

**EXPLANATION OF MONTHLY MANAGEMENT REPORTS**

**Unique Reports for: 1/2015**

Note if these links do not work correctly you may need to download a free copy of the [Adobe Acrobat Reader](#). This report format standardizes the text sizes on our reports.

Account Status Report	PDF ▾	View Report
Bankruptcy	PDF ▾	View Report
Change of Address Report	PDF ▾	View Report
Collection Statement	PDF ▾	View Report
Importable Custom Change of Address Report	Excel ▾	View Report
Progress Report	PDF ▾	View Report
Suspended Accounts Report	PDF ▾	View Report

**ACCOUNT STATUS REPORT**

Shows collection activity from the Library’s start date to the last day of the previous month.

**Left Column**

**Accounts Submitted:** Total number of accounts submitted for collection from the start of service.

**Bankruptcies:** Total number of accounts currently in bankruptcy.

**Incorrect Addresses:** Total number of accounts with incorrect addresses.

**Patron Disputes/Suspends:** Total number of accounts where collection efforts have been stopped because the patron disputed the debt or Library staff suspended collection efforts as a result of payment arrangements or other reasons.

**Accounts in Process:** Total number of accounts being processed through our Unique Process. This number is derived by subtracting the number of accounts in Bankruptcies, Incorrect Addresses, and Patron Disputes/Suspends minus the total number of Accounts Submitted.

**# of Accounts Activated:** Total number of accounts that have responded in some way to reduce their balance. Response may include returned materials, payments, and amounts waived.

**% of Accounts Activated:** Percentage of processed accounts that have responded in some way. (# of **Accounts Activated** divided by **Accounts in Process**). This percentage is a good measure of response rate because it measures the percentage of patrons that have actually responded due to the collection process.

**Middle Column**

**Dollars Submitted:** Total dollar value of accounts submitted for collection including material values, fines and fees.

**Dollars in Bankruptcy:** Total dollar value of accounts in bankruptcy.

**Dollars in Skips:** Total dollar amount due for accounts with incorrect addresses.

**Dollars in Dispute:** Total dollar amount for all accounts that have been disputed.

**Dollars in Process:** Total dollar amount for all accounts being processed. This number is equal to the **Dollars Submitted** minus **Dollars in Bankruptcy**, **Dollars in Skips** and **Dollars in Dispute**, as well as the dollar amount due for all suspended and closed accounts (not detailed on this report). Its purpose is to show the total dollar amount actually being worked.

**Total Activated:** Total original amount due by all Accounts Activated. The difference between this number and the sum of Dollars Received, Material Returned, and Dollars Waived is the remaining balance due by all Accounts Activated.

**% of Dollars Activated:** Percentage of processed dollars that have been activated (**Total Activated** divided by **Dollars in Process**).

### **Right Column**

**Dollars Received:** Actual monetary amount recovered as reported by the Library.

**Material Returned:** Actual value of material returned as valued and reported by the Library.

**Dollars Waived:** Actual dollars waived by the Library as reported by the Library.

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### **BANKRUPTCY– Available via Account Access website**

**Dismissed** = Not granted - The bankruptcy court declared a judgment of “Dismissed” declining (not granting) the patron’s petition for bankruptcy. The patron is still held liable for all account debt and all outstanding balances are collectable. UMS will continue collection service for accounts with a judgment of “Dismissed”.

**Discharged** = Granted -The bankruptcy court declared a judgment of “Discharged” granting the patron’s petition for bankruptcy. UMS will adjust the account to zero. UMS will no longer pursue an account with a judgment of “Discharged”.

**CLOSED** = Accounts closed prior to contact - UMS runs all new accounts through a database checking for bankruptcy status. If a patron account is found to be in bankruptcy proceedings prior to the first UMS contact, UMS will close the account and cease pursuit of the account. Library will not be invoiced for the account and staff will need to note that patron is not in collections with UMS.

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### **CHANGE OF ADDRESS REPORT– Available via Account Access website**

**Left Column:** Contains new address/telephone number information for individual accounts.

**Right Column:** Contains incorrect address /telephone number information for individual accounts.

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### **COLLECTION STATEMENT**

Outlines transactions made within the previous month.

**Date:** Date transaction was updated with UMS.

**Account Name:** Patron’s name as listed by Library when originally submitted to UMS.

**Account Number:** Patron account number at the library.

**Comm Rate:** Commission amount for libraries on a commission schedule.

**Amount Paid:** Amount of the transaction.

**Pay:** Type of transaction: MAT=Value of Material Returned, CASH=Monetary Payment, WAV=Amount waived.

**Due Agency:** Amount charged in commission for libraries on a commission schedule.

**Due You:** Amount retained from payment less commission.

**Date Listed:** Original date the account was submitted to UMS.

**Total Paid:** Amount of that specific transaction type.

**Unpaid Balance:** Balance due after transaction.

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**IMPORTABLE CUSTOM CHANGE OF ADDRESS REPORT– *Available via Account Access website***

List of Old and New Addresses in Excel.csv format.

