

Graphical User Interface (GUI)

We have all known this day would arrive. The dumb terminal reached its pinnacle of effectiveness and has been slowly replaced over the past few years. So, it is with great pleasure that we introduce our new Graphical User Interface (GUI).

This product revolutionizes the interaction between the agent and the system. The advantages for compliance, work standards, and agent productivity are enormous. The implementation of a graphical user interface gives the best of all worlds: it uses the proven IBM servers that you have been using for years because of their reliability, security and low cost of ownership (iSeries/I5); it uses the same database technology and software that has supported your business since you implemented RME_x; and it presents all your data in a modern, user-friendly manner in a web based environment that you can deploy anywhere!

Following are GUI screens outlining important updates:
Directly below is a screen shot of the main detail screen for an account.

RMEx QUANTRAX CORPORATION INC.

Company # 99 Case # 000018094 Get Primary
Client Number 123068 DELIGHT TEST CLIENT
Owner DELT Worker DELT Split
Client Acct # DIALER TEST ACCOUNT

Home Phone 561 - 969 - 2213
Work Phone
Cell Phone
Follow Up Date 2/08/11
Promise Amount .00

INQUIRY 001 M Events

Guarantor None KELLER JEFF TEST ACCT
Extra Address
Street Address 123 BLUE ST R
City/State/Zip SACRAMENTO MD 95814
Email PAUL@AOL.COM
Place of Employment Home
Social Security No XXX-XX-0000 Date of Birth 2/10/2011
Patient (L/F)
X-Reference (L/F)
Spouse (Last/First)
ACat Status RM Once
Letters Pending F4 A1 Cred.Rept Do not Report

Amount Placed 400.00
Balance 200.00
Total Balance 200.00
No. Of Accts 1
No. Paid in Full 0
Date Placed 5/12/10
Last Transaction 6/12/08
Last Worked 2/04/11
Last Letter A1 1/18/11
Last Payment 200.00
L. Pay Date 11/15/10
PD Check \$ 10.00
PD Check Date 2/22/11

ATTY
CON+
COS
OTH+
MED+

Smart Code Q

Code	Description
A1	

Payments

Date	Description	Amount
11/15/10	Pd.Agcy	100.00
11/15/10	Pd.Agcy	100.00

Notes

Time	Date	Code	Note	User
15:47	02/04/11		PASSTHROUGH	PAT *
16:15	02/04/11	pd	+P/D 10.00 on 02/22/11	DEL
16:17	02/04/11		TEST	DEL
18:31	02/04/11	PD	020711 100.00 200.00	DEL
18:04	02/04/11		TEST	DEL

Temporary Notes

Date	Note
02/04/11	TEMP NOTES FIELD

F1: Inquiry F2: Attorney F3: Duplication F4: Skip F5: Linked Acct F6: Full Legal F7: Exit F8: Contacts F9: P/ F10: Second Sc F11: Notes
F12: Update F14: D/ F15: Phone F16: Other Info F17: Legal F20: Recalls F21: Primary F22: Client Info F23: Payments F24: Client Typ

The Account Detail screen has been redesigned for function and efficiency. While the general format is the same, we have made some changes:

- The client name and number have been moved to the top
- The social security number and date of birth have been moved under the guarantor information on the left side – and, it is just above the patient name
- Letters pending is also shown on the main detail screen
- The credit reporting flag has been added too!

