RMEx - Taking your first steps!

Congratulations! You have now invested in what we believe is the best receivables management system in the world. It is the result of many years of design, development and changes over the years. We like to say that it will "do almost anything you want to" without any custom code. Unfortunately, the great potential of this system can not be mastered in a few weeks. Our strategy is to first teach you the core operations that are needed to run your business from day to day. We will also try to teach you a few more tricks. On the day you start using the system, our goal is to give you a confident and happy team. Once you have conquered that great hurdle, we can help you with some of the more interesting and advanced features that arguably make this the best collection platform in the world! This document is intended to be used by your management, and should be reviewed on a computer, since it contains audio and / or video links.

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RMEx - Doing the basics and more

The typical collection operation is made up of salespeople, clerical staff (who handle different areas such as account entry and payment processing), agents (collectors) and management. Some companies will also have an operations team. Each of these teams perform a few core functions that probably take care of 80% of the work in a company. It could be argued that this 80% is contained in about 20% of the system. It is that 20% of the system that will be discussed in this document. Our education programs are designed to get you prepared and proficient in these areas by the date you "go live".

One of the key objectives of this document is to set your expectations. You were impressed with what you saw before you invested in this system. You probably can't wait to use some the great things you saw! Most of you have not had a system that can think and automate at this level. Based on our experience, *trying to do too much too quickly is not recommended.* Our mutual goal should be for you to quickly master the key operational areas and have a smooth transition to the new system. Learning a few things well is often easier than trying to understand many new things quickly.

We define the following areas as being the key to your learning RMEx and your daily operations.

- The basics
- Loading new business
- Identifying and managing multiple accounts for the same consumer
- Generating mail and related documents
- Contacting consumers
- Processing payments
- Handling disputes and objections
- Resolving accounts - If an account can not be collected, it needs to be "closed" at some point in time, or after sufficient effort has been applied
- Looking good - generating a few reports for your clients
- Internal reports that help you understand and manage your productivity
- Remittance statements and managing accounts receivable from your clients
- Dealing with compliance
- Credit reporting

We will review each of these areas briefly and give you an idea of what you can expect from our education and training. Before we start please listen to this message from our support team.

The basic concepts

There is a great deal to RMEx, but here are a few of the basic concepts.

- RMEx is a multi-company system. The same data base can contain different lines of business that are separately maintained and managed
- Clients can be grouped, and reporting is possible at the group or individual client level
- Each account is associated with an owner (the agent who gets credit for payments), and a worker (person or pool handling the account). Credit for payments can be split between multiple agents
- RMEx supports a primary balance, an interest balance and up to 10 secondary balances per account
- Interest can be computed daily, based on the daily balance
- Sensitive information is encrypted at rest
- Information is updated in real time
- There is a nightly process that can be started even while users are on the system. With today's machines, the entire process may take less than 15 minutes for a mid-sized company. There is a short "dedicated" process that requires all users to be off the system
- Other than for a special part of the information purge, all users can be on the system when jobs are run. This includes month-end processing and client remittance statements
- The system was designed to be interactive and deployed in a large multi-user environments - E.g. multiple users can be in the same account at the same time

Loading new business

With RMEx, you can expect to do what you currently do and more with new accounts. We support manual account entry and electronic loads. Electronic loads may need to be re-programmed, and our development team with work with you on this. RMEx was designed to allow you to capture and store any information supplied by your clients. Any information can also be used in the decision-making process of the system, provided the information is correctly stored within the system. We will teach you the concepts of how and where information is stored in the system, and you can use this knowledge to create work-flows and automated decision-making. You will probably find that RMEx has designated fields for more information that your present system. You can either convert your existing new business loads to take advantage of this, or do that over a period of time, using the additional fields when new interfaces are required.

Quantrax's development team will write custom code for any new business load or client interfaces (you may also receive account updates from your client or be required to send them information from your system). We have an optional ETL (extract, transform, load) product call I-Load, which allows non-technical people to define your client's data, and have the system format and load the information into RMEx.

