Smart Codes

INTRODUCTION

Smart Codes are a fundamental component of RMEx. Smart Codes are numeric codes which can be applied to accounts producing results which can be compared to decisions made by a human expert. Of course, this is accomplished by human experts using their experience to "program" the Smart Codes to make decisions and take action based on different circumstances.

In general, a Smart Code will be set up for each unique and important event or action that can take place when an account is worked. Some examples are Telephoned Residence - No Answer, Debtor Contact Us - Promised to Pay in-full, Debtor Disputes Charges, Left Message to Call, Debtor Requires a copy of the Bill, Legal Action Recommended, etc. etc. Obviously a great number of codes can be set up, but you should consider setting up a code if one or more of the following is true.

- You can benefit from statistics on the particular code. E.g. how many times were messages left and which collectors are not setting up payment arrangements?

- Specific decision-making is possible if that event or action took place. e.g. If a debtor disputes a $75.00 charge and the debtor has no other accounts, close the disputed account because it is not worth pursuing.

- You are required to document specific action taken on an account and need to maintain detailed records of all attempts and contacts. In such a case, leaving a message with the spouse of the debtor may be different from leaving a message with a friend - you may need two different Smart Codes even though the actions are similar.

Smart Codes can be applied by users or can be applied by the system under special circumstances. E.g. at the end of a Contact Series or when a debtor's check is returned. If there are linked accounts, it is possible to make a Smart Code "duplicate" on the linked accounts, as if they had been applied to each one. In the case of linked accounts it is also possible to apply a Smart Code to a single account, as in the case of a dispute.

Since Smart Codes are used each time an account is worked, a great deal of thought must be put into the design of Smart Codes. Since Smart codes can be added or changed, it may be practical to start with a few required codes and develop new ones when you become more familiar with RMEx.

One of the requirements for designing a practical set of Smart Codes is an excellent understanding of your procedures and a clear vision of your goals and objectives. In many companies, this is not easily available, since existing procedures were based on existing technology. In addition, it is very common to find that most "automated" systems are really "manual" systems in which humans are responsible for making every decision from generating letters to closing accounts.

With RMEx, you have an opportunity to allow the system to make decisions, which in the past, may have always been made by a human. (e.g. closing an account) Smart Codes have great potential to transfer much of the routine decision-making processes to your computer system, but to do this successfully requires an excellent understanding of your business as well as the features of RMEx. Understanding what Smart Codes can do is a very important part of understanding RMEx. The other documentation relating to Smart Codes will help you to understand all the features and benefits of Smart Codes.

Smart Codes are defined using the Smart Codes option from the System Control Menu or by using the short cut "SM" or the short cut "SC".

Smart Codes option and SM shortcut

SC shortcut

```
                                                              EXIT

                        System Control Options


                     1. Close codes
                     2. Collector Work Groups
                     3. Letter codes
                     4. Smart Code Series
                     5. Contact Series Definition
                     6. Smart Codes




                    Select an Option   []









  F7-Cancel
```

You must enter a Smart Code to gain access to the options within the Smart Code. The same Smart Code can produce different results based on different circumstances. (E.g. the client who placed the account, the collector who applied the account etc.) This is accomplished by using a feature called the Smart Code "override", which will be discussed in another area of the documentation.

At this time you must remember that each Smart Code must have a "standard" version. To set up the standard version of a Smart Code, enter the code, leaving the 4-character override code blank. The 4-character override code will be used when different versions (overrides) of the same Smart Codes are required.

As you can see, it is possible to create a new Smart Code based on an existing code. By "copying" information from an existing Smart Code, you will be able to start with the information stored on the existing code, changing it based on the requirements of the new code.

Defining Smart Codes as Attempts or Contacts:

A Smart Code must be classified as an Attempt, a Positive Contact, a Negative Contact, a Contact or any "Other" type of activity. Productivity is analyzed by these classifications, and it is important that

Smart Codes are classified appropriately. As an example, some users may consider a message left with a spouse a positive contact, while others may consider it an attempt. In such a case, a decision is made based on the way you wish to analyze your productivity.

Valid entries are:

- "A" for attempt.

- "P" for a positive contact.

- "C" for any other type of contact

- "N" for a negative contact

- "O" for any Smart Code that does not qualify for any of the above types
In addition to producing reports with information on attempts, contacts etc. RMEx is able to make decisions based on the number of attempts and contacts applied to individual accounts. It is therefore very important that Smart Codes are classified accurately. The number of attempts and contacts on an individual account is stored on each account and can be viewed on the second account detail screen.

Some of the "intelligent" behavior of the system is based on the types of Smart Codes applied. As an example, when a dated account (either a follow-up or broken promise) is presented and worked, a contact will clear the follow-up date if it is not re-entered. An attempt, on the other hand, will retain the follow-up date since a contact was not made and the account must be presented and worked again. (In this case, the user has the option of manually changing or clearing the date.)

There is a field to allow you to indicate a right party contact (RPC) and whether the contact was initiated by the debtor (Called us). We will be updating the accounts based on the way the Smart Codes are defined and allowing you to make decisions based on this information.

Using a Smart Code to Direct a User When Accounts Are Worked:

One of the things a smart code can do is assist a user in providing the correct information based on the circumstances and the result of any activity on the account. As an example, if the debtor promises to pay, the user MUST enter a promise amount and follow up date. In the case of a dispute, the user MUST enter notes indication the reason for the dispute. In this example, a promise amount or follow up date is not required as in the case of the promise to pay.

When an account is worked, the user applies a smart code based on the circumstances, such as Promise to Pay, Debtor Disputes Account, Debtor requests a Bill and so on. On the account detail

screen, a window is then displayed and the user is able to enter information such as a follow up date or notes.

A smart code can be set up to force a user to enter, not allow a user to enter or give the user the option of entering the following:

- Notes

- Request for a specific letter to be generated (referred to as a "selected letter"

- Follow up date, promise amount and or pay arrangement screen

- Recall time which is a specific time at which an account is to be presented the same day or a day in the future

- User-defined window, Tab Q or Tab * screen. The user will be taken to the specified UDW (if it exists) the Tab Q or Tab * screen.

It is possible that several situations could be documented when an account is worked. An example is, You could call the residence, discover the number is bad, call directory assistance, obtain a new listing, call that number and receive no answer. How many smart codes should the user apply? Smart codes were not designed to document every action or to create additional work for the users. They must be used in a manner which is practical. In the example, you may decide to train users to apply a single smart code (possibly based on the most important event) and use the notes to document other actions taken. If this approach is adopted, you may have to provide the ability for users to input information on many of the smart codes. A telephoned residence – no answer would normally not require a user to enter notes, since RMEx could add a standard note. But if we used the same smart code to indicate that a bad number was detected and directory assistance was used to obtain a new listing, we must allow the user to key in notes for the smart code telephoned residence – no answer.

With this example you can see how the design of the smart codes is very closely associated with the way they will be used. You should evaluate, design and document your procedures BEFORE creating smart codes.

When allowing users or Not allowing users to enter information after a smart code is applied, if there is the possibility that information will need to be entered, do not stop a user form entering those fields. On the other hand there will be circumstances where you can force users to enter, or not allow them to enter certain fields. Here are a few examples:

- On a dispute you could force users to enter notes but not allow them to request a letter.

- On a promise to pay, you should force users to enter a promise amount and a follow up date.

- On a telephoned residence – busy, the user should be forced to enter a recall time. A follow up date may be an option, since the user may wish to call the debtor back the next day if several attempts are unsuccessful.

