



# SCORE DEBT MANAGEMENT INTERNET ACCESS MANUAL 'WEB-COLLECT'

Select 'Client Login' from our homepage [www.scoredebtcollection.com.au](http://www.scoredebtcollection.com.au)

Login \_\_\_\_\_

Password \_\_\_\_\_

(These were supplied when you first joined. Email [score@scoredebtcollection.com.au](mailto:score@scoredebtcollection.com.au) if you have lost them)

Once you have entered your login and passwords the [ENTER] from your keyboard.



## REVIEWING & NOTING YOUR DEBTS

1. Select "Review Accounts" from the menu
2. A new screen appears with a white box to the right of "**Debtor Reference**" – in that white box type the Debtor Reference that was supplied to you when the debt was created and then [ENTER] from your keyboard (Do NOT click the [Search] button). (If you do not have the debtor reference see item 4. Below)
3. The details of your debt should now be visible.
  - a. To view earlier notes use the << and >> buttons on the right side of the **Notes** box.
  - b. To TYPE a note on the file use the [Insert] button on the right side of the Notes box. A new screen will appear.
  - c. In that new screen type the word **WEB** in the box immediately right of "Auto Response Code" and then use [Tab] on your keyboard (do not ENTER). The text box below is now populated. **Place your cursor at the end of the existing note** and then type your message to us. Then [SAVE]. You will be returned to the debtors file automatically and the note that you entered is now visible to you and to us.

4. (If you do not have the Debtor Reference)
  - a. Click the [SEARCH] button to the right of the blank box and a new screen will appear.
  - b. Change the Status on the right hand side to "All"
  - c. Click on the [Search] button near "All" and a full list of your debts will be displayed.
  - d. Click on the underlined "Debt Code" and the debt selected will display in the original screen with our notes visible to you.
  - e. Continue as per 3. Above & 5. Below.
  
5. To PRINT a file use the [A/C Rpt] button on the far left of the screen – a new screen appears – just click on the [RUN] button at the bottom of it. (If you receive an error message email us at [score@scoredebtcollection.com.au](mailto:score@scoredebtcollection.com.au) and we will send you a fix for the problem).



### DASHBOARD FUNCTION

This function is selected from the menu when you first login. It provides information relating to your facility with us including:

- i. New Files received yesterday or for the month we are now in
- ii. The ability to print last month's or earlier invoices (last month is shown as current month in the display)
- iii. Payments processed yesterday or for the month we are now in (DIRC indicates payments you advised us of and FWDC payments we received but mailed on to you – other codes are payments banked to our trust account)

To select any item click on the underlined title for full view

Use the **refresh** button to return to the Dashboard.



**REMEMBER TO LOG OUT WHEN YOU HAVE FINISHED YOUR SESSION & THANKS AGAIN FOR CHOOSING SCORE FOR YOUR DEBT COLLECTION REQUIREMENTS.**

