GƎ CONTROL DATA
CORPORATION

CYBERCREDIT COLLECTION SYSTEM (CCS) VERSION 3 INSTALLATION TEST KIT

CDC® COMPUTER SYSTEM:

CYBER 18 MODEL 25

REVISION RECORD

REVISION	DESCRIPTION
A	Manual released.
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B	Manual revised to incorporate instructions for using the 722-10 console display terminal.
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LIST OF EFFECTIVE PAGES

New features, as well as changes, deletions, and additions to information in this manual, are indicated by bars in the margins or by a dot near the page number if the entire page is affected. A bar by the page number indicates pagination rather than content has changed.

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PREFACE

The installation test kit is designed to allow a field analyst to demonstrate and verify the functions, features and capabilities of the Control Data® CYBER 18 CYBER CREDIT SYSTEM (CCS). This verification consists of comparing the reports resulting from a prescribed sequence of on-line activities against the report output contained in the installation test kit.

The installation test kit system has been parameterized completely. This parameterization includes features that are usually customer dependent. The procedures in the test kit demonstrate the following processes:

- System installation

- Daily processing

- Transaction replay

- COLECT functions

- Promise to pay

- Report generation

- Movement of accounts to and from history

If the system being installed contains the Legal and Agency (LA) subsystem, the following additional functions are also demonstrated:

- LA system installation

- Master file creation (LA delinquent master and client)

- LEGAL functions

- On-line financial entries

- Client file maintenance

The manuals listed below, available from Literature Distribution, contain additional information useful to the CCS user.

Publication	Publication Number
CYBER Credit System (CCS) Version 3.0 Reference Manual	60475230
CYBER Credit System (CCS) Version 3.0 Operator's/Collector's Guide	60475240

CCS 3 is intended for use only as described in this document. Control Data Corporation cannot be responsible for the proper functioning of undescribed features or parameters.

CONTENTS

APPENDIXES

TABLES

INSTALLATION MATERIALS

The following materials are included in the installation test kit for system installation:

 ODS 2.0 level II volume 5 - materials

 DTLP deadstart materials

 System summary - NNN - DTLP for CCS

 System EDTLP install tape

INSTALLATION PROCEDURE

INITIALIZE SMD PACKS

Use the following procedure to initialize each disk pack used in the system.

NOTE

This procedure takes 30 minutes per disk pack.

1. Mount the disk pack on disk drive unit 0, and ready the unit.

2. Load the ODS 2, level II, volume 5 media for CPU I.

3. Press STOP, MASTER CLEAR, DEADSTART on the control panel.

4. The system responds:

 123456 DPSR LEVEL xx RELEASED mm-dd-yy
 ODS 2.0 VOL 5

5. Perform a manual interrupt.

6. The system responds:

 MI
 >

7. Enter:

 LOAD,SMD2F (CR)

8. The system responds:

 SMD2F SUSPENDED LOAD

9. Perform a manual interrupt.

10. The system responds:

 MI
 >

11. See table 1-1 for correct type.

    Entries:

    A   Type (50 mb/96 ws):   Proceed to step 13

    B   Type (50 mb/569 ws):   Enter: CPAR,,14,32 (CR)

    C   Type (180 mb/96 ws):   Enter: CPAR,,B,3 (CR)

12. Perform a manual interrupt.

13. The system responds:

    MI
    >

14. Enter:

    DPAR,, (CR)

15. The system responds:

    SMD2F RUN PARAMETERS

TESTID	PASCNT	ERRCNT	0001	0002	0003	0004	0005
0032	0000	0000	044C	0001	1245	6A00	0000

0006	0007	0008	0009	000A	000B	000C	000D
0000	0700	000E	001E	0000	000N	5110	8000

000E	000F	0010	0011	0012	0013	0014	0015
0000	0000	0336	8000	EB6D	B6DB	0NNN	0000

16. Perform a manual interrupt.

17. The system responds:

    MI
    >

18. Enter:

    GO (CR)

19. The system responds:

    SMD2F EXECUTING
    SMD2F SUSPENDED BOT

TABLE 1-1.   DISK TYPES

Number of Accounts in Delinquent Master File	SYSVOL	CDD01	CDD02	CDD03
12,000 CCS	A	A	N/A	N/A
24,000 CCS	A	A	A	N/A
36,000 CCS	A	B	B	N/A
78,000 CCS	C	C	N/A	N/A
12,000 CCS/9,000 LA	A	A	A	N/A
24,000 CCS/9,000 LA	A	A	A	A
36,000 CCS/13,500 LA	A	B	B	B
60,000 CCS/18,000 LA	C	C	N/A	N/A

20. Perform a manual interrupt.

21. The system responds:

    MI
    >

22. Enter:

    GO (CR)

23. The system responds:

    DRIVE IS CONFIGURED xx SECTORS PER TRACK
    SET MULTI-INDIRECT SWITCH OFF (ESC J40@ MI ODS,GO)
    SMD2F SUSPENDED SELF

    Where   xx   =   64 for type A and C disks.
                     16 for type B disk.

24. Enter:

    ESC   J40@   (CR)

25. Perform a manual interrupt.

26. The system responds:

    MI
    >

27. Enter:

    GO (CR)

28. The system responds:

    SMD2F SECTION 0001
    SMD2F SECTION 0002
    SMD2F SECTION 0004
    SMD2F SECTION 0005
    SMD2F SECTION 0006
    SMD2F SECTION 000A
    BAD SPOT MAPPING COMPLETED
    LAST AVAILABLE SECTOR ADDRESS = nnnnnnnn
    SMD2F COMPLETED 0001 PASSES
    SMD2F SUSPENDED ENDP

    Where nnnnnnnn   =   000804BF for type A disk.
                         0002011F for type B disk.
                         001E453F for type C disk.

NOTE

The operator should insure that the last three messages are displayed before continuing. If they are not, the operator should notify the supervisor.

The disk pack is now initialized.

To initialize additional disk packs, mount and ready the disk pack on disk drive unit 0, and perform steps 25 through 28.

DTLP TAPE INSTALLATION

Ensure that the disk packs have been initialized, and then perform the following procedure:

1. Mount the DTLP system tape on magnetic tape unit 0, and ready the unit.

2. Load the DTLP deadstart material, and ready the unit.

NOTE

Use 25IPS material for the 25IPS system; use 50IPS material for the 50IPS system.

3. Press STOP, MASTER CLEAR, DEADSTART on the control panel.

4. The system responds:

   4 DIG. EQ. CODE FOR..
     MAG. TAPE

5. Enter:

   0480 (CR) (for 25 inch-per-second system)
   0601 (CR) (for 50 inch-per-second system)

6. The system responds:

   4 DIG. EQ. CODE FOR..
   MASS MEMORY

7. Enter:

   0700 (CR)

8. The system responds:

   SCRATCH SECTOR IN $C1 IS - - xxxx
   TYPE LOAD FOR TAPE-TO-DISK, SAVE FOR DISK-TO-TAPE
   OR CARRIAGE RETURN

9. Enter:

   LOAD (CR)

10. The system responds:

    INPUT TAPE ON UNIT 0. READY?

11. Enter:

    (CR)

12. Upon completion, the system responds:

    xxxx SECTORS LOADED
    TYPE V FOR VERIFY, A FOR AUTOLOAD.
    OR A CARRIAGE RETURN TO RESTART

13. Enter:

    V (CR)

14. The system responds:

    VERIFY TAPE ON UNIT 0. READY?

15. Enter:

    (CR) when the tape is at load point and ready.

16. Upon completion, the system responds:

    xxxx SECTORS VERIFIED,
    TAPE V FOR VERIFY, A FOR AUTOLOAD
    OR A CARRIAGE RETURN TO RESTART

17. Autoload the system.

18. Press: STOP, MASTER CLEAR, AUTOLOAD, and RUN on the control panel.

19. The system responds:

    CCS 3.0 -- PSR LEVEL nnn mm/dd/yy
    nnnK BYTES OF MEMORY - CPU I
    nnnnK BYTES FO MEMORY - CPU II
    SYSTEM CONFIGURED FOR USE OF 1860-x MAG TAPES
    SET PROGRAM PROTECT (ESC J28@)

20. Enter:

    ESC J28@

21. The system responds:

    CCS 3.0 (MM/DD/YY)

    ENTER DATE/TIME MMDDYYHHMM

22. Enter the date and the time and press (CR).

23. The system responds:

    0417791557
    CP STARTED 0000
    DATE: 17 APR 79 TIME: 1557:00

EDTLP - LOAD SYSTEM FROM TAPE

This procedure loads the CCS system from tape to disk.

Before proceeding, the operator should set the page button, located in the upper right section of the keyboard, in the up position (scroll mode) and ensure that the printer is ready.

EDTLP Tape Installation

NOTE

If it is necessary to exit the EDTLP procedure (by responding EX to a system message), the following message will be displayed:

    JP ,*EDTLP
      JOB ABORTED
    >

The operator must autoload the system.

1. Perform a manual interrupt.

2. The system responds:

    MI
    >

3. Enter:

    *BATCH, 4 (CR)

4. The system responds:

    J
    >

5. Enter:

    *JOB (CR)

6. The system responds:

    J
    >

7. Enter:

    *EDTLP (CR)

8. The system responds:

   TYPE SAVE (CR) FOR DISK-TO-TAPE SAVE
   TYPE LOAD (CR) FOR TAPE-TO-DISK RELOAD

9. Enter:

   LOAD (CR)

10. The system responds:

    TAPE TO DISK RELOAD

    ALTERNATING TAPE DRIVES FOR MULTI TAPES
    REEL #   LOGICAL UNIT #   TAPE DRIVE #

        ·1   6   0
         2   16   1
         3   6   0

    YOU MAY CHOOSE TO USE ALTERNATING TAPE DRIVES OR ONLY ONE TAPE DRIVE. IF YOU WISH TO USE ONLY
    ONE TAPE DRIVE, SPECIFY THE TAPE DRIVE NUMBER OF THE DRIVE YOU WISH TO USE.

    ALTERNATING DRIVES (Y OR N)

11. Enter:

    N (CR)

12. The system responds:

    SELECT A TAPE DRIVE (0 OR 1)

13. Enter:

    0 (CR)

14. The system responds:

    ****
    **** OPERATOR - MOUNT SAVE TAPE REEL 1 ON·UNIT 0 WITHOUT RING
    ****

    TYPE GO TO CONTINUE, EX TO EXIT >

    The operator mounts the tape entitled CCS 3 SYSTEM EDTLP on unit 0 and readies the unit.

15. Enter:

    GO (CR)

16. The system responds:

    TAPE TO DISK RELOAD

    **** TAPE WAS MADE MM-DD-YY AT HHMM

    THE FOLLOWING VOLUMES WILL BE RELOADED TO DISK

              VOLUME NAME   DISK NUMBER
                SYSVOL   0

    IS THIS THE CORRECT SAVE TAPE (Y OR N)

17. Enter:

    Y (CR)

18. The system responds:

    TURN OFF PROTECT SWITCH (ESC J20@)
    AND TYPE CARRIAGE RETURN

19. Enter:

    ESC J20@ (CR)

20. The system responds:

    ****
    **** OPERATOR - BE SURE YOU HAVE THE CORRECT DISK PACKS MOUNTED AND DISK DRIVES ARE READY
    ****
    ****

    ****
    **** OPERATOR - DO NOT TYPE GO UNTIL DISK DRIVES ARE READY
    ****

    TYPE GO TO CONTINUE, EX TO EXIT>

21. Enter:

    GO (CR)

22. The system responds:

    SYSVOL IS BEING RELOADED TO DISK

                                        NOTE

    If the system being installed contains 150 mb disk drives, the following message is displayed:

        DISK SIZES ON TAPE AND VOLUME ARE DIFFERENT. TYPE GO TO CONTINUE, EX TO EXIT>

    Enter:

        GO (CR)

23. When complete, the following messages are displayed:

    TAPE TO DISK RELOAD COMPLETE

    **** OPERATOR - AUTOLOAD THE SYSTEM

Autoload

The system is autoloaded by pressing successively on the control panel:

    STOP
    MASTER CLEAR
    AUTOLOAD
    RUN

The following messages are displayed:

    CCS 3.0 -- PSR LEVEL nnn mm/dd/yy
    nnnK BYTES OF MEMORY - CPU I
    nnnnK BYTES OF MEMORY - CPU II
    SYSTEM CONFIGURED FOR USE OF 1860-x MAG TAPES
    SET PROGRAM PROTECT (ESC J28@)

The operator presses ESC and types:

    J28@

The following message is displayed:

    (SYSTEM ID)
    ENTER DATE/TIME MMDDYYHHMM

The operator types the correct date and time and presses (CR).

The following message is displayed:

    DATE: dd mon yy   TIME: hhmm:ss

CONFIGURE TYPE AND SECTOR SIZE OF UNIT 1

NOTE

This function applies only to disk drives 1-3. System volume SYSVOL (unit 0) is not configured via this function. It is automatically configured at initial autoload.

1. Perform a manual interrupt.

2. The system responds:

   MI
   >

3. Enter:

   SMDC (CR)

4. The system responds:

   SMD CONFIG IN
   INPUT FORMAT (TYPE 'EXIT' TO EXIT)
   UNIT NO. (1-3), DRIVE TYPE (20,40), SECTOR SIZE (96,569)

5. Enter:

   (See table 1-2 for correct entry.)

6. The system responds:

   UNIT 1 CONFIGURED
   INPUT FORMAT (TYPE 'EXIT' TO EXIT)
   UNIT NO. (1-3), DRIVE TYPE (20,40), SECTOR SIZE (96,569)...

Configure Additional Volumes

At this point, unit 1 has been configured. If additional disk drive units are present on the system, they must be configured by repeating steps 5 and 6 for each disk drive unit. When all disk drive units have been configured, type:

   EXIT (CR)

The system responds:

   SMD CONFIG OUT

TABLE 1-2. SMDC ENTRY

Number of Accounts in Delinquent Master File	Enter for Disk Drive Unit 1	Enter for Disk Drive Unit 2	Enter for Disk Drive Unit 3
12,000 CCS	1,20,96	N/A	N/A
24,000 CCS	1,20,96	2,20,96	N/A
36,000 CCS	1,20,569	2,20,569	N/A
78,000 CCS	1,40,96	N/A	N/A
12,000 CCS/9,000 LA	1,20,96	2,20,96	N/A
24,000 CCS/9,000 LA	1,20,96	2,20,96	3,20,96
36,000 CCS/13,5000 LA	1,20,569	2,20,569	3,20,569
60,000 CCS/18,000 LA	1,40,96	N/A	N/A

MODIFY FOR LOWER CASE PRINT

The CCS system is configured to support the UPPER CASE PRINT BAND. If the printer installed on the system has the LOWER CASE PRINT BAND, this procedure must be executed to ulitize this band.

1. Perform a manual interrupt.

2. The system responds:

    MI
    >

3. Enter:

    LPCF (CR)

4. The system responds:

    LPCF IN
    LOWER CASE CURRENTLY DISABLED
    ENTER 'E' ENABLE LOWER CASE:
    ENTER 'D' TO DISABLE LOWER CASE...

5. Enter:

    E or D (CR)

6. The system responds:

    LPCF OUT

SYSTEM IDENTIFICATION DEFINITION (SYSTEM ID)

This procedure allows the user to change the 32 character system ID that appears as part of the autoload message (first line after setting the protect switch) and log-on message (third line). This may be executed at any time the user wishes to change the system ID.

1. Perform a manual interrupt.

2. The system responds:

    MI
    >

3. Enter:

    SYID (CR)

4. The system responds:

    SYID IN
    ENTER 32 CHARACTERS OF TEXT

5. Enter:

    (Enter the data the customer has defined as the system ID (CR).)

6. The system responds:

    SYID OUT

START CCS

1. Perform a manual interrupt.

2. The system responds:

    MI
    >

3. Enter:

   START (CR)

4. The system responds:

   BUILDING SYSTEM FILES
   CCS ACTIVE AT HHMM

INITIALIZE NON-SYSTEM VOLUMES

At this point, log on the master terminal (system console), and initialize packs on the nonsystem disk drives. The initialization process writes volume names on the packs. CCS uses the volume names of CDD01, CDD02, and CDD03 on nonsystem drives 1, 2, and 3. For instance, to log on and initialize a pack for drive 1, the procedure is, where (CR) denotes carriage return:

   + (CR)
   USER ID = (CR)
   REQUEST = UT (CR)
   READY>INIT (CR)
   VL = CDD01 (CR)
      (see table 1-3 for correct entry)
   NF = (CR)
   DK = 1 (CR)   (DRIVE 1)
   VOLUME = (CR)

At this point, the nonsystem packs should be logically mounted. This is accomplished per drive as appears below:

   READY>MOUNT (CR)
   VL = CDD01 (CR)
   DK = 1 (CR)
   READY > EX (CR)
   END UTIL

   REQUEST = EX

The following message is displayed at the master console.

   CCS LOG OFF HH:MM:SS

ACTIVATE BATCH HOST

The batch host must be activated for the report generator to be run without interruption during the on-line activity.

Perform a manual interrupt.

TABLE 1-3. NUMBER OF FILES ENTRY

Number of Accounts in Delinquent Master File	Number of files on CDD01	Number of files on CDD02	Number of files on CDD03
12,000 CCS	256	N/A	N/A
24,000 CCS	256	256	N/A
36,000 CCS	256	256	N/A
78,000 CCS	100	N/A	N/A
12,000 CCS/9,000 LA	256	N/A	256
24,000 CCS/9,000 LA	256	256	256
36,000 CCS/13,500 LA	256	256	256
60,000 CCS/18,000 LA	100	N/A	N/A

The system responds:

    M1
    >

Enter:

    *BATCH, F (CR)

SYSTEM CONFIGURATION

The following procedures will build the menus, procedures and data files necessary for the installation selected by the customer. To execute these procedures, it is necessary to log onto CCS.

Enter:

    + (CR)
    USERID = $$ (CR)
    REQUEST = >

Execute SC Procedure (Build System)

The operator types:

    SC

and presses (CR).

The system configuration menu is displayed as follows:

SYSTEM CONFIGURATION MENU

BEFORE MAKING A SELECTION FROM THIS MENU, BE SURE THE AUXILIARY DISK PACK(S) HAVE BEEN INITIALIZED WITH THE CORRECT VOLUME LABEL OR LABELS FOR THE SYSTEM WHICH YOU WILL SELECT. ALL DISK PACKS SHOULD BE MOUNTED AND READY.

    A - 12000 ACCOUNT CCS SYSTEM (VOLUME CDD01)
    B - 24000 ACCOUNT CCS SYSTEM (VOLUME CDD01/CDD02)
    C - 36000 ACCOUNT CCS SYSTEM (VOLUME CDD01/CDD02)
    D - 78000 ACCOUNT CCS SYSTEM (VOLUME CDD01)
    E - 12000/9000 ACCOUNT CCS/LA SYSTEM (VOLUME CDD01/CDD03)
    F - 24000/9000 ACCOUNT CCS/LA SYSTEM (VOLUME CDD01/CDD02/CDD03)
    G - 36000/13500 ACCOUNT CCS/LA SYSTEM (VOLUME CDD01/CDD02/CDD03)
    H - 60000/18000 ACCOUNT CCS/LA SYSTEM (VOLUME CDD01)
    I   - CLEAR CCS SYSTEM FILES FOR CUSTOMER PARAMETERIZATION
    J - CLEAR CCS/LA SYSTEM FILES FOR CUSTOMER PARAMETERIZATION
    Z - EXIT

    SELECTION =

The operator types the letter to the left of the configuration required for the system being built. For example, if a 12,000 account delinquent master file will be required on the system, the operator types:

    A

and presses (CR).

In this case, the system will display the following message:

    *
    * THE 12000 ACCOUNT SYSTEM BUILD IS IN PROGRESS

This process will take 3-4 minutes to complete. When complete, the system will display the following message:

    END QTIL
    * THE 12000 ACCOUNT SYSTEM BUILD IS COMPLETE
    *
    * PROCEED WITH THE INSTALLATION TEST PROCEDURE

The system is now ready to execute the installation test kit procedures.

If the operator selected A, B, C or D from the system configuration menu, proceed to Section 2.

If the operator selected E, F, G or H from the system configuration menu, proceed to Section 3.

INTRODUCTION

The installation test kit system has been parameterized completely and includes a demonstration of features that are usually customer-dependent. For example, the user area of the delinquent master records is defined to contain mother's maiden name, date of birth, make of auto, and four payment amount and date fields. These fields are displayed on the change screen and are used in the payment stacking and the promise-to-pay demonstrations.

The installation of the test kit is verified by a demonstration of the following procedures: daily processing, transaction replay, promise-to-pay, payment stacking, report generator, and movement of accounts to and from history.

The daily processing procedure demonstrates the normal daily processing sequence of events. The following procedures are used to demonstrate and verify daily processing:

- On-line COLECT activities

- Daily cycle procedure

- On-demand report procedure

During the on-line activity, the following screens appear:

- Selection screen

- Borrower's name and address search screen

- Cosigner's name and address search screen

- Borrower's master screen

- Financial data screen

- Collector activity screen

- Borrower's change screen

- Cosigner screen

- Supervisor screen

The following COLECT functions are demonstrated during the on-line activity, which establishes the data for the transaction file and the reports:

- Collector, clerical, and supervisor levels of usage

- Account accessing by automatic mode, borrower's last name, cosigner's last name, and account number

- Scheduling of an account to be reviewed later

- Skipping to the next queue

- Collector nonfinancial data changing via the change screen

- Clerical nonfinancial data changing via the change screen

- Entering permanent comments

- Entering action code, result code, letter code, dates, amounts, and comments

- Creating a cosigner record

- Generating letters to borrowers

- Promise-to-pay scheduling

- Requesting a detail list of a selected account via the supervisor screen

- Requesting an update from the tape archives via the supervisor screen

The daily cycle procedure performs file updates, report generation of the daily reports, and generation of the daily assignment files. During this procedure, accounts become inactive through the update process. These inactive accounts are moved to the history tape archives by executing the history procedures. The inactive accounts are then reactivated and updated from the history archive tape.

The on-demand report procedure creates the trend analysis report, write-off report, daily assignment list, account summary list, weekly and monthly collector statistic and queue loading. These reports together with the reports generated during the daily cycle procedure are used to verify the installation of CCS by comparing the results with the reports in the report section of this manual. The reports match if the daily processing procedure has been followed exactly.

The transaction replay procedure demonstrates the ability to restore the system to its original state in the event that a catastrophic system failure should occur. Transaction replay provides the capability of replaying the transactions of collectors, clerks, and supervisors made prior to a failure against a backup disk system. The reports created during this procedure can be verified by comparing these reports with the reports created during the daily processing procedure.

The promise-to-pay demonstration exercises the logic involved with a promise-to-pay that has been kept and a promise-to-pay that has been broken using collector input of the actual promise-to-pay and the financial update procedure.

The payment stacking procedure is an example of what can be established by the user in the customer-defined user area. The installation test kit has been defined to update and stack payments made to accounts in historical sequence using the financial update procedure. This procedure verifies the updating of the user area.

The report generator procedure provides the user with the ability to generate general reports based on data in the delinquent master file. This demonstration creates a program that already exists as an on-demand report. After the report is created by the report generator, it can be verified with the output from the summary account list created during the daily processing demonstration.

The entire test kit demonstration takes approximately two hours. Care must be taken to follow the procedures exactly. If a mistake is made, it appears in the activity reports produced and not in the installation test kit output examples. More catastrophic deviations (for example, executing procedures out of sequence) require restarting the entire installation test kit from the beginning using the backup packs. These packs must be copied as described in the CCS test kit instructions.

CCS DEMONSTRATION MATERIAL

This installation test kit consists of CCS released material and is used for product demonstration. Material necessary to execute the installation test procedures is provided with the test kit (table 2-1).

In addition, two scratch tapes must be available to complete the demonstration. The reports produced by these procedures will be identical to those contained in appendix B.

After all of the installation test kit procedures have been executed, the system is ready for customer parameterization.

TABLE 2-1. CCS MATERIAL LIST

Tapes For Product Demonstration
UPDATE test - Reactivate from SUMHIST
UPDATE test - Reactivate inactive accounts
UPDATE 400 - Nonfinancial update
UPDATE 500 - Financial update promise-to-pay
UPDATE 500 - Financial update payment stack

CCS REPORT DESCRIPTION

Table 2-2 describes each report, in sequence, produced by the installation test kit. Areas of special interest are noted. The report output from installation test kit processing matches the report output examples in appendix B when all procedure steps are followed.

CCS PARAMETERIZATION

The following paragraphs describe the liberties taken in the parameterization of the installation test kit. They are intended to be representative of the parameterization capabilities that exist in CCS.

INSTALLATION TEST KIT PARAMETERIZATION

The following are descriptions of the parameterization of the activity verification table, the decision table, and the utility file.

ACTIVITY VERIFICATION TABLE

The activity verification table lists the various possible action codes with result codes and associated COLECT reactions. (The action and result codes, A1 through A4 and R1 through R4, are samples only.) Supervisor review (SR), busy (BZ), and promise-to-pay (PP) codes are included in a standard installation.

TABLE 2-2. CCS INSTALLATION TEST KIT REPORT DESCRIPTIONS

Number	Description
B-DC-RPT1	Shows file space audit report.
B-RP-RPT1	The delinquent trend analysis shows the movement of the dollar value of accounts within aging groups by queue. All of the accounts in this test delinquent master are from 1977.
B-RP-RPT2	Same as B-RP-RPT1 however, report is by product rather than queue.
B-RP-RPT3	The eligible for write-off reports show summary information for all accounts that are eligible for write-off. The report is printed by queue assigned account type.
B-RP-RPT4	The daily assignment report shows summary information on accounts within queues. This report is produced showing all accounts.
B-RP-RPT5	The account summary list shows a one-line entry for all accounts in the delinquent master. There are 90 accounts in this demo system.
B-RP-RPT6	The weekly collector statistics report contains no information because no collector activity has taken place.
B-RP-RPT7	The monthly collector statistics report is the same as B-RP-RPT6.
B-RP-RPT16	Queue loading report is a summary of the number of accounts per queue for six working days.
B-DC-RPT2	The collector changes to accounts show changes made to accounts through the change screen by collector. The time usage report shows start and stop time and actions taken per collector. The collector statistics report summarizes the number of times the collectors use the action and result codes. These reports reflect on-line COLECT activity in the daily processing demonstration.
B-DC-RPT3	Shows letters that are generated as a result of promise-to-pay entries made.
B-DC-RPT4	The activity block report shows status of the overflow activity file.
B-DC-RPT5	The daily master file update report shows the results of the complete update. Note the four accounts that are inactive due to release, write-off or satisfy. These accounts are eligible for movement to history.
B-DC-RPT6	The delinquent record content report shows the accounts that are inactive due to the complete update.

TABLE 2-2. CCS INSTALLATION TEST KIT REPORT DESCRIPTIONS (Contd)

Number	Description
B-DC-RPT7	The delinquent record content report is the result of the DL supervisor function. This function requests a detailed listing for the account of Craig G. Smith.
B-DC-RPT8	Shows an update from history in the account of Margaut M. Sehuquiest.
B-HS-RPT1	The account movement to history report is a summary list of inactive account that moved to history.
B-RP-RPT8	The delinquent trend analysis is similar to B-RP-RPT1 however, account totals have increased due to the addition of 23 new accounts from update.
B-RP-RPT9	The delinquent trend analysis is similar to B-RP-RPT2 however, account totals have increased due to the addition of 23 new accounts from update.
B-RP-RPT10	The eligible for write-off report no longer shows accounts that were moved to history.
B-RP-RPT12	The account summary list report is the same as B-RP-RPT5 however, the promise-to-pay data entered in section 1 now appears in the account of Winston A. Martindale and Edward Morgan.
B-RP-RPT13	The weekly collector statistics report shows the on-line activity entered to date for the week.
B-RP-RPT14	The monthly collector statistics report shows the on-line activity entered to date for the month.
B-DC-RPT9	The daily master file update report shows three accounts, which have been added to the delinquent master . Two of these accounts have been previously moved to history and are on the B-HS-RPT1 report.
B-DC-RPT10	The daily master file update report for 4xx codes, also known as nonfinancial update. Two accounts have been updated with new business names and phone numbers.
B-DC-RPT11	The active accounts updated from history show accounts that have been updated from tape archives, as a result of· a supervisor entered UH (update history) function.
B-RP-RPT11	The daily assignment for queue shows current queue assignments for ten accounts. The default parameter of 5 in the DALT record of UTIFIL may also be used.
B-HS-RPT2	The reports show accounts that have been updated from history archives (tape).
B-DC-RPT12	The collector changes to the accounts report is run following transaction replay. The collector changes, time usage and collector statistics reports are identical to those appearing in B-DC-RPT2.
B-DC-RPT13	The example of letters produced following transaction replay is identical to B-DC-RPT3.
B-DC-RPT14	The activity block report, produced following transaction replay, is identical to B-DC-RPT4.
B-DC-RPT15	Daily master file update indicates one account was updated. This is part of the promise-to-pay routine.
B-DC-RPT16	The daily master file update report for 5xx codes is a financial update. One account is updated with financial information to the customer-defined user area of the delinquent master file. This update is not part of the standard system and, if it is utilized, it must be customer-defined.
B-RG-RPG1	The report generator data name list shows the data names available to the report generator. Items are referenced in the root area of the delinquent master. This data names list is customized to include data elements from the user area of the master file.
B-RG-RPG2	The RG summary account list report is essentially a duplicate of the account summary list report B-RP-RPT5. The differences include the promise-to-pay data on four accounts and the absence of next contact date and review code.

Possible action and result codes are as follows:

- o The RL under the A1-BZ combination automatically reschedules the account for review x accounts later, where x is defined in the OLPM parameter in the utility file.

- o The NC under the A1-R3 combination indicates no change in the next contact date.

- • The L under the A4-R4 combination requires a letter to be sent and the C under the A3-R1 combination requires a comment to be entered by the operator.

- o The 02 under the A3-R3 combination causes the next contact date to be automatically incremented by two days.

- o The DP under the A4-PP combination causes the next contact date, resulting from a promise-to-pay, to be incremented by the number of days contained in the OLPM parameter of the utility file. For example, if a promise-to-pay is made for 10/15/78, the promise-to-pay will not be considered broken unless a payment has not been received by 10/17/78. (See OLPM parameter description.)

- o The NA under the A3-PP combination indicates that those two codes are not compatible.

DECISION TABLE

The decision table is used as part of the daily assignment process to assign accounts to queues and priority of accounts within queues.

The decision table used with the installation test kit makes queue assignments based on the amount delinquent field within the delinquent master. Accounts with amount delinquent less that $200 are assigned to queue 0001; between $200 and $300, to queue 0002; between $300-$400 to queue 0003; and over $400, queue 0004.

NOTE

Only the six most significant digits of a dollar amount are examined to determine queue assignment. All dollar amounts are nine digits in length. The amount of 0000303.00 has only 000030 examined. The greater than test in the decision table results in that account being assigned to queue 0002, since the dollar amount was not greater than 000030. This appears in the case of the account of James P. Graham.

Priority of accounts within queue are based on the status of promise-to-pay activity. All accounts are assigned a priority of 2000 unless the promise-to-pay flag within the delinquent master shows a broken condition. These account are assigned a priority of 9000.

UTILITY FILE

The utility file contains parameters that are used throughout the system to control a variety of functions. Each type of parameter is identified by the first four characters of each line. The utility file parameters used in the installation test kit are as follows:

- o HDR1, HDR2, HDR3 - These are the system report headings that are used on all reports. Usually, the customer name appears here.

- o RSW1 - The parameters contained in this line (R010, S015, W005) represent the number of days that an inactive account (released, satisfied or written-off) remains active on the delinquent master before being written to history.

- o ACTC, RESC - These parameters are generated by the process that creates the activity verification table. It is a list of valid action and result codes.

- o SALC - These are the salutation codes permitted within the system.

- o DALT - This parameter controls the default number of account to print within each queue while generating a daily assignment list.

- o SMTH - This parameter controls the number of months an inactive account may remain in history (SUMHIST) before being purged (similar to RSW1).

- o TMTH - This parameter controls the number of months an inactive account remains in tape archives before being purged (similar to SMTH).

- UPDY - This is the number of days before acceptance of nonfinancial changes on the complete update tape (value of 999 denotes that nonfinancial changes are not accepted).

- OLPM -This parameter has four parameters embedded in it. Parameter RL06 controls the number of accounts later that an account reappears as a result of a review later collector entry. Parameter P02 controls the number of days delay added to the promise-to-pay date for the next contact date. Parameter C31 controls the maximum number of days in the future that the collector may schedule an account for next contact. Parameter NA controls the function of a NA (no answer) result code. If this parameter is NAY, the NA result code will function the same as the RL (review later) result code. If this parameter in NAN, the NA result code will be treated as any other result code. For these procedures, this parameter has been defined as NAN.

- LTRF - This parameter controls the printing of either a 15 or 16 digit account number and contains information printed in the closing of the collection letters. These are customer-defined.

- LTR1, LTR2 - These parameters contain the valid letter numbers and are generated during the letter creation routines.

- RPTG - This parameter is used by the report generator system to determine what number the next user-generated report will be if that report program is to be saved. These are generated by the report generator procedures.

- Collector ID parameters 0001, 0002, 0003, and 0004 identify valid collector log-ons, the queues they are authorized automatic access to and the access mode (clerical, collector, and supervisor).

CCS TEST KIT INSTALLATION INSTRUCTIONS

DAILY PROCESSING DEMONSTRATION

The objective of this section is to demonstrate the normal daily processing sequence of events, from both the operator and collector point of view.

Controlled on-line collector activity against selected accounts is performed and the results (letters, collector statistics, etc.) are available for review.

A complete update takes place causing several accounts to become inactive and migrate to history. An additional update reactivates those accounts.

On-demand reporting further demonstrates the various reporting features.

The status of the system before continuing is as follows:

- Test kit installation is complete.

- The system is autoloaded with 11/01/77.

- The operator is logged in at the master console under CCS20.

- All volumes are ready and mounted.

NOTE

Unless otherwise instructed, use carriage return (CR) in response to system prompts.

Daily Cycle Menu - Selection M

Using the DC menu, execute selection M to create the daily assignment files. Accounts must be assigned to queues before any other activity. The test kit decision table makes assignments based on past due amounts. The output will match report number B-DC-RPT1.

Report Menu - Selections C, D, E, F, G, H, I, J, and M

Using the RP menu, run the selections shown in table 2-3.

Use any terminal other than the master console (if possible) for on-line COLECT activites.

TABLE 2-3. CCS REPORT MENU DEMONSTRATION SELECTIONS

Selection	Comments	Output to Match
C	Trend analysis-calculate age, enter system date (110177) to prompt for date, carriage return to all other prompts.	N/A
D	Trend analysis report printed by queue.	B-RP-RPT1
E	Trend analysis report printed by product.	B-RP-RPT2

F	Eligible/actual write-off report. Use the following in response to prompts:
	
	    Prompt Response
	
	    report = 1 (eligible for write-off)
	
	    as-of-date = 110177
	
	    days delinquent = 120
	
	    print = 2 (print the report by queue assigned account type)
	
	    subtotals = Yes
		B-RP-RPT3

G	Daily assignment report. Use ALL to prompt.	B-RP-RPT4
H	Summary account list.	B-RP-RPT5
I	Weekly collector statistics, carriage return to zero weekly counts.	B-RP-RPT6
J	Monthly collector statistics, carriage return to clear monthly collector counts.	B-RP-RPT7
M	Queue loading report.	B-RP-RPT16

Log into COLECT by using a blank user ID, and select NEWS option 2 or 3. Enter collector ID 0001 and perform the following activities.

Display/Keyboard	Comments
A (CR)	Select automatic mode. Master screen for the account of Winston A. Martindale appears.
DC (CR)	Bring in change screen.
13,MILLER (CR)	Change mother's maiden name to Miller.
15,FORD (CR)	Change make of auto to Ford.
A1,PP (CR)	Promise-to-pay made.
111577,100.00 (CR)	Promise-to-pay date and amount.
OK (CR)	Response to verification request.
H,02,110177,100 (CR)	Request letter 02 to be sent to home address with date and amount.
OK (CR)	Response to verification request.
NA (CR)	Next account in automatic queue sequence. Master screen for Edward Morgan appears.

Display/Keyboard	Comments
DC (CR)	Bring in change screen.
5,9997772222 (CR)	Change phone number.
14,011847 (CR)	Change date of birth.
A2,PP (CR)	Promise-to-pay made.
111577,10.00 (CR)	Promise-to-pay date and amount.
OK (CR)	Response to verification request.
DS (CR)	Bring in selection screen.
E (CR)	Exit COLECT.

Log into COLECT and select a NEWS option. Enter collector ID 0002 and perform the following activities.

Display/Keyboard	Comments
A (CR)	Select automatic mode. Master screen for James P. Graham appears.
P1,PERMANENT COMMENT 1 (CR)	Enter permanent comment 1.
P2,PERMANENT COMMENT 2 (CR)	Enter permanent comment 2.
P3,PERMANENT COMMENT 3 (CR)	Enter permanent comment 3.
DA (CR)	Display activity screen with permanent comments.
A2,R2,L	Enter action/result code combination and request that letter be sent.
B,01 (CR)	Send letter 01 to business address - no collector entered date or amount.
OK (CR)	Response to verification request.
(CR)	System calculates next contact date.
DA	Display last activity entered.
NQ (CR)	Attempt to skip to next queue but none exists. COLECT exits automatically.

NOTE

UTIFIL parameters for collector 0002 show authorization for queue 0002 only.

Log into COLECT and select a NEWS option. Enter collector ID 0003 and perform the following activities (as a supervisor).

Display/Keyboard	Comments
A (CR)	Select automatic mode. Master screen for Craig G. Smith appears.
SS (CR)	Bring in supervisor screen.
1,0004 (CR)	Change queue assignment for this account from 0003 to 0004.
DL (CR)	Request a detail list of this account to be printed later.
NA (CR)	Bring in next account in queue. Master screen for Major Wine and Liquor Store appears.
A3,R1 (CR)	Enter action/result code combination that requires comment only. (See action/result code verification table.)
WILLING TO PAY (CR)	Enter comment.
NQ (CR)	Attempt to skip to next queue but none exists, COLECT exits automatically.

Log into COLECT and select a NEWS option. Enter collector ID 0004 and perform the following activities as a clerical (access to change screens only).

Display/Keyboard	Comments
A (CR)	Select automatic mode. Change screen for David Radin appears.
3,LA JOLLA,CA (CR)	Change city state.
DS (CR)	Go to selection screen.
E (CR)	Exit COLECT.

From the master console, log on with a CCS20 user ID and save the transaction file, TRANFL, for later use in transaction replay.

Label a scratch tape TRANFL SAVE and mount it (with write ring) on unit 0.

Execute the following under UTIL:

```
READY>LIST        (CR)
      FN =TRANFL   (CR)
      VL =         (CR)
      M  =         (CR)
      L  =TAPEO    (CR)
      F  =U
```

Daily Cycle Menu - Selections L, A, B, C, D, G, H, I, and M

Using the DC menu, run the selections shown in table 2-4.

TABLE 2-4. CCS DAILY CYCLE MENU DEMONSTRATION SELECTIONS

Selection	Comments	Output to Match
L	Sort transaction file in proper order for collector reports.	N/A
A	Daily collector activities reports. Collector changes to accounts, time usage, collector statistics. Carriage return to zero counts. Compare reports with entries made during on-line activity.	B-DC-RPT2
B	Print requested letters. (Respond YES to print all letters.)	B-DC-RPT3
C	Add collector activities to the activity file.	B-DC-RPT4
D	Process complete update tape from A/R system. This update releases four accounts from active status to show history processing. In addition, one account is reactivated from the on-line history file SUMHIST (tape entitled 'UPDATE TEST - REACTIVATE FROM SUMHIST).	B-DC-RPT5
G	Delinquent record content report inactive accounts. These accounts are eligible for movement to history.	B-DC-RPT6
H	Delinquent record contents report supervisor requests. This report is a result of the DL action.	B-DC-RPT7
I	Update accounts from history. The account of Margaut M. Sehuquiest that was added during the update process was found to have been previously delinquent and is updated from the SUMHIST on-line history file.	B-DC-RPT8
M	Create daily assignment files for records that have been added to the delinquent master.	N/A

History Menu - Selection A

Label a scratch tape '11/01/77 HISTORY' and mount (with write ring) it on unit 0.

Using a HS menu, execute selection A to transfer the inactive account to history files. The four accounts that become inactive as a result of the update process are moved to the history files. The output will match number B-HS-RPT1.

HISTORY DEMONSTRATION

Report Menu - Selections C, D, E, F, H, I, and J

Reset the system date to 12/01/77 by performing the following procedures:

Log off CCS by responding EX to the system prompt.

Perform a manual interrupt.

The system responds:

    MI

Enter:

    DATE (CR)

The system responds:

    ENTER DATE/TIME   MMDDYYHHMM

Enter:

    120177hhmm

The system responds:

    DATE: dd mon yy   TIME: hhmm:ss

Log on at the master console with a CCS20 user ID.

Using the RP menu, run the selections shown in table 2-5.

Daily Cycle Menu - Selections D, E, I, and M

Reset the system date to 12/15/77.

Log on at the master console with a CCS20 user ID.

Using the DC menu, run the selections shown in table 2-6.

TABLE 2-5. CCS POST HISTORY REPORT MENU SELECTIONS

Selection	Comments	Output to Match
C	Trend analysis-calculate age, enter system date (120177) to prompt for date, carriage return to all other prompts.	N/A
D	Trend analysis by queue.	B-RP-RPT8
E	Trend analysis by product.	B-RP-RPT9
F	Eligible/actual write-off report. Use the following responses to prompts: Prompt — Response report = — 1 (eligible for write-off) as-of-date = — 120177 days delinquent = — 120 print = — 2 (print the report by queue assigned account type) subtotals = — Yes	B-RP-RPT10
H	Summary account list report.	B-RP-RPT12
I	Weekly collector statistics report, carriage return to zero weekly counts.	B-RP-RPT13
J	Monthly collector statistics report, carriage return to clear counts.	B-RP-RPT14

TABLE 2-6. CCS POST HISTORY DAILY CYCLE MENU SELECTIONS

Selection	Comments	Output to Match
D	Complete update tape from A/R system. The effect of this update is to reactivate three of the four accounts that went to history files (tape entitled UPDATE TEST - REACTIVATE INACTIVE ACCOUNTS).	B-DC-RPT9
E	Process 400 series - nonfinancial update tape. The effect of this update is to change selected fields within specific accounts (tape entitled UPDATE 400 - NONFINANCIAL UPDATE).	B-DC-RPT10
I	Update accounts from history.	B-DC-RPT11
M	Create daily assignment files.	N/A

Report Menu - Selection G

Using the RP menu, run the selection shown in table 2-7.

Use a terminal other than the master console and log into COLECT, and select a NEWS option.

Enter collector ID 0003 (supervisor) and perform the following functions to reactivate accounts from the history tape archives.

Display/Keyboard	Comments
B,ALEXANDER (CR)	Name search for Alexander.
1 (CR)	Select from displayed list.
DF (CR)	Bring in financial screen, note date to history entry.
SS (CR)	Bring in supervisor screen.
UH (CR)	Request update from history tape archives.
DS (CR)	Return to selection screen.
B,O'LOUGHLIN (CR)	Name search for O'Loughlin.
1 (CR)	Select from displayed list.
DF (CR)	Bring in financial screen note date to history entry.
SS (CR)	Bring in supervisor screen.
UH (CR)	Request update from history tape archives.
DS (CR)	Return to selection screen.
E (CR)	Exit.

History Menu - Selection B

Log onto the master console with a CCS20 user ID.

Mount tape labeled 11/01/77 HISTORY on unit 0.

Using the HS menu, execute selection B from the history menu to update accounts in the tape archives. The output will match report number B-HS-RPT2.

TRANSACTION REPLAY DEMONSTRATION

In the event of a system failure where the transaction file (TRANFL) is recoverable, transactions can be replayed against the master file on backup disk packs, thereby restoring the system to its original condition.

A second backup transaction file (TRNBCK) is also provided with the system. The daily transactions are logged into this file, as well as TRANFL. This file is optional and may be deleted by the customer.

The status of the system before continuing should be as follows:

● The backup disk packs should be ready and mounted.

● The system date is reset to 11/01/77.

TABLE 2-7. CCS POST ASSIGNMENT REPORT MENU SELECTIONS

Selection	Comments	Output to Match
G	Daily assignment report. Respond 010 to prompt for number of accounts to print. The default value of 5 in the DALT record in UTIFIL may also be used.	B-RP-RPT11

- The tape labeled TRANFL SAVE is mounted on unit 0.

- The operator has logged in at master console under CCS20.

Clear the transaction file under UTIL by executing the following:

```
READY   >  CLEAR      (CR)
FN =    >  TRANFL     (CR)
VL =    >             (CR)
READY   >  CLEAR      (CR)
FN =    >  TRNBCK     (CR)
VL =    >             (CR)
```

Restore the transaction file from tape by executing the following:

```
READY   >  LOAD       (CR)
FN =    >  TRANFL     (CR)
VL =    >             (CR)
I =     >  TAPEO      (CR)
M =     >             (CR)
```

Rewind tape on unit 0.

```
READY   >  LOAD       (CR)
FN =    >  TRNBCK     (CR)
VL =    >             (CR)
I =     >  TAPEO      (CR)
M =     >             (CR)
READY   >  EX         (CR)
```

Run the following transaction replay:

```
REQUEST = > TRNPLY
```

The system responds:

```
TOTAL ACTIVITIES UPDATED   = 4
TOTAL CHANGES UPDATED    = 9
TOTAL OTHER RECORDS      = 0
TOTAL NOT UPDATED        = 0
```

NOTE

The system has been restored onto the backup disk packs. Since processing will be continued on these packs, they should be relabeled as master packs, and the original master packs should be relabeled as backup packs.

Daily Cycle Menu - Selections L, M, A, B, and C

Using the DC menu, run the selections shown in table 2-8.

COLECT FUNCTIONS DEMONSTRATION

COLECT functions perform controlled activity on selected accounts. They ensure that all available functions in COLECT and the CCS reference manual perform as expected.

TABLE 2-8. CCS DAILY CYCLE MENU SELECTIONS AFTER TRANSACTION REPLAY

Selection	Comments	Output to Match
L	Sort the transaction file in proper order for collector report.	N/A
M	Create the daily assignment file.	N/A
A	Daily collector activity reports, carriage return to zero counts.	B-DC-RPT12
B	Print requested letters. (Respond ALL to print all letters.)	B-DC-RPT13
C	Add collector activities to activity file.	B-DC-RPT14

The status of the system before continuing should be as follows:

- The system date remains 11/01/77.

- Use terminal, other that the master console, if possible.

To demonstrate collector activity, log into COLECT, select a news option, and perform the following activities:

Display/Keyboard	Comments
Log in with collector id = 0001	Collector 0001 has automatic access to queues 0001 and 0002.
A (CR)	Select automatic. Master screen for George Bailey appears.
RL (CR)	Review later. Utility file parameter OLPM shows RL value as 06; therefore, this account reappears six accounts from now.
	Master screen for William Hunt appears.
DF (CR)	Display financial screen.
A1,R4 (CR)	Action/result code combination requires a letter to be sent.
H,91,110177,200 (CR)	Entry of invalid letter number - System responds with INVALID LETTER CODE,REENTER ADDRESSEE,LETTER CODE,LETTER DATE,LETTER AMOUNT
H,01,110177,200 (CR)	Send letter 01 to home address with date and amount.
OK (CR)	Respond to verification prompt.
CS (CR)	No cosigner exists for this account. The cosigner screen will be displayed with blank cosigner data.
1,JOHNS,PHILLIP (CR)	Enter name of relative to cosigner.
6,6664231774 (CR)	Enter telephone number of cosigner.
(CR)	Return to master screen.
CS (CR)	Return to cosigner screen and verify name and telephone number of new cosigner.
NA (CR)	Next account, master screen for Glenn Friedman appears.
P1,PERMANENT COMMENT 1 (CR)	Enter permanent comment 1.
NA (CR)	Next account, master screen for Alma M. Broom appears.
P2,PERMANENT COMMENT 2 (CR)	Enter permanent comment 2.
NA (CR)	Next account, master screen for Lorraine A. Trippi appears.
P3,PERMANENT COMMENT 3 (CR)	Enter permanent comment 3.
NA (CR)	Next account, master screen for Lewis W. Randall appears.
A2,R2 (CR)	Action/result code combination accepts a new next contact date from the collector or adds one to the current date if a date is not entered.
111577 (CR)	Enter a next contact date of 11/15/77.
(CR)	Master screen for Randall indicates next contact date of 11/15/77.
NA (CR)	Master screen for William R. Prezioso appears.
NA (CR)	Next account, master screen for George Bailey appears, result of the RL function entered at the beginning of this demonstration.

Display/Keyboard	Comments
NQ (CR)	Next queue, master screen for Frederic H. Hawkins appears.
OA (CR)	Other account, master screen for Cornelius Eleary appears. This function is useful when an account owner has multiple accounts.
DS (CR)	Display selection screen.
E (CR)	Exit COLECT and log off.

To demonstrate clerical activity, log in with collector ID 0004 and perform the following activities:

Display/Keyboard	Comments
Log in with collector ID 0004	Collector 0004 is defined as a clerical, permitted access to change screens only in queue 0004.
B,FLAMHOLTZ (CR)	Name search for Carl Flamholtz.
1 (CR)	Select from a displayed list. Change screen for Flamholtz appears.
01,APT #7 (CR)	Change address 1.
02,SECOND STREET (CR)	Change address 2.
DS (CR)	Display selection screen.
N,0397288631234567 (CR)	Select account by account search. Change screen for Carl Flamholtz appears.
4,54321 (CR)	Change zip code.
DS (CR)	Display selection screen.
C,STEINMAN (CR)	Cosigner name search for Steinman.
C (CR)	Indicate selection correct. Master screen for Carl Flamholtz appears.
CS (CR)	Display cosigner screen.
11,4444 8th STREET (CR)	Change street name on cosigner screen.
12,SAN DIEGO,CA (CR)	Change city name.
DS (CR)	Display selection screen.
N,0397288631234567 (CR)	Account number search for Carl Flamholtz.
CS (CR)	Cosigner screen appears.
NA (CR)	Next account, change screen for David Radin appears, is first account in assigned queue 0004.
DS (CR)	Display selection screen.
E (CR)	Exit and log off.

Supervisor on-line COLECT activity is identical with normal collector activity with the following exceptions:

- Access to supervisor change screen.

- DL function that requests a detailed list for a specific account to be printed.

- UH function that requests an account in the tape history archives be reactivated to an active status (demonstrated in the history demonstration).

PROMISE-TO-PAY LOGIC DEMONSTRATION

The promise-to-pay logic states that once a promise-to-pay is received on an account with a commitment date and amount, that account is flagged as having a pending promise-to-pay. If no payment is received by the promise-to-pay date, or if the payment is less than the promised amount, the promise is considered broken. In all other cases it is considered kept.

The system reaction to broken or kept promises to pay is a customer-defined option and requires parameterization of both the decision table and DACRTE program.

The effect of a broken promise-to-pay, in this test kit, is to assign the highest priority to the account so that during the daily assignment process (selection M of the daily menu) the account appears at the top of its queue.

To accomplish this demonstration a promise-to-pay is entered into two separate accounts, both with the same commitment date. A payment satisfying the promise is posted against one account but not the other. The daily assignment process assigns a higher priority to the account with the broken promise.

The system date remains 11/01/77.

Create the promise-to-pay from the collector terminal by performing the following activities:

Log into COLECT and select a NEWS option.

Display/Keyboard	Comments
Log in with collector ID 0003	Supervisor with automatic access to queue 0003.
A (CR)	Automatic mode, master screen for Craig B. Smith appears.
A2,PP (CR)	Promise-to-pay received from owner.
1115,25 (CR)	Promise-to-pay by date and promised amount.
OK (CR)	Response to verification prompt.
DF (CR)	Display financial screen, note promise-to-pay fields:

        FLAG = Y
        MADE = 11/01/77
        BY DATE = 11/15/77
        AMT = 25.00

Display/Keyboard	Comments
DS	Display selection screen.
B,MAJOR'S	Name search for Major's Wine and Liquor Store.
1	Select from a displayed list. The master screen for Major's Wine and Liquor Store appears.
A2,PP (CR)	Promise-to-pay received from owner.
1115,35 (CR)	Promise-to-pay by date and promised amount.
OK (CR)	Response to verification prompt.
DF (CR)	Display financial screen note promise-to-pay fields:

        FLAG = Y
        MADE = 11/01/77
        BY DATE = 11/15/77
        AMT = 35.00

Display/Keyboard	Comments
DS	Display selection screen.
E	Exit COLECT.

