

RME

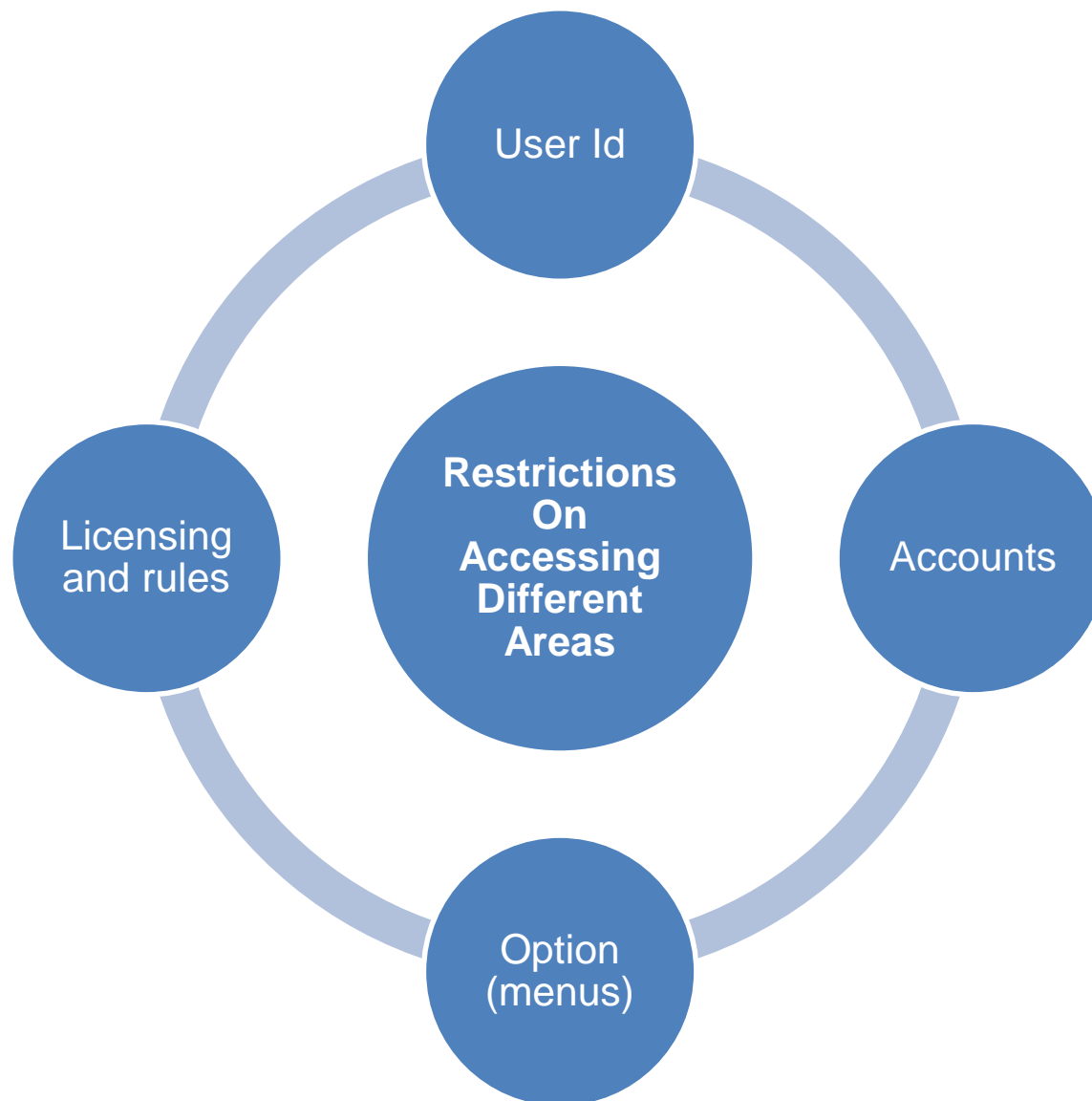
Management Training: Dealing With Compliance



- RME.x Compliance Features related to Security
 - Encryption and masking of key information
 - Ability to add a note on the account when there is no “access footprint” left on the account
 - Consumer authentication and permission options

- RME.x Compliance Features related to I – Tel
 - Time zone compliance
 - Masking phone numbers
 - Cell phone scrubbing
 - Call controls by client and state (or setting a default at the state level)

Restrictions On Accessing Different Areas



User ID – System Security

RME.x Main Menu > System control menu > System security > System security > (*Type the particular User ID*)

- ❑ Accounts – Legal accounts, Balance (based on role and responsibilities)
- ❑ Options – Management options, System control options

Create/Change a User Profile (USER)

Type choices, press Enter.

