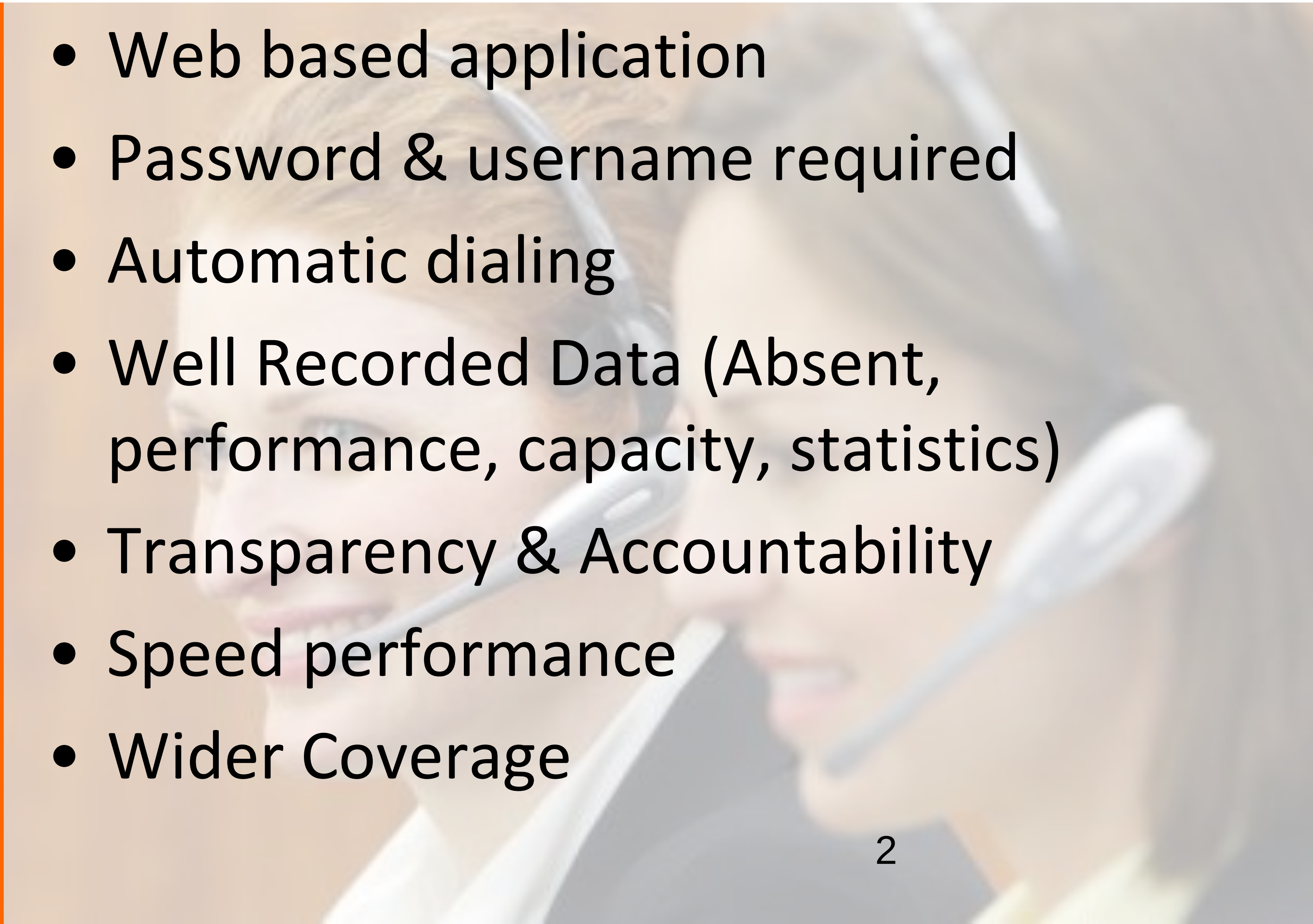
VALDO INC.
BRINGING IDEAS INTO REALITY

Desk Collection Application
Adira Finance

Prepared by: PT Valdo Intl.

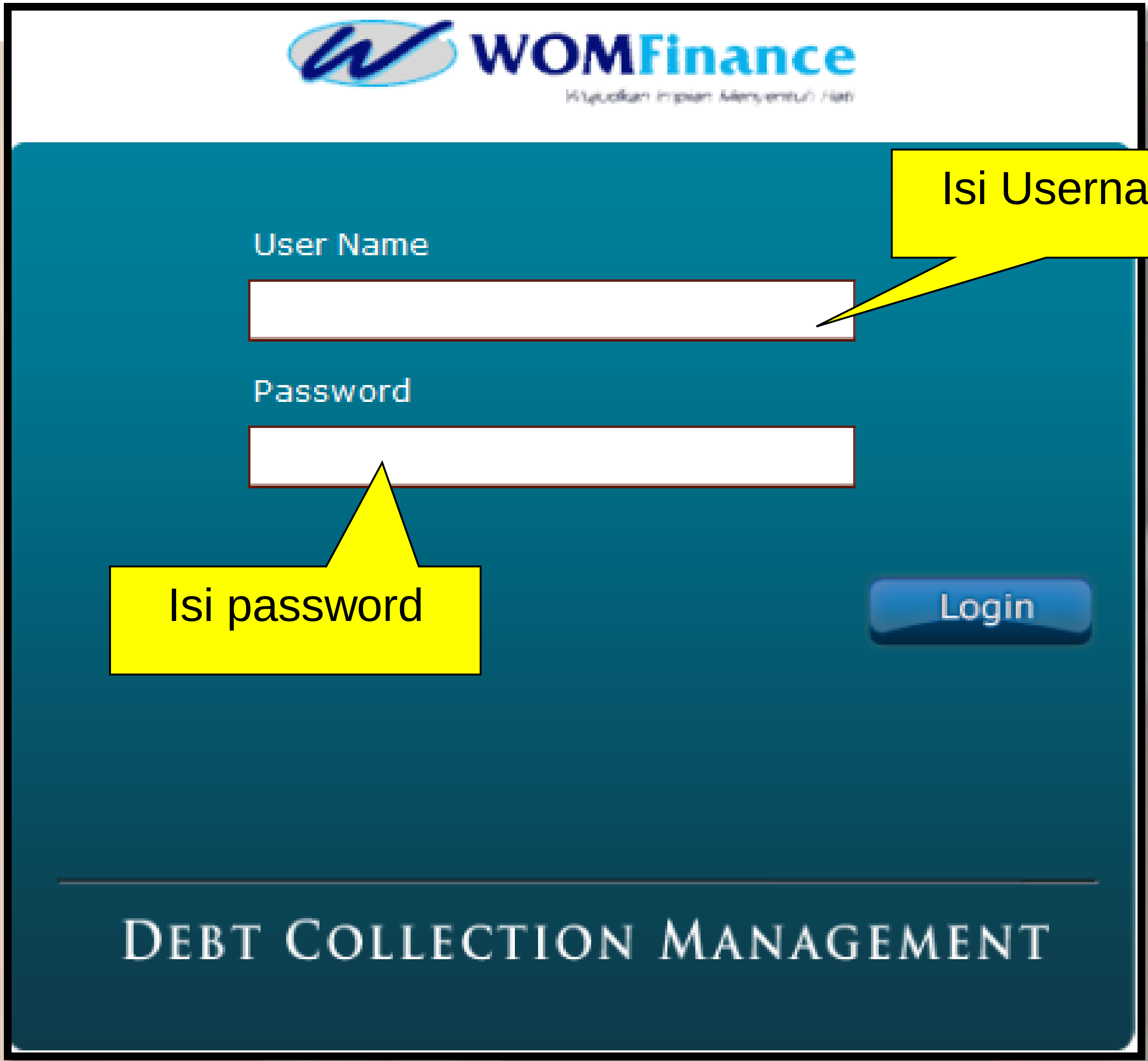
VALDOINC.
BRINGING IDEAS INTO REALITY

Basic Info



- Web based application
- Password & username required
- Automatic dialing
- Well Recorded Data (Absent, performance, capacity, statistics)
- Transparency & Accountability
- Speed performance
- Wider Coverage

