

RMEx 3.0 new Features & Functionality

(General Availability scheduled for 9/15/12)

August 21, 2012



Debtor Authentication



Designed to reduce the risk of identity theft and fraud of the debtor's personal information
The collector must enter the correct debtor information before they are presented with the account details
Uses up to seven options to validate the debtor's identity Authentication options are setup on the client level
The Authentication options are as follows:
☐ Full SSN
☐ Last 4 digits of the SSN
☐ Full DOB
☐ Month and Date of the DOB
☐ Address
☐ Client account number
☐ Last 4 digits of the Client account number
Type Y (Need to authenticate) or S (Single option to authenticate)

Debtor Authentication (Setup)



RMEx	QUANTRAX CORPORATION INC.		
ENTER ATTN PAGEUP PAGEUP PAGEON EXIT HELP CALENDAR EVENTS	Andrews Park America France	party authenticat	Non-collector calls (N-No) Maximum failed attempts allowed S/Code if not authenticated
	F7-Cancel Press ENTER to upda	ite	

Debtor Authentication (Setup)

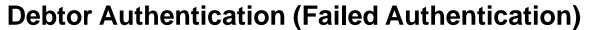


RMEX	QUANTRAX CORPORATION INC.			r
ATTN PAGEUP	BI	ight party authentica	tion options	
PAGEON EXIT HELP	Company 99 Client/Group# 000014			
CALENDAR EVENTS	1. Full SSN (Y,S) 2. Last 4 of SSN (Y,S) 3. Full DOB (Y,S) 4. DOB M/D (Y,S) 5. Address (Y,S) 6. Client account# (Y,S) 7. LAST 4 OF ACCT# (Y,S)	Y Y		
	Non-collector bypass (Y) Number of items required Bypass if authenticated wi	Y 2 ithin 15 minutes	Non-collector calls (N-No) N Maximum failed attempts allowed 2	
	S/Code if authenticated F7.Cancel Press ENTER	to update	S/Code if not authenticated	

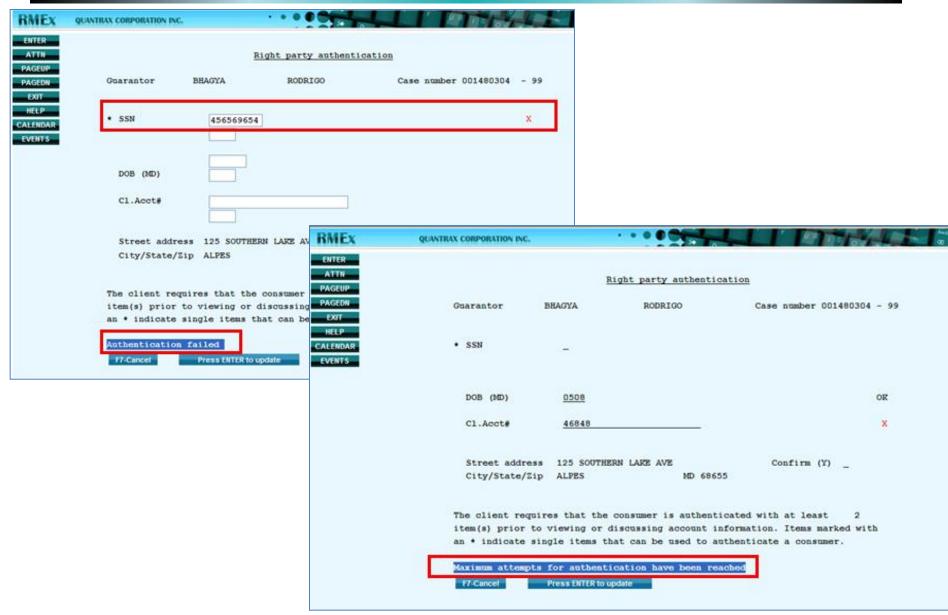
Debtor Authentication (Collector screen)



