# **QCS Instructions**

#### **QCS Debtor Emails**

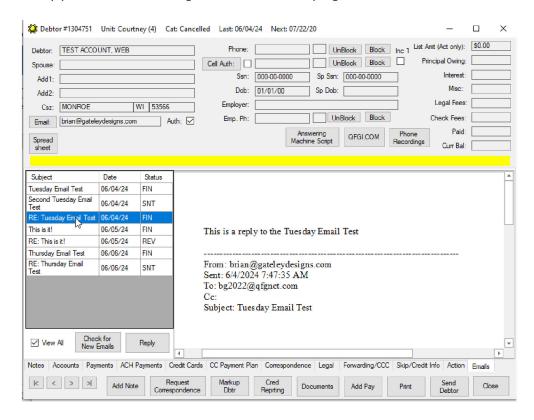
QCS & QCS Admin/Clerical/Debtor Emails

## 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.



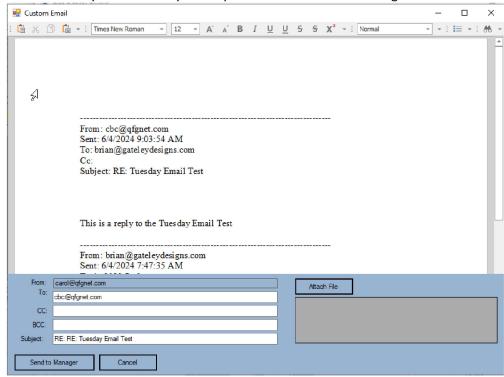
Emails can be seen in the Emails tab, showing the subject, email date, and status. The status codes are:

- 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)

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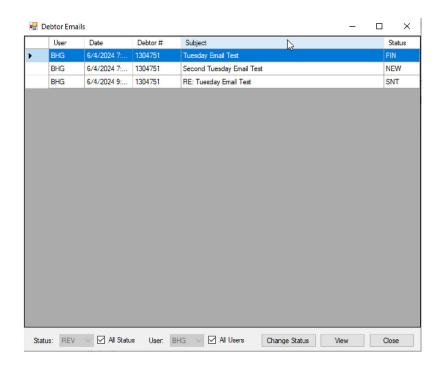
To respond to an email, just double-click on it or select it and click Reply. This will open up a new window showing the email details where you can enter your response and send it to a manager for review.



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.

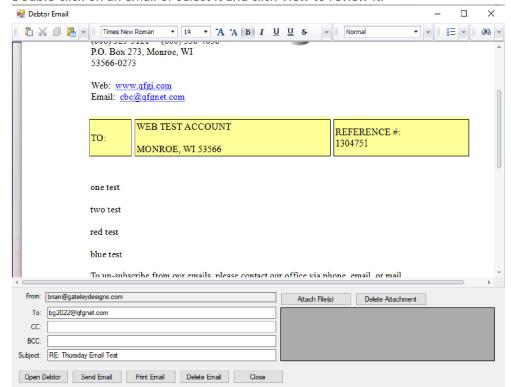
## QCS Admin/Clerical/Debtor Emails



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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.



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).

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