Login Page


WOMFinance
User Name
Password
Login
DEBT COLLECTION MANAGEMENT

Isi Username

Isi password

User Interface

Search nama nasabah

Search no account

Daftar 10 Panggilan terakhir

Historical Info

Tombol autodial

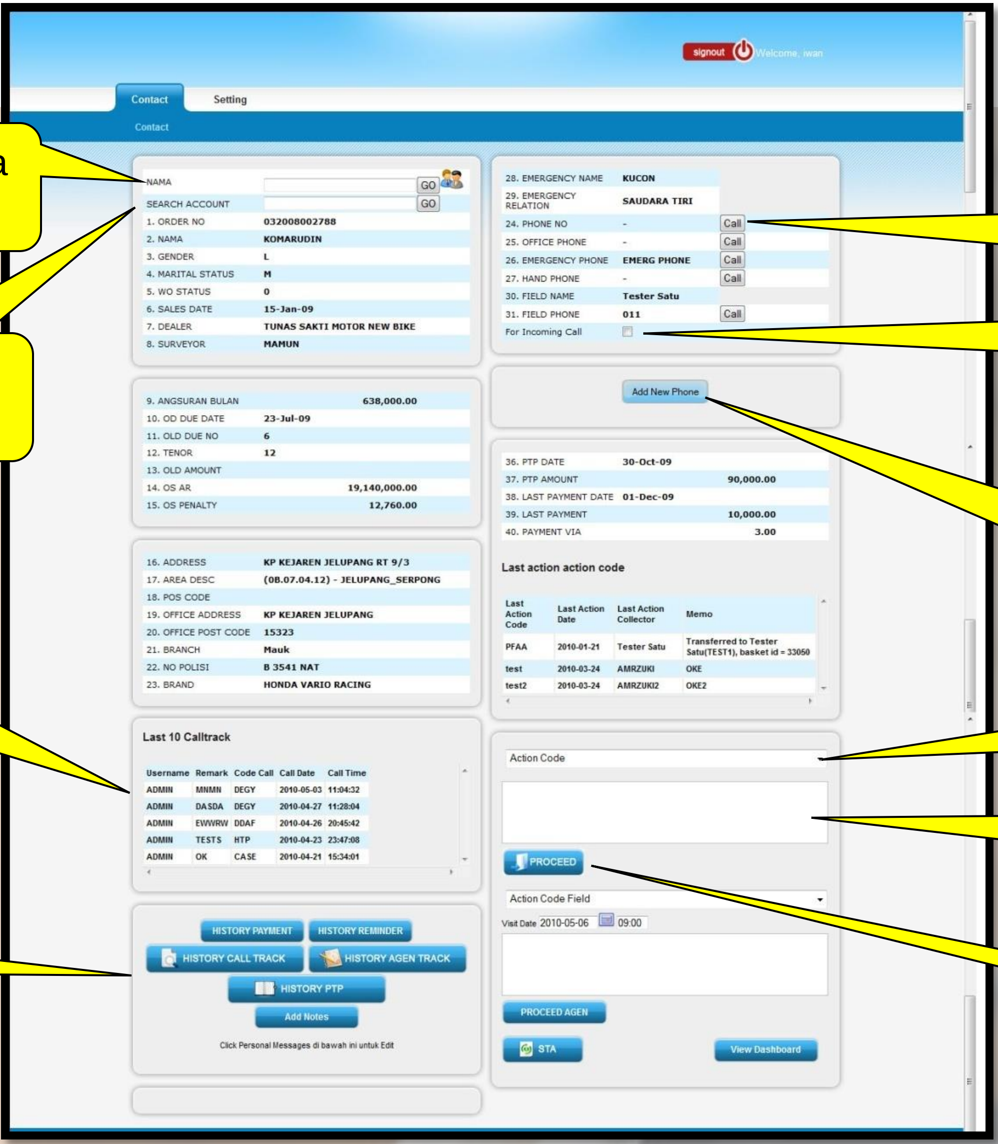
Incoming Call tick box

Tombol penambahan no telepon baru

Pilihan Action Code

Free Text isian keterangan

Tombol Eksekusi


signout
Welcome, iwan
Contact
Setting
Contact

NAMA		GO
SEARCH ACCOUNT		GO
1. ORDER NO	032008002788	
2. NAMA	KOMARUDIN	
3. GENDER	L	
4. MARITAL STATUS	M	
5. WO STATUS	0	
6. SALES DATE	15-Jan-09	
7. DEALER	TUNAS SAKTI MOTOR NEW BIKE	
8. SURVEYOR	MAMUN	

9. ANGSURAN BULAN		638,000.00
10. OD DUE DATE	23-Jul-09	
11. OLD DUE NO	6	
12. TENOR	12	
13. OLD AMOUNT		
14. OS AR		19,140,000.00
15. OS PENALTY		12,760.00

16. ADDRESS	KP KEJAREN JELUPANG RT 9/3
17. AREA DESC	(08.07.04.12) - JELUPANG_SERPONG
18. POS CODE	
19. OFFICE ADDRESS	KP KEJAREN JELUPANG
20. OFFICE POST CODE	15323
21. BRANCH	Mauk
22. NO POLISI	B 3541 NAT
23. BRAND	HONDA VARIO RACING

Last 10 Calltrack

Username	Remark	Code Call	Call Date	Call Time
ADMIN	MNMN	DEGY	2010-05-03	11:04:32
ADMIN	DASDA	DEGY	2010-04-27	11:28:04
ADMIN	EWWRW	DDAF	2010-04-26	20:45:42
ADMIN	TESTS	HTP	2010-04-23	23:47:08
ADMIN	OK	CASE	2010-04-21	15:34:01

HISTORY PAYMENT
HISTORY REMINDER
HISTORY CALL TRACK
HISTORY AGEN TRACK
HISTORY PTP
Add Notes

Click Personal Messages di bawah ini untuk Edit

28. EMERGENCY NAME	KUCON	
29. EMERGENCY RELATION	SAUDARA TIRI	
24. PHONE NO	-	Call
25. OFFICE PHONE	-	Call
26. EMERGENCY PHONE	EMERG PHONE	Call
27. HAND PHONE	-	Call
30. FIELD NAME	Tester Satu	
31. FIELD PHONE	011	Call
For Incoming Call	☐	

Add New Phone

36. PTP DATE	30-Oct-09	
37. PTP AMOUNT		90,000.00
38. LAST PAYMENT DATE	01-Dec-09	
39. LAST PAYMENT		10,000.00
40. PAYMENT VIA		3.00

Last action action code

Last Action Code	Last Action Date	Last Action Collector	Memo
PFAA	2010-01-21	Tester Satu	Transferred to Tester Satu(TEST1), basket id = 33050
test	2010-03-24	AMRZUKI	OKE
test2	2010-03-24	AMRZUKI2	OKE2

