



# CASE MANAGER 5.2 - IMPORT UTILITY

USER MANUAL

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# SECTION 1 OVERVIEW AND PURPOSE

The Import Utility was created to easily and efficiently import external data into your Case Manager Solution. Case Manager is the core technology platform on which your Case Manager Solution operates. The type of data that can be imported includes: new Cases, transactions like Payments, Journals, Interest, Costs, Reversals, PTPs, Write-Off/Archive/Un-Archive actions or reversals of previous imports.

This user manual will provide an overview of how the Import Utility works and how you can import various types of data into your Case Manager solution. The process of importing data using the Import Utility involves:

- Creating a new Interface (Cases, Payments, Journals, Interest, Costs, Reversals, PTPs, Write-Off/Archive/Un-Archive);
- Setting up Criteria for the Interface to specify how the import should be executed;
- Specifying the Columns for the Interface to link the spreadsheet column fields with the corresponding Case Manager fields.

# SECTION 2 IMPORT UTILITY INSTALLATION

You can install the Import Utility directly from the **Tools** menu item in your Case Manager Solution:

- Login to your Case Manager Solution;
- Click Tools > External Applications > Import Utility (Figure 1);
- Click **Install** on the Import Utility Installation Window and allow the installation to complete (Figure 2);
- The Import Utility login screen will open when the installation is complete.

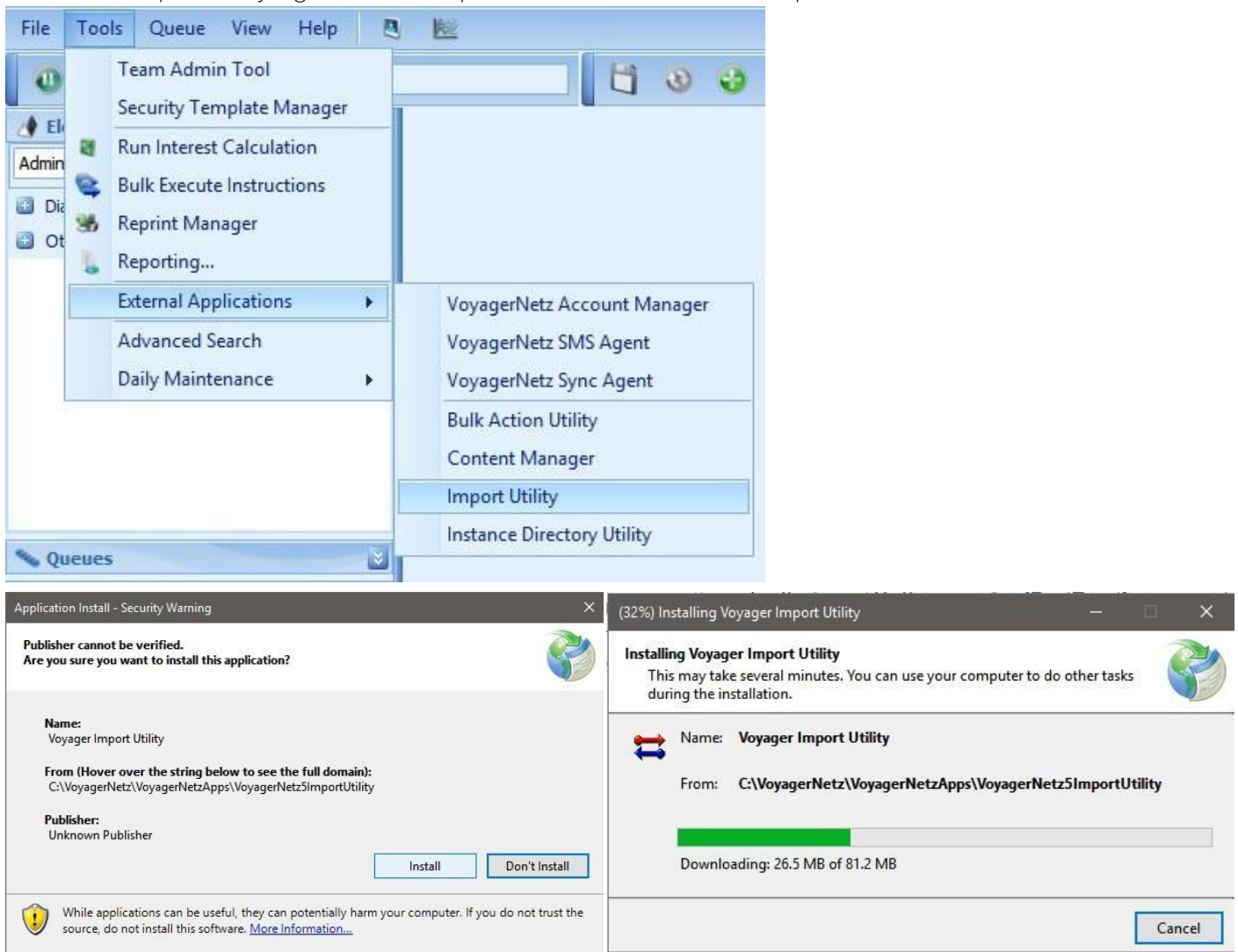


Figure 1: Case Manager Import Utility installation windows.

Figure 2: Tools > External Applications > Import Utility.

## SECTION 3 GETTING STARTED

This manual assumes that you are completely familiar with Case Manager and that it has already been successfully installed. If you would like help in that regard, please consult the Installation Guide.

### LOGGING IN

When you start the Import Utility, the User Login screen is displayed:

If you do not see your name listed here, you do not have the privilege to use the Import Utility. Please contact your System Administrator to give you the necessary access.

Click on your username, type in the correct password and click **OK** to log in to the Import Utility.

### IMPORT UTILITY MAIN SCREEN

After successfully logging in, the Import Utility main screen is displayed (Figure 4). Here you can:

- Add and specify Criteria and Columns for new Interfaces;
- Change existing Interfaces;
- Remove Interfaces;
- Delete History to clear the database;
- Add Notes to a Cases Interface;
- Run Interfaces;
- Schedule the automatic run of Interfaces;
- Check and correct data errors with the Interface Interim.

To select an Interface you have previously created, click the dropdown arrow in the **Interface** field and choose the one you'd like to work with. All the settings and criteria for that Interface will then be displayed.

The following section will explain all of the above-mentioned actions and functions for adding a new Interface.

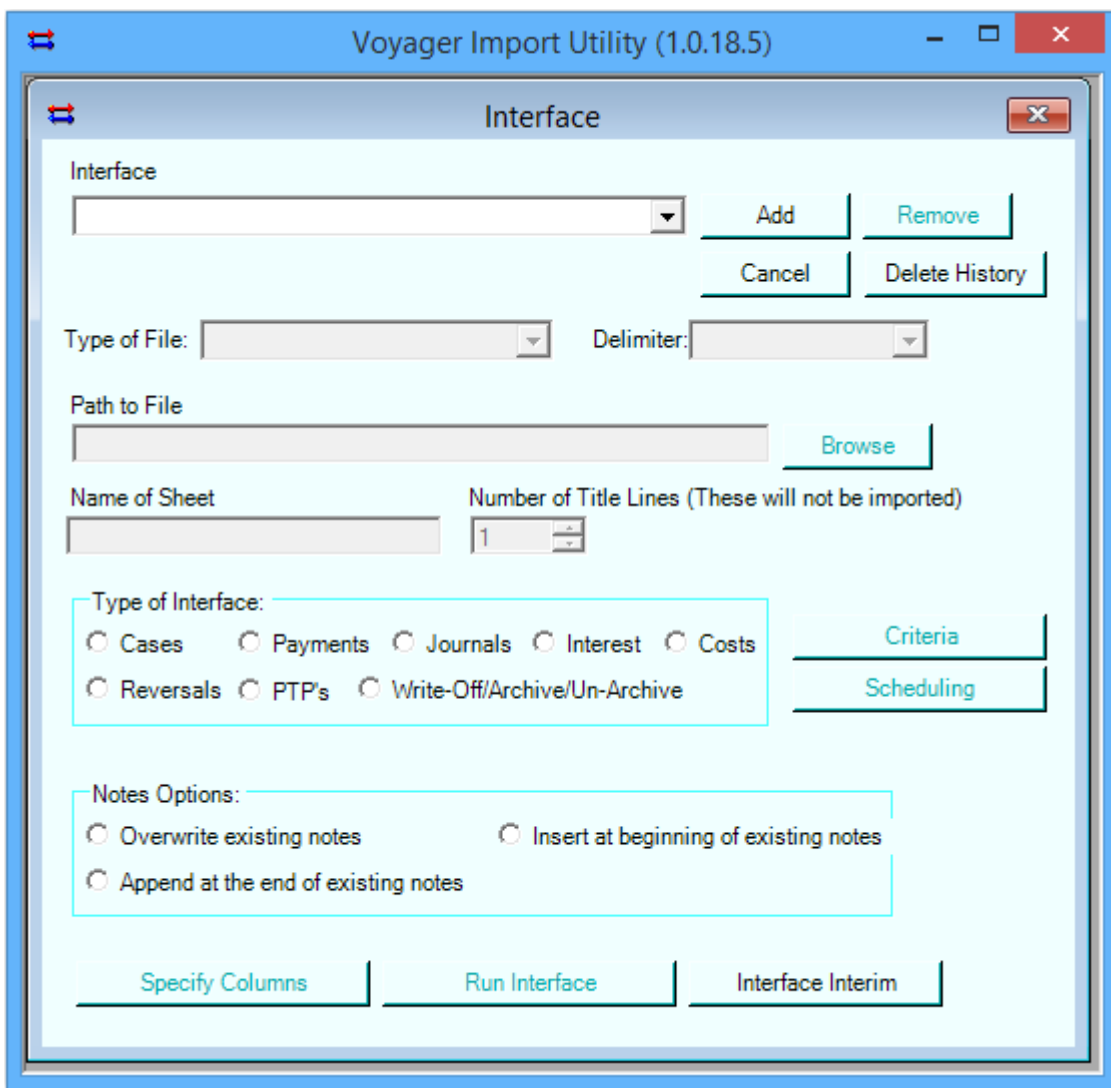


Figure 4: Import Utility main screen.

## SECTION 4 IMPORT UTILITY FUNCTIONALITY OVERVIEW

### INTERFACE

To create a new interface for a data import, click the **Add** button and enter the name of your new Interface:



The name you choose should be descriptive so that you can easily identify the correct one if you receive another file from the same source.

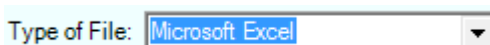
There is no Save button, but your changes will be saved when you click on any of the other buttons.

**Note:** Interface templates can be used in future to import data which are in the same format as a previous import.

### TYPE OF FILE

In the **Type of File** dropdown you must choose the type of file you are working with. There are two types of files which the Import Utility supports. Microsoft Excel® and Text Files.

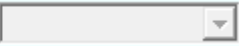
#### MICROSOFT EXCEL



When using an Excel file, you do not need to specify delimiters as the fields are separated into cells. You do, however, have to enter the name of the sheet you'd like to import. Please make sure that it corresponds exactly to the name of

the Excel sheet. It is useful to open the Excel sheet, right-click the sheet name, click 'rename', select and copy the name by pressing Ctrl-C and then paste the name into the **Name of Sheet** field in the Import Utility by pressing Ctrl-V.

## TEXT FILE

You will only be able to select a **Delimiter**  option if you selected the **Text File** type. A delimiter is a character that separates one field from another; a comma for example.

Here are some examples:

```
SystemReference,Plaintiff Name,Entity Reference,Debt Collector Reference,Cause Date
TestNew1,Bubba's Debt Collectors,e123,zzz,2005/01/02
TestNew2,Bubba's Debt Collectors,e124,zzz,2005/01/33
TestNew3,Bubba's Debt Collectors,e125,zzz,2005/01/04
```

In this example you can see that the fields are separated from one another by a comma. For this kind of file, you can choose 'Comma' as the delimiter.

```
SystemReference||Plaintiff Name||Entity Reference||Debt Collector Reference||Cause Date
TestNew1||Bubba's Debt Collectors||e123||zzz||2005/01/02
TestNew2||Bubba's Debt Collectors||e124||zzz||2005/01/33
TestNew3||Bubba's Debt Collectors||e125||zzz||2005/01/04
```

Here we also have a text file, but in this case the delimiter used is a double pipe '||' character. For this kind of file, you would choose the '|| (double pipe)' delimiter.

If the delimiter you're using is not available in the list, just type it in the space provided.

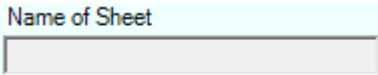
## PATH TO FILE

In the **Path to File** you must specify the location of the file you are importing.

