FactorSoft™

• Release v4.7

PayerWeb Administrator Guide

Limitations on Maintenance Services

The FactorSoft™ application is intended for use in accordance with the standards and processes described within this documentation. Efforts to investigate and/or repair FactorSoft™ application or data integrity issues caused by activities or integrations outside of the intended use of the FactorSoft™ platform will be subject to the then-current Jack Henry Professional Services billable hourly rate.

Standard Maintenance Services (Technical Support) does not include the following:

Investigation and Remediation of errors and data integrity issues caused, contributed to, or by any of the following:

- a software program that was not originally provided by Jack Henry
  - third-party automation, BOT/Screen Scraping technology, custom importers, or any other integration with FactorSoft™ that was not created by or in conjunction with Jack Henry.
- any modification not provided by Jack Henry to the software or standard database schema
  - the addition of custom database elements including triggers, stored procedures, tables, and columns
  - the alteration of standard FactorSoft™ triggers, tables, columns, stored procedures and indexes
  - the execution of T-SQL scripts resulting in changes to the data stored within the FactorSoft™ database
- equipment, software, networks or any other infrastructure in the customer's environment that does not meet the minimum requirements described within the then-current FactorSoft™ product documentation

Please note that if you are exploring possibilities with third-party software providers or considering altering the FactorSoft database in any way, it is strongly recommended that you discuss your plans with the FactorSoft™ support team before making any commitments or changes. As your software partner, we may be able to help solve your business problem in a way that does not introduce risk, data corruption, or system instability.

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PayerWeb

PayerWeb is an extension of FactorSoft that allows the payors, or the lender's clients' clients (commonly referred to as the *customer* or *debtor* in FactorSoft documentation), to access purchase, payment, and statement information online for all client relationships for the customer/debtor.

The Administration Module of the PayerWeb is where you, the lender, create the sign-up and follow-up email campaigns to market PayerWeb to your client's customers. the Administration Module also provides the tools to approve sign-up , address change, and dispute requests submitted by debtors through PayerWeb

PayerWeb Administration consists the following functions:

- View open invoices
- Pay open invoices
- Indicate disputes on invoices
- View previous and pending payments
- Update current contact information

Setup

This section presents set up details and options for PayerWeb. The setup requirements include:

- Engine
- System Preferences
- Security Roles
- Customer/Debtor Record
- Tables Module

Set Up Engine

The **PayerWeb**, **ePayment Update**, and **Email** Task Types and Task Server Loads must be enabled for the database in the Engine Administration module.

For specific instructions on setting up the Engine Task Types and Task Server Loads, refer to Setting Up the Engine topic in the *Engine Administration* chapter of the FactorSoft Administrator's Guide.

Customize PayerWeb Logo

The logo that displays at the top left corner of PayerWeb can be customized, if necessary; however, no other options within PayerWeb are customizable.

The custom logo must be in .jpg format and must be titled "PayerWebHeader.jpg". Once a customized logo is created, it must be saved in the C:\PayerWeb\Images folder.

System Preferences

There are two sets of System Preferences related to PayerWeb in the **Identification/system constants**, **CADENCE|PayerWeb** folder.

ePayment folder

The following preferences are used to set PayerWeb operation defaults and options.

Preference	Description
ePayment User Id	Set the ePayment provided account User Id.

Preference	Description
ePayment Password	Set the ePayment account password.
ePayment Return Page Url	Enter the url for the ePayment Return page.
ePayment Cancel Page Url	Enter the url for the ePayment Cancel page.

PayerWeb Desktop folder

The following preferences define the titles and identify of the Word document templates used for the various correspondences associated with automated PayerWeb emails. The templates defined here must match exactly the document names saved in the FactorSoft common report folder (typically C:\FactorSoft\Reports) as defined in the **ReportPath** element on the Config Settings page of the Engine Administration module.

	If an older version of FactorSoft is being used, the path may be displayed with a FactorSoft or CADENCE folder instead of a FactorSoft folder.

There is a 20 character limit on Word document file names, inclusive of the ".doc" extension.

Preference	Description
Signup Approval Email Subject	Enter the text of the subject line for automatic emails sent upon signup approval of PayerWeb.
Signup Denial Email Subject	Enter the text of the subject line for automatic emails sent upon denial of a signup request for PayerWeb.
Address Change Approval Email Subject	Enter the text of the subject line for automatic emails sent upon address change approval for PayerWeb.
Address Change Partially Approved Email Subject	Enter the text of the subject line for automatic emails sent upon partial approval of an address change for PayerWeb.
Address Change Denied Email Subject	Enter the text of the subject line for automatic emails sent upon denial of an address change request for PayerWeb.
Invoice Dispute Approval Email Subject	Enter the text of the subject line for automatic emails sent upon invoice dispute approval for PayerWeb.

Preference	Description
Invoice Dispute Denied Email Subject	Enter the text of the subject line for automatic emails sent upon denial of an invoice dispute for PayerWeb.
Signup Approval Email Template	Enter the full Microsoft Word document name to be used as the signup approval email template. The document name must contain the ".DOC" file extension. The ".DOCX" file extension is not valid.
Signup Denial Email Template	Enter the full Microsoft Word document name to be used as the signup denial email template. The document name must contain the ".DOC" file extension. The ".DOCX" file extension is not valid.
Address Change Approval Email Template	Enter the full Microsoft Word document name to be used as the address change approval email template. The document name must contain the ".DOC" file extension. The ".DOCX" file extension is not valid.
Address Change Partially Approved Email Template	Enter the full Microsoft Word document name to be used as the address change partial approval email template. The document name must contain the ".DOC" file extension. The ".DOCX" file extension is not valid.
Address Change Denied Email Template	Enter the full Microsoft Word document name to be used as the address change denied email template. The document name must contain the ".DOC" file extension. The ".DOCX" file extension is not valid.
Invoice Dispute Approval Email Template	Enter the full Microsoft Word document name to be used as the invoice dispute approval email template. The document name must contain the ".DOC" file extension. The ".DOCX" file extension is not valid.
Invoice Disputed Denied Email Template	Enter the full Microsoft Word document name to be used as the invoice dispute denial email template. The document name must contain the ".DOC" file extension. The ".DOCX" file extension is not valid.

PayerWeb Website

The following preferences are used to set PayerWeb operation defaults and options.

Preference	Description
Ask Security Question on Logon Screen	Set to **True** to require the user to answer a security question for normal login to PayerWeb.
Ask Security Question	Set to **True** to require the user to answer a security ques-

Preference	Description
on Forgot Password Screen	tion for password reset on the Forgot Password screen.
Ask Security Question on Change Password Screen	Set to **True** to require the user to answer a security question for password reset on the Change Password screen.
Log in Requires 2-Step Authentication	When True, all Client's logging in will be required to link a device to their PayerWeb Account.
Auto Approve Signups on the Website	Set to **True** to automatically send approval emails to all sign-up requests. If set to False, sign-up requests must be approved using the Signup Approval Queue in the PayerWeb Administration module.
Electronic payments check source	Set the default check source to use for electronic payments taken on the PayerWeb Choose Payment page.
Show Customer Name	Set to **True** to display the customer/debtor name on the main PayerWeb page.
Show Customer Address	Set to **True** to display the customer/debtor address on the main PayerWeb page.
Show Attn Field	Set to **True** to display the contents of the Attention field from the customer/debtor screen on the main PayerWeb page.
Show Customer Phone	Set to **True** to display the customer/debtor phone number on the main PayerWeb page.
Show Customer Fax	Set to **True** to display the customer/debtor fax phone number on the main PayerWeb page.
Show Customer Email	Set to **True** to display the customer/debtor email address on the main PayerWeb page.
Show Customer MC No	Set to **True** to display the customer/debtor Motor Carrier Number on the main PayerWeb page.
Update Customer Name	Set to **True** to allow the user to edit the customer/debtor name on the Edit Account Profile page.
Update Customer	Set to **True** to allow the user to edit the customer/debtor

Preference	Description
Address	address on the Edit Account Profile page.
Update Customer Phone	Set to **True** to allow the user to edit the customer/debtor phone number on the Edit Account Profile page.
Update Customer Fax	Set to **True** to allow the user to edit the customer/debtor fax phone number on the Edit Account Profile page.
Update Customer Email	Set to **True** to allow the user to edit the customer/debtor email address on the Edit Account Profile page.
Update Customer Primary Contact	Set to **True** to allow the user to edit the customer/debtor contact on the Edit Account Profile page.
Update Customer MC No	Set to **True** to allow the user to edit the customer/debtor motor carrier number on the Edit Account Profile page.
Update PO Reqd	Set to **True** to allow the user to edit the **PO Required** option on the Edit Account Profile page.
Update Signature Reqd	Set to **True** to allow the user to edit the **Signature Required** option on the Edit Account Profile page.
Update Do not mail statement	Set to **True** to allow the user to edit the **Do not mail statement** option on the Edit Account Profile page.
Edit Profile Message	Enter the text of the message to display at the bottom of the Profile page in PayerWeb Note that the Profile Message text is not displayed when there are more than one FactorSoft databases in the FactorSoft Control File.
Allow Partial Payments	Set to **True** to to allow partial payments from the ePaymentAmerica eSecure Checkout screen from PayerWeb. If set to False, only full payments are allowed.
SMTP default sender address	Enter the email address to be used as the sender address on campaign and follow-up emails generated out of PayerWeb.

