The following are recent changes to RMEx 5.0:

November 20, 2015 – Smart code question mark logic

Added a new field named ‘PROCTYPNEWB’ (Processing type is new business). This will look whether the account is under processing type ‘New business’.

A ‘Y’ in the ‘Value(Numbers,Characters)’ field will look whether the account is under processing type ‘New business’.
A ‘N’ in the ‘Value(Numbers,Characters)’ field will ignore the account if it is under processing type ‘New business’.

November 30, 2015 – Changes to new business

We have a change that will allow you to apply a smart code if the consumer is a minor. This is determined by checking if the number of years between the consumer's date of birth and the last transaction date is less than 18. If so, the smart code will be applied at the time of posting. You could use this to close an account or do something else. The smart code can be set up on the last screen of the System Parameters.

December 01, 2015 – Queue consolidations

We have corrected a problem with queue consolidations when the user selected the option to delete or omit accounts worked within a certain period. The problem was related to new business, and the system would think the accounts had been worked and omit them from the consolidations. The programs ITQCONSO, ITQCONSOC, ITQCONSOI and ITQCONSOCI have been changed.

Note: This change has been done in RMEx 4.1 as well.

December 01, 2015 – Greeting code for co-signers

We have added a new field (GC) to add greeting codes to co-signers in the multiple co-signer screen.

The valid greeting codes are as follows;

0=None
1=Mr.
2=Ms.
3=Parents of
4=Commercial Account (Guarantor is a company name)
5=Estate of

December 01, 2015 – Client update and inquiry

Some problems with paging up and down on the search, as well as the delete code showing incorrectly on the search, were corrected.

December 01, 2015 – Time zone issue for preview calls

We have identified a problem when all phone numbers are checked before a preview call is launched. This has been addressed in Release 4.1 and 5.0. This problem could cause some numbers to not be included in the analysis, resulting in calls being allowed outside the valid calling period. (Program ITLISTZO was changed).

December 08, 2015 – Queue building

During nightly processing, we move phones from linked accounts into the primary when there are no phones on the primary. We have done something similar for POE's which will be copied onto the primary from linked accounts.

December 08, 2015 – Account entry

Manual account entry did not support the entry of zero balance accounts. We have changed the system to allow this.

December 08, 2015 – Timezone logic

We have tweaked the timezone logic for cases where the phone number 555.888.8888 is on an account. We would look at disabled numbers for time zone calculations, when this was the case. We will omit toll free numbers from the calculations.

December 14, 2015 – Electronic account posting

We have added code to "clean up" POE, consumer and patient names if there are bad characters that cannot be displayed.

December 15, 2015 – Client Comparison Report

A change has been made. We changed the column heading from “Client Pay-MTD” to "Client payments", and at the bottom added the following:
NOTE - Client payments are since last client statements were run.

December 30, 2015 – Smart codes

We have discovered a problem with the processing of smart codes. We believe it only affects you if you use max calls and have set up the option "Message is a contact". This could cause accounts to me marked as "Worked" when the smart code was processed (even if the smart code was not a contact or message). We have addressed this (ACTCO1) in Release 4.1 and 5.0.

December 30, 2015 – Linking change

You were able to link based on up to 9 characters of the client account number. You would enter 1 - 9 to specify the number of characters. You can now specify 10, by keying in 0.

December 31, 2015 – Inconvenient times to call

The logic is now in place as per the Release 5.0 documentation. Accounts which should not be called at the present time (any of the links is set up with special rules) - On these accounts ALL phone numbers will be masked during the times when calls should not be placed.

January 01, 2016 – New refresh for 5.0

New version of SAVFRMXF has been loaded to the FTP for RMEX 5.0.

January 06, 2016 – Preview dialing option from account processing

We had reports of the same accounts being presented to multiple users at the same time. The code should not allow this to happen, and we could not find a problem. To work around this issue, we have added logic to bypass an account that was worked by a different user within the prior 10-minute period (ITDIAL2 was modified).

January 08, 2016 – New refresh for 5.0

New version of SAVFRMXF has been loaded to the FTP for RMEX 5.0.

January 11, 2016 – Client comparison report

Non-reportable payments have been added to commission based on the flag on system parameters.

January 11, 2016 – Applying a payment through a smart code

We recently added a feature to allow payments to be applied using a smart code. A problem with payments being duplicated has been resolved.

