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)

Debtor Authentication (Setup)

Debtor Authentication (Collector screen)

Debtor Authentication (Failed Authentication)

Debtor Authentication (Audit Notes)

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)

Analyzing Account Processing Queue

❑ Permits users (Collectors) to work debtor accounts by the state

   ❑ 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

Analyzing Account Processing Queue

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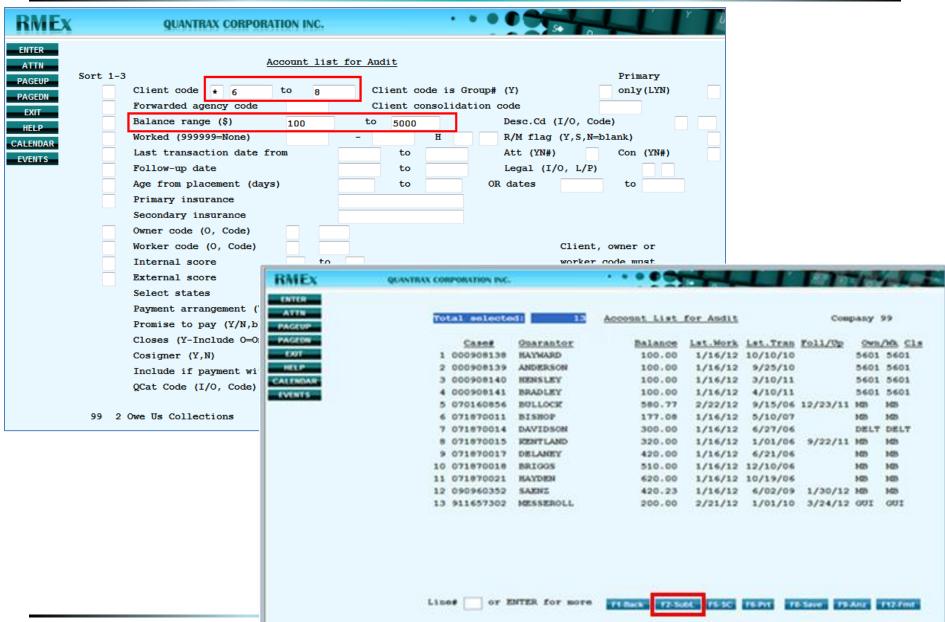- [ ] Recovery % = Total Placements divided by Total Payments. Percentages will be rounded either up or down EXAMPLE: 1.1% will be displayed as 1% and 7.7% will be displayed as 8%

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QUANTRAX CORPORATION INC.


        Analyzing Account Processing Queue

   User    DEBBIE        Process P   TF 911  QCat A      Totals     Percentage    % with
                                                                                 no Cont.

    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
```

Analyzing Account Processing Queue

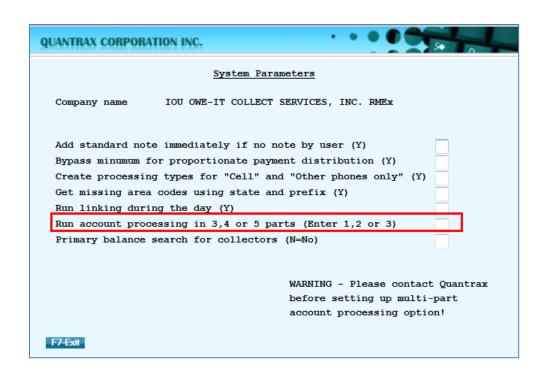- Average per debtor = Total Payments divided by Total Balance of Open Cases
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QUANTRAX CORPORATION INC.

Analyzing Account Processing Queue

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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

QUANTRAX CORPORATION INC.

System Parameters

Company name   IOU OWE-IT COLLECT SERVICES, INC. RMEx

Add standard note immediately if no note by user (Y)

Bypass minumum for proportionate payment distribution (Y)

Create processing types for "Cell" and "Other phones only" (Y)

Get missing area codes using state and prefix (Y)

Run linking during the day (Y)

Run account processing in 3,4 or 5 parts (Enter 1,2 or 3)

Primary balance search for collectors (N=No)

WARNING - Please contact Quantrax
before setting up multi-part
account processing option!

F7-Exit

Additional Account Processing Types


```
                         Account Processing
      Type of processing   9
      QCat                 000
      Time frame (A,M,P)   M                        Time    6:36:51
      User ID              CHAMEE    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 processing    0

