# RMEx

#### Emailing Letters - What can you do

**QUANTRAX CORPORATION INC.** 

- •. 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)

Company name IOU OWE-IT COLLECT	SERVICES, INC. RMEx							
Letter code Z4 Description	LTR 2 - MULT CLIENTS Email (Y) Y							
	Email code							
low in contact series (Y,A) $\gamma$ Allow as selected letter (Y,A)								
Allow selected letter on account with	a close code (Y)							
Do not allow selection WITHIN	days of placement date							
Do not allow selection AFTER	days of placement date							
Allow only ONCE per account-Y,S	Allow on legal account only (Y)							
Page length (Max.of 112 lines) 66	5 Number of pages 1							
Number of copies	1 Form type code STD							
Print link balances (Y,1-9)	3 Print post-dated check info.(Y)							
Print additional info.(F16) (Y)	Print pay.arrangement info.(Y,P)							
Print legal info. (Y,L)	Print medical info. (Y)							
Print legal tracking info (Y,P)	Send additional letters							
Special printing selection (YZS)	Z Print in upper case (Y)							
Add description code	Send with bad address (Y)							
Letters sent MTD: YTD:	Delete 'D'							
F1-New Selection F3-Search F7-Exit	ENTER-More Information							

Letter Codes



### 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. RMEx Letter code $\mathbf{Z4}$ Description Email (Y) LTR 2 - MULT CLIENTS Y Email code Y Allow in contact series (Y,A) Allow as selected letter (Y,A) Y Allow selected letter on account with a close code (Y) Do not allow selection WITHIN days of placement date Do not allow selection AFTER days of placement date Allow only ONCE per account-Y,S Allow on legal account only (Y) Page length (Max.of 112 lines) Number of pages 66 1 Number of copies Form type code 1 STD Print link balances (Y,1-9) Print post-dated check info.(Y) 3 Print additional info.(F16) (Y) Print pay.arrangement info.(Y,P) Print legal info. (Y,L) Print medical info. (Y) Print legal tracking info (Y,P) Send additional letters Special printing selection (YZS) Print in upper case (Y) Add description code Send with bad address (Y) Letters sent MTD : YTD: Delete 'D'

F1-New Selection

QUANTRAX CORPORATION INC.

F3-Search F7-Exit ENTER-More Information

## RMEx

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

**QUANTRAX CORPORATION INC.** 

•. 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.

Company name IOU OWE-IT COLLECT S	ERVICES, INC. RMEx
Letter code Z2 Description	P/A REMINDER LETTER Email (Y) Y
	Email code *S
Allow in contact series (Y,A)	Allow as selected letter (Y,A)
Allow selected letter on account with a	close code (Y)
Do not allow selection WITHIN da	ays of placement date
Do not allow selection AFTER da	ys of placement date
Allow only ONCE per account-Y,S	Allow on legal account only (Y)
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) Y	Print post-dated check info.(Y)
Print additional info.(F16) (Y)	Print pay.arrangement info.(Y,P)
Print legal info. (Y,L)	Print medical info. (Y)
Print legal tracking info (Y,P)	Send additional letters
Special printing selection (YZS)	Print in upper case (Y)
Add description code	Send with bad address (Y)
Letters sent MTD: 1462 YTD:	1594 Delete 'D'
F1-New Selection F3-Search F7-Exit	ENTER-More Information

