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August 29, 2016 –Data extracts

The secondary close code has been added to the output fields in the account data extract. The close code description will be obtained from the secondary close code, if it exists. The adjustment code has been added to the payment data extracts. Secondary close and adjustment codes were not added to the selection criteria, only the output.

We have allowed you to target accounts forwarded in a specified date range. We have changed the close date and age from close to mean a forwarded date range when you specify a forwarding agency. If a forwarding agency is not selected, the close date is considered for those date options. The titles have been changed to Close/Forward date.

August 29, 2016 –State system control file

We have added a new field "Credit card and check fees? (N=No)". For clients who add credit card or check processing fees, this is a method of stopping the charges based on the consumer's state. Custom code is likely to be involved and you must contact us if you want to use this feature.

September 13, 2016 –Credit Reporting – 7 year FCRA rule

We have changed the Metro2 credit reporting program – when the METRO2 program is processed the system will check any account that has previously been reported to the credit bureau and if the date of first delinquency (if blank we use the last transaction date) is greater than 2555 days old:

- The account will be omitted from the Metro2 file
- The credit reporting flag on the account will be changed to "Withdrawn"
- A note will be added to the account "FCRA-7 yr stop credit rep"

September 22, 2016 –Direct check screen

Notes were added even when routing number and account number were not changed. This has been addressed.

September 23, 2016 –Close codes

A new option has been added to the close codes - Omit Cr.Bal on closes (Y). This can be used to omit credit balances on the close reports.

September 23, 2016 –System Security

We have an important change. On System Security, there is a new field on the user set up, FIRST SCREEN. Presently, you can "Turn the GUI on" for all companies. You can also turn it off. When you turn the option on, it does affect some of the behavior of the green screens (messages and pop-ups). The idea was that you would turn the option on, work it with for a few days, and then roll it out to all users. Based on several factors, we have added some flexibility. This will help you move into the GUI at your pace. Regardless of the company settings, you can now turn the GUI on or off, for individual users. It's simple. On System Security, on the first screen, simply put a Y or N in the field, GUI On/Off (Y,N). This will override the company setting for the individual user.

NOTE: Program messages such as "processing complete" do not appear for users who are using GUI. However, you may have some clerical staff that process files and do not use GUI. They will need to see these messages. Therefore you can turn off GUI by inserting an 'N' on the above mentioned field for the individual user.

September 23, 2016 –Acknowledgements

We did not print an acknowledgement for an inactive close or remove from placement. The logic was simple - If it was closed the same day, it must have been an error. It seems that clients are closing accounts based on the consumer's state, and these accounts are not being acknowledged to the client who placed the account. We have made a change. On the close codes system control file, there is a new option "Include on acknowledgment (Y)". This will override the normal program logic and will print the account if it is closed with the close code.

September 23, 2016 – Forward agency

We have stopped an account from being forwarded if it is already forwarded to another forward agency.

October 04, 2016 –Account processing

Pop-up message for moving interest. This message was displayed when the user did not select the option. This was due to a specific security setting that triggered some faulty code. This was addressed.

October 05, 2016 – New refresh for 5.1

New version of SAVFRMXF has been loaded to the FTP for RMEX 5.1

October 07, 2016 – New refresh for 5.1

New version of SAVFRMXF has been loaded to the FTP for RMEX 5.1

October 18, 2016 –Queue Consolidations

We have added a new feature to the client queue consolidations. For the options run from the screen, you will be prompted to print the skipped accounts. Accounts can be omitted from a queue consolidation for many reasons. This option will create a spool file (held) of all the accounts that were read by but not moved, by the consolidation, along with the reason (E.g. balance, QCat, no cell phone etc.).

October 31, 2016 –On-line client payment entry

Close code logic to stop a payment will now be followed (ONLINPAY was changed).

October 31, 2016 –Max calls set up by client

The option for the default (zero client and group code) was not retaining the updated information. This has been corrected (UATCCRC was changed).

October 31, 2016 –Smart code program and nightly payment arrangements

An internal change was made to delete the data in the new file SCPAYARM when an arrangement was deleted.

October 31, 2016 –Letters printed / failed report

We made some recent changes to not generate the report when there was no data. This caused many blank pages to be generated and this was corrected (LETRPT).

October 31, 2016 –Smart codes being processed

An error message relating a file SCACLNK was caused when a large number of smart codes were applied under different circumstances. This has been addressed. Clients should get latest version of the fix library (MSMART* programs were changed).

