

# **Debt Recovery Web Access Application**

## **Instruction Manual**

**MARSHALLS**

Solicitors

## **The Debt Recovery Web Access Application**

This application enables clients of Marshalls, Solicitors to :-

- **Generate Overdue Account Notices / Final Notices**  
  
Notices which you can send to debtors to prompt payment of outstanding accounts.
- **Instruct us on new debtor actions**  
  
Instruct us to send letters of demand to a debtor, commence legal proceedings or take other action
- **View your accounts**  
  
Access our database to get up-to-date information on the accounts that we are handling for you, including the status of any legal action

For security reasons, clients can only obtain read-only access.

Information can be viewed regarding current and/or completed debtor actions.

### **Accessing the Debt Recovery Web Access Application**

After accessing our website, clients need to click on the “Debt Recovery Web Access Application, Client Access” tab at the bottom of the home page.

Clients will then be taken to the Login Page.

## **Login Page**

Once you access the login page, you must enter your client number and the password that you have selected to proceed.

Your client number is the number that we have assigned to you within our database. If you are not sure of this number, please ask. If your client number contains any alpha characters these can be entered in either upper or lower case.

Your password is assigned to you by us when you first request access to the system. Please contact any of us by telephone to nominate the same. If you ever forget your password or want to change it, simply contact us for assistance.

## **Welcome Page**

The first page that you will see is a simple welcome page, which also details your last login time and date. As the system is developed, we will insert here links to useful articles in relation to debt recovery, legal processes and related issues.

## Notices Page

Accessing this page will take you to a list of all of your accounts or customers that you have sent either Overdue Account Notices or Final Notices and also enables you to send new notices.

You have the ability to filter the list to display:-

- a list of all notices that you have sent; or,
- a list of only those notices that have been “completed”; or,
- a list of only those notices that are “current” (this is the system default).

“Completed” notices are those where you have been paid or otherwise resolved, with no further action required.

“Uncompleted” notices are those which have not been resolved - by payment or otherwise.

You also have the ability to sort the records into different orders, namely:-

- “Name order” - the name of the debtor/account; or,
- “Date due” - the date you have stipulated as the date by which you expect to receive payment by (this is the default); or,
- “Created” - the date that you created the notice.

If you change the filter and/or sort options at the notices page, click the refresh button once you have made your choices and the list will be re-sorted into your new order.

You will also be able to nominate different default views by simply advising us. For example, if you prefer viewing “all” notices in the order that they were “created” then tell us and we can set these as your default view options.

If you want to send a new notice, you simply click on the “New Notice” button, enter the required information and when you have finished click on the “Generate Notice” button. When you do so you will be shown a .pdf version of the notice (which you view using Adobe Acrobat), which you can save to your own machine/system and either print for posting to your customer or email direct to them (if you have an email address). Service of the notice by either method is acceptable and emailing the notice avoids postal delays.

If you are not sure what information is required to be inserted into each field, holding the cursor over the information icon alongside each field will reveal some useful tips. If you are still unsure, please telephone us and we will happily talk you through the

system.

You will need to select which type of notice is most appropriate to your needs. Completed examples are available online in case you are unsure.

If you make a mistake, you can edit a notice that you have saved by simply clicking on the debtor/account name or by clicking on the hyperlink "Edit" in the "Action Required" column. You will then be shown all of the existing information, which you can re-enter and/or edit accordingly. You can then re-print the notice or email. Please note, if you email a notice and then realise that you have made a mistake you may wish to advise the addressee accordingly.

The page also serves as a means of keeping track of to whom you have sent notices. You can view and re-print notices sent at any time after they are generated.

At this stage, it is your responsibility to ensure that the notice is followed up. We suggest that you diarise the follow up for a day or so after the date that you nominate as the date by which you expect to receive payment. We will shortly be implementing a system whereby you will be prompted by email of uncompleted notices requiring follow up.

If you enter into arrangements with a customer which involves giving them additional time to pay, you may wish to keep the notice as "active" to remind you. This is simply done by editing the notice and by inserting a new date by which you expect payment to be made. In this instance you would probably not want to re-send the notice but simply save the change.

If you cannot resolve the outstanding amount with your customer & you wish to instruct us to take further action on any account, all you need to do is click on the hypertext link "Instruct" in the "Action Required" column. The information that you have already entered will then be transferred to an "Instruction" page and all you need to do is complete the other information required (see below under "Instructions" page).

Once an account is paid (or the matter is resolved for any other reason), you should edit the notice and mark the matter as completed and fill in the date upon which it was completed. You do not have to do this, but it will assist with the sort procedure described above and will assist us to develop statistical/success reports in the near future which will be handy for you. When you "complete" the notice, you should also insert the "result" by selecting one of the various options available.

## Instructions Page

Accessing this page will enable you to instruct us electronically to take recovery action against one of your customers.

To send a new instruction, simply click on the “New Instruction” button and complete the required information on the form.

If you are not sure what information is required to be inserted into each field, holding the cursor over the information icon alongside each field will reveal some useful tips. If you are still unsure, please telephone us.

Once you have completed the form, click the “Send Instruction” button and the form will be sent to us automatically. We will obviously then check the information and action the instruction. If we have any queries we will contact you by telephone.

Once the instruction form is completed and sent it cannot be amended, so if you make a mistake or leave something out please advise us separately.

