QUANTRAX CORPORATION INC.

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As announced, this is the first version or Intelec Release 8, the first major database change since the Y2K changes were made. It contains major "infrastructure" changes that will allow us to create new features for several years. Please review all of the documentation carefully. Please review the documentation for Release 7.4 if you have not already done so. The first release of Version 8 was released on November 4, 2005. This is the final documentation. Changes will be added and dated for easy reference.

We have been working on a system for settlements in-full. This will be deployed in a limited mode at a few client sites and is expected to be a part of Version 8.1. Please review the documentation.

What do our clients have to do to prepare for these changes?

Quantrax began general release of Version 8.0 in December 2005. It is anticipated that complete roll-out to all of our clients will take us into the 1st and 2nd quarter of 2006. The timing of your update will depend on how soon your modifications can be converted to Version 8. There is time for Quantrax and our clients to prepare for this.

With regard to the IBM operating system, you MUST be on V5R2 or later.

The major files such as the account, note and payment history have been expanded. We are estimating a net impact of about a 10% increase in the size of these files. There will be additional disk utilization and it is recommended that you check your status. It is recommended that you always run at less than 70% of disk utilization. Disk is not expensive and we feel that a small investment on your part is not an unreasonable request.

Based on the today's cost of hardware and the state-of-the-art technology we offer, we are suggesting that you should strive to have sufficient disk so that your disk utilization is less than 55% with *Intelec Release 7.2 or 7.4*. (You can check the present value of disk utilization by keying in "WS" at any menu, and looking for "System storage used" or "% system ASP used")

Some of the real-time, interactive inquiries will take processor capacity. Most of today's systems are capable of handling complex processing, but you may need to consider memory if you use the new functionality and response is slower than expected for some of the new options. Again, we are not talking about significant costs. Unlike in he past, with the increased pace of our development, you are well advised to stay up-to-date with IBM software. Intelec Release 8.0 will require that you be at IBM Release V5R2 or higher of the IBM Operating System. Support for V5R1 was withdrawn by IBM in September 2005. IBM is now shipping V5R3. You should try to upgrade your processor at least every 24 months.

The key changes described in the document relate to the following. You can skip directly to an item clicking on it.

- The key database changes
- Smart code-related changes
- Time offset options

As with other updates you will not be forced to make any changes as soon as you install the update. You can set up and start to use the new features any time after you have installed Version 8.0. As with other major updates you will not be able to go back to a prior version of Intelec without restoring your prior data. We have an excellent record of software updates and are only really concerned about changes that our clients may have made though 3rd party technical services.

SUPPORT CHANGES

After the deployment of Version 8.0, Quantrax will release new and innovative tools for product support. The Q/A database option within Intelec (?? option) has been removed. It has been replaced with the "Knowledge-base" from the client section of our web site. This will be enhanced with additional help including sound and video recordings! Training modules will also be available through the web-site. The present training modules have NOT been updated for Version 8. We have updated the field-level help for the system and also added help at the menu-level, to describe each option. You will now be able to press the help key from the menus. This feature will be expanded to sub-menus too.

KEY DATABASE CHANGES

Release 8.0 contains extensive database changes. These changes have been designed with the future in mind. We have anticipated future functional changes needed and have modified the database to accommodate those anticipated changes. Database changes are complex, and if the database supports what you are trying to do, writing programs to accommodate changes are relatively easy. We understand that there may be custom code or queries that may have been written and in order to minimize the impact of this update on that code, some fields may be duplicated within the database. As an example we have created separate fields for each description code. We have also retained the old description code fields. This means the description codes will exist in two places on the account master file. That is not a problem. We will make sure that all the programs we support will update both places when a description code is changed. You will be able to use any existing queries or reports, and still build new ones against the new fields.

What are the major changes that have an impact on you from an operational angle?

- The debtor address fields have been expanded. Extra address and street address are increased to 30 characters (from 20 and 25 respectively)
- A cell phone number has been added to the account master file

- There is a single field that will hold the full 25-character client account number (The old fields are also retained)
- While the old description code fields have also been retained, we will have 20 separate fields that will hold the 20 description codes.
- Interest rate has been changed to a 9-character field with 7 decimal positions. (Was 5 with 3 decimal positions)
- Interest balance has been increased to hold amounts up to 9, 999,999.99.
- We have introduced a secondary close code to better describe a close code.
- Account status code is increased from 1 to 2 characters
- We have changed the collector code fields (owner, worker and split) for 2 characters to 4 characters. E.g. A collector code JH on the prior release will become JH-blank-blank on the new version. You can set up new collector codes that will use more than the 2 characters (e.g. JH01)
- We have changed all programs to support all 8 characters of the User ID that is set up in Intelec. Presently, you can not set up two User ID's with the same first 4 characters. You will now be able to set up any ID that is unique, and the system will track the entire User ID in the notes.
- We have added fields for original creditor and original account number into the account master file (for use with billing companies)
- As a result of the collector codes being expanded to 4 characters, we have also had to change the override field on the Smart Codes to 4 characters. This change will also apply to contact series and ACat codes which are used for overrides, but are 2-character fields. They will be left-justified and used in the override field.
- We will support a Smart Code override on the Smart Code file SCTRAC. Presently, it is the Smart Code processing program that determines which override is applicable, when a Smart Code is applied. This works well, but there are cases where you have to set up MANY different maintenance Smart Code (sometimes applied by external programs) because you can not specify an override that should be used.

The database changes are many, and are complex. If you have had any programming that has been done by any party other that Quantrax, we will <u>not</u> be responsible for supporting or advising you on how those changes need to be migrated to the new version. <u>Every program</u> that has been done will need to be carefully reviewed for compatibility, and at a minimum, <u>every program</u> will need to be recompiled. Quantrax will not be responsible for documenting all of the database changes made. We will provide documentation on what we feel are the key changes. With regard to custom programs that were developed by Quantrax, these will me modified at no cost to you as per our standard procedure.

MANAGEMENT FEATURES ↶ top

Smart Codes

As always, this area has been enhanced.

- We now have the concept of an override at the time we apply a Smart Code. This is a powerful concept. It allows you to set up one Smart Code and have different overrides that get defined at the time the Smart Code is applied. The system will use this override and not check other options such as client overrides. The main application of this may be with externally applied Smart Codes. It will allow you to also use fewer Smart Codes than in the past.

    o The override can be specified when a user applies a Smart Code from the account detail screen. In the Smart Code System controls, on the first back screen, we have a new option "X-code (Y,b)". This is towards the top of the screen. This allows you to control the use of the override on the Smart Code window. A "Y" is used to open up the field and allow it to be entered. Use a blank to hide the field so it is not displayed and can not be accessed.

    o The override had been added to the multiple Smart Code option.

- **Smart code map**

Where is a Smart Code used? In Intelec, a user could setup smart codes under several areas such as in system controls, client setup's, account linking parameters, letter codes, payment arrangements etc. Presently, a user does not have a method of inquiring into where smart codes have been setup in Intelec. We are giving you a new inquiry option to review the different places where a particular smart code is setup. (see screen below) This is accessed from the first screen of the Smart Codes System Control file. F5 - Where used? will prompt for a Smart Code and will look at Intelec and display the different areas where a Smart Code has been defined.
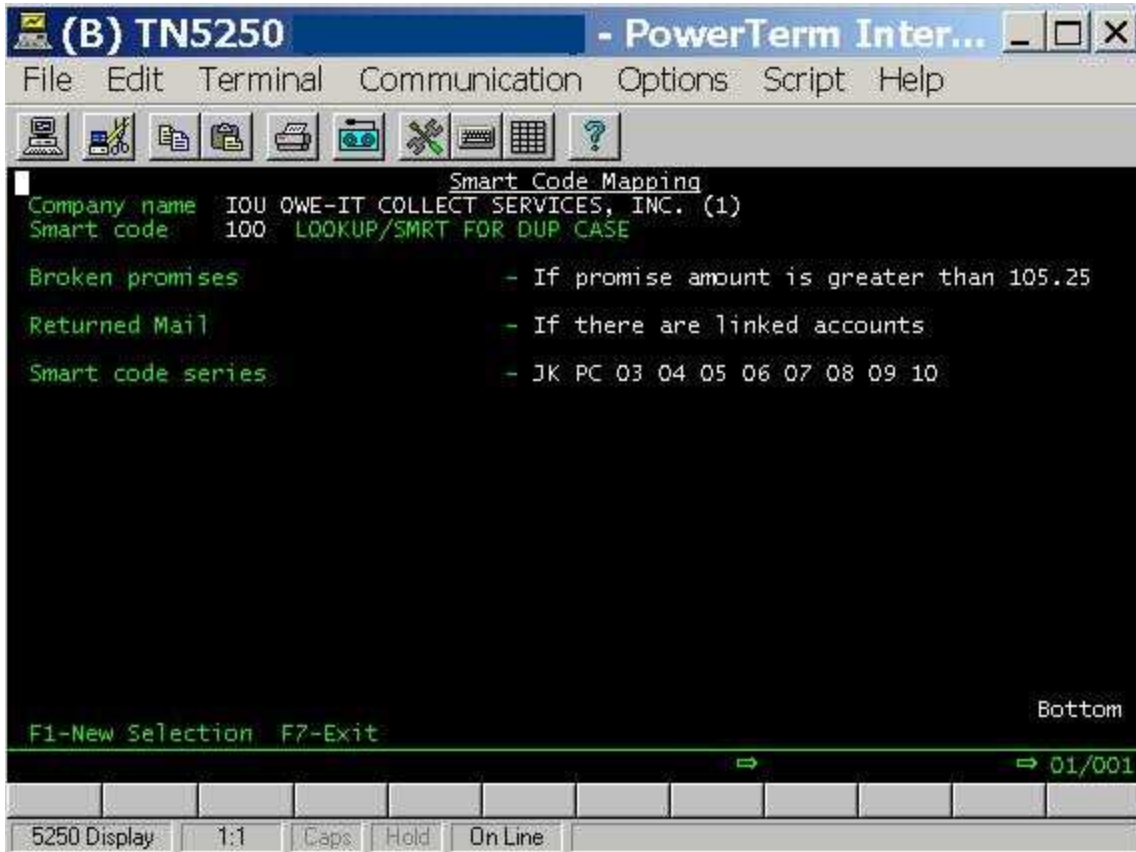
- **Multiple Smart Code Assignment**

We have added client group as an option (Yes!). Enter client codes and indicate that they are group numbers, to check group codes. We have also added reporting group code as a selection option. You will also see that the override can be specified at the time of applying a Smart Code. The override will allow you to set up a one-time or infrequently used Smart Code and set up several overrides instead of having to set up a different Smart Code for each option!

Multiple Smart Code Assignment screen (TN5250 - PowerTerm Inter...)
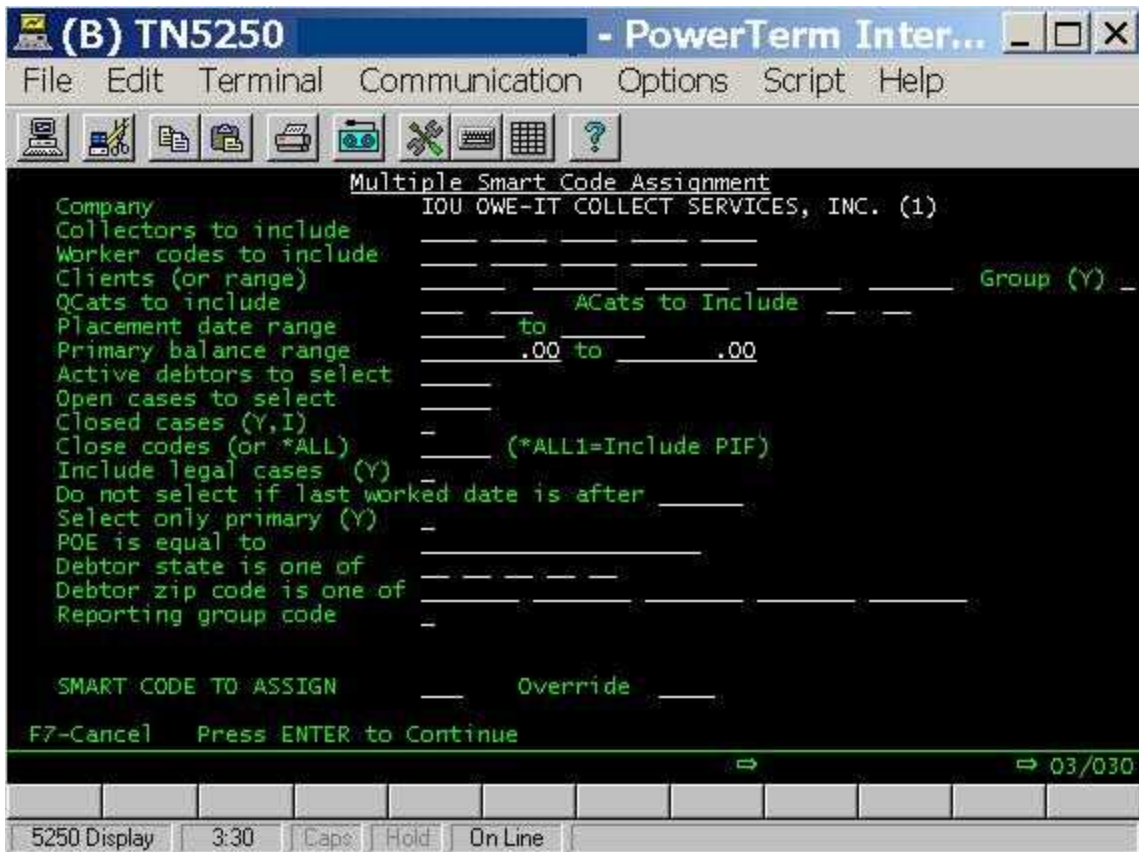
- **Payment arrangements (Added 08/12/05)**

  We have a powerful new feature that will allow you to create a payment arrangement through a Smart Code. You have the option to select the feature and specify an optional "Days to start date" based on the date the Smart Code is entered. If this is not specified, we use 30 days as the start date. The system will look up the payment arrangements system controls and use the minimum installment amount from the special rules (2nd page) if they exist. If they do not, we will need to find a minimum installment amount on the first page of the system controls. The system will set up a monthly arrangement and notate the account as if the arrangement had been set up by a user.

- **Applying Smart Codes for payment options and accounts viewed (Added 08/20/05)**

  We will allow you to easily apply Smart Codes for different types of payment options (Payment arrangements, post-dates, credit cards etc.) and for accounts viewed (when we add the "Account viewed" note). The options can be defined on the company information system controls. See below for an example of the new screen (2nd screen of Company Information).
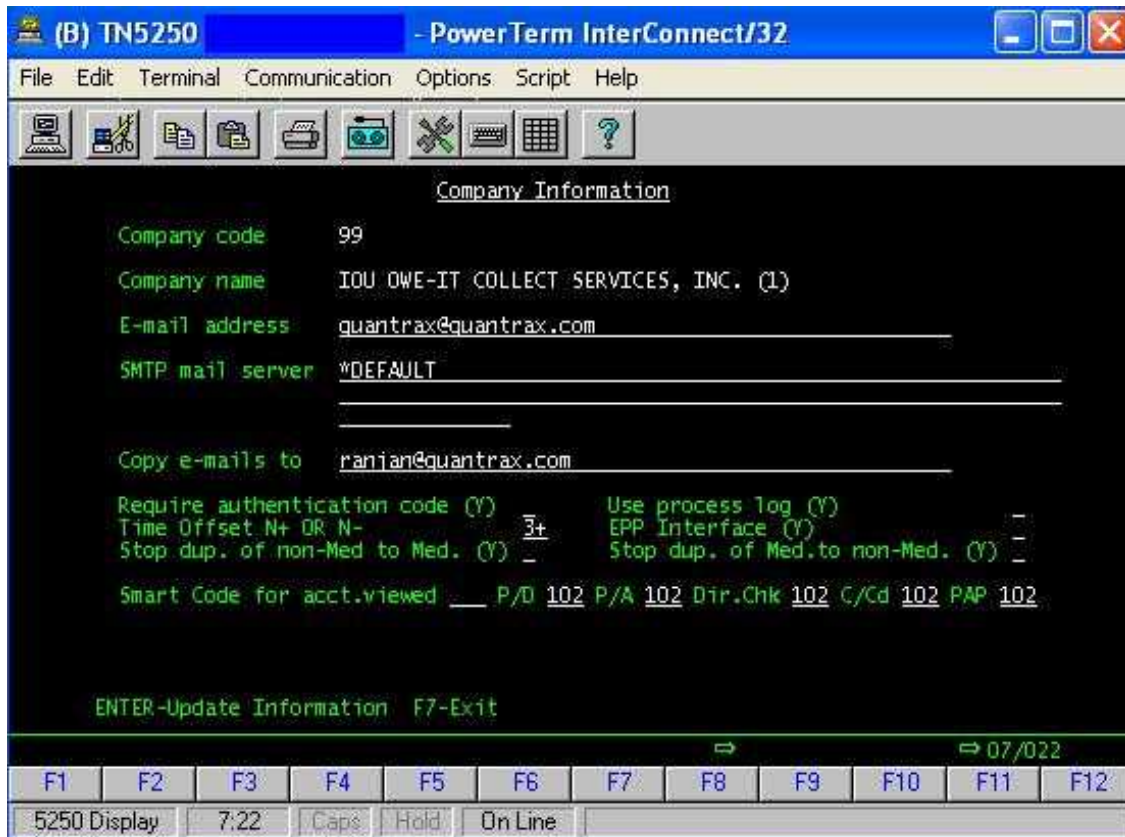
- **Applying Smart Codes at the time of posting an account (Added 08/30/05)**