October 31, 2016 –Smart code entry

The system could add notes with zero dates and times when information was added to notes. This was addressed.

October 31, 2016 –Masking consumer numbers

There is a feature in system parameters "Mask consumer numbers for Description Code". This allowed one description code to be set up. We have expanded that to two. Note that you can specify masking at the description code level too.

October 31, 2016 –DNC Number logic

If an account is in a state you cannot or should not work, you can set this up in the states system control file and have a message to warn the agent, or close the account. What happens if an account is in a valid state but the phone number (based on area code) is in a state you cannot work? We will now treat that as a DNC number and warn the agent that the home number or cell number is in a closed state. If the POE is in such a state or cannot be called, we will show a message that the POE cannot be called. Other areas of the system will also bypass these numbers. We use the MelissaData area code tables to get the state for a phone number. This will require you to have I-Tel or the MelissaDatafiles set up.

How does the system do it?

The system will look at the phone number and check the MelissaData area code tables to get the state associated with the number. It will then check the State system controls and if that state is set up as a do not work state, the number will be treated as a DNC number. The system will check the State system control fields listed below and if either field is populated, the state is considered a do not work state:

Allowed to work, calls to POE (N,P)
Close accounts (Y)

November 04, 2016 – Letters

The option on the letter codes system control file (Sort by owner/worker) has been expanded to include C for court code. We look at full legal information and use the court code to sort letters by that code.

November 10, 2016 –Smart codes

The X-logic for checking if a P/A was current would fail due to a code issue. This was corrected.

November 14, 2016 –System Security

We have allowed view only option for the following screens. (A 'V' in these fields will allow the user to only view the screen)

Insurance screens
UB04
Medical information
1500 information

November 18, 2016 – New refresh for 5.1

New version of SAVFRMXF has been loaded to the FTP for RMEX 5.1

November 22, 2016 –Stopping calls to closed states

We recently made a change to stop calls to numbers that were found to be in a state that should not be worked (based on the states system control file). A new field has been added to the second page of the state's system control file - Allow phone calls to numbers in closed state (Y). A "Y" in this will bypass the edits and allow these numbers to be called.

November 22, 2016 –Max calls by client

A problem with updating the CONTACTS fields has been corrected.

November 22, 2016 –Work map display

The option to access productivity has been changed. Users who have access System Security, Control files, Collector Updates, Collector Inquiry or Collector Reports, can access ANY user's data. If a user does not have access to any of these areas, they will be able to access their own data, but not data for other users.

November 22, 2016 –Display accounts for audit

The option that allows you to check for smart codes used or not used within a certain period had some problems that have been corrected. We added logic to look at smart codes on the audit notes too. (WINQGRP1N and WIQQGRP1N)

November 29, 2016 –Smart codes

When an account is transferred using a Smart code, we will now also transfer any data that resides in the Xref fields on the accounts. We have made the change so you will still be able to search for the account in the new company using the same criteria as you did in the previous company.

December 02, 2016 – Payment entry

We have made a change to allow users to access the linked accounts on payment entry if the account entered on the first screen does not allow payments. They would use the A option in field 'Details on Part Pmt.(Y,A,D)' and go to the linked accounts screen.

December 08, 2016 – Payment entry

We have added "T" in "Details on part payment". This will tell the system to apply the payment across the links based on open and closed active linked accounts, and oldest last transaction date first.

NOTE: It will not take you to the linked accounts screen.

December 08, 2016 – Client update

We have added a field 'Preferred payment distribution (P=Prop)' in client master (page 8). A 'P' in this field will tell the system to distribute payments across linked accounts proportionately.

NOTE: This option will override the option 'T' in field 'Details on part payment' under payment entry.

December 13, 2016 – Attorney Information

When an attorney is changed (single attorney), we update the user who changed the data, the date and time of change in the attorney file. This information will be updated only if one of the fields is changed.

It was being updated when the user did not change any data but used the F12-update option. We have corrected this.

December 23, 2016 – Credit Reporting

When running the credit reporting, there was a bug that was sending hundreds of "duplicate note" messages to INTELOPR. The message was caused by a note being added and the sequence in the account was not being updated. This has been addressed.

January 11, 2017 – Payment Posting

The batch number has been added to the upper right hand corner of the payment edits and payment posting reports.

