



## Collect! Basic Functions

# collect!

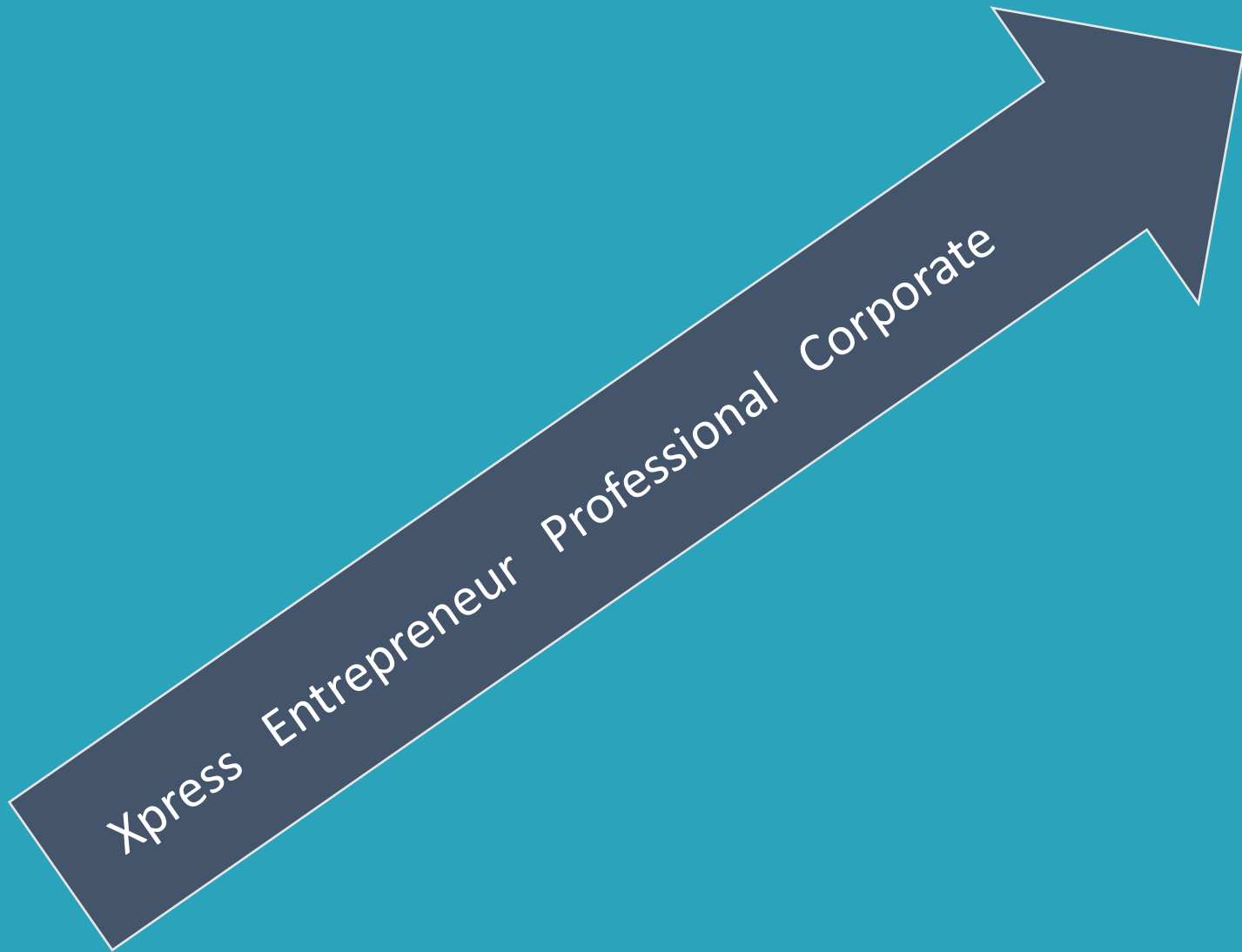
credit + debt collection software



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.

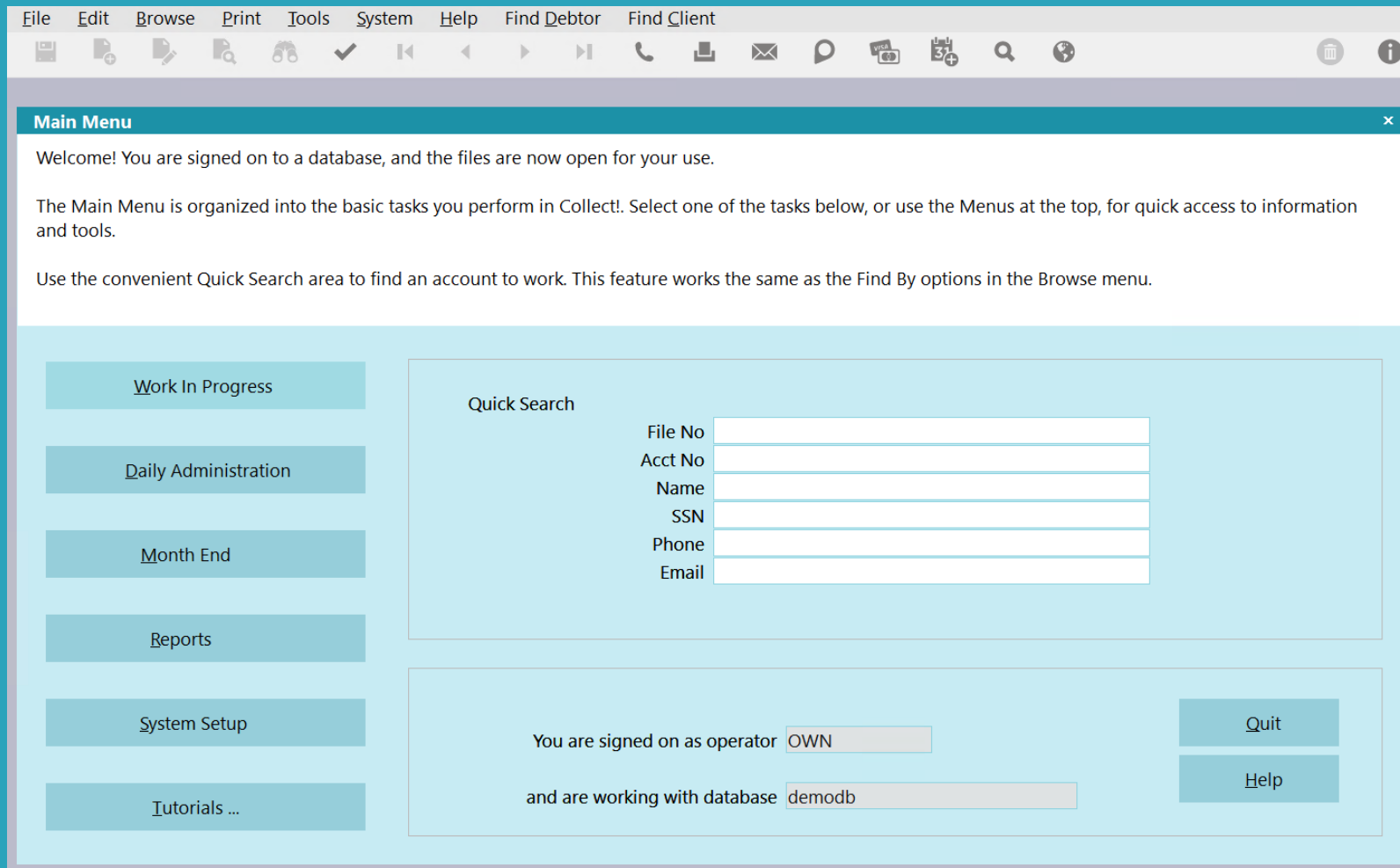
Collect! is scalable and modular. Unlike most systems, with Collect! you retain your data, configurations, and customizations when you move to a larger edition, update, or upgrade. You can add modules and add-ons at any time.