  Presently, you can apply a Smart Code for all new accounts based on the client. The Smart Code is defined on the client master and gets applied early in nightly processing. With this new version, you will be able to apply a Smart Code as soon as an account is posted. We have added a powerful new feature that will allow you to use this option to *immediately* move accounts into collector queues! Several users use other options in Intelec (e.g. rebuilding work queues or account transfers) to move new business into collector queues. You will *never* have to do this again! On a Smart Code you can now specify that the account is to be added to the account processing files (collector queues). Following is the new option.
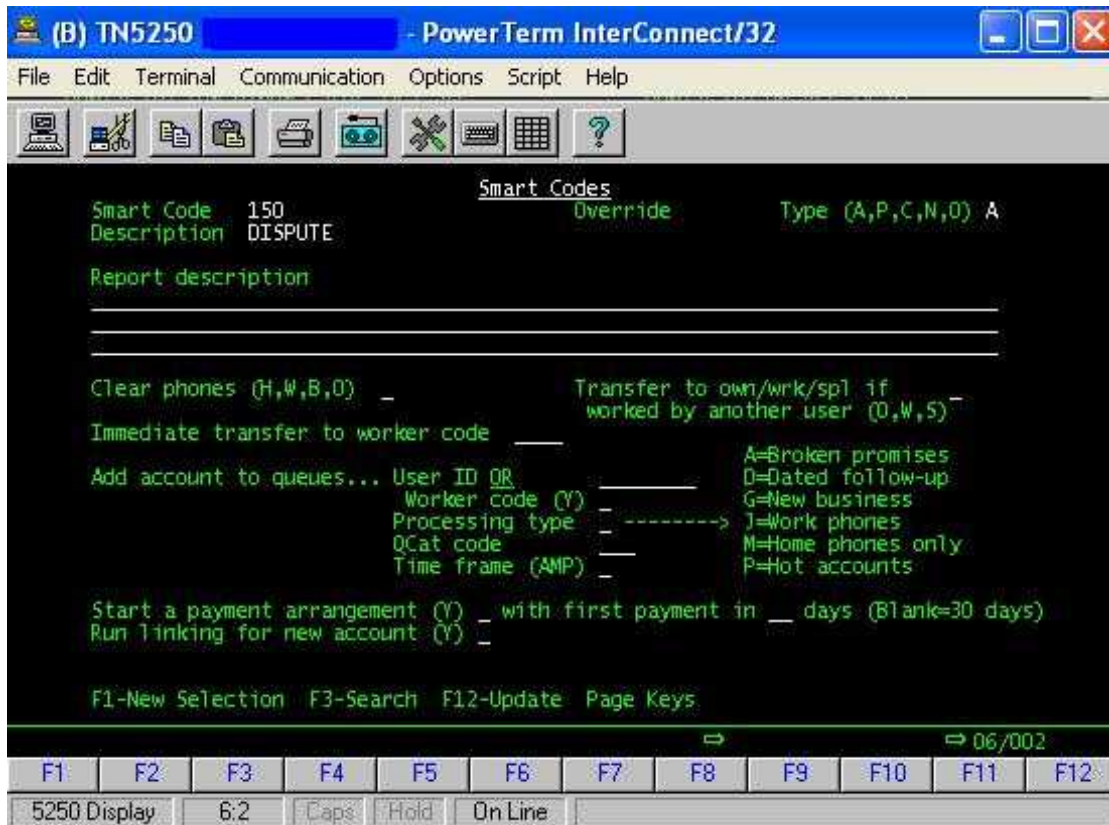
What if you can not make a decision about what needs to be done until linking has been run (That currently happens during nightly processing)? E.g. You may want to work a new account only if the debtor has not been called that day! How would you know that? Only by having the new account go through linking and then trying to add the new account (debtor) to the queues. As with all queue manipulations in Intelec, we will first check if the account was worked that day. If it was, we would do nothing. If it was not worked but was in the same or a different worker's queue (maybe under a different processing type, QCat etc.) we would delete the record(s) from those queue(s) and then add a new record to the present worker's queue! So how do you make a new account go through linking? We have a new option within a Smart Code to "Run linking for new account". This will run the individual account though the linking process at the time the account is posted! If you apply the same Smart Code to an old account that has been through linking, nothing would happen. The account would not go through linking unless it had been changed by a Smart Code to "Attempt linking". The screen above shows this new option too.

This is an important new feature that is consistent with Quantrax's goal to deliver features that allow you to proactively work and manage accounts at very high levels of automation.

- **Resetting attempts and contacts (Added 10/18/05)**
  The option Y would reset attempts and contacts on an account. We have added options A and C to reset attempts or contacts as opposed to both.

- **Date a smart code was last used (Added 10/18/05)**
  The date a smart code was last used was only saved on the standard smart code. We will now track the date an override was last used. The standard smart code will always be updated, even when an override is used. The new feature will only work on a "go forward" basis, tracking Smart Codes applied after the new release is installed.

Duplication of information (Added 08/20/05)

Within the Company Information system control file (see Smart Codes above), you can define the way information is duplicated from or on medical accounts. This only refers to the F3 - Duplicate information option

from the account detail screen. It will allow you to stop information from medical accounts from duplicating on non-medical accounts. You can also stop information from non-medical accounts from being updated on medical accounts. If you have a group of linked accounts and change the phone number of one of them, Intelec will automatically change all the accounts that had the same "old" number. This feature is NOT affected by this option.
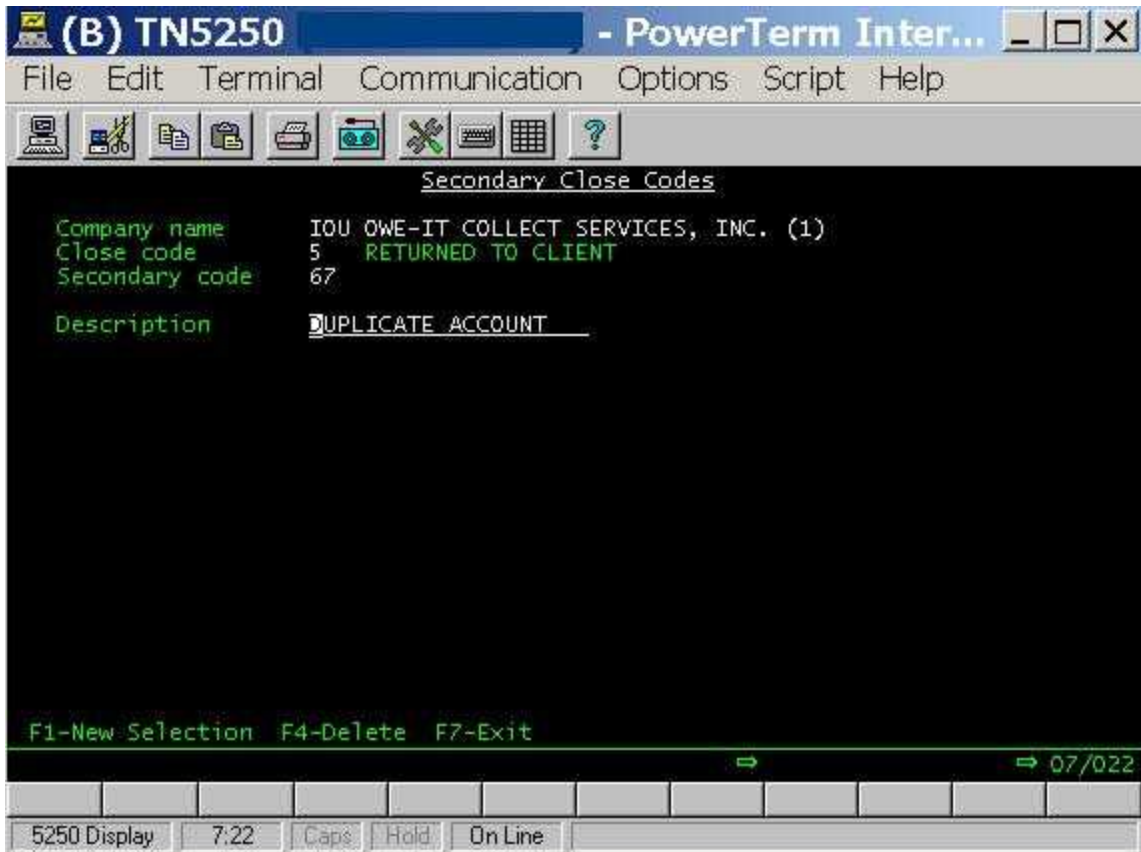
Time offset for notes and timed recalls (Added 08/20/05) top

On a prior version, we added a time offset at the collector code level. This was designed for use by companies that had collectors working in a single Intelec company, but physically located in an area that was in a different time zone from where the iSeries (AS/400) resided. We have added the time offset feature to the Company System Control file. You can use this feature to say that company 02 is one hour behind (-1) the AS/400 location. All notes will be displayed with the adjusted time! This feature will also work for time recalls! Presently, a user in a time zone an hour behind the AS/400 time, will need to put a time that corresponds to the AS/400 time and NOT the time in their location. Now, the user will be able to specify their own time for recalls. Here is an example.

- AS/400 is in the East Coast. The Intelec company where the collector is working is in the West Coast which is 3 hours behind the AS/400 time.
- Collector signs on at 8 AM, when it is 11 AM East Coast time, and adds a note. If the time offset of -3 is specified at the company level (or collector level), the note time will say 8 AM (and not the AS/400 time of 11 AM.)
- At 8 AM West Coast time, the user applies a Smart Code and enters a recall time of 1100, which is 2 PM East Coast time. The recall will be presented at.... 11 AM West Coast time (2 PM East Coast time), and *not* at 11 AM East Coast time!

Secondary Close code top

We have not changed the close code within this update. The close code is a 1-character alphanumeric field. In the collection industry, there are less than 15 major reasons for closing an account (E.g. Skip can not locate, deceased, can not pay, write-off etc.) A single character is therefore sufficient to represent a close code. However, there is a need to further describe the close code in some cases. E.g. you could have a write-off dues to many reasons such as charity, VIP or insurance. One solution was to create separate close codes for each. This approach meant that you could run out of close codes. We have therefore introduced a "secondary close code" that will allow you to define a code that better described the close represented in the close code. The code and the description of the secondary close code are accessed at the time of leaving the close code system control option (Accessed through the Close Codes System Control file, sample screen shown below) Note that the secondary close code is always associated with a close code. It has no meaning on its own. That means close code "5" could have a secondary close code of "W", while code code "6" could also have a secondary close code of "W".

```
(B) TN5250                              - PowerTerm Inter...  _ □ X
File   Edit   Terminal   Communication   Options   Script   Help

                        Secondary Close Codes

    Company name      IOU OWE-IT COLLECT SERVICES, INC. (1)
    Close code        5    RETURNED TO CLIENT
    Secondary code    67

    Description       DUPLICATE ACCOUNT




 F1-New Selection  F4-Delete  F7-Exit
                                                    ⇒          ⇒ 07/022

 5250 Display    7:22    Caps   Hold   On Line
```

This secondary close code can be used within the Smart Code action lines (see below), in contact series and in the Multiple close-out by Case# . The close-out report has also been modified to use the description from the secondary code, if it exists. This is what we have at this time - We are planning to extend this option to other reports and the audit options in the future.
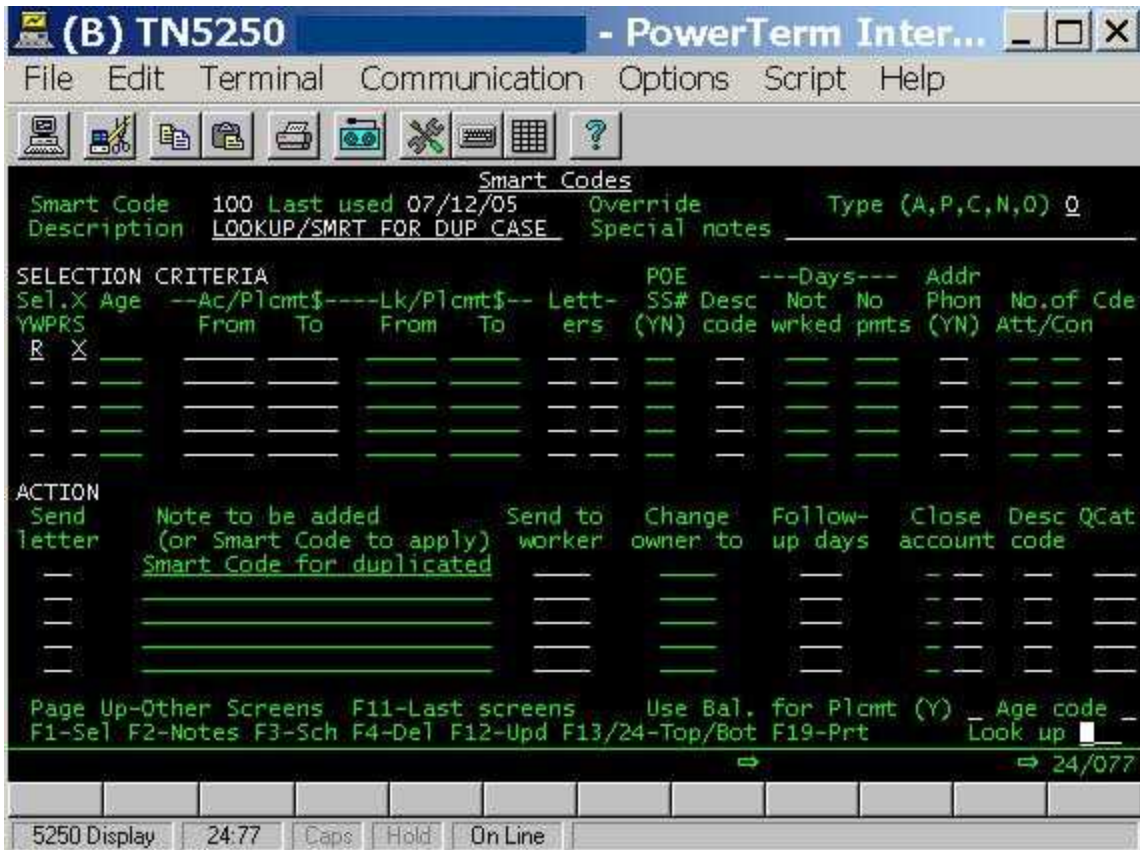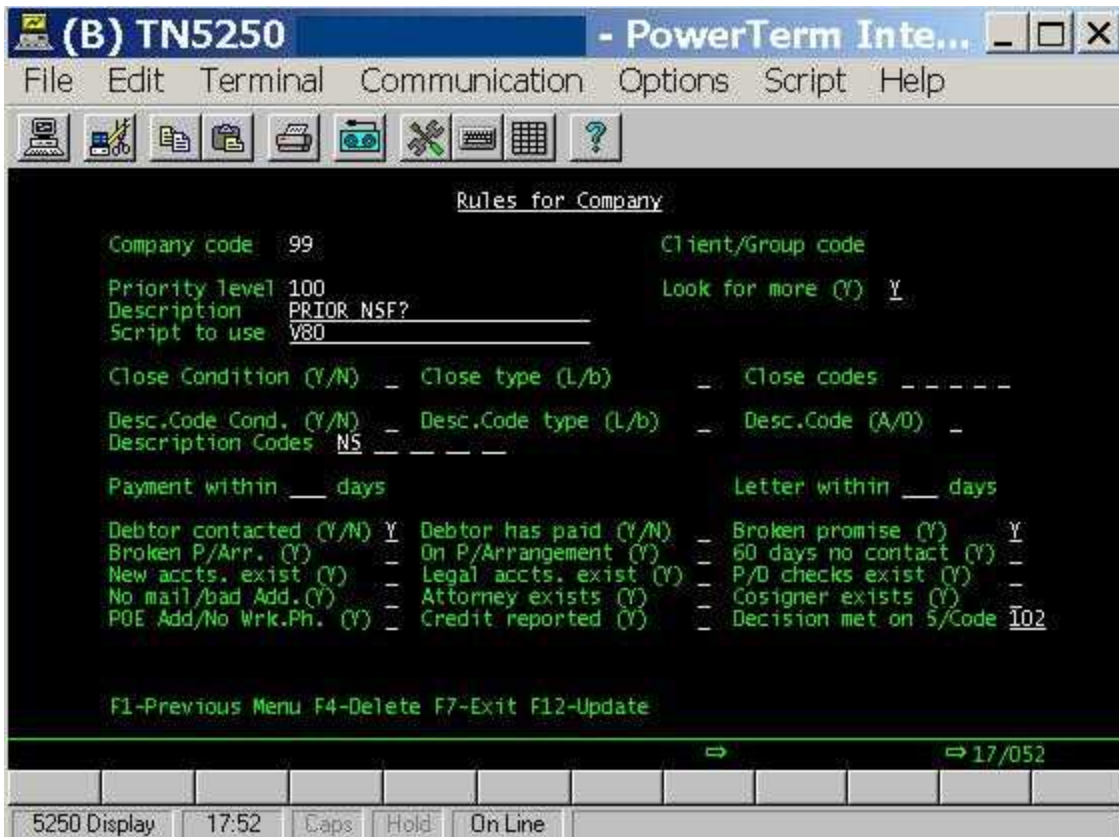
I-Script ↩ **top**

We have made the following changes.

