

COMPLAINTS

To use this feature first the user needs to setup two smart codes in the following menu option:
Main Menu > Opt 1. System control menu > Opt 21. System control menu (2) > 20. System control
menu (3) > Opt 21. System control menu (4) > Opt 4. Complaints > Opt 5. Complaint Smart codes.

S/C for new complaint ____

S/C for closed complaint ____

These smart codes will be automatically applied to the account once the complaint is added and resolved respectively. Here is the screen.

The screenshot shows a web-based interface for setting smart codes. At the top left, the header reads "RMEx QUANTRAX CORPORATION INC.". In the top right corner, there are two buttons: "EVENTS" and "EXIT". The main content area is titled "Complaint Smart Codes" and contains two input fields: "S/C for new complaint" and "S/C for closed complaint", each followed by a small white text box for input. At the bottom left of the main area, there is a button labeled "F7-Exit". The footer of the page contains the text "Copyright © 2012 Quantrax Corporation Inc." and a browser status bar showing "Internet" and "100%".

Secondly the user needs to setup the following

1. Type of Complaint - A category of complaint should be defined by the user.

Eg : Too many letters sent to consumer, too many calls were made to the consumer, Collector threatened consumer etc...

2. Severity of Complaint - How serious the complaint is:

Eg : High, Medium, Low etc..

3. Compliant - How Reported - The method/medium through which the user tired to report the compliant.

Eg: Phone call, Sent a letter, Fax, Came to office etc...

4. Status of Complaint - The present status of the complaint.

Eg : Open, working on, Resolved etc...

1. Type of Complaint

This can be accessed from **System control menu (4) > Opt 4. Complaints > Opt 1. Type of Complaint**. The following screen (pic 1.1) will be presented once the user enters into the 'Type of Complaint' screen.

Pic 1.1



To add a new complaint type the user needs to click on 'F6 Add new complaint' button or hit F6. Once you click the button or hit F6 the following screen (Pic 1.2) will be presented:

Pic 1.2

The screenshot shows a software window titled "RMEEx" with the subtitle "QUANTRAX CORPORATION INC.". The window contains a form titled "Type Of Complaint". The form has the following fields and controls:

- Company** : 99
- Code** :
- Description** :
- Smartcode** :
- Delete** (D-Delete)

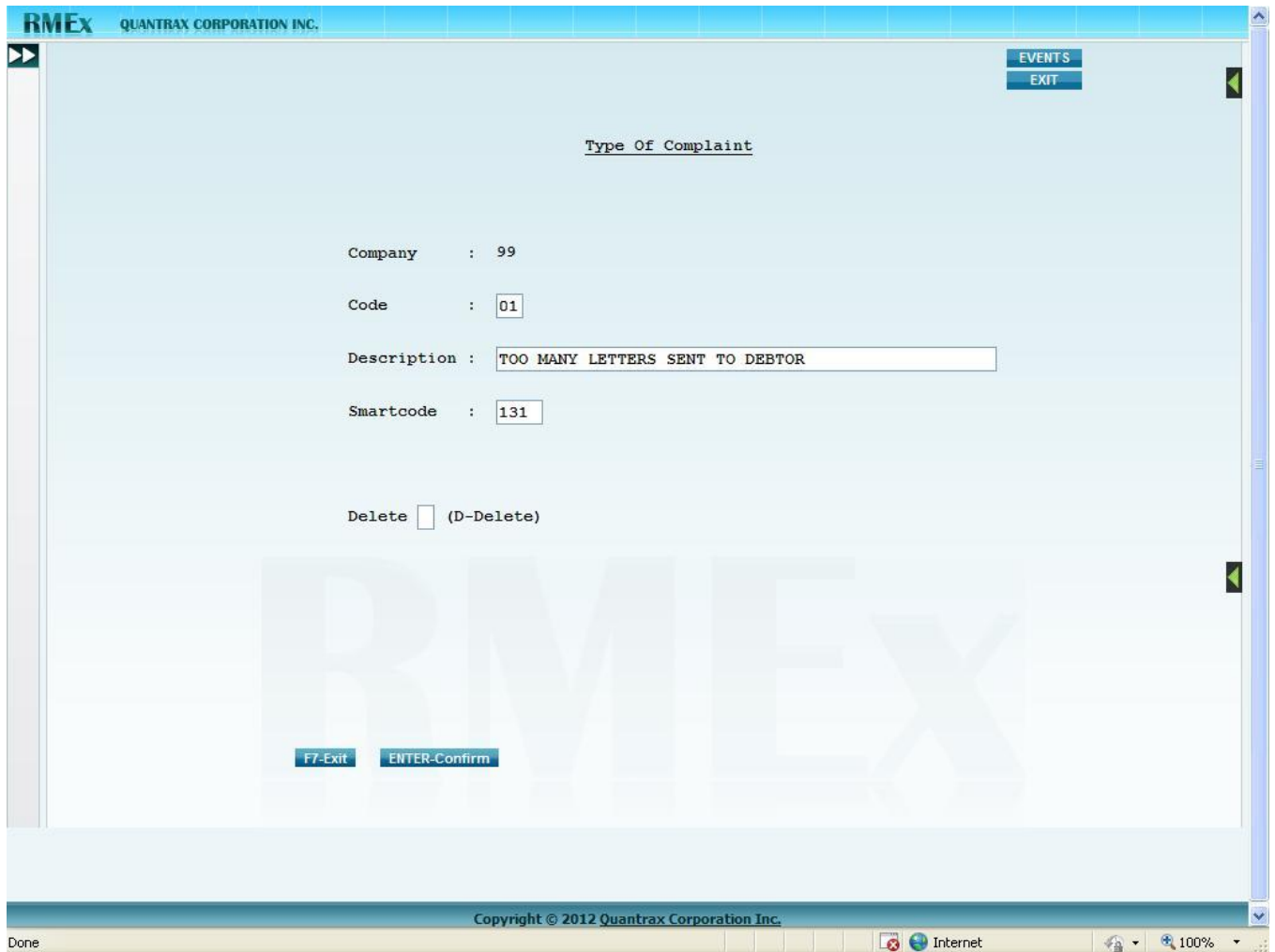
At the bottom of the form area, there are two buttons: "F7-Exit" and "ENTER-Confirm". A large, faint "RMEEx" watermark is visible in the background of the form area. The window's title bar includes "EVENTS" and "EXIT" buttons. The Windows taskbar at the bottom shows "Done", "Internet", and "100%" zoom level. The footer of the window reads "Copyright © 2012 Quantrax Corporation Inc.".

The user needs to define a two character code for the new complaint and a description.

Smart code: This field is optional. The user can enter a smart code if they need to apply a particular smart code to an account when the relevant type of complaint is selected when setting up or updating a complaint.