RMEX	QUANTRAX CORPORATION INC.				1 11 00	
ENTER						
ATTN		Rig	ht party authentic	eation		
PAGEUP	Guarantor E	SHAGYA	RODRIGO	Casa ampha	or 001480304	- 00
PAGEON	ouarantor 2	HADIA	RODRIGO	case numbe	11 001400304	- 33
HELP						
CALENDAR	* SSN					
EVENTS						
	DOB (MD)					
	Cl.Acct#					
	22 327				-	
	Street address			Confirm	r (x)	
	City/State/Zip	ALPES	MD 6865	13		
			onsumer is authent			
			scussing account is t can be used to a			h
	un - 10010000 310	gro reems end	o can be used to a	avaonerouse a co	III MINOL I	
	F7-Cancel	Press ENTER to upd	ate			







Debtor Authentication (Audit Notes)

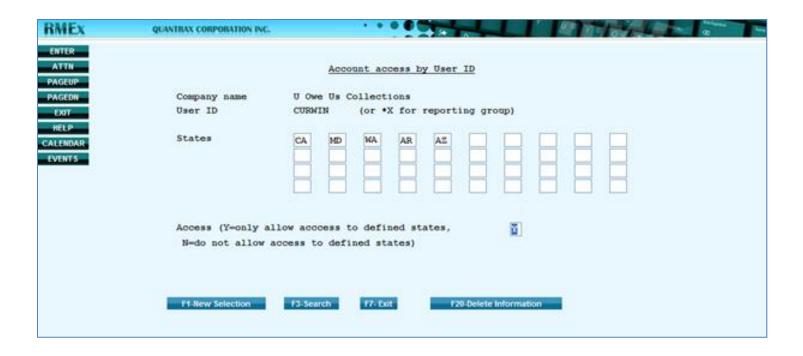


_	Ganana	DIMOTA	NODING:	Cuser,	001400304	- 10	
	Date		Notes/Action	Time	UserID	S/C	ACCOUNT PROCESSING
	03/21/12		Account Viewed from 04:35	04.36	CHA		User ID NONE
	03/21/12		Account Viewed from 04:37	04.37	CHA		Type
	03/21/12		Account Viewed from 04:38	04.38	CHA		QCat T/Frame
	03/21/12		Account Viewed from 04:39	04.39	CHA		Recall NONE
	03/21/12		Account Viewed from 04:55	04.56	CHA		Worked? I-Tel Q
	03/21/12		Account Viewed from 04:58	04.59	CHA		Ori.Typ
	03/21/12		Account Viewed from 05:01	05.19	CHA		
	03/21/12		Account Viewed from 06:31	07.05	CHA		
	03/22/12		Account Viewed from 00:51	00.51	CHA		
	04/19/12		Authenticated	00.04	CHA		
	04/19/12		DOB-4 ADDR	00.04	CHA		
	04/19/12		Account Viewed from 00:01	00.05	CHA		
	04/19/12		Authenticated	00.05	CHA		
	04/19/12		DOB-4 ADDR	00.05	CHA		
	04/19/12		Authentication failed	00 11	CHA		
	04/19/12		SSN DOB-4 ADDR ACCT	00.11	CHA		
	04/19/12		Authentication failed	00.18	CHA		
	04/19/12		SSN DOB-4 ADDR ACCT	00.18	CHA		
	04/19/12		Max attempts for auth.	00.18	CHA		
	04/19/12		Account Viewed from 00:10	01.35	CHA		

