Welcome to RMEx Version 4.1. This document is intended to be used by your management to understand the changes that have been added to RMEX. Please read the documentation carefully prior to installing the new version!

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AN OVERVIEW OF RMEX Version 4.1

RMEx Version 4.1 is not a major release, as Version 4.0 was. The main reason for this update is to make the database changes necessary to support the ICD-10 coding structure for medical billing. We also used the opportunity to change our queue file and add some fields that will allow us to extend existing functionality. ***There are some very important changes to STARTUP1. If this is modified, it will need to be changed!***

Documentation for RMEx Version 4.1

Following are the details of the changes that are available in RMEx Version 4.1. Please make sure you have read this documentation carefully before using the system.

Changes to medical billing

Those of you who do any medical billing will have experts on staff. This documentation is not intended to educate our clients on medical billing. Our job is to provide you with the software necessary to store and print the latest 1500 and UB-04 forms.

The major change we have addressed is the new system for diagnosis codes. The old ICD-9 code has been changed to the new ICD-10 code. To reproduce some information from the web “Four months after President Obama signed into law a one-year delay in the ICD-10 code switchover, the Centers for Medicare and Medicaid Services has announced a final rule establishing October 1, 2014, as the new ICD-10 compliance date.” “Now, everyone in the healthcare community has the necessary certainty to move forward with their implementation processes, including testing and training,” according to AHIMA.

What does this mean for you and how you use RMEx?

- You can print old claims using the existing files and features

- After September 1st, you will have to use the new system for new claims. This is our understanding. This will require using our latest code, and new forms for the 1500.
- The UB04 form is unchanged. However, changes are required on UB-04 screens, since inpatient hospital procedures can be printed. Inpatient procedure codes referenced on the UB-04 have always been from the "diagnosis code" files provided as a part of the ICD-9 or ICD-10 coding.
- New claims should be set up using the new screens
- Although we do not see if it may apply, will support old and new data for the same account
- We have expanded the diagnosis and surgical procedure codes to 8 characters. These codes will need to be entered exactly as they are stored on the ICD-10 CM/PCS files supplied by your vendor.
- We have programs that will convert that a information into RMEx database files

ICD-10-CM/PCS consists of two parts :

- ICD-10-CM – The diagnosis classification system developed by the Centers for Disease Control and Prevention for use in all United States (U.S.) health care treatment settings. Diagnosis coding under this system uses 3–7 alpha and numeric digits and full code titles, but the format is very much the same as ICD-9-CM; and

- ICD-10-PCS – The procedure classification system developed by the Centers for Medicare & Medicaid Services (CMS) for use in the U.S. for inpatient hospital settings only. The new procedure coding system uses 7 alpha or numeric digits while the ICD-9-CM coding system uses 3 or 4 numeric digits.

  The examples below show the structural differences between ICD-9-CM and ICD-10-CM/PCS.

  ICD-9-CM Diagnosis Codes:

  3–5 digits;
  First digit is alpha (E or V) or numeric;
  Digits 2–5 are numeric; and
  Decimal is after third digit.

  Examples:
  496 – Chronic airway obstruction, Not Elsewhere Classified (NEC);
  511.9 – Unspecified pleural effusion; and

V02.61 – Hepatitis B carrier.

ICD-10-CM Diagnosis Codes:

3–7 digits;
Digit 1 is alpha;
Digit 2 is numeric;
Digits 3–7 are alpha or numeric (alpha digits are not case sensitive); and
Decimal is after third digit.

Examples:
A78 – Q fever;
A69.21 – Meningitis due to Lyme disease; and
S52.131a – Displaced fracture of neck of right radius, initial encounter for closed fracture.

ICD-9-CM Procedure Codes:

3–4 digits;
All digits are numeric; and
Decimal is after second digit

Examples:
43.5 – Partial gastrectomy with anastomosis to esophagus; and
44.42 – Suture of duodenal ulcer site.

ICD-10-PCS Procedure Codes:

7 digits;
Each digit is either alpha or numeric (alpha digits are not case sensitive and letters O and I are not used to avoid confusion with numbers 0 and 1); and there is no decimal.

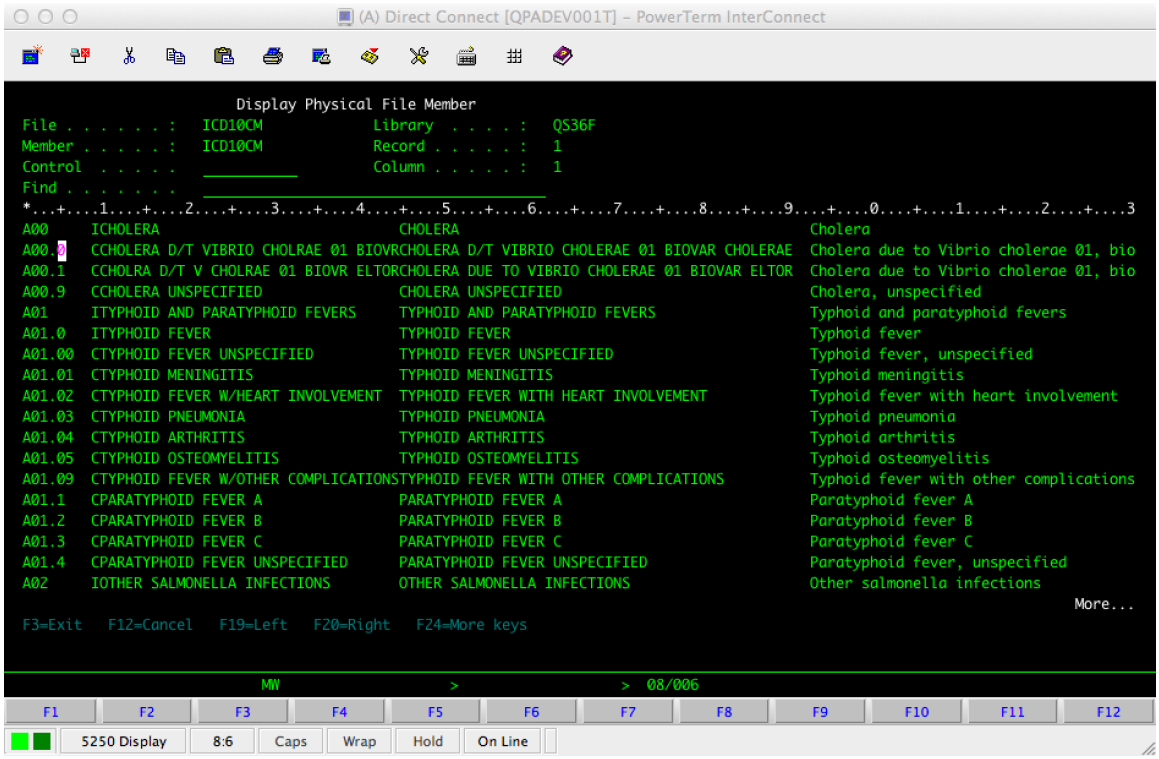
Examples:
0FB03ZX – Excision of liver, percutaneous approach, diagnostic; and
0DQ10ZZ – Repair upper esophagus, open approach.

Here are the changes to RMEx in more technical detail.

- You will need to obtain the IDC-10 CM and PCS files from your sources. Load the files as ICD10CM and ICD10PCS into your data library (usually SCDATA).

- Once you have loaded the data, if you use the DSPPFM command to display each file, they should appear as follows on your screen.

ICD10CM



ICD10 PCS

```
(A) Direct Connect [QPADEV001T] – PowerTerm InterConnect

                        Display Physical File Member
File . . . . . .   ICD10PCS            Library  . . . . .   QS36F
Member . . . . .   ICD10PCS            Record . . . . . .   1
Control  . . . . .                     Column . . . . . .   1
Find . . . . . .
*...+....1....+....2....+....3....+....4....+....5....+....6....+....7....+....8....+....9....+....0....+....1....+....2....+....3
001     ICENTRAL NERVOUS SYSTEM BYPASS      CENTRAL NERVOUS SYSTEM, BYPASS                  Central Nervous System, Bypass
0016    IBYPASS / CEREBRAL VENTRICLE        BYPASS / CEREBRAL VENTRICLE                     Bypass / Cerebral Ventricle
0016070 CBP CRBRL VENT NPH AUTO TISS SUB OPNBYPASS CEREBRAL VENT NASOPHARYNX AUTO TISS OPEN Bypass Cerebral Ventricle to Nasophary
0016071 CBP CRBRL VNT MAST SINUS AUTO SUB OPBYPASS CEREBRAL VENT MASTOID SINUS AUTO TISS OPNBypass Cerebral Ventricle to Mastoid S
0016072 CBP CRBRL VENT ATRIUM AUTOL SUB OPENBYPASS CEREBRAL VENTRICLE ATRIUM AUTO TISS OPEN Bypass Cerebral Ventricle to Atrium wi
0016073 CBP CRBRL VENT BLD VES AUTOL SUB OPNBYPASS CEREBRAL VENT BLOOD VESSEL AUTO TISS OPENBypass Cerebral Ventricle to Blood Ves
0016074 CBP CRBRL VENT PL CAV AUTOL SUB OPENBYPASS CEREBRAL VENT PLEURAL CAV AUTO TISS OPEN Bypass Cerebral Ventricle to Pleural C
0016075 CBP CRBRL VENT INTEST AUTOL SUB OPENBYPASS CEREBRAL VENT INTESTINE AUTO TISSUE OPEN Bypass Cerebral Ventricle to Intestine
0016076 CBP CRBRL VNT PERITN CAV AUTO SUB OPBYPASS CEREBRAL VENT PERITON CAV AUTO TISS OPEN Bypass Cerebral Ventricle to Peritonea
0016077 CBP CEREBRAL VENT UT AUTOL SUB OPEN BYPASS CEREBRAL VENT URIN TRACT AUTO TISSUE OPENBypass Cerebral Ventricle to Urinary T
0016078 CBP CERBRL VENT BN MAR AUTOL SUB OPNBYPASS CEREBRAL VENTRICLE BN MARROW AUTO SUB OPNBypass Cerebral Ventricle to Bone Marr
001607B CBP CRBRL VENT CISTRN AUTOL SUB OPENBYPASS CEREBRAL VENT CERBRL CISTRNS AUTO TISS OPBypass Cerebral Ventricle to Cerebral
00160J0 CBYPASS CRBRL VENT NP SYNTH SUB OPENBYPASS CEREBRAL VENTRICLE NASOPHARYNX SYNTH OPENBypass Cerebral Ventricle to Nasophary
00160J1 CBP CRBRL VNT MSTD SNUS SYNTH SUB OPBYPASS CEREBRAL VENT MASTOID SINUS SYNTH OPEN   Bypass Cerebral Ventricle to Mastoid S
00160J2 CBP CRBRL VENT ATRIUM SYNTH SUB OPENBYPASS CEREBRAL VENTRICLE ATRIUM SYNTH SUB OPEN Bypass Cerebral Ventricle to Atrium wi
00160J3 CBP CRBRL VENT BLD VES SYNTH SUB OPNBYPASS CEREBRAL VENT BLOOD VESSEL SYNTH OPEN    Bypass Cerebral Ventricle to Blood Ves
00160J4 CBP CRBRL VENT PL CAV SYNTH SUB OPENBYPASS CEREBRAL VENT PLEURAL CAVITY SYNTH OPEN  Bypass Cerebral Ventricle to Pleural C
00160J5 CBP CRBRL VENT INTEST SYNTH SUB OPENBYPASS CEREBRAL VENTRICLE INTESTINE SYNTH OPEN  Bypass Cerebral Ventricle to Intestine
                                                                                                                   More...
F3=Exit   F12=Cancel   F19=Left   F20=Right   F24=More keys

                          MW                 >                 >  04/023
F1   F2   F3   F4   F5   F6   F7   F8   F9   F10   F11   F12
5250 Display   4:23   Caps   Wrap   Hold   On Line
```

- If the information has been transferred correctly, you can run the conversion program, assuming you have converted to RMEx 4.1

  The conversion program can be run by keying in the following at a command line

  call zicd10fl (that is ZICD10FL)

- The program will load the new data into the new ICD-10 files in RMEx.

- Note that the Medical Billing sub menu from the system control menu has been changed. We have added the following new options.