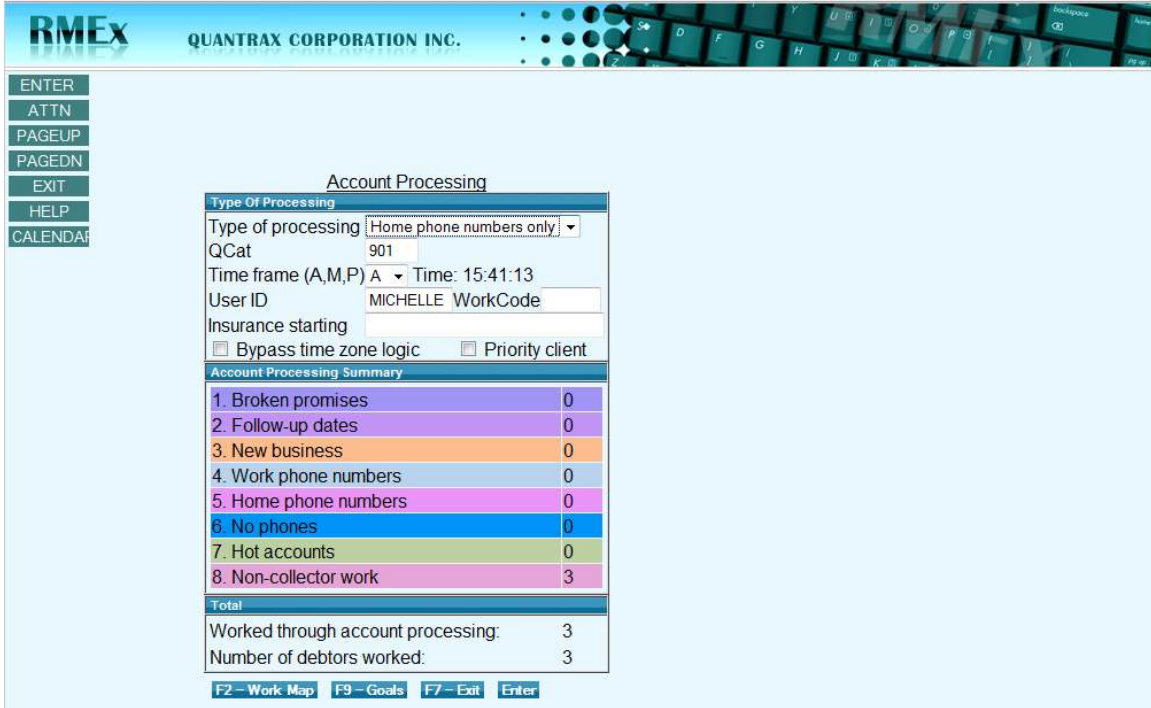
In addition to strategically moving some of the current fields, some new fields have been added:

- We have added a tab for 'get primary' just above the client name. (The F21 is still available)
- RM Once has been added. This field will be checked if the *account* has had return mail at least once.
- The last payment and post-date information has been added to the middle window just below last letter
- Recall Time has been added. This is the field just right of the follow-up date field
- The description of the description code is shown when you click on the new button 'show description'
- The email address is shown, if one is stored. A permission field for email is also visible, showing whether the consumer can be contacted via their email address. The permission window has a drop down window allowing you to select a Y if it's ok to email the consumer and an N, if not. (Soon you will be able to update the email address directly from the main detail screen! There is a box just right of the permission field. Very soon, you will be able to check the box, enter the email address and then update. By checking the box, the email address will get updated!)
- Special indicators are now displayed as icons. Soon you will be able to click on the icon to jump to the corresponding screen. Some of these screens have also been updated with additional information to help the agent collect the debt
- The function keys are available and also positioned at the bottom of the screen. You can hit the function key or click on the function tab at the bottom of the screen
- Homeowner status - The home field to the right of the POE field allows you to mark whether the Guarantor owns or rents their home. (O – owns, R – rents) To update the status, the box to the right of the field needs to be checked. Follows the same logic as defined for the email address

These changes provide the collector with more pertinent information at a glance, so they do not have to navigate from the initial screen as often as they used to. We have also introduced pop-up calendars along with the point and click features offered through graphical interfaces, allowing the agent to move through an account much quicker.

Remember, the sole advantage of a graphical user interface allows the user to interact with a program, which takes advantage of graphical components, in order to deliver a more friendly and intuitive platform. The RMEx GUI is a fantastic product that will change the way you work, letting experienced agents work faster in a more compliant manner and reducing the learning curve and training time for your new recruits.

The account processing screen, where the agent selects the accounts to work, has a new look! The agent will click on the drop down to select their processing type and enter the rest of the information as they are used to. So, an agent will first select the accounts to work:



We offer a drop down selections for processing type and time frame, however all fields can be typed in. With drop downs fields, just type in the first letter and the field will be populated.

Just enter when done.

Initially, when an account is presented, there may be messages on the account.

RMEx QUANTRAX CORPORATION INC.

ENTER
ATTN
PAGEUP
PAGEDN
EXIT
HELP
CALENDAR

Company # 99 Case # 000016094 Get Primary

Client Number 123068 DELIGHT TEST CLIENT

Owner DELT Worker DELT Split DELT

Client Acct # DIALER TEST ACCOUNT

Home Phone 561-969-2213

Work Phone

Cell Phone

Follow Up Date 2/08/11

Promise Amount .00

INQUIRY 001 M

Guarantor 0 KELLER JEFF TEST ACCT

Extra Address

Street Address 123 BLUE ST

City/State/Zip SACRAMENTO MD 95814

Place of Employment

Social Security No Date of Birth

Patient (L/F)

X-Reference (L/F)

Spouse (Last/First)