January 20, 2016 – Account audit

We have an undocumented feature to stop certain smart codes from being used from within the account audit.

January 25, 2016 – Account processing

There are many legitimate reasons, that an account worked by someone else, could be presented in account processing. This can also happen due to data issues, or running certain jobs that may, for example, reopen an account for work, if there was no contact. This is an important compliance issue. We want to make sure multiple agents do not work the same accounts, when they should not do so. We have made a change. In account processing, when an account is selected, we will check if there are any notes, audit notes or contact smart codes on the account. Did a different user work on the account today? If any of these conditions are met, we display a warning –

ACCOUNT MAY HAVE BEEN WORKED BY ANOTHER INDIVIDUAL.

You are notified that you can use "WRK" to advance. If you are in your queue (as opposed to Inquiry), you can enter "WRK" in the Smart Code field to move on to the next account, without applying a smart code.

There is also an option to bypass the warning message in future. If this option is selected, the message will not be displayed for any accounts, while you remain in the session. Please advise your agents about this change. It is yet another important feature in our goal to meet today's compliance requirements.

January 25, 2016 – Smart Codes

The "Where used" feature has been enhanced to include smart codes used in the Main and Sub-Events options.

January 25, 2016 – Identifying consumers who may be minors

We had discovered a problem in the system where if the consumer was born before the year 1940 we were considering them as a minor. We have rectified all programs that had this logic.

The programs affected were, credit reporting and account posting where you could apply a smart code for minors. This is unlikely to have affected most of you because it would only affect consumers who were older than 75.

January 26, 2016 – DNC Numbers

We had found out an issue when a new account which has a DNC number links with an account which does not have a DNC number the system masks the phone numbers in the primary account which are not listed under DNC numbers. This has been addressed.

January 26, 2016 – New refresh for 5.0

New version of SAVFRMXF has been loaded to the FTP for RMEX 5.0.

January 28, 2016 – Linked account summary

An issue with system going back to Page 1 after an account was selected has been resolved.

February 01, 2016 – Marking accounts as worked when smart codes were applied

We had made some changes to the logic for marking an account as worked. In general, we have only marked an account as worked

a) When it is worked through Account Processing
b) When there is contact smart code, or a message was left

The way the code was written, it WAS updating accounts as worked even when there was no contact smart code! We did not realize this. The logic was - Suppose you wanted to add a note "Account was reviewed by management" to a certain client's accounts. You apply that smart code to 50k accounts at 7 AM. The system marks all of them as WORKED... Agents now have NO accounts to work for that client!

We believe that most users were setting up the smart code as "Do not update date last worked". They did NOT want the account marked as worked, because it was reviewed and not worked (by an agent).

We have made some changes. If there is visible evidence on the account that something was done (note added, letter requested), we will update the "Worked" flag (QWORKF) provided the smart code does not say "Do not update date last worked". This will produce the results you were used to seeing. (ACTCO1 was changed)

February 02, 2016 – Queue consolidations

We have added the option to store a maximum per user for consolidations by user. You can presently limit the number when the job is run immediately. The limit (Maximum) can now be stored with the consolidation data and used in the nightly processing, or immediate process.

February 02, 2016 – New refresh for 5.0

New version of SAVFRMXF has been loaded to the FTP for RMEX 5.0.

February 04, 2016 – Queue consolidations

We have added a maximum number selected per client or group, for the queue consolidations by client and Maximum number selected per user for the queue consolidations by user. In addition, we have added an "h" to "Phones" to allow selection of accounts with ONLY a home phone (no work or cell from account detail screen) to both consolidation features.

February 10, 2016 – Dialer Campaign

If multiple linked accounts for the same consumer are selected for a dialer campaign and the same worker code existed on all the accounts, we have always made sure the consumer was only put into the campaign once.

We have now made a change to ensure this same behavior even if the worker codes on the linked accounts are different.

February 15, 2016 – RPC Console

A problem with accounts being placed in the wrong campaign has been addressed. We believe that this problem affected cell phones, which could then end up in the wrong campaign. This was very difficult to track because not all clients were affected. Even with the clients affected, the same account would behave differently on different days. The problem has been addressed (ITRPCFOR1 was changed).