- Merge codes for "Guarantor DOB" and "Spouse Name" were added

- We added the option to "Stop rule based scripts (Y)" to the I-Script User Setup (Menu option 2-11-2)
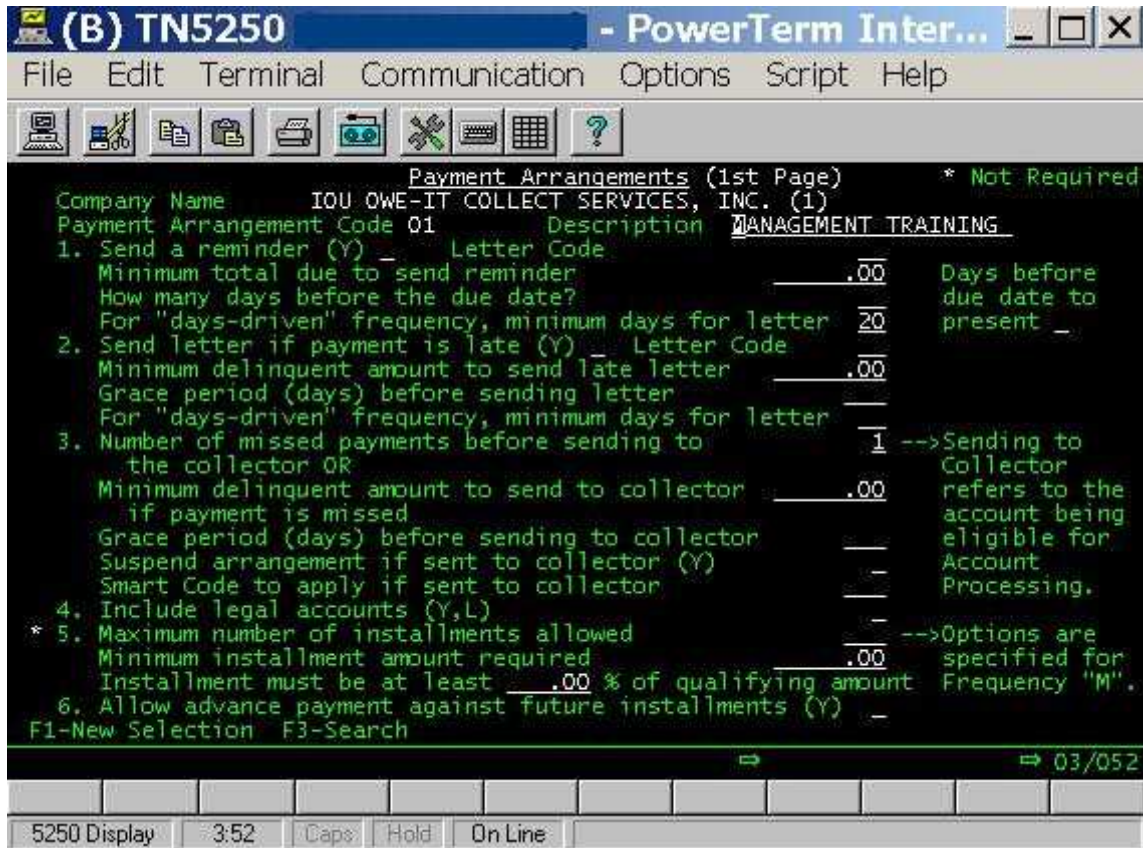
- **(Added 08/20/05)**
  We have always believed that the concept of building a script "on the fly" is so unique and powerful, that it can completely change the way you manage collections. Some of you have already discovered this. I-Script allows you to present scripts at different "phases" of the collector experience with an account (opening scripts, Smart code scripts and closing scripts are examples). There is also the "Rules-based scripting" which is the area that will literally "read" an account and build a script. In the original version of scripting, we had several options for you to check and decide if a specific "script" should be included in the information presented to the collector. We have now created what we believe is the "icing on the cake". In addition to the options you had, you can now say "Look up this Smart Code and see if a decision line is met" - Select the script only if a decision is met! As an example, you may want to present some information to a collector, if you think the account qualifies for legal action. That could involve several thinking steps that can be incorporated into a single Smart Code. You could even create a script based on the age of the debtor, or based on their social security number, if you knew they may be getting a tax refund and if tax refunds were mailed out based on a person's social security number (the timing)! Then you could change the script for a person with a first name of Ranjan - He's always going to pay! The possibilities are endless.

  Note that we only look up that one Smart Code and not Smart Code applied by that Smart Code or looked up within the Smart Code. The following screen shows the new field.

```
(B) TN5250                          - PowerTerm Inte...  _ □ ×
File  Edit  Terminal  Communication  Options  Script  Help

                          Rules for Company

     Company code   99                    Client/Group code

     Priority level 100                   Look for more (Y)  Y
     Description    PRIOR NSF?
     Script to use  V80

     Close Condition (Y/N) _  Close type (L/b)    _  Close codes  _ _ _ _ _

     Desc.Code Cond. (Y/N) _  Desc.Code type (L/b) _  Desc.Code (A/O) _
     Description Codes  NS _ _ _ _

     Payment within ___ days                      Letter within ___ days

     Debtor contacted (Y/N) Y  Debtor has paid (Y/N) _  Broken promise (Y)      Y
     Broken P/Arr. (Y)      _  On P/Arrangement (Y)  _  60 days no contact (Y) _
     New accts. exist (Y)   _  Legal accts. exist (Y) _  P/D checks exist (Y)   _
     No mail/bad Add.(Y)    _  Attorney exists (Y)    _  Cosigner exists (Y)
     POE Add/No Wrk.Ph. (Y) _  Credit reported (Y)    _  Decision met on S/Code I02


     F1-Previous Menu F4-Delete F7-Exit F12-Update

                                                    ⇨        ⇨ 17/052

5250 Display   17:52   Caps   Hold   On Line
```

Payment Arrangements ↩ top

What happens when you want to follow up on payment arrangements a certain number of days before the due date? We had no method of doing this automatically, because the system would not date an account unless a promise was broken and the rules on the system control file for payment arrangements were met. We have a new feature that can be set up on the P/A System Control file in indicate that a P/A should be "Presented before the due date". Select the numbers of days and enter it in "Days before due date to present". The system will select payment arrangements before the due date specified and present then as dated follow-up's. This will happen until a contact is made. After a contact is made, the account will not appear in the queues again, until the next installment has been added on and the account again qualifies to be presented.
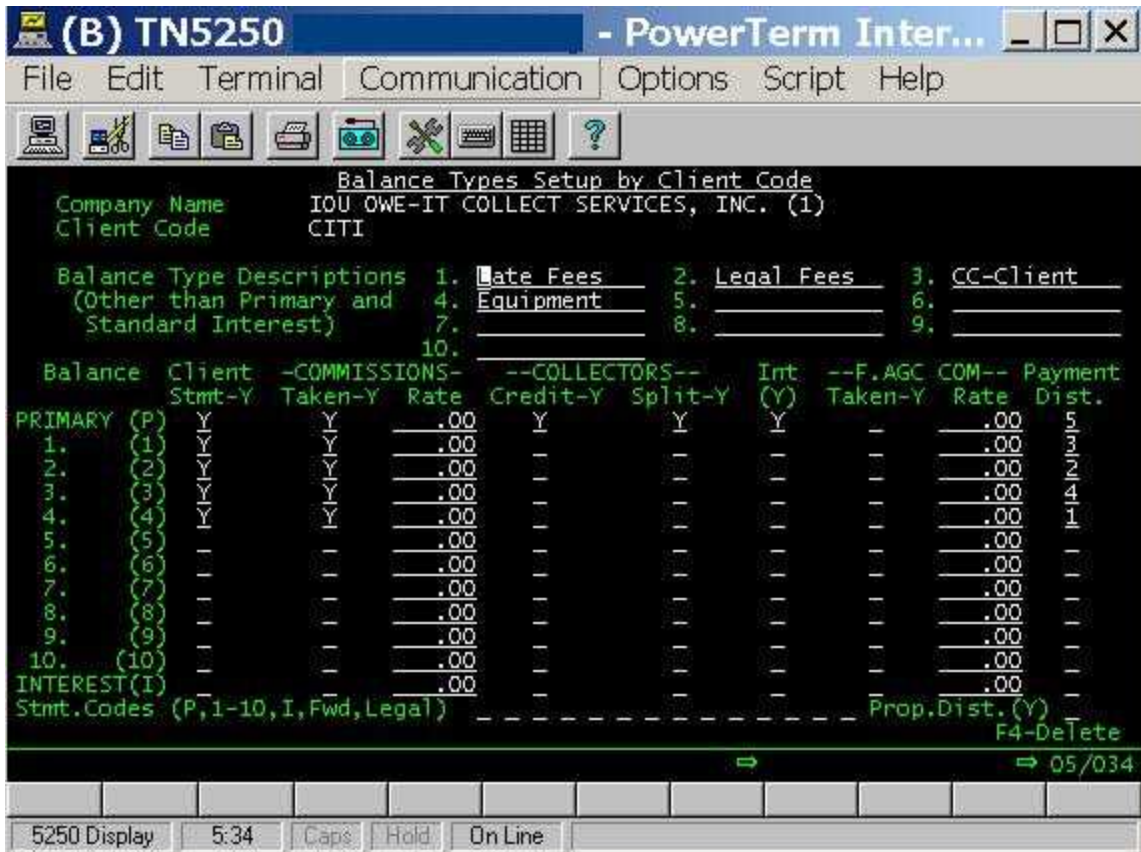
```
(B) TN5250                          - PowerTerm Inter...  _ □ ×
File  Edit  Terminal  Communication  Options  Script  Help

              Payment Arrangements (1st Page)         * Not Required
Company Name      IOU OWE-IT COLLECT SERVICES, INC. (1)
Payment Arrangement Code 01      Description  MANAGEMENT TRAINING
1. Send a reminder (Y) _    Letter Code
   Minimum total due to send reminder               .00    Days before
   How many days before the due date?                      due date to
   For "days-driven" frequency, minimum days for letter  20  present _
2. Send letter if payment is late (Y) _  Letter Code
   Minimum delinquent amount to send late letter     .00
   Grace period (days) before sending letter
   For "days-driven" frequency, minimum days for letter
3. Number of missed payments before sending to        1  -->Sending to
   the collector OR                                         Collector
   Minimum delinquent amount to send to collector    .00    refers to the
   if payment is missed                                     account being
   Grace period (days) before sending to collector         eligible for
   Suspend arrangement if sent to collector (Y)      _     Account
   Smart Code to apply if sent to collector                Processing.
4. Include legal accounts (Y,L)                       _
* 5. Maximum number of installments allowed          _  -->Options are
   Minimum installment amount required               .00    specified for
   Installment must be at least    .00 % of qualifying amount Frequency "M".
6. Allow advance payment against future installments (Y) _
F1-New Selection  F3-Search
                                               ⇨          ⇨ 03/052
```

Balance types at the client level ↩ top

At the present time, balance types are set up at the company level (Menu option: 1-18-1). There is another option (Menu option: 1-18-2) to set up a payment distribution order for each balance type at client level.

In version 8.0 we have expanded the client option (menu 1-18-2) to set up all of the options available at the company level, at the client level too. (Figure 2.1) The balance types system control file is linked to a client using the "Special code for payment distribution order" on the client file. This field has been increased to 4 characters.

Following is the new screen for balance types by client. This information will be used on the F10 screen. In addition, we will use the information for payment posting - commissions, payment distribution order etc.

Balance Types Setup by Client Code
Company Name   IOU OWE-IT COLLECT SERVICES, INC. (1)
Client Code   CITI

Balance Type Descriptions	1.	Late Fees	2.	Legal Fees	3.	CC-Client
(Other than Primary and	4.	Equipment	5.		6.	
Standard Interest)	7.		8.		9.	
	10.					

Balance	Client	-COMMISSIONS-		--COLLECTORS--		Int	--F.AGC COM--		Payment
	Stmt-Y	Taken-Y	Rate	Credit-Y	Split-Y	(Y)	Taken-Y	Rate	Dist.
PRIMARY (P)	Y	Y	.00	Y	Y	Y	_	.00	5
1. (1)	Y	Y	.00	_	_	_	_	.00	3
2. (2)	Y	Y	.00	_	_	_	_	.00	2
3. (3)	Y	Y	.00	_	_	_	_	.00	4
4. (4)	Y	Y	.00	_	_	_	_	.00	1
5. (5)	_	_	.00	_	_	_	_	.00	_
6. (6)	_	_	.00	_	_	_	_	.00	_
7. (7)	_	_	.00	_	_	_	_	.00	_
8. (8)	_	_	.00	_	_	_	_	.00	_
9. (9)	_	_	.00	_	_	_	_	.00	_
10. (10)	_	_	.00	_	_	_	_	.00	_
INTEREST(I)	_	_	.00	_	_	_	_	.00	_

Stmt.Codes (P,1-10,I,Fwd,Legal) _ _ _ _ _ _ _ _ _ _ _ _ _   Prop.Dist.(Y)
                                                                    F4-Delete
                                                        ⇒   ⇒ 05/034

The second screen within this option allows you to define the special distribution options that exist in the present version.

Payment Distribution Order by Client Code

Company Name   IOU OWE-IT COLLECT SERVICES, INC. (1)
Client Code   CITI

	Distribution Order	Percentage to apply (of Payment)
Primary	5	.00
Late Fees	3	.00
Legal Fees	2	.00
CC-Client	4	.00
Equipment	1	.00
		.00
		.00
		.00
		.00
		.00
Interest		.00

The distribution order must be specified, if the Percentage feature is to be used.

F7-Exit
                                                        ⇒   ⇒ 01/080
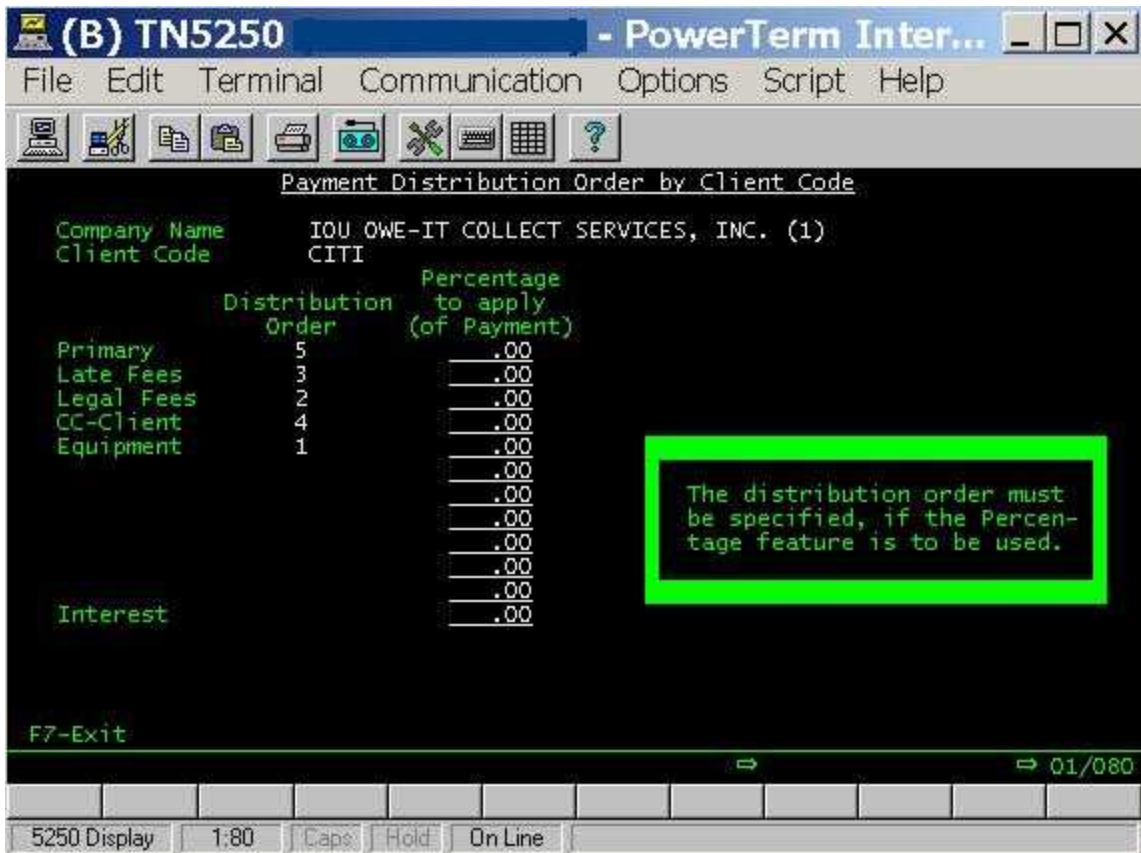
From the balance types options we have removed "Int.to Bal.Type" field (was set up to handle a larger field size for interest). Because we have increased the "Interest Amount" field length from 7,2 to 9,2 and this feature is not required in future. At present this is not a commonly used feature. Therefore if any client is using the field "Int.to Bal Type" they MUST must inform us prior to converting to Release 8.0.

At the time of installation, the client numbers that defined under client wise balance setup will updated using company level default values by keeping the existing client setup's for payment distribution order and special interest rate. For rest of the client numbers system will proceed to use the company level default setup's for calculations. Before the first nightly, and after the installation, you MUST review the balance types by client.

"Account viewed" note (Added 11/22/05)

We will now log the account viewed note to the "Audit notes" and not to the regular notes. Audit notes can be viewed from the notes screen (F11 from account detail screen, then F9, and then F10).

LETTERS AND MERGE CODES ⮌ top

As a result of the database changes, we have increased several field lengths. This will have an impact on letters. Unfortunately we do not have a lot of choices. But we have allowed you all of the possible options.

- You can use the existing merge codes, which will mean you can leave your letters unchanged. If you use the large fields, the data in the extra characters will not print.
- We will modify your letter files (for 3rd party services) to output the old field lengths. To make use of the new fields, you will need to contact us. What we would like to do in that case is to add the new fields to the end of the file, so you have the shorter file in the original position and the new field in a new position. Changing the entire file will add pressure on the letter service to make many changes very quickly. You will need to coordinate any changes with your letter service.

The following fields are impacted by the changes.

