

What We Do In Times of Emergency

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Types Of Emergencies That Occur

- Firms and clients may be requesting to pause interest for many of their debtors due to their income being halted or affected by crisis or hardship.
- Since this affects many of our clients, diaries for claims may likely need to be updated in mass, for efficiency's sake.
- If an associate who is responsible for a certain client isn't available, security protocols would need to be changed in that instance; allowing others to access their claims.
- Many diaries are being processed and need to be moved father ahead.

Alerts



Alerts

- Prompt a message upon entering a claim if conditions are met.
- Change the Security Zone for specific fields when conditions are met.
 - You can lock down fields for specific circumstances.
- Pop up a WPScript on entry.
- Alerts can be applied to only trigger if user is in specific group(s).

Alerts

```
[Alert1]
Field = Debtor.Sal
VALUE.Match = 6
Message = 0 Captain My Captain
```

```
[Alert_Citi_Sup]
IF.STATEMENT='\MASFORW.SORT_FIELD\'='AIFB' and '\Inf.*Hide\'='INF.*HIDE'
DOCUMENT=XCITISUP
```

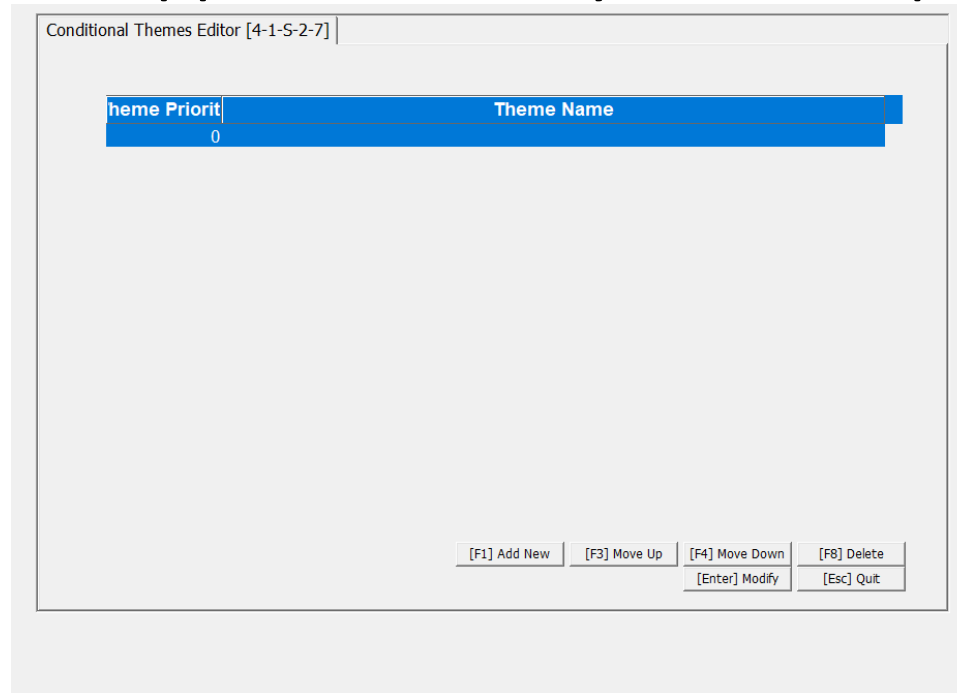
```
[Alert_SOA]
If.Statement='\Inf.*SubASnC\'<>'INF.*SUBASNC' AND '\Inf.*SubAFld\'='INF.*SUBAFLD'
Message = Filed Sub-of-Attorney not yet received
```

```
[Alert_Misc_Date2]
If.Statement='\Extra.Misc_Date2\'<>'0'
Message = Misc Date 2 is not blank
```

```
[Alert_Hardship]
Groups = NYY
IF.STATEMENT='\INF.*HARDDSC\'<>'INF.*HARDDSC' and '\Inf.*Hide\'='INF.*HIDE'
! Note show the field name (no slashes) is the way to compare to blank data (i.e. "")
DOCUMENT=XHARDSHP
```