CAPTCHA Field Preference

The CAPTCHA authentication on the various PayerWeb login screens is controlled in the PayerWeb configuration file found in the native PayerWeb directory of the PayerWeb server. The file name is WEB.

The preferences are contained within a statement like **<add key="CaptchaOnLogin" value="false" />**. Only the "true" or "false" property should be altered. The following properties control the CAPTCHA authentication:

Preference	Description
CaptchaOnLogin	Set to **True** to require CAPTCHA security entry for normal login to PayerWeb
CaptchaOnFP	Set to **True** to require CAPTCHA security entry for password reset on the Forgot Password screen.
CaptchaOnCP	Set to **True** to require CAPTCHA security entry for password reset on the Change Password screen.
CaptchaOnSignup	Set to **True** to require CAPTCHA security entry for entry to the PayerWeb Sign- screen.

Security Roles

In the Security Roles option of the FactorSoft Administration module, set the Security Roles in the **PayerWeb Authorization**, **Access** folder to allow access and update rights to the various PayerWeb functions by role. These roles are then assigned to users to determine their access and update permissions.

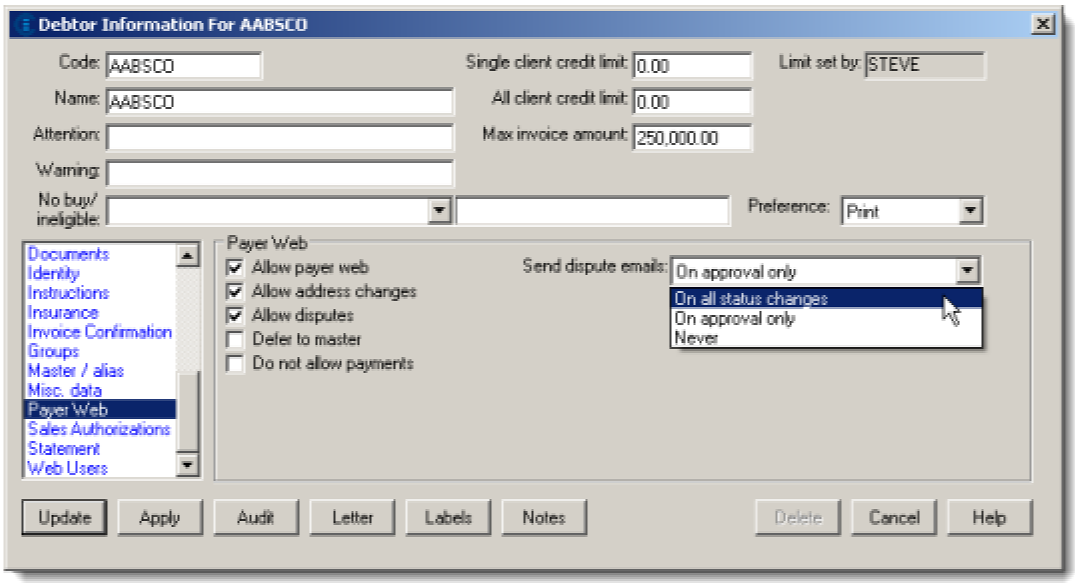
Role	Description
Address Change Queue View	Set to **Yes** to allow users with this role to view the Address Change Queue page of the PayerWeb Administration module.
Address Change Queue (update)/authorize	Set to **Yes** to allow users with this role to approve or deny profile requests in the Address Change Queue page of the PayerWeb Administration module.
Invoice Dispute Queue View	Set to **Yes** to allow users with this role to view the Invoice Dispute Queue page of the PayerWeb Administration module.
Invoice Dispute	Set to **Yes** to allow users with this role to approve or deny

Role	Description
Queue (update)/au-thorize	invoice dispute requests in the Invoice Dispute Queue page of the PayerWeb Administration module.
PayerWeb Signup Queue View	Set to **Yes** to allow users with this role to view the Signup Approval Queue page of the PayerWeb Administration module.
PayerWeb Signup Queue (update)/au-thorize	Set to **Yes** to allow users with this role to approve or deny new user signup requests in the Invoice Dispute Queue page of the PayerWeb Administration module.
Payer Questions View	Set to **Yes** to allow users with this role to view the Chal-lenge Questions page of the PayerWeb Administration module.
Payer Questions Update	Set to **Yes** to allow users with this role to add new and inactivate existing challenge questions on the Challenge Questions page of the PayerWeb Administration module.
Marketing Email Cam-paigns View	Set to **Yes** to allow users with this role to view the Mar-keting Campaign List page of the PayerWeb Admin-istration module.
Marketing Email Cam-paigns Update	Set to **Yes** to allow users with this role to add new and update existing marketing campaigns from the Mar-keting Campaigns List page of the PayerWeb Admin-istration module.
Follow-up Email Cam-paigns View	Set to **Yes** to allow users with this role to view the Follow-up Campaign List page of the PayerWeb Administration module.
Follow-up Email Cam-paigns Update	Set to **Yes** to allow users with this role to add new and update existing follow-up email campaigns from the Fol-low-up Campaigns List page of the PayerWeb Admin-istration module.
Statement Email Cam-paigns View	Set to **Yes** to allow users with this role to view the State-ment Email Campaign List page of the PayerWeb Admin-istration module.
Statement Email Cam-paigns Update	Set to **Yes** to allow users with this role to add new and update existing statement email campaigns from the

Role	Description
	Statement Email Campaigns List page of the PayerWeb Administration module.

Set Up Debtor Record

The Debtor Record must be updated to allow the debtor access to PayerWeb. Set the options on the Payer Web panel of the Debtor Information screen, as described below:

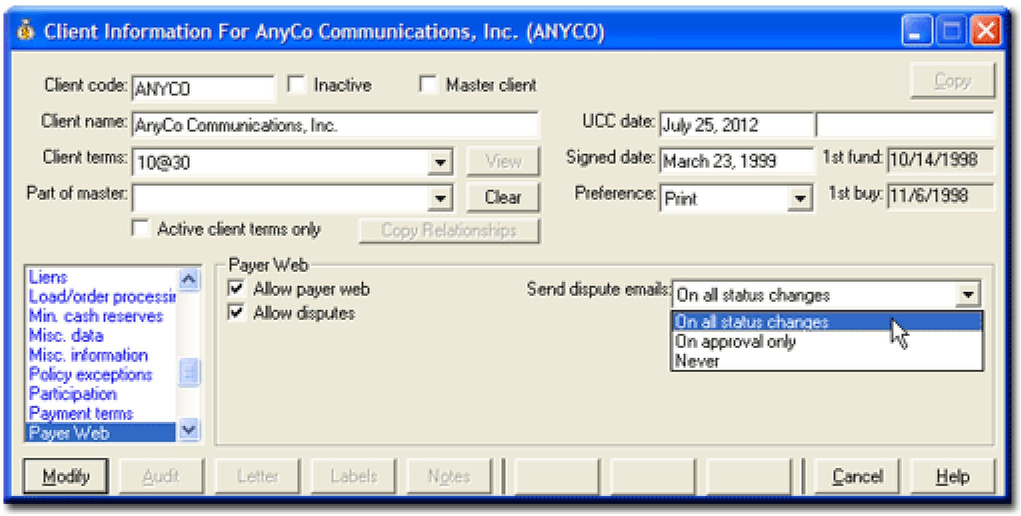


Field	Description
Allow payer web	Select this option to allow the debtor access to PayerWeb.
Allow address changes	Select this option to grant the debtor user update rights to the Profile page in PayerWeb.
Allow disputes	Select this option to grant the debtor user rights to submit dispute requests on invoices via PayerWeb.
Defer to master	Select this option to assign a member debtor the same access rights to PayerWeb and PayerWeb functions as the master debtor to which it is assigned.
Do not allow payments	Select this option to exclude the debtor from making payments on the Statement Invoices page of the PayerWeb desktop.

Field	Description
Send dispute emails	Select the option that determines the event on which dispute request approval or denial emails are sent to the debtor: • On all status changes • On approval only • Never

Set Up Client Record

The Client Record must be updated to allow invoices for that client to be viewed by a debtor on PayerWeb. Set the options on the Payer Web panel of the Client Information screen, as described below:



Field	Description
Allow payer web	Select this option to allow the debtor access to this client's invoices via PayerWeb.
Allow disputes	Select this option to grant the debtor user rights to submit dispute requests on invoices via PayerWeb for this client's invoices.
Send dispute emails	Select the option that determines the event on which dispute request approval or denial emails are sent to the debtor for this client's invoices:

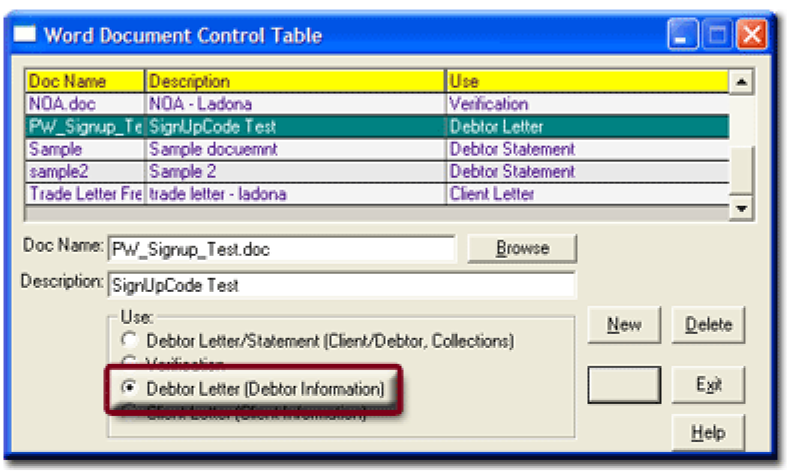
Field	Description
	• On all status changes • On approval only • Never

Set Up Tables

Microsoft Word document templates are used to define the text and.debtor record data sent in the various correspondences of the PayerWeb. While the templates for Sign up, Address Change, and Invoice Dispute approvals and denials are saved in the common FactorSoft report directory and identified to PayerWeb in System Preferences,the templates used for the marketing campaigns are identified to PayerWeb through the FactorSoft Tables module.