ACat Status RM Once

Letters Pending Cred.Rept

Amount Placed 400.00

Balance 200.00

Total Balance 200.00

No. Of Accts 1

No. Paid in Full 0

Date Placed 5/12/10

Last Transaction 6/12/08

Last Worked 2/04/11

Last Letter A1 1/18/11

Last Payment 200.00

L. Pay Date 11/15/10

PD Check \$ 10.00

From 1

PD Check Date 2/22/11

ATTY

CON+

COS

OTH+

MED+

Smart Code

Description Codes	
Code	Description
A1	
93	

Payments		
Date	Description	Amount
11/15/10	Pd.Agcy	100.00
11/15/10	Pd.Agcy	100.00

Press ENTER for messages

Close Code Closed Date

Notes				
Time	Date	Code	Note	User
16:15	02/04/11	pd	*PID 10.00 on 02/22/11	DEL
16:17	02/04/11		TEST	DEL
18:31	02/04/11	PD	020711 100.00 200.00	DEL
18:04	02/04/11		TEST	DEL
11:49	02/07/11	99	Owner-Split : DELT-	DEL

Temporary Notes	
Date	Note
02/04/11	TEMP NOTES FIELD

F1: Inquiry F2: Attorney F3: Duplication F4: Skip F5: Linked Acct F6: Full Legal F7: Exit F8: Contacts F9: P/ F10: Second Sc
F11: Notes
F12: Update F14: D/ F15: Phone F16: Other Info F17: Legal F20: Recalls F21: Primary F22: Client Info F23: Payments F24: Client Typ

These messages will need to be handled before the account can be worked. The agent will need to enter through each message. Warning description codes, client messages and state warnings are just a few examples regarding the type of message that could be presented. Note: These messages will appear in red, on the left side just above the close code field. Also note that all of the date fields are grayed out stopping the collector from entering a Smart Code or updating the account at this point. The message(s) need to be read, so we restrict the agent from updating or working the account at this point.

To continue, the second detail screen is shown below.

RME QUANTRAX CORPORATION INC.

ENTER
ATTN
PAGEUP
PAGEDN
EXIT
HELP
CALENDAR

Category: INQUIRY 001 M
 Guarantor: KELLER JEFF TEST ACCT

Returned mail: ReOpen:
 Last Clt.Pmt:

Bank Info: BOA
 Social Sec#: XXX-XX-0000
 Date of birth: 2/10/11
 Spouse (L/F):
 Spouse Soc.Sec#: XXX XX 0000

CoSigner (L,F):
 Address:
 City/State/Zip:
 Phone: Send letters-Y:

Contact Series: A3 Sequence #: 9 Next: 5/21/10
 S/Code Series: Sequence #: Next:
 More:
 Fee Code: Comm.Rate/Code: 30.00 %
 Forwarded to: Forwarded rate: .00

Letters pending: F4 A1
 Cost of working: 1.25
 Smart Codes: 200
 Scr: 100-1

Primary Bal: 200.00
 Interest:
 bal type 1:
 bal type 2:
 bal type 3:
 bal type 4:
 bal type 5:
 bal type 6:
 bal type 7:
 bal type 8:
 bal type 9:
 bal type 10:
 Total due: 200.00

Int.Rate/Freq: .000000
 Int.Pending:
 Cred.Rept: Do not Report
 Last decision: Att: 4 Con:

F1: Inquiry F2: Attorney F3: Duplication F4: Skip F5: Linked Acct F6: Full Legal F7: Exit F8: Contacts F9: P/ F10: First Scr F11: Notes
 F12: Update F14: D/ F15: Phone F16: Other Info F17: Legal F20: Recalls F21: Primary F22: Client Info F23: Payments F24: Client Typ

The Account summary screen below shows the linked accounts and separates the information by column – making it very easy to read.

RME QUANTRAX CORPORATION INC.

ENTER
ATTN
PAGEUP
PAGEDN
EXIT
HELP
CALENDAR

Company #: 99 Case #: 000016094
 Client Number: 123068 DELIGHT TEST CLIENT
 Owner: DELT Worker DELT Split
 Client Acct #: DIALER TEST ACCOUNT

Home Phone: 561-969-2213
 Work Phone:
 Cell Phone:
 Follow Up Date: 2/08/11
 Promise Amount: .00

Guarantor: 0 KELLER JEFF TEST ACCT
 Extra Address:
 Street Address: 123 BLUE ST
 City/State/Zip: SACRAMENTO MD 95814

Amount Placed: 400.00
 Balance: 200.00
 Total Balance: 200.00
 No. Of Accts: 1

ACCOUNT SUMMARY F10-Refresh

Placed	Client Name	Col-Wkr	Case#	Balance\$	Lst.Pmt.	Status
1 05/12/10	DELIGHT TEST	DELT-DELT	000016094	200.00	11/15/10	*
2						
3						
4						
5						
6						
7						
8						

Select a line: Change Primary to: Move Notes (Y):

F1/F13-First/Last F2/F14-Ord F6-Lk+ F9-Link F15-Sum F17-Prt F21-Pri F24-Alt.Fmt

Page 1 of 1

A calendar is available to the agent through the smart code.