To execute a financial update from the master console, perform the following activities:

Display/Keyboard	Comments
Change system date to 111777	Set system date to date past commitment date. Log on the master console with a CCS20 user ID.
Selection F of daily cycle menu	Perform a financial update using the tape entitled UPDATE 500 - FINANCIAL UPDATE PROMISE TO PAY. Tape is mounted on unit 0. This posts a payment of $25 dated 11/15/77 against the account of Craig B. Smith. The report produced will match B-DC-RPT15.
Selection M of daily cycle menu	Create new daily assignments based on financial update.

Log into COLECT from the collector console, select a NEWS option, and perform the following activities:

Display/Keyboard	Comments
Log in with collector ID 0003	Supervisor with access to queue 0003.
A (CR)	Automatic, master screen for Major's Wine and Liquor Store appears.
DF (CR)	Display financial screen, note promise-to-pay fields:

> FLAG = B
> MADE = 11/01/77
> BY DATE = 11/15/77
> AMT = 35.00

This account had a broken promise and was assigned a priority of 9000, which forced it to the top of the queue.

NA (CR)	Next account, master screen for Craig B. Smith appears.
DF (CR)	Display financial screen. note promise-to-pay fields:

> FLAG = K
> MADE = 11/01/77
> BY DATE = 11/15/77
> AMT = 25.00

This account was formerly at the top of this queue. The kept promise-to-pay lowered its priority.

DS (CR)	Display selection screen.
E (CR)	Exit and log off.

PAYMENT STACKING DEMONSTRATION

Payment stacking is the process by which payments made on accounts are kept in the user area of the delinquent master file in a historical sequence. These payments are displayed on the financial screen with the most current payment at the beginning of the list, the oldest payment at the bottom of the list.

This is a customer-defined option and requires customization of CCSPYT, UPD500 and SCRNFILE.

The user area of the delinquent master of the test kit is modified with files for the amount and date of the last four payments. These fields are displayed on the financial screen under the heading PAYMENT HISTORY.

The test delinquent master contains one payment in the account of James P. Graham. A financial update is run, which posts three additional payments against the account and the payments stacked by date.

The status of the system before continuing should be as follows:

- The system date is set to 11/01/77.

- The financial update tape entitled UPDATE 500 - FINANICAL UPDATE PAYMENT STACK is mounted on unit 0.

To verify the current payment history, log into COLECT from the collector console, select a NEWS option, and perform the following activities:

Display/Keyboard	Comments
Log in with collector id = 0003	Supervisor logged in.
B,GRAHAM (CR)	Name search from selection screen for James P. Graham.
1 (CR)	Select Graham from displayed list.
DF (CR)	Display financial screen, note entry under financial history heading shows two payments: $110 on 10/15/77 and $55 on 10/01/77.

| DS (CR) | Bring in selection screen. |

E (CR)   Exit and log off.

Log on the master console with a CCS20 user ID.

Using the DC menu, execute the F selection to update the financial printed review report. The output will match report number B-DC-RPT16.

To review the update results, log into COLECT from the collector console, select a NEWS option, and perform the following activities:

Display/Keyboard	Comments
Log in with collector ID 0003	Supervisor logged in.
B,GRAHAM (CR)	Name search for James P. Graham.
1 (CR)	Select from list.
DF (CR)	Display financial screen; three payments have been added. The payments are displayed with the most current appearing first.
DS (CR)	Display selection screen.
E CR	Log off.

REPORT GENERATOR DEMONSTRATION

Selections K and L of the on-demand report menu are the customer link to the CCS report generator subsystem. This subsystem allows the user to design, execute and retain report generator programs.

Selection K of the on-demand report menu requires the user to respond to prompts for report selection, totaling, and sorting parameters. Selection L executes the constructed program. More detailed information is available in the CCS reference manual and operator's guide.

Using the report generator, this demonstration creates a program, which produces a report (RG Summary Account List). Such a report already exists on the on-demand report menu. The two reports should then be compared.

The status of the system before continuing should be as follows:

   ● The system date is set to 11/17/77.

   ● *BATCH,F is initiated.

   ● The collector has logged in from the master console with CCS20.

The following procedure creates the report generator summary account list:

1. Using the RP menu, execute selection K to create the report generator program.

2. The system responds:

```
*REPORT GENERATOR PROGRAMS WILL BE CREATED
****OPERATOR - (BATCH HOST MUST BE ACTIVE BEFORE PROCEEDING)
*              TO ACTIVATE BATCH HOST
*              MI, *BATCH,F
*
*  RESPOND: 'N' CARRIAGE RETURN - IF BATCH HOST IS NOT ACTIVE
*
*          CARRIAGE RETURN ONLY - TO CONTINUE
READY? >
```

**** OPERATOR - FOLLOW THE INSTRUCTIONS AS THEY APPEAR ON THE SCREEN END UTIL

3. Enter the following after the prompts:

```
PRINT DATA NAME LIST?  ENTER Y OR N
>Y (CR)
SAVE GENERATED REPORT PROGRAM?  ENTER Y OR N
>N (CR)
ENTER DATA NAMES FOR RPT (NAME1,NAME2, (CR) OR MAX OF 3 NAMES PER LINE
ENTER REPEAT TO REENTER ALL DATA NAMES OR
ENTER C TO CONTINUE OR
ENTER A TO ABORT
>MACCT,MNAM,MDLDT (CR)
NEXT
>MADLQ,MPYOF,MQUE (CR)
NEXT
>MPPD,MPPA (CR)
NEXT
>C (CR)
ENTER SORT FIELD NAME (KEY1,A,KEY2,D (CR))
    MAJOR TO MINOR A(ASCENDING) OR D(DESCENDING)
    MAX OF 3 NAMES PER LINE
ENTER REPEAT TO REENTER ALL SORT FIELDS OR
ENTER C TO CONTINUE OR
ENTER A TO ABORT
>C (CR)
ENTER LEVEL BREAK NAMES (LVL1,LVL2,LVL3 (CR) OR
ENTER REPEAT TO REENTER ALL LEVEL BREAKS OR
ENTER C TO CONTINUE OR
ENTER A TO ABORT
>C (CR)
SELECT RECORDS, ENTER ALL OR (CR)
 (CR)
ENTER Y IF ALL CONDITIONS MUST BE MET FOR SELECTION
ENTER N IF 1 CONDITION IS SUFFICIENT FOR SELECTION
>N (CR)
ENTER OPERATION (EQ,NE,GT,LT,GE,LE,RANGE (CR)) OR
ENTER REPEAT TO REENTER ALL SELECTIONS OR
ENTER C TO CONTINUE OR
ENTER A TO ABORT
>EQ (CR)
ENTER DATA NAME FOR COMPARISON (NAME1 (CR))
>MSTC (CR)
IS 2ND COMPARISON FIELD A DATA NAME?  ENTER Y OR N
>N (CR)
ENTER COMPARISON VALUE (VALUE1 (CR)) OR
ENTER RANGE (VALUE1,VALUE2 (CR)) OR
ENTER 2ND DATA NAME (NAME2 (CR))
>ENTER 1 BLANK CHARACTER (CR)
ENTER OPERATION(EQ,NE,GT,LT,GE,LE,RANGE (CR)) OR
ENTER REPEAT OR REENTER ALL SELECTIONS OR
ENTER C TO CONTINUE OR
ENTER A TO ABORT
>C (CR)
ENTER REPORT TITLE - 30 CHARACTERS MAX
    RE SUMMARY ACCOUNT LIST REPORT (CR)
ENTER REPEAT TO REENTER REPORT TITLE OR
ENTER C TO CONTINUE OR
ENTER A TO ABORT
>C (CR)
```

4. The system responds:

```
* THE REPORT GENERATOR PROGRAMS HAVE BEEN CREATED
* THE REPORT GENERATOR PROGRAMS WILL BE BATCHED
JOB NO.=J001
JOB NO.=J002
END UTIL

*
**** OPERATOR - SELECTION L MUST NOW BE RUN TO EXECUTE THE REPORT
READY?>
```

5. Run selection L on the RP menu.

CLEAR FILES - READY SYSTEM

The data files used for the installation test kit procedures must be cleared before the system may be parameterized for customer use.

The operator must log onto the master console with a $$ user ID.

The operator types in response to system prompt

    SC

and presses (CR).

The system configuration menu is displayed as follows:

                    SYSTEM CONFIGURATION MENU

BEFORE MAKING A SELECTION FROM THIS MENU BE SURE THE AUXILIARY DISK PACK(S) HAVE BEEN INITIALIZED WITH THE CORRECT VOLUME LABEL OR LABELS FOR THE SYSTEM WHICH YOU WILL SELECT. ALL DISK PACKS SHOULD BE MOUNTED AND READY.

A - 1200 ACCOUNT CCS SYSTEM (VOLUME CDD01)
B - 24000 ACCOUNT CCS SYSTEM (VOLUME CDD01/CDD02)
C - 36000 ACCOUNT CCS SYSTEM (VOLUME CDD01/CDD02)
D - 78000 ACCOUNT CCS SYSTEM (VOLUME CDD01)
E - 12000/9000 ACCOUNT CCS/LA SYSTEM (VOLUME CDD01/CDD03)
F - 24000/9000 ACCOUNT CCS/LA SYSTEM (VOLUME CDD01/CDD02/CDD03)
G - 36000/13500 ACCOUNT CCS/LA SYSTEM (VOLUME CDD01/CDD02/CDD03)
H - 60000/18000 ACCOUNT CCS/LA SYSTEM (VOLUME CDD01)
I - CLEAR CCS SYSTEM FILES FOR CUSTOMER PARAMETERIZATION
J - CLEAR CCS/LA SYSTEM FILES FOR CUSTOMER PARAMETERIZATION
Z - EXIT

SELECTION = >

The operator types

    I

and presses (CR).

The following messages will be displayed:

    OPERATOR -   A JOB WILL BE BATCHED IN THIS PROCEDURE TO PURGE THE PROGRAM LIBRARY. THE BATCH
                  HOST MUST BE ACTIVE BEFORE PROCEEDING. TO ACTIVATE THE BATCH HOST, PERFORM

                      MI, *BATCH,F

    RESPOND: 'N' CARRIAGE RETURN - IF BATCH HOST IS NOT ACTIVE
               CARRIAGE RETURN ONLY - TO CONTINUE

    READY? >

    THE DATA FILES WILL BE CLEARED

    THE FILES WILL BE INITIALIZED FOR START OF PARAMETERIZATION
    END QTIL.

    OPERATOR -   WHEN THE SELECTION IS COMPLETE, USE THE UTILITY COMMAND 'BATS' TO CHECK THE
                  PROGRESS OF THE JOB NUMBERED LISTED BELOW. WHEN THE STATUS IS NO LONGER 'BEING
                  SENT', USE THE UTILITY COMMAND 'PRINT' TO PRINT THE JOB. VERIFY THE JOB COMPLETED
                  WITHOUT ERROR.

    JOB NO. = J001
    END UTIL

    CCS SYSTEM FILES ARE READY FOR PARAMETERIZATION

INTRODUCTION

The installation test kit system has been parameterized completely and includes a demonstration of features that are usually customer-dependent. For example, the user area of the delinquent master records is defined to contain mother's maiden name, date of birth, make of auto, and four payment amount and date fields. These fields are displayed on the change screen and are used in the payment stacking and the promise-to-pay demonstrations.

The installation of the test kit is verified by a demonstration of the following procedures: daily processing, transaction replay, promise-to-pay, payment stacking, report generator, and movement of accounts to and from history. The Legal and Agency verification procedures simulate 14 months of processing on ten selected "written-off" accounts from the CCS delinquent master.

The daily processing procedures demonstrate the normal daily processing sequence of events. The following procedures are used to demonstrate and verify the daily processing process:

- On-line COLECT activities

- Daily cycle procedure

- On-demand report procedure

During the on-line activity, the following screens appear:

- Selection screen

- Borrower's name and address search screen

- Cosigner's name and address search screen

- Borrower's master screen

- Financial data screen

- Collector activity screen

- Borrower's change screen

- Cosigner screen

- Supervisor screen

The following COLECT functions are demonstrated during the on-line activity which establishes the data for the transaction file and the reports:

- Collector, clerical, and supervisor levels of usage

- Account accessing by automatic mode, borrower's last name, cosigner's last name, and account number

- Scheduling of an account to be reviewed later

- Skipping to the next queue

- Collector nonfinancial data changing via the change screen

- Clerical nonfinancial data changing via the change screen

- Entering permanent comments

- Entering action code, result code, letter code, dates, amounts, and comments

- Creating a cosigner record

- Generating letters to borrowers

- Promise-to-pay scheduling

- Requesting a detail list of a selected account via the supervisor screen

- Requesting an update from the tape archives via the supervisor screen

The daily cycle procedure performs file updates, report generation of the daily reports, and generation of the daily assignment files. During this procedure, accounts become inactive through the update process. These inactive accounts are moved to the history tape archives by executing the history procedures. The inactive accounts are then reactivated and updated from the history archive tape.

The on-demand report procedure creates the trend analysis report, write-off report, daily assignment list, account summary list, weekly and monthly collector statistics, and queue loading. These reports together with the reports generated during the daily cycle procedure are used to verify the installation of CCS by comparing the results with the reports in the report section of this manual. The reports match if the daily processing procedure has been followed exactly.

The transaction replay procedure demonstrates the ability to restore the system to its original state in the event that a catastrophic system failure should occur. Transaction replay provides the capability of replaying the transactions of collectors, clerks, and supervisors made prior to a failure against a backup disk system. The reports created during this procedure can be verified by comparing these reports with the reports created during the daily processing procedure.

The promise-to-pay demonstration exercises the logic involved with a promise-to-pay that has been kept and a promise-to-pay that has been broken using collector input of the actual promise-to-pay and the financial update procedure.

The payment stacking procedure is an example of what can be established by the user in the customer-defined user area. The installation test kit has been defined to update and stack payments made to accounts in historical sequence using the financial update procedure. This procedure verifies the updating of the user area.

The mini-report generator procedure provides the user with the ability to generate general reports based on data in the delinquent master file. This demonstration creates a program that already exists as an on-demand report. After the report is created by the report generator, it can be verified with the output from the summary account list created during the daily processing demonstration.

The entire test kit demonstration takes approximately three hours. Care must be taken to follow the procedures exactly. If a mistake is made, it appears in the activity reports produced and not in the installation test kit output examples. More catastrophic deviations (for example, executing procedures out of sequence) require restarting the entire installation test kit from the beginning, using the backup packs. These packs must be copied as described in the CCS/LA test kit instructions.

The Legal and Agency portion of the installation test kit is divided into five sections.

- The first section will require the user to create client file records through the maintenance menu selection.

- The second section will execute an update against the CCS delinquent master (as it exists following the CCS portion of the installation test kit) and will assign a written-off status to ten accounts. An extract process in the LA subsystem will be run which will bring the written-off account into the LA delinquent master.

- The third section will require that the user play the part of both operator and collector. Beginning with the date 061078, financial transactions simulating both host and collector origin will be entered into the system. This will be done for a 14 month period (the system date must be changed between transactions). The effect of these transactions on both client and borrower records will be visible on the report output.

- The fourth section will consist of inactivating a client record and finally purging that client from the system.

- The fifth section will simulate transaction replay and execute those menu procedures not previously run.

CCS/LA DEMONSTRATION MATERIAL

The CCS/LA installation test kit consists of released material and is used for the installation of LA programs and product demonstration. All materials necessary to execute the CCS/LA installation test procedures are provided by the test kit (table 3-1).

In addition, two scratch tapes must be available to complete demonstration. The reports produced by these procedures will be identical to those contained in appendixes B and C.

After the CCS/LA installation test kit procedures have been executed, the system is ready for customer parameterization.

Tapes For Product Demonstration
UPDATE TEST - Reactivate from SUMHIST
UPDATE TEST - Reactivate inactive accounts
UPDATE 400 - Nonfinancial update
UPDATE 500 - Financial update promise-to-pay
UPDATE 500 - Financial update payment stack
UPDATE   - Write-off 10 accounts
LUD500   - First financial update
LUD500   - Second financial update

CCS/LA REPORT DESCRIPTION

Table 3-2 describes each report, in sequence, produced by the installation test kit. Areas of special interest are noted. The report output from installation test kit processing matches the report output examples in appendixes B and C, when all procedure steps are followed.

CCS/LA PARAMETERIZATION

The following paragraphs describe the liberties taken in the parameterization of the installation test kit. They are intended to be representative of the parameterization capabilities that exist in CCS/LA.

INSTALLATION TEST KIT PARAMETERIZATION

The following are descriptions of the parameterization of the activity verification table, the decision table, and the utility file.

ACTIVITY VERIFICATION TABLE

The CCS activity verification table (refer to appendix C) lists the various possible action codes with result codes and associated COLECT reactions. (The action and result codes, A1 through A4 and R1 through R4, are samples only.) Supervisor review (SR), busy (BZ), and promise to pay (PP) codes are included in a standard installation.

Possible action and result codes are as follows:

o   The RL under the A1-BZ combination automatically reschedules the account for review x accounts later, where x is defined in the OLPM parameter in the utility file.

o   The NC under the A1-R3 combination indicates no change in the next contact date.

o   The L under the A4-R4 combination requires a letter to be sent and the C under the A3-R1 combination requires a comment to be entered by the operator.

o   The 02 under the A3-R3 combination causes the next contact date to be automatically incremented by two days.

o   The DP under the A4-PP combination causes the next contact date, resulting from a promise-to-pay, to be incremented by the number of days contained in the OLPM parameter of the utility file. For example, if a promise-to-pay is made for 10/15/77, the promise-to-pay will not be considered broken unless a payment has not been received by 10/17/77. (See OLPM parameter description.)

o   The NA under the A3-PP combination indicates that those two codes are not compatible.

The LA activity verification table will be a duplicate of the table used in CCS.

TABLE 3-2. CCS/LA INSTALLATION TEST KIT REPORT DESCRIPTIONS

Number	Description
B-DC-RPT1	Shows file space audit report.
B-RP-RPT1	The delinquent trend analysis shows the movement of the dollar value of accounts within aging groups by queue. All of the accounts in this test delinquent master are from 1977.
B-RP-RPT2	Same as B-RP-RPT1; however, report is by product rather than queue.
B-RP-RPT3	The eligible for write-off reports show summary information for all accounts that are eligible for write-off. The report is printed by queue assigned account type.
B-RP-RPT4	The daily assignment report shows summary information on accounts within queues. This report is produced showing all accounts.
B-RP-RPT5	The account summary list shows a one-line entry for all accounts in the delinquent master. There are 90 accounts in this demo system.
B-RP-RPT6	The weekly collector statistics report contains no information because no collector activity has taken place.
B-RP-RPT7	The monthly collector statistics report is the same as B-RP-RPT6.
B-RP-RPT16	The queue loading report is a summary of the number of accounts per queue for six working days.
B-DC-RPT2	The collector changes to accounts show changes made to accounts through the change screen by collector. The time usage report shows start and stop time and actions taken per collector. The collector statistics report summarizes the number of times the collectors use the action and result codes. These reports reflect changes made during the on-line COLECT activity in the daily processing demonstration.
B-DC-RPT3	Shows letters that are generated as a result of promise-to-pay entries made.
B-DC-RPT4	The activity block report shows status of the overflow activity file.
B-DC-RPT5	The daily master file update report shows the results of the complete update. Note the four accounts that are inactive due to release, write-off or satisfy. These accounts are eligible for movement to history.
B-DC-RPT6	The delinquent record content report shows the accounts that are inactive due to the complete update.
B-DC-RPT7	The delinquent record content report is the result of the DL supervisor function. This function requests a detailed listing for the account of Craig G. Smith.
B-DC-RPT8	Shows an update from history in the account of Margaut M. Sehuquiest.
B-HS-RPT1	The account movement to history report is a summary list of inactive accounts that moved to history.
B-RP-RPT8	The delinquent trend analysis is similar to B-RP-RPT1; however, account totals have increased due to the addition of 23 new accounts from update.
B-RP-RPT9	The delinquent trend analysis is similar to B-RP-RPT2; however, account totals have increased due to the addition of 23 new accounts from update.
B-RP-RPT10	The eligible for write-off report no longer shows accounts that were moved to history.
B-RP-RPT12	The account summary list report is the same as B-RP-RPT5; however, the promise-to-pay date entered in section 1 now appears in the accounts of Winston Martindale and Edward Morgan.
B-RP-RPT13	The weekly collector statistics report shows the on-line activity entered to date for the week.

TABLE 3-2. CCS/LA INSTALLATION TEST KIT REPORT DESCRIPTIONS (Contd)

Number	Description
B-RP-RPT14	The monthly collector statistics report shows the on-line activity entered to date for the month.
B-DC-RPT9	The daily master file update report shows three accounts which have been added to the delinquent master. Two of these accounts have been previously moved to history and are on the B-HS-RPT1 report.
B-DC-RPT10	The daily master file update report for 4xx codes, also known as nonfinancial update. Two accounts have been updated with new business names and phone numbers.
B-DC-RPT11	The active accounts updated from history shows accounts that have been updated from tape archives, as a result of a supervisor entered UH (update history) function.
B-RP-RPT11	The daily assignment for queue shows current queue assignments for ten accounts. This report is used to verify the on-line activities that take place in the COLECT functions demonstration. The default parameter of 5 on the DALT record of UTIFIL may also be used.
B-HS-RTP2	The reports show accounts that have been updated from history archives (tape).
B-DC-RPT12	The collector changes to the accounts report is run following transaction replay. The collector changes, time usage and collector statistics reports are identical to those appearing in B-DC-RPT2.
B-DC-RPT13	The example of letters produced following transaction replay is identical to B-DC-RPT3.
B-DC-RPT14	The activity block report, produced following transaction replay, is identical to B-DC-RPT4.
B-DC-RPT15	The daily master file update report shows one account was updated. This is part of the promise-to-pay routine.
B-DC-RPT16	The daily master file update report for 5xx codes is a financial update. One account is updated with financial information to the customer-defined user area of the delinquent master file. This update is not part of the standard system and if it is utilized, it must be customer defined.
B-RG-RPG1	The report generator data name list shows the data names available to the report generator. Items are referenced in the root area of the delinquent master. This data names list is customized to include data elements from the user area of the master file.
B-RG-RPG2	The RG summary account list report is essentially a duplicate of the account summary list report B-RP-RPT5. The differences include the promise to pay data on four accounts and the absence of next contact date and review code.
C-LADC-RPT1	The daily master file update report shows the ten accounts on the CCS delinquent master which have been updated with a written-off status.
C-LALD-RPT2	The LA extract program shows ten records written and the client referral list, a one page per account summary of the ten written-off CCS accounts.
C-LALO-RPT1	The daily assignment list shows that all unassigned accounts have been assigned to queue 0003.
C-LALD-RPT3	The LA batch update audit trail shows the effect of the client assignment transactions.
C-LALD-RPT15	The delinquent content report for Harold Balvelt is a result of a supervisor request (DL function).
C-LALD-RPT4	The LA batch update audit trail shows the effect of the $25.00 direct payment on the amount delinquent and the current balance of the customer master record, and the amount collected field of the client record.

TABLE 3-2. CCS/LA INSTALLATION TEST KIT REPORT DESCRIPTIONS (Contd)

Number	Description
C-LALD-RPT5	The LA batch update audit trail shows a further reduction of the amount delinquent and current balance fields, as a result of an indirect payment and an increase of the amount collected field.
C-LALD-RPT6	The LA batch update audit trail shows the effect of a nonrecoverable court cost on a client record. Nonrecoverable court costs are accumulated in the client record only. There is no effect on the customer record.
C-LALD-RPT7	The LA batch update audit trail shows the effect of a recoverable court cost transaction. In the customer record, the amount delinquent and the current balance due are increased by the transaction amount and accumulated in the client record.
C-LALD-RPT8	The LA batch update audit trail shows the effect of a direct payment on a customer account. The amount delinquent and the balance due are reduced by the transaction amount. If either field is reduced below zero, the amount becomes zero. The client is credited in the amount collected field.
C-LALD-RPT9	The LA batch update audit trail shows on-line and transactions from the host applied to accounts and how the accounts were affected. The collector ID identifies the transaction source.
C-LALD-RPT10	The LA batch update audit trail shows results of the fee/commission reversal transactions.
C-LALO-RPT2	The complete payment received report and the direct payment received report are printed. All successfully processed transactions (direct and indirect) are recorded in LAPMTFIL and are used to produce these two reports. LAPMTFIL is cleared when the reports are complete. The report selection is normally run at month end. The report is in client number order.
C-LALO-RPT3	The extract report is an audit trail. The inventory report by customer lists all LA accounts and their assigned client; the inventory report by attorney/agency lists all clients and their assigned accounts.
C-LALO-RPT4	The recovery analysis shows collection activity by client during the 12 previous months.
C-LALD-RPT11	The LA batch update audit trail shows the results of client reassignment transactions.
C-LALD-RPT12	The LA batch update audit trail shows the effect of seven months of transactions which were accumulated at the host computer.
C-LALO-RPT5	The complete payments received report shows all direct and indirect payments received since this selection was last run; the direct payments report shows only the direct payments received.
C-LALO-RPT6	The extract report is an audit trail; the inventory by customer, by client, shows current assignments.
C-LALO-RPT7	The recovery analysis report based on the last 12 months of activity is printed.
C-LALH-RPT1	The client purge report is a complete listing of any client record which is being deleted from the LACLIENT.
C-LD-RPT13	The daily collector activity report shows collector changes to accounts made through the change screen during the online LEGAL activity.
C-LD-RPT14	The activity block report shows the status of the overflow activity block.
C-LD-RPT8	The eligible/actual for write-off report shows the accounts eligible for write-off, depending on the parameters entered by the operator.
C-LD-RPT9	The daily assignment report shows queue assignments for LA accounts.
C-LD-RPT10	The summary account list, a one line summary of all LA accounts.

TABLE 3-2.   CCS/LA INSTALLATION TEST KIT REPORT DESCRIPTIONS (Contd)

Number	Description
C-LD-RPT11	The weekly collector statistics report summarizes on-line collector activity for the week.
C-LD-PRT12	The monthly collector statistics report summarizes on-line collector activity for the month.
C-LD-RPT13	The queue loading report shows distribution of accounts by queue, number of accounts not worked, and number of accounts scheduled to be worked.
C-LD-RPT16	The daily collector activity report runs after transaction replay, and is identical to C-LD-RPT13.
C-LD-RPT17	The add collector activity to activity file report runs after transaction replay, and is identical to C-LD-RPT14.

DECISION TABLE

The CCS decision table is used as part of the daily assignment process to assign accounts to queues and the priority of accounts within queues.

The CCS decision table used with the installation test kit makes queue assignments based on the amount delinquent field within the delinquent master. Accounts with amount delinquent less than $200 are assigned to queue 0001; between $200 and $300, to queue 0002; between $300-$400 to queue 0003; and over $400, queue 0004.

NOTE

Only the six most significant digits of a dollar amount are examined to determine queue assignment. All dollar amounts are nine digits in length. The amount of 0000303.00 has only 000030 examined. The greater than test in the decision table results in that account being assigned to queue 0002, since the dollar amount was not greater than 000030. This appears in the case of the account of James P. Graham.

Priority of accounts within queue are based on the status of promise-to-pay activity. All accounts are assigned a priority of 2000 unless the promise to pay flag within the delinquent master shows a broken condition. These accounts are assigned a priority of 9000.

The LA decision table will differ from its CCS counterpart. In the LA table, all accounts which have not been assigned to a client will be assigned to queue 0003. Assigned accounts will be placed in queue 0001 or 0002, depending on the accounts balance due amount ($100 = 0002; $100 = 0001). Accounts with no balance due (satisfied) will be placed in queue 0004.

UTILITY FILE

The CCS utility file contains parameters that are used throughout the system to control a variety of functions. Each type of parameter is identified by the first four characters of each line. The utility file parameters used in the installation test kit are as follows:

o   HDR1, HDR2, HDR3 - These are the system report headings that are used on all reports. Usually, the customer name appears here.

o   RSW1 - The parameters contained in this line (R010, S015, W005) represent the number of days that an inactive account (released, satisfied or written-off) remains active on the delinquent master before being written to history.

o   ACTC, RESC - These parameters are generated by the process that creates the activity verification table. It is a list of valid action and result codes.

o   SALC - These are the salutation codes permitted within the system

o   DALT - This parameter controls the default number of accounts to print within each queue while generating a daily assignment list.

- SMTH - This parameter controls the number of months an inactive account may remain in history (SUMHIST) before being purged (similar to RSW1).

- TMTH - This parameter controls the number of months an inactive account remains in tape archives before being purged (similar to SMTH).

- UPDY - This is the number of days before acceptance of nonfinancial changes on the complete update tape (value of 999 denotes that nonfinancial changes are not accepted).

- OLPM - This parameter has four parameters embedded in it. Parameter RL06 controls the number of accounts later an account reappears as a result of a review later collector entry. Parameter P02 controls the number of days delay added to the promise-to-pay date for the next contact date. Parameter C31 controls the maximum number of days in the future the collector may schedule an account for next contact. Parameter NA controls the function of a NA (no answer) result code. If this parameter is NAY, the NA result code will function the same as the RL (review later) result code. If this parameter is NAN, the NA result code will be treated as any other result code. For these procedures, this parameter has been defined as NAN.

- LTRF - This parameter controls the printing of either a 15 or 16 digit account number, and contains information printed in the closing of the collection letters. These are customer-defined.

- LTR1, LTR2 - These parameters contain the valid letter numbers and are generated during the letter creation routines.

- RPTG - This parameter is used by the report generator system to determine what number the next user-generated report will be if that report program is to be saved. These are generated by the report generator procedures.

- Collector ID parameters 0001, 0002, 0003, and 0004 identify valid collector log-ons, the queues they are authorized automatic access to and access mode (clerical, collector, and supervisor).

The LA utility file contains the same data as the CCS utility file; however, it will contain two additional parameters unique to the LA subsystem:

- LACL - This parameter in the form xx,xx,xx,xx,xx, nnn allows for up to five different client types to be distinguished based on the first two digits of the client number. In this test system, the values are LA,AA,00. The nnn parameter contains the number of days an inactive account will remain in the client file before being moved to history.

- LAC1 through LAC5 - These parameters provide a description of each of the client types identified in LACL. In this test system, the descriptions are LAC1ATTORNEY COLLECTION FIRM, LAC2COLLECTION AGENCY, and LAC3IN-HOUSE COLLECTIONS.

These parameters are used in the inventory reporting modules.

CCS/LA INSTALLATION TEST KIT DEMONSTRATION

1. The Legal and Agency programs must be installed by executing the following:

   Mount the tape entitled LEGAL AND AGENCY INSTALL on unit 0. At the system console enter:

   EX - Exit CCS

   Perform a manual interrupt. The system responds:

   MI
   >

   Enter:

   *BATCH,6 (CR)

   The system responds:

   * CTO, BEGIN LEGAL 3.0 APPLICATION INSTALL.......

   When the procedure is complete, the following message is displayed:

   * CTO, 3.0 LEGAL APPLICATION INSTALLED.......

2. The disk packs must be saved (copied) to a set of backup packs before proceeding to the CCS/LA test kit demonstration procedures. Refer to the Operator's/Collector's Guide for this procedure.

CCS INSTALLATION TEST KIT DEMONSTRATION

DAILY PROCESSING DEMONSTRATION

The objective of this section is to demonstrate the normal daily processing sequence of events, from both the operator and collector point of view.

Controlled on-line collector activity against selected accounts is performed and the results (letters, collector statistics, etc.) are available for review.

A complete update takes place causing several accounts to become inactive and migrate to history. An additional update reactivates those accounts.

On-demand reporting further demonstrates the various reporting features.

The status of the system before continuing is as follows:

- Test kit installation is complete.
- The system is autoloaded with 11/01/77.
- The operator is logged in at the master console under CCS20.
- All volumes are ready and mounted.

NOTE

Unless otherwise instructed, use carriage return (CR) in response to all system prompts.

Daily Cycle Menu - Selection M

Using the DC menu, execute selection M to create the daily assignment files. Accounts must be assigned to queues before any other activity. The test kit decision table makes assignments based on past due amounts. The output will match report number B-DC-RPT1.

Report Menu - Selections C, D, E, F, G, H, I, J, and M

Using the RP menu, run the selections shown in table 3-3.

Use any terminal other than the master console (if possible) for on-line COLECT activities.

Log into COLECT by using a blank user ID and select a NEWS option.

Enter collector ID 0001 and perform the following activities:

Display/Keyboard	Comments
A (CR)	Select automatic mode. Master screen for the account of Winston A. Martindale appears.
DC (CR)	Bring in change screen.
13,MILLER (CR)	Change mother's maiden name to Miller.
15,FORD (CR)	Change make of auto to Ford.
A1,PP (CR)	Promise-to-pay made.
111577,100.00 (CR)	Promise-to-pay date and amount.
OK (CR)	Response to verification request.
H,02,110177,100 (CR)	Request letter 02 to be sent to home address with date and amount.
OK (CR)	Response to verification request.
NA (CR)	Next account in automatic queue sequence. Master screen for Edward Morgan appears.

TABLE 3-3. CCS/LA REPORT MENU DEMONSTRATION SELECTIONS

Selection	Comments	Output to Match
C	Trend analysis-calculate age, enter system date (110177) to prompt for date, carriage return to all other prompts.	N/A
D	Trend analysis report printed by queue.	B-RP-RPT1
E	Trend analysis report printed by product.	B-RP-RPT2

F	Eligible/actual write-off report. Use the following in response to prompts:
	
	  Prompt Response
	
	  Report = 1 (eligible for write-off)
	
	  As-of-date = 110177
	
	  Days delinquent = 120
	
	  Print = 2 (print the report by queue assigned account type)
	
	  Subtotals = Yes
		B-RP-RPT3

G	Daily assignment report. Use ALL to prompt.	B-RP-RPT4
H	Summary account list.	B-RP-RPT5
I	Weekly collector statistics, carriage return to zero weekly counts.	B-RP-RPT6
J	Monthly collector statistics, carriage return to clear monthly collector counts.	B-RP-RPT7
M	Queue loading report, enter (CR) for system date.	B-RP-RPT16

Display/Keyboard	Comments
DC (CR)	Bring in change screen.
5,9997772222 (CR)	Change phone number.
14,011847 (CR)	Change date of birth.
A2,PP (CR)	Promise-to-pay made.
111577,10.00 (CR)	Promise-to-pay date and amount.
OK (CR)	Response to verification request.
DS (CR)	Bring in selection screen.
E (CR)	Exit COLECT.

Log into COLECT and select a NEWS option.

Enter with collector ID 0002 and perform the following activities.

Display/Keyboard	Comments
A (CR)	Select automatic mode. Master screen for James P. Graham appears.
P1,PERMANENT COMMENT 1 (CR)	Enter permanent comment 1.
P2,PERMANENT COMMENT 2 (CR)	Enter permanent comment 2.

Display/Keyboard	Comments
P3,PERMANENT COMMENT 3 (CR)	Enter permanent comment 3.
DA (CR)	Display activity screen with permanent comments.
A2,R2,L	Enter action/result code combination and request that letter be sent.
B,01	Send letter 01 to business address - no collector entered data or amount.
OK	Response to verification request.
(CR)	System calculates next contact date.
DA	Display last activity entered.
NQ (CR)	Attempt to skip to next queue but none exists, COLECT exits automatically.

NOTE

UTIFIL parameters for collector 0002 show authorization for queue 0002 only.

Log into COLECT and select a NEWS option.

Enter collector ID 0003 and perform the following activities (as a supervisor).

Display/Keyboard	Comments
A (CR)	Select automatic mode. Master screen for Craig G. Smith appears.
SS (CR)	Bring in supervisor screen.
1,0004 (CR)	Change queue assignment for this account from 0003 to 0004.
DL (CR)	Request a detail list of this account to be printed later.
NA (CR)	Bring in next account in queue. Master screen for Major Wine and Liquor Store appears.
A3,R1 (CR)	Enter action/result code combination that requires comment only. (See action/result code verification table.)
WILLING TO PAY (CR)	Enter comment.
NQ (CR)	Attempt to skip to next queue but none exists. COLECT exits automatically.

Log into COLECT and select a NEWS option.

Enter collector ID 0004 and perform the following activities as a clerical (access to change screens only).

Display/Keyboard	Comments
A (CR)	Select automatic mode. Change screen for David Radin appears.
3,LA JOLLA,CA (CR)	Change city state.
DS (CR)	Go to selection screen.
E (CR)	Exit COLECT.

From the master console, log on with a CCS20 user ID, and save the transaction file, TRANFL, for later use in transaction replay.

Label a scratch tape TRANFL SAVE and mount it (with write ring) on unit 0.

Run the following under UTIL:

```
READY > LIST            (CR)
        FN =  TRANFL    (CR)
        VL =            (CR)
        M  =            (CR)
        L  =  TAPE0     (CR)
        F  =  U         (CR)
```

Daily Cycle Menu - Selections L, A, B, C, D, G, H, I, and M

Using the DC menu, run the selections shown in table 3-4.

History Menu - Selection A

Label a scratch tape 11/01/77 HISTORY and mount (with write ring) on unit 0.

Using the HS menu, execute selection A to transfer the inactive accounts to history files. The four accounts that become inactive as a result of the update process are moved to the history files. The output will match number B-HS-RPT1.

HISTORY DEMONSTRATION

Report Menu - Selections C, D, E, F, H, I, and J

Reset the system date to 12/01/77 by performing the following procedures:

Log off CCS by responding EX to the system prompt.

Perform a manual interrupt.

TABLE 3-4. CCS/LA DAILY CYCLE MENU DEMONSTRATION SELECTIONS

Selection	Comments	Output to Match
L	Sort transaction file in proper order for collector reports.	N/A
A	Daily collector activities reports. Collector changes to accounts, time usage, collector statistics. Carriage return to zero counts. Compare reports with entries made during on-line activity.	B-DC-RPT2
B	Print requested letters. (Respond YES to print all letters.)	B-DC-RPT3
C	Add collector activities to the activity file.	B-DC-RPT4
D	Process complete update tape from A/R system. This update releases four accounts from active status to show history processing. In addition, one account is reactivated from the on-line history file SUHMIST (tape entitled UPDATE TEST - REACTIVATE FROM SUMHIST).	B-DC-RPT5
G	Delinquent record content report inactive accounts. These accounts are eligible for movement to history.	B-DC-RPT6
H	Delinquent record contents report supervisor requests. This report is a result of the DL action.	B-DC-RPT7
I	Update accounts from history. The account of Margaut M. Sehuquiest that was added during the update process was found to have been previously delinquent and is updated from the SUMHIST on-line history file.	B-DC-RPT8
M	Create daily assignment files for records that have been added to the delinquent master.	N/A

The system responds:

    MI
    >

Enter:

    DATE (CR)

The system responds:

    ENTER DATE/TIME MMDDYYHHMM

Enter:

    120177 hhmm

The system responds:

    DATE: dd mon yy   TIME: hhmm:ss

Log on at the master terminal with a CCS20 user ID.

Using the RP menu, run the selections shown in table 3-5.

Daily Cycle Menu - Selections D, E, I, and M

Reset the system date to 12/15/77.

Using the DC menu, run the selections shown in table 3-6.

Report Menu - Selection G

Using the RP menu, run the selection shown in table 3-7.

TABLE 3-5.   CCS/LA POST HISTORY REPORT MENU SELECTIONS

Selection	Comments	Output to Match
C	Trend analysis-calculate age, respond with system date (120177) to prompt for run date, respond (CR) to all other prompts.	N/A
D	Trend analysis by queue.	B-RP-RPT8
E	Trend analysis by product.	B-RP-RPT9
F	Eligible/actual write-off report. Use the following responses to prompts: Prompt Response Report = 1 (eligible for write-off) As-of-date = 120177 Days delinquent = 120 Print = 2 (Print the report by queue assigned account type) Subtotals = Yes	B-RP-RPT10
H	Summary account list.	B-RP-RPT12
I	Weekly collector statistics report, carriage return to zero weekly counts.	B-RP-RPT13
J	Monthly collector statistics report, carriage return to clear counts.	B-RP-RPT14

TABLE 3-6. CCS/LA POST HISTORY DAILY CYCLE MENU SELECTIONS

Selection	Comments	Output to Match
D	Complete update tape from A/R system. The effect of this update is to reactivate three of the four accounts that went to history files (tape entitled UPDATE TEST - REACTIVATE INACTIVE ACCOUNTS).	B-DC-RPT9
E	Process 400 series - Nonfinancial update tape. The effect of this update is to change selected fields within specific accounts (tape entitled UPDATE 400 - NONFINANCIAL UPDATE).	B-DC-RPT10
I	Update accounts from history.	B-DC-RPT11
M	Create daily assignment files.	N/A

TABLE 3-7. CCS/LA POST ASSIGNMENT REPORT MENU SELECTION

Selection	Comments	Output to Match
G	Daily assignment report. Respond 010 to prompt for the number of accounts to print. The default value of 5 in the DALT record in UTIFIL may also be used.	B-RP-RPT11

Use a terminal other than the master console and log into COLECT and select a NEWS option.

Enter collector ID 0003 (supervisor) and perform the following functions to reactivate accounts from the history tape archives:

Display/Keyboard	Comments
B,ALEXANDER (CR)	Name search for Alexander.
1 (CR)	Select from displayed list.
DF (CR)	Bring in financial screen, note date to history entry.
SS (CR)	Bring in supervisor screen.
UH (CR)	Request update from history tape archives.
DS (CR)	Return to selection screen.
B,O'LOUGHLIN (CR)	Name search for O'Loughlin.
1 (CR)	Select from displayed list.
DF (CR)	Bring in financial screen, note date to history entry.
SS (CR)	Bring in supervisor screen.
UH (CR)	Request update from history tape archives.
DS (CR)	Return to selection screen.
E (CR)	Exit.

History Menu - Selection B

Mount tape labeled 11/01/77 HISTORY on unit 0.

From the master console, log on with a CCS20 user ID.

Using the HS menu, execute selection B to update accounts in the tape archives. The output will match report number B-HS-RPT2.

TRANSACTION REPLAY DEMONSTRATION

In the event of a system failure where the transaction file (TRANFL) is recoverable, transactions can be replayed against the master file on backup disk packs, thereby restoring the system to its original condition.

A second backup trasaction file (TRNBCK) is also provided with the system. The daily transactions are logged into this file, as well as TRANFL. This file is optional and may be deleted by the customer.

The status of the system before continuing should be as follows:

- The backup disk packs should be ready and mounted.

- The system date is reset to 11/01/77.

- The tape labeled TRANFL SAVE is mounted on unit 0.

- The operator has logged in at master console under CCS20.

Clear the transaction file under UTIL by executing the following:

```
READY       CLEAR    (CR)
FN=         TRANFL   (CR)
VL=                  (CR)
READY       CLEAR    (CR)
FN=         TRNBCK   (CR)
VL=                  (CR)
```

Restore the transaction file (from tape) by executing the following:

```
READY       LOAD     (CR)
FN=         TRANFL   (CR)
VL=                  (CR)
I=          TAPE0    (CR)
M                    (CR)
```

Rewind tape on unit 0.

```
READY       LOAD     (CR)
FN=         TRNBCK   (CR)
VL=                  (CR)
I=          TAPE0    (CR)
M                    (CR)
READY       EX       (CR)
```

Run the following transaction replay:

```
REQUEST     TRNPLY
```

The system responds:

```
TOTAL ACTIVITIES UPDATED  =  4
TOTAL CHANGES UPDATED  =  9
TOTAL OTHER RECORDS    = 0
TOTAL NOT UPDATED      = 0
```

NOTE

The system has been restored onto the backup disk packs. Since processing will be continued on these packs, they should be relabeled as master packs, and the original master packs should be relabeled as backup packs.

Daily Cycle Menu - Selections L, M, A, B, and C

Using the DC menu, run the selections shown in table 3-8.

COLECT FUNCTIONS DEMONSTRATION

COLECT functions perform controlled activity on selected accounts. They ensure that all available functions in COLECT and the CCS reference manual perform as expected.

TABLE 3-8. CCS/LA DAILY CYCLE MENU SELECTIONS AFTER TRANSACTION REPLAY

Selection	Comments	Output to Match
L	Sort the transaction file in proper order for collector report.	N/A
M	Create the daily assignment file.	N/A
A	Daily collector activity reports, carriage return to zero counts.	B-DC-RPT12
B	Print requested letters. Respond 'Y' to print all letters.	B-DC-RPT13
C	Add collector activities to activity file.	B-DC-RPT14

The status of the system before continuing should be as follows:

o   The system date remains 11/01/77.

o   Mount and ready the disk used for transaction replay demonstration.

o   Use a terminal other than the master console, if possible.

To demonstrate collector activity, log into COLECT, select a NEWS option, and perform the following activities:

Display/Keyboard	Comments
Log in with collector id = 0001	Collector 0001 has automatic access to queues 0001 and 0002.
A (CR)	Select automatic. The master screen for George Bailey appears.
RL (CR)	Review later. Utility file parameter OLPM shows RL value as 06; therefore, this account reappears six accounts from now.
	Master screen for William Hunt appears.
DF (CR)	Display financial screen.
A1,R4 (CR)	Action/result code combination requires a letter to be sent.
H,91,110177,200 (CR)	Entry of invalid letter number. System responds with INVALID LETTER CODE, REENTER ADDRESSEE, LETTER CODE, LETTER DATE, LETTER AMOUNT.
H,01,110177,200 (CR)	Send letter 01 to home address with date and amount.
OK (CR)	Respond to verification prompt.
CS (CR)	No cosigner exists for this account. The cosigner screen will be displayed with blank cosigner data.
1,JOHNS,PHILLIP (CR)	Enter name of relative to be cosigner.
6,6664231774 (CR)	Enter telephone number of cosigner.
(CR)	Return to master screen.
CS (CR)	Return to cosigner screen and verify name and telephone number of new cosigner.
NA (CR)	Next account, master screen for Glenn Friedman appears.
P1,PERMANENT COMMENT 1 (CR)	Enter permanent comment 1.
NA (CR)	Next account, master screen for Alma M. Broom appears.
P2,PERMANENT COMMENT 2 (CR)	Enter permanent comment 2.

Display/Keyboard	Comments
NA (CR)	Next account, master screen for Lorraine A. Trippi appears.
P3, PERMANENT COMMENT 3 (CR)	Enter permanent comment 3.
NA (CR)	Next account, master screen for Lewis W. Randall appears.
A2,R2 (CR)	Action/result code combination accepts a new next contact date from the collector or adds one to current date if a date is not entered.
111577 (CR)	Enter a next contact date of 11/15/77.
(CR)	Master screen for Randall appears.
NA (CR)	Master screen for William R. Prezioso appears.
NA (CR)	Next account, master screen for George Bailey appears, result of the RL function entered at the beginning of this demonstration.
NQ (CR)	Next queue, master screen for Frederic H. Hawkins appears.
OA (CR)	Other account, master screen for Cornelius Eleary appears. This function is useful when an account owner has multiple accounts.
DS (CR)	Display selection screen.
E (CR)	Exit COLECT and log off.

To demonstrate clerical activity, log into COLECT with collector id=0004, select a NEWS option, and perform the following activities:

Display/Keyboard	Comments
Log in with collector ID 0004	Collector 0004 is defined as a clerical, permitted access to change screens only in queue 0004.
B,FLAMHOLTZ (CR)	Name search for Carl Flamholtz.
1 (CR)	Select from a displayed list. Change screen for Flamholtz appears.
01,APT #7 (CR)	Change address 1.
02,SECOND STREET (CR)	Change address 2.
DS (CR)	Display selection screen.
N,0397288631234567 (CR)	Select account by account search. Change screen for Carl Flamholtz appears.
4,54321 (CR)	Change zip code.
DS (CR)	Display selection screen.
C,STEINMAN (CR)	Cosigner name search for Steinman.
C (CR)	Indicate selection correct. Master screen for Carl Flamholtz appears.
CS (CR)	Display cosigner screen.
11,4444 8th STREET (CR)	Change street name on cosigner screen.
12,SAN DIEGO,CA (CR)	Change city name.
DS (CR)	Display selection screen.
N,0397288631234567 (CR)	Account number search for Carl Flamholtz.
CS (CR)	Cosigner screen appears.
NA (CR)	Next account, change screen for David Radin appears, is first account in assigned queue 0004

Display/Keyboard	Comments
DS (CR)	Display selection screen.
E (CR)	Exit and log off.

Supervisor on-line COLECT activity is identical with normal collector activity with the following exceptions:

- Access to supervisor change screen.

- DL function that requests a detailed list for a specific account to be printed.

- UH function that requests an account in the tape history archives be reactivated to an active status (demonstrated in the history demonstration).

PROMISE-TO-PAY LOGIC DEMONSTRATION

The promise-to-pay logic states that once a promise-to-pay is received on an account with a commitment date and amount, that account is flagged as having a pending promise-to-pay. If no payment is received by the promise-to-pay date, or if the payment is less than the promised amount, the promise is considered broken. In all other cases it is considered kept.

The system reaction to broken or kept promises-to-pay is a customer-defined option and requires parameterization of both the decision table and DACRTE program.

The effect of a broken promise-to-pay, in this test kit, is to assign the highest priority to the account so that during the daily assignment process (selection M of the daily menu) the account appears at the top of its queue.

To accomplish this demonstration a promise-to-pay is entered into two separate accounts, both with the same commitment date. A payment satisfying the promise is posted against one account but not the other. The daily assignment process assigns a higher priority to the account with the broken promise.

The system date remains 11/01/77.

Create the promise-to-pay from the collector terminal by performing the following activities:

Log into COLECT and select a NEWS option.

Display/Keyboard	Comments
Log in with collector ID 0003	Supervisor with automatic access to queue 0003.
A (CR)	Automatic mode, master screen for Craig B. Smith appears.
A2,PP (CR)	Promise-to-pay received from owner.
1115,25 (CR)	Promise-to-pay by date and promised amount.
OK (CR)	Response to verification prompt.
DF (CR)	Display financial screen, note promise-to-pay fields:
	FLAG = Y MADE = 11/01/77 BY DATE = 11/15/77 AMT = 25.00
DS	Display selection screen.
B,MAJOR'S	Name search for Major's Wine and Liquor Store.
1	Select from a displayed list, master screen for Major's Wine and Liquor Store appears.
A2,PP (CR)	Promise-to-pay received from owner.
1115,35 (CR)	Promise-to-pay by date and promised amount.
OK (CR)	Response to verification prompt.

Display/Keyboard	Comments
DF (CR)	Display financial screen note promise to pay fields:
	FLAG = Y MADE = 11/01/77 BY DATE = 11/15/77 AMT = 35.00
DS	Display selection screen.
E	Exit COLECT.

To execute a financial update from the master console, perform the following activities:

Display/Keyboard	Comments
Reset the date to 111777	Set system date to date past commitment date. Log on the master console with a CCS20 user ID.
Selection F of daily cycle menu	Perform a financial update using the tape entitled UPDATE 500 – FINANCIAL UPDATE PROMISE TO PAY. Tape is mounted on unit 0. This posts a payment of $25 dated 11/15/77 against the account of Craig B. Smith. The report produced will match B-DC-RPT15
Selection M of daily cycle menu	Create new daily assignments based on financial update.

Log into COLECT from the collector console, select a NEWS option and perform the following activities:

Display/Keyboard	Comments
Log in with collector ID 0003	Supervisor with access to queue 0003.
A (CR)	Automatic, master screen for Major's Wine and Liquor Store appears.
DF (CR)	Display financial screen, note promise-to-pay fields:
	FLAG = B MADE = 11/01/77 BY DATE = 11/15/77 AMT = 35.00
	This account had a broken promise and was assigned a priority of 9000, which forced it to the top of the queue.
NA (CR)	Next account, master screen for Craig B. Smith appears.
DF (CR)	Display financial screen, note promise-to-pay fields:
	FLAG = K MADE = 11/01/77 BY DATE = 11/15/77 AMT = 25.00
	This account was formerly at the top of this queue. The kept promise-to-pay lowered its priority.
DS (CR)	Display selection screen.
E (CR)	Exit and log off.