In addition to loading the information supplied by the client, we will show you how to analyze useful information as soon as accounts are loaded, and make decisions about each account with regard to how they should be classified and worked.

The final part of the new business loading process takes place during nightly processing, when the system attempts to identify multiple accounts for the same consumer, and can make interesting decisions based on the results!

Identify and manage multiple accounts for a consumer

It is arguably the most complex area in collections. It has a tremendous impact on how you manage your accounts, and the consequences of doing it poorly are usually extremely costly.

Multiple accounts for the same consumer must be identified quickly. We do that. We then allow you to manage the accounts in any way you wish to. Some of the areas you will learn about are :

- Ensuring that "automatic linking" identifies as many potential matches as possible
- You can change important parameters such as dialer campaigns and letter strategies based on linking
- In a smaller operation, you can make sure that all of the accounts for one consumer are worked by the same agent
- You can set up special rules to only link within a given client or type of client (e.g. medical)
- Accounts can be manually linked when they are being worked

Operationally, RMEx provides a rich list of features for managing linked accounts. RMEx is an account-based system (as opposed to a consumer-based system). Each account can have its own name, address and phone numbers. Accounts are logically linked together, and can then be worked and managed as a group.

- Letters can include balances from some or all of the linked accounts

- Information can be selectively or automatically duplicated across linked accounts (e.g. phone numbers or address)
- Accounts can be closed or re-opened as a group, with a single instruction
- Key information on accounts can be quickly viewed by agents, without the need to access each account
- Payments are easily distributed across linked accounts and different "balance types"
- The same consumer can be worked by different individuals, depending on the work that is required on each account

We will help you to understand this important area, and the resulting efficiencies will benefit both agents and management.

Generating mail and related documents

Mail is a necessary part of collections. We have chosen to combine letters and phone calls into a single "contact strategy". It is cheaper to make a phone call than to send a letter. If you have a phone number, we should build that into your contact strategy. If there is no phone number, then mail becomes the only option.

Letters and documents can be printed in-house or sent to a third party printing service. Our development team can create the interfaces required to send your mail for printing, in addition to processing electronic "return files" (e.g. returned mail) from your mail vendor. The system can be set up to increase commission rates based on events such as returned mail.

Mail can be generated automatically (usually for new accounts), selectively requested by an agent or sent by the system in cases where post-dated checks are to be presented or credit cards are used for recurring payments.

Contacting consumers

It has been said that letters do not collect; phone calls do. Contacting consumers is a key strength of RMEx. There are several different aspects of the system that contribute to a successful contact strategy.

Some of the areas we will discuss during your training are :

- How queues are built. You only want to only see the accounts that need to be worked today
- Managing potential phone numbers for the consumer and third party numbers. How several different phone numbers on linked accounts can automatically be included in your processing
- Integrating a dialer with your business. This could be one of Quantrax's integrated dialers or a third party premise-based or hosted dialer
- How we strive to present the right account to the right agent at the right time, with the best number to call
- How we place accounts in different queues and sub-queues
- How we create dialer campaigns from queues
- How cell phones can be managed
- Making sure accounts are worked when they need to be worked
- Overworking an account is almost as costly as not working an account. How you can eliminate the overworking of accounts
- We will show you how you can send e-mail in addition to, or as an alternative to regular mail
- What about other options like dropping messages into cell phones without making the phone ring and text messaging?
- We have modern technology that will allow a consumer to quickly set up a payment using a smart phone, a tablet or a personal computer

Understanding these options will allow you to contact consumers quickly, and as frequently as your processes demand. Good contact strategy will help you collect money faster and resolve accounts quickly, making the best use of your technology and other expensive resources.

Processing payments

The payment processing begins with agents getting a commitment from a consumer. Of course, there are consumers who will pay based on mail they receive too. However this requires little or no complex work other than entering a payment against the account.

