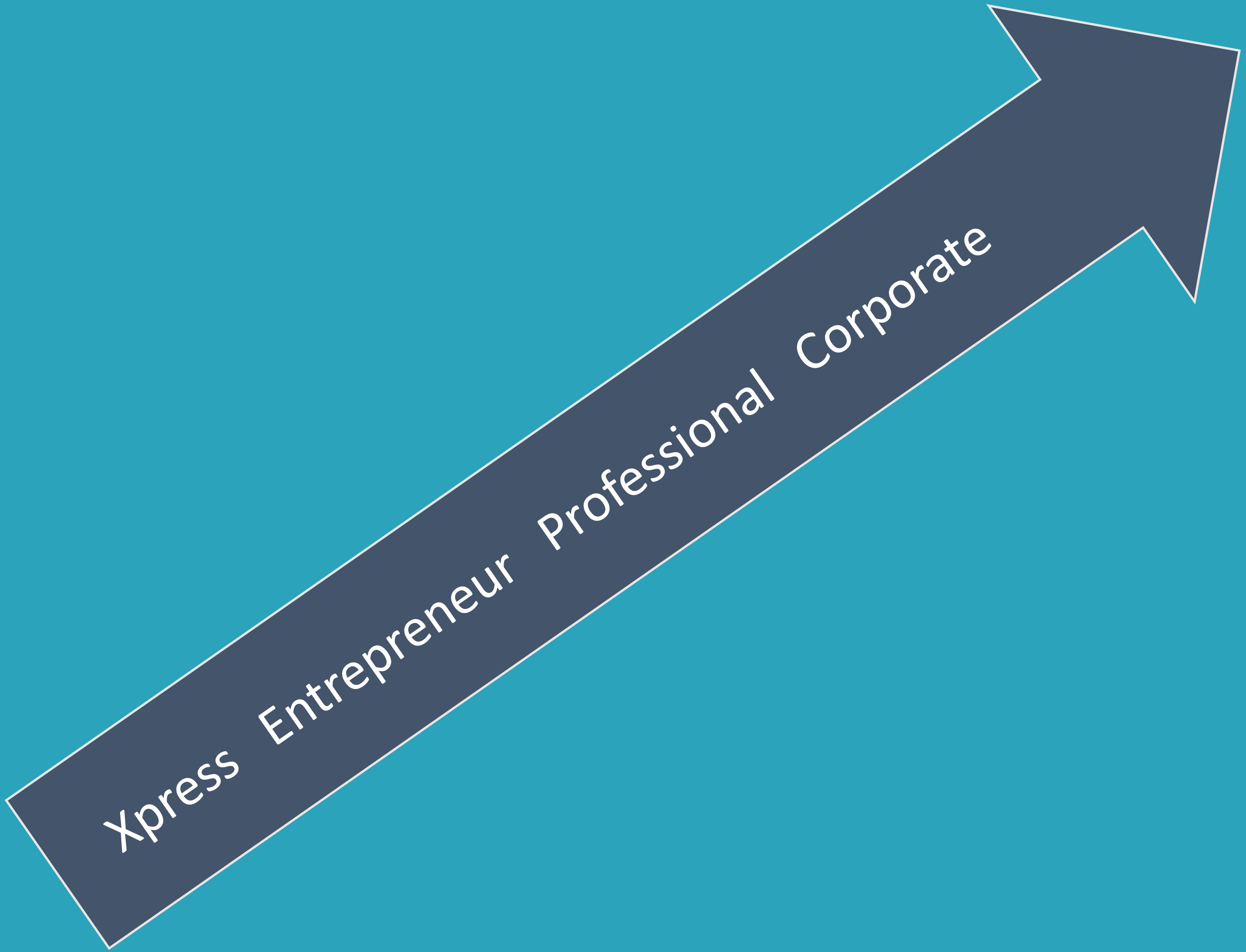
credit + debt collection software

Collect! Basic Functions

This video describes the basic functions of the Collect! application. It is intended to provide a stand-alone evaluation for those interested in Xpress, Collect!'s entry level package. Larger or more established businesses are encouraged to view this and all other evaluation videos for a larger overview of what the Collect! software application offers.

This video will cover:

- Basic functionality of the system
- Basic automation
- What is included in the application
- Optional components available for the application



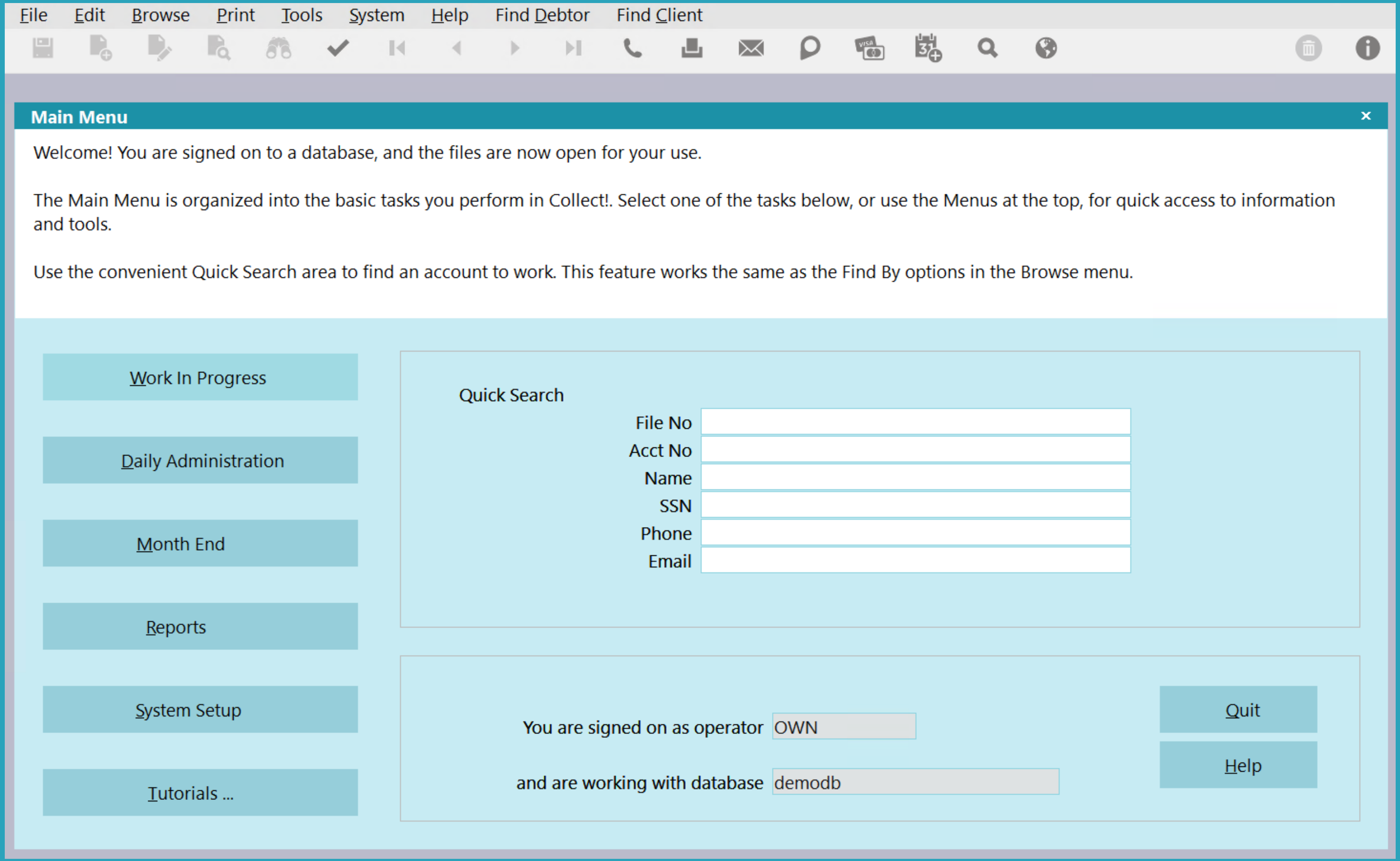
While Collect! editions provide graduated capacity for number of users and number of accounts, all editions offer the full functionality of the Collect! application. Editions range from Xpress, Collect!'s entry-level package, to Corporate, Collect!'s largest package with no capacity limits.

Collect! is scalable and modular. Unlike most systems, with Collect! you retain your data, configurations, and customizations when you move to a larger edition, update, or upgrade. You can add modules and add-ons at any time.

Collect!'s flexible client setups, account management, payment posting options, and access rights means that Collect! is used for all forms of receivables management, including:

- 1st party receivables and pre-collections
- 3rd party receivables
- Debt buyers

Collect! also has user levels and functionalities that allow your sales department to use Collect! as its system of record.



Your initial installation of Collect! includes:

- Standard User Levels
- Generally useful Action Plans and Reference Tables
- A secondary database for testing
- And more.

Collect! comes with industry-standard default settings that allow smaller systems to get to work quickly with minimal setup. At the same time, Collect!'s flexibility enables larger, more complex systems to reconfigure settings to suit their needs. Managers usually work from the Main Menu shown here.

Work In Progress

Priority

- (•) All
- ( ) High
- ( ) Medium
- ( ) Low

Type: All
Client:
Status:

To: 01/01/2022
From: 01/01/2022
Total: 28

	Total	Today	Past	Done
Promise	1		1	
Phone	23		23	1
Review	4		4	
Other				

Exit

Reload

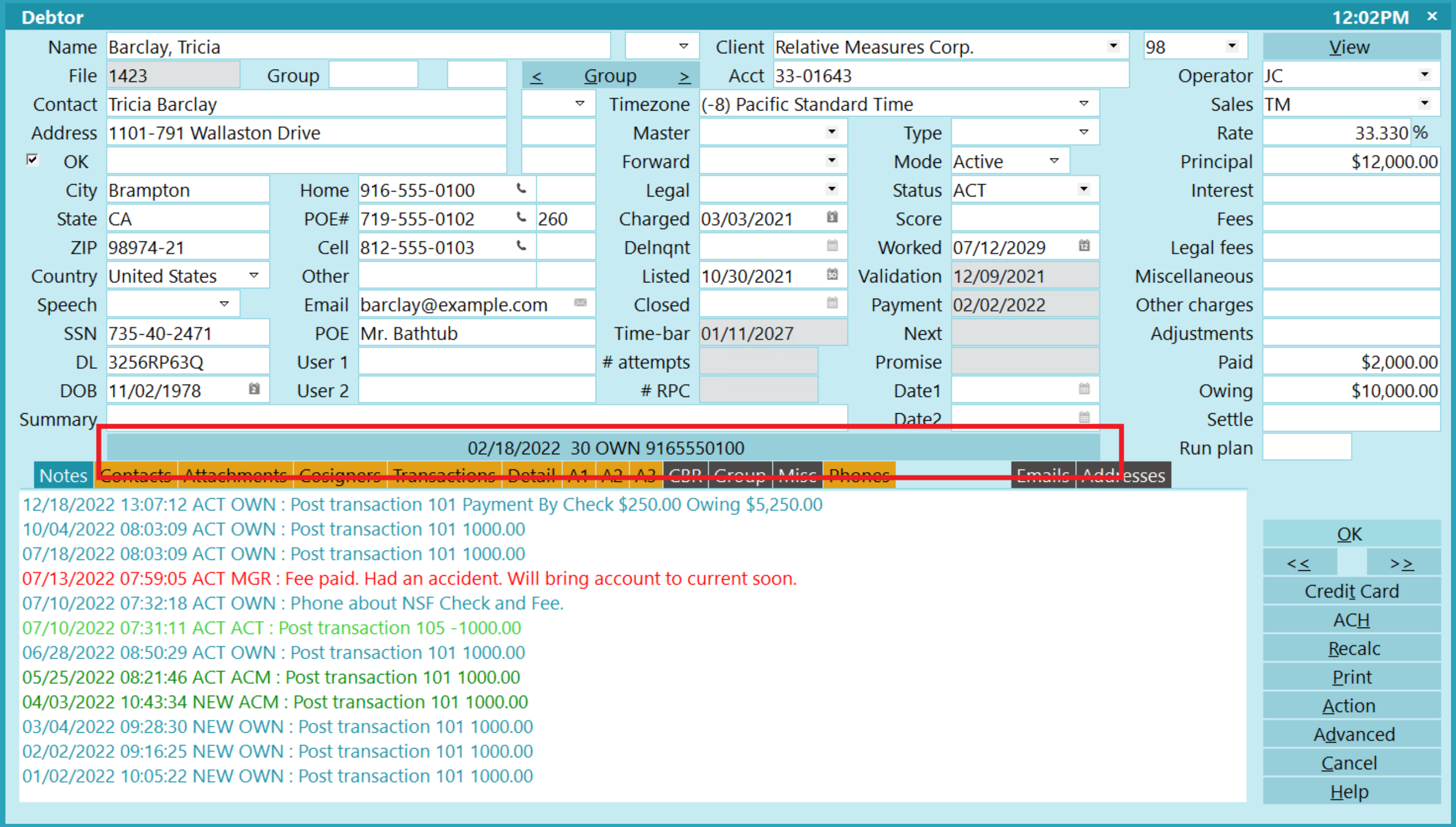
To Do List For: OWN

Type	Priori	Name	Status	Description	Date	Client	Owing	Score	Time Zone	Days since last payment
Phone	50	Mitchell, Mary	NEW	Home	01/01/2022	98	$2,500.00		(-6) Central Stand	
Phone	50	Murdoch, Roger S.	NEW	Home	01/01/2022	97	$7,362.30		(-5) Eastern Stand	-266
Phone	50	Nadeau, Pierre	NEW	Home	01/01/2022	92	$6,477.78		(-5) Eastern Stand	
Phone	50	Parris, Trevor	ACT	Home	01/01/2022	94	$3,067.50		(-8) Pacific Standa	-152
Phone	50	Peters, Henry	ACT	Home	01/01/2022	96	$4,389.12		(-7) Mountain Sta	-130
Phone	30	Bradley, William	ACT	Home	01/01/2022	94	$2,988.45		Local Time	-152
Phone	30	Freeman, James	NEW	Home	01/01/2022	99	$3,272.50	450	(-5) Eastern Stand	-334
Review	30	Heinberg, Klaus	PRA	Review file...	01/01/2022	99	$183.06		(-5) Eastern Stand	-58
Review	30	Kelley, Frank	PRA	Review file...	01/01/2022	97	$1,425.00		(-5) Eastern Stand	-130
Review	30	Matheson, Debra	NEW	Review file...	01/01/2022	95	$1,178.46		(-5) Eastern Stand	-174
Phone	30	Nilley, William	NEW	Home	01/01/2022	98	$7,356.22		(-8) Pacific Standa	-375
Phone	30	Rice, Jeffrey	NEW	Home	01/01/2022	98	$2,956.90		(-5) Eastern Stand	-200
Phone	30	Riggs, Terry	ACT	Home	01/01/2022	97	$1,256.40		(-5) Eastern Stand	-130
Phone	30	Ryan, John	NEW	Home	01/01/2022	106	$1,467.00		(-7) Mountain Sta	
Promise	30	Schneider, Arthur	JDG	judgment to pay i	01/01/2022	95	$6,600.00		(-8) Pacific Standa	-375
Phone	30	Scott, Sandra R.	NEW	Home	01/01/2022	92	$1,560.70		(-5) Eastern Stand	
Phone	30	Selinas, Christopher	NEW	Home	01/01/2022	92	$5,680.00		(-7) Mountain Sta	
Phone	30	Stanfield, Rachael	JDG	Home	01/01/2022	98	$5,500.00		(-5) Eastern Stand	

Operators work from their Work in Progress (WIP) list. An operator's WIP list displays their current work and provides quick access to all other screens they need to complete their tasks. Operators are usually set to open directly to their WIP list shown here.

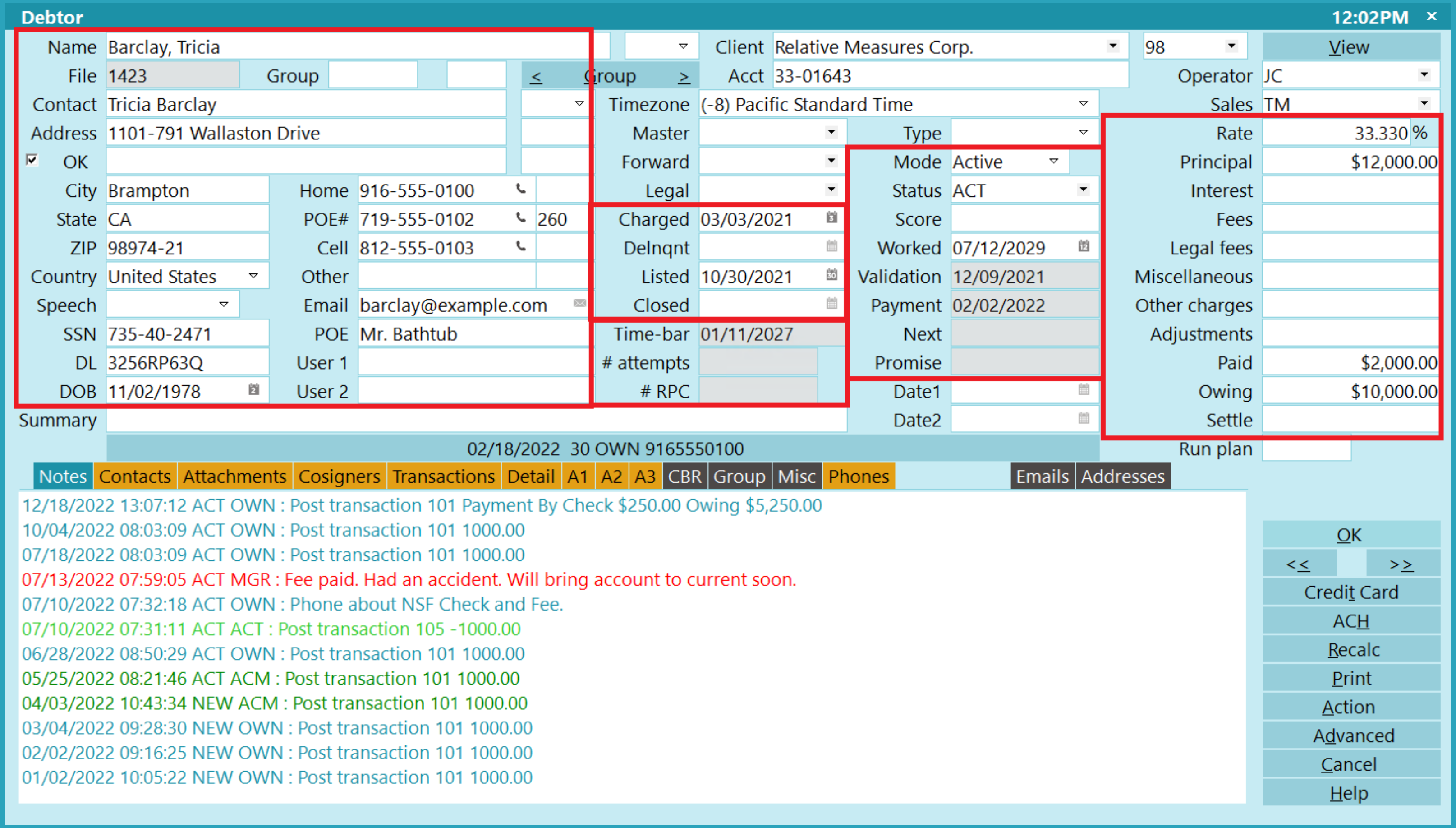
WIP lists can be configured globally or by individual operators for maximum efficiency. Possible configurations include filters, sequencing, prioritization, and which columns display. Note the running total of completed tasks at the upper right of the WIP list.

