QUANTRAX CORPORATION INC.

I-Load

New Business Load Program

For RMEx Users

Quantrax Corporation

I-Load: User Defined New Business Load Program

New business placement files are the heart and soul of the collection organization. Without these files, there would be no accounts for your organization to work. Quantrax understands the need to have these files loaded in a fast and accurate manner. We also understand that many of your clients are providing you with files that DO NOT need complex programming. In a perfect world, your clients provide you a file layout and test file months in advance of going live with a new placement file, right? We all know that does not happen in our world. It always seems to play out, here is the file and we need the acknowledgement of this business in 24 to 48 hours! Does this sound familiar? Wouldn't it be nice to be able to have a new client or existing client's business file, programmed and loaded the day you receive the file? Yes. Quantrax has now made this a reality.

Quantrax is pleased to announce our latest RMEx product, "I-Load", a user defined new business load program. This program allows you, the user; to create, manage and execute your very own new business load.

Quantrax now allows you to design a standard new business load without the cost and time associated with a third party programmer. This program has been designed with the user in mind. Quantrax understands the need to make a product that all users can understand and operate. That is why when developing the RMEx I-Load Program; we took into consideration the level of the user. We designed this product so that a novice can successfully create and operate new business loads. You will not need a highly skilled technical person to handle this job. Someone who is detailed oriented that understands or is familiar with data files and RMEx field files can handle this task.

What You Need To Do To Get Started

To purchase I-Load or request an upgrade to the current I-Load code, please contact support@quantrax.com.

Highlights Of The I-Load Program

Process any delimited file or a fixed length file
Process a multi-file or multi-record load
Convert various date formats
Convert various money formats
Combine multiple fields (including dates) to create unique Client Account Numbers
Process certain combined fields such as names and city/state/zip
Add data to the most commonly used New Business fields
Add multiple balance types
Add data to the Note file
Add data to multiple User-Defined Windows
Add data to Co-Signer screens
Add data to some of the F16 screen including the F6 Medical screen
Add data to the Other Phones Window
Apply certain actions to the load to override the Client master set up
Ability to share data between certain fields based on the nonexistence of data in the file

In the next phase of the I-Load program, you will be able to add data to the fields listed below:

Load data to the UB04 and 1500 screens
Add F16 screens for Commercial (C), Bad Check (B & Q) and Financial (F) client

Understanding some of the I-Load basics:

- Each New Business load must be assigned a NB Load Format Name. This Format Name is user defined and is what will be used to process the future New Business loads.

- Each New Business load must also have a File association. This field will always defaulted to PRIMARY for single file layouts and will not change.

- For multi file layouts, the main file will be PRIMARY and the secondary files will be user defined.

- For multi record layouts, the main record will be PRIMARY and the secondary records will be client supplied.

- For multi file or multi record layouts - you will be mapping separate I-Load screens for each record or for each file.

- For multi file layouts - you **must** set up the File Loading Information screen for each file.

- NB Load Format Names and File associations are used to associate the Data Translation Tables and Secondary Files with the New Business Load.

- To make the mapping process easier, I-Load has been segregated into individual screens that closely relate to the actual user screens where the data resides.

- Data mapping in I-Load is handled by assigning field numbers to the data fields in the file. In most cases the input field for the field number will be directly to the right of the field name. However, in some cases we have labeled them with **FLD** or **Field#**.

- Due to limited screen space, some labels may be abbreviated on the screen.

- I-Load can handle files with up to 300 fields.

If the file is a delimited file, you can assign field numbers simply by opening the file in excel, click on file, click on options, click on formulas and select R1C1 reference style.

Example:

	1	2	3	4	5	6	7	8	9
1	first name	last name	street address	city	state	zip code	last transaction date	balance	account number
2	AJOSEPH	FOXX	PO BOX 612	ASHLAND	MT	59003	10/12/10	100.00	238946512
3	AJOSEPH	FOXX	PO BOX 612	ASHLAND	MT	59003	10122010	100.00	238946512

NOTE: For Date fields you want to double check and make sure they are all formatted properly. If they do not have a separator in them, they must contain any leading zeros for single digit days or months. Ex. Aug. 1st, 2012 must appear as 08012012 NOT 8012012.