Action Code

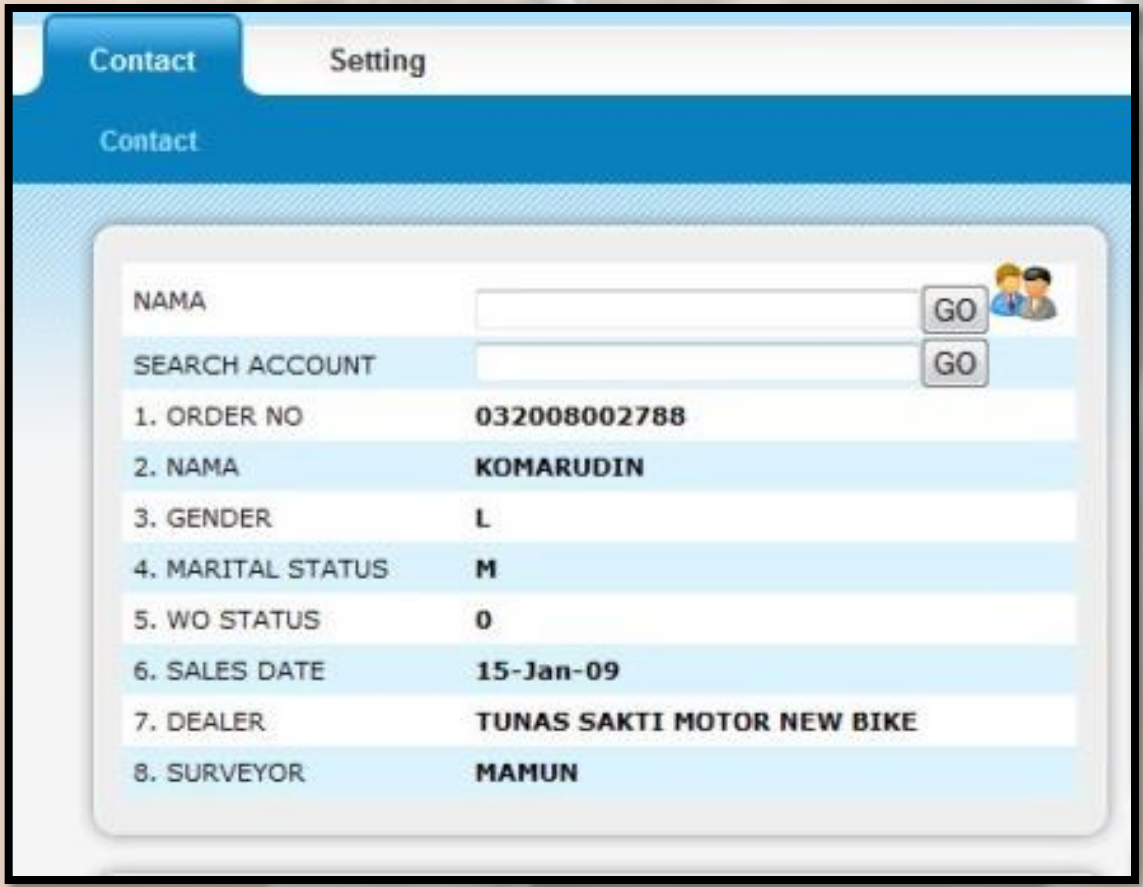
Action Code Field

Visit Date 2010-05-06 09:00

PROCEED AGEN
STA
View Dashboard

Menu Contact

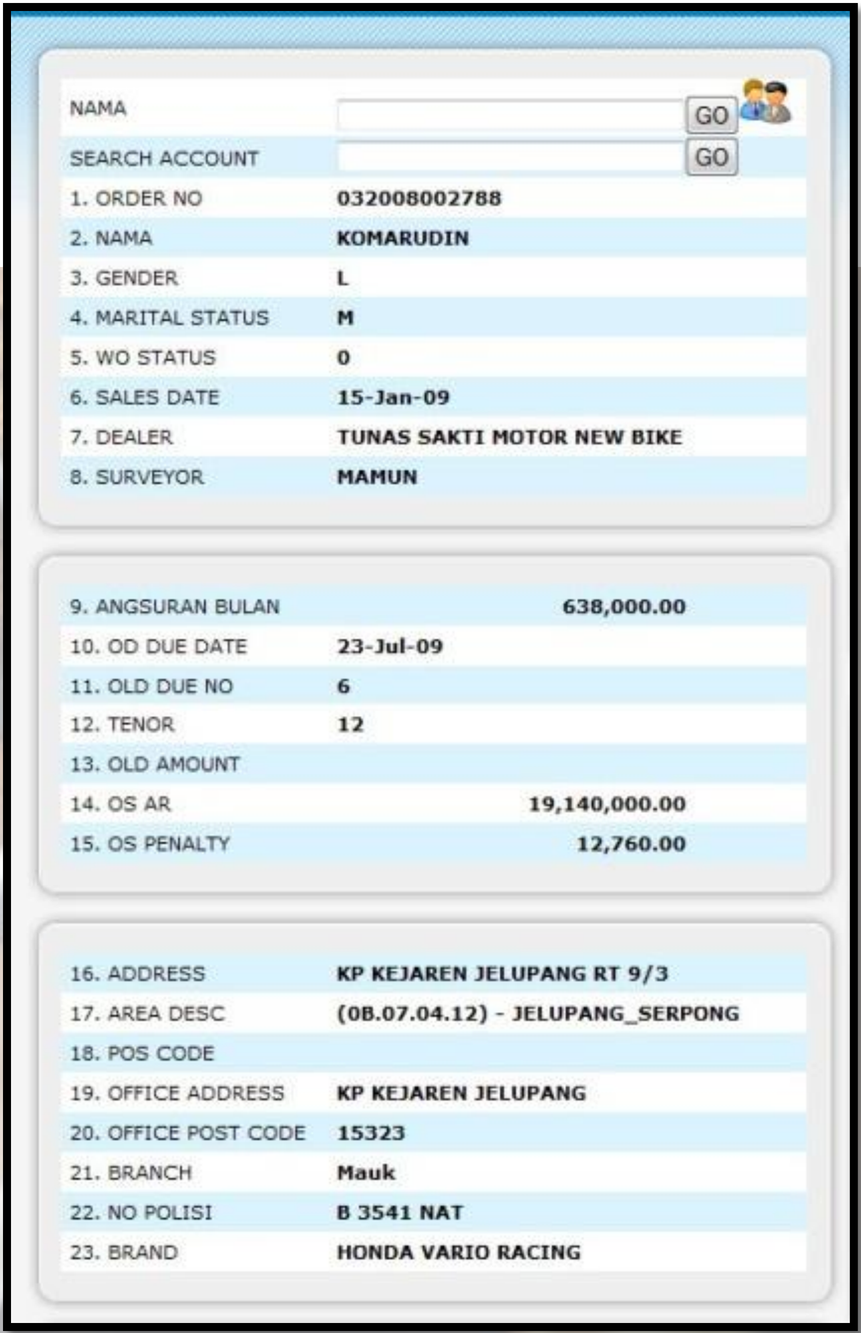
- Search Data Nasabah berdasarkan Nama dan Account Number


Contact
Setting
Contact
GO
GO

NAMA	
SEARCH ACCOUNT	
1. ORDER NO	032008002788
2. NAMA	KOMARUDIN
3. GENDER	L
4. MARITAL STATUS	M
5. WO STATUS	0
6. SALES DATE	15-Jan-09
7. DEALER	TUNAS SAKTI MOTOR NEW BIKE
8. SURVEYOR	MAMUN

Profile

- Profile Nasabah sebagai acuan untuk call treatment



NAMA	GO
SEARCH ACCOUNT	GO
1. ORDER NO	032008002788
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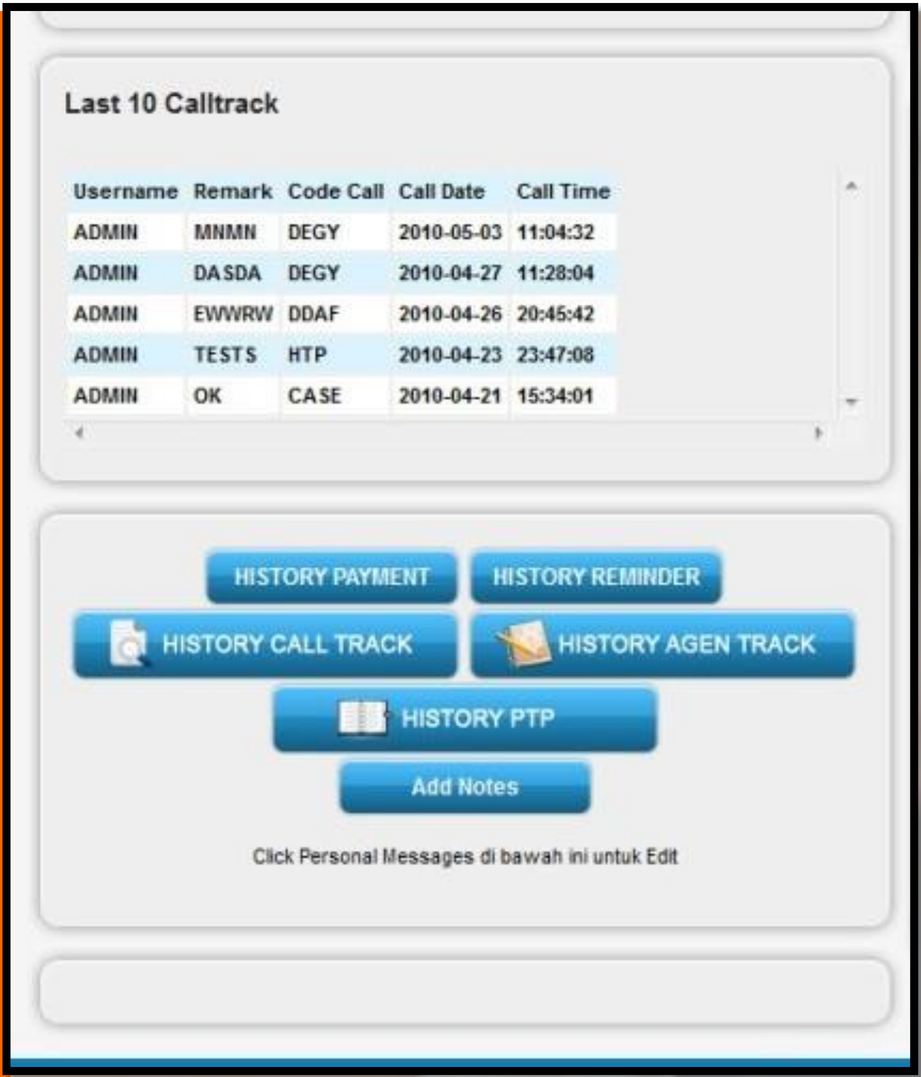
17. AREA DESC	(0B.07.04.12) - JELUPANG_SERPONG
18. POS CODE	
19. OFFICE ADDRESS	KP KEJAREN JELUPANG
20. OFFICE POST CODE	15323
21. BRANCH	Mauk
22. NO POLISI	B 3541 NAT
23. BRAND	HONDA VARIO RACING

Historical Box



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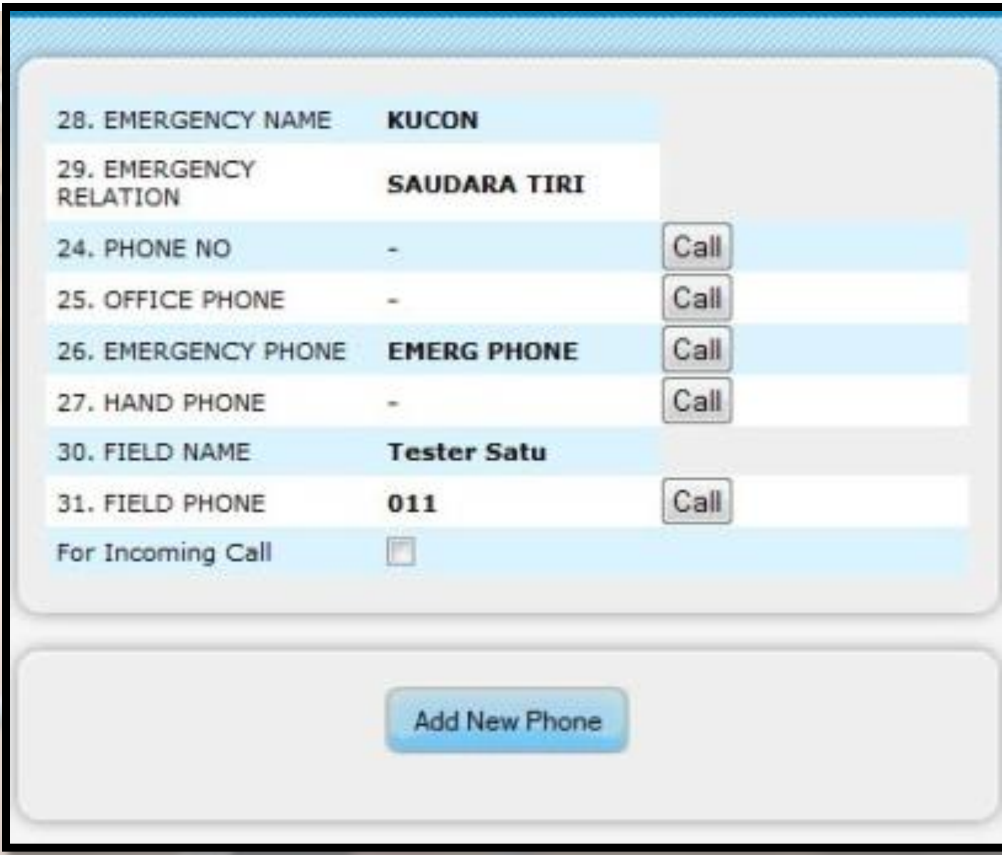
HISTORY PAYMENT
HISTORY REMINDER
HISTORY CALL TRACK
HISTORY AGEN TRACK
HISTORY PTP
Add Notes

