

Newsletter

STAY UPDATED WITH THE LATEST DEBT\$NET TRENDS

DEBT\$NET PRESTIGE 23 NEW FEATURE SPOTLIGHT

During the October Debt\$Net User Forum, attendees were introduced to five new Prestige 23 features, including enhanced client-based restrictions. By incorporating the client number into the restriction code, Debt\$Net can now display client-specific warnings and instructional messages directly to users. Critical settlement instructions and client requirements are immediately visible, helping staff work more efficiently while maintaining compliance with client expectations.

Debt\$Net State and Agency Restrictions Form

☒ Save ☐ Quit ☐ Statutes

Restriction Code: 100165 (Leave blank for State restriction)

No Mail ☐ Restrict CB Reports ☐

Warn Only ☐ Months for Statute of Limitations: 0

Number of "buffer" months before SOL tolls: 0

State:

Restriction Reason: Client Settlement Rules

Instructions: Client allows 20% settlement discount if paid in 60 days.

Meet the people behind Debt\$Net® →

The modern platform for receivables and recovery.

Debt\$Net® runs collection agencies, debt buyers, law firms and in-house recovery teams in one system, from accounts, payments and trust accounting to letters and compliance, with the numbers your managers need on screen as results post.

Request a Demo → Start a 30-Day Trial

COLLECTION SOFTWARE BUILT BY COLLECTION PROFESSIONALS

DEBT\$NET®

Client Status Dashboard

\$1,284,350 \$432,908 33.6% 1,354 \$642 \$48

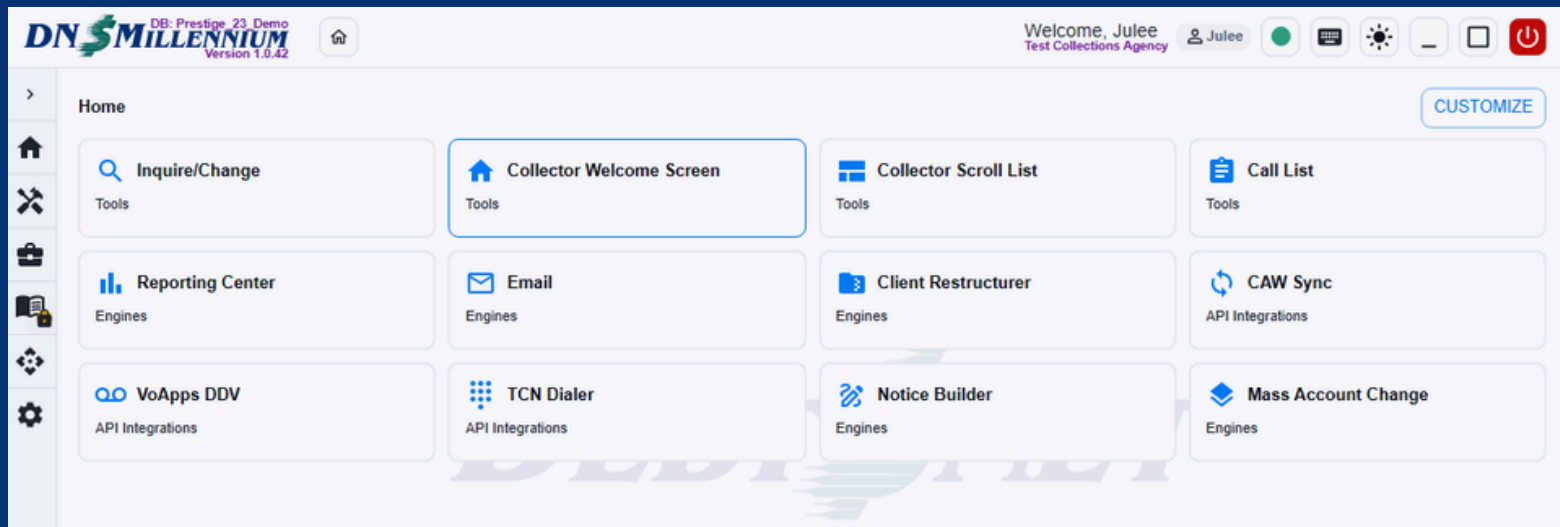
CLIENT STATUS DASHBOARD

INTRODUCING THE NEW DEBT\$NET WEBSITE

We are excited to announce the launch of the new Debt\$Net website at www.debt.net.net. The redesigned site features an updated look, improved navigation, and easier access to product information, resources, news, and support. We invite you to visit the new site and stay connected with the latest Debt\$Net developments and enhancements. Explore the new website and discover what is new at:

