

Intelec Release 7.2

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NOTE - This is the documentation you will use if you have been sent Release 7.4 which is the current version of Intelec. The documentation will refer to 7.2. Do not be confused by that. There is separate information for the more recent changes made, within a separate document (see below).

Quantrax Corporation is pleased to announce the availability of Intelec Release 7.2. This will be the last update of Intelec prior to Release 8.0 which will be a major revision to Intelec. It is anticipated that Release 8.0 will go into Beta testing in the 3rd quarter of 2005, which is much later than was originally anticipated.

Since Release 7.1 was initially released, we have added several features to the base. These were made available to the clients who more recently installed the update - We have included the more recent documentation. It is possible that some of you may already have some of the features described. We have added several new features that focus on real-time inquiries to aid management and individual users. As the iSeries (old AS/400) become more powerful, the systems can comfortably handle the additional workloads, but a certain amount of resource is required to maintain throughput. If your system is suitably configured (processor and memory) you should not encounter any problems. You will also see several new security-related features which were designed to assist with compliance in the areas of HIPAA and privacy regulations.

The new update will create several new files that will take up some additional disk space but these will use very little space compared to your master files, and unless you have any serious space problems, this will not adversely impact your overall system.

Release 7.2 was ready for general release at the end of June 2004. Release 7.2 will stop shipping around the 1st quarter of 2005. Release 7.4 is now being shipped and will be replaced by Release 8.0.

Use the following links to skip to :

[Installation Instructions](#)
[Smart Code/User Audit options](#)
[Working accounts](#)
[Payment processing](#)
[Reporting changes](#)
[Other areas](#)

The following changes have been made. **Please read the documentation carefully before installing the new software.** Some of the links and screen samples are best viewed at a resolution of 1024 X 768 or higher.

Click [here](#) for a PDF version of this document.

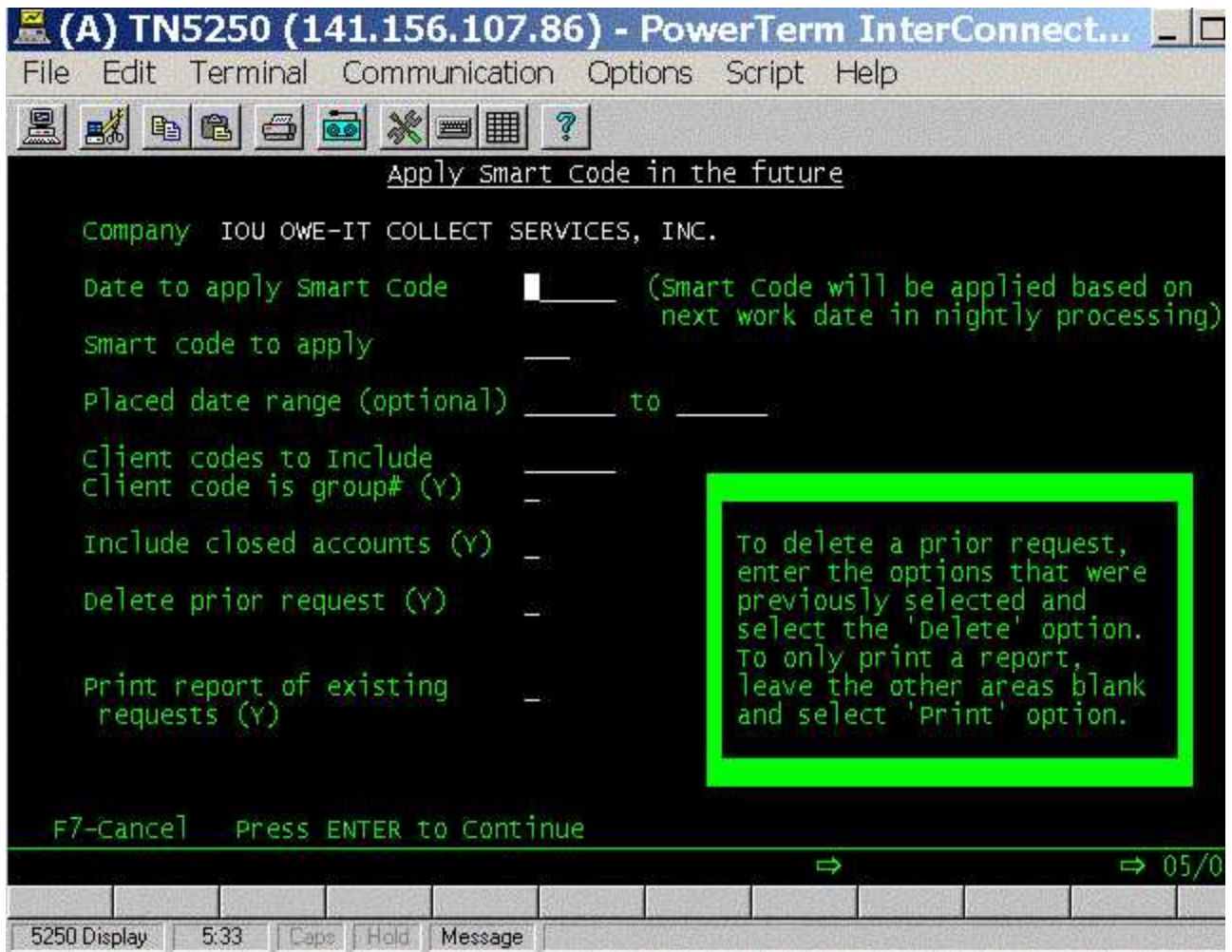
Changes made after the final version of 7.2 are now shipping as Release 7.4. Please review that documentation [here](#) or select the [PDF version](#).

MANAGEMENT FEATURES

- **Payments for the month** - How easy is it to obtain a list of the payments for the month, showing a total each day? Right now, it is not easy! A new option has been added to the Payment Reports for a Period Company Statistics options. This will allow you to select any period (or the current period) and will display payments and commissions by day! A running total is also displayed. This will allow you to easily compare June 10th 2002 with June 10th 2001. Payments will include overpayments, and both reportable and non-reportable transactions.
- **Payments by Collector, Daily Reports** - We have added the message "Purged account exists" to the reports. The logic is similar to the Payment Edit change. (See "Purge Inquiry" change above.)

- **Smart Codes**

- The option to move the User ID (person working account) to the split or owner has been expanded to allow the User ID to be moved to the worker code.
- There is a new option on the X-logic to check if a postdated check exists for the debtor or not. You can verify if there are checks or if there are no checks.
- You can now create 3 lines of "Report Description". At the present time, this information will only be printed on the "Smart Code Warning and Print reports" generated during Nightly Processing.
- There is a new option that will allow you to clear the home, work, or both home and work phone numbers.
- If an account is worked by someone other than the owner or worker, you now have the option of specifying an "Immediate transfer" to the owner or worker on the account!
- An "A" in the "Follow-up" field on the back screen refers to a payment arrangement. If this code is entered, the payment arrangement screen (F9 screen) will be automatically presented after a Smart Code is applied with that option has been entered. On a Smart Code with an "A" in the Follow-up field, you will not be allowed to enter a promise amount. A follow up date (e.g. for reviewing a performing arrangement at a later date) can be used.
- Every time a smart code is applied, the system will check if there is at least one open or closed account in the linked group. If this is not the case, the system will delete any postdates, direct checks and payment arrangements that exist for that account - Since there is no balance, this information is no longer applicable. Notes are added when the information is deleted.
- Clearing follow-up dates - Presently, 999 in follow-up days option on a Smart Code will clear a follow-up date. We were doing that for promises too even though a promise is very different from a dated follow-up. A user should be able to differentiate between a dated follow-up and a promise.
 - We have added an option where 998 in the follow-up days field (decisions and standard notes on back screen) will remove the follow-up date for dated follow-up's *only*.
 - 999 will continue to remove the follow-up date for dated follow-up's *or* promises to pay. In the case of a promise, a date can also be removed by the user by entering 99999 in follow-up days field of the Smart Code window, or by entering a new promise.
 - 997 in the follow-up days field will only remove a promise date and amount, even if the date is in the future. 997 will not remove a follow-up (no promise amount).
- There is a new option (on the screen where the standard note and follow-up date options are specified) to "Add a follow-up date ____ days before last postdated check". If you have a series of direct checks or postdates, this will allow you to schedule a follow up prior to the last check being presented.
- Have you ever had the problem of having to apply smart codes to a group of accounts on a specific date? You probably run a multiple Smart Code on that date, provided you are there of course! We now have a new option that will allow you to apply smart codes to a group of accounts, on a future date. You define the date. The option is available from the Multiple Smart Code Options menu (option 10). The options are as follows.



Note that the smart codes will be applied to all of the accounts selected when this option is run. You can use the same option to delete a prior request, as long as the smart codes have not been applied. You will need to specify the same selection parameters as before, when you wish to delete transactions. The report option will give you a summary of the options pending, by client, date and smart code to be applied.

- We have added a new option to set up a Smart Code series at the worker level. How could you do this? Remember that this option applies to all the open accounts with the worker. An application would be to check if all accounts have been worked every 10 days. You would apply a Smart Code Series that applied Smart Codes every 10 days. You would also select "Restart at end". The new option for Smart Code Series by worker is within the Smart Code Series. It will be displayed when you exit the Smart Code Series option. You will be prompted for a worker or reporting group code. On the next screen, you will be prompted for a Smart Code Series and if it should be restarted at the end of the series. You can enter a sequence number, but you should normally leave that blank. As the system progresses through the Smart Code Series (applying Smart Codes to each open account for the worker) we will update the information on this screen to reflect the last sequence and the next sequence date. Information about the Smart Codes Series by worker is not stored at the account level.
- On the expanded logic, some fields can now be defined as a list. Presently we have added this functionality to description codes and QCat codes. If you want to check for any one of 4 different codes (the OR condition), on the selection line you can enter the 4 QCat codes separated by or blank. You can enter as many options as the line will allow. Note that for QCat codes, you must enter the full numeric codes, with zero as needed. On the description of the field, (L) will indicate that the list option is available.

- We have also added wildcard options for the expanded logic. Presently, this is limited to the street address and POE. You can search for a part of a POE, e.g. MCI*. This will select all the POE's that begin with MCI. On the description of the field, (*) will indicate that the list option is available.
- We have added new calculated fields in the expanded logic. The new options are days since last contact on the individual account and primary account, days since last letter, days since last print (from primary) and days since last payment. The field refers to a number of days.
- User-defined windows have taken us to places that make many things possible. Now, we give you ultimate flexibility - Decision making based on the data within the user defined windows! We have incorporated this logic into the ? logic within the Smart Codes. Here is some detail.
 - The field name to use is "USERDEFINERWDW"
 - In the condition column user can select all the conditions as with other fields (EQ, NE, GT, LT..etc)
 - In the value column you must enter your selection in the following format.

UD,XX,YY "ZZZZ"

where

UD is equal to the "window code" (1-99),

XX is equal to the line number within the window (1 - 999 is allowed),

YY is equal to starting position of what you want to compare, on the line number above (1 - 999 is allowed),

"ZZZZ" is the value or text that you wish to compare on the selected line and in the starting position specified for that line.

Following are some examples.

1) 5,2,10 "Intelec" - This will look for "Intelec" in user-defined window 05, line number 2 starting at position 10.

2) 58,101,61 "Equifax" - This will look for "Equifax" in user-defined window 58, line number 101 and starting position 61.

- We also have the wild card feature also for the "USERDEFINERWDW" field. Following is an example

15,8,25 "BLUE*" - will look for anything starting with BLUE in position 25 in line 8 of window 15.

These features will greatly expand your ability to manage and act upon special information that may be placed on an account.

