Plan Management

Plan management is everything that happens after a payment plan is signed. And if you are responsible for contacting defendants who never made it in to receive a payment plan, reaching them is part of plan management too.

Unlike Basic Data Entry, Plan Management does not follow a regular flow; you are responding to events as they occur (or don't). It is quite likely that at some point you will encounter each of the features in the following alphabetized list:

Batch Printing

One of the biggest advantages of i-Plow is that all notifications are queued up for Batch Printing before you get to work each day.

Case Notes

The Case Notes feature provides a free-text box in which you can write comments that won't fit in the limited space of a due diligence note. I-Plow utilizes the same space to leave a permanent record of each payment plan that is established.

Change (establish) Payment Plan

Often, there will be a requirement to alter payment plans to meet changing financial challenges of defendants. This might be as simple as scheduling lower payments over a longer period or even changing an implicit plan to an explicit plan to accommodate an irregular payment schedule all of this is the same as described in Establish a Payment Plan. Some collectors are even authorized to switch a defendant over to a Service Plan. There are a variety of Quick Plan Overrides that provide various ways to handle the situation where a defendant can't make the next payment. You can skip it, but add the amount to the final payment, extend the plan, or add it to the next payment.

Expunge a Case

There are a couple of ways to make a case go away. One is expungement, which has the unique characteristic of retaining payment information while

making the case disappear. Another approach, available to administrators only, is to essentially erase a case that was entered in error.

Log a Due Diligence Event

While logging a due diligence event is a straightforward operation, there are some that have special characteristics, such as Alerts, or having a higher Priority and therefore requiring higher visibility. There is always an option to add a follow-up date, for which you will receive a reminder when the time comes.

Remove this name

If a name is added to the database in error, it can easily be removed.

Restore Prior Status

Could be based on new information. Could be a correction to a mistake. Either way, i-Plow remembers the prior Case Status and Case Status date so that you can use this feature to restore it.

Suspend this Case

Sometimes you want i-Plow to do nothing to a case status. A suspend code makes it so.

Single Case Printing

Often, there is a requirement to print a single document for one defendant. Before you can do that, you must select which available printer to use, if it's not selected already. Examples of single case printing include an application for payment plan, Arbitrary Documents (could be anything), the current or most recent past due notification, a Payment Plan, or even a Show-cause notification, if you are tasked with managing a show-cause docket. You might need to print a Case Detail, which is essentially a printout of your Due Diligence Event Log, plus payment plan details.

Telephone Notification

Some collectors prefer *not* to use automatic voice notification (robocalls), but they still need a consistent method to document manual calls. This feature provides that.