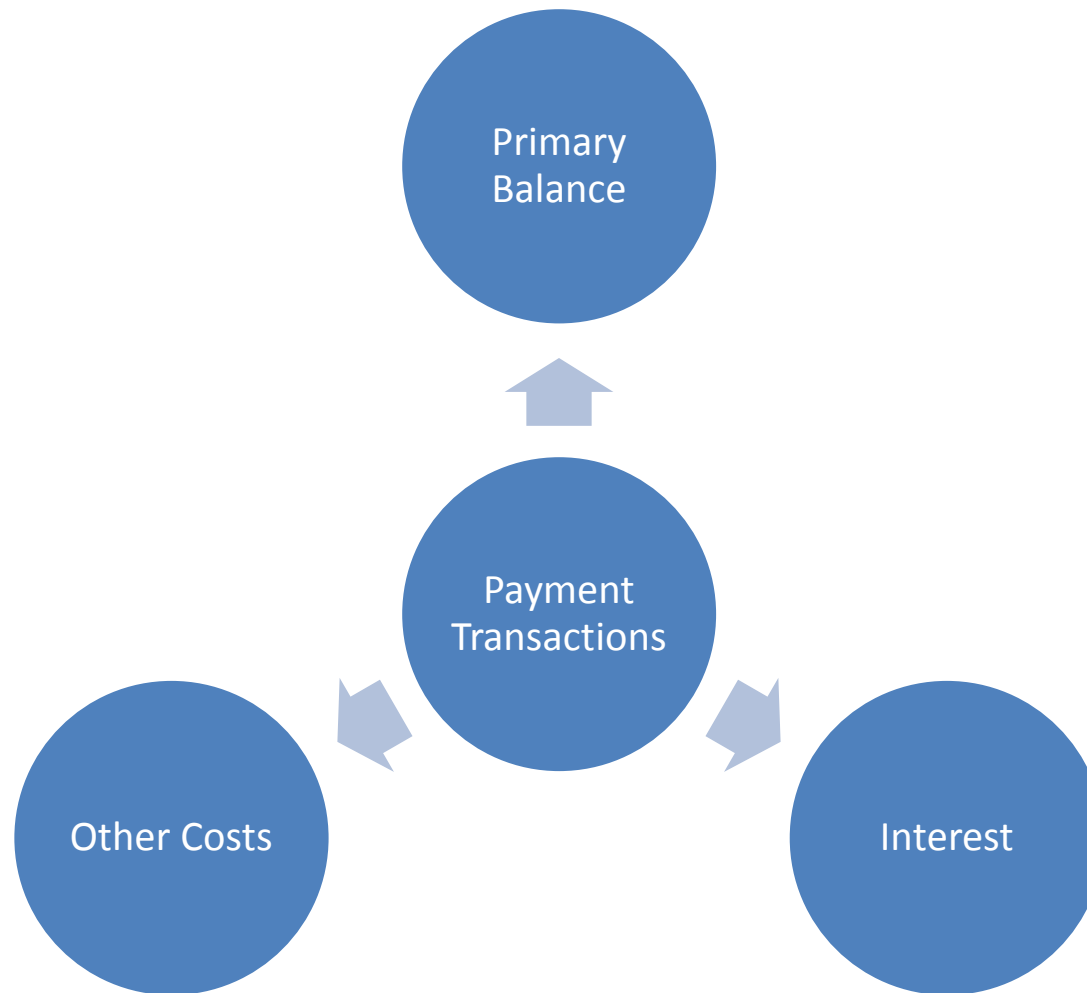


RME.x Management Training: Processing Payments



Agenda

- Processing different types of payment transactions, checking for accuracy, and posting payments
 - Reviewing different Balance Types
 - Applying payments consumers accounts
 - Tracking different types of payments (checks, money orders or credit cards)
 - Taking a file from your client and applying it to the consumers accounts
 - Handling different types of payments (Paid agency and paid client, balance adjustments)
 - Making decisions based on an NSF, over payment to Agency, over payment to client, etc.
 - Handling transactions between your agency and your client
- Distributing payments across accounts for the same consumer
- Understanding commission rates on an account
- Setting and authenticating credit cards in real time
- Setting up direct checks from a consumer
- Processing credit card payments, and direct checks in a batch
- Balancing on a daily basis for accurate account processing
- Understanding the Payment Reports



Your RME_x solution.