Note that along with the follow-up date option, you are allowed to specify a maximum number of days in the future that the user is allowed to date the account.

Screen code/Condition: Allows you the ability to present or not present certain account screens when a smart code is entered.

OPTIONS RELATING TO LINKED ACCOUNTS

Working linked accounts is a very important part of RMEx. Within the smart codes there are many features which will help you to manage linked accounts in a flexible and practical manner.

Some of the objectives in the design of the linking related option were the following:

- Allow decisions to be made based on the "linked balance" for the debtor. Provide a method of checking the length of time that there had not been a payment (considering all linked accounts). Allow decisions to be made based on the last time the accounts were worked. If there are several linked accounts, the ability to make decisions based on the age of the oldest account will be useful.

- When a user is in account processing (collector work, where accounts are automatically presented) the user can advance to the next account provided a smart code which allows them to do so, is applied. It was desirable to condition this on the linked balance. Example of this is to allow the user to advance on a Telephone res- bad number, provided the linked balance is less than $150.00.

- If a smart code is entered on an account where linked accounts exist, allow the smart code to be "Duplicated" on the other accounts. (as if the user had applied the smart code on those accounts too) Decisions will then be made and action taken on the linked accounts with attention being pad to practical issues. Such as, a Telephoned residence – left message, you may have programmed the smart code to duplicate on linked accounts and also generated a letter "L1" if the accounts had not been worked for 15 days. If there are 6 linked accounts, the smart code should be applied to all of those accounts, adding to the number of attempts on each of them, but the system should only generate 1 letter that lists all the accounts, not 6 separate letters. The system is sufficiently intelligent to behave in this manner!

- If a smart code is applied to one account we have a method of duplicating a standard note (such as Tel. Res. Or Left Mess) on some or all of the linked accounts. There is also be a method of duplicating the notes entered by a user on some or all of the linked accounts. An

example could be information pertaining to a bankruptcy which needs to be placed on all the linked accounts)

- Once we have set up rules for decision-making, it will be useful if the system was able to "think" in a different way if linked accounts existed. In an example such as closing accounts, you would analyze a single account with no payment for 60 days in a different manner from a debtor who had several linked accounts, placed at different times with no payments for, say, the last 120 days.

- Based on the circumstances, it may be useful to be able to open all the closed accounts for a debtor. For example, when a debtor calls in with a promise to pay)

- We are able to close all the accounts in a specific linked group, with one close code being applied to all the accounts or different close codes.

- In some cases, it is necessary to "unlink" an account from its existing linked group.

- Under certain conditions, you may wish to apply a certain smart code to one account, but duplicate a different smart code on all the other linked accounts. As an example, if one account is disputed, you do not want to apply a smart code which will mark the other accounts as "disputed" but you want to show them as "worked", so that the date last worked is updated on those accounts too. In this example, the smart code for a dispute could duplicate on linked accounts, but would apply a different smart code to the linked accounts.

- Normally, if you apply a Smart Code, through the note line (*xxx* format), that Smart Code can NOT be duplicated on linked accounts (even if it says "duplicate on links"). However, there are reasons that you may want to duplicate the Smart Code applied through the notes line. This smart code duplication is accomplished by entering the word DUP immediately after the 2nd asterisk. E.g

*501*DUP will apply Smart Code 501 and duplicate it on linked accounts based on the Smart Code rules. Any text AFTER the DUP will be added as a note on the account.

OPTIONS RELATING TO CONTACT SERIES

A contact series is usually associated with new accounts but an account can be worked through a contact series at any time of it existence.

A contact series can be started on an open account through a smart code. A contact series can also be stopped using a smart code.

To stop an existing contact series that is running on an account use the smart code field Stop contact series (Y,P). Once the contact series has been stopped it will show sequence # 9 on the second detail screen.

Entering a "Y" in this field will stop a regular contact series, but will not stop a pre-collect contact series. Entering a "P" in this field will stop both regular contact series and pre-collect contact series.

To start a contact series use the smart code field Start contact series (or *S,*R). If a specific contact series should be started each time the smart code is applied, enter the code. Enter "*S" to re-start the existing contact series. To start a series based on the primary balance, (contact series by client) enter "X*" where X is the code for the contact series by client. Enter "*R" to restart an exclusively on the letters sent from a contact series. This feature will ignore ANY sequence that does not include a letter! When restarting a contact series (Existing on an account) it will review the Last letter sent from that contact series and start the next sequence where a letter is to be sent. An example of this is: if you have sequences that do not send letters, but send the account to the dialer, those sequences WILL BE IGNORED! Sequence 30 days from the date the smart code is applied.

OPTIONS RELATING TO LETTERS

Within RMEx, there are two main categories of letters – those generated through the contact series and those which a user can request when an account is worked (called selected letters). In addition, there are letters such as payment arrangement reminders and post dated check letters which are automatically generated by RMEx, based on the rules set up in the system control files.

Within a smart code, there are many options that relate to letters. These could be summarized as follows.

- Decisions can be made based on specific letters having been sent out. (Please note, letter translation is NOT taken into account when this feature is used. The smart code does NOT know the letter translation table exists. You will have to look for each letter separating within the smart code.)

- Based on selection criteria within the decision making logic, one of the actions could be to generate a letter. Remember that ONE letter is printed from the account the smart code was applied to- letters will not be printed for each of the linked accounts, even when the smart code is duplicated.

- It is possible to generate a "standard" letter each time a specific smart code is used. This option is on the "last" screens of the smart code. This option is NOT conditioned on any of the selection criteria on the prior screens.

- You are allowed to indicate whether a smart code should force a user to request a letter, not allow a user to request a letter or allow the user to decide whether a letter should be requested.

From these options it is clear that the generation of "selected" letters can be completely manual or can be automated through the smart codes. You will make the decision as to how the system should be set up and the level of automation which is to be achieved.

Remember that letters specified within the selection criteria and actions will be generated before the standard letter on the back screens is selected. Only ONE letter will be generated when the smart code is applied. So if the selection criteria and actions result in a letter, and a standard letter is also specified, the standard letter will NOT be requested. And what if letters are automatically set up in the selection criteria or standard letter, and you also give the user the option of selecting a letter? The user's decision ALWAYS takes priority over the system.

OPTION RELATED TO OWNER AND WORKER CODES

The concepts of owners and workers are described in the detail in the section on "setting up Collector". Smart codes can be used to change the owner and/or worker code on an account. In general, if the owner code is changed, the worker code will also be changed to the code of the new owner. Within RMEx, the following features are available.

- The owner code can be changed to a specific code.

- The owner can be changed based on the work group in the client or a special work group. The account will be assigned to a collector other than the existing collector, *based on the case limits* for the collectors. If linked accounts exist, these will also change so that all accounts will have the same owner code.

- When owner codes change, there is a method of retaining the worker code.

- Worker codes can be changed to a specific code.

- Worker codes can be changed based on a work group. With this feature, *case limits are ignored* and the accounts are distributed "equally" among the codes set up in the work group. If there are linked accounts, each account could be assigned to different worker, the smart code used should NOT be duplicated when this feature is utilized.

- The worker code can be changed to that of the owner. This is usually required after an account is transferred to a different worker, and the account needs to be returned to the owner after that worker has completed their work on the account.

- The owner or worker code can be changed to that of the person who applied the smart code (worked the account)

- Change owner and worker of the account based on the first open account in the linked group.