User profile	> CHAMEE	Character value
Password	> *SAME	Character value
Allowed to Create User (Y/N) . .	> N	Character value
Access to Spool File (Y/N) . . .	> Y	Character value
Access to Command Line (Y/N) . .	> Y	Character value
Control Jobs (Y/N)	> Y	Character value
Start Nightly Processing (Y/N)	> Y	Character value
Name/Description	> 'Support people for Q2'	

Bottom

F3=Exit F4=Prompt F5=Refresh F12=Cancel F13=How to use this display

F24=More keys

Accounts and Options (menus)

RME_x Main Menu > System control menu > System security > System security > (Type the User ID) > Press ENTER

System Security

User ID	CHAMEE	Name	QUANTRAX USER ID			
Companies	99				All (Y)	Y
					Some (I)	
Areas	Security	Y	Control files	Y	Client updates	Y
(Select with "Y")	Client inquiry	Y	Coll.updates-YTW	T	Collector inq.	Y
	Payment entry	Y	Account updates	Y	Client stmts.	Y
	Special opt.	Y	Client reports	Y	Coll. reports	Y
	Other reports	Y	Month/Year-end	Y	Letter formats	Y
	Acct.processing	Y	Nightly process	Y	On-line client	Y
Menus	System control	Y	Management	Y	Payments	Y
(Select with "Y",	Daily ops.	Y	Acct.processing	Y	Inquiry	Y
or "S" for the	Special options	Y	Daily reports	Y	Periodic rep.	Y
starting menu)	Month/Year-end	Y	Client stmts.	Y	Letter formats	Y
	Main menu	Y	Custom mods.	Y	On-line client	Y
	Custom menu					
Close accounts (YCN)	Y	Special authority (A-Z)	Z	On-line client (Y)		
Access legals (Y,P)	Y	User is a collector (Y,S)		Cost factor (%)	50	
				Acct.viewed note-N		

F1-New selection F3-Search F4-Remove record F6-Duplicate Menu Delete 'D'

State Rules

System Control Menu 2 > State options

- No calls to POE
- No calls to cells based on state

State Options

Company name QUANTRAX .7 BOX - COMPANY 99
 State (Blank=Default for AR
 statute options)

Tax rate

Not allowed to work, no calls to POE (N,P) Warn debtor that call is being recorded (Y)

Close accounts (Y) Close code

Forward to agency Forwarding rate

Change owner to Send letter

Apply Smart Code Payment receipt (Y) / Letter

Rate for finance charge No fin.chg. on sec.bal-N

No interest on sec.bal. (N) No Post-dated/Directs Checks (N,1)

No credit reporting (N) Time frame (A,M,P)

State/area code warnings (Y) No working before or after

Dialer IVR/Campaign restriction Local time to to

Use time for dialer processing (Y)

F1-New Selection F3-Search F4-Remove Information F7-Exit

Collector Licensing

RME.x Main Menu > System control menu > System security > Account access for states by User ID (or reporting group code)

- Collector licensing for states
- No license to work in a state

Account access by User ID

Company name QUANTRAX .7 BOX - COMPANY 99

User ID CHAMEE (or *X for reporting group)

States	MD	WA	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Access (Y=only allow access to defined states, Y
 N=do not allow access to defined states)

Disaster Areas

System control menu 2 > State options (*select state*) > F7

State/Area Code Warnings and special Zip Codes

1. State Code Warning
2. Area Code Warning
3. Zip codes that cannot be worked
4. Disaster areas by state
5. Disaster areas by area code
6. Statute for closing accounts
7. Disaster areas by zip code

Select an option

State codes for disaster areas

Company name QUANTRAX .7 BOX - COMPANY 99

MD TN

Stop letters (Y) Stop calls (Y) Y Stop S/Code Series (Y)

