



## **A.R.M. Solutions Integration with PestPac**

A.R.M. Solutions is a collection agency that has integration built into it within PestPac via the Collection Module. You must have a A.R.M. account in order to use this integration. You can sign up for an account at <http://www.armsolutions.com/>

Starting with PestPac version 1.41.2, additional features have been added for more accurate collections procedures. Setup and features will be detailed in this document.

Please note that additional information regarding how to use the Collections Module is detailed in the Collection Module PowerPoint found with the training documentation.

### **New Terms for Sent to Agency Status (Bill-To Detail Screen)**

- Pending Send: This is a Bill-To whose collection stage has been changed to a status that puts it in Collections, but it has not yet been sent to A.R.M. Solutions.
- Pending Stop: This is a Bill-To that has already been sent to A.R.M. Solutions, but in the mean time, a

### **Methods to Change the Sent to Agency Status**

There are three ways to update accounts' Bill-To credit status and Sent to Agency Status. These include:

- Manually updating the Sent to Agency Status via the Edit Bill-To screen
- Using the Review/Update Collections Stages utility within the Collections Module to mass update the Sent to Agency Status
- Setting up Collection Stages to update the Sent to Agency Status

## **Deciding which method is best for your company**

- Manually updating the Sent to Agency Status via the Edit Bill-To screen:
  - This method gives the highest level of control as you can update each Bill-To individually
  - This method is the most time consuming as each Bill-To needs to be updated individually
  - This method is best suited for small companies
  - This method is explained [here](#) in this document
- Using the Review/Update Collections Stages utility within the Collections Module to mass update the Sent to Agency Status:
  - This method allows you to search for customers based on aging days, status, balance, etc.
  - This method allows you to mass update accounts based on the above criteria and set their agency status accordingly
  - This method allows you to have control over when accounts are sent or removed from the agency, but saves time as you do not have to update accounts individually
  - All sized companies can use this method
  - This method is explained [here](#) in this document
- Setting up Collection Stages to update the Sent to Agency Status:
  - This method involves the most upfront effort to set up if you aren't currently using the Collection Module
  - This method saves the most time after initial setup and is the most automated
  - All sized companies can use this method
  - This method is explained [here](#) in this document

**Each method will be explained throughout the rest of this document**

## **Using the Accelerator AND Profit Recovery Program**

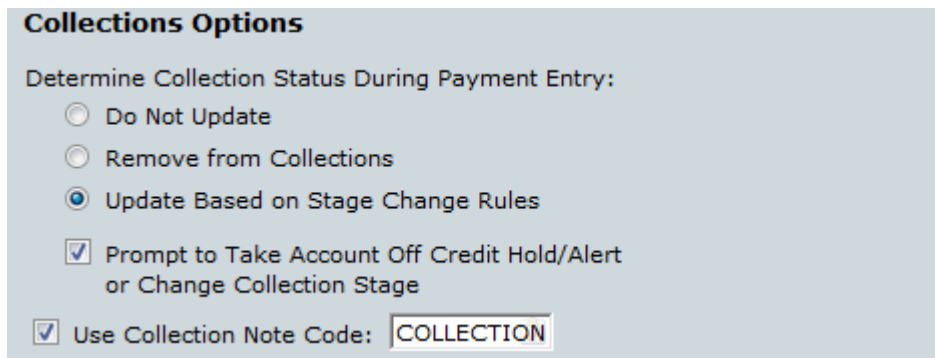
This is a program offered by A.R.M.. Detailed instructions on how to initially set this up will be covered at the end of this document.

## Method #1

### Manually Updating the Sent to Agency Status via the Edit Bill-To Screen

#### Company Setup (Company Menu —> Company Setup —> Collections)

- Select your Collection Status settings for the payment screen. It is highly recommended that you check the “Prompt to Take Account off Credit Hold/Alert or Change Collection Stage” checkbox when using A.R.M..



**Collections Options**

Determine Collection Status During Payment Entry:

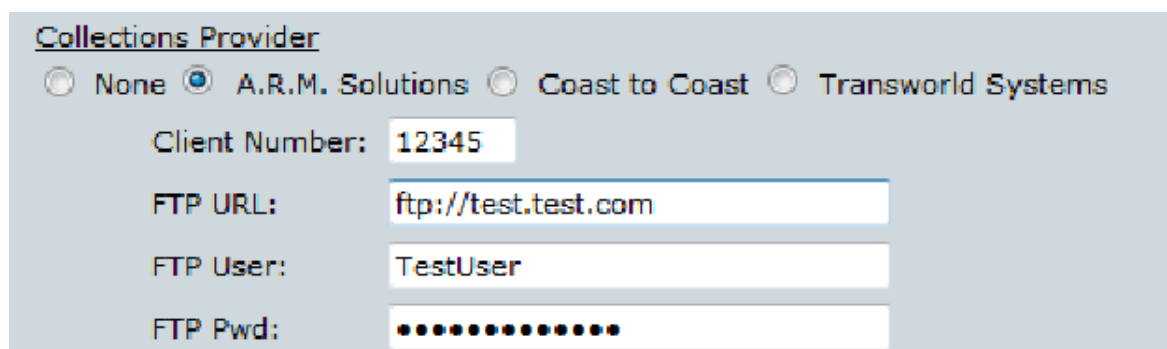
- Do Not Update
- Remove from Collections
- Update Based on Stage Change Rules

Prompt to Take Account Off Credit Hold/Alert or Change Collection Stage

Use Collection Note Code:

Once you have a A.R.M. Solutions account, you must enter your account information in the Company Setup in the Collections section.

- Select the A.R.M. Solutions radio button
- Enter your Client Number, FTP URL, FTP Username and FTP Password. (Please note that the FTP fields will be hidden for those clients whose servers are not self-hosted)



**Collections Provider**

None  A.R.M. Solutions  Coast to Coast  Transworld Systems

Client Number:

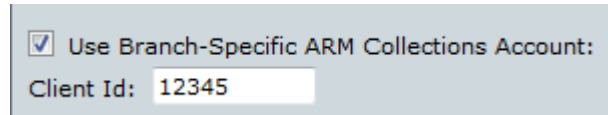
FTP URL:

FTP User:

FTP Pwd:

## **Branch Specific Information**

Starting with version 1.41.4, the ability to have Branch Specific A.R.M. accounts has been added. To turn this feature on, you must enter the branch specific Client Number in each of your branches. To do this, go to the Company Menu and select Lookup Tables, then select the Branches Lookup Table. Towards the bottom of the screen, check the "Use Branch Specific A.R.M. Collection Account" checkbox and enter your Client Number for the Branch.