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 Stand	-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 Stand	-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	01/01/2022	95	\$6,600.00	(-8) Pacific Stand	-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.

**Debtor** 12:02PM x

Name	Barclay, Tricia			Client	Relative Measures Corp.	98	<u>V</u> iew
File	1423	Group		Acct	33-01643	Operator	JC
Contact	Tricia Barclay			Timezone	(-8) Pacific Standard Time	Sales	TM
Address	1101-791 Wallaston Drive			Master		Rate	33.330 %
<input checked="" type="checkbox"/> OK		Forward		Mode	Active	Principal	\$12,000.00
City	Brampton	Home	916-555-0100	Legal		Interest	
State	CA	POE#	719-555-0102	Charged	03/03/2021	Fees	
ZIP	98974-21	Cell	812-555-0103	Delinqnt		Legal fees	
Country	United States	Other		Listed	10/30/2021	Miscellaneous	
Speech		Email	barclay@example.com	Closed		Other charges	
SSN	735-40-2471	POE	Mr. Bathtub	Time-bar	01/11/2027	Adjustments	
DL	3256RP63Q	User 1		# attempts		Paid	\$2,000.00
DOB	11/02/1978	User 2		# RPC		Owing	\$10,000.00
Summary	02/18/2022 30 OWN 9165550100			Date1		Settle	
Notes	<del>Contacts Attachments Cosigners Transactions Detail A1 A2 A3 CBP Group Misc Phone</del>			Date2		Run plan	

12/18/2022 13:07:12 ACT OWN : Post transaction 101 Payment By Check \$250.00 Owing \$5,250.00

10/04/2022 08:03:09 ACT OWN : Post transaction 101 1000.00

07/18/2022 08:03:09 ACT OWN : Post transaction 101 1000.00

07/13/2022 07:59:05 ACT MGR : Fee paid. Had an accident. Will bring account to current soon.

07/10/2022 07:32:18 ACT OWN : Phone about NSF Check and Fee.

07/10/2022 07:31:11 ACT ACT : Post transaction 105 -1000.00

06/28/2022 08:50:29 ACT OWN : Post transaction 101 1000.00

05/25/2022 08:21:46 ACT ACM : Post transaction 101 1000.00

04/03/2022 10:43:34 NEW ACM : Post transaction 101 1000.00

03/04/2022 09:28:30 NEW OWN : Post transaction 101 1000.00

02/02/2022 09:16:25 NEW OWN : Post transaction 101 1000.00

01/02/2022 10:05:22 NEW OWN : Post transaction 101 1000.00

OK

<< >>

Credit Card

ACH

Recalc

Print

Action

Advanced

Cancel

Help

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.

**Debtor** 12:02PM x

Name	Barclay, Tricia		Client	Relative Measures Corp.	98	View	
File	1423	Group	Acct	33-01643	Operator	JC	
Contact	Tricia Barclay		Timezone	(-8) Pacific Standard Time	Sales	TM	
Address	1101-791 Wallaston Drive		Master	Type	Rate	33.330%	
<input checked="" type="checkbox"/> OK	City	Brampton	Forward	Mode	Active	Principal	\$12,000.00
Home	916-555-0100	Legal	Legal	Status	ACT	Interest	
State	CA	Charged	03/03/2021	Score		Fees	
POE#	719-555-0102	Delnqnt		Worked	07/12/2029	Legal fees	
ZIP	98974-21	Listed	10/30/2021	Validation	12/09/2021	Miscellaneous	
Country	United States	Closed		Payment	02/02/2022	Other charges	
Speech		Time-bar	01/11/2027	Next		Adjustments	
SSN	735-40-2471	# attempts		Promise		Paid	\$2,000.00
DL	3256RP63Q	# RPC		Date1		Owing	\$10,000.00
DOB	11/02/1978			Date2		Settle	
Summary							

02/18/2022 30 OWN 9165550100

Run plan

Notes | Contacts | Attachments | Cosigners | Transactions | Detail | A1 | A2 | A3 | CBR | Group | Misc | Phones | Emails | Addresses

12/18/2022 13:07:12 ACT OWN : Post transaction 101 Payment By Check \$250.00 Owing \$5,250.00  
 10/04/2022 08:03:09 ACT OWN : Post transaction 101 1000.00  
 07/18/2022 08:03:09 ACT OWN : Post transaction 101 1000.00  
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 07/10/2022 07:31:11 ACT ACT : Post transaction 105 -1000.00  
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 04/03/2022 10:43:34 NEW ACM : Post transaction 101 1000.00  
 03/04/2022 09:28:30 NEW OWN : Post transaction 101 1000.00  
 02/02/2022 09:16:25 NEW OWN : Post transaction 101 1000.00  
 01/02/2022 10:05:22 NEW OWN : Post transaction 101 1000.00

OK  
 << >>  
 Credit Card  
 ACH  
 Recalc  
 Print  
 Action  
 Advanced  
 Cancel  
 Help

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



**Debtor** 12:11PM x

Name	Barclay, Tricia			Client	Relative Measures Corp.	98	<u>V</u> iew
File	1423	Group		Acct	33-01643	Operator	JC
Contact	Tricia Barclay			Timezone	(-8) Pacific Standard Time	Sales	TM
Address	1101-791 Wallaston Drive			Master		Rate	33.330 %
<input checked="" type="checkbox"/> OK				Forward		Mode	Active
City	Brampton	Home	916-555-0100	Legal		Status	ACT
State	CA	POE#	719-555-0102	Charged	03/03/2021	Score	
ZIP	98974-21	Cell	812-555-0103	Delinqnt		Worked	02/18/2022
Country	United States	Other		Listed	10/30/2021	Validation	12/09/2021
Speech		Email	barclay@example.com	Closed		Payment	02/02/2022
SSN	735-40-2471	POE	Mr. Bathtub	Time-bar	01/11/2027	Next	
DL	3256RP63Q	User 1		# attempts	7	Promise	
DOB	11/02/1978	User 2		# RPC	1	Date1	
Summary							

