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October 14, 2019 – New refresh for 5.4

A new full refresh of RMEX 5.4 has been loaded to the FTP.

October 21, 2019 – RPC on an account

On account inquiry screen, next to cell phone field, there is a new field 'RPC' which will now have a Y or N.

If there is an RPC (Right party contact) on an account, and now you want to REMOVE the RPC flag – if, for example the RPC was logged in error, enter an X in the RPC flag of a smart code (first screen). There was a bug in the logic to remove a RPC flag and we have corrected that.

October 31, 2019 – New refresh for 5.4

A new refresh of RMEX 5.4 has been loaded to the FTP.

November 08, 2019 – New refresh for 5.4

A new refresh of RMEX 5.4 has been loaded to the FTP.

November 15, 2019 – New refresh for 5.4

A new refresh of RMEX 5.4 has been loaded to the FTP.

November 22, 2019 –DOB issue

We have addressed an issue with DOB where the consumers born after 2000 are transferred as 1900 within RMEx (Account transfers).

December 04, 2019 – New refresh for 5.4

A new refresh of RMEX 5.4 has been loaded to the FTP.

January 14, 2020 – Smart code notes

When a note was added from the decisions, a note code was not added. We have made a change to add the note code on the back screen, if it exists, and notes are added from the decision lines.

January 16, 2020 – Cell# on 'Other Phones Window' for Online Client

There was a bug in 'Online Client' option where the accounts entered with a cell phone didn't get added to the 'Other Phones Window'. We have addressed the issue now.

January 20, 2020 – New refresh for 5.4

A new refresh of RMEX 5.4 has been loaded to the FTP.

February 14, 2020 – New refresh for 5.4

A new refresh of RMEX 5.4 has been loaded to the FTP.

March 18, 2020 – Changes to Online Client Account Entry

We have made changes to Online Client account entry. There were 3 areas at the client level that we can add additional amount to an account when it is getting placed.

On page 3 at the client level.

Add .00 % of Pri.to Bal.Type P,I,1-9,0 Add .00 to Balance type

.00

some of the requirements is that at the balance type - balance type must be re-portable and must have a "Y" on Client Stmt-Y

There is also a restriction at the state level - No "Add at placement" if balance type is **

April 03, 2020 – Data Extract - Email

When running a data extract if the email was specified, the job was running interactively and we have made changes to make sure it runs in Batch mode.

April 03, 2020 – New refresh for 5.4

A new refresh of RMEX 5.4 has been loaded to the FTP.

April 06, 2020 – Online client users

We have addressed an issue where it allowed additional fees to be added to manually entered accounts by Online Client users. When an online client enters more than 1 account AND the client master is setup to add additional fees to a special balance type, the amount being added to the accounts is incorrect.

April 06, 2020 – New refresh for 5.4

A new refresh of RMEX 5.4 has been loaded to the FTP.

April 07, 2020 – Online client - Payment entry option

At the end of the Payment Entry option, a list of payments entered by the user, for the day, will be displayed, along with totals.

April 08, 2020 – Hold Queues

We had an option at the client level to hold letters (Contact Series) and Smart Code Series. Page 7 has the option "Hold Contact and Smart Code series (C,S,B)". Contact Series will now include the new Unified Communication Strategy. We have added a new option to the right of that called "Hold queues (Y)". This option will stop accounts for specific client codes from being added to queues at night. (NOTE: These accounts will be remain part of the linked group, so if the client you are suppressing is linked with another clients accounts, it will be in the linked group to work. We are working to enhance this feature and remove the account from the linked balance.) This is not checked for queues created though Account Audits. The code must be on ALL the client codes, if a group is involved. To help you with this, we have added the option "Hold queues/series" to the client Duplication Option (F21 from the first screen of a client).

Here are sample screens the show you the new hold option and the duplication feature.