Click the Browse  button to navigate to the file, select it and click the Open  button.

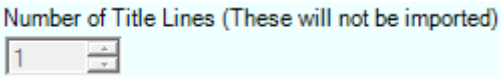
## NAME OF SHEET

As mentioned above, in the **Name of Sheet** field you must provide the name of the sheet you'd like to import. Make

sure that the name you enter corresponds **exactly** to the name of the actual sheet: 

## NUMBER OF TITLE LINES

Usually data files have one or more title lines you do not wish to import as actual data. In the **Number of Title Lines** field, you must specify how many title lines there are in your file. These lines will then not be imported as actual data

when the interface is run: 

**Note:** Should there be other lines in your file which aren't actual data lines, the file cannot be considered a true data file and may be a report of some kind. These lines should be manually removed before the import is run.

## TYPE OF INTERFACE

Here you specify what type of data you are importing. Please note that the criteria and column specification for each Interface Type is described in Section 5 of this manual. The following options are available:

Type of Interface:

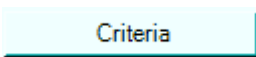
Cases    Payments    Journals    Interest    Costs

Reversals    PTP's    Write-Off/Archive/Un-Archive

- **Cases:** Use this option to import new cases or update the values of existing cases in your Case Manager Solution from an external file.

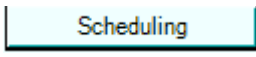
- **Payments:** This option will allow you to import payments. You can import standard Case Manager payments, Custom Field payments or even payments which disregard the standard Case Manager rules. For more information on this, please consult the section on Payments.
- **Journals:** Here you can import regular debit or credit journals or choose a balance equalizer option, which will make the balance in your Case Manager Solution equal to the amount you have in a file. For more information on this, please consult the section on Journals.
- **Interest:** You can use this option to import interest. You should disable the standard Case Manager Interest for these cases though as your Case Manager Solution will basically overwrite your manually loaded interest.
- **Costs:** Here you can import costs which have been defined in your Case Manager Solution.
- **Reversals:** Reversals are there to undo any previously imported information, if for example, you did not create a backup before or you do not wish to perform such a restore. For Cases, a write-off and archive will be performed and for transactions, a correction. For more information on this, please consult the section on Reversals.
- **PTPs:** This option allows you to import PTPs for cases you have already loaded.
- **Write-Off/Archive/Un-Archive:** With these options you can perform write-offs, archives or un-archives on cases already in your Case Manager Solution, if you have them in an external file.

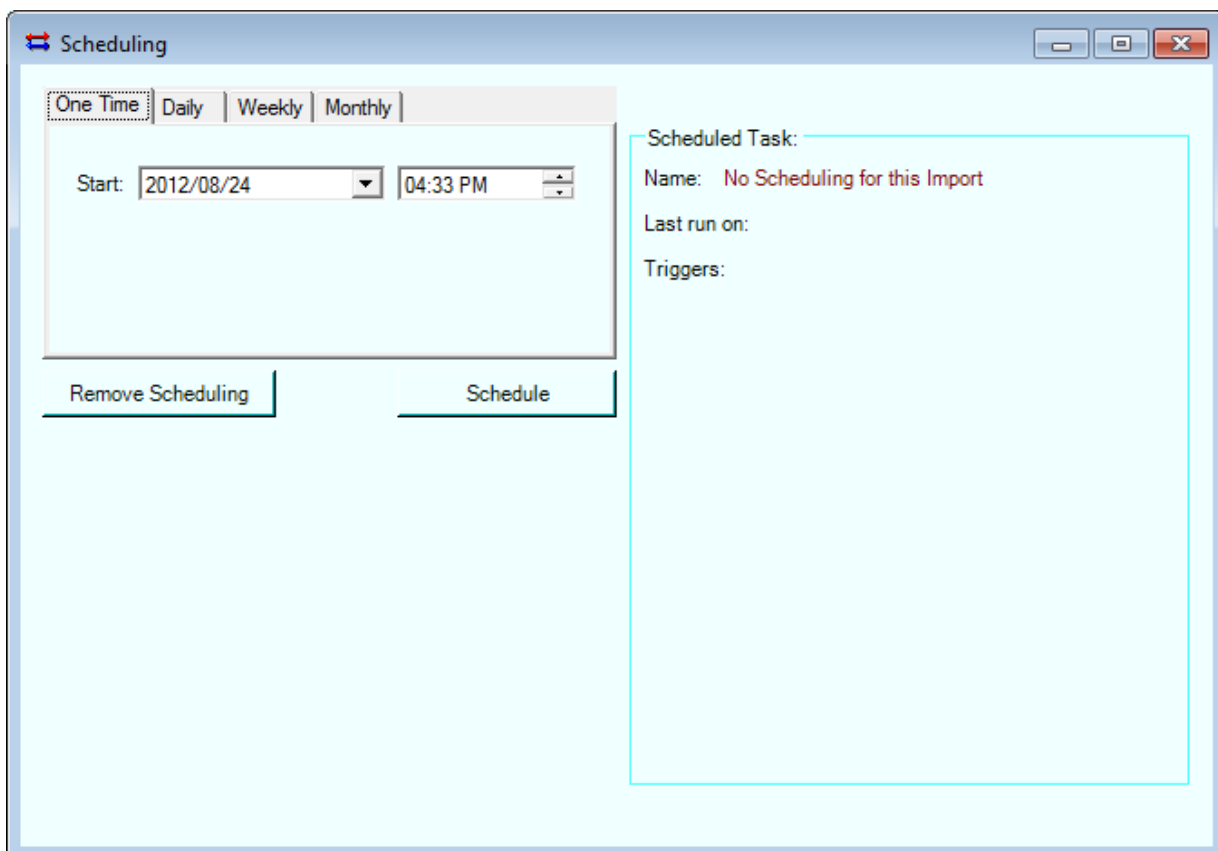
## CRITERIA

To set up Criteria for your Interface, click the **Criteria**  button. The Criteria of the Interface determines how the import will be done. Each Interface Type has different Criteria options. The screen that will be displayed will depend on the Type of Interface you are working with.

Please see Section 5 of this manual for details of the criteria that can be set up for each Interface Type.

## SCHEDULING

If you regularly receive the same format file and the file is automatically placed in the same place with the same name, you could have the interface run automatically at specified intervals. For Example, you might receive a data dump from your Accounting System every night. This is accomplished by clicking the Scheduling  button on the main interface screen. The following screen will be displayed:





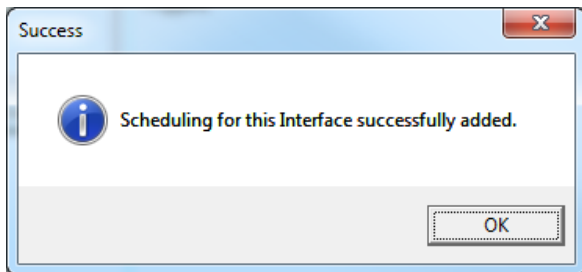
## ONE TIME

To have the interface run only once, use the **One Time** option. On the right hand side of the screen some statistics are shown of previously scheduled runs.

Choose the date and time you'd like for the interface to run.

If you'd like to cancel any previously scheduled interface, click the **Remove Scheduling** button.

To have the scheduling implemented, click the **Schedule** button. If the schedule succeeded, the following message will be displayed:



## DAILY

Here you only need to specify the start time and the interface will run every day at the specified time.

## WEEKLY

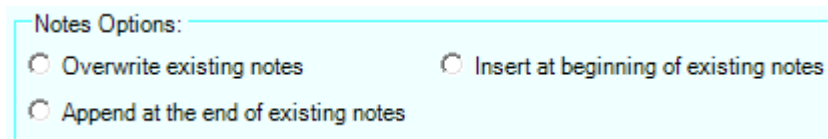
Here you can specify the start time and the specific days of the week on which you'd like the interface to run.

## MONTHLY

For monthly interface scheduling the interface will only run on one day in the month. Here you just specify the time and on which day of the month you'd like it to run.

## NOTES OPTIONS


This option is only available for Cases imports and only applies to cases already in the Case Manager system:

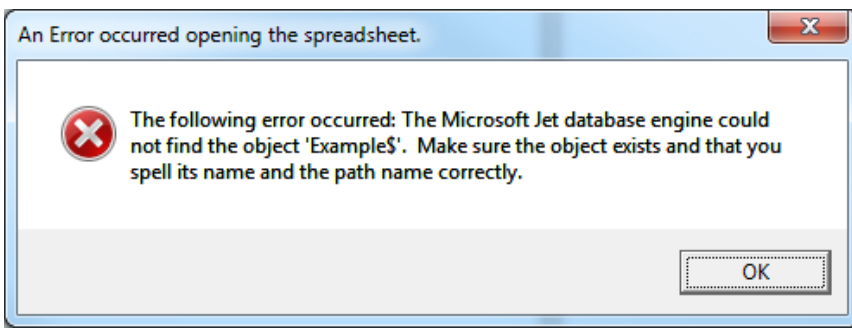


- **Overwrite existing notes:** This option will replace the note on the case with the note in the file, should you have specified one.
- **Insert at beginning of existing notes:** The notes will be placed ahead of any existing ones.
- **Append at the end of existing notes:** The note will be placed behind any existing ones.

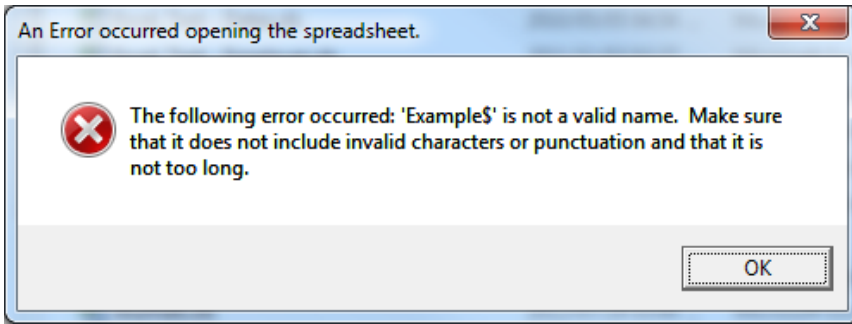
## SPECIFY COLUMNS

In order for the import to work, the Interface needs to know which column/field in the file corresponds to which field in your Case Manager Solution. This is where the **Specify Columns** function comes in.

To set this up, click the **Specify Columns**  button at the bottom of the Import Utility main screen. If the file you specified does not exist in the location you indicated, an error similar to this one will be displayed:

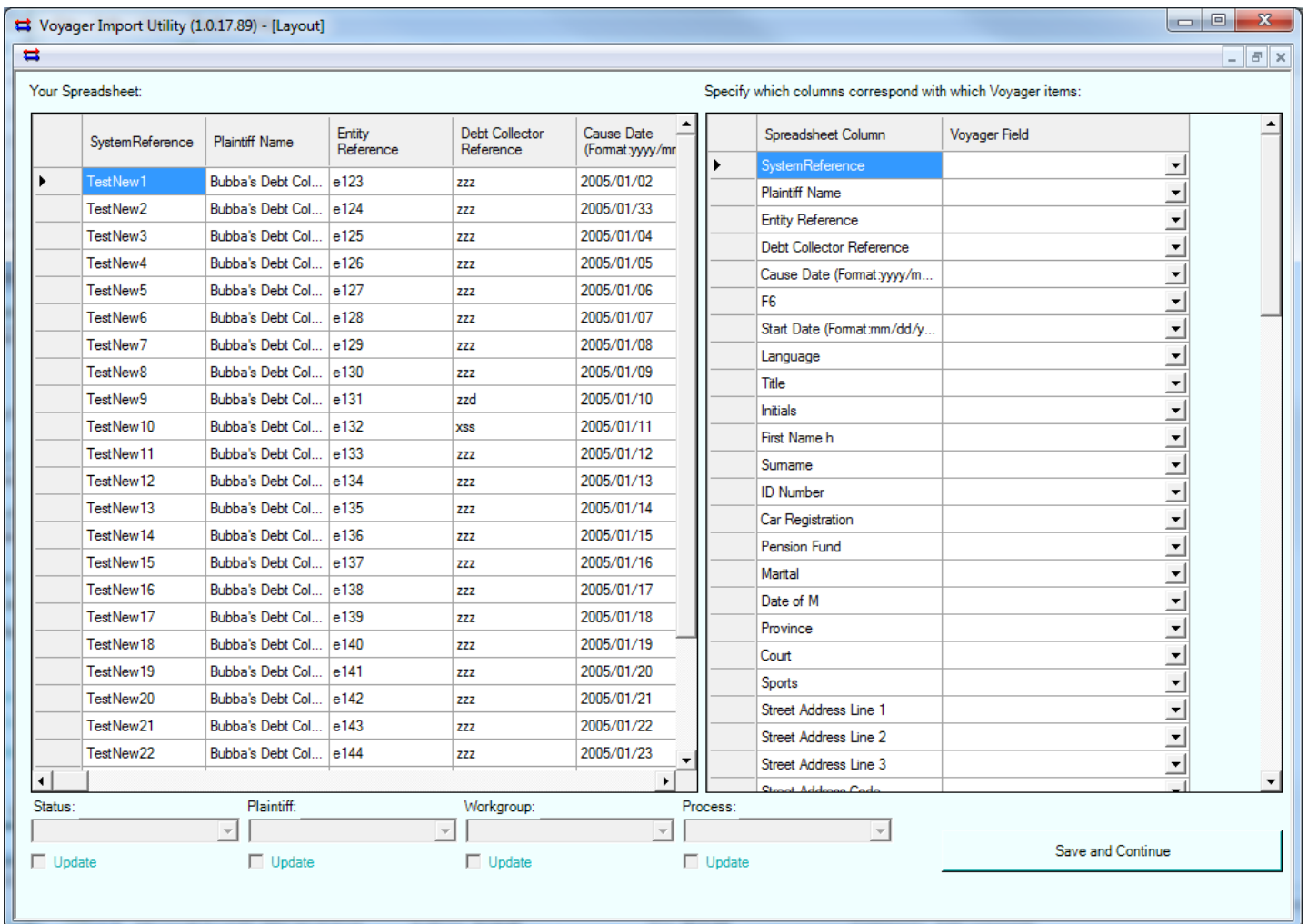


Should the sheet name that you specified be incorrect, an error similar to the following will be displayed:



Another error that might occur (depending on your version of Windows and/or Excel) is when you simultaneously edit the file while working in the Import Utility.