  - Diagnosis codes (ICD-10)
  - ICD-10 Procedure codes

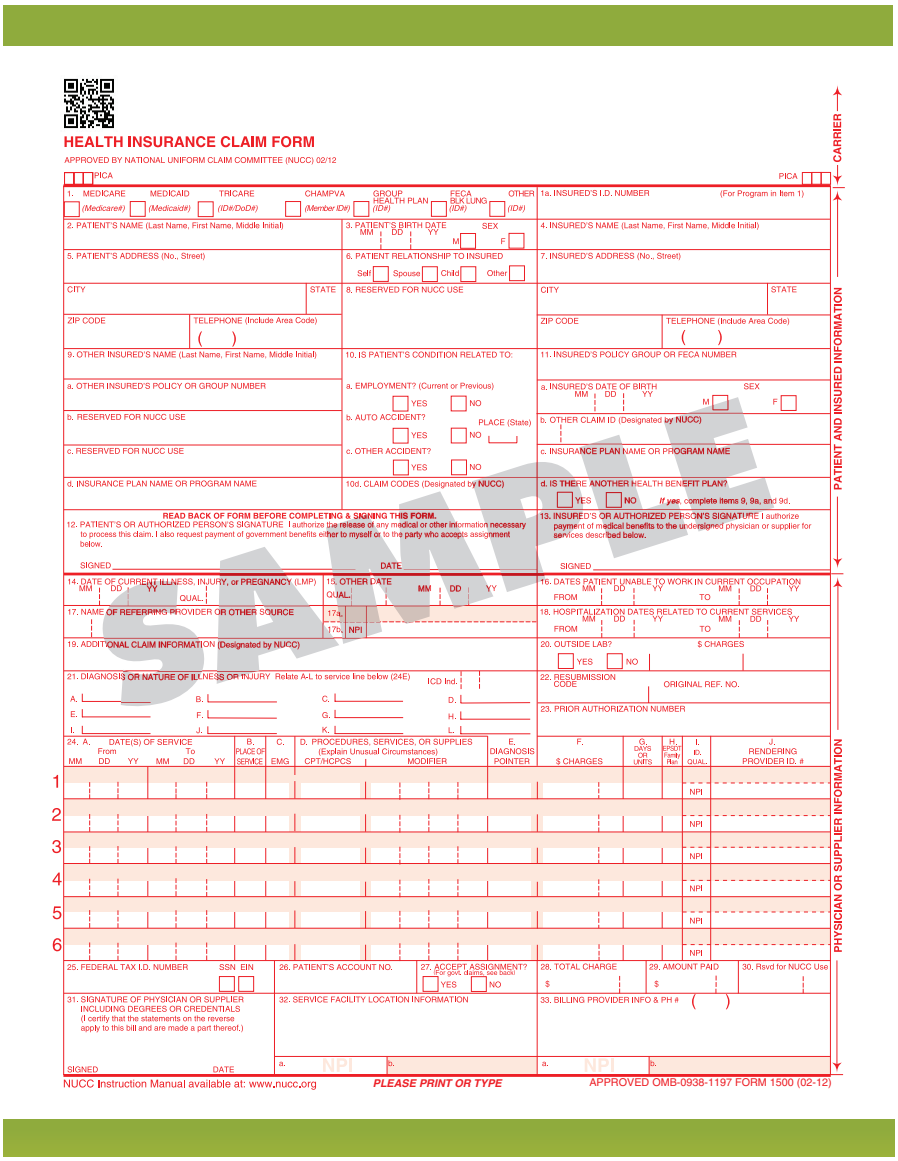
- When you access the 1500 screen from RMEx (from the insurance screen), the new programs will support 8-character ICD-10 codes. These codes will print exactly as they are entered, so you must use decimal points.

- You will see similar changes for the UB-04 fields for procedure codes that

are derived from the ICD-10 data fields

- When you take the function keys for the 1500 or UB-04, you will be taken to the new screens by default. Those function keys were F4 and F9 for the 1500 and UB-04 forms. To access the old ICD-9 screens, use F14 and F19, even though they are not shown on the screens. You will know you are on the ICD-10 screens because the heading on the screens has been changed to indicate the ICD-10 version.

- Set up the information based on the new files and you are set to go. When billing is required, the new forms will be generated, in addition to any of the old forms that may be needed. The form types for the 1500 and UB-04 will say “New” to differentiate them from the old forms. Note that you must use the new 1500 form that was available from April 2014. A sample follows.



HEALTH INSURANCE CLAIM FORM

APPROVED BY NATIONAL UNIFORM CLAIM COMMITTEE (NUCC) 02/12

PICA

1. MEDICARE (Medicare#) MEDICAID (Medicaid#) TRICARE (ID#/DoD#) CHAMPVA (Member ID#) GROUP HEALTH PLAN (ID#) FECA BLK LUNG (ID#) OTHER (ID#)

1a. INSURED'S I.D. NUMBER (For Program in Item 1)

2. PATIENT'S NAME (Last Name, First Name, Middle Initial)

3. PATIENT'S BIRTH DATE MM DD YY SEX M F

4. INSURED'S NAME (Last Name, First Name, Middle Initial)

5. PATIENT'S ADDRESS (No., Street)

6. PATIENT RELATIONSHIP TO INSURED Self Spouse Child Other

7. INSURED'S ADDRESS (No., Street)

CITY STATE

8. RESERVED FOR NUCC USE

CITY STATE

ZIP CODE TELEPHONE (Include Area Code) ( )

ZIP CODE TELEPHONE (Include Area Code) ( )

9. OTHER INSURED'S NAME (Last Name, First Name, Middle Initial)

10. IS PATIENT'S CONDITION RELATED TO:

11. INSURED'S POLICY GROUP OR FECA NUMBER

a. OTHER INSURED'S POLICY OR GROUP NUMBER

a. EMPLOYMENT? (Current or Previous) YES NO

a. INSURED'S DATE OF BIRTH MM DD YY SEX M F

b. RESERVED FOR NUCC USE

b. AUTO ACCIDENT? YES NO PLACE (State)

b. OTHER CLAIM ID (Designated by NUCC)

c. RESERVED FOR NUCC USE

c. OTHER ACCIDENT? YES NO

c. INSURANCE PLAN NAME OR PROGRAM NAME

d. INSURANCE PLAN NAME OR PROGRAM NAME

10d. CLAIM CODES (Designated by NUCC)

d. IS THERE ANOTHER HEALTH BENEFIT PLAN? YES NO If yes, complete items 9, 9a, and 9d.

READ BACK OF FORM BEFORE COMPLETING & SIGNING THIS FORM.

12. PATIENT'S OR AUTHORIZED PERSON'S SIGNATURE I authorize the release of any medical or other information necessary to process this claim. I also request payment of government benefits either to myself or to the party who accepts assignment below.

SIGNED DATE

13. INSURED'S OR AUTHORIZED PERSON'S SIGNATURE I authorize payment of medical benefits to the undersigned physician or supplier for services described below.

SIGNED

14. DATE OF CURRENT ILLNESS, INJURY, or PREGNANCY (LMP) MM DD YY QUAL.

15. OTHER DATE QUAL. MM DD YY

16. DATES PATIENT UNABLE TO WORK IN CURRENT OCCUPATION MM DD YY FROM MM DD YY TO

17. NAME OF REFERRING PROVIDER OR OTHER SOURCE

17a.

17b. NPI

18. HOSPITALIZATION DATES RELATED TO CURRENT SERVICES MM DD YY FROM MM DD YY TO

19. ADDITIONAL CLAIM INFORMATION (Designated by NUCC)

20. OUTSIDE LAB? YES NO $ CHARGES

21. DIAGNOSIS OR NATURE OF ILLNESS OR INJURY Relate A-L to service line below (24E) ICD Ind.

A. B. C. D. E. F. G. H. I. J. K. L.

22. RESUBMISSION CODE ORIGINAL REF. NO.

23. PRIOR AUTHORIZATION NUMBER

24. A. DATE(S) OF SERVICE From MM DD YY To MM DD YY | B. PLACE OF SERVICE | C. EMG | D. PROCEDURES, SERVICES, OR SUPPLIES (Explain Unusual Circumstances) CPT/HCPCS MODIFIER | E. DIAGNOSIS POINTER | F. $ CHARGES | G. DAYS OR UNITS | H. EPSDT Family Plan | I. ID. QUAL. | J. RENDERING PROVIDER ID. #

1 NPI

2 NPI

3 NPI

4 NPI

5 NPI

6 NPI

25. FEDERAL TAX I.D. NUMBER SSN EIN

26. PATIENT'S ACCOUNT NO.

27. ACCEPT ASSIGNMENT? (For govt. claims, see back) YES NO

28. TOTAL CHARGE $

29. AMOUNT PAID $

30. Rsvd for NUCC Use

31. SIGNATURE OF PHYSICIAN OR SUPPLIER INCLUDING DEGREES OR CREDENTIALS (I certify that the statements on the reverse apply to this bill and are made a part thereof.)

SIGNED DATE

32. SERVICE FACILITY LOCATION INFORMATION

a. NPI b.

33. BILLING PROVIDER INFO & PH # ( )

a. NPI b.

NUCC Instruction Manual available at: www.nucc.org

PLEASE PRINT OR TYPE

APPROVED OMB-0938-1197 FORM 1500 (02-12)

CARRIER

PATIENT AND INSURED INFORMATION

PHYSICIAN OR SUPPLIER INFORMATION

SAMPLE

UB-04 Changes

We have made a change to accommodate up to 999 charge lines on a UB-04. The earlier limitation was 99 and we are aware that this is sometimes this is exceeded. The file PRTINSUB4

Changes to Events

We have added two new options to the Events System control file update. The option “Events - System control setup (Default)” has two new function key selections - “Insert sub level” and “Copy path”. These must be used with caution. They were added to make changes to the event structure easier, but we strongly suggest you contact our support team prior to using these options.

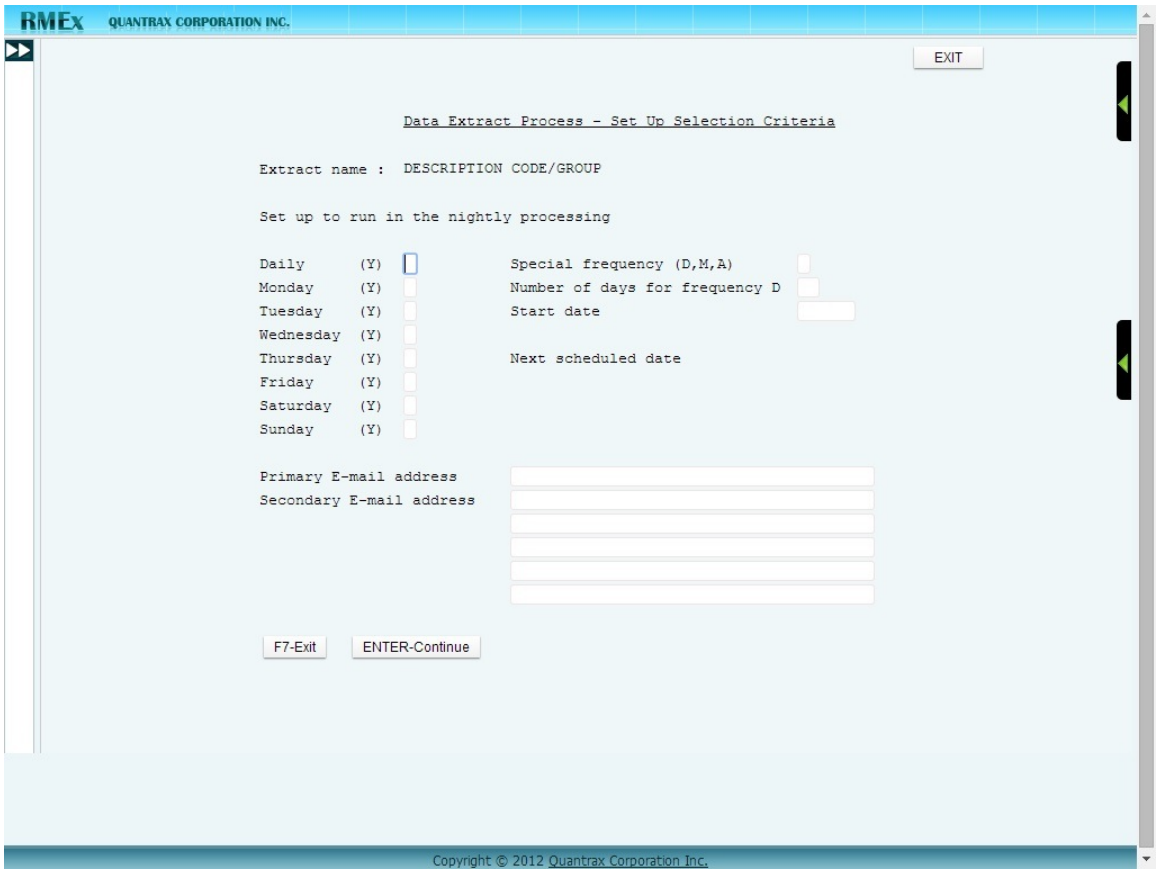
We have also added the following flexibility.

- We now allow smart code overrides to be associated with events
- We have introduced a new override at the user level. This is accessed on the second screen of system security. The “Events override” can be used to allow event overrides to be defined by User ID. When there is no client level override, the user override will be checked and used if available. This will allow you to change screens and processes based on skill levels.

Data extract

We have been surprised to learn how popular this option is. We recently expanded it to allow you to create payment transactions files that could be sent to your clients. We have had requests to add more “frequency” options to make it even more flexible and this release contains those changes.