Notes | Contacts | Attachments | Cosigners | Transactions | Detail | A1 | A2 | A3 | CBR | Group | Misc | Phones | Emails | Addresses

12/18/2022 13:07:12 ACT OWN : Post transaction 101 Payment By Check \$250.00 Owing \$5,250.00  
 10/04/2022 08:03:09 ACT OWN : Post transaction 101 1000.00  
 07/18/2022 08:03:09 ACT OWN : Post transaction 101 1000.00  
 07/13/2022 07:59:05 ACT MGR : Fee paid. Had an accident. Will bring account to current soon.  
 07/10/2022 07:32:18 ACT OWN : Phone about NSF Check and Fee.  
 07/10/2022 07:31:11 ACT ACT : Post transaction 105 -1000.00  
 06/28/2022 08:50:29 ACT OWN : Post transaction 101 1000.00  
 05/25/2022 08:21:46 ACT ACM : Post transaction 101 1000.00  
 04/03/2022 10:43:34 NEW ACM : Post transaction 101 1000.00  
 03/04/2022 09:28:30 NEW OWN : Post transaction 101 1000.00  
 02/02/2022 09:16:25 NEW OWN : Post transaction 101 1000.00  
 01/02/2022 10:05:22 NEW OWN : Post transaction 101 1000.00

OK  
 << >>  
 Credit Card  
 ACH  
 Recalc  
 Print  
 Action  
 Advanced  
 Cancel  
 Help

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

**Debtor** 12:13PM x

Name	Barclay, Tricia			Client	Relative Measures Corp.	98	View
File	1423	Group		Acct	33-01643	Operator	JC
Contact	Tricia Barclay			Timezone	(-8) Pacific Standard Time	Sales	TM
Address	1101-791 Wallaston Drive			Master		Rate	33.330 %
<input checked="" type="checkbox"/> OK		Forward		Legal		Mode	Active
City	Brampton	Home	916-555-0100	Charged	03/03/2021	Status	ACT
State	CA	POE#	719-555-0102	Delinqnt		Score	
ZIP	98974-21	Cell	812-555-0103	Listed	10/30/2021	Worked	02/18/2022
Country	United States	Other		Closed		Validation	12/09/2021
Speech		Email	barclay@example.com	Time-bar	01/11/2027	Payment	02/02/2022
SSN	735-40-2471	POE	Mr. Bathtub	# attempts	1	Next	
DL	3256RP63Q	User 1		# RPC		Promise	
DOB	11/02/1978	User 2		Date1		Date2	
Summary							

Notes	Contacts	Attachments	Cosigners	Transactions	Detail	A1	A2	A3	CBR	Group	Misc	Phones
-------	----------	-------------	-----------	--------------	--------	----	----	----	-----	-------	------	--------

12/18/2022 13:07:12 ACT OWN : Post transaction 101 Payment By Check \$250.00 Owing \$5,250.00  
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 07/10/2022 07:32:18 ACT OWN : Phone about NSF Check and Fee.  
 07/10/2022 07:31:11 ACT ACT : Post transaction 105 -1000.00  
 06/28/2022 08:50:29 ACT OWN : Post transaction 101 1000.00  
 05/25/2022 08:21:46 ACT ACM : Post transaction 101 1000.00  
 04/03/2022 10:43:34 NEW ACM : Post transaction 101 1000.00  
 03/04/2022 09:28:30 NEW OWN : Post transaction 101 1000.00  
 02/02/2022 09:16:25 NEW OWN : Post transaction 101 1000.00  
 01/02/2022 10:05:22 NEW OWN : Post transaction 101 1000.00

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

**Debtor** 1:28PM

Name	Barclay, Tricia	Client	Relative Measures Corp.	98	View
File	1423	Group	Acct 33-01643	Operator	JC
Contact	Tricia Barclay	Timezone	(-8) Pacific Standard Time	Sales	TM
Address	1101-791 Wallaston Drive	Master		Rate	33.330%
<input checked="" type="checkbox"/> OK		Forward		Mode	Active
City	Brampton	Legal		Status	ACT
State	CA	Charged	03/03/2021	Score	
Home	916-555-0100				
POE#	719-555-0102				
	260				

