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### June 10, 2020 –Change to Adjustment Code

We have added a new field as 'Force commission rate'. If you want to have a different commission rate on a payment made than what is already set up in the client master, key in that percentage here. The edit report will show the rate from the adjustment code. Once the payment is posted it will show the amount on the F23 > F20 screen.

Eg: Client commission is 20%. You want to force a higher rate on an account (25%), add it at the Adjustment code level (Field - Force commission rate) and post the payment. It will reflect on the account accordingly.

### June 12, 2020 – New refresh for 5.5

A new full refresh of RMEX 5.5 has been loaded to the FTP.

### June 20, 2020 – New refresh for 5.5

A new full refresh of RMEX 5.5 has been loaded to the FTP.

### June 22, 2020 –Client master - New field 'Implied cell consent'

We have added a new field to Client master as 'Implied cell consent' (Page 11). Calls, Texts and Both allowed. These will be used at time of account posting to add the description codes from - System Parameters (Page 3) 'Description code for all cell use / Calls only' (first field was there, second is NEW). Texting options, Company controls-'Description codes for consumer authorizing / opting out of text messaging \_\_ ' (Page 2).

ONE TIME PROGRAM to update accounts based on client master flags (we add the description codes on the accounts. We cannot remove the codes once they are added unless you remove them manually).
SUBMIT the program ZCLCONSEN

### June 22, 2020 –Texting payment receipts

Special text can be set up on Page 3 of Texting options, company controls. New field added - 'No payment receipt with Desc. Code'. This will allow receipts to be stopped when payments are posted.

### June 22, 2020 –BOT - New smart code called "Smart Action" (Page 8)

This will apply a smart code if there is a reason for someone to look at the account. The bot will do its own thinking to make the decision to apply the smart code. These reasons will include but not be limited to:

 - Authorization failed
 - Payment will be mailed
 - A partial payment (less than full balance) was made. No P/A was set up
 - Consumer started on payment path and did not set up a payment

### June 24, 2020 –Close codes - New field called 'Omit from letters (Y)'

This was designed to omit accounts from letters only, and not any other area of the system (e.g. account balances displayed etc.). Please use this option with great caution. If you omit an account on letters, the balance you print on a letter will not match the balance displayed if the consumer called in and talked to an agent. A practical use of this may be to include out of statute accounts (with an active close) in the linked balance, but not on letters. Your agents would be trained to explain this to a consumer in case the difference had to be discussed. If you plan to use this option, you should contact Quantrax. If your letter processing programs are modified, they will need to be updated.

### June 24, 2020 –Client master - Pmt. Arrangements by Case# (N) - (Page.11)

An 'N' in this field will allow P/A at case number level to be overridden at client level.

### June 24, 2020 –System parameters (Page 4) - 'Smart code for scanned documents uploaded'

The smart code set up in this field will be applied to the account at the point of integrating the documents with Scan Docs. We add the documents based on case number.

### June 26, 2020 –System parameters (Page 4) - Smart code for scanned documents viewed'

The smart code defined in this field will be applied to the account when you take the option to view the scanned documents.

### June 26, 2020 –CSP payment receipt

Payment receipt from CSP was using the email address at Company information screen and now we have changed it to use the email address on Bot system controls (pg.4).

### June 26, 2020 – New refresh for 5.5

A new full refresh of RMEX 5.5 has been loaded to the FTP.

### July 06, 2020 –Incoming Texts

We have added a new field as ‘User ID for agent unmatched incoming texts’ under Texting system controls –pg. 2.This field will be used to manage incoming text messages. If an incoming text can not be matched to an account it will be placed in a special queue that could be accessed from within RMEx. Enter the User ID to be associated with this feature.

### July 10, 2020 –New feature at description code

Field - Allow access if special authority is at least. An asterisk '\*' in this field will not treat the account as restricted but WILL pop the text to the agent before they enter the account. Example: You want to make sure a collector knows that this account has cease and desist and cannot send a text message until the consumer rescinds the cease and desist.

### July 15, 2020 – New refresh for 5.5

A new refresh of RMEX 5.5 has been loaded to the FTP.