Automated tasks do not appear on WIP lists because they do not require operator involvement.



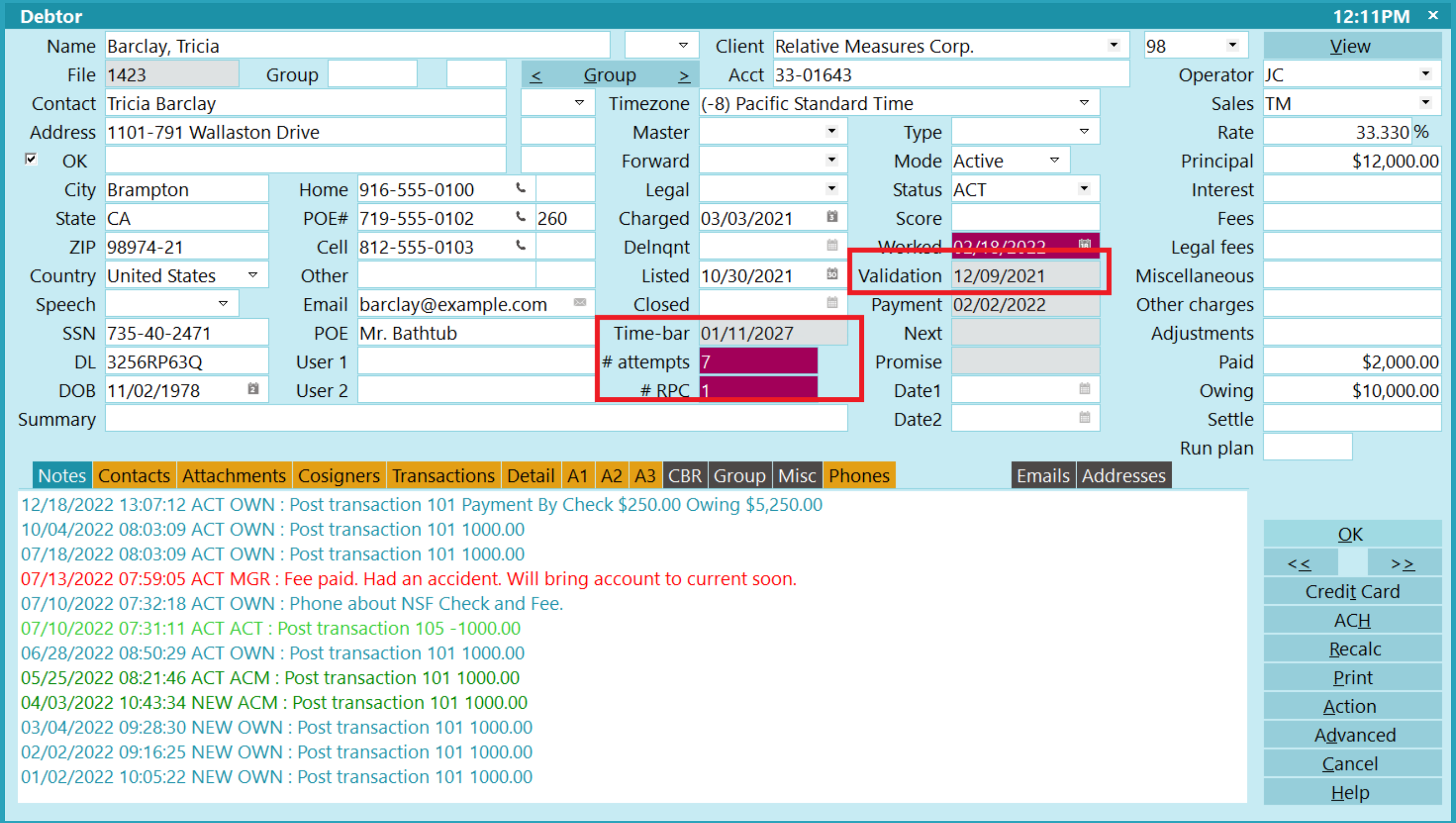
The WIP list shows a list of tasks, rather than accounts, with the assigned task shown in the Type column at the left. Clicking on any WIP list task opens the relevant debtor account screen with the WIP list task shown just above the tabs. Operators work accounts from their WIP list. When they have completed a task, the system takes them back to their WIP list.

The debtor screen shows an individual account, rather than a debtor as an individual. Collect! offers grouping functions to connect accounts.



Before we move on, let's note key data areas on the Debtor Account screen, moving from left to right:

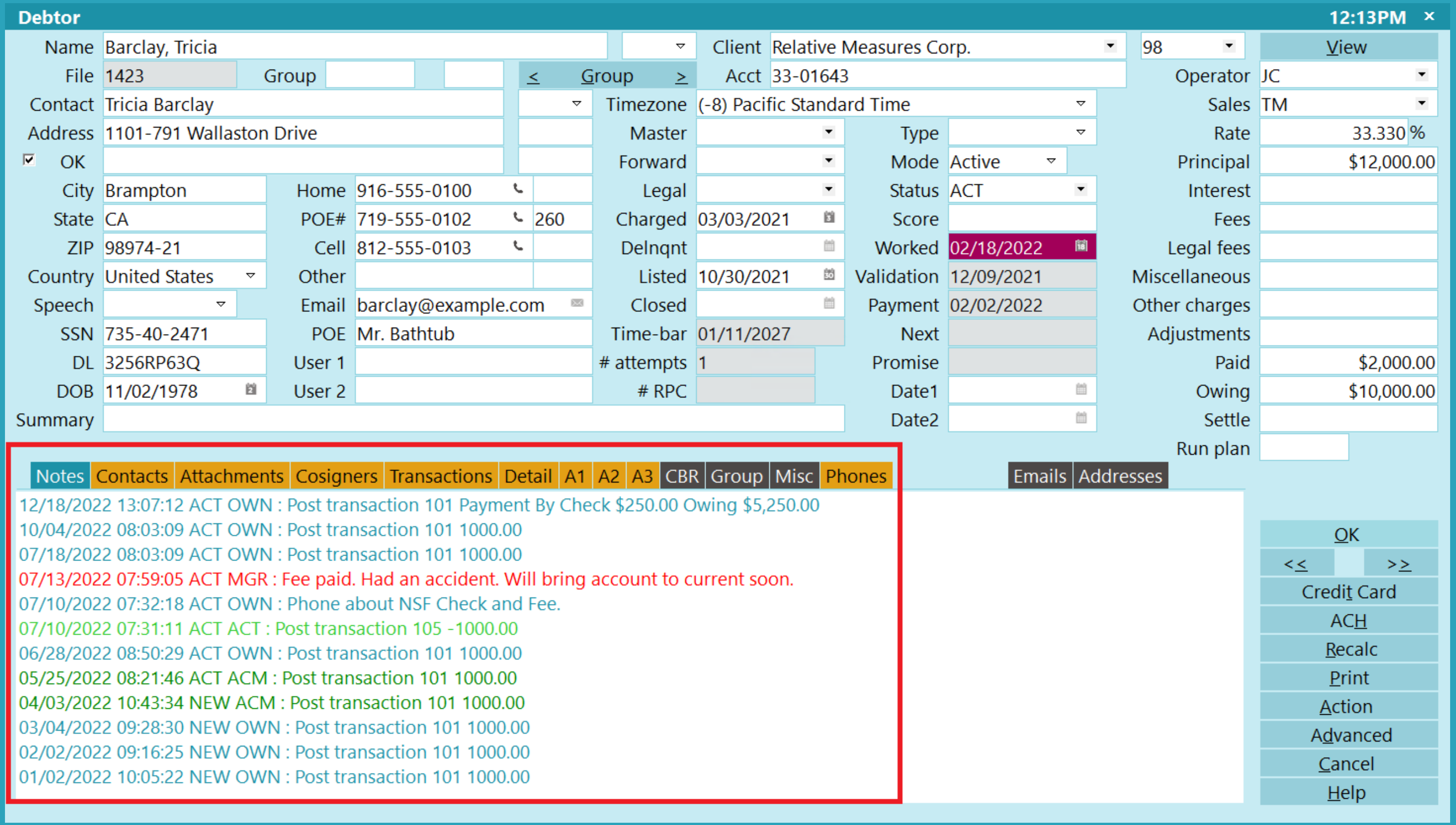
- Contact information & user defined fields
- Key dates
- Key data for compliance
- Account status, last date worked, & promise information
- Financial information



In particular, note the compliance features on the debtor account screen. Once your global parameters are set, Collect! provides a comprehensive set of compliance features that will provide hard stops for automated functions and operator alerts when an account is worked manually. Field color changes to maroon when an operator is in danger of a non-compliant action.

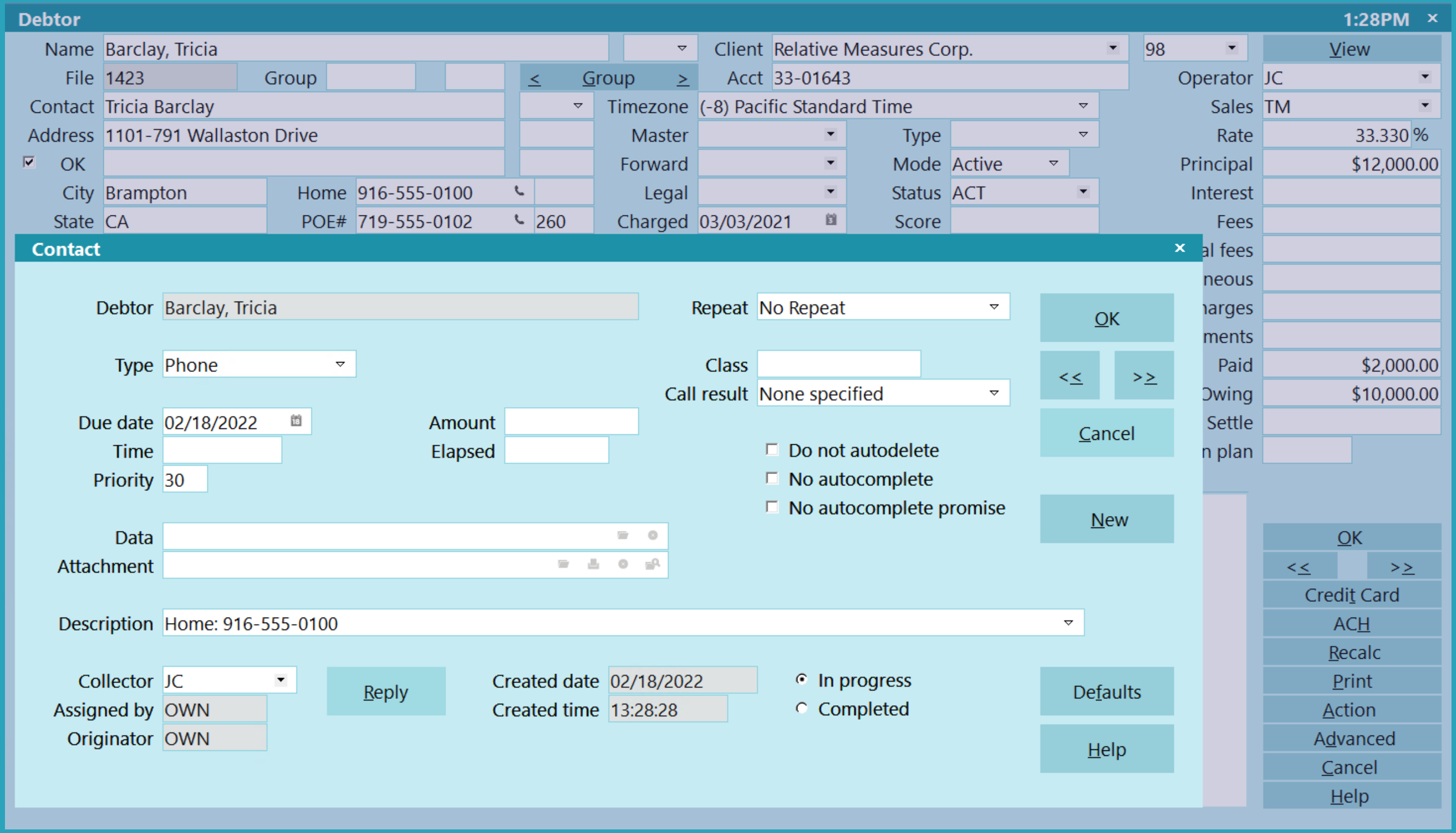
Note the following fields:

- Time-bar
- # attempts
- # RPC (right-party contacts)
- Validation



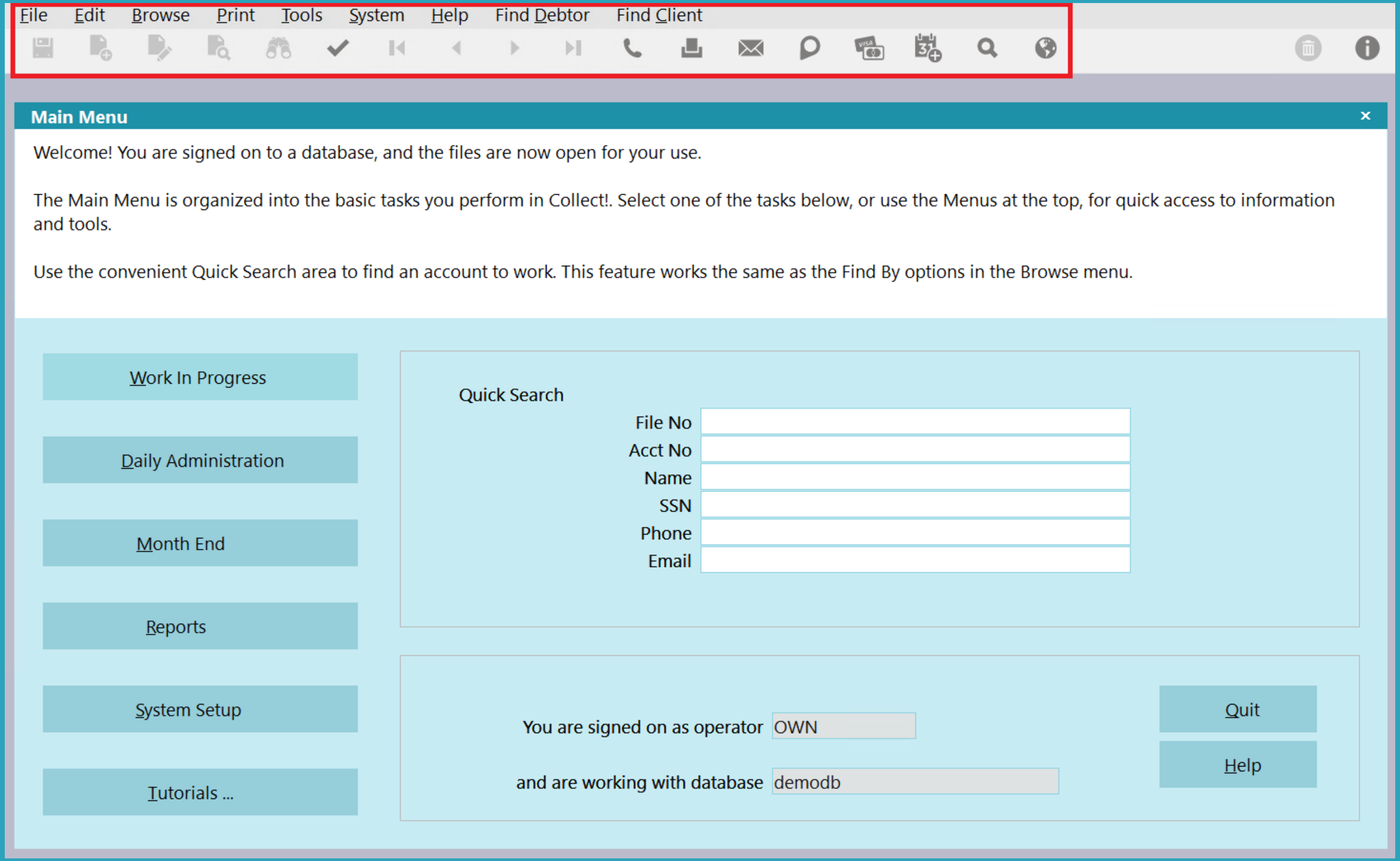
The Debtor Account screen offers additional information in 15 tabs. The screen opens with the Notes Tab open to provide the operator with a quick view of the most recent notes.

- Notes are automatically stamped with date/time/status/operator ID
- Notes can present with different colors for different operators
- Most current notes are shown at the top
- Begin a note line with an asterisk (*) to pin it to the top
- You can set the system so operators cannot edit previous notes
- Notes are searchable and can be included in reports



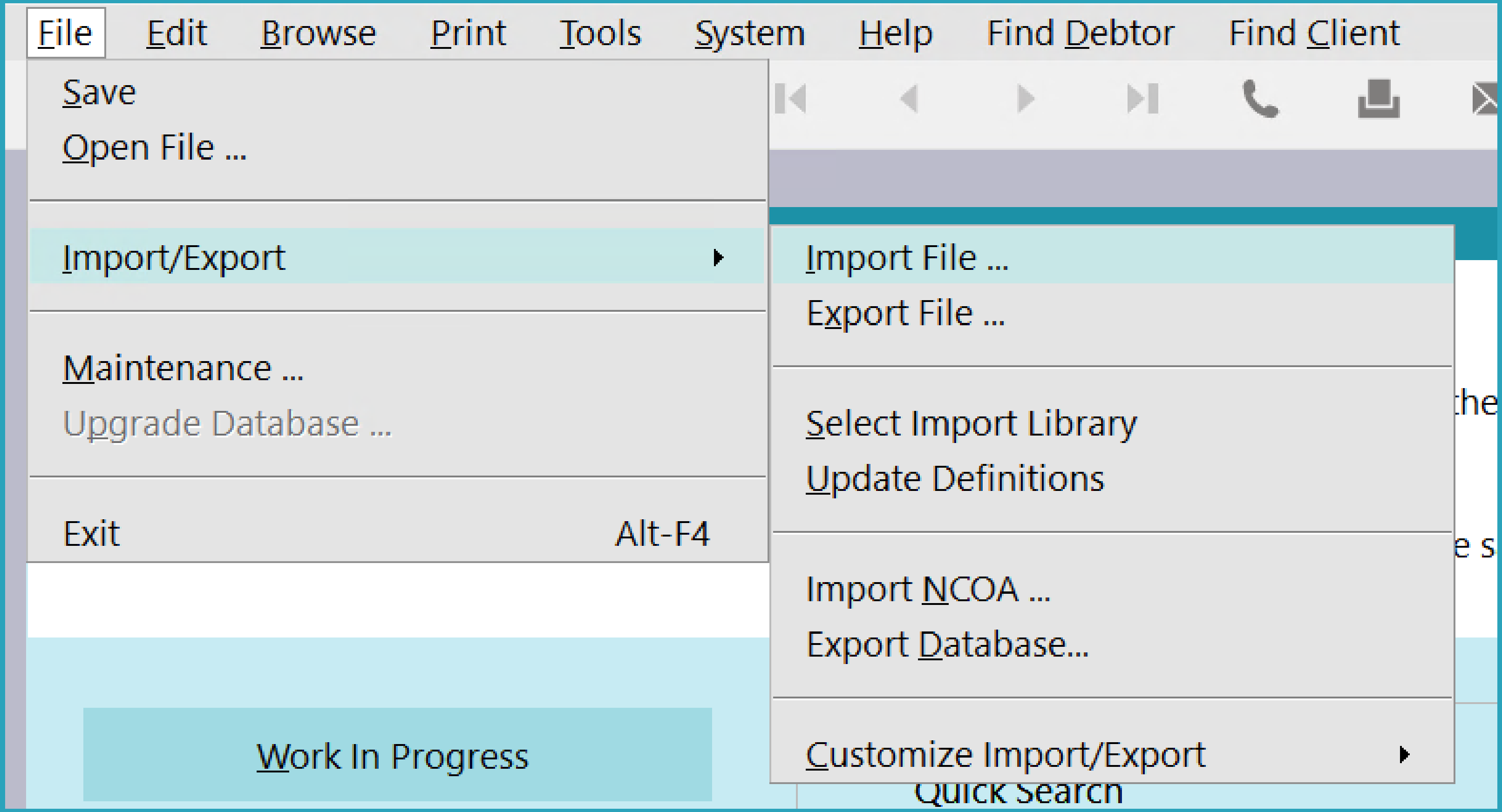
When an operator works an account from their WIP list, the contact task is presented on the debtor account. After the contact is complete the operator will click on the contact task to open the Contact Form where they can record details and mark the account as complete. From that screen they can create a new contact for that account, either for themselves or for another operator such as a supervisor.