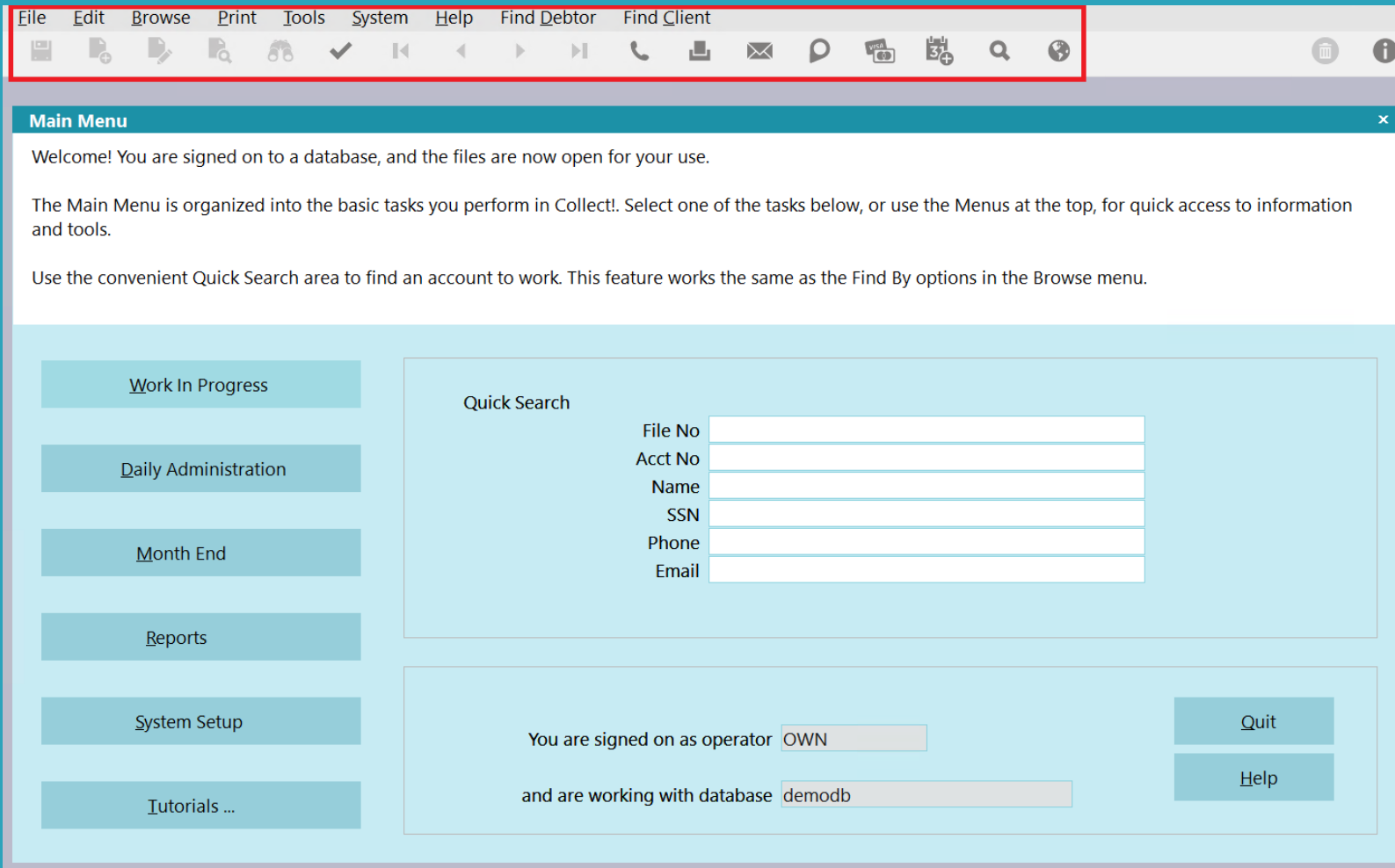
  

**Contact**

Debtor	Barclay, Tricia	Repeat	No Repeat	OK
Type	Phone	Class		<< >>
Due date	02/18/2022	Call result	None specified	Cancel
Time		<input type="checkbox"/> Do not autodelete		New
Priority	30	<input type="checkbox"/> No autocomplete		
Data		<input type="checkbox"/> No autocomplete promise		
Attachment				
Description	Home: 916-555-0100			
Collector	JC	Created date	02/18/2022	<input checked="" type="radio"/> In progress
Assigned by	OWN	Created time	13:28:28	<input type="radio"/> Completed
Originator	OWN	Reply		Defaults
				Help

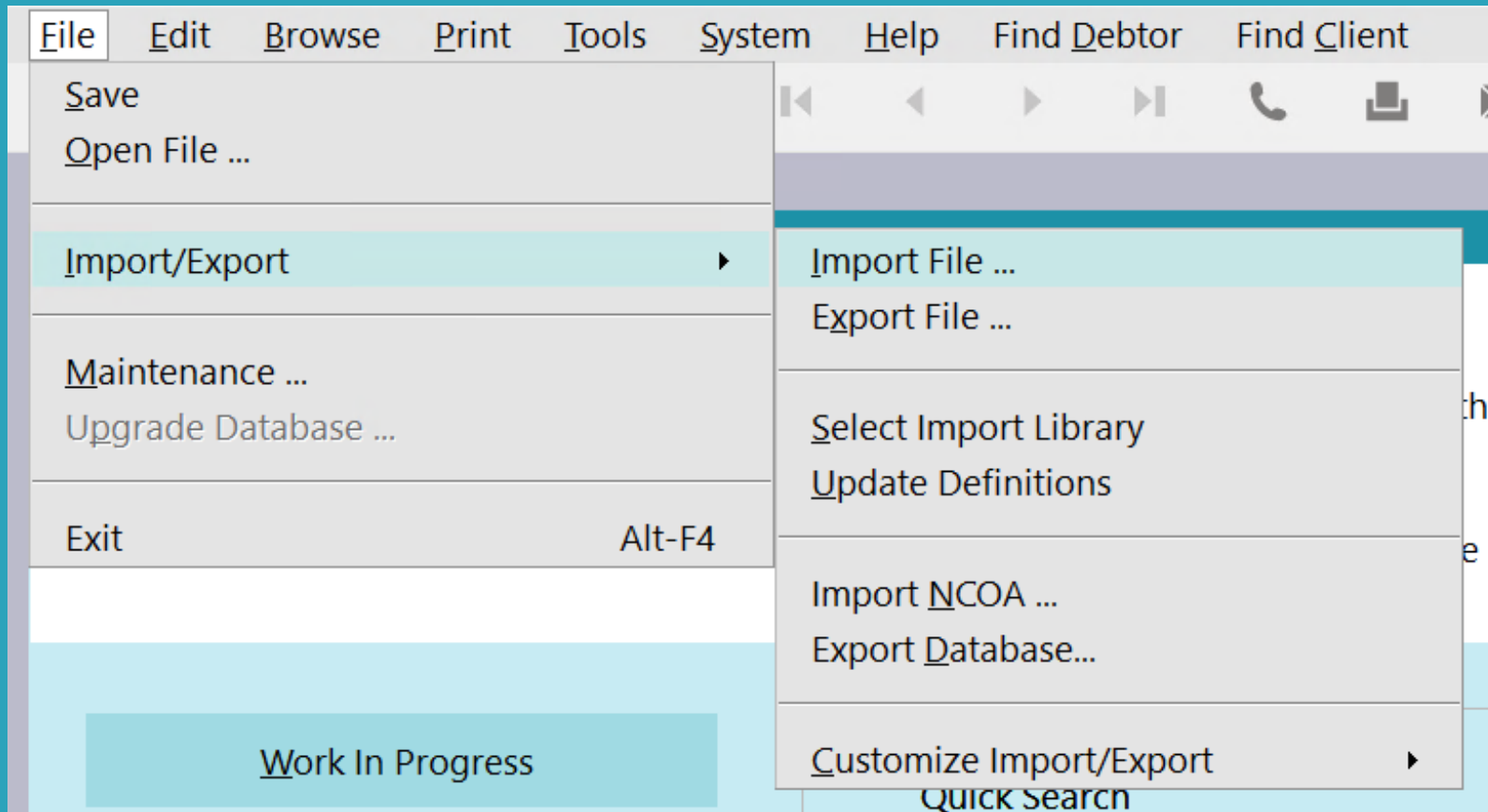
When an operator works an account from their WIP list, the contact task is presented on the debtor account. After the contact is complete the operator will click on the contact task to open the Contact Form where they can record details and mark the account as complete. From that screen they can create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

**Client** x

Client #	109	Alt Client #		Owned by client		Type	Unknown
Name				Operator		Class	Collections
D.B.A.				Status		Category	Standard
Contact				<input type="checkbox"/> Inactive		Listed	
Address				Client listed date	02/18/2022	Paid	
City		Phone		Listed date		Closed	
State		Fax		Worked date		Owing	
ZIP		Other		Date 2		Principal	
Country		Cell		Active accounts		Interest	
Email				Closed accounts		Fees	
User 1				Other accounts		Legal fees	
User 2				Total accounts		Miscellaneous	
User 3				Commission to date		Other charges	
User 4				Success rate		Adjustments	
				Timezone	Local Time	Run plan	

