

Affiliate and Collection Staff Training

Tuesday, October 17, 2023

AGENDA

12:00 pm EST Welcome & Introductions

Steve Hollis

Director of IT, NACM Tampa

1. Collection Queue

- a. 7-Day queue
- b. Notes in the quick queue

2. Claim Search

- a. More than 50 options

3. View Claim

- a. Creditor Options
 - i. General options
 - ii. Divisions and their value
- b. Debtor Options
 - i. NTCR Link to Business
 - ii. Debtor Attorney information
 - iii. Debtor Bank information
- c. Allow Reporting
- d. Disputed

4. Notes

5. Questions

1:00 pm EST Adjourn

We thank you for your participation