If none of the problems mentioned above occur, a screen similar to the following will be displayed:



On the left of this screen, the file you are working with will be displayed. On the right, the columns of the file are displayed vertically.

## MAPPING THE FIELDS FROM THE SPREADSHEET TO THE CASE MANAGER FIELDS

To link the column in the file with the corresponding Case Manager field, select the correct Case Manager field from the dropdown list. For example, let's assume that the 'SystemReference' column in the file corresponds with Case Manager's 'Case Reference' field:

	Spreadsheet Column	Voyager Field	Change/Ignore
▶	SystemReference		
	Plaintiff Name	Assign To	<input type="checkbox"/>
	Entity Reference	Capital	<input type="checkbox"/>
	Debt Collector Reference	Car Registration No	<input type="checkbox"/>
	Cause Date (Format:yyyy/m...	Case Details Breakdown	<input type="checkbox"/>
	F6	Case Reference	<input type="checkbox"/>
		Cause Date	<input type="checkbox"/>
	Start Date (Format:mm/dd/y...	Court	<input type="checkbox"/>
	Language		<input type="checkbox"/>
	Title		<input type="checkbox"/>

Click the dropdown arrow next to the 'SystemReference' column. A list of VoyagerNetz fields is displayed.

Then click the correct VoyagerNetz field.

	Spreadsheet Column	Voyager Field	Change/Ignore
✎	SystemReference	Case Reference	<input type="checkbox"/>
	Plaintiff Name		<input type="checkbox"/>
	Entity Reference		<input type="checkbox"/>
	Debt Collector Reference		<input type="checkbox"/>
	Cause Date (Format:yyyy/m...		<input type="checkbox"/>
	F6		<input type="checkbox"/>
	Start Date (Format:mm/dd/y...		<input type="checkbox"/>
	Language		<input type="checkbox"/>
	Title		<input type="checkbox"/>

Now the 'SystemReference' column is linked to the VoyagerNetz 'Case Reference' field.

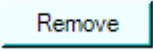
	Spreadsheet Column	Voyager Field	Change/Ignore
✎	SystemReference	Case Reference	<input type="checkbox"/>
	Plaintiff Name	Assign To	<input type="checkbox"/>
	Entity Reference	Capital	<input type="checkbox"/>
	Debt Collector Reference	Car Registration No	<input type="checkbox"/>
	Cause Date (Format:yyyy/m...	Case Details Breakdown	<input type="checkbox"/>
	F6	Case Reference	<input type="checkbox"/>
		Cause Date	<input type="checkbox"/>
	Start Date (Format:mm/dd/y...	Court	<input type="checkbox"/>
	Language		<input type="checkbox"/>
	Title		<input type="checkbox"/>

If you would like to de-link a field, choose the very first open field in the list.

In this way you will link all the columns in your file that you would like to import, with the corresponding Case Manager field.

**Note:** You do not have to link all the columns in your file. There are, however, some fields which are mandatory depending on the type of Interface you are working with; for example, the field/s you have specified as the search fields. You will also see that the list of Case Manager fields available will change according to the type of interface you are working with.


## REMOVE INTERFACE

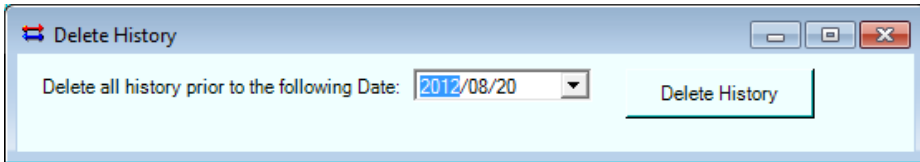
If you are not using an Interface anymore you may remove it from your list. To do this, select the Interface from the list and click the **Remove**  button.

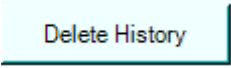
## DELETE HISTORY

When data is imported into your Case Manager Solution, a record is kept of all the settings as they were during the import run and also of every record imported. This record is useful when any errors need to be corrected (please consult the section on the Interface Interim to see how to do this) or to manage a suspense account for un-matched payments.

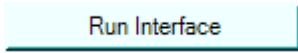
However, after a while, the data does add bulk to your database, which can cause it to slow down your Case Manager experience.

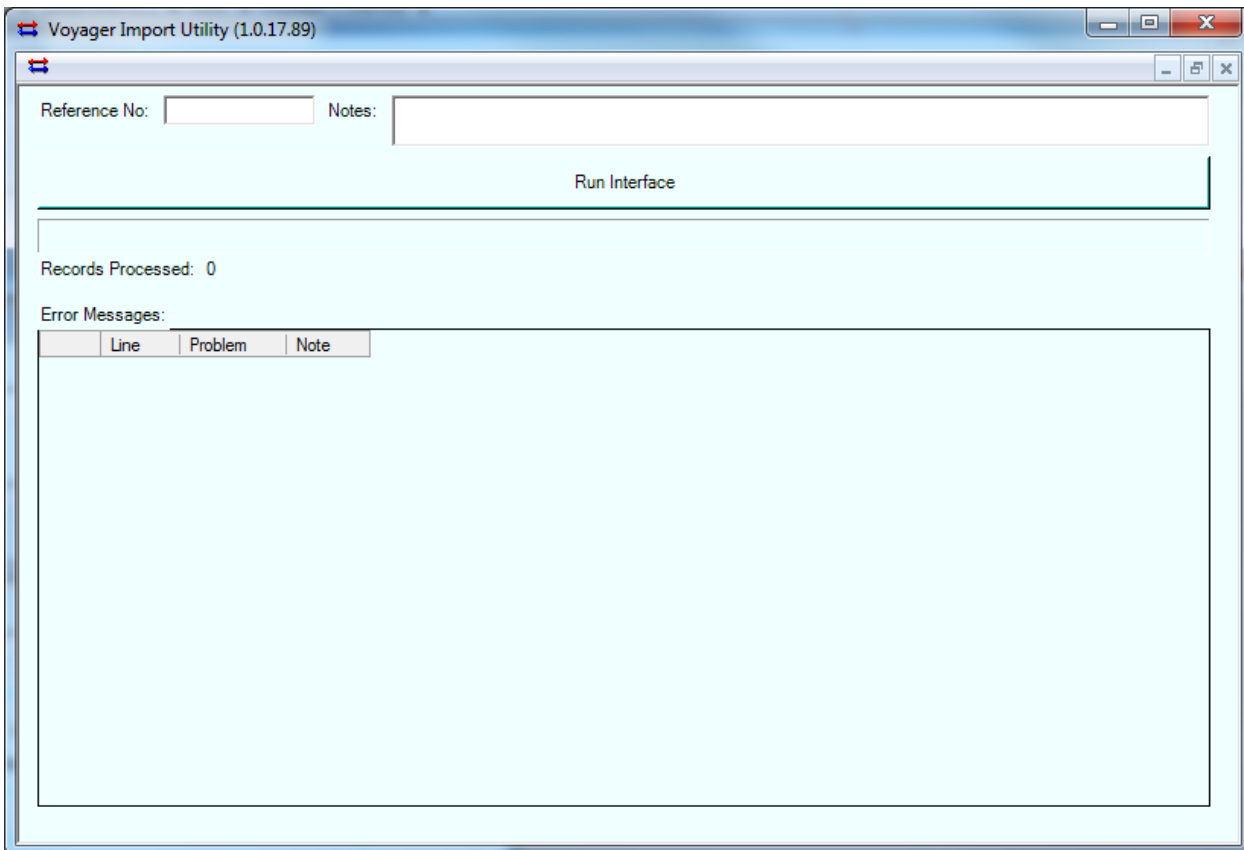
To clear out this information, click the **Delete History**  button. The following screen will be displayed:



Here you can choose the date from which all data should be removed. To complete the deletion, click the **Delete History**  button.

## RUN INTERFACE

When you are ready to run the interface and import the data into your Case Manager Solution, click the **Run Interface**  button. The following screen will be displayed:

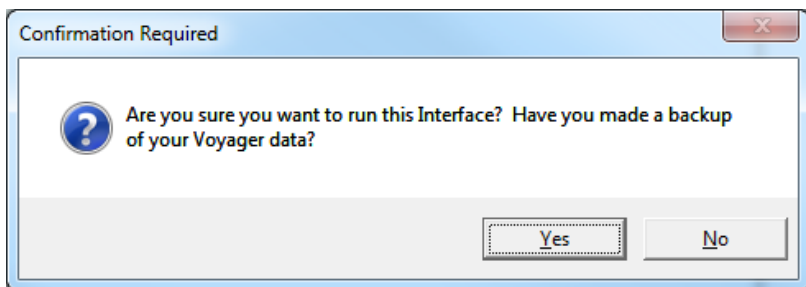


- **Reference No:** You must enter a descriptive reference number for this particular run. Where the Interface Name needed to be descriptive of the source and type of information, the **Reference No** needs to be descriptive of this specific run. For Example: 'Fun Art Aug 2016 Cases'. This reference is mandatory and must be unique. An error message will be displayed if the reference has been used before.
- **Notes:** If you'd like, you could add some notes for further information.

**Please Note:** It is VERY important to make a backup before performing an import. An Import updates many cases at the same time and should anything be imported incorrectly, the consequences could be serious. If data has been imported incorrectly you can always restore this backup to take the situation back to what it was before your import ran.

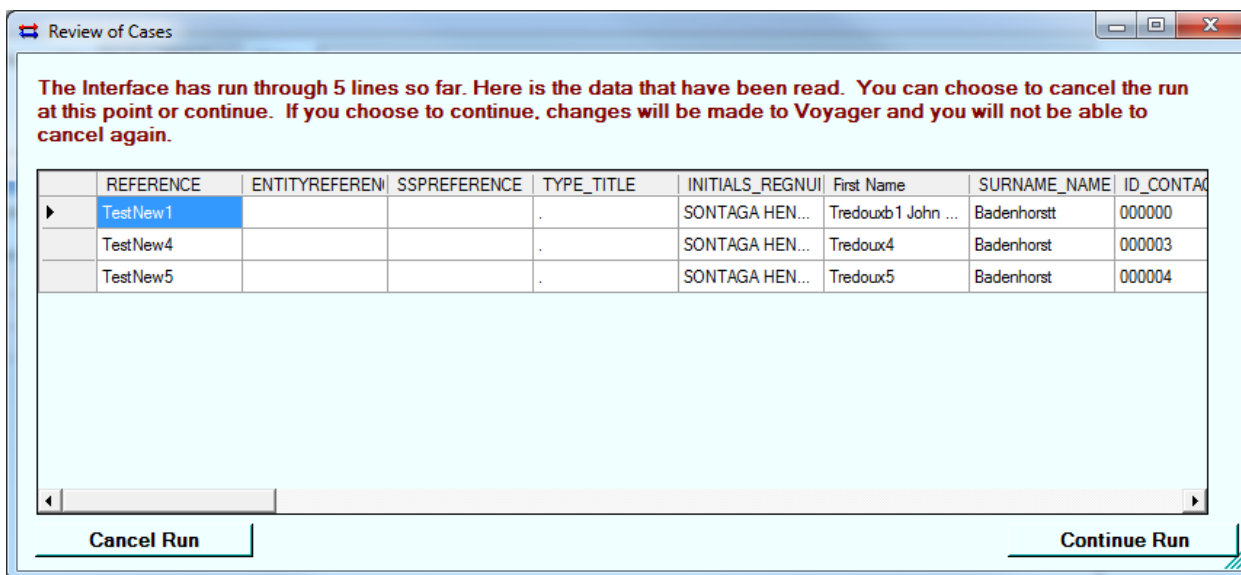
When you are ready, click the **Run Interface** button.