A future contact should always be scheduled to prevent the account from becoming orphaned. The system will present the new contact to the correct operator on the correct date in their WIP list.



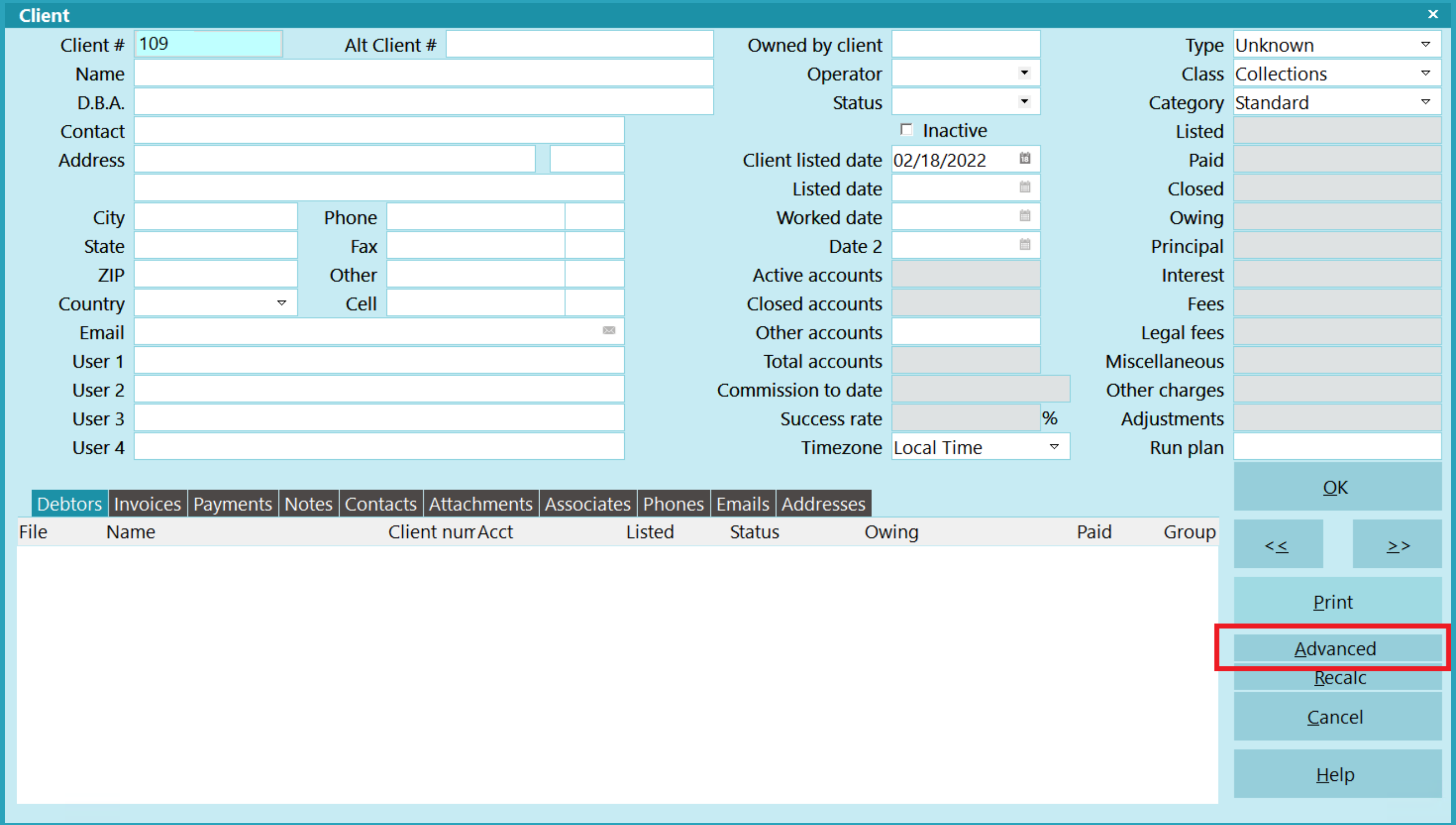
The Task Bar and Tool Bar are constants at the top of the application and provide quick access to many functions.

- The Task Bar functions provide quick access to system menus
- The Tool Bar provides search, navigation, and print options
- The Tool Bar provides 6 user defined buttons to the right of the print icon that can be configured for commonly used letters, emails, or reports



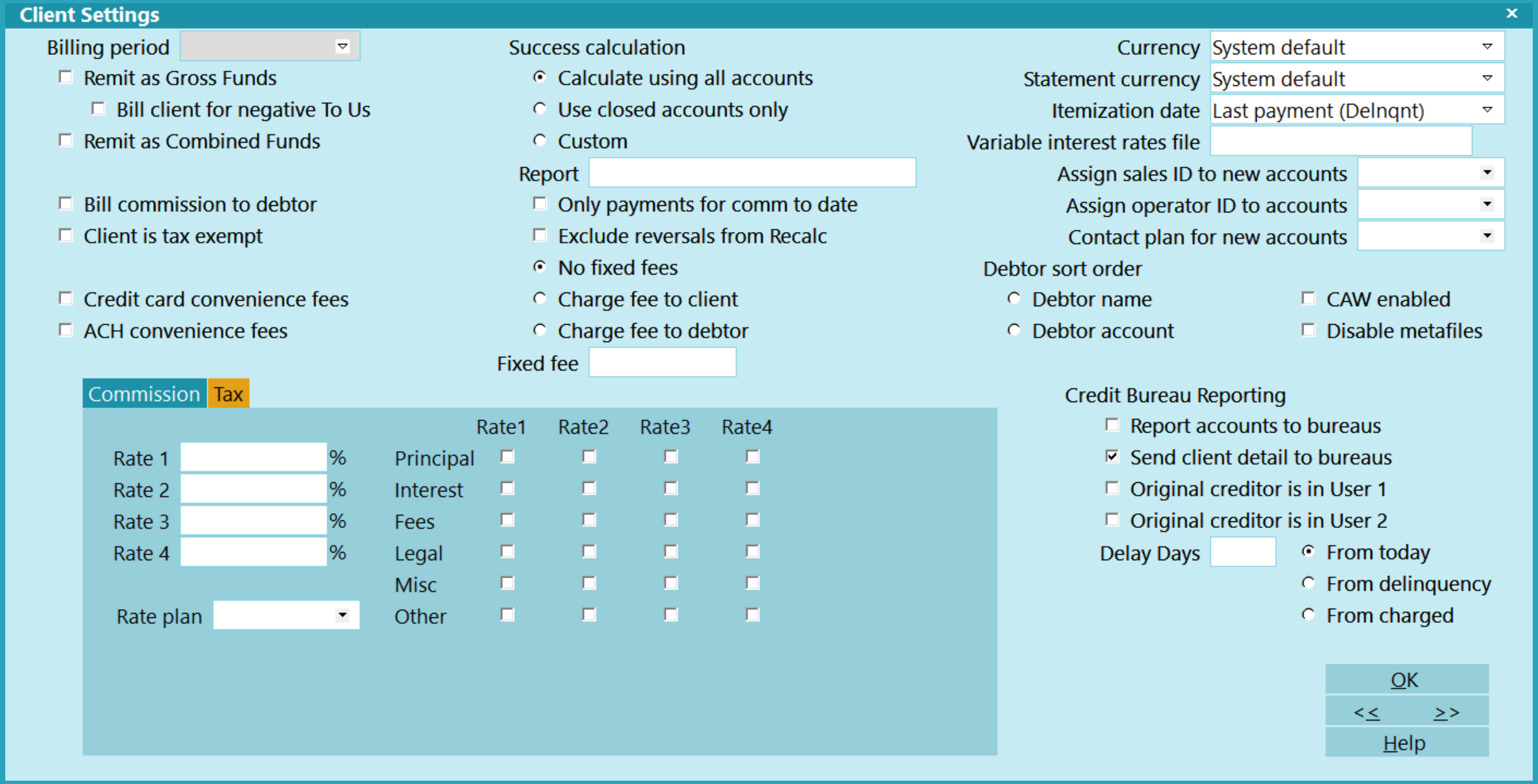
As part of your setup, you will probably bring your existing clients and existing debtors into the system using Collect!'s bulk data import function. For bulk imports you can either insert your data into Collect!'s default data import map or you can use Collect!'s optional Import Module to build custom import maps to match your existing file layouts.

The Collect! import process enables various automated functions to be performed on the imported data as part of the import like: attaching to a client, assigning fees, setting interest and commission rates, assigning operators, and invoking the first action plan.



When on the client list click NEW to enter a new client. The main client screen offers:

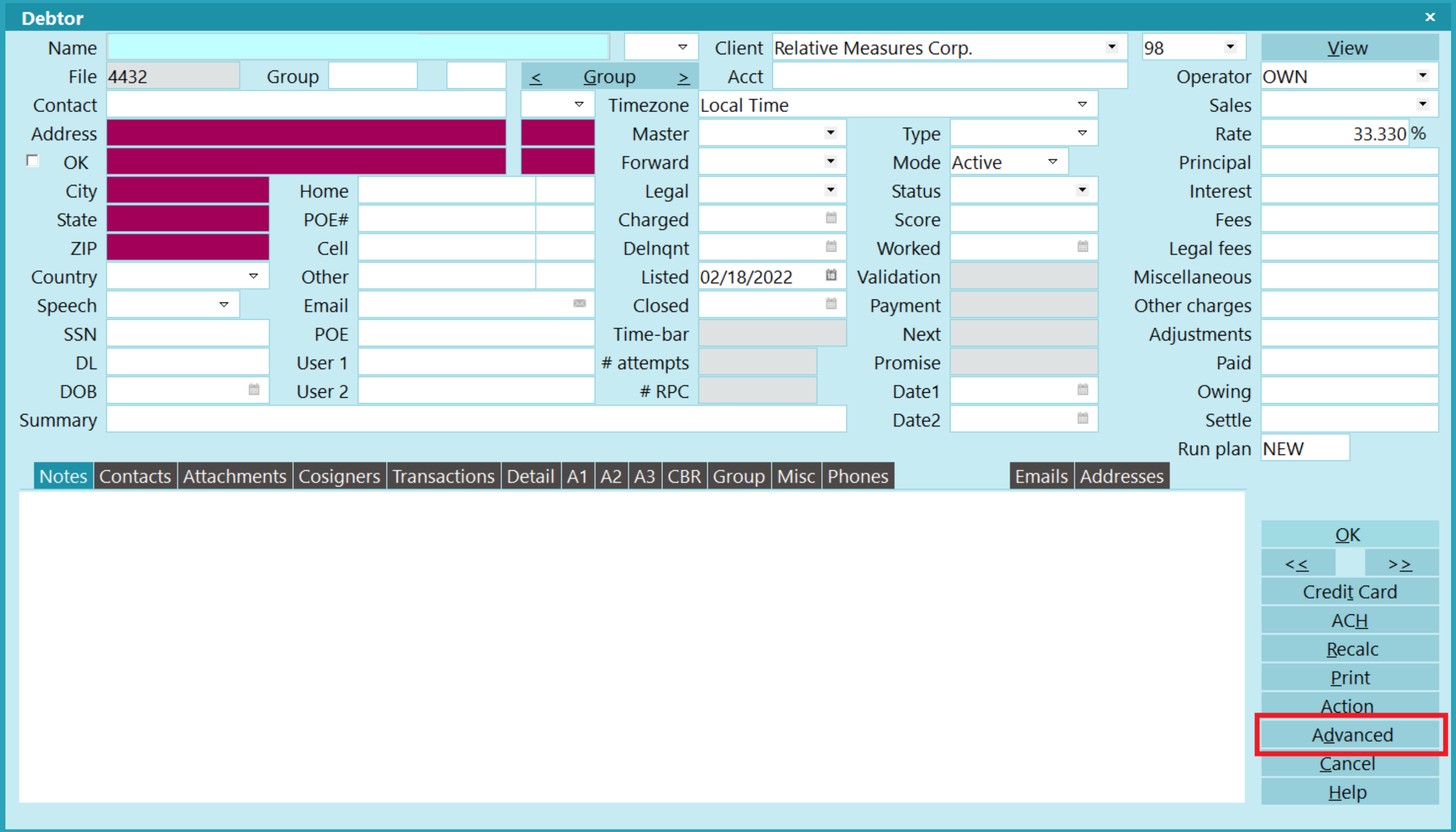
- Dedicated fields for names and contact information
- 4 user defined fields
- The ability to create parent and sub-clients
- The ability to assign clients to certain operators
- A summary of all business activity
- A summary of all financial activity
- 10 tabs for additional information
- Access to the Advanced Screen for client financial settings



Clicking the Advanced Button will take you to the Client Settings screen where you will set all financial details for this client.

- Net, gross, or combined remittance
- Use of convenience fees
- Fee, commission, and tax schedules
- Credit Bureau Reporting
- Assigning sales staff and operators to new accounts
- Assigning initial contact (action) plan to new accounts

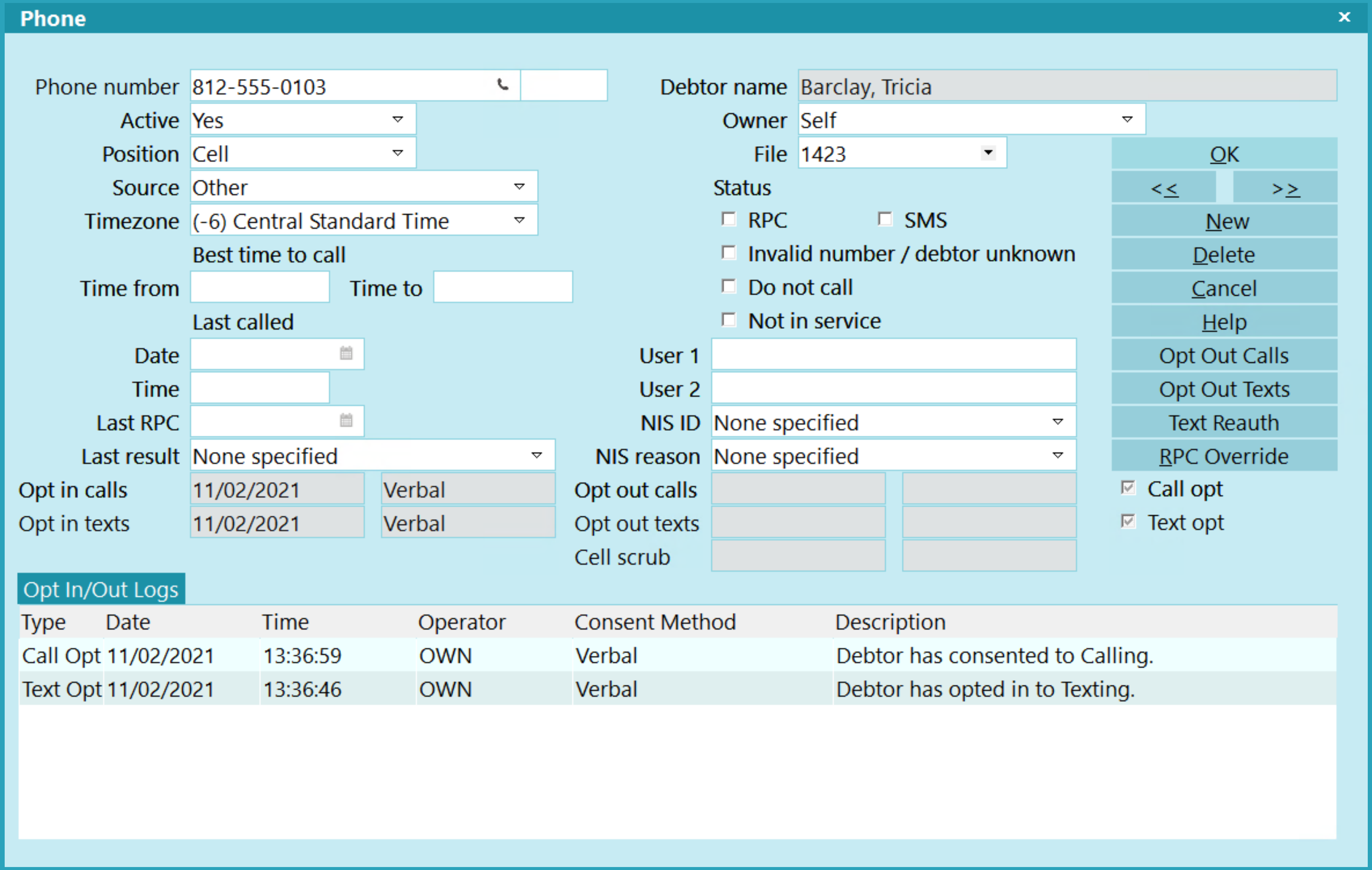
Note how you can set 4 commission rates and apply them and their sums to 6 categories of charges. The same structure exists for setting tax rates.



