



Debt Manager FitPortal™

What you'll find...

- ✓ Links to video training
- ✓ Portal URL
- ✓ Debt Manager concept introductions
- ✓ Step-by-step guides for tasks

Receiver Reference Guide

Video Demos

A number of topics covered in this written manual have also been made into videos, featuring explanations and system demonstrations.

| Topic | Link |
|--|---|
| Logging into the Portal for the First Time | https://youtu.be/CCKfjoKZe8Q |
| Adding the FitPortal to Your Favorites | https://youtu.be/bVozFBnlhgzg |
| Clearing Your Cache | https://youtu.be/xqbMv7BJRHQ |
| Running and Viewing Reports | https://youtu.be/s1hbNiFudnc |
| Search and Search Results | https://youtu.be/d7q7qaD_jlw |
| Agent Console Overview | https://youtu.be/JzJbwGaFu28 |
| Documents | https://youtu.be/7DFNN7vmGZg |
| Editing Debtor Contact Information | https://youtu.be/NQPEzV5Ko58 |
| Balance Calculation Tool | https://youtu.be/oePYASKNGGQ |
| Adding Notes and Tags | https://youtu.be/jWJ9NQWLJOI |
| Financial Center Overview | https://youtu.be/3FYFxFKHQmP0 |
| Debtor Profile Overview | https://youtu.be/41GjGIRGTN8 |
| Related Persons Overview | https://youtu.be/EmcLynU1Er0 |
| User Defined Pages Overview | https://youtu.be/NttIQsVAXNI |
| Adding Court Name to BKY UDP | https://youtu.be/v-bm36DCIU4 |
| Adding and Editing UDPs | https://youtu.be/XCEUazOwlm4 |
| Reporting BMV PIF Payments | https://youtu.be/3j7fZzAQrss |
| Deceased Debtor Information | https://youtu.be/18nrFhxnuCs |

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Logging In



Microsoft Edge is the recommended browser to access the portal

<https://debtmanager.ohioattorneygeneral.gov/debtmanager>

Enter your portal login credentials and click **Sign in**.

 **DAVE YOST**
OHIO ATTORNEY GENERAL

Sign in with your email address

Email Address

Password

[Forgot your password?](#)

Sign in

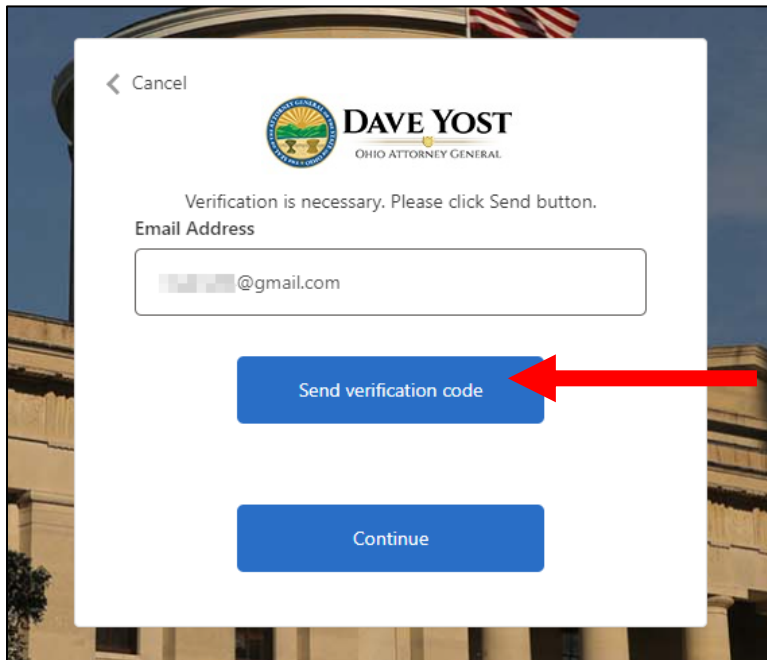
[Don't have an account? Sign up now](#)

Sign in with your OAG account

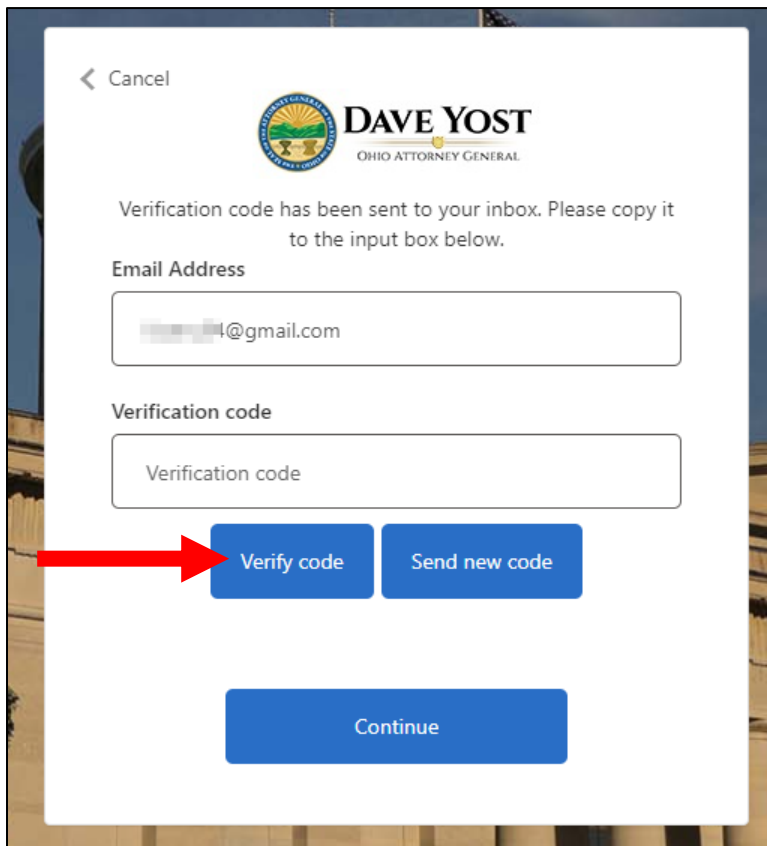
OAG Employee

WARNING! THIS SYSTEM CONTAINS U.S. GOVERNMENT INFORMATION. BY ACCESSING AND USING THIS COMPUTER SYSTEM YOU ARE CONSENTING TO SYSTEM MONITORING FOR LAW ENFORCEMENT AND OTHER PURPOSES. UNAUTHORIZED USE OF, OR ACCESS TO, THIS COMPUTER MAY SUBJECT YOU TO STATE AND FEDERAL CRIMINAL PROSECUTION AND PENALTIES, AS WELL AS CIVIL PENALTIES.

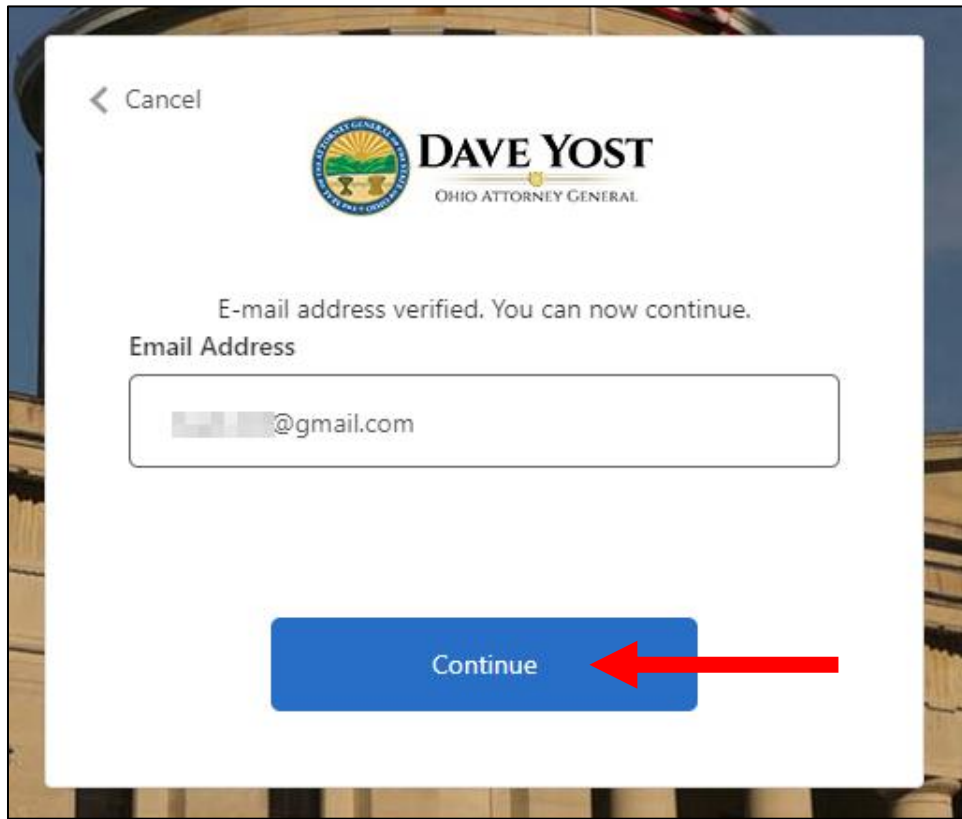
Click **Send verification code** and retrieve the code from your email.



Enter code and select **Verify code**.

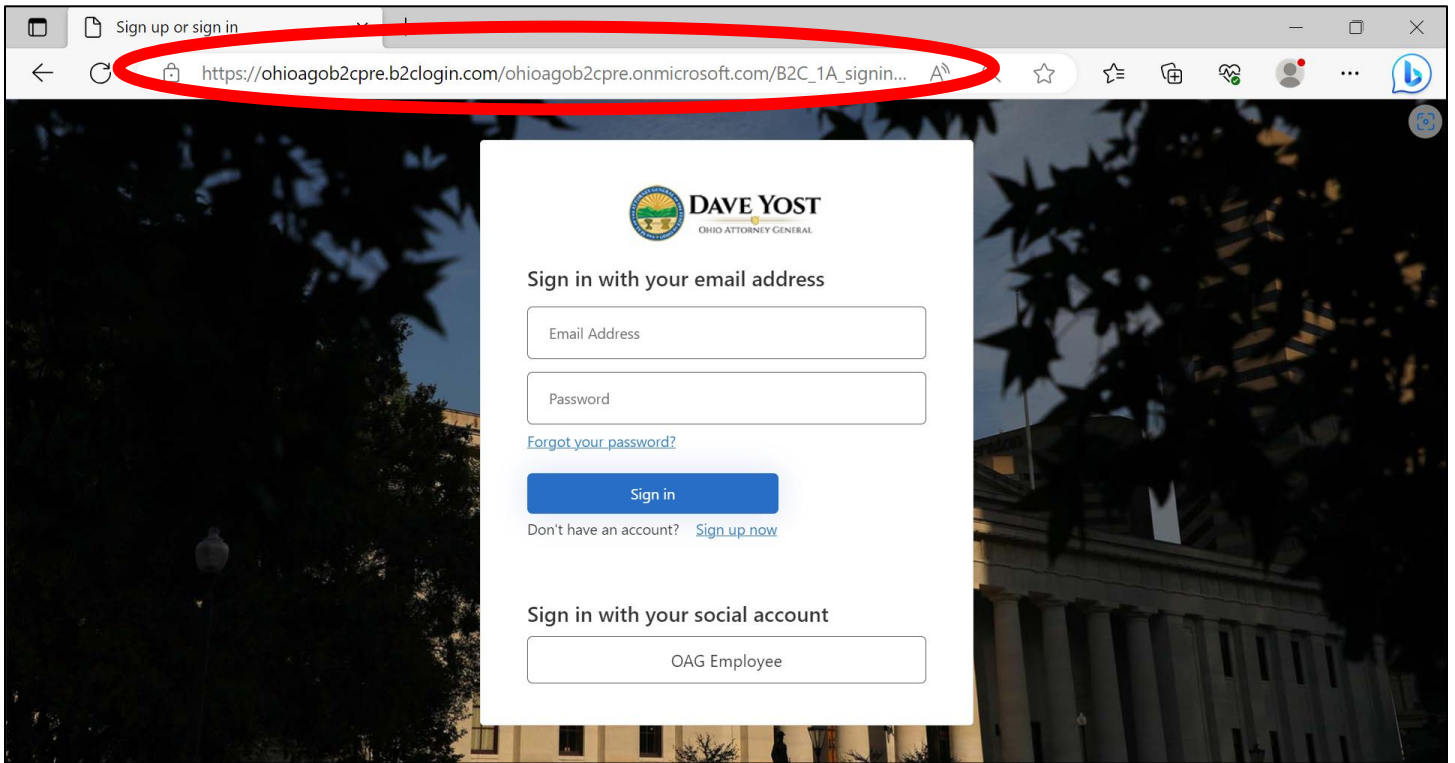



Click **Continue**.

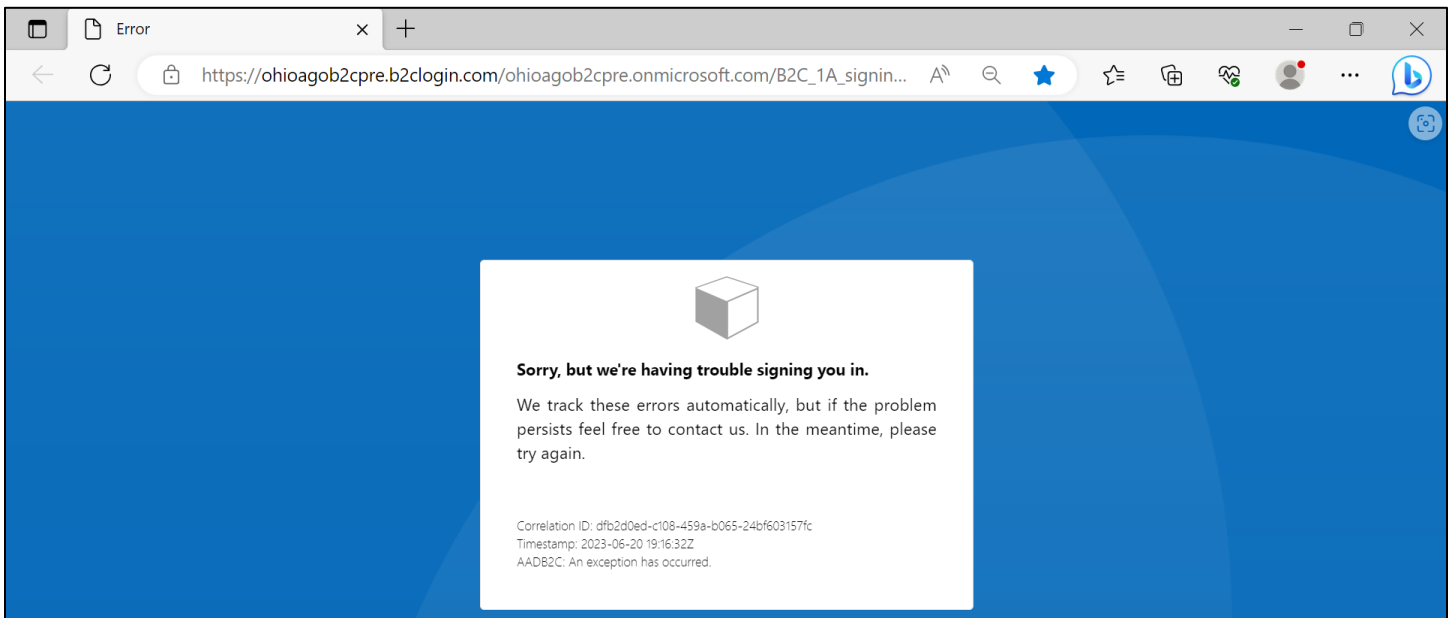


How to Favorite the Portal URL

The portal URL redirects to our authentication login.