The following message will be displayed:



If you choose **No**, the Import will not run and you will return to the Run Interface screen. If you have made a backup before this run, click the **Yes** button.

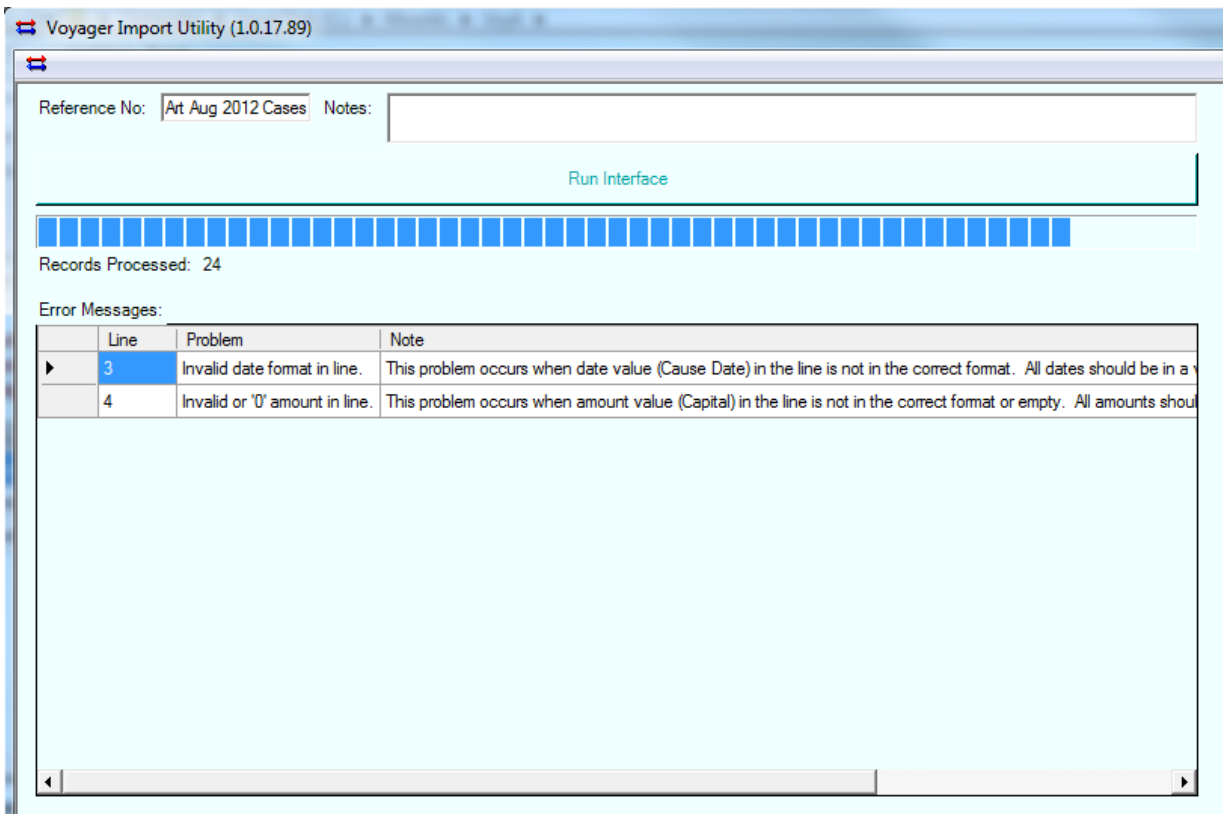
The import will now start running and after 5 rows, a screen similar to the following will be displayed:



This screen will show records that have been successfully processed thus far. Up to this point, it is still possible to reverse the changes that have been made by clicking the **Cancel Run** button. If you are not happy with the import thus far, click this button and the changes to your Case Manager Solution will be reversed.

If you wish to continue, click the **Continue Run** button. The import will continue and a bar will show its progress.

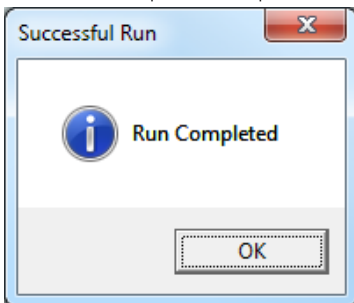
When errors are encountered, they will be displayed as indicated here:



The error will display the following information:

- **Line:** The line in the file where the error occurred.
- **Problem:** A short description of the error.
- **Note:** A much longer description of the error including the specific fields in which it occurred and possible explanations of how to fix it.

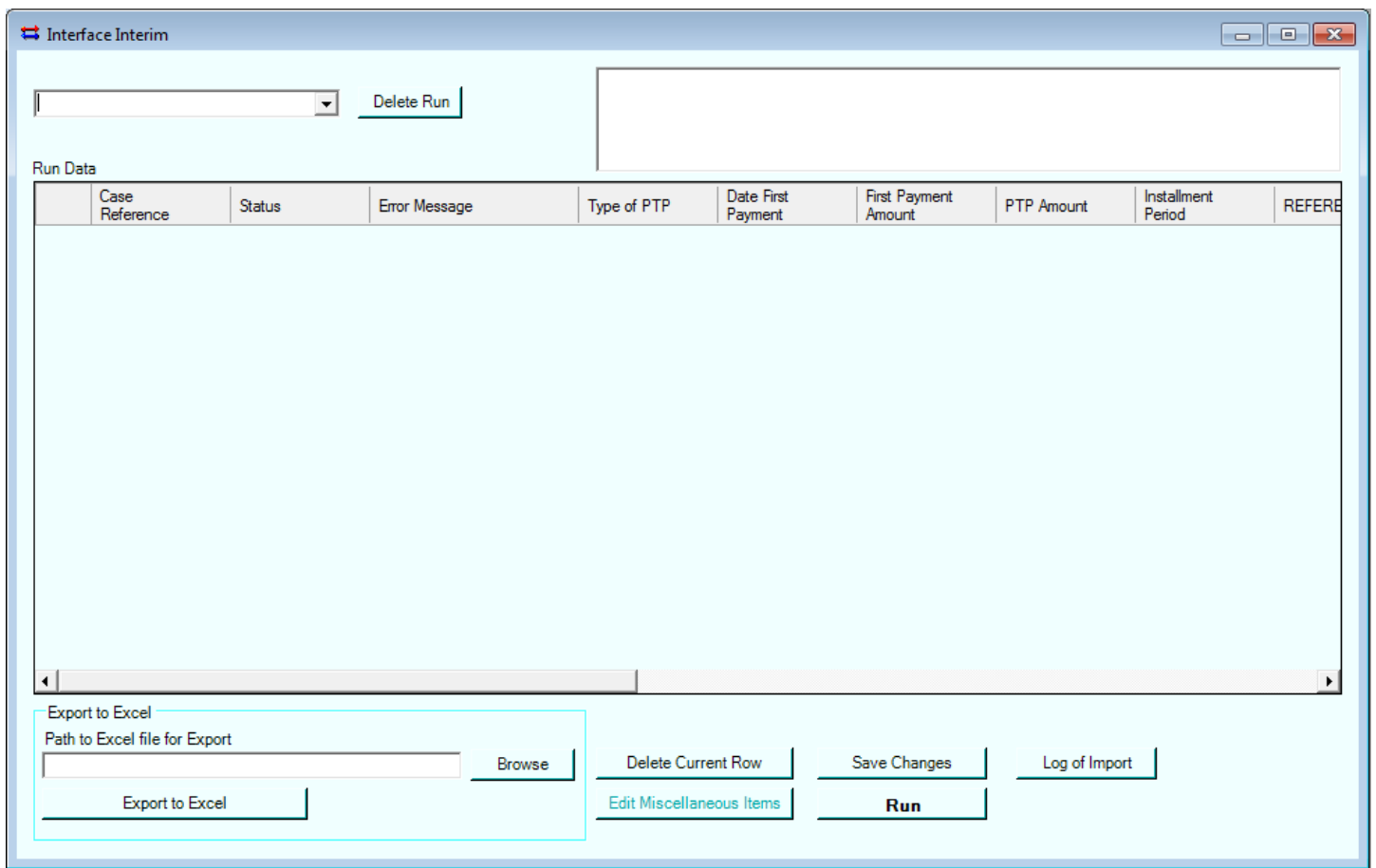
When the import completes the following message will be displayed:



## INTERFACE INTERIM

If you have encountered errors in the import run, or you would like to print a log of the run, click the **Interface Interim**

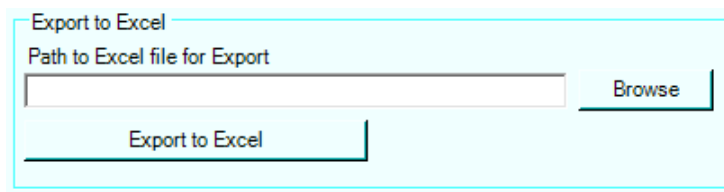
**Interface Interim** button. The following screen will be displayed:



First select the run you'd like to work with by clicking the dropdown arrow in the top left field.

All the errors that were encountered will be displayed with all the applicable fields. Here you can fix the problems without having to go back to the original file. You can do this by editing directly in the data provided. If you'd like more information on the exact problem, just expand the **Error Message** column for a more descriptive explanation of the error.

If you'd like to export the errors for use in an Excel file, browse to the location where you'd like to save the file, enter a name and click on the Export to Excel button:



When you have finished editing the file, you can click the **Save Changes** button. When you are ready to run the import again, but only on the records you've just fixed, click the **Run** button and you'll be taken back to the Run Interface screen.

For a log of the run, showing the settings at run time, successful and unsuccessful records, click the **Log of Import** button.

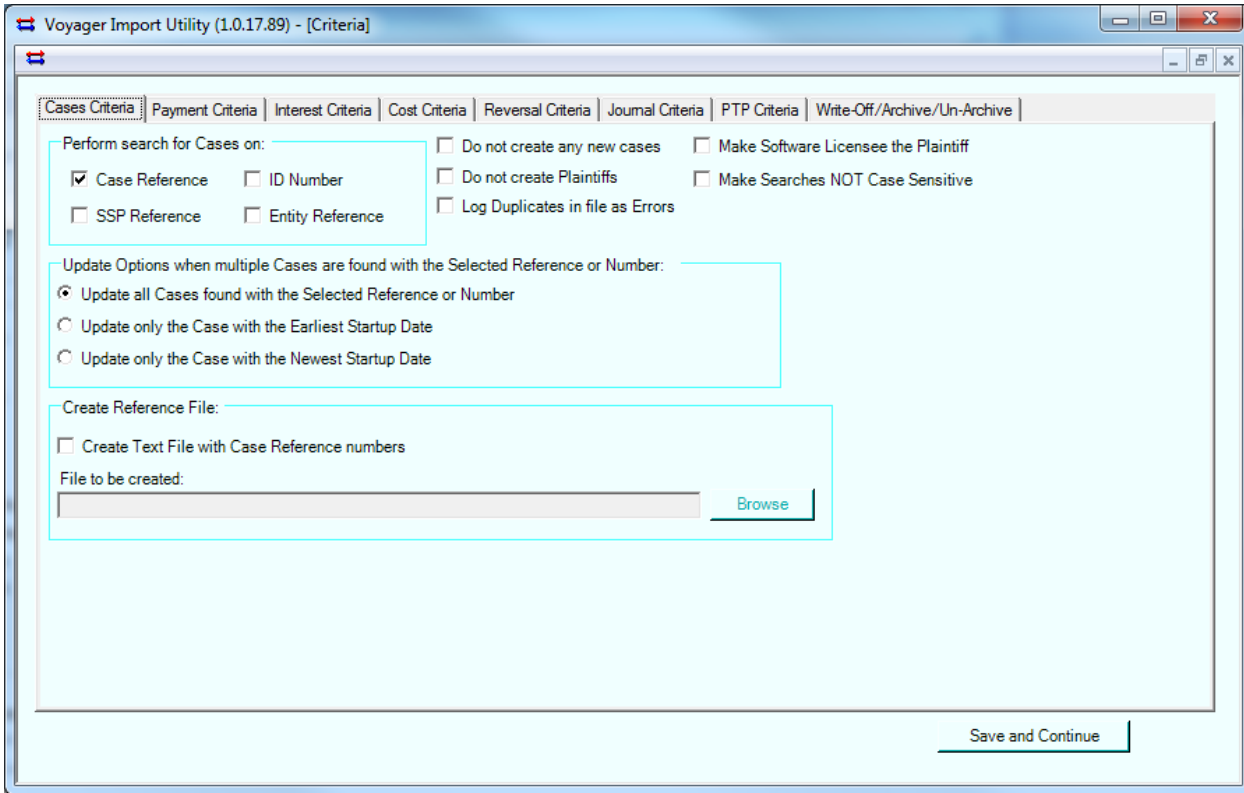
## SECTION 5 INTERFACE TYPES

This section will describe the **Criteria** and **Specify Column** options for each Interface Type. As mentioned previously, every Interface Type (Cases, Payments, Journals, Interest, Costs, Reversals, PTPs, Write-Off/Archive/Un-Archive) has different Criteria and different Specify Column options.

