

Debtmaster at a Glance

- > **PACKAGED SOLUTIONS:**
Available in Standard, Professional, or Enterprise editions. Scales easily to grow with your business.
- > **TRAINING AND SUPPORT:**
Extensive documentation and help desk support, plus professional training is available online, at our facility, or at your site.
- > **COMPLIANT:** Supports FDCPA, HIPAA and more.
- > **SECURITY:**
Database encryption for maximum protection.
- > **ACCOUNTABLE:** Online reports detail to-the-penny results for you and your clients. Integration with Crystal Reports Pro® and Microsoft® Excel® is also supported.
- > **CONNECTIVITY:** Open design allows you to connect with ACH Processing, Skip Tracing, Letter Outsourcing, IVR, Telephony, and more.
- > **RELIABLE:** More than 1,300 collection agencies, law firms, debt buyers, and creditors have relied on Debtmaster for the last 25 years.
- > **FAST:** Implementations usually take hours (not days or weeks) and without agent downtime.

About Comtronic

Comtronic Systems is a worldwide leader in call center solutions and debt collection applications. Founded in 1980, it remains in the forefront of the call center and debt collection industry by adapting the latest technology specifically and exclusively for collection professionals. Through superior design and continuous research and development, Comtronic Systems has outpaced the competition year after year.



"You've Got to Connect to Collect"

205 N. Harris Avenue
Cle Elum, WA 98922

800-414-2814
509-573-4300
fax: 509-674-2383

www.comtronic.com



THE INTELLIGENT COLLECTION SOLUTION



Debtmaster®
"Multiplying Your Collections"

IT'S ABOUT MAKING
DOLLARS ROLL IN.

Debtmaster®

"Multiplying Your Collections"

By **COMTRONIC®**




A turnkey collections system that returns value—day after day

Debtmaster System Highlights

- Supports multiple site operations.
- All types of debts; medical, retail, commercial, credit card, and more.
- Multi-million account capacity.
- Database encryption for maximum security.
- Remote client access.
- Integrated credit card & ACH processing.
- Calculates interest and tracks user defined fees.
- Metro II Credit Bureau Reporting.
- Integrated skiptracing.
- Prioritize accounts by score.



- Client/Portfolio cost analysis.
- Supports letter outsourcing, printing in-house or a combination.
- Promised payment scheduler & calculator.
- User Defined Fields and shortcuts.
- Handles gross and net remit clients.
- New accounts are auto-matched.
- Client trust checks and statements created in one process.
- Commission tracking and reporting for salespeople and collectors.
- Prints checks, statements, and reports.
- Complete Pre-collection and Trust Accounting.
- Supports Canadian Goods & Services Tax, postal codes, SIN numbers, etc.
- Excel® custom reports.
- View scanned documents associated with debtor.
- Time zone support to help with FDCPA rules.
- Electronic account forwarding.
- ODBC access with Crystal Reports Pro, Access DB, Excel, etc.
- Administrator-controlled security access.
- HIPAA compliance features.
- Browser-based remote access via the Internet.
- Scanned documents.
- First class reports and letters.
- Customize communications the way your clients want them.



Why are so many agencies switching to Debtmaster? Ask our customers and you'll hear words like efficient, intuitive, and flexible.

Efficient to manage and configure

Debtmaster delivers value by greatly enhancing overall efficiency. Sophisticated workflow speeds up collections by letting you set rules and handling instructions for each type of debt in your inventory. A few mouse clicks tailors work activity for specific creditors and debtors at one or more office locations.

Quick Start-up

Debtmaster is easy to master, but powerful on-the-job. The application's user interface uses familiar terms and intuitive task buttons to facilitate learning and on-the-job performance. In fact, new agents can be up and running in as little as 30 minutes. That's an efficiency advantage you can leverage with new hires and veteran agents alike.

Flexible to meet your changing needs

Whether you're collecting from three seats or three hundred seats, Debtmaster scales easily to meet your needs. Our SQL database provides strong encryption, password-controlled access, and robust performance for small, medium, or large collection operations.

And Debtmaster installs into most system environments with remarkable speed. Implementations take hours – not days or weeks – and can be completed without disrupting your normal routine.



Remote Client Access

ACH & Credit Card Processing

Paymaster Check Drafts

Credit Bureau Inquires

Document Images

Engineered to work with the industry's leading call center solution

What's more, you can couple and extend these capabilities using Comtronic CallThru, our industry-leading, IP-based call center system designed specifically for collections professionals.

Combining Debtmaster with CallThru saves operational overhead by replacing multiple third-party services with a single integrated solution. It's an optimal solution for "touching" every debtor in your database and building an operation that generates up to 250% more calls each day.