- Change owner and worker of the account based on the primary account in the linked group.

- Change the owner and worker of all account within a linked group based on the account that you are applying the smart code too. An example would be, there are 3 linked accounts they belong to collectors 01, 02 and 03. If you apply the smart code to the account owned by collector 03, all the account will change to 03.   Note: it is not necessary for this option to be duplicated. All links will be changed regardless of open, closed, active, closed active, legal or non-legal so caution should be when using this option.

- If an account is worked by someone other than the owner or worker, you have the option to specify an "immediate transfer" to the owner or worker on the account!

USING A SMART CODES AND SPLIT COLLECTORS

RMEx allows you to transfer an account to different users by changing the worker code on an account. In most collections systems it is difficult to analyze the contribution made by support personnel such as skip tracers or other clerical personnel. As a result, collectors receive full credit for payments, while the support contribution is never accurately evaluated.

In the cases where accounts are transferred to other workers, a positive action by those workers could be recognized, and credit for future payments could be split between the owner and a "split collector" in a user-defined ratio.

To accomplish the objectives stated above, RMEx associates each account on the system with an owner code, a worker code and a split collector code. Each account MUST have an owner and worker code, but the split collector code is optional. If a split collector code exists on an account, it means that credit for the next payment will be divided between that split collector and the owner. The amount of credit the spit collector receives is specified as a percentage on the collector master record for the split collector.

The Smart Code allows you to add, change and remove split collectors based on the conditions of the account and/or the work being done on the account.

AUTOMATICALLY ADDING NOTES WHEN ACCOUNTS ARE WORKED

RMEx allows you to define a "standard Note" which will be placed on an account each time a specific smart code is used. If users key in their own notes, the standard not will NOT be added.

In the case of linked accounts, the standard note can be added to all the linked accounts, resulting in ALL accounts, not just the account which was worked, being documented.

RMEx was designed so that the account which was worked should always be the primary account, regardless of its status. This still allows a user to add a note to a specific account if required. There is a method of adding the standard note to the primary account in the case where a smart code is applied to an account other than the primary account.

After reviewing the options available, your smart code should be set up with a standard note where applicable. You should also instruct your users that if no special notation is required, they do NOT have to key in a note, since the system will automatically notate the account.

Once a smart code is applied, there is a "waiting period" of about 2 minutes before the smart code is processed. The user can go on to the other accounts during this time. If a user wants to verify that the standard note was added, it will take at least 2 minutes before they will be able to go back to the account and see that the note was added. During the waiting period, the user can also cancel the smart code which was entered, by added the same smart code again and taking the F20 option to remove smart code applied.

If notes are applied through the selection criteria and actions are entered by the user, the standard note is not added.

To duplicate a standard note on the linked accounts, the smart code must be duplicated on the linked accounts using the option "Duplicate for other cases".

In some cases, you may wish to duplicate the standard note on linked accounts only if the account belongs to specific clients who may audit you or require detailed documentation on their accounts. Remember that if you do not duplicate the standard note on linked accounts, only the account which the smart code was applied to will be notated.

Duplicating the standard note on accounts belonging to selected clients can be accomplished by using smart code overrides (which will be covered in a different section) or by using the option on the client set up.

Note: in order for this option to work, the "duplicate notes" field in the smart code must be blank, and the "duplicate for other cases" option must be "Y".

SMART CODES AND DESCRIPTION CODES

Description codes were designed to store additional information about an account. Such as debtor has insurance, debtor was abusive and so on. Description codes can also be used to remember that

certain events have taken place or that some required activity has been completed. Such as insurance was billed or skip tracing work has been done.

Based on the existence or lack of certain description codes, you can make decisions and take action through the smart codes. This is one of the features which allow you to build simple or complex thought processes into RMEx, enabling the system to make decisions after evaluating many conditions. In a manner similar to a human expert.

You have the option to check the existence of a description code on the selection line and apply a description code based on the criteria met on the action line.

You can make decisions based on a description code, even if it exists on any one of the accounts within a linked group, regardless of if it exists on the account the smart code is being applied to.

You have the option, once the smart code is applied, to add or remove a description code IMMEDIATELY or wait until the smart code is processed.

Here you have the option to add up to 3 description codes each time this smart code is used. (The codes will not be added if they already exist on the account.)

You also have the option to remove up to 3 description codes or use the group option to remove up to 20 description codes from an account each time the smart code is used. Note: These fields remove description codes BEFORE the selection criteria lines are processed in the front pages of the smart code.

There is also an option to stop the smart code from being applied to the account if any (up to 7) description code exist on the account or you can not allow a smart code to be applied unless a certain description code DOES exist on the account.

USING SMART CODES TO INDICATE THAT AN ACCOUNT WAS "WORKED"

While working an account may mean different things to different users of collection systems, within RMEx, working an account refers to updating the "date last worked" on an account. This date is displayed on the lower right-hand side of the first account detail screen is very important. If no special sort order is specified for a QCat (there is a system control file for QCat codes) accounts are presented in date last worked order within each QCat in the processing types. If the processing type is follow up dates or broken promises, they are presented in follow up date order.

The system also allows you to make decisions based on the date the debtor was lasted worked. (Linked accounts are considered)

Within RMEx, the date last worked is updated when a smart code is applied to an account, unless a special option is selected on the smart code. This also applies to linked accounts where the smart

code is duplicated. An exception to the above – if no notes are added by the user, no standard note is added or no letter is requested or automatically generated by the system, the date last worked is NOT updated.

If the management applies special smart codes to an account, such as through the multiple smart code assignment or account list for audit features (methods of applying a smart code to a large group of accounts), you may not want the date last worked to be updated. To accomplish this, you would select the "Y" option in "DO NOT UPDATE LAST WORKED".

SMART CODE SERIES

Smart codes can be applied by users or by the system based on special circumstances, such as at the end of a Contact Series or when a payment is processed.

What if you want the system to apply smart codes at different times in the future in a manner similar to a contact series which sends letters or sends an account to the dialer at a pre-defined times? Such as a second letter 15 days after the first, third letter 25 days after the second and so on. If we were able to have the system apply smart codes at pre-defined times in the future, we have a method of making decisions on an account in the future based on the conditions which exist at that time – not conditions which exist today. Such a feature would give us a method of economically reviewing and working an account, over a long period of time.

RMEx accomplishes the objectives described above with a smart code series. Similar to the concepts of the contact series, a smart code series can apply smart codes at user defined intervals. Additional features make the smart code series a very powerful management tool which can be easily incorporated into your procedures.

Some examples of using a smart code series would be the following.

- If a client specifies that their accounts must be closed and returned to them after 120 days, you could set up a smart code series to check the accounts for that client at, say 90 days. Any accounts which did not have the required amount of work effort (attempt, contacts) could, as an example, be transferred to a supervisor. 30 days after this (120 days after placement) the account could automatically be closed with a close code which was defined as an inactive balance. The smart code series could be set up on the account at the time the account was placed (there is an option for this at the client level) and two smart codes would be applied using the series, one at day 90, and the other 30 days after this at day 120.

- When accounts are recommended for close after "all efforts are exhausted", a smart code series could be started based on the account characteristics such as balance, existence of a good address, phone number etc. The smart code could generate letters, check the account and move it to a special collector if payments were received or new information was obtained. Based on the balance, a new credit report could be requested some time after the

collector initially recommended close. Although each company will have a different method of working its accounts, you can see with this example, that you have a method of having your system work accounts, which is more economical than allocating human resources for the same effort.