	There is a 20 character limit on Word document file names, inclusive of the ".doc" extension.

To configure a template to be used for marketing campaigns in PayerWeb, open the FactorSoft Tables module and select **Word Documents** from the Statements & Letters Menu. The Word Document Control Table screen opens, as shown below:



1. Click **New**.
2. Click the **Browse** button adjacent to the **Doc Name** field.
3. A browser screen opens, from which you can select the Word document from the FactorSoft common report directory.
4. Enter a **Description** for the document template.

   This is the name that will be displayed in the Template selection lists on the PayerWeb campaign pages.
5. Under **Use**, select **Debtor Letter (Debtor Information)**.
6. Click **Create**.

   A Word document control entry is created for the document. To use the template for a PayerWeb marketing campaign, you will simply select the desired control entry from the Template list on the Marketing Campaign Detail, Follow-up Campaign Detail, or Statement Email Campaign Detail pages.

Queues

The Queues menu provides access to the Sign-up Approval, Address Change, and Dispute Approval screens, which provide the capability to work each of these queues in PayerWeb.

Signup Approval Queue

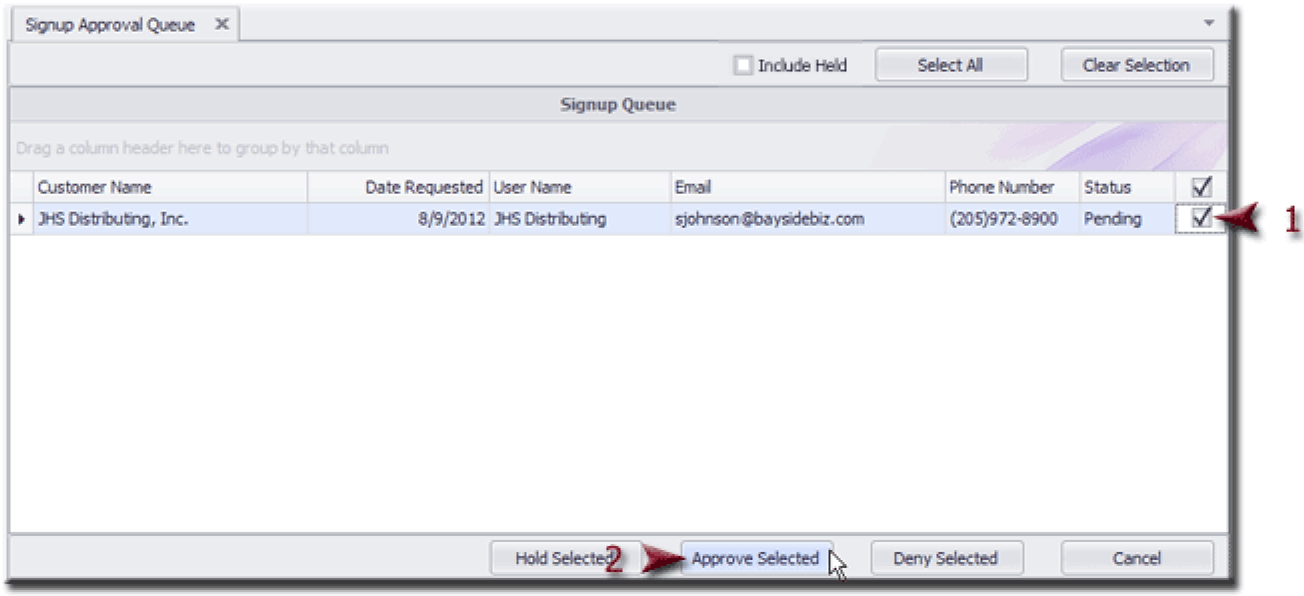
The Signup Approval Queue displays each new user sign up request as a line item. When a potential PayerWeb user completes the New User Signup with a valid signup code (provided in the signup campaign letter or email), or a new user is set up by the primary user in PayerWeb using the Maintenance page, the request is added to the queue. The administrative user then has the option to approve, deny, or hold the signup request.

> This screen is only used it System Preference **Identification/system constants**, **PayerWeb**, **PayerWeb Website**, **Auto Approve Signups on the Website** is set to **False**. If this preference is set to **True**, all sign up requests are automatically approved, and the approval email is automatically produced.

To render a decision on signup approval requests in the queue:

1. Click the selection box on the right of the line-item. A check mark appears in the box when the line-item is selected

2. Click the appropriate action button. Each action button and feature of the Signup Approval Queue page is described below.



Field	Description
Include Held	Select this option to display sign-up approval requests that were previously marked as held in the grid.
Select All	Click this button to select all approval request line-items in the Signup Approval Queue. A check mark appears in the last column for each item to indicate that the items are selected. You can click on a line-items check marks to deselect individual approval requests.
Clear Selection	Click this button to deselect all currently selected sign-up approval line-items.
Grid	Displays each approval request as a line-item with the following data columns:

Field	Description
	• **Customer Name**: the customer/debtor name. • **Date Requested**: the date that the approval request was submitted • **User Name**: the user name that requested the sign-up approval • **Email**: the email address provided by the requesting user • **Phone Number**: the phone number provided by the requesting user • **Status**: the status of the approval request • **(Selected)**: this column contains a check mark when the record is selected
Hold Selected	Click this button to mark all selected approval request line-items with a status of Held. Held requests are removed from the Grid display, but no other action is taken on the request. You can select the **Include Held** option to display held requests in the grid and approve or deny the request at a later date.
Approve Selected	Click this button to mark all selected approval request line-items with a status of Approved. A signup approval email is submitted to the email address provided by the user.
Deny Selected	Click this button to mark all selected approval request line-items with a status of Denied. A signup denial email is submitted to the email address provided by the user.
Cancel	Click this button to close the Signup Approval Queue page.

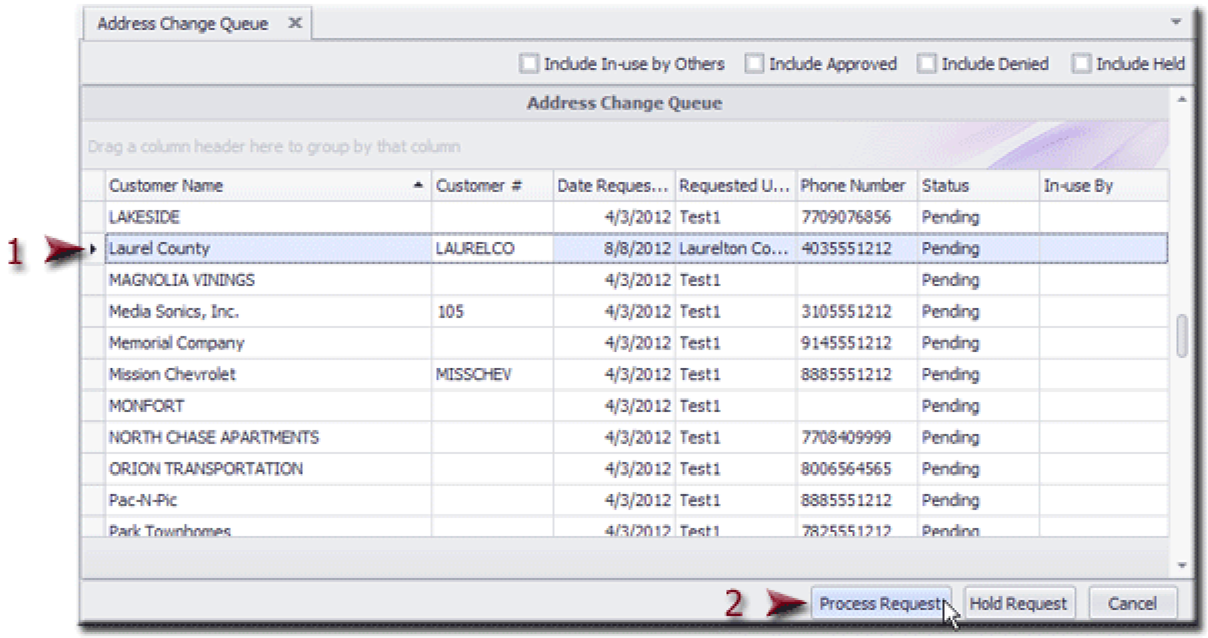
Address Change Queue

The Address Change Queue displays each address change request as a line item. When an authorized customer/debtor user edits their account profile in PayerWeb, the request is added to the queue. The administrative user then has the option to approve, deny, or hold the signup request.