Statute Of Limitations

System Control Menu 2 > State options > F7

Statute for closing accounts

Company name QUANTRAX .7 BOX - COMPANY 99

State (Blank=All) MD

Period for standard accounts (months)

Period for legal accounts (months)

Bypass legal (Y)

Restart after payment (Y)

Omit with Desc.Codes

Apply smart code

Smart code for active

 closes (optional)

Encryption And Masking Of Key Information

- Mask By User
 - Social Security Numbers
 - Credit Card Numbers
 - Bank Account Numbers
- Mask By Client Level
 - Bad Phones
 - Out Of Time Zone
 - After Maximum Amount Of Calls
 - Home Before Work

Your RME.x solution.

Masking By User

RME.x Main Menu > System control menu > System security > System security > *Type User ID* > System Security – Page 2

System Security

User ID	CHAMEE	Name	QUANTRAX USER ID
AREAS USER SHOULD NOT BE ALLOWED TO ACCESS (N) -			
Insurance screens	<input type="checkbox"/>	Medical information	<input type="checkbox"/>
UB92	<input type="checkbox"/>	1500 information	<input type="checkbox"/>
Credit report	<input type="checkbox"/>	Bankruptcy information	<input type="checkbox"/>
Preview dialing	<input type="checkbox"/>	Power dialing	<input type="checkbox"/>
Predictive dialing (N,I,b)	<input type="checkbox"/>	Progressive dialing (N,I,b)	<input type="checkbox"/>
Inbound and ACD for I-Tel	<input type="checkbox"/>	Clerical sign on for I-Tel	<input type="checkbox"/>
Allow smart phone access (Y)	<input type="checkbox"/>	User can bill client for time (Y)	<input type="checkbox"/>
Inquiry only (Y) - no updates	<input type="checkbox"/>	No function keys (N)	<input type="checkbox"/>
Hide client, patient, notes (Y)	<input type="checkbox"/>	Hide medical accounts (Y)	<input type="checkbox"/>
Access to productivity screens (Y)	Y	Authentication code	<input type="checkbox"/>
Restricted User ID (Y)	<input type="checkbox"/>	No access to restricted User ID-Y	<input type="checkbox"/>
I-Tel extension at sign on (Y)	<input type="checkbox"/>	Call recording (Y,N,b)	<input type="checkbox"/>
I-Tel dialer code	<input type="checkbox"/>	I-Tel dialer group code	<input type="checkbox"/>
Allow access-special desc.code (Y)	Y	Office code	<input type="checkbox"/>
Show full SS# (Y)	Y	Show sensitive info (Y)	Y No CC-N <input type="checkbox"/>
Allowed to to enter Bal.adj (N=No)	<input type="checkbox"/>	Activity log-N <input type="checkbox"/>	Expand Events-ANb <input type="checkbox"/>
		Events override	<input type="checkbox"/>

F1-New selection F3-Search F4-Remove record Allow sign-on at any time(Y)

Add A Note On The Account (No "Access Footprint" Left On The Account)

System control menu > System Parameters

- Stop a note from being entered on the account each time the account is viewed
- Ability to control this feature at the USERID level (System security)

System Parameters

Company name QUANTRAX .7 BOX - COMPANY 99

PLACEMENT INFORMATION

Account sequence 1905903

Default contact series 14 Default collector CL

Julian date for Acct# (Y) Call recording on (Y,N,b)

OTHER INFORMATION

House collector 01

Warning description codes AA CD

Stop cred.reporting codes Hot accounts HA

Auto-dialler installed (Y) Y Separate paying Accts.(Y)

Stop dialler codes HI No linking

Use home,work,cell for checking (Y) (Def.is Home,cell) Y No Pri.change

Warn payment entry P1 P2 P3 P4 P5

"Account viewed" note (N) N Stop "Other links" message (Y)

Next weekend is QCat for weekend action 716

Current period is (Mth/Yr) 1 16 Omit comm% from coll.screens (Y) Y

New business option (Y,0,1,2,3) 0 Sp.logic for prop.assignment (Y) Y

Combine time-frames (Y) Special tracking for changes (YV)

 Stop system-generated QCats (Y)

 Pmt.Arrangements by Acct# (Y)