Click Personal Messages di bawah ini untuk Edit

- Tabel 10 panggilan terakhir
- Riwayat Pembayaran, Reminder, Call Track, Agent, PTP.
- Catatan bebas

Contact Box

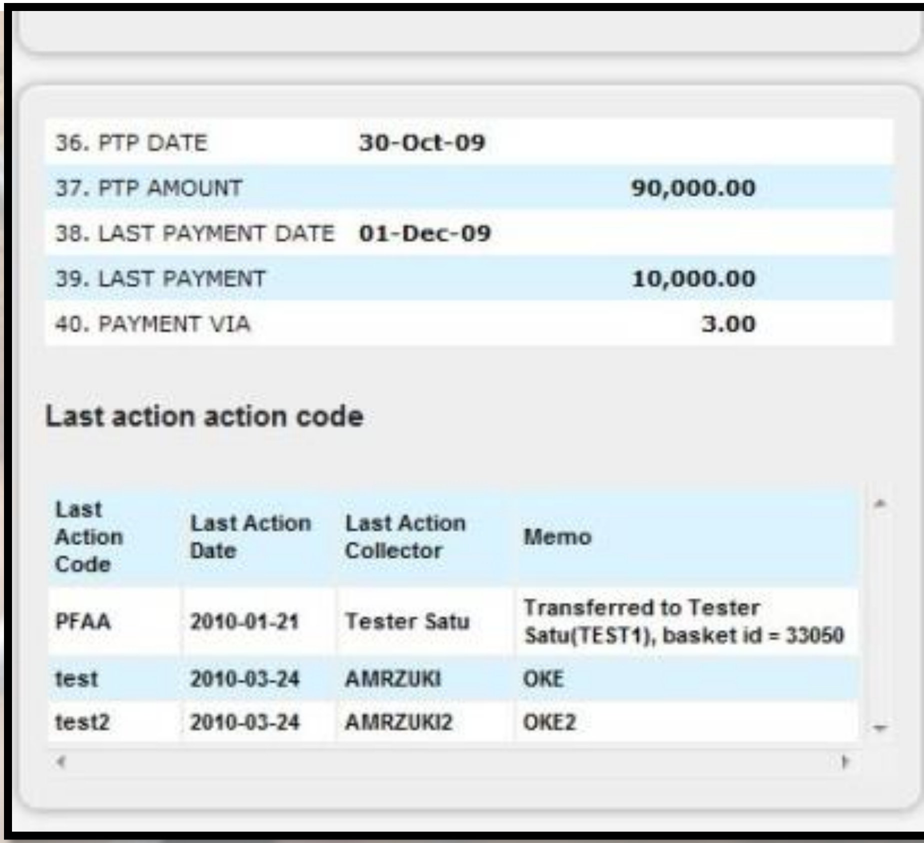
- Dial otomatis dengan klik tombol 'call'
- Penambahan Nomor Baru



28. EMERGENCY NAME	**KUCON**	
29. EMERGENCY RELATION	**SAUDARA TIRI**	
24. PHONE NO	-	Call
25. OFFICE PHONE	-	Call
26. EMERGENCY PHONE	**EMERG PHONE**	Call
27. HAND PHONE	-	Call
30. FIELD NAME	**Tester Satu**	
31. FIELD PHONE	**011**	Call
For Incoming Call	☐	

History PTP & Last Action Code

- Menampilkan Riwayat PTP nasabah
- LAC menampilkan action code terakhir



36. PTP DATE	30-Oct-09
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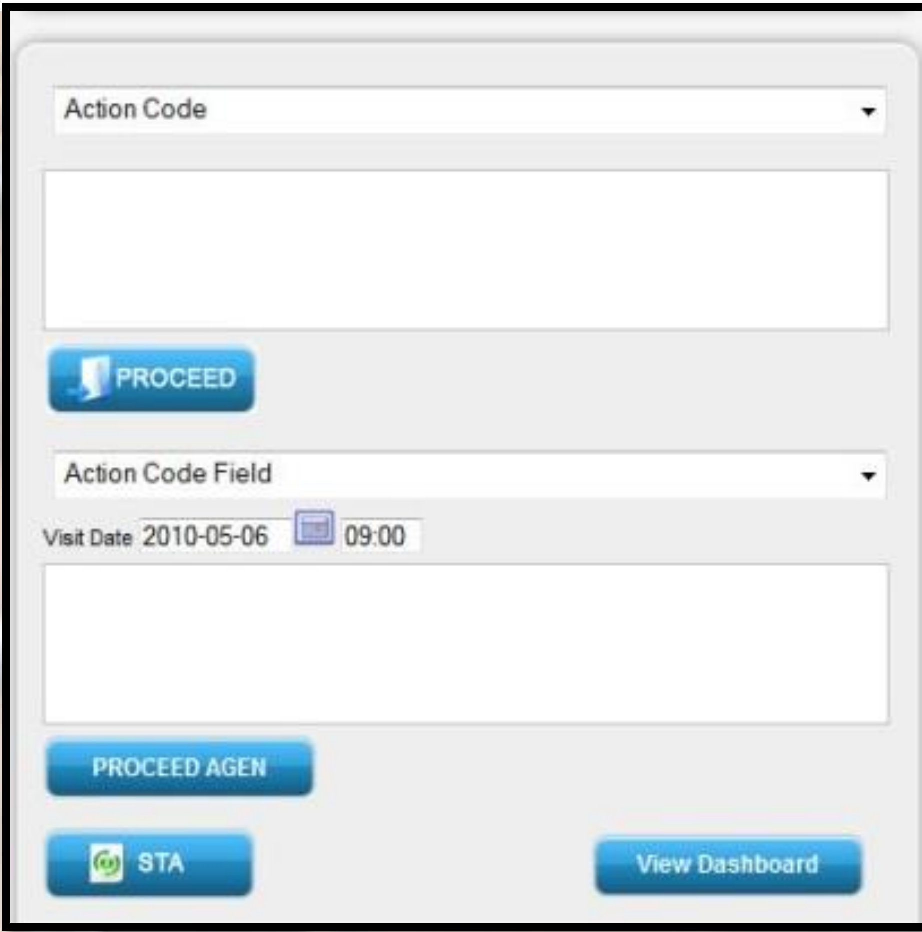
test	2010-03-24	AMRZUKI	OKE
test2	2010-03-24	AMRZUKI2	OKE2

Set Action Code

- Jika panggilan sudah dilakukan, tentukan action code berdasarkan list yang ada
- Jika perlu tambahan catatan bebas, isi dalam kotak dibawah action code.
- Proceed untuk simpan