PAYMENT STACKING DEMONSTRATION

Payment stacking is the process by which payments made on accounts are kept in the user area of the delinquent master file in a historical sequence. These payments are displayed on the financial screen with the most current payment at the beginning of the list, the oldest payment at the bottom of the list.

This is a customer-defined option and requires customization of CCSPYT, UPD500 and SCRNFILE.

The user area of the delinquent master of the test kit is modified with fields for the amount and date of the last four payments. These fields are displayed on the financial screen under the heading PAYMENT HISTORY.

The test delinquent master contains one payment in the account of James P. Graham. A financial update is run, which posts three additional payments against the account and the payments stacked by date.

The status of the system before continuing should be as follows:

○ The system date is set to 11/01/77.

○ The financial update tape entitled UPDATE 500 - FINANCIAL UPDATE PAYMENT STACK is mounted on unit 0.

To verify the current payment history, log into COLECT from the collector console, select a NEWS option, and perform the following activities:

Display/Keyboard	Comments
Log in with collector id = 0003	Supervisor logged in.
B,GRAHAM (CR)	Name search from selection screen for James P. Graham.
1 (CR)	Select Graham from displayed list.
DF (CR)	Display financial screen, note entry under financial history heading shows two payments: $110 on 10/15/77 and $55 on 10/01/77.
DS (CR)	Bring in selection screen.
E (CR)	Exit and log off.

Log on the master console with a CCS20 user ID.

Using the DC menu, execute the F selection to update the financial printed review report. The output will match report number B-DC-RPT16.

To review the update results, log into COLECT from the collector console, select a NEWS option, and perform the following activities:

Display/Keyboard	Comments
Log in with collector ID 0003	Supervisor logged in.
B,GRAHAM (CR)	Name search for James P. Graham.
1 (CR)	Select from list.
DF (CR)	Display financial screen; three payments have been added. The payments are displayed with the most current appearing first.
DS (CR)	Display selection screen.
E (CR)	Log off.

REPORT GENERATOR DEMONSTRATION

Selections K and L of the on-demand report menu are the customer link to the CCS report generator subsystem. This subsystem allows the user to design, execute and retain report generator programs.

Selection K of the on-demand report menu requires the user to respond to prompts for report selection, totaling, and sorting parameters. Selection L executes the constructed program. More detailed information is available in the CCS reference manual and operator's guide.

Using the report generator, this demonstration creates a program, which produces a report (RG Summary Account List). Such a report already exists on the on-demand report menu. The two reports should then be compared.

The status of the system before continuing should be as follows:

- The system date is set to 11/17/77.

- *BATCH,F is initiated.

- The collector has logged in from the master console with CCS20.

The following procedure creates the report generator summary account list:

1. Using the RP menu, execute selection K to create the report generator program.

2. The system responds:

```
* REPORT GENERATOR PROGRAMS WILL BE CREATED
**** OPERATOR - (BATCH HOST MUST BE ACTIVE BEFORE PROCEEDING)
*              TO ACTIVATE BATCH HOST
*              MI, *BATCH,F
*
* RESPOND: 'N' CARRIAGE RETURN - IF BATCH HOST IS NOT ACTIVE
*
*              CARRIAGE RETURN ONLY - TO CONTINUE
READY?>
```

```
**** OPERATOR - FOLLOW THE INSTRUCTIONS AS THEY APPEAR ON THE SCREEN END UTIL
```

3. Enter the following after the prompts:

```
PRINT DATA NAME LIST?  ENTER Y OR N
>Y (CR)
SAVE GENERATED REPORT PROGRAM?  ENTER Y OR N
>N (CR)
ENTER DATA NAMES FOR RPT (NAME1,NAME2 (CR)) OR MAX OF 3 NAMES PER LINE
ENTER REPEAT TO REENTER ALL DATA NAMES OR
ENTER C TO CONTINUE OR
ENTER A TO ABORT
>MACCT,MNAM,MDLDT (CR)
NEXT
>MADLQ,MPYOF,MQUE (CR)
NEXT
>MPPD,MPPA (CR)
NEXT
>C (CR)
ENTER SORT FIELD NAME (KEY1,A,KEY2,D (CR))
    MAJOR TO MINOR A(ASCENDING) OR D(DESCENDING)
    MAX OF 3 NAMES PER LINE
ENTER REPEAT TO REENTER ALL SORT FIELDS OR
ENTER C TO CONTINUE OR
ENTER A TO ABORT
>C (CR)
ENTER LEVEL BREAK NAMES (LVL1,LVL2,LVL3 (CR)) OR
ENTER REPEAT TO REENTER ALL LEVEL BREAKS OR
ENTER C TO CONTINUE OR
ENTER A TO ABORT
>C (CR)
SELECT RECORDS.  ENTER ALL OR (CR)
>(CR)
ENTER Y IF ALL CONDITIONS MUST BE MET FOR SELECTION
ENTER N IF 1 CONDITION IS SUFFICIENT FOR SELECTION
>N (CR)
ENTER OPERATION (EQ,NE,GT,LT,GE,LE,RANGE (CR)) OR
ENTER REPEAT TO REENTER ALL SELECTIONS OR
ENTER C TO CONTINUE OR
ENTER A TO ABORT
>EQ (CR)
ENTER DATA NAME FOR COMPARISON (NAME1 (CR))
>MSTC (CR)
```

```
IS 2ND COMPARISON FIELD A DATA NAME?  ENTER Y OR N
>N (CR)
ENTER COMPARISON VALUE (VALUE1 (CR)) OR
ENTER RANGE (VALUE1, VALUE2 (CR)) OR
ENTER 2ND DATA NAME (NAME2 (CR))
>ENTER 1 BLANK CHARACTER   (CR)
ENTER OPERATION(EQ,NE,GT,LT,GE,LE,RANGE (CR)) OR
ENTER REPEAT OR REENTER ALL SELECTIONS OR
ENTER C TO CONTINUE OR
ENTER A TO ABORT
>C (CR)
ENTER REPORT TITLE - 30 CHARACTERS MAX
RG SUMMARY ACCOUNT LIST REPORT (CR)
ENTER REPEAT TO REENTER REPORT TITLE OR
ENTER C TO CONTINUE OR
ENTER A TO ABORT
>C (CR)
```

4. The system responds:

```
* THE REPORT GENERATOR PROGRAMS HAVE BEEN CREATED
* THE REPORT GENERATOR PROGRAMS WILL BE BATCHED
JOB NO. = J001
JOB NO. = J002
END UTIL

*
**** OPERATOR - SELECTION L MUST NOW BE RUN TO EXECUTE THE REPORT
READY?>
```

5. Run selection L on the RP menu.

CREATE CLIENT FILE RECORDS

Records are created in the LA client file by executing selections from the LA file maintenance menu.

The status of the system before continuing should be as follows:

●   The system date is set to 06/10/78.

●   All volumes are mounted and ready.

●   The operator is logged on at master console under LA user ID.

●   The page button (upper right of keyboard) is set in the down (page mode) position.†

●   The matrix printer is turned off.

Display/Keyboard	Comments
LM (CR)	Enter LA file maintenance menu.
S (CR)	Select client file maintenance.
N,0001 (CR)	Search for client 0001.
(CR)	Client does not exist. (CR) indicates a new client record is to be created. Blank client change screen will appear.
(CR)	Will position cursor at first change line. "xx,change" can also be used.
COLLECTION INVESTIGATION DEPT (CR) (CR)	Enter firm name.
1111 FIRST STREET (CR) (CR)	Enter address line 1.
SAN DIEGO, CALIF (CR) (CR)	Enter address line 2.

---

†When using a 722-10 console display, PAGE mode is set by selecting the PAGE position of the ROLL/PAGE toggle switch located behind the access door to the right of the CRT display. After setting PAGE mode, press the MANUAL RELEASE button loccated on the same panel.

Display/Keyboard	Comments
CAROL PRIEST (CR) (CR)	Enter contact name.
7141112222 (CR) (CR)	Enter client phone number.
3333 (CR) (CR)	Enter extension.
010 (CR)	Enter collection fee/percentage.
CS (CR)	Return to client selection screen.
N,0002 (CR)	Search for client 0002.
(CR)	Client does not exist; (CR) indicates create new client record.
(CR)	Cursor to first line of change screen.
FINANCIAL RECOVERY DEPT (CR) (CR)	Client name.
2222 SECOND STREET (CR) (CR)	Address line 1.
SAN DIEGO, CALIF (CR) (CR)	Address line 2.
SUSAN MICHAELS (CR) (CR)	Contact name.
7142223333 (CR) (CR)	Phone number.
4444 (CR) (CR)	Extension.
011 (CR)	Enter collection fee/precentage.
CS (CR)	Return to selection screen.
N,LA01 (CR)	Search for client LA01.
(CR)	Does not exist; (CR) indicates new client record.
(CR)	Position cursor to first line of client change screen.
MARX & KRAMER, ATTYS (CR) (CR)	Client name.
3333 THIRD STREET (CR) (CR)	Address line 1.
SAN DIEGO, CALIF (CR) (CR)	Address line 2.
MARY NICHOL (CR) (CR)	Contact name.
7143334444 (CR) (CR)	Phone number.
5555 (CR) (CR)	Extension.
012 (CR)	Collection fee percentage.
CS (CR)	Return to client selection screen.
N,AA01 (CR)	Search for client AA01.
(CR)	Not found, create new record.
(CR)	Position cursor at first change line.
FINANCIAL CONSULTANTS (CR) (CR)	Firm name.
4444 FOURTH STREET (CR) (CR)	Address line 1.
SAN DIEGO, CALIF (CR) (CR)	Address line 2.

Display/Keyboard	Comments
DINA THOMAS (CR) (CR)	Contact name.
7144445555 (CR) (CR)	Phone number.
6666 (CR) (CR)	Extension.
013 (CR)	Collection fee percentage.
CS (CR)	Return to selection screen.
E (CR)	Exit client file maintenance.

EXTRACT PROCESS DEMONSTRATION

This section will simulate the extract process which brings written-off accounts from the CCS into the Legal and Agency subsystem.

The status of the system before continuing should be as follows:

- The system date remains 06/10/78.

- All volumes are mounted and ready.

- The operator is logged on at master console under CCS20.

- The page button (upper right of keyboard) is set in the up (scroll mode) position.†

- The matrix printer is turned on.

- The tape labeled UPDATE-WRITE-OFF TEN ACCOUNTS is mounted on unit 0.

CCS Daily Cycle Menu - Selection D

Using the DC menu, run the selection shown in table 3-9.

Log on at the master console with an LA user ID.

LA Daily Cycle Menu - Selections O and M

Using the LD menu, run the selections shown in table 3-10.

TABLE 3-9. CCS DAILY CYCLE MENU SELECTION

Selection	Comments	Output to Match
D	Complete update with tape labeled UPDATE - WRITE-OFF TEN ACCOUNTS.	C-LADC-RPT1

TABLE 3-10. LA DAILY CYCLE MENU SELECTIONS

Selection	Comments	Output to Match
O	Extract process. Update LA with the ten accounts previously written-off in CCS.	C-LALD-RPT2
M	Daily assignment will assign all accounts not yet assigned a client to queue 0003.	N/A

---

†When using a 722-10 console display, scroll mode is set by selecting the ROLL position of the ROLL/PAGE toggle switch located behind the access door to the right of the CRT display. After setting ROLL mode, press the MANUAL RELEASE button located on the same panel.

LA On-Demand Report Menu - Selection G

Using the LO menu, run the selection shown in table 3-11.

LA PAYMENT ENTRY DEMONSTRATION

The status of the system before continuing should be as follows:

- The system date remains 06/10/78.

- Use a terminal other than the master console, if possible, and log on with an LA user ID.

- Select a NEWS option.

Enter collector ID 0003 and perform the following functions to assign accounts to clients:

Display/Keyboard	Comments
B,CHAMBERS (CR)	Name search for Chambers.
1 (CR)	Select Chambers from screen.
SS (CR)	Display supervisor screen.
01,LA01 (CR)	Assign this account to LA01.
DS (CR)	Return to selection screen.
B,BALVELT (CR)	Name search for Balvelt.
1 (CR)	Select Balvelt.
SS (CR)	Display supervisor screen.
DL	Request a detail list of this account to be printed later.
01,0001 (CR)	Assign account to client 0001.
DS (CR)	Return to selection screen.
B,YOUNG (CR)	Name search for Young.
1 (CR)	Select Young.
SS (CR)	Display supervisor screen.
01,0002 (CR)	Assign account to client 0002.
DS (CR)	Return to selection screen.
E (CR)	Exit, LEGAL.

LA Daily Cycle Menu - Selection L, N, M, and H

Log onto the master console with an LA user ID.

Using the LD menu, run the selections shown in table 3-12.

Reset the system date to 07/10/78.

TABLE 3-11. LA ON-DEMAND REPORT MENU SELECTION

Selection	Comments	Output to Match
G	Daily assignment list will verify that new accounts are in queue 0003. Reply ALL to program prompt.	C-LALO-RPT1

Use a terminal other than the master console, if possible, and perform the following functions to make payment entries.

Enter LA user ID, select a NEWS option, and log onto LEGAL with collector ID 0003.

Display/Keyboard	Comments
P (CR)	Select payment entry option from selection screen.
AD (CR)	Add payment data.
0270007591234567, 0002,01,071078,25 (CR)	Enter account number, client number, transaction type, payment date, and amount.
SB (CR)	Perform statement balance function.
OK (CR)	Transaction is correct, return to selection screen.
E (CR)	Exit LEGAL.

LA Daily Cycle Menu - Selections L and N

Log on the master console with an LA user ID.

Using the LD menu, run the selections shown in table 3-13.

Reset the system date to 08/10/78 by performing the following:

Display/Keyboard	Comments
(manual interrupt) DATE (CR) 081078 hhmm (CR)	Reset system date to 10 August 1978.

Use a terminal other than the master console and perform the following procedures.

Enter LA user ID, select a NEWS option, and log on LEGAL with collector ID 0003.

TABLE 3-12. LA DAILY CYCLE MENU SELECTIONS

Selection	Comments	Output to Match
L	Sort transaction.	N/A
N	Night batch update will assign accounts with client assignments.	C-LALD-RPT3
M	Daily assignment will assign accounts with client assignments to queues depending on total due amounts.	N/A
H	Delinquent record content report for supervisor requests.	C-LD-RPT15

TABLE 3-13. LA DAILY CYCLE MENU SELECTIONS

Selection	Comments	Output to Match
L	Sort transactions	N/A
N	Nightly batch update. Report shows that the direct payment of $25 reduced the amount delinquent and balance due by that amount; the amount collected is increased by a like amount.	C-LALD-RPT4

Display/Keyboard	Comments
P (CR)	Select payment entry option.
AD (CR)	Add payment data.
0270007591234567, 0002,02,,30 (CR)	Enter account number, client number, and transaction code (indirect payment), default to system date and payment amount.
SB (CR)	Perform statement balancing function.
OK (CR)	Transaction is correct; return to selection screen.
E (CR)	Exit LEGAL.

LA Daily Cycle Menu - Selections L and N

Log on the master console with an LA user ID.

Using the LD menu, run the selections shown in table 3-14.

Reset the system date to 09/10/78 by performing the following:

Display/Keyboard	Comments
(manual interrupt) DATE (CR) 091078 hhmm	Reset system date to 10 September 1978.

Use a terminal other than the master console and perform the following procedures.

Enter LA user ID, select a NEWS option, and log on LEGAL with collector ID 0003.

Display/Keyboard	Comments
P (CR)	Select payment entry option.
AD (CR)	Add payment data.
0270007591234567, 0002,03,,30 (CR)	Enter account number, client number, and transaction code (nonrecoverable court cost), default to system date and transaction amount.
SB (CR)	Perform statement balancing function.
OK (CR)	Transaction is correct, return to selection screen.
E (CR)	Exit LEGAL.

LA Daily Cycle Menu - Selections L and N

Log onto the master console with an LA user ID.

Using the LD menu, run the selections shown in table 3-15.

Reset the system date to 10/10/78 by performing the following:

TABLE 3-14. LA DAILY CYCLE MENU SELECTIONS

Selection	Comments	Output to Match
L	Sort transactions	N/A
N	Nightly batch update. Direct payments are treated as direct payments. Report shows a continuing decrease in the amount delinquent and the balance due; the amount collected has increased.	C-LALD-RPT5

Display/Keyboard	Comments
(manual interrupt) DATE (CR) 101078 hhmm (CR)	Reset system date to 10 October 1978.

Use a terminal other than the master console and perform the following:

Enter LA user ID, select a NEWS option, and log on LEGAL with collector ID 0003.

Display/Keyboard	Comments
P (CR)	Select payment entry option.
AD (CR)	Add payment data.
0270007591234567, 0002,04,,100 (CR)	Enter account number, client number, and transaction code (recoverable court cost), default to system date and transaction amount
SB (CR)	Perform statement balancing function.
OK (CR)	Transaction is correct; return to selection screen.
E (CR)	Exit LEGAL.

LA Daily Cycle Menu - Selections L and N

Log on the master terminal with an LA user ID.

Using the LD menu, run the selections shown in table 3-16.

Reset the system date to 11/10/78 by performing the following:

Display/Keyboard	Comments
(manual interrupt) DATE (CR) 111078 hhmm (CR)	Reset system date to 10 November 1978.

Use a terminal other than the master console and perform the following procedures.

Enter LA user ID, select a NEWS option, and log on LEGAL with collector ID 0003.

TABLE 3-15. LA DAILY CYCLE MENU SELECTIONS

Selection	Comments	Output to Match
L	Sort transactions.	N/A
N	Nightly batch update. Nonrecoverable court costs are accumulated only in the client record and do not affect the borrower's master record.	C-LALD-RPT6

TABLE 3-16. LA DAILY CYCLE MENU SELECTIONS

Selection	Comments	Output to Match
L	Sort transactions.	N/A
N	Nightly batch update. Recoverable court cost increases the balance due and the amount delinquent fields.	C-LALD-RPT7

Display/Keyboard	Comments
P (CR)	Select payment entry option.
AD (CR)	Add payment data.
0270007591234567, 0002,01,,300 (CR)	Enter account number, client number, and transaction code (direct payment), default to system date and transaction amount.
SB (CR)	Perform statement balancing function.
OK (CR)	Transaction is correct; return to selection screen.
E (CR)	Exit LEGAL.

LA Daily Cycle Menu - Selections L and N

Log on the master console with an LA user ID.

Using the LD menu, run the selections shown in table 3-17.

Reset the system date to 12/31/78 by performing the following:

Display/Keyboard	Comments
(manual interrupt) DATE (CR) 123178 hhmm (CR)	Reset system date to 31 December 1978.

Use a terminal other than the master console and perform the following procedures.

Enter LA user ID, select a NEWS option, and log on LEGAL with collector ID 0003.

Display/Keyboard	Comments
P (CR)	Select payment entry option.
AD (CR)	Add payment data.
0270007591234567, 0002,01,,137.47 (CR)	Enter account number, client number, and transaction type (direct payment), default to system date and transaction amount.
AD (CR)	Add payment data.
0270007591234567,, 05,,75 (CR)	Enter account number, default to client number on previous transaction, transaction type (fee/commission), default to system date and transaction amount.
SB (CR)	Perform statement balancing function.
OK (CR)	Transactions are correct.
E (CR)	Exit LEGAL.

LA Daily Cycle Menu - Selections F, L and N

Log on the master console with an LA user ID.

TABLE 3-17. LA DAILY CYCLE MENU SELECTIONS

Selection	Comments	Output to Match
L	Sort transactions.	N/A
N	Nightly batch update. Direct payment will reduce the amount delinquent and the current balance; the amount collected is increased.	C-LALD-RPT8

Using the LD menu, run the selections shown in table 3-18.

Reset the system date to 01/10/79 by performing the following:

Display/Keyboard	Comments
(manual interrupt) DATE (CR) 011079 hhmm (CR)	Reset system date to 10 January 1979.

Use a terminal other than the master console and perform the following procedures.

Enter LA user ID, select a NEWS option, and log on LEGAL with collector ID 0003.

Display/Keyboard	Comments
P (CR)	Select payment entry option.
AD (CR)	Add transaction.
0270007591234567,0002, 05,123178,75,-(CR)	Enter account number, client number, transaction type (fee/commission), date, amount and negative sign. This transaction is negating the previously entered fee/commission.
AD (CR)	Add transaction.
0270007591234567,, 05,123178, 50 (CR)	Enter corrected fee/commission transaction.
SB (CR)	Perform statement balancing function.
OK (CR)	Transactions are correct, return to selection screen.
E (CR)	Exit LEGAL.

LA Daily Cycle Menu - Selections L and N

Log on the master console with an LA user ID.

Using the LD menu, run the selections shown in table 3-19.

LA On-Demand Report Menu - Selections N, O, and P

Log on the master console with an LA user ID.

Using the LO menu, run the selections shown in table 3-20.

Reset the system date to 01/20/79 by performing the following:

TABLE 3-18. LA DAILY CYCLE MENU SELECTIONS

Selection	Comments	Output to Match
F	Financial update tape labeled LUD500 - FIRST FINANCIAL UPDATE. This selection will simulate transactions coming from the host system. Transactions are stored in accumulative file until the batch update (selection N) is run.	N/A
L	Sort on-line transactions.	N/A
N	Nightly batch update. The on-line transactions will reduce account 0270007591234567 to a zero balance. The transactions from the host cover a six month period.	C-LALD-RPT9

Display/Keyboard	Comments
(manual interrupt)	Reset system date to 20 January 1979.
DATE (CR)	
012079 hhmm (CR)	

Use a terminal other than the master console and perform the following procedures.

Enter LA user ID, select a NEWS option, and log on LEGAL with collector ID 0003.

Display/Keyboard	Comments
B,CHAMBERS (CR)	Name search for Chambers.
1 (CR)	Select from screen.
SS (CR)	Enter supervisor screen.
01,AA01 (CR)	Reassign this account from client LA01 (original assignment) to client AA01.
DS (CR)	Return to selection screen.
B,BALVELT (CR)	Name search for Balvelt.
1 (CR)	Select from screen.
SS (CR)	Enter supervisor screen.
01,AA01 (CR)	Reassign this account to client AA01.
DS (CR)	Return to selection screen.
A (CR)	Select automatic option. Becker, Robert E. will appear. Assign this account and all remaining accounts in this queue to client 0002.
SS (CR)	Enter supervisor screen.
01,0002 (CR)	Assign account to client 0002.
NA (CR)	Next account. Repeat the three previous commands until LEGAL exits automatically after all accounts have been assigned to client 0002.

TABLE 3-19. LA DAILY CYCLE MENU SELECTIONS

Selection	Comments	Output to Match
L	Sort transactions.	N/A
N	Nightly batch update. The fee/commission figures for 123178 were reduced by $75.00 and then replaced by $50.00.	C-LALD-RPT10

TABLE 3-20. LA ON-DEMAND REPORT MENU SELECTIONS

Selection	Comments	Output to Match
N	Complete and direct payment report.	C-LALO-RPT2
O	Inventory report by client and customer.	C-LALO-RPT3
P	Recovery analysis.	C-LALO-RPT4

LA Daily Cycle Menu - Selections L, N, and M

Log on the master console with an LA user ID.

Using the LD menu, run the selections shown in table 3-21.

Reset the system date to 08/10/79 by performing the following:

Display/Keyboard	Comments
(manual interrupt) DATE (CR) 081079 hhmm (CR)	Reset system date to 10 August 1979.

LA Daily Cycle Menu - Selections F, L, and N

Log on the master console with an LA user ID.

Using the LD menu, run the selections shown in table 3-22.

LA On-Demand Report Menu - Selections N, O, and P

Log on the master console with an LA user ID.

Using the LO menu, run the selections shown in table 3-23.

INACTIVATE CLIENT

Records may be purged from the LA client file by changing their status; this is done by executing selection S from the LA file maintenance menu.

The status of the system before continuing is as follows:

● The matrix printer is turned off.

● The page key (upper right of keyboard) is set in the down (page mode) position.†

TABLE 3-21. LA DAILY CYCLE MENU SELECTIONS

Selection	Comments	Output to Match
L	Sort transactions.	N/A
N	Nightly batch update. Nine accounts will show reassignment.	C-LALD-RPT11
M	Daily assignment. All accounts will be assigned to queues based on balance due amounts.	N/A

TABLE 3-22. LA DAILY CYCLE MENU SELECTIONS

Selection	Comments	Output to Match
F	Financial update using tape labeled LUD500-SECOND FINANCIAL UPDATE. This tape simulates transactions from the host over a seven month period.	N/A
L	Sort transactions.	N/A
N	Nightly batch update.	C-LALD-RPT12

---

†When using a 722-10 console display, PAGE mode is set by selecting the PAGE position of the ROLL/PAGE toggle switch located behind the access door to the right of the CRT display. After setting PAGE mode, press the MANUAL RELEASE button located on the same panel.

TABLE 3-23. LA ON-DEMAND REPORT MENU SELECTIONS

Selection	Comment	Output to Match	
N	Complete and direct payment report.	C-LALO-RPT5	
O	Inventory report by client and customer.	C-LALO-RPT6	
P	Recovery analysis.	C-LALO-RPT7	

From the master console, enter the following:

Display/Keyboard	Comment
LM (CR)	Display LA file maintenance menu.
S (CR)	Enter client file maintenance routine.
S,LA01 (CR)	Search for LA01.
INACTIVE (CR)	Inactivate client LA01.
(CR)	Return to client selection screen.
E (CR)	Exit from client file maintenance.

The status of the system before continuing is as follows:

- The matrix printer is turned on.

- The page key (upper right of keyboard) is set in the up position.

Reset the system date to 09/10/80 by performing the following:

Display/Keyboard	Comment
(manual interrupt) DATE (CR) 091080 hhmm (CR)	Reset system date to 10 September 1980.
+ (CR)	Log onto LA system with LA user ID at the master console.
LA	
LH	Display LA history menu.

LA History Menu - Selection F

Log on the master console with an LA user ID.

Using the LH menu, run the selection shown in table 3-24.

TRANSACTION REPLAY

The objective of this procedure is to demonstrate that transaction replay performs in the L/A subsystem as it does in CCS. Selections from the LA daily cycle and on-demand report menus not previously executed, will be run.

Before proceeding further, the system must be backed up (copied). Refer to the Operator's/Collector's Guide for this procedure. The backup system will be used later for transaction replay.

Autoload the system you have been using with a 09/10/80 date.

Mount all volumes using UTIL mount functions.

Use any terminal other than the master console (if possible) for the LEGAL on-line activities. Log onto LEGAL and select a NEWS option.

TABLE 3-24. LA HISTORY MENU SELECTION

Selection	Comments	Output to Match
F	Client file purge. All client records, which have been inactive for the number of months specified in the LACL parameter (LAUTIFIL), will be purged. A summary report is produced for each client.	C-LALH-RPT1

Log in with collector ID 0002 and perform the following:

Display/Keyboard	Comments
A (CR)	Select automatic option, account for Robert E. Becker appears.
DC (CR)	Bring up change screen.
01,1111 FIRST STREET (CR)	Change address line 1.
03,SAN DIEGO,CA (CR)	Change city/state.
04,92117 (CR)	Change zip code.
NA (CR)	Next account, Richard L. Williams appears.
A3,R1 (CR)	Enter action/result code which requires a comment.
LAWYER HAS BEEN NOTIFIED (CR)	Enter comment.
NA (CR)	Next account, John A. Pagano appears.
A3,R1 (CR)	Enter action/result code which requires a comment.
NEW ADDRESS FROM CLIENT (CR)	Enter comment.
DC (CR)	Bring up change screen.
01,2222 SECOND ST (CR)	Change address line 1.
03,LA JOLLA,CA (CR)	Change address line 3.
04,92119 (CR)	Change zip.
05,7145718900 (CR)	Change telephone number.
DS (CR)	Return to selection screen.
E (CR)	Exit.

From the master console, log on with an LA user ID and save the transaction file, LATRANFL, for later use in transaction replay.

Mount the tape labeled 'TRANFL SAVE' (scratch tape from CCS transaction replay demonstration) on tape unit 0, with write ring.

Run the following under UTIL:

```
READY    LIST (CR)
FN=      LATRANFL (CR)
VL=      (CR)
M=       (CR)
L=       TAPE0 (CR)
F=       U (CR)
```

Using the LD menu, run the selections shown in table 3-25.

These reports should be saved to compare to the same reports which are produced after transaction replay.

Using the LO menu, run the selections shown in table 3-26.

Mount backup packs and autoload with 09/10/80.

Log in the system with an LA user ID at the master console.

Mount all volumes using the UTIL mount functions.

Clear the transaction files under UTIL by performing the following:

```
READY      CLEAR (CR)
FN=        LATRANFL (CR)
VL=        (CR)
READY      CLEAR (CR)
FN=        LATRNBCK (CR)
VL=        (CR)
```

Restore the transaction files (from tape labeled TRANFL SAVE) by executing the following:

```
READY      LOAD (CR)
FN=        LATRANFL (CR)
VL=        (CR)
I=         TAPE0
M=         (CR)
```

TABLE 3-25. DAILY CYCLE MENU

Selection	Comments	Output to Match
L	Sort transaction file in proper order for collector reports	N/A
A	Daily collector activity reports. Collector changes to accounts, time usage, statistics. Carriage return to zero counts.	C-LD-RPT13
C	Add collector activities to activity file.	C-LD-RPT14

TABLE 3-26. ON-DEMAND REPORT MENU

Selection	Comment	Output to Match
F	Eligible/actual for write-off. Use the following responses to prompts: Prompt Response report = 1 (eligible for write-off) as-of-date = 080180 days delinquent = 400 print = 2 (print report by queue assigned, account type) subtotals = yes	C-LO-RPT8
G	Daily assignment report. Use 'ALL'.	C-LO-RPT9
H	Summary account list report.	C-LO-RPT10
I	Weekly collector statistics report; carriage return to zero weekly counts.	C-LO-RPT11
J	Monthly collector statistics report; carriage return to zero monthly counts.	C-LO-RPT12
M	Queue loading report.	C-LO-RPT13

Rewind tape on unit 0.

```
READY       LOAD (CR)
FN=         LATRNBCK (CR)
VL=         (CR)
I=          TAPE0 (CR)
M=          (CR)
READY       EX (CR)
```

Execute transaction replay by entering:

```
REQUEST    =   LTRPLY (CR)
```

The system responds:

```
TOTAL ACTIVITIES UPDATED :    2
TOTAL CHANGES UPDATED :       7
TOTAL OTHER RECORD :          0
TOTAL NOT UPDATED :           0
```

<div align="center">NOTE</div>

The system has been restored onto the backup disk packs. Since processing will be continued on these packs, they should be relabeled as master packs, and the master packs should be relabeled as backup packs.

Using the LD menu, run the selections shown in table 3-27.

Compare these reports to the reports produced prior to transaction replay.

CLEAR FILES - READY SYSTEM

The data files used for the installation test kit procedures must be cleared before the system may be parameterized for customer use.

The operator must log onto the master console with a $$ user ID.

The operator types in response to system prompt

    SC

and presses (CR).

The system configuration menu is displayed as follows:

<div align="center">SYSTEM CONFIGURATION MENU</div>

Before making a selection from this menu be sure the auxiliary disk pack(s) have been initialized with the correct volume label or labels for the system which you will select. All disk packs should be mounted and ready.

```
A  - 12000 ACCOUNT CCS SYSTEM (VOLUME CDD01)
B  - 24000 ACCOUNT CCS SYSTEM (VOLUME CDD01/CDD02)
C  - 36000 ACCOUNT CCS SYSTEM (VOLUME CDD01/CDD02)
D  - 78000 ACCOUNT CCS SYSTEM (VOLUME CDD01)
E  - 12000/9000 ACCOUNT CCS/LA SYSTEM (VOLUME CDD01/CDD03)
F  - 24000/9000 ACCOUNT CCS/LA SYSTEM (VOLUME CDD01/CDD02/CDD03)
G  - 36000/13500 ACCOUNT CCS/LA SYSTEM (VOLUME CDD01/CDD02/CDD03)
H  - 60000/18000 ACCOUNT CCS/LA SYSTEM (VOLUME CDD01)
I  - CLEAR CCS SYSTEM FILES FOR CUSTOMER PARAMETERIZATION
J  - CLEAR CCS/LA SYSTEM FILES FOR CUSTOMER PARAMETERIZATION
Z  - EXIT
```

SELECTION =

The operator types

    J

and presses (CR).

The following messages will be displayed:

TABLE 3-27. DAILY CYCLE MENU

Selection	Comments	Output to Match
L	Sort the transaction file in proper order for the collector reports.	N/A
A	Daily collector activity reports; carriage return to zero counts.	C-LD-RPT16
C	Add collector activities to the activity file.	C-LD-RPT17

OPERATOR -   A JOB WILL BE BATCHED IN THIS PROCEDURE TO PURGE THE PROGRAM LIBRARY. THE BATCH
               HOST MUST BE ACTIVE BEFORE PROCEEDING. TO ACTIVATE THE BATCH HOST, PERFORM

               MI, *BATCH,F

RESPOND: 'N' CARRIAGE RETURN - IF BATCH HOST IS NOT ACTIVE

               CARRIAGE RETURN ONLY - TO CONTINUE

READY?>

THE DATA FILES WILL BE CLEARED.

THE FILES WILL BE INITIALIZED FOR START OF PARAMETERIZATION.
END QTIL.

OPERATOR -   WHEN THIS SELECTION IS COMPLETE, USE THE UTILITY COMMAND 'BATS' TO CHECK THE
               PROGRESS OF THE JOB NUMBERED LISTED BELOW. WHEN THE STATUS IS NO LONGER 'BEING
               SENT', USE THE UTILITY COMMAND 'PRINT' TO PRINT THE JOB. VERIFY THE JOB
               COMPLETED WITHOUT ERROR.

JOB NO. = J001
END UTIL

CCS SYSTEM FILES ARE READY FOR PARMETERIZATION.

HARDWARE REQUIREMENTS A

1. Minimum Required Hardware

    1 - CYBER 18-25   - See Note 1 Description
    4 - 1882-32   64KB Memory Modules
    1 - 1882-16   32KB Memory Module
    1 - 1867-4   Disk Subsystem
    1 - 1867-20   Disk Drive
    † - 2561-12   CLA Controllers
    † - 752-30   Terminal Display } or   722-10 Console Display
    † - 752-202   Terminal Keyboard }
    1 - 755-21   Matrix Printer
    1 - 1860-X   Mag Tape Subsystem (1 Mag Tape)††
    1 - 1827-32   300 LPM Printer
    1 - 1828-1   CR/LPR Controller
    1 - 1811-2   Console Display   or   1 - 722-10 Console Display

2. Maximum Required Hardware

    1 - CYBER 18-25   - See Note 1 Description
    8 - 1882-32   64 KB Memory Modules
    1 - 1867-4   Disk Subsystem (50 MB)   or   2 - 1867-40 Disk Drives
    3 - 1867-20   Disk Drives (50 MB)
   16 - 2561-12   CLA Controllers   1 - 1887-5/1833-6 Disk Controller
   32 - 752-30   Terminal Displays }
   32 - 752-202   Terminal Keyboards }   or   32 - 722-10 Console Displays
    1 - 755-21   Matrix Printer
  ††† - 1860-X   Mag Tape Subsystems (Max. = 4 M.T. units)††
    1 - 1827-32   300 LPM Printer
    1 - 1828-1   CR/LPR Controller
    1 - 1811-2   Console Display   or   1 - 722-10 Console Display

3. Optional Hardware
    ● 1827-60 600 LPM Printer
    ● 1829-30/60 300/600 Card Reader

4. Configuration Selection

    Disks Required

    Mass memory configurations are determined by account value. Table A-1 shows the account volumes supported by CCS/LA and the required hardware. The minimum hardware requirements with support 'A'. The maximum hardware requirements will support all selections.

---

†Number determined by user requirements

††7 track mag tape subsystems are not supported under CCS 3.

†††Reference CYBER 18 Hardware configurator for definition of expanded Mag Tape configurations.

TABLE A-1. ACCOUNT VALUES SUPPORTED BY CCS/LA

Mass Memory Configuration	Number of CCS Accounts	Number of L/A Accounts	Hardware Required
A	12,000	0	1 1867-2, -4 Disk Subsystem[†] 1 1867-20 Disk Drive
E	12,000	9,000	1 1867-2, -4 Disk Subsystem[†] 2 1867-20 Disk Drives
B	24,000	0	1 1867-2 Disk Subsystem[††] 2 1867-20 Disk Drives
F	24,000	9,000	1 1867-2 Disk Subsystem[††] 3 1867-20 Disk Drives
C	36,000	0	1 1867-4 Disk Subsystem 2 1867-20 Disk Drives
G	36,000	13,500	1 1867-4 Disk Subsystems 3 1867-20 Disk Drives
D	78,000	0	2 1867-40 Disk Drives 1 1887-5/1833-6 Disk Controller
H	60,000	18,000	2 1867-40 Disk Drives 1 1887-5/1833-6 Disk Controller

[†]Applies for both 1867-2 and 1867-4 products.

[††]The 1867-2 Disk Subsystem is no longer in production. It applies to the existing installed base only.

This appendix contains sample reports used with CCS.

```
HDR1CYBER CREDIT SYSTEM
HDR2VERSION 3.0
HDR3SYSTEM VERIFICATION
RSW1R010,S015,W005
ACTCA1A2A3A4SR*****************************************************
RESC  RZPPR1R2R3R4***********************************************
SALCMR       MS        MISS     MRS
DALT005
LTRFOCOLLECTION DEPT
SMTHR006,S006,W006
TMTH012
UPDY015
OLPMRL06,P02,C31,NAN
RPTG  RPTOO1RPT000
0002GARRET            P32225551200 412100030002,ALL
0003SHERMAN           H12225551119    2    0003,ALL
0004REASON            S22225551200 430000030004,ALL
0001LOWE              H12225551115    1000300010002,ALL
LTR10102**
LTR2
```

R E S U L T   C O D E

ACT ION	01 B2 L C CD	02 PP L C CD	03 R1 L C CD	04 R2 L C CD	05 R3 L C CD	06 R4 L C CD	07 L C CD	08 L C CD	09 L C CD	10 L C CD	11 L C CD	12 L C CD	13 L C CD	14 L C CD	15 L C CD	16 L C CD
SR	NA	NA	NA	NA	NA	NA	C 01									
A1	L RL	L DP	L C NC	L NC	L C NC	L NC	NA									
A2	RL	DP	C NC	01	NA	01	01									
A3	RL	NA	C NL	01	L C 02	02	02									
A4	L RL	L DP	L C NC	NA	L C 02	L 03	L 03									

END OF TABLE

TEST NO	LEVEL	NEXT LEVEL	NO. OF PARAMS	PARAM NO.	PARAM OPERATOR	PARAM VALUE 1	PARAM VALUE 2	PARAM CONNECTOR	NO. OF RETURN VALUES	CURRENT RET VAL	RETURNED VALUES
1	1	2	2	1	NULL	*	* *	*	.AND.	01	00	1000
				2	.EQ.	*Q	* *	*				
2	1	0	1	1	.GT.	*000040*	*	*		01	00	0004
3	1	0	1	1	.GT.	*000030*	*	*		01	00	0003
4	1	0	1	1	.GT.	*000020*	*	*		01	00	0002
5	1	0	1	1	NULL	*	* *	*		01	00	0001
6	2	0	1	1	.EQ.	*B	* *	*		01	00	9000
7	2	0	1	1	NULL	*	* *	*		01	00	2000

END OF TABLE   TOTAL TABLE LENGTH = 91 MAXIMUM TABLE LENGTH =3000

FILE NAME	MAXIMUM RECORDS	CURRENT RECORDS	AVAILABLE RECORDS	PCT SPACE AVAILABLE
DELQMST	12000.	90.	11910.	99.2%
COSIGNER	12000.	8.	11992.	99.9%
ACCAGE	12000.	91.	11909.	99.2%
ACTFIL	12000.	.	12000.	****%
SUMHIST	12000.	2.	11998.	****%
TAPEARC	12000.	2.	11998.	****%
INACCT	12000.	.	12000.	****%

60475250 A

CYBER CREDIT SYSTEM
VERSION 3.0
SYSTEM VERIFICATION

DELINQUENT TREND ANALYSIS
FOR GROUP 0   QUEUE 0001
FROM 10/01/77 TO 11/01/77

PAGE   1
RUN DATE : 11/01/77

	00 - 29	30 - 59	60 - 89	90 - 119	120 - 149	150 - 179	180 +	WRITE OFF	RELEASED	SATISFIED
NEWLY ADDED										
770	433	337	0	0	0	0	0	0	0	0
10	7	3								
FORMER STATUS										
00 - 29										
375	0	375	0	0	0	0	0	0	0	0
8		8								
30 - 59										
1,086	0	0	1,086	0	0	0	0	0	0	0
16			16							
60 - 89										
284	0	0	0	284	0	0	0	0	0	0
5				5						
90 - 119										
1,136	0	0	0	0	1,136	0	0	0	0	0
16					16					
120 - 149										
684	0	0	0	0	0	684	0	0	0	0
12						12				
150 - 179										
684	0	0	0	0	0	0	684	0	0	0
13							13			
180 +										
0	0	0	0	0	0	0	0	0	0	0
PAGE TOTALS										
5,019	433	712	1,086	284	1,136	684	684	0	0	0
80	7	11	16	5	16	12	13			

CYBER CREDIT SYSTEM
VERSION 3.0
SYSTEM VERIFICATION

DELINQUENT TREND ANALYSIS
FOR GROUP 0   QUEUE 0002
FROM 10/01/77 TO 11/01/77

PAGE   2
RUN DATE :   11/01/77

		00 - 29	30 - 59	60 - 89	90 - 119	120 - 149	150 - 179	180 +	WRITE OFF	RELEASED	SATISFIED
NEWLY ADDED	212	0	212	0	0	0	0	0	0	0	0
	1		1								
FORMER STATUS											
00 - 29	0	0	0	0	0	0	0	0	0	0	0
30 - 59	526	0	0	526	0	0	0	0	0	0	0
	2			2							
60 - 89	0	0	0	0	0	0	0	0	0	0	0
90 - 119	514	0	0	0	0	514	0	0	0	0	0
	2					2					
120 - 149	0	0	0	0	0	0	0	0	0	0	0
150 - 179	0	0	0	0	0	0	0	0	0	0	0
180 +	0	0	0	0	0	0	0	0	0	0	0
PAGE TOTALS	1,252	0	212	526	0	514	0	0	0	0	0
	5		1	2		2					

	00 - 29	30 - 59	60 - 89	90 - 119	120 - 149	150 - 179	180 +	WRITE OFF	RELEASED	SATISFIED
NEWLY ADDED										
377	377	0	0	0	0	0	0	0	0	0
1	1									
FORMER STATUS										
00 - 29										
0	0	0	0	0	0	0	0	0	0	0
30 - 59										
0	0	0	0	0	0	0	0	0	0	0
60 - 89										
0	0	0	0	0	0	0	0	0	0	0
90 - 119										
0	0	0	0	0	0	0	0	0	0	0
120 - 149										
369	0	0	0	0	0	369	0	0	0	0
1						1				
150 - 179										
0	0	0	0	0	0	0	0	0	0	0
180 +										
0	0	0	0	0	0	0	0	0	0	0
PAGE TOTALS										
746	377	0	0	0	0	369	0	0	0	0
2	1					1				

CYBER CREDIT SYSTEM
VERSION 3.0
SYSTEM VERIFICATION

DELINQUENT TREND ANALYSIS
FOR GROUP 0   QUEUE 0004
FROM 10/01/77 TO 11/01/77

PAGE   4
RUN DATE :   11/01/77

	00 - 29	30 - 59	60 - 89	90 - 119	120 - 149	150 - 179	180 +	WRITE OFF	RELEASED	SATISFIED
NEWLY ADDED										
0	0	0	0	0	0	0	0	0	0	0
FORMER STATUS										
00 - 29										
0	0	0	0	0	0	0	0	0	0	0
30 - 59										
718	0	0	718	0	0	0	0	0	0	0
1			1							
60 - 89										
0	0	0	0	0	0	0	0	0	0	0
90 - 119										
0	0	0	0	0	0	0	0	0	0	0
120 - 149										
0	0	0	0	0	0	0	0	0	0	0
150 - 179										
1,178	0	0	0	0	0	0	1,178	0	0	0
2							2			
180 +										
0	0	0	0	0	0	0	0	0	0	0
PAGE TOTALS										
1,896	0	0	718	0	0	0	1,178	0	0	0
3			1				2			

CYBER CREDIT SYSTEM   DELINQUENT TREND ANALYSIS   PAGE   5
VERSION 3.0   TOTALS   RUN DATE :   11/01/77
SYSTEM VERIFICATION   FROM 10/01/77 TO 11/01/77

	00 - 29	30 - 59	60 - 89	90 - 119	120 - 149	150 - 179	180 +	WRITE OFF	RELEASED	SATISFIED
NEWLY ADDED										
1,359	810	549	0	0	0	0	0	0	0	0
12	8	4								
FORMER STATUS										
00 - 29										
375	0	375	0	0	0	0	0	0	0	0
8		8								
30 - 59										
2,330	0	0	2,330	0	0	0	0	0	0	0
19			19							
60 - 89										
284	0	0	0	284	0	0	0	0	0	0
5				5						
90 - 119										
1,650	0	0	0	0	1,650	0	0	0	0	0
18					18					
120 - 149										
1,053	0	0	0	0	0	1,053	0	0	0	0
13						13				
150 - 179										
1,862	0	0	0	0	0	0	1,862	0	0	0
15							15			
180 +										
0	0	0	0	0	0	0	0	0	0	0
REPORT TOTALS										
8,913	810	924	2,330	284	1,650	1,053	1,862	0	0	0
90	8	12	19	5	18	13	15			

CYBER CREDIT SYSTEM
VERSION 3.0
SYSTEM VERIFICATION

DELINQUENT TREND ANALYSIS
FOR GROUP 0 PRODUCT 02
FROM 10/01/77 TO 11/01/77

PAGE   1
RUN DATE : 11/01/77

	00 – 29	30 – 59	60 – 89	90 – 119	120 – 149	150 – 179	180 +	WRITE OFF	RELEASED	SATISFIED
NEWLY ADDED										
754	586	168	0	0	0	0	0	0	0	0
6	4	2								
FORMER STATUS										
00 – 29										
276	0	276	0	0	0	0	0	0	0	0
6		6								
30 – 59										
1,289	0	0	1,289	0	0	0	0	0	0	0
13			13							
60 – 89										
166	0	0	0	166	0	0	0	0	0	0
2				2						
90 – 119										
684	0	0	0	0	684	0	0	0	0	0
12					12					
120 – 149										
290	0	0	0	0	0	290	0	0	0	0
8						8				
150 – 179										
916	0	0	0	0	0	0	916	0	0	0
9							9			
180 +										
0	0	0	0	0	0	0	0	0	0	0
PAGE TOTALS										
4,375	586	444	1,289	166	684	290	916	0	0	0
56	4	8	13	2	12	8	9			

CYBER CREDIT SYSTEM
VERSION 3.0
SYSTEM VERIFICATION

DELINQUENT TREND ANALYSIS
FOR GROUP 0   PRODUCT   03
FROM 10/01/77 TO 11/01/77

PAGE   2
RUN DATE :   11/01/77

	00 - 29	30 - 59	60 - 89	90 - 119	120 - 149	150 - 179	180 +	WRITE OFF	RELEASED	SATISFIED
NEWLY ADDED										
220	220	0	0	0	0	0	0	0	0	0
3	3									
FORMER STATUS										
00 - 29										
99	0	99	0	0	0	0	0	0	0	0
2		2								
30 - 59										
492	0	0	492	0	0	0	0	0	0	0
3			3							
60 - 89										
44	0	0	0	44	0	0	0	0	0	0
2				2						
90 - 119										
472	0	0	0	0	472	0	0	0	0	0
3					3					
120 - 149										
90	0	0	0	0	0	90	0	0	0	0
2						2				
150 - 179										
748	0	0	0	0	0	0	748	0	0	0
3							3			
180 +										
0	0	0	0	0	0	0	0	0	0	0
PAGE TOTALS										
2,165	220	99	492	44	472	90	748	0	0	0
18	3	2	3	2	3	2	3			

	00 - 29	30 - 59	60 - 89	90 - 119	120 - 149	150 - 179	180 +	WRITE OFF	RELEASED	SATISFIED
NEWLY ADDED										
0	0	0	0	0	0	0	0	0	0	0
FORMER STATUS										
00 - 29										
0	0	0	0	0	0	0	0	0	0	0
30 - 59										
0	0	0	0	0	0	0	0	0	0	0
60 - 89										
0	0	0	0	0	0	0	0	0	0	0
90 - 119										
0	0	0	0	0	0	0	0	0	0	0
120 - 149										
369	0	0	0	0	0	369	0	0	0	0
1						1				
150 - 179										
0	0	0	0	0	0	0	0	0	0	0
180 +										
0.	0	0	0	0	0	0	0	0	0	0
PAGE TOTALS										
369	0	0	0	0	0	369	0	0	0	0
1						1				

	00 - 29	30 - 59	60 - 89	90 - 119	120 - 149	150 - 179	180 +	WRITE OFF	RELEASED	SATISFIED
NEWLY ADDED										
385	4	381	0	0	0	0	0	0	0	0
3	1	2								
FORMER STATUS										
00 - 29										
0	0	0	0	0	0	0	0	0	0	0
30 - 59										
549	0	0	549	0	0	0	0	0	0	0
3			3							
60 - 89										
74	0	0	0	74	0	0	0	0	0	0
1				1						
90 - 119										
494	0	0	0	0	494	0	0	0	0	0
3					3					
120 - 149										
304	0	0	0	0	0	304	0	0	0	0
2						2				
150 - 179										
198	0	0	0	0	0	0	198	0	0	0
3							3			
180 +										
0	0	0	0	0	0	0	0	0	0	0
PAGE TOTALS										
2,004	4	381	549	74	494	304	198	0	0	0
15	1	2	3	1	3	2	3			

CYBER CREDIT SYSTEM   DELINQUENT TREND ANALYSIS   PAGE   5
VERSION 3.0   TOTALS   RUN DATE : 11/01/77
SYSTEM VERIFICATION   FROM 10/01/77 TO 11/01/77

	00 - 29	30 - 59	60 - 89	90 - 119	120 - 149	150 - 179	180 +	WRITE OFF	RELEASED	SATISFIED
NEWLY ADDED										
1,359	810	549	0	0	0	0	0	0	0	0
12	8	4								
FORMER STATUS											
00 - 29											
375	0	375	0	0	0	0	0	0	0	0
8		8								
30 - 59											
2,330	0	0	2,330	0	0	0	0	0	0	0
19			19							
60 - 89											
284	0	0	0	284	0	0	0	0	0	0
5				5						
90 - 119											
1,650	0	0	0	0	1,650	0	0	0	0	0
18					18					
120 - 149											
1,053	0	0	0	0	0	1,053	0	0	0	0
13						13				
150 - 179											
1,862	0	0	0	0	0	0	1,862	0	0	0
15							15			
180 +											
0	0	0	0	0	0	0	0	0	0	0
REPORT TOTALS											
8,913	810	924	2,330	284	1,650	1,053	1,862	0	0	0
90	8	12	19	5	18	13	15			