Here is an example:

Pic 1.3



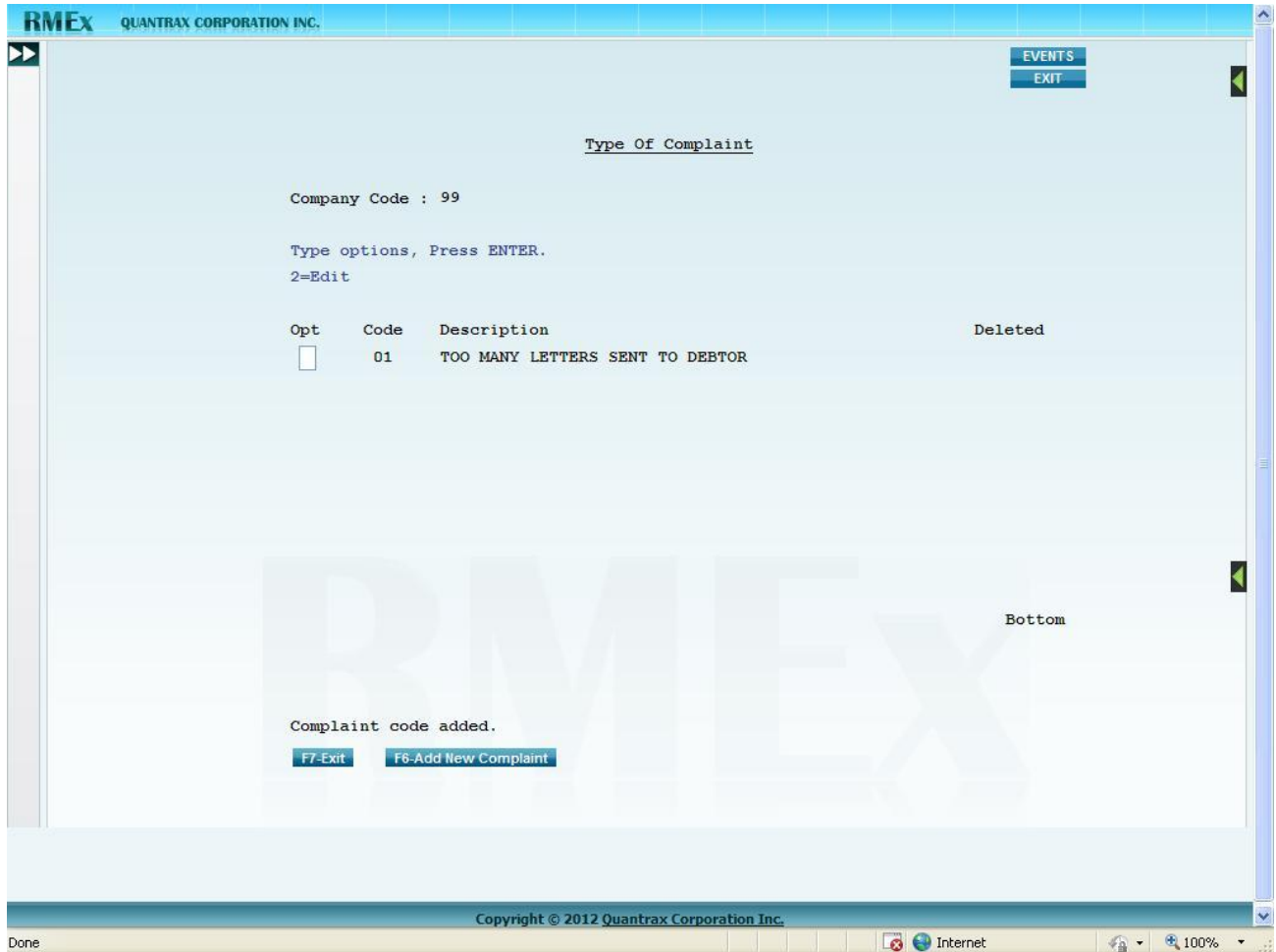
Once you enter the relevant details in the screen press 'Enter' or click the 'ENTER - Confirm' button to update the complaint type.

Note : If you need to delete a complaint that you have created you can enter a 'D' in Delete field.

Once the complaint is updated it will be shown in the main 'Type of Complaint' screen.

Eg:

Pic 1.4

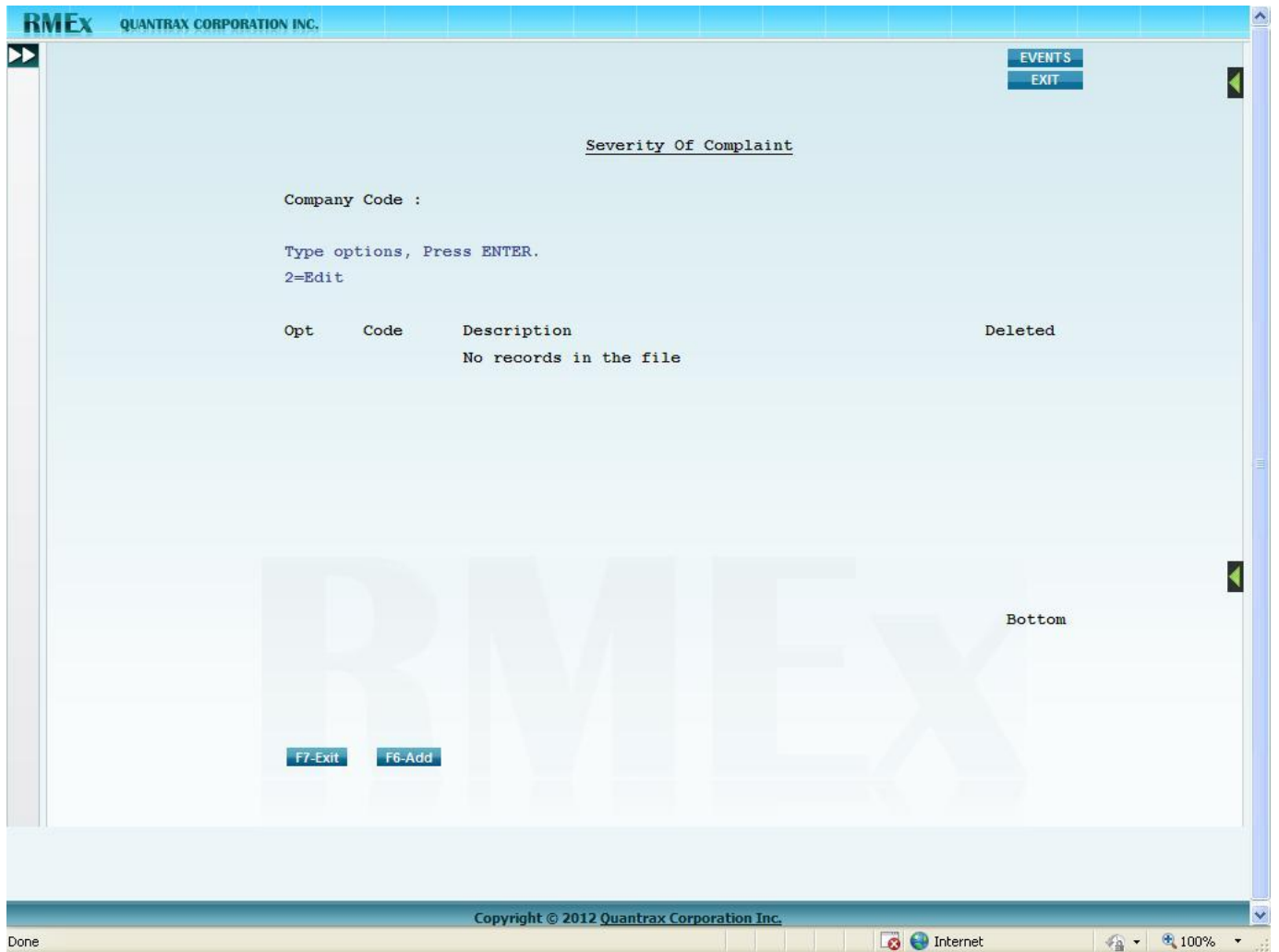


To edit an existing complaint the user needs to enter '2' in 'Opt' field in front of the relevant complaint.

