Debt Collection Software
Evaluation Form

Use this form to help you review your agency needs in a collection software as well as compare different software packages and companies.

1. Agency Requirements	
	Agency Notes:
Review the categories of collections your agency pursues. (Retail, Medical, Checks, Commercial...)	
Review specialized markets your agency deals in. (Debt Buying, Student Loans...)	
Review special and priority client requirements, examining agency financial deals, reporting and automated processes.	
Review daily operation routines. (Data Entry, Payment Processing, Skip Tracing, Legal Processing, Notice Generation, Credit Reporting...)	
Review supervisor requirements for monitoring the collection floor and production levels.	
Review accounting practices. (Client Statements, Trust Accounting, Monthly Processes, Collector Compensation, Activity Tracking...)	
Review high profile problems your agency is currently trying to resolve.	
Review the growth plan of your agency.	
Review and evaluate existing equipment.	

2. Preliminary Market Canvas

	Agency Notes:
Top software candidates based on “best fit” look and feel.	

3. Comprehensive Software Feature Analysis

	Collection software you are evaluating: **Debt$Net™ Collection Software**	Collection software you are evaluating:
A. Agency Features		
Types of Collections Handled	G Retail G Commercial G Medical G NSF G 1st Party G Legal	G Retail G Commercial G Medical G NSF G 1st Party G Legal
Agency Definable Features	G Security Settings G Status Codes G Debtor Notices G Commission Codes G Information Fields G Fee Fields	G Security Settings G Status Codes G Debtor Notices G Commission Codes G Information Fields G Fee Fields
NSF & Check Guarantee Options		
Credit Bureau Reporting Standard		
Integrated Dialer		
Marketing Contact Management		
B. Debtor Contact Management Features		
Automated Dunning Notices		
Notice Schedule Report		
Automated Debtor Contact Processing		
Collector Contact Screens		
Collector Control Panel		
Collector Call List		

Configurable Call Campaigns		
Call Deferral		
Account Review Scheduling		
Payment Plan Processing		
Post Dated Check Processing		
Unlimited Contact Notes		
Collection Comments		
Extensive Debtor Search Features		
Different Collector Distributions		
In-house Collections Scoring		
Account Collection Analysis		
Call Result Tracking		
Collector Productivity Tracking		
Collector Management Reports		
C. Client Business Configuration Features		
Full Trust Account Capabilities		
Configurable Payment Methods		
Configurable Client Billing		
Client Invoices for Direct Payments		
Configurable Client Commission Calculation		
Configurable Fee Sharing		
Miscellaneous Fee Set Up Per Client		
Custom Report Fields for Client Reports		
Client Grouping Capabilities		
Detailed Client Statements		
Client Checks Printed		
D. Reporting Capabilities		
Number of Standard Reports		
Specially Designed Client Reports		

Report Batch Processing		
Client Acknowledgments Report		
Client Status Reports		
Client Cancel and Return Report		
Client Recovery Report		
Client Aged Balance Report		
Account List Reports By Selected Criteria		
Call Result Analysis Report		
History Accounts Report		
Transaction Reconciliation Report		
Posted Transaction Report		
Collector List Reports		
Forwarded Account Report		
Agency Analysis Report		
Audit Log Report		
Report Writer Interface Capabilities		
Customizable Reports Available		
E. Available Interfaces and Add-On Features		
Ability To Choose Needed Interfaces And/Or Add On Features		
Client Web Interface Available		
Skip Tracing Interfaces Available		
ACH Interface Available		
Batch RCK Interface Available		
Check Verification Interface Available		
Real Time Predictive Dialer and Interactive Communications System Interface Available		
Medical Forms Interface Available		

Debtor Credit Bureau Report Interface Available		
Notice Outsourcing Interface Available		
Pitney Bowes Interface Available		
Client Upload Feature		
Collector Monitor Feature		
Document Imaging Feature		
Legal Accounting Tracking Feature		
Judgement Tracking Feature		
MICR Reader Feature		
MICR Scanner Feature		
Phone Check Feature		
F. Technical Support		
Multiple Support Plans		
Support Plans To Fit Company Size		
Start-Up Support Plan		
Free Patches		
New Releases		
Online Error Reporting		
Technical Support Hours		
Toll Free Technical Support Line		
Triage Support Process		
G. Custom Programming		
Custom Development of Applications To Suite Agency Needs		
Effect of Custom Programming On Upgrade Capabilities		
Fixed Price Projects With Estimates		
Two Pass Conversion Process		
H. Company Features		

Industry Experience		
Member of ACA International		
References Available From Similar Businesses		
Step by Step Evaluation Process		
Software Trainers Available		
Pricing Per User License		
Leasing Available		
Customer Service Representative		
Annual User's Conference		