### July 17, 2020 – Check fee code daily

We have added an “L” option to look at accounts every night and change rates based on the client master, looking at AGE FROM LAST TRANSACTION DATE. The “Y” option looks at age from Placement Date.

### July 24, 2020 – New refresh for 5.5

A new refresh of RMEX 5.5 has been loaded to the FTP.

### August 15, 2020 – New refresh for 5.5

A new refresh of RMEX 5.5 has been loaded to the FTP.

### August 24, 2020 – Limiting user sessions to no more than 2 at a time

Effect Monday August 24th, each user ID will only be allowed to have 2 RMEx sessions open at the same time. We are putting this in place to ensure that your system is running at optimal performance and will not be slowed down due the overwhelming amount of sessions per user. We understand that sometime the users will log out incorrectly and because of this their session is still active on the RMEx system.

Today onwards if a user has 2 sessions active and they attempt to initiate 3rd session, they will be presented with the screen below. Remember, they could have 1 active session open and another session only active in the RMEx subsystem due to inactivity or incorrectly logging out of RMEx.

By taking the option below, it will cancel both the user sessions, including any that may be running in the background.



### August 29, 2020 – New refresh for 5.5

A new refresh of RMEX 5.5 has been loaded to the FTP.

### September 01, 2020 – Possible smart code delay

We have added a fix for possible smart code delay because of report process - need to send "DLTSPSCH" from SCFIXRMX55.

### September 04, 2020 – 'Days since last payment' of the smart code

This field was not calculating correctly. The fix has been added.

### September 05, 2020 – 'Last used date’ of the smart code override

 We have addressed an issue where ‘Last used date’ was not updated on override on smart code file.

### September 10, 2020 – Statute processing

In April of this year we added a new option to the statute processing logic to handle medical accounts, assuming they may have a shorter period for the statute of limitations. If this option is set up and it is less than the number of months in the other “Periods”, this value will be used. You must always set up the “Period for standard accounts” for the statute logic to run. We have also added an option “Omit with pending payment (Y)”, which will allow you to bypass accounts with an active check or credit card payment for the prior, current or next month. We have discovered and corrected a code issue that prevented accounts from being selected in some cases. We had not received any feedback that there could be a problem and when we did get this information, we identified the issue and corrected it. Please make sure you update your system with the latest software.

### September 11, 2020 – New refresh for 5.5

A new refresh of RMEX 5.5 has been loaded to the FTP.

### September 17, 2020 – Change in smart codes

If a smart code requires an email address and the collector does not have a valid email address the collector could just put in no email and the smart code worked. Now after the 5.5 refresh, the collector now has to use no@email to allow the smart code to work.

### September 18, 2020 – New refresh for 5.5

A new refresh of RMEX 5.5 has been loaded to the FTP.

### October 11, 2020 – VOAPPS download changes

What if you want to send numbers other than the cell number on the account detail screen to VOAPPS? Presently, we only use the number on the account detail screen. We have added an option “Phone code” to the download selection screen. If this is entered, the system will look for the first phone number with that phone code, and use it in the interface. The number from the account detail screen will be ignored, whether a number with that phone code exists or not.

### October 19, 2020 – Smart Codes - pg/x

We have added a new option to the ‘Additional Selection criteria’ on Smart code –pg/x to check for any postdated checks on accounts as follows.

HASANYPOSTD - HAS ANY.POST DATED CHECKS.

NOTE - This option is ONLY looking for postdated checks and NOT postdated credit cards.

### October 25, 2020 – New refresh for 5.5

A new refresh of RMEX 5.5 has been loaded to the FTP.

### October 29, 2020 – Display work map

We have made a change to the F2- Display Work map. It will now include the First Account worked date, as it appears on the printed version.

### November 01, 2020 – Smart code duplication

We have made changes to address the fact that the duplication of the X-logic and ?-logic have never worked correctly. Only some of the records were copied and this had been addressed.

### November 20, 2020 – New refresh for 5.5

A new refresh of RMEX 5.5 has been loaded to the FTP.