Letter Codes

D

### RMEx

### QUANTRAX CORPORATION INC.

Letter Code

D

### 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 c	Juca			
Company name	IOU OWE-IT	COLLECT S	ERVICES, INC	. RMEx		
Letter code	Z1 Descr	iption	SETTLEMENT	s	Email (Y)	
				Email	L code	Z4
Allow in contact a	series (Y,A)	A	Allow as	selected 1	etter (Y,A)	A
Allow selected let	tter on account	t with a (	close code (	Y)		
Do not allow seled	ction WITHIN	da	ys of placem	ment date		
Do not allow seled	ction AFTER	da	ys of placem	ment date		
Allow only ONCE pe	er account-Y,S		Allow on 1	.egal accou	nt only (Y)	
Page length (Max.)	of 112 lines)	66	Number o	E pages		1
Number of copies		1	Form type	e code		STD
Print link balance	es (Y,1-9)		Print pos	st-dated ch	eck info.(Y)	
Print additional	info.(F16) (Y)		Print pag	.arrangeme	nt info.(Y,P)	Y
Print legal info.	(Y,L)		Print me	dical info.	(Y)	
Print legal track:	ing info (Y,P)		Send add	itional let	ters	
Special printing a	selection (YZS)	)	Print in	upper case	(Y)	
Add description co	ode		Send wit	h bad addre	ss (Y)	Y
Letters sent MTI	0: 3	YTD:	68		Delete 'D'	
F1-New Selection	F3-Search	F7-Exit	ENTER-More 1	nformation		

Lette	er Codes
Company name IOU OWE-IT COLLEC	CT SERVICES, INC. RMEx
Letter code Z4 Description	n LTR 2 - MULT CLIENTS Email (Y) Y
	Email code
Allow in contact series (Y,A) Y	Allow as selected letter (Y,A) Y
Allow selected letter on account with	h a close code (Y)
Do not allow selection WITHIN	days of placement date
Do not allow selection AFTER	days of placement date
Allow only ONCE per account-Y,S	Allow on legal account only (Y)
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)	3 Print post-dated check info.(Y)
Print additional info.(F16) (Y)	Print pay.arrangement info.(Y,P)
Print legal info. (Y,L)	Print medical info. (Y)
Print legal tracking info (Y,P)	Send additional letters
Special printing selection (YZS)	Z Print in upper case (Y)
Add description code	Send with bad address (Y)
Letters sent MTD: 9 YTD:	9 Delete 'D'
F1-New Selection F3-Search F7-Exit	ENTER-More Information



### Emailing Letters – What is the collector experience

QUANTRAX CORPORATION INC.

