

The following are recent changes to RME_x 4:

February 20, 2014 – Account Linking.....	3
February 27, 2014 - Account posting (electronic loads).	3
February 28, 2014 - Work maps.	3
February 28, 2014 – Disabling phone numbers.....	3
March 02, 2014 - Other phones screen.....	3
March 17, 2014 - Creation of a batch for credit cards and direct checks.....	3
March 18, 2014 - Statute logic.....	3
March 18, 2014 - Smart code question mark logic.....	3
March 19, 2014 - Account detail screen.....	3
March 21, 2014 - Smart code question mark logic.....	3
March 22, 2014 - Audit notes.....	4
March 22, 2014 - States system control file.....	4
March 25, 2014 - Attorney letters.....	4
March 25, 2014 – Tab + (Other phone window).....	4
March 27, 2014 – Full legal screen (F6).....	4
March 28, 2014 – Client update and inquiry.....	4
April 06, 2014 – Client Update, Name for IVR purposes.....	4
April 07, 2014 – Payment reports.....	5
April 08, 2014 – Account processing quick view.....	5
April 08, 2014 – Last letter data and type.....	5
April 11, 2014 – Complaints.....	5
April 16, 2014 – On-line clients system control.....	5
April 16, 2014 – On-line client menu.....	6
April 17, 2014 – Duplicate co-signer details on linked accounts.....	6
April 22, 2014 – On-line client menu.....	7
April 23, 2014 – On-line client screen reports.....	7
April 25, 2014 – Phone prefix.....	7
April 25, 2014 – DNC numbers.....	7
April 25, 2014 – Audit a user.....	7
April 30, 2014 – Linking.....	7
April 30, 2014 – Updating additional phones screen when changing primary.....	7
April 30, 2014 – RPC console.....	7
May 07, 2014 – Account detail screen.....	7
May 07, 2014 – I-Tel - connected phone display.....	8
May 08, 2014 – Time-zones for accounts that are in a campaign.....	8
May 09, 2014 – Co-signer DOB.....	8
May 16, 2014 – Changes to Queue Consolidations.....	8
May 28, 2014 – Queue consolidations by client.....	8
June 02, 2014 – Credit reporting.....	8
June 02, 2014 – Date of death.....	9
June 03, 2014 – Account load edit for electronic transfers.....	9
June 04, 2014 – RME _x refresh.....	9
June 04, 2014 – Smart code ? logic.....	9
June 10, 2014 – Account detail screen, calling from I-Tel after numbers changed to 5558888888.....	9
June 10, 2014 – Purge changes.....	9
June 10, 2014 – ? logic for smart code.....	9
June 13, 2014 – On-line client reports.....	9
June 15, 2014 – Account load edit for electronic loads.....	9
June 15, 2014 – Client update.....	10
June 17, 2014 – Bankruptcy checking in nightly.....	10

<i>June 19, 2014 – Statute account closes.</i>	<i>10</i>
<i>June 23, 2014 – Time on call history on Other Phones (Tab+) and F9.....</i>	<i>11</i>
<i>June 25, 2014 – Smart code for attorney added.</i>	<i>11</i>
<i>June 25, 2014 – RMEx refresh</i>	<i>11</i>
<i>June 26, 2014 – On line client and abnormal exit message</i>	<i>11</i>
<i>June 30, 2014 – On line client.....</i>	<i>11</i>
<i>July 02, 2014 – Credit reporting.....</i>	<i>11</i>
<i>July 07, 2014 – Linking changes.....</i>	<i>11</i>
<i>July 08, 2014 – RMEX 4.0 conversion and encrypted data</i>	<i>11</i>
<i>July 10, 2014 – RMEx refresh.....</i>	<i>12</i>
<i>July 10, 2014 – Warnings about un-posted batches.....</i>	<i>12</i>
<i>July 27, 2014 – Credit cards moving to primary</i>	<i>12</i>
<i>August 08, 2014 – Reworking non connects</i>	<i>12</i>
<i>August 08, 2014 – Omitting legals on purge.....</i>	<i>12</i>
<i>August 25, 2014 – I-load</i>	<i>12</i>
<i>September 03, 2014 – On-line clients</i>	<i>12</i>
<i>September 24, 2014 – Account list from linked accounts summary.....</i>	<i>12</i>

February 20, 2014 – Account Linking

When credit card information was moved during nightly processing, from a non-primary to the primary, the credit card number was not moved. This has been corrected. A similar problem occurred for checks when accounts were manually linked. Routing and checking account numbers did not move. This was also corrected. All the changes were transmitted to RMEEx 4.0 clients. Contact the support team if you discover some of these examples. We can recover the data for you.

