

RMEx Management Training: Generating Reports For Your Clients



Agenda



- ☐ Review the different types of reports to give your clients a perspective of your accounts and overall performance
- Generate and send reports automatically to your clients
- Deliver reports to clients via printing or email

RMEx Client Reports



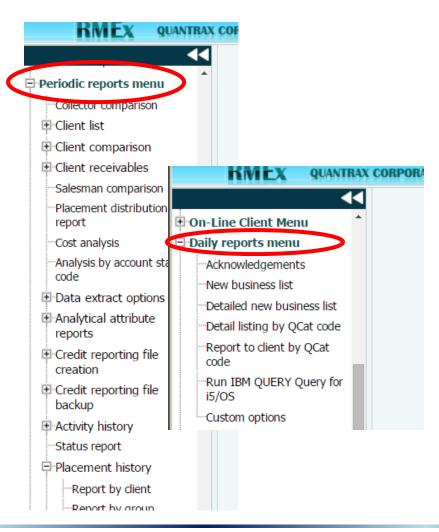
☐ Client reports can be used to analyze and report on new placements, account statuses, closed accounts, and recovery analysis based on placement periods



RMEx Client Reports



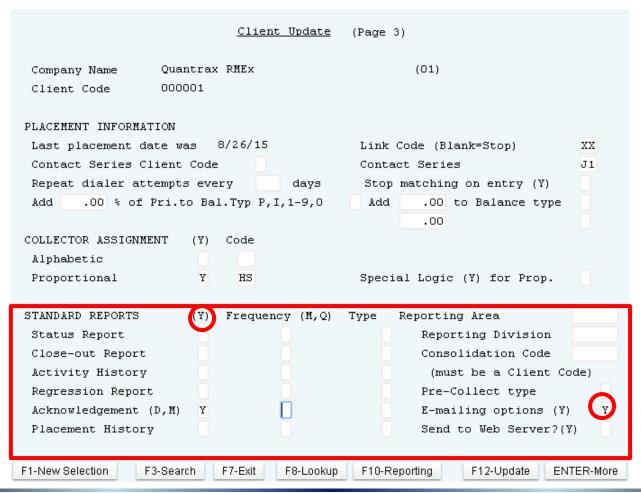
- Reports are found in their logical locations and can be run manually
- ☐ Reports like acknowledgements can be created *automatically*



New Accounts: Acknowledgements



- Management menu > Client Update > Page 3 STANDARD REPORTS -Acknowledgements
- Management > Client update > Page 3 E-mailing options



Client Reports – Add/Edit Email Options



Management > Client update > Page 3 - E-mailing options > Press Enter

STANDARD REPORTS Status Report Close-out Report Activity History Regression Report Acknowledgement (D,M) Placement History	Frequency (M,Q)	Type	Report Conscional Cons	ng Area eting Division olidation Code et be a Client Co Collect type iling options (Y) to Web Server?(Y	Ŷ		
			Company N Client Co REPORTS TO	ame Quantrax de 000001 BE E-MAILED Report Name		ail Options E-mail Setup	(01)
				Acknowledgements Status Report Close-out Report Activity History Regression Report Placement History Client Statements Report to client			

Client Reports- Setup Email Options



		Client E-r	mail Options						
Company M		Quantrax RMEx 000001		(01)					
REPORTS TO	O BE E-M	AILED							
Select	Acknor Statu: Close: Activ: Regre: Place:	t Name wledgements s Report out Penort ity History ssion Report ment History	E-mail Setup Y	Compan Client		Client E-mail Quantrax RMEx 000001	Options (01)		sion Types oA 3-IMG
		: Statements : to client by QCat		E-MAIL	INFORMAT	TION for Acknowledgements		4-RT 6-PD	F 5-MAP
				E-mail	Address CC BCC	dawnab@quantrax.com			
				Report		D. Barge	* Conve	rsion Type	6
				Subjec	t	Acknowledgement Report		Encr (Y)	Comp(Y)
				Messag	e text	Management Training Exam	ple		
				F1-New S	Selection	F7-Exit F12-Update			