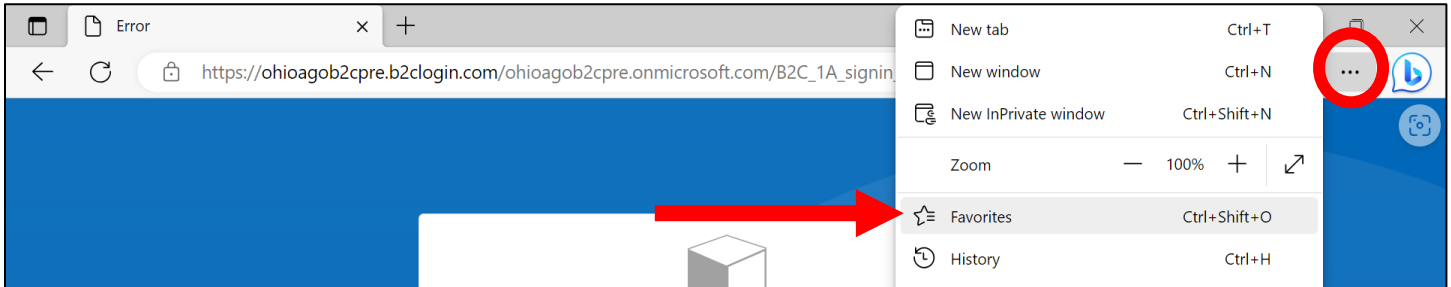


If you add this link to your favorites using the star icon , you may be redirected to an error page when accessing later on.

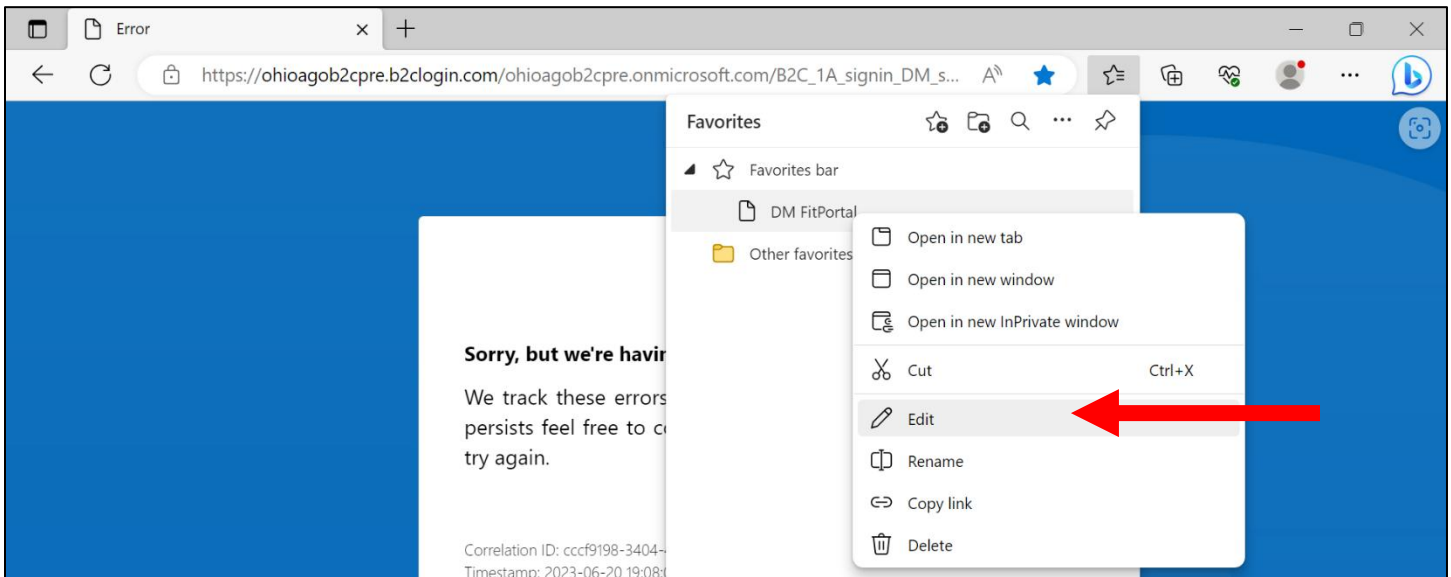


Follow the steps below to add the correct URL to your **Microsoft Edge** Favorites.

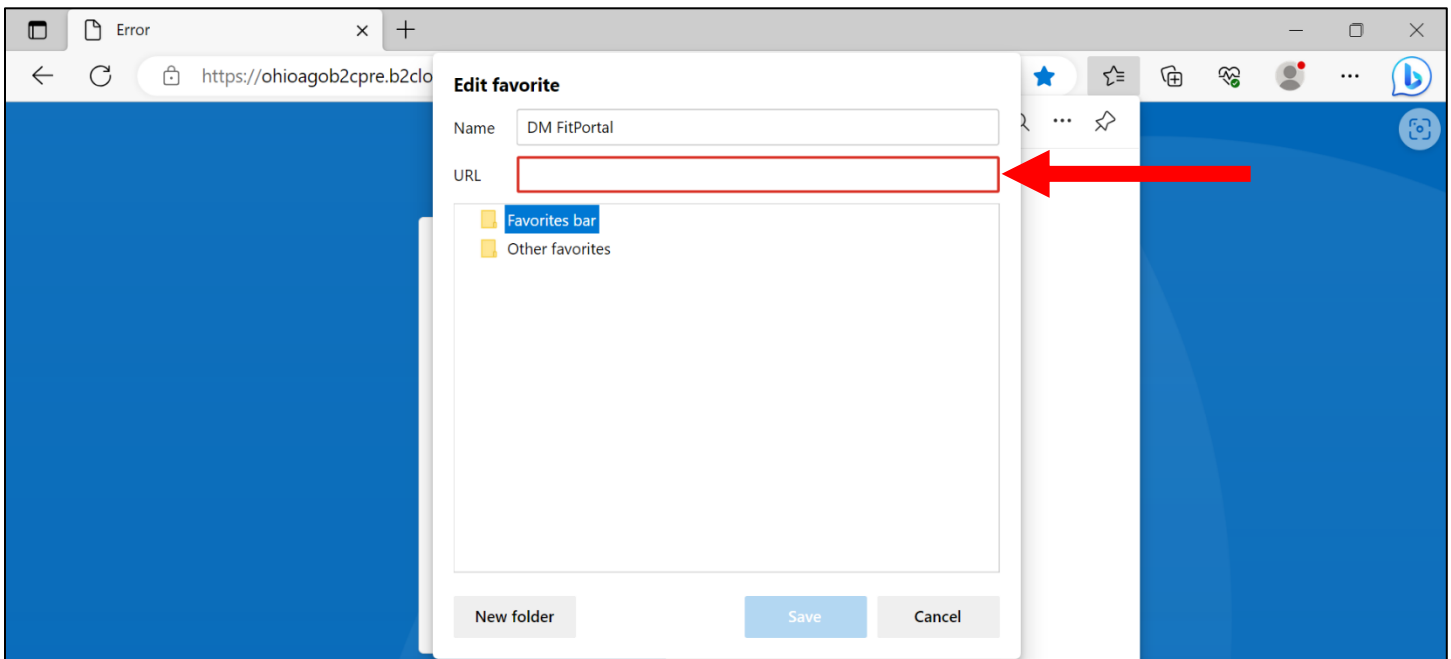
1. Use the ellipses **...** in the toolbar to open the browser menu. Select **Favorites**.



2. Right-click on the saved URL and select **Edit**.

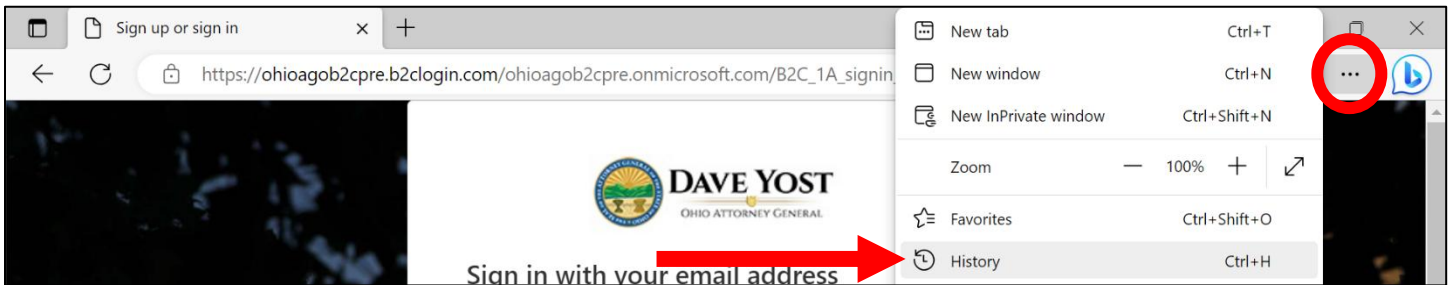


3. Delete the authentication login URL and paste the correct portal link in the field. Click **Save**.

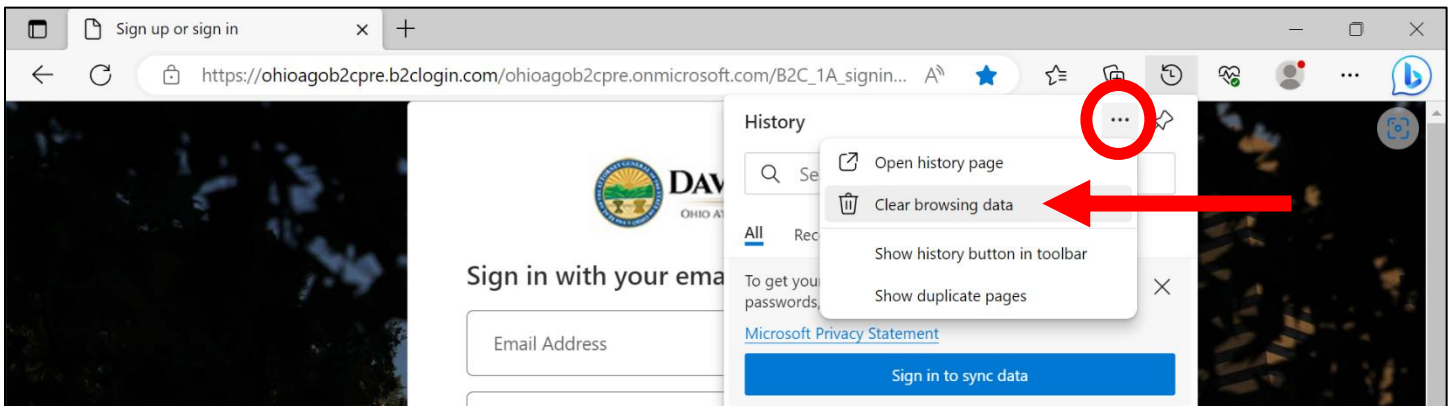


How to Clear History/Cache in Microsoft Edge

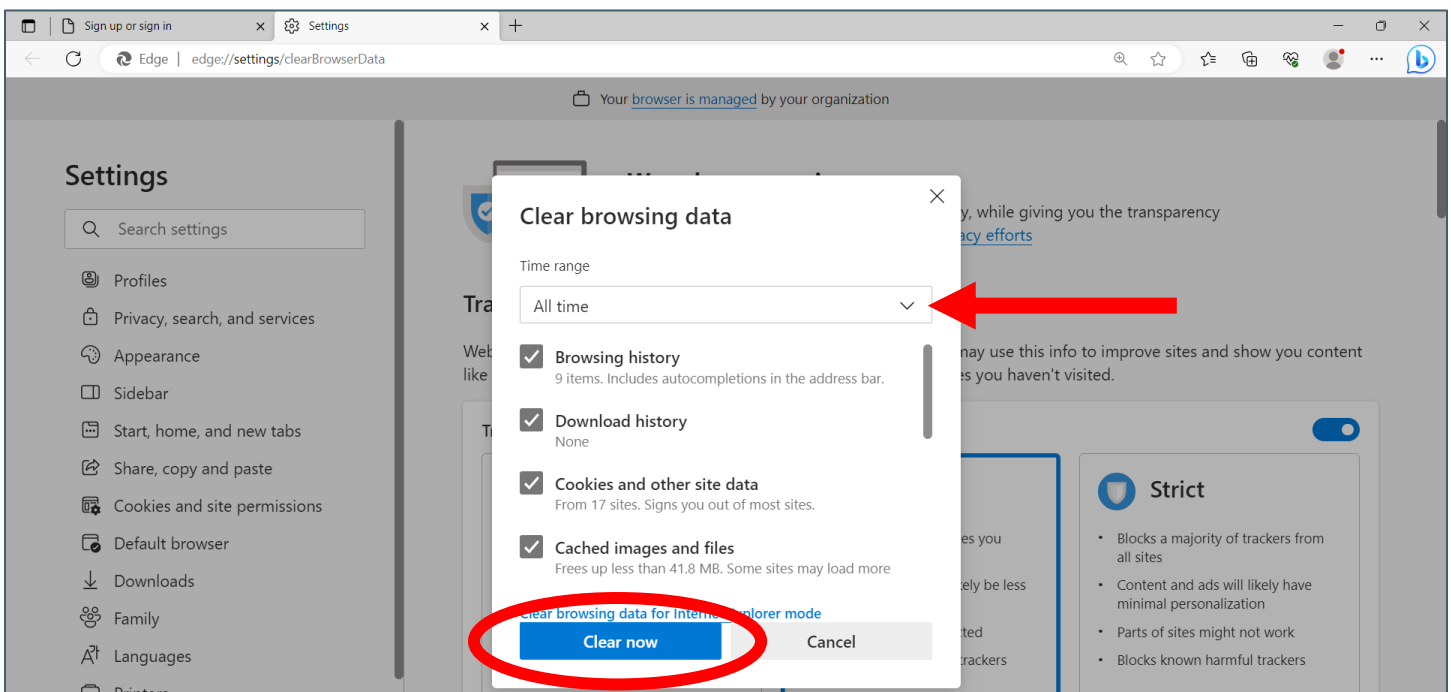
1. Use the ellipses **...** in the browser toolbar to open the browser menu. Select **History**.