- **Expansion of decision-making capabilities** - In the expanded logic, you could check for a description code. You could use this with the different operators such as EQ, GE, NE etc. There was, however, no way to have the system check if one of several different description codes existed on an account. As an example, you may have wanted to check if the QCat code was 301 AND the description codes 43, IN (43) existed. You can now do this checking by coding all three description codes in the "Values" area. You can enter the three description codes separated by one space. This logic will always be interpreted as an "AND" condition. Since the "Values" field is 25 characters, you will be able to enter up to 8 description codes in the field.
- **Working in different times zones** - Some of our users have collectors who use Intelec in different time zones. In these cases, the users do not see the actual time in their time zone, but are shown the "system time" on their screens. We will now allow you to associate a "time offset" at the collector level (We will assume that the place the account is worked from can be determined from the owner code on the account). The time offset is specified on the 2nd screen on the collector information in the format T+ or T-, where the offset in hours. If there is no offset the field should be omitted. An example. Your computer is in California - West coast time. Clock on computer is set to West coast time. You have collectors on the East coast (8 hours ahead). When they work accounts at 9 a.m. East coast time, the notes will say 6 a.m. because that is the computer time. If you set up the East Coast user (collector) as 3+, the time on the notes will be 9 a.m.
- **Collector reassignment from Work Queues** - You can now omit up to four ACat codes. This works by the system looking for the specified codes on any of the linked accounts.

- **Collector reassignment - Standard option** - You can now include or omit up to four ACat codes and codes.
- **System Security**

There are several changes in this area. Some of these will help you maintain better control in the area HIPAA-compliance. There is a school of thought that it will be very difficult to prove that someone has been compliant. The best one can do is demonstrate that they have procedures in place to be compliant. We think that these changes will be a step in the direction.

- Presently a disabled user profile can only be enabled by someone who has access to the areas Security and the Control files (and the System Control menu). We will now allow a manager to enable a disabled user profile! First, you will need to set up the manager with the option "Allowed to create user" defined as a "Y". On the Intelec System Security screen, you do NOT have to give the manager access to Security or Control files (within the Areas) or to the System Control Menu. When the manager goes to Collector Update, accesses any collector code associated with the user and updates the information, the User Profile will be enabled!
- Presently if a user is allowed to close accounts (System Security), they can also change collector codes, worker codes etc. We have changed the logic to allow a person to change collector code without being able to close an account! If a user has access to Collector Updates, they will now be able to change collector codes. If they are allowed to close account, they will automatically have the ability to change collector codes.
- We have a new option to manage access based on the client. As you deal with sensitive clients, you may require a feature that allows you to restrict access to certain accounts based on the system. The assumption is that most of your collectors will have access to work ALL client's accounts. Some users (an example could be inexperienced users) may not need access to certain accounts. When you exit System Security, you will now be presented with an option called "Client access by User". This option will allow you to set up controls for specific users. You are allowed to define up to 100 clients or group numbers. You can also specify a range of client codes or group codes by entering the starting code in the first field, leaving the second field blank, and by entering the ending code in the third field. There is an additional field that allows you to indicate whether access should be allowed or denied to the specific clients or groups. If you say access is allowed, the user will only be able to access the accounts belonging to the specified clients. If access is not allowed, the user will be able to access all accounts other than those set up on the screen. Note that users who have no special rules set up, will be allowed to access all clients. Note - this option is company specific!
- We have added security for the changing of social security numbers. It is driven by the same logic as name changes. You must have access to close accounts, or access to change names.
- We have changed the security for the updating of collector codes. In addition to having access to close accounts, any user who has access to the management menu or collector updates (areas) will be able to change collector codes on the account detail screen.
- With HIPAA and new privacy laws, access to the system will be viewed with greater concern than in the past. IBM's User ID and password security is reliable but we are providing you with an additional level of password security. This will force a user to set up a new "authentication code" that they will need to enter at the time of signing into the system. This is an optional feature. It is set up within the company information System Control file. (2nd- screen - Require Authentication Code option). If you select the option, the user will be asked to set up a code the first time they sign into the system. Once the code has been set up, a user is able to change the code provided they know the original code. If a user can not recall their authentication code, they can get the code from a manager who has access to Intelec Security. They will be able to view the authentication code on the 2nd screen of Intelec System Security. When a user profile is deleted, the authentication code is also deleted.
- Description codes are now very important. We will restrict the duplication option for description codes (F3 from accounts detail screen) to users who have access to close accounts only. Other users will not be able to select a "Y" for the description codes item within the duplication options.

- We have changed the option that stops users from signing into the system between specific times. Anyone who has access to System Controls can sign on, bypassing these rules. This will allow anyone with System Control access to remove the time restrictions! We are working towards eliminating the need for you to use QMASTER for normal operations. QMASTER should be reserved for Quantrax use.
- We have added a new option for accessing legal accounts. The system security allowed you to access to legal accounts was allowed (Y). You can now specify Y or P. "P" will mean user has access to non-legal and pre-legal (but not legal accounts that are not in a pre-legal status). "Y" will mean user has access to all accounts including legal and pre-legal.
- In a HIPAA-related change, we have given you a new security options to limit the use of some of the system features and also hide the client name, patient name and notes from a user. This only applies to the account detail screen. This option would be applicable in a situation where an operator updates addresses on an account and did nothing more. In such a case, you would turn on the new option (2nd screen on System Security) and also restrict the user from selecting function keys ("No function keys (N)" also on the same screen) - This would stop the user from accessing screens other than the second detail screen. F1 and F7 would be allowed when the option to restrict function keys is specified.
- What happens when users view accounts and do nothing more? There may be a security risk. As we know, we can add a note that the account was viewed. You can stop the note based on the user who viewed the account. This gives you complete control over who gets logged and who does not. But what if you want to be notified quickly when users are viewing accounts? Even though you may use the feature often, it would be a positive step on your part in something such as HIPAA compliance. At the company level (2nd screen of Company Information), you can now specify that the Smart Code be applied when someone views an account and that qualifies for the special note (Account viewed) to be added. Can you set up the system so a manager could see the account quickly? Yes - we have a new option on Smart Codes (last screen) to "Immediately transfer to worker". Enter a manager's worker code and you have rapid notification as needed.
- And what about users who look at accounts on which they are neither the owner or the worker? This could also be a potential security risk! We have added an option to allow you to transfer that access to the owner or worker on the account (immediate transfer). On the last screen of the Smart Codes use the option "Transfer to owner/worker if worked by another user".
- Many of the new privacy regulations apply to medical accounts. You can restrict access to medical accounts based on a user. On the System Security (2nd Screen) there is an option "Hide medical accounts". This option, if set up, will stop a user from accessing the details of a medical account. Users will be able to see the account on the inquiry list (when search is performed) but will not be able to select and display the accounts (a warning message will be displayed). This option assumes you will not be linking medical accounts to other accounts. If you link medical accounts to other accounts, a user WILL be able to select a medical account off the linked accounts summary screen (F5 from account details). Note that this option does NOT apply to payment entry. It is assumed payment entry personnel have access to all accounts.
- There is a new option on System Security (2nd screen) that allows you to set up "Inquiry-only" access for a user. In such a case, you would turn on the new option (2nd screen on System Security) and also restrict the user from selecting function keys ("No function keys (N)" also on the same screen). This would stop the user from updating data, applying Smart Codes or accessing screens other than the second detail screen. F1 and F7 would be allowed when the option to restrict function keys is specified.
- In an effort to better manage abnormal circumstances such as a user exiting their job by closing a window, we will log such exits under QSYSOPR messages. You will see the message "An Inteltec session ended abnormally." If any Inteltec session is ended abnormally. You can display the details of the message to identify the user details.
- Presently, we allow you to identify a user who may have accessed an account but not done any identifiable work on that account ("Account viewed" note option). Users can however access an account and exit the account by closing the AS/400 session (e.g. with a PC or by switching off the terminal). In this case, no note is added to the account. In such a case, we will not log a note

"Abnormal exit by XXXXXXXX" on the account. XXXXXXXX is the User ID of the person who was the account when the abnormal exit took place. There is one circumstance under which this feature will not work. This is the case where a user has two sessions and has separate accounts on each session and exits one of the sessions. In this case, the note will be logged on the most recently accessed account which may not be the account from which the abnormal exit took place.

- **Sorting QCat Codes** - An option "W" has been added to sort accounts based on age from placement, newest accounts first.
- **Collector assignment** - Some of the information in the collector file such as case limit and balance range were only utilized for proportionate distribution. We will now utilize balance ranges for equal distribution. If you plan to use this feature, make sure you have set up at least one collector who is eligible to receive possible placement amount.
- **Scores** - Presently there is a single "External score" that was designed to be "imported" into Intelec. This score is displayed on the 2nd account detail screen and can be accessed through Smart Codes. We have added two more external scores. There were 9 fields on the 2nd account detail screen that stored Smart Codes applied without notes being added. We have used the last 2 of those fields for the new external fields. This will not affect the system in any way. On the installation of the new release, the new score will be converted over as zero, and the oldest Smart Codes on the "history" on F10 will be dropped. You will make decisions based on the new scores though the expanded Smart Code logic.
- **Intelligent Scripting (I-Script)** was announced in Release 7.1. Several users have worked with this module and understood its potential. We have received several good ideas that will be utilized for future releases.

We have made the following changes. Please refer to the documentation for Release 7.1 if you have not used the scripting module.

- We have added some codes to the "merge" options. The complete list of codes is as follows. Most of their meanings will be self-explanatory.

- *DEBTOR (debtor name)
- *PATIENT (patient name)
- *AMOUNTPLACED
- *BALANCE (on individual account)
- *LINKEDBALANCE
- *PLACEDON (date)
- *SERVICEDATE (Last transaction date)
- *CLIENT (Client name)
- *OURPHONE
- *CLIENTPHONE
- *OURADDRESS
- *CLIENTADDRESS
- *OURFAX
- *CLIENTFAX
- *CLIENTINFO1 (information from Collector Notes on client master)
- *CLIENTINFO2
- *CLIENTINFO3
- *CLIENTINFO4
- *CLIENTINFO5
- *CLIENTINFO6
- *CLIENTINFO7
- *LASTPAYMENT (amount)
- *LASTPAYMENTON (date)
- *INSURANCE1 (Insurance company names)
- *INSURANCE2
- *PROMDATE
- *PROMAMT

