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November 08, 2017 –Smart codes

On Page 8 of the smart codes set up there is an option to apply a smart code after X days or a certain number of months. We have added an option for that to happen after a certain number of months from the date of placement. That number of months is added to the placement date, and the last day of that month is used as the date that smart code will be applied (in the future).

Eg: If you apply the smart code that is set up to apply a future smart code in six months on an account where the placement date is 2nd of September; the future smart code will be applied to the account on the 31st of March (which is six months from September).

November 10, 2017 – New refresh for 5.2

New version of SAVFRMXF has been loaded to the FTP for RMEX 5.2

November 17, 2017 – New refresh for 5.2

New version of SAVFRMXF has been loaded to the FTP for RMEX 5.2

November 19, 2017 – Smart codes

A rare problem with additional smart codes being applied though the decision lines, was resolved. This caused the date last worked to be not updated.

November 20, 2017 –Smart code question mark logic

We have added a new field 'SMARTTIME' (SMART CODE TIME (HHMM)). This will look into the time the smart code was entered.

The time offset feature from collector master and the company settings will be taken into consideration respectively in determining the time of the smart code entered.

NOTE: Since the time will be considered only after the smart code is applied to the account this feature WILL NOT coincide with 'Do not allow if no decisions are met (Y)'.

November 30, 2017 – FTP module

We have addressed an issue when submitting an FTP job through the FTP module.

November 30, 2017 –Real time credit card processing

A bug was located in the real time credit card processing services where the code fails when a Discover card was attempted by an agency that does not have agreement to process Discover cards with the service provider. Only a handful of clients were effected and had been communicated to accordingly. We have placed a patch to handle this issue for all the non-payment interface clients. Those clients who use the payment interface were not affected by this.

December 13, 2017 – New refresh for 5.2

New version of SAVFRMXF has been loaded to the FTP for RMEX 5.2

December 14, 2017 – Credit reporting

Recently there have been a lot of mistakes made by clients when processing credit reporting files. The mistake is selecting the test option to create their credit reporting file instead of taking the live option to create the credit reporting file. To help prevent this mistake we have made the following changes:

- Changed the menu names to the below:

TEST FILE creation (Metro2 unpacked character format)

LIVE FILE creation (Metro2 unpacked character format)

PROCESSING HISTORY LOG for Metro2 credit reporting

- Added the following warning to the test option:

WARNING

*You have taken an option to
create a TEST FILE. Are you sure
you want to do this? (Y,N) _*

Press ENTER to continue

F7 to cancel

- Added a record to the History log if a test file is processed

December 22, 2017 – Date of death

There was an issue where the F11 notes were not capturing the old information when the date of death was updated. This has been addressed.

January 12, 2018 – Information duplication

There was a rare problem with the information duplication option. When a cell number was duplicated and that number existed on the home or work number, the user's session would freeze. Internally there was a looping situation. This has been addressed (WACDUP). A PTF has been shipped to all clients.

January 15, 2018 – New refresh for 5.2

New version of SAVFRMXF has been loaded to the FTP for RMEX 5.2

January 17, 2018 – New refresh for 5.2

New version of SAVFRMXF has been loaded to the FTP for RMEX 5.2

January 25, 2018 –Client queue consolidations

A problem with a number of days being entered for placement dates (instead of a date range) has been addressed. Unpredictable results were obtained when a range of days was specified. (ITQCONSOC and ITQCONSOCI)

January 30, 2018 – CC's and Check payments

We have had an issue with broken CC's and Check payments! You have a CC Series or direct checks and for some reason, the payment is not processed! The account does not come up in the queues, because it has a P/A.

We have addressed this issue. If there is a missed payment, we will force the due date into the follow-up date field (We have a problem with getting the due amount, because it is usually cleared in the CC and Direct Check processes. We will consider it later). We will add a note indicating that the "CC or Dir.Check not paid". This will cause the account to be queued in Follow-up dates. The account will show in QCat 995 which is "Broken P/A".

