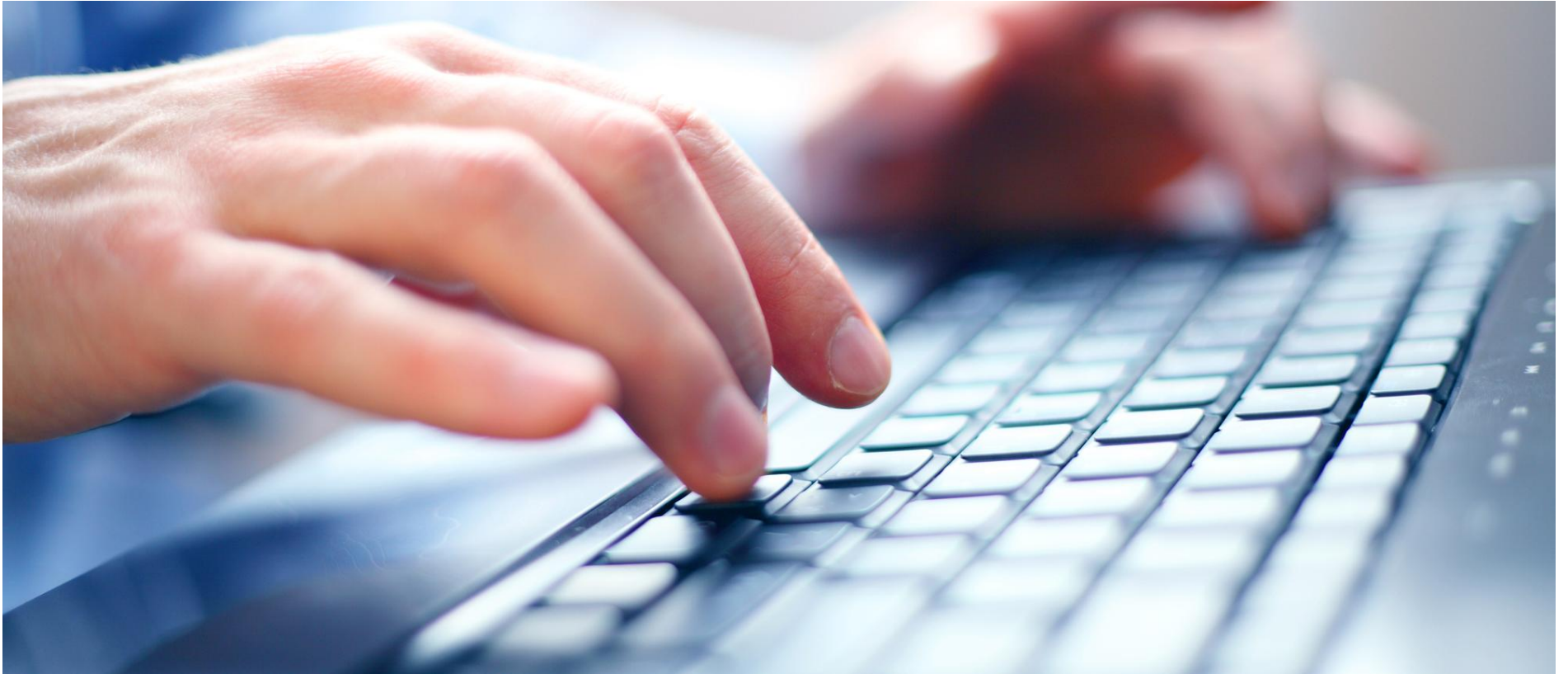


ACT Online

System Overview



Introduction

ACT Online is a powerful tool that allows you to review your accounts in detail, refer new cases and interact with your Collectors in a secure, real-time environment.

SIMPLE

USER FRIENDLY

A simple to use system with straightforward navigation to the information you need.

STRAIGHTFORWARD REFERRALS

Bulk and individual referral tool to keep your data secure and make referring quick and easy.

INSTANT MESSAGE FACILITY

Interactive contact with your Collectors, quickly and securely.

NO SETUP COSTS

Completely free of charge for as many users as you require.

TRANSPARENT

REAL TIME ACCESS

All data is live and up-to-the minute keeping you fully informed at all times.

VISIBILITY OF ALL ACTIVITY

Access to all information in detail including Collectors notes, letter and email content, payments and legal action.