In the past, the data extract options could be scheduled to run daily or on specific days of the week. We will now allow you to run the options every X days, monthly or annually? How do you run a job on the 15th of each month? Easy. In addition to setting up the monthly option, you must also define a “Start date”. That will drive the monthly and annual options so they are run on the same day of each month or year. If your start date is January 31st, the system will adjust for shorter months and run the reports on the last day of the shorter months. For this feature to work as planned it is important that *nightly processing is run every day!* You should be using the automated nightly option to make sure your nightly processing runs every day. The following screen will explain the changes.


RMEx QUANTRAX CORPORATION INC.
EXIT
Data Extract Process - Set Up Selection Criteria
Extract name : DESCRIPTION CODE/GROUP
Set up to run in the nightly processing
Daily (Y)
Monday (Y)
Tuesday (Y)
Wednesday (Y)
Thursday (Y)
Friday (Y)
Saturday (Y)
Sunday (Y)
Special frequency (D,M,A)
Number of days for frequency D
Start date
Next scheduled date
Primary E-mail address
Secondary E-mail address
F7-Exit
ENTER-Continue
Copyright © 2012 Quantrax Corporation Inc.

On-line clients

We have made changes to the on-line client features.

The new on-line client menu has several report options. We will allow you to prevent specific options from being accessed based on User ID. These menu options will not be displayed to users if they are not allowed access. On the first screen, you will see the following options.

Reports not allowed (N).....
Placement history (E-mailed) _
Activity history (E-mailed) _
Status report (E-mailed) _
Payment report (display) _
Status report (display) _
Placement history (display) _

Use an “N” to stop the user from seeing or accessing the specific report or inquiry.

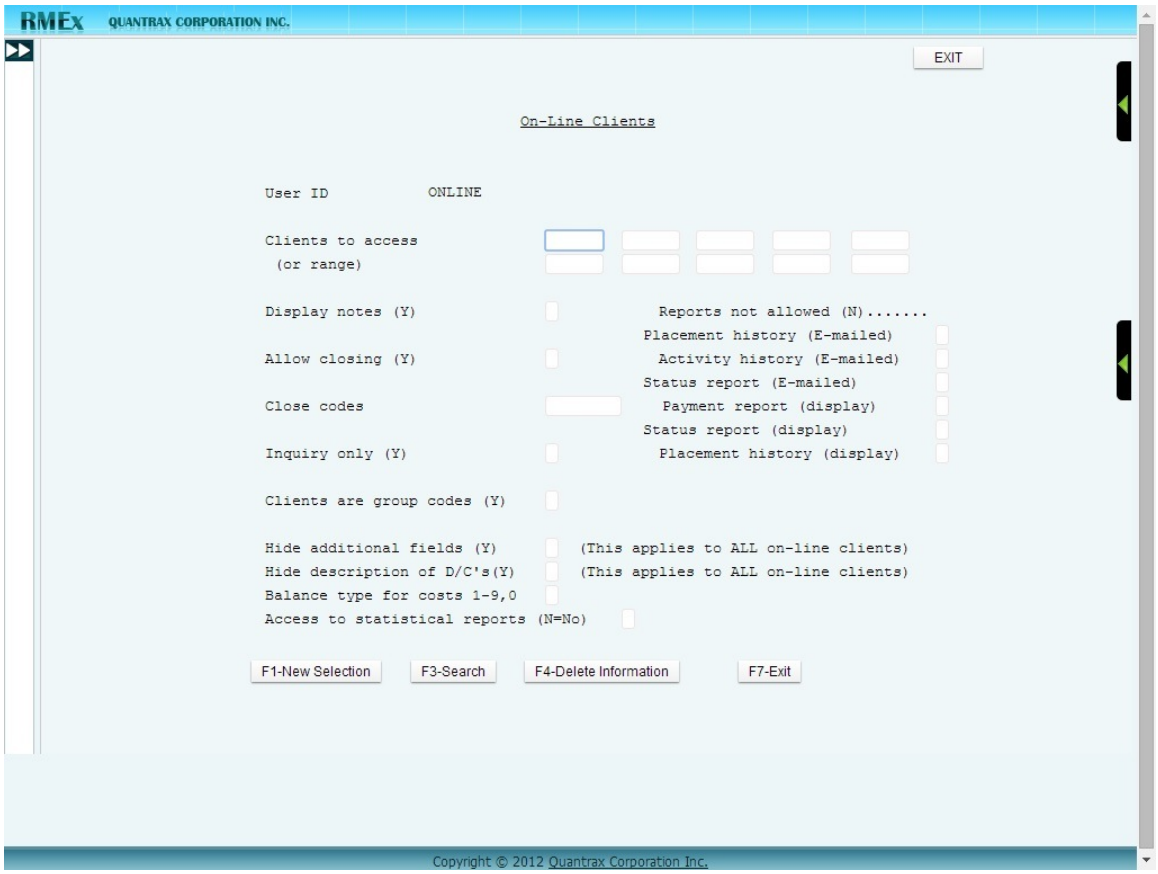
Access to enter new accounts, payments and print or display reports was controlled at the system security level. There were 3 options that had to be set up with the “Areas” in system security. These three options can now be accessed through the on-line client system control file (System Control Menu 2 - Opt. 15). There is a new screen that contains the following fields.

Allow payment entry (Y) _
Allow account entry (Y) _
Allow access to reports (Y) _

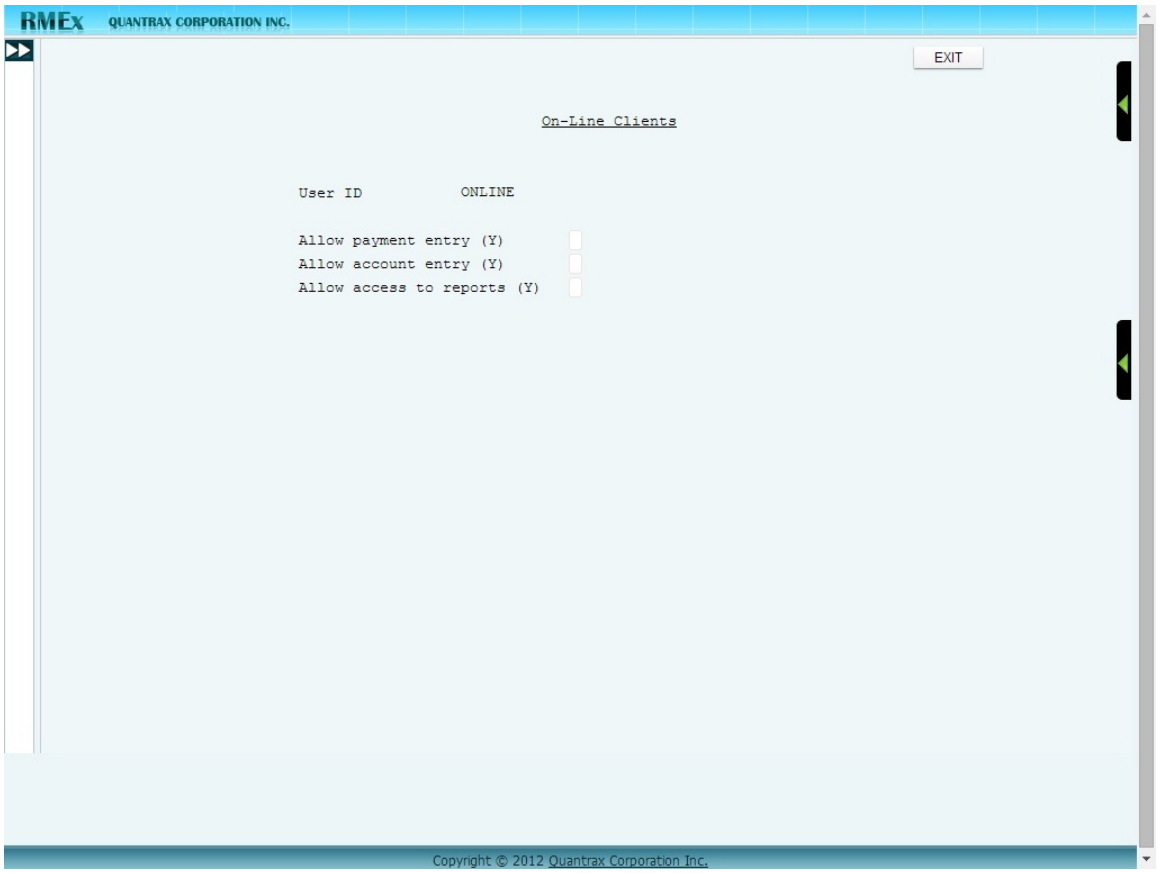
The following screens will show you the new on-line client menu and the on-line client set up options.

Below is the new on-line client menu.

This is the new on-line client system control option.



And this is the second screen for the same program. It allows the system security to be controlled from this screen.



Changes to the queue file SCCQUE

We have changed the format of the queue file SCCQUE. These changes were designed to support customized CLI by campaign, the client name for IVR use and international calling. This is an internal change that affects many key programs. You should not be impacted by this change with regard to you daily operations.

If you have written programs that run against SCCQUE or related logical files, no changes should be required. The fields were added at the end of the file.

Credit card series and direct checks

On the system parameters, we have added a new screen. There is a new option to specify that credit card series and direct checks should be deleted when all of the transactions set up have been processed. This job will run during nightly processing and will add a note indicating that the CC series or direct checks were deleted. It is recommended that this option is turned on for compliance reasons and to make sure that credit card and checking account information are not retained after they have been used.

E-mailing consumer letters from the system

A long time ago, we created features to allow you to e-mail consumer letters. This was in addition to printed mail or could replace the print option, based on the letter code. The letters would be e-mailed using your e-mail service and did not require or use KeyesMail. Based on your feedback, we have made a change to allow you to use KeyesMail for sending consumer letters. Within letter codes system control file (Option 11 from the first system control menu), there is an option called “Letter control specifications”. The new option to specify that KeyesMail should be used, is on this screen.

Even though this change was made a few years ago, our clients have not taken advantage of this money-saving feature! While we understand the legal issues surrounding demand letters being sent via e-mail, we can not understand why reminders for promises, postdates and credit card series are not being e-mailed. If you choose to use this feature, we will need to make changes if your letter printing is modified and you use the modifications in your e-mailed letters. There will be a nominal charge for this. Please contact the programing team.

New executive dashboard

The popular executive dashboard has received a makeover! The GUI will now allow you to display this information in a new, colorful dashboard-style format.

Following is a sample screen.

Name	Collector	Number worked	Positive contacts	RPC	Attempts	Payments posted	Number promised	Money promises(#)	Money for month	Total promised($)	All money
BUDDHIKA NUWAN	BUDDHIKA	8,433	0	0	0	0.00	0	0	0.00	0.00	0.00
CHAMEE	CHAMEE	144	0	0	1	0.00	0	7	60.00	130.00	130.00
CLERICAL PERSON	CLERICAL	0	0	0	0	102.00	0	0	0.00	0.00	0.00
COLBIN	COLBIN	8,972	6	6	428	30.00	0	48	1,381.00	10,214.47	2,109.22
AMANDA & MARGARET	CURWIN	0	0	0	0	1,077,232.25	0	1	0.00	10.00	0.00
DAVID	DAVID	6,283	0	0	1	160.14	0	0	75.00	80.00	75.00
DEBBIE	DEBBIE	16	0	0	1	2,361.31	0	9	230.00	285.00	280.00
DELIGHT TEST	DELIGHT2	1	0	0	0	1,041.41	0	2	11.00	11.00	11.00
EMIL	EMIL	22	0	0	1	0.00	0	26	1,267.00	2,172.00	2,367.00
HESHINI	HESHINI	19	0	0	5	0.00	0	10	577.00	3,468.23	2,068.23
GUI USER	INTGUI	0	0	0	0	140.00	0	0	0.00	0.00	0.00
JOSEPH LIBO	INTGUI3	64	0	0	26	0.00	0	29	257.00	20,776.00	20,601.00
BILL COLLECTOR	JAMIE	11	0	0	3	0.00	0	5	525.00	625.00	525.00
ISABELLE MANCUSO	KRISHAN	1	0	0	0	15,550.25	0	15	1,370.23	1,570.23	1,570.23
TEST	MAYT	0	0	0	0	112.00	0	0	0.00	0.00	0.00
BILL COLLECTOR	PAT	0	0	0	0	50.00	0	0	0.00	0.00	0.00
		24,344	6	6	838	1,097,154.36	0	164	5,921.95	40,099.93	30,372.40

The selections can be customized based on the options described below.

Widget customization option - You can select up to four categories to be displayed at the top of the dashboard. We will show the highest ranked agents with the respective numbers.

Filter data option - If you only want to review users within a specific reporting group code, you can select the reporting group code from the first drop down.

Select only collectors (for accounts worked) - If you only want to review collectors select "YES" from the drop down.