February 16, 2016 – Date of death on Additional Address Information (Tab-Q)

We have added an edit to check that date of death is not a future date.

February 22, 2016 – Reporting payments with no commission to the forwarded agent

You can put 999.99 in the forwarded agency rate on balance types. If you say forwarded agency commission is calculated on the balance type, this will send nothing to the forwarded agent, but will show the payment on the agent's remittance statement. This is a mechanism for reporting payments with no commission to the forwarded agent.

February 23, 2016 – Dialer phone numbers

We had a problem that only affected a few clients for a few days. The I-Tel phone numbers to call could end up with the wrong local/long distance code. This has been corrected and the clients affected have been updated.

February 25, 2016 – Account audit analysis

An issue where the 'Number with an additional phone and %' was not shown on the screen has been resolved.

March 04, 2016 – Account processing and queues

In our efforts to minimize the changes of "call frequency" violations, we have added some controls to manage the presentation of accounts. When accounts are worked from a queue, we will bypass an account if that account has had a contact, or there is evidence of it having being worked BY A COLLECTOR in the last 60 minutes (notes, audit notes). This will stop an agent from working an account that may have been pulled up in inquiry, and was being worked by a different user.

March 11, 2016 – New refresh for 5.0

New version of SAVFRMXF has been loaded to the FTP for RMEX 5.0.

March 15, 2016 – RPC Console

We have made a change to the option “Smart code to stop calls for the day”. Originally this feature only checked if this Smart code was applied to the account by a user, it will now also check if the Smart code was applied using the feature “Code for additional Smart codes” from the Smart code page 7.

NOTE: It will NOT check if you are using the “Code for additional Smart codes” feature through the additional actions (+) on the action lines.

March 17, 2016 – Phone number masking

An issue where some numbers on the account detail screen were not masked for collectors has been addressed. This happened randomly based on the way the system parameters were set up.

March 17, 2016 – Metro2 Creditor Classification Type

We have added a field to the Client Update to store the Creditor Classification Type (CCT). When the Metro2 file is created, we will select the value from this field for the file. If the field is “blank” or has an “invalid” code we will use the original programming for the Client Type field.

Note: We recommend you update these fields for all clients as the bureaus are beginning to reject accounts that are not “typed” properly.

March 18, 2016 – New refresh for 5.0

New version of SAVFRMXF has been loaded to the FTP for RMEX 5.0.

March 21, 2016 – SIP providers – Calling line ID

For SIP providers the calling line ID included the IP address. We have made changes to exclude the IP address from the calling line ID.

March 23, 2016 – Account List for Audit

The selection "P/D check (Y/N)" was intended to check for pending payments that had a very high likelihood of coming through. You had a check or checking account information that you could present on the due date. There is no difference between using a check or credit card when it comes to taking a future payment. Both are promises backed by a secured method of payment that can be used on the due date, provided the consumer does not change their mind. The account audit is used to identify accounts that have very good promises, by using the "P/D check (Y/N)" option. We have changed this to "P/D or CC (Y/N) ". The system will meet the condition if there are P/D checks or a credit card series.

March 24, 2016 – Address changes

We have made changes to the programs that agents and clerical staff use to make address changes. We were NOT tracking changes in address history, if the only change was to Address Line 1. We will now track these changes too. Note that Address Line 1 is NOT displayed on the address change history screen.

March 24, 2016 – Loading phone numbers through electronic loads

We have the ability to load phone numbers into the other phones screen. We load the transaction file SCATRNP. In early January we made changes to handle changes in client numbers when the batch was edited. This caused a problem that stopped accounts from being loaded with extra phone numbers. This has been corrected. The program is ACLODM. We are checking our clients' libraries and will make the change if needed. If you want to check, do a DSPPGM ACLODM. If the program is in SCFIX and the creation date is 2016, that program will need to be updated if you add phones the additional phones screen in new business loads.

March 25, 2016 – LetterLogic – ReturnLogic file

There was an issue with some accounts not updating properly due to the original address fields. We have corrected this issue.

March 29, 2016 – Credit card series ACH processing

We have worked on changes to minimize the possibility of losing a file because the interface was accidentally run multiple times. Backups are done, and we also notify you of the LAST TIME you ran the interface.

If the job was run and there are records in the last file (this would usually be the case), there will be a screen showing the number of records and the date and time the job was run…

For example, the screen may say....