• 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 Cas Client Number Owner Client Acct #	se # 0724 2 ST MARY Worker GU	30781 Get Primary S HOSPITAL1234567890 II Split	1234567890	012	INQUIRY 000 P	Home Phone Work Phone Cell Phone Follow Up Date Promise Amou	301-875-9 301-875-9 12/16/10 nt .00	9633-		
Guarantor Extra Address Street Address City/State/Zip Place of Employmer Social Security No Patient (L/F) X-Reference (L/F) Spouse (Last/First) ACat Letters Pending	DANCER EXTRA 123 MAI LINDA I DANCER CC Sta	TINY  IN ST  U GA 3004  Date of Birth  TINY  tus RM Once Cred.Rept		Amount Balance Total Bal No. Of Ar No. Paid Date Plat Last Tra Last Wo Last Last Pay L. Pay Di PD Chec	t Placed lance ccts l in Full aced ansaction orked yment ate ck \$	100.00 80.00 2048.16 2 0 9/18/08 3/05/08 12/08/10 20.00 2/05/10 50.00 From 2 12/15/10	LGL-F PIARR COS COS LKAD	Smart Code SMART CODE 15 Smart Code 151 QCat TFrame Promise Amount Email options ava Letter Z2 Email I PATL@QUANTR Send letter by Er Press ENTER to	151 MART CODE 1 ACat CC (A,M,P) P .00 liable Code *S AX.COM mail? (Y,B,N) Continue	Y
Close Code		Closed Da	te					Tomorrow	-1	
Time Date	Code	Note				User Date	Note	remporary to		
10:56 12/08/1	0	TESTING SMART CODE :	151			PAT				
11:02 12/08/1	0	TESTING SMART CODE :	151			PAT				
00:00 12/08/1	0 98	SENT LETTER Z2 (S)	Comk-1			***				
00:00 12/08/1	0 98	SENT LETTER Z2 (S)				***				
00:00 12/08/1	0 98	SENT LETTER Z2 (S)	Comk-1			***				
		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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Company # 99 Cas Client Number Owner Client Acct #	se # 0724 2 ST MARY Worker GU	30781 Get Primary S HOSPITAL1234567890 II Split	1234567890	012	INQUIRY 000 P	Home Phone Work Phone Cell Phone Follow Up Date Promise Amou	301-875-9 301-875-9 12/16/10 nt .00	9633-		
Guarantor Extra Address Street Address City/State/Zip Place of Employmer Social Security No Patient (L/F) X-Reference (L/F) Spouse (Last/First) ACat Letters Pending	DANCER EXTRA 123 MAI LINDA I DANCER CC Sta	TINY  IN ST  U GA 3004  Date of Birth  TINY  tus RM Once Cred.Rept		Amount Balance Total Bal No. Of Ar No. Paid Date Plat Last Tra Last Wo Last Last Pay L. Pay Di PD Chec	t Placed lance ccts l in Full aced ansaction orked yment ate ck \$	100.00 80.00 2048.16 2 0 9/18/08 3/05/08 12/08/10 20.00 2/05/10 50.00 From 2 12/15/10	LGL-F PIARR COS COS LKAD	Smart Code	151 MART CODE 1 ACat CC (A,M,P) P .00 liable Code *S AX.COM mail? (Y,B,N) Continue	Y
Close Code		Closed Da	te					Tomorrow	-1	
Time Date	Code	Note				User Date	Note	remporary to		
10:56 12/08/1	0	TESTING SMART CODE :	151			PAT				
11:02 12/08/1	0	TESTING SMART CODE :	151			PAT				
00:00 12/08/1	0 98	SENT LETTER Z2 (S)	Comk-1			***				
00:00 12/08/1	0 98	SENT LETTER Z2 (S)				***				
00:00 12/08/1	0 98	SENT LETTER Z2 (S)	Comk-1			***				
		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



### Emailing Letters – What is the collector experience

QUANTRAX CORPORATION INC.

• 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

Client Number 000002 ST MAR Owner GUI Worker Client Acct #	UI Split	9012 INQUIRY 000 P	Work Phone Cell Phone Follow Up Date Promise Amou	301-875-9 12/16/10 nt .00	9633-	
Guaranto     D     DARCER       Extra Address     EXTRA       Street Address     123 MA       City/State/Zip     LINDA       Place of Employment     Social Security No       Patient (L/F)     DANCER       X-Reference     City/State/Zip       (Last/First)     C       ACat     CC       Letters Pending	R IN ST LU GA 30041 Date of Birth TINY atus RM Once Cred.Rept	Balance Total Balance No. Of Accts No. Paid in Full Date Placed Last Transaction Last Worked Last Letter Last Payment L. Pay Date PD Check \$	100.00 80.00 2048.16 2 9/18/08 3/05/08 12/08/10 12/08/10 20.00 2/05/10 50.00	<ul> <li>↓ LGL-F</li> <li>P/ARR</li> <li>COS</li> <li>OTH+</li> <li>LK-AD</li> </ul>	Smart Code 151 SMART CODE 151 Smart Code 151 ACa QCat TFrame (A,M,P) I Promise Amount .00 Email options available Letter Z2 Email Code "S PATL@QUANTRAX.COM Send letter by Email? (Y,E Press ENTER to Continue	DDE t CC N)
Date         Code           12/08/10         12/08/10           11:02         12/08/10           00:00         12/08/10           98	Closed Date Notes Note TESTING SMART CODE 151 TESTING SMART CODE 151 SENT LETTER Z2 (S) Comk-1 SENT LETTER Z2 (S)	PD Check Date	From         2           12/15/10         12/15/10           User         Date           PAT         ***           ****         ***	Note	Temporary Notes	

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