System Control 1 menu > Balance types > Options for the company

- Secondary balance types are user defined
- Client statements are affected

Balance Types

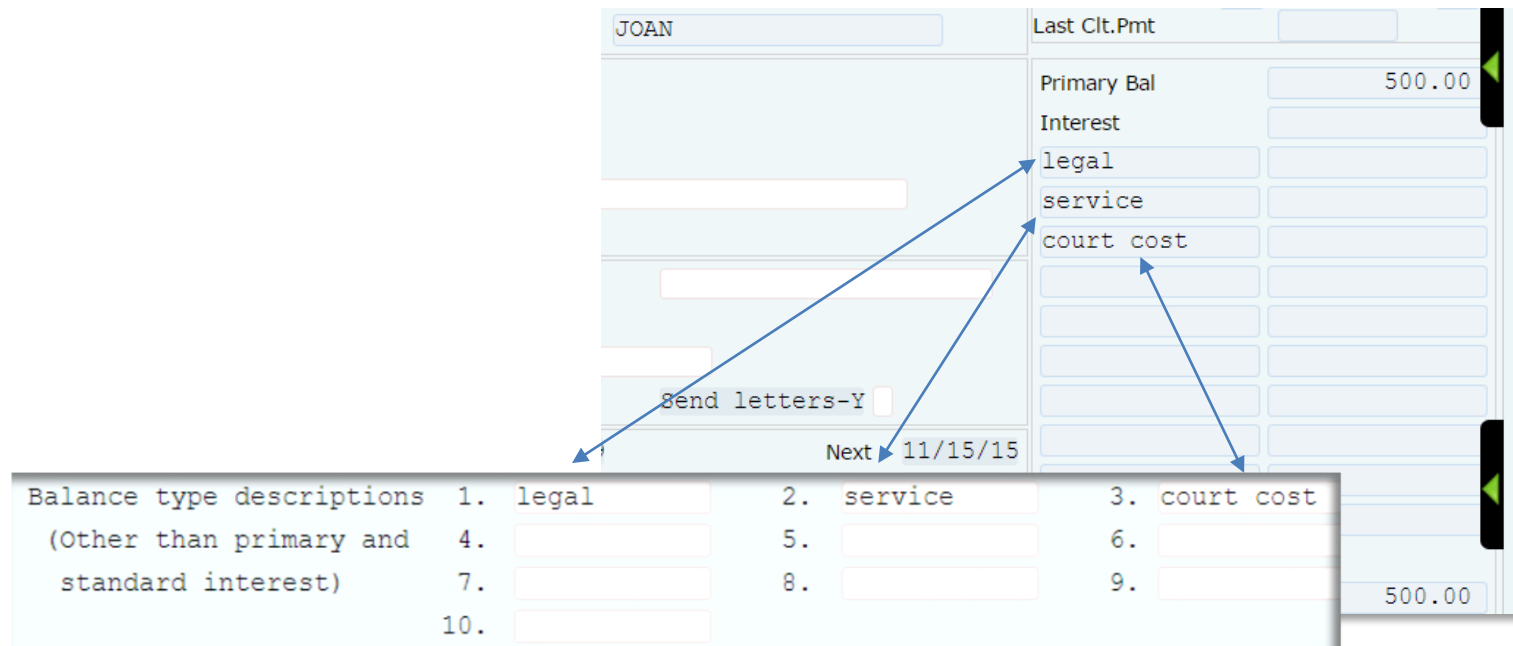
Company name Quantrax RMEx (01)

Balance type descriptions 1. legal 2. service 3. court cost
 (Other than primary and 4. 5. 6.
 standard interest) 7. 8. 9.
 10.

Balance	Client	-COMMISSIONS-	--COLLECTORS--	Int	--F.AGC	COM--	Payment			
	Stmt-Y	Taken-Y	Rate	Credit-Y	Split-Y	(Y)	Taken-Y	Rate	Dist.	
PRIMARY (P)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	.00	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>				.00	2
1. (1)	<input type="checkbox"/>	<input type="checkbox"/>	.00	<input type="checkbox"/>	<input type="checkbox"/>				.00	3
2. (2)	<input type="checkbox"/>	<input type="checkbox"/>	40.00	<input type="checkbox"/>	<input type="checkbox"/>				.00	1
3. (3)	<input type="checkbox"/>	<input type="checkbox"/>	.00	<input type="checkbox"/>	<input type="checkbox"/>				.00	
4. (4)	<input type="checkbox"/>	<input type="checkbox"/>	.00	<input type="checkbox"/>	<input type="checkbox"/>				.00	
5. (5)	<input type="checkbox"/>	<input type="checkbox"/>	.00	<input type="checkbox"/>	<input type="checkbox"/>				.00	
6. (6)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	.00	<input type="checkbox"/>	<input type="checkbox"/>				.00	
7. (7)	<input type="checkbox"/>	<input type="checkbox"/>	.00	<input type="checkbox"/>	<input type="checkbox"/>				.00	
8. (8)	<input type="checkbox"/>	<input type="checkbox"/>	.00	<input type="checkbox"/>	<input type="checkbox"/>				.00	
9. (9)	<input type="checkbox"/>	<input type="checkbox"/>	.00	<input type="checkbox"/>	<input type="checkbox"/>				.00	
10. (10)	<input type="checkbox"/>	<input type="checkbox"/>	.00	<input type="checkbox"/>	<input type="checkbox"/>				.00	
INTEREST (I)	<input type="checkbox"/>	<input type="checkbox"/>	.00	<input type="checkbox"/>	<input type="checkbox"/>				.00	4
Stmt.codes	(P, 1-10, I, Fwd, Legal)								Prop.dist. (Y)	<input type="checkbox"/>

System Control 1 menu > Balance types > Options for the company

- ❑ The balance type description will also appear on the accounts



JOAN Last Clt.Pmt

Primary Bal 500.00

Interest

legal

service

court cost

Send letters-Y

Next 11/15/15

Balance type descriptions (Other than primary and standard interest)

1. legal	2. service	3. court cost
4. <input type="text"/>	5. <input type="text"/>	6. <input type="text"/>
7. <input type="text"/>	8. <input type="text"/>	9. <input type="text"/>
10. <input type="text"/>		

500.00

Applying Payments To Consumer Accounts

System Control 2 menu > Payments and Adjustment Codes > Payment Codes

- Payment codes define the types of payment
- Balance Adjustments 41 thru 49 are user defined
- Balance Adjustments to not show up on statements

<input type="checkbox"/>	01	PAID AGENCY
<input type="checkbox"/>	02	PAID AGENCY (FWD)
<input type="checkbox"/>	03	OVERPAYMENT TO AGCY.
<input type="checkbox"/>	11	PAID CLIENTS
<input type="checkbox"/>	13	OVERPAYMENT TO CLNT.
<input type="checkbox"/>	21	RETURN CHECK-AGENCY
<input type="checkbox"/>	31	RETURN CHECK-CLIENT
<input type="checkbox"/>	41	BALANCE ADJUSTMENT
<input type="checkbox"/>	42	BALANCE ADJUSTMENT
<input type="checkbox"/>	43	BALANCE ADJUSTMENT
<input type="checkbox"/>	44	BALANCE ADJUSTMENT
<input type="checkbox"/>	45	BALANCE ADJUSTMENT
<input type="checkbox"/>	46	BALANCE ADJUSTMENT
<input type="checkbox"/>	47	BALANCE ADJUSTMENT
<input type="checkbox"/>	48	BALANCE ADJUSTMENT
<input type="checkbox"/>	49	BALANCE ADJUSTMENT
<input type="checkbox"/>	51	CLIENT PAYMENT
<input type="checkbox"/>	52	A/R ADJUSTMENT.
<input type="checkbox"/>	54	BILL CLNT ADDL COMM
<input type="checkbox"/>	55	CHARGES DUE FROM CL.