Consumer Authentication And Permission Options

System control menu > System security > Right party authentication options

Right Party Authentication Options

Company 99
Client/Group# 000014

1. Full SSN (Y,S)
2. Last 4 of SSN (Y,S)
3. Full DOB (Y,S)
4. DOB M/D (Y,S)
5. Address (Y,S)
6. Client account# (Y,S)
7. Last 4 of Acct# (Y,S)

Non-collector bypass (Y) Non-collector calls (N-No)

Number of items required 3 Maximum failed attempts allowed 2
Bypass if authenticated within minutes

S/Code if authenticated 066 S/Code if not authenticated 067

F7-Cancel Press ENTER to update

Express Consent – Set Up

System control menu > System parameters - Page 3

- Obtain and revoke permission to call phone number
- Achieve this by applying a smart code that is an RPC

System Parameters

Company name QUANTRAX .7 BOX - COMPANY 99

Delete CC series and checks after all have been processed (Y)

Mask 3rd parties when work is masked for home before work (Y)

Description code to stop calls to work phones

User-defined window code for financial information

Description code for express consent GIVEN CG

Description code for express consent REFUSED CR

Ask for consent when there are newer placements / always (Y,A) Y

Description code to stop calls to home phones

Description code to stop calls to cell phones

Mobile dashboard - Show money for month in "Money" (Agent)-Y

Smart code if consumer is a minor when account is posted 249

Express Consent – View From Account Detail

RMEx QUANTRAX CORPORATION INC.

Company # 99 Case # 000965408

Client Number 233246 IDLE TENNESSE

Owner COLF Worker COLF Split

Client Acct # 01-67463375

INQUIRY 000 M

Home Phone
Work Phone
Cell Phone 931-314-8344
Follow Up Date
Promise Amount

Guarantor ID MANZANO CARLA

Extre Address Ret.MI
Street Address BENT TREE APTS 7 RM Once
City/State/Zip McMINNVILLE TN 37110

Home

Email

Employer

Social Security# 125-45-8895 Date of Birth 3/11/1961

Patient (L/F) MANZANO CARLA

X-Reference

Spouse (L/F)

ACat Status

Letters Pending Cred.Rept Do not Report

Amount Placed 56.00
Balance 56.00
Total Balance 112.00
No. Of Accts 2
No. Paid in Full 0
Date Placed 12/04/11
Last Transaction 4/22/10
Last Worked 1/16/12
Last Letter ZL 2/06/13
Last Payment .00
L. Pay Date
PD Check \$
From
PD Check Date

OTH+
MED+

SMART CODE

Smart Code not processed

YOU NEED TO OBTAIN EXPRESS CONSENT to call the consumer.

check all numbers and respond below.

Consent? (Y/N)

Close Code Closed Date

Date	Time	Notes	User
12/04/11	22:36	ld NOTE #2-	New
12/04/11	22:36	ld NOTE #3-	New
12/04/11	22:36	ld NOTE #4-	New
01/16/12	10:00	Individual	UTP

Temporary Notes

Date	Note

Time Zone Compliance - Overview

- Subscription to Melissa Data phone number database is required
- Area code and exchange are located within a time zone, state and county
- All phone numbers and state can be factored into calculation
- Option available for Other Phones (TAB+ numbers)
- Special rules for toll-free numbers
- Calls can be launched from anywhere to anywhere using UTC time formats

Time zone processing

Ensures that calls launched to specific state or province are launched at allowable times

Every jurisdiction has an allowable calling period

Pre-Requisites

RME x 2.2 or above

Valid allowable calling periods (ACP) in state controls table

A recent version of the Melissa Data time zone file

The settings in the dialer control table

The settings of the Special Control Flags

State Control Table

System Control 2 > State Options

- Enter 'No working before HHMM or after HHMM'
- Consider a safety margin (end at 2056)
- Consider states with multiple time zones such as Florida

State Options

Company name Kalara Attorney Group
 State (Blank=Default for NY
 statute options)

Tax rate

Not allowed to work, no calls to POE (N,P) Warn debtor that call is being recorded (Y)