The common types of payments are checks and credit cards. We will talk about :

- Setting up checking account information and using that information to pay an account in installments
- A similar process using a credit card
- Checks and credit cards can be cleared using your existing payment provider
- How to set up rules to distribute payments across linked accounts
- How to set up simple or complex rules at the client level, for determining the commission rate to be used for each account
- Payment entry is a "batch process". Payments are entered, an edit list is printed, changes made, and the payments posted
- We can write interfaces to take a file from your clients, and create a payment batch for editing and posting
- When checks and credit cards have to be processed on a specific date, these transactions can be loaded into a payment batch and processed without reentering the transactions
- Individuals can have multiple payment batches open at any time
- There are daily reports to validate the totals posted along with the amounts to be deposited into your trust accounts. If clients require money to be deposited into a separate trust accounts, this can be set up too

There are some advanced processes you may wish to utilize at the time you convert. An example is real-time credit card authorization. These items can be incorporated into your training program.

Handling disputes and objections

Managing disputes and objections is a part of any collection system. RMEx does not force you into any specific path when it comes to handling disputes or objections - You can close an account, move it to a different area, move it to a different worker, request information from the client etc. Some processes will do more, behind the scenes. As an example, if the consumer says they have an attorney, the agent will set up the attorney on the account and mail will automatically be sent to the attorney, instead of the consumer. Sometimes it is important for the agent to be aware of a dispute or attorney, before working an

account. There are many methods of bringing important information to the attention of the agent, and you will learn some of these options during your training.

Looking good - Generating reports for your clients

Reporting is important, specially when you are trying to impress a client. RMEx's goals are to give you the information clients require, as well as making you look as good as possible. For example, there is more than one way to compute recovery percentage. Giving you several options allows you to give your client the best perspective of your performance, based on the way you work their accounts.

While RMEx comes with many reports, we believe that you can keep your clients happy with a few simple, accurate reports. As an example, the following reports can keep most clients adequately updated on your results :

- Acknowledgement of accounts placed
- Account status report
- List of accounts closed
- Report of how quickly you are recovering money for the client
- Recovery analysis showing placements by period, along with payments and recovery percentage

Client reports can be run for individual clients or as a group report, combining all the clients in the group. In addition, there are several different variations of the same report (e.g. sort order, columns) that give you added flexibility.

Reports can be printed, e-mailed or pushed to a report server, from where a client can view or print the information. Standard reports and their frequency can be defined at the client level. When the report option is selected, the system will identify the clients who need the report and print or e-mail it to all the clients in a single step.
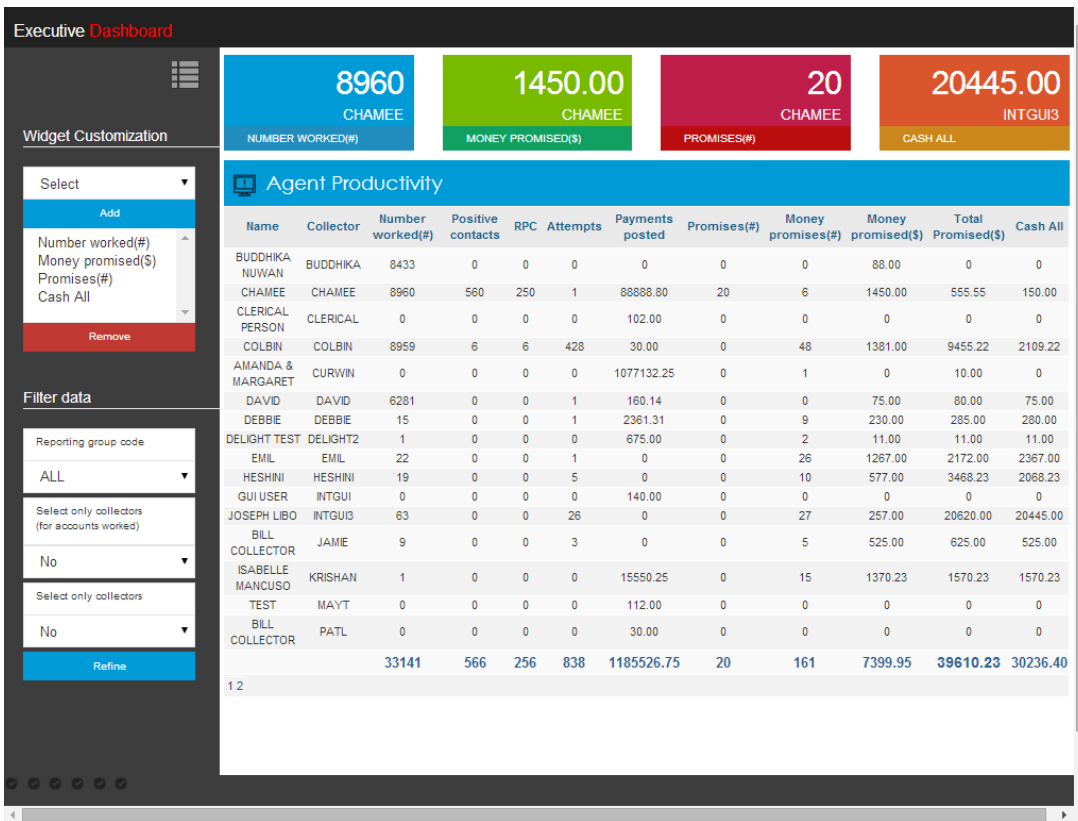
For more customized reporting, Quantrax offers clients an optional business intelligence / reporting platform.