2. Severity of Complaint

This can be accessed from **System control menu (4) > Opt 4. Complaints > Opt 2. Severity of Complaint.** The following screen (pic 2.1) will be presented once the user enters into the 'Severity of Complaint' screen.

Pic 2.1



To add a new 'Severity of Complaint' the user needs to click on 'F6- Add' button or hit F6. Once you click the button or hit F6 the following screen (Pic 2.2) will be presented :

Pic 2.2

The screenshot shows a software window titled "RMEEx" with "QUANTRAX CORPORATION INC." in the top-left corner. The main content area is titled "Severity Of Complaint". It contains the following fields and controls:

- Company : 99
- Code :
- Description :
- Delete (D-Delete)

At the bottom of the window, there are two buttons: "F7-Exit" and "ENTER-Confirm". In the top-right corner, there are two buttons: "EVENTS" and "EXIT". A large, semi-transparent "RMEEx" watermark is visible in the background of the main area.

Here the user needs to define a two character code for the new 'Severity of Complaint' and a description.

Eg:

Pic 2.3

The screenshot shows a terminal window titled "RMEEx QUANTRAX CORPORATION INC.". The main heading is "Severity Of Complaint". The form contains the following fields:

- Company : 99
- Code : S1
- Description : LOW

Below the fields is a "Delete" checkbox with the text "(D-Delete)" next to it. At the bottom of the screen, there are two buttons: "F7-Exit" and "ENTER-Confirm". In the top right corner, there are two buttons: "EVENTS" and "EXIT". A large, semi-transparent "RMEEx" watermark is visible in the background of the screen.

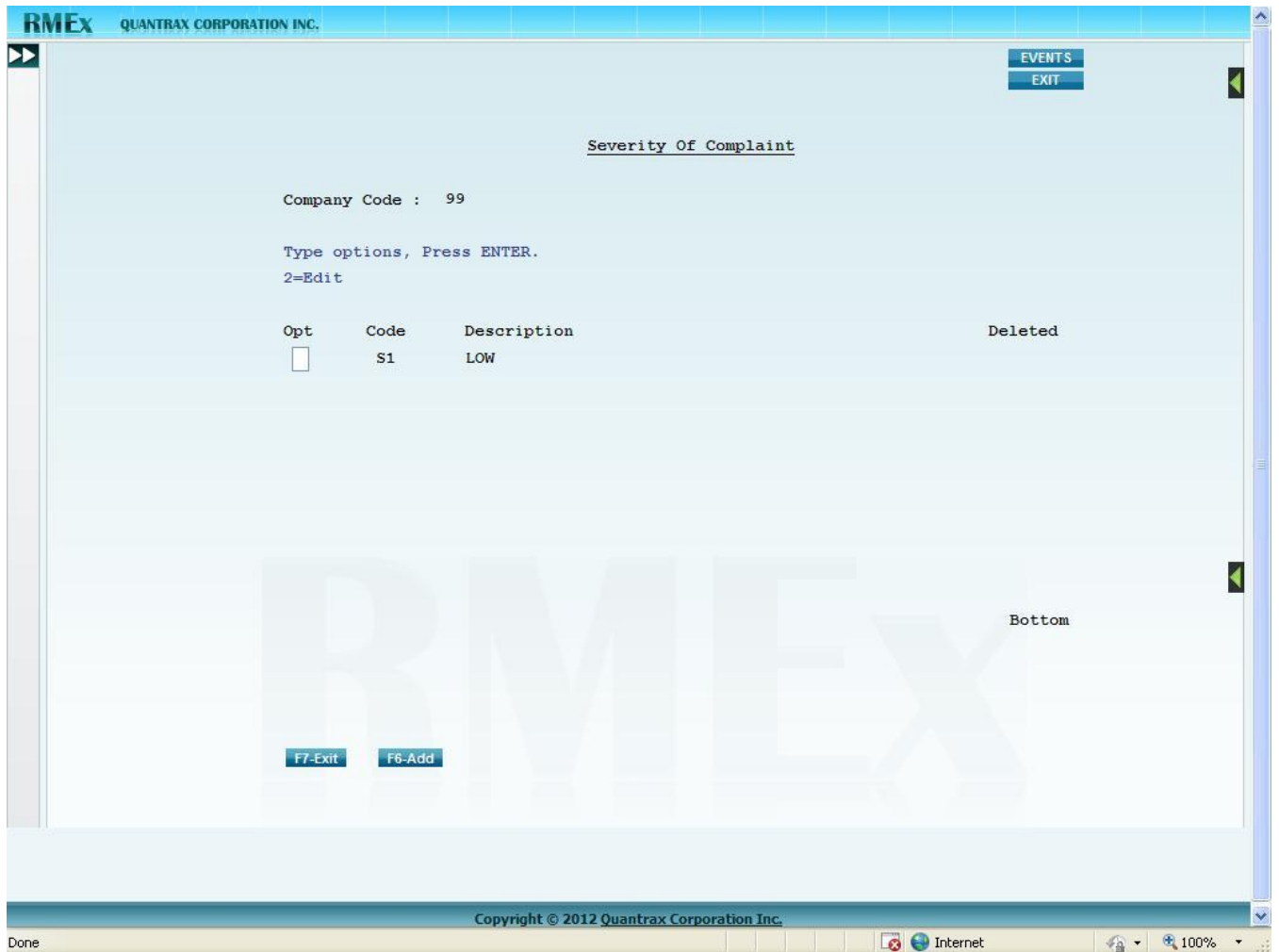
Once you enter the relevant details in the screen press 'Enter' or click the 'ENTER - Confirm' button to update the 'Severity of Complaint'.

Note : If you need to delete a 'Severity of Complaint' that you have created you can enter a 'D' in Delete field.

Once it is updated it will be shown in the main 'Severity of Complaint' screen.

Eg :

