RMEx – The Plan

Implementation Instruction Suite – "The Plan" (Preparing for an RMEx Conversion)

This document focuses on the information needed for the conversion, and is designed to give you a big picture overview of what to expect during this process. The information contained in this documents is required reading for a smooth conversion, and will work in conjunction with our conversion forms called "The Process Docs". These are documents you will fill out and present to Quantrax as you update the conversion information. These are Microsoft Word docs. Please fill out the actual Word docs to send back. Do not print these documents and send back as a scanned file. There are four Process Docs, and work will be done in each of them simultaneously, each dealing with a specific area of the conversion.

Downloads:

- Contact Information
- Process Doc I (For in-house iSeries)
- Process Doc I (For hosting Clients)
- Process Doc II
- Process Doc III
- Process Doc IV

The content of these documents are for those individuals who will be responsible for the management and implementation of RMEx. This will require input from individuals regarding current processes such as payment handling, automated new business loads, account work flow. We must all play an integral role in the conversion process to ensure the transition is successful. Reviewing this documentation is the first step toward a successful conversion to RMEx!

Each conversion is a team effort - Each team must take an active role in successfully completing the conversion.

Conversion to RMEx: Overview

The average time for preparing to convert to RMEx is about 60 – 90 days from the time your iSeries is installed, or if hosting, your hosting environment has been created. This time period may vary depending upon the availability of your staff and the complexity of your existing procedures.

Before setting up the RMEx and your workflows it is imperative that time be spent to develop a plan as to how RMEx can best be used to manage your business. Utilizing the knowledge gained in this document, the management team should be ready to plan how the business is to run and prepare for setting up RMEx. A well thought out plan will help you to set up a system that has the potential to consistently provide high standards and compensate for human inadequacies. We suggest that you ***not be limited by what you currently do***, when you try to determine how RMEx will be used within your organization. You should use your experience, combined with the strengths of RMEx to consider things you have never been able to do in the past, in addition to improving on your current procedures.

To get you from the point of placing your order for RMEx to being comfortable with RMEx with minimal assistance from Quantrax, there are several things which must be accomplished:

- ☐ Management personnel must obtain a clear understanding of the features of RMEx
- ☐ A plan for operating your business must be developed and implemented for creating RMEx to be the best "Expert System" possible
- ☐ Setting up your network environment for the GUI and VPN (Virtual Private Network).

Review of the RMEx Conversion (Phased Approach)

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The RMEX conversion is implemented with multiple tasks being performed at the same time, these tasks are broken their own separate processes. Each one of the Processes will be presented to you in a MS Word Document. Please use Word to fill the information and send back to Quantrax:

- **Process I:**
  - ✓ Notate Key Contact Information
  - ✓ System Analysis
  - ✓ Establishing hosting OR iSeries (If maintaining the RMEx Server in house).

- **Process II:**
  - ✓ Creating the RMEx software environment.
  - ✓ Conversion File Layouts
  - ✓ Modification Review

- **Process III:**
  - ✓ Online Training
  - ✓ On Site Management Training
  - ✓ System Control Setup
  - ✓ Data Mapping

- **Process IV:**
  - ✓ Run Test Conversion
  - ✓ Review Converted Data

- ✓ Test Modifications
- ✓ Signing Off On The Conversion
- ✓ Post Conversion

Below is a detailed list of the major areas that need to be addressed as a part of the implementation process.

- ☐ Planning for RMEx
- ☐ Introductory management training
- ☐ Internal planning - preparation for setting up knowledgebase
- ☐ Write conversion
- ☐ Review converted data
- ☐ Write up modifications
- ☐ Review completed modifications
- ☐ Setting up knowledgebase
- ☐ Reviewing of system and knowledgebase
- ☐ Live collector and clerical training

- ☐ Installation of RMEx software
- ☐ Planning for your current processes
- ☐ Detailed review of your daily operations
- ☐ Specifications written up for conversion
- ☐ Run and test conversion
- ☐ Specifications written up for modifications
- ☐ Run and test modifications
- ☐ Review of converted data and analysis of modifications completed
- ☐ Setting up letters
- ☐ Running the final conversion

If maintain the iSeries in your office

- ☐ iSeries operations

IMPORTANT NOTE: There will be a sign off detailing different stages of the conversion and a final sign-off sheet indicating that all deliverables have been completed.