<input type="checkbox"/>	56	PER-ACCOUNT CHARGE
<input type="checkbox"/>	57	PER CASE
<input type="checkbox"/>	58	FILING FEE
<input type="checkbox"/>	59	BILL CL + INC. BAL.
<input type="checkbox"/>	61	FWD.AGENCY COMM. DUE
<input type="checkbox"/>	71	OVERPMT.REFUND (CLT)
<input type="checkbox"/>	72	OVERPMT.REFUND DEBT
<input type="checkbox"/>	73	OVERPAYMENT ADJ.
<input type="checkbox"/>	81	TAX 1 RETAINED
<input type="checkbox"/>	82	TAX 2 RETAINED
<input type="checkbox"/>	90	COMMISSION ADJ.

System Control 2 menu > Payments and Adjustment Codes > Payment Codes

- Actions can be taken based on a type of payment
- Description on a payment code can be changed, but how that payment code works cannot be changed.

Payment Codes

Company name	QUANTRAX .7 BOX - COMPANY 99
Code	01
Description	<input type="text" value="PAID AGENCY"/>
Force follow-up (Y)	<input type="checkbox"/>
Days ahead for follow-up	<input type="text"/>
Letter code for receipt	<input type="text" value="XX"/>
Note code and note to add	<input type="checkbox"/> <input type="text"/>
Code for client statement	<input type="text" value="T"/>
Smart code before posting	<input type="checkbox"/> (Used for ALL debtor/agency transactions)
Smart code to be applied	<input type="text" value="100"/> with payment arrangement (Y) <input type="checkbox"/> or post-dated check
Delete 'D'	<input type="checkbox"/>

Applying Payments To Consumer Accounts

Payment Transaction menu > consumer/Agency entry

- Entered payments are added to a batch
- Use option to request a payment receipt when applying the payment
- Use Payment Codes at the time of payment and only the correct code should be used

If a receipt is required
for EACH transaction, enter "Y".

Select an Option

Multiple batches of payments
can be maintained -

Select batch number

Debtor/Agency Payment Transaction Entry

Company name	QUANTRAX .7 BOX - COMPANY 99		
Company Code	99		
Payment date	022216	Original posting date	<input type="text"/>
Details on Part Pmt. (Y,A,D)	<input type="checkbox"/>		
Payment code	<input type="checkbox"/>		
Balance code(P,I,1-9,O,X,L)	<input type="checkbox"/>		
Adjustment code	<input type="checkbox"/>		
Amount	<input type="text" value=".00"/>		
Enter ONE of the following :			
1. Case number	<input type="text"/>	Initials	<input type="checkbox"/> Client Ref <input type="text"/>
2. Street address	<input type="text"/>	Initials	<input type="checkbox"/> (or date for reversal)
3. Client number	<input type="text"/>	Client Acct#	<input type="text"/>
(or Group#)		Other info.	<input type="text"/>
Fwd.Agent Retained	<input type="text" value=".00"/>	Session totals #	
		(F22 to reset) \$	<input type="text" value=".00"/>
Credit to Collector	<input type="text"/>	Credit to split	<input type="text"/>
Special Commission	<input type="text" value=".00"/> % Amount <input type="text" value=".00"/>	Last entry -	
Receipt required (Y,C)	<input type="checkbox"/>	Type (CA,CK,CC,MO,OT)	<input type="checkbox"/>
		Ref#	

F1-Inq F3-Tran F4-Del F9-Last F12-Adj F13-Rcp F15-PD/CC F20-Batch F24-Num.Acct#

Tracking Different Types of Payments – Paid Agency

Payment Transaction menu > consumer/Agency entry

- ❑ Notify a user about special conditions when applying payments

Debtor/Agency Payment Transaction Entry

Company name Kalara Attorney Group
Company Code 03
Payment date 022216 Original posting date 021516
Details on Part Pmt. (Y,A,D) Y
Payment code 01
Balance code (P,I,1-9,0,X,L) P

Adjustment code -
Amount _____ 40

Enter ONE of the following :

1. Case number	<u>112860001</u>	Initials
2. Street address	-	Initials
3. Client number	-	Client Ac
(or Group#)		Other inf
Fwd.Agent Retained	_____ <u>.00</u>	

Credit to Collector - Credit to split -
Special Commission _____ .00 % Amount -
Receipt required (Y,C) - Type (CA,CK,CC,
SC-0422 For Bal.Code, Details on Part Pmt. mu

Special description code

Code A1 AGENCY AACCA LEGAL
 A1 AGENCY AACCA LEGAL

Press ENTER to continue

F1-Inq
F3-Tran
F4-Del
F9-Last
F12-Adj
F13-Rcp
F15-PD/CC
F20-Batch
F24-Num.Acct#

Distributing Payments Across Accounts For The Same Consumer (Linked Accounts)

Payment Transaction menu > consumer/Agency entry

- Use to distribute a payment across the linked accounts
- Spread the payment across the linked group with **F10 - Change Method – Oldest First**

Category	PAYMENT ENTRY	Coll	HOUS	HOUS	GUS	Case number	112860001
Guarantor	BAKER	JOAN				Home phone	525 544 1212
Street address	1111 MAIN AVE					Desc.Codes	A1 CH <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
City/State/Zip	LASRSON	CA	90111				<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Bank	<input type="text"/>					Follow-up date	2/23/16
Contact series	01	Seq#	9	ACat		Promise amount	.00
Total balance	22.48	from	2			P/D check	
						Pay.Arr due date	7/24/15
THIS PAYMENT	40.00					Amount	21.64
New balance	17.52-					Downpayment due	.00

