



## RMEEx - Details of your basic RMEEx education

At this time, you should already have read the short document “RMEEx - taking your first steps”. This document gave you an idea of what we cover during your initial training, as we introduce you to RMEEx and its features. You will not understand some of the things we will present in this document. Do not worry. Use this as a checklist during your training, to make sure we have covered the key areas of the system.

This document will build on the summary that was contained in “RMEEx - taking your first steps”. It was designed to give our application specialists a template to work from, and for you to make sure we cover the important areas of RMEEx.

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## Terminology

You will need to first understand some terminology which may be unique to RMEEx. Our application specialists will review the following.

- Consumers
- Cosigners
- Owner, worker and split collector codes
- Home, work and cell phone on the account detail screen
- Description codes
- ACat codes (Account category codes)
- QCat codes (Queue category codes)
- Last transaction date
- Primary balance
- Secondary balances
- Interest
- Linked balance
- Contact series
- Smart codes
- Smart code series
- Close codes (Inactive and active close codes)
- Reportable balances
- Account status codes
- Processing type
- Time frame
- User ID (for a user)
- Campaign

## Setting up a company

RMEEx is a multi-company system. Within a single data base, it supports multiple companies that you may choose to set up to handle different lines of business such as bad debt and early-out work. Before setting up the system, we will talk about :

- Setting up a company
- Setting up your system parameters
- Setting up users and the companies and areas of the system they can access
- Setting up owners and workers, and associating them with individuals
- Defining balance types that will be used for each company (e.g. interest, court costs)
- Defining close codes and how they behave

Most of the flexibility is defined at the company level, while a few options can be set up for all companies and shared between the companies (e.g. zip codes).

## Loading new business

With RMEEx, you can expect to do what you currently do and more with new accounts. We support manual account entry and electronic loads.

We will cover the following areas when we talk about and present this important area of the system.

- Understanding standard account information along with related data such as balance types, phone numbers, additional contacts, cosigners, medical information and notes that you can store on the system
- How you can store non-standard information on “User-defined windows”
- Understanding your client set up, and how clients can be grouped
- Setting up a “Contact series” for letters and phone calls
- How do you assign collectors? Cradle-to-grave or pooled environment?
- Setting up fees for each client (standard rates or fee schedules)
- How to set up the rules for automatic linking
- Description codes that can be added at the time of loading accounts

- Classifying accounts using the ACat
- The concept of a QCat. How to move accounts into a QCat using a smart code at the time of posting account,. Other things you can do with smart codes at the time of posting an account
- Manual account entry
- How Quantrax can write custom code to load new business sent to you by your clients
- How I-Load works (a program you can use to load new business without any programming knowledge)
- What happens during nightly processing, when accounts are linked
- How bad phone numbers are removed during nightly processing

If you have electronic loads, these should be converted for the new system and tested prior to the date of final conversion.

## **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 :

- Understanding the difference between an account-based and a consumer-based design. RMEEx is an account-based system that allows you to logically link and work multiple accounts for the same consumer
- The concept and advantage of the “primary account”. Working the primary account even after it is paid or closed
- How one agent works all the accounts for a consumer who has multiple accounts
- Your options for linking accounts within client types (e.g. medical) or the same client group
- How supervisors or agents can link accounts manually

- How to set up first letters to include multiple accounts
- What happens when you change information on one account, and there are linked accounts? (e.g. Phone number, address) How you can quickly “duplicate” information across linked accounts
- How you can apply smart codes to all the linked accounts and take action on all the accounts with a single action (e.g. close all the accounts)
- How phone numbers from linked accounts can be managed. They can be viewed from any account, and when numbers are disabled, other potential numbers can be automatically brought into the primary account! This happens when an account is worked or during nightly processing
- The concept of a “linked balance”. What is included, and how some accounts can be omitted for letters or the agent talk-off
- How linked accounts can be quickly viewed and analyzed by your agents
- How you can have different individuals (e.g. agents, managers, client service reps) can work the same consumer by changing the worker on individual accounts
- How payments (promises, checks and credit cards) can be set up on linked accounts. How money can intelligently be distributed across linked accounts and secondary balances when payments are processed.

Linking is one of the most important areas of the system. Make sure you understand and learn it well!