A smart code series can be started at the time an account is placed (at the client level) or can be started, resumed or stopped using a smart code. Note: When resuming a smart code series, if specified, will continue the series from the last completed step in the smart code series specified. If the smart code series on the account does not match the one entered on the smart code, nothing will take place.

There is an option to "HOLD" all contact series or smart code series, by client. The options are C for contact series, S for smart code series and B for both. This will stop all activity on the applicable series. When the flag is removed, the next sequence on each series will be resumed. Use this with caution! You do not want to accidentally stop your letters from being generated!

We also allow you to set up a smart code series at the worker level. How could you use this? Remember that this option applies to all the open accounts with the worker. An application of this would be to check if all accounts have been worked every 10 days. You would apply a smart code series that applied smart codes every 10 days. You would also select "Restart at end" The new option for smart code series by worker is within the smart code series. It will be displayed when you exit the smart code series option. You will be prompted for a worker or reporting group code. On the next screen you will be prompted for a smart code series and if it should be restarted at the end. You can enter a sequence number, but you should normally leave that blank. As the system progresses through the smart code series (applying smart codes to each open account for the worker) we will update the information on this screen to reflect the last sequence and the next sequence date. Information about the smart codes series by worker is not stored at the account level.

TRANSFERRING ACCOUNTS TO OTHER CLIENTS OR COMPANIES

At any time in the life of an account, it is possible to "transfer" an account to another client number through a smart code. The new client could be in the same company or in a different one. When an account is transferred through the smart code, it remains in its existing company. (it is possible to close the account) A new account with a new placement date and a placement amount equal to the primary balance is created. It is possible to also transfer secondary balances. In this case they will be added to the placement amount if they are reportable on the client statements.

The new account is created during Nightly Processing. There is an option to print a list of accounts which are to be transferred. A new account created by the transfer process is similar to an account which was entered into RMEx through one of the account entry processes. Some of the differences are the following.

- A note containing the original case number is created.

- If secondary balances exist, a note is created with the total of the secondary balances.

- There are options to transfer notes, other information (F16 screen, description codes, attorney, additional contacts, skip tracing and legal tracking information)

- There is an option to retain the existing commission rate for the new account.

The transfer is accomplished through a Smart Code. The client number to be assigned can be set up in the Smart Code (will use this client number for any account the smart code is applied to) or can be set up at the client level (will use this client number only for accounts belonging to this client). If set up at the client level, any transfers for that client number will create a new account with the client number specified in the client master.

An example of utilizing the transfer process is early-out in medical collections. An account would come in as insurance follow-up and transfer to full collections after specified effort or a given period of time. In many cases, the early-out accounts would be in a separate company from the collection accounts.

Note: The smart code MUST be set up with a company and client number for the transfer. If a company and client number is also set up at the client level, (in the client master) the company and client set up in the smart code ARE IGNORED – the information in the client master is used.

Account Transfer Edit- is on the Daily Operations Menu. This will provide a list of accounts to be transferred during the next Nightly Processing.

RECALCULATING COMMISSION RATES

Commission Rates are retained on each account. At the time an account is placed, a rate is calculated based on the fee code or rates set up in the client master. This rate can increase automatically based on the rules set up on the fee code or client. (e.g. skips, forwarded accounts, or legal accounts)

It is possible to change the rate on an account using a Smart Codes. The Smart code can re-calculate the commission based on the rules in the client master, or utilize a new fee code to assign a rate. This feature does not change the rate or amount of commission taken on payments posted prior to the change. This option is illustrated on the following page.

Remember that this option clears the existing Fee Code and Commission Rate on an account. It will recalculate a new rate (and Fee Code if applicable) based on the Client Master or an entirely different Fee Code which can be specified on the Smart Code.

Forwarding

In RMEx, forwarding is the process of assigning an account to another entity for collection. The account is assigned to a "forwarding agency" at a specific rate. The forwarding agency could be an attorney or a collection agency which must be set up in the client master as a client. Accounts can be individually forwarded (there is an option on the Daily Operations Menu) or can be forwarded using a Smart Code. When an account is forwarded, if the payment is received by the forwarded agent, that agent will often retain their commission and remit the balance. It is also possible that the payment will be made to the client or your company. Depending on the circumstances, the payment will have to be processed in different ways. There are different payment codes to handle the situations described above, and these are covered in the section on Payment Processing. If a commission is due to the forwarded agent, RMEx will calculate the amount due and remit the fee to the agent when client statements are run.

HOW SMART CODES CAN BE APPLIED BY THE SYSTEM

In RMEx, smart codes can be applied by a user from the account detail screen or by the system. The fact that the system can apply smart codes offers a high degree of automation, with the ability to closely duplicate the thought processes of a human expert.

The system can apply smart codes from the following system controls and/or under the following circumstances.

- There are options to apply smart codes at the time of placement on the client master.

- A smart code can be applied if a new account is a "perfect" match with an existing one from the linking system controls.

- If there is no perfect match when linking is attempted, (new accounts only) a different smart code could be applied from the linking system controls.

- At the end of a contact series, a smart code can be applied.

- Smart codes can be applied from the letter code system controls when letters are generated or if they fail to generate due to any reason.

- Smart codes can be applied from the Intelligent Scripting system controls

- Smart codes can be applied from the company information system controls based on the type of payment method a debtor requires

- Different smart codes could be applied based on the payment codes used during payment processing

- If a payment arrangement is broken, a smart code could be applied.

- Can be applied from the state system controls.

- Smart codes can be applied at specific intervals by a smart code series

- From the I-Score feature system controls the system can apply a smart code based on the score received.

- A smart code could be applied when returned mail is processed.

- A smart code can be applied when accounts are forwarded using the option on the daily operations menu.

- In some areas you can set up both a smart code and a specific override. The system will use this override and not check any other options such as client overrides. The main application of this may be with externally applied Smart Codes. This allows you to also use fewer Smart Codes.

To assist you with planning, some of the system control files which allow you to have smart codes automatically applied by the system.

The user ID within the notes created is usually coded so you will know from where the smart code was applied. For example, we have *CS for contact series (when a smart code gets applied through a contact series), *CL for client level and *SS for smart code series.

There is another option that will help with advanced work flow management. This addresses some unique needs. What if you want to apply a smart code in the future? The method you had was to create a delay (using a contact series or smart code series) and then apply the smart code at the appropriate time. This was NOT what smart code series were created for, although they have been used in that manner in the absence of any other option. What if the system allowed you to apply a smart code 5 days from now? At the smart code level, you now have the option to apply a different smart code a defined number of days in the future. So, smart code 702 (debtor has insurance) could be set up to apply smart code 703 (check if insurance was verified) 5 days from now! This appears in the lower part of the last page of the smart code. Now what to you do if you want to remove a smart code waiting to be processed? You also do that through a smart code. There is an option "Remove all future Smart Codes". If the same smart code applies and removes future smart codes, the removal options are run before the "ADD" options. To view all pending smart codes on an account, you will key in ?F in the smart code field on the account detail screen, this will display a window with the pending smart codes in date sequence. To determine that there are pending smart codes to be applied on an account, go to the second detail screen F10. To the right of the first smart code series date field (usually blank if there is no smart code series) we will show ++ if there are any pending smart codes to be applied in the future.

It is important to remember that planning is very important when you consider using the features we have described previously. Proper planning, implementation and increased levels of automation can result in significant gains in productivity.