Debtors Invoices Payments Notes Contacts Attachments Associates Phones Emails Addresses

File	Name	Client numrAcct	Listed	Status	Owing	Paid	Group

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

**Client Settings**

Billing period

Remit as Gross Funds  
 Bill client for negative To Us

Remit as Combined Funds

Bill commission to debtor  
 Client is tax exempt

Credit card convenience fees  
 ACH convenience fees

Success calculation  
 Calculate using all accounts  
 Use closed accounts only  
 Custom

Report

Only payments for comm to date  
 Exclude reversals from Recalc  
 No fixed fees  
 Charge fee to client  
 Charge fee to debtor

Fixed fee

Currency   
Statement currency   
Itemization date   
Variable interest rates file

Assign sales ID to new accounts   
Assign operator ID to accounts   
Contact plan for new accounts

Debtor sort order  
 Debtor name  CAW enabled  
 Debtor account  Disable metafiles

Credit Bureau Reporting  
 Report accounts to bureaus  
 Send client detail to bureaus  
 Original creditor is in User 1  
 Original creditor is in User 2

Delay Days   From today  
 From delinquency  
 From charged

Commission		Tax			
		Rate1	Rate2	Rate3	Rate4
Rate 1	<input type="text"/> %	Principal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rate 2	<input type="text"/> %	Interest	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rate 3	<input type="text"/> %	Fees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rate 4	<input type="text"/> %	Legal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		Misc	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rate plan	<input type="text"/>	Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

OK  
<< >>  
Help

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.

**Debtor** ×

Name			Client	Relative Measures Corp.	98	View
File	4432	Group	Acct			
Contact			Timezone	Local Time	Operator	OWN
Address			Master	Type	Sales	
<input type="checkbox"/> OK			Forward	Mode	Rate	33.330 %
City	Home		Legal	Status	Principal	
State	POE#		Charged	Score	Interest	
ZIP	Cell		Delnqnt	Worked	Fees	
Country	Other		Listed	02/18/2022	Validation	
Speech	Email		Closed		Payment	
SSN	POE		Time-bar		Next	
DL	User 1		# attempts		Promise	
DOB	User 2		# RPC		Date1	
Summary			Date2		Date2	

Run plan NEW

Notes Contacts Attachments Cosigners Transactions Detail A1 A2 A3 CBR Group Misc Phones Emails Addresses

OK  
 << >>  
 Credit Card  
 ACH  
 Recalc  
 Print  
 Action  
**Advanced**  
 Cancel  
 Help

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.



**Phone** [Close]

Phone number: 812-555-0103 [Phone Icon]

Debtor name: Barclay, Tricia

Active: Yes [Dropdown]

Position: Cell [Dropdown]

Source: Other [Dropdown]

Timezone: (-6) Central Standard Time [Dropdown]

Best time to call: [Field]

Time from: [Field] Time to: [Field]

Last called: [Field]

Date: [Calendar Icon]

Time: [Field]

Last RPC: [Calendar Icon]

Last result: None specified [Dropdown]

Opt in calls: 11/02/2021 Verbal

Opt in texts: 11/02/2021 Verbal

Debtor name: Barclay, Tricia

Owner: Self [Dropdown]

File: 1423 [Dropdown]

Status:

- RPC
- SMS
- Invalid number / debtor unknown
- Do not call
- Not in service

User 1: [Field]

User 2: [Field]

NIS ID: None specified [Dropdown]

NIS reason: None specified [Dropdown]

Opt out calls: [Field] [Field]

Opt out texts: [Field] [Field]

Cell scrub: [Field] [Field]

Buttons: OK, <<, >>, New, Delete, Cancel, Help, Opt Out Calls, Opt Out Texts, Text Reauth, RPC Override

Call opt:  Text opt:

**Opt In/Out Logs**

Type	Date	Time	Operator	Consent Method	Description
Call Opt	11/02/2021	13:36:59	OWN	Verbal	Debtor has consented to Calling.
Text Opt	11/02/2021	13:36:46	OWN	Verbal	Debtor has opted in to Texting.

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

**Financial Detail**

Referral Rate  %

Currency

Show 30/60/90  
 Tax exempt

Commission to date   
Principal paid to date

**Judgement** **Commission** **Tax** **Fees**

	Rate1	Rate2	Rate3	Rate4
Rate 1 <input type="text" value="33.330"/> %	Principal <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rate 2 <input type="text"/> %	Interest <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rate 3 <input type="text"/> %	Fees <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rate 4 <input type="text"/> %	Legal <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Misc <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rate plan <input type="text"/>	Other <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Add commission to owing

**Assignment** **Interest** **Payment Plan**

Last statement <input type="text"/>	Original principal <input type="text"/>	Req valid amt <input type="text"/>
Transaction (Charged) <input type="text"/>	Original interest <input type="text"/>	Req clt backup <input type="text"/>
Last payment (Delinqt) <input type="text"/>	Original fees <input type="text"/>	Sent valid amt <input type="text"/>
Charge-off <input type="text"/>	Original legal <input type="text"/>	
Itemization date <input type="text" value="Last payment (Delinqt)"/>	Original misc <input type="text"/>	Req orig cred info <input type="text"/>
Balance at itemization <input type="text"/>	Original other <input type="text"/>	Sent orig cred info <input type="text"/>
Validation end <input type="text"/>	Original paid <input type="text"/>	
	Assigned amount <input type="text" value="\$0.00"/>	Orig last pay amt <input type="text"/>
		Orig last pay date <input type="text"/>

OK  
Transactions  
Summary  
Cancel  
Calculators  
Help

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.

## Credit Card Payment Tasks ×

The Credit Card Payment Tasks menu is where you choose to set up individual or recurring credit card payments.

It is also possible to Reconcile an individual debtor with processed/approved credit card transactions that have been confirmed at the payment gateway if there is a need to bring an individual's history up-to-date separate from the daily batch reconciliation.

Before you use the options in this menu, ensure that you have set your preferences in the Credit Card Payments Setup screen and that you have enabled each client in their Advanced Settings window if there is to be any charging of credit card convenience fees in any region where it is permissible by law

Run a Transaction

Recurring Payments

Reconcile Debtor

OK

Help

Blank form

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.

## Single Credit Card Transaction

The Single Credit Card Transaction screen enables you to process one time only credit card payments. It can update demographics on the account as well as store limited, PCI compliant amounts of data about the card and pertinent about the transaction itself.