January 13, 2017 – New refresh for 5.1

New version of SAVFRMXF has been loaded to the FTP for RMEX 5.1

January 17, 2017 – Change to the LINKNUM option on ? mark logic

We have made a change to the LINKNUM option (NUMBER OF OPEN ACCOUNTS) on ? mark logic. Presently we count PIFs in the linked accounts on ? logic and we changed the code to omit PIFs from linked accounts.

January 26, 2017 – DOB Search Option (Account Inquiry)

In order for a user to be able to use this option: System Security field "GUI On/Off (Y,N)" must be set to "Y"

GUI On/Off (Y,N)

User must use date formatting for DOB as mmddyy when using the search type 20. Example below is for DOB 01/15/70

Company code

Search type

Search data a) b)

February 06, 2017 – Queue Consolidations

There is a new field to the right of the "Phones" field. This labeled Ph.Code. This can be h, w, c or a phone code (upper case). h, w or c will select accounts with at least one phone number, and ONLY home, work or cell phones (respectively) on the account detail screen AND the "Other phones" screen. For example, h will only select account where ALL the phone numbers on the account are home phones (home phone on account detail screen or numbers on the other phones screen that are defined as 'home numbers' in the phone codes system control file). If an upper case letter is entered (A-Z), we look for accounts where there is at least one phone number and ALL THE PHONE NUMBERS are the same as the phone code specified. Numbers on the account detail screen are assumed to be H, W and C (home, work and cell).

On the search, we will display the UserID, processing type, QCat code and time frame the accounts will be moved to.

February 09, 2017 – New refresh for 5.1

New version of SAVFRMXF has been loaded to the FTP for RMEX 5.1

February 13, 2017 – Information Duplication

When information is duplicated across links, the add option, will add the attorney information to all open accounts. The delete option will now work on open and closed accounts. It used to only delete attorney information from the open accounts (WACDUP).

February 28, 2017 – Account detail screen

We have made a change to the logic that checks and displays P/D check information. We will now include the credit card series in that logic. The green screens will not be changed. The GUI screens will be changed from "PD.Check" to "Post-dated amount" etc. Both credit card and checks will be considered. Presently, only checks are considered.

March 10, 2017 – On-line client

When a user enters an account through the on-line client menu (account entry) we did not check the last transaction date against the placement date. This has now being addressed. The system will now present a message at the bottom of the screen if the last transaction date is a future date.

March 10, 2017 – New refresh for 5.1

New version of SAVFRMXF has been loaded to the FTP for RMEX 5.1

March 14, 2017 – New refresh for 5.1

New version of SAVFRMXF has been loaded to the FTP for RMEX 5.1

March 31, 2017 – TabQ-Print a letter feature

Currently if the user is set up a collector in System security - they cannot use this option.

We have added a new option "On-demand letters (Y,N)" on the second System security screen to allow you more control over this feature.

If a user has a "Y" in the field "User is a collector (Y,S)" AND a "Y" in the field "On-demand letters (Y,N)" - they will now be able to use the option.

If the user does not have a "Y" in the field "User is a collector (Y,S)" AND a "N" in the field "On-demand letters (Y,N)" - they will not be able to use the option.

April 06, 2017 – Multiple Change Of Placement Date

We have enhanced the change placement date feature on the Special Operations Menu to allow for a case number range. Enter the new placement date and the beginning case number in the first field and the ending case number in the third field as shown below. This will change the placement date on all accounts with case numbers included in the case number range.

April 07, 2017 – Smart code

On Page 8 of the smart codes set up there is an option to apply a smart code after X days... We have added an option for that to happen after a certain number of months from the date the smart code is entered. That number of months is added to the present date, and the last day of that month is used as the date that smart code will be applied (in the future).

Eg: If you apply a smart code that is set up to apply a future smart code after two months on the 1st of April to an account; the future smart code will be applied to the account on the 30th of June (which is two months from April).

April 07, 2017 – Letters

We have developed a new interface with MS Word to allow you to print internal letters using word docs. You will now be able to use all the benefits that word has to offer when sending out these internal letters. For more information see our documentation on our Website – **(will be available in the near future)**

May 01, 2017 – New refresh for 5.1

New version of SAVFRMXF has been loaded to the FTP for RMEX 5.1

May 09, 2017 – System Parameters

On automatic linking bypass accounts with different socials-Y

We have added this to the 3rd screen on the system parameters. This only applies to automatic linking. If the new account has a social, we will not try to link to any other account that has a social that does not match that on the new account. Note that only the last 4 of the socials are considered. If both accounts do not have socials, the option is not activated. This will allow you to set up perfect matches based on name and address matches, OR social match only... but stop accounts with DIFFERENT socials and same address from linking to each other. We have also created a new spool file to show the accounts that linked, but do not have a matching name or social. This will make it easier to identify accounts that may have been incorrectly linked, and the warning messages are buried within many pages of linked accounts!