If the file is a fixed file, we have provided a screen for mapping. This screen is further described in step 2.
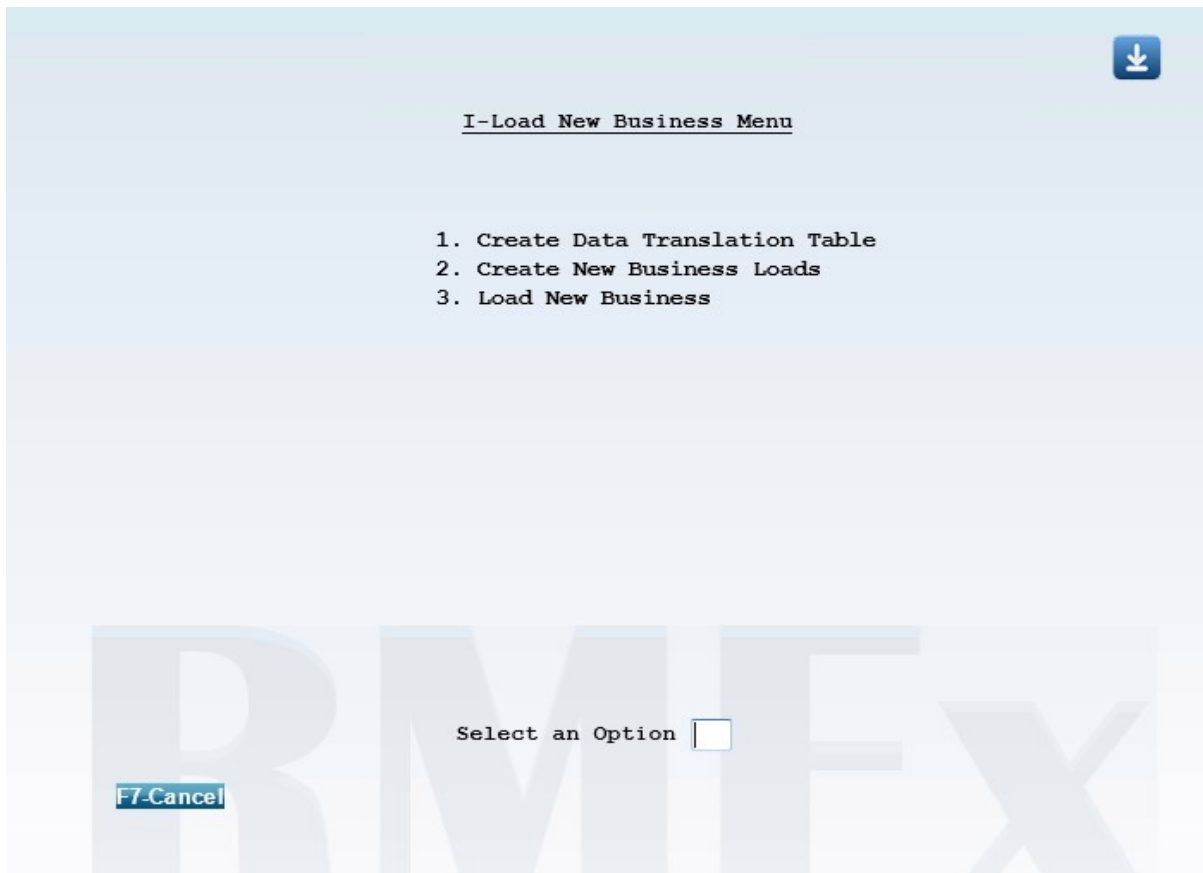
Getting Started:

- Your client must provide you with a file layout and a file (can be test or live data).
- Determine if any data in the file will need to be translated.
- Understand what type of file layout you are working with.
- Decide what the NB Load Format name will be.
- Understand how the fields are formatted. Ex. Are dates in MMDDCCYY format with a / separator (01/01/2007) or a different format? Do dollar amounts have a decimal in the file? Does the debtor name have a comma or a space in it (last, first or first last)?
- Review the data in the file to make sure amounts and dates all appear in the same format.
- You must know how to load a file to your AS400.