The credit card interface file has
16 records

Last updated on 02/29/16 at 01:29:04

Note - - - - -

Date and time displayed are MACHINE TIME and may be different from LOCAL TIME. If you think the interface was run and the data was not sent to your provider, exit at this time.

The time displayed is YOUR MACHNE TIME. On he hosted system it is east coast time. This is complex to change, and all you have to do is adjust for your local time. Check this screen…. If the job was run a few minutes ago, you must use F7 and cancel out! Prior files are backed up on the system, in case you made a very bad mistake!

April 01, 2016 – New refresh for 5.0

New version of SAVFRMXF has been loaded to the FTP for RMEX 5.0.

April 08, 2016 – Account posting

On electronic loads, it is possible to receive bad data (non-displayable characters) that can get added to the account (usually to notes). There is an option to clean up this information at the account level, on the Utilities Menu. If information is added to an account, we have discovered that the system could "freeze" (input inhibited), with no messages issued (as we would usually have expected). In order to address this, we will be checking the data and replacing non-displayable characters with blanks when accounts are posted.) - ACLODP was changed.

April 08, 2016 – Attorney changes

When attorney information was changed or deleted using the duplicate option from the account detail screen (F3), old information was not dropped to notes. This has been enhanced to save any existing information.

April 08, 2016 – Smart Code

A problem with creating more notes (+) in the Standard Notes, sometimes took you to the next screen. This has been addressed.

April 08, 2016 – Patient name

We have changed the account detail screen to protect the patient name when the consumer name is protected.

April 13, 2016 – Smart Codes

The amount to add on page 6 of the system controls was not being stored as entered. This has been corrected.

April 13, 2016 – New refresh for 5.0

New version of SAVFRMXF has been loaded to the FTP for RMEX 5.0.

April 16, 2016 – Smart code

Apply S/Code ___ ____ (override) after ___ days

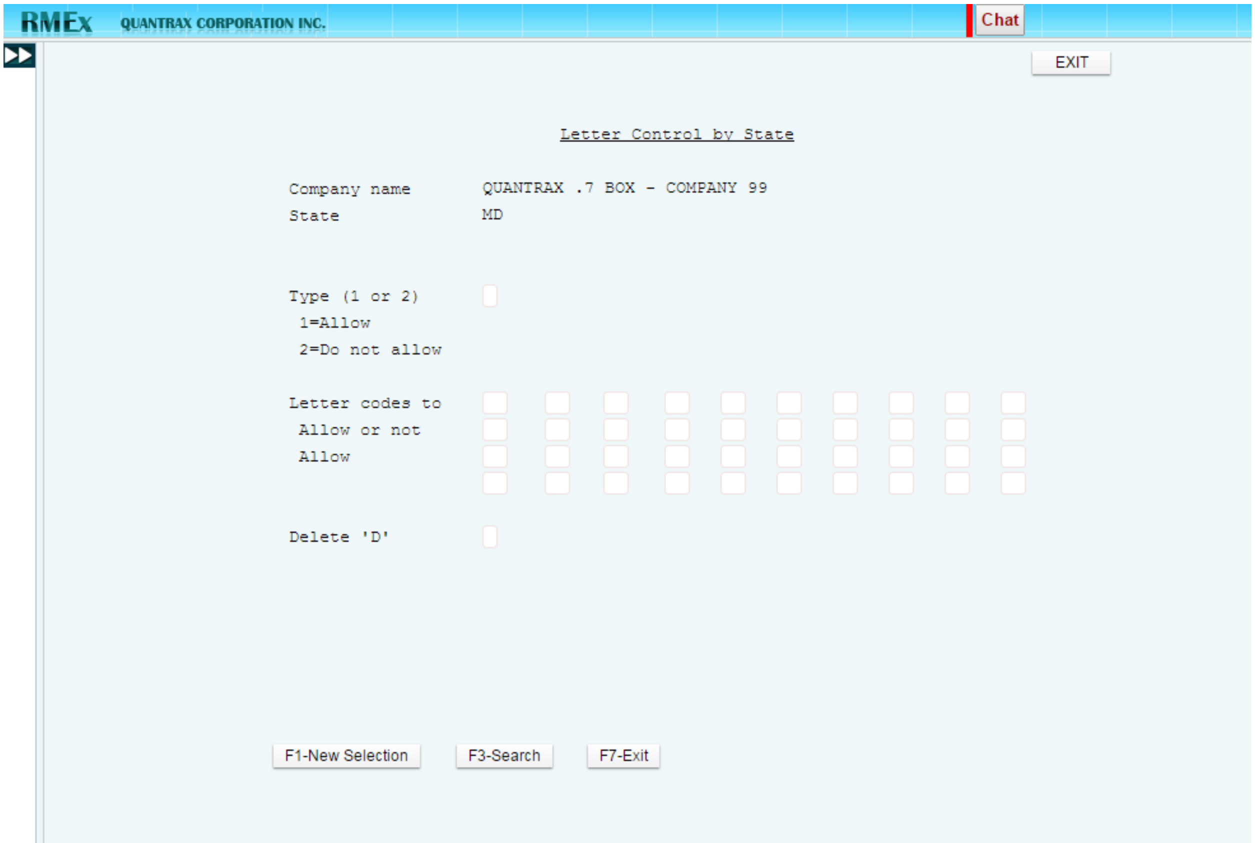
There was an issue where future Smart codes set up to apply in 1 day where getting applied immediately after the original Smart code was applied. This has been addressed.