USING SMART CODES TO "THINK" AND MAKE DECISIONS ON ACCOUNTS

One of the most exciting features of RMEx is its ability to think and make decisions like a collection expert. RMEx has an interface (the System Control files) which allows you to key in a great number of rules, exceptions etc. This information is referred to as the "knowledge base". RMEx has the ability to react to situations, changes in circumstances etc. and make decisions or take action based on the information set up in the knowledge base.

You should have reviewed the System Control files and understood some of the many features available through RMEx. This section will deal with the way in which Smart Codes can be set up to comprehensively evaluate accounts and take action based on the results of the evaluation. Here is an example.

Most collection managers will know how a $125.00 account should be handled if the following actions have taken place.

- There have been 4 attempts which have not resulted in a contact

- There have been 2 contacts with the debtor

- The debtor has promised to pay, but no payment was received

- The debtor has no other accounts

- The account has been worked for 60 days, has a phone number and address.

In this example the correct action may be to send a final demand 30 days from now and close the account as uncollectable or send it to another collector for a final talk off. However, if the balance was $550.00, the decision may have been to send another letter, obtain a credit report and take action based on the results obtained from the credit report. In most collection systems, the above decisions are made by a human. RMEx allows you to set up parameters which will allow the system to evaluate an account similar to the way a human would analyze circumstances, For example: how old is the account? Any payments made? What's the balance? How many attempts? How many contacts? And then take the appropriate action. Those actions could include but are not limited to closing the account or sending a letter.

This "thinking "is a part of the set up for a smart code and it will be described in the following pages.

The top part of the screen allows you to define certain sets of conditions to be checked. If an option is omitted, it is not checked. (e.g. If you do not specify a "Number of days with no Payments", this condition is not checked. If it was specified as 60 days, the conditions would not be met if a payment had been received from the debtor within the last 60 days.) For the conditions on a specific line to be met, all the specified conditions must be satisfied.

The lower part of the screen contains the options for the action to be taken if all the conditions on a specific line of selection criteria are met. Remember that the first action line corresponds to the first line of selection criteria and so on.

You can check the age from various activity (age from placement, age of oldest linked account, age from discharge date, age from admit date or age from service date), placement amount or current balance, linked placement amount or current balance, letters sent, existence of description codes, existence or lack of Poe or social security #, days not worked, days with no payment, existence or lack of phone number or address and number of attempts or contacts.

The option "sel" is a code which stands for "selections". It must be specified if a line of selection criteria is to be checked. There are two major types of codes which are used on this field. One is used to check a line, and if the conditions are met, remember this and omit this and any prior lines if the smart code is applied again. The other type of code will check the line but if the conditions are met, it does not stop the same line from being checked if the smart code is used again.

In this example, the smart code is to send a letter when an account has been in the system for 60 days, provided the linked balance is between $50 and $125, there is a social security #, a description code of 21, a phone number, a good address and no payments from the debtor. At 90 days a different letter is required. If the smart code was applied at 50 days, nothing would happen. If it was next applied at 62 days, the first condition could be met (since the account is at least 60 days). If the smart code was applied again at 80 days, we are not ready for the second letter. Even though the account is over 60 days old, we do not want the first condition to be met again, since this was done before, and the corresponding action taken. The "Y" in the selection field will make sure that once a condition is met (in this case, the first one), that condition will NOT be checked again. This means the second condition will be met Once after the account becomes 90 days old.

In this example, the Smart Code is "Debtor Needs Statement". We will transfer the account to one of two workers, depending on the linked balance. (Balances less than or equal to $ 125 to one worker and all other accounts to the other worker) In this example, a $75 account will be sent to the first worker when this Smart Code is applied. If the same Smart Code was applied 30 days later, we want to take the same action as before. This is accomplished with the code "R" (Repeat) for Selection.

 There are 5 lines of selection criteria on this screen. Pressing the ENTER key will display 5 additional lines. There are a total of 4 pages of selection criteria and corresponding actions, allowing a total of 20 different conditions. If you need additional lines, you can use the "Note to be Added" section

from the 20th line to apply another Smart Code, giving you, in effect 20 additional selection and action lines. (See the section on "How a Smart Code can Apply another Smart Code")

Some things you should remember about the way the selection criteria and actions are processed.

 - If the "R" (repeat) or "S" (repeat with printing) option is not used, the system will start checking from the first line after the last "completed sequence". If no decisions have been made in the past, the system will start its checking at line 1. If the last decision made was as a result of the conditions on line 3, the system will start checking from line 4.

 - If one of the repeat type options is used, the system will start checking from the first repeat type line, even though one of those conditions may have been satisfied in the past.

 - When a Smart Code is used and selection criteria and actions are specified, only one condition can be met for each time the Smart Code is applied. e.g. If the conditions on lines 2 and 3 are both satisfied, only line 2 is selected, and the corresponding actions taken. Line 3 will be satisfied the next time the Smart Code is applied.

 - The selection option "P" is similar to the option "Y" but prints on a Smart Code report generated during Nightly Processing.

 - The selection option "S" is similar to the option "R" but prints on a report generated during Nightly Processing.

 - The selection option "W" is similar to the option "Y". It also prints on a report generated during Nightly Processing, when you are approaching the time when that condition will be met. (It warns you that you are getting close to meeting the conditions on that line)

 - If you have logic which is time-dependent, make sure they are arranged in sequence on the selection and action lines. e.g. If you want to do different things at 60 days and 90 days, make sure the 60-day logic is before the 90-day logic. (i.e. Put the 60-day logic on line 1 and the 90-day logic on line 2) If you put the 90-day logic before the 60-day logic, the 60-day conditions will be met, but the system will not meet the 90-day conditions, because that logic will be on a line prior to the 60-day logic. (In this example, you will probably be using the "Y" selection option, since you do not want to repeat prior decisions.)

 - If you wish to incorporate decision-making into several Smart Codes, (e.g. You want to minimize overworking of accounts by adding similar logic to many standard Smart Codes, checking for attempts and contacts on non-paying accounts and closing them based on the linked balances) do not set up the selection criteria and actions on each Smart Code. You will have a great deal of maintenance changing several different Smart Codes when you need to make an adjustment to one of the conditions. A better approach would be to design one Smart Code with the required selection

March 2022

criteria and actions and apply this Smart Code (using the "Note to be Added" field) each time a code was applied on an account. When changes are needed, you only need to change one Smart Code!

HOW DECISION-MAKING INTERACTS WITH THE "LAST SCREENS" OF SMART CODES

On the last screens of the Smart Code set up, there are some options which impact the decision-making logic.

  - Since all the actions specified on the last screen take place even if no selection criteria are satisfied, you can indicate that no action is to be taken if selection criteria exist and at least one condition is not met.

  - You can stop all selection criteria and actions being checked based on the existence of certain description codes. (Option called "Stop Decisions on Codes")

  - Even though a Smart Code may get applied (by the system) you can stop any action from being taken (Decisions and last screens) based on the existence of certain description codes. (Option called "Description codes needed")

  - There is an option to stop decision-making on legal accounts.

All of the options on the last screens are applicable whether the conditions on the selection criteria are satisfied or not. Once you have a better understanding of the selection criteria and corresponding action which can be taken, you will realize that some of the options available on the "last screens" are not available as options for actions on the first screens. (e.g. starting a Contact Series, changing the Split Collector code etc.) What if you need to use some of these features based on the conditions on the selection criteria being satisfied?