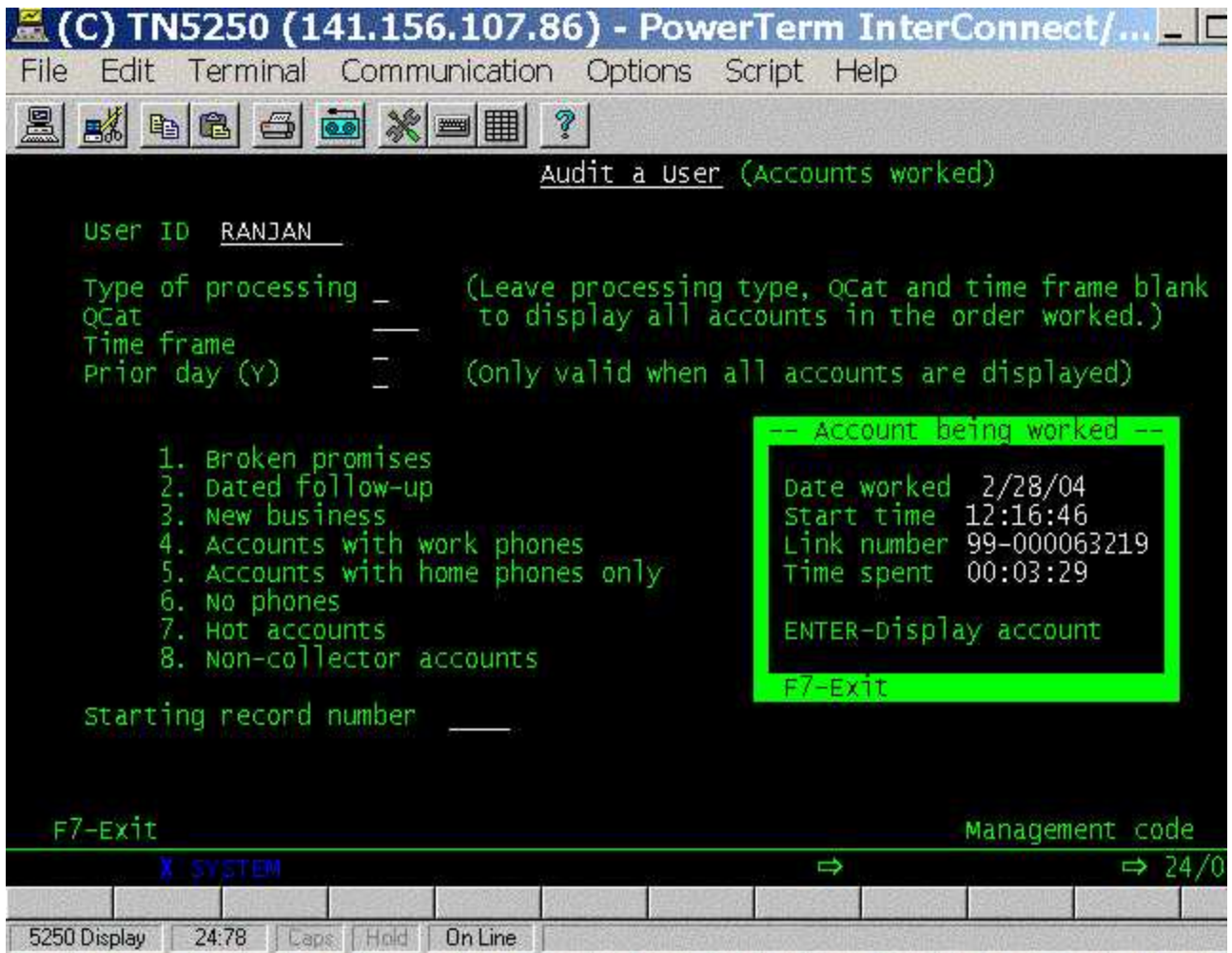
- **Client update**

- There has been a screen for entering special information that can be used on letters. (Other special information). Some of you use that screen to store special information that is used in custom programs. We now allow you to add special titles to each field! Depending on the data field size of the titles are limited to 3 characters. From Client Update, use F15 to allow you to change title. After F15 is selected, you will be able to "tab" to the field to the left of the data (presently there is a number in that field) and add any "title" you wish to create.
- There is a new field to allow you to stop payments from being applied to specific client's account. You can opt to only allow balance adjustments. This only applies manual account entry.
- There is a new option to allow zero or negative placements to be posted. Please use this option with caution. It is very difficult to maintain statistics when you post an account with a zero balance. The account is posted as an open account, but the concept of recoveries, amount placed etc. are very difficult concepts when we are dealing with a zero placement. The account inquiry screen has been modified to show a credit balance as required.
- There is a new option to "hold" all contact series or smart code series, by client. The options are contact series, S for Smart Code series and B for both. This will stop all activity on the applicable series. When the flag is removed, the next sequence on each series will be resumed. Use this with caution! You do not want to accidentally stop your letters from being generated!
- There is a new field called "Special link code" This is described in the "Linking changes".

- **Auditing accounts worked and to be worked** - The Time Frame must be entered on the selection screen

There is also a very interesting feature on the "Accounts worked" option that you will find very useful. Presently there are a few methods to look at what a collector is doing at their screen. The options are I around technology that displays the "prior to the present screen" that the collector was working on. The problem with this approach is that the user is notified (with a somewhat cryptic message) when such monitoring is used. How can we help you view the account that a user is presently accessing? Let us see the "Audit a user - Accounts worked" option. As you will see from our other documentation, you will now be able to view important statistics pertaining to different users, on your screen. With regard to viewing information about the current account being worked, we have new features as follows -

- On the first screen, where you key in a User ID, you can enter a User ID and press F10 to display most recent account accessed.
 - It is possible that the user is not working on any account at the time you run this option. In that case a window will be displayed, with the last link number that was accessed along with a message that the accounts is not being worked at this time".
 - If the user is currently working an account, the date, time, link number and time spent on the account will be displayed. See example below. Every 10 seconds, we will update the information, refresh the time spent on the account. If the debtor works a different account (through inquiry or account processing) the display will be *automatically* update to reflect the information about the new account. Depending on how your terminal is set up, the alarm feature will be activated when a different account has been accessed. (On a PC, the alarm may sound like a beep)
- You can display the details of the accounts being worked by pressing ENTER.



- **Processing types for collector queues** - We have made some significant changes! We had two processing types of no phones and skips. We have combined them into a single category called "No phones". The two system QCat's called Skips (993) and No Phones (992), which will separate the different types of accounts (as before). We have now created a new processing type called "Hot accounts". This classification is driven by description codes that can be set up in the System Parameters. (We look for the descriptive codes on any of the open accounts for the worker, or the primary account.) This feature will override the other processing types. This means a broken promise can appear in the "Hot accounts" processing type. This is a powerful feature that adds to the flexibility of managing your accounts.

We have also given you the option of placing all the "paying accounts" in a single QCat (996), within the processing type "Hot accounts". The option is set up on the System Parameters.

- **Displaying special client information on the account detail screen** - We have a new option that will allow you to display a client-based pop-up window when an account is displayed. This option is tied to a specific client and not to a group number. The information to be displayed on the pop-up window must be entered in the client master (there are new fields on the last screens for this). The pop-up window will be displayed when the account is displayed for the first time. The user must press ENTER to proceed. If you need to redisplay the pop-up window, you can do so by using F24 on the account detail screen.

Note - the pop-up window can be duplicated across clients in the group by selecting the first option, "Description/Alert" on the duplication screen. If a pop-up window exists, you will be notified on the duplication screen. The details for the first option will indicate "Pop-up window".

- **Linking**

- Presently you can set up special linking by client code, client type or client group. What if you had a client group (with 5 client codes) and want to make sure that accounts for 2 of those client codes link within those codes, and accounts for the 3 other client codes only link within those 3 client codes?

What if you wanted to link accounts belonging to 3 unrelated clients (e.g. a specific type of account that did not belong to the same client group)? There is a new option to allow you to do this. The "Special link code" on the client master (last screen before "Other special information") that you set up to define which client's accounts should be linked to that client. This is a 'client-level' linking option. (We already have options such as same client, same client type, but nothing for unrelated client codes) E.g. If you have 5 client codes in one group and two of them have a special link code "A", accounts received for any of those client codes will only link to accounts for one of the two codes with the same special link code. In another example, you could set up a special code of "1" for one client, and set up the same code on a completely different client - This will ensure that accounts for those clients only link to each other (automatic linking only and not manual linking) You must be careful about assigning codes for the different clients. The code is a 1-character field, which means you have about 35 codes for the entire company. We feel that this is sufficient, because Intellect's standard linking options will allow you to do much of what is required.

- You have options to apply different Smart Codes when accounts link or do not link to existing accounts, during Nightly Processing. If an account was eligible to be linked, but did not, because of a special condition (e.g. Do not link to legal account) we applied *neither* Smart Code! We have changed the system to apply the "Linked" smart code if the account got sufficient points to link to any existing account.
- We have added a new option to link accounts based on a collector code only. I.e. Link to other accounts belonging to the same collector. This can be used for different reasons. The example that was presented to us was to link all of the accounts with one forwarded agency. You would assign these accounts to a specific collector. You would then unlink and attempt re-linking. Note that accounts eligible for new linking will normally bypass legal accounts. This option WILL select legal accounts! The option to link to legal accounts at the link code level is bypassed (not considered) by this option. Even if linking to legal accounts is not specified, the new accounts are eligible to link to legal accounts. Note that the client must be set up for linking for this option to work. Points are calculated based on the client and linking system controls but we will ignore the options that relate to linking to same client or client type. We assume that there is a good reason to link these accounts to the collector-level linking takes priority over the client rules. The option is on the collector master within the "Linking option" field.
- **Adjustment Codes** - As we move toward intelligent payments, we have added "intelligence" to the adjustment codes. There is a new System Control file for adjustment codes. This is accessed from the System Control menu - from what was 'Payment Codes'. When you exit the payment codes, you will be presented with the adjustment codes screen. **With this update, the adjustment code will need to be a valid code in the payment entry process** (for payment transactions - Payment Type 31 or less). Does that mean you have to use an adjustment code for every transaction? No. You can leave the adjustment code blank, but you will need to set up "blank" as an adjustment code in the adjustment codes file. If you want to force users to enter an adjustment code for every payment transaction, do not set up the "blank" adjustment code in the system control file. Note that you can use any adjustment code with payments or balance adjustments.

What can you do with an adjustment code?

- Up to 2 Smart codes can be applied
- You can have the system create a re-bill for primary, secondary or tertiary - Both UB92 and 150 can be re-billed if they exist.
- There is a method of writing off a balance. THIS OPTION IS NOT CURRENTLY AVAILABLE.
- You can specify that the adjustment code should cause the transaction to be 'held'. This is a feature that is related to the "Held checks" module within postdates.
- You can specify that the payment arrangement should not be updated based on the adjustment code. An example of where this may be used is an insurance payment that should not update a payment arrangement!
- You can create a payment type 90 (commission adjustment) for a percentage of a payment. This would be used to reduce a collector's commission. An example of the use of this feature could be to take away some credit for a credit card payment. Related to this feature, you can apply a smart code and credit a different collector for the percentage that was reduced from the original collector who received credit for the transaction.

- **Menus and accessing custom modifications** - We have been reluctant to modify a few key program good reasons). These include the main menus and the Nightly Processing. We have always provided with methods of doing special things in spite of this (e.g. Links to special programs etc.) Our usual solution for adding special programs is to add them to the Custom Modifications menu. This is usually not a problem but can become a challenge when you have many changes that relate to different areas of the system. Accessing the changes becomes difficult, and you have to give users access to custom modifications they may not want them to access. Also, if the modification is, say related to payments (e.g. a new report), they would probably have preferred that this was on the payment transactions menu! We now have a solution that will address these challenges. We have added an option 50, called "Custom Options" to most of the menus. Based on your requirements, we will be able to add special programs to these options - allowing you to easily group and access options based on their relationship to the different areas of the system.

SMART CODE/USER AUDIT OPTION top

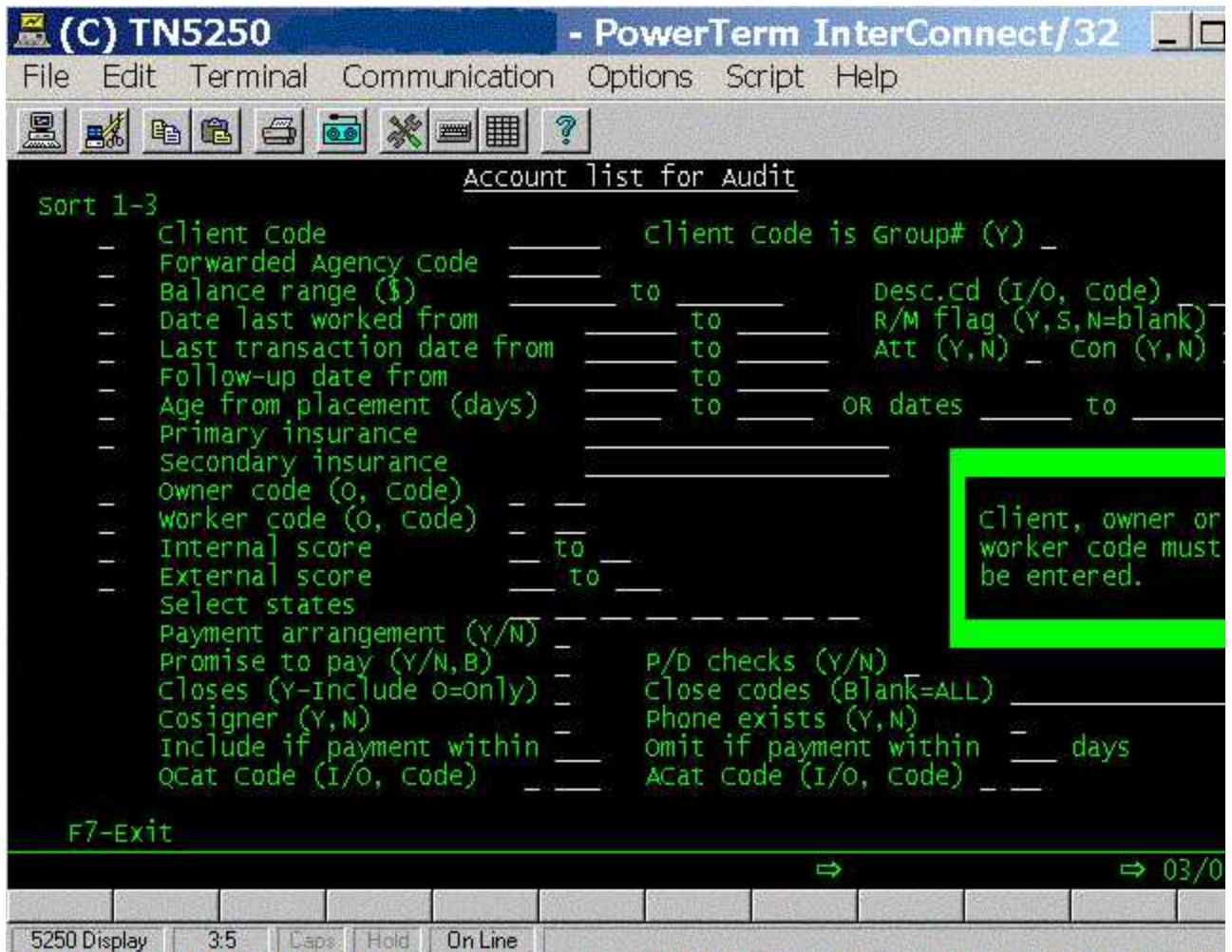
There has been some significant investment in this area. As hardware becomes less expensive and more powerful the processing power of the system can be used to provide several real-time inquiries and updates.