New debtor accounts are usually added via bulk import but can also be added manually. Start by opening a Debtor List and clicking NEW to open a blank Debtor Account Screen. Note the following:

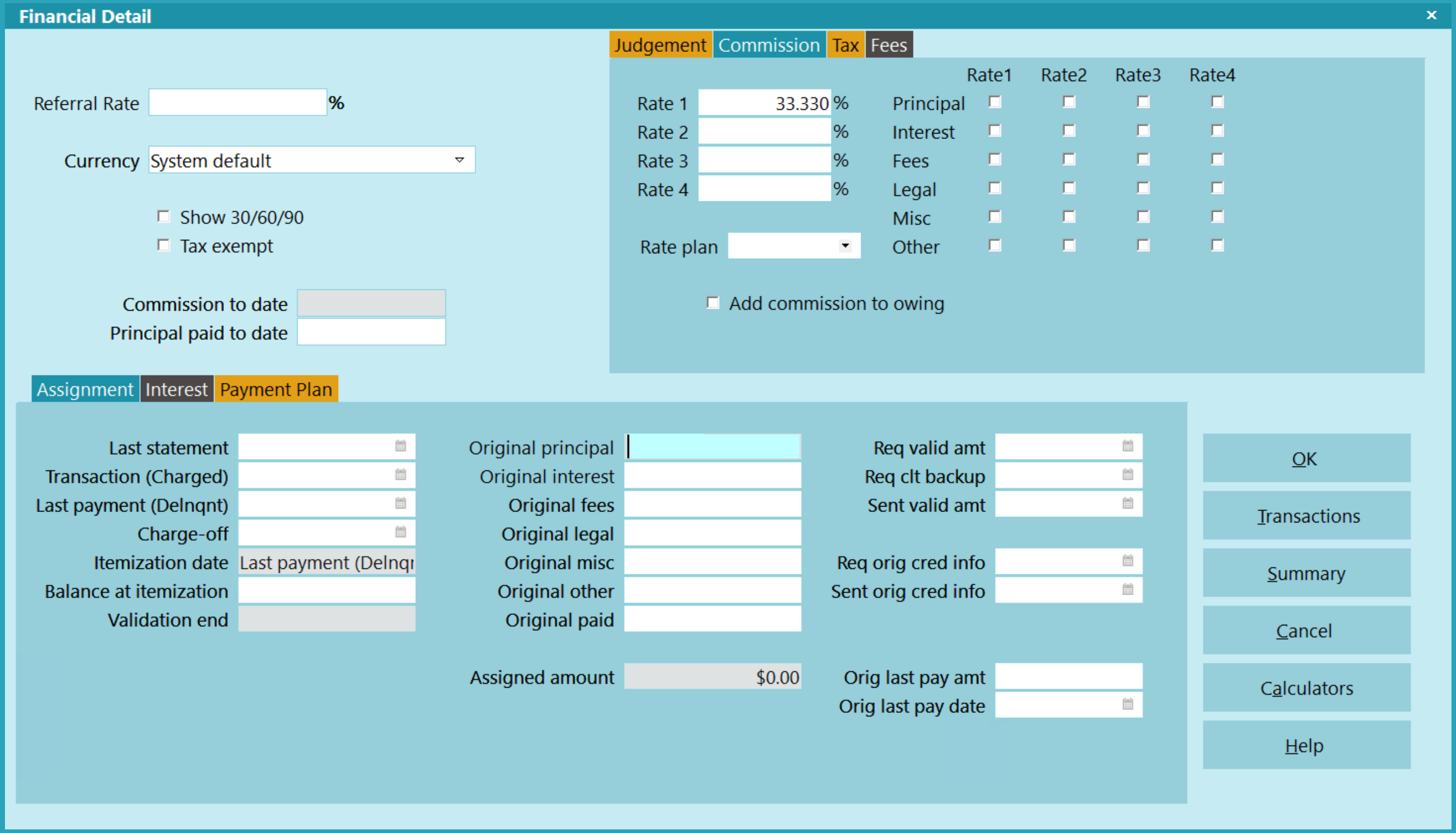
- Dedicated data fields
- Ability to group debtor accounts
- 15 tabs for additional information
- 2 user defined fields
- Debtors must be connected to a client
- Access to the Advanced Screen for financial settings

Note that some fields will need to be filled in for Credit Bureau Reporting or Compliance, depending on your business processes. You can set any field that you want to be a required field for data entry.



The Debtor Account Screen provides important compliance-related information:

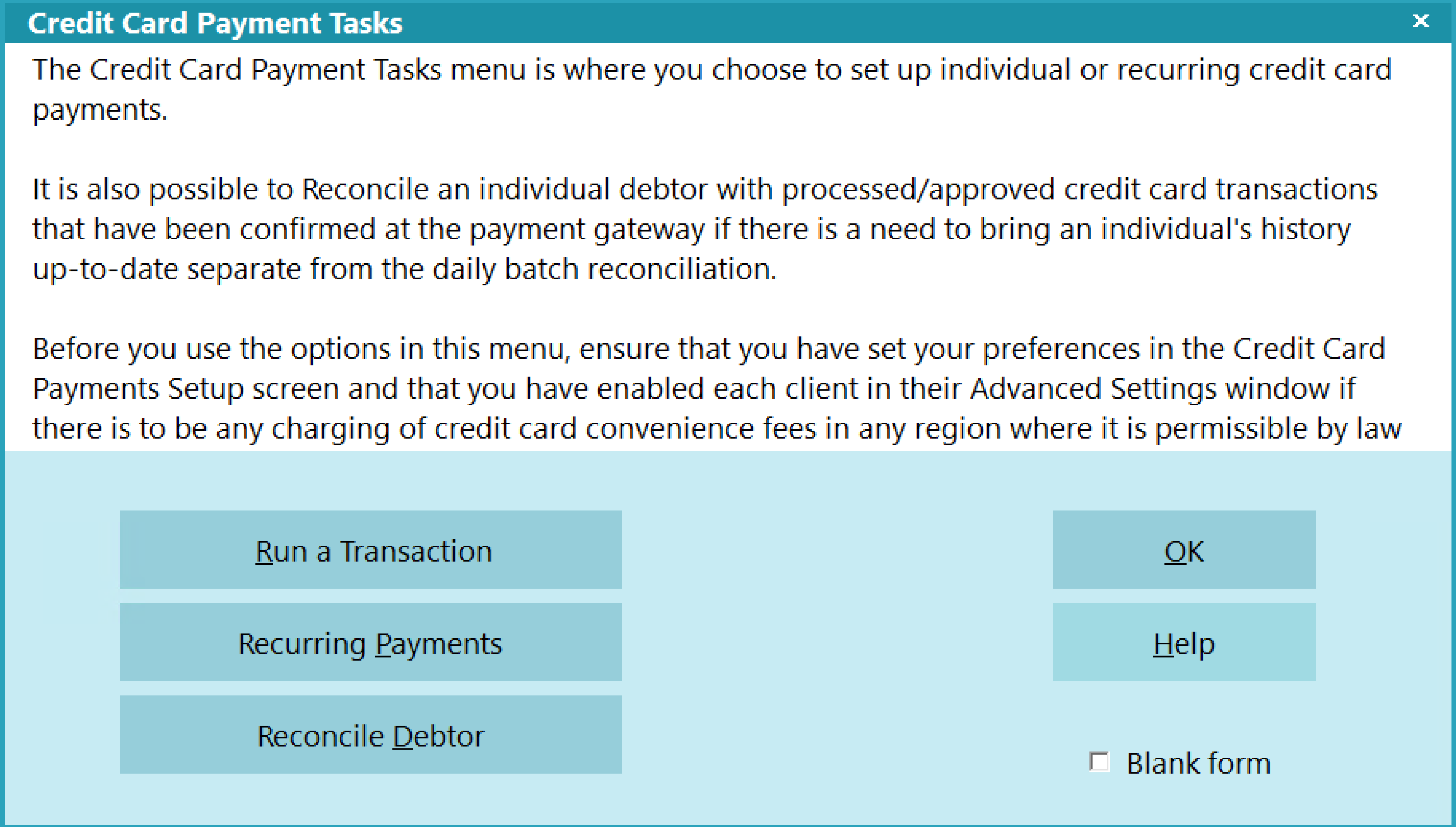
- The Validation field is maroon during the validation period
- The Time-bar field is maroon when an account is time barred
- # attempts shows the call attempts in the time frame specified in the settings
- # RPC shows the number of right party contacts in the time frame specified in the settings
- Opt-in/out details are stored in the Phones & Email tabs



Clicking the Advanced Button will take you to the Financial Detail screen for this debtor account.

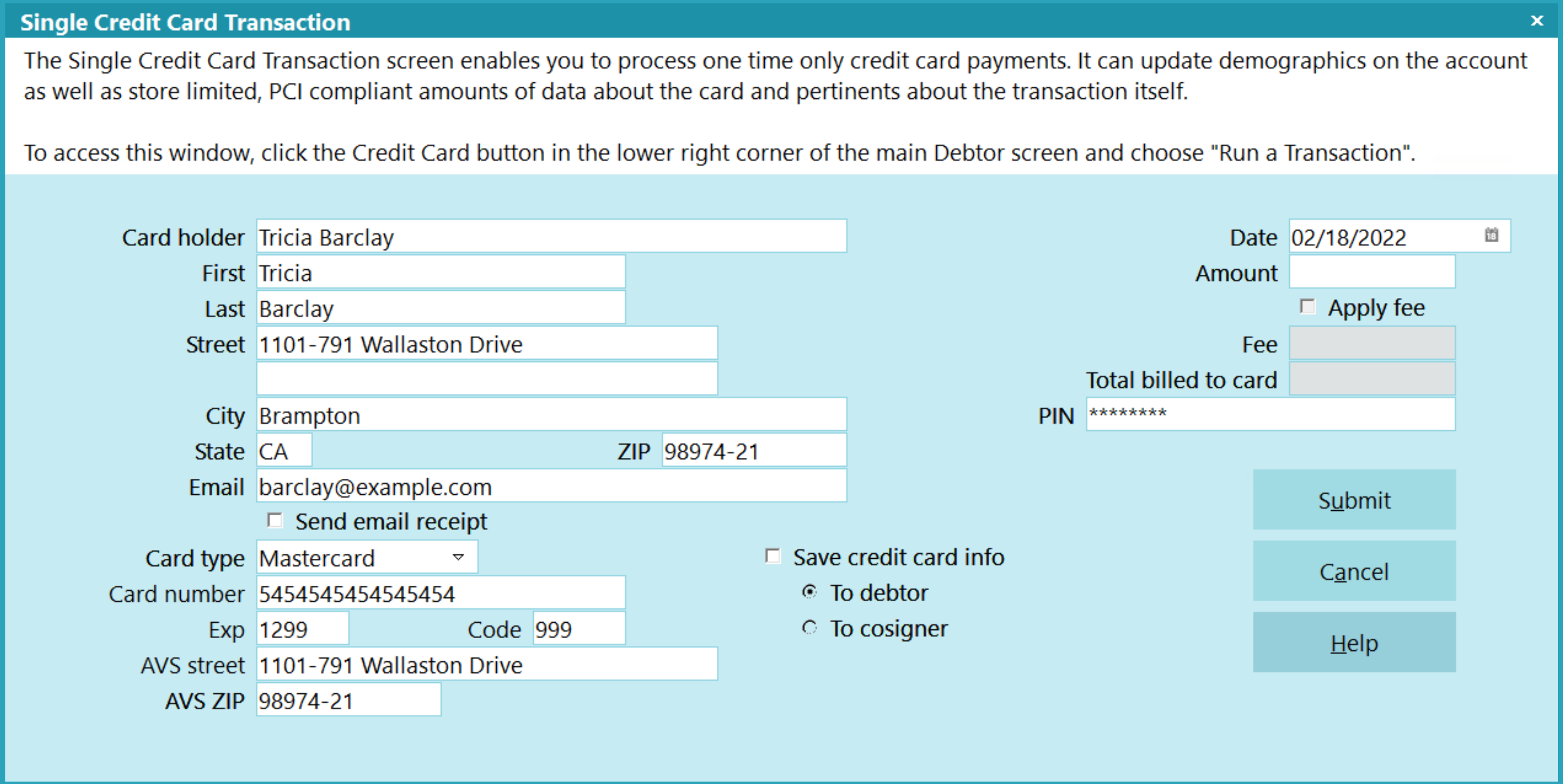
- Assignment Tab stores data for Validation Notice
- Interest & Payment Plan Tabs
- Dedicated Judgment Tab
- Commission, Tax, & Fees

The Assignment Tab was created to store data provided by the original creditor required by the US Model Form B-1 Validation Notice in a single convenient location. When the Validation Letter is sent, the system will compute the end of the Validation Period and insert it into the Validation Field on the Debtor Screen.



Now we are moving to taking payments through Collect!. Collect! offers a payment processing module that allows credit card and ACH payments to be processed by a third-party payment processor directly from Collect!. To use this module you need an active account with an integrated payment processor. Your processor will provide credentials to enter into your system to allow Collect! and your processor to interact seamlessly.

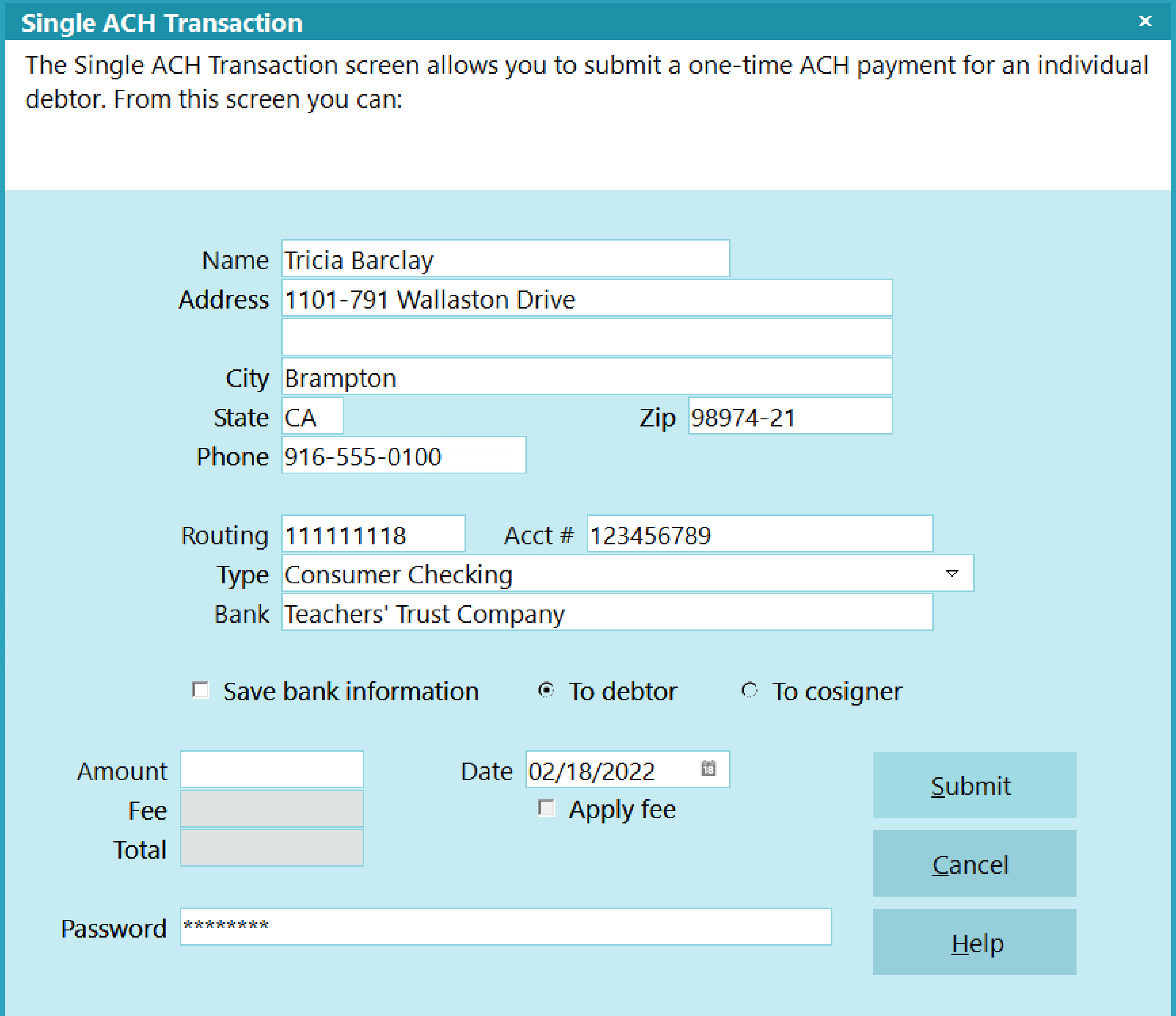
Click the Credit Card Button on the Debtor Account Screen to bring up credit card transaction choices. Select 'Run a Transaction' to initiate a single credit card payment.



The Single Credit Card Transaction screen includes a lot of useful functionality:

- Debtor billing information will be populated
- A receipt can be emailed
- Address verification will confirm the card
- Only the last 4 digits of the card are stored in Collect!

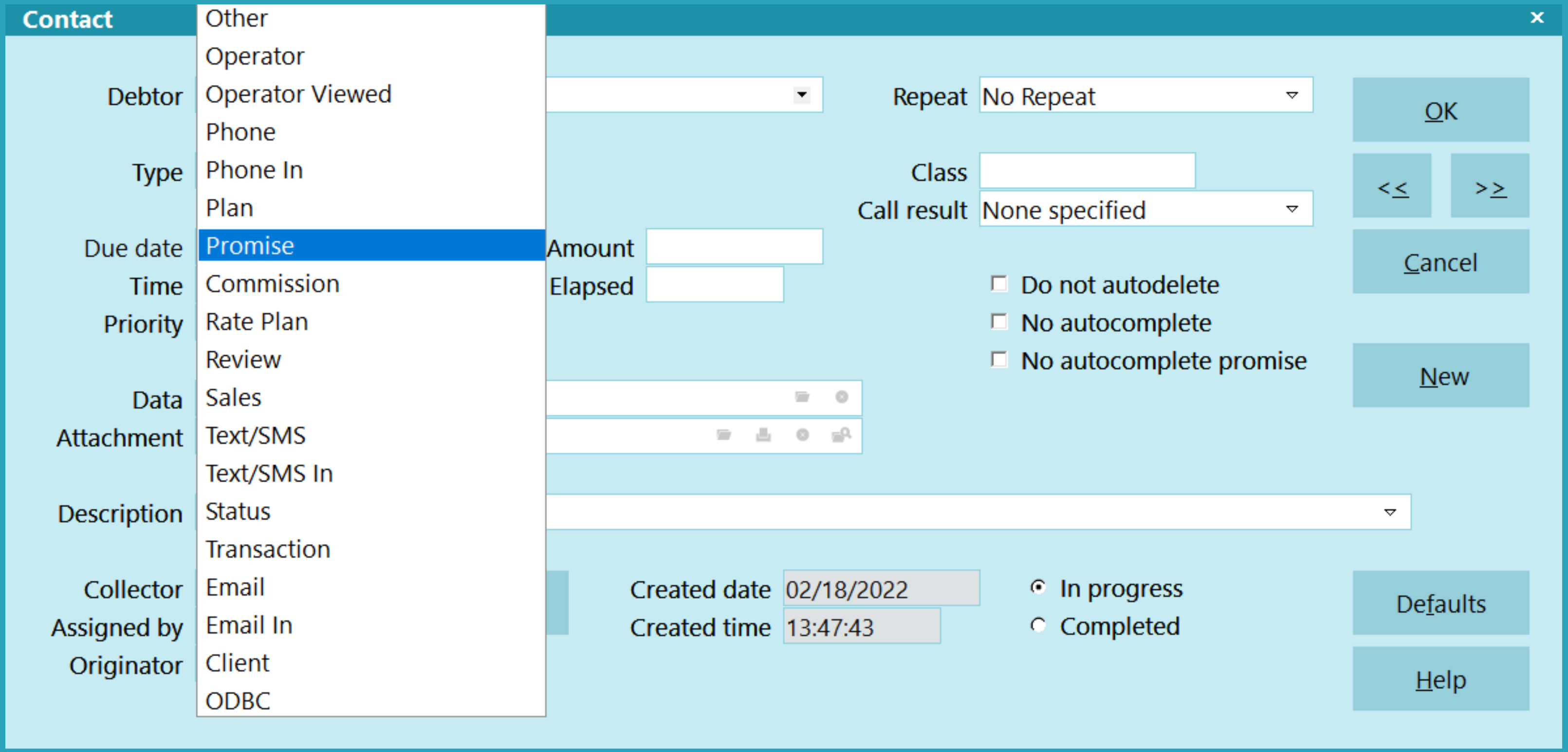
Collect! also enables recurring credit card payment schedules to be set in the payment processor system. Completed payments are posted in Collect! through the reconciliation process.