Action Code

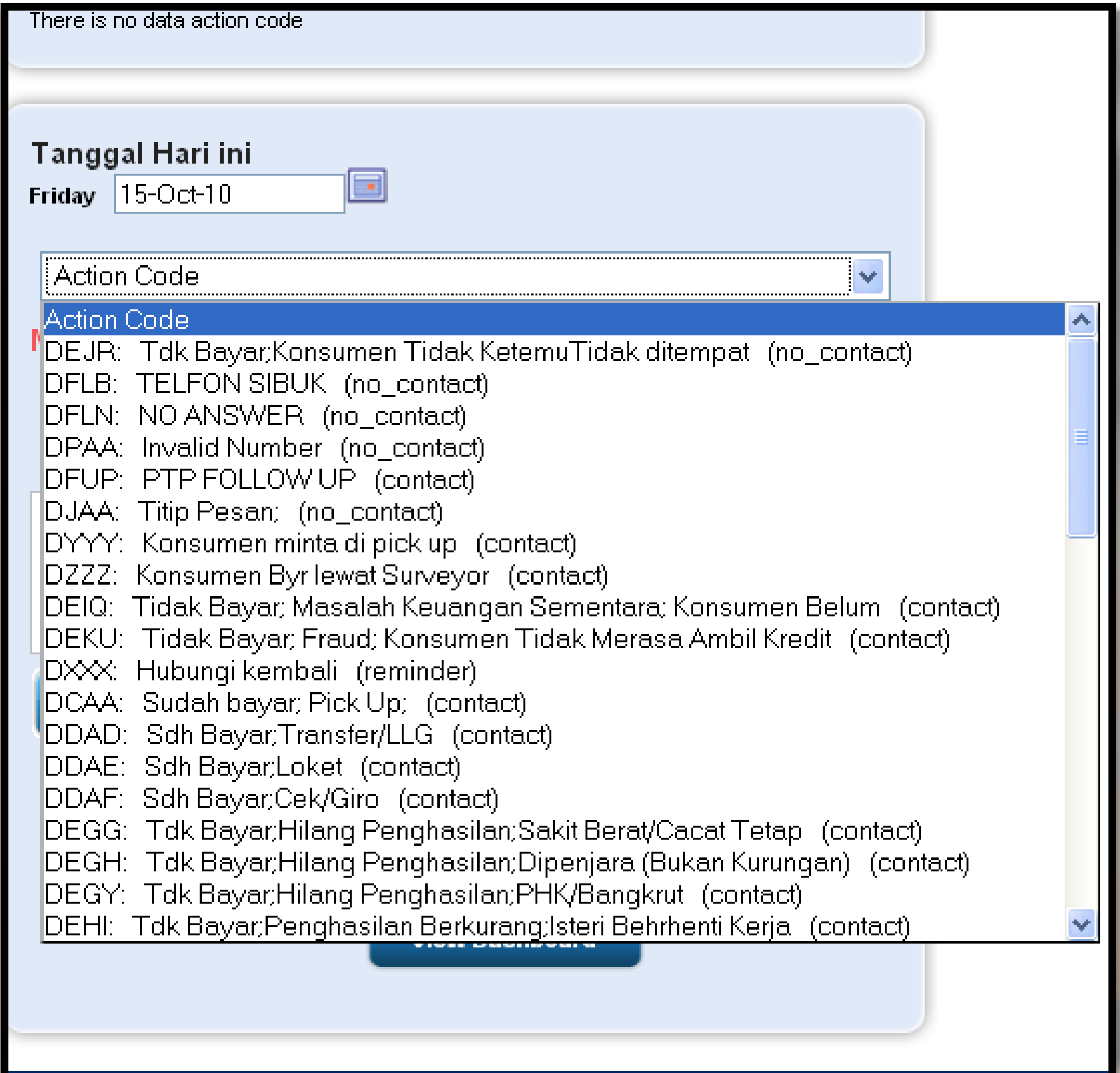
Action Code Field

Visit Date 2010-05-06 09:00

PROCEED
PROCEED AGEN
STA
View Dashboard

VALDOINC.
BRINGING IDEAS INTO REALITY

Action Codes



There is no data action code

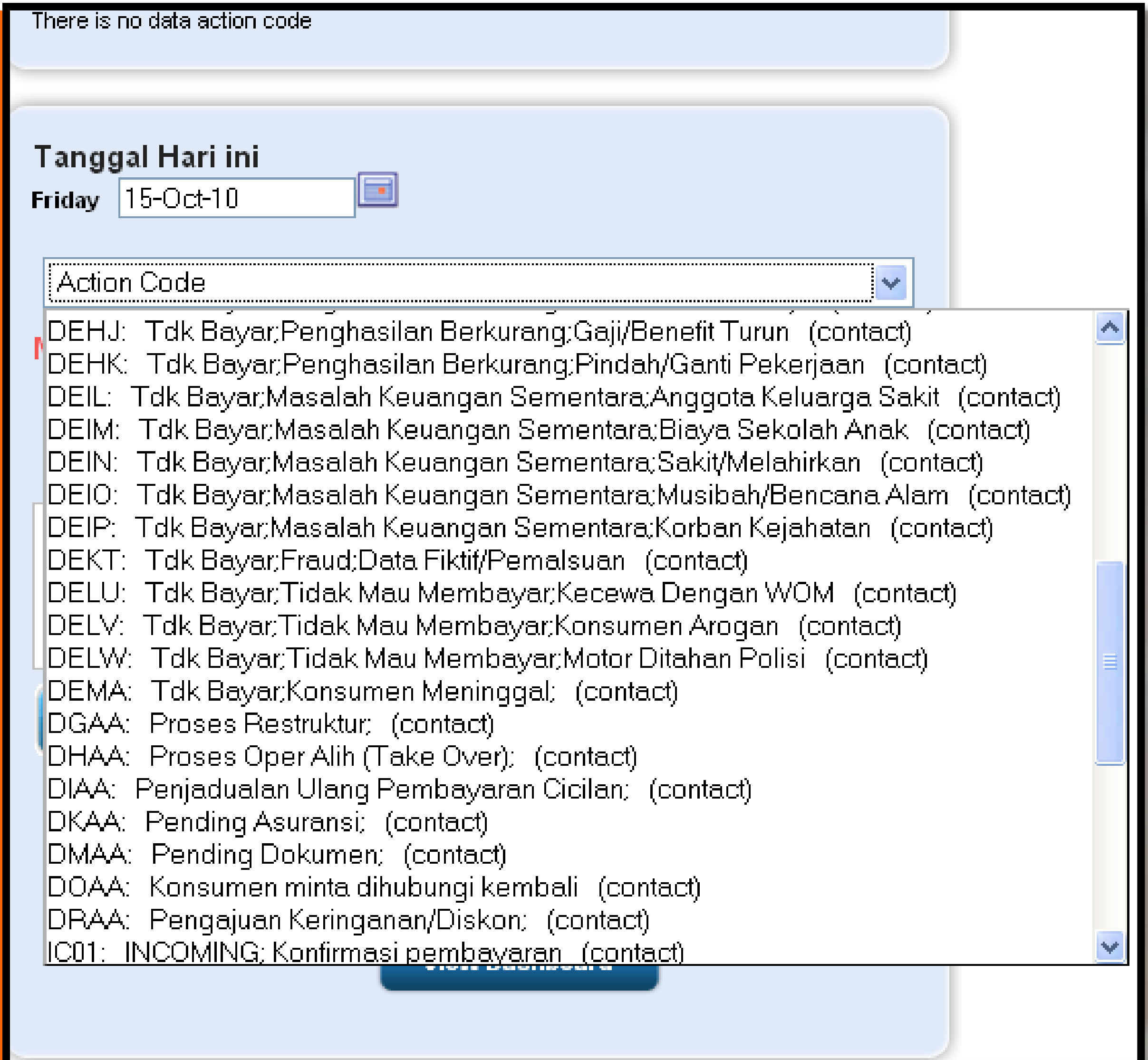
Tanggal Hari ini

Friday 15-Oct-10

Action Code

Action Code
DEJR: Tdk Bayar;Konsumen Tidak KetemuTidak ditempat (no_contact)
DFLB: TELFON SIBUK (no_contact)
DFLN: NO ANSWER (no_contact)
DPAA: Invalid Number (no_contact)
DFUP: PTP FOLLOW UP (contact)
DJAA: Titip Pesan; (no_contact)
DYYY: Konsumen minta di pick up (contact)
DZZZ: Konsumen Byr lewat Surveyor (contact)
DEIQ: Tidak Bayar; Masalah Keuangan Sementara; Konsumen Belum (contact)
DEKU: Tidak Bayar; Fraud; Konsumen Tidak Merasa Ambil Kredit (contact)
DXXX: Hubungi kembali (reminder)
DCAA: Sudah bayar; Pick Up; (contact)
DDAD: Sdh Bayar;Transfer/LLG (contact)
DDAE: Sdh Bayar;Loket (contact)
DDAF: Sdh Bayar;Cek/Giro (contact)
DEGG: Tdk Bayar;Hilang Penghasilan;Sakit Berat/Cacat Tetap (contact)
DEGH: Tdk Bayar;Hilang Penghasilan;Dipenjara (Bukan Kurungan) (contact)
DEGY: Tdk Bayar;Hilang Penghasilan;PHK/Bangkrut (contact)
DEHI: Tdk Bayar;Penghasilan Berkurang;Isteri Behrhenti Kerja (contact)

Action Codes



There is no data action code

Tanggal Hari ini

Friday 15-Oct-10

Action Code

DEHJ: Tdk Bayar;Penghasilan Berkurang;Gaji/Benefit Turun (contact)

DEHK: Tdk Bayar;Penghasilan Berkurang;Pindah/Ganti Pekerjaan (contact)

DEIL: Tdk Bayar;Masalah Keuangan Sementara;Anggota Keluarga Sakit (contact)

DEIM: Tdk Bayar;Masalah Keuangan Sementara;Biaya Sekolah Anak (contact)

DEIN: Tdk Bayar;Masalah Keuangan Sementara;Sakit/Melahirkan (contact)

DEIO: Tdk Bayar;Masalah Keuangan Sementara;Musibah/Bencana Alam (contact)

DEIP: Tdk Bayar;Masalah Keuangan Sementara;Korban Kejahatan (contact)

DEKT: Tdk Bayar;Fraud;Data Fiktif/Pemalsuan (contact)

DELU: Tdk Bayar;Tidak Mau Membayar;Kecewa Dengan WOM (contact)

DELV: Tdk Bayar;Tidak Mau Membayar;Konsumen Arogan (contact)

DELW: Tdk Bayar;Tidak Mau Membayar;Motor Ditahan Polisi (contact)

DEMA: Tdk Bayar;Konsumen Meninggal; (contact)

DGAA: Proses Restruktur; (contact)

DHAA: Proses Oper Alih (Take Over); (contact)

DIAA: Penjadualan Ulang Pembayaran Cicilan; (contact)

DKAA: Pending Asuransi; (contact)