Collector License by State



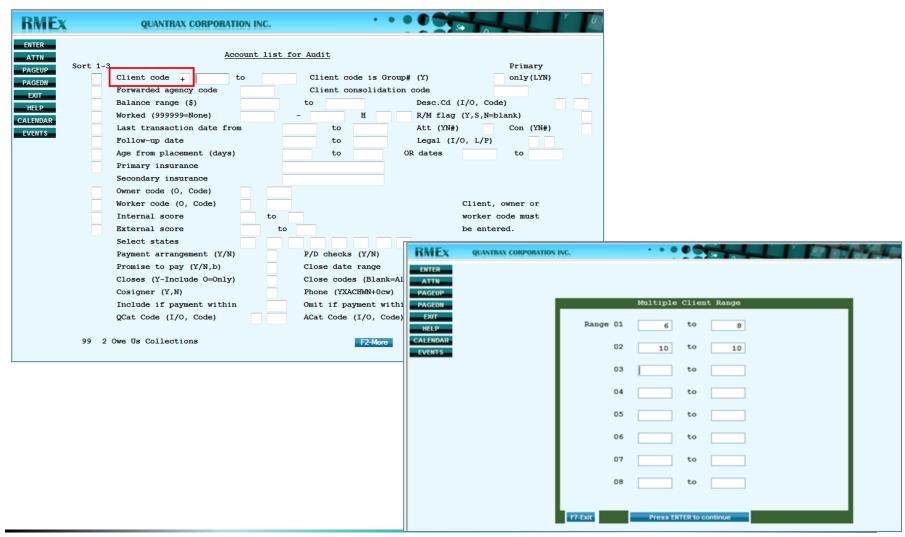
- ☐ Permits users (Collectors) to work debtor accounts by the state
 - ☐ Each state has different rules, depending on state rules
 - ☐ Agency may need to have a license and some states may require the collector to be licensed for that particular state
 - ☐ The license can be a collector license or a common state license



Account List For Audit - Enhancements

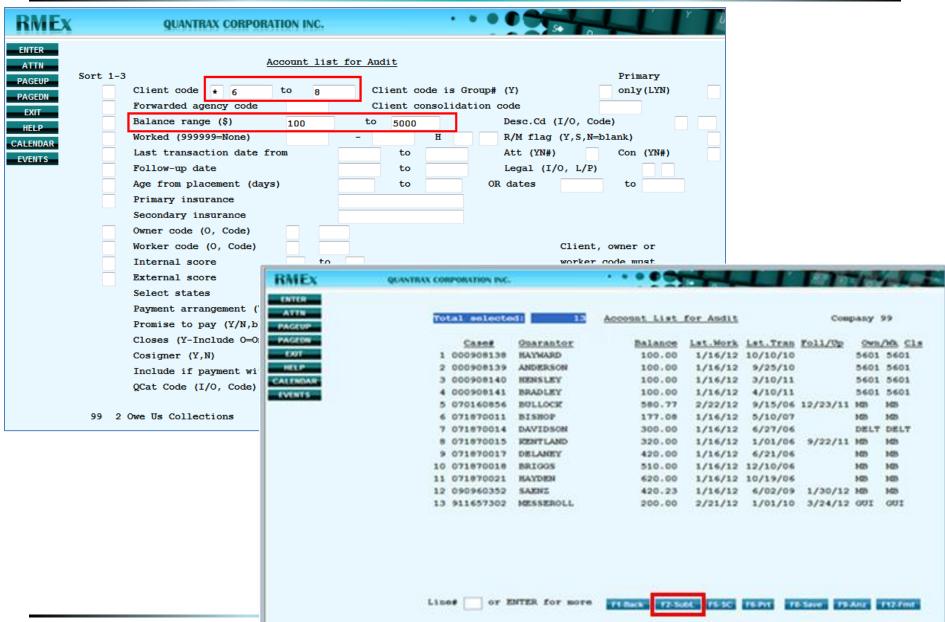


- Adding Multiple Client Range(s)
- ☐ Saving A SubList



Account List For Audit – Enhancements (continued)