Close accounts (Y) Close code

Forward to agency Forwarding rate

Change owner to Send letter

Apply Smart Code Payment receipt (Y) / Letter

Rate for finance charge No fin.chg. on sec.bal-N

No interest on sec.bal. (N) No Post-dated/Directs Checks (N,1)

No credit reporting (N) Time frame (A,M,P)

State/area code warnings (Y) No working before or after

Dialer IVR/Campaign restriction Local time to

Use time for dialer processing (Y)

F1-New Selection F3-Search F4-Remove Information F7-Exit

Subscription To *Melissa Data* Phone Number Database Is Required

- FONE*Data
- Provides RME_x the ability to relate area code and prefix data to location information like city, state, county, and TIME ZONE
- <http://www.melissadata.com/>
- 1 800 MELISSA
- Quarterly updates recommended

Area Code And Exchange Are Located Within A Time Zone, State And County

Phone Number File

Area Code (NPA) 714
Prefix (NXX) 589
New Area Code 949
City Rancho Santa Margarita
State CA
County FIPS Code 06059
Latitude 33.6375
Longitude -117.6038
ZIP Code 1 92679
ZIP Code 2 92688
ZIP Code 3 92692
Country U (USA)
Overlay 0
Cell 0
LATA 730

Phone Number History File

Area Code 714
Prefix 589
New Area Code 949
City Rancho Santa Margarita
State CA
Start Date 04/18/1999
End Date 10/17/1999

County Name File

County FIPS Code 06059
State CA
County Name Orange
Time Zone 8 (Pacific)
County Area (sq miles) 790
County Seat Santa Ana
County Seat Elevation 1102.73
County Population 2,846,289
County Type C
Households 935,287
Persons Per Household 3.04
Est. White Population 1,844,652
Est. Black Population 47,649
Est. Hispanic Population 875,579
Avg. Household Income \$50,986
Avg. House Value \$250,300

The Melissa Data File SCITLTZ

```
Session A - [24 x 80]
File Edit View Communication Actions Window Help
WORK WITH DATA IN A FILE                               Mode . . . . . : CHANGE
Format . . . . . : ITLTZ                             File . . . . . : SCITLTZ

AREA ACODE:      301
PREFIX (NXX):    657
ZIP CODE 1:      20815
ZIP CODE 2:      20814
ZIP CODE 3:      20816
AREA CODE #:     5
DST Y=OBSERVE DST: Y
STATE:           MD

F3=Exit          F5=Refresh          F6=Select format
F9=Insert        F10=Entry           F11=Change

MA a                                                    04/021
I902 - Session successfully started
```

Loading The Melissa Data File

- Information on this in the RME_x Knowledge Base
- Download FONE*Data from Melissa Data
- Copy PC files to i5, into library FONEDATA
- Make sure you copy the data as well as the file structure
- Run the RME_x update program from
 - I-Tel System Control options
 - Phone number maintenance options
 - Create area code and time zone files

The Allowable Calling Period (ACP)

- ❑ ACP is calculated based on
 - ❑ The area code/exchange records in SCITLTZ
 - ❑ The times in the State Control Table
 - ❑ The values on the Dialer Control Table
 - ❑ The settings of the control flags
- ❑ The default for US and Canada is 8am to 9pm
- ❑ The default for elsewhere is 2pm to 5pm
 - ❑ The Earliest time to call - normally 8am local time
 - ❑ The Latest time to call - normally 9pm local time
- ❑ Stored on SCCQUE and TQ files

All Phone Numbers And State Can Be Factored Into Calculation

The Allowable Calling Period =

❑ $(AST+TZO-DST) / 24$

❑ $(AET+TZO-DST) / 24$

- ❑ **AST** - The allowable start time in local time, in hours. This is the 'no working before' time from the state control table. Maryland would be '08'
- ❑ **TZO** - The time zone offset (hours behind UTC or GMT) for the area code/exchange combination being called, from the time zone file. For 301 657 2084, this value would be '5'
- ❑ **DST** - DST is equal to '1' if the DST flag for the area code/exchange combination is equal to 'Y' AND the DST flag on the Dialer Control File on RME_x is equal to 'Y'. If either flag is blank, then DST is equal to zero.
- ❑ **24** - The number of hours in a day