To view and render decisions on the Address Change Queue:

1. Select the address change line-item from the grid.

2. Click the **Process Request** button.



Field	Description
Include In-use by Others	Select this option to display profile change requests that are currently marked as in-use by another user in the grid.
Include Approved	Select this option to display previously approved profile change requests in the grid.
Include Denied	Select this option to display previously denied profile change requests in the grid.
Include Held	Select this option to display profile change request marked as held in the grid.
Grid	Displays each profile change request as a line-item with the following data columns:

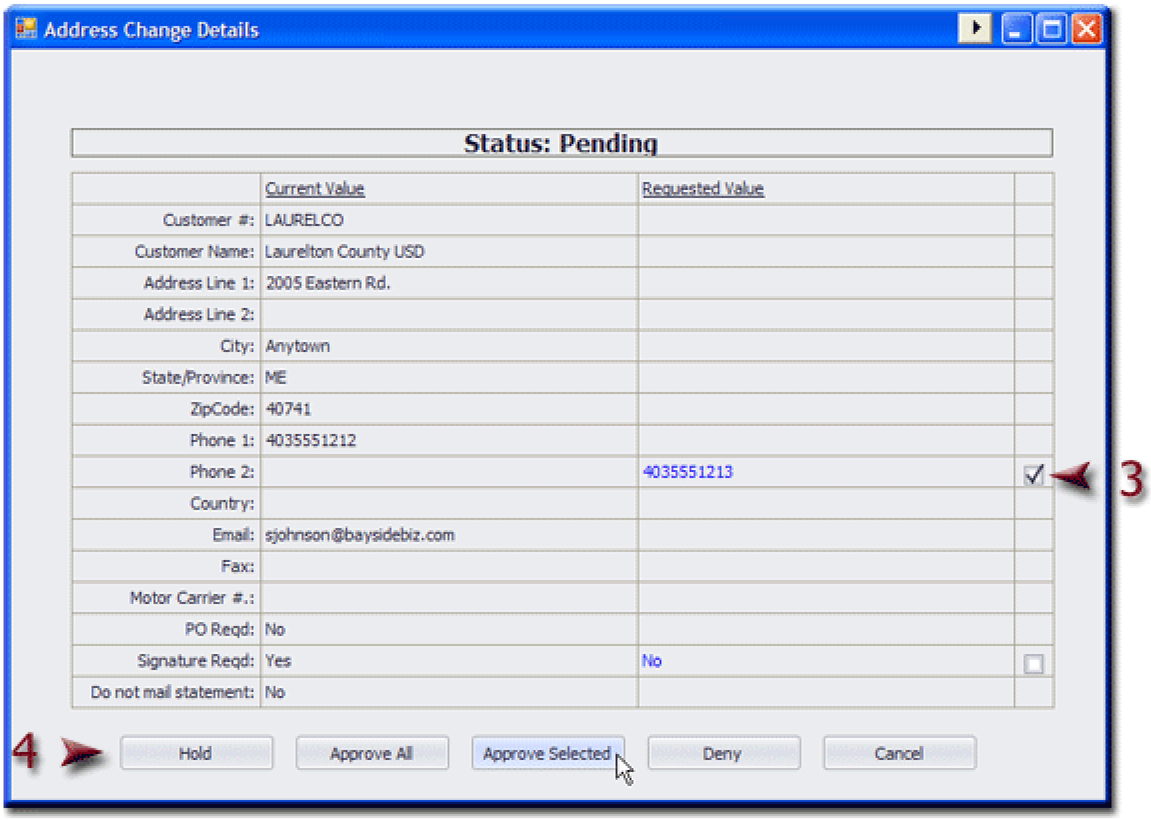
Field	Description
	• **Customer Name**: the customer/debtor name • **Customer #**: the customer/debtor number • **Date Requested**: the date that the profile change request was submitted • **Requested User**:the user name that requested the profile change approval • **Phone Number**: the phone number for the requesting user • **Status**: the status of the profile change request • **In-use By**: the user-id that currently has the profile request open on the Address Change Detail page.
Process Request	Click this button to display the profile change details on the Address Change Detail page.
Hold Request	Click this button to mark the selected line-item as held. When a request is held, the Profile page on PayerWeb is view-only for that customer/debtor, and no further updates can be submitted until the hold status is removed.
Cancel	Click this button to close the Address Change Queue page.

The Address Change Detail screen opens, as shown next. Notice that only the fields that were changed display in the **Requested Value** column.

Address Change Details

3. Click the selection box to the right of all fields that you want to approve, deny, or hold.

4. Click the appropriate action button, as described below.



Field	Description
Current Value	For each field, this column displays the value which is currently set in the debtors PayerWeb profile.
Requested	Displays the value that the PayerWeb user has entered to which to change the PayerWeb profile value.
(Select)	Click the box to select individual profile fields to approve, deny, or hold.
Hold	Click this button to place all selected Requested Values in hold status. While in hold status, the debtor will be unable to update the account profile in PayerWeb.
Approve All	Click this button to approve all requested changes to the account profile. You will not need to select individual fields to approve all.

Field	Description
Approve Selected	Click this button to approve all selected Requested Values.
Deny	Click this button to deny all selected Requested Values.
Cancel	Click this button to close the Address Change Details screen without changes.

When approved or denied, the address change line-item is removed from the Address Change Queue. Approved changes update the Debtor Record in FactorSoft.

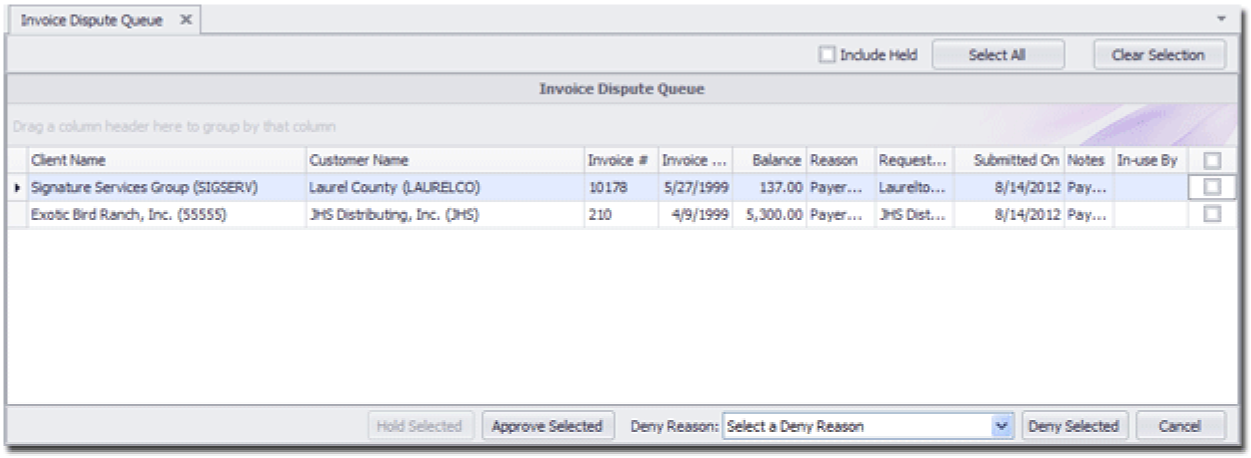
Dispute Approval Queue

The Dispute Approval Queue displays the invoices on which disputes have been requested from the PayerWeb Statements/Invoices page, and can be used to render a decision on the dispute request.

Disputed invoices are marked with an "F" (flagged as dispute) in the **D** (dispute) column on the Aging tab of the Debtor Aging screen and will display the selected dispute code on the Dispute History tab of the Invoice Information screen. If the dispute is denied, the code is removed from the invoice on the Aging tab of the Debtor Aging screen. If the dispute is approved, the **D** column on the Aging tab of the Debtor Aging screen is updated to an "X".

To render a decision on the dispute request:

1. Select the invoice line-item in the Invoice Dispute Queue grid.
2. If denying the dispute, select the appropriate **Deny Reason**.
3. Click the appropriate response button, as explained below.



Field	Description
Hold Selected	Click this button to place any selected line-items in a held status. Placing a line-item in held status removes it from the grid, but does not render a decision on the dispute request. To s\display held items, select the Include Held option.
Approve Selected	Click this button to approve the dispute request and mark the invoice "in-dispute".
Deny Reason	If denying the dispute request, select the applicable reason code for the denial from this list. Codes in this list are defined in the Dispute/Ineligibility/No Buy Codes Table with the **For PayerWeb dispute denial** option selected.
Deny Selected	Select a reason code from the **Deny Reason** list and click this button to mark the invoice dispute request as denied.

Marketing / Emails

The Marketing / Emails functions of PayerWeb are tools to generate marketing campaigns via email, fax, or print document to sign-up for PayerWeb access, to generate follow-ups to the initial sign-up campaign, and to remind debtors who are using PayerWeb when statements are available to be viewed online.

Creating Email Campaigns

Each of these three marketing email types is configured and executed in a similar fashion:

1. A Microsoft Word document template is created that contains the text of the marketing or follow-up message, along with fields codes that are replaced with customer/debtor specific data from the FactorSoft database when the correspondence is generated.
2. The document is saved in the FactorSoft common report folder.
3. The PayerWeb Marketing/Emails screens are used to set up the selection parameters that determine which customer/debtors receive the invitation or follow-up, and the scheduling information that determines when and how frequently the campaign is generated through the Engine.