February 02, 2018 – New refresh for 5.2

New version of SAVFRMXF has been loaded to the FTP for RMEX 5.2

February 09, 2018 – New refresh for 5.2

New version of SAVFRMXF has been loaded to the FTP for RMEX 5.2

February 15, 2018 – Direct Drop

There was an issue where the default smart code was not getting updated on the accounts when the direct drop upload process was run. We have addressed this issue.

February 16, 2018 –Adding phone numbers

There are large clients who specify that phone numbers should not be added to specific accounts. On Page 3 of the system parameters, we have added a field:

Do not allow phones to be added with Description Code

This description code will stop phone numbers from being added on the account detail screen or the Tab+ window.

February 16, 2018 –Changes to socials (SSN)

When consumer social was added (not changed), a note was not added unless the option to track such changes (from blank to value) was turned on. We have changed this. Social changes will now always be tracked.

February 16, 2018 –What happens when all the numbers on an account are on the DNC list?

These accounts can be lost in a queue, if your dialer will not call the numbers. We have added a feature to check if all the numbers are on the DNC list. If so, we will give you the option to apply a smart code to the primary. We only look at good the Tab+ numbers on the primary account, and do not consider other reasons that a phone number may be masked (e.g. max calls, home before work rule, closed state etc.) At some time in the future, we may consider looking at these options too. Looking at all the possible conditions will add significant overhead to queue building and has to be avoided. How do you identify accounts where all the accounts may have numbers that cannot be called due to reasons other than being on the DNC list? You could set up a feature such as the account crawler to identify accounts that have not been worked for long periods.

The new option on Page 4 of the system parameters is :

Desc.Code and Smart Code when all numbers cannot be called

The description code is required to stop the smart code from being repeatedly applied. It can also be used for queue consolidations and other decision-making.

February 16, 2018 – New refresh for 5.2

New version of SAVFRMXF has been loaded to the FTP for RMEX 5.2

February 23, 2018 – New refresh for 5.2

New version of SAVFRMXF has been loaded to the FTP for RMEX 5.2

February 23, 2018 –Statute for closing accounts

We have added a new field ‘Bypass Active Closes’ under statute for closing accounts. This feature will allow clients to close out-of-statute accounts as ACTIVE closes. This will then prevent those accounts from being re-evaluated with each nightly process – and will run much faster.

The screen can be access from System Control 2 > 19. State Options > F7 > 6. Statute for closing accounts

Statute for closing accounts

Company name 99 Quantrax Collection Enterprises
State (Blank=All)

Period for standard accounts (months)
Period for legal accounts (months)

Bypass legal (Y)
Restart after payment (Y)
Omit with Desc.Codes

Apply smart code
Smart code for active closes (optional)

Bypass active closes (Y)

A ‘Y’ in this field will exclude active closes from being reviewed with each nightly process. Use this field if you use ACTIVE CLOSE CODES for out-of-stat accounts. If you use INACTIVE close codes for out-of-statute accounts, leave this field blank.

March 12, 2018 – Account entry

We have made a change to the account entry edits. The edits will now only show the last 4 digits of the SS#.

March 22, 2018 –GUI Payment interface

We had an issue in GUI payment interface when a user makes a quick pay using a credit card and on the same day setup a credit card series the system was deleting the credit card number from the series as soon as the credit card batch process was run. We have addressed this issue.

March 28, 2018 – New refresh for 5.2

New version of SAVFRMXF has been loaded to the FTP for RMEX 5.2

March 29, 2018 –Payment Arrangements

A problem with smart codes not being applied when arrangements are broken, and linked accounts exist, has been addressed (NTPARR).

April 06, 2018 –Data Extract

Data extract – We have added a feature to extract data from a range of client numbers. To accomplish this you will need to enter the client range as shown below. Groups can be defined too.