To access the I-Load feature, select I-Load Options from the Special Options Menu.

```
Company: 99                    MENU: SPCOPT                  Date :  1/30/13
                           -Special Options Menu-            Time : 19:08:44


    1. Multiple close-out           13. Create new queues for a worker
    2. Multiple collector change    14. I-Load Options
    3. Multiple Smart Code assignment  15.
    4. Multiple selected letters    16. Scrub Services Interface Options
    5. Account load edit (Electronic)  17.
    6. Account load posting         18.
    7. Single letter information edit  19.
    8. Single letter printing       20. Save INTELEC libraries
    9. Change placement dates       21.
   10. Multiple change of client codes  22. Return to Main Menu
   11. Client consolidation         23. Change company to be processed
   12.                              90. SIGN OFF

   50. Custom options                        RMEx
                                   © Copyright Quantrax Corporation Inc. 2012

Ready for option      [  ]

1 Owe Us Collections                                  User : DEBBIE
```

There are 3 options associated with the I-Load module.

```
                    I-Load New Business Menu


                1. Create Data Translation Table
                2. Create New Business Loads
                3. Load New Business




                    Select an Option  [   ]

F7-Cancel
```

NOTES:
If you have determined that data within the file will need to be translated continue to step 1.

If you do not need data to be translated continue to step 2.

Step 1 – Creating Data Translation Tables

4 field options can be translated from the data file:

- Mail Return – If the file contains a mail return indicator, this indicator can be translated to the RMEx mail return flag field on the Account Detail screen.
- Original Creditor – If the file contains the original creditor's name, this name can be translated to the RMEx original creditor field at the account level.
- Client Code - If the file contains an indicator that should be used to assign an RMEx client code, this indicator can be translated to the assigned RMEx client code.
- Description Code - If the file contains a unique indicator that represents something your collectors may need to know or the system needs to use to make decisions on, you can set up a Description code in RMEx and that indicator can be translated to the RMEx Description code.
- Greeting Code - If the file contains a greeting code indicator, this indicator can be translated to the RMEx greeting code field on the Account Detail screen.

To set up a Translation Table, select option 1.

Data Translation Table

Format   TEST

File   PRIMARY

Field#   023

Search value   FC

F3-Search   F7-Exit

- Enter the NB Load Format name.
- Enter the file association (default is PRIMARY).
- Enter the file field number where the data resides.
- Enter the Search value (text must be entered as upper case only). This is the file field data that I-Load needs to look for.
- Hit enter for next field.

```
                    Data Translation Table

      Format   TEST

      File     PRIMARY

      Field#   023

      Search value  FC

      Return value  523958
      Delete (Y)
```

F3-Search   F7-Cancel

- Enter the Return value. This is what I-Load should input to RMEx.

NOTE: If you make a mistake or you need to change an existing Translation Table, you must delete the existing Translation Table and create a new one. To delete an existing Translation Table, enter a "Y" in the Delete (Y) field and hit enter.

NOTE: Data must be entered in upper case.

In the example above we have set up:
A Translation for the NB Format name TEST.
The File association is PRIMARY.
I-Load needs to check field 23 in the file and search for an indicator of FC.
If I-Load finds the FC in file field 23, it needs to add client code 523958 to that account.

The above step will need to be repeated for each translation needed for the file

Once the Data Translation Table has been created, you will need to associate the Translation table with the NB Load Format name it was created for. This is described in Step 2.

Step 2 - Creating New Business Loads

To set up a New Business Load, select option 2.

- Enter the NB Load Format name.
- Enter the file association.
- Enter a Y next to the RMEx screens that you will be adding data to.
- Hit enter to access the selected screens.

NOTES:
- You will always need to select the File Loading Information screen.
- If you are creating a new load program that is very similar to an existing one, there is also a copy option. BUT…do not forget to make all necessary changes needed to the new one.
- To delete an existing NB Load Format, put a "Y" in the Delete field and hit enter.
- To find Secondary file names you can put your curser in the file field (where PRIMARY is) and hit F3.