Pic 2.4

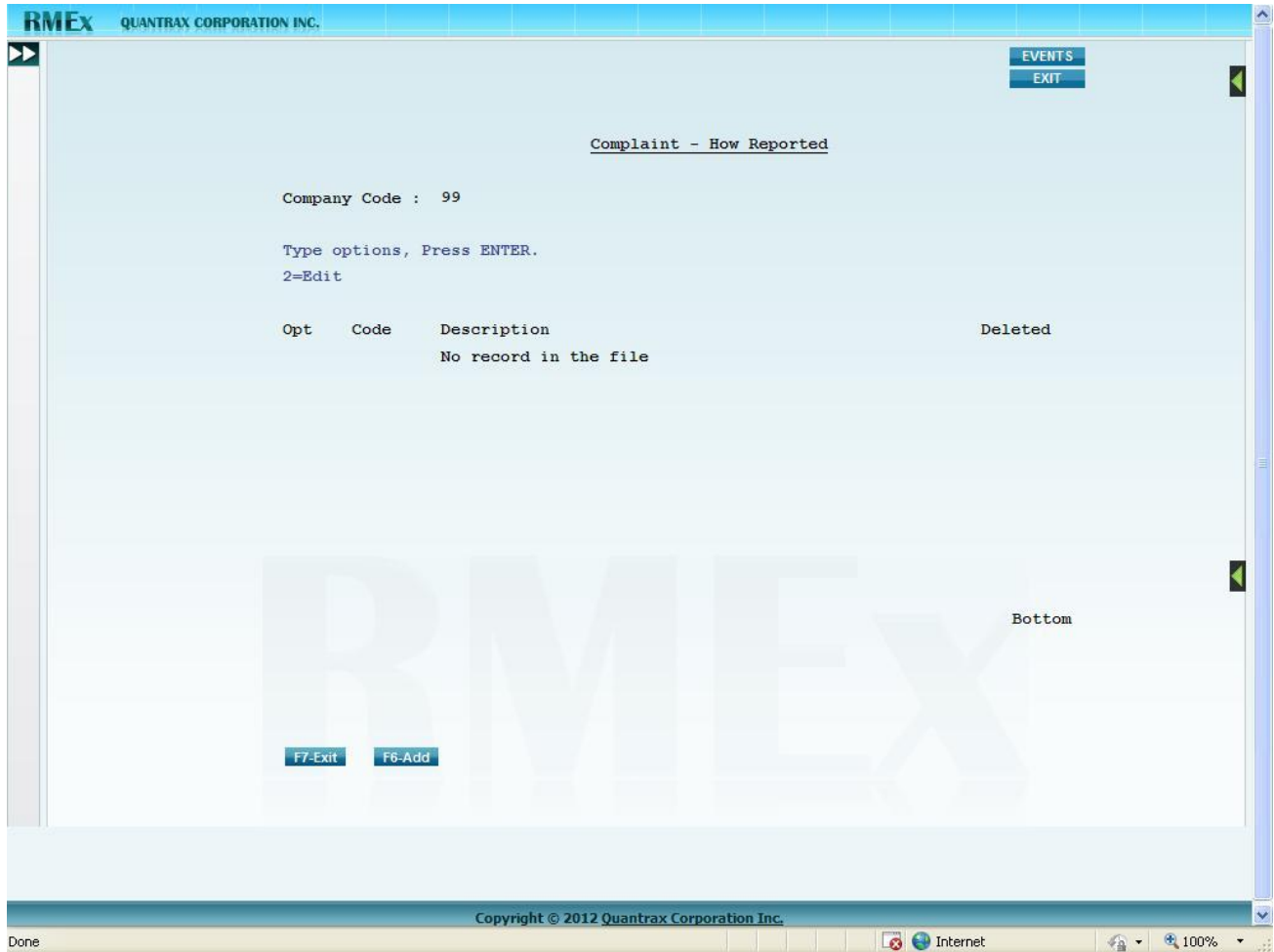


To edit, the user needs to enter '2' in 'Opt' field in front of the relevant code.

3. Compliant - How Reported

This can be accessed from **System control menu (4) > Opt 4. Complaints > Opt 3. Compliant - How Reported**. The following screen (pic 3.1) will be presented once the user enters into the 'Complaint - How Reported' screen.

Pic 3.1



To add, the user needs to click on 'F6 Add' button or hit F6. Once you click the button or hit F6 the following screen (Pic 3.2) will be presented :

Pic 3.2

RMEx QUANTRAX CORPORATION INC.

EVENTS
EXIT

Complaint - How Reported

Company : 99

Code :

Description :

Delete (D-Delete)

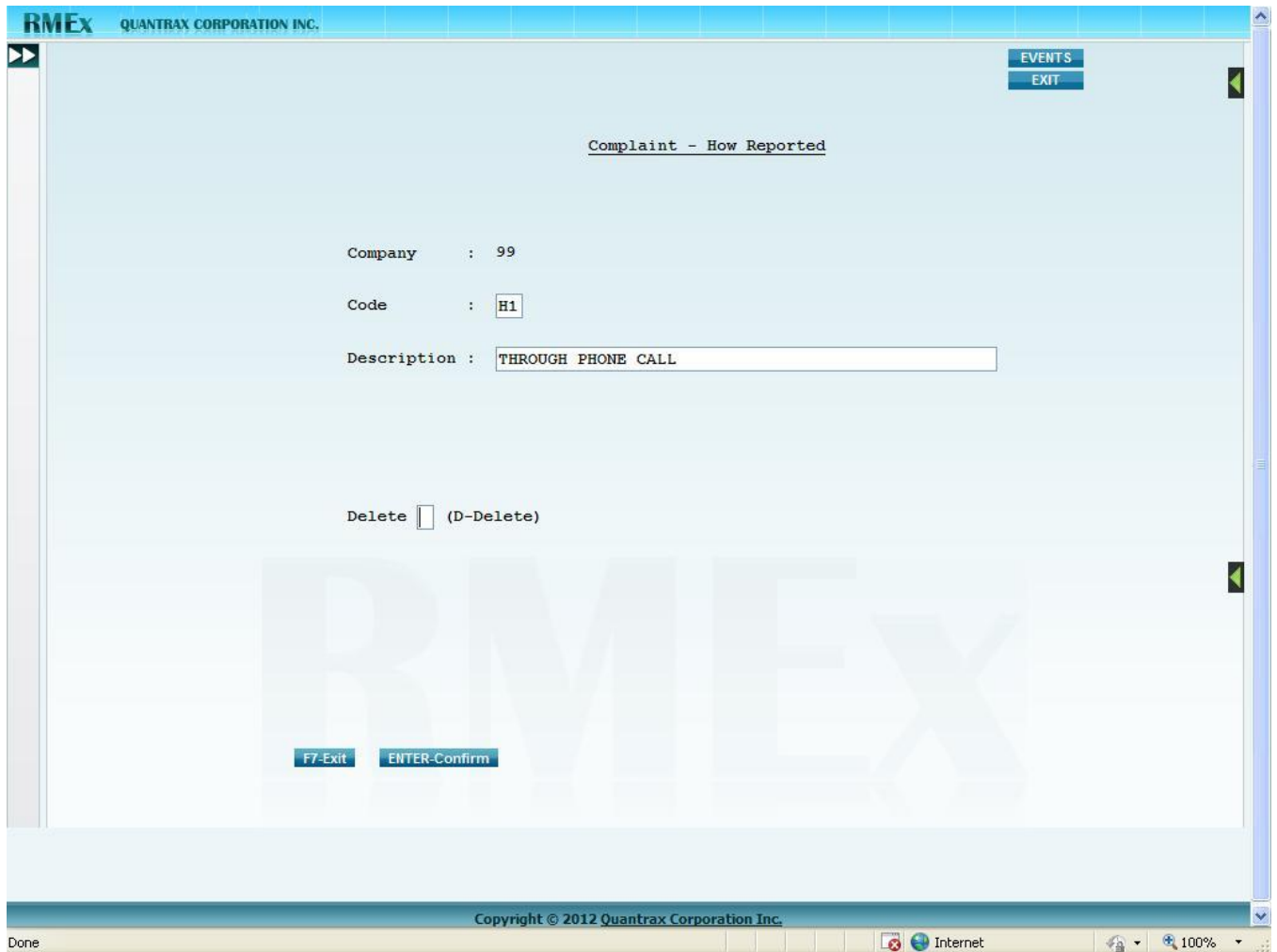
F7-Exit ENTER-Confirm

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Here the user needs to define a two character code and a description.