Taking ACH payments is similar: Click ACH on the Debtor Account Screen, choose single or recurring payment, enter the banking information and applicable fees and submit the transaction. You are able to save the banking information to the Debtor or Cosigner.

Collect! also enables recurring ACH payment schedules to be set. In this case the schedule is stored in Collect!.

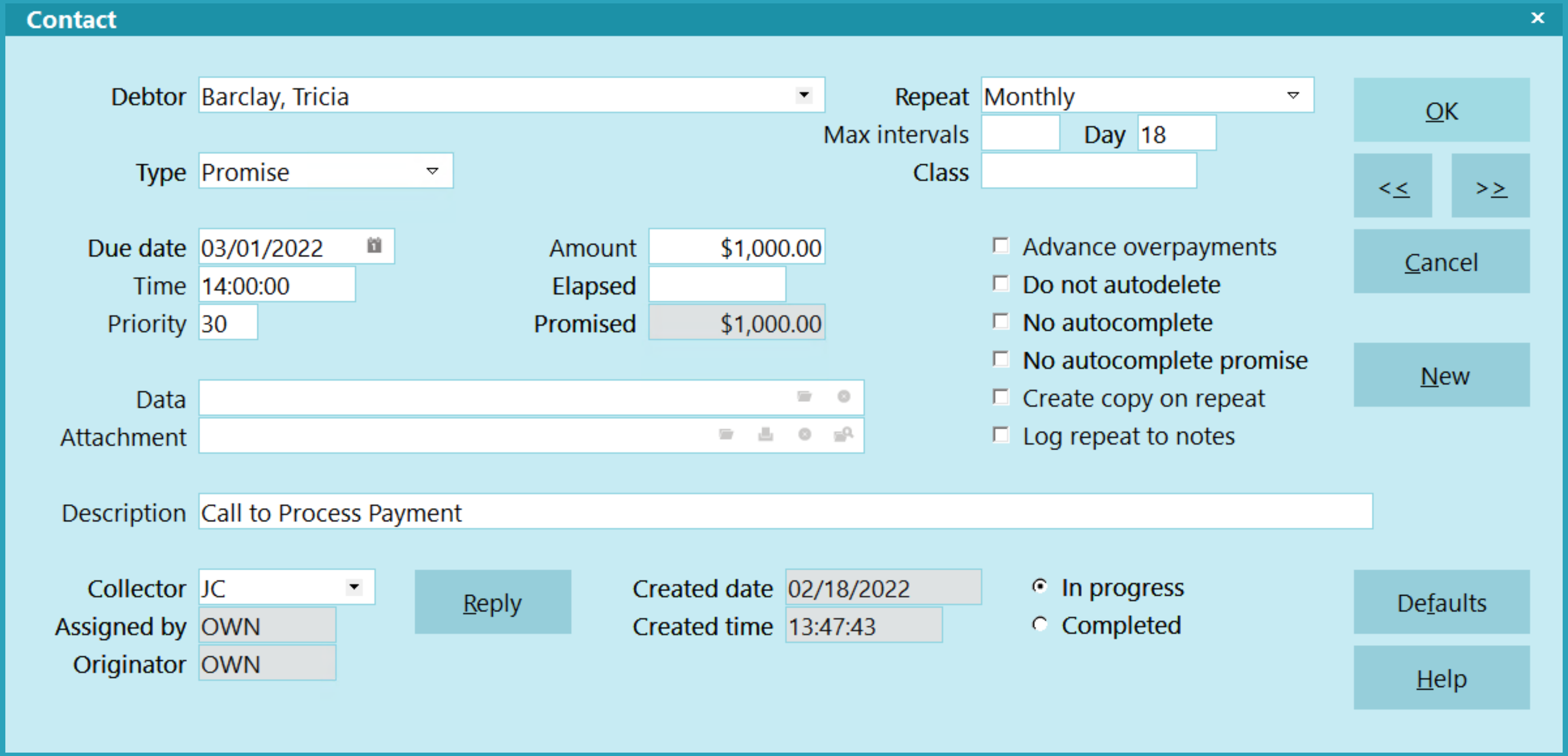
Both credit card and ACH payments are posted to Collect! through an automated reconciliation process. The system includes safeguards to prevent duplicate postings.



A promise is an agreement with a debtor to pay off their debt. A promise can be a single payment, multiple payments, or repeat payments of the same amount.

Promises are managed in Collect! with Promise Contacts. Promise Contacts provide a loosely structured "payment plan" with more flexibility than a formal payment plan. Promise Plans track and calculate payments with no additional work on your part.

Promises will appear on the operator's WIP list on the promise date.

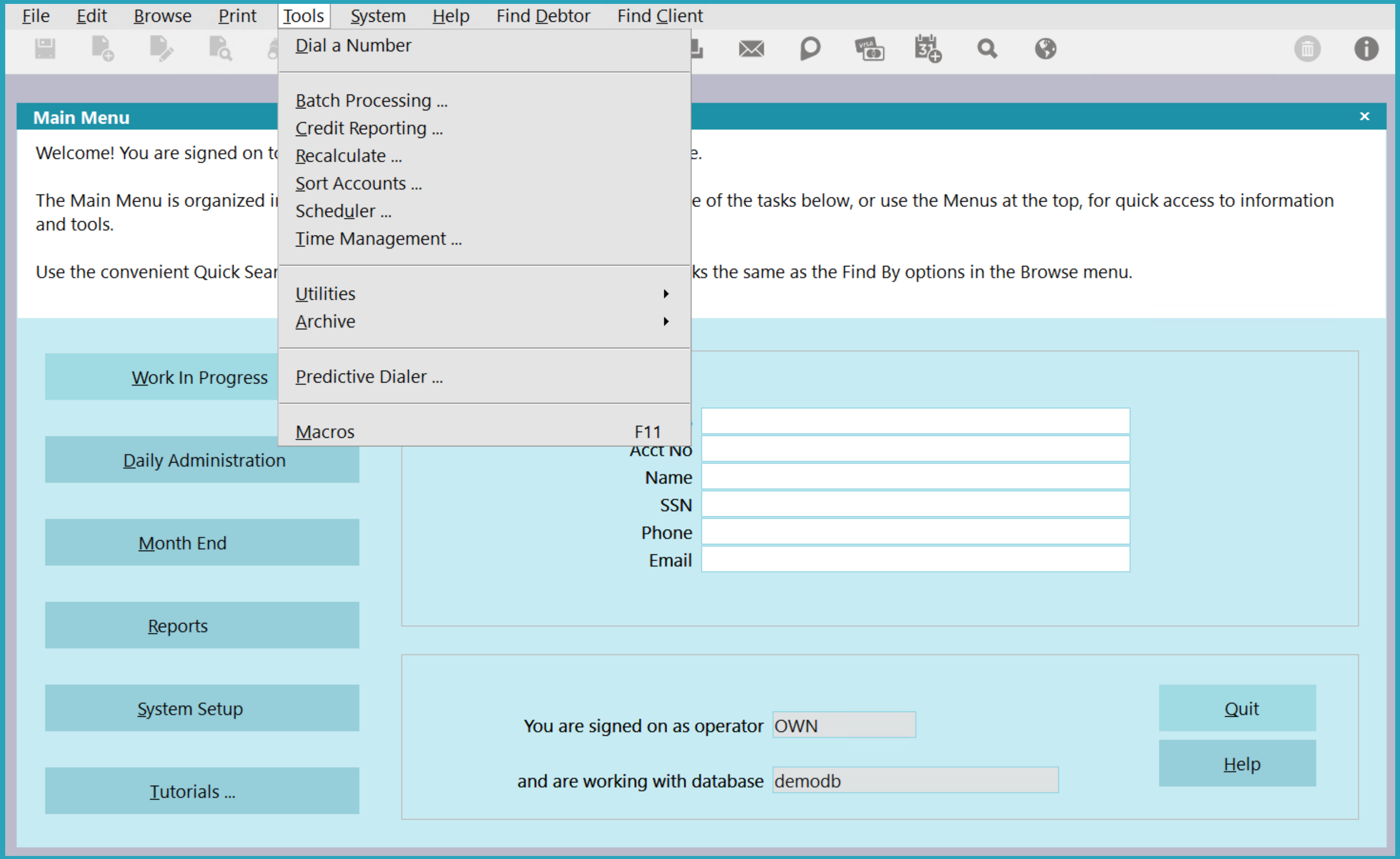


To create a new Promise, click the Contacts tab on the Debtor Screen. Click NEW to create a Contact. Select Promise from the list on the Type field. Then fill in the remaining details like Due Date and Amount.

Alternatively, you can use an Action Plan to create the Promise, update the account status and notes, and remove any queued up letters that no longer need to go out.

On the Promise Contact Screen to the left you can see a promise to pay $1,000 on the 1st of every month starting March 1, 2022.

On March 1, this promise will appear on the operator's WIP list with directions to call at 14:00. A further reminder will appear April 1 and so on until complete.



Now let's move to automations. Collect! has 3 main automation systems that can save operator time and assure consistent account treatment. Those systems are:

- Work in Progress (WIP) lists, discussed already
- Contact Plans, to be discussed
- Payment Posting, to be discussed

Additionally, batch processes, write-backs or SQL scripts, scheduling, integrations, and automated data exchanges provide additional scope for automation.

Contact Plan

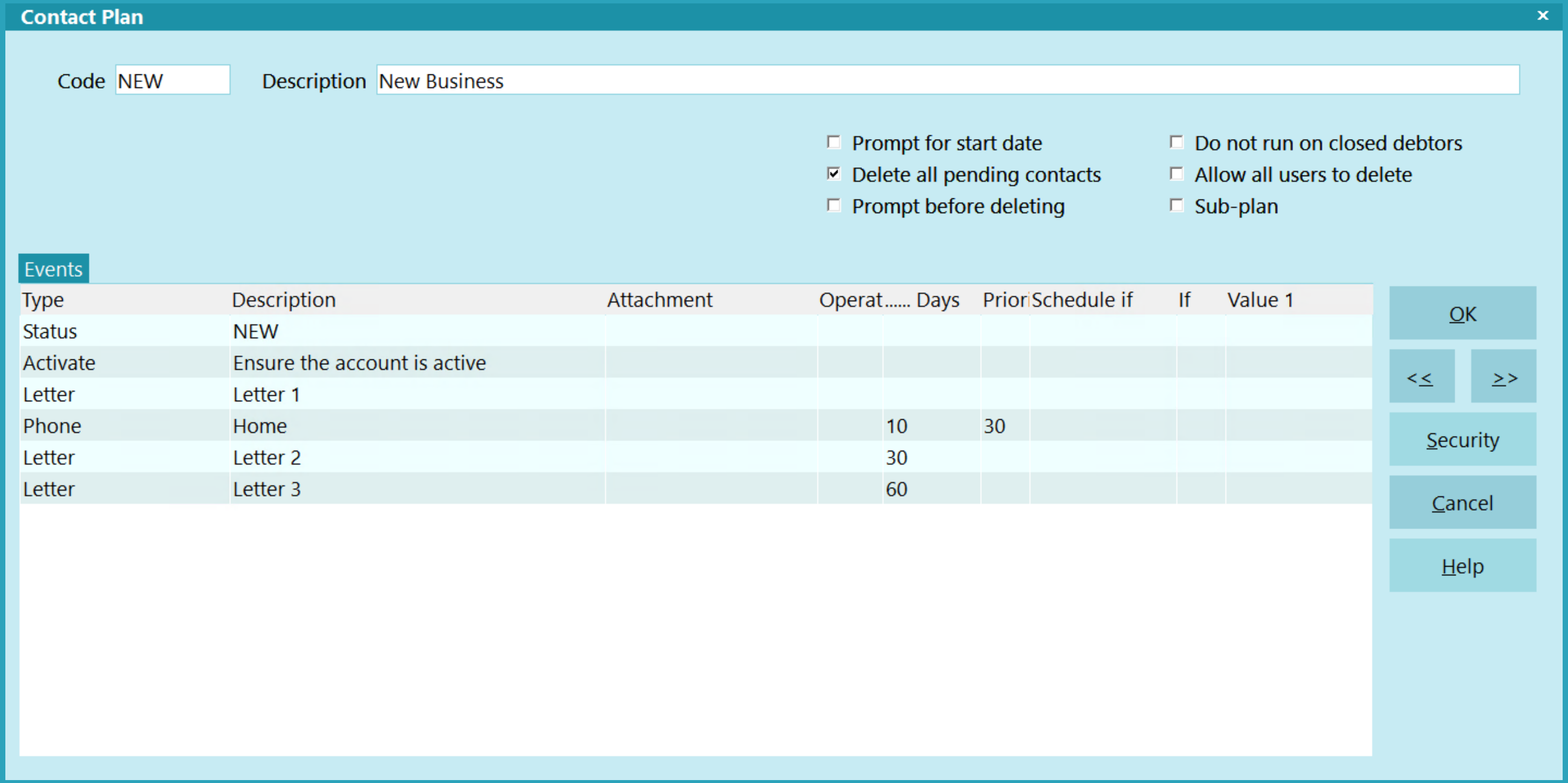
Code	Description
NEW	New Business
NSF	NSF Account (see also Transaction Type 105)
PHD	Place debtor on dialer campaign
PHN	Schedule single call to debtor
PHX	Take debtor off dialer campaign
PIF	Paid in Full (closes debtor after 3 days)
PPD	Payment Late Charge
PPF	Payment Plan Full
PPL	Payment Plan Started
PPO	Payment Plan Over
PPR	Payment Plan 30 Day
PPU	Payment Plan Under
PRA	Promise Active
PRB	Promise Broken
PRF	Promise Full Payment
PRN	Promise NSF Payment
PRO	Promise Overpayment
PRR	Promise Review
PRU	Promise Underpayment
REV	Schedule a Review
RIC	Require Info From Client
RTP	Debtor refuses to pay
SIF	Settlement in full
SKP	Status now SKIP with Review
STR	Suggest Trace

Delete Edit New Cancel << >> OK

Contact (Action) Plans allow you to apply a series of actions, called events, to an account in one click. Many events, such as letters, texts, changing status, or posting a transaction, are usually automated. Other events, such as reviews or phone calls, can prompt the user for further review and confirmation.

Collect! ships with a large selection of Contact Plans already in the system. Contact plans can:

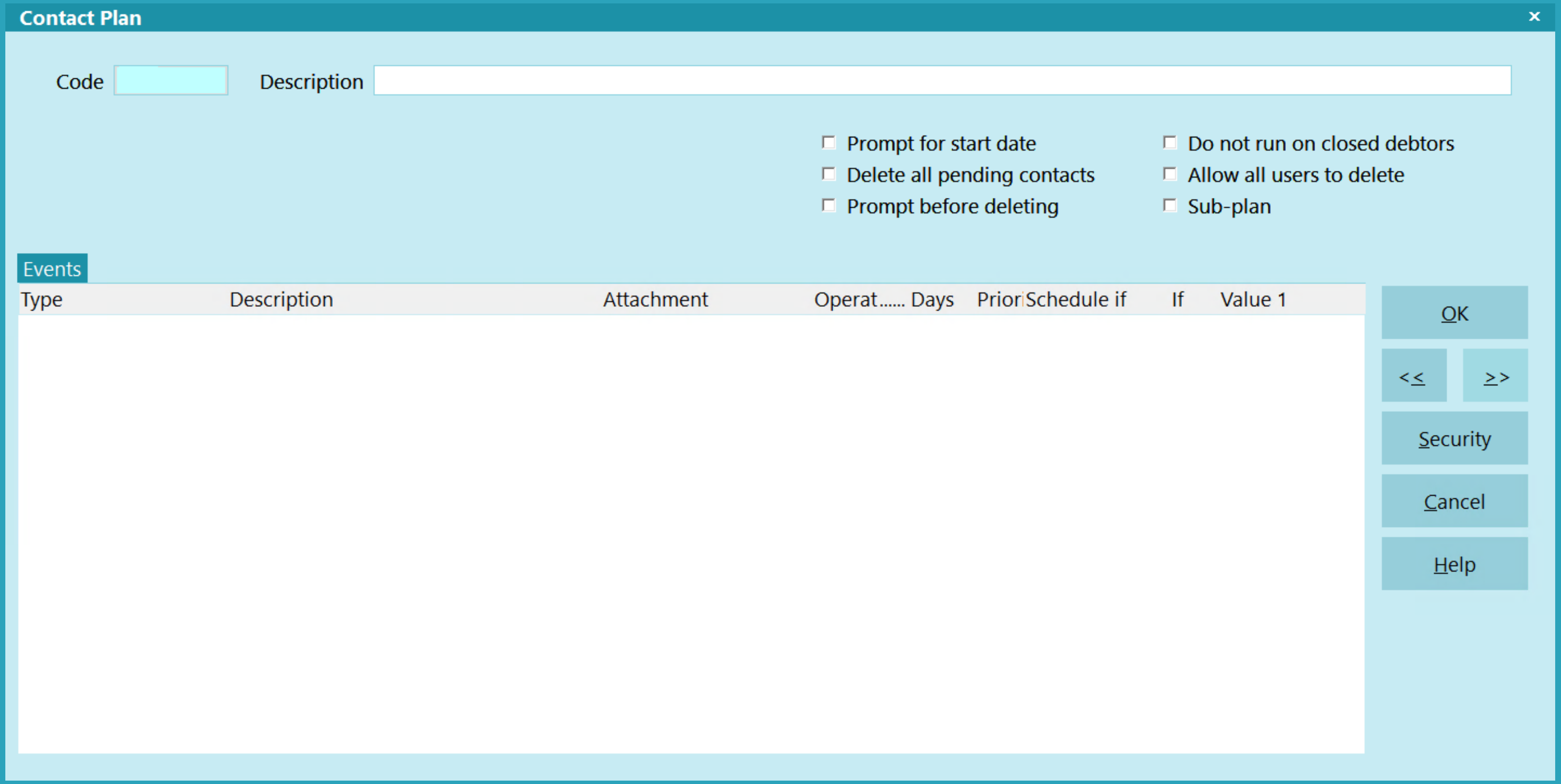
- Include automated and manual events
- Be as simple or complex as you choose
- Run events based on conditional logic
- Trigger other contact plans



Let's look at the setup screen for the sample NEW Contact Plan, which is usually invoked when new debtor accounts are brought into the system.

