

COLLECTION-MASTER

Cutting Edge Claims Management

Chronicle

Inside this issue:

CLS Town Hall Meeting	1
A Friendly Reminder	1
Habitat for Humanity	2
2012 Web Training Subscription Package	2
CLS Bits & Bytes	2

Weekend/Holiday Emergency Support

Should you require emergency support over the weekend/holiday (9:00 a.m. to 8:00 p.m. EST) call our support cell phone. (973-303-7464)

If you leave a message, be sure to include a phone number for us to call.

Someone from our Support Team will contact you within 30 minutes.

The charge for this service is \$250.00/event.

170 Changebridge Road
Suite A4-2
Montville, NJ 07045

Phone: 800-435-7257
Fax: 781-207-0219

support@collectionsoftware.com



Habitat for Humanity

On December 29th and 30th 2011, we continued our commitment to giving back to our community by donating to and volunteering for the well respected nonprofit organization, Habitat for Humanity. Three members of the CLS team, Support Technicians Nick Sacino, Shannon Grivalsky and President Stevan Goldman, traveled to Denville, NJ, to help construct low budget, sustainable homes. There they provided invaluable assistance to the Habitat for Humanity movement and its underprivileged recipients. Due to the high demand for volunteers, even providing only unskilled labor is greatly appreciated by the organization.



Our team helped a family escape unsafe and unhealthy living conditions by lending a hand, but we contributed far more than that. Building a house can appear as simple as nailing roof shingles or laying down flooring, but the implications are much more significant, especially when Habitat for Humanity is involved. The three CLS representatives did not join the effort to merely build a house, no, they wanted to do more than that. They wanted to build a home – a home that would help families break the cycle of poverty and contribute to their long-term financial security.

Habitat for Humanity's affordable, no-profit house payments free up money the families can instead use for food, child care, medicine and other necessities. And when considering that research has shown decent housing improves health, children's educational achievement, and a sense of community, who could think of it as just building a house? All of us here at CLS are proud to have helped forge a family's brighter future. We invite you to join a similar effort in your community. Around the holidays, it's good to remember that helping others truly is the gift that keeps on giving.



A Friendly Reminder

Accepted email attachments are limited to the .PDF or .TIFF formats. If you are unable to attach files with these formats, for whatever reason, you can instead upload Excel, WordPerfect, and Word files to the FTP site. Should you decide to upload to the FTP site, be sure to send an email to Support@CollectionSoftware.com in order to let us know the name of file and where it is located. Directions for setting up your FTP software can be found at www.CollectionSoftware.com/ftp.



2012 Webcast Subscription Package

We took your feedback from the recent Customer Survey to heart. You asked for more Webinars and ways to be trained, without leaving your office, and we are happy to oblige. In response, we now announce that monthly Webinars and a money-saving subscription program are available for 2012.

The subscription package includes 12 premium training webinars to be held on the third Thursday of each month. Priced at \$899, this discount amounts to a savings of 25% off the 12 individual monthly Webinars priced at \$99. Keep in mind, though: this discount is only available until January 19th, the date of our first Webinar.

Each session was hand-picked by our experienced Collection-Master consultants and users like you who have the desire to maximize the capabilities of the most powerful collection tool available. These premium monthly training webinars cover functionality across many phases of Collection-Master.

Subscribers will receive one attendee login for each of the 12 training webinars. Additional logins, if you choose to have others attend, are available at a 25% discounted rate off the individual webinar price of \$99. Attendees will also receive a PDF copy of each presentation to ensure they make the most of this opportunity.

Some topics that will be covered include ODBC & MS Access, Trust Account Reconciliation, Advanced Merge Pop, Advanced Accounting Techniques, Automation Tools, and Advanced WordPerfect Forms.

For the full list, details, and signup registration, refer to www.CollectionSoftware.com/cmaster/webinar_subscription.htm.

CLS Bits and Bytes

Commercial Legal Software, Inc. News Releases now located on the web at Collectionsoftware.com/cmaster/news.htm. It can be more easily accessed by hovering over the "About CLS" dropdown on the menu bar and clicking "Press Releases."

A complimentary YGC-v1.9 Webcast will be presented January 4, 2012 at 2:00 p.m. EST.

Follow us on Twitter: @CLSSoftware.

Follow our official blog by visiting <http://blogs.collectionsoftware.com/>

CLS will be closed in observance of Martin Luther King, Jr. Day on January 16, 2012.