To access this window, click the Credit Card button in the lower right corner of the main Debtor screen and choose "Run a Transaction".

Card holder	Tricia Barclay	Date	02/18/2022
First	Tricia	Amount	
Last	Barclay	<input type="checkbox"/> Apply fee	
Street	1101-791 Wallaston Drive	Fee	
City	Brampton	Total billed to card	
State	CA	ZIP	98974-21
Email	barclay@example.com	PIN	*****
<input type="checkbox"/> Send email receipt			
Card type	Mastercard	<input type="checkbox"/> Save credit card info	
Card number	5454545454545454	<input checked="" type="radio"/> To debtor	
Exp	1299	Code	999
AVS street	1101-791 Wallaston Drive	<input type="radio"/> To cosigner	
AVS ZIP	98974-21		

Submit

Cancel

Help


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.

## Single ACH Transaction

The Single ACH Transaction screen allows you to submit a one-time ACH payment for an individual debtor. From this screen you can:

Name	Tricia Barclay	
Address	1101-791 Wallaston Drive	
City	Brampton	
State	CA	Zip 98974-21
Phone	916-555-0100	
Routing	111111118	Acct # 123456789
Type	Consumer Checking	
Bank	Teachers' Trust Company	
<input type="checkbox"/> Save bank information <input checked="" type="radio"/> To debtor <input type="radio"/> To cosigner		
Amount		Date 02/18/2022 
Fee		<input type="checkbox"/> Apply fee
Total		
Submit		
Cancel		
Help		
Password	*****	

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.

Contact	Other
Debtor	Operator
Type	Operator Viewed
Due date	Phone
Time	Phone In
Priority	Plan
Data	Promise
Attachment	Commission
Description	Rate Plan
Collector	Review
Assigned by	Sales
Originator	Text/SMS
	Text/SMS In
	Status
	Transaction
	Email
	Email In
	Client
	ODBC

Repeat	No Repeat	OK
Class		<< >>
Call result	None specified	Cancel
Amount		<input type="checkbox"/> Do not autodelete <input type="checkbox"/> No autocomplete <input type="checkbox"/> No autocomplete promise
Elapsed		
		New
Created date	02/18/2022	<input checked="" type="radio"/> In progress <input type="radio"/> Completed
Created time	13:47:43	Defaults
		Help

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.

**Contact** x

Debtor  Repeat

Type  Max intervals  Class

Due date  Amount   Advance overpayments

Time  Elapsed   Do not autodelete

Priority  Promised   No autocomplete

No autocomplete promise

Create copy on repeat

Log repeat to notes

Data

Attachment

Description

Collector   Created date   In progress

Assigned by  Created time   Completed

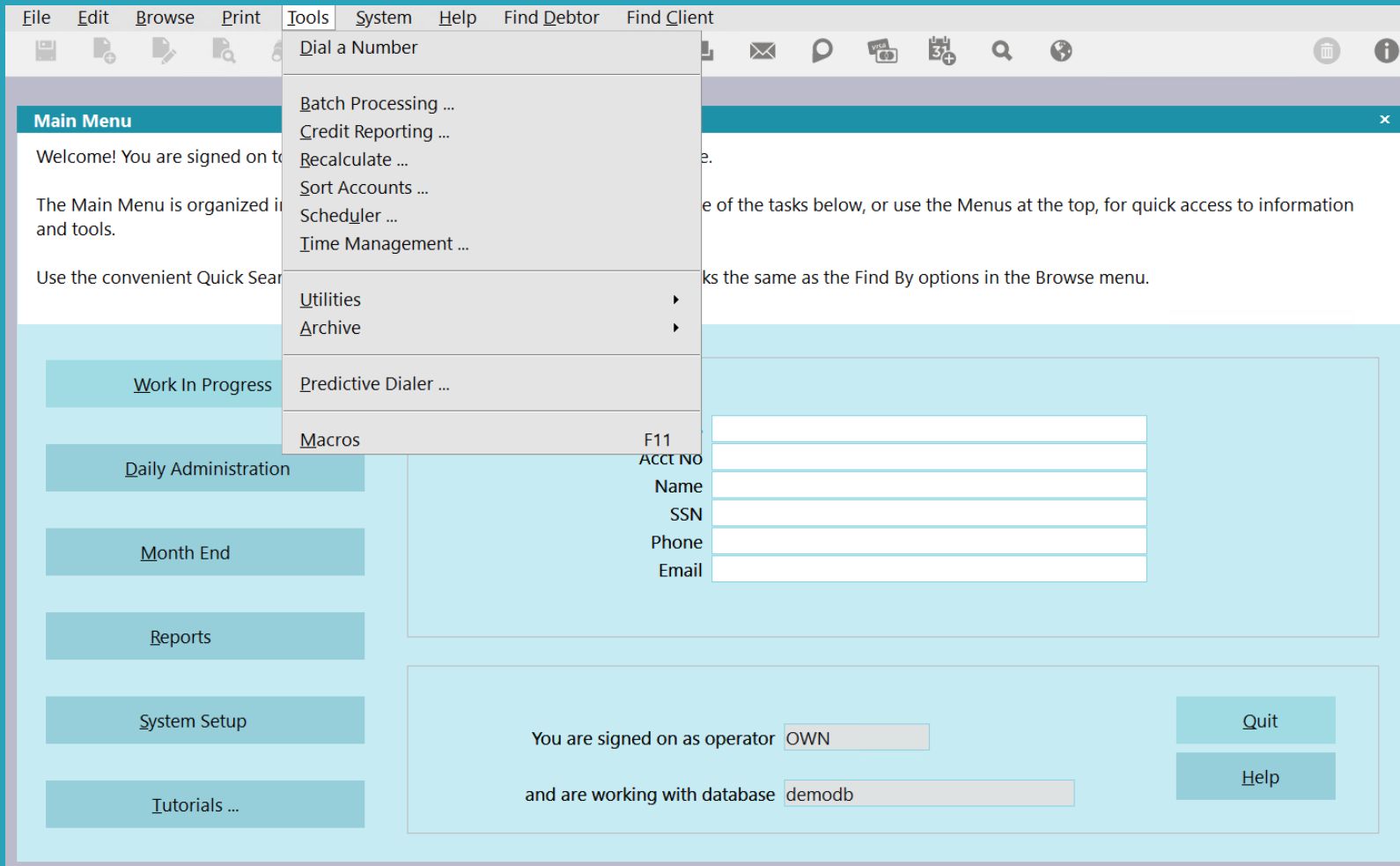
Originator

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 1<sup>st</sup> 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.