BESPOKE REPORTS

Access to a library of instant reports including the ability to create your own customised reports.

SAVING TIME & MONEY

Instant real-time access to your live data 24/7 saving time and offering a cost efficient solution.



SECURE

PASSWORD PROTECTED

Only designated users have access and you can set the level of access rights.

DATA SECURITY

RSA-2048 bit SSL encryption to ensure a high level of data security.

SAFE TRANSFER OF DATA

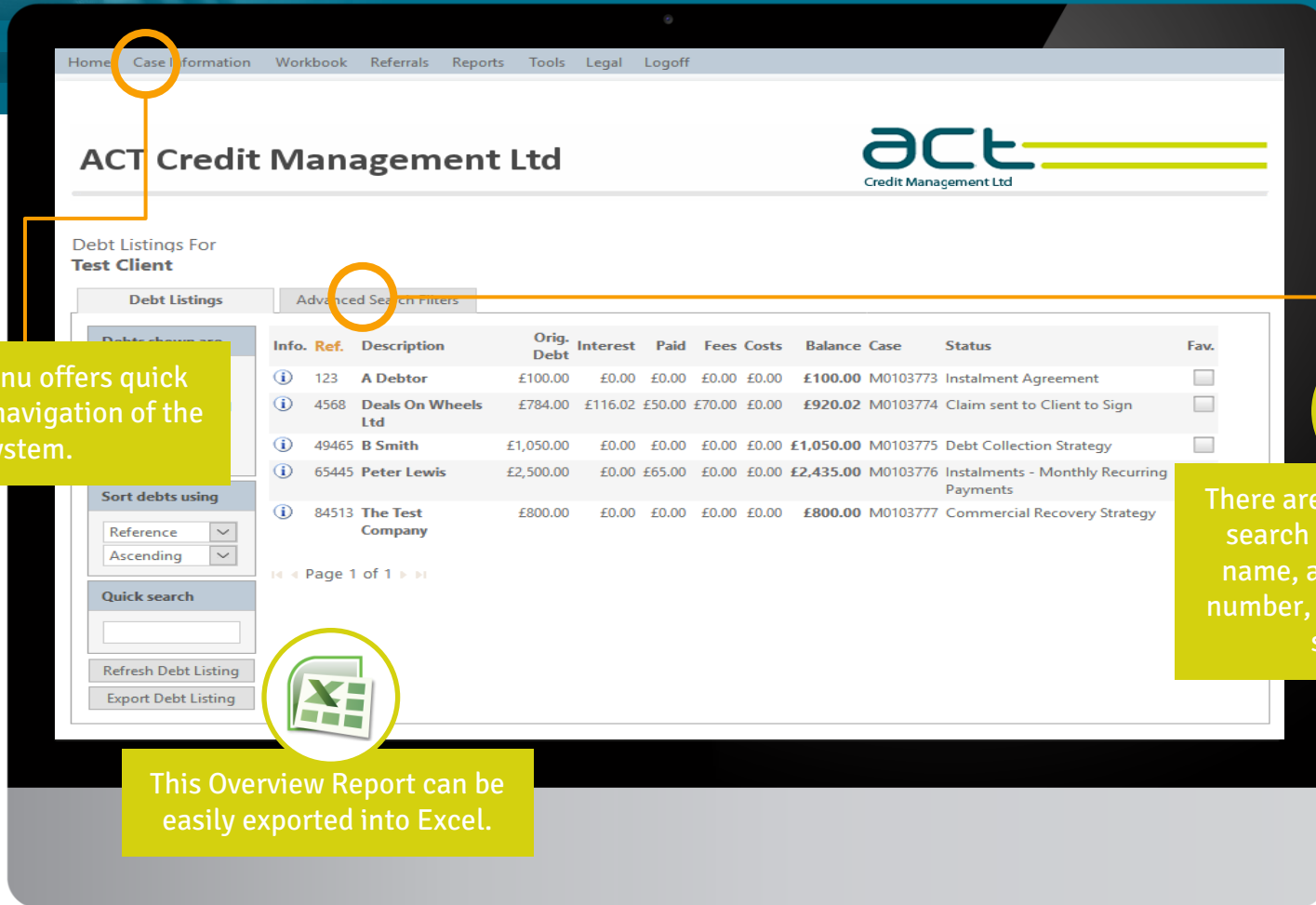
Send messages to your Collectors, documents, copy invoices, notify us of payments – all in a secure, encrypted environment.