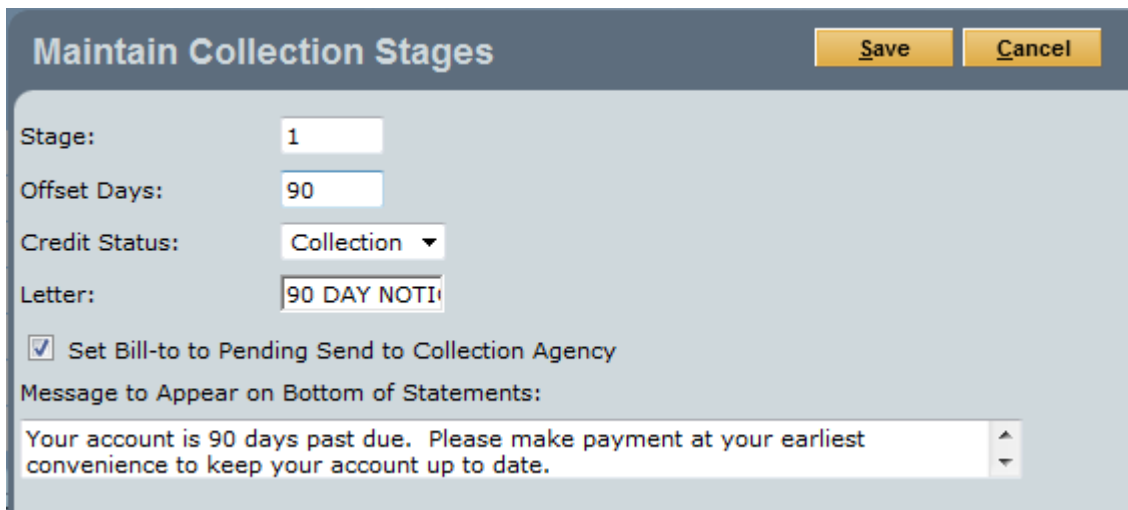


Use Branch-Specific ARM Collections Account:  
Client Id: 12345

## **Collection Stages Lookup Table**

Starting with version 1.41.2, a new field has been added in the Collection Stages Lookup Table called Set Bill-To to Pending Send to Collection Agency. Check this box for Collection Stages where you want to automatically change the Sent to Agency Status on the Bill-To will get changed from No to Pending Send when the Bill-To is changed to this Collection Stage.

**\*\*Please note that even if you do not plan on using Collection Stages that you MUST create at least one stage and check the "Set Bill-to to Pending Send to Collection Agency" checkbox in order to use the A.R.M. integration\*\***



**Maintain Collection Stages** Save Cancel

Stage: 1  
Offset Days: 90  
Credit Status: Collection  
Letter: 90 DAY NOTI  
 Set Bill-to to Pending Send to Collection Agency  
Message to Appear on Bottom of Statements:  
Your account is 90 days past due. Please make payment at your earliest convenience to keep your account up to date.

## Bill-To Detail

Within the Bill-To Detail screen, there are several fields dealing with Collections. In order to send an account to A.R.M., the following steps need to be completed:

- Change the Credit Status to Collection
- Change the Collection Stage to a stage where the “Set Bill-To Status to Pending Send to Collection Agency” option has been checked in the Collection Stage’s lookup
- Change the Sent to Agency Status to Pending Send
  - Starting with version 1.41.2, there are new options for the Sent to Agency Status field when using A.R.M. Solutions. These include No, Pending Send, Pending Stop and Yes.
  - No: This account has not been sent to A.R.M.
  - Pending Send: This account has been marked in PestPac that it should go to A.R.M., but has not yet been transmitted
  - Yes: This account has been sent to A.R.M.
  - Pending Removal: This account has been marked in PestPac that it should be removed from A.R.M.’s list, but has not yet been transmitted

If a Bill-To’s status is currently No, then only No and Pending Send will be available and vice versa. If a Bill-To’s status is currently Yes, then only Yes and Pending Removal will be available and vice versa.

- Send accounts that have a Sent to Agency Status of Pending Send to A.R.M. (shown on the next page)

Credit and Collections

Credit Limit: 0.00 [Collection History](#)

Credit Status:  Normal  Alert  Hold  Collection

Collection Stage: 1 Last Changed on 03/22/12

Sent to Agency: Pending Send

Include Account in Collection Manager:

If an account has paid in full or needs to be taken off Collection, the following steps need to be completed:

- Change the Credit Status to Normal (or another status that is not Collection)
- Change the Collection Stage to 0 (or another stage that does not have “Set Bill-To Status to Pending Send to Collection Agency” option has been checked in the Collection Stage’s lookup)
- Set the Sent to Agency Status to Pending Removal and select a Recall Reason
- Send accounts that have a Sent to Agency Status of Pending Removal to A.R.M. (shown on the next page)

Credit and Collections

Credit Limit: 0.00 [Collection History](#)

Credit Status:  Normal  Alert  Hold  Collection

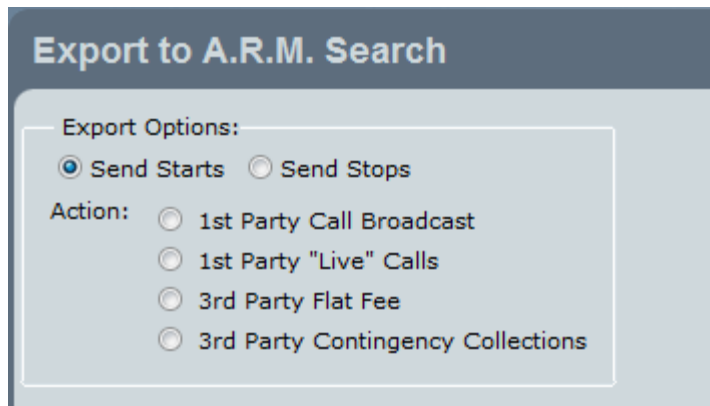
Collection Stage: 0 Last Changed on 03/22/12