QUEUE	TYPE CODE	ACCOUNT	NAME	DELQ DATE	PAST DUE AMOUNT	DAYS DELQ	STATUS CODE	CURRENT PAYOFF	CURRENT BALANCE	DATE LAST UPD A/R
0001	02	0129537571234567	OBRIEN,MICHAEL	5/18/77	21.68	167		42.79	42.79	6/24/77
0001	02	0137006531234567	FRIEDMAN,GLENN M	4/16/77	70.30	199		136.00	136.00	6/24/77
0001	02	0173712971234567	MCGRATH,PHILIP J	6/30/77	38.27	124		83.20	83.20	6/24/77
0001	02	0174434561234567	MAURO,JOHN	5/19/77	24.29	166		42.10	42.10	6/21/77
0001	02	0186126781234567	ARRINGTON,WILLIAM H	6/28/77	30.40	126		45.62	45.62	6/24/77
0001	02	0189348761234567	SEPULVEDA,JOSEPH A	4/28/77	124.91	187		188.60	188.60	6/24/77
0001	02	0194384871234567	MARTINDALE,WINSTON A	6/12/77	131.93	142		204.16	204.16	6/22/77
0001	02	0204414681234567	RIOS,ANTONIO	5/01/77	.00	184		8.89	8.89	6/21/77
0001	02	0212262571234567	RUSS,ROBERT	6/08/77	61.62	146		121.86	121.86	6/19/77
0001	02	0216323171234567	GREAVES,FRANKLIN E	5/18/77	.00	167		3.61	3.61	6/19/77
0001	02	0234384871234567	TRIPPI,LORRAINE A	4/16/77	.00	199		.83	.83	6/19/77
0001	02	0241465771234567	ELEARY,CORNELIUS	5/19/77	.00	166		75.44	75.44	6/19/77
0001	02	0255350361234567	MORGAN,EDWARD	6/12/77	36.76	142		53.45	53.45	5/21/77
0001	02	0273083321234567	BECKER,ROBERT E	6/08/77	.00	146		154.06	154.06	6/19/77
0001	02	0278634561234567	WILLIAMS,RICHARD L	5/18/77	125.40	167		166.74	166.74	6/21/77
0001	02	0292117571234567	HEISS,EDWARD	6/30/77	58.56	124		110.03	110.03	6/24/77
0001	02	0332898561234567	DURHAM,ANGELYNN	6/28/77	63.01	126		104.07	104.07	6/19/77
0001	02	0346013171234567	WILLIAMS,EDNA MAE	4/28/77	.32	187		15.06	15.06	6/22/77
0001	02	0349716481234567	BAILEY,GEORGE	6/12/77	4.78	142		24.54	24.54	6/22/77
0001	02	0354019101234567	CLARKE,GLADSTONE	5/01/77	13.74	184		13.91	13.91	6/24/77
0001	02	0378065561234567	CAMPBELL,WILLIE G	5/18/77	77.79	167		170.56	170.56	7/11/77
0001	02	0378924121234567	HENRY,MICHELE A	4/16/77	83.13	199		135.37	135.37	6/19/77
0001	02	0396211661234567	BEDICS,JOSEPH F	5/28/77	.00	157		.68	.68	6/19/77
0001	02	0402013101234567	ROBINSON,SHEILA C	6/30/77	50.07	124		99.34	99.34	6/19/77
0001	02	0417047671234567	CASALE,JOHN B MD	5/19/77	43.35	166		82.27	82.27	7/11/77
0001	02	0431234561234567	VELAZQUEZ,RONALD	6/28/77	22.15	126		37.05	37.05	6/24/77
0001	02	0434395981234567	HUNT ,WILLIAM	6/12/77	191.55	142		289.00	345.87	6/24/77
0001	02	0457185561234567	SABLO,DONNA P	5/01/77	.00	184		36.42	36.42	6/24/77

	NO. ACCOUNTS	PAST DUE AMT	CURR PAYOFF AMT	CURR BALANCE
** TYPE CODE TOTALS **	28	1,274.01	2,445.65	2,502.52

QUEUE	TYPE CODE	ACCOUNT	NAME	DELQ DATE	PAST DUE AMOUNT	DAYS DELQ	STATUS CODE	CURRENT PAYOFF	CURRENT BALANCE	DATE LAST UPD A/R
0001	03	0236341591234567	PIDGEON,R V	5/28/77	90.37	157		171.59	171.59	7/11/77
0001	03	0239409191234567	BRAY,DAVID P	6/30/77	141.23	124		197.77	197.77	6/19/77
0001	03	0250174491234567	LOZANO,JOSEPHINE M	6/28/77	28.96	126		49.69	49.69	6/24/77
0001	03	0250214491234567	PETERSON,DELORES P	4/28/77	135.80	187		184.31	184.31	6/22/77
0001	03	0282798591234567	RANDALL,LEWIS H	4/16/77	61.31	199		97.85	97.85	7/11/77
0001	03	0283219591234567	JONES,PATRICIA A	5/28/77	.00	157		.83	.83	6/24/77

	NO. ACCOUNTS	PAST DUE AMT	CURR PAYOFF AMT	CURR BALANCE
** TYPE CODE TOTALS **	6	457.67	702.04	702.04

QUEUE	TYPE CODE	ACCOUNT	NAME	DELQ DATE	PAST DUE AMOUNT	DAYS DELQ	STATUS CODE	CURRENT PAYOFF	CURRENT BALANCE	DATE LAST UPD A/R
0001	05	0106944291234567	SIMONE,DONNA M	5/01/77	49.50	184		94.50	94.50	6/24/77
0001	05	0149907691234567	MAYE,KENNETH E	5/28/77	147.87	157		218.87	218.87	6/19/77
0001	05	0267317591234567	BALVELT,HAROLD	5/01/77	86.10	184		128.10	128.10	7/11/77
0001	05	0368074191234567	DEMAIO,WALTER M	6/08/77	98.40	146		146.40	146.40	6/19/77
0001	05	0452924191234567	COLON,EUGENE	6/18/77	185.95	136		263.25	184.28	6/19/77
0001	05	0476044291234567	FOOTE,DORIS	5/08/77	157.85	177		234.85	234.85	6/19/77
0001	05	0488626391234567	HALL,JOYCE	4/16/77	63.40	199		92.44	123.03	6/19/77

	NO. ACCOUNTS	PAST DUE AMT	CURR PAYOFF AMT	CURR BALANCE
** TYPE CODE TOTALS **	7	789.07	1,178.41	1,130.03

	NO. ACCOUNTS	PAST DUE AMT	CURR PAYOFF AMT	CURR BALANCE
**** QUEUE TOTALS ****	41	2,520.75	4,326.10	4334.59

	TYPE			DELQ	PAST DUE	DAYS STATUS	CURRENT	CURRENT	DATE LAST
QUEUE	CODE	ACCOUNT	NAME	DATE	AMOUNT	DELQ CODE	PAYOFF	BALANCE	UPD A/R
0002	03	0100024491204567	GRAHAM,JAMES P	6/12/77	303.53	142	401.70	401.70	6/22/77

	NO. ACCOUNTS		PAST DUE AMT		CURR PAYOFF AMT	CURR BALANCE
** TYPE CODE TOTALS **	1		303.53		401.70	401.70

	TYPE			DELQ	PAST DUE	DAYS STATUS	CURRENT	CURRENT	DATE LAST
QUEUE	CODE	ACCOUNT	NAME	DATE	AMOUNT	DELQ CODE	PAYOFF	BALANCE	UPD A/R
0002	05	0110644191234567	SARACO,DOMENICK J	6/08/77	211.00	146	319.00	319.00	6/19/77

	NO. ACCOUNTS		PAST DUE AMT		CURR PAYOFF AMT	CURR BALANCE
** TYPE CODE TOTALS **	1		211.00		319.00	319.00

	NO. ACCOUNTS		PAST DUE AMT		CURR PAYOFF AMT	CURR BALANCE
**** QUEUE TOTALS ****	2		514.53		720.70	720.70

	TYPE			DELQ	PAST DUE	DAYS STATUS	CURRENT	CURRENT	DATE LAST
QUEUE	CODE	ACCOUNT	NAME	DATE	AMOUNT	DELQ CODE	PAYOFF	BALANCE	UPD A/K
0003	04	0306177221234567	MAJOR'S WINE & LIQUOR STORE,	5/19/77	369.19	166	557.53	557.53	6/19/77

	NO. ACCOUNTS	PAST DUE AMT	CURR PAYOFF AMT	CURR BALANCE
** TYPE CODE TOTALS **	1	369.19	557.53	557.53

	NO. ACCOUNTS	PAST DUE AMT	CURR PAYOFF AMT	CURR BALANCE
**** QUEUE TOTALS ****	1	369.19	557.53	557.53

QUEUE	TYPE CODE	ACCOUNT	NAME	DELQ DATE	PAST DUE AMOUNT	DAYS DELQ	STATUS CODE	CURRENT PAYOFF	CURRENT BALANCE	DATE LAST UPD A/R
0004	02	0431294811234567	DIGGS,LAWRENCE JR	4/28/77	626.88	187		745.30	745.30	6/19/77

	NO. ACCOUNTS	PAST DUE AMT	CURR PAYOFF AMT	CURR BALANCE
** TYPE CODE TOTALS **	1	626.88	745.30	745.30

QUEUE	TYPE CODE	ACCOUNT	NAME	DELQ DATE	PAST DUE AMOUNT	DAYS DELQ	STATUS CODE	CURRENT PAYOFF	CURRENT BALANCE	DATE LAST UPD A/R
0004	03	0479043391234567	PARISI,MICHAEL P	4/18/77	552.26	197		698.76	688.76	6/19/77

	NO. ACCOUNTS	PAST DUE AMT	CURR PAYOFF AMT	CURR BALANCE
** TYPE CODE TOTALS **	1	552.26	698.76	688.76

	NO. ACCOUNTS	PAST DUE AMT	CURR PAYOFF AMT	CURR BALANCE
**** QUEUE TOTALS ****	2	1,179.14	1,444.06	1,434.06

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                          0194384871234567        AMOUNT DELQ              131.93        PAYOFF/TOTAL DUE      204.16
MARTINDALE,WINSTON A                              DELQ DATE              6/12/77         CONTACT DATE        10/27/77
9999 Z ST                                         HOME PHONE & EXT. 777-555-1212-0000   PRIORITY               2000
                                                  BUS. NAME         BUSY TOWN INC
HOME TOWN, USA           99999                    BUS. PHONE & EXT. 777-555-1212-0000
   DATE   ACTION   RESULT   LETTER   COLLECTOR-ID  *****  COMMENTS  *****


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                          0255350361234567        AMOUNT DELQ               36.76        PAYOFF/TOTAL DUE       53.45
MORGAN,EDWARD                                     DELQ DATE              6/12/77         CONTACT DATE        10/27/77
9999 Z ST                                         HOME PHONE & EXT. 777-555-1212-0000   PRIORITY               2000
                                                  BUS. NAME         BUSY TOWN INC
HOME TOWN, USA           99999                    BUS. PHONE & EXT. 777-555-1212-0000
   DATE   ACTION   RESULT   LETTER   COLLECTOR-ID  *****  COMMENTS  *****


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                          0349716481234567        AMOUNT DELQ                4.78        PAYOFF/TOTAL DUE       24.54
BAILEY,GEORGE                                     DELQ DATE              6/12/77         CONTACT DATE        10/27/77
9999 Z ST                                         HOME PHONE & EXT. 777-555-1212-0000   PRIORITY               2000
                                                  BUS. NAME         BUSY TOWN INC
HOME TOWN, USA           99999                    BUS. PHONE & EXT. 777-555-1212-0000
   DATE   ACTION   RESULT   LETTER   COLLECTOR-ID  *****  COMMENTS  *****


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                          0434395981234567        AMOUNT DELQ              191.55        PAYOFF/TOTAL DUE      289.00
HUNT ,WILLIAM                                     DELQ DATE              6/12/77         CONTACT DATE        10/27/77
9999 Z ST                                         HOME PHONE & EXT. 777-555-1212-0000   PRIORITY               2000
                                                  BUS. NAME         N.Y.S.DEPT OF YOUTH
HOME TOWN, USA           99999                    BUS. PHONE & EXT. 777-555-1212-0000
   DATE   ACTION   RESULT   LETTER   COLLECTOR-ID  *****  COMMENTS  *****


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                          0137006531234567        AMOUNT DELQ               70.30        PAYOFF/TOTAL DUE      136.00
FRIEDMAN,GLENN M                                  DELQ DATE              4/16/77         CONTACT DATE        10/28/77
9999 Z ST                                         HOME PHONE & EXT. 777-555-1212-0000   PRIORITY               2000
                                                  BUS. NAME         NBO
HOME TOWN, USA           99999                    BUS. PHONE & EXT. 777-555-1212-0000
   DATE   ACTION   RESULT   LETTER   COLLECTOR-ID  *****  COMMENTS  *****


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                            0174747381234567          AMOUNT DELQ              7.52         PAYOFF/TOTAL DUE        74.03
BROOM,ALMA M                                          DELQ DATE           8/28/77           CONTACT DATE         10/28/77
9999 Z ST                                             HOME PHONE & EXT. 777-555-1212-0000   PRIORITY                2000
                                                      BUS. NAME        BUSY TOWN INC
HOME TOWN, USA          99999                         BUS. PHONE & EXT. 777-555-1212-0000
    DATE    ACTION   RESULT   LETTER   COLLECTOR-ID   ***** COMMENTS *****


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                            0234384871234567          AMOUNT DELQ               .00         PAYOFF/TOTAL DUE         .93
TRIPPI,LURRAINE A                                     DELQ DATE           4/16/77           CONTACT DATE         10/28/77
9999 Z ST                                             HOME PHONE & EXT. 777-555-1212-0000   PRIORITY                2000
                                                      BUS. NAME        BELKNAP MORAN INC
HOME TOWN, USA          99999                         BUS. PHONE & EXT. 777-555-1212-0000
    DATE    ACTION   RESULT   LETTER   COLLECTOR-ID   ***** COMMENTS *****


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                            0282798591234567          AMOUNT DELQ             61.31         PAYOFF/TOTAL DUE        97.45
RANDALL,LEWIS H                                       DELQ DATE           4/16/77           CONTACT DATE         10/28/77
9999 Z ST                                             HOME PHONE & EXT. 777-555-1212-0000   PRIORITY                2000
                                                      BUS. NAME        BUSY TOWN INC
HOME TOWN, USA          99999                         BUS. PHONE & EXT. 777-555-1212-0000
    DATE    ACTION   RESULT   LETTER   COLLECTOR-ID   ***** COMMENTS *****


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                            0308046431234567          AMOUNT DELQ               .00         PAYOFF/TOTAL DUE        1.93
PREZIOSO,WILLIAM R                                    DELQ DATE           8/28/77           CONTACT DATE         10/28/77
9999 Z ST                                             HOME PHONE & EXT. 777-555-1212-0000   PRIORITY                2000
                                                      BUS. NAME        BUSY TOWN INC
HOME TOWN, USA          99999                         BUS. PHONE & EXT. 777-555-1212-0300
    DATE    ACTION   RESULT   LETTER   COLLECTOR-ID   ***** COMMENTS *****


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                            0378924121234567          AMOUNT DELQ             83.13         PAYOFF/TOTAL DUE       135.37
HENRY,MICHELE A                                       DELQ DATE           4/16/77           CONTACT DATE         10/28/77
9999 Z ST                                             HOME PHONE & EXT. 777-555-1212-0000   PRIORITY                2300
                                                      BUS. NAME        BROWN BROS. HARRIMAN
HOME TOWN, USA          99999                         BUS. PHONE & EXT. 777-555-1212-0000
    DATE    ACTION   RESULT   LETTER   COLLECTOR-ID   ***** COMMENTS *****


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                        0418074291234567        AMOUNT DELQ              120.00      PAYOFF/TOTAL DUE        240.00
HUNTER,DONALD                                   DELQ DATE              8/28/77       CONTACT DATE          10/28/77
9999 Z ST                                       HOME PHONE & EXT. 777-555-1212-0000  PRIORITY                2000
                                                BUS. NAME         HUNTER EXCVATINE
HOME TOWN, USA          99999                    BUS. PHONE & EXT. 777-555-1212-0000
     DATE    ACTION    RESULT   LETTER   COLLECTOR-ID   *****  COMMENTS  *****


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                        0488626391234567        AMOUNT DELQ               63.40      PAYOFF/TOTAL DUE         92.44
HALL,JOYCE                           .          DELQ DATE              4/16/77       CONTACT DATE          10/28/77
9999 Z ST                    .                  HOME PHONE & EXT. 777-555-1212-0000  PRIORITY                2000
                                                BUS. NAME          BRONX LEBANON
HOME TOWN, USA          99999                    BUS. PHONE & EXT. 777-555-1212-0000
     DATE    ACTION    RESULT   LETTER   COLLECTOR-ID   *****  COMMENTS  *****


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                        0239023871234567        AMOUNT DELQ               72.41      PAYOFF/TOTAL DUE        109.88
BROOKS,CHARLES F                                DELQ DATE              9/01/77       CONTACT DATE          10/29/77
9999 Z ST                                       HOME PHONE & EXT. 777-555-1212-0000  PRIORITY                2000
                                                BUS. NAME         BUSY TOWN INC
HOME TOWN, USA          99999                    BUS. PHONE & EXT. 777-555-1212-0000
     DATE    ACTION    RESULT   LETTER   COLLECTOR-ID   *****  COMMENTS  *****


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                     .  0288571481234567        AMOUNT DELQ               92.56      PAYOFF/TOTAL DUE        146.78
GORDIAN,DOMINGU                                 DELQ DATE              9/01/77       CONTACT DATE          10/29/77
9999 Z ST                                       HOME PHONE & EXT. 777-555-1212-0000  PRIORITY                2000
                                                BUS. NAME         BUSY TOWN INC
HOME TOWN, USA          99999                    BUS. PHONE & EXT. 777-555-1212-0000
     DATE    ACTION    RESULT   LETTER   COLLECTOR-ID   *****  COMMENTS  *****


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                        0401578631234567        AMOUNT DELQ                3.11      PAYOFF/TOTAL DUE         52.31
MARTELLO,LAWRENCE                               DELQ DATE              9/01/77       CONTACT DATE          10/29/77
9999 Z ST                                       HOME PHONE & EXT. 777-555-1212-0000  PRIORITY                2000
                                                BUS. NAME         BUSY TOWN INC
HOME TOWN, USA          99999                    BUS. PHONE & EXT. 777-555-1212-0000
     DATE    ACTION    RESULT   LETTER   COLLECTOR-ID   *****  COMMENTS  *****


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                    0164884221234567         AMOUNT DELQ            133.54       PAYOFF/TOTAL DUE      231.64
BACHARACH,MARYLEE                            DELQ DATE            10/27/77       CONTACT DATE         10/30/77
9999 Z ST                                    HOME PHONE & EXT. 777-555-1212-0000 PRIORITY              2000
                                             BUS. NAME          BUSY TOWN INC
HOME TOWN, USA          99999                BUS. PHONE & EXT. 777-555-1212-0000
     DATE    ACTION    RESULT   LETTER    COLLECTOR-ID    ***** COMMENTS *****


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                    0287164291234567         AMOUNT DELQ              4.13       PAYOFF/TOTAL DUE      105.13
SWEENEY,MARTIN J                             DELQ DATE            10/27/77       CONTACT DATE         10/30/77
9999 Z ST                                    HOME PHONE & EXT. 777-555-1212-0000 PRIORITY              2000
                                             BUS. NAME          NY POLICE DEPT
HOME TOWN, USA          99999                BUS. PHONE & EXT. 777-555-1212-0000
     DATE    ACTION    RESULT   LETTER    COLLECTOR-ID    ***** COMMENTS *****


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                    0397288631234567         AMOUNT DELQ             22.30       PAYOFF/TOTAL DUE       43.96
FLAMHOLTZ,CARL                               DELQ DATE            10/27/77       CONTACT DATE         10/30/77
9999 Z ST                                    HOME PHONE & EXT. 777-555-1212-0000 PRIORITY              2000
                                             BUS. NAME          BUSY TOWN INC
HOME TOWN, USA          99999                BUS. PHONE & EXT. 777-555-1212-0000
     DATE    ACTION    RESULT   LETTER    COLLECTOR-ID    ***** COMMENTS *****


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                    0100135561234567         AMOUNT DELQ            107.52       PAYOFF/TOTAL DUE      168.36
DAVIS,JOAN E                                 DELQ DATE             7/23/77       CONTACT DATE         10/31/77
9999 Z ST                                    HOME PHONE & EXT. 777-555-1212-0000 PRIORITY              2000
                                             BUS. NAME          BUSY TOWN INC
HOME TOWN, USA          99999                BUS. PHONE & EXT. 777-555-1212-0000
     DATE    ACTION    RESULT   LETTER    COLLECTOR-ID    ***** COMMENTS *****


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                    0197026491234567         AMOUNT DELQ             74.12       PAYOFF/TOTAL DUE       98.12
HAIDUCK,NEAL GOODMAN                          DELQ DATE             7/23/77       CONTACT DATE         10/31/77
9999 Z ST                                    HOME PHONE & EXT. 777-555-1212-0000 PRIORITY              2000
                                             BUS. NAME          BUSY TOWN INC
HOME TOWN, USA          99999                BUS. PHONE & EXT. 777-555-1212-0000
     DATE    ACTION    RESULT   LETTER    COLLECTOR-ID    ***** COMMENTS *****


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                    0263007561234567        AMOUNT DELQ            59.21          PAYOFF/TOTAL DUE         87.75
CHAMBERS,LLOYD R                            DELQ DATE            7/23/77           CONTACT DATE         10/31/77
9999 Z ST                                   HOME PHONE & EXT. 777-555-1212-0000   PRIORITY                 2000
                                            BUS. NAME          BUSY TOWN INC
HOME TOWN, USA          99999               BUS. PHONE & EXT. 777-555-1212-0000
    DATE   ACTION   RESULT  LETTER   COLLECTOR-ID   ***** COMMENTS *****



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                    0353693391234567        AMOUNT DELQ            18.30          PAYOFF/TOTAL DUE         37.11
NIESSL,THOMAS                               DELQ DATE            7/23/77           CONTACT DATE         10/31/77
9999 Z ST                                   HOME PHONE & EXT. 777-555-1212-0000   PRIORITY                 2000
                                            BUS. NAME          BUSY TOWN INC
HOME TOWN, USA          99999               BUS. PHONE & EXT. 777-555-1212-0000
    DATE   ACTION   RESULT  LETTER   COLLECTOR-ID   ***** COMMENTS *****



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                    0452924191234567        AMOUNT DELQ           185.95          PAYOFF/TOTAL DUE        263.25
COLON,EUGENE                                DELQ DATE            6/18/77           CONTACT DATE         10/31/77
9999 Z ST                                   HOME PHONE & EXT. 777-555-1212-0000   PRIORITY                 2000
                                            BUS. NAME          M.K. COLLECTIONS
HOME TOWN, USA          99999               BUS. PHONE & EXT. 777-555-1212-0000
    DATE   ACTION   RESULT  LETTER   COLLECTOR-ID   ***** COMMENTS *****



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                    0110813101234567        AMOUNT DELQ             6.51          PAYOFF/TOTAL DUE        110.56
ANGREES,RICHARD                             DELQ DATE            9/12/77           CONTACT DATE         11/01/77
9999 Z ST                                   HOME PHONE & EXT. 777-555-1212-0000   PRIORITY                 2000
                                            BUS. NAME          BUSY TOWN INC
HOME TOWN, USA          99999               BUS. PHONE & EXT. 777-555-1212-0000
    DATE   ACTION   RESULT  LETTER   COLLECTOR-ID   ***** COMMENTS *****



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                    0129537571234567        AMOUNT DELQ            21.68          PAYOFF/TOTAL DUE         42.79
OBRIEN,MICHAEL                              DELQ DATE            5/18/77           CONTACT DATE         11/01/77
9999 Z ST                                   HOME PHONE & EXT. 777-555-1212-0000   PRIORITY                 2000
                                            BUS. NAME          BUSY TOWN INC
HOME TOWN, USA          99999               BUS. PHONE & EXT. 777-555-1212-0000
    DATE   ACTION   RESULT  LETTER   COLLECTOR-ID   ***** COMMENTS *****



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                          0149907691234567          AMOUNT DELQ           147.87          PAYOFF/TOTAL DUE        218.97
MAYE,KENNETH E                                       DELQ DATE            5/28/77          CONTACT DATE          11/01/77
9999 Z ST                                            HOME PHONE & EXT. 777-555-1212-0000   PRIORITY                2000
                                                     BUS. NAME            BUFFY MOSE
HOME TOWN, USA          99999                         BUS. PHONE & EXT. 777-555-1212-0000
    DATE   ACTION   RESULT   LETTER   COLLECTOR-ID   ***** COMMENTS *****


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                          0181406481234567          AMOUNT DELQ            37.21          PAYOFF/TOTAL DUE         56.82
SHEARN,DWIGHT W                                      DELQ DATE            9/23/77          CONTACT DATE          11/01/77
9999 Z ST                                            HOME PHONE & EXT. 777-555-1212-0000   PRIORITY                2000
                                                     BUS. NAME            BUSY TOWN INC
HOME TOWN, USA          99999                         BUS. PHONE & EXT. 777-555-1212-0000
    DATE   ACTION   RESULT   LETTER   COLLECTOR-ID   ***** COMMENTS *****


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                          0189348761234567          AMOUNT DELQ           124.91          PAYOFF/TOTAL DUE        188.60
SEPULVEDA,JOSEPH A                                   DELQ DATE            4/28/77          CONTACT DATE          11/01/77
9999 Z ST                                            HOME PHONE & EXT. 777-555-1212-0000   PRIORITY                2000
                                                     BUS. NAME            BUSY TOWN INC
HOME TOWN, USA          99999                         BUS. PHONE & EXT. 777-555-1212-0000
    DATE   ACTION   RESULT   LETTER   COLLECTOR-ID   ***** COMMENTS *****


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                          0212262571234567          AMOUNT DELQ            61.62          PAYOFF/TOTAL DUE        121.96
ROSS,ROBERT                                          DELQ DATE            6/08/77          CONTACT DATE          11/01/77
9999 Z ST                                            HOME PHONE & EXT. 777-555-1212-0000   PRIORITY                2000
                                                     BUS. NAME            RETIRED
HOME TOWN, USA          99999                         BUS. PHONE & EXT. 777-555-1212-0000
    DATE   ACTION   RESULT   LETTER   COLLECTOR-ID   ***** COMMENTS *****


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                          0214925591234567          AMOUNT DELQ            74.64          PAYOFF/TOTAL DUE        113.41
AURRICHIO,LOUIS                                      DELQ DATE            9/12/77          CONTACT DATE          11/01/77
9999 Z ST                                            HOME PHONE & EXT. 777-555-1212-0000   PRIORITY                2000
                                                     BUS. NAME            BUSY TOWN INC
HOME TOWN, USA          99999                         BUS. PHONE & EXT. 777-555-1212-0000
    DATE   ACTION   RESULT   LETTER   COLLECTOR-ID   ***** COMMENTS *****


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                    0216323171234567      AMOUNT DELQ                .00     PAYOFF/TOTAL DUE       3.51
GREAVES,FRANKLIN E                        DELQ DATE            5/18/77       CONTACT DATE        11/01/77
9999 Z ST                                 HOME PHONE & EXT. 777-555-1212-0000 PRIORITY              2000
                                          BUS. NAME        BUSY TOWN INC
HOME TOWN, USA          99999             BUS. PHONE & EXT. 777-555-1212-0000
    DATE    ACTION    RESULT   LETTER   COLLECTOR-ID    ***** COMMENTS *****


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                    0236341591234567      AMOUNT DELQ              90.37     PAYOFF/TOTAL DUE     171.59
PIDGEON,R V                               DELQ DATE            5/28/77       CONTACT DATE        11/01/77
9999 Z ST                                 HOME PHONE & EXT. 777-555-1212-0000 PRIORITY              2000
                                          BUS. NAME        BUSY TOWN INC
HOME TOWN, USA          99999             BUS. PHONE & EXT. 777-555-1212-0000
    DATE    ACTION    RESULT   LETTER   COLLECTOR-ID    ***** COMMENTS *****


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                    0243719561234567      AMOUNT DELQ              33.34     PAYOFF/TOTAL DUE      74.04
SAVARESE,RAYMOND D I                      DELQ DATE            9/23/77       CONTACT DATE        11/01/77
9999 Z ST                                 HOME PHONE & EXT. 777-555-1212-0000 PRIORITY              2000
                                          BUS. NAME        BUSY TOWN INC
HOME TOWN, USA          99999             BUS. PHONE & EXT. 777-555-1212-0000
    DATE    ACTION    RESULT   LETTER   COLLECTOR-ID    ***** COMMENTS *****


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                    0250214491234567      AMOUNT DELQ             135.80     PAYOFF/TOTAL DUE     184.31
PETERSON,DELORES P                        DELQ DATE            4/28/77       CONTACT DATE        11/01/77
9999 Z ST                                 HOME PHONE & EXT. 777-555-1212-0000 PRIORITY              2000
                                          BUS. NAME        BD. OF EDC.
HOME TOWN, USA          99999             BUS. PHONE & EXT. 777-555-1212-0000
    DATE    ACTION    RESULT   LETTER   COLLECTOR-ID    ***** COMMENTS *****


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                    0273083321234567      AMOUNT DELQ                .00     PAYOFF/TOTAL DUE     154.06
BECKER,ROBERT E                           DELQ DATE            6/08/77       CONTACT DATE        11/01/77
9999 Z ST                                 HOME PHONE & EXT. 777-555-1212-0000 PRIORITY              2000
                                          BUS. NAME        BUSY TOWN INC
HOME TOWN, USA          99999             BUS. PHONE & EXT. 777-555-1212-0000
    DATE    ACTION    RESULT   LETTER   COLLECTOR-ID    ***** COMMENTS *****


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                      0276992191234567          AMOUNT DELQ            25.84        PAYOFF/TOTAL DUE      38.83
YOUNMANS,JOSEPHINE M                             DELQ DATE          9/12/77          CONTACT DATE      11/01/77
9999 Z ST                                        HOME PHONE & EXT. 777-555-1212-0000 PRIORITY             2000
                                                 BUS. NAME        NY TEL.
HOME TOWN, USA          99999                     BUS. PHONE & EXT. 777-555-1212-0000
   DATE   ACTION   RESULT   LETTER   COLLECTOR-ID  ***** COMMENTS *****


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                      0278634561234567          AMOUNT DELQ           125.40        PAYOFF/TOTAL DUE     166.74
WILLIAMS,RICHARD L                               DELQ DATE          5/18/77          CONTACT DATE      11/01/77
9999 Z ST                                        HOME PHONE & EXT. 777-555-1212-0000 PRIORITY             2000
                                                 BUS. NAME        BUSY TOWN INC
HOME TOWN, USA          99999                     BUS. PHONE & EXT. 777-555-1212-0000
   DATE   ACTION   RESULT   LETTER   COLLECTOR-ID  ***** COMMENTS *****


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                      0283219591234567          AMOUNT DELQ              .00        PAYOFF/TOTAL DUE       .93
JONES,PATRICIA A                                 DELQ DATE          5/28/77          CONTACT DATE      11/01/77
9999 Z ST                                        HOME PHONE & EXT. 777-555-1212-0000 PRIORITY             2000
                                                 BUS. NAME        CITIBANK
HOME TOWN, USA          99999                     BUS. PHONE & EXT. 777-555-1212-0000
   DATE   ACTION   RESULT   LETTER   COLLECTOR-ID  ***** COMMENTS *****


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                      0311475771234567          AMOUNT DELQ            41.22        PAYOFF/TOTAL DUE      81.28
LEE,THOMAS J                                     DELQ DATE          9/23/77          CONTACT DATE      11/01/77
9999 Z ST                                        HOME PHONE & EXT. 777-555-1212-0000 PRIORITY             2000
                                                 BUS. NAME        BUSY TOWN INC
HOME TOWN, USA          99999                     BUS. PHONE & EXT. 777-555-1212-0000
   DATE   ACTION   RESULT   LETTER   COLLECTOR-ID  ***** COMMENTS *****


*************************************************************************************************
                      0346013171234567          AMOUNT DELQ              .32        PAYOFF/TOTAL DUE     15.06
WILLIAMS,EDNA MAE                                DELQ DATE          4/28/77          CONTACT DATE      11/01/77
9999 Z ST                                        HOME PHONE & EXT. 777-555-1212-0000 PRIORITY             2000
                                                 BUS. NAME        BUSY TOWN INC
HOME TOWN, USA          99999                     BUS. PHONE & EXT. 777-555-1212-0000
   DATE   ACTION   RESULT   LETTER   COLLECTOR-ID  ***** COMMENTS *****


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                    0368074191234567   AMOUNT DELQ   98.40   PAYOFF/TOTAL DUE   146.40
DEMAIO,WALTER H   DELQ DATE   6/08/77   CONTACT DATE   11/01/77
9999 Z ST   HOME PHONE & EXT. 777-555-1212-0000   PRIORITY   2000
                                                BUS. NAME   BRADFORD SECURLTIES
HOME TOWN, USA   99999   BUS. PHONE & EXT. 777-555-1212-0000
   DATE   ACTION   RESULT   LETTER   COLLECTOR-ID   ***** COMMENTS *****

          ****
                    0377475561234567   AMOUNT DELQ   32.75   PAYOFF/TOTAL DUE   51.67
JACKSON,KARL D   DELQ DATE   9/12/77   CONTACT DATE   11/01/77
9999 Z ST   HOME PHONE & EXT. 777-555-1212-0000   PRIORITY   2000
                                                BUS. NAME   BUSY TOWN INC
HOME TOWN, USA   99999   BUS. PHONE & EXT. 777-555-1212-0000
   DATE   ACTION   RESULT   LETTER   COLLECTOR-ID   ***** COMMENTS *****

          ****
                    0378065561234567   AMOUNT DELQ   77.79   PAYOFF/TOTAL DUE   170.56
CAMPBELL,WILLIE G   DELQ DATE   5/18/77   CONTACT DATE   11/01/77
9999 Z ST   HOME PHONE & EXT. 777-555-1212-0000   PRIORITY   2000
                                                BUS. NAME   BUSY TOWN INC
HOME TOWN, USA   99999   BUS. PHONE & EXT. 777-555-1212-0000
   DATE   ACTION   RESULT   LETTER   COLLECTOR-ID   ***** COMMENTS *****

          ****
                    0396211661234567   AMOUNT DELQ   .00   PAYOFF/TOTAL DUE   .68
BEDICS,JOSEPH F   DELQ DATE   5/28/77   CONTACT DATE   11/01/77
9999 Z ST   HOME PHONE & EXT. 777-555-1212-0000   PRIORITY   2000
                                                BUS. NAME   ALLCITY INSURANCE SE
HOME TOWN, USA   99999   BUS. PHONE & EXT. 777-555-1212-0000
   DATE   ACTION   RESULT   LETTER   COLLECTOR-ID   ***** COMMENTS *****

          ****
                    0428040581234567   AMOUNT DELQ   127.37   PAYOFF/TOTAL DUE   174.05
MUNOZ,SIGIDFRFDO   DELQ DATE   9/23/77   CONTACT DATE   11/01/77
9999 Z ST   HOME PHONE & EXT. 777-555-1212-0000   PRIORITY   2000
                                                BUS. NAME   HEDGE INN REST
HOME TOWN, USA   99999   BUS. PHONE & EXT. 777-555-1212-0000
   DATE   ACTION   RESULT   LETTER   COLLECTOR-ID   ***** COMMENTS *****

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                        0476044291234567          AMOUNT DELQ            157.85        PAYOFF/TOTAL DUE        234.95
FOOTE,DORIS                                        DELQ DATE            5/08/77         CONTACT DATE          11/01/77
9999 Z ST                                          HOME PHONE & EXT. 777-555-1212-0000  PRIORITY                2000
                                                   BUS. NAME            AMERICAN CAN
HOME TOWN, USA          99999                       BUS. PHONE & EXT. 777-555-1212-0000
   DATE   ACTION  RESULT  LETTER  COLLECTOR-ID     ***** COMMENTS *****


***************************************************************************************************
                        0476336781234567          AMOUNT DELQ             30.53        PAYOFF/TOTAL DUE         67.95
O'LOUGHLIN,MICHAEL J K                             DELQ DATE            8/12/77         CONTACT DATE          11/01/77
9999 Z ST                                          HOME PHONE & EXT. 777-555-1212-0000  PRIORITY                2000
                                                   BUS. NAME            BUSY TOWN INC
HOME TOWN, USA          99999                       BUS. PHONE & EXT. 777-555-1212-0000
   DATE   ACTION  RESULT  LETTER  COLLECTOR-ID     ***** COMMENTS *****


***************************************************************************************************
                        0131593391234567          AMOUNT DELQ             90.33        PAYOFF/TOTAL DUE        179.19
CONCA,SAM                                          DELQ DATE            10/18/77        CONTACT DATE          11/02/77
9999 Z ST                                          HOME PHONE & EXT. 777-555-1212-0000  PRIORITY                2000
                                                   BUS. NAME            BUSY TOWN INC
HOME TOWN, USA          99999                       BUS. PHONE & EXT. 777-555-1212-0000
   DATE   ACTION  RESULT  LETTER  COLLECTOR-ID     ***** COMMENTS *****


***************************************************************************************************
                        0186126781234567          AMOUNT DELQ             30.40        PAYOFF/TOTAL DUE         45.62
ARRINGTON,WILLIAM H                                DELQ DATE            6/28/77         CONTACT DATE          11/02/77
9999 Z ST                                          HOME PHONE & EXT. 777-555-1212-0000  PRIORITY                2000
                                                   BUS. NAME            BUSY TOWN INC
HOME TOWN, USA          99999                       BUS. PHONE & EXT. 777-555-1212-0000
   DATE   ACTION  RESULT  LETTER  COLLECTOR-ID     ***** COMMENTS *****


***************************************************************************************************
                        0230915101234567          AMOUNT DELQ             54.18        PAYOFF/TOTAL DUE         82.22
FOGLIA,MARGUERITE M                                DELQ DATE            10/18/77        CONTACT DATE          11/02/77
9999 Z ST                                          HOME PHONE & EXT. 777-555-1212-0000  PRIORITY                2000
                                                   BUS. NAME            MISERICORDIA HUSP
HOME TOWN, USA          99999                       BUS. PHONE & EXT. 777-555-1212-0000
   DATE   ACTION  RESULT  LETTER  COLLECTOR-ID     ***** COMMENTS *****


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                       0250174491234567          AMOUNT DELQ            28.96        PAYOFF/TOTAL DUE        49.59
LOZANO,JOSEPHINE M                               DELQ DATE           6/28/77         CONTACT DATE        11/02/77
9999 Z ST                                        HOME PHONE & EXT. 777-555-1212-0000 PRIORITY              2000
                                                 BUS. NAME        BUSY TOWN INC
HOME TOWN, USA         99999                      BUS. PHONE & EXT. 777-555-1212-0000
   DATE    ACTION    RESULT   LETTER   COLLECTOR-ID   ***** COMMENTS *****


***********************************************************************************************
                       0282282291234567          AMOUNT DELQ            42.75        PAYOFF/TOTAL DUE        43.19
MAYMES,DEMA                                      DELQ DATE          10/18/77         CONTACT DATE        11/02/77
9999 Z ST                                        HOME PHONE & EXT. 777-555-1212-0000 PRIORITY              2000
                                                 BUS. NAME        PROVIDENCE HOSP
HOME TOWN, USA         99999                      BUS. PHONE & EXT. 777-555-1212-0000
   DATE    ACTION    RESULT   LETTER   COLLECTOR-ID   ***** COMMENTS *****


***********************************************************************************************
                       0332898561234567          AMOUNT DELQ            63.01        PAYOFF/TOTAL DUE       104.07
DURHAM,ANGELYNN                                  DELQ DATE           6/28/77         CONTACT DATE        11/02/77
9999 Z ST                                        HOME PHONE & EXT. 777-555-1212-0000 PRIORITY              2000
                                                 BUS. NAME        NYC BD ED
HOME TOWN, USA         99999                      BUS. PHONE & EXT. 777-555-1212-0000
   DATE    ACTION    RESULT   LETTER   COLLECTOR-ID   ***** COMMENTS *****


***********************************************************************************************
                       0378864491234567          AMOUNT DELQ            88.76        PAYOFF/TOTAL DUE       162.24
EADY ,CARNEL G                                   DELQ DATE          10/18/77         CONTACT DATE        11/02/77
9999 Z ST                                        HOME PHONE & EXT. 777-555-1212-0000 PRIORITY              2000
                                                 BUS. NAME        NYCTA
HOME TOWN, USA         99999                      BUS. PHONE & EXT. 777-555-1212-0000
   DATE    ACTION    RESULT   LETTER   COLLECTOR-ID   ***** COMMENTS *****


***********************************************************************************************
                       0431234561234567          AMOUNT DELQ            22.15        PAYOFF/TOTAL DUE        37.05
VELAZQUEZ,RONALD                                 DELQ DATE           6/28/77         CONTACT DATE        11/02/77
9999 Z ST                                        HOME PHONE & EXT. 777-555-1212-0000 PRIORITY              2000
                                                 BUS. NAME        BUSY TOWN INC
HOME TOWN, USA         99999                      BUS. PHONE & EXT. 777-555-1212-0000
   DATE    ACTION    RESULT   LETTER   COLLECTOR-ID   ***** COMMENTS *****


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                          0482825591234567          AMOUNT DELQ             53.78        PAYOFF/TOTAL DUE         83.69
MARSHALL,CHARLES                                     DELQ DATE           8/18/77          CONTACT DATE          11/02/77
9999 Z ST                                            HOME PHONE & EXT. 777-555-1212-0000 PRIORITY                  2000
                                                     BUS. NAME          BUSY TOWN INC
HOME TOWN, USA          99999                         BUS. PHONE & EXT. 777-555-1212-0000
   DATE   ACTION   RESULT   LETTER   COLLECTOR-ID    *****  COMMENTS  *****


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                          0173712971234567          AMOUNT DELQ             38.27        PAYOFF/TOTAL DUE         83.20
MCGRATH,PHILIP J                                     DELQ DATE           6/30/77          CONTACT DATE          11/03/77
9999 Z ST                                            HOME PHONE & EXT. 777-555-1212-0000 PRIORITY                  2000
                                                     BUS. NAME          BUSY TOWN INC
HOME TOWN, USA          99999                         BUS. PHONE & EXT. 777-555-1212-0000
   DATE   ACTION   RESULT   LETTER   COLLECTOR-ID    *****  COMMENTS  *****


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                          0174434561234567          AMOUNT DELQ             24.29        PAYOFF/TOTAL DUE         42.10
MAURO,JOHN                                           DELQ DATE           5/19/77          CONTACT DATE          11/03/77
9999 Z ST                                            HOME PHONE & EXT. 777-555-1212-0000 PRIORITY                  2000
                                                     BUS. NAME          BRONX BLUE PRINT CO
HOME TOWN, USA          99999                         BUS. PHONE & EXT. 777-555-1212-0000
   DATE   ACTION   RESULT   LETTER   COLLECTOR-ID    *****  COMMENTS  *****


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                          0182874321234567          AMOUNT DELQ            168.43        PAYOFF/TOTAL DUE        336.90
LAZO,EDWARD H                                        DELQ DATE          10/01/77          CONTACT DATE          11/03/77
9999 Z ST                                            HOME PHONE & EXT. 777-555-1212-0000 PRIORITY                  2000
                                                     BUS. NAME          BUSY TOWN INC
HOME TOWN, USA          99999                         BUS. PHONE & EXT. 777-555-1212-0000
   DATE   ACTION   RESULT   LETTER   COLLECTOR-ID    *****  COMMENTS  *****


.........................................................................................................
                          0239409191234567          AMOUNT DELQ            141.23        PAYOFF/TOTAL DUE        197.77
BRAY,DAVID P                                         DELQ DATE           6/30/77          CONTACT DATE          11/03/77
9999 Z ST                                            HOME PHONE & EXT. 777-555-1212-0000 PRIORITY                  2000
                                                     BUS. NAME          CITIBANK
HOME TOWN, USA          99999                         BUS. PHONE & EXT. 777-555-1212-0000
   DATE   ACTION   RESULT   LETTER   COLLECTOR-ID    *****  COMMENTS  *****


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CYBER CREDIT SYSTEM
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                      0241465771234567          AMOUNT DELQ              .00          PAYOFF/TOTAL DUE        75.44
ELEARY,CORNELIUS                                DELQ DATE            5/19/77           CONTACT DATE          11/03/77
9999 Z ST                                       HOME PHONE & EXT. 777-555-1212-0000   PRIORITY                2000
                                                BUS. NAME         BUSY TOWN INC
HOME TOWN, USA        99999                     BUS. PHONE & EXT. 777-555-1212-0000
    DATE   ACTION   RESULT   LETTER  COLLECTOR-ID  ***** COMMENTS *****


*******************************************************************************************************
                      0292117571234567          AMOUNT DELQ            58.56          PAYOFF/TOTAL DUE       110.03
HEISS,EDWARD                                    DELQ DATE            6/30/77           CONTACT DATE          11/03/77
9999 Z ST                                       HOME PHONE & EXT. 777-555-1212-0000   PRIORITY                2000
                                                BUS. NAME         BUSY TOWN INC
HOME TOWN, USA        99999                     BUS. PHONE & EXT. 777-555-1212-0000
    DATE   ACTION   RESULT   LETTER  COLLECTOR-ID  ***** COMMENTS *****


*******************************************************************************************************
                      0314907971234567          AMOUNT DELQ              .00          PAYOFF/TOTAL DUE        15.58
RODRIGUEZ,NORAH                                 DELQ DATE           10/01/77           CONTACT DATE          11/03/77
9999 Z ST                                       HOME PHONE & EXT. 777-555-1212-0000   PRIORITY                2000
                                                BUS. NAME         GOTHAM DYEING & FINI
HOME TOWN, USA        99999                     BUS. PHONE & EXT. 777-555-1212-0000
    DATE   ACTION   RESULT   LETTER  COLLECTOR-ID  ***** COMMENTS *****


*******************************************************************************************************
                      0402013101234567          AMOUNT DELQ            50.07          PAYOFF/TOTAL DUE        99.14
ROBINSON,SHEILA C                               DELQ DATE            6/30/77           CONTACT DATE          11/03/77
9999 Z ST                                       HOME PHONE & EXT. 777-555-1212-0000   PRIORITY                2000
                                                BUS. NAME         PEOPLES BANK FOR SAV
HOME TOWN, USA        99999                     BUS. PHONE & EXT. 777-555-1212-0000
    DATE   ACTION   RESULT   LETTER  COLLECTOR-ID  ***** COMMENTS *****


*******************************************************************************************************
                      0417047671234567          AMOUNT DELQ            43.35          PAYOFF/TOTAL DUE        82.27
CASALE,JOHN B MD                                DELQ DATE            5/19/77           CONTACT DATE          11/03/77
9999 Z ST                                       HOME PHONE & EXT. 777-555-1212-0000   PRIORITY                2000
                                                BUS. NAME         BUSY TOWN INC
HOME TOWN, USA        99999                     BUS. PHONE & EXT. 777-555-1212-0000
    DATE   ACTION   RESULT   LETTER  COLLECTOR-ID  ***** COMMENTS *****


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                    0428807591234567          AMOUNT DELQ               169.59      PAYOFF/TOTAL DUE       223.59
BRUNTE,DAVIEL PETER                           DELQ DATE             10/01/77        CONTACT DATE          11/03/77
9999 Z ST                                     HOME PHONE & EXT. 777-555-1212-0000   PRIORITY                 2000
                                              BUS. NAME         NY PULICE DEPT
HOME TOWN, USA          99999                  BUS. PHONE & EXT. 777-555-1212-0000
    DATE    ACTION    RESULT   LETTER   COLLECTOR-ID    ***** COMMENTS *****


          **************************************************************************************
                    0147346781234567          AMOUNT DELQ                84.52      PAYOFF/TOTAL DUE       127.16
RAHLS,YVONNE                                  DELQ DATE              8/26/77        CONTACT DATE          11/04/77
9999 Z ST                                     HOME PHONE & EXT. 777-555-1212-0000   PRIORITY                 2000
                                              BUS. NAME         AT&T TELEPHONE
HOME TOWN, USA          99999                  BUS. PHONE & EXT. 777-555-1212-0000
    DATE    ACTION    RESULT   LETTER   COLLECTOR-ID    ***** COMMENTS *****


          **************************************************************************************
                    0235042071234567          AMOUNT DELQ                18.95      PAYOFF/TOTAL DUE        37.58
ALLEN,JANET E                                 DELQ DATE              8/26/77        CONTACT DATE          11/04/77
9999 Z ST                                     HOME PHONE & EXT. 777-555-1212-0000   PRIORITY                 2000
                                              BUS. NAME         BUSY TOWN INC
HOME TOWN, USA          99999                  BUS. PHONE & EXT. 777-555-1212-0000
    DATE    ACTION    RESULT   LETTER   COLLECTOR-ID   .***** COMMENTS *****


          **************************************************************************************
                    0282990691234567          AMOUNT DELQ               209.93      PAYOFF/TOTAL DUE       300.87
PAGANO,JOHN A                                 DELQ DATE              8/26/77        CONTACT DATE          11/04/77
9999 Z ST                                     HOME PHONE & EXT. 777-555-1212-0000   PRIORITY                 2000
                                              BUS. NAME         BUSY TOWN INC
HOME TOWN, USA          99999                  BUS. PHONE & EXT. 777-555-1212-0000
    DATE    ACTION    RESULT   LETTER   COLLECTOR-ID    ***** COMMENTS *****


          **************************************************************************************
                    0384715101234567          AMOUNT DELQ                51.61      PAYOFF/TOTAL DUE        52.37
PURSLEY,WILLIE R                              DELQ DATE              8/26/77        CONTACT DATE          11/04/77
9999 Z ST                                     HOME PHONE & EXT. 777-555-1212-0000   PRIORITY                 2000
                                              BUS. NAME         MC CALLS FUNERAL HOM
HOME TOWN, USA          99999                  BUS. PHONE & EXT. 777-555-1212-0000
    DATE    ACTION    RESULT   LETTER   COLLECTOR-ID    ***** COMMENTS *****


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                     0489201811234567        AMOUNT DELQ              2.00          PAYOFF/TOTAL DUE        68.45
COFFEY,J. ARTHUR                             DELQ DATE            8/26/77           CONTACT DATE         11/04/77
9999 Z ST                                    HOME PHONE & EXT. 777-555-1212-0000   PRIORITY                2000
                                             BUS. NAME        BUSY TOWN INC
HOME TOWN, USA        99999                   BUS. PHONE & EXT. 777-555-1212-0000
    DATE    ACTION   RESULT   LETTER   COLLECTOR-ID    ***** COMMENTS *****


     ****************************************************************************************
                     0107879631234567        AMOUNT DELQ             97.13          PAYOFF/TOTAL DUE       116.65
SPARKS,BARBARA B                             DELQ DATE            8/30/77           CONTACT DATE         11/05/77
9999 Z ST                                    HOME PHONE & EXT. 777-555-1212-0000   PRIORITY                2000
                                             BUS. NAME        BUSY TOWN INC
HOME TOWN, USA        99999                   BUS. PHONE & EXT. 777-555-1212-0000
    DATE    ACTION   RESULT   LETTER   COLLECTOR-ID    ***** COMMENTS *****


     ****************************************************************************************
                     0207271481234567        AMOUNT DELQ            115.67          PAYOFF/TOTAL DUE       150.18
HIGGINS,MARVIN                               DELQ DATE            8/30/77           CONTACT DATE         11/05/77
9999 Z ST                                    HOME PHONE & EXT. 777-555-1212-0000   PRIORITY                2000
                                             BUS. NAME          PLYMOUTH THREAD YARN
HOME TOWN, USA        99999                   BUS. PHONE & EXT. 777-555-1212-0000
    DATE    ACTION   RESULT   LETTER   COLLECTOR-ID    ***** COMMENTS *****


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                     0359666691234567        AMOUNT DELQ            133.29          PAYOFF/TOTAL DUE       197.29
HODGE,MELVIN                                 DELQ DATE            8/30/77           CONTACT DATE         11/05/77
9999 Z ST                                    HOME PHONE & EXT. 777-555-1212-0000   PRIORITY                2000
                                             BUS. NAME          LOCAL 1888
HOME TOWN, USA        99999                   BUS. PHONE & EXT. 777-555-1212-0000
    DATE    ACTION   RESULT   LETTER   COLLECTOR-ID    ***** COMMENTS *****


     ****************************************************************************************
                     0469123191234567        AMOUNT DELQ             26.62          PAYOFF/TOTAL DUE        52.40
ALEXANDER,SUE C                              DELQ DATE            7/30/77           CONTACT DATE         11/05/77
9999 Z ST                                    HOME PHONE & EXT. 777-555-1212-0000   PRIORITY                2000
                                             BUS. NAME          NORTH CENTRAL HOSP.
HOME TOWN, USA        99999                   BUS. PHONE & EXT. 777-555-1212-0000
    DATE    ACTION   RESULT   LETTER   COLLECTOR-ID    ***** COMMENTS *****


