

**1. HOW DO YOU ACCESS THE SYSTEM?**

- Sign on using your User ID and password
- You will be taken to the Account Processing Menu
- Select an option depending on whether you have a dialer or not

**2. ACCOUNT PROCESSING MENU**

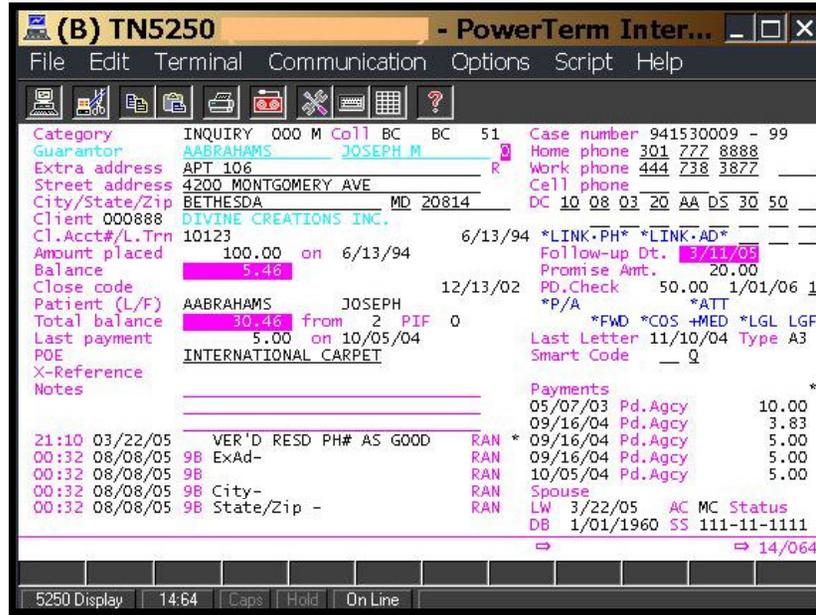
- Standard option to work your queues
- Working with a dialer

**3. WORKING YOUR QUEUES**

- Check work map
- Select processing type, QCat and time frame
- Accounts will be displayed

**4. KEY OPERATIONS**

- Using account detail screen
- Using other information
- Updating information
- Working the accounts
- Setting up payments



**5. ACCOUNT DETAIL SCREEN**

- Account and debtor information
- Account history (notes and payments)
- Information can be updated
- Use function keys to access other screens
- Apply Smart Codes to work the account, add notes etc.
- Set up promises, payment arrangements, credit card payments and checks by phone

**6. Update information as account is worked**

Change address or phone numbers. Old Information is saved in notes. Some Information is automatically changed on linked accounts.

**INFORMATION ABOUT LINKED ACCOUNTS**

- F5 – Display linked accounts
- F3 – Force information to be duplicated
- F15 – information on linked phones

**7. Function keys for other information**

- F2 – Attorney
- F4 – Skip tracing
- F6 – Legal information
- F8 – Additional contacts
- F10 – Second detail screen
- F11 – Notes
- F14 – Description codes
- F16 – Other account related information
- F23 – Payment history
- Tab + displays other phone numbers

**OTHER SCREENS**

- Information may be loaded at placement
- Information can be updated by users
- F16 information depends on type of account

**8. What about information with no designated screen within Inteltec? Management has the option to create "user-defined" windows to store any special information. This is accessed Using the "Tab-Q" option.**

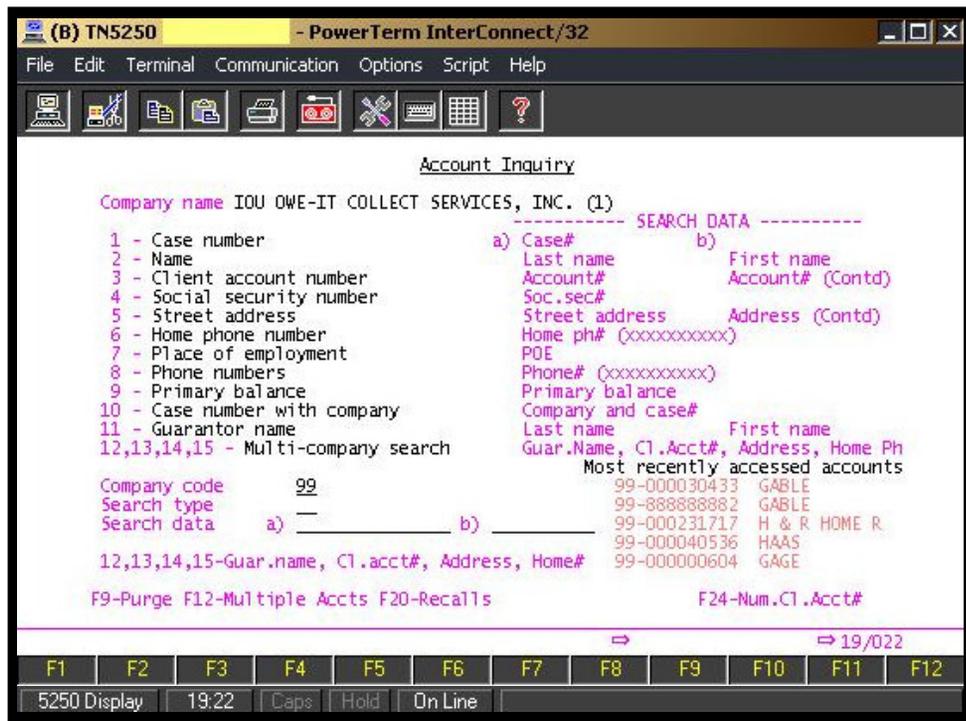
**USER-DEFINED WINDOWS**

Depending on the type of window, information can be viewed, updated and printed.

**9. HOW DO YOU WORK AN ACCOUNT?**  
Accounts are worked by applying one or more Smart Codes. Your management can set up the system to automatically date, close or notate accounts based on the Smart Codes you apply.

**10. WHAT ARE SMART CODES?**  
Smart Codes are codes assigned by management to represent an action, event or a set of circumstances (e.g. Telephoned residence left message, debtor disputes account or debtor has an attorney).

**11. The Smart Code window is displayed when a Smart Code is entered**  
Depending on the type of Smart code you will be able to enter information such as a follow-up date, promise amount, notes or a recall time.



**12. WORKING AN ACCOUNT**

- Update required information
- Apply one or more Smart Codes
- Depending on the Smart Code used, you will automatically move to the next account.

**13. ACCOUNT INQUIRIES**

- Inquiry (F1 key or "I" from a menu) allows you to find an account using many different search options
- There is an option to search for purged accounts
- Once an account has been identified it is displayed in the same format as accounts in your queues

**14. Intelec offers you many options to set up one payment or a series of payments**

**PAYMENT OPTIONS**

- Single promise (entered in Smart Code window)
- Post-dated checks
- Standard payment arrangements (Fixed installments at regular intervals)
- Non-linear arrangements (variable amounts and time intervals)
- Credit card payments (Tab-Q)
- Direct checks (Checks by phone)
- Settlements (Tab-Q)