   To successfully create marketing and follow-up correspondences, ensure that the following prerequisites are completed:

System and User Preferences

- If the sign-up campaign is to be executed through email, the SMTP settings must be configured in System Preferences, **Identification/system constants**, **System constants**.
- If the sign-up campaign is to be executed through fax, ensure that the third party fax software solution for sending faxes is configured. See Fax Support in FactorSoft Help for more information.

Client and Debtor Records

Several important considerations concerning the Client and Debtor Records must be confirmed:

- On the Payer Web panel of the Client Information screen, ensure that the **Allow payer web** option is selected.
- On the Payer Web panel of the Debtor Information screen, ensure that the **Allow payer web** option is selected.
- If the sign-up campaign is to be executed through email, on the Address panel of the Debtor information screen, ensure that the **Email** field contains a valid email address for each debtor.
- If the sign-up campaign is to be executed through fax, on the Address panel of the Debtor Information screen, ensure that the **Fax** field contains a valid Fax phone number for each debtor.
- If a campaign is to be executed through printed copy, Print must be enabled and at least one remote network printer defined.

Word Template and Tables

- A Microsoft Word template must be created with the text of the campaign and the appropriate field codes to merge in the debtor data. See the Correspondence chapter in the FactorSoft User's Guide for details on creating MS Word merge document templates for FactorSoft. The Word template must be saved with the ".DOC" extension, not the ".DOCX" extension.
- The Word template for the Marketing (Sign-up) Campaign must contain the field code **<SignUpCode>**. This field code is replaced with the unique sign-up key that the user enters on the New User Sign-up screen to request access to PayerWeb .
- In the FactorSoft Tables module, create a Word Document Control Table entry for the merge document template with **Use** set to **Debtor Letter**. This will include the template in the **Template** list on the Marketing Campaign Detail panel. For a list of all available Word Document Template Field Codes, see the *Client and Debtor Field Codes for Word Document Templates* topic in the FactorSoft Help file.

The following sections describe the individual page details for Marketing Campaigns, Follow-up Campaigns, and Statement Emails.

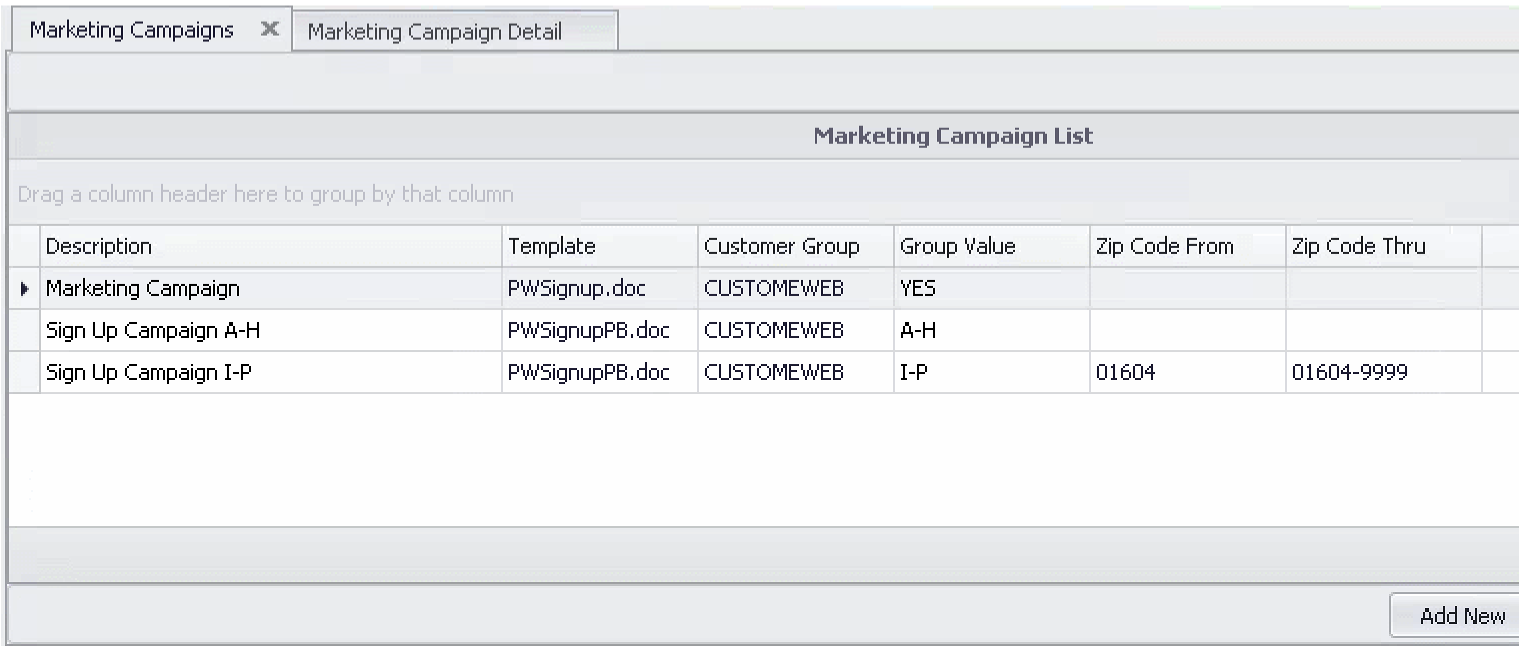
Send Marketing Emails

The Marketing Emails functions are used to invite debtors to sign-up for the PayerWeb. This function generates an email, fax, or printed document that contains the URL to the PayerWeb application and a sign-up code used along with the the debtor's email address to request access to PayerWeb. When the debtor enters their email address and the correct sign-up code on the PayerWeb New User Sign-up screen, it appears as a line-item on the Signup Approval Queue.

Marketing Campaigns

The Marketing Campaigns screen displays each sign-up letter campaign as a line-item in the grid. Each campaign represents a Word document template which contains a time-limited sign-up code that the lender's client uses for initial sign on to PayerWeb. The Word template is defined in the Word Document Control Table of the FactorSoft Tables module with the **Use** set to **Debtor Letter (Debtor Information)**.

Selecting **Send Marketing Emails** from the Marketing / Emails section of the PayerWeb Menu opens the Marketing Campaigns Page, as shown next.



Field	Description
Grid	Displays each sign-up letter campaign as a line-item with the following data columns:

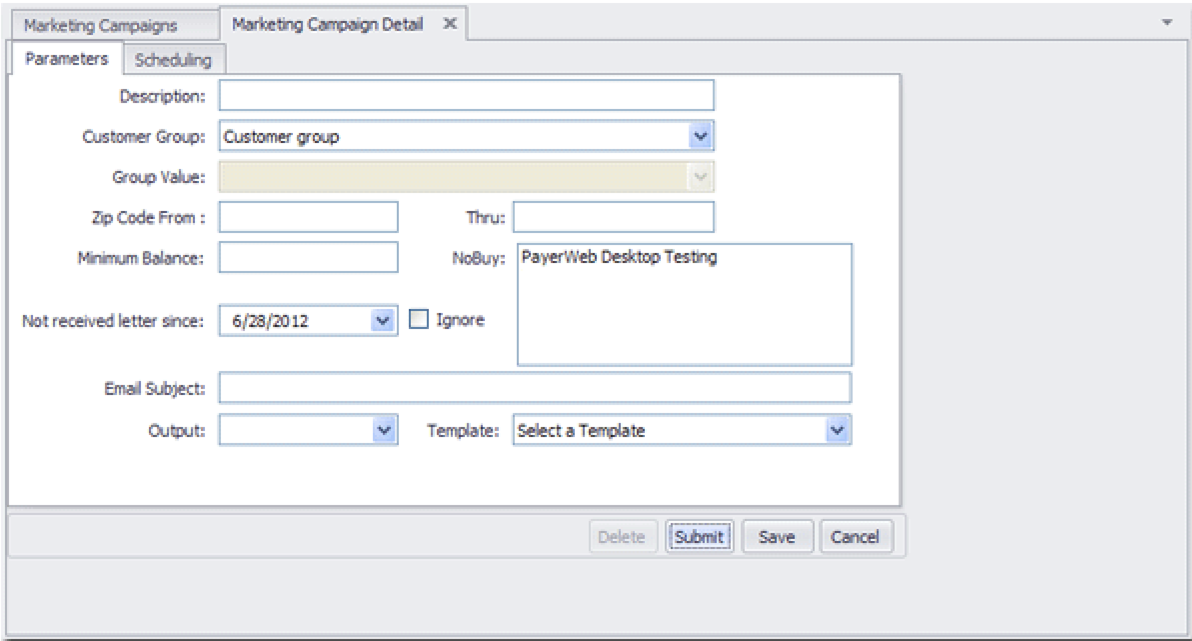
Field	Description
	• **Description**: Displays the name of the marketing campaign. • **Template**: Displays the Word Document Template selected for the marketing campaign. • **Customer Group**: Displays the customer/debtor group limitation selected for the campaign. • **Group Value**: Displays the group value limitation selected for the campaign. • **ZipCode From**: Displays the starting ZIP/Postal Code of the ZIP Code limitation for the campaign. • **ZipCodeTo**: Displays the ending ZIP/Postal Code of the ZIP Code limitation for the campaign. • **Min Balance**: Displays the dollar amount of the minimum balance limitation for the campaign. • **Not Recvd Since**: Displays the date of last campaign letter limitation for the campaign.
Add New	Click this button to open the Marketing Campaign Detail page to create a new campaign.
View Detail	Select a campaign line-item and click this button to open the Marketing Campaign Detail page to view the details of the campaign. You can also update details and save edits to the campaign using this function.
Cancel	Click this button to close the Marketing Campaigns page.