Sent to Agency: Pending Removal Recall Reason: Paid in Full

Include Account in Collection Manager:

## Sending Accounts to A.R.M.

You can send accounts to A.R.M. via the Collections Module menu. (Tools—> Manage Collections). In the menu, select A.R.M. Solutions. You will then see options for Send Starts and Send Stops/Balance Updates



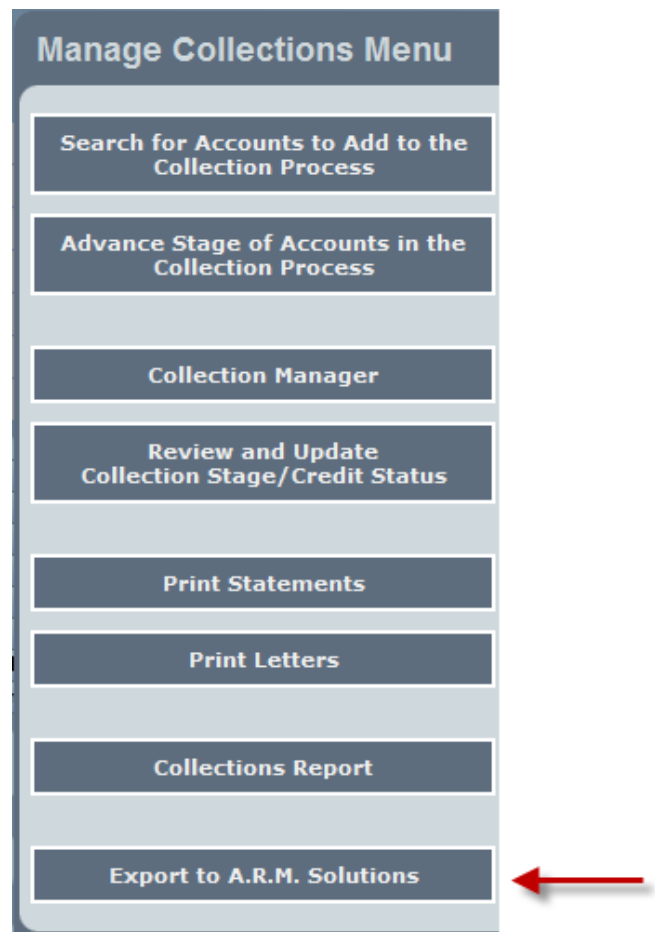
**Export to A.R.M. Search**

Export Options:

Send Starts    Send Stops

Action:

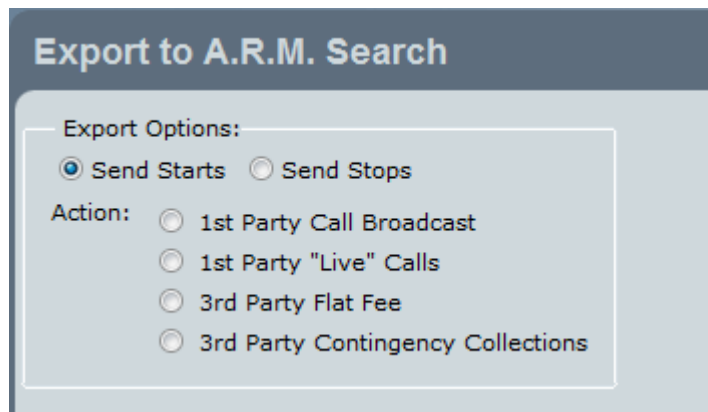
- 1st Party Call Broadcast
- 1st Party "Live" Calls
- 3rd Party Flat Fee
- 3rd Party Contingency Collections



When selecting the Export to A.R.M. option, you will have the option to Send Starts or Send Stops. Send Starts will include both newly added customers to collections as well as customers who have balance updates. Send stops will include customers that you want to remove from A.R.M.'s list of customers to contact

Please note the following information about sending stops:

- The Send Stops/Balance Updates file DOES NOT get sent to A.R.M. automatically. You will need to release this file to A.R.M. as often as your company sees fit
- Transactions (Payments, Credit Memos, Adjustments, Finance Charges, Voids) will only transmit to A.R.M. while the Agency Status is Yes or Pending Removal. Once the Pending Removal request is sent to A.R.M., no more transactions will be sent. It is important to complete all transactions prior to changing the Agency Status to Pending Removal because once A.R.M. receives the request and PestPac changes the Agency Status to No, A.R.M. will not receive anymore transaction information



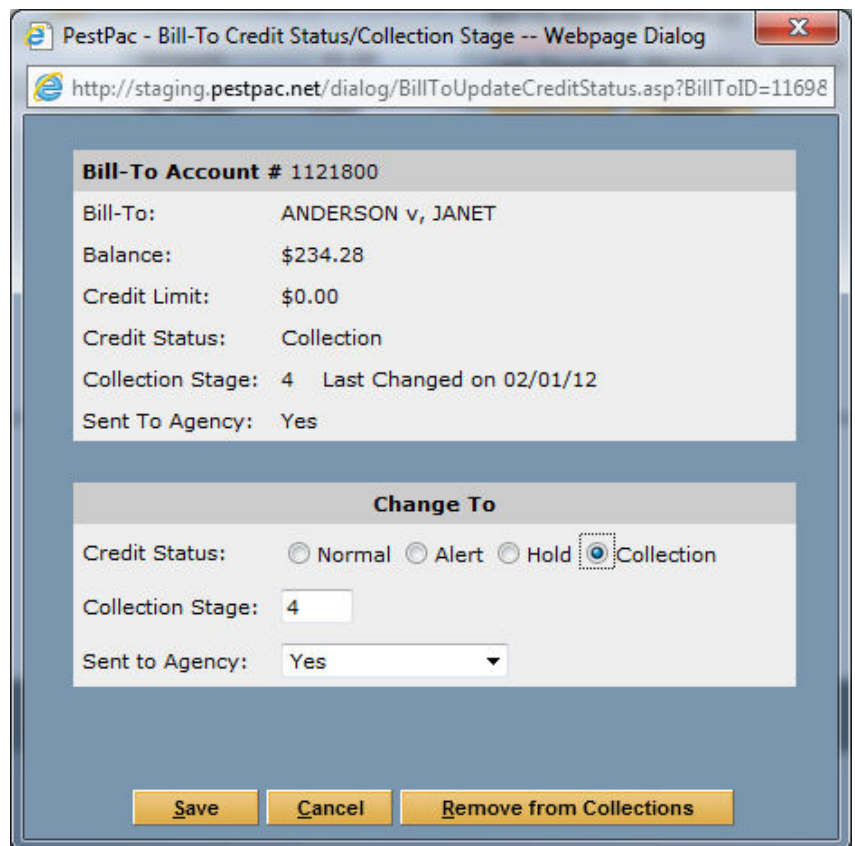
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### Payment Screen

When entering payments for accounts that have a credit status of Yes (already sent to A.R.M.), you will be prompted to change the credit status (if you checked the “Prompt to Take Account off Credit Hold/Alert or Change Collection Stage” checkbox in the Company Setup). If changes are made to the credit status in this screen, the next time a file is sent to A.R.M., the status and/or balance will be updated.



