CARES Implementation Phase

Rollout 1 – Client Reporting – Out of the Box Reports

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OHIO ATTORNEY GENERAL

Objectives & Logistics

- Objectives
  - Discuss Reporting Strategy
  - Review Out-of-the-box reports and obtain feedback
- Logistics
  - Session will be recorded
  - Send questions to AGOCARES@OhioAGO.gov
    - Q&A Panel is available if needed

Agenda

Agenda Items	Presenter
Welcome	Herschel Elkins
Reporting Strategy Report Access	Roy Robinson
OOTB Reports – Open Discussion	Marissa Smith
Wrap-up	Herschel Elkins

Reporting Strategy, Roy Robinson

Reporting Strategy

- The Attorney General's Office is leveraging the technology of Debt Manager and the Out of the Box Reports already available
  - There are many reports available within the system
- Minimal custom reports will be developed based on business need

Account Reports

Account Master List
Account Status Report
Account Tag Summary
AR Analysis Event Report
Case Account List Report
Case List Report
Collection Activity Report
Consumer Address List
Consumer Fact Sheet
Consumer Master List
Consumer Tag Summary Report
Postal Code Analysis
Student Loan Increases
Tag History Report

AAM Reports

Service Requests Report Summary
Service Requests Report Detail

Contact Reports

Collector Activity
Consumer Last Contact
Contact Attempts
Notice Sent List
Notices by Status

Creditor Reports

Creditor Analysis
Creditor Fees Report
Creditor Inventory by Workgroup
Creditor Ranking Report
History Analysis
Monthly Spindown Report
Paid in Full by Creditor
Status of Accounts by Creditor

Daily Reports

Accounts to Come off Hold
Acknowledgement Letter
Cash Journal Report
Consumers to Come off Hold
Credited User Totals
Credited User Totals by Consumer Workgroup
Creditor Cash Journal
Creditor Return Letter
List of Pending Payments
Rollover Status Reports
New Business Batch Status Report
Unreleased New Business Batch Status Report

Reporting Strategy

Current Client Scheduled Compass Reports	Debt Manager Solution
LGC Inventory Report(s)	Combination of OOTB Reports and Custom Inventory Reports to be developed in Rollout 1
Client Inventory Report	
AGCE-Monthly Status Report	Tag History Report - OOTB w/ Filter Applied
Write Off Report	
Bankruptcy Discharge Report	
Bankruptcy Status Report	
LGC Legal Hold Report	
Weekly Client Collection Activty Report	Client Invoice and Statements - OOTB with minor adjustments
Compromise Reporting	To be addressed as a part of rollout 2 during the OIC implementation
ICE Interface Reporting	To be addressed during the respective rollouts as a part of the Interface Response Files
ITAS Interface Reporting	
STARS Interface Reporting	
BWC-CORE-FTI Payment Tape Errors	