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

Buttons: 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

**Contact Plan** x

Code  Description

Prompt for start date       Do not run on closed debtors  
 Delete all pending contacts       Allow all users to delete  
 Prompt before deleting       Sub-plan

**Events**

Type	Description	Attachment	Operat..... Days	PriorSchedule if	If	Value 1
Status	NEW					
Activate	Ensure the account is active					
Letter	Letter 1					
Phone	Home		10	30		
Letter	Letter 2		30			
Letter	Letter 3		60			

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 Plan** x

Code  Description

Prompt for start date       Do not run on closed debtors  
 Delete all pending contacts       Allow all users to delete  
 Prompt before deleting       Sub-plan

**Events**

Type	Description	Attachment	Operat..... Days	Prior:Schedule if	If	Value 1

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

The Payment Posting Options form is used for setting actions performed when a payment is posted to an account. Each action is a contact plan that runs automatically when the payment posting condition is true.

### Promise contact actions

Promise full payment	<input type="text"/>
Promise underpayment	PRU
Promise overpayment	<input type="text"/>
Promise NSF payment	<input type="text"/>
Promise broken payment	PRB

### Promise schedule payment order

Principal	First
Interest	Third
Fees, Legal, Other, Misc	Second

### Payment plan actions

Plan full payment	<input type="text"/>
Plan underpayment	<input type="text"/>
Plan overpayment	<input type="text"/>

- Write date to debtor record
  - Use NSF date
- Automatically manage promises when posting
- Use today for payment date
- Use today for posted date
- Truncate 33 percent commission
- Automatically run default plan
- Don't automatically create 196
- Early payments skip promises

Run only when balance below   
Default contact plan   
Confirmation delay

OK

Advanced

Cancel

Help

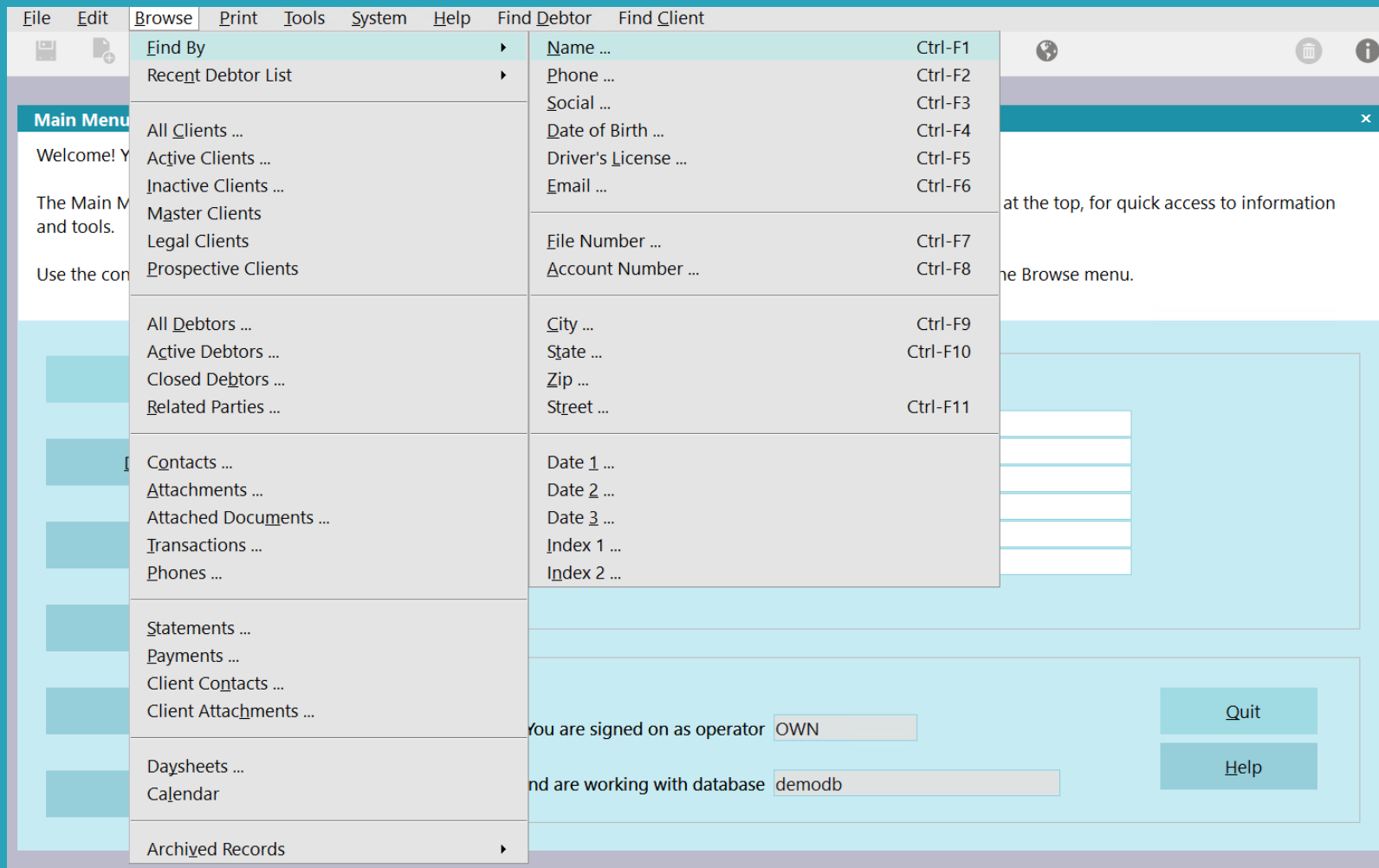
Payment Posting Options are used to set actions to be performed automatically when a payment is posted to an account. Each action is a Contact Plan that is triggered when the payment posting option is true. You can see how various payment possibilities will trigger appropriate Contact Plans, and how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

Debtor	
Patient	Barclay, Tricia
File	1423
Group	
Contact	Tricia Barclay
Address	1101-791 Wallaston Drive
<input checked="" type="checkbox"/> OK	
City	Brampton
State	CA
ZIP	98974-21
Country	United States
Speech	
SSN	735-40-2471
DL	3256RP63Q
DOB	11/02/1978
Summary	

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

×

Please enter an email address to search for.

For example type 'support@' to find all emails starting with support@. Type '\*support' to find all numbers containing 'support' such as tech-support@test.com.

Type an email address to search for and click OK. Choose Cancel to exit.

OKCancel

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.