Option Available For Other Phone Window- Time Zone

Account Details Screen > Tab-+ > F8-TZ

OTHER PHONE WINDOW

				Code	Date	Allow
	<input type="checkbox"/>			<input type="checkbox"/>		
	C	1212	ACP 11:00 to 21:00	<input type="checkbox"/>		
	C	1212	ACP 14:00 to 17:00 Not on TZ tabl	e		
	h	9999	ACP 14:00 to 17:00 Not on TZ tabl	e		
	W	9858	ACP 14:00 to 17:00 Not on TZ tabl	e		
	h	9999	ACP 11:00 to 21:00	<input type="checkbox"/>		
	h	9999	ACP 11:00 to 21:00	<input type="checkbox"/>		
	h	9999	ACP 14:00 to 17:00 Not on TZ tabl	e		

Sort by phone code Smart Code Callable (DNA)

Spouse
DB 11/15/1968
SS 542-44-8754

F2-Inconv F5-Fmt. **F8-TZ** F12-Upd F14-ITel Previous Next

Option Available For Other Phone Window Numbers

Account Details Screen > Tab-+ > F14 - ITel

```

:
:          OTHER PHONE WINDOW
:
:                                     Code Date Allow
:
-----
:
:          I-Tel PHONE WINDOW
:
: Useful          Last Outcome          Comment
:
:  (301) 555-1212
:  (301) 555-6656          Added-QMASTER
:  (386) 330-1212          Added-QMASTER
:  (386) 330-6818
:  (386) 333-2565          DOESN'T KNOW OUR PARTY
:  (386) 555-1212          NO LONGER LIVES THERE          +
:
:  #=Display detail info
:
:
:
:

```

Special Rules For Toll-free Numbers

Dialer Setup Menus

- Where is a toll-free number located?
 - Anywhere in North America
 - In the same place as other numbers on the account
 - Options:
 - ' ' (**blank**) default to 2pm to 5pm EST
 - 'N' ignore toll-free numbers if there are other numbers on the account
 - 'A' always ignore

Calls Can Be Launched From Anywhere To Anywhere Using UTC Time Formats

- UTC stands for Universal Time Coordinated.
- It is equivalent to GMT (Greenwich Mean Time).
- Allowable calling times are stored in UTC format

Masking Phone Numbers

System control menu > System parameters - Page 2

- Controlled by description code
- All consumer numbers on an account are masked, so agent cannot dial manually
- No Calls* message displayed to agent

System Parameters

Company name QUANTRAX .7 BOX - COMPANY 99

Add standard note immediately if no note by user (Y)

Bypass minimum for proportionate payment distribution (Y)

Create processing types for "Cell" and "Other phones only" (Y)

Get missing area codes using state and prefix (Y)

Run linking during the day (Y)

Run account processing in 3,4 or 5 parts (Enter 1,2 or 3) (Check with
Primary balance search for collectors (N=No) Quantrax)

From account details, get cell phones from links (Y)

In nightly update primary with cell phones from links (Y)

Add cosigners to other phones (Y)

Description code to add when debtor closed and cosigner open

Desc.Code for permission to bypass maximum calls compliance

Include non-reportable payments in commission (some options)

Mask phone numbers after maximum calls (Y)

Limit info. in account processing when access not allowed (Y)

Access to single cosigner information (N=No)

Multiple collector access to same account (N=No)

Mask consumer numbers for Description Code

Cell Phone Scrubbing

System control menu 3> Cell phone scrubbing options

Cell phone scrubbing options

Company Code 99
 Company Name QUANTRAX .7 BOX - COMPANY 99

Activate the options (Y) We do not use client rules - N (faster)

Remove work if cell (Y) Disable non-debtor cells (N=No)

Phone code if work number is changed L

Phone code if cell number is a land line (Number also moved to Tab+)

* Phone code if land line ports to cell C Move to cell number (Y)

* Phone code if cell phone ports to land line H For new accounts, move Home to Cell# if cell (Y)

* S/Code to apply if land line ports to cell Cell phone ports to land

Warn user when cell set up in H/W (Y) Y Allow override (Y) Y

Phone code for cosigner work is cell E Disable cosigner work (Y) Y

Last ported number update 07/19/13

ENTER-Update information F7-Exit F10-Validate # * - Refer to debtor numbers

Call Controls By Client And State (Or Setting A Default At The State Level)