## **Generating mail and related documents**

Mail is a necessary part of collections. We have chosen to combine letters and phone calls into a single, seamless “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.

In addition to the basic concepts, we will also go over :

- Printing in-house and through a third party letter service
- Processing “return” files from a letter vendor (e.g. returned mail or address changed)

- Increasing the commission rate when mail is returned
- How to update an account as a “bad address” or stop mail from being sent to the consumer
- Understanding the contact series (automated series of letters and / or phone calls)
- Requesting “Selected letters”. Having the system send letters based on a smart code
- Other letters sent by the system (e.g. post-dated check reminders or payment arrangement reminders)
- Letter translation - automatically sending different letters based on clients, states, different cities and description codes. Automatically sending a different letter based on the language spoken by the consumer!

## Contacting consumers



It has been said that letters do not collect; phone calls do. Contacting consumers is a key strength of RMEEx. 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
- Phone numbers on the account detail screen. The other phones screen. How we can handle different numbers on linked accounts
- Integrating a dialer with your business. This could be one of Quantrax’s integrated dialers or a third party premise-based or hosted dialer
- Features that help you to present the right account to the right agent at the right time, with the best number to call. The concept of processing types and QCat codes. The RPC console.
- How we place accounts in different queues and sub-queues (processing types and QCat codes)
- How agents work accounts using “Events” and smart codes
- Setting up the smart codes that work for you

- How we create dialer campaigns from queues
- Cell phone scrubbing. What you need. How it works though the entire system. The separate queue for cell phones, and targeting them through queue consolidations
- The power of queue consolidations to group and target your consumer base
- Forcing users to work the accounts that need attention. Making them apply a smart code to go onto the next account. Forcing them to be in specific processing types at different times in the day.
- How management can use a smart code series or the account crawler to check that accounts are being worked as expected (Account crawler is a more advanced feature)
- Sorting queues so the same accounts are not worked over and over again
- How to automatically give up on accounts after a certain amount of effort. Setting up a “thinking smart code” and calling it from every smart code!
- How to send e-mail in addition to, or as an alternative to regular mail
- Dropping messages into cell phones without making the phone ring and how to use text messaging.
- Using a mobile payment portal to 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 process 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.

Our application specialists will discuss and train you on :

- How agents can set up checking account information and how that information is used to pay an account in installments. How the transactions are cleared
- A similar process for credit cards. Using real time credit card authorization
- How to set up rules to distribute payments across linked accounts and secondary balances (balance types system control file)
- How commission rates are stored at the account level and changed using fee codes or smart codes
- How adjustment codes can provide useful analysis and tracking of different payment types (e.g. check, cash, insurance payment)
- Payment entry is a “batch process”. Entering payments, reviewing the edit list and posting a batch of payments
- How 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
- Keeping multiple payment batches open for one user
- Daily reports to reconcile payments posted. The “Daily payment summary” - the only report you may need to manage your payments. Why daily balancing is the key to your reconciliation and accuracy of payments
- The concept of trust accounts (set up at the client level)
- How special events (e.g. an NSF) can force an account into an agent’s queue (applying smart codes based on payment codes)



## Handling disputes and objections

Managing disputes and objections is a part of any collection system. RMEEx does not force you into any specific path when it comes to handling disputes or objections. We will discuss the following.

- How to close the account using a smart code
- How to change the worker and have a client services rep or supervisor look at the account
- How to send information to the client, requesting a duplicate bill, payment information or an itemized statement (Reports to client from work queues)
- How to set up an attorney and what happens to mail
- How to use description codes to warn users of special circumstances such as a dispute

## Looking good - Generating reports for your clients

Reporting is important, specially when you are trying to impress a client. RMEEx'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.

Some of the reports are best understood by your running the different options for a smaller client, and reviewing the output and its suitability in your business. Some of the things you will learn are :

- Acknowledgement of accounts placed
- Account status report (Status reports)
- List of accounts closed (Close reports)
- An analysis of how quickly you are recovering money for your clients (Regression report)
- Recovery analysis showing placements by period, along with payments and recovery percentages (placement history and activity history)
- Reports can be run for individual clients or combined into a group report

- Often there are variations of the same report (sort order, selection, columns)
- Reports can be printed or e-mailed. An optional product will push the reports to a report server for remote viewing or printing by the client
- You can define the report frequency and format, at the client level.