## Method #2

### Using the Review/Update Collections Stages Utility Within the Collections Module to Mass Update the Sent to Agency Status

#### Company Setup (Company Menu —> Company Setup —> Collections)

- Select your Collection Status settings for the payment screen. It is highly recommended that you check the “Prompt to Take Account off Credit Hold/Alert or Change Collection Stage” checkbox when using A.R.M..

**Collections Options**

Determine Collection Status During Payment Entry:

Do Not Update

Remove from Collections

Update Based on Stage Change Rules

Prompt to Take Account Off Credit Hold/Alert or Change Collection Stage

Use Collection Note Code:

Once you have a A.R.M. Solutions account, you must enter your account information in the Company Setup in the Collections section.

- Select the A.R.M. Solutions radio button
- Enter your Client Number, FTP URL, FTP Username and FTP Password. (Please note that the FTP fields will be hidden for those clients whose servers are not self-hosted).

**Collections Provider**

None  A.R.M. Solutions  Coast to Coast  Transworld Systems

Client Number:

FTP URL:

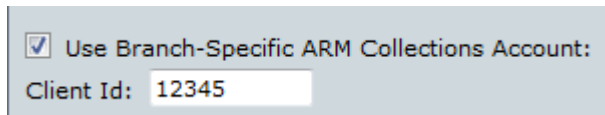
FTP User:

FTP Pwd:



## Branch Specific Information

Starting with version 1.41.4, the ability to have Branch Specific A.R.M. accounts has been added. To turn this feature on, you must enter the branch specific Client Number in each of your branches. To do this, go to the Company Menu and select Lookup Tables, then select the Branches Lookup Table. Towards the bottom of the screen, check the “Use Branch Specific A.R.M. Collection Account” checkbox and enter your Client Number for the Branch.

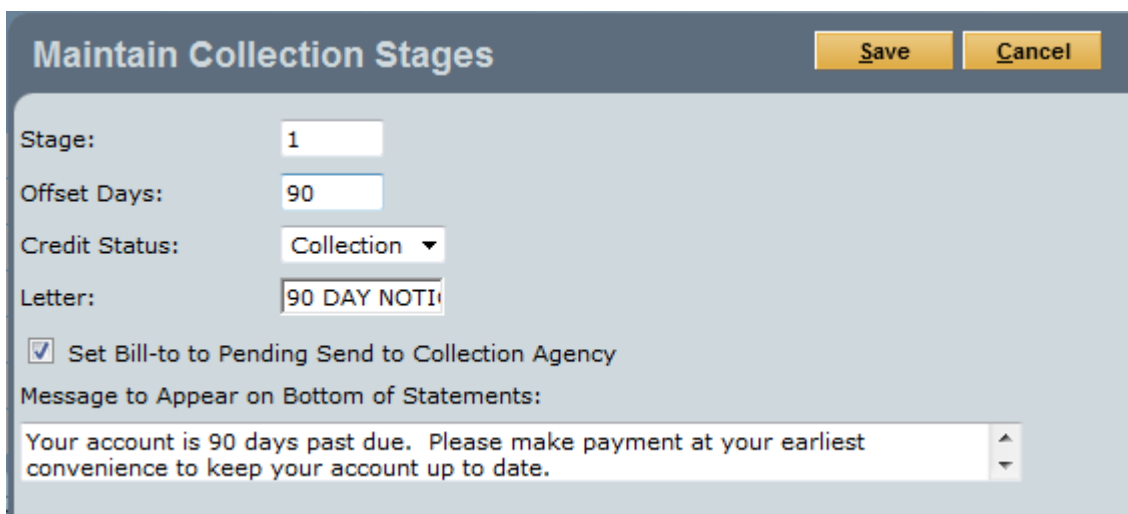


Use Branch-Specific ARM Collections Account:  
Client Id: 12345

## Collection Stages Lookup Table

Starting with version 1.41.2, a new field has been added in the Collection Stages Lookup Table called Set Bill-To to Pending Send to Collection Agency. Check this box for Collection Stages where you want to automatically change the Sent to Agency Status on the Bill-To will get changed from No to Pending Send when the Bill-To is changed to this Collection Stage.

**\*\*Please note that even if you do not plan on using Collection Stages that you MUST create at least one stage and check the “Set Bill-to to Pending Send to Collection Agency” checkbox in order to use the A.R.M. integration\*\***