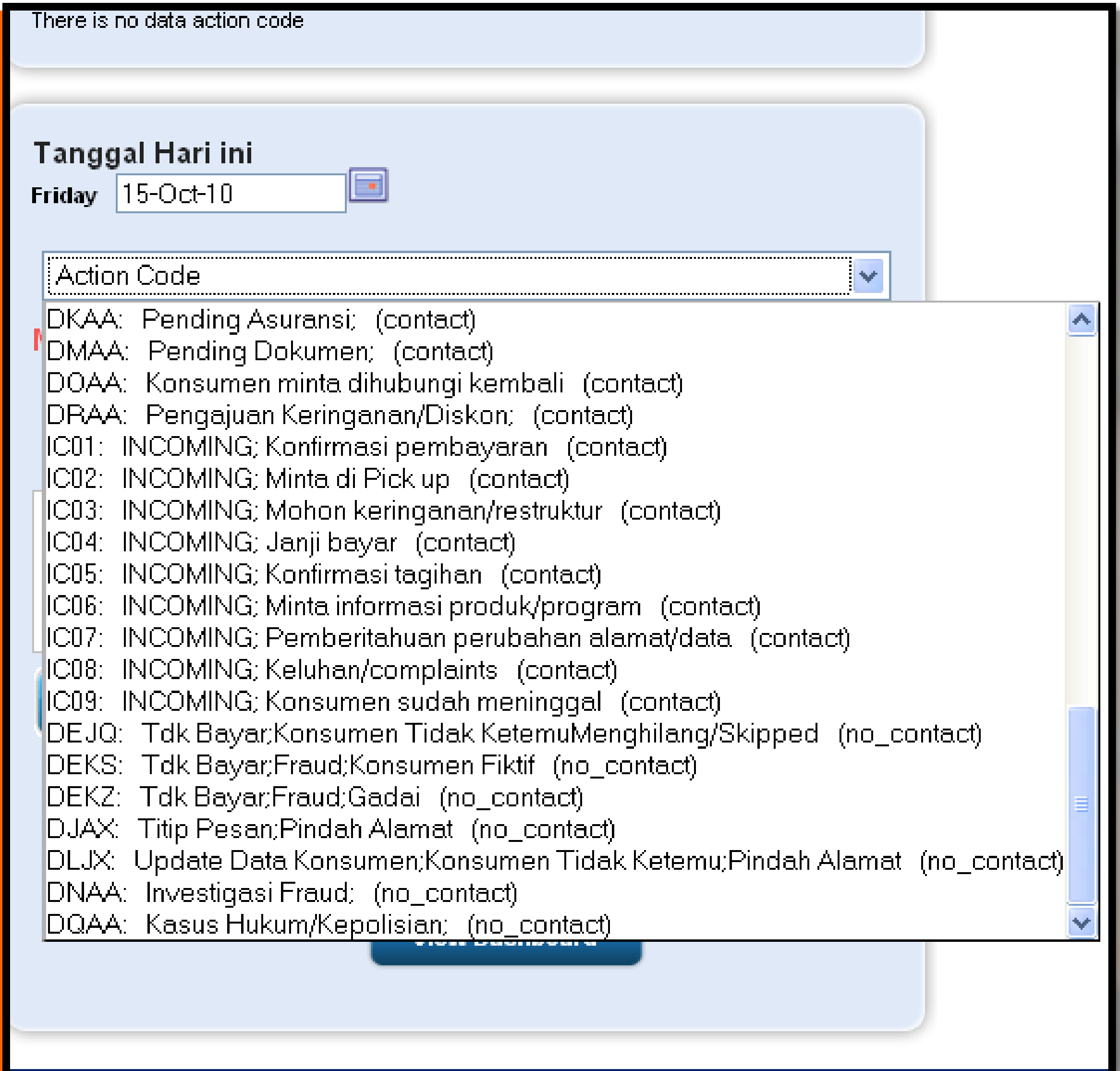
DMAA: Pending Dokumen; (contact)

DOAA: Konsumen minta dihubungi kembali (contact)

DRAA: Pengajuan Keringanan/Diskon; (contact)

IC01: INCOMING; Konfirmasi pembayaran (contact)

Action Codes



There is no data action code

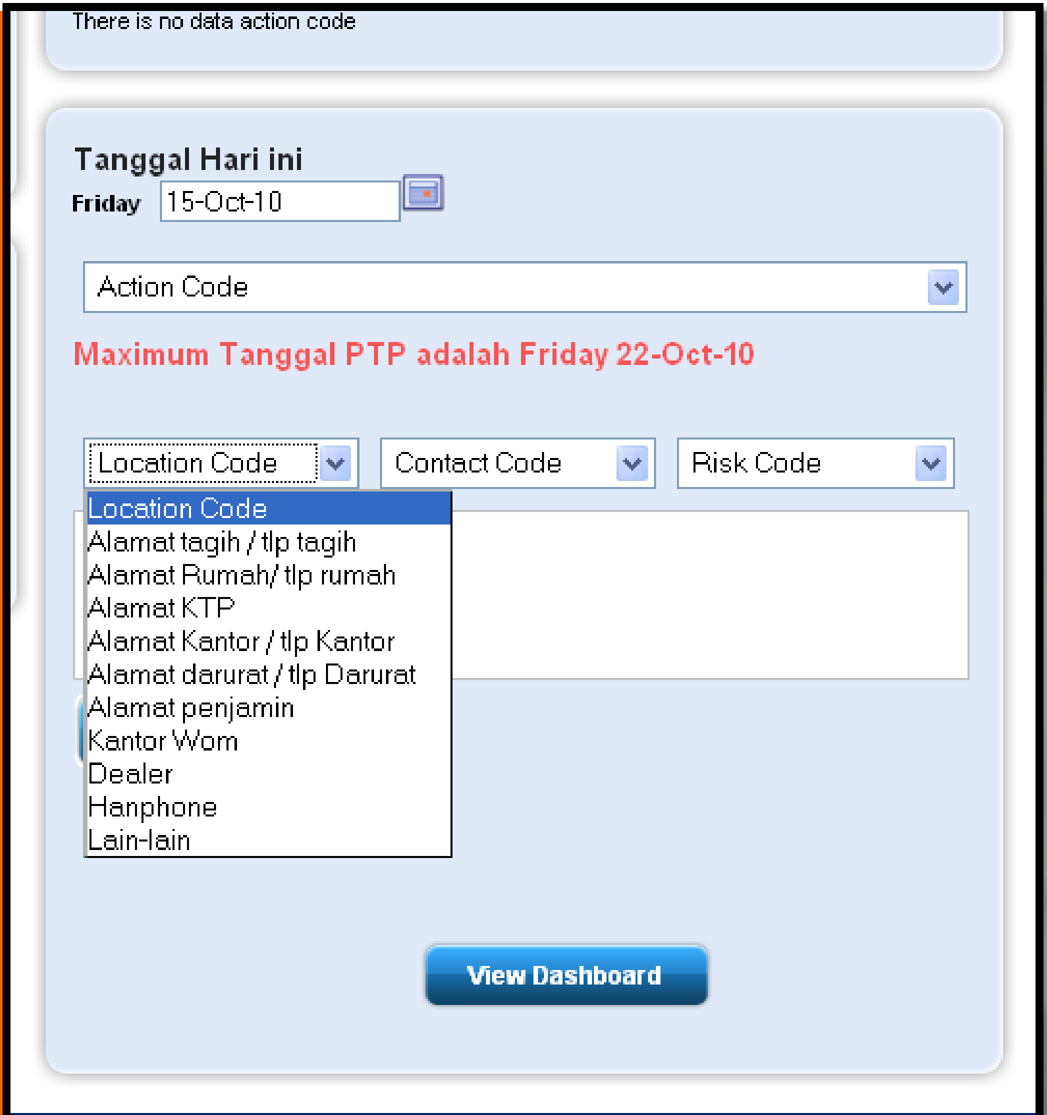
Tanggal Hari ini

Friday 15-Oct-10

Action Code

DKAA: Pending Asuransi; (contact)
DMAA: Pending Dokumen; (contact)
DOAA: Konsumen minta dihubungi kembali (contact)
DRAA: Pengajuan Keringanan/Diskon; (contact)
IC01: INCOMING; Konfirmasi pembayaran (contact)
IC02: INCOMING; Minta di Pick up (contact)
IC03: INCOMING; Mohon keringanan/restruktur (contact)
IC04: INCOMING; Janji bayar (contact)
IC05: INCOMING; Konfirmasi tagihan (contact)
IC06: INCOMING; Minta informasi produk/program (contact)
IC07: INCOMING; Pemberitahuan perubahan alamat/data (contact)
IC08: INCOMING; Keluhan/complaints (contact)
IC09: INCOMING; Konsumen sudah meninggal (contact)
DEJQ: Tdk Bayar;Konsumen Tidak KetemuMenghilang/Skipped (no_contact)
DEKS: Tdk Bayar;Fraud;Konsumen Fiktif (no_contact)
DEKZ: Tdk Bayar;Fraud;Gadai (no_contact)
DJAX: Titip Pesan;Pindah Alamat (no_contact)
DLJX: Update Data Konsumen;Konsumen Tidak Ketemu;Pindah Alamat (no_contact)
DNAA: Investigasi Fraud; (no_contact)
DQAA: Kasus Hukum/Kepolisian; (no_contact)

