



I-Exchange for Payment Arrangements

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As regulations evolve, the collection industry will see more and more requirements when it comes to taking payments from consumers.

Soon, written confirmation will be required from customers to handle payment arrangements. But, how can we reliably get customers to provide written confirmation to process payment arrangements. Agencies could have potentially large volumes of delayed payments or not receive payments at all. Agents who are already on a call with a customer will have to wait until they can get confirmation to process the payments. How can we make sure that payments can still be taken reliably?

As always, Quantrax and RMEx are already prepared for these changes in the industry. To stay ahead of the curve, we are introducing a new feature "I-Exchange". A way that agents can send an electronic document to consumers and receive a signed document confirming that a payment arrangement can be set up, and payments can be deducted from their accounts.

Agents can send these documents to customers while on a live call. Through the payment interface, the documents can be sent through email or text, and receive the signed document in real time! If needed, the customer can take some time to sign the document and action can be taken based on that.

IMPLEMENTATION

Contact Quantrax to get set up with the I-Exchange feature. Note that Payment interface is required to use the I-Exchange option for agents. The Scandocs feature is also required to view the signed documents.

HOW IT WORKS

Depending on the requirements, you might need to send documents to consumers just to make sure that the consumer has a copy and the e-signature may not be a requirement to process payments. If not, e-signatures might be a requirement to process payments. RMEx accommodates both requirements.

The option to send an e-sign document to consumers is offered when setting up a payment arrangement from the payment interface. This is set up at the company level. Based on what is set up, if the signature is required to proceed, the agent may be able to proceed with the payment, or wait to receive the e-signature.

For option one, where a signature confirmation from the consumer is not required to proceed with setting up a payment arrangement, the agent can simply take the option to send the document to the client. The agent can then proceed with setting up the payment arrangement as normal. The consumer can choose to sign the document, which is then reflected in the account notes and can be viewed through Scandocs.

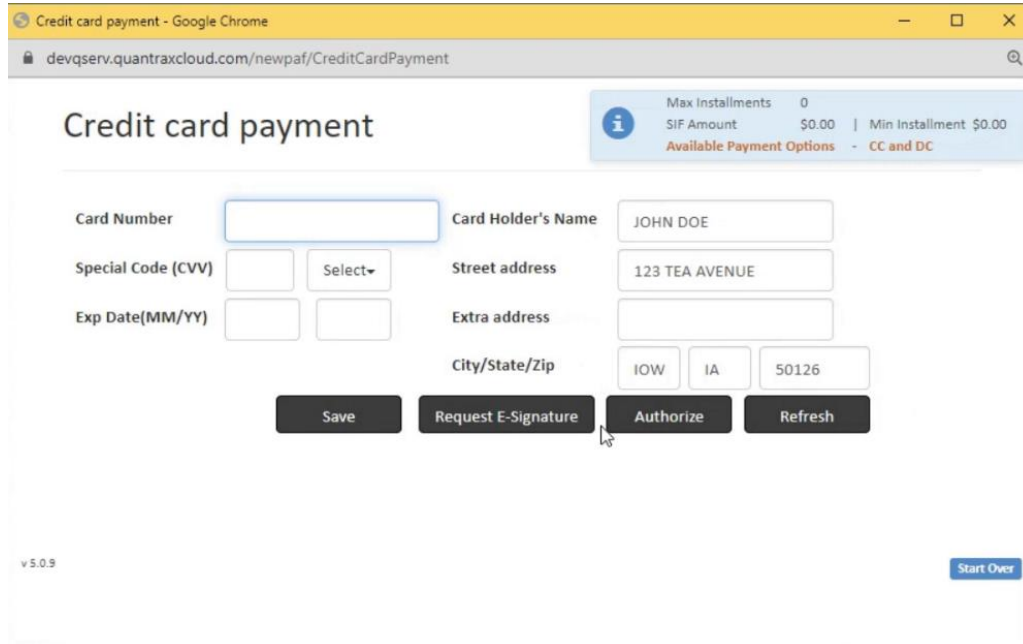
Option two is where the signature is required to proceed with setting up the payment arrangement. Here, the agent is given the option to send the document to the customer same as in option one. However, the agent can NOT proceed with setting up a payment arrangement until the consumer signs the document.

It is important to note that the signature is NOT required if the first payment of the arrangement is on the day that it is set up.

