## **Time Zone Checklist**

If you are having an issue with Time Zone Processing, please verify the following information before calling Quantrax:

- 1. Verify that you are on RMEx 2.2 with a date of May 2012 or later:
  - From RMEx menu, in the options box type?V then press Enter

Company: 01	MENU: MAIN	Date	:	5/31/12
	-RMEx Main Menu-	Time	•	16:49:27
<ol> <li>System control menu</li> <li>Management menu</li> <li>Payment transaction</li> <li>Daily operations metions</li> <li>Account processing</li> <li>Inquiry menu</li> <li>Special options menu</li> <li>Quantrax remote sup</li> <li>10.</li> </ol>	13. Daily reports menu 14. Periodic reports menu 15. nu 15. nu 16. Month-end processing menu 17. Year-end processing menu 18. Client statements menu 20. port menu 21. Custom modifications 22.	u menu nu menu	1	
<ol> <li>I-Tel options menu</li> <li>On-Line Client Menu</li> </ol>	23. 90. SIGN OFF			
50. Custom options Ready for option	RM/ex Quantrax Corporation Inc	c.		
L	Version 2.2 Created on : 05/23/12			

- Check what times (local) are setup in State Options screen in the No working before and after fields (EXAMPLE): If you are in CA, then you can call NY at 0500)
  - From System control menu (2) select State Options then select the state

ENTER ATTN PAGEUP		<u>State Op</u>	tions	
PAGEDN EXIT HELP	Company name U Owe Us Colle State NY	ctions		
CALENDAR	Tax rate	1.00		
EVENTS	Not allowed to work, no	Warn	debtor that call	
	calls to POE (N,P)	N	is being recorded (Y)	Y
	Close accounts (Y)		Close code	1
	Forward to agency		Forwarding rate	1.00
	Change owner to	CO50	Send letter	
	Apply Smart Code	1	Payment receipt (Y) / Lette	er Y
	Rate for finance charge	15000	No fin.chg. on sec.bal-N	N
	No interest on sec.bal.(N)	N	No Post-dated/Directs Checks	(N,1) N
	No credit reporting (N)	N	Time frame (A,M,P)	A
	State/area code warnings (Y)	Y	No working before	or after
	Dialer IVR/Campaign restriction		Use Time for Dialer proce	ssing (Y)
	F1-New Selection F3-Search	F4-Remove	e Information F7-Exit	

- 3. Verify that you are using a recent version of the *Melissadata file* and verify that it is loaded correctly
  - To determine the Change date/time, from command line type, WRKOBJ SCITLTZ then press Enter
  - For Opt, type 8 to Display Description then Page Down to see Change date/time field (date should be within last 6 months)

MAIN i	5/OS Main Menu			
Select one of the following	:			
1. User tasks 2. Office tasks				
<ol> <li>General system task</li> <li>Files, libraries, a</li> </ol>	s nd folders		Display Object Des	cription - Full Library 1 of 1
5. Programming			Object : SCITLTZ Library : SCDATARM2	Attribute : PF Owner : QSECOFR
7. Define or change th	e system	Work with Objects	Library ASP device . : *SYSBAS Type *FILE	Library ASP group . : *SYSBAS Primary group : *NONE
8. Problem handling 9. Display a menu	Type options, press Enter. 2=Edit authority 3	3=Copy 4=Delete 5=Display authority 7=Re	_Change/Usage information:	
<ol> <li>Information Assista 11. iSeries Access task</li> </ol>	nt options 8=Display description 1 S	13=Change description	Change date/time	01/26/12 19:04:05 YES
90, Sign off	Opt Object Type           8SCITLTZ         *FILE          SCITLTZ         *QRYDFN	Library Attribute Text SCDATARM2 PF I-Tel Time Zone file SCDATARM2 QRY I-TEL TIME ZONE FILE	Days used count	216 YES
Selection or command ===> <u>wrkobj scitltz</u>	Parameters for options 5, 7	7 and 13 or command	Auditing/Integrity information: Object auditing value Digitally signed	×NONE NO

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4. Update/Loading *Melissadata* file:

http://www.quantrax.com/helpdesk/index.php?/support/Knowledgebase/Article/View/151/0/updating-the-melissadata-time-zone-fonedata-files

5. Have the I-Tel system control fields been setup? Quantrax recommends using the defaults:

In which time zone is the dialer located? Atlantic Time 4 Eastern Time 5 Central Time 6 Mountain Time 7

Pacific Time

NOTE: Are you observing DST in the location you are calling from?

8

ए <mark>]</mark> Session A - [24 x 80]						
Ele Edit View Communication Actions Window Help						
Dialer Co	ntrol File					
Code I Description	<u>I-Tel</u>					
Digits in extension	<u>3</u>					
Call Recording on/all Comp.(Y,N,b)	Y					
Code to add to non-local#	·					
Dialer time zone (System time) Hours behind GMT Hours ahead of GMT Is DST on? (Y)	05 05 Y					
Override dialer Message Queue Override Message queue library Show inbound messages (Y,N,b) Include balance in message (Y,N,b) Show balance if over Use of 800 numbers for time zone	ITELMSGQ         SCLIB         Y         Y         M         (N=Omit with other numbers, A=Always omit, blank=Always use)					
F1-New Selection F4-Remove Information F7-Exit						
M <u>A</u> a	05/040					
JI 1902 - Session successfully started						

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- 6. The Allowable Calling Period (ACP) for each number should display.
  - Pull up an account and press **TAB+**, then press **F8**. If this does not display the Allowable Calling Period for each number, this is an old version of RMEx, You must upgrade.

The ACP for each number also takes account of the state in the address. EXAMPLE: Numbers in NY, where the state is CA will have an ACP of 1100 to 2100 (if dialer is in Eastern time zone). NOTE: that the ACP for the account is the most restrictive of all the ACPs for each number.

Company #99 Case # 001480303Client Number000014 PNW HOSPITALOwnerISHA Worker ISHA SplitClient Acct #				INQUIRY 000 A	Home Phone         465         -646         -5896           Work Phone         454         -565         -6565           Cell Phone         -         -         -           Follow Up Date			
Guarantor 0 TAN Extra Address 12 Street Address 12 City/State/Zip CA	IYA SOUTHERN AVE LIFONIA	PERERA MD 68646	]		Amount Placed Balance Total Balance No. Of Accts	500.00 565.61 565.61		
	OTHER PHONE WINDOW							
<ul> <li>H 123 4785</li> <li>C 301 7553</li> <li>W 454 5656</li> <li>H 465 6465</li> </ul>	5965 ACP 14:00 3849 ACP 08:00 6565 ACP 14:00 5896 ACP 14:00	) to 17:00 ) to 21:00 ) to 17:00 ) to 17:00	Not on T Not on T Not on T	Z table Z table Z table	Code Date	Allow		
Sort by phone code : F5-Format F8-T	Smart Code	Callable	(DNA)	S Up Pa	Spouse DB 5/05/1982 SS 456-46-4562 ge Down			