Greetings!!!

We are pleased to present the May ***Sting*** Tip of the Month. We send the tip via email, but will also highlight it on the website (www.dakcs.com). We ask our support team for ideas that may be helpful. We hope you find it beneficial!

It's that time of year when we all focus on Spring cleaning and new beginnings. Recently, while I was at the North Carolina Collectors Association Meeting, one of our customers, Lynn Campbell of Credit Financial brought up a really great idea and I think it is worth sharing with all of you. Take some time over the next couple of weeks to review your status codes and your intercept tables. Think about the benefits of simplifying in this fast paced world we live in.

Things to Consider

Do I really need all these status codes?
Do I know the meaning of all these codes? Are there any duplicates?
Could I accomplish the important strategies with fewer tables?
Are the tables working as well as they could/should?
Should I try some new strategies?

There are some useful reports/tools within the system that are designed to help you with this review effort.

STATUS CODE ANALYSIS

For status code information, look at the reports identified below.
In the Supervisor menu, you will find a report called ***The Status Code Inventory***. This report provides a count of how many accounts are in each status, and a description of the status. In addition, you will also find in the Supervisor menu a report called ***The Status Code Summary.*** This report allows you to get information for a certain collector or client or all for each status.

Sample Status Code Summary Report

STATUS CODE TOTAL SUMMARY REPORT STATUS CODE ACT: ACTIVE - SENDING LETTERS
SUMMARY FOR ALL CLIENTS SUMMARY FOR ALL COLLECTORS
TOTAL COUNT 141
TOTAL REFERRED $ 162,115.66
AVERAGE REFERRED $ 1,149.75
PRINCIPAL BALANCE $ 158,394.66
TOTAL PAID $ 3,721.00 COURT COSTS $ 649.50 ATTORNEY FEES $ 379.50

INTERCEPT TABLE ANALYSIS

When looking at your Intercept tables and Intercept status codes, try the following:
Go to the System Administration menu and bring up the Intercept menu.
You will find a list of Intercept Status Codes as well as the "No-Hit" status and whether the code is enabled for Intercept.
You will also see an option to List Intercept Status Code Tables. Once selected, it will prompt for the status code and then displays or prints the table.
We strongly suggest that you map out your entire account flow and confirm how each table relates to the other. There are useful 3rd party tools to help with this process such as Mind Map which will allow you to account for each condition.

Please remember that we offer training contracts to have our expert trainers help you with strategies and getting the most out of your system.

If you have any ideas or tips that might be worth sharing, please contact me directly at 617 846 0454. I would love to hear from you!

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