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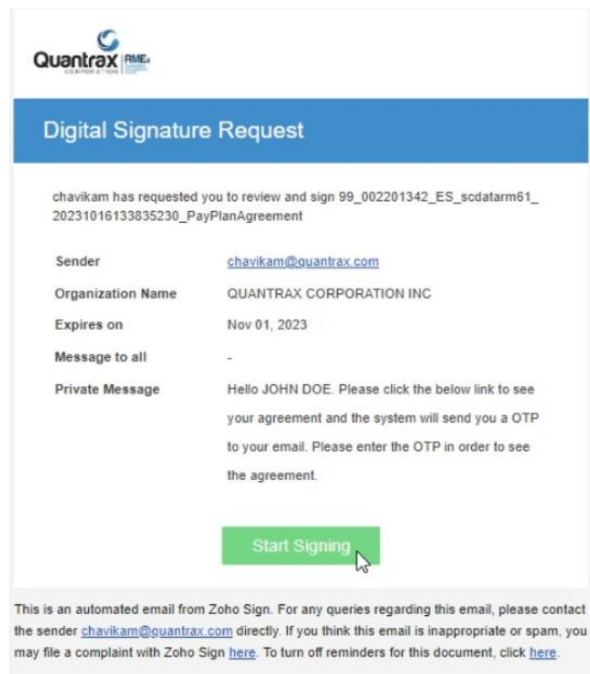
USING THE IEXCHANGE FEATURE.

The IExchange feature is available when setting up payment arrangements from the payment interface. After setting up the arrangements, in the payment detail screen, you will see a new button: Request E-Signature.



The screenshot shows a web browser window titled "Credit card payment - Google Chrome" with the URL "devqserv.quantraxcloud.com/newpaf/CreditCardPayment". The page is titled "Credit card payment" and features a summary box in the top right corner with the following information: Max Installments: 0, SIF Amount: \$0.00, Min Installment: \$0.00, and Available Payment Options: CC and DC. The main form contains the following fields: Card Number (empty), Card Holder's Name (JOHN DOE), Special Code (CVV) (empty), Street address (123 TEA AVENUE), Exp Date (MM/YY) (empty), Extra address (empty), and City/State/Zip (IOW, IA, 50126). Below the form are four buttons: Save, Request E-Signature (highlighted with a mouse cursor), Authorize, and Refresh. A "Start Over" button is located in the bottom right corner. The version number "v 5.0.9" is visible in the bottom left corner.

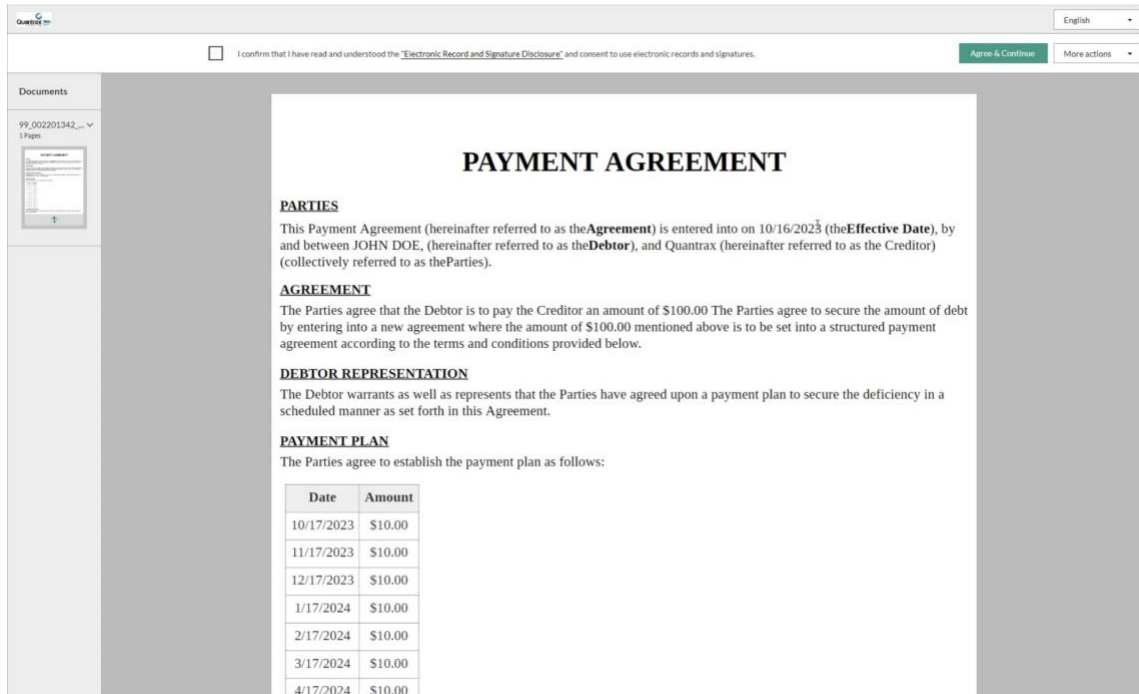
Click on this button to send the document to the consumer. This can be sent through email or Text. The consumer will receive an email or text with a link that directs them to the document sign page.