- Maximum calls for a day or a period
- Maximum messages
- Methods of counting and tracking manual calls when cell phones should not be called using a dialer
- Demand letter can be considered 'contacts'
- The "home before work" rule

Call Restrictions by Client/Group number

Company name QUANTRAX .7 BOX - COMPANY 99

Client group number OR Client number 900

Days for Period 1 05 Days for Period 2 10

Maximum allowed per day

ATTEMPTS	Phone#	01	Home#	01	Work#	01	Cell#	01	Debtor#	01	Non-Debtor#	01
MESSAGES	Phone#	01	Home#	01	Work#	01	Cell#	01	Debtor#	<input type="checkbox"/>	Non-Debtor#	<input type="checkbox"/>

Maximum allowed within period 1

ATTEMPTS	Phone#	<input type="checkbox"/>	Home#	<input type="checkbox"/>	Work#	<input type="checkbox"/>	Cell#	<input type="checkbox"/>	Debtor#	<input type="checkbox"/>	Non-Debtor#	<input type="checkbox"/>
MESSAGES	Phone#	<input type="checkbox"/>	Home#	<input type="checkbox"/>	Work#	<input type="checkbox"/>	Cell#	<input type="checkbox"/>	Debtor#	<input type="checkbox"/>	Non-Debtor#	<input type="checkbox"/>

Maximum allowed within period 2

ATTEMPTS	Phone#	<input type="checkbox"/>	Home#	<input type="checkbox"/>	Work#	<input type="checkbox"/>	Cell#	<input type="checkbox"/>	Debtor#	<input type="checkbox"/>	Non-Debtor#	<input type="checkbox"/>
MESSAGES	Phone#	<input type="checkbox"/>	Home#	<input type="checkbox"/>	Work#	<input type="checkbox"/>	Cell#	<input type="checkbox"/>	Debtor#	<input type="checkbox"/>	Non-Debtor#	<input type="checkbox"/>

Message is a contact (Y,A,I) On message that is contact, no calls to #,D

Count non-footprint calls-Y Count non-debtor calls as debtor calls (Y)

F1-Select F7-Exit F20-Delete ENTER-Update

Call Controls By Client And State (Or Setting A Default At The State Level)

RMEx Main Menu > I-Tel options menu > Other phone number options > Phone number restrictions by client

Call Restrictions by Client/Group number

Company name QUANTRAX .7 BOX - COMPANY 99

Client group number OR Client number 900

Days for Period 1 05 Days for Period 2 10

Maximum allowed per day

ATTEMPTS	Phone#	01	Home#	01	Work#	01	Cell#	01	Debtor#	01	Non-Debtor#	01
MESSAGES	Phone#	01	Home#	01	Work#	01	Cell#	01	Debtor#	<input type="checkbox"/>	Non-Debtor#	<input type="checkbox"/>

Maximum allowed within period 1

ATTEMPTS	Phone#	<input type="checkbox"/>	Home#	<input type="checkbox"/>	Work#	<input type="checkbox"/>	Cell#	<input type="checkbox"/>	Debtor#	<input type="checkbox"/>	Non-Debtor#	<input type="checkbox"/>
MESSAGES	Phone#	<input type="checkbox"/>	Home#	<input type="checkbox"/>	Work#	<input type="checkbox"/>	Cell#	<input type="checkbox"/>	Debtor#	<input type="checkbox"/>	Non-Debtor#	<input type="checkbox"/>

Maximum allowed within period 2

ATTEMPTS	Phone#	<input type="checkbox"/>	Home#	<input type="checkbox"/>	Work#	<input type="checkbox"/>	Cell#	<input type="checkbox"/>	Debtor#	<input type="checkbox"/>	Non-Debtor#	<input type="checkbox"/>
MESSAGES	Phone#	<input type="checkbox"/>	Home#	<input type="checkbox"/>	Work#	<input type="checkbox"/>	Cell#	<input type="checkbox"/>	Debtor#	<input type="checkbox"/>	Non-Debtor#	<input type="checkbox"/>

Message is a contact (Y,A,I) On message that is contact, no calls to #,D

Count non-footprint calls-Y Count non-debtor calls as debtor calls (Y)