February 27, 2014 - Account posting (electronic loads).

The system would post lower case characters for spouse and cosigner names and addresses. This was changed to translate those characters to upper case before posting, as in the case of other names and addresses.

February 28, 2014 - Work maps.

The field "With phones" would show information based on a internal "phone flag" on the queues. This was not easy to understand or cross check. We have made a change. The field will now be calculated based on the existence of a home, work or cell on the account detail screen of the primary account.

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.

March 17, 2014 - Creation of a batch for credit cards and direct checks

Changes were made to distribute payments across linked accounts, based on oldest account first.

March 18, 2014 - Statute logic

The number of months defined to wait on legal and non-legal accounts supported a field size of 2 characters which was up to 99 months. We have increased the field size to 3 characters.

March 18, 2014 - Smart code question mark logic

Added a new field named 'TODAYSMT' (SMART CODE APPLIED TODAY). This will look for smart code applied for that particular day.

March 19, 2014 - Account detail screen

The X-Ref field will be protected when name, DOB and social are protected.

March 21, 2014 - Smart code question mark logic

Added two new fields named 'ISINQ' (IS IN QUEUE (Y/N)) and 'FUTFOLD' (FUTURE FOLLOW UP DATE IN DAYS).

March 22, 2014 - Audit notes

The time on audit notes will be adjusted, similar to the account notes based on the time offset at the collector or company level.

March 22, 2014 - States system control file

On the states system control file, it is no longer necessary or recommended that you use the time (allowed to work) if you are on I-Tel. Our time zone calculations handle the calling times. Since this is machine time, we have considered the offset at the company level and will now display any entered times in local time (under the input fields).

March 25, 2014 - Attorney letters

The warning on the multiple attorney screen that this information is not used for letters, was removed. This was added several years ago when support for letters was not available. Unless your letter printing is modified, you should be able to print letters to multiple cosigners.

March 25, 2014 – Tab + (Other phone window)

A rare problem with the screen locking up when you accessed recalls with a Tab+ screen was resolved.

March 27, 2014 – Full legal screen (F6)

F8 was added to the screen information to allow access to the 'suit data'.

March 28, 2014 – Client update and inquiry

Page numbers have been added to the screens, when necessary, it is easy to refer to a particular screen.

April 06, 2014 – Client Update, Name for IVR purposes

We have added a 30-character field to the first screen of client update/inquiry. This is a client name to be used for IVR applications (text to speech). Note that this will only practically work, if you link accounts within the same client. If multiple clients' accounts are linked, there is no way to say you are calling on behalf of client X. We will use the name from the primary account. This is only for IVR outbound messaging. Since there will not be the need for sorting a queue for messaging, we will be placing the client name in the field QOTHER in SCCQUE (for unattended campaign only). Note that the client name in the client master is 40 characters, while the new field is 30 characters. We have written a one-time conversion program you can run, if you plan to use this feature. This will update the new field for all the clients, with information from the existing client name field. You will need to do a

SBMJOB CMD(CALL ZCVCLIVR) from a command line.

Contact us if you are on our hosted system.

This option will also print a report showing any clients who have any active accounts AND names longer than 30 characters. You can review these and change them as needed.

If you have scripts that you would like to create with the client name, please contact the dialer team for a quote.

April 07, 2014 – Payment reports

A problem with the system not accommodating commission amounts over \$100,000 had been addressed. This affects several programs. It is unlikely that these programs have been modified for you, but if you have a problem with any of your modifications, please contact the support team (PATMPO* and RPTMPO* programs were modified to use a new file)

April 08, 2014 – Account processing quick view

The time offset logic was added to the times displayed on the screen.

April 08, 2014 – Last letter data and type

The account detail screen did not display the titles for these fields if there was no data. We have changed the code to always display the titles.

April 11, 2014 – Complaints

There was a screen lock in the following screens where only one user can access the screen at a time. That was changed and now multiple users can access the screen at the same time.