An Overview of the Process Documents

Client Contacts

We recommend that you have a team of people who can assist with the retrieval of information. Someone will need to be responsible for retrieving the field names for your current system. Quantrax will also need the name and contact information for a 'mediator' who can communicate with your current software vendor and with our programmers.

There will be questions that need to be answered during these phases, and it is essential that technical personnel who can provide and help us with file specifications and other issues are available to provide answers, Quantrax needs the following contact information (to be filled out in the Implementation Process documents):

- ☐ Name and contact information for the team leader
- ☐ Name and contact information for the mediator (conversion-related questions)

Process I

The following documentation needs to be completed for Process I:

HOSTING: If you are hosting, we will need to establish a VPN Connection with the hosting site for the secure connection of your users, printers etc.

ISERIES in house: Gathering the information needed for using an existing iSeries, or purchasing a new one.

Process II

The following documentation needs to be completed for Process II:

Information to Provide to Quantrax Prior to Installation

Before starting the installation plan for RMEx, you will need to provide Quantrax with several items of information. This will help us in evaluating your current system set-up and help us understand the level of custom programming needed, before you convert to RMEx. These items relate to areas regarding the conversion of your data, interfaces to other products, e.g. *credit reporting* or a predictive dialer, custom programming currently in place and the format of your letters.

We have only named a few items but in the end you will have created a list of items that need documented with all of the details *for each item*. For instance, if you send a letter file to a third party vendor, do you send one daily file or multiple files? In addition, are *all* your letters submitted to the vendor? Do you have letters you print in-house? We need all the details regarding each item so we can assist you with the set up.

Some examples are:

- If you are currently automated, you will need to supply record layouts for the information stored on your present system. This will include file descriptions and descriptions of fields within those files. (Field descriptions should be accompanied by starting and ending positions for fields within the file)

- ***A sample of live data will be required***. Approximately 200-400 accounts are needed along with their corresponding notes and payments. Client, collector and statistical information are also required.

IMPORTANT NOTE: We must have approximately ***10,000 records*** for actually running and testing the conversion. We will notify you when we are ready for this file.

Steps To Be Taken Prior To the Conversion – The Process II Doc is will provide you with a checklist that MUST be completed.

Many of the options on RMEx can be set up when you are ready to use the related features. The following items ***must*** be set up prior to the conversion and the Phase II Document updated:

- ☐ Users must be defined using RMEx's System Security option. Do *not* use the iSeries commands to set up users who will be accessing RMEx
- ☐ Company Information ***must*** be defined for the different companies that will be utilized
- ☐ System Parameters must be defined
- ☐ The default Contact Series, default Collector Code and "House" Collector must be created
- ☐ Close codes must be defined
- ☐ If they will not be converted, collector codes must be defined and associated with a User ID
- ☐ Depending on the type of collector assignment selected, Alphabetic Assignment codes or Collector Work Groups must be set up
- ☐ Letter Codes must be set up
- ☐ Contact Series by Client Codes and Contact Series Definitions must be set up
- ☐ Link Codes and the associated linking parameters must be defined
- ☐ Smart Codes are required
- ☐ If you use Payment Arrangements, set up the Payment Arrangements System Control file
- ☐ Payment Codes must be copied from the model
- ☐ Balance types must be set up (are they reportable to client; does the collector get credit, etc.)
- ☐ If they will not be converted, salesmen codes must be defined
- ☐ If clients will not be converted, they must be set up
- ☐ The letters must be defined (contents and format) and tested
- ☐ Verify the Current Period in System Parameters for all companies (Accurate statistical information will not be displayed on the Client Master until this has been done)
- ☐ **Credit Reporting must be setup if you are currently credit reporting**

In addition to the above, the following tasks ***are required***. Quantrax will be available to assist you with these tasks:

Communications and Access

Clients are asked to set up a Site-to-Site, SES-256-bit encrypted VPN link. If your have your own iSeries this is for the purpose of transmitting modifications or PTF's and to analyze a problem remotely, if required. If hosting to establish a secure connection between your office and the hosting site.
We have found that a Site-to-Site VPN connection allows for a fast, reliable, and secure connection, enabling us to optimize the conditions for efficient support and programming needs. Using other client VPN Software such as Cisco, Sonicwall, WatchGuard, etc., running from remote PC's, instead of a Site-to-Site connection VPN, has caused PC and

connection issues in the past, resulting in unwanted delays. Direct access has been the most reliable and efficient method, allowing us to avoid unnecessary delays regarding customer support, which we would like to always avoid if possible.