The answer is the application of another Smart Code through the actions. (using the "Note to be Added" field) On this Smart Code you would specify the required options, remembering that this Smart Code only gets applied if the selection criteria are satisfied.

The options relating to the information presented with reference to decision making and the last screens are illustrated on the following pages.

Setting up several lines of decisions can be a complex task. It is easy to make simple errors, and you must therefore make it a point to check your logic by testing the Smart Code before it is actively incorporated into your procedures.

Successfully implemented, the decision-making potential of RMEx will give you extremely high levels of automation, resulting in significantly increased productivity.

HOW TO COPY INFORMATION FROM ONE SMART CODE TO ANOTHER

   When a new Smart Code is being created, it is sometimes useful to be able to model it based on an existing Smart Code. You will also remember the many decision-making lines which can be set up, and having the ability to copy information set up in one Smart Code to another is a great help.

 On the first screen on the Smart Code set up, there are options to copy information from an existing Smart Code when a new code is being defined. For an existing code, there is a method of copying Selection Criteria (Decisions) and Actions from one Smart Code to another.

- Recognizing the need to be able to easily move information across Smart Codes, we have a new program that will copy information from the base Smart Code to the overrides. In addition, you can set up some options across all Smart Codes too. From the Smart Code duplication options (3rd System Control Menu) you will see the following when you select "Smart Codes".

```
                                                                    EXIT

                        System Control File Duplication

          SMART CODES

          Copy from company code      ▢

                To company code       ▢


          Duplicate from base Smart Code to overrides (Y) (Applies to current company)

          Type               ▢    RPC               ▢    Called us          ▢
          Advance to next    ▢    Duplicate         ▢    Duplicate on ALL   ▢
          Stop contact series ▢   Open linked cases ▢    Stop audit notes   ▢

          In client master, select "Use ACat for Smart Codes" (Y)      ▢
          (Applies to current company)




          F7-Exit     Press ENTER to Process Information
```

You can leave the copy options blank and have the system duplicate the selected options from the base smart codes to all of the overrides. This is a good time to remind you that Smart Codes and their overrides must have the *same* basic meaning. E.g. You should never have the base Smart Code

defined as attempt and the overrides for that Smart Codes defined as contacts.

If you use ACat codes, and you want the ACat code to be used for Smart Code overrides, you need to tell they system to do that at the client level (because ACat Codes may mean different things for different clients). The above option allows you to put a Y in all of the clients for the "Use ACat for Smart Codes" option.

Smart code Mapping:

 In RMEx, a user could setup smart codes under several areas such as in client setup, account linking parameters, letter codes, payment arrangements etc.   This inquiry option allows the facility to review the different areas where a particular smart code is setup in RMEx. Enter any valid Smart Code to look at RMEx and display the different areas where a Smart Code has been defined.

You can also do a Smart Code search by override code. On the first screen (Smart Codes system control file), leave the Smart Code blank, enter an override code and press F3. The system will only display the Smart Codes that have that override code. Want to only display a list of the base Smart Codes? Enter "BASE" in the override code and press F3. Want to start the search from a specific point? Enter the starting Smart Code in the Smart Code field and press F3.

Category code for Smart Codes - On the first Smart Code screen, there is a field called "Category". This is a user-defined, alpha-numeric code and allows you to "group" Smart Codes. You can have different category codes for the standard smart codes and the overrides for that smart code. When you use F3 to search, you can enter that code at the top of the screen. Only those Smart Codes will be displayed. There is a set up option for the category codes. You must set up the code before you can apply it to a Smart Code. To do this, go to the search screen and take option for Category search. This will allow you to view, add and edit new category codes.

HOW A SMART CODE CAN APPLY ANOTHER SMART CODE:

 There are some reasons why one Smart Code should be able to apply another Smart Code. These are as follows.

  - If you want RMEx to be able to closely duplicate a human expert in its ability to analyze circumstances and make decisions, the rules and logic required could be very complex. Although a single Smart Code can analyze an account fairly comprehensively, it is very possible that based on the information obtained, it will be necessary to "branch out" and perform other tests before being able to make a final decision. In many cases, the ability to "branch out" will be accomplished by one Smart Code applying another, which in turn could apply other Smart Codes.

  - We have shown you how some of the actions on the last screen can not take place based on the type of logic available in the selection criteria. As an example, there is no option in the "Actions" to

allow you to start a Contact Series based on a balance range in the "Selection Criteria". This could be accomplished if we were able to apply a different Smart Code as a part of the "Actions".

In the Selection Criteria and Actions section, RMEx allows you to apply a Smart Code as a part of the actions by using a special code in the "Note to be Added" option. If this is coded as *XXX* where XXX is a Smart Code, that particular Smart Code will be applied if the conditions on the Selection Criteria are satisfied. The other actions also take place under these circumstances.

This feature would allow you to check the linked accounts and apply a Smart Code on ALL of the linked accounts based on the conditions on a SINGLE account! The duplication is accomplished by entering "DUP" immediately after the 2nd asterisk. E.g. *501*DUP will apply Smart Code 501 and duplicate it on linked accounts based on the Smart Code rules. Any text AFTER the DUP will be added as a note on the account.

APPLYING A SMART CODE TO A GROUP OF ACCOUNTS:

A Smart Code is capable of evaluating circumstances, making decisions and taking action in a manner similar to a human expert. Obviously, this decision making potential is available only because an expert has been able to use RMEx to "program" the way accounts should be worked and different circumstances evaluated.

Smart Codes can be applied by users or by the system, based on the way the System Control files have been set up. There are several instances where a Smart Code has to be applied to a large group of accounts, and it is not feasible to manually apply the Smart Code because the number of accounts involved is very large. Some examples are the following.

- A large number of accounts have to be closed.

- A special letter is to be generated for a large number of accounts.

- Due to an error on the client file, the wrong commission rates were set up on a batch of accounts. These need to be corrected.

In these examples, it is easy to design a Smart Code to accomplish the objectives. We require a method of easily applying the Smart Code to the required accounts.

The objectives can be accomplished using the "Multiple Smart Code Assignment" or "Account List for Audit features in RMEx.

These give you a method of selecting a group of accounts and applying a Smart Code to the selected accounts. If applicable, Smart Codes will be duplicated on the linked accounts.   First we will review the "multiple smart code assignment"

One option will select the accounts and apply the Smart Code to those accounts. Another option, a "Simulation", will tell you what will happen based on the selection specifications and the Smart Code options. i.e. How many accounts will be selected and how many will meet the conditions on each of the different selection criteria lines? Since the Smart Code is being applied to a large number of accounts, running a simulation is recommended since it minimizes the chance of an error due to an incorrectly defined Smart Code or an oversight in the selection specifications.

Based on the options, the accounts will be selected. If you are not running a Simulation, the number of accounts qualifying (based on the selection options, not the logic within the Smart Code, and without duplication on linked accounts) will be displayed for verification. Since the Smart Code has not been applied at this stage, you must take the option to cancel the job if you have any doubts about the validity of the selection.

Once you have asked the system to continue based on the numbers displayed, the Smart Code will be applied to the selected accounts. Once this part of the job has started, you will not be able to start another "Multiple Smart Code Assignment" until that job has completed. If you wish to cancel the job after you have selected the option to continue, you can do so by selecting the menu option for the Multiple Smart Code Assignment. You will then be informed that a job is being run for this user, or a prior job as not completed. Provided the option was selected within about 1 minute of the job being submitted, you can cancel the request, and the Smart Codes will not be applied. If the process of applying Smart Codes has been started, the job can not be cancelled in this way. (The system will let you know if this is the case) You will have to cancel the job using the AS/400 commands. (In this case it is possible that some of the Smart Codes would have been applied.)