2. Select the ellipses on the History menu and select **Clear browsing data**.



3. Confirm the Time range is **All time**. Select **Clear now**.



Landing Page – Reports

Access reports that are set up on scheduled delivery and reports that have been manually generated by expanding the **Reports** drop-down.

The screenshot displays the 'Debt Manager FitPort' interface. On the left, a sidebar contains a 'Messages' section with a notification about the AGO Office being closed on December 25th. Below this is a 'View Reports' section with a dropdown menu set to 'ALL'. Further down are 'Reports' and 'Financials' sections, both with right-pointing arrows. The main content area is titled 'Generate Reports' and features a dropdown menu currently set to 'Creditor_Receiver_Inventory_Report'. A red warning message states: 'Please choose a date range within the allowable time frame (two years)'. Below this, there are four date input fields: 'Account Placement Date >=' and 'Account Placement Date <=' (both with calendar icons), and 'Forward Date >=' and 'Forward Placement Date <=' (both with calendar icons). A 'Generate Report' button is located at the bottom right of the form. At the bottom of the page, the logos for 'DAVE YOST OHIO ATTORNEY GENERAL' and 'CARES Collections Account Resolution & Enforcement System' are visible.

Payment reports that correspond with invoicing periods are delivered in the Financials drop-down. These cannot be generated on-demand.

Run reports ad-hoc with custom parameters at any time. Reports will be delivered to the **View Reports** section in about 5 minutes.

Available Receiver Reports

For Manager roles only

| Report Name | Description |
|---|--|
| Financial Breakdown | A complete financial history for each account, including charges, payments, and adjustments |
| Inventory | Details for each account currently out to your office, including tags, forwarding information, original balance, current balance, amounts collected, and last payment date |
| Receiver Spindown | Shows the amount collected on accounts each month, based on the age of placement |
| Financials Only available once statements are generated by AGO Accounting | |
| Statements | An itemization of the amount being remitted to your office for each invoicing period; account information for payments received and details about how the payment was allocated are provided |

Running Reports

1. For reports that can be generated ad-hoc, select the report parameters in the **Generate Reports** section.

Debt Manager FitPortal™ Lien Search Search

Messages

Welcome to the new AGO FitPortal.

The AGO Office will be closed on December 25 due to Christmas holiday.

View Reports

ALL

Reports

Financials

Generate Reports

Creditor_Receiver_Inventory_Report

Please choose a date range within the allowable time frame (two years).

Account Placement Date >= 01/01/2024 Account Placement Date <= 02/27/2024

Forward Date >= mm/dd/yyyy Forward Placement Date <= mm/dd/yyyy

Generate Report

2. Click **Generate Report**. A notice will indicate the successful request of the report and direct you to retrieve it in the Reports panel.

Generate Reports

Creditor_Receiver_Inventory_Report

Your request has been submitted. Your report will be available in the Reports Panel after it has been generated. This process may take approximately 5 minutes.



Please choose a date range within the allowable time frame (two years).

Account Placement Date >= mm/dd/yyyy Account Placement Date <= mm/dd/yyyy

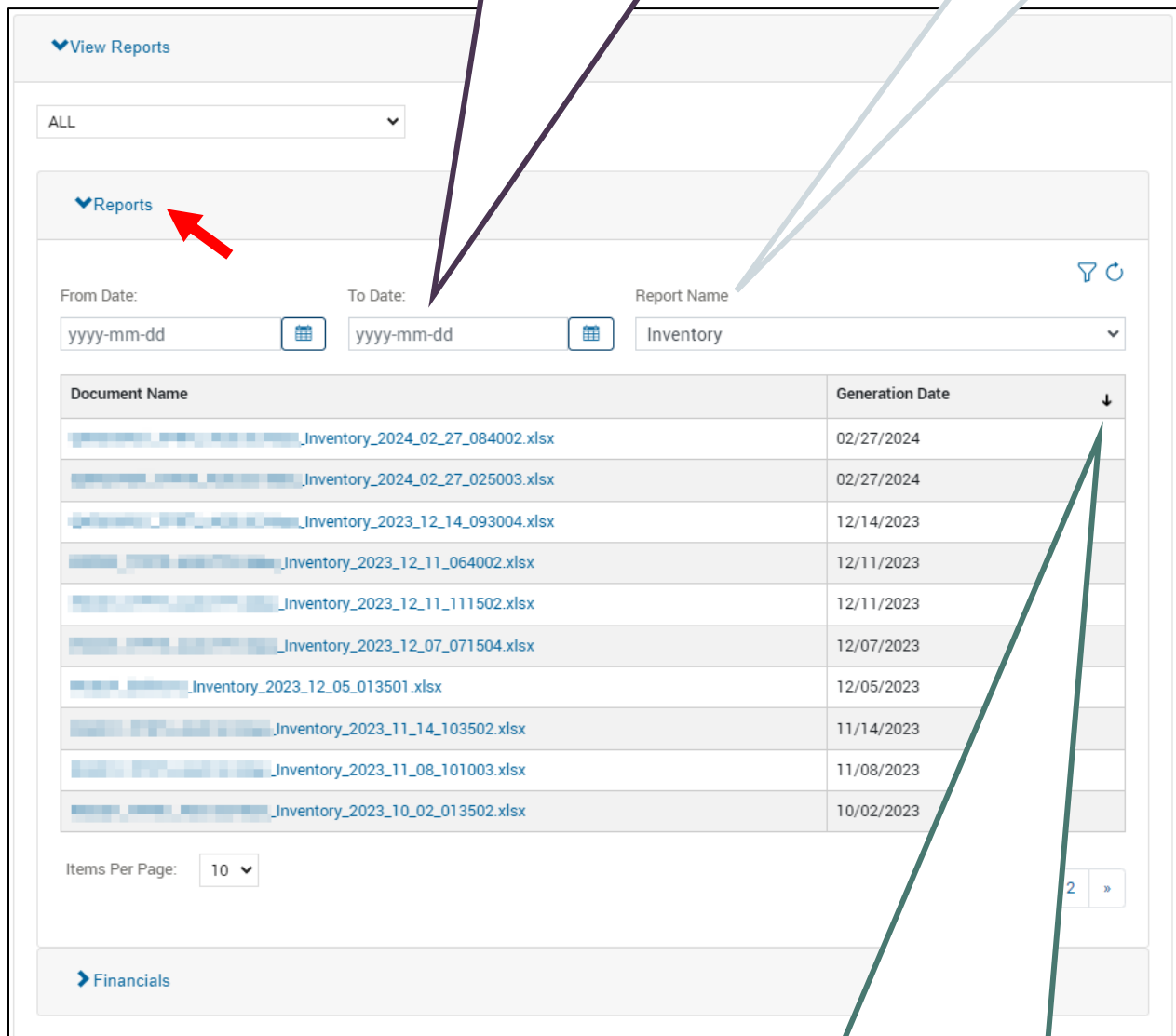
Forward Date >= mm/dd/yyyy Forward Placement Date <= mm/dd/yyyy

Generate Report

3. Check the **View Reports** section and expand the **Reports**. Utilize the refresh and filter/sort options to view the most recently added reports.

To use the Date filter, first enter the From Date field using the calendar icon. Next, enter the To Date field. Then click the filter icon  to apply the filter. To remove the date filter, use the refresh icon .

If using the Report Name filter, the drop-down will have to be set to blank to remove the filter.



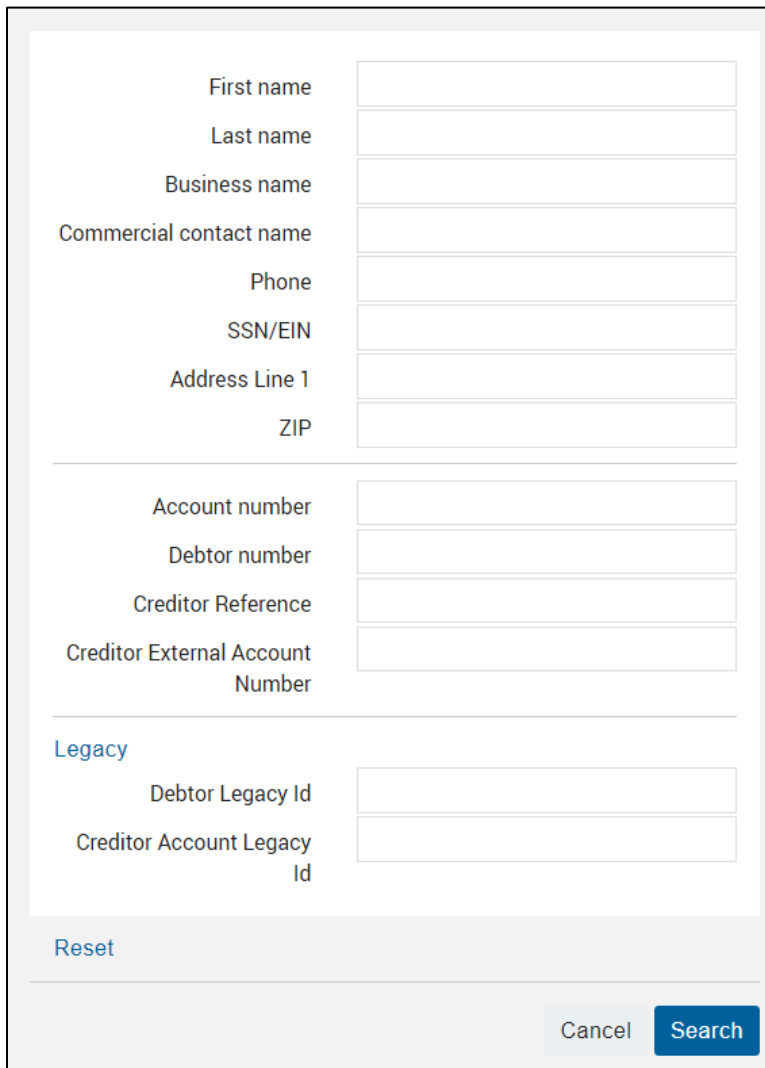
The screenshot shows the 'View Reports' section of a software interface. At the top, there is a 'View Reports' header with a dropdown menu set to 'ALL'. Below this is a 'Reports' section, which is highlighted with a red arrow. The 'Reports' section contains filters for 'From Date' and 'To Date' (both with calendar icons) and a 'Report Name' dropdown menu set to 'Inventory'. To the right of these filters are icons for a filter (funnel) and a refresh (circular arrow). Below the filters is a table with two columns: 'Document Name' and 'Generation Date'. The 'Generation Date' column has a downward-pointing arrow icon, indicating it is sorted in descending order. The table lists several reports, with the most recent ones at the top. At the bottom of the table, there is a pagination control showing 'Items Per Page: 10' and a page number '2' with a right arrow.

| Document Name | Generation Date |
|----------------------------------|-----------------|
| Inventory_2024_02_27_084002.xlsx | 02/27/2024 |
| Inventory_2024_02_27_025003.xlsx | 02/27/2024 |
| Inventory_2023_12_14_093004.xlsx | 12/14/2023 |
| Inventory_2023_12_11_064002.xlsx | 12/11/2023 |
| Inventory_2023_12_11_111502.xlsx | 12/11/2023 |
| Inventory_2023_12_07_071504.xlsx | 12/07/2023 |
| Inventory_2023_12_05_013501.xlsx | 12/05/2023 |
| Inventory_2023_11_14_103502.xlsx | 11/14/2023 |
| Inventory_2023_11_08_101003.xlsx | 11/08/2023 |
| Inventory_2023_10_02_013502.xlsx | 10/02/2023 |

Click the sort arrow on the Generation Date column so the most recently requested report is at the top of the list.

Search

Click on the search button  from the top banner to display all search options.



The search form contains the following fields and buttons:

- First name
- Last name
- Business name
- Commercial contact name
- Phone
- SSN/EIN
- Address Line 1
- ZIP
- Account number
- Debtor number
- Creditor Reference
- Creditor External Account Number
- Legacy
- Debtor Legacy Id
- Creditor Account Legacy Id
- Reset
- Cancel
- Search

Search Field Descriptions

| Field | Description or CUBS Equivalent |
|----------------------------------|---|
| Account Number | Debt Manager-assigned number for each account |
| Debtor Number | Debt Manager-assigned number for each debtor |
| Creditor Reference | CRN – assigned by Creditor |
| Creditor External Account Number | DRL – assigned by Creditor |
| Debtor Legacy ID | CUBS lead packet number |
| Creditor Account Legacy ID | CUBS account number |

Wildcard Search

For alpha or alphanumeric fields, an ***** or **%** can be used in place of unknown information.


For example, the search below will provide back all debtors your user role has permission to see:

| | |
|-----------|---|
| Last name | * |
|-----------|---|

A wildcard symbol can also stand in to fill for incomplete information. The search below will provide any debtors your user role has permission to view whose address includes “Main”. This would help in instances where the street number is unknown or there is a need to eliminate inconsistent abbreviation issues.

| | |
|----------------|--------|
| Address Line 1 | *Main* |
|----------------|--------|

Wildcard searches cannot be performed on numeric fields, like SSN, Account Number, or Debtor Number.

| | |
|--|---|
|  Error. The Account number is not valid. | |
| Account number | * |

Search Results

If only one account meets the search criteria, the Agent Console for the debtor will display.

If more than one account meets the search criteria, the Search Results screen will allow you to view all results and select an account to open.

Click the account number hyperlink to select the account to view.

Showing results for Last name: GOODALL, JANE (100364322) 6 items found Page 1 of 2

GOODALL, JANE (100364322) Workgroup Training Workgroup
SSN XXX-XX-0000 DOB Phone 614-555-4444 Address COLUMBUS, OH

| Account | Ownership | Creditor | Creditor External Account # | Balance |
|---------------------------|-----------|-------------------|-----------------------------|------------|
| 300216016 | Primary | TRAINING CREDITOR | DRL105 | \$4,474.38 |

GOODALL, JANE (100364322) Workgroup Training Workgroup
SSN XXX-XX-0006 DOB Phone 614-555-4444 Address COLUMBUS, OH










| Account | Ownership | Creditor | Creditor External Account # | Balance |
|---------------------------|-----------|-------------------|-----------------------------|------------|
| 300216033 | Primary | TRAINING CREDITOR | DRL100 | \$2,800.89 |

GOODALL, JANE (100364322) Workgroup Training Workgroup
SSN XXX-XX-0006 DOB Phone 614-555-4444 Address COLUMBUS, OH

| Account | Ownership | Creditor | Creditor External Account # | Balance |
|---------------------------|-----------|-------------------|-----------------------------|------------|
| 300216036 | Primary | TRAINING CREDITOR | DRL101 | \$9,924.41 |

Page 1 of 2

General Navigation

| | | |
|---|----------------------|---|
|  | | Expand/collapse the navigation panel |
|  | Agent Console | Debtor contact information & tags Account identifiers & balance information Adding & viewing notes |
|  | Documents | View associated documents Upload new documents |
|  | Communication Center | View & print AGO-sent notices, including lien releases |
|  | Financial Center | View bucket balances, payments, adjustments, charges and payment plan or settlement details |
|  | Debtor Profile | Additional debtor demographic information |
|  | Related Persons | Additional points of contact for the debtor, such as Attorneys, Authorized Representatives, and alternate addresses |
|  | User Defined Pages | (UDPs) AGO-designed forms to provide or exchange information, such as certification reasons and bankruptcy case information |
|  | Custom Cards | Deceased debtor information |

Agent Console

Overview

Debtor contact information, tags, and total amount paid remain the same, regardless of which of the debtor's accounts is being viewed.