Eg:

Pic 3.3



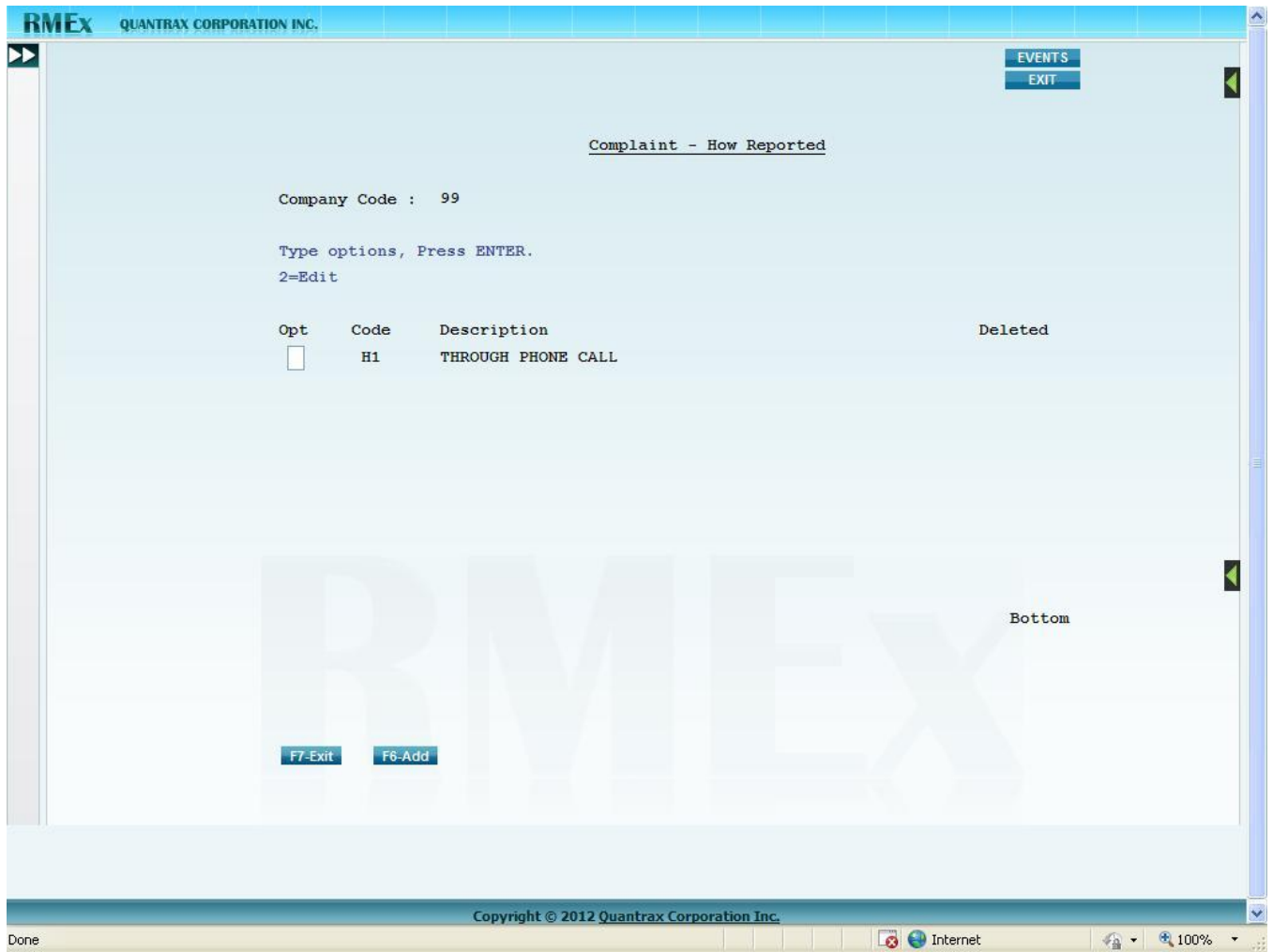
Once you enter the relevant details in the screen press 'Enter' or click the 'ENTER - Confirm' button to update.

Note : If you need to delete a particular code that you have created you can enter a 'D' in Delete field.

Once it is updated it will be shown in the main 'Complaint - How reported' screen.

Eg:

Pic 3.4

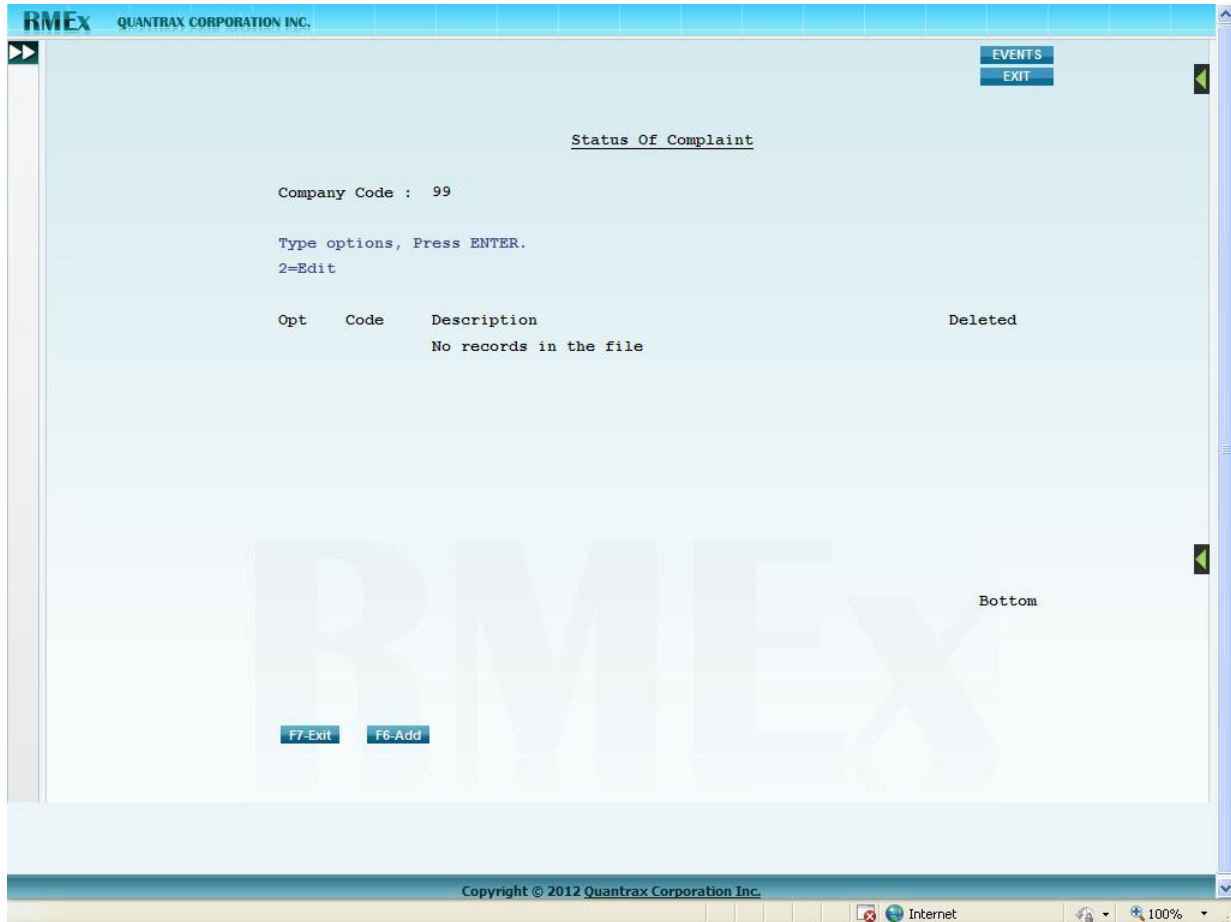


To edit, the user needs to enter '2' in 'Opt' field in front of the relevant code.