From system control menu > Opt 4 >

1. Type of Complaint
2. Severity of Complaint
3. Compliant - How Reported
4. Status of Complaint
5. Complaint Smart codes

April 16, 2014 – On-line clients system control

Added the following fields to on-line client system control:

Hide additional fields (Y) - A 'Y' in this field will hide the following fields for an on-line client:

In account detail screen:
Follow up date and time
Last worked date
Last letter
Close code and close date
Temporary Notes
Owner/Worker/Split
Events (GUI)
Scan doc (GUI)

F10 - Secondary Screen:

Commission Rate
Contact Series, Sequence # and Next
S/Code Series, Sequence # and Next
More
Fee Code

Forwarded to
Forwarded rate
Letters pending
Smart Codes
Scr (Score)
Int.Rate/Freq
Int.Pending
Cred.Rept
Last decision
Att (Attempts)
Con (Contacts)
CoSigner (L,F)
Address (CoSigner)
City/State/Zip (CoSigner)
Phone (CoSigner)
Send letters-Y (CoSigner)

Hide description of D/C's (Y) - A 'Y' in this field will hide the description of the description code. (This feature is applicable only for GUI users)

Balance type for costs 1-9,0 - The number entered in this field will be reflected to fields 'Balance/Collection Cost (B/C)' in Payment entry and 'Collection costs' in Account Entry.

For instance if '2' is entered in this field and 'C' is entered in field 'Balance/Collection Cost (B/C)' under payment entry the balance will be deducted from balance type 2. In account entry if an amount is added in field 'Collection costs' that particular amount will be loaded under balance type 2.

April 16, 2014 – On-line client menu

We have removed options 3 (Account entry), 4 (Account entry edit list), 5 (Account posting), 7 (Payment transaction entry) and 8 (Payment transaction posting) and replaced it with Account entry and Payment entry in options 3 and 7 respectively.

Account entry - In the new account entry the user needs to type the client code and thereafter enter the necessary details of the debtor. Unlike the old account entry the account will get posted to the system as soon as the user updates the account.

Payment Entry - Once the user enters the payment details and hit ENTER the system will display the debtors name, address and balance. The payment will be posted to the account as soon as the user updates the payment by adding a 'Y' in field 'Confirm (Y)'.

The three screen reports; Payment report, Status report and Placement history from custom options 50 has been placed under 'Reports' (option 14) in options 6,7 and 8 respectively. Once the user takes the respective option and provides the necessary details the system will display the report in the screen.

April 17, 2014 – Duplicate co-signer details on linked accounts

In RMEx the users can now 'duplicate' co-signer information on linked accounts. Once you hit F24 from co-signer screen (TabQ > Option 3) the system will prompt a message stating 'Do you want to duplicate this across linked accounts (Y)' once you type 'Y' and hit ENTER all co-signer information will be duplicated to the linked accounts (only if the linked account does not contain any co-signer information).

For instance there are three accounts (A, B and C) linked together. A and B contains different co-signer information on it. If the user tries to duplicate the co-signer information in account A to all linked accounts; only account C will be

updated with the co-signer information from account A. Since account B already had some co-signer information in it the system will not update account B.

Note: All information related to the co-signer (including close code) will be duplicated and the co-signer information will be duplicated even to closed accounts. Therefore this feature must be used very carefully.

April 22, 2014 – On-line client menu

We have simplified the menu and moved the options to different positions on the menu. Also we have made changes so that the users who do not have access to the main menu will not see the option 'Return to Main Menu'.

April 23, 2014 – On-line client screen reports

We have increased the field size for totals on status report and placement history.

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 DNLDCSIAU)

April 25, 2014 – DNC numbers

DNC numbers were not being checked for predictive and progressive calls. This has been addressed.

April 25, 2014 – Audit a user

When in "Audit a user - accounts worked", the option to show the account being worked (F10) did not always show the correct account. This has been addressed.

April 30, 2014 – Linking

In some cases linking would not occur if any of the possible links was an inactive close. This has been corrected (NTLINK).

April 30, 2014 – Updating additional phones screen when changing primary

When primaries are changed using the special option (in Nightly processing), the phone numbers on the old primary (home, work and cell) could get moved to the new primary. We were not updating the additional phones screen in this case. This has been corrected.

April 30, 2014 – RPC console

We are working on changes to the RPC console option. We will be adding a special, optional QCat code for work phones. You will also have a smart code override option for the end of cycles action. These changes will be added to the RMEx 4.0 documentation.

May 07, 2014 – Account detail screen

The use of the special phone number 5558888888 has been modified to not check the cell scrub.

May 07, 2014 – I-Tel - connected phone display

The system used to display a message saying phone 3, 4 or 5 when the queue was used to dial the third, fourth or fifth numbers on the queue (SCCQUE) and the number was connected. We will now display the description of the phone code for the number called.