FULL AUDIT HISTORY

All activities are tracked offering a complete and detailed audit trail.

Overview

List of all your cases



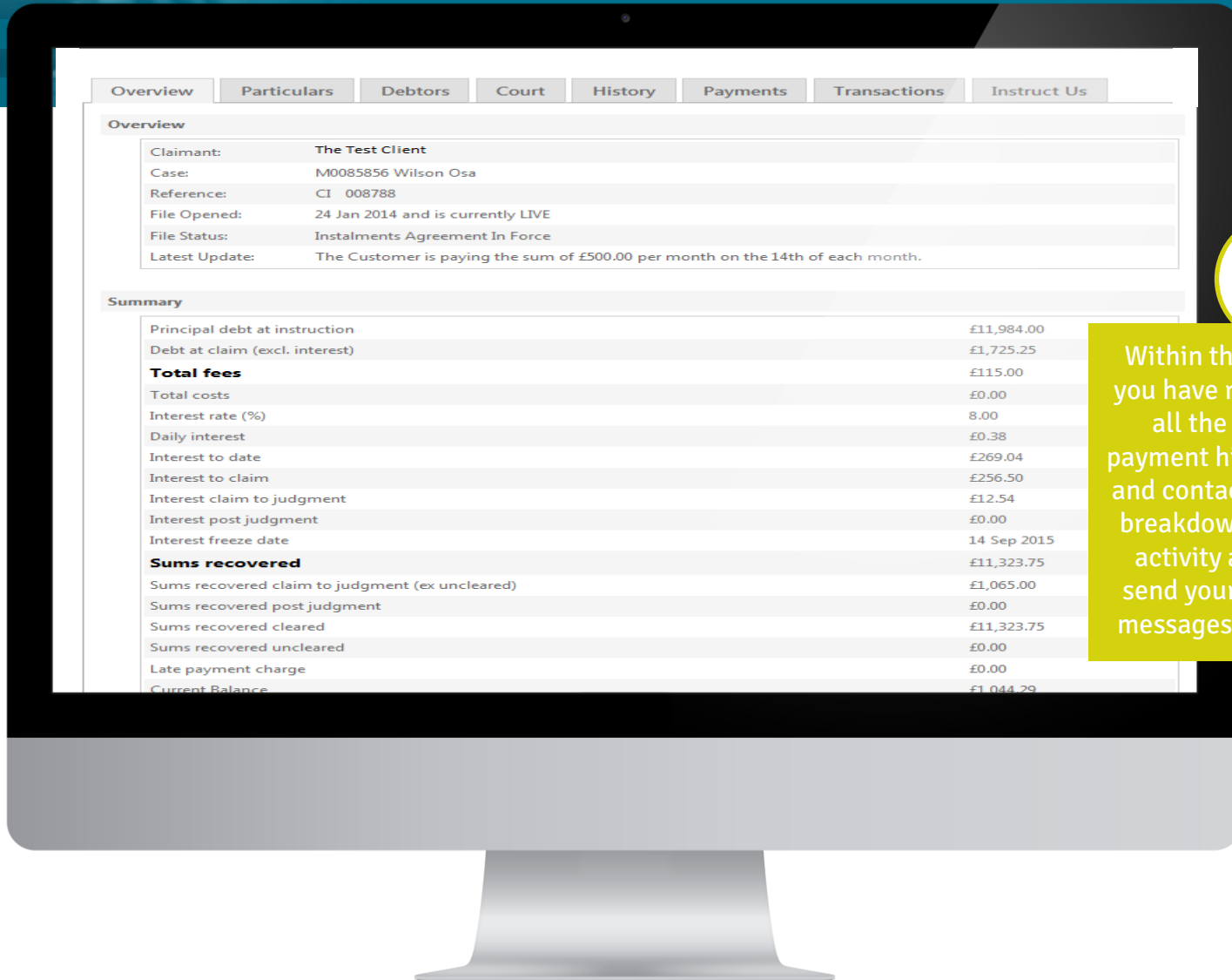
The top menu offers quick and simple navigation of the system.

There are a number of quick search options including name, address, reference number, amount, collection status, etc.

