

Generating Mail And Related Documents

Quick Reference Guide

To setup a form for a letter:

System Control 2 > Form Type

- A form type must be setup to print letters
- Different form types can be used - one for consumer letters and one for client letters

To define a letter:

System Control 1 > Letter Codes – Page 1 and Page 2

- Add rules for each letter type
- Setup Letter code *prior* to setting up merge code or text in letter format

To manually request a letter to be sent:

System Control 1 > Letter Codes – F7

- Request for the system to send a letter if one has not been sent
- Select the criteria and request the appropriate letter

To generate letter if settled in full (SIF):

Management Menu > Client Update > F15 – SIF screen

To send reminder letters:

- **System Control 1 > Post-Dated Checks**
- **System Control 1 > Payment Arrangements - Page 1**

To manage returned mail:

- **System Control 2 > Returned Mail**
- **Daily Operations Menu > Mail Return Entry**

To track and flag returned mail:

- **Account Processing menu > Display accounts to be worked > F2 – Work Map (Skip Queue)**
- **Inquiry > Account Detail Screen > Return Mail Checkbox**
- **Account Detail > Account Detail 2nd Screen (F10) > Return Mail Checkbox**
- **Account Detail > Account Detail 2nd Screen (F10) > Letters Pending**

To send / stop letters based on circumstances:

System Control 1 > Letter Translation Tables

- State
- Client Group Number
- Collector Code
- Description Code
- Location Code

To Setup Translation By Client: Management Menu > Client Update - Page 4

To view the failed letter report:

1. From RME.x Home Page, open **short cut** drop-down list
2. Select **Work with All Spool Files**
3. Scroll down until you see to file **LETFAILED** report
4. In *Opt* column, type **1** next to **LETFAILED** report and the report will display