|  |  |
| --- | --- |
| **RMEx Management Training – Session** | **Date/Time** |
| Session 1 – Terminology and setting up a company | Tues, 9/13 @ 10am EST |
| Session 2 – Loading new business | Wed, 9/14 @ 10am EST |
| Session 3 – Identify and manage multiple accounts for a consumer | Thurs, 9/15 @ 10am EST |
| Session 4 – Generating mail and related documents | Tues, 9/20 @ 10am EST |
| Session 5 – Contacting consumers | Wed, 9/21 @ 10am EST |
| Session 6 – Processing payments | Thurs, 9/22@ 10am EST |
| Session 7 -  Handling disputes and objections | Tues, 9/27 @10am EST |
| Session 8 – Looking good – generating reports for your clients | Wed, 9/28 @ 10am EST |
| Session 9 – Internal reports to manage your productivity | Thurs, 9/29 @ 10am EST |
| Session 10 – Remittance statements and client receivables | Tues, 10/4 @ 10am EST |
| Session 11 – Dealing with compliance | Wed, 10/5 @ 10am EST |
| Session 12 – Credit reporting | Thurs, 10/6 @ 10am EST |