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                         0106944291234567        AMOUNT DELQ              49.50        PAYOFF/TOTAL DUE          94.50
SIMONE,DONNA M                                   DELQ DATE              5/01/77        CONTACT DATE           11/08/77
9999 Z ST                                        HOME PHONE & EXT. 777-555-1212-0000   PRIORITY                  2000
                                                 BUS. NAME         DONNA M SIMONE
HOME TOWN, USA          99999                     BUS. PHONE & EXT. 777-555-1212-0000
    DATE    ACTION    RESULT   LETTER    COLLECTOR-ID    *****  COMMENTS  *****


         ****************************************************************************************
                         0204414681234567        AMOUNT DELQ                .00       PAYOFF/TOTAL DUE           8.49
RIUS,ANTONIO                                     DELQ DATE              5/01/77        CONTACT DATE           11/08/77
9999 Z ST                                        HOME PHONE & EXT. 777-555-1212-0000   PRIORITY                  2000
                                                 BUS. NAME         BUSY TOWN INC
HOME TOWN, USA          99999                     BUS. PHONE & EXT. 777-555-1212-0000
    DATE    ACTION    RESULT   LETTER    COLLECTOR-ID    *****  COMMENTS  *****


         ****************************************************************************************
                         0267317591234567        AMOUNT DELQ              86.10        PAYOFF/TOTAL DUE         128.10
BALVELT,HAROLD                                   DELQ DATE              5/01/77        CONTACT DATE           11/08/77
9999 Z ST                                        HOME PHONE & EXT. 777-555-1212-0000   PRIORITY                  2000
                                                 BUS. NAME         BUSY TOWN INC
HOME TOWN, USA          99999                     BUS. PHONE & EXT. 777-555-1212-0000
    DATE    ACTION    RESULT   LETTER    COLLECTOR-ID    *****  COMMENTS  *****


         ****************************************************************************************
                         0354019101234567        AMOUNT DELQ              13.74        PAYOFF/TOTAL DUE          13.91
CLARKE,GLADSTONE                                 DELQ DATE              5/01/77        CONTACT DATE           11/08/77
9999 Z ST                                        HOME PHONE & EXT. 777-555-1212-0000   PRIORITY                  2000
                                                 BUS. NAME         BUSY TOWN INC
HOME TOWN, USA          99999                     BUS. PHONE & EXT. 777-555-1212-0000
    DATE    ACTION    RESULT   LETTER    COLLECTOR-ID    *****  COMMENTS  *****


         ****************************************************************************************
                         0457185561234567        AMOUNT DELQ                .00       PAYOFF/TOTAL DUE          36.42
SABLO,DONNA P                                    DELQ DATE              5/01/77        CONTACT DATE           11/08/77
9999 Z ST                                        HOME PHONE & EXT. 777-555-1212-0000   PRIORITY                  2000
                                                 BUS. NAME         VA HOSPTL.
HOME TOWN, USA          99999                     BUS. PHONE & EXT. 777-555-1212-0000
    DATE    ACTION    RESULT   LETTER    COLLECTOR-ID    *****  COMMENTS  *****


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CYBER CREDIT SYSTEM
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***** 80 ACCOUNTS ASSIGNED TO QUEUE 0001

60475250 A

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                    0100024491204567           AMOUNT DELQ            303.53        PAYOFF/TOTAL DUF        401.70
GRAHAM,JAMES P                                  DELQ DATE           6/12/77         CONTACT DATF         10/27/77
9999 Z ST                                       HUME PHONE & EXT. 777-555-1212-0000 PRIORITY                2000
                                                BUS. NAME        BUSY TOWN INC
HOME TOWN, USA        99999                      BUS. PHONE & EXT. 777-555-1212-0000
     DATE   ACTION   RESULT   LETTER   COLLECTOR-ID    ***** COMMENTS *****


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                    0241693391234567           AMOUNT DELQ            230.43        PAYOFF/TOTAL DUF        347.48
HAWKINS,FREDERIC H                              DELQ DATE           8/28/77         CONTACT DATE         10/28/77
9999 Z ST                                       HUME PHONE & EXT. 777-555-1212-0000 PRIORITY                2000
                                                BUS. NAME        BUSY TOWN INC
HOME TOWN, USA        99999                      BUS. PHONE & EXT. 777-555-1212-0000
     DATE   ACTION   RESULT   LETTER   COLLECTOR-ID    ***** COMMENTS *****


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                    0110644191234567           AMOUNT DELQ            211.00        PAYOFF/TOTAL DUF        319.00
SARACO,DOMENICK  J                              DELQ DATE           6/08/77         CONTACT DATF         11/01/77
9999 Z ST                                       HJME PHONE & EXT. 777-555-1212-0000 PRIORITY                2000
                                                BUS. NAME        PELHAM CHURCH GDS
HOMF TOWN, USA        99999                      BUS. PHONE & EXT. 777-555-1212-0000
     DATE   ACTION   RESULT   LETTER   COLLECTOR-ID    ***** COMMENTS *****


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                    0248285391234567           AMOUNT DELQ            212.73        PAYOFF/TOTAL DUF        281.73
SOTO,ANGELO E                                   DELQ DATE          10/01/77         CONTACT DATE         11/03/77
9999 Z ST                                       HUME PHONE & EXT. 777-555-1212-0000 PRIORITY                2000
                                                BUS. NAME        DR A MOORE
HOME TOWN, USA        99999                      BUS. PHONE & EXT. 777-555-1212-0000
     DATE   ACTION   RESULT   LETTER   COLLECTOR-ID    ***** COMMENTS *****


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                    0270007591234567           AMOUNT DELQ            296.47        PAYOFF/TOTAL DUF        392.47
YOUNG,THEODORE D                                DELQ DATE           8/30/77         CONTACT DATF         11/05/77
9999 Z ST                                       HUME PHONE & EXT. 777-555-1212-0000 PRIORITY                2000
                                                BUS. NAME        TOWN OF GREENBURGH
HOMF TOWN, USA        99999                      BUS. PHONE & EXT. 777-555-1212-0000
     DATF  ACTION   RESULT   LETTER   COLLECTOR-ID    ***** COMMENTS *****


•••••••••••••••••••••••••••••••••••••••••••••••••••••••••••••••••••••••••••••••••••••••••••••••
```

CYBER CREDIT SYSTEM
VERSION 3.0
SYSTEM VERIFICATION

DAILY ASSIGNMENTS FOR QUEUE   0002
AS OF: 11/01/77

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***** 	5 ACCOUNTS ASSIGNED TO QUEUE 0002

```
                    0236592621234567        AMOUNT DELQ              377.36        PAYOFF/TOTAL DUE         576.03
SMITH,CRAIG G                                DELQ DATE             10/27/77         CONTACT DATE           10/10/77
9999 Z ST                                    HOME PHONE & EXT. 777-555-1212-0000   PRIORITY                   2000
                                             BUS. NAME         COOPER& LYBRAND
HOME TOWN, USA          99999                BUS. PHONE & EXT. 777-555-1212-0000
   DATE    ACTION   RESULT   LETTER   COLLECTOR-ID   ***** COMMENTS *****


      ************************************************************************************************
                    0306177221234567        AMOUNT DELQ              369.19        PAYOFF/TOTAL DUE         557.53
MAJOR'S WINE & LIQUOR STORE,                 DELQ DATE              5/19/77         CONTACT DATE           11/03/77
9999 7 ST                                    HOME PHONE & EXT. 777-555-1212-0000   PRIORITY                   2000
                                             BUS. NAME         MAJORS WINE LIQUOR
HOME TOWN, USA          99999                BUS. PHONE & EXT. 777-555-1212-0000
   DATE    ACTION   RESULT   LETTER   COLLECTOR-ID   ***** COMMENTS *****


      ************************************************************************************************
   *****      2 ACCOUNTS ASSIGNED TO QUEUE   0003
```

                          0165360511234567   AMOUNT DELQ   718.59   PAYOFF/TOTAL DUE   823.38
RADIN,DAVID   DELQ DATE   9/01/77   CONTACT DATE   10/29/77
9999 Z ST   HOME PHONE & EXT. 777-555-1212-0000   PRIORITY   2000
                                                    BUS. NAME   BUSY TOWN INC
HOME TOWN, USA   99999   BUS. PHONE & EXT. 777-555-1212-0000
    DATE   ACTION   RESULT   LETTER   COLLECTOR-ID   ***** COMMENTS *****

       ••
                          0431294811234567   AMOUNT DELQ   626.88   PAYOFF/TOTAL DUE   745.30
DIGGS,LAWRENCE JR   DELQ DATE   4/28/77   CONTACT DATE   11/01/77
9999 Z ST   HOME PHONE & EXT. 777-555-1212-0000   PRIORITY   2000
                                                    BUS. NAME   BUSY TOWN INC
HOME TOWN, USA   99999   BUS. PHONE & EXT. 777-555-1212-0000
    DATE   ACTION   RESULT   LETTER   COLLECTOR-ID   ***** COMMENTS *****

       ••
                          0479043391234567   AMOUNT DELQ   552.26   PAYOFF/TOTAL DUE   698.76
PARISI,MICHAEL P   DELQ DATE   4/18/77   CONTACT DATE   11/01/77
9999 Z ST   HOME PHONE & EXT. 777-555-1212-0000   PRIORITY   2000
                                                    BUS. NAME   METROPOLITAN LIFE
HOME TOWN, USA   99999   BUS. PHONE & EXT. 777-555-1212-0000
    DATE   ACTION   RESULT   LETTER   COLLECTOR-ID   ***** COMMENTS *****

       ••
     *****   3 ACCOUNTS ASSIGNED TO QUEUE   0004

***** TOTAL ACCOUNTS ASSIGNED: 90 *****

- END OF REPORT -

ACCOUNT NUMBER	BURROWERS NAME	DELINQUENT DATE	DELINQUENT AMOUNT	CURRENT PAYOFF	QUEUE	PROMISED TO PAY DATE	AMOUNT	NEXT CONTACT	REVIF CODE
0100024491204567	GRAHAM,JAMES P	06/12/77	303.53	401.70	0002			10/27/77	
0100135561234567	DAVIS,JOAN E	07/23/77	107.52	168.36	0001			10/31/77	
0106944291234567	SIMONE,DONNA M	05/01/77	49.50	94.50	0001			11/08/77	
0107879631234567	SPARKS,BARBARA B	08/30/77	97.13	116.65	0001			11/05/77	
0110644191234567	SARACO,DOMENICK J	06/08/77	211.00	319.00	0002			11/01/77	
0110813101234567	ANGREES,RICHARD	09/12/77	6.51	110.56	0001			11/01/77	
0129537571234567	OBRIEN,MICHAEL	05/18/77	21.68	42.79	0001			11/01/77	
0131593391234567	CONCA,SAM	10/18/77	90.33	179.39	0001			11/02/77	
0137006531234567	FRIEDMAN,GLENN M	04/16/77	70.30	136.00	0001			10/28/77	
0147346781234567	RAHLS,YVONNE	08/26/77	84.52	127.16	0001			11/04/77	
0149907691234567	MAYE,KENNETH E	05/28/77	147.87	218.87	0001			11/01/77	
0164884221234567	BACHARACH,MARYLEE	10/27/77	133.54	231.64	0001			10/30/77	
0165360511234567	RADIN,DAVID	09/01/77	718.59	823.38	0004			10/29/77	
0173712971234567	MCGRATH,PHILIP J	06/30/77	38.27	83.20	0001			11/03/77	
0174434561234567	MAURO,JOHN	05/19/77	24.29	42.10	0001			11/03/77	
0174747381234567	BROOM,ALMA M	08/28/77	7.52	74.03	0001			10/28/77	
0181406481234567	SHEARN,DWIGHT H	09/23/77	37.21	56.82	0001			11/01/77	
0182874321234567	LAZO,EDWARD H	10/01/77	168.43	336.90	0001			11/03/77	
0186126781234567	ARRINGTON,WILLIAM H	06/28/77	30.40	45.62	0001			11/02/77	
0189348761234567	SEPULVEDA,JOSEPH A	04/28/77	124.91	188.60	0001			11/01/77	
0194384871234567	MARTINDALE,WINSTON A	06/12/77	131.93	204.16	0001			10/27/77	
0197026491234567	HAIDUCK,NEAL GOODMAN	07/23/77	74.12	98.12	0001			10/31/77	
0204414681234567	RIOS,ANTONIO	05/01/77	0.00	8.89	0001			11/08/77	
0207271481234567	HIGGINS,MARVIN	08/30/77	115.67	150.18	0001			11/05/77	
0212262571234567	ROSS,ROBERT	06/08/77	61.62	121.86	0001			11/01/77	
0214925591234567	AURRICHIO,LOUIS	09/12/77	74.64	113.41	0001			11/01/77	
0216323171234567	GREAVES,FRANKLIN E	05/18/77	0.00	3.61	0001			11/01/77	
0230915101234567	FUGLIA,MARGUERITE M	10/18/77	54.18	82.22	0001			11/02/77	
0234384871234567	TRIPPI,LORRAINE A	04/16/77	0.00	0.83	0001			10/28/77	
0235042071234567	ALLEN,JANET E	08/26/77	18.95	37.68	0001			11/04/77	
0236341591234567	PIDGEON,R V	05/28/77	90.37	171.59	0001			11/01/77	
0236592621234567	SMITH,CRAIG G	10/27/77	377.36	576.03	0003			10/30/77	
0239023871234567	BROOKS,CHARLES E	09/01/77	72.41	108.88	0001			10/24/77	
0239409191234567	BRAY,DAVID P	06/30/77	141.23	197.77	0001			11/03/77	
0241465771234567	ELEARY,CORNELIUS	05/19/77	0.00	75.44	0001			11/03/77	
0241693391234567	HAWKINS,FREDERIC H	08/28/77	230.43	347.68	0002			10/28/77	
0243719561234567	SAVARESE,RAYMOND O I	09/23/77	33.34	74.04	0001			11/01/77	
0248285391234567	SOTO,ANGELO E	10/01/77	212.73	281.73	0002			11/03/77	
0250174491234567	LOZANO,JOSEPHINE M	06/28/77	28.96	49.69	0001			11/02/77	
0250214491234567	PETERSON,DELORES P	04/28/77	135.80	184.31	0001			11/01/77	
0255350361234567	MORGAN,EDWARD	06/12/77	36.76	53.45	0001			10/27/77	
0263007561234567	CHAMBERS,LLOYD R	07/23/77	59.21	87.75	0001			10/31/77	
0267317591234567	BALVELT,HAROLD	05/01/77	86.10	128.10	0001			11/08/77	
0270007591234567	YOUNG,THEODORE D	08/30/77	296.47	392.47	0002			11/05/77	
0273083321234567	BECKER,ROBERT E	06/08/77	0.00	154.06	0001			11/01/77	
0276992191234567	YOUNMANS,JOSEPHINE M	09/12/77	25.94	38.83	0001			11/01/77	
0278634561234567	WILLIAMS,RICHARD L	05/18/77	125.40	166.74	0001			11/01/77	
0282282291234567	MAYMES,DEMA	10/18/77	42.75	43.19	0001			11/02/77	
0282798591234567	RANDALL,LEWIS W	04/16/77	61.31	97.85	0001			10/28/77	
0282990691234567	PAGANO,JOHN A	08/26/77	209.93	309.87	0001			11/04/77	

ACCOUNT NUMBER	BORROWERS NAME	DELINQUENT DATE	DELINQUENT AMOUNT	CURRENT PAYOFF	QUEUE	PROMISED TO PAY DATE	AMOUNT	NEXT CONTACT	REVIE CODE
0283219591234567	JONES,PATRICIA A	05/28/77	0.00	0.83	0001			11/01/77	
0287164291234567	SWEENEY,MARTIN J	10/27/77	4.13	105.13	0001			10/30/77	
0288571481234567	GORDIAN,DOMINGO	09/01/77	92.56	146.78	0001			10/29/77	
0292117571234567	HEISS,EDWARD	06/30/77	58.56	110.03	0001			11/03/77	
0306177221234567	MAJOR'S WINE & LIQUOR STORE,	05/19/77	369.19	557.53	0003			11/03/77	
0308046431234567	PREZIOSO,WILLIAM R	08/28/77	0.00	1.93	0001			10/28/77	
0311475771234567	LEE,THOMAS J	09/23/77	41.22	81.28	0001			11/01/77	
0314907971234567	RODRIGUEZ,NORAH	10/01/77	0.00	15.58	0001			11/03/77	
0332898561234567	DURHAM,ANGELYNN	06/28/77	63.01	104.07	0001			11/02/77	
0346013171234567	WILLIAMS,EDNA MAE	04/28/77	0.32	15.06	0001			11/01/77	
0349716481234567	BAILEY,GEORGE	06/12/77	4.78	24.54	0001			10/27/77	
0353693391234567	NIESSL,THOMAS	07/23/77	18.30	37.11	0001			10/31/77	
0354019101234567	CLARKE,GLADSTONE	05/01/77	13.74	13.91	0001			11/08/77	
0359666691234567	HODGE,MELVIN	08/30/77	133.29	197.29	0001			11/05/77	
0368074191234567	DEMAIO,WALTER M	06/08/77	98.40	146.40	0001			11/01/77	
0377475561234567	JACKSON,KARL D	09/12/77	32.75	51.67	0001			11/01/77	
0378065561234567	CAMPBELL,WILLIE G	05/18/77	77.79	170.56	0001			11/01/77	
0378864491234567	EADY ,CARNEL G	10/18/77	88.76	162.24	0001			11/02/77	
0378924121234567	HENRY,MICHELE A	04/16/77	83.13	135.37	0001			10/28/77	
0384715101234567	PURSLEY,WILLIE R	08/26/77	51.61	52.37	0001			11/04/77	
0396211661234567	BEDICS,JOSEPH F	05/28/77	0.00	0.68	0001			11/01/77	
0397288631234567	FLAMHOLTZ,CARL	10/27/77	22.30	43.96	0001			10/30/77	
0401578631234567	MARTELLO,LAWRENCE	09/01/77	3.11	52.31	0001			10/29/77	
0402013101234567	ROBINSON,SHEILA C	06/30/77	50.07	99.34	0001			11/03/77	
0417047671234567	CASALE,JOHN B MD	05/19/77	43.35	82.27	0001			11/03/77	
0418074291234567	HUNTER,DONALD	08/28/77	120.00	240.00	0001			10/28/77	
0428040581234567	MUNOZ,SIGIDFREDO	09/23/77	127.37	174.05	0001			11/01/77	
0428807591234567	BRONTE,DAVIEL PETER	10/01/77	169.59	223.59	0001			11/03/77	
0431234561234567	VELAZQUEZ,RONALD	06/28/77	22.15	37.05	0001			11/02/77	
0431294811234567	DIGGS,LAWRENCE JR	04/28/77	626.88	745.30	0004			11/01/77	
0434395981234567	HUNT ,WILLIAM	06/12/77	191.55	289.00	0001			10/27/77	
0452924191234567	COLON,EUGENE	06/18/77	185.95	263.25	0001			10/31/77	
0457185561234567	SABLO,DONNA P	05/01/77	0.00	36.42	0001			11/08/77	
0469123191234567	ALEXANDER,SUE C	07/30/77	26.62	52.40	0001			11/05/77	
0476044291234567	FOOTE,DORIS	05/08/77	157.85	234.85	0001			11/01/77	
0476336781234567	O'LOUGHLIN,MICHAEL J K	08/12/77	30.53	67.95	0001			11/01/77	
0479043391234567	PARISI,MICHAEL P	04/18/77	552.26	698.76	0004			11/01/77	
0482825591234567	MARSHALL,CHARLES	08/18/77	53.78	83.69	0001			11/02/77	
0488626391234567	HALL,JOYCE	04/16/77	63.40	92.44	0001			10/28/77	
0489201811234567	COFFEY,J. ARTHUR	08/26/77	2.00	68.45	0001			11/04/77	

```
                TOTALS
                NUMBER OF ACCOUNTS                 90
                DELINQUENT AMOUNT               8950.86
                CURRENT PAY OFF               13873.14

                     ***END OF REPORT***
```

COLLECTOR NAME   TOTAL

          TOTALS

                              *** END OF REPORT ***

COLLECTOR NAMF   TOTAL

          TOTALS

                              *** END OF REPORT ***

QUEUE	<0	0	NEXT CONTACT DATE AGE				TOTALS
			1	2	3	>3	
0001	23	24	9	10	5	9	80
0002	2	1	0	1	0	1	5
0003	1	0	0	1	0	0	2
0004	1	2	0	0	0	0	3
TOTALS	27	27	9	12	5	10	90

COLLECTOR: M LOWE

ACCT NO	FIELD CODE-SCREEN	NEW DATA	OLD DATA
0194384871234567	13 BORROWER	MILLER	
0194384871234567	15 BORROWER	FORD	
0255350361234567	05 BORROWER	9997772222	7775551212
0255350361234567	14 BORROWER	011847	

CYBER CREDIT SYSTEM
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COLLECTORS' CHANGES TO ACCOUNTS
AS OF 11/01/77

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COLLECTOR: P   GARRET

ACCT NO	FIELD CODE-SCREEN	NEW DATA	OLD DATA
0100024491204567	91	PERMANENT COMMENT 1	
0100024491204567	92	PERMANENT COMMENT 2	
0100024491204567	93	PERMANENT COMMENT 3	

60475250 A

        COLLECTOR: H SHERMAN

        ACCT NO   FIELD CODE-SCREEN   NEW DATA   OLD DATA

    0236592621234567   01 SUPERVISOR   0004   0003

CYBER CREDIT SYSTEM
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COLLECTORS' CHANGES TO ACCOUNTS
AS OF 11/01/77

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COLLECTOR: S BEASON

ACCT NO	FIELD CODE-SCREEN	NEW DATA	OLD DATA
0165360511234567	03 BORROWER	LA JOLLA,CA	HOME TOWN, USA

CYBER CREDIT SYSTEM
VERSION 3.0
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TIME USAGE REPORT
AS OF: 11/01/77

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COLLECTOR: M LOWE

ACCOUNT NUMBER	START TIME	STOP TIME	ELAP TIME	NEXT CONTACT	ACT CDE	RES CDE	LTR CDE	COMMENT
0194384871234567	15:05	15:06	:01	11/17/77	A1	PP	02	
0255350361234567	15:07	15:08	:01	11/17/77	A2	PP		

TOTALS- TIME   :02
         ACCOUNTS   2

CYBER CREDIT SYSTEM
VERSION 3.0
SYSTEM VERIFICATION

TIME USAGE REPORT
AS OF: 11/01/77

PAGE   2

COLLECTOR: P GARRET

ACCOUNT NUMBER	START TIME	STOP TIME	ELAP TIME	NEXT CONTACT	ACT CDE	RES CDE	LTR CDE	COMMENT
0100024491204567	15:08	15:10	:02	11/02/77	A2	R2	01	

TOTALS- TIME   :02
         ACCOUNTS   1

COLLECTOR: H SHERMAN

ACCOUNT NUMBER	START TIME	STOP TIME	ELAP TIME	NEXT CONTACT	ACT CDE	RES CDE	LTR CDE	COMMENT
0306177221234567	15:10	15:11	:01	11/03/77	A3	R1		WILLING TO PAY

TOTALS- TIME   :01
         ACCOUNTS   1

*** END OF REPORT ***

ACTIONS

COLLECTOR NAME	A1	A2	A3	A4	SR	**	**	**	**	**	**	**	**	**	**	**	TOTAL
M LOWE	1	1																2
P GARRET		1																1
M SHERMAN			1															1
TOTALS	1	2	1															4

CYBER CREDIT SYSTEM
VERSION 3.0'
SYSTEM VERIFICATION

DAILY
COLLECTOR STATISTICS REPORT
AS OF: 11/01/77

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	B7	PP	R1	R2	R3	R4	RESULTS **	**	**	**	**	**	**	**	**	TOTAL
COLLECTOR NAME																
M LOWE		2														2
P GARRET				1												1
H SHERMAN			1													1
TOTALS		2	1	1												4

*** END OF REPORT ***

NOVEMBER 01, 1977

RE: 0194384871234567

WINSTON A MARTINDALE
9999 Z ST
HOME TOWN, USA   99999

DEAR WINSTON A MARTINDALE:
THIS IS SAMPLE LETTER NUMBER 02.

IT CONTAINS ONE DATE AND ONE AMOUNT, BOTH
OF WHICH ARE COLLECTOR ENTERED.

THE DOLLAR ENTERED IS $100.00   .

THE DATE ENTERED IS 11/01/77 .

                    SINCERELY,

                    MR M LOWE
                    222/555-1115

                    COLLECTION DEPT

NOVEMBER 01, 1977

RE: 0100024491204567

JAMES P GRAHAM
C/O BUSY TOWN INC
888 ZZZ ST
BUSY TOWN, USA 88888

DEAR JAMES P GRAHAM,

THIS IS SAMPLE LETTER NUMBER 01.

IT CONTAINS TWO DOLLAR AMOUNTS, TWO DATES,
AND ONE STRING. ALL ARE FROM THE ROOT AREA
OF THE FILE AND ARE NOT FIELDS THAT ARE
ENTERED BY A COLLECTOR.

DOLLAR 1 : $303.53   = AMOUNT DELINQUENT

DOLLAR 2 : $401.70   = CURRENT PAYOFF

DATE 1: 06/12/77 = DELINQUENT DATE

DATE 2: XXX XX, XXXX = PAYOFF GOOD UNTIL DATE

STRING : 000000000 = SOCIAL SECURITY NUMBER

                    VERY TRULY YOURS,

                    MISS P GARRET
                    222/555-1200
                    EXT   412

                    COLLECTION DEPT

NAME	01	02	TOTALS
LUWE	0	1	1
GARRET	1	0	1
TOTALS	1	1	2

THE FOLLOWING IS A SUMMARY OF THE NUMBER OF
ACCOUNTS WITH XXX NUMBER OF ACTIVITY BLOCKS

```
4 ACCOUNTS WITH    1 ACTIVITY BLOCKS
0 ACCOUNTS WITH    2 ACTIVITY BLOCKS
0 ACCOUNTS WITH    3 ACTIVITY BLOCKS
0 ACCOUNTS WITH    4 ACTIVITY BLOCKS
0 ACCOUNTS WITH    5 ACTIVITY BLOCKS
0 ACCOUNTS WITH    6 ACTIVITY BLOCKS
0 ACCOUNTS WITH    7 ACTIVITY BLOCKS
0 ACCOUNTS WITH    8 ACTIVITY BLOCKS
0 ACCOUNTS WITH    9 ACTIVITY BLOCKS
0 ACCOUNTS WITH   10 ACTIVITY BLOCKS
0 ACCOUNTS WITH  >10 ACTIVITY BLOCKS
```

TRAN CODE	ACCOUNT NUMBER	BORROWERS NAME	DELINQUENT DATE	DELINQUENT AMOUNT	CURRENT PAYOFF	ACTION
	0434395781234567	HUNT ,WILLIAM	06/12/77	229.77	345.87	UPDATE
	0452924191234567	COLON,EUGENE	07/23/77	139.28	184.28	UPDATE
302	0457185561234567	SABLO,DONNA P	10/26/77		0.00	RELEASE
301	0469123191234567	ALEXANDER,SUE C	10/26/77		26.00	WRITEOFF
	0476044291234567	FOOTE,DORIS	06/08/77	157.85	234.85	UPDATE
301	0476336781234567	O'LOUGHLIN,MICHAEL J K	10/26/77		30.00	WRITEOFF
	0479043391234567	PARISI,MICHAEL P	05/18/77	552.26	688.76	UPDATE
	0482825591234567	MARSHALL,CHARLES	10/18/77	36.48	61.39	UPDATE
	0488626391234567	HALL,JOYCE	04/16/77	99.03	123.03	UPDATE
303	0489201811234567	COFFEY,J. ARTHUR	10/26/77		2.00	SATISFY
	0493406201234567	BRADY,DOREEN	05/28/77	54.47	84.18	ADD
	0510040581234567	SMITH,ROBERT A	10/27/77	100.61	101.86	ADD
	0510606391234567	DEVINE,JAMES P	09/01/77	143.73	212.73	ADD
	0517797561234567	LOPILATO,ANTHONY	06/30/77	319.19	422.82	ADD
	0526882291234567	TAYLOR,ANNAMAY	05/19/77	66.24	82.36	ADD
	0532174291234567	NAZZARO,EVENLY	08/28/77	164.00	244.00	ADD
301	0536364561234567					REJECT - NO ACCOUNT FOR 30X CODE
301	0541033871234567					REJECT - NO ACCOUNT FOR 30X CODE
	0541196591234567	BRETT,DAVID C	06/28/77	102.50	152.50	ADD
	0549714491234567	RYAN,WILLARD L	04/28/77	440.53	568.88	ADD
	0553268091234567	PURCELL,ANDREW JR	06/12/77	362.87	456.19	ADD
	0555352771234567	MCINERNEY,JAMES R	07/23/77	38.44	82.81	ADD
	0561326391234567	SEHUQUIEST,MARGAUT M	05/01/77	186.31	231.31	ADD
301	0563143281234567					REJECT - NO ACCOUNT FOR 30X CODE
	0563175571234567	SIGONA,SALVATORE V	06/08/77	192.91	301.09	ADD
	0565092291234567	BROOKS,MICHAEL J	09/12/77	366.76	489.20	ADD
	0567560201234567	REESE,JAMES	05/18/77	108.47	151.29	ADD
	0575526121234567	WILSON,SAMUEL E JR	10/18/77	171.58	228.42	ADD
303	0577995391234567					REJECT - NO ACCOUNT FOR 30X CODE
302	0580148181234567					REJECT - NO ACCOUNT FOR 30X CODE
302	0583721661234567					REJECT - NO ACCOUNT FOR 30X CODE
	0584187421234567	WATSON,DENTON	10/27/77	76.26	159.54	ADD
	0586475561234567	FELLERS,FELLERS	09/01/77	74.03	93.33	ADD
	0587534191234567	LARSEN,EVANDNE	06/30/77	98.51	188.51	ADD
302	0589921081234567					REJECT - NO ACCOUNT FOR 30X CODE
	0593975391234567	ROCK ,SAMUEL	08/28/77	303.00	452.00	ADD
301	0603631481234567					REJECT - NO ACCOUNT FOR 30X CODE
	0605092291234567	HIGH,CLARENCE H III	10/01/77	67.95	101.10	ADD
	0605125121234567	GENZ,JOHN K	06/28/77	270.96	403.39	ADD
	0608525121234567	STINGONE,LINDA S	04/28/77	33.29	57.98	ADD
	0610392971234567	MORRIS , PAULA Y	06/12/77	63.70	98.44	ADD

		* TOTALS *		* PREVIOUS *	
ACCOUNTS	NUMBER	AMT DELQ	PAYOFF	AMT DELQ	PAYOFF
ADDED	23	3805.31	5363.93		
REACTIVATED	0	0.00	0.00		
UPDATED	6	1214.67	1638.18	1204.79	1661.99
RELEASED	1		0.00	0.00	36.42
SATISFIED	1		2.00	2.00	68.45
WRITTENOFF	2		56.00	57.15	120.35
REJECTED	8				

```
     ACCOUNT              ADDITIONAL      BANK   LOAN       AMOUNT TO     DELQ      LAST LETTER SENT    ASSIGNED   CR.    OPEN AMOUNT
       NO.               ACCOUNT NO.      BR.   OFFICER      COLLECT      DATE    DATE        AMOUNT    QUEUE     PTS    OR CR LIMIT
  0457185561234567                              0000           .00      5/01/77               .00      0001      000         99.00

  NAME              SABLO,DONNA P              SALUTATION CODE 0               BUSINESS NAME       VA HOSPTL.
  ADDRESS 1         9999 Z ST                  SOCIAL SECURITY NO.            ST. ADDRESS         888 ZZZ ST
  ADDRESS 2                                    NO. OF COSIGNERS 0             CITY/STATE/ZIP      BUSY TOWN, USA 88888
  CITY/STATE/ZIP    HOME TOWN, USA     99999   HOME PHONE: 777-555-1212-0000  BUSINESS PHONE:     777-555-1212-0000
  MOTHERS MAIDEN NAME     JOHNSON                       DOB   3/24/33         MAKE OF AUTO: SAAB

   PRIORITY       TYPE    TIMES DELQ      STATUS   PAY    PROMISED TO   PROMISED TO    PREVIOUS ADDRESS 1
   DATE   CODE    CODE    30  60  90      CODE     FLAG    PAY DATE     PAY AMOUNT     PREVIOUS ADDRESS 2
  11/08/77 2000    02     00  00  00       R        0                      .00         CITY/STATE/ZIP

    CURRENT       CURRENT      CURRENT PAYOFF    NEXT PAYOFF  SUPERVISOR  ARCHIVE      ** S P E C I A L   I N S T R U C T I O N S **
    BALANCE       PAYOFF       EFFECTIVE DATE      AMOUNT       I.D.     TAPE DATE
     36.42          .00                             .00

   STATUS     LAST COL      OPEN      DATE 1ST     LAST       QUEUE      ****** P E R M A N E N T   C O M M E N T ******
    DATE      UPDATE        DATE      IN CCS       QUEUE    CHANGE DATE
  10/26/77                            6/19/77      1111      11/01/77

    PAYMENT HISTORY
    AMOUNT       DATE
      .00
      .00
      .00
```

```
    ACCOUNT                 ADDITIONAL      BANK    LOAN      AMOUNT TO    DELQ      LAST LETTER SENT   ASSIGNED   CR.   OPEN AMOUNT
      NO.                   ACCOUNT NO.     BR.    OFFICER     COLLECT     DATE      DATE      AMOUNT    QUEUE    PTS    OR CR LIMIT
0469123191234567                                   0000        26.62     7/30/77    6/17/77    26.62     0001     000      266.00

NAME              ALEXANDER,SUE C               SALUTATION CODE 0           BUSINESS NAME     NORTH CENTRAL HOSP.
ADDRESS 1         9999 Z ST                     SOCIAL SECURITY NO.         ST. ADDRESS       888 ZZZ ST
ADDRESS 2                                        NO. OF COSIGNERS 0          CITY/STATE/ZIP    BUSY TOWN, USA 88988
CITY/STATE/ZIP    HOME TOWN, USA       99999    HOME PHONE: 777-555-1212-0000  BUSINESS PHONE:  777-555-1212-0000
MOTHERS MAIDEN NAME    KRICHTER                       008   9/09/49         MAKE OF AUTO: CHEVROLET

    PRIORITY        TYPE     TIMES DELQ    STATUS    PAY    PROMISED TO    PROMISED TO    PREVIOUS ADDRESS 1
  DATE    CODE      CODE    30  60  90     CODE     FLAG     PAY DATE      PAY AMOUNT     PREVIOUS ADDRESS 2
11/05/77 2000        03     00  00  00      H        0                        .00        CITY/STATE/ZIP

   CURRENT         CURRENT      CURRENT PAYOFF   NEXT PAYOFF  SUPERVISOR  ARCHIVE      * * SPECIAL   INSTRUCTIONS * *
   BALANCE         PAYOFF       EFFECTIVE DATE     AMOUNT       I.D.      TAPE DATE
    52.40           26.00                            .00

  STATUS     LAST COL     OPEN       DATE 1ST     LAST       QUEUE       * * * * * * PERMANENT   COMMENT * * * * * *
   DATE       UPDATE      DATE        IN CCS      QUEUE    CHANGE DATE
10/26/77                              6/19/77      1111     11/01/77

  PAYMENT HISTORY
  AMOUNT      DATE
     .00
     .00
     .00
```

```
     ACCOUNT              ADDITIONAL      BANK    LOAN     AMOUNT TO    DELQ      LAST LETTER SENT    ASSIGNED  CR.   OPEN AMOUNT
       NO.               ACCOUNT NO.      BR.    OFFICER    COLLECT     DATE     DATE        AMOUNT    QUEUE    PTS   OR CR LIMIT
0476336781234567                                 0000        30.53   8/12/77                   .00     0001    000          8.00

NAME            O'LOUGHLIN,MICHAEL J K             SALUTATION CODE 0             BUSINESS NAME     BUSY TOWN INC
ADDRESS 1       9999 Z ST                          SOCIAL SECURITY NO.          ST. ADDRESS       888 ZZZ ST
ADDRESS 2                                          NO. OF COSIGNERS 0           CITY/STATE/ZIP    BUSY TOWN, USA 98988
CITY/STATE/ZIP    HOME TOWN, USA            99999  HOME PHONE: 777-555-1212-0000 BUSINESS PHONE:  777-555-1212-0000
MOTHERS MAIDEN NAME    HILL                            DOB    2/16/54           MAKE OF AUTO: TOYOTA

  PRIORITY      TYPE     TIMES DELQ     STATUS    PAY    PROMISED TO     PROMISED TO     PREVIOUS ADDRESS 1
  DATE  CODE    CODE    30  60  90      CODE     FLAG    PAY DATE        PAY AMOUNT      PREVIOUS ADDRESS 2
11/01/77 2000    02     00  00  00       M        0                          .00        CITY/STATE/ZIP

  CURRENT        CURRENT     CURRENT PAYOFF    NEXT PAYOFF  SUPERVISOR  ARCHIVE     ** S P E C I A L   I N S T R U C T I O N S **
  BALANCE        PAYOFF      EFFECTIVE DATE     AMOUNT        I.D.     TAPE DATE
   67.95          30.00                                        .00

STATUS    LAST COL     OPEN      DATE 1ST    LAST        QUEUE       ****** P E R M A N E N T    C O M M E N T ******
 DATE     UPDATE       DATE      IN CCS     QUEUE     CHANGE DATE
10/26/77                         6/21/77    1111       11/01/77