Information needed to establish a Site-to-Site VPN Connection as required in the Process I document that must be filled out and sent to Quantrax:

- ✦ If a connection to Quantrax is to be established. This will be the information you will require. Hosting clients will fill out the information from the Phase I link above.
  - ☐ *Firewall Type*: SonicWALL NSA 2400
  - ☐ *Our Remote FQDN*: vpn.quantrax.com (If you cannot use a domain name the IP address is 67.90.175.166)
  - ☐ *Encryption*: AES-256
  - ☐ *Authentication*: SHA1
  - ☐ *Key Lifetime*: 86400
  - ☐ *Shared Secret*: (We will exchange this at a later date)
  - ☐ *Our LAN*: 192.169.0.0
  - ☐ *Our Subnet*: 255.255.255.0

Identifying Custom Programming

This information will be requested in the Implementation Process documents.

Letters

- ☐ Do you print your own letters or is a third party printing service utilized?
- ☐ Provide a list of all letters you produce along with relevant details, specifications and sample letters. NOTE: Quantrax will provide an interface for your vendor.
- ☐ How many different letter files do you create to go to your letter vendor or do you only send 1 daily letter file?

Statements

- ☐ Provide samples of your client remittance statements and checks (if the system is being utilized in a collection agency environment)
  NOTE: Quantrax will produce your statements for you.

- ☐ Provide details for any unique items you produce. For example, what type of statement do you provide to your clients? Gross, gross statement with separate statement for returned checks, net, net with separate returned check activity?

Import/Export Files

Electronic loads are files that you *export* from the system and send to your clients OR *import* into your system from other sources.

- ☐ Create a list for every electronic placement file

- ☐ Quantrax has provided a link to help isolate the files you receive and the files you send. Click on the links below to enter:
  - File information
  - Initials for the representative responsible for the file
  - How critical the job is
  - How often the file is processed and the due date

Below is a list of examples by group:

Receiving files:

- ☐ Every automated load
- ☐ Closeout files
- ☐ Skip-tracing
- ☐ Bankruptcy
- ☐ Deceased
- ☐ Any files that you use to update your data
- ☐ Note demographic
- ☐ Payment files
- ☐ Credit bureau return files
- ☐ Phone scrubs
- ☐ Scoring

Sending files:

- ☐ Letters
- ☐ Scoring
- ☐ Payments
- ☐ Close files
- ☐ Payment providers
- ☐ Forwarding agency files (attorney related)
- ☐ Statements
- ☐ Dialer files
- ☐ Notes
- ☐ Demographic files
- ☐ Skip tracing
- ☐ Second placement files

Reporting

- ☐ What types of reports do you need to send to your clients?

- ☐ Do you use balance reporting (report changes in the account balance) or exception reporting (where accounts are reported *only* when they are new, paid in-full or returned to the client, but *not* when balance changes occur)?

- ☐ How often do you report?

- ☐ How many agencies do you report to?

Process III

The following documentation needs to be completed for Process III. This Process Doc will cover:

- Live Training
- System control setup
- Data mapping including your Data Mapping worksheets

RMEx Training and Data Mapping

Quantrax will initially provide on-site introductory training for individuals who will be involved in the set up and implementation of the new system (usually the management team).

Note: For your benefit more than one person will be required to be trained in each area of RMEx. We understand time is a precious commodity, but we will require the persons being trained to be available 100% during training. If they do not understand RMEx then they will not be able to efficiently understand how to map information from your current system to RMEx. <u>Mapping works best as a team effort</u>, with the best players on your side working with our team, to create the most powerful system possible.

Introductory Management Training

The purpose of the Introductory Management training is to introduce and train you on the concept of an "Expert systems". Expert systems are computer programs that can mimic the behavior of a human expert, with incredible flexibility and decision-making capabilities. Once you understand the concepts of RMEx, then you will be able to intelligently map the information from your current system to RMEx.