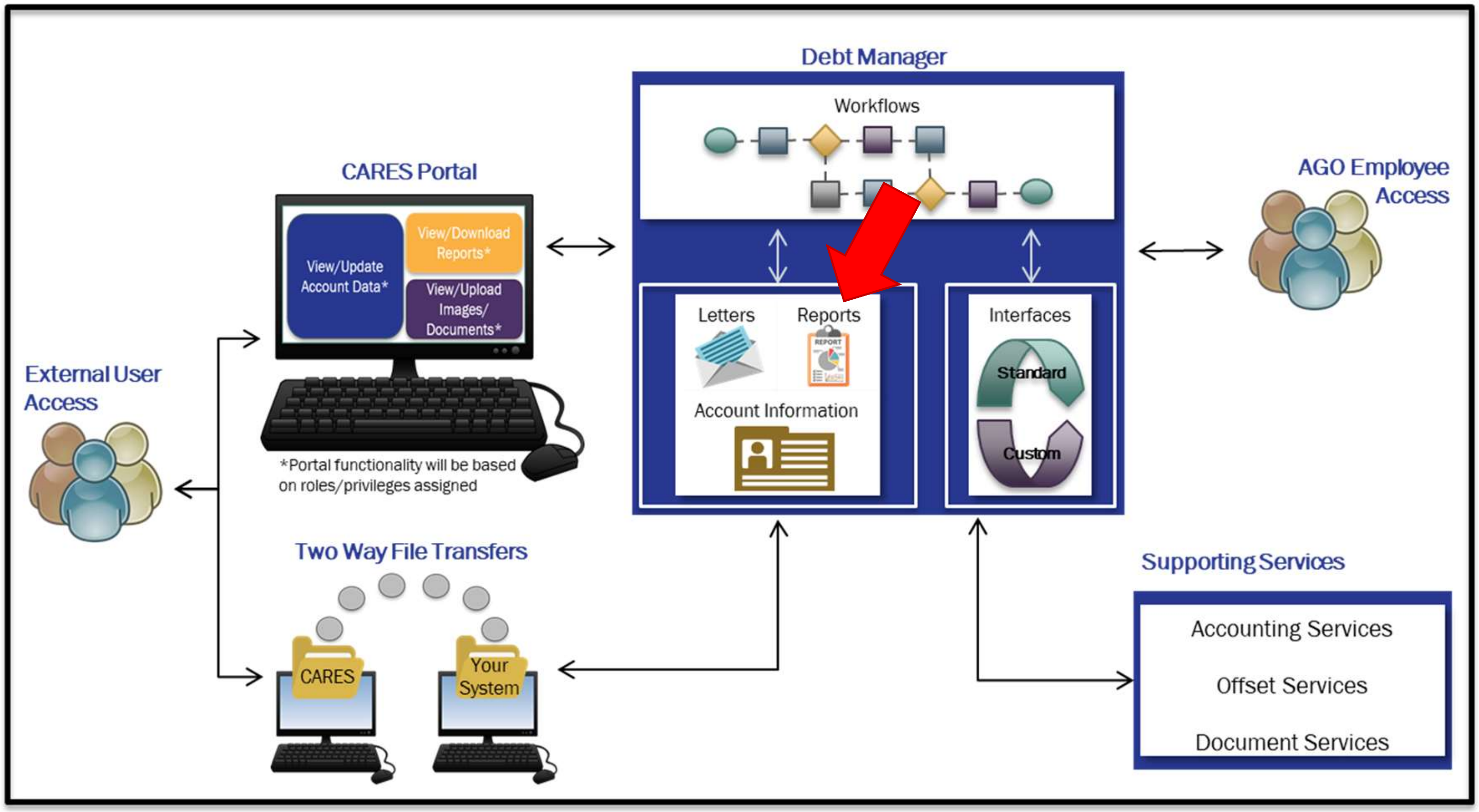
Reporting Strategy – Sample Report

The **Account Master List** report is a detailed, filtered listing of all of the consumer accounts available in the system.

Consumer ID	Creditor Ref ID	Account Organization ID	Creditor	Consumer Name	Workgroup	Primary Tag	Original Balance	Current Balance	Total Paid	Placement Date
1078052	43745450036277	1077852	CRD005	MADAMS, BRIAN	BSmth		$1,860.09	$1,861.09		4/1/2011
1078078	4301745450036277	1077878	CRD007	GARCIA, BRIAN	Medical		$795.09	$796.09		4/1/2011
1078079	4307687000599	1077879	CRD007	GARCIA, ROBERTO	Medical		$486.69	$332.79	$154.90	4/1/2011
1078080	43017312223788	1077880	CRD007	GARCIA, JERRY	[illegible]		$1,074.44	$753.43	$817.25	4/1/2011
1078053	4300005499	1077853	CRD005	[illegible]	[illegible]		$3,936.69	$3,937.69		4/1/2011
1078081	4301111110199	1077881	CRD007	[illegible]	[illegible]		$595.23	$489.98	$106.25	4/1/2011
1078083	430173134344688	1077882	[illegible]	[illegible]	Medical		$1,168.34	$1,169.34		4/1/2011
1078065	437454500A36277	1077865	[illegible]	[illegible]	BSmth		$509.09	$510.09		4/1/2011
1078054	430173224788	[illegible]	[illegible]	[illegible]	BSmth		$3,080.45	$2,974.60	$1,500.00	4/1/2011
1078082	54187098937599	1077883	[illegible]	GARCIA, AL	Medical		$467.73	$468.73		4/1/2011
1078055	43014110199	1077855	CRD005	OMADAMS, SCOTT	BSmth		$4,721.23	$4,722.23		4/1/2011

