

APEX COLLECTION

A unique approach to collections management

Apex Collection is a highly-automated system for end-to-end management of the debt collection process, from monitoring of individual accounts which are due for payment to automatic referral of specific cases to debt collection agencies.

Its unique approach to debtor management is based on a series of business process diagrams which can be implemented flexibly in a wide range of settings. Apex Collection provides comprehensive functionality to monitor the status of due and overdue payments and engage with account holders in a professional, efficient and structured manner. This can improve collection rates and reduce losses associated with bad debt, making a positive impact on the profitability of managing a credit-based portfolio.

Key Features

- Flexible definition of templates for correspondence
- Generation of letters and reminders
- Callback management
- Tracking of promises and broken promises
- Inbuilt skip tracing
- Management of accounts by parameters including status, time zone, client, date and credit score
- Automatic scheduling of customer correspondence
- Collector functions including automated dialling
- Phone and address logs to track debtor movements
- Manual and batch input screens

Empowering Evolution

- Highly automated functionality across the collections cycle allows credit providers to effectively manage delinquent accounts, improving efficiency and increasing the likelihood of recovering overdue amounts
- Broad range of functionality permits proactive management on a case-by-case basis, giving an accurate view of account status and the ability to progress cases using appropriate measures
- Facilitates effective communication with account holders, improving the chances of collecting overdue amounts while maintaining relationships
- User-friendly GUI makes the system intuitive and easy to navigate, while action-oriented functionality and unlimited status codes create flexible and robust process management

Technical Essentials

- Hierarchical structure of accounts, portfolios, departments and institutions streamlines data management and allows multi-institutional implementation
- Status-based automation generates a comprehensive array of reminders, correspondence and notifications to advance the collections process
- Users are grouped into Collectors and Managers, with an associated system of authorizations, including dual authorization where necessary
- Collector screen allows user to manage all the cases assigned to him
- Continually expanding suite of web services support monitoring of account status, definition of risk and authorization controls, using shared data objects and common security framework
- Extensive menu of reports at the level of users, departments and accounts permits detailed oversight of collection status
- Ability to create and store unlimited notes on each account and document imaging system for attaching pertinent documents

APEX SUITE

World-class products to maximise business success

The APEX Advantage

The Apex Suite of software products from eMcREY is designed to address the specific requirements of local and regional markets by complementing the best-in-class products and solutions we implement from our major global partners. Apex products allow our clients to maximise business opportunities and operational advantages by providing the precise functionality they need to stay competitive, customer-focused and compliant.



APEX APS	APEX FRAMEWORK	APEX MOBILE SERVICES PLATFORM
APEX CARDPLUS	APEX FRAUD	APEX OPEN WALLET
APEX CMS	APEX GREEN	APEX PAYMENT SYSTEM
APEX COLLECTION	APEX INVENTORY	APEX PIN MANAGER
APEX CREDIT+	APEX IoT ENTERPRISE	APEX RECONCILIATION
APEX CRYPTO	APEX ISSUANCE	APEX RISK, RULES & REPORTS
APEX DATA ANALYSIS PLATFORM	APEX ITSP	APEX SECURE
APEX DECENTRALIZED ONBOARDING	APEX ITSP CLIENT	APEX SOFTPOS
APEX ELIGIBILITY & SCORING	APEX ITSP PORTAL	APEX THS
APEX ENTERPRISE ONLINE PAYMENT	APEX KMS	APEX THS CLIENT
APEX FINANCE MANAGER	APEX LOYALTY	APEX TRANSIT
	APEX MERCHANT	

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