A Smart Code simulation provides a method of analyzing the impact of applying a specific code to a group of accounts. It also allows you to evaluate your database in a variety of ways. As an example, you may wish to find out how many accounts for a specific client, have a balance between $200 and $300, have a good phone number, have not been paid and have had at least 2 contacts?

You could design a Smart Code with selection criteria and actions to make the above evaluation, but not set up any actions. You then run a Smart Code simulation, selecting the accounts for that client with a balance between $200 and $300, asking the system to apply the Smart Code you designed. The system will select the accounts and produce a report indicating the number of accounts selected (including duplication on linked accounts) and the number of accounts which satisfies the different selection criteria lines of the Smart Code. (This will take into account any Smart Code overrides which may be applicable)

The Smart Code simulation does not apply any Smart Codes to the selected accounts. You can change the Smart Code or the selection options and re-run a simulation as many times as you need. When a simulation is run, the report will include a "Reference Code" for that Smart Code simulation. When you select the simulation option you will be presented with a screen which will show you the Reference Code for the last Smart Code simulation which was run. You now have the option of proceeding with a new Smart Code simulation or applying the specified Smart Code to the accounts

which were selected by the last Smart Code simulation. (You must check the Reference Code to ensure that you are working with the same Smart Code simulation as the report)

The following page shows you the screen which allows you to run a new Smart Code simulation (cancelling the previous one) or apply the Smart Code to the accounts selected on the previous simulation.

Apply Smart Code from a user file

RMEx provides an option to apply a smart code from an external file. This is option is located on the "Multiple Smart Code Options" menu. The user file must contain company, case number and smart code in a PC text file. You will be able to provide a file name for the file that needs to be accessed (either an ISeries file or a document on a folder).

Account List for Audit:

This is an exciting inquiry option that allows you to quickly search and drill down in real-time or batch processing, to individual account information in RMEx. Once you have identified a specific group of accounts, you can print that list or even apply a Smart Code to that group of accounts. The process is initiated through a powerful selection mechanism that is even more advanced than the Multiple Smart Code assignment! The only requirement is at least an owner, worker or client code must be specified.

The user can also define up to 3 sort options.

After the list is displayed,

The information can be printed by using the F6 key

A Smart Code can be applied to the listed accounts by using the F5 key. (The user must have access in system security to the "Multiple smart codes" option to select this feature.) The option is not displayed if the user does not have the appropriate authority.

Using F12, the format of the displayed information can be changed. (Client account number and client name are displayed)

By selecting a line number in the list, the user can display the selected account just as they could in account inquiry.

We will review the account list for audit in a separate training session.

SMART CODE OVERRIDES:

While Smart Codes give RMEx its foundation for intelligent behavior, there are other requirements for an intelligent system. One of these requirements is the ability of the system to consider different circumstances and adjust its behavior based on those circumstances. Let us consider an example. You have decided that a $150 account should be closed after 3 attempts and 1 contact, if no payment has been received within 90 days. A human expert would give some consideration to the experience of the person working the accounts. A contact made by an inexperienced collector would not be the same as a contact by a senior collector. Maybe we would like to allow for 2 contacts in the case of a less experienced collector?

Another example could be the case where a specific client has instructed you that their accounts must be worked for a period of at least 120 days. If you set up the system to close certain accounts after 90 days, you do not want this to happen if the account belongs to a specific client. We would also like this decision to be taken by the system and not the human, since we are trying to build a system which can make decisions like a human expert would.

The collector and worker override codes are 2 to 4 characters and blanks can be used.

The contact series and ACat override codes are 2-character fields. They are entered left-justified.

RMEx was designed to allow the system to make different decisions based on different circumstances. These circumstances are as follows.

The account is in a Contact Series. When an account is in a Contact Series it is being worked by the system. It is very possible that a "Promise to Pay" while in a Contact Series should be handled in a different manner from a "Promise to Pay" while the account is being worked by a collector.

Based on the type of account. It is possible that the same client will place different types of accounts. In the medical area, a Medicare account will probably need to be handled in a different way from any other account, when the debtor disputes the bill.

Based on the client. There are many reasons why accounts for different clients will need to be processed in different ways.

Based on the Worker Code on the account.

Based on the Owner Code on the account.

If the debtor has made any payments in the past, there may be different rules compared to a debtor who has never made a payment.

It is very possible that different thinking is required depending on whether the debtor has multiple accounts or not.

We have talked about working accounts in different ways, having different rules and thinking in different ways based on the different circumstances described above. How does this translate into options within RMEx? In RMEx, accounts are worked by applying Smart Codes. (Users or the system can apply Smart Codes.) Take the example of a Smart Code called "Collector   Recommends Close". The standard in your company may be that if the linked balance is less than $ 100, the account can be automatically closed by the system. What if one client's accounts must additionally checked for the age from placement? Ideally, the collector should not be concerned about that special client. In an intelligent system, the user should be able to apply the same Smart Code for all accounts, but have the system behave differently with accounts placed by the special client.

This intelligent behavior is accomplished through the use of Smart Code Overrides.

On the Smart Codes System Control file, you may remember a field called an "Override" code. This is an alphanumeric field which is used to define a "variation" of a Smart Code. E.g. You could have a Smart Code 101 override "C1" and a Smart Code 101 override "X7A1". These two Smart Codes are variations of the "Standard" Smart Code 101, which is set up using an override code of blank. (You must always set up a Standard Smart Code before defining and using overrides.)

To remind you of the override code, the Smart Code screen is shown on the next page.

Let us review the circumstances under which a Smart Code should "think" in a different way.

  a) If the account is in a Contact Series

  b) Depending on the type of account

  c) Depending on the client

  d) Depending on the worker code

  e) Depending on the owner code

  f) If there are linked accounts

  g) If the debtor made payments on any accounts
Items a) through e) are accomplished using Smart Code overrides.
Items f) and g) are options within a Smart Code.

a) ACCOUNTS IN A CONTACT SERIES

If a Smart Code is applied to an account and that account is in a Contact Series (the Contact Series sequence is less than 9) you can set up an override code at the Contact Series level. When a Smart Code is applied, the system will first check for a Smart Code with that override code before checking the next level which is account type.

The manner in which a Smart Code override is set up on the Contact Series is shown on the next page.

In this example, if Smart Code 101 is applied to an account in Contact Series "01", Smart Code 101 override "G1" will be used if it exists.

b) SPECIAL TYPES OF ACCOUNTS

If a Smart Code is applied to an account and that account is of a special type (e.g. a Medicare account) you can set up an override based on the ACat Code (Account Category). The ACat code is maintained on the account master, and you will need to activate an option at the client level and set up a Smart Code override with the ACat Code as the override, in order to obtain different results based on the type of account.

The manner in which a Smart Code override is set up based on the ACat Code is shown on the following pages.

Once the client master option has been set up and accounts have been defined with an ACat Code, you are ready to set up appropriate override codes for those Smart Codes which are to react in a different way based on the type of account being processed.