Report Access

End State for Reports Access



OOTB Reports

Account Master List

Account Reports

The **Account Master List** report is a detailed, filtered listing of all of the consumer accounts available in the system.

Purpose: This report lists consumer accounts defined by a consumer account base filter. The report includes consumer account relative value (original balance, current amount), placement date, and total amount collected for each consumer account.

Audience: Various management levels who need detailed information regarding account balances. It may also be used by the organization's clients to review the status of their account holders.

Type: This is a Detail report.

Consumer ID	Creditor Ref ID	Account Organization ID	Creditor	Consumer Name	Workgroup	Primary Tag	Original Balance	Current Balance	Total Paid	Placement Date
1078052	43745450036277	1077852	CRD005	MADAMS, BRIAN	BSmth		$1,860.09	$1,861.09		4/1/2011

Account Status Report

The **Account Status List** report is a detailed, filtered listing of consumer account statuses.

Purpose: This report provides managers with insight on the consumer account current status. It lists consumer ID, creditor reference ID, consumer first name and last name, original balance, amount collected, and consumer tag. The report also provides drill-down options into the following values: consumer ID, creditor reference ID, account current balance, and collected to date.

Audience: The Account Status Report is used by collection managers and organization managers.

Type: This is a Detail report.

Consumer ID	Consumer First Name	Consumer Last Name	Consumer Tag	Account ID	Original Balance	Current Balance	Account Tag
1833400	LESTER	SMITH	Consumer Bankruptcy Chpt12				
1833600	ELMER	ATKINSON	jdaCns3				
				2288700	$1,000.00	$1,000.00	jdaAcc3

Account Tag Summary

The **Account Tag Summary** report is an analysis of tags applied to creditors.

Purpose: This report provides managers with an aggregate view of account statuses for a creditor, as implemented through the use of account tags. The report includes the account tag name, number of accounts belonging to the creditor that are associated to the specific tag, account original balance and current balance, and collected amount for each tag.

Audience: Corporate officers, collection and marketing managers.

Type: This is a Summary report.

Tag Short Name	Tally	Original Balance	Current Balance	Collected To Date
BckgndCk	2	$1,786.96	$202.94	$715.26
Chpt11	8	$2,679.17	$2,037.04	$90.80
CnsmDspt	9	$2,533.25	$2,058.21	$50.00
Del30day	3	$1,917.62	$664.15	$665.27
Del31-59	6	$651.48	$161.40	$1,250.03
Dlnq1	7	$2,679.17	$2,037.04	$90.80
FrwdPrim	4	$14,420.57	$12,386.77	$4,178.05
JntOwnrs	1	$1,786.96	$202.94	$715.26
Manual	5	$2,679.17	$2,037.04	$90.80

History Analysis

Creditor Reports

The **History Analysis** report is a detailed, filtered listing of all of the placement and collections for the entity's history.

Purpose: This report provides managers with insight as to the collection performance for each creditor's new business batch over an extended period of time (e.g., 12-month period, full history, or user-selected time frame). The report provides a track record of how successful the organization has been in collecting for creditors in the past. The report is used to display historical information regarding the creditor's new business, collections, liquidity, commissions, cancellations, and average account age.

