

i-Plow Government Collections & Compliance (GCC)

[Introduction](#)

Answers the question: who are we and why should you trust us to help you automate your collections and compliance program?

[General Information](#)

This chapter breaks down the broad-stroke issues:

How should we evaluate i-Plow?

How does i-Plow work?

How is GCC structured?

What is the significance of the i-Plow Blueprint?

How does this book work?

What are the system requirements?

Armed with this information, you will be ready to set up a system of your own, either as a member of a collections staff or a System Administrator.

[Initial Setup](#)

Since all you need is a single icon on your desktop to access i-Plow, very little setup is required. However, there are a number of features designed to help you make i-Plow more comfortable and convenient for you.

[Basic Data Entry](#)

If all defendants did exactly what they are instructed to do, this section would describe everything you need to know. Even if many of them don't, this is still a good place to start: add a name, add a case, add some assessments, make a

payment plan, and cashier payment. This also happens to be about the full extent of the typical online case management system built-in “Collection System.” We’re not saying that it’s not important; it’s critical, and we handle it better than anyone. Look in any other “Collections System” for flexible and rigid plans, or implicit and explicit payment plans. Not in their vocabulary. But after basic data entry is where a real collections effort begins and that is everything else in this book.

[Plan Management](#)

Plan Management includes most of the routine tasks required to follow-up with those defendants who fail to make payments as scheduled in their payment plans. Of course, that begins with notifications that i-Plow automatically queues up according to local policy. When defendants respond to cards and letters, it requires changes and documentation. All this adds up to a surprising number of features described in this chapter.

[Special Features](#)

When we were first asked to develop this program, none of the features in this chapter were on the request list. Everything described here is a result of close to 20 years of working with Government Collectors and striving to automate every task that came their way.

[Reports](#)

Data in, data out. For now, all we can say about reports is that there are a lot of them. Hopefully, the documentation in this chapter will help you find what you’re are looking for. If it doesn’t, custom reports are included in your service contract.

[System Administration](#)

This chapter is available only from within the System Administration feature, which is accessible to an authorized administrator from the *Core Window, Plugins, System Administration*. Where the Initial Setup information pertains to individual users, System Administration pertains broad policy options. It is primarily due to these options that virtually no two i-Plow implementations are alike.

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