Current Bil</td><td>Current Ba</td></tr> <tr> <td>2 AIT</td><td>NVG</td><td></td><td>OH</td><td>CPO</td><td>216G781246246</td><td>G781246246-08318</td><td>LIVE</td><td>\$4.45</td><td>\$0.00</td></tr> <tr> <td>3 AIT</td><td>NVG</td><td></td><td>OH</td><td>CPO</td><td>216G781246246</td><td>G781246246-08348</td><td>LIVE</td><td>\$3.39</td><td>\$0.00</td></tr> <tr> <td>4 AIT</td><td>NVG</td><td></td><td>OH</td><td>CPO</td><td>216G781246246</td><td>G781246246-09013</td><td>LIVE</td><td>\$2.31</td><td>\$0.00</td></tr> <tr> <td>5 AIT</td><td>NVG</td><td></td><td>OH</td><td>CPO</td><td>216G781246246</td><td>G781246246-09044</td><td>LIVE</td><td>\$0.03</td><td>\$0.00</td></tr> <tr> <td>6 AIT</td><td>NVG</td><td></td><td>OH</td><td>CPO</td><td>216G781246246</td><td>G781246246-09072</td><td>LIVE</td><td>\$0.03</td><td>\$0.00</td></tr> <tr> <td>7 AIT</td><td>NVG</td><td></td><td>OH</td><td>CPO</td><td>216G781246246</td><td>G781246246-09103</td><td>LIVE</td><td>\$0.00</td><td>\$0.00</td></tr> </tbody> </table>	A	B	C	D	E	F	G	H	I	J	1 Region	ACNA	MACNA	State	Seg	Account Nbr	Invoice Nbr	Status	Current Bil	Current Ba	2 AIT	NVG		OH	CPO	216G781246246	G781246246-08318	LIVE	\$4.45	\$0.00	3 AIT	NVG		OH	CPO	216G781246246	G781246246-08348	LIVE	\$3.39	\$0.00	4 AIT	NVG		OH	CPO	216G781246246	G781246246-09013	LIVE	\$2.31	\$0.00	5 AIT	NVG		OH	CPO	216G781246246	G781246246-09044	LIVE	\$0.03	\$0.00	6 AIT	NVG		OH	CPO	216G781246246	G781246246-09072	LIVE	\$0.03	\$0.00	7 AIT	NVG		OH	CPO	216G781246246	G781246246-09103	LIVE	\$0.00	\$0.00
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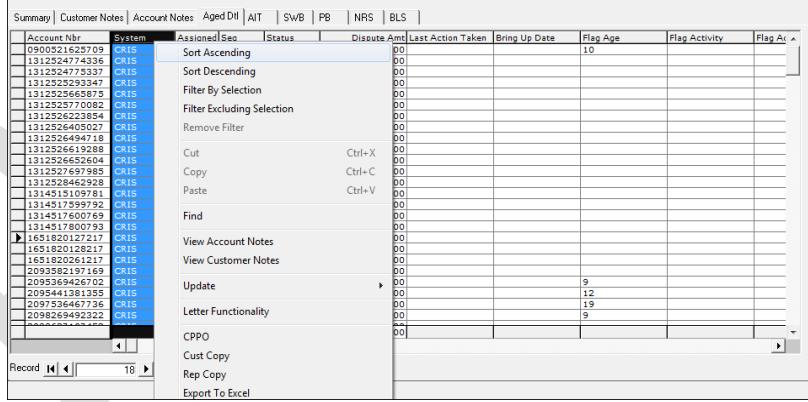
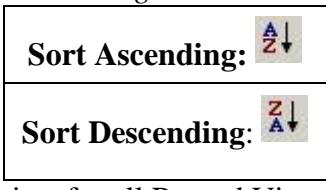
Manipulating Records within the Active Grid, Continued

Sorting Records

The *Sort Ascending* and *Sort Descending* options can be used in any [Record View Tabs](#). You can sort any column within the active grid.

Sort Ascending:	Sorts the date in the active column in ascending order either alphabetically (A to Z) or numerically (1 to 100).
Sort Descending:	Sorts the data in the active column in descending order either alphabetically (Z to A) or numerically (100 to 1).

There are two different methods to sort:

Option	Action
1	Right click on the column you want to sort and click on <i>Sort Ascending</i> or <i>Sort Descending</i> . 
2	Left click on the column you want to sort and click the <i>Sort Descending</i> or <i>Sort Ascending</i> buttons.  Note: The default view for all Record View Tabs is the <i>Seg</i> column. It is sorted in Ascending order. To restore the active grid to its original view – Right click on the <i>Seg</i> column and select <i>Sort Ascending</i> .

Continued on next page

Manipulating Records within the Active Grid, Continued

- Filter Records** Any cell within an active grid can be used to filter records. There are two options for filtering:
- *Filter Excluding Selection* - will display anything other than the chosen cell value.
 - *Filter By Selection* - will display only the records which match the chosen cell value.

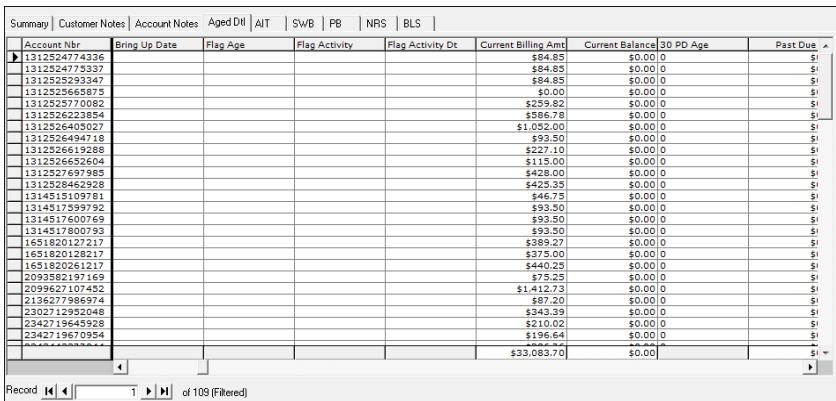
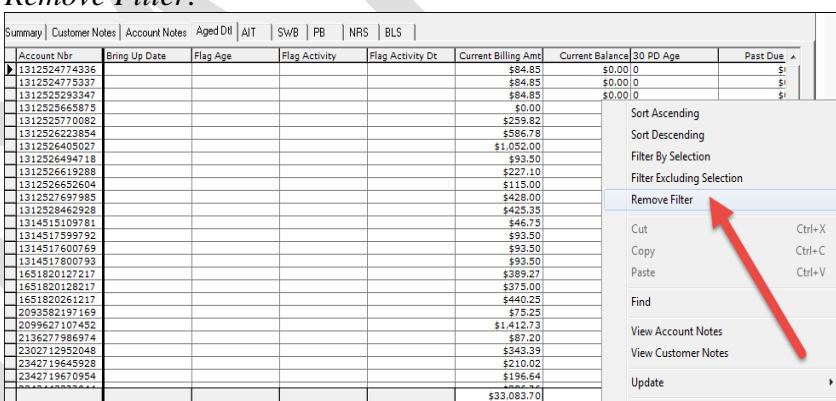
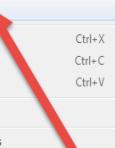
Below is how using *Filter Excluding Selection* works. The request is to display all accounts with a non-zero collectible balance.

Step	Action																																																																																																																																																																																																																																																												
1	For Example: Find any record with a zero balance in the <i>Current Balance Amount</i> column and click on the value to highlight the cell.																																																																																																																																																																																																																																																												
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Ctrl+X Copy Ctrl+C Paste Ctrl+V Find View Account Notes View Customer Notes Update Letter Functionality CPPO Cust Copy Rep Copy</p>	Account Nbr	Bring Up Date	Flag Age	Flag Activity	Flag Activity Dt	Current Billing Amt	Current Balance	30 PD Age	Past 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Manipulating Records within the Active Grid, Continued

Filter Records
(continued)

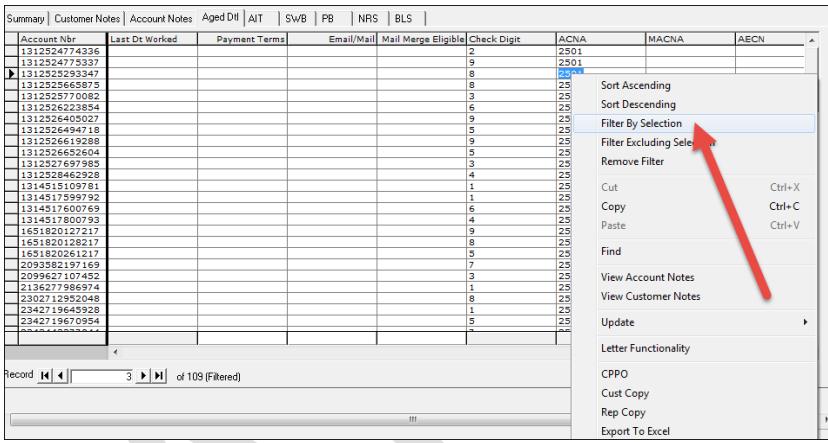
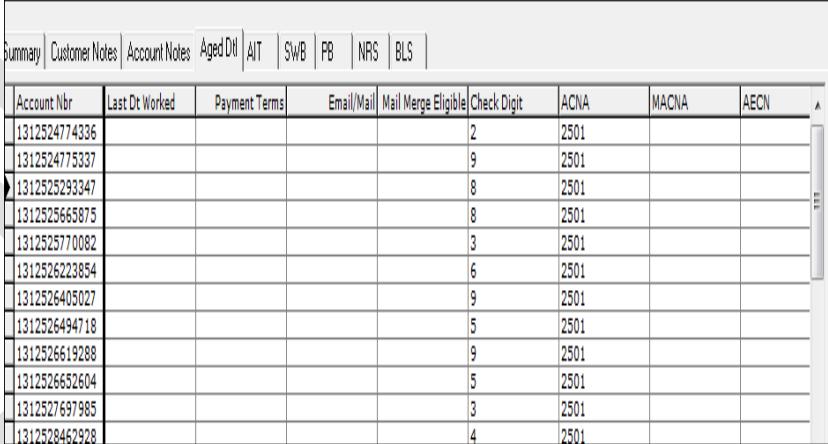
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3	<p>The results in the grid now display only non-zero balance collectible records.</p>  <p>Summary Customer Notes Account Notes Aged Dt AIT SWB PB NRS BLS </p> <table border="1"> <thead> <tr> <th>Account Nbr</th> <th>Bring Up Date</th> <th>Flag Age</th> <th>Flag Activity</th> <th>Flag Activity Dt</th> <th>Current Billing Amt</th> <th>Current Balance</th> <th>30 PD Age</th> <th>Past Due</th> </tr> </thead> <tbody> <tr><td>1312524774336</td><td></td><td></td><td></td><td></td><td>\$84.85</td><td>\$0.00</td><td>0</td><td>\$1</td></tr> <tr><td>1312524775337</td><td></td><td></td><td></td><td></td><td>\$84.85</td><td>\$0.00</td><td>0</td><td>\$1</td></tr> <tr><td>1312525293347</td><td></td><td></td><td></td><td></td><td>\$84.85</td><td>\$0.00</td><td>0</td><td>\$1</td></tr> <tr><td>1312525663875</td><td></td><td></td><td></td><td></td><td>\$0.00</td><td>\$0.00</td><td>0</td><td>\$1</td></tr> <tr><td>1312525770086</td><td></td><td></td><td></td><td></td><td>\$259.82</td><td>\$0.00</td><td>0</td><td>\$1</td></tr> <tr><td>13125261924</td><td></td><td></td><td></td><td></td><td>\$58.45</td><td>\$0.00</td><td>0</td><td>\$1</td></tr> <tr><td>1312526405027</td><td></td><td></td><td></td><td></td><td>\$1,052.00</td><td>\$0.00</td><td>0</td><td>\$1</td></tr> <tr><td>1312526494718</td><td></td><td></td><td></td><td></td><td>\$93.50</td><td>\$0.00</td><td>0</td><td>\$1</td></tr> <tr><td>1312526619286</td><td></td><td></td><td></td><td></td><td>\$227.10</td><td>\$0.00</td><td>0</td><td>\$1</td></tr> <tr><td>1312526652604</td><td></td><td></td><td></td><td></td><td>\$115.00</td><td>\$0.00</td><td>0</td><td>\$1</td></tr> <tr><td>1312526779885</td><td></td><td></td><td></td><td></td><td>\$428.00</td><td>\$0.00</td><td>0</td><td>\$1</td></tr> <tr><td>1312526846288</td><td></td><td></td><td></td><td></td><td>\$425.35</td><td>\$0.00</td><td>0</td><td>\$1</td></tr> <tr><td>1314515109781</td><td></td><td></td><td></td><td></td><td>\$46.75</td><td>\$0.00</td><td>0</td><td>\$1</td></tr> <tr><td>1314517599792</td><td></td><td></td><td></td><td></td><td>\$93.50</td><td>\$0.00</td><td>0</td><td>\$1</td></tr> <tr><td>1314517600769</td><td></td><td></td><td></td><td></td><td>\$93.50</td><td>\$0.00</td><td>0</td><td>\$1</td></tr> <tr><td>1314517800793</td><td></td><td></td><td></td><td></td><td>\$93.50</td><td>\$0.00</td><td>0</td><td>\$1</td></tr> <tr><td>1651820127217</td><td></td><td></td><td></td><td></td><td>\$389.27</td><td>\$0.00</td><td>0</td><td>\$1</td></tr> <tr><td>1651820128217</td><td></td><td></td><td></td><td></td><td>\$172.40</td><td>\$0.00</td><td>0</td><td>\$1</td></tr> <tr><td>1651820261217</td><td></td><td></td><td></td><td></td><td>\$440.25</td><td>\$0.00</td><td>0</td><td>\$1</td></tr> <tr><td>2093582197169</td><td></td><td></td><td></td><td></td><td>\$75.25</td><td>\$0.00</td><td>0</td><td>\$1</td></tr> <tr><td>2099627107452</td><td></td><td></td><td></td><td></td><td>\$1,412.73</td><td>\$0.00</td><td>0</td><td>\$1</td></tr> <tr><td>21362777986974</td><td></td><td></td><td></td><td></td><td>\$87.20</td><td>\$0.00</td><td>0</td><td>\$1</td></tr> <tr><td>2302712952048</td><td></td><td></td><td></td><td></td><td>\$343.39</td><td>\$0.00</td><td>0</td><td>\$1</td></tr> <tr><td>2342719545928</td><td></td><td></td><td></td><td></td><td>\$210.02</td><td>\$0.00</td><td>0</td><td>\$1</td></tr> <tr><td>2342719670954</td><td></td><td></td><td></td><td></td><td>\$196.64</td><td>\$0.00</td><td>0</td><td>\$1</td></tr> <tr><td></td><td></td><td></td><td></td><td></td><td>\$33,083.70</td><td>\$0.00</td><td>0</td><td>\$1</td></tr> </tbody> </table> <p>Record 14 of 109 (Filtered)</p>	Account Nbr	Bring Up Date	Flag Age	Flag Activity	Flag Activity Dt	Current Billing Amt	Current Balance	30 PD Age	Past Due	1312524774336					\$84.85	\$0.00	0	\$1	1312524775337					\$84.85	\$0.00	0	\$1	1312525293347					\$84.85	\$0.00	0	\$1	1312525663875					\$0.00	\$0.00	0	\$1	1312525770086					\$259.82	\$0.00	0	\$1	13125261924					\$58.45	\$0.00	0	\$1	1312526405027					\$1,052.00	\$0.00	0	\$1	1312526494718					\$93.50	\$0.00	0	\$1	1312526619286					\$227.10	\$0.00	0	\$1	1312526652604					\$115.00	\$0.00	0	\$1	1312526779885					\$428.00	\$0.00	0	\$1	1312526846288					\$425.35	\$0.00	0	\$1	1314515109781					\$46.75	\$0.00	0	\$1	1314517599792					\$93.50	\$0.00	0	\$1	1314517600769					\$93.50	\$0.00	0	\$1	1314517800793					\$93.50	\$0.00	0	\$1	1651820127217					\$389.27	\$0.00	0	\$1	1651820128217					\$172.40	\$0.00	0	\$1	1651820261217					\$440.25	\$0.00	0	\$1	2093582197169					\$75.25	\$0.00	0	\$1	2099627107452					\$1,412.73	\$0.00	0	\$1	21362777986974					\$87.20	\$0.00	0	\$1	2302712952048					\$343.39	\$0.00	0	\$1	2342719545928					\$210.02	\$0.00	0	\$1	2342719670954					\$196.64	\$0.00	0	\$1						\$33,083.70	\$0.00	0	\$1
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Or, use the  toolbar button. The grid will revert back to the non-filtered view.

Note: After a filter is applied, the record count changes to reflect the count of the filtered records. The counter will also show that the view is filtered as a reminder that the user is in a filtered view and needs to *Remove Filter* to return to the full record view.

Continued on next page

Manipulating Records within the Active Grid, Continued

Filter by Selection	Step	Action
	1	For Example: Find any record with an ACNA of 2501. Click on the <i>value</i> to highlight the cell.
	2	Right click and select <i>Filter By Selection</i> or us the  toolbar button. 
	3	The results in the grid now display only accounts with a 2501 in the ACNA column. 
	4	To remove the filter, right click on the filtered column and select <i>Remove Filter</i> . Or, use the  toolbar button. The grid will revert back to the non-filtered view.

Continued on next page

Manipulating Records within the Active Grid, Continued

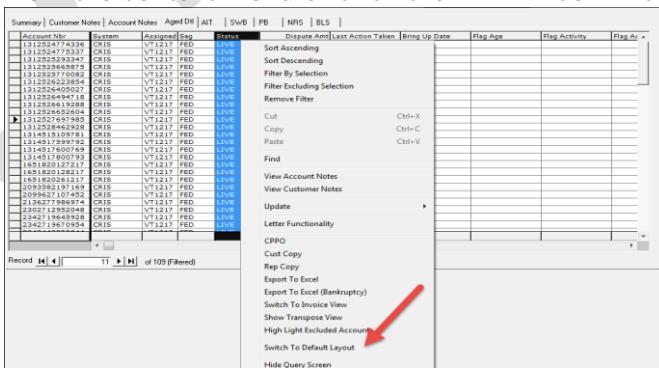
Re-Ordering Columns

Within an active grid, the Collector can change the column order. Any changes to the column order is *stored* – meaning, when the Collector closes and re-opens ARMS, they will see the same column order as appeared prior to closing the application.

To change the order of displayed columns, follow the steps below:

Step	Action
1	Click on the field name of the column to be moved. This will highlight the column.
2	Hold down the left mouse button and drag the column wherever the new insertion points should be. <ul style="list-style-type: none"> Two red arrows will indicate the insertion point while in drag mode. 
3	Release the left mouse button on the desired insertion point.

Note: The active grid can be changed back to the default layout. Right click on the active grid and choose *Switch to Default Layout* from the context menu or click the  icon in the Menu Bar.



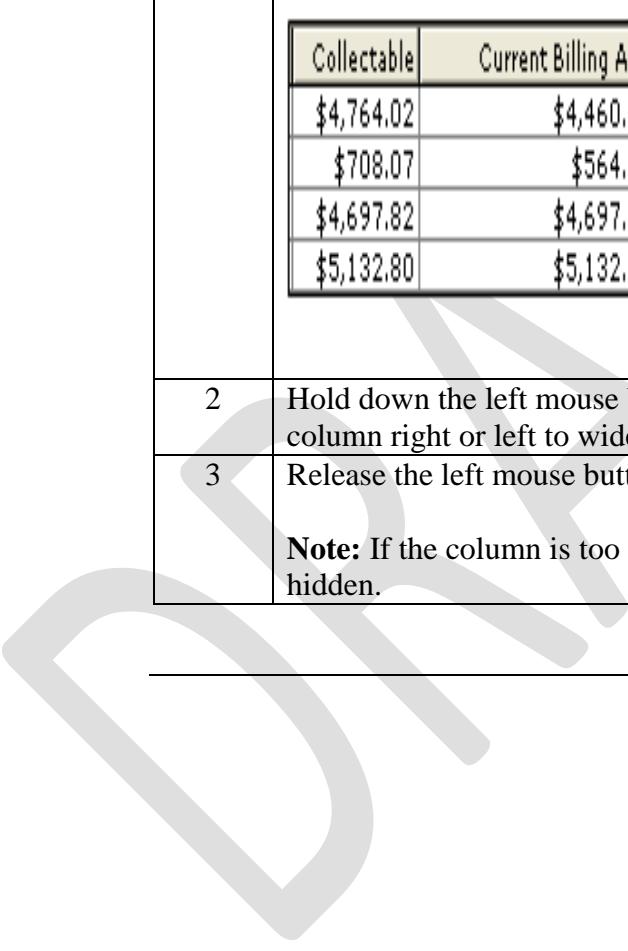
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Manipulating Records within the Active Grid, Continued

Re-Sizing Columns

The width of the columns within an active grid can also be changed.

Any changes to the column width is *stored* – meaning, when the Collector closes and re-opens ARMS, they will see the same column order as appeared prior to closing the application.

Step	Action																									
1	<p>Position the cursor over the right border to the desired column.</p>  <table border="1"><thead><tr><th>Collectable</th><th>Current Billing Amt</th><th>Current Balance</th><th>Past Due Amt</th><th>Dispute</th></tr></thead><tbody><tr><td>\$4,764.02</td><td>\$4,460.74</td><td>\$4,460.74</td><td>\$303.28</td><td>\$0.00</td></tr><tr><td>\$708.07</td><td>\$564.20</td><td>\$564.20</td><td>\$143.87</td><td>\$0.00</td></tr><tr><td>\$4,697.82</td><td>\$4,697.82</td><td>\$4,697.82</td><td>\$0.00</td><td>\$0.00</td></tr><tr><td>\$5,132.80</td><td>\$5,132.80</td><td>\$5,132.80</td><td>\$0.00</td><td>\$0.00</td></tr></tbody></table>	Collectable	Current Billing Amt	Current Balance	Past Due Amt	Dispute	\$4,764.02	\$4,460.74	\$4,460.74	\$303.28	\$0.00	\$708.07	\$564.20	\$564.20	\$143.87	\$0.00	\$4,697.82	\$4,697.82	\$4,697.82	\$0.00	\$0.00	\$5,132.80	\$5,132.80	\$5,132.80	\$0.00	\$0.00
Collectable	Current Billing Amt	Current Balance	Past Due Amt	Dispute																						
\$4,764.02	\$4,460.74	\$4,460.74	\$303.28	\$0.00																						
\$708.07	\$564.20	\$564.20	\$143.87	\$0.00																						
\$4,697.82	\$4,697.82	\$4,697.82	\$0.00	\$0.00																						
\$5,132.80	\$5,132.80	\$5,132.80	\$0.00	\$0.00																						
2	<p>Hold down the left mouse button over the border and drag that column right or left to widen or narrow.</p>																									
3	<p>Release the left mouse button when re-sizing complete.</p> <p>Note: If the column is too narrow, the contents may be partially hidden.</p>																									

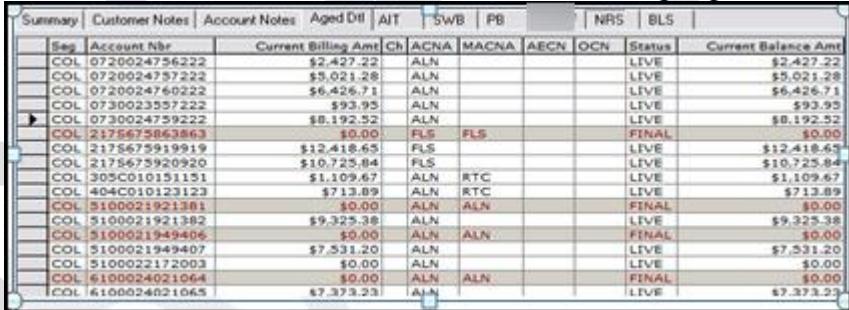
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Manipulating Records within the Active Grid, Continued

Highlighting Excluded Accounts

Accounts that are classified as *excluded* can be highlighted within an active grid within the *Aged Dtl Tab*, *Region Tabs* or *State Tabs*. This is used to easily identify excluded accounts.