Internal reports to manage your productivity

They say you can only manage what you can measure. RMEx helps you with measuring the performance of your agents, as well as providing analysis essential to evaluate client results.

RMEx tracks data down to the smallest "event". For example, "Telephoned residence no answer" or "Consumer disputed account". All of these events can be analyzed, and "productivity" reports generated for individual users or all users. Based on your findings, you can then drill down to more detailed reports or displays that can show you every account worked by an agent. We have features that will allow you to "follow" an agent, with the system automatically displaying the account they are working. With call monitoring options you probably already have, you now have a close-up view of an agent and how they work their accounts.

We have gone to great extents to give you information that is not easy to produce. Many systems will show you agent productivity. But what about including the payments each agent generated, and the checks and credit cards they set up, on the same report? The following example will show you the type of real-time dashboards available in RMEx.

Executive Dashboard

	8960		1450.00		20		20445.00
	CHAMEE		CHAMEE		CHAMEE		INTGUI3
	NUMBER WORKED(#)		MONEY PROMISED($)		PROMISES(#)		CASH ALL

Agent Productivity

Name	Collector	Number worked(#)	Positive contacts	RPC	Attempts	Payments posted	Promises(#)	Money promises(#)	Money promised($)	Total Promised($)	Cash All
BUDDHIKA NUWAN	BUDDHIKA	8433	0	0	0	0	0	0	88.00	0	0
CHAMEE	CHAMEE	8960	560	250	1	88888.80	20	6	1450.00	555.55	150.00
CLERICAL PERSON	CLERICAL	0	0	0	0	102.00	0	0	0	0	0
COLBIN	COLBIN	8959	6	6	428	30.00	0	48	1381.00	9455.22	2109.22
AMANDA & MARGARET	CURWIN	0	0	0	0	1077132.25	0	1	0	10.00	0
DAVID	DAVID	6281	0	0	1	160.14	0	0	75.00	80.00	75.00
DEBBIE	DEBBIE	15	0	0	1	2361.31	0	9	230.00	285.00	280.00
DELIGHT TEST	DELIGHT2	1	0	0	0	675.00	0	2	11.00	11.00	11.00
EMIL	EMIL	22	0	0	1	0	0	26	1267.00	2172.00	2367.00
HESHINI	HESHINI	19	0	0	5	0	0	10	577.00	3468.23	2068.23
GUI USER	INTGUI	0	0	0	0	140.00	0	0	0	0	0
JOSEPH LIBO	INTGUI3	63	0	0	26	0	0	27	257.00	20620.00	20445.00
BILL COLLECTOR	JAMIE	9	0	0	3	0	0	5	525.00	625.00	525.00
ISABELLE MANCUSO	KRISHAN	1	0	0	0	15550.25	0	15	1370.23	1570.23	1570.23
TEST	MAYT	0	0	0	0	112.00	0	0	0	0	0
BILL COLLECTOR	PATL	0	0	0	0	30.00	0	0	0	0	0
		33141	566	256	838	1185526.75	20	161	7399.95	39610.23	30236.40