Field Description	Old length	New length
Extra address	20	30
Street address	25	30
Worker code	2	4
Owner code	2	4
Split code	2	4
Interest Rate	5,4	9,7
Interest Amount	7,2	9,2
Account Status	1	2

There are merge codes that reference information in above fields. Those merge codes are programmed to use the old field lengths and already using in letters and in your letter file.

We have created a new set of merge codes for these existing fields with the new lengths. With such a solution, our users can use the existing letters and the letter files without any changes. At at suitable point in time, you could change your letters and the letter service file to use the new merge codes with new lengths, if required.

Following are the new merge codes created for increased field lengths.

Merge code Description	Old Merge code	New Merge code
Extra address	A04	AA1

Street address	A05	AA2
Interest balance with $ &	A76	AA3
Interest balance with $ & CR	A77	AA4
Interest balance	A78	AA5
Interest balance with CR only	A79	AA6
Interest Rate	N20	No change
Collector-owner	A71	No change
Collector-worker	A72	No change

Note that merge code S61 for guarantor address is not changed with regard to length. In general, we have NOT changed the definition of EXISTING merge codes. We have created new merge codes which means you can use the old merge code (to print only the original number of allocated characters) or change the merge code and print the new data.

We have changed the defendant address fields for the F6 screen. We have modified the letter printing program to print the address correctly for existing merge codes (first 25 for street and first 20 for extra address). We have created new merge codes for the new field lengths. Following are the list of new merge codes.

LA1 - DEFENDANT 1 EXTRA ADDRESS
LA2 - DEFENDANT 1 STREET ADDRESS
LA3 - DEFENDANT 2 EXTRA ADDRESS
LA4 - DEFENDANT 2 STREET ADDRESS
LA5 - DEFENDANT 3 EXTRA ADDRESS
LA6 - DEFENDANT 3 STREET ADDRESS

USER-DEFINED WINDOWS ↩ **top**

User-defined windows are a very powerful feature within Intelec. Let us take a quick look at the key features available.

- Information can be loaded electronically, or entered by users
- You can have free form windows or set up templates with some fixed text (a practical use is for defining titles for each field)
- There are windows that can not be updated by users (based on the window code)
- There are merge codes to print information from user-defined windows
- You can use the information from user-defined windows in decision-making, within Smart Codes (? logic)
- You can print information on a user-defined window

These options are very useful, but there is room for improvement, as always! This release will offer you some exciting new features.

- We will allow windows to be defined at the client level. This means that window 02 could be different for two different clients. This will allow you to define a window code for a specific function (e.g. Itemized statement) and have a different look for each client. Presently, you need to set up different window codes, but this new option will allow a single window code, to be used for multiple clients in different formats.

- We will allow you to restrict access to user-defined windows based on the "Special authority" on the System Security that is presently used for Smart Code access.

- We will allow you to protect areas of a user-defined window. This is available based on lines of the window and positions within that line. This will allow you to load information into a user-defined window,

allow a user to add information, but stop them from changing some areas of the screens.

- The ultimate flexibility is the ability for you to set up a window with titles and fields as we do thought programs. The titles should be user-defined and you should be able to specify the length of the data to be allowed for each field. You should be able to define the type of data to be allowed in the fields (e.g. numeric, with cents). If we can do this, you can set up screens that are easy to read and can be very practical and user-friendly. Yes, we have given you this flexibility in this version.

User-defined windows by client

Currently, Intelec allows you to set up user-defined window templates for a particular window# at company level.

Version 8.0 introduce a new facility to setup user defined-window templates for particular window# at client level. The set up options are within the 3rd System Control Menu - Option 13. There is a new option "Set up window code and templates by client". You can set up a window code for a client group code or an individual client code. The following screens display the new option. Note the new field "Special Authority needed". If this field is not equal to blank, the system will compare the "special authority "value of the respective User ID at the system security level and give access to specific windows for a user, based on the set up.

Following is a sample screen for specifying a template at the client or group number level. Use "Y" along with the client code for the group option.
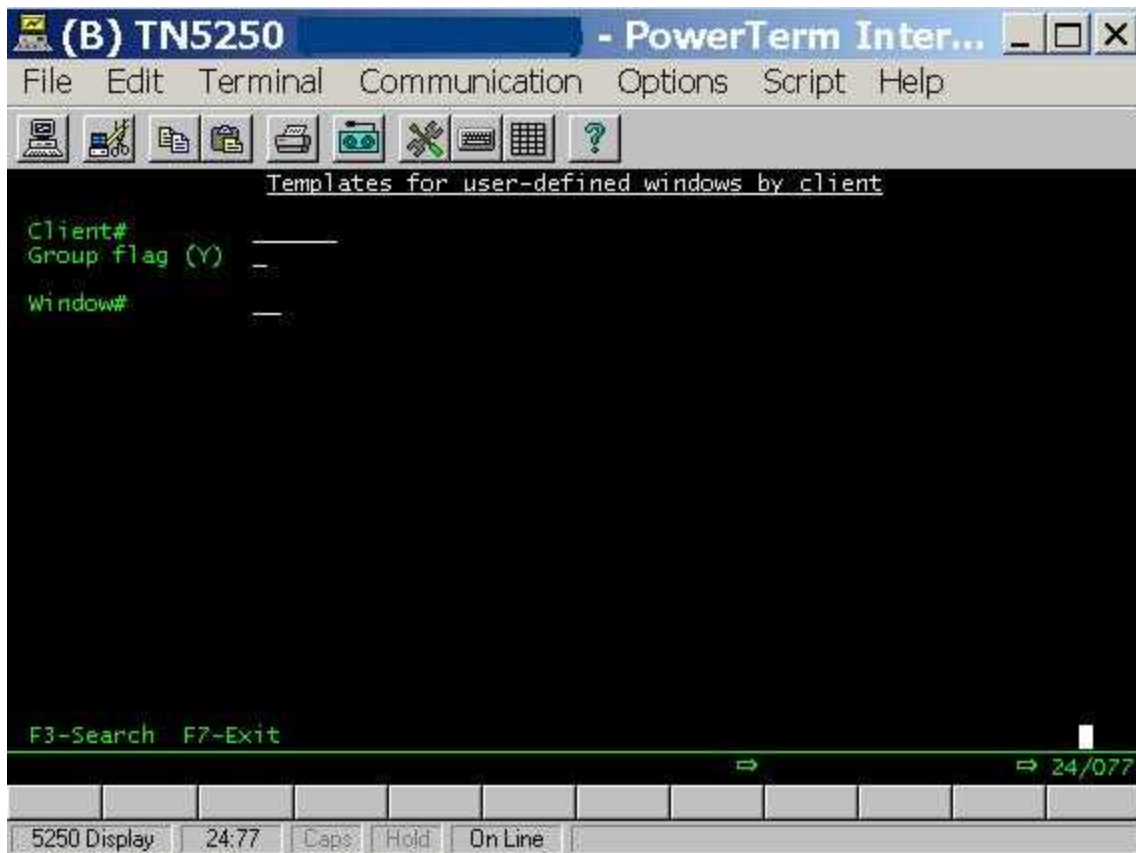
This screen is a sample of the template for user-defined windows with the new fields.
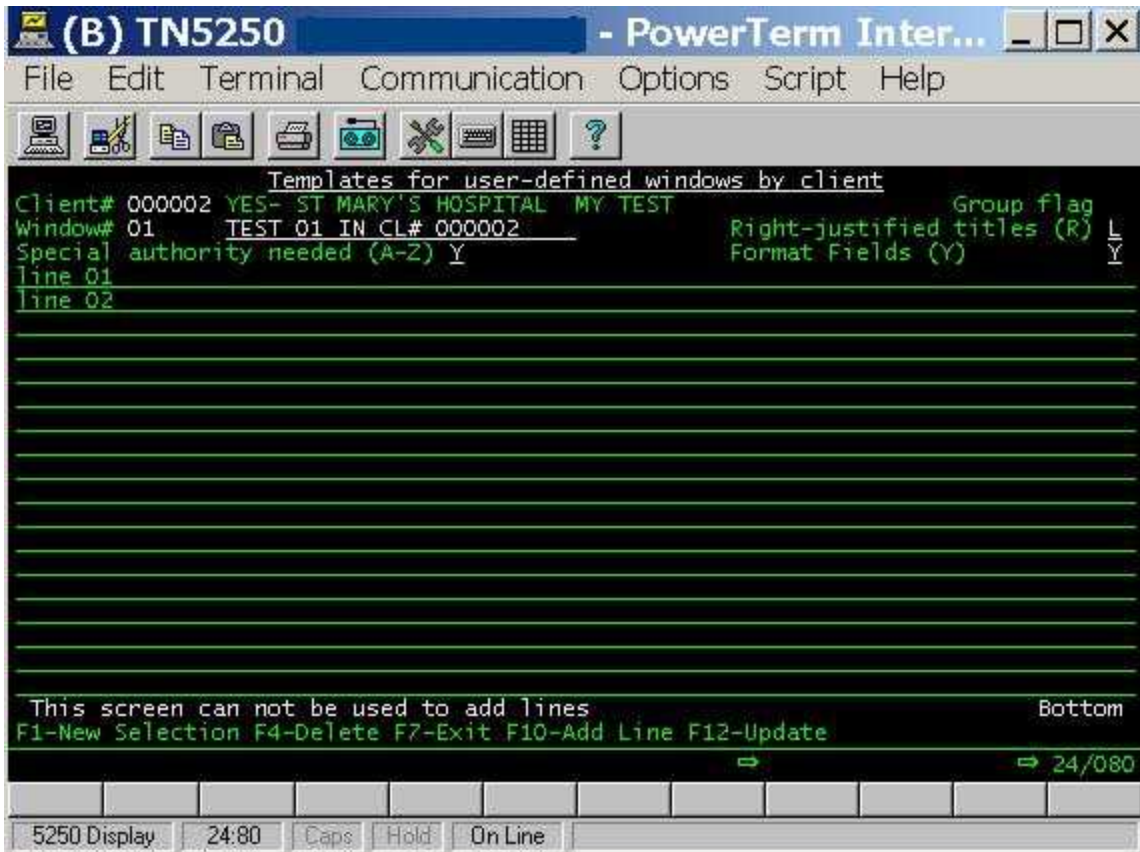
Setting up protected areas of user-defined windows

In version 8.0 we have introduced a new feature for the user-defined window template set up.

This new facility is to set up protected areas in a particular window template. Through this option users could set up starting and ending positions of the areas within the window that you do not want changed (Figure 5.1). For one line# you could define more than one protected area.

Once set up, even though users could type over the protected area, they will not change any information in these areas, through account inquiry Tab-Q option #5. You can load information to these protected areas through electronic new business loads and through other custom programs, as required.

This screen shows how we have set up protected areas for two windows.
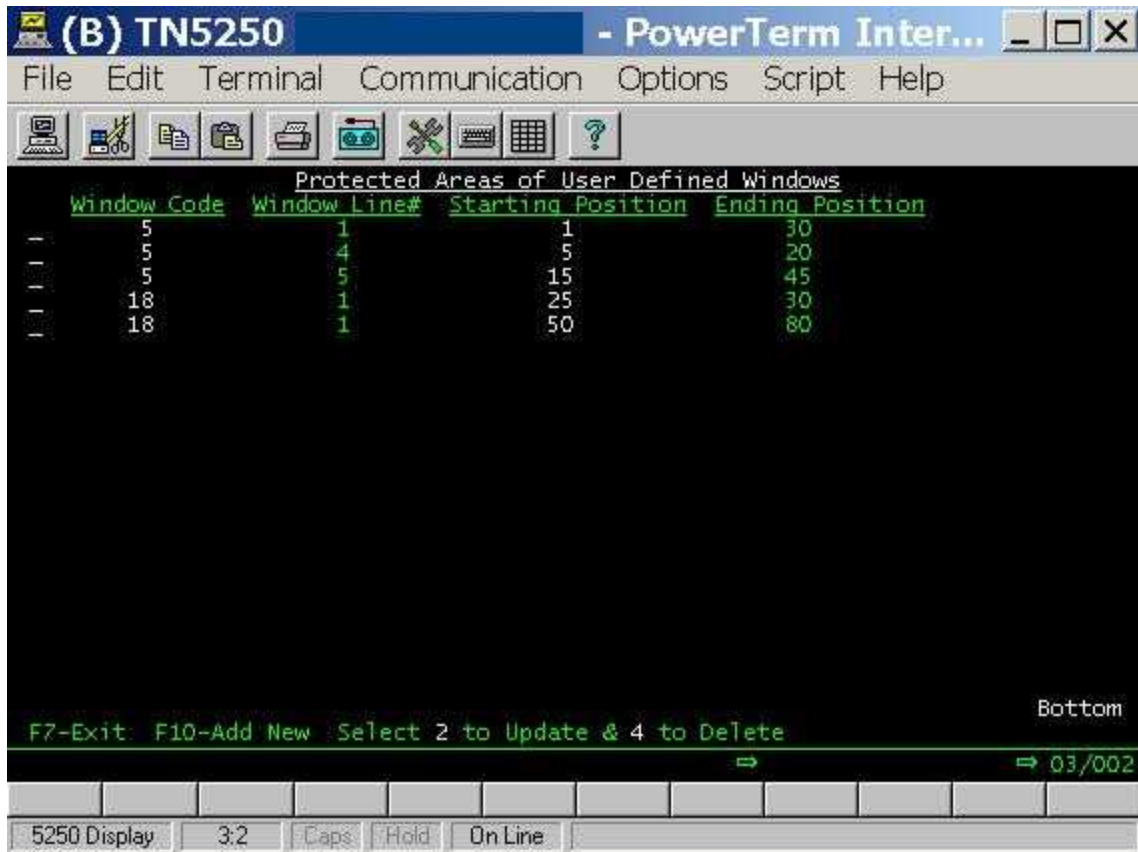
Setting up data types for individual fields

This area presents the feature that allows you to set up titles for fields (titles will be protected from updates), and then allow the type of data associated with those fields to be defined. This is a very complex option and we had to make some compromises. The original concept of user-defined windows still exists. Remember that each line of the window is 80 characters. What we did was allow 24 characters for the title and a blank to separate the title from the "data" which could be up to 55 characters per line. The title will always be 24 characters and you will always see 55 characters for the data. You can enter more data than is defined in the template, or enter invalid data (e.g. alpha data in a numeric field) - You will get error messages indicating that you are not following the guidelines defined in the template.

The field "Format fields (Y)" in the user-defined window template set up (Menu option 1-21-20-13-1) is used to indicate that the lines on the window should be formatted into titles and data fields. Once this field is set to "Y", the system will reserve positions 1-24 in each line in the window for "titles" and positions 26-80 to enter the data associated with that title or heading.

The above controls are only valid only at the time of updating user-defined window information through account inquiry Tab-Q option #5. Through electronic loads or other custom programs, you could load data to these fields and ignore the template rules.

Once you have set up the window for "formatted fields" you need to set up individual lines in the window to enter only specific types of data such as decimals only or characters only.

The user could setup data type either as A for character and N for numeric. For numeric fields, you could define up to 2 decimal positions.

Once the length of the field is defined, a user can not enter anything exceeding this defined length. The length that defined will be counted from starting position one in each line ((Figure 6.1).

Above control is valid only at the time of updating user define window information through account inquiry Tab-Q option #5. Through electronic loads or other custom programs user could load data to these fields ignoring the above conditions.