Some of the topics that will be covered in the training are as follows:

- Discuss the advantages and disadvantages of using an intelligent system
- Review the files that *control* the management of your *knowledgebase* system, why they exist and how to set it up
- Review the areas that give the system *decision-making* capabilities and the **Client**, **Collector** and **Account Master Files** and the features associated with each area
- Understand the **Nightly procedure** (runs each night setting up your system for the next day and backing up the system)
    - What steps are taken during the nightly?
    - What are the most important areas in the nightly?
    - How to set up the nightly?
    - How to review and verify the backup was successful?

- Manage Accounts in RMEx
    - How do you agents work their accounts now?
    - Will it be similar to the way RMEx handles Account processing? (RMEx will present a new way for managing and working accounts)
    - How agents can minimize their input needed to update an account (focus put on collecting the account)
- Improve efficiencies to make agents more productive
    - How the agent will interact with the integrated dialer? (maximizing their productivity)
- Setup letters
    - Enter merge codes for a letter
    - Use merge codes to capture specific data for letters
- Process payments
- Handle client statements
- Use tools to manage your business environment

Collector and Clerical Training

In addition to the management training discussed above, Quantrax will provide on-site training for collectors and clerical staff to enable them to do their assigned tasks using RMEx. All appropriate areas of the system will be covered during this training, including but not limited to:

- Enter payments
- Process accounts
- Handle mail returns
- Process post-dated checks
- Manage linked accounts
- Use and access on-line training modules and field level help
- Understand client statements
- Run reports
- Discuss dialer downloads and uploads
- Review nightly processing

Follow-up Training

Once you have been using RMEX for three to six months, Quantrax recommends follow-up training to reinforce basic skills and learn about advanced features and functionality. This session will cover the following topics:

- Fine-tuning existing workflows
- Cleanup work maps
- Examine results of conversion (status check, assessment)
- Setup complex workflows
- Selling your company to clients (new technology)

You should now have a good understanding of how RMEx will be implemented in your company. While this document presents a proposed plan, Quantrax will attempt to adjust its plans to suit each individual user. If you have any ideas or special requests, they should be presented as early as possible.

Contacting Quantrax and Quantrax Support Tools

Information about contacting Quantrax regarding support procedures for situations needing immediate attention:

1. Go to http://www.quantrax.com/
2. Click **For our clients** (on left side of page)
3. Enter your *User ID* and *Password*
4. Click **Contacting us** (on left side of page)

Solving Problems Using the Web Based Training at Quantrax.com

Quantrax has made a significant investment in the area of Web Based documentation, to provide quick and accurate answers to questions you may have about the system. There are different levels of documentation for RMEx, such as release information, video training, a knowledgebase, etc

Here are some examples. Before calling Quantrax try to find the answer to your question or problem using:

- ☐ **Knowledgebase:** Quantrax.com > For our clients > Knowledge base
- ☐ **Field-level Help Text:** Place cursor on field in question, then press Help button
- ☐ **Web Based Training:** Quantrax.com > For our clients > Web-based training

If you do not obtain the answer to your problem within a reasonable period of time, the web site has a section called **Contact us** on the **For Our Client** page. Depending on the type of problem, Quantrax will utilize different techniques to assist you. These include, email and/or telephone support, along with accessing your system through the VPN.

Support Information for RMEx

Having quick access to high-quality technical and operational support is a very important part of making RMEx successful for you. Quantrax treats every support call as an opportunity to provide additional training to its users and to enhance the product's on-line documentation. As opposed to providing the simplest solution to your problem, you will often find our technical staff asking you questions such as:

- ☐ "Why do you want to do that?"
- ☐ "How often does this happen?"
- ☐ "Have you thought about this

By obtaining a good understanding of your requirements, we will be able to provide better answers to your questions and use your input to design future enhancements and documentation.

As you work with RMEx, you will learn that very often there are many different ways to solve the same problem. As an example, consider the question "How do I close an account?" There are probably 30 *different* answers to this question if you considered security, linking, the different types of close codes, whether the system should automatically close the account based on certain conditions, credit reporting, Smart Codes, Smart Code overrides, statistics etc. Each solution will have advantages and disadvantages. In most cases, it will be advantageous to be patient and consider some of the different alternatives.