May 08, 2014 – Time-zones for accounts that are in a campaign

With the new RPC console, accounts will be placed in smaller time windows (allowed calling periods) during the day, so they will only be attempted during the morning, afternoon or evening. In addition, accounts will automatically move between landline, cell and work campaigns! How can you determine the approximate number of accounts in each time frame (allowed calling period)? We have added a new screen to the work map analysis option from within the management menu's audit option "Accounts to be worked". This option allows you to select a User ID, and display useful statistics about the accounts in a specific queue. The new second screen will display the number of accounts in the different allowed calling periods.

May 09, 2014 – Co-signer DOB

There was an issue where the co-signer DOB was displayed in DDYYMM format when entered through manual account entry. We have corrected it to display in MMDDYY format.

May 16, 2014 – Changes to Queue Consolidations

We always expected users to put SOMETHING in the "With phones" option. The idea was that the queue consolidations would be used to group accounts based on the type of phone numbers on the account. With the RPC contact console, you may be calling accounts with NO home, work or cell phone on the account detail screen but with phones on the Tab+ only. How do you consolidate these accounts? It is not easy because there is no code to select accounts with a number somewhere on the account! (home, work, cell or Tab+). You would need multiple consolidations to select all the accounts with at least one number and we needed to make it easier. We have added a "With phones" code of "A" for "Any". All RPC console consolidations should be set up with this code set to "A" so that any account with a phone number is selected.

May 28, 2014 – Queue consolidations by client

Consolidations can be run by client or group code. This looks at client or group code on the primary and works for larger clients, since they usually link by client. What if you link across clients and want to target cell phones and mid-scores for a specific client? The primary could belong to a different client, in this case. We have added a new field "Links (Y)" on the same line as the client selection. A "Y" in this field will look for an open account with that client (or group code) within the linked accounts.

Note : This is for menu option 7 - Multiple user consolidation rules by client (Nightly processing) from I-Tel Queue Consolidation options.

June 02, 2014 – Credit reporting

We found and corrected a base issue for Credit Reporting where the account has a minimum and at the client level says to report all and ignore minimum amount. It was putting a note and reporting correctly on the Credit file, but it was not updating the account with the proper flag as Reported as NEW.

June 02, 2014 – Date of death

Date of death has been added to notes when changed. Note format is 'Date of death was 020113' and note code is 8Z.

June 03, 2014 – Account load edit for electronic transfers.

The analysis report now shows percentage of cells and percentage of accounts with only cells (no home and work but only cell phone).

June 04, 2014 – RMEEx refresh

New refresh of RMEEx 4.0 has been loaded to the FTP.

June 04, 2014 – Smart code ? logic

Added a new field named 'LINKHORC'. This field checks if there are any home or cell numbers across linked accounts (numbers on account detail screen).

June 10, 2014 – Account detail screen, calling from I-Tel after numbers changed to 5558888888

There was a problem with an out of time zone message when numbers were changed to 5558888888 (recent feature to mark a number as do not call). This was addressed.

June 10, 2014 – Purge changes

A new option has been added to omit legal on the purge. This refers to legal and not pre-legal accounts, based on the way the collector code is defined.

June 10, 2014 – ? logic for smart code

We have added some new options

LINKNUM
LINKPIF
LINKPAY

These will look at linked accounts and check for number of open or closed active accounts, number of paid-in-full accounts and number of paying accounts (any payments received).

June 13, 2014 – On-line client reports

On the on-line client system controls, there is a new option to omit statistical reports. If an "N" is placed in this field, the placement history and activity history selections are not displayed and cannot be selected.

June 15, 2014 – Account load edit for electronic loads

We had added a message if the consumer was under 18 years old (based on DOB) on the last transaction date. There is a total for these accounts, at the end of the report too.

June 15, 2014 – Client update

The delete code has been added to the search display screen.

June 17, 2014 – Bankruptcy checking in nightly.

We have base code that some clients may be using. We use the first 3 characters of the first name to check for possible matches. We have changed the code to check the first 4 characters of the first name.

June 19, 2014 – Statute account closes.

We have made a change to this area. Initially, we were only considering open accounts. We have realized that we also need to look at closed active accounts. This will also be done. This means, we consider open and closed active, omitting inactive closes and PIF's. In case you want to use a different smart code for closed accounts, the statute system controls has an OPTIONAL "Smart code for closed active". You could set up a single smart code that opens a closed account and then applies the inactive close. You will need to get the latest code (after this change has been uploaded to the FTP site) and you will need to run a special program to make this change effective. If you are on our check up service, we will do this for you.