In the following, we have defined the special data fields for windows 01, 06, 18 and 20.
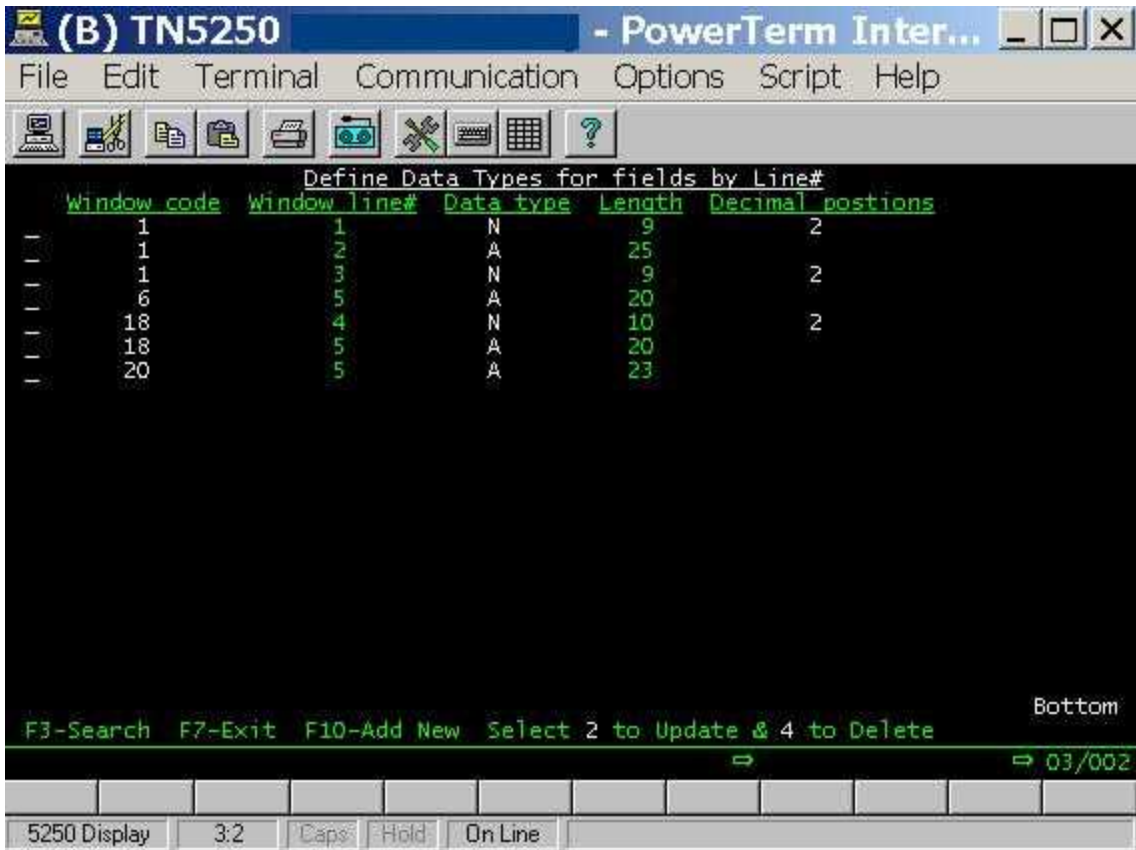
In the following, we have defined the user has called up window 01 in inquiry. They selected the function key to update the data. You will see the titles and the input fields for the data.
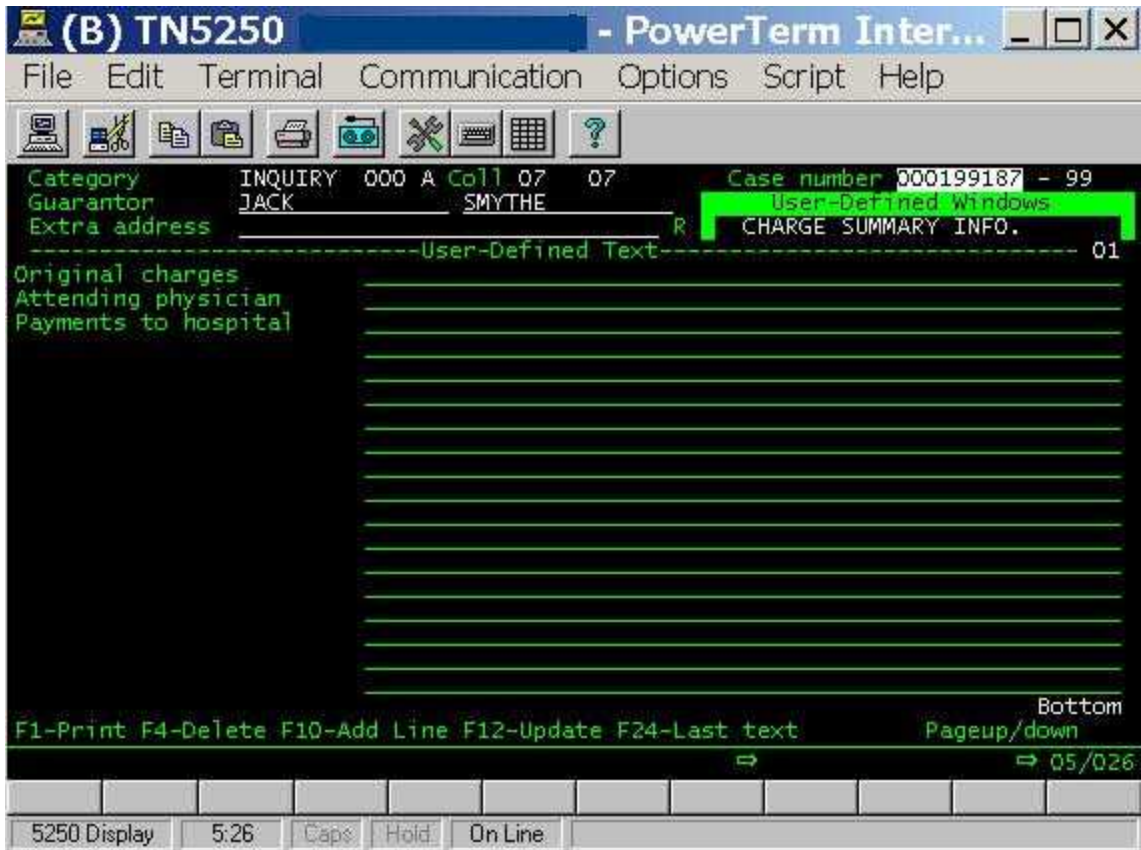
Setting processing times by QCat ↶ top

Currently, Intelec allows you to set processing times by processing type.

Version 8.0 introduces a new facility to setup time management by QCat code. QCat code will take priority over the rules set up on the processing type. This option user could access by taking command key F7 from menu option 2-13. This information is used in account processing and related options.
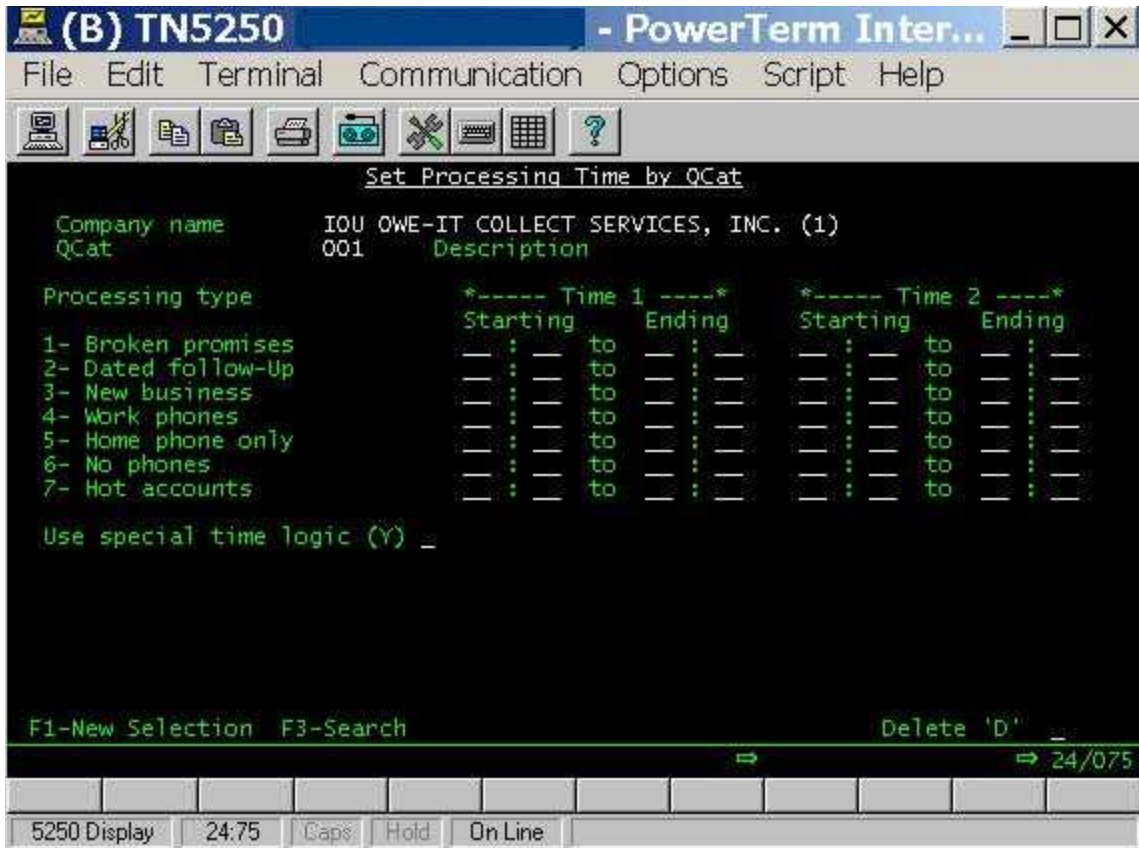
ACH & Credit Card interface for EPP (Electronic Payment Providers) ↰ top

We have new interface for ACH (direct checks) and Credit Cards for EPP. This will be expanded to other areas in the future.

When a user run menu option through the path 3-11-2, direct check interface option, we will create a file with the name ACHCHKO for ACH transactions in the your data library, along with a report. This file and report will include all of the direct checks with presentation date less than or equal to the current date, and will create separate records for each direct check in the file.

Following is the file layout of the ACH interface file;

Account Holder Name, Bank Routing# , Account# , Check Amount, Service Fee Amount, Account Type, Check# , Reference, Transaction Type, Check Date, Account ID, Import ID, Consumer In-house ID

When a user runs menu option 3-6-5, "Print and delete credit card transactions", we will create a file with the name CRDINTO for credit card transactions processed by the agency, in your data library along with a report. This file and report will include all the credit cards in the credit card transactions file for the agency (as opposed to for the client) and will write separate records for each credit card transaction in the file.

Following is the file layout of the ACH interface file for credit cards.

Card, EXP, Amount, First_Name, Last_Name, Address, City, State, Zip, ANI, E-mail, REF

Duplicate account checking rules by client and group codes (for new business)

Presently, the system has the option to set up duplicate account checking rules (for new placements) at client level (Menu option: 1-21-20-14-1) and group level (Menu option: 1-21-20-14-2).

In Version 8.0 we have expanded the above 2 options to set up options to omit and / or include close codes. Following is the new screen.
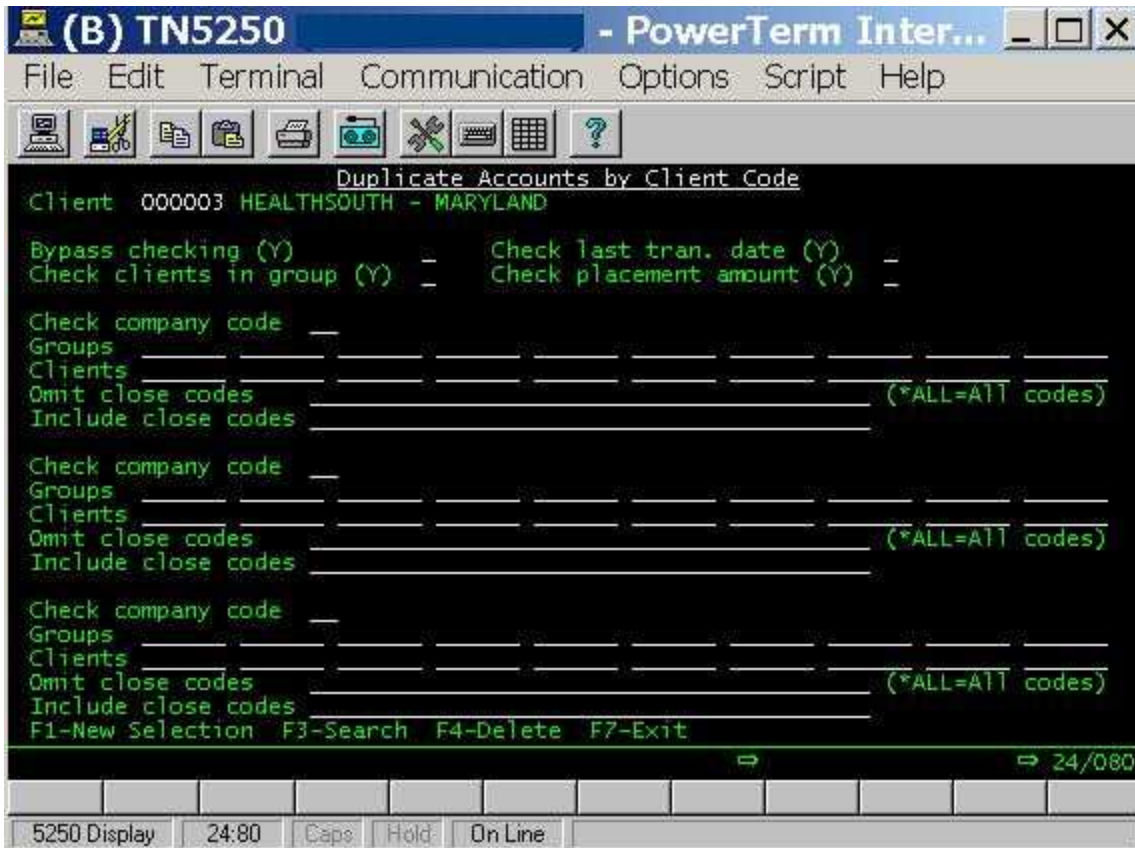
Collector assignment (added 08/30/05)

Presently, the system allows you two options within proportional distribution. One is based on case limits, while the other is equal distribution. Equal distribution has the limitation that you could not repeat a collector code in the work groups system control file. E.g. If you had collectors 01, 02, 03 and 04 in a work group, you would give each collector one account and each would end up receiving an equal number of accounts. What if you wanted to give collector 01 two accounts for each one received by the other collectors? You can not do that now. With this update you can now repeat collector codes and allow some collectors to get more accounts within equal distribution. E.g. If you set up the work group with collector codes 01, 02, 03, 04 and 01 - The first account would be given to 01, the second to 02, the third to 03, the fourth to 04, the fifth and sixth to 01 and the seventh to 02 and so on....

Linking - Changing the primary account (added 08/30/05) ↺ top

The primary account concept is very powerful and allows you to manage information such as notes on a single "key" account. That account would also have the best information with regard to address, social security number etc. This design closely follows the old card system, where you had a "face card" and attached other cards behind it. When the account represented by the face card was paid, or had to be closed, you would still continue to write notes on the face card and work off that card, referring to the other cards (accounts) only when required. This is an efficient process. Intelec allows you to add notes on the primary and automatically "duplicate" actions or user notes on linked accounts. In spite of the advantages, many users have not embraced the concept. They are not happy with a closed account being presented to a collector and will often change the primary. This takes time! This is not efficient.

As Intelec develops and our clients become more experienced, we are more comfortable giving them more tools even though their use is not recommended and is not the most efficient use of resources or time. With Version 8.0, we will now allow you to automatically change the primary account if the primary is closed. This will happen at the end of nightly processing after all smart codes and any special processing has completed. We will look at accounts that got closed during the day and change the primary to the first open account. (To know what accounts were closed, we will read your payments and notes added during the day.) We will run account processing AFTER the program to change primaries has been run. Following are the details of the new feature.

- There will be a new option within the the "Linking" system controls. This option is called "Close codes for changing primary accounts". The following screen will be displayed.
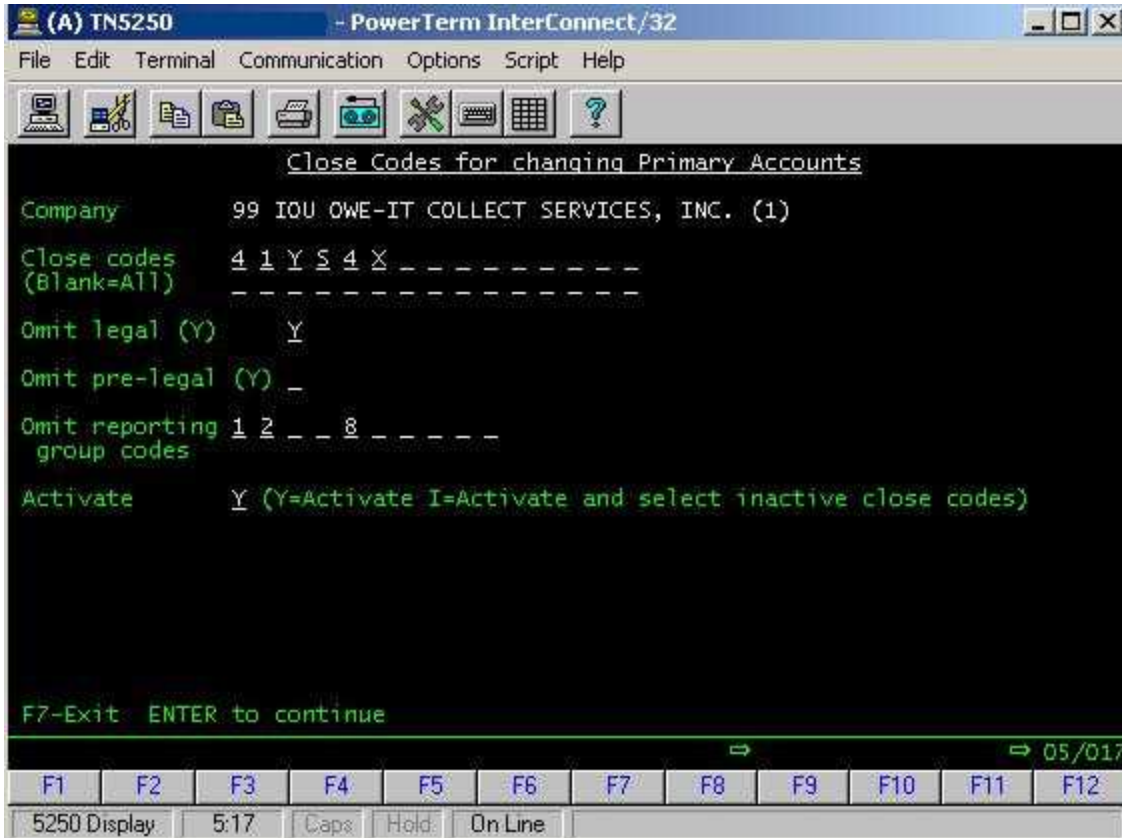
- You can activate the option for each company by entering "Y" in the "Activate" field.
- You can omit legal or pre-legal accounts.
- You will be allowed to indicate the close codes that are to be considered (if the existing primary is closed with one of those codes) or you could leave the close codes area blank to indicate that all close codes should be checked.
- You can enter an "I" in the "Activate" field and leave the close code area blank to specify that all primary accounts closed with an inactive close code should be selected.
- An "I" can be used with other close codes defined in the close codes area. This will check all accounts closed with any inactive close code or any of the other close codes entered within the option.
- We will change the primary to the newest open account (most recent placement date) found.
- Information such as direct checks, payment arrangements etc. that were tracked at the primary account-level will be moved to the new primary.
- If there are home, work or cell numbers on the old primary and any of the corresponding numbers on the new primary are blank, they will be transferred to the new primary.
- The account will be notated. A note on the new primary will show old and new link number.
- We will give you a program to look at all existing closed primary accounts and change the primary

based on the rules you have set up. (See installation instructions)

Client update - New look-up feature for files (added 09/16/05)