This Overview Report can be easily exported into Excel.

Case View

User friendly tabs offering easy navigation



Overview Particulars Debtors Court History Payments Transactions Instruct Us

Overview

Claimant:	The Test Client
Case:	M0085856 Wilson Osa
Reference:	CI 008788
File Opened:	24 Jan 2014 and is currently LIVE
File Status:	Instalments Agreement In Force
Latest Update:	The Customer is paying the sum of £500.00 per month on the 14th of each month.

Summary

Principal debt at instruction	£11,984.00
Debt at claim (excl. interest)	£1,725.25
Total fees	£115.00
Total costs	£0.00
Interest rate (%)	8.00
Daily interest	£0.38
Interest to date	£269.04
Interest to claim	£256.50
Interest claim to judgment	£12.54
Interest post judgment	£0.00
Interest freeze date	14 Sep 2015
Sums recovered	£11,323.75
Sums recovered claim to judgment (ex uncleared)	£1,065.00
Sums recovered post judgment	£0.00
Sums recovered cleared	£11,323.75
Sums recovered uncleared	£0.00
Late payment charge	£0.00
Current Balance	£1,044.29



Within the individual case, you have real-time access to all the data, including payment history, subject data and contact details, fees and breakdowns, all collections activity and the ability to send your Collectors direct messages and attachments.

History Screen

Complete visibility of all collection activities

Debt Recovery information for the instruction of
A Debtor

Overview Debtors Court History Payments Instruct Us

History Filters

- Attachments
- Documents
- Email
- Fax/SMS
- Multimedia
- Notes
- Phone
- B2C

Apply Filters

Date	Description	Narrative	Media	View
15 Oct 15 - 16:43	Subject: SMS Message - Sender: Sally Lewis - Recipient: Sally Lewis - No Attachments	Email Out	Message/Mail	
15 Oct 15 - 16:38	07777 555566 - confirmed receipt of his letter and proposal. Our client has requested payment in full but he is unable to pay this. Agreed 2 monthly instalments on £50 each on 28/10/2015 and 28/11/2015. He requested bank details to be texted to him.	Telephone Note		
15 Oct 15 - 16:37	Letter offering instalments	Document Scanned	Acrobat	
14 Oct 15 - 09:12	Subject: A Debtor - Our Ref: M0103773 Client Ref: 13 - Sender: Sally Lewis - Recipient: Sally Lewis - No Attachments	Email Out	Message/Mail	
14 Oct 15 - 09:11	0207 123 4567 - left message on BT a/p	Telephone Note		
14 Oct 15 - 09:10	07777 555566 - went straight to voicemail, left message.	Telephone Note		
09 Oct 15 - 09:14	192 search - on voters roll. No BT listing.			
09 Oct 15 - 09:13	0207 123 4567 - left message with mother, who advised that he was at WORK and will be home at 6pm.	Telephone Note		
09 Oct 15 - 09:12	07777 555566 - went straight to voicemail - Tesco mobile.	Telephone Note		
06 Oct 15 - 10:38	Sent document: Letter 1	Document Printed	Documents	

[Help for viewing documents.](#)

Click to open letters, emails and scanned attachment to read the contents.

The case history can be filtered by selecting the relevant options.

The History Screen provides full access to all of the collection activities undertaken on your behalf.

Workbook

Interactive portal to log all case queries



My Workbook

offers a quick link directly to your Workbook. Your Workbook is an Interactive area where your Collectors can raise queries and your team can respond at their convenience. This keeps all of your queries in one, secure location ensuring that accurate records are kept, offering the ability to track all activities.

The screenshot displays the 'Workbook Items For Test Client' interface. It features two tabs: 'Active Workbook' and 'Historic Workbook'. Below the tabs is a table with columns for 'Requested Case Description', 'Case Code', 'Client Ref', and 'Case Status'. Two case entries are visible:

Requested Case Description	Case Code	Client Ref	Case Status
21 Oct 2015 Deals On Wheels Ltd	M0103774	4568	Commercial Recovery Strategy
21 Oct 2015 The Test Company	M0103777	84513	Commercial Recovery Strategy

Below each case entry is a 'Question' and a 'Response' dropdown menu. The 'Response' dropdown for the second case is open, showing options: 'No Response Yet', 'No Response Yet', 'Acknowledged', 'Proceed', 'Hold', 'Don't Proceed', and 'Specific Instructions'. A callout box highlights the 'Specific Instructions' option, which is selected in the screenshot. Another callout box shows a list of response options: 'Hold', 'No Response Yet', 'Acknowledged', 'Proceed', 'Hold', 'Don't Proceed', and 'Specific Instructions'.