4. Status of Complaint

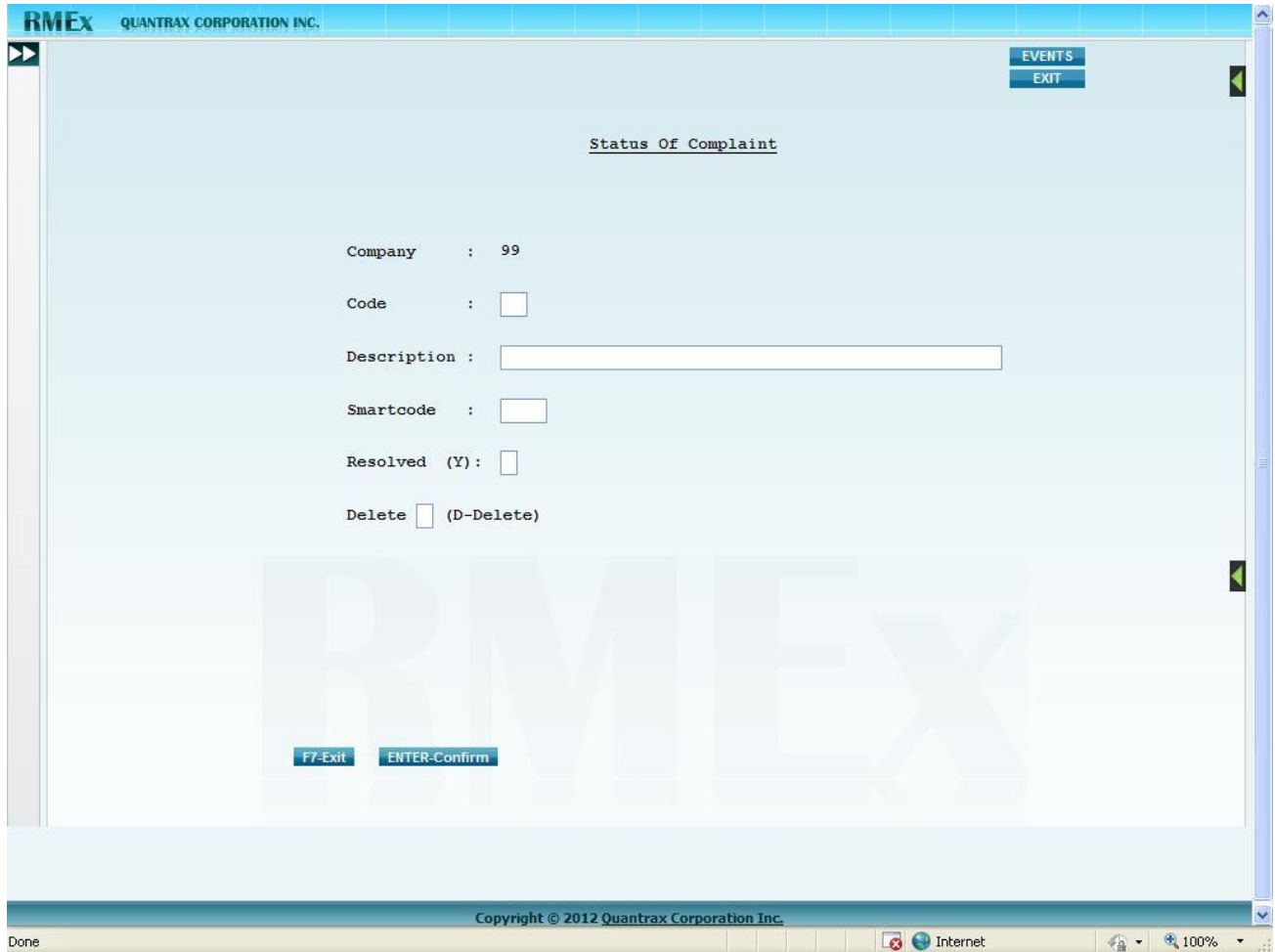
This can be accessed from **System control menu (4) > Opt 4. Complaints > Opt 4. Status of Complaint**. The following screen (pic 4.1) will be presented once the user enters into the 'Status of Complaint' screen.

Pic 4.1



To add, the user needs to click on 'F6 Add' button or hit F6. Once you click the button or hit F6 the following screen (Pic 4.2) will be presented :

Pic 4.2



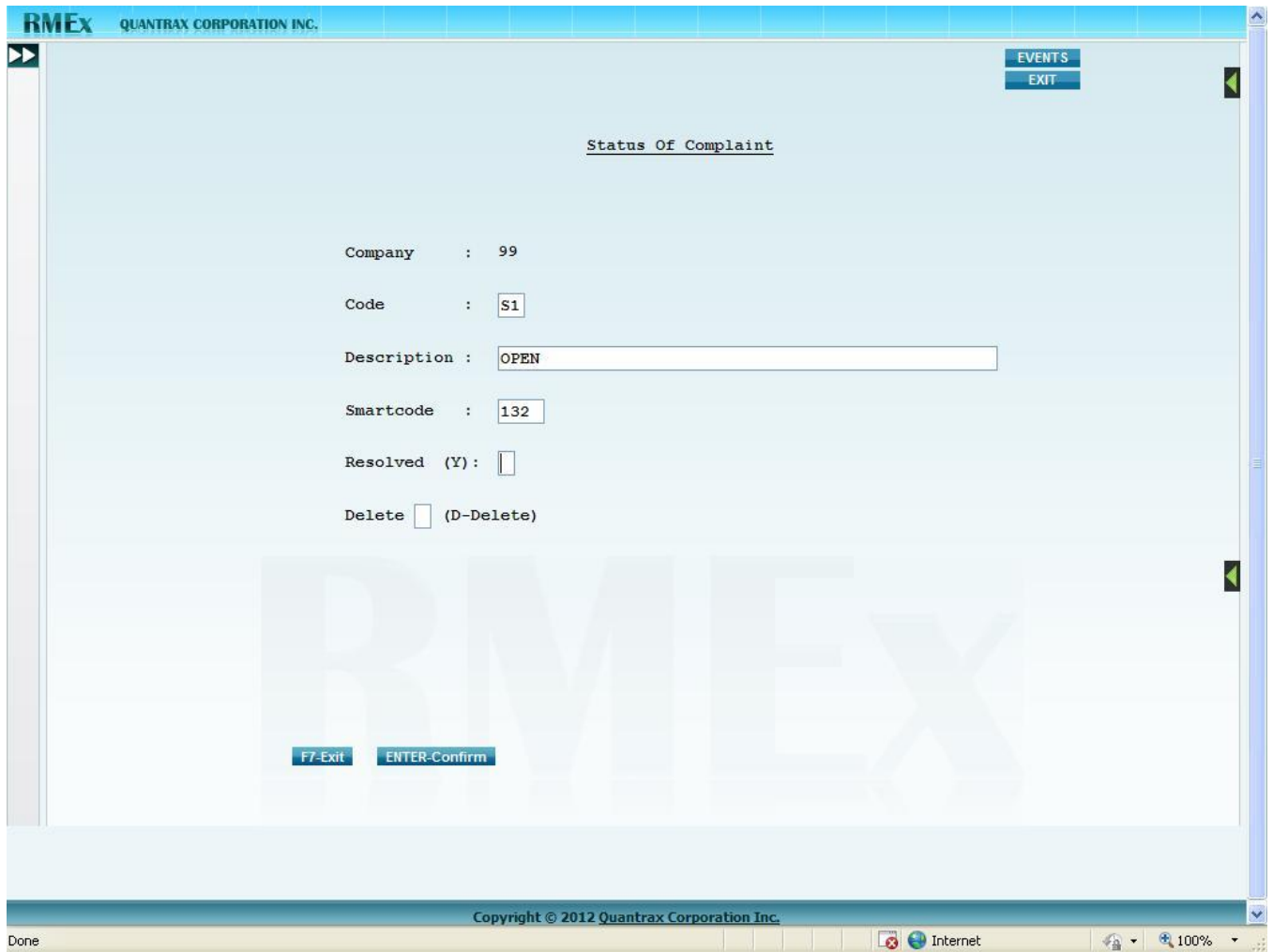
Here the user needs to define a two character code for and a description.