Here are more details - we hope that all of our clients will understand and use this great feature as an internal communication and motivational tool.

The categories displayed on the Executive Dashboard are as follows.

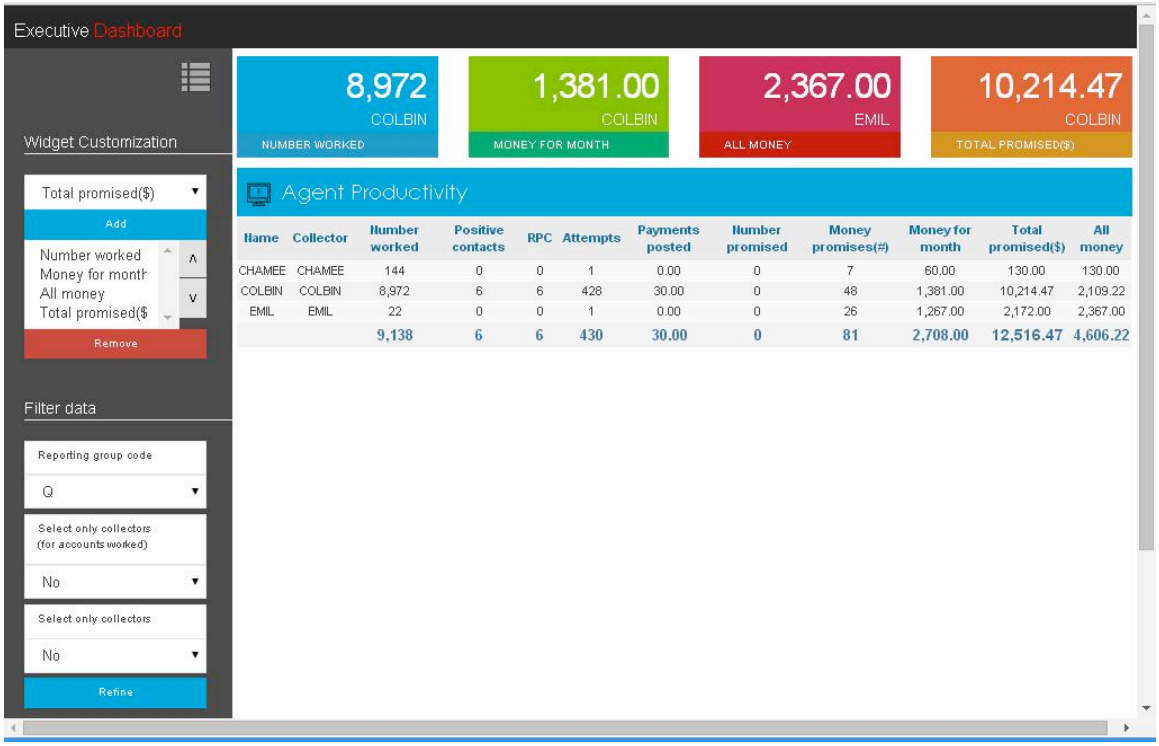
- *Number worked* **-** Number of consumers worked by the agent.
- *Positive contacts* **-** Number of positive contacts for the agent.
- *RPC* **-** Number of right party contacts for the agent.
- *Attempts* **-** Number of attempts made by the agent.
- *Payments posted* **-** The amount of payments posted on accounts that the agent received credit for.
- *Money for month* **-** The total amount of PAP's, direct checks and credit cards set up today for the rest of the month.
- *Number promised* **-** The number of promises recorded by the agent.
- *Money promises (#)* **-** The total number of direct checks, pre–authorized payments (PAP's) and C/Cards payments set up.
- *Total promised($)* **-** The total amount recorded in promises by the agent.
- *All money* - The total amount of PAP's, direct checks and credit cards set up today regardless of the due data (rest of the month and following months)

Filtering data

The Executive Dashboard gives you the ability to filter the data at three levels as follows.

1. *Reporting group code* - If you only want to review users within a specific reporting group code, you can select the reporting group code from the first drop down.
2. *Select only collectors (for accounts worked)* - Select 'YES' if you want to view collectors as well as all other users with promises.
3. *Select only collectors* - If you only want to review collectors select 'YES' from the final drop down.(This selection takes priority over 'Select only collectors (for accounts worked)')

In the following screen shot we have filtered the data by the reporting group code 'Q'.

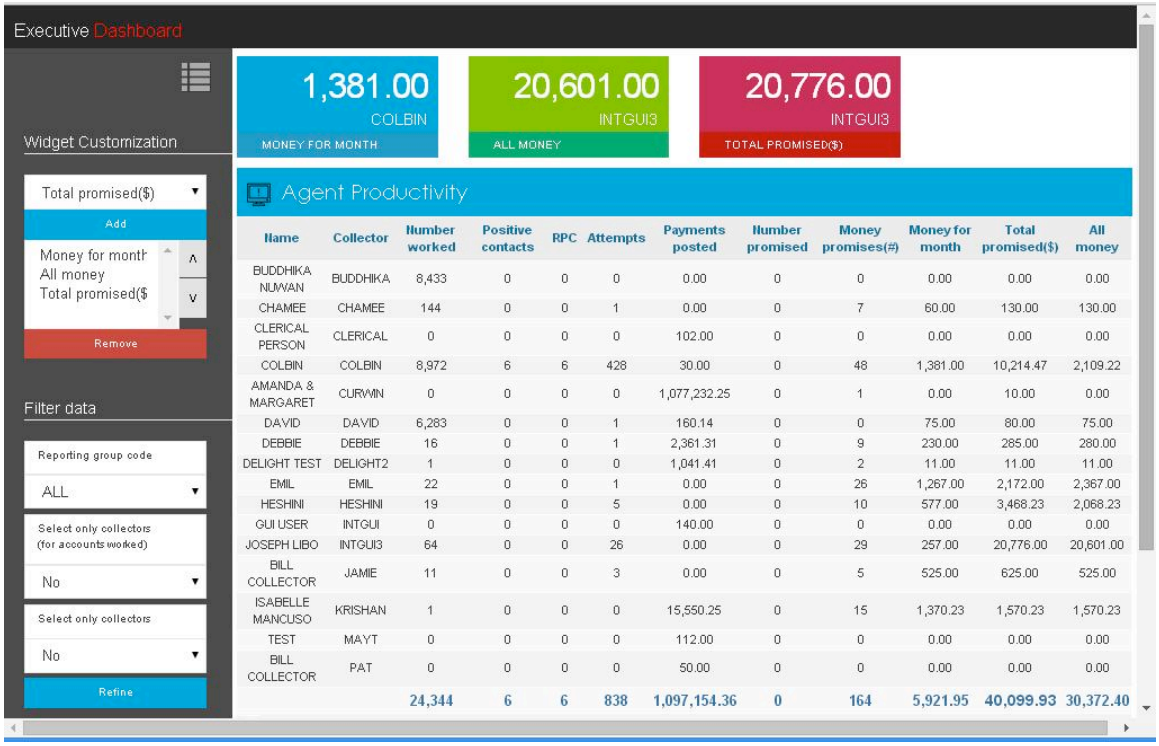


Name	Collector	Number worked	Positive contacts	RPC	Attempts	Payments posted	Number promised	Money promises(#)	Money for month	Total promised($)	All money
CHAMEE	CHAMEE	144	0	0	1	0.00	0	7	60.00	130.00	130.00
COLBIN	COLBIN	8,972	6	6	428	30.00	0	48	1,381.00	10,214.47	2,109.22
EMIL	EMIL	22	0	0	1	0.00	0	26	1,267.00	2,172.00	2,367.00
		9,138	6	6	430	30.00	0	81	2,708.00	12,516.47	4,606.22

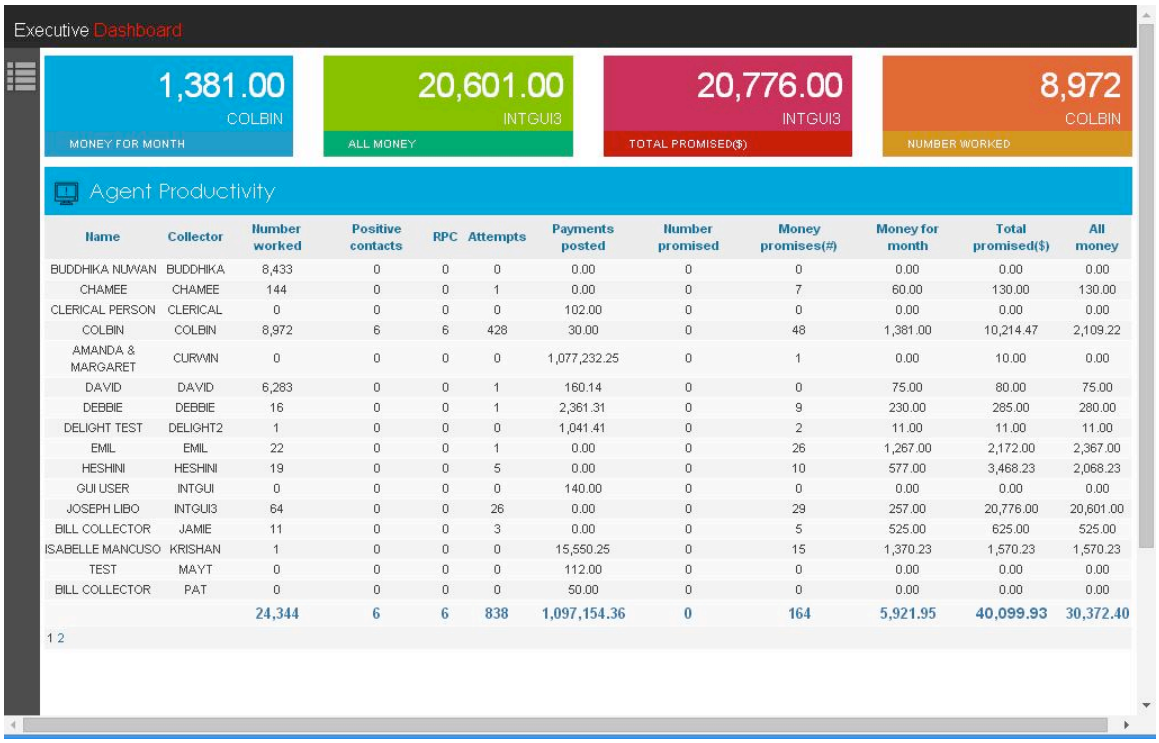
NOTE - The widgets you have selected through 'Widget customization' will reflect the highest ranked agents with the respective numbers based on your selection criteria in the 'Filter data' section.

Widget Customization

The option 'Widget Customization' (on the left side panel) provides users with the ability to 'Add' or 'Remove' four widgets (categories) to be displayed on top of the page. The maximum number of widgets you can display is four and each widget will display the highest ranked agent with their respective numbers.



Name	Collector	Number worked	Positive contacts	RPC	Attempts	Payments posted	Number promised	Money promises(#)	Money for month	Total promised($)	All money
BUDDHIKA NUWAN	BUDDHIKA	8,433	0	0	0	0.00	0	0	0.00	0.00	0.00
CHAMEE	CHAMEE	144	0	0	1	0.00	0	7	60.00	130.00	130.00
CLERICAL PERSON	CLERICAL	0	0	0	0	102.00	0	0	0.00	0.00	0.00
COLBIN	COLBIN	8,972	6	6	428	30.00	0	48	1,381.00	10,214.47	2,109.22
AMANDA & MARGARET	CURWIN	0	0	0	0	1,077,232.25	0	1	0.00	10.00	0.00
DAVID	DAVID	6,283	0	0	1	160.14	0	0	75.00	80.00	75.00
DEBBIE	DEBBIE	16	0	0	1	2,361.31	0	9	230.00	285.00	280.00
DELIGHT TEST	DELIGHT2	1	0	0	0	1,041.41	0	2	11.00	11.00	11.00
EMIL	EMIL	22	0	0	1	0.00	0	26	1,267.00	2,172.00	2,367.00
HESHINI	HESHINI	19	0	0	5	0.00	0	10	577.00	3,468.23	2,068.23
GUI USER	INTGUI	0	0	0	0	140.00	0	0	0.00	0.00	0.00
JOSEPH LIBO	INTGUI3	64	0	0	26	0.00	0	29	257.00	20,776.00	20,601.00
BILL COLLECTOR	JAMIE	11	0	0	3	0.00	0	5	525.00	625.00	525.00
ISABELLE MANCUSO	KRISHAN	1	0	0	0	15,550.25	0	15	1,370.23	1,570.23	1,570.23
TEST	MAYT	0	0	0	0	112.00	0	0	0.00	0.00	0.00
BILL COLLECTOR	PAT	0	0	0	0	50.00	0	0	0.00	0.00	0.00
		24,344	6	6	838	1,097,154.36	0	164	5,921.95	40,099.93	30,372.40