-----*ACCOUNT SUMMARY*-----

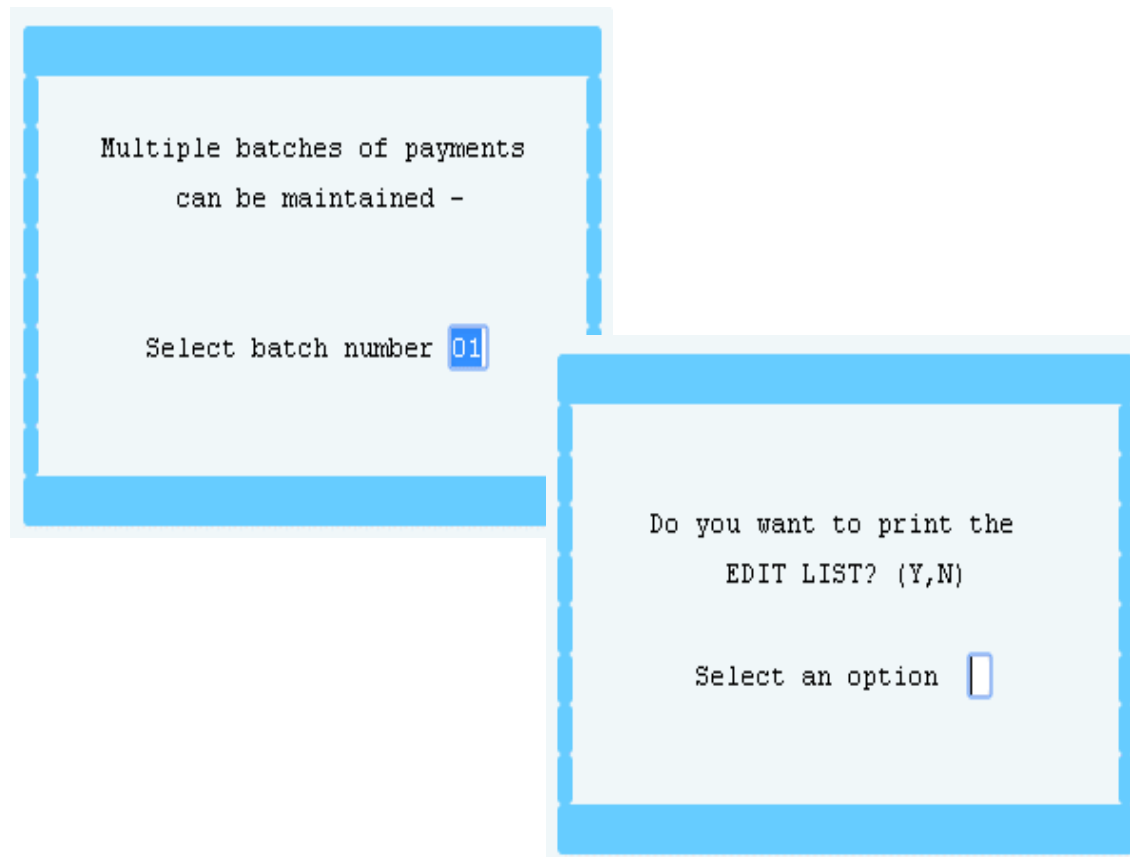
Case#	Client	Owner	Balance\$	Status	Amt (<100k)	Comm%	SB	Cr
1	112860001	MAIN OFFICE	HOUS	.00	.00	.00	P	<input type="checkbox"/>
2	132970004	MAIN OFFICE	HOUS	22.48	22.48	.00	P	<input type="checkbox"/>
3					.00	.00		<input type="checkbox"/>
4					.00	.00		<input type="checkbox"/>
5					.00	.00		<input type="checkbox"/>
6					.00	.00		<input type="checkbox"/>
7					.00	.00		<input type="checkbox"/>
8					.00	.00		<input type="checkbox"/>
9					.00	.00		<input type="checkbox"/>
10					.00	.00		<input type="checkbox"/>
					22.48			

F1-Srch F2-Det F3-New F5-Notes F6-Format F8-Comm F10-Chg.Method -Oldest First-

Applying Payments To Consumer Accounts (continued)

Payment Transaction menu > consumer/Agency entry

- ❑ Batching lets you enter groups of payments in different buckets, and each bucket can be posted at different times
- ❑ **Always request an edit before posting**



