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**November 17, 2020 – Bot access restriction at Company level**

We have added a new field on Company system controls as 'Use for Alex (N=No'. An N in this field will STOP consumers from accessing accounts in that company.

**November 18, 2020 – Smart Codes - pg/x**

We have added couple of new options to the 'Additional Selection criteria' on Smart code –pg/x to check for any postdated credit cards on accounts as follows.

HASANYPOSTC HAS ANY.POST DATED CARDS

HASMULTPOSTC HAS MULT.POST DATED CARDS

**November 19, 2020 – Online clients - Commercial accounts**

We have made a change to 'Account entry' option of 'Online clients'. If it is a commercial client now you should see only one field (30 characters) for the 'Company name'.

**November 22, 2020 – Client inquiry**

We have added a “Go to page” option on most of the client screens. This will allow you to jump to a specific page without paging through the other screens. There are some additional programs called within client inquiry and these screens may not have the option. The new feature is not available for Client Update.

**November 30, 2020 – New field in queue consolidations**

We have added POE in the selections for BOTH Client and User Options. The options are Y or N. “Y” looks for a POE while “N” checks that there is NO POE on the individual account. There are several POE names that do not qualify as valid places of employment (e.g. Student, Unemployed, None, N/A, Welfare, Retired and SSI).

**December 02, 2020 – New field on Smart code pg/7**

We have added 'Increase fee to skip rate (Y)' on the Smart Code pg/7. It allows you to change a rate based on the rate for skips in the fee code or the client master, if there is no fee code for the account. This option will be useful where there are address changes (not necessarily returned mail) and you want to increase the rate.

**December 03, 2020 – Smart code duplication with 'Increase fee to skip rate (Y)'**

If the option 'Increase fee to skip rate (Y)' on the Smart Code pg/7' is set up and the smart code duplicates, it will only duplicate on accounts that have the same address. This will allow you to target all the accounts that have had an address change, when there are linked accounts with different addresses.

**December 06, 2020 – Bot option for “Only company”**

We have added a new option for “Only company” on default system controls. We also have an option on Company System Controls to OMIT some companies from bot. This option says, this bot is only used for company XX (usually when a client has multiple bots).

**December 06, 2020 – Data extract management**

We have added this option on last page of System Parameters – Data extract management (Y). It is a technical switch that can make extracts go faster. Do not set this up without contacting Quantrax.

**December 28, 2020 – New refresh for 6.0**

A new full refresh of RMEX 6.0 has been loaded to the FTP.

**January 04, 2021 – Change to Smart Codes**

If you wanted to change an active close to an inactive close code (for example in the statute process), you had to use two smart codes, one to open the account (active close) and one to close it with the inactive close code. You can now change an active close to an inactive close using smart codes.

**January 07, 2021 – Single check amount**

Single check transactions were not writing the amount to the SCPOSTD file. And we have corrected it now. Code is already sent to hosted clients.

**January 11, 2021 – Changes to Dylan**

We have added a new field on Client update (Pg.8) as 'Reference User ID (On-line client)'. This field will be used to get the on-line client parameters when the chatbot Dylan is used for client services. You need to enter one of the User ID's that have been set up for on-line access for this client's accounts (On-line clients system control file).

**February 02, 2021 – Payment summary for a period**

We have added a credit card payment total. A batch should have been created from the system for this number to reflect the payments. (Client reference will have CC-xxxx) If you do not create a batch and post the transactions individually, this number will not be accurate.

**February 03, 2021 – Smart code enhancement**

An \* in the field 'Stop mail (Y,N,\*)' on Smart Codes pg/7 will remove the Returned Mail flag as long as it is not an "S" which is the code for "Stop Mail".

**February 04, 2021 – Allow access-Special Desc.Code**

The new requirement was to stop access to EVERYONE and only certain User ID's to access these accounts. On the D/C field 'Allow access if special authority is at least \_', put a "-" (minus) to indicate 'No access allowed'. For the users who are ALLOWED to access these accounts with a "-" in the D/Code field, put an "\*" in "Allow access-Special Desc.Code-Y\*" on the second screen of System Security.

**February 04, 2021 – Ability to resend last letter**

This has been added to Smart Codes. On the "Action lines", for sending a letter, you can now use "\*L" to resend the last letter on that case number. We look up the letter history and resend the last letter. We do not look for more than one letter code and this may not work as expected if cosigners and multiple letters were involved.

