Integrated Collection Management Solutions Overview

The financial strength of any organization depends on how well it can maintain its position in the marketplace.

A company must continuously focus on critical areas such as controlling production costs and reducing losses by collecting receivables. A Collection Management System must include both the ability to identify delinquencies and actively pursue, follow up and ultimately collect funds in a timely and cost effective manner.

Our Integrated Collections Management Solutions (ICMS) has been designed to solve these problems, and more.

Built on state-of-the-art web based technologies, ICMS employs a Graphical User Interface, and operates in the industry standard Windows environment. This system is designed to effectively drive quality collection activities that are both timely and accurate.

ICMS is a knowledge based system that guides collectors through pre-determined scripts resulting in precise outcomes based on the severity of the case.

ICMS consolidates customer account receivables activity and provides up-to-date information that empowers collectors to perform at the highest levels. ICMS streamlines the entire collection process leading to an integrated, efficient and effective collection environment.

By matching ICMS technology to a collection model tailored to your business, collectors become more efficient and productive resulting in greater cost control and the overall reduction of debt ratios.

Benefits

- Reduced Receivables
- Reduced debt and l oan losses
- Timely and consistent collections methods throughout the organization
- Significant productivity gains for collections personnel
- A consistent collections approach for the organization
- Seamless integration with other ESP-Link Suite Products

ESP-Link *Suite*

Bevertec

Features

General Product Features

- Supports Enterprise-wide collections management from centralized and decentralized venues (Loans, Mortgages, Credit Card from the Call Centres and Bank branches etc.) employing multiple collections strategies
- Customer Care/ Call Centre ready enabling collections campaigns
- Automatically builds Collector work queues
- Facilitates Multi-Currency collections and reporting
- State-of-the-art Graphical User Interface (GUI)
- Prioritized call management to ensure that the most exposed delinquent accounts in the organization are handled first
- Option to attach predictive dialer to automate the dialing functions
- Provides a variety of power dialing options for the collector
- Automatic letter generation
- Several Reporting functions
- Collections/ collector statistics
- Call tracking facilities
- Telephony features to make contact with the owner of the delinquent account
- Scripting - Knowledge-based scripting system that prompts the user with questions to ask along with a list of common answers to be expected.

Online Collector Support

Collectors are provided with a work queue consisting of accounts prioritized by user-defined parameters. Collectors can perform the following functions:

- View and review the work queue
- View and update accounts with collection activities in the work queue
- Access customer accounts by performing an alpha search using any part of the customer name
- Follow a consistent collection approach using the knowledge base script
- Save memo history and retrieve both questions asked and the responses given
- Generate letters, e-mails, or SMS (text messages) on demand and in batch

Online Supervisory Support

Collections Supervisors are provided with the capabilities to perform the following functions on-line and in real time:

- Monitor Collector activities by categories such as "attempts to contact customer", "contacts made"and "promise to pay" by the customer
- Review Collector performance statistics

Management Support and Reporting

ICMS provides extensive reporting features to allow management and support staff to monitor collections performance. Standard reports cover:

- Collection reconciliation reports
- Collector work activity in date and time sequence
- Uncollected accounts (i.e. write-offs)
- Statistical performance reports
- Collected accounts reports
- Broken promises reports
- Delinquency reports by number of days (aging)

Features	**System Administration**
	• ICMS provides administration functions for setup and ongoing support of the application.
	• General online processing
	• Online user-defined processing parameters and options
	• Flexible definition of collection work queue allows administrators to sequence accounts and assign workflow to a Collector
	• User defined "promise to pay" activity parameters defining the factors of lagged "broken promise" dates, minimum payment percent and payment method
	• Account work support with unlimited lines for free form text
	• Ability to provide external links to support online collections documents (e.g. credit bureau reports, debt application systems

The Five "Rs" of Collections Management

ICMS incorporates Bevertec's credit collection philosophy which is based on the principles of the five "Rs".

The key to having receivables paid on a timely basis is to ensure that customers know that they are part of a valuable relationship with the organization.

ICMS reminds customers about past due accounts and broken promises by way of a professional and persuasive rehabilitation process that is proven to contributor to achieving the goal of full debt recovery.

Relationships

- ICMS shows all relationships and customer profiles to allow collectors to assess the complete business situation.
- Provides logging and access to all customer collection activity history to allow collectors to know what was said in all previous contacts.

Retention

- Knowledge Based Scripts (KBS) provide the tools to present a standard corporate image by multiple collectors, reducing the possibility of personality conflict.

Reminding

- Timely customer contact by letter, SMS, e-mail or phone, based on prioritized work queues, improves the collection process to a satisfactory conclusion.
- Timely follow up shows the customer you care and again contributes to promptness in the collection process

Rehabilitation

- Different scripts for different occasions ensure that every effort is made to help the customer get back on track financially
- Use of corporate knowledge in scripts provides the greatest opportunity for success in collection.
- Provides information that allows a financial officer to restructure payments

Recovery

- Timely determination of impending recovery ensures maximum dollar value recovery
- Tracking and monitoring of recoveries easily allows third party recovery if necessary
- The Knowledge Based Scripts (KBS) encourage the collector to quickly get to the salient points of the conversation and minimizes the time spent on the phone
- Automatic generation of work queues ensures the most exposed risks are processed first

Frequently Asked Questions

How Easy Is ICMS to Use?

Collectors benefit from ICMS ease-of-use; logging onto the system requires a unique identity and secret password. ICMS automatically creates and presents a delinquent account queue that can be managed in any number of ways. A collector can either browse the list or search through "Alpha Name" selection criteria. As each name is browsed, relevant demographic and debt information is displayed on the screen.

What About Review Options?

At any time, an account can be pulled up for complete review and specific debt records can be managed. ICMS automatically displays an additional screen providing more in-depth information on any account. The collector has options to review an account history including previous calls and promises made by the customer.

Can I Review My Scripts and Scenarios?

Upon contacting the customer, ICMS automatically delivers a unique set of Knowledge Based Scripts (KBS) questions to be posed depending on the severity of the debt. These questions can be customized by your organization. ICMS also provides possible response scenarios for the collector who is creating a conversation that determines when and how much the customer will pay.

ICMS provides logging facilities to record all customer responses which can be reviewed at any time. ICMS delivers a summary screen of all contact and transaction activities exactly in the order the interactions occurred.

The end result is a collection methodology that is consistent throughout the enterprise.

How Do I Manage Work Queues?

ICMS calendars all "promises to pay" and automatically retrieves customer accounts on the due date, verifying whether the account is paid or if the account is cured. If a payment is outstanding, ICMS assigns the delinquent account to a collector queue for follow up.

What Operating Platform Does ICMS Support?

ICMS is a Web-based system that runs either in standalone mode or in a LAN environment. ICMS employs a Graphical User Interface (GUI), and operates in the industry standard Windows environment.

** ESP-Link™ is a registered trademark of Bevertec CST Inc.

About Bevertec CST Inc

Established in 1981, Bevertec CST Inc. is a world leader in IT consulting and open systems transaction management solutions, offering an unique combination of resources and technology solutions to maximize your company's return on investment from IT projects.

ESP-Link™ *Suite* is a first-class powerful, secure, open system, multi-platform family of e-commerce financial products and services that enables "anytime, anywhere" electronic financial service delivery for today's electronic commerce marketplace.

For more information please visit Bevertec CST Inc. at: **www.bevertec.com**