  PAYMENT HISTORY
  AMOUNT      DATE
    .00
    .00
    .00
```

ACCOUNT NO.	ADDITIONAL ACCOUNT NO.	BANK BR.	LOAN OFFICER	AMOUNT TO COLLECT	DELQ DATE	LAST LETTER SENT DATE	AMOUNT	ASSIGNED QUEUE	CR. PTS	OPEN AMOUNT OR CR LIMIT
0489201811234567			00	2.00	8/26/77	7/07/77	207.01	0001	000	.00

NAME	CUFFEY,J. ARTHUR	SALUTATION CODE 0		BUSINESS NAME	BUSY TOWN INC
ADDRESS 1	9999 Z ST	SOCIAL SECURITY NO.		ST. ADDRESS	888 ZZZ ST
ADDRESS 2		NO. OF COSIGNERS 0		CITY/STATE/ZIP	BUSY TOWN, USA 88888
CITY/STATE/ZIP	HOME TOWN, USA 99999	HOME PHONE: 777-555-1212-0000		BUSINESS PHONE:	777-555-1212-0000
MOTHERS MAIDEN NAME	PIERCE	DOB 5/13/44		MAKE OF AUTO: NO AUTO	

PRIORITY DATE	TYPE CODE	CODE	TIMES DELQ 30	60	90	STATUS CODE	PAY FLAG	PROMISED TO PAY DATE	PROMISED TO PAY AMOUNT	PREVIOUS ADDRESS 1
11/04/77 2000		02	00	00	00	S	1		.00	PREVIOUS ADDRESS 2
										CITY/STATE/ZIP

CURRENT BALANCE	CURRENT PAYOFF	CURRENT PAYOFF EFFECTIVE DATE	NEXT PAYOFF AMOUNT	SUPERVISOR I.D.	ARCHIVE TAPE DATE	* * S P E C I A L I N S T R U C T I O N S * *
68.45	2.00		.00			

STATUS DATE	LAST COL UPDATE	OPEN DATE	DATE 1ST IN CCS	LAST QUEUE	QUEUE CHANGE DATE	* * * * * * P E R M A N E N T C O M M E N T * * * * * *
10/26/77			6/19/77	1111	11/01/77	

PAYMENT HISTORY
AMOUNT   DATE
   .00
   .00
   .00

**** END OF REPORT ****

ACCOUNT NO.	ADDITIONAL ACCOUNT NO.	BANK BR.	LOAN OFFICER	AMOUNT TO COLLECT	DELQ DATE	LAST LETTER SENT DATE	AMOUNT	ASSIGNED QUEUE	CR. PTS	OPEN AMOUNT OR CR LIMIT
0236592621234567			0000	377.36	10/27/77		.00	0004	000	231.00

NAME	SMITH,CRAIG G		SALUTATION CODE 0		BUSINESS NAME	COOPER& LYBRAND	
ADDRESS 1	9999 Z ST		SOCIAL SECURITY NO.		ST. ADDRESS	888 ZZZ ST	
ADDRESS 2			NO. OF COSIGNERS 0		CITY/STATE/ZIP	BUSY TOWN, USA 88888	
CITY/STATE/ZIP	HOME TOWN, USA	99999	HOME PHONE: 777-555-1212-0000		BUSINESS PHONE:	777-555-1212-0000	
MOTHERS MAIDEN NAME	WILKES		DOB 12/20/57		MAKE OF AUTO: DODGE		

PRIORITY DATE	CODE	TYPE CODE	TIMES DELQ 30	60	90	STATUS CODE	PAY FLAG	PROMISED TO PAY DATE	PROMISED TO PAY AMOUNT	PREVIOUS ADDRESS 1
10/30/77	2000	02	00	00	00		0		.00	PREVIOUS ADDRESS 2
										CITY/STATE/ZIP

CURRENT BALANCE	CURRENT PAYOFF	CURRENT PAYOFF EFFECTIVE DATE	NEXT PAYOFF AMOUNT	SUPERVISOR I.D.	ARCHIVE TAPE DATE	** SPECIAL INSTRUCTIONS **
576.03	576.03		.00	1.0.		

STATUS DATE	LAST COL UPDATE	OPEN DATE	DATE 1ST IN CCS	LAST QUEUE	QUEUE CHANGE DATE	***** PERMANENT COMMENT *****
6/24/77			6/19/77	0003	11/01/77	

PAYMENT HISTORY
AMOUNT	DATE
.00	
.00	
.00	

**** END OF REPORT ****

ACCOUNT NUMBER	BORROWERS NAME	FORMER STATUS	INACTIVE DATE	TAPE ARCHIVE DATE
0561326391234567	SEHUQUIEST,MARGAUT M	R	07/31/77	07/31/77

TOTAL NUMBER OF ACCOUNTS UPDATED FROM SUMHIST   1

**** END OF REPORT ****

ACCOUNT NUMBER	BORROWERS NAME	INACTIVE STATUS	DATE INACTIVE	DATE LOST WITH TAPE ARCHIVE DATA
0469123191234567	ALEXANDER,SUE C	WRITTEN-OFF	10/26/77	
0476336781234567	O'LOUGHLIN,MICHAEL J K	WRITTEN-OFF	10/26/77	

TOTALS

RELEASED   0
SATISFIED   0
WRITTEN-OFF   2

MOVED TO HISTORY   2

CYBER CREDIT SYSTEM   DELINQUENT TREND ANALYSIS   PAGE 1
VERSION 3.0   FOR GROUP 0   QUEUE 0001   RUN DATE : 12/01/77
SYSTEM VERIFICATION   FROM 11/01/77 TO 12/01/77

	00 – 29	30 – 59	60 – 89	90 – 119	120 – 149	150 – 179	180 +	WRITE OFF	RELEASED	SATISFIED
NEWLY ADDED										
1,735	0	347	67	381	38	455	447	0	0	0
17		3	1	3	1	4	5			
FORMER STATUS										
00 – 29										
433	0	433	0	0	0	0	0	0	0	0
7		7								
30 – 59										
744	0	0	712	0	0	0	0	30	0	2
13			11					1		1
60 – 89										
1,080	0	36	0	1,001	0	0	0	26	0	0
15		1		13				1		
90 – 119										
258	0	0	0	0	258	0	0	0	0	0
4					4					
120 – 149										
945	0	0	0	0	137	760	0	0	0	0
15					1	14				
150 – 179										
684	0	0	0	0	0	157	527	0	0	0
13						1	11		1	
180 +										
684	0	0	0	0	0	0	720	0	0	0
12							12			
PAGE TOTALS										
6,563	0	816	779	1,382	435	1,372	1,694	56	0	2
96		11	12	16	6	19	28	2	1	1

	00 – 29	30 – 59	60 – 89	90 – 119	120 – 149	150 – 179	180 +	WRITE OFF	RELEASED	SATISFIED
NEWLY ADDED 573	0	0	0	303	0	270	0	0	0	0
2				1		1				
FORMER STATUS										
00 – 29 0	0	0	0	0	0	0	0	0	0	0
30 – 59 212	0	0	212	0	0	0	0	0	0	0
1			1							
60 – 89 526	0	0	0	526	0	0	0	0	0	0
2				2						
90 – 119 0	0	0	0	0	0	0	0	0	0	0
120 – 149 705	0	0	0	0	0	743	0	0	0	0
3						3				
150 – 179 0	0	0	0	0	0	0	0	0	0	0
180 + 0	0	0	0	0	0	0	0	0	0	0
PAGE TOTALS 7,016	0	0	212	829	0	1,013	0	0	0	0
8			1	3		4				

CYBER CREDIT SYSTEM
VERSION 3.0
SYSTEM VERIFICATION

DELINQUENT TREND ANALYSIS
FOR GROUP 0   QUEUE 0003
FROM 11/01/77 TO 12/01/77

PAGE   3
RUN DATE :   12/01/77

	00 – 29	30 – 59	60 – 89	90 – 119	120 – 149	150 – 179	180 +	WRITE OFF	RELEASED	SATISFIED
NEWLY ADDED										
1,046	0	0	366	0	0	680	0	0	0	0
3			1			2				
FORMER STATUS										
00 – 29										
377	0	377	0	0	0	0	0	0	0	0
1		1								
30 – 59										
0	0	0	0	0	0	0	0	0	0	0
60 – 89										
0	0	0	0	0	0	0	0	0	0	0
90 – 119										
0	0	0	0	0	0	0	0	0	0	0
120 – 149										
0	0	0	0	0	0	0	0	0	0	0
150 – 179										
369	0	0	0	0	0	0	369	0	0	0
1							1			
180 +										
0	0	0	0	0	0	0	0	0	0	0
PAGE TOTALS										
1,792	0	377	366	0	0	680	369	0	0	0
5		1	1			2	1			

CYBER CREDIT SYSTEM   DELINQUENT TREND ANALYSIS   PAGE 4
VERSION 3.0   FOR GROUP 0   QUEUE 0004   RUN DATE : 12/01/77
SYSTEM VERIFICATION   FROM 11/01/77 TO 12/01/77

	00 – 29	30 – 59	60 – 89	90 – 119	120 – 149	150 – 179	180 +	WRITE OFF	RELEASED	SATISFIED
NEWLY ADDED 440 / 1	0	0	0	0	0	0	440 / 1	0	0	0
FORMER STATUS										
00 – 29 0	0	0	0	0	0	0	0	0	0	0
30 – 59 0	0	0	0	0	0	0	0	0	0	0
60 – 89 718 / 1	0	0	0	718 / 1	0	0	0	0	0	0
90 – 119 0	0	0	0	0	0	0	0	0	0	0
120 – 149 0	0	0	0	0	0	0	0	0	0	0
150 – 179 0	0	0	0	0	0	0	0	0	0	0
180 + 1,178 / 2	0	0	0	0	0	0	1,178 / 2	0	0	0
PAGE TOTALS 2,336 / 4	0	0	0	718 / 1	0	0	1,618 / 3	0	0	0

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	00 - 29	30 - 59	60 - 89	90 - 119	120 - 149	150 - 179	180 +	WRITE OFF	RELEASED	SATISFIED
NEWLY ADDED										
3,794	0	347	433	684	38	1,405	887	0	0	0
23		3	2	4	1	7	6			
FORMER STATUS										
00 - 29										
810	0	810	0	0	0	0	0	0	0	0
8		8								
30 - 59										
956	0	0	924	0	0	0	0	30	0	2
14			12					1		1
60 - 89										
2,324	0	36	0	2,245	0	0	0	26	0	0
18		1		16				1		
90 - 119										
258	0	0	0	0	258	0	0	0	0	0
4					4					
120 - 149										
1,650	0	0	0	0	139	1,503	0	0	0	0
18					1	17				
150 - 179										
1,053	0	0	0	0	0	157	896	0	0	0
14						1	12		1	
180 +										
1,862	0	0	0	0	0	0	1,898	0	0	0
14							14			
REPORT TOTALS										
12,707	0	1,193	1,357	2,929	435	3,065	3,681	56	0	2
113		12	14	20	6	25	32	2	1	1

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CYBER CREDIT SYSTEM
VERSION 3.0
SYSTEM VERIFICATION

DELINQUENT TREND ANALYSIS
FOR GROUP 0 PRODUCT 02
FROM 11/01/77 TO 12/01/77

PAGE 1
RUN DATE : 12/01/77

	00 - 29	30 - 59	60 - 89	90 - 119	120 - 149	150 - 179	180 +	WRITE OFF	RELEASED	SATISFIED
NEWLY ADDED 1,859	0	347	0	74	38	1,205	195	0	0	0
13		3		1	1	5	3			
FORMER STATUS										
00 - 29 586	0	586	0	0	0	0	0	0	0	0
4		4								
30 - 59 476	0	0	444	0	0	0	0	30	0	2
10			8					1		1
60 - 89 1,257	0	0	0	1,257	0	0	0	0	0	0
11				11						
90 - 119 166	0	0	0	0	166	0	0	0	0	0
2					2					
120 - 149 684	0	0	0	0	0	722	0	0	0	0
12						12				
150 - 179 290	0	0	0	0	0	0	290	0	0	0
9							8		1	
180 + 916	0	0	0	0	0	0	916	0	0	0
8							8			
PAGE TOTALS 6,234	0	933	444	1,331	204	1,927	1,401	30	0	2
69		7	8	12	3	17	19	1	1	1

CYBER CREDIT SYSTEM   DELINQUENT TREND ANALYSIS   PAGE   2
VERSION 3.0   FOR GROUP 0   PRODUCT   03   RUN DATE :   12/01/77
SYSTEM VERIFICATION   FROM 11/01/77 TO 12/01/77

	00 - 29	30 - 59	60 - 89	90 - 119	120 - 149	150 - 179	180 +	WRITE OFF	RELEASED	SATISFIED
NEWLY ADDED 939	0	0	433	0	0	0	506	0	0	0
4			2				2			
FORMER STATUS										
00 - 29 220	0	220	0	0	0	0	0	0	0	0
3		3								
30 - 59 99	0	0	99	0	0	0	0	0	0	0
2			2							
60 - 89 518	0	36	0	439	0	0	0	26	0	0
4		1		2				1		
90 - 119 18	0	0	0	0	18	0	0	0	0	0
1					1					
120 - 149 472	0	0	0	0	0	472	0	0	0	0
3						3				
150 - 179 90	0	0	0	0	0	0	90	0	0	0
2							2			
180 + 748	0	0	0	0	0	0	748	0	0	0
3							3			
PAGE TOTALS 3,104	0	256	532	439	18	472	1,344	26	0	0
22		4	4	2	1	3	7	1		

	00 - 29	30 - 59	60 - 89	90 - 119	120 - 149	150 - 179	180 +	WRITE OFF	RELEASED	SATISFIED
NEWLY ADDED										
0	0	0	0	0	0	0	0	0	0	0
FORMER STATUS										
00 - 29										
0	0	0	0	0	0	0	0	0	0	0
30 - 59										
0	0	0	0	0	0	0	0	0	0	0
60 - 89										
0	0	0	0	0	0	0	0	0	0	0
90 - 119										
0	0	0	0	0	0	0	0	0	0	0
120 - 149										
0	0	0	0	0	0	0	0	0	0	0
150 - 179										
369	0	0	0	0	0	0	369	0	0	0
1							1			
180 +										
0	0	0	0	0	0	0	0	0	0	0
PAGE TOTALS										
369	0	0	0	0	0	0	369	0	0	0
1							1			

	00 - 29	30 - 59	60 - 89	90 - 119	120 - 149	150 - 179	180 +	WRITE OFF	RELEASED	SATISFIED
NEWLY ADDED										
996	0	0	0	610	0	200	186	0	0	0
6				3		2	1			
FORMER STATUS										
00 - 29										
4	0	4	0	0	0	0	0	0	0	0
1		1								
30 - 59										
381	0	0	381	0	0	0	0	0	0	0
2			2							
60 - 89										
549	0	0	0	549	0	0	0	0	0	0
3				3						
90 - 119										
74	0	0	0	0	74	0	0	0	0	0
1					1					
120 - 149										
494	0	0	0	0	139	309	0	0	0	0
3					1	2				
150 - 179										
304	0	0	0	0	0	157	147	0	0	0
2						1	1			
180 +										
198	0	0	0	0	0	0	234	0	0	0
3							3			
PAGE TOTALS										
3,000	0	4	381	1,159	213	666	567	0	0	0
21		1	2	6	2	5	5			

	00 - 29	30 - 59	60 - 89	90 - 119	120 - 149	150 - 179	180 +	WRITE OFF	RELEASED	SATISFIED
NEWLY ADDED										
3,794	0	347	433	684	38	1,405	887	0	0	0
23		3	2	4	1	7	6			
FORMER STATUS										
00 - 29										
810	0	810	0	0	0	0	0	0	0	0
8		8								
30 - 59										
956	0	0	924	0	0	0	0	30	0	2
14			12					1		1
60 - 89										
2,324	0	36	0	2,245	0	0	0	26	0	0
18		1		16				1		
90 - 119										
258	0	0	0	0	258	0	0	0	0	0
4					4					
120 - 149										
1,650	0	0	0	0	139	1,503	0	0	0	0
18					1	17				
150 - 179										
1,053	0	0	0	0	0	157	896	0	0	0
14						1	12		1	
180 +										
1,862	0	0	0	0	0	0	1,898	0	0	0
14							14			
REPORT TOTALS										
12,707	0	1,193	1,357	2,929	435	3,065	3,681	56	0	2
113		12	14	20	6	25	32	2	1	1

QUEUE	TYPE CODE	ACCOUNT	NAME	DELQ DATE	PAST DUE AMOUNT	DAYS DELQ	STATUS CODE	CURRENT PAYOFF	CURRENT BALANCE	DATE LAST UPD A/R
0001	02	0100135561234567	DAVIS,JOAN E	7/23/77	107.52	131		168.36	168.36	6/24/77
0001	02	0129537571234567	OBRIEN,MICHAEL	5/18/77	21.68	197		42.79	42.79	6/24/77
0001	02	0137006531234567	FRIEDMAN,GLENN M	4/16/77	70.30	229		136.00	136.00	6/24/77
0001	02	0173712971234567	MCGRATH,PHILIP J	6/30/77	38.27	154		83.20	83.20	6/24/77
0001	02	0174434561234567	MAURO,JOHN	5/19/77	24.29	196		42.10	42.10	6/21/77
0001	02	0186126781234567	ARRINGTON,WILLIAM H	6/28/77	30.40	156		45.62	45.62	5/24/77
0001	02	0189348761234567	SEPULVEDA,JOSEPH A	4/28/77	124.91	217		188.60	188.60	6/24/77
0001	02	0194384871234567	MARTINDALE,WINSTON A	6/12/77	131.93	172		204.16	204.16	6/22/77
0001	02	0204414681234567	RIOS,ANTONIO	5/01/77	.00	214		8.89	8.89	6/21/77
0001	02	0212262571234567	ROSS,ROBERT	6/08/77	61.62	176		121.86	121.86	6/19/77
0001	02	0216323171234567	GREAVES,FRANKLIN E	5/18/77	.00	197		3.61	3.61	6/19/77
0001	02	0234384871234567	TRIPPI,LORRAINE A	4/16/77	.00	229		.83	.83	6/19/77
0001	02	0241465771234567	ELEARY,CORNELIUS	5/19/77	.00	196		75.44	75.44	6/19/77
0001	02	0255350361234567	MORGAN,EDWARD	6/12/77	36.76	172		53.45	53.45	6/21/77
0001	02	0263007561234567	CHAMBERS,LLOYD R	7/23/77	59.21	131		87.75	87.75	6/24/77
0001	02	0273083321234567	BECKER,ROBERT E	6/08/77	.00	176		154.06	154.06	6/19/77
0001	02	0278634561234567	WILLIAMS,RICHARD L	5/18/77	125.40	197		166.74	166.74	6/21/77
0001	02	0292117571234567	HEISS,EDWARD	6/30/77	58.56	154		110.03	110.03	6/24/77
0001	02	0332898561234567	DURHAM,ANGELYNN	6/28/77	63.01	156		104.07	104.07	6/19/77
0001	02	0346013171234567	WILLIAMS,EDNA MAE	4/28/77	.32	217		15.06	15.06	6/22/77
0001	02	0349716481234567	BAILEY,GEORGE	6/12/77	4.78	172		24.54	24.54	6/22/77
0001	02	0354019101234567	CLARKE,GLADSTONE	5/01/77	13.74	214		13.91	13.91	6/24/77
0001	02	0378065561234567	CAMPBELL,WILLIE G	5/18/77	77.79	197		170.56	170.56	7/11/77
0001	02	0378924121234567	HENRY,MICHELE A	4/16/77	83.13	229		135.37	135.37	6/19/77
0001	02	0396211661234567	BEDICS,JOSEPH F	5/28/77	.00	187		.68	.68	6/19/77
0001	02	0402013101234567	ROBINSON,SHEILA C	6/30/77	50.07	154		99.34	99.34	6/19/77
0001	02	0417047671234567	CASALE,JOHN B MD	5/19/77	43.35	196		82.27	82.27	7/11/77
0001	02	0431234561234567	VELAZQUEZ,RONALD	6/28/77	22.15	156		37.05	37.05	6/24/77
0001	02	0493406201234567	BRADY,DOREEN	5/28/77	54.47	187		84.18	84.18	0/00/00
0001	02	0555352771234567	MCINERNEY,JAMES R	7/23/77	38.44	131		82.81	82.91	0/00/00
0001	02	0563175571234567	SIGONA,SALVATORE V	6/08/77	192.91	176		301.09	301.09	0/00/00
0001	02	0567560201234567	REESE,JAMES	5/18/77	108.47	197		151.29	151.29	0/00/00
0001	02	0608525121234567	STINGONE,LINDA S	4/28/77	33.29	217		57.98	57.98	0/00/00
0001	02	0610392971234567	MORRIS , PAULA Y	6/12/77	63.70	172		98.44	99.44	0/00/00

	NO. ACCOUNTS	PAST DUE AMT	CURR PAYOFF AMT	CURR BALANCE
** TYPE CODE TOTALS **	34	1,740.47	3,152.13	3,152.13

QUEUE	TYPE CODE	ACCOUNT	NAME	DELQ DATE	PAST DUE AMOUNT	DAYS DELQ	STATUS CODE	CURRENT PAYOFF	CURRENT BALANCE	DATE LAST UPD A/R
0001	03	0236341591234567	PIDGEON,R V	5/28/77	90.37	187		171.59	171.59	7/11/77
0001	03	0239409191234567	BRAY,DAVID P	6/30/77	141.23	154		197.77	197.77	6/19/77
0001	03	0250174491234567	LOZANO,JOSEPHINE M	6/28/77	28.96	156		49.69	49.69	6/24/77

QUEUE	TYPE CODE	ACCOUNT	NAME	DELQ DATE	PAST DUE AMOUNT	DAYS DELQ	STATUS CODE	CURRENT PAYOFF	CURRENT BALANCE	DATE LAST UPD A/R
0001	03	0250214491234567	PETERSON,DELORES P	4/28/77	135.80	217		184.31	184.31	6/22/77
0001	03	0282798591234567	RANDALL,LEWIS W	4/16/77	61.31	229		97.85	97.85	7/11/77
0001	03	0283219591234567	JONES,PATRICIA A	5/28/77	.00	187		.83	.83	6/24/77
0001	03	0353693391234567	NIESSL,THOMAS	7/23/77	18.30	131		37.11	37.11	6/22/77
0001	03	0526882291234567	TAYLOR,ANNAMAY	5/19/77	66.24	196		82.36	82.36	0/00/00

	NO. ACCOUNTS	PAST DUE AMT	CURR PAYOFF AMT	CURR BALANCE
** TYPE CODE TOTALS **	8	542.21	921.51	921.51

QUEUE	TYPE CODE	ACCOUNT	NAME	DELQ DATE	PAST DUE AMOUNT	DAYS DELQ	STATUS CODE	CURRENT PAYOFF	CURRENT BALANCE	DATE LAST UPD A/R
0001	05	0106944291234567	SIMONE,DONNA M	5/01/77	49.50	214		94.50	94.50	6/24/77
0001	05	0149907691234567	MAYE,KENNETH E	5/28/77	147.87	187		218.87	218.87	6/19/77
0001	05	0197026491234567	HAIDUCK,NEAL GOODMAN	7/23/77	74.12	131		98.12	98.12	6/22/77
0001	05	0267317591234567	BALVELT,HAROLD	5/01/77	86.10	214		128.10	128.10	7/11/77
0001	05	0368074191234567	DEMAIO,WALTER M	6/08/77	98.40	176		146.40	146.40	6/19/77
0001	05	0452924191234567	COLON,EUGENE	7/23/77	139.28	131		184.28	184.28	11/01/77
0001	05	0476044291234567	FOOTE,DORIS	6/08/77	157.85	176		234.85	234.85	11/01/77
0001	05	0488624391234567	HALL,JOYCE	4/16/77	99.03	229		123.03	123.03	11/01/77
0001	05	0541196591234567	BRETT,DAVID C	6/28/77	102.50	156		152.50	152.50	0/00/00
0001	05	0561326391234567	SEHUQUIEST,MARGAUT M	5/01/77	186.31	214		231.31	231.31	0/00/00
0001	05	0587534191234567	LARSEN,EVANONE	6/30/77	98.51	154		188.51	188.51	0/00/00

	NO. ACCOUNTS	PAST DUE AMT	CURR PAYOFF AMT	CURR BALANCE
** TYPE CODE TOTALS **	11	1,239.47	1,800.47	1,800.47

	NO. ACCOUNTS	PAST DUE AMT	CURR PAYOFF AMT	CURR BALANCE
**** QUEUE TOTALS ****	53	3,522.15	5,774.11	5774.11

QUEUE	TYPE CODE	ACCOUNT	NAME	DELQ DATE	PAST DUE AMOUNT	DAYS DELQ	STATUS CODE	CURRENT PAYOFF	CURRENT BALANCE	DATE LAST UPD A/R
0002	02	0434395981234567	HUNT ,WILLIAM	6/12/77	229.77	172		345.87	345.47	11/01/77
0002	02	0605125121234567	GENZ,JOHN K	6/28/77	270.96	156		403.39	403.39	0/00/00

	NO. ACCOUNTS	PAST DUE AMT	CURR PAYOFF AMT	CURR BALANCE
** TYPE CODE TOTALS **	2	500.73	749.26	749.26

QUEUE	TYPE CODE	ACCOUNT	NAME	DELQ DATE	PAST DUE AMOUNT	DAYS DELQ	STATUS CODE	CURRENT PAYOFF	CURRENT BALANCE	DATE LAST UPD A/R
0002	03	0100024491204567	GRAHAM,JAMES P	6/12/77	303.53	172		401.70	401.70	5/22/77

	NO. ACCOUNTS	PAST DUE AMT	CURR PAYOFF AMT	CURR BALANCE
** TYPE CODE TOTALS **	1	303.53	401.70	401.70

QUEUE	TYPE CODE	ACCOUNT	NAME	DELQ DATE	PAST DUE AMOUNT	DAYS DELQ	STATUS CODE	CURRENT PAYOFF	CURRENT BALANCE	DATE LAST UPD A/R
0002	05	0110644191234567	SARACO,DOMENICK J	6/08/77	211.00	176		319.00	319.00	6/19/77

	NO. ACCOUNTS	PAST DUE AMT	CURR PAYOFF AMT	CURR BALANCE
** TYPE CODE TOTALS **	1	211.00	319.00	319.00

	NO. ACCOUNTS	PAST DUE AMT	CURR PAYOFF AMT	CURR BALANCE
**** QUEUE TOTALS ****	4	1,015.26	1,469.96	1469.96

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	TYPE			DELQ	PAST DUE	DAYS	STATUS	CURRENT	CURRENT	DATE LAST
QUEUE	CODE	ACCOUNT	NAME	DATE	AMOUNT	DELQ	CODE	PAYOFF	BALANCE	UPD A/R
0003	02	0517797561234567	LOPILATO,ANTHONY	6/30/77	318.19	154		422.82	422.82	0/00/00
0003	02	0553268091234567	PURCELL,ANDREW JR	6/12/77	362.87	172		456.19	456.19	0/00/00

	NO. ACCOUNTS	PAST DUE AMT	CURR PAYOFF AMT	CURR BALANCE
** TYPE CODE TOTALS **	2	681.06	879.01	879.01

	TYPE			DELQ	PAST DUE	DAYS	STATUS	CURRENT	CURRENT	DATE LAST
QUEUE	CODE	ACCOUNT	NAME	DATE	AMOUNT	DELQ	CODE	PAYOFF	BALANCE	UPD A/R
0003	04	0306177221234567	MAJOR'S WINE & LIQUOR STORE,	5/19/77	369.19	196		557.53	557.53	6/19/77

	NO. ACCOUNTS	PAST DUE AMT	CURR PAYOFF AMT	CURR BALANCE
** TYPE CODE TOTALS **	1	369.19	557.53	557.53

	NO. ACCOUNTS	PAST DUE AMT	CURR PAYOFF AMT	CURR BALANCE
**** QUEUE TOTALS ****	3	1,050.25	1,436.54	1436.54

QUEUE	TYPE CODE	ACCOUNT	NAME	DELQ DATE	PAST DUE AMOUNT	DAYS DELQ	STATUS CODE	CURRENT PAYOFF	CURRENT BALANCE	DATE LAST UPD A/R
0004	02	0431294811234567	DIGGS,LAWRENCE JR	4/28/77	626.88	217		745.30	745.30	6/19/77

			NO. ACCOUNTS	PAST DUE AMT	CURR PAYOFF AMT	CURR BALANCE
** TYPE CODE TOTALS **			1	626.88	745.30	745.30

QUEUE	TYPE CODE	ACCOUNT	NAME	DELQ DATE	PAST DUE AMOUNT	DAYS DELQ	STATUS CODE	CURRENT PAYOFF	CURRENT BALANCE	DATE LAST UPD A/R
0004	03	0479043391234567	PARISI,MICHAEL P	5/18/77	552.26	197		688.76	688.76	11/01/77
0004	03	0549714491234567	RYAN,WILLARD L	4/28/77	440.53	217		568.88	568.88	0/00/00

			NO. ACCOUNTS	PAST DUE AMT	CURR PAYOFF AMT	CURR BALANCE
** TYPE CODE TOTALS **			2	992.79	1,257.64	1257.64

			NO. ACCOUNTS	PAST DUE AMT	CURR PAYOFF AMT	CURR BALANCE
**** QUEUE TOTALS ****			3	1,619.67	2,002.94	2,002.94

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ACCOUNT SUMMARY LIST REPORT
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ACCOUNT NUMBER	BORROWERS NAME	DELINQUENT DATE	DELINQUENT AMOUNT	CURRENT PAYOFF	QUEUE	PROMISED DATE	TO PAY AMOUNT	NEXT CONTACT	REVIE CODE
0100024491204567	GRAHAM,JAMES P	06/12/77	303.53	401.70	0002			11/02/77	
0100135561234567	DAVIS,JUAN E	07/23/77	107.52	168.36	0001			10/31/77	
0106944291234567	SIMONE,DONNA M	05/01/77	49.50	94.50	0001			11/08/77	
0107879631234567	SPARKS,BARBARA B	08/30/77	97.13	116.65	0001			11/05/77	
0110644191234567	SARACO,DOMENICK J	06/08/77	211.00	319.00	0002			11/01/77	
0110813101234567	ANGREES,RICHARD	09/12/77	6.51	110.56	0001			11/01/77	
0129537571234567	OBRIEN,MICHAEL	05/18/77	21.68	42.79	0001			11/01/77	
0131593391234567	CONCA,SAM	10/18/77	90.33	179.39	0001			11/02/77	
0137006531234567	FRIEDMAN,GLENN M	04/16/77	70.30	136.00	0001			10/28/77	
0147346781234567	RAHLS,YVONNE	08/26/77	84.52	127.16	0001			11/04/77	
0149907691234567	MAYE,KENNETH E	05/28/77	147.87	218.87	0001			11/01/77	
0164884221234567	BACHARACH,MARYLEE	10/27/77	133.54	231.64	0001			10/30/77	
0165360511234567	RADIN,DAVID	09/01/77	718.59	823.38	0004			10/29/77	
0173712971234567	MCGRATH,PHILIP J	06/30/77	38.27	83.20	0001			11/03/77	
0174434561234567	MAURO,JOHN	05/19/77	24.29	42.10	0001			11/03/77	
0174747381234567	BROOM,ALMA M	08/28/77	7.52	74.03	0001			10/28/77	
0181406481234567	SHEARN,DWIGHT M	09/23/77	37.21	56.82	0001			11/01/77	
0192874321234567	LAZU,EDWARD H	10/01/77	168.43	336.90	0001			11/03/77	
0186126781234567	ARRINGTON,WILLIAM H	06/28/77	30.40	45.62	0001			11/02/77	
0189348761234567	SEPULVEDA,JOSEPH A	04/28/77	124.91	188.60	0001			11/01/77	
0194384871234567	MARTINDALE,WINSTON A	06/12/77	131.93	204.16	0001	11/15/77	100.00	11/17/77	
0197026491234567	HAIDUCK,NEAL GOODMAN	07/23/77	74.12	98.12	0001			10/31/77	
0204414691234567	RIOS,ANTONIO	05/01/77	0.00	8.89	0001			11/08/77	
0207271481234567	WIGGINS,MARVIN	08/30/77	115.67	150.18	0001			11/05/77	
0212262571234567	ROSS,ROBERT	06/08/77	61.62	121.86	0001			11/01/77	
0214925591234567	AURRICHIO,LOUIS	09/12/77	74.64	113.41	0001			11/01/77	
0216323171234567	GREAVES,FRANKLIN E	05/18/77	0.00	3.61	0001			11/01/77	
0230915101234567	FOGLIA,MARGUERITE M	10/18/77	54.18	82.22	0001			11/02/77	
0234384871234567	TRIPPI,LORRAINE A	04/16/77	0.00	0.83	0001			10/28/77	
0235042071234567	ALLEN,JANET E	08/26/77	18.95	37.68	0001			11/04/77	
0236341591234567	PIDGEON,R V	05/28/77	90.37	171.59	0001			11/01/77	
0236592621234567	SMITH,CRAIG G	10/27/77	377.36	576.03	0003			10/30/77	
0239023871234567	BROOKS,CHARLES E	09/01/77	72.41	108.88	0001			10/29/77	
0239409191234567	BRAY,DAVID P	06/30/77	141.23	197.77	0001			11/03/77	
0241465771234567	ELEARY,CORNELIUS	05/19/77	0.00	75.44	0001			11/03/77	
0241693391234567	HAWKINS,FREDERIC H	08/28/77	230.43	347.68	0002			10/28/77	
0243719561234567	SAVARESE,RAYMOND D I	09/23/77	33.34	74.04	0001			11/01/77	
0248285391234567	SOTU,ANGELO E	10/01/77	212.73	281.73	0002			11/03/77	
0250174491234567	LOZANO,JOSEPHINE M	06/28/77	28.96	49.69	0001			11/02/77	
0250214491234567	PETERSON,DELORES P	04/28/77	135.80	184.31	0001			11/01/77	
0255350361234567	MORGAN,EDWARD	06/12/77	36.76	53.45	0001	11/15/77	10.00	11/17/77	
0263007561234567	CHAMBERS,LLOYD R	07/23/77	59.21	87.75	0001			10/31/77	
0267317591234567	BALVELT,HAROLD	05/01/77	86.10	128.10	0001			11/08/77	
0270007591234567	YOUNG,THEODORE D.	08/30/77	296.47	392.47	0002			11/05/77	
0273083371234567	BECKER,ROBERT E	06/08/77	0.00	154.06	0001			11/01/77	
0276992191234567	YOUNMANS,JOSEPHINE M	09/12/77	25.84	38.83	0001			11/01/77	
0278634561234567	WILLIAMS,RICHARD L	05/18/77	125.40	166.74	0001			11/01/77	
0282282291234567	MAYNES,DFMA	10/16/77	42.75	43.19	0001			11/02/77	
0282798591234567	RANDALL,LEWIS H	04/16/77	61.31	97.85	0001			10/28/77	
0282990691234567	PAGANO,JOHN A	09/26/77	207.73	309.87	0001			11/04/77	

ACCOUNT NUMBER	BORROWERS NAME	DELINQUENT DATE	DELINQUENT AMOUNT	CURRENT PAYOFF	QUEUE	PROMISED TO PAY DATE	AMOUNT	NEXT CONTACT	PEVIE CODE
0283219591234567	JONES,PATRICIA A	05/28/77	0.00	0.83	0001			11/01/77	
0287164291234567	SHEENEY,MARTIN J	10/27/77	4.13	105.13	0001			10/30/77	
0288571481234567	GORDIAN,DOMINGO	09/01/77	92.56	146.78	0001			10/29/77	
0292117571234567	HEISS,EDWARD	06/30/77	58.56	110.03	0001			11/03/77	
0306177221234567	MAJOR'S WINE & LIQUOR STORE,	05/19/77	369.19	557.53	0003			11/03/77	
0308046431234567	PREZIUSO,WILLIAM R	08/28/77	0.00	1.93	0001			10/28/77	
0311475771234567	LEE,THOMAS J	09/23/77	41.22	81.28	0001			11/01/77	
0314907971234567	RODRIGUEZ,NORAH	10/01/77	0.00	15.58	0001			11/03/77	
0332898561234567	DURHAM,ANGELYNN	06/28/77	63.01	104.07	0001			11/02/77	
0346013171234567	WILLIAMS,EDNA MAE	04/28/77	0.32	15.06	0001			11/01/77	
0349716481234567	BAILEY,GEORGE	06/12/77	4.78	24.54	0001			10/27/77	
0353693391234567	NIESSL,THOMAS	07/23/77	18.30	37.11	0001			10/31/77	
0354019101234567	CLARKE,GLADSTONE	05/01/77	13.74	13.91	0001			11/08/77	
0359666691234567	MUDGE,MELVIN	08/30/77	133.29	197.29	0001			11/05/77	
0360741912345567	DEMAIO,WALTER M	06/08/77	98.40	146.40	0001			11/01/77	
0377475561234567	JACKSON,KARL D	09/12/77	32.75	51.67	0001			11/01/77	
0378065561234567	CAMPBELL,WILLIE G	05/18/77	77.79	170.56	0001			11/01/77	
0378864491234567	EADY ,CARNEL G	10/18/77	88.76	162.24	0001			11/02/77	
0378924121234567	HENRY,MICHELE A	04/16/77	83.13	135.37	0001			10/28/77	
0384715101234567	PURSLEY,WILLIE R	08/26/77	51.61	52.37	0001			11/04/77	
0396211661234567	BEDICS,JOSEPH F	05/28/77	0.00	0.68	0001			11/01/77	
0397288631234567	FLAMHULTZ,CARL	10/27/77	22.30	43.96	0001			10/30/77	
0401578631234567	MARTELLO,LAWRENCE	09/01/77	3.11	52.31	0001			10/29/77	
0402013101234567	RUBINSON,SHEILA C	06/30/77	50.07	99.34	0001			11/03/77	
0417047671234567	CASALE,JOHN B MD	05/19/77	43.35	82.27	0001			11/03/77	
0418074291234567	HUNTER,DONALD	08/28/77	120.00	240.00	0001			10/28/77	
0428040581234567	MUNOZ,SIGIDFREDO	09/23/77	127.37	174.05	0001			11/01/77	
0428807591234567	BRONTE,DAVIEL PETER	10/01/77	169.59	223.59	0001			11/03/77	
0431234561234567	VELAZQUEZ,RONALD	06/28/77	22.15	37.05	0001			11/02/77	
0431294811234567	DIGGS,LAWRENCE JR	04/28/77	626.88	745.30	0004			11/01/77	
0434395981234567	HUNT ,WILLIAM	06/12/77	229.77	345.87	0002			10/27/77	
0452924191234567	COLON,EUGENE	07/23/77	139.28	184.28	0001			10/31/77	
0476044291234567	FOOTE,DORIS	06/08/77	157.85	234.85	0001			11/01/77	
0479043391234567	PARISI,MICHAEL P	05/18/77	552.26	688.76	0004			11/01/77	
0482825591234567	MARSHALL,CHARLES	10/18/77	36.48	61.39	0001			11/02/77	
0488626391234567	HALL,JOYCE	04/16/77	99.03	123.03	0001			10/28/77	
0493406201234567	BRADY,DOREEN	05/28/77	54.47	84.18	0001			11/01/77	
0510040581234567	SMITH,ROBERT A	10/27/77	100.61	101.86	0001			11/01/77	
0510606391234567	DEVINE,JAMES P	09/01/77	143.73	212.73	0001			11/01/77	
0517797561234567	LOPILATO,ANTHONY	06/30/77	318.19	422.82	0003			11/01/77	
0526842291234567	TAYLOR,ANNAMAY	05/19/77	66.24	82.36	0001			11/01/77	
0532174291234567	NAZZARO,EVENLY	08/28/77	164.00	244.00	0001			11/01/77	
0541196591234567	BRETT,DAVID C	06/28/77	102.50	152.50	0001			11/01/77	
0549714491234567	RYAN,WILLARD L	04/28/77	440.53	568.88	0004			11/01/77	
0553268091234567	PURCELL,ANDREW JR	06/12/77	362.87	456.19	0003			11/01/77	
0555352771234567	MCINERNEY,JAMES R	07/23/77	38.44	82.81	0001			11/01/77	
0561326391234567	SEHUQUIEST,MARGAUT M	05/01/77	186.31	231.31	0001			11/01/77	
0563175571234567	SIGONA,SALVATORE V	06/08/77	192.91	301.09	0001			11/01/77	
0565092291234567	BROOKS,MICHAEL J	09/12/77	366.76	449.20	0003			11/01/77	
0567560201234567	REESE,JAMES	05/18/77	104.47	151.29	0001			11/01/77	

ACCOUNT NUMBER	BORROWERS NAME	DELINQUENT DATE	DELINQUENT AMOUNT	CURRENT PAYOFF	QUEUE	PROMISED TO PAY DATE	AMOUNT	NEXT CONTACT	REVIE CODE
0575526121234567	WILSON,SAMUEL E JR	10/18/77	171.58	228.42	0001			11/01/77	
0584187421234567	WATSON,DENTON	10/27/77	76.26	159.54	0001			11/01/77	
0586475561234567	FELLERS,FELLERS	09/01/77	74.03	93.33	0001			11/01/77	
0587534191234567	LARSEN,EVANONE	06/30/77	98.51	188.51	0001			11/01/77	
0593975391234567	ROCK ,SAMUEL	08/28/77	303.00	452.00	0002			11/01/77	
0605092291234567	HIGH,CLARENCE W III	10/01/77	67.95	101.10	0001			11/01/77	
0605125121234567	GENZ,JOHN K	06/28/77	270.96	403.39	0002			11/01/77	
0608525121234567	STINGONE,LINDA S	04/28/77	33.29	57.98	0001			11/01/77	
0610392971234567	MORRIS , PAULA Y	06/12/77	63.70	98.44	0001			11/01/77	

```
                TOTALS
                NUMBER OF ACCOUNTS              109
                DELINQUENT AMOUNT         12706.90
                CURRENT PAY OFF          18998.04

                ***END OF REPORT***
```

CYBER CREDIT SYSTEM
VERSION 3.0
SYSTEM VERIFICATION

WEEKLY
COLLECTOR STATISTICS REPORT
AS OF: 12/01/77

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ACTIONS

COLLECTOR NAME	A1	A2	A3	A4	SR	**	**	**	**	**	**	**	**	**	**	TOTAL
M LOWE	1	1														2
P GARRET		1														1
H SHERMAN			1													1
TOTALS	1	2	1													4

                                                        RESULTS

COLLECTOR NAME	B2	PP	R1	R2	R3	R4	**	**	**	**	**	**	**	**	**	TOTAL
M LOWE		2														2
P GARRET				1												1
H SHERMAN			1													1
TOTALS		2	1	1												4

                                            *** END OF REPORT ***

CYBER CREDIT SYSTEM
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SYSTEM VERIFICATION

MONTHLY
COLLECTOR STATISTICS REPORT
AS OF: 12/01/77

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| | | | | | | | | ACTIONS | | | | | | | | | |
COLLECTOR NAME	A1	A2	A3	A4	SR	**	**	**	**	**	**	**	**	**	**	**	TOTAL
M LOWE	1	1															2
P GARRET		1															1
H SHERMAN			1														1
TOTALS	1	2	1														4

                                                     RESULTS
COLLECTOR NAME   BZ   PP   R1   R2   R3   R4   **   **   **   **   **   **   **   **   **   TOTAL

M LOWE   2   2
P GARRET   1   1
H SHERMAN   1   1

        TOTALS   2   1   1   4

                                      *** END OF REPORT ***

CYBER CREDIT SYSTEM
VERSION 3.0
SYSTEM VERIFICATION

DAILY MASTER FILE UPDATE REPORT
12/15/77

PAGE   1

TRAN CODE	ACCOUNT NUMBER	BORROWERS NAME	DELINQUENT DATE	DELINQUENT AMOUNT	CURRENT PAYOFF	ACTION
	0457185561234567	SABLU,DONNA P	11/16/77	0.00	36.42	REACTIVATE
	0469123191234567	ALEXANDER,SUE C	11/30/77	26.62	52.40	ADD
	0476336781234567	O'LOUGHLIN,MICHAEL J K	11/10/77	30.53	67.95	ADD

* TOTALS *

ACCOUNTS	NUMBER	AMT DELQ	PAYOFF	* PREVIOUS * AMT DELQ	PAYOFF
ADDED	2	57.15	120.35		
REACTIVATED	1	0.00	36.42		
UPDATED	0	0.00	0.00	0.00	0.00
RELEASED	0		0.00	0.00	0.00
SATISFIED	0		0.00	0.00	0.00
WRITTENOFF	0		0.00	0.00	0.00
REJECTED	0				

B-92

60475250 A

TRAN CODE	ACCOUNT NUMBER	NEW DATA	OLD DATA	ACTION
409	0100024491204567	CONTROL DATA CORPORATION	BUSY TOWN INC	UPDATE
413	0100024491204567	714/452-6000	777/555-1212	UPDATE
414	0100024491204567	3333	0000	UPDATE
409	0110644191234567	CONTROL DATA CORPORATION	PELHAM CHURCH GDS	UPDATE
413	0110644191234567	714/452-6000	777/555-1212	UPDATE
414	0110644191234567	4444	0000	UPDATE

```
            * TOTALS *
      ACCOUNTS      NUMBER
      UPDATED         6

      REJECTED        0
```

ACCOUNT NUMBER	BORROWERS NAME	FORMER STATUS	INACTIVE DATE	TAPE ARCHIVE DATE
0469123191234567	ALEXANDER,SUE C	H	11/01/77	11/01/77
0476336781234567	O'LOUGHLIN,MICHAEL J K	H	11/01/77	11/01/77

TOTAL NUMBER OF ACCOUNTS UPDATED FROM SUMHIST   2

**** END OF REPORT ****

SYSTEM VERIFICATION

                           0349716481234567   AMOUNT DELQ   4.78   PAYOFF/TOTAL DUE   24.54
BAILEY,GEORGE   DELQ DATE   6/12/77   CONTACT DATE   10/27/77
9999 Z ST   HOME PHONE & EXT. 777-555-1212-0000   PRIORITY   2000
                                                     BUS. NAME   BUSY TOWN INC
HOME TOWN, USA   99999   BUS. PHONE & EXT. 777-555-1212-0000
    DATE   ACTION   RESULT LETTER   COLLECTOR-ID   ***** COMMENTS *****

        ***AMOUNT DELQ   70.30   PAYOFF/TOTAL DUE   136.00
FRIEDMAN,GLENN M   0137006531234567   DELQ DATE   4/16/77   CONTACT DATE   10/28/77
9999 Z ST   HOME PHONE & EXT. 777-555-1212-0000   PRIORITY   2000
                                                     BUS. NAME   NBO
HOME TOWN, USA   99999   BUS. PHONE & EXT. 777-555-1212-0000
    DATE   ACTION   RESULT LETTER   COLLECTOR-ID   ***** COMMENTS *****

        ***AMOUNT DELQ   7.52   PAYOFF/TOTAL DUE   74.03
BROOM,ALMA M   0174747381234567   DELQ DATE   8/28/77   CONTACT DATE   10/28/77
9999 Z ST   HOME PHONE & EXT. 777-555-1212-0000   PRIORITY   2000
                                                     BUS. NAME   BUSY TOWN INC
HOME TOWN, USA   99999   BUS. PHONE & EXT. 777-555-1212-0000
    DATE   ACTION   RESULT LETTER   COLLECTOR-ID   ***** COMMENTS *****

        ***AMOUNT DELQ   .00   PAYOFF/TOTAL DUE   .43
TRIPPI,LORRAINE A   0234384871234567   DELQ DATE   4/16/77   CONTACT DATE   10/28/77
9999 Z ST   HOME PHONE & EXT. 777-555-1212-0000   PRIORITY   2000
                                                     BUS. NAME   BELKNAP MORAN INC
HOME TOWN, USA   99999   BUS. PHONE & EXT. 777-555-1212-0000
    DATE   ACTION   RESULT LETTER   COLLECTOR-ID   ***** COMMENTS *****

        ***AMOUNT DELQ   61.31   PAYOFF/TOTAL DUE   97.85
RANDALL,LEWIS W   0282798591234567   DELQ DATE   4/16/77   CONTACT DATE   10/28/77
9999 Z ST   HOME PHONE & EXT. 777-555-1212-0000   PRIORITY   2000
                                                     BUS. NAME   BUSY TOWN INC
HOME TOWN, USA   99999   BUS. PHONE & EXT. 777-555-1212-0000
    DATE   ACTION   RESULT LETTER   COLLECTOR-ID   ***** COMMENTS *****

        ****

CYBER CREDIT SYSTEM
VERSION 3.0
SYSTEM VERIFICATION

DAILY ASSIGNMENTS FOR QUEUE 0001
AS OF: 12/15/77

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```
                    0308046431234567        AMOUNT DELQ              .00      PAYOFF/TOTAL DUE       1.93
PREZIOSO,WILLIAM R                          DELQ DATE           8/28/77       CONTACT DATE       10/28/77
9999 Z ST                                   HOME PHONE & EXT. 777-555-1212-0000  PRIORITY            2000
                                            BUS. NAME         BUSY TOWN INC
HOME TOWN, USA        99999                 BUS. PHONE & EXT. 777-555-1212-0000
    DATE   ACTION   RESULT  LETTER  COLLECTOR-ID    ***** COMMENTS *****


****************************************************************************************
                    0378924121234567        AMOUNT DELQ            83.13     PAYOFF/TOTAL DUE     135.37
HENRY,MICHELE A                             DELQ DATE           4/16/77       CONTACT DATE       10/28/77
9999 Z ST                                   HOME PHONE & EXT. 777-555-1212-0000  PRIORITY            2000
                                            BUS. NAME         BROWN BROS. HARRIMAN
HOME TOWN, USA        99999                 BUS. PHONE & EXT. 777-555-1212-0000
    DATE   ACTION   RESULT  LETTER  COLLECTOR-ID    ***** COMMENTS *****


****************************************************************************************
                    0418074291234567        AMOUNT DELQ           120.00     PAYOFF/TOTAL DUE     240.30
HUNTER,DONALD                               DELQ DATE           8/28/77       CONTACT DATE       10/28/77
9999 Z ST                                   HOME PHONE & EXT. 777-555-1212-0000  PRIORITY            2000
                                            BUS. NAME         HUNTER EXCVATINE
HOME TOWN, USA        99999                 BUS. PHONE & EXT. 777-555-1212-0000
    DATE   ACTION   RESULT  LETTER  COLLECTOR-ID    ***** COMMENTS *****


****************************************************************************************
                    0488626391234567        AMOUNT DELQ            99.03     PAYOFF/TOTAL DUE     123.03
HALL,JOYCE                                  DELQ DATE           4/16/77       CONTACT DATE       10/28/77
9999 Z ST                                   HOME PHONE & EXT. 777-555-1212-0000  PRIORITY            2000
                                            BUS. NAME         BRONX LEBANON
HOME TOWN, USA        99999                 BUS. PHONE & EXT. 777-555-1212-0000
    DATE   ACTION   RESULT  LETTER  COLLECTOR-ID    ***** COMMENTS *****


****************************************************************************************
                    0239023871234567        AMOUNT DELQ            72.41     PAYOFF/TOTAL DUE     108.88
BROOKS,CHARLES E                            DELQ DATE           9/01/77       CONTACT DATE       10/29/77
9999 Z ST                                   HOME PHONE & EXT. 777-555-1212-0000  PRIORITY            2000
                                            BUS. NAME         BUSY TOWN INC
HOME TOWN, USA        99999                 BUS. PHONE & EXT. 777-555-1212-0000
    DATE   ACTION   RESULT  LETTER  COLLECTOR-ID    ***** COMMENTS *****


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CYBER CREDIT SYSTEM
VERSION 3.0
SYSTEM VERIFICATION

DAILY ASSIGNMENTS FOR QUEUE   0001
AS OF: 12/15/77

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***** 95 ACCOUNTS ASSIGNED TO QUEUE 0001

```
                    0434395981234567           AMOUNT DELQ            229.77       PAYOFF/TOTAL DUF       345.87
HUNT ,WILLIAM                                  DELQ DATE            6/12/77        CONTACT DATE          10/27/77
9999 Z ST                                      HOME PHONE & EXT. 777-555-1212-0000 PRIORITY               2000
                                               BUS. NAME         N.Y.S.DEPT OF YOUTH
HOME TOWN, USA          99999                   BUS. PHONE & EXT. 777-555-1212-0000
   DATE   ACTION   RESULT   LETTER   COLLECTOR-ID   ***** COMMENTS *****


*************************************************************************************************
                    0241693391234567           AMOUNT DELQ            230.43       PAYOFF/TOTAL DUE       347.68
HAWKINS,FREDERIC H                             DELQ DATE            8/28/77        CONTACT DATE          10/28/77
9999 Z ST                                      HOME PHONE & EXT. 777-555-1212-0000 PRIORITY               2000
                                               BUS. NAME         BUSY TOWN INC
HOME TOWN. USA          99999                   BUS. PHONE & EXT. 777-555-1212-0000
   DATE   ACTION   RESULT   LETTER   COLLECTOR-ID   ***** COMMENTS *****


*************************************************************************************************
                    0110644191234567           AMOUNT DELQ            211.00       PAYOFF/TOTAL DUE       319.00
SARACO,DOMENICK  J                             DELQ DATE            6/08/77        CONTACT DATE          11/01/77
9999 Z ST                                      HOME PHONE & EXT. 777-555-1212-0000 PRIORITY               2000
                                               BUS. NAME         CONTROL DATA CORPORATION
HOME TOWN, USA          99999                   BUS. PHONE & EXT. 714-452-6000-4444
   DATE   ACTION   RESULT   LETTER   COLLECTOR-ID   ***** COMMENTS *****


*************************************************************************************************
                    0593975391234567           AMOUNT DELQ            303.00       PAYOFF/TOTAL DUE       452.00
ROCK ,SAMUEL                                   DELQ DATE            8/28/77        CONTACT DATE          11/01/77
9999 Z ST                                      HOME PHONE & EXT. 777-555-1212-0000 PRIORITY               2000
                                               BUS. NAME         US POST OFFICE
HOME TOWN, USA          99999                   BUS. PHONE & EXT. 777-555-1212-0000
   DATE   ACTION   RESULT   LETTER   COLLECTOR-ID   ***** COMMENTS *****


*************************************************************************************************
                    0605125121234567           AMOUNT DELQ            270.96       PAYOFF/TOTAL DUE       403.39
GENZ,JOHN K                                    DELQ DATE            6/28/77        CONTACT DATE          11/01/77
9999 Z ST                                      HOME PHONE & EXT. 777-555-1212-0000 PRIORITY               2000
                                               BUS. NAME         AMERICAN CAN CO.
HOME TOWN. USA          99999                   BUS. PHONE & EXT. 777-555-1212-0000
   DATE   ACTION   RESULT   LETTER   COLLECTOR-ID   ***** COMMENTS *****


*************************************************************************************************
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```
                    0100024491204567              AMOUNT DELQ             303.53        PAYOFF/TOTAL DUE       401.70
GRAHAM,JAMES P                                    DELQ DATE             6/12/77         CONTACT DATE         11/02/77
9999 Z ST                                         HOME PHONE & EXT. 777-555-1212-0000  PRIORITY                 2000
                                                  BUS. NAME        CONTROL DATA CORPORATION
HOME TOWN, USA          99999                     BUS. PHONE & EXT. 714-452-6000-3333
   DATE    ACTION   RESULT   LETTER   COLLECTOR-ID  ***** COMMENTS *****
11/01/77   A2        R2        01        GARR


          *****************************************************************************************************
                    0248285391234567              AMOUNT DELQ             212.73        PAYOFF/TOTAL DUE       281.73
SOTO,ANGELO E                                     DELQ DATE            10/01/77         CONTACT DATE         11/03/77
9999 Z ST                                         HOME PHONE & EXT. 777-555-1212-0000  PRIORITY                 2000
                                                  BUS. NAME        DR A MOORE
HOME TOWN, USA          99999                     BUS. PHONE & EXT. 777-555-1212-0000
   DATE    ACTION   RESULT   LETTER   COLLECTOR-ID  ***** COMMENTS *****


          *****************************************************************************************************
                    0270007591234567              AMOUNT DELQ             296.47        PAYOFF/TOTAL DUE       392.47
YOUNG,THEODORE D                                  DELQ DATE             8/30/77         CONTACT DATE         11/05/77
9999 Z ST                                         HOME PHONE & EXT. 777-555-1212-0000  PRIORITY                 2000
                                                  BUS. NAME        TOWN OF GREENBURGH
HOME TOWN, USA          99999                     BUS. PHONE & EXT. 777-555-1212-0000
   DATE    ACTION   RESULT   LETTER   COLLECTOR-ID  ***** COMMENTS *****



          *****************************************************************************************************
   *****        8 ACCOUNTS ASSIGNED TO QUEUE  0002
```

```
                    0236592621234567          AMOUNT DELQ           377.36        PAYOFF/TOTAL DUE      576.03
SMITH,CRAIG G                                 DELQ DATE           10/27/77        CONTACT DATE        10/30/77
9999 Z ST                                     HOME PHONE & EXT. 777-555-1212-0000 PRIORITY               2000
                                              BUS. NAME         COOPER& LYBRAND
HOME TOWN, USA       99999                    BUS. PHONE & EXT. 777-555-1212-0000
    DATE   ACTION   RESULT   LETTER   COLLECTOR-ID   ***** COMMENTS *****


   ********************************************************************************************
                    0517797561234567          AMOUNT DELQ           318.19        PAYOFF/TOTAL DUE      422.82
LOPILATO,ANTHONY                              DELQ DATE            6/30/77        CONTACT DATE        11/01/77
9999 Z ST                                     HOME PHONE & EXT. 777-555-1212-0000 PRIORITY               2000
                                              BUS. NAME         BUSY TOWN INC
HOME TOWN, USA       99999                    BUS. PHONE & EXT. 777-555-1212-0000
    DATE   ACTION   RESULT   LETTER   COLLECTOR-ID   ***** COMMENTS *****


   ********************************************************************************************
                    0553268091234567          AMOUNT DELQ           362.87        PAYOFF/TOTAL DUE      456.19
PURCELL,ANDREW JR                             DELQ DATE            6/12/77        CONTACT DATE        11/01/77
9999 Z ST                                     HOME PHONE & EXT. 777-555-1212-0000 PRIORITY               2000
                                              BUS. NAME         NLE
HOME TOWN, USA       99999                    BUS. PHONE & EXT. 777-555-1212-0000
    DATE   ACTION   RESULT   LETTER   COLLECTOR-ID   ***** COMMENTS *****


   ********************************************************************************************
                    0565092291234567          AMOUNT DELQ           366.76        PAYOFF/TOTAL DUE      489.20
BROOKS,MICHAEL J                              DELQ DATE            9/12/77        CONTACT DATE        11/01/77
9999 Z ST                                     HOME PHONE & EXT. 777-555-1212-0000 PRIORITY               2000
                                              BUS. NAME         MERRY MODES
HOME TOWN, USA       99999                    BUS. PHONE & EXT. 777-555-1212-0000
    DATE   ACTION   RESULT   LETTER   COLLECTOR-ID   ***** COMMENTS *****


   ********************************************************************************************
                    0306177221234567          AMOUNT DELQ           369.19        PAYOFF/TOTAL DUE      557.53
MAJOR'S WINE & LIQUOR STORE,                  DELQ DATE            5/19/77        CONTACT DATE        11/03/77
9999 Z ST                                     HOME PHONE & EXT. 777-555-1212-0000 PRIORITY               2000
                                              BUS. NAME         MAJORS WINE LIQUOR
HOME TOWN, USA       99999                    BUS. PHONE & EXT. 777-555-1212-0000
    DATE   ACTION   RESULT   LETTER   COLLECTOR-ID   ***** COMMENTS *****
11/01/77   A3       R1                   SHER    WILLING TO PAY


   ********************************************************************************************
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CYBER CREDIT SYSTEM
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DAILY ASSIGNMENTS FOR QUEUE   0003
AS OF: 12/15/77

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*****   5 ACCOUNTS ASSIGNED TO QUEUE   0003

*****   5 ACCOUNTS ASSIGNED TO QUEUE   0003

```
                    0165360511234567        AMOUNT DELQ            718.59       PAYOFF/TOTAL DUE       823.38
RADIN,DAVID                                 DELQ DATE             9/01/77       CONTACT DATE        10/29/77
9999 Z ST                                   HOME PHONE & EXT. 777-555-1212-0000 PRIORITY                2000
                                            BUS. NAME       BUSY TOWN INC
LA JOLLA,CA            99999                 BUS. PHONE & EXT. 777-555-1212-0000
   DATE   ACTION   RESULT  LETTER   COLLECTOR-ID   ***** COMMENTS *****


                    0431294811234567        AMOUNT DELQ            626.88       PAYOFF/TOTAL DUE       745.30
DIGGS,LAWRENCE JR                           DELQ DATE             4/28/77       CONTACT DATE        11/01/77
9999 Z ST                                   HOME PHONE & EXT. 777-555-1212-0000 PRIORITY                2000
                                            BUS. NAME       BUSY TOWN INC
HOME TOWN, USA        99999                 BUS. PHONE & EXT. 777-555-1212-0000
   DATE   ACTION   RESULT  LETTER   COLLECTOR-ID   ***** COMMENTS *****


                    0479043391234567        AMOUNT DELQ            552.26       PAYOFF/TOTAL DUE       688.76
PARISI,MICHAEL P                            DELQ DATE             5/18/77       CONTACT DATE        11/01/77
9999 Z ST                                   HOME PHONE & EXT. 777-555-1212-0000 PRIORITY                2000
                                            BUS. NAME       METROPOLITAN LIFE
HOME TOWN, USA        99999                 BUS. PHONE & EXT. 777-555-1212-0000
   DATE   ACTION   RESULT  LETTER   COLLECTOR-ID   ***** COMMENTS *****


                    0549714491234567        AMOUNT DELQ            440.53       PAYOFF/TOTAL DUE       568.98
RYAN,WILLARD L                              DELQ DATE             4/28/77       CONTACT DATE        11/01/77
9999 Z ST                                   HOME PHONE & EXT. 777-555-1212-0000 PRIORITY                2000
                                            BUS. NAME       NY TEL. CO.
HOME TOWN, USA        99999                 BUS. PHONE & EXT. 777-555-1212-0000
   DATE   ACTION   RESULT  LETTER   COLLECTOR-ID   ***** COMMENTS *****


*****     4 ACCOUNTS ASSIGNED TO QUEUE  0004
```

***** TOTAL ACCOUNTS ASSIGNED: 112 *****

- END OF REPORT -

ACCOUNT NUMBER   DATES OF TAPES TO BE RETREIVED

0469123191234567 11/01/77
0476336781234567 11/01/77

*** END OF REPORT ***

ACCOUNT NUMBER	BORROWERS NAME	DATE OF TAPE	RECORDS ADDED TO ACTIVITY FILE
0469123191234567	ALEXANDER,SUE C	11/01/77	NO
0476336781234567	O'LOUGHLIN,MICHAEL J K	11/01/77	NO

*** END OF REPORT ***

COLLECTOR: M LOWE

ACCT NO	FIELD CODE-SCREEN	NEW DATA	OLD DATA
0255350361234567	05 BORROWER	9997772222	7775551212
0194384871234567	13 BORROWER	MILLER	
0255350361234567	14 BORROWER	011847	
0194384871234567	15 BORROWER	FORD	

CYBER CREDIT SYSTEM
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COLLECTORS' CHANGES TO ACCOUNTS
AS OF 11/01/77

PAGE   2

COLLECTOR: P GARRET

ACCT NO	FIELD CODE-SCREEN	NEW DATA	OLD DATA
0100024491204567	91	PERM COMMENT 1	
0100024491204567	92	PERM COMMENT 2	
0100024491204567	93	PERM COMMENT 3	

COLLECTOR: H SHERMAN

         ACCT NO   FIELD CODE-SCREEN   NEW DATA   OLD DATA

    0236592621234567   01 SUPERVISOR   0004   0003

        COLLECTOR: S   BEASON

           ACCT NO   FIELD CODE-SCREEN   NEW DATA   OLD DATA

        0165360511234567   03 BORROWER   LA JOLLA, CALIF   HOME TOWN, USA

CYBER CREDIT SYSTEM
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TIME USAGE REPORT
AS OF: 11/01/77

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COLLECTOR: M LOWE

ACCOUNT NUMBER	START TIME	STOP TIME	ELAP TIME	NEXT CONTACT	ACT CDE	RES CDE	LTR CDE	COMMENT
0194384871234567	10:34	10:35	:01	11/17/77	A1	PP	02	
0255350361234567	10:35	10:35	:01	11/17/77	A2	PP		

TOTALS- TIME   :02
         ACCOUNTS   2

CYBER CREDIT SYSTEM
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TIME USAGE REPORT
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COLLECTOR: P GARRET

ACCOUNT NUMBER	START TIME	STOP TIME	ELAP TIME	NEXT CONTACT	ACT CDE	RES CDE	LTR CDE	COMMENT
0100024491204567	10:36	10:37	:01	11/02/77	A2	R2	01	

TOTALS- TIME   :01
ACCOUNTS   1

       COLLECTOR: H   SHERMAN

         ACCOUNT   START   STOP ELAP   NEXT   ACT   RES   LTR
          NUMBER   TIME   TIME TIME   CONTACT   CDE   CDE   CDE   COMMENT

    0306177221234567 10:38   10:39   :01 11/03/77   A3   R1   WILLING TO PAY

              TOTALS- TIME   :01
                       ACCOUNTS   1

                                        *** END OF REPORT ***

CYBER CREDIT SYSTEM
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DAILY
COLLECTOR STATISTICS REPORT
AS OF: 11/01/77

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ACTIONS

COLLECTOR NAME	A1	A2	A3	A4	SR	**	**	**	**	**	**	**	**	**	**	TOTAL
H LOWE	1	1														2
P GARRET		1														1
H SHERMAN			1													1
TOTALS	1	2	1													4

                                                            RESULTS
COLLECTOR NAME	BZ	PP	R1	R2	R3	R4	**	**	**	**	**	**	**	**	**	TOTAL
H LOWE		2														2
P GARRET				1												1
H SHERMAN			1													1
TOTALS		2	1	1												4

                                                    *** END OF REPORT ***

NOVEMBER 01, 1977

RE: 0194384871234567

WINSTON A MARTINDALE
9999 Z ST
HOME TOWN, USA   99999

DEAR WINSTON A MARTINDALE:
THIS IS SAMPLE LETTER NUMBER 02.

IT CONTAINS ONE DATE AND ONE AMOUNT, BOTH
OF WHICH ARE COLLECTOR ENTERED.

THE DOLLAR ENTERED IS $100.00   .

THE DATE ENTERED IS 11/01/77 .

            SINCERELY,

        MR M LOWE
        222/555-1115

        COLLECTION DEPT

NOVEMBER 01, 1977

RE: 0100024491204567

JAMES P GRAHAM
C/O BUSY TOWN INC
888 ZZZ ST
BUSY TOWN, USA 88888

DEAR JAMES P GRAHAM,

THIS IS SAMPLE LETTER NUMBER 01.

