

Detailed Functionality of AutoCOLLECT – *Debt Collection System*

AutoCOLLECT is a highly flexible solution for the collection of outstanding delinquent loans through all phases of early and late collections. It can be used as a standalone application and can be seamlessly integrated with AutoSoft's AutoBANKER and AutoCREDIT applications. AutoCOLLECT module has three main components, i.e. Organizer, Collection and Deduction.

Salient Features of AutoCOLLECT module are as below:

Organizer Module

Through the organizer module, claims can be generated and assigned to the relevant collection/deduction user by prioritizing the workload. Ticklers/reminders can be generated for new or follow-up activities. Following is the list of functional requirements for this module:

- Organization Setup
- Parameterization
- Generate Claim(Debtor Case)
- User Management(collection/deduction)
- Prioritizes Workload and Assign Work
- Generate Reports/Letters
- Manage Tickler/Reminders

Collection Module

Collection module is used to manage and monitor collection calls (maintain log), payment promises, generate follow-ups, assign cases to third party agencies (if needed) and monitor and log their performance by successful cases (recovered amount). Ticklers/reminders can be generated for new or follow-up activities. Reports and Letters is the part of collection module. Following is the list of functional requirements for this module:

- Manage & Monitor Collection Calls
- Monitor Payment Promises
- Generate Follow-up
- Third Party Agencies
- Prepare Statements/ Letters for Email
- Manage Ticklers/Reminders
- Reports

Deduction Module

Deduction module is used to manage disputes. Logs can be maintained for every dispute with dispute reasons. During the dispute period, all conversations with the customer can be logged. Payment promises made by customer can also be logged into the system. Ticklers/reminders can be generated for new or follow-up activities. Following is the list of functional requirements for this module:

- Dispute Management
- Manage Ticklers/ Reminder
- Reports

Advanced Security Mechanisms – The system puts a high emphasis on security, incorporating the following security controls:

- Application level security refers to those security services pertaining to users of the application including password security (password length, expiry, history encryption, etc.), user level security (user roles, authorization and transaction limits, menu, interface and tab level rights, etc.)
- Database level security refers to the system, processes, and procedures that protect the database from unintended activity. Including access control, auditing and data encryption.

Auditing Controls – The system facilitates enabling/blocking of users based upon their IP addresses. All activities can be tracked and monitored through the session ID and complete audit trails and logs are available which enable the bank to carry out following tasks:

- Audit log monitoring – Generation of automatic logs for errors and notification, logs for event occurrence and financial/non-financial transactions, setting logs or notification priorities with log archival support.
- Centralized auditing allows for maintenance and viewing of all logs on the central server with the ability to run queries on them for accurate reporting