



Quantrax
CORPORATION

RME_x
Receivables
Management
Expert

What is Account Processing?

Account processing contains the system accounts that are eligible to be worked that day.

During nightly processing, the system will look at each account to determine if the account

is eligible to be worked the next day. What are some reasons an account would NOT be eligible to be worked?

- Do not present contact or smart code series
- Accounts dated in the future
- Accounts with a close code
- Account in a dialer campaign
- Accounts on a payment arrangement not broken
- Postdated checks
- Accounts with checks held for posting will be omitted from account processing until the checks have been posted as payments.

- All linked accounts are analyzed to determine which queue and processing type a debtors account should be placed, 10 different processing types.
- Broken Promise – promise to pay has been broken single or multiple payments
- Follow up dates – has a date for follow up and does not have a promise
- New business –account will not be considered if there has been a contact
- Work phones – has work phone
- Home phones only – home phone only no work phone
- No phones – segregated into 2 q-cats 992 has good address and 993 is mail return
- Hot accounts – designated by description code
- Non collector accounts – accounts for users with S in system security profile
- Cell phone only
- Other phone only



Account Processing

Type Of Processing

Type of processing	<input type="text" value=""/>	<input type="text" value=""/>
QCat	<input type="text" value=""/>	
Time frame (A,M,P)	<input type="text" value=""/> Time: 15:16:19	
User ID	<input type="text" value=""/>	WorkCode <input type="text" value=""/>
Insurance starting	<input type="text" value=""/>	
Bypass time zone logic	<input type="text" value=""/>	<input type="checkbox"/> Priority client

Account Processing Summary

1. Broken promises	0
2. Follow-up dates	0
3. New business	0
4. Work phone numbers	0
5. Home phone numbers	0
6. No phones	0
7. Hot accounts	0
8. Non-collector work	0
9. Cell phone numbers only	0
0. Other phone numbers only	0

Total	
Worked through account processing:	0

Total number of debtors worked 99

Run Date : 06/10/13
 Work Date : 06/11/13

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ACCOUNT PROCESSING WORK MAP FOR - QMASTER - QUANTRAX

Company : Quantrax RMEEx GUI (01)

Main Type	QCat	Description	With phones	-----Time Frame-----			Amount	First Acct. worked date
				A	M	P		
Broken promises	000	STANDARD	11	10	1	0	62,650.00	02/28/12
	995	PAYMENT ARRANGEMENT	0	3	0	2	3,100.00	
	996	PAYING ACCOUNTS	0	3	0	2	1,260.00	
	998	DIALER HOLD	0	0	1	0	1,950.00	
	999	NO PHONES	0	1	0	0	1,689.48	05/20/13
Dated follow-up	000	STANDARD	2	1	0	1	9,660.00	
	130	REQ RECALL	1	1	0	0	3,100.00	05/17/13
Work phones	000	STANDARD	49	48	3	1	146,700.00	
Home phones only	000	STANDARD	18	18	0	1	104,817.00	
No phones	992	NO PHONES	0	9	0	0	41,900.00	

Total number of debtors : 106

- Processing type Priority:
 - Hot Accounts
 - Broken promises
 - Follow up dates
 - New business
 - Work phones
 - Home phone only
 - No phone
 - Cell phone only
 - Other phones only

- New business option in System Parameters – We have added an option 0 (zero) for 7days, the period which new accounts are eligible to be considered "new business".
- Sorting of new business - If the account has been worked, we will sort the account by date last worked. If there is no date last worked, we will sort by placement date.
- System-generated QCat's – You can now select an option in System Parameters to omit system generated QCat's from being created (Some are automatically created regardless of this option). We will now allow you to control exactly what system generated QCat's are to be created. You can set up the option "Stop system generated QCat's". If you now go ahead and set up some of the system-generated QCat codes in the QCat Codes system controls, these WILL be created in the queues. Of course, if you do not set up the "Stop system generated QCat's" option, all system generated QCat's are set up in the work queues.
- generated QCat codes are :
 - 991 - Cell phones
 - 992 - No phones (No phones processing type)
 - 993 - Skips (No phones processing type)
 - 994 - New business exists
 - 995 - On payment arrangement
 - 996 - Paying account
 - 997 - Worked, no contact
 - 998 - Dialer hold
 - 999 - No phones

During the night, accounts eligible to be worked are grouped by link number (consumer) and worker code. The same consumer may need to be worked by two people (say a collector and an insurance biller). In this example, there would be two different worker codes within the linked group. An account (the primary) will be placed in *each individual worker's queue*. When a collector works an account and applies smart codes, often, the smart codes will be set up to duplicate across linked accounts. Unless special options are selected, the system is smart enough to only duplicate a smart code on the accounts that each collector is responsible for.

We analyze all the open linked accounts for consumer and each worker code, and if different accounts fall into different processing types; we will place the consumer in the highest Qualifying type. For example, a home phone only and broken promise will show in broken promises.

- Each individual account can have its own phone numbers. During the queue-building process, if the primary has no home, work or cell number, these can be copied from other linked accounts into the primary account. What about numbers on the “other phones” window?

These can be automatically copied to the primary (depending on their phone codes) and will then be available from *any of the linked accounts*.

- While many decisions are made based on information stored on an individual account, this is an intelligent system, and some information is analyzed based on all of the linked accounts. As an example, if you are checking for a score over 500, the system will look at the scores on all the linked accounts and the condition will be met if *any* of the linked accounts has a score over 500.



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