Following new options introduced in release 7.2 under menu 'Smart Code/User Audit Options'.

- 6 - Display accounts for audit
- 7 - Display daily payments by client (Detail)
- 8 - Display daily payments by client (Summary)
- 9 - Display daily payments by hour (Detail)
- 10 - Display daily payments by hour (Summary)
- 11 - Print report of "Accounts Viewed"
- 12 - P/D Checks inquiry by client or owner
- 13 - Display daily payments by client group
- 14 - Payments posted today
- 15 - Payments pending (entered but not posted)

DISPLAY ACCOUNTS FOR AUDIT

This is an exciting new inquiry option that allows you to quickly search and drill down (on-line and in real-time individual account information in Intelec. Once you have identified a specific group of accounts, you can print list or even apply a Smart Code to that group of accounts. The process is initiated through a powerful selection mechanism that is even more advanced than the Multiple Smart Code assignment! On the following selection screen, at least an owner, worker or client code must be specified.



The meaning of the selection fields is as follows.

- Client code - This can be a client or group code. Use the separate field to indicate code is a group number.
- Forwarded Agency Code - Select only accounts with entered Forwarded Agency Code
- Balance range (\$) - Select accounts with balance that is within the entered range
- Date last worked - Select accounts with last work date within entered range
- R/M flag (Y,S,N=blank) - If "Y", select only accounts with returned mails. If "N" or 'Blank' include accounts with and without returned mail. If "S" select accounts with return mail type "S"
- Last transaction date - Select accounts with last transaction date within entered range
- Follow-up date - Select accounts with follow-up date within entered range - The selected account and the primary account are considered.
- Age from placement (days) OR Date - Select accounts with number of days from placement date within entered range OR select accounts with placement date within entered date range
- Primary insurance - Select only accounts with entered primary insurance names
- Secondary insurance - Select only accounts with entered secondary insurance name
- Owner and worker codes can be selected
- Internal score - Select only accounts with entered Internal scores
- External score - Select only accounts with entered external scores
- States - Select only accounts with entered states
- Payment arrangement (Y/N) - If "Y", select accounts with payment arrangements. If "N" select accounts with no payment arrangements.
- Promise to pay (Y/N,B) - If "Y", select accounts with promise to pay. If "N" select accounts with no promise to pay. If "B", select accounts that are broken promises. The selected account and the primary account are considered.

- P/D checks (Y/N) - If "Y", select accounts with post dated checks. If "N" is specified, select accounts with no post dated checks.
- Closes(Y-Include O=Only) - If "O" entered system select only closes accounts, either all or those specified in the next field. If "Y" is entered, the system select both open & close accounts. You can indicate the codes to be selected in the next field.
Close codes (Blank=ALL) - If any close codes entered (without spaces) in this field together with "O" for "Closes", system will select only those close codes.
- Cosigner (Y,N) - If "Y", select accounts with cosigner. If "N", select accounts with no cosigner.
- Phone exists (Y,N) - If "Y", select accounts with a home or work phone number. If "N", include accounts with no phone numbers. The selected accounts and primary accounts are considered.
- Include if payment within - If a payment was made within number of days, the account will be selected.
- Omit if payment within- If a payment was made within number of days, the account will be omitted.
- QCat Code (I/O,Code)- By entering QCat code, with "I" only that code will be included for the list "O", that code will be omitted for the list. You can use the options to include QCat 0 (zero).
- ACat Code (I/O,Code)- By entering ACat code, with "I" only that code will be included for the list "O", that code will be omitted from the list. You can use the options to include ACat code blank.

The user can also define up to 3 sort options from following list.

Client code
 Forwarded Agency Code
 Balance Range (\$)
 Date last worked
 Last transaction date
 Follow-up date
 Age from placement (days)
 Primary Insurance
 Owner Code
 Worker Code
 Internal Score
 External Score

Sorting priority is in ascending order based on the option selected (from 1-3) and the final output is listed according to this user defined sorting criteria.

Following is a sample list where balance sorting was selected..



After the list is displayed,

- The information can be printed using the F6 key
- A Smart Code can be applied to the listed accounts by using F5. (The user must have access to "Multiple smart codes" option to select this feature.) The option is not displayed if the user does not have the appropriate authority.
- Using F12, the format of the displayed information can be changed.(Client account number and name are displayed)
- By selecting a line number in the list, the user can display the selected account.

PAYMENT INQUIRIES

The additional new options will select transactions for the present date. The information is displayed on the screen.

- **Display daily payments by client (Detail)**
Inquiry will display all the payments sorted by Client code. At the end of each client, total payment value will be displayed before starting on the next client's records.
- **Display daily payments by client (Summary)**
Inquiry sorted by client code will display summarized total payment value for each client.
- **Display daily payments by hour (Detail)**
Inquiry will display all the payment details sorted by the time the payment was posted. At the end of each hour, total payment value will be displayed before starting on next hour's records.

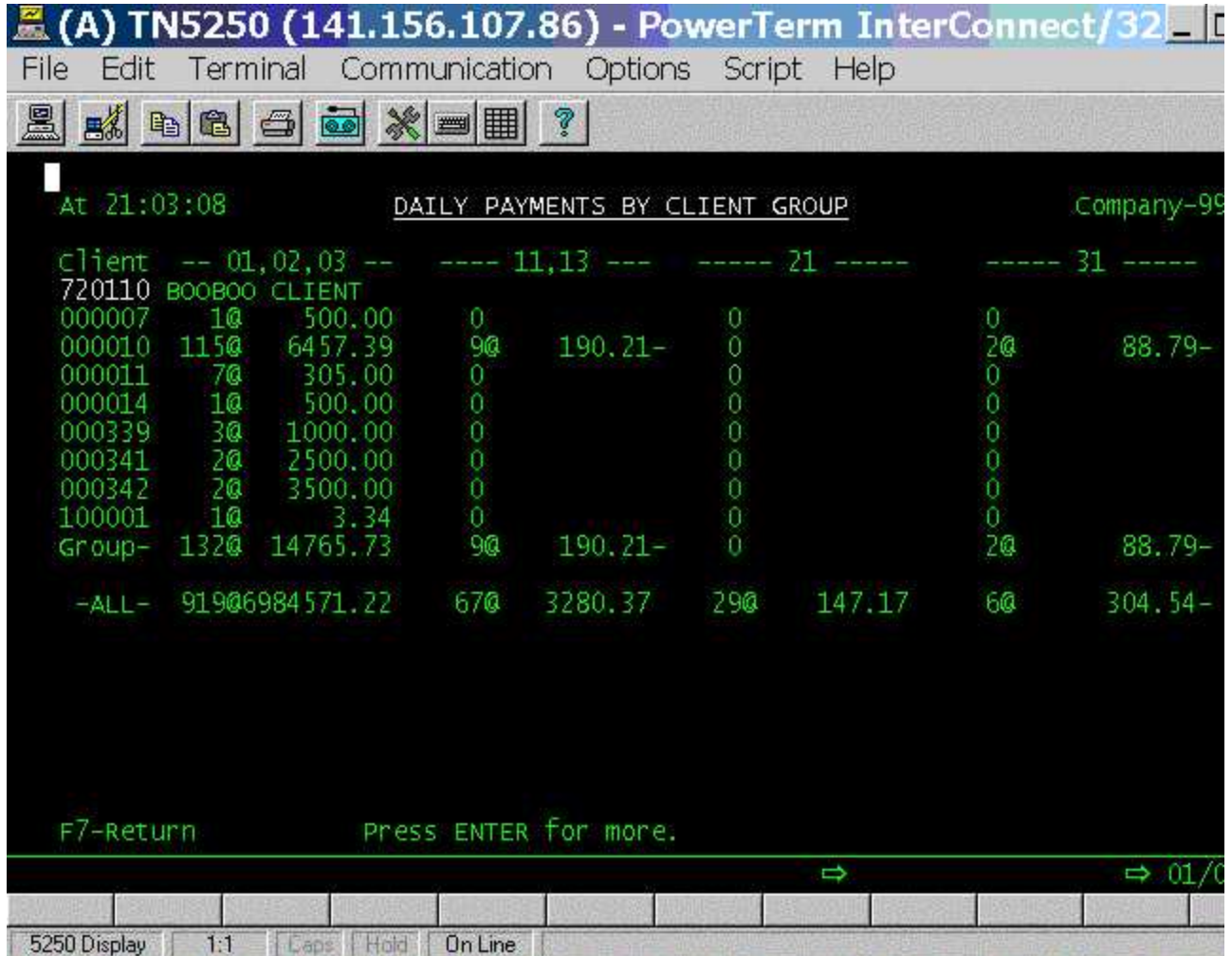
- **Display daily payments by hour (Summary)**

Inquiry sorted by posted time, will display summarized total payment value for each hour.

- **Display daily payments by client group**

Inquiry will display payment details sorted by Client Group. At the end of each group, total payment value and of payments received will be displayed before starting on the next group's records. Under each group, payme code with total payment amount and number of payments received will be displayed within four types of paym agency, paid client, NSF agency and NSF client.

Here is an example.



- **Payments posted today**

For the option "Payments posted today" you can display all payments, select clients and look at details or a s

Following is a example of the last page of a summary.



- **Payments pending (entered but not posted)**

This option considers all the open payment batches that have not been posted. The options available are similar to "Payments posted" inquiry.

PRINT REPORT OF "ACCOUNTS VIEWED"

The user will be prompted to enter a date range and User ID. The report will use the data from within the notes looking for the "Account viewed" notes. This option could be useful within HIPAA compliance.

P/D CHECKS BY CLIENT OR OWNER

The P/D checks inquiry allows you to display information based on clients, group numbers or the owner of an account. For these options, we consider the special case number designated at time of P/D check entry, or the number to determine the account to which the check will be applied. You can select a detail or summary report and specify an ending date (presentation date) for the selection.

OTHER PRODUCTIVITY OPTIONS

There have also been changes to the audit option that allows management to review accounts worked or to be worked. (Options 2 and 3 from the Smart Code/User Audit options. As you know, a manager is able to look at user's queues using these options. When a User ID is selected, the manager is also able to use F2 to display work map for that user. With this release, the functionality in this area is greatly enhanced.