The screenshot displays the RMEx software interface for Quantrax Corporation Inc. The main window shows client information for 'DELIGHT TEST CLIENT' with account number 000016094. A 'SMART CODE' window is open, showing 'OEND LETTER' and 'Smart Code 100'. A calendar pop-up window is visible, showing the month of February 2011. The calendar has the date 7th highlighted. Below the main window, there is a 'Notes' table with the following data:

Time	Date	Code	Note	User
15:47	02/04/11		PASSTHROUGH	PAT
16:15	02/04/11	pd	+PID 10.00 on 02/22/11	DEL
16:17	02/04/11		TEST	DEL
18:31	02/04/11	PD	020711 100.00 200.00	DEL
18:04	02/04/11		TEST	DEL

At the bottom of the interface, there is a function key legend:

F1: Inquiry F2: Attorney F3: Duplicator F4: Ski F5: Linked Acct F6: Full Legal F7: Exit F8: Contacts F9: P/ F10: Second Sc
 F12: Update F14: D/ F15: Phone F16: Other Info F17: Legal F20: Recalls F21: Primary F22: Client Info F23: Payments F24: ...

Select a date – the follow-up date will be automatically updated!

Note: The last five notes on the account are for viewing purposes only. These notes cannot be scrolled through. An expanded view of the 'notes' is shown below by using the F11 Function Key or clicking on the F11 tab button.

RMEx **QUANTRAX CORPORATION INC.**

ENTER
ATTN
PAGEUP
PAGEDN
EXIT
HELP
CALENDAR

NOTES-Expanded view

Guarantor	KELLER	JEFF TEST ACCT	Case#	000016094
05/20/10		*SNT 2 VENDOR1 BKDC	15:45	BKDC
05/20/10		*SNT 2 VENDOR1 BKDC	15:47	BKDC
05/20/10		*SNT 2 VENDOR1 BKDC	15:48	BKDC
05/20/10		*SNT 2 VENDOR1 BKDC	15:49	BKDC
05/20/10		*SNT 2 VENDOR1 BKDC	15:49	BKDC
11/18/10	101	LINE 1	09:54	DELIGHT
11/18/10	101	LINE 2	09:54	DELIGHT
11/18/10	101	LINE 3	09:54	DELIGHT
11/18/10	101	LINE 4	09:54	DELIGHT
11/18/10	101	LINE 5	09:54	DELIGHT
11/18/10	101	LINE 6	09:54	DELIGHT
11/29/10		Letter stop-duplicate HL	16:16	DEBBIE
11/29/10		Letter stop-duplicate HL	16:16	DEBBIE
11/29/10		Letter stop-duplicate HL	16:16	DEBBIE
11/29/10		Letter stop-duplicate HL	16:16	DEBBIE
12/29/10		Full CC Info Viewed	09:59	DELIGHT
12/29/10		Cr.Card CHARGE 100.00	10:30	DELIGHT
12/29/10		Cr.Card type validated VS	10:30	DELIGHT
12/29/10		Full CC Info Viewed	10:35	DELIGHT

Note code Smart Code Text search

F7-Exit F9-Other note options F24-Last notes

We have made a few changes to the Notes (F11) screen. This screen is now much easier to read and follow, while providing the same basic layout and information you are accustomed to seeing. There is a nice feature available on this screen. At the bottom, a field for each: 'Note code', Smart code and Text search' has been added so the user can be taken directly to an entry.

The pop-up calendar has also been added to the payment arrangement screen, as shown below.

RME X QUANTRAX CORPORATION INC.