**February 06, 2021 – New refresh for 6.0**

A full release of RMEX 6.0 has been loaded to the FTP.

**March 04, 2021 – New refresh for 6.0**

A full refresh of RMEX 6.0 has been loaded to the FTP.

**March 10, 2021 – New I- Load screen**

We have added a new screen to I-Load as 'Additional contact info' and the data mapped to it can be viewed from the 'F8 - ADDITIONAL CONTACT INFORMATION' screen through main account detail screen.

**March 11, 2021 – Two Additions to Question Mark Logic**

We have added 2 new fields as follows to the Question mark logic on Smart codes. They refer to the fields F6 > F10 from Account details screen.

JUDGAMT      JUDGEMENT AMOUNT  
JUDGDATE      JUDGEMENT DATE FILED

**March 12, 2021 – New field for Texting**

On Smart code (Page 5), we have added a new field as 'Text message (Letter)' to queue a text message at the time the smart code is processed. Usually when texts are requested, they are processed at night during letter processing. With this option the text will be queued to be sent the next time the text messages are sent out provided it's set up as a text on letter system controls (page 3).

**March 20, 2021 – Queue consolidations change**

During nightly processing, many of you run queue consolidations. Multiple queue consolidations could target the same account. Some of the queue consolidations would select and use accounts that had already been selected, while some omitted them. The queue consolidations will now select user consolidations (as opposed to client consolidations) multiple times as long as it is the first pass. In all other cases, we will omit accounts selected by a previously-run consolidation. If you want to include these accounts, there is a new field at the top right-hand side of the screen "Include Prior". This change is in Release 6.0. If you are affected by this logic, you should contact us, so we can coordinate your next update.

**March 20, 2021 – New refresh for 6.0**

A full refresh of RMEX 6.0 has been loaded to the FTP.

**March 23, 2021 – Base correction for 6.0**

Recent changes we made to improve the performance of data extracts caused the bankruptcy data to not be populated, if that data was selected. We have corrected this (EXTR\* programs).

**March 30, 2021 – Queue Consolidation Enhancement**

On User and client consolidations, if we used '\*ALL' in the Processing Types field, it was including the no phones queue as well. Now we have made a change to select all processing types other than 'No phones' when using \*ALL.

We have added a **new field called 'Phn'** just before the 'Phones' options to select accounts with a specific phone code within the phone numbers. You should not use the other phone options if you wish to only include accounts with the specified phone code.

Eg: You can focus on cell phones without permission. If an account does not have an unauthorized cell phone number on it, it can be pulled by another campaign.

#### **April 26, 2021 – Credit cards in RMEx**

RMEx has supported credit cards for a long time. We can store one credit card number, encrypted using AES 256-bit encryption. We have added code to store up to two more credit cards. This functionality is available on the multiple credit cards screen, accessed used the Tab-Q options. If you are NOT using the GUI payments, these new fields can be accessed and added or changed. When you are using the GUI payments, you can only update existing data, with the second or third card information. The information cannot be added using the payment set up process.

The challenge with multiple credit cards is to create the functionality to support the use of multiple cards for different accounts and payments. You could tie a card to a specific account, or may need to tell the system to use each card to pay a percentage of a complete installment. At this time, we have no functionality beyond giving you the ability to store the full, non-tokenized credit card number. We will work on:

- Tokenizing the additional cards
- Allowing you to replace the main card number with one of the others

We are also working on the ability to store an encryption key code with the encrypted data. This will allow us to rotate keys and allow new data to be encrypted using a different key. We also intend to look at supporting 3rd party encryption and decryption routines that will support the use of outside hardware and software systems for key management and encryption/decryption of data.

We have no dates for any of functionality described.

#### **April 30, 2021 – “Daily Payment totals for a period” display**

We have added a field “Batches not posted” to the “Daily Payment totals for a period” display. This will show a total from payments that are in batches (manual or electronic loads), that have not been posted. There is an “Unposted payment batch inquiry” within the payments menu. Details are available from the “Management menu”, then “Smart code / User audit option” and then, “Payments pending (not posted).

#### **May 11, 2021 – Change to smart codes**

We have added a new field to Pg. 6 of Smart codes ‘Process S/C Immediately (Y)’

Smart codes are usually processed after a short delay that can range from a couple of minutes to much longer, depending on the activity in the system. Sometimes, this could cause smart codes to be applied in a sequence that was not expected. For example, you may want a smart code that closes an account to be processed very quickly. This option indicates that the processing for this smart code should be done as quickly as possible.

