

RMEX 2.0 RELEASE NOTES

SECURITY LOGGING & & EMAILING LETTERS

SECURITY LOGGING

Security standards are always changing, and they always become more stringent. Most users of RMEx are required to comply with one or more of the following standards: ISO17799, ISO27001, PCI, and SAS 70. One security control that security auditors are now looking for is activity logging for key files within an application. If this issue has not yet appeared on your 'Security Controls Remediation List', it will soon!

Activity logging is the requirement to maintain a record of who changed what, and when, on a key data file within an application. Also required is the ability to enquire on the log file, to determine when a particular record was changed, or to review all the changes made by a particular person. Whenever a user makes a change to a key file, a record will be written to a log file. The log file will contain the user-id of the person making the change, the date and time, an indicator showing whether this record was created, changed or deleted and an image of the record before it was updated. There will be one log file for every major file in RMEx.

We have identified the following files as key files that require logging. Logging for the first two files is included in RMEx 2.0.

- 1. Client
- 2. Smart code
- 3. RMEx Security profiles
- 4. Letter formatting
- 5. Letter codes and overrides
- 6. Close codes
- 7. Agent profiles
- 8. Smart code series
- 9 Contact series
- 10. State controls and options
- 11. Changes in Client Access by User ID
- 12. Company Information/System Parameters
- 13. Payment Codes
- 14. Description Codes
- 15. Work Groups

Now, whenever a user makes a change to a key file, a record will be written to a log file containing an image of the record before it was updated. Depending on which file you are in, hitting the Enter Key and/or the F12 Key (Update) will create a record (entry). Now that Client and Smart code files have been set up for logging you will be able to:

- 1. Display a list of **all** users that have made changes to the files
- 2. View the changes for a **specific** Client or Smart Code

For the first key file – the Client file:

Directly below is a screen shot of the history log of changes made to a client file.



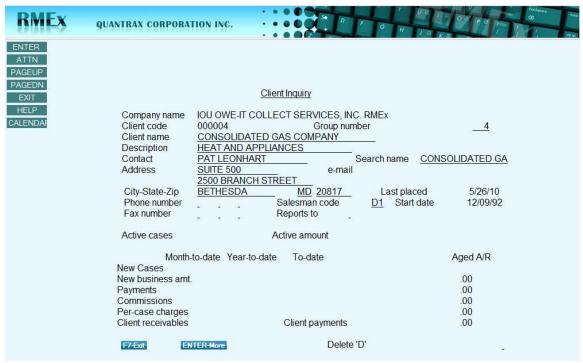
To view all user changes to the master file, bring up client update. On the main client screen, before entering a specific client, a log screen can be displayed. User changes to the client master file are shown above in the log. By default, entries are sorted by Login date/Time. Notice the client numbers on the right - they are different. The user changes made to a *specific* client can also be viewed. A specific client change is outlined below: Below is a view of the current information for client 4 after a change was made. Notice the contact name is Bob.

ENTER ATTN PAGEUP PAGEDN EXIT HELP	Company Name Client Code Client Name	IOU OWE-IT (INC. RMEX		
	Client Code Client Name	000004	COLLECTS		INC. RMEx		
	Client Name						
CALENDAR					up Number		4
		CONSOLIDATE	ED GAS COM	PANY			
	Description	HEAT AND AP	PLIANCES				
	Contact	BOB			Search N	lame consc	DLIDATED (
	Address	SUITE 500					
		2500 BRANCH	STREET				
	City-State-Zip	BETHESDA		M	D 20817	Last Placed	5/26/10
	Phone Number			Salesman	Code D1	Start Date	12/09/92
	Fax Number			Reports to)		
	Active Cases	61	Activ	ve Amount	158	7294.93	
			Month-to-	Date	Year-to-Date	Т	o-Date
	New Cases			0	0		81
	New Business Amou	unt	.00		.00		0714.88
	Payments		.00		.00		6124.20
	Commissions		.00	0	.00	1136	0.75
	Per-case Charges Client Receivables		00	U	Client Payments	0	0
	Olietit Necelvables		.00		One it Fayine its	.0	O .
	F1-New F3-Search	5-Notes	F10-Graphs	F12-Upd	ate F15-SIF	F21-Dup Delet	e 'D'

While on the first screen for client 4, after the change is made, bring up the log as shown below.