Client Reports – Print Manually Using Acknowledgements



Daily reports menu > Acknowledgements

Acknowledgements
Select one of the following
1. Accounts entered TODAY (Daily Acknowledgement clients) 2. Accounts entered within a RANGE OF DATES (Monthly Acknowledgement clients) 3. Accounts entered within a RANGE OF DATES (Daily Acknowledgement clients) Option 3
For option 1, 2 or 3 enter the following -
Client numbers (if individual clients are 000001 000002 required)
Enter the following (not for Option 1)
Placement date range 010116 to 022816
If individual clients are required, enter code for Report Type and enter code for Pre-Collect Report Type
Include inactive closes, which do not remove from placement (Y) ACKNOWLEDGEMENTS have completed





Daily reports menu > Acknowledgements

Date : 03/03/16 OUANTRAX .7 BOX - COMPANY 99 Page : Reg by COLBIN 106/5 MONGOMERY AVENUE BETHESDA, MD 20817 (301) 555-5555 COLBIN'S CLIENT Client # : 265246 NOW HIT F12 1111 MAIN STREET BETHESDA MD 20814 Account Acknowledgement from 10/01/15 to 12/31/15 Name Your Account# Placed Placed ANOTHER, TEST 11/30/15 100.00 CASTRO, LESLIE 11/30/15 155.00 11/30/15 GERMAN, ROSEMARY 103.30 HERNANDEZ . SAMANTHA 11/30/15 1188.54 LNAME1, FNAME1 K 3597059 12/13/15 56.05 LNAME2, FNAME2 L 3664173 12/13/15 1032.40 LNAME3, FNAME3 C 3679826 12/13/15 3646132 LNAME4, FNAME4 R 12/13/15 20.00 LNAMES FNAMES D 3654194 12/13/15 50.00 LOCKBOX1, LINK 11/10/15 122.00 11/10/15 LOCKBOX1, LINK 30.00 152.00 LOCKBOX2, LINK 11/10/15 LOCKBOX2, LINK 11/10/15 48.00 MANFREDI, NUAMI 11/30/15 560.00 11/30/15 NORMAL, CONSUMER 2015113002 100.00 ONE DAY, MORE 11/30/15 125.00 11/16/15 OVERPAYMENT, ONE 1117201501 100.00 OVERPAYMENT, TWO 1117201502 11/16/15 100.00 PATIENT 1, TEST 1 L 1010530 12/13/15 75.96 PATIENT 10, TEST 10 L 1012564 12/13/15 301.10 PATIENT 11, TEST 11 J 1014080 12/13/15 25.13 PATIENT 12, TEST 12 1014323 12/13/15 716.65 PATIENT 2, TEST 2 I 2025304 12/13/15 88.25 PATIENT 3, TEST 3 O 1020965 12/13/15 640.90 PATIENT 4, TEST 4 A 1011623 12/13/15 40.00 PATIENT 4, TEST 4 A 1007201 12/13/15 40.00 PATIENT 4, TEST 4 A 1013292 12/13/15 37.65 PATIENT 4, TEST 4 A 1009511 12/13/15 50.00 PATIENT 5, TEST 5 M 12/13/15 1479.68 1013402 PATIENT 6, TEST 6 M 1010666 12/13/15 374.85 PATIENT 7, TEST 7 A 2024023 12/13/15 71.47 12/13/15 1013077 202.87 PATIENT 8, TEST 8 D PATIENT 9, TEST 9 A 1020717 12/13/15 801.85 TEST, ANOTHER UDW FIN 2015102701 10/27/15 10.00 Total Accounts 34 Total Amount Assigned 9.074.76

