



The ARMS Group (WA) Pty Ltd

## *Electronic Lodgment*

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Accounts  
**Accounts**  
*Receivable*  
**Management**  
Services



## *The ARMS Group*

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On behalf of myself and my team I would like to thank you for using *the ARMS Group (WA) Pty Ltd*.

The ARMS Group (WA) Pty Ltd is a Western Australian owned and operated company, with a strong affiliation with the ARMS Group providing a local personal service with national representation.

### **Our Services**

Whilst we have numerous services and facilities that can assist your business, we still like to ask our clients the most important question :

***How can we help you!***

### **Electronic Lodgment**

Your overdue accounts can be lodge with the Arms Group in electronic format by email, diskette, 100 Megabyte Zip Disk, or CD-Rom.

The importation process of new accounts is a two part process :

- **Extraction & Verification**

This involves the initial reading of the data file supplied, the conversion of the information into a format for the Debt Collection System, the electronic verification of the number and value loaded against the totals supplied by the client (if applicable), and a visual verification of the "Extraction Verification Report".

- **Upload & Letter Generation**

Once the Extraction & Verification has been performed, the accounts may be uploaded into the Debt Collection System or the Cash Flow Management System.

The upload process involves the generation of a letter(s) and a subsequent review date registered against each account (if appropriate).



# *Electronic Lodgment*

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## **File Structure**

The file supplied to the Arms Group needs to be in ASCII Text Comma Delimited Format.

A file consists of a series of records (attributes), each record represents 1 new account which needs to be separated by a carriage return + line feed at the end of each line.

ie      Record delimiter = CHAR(13):CHAR(10)

Each record consists of a number of data fields (values) which require to be encompassed in double quotation (") marks. The purpose of this format is to provide the Arms Group to differentiate between a comma (,) being utilized as a delimiter or as part of a data field.

The record and data fields lengths are not restricted to a maximum number of characters/letters.

## **The file name**

The Arms Group can accept any valid Microsoft ® file name. It is suggested that the file name used ends with the extension of .txt or .csv.



# Record Structure

The electronic file consists of one or more data records, and one trailer record (if desired). If the trailer record is present it shall be used to verify the data records have been read correctly.

## Data Record

1	First Name	
2	Surname	
3	Address 1	Street Number & Name
4	Address 2	(or Null)
5	Address 3	Suburb
6	Address 4	State Post Code
7	Telephone Number	
8	Date of Debt	dd/mm/yyyy
9	Debt Amount	\$\$\$cc
10	Reason for Debt	(or Null)
11	Client Reference Field	
12	Date of Birth	dd/mm/yyyy
13	Legal Indicator	Y or N
14	Client Information	

## Trailer/Total Record (Optional)

1	Identifier	"TOTAL"
2	Number of Records	99999
3	Value of Records	\$\$\$cc
4	NULL	
5	NULL	
6	NULL	
7	NULL	
8	NULL	
9	NULL	
10	NULL	



# *Data Record Validation*

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The electronic file consists of one or more data records, and one trailer record (if desired). If the trailer record is present it shall be used to verify the data records have been read correctly.

## **First Name, Surname**

These fields contain the first name(s) and surnames of the debtors separated by the & symbol. All lowercase characters are converted to uppercase characters.

*For Example :*

"John","Citizen"	will be interpreted as	"JOHN CITIZEN"
"John&Jenny","Citizen"	" "	"JOHN & JENNY CITIZEN"
"John&Jenny","Citizen&Citizen"	" "	"JOHN CITIZEN & JENNY CITIZEN"

## **Address 1, 2, 3, 4**

Fields 3 to 6 contain should contain the primary working address for the debtor. This address is used by the Arms Group when writing to the debtor, it needs to reflect the last known (forwarding) address of the debtor.

The information is left in the same format as is received by the Arms Group, with the exception that all lowercase characters are converted to uppercase characters,

Address 1 – Normally contains the Unit Number, Street Number and Name.

Address 2 – Normally NULL. This is used for instances where the information is too large to be passed in address line 1.

Address 3 – Normally Suburb

Address 4 – Normally State Postcode

*For Example :*

"123 High Road", "", "Kewdale", "WA 6212"

123 HIGH ROAD  
KEWDALE  
WA 6212

"Glendale Gardens", "Unit 4 / 23 Standford Way", "Belconnen", "ACT 2619"

GLENDALE GARDENS  
UNIT 4 / 23 STANDFORD WAY  
BELCONNEN  
ACT 2619



# *Data Record Validation*

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## **Address 1, 2, 3, 4 (Cont.)**

“Unit 3 / 17 Seventh Road”,”,”, “Wahroonga”, “NSW 2076”

UNIT 3 / 17 SEVENTH ROAD  
WAHROONGA  
NSW 2076

“4a 27 Preston Point Road”, “c/- Mr Albert Jones”, “Melbourne”, “Vic 3000”

4A 27 PRESTON POINT ROAD  
C/- MR ALBERT JONES  
MELBOURNE  
VIC 3000

## **Telephone Number**

This field contains the telephone number of the debtor. This telephone number is used by the Arms Group when telephoning the debtor, and therefore it needs to reflect the last known telephone number of the debtor.

## **Date of Debt**

This field identifies the “Date of the Debt”. It should reflect the date of the original invoice to the debtor for the goods or services.

## **Reason for Debt**

This field is used by the Arms Group for categorizing the cause of the debt.

Unless you have received specific instructions from the Arms Groups regarding what should be placed into this field, you should leave it blank (Null).

If this field is blank, the Arms Group will populate this field based on default parameters that have been implemented within your CAPCOL Client File.

It is common practice for utility companies (such as Gas, Water, Electricity) to utilise this field for passing the service address to the Arms Group. In this situation the reason for debt is transferred to the Arms Group “Client Instruction” field so that it may be printed on the appropriate letter, and an appropriate Reason for Debt is created by the Arms Group.



# *Data Record Validation*

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## **Debt Amount**

This field identifies the amount of the debt that you require the Arms Group to collect. The format for this field is \$\$\$cc, all dollar signs and commas are removed.

The omission of 2 decimal places is interpreted by the Arms Group as follows :

"1230.23"	will be interpreted as	"1230.23"
"234.7"	" "	"234.70"
"983"	" "	"983.00"

## **Client Reference Field**

This field contains your reference number. It can be alpha-numeric characters and will be loaded by the Arms Group exactly as it is received.

## **Date of Birth**

This field identifies the "Date of Birth" of the debtor. If there are multiple debtors, all date of births can be loaded, separated by the & symbol, and will be assign to the debtor in the same order as the debtor appears in the first name & surname fields.

## **Legal Indicator**

This field is used to advise the Arms Group if a summons has been issued against the debtor. Valid answers are Y, N, YES, NO.

Any characters/information other than Y, N, YES, NO will be interpreted by the Arms Group as N.

## **Client Information**

This is a general information field for sending information to the Arms Group. It can be alpha-numeric characters and will be loaded by the Arms Group exactly as it is received.

It can be used for sending Identification information, product codes or model numbers, comments from your last communication with the debtor.