May 16, 2017 – Queue building

Nightly queues were not considering DNC numbers. This had not affected predictive campaigns but did affect IVR campaigns. This has been addressed and it is strongly suggested that you download and update your system. If you are on the checkup service, this will be handled in the next few days.

May 16, 2017 – Credit card process

The option to "Print and delete credit cards" can potentially be run by different people at the same time. We have not had problems, probably due to the fact that this option is only used by a few people. We have made changes to not allow multiple users to run this job until one job has completed. In addition, we clear the prior files at some point in the process. If the file could not be cleared, the job would go on, adding to the previous transactions. We have made changes to this area too. If the users are in the process or the prior files cannot be cleared, the user will be notified of the condition. They should get anyone in the system to send their job and take the option to retry the step.

May 16, 2017 – New refresh for 5.1

New version of SAVFRMXF has been loaded to the FTP for RMEX 5.1

May 17, 2017 – Smart Code Series

We have added a new option to the feature "Stop series if account is closed". The new "A" option will stop the series only if ALL the accounts in the linked group are closed (the type of close code does not matter).

May 18, 2016 – Smart Codes

A problem with decision-making in X logic, based on a payment arrangement being current, has been addressed. In the past we were looking only for standard and non-linear payment arrangements. Now we have made a change to the program to look for arrangements under direct checks and credit card series as well.

May 18, 2017 – New refresh for 5.1

New version of SAVFRMXF has been loaded to the FTP for RMEX 5.1

May 23, 2016 – Smart Codes

There is a new option for duplicating smart codes. The option "Duplicate for other cases" was changed to "Duplicate on others". A new option "P" has been added. This is a special code that will duplicate the smart code on the primary, if the smart code was not applied to the primary account. If the smart code or other smart codes applied in this process send out letters, a letter WILL be requested on the primary. In general, letters are NOT requested on accounts that a smart code is duplicated - This is an exception.

June 06, 2016 – RMEEx Campaign Manager

From the RMEEx Campaign Manager option, select option 7 for the campaign you need time zone statistics (ACP numbers). Keep going through the screens. You should see a new screen "Allowed Calling Period" with the numbers for each time period!

June 09, 2016 – Close out Report

We have added a report Type "Y". This report is similar to report type "X" but will include PIFs. We also discovered that report type "X" was not sorting properly and have addressed this issue as well.

June 09, 2017 – New refresh for 5.1

New version of SAVFRMXF has been loaded to the FTP for RMEEx 5.1

June 12, 2017 – Account list for audit

There is an option to check if decisions are made on a smart code (second screen). On the smart code you can check placement / balance on the individual account through the decision lines. This option was not looking at the correct account in the linked group, when checking the placement amount or balance. As a result, the wrong accounts were being selected in the audit list. This problem only affected the audit, and no other areas where smart codes mad decisions.

June 13, 2017 – Payment Arrangement

The default for non-linear payment arrangement was 1 for the number of missed payments before sending to the collector and suspending arrangement if sent to collector. This has been changed. We will now look into the number entered in the field 'Number of missed payments before sending to the collector' to send the account to the collector and suspend the arrangement for non-linear arrangements.

If no installments or dollar amounts are specified, the first missed payment will send the account to a collector. If the last installment is missed, the account qualifies to go to a collector regardless of the number of missed payments or balance to be checked.

June 15, 2017 – Letters

We have made a change to the options 'Allow in contact series (Y,A)' and 'Allow as selected letter (Y,A)' - The Y option stops letters on accounts with a zero or credit balance. To send letters on accounts with a zero or credit balance you use the A option. We have made a change and now the A option WILL send letters on credit balances, but not on zero balances. To send letters with a zero balance, use the option 'Send with zero balance'.

June 16, 2017 – New Payment Interface

When the payment for the first installment is done we remove the first installment and move the second installment to the first field in the nightly. If there was a reminder letter sent for the first installment we did not remove that flag. Therefore when the nightly runs the next time and sees that there is a payment due since the first reminder flag was already updated in the file the system did not send the reminder letter for the second instalment. This issue has now being addressed.