The screenshot displays the Agent Console interface for a debtor. At the top, the debtor's name and account number are shown: "Debtor 100364322 : JANE GOODALL ... Account : 300216016". Below this, a banner contains creditor reference information: "Creditor Reference: CRN0985 | Creditor External Account #: DRL105 | Placement Date: 11/14/2023 | Paid: \$937.10". The main content area is divided into two sections. On the left, the "Account and Payment Arrangement" section shows details for account 300216016, including the creditor name (TRAINING CREDITOR), creditor external account number (DRL105), a payoff balance of \$4,476.21, and interest details. On the right, the "Historical Events" section displays a table of events with columns for Date and Time, Action Code, Result Code, Account, Notes, and User. The table contains three entries related to compliance messages and debtor retrieval.

| Date and Time | Action Code | Result Code | Account | Notes | User |
|---------------------|-------------|-------------|---------|--|--------------------|
| 12/18/2023 01:25 PM | RcvdMesg | RcvdMesg | | User accepted the compliance message: {Debtor compliance message={Debtor has funds waiting to clear!}} | TPRTL.AGO.Cred_Man |
| 12/18/2023 12:43 PM | RcvdMesg | RcvdMesg | | User accepted the compliance message: {Debtor compliance message={Debtor has funds waiting to clear!}} | TPRTL.AGO.Cred_Man |
| 12/18/2023 | AcSCEvt | RcSCEV | | User retrieved Debtor: | TPRTL.AGO.Cred_Man |

These sections only display information specific to the account currently being viewed.

Information in the banner includes Creditor-provided identifiers, CUBS number, and account placement date.

The Account and Payment Arrangement section will show the current payoff balance and existing settlement offers or payment plan details.


All account and debtor notes.

Details for adding notes can be found [here](#).


Updating Debtor Contact Information




Edit Address, Phone Numbers, or Email

1. On the Agent Console, select the Debtor ID Card icon  next to the debtor name.

Agent Console


 Debtor 100364322 : JANE GOODALL ...
Account : 300216016

Funds 

Creditor Reference: CRN0985 | Creditor External Account #: DRL105 | Placement Date: 11/14/2023 | Paid: \$937.10

Account and Payment Arrangement [View all Accounts \(6\)](#)


Account 300216016 ...

TRAINING CREDITOR
Creditor External Account #
DRL105 

Payoff Balance \$4,476.21
Last payment of \$100.00 on
12/15/2023


Interest simple 5.0000%
Interest paid to date \$0.00


[Check Offers](#)

Historical Events Display Action and Result code columns | 

| Date and Time | Account | Notes | User |
|---------------------|-----------|--|--------------------|
| 12/18/2023 12:02 PM | | User accepted the compliance message: {Debtor compliance message={Debtor has funds waiting to clear!}} | TPRTL.AGO.Cred_Man |
| 12/18/2023 09:59 AM | | User accepted the compliance message: {Debtor compliance message={Debtor has funds waiting to clear!}} | TPRTL.AGO.Cred_Man |
| 12/18/2023 09:59 AM | 300216016 | User retrieved Account: 300216016 | TPRTL.AGO.Cred_Man |
| 12/18/2023 09:59 AM | | User retrieved Debtor: 100364322 | TPRTL.AGO.Cred_Man |


2. Select the ellipses  next to an existing piece of information to Edit or Remove.


Identification And Verification 

JANE GOODALL 

Middle name


DOB

SSN XXX-XX-0006 


Address 

200 GORILLA BLVD
COLUMBUS, OH 42222
United States


[Confirm](#)

Email 


[Add](#)

Home 

614-555-4444



[Confirm](#)



Add phone number

[Close](#)

New information can be added by selecting the **Add** button.

The **Confirm** button will timestamp the last time the information was validated.

Identification And Verification

JANE GOODALL

Middle name

DOB

SSN XXX-XX-0006

Address

200 GORILLA BLVD
COLUMBUS, OH 42222
United States

Email

?

Confirm Add

Home

614-555-4444

?

Confirm

+

Add phone number

Close

Note: Only the Creditor Manager role has permission to update the debtor name, SSN, and date of birth.

Updates made to this card will be logged in the Historical Events.

Agent Console

Debtor 100364322 : JANE GOODALL
Account : 300216016

Funds Waiting to Clear

Creditor Reference: CRN0985 | Creditor External Account #: DRL105 | Placement Date: 11/14/2023 | Paid: \$937.10

Account and Payment Arrangement

Account 300216016

TRAINING CREDITOR
Creditor External Account #
DRL105

Payoff Balance **\$4,476.21**
Last payment of \$100.00 on
12/15/2023

Interest simple 5.0000%
Interest paid to date \$0.00

Check Offers

Historical Events

Display Action and Result code columns

| Date and Time | Account | Notes | User |
|---------------------|---------|--|--------------------|
| 12/18/2023 12:19 PM | | User accepted the compliance message: {Debtor compliance message={Debtor has funds waiting to clear}} | TPRTL.AGO.Cred_Man |
| 12/18/2023 12:16 PM | | User accepted the compliance message: {Debtor compliance message={Debtor has funds waiting to clear}} | TPRTL.AGO.Cred_Man |
| 12/18/2023 12:16 PM | | Confirmed Debtor email. Details: {Last Name=GOODALL, First Name=JANE, SSN=0006, Email=jgood@email.com, Debtor Language={UNKNOWN}, Behavioral Score=0, Debtor Marital Status={UNKNOWN}} | TPRTL.AGO.Cred_Man |
| 12/18/2023 12:16 PM | | Saved Debtor. Details: {Last Name=GOODALL, First Name=JANE, SSN=0006, Email=jgood@email.com, Debtor Language= | TPRTL.AGO.Cred_Man |

Payment/Promise - Rapid Understanding Zone

Historical Events

Notes are recorded by selecting an action code and a result code, resulting in an 'AR event'.

A table of available action and result code (AR) combinations are provided on [page 25](#).

Notes where an account number does not display are debtor-level events – anyone with access to any account belonging to this debtor can view them. Account-level notes are only viewable to those with access to the account.

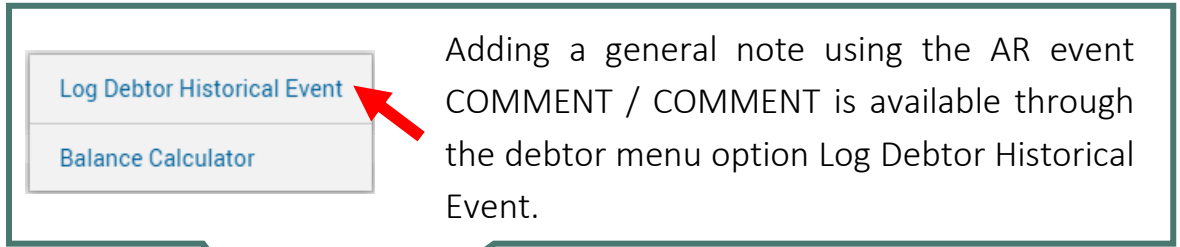
| Date and Time | Account | Notes | User |
|---------------------|-----------|---|--------------------|
| 12/20/2023 01:17 PM | | Placing notice request. Template: LTPYSMAC, Document Template Short Name: LTPYSMAC, Regarding Debtor number: 100364322, Requester name: LTrujillo, Request Date: 12/20/23, Print Type: Internal, Recipient Id: 100364322, Recipient Type: CONSUMER, Delivery Channel: PRINT | LTrujillo |
| 12/20/2023 01:16 PM | | User accepted the compliance message: {Debtor compliance message={Debtor has funds waiting to clear!}} | TPRTL.AGO.Cred_Man |
| 12/20/2023 01:16 PM | | Placing notice request. Template: LTTR21, Document Template Short Name: LTTR21, Regarding Debtor number: 100364322, Requester name: LTrujillo, Request Date: 12/20/23, Print Type: Internal, Recipient Id: 100364322, Recipient Type: CONSUMER, Delivery Channel: PRINT | LTrujillo |
| 12/20/2023 01:14 PM | | User retrieved Debtor: 100364322 | TPRTL.AGO.Cred_Man |
| 12/20/2023 01:14 PM | 300216016 | User retrieved Account: 300216016 | TPRTL.AGO.Cred_Man |
| 12/20/2023 01:14 PM | | CONTACTED JANE FOR PAYMENT PLAN INFORMATION | LTrujillo |
| 12/20/2023 01:13 PM | | {614-555-4444 - Home} SPOKE WITH JANE, WOULD LIKE TO BE CONTACTED AT END OF MONTH TO SET UP PAYMENT PLAN | LTrujillo |
| 12/20/2023 01:12 PM | | Debtor lock overridden. | LTrujillo |
| 12/20/2023 01:12 PM | | User accepted the compliance message: {Debtor compliance message={Debtor has funds waiting to clear!}} | LTrujillo |
| 12/20/2023 01:12 PM | | User retrieved Debtor: 100364322 through search operation. | LTrujillo |

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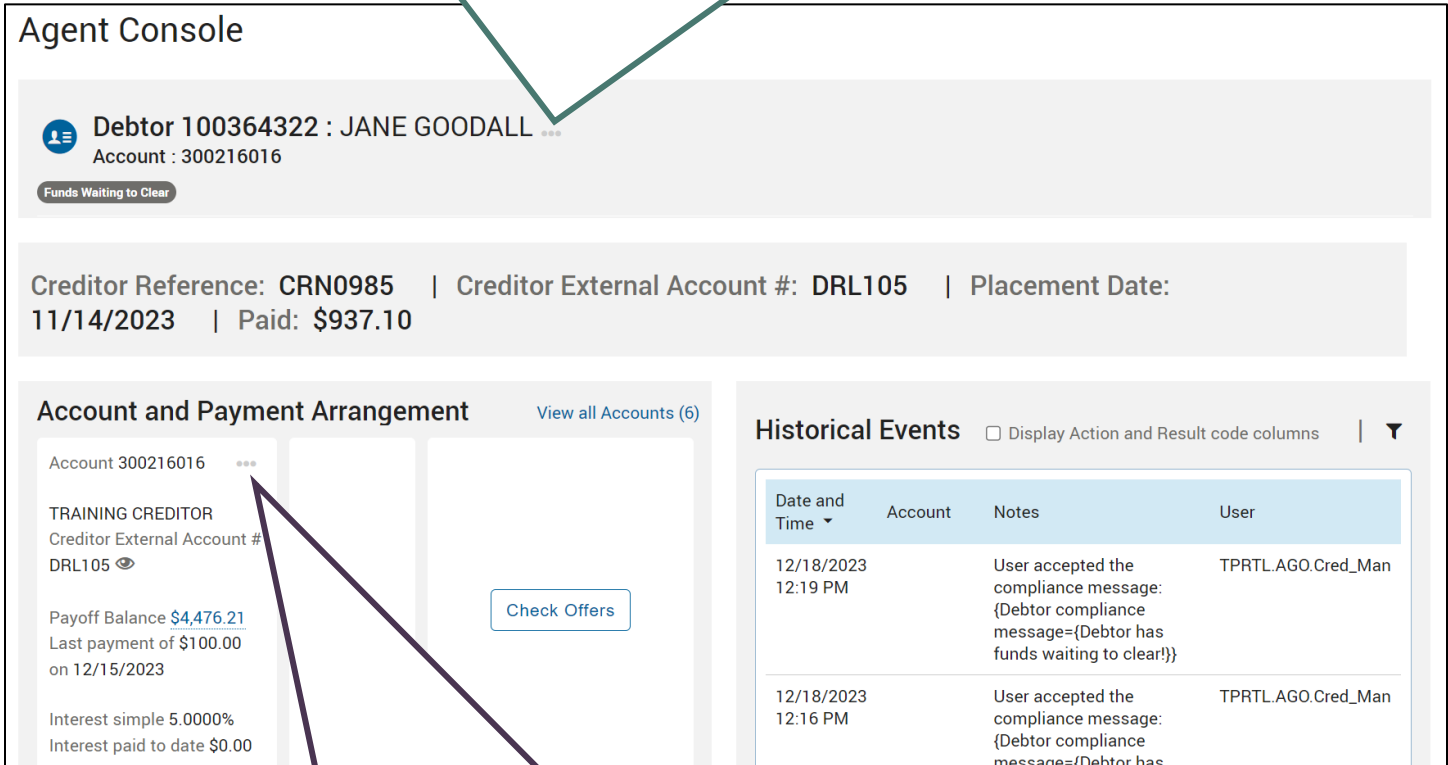
Ten rows of notes will display at a time. Use the filter to look for a specific date range or use the arrows to page through.

Adding a Note

From the Agent Console, there are two menus that allow notes to be added to the Historical Events.



Adding a general note using the AR event COMMENT / COMMENT is available through the debtor menu option Log Debtor Historical Event.



Agent Console

Debtor 100364322 : JANE GOODALL ...
Account : 300216016
Funds Waiting to Clear

Creditor Reference: CRN0985 | Creditor External Account #: DRL105 | Placement Date: 11/14/2023 | Paid: \$937.10

Account and Payment Arrangement [View all Accounts \(6\)](#)

Account 300216016 ...

TRAINING CREDITOR
Creditor External Account # DRL105

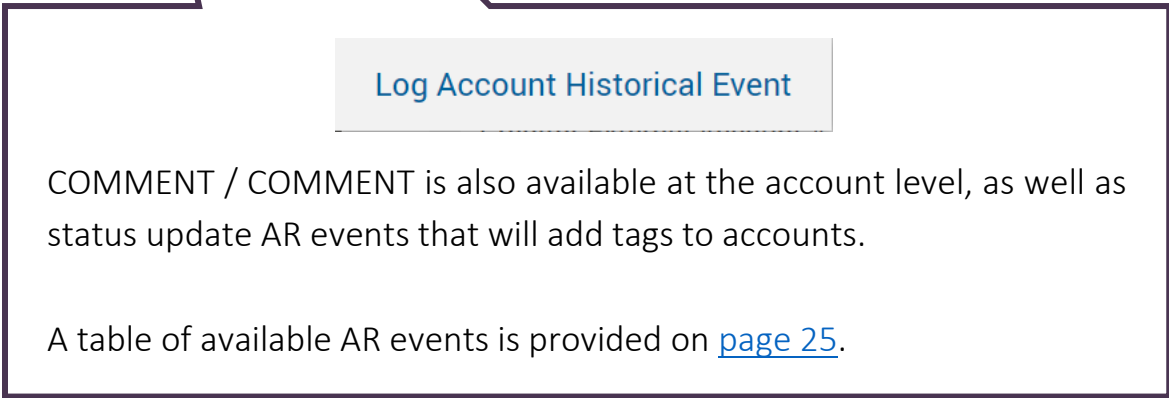
Payoff Balance [\\$4,476.21](#)
Last payment of \$100.00 on 12/15/2023

Interest simple 5.0000%
Interest paid to date \$0.00

[Check Offers](#)

Historical Events Display Action and Result code columns

| Date and Time | Account | Notes | User |
|---------------------|---------|--|--------------------|
| 12/18/2023 12:19 PM | | User accepted the compliance message: {Debtor compliance message={Debtor has funds waiting to clear!}} | TPRTL.AGO.Cred_Man |
| 12/18/2023 12:16 PM | | User accepted the compliance message: {Debtor compliance message={Debtor has | TPRTL.AGO.Cred_Man |



[Log Account Historical Event](#)

COMMENT / COMMENT is also available at the account level, as well as status update AR events that will add tags to accounts.