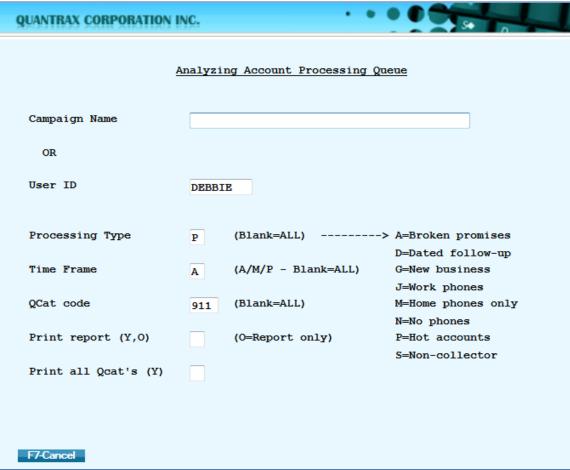








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Analyzing Account Processing Queue



- ☐ Average per debtor = Total Payments divided by Total Balance of Open Cases
- ☐ Unit Yield = Commission divided by Number of Accounts
- Recovery % = Total Placements divided by Total Payments. Percentages will be rounded either up or down EXAMPLE: 1.1% will be displayed as 1% and 7.7% will be displayed as 8%

QUANTRAX CORPORATION INC.		\$ 0	
Analyzing Account Processing Queue			
User DEBBIE Process P TF 911 QCat A	Totals	Percentage	% with
		no C	ont.
1. Number of debtors	9		
2. Number of open cases	10		
3 Average per debtor	1		
4. Total balance of open cases	100554.9		
5. Average per debtor	10055.4	19	
6. Debtors with legal accounts and %	0	0	
7. Number with home phone and %	9	100	88
8. Number with work phone and %	4	44	100
9. Number with cell phone and %	3	33	100
10. Number with an additional phone and %	1	11	100
11. Number and % with a RPC	0	0	
12. Number and % with a positive contact	0	0	
13. Number and % with a prior payment	2	22	
14. Number and % with no contact, no attempt	0	0	
15. Recovery % for all cases within batch		0	
16. Unit yield for the batch			
ENTER-Continue F7-Exit			

Analyzing Account Processing Queue



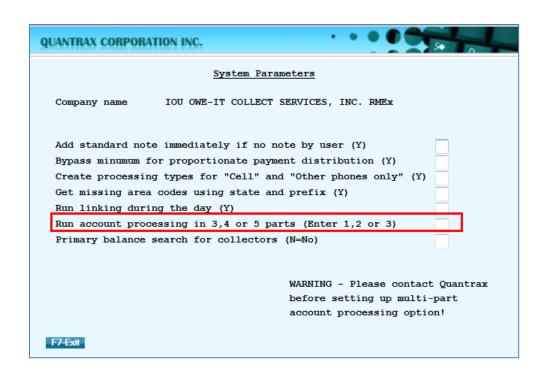
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QUANTRAX CORPORATION INC.		S	
Analyzing Account Processing Queue			
User DEBBIE Process P TF 911 QCat A	Totals	Percentage	% with
		no C	ont.
1. Number of debtors	9		
2. Number of open cases	10		
3 Average per debtor	1		
4. Total balance of open cases	100554.	90	
5. Average per debtor	10055.	49	
6. Debtors with legal accounts and %	0	0	
7. Number with home phone and %	9	100	88
8. Number with work phone and %	4	44	100
9. Number with cell phone and %	3	33	100
10. Number with an additional phone and %	1	11	100
11. Number and % with a RPC	0	0	
12. Number and % with a positive contact	0	0	
13. Number and % with a prior payment	2	22	
14. Number and % with no contact, no attempt	0	0	
15. Recovery % for all cases within batch		0	
16. Unit yield for the batch			
ENTER-Continue F7-Exit			

Account Linking Through Postings



- ☐ Ability to link accounts when posting accounts into the system
- ☐ Allowing part of the linking process to run during day, enables the Nightly Process run faster by reducing the time taken for account linking