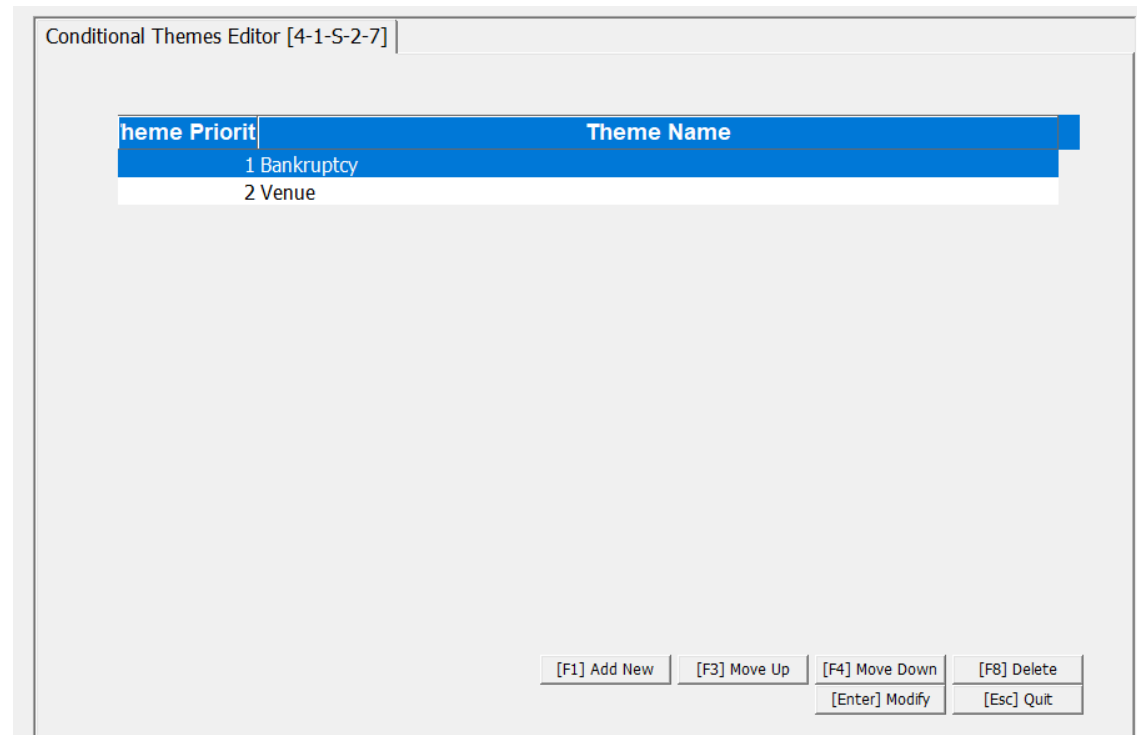
Themes

- Themes can also be used for claims that meet specific conditions. The Theme Editor [4-1-S-2-7] will allow the user to edit these themes. They can be set up to appear for every user, or specific ones



Themes

- It is possible to have two conditional themes trigger at once. The order that they appear in [4-1-S-2-7] determines which one takes priority.
 - Can also prompt a pop-up.



Tags

- Tags are codes that once imported, launch different functions automatically.
- You can add tags to claims and then modify each tag as needed.