# CASES

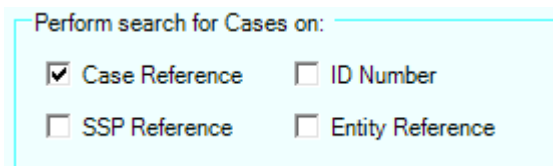
## ADDING CRITERIA TO THE CASES INTERFACE

To set up the criteria for a Cases Interface, click the **Criteria** button on the Import Utility main screen. The following screen will be displayed:



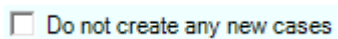
Here you can specify how the import should be done. If you are unsure of the effect a certain setting will have, just hover your mouse over the setting and a tooltip with more information on it, will be displayed.

### PERFORM SEARCH FOR CASES ON



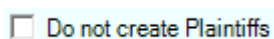
In this section you can specify the field in which the Import Utility will search to determine whether the case is already in the Case Manager system or not. You can choose more than one field, in which case, all the search fields need to match before the Import Utility considers the case found.

### DO NOT CREATE ANY NEW CASES



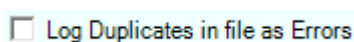
Use this option when you only want to update existing cases in Case Manager, without adding any new ones.

### DO NOT CREATE PLAINTIFFS



This setting will prevent the Import Utility from creating a different Plaintiff if the created Plaintiff is not found in the Case Manager system. If you select this option and the Plaintiff is not found, the interface will record an error and the case will not be loaded.

### LOG DUPLICATES IN FILE AS ERRORS



When the same case is referenced twice in the file, the normal procedure for the Import Utility would be to import the first case and then when the second one is encountered, find that it is already in Case Manager and then (should any



fields be specified to be updated) overwrite the information in Case Manager with the information in the file for the second case. This setting will prevent the second case from being imported and instead log an error for it.

#### MAKE SOFTWARE LICENSEE THE PLAINTIFF

**Make Software Licensee the Plaintiff**

Should your own organization be the Plaintiff, choose this option.

#### MAKE SEARCHES NOT CASE SENSITIVE

**Make Searches NOT Case Sensitive**

Normally all searches are case sensitive, meaning that the Import Utility does not consider 'A101' to be the same thing as 'a101'. In this case, it will load the second case as a new case even though the first one already exists in Case Manager. This setting causes the Import Utility to not differentiate between upper case and lower case.

#### UPDATE OPTIONS WHEN MULTIPLE CASES ARE FOUND WITH THE SELECTED REFERENCE OR NUMBER

Update Options when multiple Cases are found with the Selected Reference or Number:

- Update all Cases found with the Selected Reference or Number
- Update only the Case with the Earliest Startup Date
- Update only the Case with the Newest Startup Date

When more than one case is found in Case Manager corresponding to the search criteria, the following options are available for execution:

- **Update all Cases found with the Selected Reference or Number:** If this option is selected, all the cases that were found will be updated.
- **Update only the Case with the Earliest Start-up Date:** If this option is selected, only one case will be updated - the one with the earliest start-up date. For example: If we have two cases with start-up dates as follows: A101 - 2010/01/01 and A101 - 2010/02/02, the first case will be updated.
- **Update only the Case with the Newest Start-up Date:** This option is basically the opposite of the example above and will update the second case.

**Note:** Only fields that have been marked for updating will be overwritten. For more information, please consult the section on Specifying Columns.

#### CREATE REFERENCE FILE

Create Reference File:

**Create Text File with Case Reference numbers**

File to be created:

[Browse](#)

This option will create a text file with the reference numbers of the cases in the file. This is handy when you'd like to manipulate the cases you've just imported with the Case Manager Bulk Action Utility. Just click on the 'Create Text File with Case Reference numbers' checkbox and browse to the place you'd like to save the file.

When you have finished setting up your criteria, click the **Save and Continue** [Save and Continue](#) button.

#### SPECIFY COLUMNS FOR THE CASES INTERFACE

In order for the import to work, the interface needs to know which column/field in the file corresponds to which field in your Case Manager Solution. This is where the **Specify Columns** function comes in.

**Specify Columns**

To set this up, click on the Specify Columns button at the bottom of the Import Utility main screen. Please refer back to the [Specify Columns](#) section in this manual for details on how to map the fields from your sheet to the fields in Case Manager.

For a Cases Interface Type, you'll find the Extra Fields created for your Case Manager Solution available in the fields list as well as any old miscellaneous values.

The mandatory fields are:

- Search fields
- Plaintiff

**EXPLANATION OF THE CHANGE/IGNORE AND MISC ADD OPTIONS:**

Sheet Column	Voyager Field	Change/Ignore	Misc Add
Reference	Case Reference	<input type="checkbox"/>	<input type="checkbox"/>
Name		<input type="checkbox"/>	<input type="checkbox"/>
Reference		<input type="checkbox"/>	<input type="checkbox"/>
Director Reference		<input type="checkbox"/>	<input type="checkbox"/>
Date (Format:yyyy/m...		<input type="checkbox"/>	<input type="checkbox"/>
Time (Format:mm/dd/y...		<input type="checkbox"/>	<input type="checkbox"/>
Time		<input type="checkbox"/>	<input type="checkbox"/>

The **Change/Ignore** option becomes applicable when the case already exists in VoyagerNetz. If you check the box here next to the field, that field will be overwritten with the value in the file during the import. If it is not checked, the value already in VoyagerNetz will be left unchanged.

Sheet Column	Voyager Field	Change/Ignore	Misc Add
Reference	Case Reference	<input type="checkbox"/>	<input type="checkbox"/>
Name		<input type="checkbox"/>	<input type="checkbox"/>
Reference		<input type="checkbox"/>	<input type="checkbox"/>
Director Reference		<input type="checkbox"/>	<input type="checkbox"/>
Date (Format:yyyy/m...		<input type="checkbox"/>	<input type="checkbox"/>
Time (Format:mm/dd/y...		<input type="checkbox"/>	<input type="checkbox"/>
Time		<input type="checkbox"/>	<input type="checkbox"/>

The **Misc Add** option is only applicable to specific miscellaneous values which may contain more than one field and value of its own. When this checkbox is checked, the fields and values will not be overwritten, but a new set will be added to it.

**EXPLANATION OF PRE-SET VALUES:**

You might like to have certain values set for all the cases you are importing, however, they might not be available in the file. With the pre-set values you can set the Status, Plaintiff, Workgroup and Process to values already defined in your Case Manager Solution. For example:

Status:   Update     
 Plaintiff:   Update     
 Workgroup:   Update     
 Process:   Update

If you would like to have the **Status, Plaintiff** or **Workgroup** the same for all the cases you're importing, you can just choose the correct one from the list. Choose a **Process**, if you'd like to pre-load the instructions in it for the cases as well.

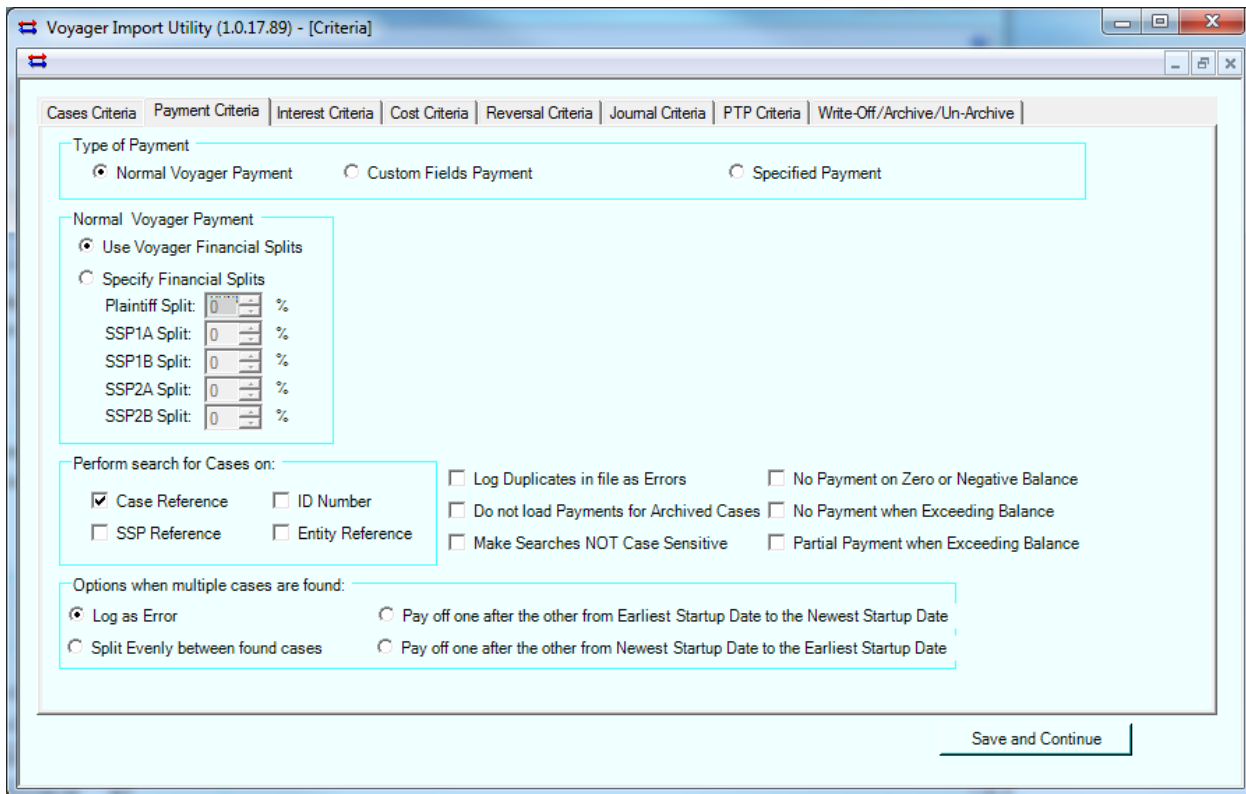
If you'd like the value overwritten when the case already exists, click the **Update** checkbox.

To save your settings and return to the main screen, click on **Save and Continue**.

# PAYMENTS

## ADDING CRITERIA TO THE PAYMENTS INTERFACE

To set up the criteria for a Payments Interface, click the **Criteria** button on the Import Utility main screen. The following screen will be displayed:



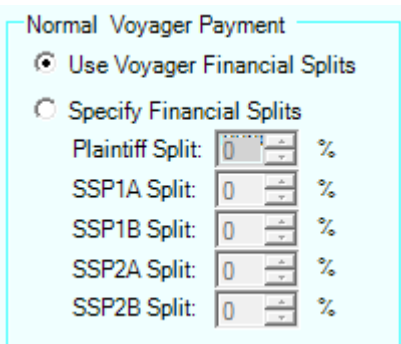
Here you can specify how the import should be done. If you are unsure of the effect a certain setting will have, just hover your mouse over the setting and a tooltip with more information on it, will be displayed.

### TYPE OF PAYMENT



There are three types of payment you can add:

1. **Normal Case Manager Payment:** This will create a payment as though you had manually added it into your Case Manager Solution.



- **Use Case Managerxf Financial Splits:** This option will load the payment with the splits as you have set it up for the plaintiff attached to the case.
- **Specify Financial Splits:** If you choose this option, you'll be able to change the splits to whatever you like, disregarding the setting on the plaintiff.

2. **Custom Fields Payment:** This option will not load a normal Case Manager payment, but will only add a payment date and amount and update the balance amount on the custom fields.