With traditional data-based systems, there are few alternatives within the software. The collector (or management) is forced to consider all the alternatives and make the best decision. With an intelligent system that can be trained to consider many alternatives just as a human expert would, you have a great number of choices. Understanding them takes time and patience, but you will be rewarded with knowledge that could someday be utilized to great advantage. To help Quantrax with providing the best advice, we recommend the following approach when you have to call about solving a particular problem.

- ☐ Carefully think about what you want to do and why you want to do it

- ☐ When you call us, give us this information. Try not to give us the solution at this time, because the support staff at Quantrax must understand the problem before it can be solved

- ☐ Assist Quantrax by answering any questions they may ask. It is possible that you may not understand a particular line or questioning but please try to be patient. Information systems is not a perfect science and the manner in which a technical person looks at a problem will often be very different from the way a user would perceive that same problem

- ☐ When a solution is presented, think about it and see if it addresses all your requirements. It may not. It is also possible that the recommended solution identifies new problems that had not been considered in the initial analysis. Take time to evaluate and re-evaluate the problem and the solutions presented before making a final decision about what you want to do

Reviewing the System and Knowledgebase

Once you have obtained management training and had a chance to review our knowledgebase model and use the on-line training modules, to become familiar with RMEx's features, you will be able to start setting up the knowledgebases for the live companies. You will be able to contact us for assistance and advice during this phase.

Before conversion, you must set up certain areas of the system (e.g. company information, collector assignment method, etc.). For many other areas you can start with *limited rules*. Whatever the decision, you must feel comfortable with the decision and understand the way the system will behave. It has been our experience that a great deal of the setup actually takes place in the first week after the system is turned on in a production environment. Quantrax staff is present when the system is put into production mode and will help you review what has been set up and make adjustments when required.

In the final installation phase, Quantrax will review the following areas with management:

- ☐ System Control files

- ☐ Special information, if any, which has to be set up after the conversion

- ☐ Advanced features of RMEx

NOTE: This review can be done after Collector and Clerical training

Process IV

The following documentation needs to be completed for Process IV and will cover:

- Running the test conversion
- Review converted data
- Test modifications
- Signing off on the conversion.
- Post Conversion

You are provide with a Data Conversion check listat in the Process IV doc for reviewing the data converted into RMEx. You must use this form and confirm the converted information is correct EVERY TIME a test conversion is run. This form will present you with the following field

- **DESCRIPTION** – This is the name of the field to review
- **Correct (Y\N) -** A "Y" means Pass, a "N" means FAIL
- **Field length –** Informational, how many characters are allowed in that field
- **From File –** We are converting the information from a file you stated the information was in. What is that file name?
- **Starting Position and Ending Position**: We need to know where in that file, that information is to be found
- **CORRECT FIELD DATA / COMMENTS:** Information that will help us understand any issues you found with this field

Notes for Project Managers Responsible for the Conversion

Depending on the type of software system currently installed, we will attempt to convert existing information into RMEx's format. In most cases, it will be possible to convert accounts, clients, collectors, payment history, notes and some statistics. Generally we will be recalculating your statistics after conversion. In most cases, System Control settings / files and Letters will ***not*** be converted. These MUST be manually setup.

The test conversion of your current data to RMEx's system needs to be done in advance to ensure the integrity of the converted data and, that all needs have been met. At the time of the actual conversion, data created by a test conversion will be deleted.

Take special care when reviewing:

- Credit Reporting
- Client Statements
- Account Balances – Are they in the correct balance types
- Account Commissions
- Account Payments

Steps to be Taken Immediately After the Conversion

The following should be done **immediately after** the final conversion. Quantrax will be available to assist you with these tasks:

- ☐ If the **Julian Date** is to be used for assigning the case number for new accounts, access and change the case number field on the System Parameters by pressing F24 twice
- ☐ If **Collector Codes** have been converted, define the User ID's associated with each code Setup Salesman Codes if they were not converted
- ☐ If the conversion moved accounts to special **worker codes**, make sure that these codes exist in the collector master file
- ☐ Take a backup of the RMEx data files
- ☐ Set the **Next Processing Date** through **Nightly Processing**
- ☐ Create **Account Processing Queues** (Collector Work)
- ☐ Check available disk space, and if needed, backup and delete conversion data files from the prior system
- ☐ Set up **Case limits** for collectors if proportional assignment is used
- ☐ Start the **Inactive time-out** feature by calling the program **INSTALLVAL** (Non-hosting)
- ☐ Change the password for **QMASTER**, if you have not done so (Non-hosting)
- ☐ (Suggestion) Set up the features to deactivate passwords after a specified number of days, and to disable a User ID after a certain number of unsuccessful sign-on attempts
- ☐ Check client receivables by printing a **Client Receivables Report**. If the amounts were not converted or are incorrect, update the amounts and verify them by printing a new report