F1-Select F7-Exit F20-Delete ENTER-Update

Call Controls By State (Or Setting A Default At The State Level)

RMEx Main Menu > I-Tel options menu > Other phone number options > Phone number restrictions by state > Phone number restrictions by state (2nd file)

Call Restrictions by State

Company name QUANTRAX .7 BOX - COMPANY 99
State CA

Days for Period 1 Days for Period 2

Maximum allowed per day

ATTEMPTS	Phone#	<input type="checkbox"/>	Home#	2	Work#	<input type="checkbox"/>	Cell#	1	Debtor#	<input type="checkbox"/>	Non-Debtor#	<input type="checkbox"/>
MESSAGES	Phone#	<input type="checkbox"/>	Home#	<input type="checkbox"/>	Work#	<input type="checkbox"/>	Cell#	2	Debtor#	<input type="checkbox"/>	Non-Debtor#	<input type="checkbox"/>
CONNECTS	Phone#	<input type="checkbox"/>	Home#	<input type="checkbox"/>	Work#	1	Cell#	<input type="checkbox"/>	Debtor#	<input type="checkbox"/>	Non-Debtor#	<input type="checkbox"/>

Maximum allowed within period 1

ATTEMPTS	Phone#	<input type="checkbox"/>	Home#	5	Work#	<input type="checkbox"/>	Cell#	<input type="checkbox"/>	Debtor#	<input type="checkbox"/>	Non-Debtor#	<input type="checkbox"/>
MESSAGES	Phone#	<input type="checkbox"/>	Home#	<input type="checkbox"/>	Work#	<input type="checkbox"/>	Cell#	2	Debtor#	<input type="checkbox"/>	Non-Debtor#	<input type="checkbox"/>
CONNECTS	Phone#	<input type="checkbox"/>	Home#	<input type="checkbox"/>	Work#	1	Cell#	<input type="checkbox"/>	Debtor#	<input type="checkbox"/>	Non-Debtor#	<input type="checkbox"/>

Maximum allowed within period 2

ATTEMPTS	Phone#	<input type="checkbox"/>	Home#	6	Work#	<input type="checkbox"/>	Cell#	<input type="checkbox"/>	Debtor#	<input type="checkbox"/>	Non-Debtor#	<input type="checkbox"/>
MESSAGES	Phone#	<input type="checkbox"/>	Home#	<input type="checkbox"/>	Work#	<input type="checkbox"/>	Cell#	<input type="checkbox"/>	Debtor#	<input type="checkbox"/>	Non-Debtor#	<input type="checkbox"/>
CONNECTS	Phone#	<input type="checkbox"/>	Home#	<input type="checkbox"/>	Work#	2	Cell#	<input type="checkbox"/>	Debtor#	<input type="checkbox"/>	Non-Debtor#	<input type="checkbox"/>

Message is a contact (Y,A,I) On message that is contact, no calls to #,D
Count non-debtor calls as debtor calls (Y)

Demand letter is attempt (Y) Count non-footprint calls (Y)

F1-Select F7-Exit F20-Delete Press ENTER to update

In your system, use COMPANY 98

Print and review the following reports:

1. Setup a default collector user id, in system security.
 - a. This user id can update account demographics but cannot close accounts.
 - b. The special authority level for this user should be B and should not have access to bankruptcy screens.
 - c. Login to the system, with the user id from above and try to access the bankruptcy information on any account.
 - d. What happens?
 - e. Apply a smart code with an authority level higher than B.
 - f. Manually close the account.

2. Add a description code to an account that only a user with special authority will be able to access.
 - a. Attempt to access with account through account inquiry, with the default collector login.
 - b. What happens?

In your system, use COMPANY 98

Print and review the following reports:

3. Setup the state options for FL to warn consumer call is being recorded and work phone numbers are not allowed to be called.
 - a. Change the state on a test account to FL.
 - b. Access account through account inquiry, what happens?
 - c. Do you see a message?

4. Setup home before work rules on the state control options for MA.
 - a. Change the state on a test account to MA, make sure you have both a home and work phone number on the account.
 - b. Pull the account up, what phone numbers do you see?

RMEx Management Training: Dealing With Compliance

Thank you!