June 23, 2017 – Salesman Comparison

The salesman comparison reports run for the current period. We have added a new option (Option 4 from the Salesman Comparison report on the Periodic Reports menu). This will prompt you for a date range and show payments and commissions by salesperson for that period. The report is grouped by client and salesperson.

June 28, 2017 – Data Extract

We have added the ability to select secondary close code for 1 close code. In the close code field enter the primary close code and the secondary close code separated by a dash (spaces or additional characters).

Ex. close code = C and secondary close code = 15, Should be entered as C-15

July 03, 2017 – System Parameters

Retain CC info with inactive close that allows payments (Y)

It is common for companies to set up payment arrangements with credit cards. For checks and credit cards, we will usually treat inactive closes as accounts to which money should not be applied. In the case of credit cards, if there are no open accounts or active closes for a linked group, we assumed there were NO active accounts and deleted the credit card information as a precaution, prior to creating a payment batch from the credit card transactions. What if the transaction had already been authorized because one of those accounts was closed inactive, but you wanted to take a payment? Why would that happen? A good example is an old account that is out of statute, but the consumer wishes to pay because it is on their credit file. The system allows you to keep an inactive account closed, but to allow payments on it (option is on the close codes system control file). If you want to consider these inactive closes eligible to have a credit card payment applied to them, put a Y in this field. You will also need to put a P on the field "Open on payment transaction" on the close code (to indicate that payments are allowed). This will stop the credit card series from being deleted because all the linked accounts may be paid in-full or have inactive closes. This change is only for credit cards, and not for any direct checks logic.

July 05, 2017 – Letter translation table By Client Group Number

1. We have added the ability to STOP all letters to a specific Client group number. Key in the client group number and leave the Letter code field "blank" – put a "Y" in the field Stop letter (Y).

2. We have also added the ability to STOP all letters to a specific Client group number EXCEPT a select few letters.

Ex. You a have 50 letters in your company but you ONLY want to allow letters 01, 02 and 03 to be used for a specific client. How do you do this?

Key in the client group number and leave the Letter code field "blank" – put a "Y" in the field Stop letter (Y). This stops all letters.

Then set up the client group number and key in 01 in the Letter code field AND 01 in the send letter field. Repeat this step for letter codes 02 and 03. The system will allow these 3 letters to go out for the client but stop all others.

July 21, 2017 – Searching for an account while displaying accounts to be worked

The system would mask phone numbers when an account was searched (F1) when agent was in Account Detail screen working their accounts from Account Processing. This has been fixed; phone numbers for the searched account will no longer be masked unless it is restricted by a system control.

July 31, 2017 – State options

Zip codes that cannot be worked - We have discovered an issue where the program was not recognizing the 3 character feature. That has now been corrected.

August 08, 2017 – Account processing review by user

Management menu > Account processing reports > Account processing review > Account processing review by user:
Account processing Quick-view (Accounts worked today)
Quick-view for all users, including those without a work queue (today)

We have added the number of RPCs and the time a user spends on these RPC accounts. You can now calculate how much time the user spends on RPC accounts vs other accounts.

Note: This is based on the Smart code used by the user. Please check to make sure the appropriate Smart codes are marked as a RPC.

August 13, 2017 – New refresh for 5.1

New version of SAVFRMXF has been loaded to the FTP for RMEX 5.1.

August 17, 2017 – Interest calculation

We have made a couple of changes regarding interest calculations.

At time of posting an account you originally had 2 options for calculating interest based on the client update system control settings:

1. Start calculating interest from placement date
2. Start calculating interest from last transaction date

And 1 option for calculating interest based on your client providing a "interest start date" in the file

3. The system would only start calculating interest using this date if this date was after the placement date (a future date).

For option 3., we will now allow the interest calculation to start based on the "interest start date" provided by your client in the New business file regardless of the placement date.

NOTE: The Client Update field "On new placements (Y)" should be left "blank" when populating the interest start date from a client's file

August 29, 2017 – New refresh for 5.1

New version of SAVFRMXF has been loaded to the FTP for RMEX 5.1.

August 31, 2017 – Disaster areas by area code

The disaster area by area code, looked at only home and cell numbers... There was a reason. We wanted to avoid calling consumers on their personal numbers, but if they could get to work, they were likely to be fine. What we recently discovered was that some consumers worked at the police or fire department. Calls were not stopped to these numbers, and calling the police or fire department under the circumstances, was not a good idea. We had added an option 'Calls to work (N)' to the disaster areas by area code.