ENTER
ATTN
PAGEUP
PAGEDN
EXIT
HELP
CALENDAR

Company # 99 Case # 000016094
Client Number 123068 DELIGHT TEST CLIENT
Owner DELT Worker DELT Split DELT
Client Acct # DIALER TEST ACCOUNT

Home Phone 561-969-2213
Work Phone
Cell Phone
Follow Up Date 2/08/11
Promise Amount .00

INQUIRY 001 M

Guarantor 0 KELLER JEFF TEST ACCT
Extra Address
Street Address 123 BLUE ST
City/State/Zip SACRAMENTO MD 95814

Amount Placed 400.00
Balance 200.00
Total Balance 200.00
No. Of Accts 1

Payment Arrangement

Downpayment amount .00 Due On
Frequency (M,B,D)
Start date
Installment amount .00
Due date
Total due
Number of installments
Days of month
Suspend after
Installments (1-9) with qualifying amount

Amount Qualifying 200.00
Maximum Installments 300
Installment 5.00

ation exists**

1061 14/021

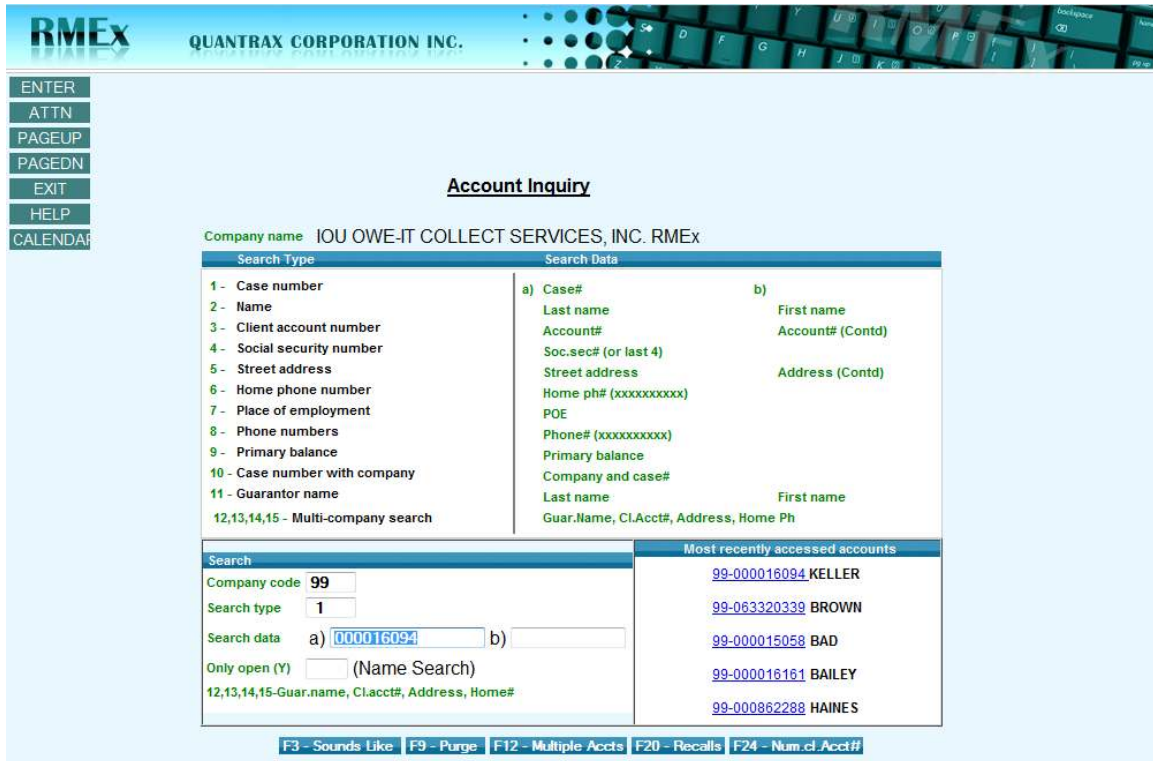
F12: Update F14: Dir. Check F15: ...

Select a date... - Mozil...
http://192.169.0.7:10001/RMExDefa...
February 2011
Sun Mon Tue Wed Thu Fri Sat
6 7 8 9 10 11 12
13 14 15 16 17 18 19
20 21 22 23 24 25 26
27 28

Done

The pop-up calendar will be a tremendous benefit for agents updating a payment arrangement for the consumer. If the agent clicks on a date from within the calendar, the date will automatically be entered into the follow-up date field.

The account inquiry screen now allows a user to click on one of five most recently accessed accounts, instead of entering the information in the search field, to access the account.



We have just shared some of the GUI screens with you. The screens are very user friendly and will make it much easier to transition over to the GUI. We want all our clients to move to the GUI since there are so many benefits to be gained by using the GUI. In addition, there will be wonderful advances developed in future releases affording even more opportunities.

Note: We also recommend that clients use Internet Explorer to open a GUI session. We currently require Internet Explorer 6.0 with SP1 or later to run the RMEEx GUI. Future developments will be based around the GUI because there is so much more flexibility. For example, you can't click on an account note to hear a call recording if you are using a green screen! So, contact us regarding the new GUI...