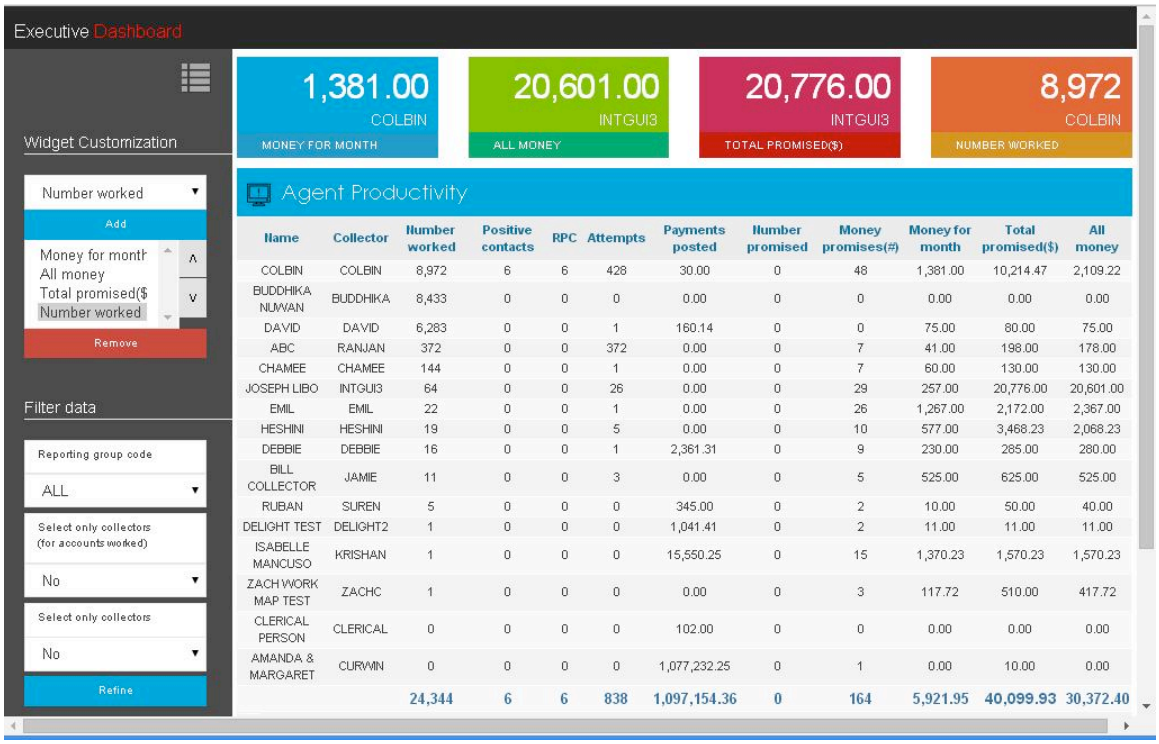
Name	Collector	Number worked	Positive contacts	RPC	Attempts	Payments posted	Number promised	Money promises(#)	Money for month	Total promised($)	All money
BUDDHIKA NUWAN	BUDDHIKA	8,433	0	0	0	0.00	0	0	0.00	0.00	0.00
CHAMEE	CHAMEE	144	0	0	1	0.00	0	7	60.00	130.00	130.00
CLERICAL PERSON	CLERICAL	0	0	0	0	102.00	0	0	0.00	0.00	0.00
COLBIN	COLBIN	8,972	6	6	428	30.00	0	48	1,381.00	10,214.47	2,109.22
AMANDA & MARGARET	CURWIN	0	0	0	0	1,077,232.25	0	1	0.00	10.00	0.00
DAVID	DAVID	6,283	0	0	1	160.14	0	0	75.00	80.00	75.00
DEBBIE	DEBBIE	16	0	0	1	2,361.31	0	9	230.00	285.00	280.00
DELIGHT TEST	DELIGHT2	1	0	0	0	1,041.41	0	2	11.00	11.00	11.00
EMIL	EMIL	22	0	0	1	0.00	0	26	1,267.00	2,172.00	2,367.00
HESHINI	HESHINI	19	0	0	5	0.00	0	10	577.00	3,468.23	2,068.23
GUI USER	INTGUI	0	0	0	0	140.00	0	0	0.00	0.00	0.00
JOSEPH LIBO	INTGUI3	64	0	0	26	0.00	0	29	257.00	20,776.00	20,601.00
BILL COLLECTOR	JAMIE	11	0	0	3	0.00	0	5	525.00	625.00	525.00
ISABELLE MANCUSO	KRISHAN	1	0	0	0	15,550.25	0	15	1,370.23	1,570.23	1,570.23
TEST	MAYT	0	0	0	0	112.00	0	0	0.00	0.00	0.00
BILL COLLECTOR	PAT	0	0	0	0	50.00	0	0	0.00	0.00	0.00
		24,344	6	6	838	1,097,154.36	0	164	5,921.95	40,099.93	30,372.40

The icon to hide the side panel (which is located to the left of the four widgets displayed on top of the page) will allow you to have an expanded view of the Executive Dashboard.

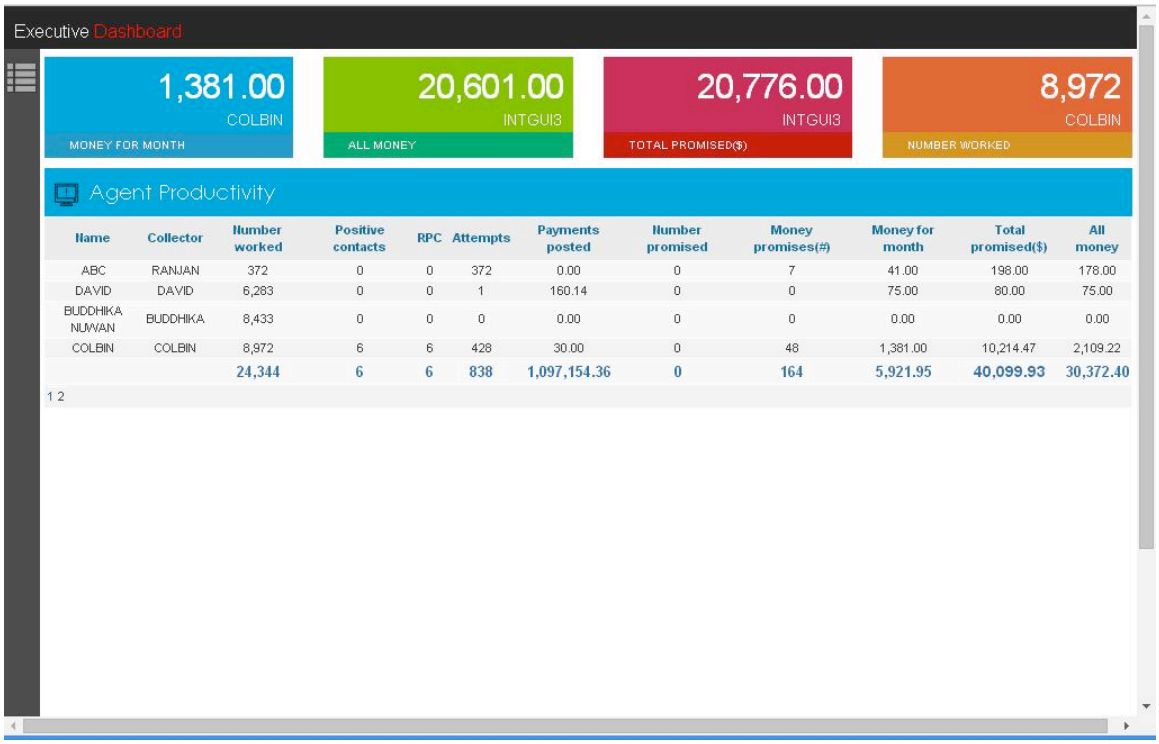
Sorting data

The Executive Dashboard gives you the ability to sort data in each column / category either in ascending or descending order in the expanded view or the second page of the display.

In the following example we have sorted the display by the category 'Number worked'.



Name	Collector	Number worked	Positive contacts	RPC	Attempts	Payments posted	Number promised	Money promises(#)	Money for month	Total promised($)	All money
COLBIN	COLBIN	8,972	6	6	428	30.00	0	48	1,381.00	10,214.47	2,109.22
BUDDHIKA NUWAN	BUDDHIKA	8,433	0	0	0	0.00	0	0	0.00	0.00	0.00
DAVID	DAVID	6,283	0	0	1	160.14	0	0	75.00	80.00	75.00
ABC	RANJAN	372	0	0	372	0.00	0	7	41.00	198.00	178.00
CHAMEE	CHAMEE	144	0	0	1	0.00	0	7	60.00	130.00	130.00
JOSEPH LIBO	INTGUI3	64	0	0	26	0.00	0	29	257.00	20,776.00	20,601.00
EMIL	EMIL	22	0	0	1	0.00	0	26	1,267.00	2,172.00	2,367.00
HESHINI	HESHINI	19	0	0	5	0.00	0	10	577.00	3,468.23	2,068.23
DEBBIE	DEBBIE	16	0	0	1	2,361.31	0	9	230.00	285.00	280.00
BILL COLLECTOR	JAMIE	11	0	0	3	0.00	0	5	525.00	625.00	525.00
RUBAN	SUREN	5	0	0	0	345.00	0	2	10.00	50.00	40.00
DELIGHT TEST	DELIGHT2	1	0	0	0	1,041.41	0	2	11.00	11.00	11.00
ISABELLE MANCUSO	KRISHAN	1	0	0	0	15,550.25	0	15	1,370.23	1,570.23	1,570.23
ZACH WORK MAP TEST	ZACHC	1	0	0	0	0.00	0	3	117.72	510.00	417.72
CLERICAL PERSON	CLERICAL	0	0	0	0	102.00	0	0	0.00	0.00	0.00
AMANDA & MARGARET	CURWIN	0	0	0	0	1,077,232.25	0	1	0.00	10.00	0.00
		24,344	6	6	838	1,097,154.36	0	164	5,921.95	40,099.93	30,372.40

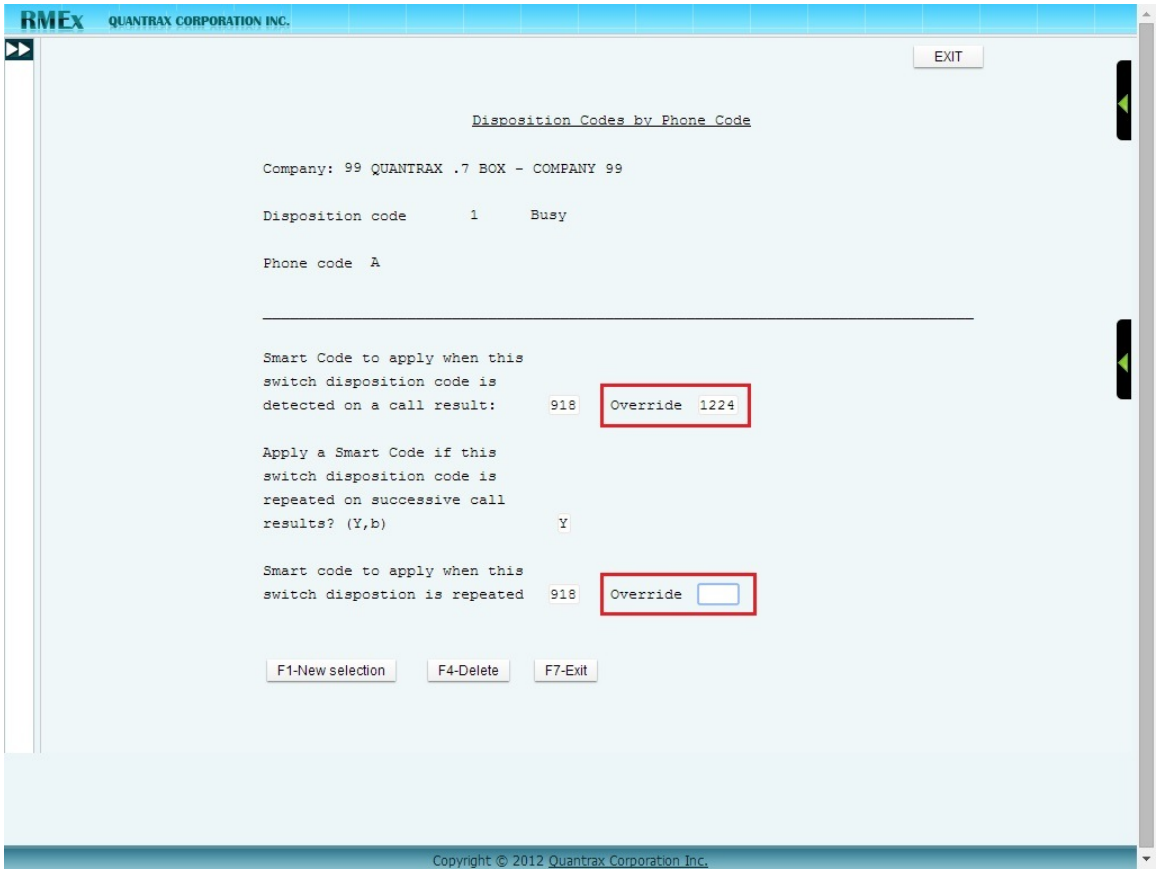


Name	Collector	Number worked	Positive contacts	RPC	Attempts	Payments posted	Number promised	Money promises(#)	Money for month	Total promised($)	All money
ABC	RANJAN	372	0	0	372	0.00	0	7	41.00	198.00	178.00
DAVID	DAVID	6,283	0	0	1	160.14	0	0	75.00	80.00	75.00
BUDDHIKA NUWAN	BUDDHIKA	8,433	0	0	0	0.00	0	0	0.00	0.00	0.00
COLBIN	COLBIN	8,972	6	6	428	30.00	0	48	1,381.00	10,214.47	2,109.22
		24,344	**6**	**6**	**838**	**1,097,154.36**	**0**	**164**	**5,921.95**	**40,099.93**	**30,372.40**

1 2

Smart codes based on dialer dispositions

There is an option to apply smart codes based on the phone code of the number being attempted. We have added a smart code override option for each of the smart codes on the screen. The following is a sample screen.



