

The following are recent changes to RMEx 3.2:

May 27, 2013 – Account Entry .....	2
June 5, 2013 – Limit Access To Accounts In Account Processing .....	2
June 12, 2013 – Account Processing- Accounts Being Opened After Being Closed .....	2
June 24, 2013 - Changes To Letter Printing (Addressing NYC and Chicago Ordinances-found in 3.2 Release Notes).....	2
June 28, 2013 - A Bug With The Cosigner Conversion Program .....	2
July 18, 2013 - Printing work maps from the management menu .....	2
July 19, 2013 - Last transaction date changing.....	2
July 19, 2013 –Dashboard calculation.....	3
July 19, 2013 – Audit a user, accounts worked.....	3
July 25, 2013 - Payment arrangements.....	3
July 31, 2013 - Account list for audit, F2 (SUBL).....	3
August 04, 2013 - Full legal screens .....	3
August 18, 2013 - Internal changes to PHONPREFIX logic (Many programs) .....	3
August 22, 2013 - Smart Codes (? logic).....	3
August 23, 2013 - Account audit .....	3
August 23, 2013 - Description codes .....	3
August 27, 2013 - Display user activity .....	4
August 28, 2013 - Data extract .....	4
August 30, 2013 - Decimal data error .....	4
September 13, 2013 - PTF library .....	4
September 14, 2013 - Phone duplication , address and other data changes across links .....	4
September 14, 2013 - Is your cell scrub working? .....	4
September 14, 2013 - Attorneys.....	4
September 28, 2013 - Limiting access to an account being worked by an agent.....	4
October 14, 2013 - Preventing a Payment Arrangement letter from being sent on an account with a single installment .....	5
October 14, 2013 - Letters - merge code for printing client names and balances for all open and closed active accounts.....	5
October 14, 2013 - A possible error with letter printing has been resolved .....	5
November 05, 2013 - Executive dashboards - Automated option.....	5
November 12, 2013 - Unposted account batch inquiry.....	5
November 24, 2013 - Reports and screens that show commission .....	6
November 29, 2013 - Calling other numbers in I-Tel (Other phone number rules) .....	6
December 03, 2013 - Checking for phone numbers in System Parameters.....	6
December 08, 2013 - Handling situation when consumer says "Do not call this number". .....	6
December 08, 2013 - Stopping calls on accounts that should not have any phone calls. ....	7
December 11, 2013 - New refresh version of RMEx 3.2 .....	7
January 11, 2014 - Linking.....	7
January 13, 2014 - Account load edits - Duplicate checking .....	7
January 21, 2014 - Account Audit Analysis.....	7
January 25, 2014 - Linking.....	7
February 28, 2014 - Disabling phone numbers.....	7
March 02, 2014 - Other phones screen .....	7
April 25, 2014 – Phone prefix .....	7

### **May 27, 2013 – Account Entry**

The client number was not being displayed when you went into Client Inquiry and returned to Account Entry. This was corrected. Program is ACMENT.

### **June 5, 2013 – Limit Access To Accounts In Account Processing**

The new option displayed notes when the ENTER key was pressed (it should not have). We corrected this and have also stopped access to function keys (other than F7) and Tab-Q.

### **June 12, 2013 – Account Processing- Accounts Being Opened After Being Closed**

There was a very rare problem with accounts that could be opened by the system immediately after they were closed by a Smart Code. The problem has existed for many years but was not identified because it occurred under very rare conditions. The Smart Code had to be processed while the collector was working the account, the account also had to be closed with a secondary close code and another update had to be done after the Smart Code was processed. The problem has been fixed in programs WAPINQ and WACINQ\*.

### **June 24, 2013 - Changes To Letter Printing (Addressing NYC and Chicago Ordinances-found in [3.2 Release Notes](#))**

A few years ago, New York City announced new debt collection rules. They were described as changes to local law 15 and were implemented in April 2010. **Documentation for RMEEx related features can be found in [RMEEx 3.2 Release Notes](#).**

### **June 28, 2013 - A Bug With The Cosigner Conversion Program**

A bug with the Cosigner Conversion Program has been resolved. You could not run the program while other users were on the system. This has been addressed. (June 28, 2013 - VERSION OF RMEEx 3.2 UPDATED ON THE FTP SITE at 2.45 PM)

### **July 18, 2013 - Printing work maps from the management menu**

The option to print work maps would print the information for all companies. This has been changed to print information for only the company the user is signed in to.