Marketing Campaigns Detail

The Marketing Campaigns Detail screen is used to establish the campaign parameters that determine the debtors selected for the campaign, and the schedule that determines when and how frequently the campaign is generated to distribute invitations.

Parameters Tab

The Parameters tab is used to create the criteria by which the campaign letters are sent to the lender's clients. Keep in mind that the criteria is inclusive, so a customer/debtor must match all of the selection criteria to be included in the letter campaign.



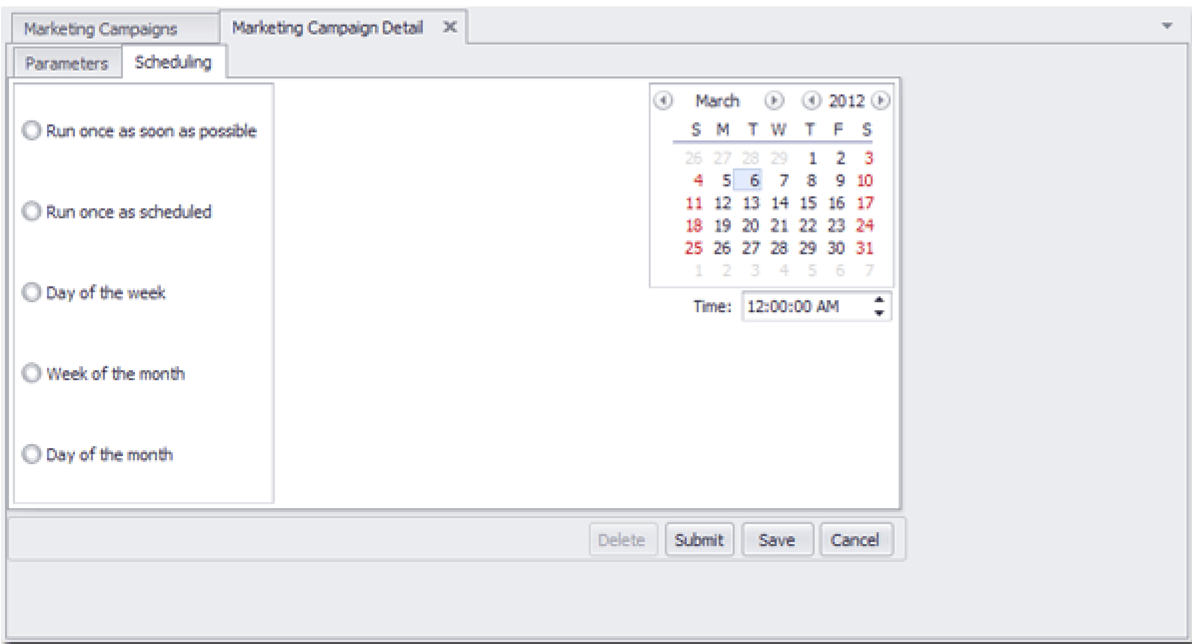
Field	Description
Description	Enter a descriptive name for the marketing campaign.
Customer Group	Select the customer/debtor group to which to limit the letters for this campaign from the list. Debtor Groups are defined in the Debtor Group Table in the FactorSoft Tables module.
Group Value	Select the specific debtor group value to which to limit the letters for this campaign from the list.
Zip Code From	Enter the low ZIP/Postal Code to match to the customer/debtor address to which to limit the letters for this campaign.
Thru	Enter the high ZIP/Postal Code to match to the customer/debtor address to which to limit the letters for this campaign.
Minimum Balance	Enter the minimum debtor A/R balance to which to limit

Field	Description
	the letters for this campaign.
NoBuy	Select the no-buy reason code to which to limit the letters for this campaign. This field is optional. The codes listed here are created in the Dispute/Ineligibility/No Buy Code Table with the **Can be used** type set to **For no buy**.
Not received letter since	Enter the date of last campaign letter sent to be used to limit the letters for this campaign. Select the **Ignore** option to indicate that date of the last campaign letter is not considered in selecting customer/debtors for the campaign.
Email subject	Enter the text of the email subject line for email campaigns.
Output	Select the output option for the letters: • **Print**: print the campaign letters. To use this option, the printer must be defined to Print. • **Email** email the campaign letters directly to the debtor email address
Template	Select the document template you want to use from the list. The templates listed here are created in the Word Document Control Table with the **Use** type set to **Debtor Letter (Debtor Information)**. If no template is specified, a default message is displayed in the campaign email/letter.
Printer (Server)	This field only appears if **Print** is selected as the **Output** option. Select the remote network printer or folder to which to deliver the print output. The printers displayed in this list are predefined through Print.
Delete	Click this button to delete an existing marketing campaign.
Submit	Click this button to submit the campaign to the FactorSoft Engine to generate the campaign letters based on the frequency specified on the Scheduling tab.

Field	Description
Save	Click this button to save a new campaign definition or changes to an existing campaign.
Cancel	Click this button to close the Marketing Campaign Detail page. Unsaved changes are abandoned.

Scheduling Tab

The Scheduling tab is used to set the interval at which the campaign is to be polled and executed by the Engine.



Field	Description
Run once as soon as possible	Execute the task once, at the next periodic polling of the database.
Run once as sched-uled	Execute the task once, at the set schedule to poll the ser-vice. Select a date in the adjacent calendar and enter the time at which the service should start.
Day of the week	Select this option and the applicable weekday in the adja-cent list to poll on a weekly basis. To poll at a specific time of day, enter the time in the adjacent **Time** field.

Field	Description
Week of the month	Select the applicable week in the adjacent list, and select the applicable weekday from the Day list to poll during a specific week each month. To poll at a specific time of day, enter the time in the adjacent **Time** field.
Day of the month	Select the day number in the list. For instance, "15" would poll on the 15th day of each month. Enter the time at which service is to be polled.

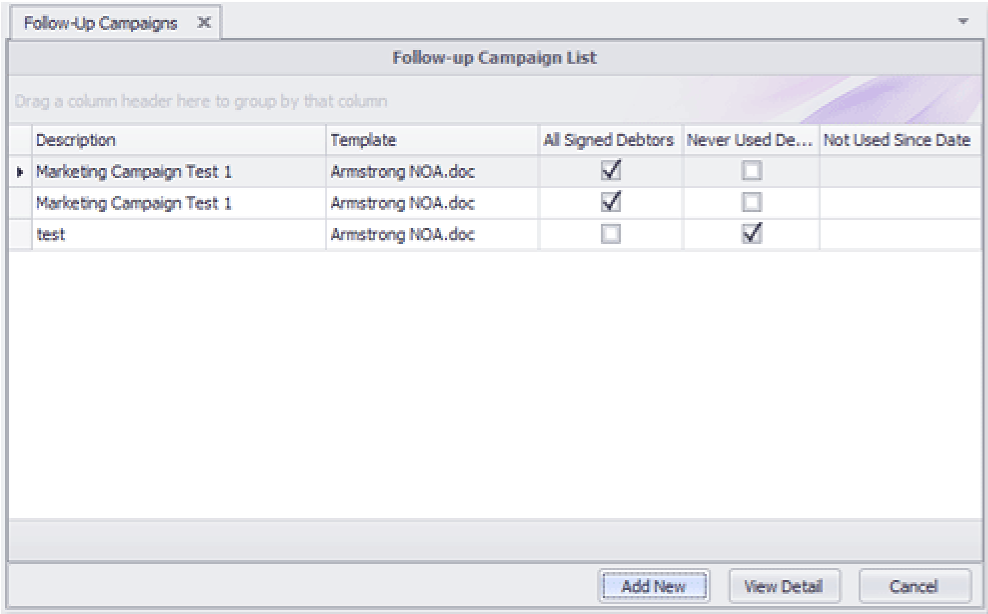
Follow-up Emails

Follow-up campaigns are generated to send email, fax, or printed document notifications to prior recipients of sign-up campaign notifications. The campaign can include debtors who were recipients of a sign-up campaign notification but have not yet signed up for PayerWeb, debtors who have previously signed up for PayerWeb but have not signed on since a given date, or all debtors who have signed up for PayerWeb access.

Follow-up Campaigns

The Follow-up Campaigns screen displays each follow-up letter campaign as a line-item in the grid. Each campaign represents a MS Word document template (defined in the Word Document Control Table of the FactorSoft Tables module with the **Use** set to **Debtor Letter (Debtor Information**).

Selecting **Send Follow-up Emails** from the Marketing / Emails section of the PayerWeb Menu opens the Follow-up Campaigns Page, as shown next.



