

Coelho

Collector Weekly Scorecard

1/7/2008

Manager: Biff Rudeman

Signature: \_\_\_\_\_

Collector: Jessica Lima

Signature: \_\_\_\_\_

Period: 12/31/2007 to 1/4/2008

Hours In Period: 40

Hours Worked: 32

Criterion:	Target:	Adj. Target:	Achieved:	Weight:	Score:
# work efforts	1000	800.00	722	8	7.22
% inbound contacts	7.50%		2.65%	5	1.77
% outbound contacts	15.00%		9.22%	7	4.30
% left messages	65.00%		31.00%	5	2.38
Phone Time/Hours In	75%		110%	5	7.33
Talk Time/Phone Time	75%		82%	5	5.44
# calls	1000	800.00	710	10	7.10
Manual Letters	30		0	3	0.00
# PTP	25		41	3	4.92
# PPA	50		88	3	5.28
Avg PTP	500		78	2	0.31
Avg PPA	250		71	2	0.57
PTP Kept/Total PTP	80%		37%	4	1.85
PPA Kept/Total PPA	80%		31%	4	1.55
New Bsns Activated/Placed	100%		100%	4	4.00
Total NBZ Collected/Placed	10%		5%	3	1.47
Legal Referrals	1		0%	1	0.00
MTD Fee/MTD Goal	100%		52%	7	3.66
Amt NSF/Amt Coll	5%		7%	3	4.20
Monitor 1	100%		50.00%	8	4.00
Monitor 2	100%		44.00%	8	3.52
<b>Dings:</b>			<b>Number:</b>	<b>Weight:</b>	<b>Score:</b>
Personal Calls:	0		4	1	-4
Punctuality:	0		3	1	-3
Complaints:	0		0	2	0
FDCPA:	0		0	5	0
Anger Management:	0		0	2	0
Other:	0		0	1	0
<b>Total Score:</b>					<b>63.88</b>