### **July 19, 2013 - Last transaction date changing**

A very unusual problem has been reported and we believe it is a bug that only comes into play under some very rare operational circumstances. It seems the last transaction date on the account could be changed to one from a linked account when an account is updated by a user. The system does log the old date in the notes and this is how the problem is discovered. We have made changes to avoid this issue. The changes are in the current release of RMEEx. There are two special programs we have created - one to list the possible problems and one to update the last transaction date with the old information. The report reads all the notes and could run for a long time. To run the report, do a

SBMJOB CMD(CALL ZFIXLFRNR)

To update all the dates with the date in the note, do

SBMJOB CMD(CALL ZFIXLFRN)

**July 19, 2013 –Dashboard calculation**

Changes were made to the calculations for the dashboard data

**July 19, 2013 – Audit a user, accounts worked**

The option audit a user, accounts worked, allows you to go to the account the user is working (F10). This option did not always show the correct account when multiple sessions were active. This has been addressed.

**July 25, 2013 - Payment arrangements**

If there was a credit card, we would not make an arrangement a broken promise. In the case where a payment was declined, it would be your responsibility to reset the arrangement or get the account current, because the account would not show as a broken promise. The problem with this was that if you did not do anything, an account could be "lost" in the system, because it would not show in account processing. We have made a change to address this. If there is no follow up date, or if there is a future date, we will make the account a broken promise when next work date is AFTER the "Due date plus 5 days". This means you have 5 days in which to process the credit card payment. After that, we make the account a broken promise. The delay is needed, because it may take a couple of days to process a payment. Add weekends and you are at 4 days! We do not want CC accounts showing up as broken promises the day after they are due. (Program NTPARR was changed)

**July 31, 2013 - Account list for audit, F2 (SUBL)**

There was an error coming when user tries to access the option 'F2 - SubL' (Sub list) from Account list for audit. It has been fixed. You need to do a refresh of RMEx to get this fix.

**August 04, 2013 - Full legal screens**

The function keys F2 and F8 (captions and suit information) were added to the screen.

**August 18, 2013 - Internal changes to PHONPREFIX logic (Many programs).**

Recompiled module with new state file.

**August 22, 2013 - Smart Codes (? logic)**

Guarantor cell phone logic was added (GUARCELPH)

**August 23, 2013 - Account audit**

Fixed bug when starting score was zero. Was selecting all accounts.

**August 23, 2013 - Description codes**

Last 5 description codes on the screen. The last of these, if used was not updated correctly.

**August 27, 2013 - Display user activity.**

For QMASTER added option to search by menu code. This was for use by Quantrax.

**August 28, 2013 - Data extract**

Added date from close date, to selections.

**August 30, 2013 - Decimal data error**

Fixed a possible decimal data error, due to recent code. This is very rare. (NTPARR).

**September 13, 2013 - PTF library**

PTF library was refreshed

**September 14, 2013 - Phone duplication , address and other data changes across links**

Phone duplication across links, address and other data changes across links and phone numbers automatically being brought into account detail screen when account is updated, or during nightly processing. A flag has been added to stop these automatic updates. It will be documented in a future release. Many programs have been changed (WACINQ- programs, queue building and programs that change data in nightly). This is a change that may apply to large agencies who wish to link accounts, but not allow data from one account to be automatically updated on linked accounts. In this case the option to consolidate "Other phone" (Tab+ numbers) on the primary, should be turned off.

**September 14, 2013 - Is your cell scrub working?**

Is your cell scrub working? We have a report that will print cells that are land lines or land lines that are cells from the account detail screen. With our real time update, this should not happen. If it is happening, there could be several reasons - there are custom programs that have not been modified, you have not run the one-time programs or you are using the options to omit the cell scrub by client. To run the program, key in SBMJOB CMD(CALL CELREPORTP) from the company you need to run the report for. This runs for open accounts.