Field	Description
Grid	Displays each follow-up letter campaign as a line-item with the following data columns: • **Description**: Displays the name of the follow-up campaign. • **Template**: Displays the Word Document Template selected for the follow-upcampaign. • **All Signed Debtors**: indicates the campaign is targeted at all debtors who have previously signed on to PayerWeb. • **Never Used Debtors**: indicates the campaign is targeted at debtors that have previously signed-up, but have never used the PayerWeb. • **Not Used Since Date**: indicates the campaign is targeted at debtors that have previously signed-up, but have not used the PayerWeb since a specified date.
Add New	Click this button to open the Follow-up Campaign Detail page to create a new campaign.
View Detail	Select a campaign line-item and click this button to open the Follow-up Campaign Detail page to view the details of the

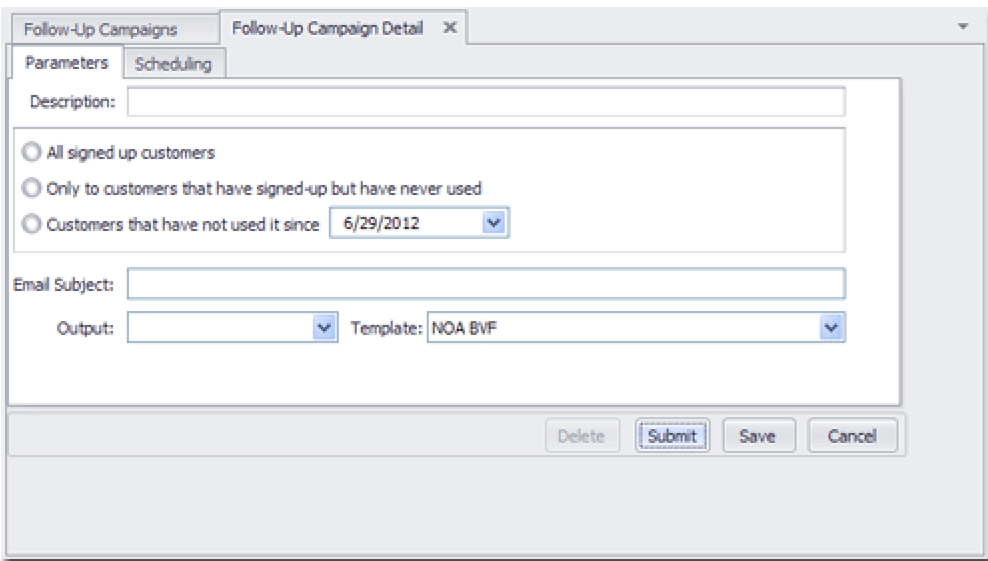
Field	Description
	campaign. You can also update details and save edits to the campaign using this function.
Cancel	Click this button to close the Follow-up Campaigns page.

Follow-up Campaigns Detail

The Follow-up Campaigns Detail screen is used to establish the campaign parameters and schedule the campaign to distribute follow-up invitations.

Parameters Tab

The Parameters tab is used to create the criteria by which the follow-up campaign letters are sent to the lender's clients.



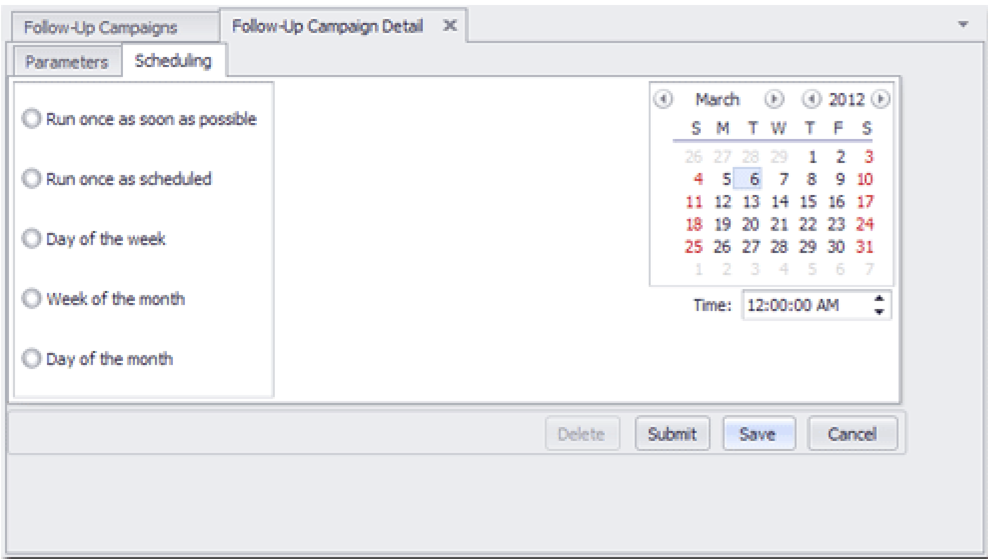
Field	Description
Description	Enter a descriptive name for the follow-up campaign.
All signed up cus-tomers	Select this option to send the follow-up campaign letter to all customers/debtors that are currently signed up as PayerWeb users.
Only to customers that have signed up but have never used	Select this option to send the follow-up campaign letter to customers/debtors that have signed up as PayerWeb users, but have not used PayerWeb since signing up.

Field	Description
Customers that have not used it since	Select this option to send the follow-up campaign letter to customers/debtors that have signed up as PayerWeb users, but have not used PayerWeb since the date specified in the adjacent date field. You can type the date directly in the date filed, or click the arrow button to display a calendar from which you can select the date.
Email subject	Enter the text of the email subject line for email campaigns.
Output	Select the output option for the letters: • **Print**: print the campaign letters. To use this option, the printer must be defined to Print. • **Fax**: fax the campaign letters directly to the selected client • **Email** email the campaign letters directly to the debtor email address
Template	Select the document template you want to use from the list. The templates listed here are created in the Word Document Control Table with the **Use** type set to **Debtor Letter (Debtor Information)**. If no template is specified, a default message is displayed in the campaign email/letter.
Printer (Server)	This field only appears if **Print** is selected as the **Output** option. Select the remote network printer or folder to which to deliver the print output. The printers displayed in this list are predefined through Print.
Delete	Click this button to delete an existing follow-up campaign.
Submit	Click this button to submit the campaign to the Engine to generate the campaign letters based on the frequency specified on the Scheduling tab.
Save	Click this button to save a new campaign definition or changes to an existing campaign.

Field	Description
Cancel	Click this button to close the Follow-up Campaign Detail page. Unsaved changes are abandoned.

Scheduling Tab

The Scheduling tab is used to set the interval at which the campaign is to be polled and executed by the Engine.



Field	Description
Run once as soon as possible	Execute the task once, at the next periodic polling of the database.
Run once as sched-uled	Execute the task once, at the set schedule to poll the ser-vice. Select a date in the adjacent calendar and enter the time at which the service should start.
Day of the week	Select this option and the applicable weekday in the adja-cent list to poll on a weekly basis. To poll at a specific time of day, enter the time in the adjacent **Time** field.
Week of the month	Select the applicable week in the adjacent list, and select the applicable weekday from the Day list to poll during a specific week each month. To poll at a specific time of day, enter the time in the adjacent **Time** field.
Day of the month	Select the day number in the list. For instance, "15" would

Field	Description
	poll on the 15th day of each month. Enter the time at which service is to be polled.

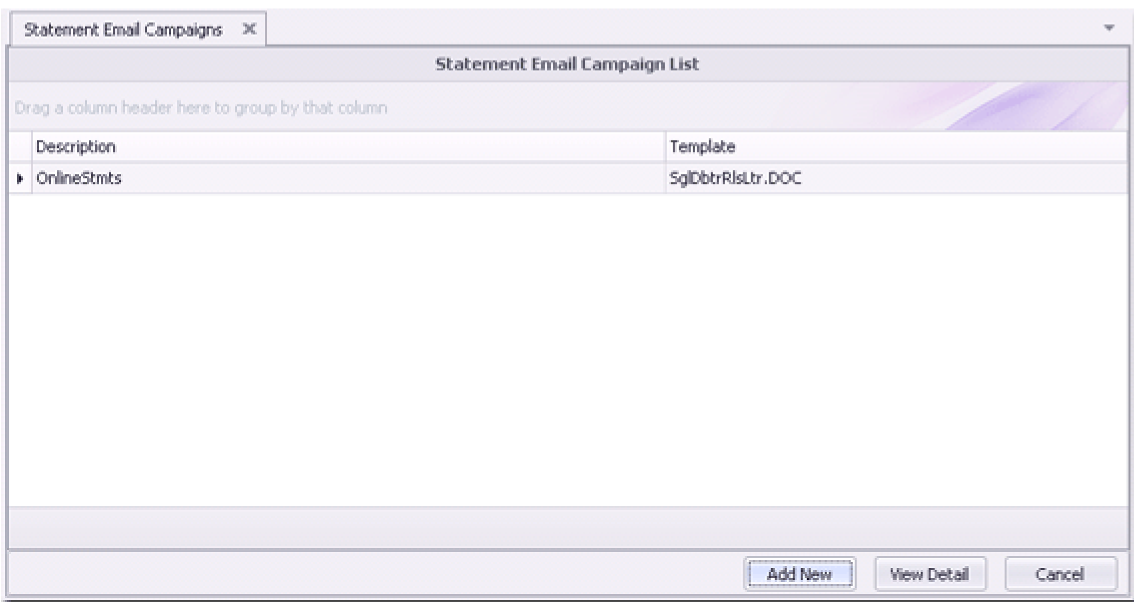
Send Statement Emails

Statement campaigns are generated to produce email, fax, or print document notifications that inform the debtor that their statement is available to be viewed online. The statement referred to is the Statements/Invoices tab of the PayerWeb main page.

Statement Email Campaigns

The Statement Email Campaigns screen displays each statement email campaign as a line-item in the grid. Each campaign represents a MS Word document template (defined in the Word Document Control Table of the FactorSoft Tables module with the Use set to **Debtor Letter (Debtor Information**).