There are 5 "Quick Replies" as well as the option of typing Specific Instructions.

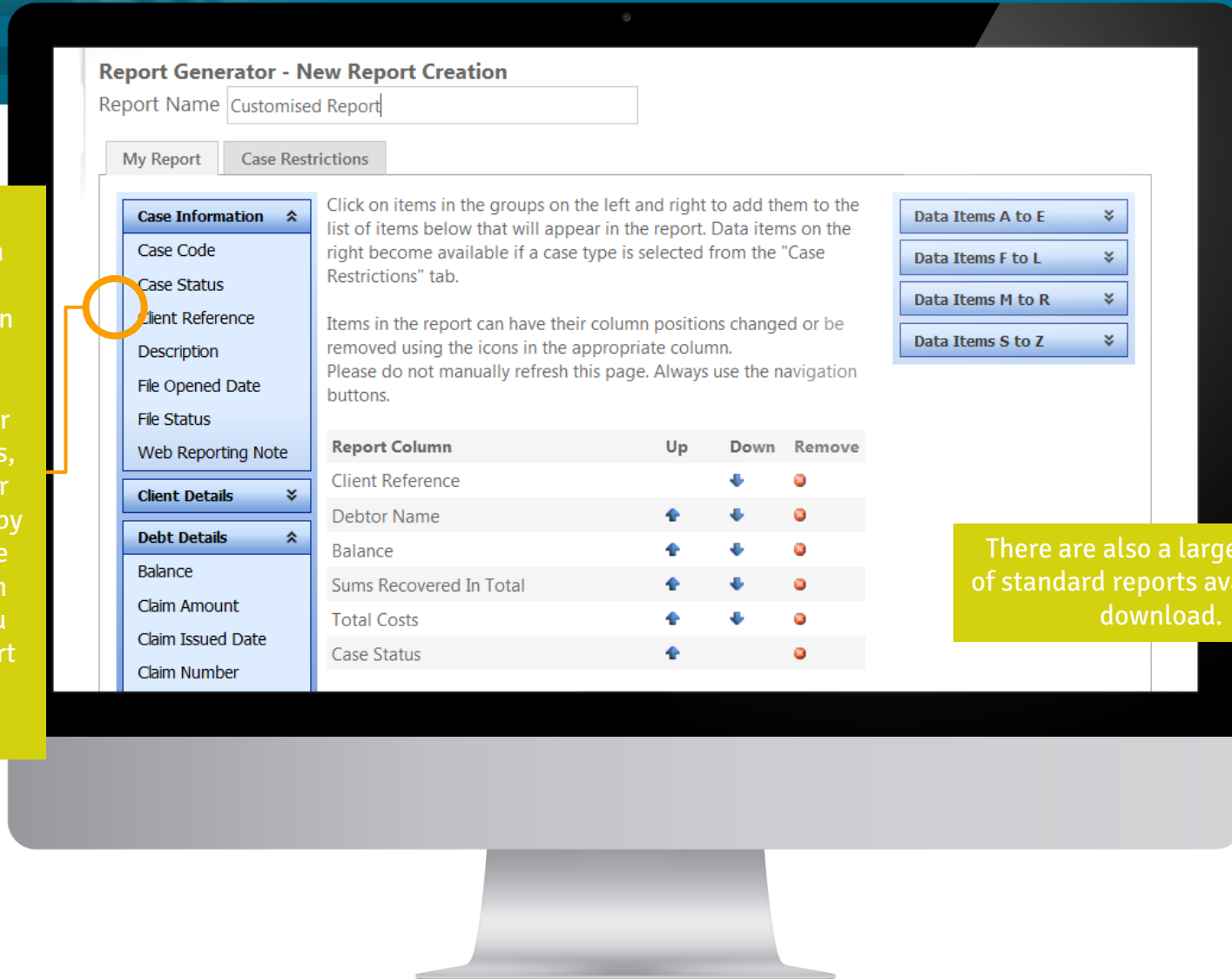
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