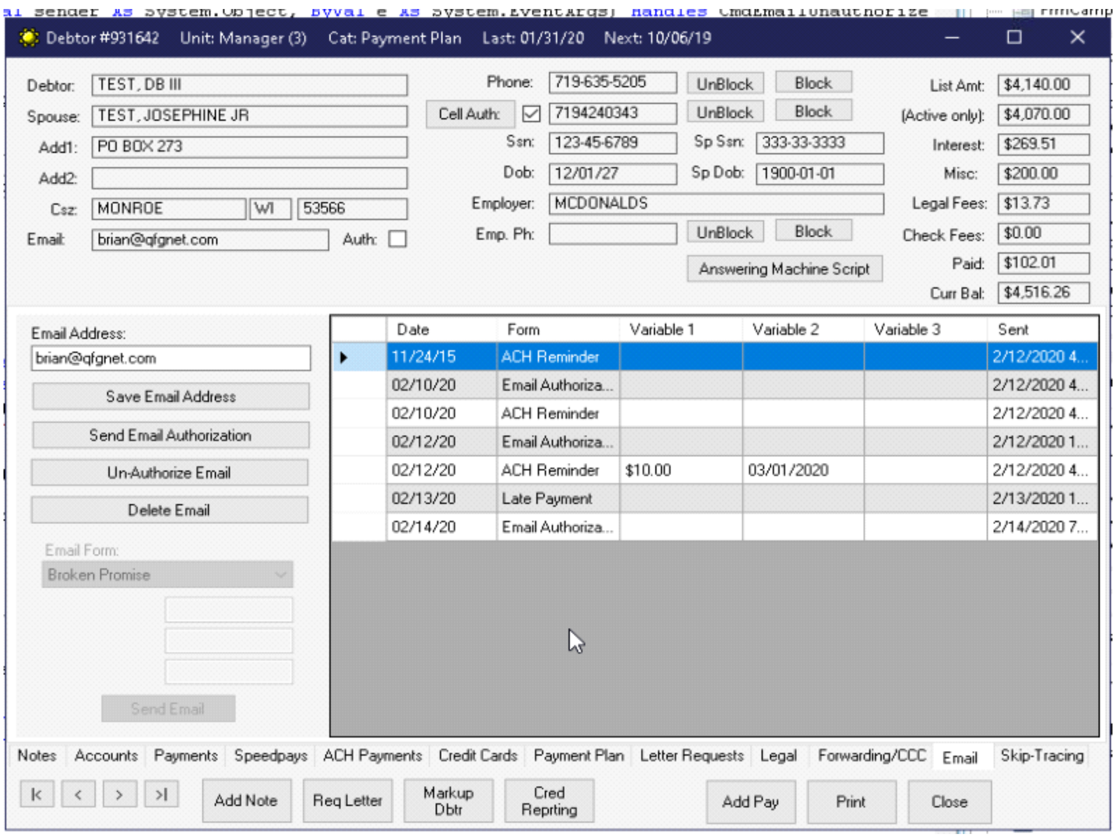
QCS Email

Friday, February 14, 2020   7:59 AM



Just below the debtor address you will now see the email address and a check-box indicating if that email address is authorized. Level 3 or higher users can change that checkbox by clicking on it....please do not authorize email unless you are sure we have received authorization via email or mail.

The Email tab has the following controls:

1. Email address: When you first get an email address from the debtor, type it in here and click Save Email Address.
2. Send Email Authorization: This will send an email to the debtor requesting them to click a link to authorize us to communicate with them via email.
3. Un-Authorize Email Address: If the debtor contacts us via email, mail, or phone and requests we do not contact them via email any more, we must comply by clicking on this button. It will prompt you if you want to remove the email address also. (if you are level 3 or above you can also accomplish this by un-checking the Email Auth checkbox)
4. Delete Email: In the right you will see a list of emails that have been requested. You can click on Delete Email to remove one IF it has not already been sent.
5. Email Form: If an email address has been authorized, you can send an email. These are very similar to letters, just select the email form from the dropdown list, fill in the variables, if any, and click Send Email. This will be sent immediately, so keep in mind that laws regarding sending emails are similar to making phone calls, we can only send them during calling hours.