**Maintain Collection Stages** Save Cancel

Stage: 1

Offset Days: 90

Credit Status: Collection ▼

Letter: 90 DAY NOTI

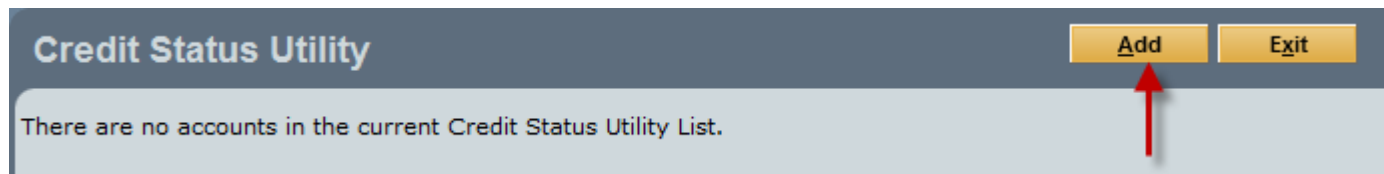
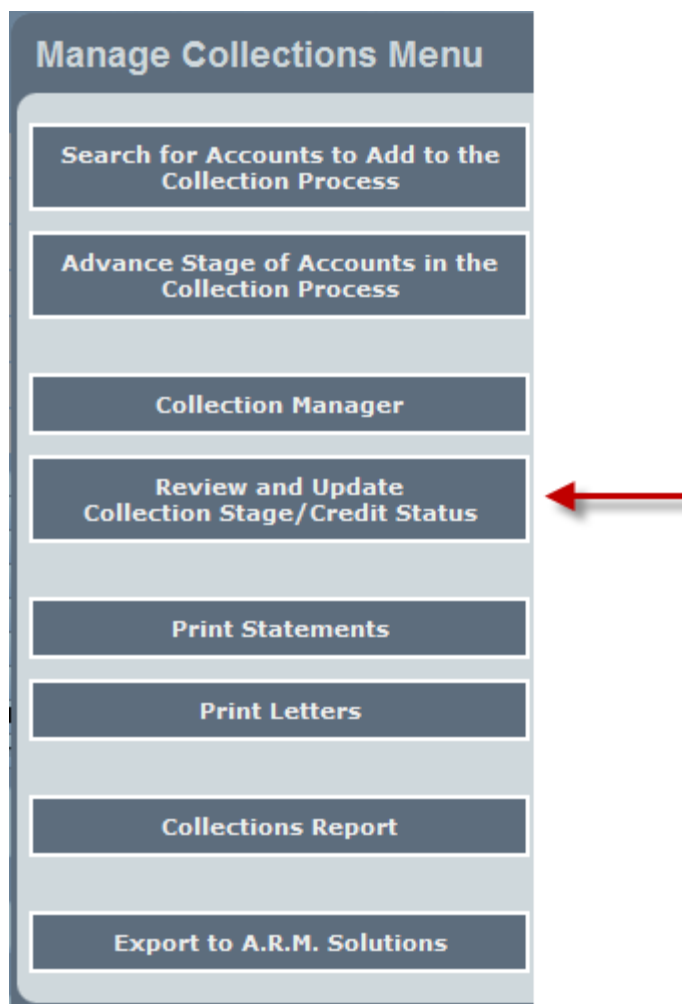
Set Bill-to to Pending Send to Collection Agency

Message to Appear on Bottom of Statements:

Your account is 90 days past due. Please make payment at your earliest convenience to keep your account up to date.

## Review and Update Collection Stage/Credit Status

From within the Collection Manager (Tools—>Manage Collections—>Review and Update Collection Stage / Credit Status). This utility uses a batch process to update the information in Bill-Tos.



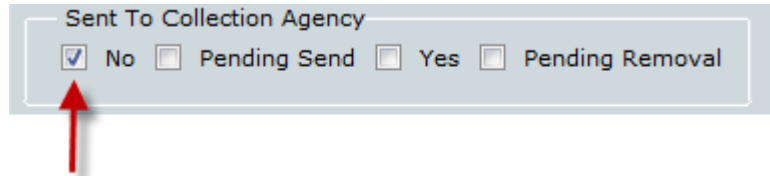
Click on Add to start a new batch if no other batch exists.

## Review/Update Collection Stage/Credit Status Search Screen

In the Review/Update Collection Stage/Credit Status search screen when the Add option is selected, several fields have been added so that you can mass change the Credit Status on Bill-Tos that are already part of the collection process. Once you search for accounts, you will have a chance to review them prior to the Bill-Tos being updated.

In order to search for accounts that need to be sent to A.R.M., in addition to any other selection criteria on the screen, you must check the following boxes:

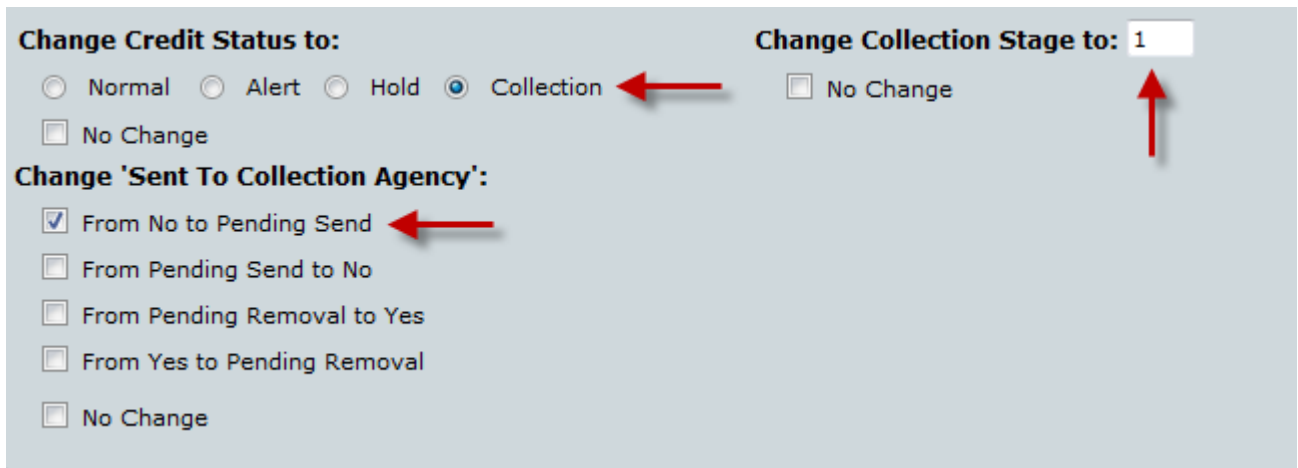
- In the Sent to Collection Agency section, check the No box



Sent To Collection Agency

No  Pending Send  Yes  Pending Removal

A red arrow points to the checked 'No' checkbox.



**Change Credit Status to:**  Normal  Alert  Hold  Collection  No Change

**Change Collection Stage to:** 1  No Change

**Change 'Sent To Collection Agency':**  From No to Pending Send  From Pending Send to No  From Pending Removal to Yes  From Yes to Pending Removal  No Change

Red arrows point to the 'Collection' radio button, the '1' in the 'Change Collection Stage to:' field, and the 'From No to Pending Send' checkbox.

