



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.

WHAT DOES IT DO?

- ▶ Options to stop calls, letters, smart code series
- ▶ 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

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

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

What does it do?

- \Options to stop calls, letters, smart code series by state, zip code and area codes

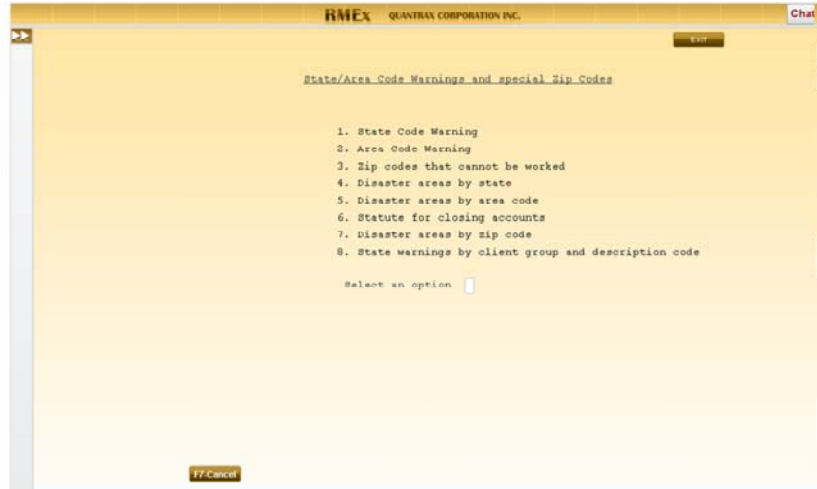
Warnings to agents that account is in disaster area

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 RME_x

WHERE DO I ACCESS THE OPTIONS?



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

RMEx QUANTRAX CORPORATION INC. Chat

State Code Warning Information

Company Name Quantrax Collection Enterprises
State IN

Warning to be displayed -

F4 New Selection F5 Search F4 Remove Information F7 Exit

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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

Area Code Warning Information

Company name Quantrax Collection Enterprises
Area code 234

Warning to be displayed -

Do NOT CALL!!!

F1 New Selection F2 Search F4 Remove Information F7 Exit

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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.

HOW TO HANDLE ACCOUNTS – BY ZIP CODE

ZIP CODES THAT CANNOT BE WORKED

The screenshot shows a web application window titled "RMEX QUANTRAX CORPORATION INC." with a "Chat" button in the top right. The main heading is "Zip Codes that cannot be worked". Below this, the "Company name" is set to "Quantrax Collection Enterprises". There is a grid of 10 input fields for zip codes, with the first field containing "00001". Below the grid, there is a "Smart Code to apply" field with the value "100". A yellow callout box contains the text: "This information will be checked and the Smart Code applied during nightly processing. For new accounts or address changes." At the bottom of the form, there are two buttons: "TEST Update Information" and "FFXFX".

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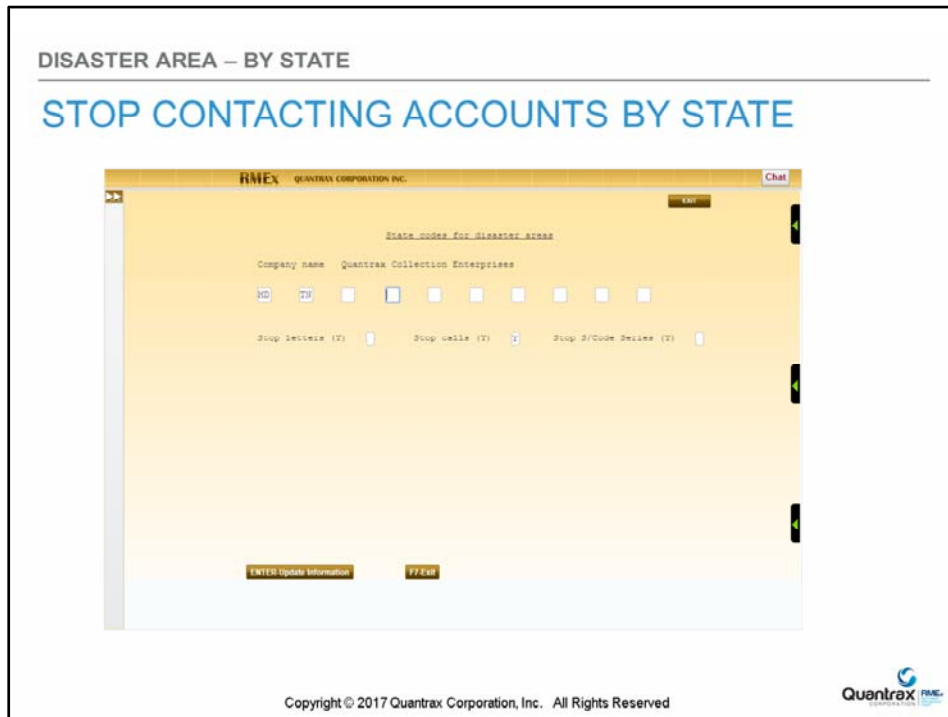


Option 3 is Zip Codes that cannot be worked

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.

