Everything You Need to Know About RMEX and May Not Know

(Preparing for RMEx Conversion)

Knowledgebase	**www.quantrax.com (For Our Clients)**
Web-based Training	**Field Level Help**

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- ❑ Special password for certain features
- ❑ Default collector (should not have accounts)
- ❑ Default contact series
- ❑ Balance types
    - ❑ Default - primary and insurance
    - ❑ 10 additional balance types
- ❑ Track Changes considerations
- ❑ Credit Report (not set by default)
- ❑ Rules for payment arrangement
- ❑ Smart Codes
- ❑ State Options
- ❑ Company goals and targets

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System Parameters

❑ Special warnings for clerical and collectors
❑ New business settings
❑ Timeframes (attempts)

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- ❑ Security
- ❑ Workgroup
- ❑ Legal vs. non-legal
- ❑ Different workflows
- ❑ Balance range
- ❑ Prioritize accounts

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- ❑ Remittance schedule
- ❑ Gross vs. Net
- ❑ Bad checks statements
- ❑ Billing
- ❑ Fee codes
- ❑ "Early out" programs
- ❑ Linking accounts
- ❑ Reporting
- ❑ Client classification (medical, commercial, utility, etc.)

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Loading Accounts

- ❑ Manual account entry
- ❑ Electronic loads
- ❑ I-Load feature

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- ❑ Sending Letters
  - ❑ Smart Code
  - ❑ Manual request by collector
  - ❑ Contact Series
- ❑ Merge Codes (data within the account file)
- ❑ Type of Letters
  - ❑ Link vs. single letter
  - ❑ Letter translation
- ❑ Letter reports via the nightly
- ❑ Failed letters

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Working Accounts

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- ❑ During nightly processing RMEx looks at all accounts - accounts *are not worked* if it:
  - ❑ *Does not have* payment arrangement and is current
  - ❑ Has a future follow-up date
  - ❑ Is in a Contact Series
  - ❑ Is in a Smart Code Series
  - ❑ Is a closed account is closed
- ❑ All eligible accounts go to Work Queue
  - ❑ Nightly processing
  - ❑ Features to manage work queues (queue consolidation)
  - ❑ Closing accounts (close code)
- ❑ Make accounts easy for collectors to find:
  - ❑ Qcats
  - ❑ Description Codes
  - ❑ Multiple Smart Code assignment

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Auditing Collectors

❑ Look at worked accounts
  ❑ Smart Codes
  ❑ Notes
❑ "Account List For Audit"

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Payment Processing

- ❑ Post payments to an account
    - ❑ Electronically
    - ❑ Manually
    - ❑ Automatically
        - ❑ Direct checks
        - ❑ Credit cards
- ❑ Post payment options

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- ❑ Runs after business hours
- ❑ Some processes needs dedicated system
- ❑ Processed during nightly:
  - ❑ Account linking
  - ❑ Letters
  - ❑ Payment arrangements
  - ❑ New work queues
  - ❑ Acknowledgements
  - ❑ Smart Codes Series
  - ❑ Custom Programs for nightly
  - ❑ Backup
- ❑ Manually or automatic
- ❑ Unique user id to start the system after nightly

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Standard Reports (Nightly)

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- ❑ Productivity
- ❑ Payment Summary
- ❑ Linking Report
- ❑ Letter Failed

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❑ Report to major credit reporting agency
  ❑ Exception Reporting
    ❑ When account is new
    ❑ When balance is Paid in Full
    ❑ When account is withdrawn from the client
  ❑ Balance Reporting
    ❑ When account is new and each time you run credit
        reporting (whether anything changes on the account or not)

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- ❑ Date driven
  - ❑ Payment date range
  - ❑ Remitting code (tied back to your client)
- ❑ <u>Not</u> tied to month end

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❏ Not tied to statements
❏ Resets all statistics to 0 (same for year end)
  ❏ Example: Any reports set month-to-day are set to 0
  ❏ <u>Do not</u> post payments prior to running month end
  ❏ Payment transactions <u>can</u> be entered and then posted when you run month-end (payments will be posted for the current month)

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Summary   RMEx QUANTRAX CORPORATION INC.

Let's summarize……

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