- Under the Change Credit Status to field, select the Collection radio button.
- Change the collection stage to a collection stage that has the “Set Agency Status to Pending Send” checkbox checked.
- In the Change Sent to Collection Agency section, check the From No to Pending Send checkbox.

When you are finished, click on the gold Search button at the top of the screen.

**Credit Status Utility Search Results (10 matches)** [Add to List](#) [Cancel](#)

**Conversion Rule:** Credit Status: Collection    Collection Stage: 5  
Sent To Collection Agency: No to Pending Send

10 matches:

Bill-To	Company/Name	Bill-To Balance	Aging Days	Current Credit Status	New Credit Status	Current Stage	New Stage	Current Sent To Collection Agency	New Sent To Collection Agency
<a href="#">100005</a>	NewTestCompany/	204.95	314	Normal	Collection	0	5	No	Pending Send
<a href="#">100016</a>	NewTester/	25.00	133	Normal	Collection	0	5	No	Pending Send

You will then see a list of customers who meet the search criteria. Click on the gold Add to List button at the top of the screen to add these accounts to the batch. You will have an opportunity to review the accounts and remove ones that should not be sent to collections.

**Credit Status Utility** [Add](#) [Edit](#) [Delete](#) [Release](#) [Report](#) [Exit](#)

There are 80 accounts in the current Credit Status Utility List.

Back in the Review and Update Collection Stage /Credit Status screen, click on the gold Edit button to review the accounts that will have their accounts Bill-To Agency Status changed from No to Pending Send.

**Credit Status Utility Edit** [Next Page](#) [Done](#) [Cancel](#)

Bill-To	Company/Name	Bill-To Balance	Aging Days	Current Credit Status	New Credit Status	Current Stage	New Stage	Current Sent To Collection Agency	New Sent To Collection Agency	Delete
<a href="#">100000</a>	Initech/Peter Gibbon	1,284.00	1422	Normal	Collection ▾	1	<input type="text" value="2"/>	No	Pending Send ▾	<input type="checkbox"/>
<a href="#">100026</a>	Anderson, John	87.00	536	Normal	Collection ▾	1	<input type="text" value="2"/>	No	Pending Send ▾	<input type="checkbox"/>

Here, you can change individual accounts' Collection Status, Collection Stage and Sent to Agency Status. Click on Save when finished.

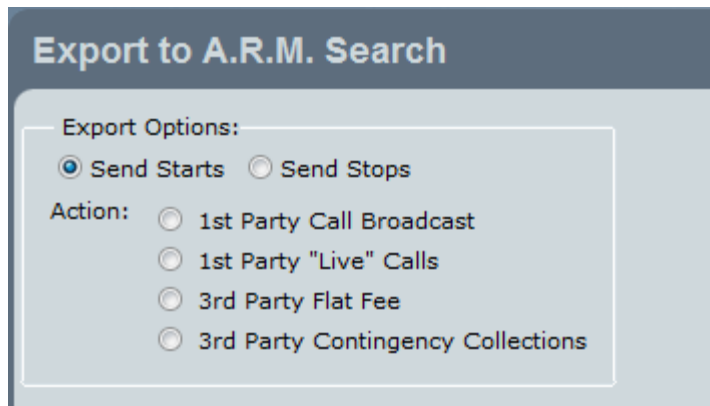
**Credit Status Utility** [Add](#) [Edit](#) [Delete](#) [Release](#) [Report](#) [Exit](#)

There are 80 accounts in the current Credit Status Utility List.

The Credit Status Utility will then display how many accounts are going to be updated. Click on Release to release the batch.

## Sending Accounts to A.R.M.

You can send accounts to A.R.M. via the Collections Module menu. (Tools—> Manage Collections). In the menu, select A.R.M. Solutions. You will then see options for Send Starts and Send Stops/Balance Updates



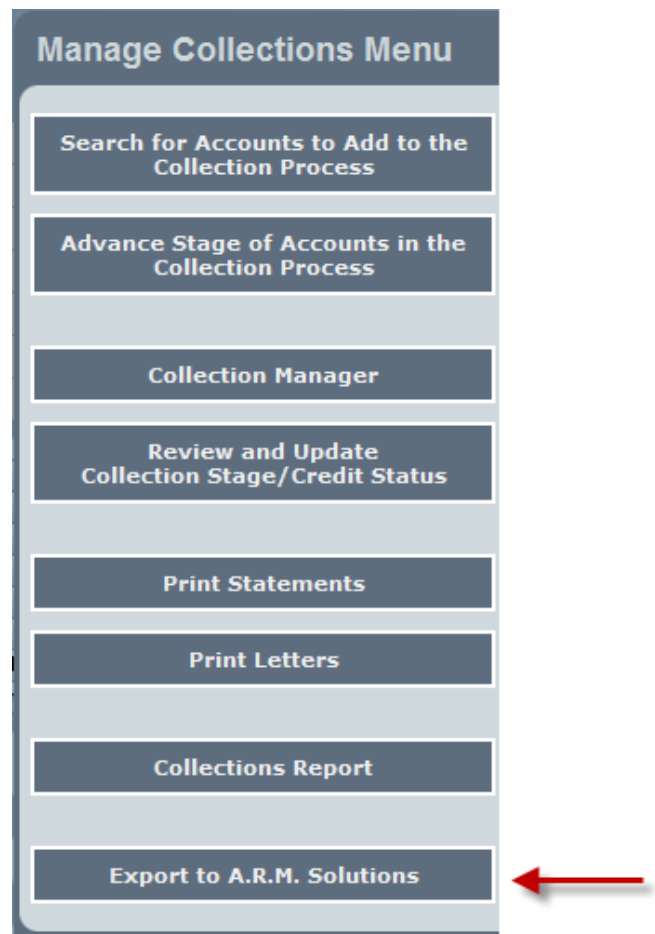
**Export to A.R.M. Search**

Export Options:

Send Starts    Send Stops

Action:

