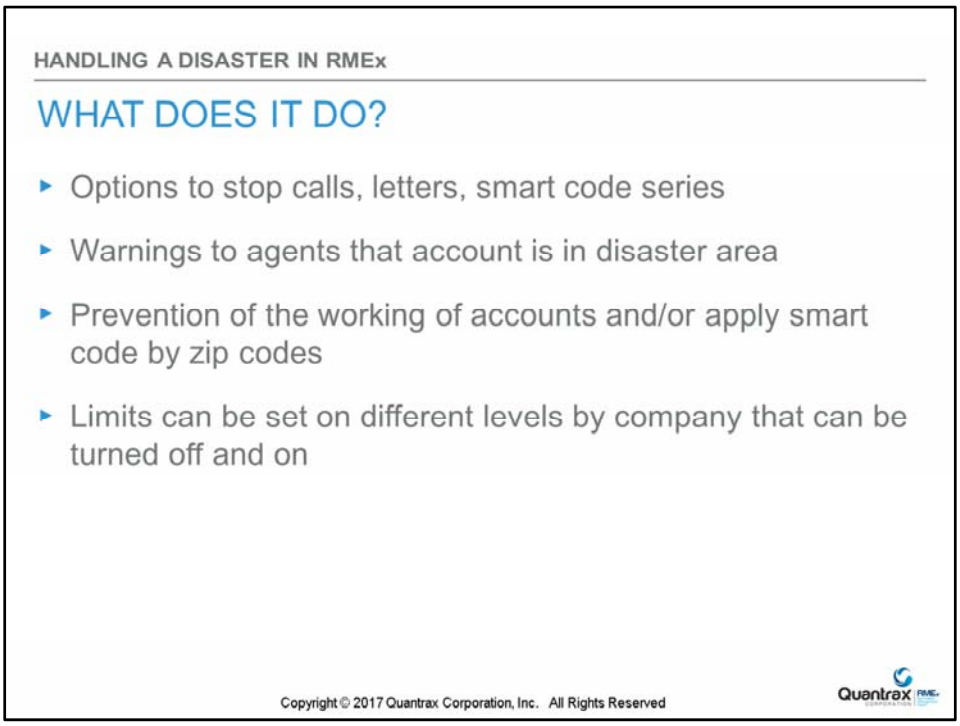
Time and again there is the a requirement to stop contacting some consumers for a period, due to a natural disaster. You may have to stop making phone calls and also stop sending in letters. As always, RMEx provides its users with all the ability to cater to these requirements.



At present you can control this by using the following options in RMEx

There are several features in RMEX to handle a natural disaster.

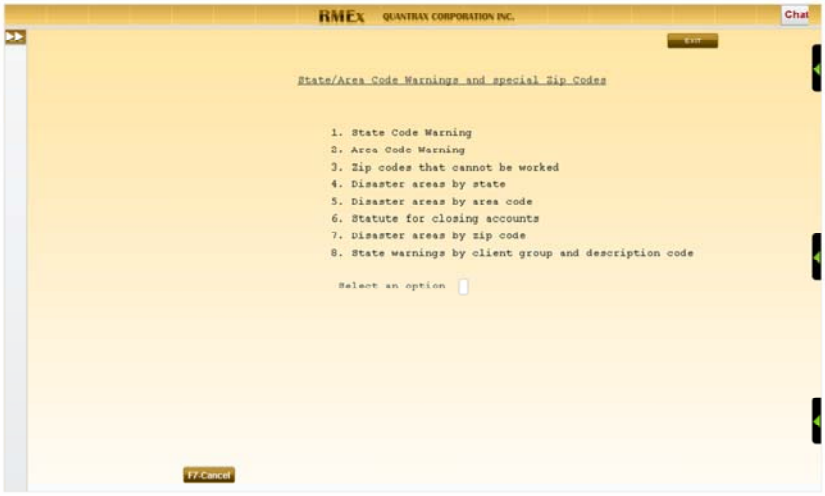
What does it do?