Custom Fields Payment

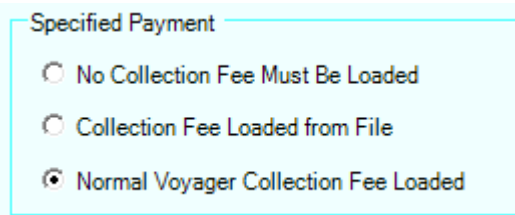
Amount:

Date:

Balance:

- **Amount:** Here you specify where the amount of the payment will be recorded.
- **Date:** Here you specify where the Date of the payment will be recorded.
- **Balance:** Here you specify where the Balance of the Case is stored.

3. **Specified Payment:** This option comes in handy when you'd like to specify each portion of the payment. With this option you must have the portion which should be allocated to both the capital and costs available in the file. These values will then be loaded as specified.



Specified Payment

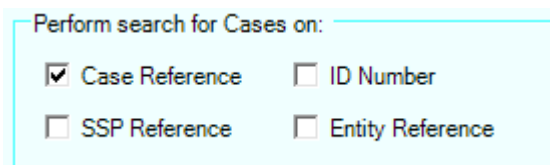
No Collection Fee Must Be Loaded

Collection Fee Loaded from File

Normal Voyager Collection Fee Loaded

- **No Collection Fee Must Be Loaded:** Choose this option if you'd like to prevent any collection fee from being loaded.
- **Collection Fee Loaded from File:** Here you must specify the collection fee in the file. Whatever the amount in the file is, will then be loaded as the Collection Fee.
- **Normal Case Manager Collection Fee Loaded:** Here a normal collection fee, calculated on the total amount will be loaded for the payment.

#### PERFORM SEARCH FOR CASES ON



Perform search for Cases on:

Case Reference     ID Number

SSP Reference     Entity Reference

In this section you can specify the field in which the Import Utility will search to determine whether the case is already in the Case Manager system or not. You can choose more than one field, in which case, all the search fields need to match before the Import Utility considers the case found.

#### LOG DUPLICATES IN FILE AS ERRORS

Log Duplicates in file as Errors

When the same case is referenced twice in the file, the normal procedure for the Import Utility would be to load the payment for the first entry and then when the second one is encountered, load a payment for the second entry as well. This setting will prevent the payment for the second entry from being imported and instead log an error for it.

#### DO NOT LOAD PAYMENTS FOR ARCHIVED CASES

With this option selected and the case in Contact Centre is archived, the payment will not be loaded for it.

#### MAKE SEARCHES NOT CASE SENSITIVE

Normally all searches are case sensitive, meaning that the Import Utility does not consider 'A101' to be the same thing as 'a101'. With this setting, it will load the payment even though the case might be different.

#### NO PAYMENT ON ZERO OR NEGATIVE BALANCE

If the Balance on the case being referenced is 0 or in a negative, this option will prevent a payment from being loaded for it.

## NO PAYMENT WHEN EXCEEDING BALANCE

Should the amount in the file exceed the amount of the balance on the case, no payment will be loaded.

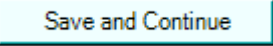
## PARTIAL PAYMENT WHEN EXCEEDING BALANCE

If the balance outstanding on the case is less than (but higher than 0) the amount being loaded, this option will have an amount equal to the outstanding balance be loaded as the amount of the payment.

## UPDATE OPTIONS WHEN MULTIPLE CASES ARE FOUND WITH THE SELECTED REFERENCE OR NUMBER


When more than one case is found in Contact Centre corresponding to the search criteria, the following option should be executed:

- a. **Log as error:** If this option is selected, an error will be logged and no payment will be loaded.
- b. **Split evenly between found cases:** If this option is selected, the amount being imported will be divided evenly between the number of cases found and loaded as such.
- c. **Pay off one after the other from Earliest Start-up Date to the Newest Start-up Date:** When more than one case is found, this option will pay the full amount to the first case. If the amount being imported is higher than the outstanding balance, the remainder will be paid to the next case. This will continue until all cases found have been paid off. The order of this will be from the case with the Earliest Start-up date to the case with the Newest.
- d. **Pay off one after the other from Newest Start-up Date to the Earliest Start-up Date:** When more than one case is found, this option will pay the full amount to the first case. If the amount being imported is higher than the outstanding balance, the remainder will be paid to the next case. This will continue until all cases found have been paid off. The order of this will be from the case with the Newest Start-up date to the case with the Earliest.

When you have finished setting up your criteria, click the Save and Continue  button.

## SPECIFY COLUMNS FOR THE CASES INTERFACE

In order for the import to work, the interface needs to know which column/field in the file corresponds to which field in your Case Manager Solution. This is where the **Specify Columns** function comes in.

To set this up, click on the Specify Columns  button at the bottom of the Import Utility main screen. Please refer back to the [Specify Columns](#) section in this manual for details on how to map the fields from your sheet to the fields in Case Manager.

For a Payments Interface Type, you'll find the following fields:

1. **Amount:** This will be the total amount of the payment.
2. **Collection Fee:** This will be applicable when you choose the 'Specified Payment' option and wish to load the collection fee from the file.
3. **Plaintiff and Cost Split fields:** This will also be applicable for the 'Specified Payment' option.

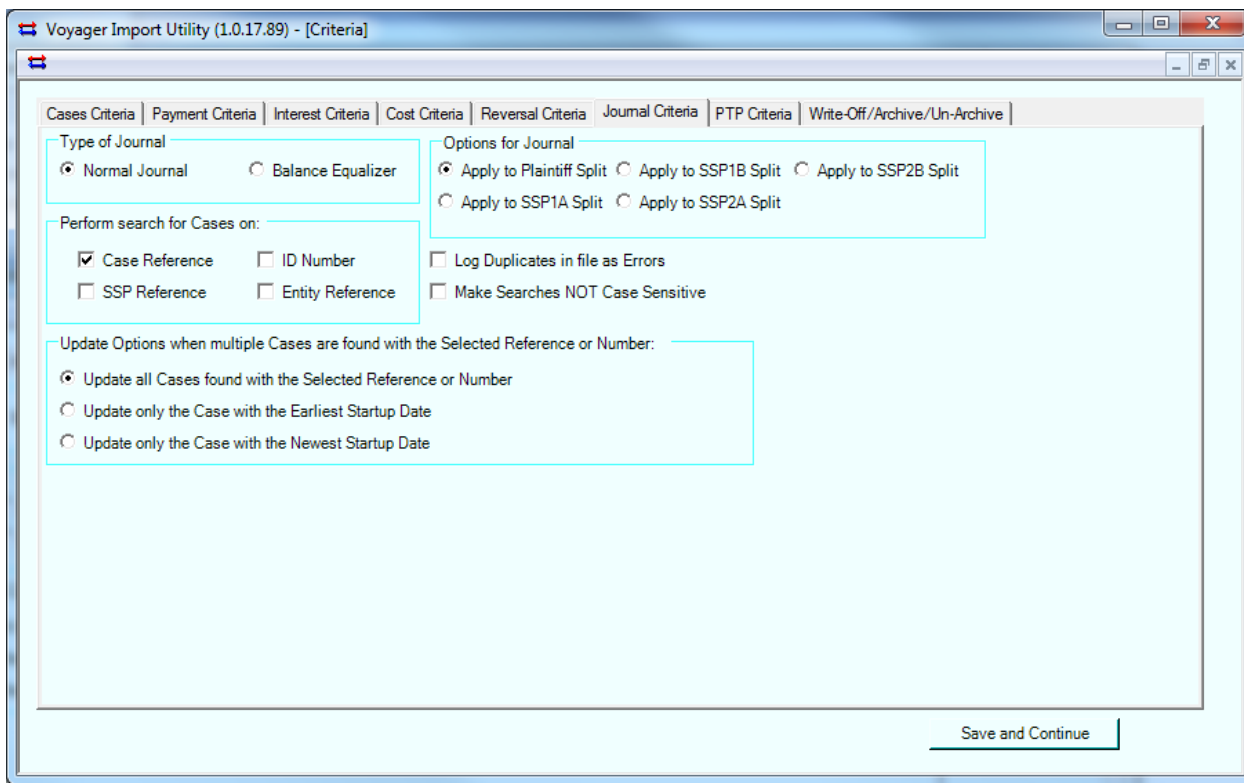
The mandatory fields are:

1. Search fields
2. Amount

## JOURNALS

### ADDING CRITERIA TO THE JOURNALS INTERFACE

To set up the criteria for a Journals Interface, click the Criteria  button on the Import Utility main screen. The following screen will be displayed:

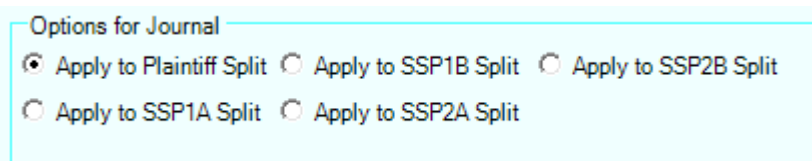


Here you can specify how the import should be done. If you are unsure of the effect a certain setting will have, just hover your mouse over the setting and a tooltip with more information on it, will be displayed.

## TYPE OF JOURNAL

There are two Journal you can import:

1. **Normal Journal:** This kind of journal will be the same as though you had loaded it manually in Contact Centre.



Options for Journal:

Apply to Plaintiff Split: The journal will be loaded to the Capital portion of the balance.

Apply to SSP1A Split: The journal will be loaded to the Cost (SSP1A) portion of the balance.

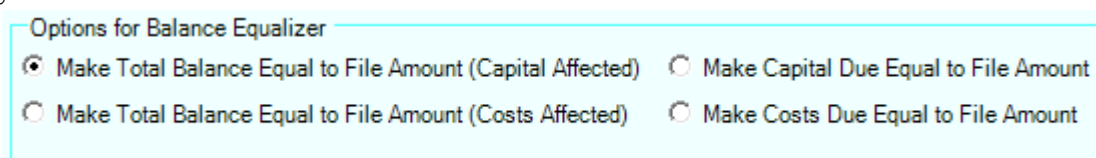
Apply to SSP1B Split: The journal will be loaded to the Cost (SSP1B) portion of the balance.

Apply to SSP2A Split: The journal will be loaded to the Cost (SSP2A) portion of the balance.

Apply to SSP2B Split: The journal will be loaded to the Cost (SSP2B) portion of the balance.

**Please Note:** A positive amount in the file will load a debit journal (increasing the amount of the balance) and a negative amount in the file will load a credit journal (decreasing the amount of the balance).

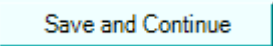
- a. **Balance Equalizer:** This option will set the balance in Contact Centre equal to the amount you have in your file.



- i. Options for Balance Equalizer:

1. **Make Total Balance Equal to File Amount (Capital Affected):** The balance on the case will be made equal to the amount in the file. This will be accomplished by adding a journal (debit or credit depending on whether the amount in the file is smaller or greater than the balance on the case in Contact Centre). The journal will be loaded to the Capital portion of the balance.
2. **Make Total Balance Equal to File Amount (Costs Affected):** The balance on the case will be made equal to the amount in the file. This will be accomplished by adding a journal (debit or credit depending on whether the amount in the file is smaller or greater than the balance on the case in Contact Centre). The journal will be loaded to the Costs portion of the balance.
3. **Make Capital Due Equal to File Amount:** The Capital Due on the case will be made equal to the amount in the file. This will be accomplished by adding a journal (debit or credit depending on whether the amount in the file is smaller or greater than the capital due on the case in Contact Centre).
4. **Make Costs Due Equal to File Amount:** The Costs Due on the case will be made equal to the amount in the file. This will be accomplished by adding a journal (debit or credit depending on whether the amount in the file is smaller or greater than the costs due on the case in Contact Centre).

2. **Perform Search for Cases on:** Here you specify the field on which the import utility will search to determine whether the case is on Contact Centre or not. You can choose more than one field in which case all the search fields needs to match for the Import Utility to consider the case found.
3. **Log Duplicates in file as Errors:** When the same case is referenced twice in the file, the normal procedure for the Import Utility would be to load the journal for the first entry and then when the second entry is encountered, load a journal for the second entry as well. This setting will prevent the journal for the second entry from being imported and instead log an error for it.
4. **Make Searches NOT Case Sensitive:** Normally all searches are case sensitive, meaning that the Import Utility does not consider 'A101' to be the same thing as 'a101'. This setting will change that and the two will be considered the same case.
5. **Update Options when multiple Cases are found with the Selected Reference or Number:** When more than one case is found in Contact Centre corresponding to the search criteria, the following option will be executed:
  - a. **Update all Cases found with the Selected Reference or Number:** If this option is selected, all the cases that were found will be updated.
  - b. **Update only the Case with the Earliest Start-up Date:** If this option is selected, only one case will be updated - the one with the earliest start-up date. For example: If we have two cases with start-up dates as follows: A101 – 2010/01/01 and A101 – 2010/02/02, the first case will be updated.
  - c. **Update only the Case with the Newest Start-up Date:** This option is basically the opposite of the example above and will update the second case.