**September 14, 2013 - Attorneys**

We are serious about compliance. When you add an attorney (F2 or multiple attorneys from that screen), you may want to mark the account behind the scenes (E.g. add a description code to stop the account from going to the dialer). On the company information system control file, the second screens allowed you to specify smart codes for some key actions (Credit cards, adding checks etc.). We have added the option to apply a smart code whenever an attorney is added.

**September 28, 2013 - Limiting access to an account being worked by an agent**

On the system parameters, there is a new option that will stop multiple collectors (as set up in System security) from accessing the same linked account while another user has the same account on their screen. (Multiple collector access to same account (N=No)) in the event that a collector was working an account and the session ended abnormally, we will wait 15 minutes before allowing another collector to access that account. Users who are not set up as collectors are not affected by this change. If access is not allowed, a message is displayed when the user tries to access the account, indicating that the account is being worked.

### **October 14, 2013 - Preventing a Payment Arrangement letter from being sent on an account with a single installment**

To help control letter costs and prevent a letter from accidentally being mailed out too close to the last letter, we now have an option to prevent a payment arrangement letter from being sent when a payment arrangement is set up with only a single installment.

Some agents have used the ability to set up a payment arrangement with a single installment as a way to send an "extra" letter to a consumer, even when there may be a payment already received on the account. This raises concerns regarding overshadowing a prior notice, and it is sending a letter that really is not necessary.

To enable this letter prevention we must first tell RMEx which letter is printed for the payment arrangements. We first go to the Letter Codes System Control File for the P/A letter, then to the second page where there is the "P/A letter with multiple installments (Y)" option. Enter a "Y" in the field. This flag will indicate that this letter prints the multiple installments.

Next we need to go to the last screen of the "Letter Control Specifications" from the letter system control options. There is now a field, named "Stop P/A letters with only one installment (Y)". Entering a "Y" in this field will prevent all letters set up with a "Y" in "P/A letter with multiple installments (Y)" in the Letter Codes System Control File to no longer allow letters to be printed when only a single installment exists on the payment arrangement, both standard and non-linear types.

**NOTE :** If your letter printing program is modified, we will have to make changes to include this change. For further details contact Quantrax support.

### **October 14, 2013 - Letters - merge code for printing client names and balances for all open and closed active accounts**

Some states are requiring that you print all of the creditors who are involved in the account balance. We had merge codes to print up to 10 client names and balances. The new merge code XAL will print up to 50 clients and balances! This will need to be printed in-house, since it will be complicated to coordinate this with a 3rd party service. The letter must be set up to print link balances. The system will print one line per client, summarizing the balance for each client. You only have to set up the merge code once on the letter. Multiple lines will be printed based on the number of clients who are involved. Most of our clients have modified letter printing programs. Please contact the support team if you want to use this merge code. We will make the necessary changes for you.

### **October 14, 2013 - A possible error with letter printing has been resolved**

This could happen when a letter was set up as a post-dated and payment arrangement letter. We now stop you from setting up a letter as a P/D and P/A letter. This is never required.

### **November 05, 2013 - Executive dashboards - Automated option**

A new option has been added to show the results for all companies, combined. This will look at all active companies (company system controls) and is accessed from the management menu, company statistics options, and then, consolidated reports.

### **November 12, 2013 - Unposted account batch inquiry**

The option to display un-posted account entry batches has been modified. Those with management menu access will have the option to clear the batch for a user. (Daily operations menu - 16. Unposted account batch inquiry)

### **November 24, 2013 - Reports and screens that show commission**

We have updated additional programs that show commissions, to include non-reportable payments in commissions, based on the flag in the system parameters, Include non-reportable payments in commission (some options). The collector comparison reports now has a total for commission and non-reportable payments. Options that were updated are the executive dashboard, collector goals inquiry and the daily collector activity summary.

### **November 29, 2013 - Calling other numbers in I-Tel (Other phone number rules)**

The option to load other phones to QIPH3, QIPH4 and QIPH5 was not working when the option X was selected for "Select all phones (Y/X)?". This has been corrected.

### **December 03, 2013 - Checking for phone numbers in System Parameters**

There is an option that used to check for Home.. OR home OR work.... The option has been changed to read "Use home, work, cell for checking (Y) (Def. is Home, cell)" Programs have been changed to treat the cell phone the same way as we were checking for the home phone. This is used in account posting where we look for the existence of phone numbers to decide on different strategies, and in some smart code logic.