IT CONTAINS TWO DOLLAR AMOUNTS, TWO DATES,
AND ONE STRING. ALL ARE FROM THE ROOT AREA
OF THE FILE AND ARE NOT FIELDS THAT ARE
ENTERED BY A COLLECTOR.

DOLLAR 1 : $303.53   = AMOUNT DELINQUENT

DOLLAR 2 : $401.70   = CURRENT PAYOFF

DATE 1: 06/12/77 = DELINQUENT DATE

DATE 2: XXX XX, XXXX = PAYOFF GOOD UNTIL DATE

STRING : 000000000 = SOCIAL SECURITY NUMBER

                    VERY TRULY YOURS,

                    MISS P GARRET
                    222/555-1200
                    EXT 412

                    COLLECTION DEPT

60475250 A

COID	01	02	TOTALS
0001	0	1	1
0002	1	0	1
TOTALS	1	1	2

TRAN CODE	ACCOUNT NUMBER	PAYMENT AMOUNT	PAYMENT DATE	STATUS
501	0236592621234567	25.00	11/15/77	UPDATE

TOTALS

ACCOUNTS	NUMBER
UPDATED	1
REJECTED	

*** END OF REPORT ***

DAILY MASTER FILE UPDATE REPORT FOR 5XX CODE
11/01/77

TRAN CODE	ACCOUNT NUMBER	PAYMENT AMOUNT	PAYMENT DATE	STATUS
501	0100024491204567	10.00	10/15/77	UPDATE
501	0100024491204567	20.00	10/20/77	UPDATE
501	0100024491204567	30.00	10/25/77	UPDATE

TOTALS

ACCOUNTS	NUMBER
UPDATED	3
REJECTED	

*** END OF REPORT ***

CYBER CREDIT SYSTEM
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PGGEN

PAGE 01
DATE RUN 11/17/77

REPORT GENERATOR DATA NAME LIST

NAME	STARTING POSITION	LENGTH	DATA TYPE	EDIT CODE	DEC POS	DESCRIPTION	SUB NAME1	SUB NAME2	SUB NAME3	SUB NAME4	SUB NAME5
MACCT	0001	0016	A			0	ACCOUNT NUMBER	MACTFG				
MACT	0307	0360	A			0	COLLECTOR ACTIVITY BLOCK					
MACTFG	0001	0001	A			0	ACCOUNT TYPE FLAG					
MADL	0246	0016	A			0	ADDITIONAL ACCOUNT NUMBER					
MADLQ	0887	0009	T	A	2	0	AMOUNT DELINQUENT (PAST DUE)					
MADR1	0048	0030	A			0	BORROWERS ADDRESS LINE 1					
MADR2	0078	0030	A			0	BORROWERS ADDRESS LINE 2					
MBAD	0177	0030	A			0	BUSINESS ADDRESS					
MBBR	0950	0005	A			0	BANK BRANCH					
MBCS	0207	0020	A			0	BUSINESS CITY,STATE					
MBEX	0242	0004	A			0	BUSINESS PHONE EXTENSION					
MBFG	0286	0001	A			0	ACCOUNT BUSY FLAG					
MBNM	0147	0030	A			0	BUSINESS NAME					
MBPH	0232	0010	A			0	BUSINESS PHONE					
MBZP	0227	0005	A			0	BUSINESS ZIP CODE					
MCBAL	0896	0009	T	A	2	0	CURRENT BALANCE					
MCCDT	0869	0006	N	Y	0	0	DATE ACCT 1ST APPRS IN CCS SYS					
MCMN	0938	0001	A			0	NUMBER OF COSIGNERS					
MCPGD	0914	0006	N	Y	0	0	CURRENT PAYOFF GOOD UNTIL					
MCS	0108	0020	A			0	BORROWERS CITY, STATE					
MDLDT	0875	0006	N	Y	0	0	DATE ACCOUNT DELINQUENT FROM					
MDYDL	1013	0003	N	3	0	0	# OF DAYS ACCOUNT DELINQUENT					
MEXT	0143	0004	A			0	BORROWERS EXTENSION/COMMENT					
MLLAT	0848	0009	N	C	2	0	LAST LETTER REQUEST AMOUNT					
MLLDT	0842	0006	N	Y	0	0	LAST LETTER REQUEST DATE					
MLON	0955	0008	A			0	LOAN OFFICER					
MNADR	0018	0116	A			0	BORROWERS NAME/ADDR COMBINED	MNAM	MADR1	MADR2	MCS	MZP
MNAM	0018	0030	A			0	BORROWERS NAME					
MNPA	0920	0009	N	A	2	0	NEXT PAYOFF AMOUNT					
MNXTC	0275	0006	N	Y	0		NEXT CONTACT DATE					
MOAMT	0929	0009	N	C	2	0	OPEN AMOUNT/CREDIT LIMIT					
MOLNAM	1047	0006	A				OLD KEY VALUE-NAME CHANGE					
MOLS	0295	0001	A				RESERVED FOR ON-LINE COLECT					
MOPDT	0881	0006	N	Y	0	0	ACCOUNT OPEN DATE					
MP1	0667	0030	A			0	PERMANENT COMMENT 1					
MP2	0697	0030	A			0	PERMANENT COMMENT 2					
MP3	0727	0030	A			0	PERMANENT COMMENT 3					
MPAD1	0757	0030	A			0	PREVIOUS ADDRESS 1					
MPAD2	0787	0030	A			0	PREVIOUS ADDRESS 2					
MPCS	0817	0020	A			0	PREVIOUS CITY,STATE					
MPDQ	0300	0006	N	Y	0	0	DATE QUEUE CHANGED					
MPFG	0285	0001	A			0	PROMISE TO PAY FLAG					
MPHN	0133	0010	A			0	BORROWERS HOME PHONE					
MPPA	1022	0009	N	A	2	0	PROMISED TO PAY AMOUNT					
MPPB	1039	0002	N	3	0		# OF BROKEN PROM TO PAY					
MPPCD	1041	0006	N	Y	0		PROMISE TO PAY COMMIT DATE					
MPPD	1016	0006	N	Y	0	0	PROMISED TO PAY DATE					
MPPK	1037	0002	N	3	0		# KEPT PROMISES TO PAY					
MPQU	0296	0004	A			0	PREVIOUS QUEUE ASSIGNED					
MPRI	0281	0004	A				ACCOUNT PRIORITY CODE					

CYBER CREDIT SYSTEM
VERSION 3.0
SYSTEM VERIFICATION
PGGEN

PAGE 02
DATE RUN 11/17/77

REPORT GENERATOR DATA NAME LIST

NAME	STARTING POSITION	LENGTH	DATA TYPE	EDIT CODE	DEC POS	DESCRIPTION	SUB NAME1	SUB NAME2	SUB NAME3	SUB NAME4	SUB NAME5
MPTS	0947	0003	A			0	CREDIT/POINT SCORE					
MPYOF	0905	0009	T	A	2	0	CURRENT PAYOFF/TOTAL DUE					
MPZC	0837	0005	A			0	PREVIOUS ZIP CODE					
MQAS	0294	0001	A				QUEUE REASSIGN CODE					
MQUE	0271	0004	A			0	QUEUE ASSIGNED					
MRCD	0291	0001	A				ACCOUNT REVIEW CODE					
MSCD	0292	0002	A				SUPV STAT CODE-NOT USED BY CCS					
MSDF	0973	0040	A			1	SPECIAL DESCRIPTION FIELD					
MSLCD	0017	0001	A			0	BORROWERS SALUTATION CODE					
MSOC	0262	0009	A			0	SOCIAL SECURITY NUMBER					
MSTC	0306	0001	A			0	ACCOUNT STATUS CODE					
MSTDT	0857	0006	N	Y	0	0	DATE ACCT LAST UPD BY A/R SYS					
MSUP	0287	0004	A			0	SUPERVISOR FOR THIS ACCOUNT					
MTCD	0963	0004	A			0	ACCOUNT TYPE CODE/PRODUCT TYPE					
MTD3	0967	0002	N	3	0	0	# TIMES ACCT 30 DAYS DELINQ					
MTD6	0969	0002	N	3	0	0	# TIMES ACCT 60 DAYS DELINQ					
MTD9	0971	0002	N	3	0	0	# TIMES ACCT 90 DAYS DELINQ					
MTHD	1031	0006	N	Y	0		DATE OF TAPE,IF IN HISTORY					
MTP	0939	0008	A			0	RESERVED FOR FUTURE USE					
MUPDT	0863	0006	N	Y	0		DATE ACCT LAST UPDATED BY CHG					
MZP	0128	0005	A			0	BORROWERS ZIP CODE					

RG SUMMARY ACCOUNT LIST REPORT

HACCT	HNAM	HOLDT	HADLQ	HPYOF	HQUE	HPPD	HPPA
0100024491204567	GRAHAM,JAMES P	6/12/77	303.53	401.70	0002		.00
0100135561234567	DAVIS,JOAN E	7/23/77	107.52	168.36	0001		.00
0106944291234567	SIMONE,DONNA M	5/01/77	49.50	94.50	0001		.00
0107879631234567	SPARKS,BARBARA B	8/30/77	97.13	116.65	0001		.00
0110644191234567	SARACO,DOMENICK J	6/08/77	211.00	319.00	0002		.00
0110813101234567	ANGREES,RICHARD	9/12/77	6.51	110.56	0001		.00
0129537571234567	OBRIEN,MICHAEL	5/18/77	21.68	42.79	0001		.00
0131593391234567	CONCA,SAM	10/18/77	90.33	179.39	0001		.00
0137006531234567	FRIEDMAN,GLENN M	4/16/77	70.30	136.00	0001		.00
0147346781234567	RAHLS,YVONNE	8/26/77	84.52	127.16	0001		.00
0149907691234567	MAYE,KENNETH E	5/28/77	147.87	218.87	0001		.00
0164884221234567	BACHARACH,MARYLEE	10/27/77	133.54	231.64	0001		.00
0165360511234567	RADIN,DAVID	9/01/77	718.59	823.38	0004		.00
0173712971234567	MCGRATH,PHILIP J	6/30/77	38.27	83.20	0001		.00
0174434561234567	MAURO,JOHN	5/19/77	24.29	42.10	0001		.00
0174747391234567	BROOM,ALMA M	8/28/77	7.52	74.03	0001		.00
0181406481234567	SHEARN,DWIGHT M	9/23/77	37.21	56.82	0001		.00
0182874321234567	LAZO,EDWARD H	10/01/77	168.43	336.90	0001		.00
0186126781234567	ARRINGTON,WILLIAM M	6/28/77	30.40	45.62	0001		.00
0189348761234567	SEPULVEDA,JOSEPH A	4/28/77	124.91	188.60	0001		.00
0194384871234567	MARTINDALE,WINSTON A	6/12/77	131.93	204.16	0001	11/15/77	100.00
0197026491234567	HAIDUCK,NEAL GOODMAN	7/23/77	74.12	98.12	0001		.00
0204414681234567	RIOS,ANTONIO	5/01/77	.00	8.89	0001		.00
0207271481234567	WIGGINS,MARVIN	8/30/77	115.67	150.18	0001		.00
0212262571234567	ROSS,ROBERT	6/08/77	61.62	121.86	0001		.00
0214925591234567	AURRICHIO,LOUIS	9/12/77	74.64	113.41	0001		.00
0216323171234567	GREAVES,FRANKLIN E	5/18/77	.00	3.61	0001		.00
0230915101234567	FOGLIA,MARGUERITE M	10/18/77	54.18	82.22	0001		.00
0234384871234567	TRIPPI,LORRAINE A	4/16/77	.00	.83	0001		.00
0235042071234567	ALLEN,JANET E	8/26/77	18.95	37.68	0001		.00
0236341591234567	PIDGEON,R V	5/28/77	90.37	171.59	0001		.00
0236592621234567	SMITH,CRAIG G	10/27/77	377.36	576.03	0003	11/15/77	25.00
0239023871234567	BROOKS,CHARLES E	9/01/77	72.41	108.88	0001		.00
0239409191234567	BRAY,DAVID P	6/30/77	141.23	197.77	0001		.00
0241465771234567	ELEARY,CORNELIUS	5/19/77	.00	75.44	0001		.00
0241693391234567	HAWKINS,FREDERIC H	8/28/77	230.43	347.68	0002		.00
0243719561234567	SAVARESE,RAYMOND D I	9/23/77	33.34	74.04	0001		.00
0248285391234567	SOTO,ANGELO E	10/01/77	212.73	281.73	0002		.00
0250174491234567	LOZANO,JOSEPHINE M	6/28/77	28.96	49.69	0001		.00
0250214491234567	PETERSON,DELORES P	4/28/77	135.80	184.31	0001		.00
0255350361234567	MORGAN,EDWARD	6/12/77	36.76	53.45	0001	11/15/77	10.00

RG SUMMARY ACCOUNT LIST REPORT

MACCT	MNAM	MDLDT	MADLQ	MPYOF	MQUE	MPPD	MPPA
0263007561234567	CHAMBERS,LLOYD R	7/23/77	59.21	87.75	0001		.00
0267317591234567	BALVELT,HAROLD	5/01/77	86.10	128.10	0001		.00
0270007591234567	YOUNG,THEODORE D	8/30/77	296.47	392.47	0002		.00
0273083321234567	BECKER,ROBERT E	6/08/77	.00	154.06	0001		.00
0276992191234567	YOUNMANS,JOSEPHINE M	9/12/77	25.84	38.83	0001		.00
0278634561234567	WILLIAMS,RICHARD L	5/18/77	125.40	166.74	0001		.00
0282282291234567	MAYMES,DEMA	10/18/77	42.75	43.19	0001		.00
0282798591234567	RANDALL,LEWIS W	4/16/77	61.31	97.85	0001		.00
0282990061234567	PAGANO,JOHN A	8/26/77	209.93	309.87	0001		.00
0283219591234567	JONES,PATRICIA A	5/28/77	.00	.83	0001		.00
0287164291234567	SHEENEY,MARTIN J	10/27/77	4.13	105.13	0001		.40
0288571481234567	GORDIAN,DOMINGO	9/01/77	92.56	146.78	0001		.00
0292117571234567	HEISS,EDWARD	6/30/77	58.56	110.03	0001		.00
0306177221234567	MAJOR'S WINE & LIQUOR STORE,	5/19/77	369.19	557.53	0003	11/15/77	35.00
0308046431234567	PREZIOSO,WILLIAM R	8/28/77	.00	1.93	0001		.00
0311475771234567	LEE,THOMAS J	9/23/77	41.22	81.28	0001		.00
0314907971234567	RODRIGUEZ,NORAH	10/01/77	.00	15.58	0001		.00
0332898561234567	DURHAM,ANGELYNN	6/28/77	63.01	104.07	0001		.00
0346013171234567	WILLIAMS,EDNA MAE	4/28/77	.32	15.06	0001		.00
0349716481234567	BAILEY,GEORGE	6/12/77	4.78	24.54	0001		.00
0353693391234567	NIESSL,THOMAS	7/23/77	18.30	37.11	0001		.00
0354019101234567	CLARKE,GLADSTONE	5/01/77	13.74	13.91	0001		.00
0359666691234567	MODGE,MELVIN	8/30/77	133.29	197.29	0001		.00
0368074191234567	DEMAIO,WALTER M	6/08/77	98.40	146.40	0001		.00
0377475561234567	JACKSON,KARL D	9/12/77	32.75	51.67	0001		.00
0378065561234567	CAMPBELL,WILLIE G	5/18/77	77.79	170.56	0001		.00
0378864491234567	EADY ,CARNEL G	10/18/77	88.76	162.24	0001		.00
0378924121234567	HENRY,MICHELE A	4/16/77	83.13	135.37	0001		.00
0384715101234567	PURSLEY,WILLIE R	8/26/77	51.61	52.37	0001		.00
0396211661234567	BEDICS,JOSEPH F	5/28/77	.00	.68	0001		.00
0397288631234567	FLAMHOLTZ,CARL	10/27/77	22.30	43.96	0001		.00
0401578631234567	MARTELLO,LAWRENCE	9/01/77	3.11	52.31	0001		.00
0402013101234567	ROBINSON,SHEILA C	6/30/77	50.07	99.34	0001		.00
0417047671234567	CASALE,JOHN B MD	5/19/77	43.35	82.27	0001		.00
0418074291234567	HUNTER,DONALD	8/28/77	120.00	240.00	0001		.00
0428040581234567	MUNOZ,SIGIOFREDO	9/23/77	127.37	174.05	0001		.00
0428807591234567	BRONTE,DAVIEL PETER	10/01/77	169.59	223.59	0001		.00
0431234561234567	VELAZQUEZ,RONALD	6/28/77	22.15	37.05	0001		.00
0431294811234567	DIGGS,LAWRENCE JR	4/28/77	626.88	745.30	0004		.00
0434395981234567	HUNT ,WILLIAM	6/12/77	191.55	289.00	0001		.00
0452924191234567	COLON,EUGENE	6/18/77	185.95	263.25	0001		.00

RG SUMMARY ACCOUNT LIST REPORT

MACCT	MNAM	MDLDT	MADLO	MPYOF	MQUE	MPPD	MPPA
0457185561234567	SABLO,DONNA P	5/01/77	.00	36.42	0001		.00
0469123191234567	ALEXANDER,SUE C	7/30/77	26.62	52.40	0001		.00
0476044291234567	FOOTE,DORIS	5/08/77	157.85	234.85	0001		.00
0476336781234567	O'LOUGHLIN,MICHAEL J K	8/12/77	30.53	67.95	0001		.00
0479043391234567	PARISI,MICHAEL P	4/18/77	552.26	698.76	0004		.00
0482825591234567	MARSHALL,CHARLES	8/18/77	53.78	83.69	0001		.00
0488626391234567	HALL,JOYCE	4/16/77	63.40	92.44	0001		.00
0489201811234567	COFFEY,J. ARTHUR	8/26/77	2.00	68.45	0001		.00

FINAL TOTALS   8,950.86   13,873.14
FINAL RECORD COUNT   90

LEGAL AND AGENCY REPORT SAMPLES   C

This appendix contains sample reports that are unique to
the LA system.

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LEGAL AND AGENCY SYSTEM
VERSION 3.0'                                          TIME USAGE REPORT                          PAGE    1
SYSTEM VERIFICATION                                   AS OF:  9/10/80

        COLLECTOR:     COLLECTOR2

            ACCOUNT      START   STOP ELAP·     NEXT    ACT  RES   LTR
            NUMBER       TIME    TIME TIME   CONTACT    CDE  CDE   CDE   COMMENT

     0278634561234567  10:39   10:39   :01 11/01/77     A3   R1              LAWYER HAS BEEN NOTIFIED
     0282990691234567  10:39   10:39   :01 11/04/77     A3   R1              NEW ADDRESS FROM CLIENT

            TOTALS- TIME            :02
                    ACCOUNTS          2

                              *** END OF REPORT ***
```

                                                                ACTIONS
COLLECTOR NAME   A1   A2   A3   A4   SR   **   **   **   **   **   **   **   **   **   **   **   TOTAL

    COLLECTOR2   2   2

            TOTALS   2   2

RESULTS

COLLECTOR NAME	BZ	PP	R1	R2	R3	R4	**	**	**	**	**	**	**	**	TOTAL
COLLECTOR2			2												2
TOTALS			2												2

*** END OF REPORT ***

THE FOLLOWING IS A SUMMARY OF THE NUMBER OF
ACCOUNTS WITH XXX NUMBER OF ACTIVITY BLOCKS

```
2 ACCOUNTS WITH    1 ACTIVITY BLOCKS
0 ACCOUNTS WITH    2 ACTIVITY BLOCKS
0 ACCOUNTS WITH    3 ACTIVITY BLOCKS
0 ACCOUNTS WITH    4 ACTIVITY BLOCKS
0 ACCOUNTS WITH    5 ACTIVITY BLOCKS
0 ACCOUNTS WITH    6 ACTIVITY BLOCKS
0 ACCOUNTS WITH    7 ACTIVITY BLOCKS
0 ACCOUNTS WITH    8 ACTIVITY BLOCKS
0 ACCOUNTS WITH    9 ACTIVITY BLOCKS
0 ACCOUNTS WITH   10 ACTIVITY BLOCKS
0 ACCOUNTS WITH  >10 ACTIVITY BLOCKS
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HDR1LEGAL AND AGENCY SYSTEM
HDR2VERSION 3.0
HDR3SYSTEM VERIFICATION
RSW1R010,S015,H005
ACTCA1A2A3A4SR*******************************************************
RESC  8ZPPR1R2R3R4*****************************************************
SALCMR        MS        MISS      MRS
DALT005
LTRFOCOLLECTION DEPT
SMTHR006,S006,H006
TMTH012
UPDY015
OLPMRL06,P02,C31,NAM
RPTG  LRP001
0002COLLECTOR2             100030002,ALL
0003SUPERVISOR1            2    0003,ALL
0004CLERICAL1                   0004,ALL
0001COLLECTOR1             1000300010002,ALL
LTR101020304**
LTR2
LACLLA,AA,00
LAC1ATTORNEY COLLECTION FIRM
LAC2COLLECTION AGENCY
LAC3IN-HOUSE COLLECTIONS
LAC4
LAC5
```

R E S U L T   C O D E

ACTION	01 BZ (L C CD)	02 PP (L C CD)	03 R1 (L C CD)	04 R2 (L C CD)	05 R3 (L C CD)	06 R4 (L C CD)	07 (L C CD)	08 (L C CD)	09 (L C CD)	10 (L C CD)	11 (L C CD)	12 (L C CD)	13 (L C CD)	14 (L C CD)	15 (L C CD)	16 (L C CD)
SR	NA	NA	NA	NA	NA	NA	C 01									
A1	L RL	L DP	L C NC	L NC	L C NC	L NC	NA									
A2	RL	DP	C NC	01	NA	01	01									
A3	RL	NA	C NC	01	L C 02	02	02									
A4	L RL	L DP	L C NC	NA	L C 02	L 03	L 03									

END OF TABLE

TEST NO	LEVEL	NEXT LEVEL	NO. OF PARAMS	PARAM NO.	PARAM OPERATOR	PARAM VALUE 1	PARAM VALUE 2	PARAM CONNECTOR	NO. OF RETURN VALUES	CURRENT RET VAL	RETURNED VALUES
1	1	0	2	1	NULL	*	* *	*	.AND.	01	00	0003
				2	.EQ.	*	* *	*				
2	1	0	3	1	NULL	*	* *	*	.AND.	01	00	0002
				2	NULL	*	* *	*	.AND.			
				3	.GT.	*000101*	*	*				
3	1	0	3	1	NULL	*	* *	*	.AND.	01	00	0001
				2	NULL	*	* *	*	.AND.			
				3	.GT.	*000000*	*	*				
4	1	0	1	1	NULL	*	* *	*		01	00	0004

END OF TABLE   TOTAL TABLE LENGTH = 74 MAXIMUM TABLE LENGTH =3000

TRAN CODE	ACCOUNT NUMBER	BORROWERS NAME	DELINQUENT DATE	DELINQUENT AMOUNT	CURRENT PAYOFF	ACTION
301	0263007561234567	CHAMBERS,LLOYD R	06/10/78		87.75	WRITEOFF
301	0267317591234567	BALVELT,HAROLD	06/10/78		128.10	WRITEOFF
301	0270007591234567	YOUNG,THEODORE D	06/10/78		392.47	WRITEOFF
301	0273083321234567	BECKER,ROBERT E	06/10/78		154.06	WRITEOFF
301	0276992191234567	YOUNMANS,JOSEPHINE M	06/10/78		38.83	WRITEOFF
301	0278634561234567	WILLIAMS,RICHARD L	06/10/78		166.74	WRITEOFF
301	0282282291234567	MAYMES,DEMA	06/10/78		43.19	WRITEOFF
301	0282798591234567	RANDALL,LEWIS W	06/10/78		97.85	WRITEOFF
301	0282990691234567	PAGANO,JOHN A	06/10/78		309.87	WRITEOFF
301	0283219591234567	JONES,PATRICIA A	06/10/78		0.87	WRITEOFF

* TOTALS *

* P R E V I O U S *

ACCOUNTS	NUMBER	AMT DELQ	PAYOFF	AMT DELQ	PAYOFF
ADDED	0	0.00	0.00		
REACTIVATED	0	0.00	0.00		
UPDATED	0	0.00	0.00	0.00	0.00
RELEASED	0		0.00	0.00	0.00
SATISFIED	0		0.00	0.00	0.00
WRITTENOFF	10		1419.73	907.01	1419.69
REJECTED	0				

LEGAL & AGENCY EXTRACT PROGRAM

DATE	RCDS READ	W-RCDS	RCDS WRITTEN
061078	90	10	10

```
        ACCOUNT           BANK       LOAN       AMOUNT TO            REFERRED TO:    -------------------------------
        NUMBER            BRANCH     OFFICER    COLLECT              L/A NUMBER:     ----
                                                                    REFERRAL DATE:   /  /
0263007561234567            00                    $87.75            BY (COLL-ID) :  ____

        DEBTOR:                                                     APPROVAL:       ------------

NAME            CHAMBERS,LLOYD R                                    REASON FOR REFERRAL:
ADDRESS-1       9999 Z ST
ADDRESS-2                                                           ( ) FILE SUIT
CITY,ST,ZIP     HOME TOWN, USA          99999                      ( ) ATTACH WAGES
PHONE           777/555-1212                                       ( ) ATTACH BANK ACCOUNT
SOC SEC #       000-00-0000                                        ( ) SHERIFF SALE
                                                                   ( ) BANKRUPTCY
DAYS    DATE IN    LAST AR    DATE     ACCT                        ( ) FILE FOR ESTATE
DELQ    CCS        UPDATE     OPEN     TYPE                             DATE OF DEATH:    /  /
                                                                       LIEN ON PROPERTY
000     6/21/77    6/10/78    0/00/00  02                         ( ) ATTACH ALL AVAILABLE ASSETS
                                                                   ( ) OTHER
        EMPLOYMENT:

EMPLOYER        BUSY TOWN INC
ADDRESS         888 ZZZ ST                                          GIVE DETAILS
CITY,ST,ZIP     BUSY TOWN, USA 88888    00000
PHONE           777/555-1212 X(00000)                               •
                                                                   •
        PERMANENT COMMENTS                                         •
                                                                   •
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        ACCOUNT          BANK     LOAN      AMOUNT TO            REFERRED TO:     _____
        NUMBER           BRANCH   OFFICER   COLLECT              L/A NUMBER:      ____
                                                                 REFERRAL DATE:   /  /
    0267317591234567      1200  1            $128.10             BY (COLL-ID) :  ____

        DEBTOR:                                                  APPROVAL:       _____

    NAME          BALVELT,HAROLD                                 REASON FOR REFERRAL:
    ADDRESS-1     9999 Z ST
    ADDRESS-2                                                    ( ) FILE SUIT
    CITY,ST,ZIP   HOME TOWN, USA          99999                  ( ) ATTACH WAGES
    PHONE         777/555-1212                                   ( ) ATTACH BANK ACCOUNT
    SOC SEC #     000-00-0000                                    ( ) SHERIFF SALE
                                                                 ( ) BANKRUPTCY
    DAYS    DATE IN    LAST AR    DATE      ACCT                  ( ) FILE FOR ESTATE
    DELQ    CCS        UPDATE     OPEN      TYPE                      DATE OF DEATH:    /  /
                                                                     LIEN ON PROPERTY
    000     7/11/77    6/10/78    0/00/00   05                   ( ) ATTACH ALL AVAILABLE ASSETS
                                                                 ( ) OTHER
        EMPLOYMENT:

    EMPLOYER      BUSY TOWN INC
    ADDRESS       888 ZZZ ST                                     GIVE DETAILS
    CITY,ST,ZIP   BUSY TOWN, USA 88888     00000
    PHONE         777/555-1212 X(00001)                          •
                                                                 •
        PERMANENT COMMENTS                                       •
                                                                 •
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     ACCOUNT          BANK      LOAN      AMOUNT TO              REFERRED TO:      ------------------------------
     NUMBER           BRANCH    OFFICER   COLLECT                L/A NUMBER:       ----
                                                                 REFERRAL DATE:    /  /
0270007591234567      0400   2              $392.47              BY (COLL-ID) :  ____

     DEBTOR:                                                     APPROVAL:        ------------

NAME          YOUNG,THEODORE D                                  REASON FOR REFERRAL:
ADDRESS-1     9999 Z ST
ADDRESS-2                                                        ( ) FILE SUIT
CITY,ST,ZIP   HOME TOWN, USA          99999                     ( ) ATTACH WAGES
PHONE         777/555-1212                                      ( ) ATTACH BANK ACCOUNT
SOC SEC #     000-00-0000                                       ( ) SHERIFF SALE
                                                                ( ) BANKRUPTCY
DAYS    DATE IN    LAST AR    DATE      ACCT                     ( ) FILE FOR ESTATE
DELQ    CCS        UPDATE     OPEN      TYPE                         DATE OF DEATH:   /  /
                                                                    LIEN ON PROPERTY
000      6/19/77   6/10/78    0/00/00    05                     ( ) ATTACH ALL AVAILABLE ASSETS
                                                                ( ) OTHER
     EMPLOYMENT:

EMPLOYER      TOWN OF GREENBURGH
ADDRESS       888 ZZZ ST                                        GIVE DETAILS
CITY,ST,ZIP   BUSY TOWN, USA 88888    00000
PHONE         777/555-1212 X(00000)                             •
                                                                •
     PERMANENT COMMENTS                                         •
                                                                •
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      ACCOUNT           BANK      LOAN        AMOUNT TO            REFERRED TO:      ----------------------------
      NUMBER            BRANCH    OFFICER     COLLECT              L/A NUMBER:    ___
                                                                  REFERRAL DATE:   /  /
0273083321234567          0000                  $154.06           BY (COLL-ID) : ____

      DEBTOR:                                                     APPROVAL:         ------------

NAME           BECKER,ROBERT E                                   REASON FOR REFERRAL:
ADDRESS-1      9999 Z ST
ADDRESS-2                                                        ( ) FILE SUIT
CITY,ST,ZIP    HOME TOWN, USA          99999                    ( ) ATTACH WAGES
PHONE          777/555-1212                                     ( ) ATTACH BANK ACCOUNT
SOC SEC #      000-00-0000                                      ( ) SHERIFF SALE
                                                                ( ) BANKRUPTCY
DAYS    DATE IN    LAST AR    DATE      ACCT                    ( ) FILE FOR ESTATE
DELQ    CCS        UPDATE     OPEN      TYPE                         DATE OF DEATH:    /  /
                                                                    LIEN ON PROPERTY
000     6/19/77    6/10/78    0/00/00    02                     ( ) ATTACH ALL AVAILABLE ASSETS
                                                                ( ) OTHER
      EMPLOYMENT:

EMPLOYER       BUSY TOWN INC
ADDRESS        888 ZZZ ST                                       GIVE DETAILS
CITY,ST,ZIP    BUSY TOWN, USA 88888    00000
PHONE          777/555-1212 X(0000)                             *
                                                                *
      PERMANENT COMMENTS                                        *
                                                                *
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        ACCOUNT              BANK       LOAN        AMOUNT TO                REFERRED TO:     -------------------------------
        NUMBER               BRANCH     OFFICER     COLLECT                  L/A NUMBER:      --- /
                                                                            REFERRAL DATE:   /  /
0276992191234567             0000                   $38.83                   BY (COLL-ID) :  ____

        DEBTOR:                                                              APPROVAL:        ------------

NAME            YOUNMANS,JOSEPHINE M                                         REASON FOR REFERRAL:
ADDRESS-1       9999 Z ST
ADDRESS-2                                                                    ( ) FILE SUIT
CITY,ST,ZIP     HOME TOWN, USA            99999                             ( ) ATTACH WAGES
PHONE           777/555-1212                                                 ( ) ATTACH BANK ACCOUNT
SOC SEC #       000-00-0000                                                  ( ) SHERIFF SALE
                                                                            ( ) BANKRUPTCY
DAYS    DATE IN    LAST AR     DATE        ACCT                              ( ) FILE FOR ESTATE
DELQ    CCS        UPDATE      OPEN        TYPE                                  DATE OF DEATH:   /  /
                                                                                LIEN ON PROPERTY
000     6/19/77    6/10/78     0/00/00     03                               ( ) ATTACH ALL AVAILABLE ASSETS
                                                                            ( ) OTHER
        EMPLOYMENT:

EMPLOYER        NY TEL.
ADDRESS         888 ZZZ ST
CITY,ST,ZIP     BUSY TOWN, USA 88888      00000                             GIVE DETAILS
PHONE           777/555-1212 X(00000)
                                                                            •
        PERMANENT COMMENTS                                                  •
                                                                            •
                                                                            •
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     ACCOUNT           BANK       LOAN        AMOUNT TO                          REFERRED TO:      -------------------------------
     NUMBER            BRANCH     OFFICER     COLLECT                            L/A NUMBER:       ----
                                                                                REFERRAL DATE:     /  /
0278634561234567       0000                    $166.74                          BY (COLL-ID) :    ----

     DEBTOR:                                                                     APPROVAL:         ------------

NAME         WILLIAMS,RICHARD L                                                 REASON FOR REFERRAL:
ADDRESS-1    9999 Z ST
ADDRESS-2                                                                        ( ) FILE SUIT
CITY,ST,ZIP  HOME TOWN, USA            99999                                     ( ) ATTACH WAGES
PHONE        777/555-1212                                                        ( ) ATTACH BANK ACCOUNT
SOC SEC #    000-00-0000                                                         ( ) SHERIFF SALE
                                                                                ( ) BANKRUPTCY
DAYS    DATE IN    LAST AR    DATE      ACCT                                     ( ) FILE FOR ESTATE
DELQ    CCS        UPDATE     OPEN      TYPE                                         DATE OF DEATH:    /  /
                                                                                    LIEN ON PROPERTY
000     6/19/77    6/10/78    0/00/00   02                                       ( ) ATTACH ALL AVAILABLE ASSETS
                                                                                ( ) OTHER
     EMPLOYMENT:

EMPLOYER     BUSY TOWN INC
ADDRESS      888 ZZZ ST                                                          GIVE DETAILS
CITY,ST,ZIP  BUSY TOWN, USA 88888      00000
PHONE        777/555-1212 X(00000)                                              *
                                                                               *
     PERMANENT COMMENTS                                                        *
                                                                               *
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LEGAL AGENCY SYSTEM
VERSION 2.0
SYSTEM VERIFICATION

CLIENT REFERRAL LIST

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RUN DATE: 6/10/78

ACCOUNT NUMBER	BANK BRANCH	LOAN OFFICER	AMOUNT TO COLLECT
0282282291234567	00		$43.19

REFERRED TO: ------------------------------
L/A NUMBER:
REFERRAL DATE: / /
BY (COLL-ID) : ____

APPROVAL: ------------

DEBTOR:

NAME	MAYMES,DEMA
ADDRESS-1	9999 Z ST
ADDRESS-2	
CITY,ST,ZIP	HOME TOWN, USA 99999
PHONE	777/555-1212
SOC SEC #	000-00-0000

REASON FOR REFERRAL:

( ) FILE SUIT
( ) ATTACH WAGES
( ) ATTACH BANK ACCOUNT
( ) SHERIFF SALE
( ) BANKRUPTCY
( ) FILE FOR ESTATE
      DATE OF DEATH: / /
      LIEN ON PROPERTY
( ) ATTACH ALL AVAILABLE ASSETS
( ) OTHER

DAYS DELQ	DATE IN CCS	LAST AR UPDATE	DATE OPEN	ACCT TYPE
000	6/19/77	6/10/78	0/00/00	03

EMPLOYMENT:

EMPLOYER	PROVIDENCE HOSP
ADDRESS	888 ZZZ ST
CITY,ST,ZIP	BUSY TOWN, USA 88888 00000
PHONE	777/555-1212 X(00000)

GIVE DETAILS

PERMANENT COMMENTS

•
•
•
•

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      ACCOUNT          BANK        LOAN       AMOUNT TO                    REFERRED TO:    ----------------------------------
      NUMBER           BRANCH      OFFICER    COLLECT                      L/A NUMBER:     ----
                                                                          REFERRAL DATE:   /  /
0282798591234567        0000                    $97.85                    BY (COLL-ID) :  ----

      DEBTOR:                                                             APPROVAL:        ------------

NAME          RANDALL,LEWIS W                                            REASON FOR REFERRAL:
ADDRESS-1     9999 Z ST
ADDRESS-2                                                                ( ) FILE SUIT
CITY,ST,ZIP   HOME TOWN, USA          99999                              ( ) ATTACH WAGES
PHONE         777/555-1212                                               ( ) ATTACH BANK ACCOUNT
SOC SEC #     000-00-0000                                                ( ) SHERIFF SALE
                                                                         ( ) BANKRUPTCY
DAYS    DATE IN    LAST AR    DATE      ACCT                             ( ) FILE FOR ESTATE
DELQ    CCS        UPDATE     OPEN      TYPE                                  DATE OF DEATH:    /  /
                                                                             LIEN ON PROPERTY
000     7/11/77    6/10/78    0/00/00    03                              ( ) ATTACH ALL AVAILABLE ASSETS
                                                                         ( ) OTHER
      EMPLOYMENT:

EMPLOYER      BUSY TOWN INC
ADDRESS       888 ZZZ ST                                                 GIVE DETAILS
CITY,ST,ZIP   BUSY TOWN, USA 88888    00000
PHONE         777/555-1212 X(00000)                                      *
                                                                         *
      PERMANENT COMMENTS                                                 *
                                                                         *
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     ACCOUNT          BANK      LOAN      AMOUNT TO          REFERRED TO:    ----------------------------
     NUMBER           BRANCH    OFFICER   COLLECT            L/A NUMBER:     ----
                                                            REFERRAL DATE:   /  /
0282990691234567      0000                $309.87           BY (COLL-ID) :  ____

     DEBTOR:                                                APPROVAL:       ------------

NAME          PAGANO,JOHN A                                 REASON FOR REFERRAL:
ADDRESS-1     9999 Z ST
ADDRESS-2                                                   ( ) FILE SUIT
CITY,ST,ZIP   HOME TOWN, USA          99999                 ( ) ATTACH WAGES
PHONE         777/555-1212                                  ( ) ATTACH BANK ACCOUNT
SOC SEC #     000-00-0000                                   ( ) SHERIFF SALE
                                                            ( ) BANKRUPTCY
DAYS    DATE IN    LAST AR    DATE      ACCT                 ( ) FILE FOR ESTATE
DELQ    CCS        UPDATE     OPEN      TYPE                     DATE OF DEATH:    /  /
                                                                LIEN ON PROPERTY
000     6/19/77    6/10/78    0/00/00    03                 ( ) ATTACH ALL AVAILABLE ASSETS
                                                            ( ) OTHER
     EMPLOYMENT:

EMPLOYER      BUSY TOWN INC
ADDRESS       888 ZZZ ST                                    GIVE DETAILS
CITY,ST,ZIP   BUSY TOWN, USA 88888      00000
PHONE         777/555-1212 X(00000)                         •
                                                            •
     PERMANENT COMMENTS                                     •
                                                            •
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       ACCOUNT           BANK       LOAN      AMOUNT TO                    REFERRED TO:     --------------------------------
       NUMBER            BRANCH     OFFICER   COLLECT                      L/A NUMBER:      ---
                                                                          REFERRAL DATE:    /  /
0283219591234567          0000                      $.83                   BY (COLL-ID) :  ____

       DEBTOR:                                                            APPROVAL:        ------------

NAME          JONES,PATRICIA A                                           REASON FOR REFERRAL:
ADDRESS-1     9999 Z ST
ADDRESS-2                                                                 ( ) FILE SUIT
CITY,ST,ZIP   HOME TOWN, USA            99999                             ( ) ATTACH WAGES
PHONE         777/555-1212                                                ( ) ATTACH BANK ACCOUNT
SOC SEC #     000-00-0000                                                 ( ) SHERIFF SALE
                                                                          ( ) BANKRUPTCY
DAYS     DATE IN    LAST AR    DATE      ACCT                             ( ) FILE FOR ESTATE
DELQ     CCS        UPDATE     OPEN      TYPE                                  DATE OF DEATH:   /  /
                                                                              LIEN ON PROPERTY
000      6/19/77    6/10/78    0/00/00   03                               ( ) ATTACH ALL AVAILABLE ASSETS
                                                                          ( ) OTHER
       EMPLOYMENT:

EMPLOYER      CITIBANK
ADDRESS       888 ZZZ ST                                                 GIVE DETAILS
CITY,ST,ZIP   BUSY TOWN, USA 88888      00000
PHONE         777/555-1212 X(0000)                                        •
                                                                         •
       PERMANENT COMMENTS                                                •
                                                                         •
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FILE SPACE REPORT - 06/10/78

FILE NAME	MAXIMUM RECORDS	CURRENT RECORDS	AVAILABLE RECORDS	PCT SPACE AVAILABLE
LADLQHST	9000.	10.	8990.	99.9%
LACOSIGN	9000.	.	9000.	****%
LAACCAGE	9000.	10.	8990.	99.9%
LAACTFIL	6000.	.	6000.	****%
LASUMHST	9000.	.	9000.	****%
LATAPARC	9000.	.	9000.	****%
LAINACCT	9000.	.	9000.	****%

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                    0263007561234567        AMOUNT DELQ              59.21      PAYOFF/TOTAL DUE         87.75
CHAMBERS,LLOYD R                            DELQ DATE             7/23/77       CONTACT DATE          10/31/77
9999 Z ST                                   HOME PHONE & EXT. 777-555-1212-0000 PRIORITY                2000
                                            BUS. NAME        BUSY TOWN INC
HOME TOWN, USA          99999               BUS. PHONE & EXT. 777-555-1212-0000
    DATE   ACTION   RESULT   LETTER   COLLECTOR-ID   *****  COMMENTS  *****



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                    0273083321234567        AMOUNT DELQ                .00      PAYOFF/TOTAL DUE        154.36
BECKER,ROBERT E                             DELQ DATE             6/08/77       CONTACT DATE          11/01/77
9999 Z ST                                   HOME PHONE & EXT. 777-555-1212-0000 PRIORITY                2000
                                            BUS. NAME        BUSY TOWN INC
HOME TOWN, USA          99999               BUS. PHONE & EXT. 777-555-1212-0000
    DATE   ACTION   RESULT   LETTER   COLLECTOR-ID   *****  COMMENTS  *****



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                    0276992191234567        AMOUNT DELQ              25.84      PAYOFF/TOTAL DUE         38.83
YOUNMANS,JOSEPHINE M                         DELQ DATE             9/12/77       CONTACT DATE          11/01/77
9999 Z ST                                   HOME PHONE & EXT. 777-555-1212-0000 PRIORITY                2000
                                            BUS. NAME        NY TEL.
HOME TOWN, USA          99999               BUS. PHONE & EXT. 777-555-1212-0000
    DATE   ACTION   RESULT   LETTER   COLLECTOR-ID   *****  COMMENTS  *****



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                    0278634561234567        AMOUNT DELQ             125.40      PAYOFF/TOTAL DUE        166.74
WILLIAMS,RICHARD L                          DELQ DATE             5/18/77       CONTACT DATE          11/01/77
9999 Z ST                                   HOME PHONE & EXT. 777-555-1212-0000 PRIORITY                2000
                                            BUS. NAME        BUSY TOWN INC
HOME TOWN, USA          99999               BUS. PHONE & EXT. 777-555-1212-0000
    DATE   ACTION   RESULT   LETTER   COLLECTOR-ID   *****  COMMENTS  *****



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                    0283219591234567        AMOUNT DELQ                .00      PAYOFF/TOTAL DUE          .87
JONES,PATRICIA A                            DELQ DATE             5/28/77       CONTACT DATE          11/01/77
9999 Z ST                                   HOME PHONE & EXT. 777-555-1212-0000 PRIORITY                2000
                                            BUS. NAME        CITIBANK
HOME TOWN, USA          99999               BUS. PHONE & EXT. 777-555-1212-0000
    DATE   ACTION   RESULT   LETTER   COLLECTOR-ID   *****  COMMENTS  *****



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                    0282282291234567        AMOUNT DELQ              42.75         PAYOFF/TOTAL DUE         43.19
MAYMES,DEMA                                 DELQ DATE            10/18/77          CONTACT DATE         11/02/77
9999 Z ST                                   HOME PHONE & EXT. 777-555-1212-0000   PRIORITY                 2000
                                            BUS. NAME        PROVIDENCE HOSP
HOME TOWN, USA        99999                  BUS. PHONE & EXT. 777-555-1212-0000
    DATE   ACTION   RESULT   LETTER   COLLECTOR-ID   ***** COMMENTS *****


                    **********************************************************************************************
                    0282990691234567        AMOUNT DELQ             209.93         PAYOFF/TOTAL DUE        309.87
PAGANO,JOHN A                               DELQ DATE             8/26/77          CONTACT DATE         11/04/77
9999 Z ST                                   HOME PHONE & EXT. 777-555-1212-0000   PRIORITY                 2000
                                            BUS. NAME        BUSY TOWN INC
HOME TOWN, USA        99999                  BUS. PHONE & EXT. 777-555-1212-0000
    DATE   ACTION   RESULT   LETTER   COLLECTOR-ID   ***** COMMENTS *****


                    **********************************************************************************************
                    0270007591234567        AMOUNT DELQ             296.47         PAYOFF/TOTAL DUE        392.47
YOUNG,THEODORE D                            DELQ DATE             8/30/77          CONTACT DATE         11/05/77
9999 Z ST                                   HOME PHONE & EXT. 777-555-1212-0000   PRIORITY                 2000
                                            BUS. NAME        TOWN OF GREENBURGH
HOME TOWN, USA        99999                  BUS. PHONE & EXT. 777-555-1212-0000
    DATE   ACTION   RESULT   LETTER   COLLECTOR-ID   ***** COMMENTS *****


                    **********************************************************************************************
                    0267317591234567        AMOUNT DELQ              86.10         PAYOFF/TOTAL DUE        128.10
BALVELT,HAROLD                              DELQ DATE             5/01/77          CONTACT DATE         11/08/77
9999 Z ST                                   HOME PHONE & EXT. 777-555-1212-0000   PRIORITY                 2000
                                            BUS. NAME        BUSY TOWN INC
HOME TOWN, USA        99999                  BUS. PHONE & EXT. 777-555-1212-0000
    DATE   ACTION   RESULT   LETTER   COLLECTOR-ID   ***** COMMENTS *****


                    **********************************************************************************************
                    0282798591234567        AMOUNT DELQ              61.31         PAYOFF/TOTAL DUE         97.85
RANDALL,LEWIS W                             DELQ DATE             4/16/77          CONTACT DATE         11/15/77
9999 Z ST                                   HOME PHONE & EXT. 777-555-1212-0000   PRIORITY                 2000
                                            BUS. NAME        BUSY TOWN INC
HOME TOWN, USA        99999                  BUS. PHONE & EXT. 777-555-1212-0000
    DATE   ACTION   RESULT   LETTER   COLLECTOR-ID   ***** COMMENTS *****
11/01/77   A2        R2                LOWE


                    **********************************************************************************************
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*****   10 ACCOUNTS ASSIGNED TO QUEUE   0003

*****   10 ACCOUNTS ASSIGNED TO QUEUE   0003

LEGAL AND AGENCY SYSTEM
VERSION 3.0
SYSTEM VERIFICATION

NUMBER OF ACCOUNTS ASSIGNED
AS OF: 6/10/78

PAGE   4

***** TOTAL ACCOUNTS ASSIGNED: 10 *****

- END OF REPORT -

TRANSACTION						****	**** LADLQMST ****	****		LACLIENT		****
							AMT DELQ BEFORE AFTER	CUR BAL BEFORE AFTER	R.C.C. BEFORE AFTER	N.R.C.C. BEFORE AFTER	FEE/COMM BEFORE AFTER	AMT COL BEFORE AFTER
ACCOUNT NUMBER	TC	AMOUNT	DATE	COID	L/A NO							
0263007561234567		000000000	061078	0003	LA01		REASSIGNMENT TRANS					
0267317591234567		000000000	061078	0003	0001		REASSIGNMENT TRANS					
0270007591234567		000000000	061078	0003	0002		REASSIGNMENT TRANS					

*** END OF REPORT ***

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     ACCOUNT              ADDITIONAL      BANK    LOAN      AMOUNT TO    DELQ        LAST LETTER SENT      ASSIGNED  CR.   OPEN AMOUNT
       NO.               ACCOUNT NO.       BR.   OFFICER     COLLECT     DATE     DATE         AMOUNT       QUEUE    PTS   OR CR LIMIT
0267317591234567                                1200  1       86.10   5/01/77                    .00        0002    000      1282.00

NAME            BALVELT,HAROLD                         SALUTATION CODE 0               BUSINESS NAME      BUSY TOWN INC
ADDRESS 1       9999 Z ST                              SOCIAL SECURITY NO.             ST. ADDRESS        888 ZZZ ST
ADDRESS 2                                              NO. OF COSIGNERS 0              CITY/STATE/ZIP     BUSY TOWN, USA 88888
CITY/STATE/ZIP  HOME TOWN, USA            99999        HOME PHONE: 777-555-1212-0000   BUSINESS PHONE:    777-555-1212-0000

  PRIORITY       TYPE    TIMES DELQ    STATUS    PAY    PROMISED TO    PROMISED TO   PREVIOUS ADDRESS 1
  DATE   CODE    CODE    30  60  90     CODE    FLAG     PAY DATE      PAY AMOUNT    PREVIOUS ADDRESS 2
11/08/77 2000     05     00  00  00               0                         .00     CITY/STATE/ZIP

  CURRENT        CURRENT     CURRENT PAYOFF   NEXT PAYOFF  SUPERVISOR   ARCHIVE      ** S P E C I A L    I N S T R U C T I O N S **
  BALANCE        PAYOFF      EFFECTIVE DATE     AMOUNT        I.D.     TAPE DATE
   128.10         128.10                          .00

STATUS    LAST COL     OPEN       DATE 1ST    LAST       QUEUE        ****** P E R M A N E N T    C O M M E N T ******
DATE      UPDATE       DATE       IN CCS     QUEUE    CHANGE DATE
6/10/78                           7/11/77     0003      6/10/78
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**** END OF REPORT ****

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****            TRANSACTION                        ****     ****     LADLQMST     ****  ****                  LACLIENT                  ****
                                                            AMT DELQ      CUR BAL      R.C.C.       N.R.C.C.      FEE/COMM      AMT COL
                                                            BEFORE        BEFORE       BEFORE       BEFORE        BEFORE        BEFORE
ACCOUNT NUMBER       TC  AMOUNT       DATE    COID  L/A NO   AFTER         AFTER        AFTER        AFTER         AFTER         AFTER
0270007591234567     01      25.00   071078  0003  0002        296.47        392.47          .00          .00           .00           .00
                                                               271.47        367.47          .00          .00           .00         25.00


                                         *** END OF REPORT ***
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****          TRANSACTION                             ****        ****     LADLOMST    ****  ****                  LACLIENT                         ****
                                                                           AMT DELQ      CUR BAL    R.C.C.        N.R.C.C.      FEE/COMM    AMT CUL
                                                                           BEFORE        BEFORE     BEFORE        BEFORE        BEFORE      BEFORE
ACCOUNT NUMBER       TC  AMOUNT       DATE    COID  L/A NO               AFTER         AFTER      AFTER         AFTER         AFTER       AFTER
0270007591234567     02      30.00   081078  0003  0002                   271.47        367.47       .00           .00           .00         .00
                                                                          241.47        337.47       .00           .00           .00       30.00
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*** END OF REPORT ***

							LADLQMST			LACLIENT		
**** TRANSACTION					****	****	AMT DELQ BEFORE AFTER	CUR BAL BEFORE AFTER	R.C.C. BEFORE AFTER	N.R.C.C. BEFORE AFTER	FEE/COMM BEFORE AFTER	AMT COL BEFORE AFTER ****
ACCOUNT NUMBER	TC	AMOUNT	DATE	COID	L/A NO							
0270007591234567	03	30.00	091078	0003	0002		.00	.00	.00	.00	.00	.00
							.00	.00	.00	30.00	.00	.00