ACCOUNT DETAIL SCREEN

```
                          Load Format Maintenance
                              -Account Detail-

Format Name    TESTD_____        _              PRIMARY_____

Guarantor Last Name     [    ]    First Name   [   ]   Middle Initial   [   ]
Guarantor Name Combined      [   ]      Format      [   ]
Extra Address    [   ]     Street Address    [   ]    Use special logic (Y)  [   ]
City  [   ]    State   [   ]    Zip   [   ]    Combined   CSZ [   ]   CS [   ]   SZ [   ]
Client Account Number      Field 1   [   ]   S [ ]   Field 2 [   ]  S [ ]  Field 3 [   ]
  Client Acct# Date Conversion:               Remove/Pad Leading ZERO (Y/P)  [ ]
   Field 1 File Format    [   ]    Sep [ ]   Account Format    [   ]
   Field  2 File   Format   [   ]   Sep [ ]   Account Format    [   ]
   Field 3 File Format    [   ]    Sep [ ]   Account Format    [   ]
Last Transaction Date   [   ]    Format  [   ]    Sep [ ]
Home# [   ] [   ]      Work#  [   ]       Cell# [   ] [   ]
Patient/Other/Reason/Contact        Information
   Last Name [ ]    First   Name [ ]    M.I. [ ]   Combined   Name [ ]  Format [   ]
Guarantor  POE  [ ]
X-Reference Field 1   [ ]     Field 2  [ ]   Combined  [ ]    Format  [   ]
Temp Notes Line 1  [ ]     Line 2  [ ]    Line 3  [ ]
Guarantor  DOB  [ ]   Format  [ ]    Sep [ ]   Guarantor   SS#  [ ]
F7=Exit    F12=Update
```

The Account Detail Screen – Features

1. Combined Formats:
These fields are used if the data is combined into one field in the file.
Combined City and/or State and/or Zip codes
Combined X-reference fields
Combined Names:
Only include the First and Last name in the format field. If the middle name or initial exists it will be loaded along with the First name.
Examples of Combined names
L,F = Last,First
F,L = First,Last
F L = First Last
L F = Last First

2. Valid Date Formats:
These fields indicate how the date appears in the file and is a required field for all dates.
MDY = Month Day Year
YMD = Year Month Day
MDCY = Month Day Century Year
CYMD = Century Year Month Day

3. Valid Sep Indicators:
These fields indicate how the data is separated in the file OR how it needs to appear on the account. Any character can be used to separate the data. It is mainly used with dates and is a required field for all dates.
Examples of Separators
/
*
,
-
~ (tilde) = blank space
N = no separator

4. Phone Number Fields:
Phone number fields consist of 3 fields = area code, exchange and subscriber number.
If the area code is in one field and the exchange and subscriber are combined into one field, use the first field for mapping the area code and use the second field for the combined data.
If all 3 numbers are combined into one field, use the first field for mapping.

5. Client Account Number:
If the client account number is combined into one field, use the Field 1 field for mapping.
If you need to create unique client account numbers and/or add separators to the client account number, this can be done.
The fields: Field 1 __ S _ Field 2 __ S _ Field 3 __ allows you to concatenate up to 3 fields together and add a separator(S) to the final client account number.

The fields associated with Client Acct# Date Conversion: Allows you to use date fields from the file within the client account number.

Example:

Your client wants you to use the debtors SS# (field #2-251835684) and the date of service (field #3-2010/01/13) to create the client account number, in that order, separated by a dash.

You would first set the Client Acct# Date Conversion:

Field 2 File Format CYMD = how it appears in file

Sep / = how it appears in file

Account format MDCY = how you want it to appear on the account

Then set up the fields:

Field 1 02 = enter the SS# file field number

S _ = enter a – (dash)

Field 2 03 = enter the date file field number

Account number will appear as: 251835684-01132010

6. Remove/Pad Leading ZERO (Y/P):

This field allows you to either

Y=remove any leading zeros in the client account number when loading

P=right justify and pad the client account number with leading zeros when loading

7. Use Special Logic (Y):

By default if the file data is not separated into two street addresses, I-Load will attempt to load the file data to the street address field only. This could result in lost data. A "Y" in this field will tell RMEx to intelligently add Apt.#s or Suite#s to the Extra Address field.

ADDITIONAL ACCOUNT DETAILS SCREEN

```
                         Load format maintenance
                        -Additional Account Details-

Format Name TESTD_____      _              PRIMARY_____
BALANCE Information
 (Y=Implied decimal, I=IBM numeric, Blank=decimal in file)
 Primary      [   ]  [ ]   Interest      [   ]  [ ]   Balance 1    [   ]  [ ]   Balance 2    [   ]  [ ]
 Balance 3    [   ]  [ ]   Balance 4     [   ]  [ ]   Balance 5    [   ]  [ ]   Balance 6    [   ]  [ ]
 Balance 7    [   ]  [ ]   Balance 8     [   ]  [ ]   Balance 9    [   ]  [ ]   Balance 10   [   ]  [ ]
Last Interest Date  [   ]        Format   [   ]     Sep [ ]

Guarantor Bank Name  [   ]
Spouse Last Name  [   ]   First Name  [   ]   Combined Name  [   ]   Format  [   ]
Spouse SS#  [   ]
Last Client Payment Date  [   ]   Format  [   ]   Sep [ ]
Commission Rate  [   ]   Interest Rate  [   ]   Frequency  [   ]
External Score Fields 1st, 2nd, 3rd, 4th, 5th   [   ] [   ] [   ] [   ] [   ]
Original Creditor  [   ]   Original Account#  [   ]
Delinquency Date  [   ]   Format  [   ]   Sep [ ]



F7=Exit   F12=Update
```