When you have finished setting up your criteria, click the Save and Continue  button.

## SPECIFY COLUMNS FOR THE JOURNALS INTERFACE

For an Interface Type of Journals, you'll find the following fields:

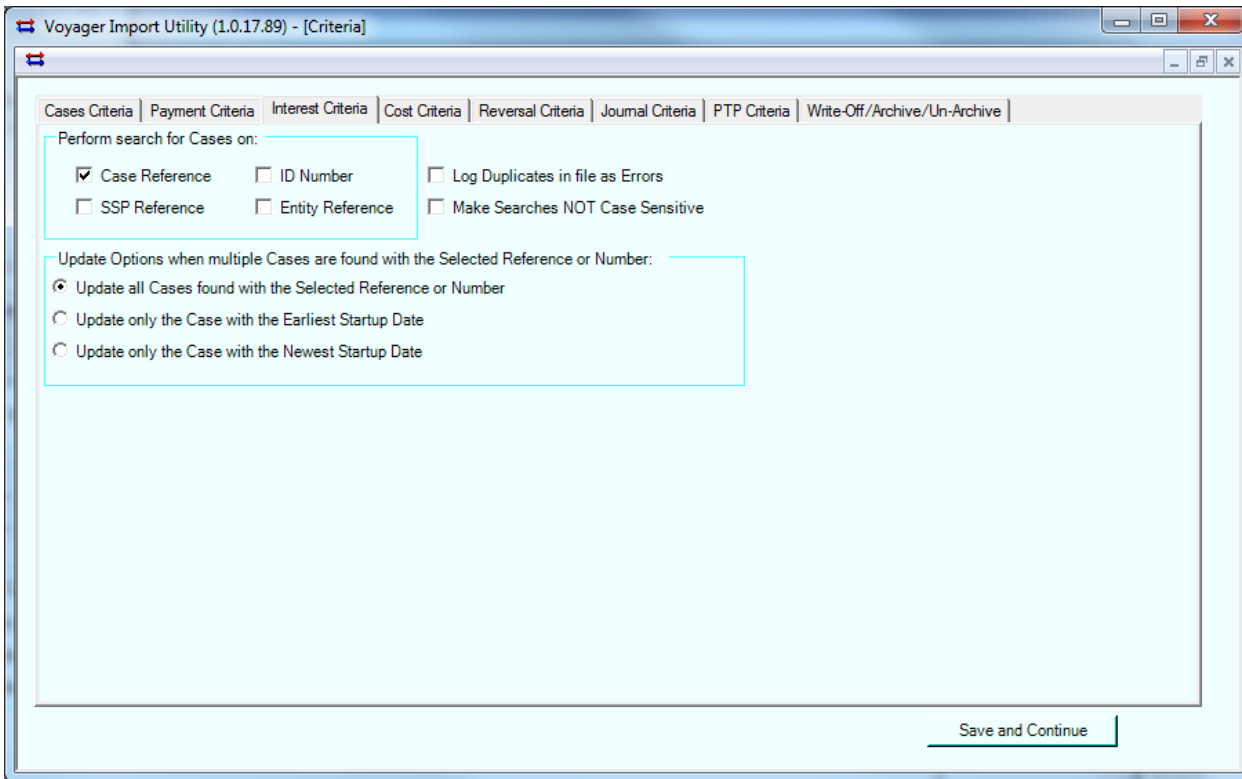
1. **Amount:** This will be the total amount of the journal. Please remember that a positive amount will be loaded as a debit journal and a negative amount as a credit journal should you have chosen a 'Normal Journal'.
2. **Journal Description:** The value which should be in the file which will be loaded as the description to the journal, for example: 'Journal->MyDescription'.

The mandatory fields are

1. Search fields
2. Amount
3. Journal Description

# INTEREST

## ADDING CRITERIA TO THE INTEREST INTERFACE



Here you can specify how the Interest should be imported. If you are unsure of the effect a certain setting will have, just hover your mouse over the setting and a tooltip with more information on it, will be displayed.

**Please Note:** When you would like to load a specified amount as Interest on the case, this option is handy. You should take into account though that you cannot load interest with this option and still use Case Manager’s Interest calculation on the case. When you perform an interest calculation on the case after loading interest with this option, an Interest Adjustment entry will be loaded which will basically undo this manually loaded interest. Interest is always calculated from the start date up to the current date.

1. **Perform Search for Cases on:** Here you specify the field on which the import utility will search to determine whether the case is on Contact Centre or not. You can choose more than one field in which case all the search fields needs to match for the Import Utility to consider the case found.
2. **Log Duplicates in file as Errors:** When the same case is referenced twice in the file, the normal procedure for the Import Utility would be to load the interest for the first case and then when the second one is encountered, load interest for the second case as well. This setting will prevent the interest for the second case from being imported and instead log an error for it.
3. **Make Searches NOT Case Sensitive:** Normally all searches are case sensitive, meaning that the Import Utility does not consider ‘A101’ to be the same thing as ‘a101’. This setting will change that and the two will be considered the same case.
4. **Update Options when multiple Cases are found with the Selected Reference or Number:** When more than one case is found in Contact Centre corresponding to the search criteria, the following option will be executed:
  - a. **Update all Cases found with the Selected Reference or Number:** If this option is selected, all the cases that were found will be updated.
  - b. **Update only the Case with the Earliest Start-up Date:** If this option is selected, only one case will be updated - the one with the earliest start-up date. For example: If we have two cases with start-up dates as follows: A101 – 2010/01/01 and A101 – 2010/02/02, the first case will be updated.
  - c. **Update only the Case with the Newest Start-up Date:** This option is basically the opposite of the example above and will update the second case.

When you have finished setting up your criteria, click the Save and Continue  button.



## SPECIFY COLUMNS FOR THE INTEREST INTERFACE

For an Interface Type of Interest, you'll find the following fields:

1. **Amount:** This will be the total amount of the Interest.
2. **Interest Description:** The value which should be in the file which will be loaded as the description to the interest, for example: 'INT->MyDescription'.

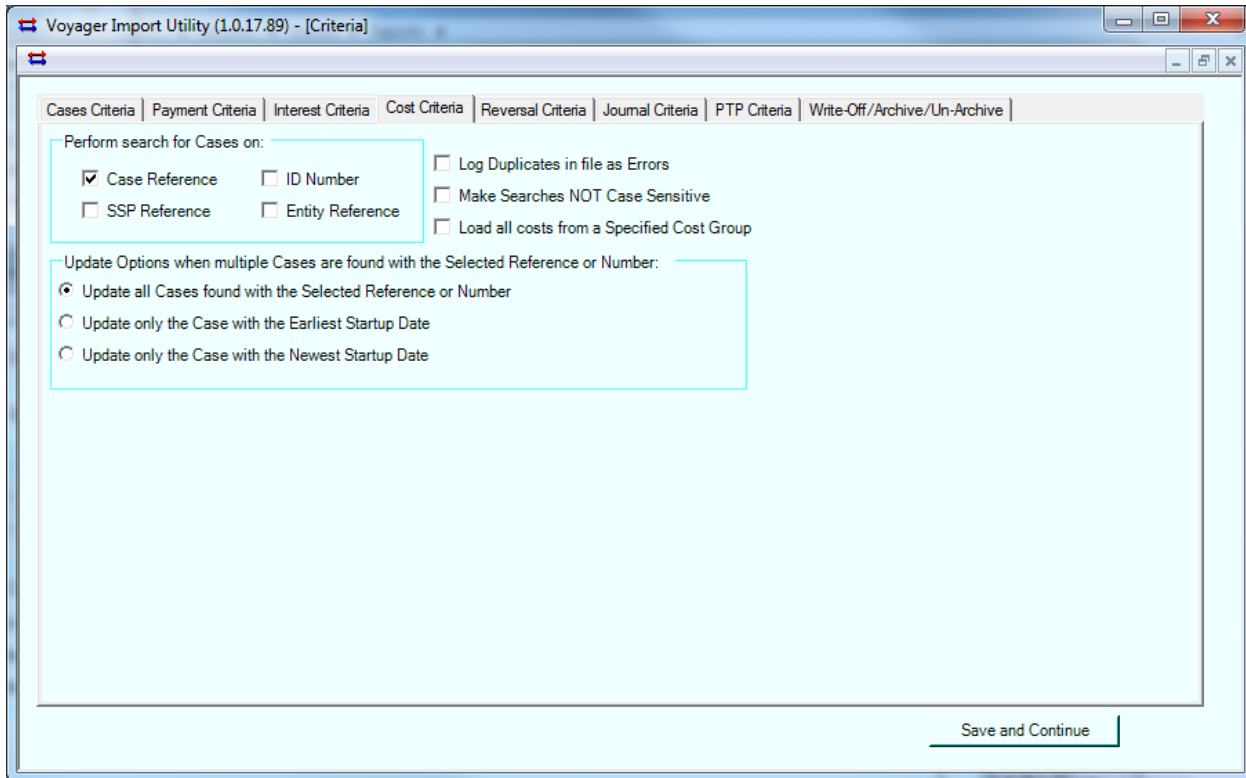
The mandatory fields are:

1. Search fields
2. Amount

Interest Description

## COSTS

### ADDING CRITERIA TO THE COSTS INTERFACE



Here you can specify how the Costs should be imported. If you are unsure of the effect a certain setting will have, just hover your mouse over the setting and a tooltip with more information on it, will be displayed.

**Please Note:** The Cost definition should already exist in Contact Centre and the description used in the file should match exactly to the description in Contact Centre.

1. **Perform Search for Cases on:** Here you specify the field on which the import utility will search to determine whether the case is on Contact Centre or not. You can choose more than one field in which case all the search fields needs to match for the Import Utility to consider the case found.
2. **Log Duplicates in file as Errors:** When the same case is referenced twice in the file, the normal procedure for the Import Utility would be to load the cost for the first entry and then when the second entry is encountered, load interest for the second entry as well. This setting will prevent the interest for the second entry from being imported and instead log an error for it.
3. **Make Searches NOT Case Sensitive:** Normally all searches are case sensitive, meaning that the Import Utility does not consider 'A101' to be the same thing as 'a101'. This setting will change that and the two will be considered the same case.
4. **Load all costs from a Specified Cost Group:** This option will allow you to specify a cost group in the file and will then load all the costs in that group with their default amounts.
5. **Update Options when multiple Cases are found with the Selected Reference or Number:** When more than one case is found in Contact Centre corresponding to the search criteria, the following option will be executed:

- Update all Cases found with the Selected Reference or Number:** If this option is selected, all the cases that were found will be updated.
- Update only the Case with the Earliest Start-up Date:** If this option is selected, only one case will be updated - the one with the earliest start-up date. For example: If we have two cases with start-up dates as follows: A101 – 2010/01/01 and A101 – 2010/02/02, the first case will be updated.
- Update only the Case with the Newest Start-up Date:** This option is basically the opposite of the example above and will update the second case.

When you have finished setting up your criteria, click the Save and Continue  button.