- \Options to stop calls, letters, smart code series by state, zip code and area codes
Warnings to agents that account is in disaster area
Prevention of the working of accounts and/or apply smart code by zip codes
Limits can be set on different levels by company that can be turned off and on

You can control this by using the following options in RMEx

SYSTEM CONTROL MENU 2 > STATE OPTIONS > F7

WHERE DO I ACCESS THE OPTIONS?



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To setup warnings and disaster area rules go to System control menu 2 > state options > F7

WARNING MESSAGES – BY STATE

AGENT ALERTED IN ACCOUNT DETAIL SCREEN

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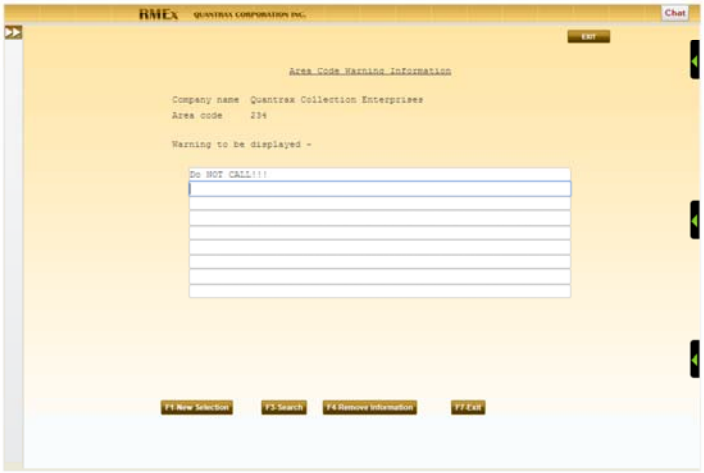
Option 1 allows you to setup a State code warning

– A warning message can be displayed to the collector based on the state the consumer resides.

WARNING MESSAGES – BY AREA CODE

ALERT AGENT IN ACCOUNT DETAIL SCREEN



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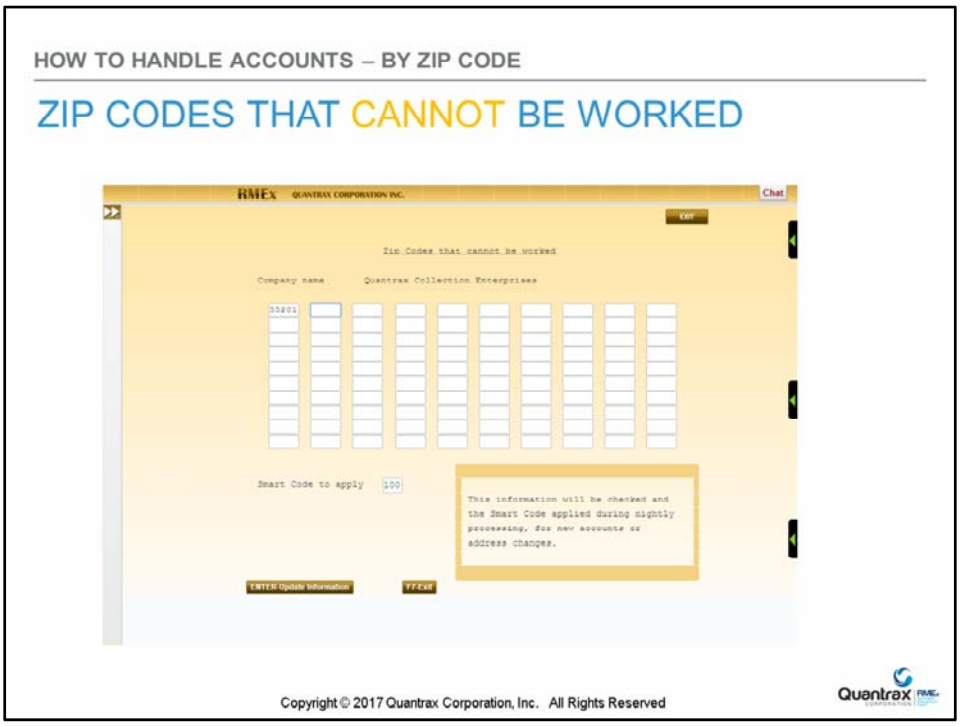
Option 2 allows you to setup a area code warning

– A warning message can be displayed to the collector based on the area code that the consumer resides.