Extract name : CLIENT RANGE
Client# 000112 000116

(Make sure that you leave the 2nd and 4th and rest of the client fields blank)

We have also given you the ability to add number of days to the ‘Last transaction date’ field. For example, to select accounts which have a last transaction date between 5 and 22 days ago, key in the numbers as shown below. Note that we are considering days from last transaction date to the system date (day the extract is run)

Last tran. date from to

April 17, 2018 – New refresh for 5.2

New version of SAVFRMXF has been loaded to the FTP for RMEX 5.2

May 01, 2018 – CC’s and Check payments

We have made the following changes to this area to account for clients that do not process Credit Cards and Direct checks over the weekend. We will add a 3 day grace period when calculating the follow-up date.

May 03, 2018 – Account entry

We have added a field (E-mail) in manual account entry to enter consumers’ e-mail address.

May 03, 2018 – Payment entry

We have added Upfront fees field to the Balance adjustment pop up window so the user will know if the client pays upfront legal fees. We have also changed the account balance pop up window to show all “active” balance types even if the balance type field is zero so the user can add new balance adjustments easier. This window used to only show the balance type if a balance existed. An active balance type is the primary, the interest and any secondary balance type that has a description associated within the Balance type system controls.

May 04, 2018 – Linking System Controls

We will now give points for a cell phone match if there is no home phone match. The system will only match one or the other phone number, not both.

May 11, 2018 – Data Extract

When more than one description code was entered to include/omit in the selection screen the program was ignoring all of the description codes. This has been addressed.

Fields with characters were surrounded with double quotes when a data extract file was mailed in CSV format. This has been addressed.

May 11, 2018 – Smart Codes

Previously you were able to use the field 'Adj.code' (on page 6) only when applying a transaction using the field 'Add payment code'. Now the field 'Adj.code' can be used while writing off a balance (Write off bal-Y) as well.

May 16, 2018 – Credit reporting

When you run credit reporting you receive 2 reports. 1 is a summary of number of accounts reported in file based on status code and the other is a detailed exception report. We were also reporting all medical account 180/250 delays on this report. We have now removed the 180/250 delay accounts from this report.

May 18, 2018 – New refresh for 5.2

New version of SAVFRMXF has been loaded to the FTP for RMEX 5.2

May 21, 2018 – New refresh for 5.2

New version of SAVFRMXF has been loaded to the FTP for RMEX 5.2

May 21, 2018 – Payment – Electronic load

Proportionate distribution was over allocating money. This issue has been addressed (PAYUP1).

May 21, 2018 – Data Extract

We have added a new field called ‘All Pmts-Y’ (not payment data extract). A ‘Y’ in this field will select all reportable and non-reportable payments with payment codes 01, 02, 03, 11, 13, 21 and 31.

June 05, 2018 – Smart Code

There is a feature to resume a contact series using *R in the option. This used to look for the FIRST sequence that had a letter that had not been sent out, and assumed that sequence had not been completed, because the letter had not gone out. We would then resume the contact series, by putting the last completed sequence as “Contact Series Sequence”, and updating the date for the next sequence. If letters were translated, we only checked if the letter on the contact series had been sent out, NOT the translated letter code. We have made changes to check the letter code on the contact series AND the translated letter code.

June 21, 2018 – Credit Card

You were able to restrict a user from setting up payment arrangements using a credit card and setting up a credit card series at the company level. Now we have given the liberty to restrict a user from the client level as well.

You will see the new field ‘Stop automatic CC for P/A (Y,S)’ on page 8 of the client master. A ‘Y’ will prevent users from setting up payment arrangements using a credit card and setting up the credit card series feature (User can only access the one-time credit card screen). A ‘S’ will prevent users from setting up payment arrangements using a credit card but will allow them to set up a credit card series (User can only access the Credit card series screen).