Place a 5 in the option line for the user you need to view. The data that will appear will be the data that existed prior to that user making a change (for client 4 only – notice the client number on the right). Now place a 5 in front of the first entry and hit enter. The following screen is presented.



The user 'Michelle' updated the contact information for client 4. The contact information prior to her change was 'Pat Leonhart'.

Follow the same procedure for retrieving changes made to the second key file – the Smart Code file:

- The logging file can be viewed for all changes to the master smart code file. Bring up smart codes but prior to entering a smart code display the logging file. Entries for ALL changes would be listed. Place a 5 in front of the user to view the prior information
- The logging file for a specific smart code can also be viewed. Rest on the first screen for a *specific* smart code. Now present the logging list. The entries for ALL changes to the *specific* smart code are presented. Place a 5 in front of the user to view the prior information
- Entries in the logging list will be sorted by Login date/Time

NOTE -

- The client viewing options are only available through the Client **Update** option
- As long as you have access to Smart Codes, the Smart Code logging option will be available to you as well
- H When viewing a logging list, it will be sorted by Login date/Time

EMAILING LETTERS

We have added the ability to email letters to consumers.

- Once you have obtained a consumer's email address, Selected and Contact Series Letters can be emailed
- You will save on postage, save letter printing costs, save time and costs on setting up new letters, save on returned mail costs, and save time on delivery
- You can set up new 'letters' either as letters that will be mailed out as usual, or emails that will be sent to consumers electronically, or both
- Letter 'X1' can be set up to be mailed and a different letter format 'XE' can be set-up if that same letter is to be emailed. Same letter content – different format. (Company requirements may exist for new letters)
- If a consumer has an email address on file and you choose to send a 'letter' that is designated as an email, then the system will generate an email instead of a letter
- The consumer's email address is stored in the "Special Address" from the Tab Q window
- Agents can also send emails instead of letters. They have the option to enter an email address and specify whether the letter is to be sent by regular mail, email, or both. Notes are added to the account to provide an audit trail of what was done
- All emails are generated during the nightly process and go through the same normal edits that your current standard letters go through. The emails are then sent to your email server for transmission

Note: If ONLY an email is sent, it will be notated in the notes on the account. We are only tracking the original letter being sent. You can track emails that have been sent by applying a Smart Code or adding a Description Code from the Letter Code set-up screen.

Below is a screen shot of a standard letter.

<u>Letter Codes</u>						
	COLLECT SERVICES, INC. RMEx iption P/A REMINDER LETTER Email (Y)					
	Email code *S					
Allow in contact series (Y,A)	Y Allow as selected letter (Y,A)					
Allow selected letter on account	with a close code (Y)					
Do not allow selection WITHIN	days of placement date					
Do not allow selection AFTER days of placement date						
Allow only ONCE per account-Y,S Page length (Max.of 112 lines)	Allow on legal account only (Y) Number of pages					
Number of copies	1 Form type code STD					
Print link balances (Y,1-9)	Y Print post-dated check info.(Y)					
Print additional info.(F16) (Y)	Print pay.arrangement info.(Y,P)					
Print legal info. (Y,L)	Print medical info. (Y)					
Print legal tracking info (Y,P)	Send additional letters					
Special printing selection (YZS)	Print in upper case (Y)					
Add description code	Send with bad address (Y)					
Letters sent MTD: 1462	YTD: 1594 Delete 'D'					
F1-New Selection F3-Search F7-Exit ENTER-More Information						

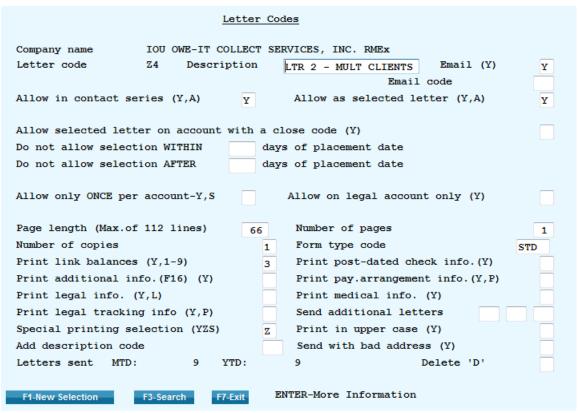
To send the original letter and email the same letter, enter a Y in the 'Email' field. An *S will also need to be entered in to the field 'Email code'.