This is helpful when dealing with bankruptcies in order to easily view which accounts are pre vs. post or have not been split.

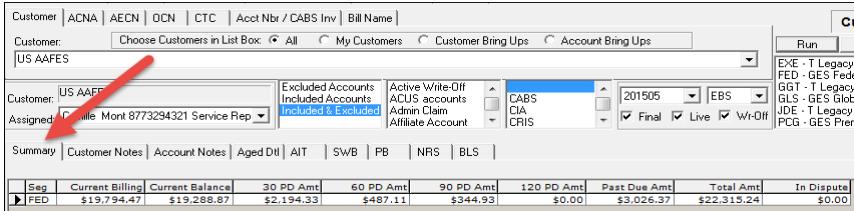
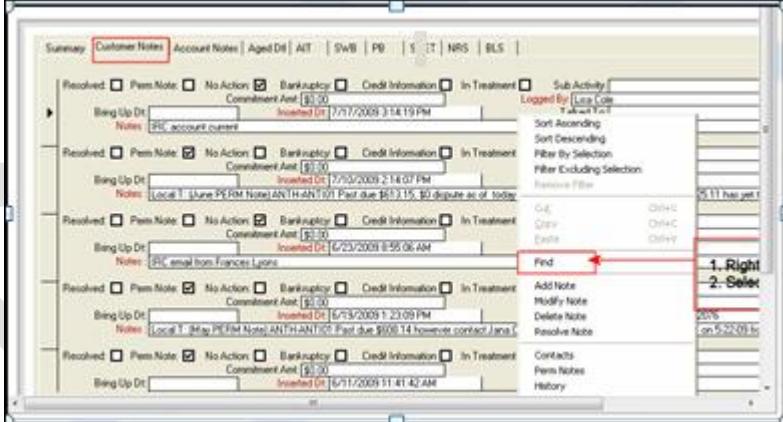
Step	Action
1	<p>Right click anywhere within the active grid on the <i>Aged Dtl Tab</i>, <i>Region Tabs</i> or <i>State tabs</i> and select <i>Highlight Excluded Accounts</i> from the context menu.</p> <p>Also, using the  toolbar button will activate the <i>Highlight Excluded Accounts</i> function.</p>
2	<p>The accounts with an excluded classification are highlights.</p> 
3	<p>To revert back to normal view, right click anywhere within the active grid on the <i>Aged Dtl tab</i>, <i>Region Tabs</i>, or <i>State tabs</i> and select <i>Undo Highlight Excluded Accounts</i> from the context menu.</p> <p>Also, click on the  toolbar button to active the <i>Undo Highlight Excluded Accounts</i> function.</p>

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Manipulating Records within the Active Grid, Continued

Using the Find Option

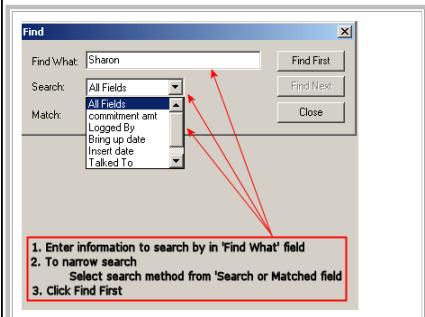
Follow the steps below to Find specific information within the Summary, Notes, Aged Detail, Region or State tabs:

Step	Action
1	<ul style="list-style-type: none"> Click on the <i>Summary, Notes, Aged Detail, Region or State</i> tab.  <p>Note: The state tabs will be displayed once a region tab is selected.</p>
2	<ul style="list-style-type: none"> Right click mouse Select <i>Find</i> from context menu  <p>Result: Find option box will display.</p>

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Manipulating Records within the Active Grid, Continued

Using the Find Option (continued)

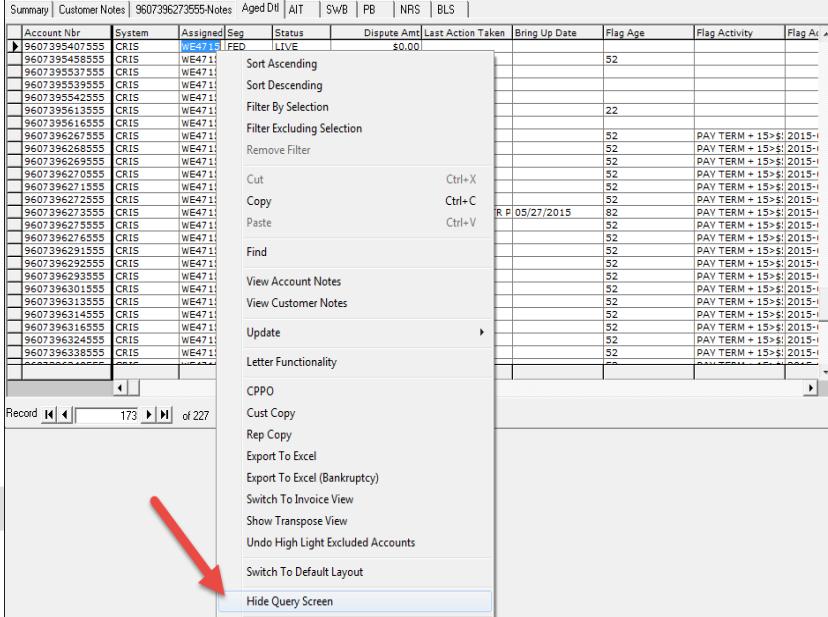
Step	Action
3	<ul style="list-style-type: none">Enter search information on <i>Find What</i> box.  <p>1. Enter information to search by in 'Find What' field 2. To narrow search Select search method from 'Search or Matched field' 3. Click Find First</p>
4	<ul style="list-style-type: none">To find next selection click <i>Find Next</i>
5	<ul style="list-style-type: none">Once information is found click <i>Close</i>

Continued on next page

Manipulating Records within the Active Grid, Continued

Expanding the Record View

To expand the active grid within the Summary Tab, Aged Dtl Tab, Region Tabs or State Tabs, the Query boxes can be hidden.

Step	Action
1	<p>Right click anywhere on the active grid and choose <i>Hide Query Screen</i>.</p> 
2	The Query boxes will be hidden.
3	To revert back to the default view, right click anywhere in the active grid and select <i>Show Query Screen</i> .

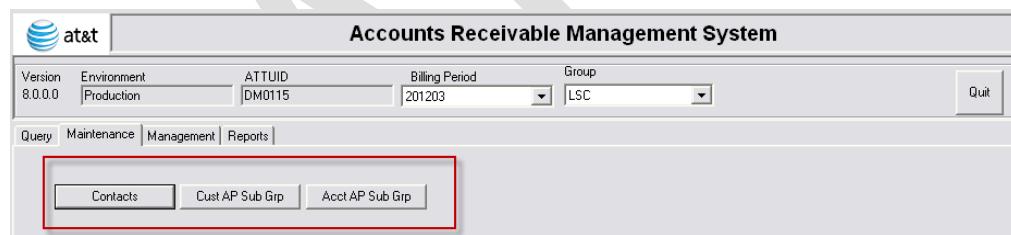
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Maintenance Option Tab

Overview The ARMS *Maintenance Tab* allows the Collector to create Contacts, Account Payable Sub-Groups and add contacts.

There are 3 options on the Maintenance tab.

<i>Contacts</i>	Allows the Collector to Create and Manage customer contact information at a <i>Customer Level</i> .
<i>Cust AP Sub Grp</i>	Allows the Collector to organize customer accounts and arrange them into various sub groups. Each sub group would contain the person/accounts payable responsible for a particular region.
<i>Acct AP Sub Grp</i>	Allows the Collector to organize customer accounts –at account level and arrange them into various sub groups.



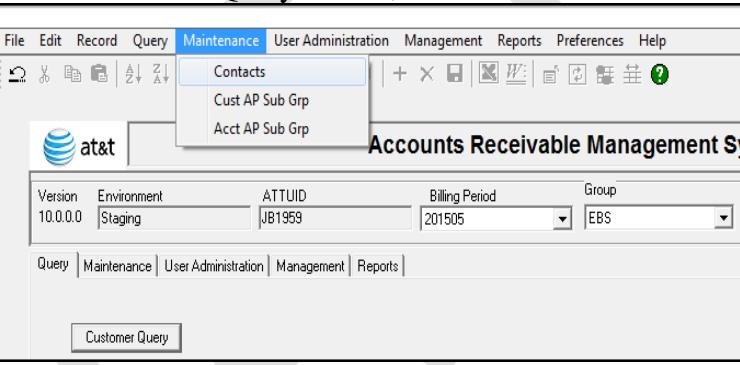
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Maintenance Option Tab, Continued

Contacts-Customer Level Customer contact information can be accessed through the Maintenance Tab or through the Aged Detail grid at an Account Level. Refer to [Customer Contacts](#) process.

Create Customer AP Sub Group Follow the steps below to create a Customer AP Sub Group:

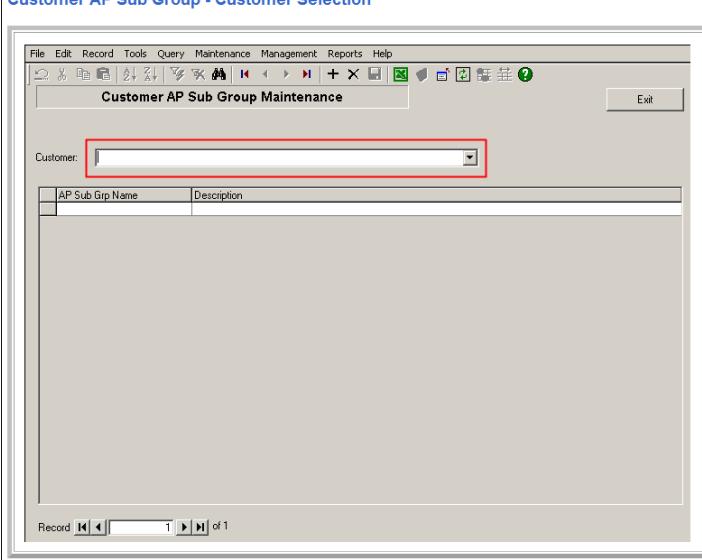
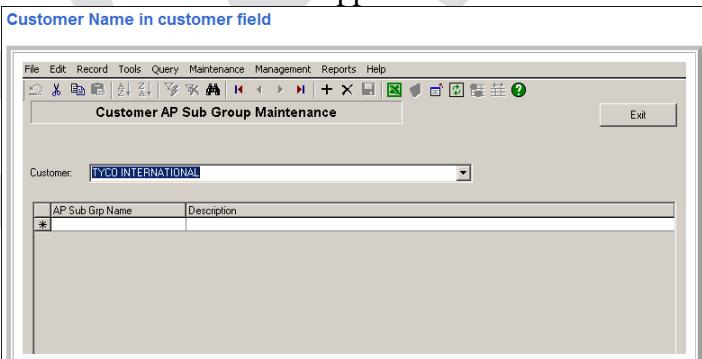
Note: This step can also be completed at the same time an Account AP Sub Group is created as described in the Notations Section of this document.

Step	Action
1	<p>On the Customer Query Screen, Go to toolbar.</p>  <p>The screenshot shows the Accounts Receivable Management System interface. The toolbar at the top has tabs: File, Edit, Record, Query, Maintenance (which is highlighted in blue), User Administration, Management, Reports, Preferences, and Help. Below the toolbar is a menu bar with icons for file operations like Open, Save, Print, and a magnifying glass. A dropdown menu is open under the Maintenance tab, showing options: Contacts, Cust AP Sub Grp, and Acct AP Sub Grp. The main area of the screen is titled "Accounts Receivable Management S" (partially cut off). It displays version information (Version 10.0.0.0, Environment Staging), a unique identifier (ATTUID JB1959), a billing period (201505), and a group selection (EBS). At the bottom of the screen, there are navigation links: Query, Maintenance, User Administration, Management, and Reports. A "Customer Query" button is located at the very bottom center.</p> <ul style="list-style-type: none">• Click on Maintenance tab• Select Cust AP Sub Grp <p>Result: Customer AP Sub Group Maintenance screen will appear.</p>

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Maintenance Option Tab, Continued

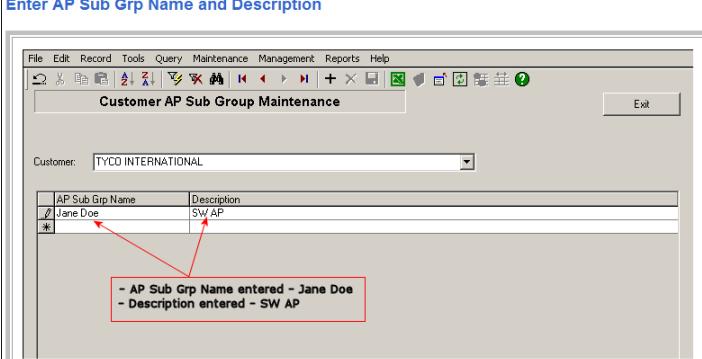
**Create
Customer AP
Sub Group
(continued)**

Step	Action
2	<p>Click drop down arrow and select <i>Customer Name or In Customer Field</i></p> <p>Customer AP Sub Group - Customer Selection</p>  <ul style="list-style-type: none"> Key in 1st letter of customer's name to quickly go to that name in the list. <p>Result: Customer Name appears in Customer Field</p> <p>Customer Name in customer field</p> 

Continued on next page

Maintenance Option Tab, Continued

**Create
Customer AP
Sub Group
(continued)**

Step	Action
3	<p>Create Sub Group name (<i>Maximum 10 characters</i>): Enter AP Sub Grp Name and Description</p>  <ul style="list-style-type: none"> • Enter <i>Sub Group name</i> in the AP Sub Group Name field Describe AP Sub Group (<i>optional</i>) <ul style="list-style-type: none"> • Enter <i>description</i> in Description Field
4	<p>Click <i>Exit</i> Result: A message will appear <i>Do you wish to save this record?</i></p> <ul style="list-style-type: none"> • Click <i>Yes</i>

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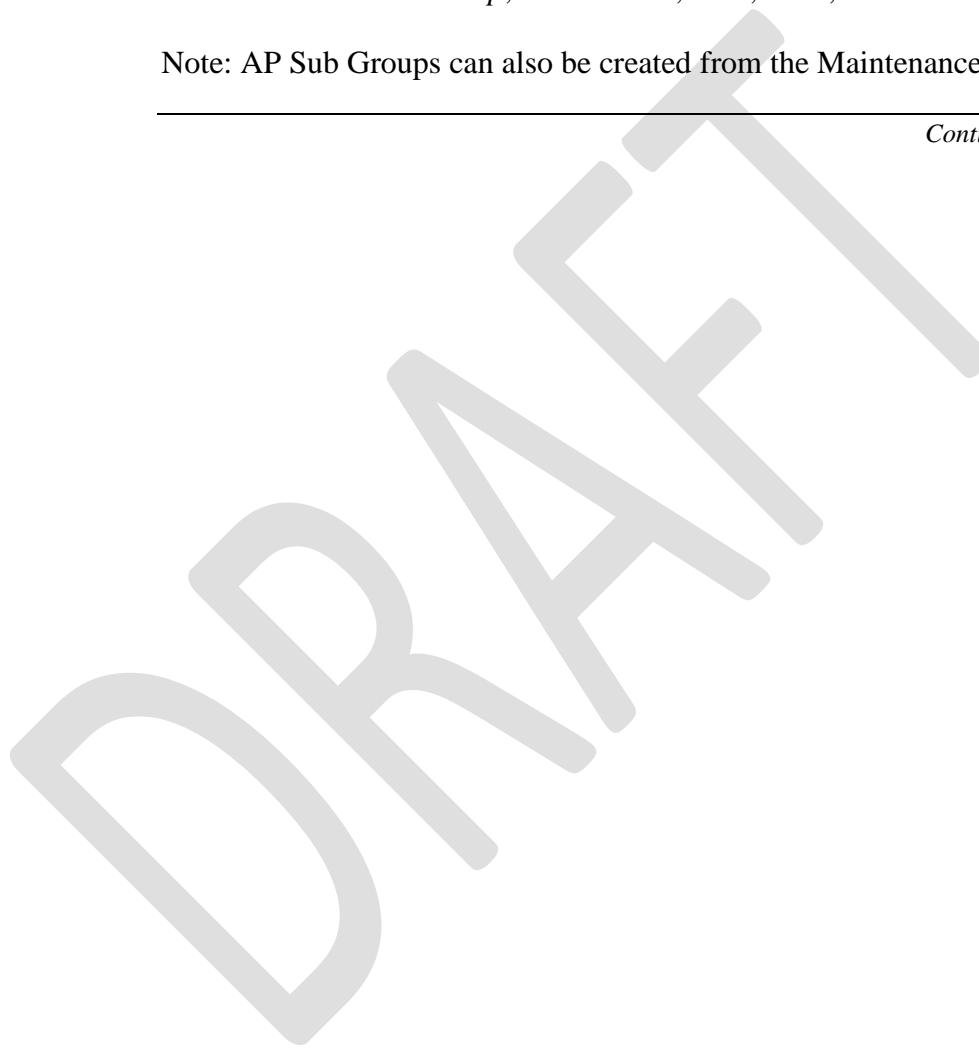
Maintenance Option Tab, Continued

Create Account AP Sub Group Collectors have the ability to organize their customers based on contact name or bill address using *AP Sub Group* functionality in order to collect on the entire group of accounts at the same time.

AP Sub Groups can be created from the *Aged Detail Tab* by any user with access to the *ARMS Group*, such as IRC, EBS, ASC, etc.

Note: AP Sub Groups can also be created from the Maintenance tab.

Continued on next page



Maintenance Option Tab, Continued

**Create Account
AP Sub Group**
(continued)

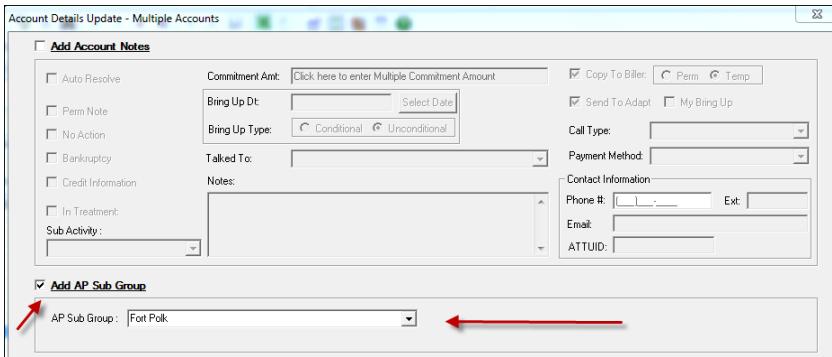
Step	Action
1	<p>From the <i>Aged Detail</i> screen:</p> <p>7. Right click on an account(s) to add a <i>AP Sub Group</i> and select:</p> <ul style="list-style-type: none"> i. <i>Update</i> ii. <i>Account Details Update</i> iii. <i>Add AP Sub Group</i>. <p>Note: Multiple accounts can be selected by holding down the <i>Ctrl</i> button while clicking on the desired accounts.</p>

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Maintenance Option Tab, Continued

Create Account AP Sub Group (continued)

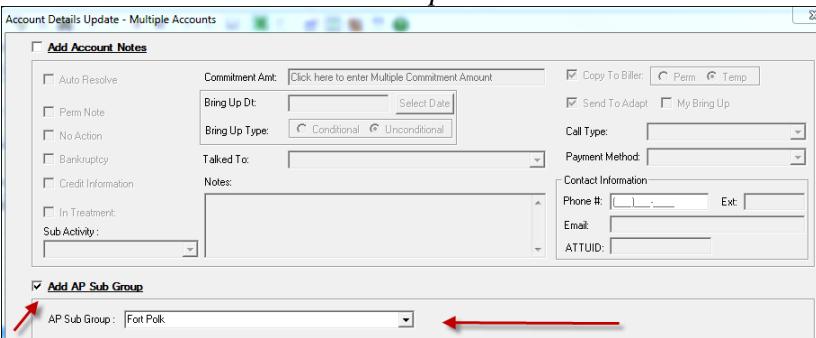
Step	Action
2	Click in the <i>Add AP Sub Group</i> box from the <i>Account Details Update–Multiple Accounts</i> window:



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Maintenance Option Tab, Continued

Create Account
AP Sub Group
(continued)

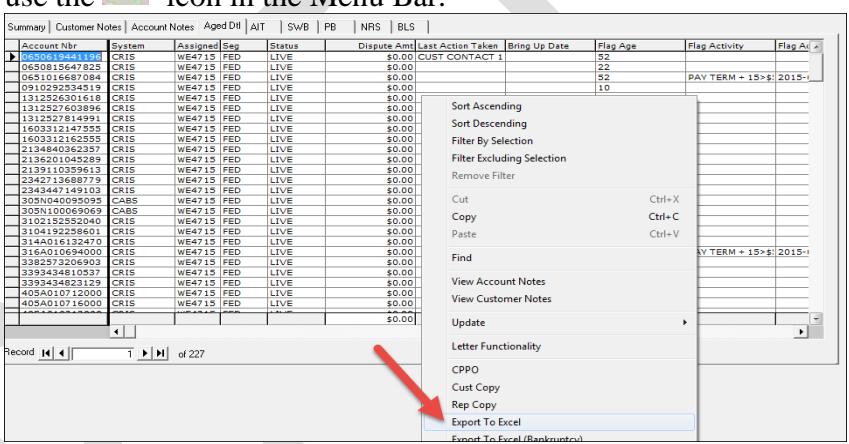
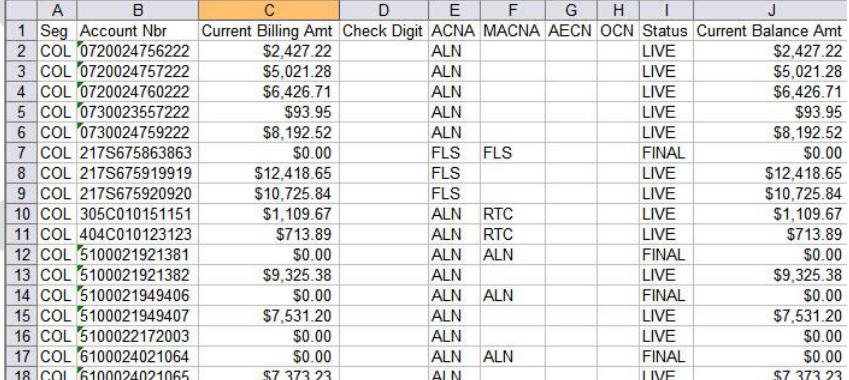
Step	Action				
3	<p>Determine if an <i>AP Sub Group</i> already exists by checking the down arrow next to <i>AP Sub Group</i>.</p>  <p>Does an AP Sub Group already exist?</p> <table border="1"> <tr> <td>Yes</td> <td>Select the name of the <i>AP Sub Group</i> name from the dropdown then click <i>Save</i>.</td> </tr> <tr> <td>No</td> <td>Add a new <i>AP Sub Group</i> by typing in the name or exercise caution to override the selected <i>AP Sub Group</i>. Note: If the AP Sub Group is overridden it cannot be retrieved.</td> </tr> </table>	Yes	Select the name of the <i>AP Sub Group</i> name from the dropdown then click <i>Save</i> .	No	Add a new <i>AP Sub Group</i> by typing in the name or exercise caution to override the selected <i>AP Sub Group</i> . Note: If the AP Sub Group is overridden it cannot be retrieved.
Yes	Select the name of the <i>AP Sub Group</i> name from the dropdown then click <i>Save</i> .				
No	Add a new <i>AP Sub Group</i> by typing in the name or exercise caution to override the selected <i>AP Sub Group</i> . Note: If the AP Sub Group is overridden it cannot be retrieved.				
4	<p>After clicking <i>Save</i> an <i>Update Successful</i> dialog box will appear. Click <i>OK</i>.</p> 				

Downloading to Excel

Overview

The contents of the active grid can be downloaded to *Excel*. Whatever records and column format is viewed on the grid is what is exported, i.e. if the columns are changed, or, records are filtered, the same format and records will transfer to *Excel*.