Example of Close-Out Report



Periodic Reports >Close-out report

☐ The field *Reason* is user- defined by Close code or Description code

Date : 03/03/16 5:35: Req by COLBIN COLBIN'S CLIENT	:27	QUANTRAX .7 BOX 106/5 MONGOME BETHESDA, M (301) 555	RY AVENUE ID 20817	99	Client	Page : 1 # : 265246
NOW HIT F12 1111 MAIN STREET BETHESDA	MD 20814					
	CLOSE-OUT	report for perio	D 10/01/15 T	TO 12/31/15		REF-
		Pla	iced			
Name	Client Account#	Date	Amount	Balance	Reason 	Our Acct#
EARL, MARY T FERRELL, MELISSA KEENE, LANI LASTT, FIRST MINOR, CONSUMER ONE DAY, LESS PETER, HAYDEN	44997 13092569 23145 333666999 2015113001 211251251251 20131912	10/23/13 03/18/14 10/23/13 12/19/13 11/30/15 11/30/15 12/18/13	102.12 1,035.00 59.56 500.00 100.00 25.00 250.00	102.12 977.69 59.56 497.00 100.00 25.00 243.00	DISPUTED AGAIN PLACED IN ERROR PLACED IN ERROR PHASE1 DONE PLACED IN ERROR PLACED IN ERROR PHASE1 DONE	001684292 001881618 001684315 001881104 001898732 001898735 001881103
				Total of	2,004.37 from	7 account(s)
				Total of	2,004.37 from	7 account(s)

Closed Accounts - Close-Out Report



Periodic Reports >Close-out report

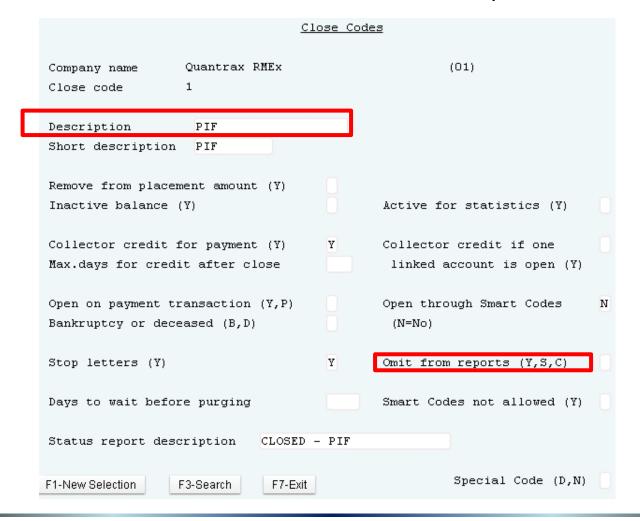
<u>Close-out Report</u>	
Select one of the following	
1. Monthly Clients 2. Quarterly Clients	
Option	
OR	
Client numbers (if individual clients are 000002 required)	
Close-out date range 010116 to 022816 (Must be entered)	
If individual clients are required, enter Report Type	
For individual clients, if client numbers are GROUP NUMBERS, enter "Y" If a combined report is required for a Group, enter "Y"	
Close codes to be omitted Select "I" to include (not omit)	
F7-Cancel Quantrax RMEx	(01)

Closed Codes- Close-Out Report



System Control 1 >Close Codes

- ☐ Closed accounts can be reported with user-defined description
- ☐ Close codes can be omitted from the Close out report