Changes to the GUI

Our GUI sees major changes as a part of this release. These changes were described in RMEx Version 4.0's documentation. Some of our clients have had access to these changes. The GUI Version 4.1 is officially a part of RMEX 4.1 and all our users will be advised to move to the latest GUI version as a part of the RMEX 4.1 upgrade. You can upgrade the RMEx to 4.1 and continue to use your existing GUI product for a while, *but this is not recommended.*

This product is probably the most strategic investment Quantrax has made in terms of scope, cost and long-term product development. It will continue to be the focus of much of our upcoming enhancements.

The major changes you will see are the following. These were also discussed in RMEx 4.0.

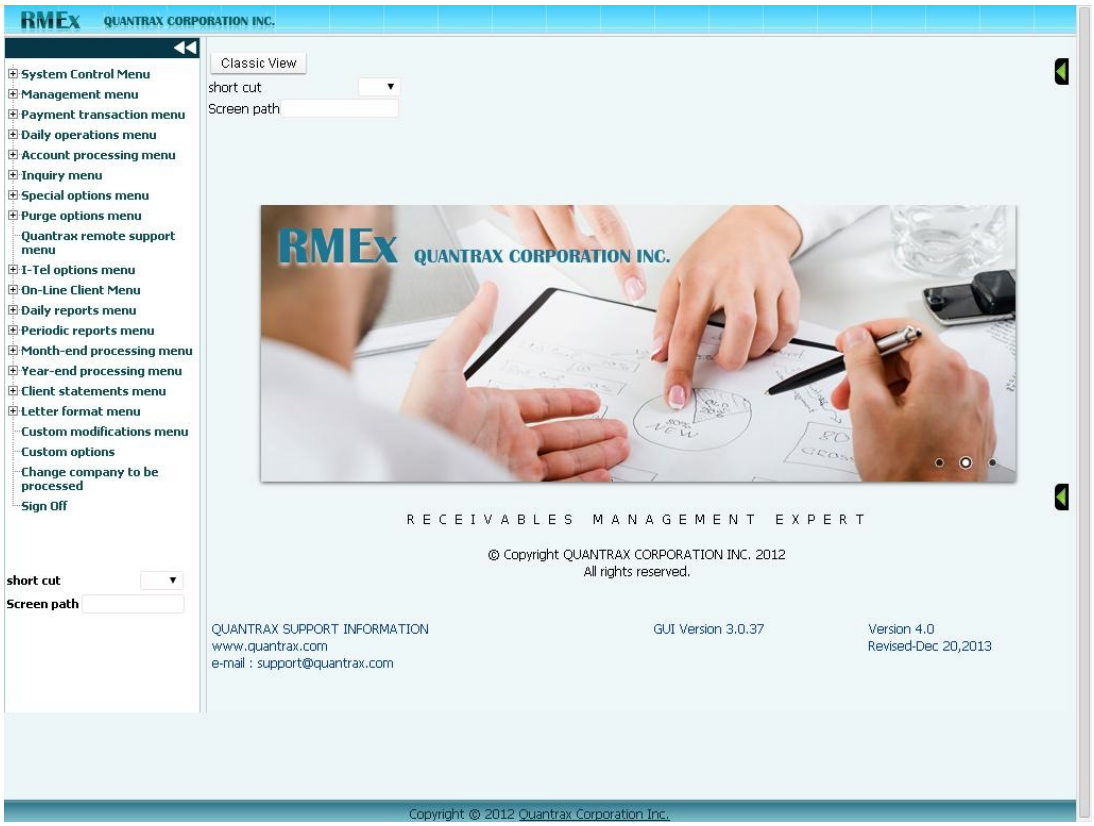
- Improved display for the notes area
- More consistent font sizes
- We have improved the "White" theme and it has received great reviews from those who have seen it
- Improvements to the slider positioning and accessibility
- Significantly speeding up access from the tree view
- Ability to jump to any area (menu option), using a code entered on the keyboard
- Home ownership option is now working
- e-mail address has been added to the front screen
- More efficient data handling behind the scenes for "Events"
- The product has been modified and tested for Chrome. The look and feel is significantly better than offered by Internet Explorer (IE). The Chrome version is also faster. The IE version has also been visually improved.
- The new holiday schedule can be set up using the GUI (tree view only)
- Complaints can be entered at the account level from within the Tab-Q options
- We have a new option for the Executive Dashboard
- This release will support our new "document viewer". This is supported by a document imaging system that you can use with any scanner to scan and link documents to individual accounts
- We have a new feature called the "Time tracker". Based on the system set up we can look at account characteristics and display a user-defined message at two time intervals after the account was first displayed. (E.g. Warning - you have now spent 3 minutes on this account). You can also specify the color for a flag (a real flag!) that can be displayed to get the user's attention - green, amber or red! The set up is within the "Set processing time by type" options on the management menu.

There are several other cosmetic changes that make the GUI more user-friendly and visually more attractive. One major change is that we are slowly but surely replacing cryptic code selections with easy to understand text!

The major overall change relates to the fonts, background colors and overall design have been enhanced to make it easier on the eye.

The tree menu feature that was introduced in the previous version of GUI has been enhanced and made super-fast! The user can now access any RMEx feature through the tree menu without having to do it the old fashioned way. Additionally, there's no need to key in short cuts to view your spool file, submitted jobs etc… you can simply choose where you want to go from a drop down menu!

Following are a few screens to give you an idea of the new look!



RMEx QUANTRAX CORPORATION INC.

Account Inquiry

Company name 1 Owe Us Collections

Search Type	Search Data	
1 - Case number	a) Case#	b)
2 - Name	Last name	First name
3 - Client account number	Account#	Account# (Contd)
4 - Social security number	Soc.sec# (or last 4)	
5 - Street address	Street address	Address (Contd)
6 - Home phone number	Home ph# (xxxxxxxxxx)	
7 - Place of employment	POE	
8 - Phone numbers	Phone# (xxxxxxxxxx)	
9 - Primary balance	Primary balance	
10 - Case number with company	Company and case#	
11 - Guarantor name	Last name	First name
12,13,14,15 - Multi-company search	Guar.Name, Cl.Acct#, Address, Home Ph	

Search

Company code 99

Search type 1

Search data a) 001258662 b)

Only open (Y) (Name search) X)

12,13,14,15-Guar.name, Cl.acct#, Address, Home#

Most recently accessed accounts

99-001682278	PETER
99-001258662	TALL
99-001480795	GOOD
99-001881118	GOOD2
99-001480224	SOME

F3-Sounds like | F9-Purge | F12-Multiple Accts | F20-Recalls | F24-Num.Cl.Acct# | F7-Exit

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RMEx QUANTRAX CORPORATION INC.

Company # 99 Case # 001258662 Get Primary NEXT

Client Number 000002 TESTING GUI / PAR SELECT

Owner COL4 Worker COL4 Split

Client Acct # 2169078

INQUIRY 000 M

Home Phone 208 - 453 - 8361

Work Phone

Cell Phone

Follow Up Date Time

Promise Amount

EVENTS

SCAN DOCS.

EXIT

Guarantor None ▾ TALL KATHERINE R

Extra Address Ret.MI

Street Address 16478 PRIDE LN RM Once

City/State/Zip CALDWELL ID 83607

Home

Email

Employer

Social Security 541-15-9237 Date of Birth 051767

Patient (L/F) TALL KATHERINE R

X-Reference

Spouse (L/F)

ACat Status

Letters Pending Cred.Rept Do not Report

Amount Placed	35.00
Balance	20.00
Total Balance	55.00
No. Of Accts	2
No. Paid in Full	0
Date Placed	1/13/12
Last Transaction	8/02/11
Last Worked	1/09/13
Last Letter	Z1 2/06/13
Last Payment	.00
Last Payment Date	
PD Check Amt	
From	
PD check Date	

LGL-F

OTH+

MED+

Smart Code

Code	Description
Er	ror on GetDescripti
on	codes() Index and le
ng	th must refer to a l
oc	ation within the str

Payments

Date	Description	Amount
01/17/14	Bal.Adj	15.00

Close Code 9 CLOSE-PENDG NEW INFO Closed Date 1/17/14

Date	Time	NC	Notes	User
01/25/12	15:24		dialer no answer 2nd time	*SS
01/25/12	16:04	99	Letter Failed - AD	***
01/25/12	16:04	99	F17 Info. is not complete	***
01/09/13	01:01		test	VIR