April 21, 2016 – Letter control by state

With so much emphasis on state laws we have created an option to control letters that are sent to a particular state. At present you can control this using the Letter translation tables for states but what was needed was a system control to easily setup a process to allow or disallow a letter to be sent to a particular state.

Options are set up at the state level. When you exit the state options, you are now presented with a sub menu called ‘State/Area Code Warnings and special Zip Codes’. A new option has been added to this. It is called ‘Letter control by state’. Select this option to set up the rules for each state. Within this option you can define whether or not a letter is allowed or not for that particular state.

Following is the new system control file:



If a user attempts to send a particular letter which is not allowed in a particular state through the smart code window the user will be getting a message at the bottom of the screen stating 'Specified LETTER cannot be requested by this User'. If the letters that are not allowed in a particular state are requested by a smart code or a contact series the system will check the system control setup and stop sending the letters when running letter processing and printing.

NOTE: This feature is NOT available in RMEx 5.0 but will be included in the 5.1 documentation and update. If you need it in RMEx 5.0, please contact support.

April 29, 2016 – Client update

We have added a new feature when creating a new client code using the copy feature. The new field is "Copy client E-mail options (Y)". If you enter a "Y" in this field the system will also copy the Client E-mail options to the new client code. If left "blank", the options will not copy.

May 02, 2016 – Duplication of information

A problem with duplication of attorney information (some accounts were not updated when information was duplicated across links) has been addressed.

May 02, 2016 – Direct checks screen

When information was masked, agents were not able to change existing information. This has been addressed (WACDCK).

May 02, 2016 – Time zone calculations for dialer

We have made a major change that may affect some of our larger clients. Presently, we use phone numbers (from the account detail screen or all the phone numbers from the other phones screen), state and zip code for the calculation of time zones. MelissaData provides up to 3 zip codes associated with an area code / prefix combination. We use this information for time zone calculations. We are aware that there are new requests from larger providers, to use accurate zip code tables for time zone calculations - not just a limited number but ALL zip codes. We believe that there are over 40,000 different zip codes in the data provided by MelissaData. Unfortunately, no one publishes a file with every zip code and the corresponding time zone for each zip code. This could be because a single zip code may cross two time zones. We know that there are multiple time zones in some states, and these are already handled by the phone number information you buy from MelissaData and our programming.

How did we solve this new problem, which is important for compliance?

We already have a field in the Time Zone Control Selection within the I-Tel's System Control options -

Check Melissa Zip/State - Use Zip code in calculations

A "Y" in this field would check the limited MelissaData zip code information. If we find a match, that time zone would be factored into calculations. This would give a more conservative and compliant calculation in the example where an address had a state of Virginia, with an incorrectly coded zip code in Montana.

We now allow you to use an "X: in this option. This will tell the system to use the full zip code table provided by MelissaData for time zone logic. This file has to be separately licensed from MelissaData. Here is what they supplied us.