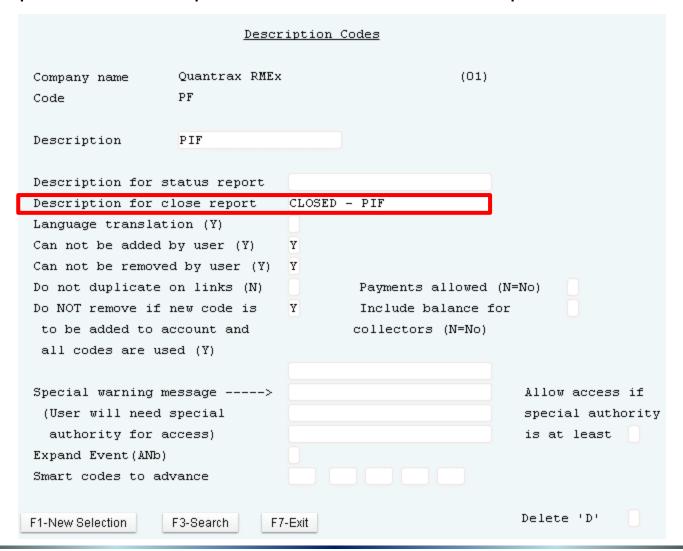


Description Codes - Close-Out Report



System Control 1 > Description codes

Description codes can provide a user-defined description



Example of Status Report



Periodic Reports > Status report

☐ Status reports are designed to inform the client the status of their account

Date : 03/03/16 5:37:1 Req by COLBIN	0	QUANTRAX .7 BOX 106/5 MONGOMEN BETHESDA, MI (301) 555	RY AVENUE D 20817			Page : 1
COLBIN'S CLIEN NOW HIT F12 1111 MAIN STRE BETHESDA					Client # : 265	5246
		STATUS 1	REPORT			REF-
Name	Your Account#	Plac	ced Amount	Balance Amount	Comments	Our Account#
ADAN, ABDIWALI A ALBA, JESSICA ALBINO, EVELYNN ALLAN, WILSON ALLEN, JIMMIE ALLEN, JIMMIE ALLIED RETAIL I, NNOVATIO ALLIED RETAIL I, NNOVATIO ALLIED RETAIL I, NNOVATIO ALLIED RETAIL I, NNOVATIO ALMEIDA, JANAKI ANDERSON, MERLIN ANDERSON, SILVIA ANDREWS, BALINDA ANDREWS, BELINDA ANDREWS, BELINDA ANDREWS, REYAN ANDREWS, REYAN ANOTHER, TEST	309307051-DUB1367982 309307051-DUB1375002 35645454545 546756857687 9876543	10/16/13 03/27/14 03/18/14 03/18/14 03/18/14 03/18/14 01/10/16 01/10/16 01/10/16 07/21/13 03/27/14 03/27/14 03/27/14 03/27/14 03/27/14 03/27/14 03/27/14 03/27/14 03/27/14	8763.06 8712.00 767.70 100.00 125.00 125.00 167.82 139.05 607.85 800.00 2500.00 600.00 196.66 1500.00 1000.00 2000.00 600.00	8763.06 8712.00 767.70 100.00 125.00 125.00 167.82 139.05 607.85 800.00 2500.00 600.00 196.66 1500.00 1000.00 2000.00	ACTIVE - BEING PURSUED	99-001684013 99-001881705 99-001881592 99-001881583 99-001881664 99-001905237 99-001905238 99-001905239 99-001682789 99-001881719 99-001881720 99-001881713 99-001881713 99-001881715 99-001881715 99-001881769
ANOTHER, TEST ARON, FINCH ARON, FINCH ASAVEDU, LOSIANA ASH, BLAINE ASHCRAFT SHATIA	2014030301 2014030302 754764748854 13092103 13091658	11/30/15 03/03/14 03/03/14 07/21/13 03/18/14	100.00 30.00 35.00 900.00 50.00	100.00 30.00 35.00 900.00 50.00	ACTIVE - BEING PURSUED	99-001898734 99-001881417 99-001881418 99-001682791 99-001881609

Status Report Descriptions



Periodic Reports > Status report

The	e status report description can be obtained by one of the following ways:
	If the account is closed, the comment is obtained from the Secondary Close code if applicable; <u>if not</u> then the Close code is used
	If the account has an Account Status code where the description for status report field was added by a Smart code
	If it was entered in the Description code
	If the account is in <i>legal</i> (not pre-legal)
	If the address is bad and there are no phone numbers, the account is shown as a Skip
	Collector (owner) code, where you want to let the client know the account is being handled by a special unit An example of the use of this may be a skip tracing unit
	If no description is found from the above, the account is described as active and being worked