A table of available AR events is provided on [page 25](#).

1. Open either the debtor menu or account menu option and select **Log Historical Event**.
2. Select **Search** (or choose a previously favorited combination).

New Debtor Historical Event

Select Action & Result Code or [Search](#)

Please search for an AR Event to enable comment box

Cancel Log Event

3. Select an Action Code to narrow the available Result Codes to select. Click **Done**.

Action & Result Code Search

Action Codes

Short name Description

COMMENT Comment

Result Codes

Short name Description

COMMENT Comment


Cancel Done

4. Enter the note into the text field and click **Log Event**.

Note: Favorite an AR event by selecting the star icon  to pin it to the event selection list for future notes.

New Debtor Historical Event

Select Action & Result Code or [Search](#)

COMMENT - COMMENT 

Enter comment

Log event for linked duplicate records of this Debtor

Cancel Log Event

Receiver AR Events

| Debtor-level AR Events | |
|------------------------|--|
| COMMENT / COMMENT | Add general notes to all the debtor's accounts |

| Account-level AR Events | |
|-------------------------|--|
| COMMENT / COMMENT | Add general notes to the account |
| RCVRUPDT / ACTDUTY | Adds Active Duty debtor tag |
| RCVRUPDT / DECEASED | Adds Deceased debtor tag |
| RCVRUPDT / DISPUTE | Adds Dispute account tag |
| RCVRUPDT / FRAUDHLD | Adds Fraud Hold account tag |
| RCVRUPDT / INCARCTD | Adds Incarcerated debtor tag |
| RCVRUPDT / SCBKYNEW | (SC only) Adds SC BKYNEW debtor tag |
| RCVRUPDT / SCBKYUPD | (SC only) Adds SC BKY Update debtor tag & removes SC BKYNEW tag Can be utilized to add notes about updates made to the Bankruptcy UDP |
| BMVRLS / BMVRLS | (Available only on BMV accounts after the BMVHOLDRELEASE UDP has been completed) Adds a BMVRLS account tag to notify the BMV of a PIF payment in near-real-time |

Viewing Settlements or Payment Plans

If the account currently being viewed has a settlement offer or payment plan, details of the plan will display next to the account details.

Pending settlement offers, including any counter offers will display.

Account and Payment Arrangement

[View all Accounts \(13\)](#)

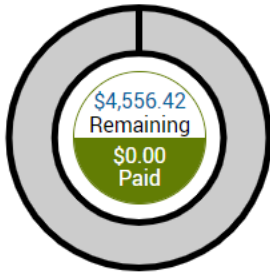
Forward

| | | |
|--|--|---|
| <p>Account 300216035 ...</p> <p>TRAINING CREDITOR Creditor External Account # DRL-XYZ 👁</p> <p>Payoff Balance \$1,110.75 No payments to date</p> <p>Interest simple 8.0000% Interest paid to date \$0.00</p> | | <div style="background-color: #f8d7da; padding: 5px; border-radius: 5px; display: flex; align-items: center; margin-bottom: 10px;"> ! Pending approval </div> <p>Settlement offer Sent 04/26</p> <p>Amount \$888.60 (80%) Discount \$222.15 (from \$1,110.75)</p> <p>1 instance of \$888.60 on 04/30 Promise to pay Payment due 04/30</p> |
|--|--|---|

Payment plans and approved settlement offers will display expected payment details.

Account and Payment Arrangement

[View all Accounts \(6\)](#)

| | | | | | | | | | | |
|--|---|---|------|---|--------|---|----------|---|--------|----|
| <p>Account 300216016 ...</p> <p>TRAINING CREDITOR Creditor External Account # DRL105 👁</p> <p>Payoff Balance \$4,395.99 Last payment of \$100.00 on 12/15/2023</p> <p>Interest simple 8.0000% Interest paid to date \$0.00</p> | <p>\$250.00 Due 04/26/2024</p> | <p>Promise Schedule 74 Paying monthly Total installments 13 for \$4,556.42</p> <div style="display: flex; align-items: center; justify-content: center;">  <table style="margin-left: 20px; border-collapse: collapse;"> <tr><td>Paid</td><td>0</td></tr> <tr><td>Broken</td><td>0</td></tr> <tr><td>Canceled</td><td>0</td></tr> <tr><td>Future</td><td>13</td></tr> </table> </div> | Paid | 0 | Broken | 0 | Canceled | 0 | Future | 13 |
| Paid | 0 | | | | | | | | | |
| Broken | 0 | | | | | | | | | |
| Canceled | 0 | | | | | | | | | |
| Future | 13 | | | | | | | | | |

Viewing Additional Accounts Owed by Debtor

If the debtor has other accounts, they can be viewed by clicking the **View all Accounts** hyperlink.

Agent Console

Debtor 100364322 : JANE GOODALL ...
Account : 300216016
Attorney

Creditor Reference: CRN0985 | Creditor Legacy ID | Creditor External Account #: DRL105 | Placement Date: 11/14/2023 | Paid: \$937.10

Account and Payment Arrangement [View all Accounts \(6\)](#)

Account 300216016
TRAINING CREDITOR
Creditor External Account #
DRL105
Payoff Balance \$4,504.90
Last payment of \$100.00 on 12/15/2023
Interest simple 8.0000%
Interest paid to date \$0.00
[Check Offers](#)

Historical Events Display Action and Result code columns

| Date and Time | Account | Notes | User |
|---------------------|-----------|---|--------------------|
| 01/22/2024 10:52 AM | | User accepted the compliance message: (Debtor compliance message=(Debtor has an Attorney)) | TPRTL.AGO.Cred_Man |
| 01/19/2024 03:57 PM | 300216016 | Yearly Int Rate Update Script Changed Rate From 5.000 to 8.000. | root |
| 01/19/2024 03:41 PM | | Saved Debtor Tag. Details: {Tag Assign Date=1/19/24, Tag={name=Attorney, short name=ATTORNEY, type={description=Debtor Status}} | NRaymond |
| 01/19/2024 11:31 AM | 300216016 | User retrieved Account: 300216016 | TPRTL.AGO.Cred_Man |

The debtor-level balance (total of all accounts).

Agent Console

Debtor 100364322 : JANE GOODALL ...
Account : 300216016
Attorney

Creditor Reference: CRN0985 | Creditor Legacy ID | Creditor External Account #: DRL105 | Placement Date: 11/14/2023 | Paid: \$937.10

Account and Payment Arrangement [Hide all Accounts \(6\)](#)

6 Accounts for \$18,590.18 Tags

| Account | Payoff balance |
|-------------------|--|
| Account 300216041 | Payoff balance \$0.00 <i>Not part of Debtor balance</i> |
| Account 300216043 | Payoff balance <u>\$400.40</u> |
| Account 300216039 | Payoff balance <u>\$2,825.00</u> |
| Account 300216033 | Payoff balance <u>\$2,825.00</u> |

Historical Events Display Action and Result code columns

| Date and Time | Account | Notes | User |
|---------------------|-----------|---|--------------------|
| 01/22/2024 10:52 AM | | User accepted the compliance message: (Debtor compliance message=(Debtor has an Attorney)) | TPRTL.AGO.Cred_Man |
| 01/19/2024 03:57 PM | 300216016 | Yearly Int Rate Update Script Changed Rate From 5.000 to 8.000. | root |
| 01/19/2024 03:41 PM | | Saved Debtor Tag. Details: {Tag Assign Date=1/19/24, Tag={name=Attorney, short name=ATTORNEY, type={description=Debtor Status}} | NRaymond |
| 01/19/2024 11:31 AM | 300216016 | User retrieved Account: 300216016 | TPRTL.AGO.Cred_Man |

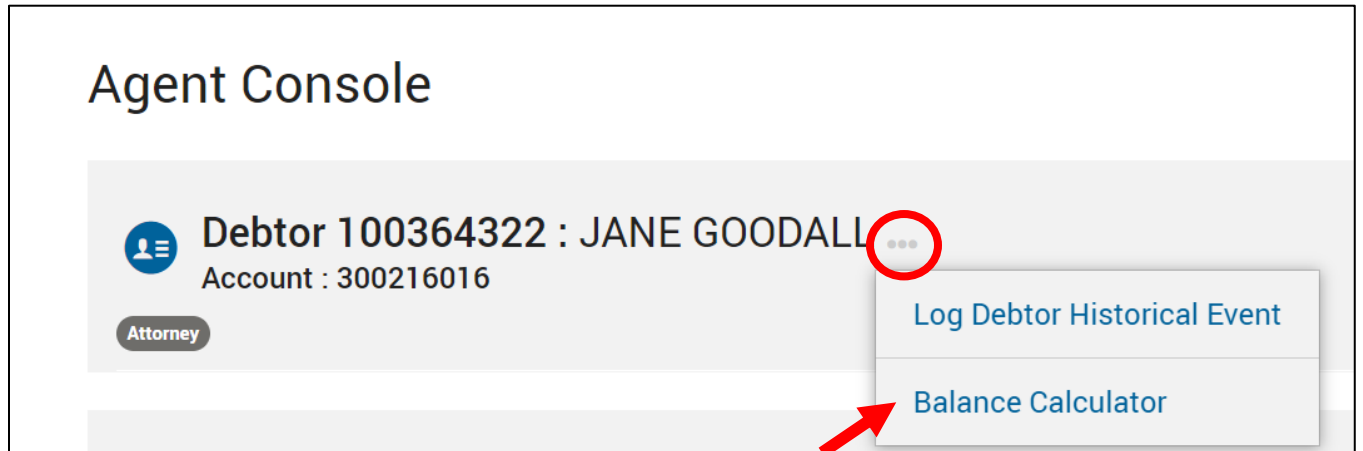
Navigate to another account by clicking the account number hyperlink.

Balance Calculation Tool

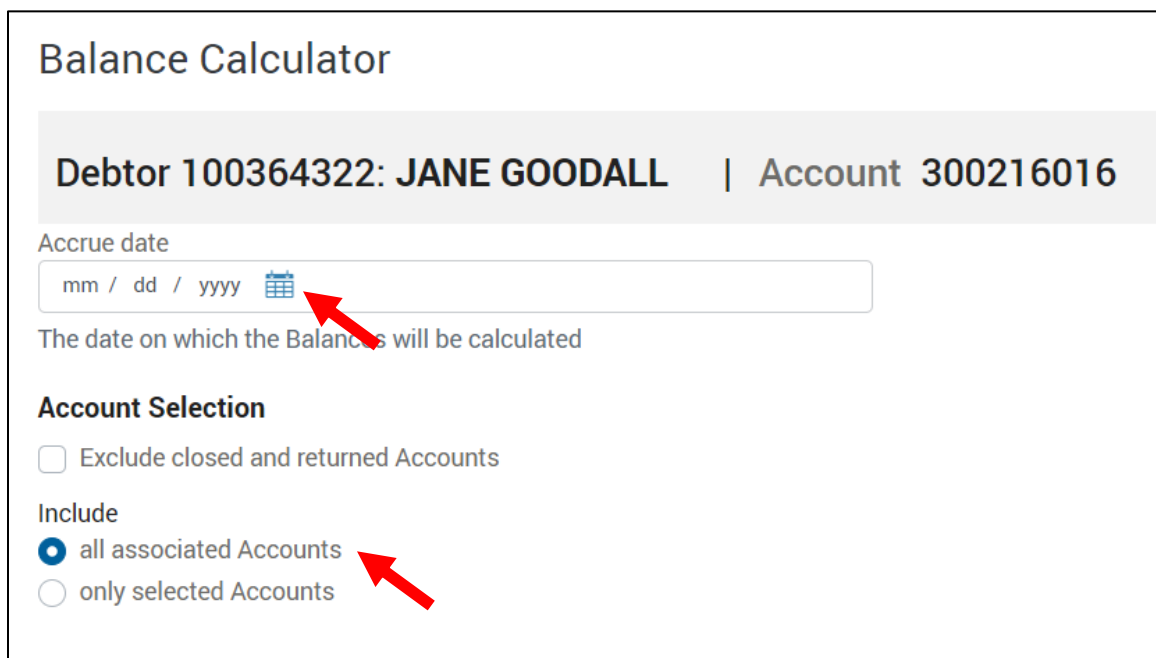


Project collection balance for account(s)

1. From the debtor menu on the Agent Console, select **Balance Calculator**.



2. Select a date and determine which accounts to be included in the projection.




3. Once a date is selected, the projection will populate below.

Total daily interest across all selected accounts.

Aggregate of Accounts

| | |
|--------------------|-------------|
| Calculated Balance | \$18,663.68 |
| Daily interest | \$3.62 |



- PrincipalCertified \$16,534.09
- AGInterest \$432.90
- CourtCostCertified \$0.00
- AGFee \$1,696.69
- CreditorInterestCertified \$0.00
- PenaltyCertified \$0.00
- RestitutionCertified \$0.00
- FwdFee \$0.00
- NSFFee \$0.00

Account Balances

| Account | Creditor | Creditor External Account # | Calculated Balance | |
|-----------|-------------------|-----------------------------|--------------------|---|
| 300216016 | TRAINING CREDITOR | DRL105 | \$4,370.78 | > |
| 300216033 | TRAINING CREDITOR | DRL100 | \$2,866.64 | > |
| 300216036 | TRAINING CREDITOR | DRL101 | \$10,157.40 | > |
| 300216039 | TRAINING CREDITOR | DRL102 | \$862.50 | > |
| 300216041 | TRAINING CREDITOR | DRL103 | | > |

1 - 5 of 6 items

Page 1 of 2

Individual account balance projections and daily interest are viewable by clicking the arrow in each row.

Accessing Account Joint Owner

A joint owner is another debtor who can also be held responsible for the account balance owed. If a joint owner exists for an account, it will be indicated by an icon next to the account number.