Debtor		Edit Search Criteria - Debtor				
File	Patient	Field	From	To	Range	Group
1423	Barclay, Trici	#Mode	Active	Active	Include	
1409	Beauchamp,	#Operator	JC	JC	Include	
1090	Bernardo, Ri	#State	NY	NY	Include	
4350	Booth, Mich	Judgement	0	999999999999	Exclude	
1425	Bough, Peter	# RPC			Include	
4339	Bradley, Will	# attempts			Include	
1380	Campbell, Fr	#Acct			Include	
4344	Campbell, Jc	#Cell			Include	
1115	Carlton, Cha	#City			Include	
1029	Carson, Lyle	#Closed			Include	
4396	Carter, Mich	#Contact			Include	
1397	Crawford, Ha	#Country			Include	
1095	Davis, Chery	#DL			Include	
4333	Debtor Maki	#DOB			Include	
4415	Dennison, G	#Email			Include	
4429	Doe, John J.	#File			Include	
4376	Domingo, Ca	#Group			Include	
1037	Drummond,	#Home			Include	
4399	Elliot, Randa	#Listed			Include	
4346	Fairbanks, Fr	#Master			Include	
4423	Finn, Huckle	#Other			Include	
4348	Freeman, Jar	#POE#			Include	
4390	Gabriel, Bett	#Patient			Include	
4413	Gonzales, He	#SSN			Include	
4422	Gunther, Ga	#Sales			Include	

Buttons: Clear, Save, Load, Help, Cancel, Search, >=, OK

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.



**Attachment** ×

Class	Document	Type	Contract	Date		Value		Credits	
Description			Contract	Expired		Factor		Debits	
Type			Signature					Result	
Signatory			Summons	Date 4					
Address			Application						
City				City					
State				State					
Zip				County					
Jurisdiction				Phone					
Notary									
Address									
User 22				User 27					
User 23				User 28					
User 24				User 29					
User 25				User 30					
User 26				User 31					

File				
File 2				
File 3				
File 4				

Created 08/26/2031 OWN Modified 08/26/2031 OWN

OK  
 << >>  
 New  
 Delete  
 Cancel  
 Help

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.

**Letter 1** ✕

The Print Report form displays several settings that control report printing. The title bar displays the report that you are about to print. Different settings are displayed depending on the choices you make in this form. Press F1 for details.

- Printer
- Screen
- File
- Spreadsheet
- Email
- Fax
- Browser
- Other
- Letter service
- PDF

Use SMS  
 Skip empty email addresses  
 CC cosigners

Number of copies   
Print from page   
Page height   
Page width

to page   
Top margin   
Left margin

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.

**Send Mail** x

To	barclay@example.com	Send
Cc		Save Draft
Subject		Cancel
Attachments		Load Draft

Textblock

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.

**User Level** [x]

Code  Description

Function

---

**Operator Level Rights** [x]

Item	Alias	Permissible user functions
client:type		Full
client		Read Only
client:user4		Full
client:activeaccounts		Full
client:subform:debtors		Full
clientsettings		Read Only
debtor		Read Only
debtor:contact		Full

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.

**Operator** [Close]

ID  Type  Commission rate  % Reports to

Name  Address

Actual  City  Phone

Title  State  Private

Office  ZIP  Country

Email

OK << >> Help

Security | Detail | Email | Team | Group | Attachments

ID  Group ID

Auth

Change Password

User level

Enable MFA     Strict  
 MFA Verified     Locked out by default  
 MFA Email     Apply to client accounts

Allow browser signon  
 Password never expires  
 Must change password next login  
 Account is disabled  
 Account is locked out  
 Allow local file copies  
 Enable verification

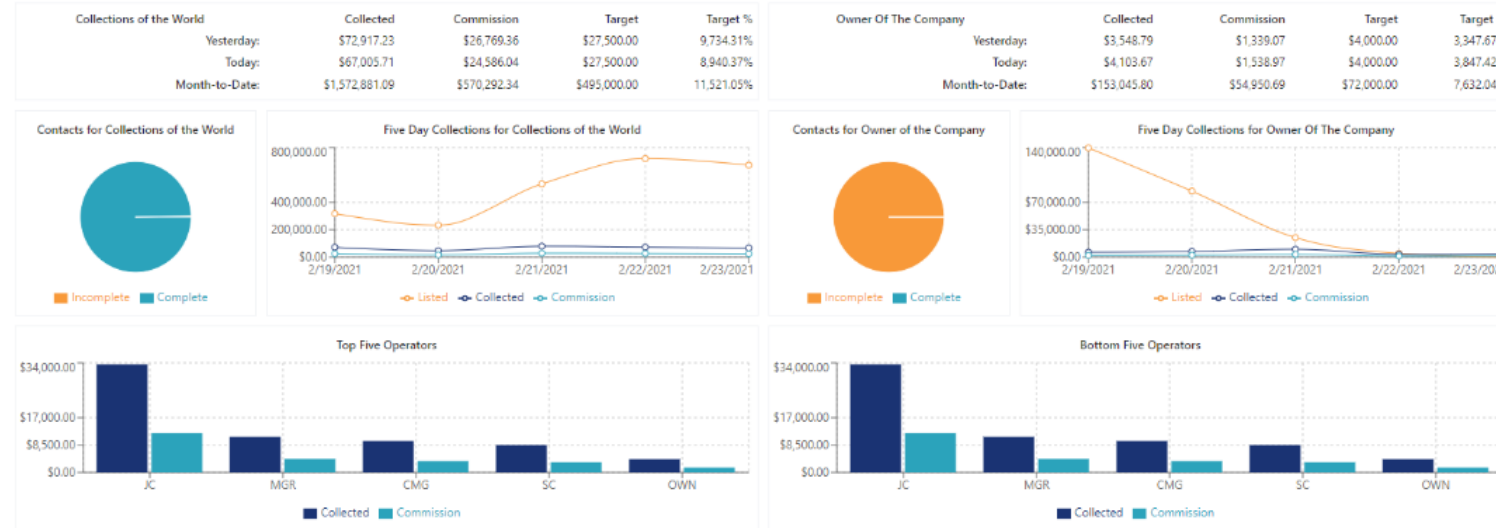
Log viewed accounts  
 Create contact  
 Log modified accounts  
 Enable secure socket layer  
 Stunnel socket wrapper  
 Internal Collect! SSL  
 Web Host XML data pump  
 Deny multiple signon

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.

## Manager Dashboard



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
<b>Finance Reports</b>						
<b>Trust Reports</b>						
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			
<b>General Finance Reports</b>						
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.

**Total Listings** ✕

The Print Report form displays several settings that control report printing. The title bar displays the report that you are about to print. Different settings are displayed depending on the choices you make in this form. Press F1 for details.

---

Printer      Microsoft Print to PDF Print >>  
 Screen      Tray Setup  
 File  
 Spreadsheet  
 Email       Print      Number of copies   
 Fax       Preview      Print from page  to page   
 Browser  
 Other       Monochrome      Page height       Top margin   
 Letter service      Page width       Left margin  Cancel  
 PDF Help

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.

## 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.

**collect!**  
credit + debt collection software

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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
- <b>Credit Bureau Reporting Module</b>
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.

**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

- 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.

**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

- 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](mailto:sales@collect.org)
- 1-800-661-6722, option 1
- 250-391-0466, option 1