Zip Data contains a database of all of the 5-digit zip codes in the US with the city, state, county and latitude and longitude. It is a raw database in a flat ASCII, fixed length format. Here is the link to the program

http://www.melissadata.com/reference-data/zipdata.htm and the link to the product sheet http://www.melissadata.com/products/productsheets/ps-zipdata-nov15.pdf.

You can access the documentation from this link http://wiki.melissadata.com/index.php?title=ZIP*Data.

The price for a single update is $150.00 and a 1-year subscription is $395.00 and includes monthly updates.

This file needs to be added to the FONEDATA library with a name of ZIP2.DAT. The program to update the time zones data will use this file to load a file called SCITLTZZP. This is RMEx's file that will keep zip code data in the system. You can optionally call LDFONECLZ from a command line to load the zip code data, after the MelissaData file has been transferred to FONEDATA.

The file from MelissaData does NOT give us a time zone for each zip code! They do give us the "dominant" area code for the zip code. We use this information to link to the area codes file, and use that information as the time zone associated with the zip code. It is probably the best logic that anyone could use to obtain a time zone for each zip code.

If you use the X option, we will use the above logic to factor zip codes into the time zone calculations. What if the zip code is not found on this new table? We will default to an allowed calling period of 2PM to 5PM, which is the most conservative option for bad or incomplete data.

May 03, 2016 – Contact series

On the second screen, there is a new option that will allow you to stop a contact series, if the account involved is a legal account (legal, not pre-legal, which is driven by the owner code on the account). The option is: Stop series if account is legal (Y).

May 03, 2016 – Create or update data extract selection (Payments)

We have added a field "Client Share" that will calculate the difference between payment amount and agency commission and added it to the grand totals.

We have also moved the grand total line from the top of the file to the bottom of the file.

May 03, 2016 – Attorney Information and Multiple Attorney Information screens

We have added tag lines to the notes when the first or last name of the attorney has been changed.

May 06, 2016 – Linked accounts summary

We have a new feature within the linked accounts summary. F15 will show different analysis of the linked accounts (e.g. By client, by worker). We have a new feature "ACCOUNT SUMMARY BY LAST TRANSACTION DATE". This will analyze the open accounts by client and within client by service date range (last transaction dates) and placement date range. The GUI screens will be enhanced shortly. Until that time, you will see this new screen, in its original format.

May 10, 2016 – Payment distribution across secondary balances

A rare problem with payment distribution has been addressed. The problem only occurred when there were multiple payments on the same batch for the same account (PAYUP1).

May 10, 2016 – Client Update - F5-Notes

This note file holds 999 notes and did not have a "delete notes" feature. We will now check the notes and when 950 notes has been reached the system will automatically delete the first 400 notes (oldest) in the file and the notes will be re-sequenced.

NOTE: These notes will NOT be archived, they will be deleted.

May 12, 2016 – Attorney information

We have added a new field "Verified" for you to indicate whether the attorney's relationship to the consumer has been verified. You can use this field depending on the way you manage and work accounts. We will be providing smart code support to make decisions based on this field, in an upcoming update. Notes are added when this field is set up or changed.

May 12, 2016 – Smart Codes

A problem with decision-making in X logic, based on a payment arrangement being current, has been addressed. When the last installment was involved and there was a past due amount, the system would sometimes incorrectly classify the arrangement as being current.

May 12, 2016 – Payment arrangements

On the smart code applied when an account was sent to a collector, a problem with the smart code being applied each day, when there was an unpaid down payment, has been addressed.

May 17, 2016 – Account processing queues

During queue building, if there was no home, work or cell on the primary, we would look at phone codes H, W and C and move a new number to the home, work or cell. At the phone code level, (Copy to home, work, cell during nightly processing (H,W,C)), you can also indicate that numbers related to specific phone codes should be moved into home, work or cell, depending on the phone code. This logic did not always work. We have made changes to address this issue. (COLDR2WK and related programs)

May 17, 2016 – Collector reassignment

We have added the 2 new processing types to the Collector reassignment - (Account processing):
C=Cell phone only
X=Other phones only

May 20, 2016 – Client Update/Inquiry

We have made a change to the search criteria for both the Client Update and Client Inquiry options. When searching for a client we will now default to only showing active clients. If you want to search all clients (including clients with a "D" in the Delete field), you will need to enter a "Y" in the field "Include deleted clients in search (Y)".