## SPECIFY COLUMNS FOR THE COSTS INTERFACE

For an Interface Type of Costs, you'll find the following fields:

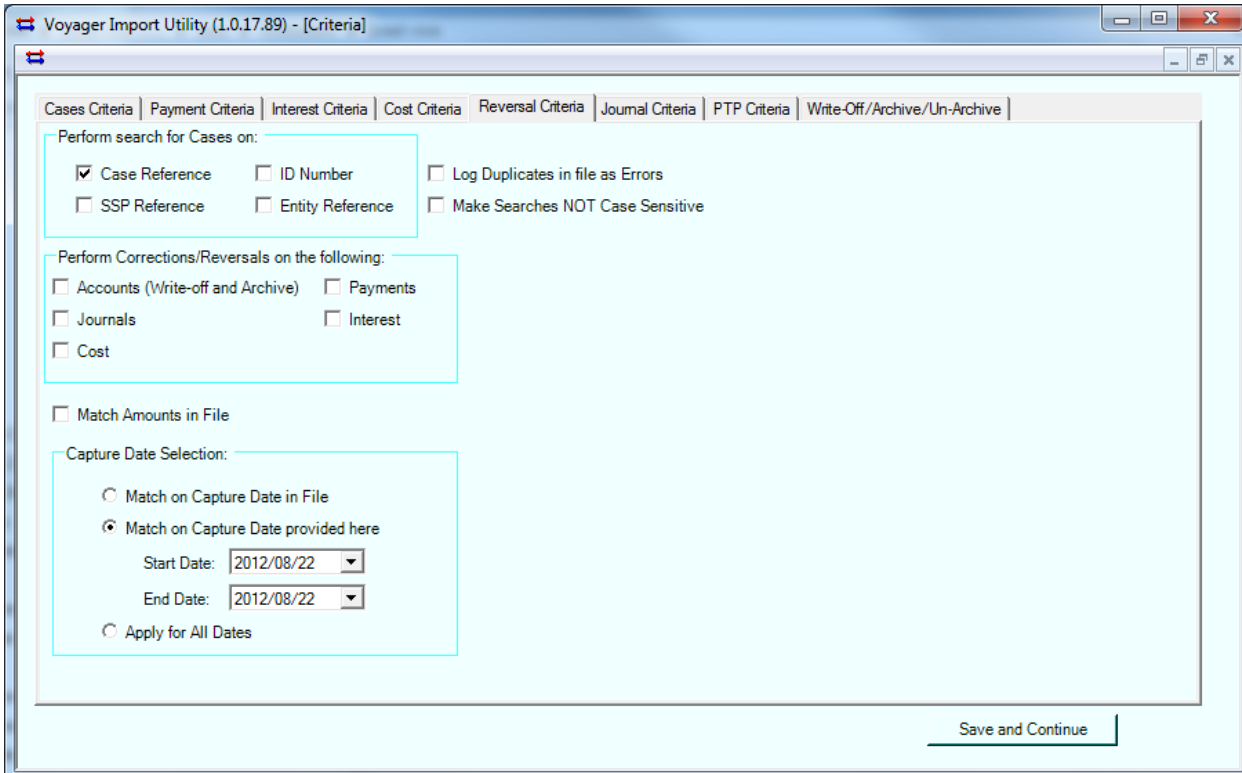
- Amount:** This will be the total amount of the Cost if single costs are loaded.
- Cost Description:** The value which should be in the file which must correspond exactly with the description of an existing cost definition in Contact Centre. If this cost is not found, an error message will be displayed.
- Cost Group:** The value which should be in the file when the 'Load all costs from a Specified Cost Group' option is chosen on the Criteria screen. All the costs in that group with their corresponding default values will be loaded. The description must match exactly.

The mandatory fields are:

- Search fields
- Amount
- Cost Description or Cost Group depending on the option chosen

## REVERSALS

### ADDING CRITERIA TO THE REVERSALS INTERFACE



Here you can specify how the Reversals should be imported. If you are unsure of the effect a certain setting will have, just hover your mouse over the setting and a tooltip with more information on it, will be displayed.

**Please Note:** The Reversal Interface type is intended to correct erroneous imports should you not have made a backup before performing the original import. It is important to realize that this option is intended as a last resort. Should it not be performed correctly, the reversal option may reverse data not affected by the original import.

- Perform Search for Cases on:** Here you specify the field on which the import utility will search to determine whether the case is on Contact Centre or not. You can choose more than one field in which case all the search fields needs to match for the Import Utility to consider the case found.

2. **Log Duplicates in file as Errors:** When the same case is referenced twice in the file, the normal procedure for the Import Utility would be to perform the reversal for the first case and then when the second one is encountered, perform the reversal for the second case as well. This setting will prevent the reversal for the second case from being imported and instead log an error for it.
3. **Make Searches NOT Case Sensitive:** Normally all searches are case sensitive, meaning that the Import Utility does not consider 'A101' to be the same thing as 'a101'. In this case, it will reverse the second case just the same as the first one.
4. **Perform Corrections/Reversals on the following:**
  - a. **Accounts (Write-off and Archive):** The cases in the file will be written off and archived in Contact Centre.
  - b. **Journals:** A correction will be performed on the transaction.
  - c. **Cost:** A correction will be performed on the transaction.
  - d. **Payments:** A correction will be performed on the transaction.
  - e. **Interest:** A correction will be performed on the transaction.
5. **Match Amounts in File:** The reversal will not be performed if the amount in the file does not match the amount in Contact Centre.
6. **Capture Date Selection:**
  - a. **Match on Capture Date in File:** The case or transaction in Contact Centre will only be reversed if the capture date matches the date in the file.
  - b. **Match on Capture Date provided here:** The cases or transactions in Contact Centre will be reversed when the Capture Dates fall between the boundaries set. This can be a dangerous option to use as other transactions and cases could have been added during this period, which do not necessarily form part of the erroneous import.
  - c. **Apply for All Dates:** All cases or transactions for cases in the file will be reversed. This is the most dangerous option.

When you have finished setting up your criteria, click the Save and Continue  button.

## SPECIFY COLUMNS FOR THE REVERSALS INTERFACE

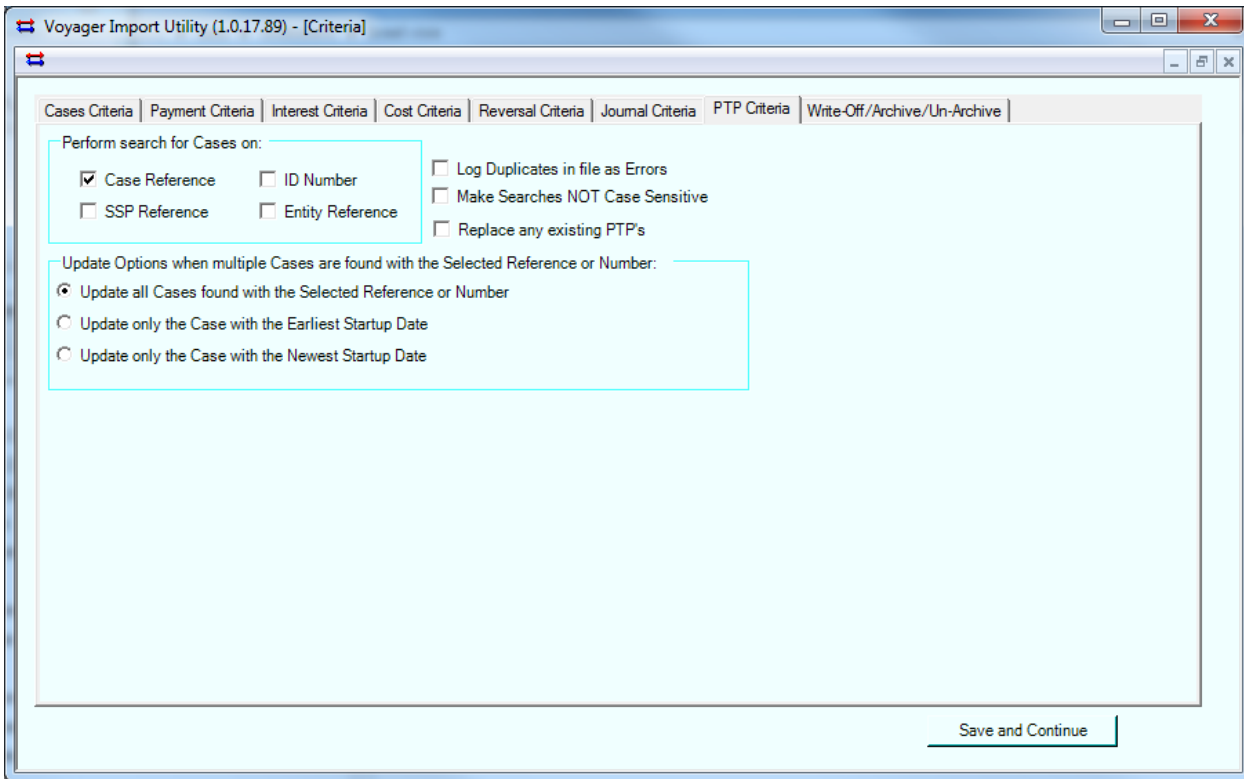
For an Interface Type of Reversals, you'll only find the search fields, amount and capture date.

The mandatory fields are:

1. Search fields

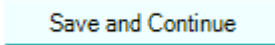
# PTPs

## ADDING CRITERIA TO THE PTPs INTERFACE



Here you can specify how the PTPs should be imported. If you are unsure of the effect a certain setting will have, just hover your mouse over the setting and a tooltip with more information on it, will be displayed.

- 1. Perform Search for Cases on:** Here you specify the field on which the import utility will search to determine whether the case is on Contact Centre or not. You can choose more than one field in which case all the search fields needs to match for the Import Utility to consider the case found.
- 2. Log Duplicates in file as Errors:** When the same case is referenced twice in the file, the normal procedure for the Import Utility would be to load the PTP for the first entry and then when the second entry is encountered, load the PTP for the second entry as well. This setting will prevent the PTP for the second entry from being imported and instead log an error for it.
- 3. Make Searches NOT Case Sensitive:** Normally all searches are case sensitive, meaning that the Import Utility does not consider 'A101' to be the same thing as 'a101'. This setting will change that and the two will be considered the same case.
- 4. Replace any existing PTPs:** If the case already has an existing and active PTP, it will be replaced if you select this option.
- 5. Update Options when multiple Cases are found with the Selected Reference or Number:** When more than one case is found in Contact Centre corresponding to the search criteria, the following option will be executed:
  - a. Update all Cases found with the Selected Reference or Number:** If this option is selected, all the cases that were found will be updated.
  - b. Update only the Case with the Earliest Start-up Date:** If this option is selected, only one case will be updated - the one with the earliest start-up date. For example: If we have two cases with start-up dates as follows: A101 – 2010/01/01 and A101 – 2010/02/02, the first case will be updated.
  - c. Update only the Case with the Newest Start-up Date:** This option is basically the opposite of the example above and will update the second case.

When you have finished setting up your criteria, click the Save and Continue  button.

## SPECIFY COLUMNS FOR THE PTPs INTERFACE

For an Interface Type of PTPs, you'll find the following fields.

- 1. Amount:** This will be the instalment amount of the PTP.
- 2. Date of First Payment:** The first payment date of the PTP.
- 3. First Payment Amount:** The amount of the first payment if it should differ from the other instalments.

4. **Instalment Period:** The frequency of payments. Valid values are exactly as follows:
  - a. Monthly
  - b. Biweekly
  - c. Weekly
  - d. Bimonthly
  - e. Quarterly
5. **Type of PTP:** Whether the PTP will be a Once-Off or Instalment. Valid values are exactly as follows:
  - a. I (Instalment)
  - b. O (Once-Off)

The mandatory fields are:

1. Search fields
2. Amount
3. Date of First Payment
4. Instalment Period (If not Once-Off)
5. Type of PTP

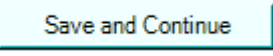
## WRITE-OFF/ARCHIVE/UN-ARCHIVE

### ADDING CRITERIA TO THE WRITE-OFF/ARCHIVE/UN-ARCHIVE INTERFACE

Here you can specify how the actions should be imported. If you are unsure of the effect a certain setting will have, just hover your mouse over the setting and a tooltip with more information on it, will be displayed.

1. **Perform Search for Cases on:** Here you specify the field on which the import utility will search to determine whether the case is on Contact Centre or not. You can choose more than one field in which case all the search fields needs to match for the Import Utility to consider the case found.
2. **Make Searches NOT Case Sensitive:** Normally all searches are case sensitive, meaning that the Import Utility does not consider 'A101' to be the same thing as 'a101'. This setting will prevent the PTP for the second entry from being imported and instead log an error for it.
3. **Choose one option:** Here you choose the type of action you'd like performed on the case:
  - a. **Write-Off:** A complete write-off will be performed on the case, bringing the balance to 0.
  - b. **Write-Off and Archive:** A complete write-off will be performed on the case and the case will also be archived.
  - c. **Archive:** The case will be archived.
  - d. **Un-Archive:** The case will be un-archived.

4. **Update Options when multiple Cases are found with the Selected Reference or Number:** When more than one case is found in Contact Centre corresponding to the search criteria, the following option should be executed:
  - a. **Update all Cases found with the Selected Reference or Number:** If this option is selected, all the cases that were found will be updated.
  - b. **Update only the Case with the Earliest Start-up Date:** If this option is selected, only one case will be updated - the one with the earliest start-up date. For example: If we have two cases with start-up dates as follows: A101 – 2010/01/01 and A101 – 2010/02/02, the first case will be updated.
  - c. **Update only the Case with the Newest Start-up Date:** This option is basically the opposite of the example above and will update the second case.

When you have finished setting up your criteria, click the Save and Continue  button.

### SPECIFY COLUMNS FOR THE WRITE-OFF/ARCHIVE/UN-ARCHIVE INTERFACE

For this Interface Type, you'll only find the search fields.

The mandatory fields are:

1. Search fields