Smart code: This field is optional. The user can enter a smart code if they need to apply a particular smart code to an account when the relevant status is selected when entering or updating a complaint.

Resolve (Y): Enter 'Y' in this field if you need to resolve a compliant when that particular status is selected in the TabQ complaint screen.

Eg:

Pic 4.3



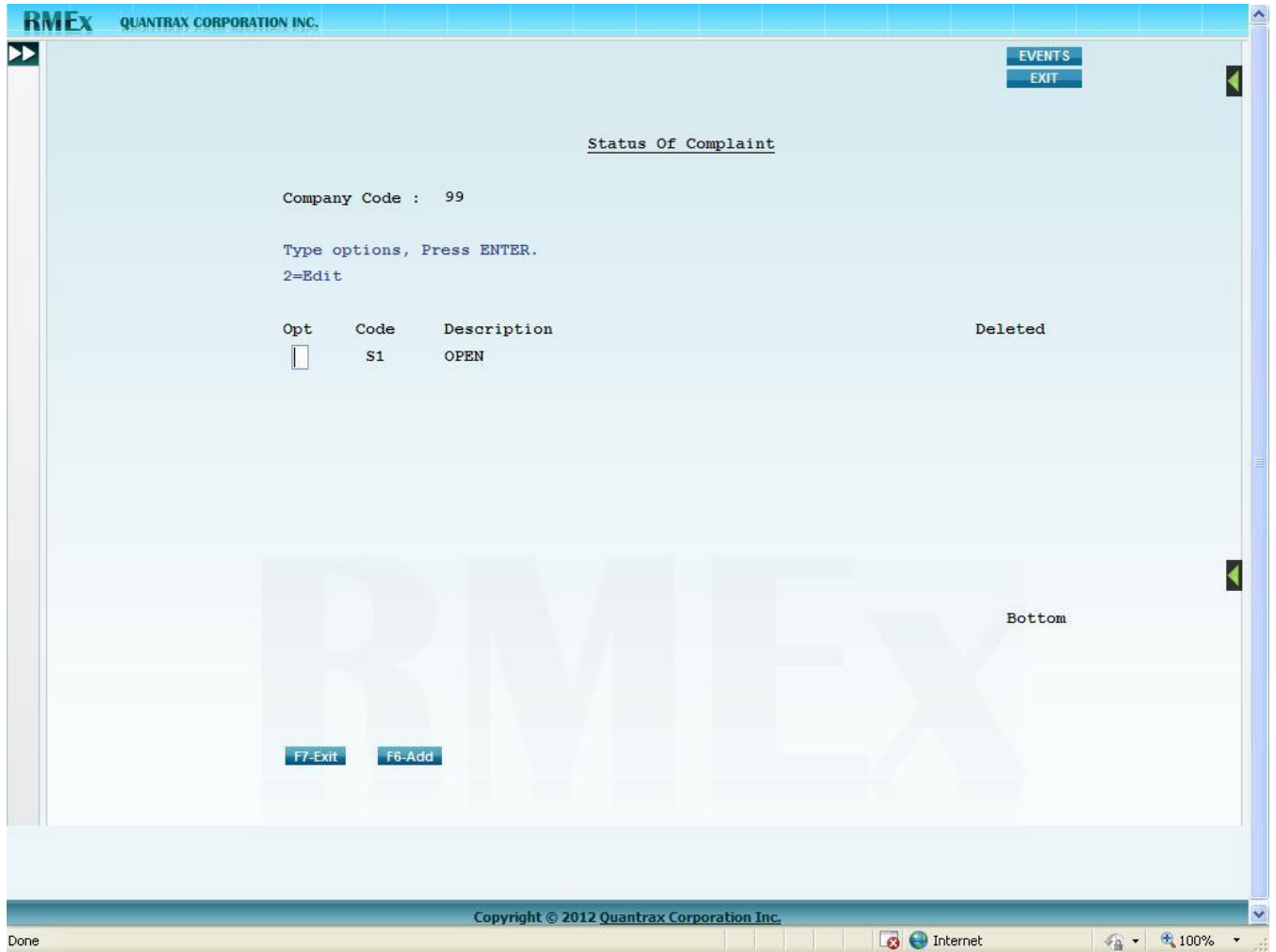
Once you enter the relevant details in the screen press 'Enter' or click the 'ENTER - Confirm' button to update.

Note : If you need to delete a particular status code that you have created you can enter a 'D' in Delete field.

Once it is updated it will be shown in the main 'Status of Complaint' screen.

Eg:

Pic 4.4



To edit, the user needs to enter '2' in 'Opt' field in front of the relevant code.

TabQ - Complaint screen

To access the complaint screen you need to take option 13 from the TabQ window. This will direct you to the following screen:

<u>Complaint Form</u>									
Company	99	Client Code	101010	Case No	1001				
Inq.Start date	<input type="text"/>	<input type="button" value="√"/>	<input type="button" value="X"/>	Collector reply date	<input type="text"/>	<input type="button" value="√"/>	<input type="button" value="X"/>		
Complaint type	<input type="text"/>			Severity of complaint	<input type="text"/>				
Complaint filled by	<input type="text"/>								
Extra Address	<input type="text"/>								
Street Address	<input type="text"/>								
City/State/Zip	<input type="text"/>	<input type="text"/>	<input type="text"/>	Phone	<input type="text"/>				
Date of event	<input type="text"/>	<input type="button" value="Calendar"/>	Reported through	<input type="text"/>					
Complaint against (Designation)	<input type="text"/>								
Complaint against (UID)	<input type="text"/>								
Description Title	<input type="text"/>								
Description	<input type="text"/>								
	<input type="text"/>								
	<input type="text"/>								
	<input type="text"/>								
Status	<input type="text"/>	<input type="button" value="v"/>	Cost to company	<input type="text"/>					
Avoidable (Y,N)	<input type="radio"/> Yes <input type="radio"/> No								
How avoidable	<input type="text"/>								
CFPB related (Y)	<input type="checkbox"/>								
Date recieved	<input type="text"/>								
Closed (Y)	<input type="checkbox"/>								
Manager reply date	<input type="text"/>	<input type="button" value="√"/>	<input type="button" value="X"/>	Date client contact	<input type="text"/>	<input type="button" value="√"/>	<input type="button" value="X"/>		
Follow-up date	<input type="text"/>								
New complaint		Save complaint		Complaint list		Exit		Delete(Y)	<input type="checkbox"/>

Complaint type, Severity complaint, Reported through and Status - The data in these fields will be shown in drop down list. The data for these fields will be retrieved from the system control files you setup.

