

QCS Instructions

QCS Debtor Emails

QCS & QCS Admin/Clerical/Debtor Emails

Introduction

QCS

You can request certain emails to debtors, Please, Demand, List of Accounts, Payment Receipts, etc. This works as it has been, the only change being that now they will originate from your own qfgnet.com email, rather than cbc@qfgnet.com. This will allow each collector to monitor and respond to emails from their debtors. The email addresses used for this will be your alias plus .qfgnet.com.

While you are in QCS, it will check every 5 minutes for incoming emails to your email address. When one is received, it will notify you with the Incoming Debtor button at top right of the main QCS screen. Click on it to pull up the debtor.

The screenshot displays the QCS software interface for a debtor. At the top, it shows 'Debtor #1304751 Unit: Courtney (4) Cat: Cancelled Last: 06/04/24 Next: 07/22/20'. Below this is a form with various fields for debtor information, including 'Debtor: TEST ACCOUNT, WEB', 'Phone:', 'Spouse:', 'Add1:', 'Add2:', 'Csz: MONROE WI 53566', 'Email: brian@gateleydesigns.com', 'Ssn:', 'Sp Ssn:', 'Dob:', 'Sp Dob:', 'Employer:', 'Emp. Ph:', 'List Amt (Act only): \$0.00', 'Principal Owing:', 'Interest:', 'Misc:', 'Legal Fees:', 'Check Fees:', 'Paid:', and 'Cur Bal:'. There are also buttons for 'UnBlock', 'Block', 'Inc 1', 'Cell Auth:', 'Answering Machine Script', 'QFGI.COM', 'Phone Recordings', and 'Paid:'. A yellow bar highlights the email list section. The email list has columns for 'Subject', 'Date', and 'Status'. The selected email is 'RE: Tuesday Email Test' dated '06/04/24' with status 'FIN'. The email content shows a reply to the Tuesday Email Test, with a 'From:' field containing 'brian@gateleydesigns.com' and a 'Sent:' field containing '6/4/2024 7:47:35 AM'. At the bottom, there are buttons for 'View All', 'Check for New Emails', and 'Reply'. The bottom navigation bar includes 'Notes', 'Accounts', 'Payments', 'ACH Payments', 'Credit Cards', 'CC Payment Plan', 'Correspondence', 'Legal', 'Forwarding/CCC', 'Skip/Credit Info', 'Action', and 'Emails'. There are also buttons for '<', '<<', '>>', '>', 'Add Note', 'Request Correspondence', 'Markup Dbr', 'Cred Reprinting', 'Documents', 'Add Pay', 'Print', 'Send Debtor', and 'Close'.

Subject	Date	Status
Tuesday Email Test	06/04/24	FIN
Second Tuesday Email Test	06/04/24	SNT
RE: Tuesday Email Test	06/04/24	FIN
This is it!	06/05/24	FIN
RE: This is it!	06/05/24	REV
Thursday Email Test	06/06/24	FIN
RE: Thursday Email Test	06/06/24	SNT

Emails can be seen in the Emails tab, showing the subject, email date, and status. The status codes are:

- NEW New incoming email, has not been read yet
- RED New incoming email, has been read
- FIN Incoming email has been read and responded to
- RVW New outgoing email, needs review by manager
- RVD Email reviewed by manager but not sent
- SNT Outgoing email has been reviewed and sent
- UNK New incoming email, system could not find a debtor with that email address

You can click on Check for New Emails (useful if you are expecting a reply)

To respond to an email, just double-click on it or select it and click Reply. This will open up a new window showing the email details where you can enter your response and send it to a manager for review.

Custom Email

From: cbc@qfgnet.com
 Sent: 6/4/2024 9:03:54 AM
 To: brian@gateleydesigns.com
 Cc:
 Subject: RE: Tuesday Email Test

This is a reply to the Tuesday Email Test

From: brian@gateleydesigns.com
 Sent: 6/4/2024 7:47:35 AM

From: carol@qfgnet.com
 To: cbc@qfgnet.com
 CC:
 BCC:
 Subject: RE: RE: Tuesday Email Test

Attach File

Send to Manager Cancel

Enter your message above the dotted line. You can change the To address and add a CC and/or BCC as well as changing the subject, but in general you should leave those as is. You can also click Attach File if you need to include something, such as a list of accounts or itemized statement. Please check your spelling and grammar before sending and make sure your message is appropriate and conforms to the FDCPA and other laws.

Click Send to Manager for review.

QCS Admin/Clerical/Debtor Emails

User	Date	Debtor #	Subject	Status
BHG	6/4/2024 7:...	1304751	Tuesday Email Test	FIN
BHG	6/4/2024 7:...	1304751	Second Tuesday Email Test	NEW
BHG	6/4/2024 9:...	1304751	RE: Tuesday Email Test	SNT

Status: REV All Status User: BHG All Users Change Status View Close

By default, only RVW emails are shown, select a different Status or check All Status as needed. Similarly you can change which user's emails are being shown.

Double-click on an email or select it and click View to review it.

Debtor Email

(800) 525-5121 (800) 538-1838
P.O. Box 273, Monroe, WI
53566-0273

Web: www.qfgi.com
Email: cbc@qfgnet.com

TO:	WEB TEST ACCOUNT	REFERENCE #:
	MONROE, WI 53566	1304751

one test
two test
red test
blue test

To un-subscribe from our emails, please contact our office via phone, email, or mail

From: Attach File(s) Delete Attachment

To:

CC:

BCC:

Subject:

Open Debtor Send Email Print Email Delete Email Close

You will see the email as the debtor will see it, with our company heading and debtor information at the top, the collector's message under that, the debtor's original message under that, and at the bottom the mini-miranda. Make changes as necessary and click Send Email to send. You can also click Open Debtor to pull up that debtor in QCS if you need further information or need to change something or enter notes on the debtor (when you send the email it will automatically append a note to that affect). You can also print or delete the email if necessary (hopefully neither of those will be necessary).