

Bouvard Collection Agency

Licensed and Bonded Debt Collectors

Postal 1	P.O. Box 462	BUNBURY WA 6231
Postal 2	P.O. Box Y3331	St Georges Tce, PERTH WA 6832
Phone	1300 136 917	
Fax	1300 308 669	
Email	admin@bcadebt.com	
Web	www.bcadebt.com.au	

User Manual – Bouvard Collection Agency Client Access System

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System Requirements

28k or faster Internet connection
Cookies and Javascript capable web browser
(Internet Explorer 4.0 plus, Netscape 4.7 or plus)

Logging in

Using your web browser go to <http://www.bcadebt.com.au>

For the demonstration go to cas demo in lower case.

User name: demo

Password demo

In the top left hand corner is the client access login. Enter the username and password we have supplied you with. If your login is successful you will be asked to accept our disclaimer.

After accepting the disclaimer the main menu is displayed. If you have not already supplied us with your e-mail address, you will be prompted to enter your address here. Your e-mail address is required for our query system to respond to any debts you request information on.

From the main menu you are able to select the following items:

- View/Query a debt
- View current statement
- View a previous statement
- View debt report

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[View/Query a debt item](#)

View/Query a debt will display the details of debts we are currently collecting for you. From here you may select from 3 options.

Search for a debt

- 1) enter your reference number
- 2) surname search
- 3)

Option 1. Will take you directly to the detail screen for the reference number you have entered. Please note this is your reference number and not that of South West Collections. For more information on the detail screen see the [Detail/Query Screen](#) section of this help file.

Option 2. Will display a summary of all the people matching the surname you have entered. This will also present people who closely match the surname you have entered. (ie. if you search for 'sm' the system will show all the accounts starting with 'sm'. Eg. smith, Smyth, smart). This search is not case sensitive.

Option 3. Will display all accounts we are collecting for you. You can then view the detailed screen for a particular item by clicking on the name (displayed in blue). You are also able to sort by either reference number or item status by using the small green arrows at the top of each column. (As seen below) Please note that there are paged results, you can navigate from page to page using the page number links at the bottom of the screen or by using the next page link. Also at the bottom of each page there are totals. This is the total for that page and not your grand total.

page 1 of 0

View a debt						
Client: Jason D Hulme						
[click on arrows to sort]						
Your Ref NO:	Name (status)	Address	Orig Debt.	Amt Paid	Bal	last activity

[View your current statement](#)

This option attempts to retrieve your current statement. As statements are generate 1 week into the month, this option may not always be available. Should this be the case, you are able to view your previous statements by clicking the link 'try another date'. This link takes you to the view previous statement page.

[View a previous statement](#)

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Use the drop down menu's to select the month and year you require and click the display statement button. (As seen below) This will retrieve the statement you require. If there is no statement for that month you are able to search again by clicking the 'try another date' link.

View previous statement

View archived statement:

To be able to print the statement retrieved, scroll down to the bottom of the page and hit the print icon. (As seen below)



View debt report

Will display all accounts we are collecting for you. You can then view the detailed screen for a particular item by clicking on the name (displayed in blue). You are also able to sort by either reference number or item status by using the small green arrows at the top of each column. Please note that there are page results, you can navigate from page to page using the page number links at the bottom of the screen or by using the next page link. At the bottom of each page there is a total amount, this is the total for that page and not your overall total.

Detail/Query Screen

This page displays all the details for a particular debt item. Using the link 'Click here to ask a question regarding this debt', you are able to type in a query. Doing so sends an email to South West Collections. Just click the 'Send Query' button to send as seen below.

Query form:

type your query here

your email address:

**a confirmation of this query will be sent to your e-mail address

[cancel query](#)