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**PROGRESS REPORT– *Available via Account Access website***

Shows submissions and transactions of patrons sent to collection within the last six months.

**Account Number:** The Library's specified account number for each patron submitted to collection.

**Name:** This is the name of the patron that the Library has submitted to UMS for collection of materials and funds.

**Age:** The number of days a patron has been in the UMS system. This is based on the list date.

**DO:** "Days Overdue" The number of days between the service date and the delinquency date. This is based on the service date that has been provided by the Library and is inputted into our system when an account is submitted.

**Listed:** This is the date the account was submitted to UMS.

**Amt Liste:** This is the amount the patron owed at time of submission.

**Added:** This is any amount that the patron had added to their account since submission.

**Collected:** The total of cash, material, and/or waived fees that the patron has cleared since submission to UMS.

**PT:** This shows the payment type of each transaction listed.

**Curr Bal:** The amount a patron must pay to clear their account. This can be updated throughout the collection process, until the account is paid in full (PIF).

**Last Pay DT:** This shows the last payment date in which the patron made a payment.

**Status:** Indicates the position of the account in the collection process. Below are explanations of each status:

**Bad Home Phone#:** Phone number was identified as "bad" during the last attempt to contact by phone. UMS is looking for new phone number.

**Bankruptcy:** Patron has filed for bankruptcy and involved in an ongoing bankruptcy case; a discharge or dismissal judgment has not yet been declared by courts. By law, UMS is unable to pursue patrons while a bankruptcy case is in process. Bankruptcy Status Options:

- **Discharged:** The bankruptcy court declared a judgment of "Discharged" granting the patron's petition for bankruptcy. UMS will adjust the account to zero UMS will no longer pursue an account with a judgment of "Discharged".
- **Dismissed:** The bankruptcy court declared a judgment of "Dismissed" declining (not granting) the patron's petition for bankruptcy. The patron is still held liable for all account debt and all outstanding balances are collectable. UMS will continue collection service for accounts with a judgment of "Dismissed".
- **CLOSED:** UMS runs all new accounts through a database checking for bankruptcy status. If a patron account is found to be in bankruptcy proceedings prior to the first UMS contact, UMS will close the account and cease pursuit of the account. Library will not be invoiced for the account and staff will need to note that patron is not in collections with UMS.

**Cancelled:** UMS will cancel an account at the request of Library staff. UMS is required to cancel an account if Library staff does not respond with verification regarding a patron dispute, or the account was CLOSED due to bankruptcy proceedings as mentioned above.

**Cease and Desist:** Patron has demanded UMS cease and desist all contact. Therefore, by law, UMS can no longer send letters or make telephone contacts.

**Contact in Process:** Status indicates that scheduled contacts are being made.

**Debtor is Deceased:** UMS is notified patron is deceased and collection activity is discontinued.

**Disputed By Debtor:** Debtor has sent a written dispute to UMS and contact is paused while UMS is contacting the library for debt verification.

**Do Not Contact:** Patron has requested no further contacts from UMS. By law, UMS cannot contact the patron again through phone calls or letters.

**Expunge:** UMS removal of a patron's account from the consumer reporting agencies at the request of Library staff. UMS recommends expunge process be used in cases of a valid error.

**Initial Placement:** Account in the initial phase of the collection process, the patron is scheduled to receive the first letters and phone call. UMS is actively following the scheduled contact timeline.

**Library Letter:** Client has requested UMS to send a letter with the Library's logo prior to UMS beginning any collection process.

**Mail Returned:** UMS has received returned mail from a letter sent to a patron. Skip tracing processes begin. Telephone contacts continue as scheduled.

**Paid in Full:** Account has been resolved to a zero balance. Patron is eligible to be submitted for collection again.

**Scheduled Activity Compl:** All scheduled calls and letters have been made and the status will be held until eligible accounts are submitted to the consumer reporting agencies.

**Settled in full:** Account was paid to an amount below \$1. The final \$0.99 or less was closed out of UMS' system. UMS is no longer pursuing the account.

**Skip-tracing Under Way:** Indicates that UMS is in the process of locating a patron's address. Patron is at secondary placement in this phase.

**Suspended Per Client Req:** Library staff has suspended an account using the InfoLink suspend feature pausing UMS contacts. Accounts may be suspended for payment arrangements. Staff may resume activity.

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#### **SUSPENDED ACCOUNTS REPORT – *Available via Account Access website***

**Patron Name:** Patron's name as listed by the Library upon submission to UMS

**YOUR Reference #:** Library's account number

**Service Date:** Date of delinquency at the Library

**Date Listed:** Date sent to UMS

**Amt Listed:** Original balance of the patron's account

**Pmts to Date:** Total amount paid-to-date including material

**Balance:** Patron's current balance

It is best to suspend and resume accounts using the UMS InfoLink Account Access page. If you are not set up to use InfoLink, Email is the most preferred method of contact. Unique's E-mail address is:

**DATA@UNIQUE-MGMT.COM.**

If you have questions, please feel free to call or e-mail your Customer Service Account Manager directly.