Note 1: Complaint type, Status- If a smart code is entered in any of the 'Status of Complaint' or 'Type of Complaint' (in system controls); that particular smart code will be applied when the account is updated with that relevant complaint type or status.

Note 2 : Status - If a status type contains a 'Y' in field **Resolved** (in system controls) and if that particular status is selected by the user the complaint will be considered as resolved and a 'Y' will be automatically populated in field '**Closed (Y)**'.

Inq.Start date, Collector reply date, Manager reply date and Date client contact - If the user click on today's date will be populated in the field and if the user clicks on the date will be deleted from the field.

Complaint against (Designation) and Complaint against (UID) - These fields are mandatory to update a new complaint. In other words; the designation and the user ID of the individual of whom the complaint is against should be entered to update a new complaint.

Note 3: As mentioned in the beginning once the complaint is update the Smart Code that was assigned in System Parameters will be applied to the account. This is also applicable when the complaint is resolved.

Note 4: If a complaint already exists in an account, the system will show the complaint screen with the relevant details when the user access the complaint screen (TabQ > Opt 13). If the user needs to add another complaint they can click on 'New complaint' button.

Eg:

Complaint Form					
Company	99	Client Code	101010	Case No	1001
Inq.Start date	090513	Collector reply date	090513	Complaint type	NEW COMPLAINT
	<input type="text"/>		<input type="text"/>	Severity of complaint	MEDIUM
Complaint filled by	PETER SMITH				
Extra Address	APT 1				
Street Address	12 CASTLE AVE				
City/State/Zip	BETHESDA	MD	525152232	Phone	3017558789
Date of event	9/3/2013	Reported through	PHONE CALL		
Complaint against (Designation)	MANAGER				
Complaint against (UID)	MAN1				
Description Title	THREATENED TO PAY THE DEBT				
Description	DEBTOR HAS REFUSED THE OFFER				
	MANAGER HAS THREATENED THE DEBTOR				
Status	MANAGER IS WORKING	Cost to company			
Avoidable (Y,N)	<input checked="" type="radio"/> Yes <input type="radio"/> No				
How avoidable	NEED MORE TRAINING				
CFPB related (Y)	<input type="checkbox"/>				
Date recieved	9/5/2013				
Closed (Y)	<input type="checkbox"/>				
Manager reply date	090513	Date client contact	090513		
Follow-up date	090813				
New complaint		Save complaint	Complaint list	Exit	Delete(Y) <input type="checkbox"/>

If there are more than one complaint for an account the complaint screen (TabQ > Opt 13) will be presented as follows :

Complaint List

Company : 99 Case No : 1001

-> TOO MANY LETTERS SENT TO DEBTOR

-> THREATENED TO PAY THE DEBT

New complaint

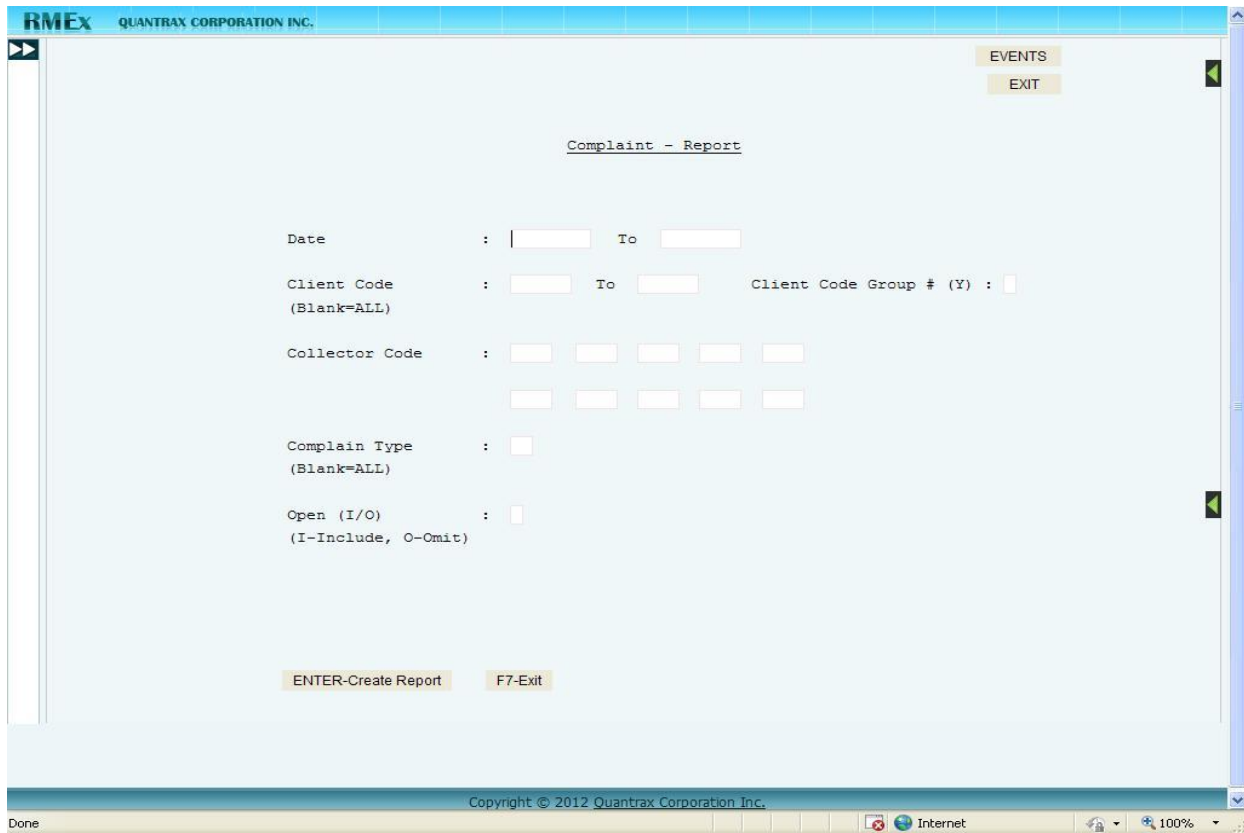
Exit

Complaint reports

RMEEx gives you the ability produce reports based on the type of complaints. The report can be run from the following menu option:

From Main Menu > Opt 2. Management menu > Opt 10. Collector set up/Analysis > Opt 4. Complaint Reports

You will have the following selection options.



The following fields will be included in the report :

Company, Client #, Case #, Debtors Name (Last, First), Complaint Date, Compliant type, Collector code, Status and Complaint received by