Additional Codes



There is no data action code

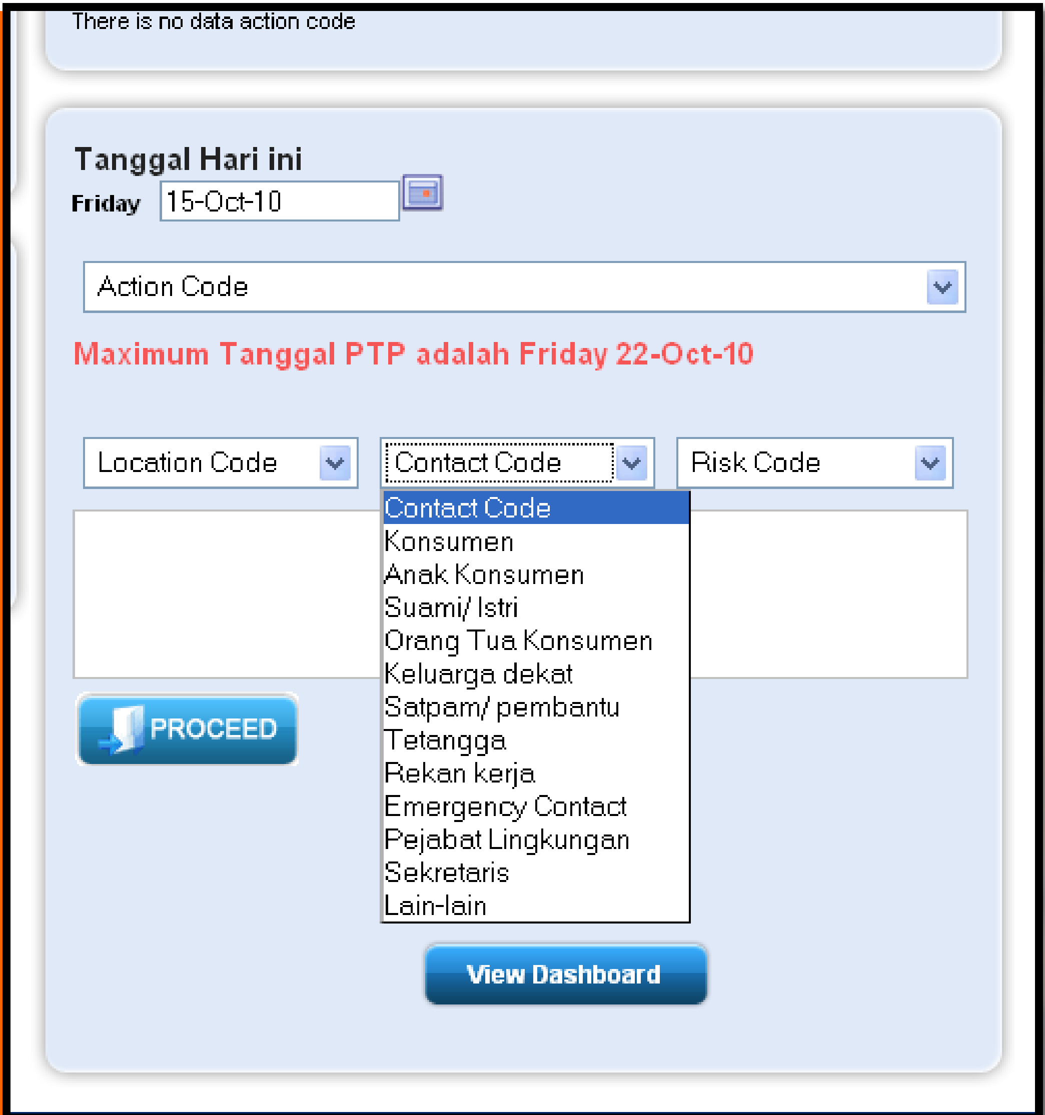
Tanggal Hari ini

Friday 15-Oct-10

Maximum Tanggal PTP adalah Friday 22-Oct-10

Action Code
Location Code
Contact Code
Risk Code
Location Code
Alamat tagih / tlp tagih
Alamat Rumah/ tlp rumah
Alamat KTP
Alamat Kantor / tlp Kantor
Alamat darurat / tlp Darurat
Alamat penjamin
Kantor Wom
Dealer
Hanphone
Lain-lain
View Dashboard

Additional Codes



There is no data action code

Tanggal Hari ini

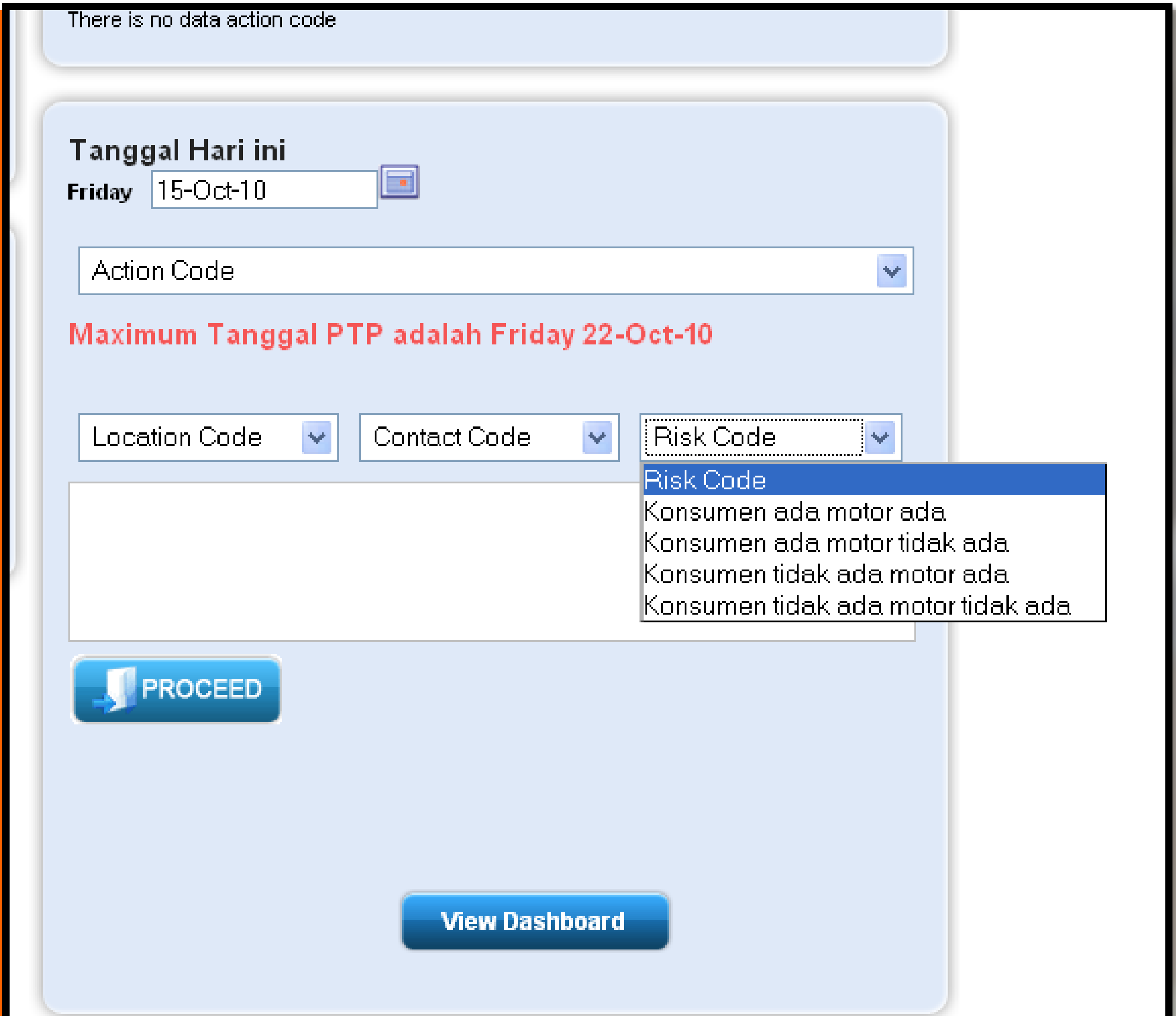
Friday 15-Oct-10

Action Code

Maximum Tanggal PTP adalah Friday 22-Oct-10

Location Code
Contact Code
Risk Code
Contact Code
Konsumen
Anak Konsumen
Suami/ Istri
Orang Tua Konsumen
Keluarga dekat
Satpam/ pembantu
Tetangga
Rekan kerja
Emergency Contact
Pejabat Lingkungan
Sekretaris
Lain-lain
PROCEED
View Dashboard