### **December 08, 2013 - Handling situation when consumer says "Do not call this number".**

Some major creditors needed better methods of handling numbers that the consumers would say "Do not call". Our solution has been to remove the number. That means collectors will look for another number, and if they get the same number that was removed, they can call it again. How do you show a collector "We have a home number, but you cannot call it"? One major creditor decided on the solution and insisted the clients use it. Any number that is a "do not call" (home work or cell), put 555-888-8888 in the numbers. This means home and work could have the same 555-888-8888. We have to pretend the number is not there for queue building. But we must think there is a number for the system's decision-making!

You can now use (555)888-8888 and it will be treated as if it did not exist for queuing and time zone purposes. E.g. A number with only 555-888-8888 in the home phone, will be queued as a no-phone processing type! A number with 555-888-8888 in home phone and (301)469-0911 in the work phone will be queued as a work phone and only the work number will be used for time zone calculations. The number 555-888-8888 will not be added to the queue as a number to be called (QIPH-fields). You will also be able to put the same 555-888-8888 in the home, work or cell numbers. The same number can NOT usually be duplicated in the home, work and cell numbers on the account detail screen. For other logic, like smart codes, contact series logic (existence of a phone number), 555-888-8888 is a phone number. This makes sense, since the account does have phone numbers - 555-888-8888 was only used to stop calls to the specific phone numbers. What about time zone calculations? When you replace the original phone number with 555-888-8888, the system will mark the old number as a bad number. It isn't a bad number. It is a good number that should not be called. Only good numbers are used for time-zone calculations. This is an exception. If 555-888-8888 exists in the home, work or cell, disabled home, work or cell numbers (phone codes h, w and c) WILL BE INCLUDED in the time zone calculations. E.g. if the home number is 555-888-8888, all h's will be included in the time zone calculations. This makes sense, since some of the disabled home numbers are good valid numbers, and should be used in the calculations. We cannot identify the original number if there are multiple home numbers that have been disabled.

**December 08, 2013 - Stopping calls on accounts that should not have any phone calls.**

How do you stop an enthusiastic collector from calling the consumer's home or work number when they are represented by an attorney? We have a new feature that will handle this. We now allow you to set up a single description code (in the System Parameters) to mask consumer numbers for collectors. If that description code exists, all consumer numbers are masked, and the user will see the message "No calls" on the account detail screen.

**December 11, 2013 - New refresh version of RMEX 3.2**

New refresh version of RMEX 3.2 has been loaded to the FTP site.

**January 11, 2014 - Linking**

When there were many possible and perfect link opportunities, the system would sometimes not link accounts as expected. This behavior was not predictable and depended on number of accounts, type of data, linking parameters etc. We have made some changes to address this (NTLINK).

**January 13, 2014 - Account load edits - Duplicate checking**

If the system added to placement amount at time of posting, new accounts would not match to old accounts and qualify as possible duplicates based on the placement amount. The programs were changed to add any amounts to the placement amount and then compare the new account to existing accounts.

**January 21, 2014 - Account Audit Analysis**

System was calculating the 'Number of debtors' and the 'Number of open cases' incorrectly. This issue is fixed and the changes are in RMEx 4.

**January 25, 2014 - Linking**

The option to not change worker (when owner and worker were different) was not always working. This was changed in RMEx 4.0.

**February 28, 2014 - Disabling phone numbers**

Disabling phone numbers (after given number of attempts) based on phone codes set up in other phones rules within I-Tel menu. This option may not have worked all the time. We have made changes.

**March 02, 2014 - Other phones screen**

A rare problem where the message "Decimal data error" was displayed, has been addressed. The program changed is WACPHONE.

**April 25, 2014 - Phone prefix**

A recent change caused accounts queued through the account audit or account transfers to go onto the calling list (I-Tel only) with the wrong phone prefix for home and work numbers (Phone 1 and 2 in the queue file). This could result in a call failing because a long distance call was dialed as a local call. This has been addressed (Programs WINQUE, DNLQUE, DNLDCSI and DNLDCSIU)