Account and Payment Arrangement Hide all Accounts (6)

6 Accounts for \$17,875.89 Tags

| Account 300216018 | Account 300216024 | Account 300216030 | Account 300216042 |
|--|--|--|--|
| TRAINING CREDITOR Creditor External Account # DRL-00-125 | TRAINING CREDITOR Creditor External Account # DRL-00-126 | TRAINING CREDITOR Creditor External Account # DRL-00-128 | TRAINING CREDITOR Creditor External Account # DRL-00-124 |
| Payoff balance \$1,053.96 | Payoff balance \$1,178.80 | Payoff balance \$1,220.39 | Payoff balance \$2,634.92 |
| Forward New Certification | Forward New Certification | Forward New Certification | Forward New Certification |



The **primary** owner of the account is currently displayed on the Agent Console.



The **secondary** owner of the account is currently displayed on the Agent Console.

1. Click on the joint owner icon to display the co-debtor's name. Open the co-debtor of the account on the Agent Console by clicking the hyperlinked name.

Account 300216030 Co-owner(s)

[WENDY BIRD](#)
Comaker




Account 300216030

Documents

Viewing Documents

1. Navigate to the Documents page.
2. Available documents are displayed. The link in the Document Name column can be clicked to download the document.

The screenshot shows the 'Documents' page for Debtor 100364322: JANE GOODALL. The page includes a header with account details: Account 300216016, Creditor Reference: CRN0985, and Creditor External Account #: DRL105. Below the header is a 'Documents' section with a filter bar. The filter bar includes a 'Select Document Class' dropdown set to 'All', 'From Date' and 'To Date' fields with placeholder text 'yyyy-mm-dd' and calendar icons, and a filter icon. Below the filter bar is a table with columns: Document Name, Document Class, UserName, and Generation Date. The table contains three rows, each with a PDF icon, a blue link 'Document.pdf', 'CE Client Incoming', 'TPRTL.AGO.Cred_Man', and '12/20/2023'. A red arrow points to the first 'Document.pdf' link. At the bottom left, there is an 'Items Per Page' dropdown set to '10' and a pagination control showing '1'.

Similar to reports, a date range can be chosen by selecting the **From Date:** calendar icon , selecting the range, and clicking the filter icon  to apply the filter. The refresh icon  that appears can be used to remove the filter.

This screenshot shows the 'Documents' page with the date range filter applied. The 'From Date' field is set to '2023-05-18' and the 'To Date' field is set to '2023-05-26'. A red box highlights the calendar icon next to the 'To Date' field. The filter icon is also visible.

Note:

To see ALL available documents, set the date range as follows:

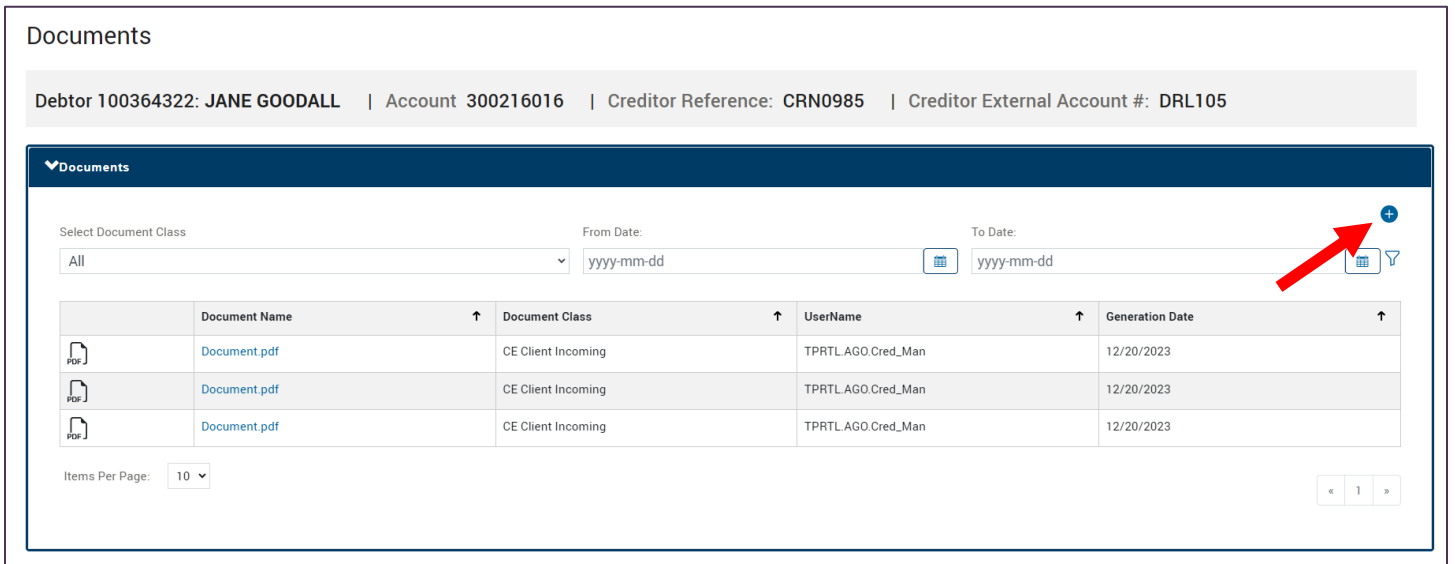
From Date: [set to date account was certified]

To Date: [set to the current date]

There is NO 2-year date range limit for documents like there is for reports.

Uploading Documents

1. Select the plus icon  from the Documents page.






Documents

Debtor 100364322: JANE GOODALL | Account 300216016 | Creditor Reference: CRN0985 | Creditor External Account #: DRL105

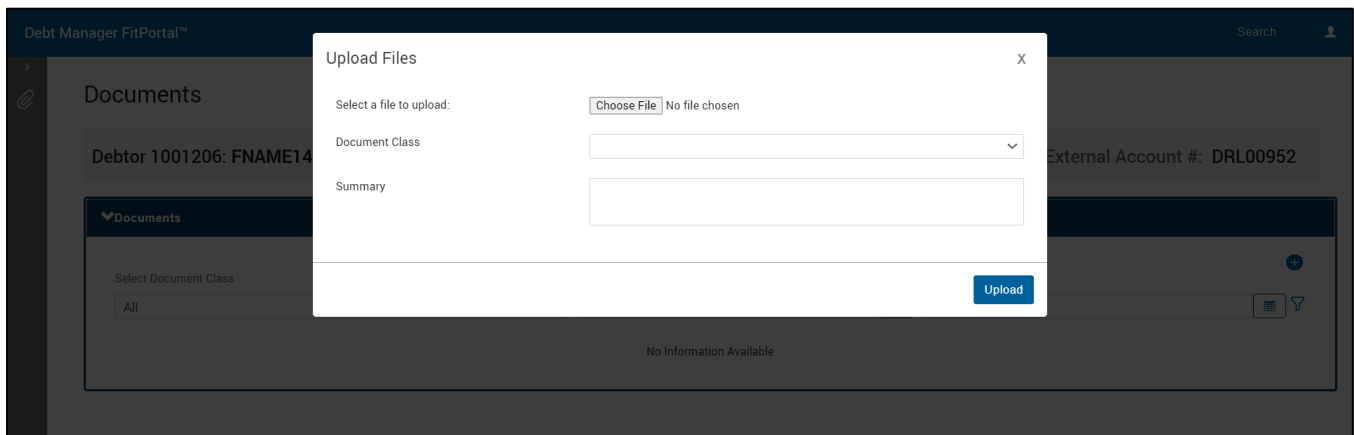
▼ Documents

Select Document Class: All | From Date: yyyy-mm-dd | To Date: yyyy-mm-dd

| | Document Name ↑ | Document Class ↑ | UserName ↑ | Generation Date ↑ |
|---|-----------------|--------------------|--------------------|-------------------|
|  | Document.pdf | CE Client Incoming | TPRTL AGO.Cred_Man | 12/20/2023 |
|  | Document.pdf | CE Client Incoming | TPRTL AGO.Cred_Man | 12/20/2023 |
|  | Document.pdf | CE Client Incoming | TPRTL AGO.Cred_Man | 12/20/2023 |

Items Per Page: 10

2. Choose the file, select a document class, and provide a summary of the document being uploaded. Click **Upload**.



Debt Manager FitPortal™

Search

Documents

Debtor 1001206: FNAME14 | External Account #: DRL00952

▼ Documents

Select Document Class: All

No Information Available

Upload Files

Select a file to upload: No file chosen

Document Class: [Dropdown]

Summary: [Text Area]

Note: See [appendix](#) for acceptable file types and names to upload.

Communication Center

A three-month timeline visual of system events that qualify will display in the Communication Heartbeat.

The screenshot displays the 'Communication Center' interface. At the top, it shows account information: 'Debtor 100287100: DEBTOR-0721 | Account Number: 294 | Creditor Reference: CR-0721-7987 | Creditor External Account #: DRL-0721-7987'. Below this is the 'Communication Heartbeat (Last 3 months)' section, which features a timeline from October to December. A yellow location pin icon is placed on the timeline for November. To the right of the timeline is a 'TODAY' marker and a 'Dates' toggle switch. Below the heartbeat are two panels: 'Verbal Communication' and 'Written Communication'. The 'Verbal Communication' panel shows a message from '(555-867-5309 - Home) left message test' dated 11/1 at 04:48 PM, 1 month ago. The 'Written Communication' panel is divided into 'Sent' and 'Pending' sections. The 'Sent' section contains two entries for 'Printed notice request. Template: LTTR22, User: system' dated 9/20 at 04:09 PM, 3 months ago, both sent to the debtor. The 'Pending' section contains one entry dated 7/26 at 04:03 PM, 4 months ago, also sent to the debtor. A 'View all Historical Events' link is located at the top right of the communication logs.

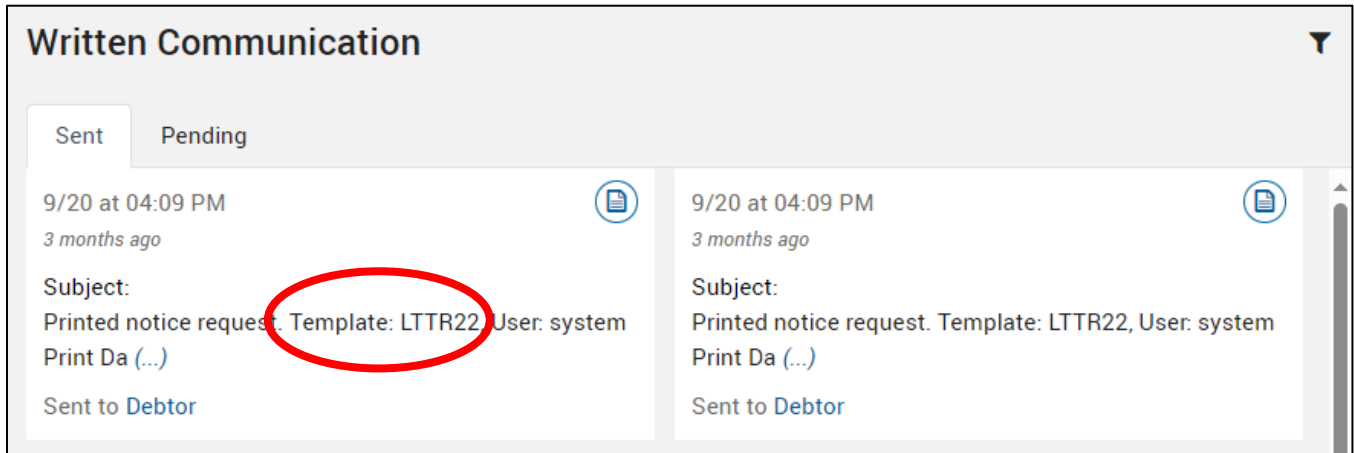
AR events that indicate verbal communication with the debtor will display here. Note: Not all AR events are configured to appear here.


Notices sent through Debt Manager will be viewable in the Written Communication section. Copies of the letter can be viewed or reprinted locally.

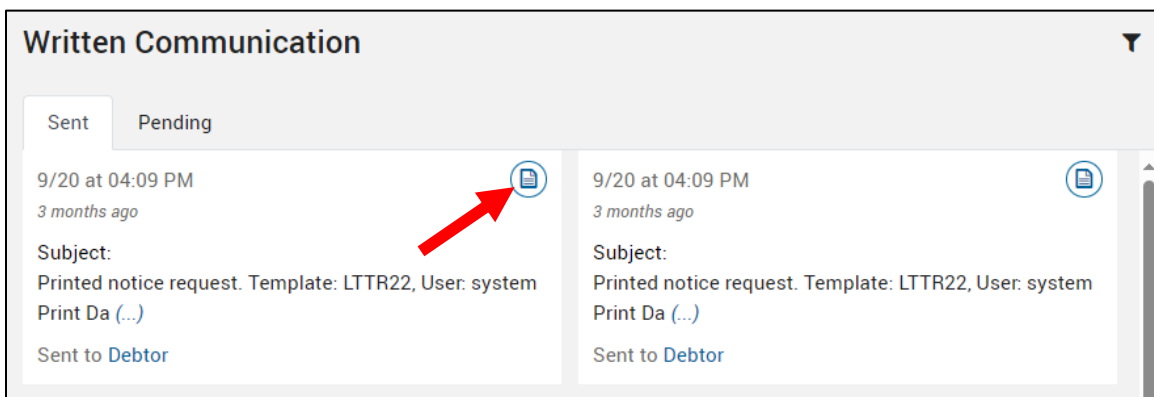
Use the **View all Historical Events** hyperlink as an alternate location to the Agent Console where notes can be read.

Viewing Sent Notices

The letter template shortname indicates the content of the notice. Refer to the reference table in the [appendix](#) for a description of each notice.