*** END OF REPORT ***

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****           TRANSACTION                              ****     ****     LADLQMST     ****  ****                  LACLIENT                       ****
                                                                         AMT DELQ      CUR BAL    R.C.C.       N.R.C.C.      FEE/COMM     AMT COL
                                                                         BEFORE        BEFORE     BEFORE       BEFORE        BEFORE       BEFORE
ACCOUNT NUMBER      TC  AMOUNT         DATE    COID  L/A NO              AFTER         AFTER      AFTER        AFTER         AFTER        AFTER
0270007591234567    04     100.00     101078  0003  0002                 241.47        337.47        .00          .00          .00          .00
    .                                                                    341.47        437.47     100.00          .00          .00          .00
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*** END OF REPORT ***

٭٭٭٭ TRANSACTION						٭٭٭٭	٭٭٭٭ LADLQMST ٭٭٭٭	٭٭٭٭		LACLIENT		٭٭٭٭
							AMT DELQ BEFORE AFTER	CUR BAL BEFORE AFTER	R.C.C. BEFORE AFTER	N.R.C.C. BEFORE AFTER	FEE/COMM BEFORE AFTER	AMT COL BEFORE AFTER
ACCOUNT NUMBER	TC	AMOUNT	DATE	COID	L/A NO							
0270007591234567	01	300.00	111078	0003	0002		341.47	437.47	.00	.00	.00	.00
							41.47	137.47	.00	.00	.00	300.00

٭٭٭ END OF REPORT ٭٭٭

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****        TRANSACTION                    ****    ****    LADLQMST    ****  ****          LACLIENT              ****
                                                   AMT DELQ    CUR BAL   R.C.C.    N.R.C.C.   FEE/COMM   AMT COL
                                                   BEFORE      BEFORE    BEFORE    BEFORE     BEFORE     BEFORE
ACCOUNT NUMBER      TC  AMOUNT    DATE   COID  L/A NO  AFTER    AFTER     AFTER     AFTER      AFTER      AFTER
0263007561234567    04    50.55   081078 HOST  LA01    59.21    87.75      .00       .00        .00        .00
                                                      109.76   138.30    50.55       .00        .00        .00

0263007561234567    03    30.00   091078 HOST  LA01      .00      .00      .00       .00        .00        .00
                                                        .00      .00      .00     30.00        .00        .00

0263007561234567    02    30.00   101078 HOST  LA01   109.76   138.30      .00       .00        .00        .00
                                                       79.76   108.30      .00       .00        .00      30.00

0263007561234567    01    26.00   111078 HOST  LA01    79.76   108.30      .00       .00        .00        .00
                                                       53.76    82.30      .00       .00        .00      26.00

0263007561234567    05     5.10   121078 HOST  LA01      .00      .00      .00       .00        .00        .00
                                                        .00      .00      .00       .00       5.10        .00

0267317591234567    04    30.00   081078 HOST  0001    86.10   128.10      .00       .00        .00        .00
                                                      116.10   158.10    30.00       .00        .00        .00

0267317591234567    03    50.00   091078 HOST  0001      .00      .00      .00       .00        .00        .00
                                                        .00      .00      .00     50.00        .00        .00

0267317591234567    02    25.00   101078 HOST  0001   116.10   158.10      .00       .00        .00        .00
                                                       91.10   133.10      .00       .00        .00      25.00

0267317591234567    01    26.00   111078 HOST  0001    91.10   133.10      .00       .00        .00        .00
                                                       65.10   107.10      .00       .00        .00      26.00

0267317591234567    05     6.10   121078 HOST  0001      .00      .00      .00       .00        .00        .00
                                                        .00      .00      .00       .00       6.10        .00

0270007591234567    01   137.47   123178 0003  0002    41.47   137.47      .00       .00        .00        .00
                                                        .00      .00      .00       .00        .00     137.47

0270007591234567    05    75.00   123178 0003  0002      .00      .00      .00       .00        .00        .00
                                                        .00      .00      .00       .00      75.00        .00
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*** END OF REPORT ***

							LADLQMST			LACLIENT		
**** TRANSACTION					****	****	AMT DELQ BEFORE	CUR BAL BEFORE	R.C.C. BEFORE	N.R.C.C. BEFORE	FEE/COMM BEFORE	AMT CUL BEFORE
ACCOUNT NUMBER	TC	AMOUNT	DATE	COID	L/A NO		AFTER	AFTER	AFTER	AFTER	AFTER	AFTER
0270007591234567	05	75.00-	123178	0003	0002		.00	.00	.00	.00	75.00	.00
							.00	.00	.00	.00	.00	.00
0270007591234567	05	50.00	123178	0003	0002		.00	.00	.00	.00	.00	.00
							.00	.00	.00	.00	50.00	.00

*** END OF REPORT ***

ATTORNEY / AGENT # 0001

CUSTOMER NAME	ACCOUNT NUMBER	INDIRECT	DIRECT	BALANCE
BALVELT,HAROLD	0267317591234567	$25.00	$26.00	$107.10
TOTAL		$25.00	$26.00	$107.10

ATTORNEY / AGENT # 0002

CUSTOMER NAME	ACCOUNT NUMBER	INDIRECT	DIRECT	BALANCE
YOUNG,THEODORE D	0270007591234567	$30.00	$462.47	$.00
TOTAL		$30.00	$462.47	$.00

60475250 A   C-35

ATTORNEY / AGENT   # LA01

CUSTOMER NAME	ACCOUNT NUMBER	INDIRECT	DIRECT	BALANCE
CHAMBERS,LLOYD R	0263007561234567	$30.00	$26.00	$82.30
TOTAL		$30.00	$26.00	$82.30

	INDIRECT	DIRECT	BALANCE
GRAND TOTAL	$85.00	$514.47	$189.40

ATTORNEY / AGENT # 0001

CUSTOMER NAME	ACCOUNT NUMBER	DATE	AMOUNT	BALANCE
BALVELT,HAROLD	0267317591234567	11/10/78	$26.00	$107.10
TOTAL			$26.00	$107.10

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ATTORNEY / AGENT # 0002

CUSTOMER NAME	ACCOUNT NUMBER	DATE	AMOUNT	BALANCE
YOUNG,THEODORE O	0270007591234567	11/10/78	$300.00	
YOUNG,THEODORE O	0270007591234567	12/31/78	$137.47	
YOUNG,THEODORE O	0270007591234567	7/10/78	$25.00	$.00
TOTAL			$462.47	$.00

DIRECT PAYMENTS RECEIVED REPORT

ATTORNEY / AGENT # LA01

CUSTOMER NAME	ACCOUNT NUMBER	DATE	AMOUNT	BALANCE
CHAMBERS,LLOYD R	0263007561234567	11/10/78	$26.00	$82.30
TOTAL			$26.00	$82.30

60475250 A

	AMOUNT	BALANCE
GRAND TOTAL	$514.47	$189.40

LEGAL/AGENCY CLIENT EXTRACT PROGRAM

DATE	RCDS READ	ACTIVE	RCDS WRITTEN
011079	10	10	10

CUSTOMER NAME	ACCOUNT NUMBER	REFERRAL DATE	L/A CLIENT #	LAST BILLED BALANCE
CHAMBERS,LLOYD R	0263007561234567	6/10/78	LA01	$82.30
BALVELT,HAROLD	0267317591234567	6/10/78	0001	$107.10
YOUNG,THEODORE D	0270007591234567	6/10/78	0002	$.00
BECKER,ROBERT E	0273083321234567	0/00/00		$154.06
YOUNMANS,JOSEPHINE M	0276992191234567	0/00/00		$38.83
WILLIAMS,RICHARD L	0278634561234567	0/00/00		$166.74
MAYMES,DEMA	0282282291234567	0/00/00		$43.19
RANDALL,LEWIS W	0282798591234567	0/00/00		$97.85
PAGANO,JOHN A	0282990691234567	0/00/00		$309.87
JONES,PATRICIA A	0283219591234567	0/00/00		$.87

GRAND TOTALS:

NUMBER OF ACCOUNTS: 0010
BILLED BALANCE: $1,000.81

LEGAL & AGENCY SYSTEM
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INVENTORY REPORT
BY ATTORNEY/AGENCY

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L/A CLIENT # 0001

CUSTOMER NAME	ACCOUNT NUMBER	REFERRAL DATE	LAST BILLED BALANCE
BALVELT,HAROLD	0267317591234567	6/10/78	$107.10
TOTAL			$107.10

L/A CLIENT # 0002

CUSTOMER NAME	ACCOUNT NUMBER	REFERRAL DATE	LAST BILLED BALANCE
YOUNG,THEODORE D	0270007591234567	6/10/78	$.00
TOTAL			$.00

    L/A CLIENT # LA01

CUSTOMER NAME	ACCOUNT NUMBER	REFERRAL DATE	LAST BILLED BALANCE
CHAMBERS,LLOYD R	0263007561234567	6/10/78	$82.30
TOTAL			$82.30

TOTALS PAGE

CLIENT TYPE CODE	CLIENT TYPE DESCRIPTION	NUMBER OF ACCOUNTS	BILLED BALANCE
LA	ATTORNEY COLLECTION FIRM	0001	$82.30
AA	COLLECTION AGENCY	0000	$.00
00	IN-HOUSE COLLECTIONS	0002	$107.10
	- MISCELLANEOUS -	0000	$.00
GRAND TOTAL		0003	$189.40

L/A CLIENT # 0001   FIRM NAME: COLLECTION INVESTIGATION DEPT   FINANCIAL PERIOD: 12/78 -THRU- 06/78

	+----PLACEMENTS----+		+------COLLECTIONS-------+			+COMMS+	+--CLOSED--+	+-----ACTIVE------+		+-----COURT COSTS------+		
MM/YY	NO. ACCTS	AMOUNT ACCTS	AVERAGE BALANCE	AMOUNT COLLECTD	PER CENT	NO. PIF	AMOUNT PIF	AMOUNT EARNED	NO. ACCTS	AMOUNT ACCTS	NO. ACCTS	AMOUNT ACCTS	AVERAGE BALANCE	COSTS INCURRED	COSTS RECOVERABLE	PER CENT
12/78	000	0	0	0	.0%	000	0	6	000	0				0	0	.0%
11/78	000	0	0	26	.0%	000	0	0	000	0				0	0	.0%
10/78	000	0	0	25	.0%	000	0	0	000	0				0	0	.0%
09/78	000	0	0	0	.0%	000	0	0	000	0				50	0	.0%
08/78	000	0	0	0	.0%	000	0	0	000	0				30	30	100.0%
06/78	001	128	128	0	.0%	000	0	0	000	0				0	0	.0%
TOTAL	001	128	128	51	39.8%	000	0	6	000	0	1	128	128	80	30	37.5%

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LEGAL & AGENCY SYSTEM   LEGAL & AGENCY RECOVERY ANALYSIS   PAGE NO.   2
VERSION 3.0   RUN DATE: 1/10/79
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L/A CLIENT # 0002   FIRM NAME: FINANCIAL RECOVERY DEPT   FINANCIAL PERIOD: 12/78 -THRU- 06/78

MM/YY	PLACEMENTS			COLLECTIONS				COMMS	CLOSED		ACTIVE			COURT COSTS		
	NO. ACCTS	AMOUNT ACCTS	AVERAGE BALANCE	AMOUNT COLLECTD	PER CENT	NO. PIF	AMOUNT PIF	AMOUNT EARNED	NO. ACCTS	AMOUNT ACCTS	NO. ACCTS	AMOUNT ACCTS	AVERAGE BALANCE	COSTS INCURRED	COSTS RECOVERABLE	PER CENT
12/78	000	0	0	137	.0%	001	392	50	000	0				0	0	.0%
11/78	000	0	0	300	.0%	000	0	0	000	0				0	0	.0%
10/78	000	0	0	0	.0%	000	0	0	000	0				100	100	100.0%
09/78	000	0	0	0	.0%	000	0	0	000	0				30	0	.0%
08/78	000	0	0	30	.0%	000	0	0	000	0				0	0	.0%
07/78	000	0	0	25	.0%	000	0	0	000	0				0	0	.0%
06/78	001	392	392	0	.0%	000	0	0	000	0				0	0	.0%
TOTAL	001	392	392	492	125.4%	001	392	50	000	0	0	0	0	130	100	76.9%

L/A CLIENT # LA01   FIRM NAME: MARX & KRAMER, ATTYS   FINANCIAL PERIOD: 12/78 -THRU- 06/78

	◆----PLACEMENTS-----◆			◆-------COLLECTIONS--------◆				◆COMMS◆	◆--CLOSED--◆	◆------ACTIVE-------◆			◆------COURT COSTS-------◆		
MM/YY	NO. ACCTS	AMOUNT ACCTS	AVERAGE BALANCE	AMOUNT COLLECTD	PER CENT	NO. PIF	AMOUNT PIF	AMOUNT EARNED	NO. ACCTS	AMOUNT ACCTS	NO. ACCTS	AMOUNT ACCTS	AVERAGE BALANCE	COSTS INCURRED	COSTS RECOVERABLE	PER CENT
12/78	000	0	0	0	.0%	000	0	5	000	0				0	0	.0%
11/78	000	0	0	26	.0%	000	0	0	000	0				0	0	.0%
10/78	000	0	0	30	.0%	000	0	0	000	0				0	0	.0%
09/78	000	0	0	0	.0%	000	0	0	000	0				30	0	.0%
08/78	000	0	0	0	.0%	000	0	0	000	0				50	50	100.0%
06/78	001	87	87	0	.0%	000	0	0	000	0				0	0	.0%
TOTAL	001	87	88	56	63.8%	000	0	5	000	0	1	87	88	80	50	62.7%

						**** LADLQMST ****	****	**** LACLIENT	****
**** TRANSACTION				****	****	AMT DELQ CUR BAL R.C.C.	N.R.C.C. FEE/COMM	AMT COL	
						BEFORE BEFORE BEFORE	BEFORE BEFORE	BEFORE	
ACCOUNT NUMBER	TC	AMOUNT	DATE	COID	L/A NO	AFTER AFTER AFTER	AFTER AFTER	AFTER	
0263007561234567		000000000	012079	0003	AA01	REASSIGNMENT TRANS			
0267317591234567		000000000	012079	0003	AA01	REASSIGNMENT TRANS			
0273083321234567		000000000	012079	0003	0002	REASSIGNMENT TRANS			
0276992191234567		000000000	012079	0003	0002	REASSIGNMENT TRANS			
0278634561234567		000000000	012079	0003	0002	REASSIGNMENT TRANS			
0282282291234567		000000000	012079	0003	0002	REASSIGNMENT TRANS			
0282798591234567		000000000	012079	0003	0002	REASSIGNMENT TRANS			
0282990691234567		000000000	012079	0003	0002	REASSIGNMENT TRANS			
0283219591234567		000000000	012079	0003	0002	REASSIGNMENT TRANS			

*** END OF REPORT ***

ACCOUNT NUMBER	TC	AMOUNT	DATE	COID	L/A NO	AMT DELQ BEFORE AFTER	CUR BAL BEFORE AFTER	R.C.C. BEFORE AFTER	N.R.C.C. BEFORE AFTER	FEE/COMM BEFORE AFTER	AMT COL BEFORE AFTER
0263007561234567	04	40.00	011079	HOST	AA01	53.76 / 93.76	82.30 / 122.30	.00 / 40.00	.00 / .00	.00 / .00	.00 / .00
0263007561234567	03	35.00	021079	HOST	AA01	.00 / .00	.00 / .00	.00 / .00	.00 / 35.00	.00 / .00	.00 / .00
0263007561234567	02	27.00	031079	HOST	AA01	93.76 / 66.76	122.30 / 95.30	.00 / .00	.00 / .00	.00 / .00	.00 / 27.00
0263007561234567	01	28.00	041079	HOST	AA01	66.76 / 38.76	95.30 / 67.30	.00 / .00	.00 / .00	.00 / .00	.00 / 28.00
0263007561234567	04	45.00	051079	HOST	AA01	38.76 / 83.76	67.30 / 112.30	.00 / 45.00	.00 / .00	.00 / .00	.00 / .00
0263007561234567	02	29.00	061079	HOST	AA01	83.76 / 54.76	112.30 / 83.30	.00 / .00	.00 / .00	.00 / .00	.00 / 29.00
0263007561234567	01	30.00	071079	HOST	AA01	54.76 / 24.76	83.30 / 53.30	.00 / .00	.00 / .00	.00 / .00	.00 / 30.00
0263007561234567	01	53.30	081079	HOST	AA01	24.76 / .00	53.30 / .00	.00 / .00	.00 / .00	.00 / .00	.00 / 53.30
0263007561234567	05	25.25	081079	HOST	AA01	.00 / .00	.00 / .00	.00 / .00	.00 / .00	.00 / 25.25	.00 / .00
0267317591234567	04	41.00	011079	HOST	AA01	65.10 / 106.10	107.10 / 148.10	40.00 / 81.00	.00 / .00	.00 / .00	.00 / .00
0267317591234567	03	36.00	021079	HOST	AA01	.00 / .00	.00 / .00	.00 / .00	35.00 / 71.00	.00 / .00	.00 / .00
0267317591234567	02	28.00	031079	HOST	AA01	106.10 / 78.10	148.10 / 120.10	.00 / .00	.00 / .00	.00 / .00	27.00 / 55.00
0267317591234567	01	29.00	041079	HOST	AA01	78.10 / 49.10	120.10 / 91.10	.00 / .00	.00 / .00	.00 / .00	28.00 / 57.00
0267317591234567	04	46.00	051079	HOST	AA01	49.10 / 95.10	91.10 / 137.10	45.00 / 91.00	.00 / .00	.00 / .00	.00 / .00
0267317591234567	02	30.00	061079	HOST	AA01	95.10 / 65.10	137.10 / 107.10	.00 / .00	.00 / .00	.00 / .00	29.00 / 59.00
0267317591234567	01	31.00	071079	HOST	AA01	65.10 / 34.10	107.10 / 76.10	.00 / .00	.00 / .00	.00 / .00	30.00 / 61.00
0267317591234567	01	76.10	081079	HOST	AA01	34.10 / .00	76.10 / .00	.00 / .00	.00 / .00	.00 / .00	53.30 / 129.40
0267317591234567	05	26.26	081079	HOST	AA01	.00 / .00	.00 / .00	.00 / .00	.00 / .00	25.25 / 51.51	.00 / .00

							LADLQMST			LACLIENT		
TRANSACTION						****		**** ****				****
						AMT DELQ BEFORE AFTER	CUR BAL BEFORE AFTER	R.C.C. BEFORE AFTER	N.R.C.C. BEFORE AFTER	FEE/COMM BEFORE AFTER	AMT COL BEFORE AFTER	
ACCOUNT NUMBER	TC	AMOUNT	DATE	COID	L/A NO							
0270007591234567	01	30.00	081079	HOST	0002	.00 .00	.00 .00	.00 .00	.00 .00	.00 .00	.00 30.00	
0273083321234567	01	35.00	081079	HOST	0002	.00 .00	154.06 119.06	.00 .00	.00 .00	.00 .00	30.00 65.00	
0276992191234567	01	40.00	081079	HOST	0002	25.84 .00	38.83 .00	.00 .00	.00 .00	.00 .00	65.00 105.00	
0282282291234567	01	45.00	081079	HOST	0002	42.75 .00	43.19 .00	.00 .00	.00 .00	.00 .00	105.00 150.00	
0282798591234567	01	50.00	081079	HOST	0002	61.31 11.31	97.85 47.85	.00 .00	.00 .00	.00 .00	150.00 200.00	
0282990691234567	01	55.00	081079	HOST	0002	209.93 154.93	309.87 254.87	.00 .00	.00 .00	.00 .00	200.00 255.00	
0283219591234567	01	60.00	081079	HOST	0002	.00 .00	.87 .00	.00 .00	.00 .00	.00 .00	255.00 315.00	

**** END OF REPORT ****

ATTORNEY / AGENT # 0002

CUSTOMER NAME	ACCOUNT NUMBER	INDIRECT	DIRECT	BALANCE
MAYMES,DEMA	0282282291234567	$.00	$45.00	$.00
YOUNG,THEODORE D	0270007591234567	$.00	$30.00	$.00
YOUNMANS,JOSEPHINE M	0276992191234567	$.00	$40.00	$.00
BECKER,ROBERT E	0273083321234567	$.00	$35.00	$119.06
JONES,PATRICIA A	0283219591234567	$.00	$60.00	$.00
PAGANO,JOHN A	0282990691234567	$.00	$55.00	$254.87
RANDALL,LEWIS W	0282798591234567	$.00	$50.00	$47.85
TOTAL		$.00	$315.00	$421.78

ATTORNEY / AGENT   # AA01

CUSTOMER NAME	ACCOUNT NUMBER	INDIRECT	DIRECT	BALANCE
BALVELT,HAROLD	0267317591234567	$28.00	$.00	$.00
CHAMBERS,LLOYD R	0263007561234567	$27.00	$28.00	$.00
BALVELT,HAROLD	0267317591234567	$30.00	$29.00	$.00
CHAMBERS,LLOYD R	0263007561234567	$29.00	$30.00	$.00
BALVELT,HAROLD	0267317591234567	$.00	$107.10	$.00
CHAMBERS,LLOYD R	0263007561234567	$.00	$53.30	$.00
TOTAL		$114.00	$247.40	$,00

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COMPLETE PAYMENTS RECEIVED REPORT

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	INDIRECT	DIRECT	BALANCE
GRAND TOTAL	$114.00	$562.40	$421.78

ATTORNEY / AGENT # 0002

CUSTOMER NAME	ACCOUNT NUMBER	DATE	AMOUNT	BALANCE
MAYMES,DEMA	0282282291234567	8/10/79	$45.00	$.00
YOUNG,THEODORE D	0270007591234567	8/10/79	$30.00	$.00
YOUNMANS,JOSEPHINE M	0276992191234567	8/10/79	$40.00	$.00
BECKER,ROBERT E	0273083321234567	8/10/79	$35.00	$119.06
JONES,PATRICIA A	0283219591234567	8/10/79	$60.00	$.00
PAGANO,JOHN A	0282990691234567	8/10/79	$55.00	$254.87
RANDALL,LEWIS W	0282798591234567	8/10/79	$50.00	$47.85
TOTAL			$315.00	$421.78

LEGAL & AGENCY SYSTEM
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SYSTEM VERIFICATION

DIRECT PAYMENTS' RECEIVED REPORT

PAGE NO. 2
RUN DATE: 8/10/79

ATTORNEY / AGENT # AA01

CUSTOMER NAME	ACCOUNT NUMBER	DATE	AMOUNT	BALANCE
CHAMBERS,LLOYD R	0263007561234567	4/10/79	$28.00	$.00
BALVELT,HAROLD	0267317591234567	4/10/79	$29.00	$.00
CHAMBERS,LLOYD R	0263007561234567	7/10/79	$30.00	$.00
BALVELT,HAROLD	0267317591234567	7/10/79	$31.00	
BALVELT,HAROLD	0267317591234567	8/10/79	$76.10	$.00
CHAMBERS,LLOYD R	0263007561234567	8/10/79	$53.30	$.00
TOTAL			$247.40	$.00

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LEGAL AND AGENCY SYSTEM
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LEGAL/AGENCY CLIENT EXTRACT PROGRAM

DATE	RCDS READ	ACTIVE	RCDS WRITTEN
081079	10	10	10

	AMOUNT	BALANCE
GRAND TOTAL	$562.40	$421.78

CUSTOMER NAME	ACCOUNT NUMBER	REFERRAL DATE	L/A CLIENT #	LAST BILLED BALANCE
CHAMBERS,LLOYD R	0263007561234567	1/20/79	AA01	$.00
BALVELT,HAROLD	0267317591234567	1/20/79	AA01	$.00
YOUNG,THEODORE D	0270007591234567	6/10/78	0002	$.00
BECKER,ROBERT E	0273083321234567	1/20/79	0002	$119.06
YOUNMANS,JOSEPHINE M	0276992191234567	1/20/79	0002	$.00
WILLIAMS,RICHARD L	0278634561234567	1/20/79	0002	$166.74
MAYMES,DEMA	0282282291234567	1/20/79	0002	$.00
RANDALL,LEWIS W	0282798591234567	1/20/79	0002	$47.85
PAGANO,JOHN A	0282990691234567	1/20/79	0002	$254.87
JONES,PATRICIA A	0283219591234567	1/20/79	0002	$.00

GRAND TOTALS:

NUMBER OF ACCOUNTS: 0010
BILLED BALANCE: $588.52

L/A CLIENT # 0002

CUSTOMER NAME	ACCOUNT NUMBER	REFERRAL DATE	LAST BILLED BALANCE
BECKER,ROBERT E	0273083321234567	1/20/79	$119.06
YOUNG,THEODORE D	0270007591234567	6/10/78	$.00
RANDALL,LEWIS W	0282798591234567	1/20/79	$47.85
PAGANO,JOHN A	0282990691234567	1/20/79	$254.87
JONES,PATRICIA A	0283219591234567	1/20/79	$.00
WILLIAMS,RICHARD L	0278634561234567	1/20/79	$166.74
MAYMES,DEMA	0282282291234567	1/20/79	$.00
YOUNMANS,JOSEPHINE M	0276992191234567	1/20/79	$.00

TOTAL $588.52

    L/A CLIENT # AA01

CUSTOMER NAME	ACCOUNT NUMBER	REFERRAL DATE	LAST BILLED BALANCE
BALVELT,HAROLD	0267317591234567	1/20/79	$.00
CHAMBERS,LLOYD R	0263007561234567	1/20/79	$.00
TOTAL			$.00

LEGAL & AGENCY SYSTEM
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INVENTORY REPORT
BY ATTORNEY/AGENCY

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TOTALS PAGE

CLIENT TYPE CODE	CLIENT TYPE DESCRIPTION	NUMBER OF ACCOUNTS	BILLED BALANCE
LA	ATTORNEY COLLECTION FIRM	0000	$.00
AA	COLLECTION AGENCY	0002	$.00
00	IN-HOUSE COLLECTIONS	0008	$588.52
	- MISCELLANEOUS -	0000	$.00
GRAND TOTAL		0010	$588.52

L/A CLIENT # 0001   FIRM NAME: COLLECTION INVESTIGATION DEPT   FINANCIAL PERIOD: 01/79 -THRU- 09/78

	+----PLACEMENTS----+		+-------COLLECTIONS-------+			+COMMS+	+--CLOSED--+	+------ACTIVE-------+		+------COURT COSTS------+	
MM/YY	NO. ACCTS	AMOUNT ACCTS	AVERAGE BALANCE	AMOUNT COLLECTD	PER CENT	NO. PIF	AMOUNT PIF	AMOUNT EARNED	NO. ACCTS	AMOUNT ACCTS	NO. ACCTS	AMOUNT ACCTS	AVERAGE BALANCE	COSTS INCURRED	COSTS RECOVERABLE	PER CENT
01/79	000	0	0	0	.0%	000	0	0	001	107				0	0	.0%
12/78	000	0	0	0	.0%	000	0	6	000	0				0	0	.0%
11/78	000	0	0	26	.0%	000	0	0	000	0				0	0	.0%
10/78	000	0	0	25	.0%	000	0	0	000	0				0	0	.0%
09/78	000	0	0	0	.0%	000	0	0	000	0				50	0	.0%
TOTAL	000	0	0	51	.0%	000	0	6	001	107	1-	107	107	50	0	.0%

L/A CLIENT # 0002   FIRM NAME: FINANCIAL RECOVERY DEPT   FINANCIAL PERIOD: 08/79 -THRU- 09/78

	+----PLACEMENTS----+		+-------COLLECTIONS-------+			+COMMS+	+--CLOSED--+	+------ACTIVE------+		+------COURT COSTS------+	
MM/YY	NO. ACCTS	AMOUNT ACCTS	AVERAGE BALANCE	AMOUNT COLLECTD	PER CENT	NO. PIF	AMOUNT PIF	AMOUNT EARNED	NO. ACCTS	AMOUNT ACCTS	NO. ACCTS	AMOUNT ACCTS	AVERAGE BALANCE	COSTS INCURRED	COSTS RECOVERABLE	PER CENT
08/79	000	0	0	315	.0%	004	475	0	000	0				0	0	.0%
01/79	007	811	116	0	.0%	000	0	0	000	0				0	0	.0%
12/78	000	0	0	137	.0%	001	392	50	000	0				0	0	.0%
11/78	000	0	0	300	.0%	000	0	0	000	0				0	0	.0%
10/78	000	0	0	0	.0%	000	0	0	000	0				100	100	100.0%
09/78	000	0	0	0	.0%	000	0	0	000	0				30	0	.0%
TOTAL	007	811	116	752	92.7%	005	867	50	000	0	2	56	28	130	100	76.9%

L/A CLIENT # AA01   FIRM NAME: FINANCIAL CONSULTANTS   FINANCIAL PERIOD: 08/79 -THRU- 01/79

	◆----PLACEMENTS----◆			◆-------COLLECTIONS-------◆				◆COMMS◆	◆--CLOSED--◆	◆------ACTIVE-------◆			◆------COURT COSTS-------◆		
MM/YY	NO. ACCTS	AMOUNT ACCTS	AVERAGE BALANCE	AMOUNT COLLECTD	PER CENT	NO. PIF	AMOUNT PIF	AMOUNT EARNED	NO. ACCTS	AMOUNT ACCTS	NO. ACCTS	AMOUNT ACCTS	AVERAGE BALANCE	COSTS INCURRED	COSTS RECOVERABLE	PER CENT
08/79	000	0	0	129	.0%	002	189	51	000	0				0	0	.0%
07/79	000	0	0	61	.0%	000	0	0	000	0				0	0	.0%
06/79	000	0	0	59	.0%	000	0	0	000	0				0	0	.0%
05/79	000	0	0	0	.0%	000	0	0	000	0				91	91	100.0%
04/79	000	0	0	57	.0%	000	0	0	000	0				0	0	.0%
03/79	000	0	0	55	.0%	000	0	0	000	0				0	0	.0%
02/79	000	0	0	0	.0%	000	0	0	000	0				71	0	.0%
01/79	002	189	95	0	.0%	000	0	0	000	0				81	81	100.0%
TOTAL	002	189	95	361	190.8%	002	189	51	000	0	0	0	0	243	172	70.7%

L/A CLIENT # LA01   FIRM NAME: MARX & KRAMER, ATTYS   FINANCIAL PERIOD: 01/79 -THRU- 09/78

	----PLACEMENTS----			*------COLLECTIONS------*				*COMMS*	*--CLOSED--*	*------ACTIVE------*				*------COURT COSTS------*		
MM/YY	NO. ACCTS	AMOUNT ACCTS	AVERAGE BALANCE	AMOUNT COLLECTD	PER CENT	NO. PIF	AMOUNT PIF	AMOUNT EARNED	NO. ACCTS	AMOUNT ACCTS	NO. ACCTS	AMOUNT ACCTS	AVERAGE BALANCE	COSTS INCURRED	COSTS RECOVERABLE	PER CENT
01/79	000	0	0	0	.0%	000	0	0	001	82				0	0	.0%
12/78	000	0	0	0	.0%	000	0	5	000	0				0	0	.0%
11/78	000	0	0	26	.0%	000	0	0	000	0				0	0	.0%
10/78	000	0	0	30	.0%	000	0	0	000	0				0	0	.0%
09/78	000	0	0	0	.0%	000	0	0	000	0				30	0	.0%
TOTAL	000	0	0	56	.0%	000	0	5	001	82	1-	82	82	30	0	.0%

CLIENT # LA01   DATE INACTIVE 08/10/79

FIRM NAME   MARX & KRAMER, ATTYS   CURRENT COMMISSION RATE   012
FIRM ADDRESS 1   3333 THIRD STREET   PREVIOUS COMMISSION RATE
FIRM ADDRESS 2   SAN DIEGO, CALIF   DATE LAST UPDATED   12/31/78
CONTACT NAME   ** CLIENT INACTIVATED 08/10/79   COMMISSION LAG
PHONE NUMBER   714/333-4444   EXT: 5555

HISTORY MM/YY	# ACT	AMT ACT	AMT COLL	# PIF	AMT PIF	# CLD	AMT CLD	# ACT	AMT ACT	COURT COSTS	NR COURT COSTS	COMM EARNED
01 79						001	82.30					
12 78												5.10
11 78			26.00									
10 78			30.00									
09 78											30.00	
SUMMARY	000	0.00	56.00	000	0.00	001	82.30	00J	82.30-	0.00	30.00	5.10

          COLLECTOR: COLLECTOR2

            ACCT NO   FIELD CODE-SCREEN   NEW DATA   OLD DATA

    0273083321234567   01   BORROWER   1111 FIRST STREET   9999 Z ST
    0273083321234567   03   BORROWER   SAN DIEGO,CA   HOME TOWN, USA
    0273083321234567   04   BORROWER   92117   99999
    0202990691234567   01   BORROWER   2222 SECOND STREET   9999 Z ST
    0202990691234567   03   BORROWER   LA JOLLA,CA   HOME TOWN, USA
    0202990691234567   04   BORROWER   92119   99999
    0202990691234567   05   BORROWER   7145718900   7775551212

TIME USAGE REPORT
AS OF: 9/10/80

COLLECTOR: COLLECTOR2

ACCOUNT NUMBER	START TIME	STOP TIME	ELAP TIME	NEXT CONTACT	ACT CDE	RES CDE	LTR CDE	COMMENT
0278634561234567	10:39	10:39	:01	11/01/77	A3	R1		LAWYER HAS BEEN NOTIFIED
0282990691234567	10:39	10:39	:01	11/04/77	A3	R1		NEW ADDRESS FROM CLIENT

TOTALS-	TIME	:02
	ACCOUNTS	2

*** END OF REPORT ***

COLLECTOR NAME	A1	A2	A3	A4	SR	**	**	ACTIONS **	**	**	**	**	**	**	**	**	TOTAL
COLLECTOR2			2															2
TOTALS			2															2

                                                           RESULTS
COLLECTOR NAME   BZ   PP   R1   R2   R3   R4   **   **   **   **   **   **   **   **   **   TOTAL

   COLLECTOR2   2   2

          TOTALS   2   2

                                   *** END OF REPORT ***

THE FOLLOWING IS A SUMMARY OF THE NUMBER OF
ACCOUNTS WITH XXX NUMBER OF ACTIVITY BLOCKS

```
        2 ACCOUNTS WITH    1 ACTIVITY BLOCKS
        0 ACCOUNTS WITH    2 ACTIVITY BLOCKS
        0 ACCOUNTS WITH    3 ACTIVITY BLOCKS
        0 ACCOUNTS WITH    4 ACTIVITY BLOCKS
        0 ACCOUNTS WITH    5 ACTIVITY BLOCKS
        0 ACCOUNTS WITH    6 ACTIVITY BLOCKS
        0 ACCOUNTS WITH    7 ACTIVITY BLOCKS
        0 ACCOUNTS WITH    8 ACTIVITY BLOCKS
        0 ACCOUNTS WITH    9 ACTIVITY BLOCKS
        0 ACCOUNTS WITH   10 ACTIVITY BLOCKS
        0 ACCOUNTS WITH  >10 ACTIVITY BLOCKS
```

QUEUE	TYPE CODE	ACCOUNT	NAME	DELQ DATE	PAST DUE AMOUNT	DAYS DELQ	STATUS CODE	CURRENT PAYOFF	CURRENT BALANCE	DATE LAST UPD A/R
0001	02	0263007561234567	CHAMBERS,LLOYD R	7/23/77	.00	367		.00	87,75	6/10/78

	NO. ACCOUNTS	PAST DUE AMT	CURR PAYOFF AMT	CURR BALANCE
** TYPE CODE TOTALS **	1	.00	.00	87.75

QUEUE	TYPE CODE	ACCOUNT	NAME	DELQ DATE	PAST DUE AMOUNT	DAYS DELQ	STATUS CODE	CURRENT PAYOFF	CURRENT BALANCE	DATE LAST UPD A/R
0001	03	0282798591234567	RANDALL,LEWIS W	4/16/77	11.31	303		47.85	97.85	6/10/78

	NO. ACCOUNTS	PAST DUE AMT	CURR PAYOFF AMT	CURR BALANCE
** TYPE CODE TOTALS **	1	11.31	47.85	97,85

	NO. ACCOUNTS	PAST DUE AMT	CURR PAYOFF AMT	CURR BALANCE
**** QUEUE TOTALS ****	2	11.31	47.85	185.60

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ELIGIBLE FOR WRITE-OFF
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QUEUE	TYPE CODE	ACCOUNT	NAME	DELQ DATE	PAST DUE AMOUNT	DAYS DELQ	STATUS CODE	CURRENT PAYOFF	CURRENT BALANCE	DATE LAST UPD A/R
0002	02	0278634561234567	WILLIAMS,RICHARD L	5/18/77	125.40	108		166.74	166.74	6/10/78

	NO. ACCOUNTS	PAST DUE AMT	CURR PAYOFF AMT	CURR BALANCE
** TYPE CODE TOTALS **	1	125.40	166.74	166.74

QUEUE	TYPE CODE	ACCOUNT	NAME	DELQ DATE	PAST DUE AMOUNT	DAYS DELQ	STATUS CODE	CURRENT PAYOFF	CURRENT BALANCE	DATE LAST UPD A/R
0002	03	0282990691234567	PAGANO,JOHN A	8/26/77	154.93	520		254.87	309.87	6/10/78

	NO. ACCOUNTS	PAST DUE AMT	CURR PAYOFF AMT	CURR BALANCE
** TYPE CODE TOTALS **	1	154.93	254.87	309.87
**** QUEUE TOTALS ****	2	280.33	421.61	476.61

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QUEUE	TYPE CODE	ACCOUNT	NAME	DELQ DATE	PAST DUE AMOUNT	DAYS DELQ	STATUS CODE	CURRENT PAYOFF	CURRENT BALANCE	DATE LAST UPD A/R
0004	05	0270007591234567	YOUNG,THEODORE D	8/30/77	.00	492		.00	392.47	6/10/78

	NO.ACCOUNTS	PAST DUE AMT	CURR PAYOFF AMT	CURR BALANCE
** TYPE CODE TOTALS **	1	.00	.00	392.47

	NO. ACCOUNTS	PAST DUE AMT	CURR PAYOFF AMT	CURR BALANCE
**** QUEUE TOTALS ****	1	.00	.00	392.47

```
                   0263007561234567          AMOUNT DELQ                .00        PAYOFF/TOTAL DUE            .00
CHAMBERS,LLOYD R                              DELQ DATE              7/23/77        CONTACT DATE          10/31/77
9999 Z ST                                     HOME PHONE & EXT. 777-555-1212-0000  PRIORITY                  2000
                                              BUS. NAME         BUSY TOWN INC
HOME TOWN, USA          99999                 BUS. PHONE & EXT. 777-555-1212-0000
   DATE    ACTION    RESULT   LETTER   COLLECTOR-ID     ***** COMMENTS *****



             *********************************************************************************
                   0276992191234567          AMOUNT DELQ                .00        PAYOFF/TOTAL DUE            .00
YOUNMANS,JOSEPHINE M                          DELQ DATE              9/12/77        CONTACT DATE          11/01/77
9999 Z ST                                     HOME PHONE & EXT. 777-555-1212-0000  PRIORITY                  2000
                                              BUS. NAME           NY TEL.
HOME TOWN, USA          99999                 BUS. PHONE & EXT. 777-555-1212-0000
   DATE    ACTION    RESULT   LETTER   COLLECTOR-ID     ***** COMMENTS *****



             *********************************************************************************
                   0282282291234567          AMOUNT DELQ                .00        PAYOFF/TOTAL DUE            .00
MAYMES,DEMA                                   DELQ DATE             10/18/77        CONTACT DATE          11/02/77
9999 Z ST                                     HOME PHONE & EXT. 777-555-1212-0000  PRIORITY                  2000
                                              BUS. NAME         PROVIDENCE HOSP
HOME TOWN, USA          99999                 BUS. PHONE & EXT. 777-555-1212-0000
   DATE    ACTION    RESULT   LETTER   COLLECTOR-ID     ***** COMMENTS *****



             *********************************************************************************
                   0282798591234567          AMOUNT DELQ              11.31        PAYOFF/TOTAL DUE          47.85
RANDALL,LEWIS W                               DELQ DATE              4/16/77        CONTACT DATE          11/15/77
9999 Z ST                                     HOME PHONE & EXT. 777-555-1212-0000  PRIORITY                  2000
                                              BUS. NAME         BUSY TOWN INC
HOME TOWN, USA          99999                 BUS. PHONE & EXT. 777-555-1212-0000
   DATE    ACTION    RESULT   LETTER   COLLECTOR-ID     ***** COMMENTS *****
11/01/77   A2       R2                        LOWE



             *********************************************************************************
*****       4 ACCOUNTS ASSIGNED TO QUEUE  0001
```

```
                        0273083321234567        AMOUNT DELQ                .00        PAYOFF/TOTAL DUE         119.06
BECKER,ROBERT E                                 DELQ DATE              6/08/77        CONTACT DATE            11/01/77
1111 FIRST STREET                               HOME PHONE & EXT. 777-555-1212-0000  PRIORITY                    2000
                                                BUS. NAME          BUSY TOWN INC
SAN DIEGO,CA            92117                    BUS. PHONE & EXT. 777-555-1212-0000
   DATE   ACTION    RESULT   LETTER   COLLECTOR-ID   *****  COMMENTS  *****


         ***********************************************************************************************
                        0278634561234567        AMOUNT DELQ             125.40        PAYOFF/TOTAL DUE         166.74
WILLIAMS,RICHARD L                              DELQ DATE              5/18/77        CONTACT DATE            11/01/77
9999 Z ST                                       HOME PHONE & EXT. 777-555-1212-0000  PRIORITY                    2000
                                                BUS. NAME          BUSY TOWN INC
HOME TOWN, USA         99999                    BUS. PHONE & EXT. 777-555-1212-0000
   DATE   ACTION    RESULT   LETTER   COLLECTOR-ID   *****  COMMENTS  *****
  9/10/80   A3        R1                 COLL   LAWYER HAS BEEN NOTIFIED


         ***********************************************************************************************
                        0282990691234567        AMOUNT DELQ             154.93        PAYOFF/TOTAL DUE         254.87
PAGANO,JOHN A                                   DELQ DATE              8/26/77        CONTACT DATE            11/04/77
2222 SECOND ST                                  HOME PHONE & EXT. 714-571-8900-0000  PRIORITY                    2000
                                                BUS. NAME          BUSY TOWN INC
LA JOLLA,CA            92119                     BUS. PHONE & EXT. 777-555-1212-0000
   DATE   ACTION    RESULT   LETTER   COLLECTOR-ID   *****  COMMENTS  *****
  9/10/80   A3        R1                 COLL   NEW ADDRESS FROM CLIENT


         ***********************************************************************************************
                        0267317591234567        AMOUNT DELQ                .00        PAYOFF/TOTAL DUE            .00
BALVELT,HAROLD                                  DELQ DATE              5/01/77        CONTACT DATE            11/08/77
9999 Z ST                                       HOME PHONE & EXT. 777-555-1212-0000  PRIORITY                    2000
                                                BUS. NAME          BUSY TOWN INC
HOME TOWN, USA         99999                    BUS. PHONE & EXT. 777-555-1212-0000
   DATE   ACTION    RESULT   LETTER   COLLECTOR-ID   *****  COMMENTS  *****


         ***********************************************************************************************
  *****       4 ACCOUNTS ASSIGNED TO QUEUE  0002
```

                    0283219591234567   AMOUNT DELQ   .00   PAYOFF/TOTAL DUE   .00
JONES,PATRICIA A   DELQ DATE   5/28/77   CONTACT DATE   11/01/77
9999 Z ST   HOME PHONE & EXT. 777-555-1212-0000   PRIORITY   2000
                                               BUS. NAME   CITIBANK
HOME TOWN, USA   99999   BUS. PHONE & EXT. 777-555-1212-0000
   DATE   ACTION   RESULT   LETTER   COLLECTOR-ID   ***** COMMENTS *****

        ****
                    0270007591234567   AMOUNT DELQ   .00   PAYOFF/TOTAL DUE   .00
YOUNG,THEODORE D   DELQ DATE   8/30/77   CONTACT DATE   11/05/77
9999 Z ST   HOME PHONE & EXT. 777-555-1212-0000   PRIORITY   2000
                                               BUS. NAME   TOWN OF GREENBURGH
HOME TOWN, USA   99999   BUS. PHONE & EXT. 777-555-1212-0000
   DATE   ACTION   RESULT   LETTER   COLLECTOR-ID   ***** COMMENTS *****

        ****
*****   2 ACCOUNTS ASSIGNED TO QUEUE   0004

***** TOTAL ACCOUNTS ASSIGNED: 10 *****

- END OF REPORT -

LEGAL AND AGENCY SYSTEM   ACCOUNT SUMMARY LIST REPORT   PAGE   1
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ACCOUNT NUMBER	BORROWERS NAME	DELINQUENT DATE	DELINQUENT AMOUNT	CURRENT PAYOFF	QUEUE	PROMISED DATE	TO PAY AMOUNT	NEXT CONTACT	REVIE CODE
0263007561234567	CHAMBERS,LLOYD R	07/23/77	0.00	0.00	0001			10/31/77	
0267311591234567	BALVELT,HAROLD	05/01/77	0.00	0.00	0002			11/08/77	
0270007591234567	YOUNG,THEODORE D	08/30/77	0.00	0.00	0004			11/05/77	
0273083321234567	BECKER,ROBERT E	06/08/77	0.00	119.06	0002			11/01/77	
0276992191234567	YOUNMANS,JOSEPHINE M	09/12/77	0.00	0.00	0001			11/01/77	
0278634561234567	WILLIAMS,RICHARD L	05/18/77	125.40	166.74	0002			11/01/77	
0282282291234567	MAYMES,DEMA	10/18/77	0.00	0.00	0001			11/02/77	
0282798591234567	RANDALL,LEWIS W	04/16/77	11.31	47.85	0001			11/15/77	
0282990691234567	PAGANO,JOHN A	08/26/77	154.93	254.87	0002			11/04/77	
0283219591234567	JONES,PATRICIA A	05/28/77	0.00	0.00	0004			11/01/77	

```
              TOTALS
              NUMBER OF ACCOUNTS              10
              DELINQUENT AMOUNT           291.64
              CURRENT PAY OFF             588.52
```

                              END OF REPORT

						ACTIONS											
COLLECTOR NAME	A1	A2	A3	A4	SR	**	**	**	**	**	**	**	**	**	**	**	TOTAL
COLLECTOR2			2														2
TOTALS			2														2

                                                        RESULTS
COLLECTOR NAME	BZ	PP	R1	R2	R3	R4	**	**	**	**	**	**	**	**	**	TOTAL
COLLECTOR2			2													2
TOTALS			2													2

*** END OF REPORT ***

LEGAL AND AGENCY SYSTEM   MONTHLY
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COLLECTOR NAME	A1	A2	A3	A4	SR	**	**	**	**	**	**	**	**	**	**	**	TOTAL
								ACTIONS									
COLLECTOR2			2															2
TOTALS			2															2

| | | | | | | | RESULTS | | | | | | | | | |
COLLECTOR NAME	BZ	PP	R1	R2	R3	R4	**	**	**	**	**	**	**	**	**	TOTAL
COLLECTOR2			2													2
TOTALS			2													2

*** END OF REPORT ***

LEGAL AND AGENCY SYSTEM
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SYSTEM VERIFICATION

QUEUE LOADING REPORT
AS OF: 09/10/80

PAGE: 1

QUEUE	<0	0	1	NEXT CONTACT DATE AGE 2	3	>3	TOTALS
0001	0	0	0	0	0	4	4
0002	0	0	0	0	0	4	4
0004	0	0	0	0	0	2	2
TOTALS	0	0	0	0	0	10	10

LEGAL AND AGENCY SYSTEM   COLLECTORS' CHANGES TO ACCOUNTS   PAGE   1
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COLLECTOR: COLLECTOR2

ACCT NO	FIELD CODE-SCREEN	NEW DATA	OLD DATA
0273083321234567	01 BORROWER	1111 FIRST STREET	9999 Z ST
0273083321234567	03 BORROWER	SAN DIEGO,CA	HOME TOWN, USA
0273083321234567	04 BORROWER	92117	99999
0282990691234567	01 BORROWER	2222 SECOND STREET	9999 Z ST
0282990691234567	03 BORROWER	LA JOLLA,CA	HOME TOWN, USA
0282990691234567	04 BORROWER	92119	99999
0282990691234567	05 BORROWER	7145718900	7775551212

MANUAL TITLE Cybercredit Collection System (CCS) Version 3 Installation Test Kit

PUBLICATION NO. _____60475250_____ REVISION _____A_____

FROM   NAME: _____

           BUSINESS
           ADDRESS: _____

COMMENTS: This form is not intended to be used as an order blank. Your evaluation of this manual will be welcomed
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          be made below. Please include page number.

||| |||

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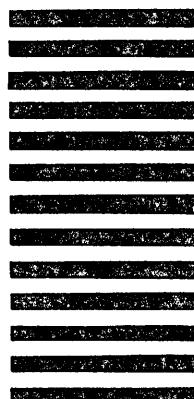
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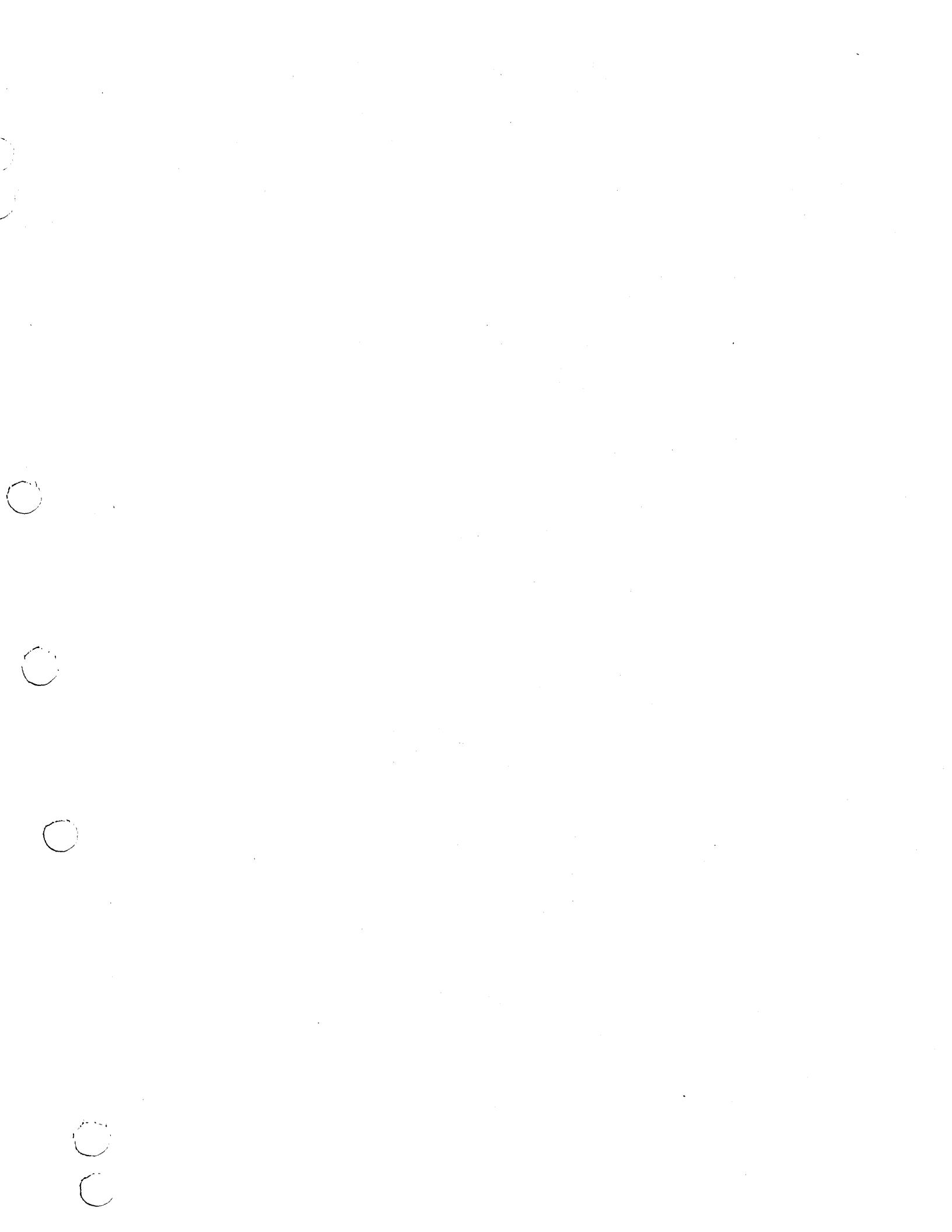
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