Your company name is :

RMEx CONVERSION CHECKLIST

Welcome to Quantrax and RMEx!

This is a checklist that attempts to include the key areas of your transition to RMEx. Check each item, as it is completed! It lets us easily see what is missing and tells everyone how much you have learned.

A key objective is to help Quantrax make sure that you have been trained on the key operational areas of the system, prior to converting to RMEx. It also forces your management and staff to know about what is available, think about their knowledge, and to ask questions if something was not covered or was not understood.

A - Preparation and planning phase

1. Premise-based or hosted system has been set up and is working as expected
2. We have provided Quantrax with copies of remittance statements, checks and any special reports we may require
3. We have provided Quantrax with a list of the automated new business and payment interfaces we will require
4. There is a plan use those new business and payment interfaces or create now ones to work with RMEx
5. We have given Quantrax file layouts of the data that will be converted to RMEX
6. We have given Quantrax test files to start on their programming
7. We have made a decision on how our letters will be processed (in-house and printing service)

8 We have made a decision about how checks and credit cards will be processed and cleared

9 We understand that the cell phone scrub requires cell phone data and ported number updates from a third party. We have this information and will obtain the necessary files at our expense (unless other arrangements have been made)

10 If we plan to e-mail from the system, we will need a third party product. We are aware of this and will make the necessary arrangements to obtain this product

11 We have received an Implementation Plan that we are conformable working with. It outlines the key areas, has target dates as well as a planned final “Go-live” date. We understand that we will be using this for both Quantrax and our company to stay on track of our conversion

B - Training of management

1. We have decided on a management and knowledge engineering team that will work with setting up the new system
2. We have been though Quantrax's management training and follow-up exercises and understand the key areas of the system
3. We have discussed key processes and understand how RMEx will handle these processes
4. We are in position to start setting up the business rules (knowledge base) in RMEx, with Quantrax's help as needed
5. We have set up the business rules required to run our company / companies
6. We have set up the processes and workflows that we require. We understand how to test and change these
7. We have tested the ACH and Credit card processes and these are working
8. Our letter interfaces are working. We understand how to set up and change in-house and printing service letters
9. We have run nightly processing and understand what happens
10. We have set the account number generation option (sequential or Julian date) updated the "last completed month" in the system, so we will be ready when we convert
11. We have reviewed our processes and have set up the system to accomplish what we need on "Day 1". We can go live with our present knowledge, understanding that Quantrax may also be on site at the time we go live
12. We understand how Quantrax's support structure works with regard to application support and custom work. We are aware of how to reach Quantrax outside their normal business hours

C - Agent training

1. Agents have been though Quantrax's web-based training modules
2. We have reviewed the training with the agents and discussed how our company will be using RMEx. This is an area that Quantrax does not need to train us on
3. Agents know how to search for accounts, access the screens we will be using and work accounts from manual queues or on the dialer
4. We understand the importance of “Events” in the agent's world, and confirm that this has been set up. We are comfortable with using and changing these options
5. Agents know how to set up a one-time payment or a payment arrangement. We understand how these payments get processed when the payment is confirmed, and how the arrangement gets updated by RMEx
6. We have trained our agents on how they will work an account and use events and smart codes under different circumstances
7. We have reviewed our agent processes and can go live with our present knowledge, understanding that Quantrax may also be on site at the time we go live

D - Conversion and custom work

1. All the required data and layouts for the conversion have been supplied to Quantrax
2. We have seen the results of the first test conversion and provided feedback
3. We have discussed changes required based on the initial tests and have provided Quantrax with feedback
4. We have provided Quantrax will conversion ideas based on what we understand about the system (e.g mapping of our status codes, special data that needs to be mapped into user-defined windows etc.)
5. We have discussed credit reporting and how the transition to RMEx will take place
6. We have checked payment history and individual payments, balance types and positive/negative transactions
7. We have run placement history reports to verify the payment history conversion is accurate
8. We have checked that phone numbers have been converted to the other phones window
9. We have compared payment reports for a period on RMEx and our old system. We are able to balance (or accept) the numbers
10. We have reconciled the numbers of accounts converted and their balances
11. Accounts have been linked as expected
12. Payment arrangements have been converted accurately
13. Interest information has been considered and converted, including the set up of the last interest calculation date. We either do not use interest, or have verified that the process will work as expected

14. We have checked work maps and confirm that collector and worker code assignment is accurate
15. We are satisfied that that the data conversion is substantially completed
16. We are signing off on the data conversion
17. We have reviewed the custom work we required and have received all of the code that was discussed
18. We have tested all of the custom code changes and are signing off on this area

E - The dialer

1. We have made a decision between a premise-based and hosted dialer (or no dialer) Skip the rest of this section if you will not use a dialer
2. Our dialer infrastructure has been set up (network, telephony providers, hardware, phones and other areas). Quantrax has confirmed that this step is complete
3. We have discussed our requirements when it comes to outbound calling, inbound, messaging and call recording
4. Quantrax has discussed solutions and we are in agreement on how we will implement a dialing solution
5. We understand nightly queue building, the work map and how we can create smaller or larger queues based on our requirements. We understand how these queues can become predictive dialer or messaging campaigns or be worked by agents in preview mode
6. We understand how accounts will be managed and worked on the dialer. We understand the different dialing modes and we understand Quantrax's RPC console which allows us to target phone numbers evenly at different times in the day
7. We have defined our inbound routes
8. We have tested inbound calls
9. We know how to find a call recording
10. We have made arrangements to purchase the time zone files from MelissaData
11. We have tested all areas of the dialer implementation and confirm that everything is working as we expect it to

F - Back office (credit reporting, payments statements, letters etc.)

1 We have understood Quantrax's options for loading new accounts, sending mail, handling returned mail and manual account linking

2 We have introduced payment processing through Quantrax's web-based training

3 Our staff now understand how to enter different types of payments and balance adjustments, in addition to overriding commission or agent credit

4 We understand how we balance our financial numbers on a daily basis

5 We understand remittance processing

6 We understand month-end processing

7 We understand how credit reporting will be run. This has been tested

8 We have reviewed our back office processes and can go live with our present knowledge, understanding that Quantrax may also be on site at the time we go live

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