



Emailing Letters – What can you do

- You can:
 - Send a Letter and an Email
 - Send an Email only
 - Send a Letter only
 - Send an email that is identical to the actual text letter
 - Send an email which is different than the text letter (same concept as Letter Translation)

Letter Codes

Company name	IOU OWE-IT COLLECT SERVICES, INC. RMEEx				
Letter code	Z4	Description	LTR 2 - MULT CLIENTS	Email (Y)	<input checked="" type="checkbox"/>
				Email code	<input type="checkbox"/>
Allow in contact series (Y,A)	<input checked="" type="checkbox"/>	Allow as selected letter (Y,A)			<input checked="" type="checkbox"/>
Allow selected letter on account with a close code (Y)					<input type="checkbox"/>
Do not allow selection WITHIN	<input type="checkbox"/>	days of placement date			
Do not allow selection AFTER	<input type="checkbox"/>	days of placement date			
Allow only ONCE per account-Y,S	<input type="checkbox"/>	Allow on legal account only (Y)			<input type="checkbox"/>
Page length (Max.of 112 lines)	<input type="text" value="66"/>	Number of pages		<input type="text" value="1"/>	
Number of copies	<input type="text" value="1"/>	Form type code		<input type="text" value="STD"/>	
Print link balances (Y,1-9)	<input type="text" value="3"/>	Print post-dated check info.(Y)			<input type="checkbox"/>
Print additional info.(F16) (Y)	<input type="checkbox"/>	Print pay.arrangement info.(Y,P)			<input type="checkbox"/>
Print legal info. (Y,L)	<input type="checkbox"/>	Print medical info. (Y)			<input type="checkbox"/>
Print legal tracking info (Y,P)	<input type="checkbox"/>	Send additional letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Special printing selection (YZS)	<input type="text" value="Z"/>	Print in upper case (Y)			<input type="checkbox"/>
Add description code	<input type="checkbox"/>	Send with bad address (Y)			<input type="checkbox"/>
Letters sent	MTD:	YTD:		Delete 'D'	<input type="checkbox"/>



Emailing Letters – What you will need

- You will need to purchase a product called KeyesMail. www.CKEYS.com or call them 800-356-0203
- You will need a Server and we will need to give you some software.

Letter Codes

Company name	IOU OWE-IT COLLECT SERVICES, INC. RMEEx				
Letter code	Z4	Description	LTR 2 - MULT CLIENTS	Email (Y)	<input checked="" type="checkbox"/>
				Email code	<input type="checkbox"/>
Allow in contact series (Y,A)	<input checked="" type="checkbox"/>	Allow as selected letter (Y,A)	<input checked="" type="checkbox"/>		
Allow selected letter on account with a close code (Y)					<input type="checkbox"/>
Do not allow selection WITHIN	<input type="checkbox"/>	days of placement date			
Do not allow selection AFTER	<input type="checkbox"/>	days of placement date			
Allow only ONCE per account-Y,S	<input type="checkbox"/>	Allow on legal account only (Y)	<input type="checkbox"/>		
Page length (Max.of 112 lines)	<input type="text" value="66"/>	Number of pages	<input type="text" value="1"/>		
Number of copies	<input type="text" value="1"/>	Form type code	<input type="text" value="STD"/>		
Print link balances (Y,1-9)	<input type="text" value="3"/>	Print post-dated check info.(Y)	<input type="checkbox"/>		
Print additional info.(F16) (Y)	<input type="checkbox"/>	Print pay.arrangement info.(Y,P)	<input type="checkbox"/>		
Print legal info. (Y,L)	<input type="checkbox"/>	Print medical info. (Y)	<input type="checkbox"/>		
Print legal tracking info (Y,P)	<input type="checkbox"/>	Send additional letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Special printing selection (YZS)	<input type="text" value="Z"/>	Print in upper case (Y)	<input type="checkbox"/>		
Add description code	<input type="checkbox"/>	Send with bad address (Y)	<input type="checkbox"/>		
Letters sent	MTD:	YTD:	Delete 'D'		



Emailing Letters – Setting up a letter where the text and the email are the same

- Letter Code Z2 is the original letter and the same letter you want to email.
- Put a “Y” in the field “Email”
- Email code, you enter *S indicating that it is the same Letter Code to be emailed.