- You will be able to use F10 to display the current status of the work map, after considering the account

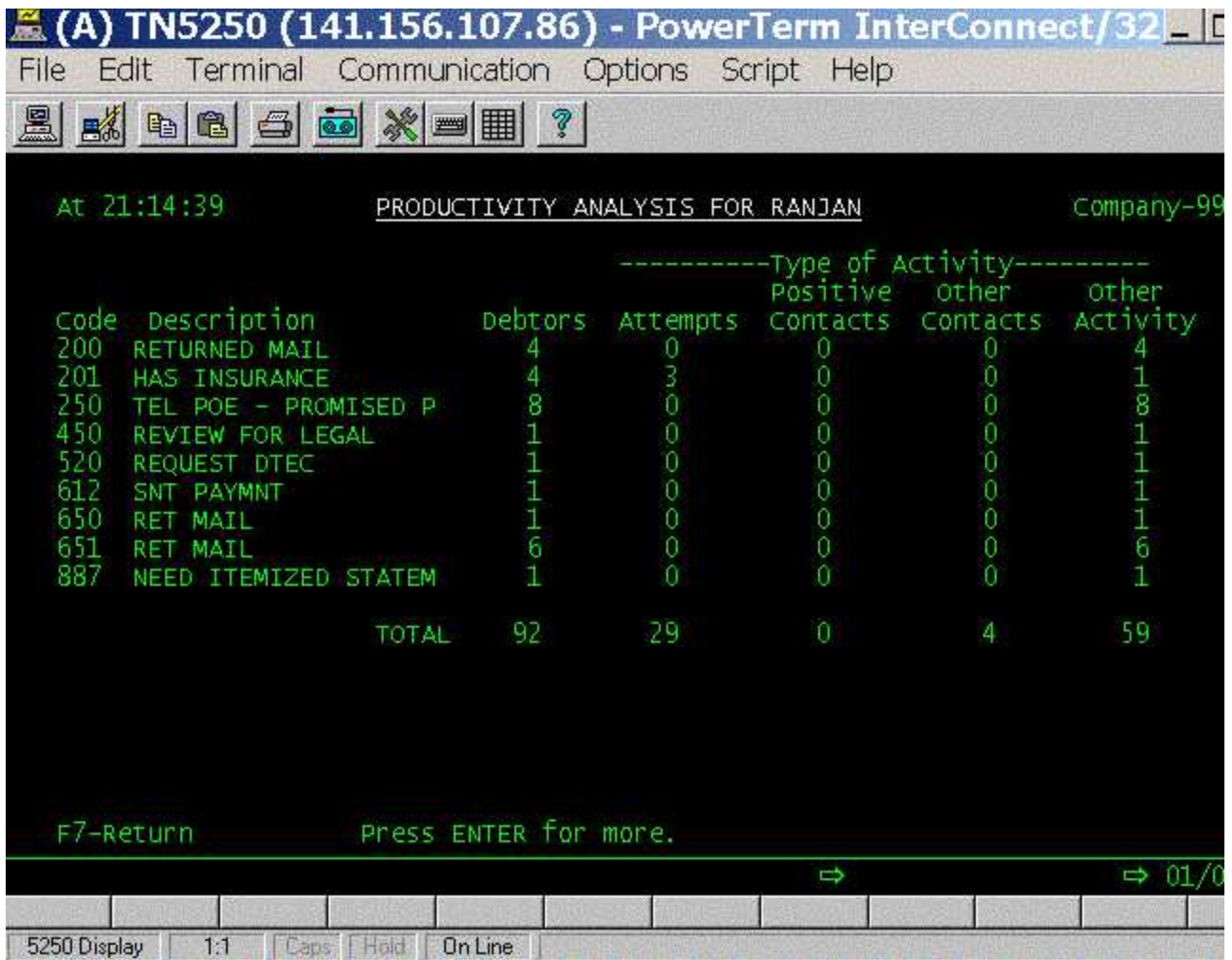
have been worked. This option is described in detail under the area "Working accounts" in this document.

- You can display a Productivity sub-menu, by using F11. This will give you a Smart Code analysis, Time management and a P/D check option - all inquiries that will be displayed on the screen. Provided a collector has access to collector information (System security under areas that can be accessed) or system controller they can also display this real-time productivity information on their screen (pertaining to individual use based on the User ID specified). F11 from the work map display will give you a selection screen. Although these options were set up from the work maps screen, they are designed for use by management through the "Audit" options. Collectors who do not have "Management access" as described, will not be able to use these options. For collectors, there is a time management and a payment detail inquiry on the Account Processing menu. These options can also be restricted, based on the user.

For the Smart Code analysis and Time management inquiries, you can select a client group number or consider all work done. You can also select today's work or any prior day, up to 30 days in the past. The system will now efficiently and automatically archive the last 30 days of payments and Smart Code activity, allowing you to go back, what would be considered a reasonable and practical period of time. The archiving is completed during nightly processing and should not impact processing or disk space, since we are only considering relatively small files. Note that the archiving of the historical data will only start after the new release is installed!

For the Smart Code Analysis, the results will be similar to the reports you are familiar with, but you will have the option of selecting all transactions or a specific client or group number! The same is true for the time management analysis.

Here is a sample display.



The P/D checks inquiry allows you to display information based on clients, group numbers or the owner of an

account. For these options, we consider the special case number designated at time of P/D check entry, or the number to determine the account to which the check will be applied. You can select a detail or summary report, specify an ending date (presentation date) for the selection. This option is also on the Audit Options, within the Management Menu.

WORKING ACCOUNTS top

There are significant changes to the operational areas within this category.

- **Returned mail flag** - A note will be added if the returned mail flag is changed.
- **Entering Smart Codes** - The Smart Code field now allows alphanumeric data. Smart Codes are *not* changed - they are still numeric. That alphanumeric field is for use with the Quantrax dialer. If you do not have the Quantrax dialer, alphanumeric data in the Smart Code field will be interpreted as zero or no smart code.
- **Credit Card Payments** - We will now allow the entry of an amount that exceeds the balance owed. This is warned, and the transaction can be accepted by using F12.
- **Bankruptcy Information** - We have added a TAB-Q option to allow a user to access the bankruptcy information. Remember that bankruptcy information is not linked to an account. It is maintained by social security number and name. When the new option is selected, the social security number will be passed to the inquiry and you should see a list of bankruptcy records sorted by social, with the required account at the top of the list. The user can view the information. The user should not be able to change information or they can close an account or have access to the daily operations menu.
- **On-line Clients**
 - An on-line client will not be able to access the TAB-Q option, or the purge inquiry from within Account Inquiry
 - Presently you specify the accounts an on-line client can access based on client code. You can also specify Group Codes on the On-line Client system control file.
- **Account Viewed note** - Presently, the "Account Viewed" note is always added to the primary account. If the account that was viewed is not the primary, the case number viewed will be shown in a separate note.
- **Note for worker code changes** - A note will be added when the worker code is changed on an account.
- **Note for promise pays** - The system would add a note with promise amount and date if no notes were entered by the user or added by the system when there was a promise (Follow-up date of "P" if Smart Codes). This has been changed. The note will always be added to document the promise date and amount. This will be used in future decision-making.
- **Payment arrangements**
 - If a payment arrangement Smart Code has been set up ("A" in follow-up field) and is used, the payment arrangement screen (F9 screen) will be automatically presented after the Smart Code has been entered (if there is no existing arrangement).
 - On an EXISTING arrangement, you can now use F22 to allow you to change the start date or days (for type B or D). This would be used to change the "day" part of the payment (e.g. from 15th to 20th). Presently, you have to delete the arrangement to do that. Press F22 - then move down to the field and make the changes. The start date must be a prior date. This means you can not change dates for a new arrangement. If the start date is changed, the change is really effective AFTER the next installment - We do NOT change the date of the next installment at the time we change the date. A note is added, indicating that the start date was changed.
- **Linked Accounts Summary Screen** - On the linked accounts screen (F5), we will indicate any accounts

Example 1: (OUTPUT)

```

(A) TN5250 (141.156.107.86) - PowerTerm InterConnect...
File Edit Terminal Communication Options Script Help
[Icons: Printer, Mouse, Keyboard, etc.]

Category      INQUIRY 000 P Collectors BC BC   Case Number 960660060 - 99
Guarantor     HUB FURNITURE                               Home Phone   _ 828 326 0000
Extra Address                               RM          Work Phone   _ _ _ _ _
Street Address 2 MAIN ST                                   PE           _ _ _ _ _
City/State/Zip SILVER SPRING MD 20904                     DC 91 21 21
Client 000055 ABC BIKE
Cl.Acct#/L.Trn L563676                                     8/08/96
Amount Placed 15000.25 on 8/08/96
Balance       15000.25
Close Code    7/24/00
-----*DIRECT CHECK INFORMATION*-----
Bank BANK OF AMERICA                          City          State
Name HUB FURNITURE                             Address 2 MAIN ST
J/Nm                                         SILVER SPRING MD 20904
Account# 5512354                               Type S,D      Routing# 555212
                                                Fraction
Date  Check#  Amount  Date  Check#  Amount  Date  Check#  Amount
40104  12    10.00  50104  13    10.00  60104  14    10.00
70104  15    10.00  80104  16    10.00  90104  17    10.00
100104 18    10.00 110104 19    10.00 120104 20    10.00
10105  21    10.00          .00          .00
Comment                                         Total 100.00

F2-More F12-Upd F16-PAP F20-De1 F24-Fin  Transfer to Non-linear P/A (Y) _
                                                ⇨ ⇨ 18/0

5250 Display 18:2 Caps Hold On Line
  
```

At times you may need to enter more than 12 direct checks. In this instance, a new option is available to allow you to set up the 12th check entry in such way that the system will create up to 12 new checks after the first 11 (or however many you set up) have been processed! For 12th check, the user must enter '999999' in the date field, Check# field should be left blank and amount field should have the value which will be repeated for the next 12 checks.

After 11 checks have been processed (or all available checks have been processed), the system will automatically update the direct check information screen with a maximum 12 entries. The number of checks set up will be based on the linked balance of the account. The special information in the 12th entry is retained to allow the arrangement to be extended again, if the balance permits. The date for the new checks will start with a date one month after the last check. We add one to the check numbers to generate the new numbers. (Refer Example-2 & 3)

Example 2: (INPUT) To setup next 12 direct check entries.

(A) TN5250 (141.156.107.86) - PowerTerm InterConnect...