Option 3 is Zip Codes that cannot be worked

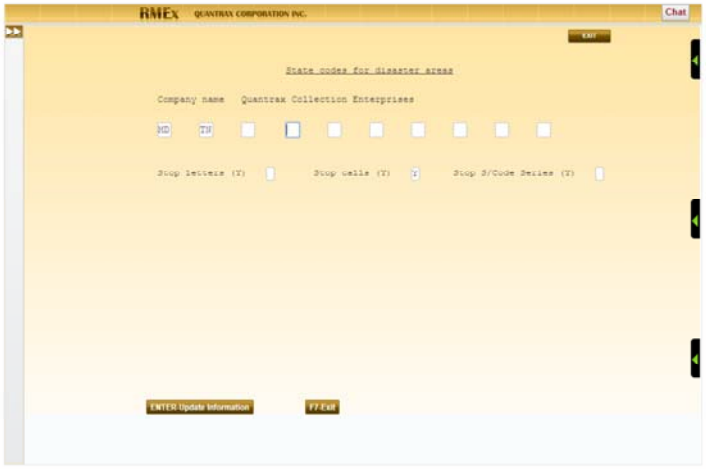
This option is used to prevent working of accounts based on the consumer's zip code. You can enter all 5 characters of the zip code or only the 1st 3. The system will check 1st to see if all 5 character match and if not, will then check for a match of the 1st 3 characters.

If a match is found, the system will A smart code can be applied on the account based on the zip code and prevent the account being worked.

NOTE: The system checks all new accounts loaded and any account that has had an address change during the day.

DISASTER AREA – BY STATE

STOP CONTACTING ACCOUNTS BY STATE



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Option 4 is Disaster areas by state

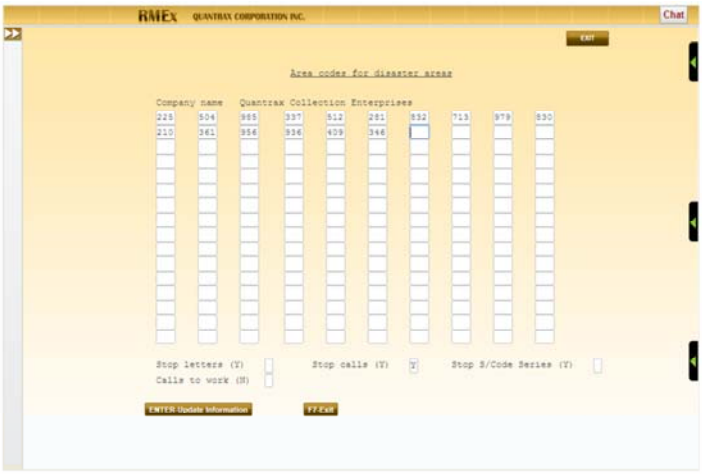
Enter up to 10 State codes, that represent the "disaster area"

You can temporarily hold the processing of any letters or calls or Smart code series on accounts where the debtor resides in any of the states entered in this option.

NOTE: When a state is removed from the this option, the system will resume the letter processing, call processing and Smart code series processing for that state.

DISASTER AREA – BY AREA CODE

STOP CONTACTING ACCOUNTS BY AREA CODE



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Option 5 is Disaster Area by area code

Enter up to 160 Area codes, that represent the "disaster area".