Active Accounts – Status Report



Periodic Reports > Status report

Status reports are designed to inform the client the status of their accounts

	Report Type
<u>Status Report</u>	Status Reports
Select one of the following	b No closes, sort by name 1 No closes, sort by Client Account# 2 With closes, sort by name 3 With closes, sort by Client Account#
1. Monthly Clients 2. Quarterly Clients	4 No closes, sort by name with last payment information 5 With closes, sort by name with last payment information 6 No closes. Last Pmt.info. by name 7 With closes. Last Pmt.info. by name
Option	8 No closes. Last Pmt.info. by Cl.Acct# 9 With closes. Last Pmt.info by Cl.Acct# A Similar to "2", no "Status"
OR	More
Client numbers (if individual clients 000002 000003 are required) Placement date range 020116 to 020116 (Blank=ALL) If individual clients are required, enter code for Report 7	Type 1
For individual clients, if client numbers are GROUP NUMBERS enter "Y" If a combined report is required for a Group, enter "Y" Print landscape (Y)	
F7-Cancel Quantrax RMEx	(01)

Example of Placement History



Periodic Reports >Placement history > Report by client

☐ A statistical report that analyzes batches of placements

PLACEMENT HISTORY	PLA	CEMENT	HISTORY
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Month	No.	aced Amount	Payments This Month	To-Date Payments	To-Date Commission	PIF No.	No.	ithdrawn Amount	No.	Closed Amount	Recover	No.	Active Amount
2012	1	100	0	34	0	0	0	0	0	0	34.0	1	66
2013	212	179299	5	4348	0	5	2	99	32	61131	2.4	173	113619
Jan 14	30	25030	0	110	0	40	0	0	8	6670	. 4	18-	
Feb 14	12	4096	0	35	0	0	0	0	0	0	. 9	12	4180
Mar 14	284	227673	826	1100	0	2	2	1733	8	20218	.5	272	203072
Apr 14	12	4042	0	1663	0	1	0	0	0	0	41.1	11	2379
May 14	14	2922	0	2494	0	0	0	0	0	0	85.3	14	428
Jun 14	11	8325	0	0	0	2	0	0	5	425		4	5900
Aug 14	24	3061	0	0	0	4	0	0	0	0		20	2531
Sep 14	10	1190	0	450	0	3	0	0	0	0	37.8	7	282
Oct 14	18	4056	0	710	0	6	0	0	2	200	17.5	10	3146
Nov 14	4	5500	0	860	0	1	0	0	1	190	15.6	2	3650
Dec 14	15	54556	0	52	0	14	0	0	0	0	.1	1	48
2014	434	340451	826	7474	0	73	2	1733	24	27703	2.2	335	227836
Jan 15	6	755	0	0	0	0	0	0	1	100		5	655
Feb 15	11	8125	0	0	0	0	0	0	0	0		11	8125
Mar 15	2	100200	0	0	0	0	0	0	0	0		2	100027
Apr 15	5	340	0	0	0	0	0	0	1	50		4	290
Jun 15	2	200	0	0	0	0	0	0	0	0		2	200
Jul 15	45	11513	0	0	0	0	0	0	0	0		45	11513
Aug 15	5	3061	0	0	0	0	0	0	0	0		5	2699
Sep 15	10	2440	0	0	0	0	0	0	0	0		10	2450
Oct 15	1	10	0	0	0	0	0	0	0	0		1	10
Nov 15	15	3008	0	325	0	3	2	125	0	0	11.3	10	2558
Dec 15	20	6180	0	0	0	0	0	0	0	0		20	6180
2015	122	135832	0	325	0	3	2	125	2	150	. 2	115	134707
Jan 16	49	8333	0	0	0	0	0	0	0	0		49	8333
Feb 16	2	200	0	0	0	0	0	0	0	0		2	200
2016	51	8533	0	0	0	0	0	0	0	0	_	51	8533
	820	664215	831	12181	0	81	6	1957	58	88984	1.8	675	484761
	=====	=======	=====	======	=====	=====	=====	=======	=====	=======	=====	=====	=======