As we keep investing in smaller changes that should make it easier to navigate through the system, we have
an interesting change that all of you will greatly appreciate. This is the ability to look up system controls while
you are updating areas such as the client. You on on the client update and don't remember a specific remit
code. Simple. Move to the remit code field and press F8 (Lookup). A list is displayed! We will have this option
on all fields that are used in the client master and have related "set up files". A "position to" option will be
available for larger files such as Smart Codes. The goal is to add this option to other areas such as Contact
Series, Smart Code Series etc. Here is an example.
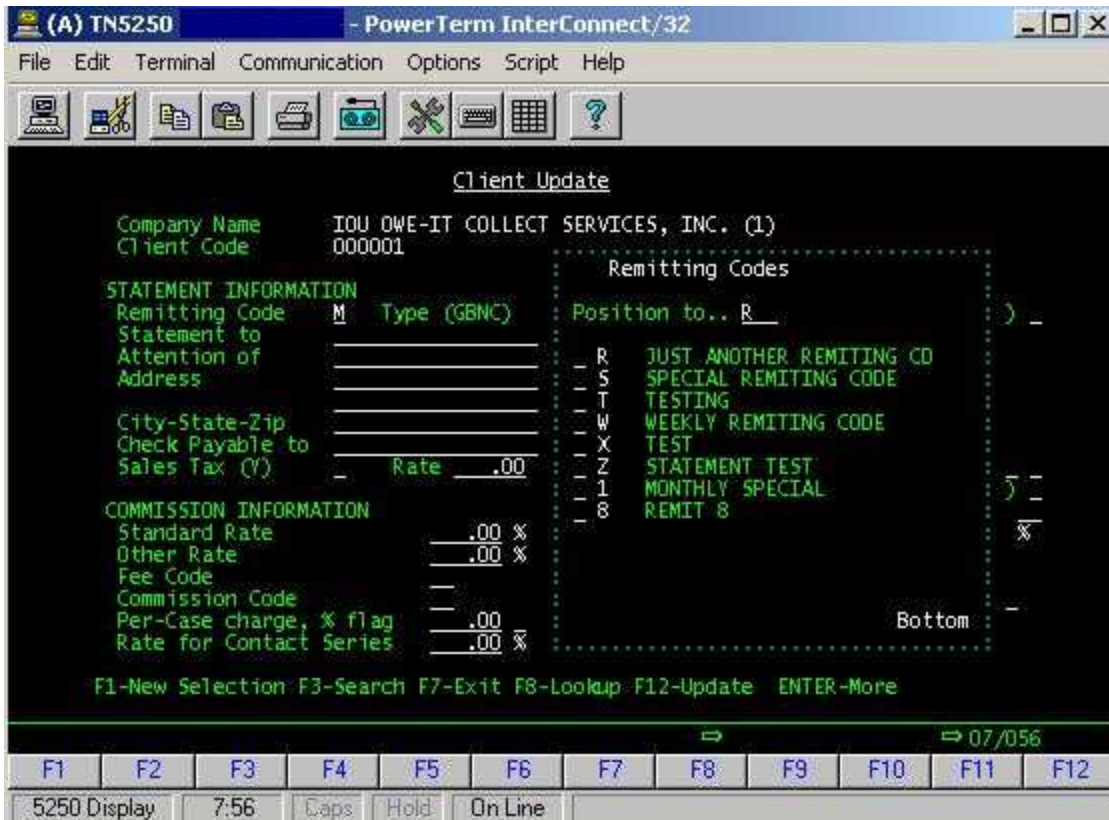
Account audit (added 10/15/05) ↶ top

One of these days, the "Display accounts for audit" option from the Smart Code / User Audit options may
become the most popular option in Intelec! It was initially designed as an audit option for small groups of
accounts. As with all good code, it has found uses beyond the original intentions of our designers. The
following changes will enhance the value of this option.

- We will now allow you to specify a number of attempts or contacts to be included in the list. On the attempts and
  contacts option, you can now enter Y, N or or a number from 1 - 9. 1 to 8 will check for that number of attempts or
  contacts. 9 will check for 9 or more attempts or contacts.

- We have changed the way the option is accessed. The audit option is very processor intense, specially when several
  users access the option at the same time or when the number of accounts involved is large. You will now be able to
  "submit" the processing and review the list after it has been created (similar to a multiple Smart Code simulation).
  When you select the audit option, you will now be asked whether you want to run the option or review a submitted
  option. The following screen will be displayed.
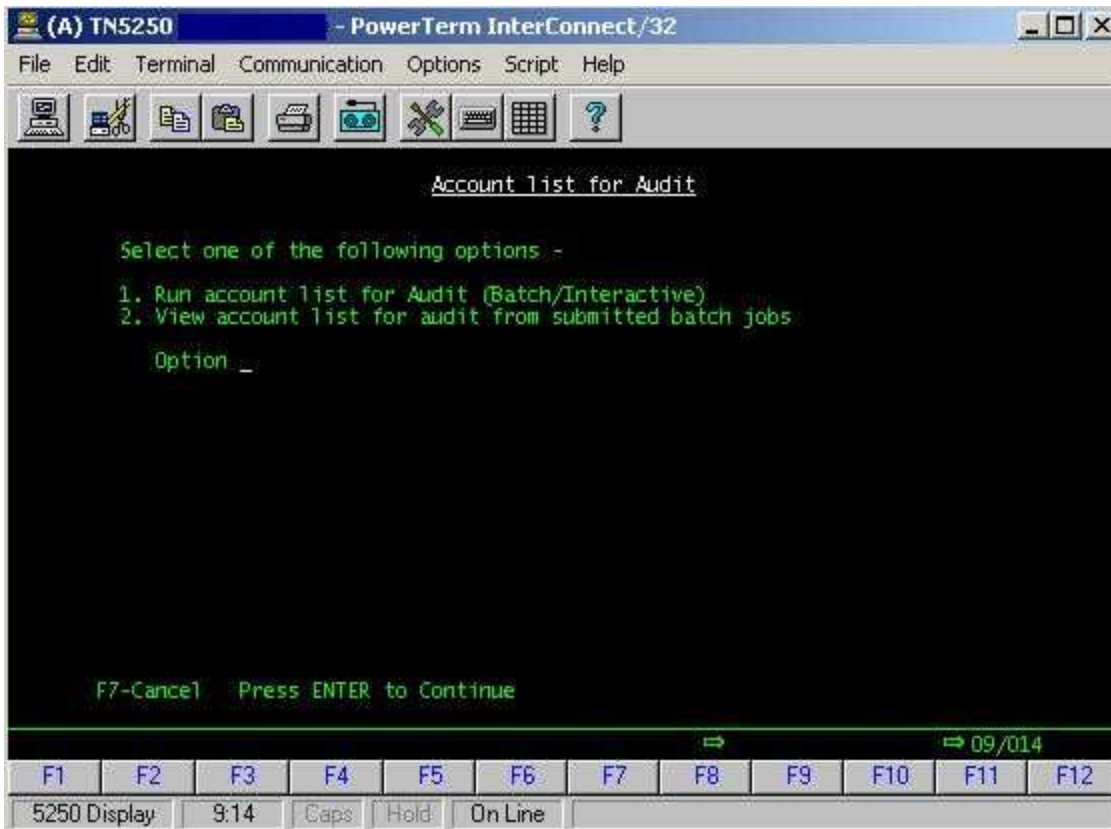
When you select option 1, you will see the familiar screen where you enter the selection and sort criteria. After you have entered your selections, you will press ENTER. The system will prompt you for how the job should be run. The default is for the job to be submitted (run in batch) with the processing type of "B". This feature allows you to submit many jobs at the same time! If you select the batch mode, you will also have to enter a description that will be used when the completed jobs are displayed. Following is the screen that we are referring to.
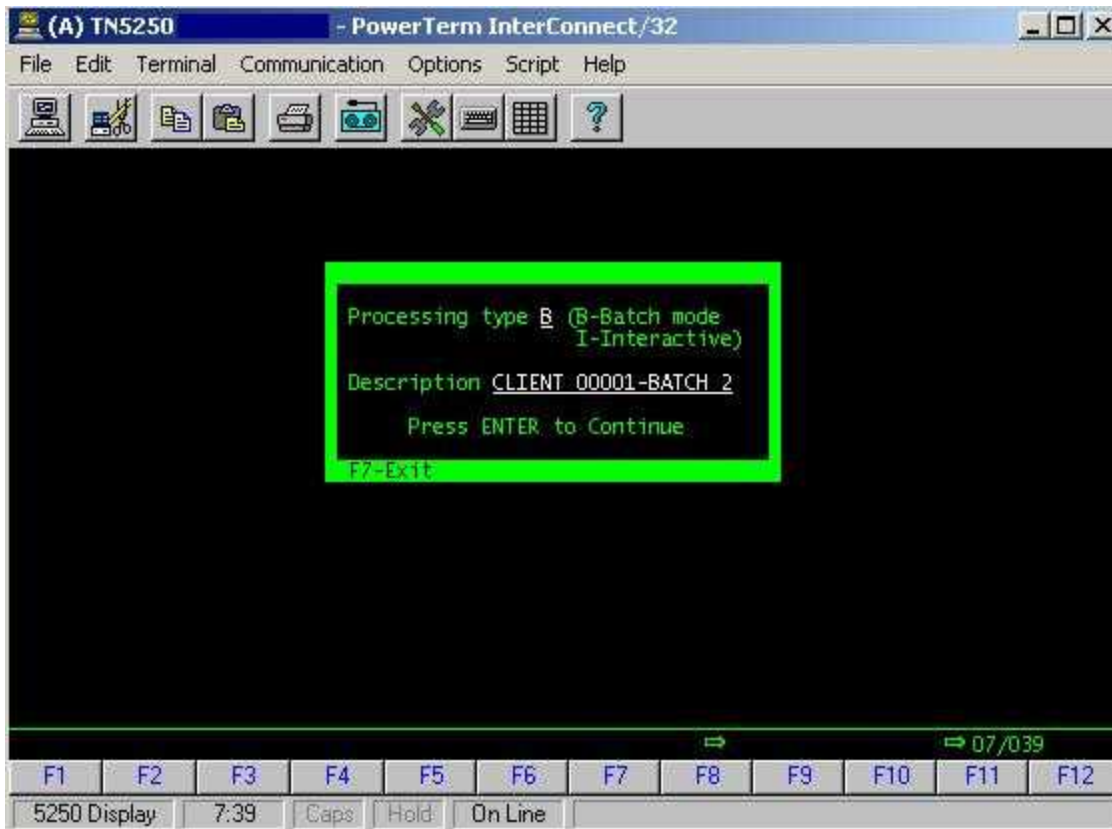
When a submitted job has completed, you will receive a message with the description of the batch job. You can now use option 2 to view the audit lists from submitted batch jobs. Following is an example of what you may see when you select option 2.
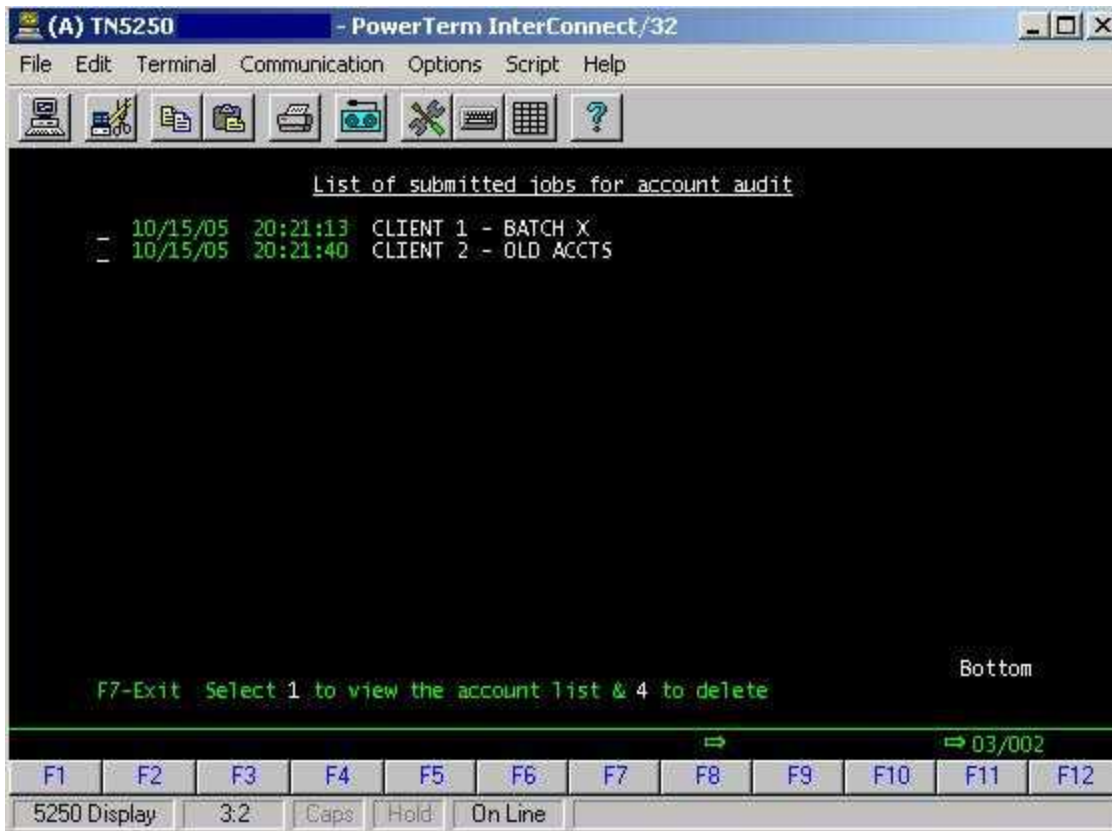
You can view a list by entering a 1 against the individual line. You will then see the familiar list of accounts from where you can display the accounts, print a list or apply Smart Codes to the accounts. You should delete the "lists" after they have been used by entering a 4 against the individual line. NOTE - Make sure you use the data soon after it is created. Account information is constantly changing and if there is a long interval between running the option and using the results, the data may have changed and the accounts on the list may no longer meet the original selection criteria!

As we add more processor-intense features to Intelec you should be aware of the system overhead and train users to use the system resources with care and with consideration for other users and overall system performance.

- On the audit selection screen, we have added an option to include or omit legal accounts. Legal refers to pre-legal or legal, in this case.

WORKING ACCOUNTS ↺ top

Changes to account detail screen

We have changed the account detail screen to accommodate larger fields and new fields.

Following is the new account detail screen.

You will notice the following changes.

- Address (extra and street) have been increased in terms of field size (be careful about how you use these fields is you are not planning to change your letters immediately).
- Collector code fields are 4 characters
- We had to abbreviate RM (Returned mail flag title) to R
- The prefix for phone numbers has been removed. This no longer needed because dialers will add the required prefixes.
- A cell phone number is added in the phone number area.
- The POE was moved above the X-Reference field

The only change to the second detail screen is the increase in the size of the interest balance field.

Legal Information screen (F6 from account detail) - **Added 11/22/05**

To be consistent with the address field length changes, we have modified the defendant address fields to be 30 characters. (See section "Letters and Merge Codes" for additional information) We had to move some fields to accommodate the changes. Following is a sample screen.
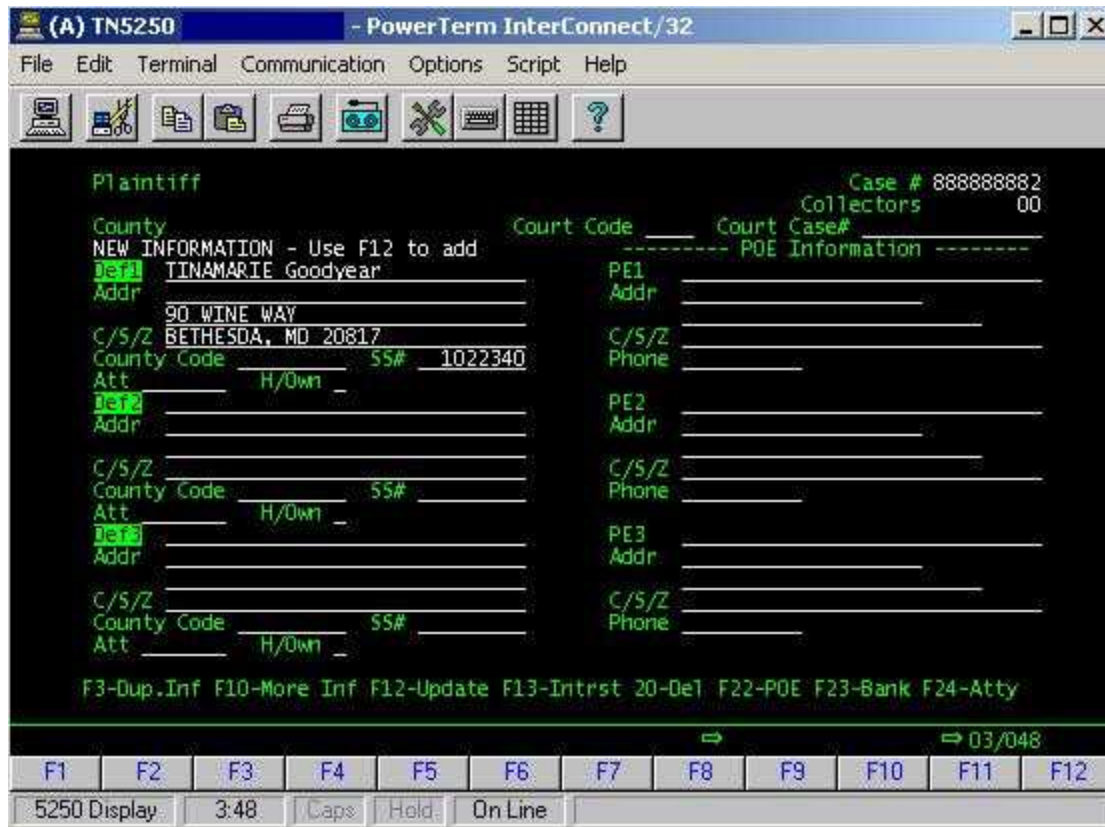
Phone number management (Added 08/12/05) ↰ top

We have major changes to phone number management logic. While in Account Inquiry, there has always been a Tab Function, Tab+ (or Tab=) that will display a history of phone numbers. Those numbers could have been loaded through external programs (e.g. skip tracing services) or by users, from the account detail screen. There is a code for the type of number. The codes are user-defined, but we assume that W is used for work and H for home phone. We have the following changes in this release.