RMEx		QUANTRAX CORPORATION INC.	
<input type="button" value="EXIT"/>			
<u>Client Update</u> (Page 7)			
Company Name	Quantrax RMEx	(01)	
Client Code	000001		
Information to be displayed when account is presented	<input type="text" value="DO NOT SPEAK TO CONSUMER"/>		
	<input type="text" value="SEE YOUR MANAGER-DISPUTE"/>		
	<input type="text"/>	Client help code	<input type="text"/>
	<input type="text"/>		
Payments allowed (N=No, B=only adjustments)	<input type="checkbox"/>	Delete CC if no P/A (Y)	<input type="checkbox"/>
Allow zero or negative placements (Y)	<input type="checkbox"/>	ACH permitted (N=No)	<input type="checkbox"/>
Special link code	<input type="checkbox"/>	Event Override code	<input type="checkbox"/>
Hold Contact and Smart Code series (C,S,B)	<input checked="" type="checkbox"/>	Hold queues (Y)	<input checked="" type="checkbox"/>
UDW to be displayed with the account	<input type="checkbox"/>	Masking options.....	
Smart codes on links (N=No)	<input type="checkbox"/>	Mask bad phones (Y,C)	<input type="checkbox"/>
Bypass 30-day check for credit reporting-Y	<input type="checkbox"/>	Mask if out of TZ (Y)	<input type="checkbox"/>
Analytical Attributes code	<input type="checkbox"/>		
Get permission to call using I-Tel (Y)	<input type="checkbox"/>	Protect Perm. flag (Y)	<input type="checkbox"/>
Expand events (ANb)	<input type="checkbox"/>	Mask after max.calls (Y)	<input type="checkbox"/>
No cell phone scrub (N)	<input type="checkbox"/>	Home before work (Y,C)	<input type="checkbox"/>
No credit cards (N)	<input type="checkbox"/>	Days to wait for above	<input type="checkbox"/>
<input type="button" value="F1-New Selection"/>		<input type="button" value="F3-Search"/>	<input type="button" value="F7-Exit"/>
		<input type="button" value="F12-Update"/>	<input type="button" value="ENTER-More"/>

The screenshot shows the RMEx Client Update interface. At the top, there is a blue header with "RMEx" and "QUANTRAX CORPORATION INC.". Below the header, there are buttons for "Documents" and "EXIT". The main title is "Client Update (Page 1)".

Client Information:

- Company Name: Quantrax RMEx (01)
- Client Code: 000001
- Group Number: 1
- Client Name: TEST CLIENT
- Name Ext: _
- Description: DEMO CLIENT
- Contact: _
- CLID override: _
- Extra address: 3663 WEST TOWER RD
- Search Name: DEMO
- Main address: _

Options for Duplicate information in client group:

Sel(Y) ----- Duplicate information in client group -----

- Description/Alert DEMO CLIENT Alert- Pop-up window
- Contact/Reports to
- Search name DEMO
- Address/Phones 3663 WEST TOWER RD, LIVE OAK, FL
- Salesman code 01
- Statement Info.
- Commission Info.
- Con.Series/W.Group J1 Work Group HS
- Standard Reports
- Smart Code Override
- Trust account code
- Collector notes
- Hold queues/series

Buttons: F7-Cancel, Delete (D) _

These changes are available for you to download and install. If you are on the Check-Up service, we will update it for you. If you are hosted, we have already applied the changes.

This feature was later enhanced.

The new option can now be an A, and the help text says :

This option will stop accounts for specific client codes from being added to queues at night. This is not checked for queues created though Account Audits. The code must be on ALL the client codes, if a linked group is involved and the Y-option is used. To hold the queues if ANY of the open accounts are for that client, use the A-option.

April 17, 2020 – Using clients credit card processor

We have added a field to Page 10 – Client CC only (Y) in client master. A 'Y' in this field means client processes credit cards.

April 17, 2020 – New refresh for 5.4

A new refresh of RMEx 5.4 has been loaded to the FTP.

April 22, 2020 – Changes for direct checks

We have changed the System Security, Page 2. There was an option (bottom right hand), to stop credit cards. We have changed that to "No CC/Chk (N)". The second field is for checks. It will stop the user from entering direct checks. This applies to users set up as collectors in System Security.

April 23, 2020 – Additional changes when primary account changes

We recently made changes to stop the user from changing primary account from account summary if there is either a pre-authorization or Token on the primary account stopping the user from changing primary.

Today - we have extended the process by not allowing the nightly process from changing primary if this is the case as well. We have also included the manual process from the daily operation menu to not allow the user/clerical person from changing the primary account as well.

April 23, 2020 – Real-time activity monitor by User

On the Management Menu, there is a new option within “Account processing Reports” – Option 12. We have added an option called the “Real-time activity monitor by user”, your window to your staff. You can run the option for today or a prior date. You can select all users or collectors only. We will show you :

- User ID and name
- Start time (the first time they started to use the system for the day)
- Last activity time and last account worked, if available (Last account is not available for a prior date)
- We will calculate the length of time that each user has been inactive (not moved around the system or moved onto a different account) and highlight the users who have been inactive for longer than 15 minutes.

April 24, 2020 – Issue with payment entry

If there were more than 916 linked accounts and number of payments were hitting over 800... it was giving an Array index error. We have fixed the issue now.

April 28, 2020 – New refresh for 5.4

A new refresh of RMEX 5.4 has been loaded to the FTP.

April 29, 2020 – New refresh for 5.4

A new refresh of RMEX 5.4 has been loaded to the FTP.

May 02, 2020 – Two smart code processing programs

We have activated logic to use two smart code processing programs. There is nothing to be concerned about. We allow you to process smart code series and individual smart codes using the second program. This can help in high-volume environments.