July 04, 2018 – New refresh for 5.2

New version of SAVFRMXF has been loaded to the FTP for RMEX 5.2

July 09, 2018 – RPC Console

We have made a change to RPC console. Presently, all phone numbers on the links are considered when calls are attempted. In order to call all the available numbers evenly, we target phone numbers based on the number of prior attempts. Regardless of prior attempts there may be a need to target numbers by giving priority to the newest open account. In some cases you may want to only look at numbers on open accounts. These options will prioritize the newest open account, and omit closed accounts, when phone numbers are targeted. The new numbers will be targeted ahead of any others, until the new numbers have completed the attempts in “Call cycles without cells”. The new options are on the second screen of the RPC Console system control, and are:

Prioritize numbers from newest open account (Y)

Only include numbers from open accounts (Y)

Please contact the support team for these changes, which will be a part of the base.

July 12, 2018 – Account list for Audit

The total balance has been added to the top of the display.

July 13, 2018 – FTP job processing

We have added new field ‘Send trailing blanks (Y)’. A ‘Y’ in this field will set the TRIM option to zero and FTP server sends trailing blanks of database records.

What this means is that, if you have a file to be transferred from or to the PC that has a record length of 250 characters but the longest record in the file is only 200 characters, the file that is created on the remote machine will also have a record length of only 200 characters, rather than 250. This may cause problems on the remote system if the application

that needs to read that file is expecting a record length of 250 characters. The TRIM command tells the AS/400 to not to trim trailing blanks during the transfer when there is a 'Y' in the above mentioned field.

July 19, 2018 – Company system controls and smart code for P/A

Presently, there is an option on the company system controls – Smart code for P/A. This was only used for standard or non-linear payment arrangements. What about checks and credit card series? We have added a new field to the right of the smart code. Enter a "Y" in this to indicate that the P/A smart code should be applied for ALL payment arrangements, including direct check and credit card series.

September 17, 2018 - Other phone/Type

We have added "Other phone" and a "Type" to the client master update and inquiry. At this time, this field is only for informational purposes. Even though the field is in the database, there is no separate field in the client master. The field is within the field CURL2 in the client file (SCCLNT). This only means you cannot see a separate field in the file, or update it easily from outside the system. You can only change it using the client master update.

September 21, 2018 – New refresh for 5.2

New version of SAVFRMXF has been loaded to the FTP for RMEX 5.2

September 24, 2018 – I-Bot transfer for I-Tel inbound

We have added a file that was needed for inbound to work (SCCLNDNIS). This will be available in the next RMEx upgrade 5.3 but for clients that use I-Tel this will need to be created.

September 25, 2018 – Change to Company Information screen

To prevent users from typing menu options accidentally on the 'Company Information' screen, we have added an initial screen where it shows ONLY the company you are currently logged in. From there you can press ENTER to display information.

October 22, 2018 – New refresh for 5.2

New version of SAVFRMXF has been loaded to the FTP for RMEX 5.2

October 25, 2018 – TCN - download file creation

TCN download issue, it was not selecting all records and it has been corrected.
Program - FCTCND3 in SCFIXRMX52

October 29, 2018 – Disaster Areas

We have identified a bug in the disaster areas logic that caused accounts to be incorrectly queued. This was only a problem if you were using the ZIP CODE logic for disaster areas. A PTF for 5.2 is packaged in DISASTER. Programs affected are COLDR2WK and COLDR2WK3P. Clients must be on 5.2 to apply.

November 05, 2018 – Added 'Greeting Code' to I-Load

1. Create Data Translation Table, and set values against 'Search value' and 'Return value' for the particular field.
2. Create New Business Loads. Enter the particular 'field number' against the field 'Greeting code' on 'Translation Rules' screen.

November 09, 2018 – Load 'Insurance 3' and 'Insurance 4' through I-Load

We have fixed a bug where 'Insurance 3' and 'Insurance 4' information were not loading properly on accounts through I-Load.

November 12, 2018 – Contact series dialer download

There was a bug with the fields below, the program was doing the opposite of what the screen said. If you populated Seq# program processed that field as All and vice versa.

Max Att
All Seq#