

## **NAVIGATE Instructions**

[www.firstcreditonline.com](http://www.firstcreditonline.com)

By using our website, you have 24/7 access to your accounts in collections.

Selecting "Search" from the menu on the left will prompt you for your account's FCS Master #, the consumer's name, or your internal account number. Enter the information you wish to search by in the corresponding field and press "search". You will be presented with a list of accounts that matches the search criteria you have entered. Select the account you wish to view and press "View Masters".

The next page that loads will show you all of the information that we currently have in our system, and will be separated into four frames:

- The top left frame contains basic information in our system.
- The top right frame shows you all transactions (calls) made and all notes that have been placed on the account.
- The bottom left frame shows the information that has been referred to our agency in the placement file, as well as any pertinent credit-reporting information and the current status ("status flag") for the account.
- The bottom right frame shows all payment activity made on the account.

There are multiple reports you can generate on our website. To access these reports, please select "Generate Reports" from the menu on the left side of the page. Depending on the information you'd like to review, you can select from the following:

### **CLNTSTAT – Active Status Report**

This report displays all active inventory placed with our agency. This will only include accounts that we are currently pursuing in collections. It will not include any accounts that have already been closed/returned for any reason including being "paid in full", "settled in full", "recalled", etc.)

The "Remarks" column gives the current status of each account in our system. If you need any additional information for each of the statuses, please let us know and we will provide a breakdown for you.

### **HISTORY – History Analysis**

This report shows the number of new accounts placed per month, the total dollar amount for the accounts placed and the average balance per account. It also provides the total amount collected for that specific month's placements.

### **SPINDOWN – Spindown Report / Batch Track**

Similar to the History Analysis, this report shows the number of new accounts placed per month and the total dollar amount for the accounts placed. In addition, this report also shows how much we have collected from a specific month's placements over the course of 30, 60, 90, 120, etc. days.

### **PRINTSUM – Collection Summary**

This report shows how many accounts you have placed in a specific month and the total dollar amount of the accounts that you have placed. Different from the history analysis, this report shows the total collections for the current month as opposed to the total collected from a specific batch of accounts.

### **DETAIL – Detailed Client Analysis**

This report provides the same information that is available within the history analysis.

### **INTEGRITY – Data Integrity Report**

This report provides a great breakdown for the accounts placed with our agency. By running this report, you can see:

- The status of the phone numbers for accounts.
- The balance breakdown for your accounts by dollar range.
- How many accounts were placed with a social security number.
- A breakdown of your inventory by state.
- A breakdown of your inventory according to our internal status codes.
- A breakdown of your inventory according to time-zone.
- A breakdown of your inventory according to the collection unit the account is currently in.
- A breakdown of your inventory according to which accounts have been mailed correspondence from our agency.

Of course, should you have any questions about any of the features available on our website we can be reached at (800) 606-7066, option 2#. Phone support is available Monday-Friday from 9am-6pm, EST. If you have any concerns after hours, we encourage you to e-mail us at [support@fcsbpo.com](mailto:support@fcsbpo.com).