Multiple batches of payments
can be maintained -

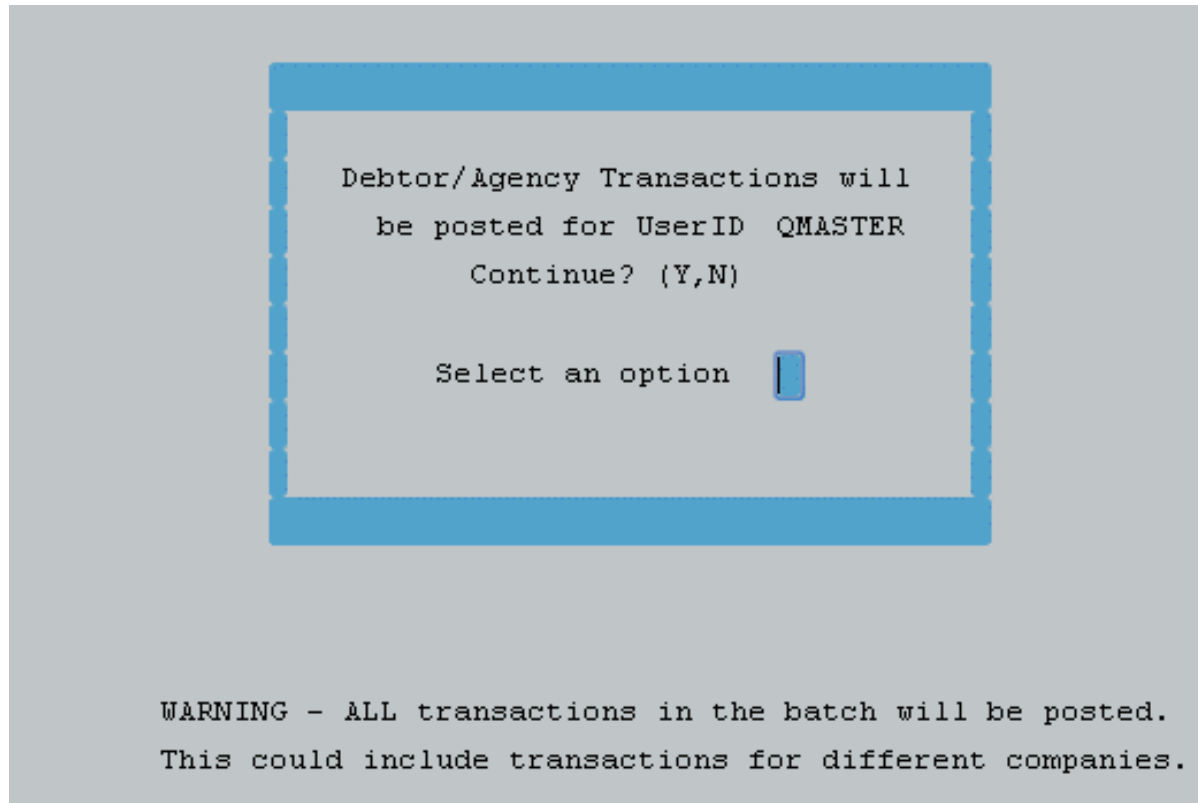
Select batch number

Do you want to print the
EDIT LIST? (Y,N)

Select an option

Balancing On A Daily Basis For Accurate Account Processing

- ❑ After reviewing the edits you can post the accounts
- ❑ Payment entry and payment posting are based on User IDs



Management menu > Client Update > Page 2

- Commissions are at the account level (changing the client does not change the account)
- Fee codes can be used to give different commissions based on rules that were setup

```
Client Update (Page 2)

Company Name      Quantrax RMEx              (01)
Client Code      000002

STATEMENT INFORMATION
Remitting Code   M Type (GBNC)  G  Sort Type (0,1,2)  0 Prior Bal. (N)  
Statement to    
Attention of    
Address        
               
City-State-Zip   
Check Payable to  Grp. Stm. (Y)  
Sales Tax (Y)    Rate  .00 Separate Directs (Y)  Bal.Types  
               Combine Pri/Int (Y)  Hold Checks (Y) 
Adj.Code for holds  Days to hold 
COMMISSION INFORMATION
Standard Rate   25.00 % High Rate 35.00 %
Other Rate     .00 % Use for Skip,Fwd,Legal,Add.ch(Y)   
Fee Code       
Commission Code  Days with no commission / Type  / 
Per-Case charge, % flag .00 % Special Rate of .00 % for  days
Rate for Contact Series .00 % Current Rate .00 %

NOTE-Remit code is case-sensitive
```



Working With Fee Codes

System Control 1 menu > Fee Codes

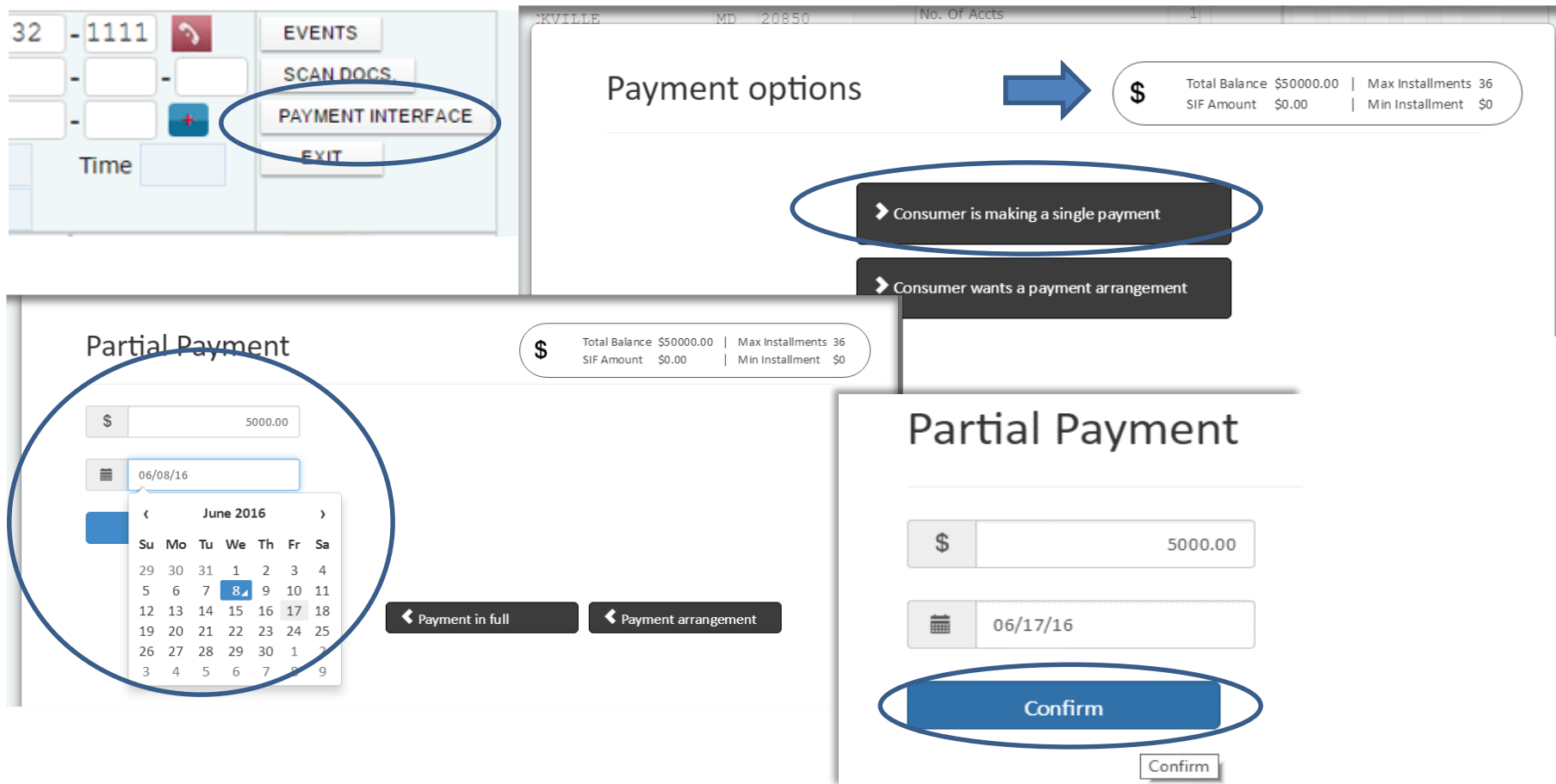
- ❑ Fee Codes automatically adjusts the commission code on an account based on various conditions