Example of Placement History



Periodic Reports >Placement history > Report by client

☐ Close Code affects the Placement History

Remove from placement amount (Y) Y
Inactive balance (Y) Y Active for statistics (Y)

Month	P1 No.	aced Amount	Payments This Month	To-Date Payments	To-Date Commission	PIF No.	W: No.	ithdrawn Amount	No.	Closed Amount	Recovery	No.	Active Amount
2012	1	100	0	34	0	0	0	0	0	0	34.0	1	66
2013	212	179299	5	4348	0	5	2	99	32	61131	2.4	173	113619
Jan 14 Feb 14 Mar 14 Apr 14 May 14 Jun 14 Aug 14 Sep 14 Oct 14 Nov 14 Dec 14	30 12 284 12 14 11 24 10 18 4	25030 4096 227673 4042 2922 8325 3061 1190 4056 5500 54556	0 0 826 0 0 0 0 0	110 35 1100 1663 2494 0 450 710 860 52	0 0 0 0 0 0 0	40 0 2 1 0 2 4 3 6 1	0 0 2 0 0 0 0 0	0 0 1733 0 0 0 0 0	8 0 8 0 5 0 0 2 1	6670 0 20218 0 0 425 0 0 200 190	.4 .9 .5 41.1 85.3 37.8 17.5 15.6	18- 12 272 11 14 4 20 7 10 2	2220 4180 203072 2379 428 5900 2531 282 3146 3650 48
2014	434	340451	826	7474	0	73	2	1733	24	27703	2.2	335	227836
Jan 15 Feb 15 Mar 15 Apr 15 Jun 15 Jul 15 Aug 15 Sep 15 Oct 15 Nov 15 Dec 15	6 11 2 5 2 45 5 10 1 15 20	755 8125 100200 340 2000 11513 3061 2440 10 3008 6180	0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 325	0 0 0 0 0 0 0	0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0	1 0 0 1 0 0 0 0 0	100 0 0 50 0 0 0 0	11.3	5 11 2 4 2 45 5 10 1 10 20	655 8125 100027 290 200 11513 2699 2450 10 2558 6180
2015	122	135832	0	325	0	3	2	125	2	150	. 2	115	134707
Jan 16 Feb 16 2016	49 2 51	8333 200 8533	0 0 	0 0 	0 0 	0 0 	0 0 	0 0 	0 0 	0 0 		49 2 51	8333 200 8533
	820	664215	831	12181	0	81 =====	 6 =====	1957	58 ====	88984	1.8	675	484761

PLACEMENT HISTORY

Placement History Report



Periodic Reports >Placement history > Report by client

■ Analyze recoveries by period of placement

Placement History
Select one of the following
1. Monthly clients 2. Quarterly clients
Option
OR
Client numbers (if individual clients 000001 are required)
If individual clients are required, enter code for report type
Omit transactions before Month Year
Starting month for fiscal year (Leave blank for January) Print group report when applicable, for option 1 or 2 (Y) Years of detail (Default is 2, 9=All)
Reporting area Reporting division Consolidation code
F7-Cancel