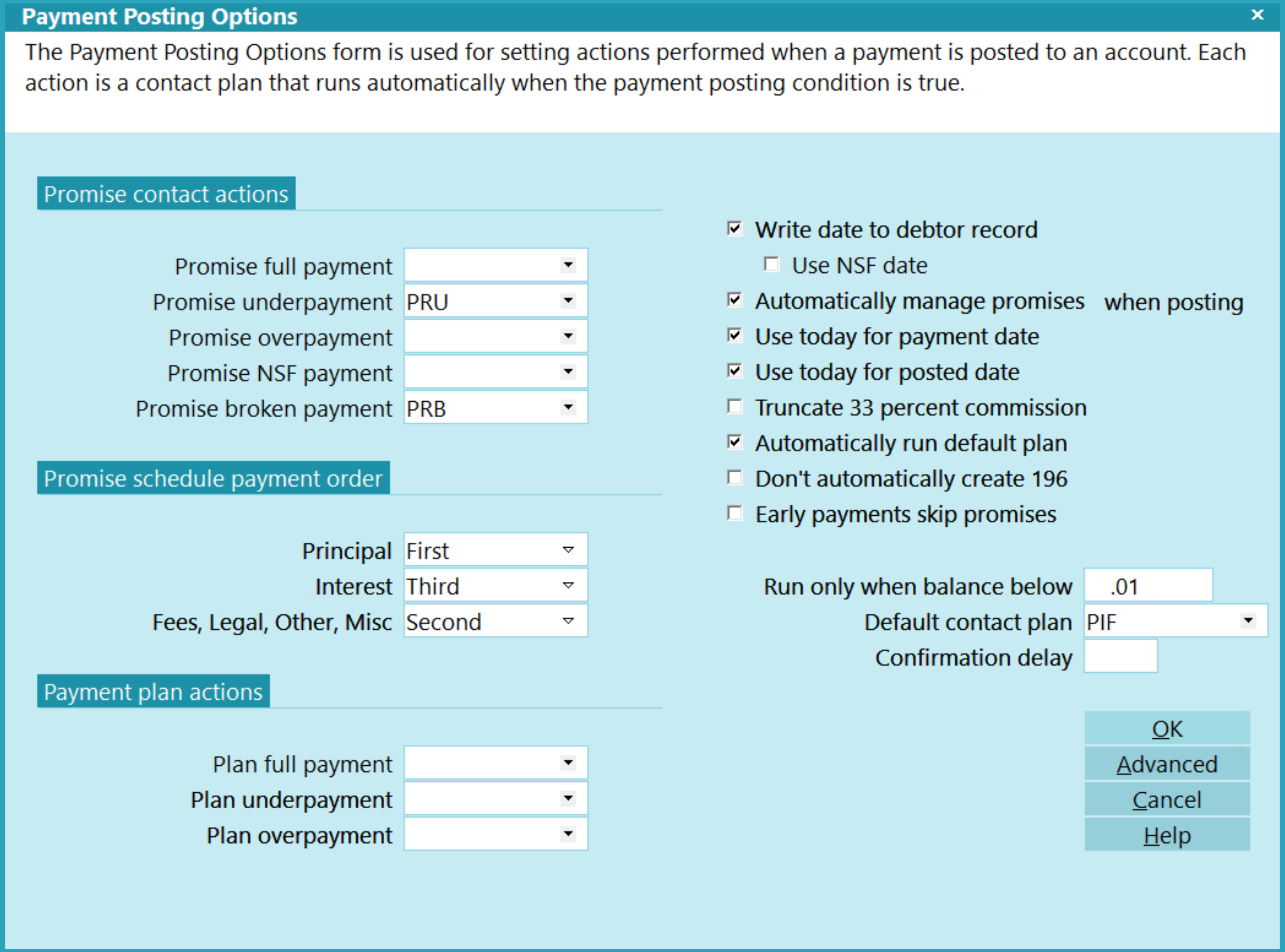
In this NEW Contact Plan, you can see that the following events will be set for this account:

- The account status is set as NEW and the account is activated
- An initial letter is sent right away
- A phone call will show up on the operator's WIP list on Day 10
- Further letters will be sent on Days 30 and 60

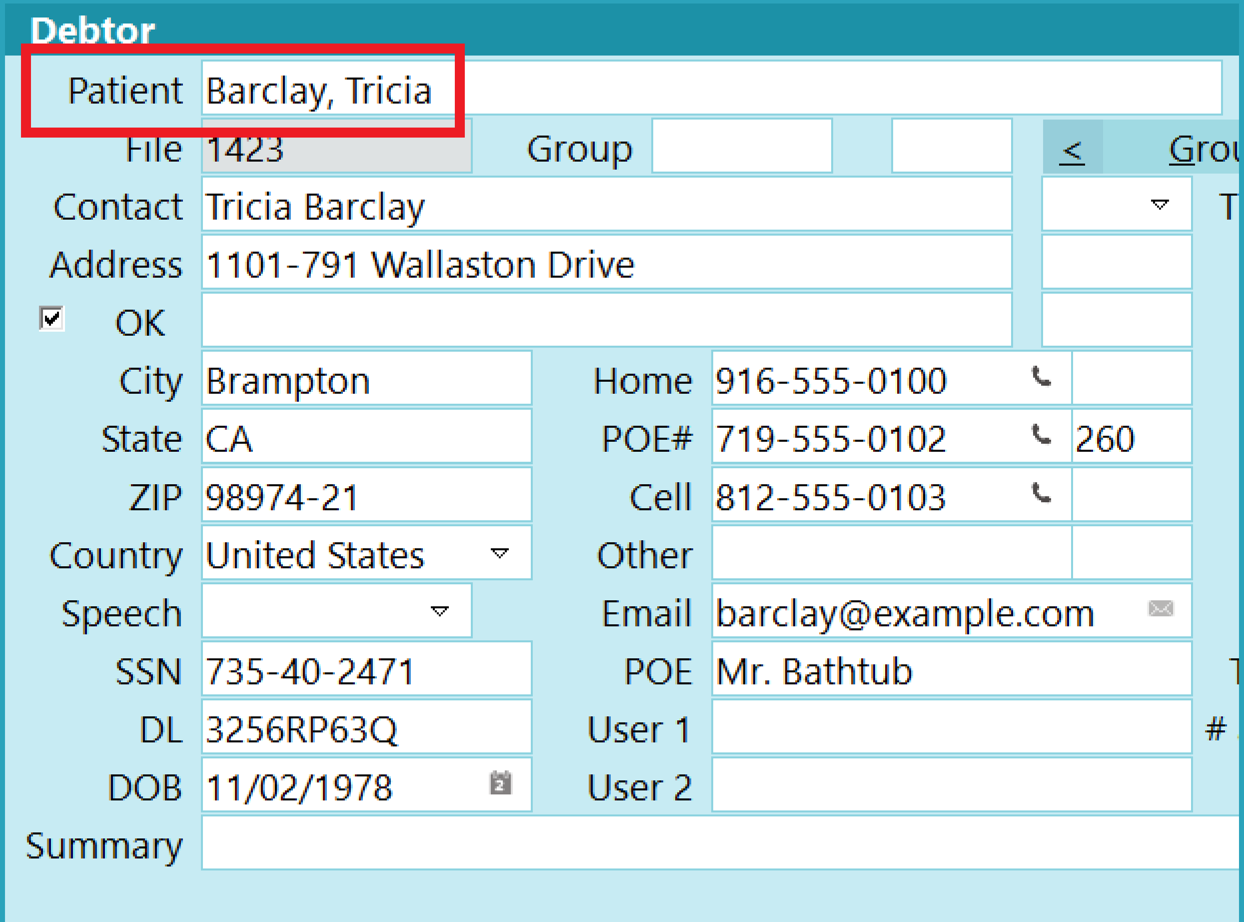


Contact Plans can be modified to suit your requirements, and you can build additional Contact Plans to suit your workflow. Start by mapping your workflow on paper and creating a flowchart to show how you want accounts to be handled from placement to closeout.

Most users are able to implement basic workflows through the use of our online Help documentation. More complex plans usually require the involvement of our technical services staff.



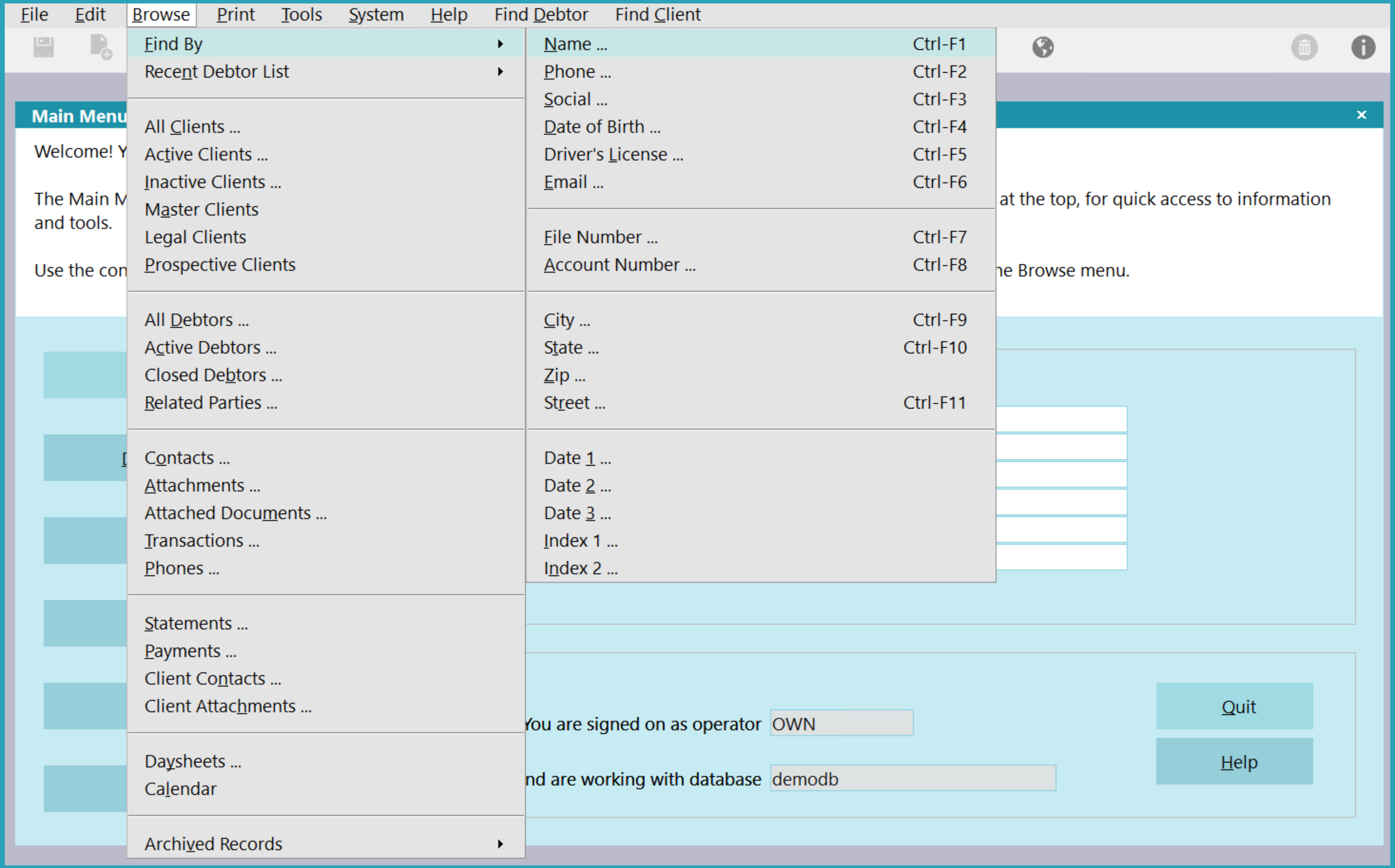
Payment Posting Options are used to set actions to be performed automatically when a payment is posted to an account. Each action is a Contact Plan that is triggered when the payment posting option is true. You can see how various payment possibilities will trigger appropriate Contact Plans, and how this system can be set to run the PIF (Paid in Full) Contact Plan if the balance is below $1.



Forms and fields can be customized using Control Files. Control files can:

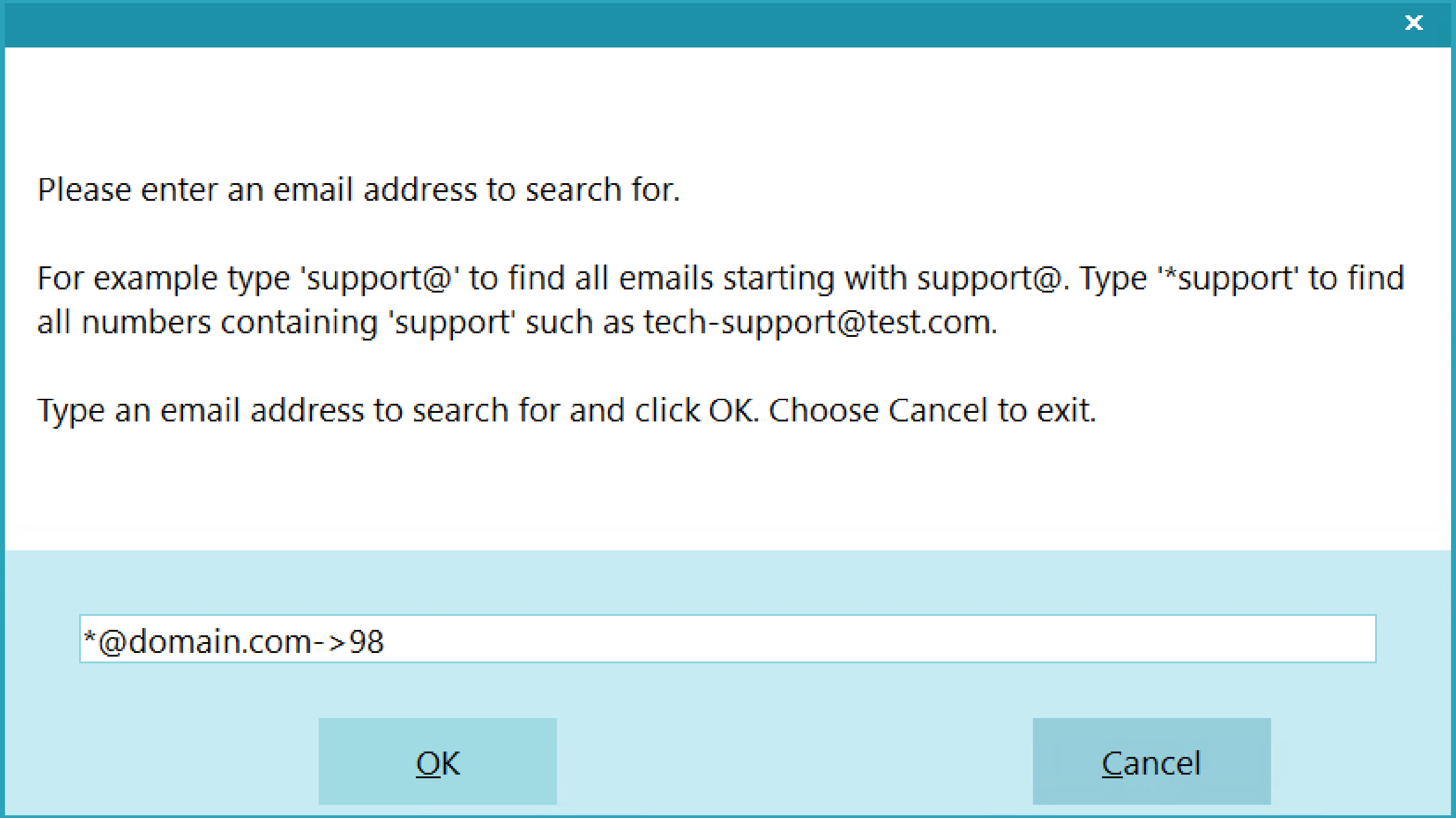
- Edit data in the database
- Change field attributes such as visibility, color, captions
- Display a message to the operator
- Do whatever reports can do; such as, performing calculations and writing the results to the database or displaying them on the screen
- Attach a drop-down menu to a field

This screen shows the Debtor Account Name Field label being changed from 'Name' to 'Patient'.



Find accounts and create lists quickly by using the search and filter functions in the Browse Menu.

- Find By opens a large menu of options you can use to find accounts
- Recent Debtor List allows you to quickly return to recent work
- Client options allows you to create filtered client lists
- Debtor options allows you to create filtered debtor lists
- The remaining options allow you to examine and filter a wide range of data

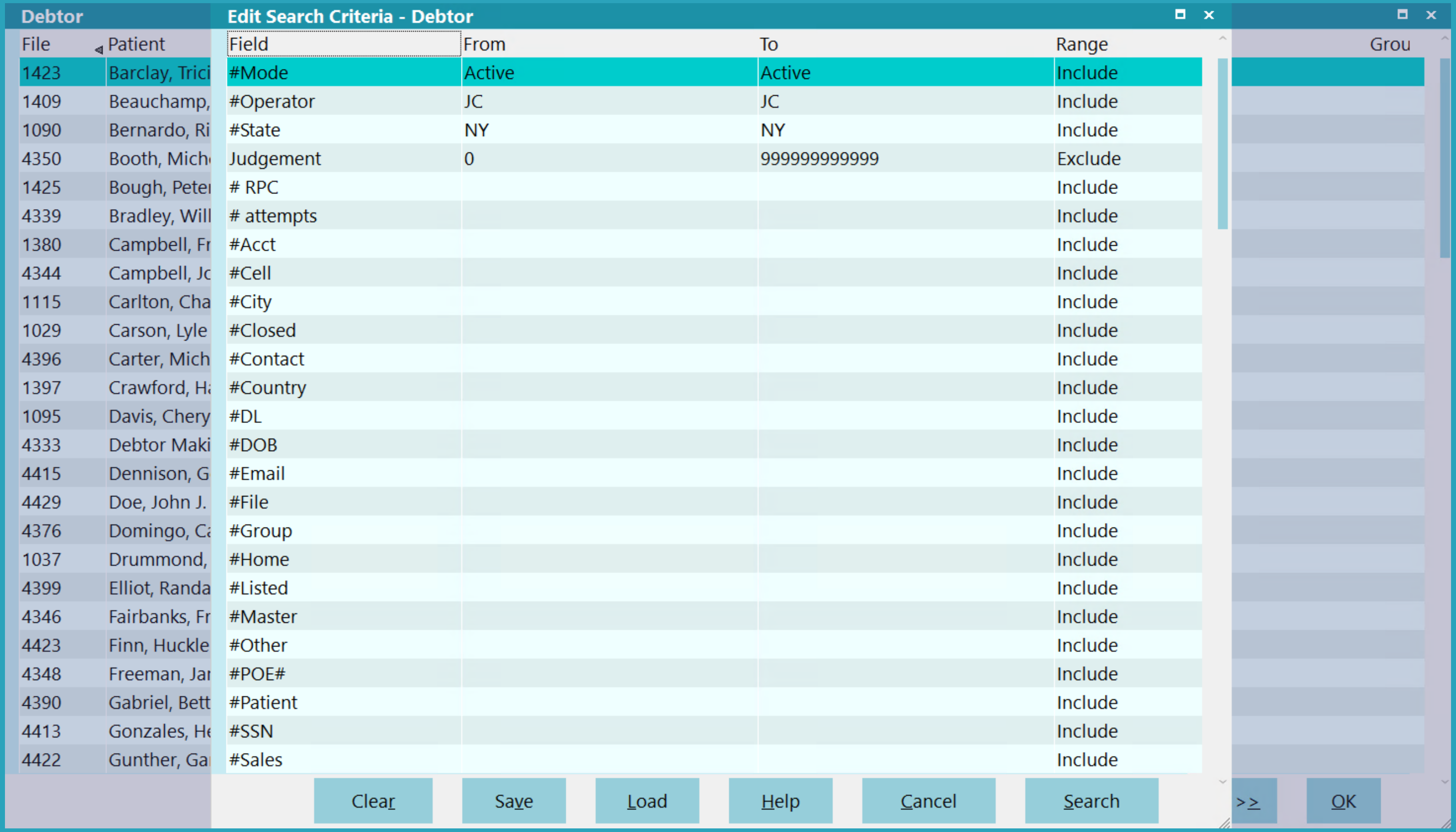


Collect! offers several options to search for records. Find By is the most commonly used to search by a single criterion.