Audience: The History Analysis report is used by corporate officers, marketing managers, and creditors.

Type: This is a Detail report.

Placed	New Business			Collections			Liquidity		Commissions		Returned		Avg
	# of Accounts	Amount	Average	MTD	%	LTD	Net	Gross	LTD	%	Amount	%	Age
11/13	214	$263,631,332.69	$1,231,922.12	$33,983.94	0.0129%	$11,161.52	0.0036%	0.0042%	$1,756.95	15.74%	$0.00	0.000%	259
10/13	46	$52,623.69	$1,143.99	$22,524.11	42.8022%	$352.92	0.2112%	0.6706%	$241.77	68.51%	$0.00	0.000%	371
09/13	34	$34,050.00	$1,001.47	$30,504.16	89.5864%	$6,110.60	16.12%	17.95%	$620.60	10.16%	$0.00	0.000%	0
	294	$263,718,006.38	$897,000.02	$87,012.21	0.033%	$17,625.04	0.0057%	0.0067%	$2,619.32	14.86%	$0.00	0.000%	192.42

Monthly Spindown Report

Creditor Reports

The **Monthly Spindown** report shows the amount collected by month, based on the age of placement.

Purpose: This report lists the net dollars divided by the percentage of the total recovery from the last twelve months. The report allows management, through a month-to-month comparison, to determine the profitability of each successive month from the month of turnover. In addition, this report displays how long it takes to collect on clients' accounts turned over during the past twelve months.

Audience: Various levels of management who need a month-to-month comparisons to determine profitability.

Type: This is a Summary report.

			Net Amount Recovered / % of Total Recovery								
Month Placed	# Placed	Amount Placed	Days 30	Days 60	Days 90	Days 120	Days 150	Days 180	Days 210	Days 240	Days 270	Totals/ Liq%
6/2010	0	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
			0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
7/2010	0	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$144.00
			0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
8/2010	0	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
			0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
9/2010	0	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
			0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Paid In Full by Creditor

Creditor Reports

The **Paid in Full by Creditor** report displays Paid in Full (PIF) data by creditor for a specified date range.

Purpose: The purpose of this report is to list consumer accounts that have been paid in full within a user-specific period of time. The report lists all of the consumer accounts along with their respective placement dates, original balances, and remaining balances (a negative balance indicates overpayment).

Audience: This report is used by collection managers and creditors.

Type: This is a Detail report.

Creditor: CRD002 - General Hospital						
Account ID	Creditor Reference ID	Consumer Name	Plcmt Date	Original Balance	Credit Balance	PIF Date
1000430	4301731343434687	PAULIOS, GEORGE	2010-12-20	$622.75	($0.01)	2011-05-02
1052622	10k3833	SOL, DUZAN	2010-02-01	$204.96	($42.80)	2011-04-07
1005567	10k3251	ABDUL, BLACKBURN	2010-10-01	$187.50	$0.00	2011-04-01
	Totals for CRD002:		Tally: 3	$1,015.21	($42.81)	

Status of Accounts by Creditor

The **Status of Accounts by Creditor** report displays the count and total balance by account tag for each creditor.

Purpose: This report provides managers with insight on the consumer account current statuses for each creditor. The purpose of this report is to list the number and total balance of accounts by tag for each creditor in the system.

Audience: This report is used by collection managers and creditors.

Type: This is a Detail report.