                   Total number of debtors worked             0

      F2-Work map F7-Exit F9-Goals    Press ENTER to continue

MA    a                                                    05/030
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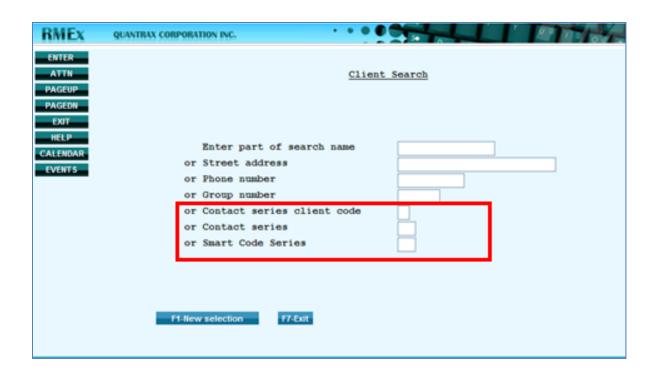
Search for Clients - Enhancements

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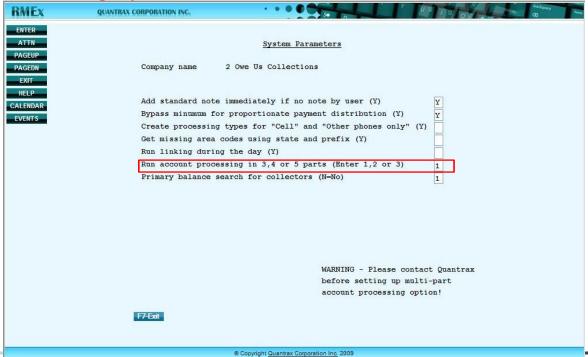- ❑ By Contact Series by Client
- ❑ By Smart Code Series

Change Company in Payment Entry Screen

❑ 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 Multi-part Account Processing option
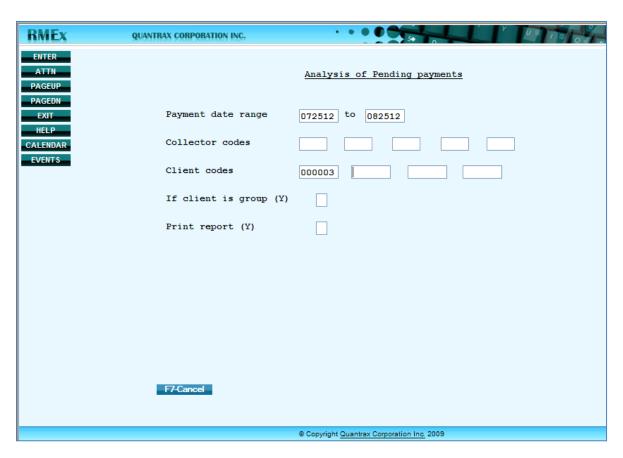
- ❑ Phone Number
- ❑ Email Address
- ❑ Social Security Number of patient, spouse, Co-signer or multiple co-signers
- ❑ Court Case Numbers
  - ❑ View Balance for Linked Accounts with Different Court Case Numbers (F6 – Full Legal)
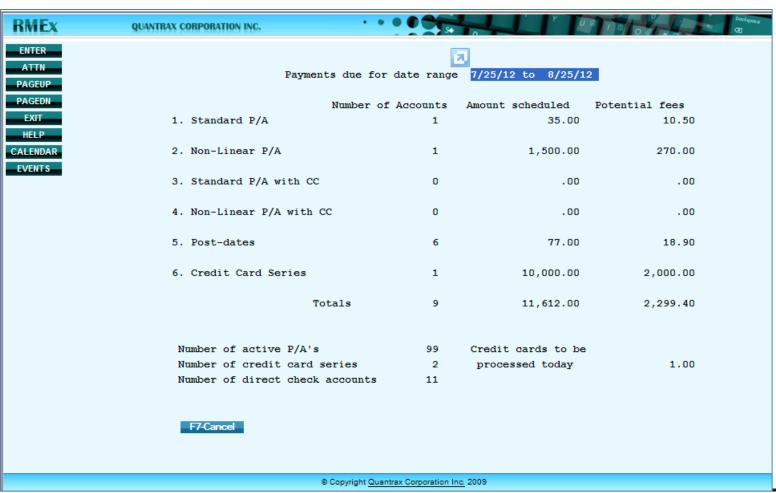
Analysis of Pending Payments

❑ 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" 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

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

❑ State Compliance changes

❑ Campaign Merging Options

❑ Controlling Maximum Calls

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Thank you!

RMEx

The only collection technology platform driven by artificial intelligence. Find out why it is the choice of so many successful and proactive collection operations.