File Edit Terminal Communication Options Script Help

Category INQUIRY 000 P Collectors BC BC Case Number 960660060 - 99
 Guarantor HUB FURNITURE Home Phone 828 326 0000
 Extra Address RM Work Phone
 Street Address 2 MAIN ST PE
 City/State/Zip SILVER SPRING MD 20904 DC 91 21 21
 Client 000055 ABC BIKE
 Cl.Acct#/L.Trn L563676 8/08/96
 Amount Placed 15000.25 on 8/08/96
 Balance 15000.25
 Close Code 7/24/00

-----*DIRECT CHECK INFORMATION*-----
 Bank BANK OF AMERICA City State
 Name HUB FURNITURE Address 2 MAIN ST
 J/Nm SILVER SPRING MD 20904
 Account# 5512354 Type S,D Routing# 555212
 Fraction

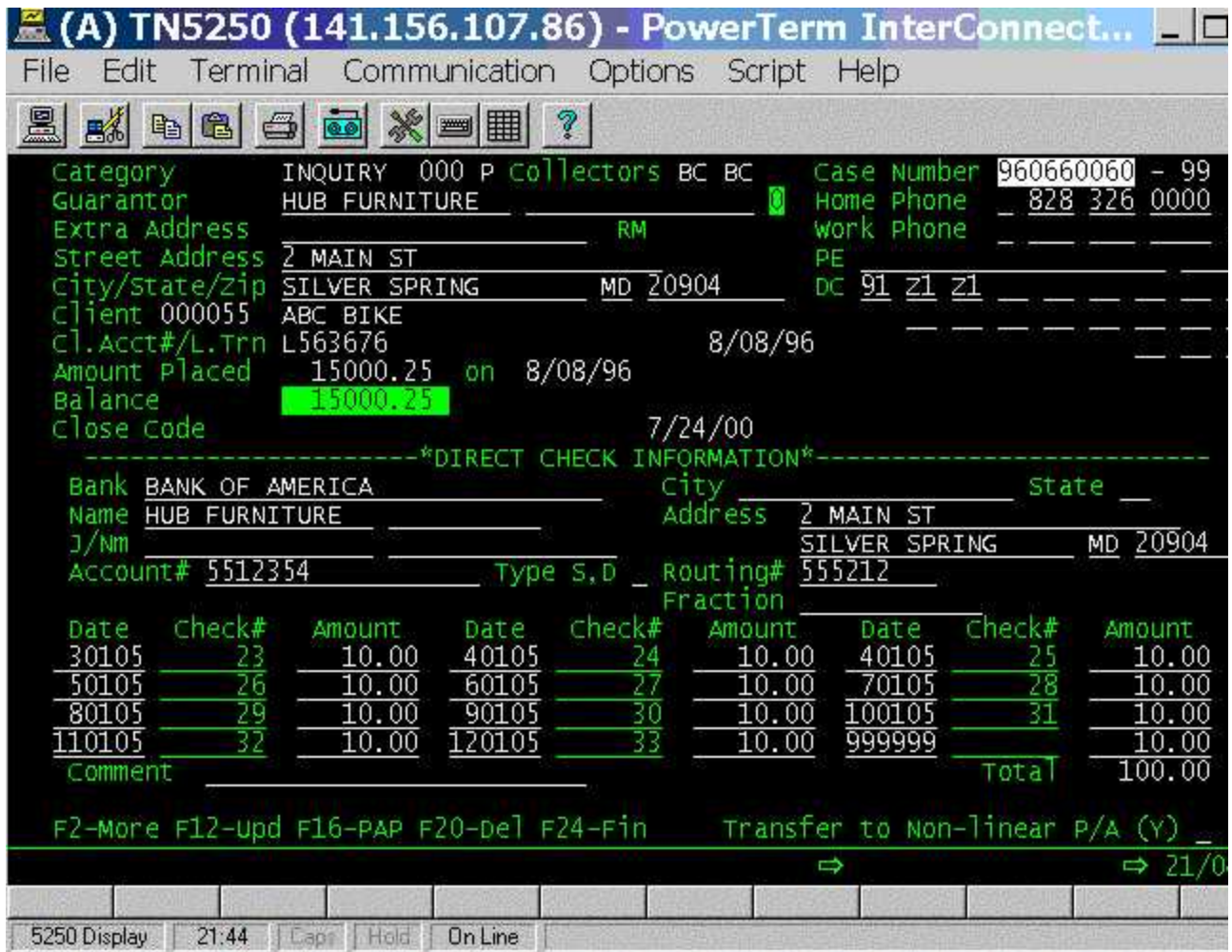
Date	Check#	Amount	Date	Check#	Amount	Date	Check#	Amount
40104	12	10.00	50104	13	10.00	60104	14	10.00
70104	15	10.00	80104	16	10.00	90104	17	10.00
100104	18	10.00	110104	19	10.00	120104	20	10.00
10105	21	10.00	20105	22	10.00	999999		10.00
							Total	120.00

Comment

F2-More F12-Upd F16-PAP F20-De1 F24-Fin Transfer to Non-linear P/A (Y) _
 ⇒ ⇒ 21/0

5250 Display 21:61 Caps Hold On Line

Example 2:(OUTPUT)After Check# 22 has processed following entries will be set up

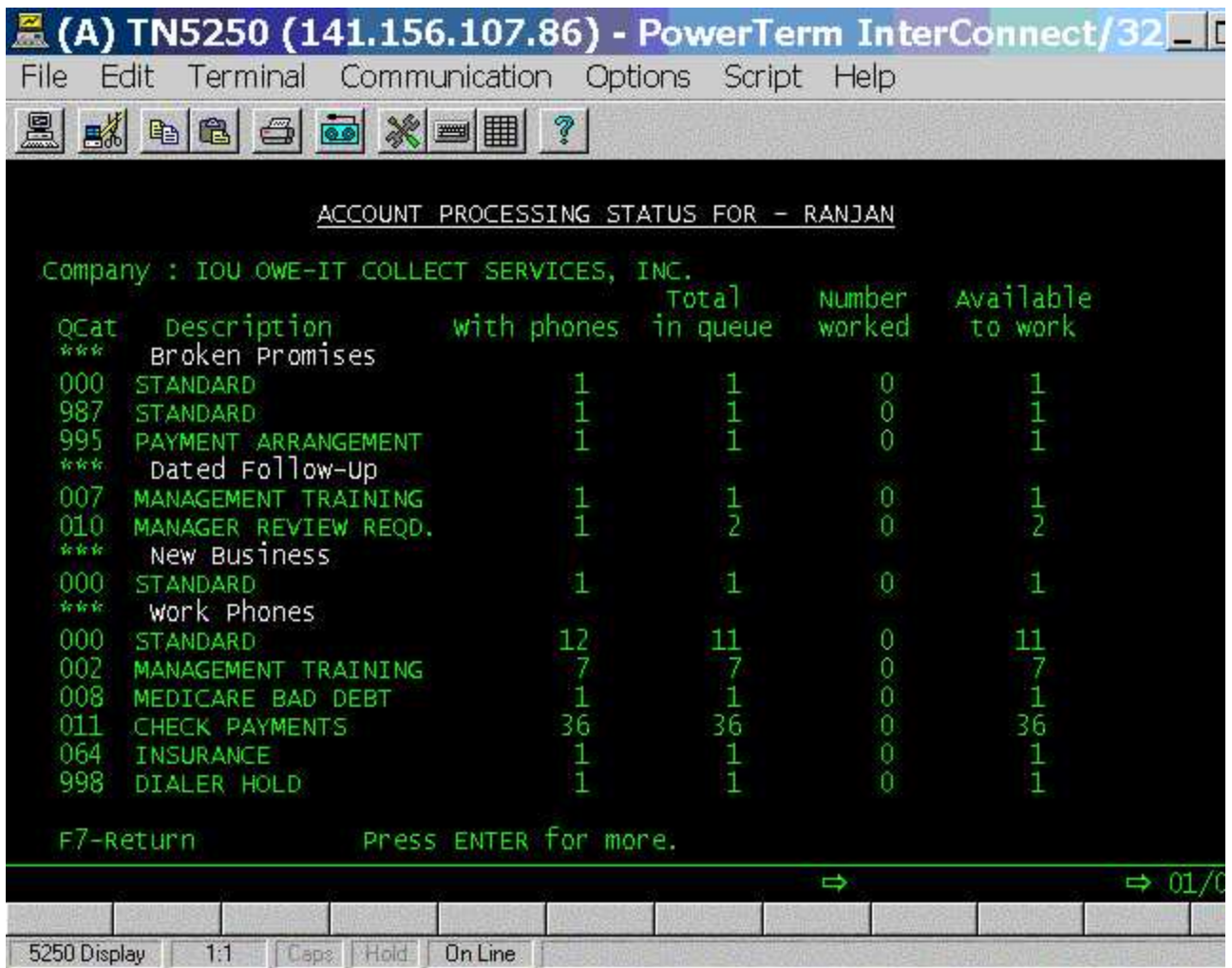


In Example-2, as long as the total linked balance is sufficient, the direct checks will be extended by up to 11 checks. When the balance is not sufficient, the new checks will be created to cover the remaining balance.

- **Direct check reports** - There is a new option to print information up to a date in in the future.
- **Work Maps** - We have added some new options ha can be accessed from the work maps screen (at t collector or management level when the audit options are used). Some of the options are described in "Management features".

All of you know that work maps do not change during the day. We have now added a new option (F10 the work map screen) to display a current status, after considering the accounts that have been worked new screen will show the number with phones, the total in the queue, the number worked, and the bala be worked (By processing type and QCat code)

Here is a sample screen.



- **Credit Card option** - We have added the 4-character special authorization code to the credit card screen. In addition, we have added logic to validate the credit card number and expiration date. These new options will be very useful for those of you who use the credit cards feature. Note that we are not doing any type of credit card authorization, merely checking the data entered against rules provided by card suppliers.

The possible error messages are :

- Number of credit card digits is too low
- Number of credit card digits is too high
- Credit card number is invalid
- Expiration date is invalid
- Credit card type will be obtained based on the credit card number entered, and if the transaction is accepted, a note will be added along with the card type associated with the number - e.g. the note may say "Cr.Card type validated VS". For this option, the following are possible card types. VS - Visa, MC - Mastercard, AX - American Express, DC - Diners Club, JC - JCB, DI - Discover, EN - EnR

PAYMENT PROCESSING ↶ top

- **Multiple batches**

We have added a feature to allow you to maintain multiple batches in 'Payment Entry'. At present, Payment Entry is a batch process. In batch processing, a user can enter payments without immediately updating account information. The payments entered transactions will be stored in a transaction file until the process is complete.

option is run to update the account balances. In previous versions all entered payments were stored w single batch. When a user selected payment posting, all entered payments were posted to the corresp accounts.

The multiple batch facility allows users to enter payments into different batches. The batches can then posted selectively. E.g. A user may wish to create a special batch for a client or a specific payment typ user will be allowed to maintain up to 33 payment batches for given User ID. Users who do not need to create multiple batches can always enter payments to batch number '01' which will be the default batch multiple batch entry is only available for debtor/agency transactions. When a user selects the entry opt they will see a screen that displays a list of the open batch numbers (with at least one transaction). To proceed, the user must select an existing batch number or new number which is less than or equal to 3 payment posting, the user will again be prompted to select a batch number if there are multiple batches. Payments in selected batch will be posted to corresponding accounts. Once posting is completed, the transactions will be removed from the batch as presently.

For any technical people out there, the transaction file names for the multiple batches in SCPTRN1 are SCP1 + the first 4 characters of the User ID + (the numbers 02 through 33 for batches 02 through 33). batch 01, the transaction file name remains in the present format - SCP1 + the first 4 characters of the ID.

The new options will also apply to clearing debtor-agency transaction batches or changing dates on all transactions (Option 5 on Payment Transactions Menu). You will be able to select from the open batch

- **Held checks**

We have added some new features for agencies who may be faced with clients who will not allow commissions to be billed back for returned checks. In such a case, the checks would normally be deposited and client statements delayed, to allow for possible returned checks. The problem with this solution is that you are unable to bill for transactions such as cash payment or directs, as you wait for possible NSF's. In addition, if you process the payment on Intelec, you have the problem of explaining the delayed remittance and the fact that payments were processed several days prior (clients forget that you do not want to lose money!). We have created an automated solution for this problem.

- The client master can be set up (Statement information) to specify that checks must be held, the number of days they should be held, and an adjustment code (payment entry) that will identify the transactions that must be held (e.g. checks as opposed to cash or directs). This only applied to agency transactions.
- You can also specify adjustment codes that should result in a transaction being held, on the system control file for adjustment codes (2nd System Control menu).
- Based on a transaction qualifying to be held, it will be identified on the payment edits. This will allow you to separate those checks.
- When the payment batch is posted, held transactions will NOT be posted to accounts in Intelec. Instead, they will be added to a different file, similar in structure to postdated checks. However, this feature does not function like postdates in several ways. These checks are not shown on the account detail screen as postdates. They will not stop an account from being presented to a collector. They can not be view from the postdates inquiry from within the payment history screen. Since you can apply a Smart Code at the adjustment code level, you could use that to move the account to a different QCat, until the payment is cleared and posted in Intelec. This will allow you to manage the working of these accounts by your collectors.
- When the payment is processed, a note is added, indicating that a held check was processed. The note text will start with +H/C and will show the amount of the check and the presentation date.
- Since the transaction must be counted as a part of the deposit for the entered date, the payment reports WILL identify held transactions and include them in the cash total though it will not be in other payment totals.
- In the payment reports for a period (Payment summary or details) held transactions will be identified. Since they are counted as a deposit on the entered date, they will NOT be counted again when they are posted into the system at a later date. These transactions will also be separately identified.
- Accounts with checks held for posting will be omitted from account processing until the checks have been posted as payments.