1 2

Widget Customization

Select ▼
Add
Number worked(#)
Money promised($)
Promises(#)
Cash All
Remove

Filter data

Reporting group code
ALL ▼

Select only collectors (for accounts worked)
No ▼

Select only collectors
No ▼

Refine

Payments are an important part of your results. There are many reports to analyze payments (e.g. by client, agent and salesperson) and to also project money that is likely to be posted for future periods. You will learn how to evaluate what is happening today, along with statistical information and comparisons for longer periods.

Remittance statements and client receivables

In a collection agency setting, you will always deal with client receivables. RMEx keeps an open-item receivables system. When client statements are run (you define the remitting frequency by client), client receivables are calculated and updated. The ending balance then becomes the new starting balance for the next period. When a client pays their invoices, these payments are entered into the system. Client checks can be printed by the system, when remittance statements are printed.

You can use pre-printed forms or use our "plain-paper" statements. You will work with us to convert your existing client receivables into RMEx, prior to going live. Once that is done, client receivables can be maintained on RMEx, without the need for a separate accounting system.

Dealing with compliance

Compliance appears in many forms. RMEx's greatest strength may be the depth of its compliance features. We have considered :

- Security with regard to accessing (or limiting access) to accounts based on the user
- Only displaying information that a user needs to see, to do their job
- Auditing changes made to important information
- Offering the highest levels of contact frequency controls (works in conjunction with an integrated dialer). Ability to mask phone numbers when they should not be called
- Defining "do not call numbers"
- Flexibility at the state and city levels
- Time zone controls
- Controlling the content and frequency of letters
- Managing state licensing for agents
- Dealing with a natural disaster in a specific area, and temporarily holding mail and phone calls into those and the surrounding areas

Humans will make mistakes. If the system can stop a mistake, we should do that. Some of the code that is required to meet today's compliance requirements (e.g. the need to call home numbers before work numbers) is very complex and takes effort on your part to learn and utilize. It is recommended that you have staff who are familiar with the industry requirements as well as the options available through RMEx.

Credit reporting

Credit reporting is today a standard part of a collection operation. When a client converts to RMEx, it is recommended that they withdraw all of their accounts from the bureaus, and report their accounts after the conversion. The reason we do this is because it is extremely difficult to get an accurate credit reporting status for every account that is converted. Mistakes could create great risk, and it is always accurate and safer to start with a clean slate. Quantrax will report your accounts to all the bureaus you work with, in the preferred formats. There is a great deal of flexibility, because there are options for reporting bankruptcies, disputes, disputes resolved etc. You can also select exception or balance reporting, depending on the requirements of your state.

Summary

The above information should give you a good idea of how we intend to take you from where you are today, to successfully using RMEx. It is not feasible to run parallel systems, so it is important that everything works on day one. You have plenty of time to prepare for the change, test a data conversion and any custom programming that is required. Your knowledge of the system will also help you to set up the features to manage your business in the manner you intend to.

Depending on how things progress, our application specialists may be able to teach you more than we have covered in this document. That will be a bonus. *However, we ask that you help us focus on the topics in this document, ensuring that your staff become very familiar with the core operations.* Yes, we do believe that we must learn to "walk before we can run"!

Enjoy the system!