Creditor Short Name/ Name		Tag Name - Chpt7		Tag Name - PIF		Tag Name - CR		Tag Name - Del31-59	
		Count	Balance	Count	Balance	Count	Balance	Count	Balance
CRD004	Portfolio004	29	$2,393,478.03	4	($3,556.46)	4	$671,855.68		
CRD003	Department of Education	100	$325,981.30	35	($82.87)	33	$334,996.58	9,953	$5,490,888.53
CRD007	Mercy Hospital			1	$0.00				
CRD001	Personal Loans	286	$119,487.83	24	$0.00	28	$56,457.50	6,577	$1,288,989.99
CRD006	Portfolio006			1	$0.00				
IntCrdtr	InternalCreditor			12	$8.50				

Acknowledgement Letter

Daily Reports

The **Acknowledgement Letter** report lists consumer accounts which have been released by the creditor and received by the organization.

Purpose: The Acknowledgement Letter report provides a letter to the creditor which acknowledges receiving consumer accounts from the creditor. The report includes consumer demographic information, account information, and the interest rate prescribed by the creditor.

Audience: This report is primarily used by the creditor.

Type: This is a Detail report.

Acknowledgements

Blue Ocean Collection Inc
12345 Beach Streett
Ste 400
Box 12345
Miami Beach, FL 22030
Phone: 305-555-2222 Fax: 305-555-1234
Email: support@blueocean.com Website: www.blueoceanCollections.com

InternalCreditor

11/16/2013

We are pleased to acknowledge the receipt of the Acct you placed with us for collection.
Demand for payment is being made immediately. You can be assured that we are going to utilize all of our resources to collect these for you.

Account Number	Consumer First Name	Consumer Last Name	Creditor Reference ID Number	Account Original Amount	Principal Amt	Interest Rate	Collection Fee	Placment Date
1876532	SEBASTIAN	STIPES		$9,048.00	$0.00	5.00%	$0.00	4/19/2012
1876532	MCGAHEN	KIMBERLY		$10,050.00	$0.00	5.00%	$0.00	4/19/2012
Count: 2				**$19,098.00**	**$0.00**		**$0.00**	

Cash Journal Report

Daily Reports

The **Cash Journal** report lists all payments entered into the system for a user-specified period of time.

Purpose: This report provides a detailed listing of all the posted transaction entries and a view of the payments breakdown across financial buckets. The reports can be generated daily, monthly, or for a specific period of time. The transaction listing includes payment location, consumer details, amount owed to the creditor, commission retained by the organization, trust account information, and the current account balance.

Audience: Managers who need it as a check and balance to the cash amount that is deposited in the bank. It may also be used by the organization's clients to review the status of their account holders.

Type: This is a Detail report.

Creditor	Name	Consumer	Pmt Entry Dt	Pmt Posted	Paid Organization	Paid Creditor	Paid 3rd Party	Misc	Trns	Comm	Rcvr Comm	Due Creditor	Trust Account
Creditor: 4206 - 4206													
	Jet, 1.0	2052407	11/20/2013	11/20/2013				($333.00)	ADJUSTMENT	$0.00	$0.00	$0.00	(N/A)
	Jet, 1.1	2052408	11/20/2013	11/20/2013	$222.00				PAYMENT	$22.20	$0.00	$199.80	AltTrust
	Total: 2				**$222.00**	**$0.00**	**$0.00**	**($333.00)**		**$22.20**	**$0.00**	**$199.80**	
									Net Comm:		**$22.20**		

Wrap-Up,
Herschel Elkins

CARES Resources

The CARES leadership team is dedicated to transparency; In addition to the development of engagement strategies intended to keep stakeholders informed, the following resources and channels of communication are always available to those impacted by the CARES Program.

CARES Mailbox

The AGOCARES mailbox will be used by the program team to distribute CARES communications to stakeholders and respond to inquiries regarding the Program.

CARES Website

This website serves as your resource for the most up-to-date Program information and updates

Stakeholder Contacts

Stakeholder POCs serve as a direct resource, providing a channel of communication between each audience and the Program team

Have questions, feedback or concerns? Please email the AGO's CARES Program team at AGOCARES@OhioAGO.gov or visit the CARES Website at https://www.ohioattorneygeneral.gov/Business/Collections/CARES-Program/About

Thank You!