#### **May 11, 2021 - Account load changes**

We have added account load edit for electronic loads. We have added a feature to change the client number on an account. You may key in a new client number under the existing code. It will be edited and changed.

**May 11, 2021 - Cell phone changes**

When you enter a cell phone in the home field and you have the cell scrub, you are warned. You must clear the number in the home number and enter it into the cell number field. If there is no cell number, the number you enter will “fly into” the cell number field.

**May 21, 2021 – New refresh for 6.0**

A full refresh of RMEX 6.0 has been loaded to the FTP.

**May 26, 2021 – Dashboard updates**

We have changed the dashboard updates to run every 20 minutes, instead of every 10 minutes for overall system throughout to be maintained at high levels.

**May 31, 2021 – Moving a payment batch**

You can now move a payment batch from user ID to another user ID. You can access this option from Payment Transaction Menu > Unposted payment batch inquiry > F10 - Move a batch

The user that batch is being changed to, must first go to the payment transaction menu > debtor agency entry and open a batch - enter all the way to the payment entry screen, F7 and then batch can be moved to that user ID. This is a very important step and must be done prior to moving the payment batch. Once the user has an open batch, you will enter the batch name (user ID) and number you are moving the batch from and the batch name (user ID) and number you are moving the batch to. If you are adding to an existing batch, make sure to enter Y in Add to existing data field, if you do not, the existing date will be deleted.

**June 2, 2021 – Payment I-Load**

See document for further details on this enhancement.

**June 4, 2021 – New refresh for 6.0**

A full refresh of RMEX 6.0 has been loaded to the FTP.

**June 11, 2021 – Credit reporting change**

SSN – last 4:

There is a new field in the Metro2 Credit Reporting options: “Report SS# last 4 (N=No)”

- If this field is equal to ‘N’, accounts with only the last 4 digits of the SSN will not be considered to have a valid SSN for credit reporting. If the account has a date of birth, it will still be selected for credit reporting.
- If this field is left blank, accounts with only the last 4 of the SSN will be considered to have a valid SSN and will be selected for credit reporting.

30 Day logic and Date of First Delinquency:

RMEX now considers the DATE OF FIRST DELINQUENCY – if it exists – when calculating the < 30 days CBR rejection criteria. If there is no DOFD, RMEX continues to use the LAST TRANSACTION DATE.

CBR Rejections

Accounts that are rejected from the credit reporting file will continue to be on the exception report, but we are making three improvements to help you manage and track these.

- Exception report: Will now list the specific reason for an account being rejected.

- Account Notes: We will add a note to the account with the specific reason. Below is a list of the potential reasons.
  - CBR Reject – SSN/DOB
  - CBR Reject – 30 DAY
  - CBR Reject – MIN BAL
  - CBR Reject – STATE
  - CBR Reject – MINOR
  - CBR Reject – LOC CODE
- Future Reporting: Rejected accounts will be flagged as 'do not report' and the account will no longer be eligible for credit reporting. You can always re-select them via a smart code.
- Note on State Rules: If an account has been credit reported, and afterwards, the address is changed to a 'non-reporting' state, the account will be withdrawn using the description code in the metro2 system controls.

#### **June 14, 2021 – Queue Consolidation Changes for Last Transaction and Placement Date Selection Option**

This change affects the multiple user consolidation AND the client consolidation nightly options. This option has been changed to look at ANY account in the linked group to see if the last transaction date or placement date meets the selection criteria. In the past we only looked at the Open primaries or if the primary was closed, we looked across the links.

#### **June 27, 2021 – 6.1 feature installed at selected sites including hosted**

There is a new option to take patient DOB or SS# from patient information and use it on the guarantor field, if guarantor has no data in these fields. System controls must be turned on – System parameters, last page. Help is done. Last and first names of guarantor and patient must match.

#### **July 1, 2021 – Account inquiry changes**

We recently made changes to show the first date and amount from an existing non-linear arrangement, CC series or from direct checks, on the account detail screen. We were showing the information from the last due date and amount and not the first. This has been addressed.

#### **July 2, 2021 – Sending a letter to a cosigner**

We have made a change that now makes it possible to send a letter to a cosigner, even if there was not a flag "Y" to send letter.