Review of Converted Data and Analysis of Modifications Required

After a test conversion, a careful review of all converted data by your staff is required, giving special attention to the accounts, client information, statistical information, close codes and collector codes as applicable. The Nightly Procedure should be run, accounts should be reviewed and reports printed where applicable. In short, the information should be reviewed as though it were being used in a live environment.

This is also a good time let the collectors and operations personnel review several accounts that they are familiar with. By obtaining input, you should identify any areas which operate in a manner you feel is different from the way you currently do business. In most cases, you will have a method of accomplishing similar results using RMEx, but in some instances a custom modification may be required.

Running the final conversion

The final conversion of data from the present system to the iSeries is usually started after the close of business on a particular day (usually a Friday afternoon) and the information should be converted and ready for use by the next working day. If required, documentation covering the data conversion procedures will be provided in advance. Once again, careful review of all converted data should be done during the testing phases. In addition, use the **Process III** Document you completed as your checklist to ensure that all the required **System Controls** have been setup.

Setting Up Your System

The actual setup of the knowledgebase for your "live" company is easier than deciding what you want to set up. Once you have decided how your business will be run and you have set up processes for different areas (e.g. insurance follow-up, complaints, handling returned mail etc.) there are two ways to proceed. You can copy some information from the model (which is in a separate company) or set up new rules in the live company. In either case, you will end up with a knowledgebase that accomplishes your objectives. There are certain things that *must* be done prior to the conversion and those that can be done after conversion.

Careful attention should be paid to *"Steps to be taken prior to conversion"* which is a part of this manual. A substantial portion of the knowledgebase must be set up prior to the actual conversion. If you have not made decisions in some areas, these can be manually handled until you decide on the best ways to automate. Telephone support from Quantrax is available to answer any questions during this phase of the implementation plan.

Setting up letters

Letters to debtors and clients are user-defined. Letters can be made up of fixed text that can be merged with information stored on the system. Debtor letters can be used to print information about a single account, or can show information pertaining to all the linked accounts for a debtor. Once a letter has been defined, it can be used by different companies within the system (standard letters). You can also create a variation of a Standard letter for use within individual companies (special letters). While some users print letters at their locations, others prefer to use a third-party mailing service. RMEx will provide support regarding the interface for the third-party letter service.

Once a letter has been set up there are options that allow you to "test" the letter, to ensure that accurate information prints in the correct positions.

Review of RMEx Management Training

By now, you probably appreciate the fact that the concepts that RMEx is based on, are very different from those of other automated systems. For management personnel, trying to understand the concepts before implementing solutions will be a definite advantage.

The following will help you to understand some the functionality and the flexibility of RMEx.

To review and listen to Management Training, click the **link**: Multimedia

Addendum:

ISeries Information and Dialer Information

Using the iSeries Platform

RMEx was designed to be used with very little technical expertise and no programming knowledge. As with most computer-based systems, the iSeries will require some basic operational skills. These include items such as:

- ☐ Powering on the system
- ☐ Answering error messages
- ☐ Displaying active jobs or job queues
- ☐ Cancelling a job
- ☐ Working with print queues
- ☐ Copying files to and from tape/d\disk and applying PTF's from IBM

NOTE: At least two individuals should be trained for System Operations. Training can be obtained through IBM, other suppliers or educational tools supplied by IBM as a part of the iSeries software.

iSeries Security is very powerful and complex. As a part of setting up a user, RMEx will create user profiles on the iSeries. This means that in most cases, you will never have to work with iSeries Security. However, there are some areas that will require a basic knowledge of iSeries Security. This includes the Security Officer User ID, User ID's supplied by IBM and changing a User Profile based on special requirements such as associating a user with a specific printer. It is very important that you have someone who is familiar with these operations, as well as some basic knowledge of devices and configuration in the event of an unexpected problem.

IBM provides several operational support plans for a fee. If you are a smaller company, we ask that you review some of these options based on your requirements and objectives.