May 20, 2016 – New refresh for 5.0

New version of SAVFRMXF has been loaded to the FTP for RMEX 5.0.

May 27, 2016 – NCOA upload

There was a bug in letter Codes to Omit from LetterLogic Uploads. This has been addressed.

May 28, 2016 – New refresh for 5.0

New version of SAVFRMXF has been loaded to the FTP for RMEX 5.0.

June 01, 2016 – Smart codes

In early April 2016, we made a change to the way we updated the "Queue worked" flag in SCCQUE (QWORKF). This only affected attempts. This was needed for our RPC console logic. This caused the queue to not be updated as worked, when the smart code was not a contact and was applied in inquiry or through some special process, even when you would add notes to the account through the smart code. This has been changed to update the account as worked, when notes are added or when some other important activity takes place (e.g. a letter is requested).

June 03, 2016 – New refresh for 5.0

New version of SAVFRMXF has been loaded to the FTP for RMEX 5.0.

June 06, 2016 – Queue Consolidations

The option to omit or include description codes has been changed. Presently, you can specify up to 10 description codes to be included or omitted. We have added a 4-character field to the right of the last description code on the screen. This can accept a "Description Group Code". This is a system control file, set up from within the Description Codes system controls. It was used within Smart Codes. The description group code allows you to set up a group of up to 20 description codes that can be referred to by using the Description Group Code. This change effectively increases the number of description code that can be used to 30. The new option is used in addition to the existing conditions.

June 06, 2016 – New refresh for 5.0

New version of SAVFRMXF has been loaded to the FTP for RMEX 5.0.

June 07, 2016 – Smart codes

Presently, we do not allow a user to enter a smart code, multiple times, on the same account (through the smart code window). The user is notified and they are allowed to delete the existing smart code. If the previous smart code has not been processed, the smart code cannot presently be entered on the account. There is another reason we do not allow a smart code to be entered several times on an account within a short period of time - It could deceive the system into thinking that a smart code is "looping" (the smart code keeps applying itself) and disable the smart code. What if you do want to apply the same smart codes multiple times on an account? An example would be the need to update an account each time a different phone number was attempted or was found to be bad. We are going to allow you to apply the same smart code repeatedly. There is a new field on Page 5 "Allow multiples (Y)" (above the duplicate smart code options on the lower part of the screen). We look for this option on the BASE smart code, as opposed to the overrides. A "Y" in this field will allow a user to apply the same smart code, several times on an account. This will not cause a smart code to be disabled because it could be looping.

June 13, 2016 – Purge Backup

There is a change to this process. On the screen that asks if you want to initialize your tape, you will also be asked if you want to back up all companies. Select a Y if you ran a purge for multiple companies, and want to back up all the information on a single tape. All of the PG files in your data library will be backed up. The company code is at the end of the file name (e.g. PGACCT01). At the end of the backup, the contents of the backup tape in the tape drive will be printed AND displayed. If multiple tapes were required, you should run a DSPTAP command with the *SAVRST option in Data Type, to display all the tapes and make sure everything was backed up. When the tape contents are displayed, you should press ENTER to display the files in each library, looking for the "PG" files in your data library. In most cases, you will not need more than one tape. The different screens will explain what is happening. This is an important option and you should wait until the job has completed. It should not take long. It is always recommended that you take two backups of the purge files before they are deleted.

June 16, 2016 – New refresh for 5.0

New version of SAVFRMXF has been loaded to the FTP for RMEX 5.0.

June 16, 2016 – Nightly

When you are ready to submit the nighty we have added a new edit to stop you from doing a backup from our nightly if the user selects to do a power off of "Y" or "X".

June 22, 2016 – Credit Card

There was an issue discovered that prevented a user from setting up a one-time credit card payment if a payment arrangement already existed on the account. This has been corrected.

June 22, 2016 – New refresh for 5.0

New version of SAVFRMXF has been loaded to the FTP for RMEX 5.0.

June 28, 2016 – Description code group

Previously the search screen only showed the Description code group code. We have now added the user defined description along with all the associated description codes to allow for easier review.

July 07, 2016 – Payment entry

We have added a new distribution (F10 from links) - CLIENT ACCOUNT NUMBER ORDER.