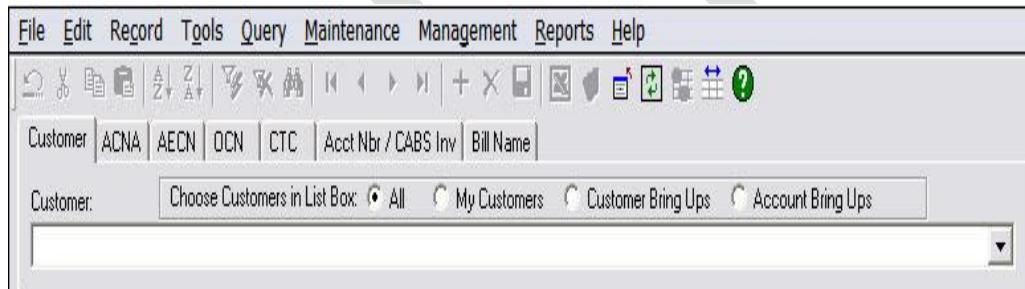
For example, the user filtered the original data down to accounts with ACNA TNU, moved the Segment column and moved the Bill Date column as follows:

Step	Action																																																																																																																																																																																																																
1	<p>Right click within the active grid and select <i>Export to Excel</i>, or use the  icon in the Menu Bar.</p> 																																																																																																																																																																																																																
2	<p>The Excel document will appear and the contents will be exactly what appears in the ARMS active grid.</p>  <table border="1"> <thead> <tr> <th>A</th><th>B</th><th>C</th><th>D</th><th>E</th><th>F</th><th>G</th><th>H</th><th>I</th><th>J</th> </tr> </thead> <tbody> <tr><td>1</td><td>Seg</td><td>Account Nbr</td><td>Current Billing Amt</td><td>Check Digit</td><td>ACNA</td><td>MACNA</td><td>AECN</td><td>OCN</td><td>Status</td><td>Current Balance Amt</td></tr> <tr><td>2</td><td>COL</td><td>0720024756222</td><td>\$2,427.22</td><td></td><td>ALN</td><td></td><td></td><td></td><td>LIVE</td><td>\$2,427.22</td></tr> <tr><td>3</td><td>COL</td><td>0720024757222</td><td>\$5,021.28</td><td></td><td>ALN</td><td></td><td></td><td></td><td>LIVE</td><td>\$5,021.28</td></tr> <tr><td>4</td><td>COL</td><td>0720024760222</td><td>\$6,426.71</td><td></td><td>ALN</td><td></td><td></td><td></td><td>LIVE</td><td>\$6,426.71</td></tr> <tr><td>5</td><td>COL</td><td>0730023557222</td><td>\$93.95</td><td></td><td>ALN</td><td></td><td></td><td></td><td>LIVE</td><td>\$93.95</td></tr> <tr><td>6</td><td>COL</td><td>0730024759222</td><td>\$8,192.52</td><td></td><td>ALN</td><td></td><td></td><td></td><td>LIVE</td><td>\$8,192.52</td></tr> <tr><td>7</td><td>COL</td><td>2175675863863</td><td>\$0.00</td><td></td><td>FLS</td><td>FLS</td><td></td><td></td><td>FINAL</td><td>\$0.00</td></tr> <tr><td>8</td><td>COL</td><td>217S675919919</td><td>\$12,418.65</td><td></td><td>FLS</td><td></td><td></td><td></td><td>LIVE</td><td>\$12,418.65</td></tr> <tr><td>9</td><td>COL</td><td>2175675920920</td><td>\$10,725.84</td><td></td><td>FLS</td><td></td><td></td><td></td><td>LIVE</td><td>\$10,725.84</td></tr> <tr><td>10</td><td>COL</td><td>305C010151151</td><td>\$1,109.67</td><td></td><td>ALN</td><td>RTC</td><td></td><td></td><td>LIVE</td><td>\$1,109.67</td></tr> <tr><td>11</td><td>COL</td><td>404C010123123</td><td>\$713.89</td><td></td><td>ALN</td><td>RTC</td><td></td><td></td><td>LIVE</td><td>\$713.89</td></tr> <tr><td>12</td><td>COL</td><td>5100021921381</td><td>\$0.00</td><td></td><td>ALN</td><td>ALN</td><td></td><td></td><td>FINAL</td><td>\$0.00</td></tr> <tr><td>13</td><td>COL</td><td>5100021921382</td><td>\$9,325.38</td><td></td><td>ALN</td><td></td><td></td><td></td><td>LIVE</td><td>\$9,325.38</td></tr> <tr><td>14</td><td>COL</td><td>5100021949406</td><td>\$0.00</td><td></td><td>ALN</td><td>ALN</td><td></td><td></td><td>FINAL</td><td>\$0.00</td></tr> <tr><td>15</td><td>COL</td><td>5100021949407</td><td>\$7,531.20</td><td></td><td>ALN</td><td></td><td></td><td></td><td>LIVE</td><td>\$7,531.20</td></tr> <tr><td>16</td><td>COL</td><td>5100022172003</td><td>\$0.00</td><td></td><td>ALN</td><td></td><td></td><td></td><td>LIVE</td><td>\$0.00</td></tr> <tr><td>17</td><td>COL</td><td>6100024021064</td><td>\$0.00</td><td></td><td>ALN</td><td>ALN</td><td></td><td></td><td>FINAL</td><td>\$0.00</td></tr> <tr><td>18</td><td>COL</td><td>6100024021065</td><td>\$7,373.23</td><td></td><td>ALN</td><td></td><td></td><td></td><td>LIVE</td><td>\$7,373.23</td></tr> </tbody> </table>	A	B	C	D	E	F	G	H	I	J	1	Seg	Account Nbr	Current Billing Amt	Check Digit	ACNA	MACNA	AECN	OCN	Status	Current Balance Amt	2	COL	0720024756222	\$2,427.22		ALN				LIVE	\$2,427.22	3	COL	0720024757222	\$5,021.28		ALN				LIVE	\$5,021.28	4	COL	0720024760222	\$6,426.71		ALN				LIVE	\$6,426.71	5	COL	0730023557222	\$93.95		ALN				LIVE	\$93.95	6	COL	0730024759222	\$8,192.52		ALN				LIVE	\$8,192.52	7	COL	2175675863863	\$0.00		FLS	FLS			FINAL	\$0.00	8	COL	217S675919919	\$12,418.65		FLS				LIVE	\$12,418.65	9	COL	2175675920920	\$10,725.84		FLS				LIVE	\$10,725.84	10	COL	305C010151151	\$1,109.67		ALN	RTC			LIVE	\$1,109.67	11	COL	404C010123123	\$713.89		ALN	RTC			LIVE	\$713.89	12	COL	5100021921381	\$0.00		ALN	ALN			FINAL	\$0.00	13	COL	5100021921382	\$9,325.38		ALN				LIVE	\$9,325.38	14	COL	5100021949406	\$0.00		ALN	ALN			FINAL	\$0.00	15	COL	5100021949407	\$7,531.20		ALN				LIVE	\$7,531.20	16	COL	5100022172003	\$0.00		ALN				LIVE	\$0.00	17	COL	6100024021064	\$0.00		ALN	ALN			FINAL	\$0.00	18	COL	6100024021065	\$7,373.23		ALN				LIVE	\$7,373.23
A	B	C	D	E	F	G	H	I	J																																																																																																																																																																																																								
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8	COL	217S675919919	\$12,418.65		FLS				LIVE	\$12,418.65																																																																																																																																																																																																							
9	COL	2175675920920	\$10,725.84		FLS				LIVE	\$10,725.84																																																																																																																																																																																																							
10	COL	305C010151151	\$1,109.67		ALN	RTC			LIVE	\$1,109.67																																																																																																																																																																																																							
11	COL	404C010123123	\$713.89		ALN	RTC			LIVE	\$713.89																																																																																																																																																																																																							
12	COL	5100021921381	\$0.00		ALN	ALN			FINAL	\$0.00																																																																																																																																																																																																							
13	COL	5100021921382	\$9,325.38		ALN				LIVE	\$9,325.38																																																																																																																																																																																																							
14	COL	5100021949406	\$0.00		ALN	ALN			FINAL	\$0.00																																																																																																																																																																																																							
15	COL	5100021949407	\$7,531.20		ALN				LIVE	\$7,531.20																																																																																																																																																																																																							
16	COL	5100022172003	\$0.00		ALN				LIVE	\$0.00																																																																																																																																																																																																							
17	COL	6100024021064	\$0.00		ALN	ALN			FINAL	\$0.00																																																																																																																																																																																																							
18	COL	6100024021065	\$7,373.23		ALN				LIVE	\$7,373.23																																																																																																																																																																																																							
3	Download to Excel																																																																																																																																																																																																																

All Customers, My Customers & Bring Ups

Overview Within the Customer Query Screen there are four radio buttons:

All	This option will generate the list of all the customers within the selected Group and Billing Period.
My Customers	This option will generate a list of all the customers assigned to the User ID that was used to log in.
Customer Bring Ups	This option generates a list of all the customers that have a customer Bring up scheduled for the current date. Only customers assigned to the user will be included in this list.
Account Bring Ups	This option generates a list of all the customers that have an Account Bring up scheduled for the current date. Only customers assigned to the user will be included in this list.



All Customers The default for ARMS is the *All* option. This will generate a list of customers that have accounts in the selected *Group* and *Billing Period*.

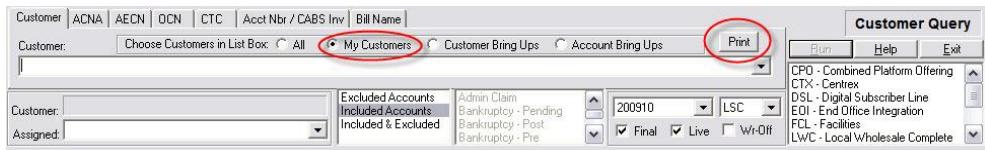
My Customers The second option in the Customer option box is *My Customers*. The drop-down area will show all customers assigned to the Collector and the A/R detail for each. (Sorted by highest past due).

A screenshot of the "Customer Query" window showing the results for the "My Customers" option. The window has a title bar "Customer Query" and a toolbar with Print, Run, Help, and Exit buttons. The main area shows a table with columns: Customer, Excluded, Current Billing Amt, Past Due Amt, Dispute Amt, Collectable, and Priority. Two rows are visible: "ICONNECT" with values EXCL, \$0.09, \$16,809.89, \$0.00, \$16,809.98, and Priority 1; and "CHARTER COMMUNICATIONS" with values EXCL, \$0.00, \$0.00, \$0.00, \$0.00, and Priority 1. There is also a "CPD - Combined Platform Offering" button at the bottom right.

Continued on next page

All Customers, My Customers & Bring Ups, Continued

My Customers (continued) Pressing the printer button will print a PDF copy of the entire list of assigned customers.



Customer Bring Ups Selecting *Customer Bring Ups* from the *Customer Query* screen will display follow ups that were created within a Customer Level Note.

Bring-ups will only appear on the day the Bring-Up is due or after the bring up due date, until the bring up is marked *Resolved* within the Customer Notes.

Customer Bring Ups may be set by any user, but will always appear on the Customer Bring Up list of the person who has been assigned the account.

Bring ups cannot be scheduled on a Saturday, Sunday or a date that has already passed. Bring ups can be resolved prior to the bring up date.
Multiple Bring Ups can be added to an account.

- The Bring Up with the oldest date will appear on the Aged Detail, Region, or State tab in the *Bring Up Date column*. Once it is resolved, the next Bring Up will appear.

Customer Bring Ups may be printed as a PDF report.

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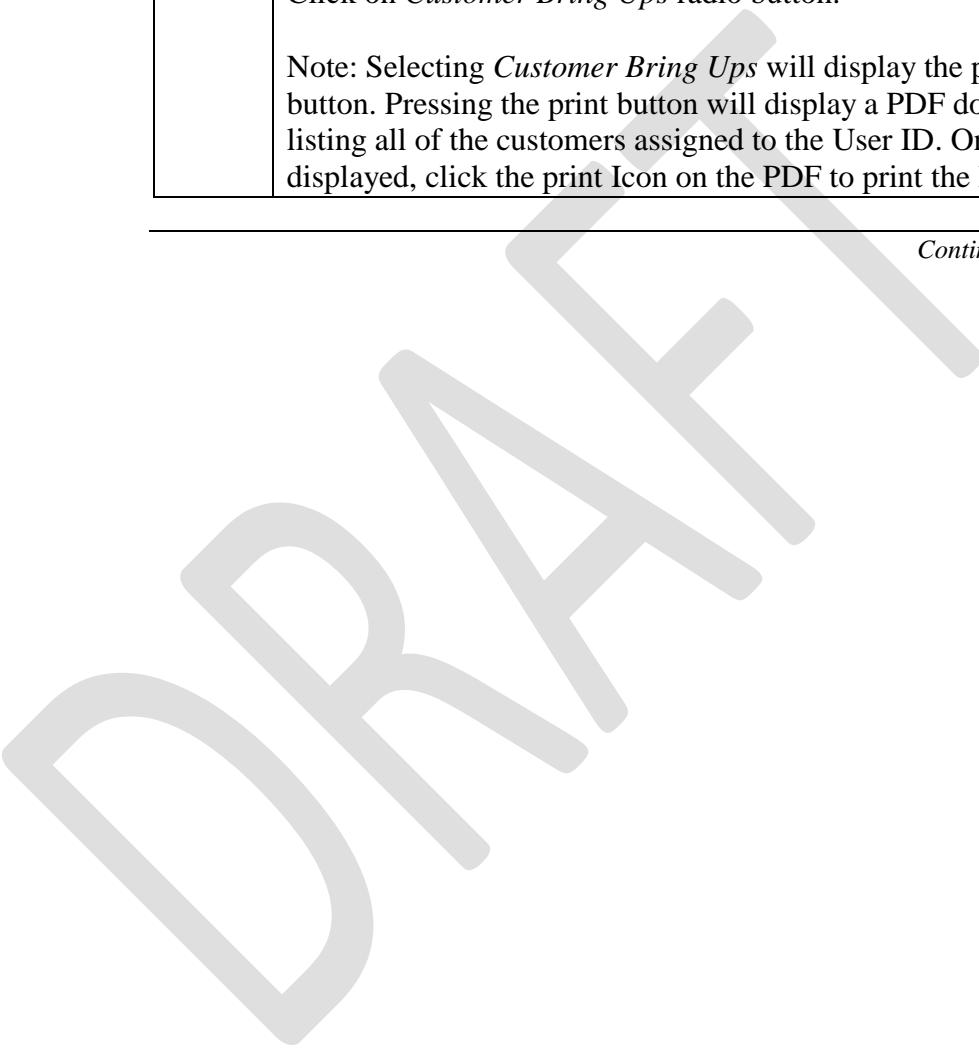
All Customers, My Customers & Bring Ups, Continued

Customer Bring Ups (continued)

NOTE: All Customer Bring Ups can be resolved by a Manager or any Collector.

Step	Action
1	<p>In the <i>Choose Customer in List</i> box options: Click on <i>Customer Bring Ups</i> radio button.</p> <p>Note: Selecting <i>Customer Bring Ups</i> will display the printer button. Pressing the print button will display a PDF document listing all of the customers assigned to the User ID. Once displayed, click the print Icon on the PDF to print the list.</p>

Continued on next page



All Customers, My Customers & Bring Ups, Continued

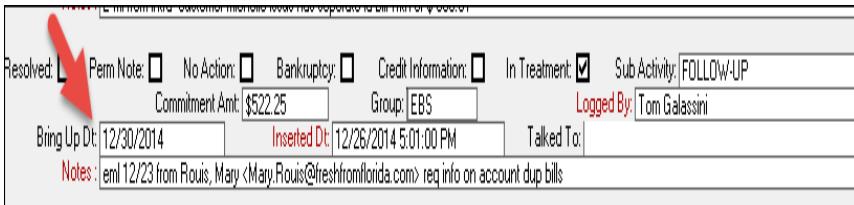
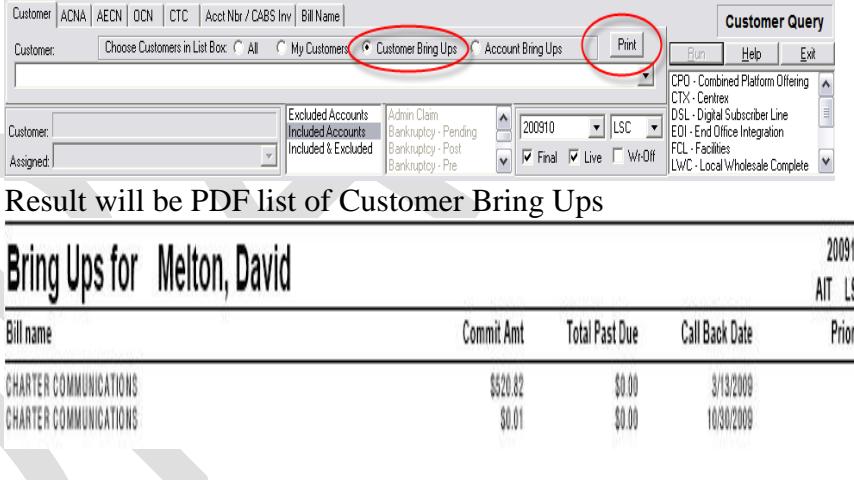
Customer Bring Ups (continued)

Step	Action
2	<p>Type the <i>customer's name</i> in the Customer field or use the drop down to <i>select</i> the customer.</p> <p>Result: Once selected, the customer name will appear in the Customer field.</p> <p>Click on <i>Run</i>.</p> <p>Result: The Customer information will appear.</p>

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All Customers, My Customers & Bring Ups, Continued

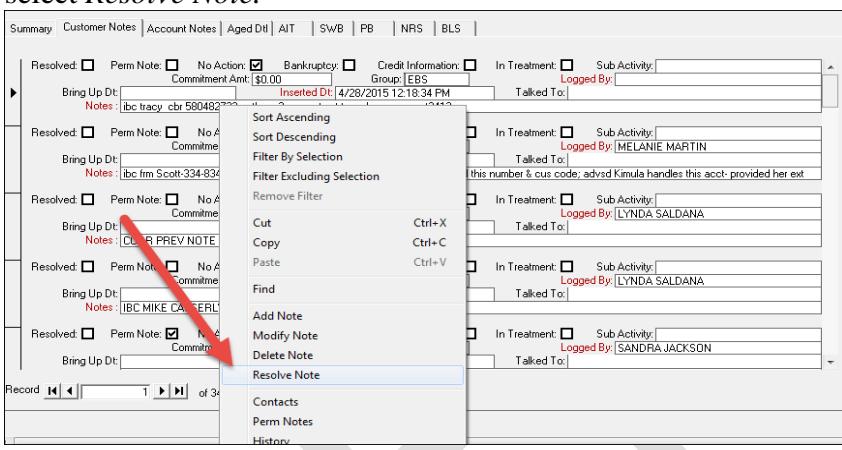
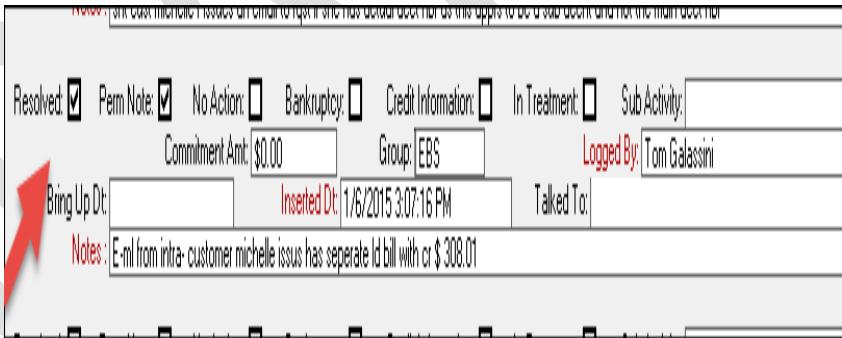
Customer Bring Ups (continued)

Step	Action															
3	<p>Click on the <i>Customer Notes</i> tab to view the Customer Bring Ups.</p> <p>Note: Bring Up notes will have the <i>Bring Up Dt</i> populated.</p> 															
4	<p>To print the Customer Bring Ups in a PDF list:</p> <ul style="list-style-type: none"> Click the <i>Print</i> button Once displayed, click the print icon on the PDF to print the list.  <p>Result will be PDF list of Customer Bring Ups</p> <table border="1"> <thead> <tr> <th>Bill Name</th> <th>Commit Amt</th> <th>Total Past Due</th> <th>Call Back Date</th> <th>Priority</th> </tr> </thead> <tbody> <tr> <td>CHARTER COMMUNICATIONS</td> <td>\$30.82</td> <td>\$0.00</td> <td>3/13/2009</td> <td>1</td> </tr> <tr> <td>CHARTER COMMUNICATIONS</td> <td>\$0.01</td> <td>\$0.00</td> <td>10/30/2009</td> <td>1</td> </tr> </tbody> </table>	Bill Name	Commit Amt	Total Past Due	Call Back Date	Priority	CHARTER COMMUNICATIONS	\$30.82	\$0.00	3/13/2009	1	CHARTER COMMUNICATIONS	\$0.01	\$0.00	10/30/2009	1
Bill Name	Commit Amt	Total Past Due	Call Back Date	Priority												
CHARTER COMMUNICATIONS	\$30.82	\$0.00	3/13/2009	1												
CHARTER COMMUNICATIONS	\$0.01	\$0.00	10/30/2009	1												

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All Customers, My Customers & Bring Ups, Continued

Customer Bring Ups (continued)

Step	Action
5	<p>To Resolve a Customer Bring Up, right click on the Note and select <i>Resolve Note</i>.</p> 
6	<p>Once <i>Resolve Note</i> is selected, the <i>Resolved</i> box will display a check mark.</p> 

Continued on next page

All Customers, My Customers & Bring Ups, Continued

Account Bring Ups

Selecting *Account Bring Ups* from the *Customer Query screen* will display all unresolved bring ups (follow ups) that were created within an account level note for today's date or earlier. Account bring ups may be set by any user. Bring ups cannot be scheduled on a Saturday, Sunday, or a date that has already passed.

