



The JSTribune

Volume 5, Issue 3

Summer Edition

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Support: Not Just for Spanx

One of the questions commonly asked by our customers is "Why do I need a Support Plan?"

Let's take a moment to think about that.

On average, we at **JST** receive about 3-4 help requests per customer a month. Considering the hourly cost of a support call, this can get rather steep...especially if your firm is hitting this average every month.

Don't get me wrong...I am certainly not trying to discourage using our support system. We are here to help, and happy to do so. However, when you take into account what you've spent for hourly support at the end of the year, you may find that you could have

purchased a support contract and then some. Having a Support Plan will allow for an unlimited number of support incidents...without having to watch a clock with anxiety of running too long, thinking "How much is this costing me?"

Another benefit to having a Support Plan is access to our Emergency Support Service. Should you require assistance after hours or on holidays or weekends, you can rest assured knowing there is a technician on call to get you through your dilemma. While there is only an hourly charge if you use the service, your firm is required to sign up in advance. But if your system goes down on a Friday evening and you have collectors coming in on

Saturday, you will be glad you have it.

Finally, if you have a current Support Plan you are entitled to FREE version upgrades of **CollectMax** when they become available (Version 8 is right around the corner). All of the latest features delivered right to your inbox!

When you think about it, a Support Plan is similar to an insurance policy. You don't ever want to have to use it. But when you do, you're happy it's there.

"I didn't create the rainy day. I just own the best umbrella." - Dennis Hope (Almost Famous)

For more information on Support Plans or any of our other add-on features, please contact our Sales team at sales@collectmax.com, or call (804) 288-7850.

Upcoming Events

Oct 26	NARCA Conference
Oct 29	Las Vegas, NV
Feb 7	DBA Int. Conference
Feb 9	Las Vegas, NV

Summer Going Too Fast?

Growing up, many of us wanted summer to never end. Makes sense since most of our fondest memories back then were from the summer time. And we certainly weren't looking forward to fall!

But there are many reasons for people look forward to the fall. Football, baseball playoffs, Halloween, Oktoberfest, the new TV schedule, kids going back to school...you get the idea.

And if that wasn't enough, we've got one more...wait for it...(cue the angel choir) **CollectMax** Version 8 is coming!

We've added new enhancements like the much anticipated Account Review

feature, a user defined checklist to ensure an account meets a set criteria.

Account Scripting: This feature will bring up a user defined script for your collectors to read, like the mini miranda.

Recent Documents: Allows you to see the last few documents you have been editing or printing.

Court Representatives: Allows you to attach representatives to a Court and use that information in documents.

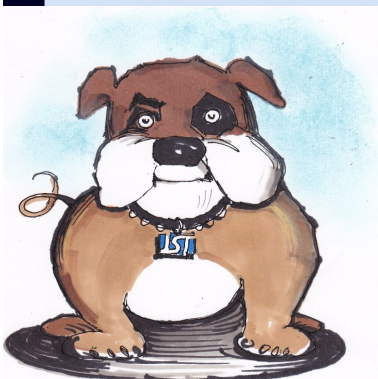
Financial Notes: This feature will allow you to put a note that must be viewed before posting any financial transactions.

Call Activity Warning: Allows you to set a defined number of call activities before a warning will be displayed for your staff.

These are just a few of the many features included in **CollectMax** Version 8.

So by all means, enjoy your summer. Spend that extra day at the beach. Take in another ball game with a hot dog. Flag down the ice cream man one more time. Because fall will be here before you know it, and so will Version 8.

For more information on **CollectMax** Version 8 or any of our other products, please contact our Sales team at sales@collectmax.com, or call (804) 288-7850.



What's New?

At **JST**, we are constantly striving to develop a better product for our customers. Here is a breakdown of the latest additions and enhancements to **CollectMax**.

Documents:

- Added an ADJDate() document function.
- Document automation now offers the ability to add an action note.

Demographics:

- "Allow Text" & "Expressed Consent" fields have been added to multiphone.

Reports:

- TRXINV has been added as a transaction class for the Transaction Report.
- Added Invoice Number option to the Transaction Report.
- Added Transaction Code to cost reason description for Remittance Cost Detail Report, Remittance Cost Analysis Report and Invoice Report.
- Invoices will show cost reason code plus cost description.

Batch Process:

- Updated Batch Completion Actions to show user code in history.

System:

- "You are about to work a claim that has a 'Closed' status code" notice will be displayed when you enter transactions and an activity codes.

User Codes:

- Added the ability to set a temporary password to new users.
- Disallowed reset user password to login with empty password.

MaxExtract:

- Added "Cease and Desist (Written)", "Cease and Desist (Written) Date", "Do Not Contact Date", "Do Not Call Date", "Do Not Mail Date", and "Cease and Desist" fields
- Added Date field for Last History Note entered.
- Added the ability to complete action items: Completion Options

button.

- Added the ability to change the status in the Export Completion settings.
- Added Upload Date [Network 2] field for Transaction List, Cost export and payment export templates.
- Extraction Activity Entry: Added upload options: Mark [default behavior], suppress, or suppress - just for closed accounts.
- Payment Export: Repaired Payment Type field to show 'Partial Pmt' for a partial payment transaction.
- Added new Export Field Type: "Constant Value" Field.
- Added "Allow Text/DNC/ Expressed consent/Is Cell" fields.

If you have any questions, or would like assistance with these or any other features in **CollectMax**, please contact our Support team at (804) 288-7850 or email us at help@collectmax.com.

If you would like to see your firm spotlighted in a future edition of the newsletter, please drop us a line to Comments/Suggestions below.

Follow JST



Comments/Suggestions:

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Simply the right choice.

Did You Know?

You can have up to three instances of **CollectMax** running on the same workstation.

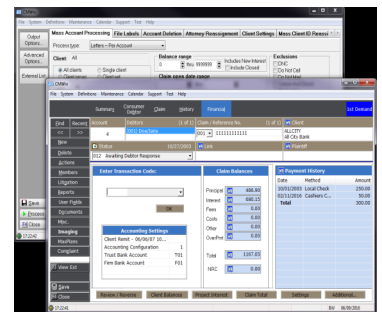
This is particularly useful for those times where you have to run a report, remittance, batch process, or anything that may take a while to complete, and you would still like to access other areas of **CollectMax**.

While only one instance can perform document merges, all

instances can generate documents via automation such as batch processing or adding accounts.

CollectMax Version 7 is required to take advantage of this feature.

If you have questions with this or any other feature in **CollectMax**, please contact our support team at (804) 288-7850 or email us at help@collectmax.com.



Here, one instance is running batch processes while the other is processing payments.