Additional Account Processing Types

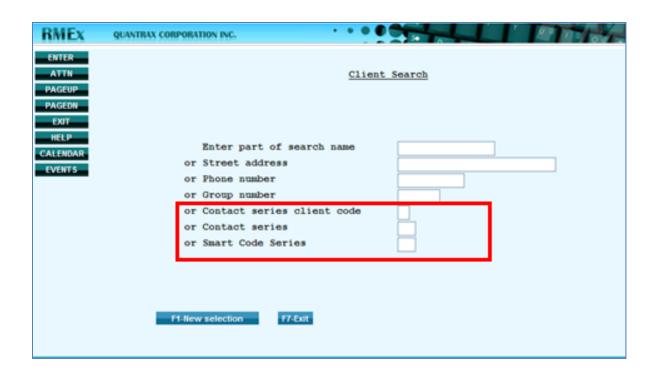


Account Processing Type of processing <u>9</u>	
QCat 000	
Time frame (A,M,P) <u>M</u>	Time 6:36:51
User ID <u>CHAMEE</u> Worker code	Bypass time zone
Insurance starting	logic (Y) _
Priority client (Y)	_
	NUMBER WORKED
PROCESSING> 1. Broken promises	0
TYPES 2. Follow-up dates	0
3. New business	0
4. Work phone numbers	0
5. Home phone numbers only	0
6. No phones	0
7. Hot accounts	0
8. Non-collector accounts	0
9. Cell phone numbers only	0
0. Other phone numbers only	0
Total worked through account processi	ing 0
Total number of debtors worked	0
F2-Work map F7-Exit F9-Goals Press ENTER to continue	9
MA a	05/030

Search for Clients - Enhancements



- ☐ By Contact Series
- By Contact Series by Client
- By Smart Code Series





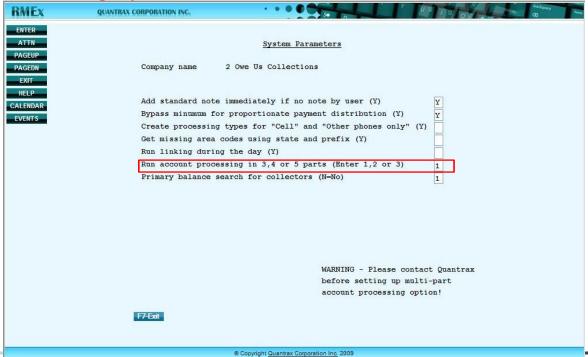


MEX	QUANTIBLY CORPORATION INC.	9
ATTN	Debtor/Agency Payment Transaction Entry	
PAGEUP PAGEON	Company name U Owe Us Collections	
EXIT	Company Code	
HELP	Payment date 7 051012 Original posting date	
	Details on Part Pmt. (Y, A, D)	
ALENDAR	Payment code	
EVENTS	Balance code(P,I,1-9,0,X,L) You can enter a	
	case# and use F6 to	
	Adjustment code add notes.	
	Amount .00	
	Enter ONE of the following :	
	1. Case number Initials Client Ref	
	2. Street address Initials (or date for reversal	L)
	3. Client number Client Accts	
	(or Group#) Other info.	
	Fwd.Agent Retained .00 Session totals #	
	(F22 to reset) \$.00
	Credit to Collector Credit to split	
	Special Commission .00 % Amount .00 Last entry -	
	Receipt required (Y,C) Type (CA,CK,CC,MO,OT)	
	Ref#	
	F1-Ing F3-Tran F4-Del F9-Last F12-Adj F13-Rcp F15-P0/CC F20-Batch F24-Num.	Acct#
	Copyright <u>Guartess Corporation Inc.</u> 2009	

Multi-Part Account Processing During the Nightly



- ☐ Speeds up the Nightly Process by allowing Account Processing to run effectively in multiple simultaneous jobs (this minimizes the time spent on completing the Nightly process)
- □ Allows this process to run conveniently in 3, 4 or 5 parts according to your needs
- WARNING: It is advised to contact Quantrax before setting up the Multipart Account Processing option