Bring-ups will only appear:

- If-an amount of \$1.00 or more appears in the *Commitment Amount* box
- On the day the bring up is due or
- After the bring up due date or until the bring up is marked *Resolved* within the account note.

Bring ups can be resolved *prior* to the bring up date.

Multiple bring ups can be added to an account.

- The bring up with the oldest date will appear on the *Region* or *State* tab in the *Bring Up Date* column. Once it is resolved the next bring up will appear.

Account bring ups may be printed in a PDF file.

NOTE: All Customer Bring Ups can be resolved by a Manager or *any* Collector.

All Customers, My Customers & Bring Ups, Continued

Account Bring Ups (continued)

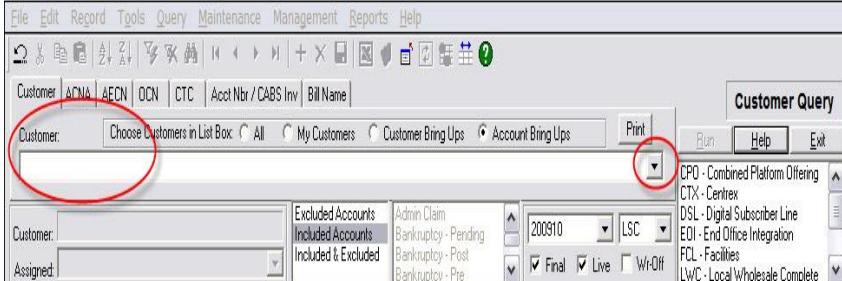
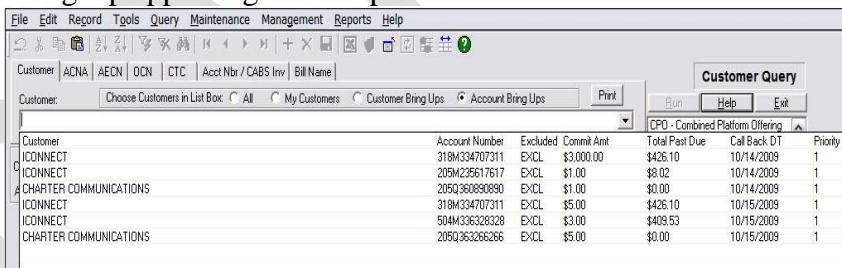
Follow the steps below to pull the *Account Bring Ups* list.

Step	Action
1	<p>In the <i>Choose Customer in List Box</i> options:</p> <ul style="list-style-type: none">Click on <i>Account Bring ups</i> radio button  <p>Note: Selecting <i>Account Bring Ups</i> will display the printer button. Pressing the print button will display a PDF document listing all of the customers assigned to the User ID. Once displayed, click the Print icon on the PDF to print the list.</p>

Continued on next page

All Customers, My Customers & Bring Ups, Continued

Account Bring Ups (continued)

Step	Action
2	<p>Type the customer's name in the <i>Customer</i> field or use the drop down menu to select the customer.</p>  <p>If the customer is selected using the drop down menu then the customer will appear. When an Account Bring Up is selected the Account Detail screen will return with the account number for the Bring Up appearing at the top of the list.</p>  <p>Selecting the Bring Up from the drop down menu gives the user the ability to see all the Bring Ups and the following fields:</p> <ul style="list-style-type: none"> • Customer • Commitment Amount (sorted in descending order) • Account Number • Total Past Due • Call Back Date • Excluded • Priority <p>If the customer's name is typed in the Customer Field then click <i>Run</i> and the customer will appear.</p>
3	Click on <i>Run</i> . The Customer information will appear.

Continued on next page

All Customers, My Customers & Bring Ups, Continued

Account Bring Ups (continued)

Step	Action																																													
4	<p>To print a PDF copy of the Account Bring Up List Select the <i>Account Bring Ups</i> radio button and click the <i>Print</i> button.</p>  <p>Result: A PDF list of Account Bring Ups will print.</p> <table border="1"> <thead> <tr> <th colspan="2">Account Bring Ups for Melton, David</th> <th>200910</th> </tr> <tr> <th>Bill Name</th> <th>Account Number</th> <th>Commit Amount</th> <th>Total Past Due</th> <th>Call Back Date</th> <th>Priority</th> </tr> </thead> <tbody> <tr> <td>ICONNECT</td> <td>318M334707311</td> <td>\$3.000.00</td> <td>\$428.10</td> <td>10/14/2009</td> <td>1</td> </tr> <tr> <td>ICONNECT</td> <td>205M235617617</td> <td>\$1.00</td> <td>\$8.02</td> <td>10/14/2009</td> <td>1</td> </tr> <tr> <td>CHARTER COMMUNICATIONS</td> <td>2050360808090</td> <td>\$1.00</td> <td>\$0.00</td> <td>10/14/2009</td> <td>1</td> </tr> <tr> <td>ICONNECT</td> <td>318M334707311</td> <td>\$5.00</td> <td>\$428.10</td> <td>10/15/2009</td> <td>1</td> </tr> <tr> <td>ICONNECT</td> <td>504M336323828</td> <td>\$3.00</td> <td>\$409.53</td> <td>10/15/2009</td> <td>1</td> </tr> <tr> <td>CHARTER COMMUNICATIONS</td> <td>2050363265266</td> <td>\$5.00</td> <td>\$0.00</td> <td>10/15/2009</td> <td>1</td> </tr> </tbody> </table>	Account Bring Ups for Melton, David		200910	Bill Name	Account Number	Commit Amount	Total Past Due	Call Back Date	Priority	ICONNECT	318M334707311	\$3.000.00	\$428.10	10/14/2009	1	ICONNECT	205M235617617	\$1.00	\$8.02	10/14/2009	1	CHARTER COMMUNICATIONS	2050360808090	\$1.00	\$0.00	10/14/2009	1	ICONNECT	318M334707311	\$5.00	\$428.10	10/15/2009	1	ICONNECT	504M336323828	\$3.00	\$409.53	10/15/2009	1	CHARTER COMMUNICATIONS	2050363265266	\$5.00	\$0.00	10/15/2009	1
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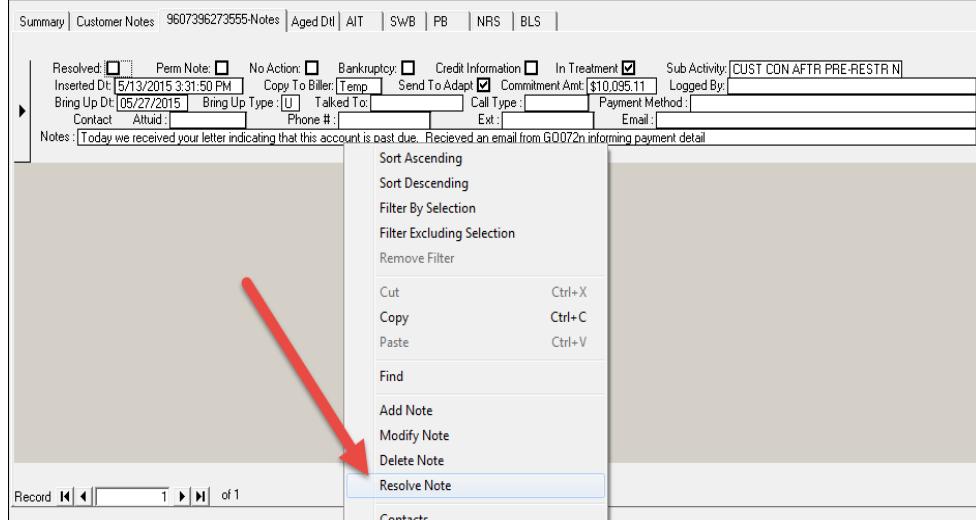
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All Customers, My Customers & Bring Ups, Continued

Resolving Bring Ups – Single Account To resolve bring ups for a single account:

1. Right click on the account number from the grid then select *View Account Notes*.
2. Right click on the note and select *Resolve Note*.

Result: The *Resolved* box will display a check mark.



Note: Once the bring up is resolved the bring up date will no longer appear in the *Account Bring Ups* drop down or the *Bring Up date* column on the *Aged Dtl* screen.

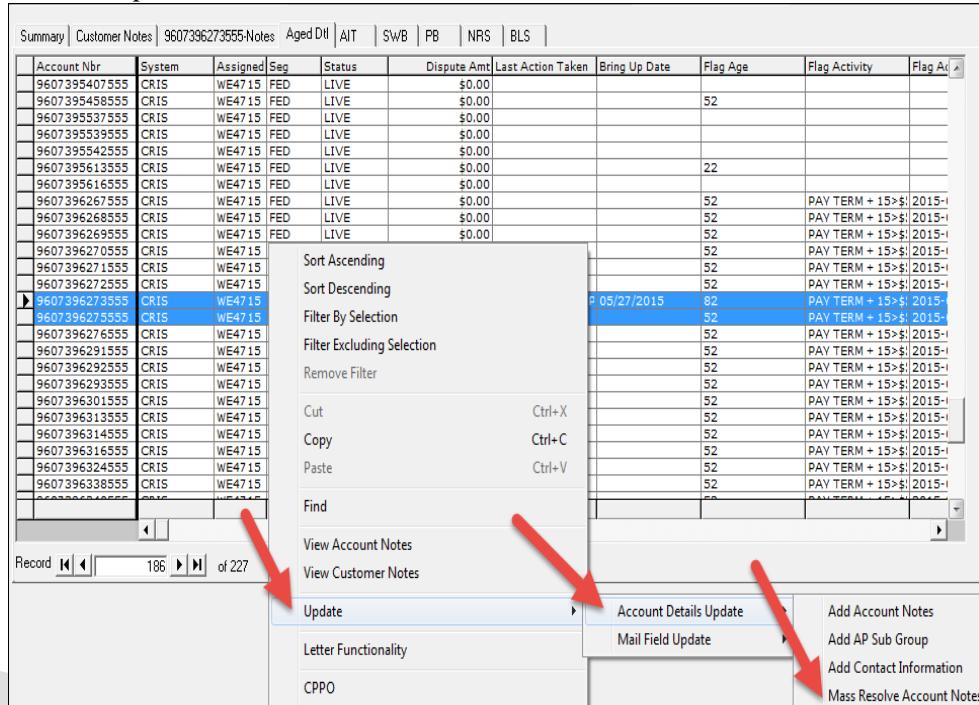
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All Customers, My Customers & Bring Ups, Continued

Resolving Bring Ups – Single To resolve bring ups for multiple accounts follow the steps below:

Account Multiple Accounts

1. Select accounts with bring ups from the *Aged Detail* tab by pressing the *Ctrl* key and clicking on each of the accounts to be resolved.
2. Right click on the accounts and select *Update*, then *Account Details Update*, and then *Mass Resolve Account Notes*.



Result: All bring ups for the selected accounts will be presented in the Mass Resolve Account Notes window.

Continued on next page

All Customers, My Customers & Bring Ups, Continued

Resolving Bring Ups – Single Account Multiple Accounts (continued)

Mass Resolve Account Notes

Select to Resolve Select All Deselect All

<input type="checkbox"/> 0812197874365	Resolved: <input type="checkbox"/>	Perm Note: <input type="checkbox"/>	No Action: <input type="checkbox"/>	Bankruptcy: <input type="checkbox"/>	Credit Information: <input type="checkbox"/>	In Treatment: <input type="checkbox"/>	Sub Activity: LETTER PKG FOR VP
Copy To Biller: Temp	Commitment Amt: \$1.00	Logged By: Karen Van Hoorebeke					
Bring Up Dt: 09/30/2011	Inserted Dt: 9/27/2011 7:27:23 AM	Talked To: <input type="checkbox"/>	Call Type: <input type="checkbox"/>	Payment Method: <input type="checkbox"/>	Ext: <input type="checkbox"/>	Email: <input type="checkbox"/>	Notes: test
ATTUID: <input type="checkbox"/>	Phone #: <input type="checkbox"/>						
<input type="checkbox"/> 0812089190867	Resolved: <input type="checkbox"/>	Perm Note: <input type="checkbox"/>	No Action: <input type="checkbox"/>	Bankruptcy: <input type="checkbox"/>	Credit Information: <input type="checkbox"/>	In Treatment: <input type="checkbox"/>	Sub Activity: LETTER PKG FOR VP
Copy To Biller: Temp	Commitment Amt: \$1.00	Logged By: Karen Van Hoorebeke					
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ATTUID: <input type="checkbox"/>	Phone #: <input type="checkbox"/>						
<input type="checkbox"/> 0670851447369	Resolved: <input type="checkbox"/>	Perm Note: <input type="checkbox"/>	No Action: <input type="checkbox"/>	Bankruptcy: <input type="checkbox"/>	Credit Information: <input type="checkbox"/>	In Treatment: <input type="checkbox"/>	Sub Activity: LETTER PKG FOR VP
Copy To Biller: Temp	Commitment Amt: \$200.00	Logged By: Karen Van Hoorebeke					
Bring Up Dt: 09/29/2011	Inserted Dt: 9/27/2011 7:25:30 AM	Talked To: <input type="checkbox"/>	Call Type: No Call <input type="checkbox"/>	Payment Method: <input type="checkbox"/>	Ext: <input type="checkbox"/>	Email: <input type="checkbox"/>	Notes: test
ATTUID: <input type="checkbox"/>	Phone #: <input type="checkbox"/>						

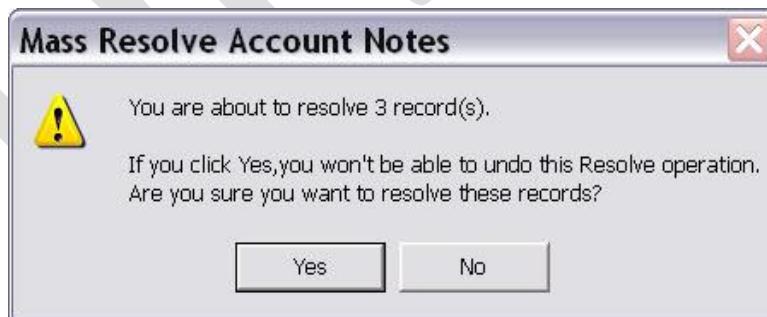
Record of 3

3. The notes can be resolved by clicking in the check box next to each account or by clicking in the *Select All* box at the top of the screen to select all of the presented bring ups.
 - a. Also, all of the check boxes can be deselected by clicking in the *Deselect All* check box.
4. Click the *Resolve* button when all bring ups have been selected.

Result: A dialog box will appear indicating the number of records (bring ups) to be resolved.

5. Click *Yes* if you want to continue.

Note: Once resolved, bring ups cannot be unresolved.



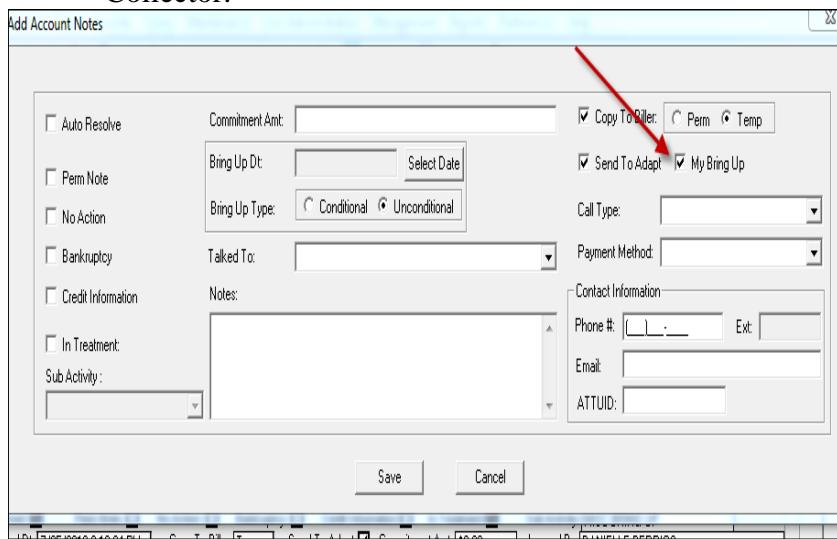
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All Customers, My Customers & Bring Ups, Continued

My Bring Ups Box

A check box *My Bring Up* is located on the *Add Account Notes* screen.

1. By checking this box, the *Bring Up* for that note will appear on the *Account Bring Up List* for the user inputting the note.
2. By not checking this box, the *Bring Up* will default to the assigned Collector.



Auto Resolve Bring Ups

The *Auto Resolved* check box is located on the *Accounts Detail Update* screen and the *Add Account Notes* screen. Select the check box when resolving **all** bring ups on the same account set by the same user. By leaving the box unchecked, ARMS will not resolve the other bring ups.

The Collector may select the *Auto Resolve* box and enter account notes at the same time. Upon clicking the *Save* button, a warning pop-up message will appear:

- If *Yes* is selected, a new note will be added for selected account number(s) and all other bring ups entered by same user will be resolved.
- If *No* is selected, the message box will be closed and no action will take place. Collector will be back on the *Add Account Notes* screen.

The Collector should use **caution** in using this option as this will resolve all bring ups currently set on the same account by the same user.

The current process of right clicking to resolve notes is **recommended**.

Letter Functionality

Overview

Overview

Collection letters launched in *ARMS* are sent to the mail center to be printed and mailed to customers. When needed, letters may be also printed and mailed locally. For example, certified letters will be mailed locally.

Letters available in *ARMS* to the user are based on the letter type selected and the *ARMS* Segment:

- *Final Notice*
- *Miscellaneous Letter*
- *Payment Arrangement*
- *Pre Restrict Notice*
- *Reminder Letter*
- *Restriction Notice*

The following portfolios will not use letter functionality in *ARMS*:

- GEM
- Retail CABS
- EXECU-Bill/GISDN
- ATTLD

Continued on next page

Overview, Continued

Rules

The following rules apply to sending letters in ARMS:

- One notice may be sent for up to 20 accounts for the same customer at the same address.
 - Exception: Restriction Notices only allow one account and must be sent US Mail.
- Letters cannot be created until the Collector has completed Setting Preferences.

Continued on next page

Overview, Continued

Letter Types The Collector will select the appropriate letter type based on the current collection step and the type of letter needed. The following is a list of the letter types:

- *Final Notice*
 - *Miscellaneous Letter*
 - *Payment Arrangement*
 - *Pre Restrict Notice*
 - *Reminder Letter*
 - *Restriction Notice*
-

Miscellaneous Letters Several letters are categorized as *Miscellaneous Letters*. The following are examples of the letters that may available based on the profile:

- Notification letters for account changes such as password, bill address or e-mail change
 - Unapplied credit letters
-

Letter Profiles *Letter Profiles* is a dropdown list of available letters based on:

- *Group* (EBS, BCS, LSC, etc.)
- *Segment* (FED, SCG, etc.)
- *Biller* (ISB, CRIS, CABS, etc.)
- *Letter Type* (Reminder Notice, Restriction Notice, etc.)

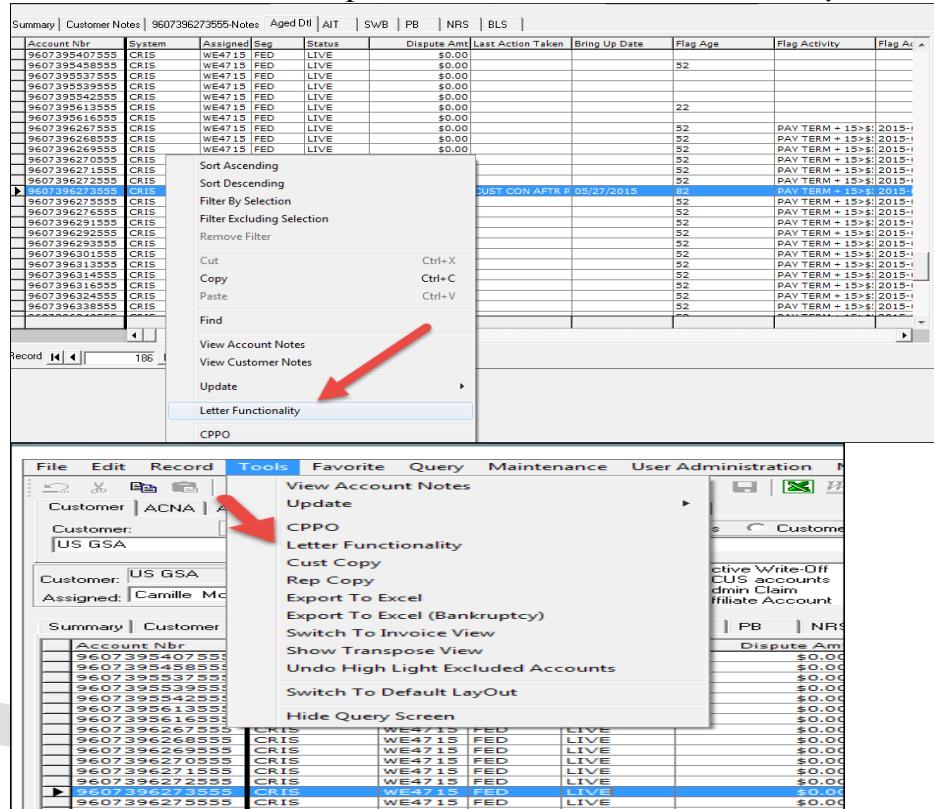
Note: A list of all available letters is available when selecting the *Show All Letter Profiles* button.

Letter Functionality

Accessing Letter Functionality

Access *Letter Functionality* using one of two ways:

- Select the account(s) on the *Aged Detail Grid*, right click and then choose *Letter Functionality*
- Select the account(s) on the *Aged Detail Grid*, select *Tools* from the *Menu Bar* at the top and then choose *Letter Functionality*.



Result: The *Select Letter Profile* screen is displayed.