- There is a new option on the postdated check options menu, for held check options.
 - You can change the information on held checks. You can mark a check as do not present (usually because of an NSF), deleted (entered in error) or you can change the transaction to reflect a processing date of the system date (so it gets processed that day if applicable).
 - You can print a list of the checks that are ready to be processed as payments.
 - You can list checks by entered date.
 - You can list the transactions based on the date they are eligible to be posted as payment.
 - It is possible to select the transactions that should be processed, and to create a batch of payments that can be edited and posted.
- **Payment edits**
 - We will indicate NSF history for the client by printing a message "Last NSF xx/xx/xx" where xx/xx/xx is the date of the most recent NSF based on all of the linked accounts.
 - We have added messages from warning description codes, if they exist on any on the linked accounts. This is specially useful for electronic payments. If the reports become too long, you wish to omit the printed warning (perhaps because the transactions were manually entered) there is a prompt that will allow you to bypass the printing of the warnings on the report.
- **Adjustment Codes** - There are some major changes to the area of adjustment codes. Adjustment codes can now be edited against entries in a System Control file (See Management features). It is very important that you set up the adjustment codes you will use, including a blank code, if you allow blank to be a valid code. You will not be able to enter payments without setting up the adjustment codes.
- **Direct checks and postdates** -
 - The options that create reports, interfaces, payment batches etc. will only run for the company you are signed into. Some of the options ran for all companies and this has been changed.
 - We had several requests to sort the reports for direct checks by the name on the check. We have made a change to print the reports in the original order plus sorted by name.
 - On the direct check interface, you will be prompted for whether you wish to clear an existing direct check file. This only applies to DIRCHKO, not any custom changes.

REPORTING CHANGES top

- **Placement History Reports** - We have added a placement history report by zip code, based on existing accounts.
- **Close Reports** - We have added an option to allow you to print the "Alternate Close Report" when close reports are run for all the monthly clients. All you have to do is set up the report type as "X" in the client master, for the "Close Report" option. The report will be printed within the same spool files as the other reports!
- **Collector Comparison Reports** - We had always planned to have forwarded agent retained amounts reduced from a collector's 'commission' totals. After all, this is money you paid out and collectors should not be credited for that. But there was a bug that did not do this correctly. This has been corrected. This means totals from the collector comparison reports may not balance with, as an example, the payment summary total for commissions. There will be a separate total for forwarded agent retained amounts on these reports. In addition, we will provide totals of any NSF's posted after the end of the processing period. You must use the automatic reversal feature for this feature to be effective. This will help you understand how much money you have given collectors credit for, but have later had the transactions reversed. This could be a useful evaluation tool.

- **Productivity reports in Nightly Processing** - We have changed the reports so the output is held on the spool file. This will allow you to print the reports only if they are needed.
- **Account list from Linked Account Summary (F17 from summary)** - We have added client account number to the report.
- **Status Report** - We have added the option to print a "status" based on the collector (owner) code. The status is the comment that prints for each account and the system goes through a series of rules to determine the most appropriate status that should be reported. This new option can be set up at the collector level (Collector update), in the Status Report Description. An example of the use of this may be a skip tracing unit, where you want to let the client know the account is being handled by a special unit. Perhaps you change their rate! The hierarchy for generation of the "status" is as follows (most important to least important) Based on the list below, if the account was open and the collector was set up with a "Status report description" we would print that description as opposed to the description "Active" - Why? The active status (open) is lower on the list compared to the collector. Why is the description code higher on the list than the legal status? The description code may have more important details about the legal status - e.g. Suit was filed. Similarly, the client would probably want to know that an account was in a legal status and not skipped if both conditions were true. This is not a perfect system, but it gives you "intelligent" reporting. You must however code the options with care to obtain consistent results.

- If an account is closed, we generate the status description for the rules on the close code and check no further.

If the account is NOT closed, we check the following.

- In pre-collections
- Based on account status code
- Based on description codes
- Legal
- Based on the collector (owner)
- Skip message (bad address)
- Active status

OTHER AREAS top

- **Payment Arrangement Reminders** - We will suppress a reminder letter and add a note, if the due date is within 3 days of the next work date. This is the same thing that happens for a postdated check letter.
- **Postdated check entry** - On Postdated check entry, you now have the ability to specify a Smart Code to be applied to the account.
- **Returned mail entry** - If there has been an address change on any linked account within the last 30 days and that account has a good address, the user will be warned, and the existing address displayed. The user can accept the entry. This will give you a method of stopping returned mail from being applied on an account that has had an address correction between the time the mail was sent and the mail was returned.
- **Edits for electronic loads** - The possible duplicates message will also indicate (on a separate line) whether there is a possible duplicate with the same client code, or within the same client group. If there is a possible duplicate with the group (different client code) *and* the same client, the message will show a possible duplicate for the same client. In the past we indicated that there was a possible duplicate, showing the client account number, but we did not give any indication as to whether there was a client code or group number match.
- **Payments by collector** - There are some cosmetic changes. Some descriptions have been

changed. We have added the payment code to the details. There is an indication if there is a cash adjustment (Forwarded agent retained amount).

- **Payment Summary Reports** - The non-reportable totals at the top of the report were only considering legal transactions. This has been modified to include all non-reportable transactions. The field "Total Income" has been expanded. We will now show forwarded agent retained amounts (cash adjustments) as well as forwarded agent commission due (Type 61's created by the system) and a "Net Income".
- **Account print from linked account summary screen** - The User ID has been removed from the report. We have had several requests for this based on the fact that the User ID sometimes contains a part of the collector's name and must not be divulged to a debtor.
- **Month-end reset** - Some of you who use Intelec in a multi-company environment run the month-end reset at different times in the month for different companies. One of the options within the month-end reset deletes the Smart Code history for the company being processed. Since the month-end reset can be run at different times for each company, we can not "clear" all the data in the file. Clearing the entire file is the quickest option, since the file is usually very large. For individual companies, we will therefore delete all the records for each company. This could take a long time. If you reset the month-end numbers at different times, you can speed up the process by using the new option "Delete Smart Code history (N=No)" on the month-end reset for individual companies. This will not delete any Smart Code history. This should not cause a problem, because most reporting you do based on Smart Codes, will be by calendar month. In this event, there is a new option 15, Clear S/Code history (all Comps) which you will run AFTER you have run the month-end reset for the last company. To summarize in you run company month-end's at different times, you would run all your month-end reset for each individual company and indicate that you did not want to delete the Smart Code history. On first day of the new month, you would use the new option 15 to reset the clear the Smart Code history.
- **Purge** - You can select all close codes by keying in "ALL" in the first 3 characters of the close codes field in the purge parameters. The system will look at the days to wait before purging for the individual close codes that exist.

The purge backup has been changed. In the past, we always initialized the tapes. This meant you had to use separate tapes for each company. We will now ask you if you want to initialize the tape. If you do not respond as requested, the tape will not be initialized and data will be added to the end of the tape. We always recommend that you take multiple backups of the purged files.

- **Letters** - We have added a "language code" to the system control file for letters. Presently, you can enter F or S for French or Spanish. This is used to convert the merge code for date in words (e.g. September 6, 2004) to the appropriate French or Spanish format. For those of you who have to send letters in French (some parts of Canada!) if you load accounts with the special French characters, we will correctly translate the the special characters into lower case text when required (e.g. à,á etc.).
 - A new field "Sort by Link Number (Y)" has introduced to Letter Code entry option in the System Controls. Enter "Y" in this field to sort letters based on "Zip Code" and within the zip code by the "Link Number" of the account. This will help internal letters be grouped by "debtor" if there are any such letters.
 - When a letter format (text) is entered, you can print a sample letter, based on an existing account. There was no way to print a sample with the merge codes! The Function key F11 "Print Sample Format" has introduced to Letter Code entry option in the System Controls. From the second screen of the letter system controls, this new function key allows the user to print the layout for the letter code. We will also add information to a file called SCFORMLT in your data library, with a layout of the letter.
- **Process Log** - Most of you have at least a few electronic interfaces to load new accounts and payments. Most of you maintain manual control of the data that you receive (logs etc.).With this version, you will be able to maintain a history of all the processes run, and have the system

warn you of possible duplicates based on total number of transactions, dollar values and the data in the files! This option must be enabled. The option is on the second screen of the company information screen.

We will be introducing a new "Process Log" facility for following routines :

1. New Business Load Edit
2. New Business Load Posting
3. Payment Load Edit
4. Payment Load posting

Through New Business loads or Payment loads, you could accidentally loaded the same date into the system more than once (Some reports warn you of possible duplicates). This will result data duplication within the system. The 'Process Log' will identify possible duplicates and provide warning messages to the user before updating the Intelc files.

A new Process Log Menu has been introduced with following options, It is accessed by keying in PL at any menu.

1. Update Process Codes
2. Process Log Inquiry by Process Code
3. Process Log Inquiry by Run Date
4. Process Code Notes Update

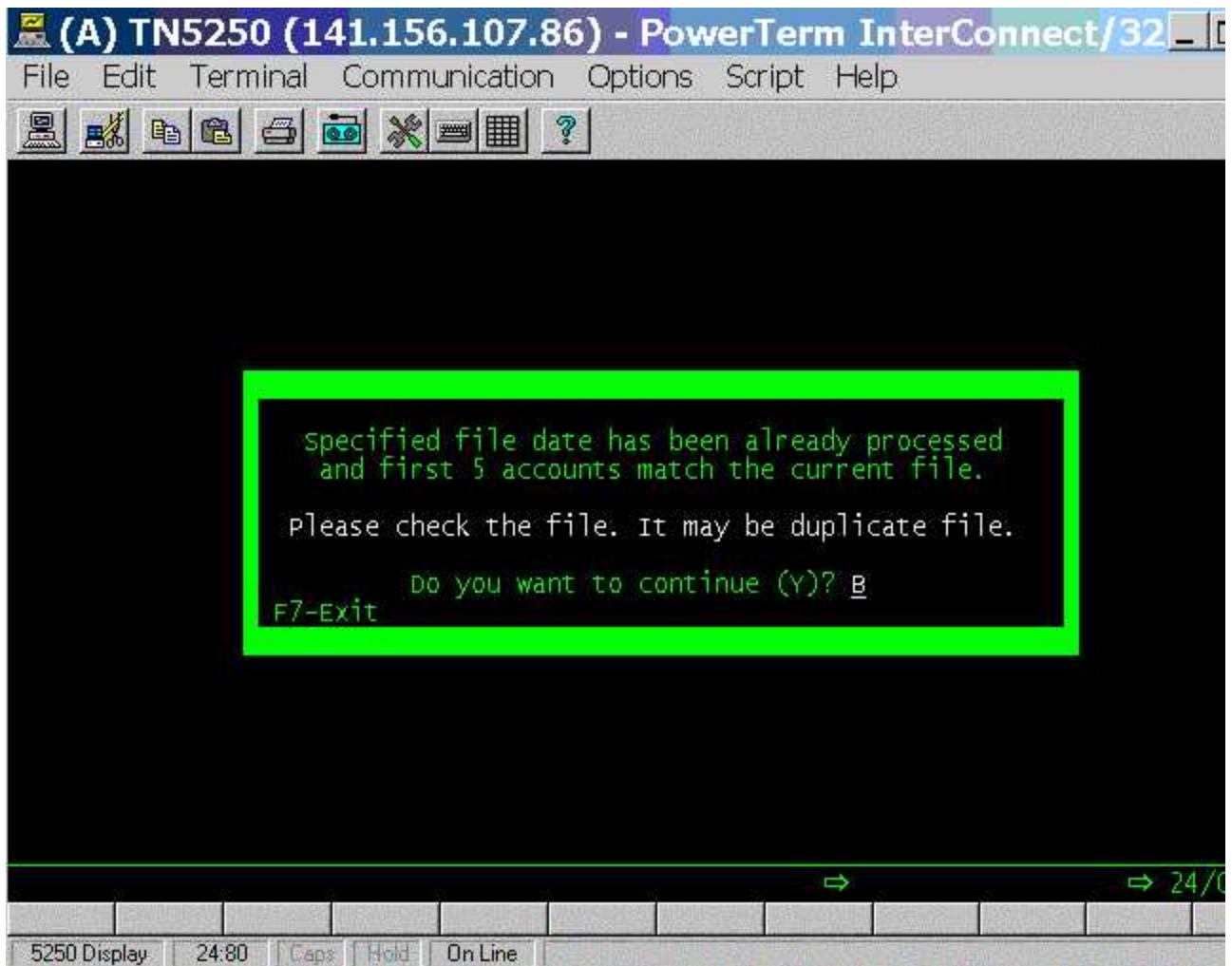
Update Process Codes - This option is used to enter a user-defined 20-character "Process code". The user can enter 2 descriptions for each process and use F3 to list all existing processes. All New Business loads & Payment loads in system should be defined here.