IMPORTANT NOTE: Quantrax does *not* offer iSeries Operational Support. We will try to help in the case of an operation issue, but in the event of a complex problem, we may not be able to provide the level of support required.

iSeries Hardware and System Software Requirements

If you are currently using an iSeries, you will need sufficient space to store your current files *and* the converted RMEx files during the conversion testing phase.

- ☐ Verify that you have sufficient disk space to run a test conversion using the complete account base

- ☐ Verify that you to have 3 times the amount of disk space that is currently in use or to be running at approximately 40% capacity (for test conversion)

- ☐ Verify and notate the current disk space that is in use

If you do not currently own an iSeries or AS/400 that meets the criteria listed below, you will need an iSeries that meets the criteria listed below.

The minimum iSeries hardware and system software requirements are as follows:

- ☐ An iSeries with a minimum of 16GB of DASD (hard disk). The amount of disk and main storage (main memory) required will depend on the model of the iSeries and the number of users
- ☐ The OS/400 operating system, Version 6 or later
- ☐ 5722DG1 IBM HTTP Server for i5/OS
- ☐ WebSphere Application Server Express (WASE) For GUI. Quantrax will discuss with you the correct version.
- ☐ Java: 5722JV1 option 6 Java Developer Kit 1.4, 5722JV1 option 7 Java Developer Kit 5.0, 5722JV1 option 8 J2SE 5.0 32 bit (For GUI)
- ☐ Application Development Tools (Programming Development Manager (PDM), Source Entry Utility (SEU), Data File Utility (DFU))

  NOTE: IBM WebSphere Development Studio for iSeries provides a complete toolset for the Application Development ToolSet (PDM, SEU, SDA, and DFU)

- ☐ RPG/400 (RMEx is written in RPG/400) in the event we need to compile a program on your system. This is not a requirement, but is recommended as a precaution
- ☐ IBM Access i (IBM Client Access for OS/400) This software offers a host of options but will be used mainly for transferring files between a personal computer and the iSeries
- ☐ TELNET access for Quantrax
- ☐ FTP access for Quantrax
- ☐ iSeries servers come with a rack-mounted CD-ROM or DVD-ROM drive. We recommend the DVD-ROM drive because it can hold a lot more information
- ☐ IBM Query/400 – used for managing data. (This is optional but is recommended if you plan to create custom reports)
- ☐ SQL - Structured Query Language also used for managing data but is even more robust than IBM Query (This is optional but is recommended)
- ☐ (optional) iSeries operational training software from IBM

Additionally, you will have to get the data off the current system to the new iSeries. This will generally be handled by using FTP.

Quantrax does not sell or support hardware or IBM system software (the software provided by IBM and required to run the iSeries). Since your system requirements can vary greatly depending upon your operational needs, we can assist you in determining the appropriate iSeries configuration for your needs.

Our IBM partner is *Jim Davidson with Manage Inc*. and he can assist you with your purchase, software and install. In addition, the access mentioned below is so Quantrax can provide immediate support if needed or transmit code if needed.

GUI Hardware and Software Requirements

The installation of the GUI requires specific software to be installed and configured on the iSeries. We have listed these items again for your convenience. Additionally, a separate PC server will be required for running additional services. A separate document will be sent to you with detailed information.

- ☐ 5722DG1 IBM HTTP Server for i5/OS
- ☐ WebSphere Application Server (WASE)
- ☐ Java: 5722JV1 option 6 Java Developer Kit 1.4, 5722JV1 option 7 Java Developer Kit 5.0, 5722JV1 option 8 J2SE 5.0 32 bit
- ☐ WAS instance needs created

PC Server Requirements

The following is a list of the minimum requirements for the dedicated server:

The minimum hardware configuration is as follows:

- ☐ Intel Xenon processor – 2.0 GHz
- ☐ Windows 2008 server – 64 bit
- ☐ 6 GB RAM
- ☐ Raid 1
- ☐ 2 x 1TB Hard Drives
- ☐ Redundant power supply
- ☐ 1 x 1 GB Network card

Operating the System

RMEx was designed to be easy to use. Management has the most difficult task of setting up and maintaining the system. Compared to traditional systems, management will play a much greater role in using the system and making changes based on changing requirements. Most systems demand that there be a System Operator. Depending on the size of your operation, this may be justified. Other than Management and regular users such as Account Entry personnel, Cashiers and Collectors, just one person can usually operate RMEx.