The way an ACat override "A1" is set up for Smart Code 102 is identical to the example of using an override with a Contact Series. You set up the Smart Code with an override code of "A1". Since we will be using a 2-character override code which will be used for different purposes (we have already discussed the Contact Series and ACat overrides), you should not have a Contact Series override code of "A1" if you have an ACat Code of "A1" since these codes will overlap when overrides are used. This is true for the other override codes such as client, worker and owner codes. These rules of coding are very important if you plan to utilize Smart Code Overrides. To summarize the rules for coding with Smart Code overrides, you must set up unique codes for Contact Series override codes, ACat Codes, Client override codes, owner and worker codes.

c) SPECIAL RULES BASED ON THE CLIENT CODE

If a Smart Code is applied to an account, you can set up an override based on the client code on the account. You will need to activate a special option on the client master file to obtain different results based on the client code.

The manner in which a Smart Code override is set up based on the client code is shown on the following pages.

Multiple Smart Code overrides can be defined. The order is important. The processing priority for override codes is the order they are defined from left to right. When a Smart Code is applied it will check the override codes and select the first override that qualifies. An example of requiring more than one override code could be - you have different rules for this client for certain Smart Codes, and special rules for some Smart Codes based on the type of client. If there are no special rules for this client, (one override code) you may want to check rules for the client type. (a different override code)

Once the client master option has been set up, you are ready to set up appropriate override codes for those Smart Codes which are to react in a different way based on the client code. Remember that you can use the same override codes for different clients.

The way a client override "C1" is set up for Smart Code 102 is identical to the example of using an override with a Contact Series or ACat code. You set up the Smart Code with an override code of "C1". As discussed earlier, you need to consider the way in which Contact Series overrides, ACat Codes, Client override codes, owner and worker codes are defined, the same characters should not be used for multiple features.

d) ACCOUNTS ASSIGNED TO A SPECIAL WORKER

If a Smart Code is applied to an account and that account is being worked by a special worker, you can set up an override based on the Worker code on the account. You will need to activate a special option on the collector master file to obtain different results based on the worker code. The manner in which a Smart Code override is set up based on the Worker code is shown on the following pages.

Once the collector master option has been set up, you are ready to set up appropriate override codes for those Smart Codes which are to react in a different way based on the worker code.

The way a Worker override "01" is set up for Smart Code 102 is identical to the example of using an override with a Contact Series or ACat code. You set up the Smart Code with an override code of "01". As discussed earlier, you need to consider the way in which Contact Series overrides, ACat Codes, Client override codes, owner and worker codes are defined, the same characters should not be used for multiple features.

e) ACCOUNTS ASSIGNED TO A SPECIAL OWNER

If a Smart Code is applied to an account and that account is owned by a special collector, you can set up an override based on the Owner code on the account. You will need to activate a special option on the collector master file to obtain different results based on the owner code.

The manner in which a Smart Code override is set up based on the owner code is shown on the following pages.

Once the collector master option has been set up, you are ready to set up appropriate override codes for those Smart Codes which are to react in a different way based on the owner code.

The way an Owner override "01" is set up for Smart Code 102 is identical to the example of using an override with a Contact Series or ACat code. You set up the Smart Code with an override code of "01". As discussed earlier, you need to consider the way in which Contact Series overrides, ACat Codes, Client override codes, owner and worker codes are defined, the same characters should not be used for multiple features.

f) SPECIAL RULES BASED ON THE EXISTINCE OF LINKED ACCOUNTS

If a Smart Code is applied to an account and that account has linked accounts, you can set up an option on the Smart Code which will look up a different Smart Code in order to determine the action which should be taken. This feature has to be set up on each Smart Code which will require different "thinking" based on the existence of linked accounts.

The manner, in which a Smart Code is set up to look up a different Smart Code when linked accounts exist, is shown on the following pages.

Note that the feature to use a different Smart Codes based on the existence of linked accounts applies in addition to the Smart Code overrides described earlier. Let's consider an example. If Smart Code 101 is applied to an account, the system will first check for overrides based on the Contact Series, ACat, Client, worker and owner codes, in that order. If no valid override is found based on these options, the standard Smart Code is used. (blank override code) Once the correct Smart Code to be used has been determined, the system will check if there is a special Smart Code to be used based on the existence of linked accounts. If a Smart Code is specified and linked accounts exist, that Smart Code will be checked for overrides. (Contact Series, ACat Code, Client overrides, worker and owner override codes followed by the standard Smart Code) The appropriate Smart Code will be retrieved and used.

For Prior Pmt. look up Smart Code   Return to Owner

If Linked Accounts exist look up   901 <-----------------

Cost Associated with Code   .75

g) SPECIAL RULES BASED ON PRIOR PAYMENTS

If a Smart Code is applied to an account, you can set up an option on the Smart Code which will look up a different Smart Code if there has been a payment on any of the linked accounts. This feature

must be set up on each Smart Code which will require different "thinking" based on the existence of any prior payments.

The manner in which a Smart Code is set up to look up a different Smart Code when prior payments exist, is shown on the following pages. Note that the feature to use a different Smart Codes based on the existence of prior payments applies in addition to the Smart Code overrides described earlier. Let's consider an example. If Smart Code 101 is applied to an account, the system will first check for overrides based on the Contact Series, ACat, Client, worker and owner codes, in that order. If no valid override is found based on these options, the standard Smart Code is used. (Blank override code) Once the correct Smart Code to be used has been determined, the system will check if there is a special Smart Code to be used based on the existence of prior payments. If a Smart Code is specified and prior payments exist, that Smart Code will be checked for overrides. (Contact Series, ACat Code, Client overrides, worker and owner override codes followed by the standard Smart Code) The appropriate Smart Code will be retrieved and used.

Smart Code overrides give you a method of changing the way the system "thinks" based on the key factors which affect the way an account is worked. This is identical to the way a human would evaluate an account, asking questions such as "Who is the client?", "Who is working the account?" and "Are there multiple accounts?" We expect a collector to ask all these questions each time an account is worked, but it is humanly impossible to do this when we are dealing with large numbers of accounts. With RMEx, the rules can be set up for many of the standard situations and we are able to almost eliminate the possibility that a user will forget that a special client's accounts should not be closed until the account has been worked for at least 6 months.

Unfortunately, setting up Smart Code overrides to accomplish special behavior for special circumstances takes a great deal of thought and planning. It is one of the areas of RMEx which could be described as "advanced", but in a complex business such as collections, it has its place and is required in order to provide very high levels of automation.

PRINTING SMART CODES

RMEx has options to allow you to print the options set up for an individual Smart Code or all Smart Codes. These options are available from the Smart Codes option on the System Control Menu. The option to print all Smart Codes is on the first screen which allows you to select a Smart Code. The

option to print an individual Smart Code is on the first screen displayed after a Smart Code has been selected. These options are shown on the following pages.

We have added tracking for the Smart Codes that do not create notes. You will now know when these Smart Codes were used! In addition, we will track the use of Smart Code overrides to help you know exactly which version of a Smart Code was used! Access to the new screen is on the F11 notes screen (F10 - Audit Notes).

We now have the concept of an override at the time we apply a Smart Code. This is a powerful concept. It allows you to set up one Smart Code and have different overrides that get defined at the time the Smart Code is applied. The system will use this override and not check other options such as client overrides. The main application of this may be with externally applied Smart Codes. It will allow you to also use fewer Smart Codes than in the past.

The override can be specified when a user applies a Smart Code from the account detail screen. In the Smart Code System controls, on the first back screen, we have a new option "X-code (Y,b)". This is towards the top of the screen. This allows you to control the use of the override on the Smart Code window. A "Y" is used to open the field and allow it to be entered. Use a blank to hide the field so it is not displayed and cannot be accessed.