Fee Schedule Codes

Company name	Quantrax RME _x		(01)
Code	AA		
Description	STANDARD		
Standard rate	<input type="text" value="30.00"/> %	OR \$	<input type="text" value=".00"/>
Skip rate	<input type="text" value="50.00"/> %	Forwarded rate	<input type="text" value=".00"/> %
Legal rate	<input type="text" value=".00"/> %	Non-local zips	<input type="text" value=".00"/> %
PLACEMENT OPTIONS			
If age of account in days is greater than	<input type="text"/>	<input type="text"/>	<input type="text"/>
rate is %	<input type="text"/>	<input type="text"/>	<input type="text"/>
If amount placed is less than	<input type="text"/>	rate is	<input type="text"/> %
	<input type="text"/>		<input type="text"/> %
	<input type="text"/>		<input type="text"/> %
Delete code (D)	<input type="checkbox"/>	NOTE - If dollar amount is entered as standard rate, ALL OTHER ENTRIES ARE IGNORED	

Setting Up Direct Checks From A Consumer

The Payment Interface for setting up direct checks



The interface consists of the following steps and elements:

- Home Screen:** Features a keypad with a red call button, a '+' button, and a 'Time' field. A menu on the right includes 'EVENTS', 'SCAN DOCS', 'PAYMENT INTERFACE' (circled in blue), and 'EXIT'.
- Payment options screen:** Displays 'Payment options' with a blue arrow pointing to a summary box:

\$	Total Balance \$50000.00	Max Installments 36
	SIF Amount \$0.00	Min Installment \$0

 Below this are two buttons: 'Consumer is making a single payment' (circled in blue) and 'Consumer wants a payment arrangement'.
- Partial Payment screen (left):** Shows a payment amount of \$5000.00 and a date of 06/08/16. A calendar for June 2016 is displayed with the 8th circled in blue. Below the calendar are two buttons: 'Payment in full' and 'Payment arrangement'.

June 2016						
Su	Mo	Tu	We	Th	Fr	Sa
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2
3	4	5	6	7	8	9
- Partial Payment screen (right):** Shows a payment amount of \$5000.00 and a date of 06/17/16. A large blue 'Confirm' button is circled in blue, with a smaller 'Confirm' button below it.


Setting Up Direct Checks From A Consumer

The Payment Interface for setting up direct checks

Check payment

Account Number	<input type="text" value="32143213211321"/>	Account holder's Name	<input type="text" value="Joe Quantrax"/>
Routing Number	<input type="text" value="1234567"/>	Street address	<input type="text" value="123a Main St"/>
Check Number	<input type="text" value="123"/>	Extra address	<input type="text"/>
Amount	<input type="text" value="5000.00"/>	City/State/Zip	<input type="text" value="Rockvill"/> <input type="text" value="md"/> <input type="text" value="20850"/>

Confirm checking account details



Please check and confirm the information you entered. Select 'Go back' to change any information.

Amount 5000.00 (\$5,000.00/1)
 Date 06/17/16
 Account # *****1321
 Routing # 1234567

Success

Payment arrangement was set up successfully

Setting Up Direct Checks From A Consumer

> Account Detail Screen > F9 P/A > F14 Direct Checks

DIRECT CHECK INFORMATION			Balance 50000.00			
Bank Name	<input type="text" value="Joe Quantrax"/>		City	<input type="text" value="Rockville"/>	State	<input type="text" value="md"/>
J/Nm	<input type="text"/>		Address	<input type="text" value="20850"/>		
Account #	<input type="text" value="32143213211321"/>	Type	<input type="text" value="S,D"/>	Routing #	<input type="text" value="1234567"/>	
	<input type="text" value="1321"/> / <input type="text" value="67"/>			Fraction	<input type="text"/>	
Date	Check #	Amount	Date	Check #	Amount	
61716 <input type="button" value="12"/>	123	5000.00	<input type="text"/>	<input type="text"/>	.00	
<input type="text"/>	<input type="text"/>	.00	<input type="text"/>	<input type="text"/>	.00	
<input type="text"/>	<input type="text"/>	.00	<input type="text"/>	<input type="text"/>	.00	
<input type="text"/>	<input type="text"/>	.00	<input type="text"/>	<input type="text"/>	.00	
<input type="text"/>	<input type="text"/>	.00	<input type="text"/>	<input type="text"/>	.00	
<input type="text"/>	<input type="text"/>	.00	<input type="text"/>	<input type="text"/>	.00	
Comment	<input type="text"/>		Total	5000.00		

Payment Transaction menu > Direct Check> Direct check interface (with report)

- ❑ Direct Check option must be run before Post Dated Check Options

Direct Check Options

Select one of the following options -

1. Direct check report
2. Direct check interface (with report)
3. Direct check report with NO deletion of transactions
4. Report of unauthorized transactions
5. Direct check report with NO deletion of transactions (Date range)

Option

NOTE - These options are run for the company you are signed into.

****WARNING****

Option 2 will delete the selected transactions. You will not be able to re-create the report or interface.

You selected the option to CREATE AN INTERFACE FILE. Confirm Y or N.

Select an option

Job 057078/QMASTER/SCJOBDSUP completed normally on 02/22/16 at 09:00:49.