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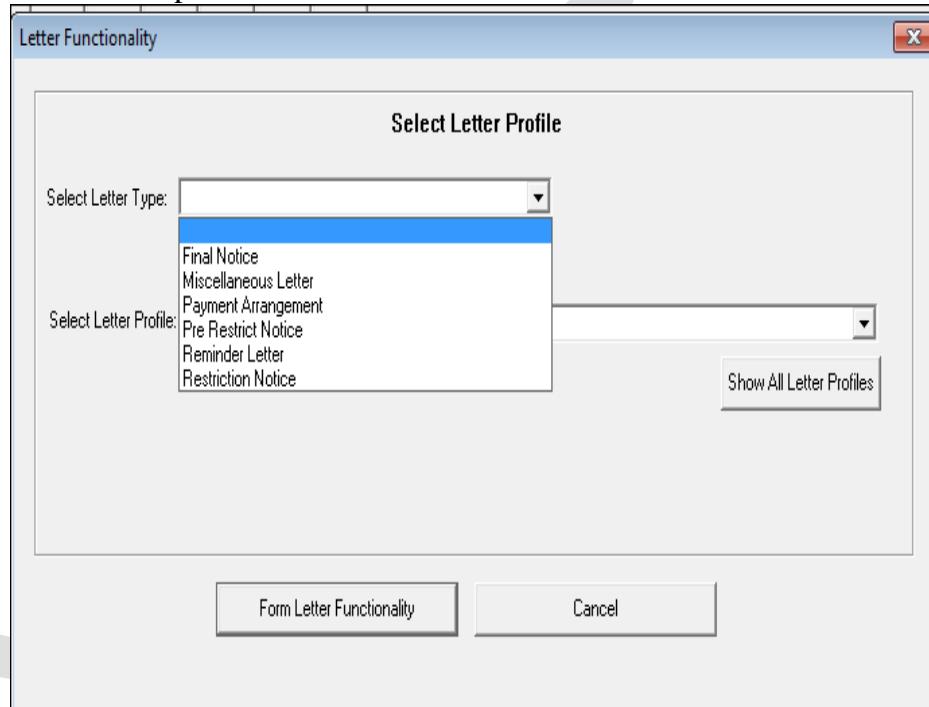
Letter Functionality, Continued

Select Letter Profile Screen

The *Select Letter Profile* screen provides the *Letter Profiles* and the *Letter Types*. Collectors will select the letter to be sent using this screen.

Select Letter Type

The Select Letter Type displays the letter types available and corresponds to the collection process. Collectors will select the letter type based on their treatment step.



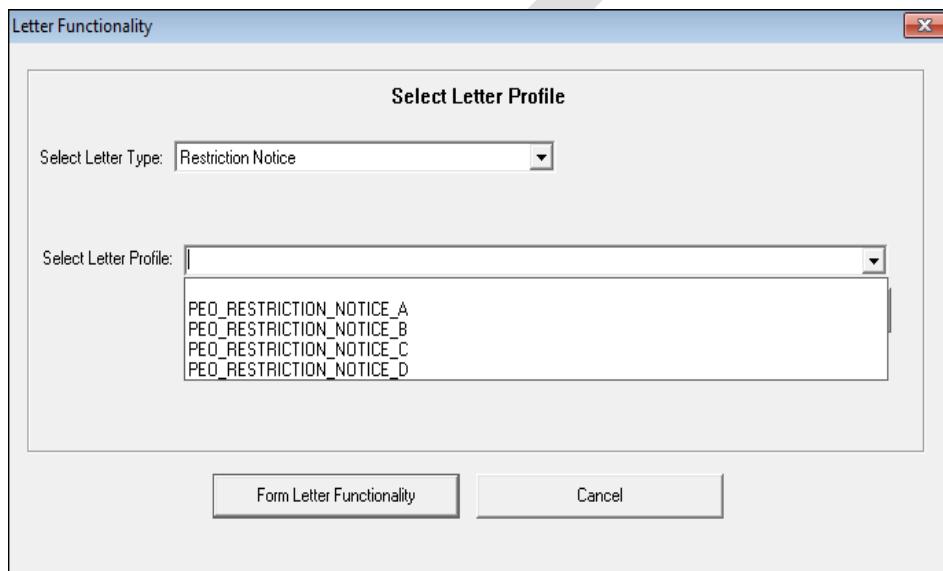
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Letter Functionality, Continued

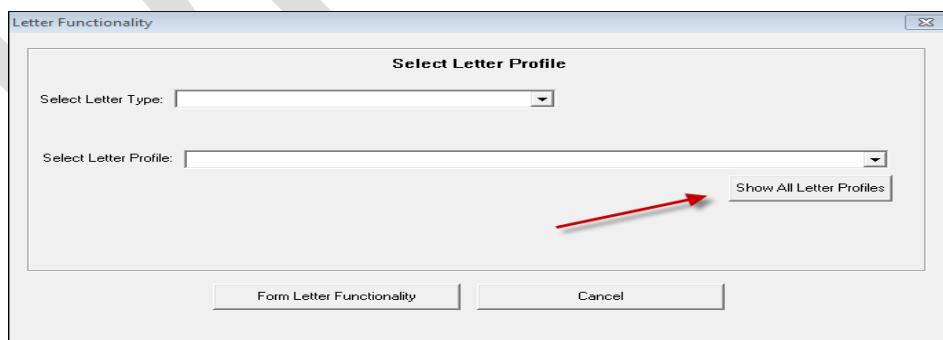
Select Letter Profile Screen (continued)

Select Letter Profile

The *Select Letter Profile* displays the letter(s) available based on the letter type selected. Other factors that determine the letters displayed are *Group*, *Segment*, and *Biller*. For example, selecting a letter type of final notice for an account within the EBS group and with a federal segment will display all letters with those profiles within the *Select Letter Profile* dropdown. Collectors will select the letter based on their collection process.



Once the letter type and letter profile have been selected, click *Form Letter Functionality* to continue to the *Form Functionality* screen or click the *Cancel* button to return to the *Aged Detail* screen.



To view all letters contained within ARMS click the *Show All Letter Profiles* button. Use letters directed by the applicable collection process.

Continued on next page

Letter Functionality, Continued

**Select Letter
Profile Screen**
(continued)

Important Note: If an account is mis-marked in *ARMS*, the Collector will click *Show All Letter Profiles* to select and send the correct letter.

Continued on next page

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Letter Functionality, Continued

Form Functionality Screen

The *Form Functionality* screen provides the fields that will appear in the letter. Some fields are pre-populated and some fields may require data to be entered.

The fields displayed will vary depending on the letter type.

All fields within the screen may be edited.

Fields marked with an asterisk are required.

The screenshot shows a software interface titled "FORM LETTER FUNCTIONALITY". At the top right are "Help" and "Exit" buttons. Below the title is a message: "Please enter and verify data for the PEO_RESTRICTION_NOTICE_A letter". The main area is a table with four columns: "Required", "Field Name", "Field Description", and "Data Input". The table contains 21 rows, each with an asterisk (*) next to the field name, indicating it is required. The data input column shows some pre-filled values like "5307882269272" and "AAFES-MAIN STORE". At the bottom of the table, there is a "Letter Name:" field containing "PI14RNA_1410141122_J81959" and three buttons: "Preview Letter", "Create Manual Letter", and "Send Letter".

Required	Field Name	Field Description	Data Input
*	ACCOUNT_NUMBER_1	Account Number 1	5307882269272
*	BILLED_ADDRESS_1	Billed Customer Address Line 1 - Customer Bill	AAFES-MAIN STORE
*	BILLED_ADDRESS_2	Billed Customer Address Line 2	BEALE AFB EXCHANGE
	BILLED_ADDRESS_3	Billed Customer Address Line 3	
	BILLED_ADDRESS_4	Billed Customer Address Line 4	
*	BILLED_ADDRESS_5_CITY	Billed Customer Address Line 5 City	BEALE AFB
*	BILLED_ADDRESS_5_STATE	Billed Customer Address Line 5 State	CA
*	BILLED_ADDRESS_5_ZIP	Billed Customer Address Line 5 Zip Code	95903
*	COLLECTIONS_ADDRESS	Credit & Collections office address	320 Fulton
*	COLLECTIONS_CALL_BACK	Collections call in number	3096723307
*	COLL_CITY_STATE_ZIP_CODE	Credit & Collections office address - city, state	Peoria IL 61602
	COLLECTOR_NAME	Collections Rep Name	Joleen Bressner
*	DUE_DATE_1	Due date	
*	PAST_DUE_1	Past due balance	0.00
*	REMITTANCE_ADDRESS	Remittance Address	
*	REMITTANCE_CITY	Remittance Address - City	
*	REMITTANCE_STATE	Remittance Address - State	
*	REMITTANCE_ZIP_CODE	Remittance Address - Zip Code	
*	TOTAL_DUE_1	Total balance due	69.12
*	CURRENT_DATE	Date letter created	10/14/2014
*	RETURN_ADDRESS_1	RETURN ADDRESS 1	AT&T
*	RETURN_ADDRESS_2	RETURN ADDRESS 2	320 Fulton St
+	RFTURN ADDRESS_5 CITY	RFTURN ADDRESS CITY	Penia

Continued on next page

Letter Functionality, Continued

**Form
Functionality
Screen
(continued)**

The following table describes the different fields on the screen:

Note: Some fields may appear multiple times depending on how many accounts are selected.

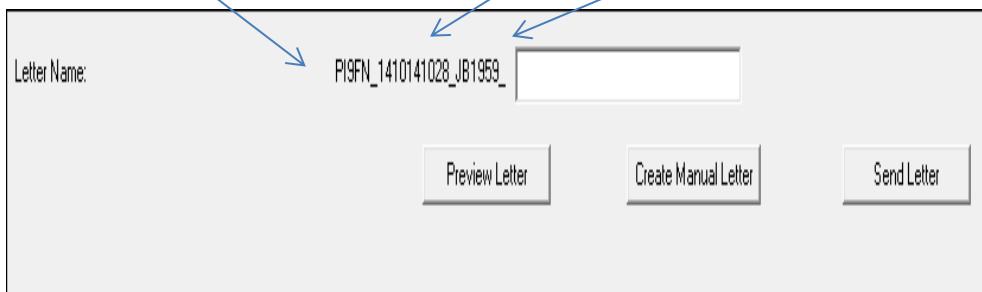
Field Name	Prepopulated (Yes/No)	Comments
Account_Number	Yes	Displays up to 20 accounts
Billed_Address	Yes	Depending on the biller verify City, State and Zip Code are populated on separate lines
Collections_Address	Yes	
Collections_Call_Back	No	Enter Collections center number
Coll_City_State_Zip_Code	Yes	
Collector_Name	Yes	
Due_Date	No	Enter as MM/DD/YY or MM/DD/YYYY Note: See Notices job aid (<i>Fed & JDE job aids only</i>)
Past_Due	Yes	Displays up to 20 amounts
Remittance_Address	No	Enter applicable address based on biller
Total_Due	Yes	Does not appear on all letters
Current_Date	Yes	Date letter created
Return_Address	Yes	

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Letter Functionality, Continued

Form Functionality Screen (continued)

The *Letter Name* is displayed at the bottom of the screen. It includes the letter code assigned to the letter type followed by the date and the *userid* of the originator. Next a blank field appears which allows the user to enter a description of the letter.



The letter must be named by the user in the *Letter Name* field to help identify the letter type. The name entered should be 5-40 characters with no spaces or special characters except the underscore symbol. The information entered will appear in the first line of the *Account Notes* in the ARMS systematic note.

For example:

- Final_Note
- Restriction_Note
- Reminder_Letter

Once the form has been completed, the user can select one of three actions:

Button	Action
Preview Letter	Letter displayed in PDF format
Create Manual Letter	User sends letter <u>manually</u>
Send Letter	Transmits letter to mail center and notes <i>ARMS</i>

Continued on next page

Letter Functionality, Continued

Create Manual Letter Use the *Create Manual Letter* button when it is necessary to print and mail the letter from the local office. An example of when it is necessary to mail the letter locally is certified mail.

Preview the letter for accuracy and then click *Create Manual Letter*. As a result, a message box appears. Click *OK*, and a PDF copy of the letter appears. Print the PDF copy of the letter to mail locally. A systematic note is created.

Note: A letter cannot be sent to the mail center once the *Create Manual Letter* button has been clicked.

ARMS Notes ARMS systematically creates a note when letters are sent or cancelled. See below for an example of an ARMS note.

Letter Sent: PI8FRL_1410031206_JB1959_McGuire_AFB
[ACCT_NBR_1]=0555397106001;
[BILL_ADDR_1]=MID ATL AREA EXCH ;
[BILL_ADDR_2]=MC GUIRE AFB ; [BILL_ADDR_4]=BRODY
RD BLDG 3452 ; [BILL_ADDR_5_CITY]=FORT DIX ;
[BILL_ADDR_5_STATE]=NJ; [BILL_ADDR_5_ZIP]=08640;
[COLLECTIONS_CALL_BACK]=3096723307;
[COLLECTOR_NAME]=Joleen Bressner;
[CURRENT_DATE]=10/03/2014; [DUE_DATE_1]=10/10/2014;
[LETTER_NAME]=PI8FRL_1410031206_JB1959_McGuire_AFB
[LETTER_PROFILES_NAME]=PI8FRL

[PAST_DUE_1]=0.00;

[RET_ADDR_1]=AT&T; [RET_ADDR_2]=320 Fulton St;
[RET_ADDR_5_CITY]=Peoria; [RET_ADDR_5_STATE]=IL;
[RET_ADDR_5_ZIP]=61602;
[USER_LOGIN_CD]=JB1959

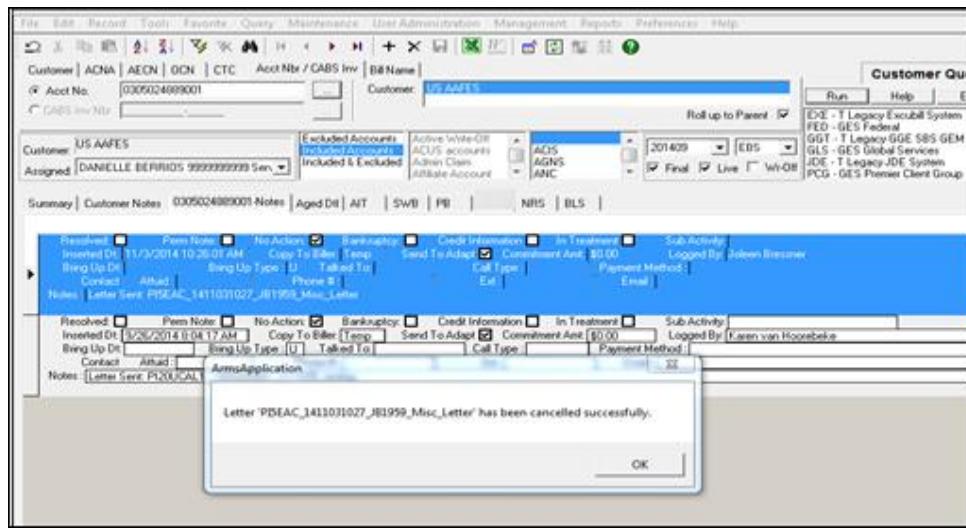
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Letter Functionality, Continued

Cancelling Letters

Cancel letters only on the same day it was created. During hours of 7:00 AM.–7 PM. CST. Any user with access to ARMS may cancel a letter.

To cancel the letter, access the *Note* screen on the account. Highlight the system generated letter note, then right click and click *Cancel Letter*.



If the letter has been sent, one of the following error messages will appear:

- *This letter has already been processed and sent. Letter cannot be deleted at this time.*
- *Your request to cancel the letter is outside of application availability hours. Letter cannot be deleted.*

If the letter is available for cancellation, the user will receive a confirmation box displaying *Yes* or *No* buttons.

- If *Yes* is selected, the letter will be cancelled.
 - a. Collector will be returned to the *Account Notes* screen and ARMS will input a note for all accounts included on the letter and the userid of the requester.
 - b. If *No* is selected, the letter will not be cancelled.

When multiple accounts are included in the letter, the letter is cancelled for all accounts.

Collector Process

Letter Process Follow the steps below to send a letter:

1. On the *Aged Detail Grid*, highlight the account number(s) then right click and choose *Letter Functionality*.

Result: The *Letter Functionality* box appears.

2. Click on the *Select Letter Type* drop down and select the applicable letter type.
3. Click on the *Select Letter Profile* drop down and select the appropriate letter.

Note: If a different letter is needed, select the *Show All Letter Profiles* button.

4. Click on the *Form Letter Functionality* button.

Result: The *Form Letter Functionality* screen will display.

5. Complete all required fields.
6. In the *Letter Name* field, enter the name of the letter.
 - a. For example, Reminder_Letter.
7. Click the *Preview Letter* button to check for accuracy. Click the x in the right corner to exit the preview.
8. Click *Send Letter*.

Result: The letter is transmitted to the mail center by 5:00 a.m. the next day for mailing to the customer and the account is noted in *ARMS*.

Note: If a manual letter is needed, see the [Create Manual Letter](#) process.

Collector Process, Continued

Returned Mail All letters that are returned by the US Post Office will be sent to the *Mail Center*.

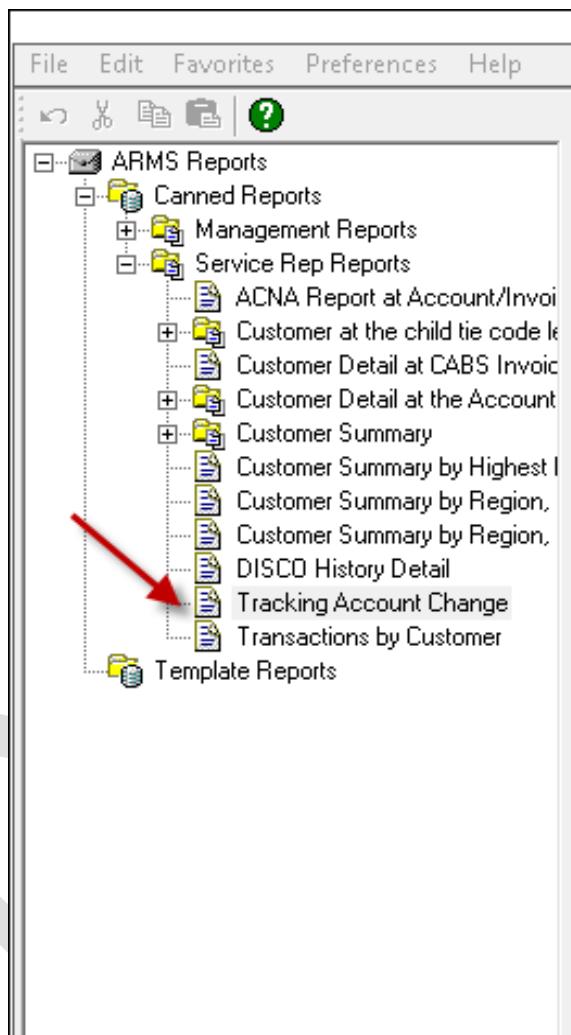
The *Mail Center* has access to most billers and will request the address be corrected/updated per the US Post Office. The *Mail Center* will note the biller or *ARMS*.

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Tracking Account Change Report

Overview

The *Tracking Account Change* report is available in the *ARMS Report Utility* and will be located under the *Service Rep Reports* in the *Canned Reports* section. The report will provide tracking for account updates such as segment changes made in the *ARMS* system.



Continued on next page

Tracking Account Change Report, Continued

Details of the Report

The following items will be tracked on the report:

- AP Sub Group
- Child Tie Code (CTC)
- Collector Assignment
- ZBU
- Segment
- Contact E-mail Address
- Status

The following information will be provided on the *Tracking Account Change Report* when any of the above fields are updated:

- Insert Date – Date and time of the update
- Customer Name
- User login – User who initiated the change
- Field Name, i.e. AP Sub Group
- Old Value
- New Value

Continued on next page

Tracking Account Change Report, Continued

Filters on Report

The screenshot shows the 'Tracking Account Change Report' interface with several filter options highlighted:

- Billing Period:** 1 (201407)
- Status:** 2 (Live) 3 (Final) 4 (Write Off)
- Start Date:** 5 (7/1/2014)
- End Date:** 6 (7/31/2014)
- Customer:** 7 (radio button selected)
- Child Tie Code:** 8 (radio button selected)
- Segment:** 9 (COL - COL-Collocation)
- Classification:** 10 (Included Accounts)
- Originating System:** 11 (dropdown menu)
- Criteria:** 12 (Active Write-Off, ADUS accounts, Admin Claim, Affiliate Account, Inert Fails)
- Template:** All Fields (60+ AMT, 90+ AMT, Account Number, ACNA, Address 1, Address 2, Address 3, Enrollment Approved)
- Selected Fields:** None
- Group by:** None
- Sort:** None
- Descending:** None
- Name:** None
- Buttons:** New, Preview, Save, Delete, Generate PDF, Generate Excel

A note in the report area states: "List updates to CTC when Child Tie Code radio button is selected."

Continued on next page

Tracking Account Change Report, Continued

Filters on Report (continued)

The following filters will be available on the report:

	Filter	Description
1	Billing Period	Select the Billing Period
2	Start Date	Input Start Date DD/MM/YYYY
3	End Date	Input End Date DD/MM/YYYY
4	Group	Highlight Group(s)
5	Region	Highlight Region(s)
6	Customer radio button	Select the <i>Customer</i> radio button or the <i>Child Tie Code</i> radio button.
7	Child Tie Code radio button	Select the <i>Child Tie Code</i> radio button or <i>Customer</i> radio button
8	Customer	Highlight <i>Customer</i> name in list box
9	Child Tie Code	List box-only single <i>Child Tie Code</i> selection is allowed
10	Classification	Select <i>Include Accounts</i> , <i>Excluded Accounts</i> or <i>Included & Excluded</i> .
11	Account Classification	Select <i>Type</i> of Account
12	Originating System	Select <i>System</i> from dropdown

Continued on next page

Tracking Account Change Report, Continued

Generating the Report

Follow the steps below to generate the Account Change Report:

1. Select the *Tracking Account Change* Report from the *Canned Reports* under *Service Rep Reports* and choose [Filters](#) as needed.
2. Click *Generate PDF or Excel* button to generate the report.

Result: Report will generate in *PDF* or *Excel*.

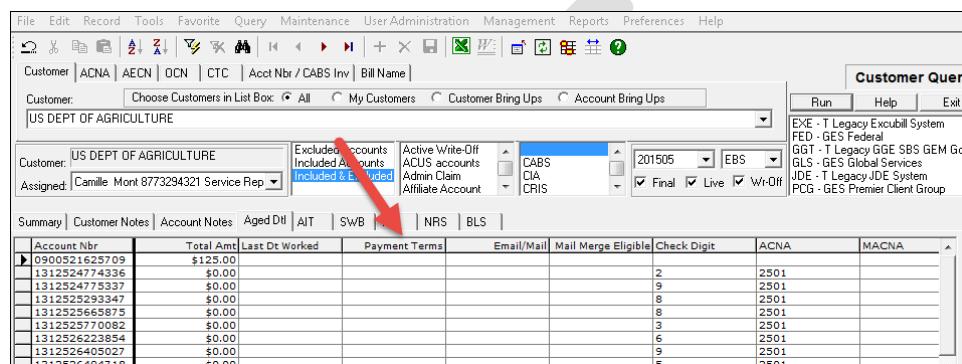
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Payment Terms

Overview

Customers may be approved for non-standard payment terms per their contractual agreement with AT&T. The non-standard payment term can be displayed in the *Payment Terms* column located in the *Aged Detail Grid* and *Transpose View*. The field is informational only and does not impact the flag.