July 12, 2016 – States system control file

The field rate for finance change has been changed to "Maximum interest rate". Any rate in this field will override the annual interest rate in the client master, if the rate in the state option is lower than the rate on the client master. This applies to new business and starting interest using a smart code. Options to set an interest rate (e.g. legal interest options) will not be affected by this value.

July 18, 2016 – Queue consolidation

On the Queue consolidations by client, we have added the ability to select a dialer group code. This works with the other selection options and will only include the dialer groups set up on the screen. The dialer group is set up as *X in the User ID field, where X is the dialer group code, based on the User ID on the queue.

July 22, 2016 – Productivity Summary by User report produced in Nightly

Grand totals were not calculating properly. This has been corrected

July 27, 2016 – New refresh for 5.0

New version of SAVFRMXF has been loaded to the FTP for RMEX 5.0.

July 29, 2016 – Account processing

When an account is worked by a user other than the worker who is assigned to work the account there is a window that could pop up in account processing that says "Account may have been worked by another individual". We have added a reason code to the screen. The help key on that screen will display the possible reasons for the message along with the reason codes.

August 01, 2016 – Client Master E-mailing Reports

Once an email address etc. was set up for a report, there was no easy way to delete the information. You had to blank out all the fields to delete all information on the screen.

We have added an F4 option to remove information for a specific report!

August 08, 2016 – New refresh for 5.0

New version of SAVFRMXF has been loaded to the FTP for RMEX 5.0.

August 22, 2016 – Phone numbers on account detail screen

In the past you were able to move a phone number between home, work and cell by keying the new number into a field (e.g. home) and then clearing the existing number (e.g. work) in the same step. This caused some technical issues with the managing of linked accounts and phone codes. You will need to first clear one field, and then enter the number in the new field.

August 22, 2016 – Queue consolidations

With the client consolidations, a problem with using the dialer group and accounts not being selected, code was corrected.

August 22, 2016 – System security

The message "You have no access to the option being changed" could be displayed when you access another user, and pressed ENTER without changing any information. This has been addressed. You should be able to give another user access to an area or menu, provided you have access to that area or menu.

August 22, 2016 – Payment entry

We have made a few enhancements:

When payments entered are displayed, you could only use the ENTER key to show the next screen. Even though the function key display has not been changed, you can now use the page forward and back keys to show the previous page.

If you are on a specific page of the display (say the 5th screen) and you select a transaction, and change or delete it, you were always taken to the first page of the display after updating the transaction. You will now be returned to the same screen, with any changes reflected; in the example here, the 5th screen.

The payment edits are used to process transactions from different sources - E.g. manual payment entry, electronic batches, and credit cards cleared by a payment processor. We have added options to help you sort and analyze the report by entry order. The new options allow you to sort by and print the last or first name of the consumer, or to use the name from the appropriate credit card screen, instead of the consumer name. This will allow you to find a transaction on the report faster, in the case of large credit card batches you are trying to reconcile. The new screen for selecting transactions by entry order has the following options.

Transactions by entry order
Daily deposit list

Sort edit by name (L,F)
Use name from credit card-Y

August 22, 2016 – Changing primaries

A problem with using the X option in the changing primaries feature was resolved. Inactive closes were not selected, and this has been corrected.

August 22, 2016 – System parameters

The text messaging option on the system parameters have been removed from that screen and placed on the text messaging options on the 4th System Control menu. These options were:

Description code for Consumer Authorizes Text Messaging
Letter when text sent for payment plan reminders (N=No)
Mini Miranda (Y)

August 26, 2016 – New refresh for 5.0

New version of SAVFRMXF has been loaded to the FTP for RMEX 5.0

September 13, 2016 – Credit Reporting – 7 year FCRA rule

We have changed the Metro2 credit reporting program – when the METRO2 program is processed the system will check any account that has previously been reported to the credit bureau and if the date of first delinquency (if blank we use the last transaction date) is greater than 2555 days old:

- The account will be omitted from the Metro2 file
- The credit reporting flag on the account will be changed to "Withdrawn"
- A note will be added to the account "FCRA-7 yr stop credit rep"

September 14, 2016 – New refresh for 5.0

New version of SAVFRMXF has been loaded to the FTP for RMEX 5.0

September 22, 2016 – Direct check screen

Notes were added even when routing number and account number were not changed. This has been addressed.