Account Inquiry Search - Enhancements

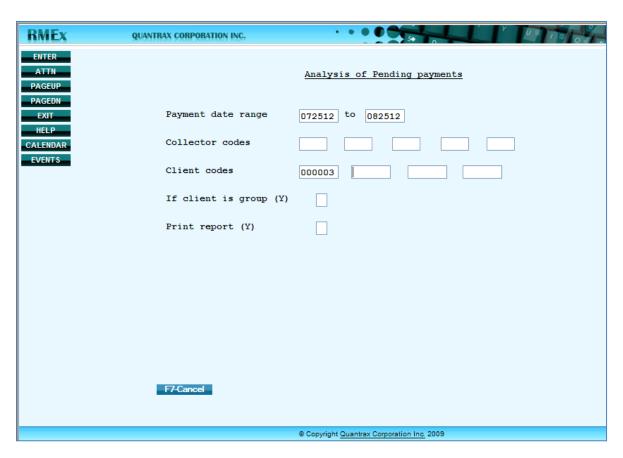


Phone Number
Email Address
Social Security Number of patient, spouse, Co-signer or multiple co-signers
Court Case Numbers
☐ View Balance for Linked Accounts with Different Court Case Numbers (F6 – Full Legal)

Analysis of Pending Payments



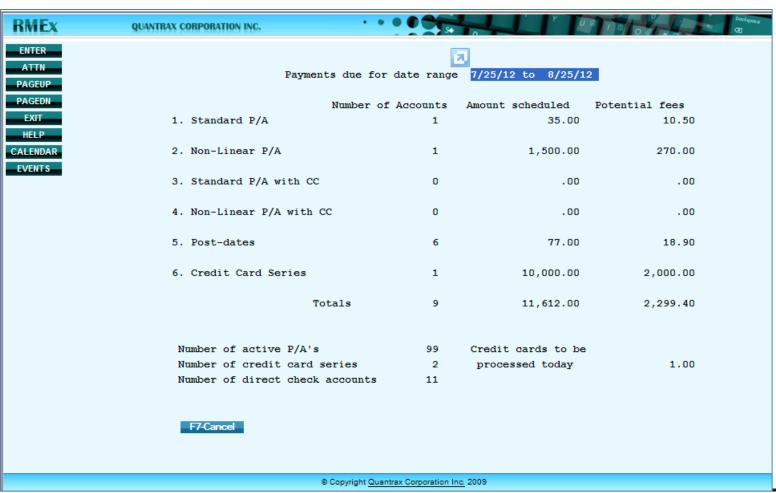
- ☐ View a summary of the total number of accounts, the total payments due and potential commission due for a particular date range
- Ability to select the data by Client codes and if client is a group



Analysis of Pending Payments



- ☐ Amount scheduled = total amount due from each payment type/method
- ☐ Potential fees = the possible commission that can be obtained from the total due amount



Prevent Fishing in Account Inquiry Screen



Prevent "fishing" has been added for the Account Inquiry > Primary balance
It stops collectors from using this Primary balance option to fish" for high balance accounts
To control which users are allowed to use Account Inquiry > Primary balance:
☐ The user must be set up as a collector
☐ The user cannot have a Y in the close accounts field
NOTE : If the user does not have access to use the option, they will be presented with the message: SC-9017 This option has been disabled for you

Legal Screen Enhancements



Additional fields in Defendant Attorney Codes
Additional fields in Court Codes
Additional fields in County Codes
New options on Legal Master Files Menu
☐ Judge Codes
Covering Attorney Codes
Additional screens in Full Legal Screen
■ New Caption screen
☐ New Suit Detail screen
☐ New Garnishment screen

Compliance & I-Tel Changes



These items will be covered in another session – date to be announced

- ☐ State Compliance changes
- ☐ Campaign Merging Options
- ☐ Controlling Maximum Calls



RMEx 3.0 new Features & Functionality

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Thank you!