- When a user clears an existing phone number, the system will automatically search TAB+ for that number and CHANGE the upper case code to a lower case code. Codes with a capital letter refer to current phone numbers or possible good phone numbers. As indicated, we will be using lower case letters to denote numbers previously determined to be bad phone numbers.
- If the removed number does NOT exist in the TAB+ area, the system will ADD it to that area with a lower case H or W.
- We will look for other potential good numbers from the linked accounts or the TAB+ fields (with a code of H or W) when a home or work number is removed. The user will be notified that a new number was retrieved, and when any key is pressed, the number will be populated in the home or work number field, and the account updated.
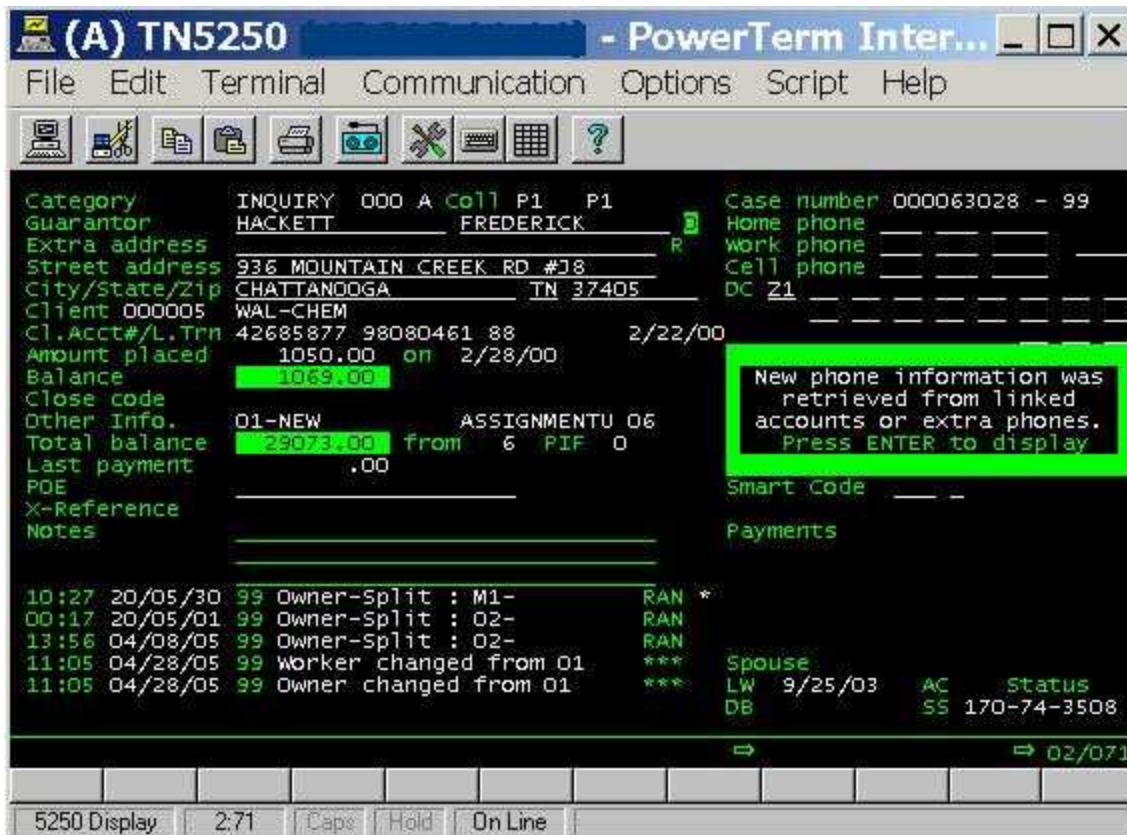
- Any number cleared is moved to TAB+ as a bad number and if a user attempts to add a number that was previously determined to be "bad" to an account, the system will send a message reporting the number as have been previously bad. The user is asked to verify that they indeed want to put this bad number back on the account. In the example below, the use has tried to update an account with a previously deleted number 301.222.3333, and the message on the last line of the screen warns them of this. F12 can be used to accept the change.

- Following is an example of the TAB+ window that has been updated by the system with phone numbers that have been removed.

- If you need to change a phone number to a "bad" status on the phone number window, you can do that by entering a "-" in the status field, keying over the existing upper case status. That will change the status from the upper case character to the corresponding lower case character (e.g. H to h or W to w).
- We will be providing you with a program to read all of the existing notes, look for removed numbers, and populate the TAB+ window to give you an excellent starting point. (See installation instructions)
- If you have programs that use data obtained from 3rd parties to load possible phone numbers into the system, you need to think about having those program modified to load information into the TAB+ window. We can make those changes for you.

- **(Added 12/07/05)** Based on user feedback, it will be useful to have a cell phone search option. We do not presently have this. As we expand the information on additional phone numbers (e.g. the TAB + window) it will be nice to be able to search on ANY phone number in the system. (You could have called from a TAB + number and the debtor could be calling from one of those numbers). In the next release, we expect to keep the home number search, but to replace the work number search with a "Phone search" feature. This will search across all numbers - home, work, cell and all TAB+ numbers! We have modified the Intelec programs to add to the TAB + screen when a home, work or cell number is added. A note will be added when a cell number is changed. Please note that H, W and C are reserved codes for home, work and cell phones, within the TAB + window. A lower case code will indicate a bad number.

- **(Added 12/07/05)** And how do cell phones affect account management and collector work. We do know that in most cases, you can not call a cell phone number using an auto-dialer (this is illegal to do this). If you use a dialer and the account has only a cell number, you are faced with an interesting problem. Should the account be placed in the phone number queues or not? If we place it in a phone queue, it must not be routed to a dialer. At the present time, our objective is to allow you to find the accounts that only have a cell phone. The numbers can be called and the accounts should not be lost! Within the work maps, we will look for accounts that have a QCat 999 (no phones) or are in processing type "No phones". If any of the open accounts for the worker or the primary account has a cell phone number, we will make the QCat code 991, which will be system generated for the queues only. 991 will mean that the account has a cell phone number but has no home or work number. If the account is in the "No phones" processing type, we will move it to the "Home phone" processing type under QCat 991. If it is in any other processing type, we will not change the processing type. If the account is moved to the home number queue or the QCat is changed, it will NOT make it an account that is eligible to be called using the dialing tools we have (I-Tel, 3rd party dialer etc.) - Because there is no home or work number, we have no eligible numbers to send to a dialer.

Displaying notes (Added 08/20/05) top

We often have the question asked by users as to why we do not not increase the size of the note field. In software design, we have to sometimes make decisions that unfortunately do not address the interests of everyone, since we have to consider system use, the user experience and technical issues. In this case, the logic for the smaller note field was that system notes (many are created within Intelec) are often adequately handled by the 25-character note field. A larger field will take a up a lot more wasted space. It is therefore the user-entered notes that create a problem. How do we accommodate both objectives? Many users have agreed with us that one of the advantages of a shorter note field is that collectors will often key in less, and as a result, be more efficient. We have opted to keep the note field as it is, but have added an interesting feature to display notes in a more user-friendly format, when user-entered notes take up several note lines. Consider the following notes entered in the Smart Code window.

As you can see, there are 3 note lines. The system will remember that the 3 lines were entered *at the same time* and will give you a method of combining groups of two notes into a single line on a new notes screen. This new screen is displayed when F11 is used from the account detail screen. You can use F9 from this screen to access the original notes screen (F9-Other notes options) This option will work on a go forward basis. Notes entered prior to the release will not be combined.
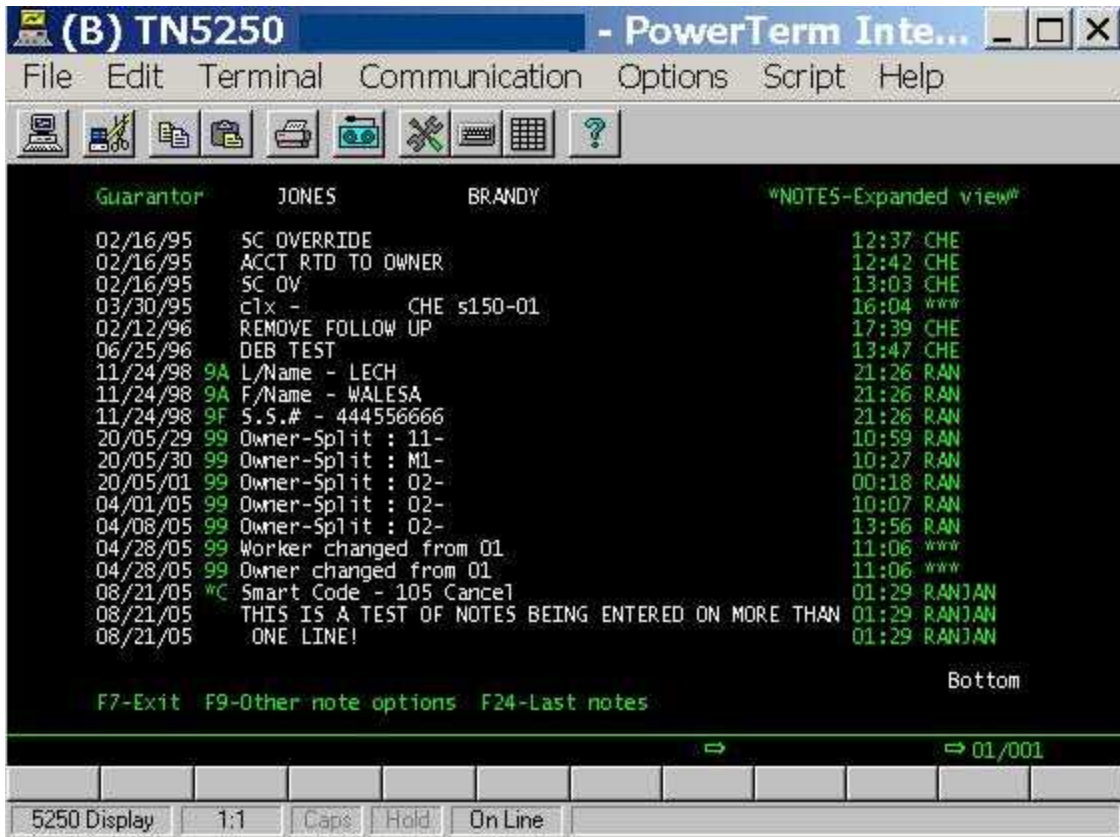
Although it is not the perfect solution, we feel that it does help with the original problem of "giving you a larger note field".

WEB-BASED REPORTS ACCESS ↰ top

We are motivated to provide our clients with tools that take advantage of the internet. Based on your feedback, we decided that the initial investment should be in technology that allows your client to view, download and print standard Intelec reports from a web browser. This would be similar to a person going to their bank's web site and looking at their statements. We would need to be able to

- tell Intelec that a client's reports are to go to the "web-server". When reports were run, they should automatically be saved on a web-server with no operator intervention.
- set up the reports to be saved outside the iSeries, so client could not directly access your system (a security risk)
- set up access for the clients (User ID's and passwords)
- allow the users to easily see what reports are available
- allow them to view, download and print what they need.

Do we have this today? Yes we do! Please review this link for additional information. This will be a separate and billable option. We appreciate your feedback. The option is available with Release 8.0.

DATA EXTRACT PROCESS ↰ top

Our new "Data Extract Process" is an exciting and new approach to creating files based on individual user requirements (a common use would be to create files for clients, in formats such as Excel). It will allow users to create numerous combinations of output files with different fields and data. These options are user-defined

and the user can decide on the "File Name", "File layout" & the "Data" in the file. The "File Extract Process" will convert the output file into "Coma-delimited files" which.

The data extract routine is accessed from the Periodic Reports Menu, Option 9. You will see the following options.

1. Create or update Data Extract Selection
2. Run the Data Extract Process

CREATE OR UPDATE DATA EXTRACT SELECTION
This option will allow the user to define an extract name, different selection criteria for data and the fields that needs to be included in the output file.

This option allows you to process the extracts automatically through the nightly process after special processing is done. You can specify the days of the week that the option should be run. The "day" we will consider refers to the next working day. As an example if you wanted to run the file extract process on Wednesday, enter "Y" for Wednesday. The system will create the file at the end of Tuesday's nightly processing.
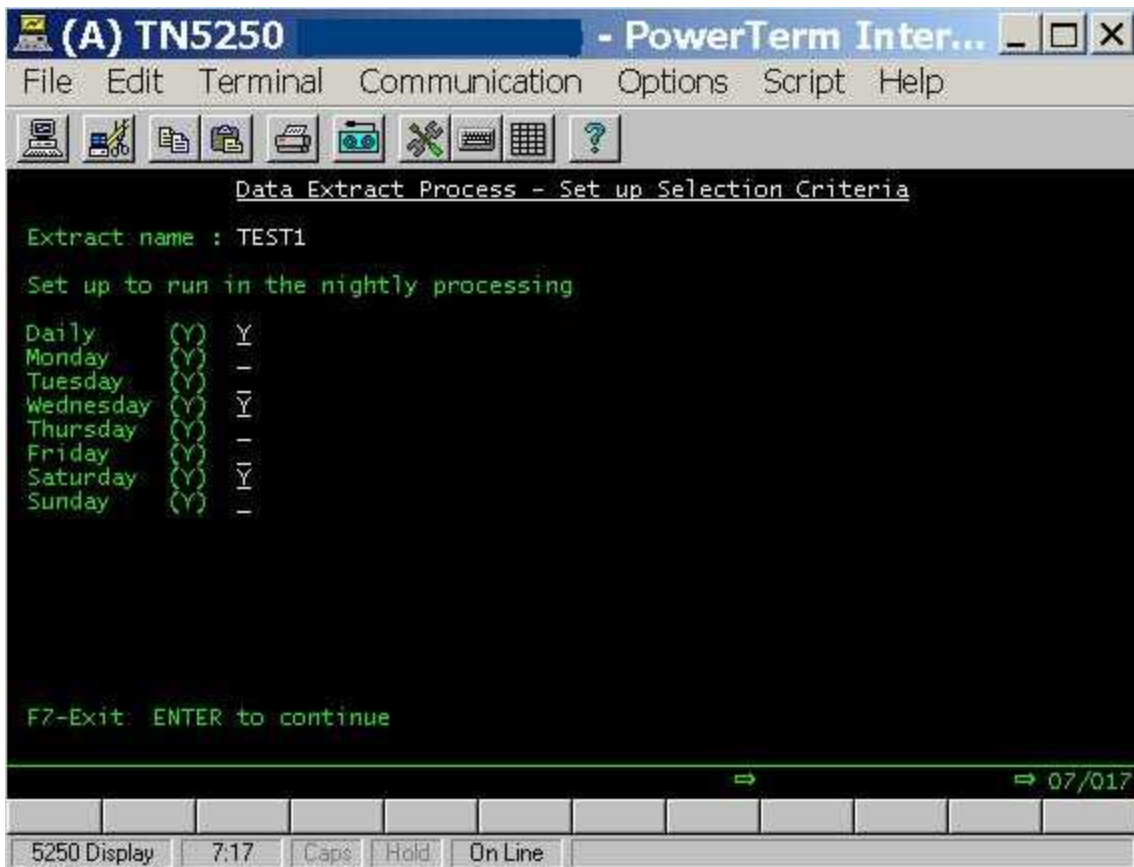
Once information is entered, you will see the following screen, where the record selection parameters can be specified.
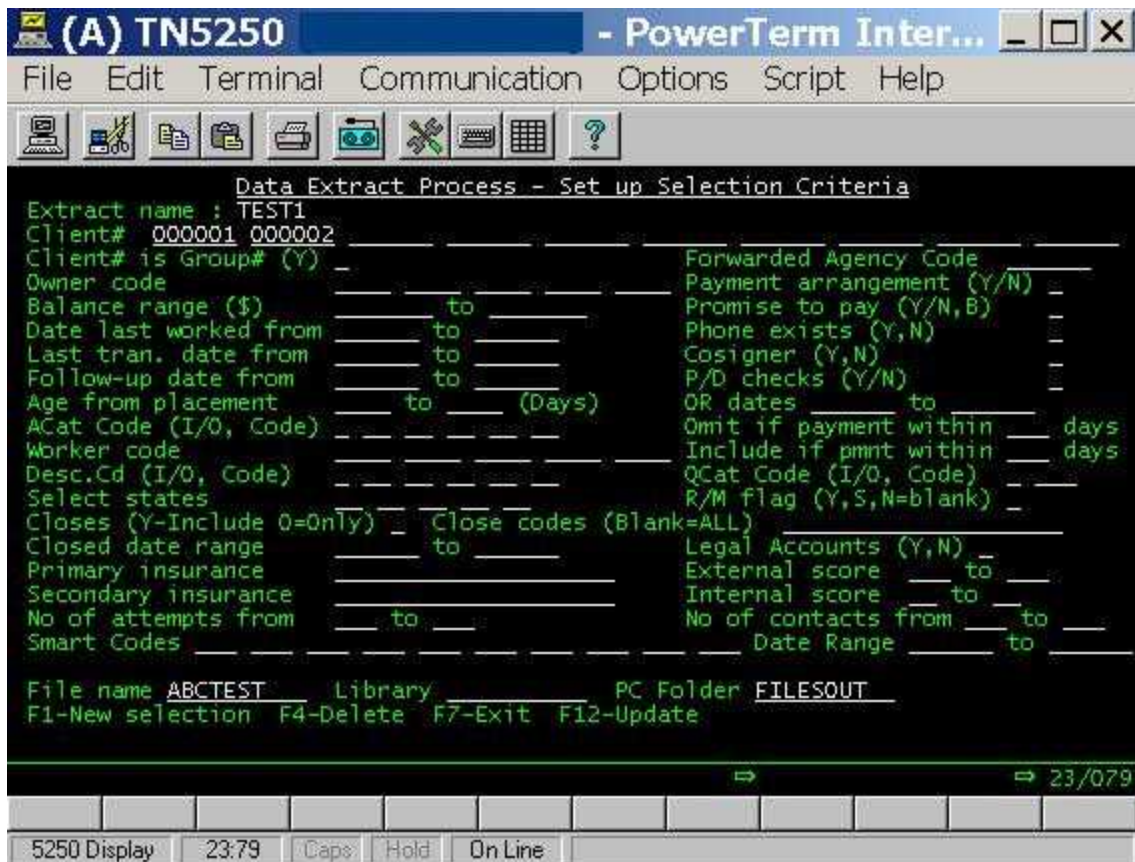
At least one client or group number must be entered (Up to 7 can be specified).