Changes made to payment terms will update overnight in *ARMS*.



Account Nbr	Total Amt	Last Dt Worked	Payment Terms	Email/Mail	Mail Merge Eligible	Check Digit	ACNA	MACNA
0900521625709	\$125.00				2	2501		
1312524774336	\$0.00				9	2501		
1312524755321	\$0.00				8	2501		
1312525232347	\$0.00				8	2501		
1312525655875	\$0.00				3	2501		
1312525770082	\$0.00				6	2501		
1312526223854	\$0.00				9	2501		
1312526405027	\$0.00				5	2501		
1312526434718	\$0.00							

Rules

- Only a Manager may add payment terms in *ARMS*.
- Payment terms must be validated before entering in *ARMS*.

Payment Terms, Continued

Collector Process	Collectors should validate payment terms per their normal process before requesting a Manager to update payment terms in <i>ARMS</i> .
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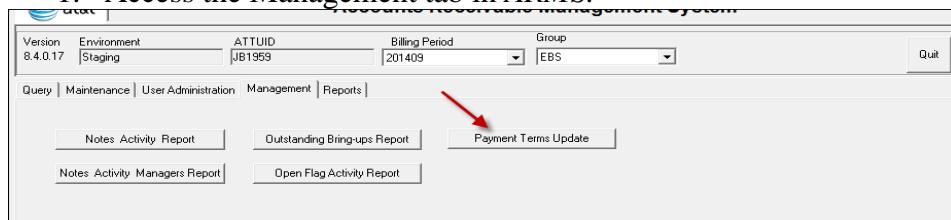
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Payment Terms, Continued

Manager Process

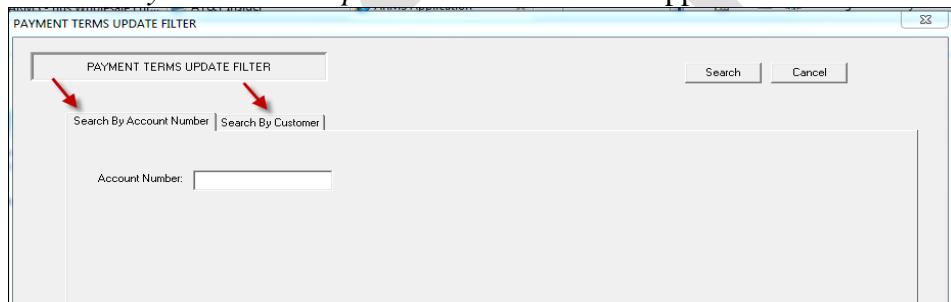
Non-Standard payment terms will be added to the grid by the Collections Manager after validating the terms. Terms can be updated on a single account by search by account number or multiple accounts for the same customer by using Search by Customer. Follow the steps below to update payment terms:

1. Access the Management tab in ARMS.



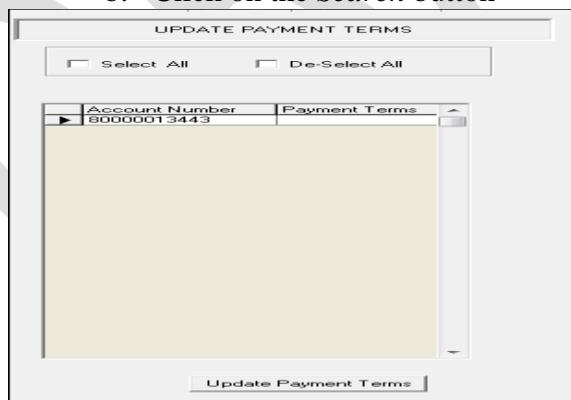
2. Click on the *Payment Terms Update* button

Result: *Payment Terms Update Filter* screen will appear.



3. To update a single account number, choose the *Search By Account Number* tab

- a. Enter the account number
- b. Click on the *Search* button



Result: *Update Payment Terms* screen appears

Continued on next page

Payment Terms, Continued

Manager Process

(continued)

4. To update multiple account numbers, choose *Search by Customer*
 - a. Select the *Group*
 - b. Select the *Segment*
 - c. Select the *Customer*
 - d. Select the *Originating System*
 - e. Click the *Search* button

PAYMENT TERMS UPDATE FILTER

Search By Account Number | Search By Customer |

Group:	Segment:	Customer:
ASC BES COL TBL IRC LSC TLD TVH	PCG - GES Premier Client Group PCG - GES Premier Client Group SCG - GES Signature Client Group TAF - T Legacy Affiliate TSC - T Legacy Signature Client	<input checked="" type="radio"/> Multiple <input type="radio"/> Single @LINK NETWORKS INC 1800 FLUKE PERSON INC 1800 RADIAL INC 1800 RECONEX 1ST AMERICAN MANAGEMENT BE 1ST PACIFIC BANK OF CALIFORNIA/ 1ST PINEWOOD COMMERCIAL 1ST UNITED SVCS CREDIT UNION 1ST UNITED TELCOM 1ST USA LENDER 1STTEL INC 21WIRE 21ST CENTURY ONCOLOGY 21ST CENTURY WIRELESS GROUP 2319 HAMPTON CENTER LLC 24-7 COMMUNICATIONS 24-7 TELCOM 28 30 ASSOCIATES LLC 2ND CENTURY COMMUNICATIONS
	Originating System:	
	ACIS AGNS AM ATBS CABS CPM CIA CONV CP CRIS CSS DCS	

Result: Update Payment Terms screen appears.

Update Payment Terms	
<input type="checkbox"/> Select All <input type="checkbox"/> De-Select All	
Account Number	Payment Terms
0640068892587	45
06401008479361	45
0650222711577	
0650617630288	
06506142467850	45
0650612682597	45
0689005124152	45
089001107748956	45
0890016547278	
088017036421	
1312514898998	
1312520731090	
1312527493264	
1312527665262	
1312523237006	
1603312313555	
2033504203084	
2034717316958	
2034781117469	
20348690310264	
2034984200262	
2034930051028	
2036240650734	

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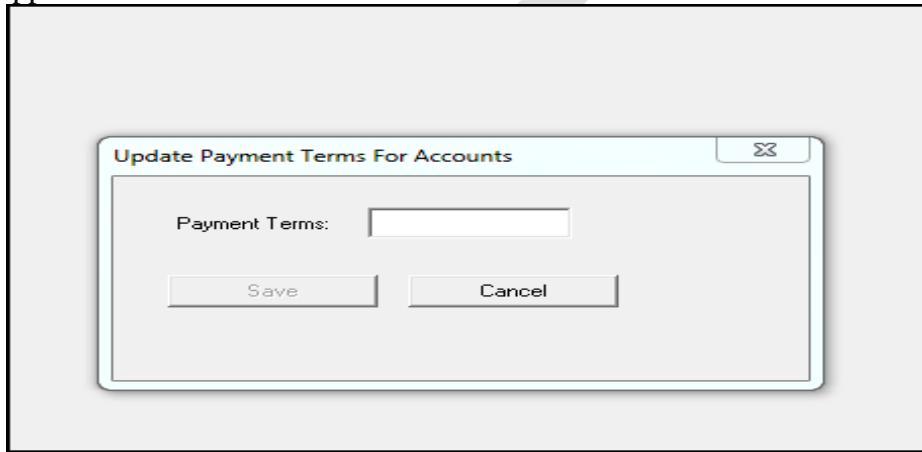
Payment Terms, Continued

Manager Process
(continued)

5. On the *Update Payment Terms* screen:
 - f. Select the *Account Number(s)* from the *Account Number* column
 - i. Click and hold the *Ctrl* key to select more than one account number.

6. Once accounts are selected, click the *Update Payment Terms* button

Result: A pop up dialog box *Update Payment Terms for Accounts* will appear.



7. Enter the payment term in the field and click *Save*. For example, enter 45 for 45 day payment terms.

Result: A message will appear *Payment Terms saved for the selected account number(s) successfully*.

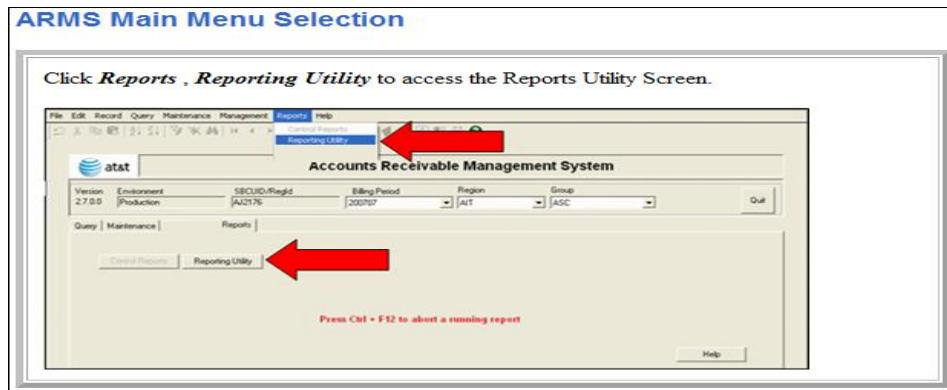
8. Click *OK*
9. Click the *Exit* button.

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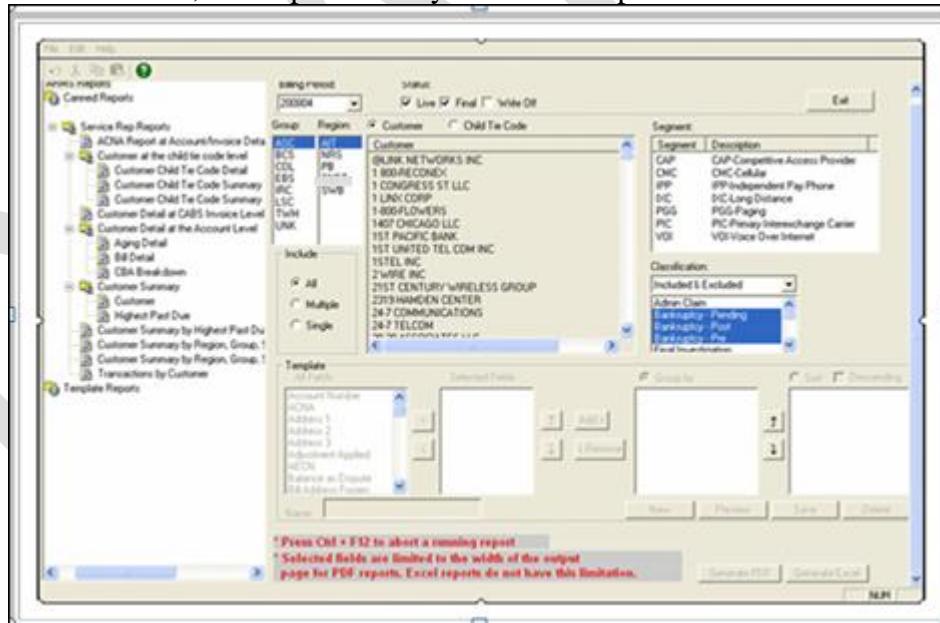
Report Utility Screen

Overview

The ARMS Report Utility provides extended reporting options over what is available from the Customer Query screen. From the report utility, users can generate reports covering all regions, groups, and customers. Reports can be easily generated into Adobe PDF files or in Excel. The *Report Utility* screen is accessed from the ARMS Main Menu.



Once Selected, the Reports Utility screen will open in a new window.



Continued on next page

Report Utility Screen, Continued

Report Utility Screen The left side of the Report Utility screen is the *Service Rep Reports* list.

- There are 3 folders (highlighted in red) and a total of 14 reports (highlighted in yellow) within – Service Rep Reports dropdown.
- The following image displays an *enhanced* version of the list.

Service Rep Reports

- ACNA Report at Account/Invoice Detail
- Customer at the child tie code level
 - Customer Child Tie Code Detail
 - Customer Child Tie Code Summary
 - Customer Child Tie Code Summary Bill Nan
- Customer Detail at CABS Invoice Level
- Customer Detail at the Account Level
 - Aging Detail
 - Bill Detail
 - CBA Breakdown
- Customer Summary
 - Customer
 - Highest Past Due
- Customer Summary by Highest Past Due w/Pe
- Customer Summary by Region, Group, Segmer
- Customer Summary by Region, Group, Segmer
- Transactions by Customer

Expanded View of menu

Reports are generally listed in the detail or summary level. Detail reports are generally best used for individual or a small number of customers since they incorporate account level detail. Summary reports are best for displaying information on all customers since the account detail is rolled up at a summary level. Internal links connect information within a page.

Continued on next page

Report Utility Screen, Continued

Service Rep Reports

The following table provides a list of all Collector Reports in ARMS:

Folder	Report Name	Sorted and Grouped By	Definition
Customer at the Child Tie Code Level	ACNA Report at Account/Invoice Detail	<ul style="list-style-type: none"> • Grouped by: ACNA • Sorted by: State, Acct Number and Invoice Number 	<ul style="list-style-type: none"> • Detail all invoice numbers associated with an Account Number. • Each Invoice Number will display the invoice Balance and Bill Period.
	Customer Child Tie Code Detail	<ul style="list-style-type: none"> • Grouped by: Customer Name and Child Tie Code • Sorted By: Acct Number 	<ul style="list-style-type: none"> • Details all Customers and their Child Tie Codes. • Displays the Current Billing, Current Balance, Total Past Due, and the Age Buckets.
	Customer Child Tie Code Summary	<ul style="list-style-type: none"> • Grouped by: Customer Name • Sorted By: Child Tie Code 	<ul style="list-style-type: none"> • Lists all Customers and their Child Tie Codes. • Displays the Current Billing, Current Balance, Total Past Due and the Age Buckets.
	Customer Child Tie Code Summary Bill Name	<ul style="list-style-type: none"> • Grouped by: Customer Name and State • Sorted By: Child Tie Code 	<ul style="list-style-type: none"> • Details all Customers and displays all the Bill Names. • Includes the Current Billing, Current Balance, Total Past Due and the Age

			Buckets.
	Customer Detail at CABS Invoice Level	<ul style="list-style-type: none"> • Grouped by: Customer Name and State • Sorted By: CABS Invoice Number 	<ul style="list-style-type: none"> • The report is for CABS accounts only. • Details all customers and includes the Bill Date and Bill Name.
Customer Detail at the Account Level	Aging Detail	<ul style="list-style-type: none"> • Grouped by: Customer Name, Originating System and State • Sorted By: Acct Number 	<ul style="list-style-type: none"> • Details All Customers and displays all the Bill Names. • Includes the Current Billing, Current Balance, Total Past Due and Age Buckets.
	Bill Detail	<ul style="list-style-type: none"> • Grouped by: Customer Name, Originating System and State • Sorted By: Acct Number 	<ul style="list-style-type: none"> • Details All Customers and displays all the Bill Names. • Includes the Current Billing, Current Balance, Total Past Due and Age Buckets
	CBA Breakdown	<ul style="list-style-type: none"> • Grouped by: Customer Name, Originating System and State • Sorted By: Acct Number 	<ul style="list-style-type: none"> • Details all Customers and includes the Current Billing, Total Past Due, OCC, Usage, LPC, RC, NRC, Taxes, and Surcharges.

Continued on next page

Report Utility Screen, Continued

**Service Rep Reports
(continued)**

Folder	Report Name	Sorted and Grouped By	Definition
Customer Summary	Customer	<ul style="list-style-type: none"> • Sorted By: Customer Name 	<ul style="list-style-type: none"> • Lists all Customers and displays the Current Billing, Current Balance, Total past Due, Age Buckets, Disputes and Collectable.
	Highest Past Due	<ul style="list-style-type: none"> • Sorted By: Total Past Due 	
	Customer Summary by Highest past Due w/Perm Notes	<ul style="list-style-type: none"> • Grouped by: Customer Name • Sorted By: Region 	<ul style="list-style-type: none"> • Details customer's Perm Notes and includes Billing Period, Current Billing, Total Past Due, and Total Due.
	Customer Summary by Region, Group, Segment, Status, Assigned	<ul style="list-style-type: none"> • Grouped by: Customer Name • Sorted By: Region 	<ul style="list-style-type: none"> • Details the Region, Segment and Group for each customer and includes Assigned (Collector), Current Billing, Current Balance, Total Past Due, Age Buckets, and Disputes.
	Customer Summary by Region, Group, Segment, Status, Assigned, Bill Name	<ul style="list-style-type: none"> • Grouped by: Customer Name • Sorted By: Region 	<ul style="list-style-type: none"> • Details the Region, Segment and Group for each customer and includes Bill Name, Assigned (Collector), Current Billing, Current Balance, Total Past Due, Age Buckets, and Disputes.

	Transactions by Customer	<ul style="list-style-type: none"> • Grouped by: Transaction Type • Sorted by: Acct Number 	<ul style="list-style-type: none"> • Details the transactions (payments and adjustments) for each customer. Includes Transaction Date, Amount, Type and Applied Date.
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Report Utility Screen, Continued

Creating a Report and Selecting Filters

The upper right side of the Report Utility screen provides various selection filters to be applied to the desired canned or template report. Collectors will follow the steps below to create a report and apply filters:

1. Choose a report from the *Service Rep Reports List*.
2. Below is a list of all search filters that may be used to create a report.

Filter	Description
Bill Period	Select the <i>Bill Period</i> (monthly increments) Note: Will only go back 12 months
Status	Select <i>Live</i> , <i>Final</i> , and/or <i>Write Off</i>
Group	Select <i>ASC</i> , <i>BCS</i> , <i>COL</i> , <i>EBS</i> , <i>IRC</i> , <i>LSC</i> , <i>TWH</i> , and/or <i>UNK</i>
Region	Select <i>AIT</i> , <i>NRS</i> , <i>PB</i> , and/or <i>SWB</i> region.
Include	Select <i>All</i> , <i>Multiple OR Single</i> customers to display.
Customer	Choose the customer(s) you which to view using the dropdown. The dropdown contains all customers within <i>ARMS</i> .
Segment	Refer to List of Segments by Group for the full list.
Classification	Select <i>Include Accounts</i> , <i>Excluded Accounts</i> , or <i>Included & Excluded</i> .

Note: Most reports will allow the user to select multiple options within each filter. Hold the *CTRL* key and *left click* each selection.

3. Click Generate PDF or Generate Excel to create report.

Result: Report selected will open and display in a PDF or Excel document.

Note: *Depending on the report criteria selected, reports could be very long. Collectors are advised to be aware of the size of the data when selecting reports which could affect the performance of the application. If you are unsure of the outcome of a report selection...try to limit the criteria to one region or group and select the PDF option to view.* Refer to Error Messages.

4. Save the report or send via e-mail.

Continued on next page

Report Utility Screen, Continued

Error Messages The following table provides the actions to take if an error message is received.

No Information

If	Then
The Collector is running a Rep Report and they click <i>Generate PDF</i> or <i>Generate Excel</i> . Result: <i>No Records Found</i> error message is displayed.	There are no accounts that meet the criteria (filter sections) in order to generate the report. Go back to <i>Filter Selections</i> and change the selections.

Number of Lines in Excel

If	Then
In the Report Utility screen, the collector clicks the <i>Generate Excel</i> button. Result: <i>Export to Excel Warning</i> error message is displayed.	Click <i>Continue</i> to generate the report however, depending on the selections, the report may be too large.

Report Already Open

If	Then
User attempts to open a report Result: <i>The Report is already open</i> , message box is displayed.	The Report Utility can only have one PDF window open at a time. <ul style="list-style-type: none">• Click the OK button• Close the PDF window• Re-execute the desired report.

Continued on next page

Report Utility Screen, Continued

Building a Template Report

Selecting Criteria:

- The bottom right side of the Report Utility screen has a section of 4 sections that can be used to build a template (ad hoc) report.
- A Template Report can be built in real time, and then saved and for future ARMS session under the user's personal ARMS account.
- The reports are built from a template, or, a format, which displays the chosen field detail in grouped or sorted order.
- There are *4 action buttons* on the template builder that are used to drive report creation.

Action Buttons	
Button Name	Description
<i>New</i>	<ul style="list-style-type: none">• Each template needs to start with the New button unless a predefined template exists in the report tree. The first step with building any template is to click on the new button and supply a report name in the name box.
<i>Preview</i>	<ul style="list-style-type: none">• Click the Preview button to check on the format and layout of a built template prior to reporting.
<i>Save</i>	<ul style="list-style-type: none">• Once the desired report is achieved, click Save to transfer a copy of the template to the report tree.
<i>Delete</i>	<ul style="list-style-type: none">• Clears a template.

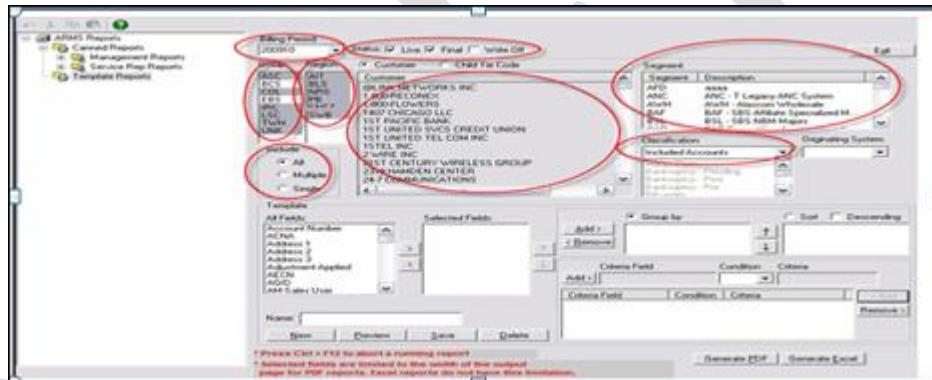
1. *Visualize the report* – The first step to building a Template report is to visualize a framework of the desired report. Many times, it may be faster to choose an existing report, download it to Excel, and manipulate the results. Start with an easy report first, run it, and then build upon it.
 - a. Does the report have to be in PDF format, or, is Excel okay?
 - i. The PDF format limits the number of fields that can be displayed on the report.
 - b. Does the report span a number of billing periods?
 - i. Today, the Template report can only work with one bill period at a time.

Continued on next page

Report Utility Screen, Continued

Building a Template Report (continued)

- ii. If the report output covers a period of time, the user will need to run multiple reports and merge them in Excel.
- c. How does the report output need to be grouped? Sorted?
 - i. The output can sometimes be confusing especially since some fields may not have like date in all accounts, such as, some accounts may have ACNAs while others do not.
 - ii. Performing a group by ACNA can be misleading because the accounts may not show up or are not displayed as intended.
2. To start a Template Report, click *Template Report* from the list of reports. Click *New* to start building the Template report.



Result: The Template fields are no longer grayed out.