From the Browse Menu, the Find By Menu offers many choices for quickly searching your records using a wide range of indexed fields. You can:

- Use wildcards
- Add a client criterion to your search
- Just start typing in alpha fields
- Start with '=' to indicate an exact match

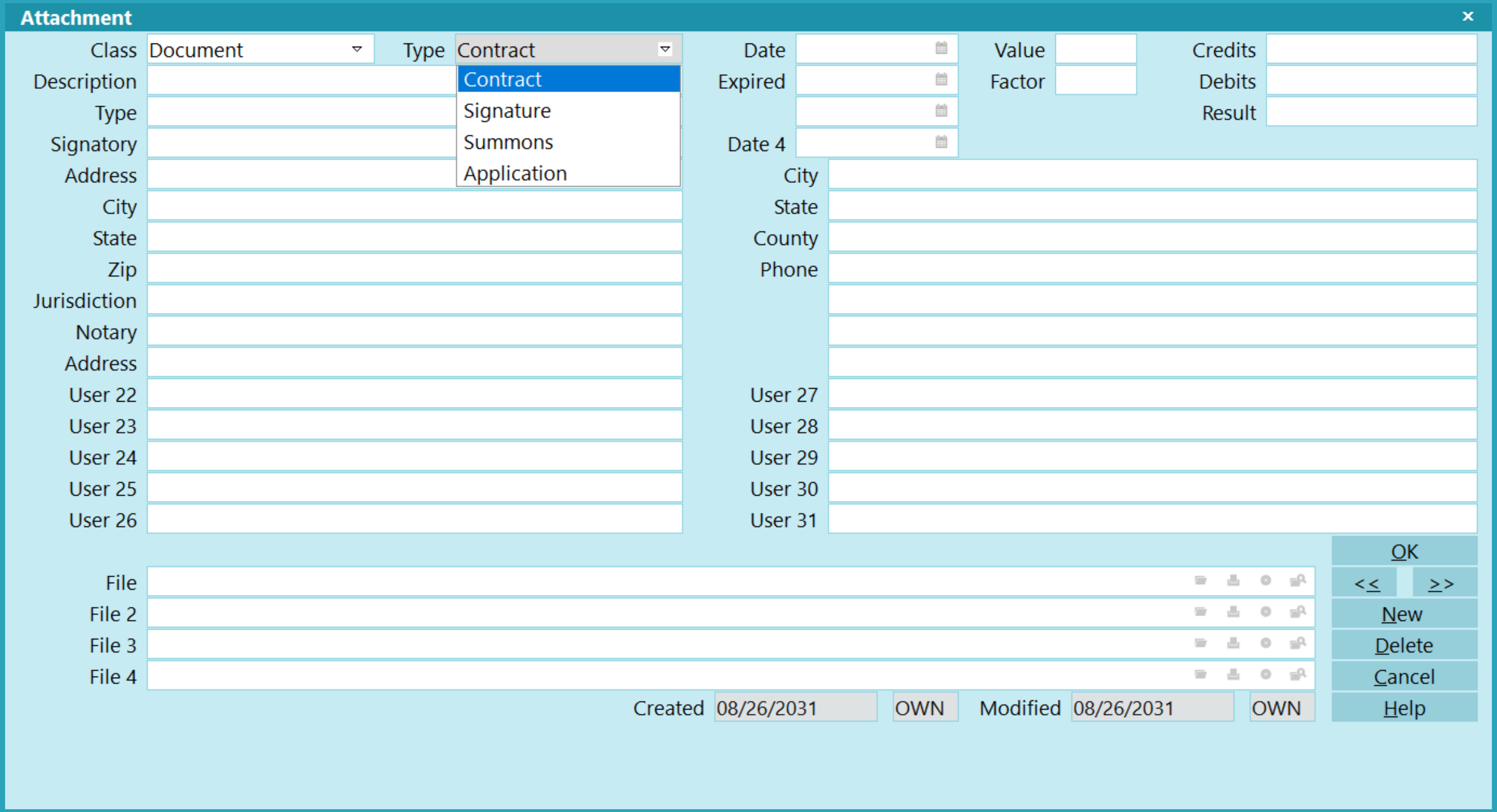
The Find Debtor and Find Client Menus also offer the same options.



On any open list under the Browse Menu, you can use Search Criteria for more complex searching. Click the Edit Menu, then Find.

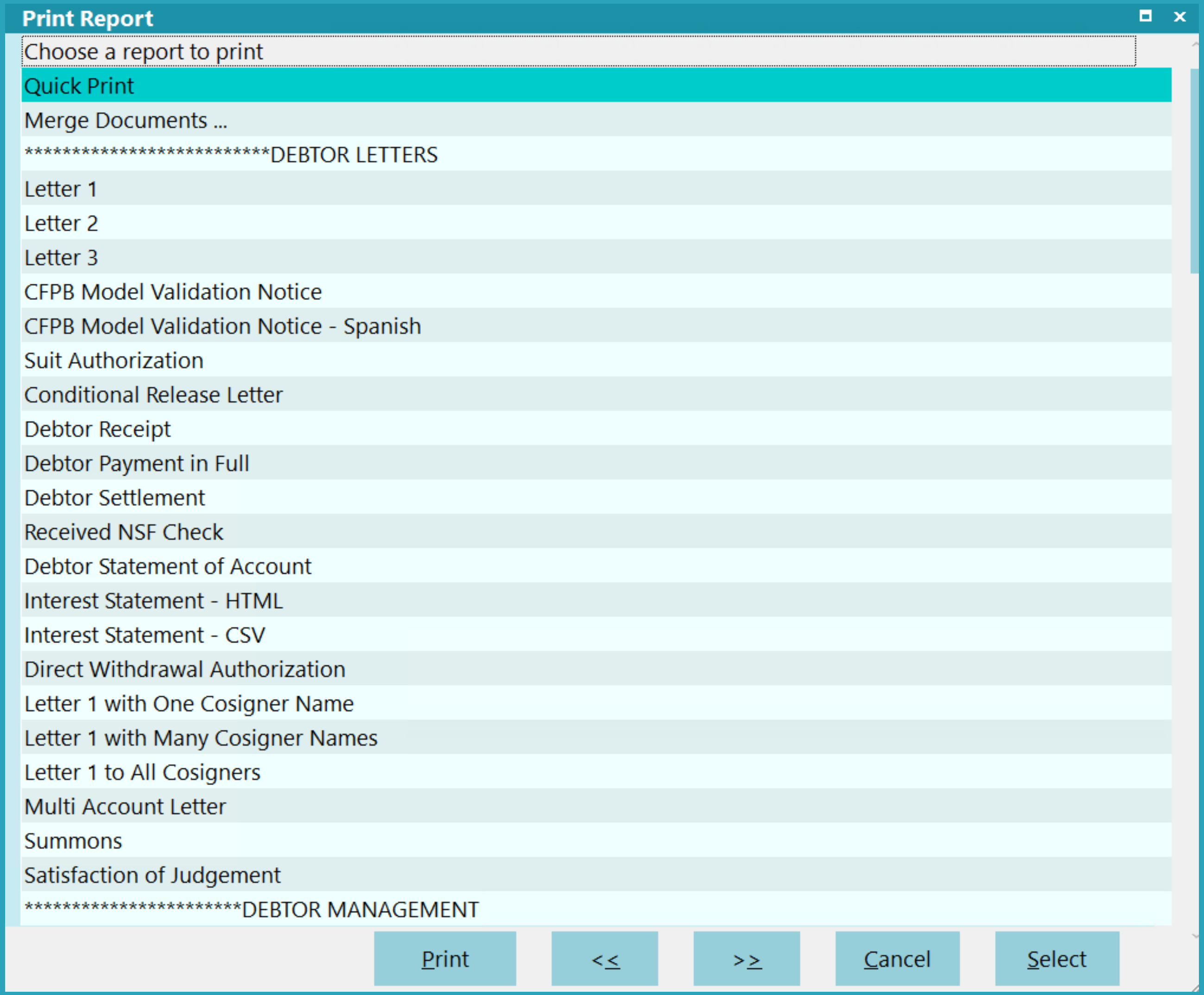
An example would be to find all active accounts in New York State, connected to a certain operator, excluding Judgment accounts.

Similarly, you can perform a standard Search and Replace on any list.



The Client and the Debtor Account Forms both include an Attachments Tab, which provides a convenient place for storing additional information regarding an account, including documents and files.

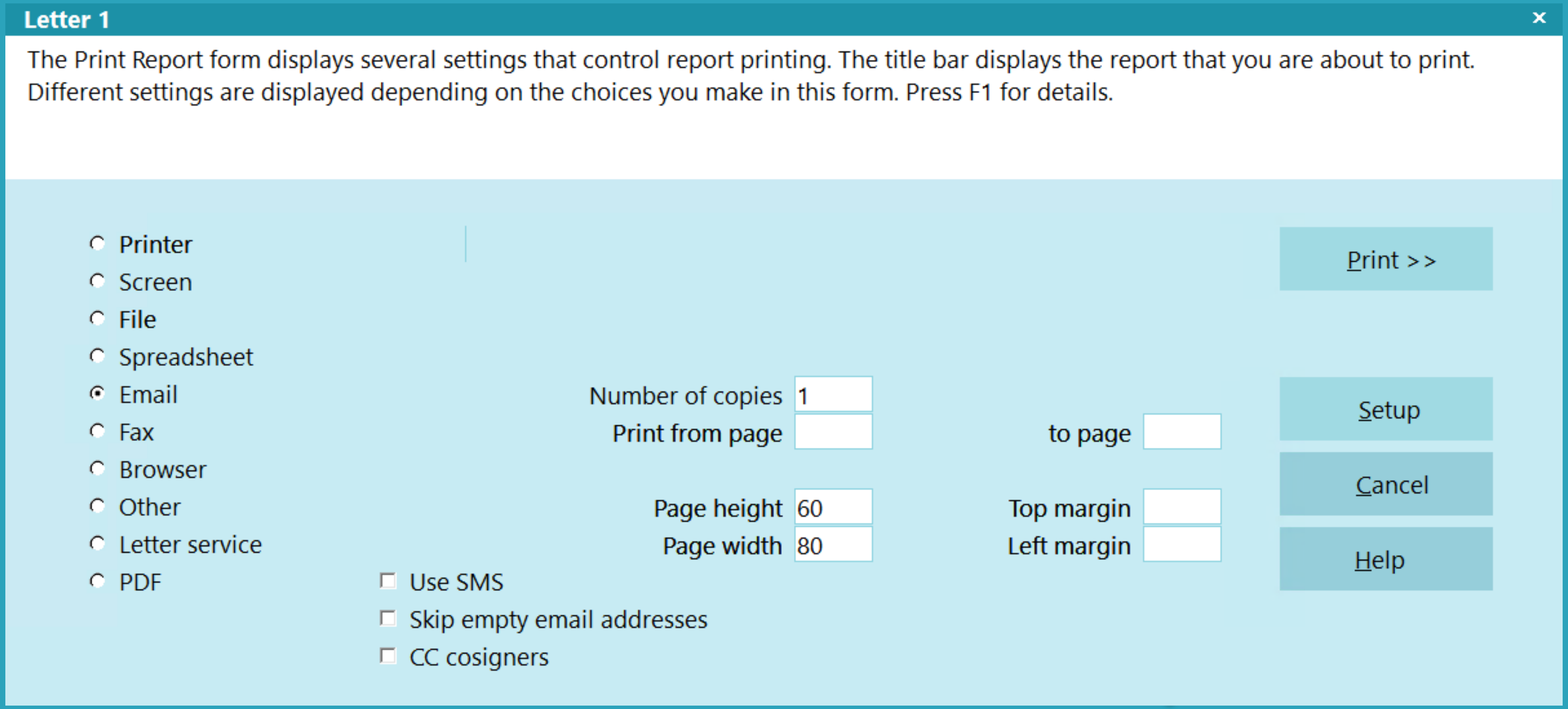
The Attachments Form is flexible with classification options, several indexed fields, and user defined fields. This form can be customized with your field names and drop-down menus using Control Files described earlier.



Collect! comes with many letter templates, including a CFPB Model Validation Notice. You can fill letter templates with your branding and approved text, and then store them in your letter library for your ongoing use.

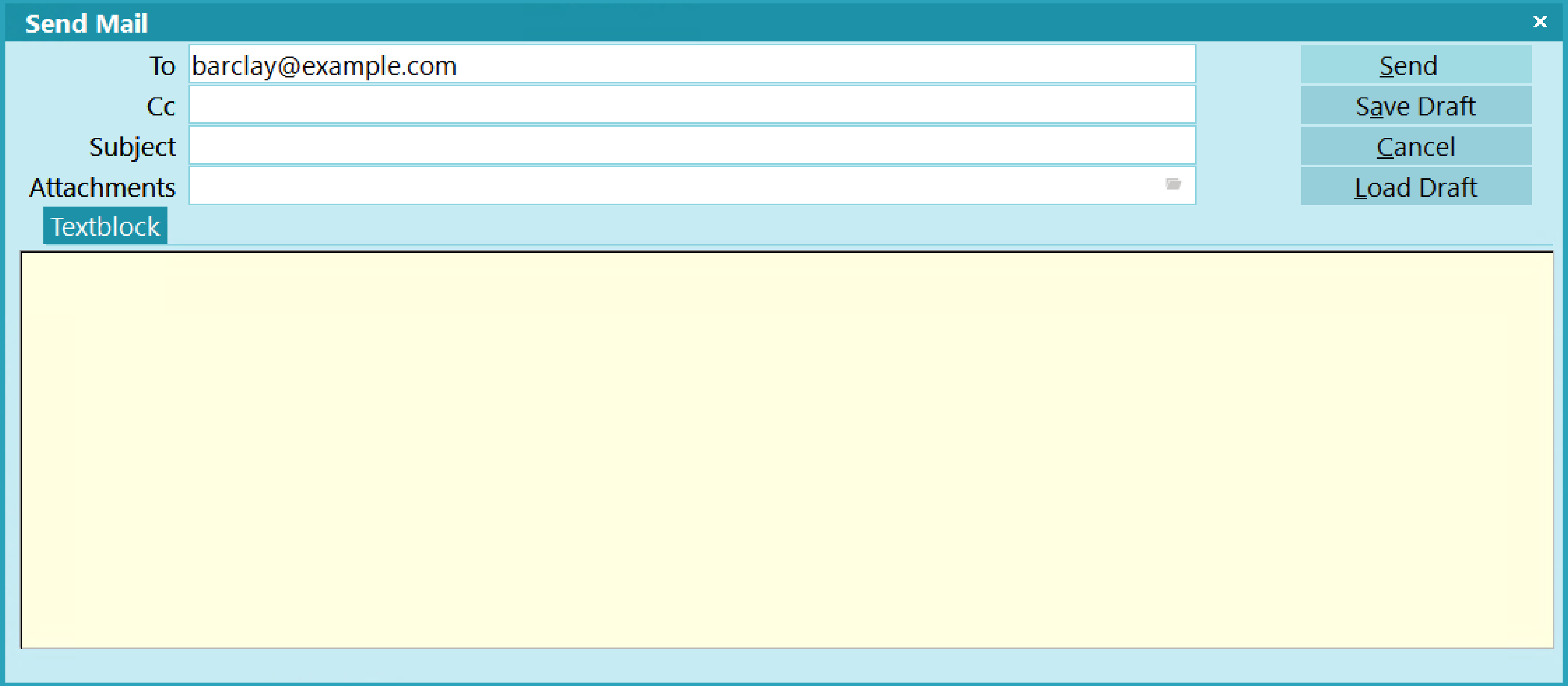
Letters are usually sent in automated batches that pull data from selected Debtor Accounts into letters, and then print or email them according to your system settings. Your letter history will be stored in Collect!, except for letter sent using MS Word mail merge because they are produced outside the system.

Collect! can also output data files for letters to be sent by a letter service vendor.



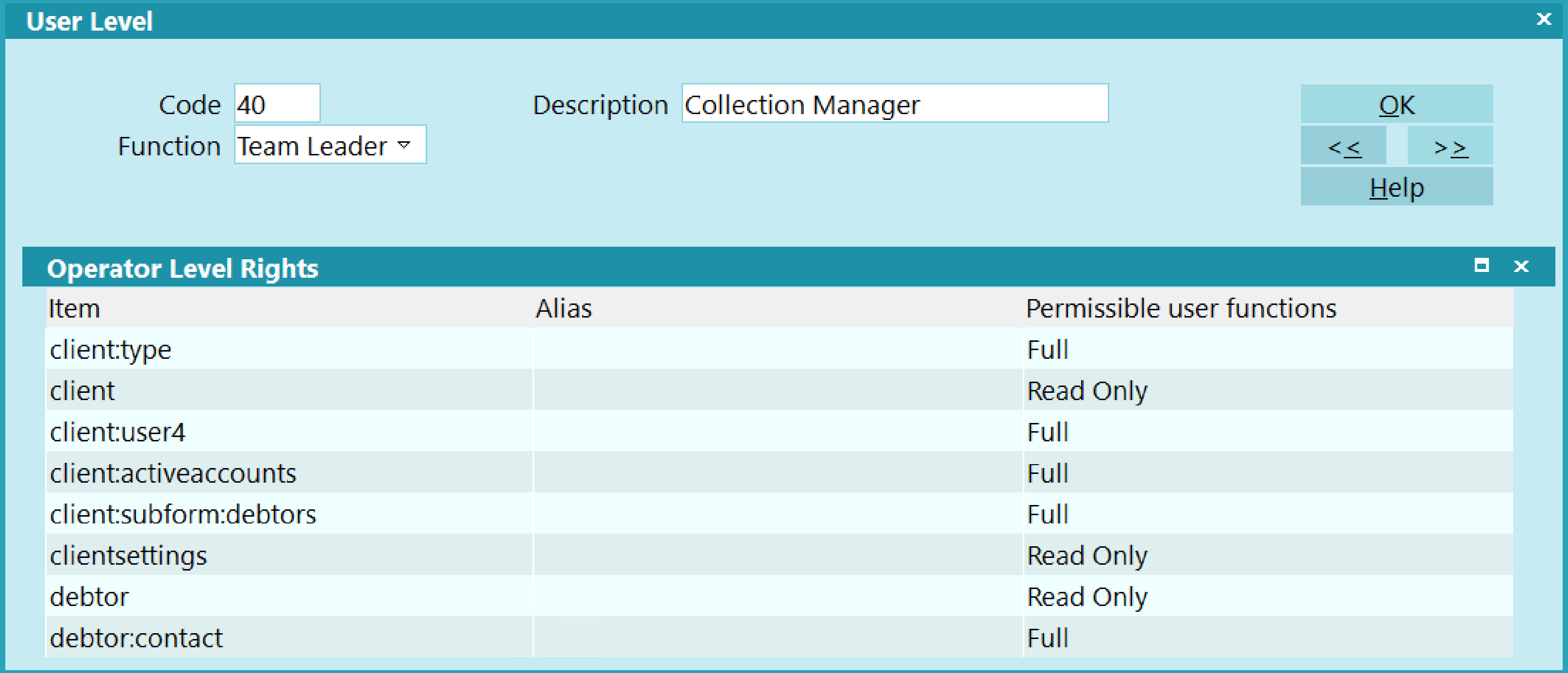
You can also fill and send letters from the system via email on an 'as needed' basis. On the Client or Debtor Screen click the Print Icon to open your list of letters. Select the letter you want to print to open the Print Report Form, where you can select how you want this letter to be transmitted.