1. From the Written Communication section, click the  icon to view a copy of the notice.

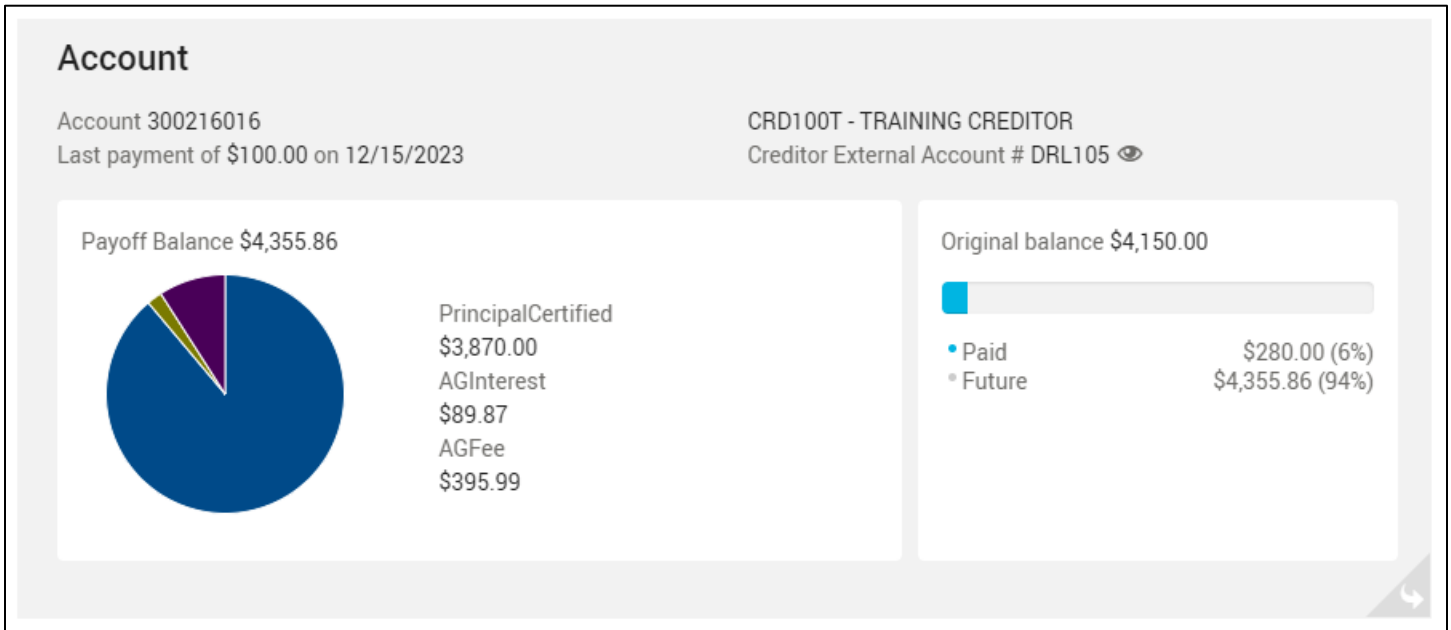



2. To locally print or save the document, select the printer icon.



Account Balance Breakdown

A bucket-level breakdown of the account balance, as well as a view of payments made towards the account.



Using the corner icon  to view the flip side of this card shows the current interest rate.

Note: the Current Balance seen here could be slightly different than the Payoff Balance seen on the other side of the card – the difference is the unposted daily interest and fee accrual. The Payoff Balance should be used as the most accurate balance.

MORE ACCOUNT DETAILS


Account 300216016

Last payment of \$100.00 on 12/15/2023
No next payment

Interest Simple 8.0000%
Interest paid to date \$0.00

Other Balances

| | |
|---------------------------|-------------------|
| OriginalBalance | <u>\$4,150.00</u> |
| CurrentBalance | <u>\$4,344.66</u> |
| CreditBureauReportBalance | <u>\$4,344.66</u> |
| TotalPayment | <u>-\$280.00</u> |
| Overpayment | \$0.00 |



Financial Transactions

All financial transactions, including payments and adjustments, for the debtor are viewable in this area. Use the drop-down arrow to view more details for the transaction.

To narrow down to a specific transaction when making inquiries to the AGO Accounting team, utilize this unique transaction ID.

Financial Transactions

8 items found ⌵

| Id | Entered | Amount | Type | Status | Tendered | Created | Memo Code |
|-------|------------|-----------|-------------------|--------|------------|------------|-----------|
| > 629 | 02/01/2024 | \$180.00 | Payment | 🕒 | 02/01/2024 | 02/06/2024 | OFFSET |
| > 630 | 02/01/2024 | \$0.00 | ReApp | ✅ | 02/01/2024 | 02/06/2024 | |
| > 483 | 12/15/2023 | \$100.00 | Payment | ✅ | 12/15/2023 | 12/15/2023 | OFFSET |
| > 871 | 11/29/2023 | -\$100.00 | Suspended Payment | ✅ | 11/29/2023 | 03/14/2024 | PC |
| > 488 | 11/29/2023 | \$100.00 | Payment | 🔄 | 11/29/2023 | 12/15/2023 | PC |
| > 489 | 11/29/2023 | \$0.00 | ReApp | ✅ | 11/29/2023 | 12/15/2023 | |
| > 872 | 11/28/2023 | \$0.00 | ReApp | ✅ | 11/28/2023 | 03/14/2024 | |
| > 435 | 11/15/2023 | \$737.10 | Payment | ✅ | 11/15/2023 | 11/15/2023 | PAY |

Show Ext. Ref. Id Addl. Ext. Ref. Id

Page 1 of 1 ⏪ ⏩

Some of the more common statuses a transaction might have:

- ✅ Posted – money has been applied to the account
- 🕒 Batched – transaction has entered into the system, but has not been reconciled by the Accounting team yet
- 🔄 Reversed – the payment was removed from the account

If the payment was attributed to the debtor, but not the current account you are viewing, you'll see the amount allocated to "Other Accounts".

Financial Transactions

4 items found

| Id | Entered | Amount | Type | Status | Tendered | Created | Memo Code | |
|---|------------|----------|---------|--------|------------|------------|-----------|--------|
| 483 | 12/15/2023 | \$100.00 | Payment | ✓ | 12/15/2023 | 12/15/2023 | OFFSET | |
| Other Accounts | | | | | | | \$100.00 | OFFSET |
| 488 | 11/29/2023 | \$100.00 | Payment | ✓ | 11/29/2023 | 12/15/2023 | PC | |
| Account Number 300216039 | | | | | | | \$100.00 | PC |
| | | | | | | | \$90.91 | \$9.09 |
| Other Accounts | | | | | | | \$0.00 | |
| Payment Schedule 16 instance523 | | | | | | | \$100.00 | |
| Displaying 1 - 1 of 1 | | | | | | | | |
| Page 1 of 1 | | | | | | | | |
| Payment Comment Person check | | | | | | | | |
| 489 | 11/29/2023 | \$0.00 | ReApp | ✓ | 11/29/2023 | 12/15/2023 | | |
| 435 | 11/15/2023 | \$737.10 | Payment | ✓ | 11/15/2023 | 11/15/2023 | PAY | |
| Show <input type="checkbox"/> Ext. Ref. Id <input type="checkbox"/> A Ref. Id | | | | | | | | |

Bucket breakdown of how the payment posted is also available in the drop-down details.

Page through to see additional transactions.

Charges

Increases to an account balance due to the accrual of interest or fees are logged into this area.

For Receivers, this information is also captured in the **Financial Breakdown Report**.

The bucket impacted by the balance change is listed.

Account Charges

| Id | Type | Amount | Financial Bucket | Primary Owner | Status | Entered Date | Posted Date | Invoice Number | Washed |
|-------|-----------|----------|--------------------|------------------------------------|--------|-------------------|------------------|----------------|--------|
| 67119 | CHARGE | -\$0.40 | AGInterest | 100289597 - RCVR-RECON01, TESTCASE | ✓ | 12/2/23, 12:00 AM | 12/2/23, 5:08 PM | | ✗ |
| 46366 | CHARGE | -\$0.04 | AGFee | 100289597 - RCVR-RECON01, TESTCASE | ✓ | 11/2/23, 12:00 AM | 11/2/23, 6:09 PM | | ✗ |
| 46361 | CHARGE | -\$0.42 | AGInterest | 100289597 - RCVR-RECON01, TESTCASE | ✓ | 11/2/23, 12:00 AM | 11/2/23, 6:09 PM | | ✗ |
| 18410 | CHARGE | -\$0.04 | AGFee | 100289597 - RCVR-RECON01, TESTCASE | ✓ | 10/2/23, 12:00 AM | 10/2/23, 6:01 PM | | ✗ |
| 18405 | CHARGE | -\$0.40 | AGInterest | 100289597 - RCVR-RECON01, TESTCASE | ✓ | 10/2/23, 12:00 AM | 10/2/23, 6:01 PM | | ✗ |
| 15072 | CHARGE | -\$0.04 | AGFee | 100289597 - RCVR-RECON01, TESTCASE | ✓ | 9/2/23, 12:00 AM | 9/2/23, 6:00 PM | | ✗ |
| 15069 | CHARGE | -\$0.42 | AGInterest | 100289597 - RCVR-RECON01, TESTCASE | ✓ | 9/2/23, 12:00 AM | 9/2/23, 6:00 PM | | ✗ |
| 11946 | CHARGE | -\$0.02 | AGFee | 100289597 - RCVR-RECON01, TESTCASE | ✓ | 8/2/23, 12:00 AM | 8/2/23, 6:00 PM | | ✗ |
| 11940 | CHARGE | -\$0.16 | AGInterest | 100289597 - RCVR-RECON01, TESTCASE | ✓ | 8/2/23, 12:00 AM | 8/2/23, 6:00 PM | | ✗ |
| 461 | PLACEMENT | -\$98.00 | PrincipalCertified | 100289597 - RCVR-RECON01, TESTCASE | ✓ | 7/21/23, 12:00 AM | 7/21/23, 5:52 PM | | ✗ |

Items Per Page: 10

Page: < 1 2 3 >

Placement charges are listed at the time of account certification.

Debtor Profile

The Debtor Profile page is an alternate location to edit contact information, like address and phone numbers. There are fields available to enter information known about the debtor's financials and employment.

The screenshot shows the 'Debtor Profile' page for 'Debtor 100364325: CARL F. GAUSS'. The page is divided into three main sections: Identity, Financials, and Employments. The Identity section includes personal information (Name: CARL F. GAUSS, DOB, SSN: ***-**-0003, Email) and address (123 MATHEMATICS WAY, COLUMBUS OH 43123, United States, Delaware). The Financials section shows 'Monthly Finances' with a bar chart for Incoming (\$0.00), Outgoing (\$0.00), and Disposable (\$0.00). The Employments section shows 'No current employments' and an 'Add' button. A callout box points to the ellipsis menu options in the Identity section.

Edit

Remove

Use the ellipses menu options to edit information as needed.

Related Persons

Adding Related Persons Contacts

Additional contacts for the debtor, such as attorneys, alternate addresses, or authorized representatives can be added here.

1. On the Related Persons page, select **Add** and select **Related Person**.

The screenshot shows the 'Related Persons' page for Debtor 100364323: WALTER WHITE. The page header includes account and creditor information. Two existing contacts are listed: Hank Schrader (Relative) and Saul Goodman (Attorney). A red arrow points to the 'Add' button, which has a dropdown menu open showing 'Related Person' as an option.

2. Enter the name, select the relationship type.

Note: selecting the relationship type Attorney will add an Attorney tag to the debtor.

The screenshot shows the 'Add Related Person' form. The 'General' tab is selected. A red box highlights the 'First name', 'Middle name', 'Last name', and 'Relationship' fields. The 'Relationship' field is a dropdown menu. At the bottom right, there are 'Cancel' and 'Add' buttons.

3. Select the **Address** tab to enter a mailing address. When finished, click **Add**.

Add Related Person ✕

General **Address**

Country
United States ▾

ZIP

Address

City

State
 ▾

County

User-Defined Pages

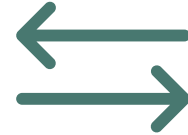
User-Defined Pages (UDP) are a multi-use feature of Debt Manager. They have been customized to meet various needs throughout the business process.



Fillable forms for requests and updates



Provide information about a debtor or account, such as account certification reasons



Places for incoming and outgoing data exchange with outside systems

UDPs are associated with both the debtor and account level. Use the tabs labeled **Debtor** or **Account** to switch between the two.

User Defined Pages

Debtor 100364322: JANE GOODALL | Account 300216016 | Creditor Legacy ID | Creditor Reference: CRN0985 | Creditor External Account #: DRL105

Select the User Defined Page you wish to see or modify

Debtor Account

Payment Posting Inquiry (1)

Refresh Add UDP

Preview/modify this User Defined Page

Click on a UDP from the list to see it here.

You can also manage the UDP (i.e. edit, remove) from here

Certification reasons, lien information, and other account-specific UDPs can be viewed on the **Account** tab.

Receiver UDP Access

| Debtor-level UDPs | | |
|----------------------|-----------------------------|---|
| BANKRUPTCY | SC: Write TPV: Read Only | Court case information related to a debtor's bankruptcy proceedings |
| BUSINESSINFO | Read Only | Additional business demographic information, if available |
| DEBTORFTI | Read Only | If FTI exists at the debtor level, information in this UDP is configured to create compliance messages |
| LIQUORHEARINGHISTORY | Read Only | Notes and results from liquor hearings |
| LQRPRTCD | Read Only | Liquor permit information is stored here |
| LOTTERYINTERCEPT | Read Only | Stores debtor and transaction information if funds from the Ohio Lottery Commission are intercepted |
| OFFSETHOLD | Read Only | Stores wrong party offset information |
| PROBATE | SC: Write TPV: Read Only | Record-keeping for probate cases |
| PYMTPSTINQ | Read & Write | A form to be reviewed by AGO Accounting when there are questions about how or where a payment posted – see instructions for this form |
| RSTRCTENDRSMN | Read Only | If a check needed to be returned to the debtor because of restricted endorsement, related information is stored here |
| STOPCANCELSTALEREQ | Read Only | If a check needed to be stopped/marked as stale and reissued, related information is stored here |
| VOIDREQUEST | Read & Write | Information about a debtor's payment that needs to be voided. An email to the AGO Accounting team should also be sent for a timely response. |
| WIREINFO | Read & Write | AGO wiring instructions are provided at the bottom of this UDP and details about the payment being wired can be provided so AGO Accounting can post the payment correctly |

| Account-level UDPs | | |
|----------------------|------------------------------------|--|
| ACCOUNT FTI | Read Only | If an account contains FTI, information in this UDP will be configured to create compliance messages |
| ADDTNLINFO | Read Only | Information provided in the Creditor certification file |
| BKYDCDRSN | Read Only | Bankruptcy Discharge Denial Reason – if an account is not included in the discharged debts of a bankruptcy, the reason the discharge was denied is recorded here |
| BMVHOLDRELEASE | Read & Write | For BMV accounts only – used to provide BMV with payment confirmation information – see instructions for this form |
| BWCADDTNLINFO | Read Only | BWC policy information |
| BWCPAYROLLRPT | Read Only | BWC payroll report information |
| CERTREASON | Read Only | Information provided in the Creditor certification file |
| JUDGMNTLIEN | SC: Write TPV: Read Only | Records for judgments and liens filed by Special Counsel |
| LIEN | Read Only | Status, county, and issued/filed information about liens |
| LIENDEMO | Read Only | Stores address information at the time of lien issuance |
| PATIENT INFO | Read Only | Information provided in the Creditor certification file |
| RCVRCCNTINF | Read Only | If the account is forwarded out to a Receiver, the contact information of their office displays here |
| RCVRPAYSCHDINFO | Read & Write | If the account is forwarded out to a Receiver and on a payment plan, the details of the plan display here |
| RECEIVERINQACCT | Read & Write | A fillable form to provide information for AGO's Accounting department to address questions about balances/payments on an account – see instructions for this form |
| STATUTEOFLIMITATIONS | Manager: Write Agent: Read Only | SOL or Extended SOL date, if available |

Reporting BMV PIF Payments

An interface with the BMV allows us to report accounts as paid in full in near real time, a process previously completed via email. To report an account as paid-in-full using good funds, fill out the **BMV Hold Release UDP** and add the **BMV Release tag** to the account.