Temporary Notes

Date	Note

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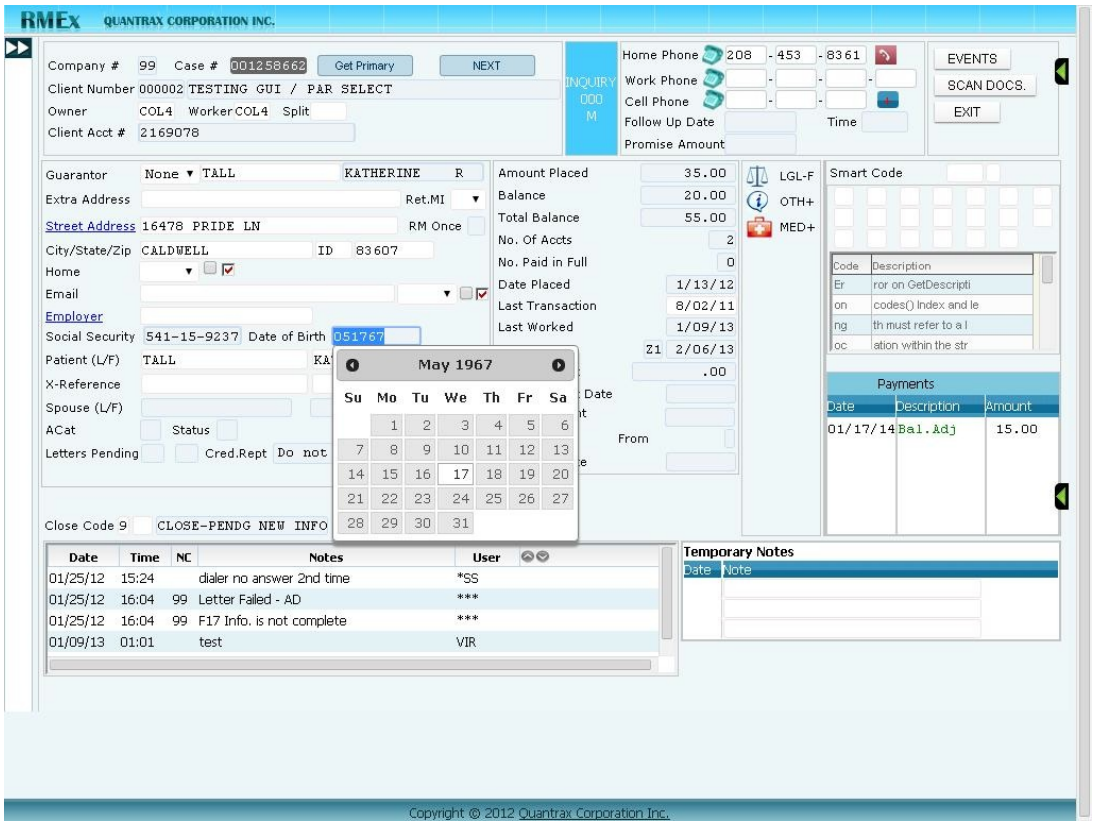
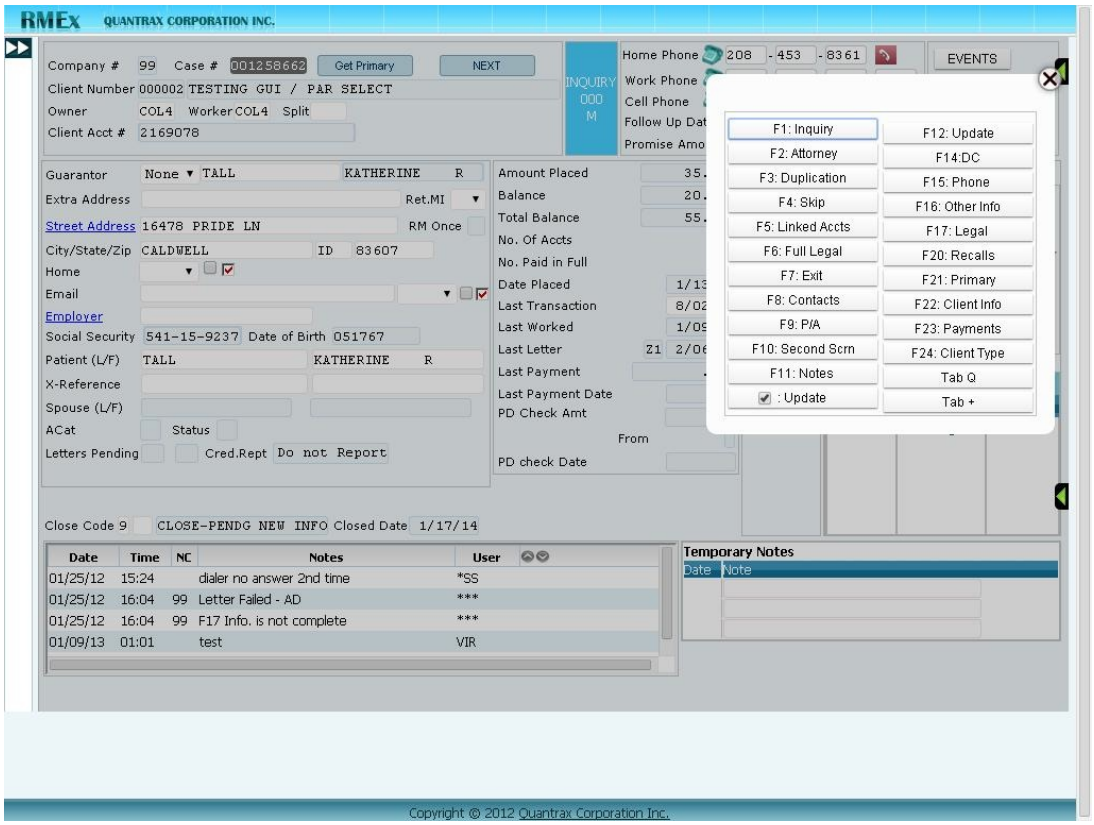
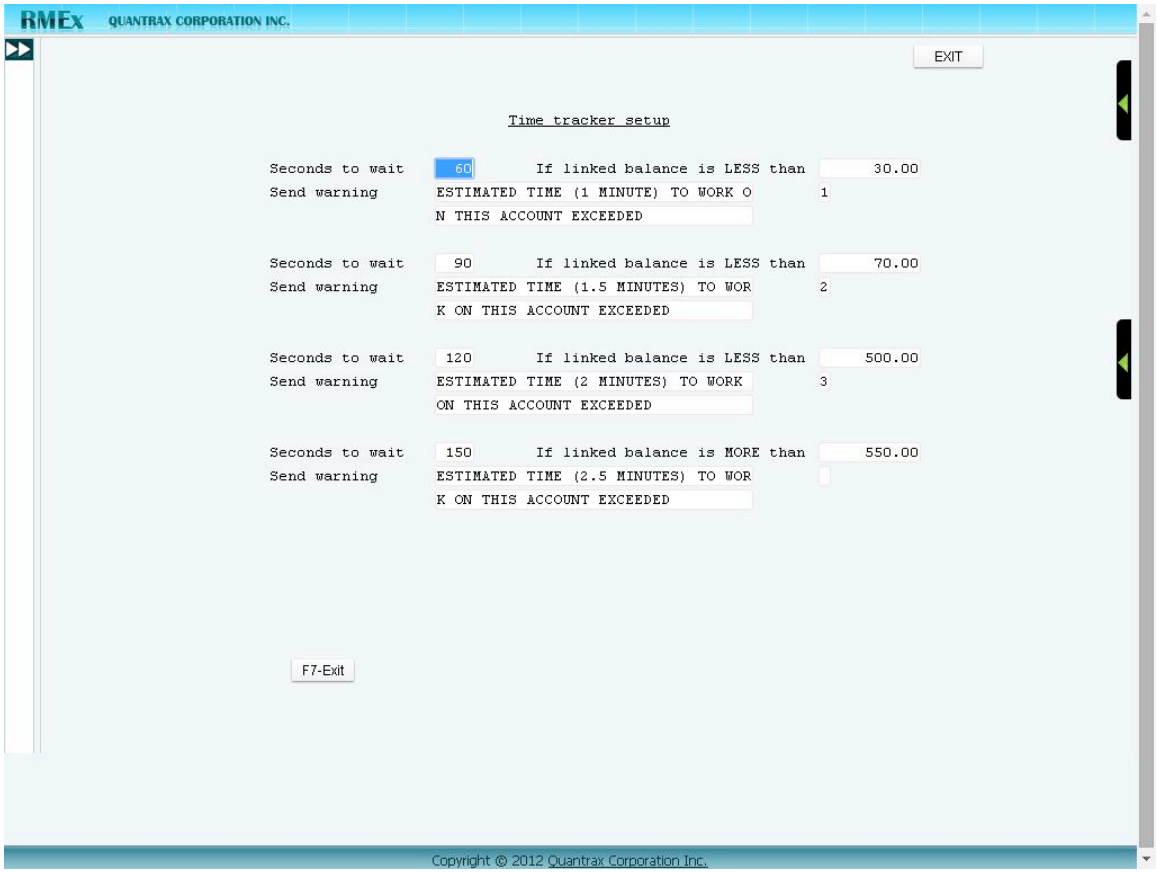

RMEx QUANTRAX CORPORATION INC.
Company # 99 Case # 001258662 Get Primary NEXT
Client Number 000002 TESTING GUI / PAR SELECT
Owner COL4 Worker COL4 Split
Client Acct # 2169078
INQUIRY 000 M
Home Phone 208 - 453 - 8361
Work Phone
Cell Phone
Follow Up Date Time
Promise Amount
EVENTS
SCAN DOCS.
EXIT
Guarantor None TALL KATHERINE R
Extra Address Ret.MI
Street Address 16478 PRIDE LN RM Once
City/State/Zip CALDWELL ID 83607
Home
Email
Employer
Social Security 541-15-9237 Date of Birth 051767
Patient (L/F) TALL KA
X-Reference
Spouse (L/F)
ACat Status
Letters Pending Cred.Rept Do not
Amount Placed 35.00
Balance 20.00
Total Balance 55.00
No. Of Accts 2
No. Paid in Full 0
Date Placed 1/13/12
Last Transaction 8/02/11
Last Worked 1/09/13
Z1 2/06/13
.00
Date
From
LGL-F
OTH+
MED+
Smart Code
Code Description
Er ror on GetDescripti
on codes() Index and le
ng th must refer to a l
oc ation within the str
Payments
Date Description Amount
01/17/14 Bal.Adj 15.00
May 1967
Su Mo Tu We Th Fr Sa
Close Code 9 CLOSE-PENDG NEW INFO
Date Time NC Notes User
01/25/12 15:24 dialer no answer 2nd time *SS
01/25/12 16:04 99 Letter Failed - AD ***
01/25/12 16:04 99 F17 Info. is not complete ***
01/09/13 01:01 test VIR
Temporary Notes
Date Note
Copyright © 2012 Quantrax Corporation Inc.


RMEx QUANTRAX CORPORATION INC.
Company # 99 Case # 001258662 Get Primary NEXT
Client Number 000002 TESTING GUI / PAR SELECT
Owner COL4 Worker COL4 Split
Client Acct # 2169078
INQUIRY 000 M
Home Phone 208 - 453 - 8361
Work Phone
Cell Phone
Follow Up Dat
Promise Amo
EVENTS
F1: Inquiry
F2: Attorney
F3: Duplication
F4: Skip
F5: Linked Accts
F6: Full Legal
F7: Exit
F8: Contacts
F9: P/A
F10: Second Scrn
F11: Notes
: Update
F12: Update
F14:DC
F15: Phone
F16: Other Info
F17: Legal
F20: Recalls
F21: Primary
F22: Client Info
F23: Payments
F24: Client Type
Tab Q
Tab +
Guarantor None TALL KATHERINE R
Extra Address Ret.MI
Street Address 16478 PRIDE LN RM Once
City/State/Zip CALDWELL ID 83607
Home
Email
Employer
Social Security 541-15-9237 Date of Birth 051767
Patient (L/F) TALL KATHERINE R
X-Reference
Spouse (L/F)
ACat Status
Letters Pending Cred.Rept Do not Report
Amount Placed 35.
Balance 20.
Total Balance 55.
No. Of Accts
No. Paid in Full
Date Placed 1/13
Last Transaction 8/02
Last Worked 1/09
Last Letter Z1 2/06
Last Payment
Last Payment Date
PD Check Amt
From
PD check Date
Close Code 9 CLOSE-PENDG NEW INFO Closed Date 1/17/14
Date Time NC Notes User
01/25/12 15:24 dialer no answer 2nd time *SS
01/25/12 16:04 99 Letter Failed - AD ***
01/25/12 16:04 99 F17 Info. is not complete ***
01/09/13 01:01 test VIR
Temporary Notes
Date Note
Copyright © 2012 Quantrax Corporation Inc.

GUI Time Tracker

Do your collectors need to be reminded that they have spent 3 minutes on a $100 account? We have the answer. The GUI Time Tracker is a new feature that can alert a collector when they exceed a certain amount of time on an account, adjustable based on the account balance.

A user will be able to setup linked balance range, seconds to wait, the warning message and a priority flag to be used through the following screen which is accessed through the management menu, “Set processing time by type” option.



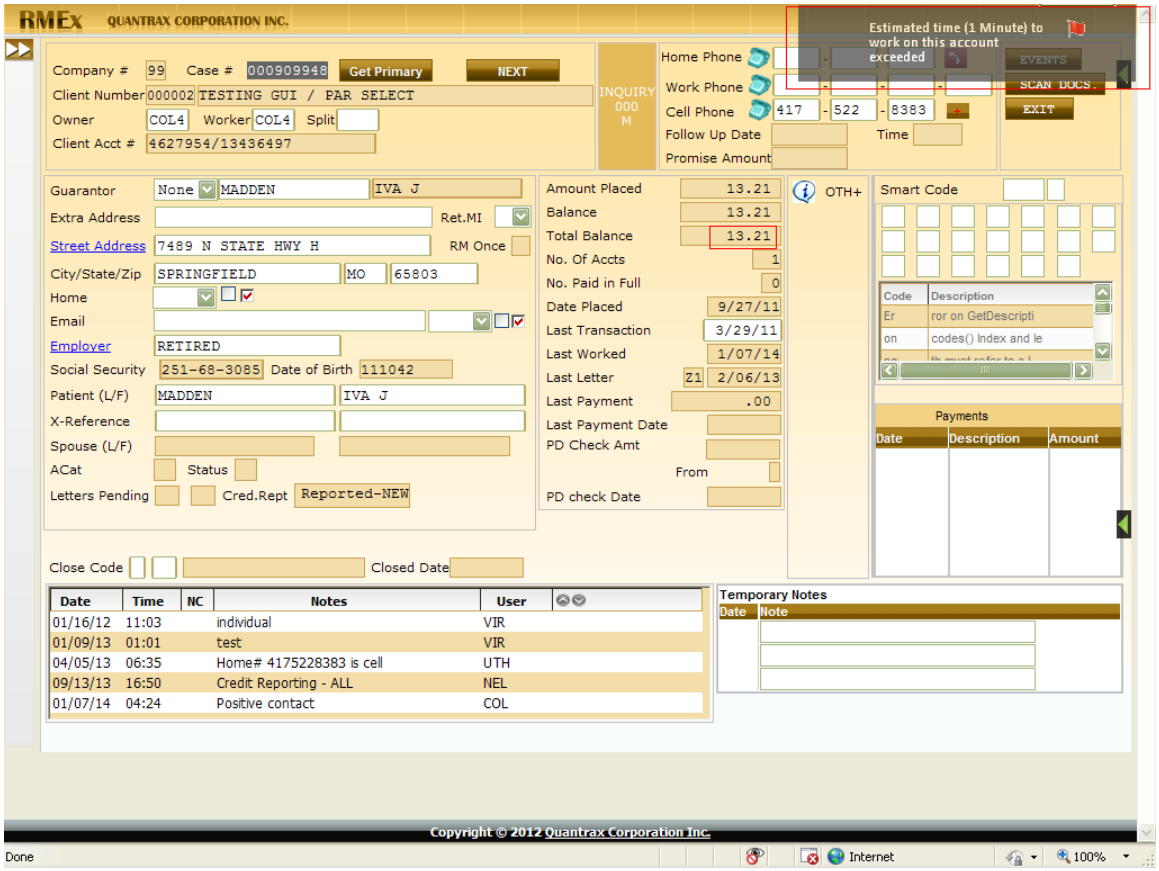
In field 'Flag' the user can enter 1 to 3 depending on the priority.