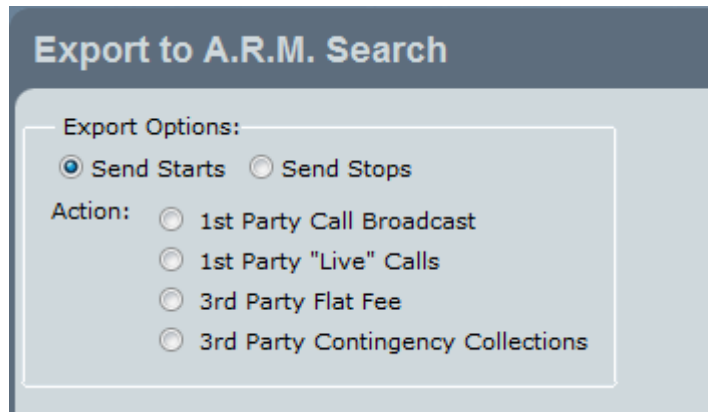
- 1st Party Call Broadcast
- 1st Party "Live" Calls
- 3rd Party Flat Fee
- 3rd Party Contingency Collections



When selecting the Export to A.R.M. option, you will have the option to Send Starts or Send Stops. Send Starts will include both newly added customers to collections as well as customers who have balance updates. Send stops will include customers that you want to remove from A.R.M.'s list of customers to contact

Please note the following information about sending stops:

- The Send Stops/Balance Updates file DOES NOT get sent to A.R.M. automatically. You will need to release this file to A.R.M. as often as your company sees fit
- Transactions (Payments, Credit Memos, Adjustments, Finance Charges, Voids) will only transmit to A.R.M. while the Agency Status is Yes or Pending Removal. Once the Pending Removal request is sent to A.R.M., no more transactions will be sent. It is important to complete all transactions prior to changing the Agency Status to Pending Removal because once A.R.M. receives the request and PestPac changes the Agency Status to No, A.R.M. will not receive anymore transaction information



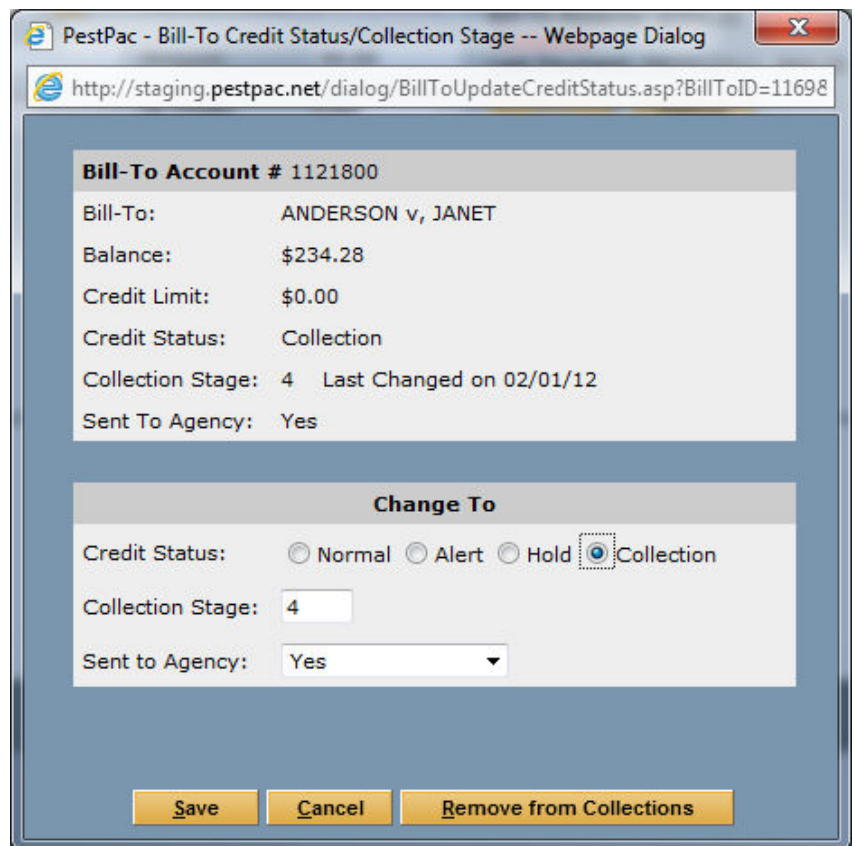
When selecting the Send Stops/Balance Updates option, you will see a listing of all accounts whose Bill-To credit status is either Yes or Pending Removal. If the account has not paid in full, then A.R.M. will be sent a balance update. If the account has been changed to Pending Removal or has been paid in full, then once the file has been sent to A.R.M., the credit status will be changed to No.

Please note the following information about sending stops:

- The Send Stops/Balance Updates file DOES NOT get sent to A.R.M. automatically. You will need to release this file to A.R.M. as often as your company sees fit
- Transactions (Payments, Credit Memos, Adjustments, Finance Charges, Voids) will only transmit to A.R.M. while the Agency Status is Yes or Pending Removal. Once the Pending Removal request is sent to A.R.M., no more transactions will be sent. It is important to complete all transactions prior to changing the Agency Status to Pending Removal because once A.R.M. receives the request and PestPac changes the Agency Status to No, A.R.M. will not receive anymore transaction information

### Payment Screen

When entering payments for accounts that have a credit status of Yes (already sent to A.R.M.), you will be prompted to change the credit status (if you checked the “Prompt to Take Account off Credit Hold/Alert or Change Collection Stage” checkbox in the Company Setup). If changes are made to the credit status in this screen, the next time a file is sent to A.R.M., the status and/or balance will be updated.

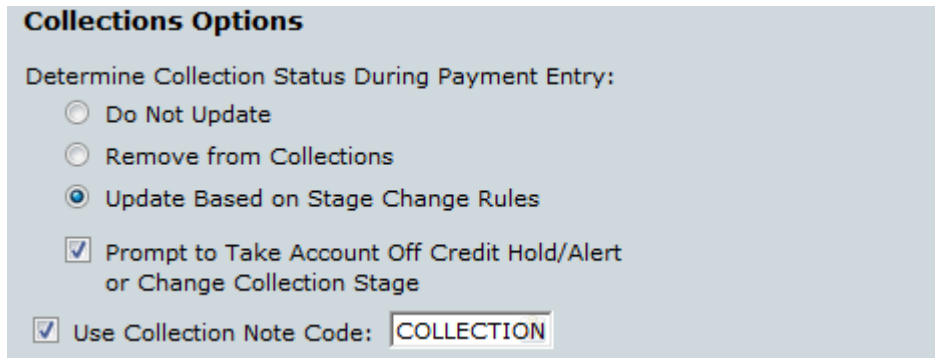


## Method #3

### Setting up Collection Stages to update the Sent to Agency Status

#### Company Setup (Company Menu —> Company Setup —> Collections)

- Select your Collection Status settings for the payment screen. It is highly recommended that you check the “Prompt to Take Account off Credit Hold/Alert or Change Collection Stage” checkbox when using A.R.M..