www.debt.net.net

Share Your Feedback With The New Millennium Demo Site



As new DebtNet\$Millennium features continue to be introduced, customer feedback has become more important than ever. To encourage greater customer involvement, we have launched the new DebtNet\$Millennium Demo Site. Using a personalized link and access code, you can log in and experience DebtNet\$Millennium's powerful capabilities firsthand. Prototype features, including the new Base Working Screen and Payment Workbench, are available for evaluation, exploration, and feedback. The demo site also includes built-in feedback tools, making it easy to submit suggestions and share your ideas directly with our development team. Your input helps shape future enhancements and ensures DebtNet\$Millennium continues to meet the needs of our users. To request your personalized access link to the live demo site, email julee@debtnet5.com.

WHAT'S NEW IN DEBTNET\$MILLENNIUM

The TCM development team continues to roll out new DebtNet\$Millennium capabilities for customer review. In addition to an updated Base Working Screen, the new Payment Workbench grants collectors payment processing and negotiation tools never before available. An enhanced Collector Welcome Screen shows collectors their own real-time stats and goal updates. The Reporting Center has been augmented with specialized, multi-section reports that TCM manages and enables for your agency.

PATH TO PRESTIGE: UPGRADE OPTIONS FOR DEBT\$NET

As technology continues to evolve, older Debt\$Net versions, including Power and 6.9, become increasingly difficult to support. At TCM, we understand that upgrading your software can involve both operational and budget considerations. To help simplify the process, we have developed new upgrade path options specifically for agencies running older versions of Debt\$Net. Even agencies that are no longer enrolled in a support plan may have upgrade opportunities available. To discuss your upgrade options, contact Julee Warner at julee@debtnet5.com or 800-552-8397. We will be happy to help you identify the best path forward.

TECHNICAL SUPPORT OUTREACH

At The Computer Manager, our goal is simple: when you call for help, you should get it quickly, no matter which member of our team answers the phone. To make this possible, our VP of Technical Support, Justin Brien, will be reaching out over the coming weeks for a short conversation to confirm a few basics about how we support you. We are not requesting access to your system, only seeking to augment our records so we can better support your agency. This effort is part of our ongoing commitment to improve response times, ensure continuity of service, and give every member of our support team immediate access to the information needed to assist you effectively.

UPCOMING HOLIDAY OFFICE CLOSURES

Please note the following dates our office will be closed:

November 26 - 27

December 24 - 25



VISIT WITH TCM IN PERSON

Meet with TCM staff at the following upcoming events:

ACA Fall Forum

Nov 4-6 Scottsdale, AZ

ARM Tech

Jan 11-13 Scottsdale, AZ

RMAI Expo

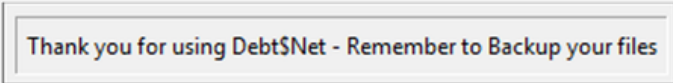
Feb 8-11 Las Vegas, NV

EVERY LITTLE THING

BY DAVID J. SAXTON

PRESIDENT, THE COMPUTER MANAGER

Seven thousand, nine hundred and twenty. That's how many times I've exited Debt\$Net—at a minimum. Probably much more. And, as all D\$N users know, when we exit, we see a friendly reminder that says: "Thank you for using Debt\$Net – Remember to Backup your files" Here is an image of that message:



Thank you for using Debt\$Net - Remember to Backup your files

Most users don't even notice that message or know why it's there. I do.