We insist on a backup person, in the event that the regular operator is not available. In addition to being able to perform the items described in "Basic iSeries Operations" outlined in the next section, the System Operator must be able to accomplish the following. Note that in a smaller company, if several people are trained to perform system operations, it is not necessary to have a dedicated person for this function.

The areas of the system, which can be classified under System Operations, are the following:

- Basic iSeries Operations
- Nightly Processing
- Handling the printer regarding letters, statements, etc

- iSeries Security and device configuration
- Solving problems using the on-line documentation

The above areas can be summarized as follows:

Basic iSeries Operations

Basic operations includes being able to power off the system, power on the system, answer iSeries error messages, display active jobs or job queues, etc. Several of these commands are listed below and we have provided a link for common commands generally needed and the steps to take for these commands, including **transferring files** from a PC to the iSeries or copying tapes if required.

NOTE: Quantrax does NOT provide training for the IBM system. This knowledge will need to be obtained from IBM, other suppliers or the educational tools that are supplied with the iSeries software.

At a minimum, you should be familiar with the following iSeries commands:

- PWRDWNSYS Power off the system
- WRKMSG Work with messages
- WRKACTJOB Work with active jobs
- WRKSBMJOB Work with submitted jobs
- WRKOUTQ Work with output queues
- CPYFRMTAP Copy from Tape
- CPYTOTAP Copy to Tape
- CRTPF Create a physical file
- DLTF Delete a physical file
- CLRPFM Clear a physical file
- SAVOBJ Save objects in iSeries format
- RSTOBJ Restore objects saved in iSeries format
- DSPJOBLOG Display job log
- WRKDEVD Work with device descriptions
- CHGUSRPRF Change user profile

Nightly Processing

Starting
Sometime during the day, Nightly Processing must be set up. Nightly Processing is a set of operations which processes the previous day's transactions and prepares the system for the next day. If you have multiple companies, Nightly Processing is run for *all* of those companies at the same time, if needed.

Verifying
Someone needs to check the messages each day for the User ID INTELOPR. The Nightly Processing and the Backup should be checked to make sure they completed normally. In the event of an issue with the nightly, please contact support.

Reporting an Nightly issue
Sign on using a ***non***-RMEx User ID, e.g. **QSECOFR** or **QSYSOPR** and respond/display to the problem. Contact Quantrax, if needed.

IMPORTANT NOTE: The message that the backup processing completed normally will still appear even in the case of a problem. **You must check for a message that the Backup was cancelled**. Periodically display your backup tape to verify that the data is getting backed up.

Changing Forms and Printing Information

As with most computer systems, most reports will be printed on a standard type of form (e.g. 8 1/2" by 11" wide computer paper). Some output will require special forms, e.g. letters and client statements. There will be a message issued to the System Operator Message Queue and there will be spooled file entry. The operator must be familiar with the use of the printer, its special features and its maintenance.

Support Information for iSeries

Let us remind you of the significance of having a working knowledge of basic iSeries operations within your company. iSeries operations (e.g. displaying a tape, copying information from a tape to a file, having to power off the machine) are easy to learn, but often difficult to teach or support over a telephone. Providing iSeries operational support will almost always distract Quantrax from its primary support role which is:

- ☐ To provide answers to RMEx-related questions
- ☐ To recommend solutions to the challenges you will experience managing a collection operation
- ☐ To enhance the system to meet changing requirements

Please take the time to review the basic iSeries operational areas discussed on the final pages of this document and make plans to provide this knowledge for at least two people in your company. You can use IBM, IBM manuals, IBM's education software provided with the iSeries or a third party that provides iSeries training.

Dialer

If a dialer is used, please supply a specification for the file currently generated by the collection system and used to create a calling list for the dialer (download to the dialer).

Please supply a specification for the file currently provided by the dialer to update the collection system with information on busies, no answers, etc. (upload from the dialer).

We will need to talk to your dialer company about the "hot-key" feature between the dialer and RMEx. Please provide a contact name and number.

Click the icon for Dialer interfaces documentation:

QTX on-site hotels/etc

Click the icon for travel and hotel information near the Quantrax training center**:**

Frequently asked questions

Click the icon to view the frequently asked questions: