

### Debt Recovery DebttimeSQL

DebttimeSQL is a specialist debt recovery product designed to meet the needs of a modern debt recovery operation wishing to improve its efficiency, quality of service and profitability.

Functionality delivered within the product includes (but is not limited to) the following:

- ❖ Pre-built definitions (screens, workflow and documents) for processing debt recovery/enforcement transactions
- ❖ 'Designers' software that allows end-users to customise the standard definitions to meet individual client requirements
- ❖ Integral Report Generator for building of custom reports
- ❖ Unlimited mix of invoice, credit note and bounced cheque lines
- ❖ Unlimited number of Co-defendants
- ❖ Allows multiple workflows per matter and per debtor
- ❖ Unlimited debt types – suitable for consumer and commercial work
- ❖ Automatic generation of diary entries, time details and e-mail/SMS
  
- ❖ **Pre-legal processes**
  - Trace agent instruction & chasing
  - Telephone collection support
  - Instalment plan creation and monitoring (per debtor)
  
- ❖ **Range of enforcement procedures – PER CO-DEFENDANT**
  - Warrant of execution
  - Information orders
  - Charging orders
  - Third party debt orders
  - Attachment of earnings
  - System-wide lists (e.g. courts, HCEO, Land Registries)
  
- ❖ **Seamless links to Microsoft Office**
  - Microsoft Word for document production & storage
    - Also Integrated with Oyez and Laserforms
  - Microsoft Exchange/Outlook for e-mail (in and out)
  - Microsoft Excel for data import/export
  
- ❖ **Ability to maintain a complete case record**
  - Includes all jobs run on the case
  - Includes all financial transactions generated
  - Includes all incoming and outgoing documentation:
    - Word processing
    - E-mail
    - Scanned Images
    - Voice files
    - Video clips
    - Manual and automatic file notes
    - Telephone notes
  
- ❖ **Billing Module**
  - User definable bill templates per client/group
  - Multiple default charging mechanisms per client/group
  - Scheduled billing per client/group
  - Stage and Multi-Matter Billing
  - Bills include debt information to expedite payment

## Debt Management

### ❖ Financial Management

- Comprehensive interest calculations
  - Manual
  - Simple statutory
  - Simple contractual
  - Compound contractual
  - Compound variable bank interest
  - Late payment interest
- User definable charge tables and charging rules
- Automatic calculation of fees and costs
- Rapid entry batch transaction posting
- Ability to match payments against specific debtors
- Full legal accounting suite, *available as an option*

### ❖ WEB based reporting for clients and client groups (optional)

- Secure password controlled access
- Clients only have access to their case details
- Allows on-line case tracking
- Allows submission of new instructions

### ❖ Range of 'take-on' programs for importing data, for example:

- Clients and matters
- Debt details – LBA amount and invoice lines
- Instructions and payments
- Debtor details update

### ❖ Interactive 'Workbox' to guide operators through daily tasks

- Assists prioritisation of outstanding tasks
- Aids workload allocation, monitoring and escalation
- Ensures key dates and SLA's are met

### ❖ Client Conflict Checking

- Searches for client, claimant and/or debtor
- Includes ability to incorporate external databases

### ❖ Optional links to other systems

- CPC/CCBC for bulk claims submission
- NLIS for property title checking
- London Gazette for insolvency notices
- CallML for client identity verification
- PCOL Service for repossessions
- Postcode search software for tracing and rapid input

### ❖ Instalment and Arrears Management

- Agreements per debtor within same debt
- Payment schedule can be agreed and payment slips generated
- Automatic restart if payment not received
- Facility to allow and record payment holidays

**"An excellent all-rounder"** and **"favourite system"** are just two of the comments from the Law Society Software Solutions Guide panel.