My company was one of the first Debt\$Net users. I think I was company number 43, back in September of 1993. The first version of Debt\$Net I used was written in DOS. My employees had a choice of a black computer screen with orange letters and numbers, or green letters and numbers. I used the DOS version and accessed everything with "F" keys. F4 accessed the debtor inquiry/change screen, F8 brought up the notes, F9 was quit, and so on.

Back then we didn't have automated backups. We had to use removable floppy disks and keep the disks in a fireproof safe. I was so happy when tape backup systems were created because by then I was using 14 individual 3.5-inch removable disks to back up Debt\$Net every night. Not to mention that it took about two minutes per disk to write the data, so I had to look forward to 30 minutes of swapping out disks each night before I went home. But I'm not complaining.



Backups were critical. They still are today. Since it wasn't an automated process, it was nice to have a reminder every time you exited Debt\$Net. I'm just guessing, but I bet that's why Tony or Gary put that little reminder there. They were looking out for us, as always.

As we all know, in today's modern world backups happen much more often. In fact, on my system, they happen every fifteen minutes. Near real time. Today's users never think of their backups unless they need them, of course. Which hopefully isn't too often.

Now, back to the kind and loving reminder: "Thank you for using Debt\$Net – Remember to Backup your files" Does anyone notice anything about the reminder? Unless you stop and look closely, probably not. But if you take another look, there are grammatical errors. What's wrong?

There are three things. First, "backup" should be "back up" because it's being used as a verb. Second, there are capitalization issues. Third, while the dash isn't technically wrong, a period would make the message cleaner and easier to read.

So, knowing the rules, if we follow them, we get: "Thank you for using Debt\$Net. Remember to back up your files." And that's how I've had the message updated. We will roll this out to anyone who's interested in the update.

Some might be thinking, "Okay, great, but that doesn't really help me save money or make more money. What's the big deal?" Having exited D\$N nearly eight thousand times and seeing that message each time without ever bringing it up, I would agree. As a collection agency owner, I have much more pressing things to do than worry about the grammar of a backup reminder.

However, as the owner of TCM, I look at things through a different lens. The concept is called "1,000 Little Things." And here it is in a nutshell. There isn't one BIG thing you do in business that makes it successful. There's no "secret" to being successful. Over the nearly forty years I've been in this industry; I've learned that long-term success only happens when you do 1,000 little things a little better.

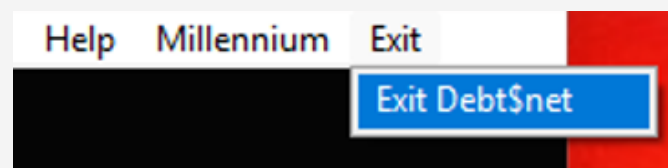
Maybe it's returning a phone call a little faster. Maybe it's improving a piece of documentation. Maybe it's fixing a typo, making a screen easier to use, following through on a commitment, or correcting a backup reminder that most people never noticed in the first place. None of those things seem significant by themselves, but when you commit to improving every single little thing you encounter over a long period of time, they begin to compound.

Some may think little things are insignificant, but I've found that if you pay attention to all of the details, and you commit to doing each one a little better every day, every week, every month, every year, year after year, that's what creates a successful company.

It sounds simple, but it's not. It requires fanatical commitment, determination, and a relentless drive to make sure every little thing is done the best it can possibly be. So, now that I'm the owner of The Computer Manager, I'm going to make sure that every single little detail, no matter how insignificant it may seem, is done the best way it possibly can.

The example in this article isn't the first thing like this that I've addressed, and it won't be the last. I'll get to all of them eventually, and the result will be a highly polished, refined, professional, friendly, and leading-edge software company with the best ARM system of record on the planet.

Oh, one last thing. When you click on the **Exit** menu in Debt\$Net, the menu option of **Exit Debt\$net** is also wrong:



I'm fixing that next. Have a great month!

-David

The Debt\$Net Newsletter is published by The Computer Manager and is distributed to our clients and prospective clients. Please direct questions or comments to our editor, Julee Warner. Copyright 2026 The Computer Manager. All rights reserved.



www.debt.net



newsletter@debt.net



1-800-552-8397

DEBTNET MILLENNIUM