The display below shows another standard letter with a different emailing option.

<u>Letter Codes</u>						
Company name IOU OWE-IT COLLECT SE	RVICES, INC. RMEx					
Letter code Z1 Description	SETTLEMENTS Email (Y)					
	Email code Z4					
Allow in contact series (Y,A)	Allow as selected letter (Y,A)					
Allow selected letter on account with a close code (Y)						
Do not allow selection WITHIN days of placement date						
Do not allow selection AFTER days of placement date						
Allow only ONCE per account-Y,S Allow on legal account only (Y)						
Page length (Max.of 112 lines) 66	Number of pages 1					
Number of copies	Form type code STD					
Print link balances (Y,1-9)	Print post-dated check info.(Y)					
Print additional info.(F16) (Y)	Print pay.arrangement info.(Y,P)					
Print legal info. (Y,L)	Print medical info. (Y)					
Print legal tracking info (Y,P)	Send additional letters					
Special printing selection (YZS)	Print in upper case (Y)					
Add description code	Send with bad address (Y)					
Letters sent MTD: 3 YTD:	68 Delete 'D'					
F1-New Selection F3-Search F7-Exit ENTER-More Information						

If a different letter should be emailed when the standard letter Z1 is selected, leave 'Email' blank and enter the letter code to be emailed in the 'Email code' field. This setup also gives you the opportunity to keep the same format for the letter or create something different. Note: If a new format is chosen, please take into consideration company requirements for new letters.

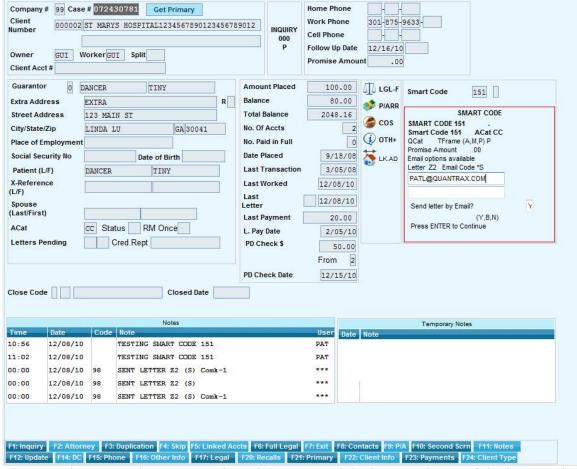
To complete the set-up for this action the Z4 letter needs set up. Below is a screen shot for the Z4 letter.



Notice the 'Email' field has a 'Y' entered but the 'Email code' is blank.

The agent can expect to see a new option:

Following is a screen shot of the main detail screen and a smart code window has been presented.



The agent has entered a Smart Code and then entered the letter code Z2. If the letter code allows for the letter to be emailed, an email field is then presented. A message will also be shown, "email options available". The email field may include the consumer's email address already on file. This email address is stored at the account level in the Tab Q, option 6. If a new email address is required, the agent can type over the existing address in the smart code window, replacing the stored address and sending the letter to the new email address.

When an email address has not already been secured, the agent will be presented with a message, "emailing is not set up". The agent can then enter the email address and the Tab Q field will automatically be updated for future use.

Note: The user must request the original letter. A user cannot request the letter that is setup for emailing only. (Similar to Letter Translation)

Another option will need a response by the agent, 'Send letter by email'.

- □ Y email only
- □ B email letter and mail letter
- \square N do not email the letter

Ц	Emailing letters will require additional software, <i>server'</i> , to be loaded on a separate server.	'Emailing letters RMEx 2.0 for