The page also serves as a means of keeping track of who you have instructed us on. The default search/display order is by “Name” but you can change this to display in “Instructed” order by selecting the appropriate button and by clicking the refresh button.

You can view and re-print instructions sent at any time after they are generated.

## List of debtors

Accessing this page will take you to a list of all debtors that you have instructed us on and where action has been taken by us on your behalf.

After you have successfully logged in, you are then able to select one or more of your debtors for viewing purposes. There are various ways that you can search for debtors. These are :-

- By your reference or account number - if you have supplied one to us
- By our search code - which is usually the first word of the debtor's name (in the case of businesses) or the debtor's surname (in the case of persons)
- By the debtor's name - you do not need to insert the full name, just the first few characters. For example, if you simply type "B" you will be presented with a list of all of your debtors that begin with the letter "B"
- According to the status of the debtor action. You can select from the following options :-
  - All - this will include all debtor actions, both current & finalised
  - Current - this will include current debtor actions only
  - Non-current - this list displays all debtor actions which have now been finalised (for whatever reason)

## List Page

Once you have entered your search information, you will be presented with a list of debtors which match your search criteria.

To view the information relating to any one of these actions, all you need to do is to place the cursor over any one of the pieces of information relating to that debtor and left-click your mouse. If you decide that this is not the debtor that you wish to view, click on the "Back" button to return to the list or alternatively simply click on the "List" tab.

The list will display up to 999 debtor actions.

## Debtor Information Page

Once you have selected the debtor action that you wish to view, the first page of information that you are shown is a screen of general information in relation to the debtor action itself.

Most of the information shown on this page is entered at the time we receive the original instructions from you. Most of the fields displayed should be self explanatory, however, the “debt type” field may need some explanation. This field shows the basis on which your debt was incurred. The abbreviations are :-

GSD	-	Goods sold & delivered
WLD	-	Work & labour done
WLDMS	-	Work & labour done & materials supplied
PS	-	Professional services provided
A/W	-	Agreement in writing
O	-	Other

If you notice any information that needs amendment, please advise us immediately.

## Debtor To-do-list Page

This page displays our diary or to-do-list relating to the debtor action.

The first column displays the date upon which any action is to be or has been taken.

The second column displays the next step to be taken.

The third column displays the initials of the person who has been assigned the relevant task.

The fourth column sets out the date upon which the task was completed. If this date is blank the task is yet to be undertaken.

The final column specifies the initials of the person who completed the task (if applicable).

## Debtor Court Diary Page

This is a list of all Court appearances that we have to attend.

These will be those where legal proceedings have been issued, the amount involved is in excess of \$6,000.00 and where these proceedings have been defended or disputed.

Hearing dates for recovery processes (for example, Investigation &or Examination Summonses) and those relating to Minor Civil Actions/Small Claims (those that you need to attend) will not appear here. For the former you should refer to the Debtor

Contacts page and the latter you should refer to the Debtor Transactions page.

## Debtor Transactions Page

This page displays a brief summary of action taken on the file.

A table explaining the various information contained in the columns is as follows :-

Date	Date upon which any step was taken
Step	Step taken. For a fuller explanation of the transaction code, hold your mouse over the step code in the table
Issued	If a legal process is involved, the date the process is actually issued by the Court is shown here
Served	If a legal process is involved & that process needs to be served upon the debtor, the date the process was served is shown here. If more than one debtor is involved in the action & each debtor is served upon a different date, the date shown here is the date the last debtor was served
Hearing	If a legal process is involved & the action is not defended, any hearing date is displayed here. These dates are usually for Investigation or Examination summonses
Disb	Any disbursements or out-of-pocket expenses expended on any particular step are shown here
C	Specifies whether or not the disbursement or out-of-pocket expense is claimable from the debtor
Legal	Any legal fee applicable to the particular step
C	States whether or not the particular legal fee is claimable from the debtor
Comm	If the particular step or transaction is a payment & if a commission is payable on the amount recovered, that amount is shown here
Payment	If the particular step or transaction is a payment, the amount of that payment is shown here
Interest	If any interest is added by any step (usually a recovery or enforcement process) that amount is shown here
Balance	Balance due
Billed	Specifies whether or not the particular step or transaction has been billed

Below the transaction table are some summaries of the monetary information shown on the table.

It should be noted that the information in relation to fees &/or the balance owing will not be final where the action is defended or where a winding up application or bankruptcy proceedings have been issued. In these instances you should contact us for the full & complete information regarding billed &/or unbilled fees or the balance owing.

## Debtor Contacts Page

This page shows a longer version of events which have taken place with respect to the particular debtor. We include in this information relating to incoming & outgoing letters & telephone calls, as well as Court documents prepared & received.

The information shown in each column is as follows :-

Date	Date upon which any contact made/received
By	Initials of person (where applicable) who sent letter or who engaged in telephone call
Summary	<p>Brief description of the actual contact. Most abbreviations used are self-explanatory, but some common ones are “-</p> <p>LT - letter</p> <p>TAI - telephone attendance (incoming)</p> <p>TAO - telephone attendance (outgoing)</p> <p>CT ATT - Court attendance</p>
Details	Details of the actual attendance. With letters, there will usually be a brief precis of the incoming or outgoing correspondence. With telephone calls, there will be a brief precis of the call.