Running Post Pated Options - *REQUIRED*

Payment Transaction Menu > Post Dated Checks

- ❑ Post dated check options **must be run after** Direct Check options

Postdated Check Options

1. Postdated check entry
2. Postdated check and Pre-authorized payment deletion
3. List checks (or PAP's) to be presented
4. Postdated checks (or PAP's) by entry date
5. Postdated checks (or PAP's) by presentation date
6. Pre-authorized payment (PAP) entry
7. Create a payment batch of all checks (or PAP's) to be presented
8. Authorize PAP's and postdated checks
9. Release future post-dates

12. Options for checks held

Select an Option

F7-Cancel

If you use Direct Checks, those reports and interfaces should be run prior to the "Postdated Checks to be presented" reports.

You selected the option to create payment transactions for post-dated checks to be presented.

Note that the payment will be allocated across valid linked accounts (X-logic for Bal.type.)

Press ENTER to continue or

You can now select Debtor/Agency Transaction Entry and request an Edit Report to verify the transactions selected.

You will also need to "Post" the transactions to complete the process.

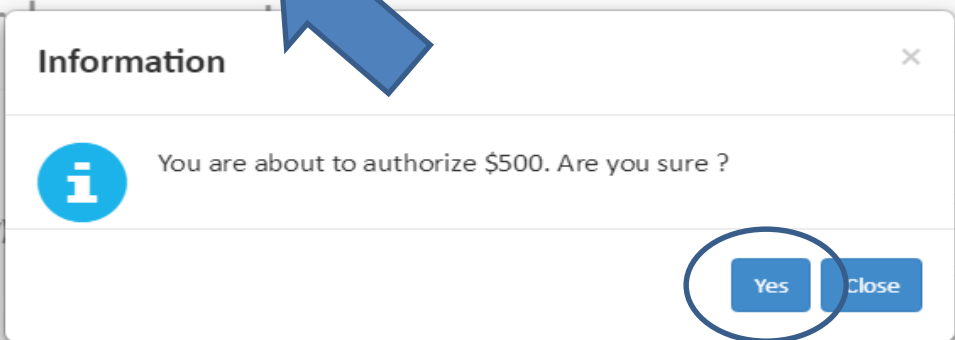
Setting Up And Authenticating Credit Cards In Real Time

Credit Cards from the Payment Interface


- Enter credit cards on a consumers accounts
- Authorize credit cards in real time, this requires a third party vendor

Credit card payment

Card Number	<input type="text" value="3213123132113211"/>	Card Holder's Name	<input type="text" value="Susan J Quantrax"/>	
Special Code (CVV)	<input type="text" value="321"/> <input type="text" value="VISA"/>	Street address	<input type="text" value="123 Main st"/>	
Exp Date(MM/YY)	<input type="text" value="01"/> <input type="text" value="19"/>	Extra address	<input type="text" value="apt 12"/>	
Amount	<input type="text" value="500.00"/>	City/State/Zip	<input type="text" value="bethesd"/> <input type="text" value="md"/> <input type="text" value="20814"/>	
		<input type="button" value="Save"/>	<input type="button" value="Authorize"/>	<input type="button" value="Refresh"/>



Information ×

 You are about to authorize \$500. Are you sure ?

A blue arrow points from the 'Authorize' button in the form above to the 'Information' dialog box. The 'Yes' and 'Close' buttons in the dialog are circled in blue.

Setting Up And Authenticating Credit Cards In Real Time

Credit Cards from the Payment Interface

- Enter credit cards on a consumers accounts
- Authorize credit cards in real time, this requires a third party vendor
- Tab Q to Credit Cards

CREDIT CARD PAYMENT SERIES

Card # 3213123132113211 321 Type VISA
Name Susan J Quantrax Flex card (Y)
Exp (MM/YY) 01 / 19 Last 4 3211

Bill. Addr. apt 12
123 Main st bethesda md 20814

Date	Ref#	Amount	Date	Ref#	Amount
60816		500.00			.00
		.00			.00
		.00			.00
		.00			.00
		.00			.00

Processing Credit Card Payments, And Direct Checks In A Batch

Payment Transaction menu > Credit card options

- Run the option to print and delete credit cards **daily**
- Can also be applied to a batch

Credit card options

1. Payment arrangement, credit card and check analysis
2. Payment arrangements and credit cards by collector

5. Print and delete Credit Card transactions

7. Credit Card History Inquiry

Select an option

You have selected an option to print and delete credit card information

Please enter (Y) to confirm your selection

Suppress Print of Credit Card Numbers (Y/N)

Press ENTER to continue

F7-Exit

WARNING - ALL selected transactions will be deleted.

Transactions can be loaded into a batch. Select blank option for this. To add the transactions for access in payment entry (F15), select F. Select N for no action.

Press ENTER to continue

F7-Cancel

Payment transaction menu > Payment reports for a period

- Analysis of pending payments** - shows an estimate of pending payments
- Payment detail list** - shows account payment detail with payment codes
- Daily payment summary** - shows money collected by the day of the month, and compares your collections to the same month a year

Payment Reports

1. Payment Summary
2. Payment Details (Sort by Payment Code)
3. Payment Analysis by Date with Cash
4. Payment Analysis by Date with No Cash
5. Payment Details (Sort by Client)
6. Payments by Type and Client (Summary Report)
7. Payment Summary (One report with no trust accounts)
8. Daily Payment totals for a period (Inquiry)
9. Future credit cards payments due
10. Analysis of pending payments

Payment transaction menu > Payment reports for a period

- Daily payment summary - shows money collected by the day of the month, and compares your collections to the same month a year
- Press **ENTER** to display the commissions in the **Amount** field

Payments for Jan-16

<u>Day</u>	<u>Amount</u>	<u>Sub-total</u>	<u>Day</u>	<u>Amount</u>	<u>Sub-total</u>
1			18		56,100.08
2			19		56,100.08
3			20	900.00	57,000.08
4			21	130.00	57,130.08
5			22		57,130.08
6	45,780.00	45,780.00	23		57,130.08
7		45,780.00	24		57,130.08
8		45,780.00	25	1,100.00	58,230.08
9		45,780.00	26		58,230.08
10	5,800.00	51,580.00	27		58,230.08
11	3,580.08	55,160.08	28	30.00	58,260.08
12		55,160.08	29		
13	40.00	55,200.08	30		
14	900.00	56,100.08	31		
15		56,100.08			
16		56,100.08		58,260.08	
17		56,100.08			
Money-Balance of month		26,550.35	At day 28 in 01/15		2,121.54
			Currently at 2746 % at day 28		
			Total for 01/15		4,253.18