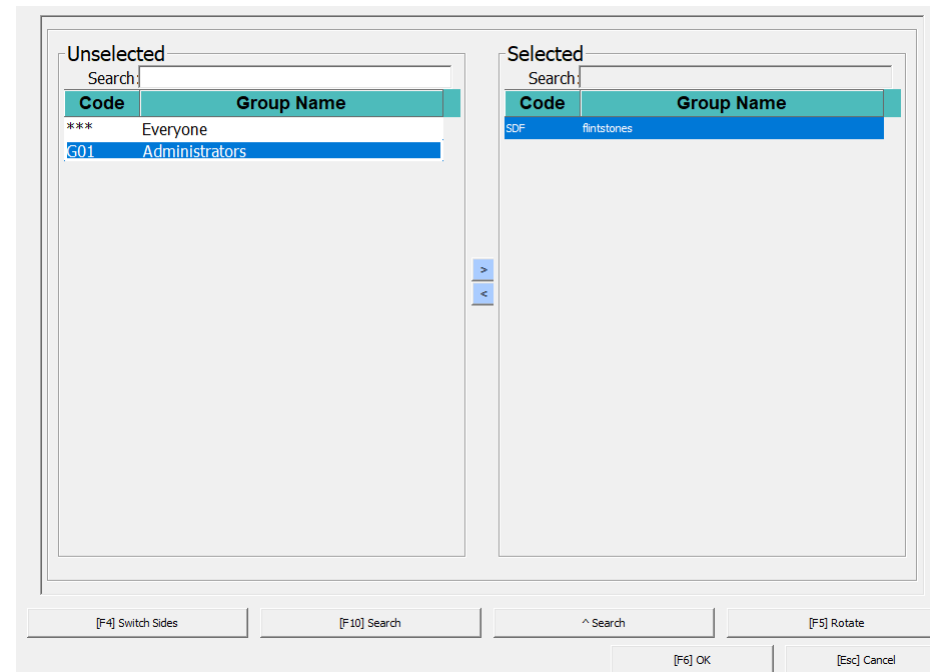
BKNEW	New Bankruptcy
BKTRSCMP	Bk Trusteeship Cmpltd
BKTRSTNW	BK Trusteeship New
BLKLTR	Block Letter
BLKPOEPH	Block POE Phone
BLKRESPH	Block Resident Phone
BLKSTMT	Block Statement
BOOKMARK	Bookmark
BPBIF	BK Pend/Missing Balance in Full
BPSIF	BK Pend/Missinginfo Settlement in Full

Tags

- They can be used to identify certain information on a claim. (Bad address, missing forwarder numbers, etc.)