Activity History Report



Periodic Reports > Activity history > Report by client

☐ Analyzes placements and payments by placement period and month of activity

Month	No	Placements- Amount	Average	Payments This Mth	Paymen To-Date	ts %	To-Date Commission	Comm Rate %	Unit Yield	Total In Period		ts YTD %
2012	1	100.00	100.00	.00	34.00	34.0	.00	. 0	.00	.00	N/A	.0
2013	210	179200.38	853.34	5.00	4348.52	2.4	.15	. 0	.00	3223.00	N/A	1.8
2014	432	338720.68	784.08	826.00	7474.50	2.2	.00	. 0	.00	3468.25	N/A	1.0
Jan 15	6	755.44	125.91	.00	.00	. 0	.00	. 0	.00	.00	. 0	. 0
7eb 15	11	8125.00	738.64	.00	.00	. 0	.00	. 0	.00	.00	. 0	. 0
4ar 15	2	100200.00	50100.00	.00	.00	. 0	.00	. 0	.00	.00	. 0	.0
Apr 15	5	340.00	68.00	.00	.00	. 0	.00	. 0	.00	.00	. 0	. 0
1ay 15	0	.00	.00	.00	.00	. 0	.00	. 0	.00	159.00	. 0	.1
Jun 15	2	200.00	100.00	.00	.00	. 0	.00	. 0	.00	.00	. 0	.1
Jul 15	45	11513.94	255.87	.00	.00	. 0	.00	. 0	.00	4470.77	38.8	3.8
lug 15	5	3061.99	612.40	.00	.00	. 0	.00	. 0	.00	.00	. 0	3.7
3ep 15	10	2440.00	244.00	.00	.00	. 0	.00	. 0	.00	.00	. 0	3.7
Oct 15	1	10.00	10.00	.00	.00	. 0	.00	. 0	.00	.00	. 0	3.7
lov 15	13	2883.84	221.83	.00	325.00	11.3	.00	. 0	.00	.00	. 0	3.6
Dec 15	20	6180.92	309.05	.00	.00	. 0	.00	. 0	.00	.00	. 0	3.4
2015	120	135711.13	1130.93	.00	325.00	.2	.00	. 0	.00	4629.77	N/A	3.4
Jan 16	49	8333.34	170.07	.00	.00	. 0	.00	. 0	.00	831.00	10.0	10.0
7eb 16	2	200.00	100.00	.00	.00	.0	.00	. 0	.00	.00	.0	9.7
2016	51	8533.34	167.32	.00	.00	.0	.00	.0	.00	831.00	N/A	9.7
TOTALS	814	662265.53	813.59	831.00	12182.02	1.8	.15	.0	.00	12152.02	N/A	N/A

Activity History Report



Periodic Reports > Activity history > Report by client

■ Analyze recoveries by period of placement

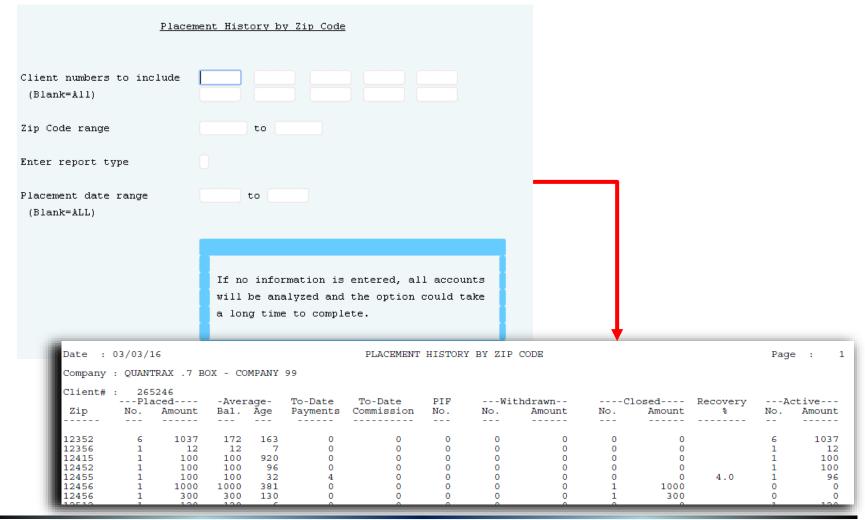
Activity History Report								
Select one of the following								
1. Monthly Clients 2. Quarterly Clients								
Option								
OR								
Client numbers (if individual clients are required)								
If individual clients are required, enter code for Report Type								
Omit transactions before Month Year Omit transactions after Month Year								
Years of detail (Default is 2, 9=All) Reporting Area Reporting Division Consolidation Code								
F7-Cancel F3-Search								