1= Red flag
2= Amber flag
3= Green flag

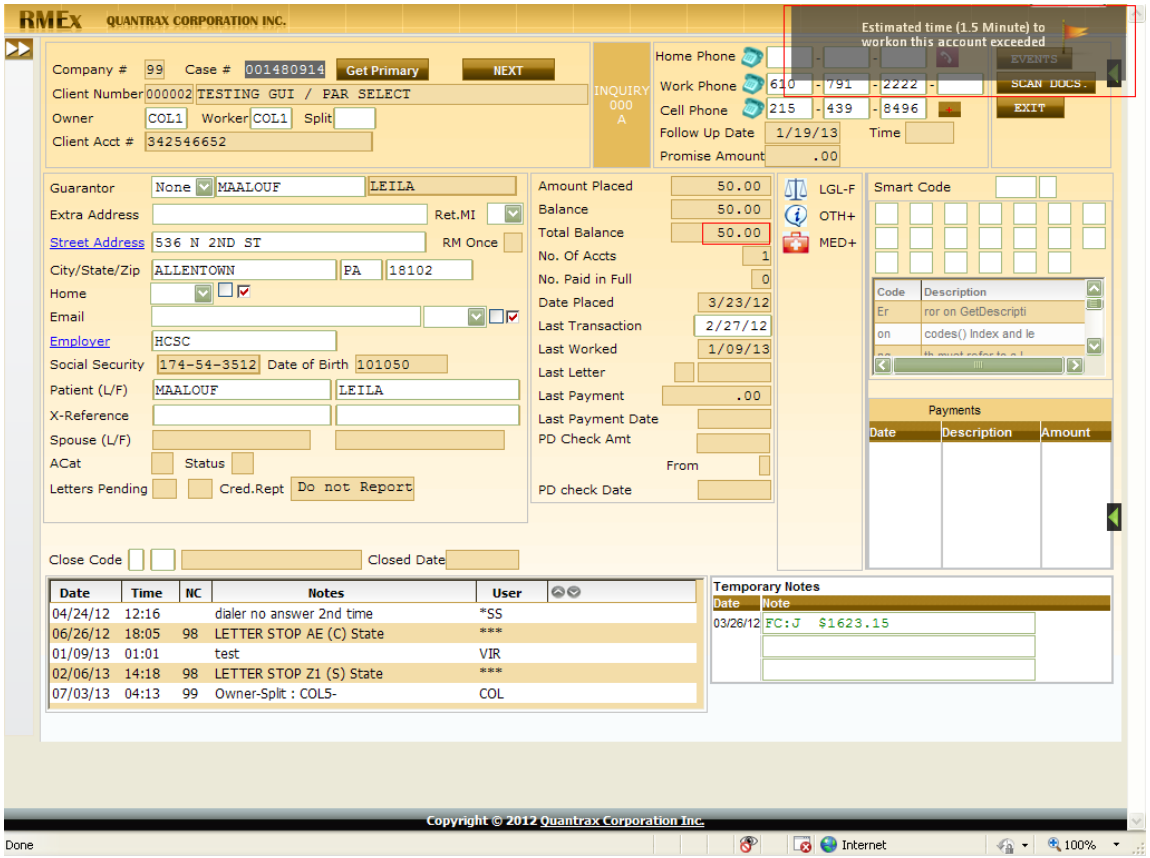
If you do not need to show a flag in the alert message leave the field blank. If you make any changes to the above system control settings, all users need to log out

from the system and log back in for the change to take effect.
The following examples are based on the system control file above.

If the linked balance is LESS than or EQUAL to $30 and the collector exceeds 60 seconds working the account, the system will alert the collector with the message "Estimated time (1 minute) to work on this account exceeded", along with a red flag.



If the linked balance is LESS than or EQUAL to $70 and the collector exceeds 90 seconds on the account, the system will alert the collector with the message "Estimated time (1.5 minute) to work on this account exceeded", with an amber flag. See the sample screen below.



There is no alert message setup for balances between 500.00 and 550.00. The system will not show any alert message for these balances.

Changes to I-Tel

We have made some important changes to I-Tel. There will be additional documentation on these changes, but here is a summary of the changes.

- We have a separate field in the queue file to hold the client IVR name. This field is QCLINM and can be used in text to speech for messaging and IVR campaigns. You will need to talk to our development team about changing scripts. This may be a billable option.

- We have added data base support for an account-based Caller ID number being sent out with your outbound calls. We will be working on the feature in the future. At this time, we plan to give you the ability to define special Caller ID rules based on area code only, or the area code and prefix. We will be looking at any of the numbers to be called, since different numbers on the account could have different area codes. This feature would be applicable if you use a feature such as “local touch”, when you have a

registered office in a different city or state and want to encourage the consumer to call a local number.

- We have built multi-tenant support into this release. This is a complex area, but simply stated, will allow one dialer to be shared by multiple “tenants”. In a hosted environment, one dialer can be used to handle multiple clients, separating line usage and data, so each user appears to have their own dialer. Some of you have larger dialer environments with multiple offices and different databases for special clients. The ability to use a single dialer to work accounts in different databases can be handled by the new multi-tenant code. We would have separate mini-servers running for each tenant but the dialer would use a single communication channel to talk to RMEx. The mini-server programs would separate the messages for the different dialers, based on a tenant code.

- We have created the infrastructure for international calling. This typically involves sending additional digits to the network (e.g. 01161 or 01194) depending on a country and city code. We intend to allow international calling using different data elements in RMEx as follows.

    - The account master has a field for country indicator. For the US and Canada this can be blank. For other countries, you can define a 2-character country code. This can be loaded at the time of electronic account posting. The field is in the transaction files.

    - We will allow the special dialing rules to be set up using the phone code and a new international calling rules file.

    - We have to make some assumptions. We will assume that if the account has a country code, the home, work and cell phone numbers on the account detail screen are *all in the same country*. We can not assume that any other numbers on the account are in the same country. They may belong to 3rd parties who may be in another country. For this reason, we have added a country code indicator to the other phones system control file. For example, accounts in Mexico could be set up with a country code of ME. Additional home phones for Mexico could be set up with a phone code of A. Phone code A (the other phones system control file) would have a country code of ME. We will assume that any account with a *country code of ME* and a *phone code of A* is a Mexican number! On the same account if there is a phone code X which does not have a country code, we will assume that this number follows the standard dialing rules (e.g. the US rules).

    - The screen for setting up international rules is automatically presented when you exit the “Other phones” system control file

option.

- The international calling rules file is set up by country code and a state code. To enter default rules for the country, leave the state blank. You are asked for a starting and ending hour for the allowed call period (since we may not have dialing rules for other countries). *You must enter the hours of calling, otherwise, you will have problems.* In addition, you can enter the digits to be added to phone numbers. There is an optional field to allow you define the digits to be added if the number is a cell phone.

- The system will use the starting and ending hours defined on the international rules set up to calculate the allowed calling period for *any* numbers on the account. If one international number is found, *we will bypass all other rules and only use the times on the international calling rules.* Calling times will be checked for preview and predictive calls.

- The new feature has been integrated into all of the different areas of I-Tel. This change affects predictive and preview, the options that are used to “get all numbers” and the the new RPC console.

  You will need to talk to Quantrax before you use any of these options. Some of the logic (e.g. identifying cell phones) has to be hard coded based on the country.

  Based on the way you set up your system, predictive and managed calls (e.g. preview calls) will go out using the additional digits.

Compliance

Our attack on compliance continues! We have many options that make RMEx one of the strongest systems when it comes to compliance. We will continue to invest in features that offer *systemic solutions* to control agent behavior and meet today’s vast and complex requirement. The compliance requirements we are seeing are non-trivial. The solutions are also complex and will require a much higher level of operational and management competency that the industry has been accustomed to. The following new features will further demonstrate our commitment to this important area.

- In the “Home before work” rule, which can be set up at the state or client level, work numbers are masked and calls are not allowed in I-Tel, if the home number needs to be attempted or we have not waited a sufficient

number of days since the home number was dialed.

- We have made at change at the state level, to the option “Call home before work”. A “Y” would indicate that the rule was to be enforced using the home number. We have added a “C” option which means home AND cell must be checked. We will check the cell number existing on the account detail screen, even if it was added after the account was placed. By using the “C” option, home AND cell will *both* need to meet the requirements! This may be over-cautious but in the absence of clear guidelines, it is the safer path.

- The home before work rule allowed you to specify a number of “Days to wait before calling work”. This made sure that you called the home number (number received at time of placement) and then waited that number of days (could be zero) before trying the work number(s). This could be specified at the client or state level. At the state level, we have added a new option “Number of times to attempt home/cell”. This allows you to optionally *or* additionally require that you make a specified *number of attempts* to the home or cell, before trying the work number(s). If a number of days to wait *and* a number of attempts are both specified, the days since the last call is calculated from the date of *last* attempt and not the date of *first* attempt. This is quite complicated and we suggest that you do *not* use the days option with the number of attempts!

- With regard to masking numbers so an agent can not dial a number using a desk phone or their cell phone, we would mask *all* phone numbers (when max calls to the consumer were exceeded) or when it was too early or too late to dial the consumer (based on the many rules you can set up). We would also remove individual numbers from campaigns and stop preview calls to individual numbers when an individual number or phone code had been called too many times. We have made changes to *mask individual numbers* (home, work and cell on the account detail screen) and individual numbers on the “Other phones” screen, based on the number of calls to an individual number or phone type being exceeded.

- We have added a new option “Description code to stop calls to work phones” to the system parameters. This will allow you to stop calls (through our integrated dialer) and mask work phones when the special description code exists.

Other changes

We have made the following changes.

- In a prior release, the pop-up's to indicate unposted batches were removed for the GUI. For the green screens, instead of the pop-up's we will call the program that displays the unposted batches.

- *Merge codes* - We receive several support calls about how merge codes behave. In addition, the only way to look up a merge code is by printing a long report. We have made some changes to help Quantrax and our clients. The merge code display option will now allow you to search for and display any merge code. There used to be a special password - that has been removed. You can look up any merge code - we have added 4 lines of additional notes for each merge code. Quantrax will be populating this information to help you understand special merge codes.

- *Multiple cosigners and linked letters* - We do not allow linked letters when there are multiple cosigners and the consumer has more than one linked account. There is a good reason for this. We do not want to include the wrong balances to individual cosigners. The letter will fail. We have made a change to allow the linked letter to be generated, provided all the linked accounts have the *same debtor and cosigner names.* The debtor and cosigner names can be in different places on each of the linked accounts, but ALL of the linked accounts must have the same names in the guarantor and cosigner fields! E.g. An account could have a guarantor of Mary James and a cosigner of Mike Smith. The linked account could have a guarantor of Mike Smith, with a cosigner Mary James.

- *States not permitting collection costs* - Some states do not allow collection costs to be added to accounts. You may need to identify accounts where there are collection costs, and they need to be removed. We have created special programs to do this. Please contact the support team for more information.

- *E-mailing letters to consumers* - When we check for an e-mail address, we will look for one on ANY of the links. If we find an e-mail address on a link, but there is none on the account from where the letter was requested, we will add it to the account the letter is being requested from.

- *Dialer holds* - There is an option on the System Parameters (first screen) called "Separate paying Accts.(Y)". This was designed to take ANY paying account and put them into hot accounts, QCat 996. It would do that to dialer holds too, with the understanding that you would manage how you worked those accounts. We have a made a change. We will omit dialer

holds (based on description codes and QCat) from this process.

- *One-time credit cards* - In the interests of security, we will be deleting the single credit card payment screen during nightly processing, if there is no payment arrangement (standard or non-linear) associated with the account. This will be based on a flag you have to set up on the client master, on page 7. The new option is called “Delete CC if no P/A (Y)”

- *Nightly processing* - We will no longer be sending messages to active users that nightly processing is starting, or that the dedicated part of nightly processing is starting.

Installation instructions

Because this is not a major update, you will not require much time to install the new version. The complete version upgrade process should take only a few minutes once you have downloaded the code. *Because we are changing the format of the queue file, you must run nightly processing after the install has completed.*

When you are ready to do the upgrade, make sure you have a backup from the previous night or later. Please retain this back up for at least one week.

If you are not on our RMEx check-up process, please consider it. We will have our staff do upgrades and PTF installation when necessary! Please contact our support staff if you have any questions.

The installation process is documented in a separate link and via our web site.

The link is

http://support.quantrax.com/ftp/client/public/RMExCurrentRelease/Installing_the_Complete_Current_Release_Files.docx