Letter Codes

Company name	IOU OWE-IT COLLECT SERVICES, INC. RMEx		
Letter code	Z2	Description	P/A REMINDER LETTER
		Email (Y)	<input checked="" type="checkbox"/> Y
		Email code	*S
Allow in contact series (Y,A)	<input checked="" type="checkbox"/> Y	Allow as selected letter (Y,A)	<input type="checkbox"/> A
Allow selected letter on account with a close code (Y)			<input type="checkbox"/>
Do not allow selection WITHIN	<input type="checkbox"/>	days of placement date	
Do not allow selection AFTER	<input type="checkbox"/>	days of placement date	
Allow only ONCE per account-Y,S	<input type="checkbox"/>	Allow on legal account only (Y)	<input type="checkbox"/>
Page length (Max.of 112 lines)	<input type="text" value="66"/>	Number of pages	<input type="text" value="1"/>
Number of copies	<input type="text" value="1"/>	Form type code	STD
Print link balances (Y,1-9)	<input checked="" type="checkbox"/> Y	Print post-dated check info.(Y)	<input type="checkbox"/>
Print additional info.(F16) (Y)	<input type="checkbox"/>	Print pay.arrangement info.(Y,P)	<input type="checkbox"/>
Print legal info. (Y,L)	<input type="checkbox"/>	Print medical info. (Y)	<input type="checkbox"/>
Print legal tracking info (Y,P)	<input type="checkbox"/>	Send additional letters	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Special printing selection (YZS)	<input type="checkbox"/>	Print in upper case (Y)	<input type="checkbox"/>
Add description code	<input type="checkbox"/>	Send with bad address (Y)	<input type="checkbox"/>
Letters sent	MTD: 1462	YTD: 1594	Delete 'D' <input type="checkbox"/>

F1-New Selection
F3-Search
F7-Exit
ENTER-More Information



Emailing Letters – Setting up a letter where the text is different for the email

- Letter Code Z1 is the original letter.
- Leave the field “Email” blank
- Email code, you enter the Letter Code which is what will be emailed to the debtor.
- Letter Z4 is the letter that will be emailed to the debtor.
- Put a “Y” in the field “Email”

Letter Codes

Company name	IOU OWE-IT COLLECT SERVICES, INC. RMEx		
Letter code	Z1	Description	SETTLEMENTS
		Email (Y)	<input type="checkbox"/>
		Email code	Z4
Allow in contact series (Y,A)	<input type="checkbox"/> A	Allow as selected letter (Y,A)	<input type="checkbox"/> A
Allow selected letter on account with a close code (Y)	<input type="checkbox"/>		
Do not allow selection WITHIN	<input type="checkbox"/>	days of placement date	
Do not allow selection AFTER	<input type="checkbox"/>	days of placement date	
Allow only ONCE per account-Y,S	<input type="checkbox"/>	Allow on legal account only (Y)	<input type="checkbox"/>
Page length (Max.of 112 lines)	66	Number of pages	1
Number of copies	1	Form type code	STD
Print link balances (Y,1-9)	<input type="checkbox"/>	Print post-dated check info. (Y)	<input type="checkbox"/>
Print additional info. (F16) (Y)	<input type="checkbox"/>	Print pay.arrangement info. (Y,P)	<input type="checkbox"/> Y
Print legal info. (Y,L)	<input type="checkbox"/>	Print medical info. (Y)	<input type="checkbox"/>
Print legal tracking info (Y,P)	<input type="checkbox"/>	Send additional letters	<input type="checkbox"/> <input type="checkbox"/>
Special printing selection (YZS)	<input type="checkbox"/>	Print in upper case (Y)	<input type="checkbox"/>
Add description code	<input type="checkbox"/>	Send with bad address (Y)	<input type="checkbox"/> Y
Letters sent MTD:	3	YTD:	68
		Delete 'D'	<input type="checkbox"/>

F4-New Selection
 F3-Search
 F7-Exit
 ENTER-More Information

Letter Codes

Company name	IOU OWE-IT COLLECT SERVICES, INC. RMEx		
Letter code	Z4	Description	LTR 2 - MULT CLIENTS
		Email (Y)	<input type="checkbox"/> Y
		Email code	
Allow in contact series (Y,A)	<input type="checkbox"/> Y	Allow as selected letter (Y,A)	<input type="checkbox"/> Y
Allow selected letter on account with a close code (Y)	<input type="checkbox"/>		
Do not allow selection WITHIN	<input type="checkbox"/>	days of placement date	
Do not allow selection AFTER	<input type="checkbox"/>	days of placement date	
Allow only ONCE per account-Y,S	<input type="checkbox"/>	Allow on legal account only (Y)	<input type="checkbox"/>
Page length (Max.of 112 lines)	66	Number of pages	1
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Print link balances (Y,1-9)	3	Print post-dated check info. (Y)	<input type="checkbox"/>
Print additional info. (F16) (Y)	<input type="checkbox"/>	Print pay.arrangement info. (Y,P)	<input type="checkbox"/>
Print legal info. (Y,L)	<input type="checkbox"/>	Print medical info. (Y)	<input type="checkbox"/>
Print legal tracking info (Y,P)	<input type="checkbox"/>	Send additional letters	<input type="checkbox"/> <input type="checkbox"/>
Special printing selection (YZS)	Z	Print in upper case (Y)	<input type="checkbox"/>
Add description code	<input type="checkbox"/>	Send with bad address (Y)	<input type="checkbox"/>
Letters sent MTD:	9	YTD:	9
		Delete 'D'	<input type="checkbox"/>