Analyzing Recoveries



Periodic Reports > Placement history > Report by zip code

Reviewing placement history options can be reported by: zip code, amount placed, service dates, etc.



Analyzing Recoveries – How Quickly Are You Recovering For A Client



Periodic Reports > Regression report

Regression Report									
Select one of the following	Came of the information required for								
1. Monthly Clients	Some of the information required for these reports are updated during the month-end reset. These reports should								
2. Quarterly Clients									
	therefore be run after the month-end								
Option	reset has been run.								
OR									
Client Number (if ONE client is required)									
If one client is required, enter code for Report Type									
If Group Report is required, enter "Y" (for one client or ALL clients)									

Analyzing Recoveries – How Quickly Are You Recovering For A Client



Periodic Reports > Regression report

- □ Analyzes payments received by month for groups of placements (grouped by month of placement)
- ☐ Only contains reportable balances

BETHESDA

□ Placements do not include withdrawn accounts

MD 20814

.00

TESTING GUI/PAR SELECT
APT 500
1111 MAIN STREET
Client # : 000002 REF-B

	REGRESSION ANALYSIS FOR PERIOD ENDING 04/30/14												
Amount Month Placed May 13 301100 \$ COLLECTED	No. Placed 27	1.00%	2 .00%	3	4 .00%	5.00%	6 .00%	hs7 .00%	8 .00%	9.00%	10	11 .00%	12 3.08% 9300
Jun 13 264568 \$ COLLECTED	244	.00%	.00%	.00%	.00%	.00%	.00%	.00%	.00%	.00%	.00%	.64% 1695	
Jul 13 26407658 \$ COLLECTED	42	.00%	.00%	.00%	.00%	.00%	.00%	.00%	.00%	.00%	.00% 100		
Aug 13 86227 \$ COLLECTED	62	.00%	.00%	.00%	.00%	.00%	.00%	.00%	.00%	6.22% 5371			
Sep 13 108 \$ COLLECTED	1	.00%	.00%	.00%	.00%	.00%	.00%	.00%	.00%				
Oct 13 21239 \$ COLLECTED	18	.00%	.00%	.00%	.00%	.00%	.00%	.00%					
Nov 13 14388 \$ COLLECTED	65	.00%	.00%	.00%	.00%	.00%	.00%						
Dec 13 36390 \$ COLLECTED	28	.00%	.00%	.00%	.00%	.00%							
Jan 14 711 \$ COLLECTED	3	.00%	.00%	.00%	5.27% 37								
Feb 14 20650 \$ COLLECTED	23	.00%	.00%	.00%									
Mar 14 96158 \$ COLLECTED	26	.00%	.00%										
Apr 14 2010 \$ COLLECTED	10	.00%											

Total Collected in Apr 14

Exercises – Generating Reports For Your Clients



In your system, use COMPANY 98

- 1. Where are the key client reports?
- 2. Status Report Run and review a Status Report. How would you use a status report?
- 3. Close-out Report Run this report. Why would an account NOT appear on this report even though that account was closed?
- 4. Run a Placement History report.
 - a. What is the differences between a withdrawn account and a closed account?
 - b. How is the recovery percentage calculated?
- 5. Run a Regression Report How can this report be used to determine how much effort to put into a client's accounts?
- 6. Run an Acknowledgement report and a New Business report, some info is the same some is different. Without just listing the fields, what is the overall differences for these reports?



RMEx Management Training: Generating Reports For Your Clients

Thank you!