**Collections Options**

Determine Collection Status During Payment Entry:

Do Not Update

Remove from Collections

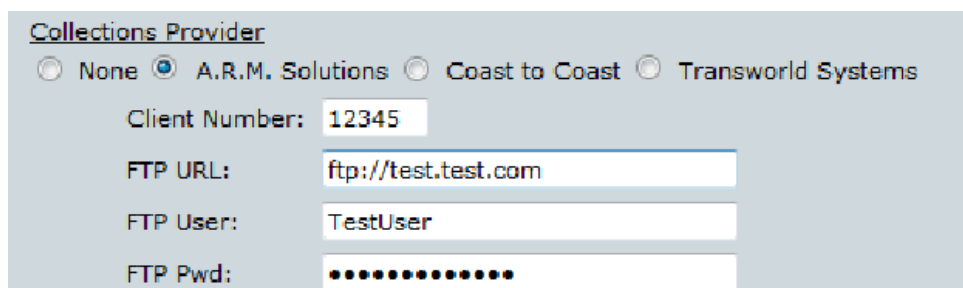
Update Based on Stage Change Rules

Prompt to Take Account Off Credit Hold/Alert or Change Collection Stage

Use Collection Note Code:

Once you have a A.R.M. Solutions account, you must enter your account information in the Company Setup in the Collections section.

- Select the A.R.M. Solutions radio button
- Enter your Client Number, FTP URL, FTP Username and FTP Password. (Please note that the FTP fields will be hidden for those clients whose servers are not self-hosted).



Collections Provider

None  A.R.M. Solutions  Coast to Coast  Transworld Systems

Client Number:

FTP URL:

FTP User:

FTP Pwd:

## Branch Specific Information

Starting with version 1.41.4, the ability to have Branch Specific A.R.M. accounts has been added. To turn this feature on, you must enter the branch specific Client Number in each of your branches. To do this, go to the Company Menu and select Lookup Tables, then select the Branches Lookup Table. Towards the bottom of the screen, check the "Use Branch Specific A.R.M. Collection Account" checkbox and enter your Client Number for the Branch.

Use Branch-Specific ARM Collections Account:  
Client Id:

## Collection Stages Lookup Table

Collection Stages are used to automate the Collection Process. You can set them up so that once a customer is placed in that stage, their Sent to Agency Status will automatically get updated to Pending Send. You should set up as many collection stages as your company needs in order to keep track of your accounts receivable. Example stages are displayed below.

In order to automatically set a customer to Pending Send once they've entered a specific collection stage, click on that collection stage to edit it.

Maintain Collection Stages			Add Stage	Exit
Jump To:	<input type="text"/>			
Stage	Offset Days	Credit Status		
1	30	Normal		
2	30	Normal		
3	30	Alert		
4	30	Hold		
5	30	Collection		



### Maintain Collection Stages

**Save** **Delete** **Cancel**

Stage:

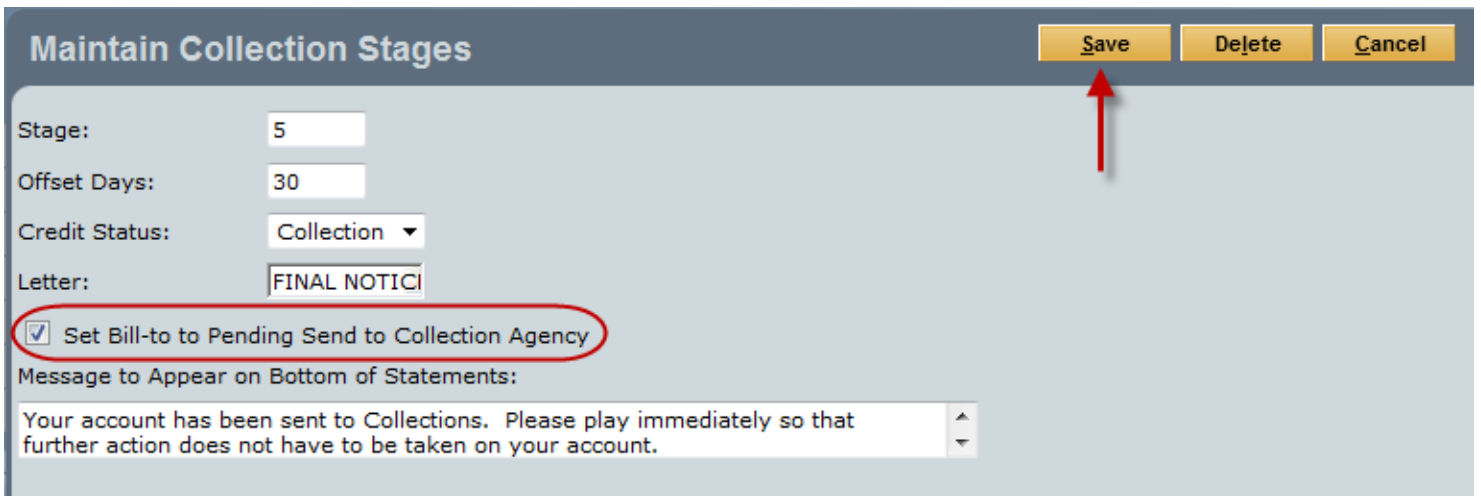
Offset Days:

Credit Status:

Letter:

Set Bill-to to Pending Send to Collection Agency

Message to Appear on Bottom of Statements:



In the Collection Stage where you want to change the Sent to Agency Status in the Bill-To to Pending Send, check the box highlighted above in that Collection Stage. Click on Save when finished.

From this point, you may then begin using the Collection Manager to automate your collection process and make sure that your accounts are in the correct Collection Stage based on their days past due. Please note that a customer must be in a specific Collection Stage for as many offset days in that stage in order to be moved into the next stage by the Collection Manager. Collection Manager usage will be gone over briefly throughout the rest of this document.

This concludes the A.R.M. Solutions Integration with PestPac training. If you need additional information, please use our support form [here](#) or contact our support team at 800.762.0301