Client Code is Group# (Y) - If 'Y' select all clients codes are interpreted as group codes
Forwarded Agency Code if not blank - select accounts with given Forwarded Agency Code
Owner code if not blank - select accounts with given Owner Codes (up to 7)
Payment arrangement (Y/N) "Y" - Select only accounts with payment arrangements "N"-Omit all accounts with payment arrangements" "-Select all accounts regardless of existence of payment arrangements
Balance range ($) - Select accounts within given balance range
Promise to pay (Y/N,B) "Y" - Select only accounts with promise to Pay date "N"-Omit all accounts with promise to Pay date "B"-Select only accounts with broken promise " "-Select all accounts regardless of existence of promise to pay or broken promise status

Date last worked from - Select accounts within given Last Worked Date range
Phone exists (Y,N) "Y" - Select accounts with phone "N"-Omit all accounts with phone " "-Select all accounts regardless of existence of phone
Last transaction date from - Select accounts within given Last Transaction Date range
Cosigner (Y,N) "Y" - Select accounts with Cosigner "N"-Omit all accounts with Cosigner " "-Select all accounts regardless of existence of Cosigner
Follow-up date from - Select accounts within given Last Follow-up Date range
P/D checks (Y/N) "Y" - Select accounts with P/D checks "N"-Omit all accounts without P/D checks" "-Select all accounts regardless of existence of P/D checks

Age from placement (days) OR Date range - Select accounts within given Placement Days OR dates range
ACat Code (I/O, Code) "I" - Select given ACat codes (up to 5) "O" - Omit given ACat codes(up to 5)" "- Select all ACat codes
Omit if payment within - Omit accounts within given Payment Days range
Include if payment within - Select accounts within given Payment Days range
Worker code If not blank - select accounts with given Owner Code (up to 5)
Desc.Cd (I/O, Code) "I" - Include given Description codes(up to 5) "O"- Omit given Description codes (up to 5)" " - Select all Description codes

QCat Code (I/O, Code) "I"- Include given QCat code"O"- Omit given QCat code" " - Select all QCat codes
Select states if not blank - select accounts with given State Code (up to 5)
R/M flag (Y,S,N=blank) "Y" - Select Return mail flag equal to "Y" "S" - Select Return mail flag equal to "S"
 "N"-Select Return mail flag equal to blank
Closes (Y-Include O=Only) Close codes (Blank=ALL) "Y"-Include given Close codes (up to 15) OR if Close
code is blank, include all. "O"-Select only given Close codes (up to 15) OR if close code is blank, select all
close accounts " " - Select all accounts regardless of existence of close codes

Closed date range if not blank - select accounts with given Close Date range
Legal Accounts (Y,N) "Y" - Include legal accounts "N" - omit legal accounts " " - Select all accounts regardless
of existence of legal status
Primary Insurance if not blank - select accounts with given primary insurance name
External score if not blank - select accounts with given external score
Secondary Insurance if not blank - select accounts with given secondary insurance name
Internal score if not blank - select accounts with given internal scores

No of attempts if not blank - select accounts with given number of attempts range
No of contacts if not blank - select accounts with given number of contacts range
Smart codes and date range if not blank - select accounts with given smart codes within the specified date
range
Library Name - Output files will be created in the given library
File name - Output file will be created with this name
PC Folder - Output file will be created in the given PC folder

When you press the F12 function key from above screen, the system will prompt you to select the fields
required in the output file

On above screen, you can select the required fields and sequence fields based on your requirements

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2. RUN THE EXTRACT PROCESS

This option allows you to run an extract at any time. You can enter information into a new "Extract name" or select any predefined "extract name" from "F3- search" within the Data extract process - Run time selection main screen. You can change any selection fields before running the option. This change will be temporary and will not change ay of the data saved within the "Extract Name". When you press ENTER on the above screen, the system will filter the required data and create a comma-delimited file in the given library or in the PC folder.

We plan to expand this feature to include automatic the e-mailing of the output files at attachments, using the Keyes Mail product.

OTHER CHANGES ↩ top

- We have added a "Last updated User ID and date" to the financial profile screen (F24 off F9) under Payment arrangements in Account Inquiry

- We have an interface with Electronic Payment Providers (EPP) for direct check processing using ACH. There is an option on the company information system control file to trigger these interfaces. When this flag is "Y", the ACH direct check and credit card files will be created through menu options 3-11-2 & 3-6-5 respectively. The EPP credit card file will be included only on the "We process" credit card information.

- On electronic account loads, we will clear home and work numbers in the format 1111111111, 2222222222 to 9999999999 or 0001111111, 0002222222 to 0009999999. We will also clear 1234567890.

- **Nightly processing (Added 08/30/05)** As a result of some of the changes we have made, we have moved Account Processing to the end of nightly processing AFTER your special processing has been run. This will ensure than all the Smart Codes applied within nightly processing and the possible changes to primary accounts have been used in the creation of the queues.

- **E-mailing reports (Added 09/05/05)** We have made enhancements to the KeyesMail interface, the e-mail product we use with Intelec. We have added the option to specify a "copy to" an address, a blind copy feature and the option to encrypt your data. A link has been added to PKZIP for OS/400. This will allow you to compress and optionally encrypt your attachments. The encrypted attachments can only be opened with a password that can be up to 64 characters long. You will need to be on KeyesMail version 6.0 to use these features. You will also need PKZIP for the iSeries.

  Following is the new screen for the e-mail set up. You will see the new copies option and the compress and encrypt features.
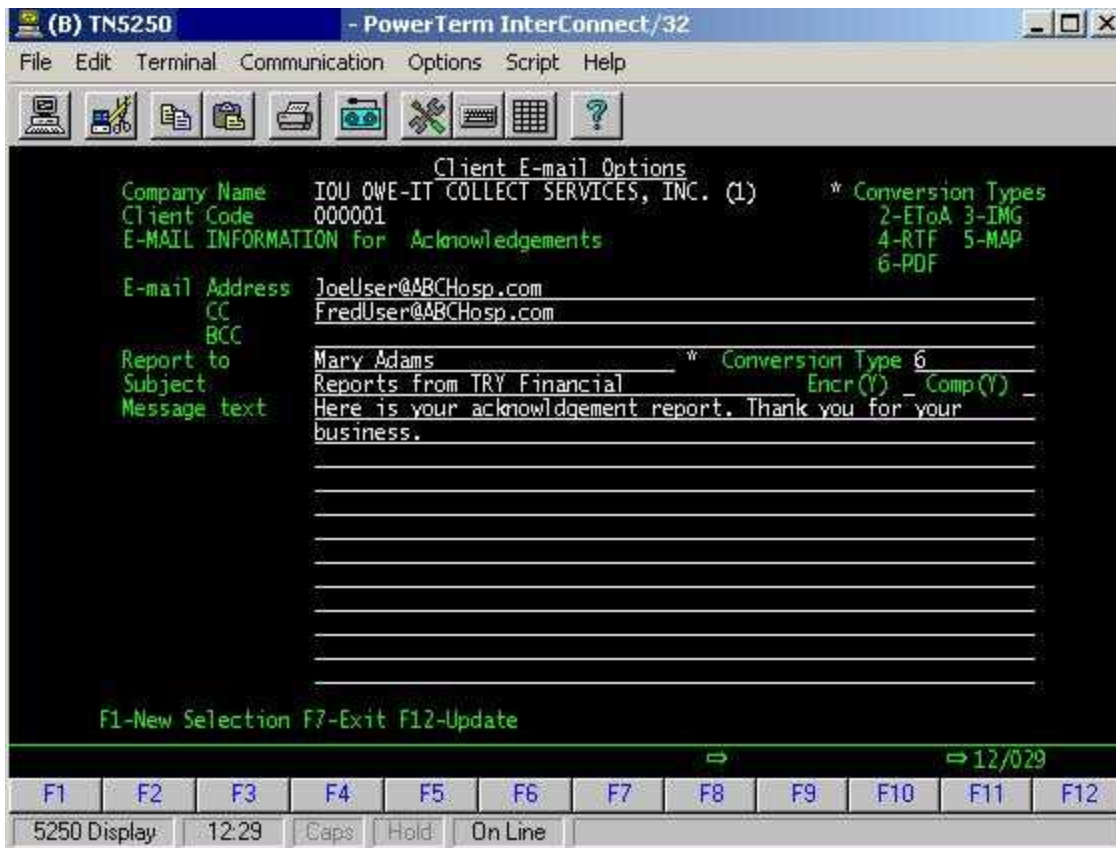
E-mail address format for clients (Added 11/30/05) There was a requirement that any e-mail addresses within the client E-mail Options had to contain an @ sign. We have removed this check. Keyes mail allows you to set up e-mail groups that can be used to send an e-mail to a list of recipients. Please review their documentation or contact them if you wish to use this option.

- **Collector reassignment (Added 09/05/05)** On the standard collector reassignment, we will allow you to specify a client code or group number. This is optional.

- **Letter translation (Added 10/18/05)** We presently have different options for letter translation (State, client and collector). We have added letter translation by description code. If you want to automatically send a Spanish letter, you presently have to do the translation using the collector code translation option. With this new option you could add a special description code for Spanish-speaking debtors and the translation becomes much easier. Description codes are the last things we check in the translation logic. If a description code is found and any translation option is defined (stop letter, send different letter etc.) we will do what is requested and notate the account as we presently do.

- **Changing collector credit (Added 11/27/05)** When a payment has been posted, if you want to change the owner or split who received credit, you have to reverse the original transaction and then reenter the transaction with the new collector codes to receive credit. We have a change that will make the process very simple!

  From the payments screen (F23 from account details) go to the screen that displays commissions (F24). If the user has access to Payment Entry within the "Areas" in system security (Payment menu access is not required) there will be an option called "Change credit (Y)". See below.

If you enter "Y" in "Change credit" field, a new screen is presented. This screen displays the payment sequence and allows you to key over the existing codes for owner and split with regard to payment credit. For transactions other than payments, the fields are protected. Owner is required (first field) and split is optional. The payment history is changed and month-to-date and year-to-date collector statistics are also updated. Changes are documented within the notes to provide an audit trail. Old and new collector credit information is added to the notes. See sample screen below for the new payment detail screen.

- **On-line client menu (Added 11/30/05)** As you know, there are several options on the On-line Client Menu. The options can only be accessed if the user has the appropriate security (System security). We have changed the menu, so options that are not available will NOT be displayed to the user!

- **Immediate transfers (Added 01/06/05)** On a prior release, at the end of each day, we deleted any un-worked immediate transfers and accounts that were in a recall list other than the worker's. We will leave these accounts in the recall list for 3 nightly runs.

INSTALLATION INSTRUCTIONS ↩ top

PRE-REQUISITES AND PLANNING

THE FOLLOWING INSTRUCTIONS ARE FOR USERS WHO ARE CURRENTLY ON RELEASE 7.2 OR RELEASE 7.4 (The current release is displayed when you sign into Intelec and get to the Main Menu)

If you are on a version prior to RELEASE 7.2 AND HAVE NOT RECEIVED SPECIAL INSTALLATION INSTRUCTIONS, PLEASE CONTACT US - DO NOT PROCEED.

The complete installation of this update will take several hours. The total time will depend on the size of your files and the processor. (It is possible the process will take longer than 24 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 5.2 OR A HIGHER RELEASE.

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

dspdtaara qss1mri

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

- In the Version 8.0 installation we delete logical files belonging to the client master file (SCCLNT), company balance types (SC0018) and Client Balance Types (SC0018C). If you have created logical files against these physical files, you **will need to delete them**, prior to running the conversion programs.

- You will **not** be able to access account or payment transactions entered on the prior version after the new release is installed. You **must** review any open batches and post them PRIOR to starting the installation of the new version.

- You should install the new version AFTER NIGHTLY PROCESSING IS RUN on your EXISTING VERSION OF INTELEC, and you have made sure your backup completed. Please RETAIN THAT BACKUP for at least a week.

- After the new release is installed, make sure that Nightly processing is run prior to new work being done.

- You MUST take an additional backup of your data BEFORE installing the new release. Use the option from the Special Options Menu to back up the Intelec files.

- 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 prcessing.

INSTALLATION OF THE NEW VERSION IF YOU ARE ON VERSION 7.2 OR HIGHER

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

Use Option 20 from the Special Options Menu to backup all of your data. NO WORK SHOULD BE DONE AFTER THAT BACKUP IS TAKEN. Please retain this backup for at least 2 weeks. It is better that you retain this tape without reusing it.

If you use the field "Int.to Bal Type" in the balance types system control file and have NOT talked to us about it, please do not proceed.

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. **Make sure you ran Nightly Processing with the prior release and took a back up of your data.**

Sign on with an Intelec User ID that gives you access to the command line (anything other than INTELOPR), 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 ADDLIBLE SCLIB from a command line and press ENTER
   Then key in ADDLIBLE 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 SCLII 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

   Place the CD titled MODS in the optical drive and key.

   Key in **ADDLIBLE SCLIB** from a command line and press ENTER.

   Key in **CALL INSTALLFIX**

   This step will take a few minutes.

4. After Step 3 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. We will be creating some new logical files over the account and payment files.

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

5. Place the CD titled BASE in the optical drive and key in **CALL INSTALL80S**. Press ENTER and follow instructions. This step will only take a few minutes to complete.

6. Keep the CD titled BASE in the optical drive and key in **CALL INSTALLR80**. 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 willl 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 8.0 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 payments without invoice numbers, and using the 999999 option) there could be invoice transaction details without a 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.

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

8. **POST-INSTALL OPERATIONS** ↩ **top**

   Please note the following.

   - After installing the new version, you should go into inquiry and review the account detail screen. Go into any other areas that you wish to.

   - After reviewing the documentation, decide if you want to set up any of the new features. You will need to go to the specific areas (e.g. Smart Codes and define the new options)

   - To take advantage of the feature that tracks bad phone numbers, you should run a program that updates the TAB + window with bad numbers. This program will read your notes file and can run for a very long time. (could be in excess of 1- 2 hours). To run that program, get to a command line in Intelec and key in the following.

     sbmjob cmd(call zcnvphmscl)

     This will delete records with no area codes or numbers in the TAB+ window. It will also update a "code" of 1 - 9 on any number with a code of "H". In addition, it will read the notes file and update the TAB+ window with bad numbers (numbers previously removed).

     The job will be submitted and will run for a long time depending on the size of your notes file and your processor speed. If you want to run this option at a later time, you can follow these same instructions. The program can be run at any time, but we suggest you run it when users are not on the system. You can have the Smart Code processing program running.

   - If you wish to run the program that changes primaries for existing accounts, you should do it before nightly processing in run. You should set up the new system control file, get to a command line in Intelec and key in the following.

     sbmjob cmd(call linkxcha)

     The job will be submitted and will run for a long time depending on the size of your account file and your processor speed (could be in excess of an hour). You must check the job to make sure it has completed before proceeding. If you want to run this option at a later time, you can follow these same instructions. The program can be run at any time, but we suggest you run it when users are not on the system. You can have the Smart Code processing program running. Again, it is our recommendation that you do NOT change primary accounts when accounts get closed.

   - There is a conversion program that will allow you to enter an "old close code" and the new close code and secondary close code. You can convert one close code at a time. This conversion program does not update purged accounts.

     To run the program, get to a command line and key in

     call cnvclscl

     The new close code must have the same "attributes" as the old close code. If the new close code is an active close code and the old close code is an inactive close code, we will display a warning at the time of processing. You must also remember to check where close codes are used in the system and update them based on the new codes. E.g. Smart code set up, I-Script rule setup, Metro 2 System Control file etc.

     The conversion program will be submitted to the job queue. You can submit several requests, but you should be careful about overloading the system, since it could take a while for each job to complete.

   - As a part of the installation process, we will create the search files needed for the multi-company search. These

allow you to search by name, address and client account number across all companies. If you do not use this feature, it is better to delete these files since they take up some disk space and add to system overhead. You can delete the search files by using option 13 from the Utilities Menu (Create / Delete files required for multi-company search)

- **Make sure you run nightly processing after you have set up any new features.** You must check that the proces completed without any errors or problems. We do not expect the processing time to increase as a result of the new version. If you add features such as the changing of primaries, the process could take longer.

- **Please make sure that you send an e-mail to support@quantrax.com indicating that you have updated to the new version. This is very important.**