You can temporarily hold the processing of any letters, calls Smart code series on accounts where the consumer has a home, work or cell number with an area code entered in this option.

NOTE: When a area code is removed from the this option, the system will resume the letter processing, call processing and Smart code series processing for that state.

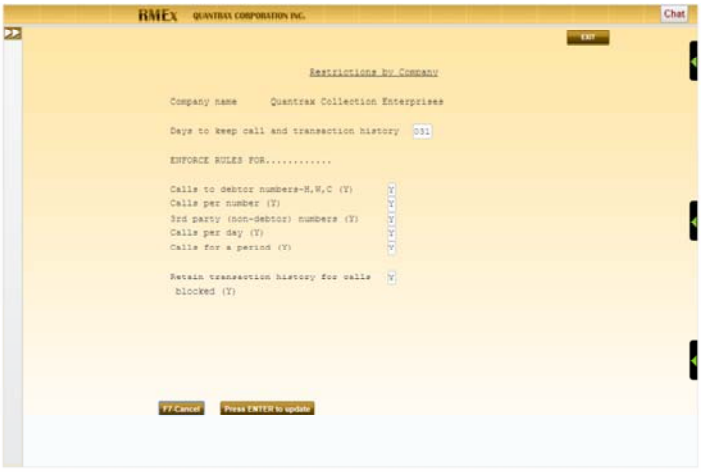
NOTE: The system will ONLY check the area codes associated with

the phone codes:

H = Home C= Cell and Work

I-TEL OPTIONS > OTHER PHONE NUMBER OPTIONS > PHONE NUMBER RESTRICTIONS BY CLIENT > RESTRICTIONS BY COMPANY

ENFORCE RULES ON COMPANY LEVEL



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There are features that can be turned on and off by company. You can set various options on call limites.