Every time New Business edit, Payment edit or Posting option is selected, a screen will be displayed to enter a "Process Code" & "File date". Once you have entered this information, the process will be logged for future references. In a special file Run Date/Time, total number of records in the file, total of account balance fields, account number & amount fields of the first five records in the file will be saved for future comparisons.

If user does not need to keep track of New Business or Payment loads, simply press F7 key to exit and proceed with next screen.

After the processes are logged -

If the option is accessed again on the same day, a warning message will be issues as follows - "Specified file date has been already processed. First 5 accounts match the current file. Please check the file. This may be duplicate file" OR you may receive the message, "Specified file date has been already processed but first 5 accounts do not match the current file". At this level user can cancel request by taking F7 or proceed with the selection. Here is a sample screen.



If new load also has same number of records, total balance and the same first five records as a previous load, the system will display a message "First 5 accounts from current file matches prior file dated 66/66/66. Please check the file. This may be duplicate file.". At this time, the user can cancel the request by taking F7 or proceed with the selection.

- If a user (perhaps a different user) accesses the same edit option before posting an existing load, the system will display a message "Unposted Accounts exist for _____. File date is 66/66/66. No. of accounts 6,666,666,666 Total amount 6666666.66". At this time, the user can cancel the request by taking F7.

After a New Business load or Payment load posting has completed -

- A user can add notes to the Process Log, using the menu option 'Processes Code Notes Update' in the Process Log Menu.
- A user can inquire into Process logs by date using the menu option 'Process Log Inquiry by Run Date'.
- Process logs can also be accessed by Process code using the menu option 'Process Log Inquiry by Process Code' .

IMPORTANT TECHNICAL NOTES

For those of you who have technical staff, please make a note of the following important changes.

- Our initial program to call has always been STARTUP. We have modified this program. It is now a C program that we will be using to add diagnostic tools to Intelec. This program will call

STARTUP1. STARTUP1 is the new name of the original menu driver program for Inteltec (that used to be called STARTUP).

- The screens for the account details display have been modified. The placement amount field supports a negative amount. On the 2nd screen, the interest balance buffer has been increased.
- We have introduced significantly enhanced error logging procedures. In the event of any abnormal end of a session, a message will be logged at QSYSOPR. We can use this information in the event that any abnormal termination of jobs require detailed analysis at a technical level.

INSTALLATION INSTRUCTIONS [top](#)

PRE-REQUISITES AND PLANNING

THE FOLLOWING INSTRUCTIONS ARE FOR USERS WHO ARE CURRENTLY ON RELEASE 7.1 (The current release is displayed when you sign into Inteltec on on the Main Menu)

IF YOU ARE NOT ON RELEASE 7.1, but are on RELEASE 7.2 (or Release 7.3 or Release 7.4), please see separate section titled "**INSTALLATION OF THE NEW VERSION IF YOU ARE ON VERSION 7.2**" further below for instructions. If you are on a version prior to RELEASE 7.1 AND HAVE NOT RECEIVED SPECIAL INSTALLATION INSTRUCTIONS, PLEASE CONTACT US - DO NOT PROCEED.

The complete installation of this update will take between 30 minutes and 2 hours depending on the size of your files and the processor. (It is possible the process will take longer than 2 hours.) The data conversion programs will run unattended.

- You will need to check on the job to ensure it has completed.
- You will need to know the password for QSECOFR.
- TO INSTALL THIS UPDATE, YOU MUST BE ON IBM'S OS/400 RELEASE 5.1 OR A HIGHER RELEASE.

The installed release can be determined by keying in the following from a command line

```
dspdaara qss1mri
```

The release level is displayed in the first 4 characters of the "Value" area of the display. (e.g. V5R1)

- You should install the new version at the end of a day BEFORE NIGHTLY PROCESSING IS RUN.
- After the new release is installed, make sure that Nightly processing is run prior to new work being done. If you wish to install the new version on a holiday (e.g. a Saturday), we suggest that you do not run Nightly Processing the previous day, but install the new release and then run nightly processing.
- Please make sure you have a recent backup of your modification library. If you are not sure, please take one using Option 20 from the Special Options menu. You should also have a backup of your data from the prior day's nightly processing.

INSTALLATION OF THE NEW VERSION IF YOU ARE ON VERSION 7.1

Do not proceed if you have not made sure you have the prerequisites described in the previous section.

You will receive 2 CD's - one titled BASE and another titled MODS. Please make sure you have both CD's before you start the installation.

You will first need the CD called MODS. We will need a dedicated system.

You should make sure that all users are signed off Intelec.

- Cancel the Smart Code processing program.
- If you have a dialer other than Intelec, cancel those programs.
- If you are using I-Tel, end the dialer server.

For the following instructions, please remember to use "opt01" if you are using a CD and are prompted for the device name.

1. Sign on with an Intelec User ID that gives you access to the command line (anything other than INTEL load the CD titled MODS in the optical drive and get to a command line.

Key in **CALL INSTALLMOD** and press ENTER. This job will take about 5 minutes. You will be signed off and will be asked to sign on at the end of the job. Sign on as QSECOFR.

2. Now remove the CD titled MODS and replace it with the CD called BASE.

Key in **ADDLIB SCLIB** from a command line and press ENTER
Then key in **ADDLIB SCMOD** and press ENTER

Key in **CALL INSTALLNEW**, press ENTER and follow the instructions. The device name should be opt01

This option will take about 5 - 10 minutes. At one point in the installation, the system will check that the library SCLIB is not in use and if it is, it will display any jobs that will need to be canceled. At the end of this step, you will be asked to have all users signed off the system.

3. After Step 2 is complete sign off and sign back on with the User ID QSECOFR.

Do not attempt to sign on with an Intelec User ID.

At this stage, do **not** allow users to sign on. The rest of the installation process could take about an hour and will be creating some new logical files over the account and payment files.

Key in **ADDLIB SCLIB** from a command line.
Key in **ADDLIB SCMOD** from a command line.

4. Replace the CD titled BASE with the CD titled MODS in the optical drive.

Key in **CRTLIB SCFIX** and press ENTER. If you get a message that the library already exists, ignore it.

Key in the following command and press ENTER (It is recommended that you cut and paste the command)

```
RSTOBJ OBJ(*ALL) SAVLIB(SCFIX74) DEV(OPT01) MBROPT(*ALL) ALWOBJDIF(*ALL) RSTLIB(SC
```

Press ENTER. Several objects will be restored to a library called SCFIX. You should not receive any error messages. Ignore any informational messages (e.g. X security or data format changes occurred).

After the above step has completed, key in

```
call instal72se
```

Press ENTER. This should take a few seconds to complete.

5. Place the CD titled BASE in the optical drive, key in **CALL INSTALLR72**, press ENTER and follow the instructions. The job will be submitted and will run in batch.

Check that the install program is running by using WRKACTJOB. The job will initially go into a 30-second delay. Once the job has started, you should wait about 5 minutes and could leave if there are no messages.

This time taken for this step will depend on the amount of data on your system, and your processor speed. A good estimate of the time taken is between 5 minutes and an hour.

When this step is over, the installation of the new release is complete. You should check the job to make sure it has completed (WRKMSG QSECOFR) and use the WRKACTJOB command to make sure there are no messages.

The completion message "Intelec Release 7.2 has been installed" will be sent to QSECOFR and INTELOPR.

As a part of the install process, we will be running programs to correct a rare data problem that may exist with Client Receivables. Under some very unusual operational circumstances (entering many payment without invoice numbers, and using the 999999 option) there could be invoice transaction details with the header of vice versa. We will be correcting them. A report will be produced as a part of the process, indicating any transactions that were corrected.

6. After Step 5 has completed, you should run nightly processing and make sure it completes before signing and doing any regular work.

7. KEY OPERATIONAL CHANGES

- Please make sure you go into the 2nd System Control menu and update the adjustment codes prior to payments being entered (Payment codes option and then F7 for Adjustment Codes). If you do not force users to enter an adjustment code, set up the "blank" adjustment code with a description of "Default".
- All nightly processing reports will be held on the spool file. You will need to release the required reports in the morning.
- Direct check reports will be printed in original order and sorted by name on the check.
- If you use I-Tel, we will enforce time-zone logic for normal account processing queues too. There is an option to bypass the time-zone logic on the account processing selection screen. If you encounter any problem, use that option.

INSTALLATION OF THE NEW VERSION IF YOU ARE ON VERSION 7.2 OR A LATER VERSION

You may receive a CD titled "Softdial". This is for your dialer (I-Tel). Please load that on the dialer server.

You will receive a CD titled BASE and another titled MODS. Please make sure you have both CD's before you start the installation.

You will first need the CD called MODS. We will need a dedicated system.

You should install the new version at the end of a day BEFORE NIGHTLY PROCESSING IS RUN.

After the new release is installed, make sure that Nightly processing is run prior to new work being done. If you wish to install the new version on a holiday (e.g. a Saturday), we suggest that you do not run Nightly Processing the previous day, but install the new release and then run nightly processing.

Please make sure you have a recent backup of your modification library. If you are not sure, please take one using Option 20 from the Special Options menu. You should also have a backup of your data from the prior day's nightly processing.

You should make sure that all users are signed off Intelec.

- Cancel the Smart Code processing program.
- If you have a dialer other than Intelec, cancel those programs.
- If you are using I-Tel, end the dialer server.

For the following instructions, please remember to use "opt01" if you are using a CD and are prompted for the device name.

1. Sign on with an Intelec User ID that gives you access to the command line (anything other than INTEL load the CD titled MODS in the optical drive and get to a command line.

Key in **CALL INSTALLMOD** and press ENTER. This job will take about 5 minutes. You will be signed on and will be asked to sign on at the end of the job. Sign on as QSECOFR.

2. Now remove the CD titled MODS and replace it with the CD called BASE.

Key in ADDLIB SCLIB from a command line and press ENTER
Then key in ADDLIB SCMOD and press ENTER

Key in **CALL INSTALLNEW**, press ENTER and follow the instructions. The device name should be opt01

This option will take about 5 - 10 minutes. At one point in the installation, the system will check that the library SCLIB is not in use and if it is, it will display any jobs that will need to be canceled. At the end of this step, you will be asked to have all users signed off the system.

3. After Step 2 is complete sign off and sign back on with the User ID QSECOFR.

Do not attempt to sign on with an Intelec User ID.

At this stage, do **not** allow users to sign on. The rest of the installation process could take about an hour and will be creating some new logical files over the account and payment files.

Key in **ADDLIB SCLIB** from a command line.
Key in **ADDLIB SCMOD** from a command line.

Place the CD titled BASE in the optical drive, key in **CALL INSTALLR74**, press ENTER and follow the instructions. The job will be submitted and will run in batch.

This will take a few minutes, depending on the size of your account master file. You will need to work with active jobs to check that the job completed.

MAKE SURE YOU RUN NIGHTLY PROCESSING after the completion of the update!

VERY IMPORTANT - Please send us an e-mail to support@quantrax.com **as soon as** you completed the installation of the new release. This is very important since we are currently supporting multiple releases of the product, and need to know when you have converted to latest version of Intelec. Please copy project@quantrax.com, so our technical team can retransmit any custom modifications made between the time of creating your CD's and the installation of the update.

quantrax

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