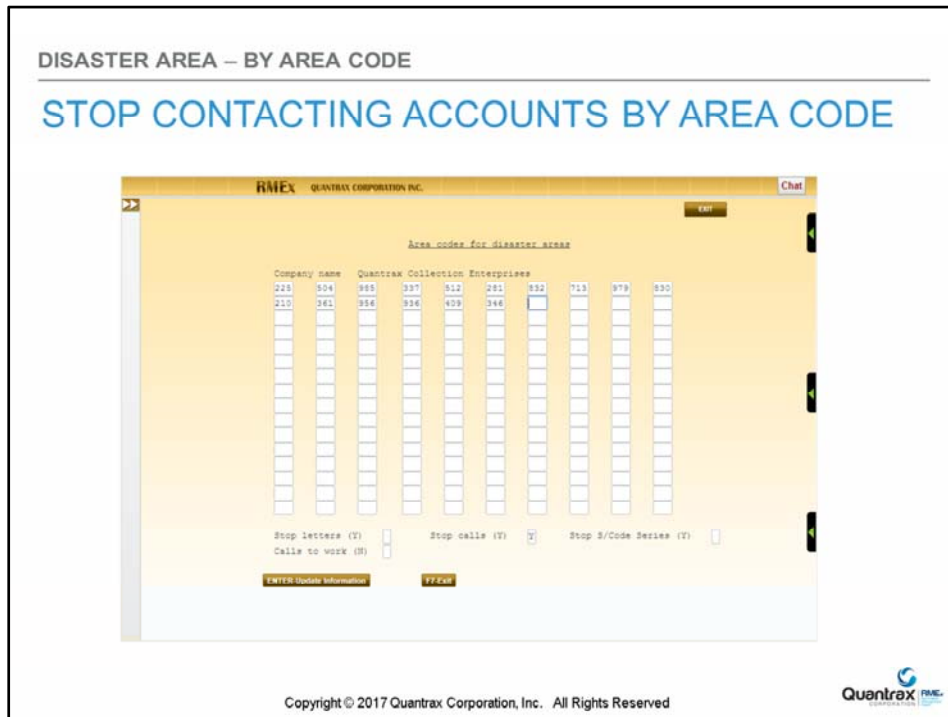


Option 4 is Disaster areas by state

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.



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

The screenshot displays a web-based configuration interface for 'RMEX QUANTRAX CORPORATION INC.'. The page title is 'Restrictions by Company'. The company name is 'Quantrax Collection Enterprises'. A field for 'Days to keep call and transaction history' is set to '031'. Below this, a section titled 'ENFORCE RULES FOR.....' contains several options with checkboxes:

- Calls to debtor numbers-N,W,C (Y)
- Calls per number (Y)
- 3rd party (non-debtor) numbers (Y)
- Calls per day (Y)
- Calls for a period (Y)
- Retain transaction history for calls blocked (Y)

At the bottom of the form, there are two buttons: '///Cancel' and 'Press ENTER to update'.

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

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

SET CALL RESTRICTIONS BY CLIENT/GROUP

Call Restrictions by Client/Group number

Company name
Client group OS clients Default
Days for Period 1 03 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# 02 Non-Debtor# 02
CONTACTS Phone# 01 Home# 02 Work# 03 Cell# 04 Debtor# 01

Maximum allowed within period 1
ATTEMPTS Phone# Home# Work# Cell# Debtor# 10 Non-Debtor#
MESSAGES Phone# Home# Work# Cell# Debtor# 03 Non-Debtor#
CONTACTS Phone# Home# Work# Cell# Debtor#

Maximum allowed within period 2
ATTEMPTS Phone# Home# Work# Cell# Debtor# 15 Non-Debtor#
MESSAGES Phone# Home# Work# Cell# Debtor# 04 Non-Debtor#
CONTACTS Phone# Home# Work# Cell# Debtor#

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)

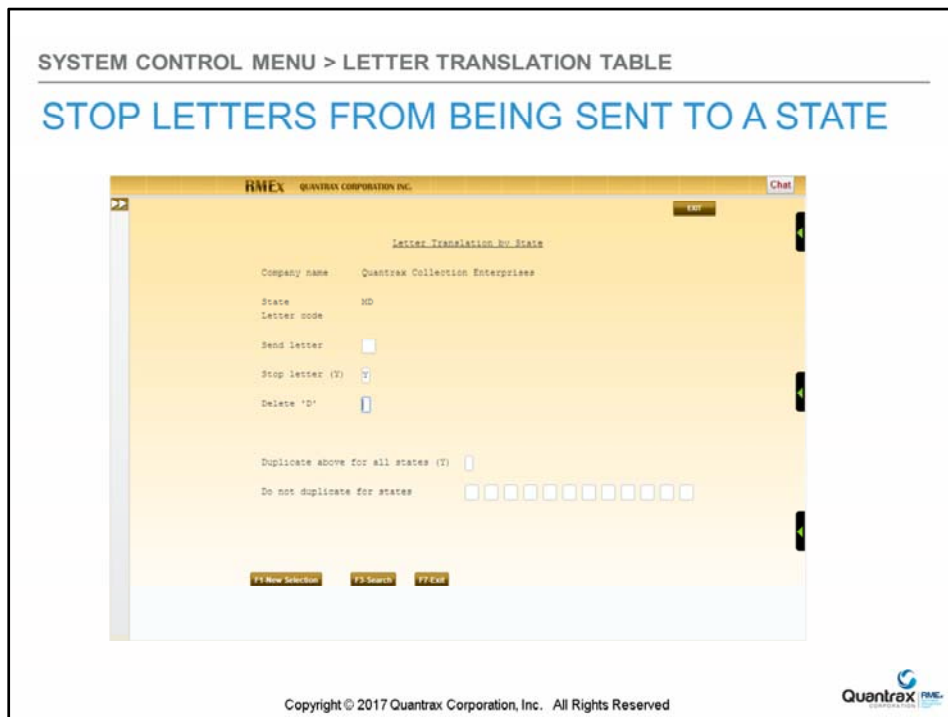
F4 Select F7 Exit F20 Delete ENTER Update

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I-TEL OPTIONS > OTHER PHONE NUMBER OPTIONS > PHONE NUMBER RESTRICTIONS BY CLIENT Call restrictions by client/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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THE BAR**

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