Continued on next page

Report Utility Screen, Continued

Building a Template Report (continued)

3. Select the fields for the report based on your desired result:

Note: The criteria selected will vary widely between users based on user needs. However *at least one field from each of the data groups below must* be selected in order to create a report.

- a. Bill Period
 - b. Status (Live, Final, Write off)
 - c. Group
 - d. Region
 - e. Include:
 - i. Select *All* to return results for every customer
 - ii. Select *Multiple* to select specific customers (press the control button while selecting each customer).
 - iii. Select *Single* when only choosing one customer.
 - f. Customer
 - g. Segment (leaving segment blank will result in all segments being returned.)
 - h. Classification (Included, Excluded Accounts)
4. Start building the Template Report by highlighting a field than pressing the > button to transfer it to the selected field box.
- a. Multiple fields may be selected by pressing the *CTRL* button on the keyboard while making selections.
5. There are 4 sections that make up the template builder, *All Fields*, *Selected Fields*, *Group by*, *Sort/Descending* to be explained in detail in section 3.

The screenshot shows the 'Report Utility Screen' with the following interface elements:

- Billing Period:** A dropdown menu showing '200005'.
- Status:** Radio buttons for 'Live', 'Final', and 'Write Off'.
- Group:** A dropdown menu showing 'Customer' selected.
- Region:** A dropdown menu showing 'AT&T' selected.
- Include:** Radio buttons for 'All', 'Multiple', and 'Single'. 'Single' is selected.
- Customer List:** A list box containing customer names like AT&T 911, AT&T ADVANCED SOLUTIONS, AT&T CABLE, etc.
- Segment:** A dropdown menu showing 'Customer' selected.
- Segment List:** A list box containing segments like CPO - Customer Preferred Offering, CTC - Converge, DSL - Digital Subscriber Line, EOI - End Office Integration, FDL - Fiber, etc.
- Classification:** A dropdown menu showing 'Included Accounts' selected.
- Included Accounts List:** A list box containing account types like Banking - Pending, Banking - Pre, etc.
- Template Builder:** A main panel divided into four sections:
 - All Fields:** A list box containing fields like Check Digit, Credit Tie Code, City, etc.
 - Selected Fields:** A list box containing 'ACNA' and 'Bill Name'.
 - Group By:** A list box containing 'ACNA'.
 - Sort/Descending:** A list box containing 'Bill Name'.
- Name:** A text input field containing 'ACNA Customer Name Report'.
- Buttons:** 'New', 'Preview', 'Save', and 'Delete'.
- Message Bar:** A red message bar at the bottom left stating: 'Press Ctrl + F12 to abort a running report. Selected fields are limited to the width of the output page for PDF reports. Excel reports do not have this limitation.'
- Generate PDF | Generate Excel:** Buttons at the bottom right.

Continued on next page

Report Utility Screen, Continued

Building a Template Report (continued)

Window Name	Description
All Fields	<p>The <i>All Fields</i> window displays all the available fields within the database that can be used to build a report.</p>
Selected Fields	<p>The <i>Selected Fields</i> window works with the <i>All Fields</i> window.</p> <p>To select a field for the report:</p> <ul style="list-style-type: none">• Highlight the field in the <i>All Fields</i> section.• Use the right arrow box to move the selection to <i>Selected Fields</i> <p>To remove a field from the Selected Field section:</p> <ul style="list-style-type: none">• Highlight the field in the <i>Select Fields</i> section• Use the left arrow box to move the selection from <i>Selected Fields</i> to <i>All Fields</i>. <p>To Re-Order the fields:</p> <ul style="list-style-type: none">• The order of the fields in the <i>Selected Field</i> window is how the field will be displayed on the report.• To change the order of the field in <i>Selected Fields</i>:<ul style="list-style-type: none">○ Highlight a field and use the up or down arrow to reorder the field.

Continued on next page

Report Utility Screen, Continued

Building a
Template
Report
(continued)

Window Name	Description
Group By	<p>The <i>Group By</i> window works in conjunction with the <i>Selected Fields</i> window.</p> <p>By moving selections from the <i>Selected Field</i> to <i>Group By</i> the template report will Group those selections chosen.</p> <p>To activate the <i>Group By</i> window, click on the radio button.</p> <ul style="list-style-type: none">• To move fields from <i>Selected Fields</i> to <i>Group By</i>:<ul style="list-style-type: none">◦ Highlight the desired field in <i>Selected Fields</i> and click on the <i>Add></i> button.• To remove fields from the <i>Group By</i> window:<ul style="list-style-type: none">◦ Highlight the field in the <i>Group By</i> window and click on the <<i>Remove</i> button. <p>Note: Fields containing dollar values must only be placed in the sorted box, not the grouped box.</p>

Continued on next page

Report Utility Screen, Continued

Building a
Template
Report
(continued)

Window Name	Description
Sort By	<p>The Sort By section is also populated from entries in the Selected Fields window.</p> <p>Sort By allows the sorting of the selected fields in a desired order.</p> <p>To activate the Sort By window, click the radio button above the window.</p> <p>The default sort order is <i>ascending</i></p> <p>To change the sort order, click the <i>descending</i> check box.</p> <p>Note: Fields containing dollar values must only be placed in the sorted box, not the grouped box.</p>

Important Note: Once the above fields have been selected the [Logical Operators](#) may be added to a Template Report to limit the scope of the data requested.

6. Click Preview to see how the report will look.

Note: The Preview function does not show the date (a blank report will be displayed).

Preview Error:

- An error message may occur if additional fields are added, exceeding the page limit.
- For example, Address 1, Address 2, and Address 3 fields are added to the report, once the *Preview* button is selected, an error message will occur.
- The error message appears because the selected fields are wider than the allowable PDF report output...

Continued on next page

Report Utility Screen, Continued

Building a Template Report (continued)

- As the error box suggests, ARMS will remove enough fields to make the report fit to the output page.

To correct the error:

- Click *No* in the error box and modify the fields until the template works.
 - Choose to display the output in Excel.
7. Note: The Group, Region, Customer name, etc. will have to be selected each time the template is used. The data requested, grouping and sorting will remain the same until changed or deleted by the user.
8. Click *Generate PDF* or *Generate Excel*:

If selected	Then
Generate PDF	Result: The report will open. In this example, the report is grouped by ACNA and sorted by Bill Name.
Generate Excel	An <i>Export to Excel Warning</i> message will appear: <ul style="list-style-type: none">Read the message and click <i>Continue</i> to generate the Excel spreadsheet. The template report will be displayed in a new Excel window and may be manipulated in the same way as other Excel reports. <ul style="list-style-type: none">Note: Depending on the amount of data requested it may take a few minutes for the template report to be displayed in Excel.

Continued on next page

Report Utility Screen, Continued

Logical Operators

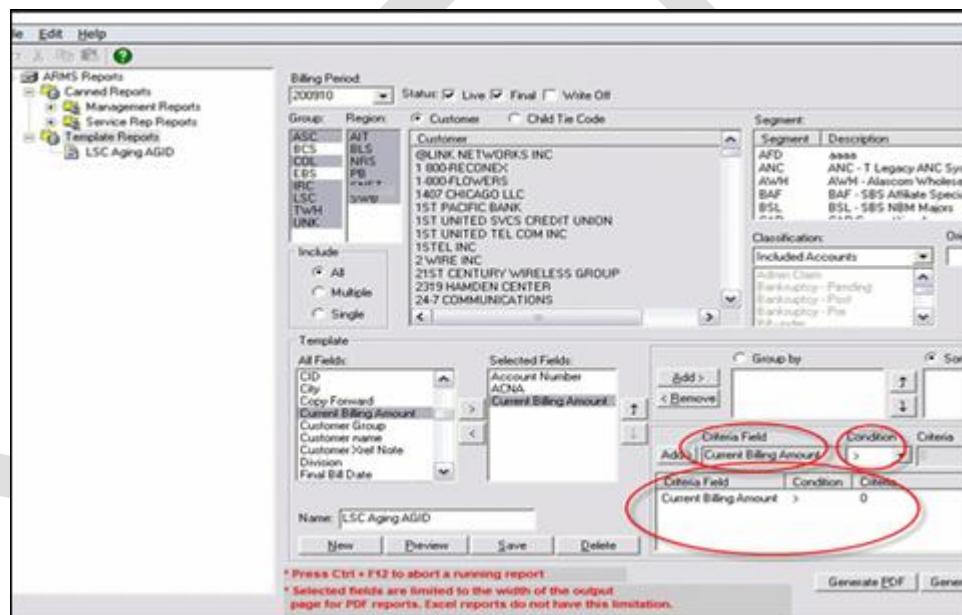
Logical Operators may be added to a Template Report to limit the scope of the data requested.

- Each selected field may be limited by `=, like, <, >, and <>`.

To set up a Logical Operator follow the steps below:

1. Choose the Criteria from the fields in the Selected Fields box
2. Select the *Add* button to the left of the Criteria Field.
3. Select the *Condition* for the Criteria.
4. Type the Criteria to limit search. Ex. Dollar amount, ATTUID, Customer Name, etc.

In this show me the desired criteria is only customers who have a Current Billing Amount greater than \$0.



Specialty Accounts

CIA Accounts CIA accounts may be assigned an account number that exists in another biller.

Because ARMS does not have the ability to accept duplicates of the same account number from different billers, all CIA accounts where a duplicate exists will be assigned an alpha character in place of the last digit of the account number when they are identified. For example, account number 7158341573501 will be reformatted in ARMS as 715834157350B.

In order to translate the alpha character shown in ARMS to the digit for access to the account in CIA, Collectors will use the conversion table below.

Digit = Alpha		Digit = Alpha	
0	A	5	F
1	B	6	G
2	C	7	H
3	D	8	I
4	E	9	J

Continued on next page

Specialty Accounts, Continued

GISDN Accounts

GISDN accounts are often assigned an account number that exists in a regional Telco. Given that ARMS does not have the ability to accept duplicates of the same account number from different billers, all accounts that begin with ES will be assigned an alpha character in place of the last digit of the account number when they are sent in the feed from ECS. For example: Account number ES6508714692000 will be sent in the feed as 650871469200A.

GISDN Appearance in ECS

Account (F2)	Name/Address (F3)	Financial (F4)	Adjustment (F5)
View general account information.			
Account: 650 871-4692 000	Service: SWAC	View status information.	
ECS ID: ES6508714692000	Acct. class: Business account	Status: Final	Treatment:
Billed account:	Type: Regular Account	Term. date: 05/12/2006	Reason: No Further Use
Estab. date: 08/08/2001			

GISDN Appearance in ARMS

	EXE	5068700158001	LIVE	
	EXE	5068700162001	LIVE	
	EXE	5068730402001	LIVE	
	EXE	5068770515001	LIVE	
	EXE	5069020617477	LIVE	561100
	EXE	650871469200A	FINAL	

Continued on next page

Specialty Accounts, Continued

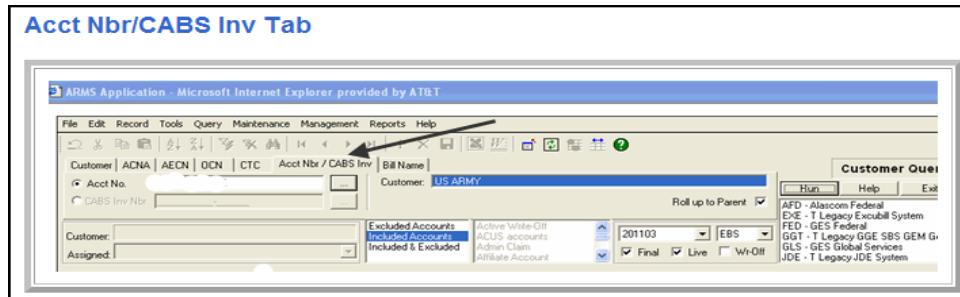
GISDN Accounts (continued)

In order to translate the alpha character shown in ARMS to the digit for access to the account in ECS, Collectors will use the conversion table below.

Digit = Alpha	
0	A
1	B
2	C
3	D
4	E
5	F
6	G
7	H
8	I
9	J

Specialty Accounts, Continued

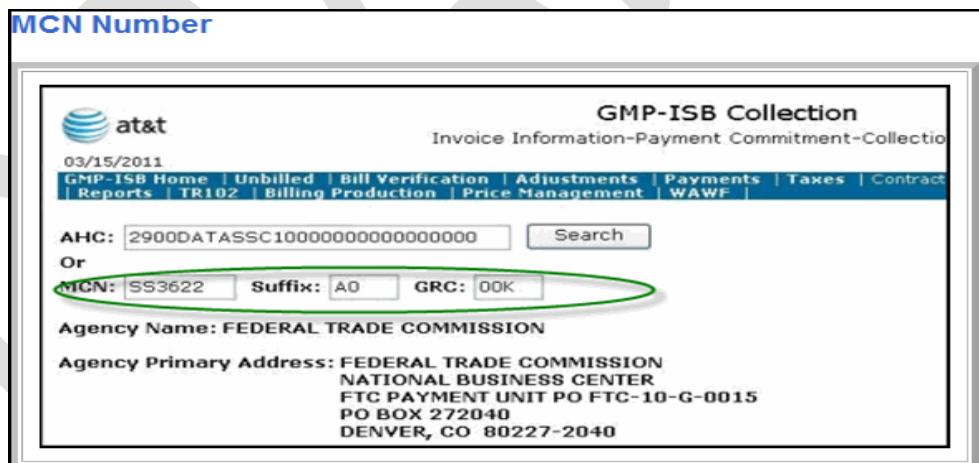
- ISB Accounts** In order to access ISB accounts in ARMS using the Acct Nbr/CABS Inv query, the MCN number will be entered. The MCN must be formatted correctly in order to successfully access the account.



The MCN number is structured as:

- MCN base (6 characters)
- MCN suffix (up to 3 characters)
- GRC or Bill Group (3 characters)

An example of how the MCN is displayed in ISB is shown here.



A total of 12 characters are populated to make up the account number within ARMS. Missing characters are replaced by a space or N depending on the contract. The information below provides the detail for formatting the account number in the Acct Nbr/CABS Inv field on the Customer Query screen in order to successfully access the account in ARMS.

Continued on next page

Specialty Accounts, Continued

ISB Accounts
(continued) For non-Network accounts, if the MCN base and MCN suffix does not equal 9 characters, the missing characters are replaced by a space to equal a total 12 characters. For example:

- RU6727 A3 075 is entered as RU6727A3 075 (1 space between 3 and 0)
- SJ6047 000 is entered as SJ6047 000 (3 spaces between 7 and 0)
- SL1825 A0 000 is entered as SL1825A0 000 (1 space between the 1st 0 and 2nd 0)

For Network accounts, the 9th character will always appear as N. If the MCN base and MCN suffix does not equal 9 characters, the missing characters are replaced with a space but the 9th character will always be N. For example:

- ST7309 000 is entered as ST7309 N000 (2 spaces between 9 and N)
- SN7336 A0 001 is entered as SN7336A0N001 (N appears in the 9th position and no spaces are needed)

ISB Account Status ISB only carries an account status of *live*. While accounts are considered final when no current billing occurs for three consecutive months, the status is **not** changed within ISB.

In order for accounts to appear as *final* in ARMS, the ARMS Support Team will update the status upon request. Collectors should set a 7 calendar day bring for the status to be changed.

When an account has no billing for three consecutive months, the collector will send an e-mail request to [Karen van Hoorebeke](#). The e-mail must include:

- **Subject line:** ISB Account Status Update to Final
- **Body of e-mail:** Account number formatted exactly as it appears in ARMS and the bill date of the last invoice with charges

Updating the status to *final* will allow the accounts to be assigned to a finals Collector.

Continued on next page

Specialty Accounts, Continued

JDE Account Status

JDE only carries an account status of *live*.

While accounts are considered final when no current billing occurs for two consecutive months, the status is **not** changed within JDE.

In order for accounts to appear as *final* in ARMS, the ARMS Support Team will update the status upon request. Collectors should set a 7 calendar day bring up for the status to be changed.

When an account has no billing for two consecutive months, the collector will send an e-mail request to [Karen van Hoorebeke](#). The e-mail must include:

- **Subject line:** JDE Account Status Update to Final
- **Body of e-mail:** Account number formatted exactly as it appears in ARMS and the bill date of the last invoice with charges

Updating the status to *final* will allow the accounts to be assigned to a finals Collector.

Thrifty Accounts

While Thrifty contains account statuses of *live* or *final*, the status information is not provided to ARMS in the system feed. As a result, the account status appears as live in ARMS regardless of the actual status in Thrifty.

Continued on next page

Specialty Accounts, Continued

Thrifty Accounts (continued)

In order for accounts to appear as final in ARMS, the Collector will request an update to the status when the account status is found to be *final* in Thrifty. Updating the status to final will allow the accounts to be treated using the finals process.

When the Collector determines current charges are not being billed, the Collector will access the account in Thrifty to confirm the status. Current charges can be found in ARMS by double clicking on the account number displayed on the grid (Aged Detail or NRS tabs).

The screenshot shows the ARMS Customer Query window. At the top, there's a toolbar with various icons. Below the toolbar, a menu bar includes File, Edit, Record, Tools, Favorite, Query, Maintenance, User Administration, Management, Reports, Preferences, and Help. The main area has tabs for Customer, ACNA, AECN, OCN, CTC, Acct Nbr / CABS Inv, and Bill Name. A dropdown menu shows 'Customer: Choose Customers in List Box' with options: All, My Customers, Customer Bring Ups, Account Bring Ups. The list box below shows 'US AAFES' selected. To the right, there's a 'Customer Query' panel with buttons for Run, Help, and Exit, and a list of legacy systems: EXE - T Legacy Excubill System, FED - GES Federal, GGT - T Legacy GGE SBS GEM Go, GLS - GES Global Services, JDE - T Legacy JDE System, PCG - GES Premier Client Group. The bottom part of the window displays a grid of account information for 'US AAFES'. A red arrow points to the first column of the grid, labeled 'Account Nbr'. The grid columns are: Account Nbr, Seg, Check Digit, ACNA, MACNA, AECN, OCN, Status, and Current Billing. The data in the grid is as follows:

Account Nbr	Seg	Check Digit	ACNA	MACNA	AECN	OCN	Status	Current Billing
2099820100789	FED	6	2712				LIVE	\$7:
2099821194301	FED	5	2712				LIVE	\$3.71:
2099833816243	FED	2	2712				LIVE	\$14:
2099838265517	FED	4	2712				LIVE	\$7:
2102231199578	FED						LIVE	\$26:

Continued on next page

Specialty Accounts, Continued

Thrifty Accounts (continued)

The resulting screen, *Past Due for Single Account*, displays the charges by month that is due.

Past Due for Single Account Screen

The screenshot shows a Windows application window titled "Past Due For Single Account". The window contains the following fields:

- Account: 1059152115888
- Bill Name: U.S. GEOLOGICAL SURVEY AND THE NATIONAL MUSEUM
- ZBU: FED
- MACNA: MACNA
- Child Tie Code: 0
- Address: Meet Pt 1
- Meet Pt 2: Type Srvc
- ATTN: General Manager
- City: RESTON
- State: VA
- Zip: 2019200

Below these fields is a table titled "Billing Period" with the following data:

Billing Period	Current Billing	Current Balance	Past Due
201107	\$0.00	\$0.00	\$10,254.91
201106	\$0.00	\$0.00	\$10,254.91
201105	\$0.00	\$0.00	\$10,254.91
201104	\$0.00	\$0.00	\$10,254.91
201103	\$0.00	\$0.00	\$10,254.91
201102	\$4,485.02	\$4,485.02	\$5,769.89

In the example above, current charges have not billed since February; therefore the account should be accessed in Thrifty to verify the status.

To update the status in ARMS to final, the Collector will submit the request by e-mail. The format of the request is shown below.

To:	Karen van Hoorebeke
Subject Line:	Update Thrifty Account Status Request
Body of E-mail	<ul style="list-style-type: none">• Include:<ul style="list-style-type: none">○ Customer name○ Account number○ Account status is final in Thrifty

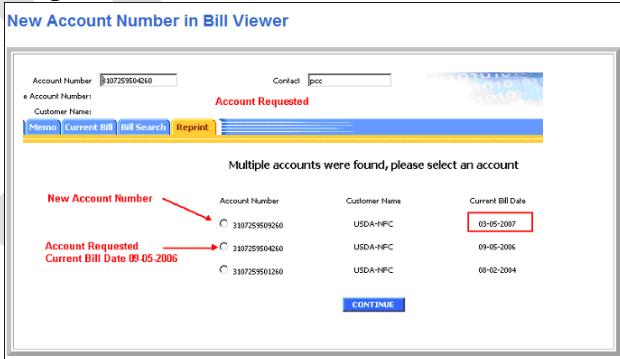
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Specialty Accounts, Continued

Excluding OTN's and Summary Billed Accounts in ARMS

When an account has a telephone number change or the account is moved to a Summary Bill, the charges from the old telephone number are billed on the new account. The old account **does not** zero out and the account **does not** receive a final status. The account ages out of the biller or is no longer available for viewing, but ARMS still retains the account as Live with the balance as it appeared at the time of the number change.

Follow the steps below when an account appears in ARMS as Live, but the account has aged out of the biller or cannot be viewed:

Step	Action	
1	If	Then
	West Account	Check the HSUM in BOSS to verify a final bill was issued on the account. Proceed to step 2.
	Southwest Account	Check BOSS for an OA (Old Account) indicator. Proceed to step 2.
	Southeast Account	Check BOCRIS/BOCABS to make sure bill date is not current. Proceed to step 2.
	Midwest Account	Not Applicable
2	Check the last bill date in ARMS. Proceed to next step if the bill date is not current.	
3	Access account in Enterprise Bill Viewer to see if there is a new telephone number associated with the account. 	

Continued on next page

Specialty Accounts, Continued

**Excluding
OTN's and
Summary
Billed Accounts
in ARMS
(continued)**

Step	Action
4	<p>Submit a request via e-mail to Karen van Hoorbeke to update ARMS.</p> <ul style="list-style-type: none">• The following information is required:<ul style="list-style-type: none">○ Today's Date○ Collector's Name○ Bill Name as it appears in ARMS○ Current Customer Name as it appears in ARMS○ BTN and Cus Code (no spaces or dashes)○ Comments-Please review for OTN or Bill Under.

