

## MANAGING YOUR SYSTEM OF RECORDS

Maintaining financial management on accounts throughout the customer lifecycle can be a challenge in collections and recoveries, particularly as often this functionality is held outside the core platform. It is also essential that debt servicers and purchasers can effectively manage the differing and complex needs of individual portfolios.

Our system of record capability, part of QUALCO's Collections & Recoveries platform, is an integrated module within the solution, serving as a true extension or substitute for a host system and ensuring the integrity and validity of your data.

Through a simple user-friendly interface, you can configure the system to manage complex customer financials across various transactions, such as receiving payments, and charging interest and fees, with full balance management. This allows it to integrate with your General Ledger (GL) or Enterprise Resource Planning (ERP) systems.



The graph presents the Qualco Collections & Recoveries key modules and their interaction with the internal and external stakeholders. There are several ways stakeholders can interface with the system modules through (i) **admin, agent and officer applications** (business and system admins, back office, call-center agents, legal and restructuring officers, branch RMs, legal offices, etc), (ii) **online APIs** such as client and customer portals (iii) **batch interfaces** (originators, debt collection agencies, legal offices, etc.)

# SYSTEM OF RECORD MODULE

Benefit from a user-friendly functionality that ensures your data validation and integration, while serving as a true extension or substitute for a host system

## KEY FEATURES & BENEFITS

### UTILISE A WIDE RANGE OF SYSTEM OF RECORD PROCESSES

Make your life easier by integrating all of the following processes into one system: interest accrual calculation, application of charges, handling of overpayments and discounts / write-offs, as well as manual transactions like manual payments, reversals and balance adjustments

### BENEFIT FROM A FULLY INTEGRATED MODULE

Harness the power of full financial management with the system of record functionality, which is supported by the platform out of the box

### MANAGE YOUR GENERAL LEDGER

Automatically update your General Ledger accounts through General Ledger and ERP exports

### OVERSEE YOUR FULL FINANCIALS

Break down your balance and transactions into debt items and their individual components of up to 20 different debt elements all in one place, such as principal, interest, costs, fees or other user-defined items

### GROUP MULTIPLE DEBT ITEMS

Efficiently facilitate advanced processing by grouping under a single debt

# KEY FEATURES & BENEFITS

## EASILY CONFIGURE THE SYSTEM

Tailor it to your business requirements through a fully customisable solution

## ALLOCATE FLEXIBLE PAYMENTS

Assign payments to different debt components and debt ages through configurable rules, making sure everything matches your payment policies and hierarchies. Individual payment rules can be configured on portfolios and customer segments allowing flexibility to support multiple credit policies.

## CALCULATE DAILY INTEREST

Take advantage of the flexibility of using different types of interest per individual debt elements (fully configurable) e.g. debt element criteria, fixed or floating rate, validity periods, interest policy.

## VIEW EVERYTHING IN REAL-TIME

Connect to third-party systems (e.g. payment portal) on a real-time basis through web services and APIs, ensuring you always have the most up-to-date information at your fingertips.

## FACILITATE RULE-BASED FEES AND CHARGES

Apply fees and charges across different levels, supporting charge lifecycle management.

## AUTOMATICALLY GENERATE INVOICES

Configure the system to support accurate financial management with third parties, allowing contractual elements such as commission schemes, fees and charges to be flexed to suit your business, without the need for manual intervention.





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