F4-New Selection
 F3-Search
 F7-Exit
 ENTER-More Information



Emailing Letters – What is the collector experience

- The user, thru a Smart Code window will request a letter and will have the option to email it.
- Debtors email address is stored at the account level in Tab Q option 6. If it is not setup when the collector requests to send an email from the Smart Code Window, they will get a message “ emailing is not set up”. They can enter the email address manually and it will automatically populate the Tab Q window for future use.
- If the email address is set up on the Tab Q, when the user enters a Smart Code, they will see a message ‘ email option is available” and they just enter the Letter Code they want to email.

- The user MUST request the original letter. (same concept as Letter Translation) A User CANNOT request a letter that is setup as an Email only.

Company # 99 Case # 072430781 Get Primary

Client Number 000002 ST MARYS HOSPITAL1234567890123456789012

Owner GUI Worker GUI Split

Client Acct #

Home Phone

Work Phone 301-875-9633

Cell Phone

Follow Up Date 12/16/10

Promise Amount .00

Guarantor 0 DANCER TINY

Extra Address EXTRA R

Street Address 123 MAIN ST

City/State/Zip LINDA LU GA 30041

Place of Employment

Social Security No Date of Birth

Patient (L/F) DANCER TINY

X-Reference (L/F)

Spouse (Last/First)

ACat CC Status RM Once

Letters Pending Cred.Rept

Amount Placed 100.00

Balance 80.00

Total Balance 2048.16

No. Of Accts 2

No. Paid in Full 0

Date Placed 9/18/08

Last Transaction 3/05/08

Last Worked 12/08/10

Last Letter 12/08/10

Last Payment 20.00

L. Pay Date 2/05/10

PD Check \$ 50.00

From 2

PD Check Date 12/15/10

SMART CODE

SMART CODE 151

Smart Code 151 ACat CC

QCat TFrame (A,M,P) P

Promise Amount .00

Email options available

Letter Z2 Email Code *S

PATL@QUANTRAX.COM

Send letter by Email? Y

(Y,B,N)

Press ENTER to Continue

Close Code Closed Date

Notes					Temporary Notes	
Time	Date	Code	Note	User	Date	Note
10:56	12/08/10		TESTING SMART CODE 151	PAT		
11:02	12/08/10		TESTING SMART CODE 151	PAT		
00:00	12/08/10	98	SENT LETTER Z2 (S) Comk-1	***		
00:00	12/08/10	98	SENT LETTER Z2 (S)	***		
00:00	12/08/10	98	SENT LETTER Z2 (S) Comk-1	***		

F1: Inquiry F2: Attorney F3: Duplication F4: Skip F5: Linked Accts F6: Full Legal F7: Exit F8: Contacts F9: P/A F10: Second Scrn F11: Notes

F12: Update F14: DC F15: Phone F16: Other Info F17: Legal F20: Recalls F21: Primary F22: Client Info F23: Payments F24: Client Type



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Cell Phone

Follow Up Date 12/16/10

Promise Amount .00

Guarantor 0 DANCER TINY

Extra Address EXTRA R

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Promise Amount .00

Email options available

Letter Z2 Email Code *S

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Send letter by Email? Y

(Y,B,N)

Press ENTER to Continue

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00:00	12/08/10	98	SENT LETTER Z2 (S)	***		
00:00	12/08/10	98	SENT LETTER Z2 (S) Comk-1	***		

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F12: Update F14: DC F15: Phone F16: Other Info F17: Legal F20: Recalls F21: Primary F22: Client Info F23: Payments F24: Client Type



Emailing Letters – What is the collector experience

- When the agent enters a Smart Code and requests to send a letter, IF the email address has been set up in the Tab Q they will see the message “Email options available”. At that point, they can change the email address if necessary. If it was not set up in the Tab Q, they would get the message “emailing is not set up”. If they enter an email address at this point, then the Tab Q will be populated with this information for future use.
- The user will have to select one of the three option in the field “Send letter by email”. Those options are:

- Y – Send email only
- N – Will not allow the user to send an email
- B - Send an email and the letter

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Owner GUI Worker GUI Split

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LGL-F

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COS

OTH+

LK.AD

SMART CODE

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Letter Z2 Email Code *S

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Send letter by Email?

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Notes					Temporary Notes	
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