1. From the BMV account, navigate to the UDP page. Click **Account**. Select **Add UDP**.

User Defined Pages

Debtor 100322593: DEBTOR2689 TESTCASE-0621 | Account 300204895 | Creditor Reference: CR-1019-2689 | Creditor External Account #: DRL-1019-2689

Select the User Defined Page you wish to see or modify

Debtor Account

Additional Information Certification Reasons

Refresh Add UDP

Preview/modify this User Defined Page

Click on a UDP from the list to see it here.
You can also manage the UDP (i.e. edit, remove) from here

2. Select **BMV Hold Release** from the left panel to populate the UDP fields on the right. Complete both fields, click **Save**, then **Done**.

Account UDP Templates

Account: 300204895

Select the user defined template you wish to use for this Account

BMV Hold Release Judgment and Lien Lien Demographic Information Receiver Inquiry - Account Receiver Payment Schedule Information Statute of Limitations

Page 1 of 1

Create User Defined Page

BMV Hold Release

Confirmation Number

Payment Amount 0.00

Cancel Save

Done

- Navigate to the Agent Console page and use the account menu option to **Log Account Historical Event**.

Agent Console

Debtor 100364322 : JANE GOODALL ...
Account : 300216016

Funds Waiting to Clear | Misc Offset Hold | Attorney

Creditor Reference: CRN0985 | Creditor Legacy ID | Creditor External Account #: DRL105 | Placement Date: 11/14/2023 | Paid: \$1,017.10

Account and Payment Arrangement [View all Accounts \(6\)](#)

Account 300216016 ...

Log Account Historical Event (indicated by a red arrow)

Creditor External Account #: DRL105

Payoff Balance \$4,359.59
Last payment of \$100.00 on 12/15/2023

[Check Offers](#)

Historical Events Display Action and Result code columns

| Date and Time | Account | Notes | User |
|---------------------|---------|--|--------------------|
| 03/18/2024 08:26 AM | | User accepted the compliance message: {Debtor compliance message={Debtor has an Attorney}} | TPRTL.AGO.Cred_Man |
| 03/14/2024 04:32 PM | | User accepted the compliance message: {Debtor compliance message={Debtor has an Attorney}} | TPRTL.AGO.Cred_Man |

- Select the AR pair **BMVRLS / BMVRLS** to add the account tag.

Action & Result Code Search

Action Codes

| Short name | Description |
|------------|------------------|
| BMVRLS | BMV Hold Release |
| COMMENT | Comment |
| DWNLDDOC | DwnldDoc |
| RCVRUPDT | Receiver Update |
| UPLDDOC | UpldDoc |

Result Codes

| Short name | Description |
|------------|------------------|
| BMVRLS | BMV Hold Release |

[Cancel](#) [Done](#)

Payment Posting Inquiries

An inquiry about how or where a payment posted, this form can be filled out for the AGO Accounting team to review.

1. Navigate to the UDP page, click Debtor. Select **Add UDP**.

User Defined Pages

Debtor 100364323: WALTER WHITE | Account 300216017 | Creditor Legacy ID | Creditor Reference: CRN12345 | Creditor External Account #: DRL12345

Select the User Defined Page you wish to see or modify

Debtor Account

No User Defined Pages added yet for this Debtor.

Refresh Add UDP

Preview/modify this User Defined Page

Click on a UDP from the list to see it here.
You can also manage the UDP (i.e. edit, remove) from here

2. Select **Payment Posting Inquiry** from the left panel to populate the UDP fields on the right. Use **Request Status: New**. Complete all known fields, including notes about what Accounting should be looking for. Click **Save**, then **Done**.

Debtor UDP Templates

Debtor: 100364322

Select the user defined template you wish to use for this Account

Liquor Permit for Custom View
Payment Posting Inquiry
Probate

Page 1 of 1

Create User Defined Page

Payment Posting Inquiry

Request Status
Request Date mm/dd/yyyy
Request By
Receiver Short Name
Receiver Name
Payment Type
Suspense ID
Suspense Date mm/dd/yyyy
Payment Amount
Notes
Accounting Findings
Completed By
Completed Date mm/dd/yyyy

Cancel Save

Note: See the [Financial Transactions](#) for where to find a Financial Transaction ID.

Receiver Inquiry UDP

This is an additional form available to send questions to the AGO Accounting team about a specific account.

1. Navigate to the UDP page, click Account. Select **Add UDP**.

User Defined Pages

Debtor 100364350: SKYLAR WHITE | Account 300216017 | Creditor Legacy ID | Creditor Reference: CRN12345 | Creditor External Account #: DRL12345

Select the User Defined Page you wish to see or modify

Debtor Account

Additional Information

Certification Reasons

Lien (1)

Lien Demographic Information (1)

Receiver Contact Information

Preview/modify this User Defined Page

Click on a UDP from the list to see it here.

You can also manage the UDP (i.e. edit, remove) from here

Refresh Add UDP

2. Select **Receiver Inquiry – Account** from the left panel to populate the UDP fields on the right. Use **Request Status: New**. Complete all known fields, including notes about what Accounting should be looking for. Click **Save**, then **Done**.

Account UDP Templates

Account: 300216017

Select the user defined template you wish to use for this Account

Judgment and Lien

Receiver Inquiry - Account

Receiver Payment Schedule Information

Statute of Limitations

Page 1 of 1 < >

Create User Defined Page

Receiver Inquiry - Account

Request Status

Request Date mm/dd/yyyy

Request By

Receiver Short Name

Receiver Name

Financial Transaction ID

Posted Date mm/dd/yyyy

Payment Amount

Fee Amount

Receiver Notes

AGO Findings

Completed By

Completed Date mm/dd/yyyy

Cancel Save

Done

Note: See the [Financial Transactions](#) for where to find a Financial Transaction ID.

Custom Cards

Deceased Debtor Information

1. Select **Edit** to enter any known fields.

The screenshot shows the 'Custom Cards' interface. At the top, it displays 'Debtor 100364322: JANE GOODALL | Account 300216016 | Creditor Reference: CRN0985 | Creditor External Account #: DRL105'. Below this is a section titled '▼ Debtor Deceased' containing a table of information:

| | |
|----------------|---------------|
| Date | 08/31/2023 |
| Executor | |
| Country | United States |
| State | OHIO |
| County | Franklin |
| Date POC Filed | 10/31/2023 |

An 'Edit' link is located in the top right corner of the table, with a red arrow pointing to it.

2. Navigate to the Agent Console page and use the account menu option to **Log Account Historical Event**.

The screenshot shows the 'Agent Console' interface. At the top, it displays 'Debtor 100364322 : JANE GOODALL ... Account : 300216016'. Below this are buttons for 'Funds Waiting to Clear', 'Misc Offset Hold', and 'Attorney'. Further down, it shows 'Creditor Reference: CRN0985 | Creditor Legacy ID | Creditor External Account #: DRL105 | Placement Date: 11/14/2023 | Paid: \$1,017.10'. The main area is divided into two sections: 'Account and Payment Arrangement' and 'Historical Events'. In the 'Account and Payment Arrangement' section, the account 'Account 300216016' has a three-dot menu icon next to it, with a red arrow pointing to a dropdown menu that includes the option 'Log Account Historical Event'. The 'Historical Events' section shows a table with columns for 'Date and Time', 'Account', 'Notes', and 'User'. The first entry is dated '03/18/2024 08:26 AM' with the note 'User accepted the compliance message: (Debtor compliance message={Debtor has an Attorney})' and user 'TPRTL.AGO.Cred_Man'.

3. Select the AR pair RCVRUPDT / DECEASED.

Action & Result Code Search ✕

Action Codes

Short name

| Short name | Description |
|-----------------|------------------------|
| BMVRLS | BMV Hold Release |
| COMMENT | Comment |
| DWNLDDOC | DwnldDoc |
| RCVRUPDT | Receiver Update |
| UPLDDOC | UpldDoc |

Result Codes

Short name

| Short name | Description |
|-----------------|-----------------------------------|
| ACTDUTY | Active Duty |
| DECEASED | Deceased |
| DISPUTE | Dispute |
| FRAUDHLD | Fraud |
| INCARCTD | Incarcerated |
| SCBKYNEW | Special Counsel Bankruptcy New |
| SCBKYUPD | Special Counsel Bankruptcy Update |

Note: if probate information needs to be kept, there is a debtor-level UDP available in the User-Defined Pages section.

User Defined Pages

Debtor 100364325: CARL F. GAUSS | Account 300216019 | Creditor Legacy ID | Creditor Reference: CRN-XYZ7 | Creditor External Account #: DRL-XYZ

Select the User Defined Page you wish to see or modify

Debtor Account

Probate

Preview/modify this User Defined Page

Probate

Case Information

Date of Death: 02/26/2024

Case Number

Court

Court Designation

County

State

Executor Information

Executor: Type: Person

Executor Work Phone

Executor Mobile Number

Executor Email

Notes

Notes

Proof of Claim

Date of Proof of Claim

Amount of Proof of Claim

Appendix

Acceptable File Types to Upload

PDF, JPG, TIFF, PNG, and CSV

Acceptable File Names to Upload

The following special characters are allowed in file names: hyphens, underscores, and periods


When uploading files, remove any other special characters. Characters in the table below should **not** be included in the file name.

| | | | | |
|--------------------|-------------------------|--------------------------|-------------------------|--------------------------|
| # pound | % percent | & ampersand | { left curly bracket | } right curly bracket |
| \ back slash | < left angle bracket | > right angle bracket | * asterisk | ? question mark |
| / forward slash | blank spaces | \$ dollar sign | ! exclamation point | ' single quotes |
| " double quotes | : colon | @ at sign | + plus sign | ` back tick |
| pipe | = equal sign | | | |

Notices

| Short Name | Description |
|---|--|
| Internal – Certification Notices | |
| LTTR21 | UNV SCS First Notice |
| DAG100 | Department of Aging Bed Inspection Fees |
| DAG100A | Department of Aging Consumer Guide Fees |
| DAG100P | Department of Aging Passport Program |
| LT101MH | MH SCS First Notice |
| LT201MH | MH SCS Second Notice |
| LT202 | LT202 Smoking Ban Notice |
| LT203MH | MH SCS Final Notice |
| Internal – General Collections | |
| LT915 | Paid in Full |
| LT920U | Phone Call Request |
| LT927 | Financial Form (Personal) |
| LTDBLREF | Double Refund |
| LTDSCDTR | BKY Discharge Determination |
| LTEXPTPL | Extended Payment Plan |
| LTFNLDUE | Final Payment Plan Payment Due |
| LTNCLDBT | AGO Non-Client Debt |
| LTPYRCPT | Payment Receipt |
| LTPYSMAC | Payment Summary Account |
| LTPYSMDB | Payment Summary Debtor |
| LTRSTRCT | Restrictively Endorsed |
| LTTR21 | UNV SCS First Notice |
| LT215 | Cancellation Notice |
| LT311 | Payment Plan |
| LT313 | Missed Payment |
| LT427 | Financial Form (Business) |
| LT208 | Forwarding Notice |
| CFDUPFLG | CO Fault Duplicate Filing |
| BWC Lien Notice | |
| LT210 | BWC Due Process Notice |
| LT210CAN | BWC Due Process Notice - Canada ONLY |
| LT210REC | BWC Lien Notice |
| Lien Filing | |
| LT801F | BWC Clerk Lien - Filed FTP/FitPortal/Manual |
| LT801I | BWC Clerk Lien - Issued FTP/FitPortal |
| LT801M | BWC Clerk Lien - Issued Manual |
| LT805F | BWC Clerk Lien Renewal - Filed - FTP/FitPortal/Manual |
| LT805I | BWC Clerk Lien Renewal - Issued - FTP/FitPortal/Manual |
| LT805M | BWC Clerk Lien Renewal - Issued Manual |
| LT802F | BWC Recorder Lien - Filed |
| LT802I | BWC Recorder Lien - Issued |

| | |
|------------------------------|--|
| LT806FR | BWC Recorder Lien Praecipe Renewal - Filed |
| LT806IR | BWC Recorder Lien Praecipe Renewal - Issued |
| LT807FR | BWC Recorder Lien Renewal on IC Claim - Filed |
| LT807IR | BWC Recorder Lien Renewal on IC Claim - Issued |
| LT112F | BWC Notice of Filing Lien IC Claim (LT112) (Recorder Lien IC Claim (LT803 - Affidavit) - Filed) |
| LT112I | BWC Notice of Filing Lien IC Claim (LT112) (Recorder Lien IC Claim (LT803 - Affidavit) - Issued) |
| LNNMREMV | Name Removal |
| Lien Releases | |
| BWCSAT | BWC Lien Satisfaction Notice |
| LT811 | BWC Clerk Lien Release – Manual |
| LT812 | BWC Recorder Lien Release Cover Letter and Notice |
| LT821 | BWC Recorder Lien Release – Manual |
| LT822 | BWC Recorder Lien Release – Manual |
| Liquor Permit | |
| LT480B | BWC Balance Due |
| LT483B | BWC Liquor Permit Request for Citation |
| LT484B | BWC Liquor Permit Citation |
| LT486A | BWC Request for Release of Suspension (Taxpayer) |
| LT486B | BWC Request for Release of Suspension (LCC) |
| LT488B | BWC Nonrenewal |
| LT494B | BWC Dismissal Without Prejudice |
| LQMOD | Liquor Modification Order |
| LQBWCAAG | BWC AAG Dismissal Letter |
| Null & Void Liens | |
| NVBCOSTC | BCNV Bankruptcy Null and Void Cost Letter to Clerk |
| NVBCOSTR | BRNV Bankruptcy Null and Void Cost Letter to Recorder |
| NVBCUC1 | BCNV Bankruptcy Clerk Null and Void to TransUnion |
| NVBCUC2 | BCNV Bankruptcy Clerk Null and Void to Experian |
| NVBCUC3 | BCNV Bankruptcy Clerk Null and Void to Equifax |
| NVBCUR1 | BRNV Bankruptcy Recorder Null and Void to TransUnion |
| NVBCUR2 | BRNV Bankruptcy Recorder Null and Void to Experian |
| NVBCUR3 | BRNV Bankruptcy Recorder Null and Void to Equifax |
| NVBWC | SCNV Null and Void Lien Release to Clerk |
| NVBWCR | SRNV Null and Void Lien Release to Recorder |
| NVCOSTC | SCNV Null and Void Cost Letter to Clerk |
| NVCOSTR | SRNV Null and Void Cost Letter to Recorder |
| NVCUC1 | SCNV Clerk Null and Void to Experian |
| NVCUC2 | SCNV Clerk Null and Void to TransUnion |
| NVCUC3 | SCNV clerk Null and Void to Equifax |
| NVCUR1 | SRNV Recorder Null and Void to Equifax |
| NVCUR2 | SRNV Recorder Null and Void to Experian |
| NVCUR3 | SRNV Recorder Null and Void to TransUnion |
| BKR13CLK | BCNV Bankruptcy Null and Void Lien Release to Clerk |
| BKR13REC | BRNV Bankruptcy Null and Void Lien Release to Recorder |

 County Clerks & Recorders require BWC lien releases to be sealed by our office. You must still contact our staff to obtain a sealed copy of a BWC lien release.