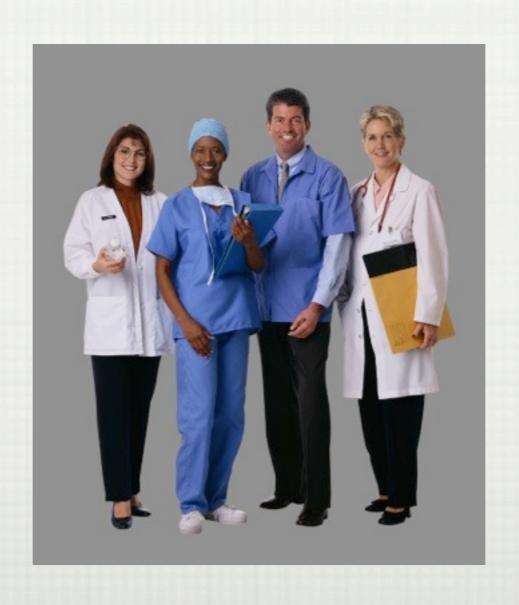
### Overview – Diagnosing and Curing the Health of Your Collection Process

by Quantrax Corporation



# WHAT IS A "HEALTHY" COLLECTION BUSINESS?

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- SALES
- COLLECTIONS
- CLIENT SERVICES
- INFORMATION TECHNOLOGY
- COMPLIANCE DIVISION
- THIRD PARTY SERVICES

#### SALES

- GENERATING THE SALES
- SETTING UP THE CLIENT AND WORK FLOW
- OMPENSATING SALES PEOPLE

#### COLLECTIONS

- SCORING
  - HANDLING AN ACCOUNT
- ☐ WORKING ACCOUNTS AS THEY SHOULD BE WORKED
- MANAGING AND PAYING COLLECTORS
- RESOLVING ACCOUNTS
- WORKING WITH CLIENT SERVICES AND MANAGEMENT

#### CLIENT SERVICES

- INTERACTING WITH CLIENTS TO HANDLE ACCOUNT-RELATED ISSUES
- REPORTING
- CLIENT REMITTANCE STATEMENTS
- DISPUTES
- CREDIT REPORTING

#### INFORMATION TECHNOLOGY

- MANAGING YOUR COLLECTION TECHNOLOGY (WITH COLLECTIONS TEAM)
- RESPONSIBILITY FOR DATA INTERCHANGES
- MANAGING PRIVACY AND SECURITY ISSUES
- SYSTEM PERFORMANCE AND JOB SCHEDULING

#### COMPLIANCE DIVISION

- HAVE RESOURCES OR FIND THE RESOURCES TO ANSWER ANY QUESTIONS
- ☐ MAKE SURE PROCEDURES ARE FOLLOWED PROACTIVELY
- UNDERSTANDING TECHNOLOGY AS IT APPLIES TO COMPLIANCE

#### THIRD PARTY SERVICES

- LETTERS
- PHONE CALLS
- DATA SERVICES (E.G. SKIP TRACING)

## THE TRIAGE - WHAT ARE YOUR SYMPTOMS

YOUR COLLECTIONS ARE NOT INCREASING CLIENTS FEEL YOU COULD BE COLLECTING MORE COLLECTOR PERFORMANCES ARE INCONSISTENT YOU DO NOT HAVE A LOT OF "MONEY" PROMISED AT ANY TIME YOU YOU PAYING TOO MUCH IN COMMISSIONS. DO YOU EVEN REALIZE IT? THE BUSINESS IS NOT PROFITABLE!

## WHATTESTS NEED TO BE PERFORMED?

UNDERSTAND CLIENTS AND YOUR RESULTS FOR THEM! ARE YOU WORKING YOUR ACCOUNTS? CHECK ON COLLECTOR RESULTS AGAINST REALISTIC GOALS ARE THEIR COMPLAINTS FROM CLIENTS? ARE THEIR COMPLAINTS FROM DEBTORS? ARE THERE COMPLAINTS FROM COLLECTORS?

## ANALYZING RESULTS OF THE TESTS

- YOU CAN REACT OR HAVE A CONSISTENT PROGRAM TO REVIEW KPI'S
- QUANTRAX'S DESIGN OFFERS THE 5,000 FOOT VIEW AS WELL AS THE ABILITY TO DRILL DOWN
- CONSISTENT ANALYSIS IS HEALTHY FOR YOUR BUSINESS AND YOUR STAFF

#### DEALING WITH THE DIAGNOSIS

- ☐ YOU NEED TIME! YOU NEED TIME!
  ☐ UNDERSTAND THE PROBLEM, MAKE CHANGES, MEASURE THE RESULTS
- DELEGATE TASKS TO SUPERVISORS
- UNDERSTAND A SMALL NUMBER OF REPORTS THAT WORK FOR YOU!
- TOUGHEST ISSUE? MANAGEMENT IS NOT PROACTIVE AND HAS NOT INVESTED IN LEARNING THE SYSTEM!