Additional Codes



There is no data action code

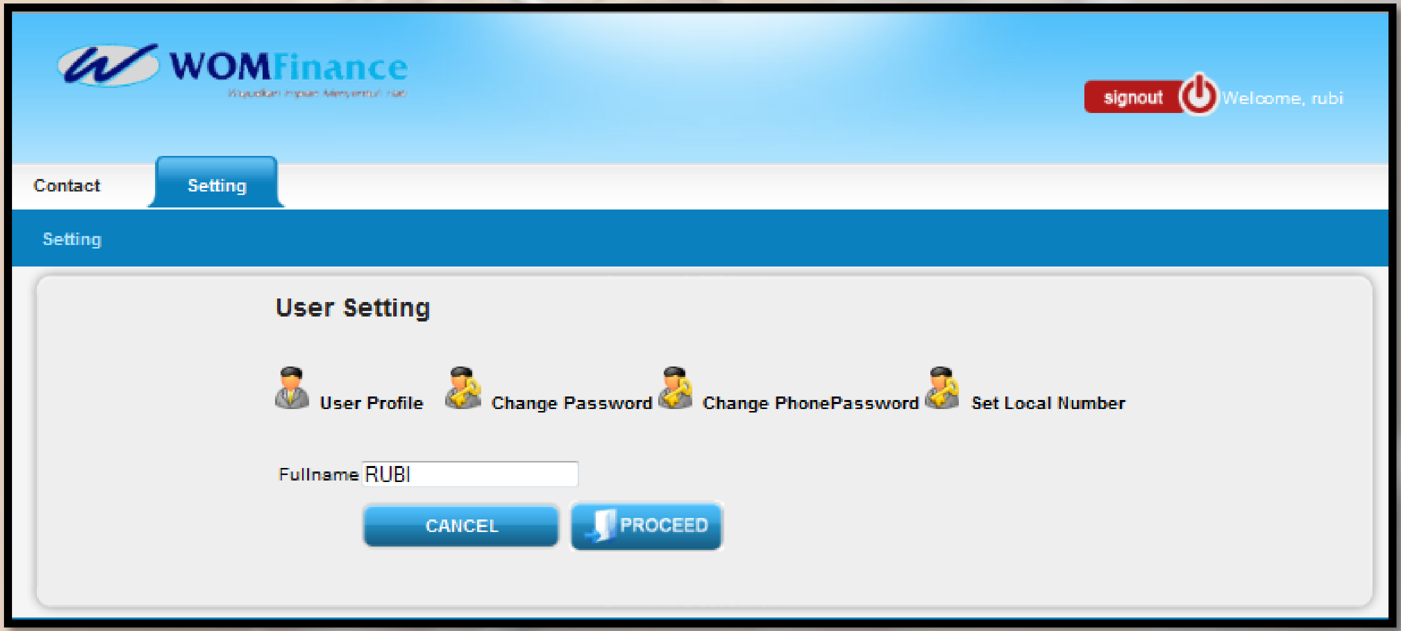
Tanggal Hari ini

Friday 15-Oct-10

Maximum Tanggal PTP adalah Friday 22-Oct-10

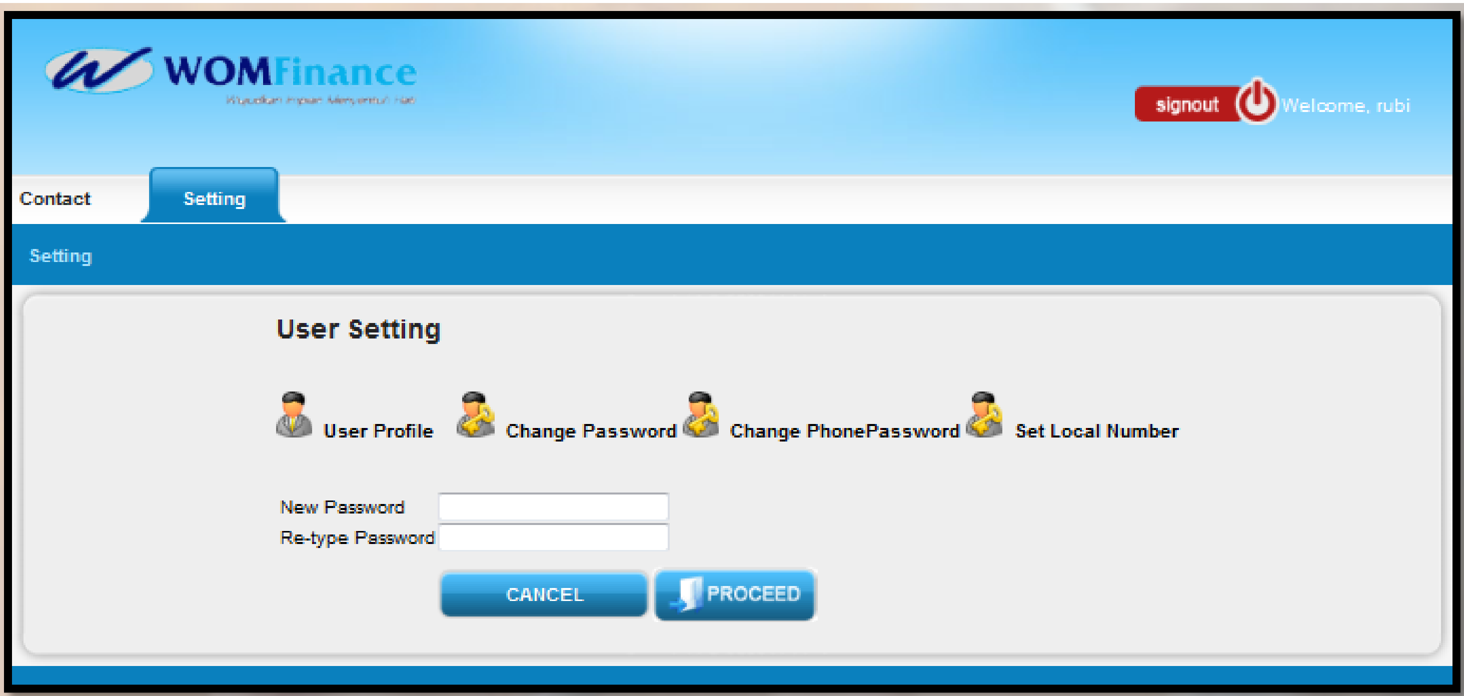
Action Code
Location Code
Contact Code
Risk Code
Risk Code
Konsumen ada motor ada
Konsumen ada motor tidak ada
Konsumen tidak ada motor ada
Konsumen tidak ada motor tidak ada
PROCEED
View Dashboard

User Interface-Setting Profile Menu


WOMFinance
signout
Welcome, rubi
Contact
Setting
Setting
User Setting
User Profile
Change Password
Change PhonePassword
Set Local Number
CANCEL
PROCEED

Fullname RUBI

User Interface-Change Password Setting Menu


WOMFinance
signout
Welcome, rubi
Contact
Setting
Setting

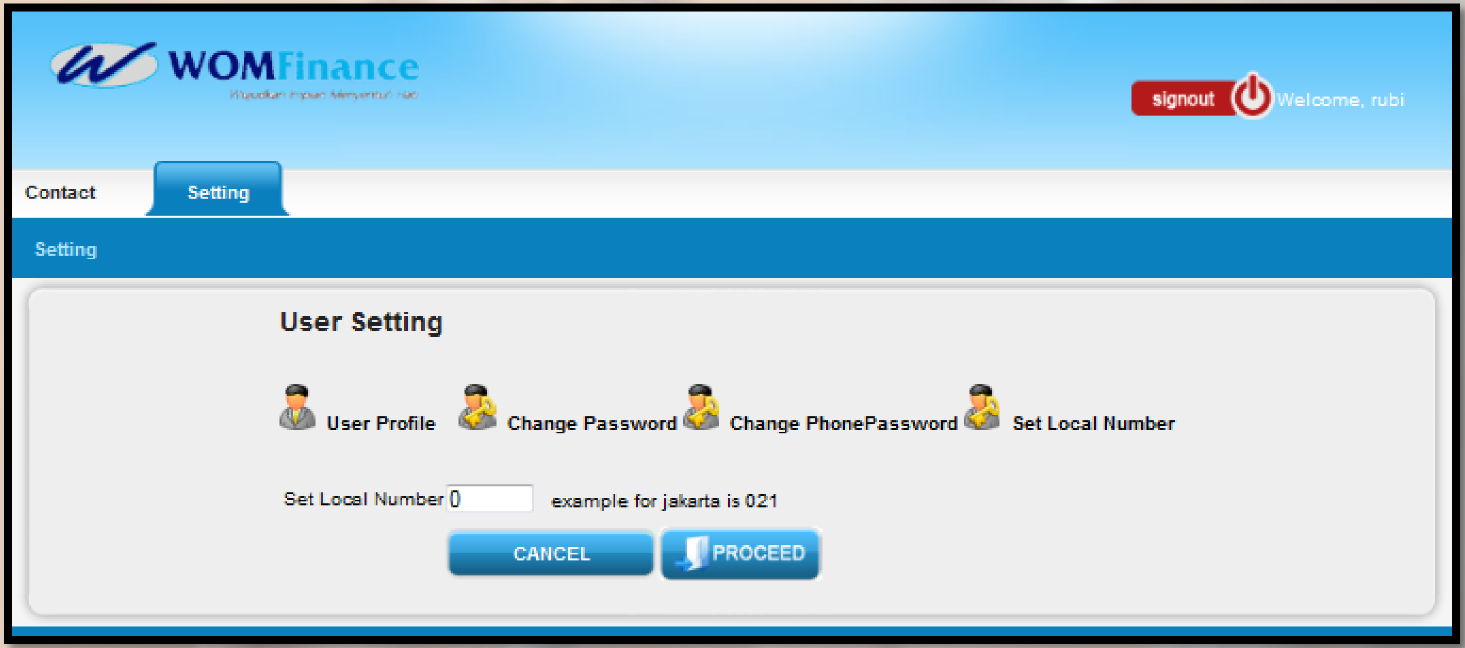
User Setting

User Profile
Change Password
Change PhonePassword
Set Local Number

New Password
Re-type Password

CANCEL
PROCEED

User Interface-Setting Local Number Menu


WOMFinance
signout
Welcome, rubi
Contact
Setting
Setting
User Profile
Change Password
Change PhonePassword
Set Local Number
CANCEL
PROCEED

User Setting

Set Local Number 0 example for jakarta is 021

Thank You

Happy Collecting!