To run the program, sign in to RMEEx, get to a command line and key in SBMJOB CMD(CALL INSTALACST)

This should run for a few minutes, depending on your account file size. After the job has completed, key in DSPFD SCACCTST. You should get a screen. Display the end of the information by keying a 'b' in Control on the top of your screen.

You should see something resembling the following.

```
Member .....:      SCACCT
Logical file format .....:      ACCTRC
Number of index entries .....:      101602
Record Format List
      Record Format Level
Format  Fields Length Identifier
ACCTRC   266  1059 3BB9E717E125F
Text .....:
Total number of formats .....:      1
Total number of fields .....:      266
Total record length .....:      1059
Member List
      Source Creation Last Change
Member  Size  Type Date   Date   Time
SCACCTST  1875968  06/19/14 06/19/14 15:21:24
Text: Key GLASTT, Comp (Statute programming)
Total number of members .....:      1
Total number of members not available ..:      0
Total of member sizes .....:      1875968
```

Look for NUMBER OF INDEX ENTRIES. IT SHOULD HAVE A NUMBER. That means the job completed.

June 23, 2014 – Time on call history on Other Phones (Tab+) and F9

The time was not checking for the offset. This has been corrected.

June 25, 2014 – Smart code for attorney added.

There is an option to apply smart codes when an attorney is added (F2 from account detail screen). When the attorney is duplicated from the account detail screen, you create a new attorney on each account. In this case, we were not applying a smart code to each of the links. This has been addressed. A smart code will be applied for each account the attorney is duplicated on.

June 25, 2014 – RMEEx refresh

New refresh of RMEEx 4.0 has been loaded to the FTP.

June 26, 2014 – On line client and abnormal exit message

We have added a note code of 99 when the system adds the "Abnormal exit" message. In this case a user would have looked at an account and closed the window, without documenting the account or using a normal exit. This message will not be logged for on-line clients.

June 30, 2014 – On line client

On account entry, if there is only a single client number, this will be brought into the account entry screen.

July 02, 2014 – Credit reporting

For the re-run option, we added logic to look for Credit Reporting - FRAUD and Credit Reporting - C/DISP in notes.

July 07, 2014 – Linking changes.

When the primary was changed, if there was credit card information, this was not moving to the primary. This can be addressed if a client has a problem with old data. We have to look for the encryption record in SCENCPPT and change the case number. (NTPARR was changed)

July 08, 2014 – RMEEx 4.0 conversion and encrypted data

We discovered some rare problems with checks and credit cards. Due to a problem that would have existed a long time back, it is possible that you had multiple records for direct checks for the same account. This did not affect the system and you would only see the latest entry. If the older entries had DIFFERENT checking account information, when the RMEEx 4.0 conversion was run, these account numbers could have replaced the more current information. With regard to credit cards, there could have been information for the single payment information and the credit card series screens. In this case, you would never see the single payment credit card screen. Presently, you cannot set up both screens and this would have happened a long time ago. If the single payment credit card screen had a DIFFERENT card number, this information could have updated the information on the credit card series when the RMEEx 4.0 update was done. Based on the background and circumstances, both of these occurrences would be rare. We have addressed the issue for future RMEEx updates to Version 4.0. If there is a problem with existing data, the information is in some of the backup files and can be retrieved.

July 10, 2014 – RMEEx refresh

New refresh of RMEEx 4.0 has been loaded to the FTP.

July 10, 2014 – Warnings about un-posted batches

We have removed the warning messages on the initial sign on screens, if you are using the GUI.

July 27, 2014 – Credit cards moving to primary

When the primary was changed, if there was credit card information on a secondary account, it was sometimes moved to the primary during payment posting. This was not correctly moving the encrypted data and this problem has been addressed (PAYUPD). The note added would say "Nit" in the User ID field. This has been changed to show the User ID for the person posting the payments.

August 08, 2014 – Reworking non connects

It was possible that accounts that had not been worked, but had been cached, were not made eligible to be called on the dialer (I-Tel) when the rework non-connects options were selected. This has been changed.

August 08, 2014 – Omitting legals on purge

Problems with the new logic have been corrected.

August 25, 2014 – I-load

There was an issue with the F16-Insurance where few fields weren't loaded through I-load. This has been fixed.

September 03, 2014 – On-line clients

For on-line clients (those who have a Y in the "On-line client (Y)" option on system security), we will not show the announcement screen.

September 24, 2014 – Account list from linked accounts summary

The output has been modified to print the case number to the right of the form. This will address a recent issue with the account number being visible through a window envelope and the FDCA being violated.