The screenshot shows an email titled "Digital Signature Request" from Quantrax. The email content is as follows: "chavikam has requested you to review and sign 99_002201342_ES_scdatarm61_20231016133835230_PayPlanAgreement". The sender is "chavikam@quantrax.com" and the organization is "QUANTRAX CORPORATION INC". The email expires on "Nov 01, 2023". The private message reads: "Hello JOHN DOE. Please click the below link to see your agreement and the system will send you a OTP to your email. Please enter the OTP in order to see the agreement." A green "Start Signing" button is located at the bottom of the email content. At the bottom of the email, there is a footer: "This is an automated email from Zoho Sign. For any queries regarding this email, please contact the sender chavikam@quantrax.com directly. If you think this email is inappropriate or spam, you may file a complaint with Zoho Sign [here](#). To turn off reminders for this document, click [here](#)."

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The consumer can then proceed to the document. This document will show important information regarding the payment arrangement, client, payment dates and amounts, etc..



Documents

99.002201342...
1 Page

I confirm that I have read and understood the "Electronic Record and Signature Disclosure" and consent to use electronic records and signatures. Agree & Continue More actions

PAYMENT AGREEMENT

PARTIES
This Payment Agreement (hereinafter referred to as the **Agreement**) is entered into on 10/16/2023 (the **Effective Date**), by and between JOHN DOE, (hereinafter referred to as the **Debtor**), and Quantrax (hereinafter referred to as the **Creditor**) (collectively referred to as the **Parties**).

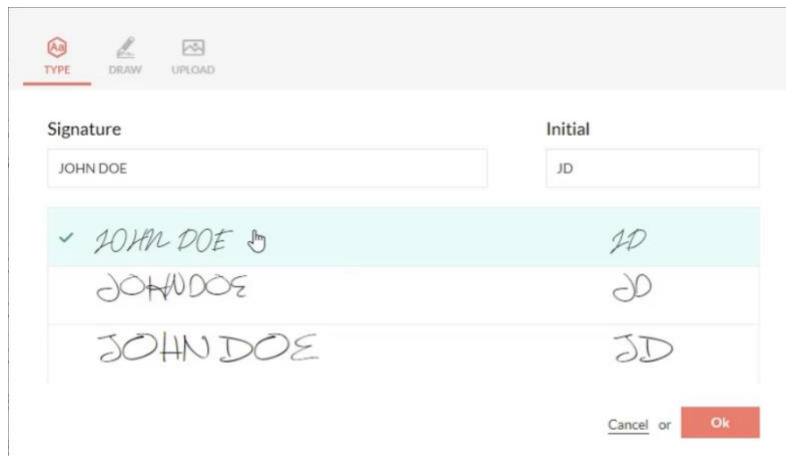
AGREEMENT
The Parties agree that the Debtor is to pay the Creditor an amount of \$100.00. The Parties agree to secure the amount of debt by entering into a new agreement where the amount of \$100.00 mentioned above is to be set into a structured payment agreement according to the terms and conditions provided below.

DEBTOR REPRESENTATION
The Debtor warrants as well as represents that the Parties have agreed upon a payment plan to secure the deficiency in a scheduled manner as set forth in this Agreement.

PAYMENT PLAN
The Parties agree to establish the payment plan as follows:

Date	Amount
10/17/2023	\$10.00
11/17/2023	\$10.00
12/17/2023	\$10.00
1/17/2024	\$10.00
2/17/2024	\$10.00
3/17/2024	\$10.00
4/17/2024	\$10.00

Once confirmed, the consumer can proceed to add an e-signature to the document. The portal allows signatures to be allowed either by typing, drawing the signature or uploading an image of the signature.



TYPE DRAW UPLOAD

Signature Initial

JOHN DOE JD

✓ JOHN DOE JD

JOHN DOE JD

JOHN DOE JD

Cancel or Ok

When the consumer signs the document, the signature confirmation is sent back, to RMEEx. This is received by the payment interface, and enables the options to proceed with setting up payment arrangements.

The Signed document is also added to Scandocs, and can be viewed from the account at anytime.

When the e-sign document is sent to the consumer, a smart code is applied on the account. This smart code shows that a document has been sent to the consumer. This same smart code also adds a description code to the account and schedules a future smart code to be applied on the account in (3) days.

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If the customer signs the document, it is automatically sent back to RMEEx. When RMEEx receives the document, another smartcode is applied on the account. This smart code marks that an e-sign document was received. It also removes the description code that was added by the first smart code.

This description code is what determines if the consumer sent back the signed document. Meaning, if the description is in the account, an e-sign document has been sent to the consumer and signed document has not been returned yet.

Once the e-sign documents are sent to the consumer, they are given a period of three days to sign the document.

The future smart code that is scheduled by the first smart code gets applied on the account in three days. This smart code will check if the account still has the description code for 'e-sign document sent'. If the description code is not present, no actions will be taken on the account, but if the description code is still in the account, this smart code will send this account to an agent queue to contact the consumer and to reconfirm the payment arrangement or delete it.