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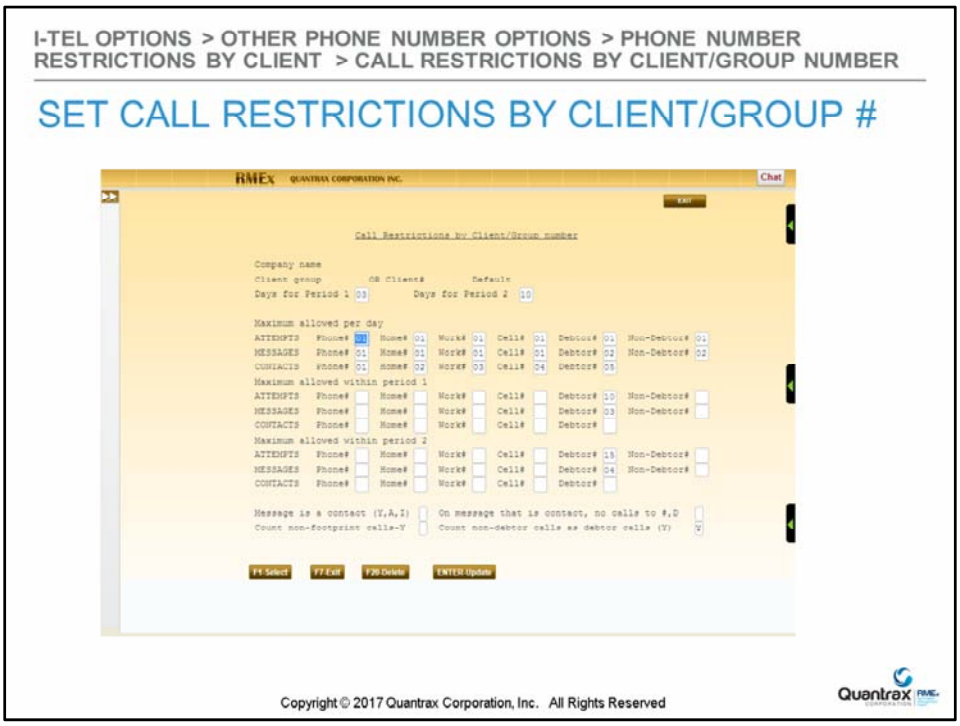
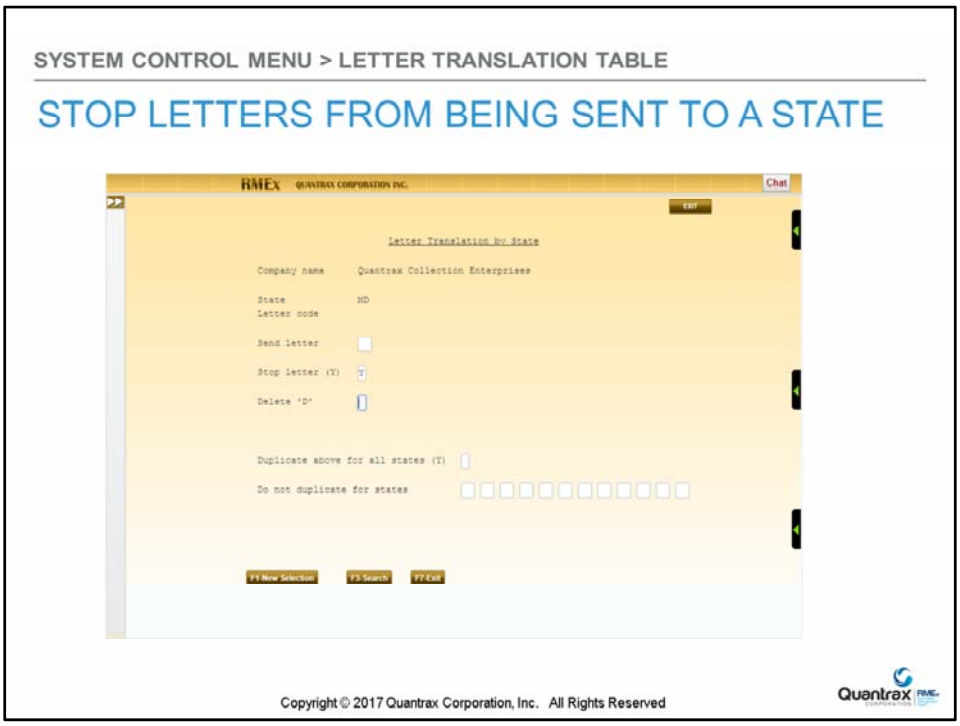
Access from **I-TEL OPTIONS > OTHER PHONE NUMBER OPTIONS > PHONE NUMBER RESTRICTIONS BY CLIENT > RESTRICTIONS BY COMPANY**



I-TEL OPTIONS > OTHER PHONE NUMBER OPTIONS > PHONE NUMBER RESTRICTIONS BY CLIENT Call restrictions by c lient/group #

sets call limits by client group number, state, zip code and area code. Limits can be placed on individual numbers, accounts, debtor numbers and non-debtor numbers, and home numbers, work numbers and cell numbers.



SYSTEM CONTROL MENU > LETTER TRANSLATION TABLE

Yes! think about how you could use these? We ARE sending letters, but may temporarily change the text? You COULD stop mail using the translations, but it is easier to use the disaster options! Letter translations DOES NOT STOP THE PROCESSING.. Disaster logic "holds" the process (e.g Contact Series).

To stop all letters from going to a state - Go to the System Control Menu - Letter translation table - Enter the state code and leave the letter code field "blank" and put a "Y" in stop letter

To allow/send only one specific letter to a state - Enter the state code - leave the letter code field "blank" - put a letter code in the send letter field. No matter what letter is requested this 1 letter will always be generated

Remember, there is another option which is found at the State Options from the System Control Menu 2 that is primarily to allow you to stop working accounts in a disaster area. That option also allows you to stop letters. What it will actually do is keep letters pending and not send them until you remove the stop. It will also stop any letters from a contact series.

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