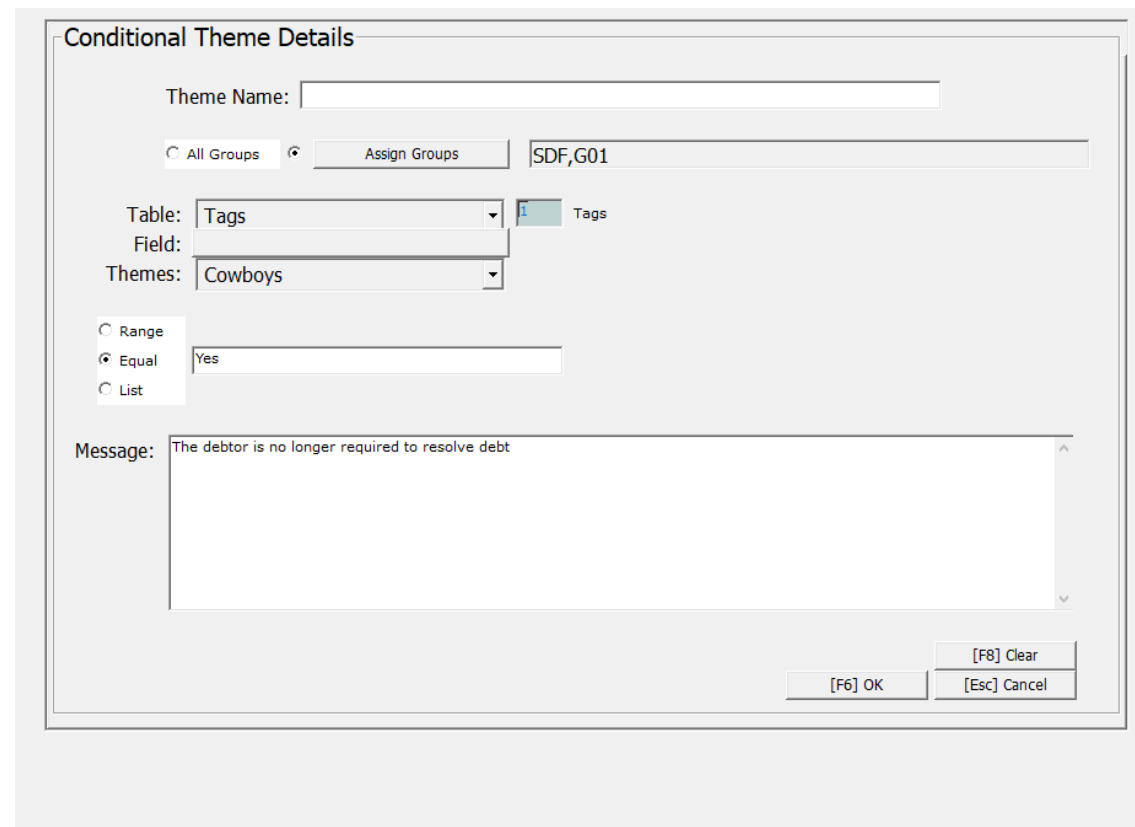
Conditional Themes For Tags

- You can also set themes for specific tags. The TAGS SQL Table is an available table for Conditional Themes. You can trigger a Conditional Theme on a claim based on selected debtors for any existing Tag Code.



Conditional Themes For Tags

- You can set the parameters for which groups have access. You can also add a specific debtor number or **0** for the claim number.



The screenshot shows a dialog box titled "Conditional Theme Details". It contains the following fields and controls:

- Theme Name:** An empty text input field.
- Group Selection:** A radio button for "All Groups" (unselected) and a button for "Assign Groups". To the right, a text field contains "SDF,G01".
- Table:** A dropdown menu showing "Tags".
- Field:** An empty text input field.
- Themes:** A dropdown menu showing "Cowboys".
- Comparison Type:** Radio buttons for "Range" (unselected), "Equal" (selected), and "List" (unselected). A text field next to "Equal" contains "Yes".
- Message:** A text area containing the message "The debtor is no longer required to resolve debt".
- Buttons:** "[F6] OK", "[F8] Clear", and "[Esc] Cancel" are located at the bottom right.

Default.prc Script

- FNScript() is a [1-7-1] function where you can process a long script of actions.
 - It uses script files ending in .PRC and they are placed in \CLSINC\SCRIPT\
- If you place a script in that folder with Default.PRC, it triggers on every merge.
- You can use this to have specific actions done on every merge or cancel documents under specific circumstances.