ENTER-Display commissions F7-Exit

Payment transaction menu > Payment reports for a period

- ☐ Analysis of pending payments - shows an estimate of pending payments

Payments due for date range 2/24/16 to 2/24/17			
	Number of Accounts	Amount scheduled	Potential fees
1. Standard P/A	3	174.00	76.00
2. Non-Linear P/A	6	292.00	131.60
3. Standard P/A with CC	0	.00	.00
4. Non-Linear P/A with CC	1	13.00	6.50
5. Post-dates (Number of checks)	60	1,723.00	596.25
6. Credit Card Series	6	339.18	154.29
Totals	76	2,541.18	964.64
Number of active P/A's	561	Credit cards to be	
Number of credit card series	7	processed today	13.00
Number of direct check accounts	36		

Executive Dashboard

Executive Dashboard

Widget Customization

Select

Add

- Number worked(#)
- Money promised(\$)
- Promises(#)
- All cash

Remove

Filter data

Reporting group code

ALL

Select only collectors (for accounts worked)

No

Select only collectors

No

Refine

8,960
CHAMEE
NUMBER WORKED(#)

1,450.00
CHAMEE
MONEY PROMISED(\$)

20
CHAMEE
PROMISES(#)

20,445
INTGUI3
ALL CASH

Agent Productivity

Name	Collector	Number worked(#)	Positive contacts	RPC	Attempts	Payments posted	Promises(#)	Money promises(#)	Money promised(\$)	Total promised(\$)	All cash
BUDDHIKA NUWAN	BUDDHIKA	8,433	0	0	0	0.00	0	0	88.00	0.00	0.00
CHAMEE	CHAMEE	8,960	560	250	1	88,888.80	20	6	1,450.00	555.55	150.00
CLERICAL PERSON	CLERICAL	0	0	0	0	102.00	0	0	0.00	0.00	0.00
COLBIN	COLBIN	8,959	6	6	428	30.00	0	48	1,381.00	9,455.22	2,109.22
AMANDA & MARGARET	CURWIN	0	0	0	0	1,077,132.25	0	1	0.00	10.00	0.00
DAVID	DAVID	6,281	0	0	1	160.14	0	0	75.00	80.00	75.00
DEBBIE	DEBBIE	15	0	0	1	2,361.31	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	0.00	0	26	1,267.00	2,172.00	2,367.00
HESHINI	HESHINI	19	0	0	5	0.00	0	10	577.00	3,468.23	2,068.23
GUI USER	INTGUI	0	0	0	0	140.00	0	0	0.00	0.00	0.00
JOSEPH LIBO	INTGUI3	63	0	0	26	0.00	0	27	257.00	20,620.00	20,445.00
BILL COLLECTOR	JAMIE	9	0	0	3	0.00	0	5	525.00	625.00	525.00
ISABELLE MANCUSO	KRISHAN	1	0	0	0	15,550.25	0	15	1,370.23	1,570.23	1,570.23
TEST	MAYT	0	0	0	0	112.00	0	0	0.00	0.00	0.00
BILL COLLECTOR	PATL	0	0	0	0	30.00	0	0	0.00	0.00	0.00
		33,141	566	256	838	1,185,526.75	20	161	7,399.95	39,610.23	30,236

18. Debtor/Acct compar

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Holiday Schedule Setup

Collector & Client rankings

Company Analysis

Executive Dashboard

Exercises – Processing Payments

In your system, use COMPANY 99

1. A consumer has entered your office and given you \$100.00. Apply this payment.
2. Find an account with a linked balance then enter another payment - one that will pay off the primary and linked accounts.
3. Your client has informed you a different consumer has given them \$50.00, apply this payment as a direct payment.
4. Run and review your edit. There is a mistake, you should not have entered in the \$50.00 payment. Delete this payment before you posting the account.
5. Run your edit again, if the edit looks good, post the payment.
6. The payment for \$100.00 is returned (a bad check). Reverse that payment on that account.
7. Your clerical person entered a batch of payments, and left for the day. You need to delete their batch. How would you do this?

Exercises – Processing Payments (continued)

In your system, use COMPANY 99

8. For bad checks (NSF), if you wanted to send an account to legal, or take some kind of action every time a consumer gave you a bad check, how could you take that action automatically in the back ground without a user doing anything?
9. Look at your balance types by company. Make sure there is more than one balance type other than the Primary Balance. Setup your balance types so that the Primary Balance will be paid first, and any other balance types are paid in the order you would like.
10. You have agreed with your client that you will take 14% commission on an account when entered and 25% if the consumer's mail is returned. Set up a fee code to reflect this.
11. A Fee code lets you base your commission on several conditions. Which one of these statements below in not true?
 - a. How long an account has been placed and in collections
 - b. Age of the account at placement
 - c. Account goes legal
 - d. Balance

Exercises – Processing Payments (continued)

In your system, use COMPANY 99

Reviewing the Client (Off the Management Menu)

12. Find a client that has existing accounts in the system. Now place the fee code(from exercise #10) on the client and save it.
 - a. Does this automatically affect accounts that are already in the system?
 - b. Review the account and explain what happens when you change a fee code at the client level.

13. You have agreed that if a payment goes directly to the client within the first 14 days of placement you will not take commission on that account. Set that up for your client.

Payment Reports For A Period

14. What report could I run to see what accounts adjustment code 42 was applied to?. Run that report to confirm this.

15. What display shows you the money collected by the day of the month, and compares your collections to the same month a year ago? Did you hit “ENTER” to display the commission?

16. How can you get an estimate of pending payments for the rest of the month?

RMEx Management Training: Processing Payments

Thank you!