Collect! can be set to print to email by default, and only to your printer if there is no opted-in email address available.



Once you have connected your Collect! system to an email program, it is also easy to send ad hoc emails directly from Collect!. On the Client or Debtor Form, just click the email field to open a blank email form. This form offers regular email functionality including the ability to add attachments.

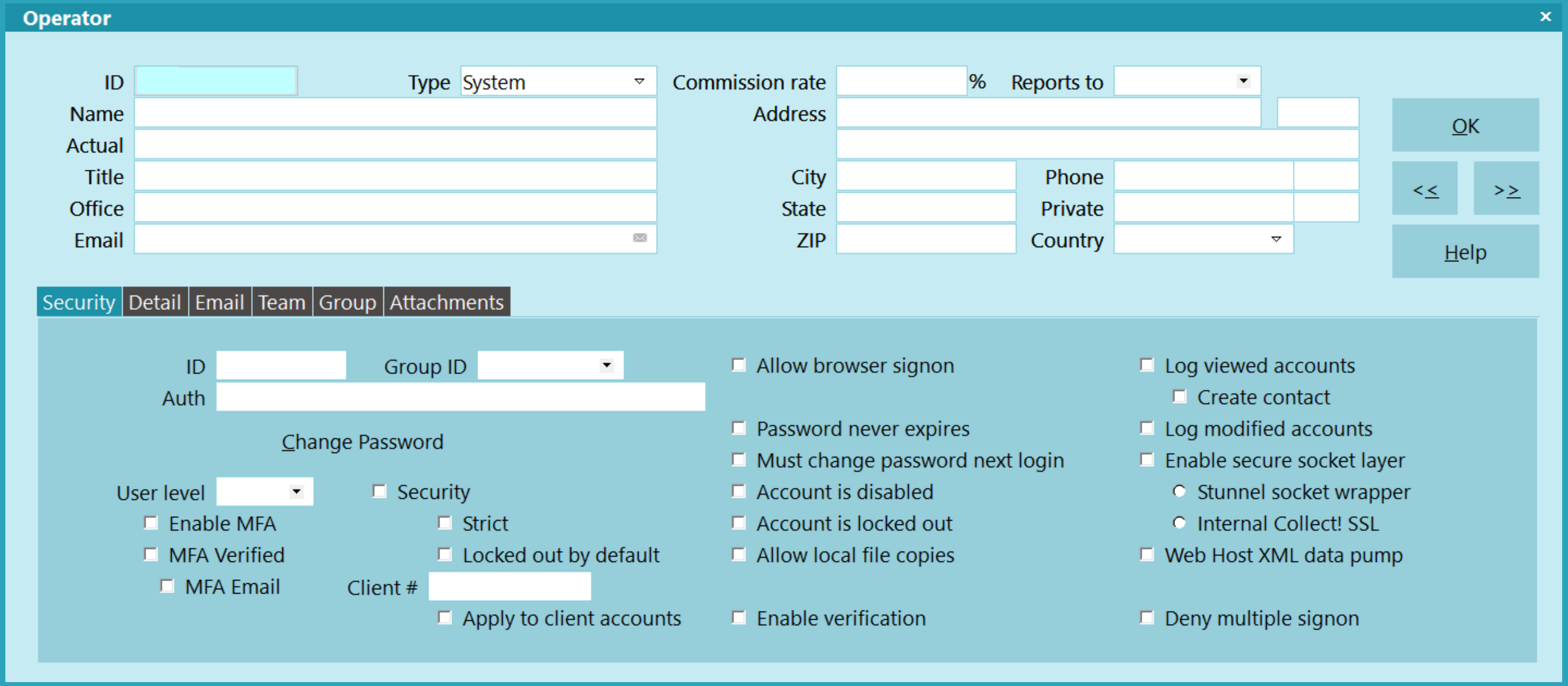
Collect! can also be setup with email templates that can be scheduled and add more functionality, like dynamically created PDF attachments.



The next few slides show administrative functions.

Collect! contains an extensive system of user levels and access rights that control what each user level can read, edit, or delete. You have the ability to rename and reconfigure user levels and access rights at a granular level to suit your requirements.

The screen shows permissions given to User Level 40, the Collection Manager. Permissible user functions include Full, No Delete, Read-Only, and No Access. This screen shows that the Collection Manager User Level has Full or Read Only permissions for the forms and fields listed.



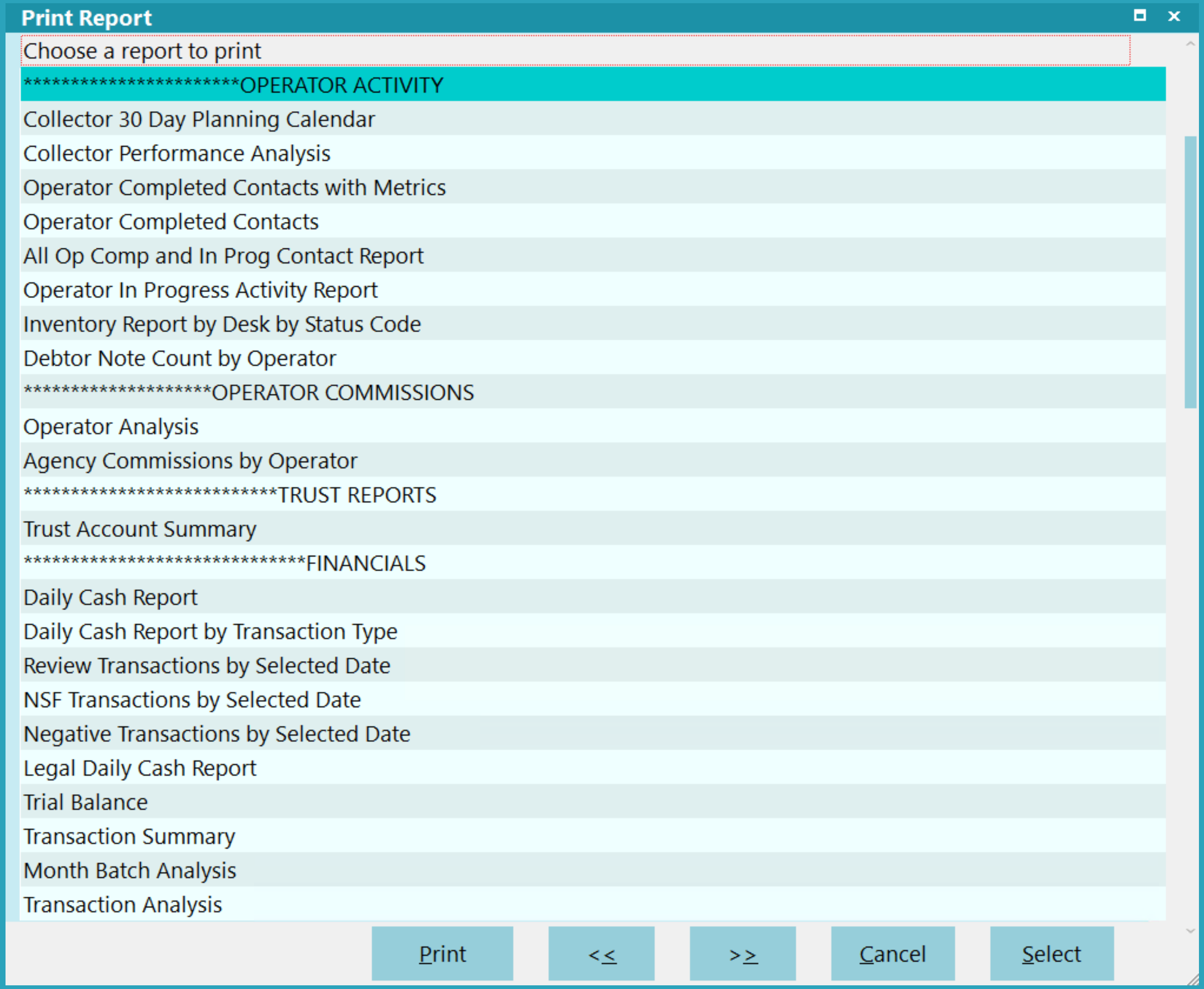
To create a new operator open your operator list and click NEW to open a blank Operator Form. Use this form to list operator details, commission rate, reporting relationship, security details, operating details, email address, work groups, and much more.

This operator is now ready to be assigned to Debtor Accounts to work. While accounts are usually assigned using batch processes, they can also be assigned manually.

All contact events scheduled for an operator, that have a non-automated event type, will show up on the their Work in Progress list that we looked at earlier.

Collect!'s Dashboard Module provides manager, operator, and client views. Useful functions include:

- Real-time overview of operations
- Reporting Dashboard for all 3 views
- Operator Performance Dashboard
- Account lookup options
- Clients can download their own reports
- Document repository for training & communications
- Client, debtor, & system audit logs
- Resizes to any device



Collect provides a wide range of options to create your report library in Collect:

- Use Collect's many stock reports covering operator, debtor, client, financials, and more.
- Reports are available in Collect & the Dashboard.
- Adapt stock reports to your specifications.
- Create additional reports with the Report Generator Utility.
- Have our technical services build custom reports.
- and Use SQL reporting tools to draw data directly from the database.

This screen shows some of the reports that ship with the system.

All Debtor Client Operator Financials Compliance Misc

Finance Reports

Trust Reports

Trust Account Summary	This file contains the stock Trust Account Summary.	Sample – Trust Account Summary
Client Trust Summary	This file contains the stock Client Trust Summary.	Sample – Client Trust Summary
Debtor Trust Summary	This file contains the stock Debtor Trust Summary.	Sample – Debtor Trust Summary

General Finance Reports

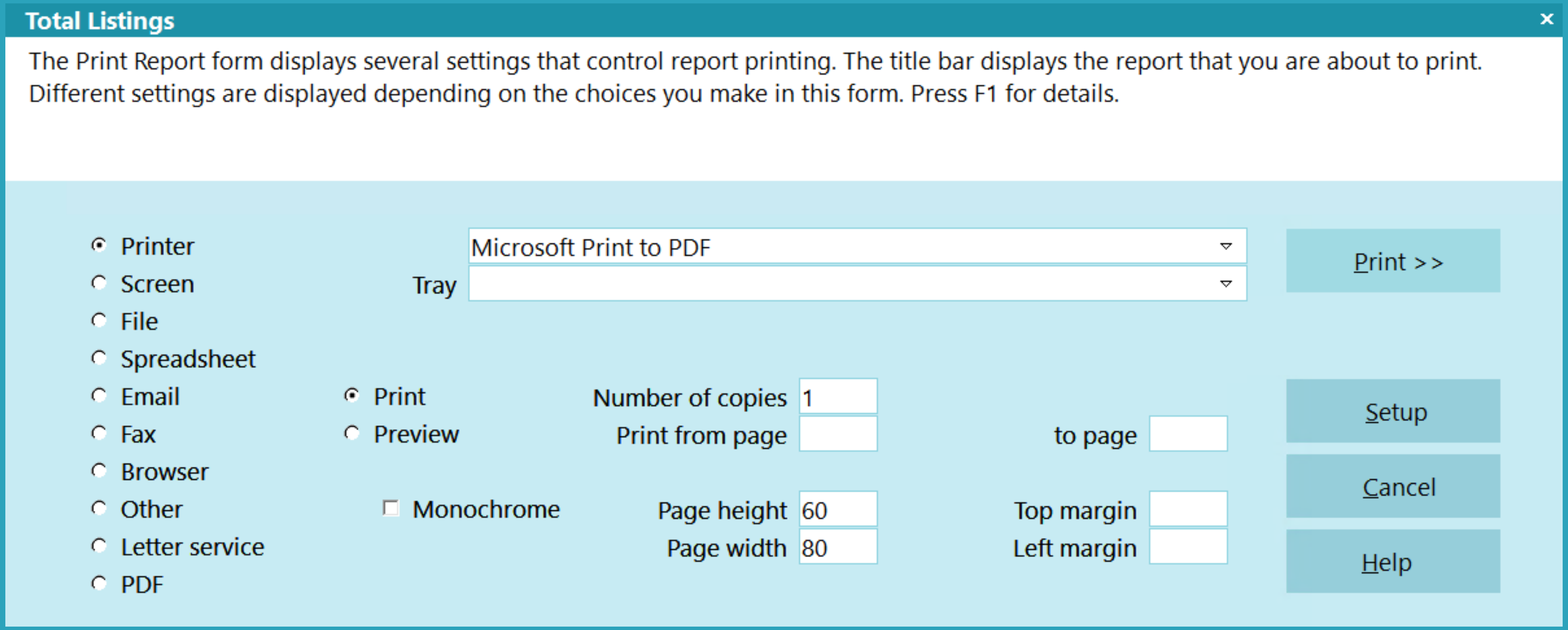
Daily Cash Report	This file contains the stock Daily Cash Report.	Sample – Daily Cash Report
Daily Cash Report by Transaction Type	This file contains the stock Daily Cash Report by Transaction Type.	Sample – Daily Cash Report by Transaction Type
Review Transactions by Selected Date	This file contains the stock Review Transactions by Selected Date.	Sample – Review Transactions by Selected Date

This screen shows the organization of the additional reports and letters available in the Member Center. You will see that they are organized by function: All Reports & Letters, Debtor, Client, Operator, Financials, and Miscellaneous.

The Debtor Reports and Letters section contains a CFPB Model Validation Notice Letter in English and Spanish for use by US agencies.

This screen shows some of the additional financial reports available in the Member Center. There are additional reports available in the Dashboard.

All of the Reports in the Member Center are in the application when you first install. New Reports added to the Member Center can be downloaded and loaded in to your system, if you want them.



When you select a report, the Print Report Form opens to display your report presentation and print options. Some highlights from these options:

- Send to a printer, file, or via email
- Send to screen to see the coding before printing
- Send a file to 3rd party such as letter service
- Format as a spreadsheet or PDF
- Some reports include report-specific prompts

Report production and delivery can be automated using the Scheduler.

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Collections of the World
123 This Street
New York, NY 12345
Phone: 510-555-7890
Fax: 510-555-3299

Printed: 11/24/21

TOTAL LISTINGS AS OF: 11/24/2021

	TOTAL	----------AVERAGE---------- PER CLIENT	PER ACCOUNT
Clients :	12		
Accounts :	90		
Listed :	$832,184.96	$69,348.75	$9,246.50
Paid :	$75,818.56	$6,318.21	$842.43
Closed :	$124.68	$10.39	$1.39
Owing :	$766,797.81	$63,899.82	$8,519.98

Now let's run a sample report:

- From the Main Menu, click on the Print Icon in the Toolbar to open the report list
- Select the report you want to run
- Select your print options
- Click Print

This screen shows the Total Listings report output.

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Optional Modules & Add-Ons For Your Collect! Debt Collection Dashboard

Select from the module and add-on options below to complete your system. All modules are included in all Collect! cloud subscriptions but require activation by our support team. Collect! premise users can contact administration to add modules. Both cloud subscribers and premise users can contact administration for add-ons.

+ Data Import Module

– Credit Bureau Reporting Module

The Credit Bureau Reporting (CBR) Module enables you to create a file in the prescribed Metro2 format for uploading to the credit bureaus. Collect! supports both credit grantor and third-party collection agency credit reporting. The 3 major bureaus are Experian, Equifax and Transunion. You will need to establish your own 'data furnisher' account with each bureau you want to report to. Bureaus maintain relationships with data furnishers, not the software used to create the Metro 2 files.

+ Report Generator Module

+ Client Web Portal Module

+ Task Scheduler Module

+ Analytic Dashboard Module

+ Payment Processing Module

Your Collect purchase will include:

- The user and account capacity indicated in your agreement
- All functionality available from the Main Menu
- Letter templates & stock reports in system & Member Center
- Ongoing Collect! Membership for hosted sites
- 1 year Collect! Membership for premise sites
- Integrated access to extensive online Help documentation

Optional:

- Additional modules and add-ons

Reviewed in this Video				
Main Menu	User Levels	Work in Progress Lists	Find By Function	Imports
Client Screen	Access Rights	Contact Plans	Search Function	Letters
Debtor Screen	Control Files	Payment Posting	Promise Management	Emails
Compliance Features	Taking Card and ACH Payments	Dashboard	Attachments	Reports

We have reviewed the following basic functions of Collect!:

- All parts of the system can be accessed from the Main Menu.
- The client screen and how to create a new client.
- The debtor screen, including some compliance features, and how to create a new debtor.
- How user levels and access rights provide granular control of the system.
- How control files can be used to alias, add drop-down menus, and scripts to fields.

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Compliance Features	Taking Card and ACH Payments	Dashboard	Attachments	Reports

- 3 major automation functions: the Work in Progress List, Contact Plans, and Payment Posting Options:
    - Work in Progress lists bring current tasks to your operators to optimize efficiency.
    - Contact Plans schedules series of events with one click.
    - Payment Posting Options activate contact plans depending on payment conditions.
- How accounts could be located and filtered using Find By and Search functions.

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Compliance Features	Taking Card and ACH Payments	Dashboard	Attachments	Reports

- How Promises are managed and how attachments of all kinds can be classified and stored.
- The process of taking single or recurring payments via credit card or ACH and where the payment data is stored.
- Importing accounts and how to distribute them among operators.
- The letter options and how to send an email from Collect!.
- The report options, the stock reports, and produced a sample report.
- The overview, reporting, account look up, and logging functions in the Collect! Dashboard.

Advanced Features not Covered in this Video				
Building Custom Reports	Credit Bureau Reporting	Using Letter Vendors	Remote Access System	Compliance Features
Integrations	Modules	Add-Ons	Secure Data Transfer	Currency & Language Options
Batch Processing	Report Generator Utility	Encryption	API	Security Features

Collect! offers many advanced features that were not covered in this video that basic users may not need when they start using the system.

Since Collect! is scalable and modular, you can begin by using the default settings and only the features you need to get started. As you grow, you can use additional features and add modules when they are needed. Your data, configurations, and customizations will move seamlessly with you.

Additional Learning Resources

- Evaluation Download: https://www.collect.org/evaluation

- Find further details in our massive online Help documentation by using the search function or by consulting the Index http://www.collect.org/documentation

- Contact Sales: sales@collect.org
- 1-800-661-6722, option 1
- 250-391-0466, option 1