Default.prc Script

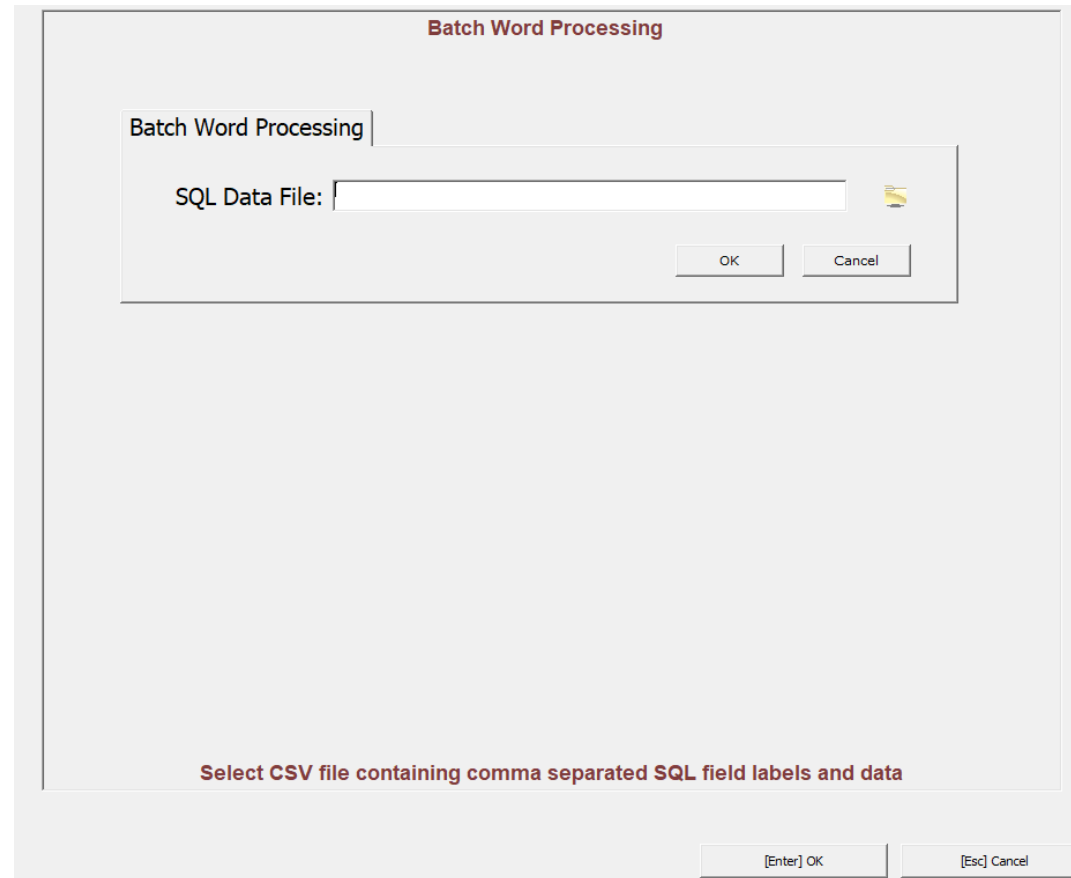
```
Entering("Default.prc")
IF FNPAP_DATE$ ("SPAID") <> "" THEN LET FNRE_DCODE(970,1,"-180"): FNDELDIARY("2,3")
SKIP Done IF FNPAP_DATE$ ("SPAID") <> ""
IF FNPAP_DATE$ ("SPIF") <> "" THEN LET FNRE_DCODE(971,1,"-180 1809"): FNDELDIARY("4,5")
SKIP Done IF FNPAP_DATE$ ("SPIF") <> ""

:DONE
```

Mass Diary Updating

- Mass adding diary codes help update everyone's queues quickly.
- [4-1-4-1] can be used to update a list of claims.
- The list of claims is a text file with one claim per line.

Mass Diary Updating



Queue Maintenance

- Queue maintenance helps with removing old diaries from the queue.
- You can delete or reschedule claims from any date range

```
_ RESCHEDULE between          &          _Su _Mo _Tu _We _Th _Fr _Sa  
_ REASSIGN QUEUES to  
_ REASSIGN PRIORITY          to QUEUES
```


Queue Maintenance

Queue Maintenance Utility
4-3-1

	Low	High
Date(s) to Re-Diary:	03/03/2020	04/03/2020
Enter Queues to Include:		QPAYMENT
Diary Codes to Include:	0	999
Priority Level to Include:		999
Date Received to Include:	05/05/2013	04/01/2020
Forwarder #'s to Include:	0	32767
Co Counsel #'s to Include:	0	9999
Attorney #'s to Include:	0	999
Paralegal #'s to Include:	0	999
Collector #'s to Include:	0	9999
List of File Numbers:	(F:\CLSINC\CUSTOM)	

Include Open Files: Y

Include Closed Files: N

Clm\$ Low: -9999999999.99

Clm\$ High: 9999999999.99

Timed Diaries to today: N

Print Report (Y/N): N

_ Delete match if ANY OTHER DIARY exists between: &

_ Delete match if ANOTHER MATCHING CODE is between: &

_ Delete if are between &

_ RESCHEDULE between & _Su _Mo _Tu _We _Th _Fr _Sa

_ REASSIGN QUEUES to

_ REASSIGN PRIORITY to QUEUES

_ REASSIGN _Atty _Para _Coll _Co-Co to

_ RESTORE QUEUE according to diary codes,if blank, use

[Enter] Actions

[F1] Process

[F6] Preview

[Esc] Cancel



Thank You!