## Internal reports to manage your productivity

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

- Understanding agent productivity reports - Productivity report, smart code analysis, time management and individual accounts worked
- The “Daily activity summary” - new business, effort and results in one report
- Auditing an agent while they work (Audit a user - accounts worked)
- What is happening *now* with effort, money promised on the phone and payments posted? The executive dashboard options.
- Analyzing your accounts - How to use the option “Display accounts for audit” to analyze and target groups of accounts
- The numerous reports that analyze payments by client and collector
- “Daily payment totals for a period” - knowing exactly where you are each day
- Analysis of payments pending - what’s coming!
- Collector comparison report
- Client comparison reports
- Salesperson reports
- Company statistics options - Company information, placement history, activity history, daily payment totals

## Remittance statements and client receivables

In a collection agency setting, you will always deal with client receivables. RMEEx 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.

The following need to be reviewed in detail.

- What were your receivables as at the time you converted? We need to get this information into the system and set up your “opening balances”
- Understanding payment codes and reportable balances
- RMEEx’s client remittance processing. Gross and net clients, printing separate statements for balance types and the concept of a remitting frequency. What transactions are included, and how clients can be billed for letters and special charges
- How overpayments are handled
- Running test statements on plain paper
- Formatting your statements - plain paper or pre-printed forms
- Printing checks
- Updating client receivables when final statements are run
- Client receivables reports and inquiries
- Entering client commission payments and client accounts receivable adjustments

You will learn that client receivables can be maintained on RMEEx, without the need for a separate accounting system. It was never designed to be as powerful as a professional accounting package like Quickbooks, but it will get the job done!

## Dealing with compliance

Compliance appears in many forms. RMEEx's greatest strength may be the depth of its compliance features. We have considered many areas and you will initially learn about the following :

- Using description codes to limit access to accounts. Access to specific clients can be limited based on User ID. Legal accounts can have their own access controls
- How to only display the information that a user needs to perform their job (second page of system security)
- How the system adds notes for changes to key account information. Adding notes when payment arrangements are set up. Adding notes when accounts are viewed but not worked
- Setting up "Max calls" to control the levels of contact frequency (works in conjunction with an integrated dialer). Ability to mask phone numbers when they should not be called (setting up clients, system parameters and system controls)
- Defining "do not call numbers"
- Flexibility at the state and city levels (location codes)
- Time zone controls
- Controlling the content and frequency of letters (letter codes and related system control files)
- Managing state licensing for agents (restricting access based on state and User ID)
- Holding mail or phone calls based on a natural disaster in a specific area
- Setting up the system to automatically close accounts based on the statute or limitation for each state

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 RMEEx.

## Credit reporting

Credit reporting is today a standard part of a collection operation. When a client converts to RMEEx, it is recommended that they withdraw all of their accounts from the bureaus, and report their accounts after the conversion. We understand that bureaus are now not encouraging or allowing this option. In this case, we must get an accurate credit reporting status for every account that is converted. Mistakes could create great risk, and the converted data must be carefully checked before the final run. We will discuss the following :

- How clients are set up for credit reporting
- How to set a starting point. For example, select all accounts placed after a specific date, if you are reporting for the first time using RMEEx, or re-reporting all your accounts
- How to delay credit reporting of new business (e.g. report new business after 45 days)
- How to delay reporting PIF's, allowing time for checks to be returned
- How to report bankruptcies, and disputes
- How to report withdrawn accounts
- How to stop specific accounts from being reported
- You can select balance or exception reporting. In exception reporting, accounts are only reported when they are new or paid in full (or have a status change). Accounts with no changes are not reported. With balance reporting, balances are updated and reported, even though the accounts were not paid in full

## Summary

When you have been trained on the above, you will be able to set up the system to manage your business at new level levels of efficiency and with much greater management control. Knowledge is key to how you will take advantage of the new system. Once you are conformable with these features, you can continue to explore some of the other, more advanced features of the system

By learning the key areas well, you will be able to focus on making sure you have a smooth transition to RMEEx. There is great value to starting on day one doing the basics that you used to do with the old system. This will give users great confidence, overcome any fears of change and help to keep your collection numbers up in spite of the major change and its impact.

Enjoy the system!