Selecting **Send Statement Emails** from the Marketing / Emails section of the PayerWeb Menu opens the Statement Email Campaigns Page, as shown next.



Field	Description
Grid	Displays each statement email campaign as a line-item with the following data columns:

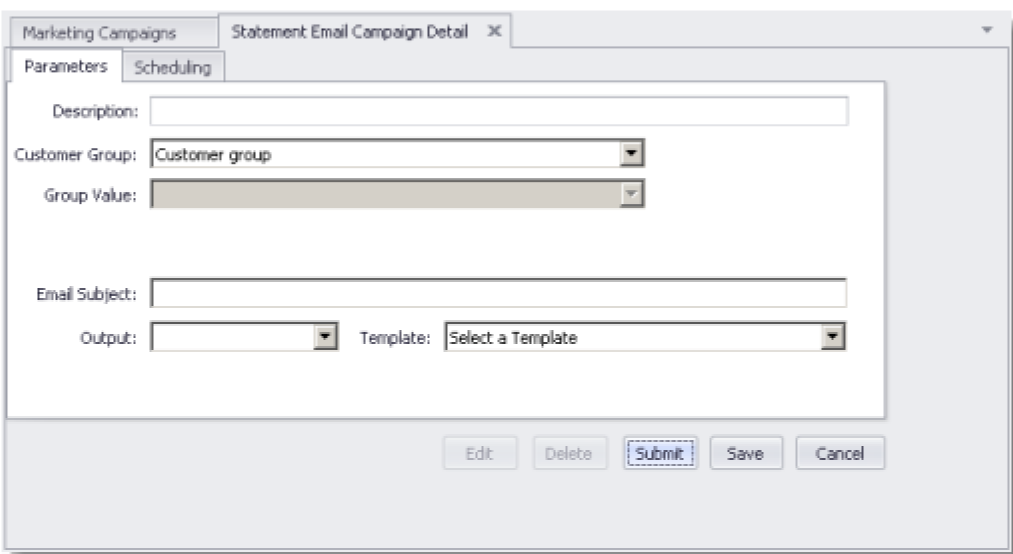
Field	Description
	• **Description**: Displays the name of the statement campaign. • **Template**: Displays the Word Document Template selected for the marketing campaign.
Add New	Click this button to open the Statement Email Campaign Detail page to create a new campaign.
View Detail	Select a campaign line-item and click this button to open the Statement Email Campaign Detail page to view the details of the campaign. You can also update details and save edits to the campaign using this function.
Cancel	Click this button to close the Statement Email Campaigns page.

Statement Email Campaign Detail

The Statement Email Campaign Detail screen is used to establish the campaign parameters and schedule the campaign to distribute invitations.

Parameters Tab

The Parameters tab is used to select the template and output method for the campaign.

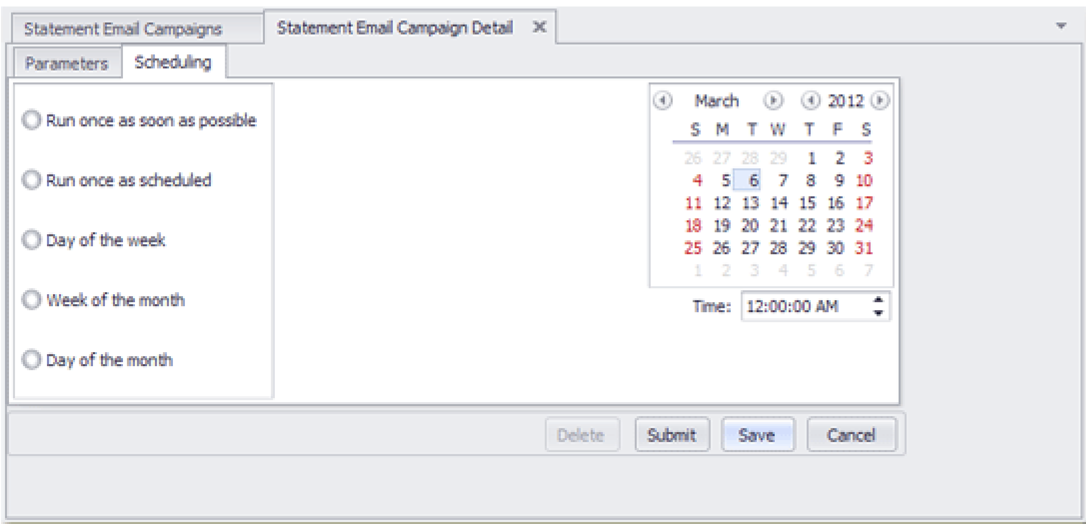


Field	Description
Description	Enter a descriptive name for the statement email campaign.
Customer Group	Select the customer/debtor group to which to limit the letters for this campaign from the list. Debtor Groups are defined in the Debtor Group Table in the FactorSoft Tables module.
Group Value	Select the specific debtor group value to which to limit the letters for this campaign from the list.
Email subject	Enter the text of the email subject line for the statement email campaign.
Output	Select the output option for the letters: • **Print**: print the campaign letters. To use this option, the printer must be defined to Print. • **Fax**: fax the campaign letters directly to the selected client • **Email** email the campaign letters directly to the debtor email address
Template	Select the document template you want to use from the list. The templates listed here are created in the FactorSoft Word Document Control Table with the **Use** type set to **Debtor Letter (Debtor Information)**. If no template is specified, a default message is displayed in the campaign email/letter.
Printer (Server)	This field only appears if **Print** is selected as the **Output** option. Select the remote network printer or folder to which to deliver the print output. The printers displayed in this list are predefined through Print.
Delete	Click this button to delete an existing marketing campaign.
Submit	Click this button to submit the campaign to the FactorSoft Engine to generate the campaign letters based on the frequency specified on the Scheduling tab.

Field	Description
Save	Click this button to save a new campaign definition or changes to an existing campaign.
Cancel	Click this button to close the Marketing Campaign Detail page. Unsaved changes are abandoned.

Scheduling Tab

The Scheduling tab is used to set the interval at which the campaign is to be polled and executed by the Engine.

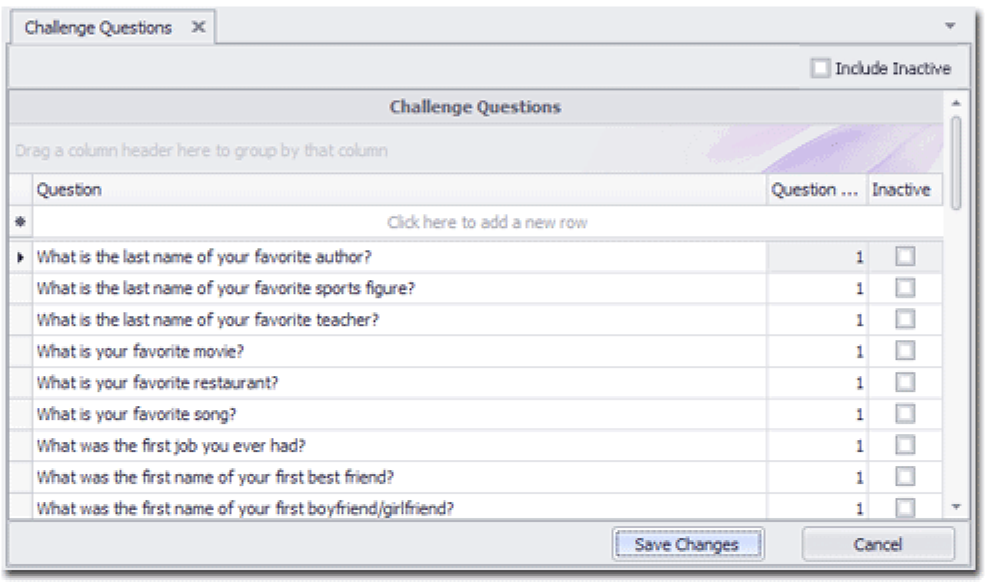


Field	Description
Run once as soon as possible	Execute the task once, at the next periodic polling of the database.
Run once as sched-uled	Execute the task once, at the set schedule to poll the ser-vice. Select a date in the adjacent calendar and enter the time at which the service should start.
Day of the week	Select this option and the applicable weekday in the adja-cent list to poll on a weekly basis. To poll at a specific time of day, enter the time in the adjacent **Time** field.
Week of the month	Select the applicable week in the adjacent list, and select the applicable weekday from the Day list to poll during a specific week each month. To poll at a specific time of

Field	Description
	day, enter the time in the adjacent **Time** field.
Day of the month	Select the day number in the list. For instance, "15" would poll on the 15th day of each month. Enter the time at which service is to be polled.

Challenge Questions

The Challenge Questions screen is used to create challenge questions that users must answer to gain access to various functions in PayerWeb. The functions that require challenge questions are determined by System Preference. Refer to the System Preference topic under Set Up for further details.



Field	Description
Click here to add a new row	Click in this line to activate the data entry fields in which you can add a new **Question** and select the **Question type**.
Grid	Displays each challenge question as a line-item with the following data columns: • **Question**: the text of each question. • **Question type**: the question group in which the question is presented (1, 2, or 3) • **Inactive**: select to hide the question in the selection list.

Field	Description
Save Changes	Click this button to save the challenge questions or changes to an existing question.
Cancel	Click this button to close the Challenge Questions page. Unsaved changes are abandoned.