Account Group and Segments

Overview	Customer accounts are grouped into <i>segments</i> depending on the product type. Segments are represented by a three character code. Similar accounts are grouped under these segments and can be displayed in summary or in detail for a particular customer, or region, or group. Segments play an integral part in how collections are performed. In ARMS, customer accounts can be filtered by segment in order to isolate the desired accounts for treatment. The user can apply one or many segment filters to define their collections treatment.
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ASC – Access Service Center	
CAP	CAP Competitive Access Provider
CMC	CMC- Cellular
IPP	IPP-Independent Pay Phone
IXC	IXC-Long Distance
PGG	PGG – Paging
PIC	PIC – PIC

BCS – Business Customer Market Segment	
BAF	BCS Affiliate
BSL	BCS Major Select
CSS	Small BCS Accounts
CTV	CTV Cable TC
GDF	SBS GEM Default
GGE	SBS GEM Government Education
GMG	SBS GEM Managed
GMH	GEM Medical Health
MMA	Messaging Monitor Audiotex
SLV	SBS NBM Silver
SMB	SBS Small Business

Continued on next page

Account Group and Segments, Continued

Overview
(continued)

COL	
COL	Collocation

EBS – Enterprise Business Services	
AFD	Alascom Federal
EXE	T Legacy Execubill System
FED	GES Federal
GGT	T Legacy GGE SBS GEM Go
GLS	GES Global Services
JDE	T Legacy JDE System
PCG	GES Premier Client Group
PCP	GES Premier Client Group Platinum
SCG	GES Signature Client Group
TAF	T Legacy Affiliate
TSC	T Legacy Signature Client

Continued on next page

Account Group and Segments, Continued

Overview
(continued)

IRC	
AWH	Alascom Wholesale
RAF	WSC Affiliate
RCB	WSC Cable
RCR	WSC Default
REM	Emerging Mkt
RSI	System Integrator
RT2	WSC Tier 2
RWR	WSC Wireless
RXC	WSC Interexchange Carrier

LSC - Local	
CPO	Combined Platform Offering
CTX	Centrex
FCL	Facilities
LWC	Local Wholesale Complete
RSL	Resale
TIS	Telephone Industry Services
UNB	Unbundling

Continued on next page

Account Group and Segments, Continued

Overview
(continued)

TLD	
BUK	Telegence LD Business Default
CNS	Telegence LD Consumer
TGM	Telegence GEM
TLB	Telegence Large Business
TSB	Telegence Small Business

TWH – Legacy T Wholesale	
ANC	T Legacy ANC System
CFM	T Legacy CFM System
CIA	T Legacy CIA System
DCS	T Legacy DCS System
IBI	IBIS non Pole Conduit accounts
LIP	LSB IPOC
LMS	LSB Miscellaneous
LOC	T Local
LPC	LSB Pole & Conduit
PCD	ISIB Pole Conduit accounts
SDN	T Legacy SDN System
TFY	T Legacy Thrifty System
TSI	T Legacy System Integrator
TUK	T legacy Unknown
VTS	T Legacy VTS System

UNK	
ISP	Internet Service Provider
MON	Monitoring
MSB	Mixed Service BAN
UNK	Unknown

Menu Toolbar

Overview

Menu toolbars are provided on each screen within the ARMS application. Each icon is a quick link to a specific command that you can generate by clicking on that particular icon. Following is a quick guide to the function of each icon. If the icon is gray, it signifies that this option is not currently available. This may be affected by which screen is active, the placement of the cursor, and/or what field is selected (highlighted).



Undo	Clears the most recent change made to the active field.
Cut	Clears the selected information and puts it into the clipboard.
Copy	Creates a copy of the selected (highlighted) information.
Paste	Pastes the information contained in the clipboard, into the active field.
Sort Ascending	Sorts the data in the active column in ascending order either alphabetically (A to Z) or numerically (1 to 100).
Sort Descending	Sorts the data in the active column in descending order either alphabetically (Z to A) or numerically (100 to 1).
Filter By Selection	Filters the records on the current screen by displaying only the rows that contain information that matches the data in the active cell. (Example: choosing the status field and placing the cursor in an <i>open</i> status record and then clicking this button will result in the records being filtered so that only records with an <i>open</i> status will display.)
Remove Filter	Remove the current filter and returns to the original list.
Find	Finds data on the current screen. Options include: searching up or down from the current position, matching on part or all of the field, upper or lower case etc.

Continued on next page

Menu Toolbar, Continued

Overview
(continued)

 Undo	Clears the most recent change made to the active field.
 First Record	Positions the cursor on the first record in the list and makes it active.
 Previous Record	Positions the cursor on the previous record in the list and makes it active.
 Next Record	Positions the cursor on the next record in the list and makes it active.
 Last Record	Positions the cursor on the last record in the list and makes it active.
 Add Record	Creates a new record at the end of the list and makes it active.
 Delete Record	Deletes the currently active record.
 Save Record	Saves the record to the database.
 Export to Excel	Exports (copies) the records in the current list/report to Microsoft Excel in respective columns and rows. The spreadsheet can then be edited and/or saved in a directory on the user's local machine.
 Export to Word	Exports (copies) the records in the current list/report to Microsoft Word. The document can then be edited and/or saved in a directory on the user's local machine.
 Close	Closes the current screen and returns to the main menu.
 Refresh	Retrieves and displays the data on the customer Query screen based on the criteria selected (Customer Query screen only).
 Highlight Excluded Account	Highlights Excluded Accounts in the Accounts/Invoice view (Customer Query screen only).
 Change to Default Layout	Restores the screen to its default settings. This is applicable to the Customer Query screen after the settings have been changed (e.g. column swapping, resizing etc.).
 Help	Displays the Help file.

Dialer Disposition Codes

Codes

Dialer Disposition Code

- ARMS will add an account note when a *disposition* code is received from the *Dialer*. ([See Codes Table](#))
- All notes set as a result of a dialer *disposition* code will have the *Copy to Biller* box checked.
- Existing *Copy to Biller* functionality will be utilized.
- If a new bring up is issued on an account per the returned disposition code, ARMS will automatically resolve any existing bring ups on the account that were previously set by the *Dialer*.

Note: All notes created as a result of dialer *disposition* code will have the user_login_cd of *DIALER*.

Notes set as a disposition code will include:

- "current date (MM/DD/YY) – Dialer result code received: code from file – description. Next bring up set for current date + bring up interval (MM/DD/YY)."

Example

- "01/08/12 – Dialer result code received: 103 – Letter Sent. Next bring up set for 01/13/12."
- Next_call_back_dt - current date + bring up interval from the dialer return file.

Note: Next call back date cannot fall on a weekend, will set as next working day.

Code #	Description	Bring up Interval	Sub Activity/Last Action Taken codes in ARMS
100	Update CBR Number	1	Update CBR Number
101	Referral of Signature Client/Sensitive/Essential Services	10	Account Marking Change
102	Referral to Exec Legal	10	Legal
103	Letter Sent	5	Deny/Disc/Restrict Ltr

Continued on next page

Dialer Disposition Codes, Continued

Codes
(continued)

Code #	Description	Bring up Interval	Sub Activity/Last Action Taken codes in ARMS
104	Referral Federal	10	Account Marking Change
105	No call – Dispute Pending (open DTS for total collectable balance)	22	Dispute Total
106	Sales Escalation	3	Sales Contacted
107	Bill Copy Sent	3	Invoice/Bill Sent
108	Current	5	Current
109	No Answer	1	No Answer
110	PC ePay	5	PC/PTP ePay
111	PC Credit Card	5	PC/PTP Credit Card
112	PC Overnight	5	PC/PTP Overnight
113	PC Mail	8	PC/PTP Mail
114	Referral	10	Dispute Total
115	Referral Wholesale	10	Account Marking Change
116	Referral Restrict	10	Referral Restrict
117	Referral payment Investigation	10	Payment Investigation
118	Left Message	3	Left Message
119	Referral Bankruptcy	10	Bankruptcy
120	Partial PC Made	8	Partial PC/PTP Made
121	No follow up set by ARMS, manually set by rep		No Bring up set by Dialer
122	Disconnect Non-Pay EXE	30	Disconnect Non-Pay EXE

Sub Activities

Overview Sub Activities are selected when entering a note into ARMS at the [Customer](#) and [Account](#) Level and the notes is marked as *In Treatment*. Sub activities vary by segment and/or biller.

Refer to your department specific job aids for proper use of sub activities for your group.

Important Note: The Sub Activity of *Current* for all segments will only display in the *Last Action Taken* field when a flag activity is present on the account.

Trouble Shooting

Matrix	Issue	Action
	Cannot log onto the ARMS application.	Either your password has expired or you have not been setup to run ARMS. ARMS will warn user when their password is about to expire. Follow the process for ARMS System Access or ARMS Password Reset .
	Error message is displayed on my screen.	Most errors can be resolved by completely closing out of the application and the browser and logging back in. If the problem persists, send an email to the ARMSSUPPORT mailbox.
	ARMS account balance does not match the online system.	In most cases, this is due to timing between the information on the mainframe and when ARMS receives the information from the mainframe. <ul style="list-style-type: none">• i.e. customers have made payments within a week of the ARMS data. Depending on when the payment center dated the transaction, when a new bill was run, or mainframe processing, ARMS will be different than the online. If you notice an out of balance account and no payments or bills were generated in the last two weeks, contact your manager, with the account number.• Managers will forward the condition to the ARMS staff.

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Trouble Shooting, Continued

Matrix
(continued)

Issue	Action
Accounts are assigned to the wrong customer.	The ARMS staff maintains the customer assignment of accounts. If you feel that an account is assigned incorrectly, send the account number and the correct customer information in E-mail format to your service level agreement subject expert. Your subject expert will review your request and forward on as needed.
You're not sure which report to run to get what you need	Generating reports is a trial an error process until you become familiar with that each report option displays. If you need specific help, e-mail ARMSSUPPORT .

Updates

Updates

Revision Date & User	Section	Summary of Changes
10/29/09	Customer Query	Added info about Roll up to Parent check box
10/29/09	Record View	Added Account Note tab
10/29/09	Notes Tab	Changes Verbiage to reflect Customer Note and Account Note
10/29/09	Notes History	Added info about Account Notes
10/29/09	Aged Detail	Revised Column Name table to reflect changes to aging column headers
10/29/09	Accounts Bring Ups	Revised information regarding new Print button
11/16/09	Sub Activity	Updated Sub Activities to reflect English Version instead of codes and recently added sub activities.
11/16/09	Bring Ups	Added note that Bring Ups cannot be set on Saturday or Sunday.
11/18/09		Corrected Misspelled Words
6/9/10	Overview	Added GEM locations, updated log on picture to reflect 3.5 version
6/9/10	Trouble Shooting	Added ARMSUPPORT e-mail link.
6/9/10	All	Changed previous revisions to black from red.
10/18/10	Account Level Notes	Added screen shot and instructions for new feature to send ARMS Notations to billers
10/18/10	Creating Contact	Added instructions to have ARMS Contacts display in Account Details Grid

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Updates, Continued

Updates
(continued)

Revision Date & User	Section	Summary of Changes
10/18/10	Column Descriptions	Added new Column Descriptions for Aged Details Grid
10/18/10	Sub Activities	Added information about current sub activity.
11/15/10	ARMS Access	Added Section for new method of requesting ARMS access via MyLogins
11/15/10	ARMS Password Reset	Added section for new method of requesting ARMS Password Reset via MyLogins.
12/1/10	Account Notes	Added CFM to list of systems ARMS notes can flow into.
4/7/11	Password/Grid	Changed PW change to reflect Global Logon. Revised description of Collectible Amt on Grid descriptions.
9/29/11	Mass Resolve Account Notes	
9/29/11	Add Account AP Sub Groups	
9/29/11	Aged Detail Tab	
9/29/11	Child Tie Codes	
9/29/11	Add Account Notes	
2/20/11	Added Dialer Disposition Codes	
2/28/11	Dialer Codes	Revised Sub Activity Column
4/3/11	Preferences	April 23, 2012 Release Enhancement
4/3/11	Originating System	April 23, 2012 Release Enhancement
4/3/11	Favorites	April 23, 2012 Release Enhancement
4/3/11	Transpose View	April 23, 2012 Release Enhancement

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Updates, Continued

Updates
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Revision Date & User	Section	Summary of Changes
4/3/11	Preferences	April 23, 2012 Release Enhancement
4/3/11	Originating System	April 23, 2012 Release Enhancement
4/3/11	Favorites	April 23, 2012 Release Enhancement
4/3/11	Transpose View	April 23, 2012 Release Enhancement
4/3/11	Bring Ups	April 23, 2012 Release Enhancement
4/3/11	Account Notes	April 23, 2012 Release Enhancement
4/3/11	Customer Notes	April 23, 2012 Release Enhancement
4/10/14 JGB	Adding Notes/PTP – Account level	Updated step 13 to add-The text box allows the user to input 2M+ characters; however, only the first 1020 characters will be saved and displayed. (Page 36)
4/10/14 JGB	Adding Notes/PTP – Customer Level	Updated step 6 to add-The text box allows the user to input 2M+ characters; however, only the first 1020 characters will be saved and displayed. (page 32)
4/14/14 JGB	Collection Center Locations	Removed Oakton, VA Federal Collections
8/22/14 JGB	Collection Center Locations	Removed Chicago Hts from Table
8/22/14 JGB	System Access Request	Pages 9-11 Updated system access request link and typos.
9/22/14 JGB	Create Cust AP Sub Group	Updated step 4, page 85
9/22/14 JGB	Account Group and Segments	Page 117-120 Updated table to match ARMS
9/22/14 JGB	Main Menu	Page 20 Updated Groups in table to include TLD-Telegence

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Updates, Continued

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Revision Date & User	Section	Summary of Changes
9/22/14 JGB	Favorites-adding	Page 34 Updated step 2 & 5 to match the job aids.
9/22/14 JGB	Favorites-deleting	Page 35-updated step 2 to match the job aids.
9/22/14 JGB	Customer Level Notes	Page 39-Added Result in step 1 to match job aid
9/22/14 JGB	Customer or Rep Copy (reports)	Page 67-Updated M&P to match job aid.
9/22/14 JGB	Account Bring Ups	Page 97-updated step 4 to match the job aids.
9/23/14 JGB	Notations/View Account Notes	Page 50-51 Added new block View Account Notes
9/23/14 JGB	Notations/View Customer Level Notes	Page 42-Added new block View Customer Level Notes
9/26/14 JGB	Report Utility Screen	Page 127-141-Updated to match job aid
10/15/14 JGB	Setting Preferences	Page 16-18-note about letters-Nov 10, 2014 Enhancement
10/15/14 JGB	Notations/Customer Level Notes/Customer Level Notes-Group	Page 42- Added new block Customer Level Notes and Customer Level Notes-Group
10/3/14 JGB	Notations/Adding Customer Level Notes	Page 43-45-Nov 10, 2014 Enhancement
10/13/14 JGB	Notations/View Customer Level Notes	Page 46-47-added step 3, and updated steps Nov 10, 2014 Enhancement
10/13/14 JGB	Notations/Account Level notes	Page 48-55-Updated step 4 and other steps Nov 10, 2014 Enhancement
10/13/14 JGB	Notations/Adding Commitment Amounts for Multiple Account Numbers	Page 55-Add commitment amounts for Multiple account numbers-Nov 10, 2013 Enhancement

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Updates, Continued

Updates
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Revision Date & User	Section	Summary of Changes
10/13/14 JGB	Aged Detail Tab/Email/Mail Indicator	Page 64-68, Nov 10 Enhancement
10/13/14 JGB	Aged Detail/Eligible Indicator and Invoice Billed Column	Page 68, Nov 10 Enhancement
10/13/14 JGB	Aged Detail Tab/Column Descriptions	Page 69-72 Added four new column names-Nov 10, 2014 Enhancement
10/13/14 JGB	Aged Detail Tab/Creating Customer Contacts	Page 79-84-Updated how to add contact info-Nov 10, 2014 Enhancement
10/13/14 JGB	Account Bring Ups	Page 115-120- Add new My Bring up- Nov 10, 2014 Enhancement
10/13/14 JGB	Resolving Bring Ups	Page 120-122 Nov 10, 2014 Enhancement
10/13/14 JGB	My Bring Ups & Auto Resolve Bring Ups	Page 123-Added 2 blocks, Nov 10, 2014 Enhancement
10/13/14 JGB	Letter Functionality	Page 124-136-Nov 10, 2014 Enhancement
10/13/14 JGB	Tracking Account Change Report	Page 137-141-Nov 10, 2014 Enhancement
10/13/14 JGB	Payment Terms	Page 143-147-Nov 10, 2014 Enhancement
9/26/14 JGB	Report Utility Screen/Building a Template Report	Page 141-Added two new fields, to match job aids
10/1/14 JGB	Customer Level Notes	Page 39-Added Customer Notes to the Result in Step 1.
10/1/14 JGB	Customer Level Notes	Page 40-Updated table
10/2/14 JGB	Troubleshooting	Page 163-Added- not sure what report is needed to match job aids.
10/16/14 JGB	Collection Centers Locations	Page 7-added ATTLD & updated Minneapolis

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Updates, Continued

Updates
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Revision Date & User	Section	Summary of Changes
10/22/14 JGB	Create Account AP Sub Group	Page 57-removed since this block was also under Maintenance page 103
10/22/14 JGB	Create Cust AP Group	Page 97-99 Added show me's, Nov 10, Enhancement
10/22/14 JGB	GISDN accounts Block	Pg. 161-162 Added block already in job aids
10/22/14 JGB	ARMS Retention	Page 9 updated
10/22/14 JGB	Child Tie Codes	Page 10-11 Added block already in job aids
10/22/14 JGB	Excluding OTNs and Summary Billed Accounts in ARMS	Page 170-171 Added block already in job aids and updated.
10/22/14 JGB	Reviewing Single Account History and Account Transactions	Page 97-removed since already on page 73
10/31/14 JGB	Letter Functionality-Rules	Page 123-Restriction notices must be sent US Mail.
10/31/14 JGB	Form Functionality	Page 129-Form Functionality Screen, added depending on the biller verify the City, State and Zip are populated.
11/3/14 JGB	Aged Detail Grid	Page 64-removed SNET info
11/3/14 JGB	Cancelling Letter	PAGE 132-updated show me
11/4/14 JGB	Form Functionality Screen	Page 129-Added link to notices for FED and JDE
11/17/14 JGB	Select Letter Profile Screen	Page 127-Added important note
12/2/14 JGB	Collector Process-Letters	Page 134-Added note to step 3
12/2/14 JGB	Letter Profiles	Page-124 Added Note
12/16/14 JGB	Payment Terms/Overview	Page 141-Removed example of flag with payment terms.
12/16/14 JGB	Sub-Activities	Page 180-added Sub activities vary by segment and/or biller.
2/5/15 JGB	Cancelling Letters	Page 133-Updated to highlight the note

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Updates, Continued

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Revision Date & User	Section	Summary of Changes
3/2/15 JGB	Creating a Report and Selecting Filters	In Step 2 removed SNET from job aid
3/23/15 JGB	Adding account level notes	Added note to step 10 Note: Notes should flow to the originating billing system overnight (Legacy S&B CRIS, ACIS, BOSS, CABS and Legacy T CFM only). A Perm Note is a permanent note. A Temp Note is a temporary note. The length of time notes remain in the biller varies by biller. Also removed step 11.
5/20/15 JGB	Dialer Disposition codes	Page 178-removed comma and added a period.
6/10/15 JGB	Collections Systems: Invoice and Non Invoice detail	Page 8-Updated Table
6/11/15 JGB	Account Results Filters	Page 31-removed East from table
6/11/15 JGB	Aged Detail Tab., Column Descriptions	Page 74-Added state to table in Aged Detail
6/11/15 JGB	Aged Detail Tab-Creating Customer Contacts	Page 82-Remove screen shot & replaced.
6/11/15 JGB	Maintenance Option tab- Create Customer AP Sub Group	Page 101-replaced screen shot in step 1

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Revision Date & User	Section	Summary of Changes
6/11/15 JGB	Viewing the Customer Query-overview	Page 36-changed 22 states to 21 states and replaced screen shot.
6/11/15 JGB	Record View Tabs-Overview	Page 40-Replaced screen shot
6/11/15 JGB	View Customer Level Notes	Page 46- Replaced two screen shot
6/11/15 JGB	View Account Notes	Page 58- Replaced screen shot
6/11/15 JGB	View Account Notes	Page 59- Replaced screen shot
6/11/15 JGB	Aged Detail Tab-Overview	Page 64- Replaced screen shot
6/11/15 JGB	Mail Merge Indicator	Page 68- Replaced screen shot
6/11/15 JGB	Aged Detail-Column Descriptions	Page 73-Added State Column
6/11/15 JGB	Aged Detail-Viewing WEBTAXI Claims	Page 76-Replaced screen shot
6/11/15 JGB	Manipulating Records within the Active Grid-Copy & Paste	Page 87- Replaced screen shot

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Manipulating Records within the Active Grid-Copy & Paste,

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Updates
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Revision Date & User	Section	Summary of Changes
6/11/15 JGB	Manipulating Records within the Active Grid-Using the Find option	Page 96-Updated screen shot
6/11/15 JGB	Manipulating Records within the Active Grid-Using the Find option	Page 111-Updated Screen Shot
6/11/15 JGB	Manipulating Records within the Active Grid-Using the Find option	Page 113-Replaced Screen shot
6/11/15 JGB	Payment Terms	Page 141-Replaced Screen shot
6/12/15 JGB	Notations-View Customer Level Notes	Page 47-Replaced Screen shot
6/12/15 JGB	Notations-Notes History	Page 60-Replace both screen shots
6/12/15 JGB	Perm Notes History	Page 61-replaced screen shot in step 2.
6/12/15 JGB	Notations-Hover Notes	Page 62-Replaced screen shot
6/12/15 JGB	Notations-Hover Notes	Page 63-Replaced screen shot
6/12/15 JGB	Aged Detail Tab-Single Account Transactions	Page 75-Replace screen shot in step 2
6/12/15 JGB	Sorting Records	Page 89-Replace screen shot in step 1
6/12/15 JGB	Filter Records	Page 90-Replace screen shot in step 2

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Filter Records, Continued

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Revision Date & User	Section	Summary of Changes
6/12/15 JGB	Filter Records	Page 91-replace both screen shots
6/12/15 JGB	Filter by Selection	Page 92-replaced both screen shots and updated MACNA to ACNA
6/12/15 JGB	Re-ordering Columns	Page 93-replaced screen shot in step 2 and 3
6/12/15 JGB	Create account AP sub group	Page 104-replaced screen shot
6/12/15 JGB	Downloading to Excel-Overview	Page 107-replaced screen shot in step 1
6/12/15 JGB	Resolving Bring Ups – Single Account	Page 118-replaced screen shot
6/12/15 JGB	Resolving Bring ups-Multiple accounts	Page 119-replaced screen shot
6/12/15 JGB	Accessing Letter Functionality	Page 125-replaced both screen shots
6/12/15 JGB	Cancelling Letters	Page 133-replaced screen shot
6/12/15 JGB	Highlighting Excluded Accounts	Page 95-replaced screen shot
6/12/15 JGB	Using the Find Option	Page 96-replaced screen shot
6/12/15 JGB	Expand the Record View	Page 98-Replaced both screen shots
6/12/15 JGB	E-mail/Mail Indicator	Page 65-Replaced screen shot in step 1

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E-mail/Mail Indicator, Continued

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Revision Date & User	Section	Summary of Changes
6/12/15 JGB	Invoice View	Page 78-Replaced both screen shots
6/12/15 JGB	Invoice View	Page 79-Replace screen shot
6/12/15 JGB	Filters on Report	Page 138-replaced screen shot
6/12/15 JGB	Report Utility Screen-Overview	Page 146-replaced screen shot
6/12/15 JGB	Building a Template Report	Page 155-replaced screen shot
6/12/15 JGB	Logical Operators	Page 161-replaced screen shot
6/12/15 JGB	Customer bring ups	Page 113- replaced screen shot in step 5