The Additional Account Detail Screen – Features

1. Combined Formats:
These fields are used if the data is combined into one field in the file.
Combined City and/or State and/or Zip codes
Combined X-reference fields
Combined Names:
Only include the First and Last name in the format field. If the middle name or initial exists it will be loaded along with the First name.
Examples of Combined names
L,F = Last,First
F,L = First,Last
F L = First Last

2. Valid Date Formats:
These fields indicate how the date appears in the file and is a required field for all dates.
MDY = Month Day Year
YMD = Year Month Day
MDCY = Month Day Century Year
CYMD = Century Year Month Day

3. Valid Sep Indicators:
These fields indicate how the data is separated in the file OR how it needs to appear on the account. Any character can be used to separate the data. It is mainly used with dates and is a required field for all dates.
Examples of Separators
/
*
,
-
~ (tilde) = blank space
N = no separator

4. Balance Information:
These fields indicate how the various balances appear in the file. You can load balances to primary, interest or any of the 10 secondary balance types.
Y=Implied decimal (decimal does not exist in file)
I=IBM numeric
Blank=Decimal in file

NOTE: I-Load will load negative amounts as long as the amount has a negative sign before or after the amount. In the case of IBM numeric the last character represents the negative/positive sign. To post these negative amounts, you must have a "Y" in the client master field Allow zero or negative placements (Y).

PERMANENT NOTES SCREEN

```
                        Load format maintenance
                        -F11-Permanent Notes-

     Format name   TESTD                    _              PRIMARY

       Seq  Field#  Tag                OverFlow  Format   Sep
        1    000                                                     
        2    000                                                     
        3    000                                                     
        4    000                                                     
        5    000                                                     
        6    000                                                     
        7    000                                                     
        8    000                                                     
        9    000                                                     
       10    000                                                     
       11    000                                                     
       12    000                                                     
       13    000                                                     
       14    000                                                     
       15    000                                                  +

     F7=Exit    F12=Update
```

The Permanent Notes Screen – Features

1. Tag:

If you need to designate a tag (or title) to the note you are loading, you can enter the tag/title in the tag field. I-Load will load the tag/title first and then begin loading the data from the file field.

2. Overflow:

This field is used when the file's note field is longer than the 25 character RMEx note field. A "Y" in this field indicates that I-Load should "wrap" the notes to the next line on RMEx.

3. Valid Date Formats:

These fields indicate how the date appears in the file and is a required field for all dates.
MDY = Month Day Year
YMD = Year Month Day
MDCY = Month Day Century Year
CYMD = Century Year Month Day

4. Valid Sep Indicators:

These fields indicate how the data is separated in the file OR how it needs to appear on the account. Any character can be used to separate the data. It is mainly used with dates and is a required field for all dates.
Examples of Separators
/
*
,
-
~ (tilde) = blank space
N = no separator

NOTE: This screen does not load to the temporary note fields. These are located on the Account Detail Screen.

NOTE: The maximum notes that can be added to the note file are 99. To continue adding lines, update screen after each set of 15 lines.

TABQ-USER DEFINED WINDOWS SCREEN

```
                              Load format maintenance
                            -TabQ-User Defined Windows-

        Format name    TESTD                    _              PRIMARY

        Seq  Fld#   Win#   Line#   Str Pos  Tag                        Format   Sep
         1   000    000    00      000                                 
         2   000    000    00      000                                 
         3   000    000    00      000                                 
         4   000    000    00      000                                 
         5   000    000    00      000                                 
         6   000    000    00      000                                 
         7   000    000    00      000                                 
         8   000    000    00      000                                 
         9   000    000    00      000                                 
        10   000    000    00      000                                 
        11   000    000    00      000                                 
        12   000    000    00      000                                 
        13   000    000    00      000                                 
        14   000    000    00      000                                 
        15   000    000    00      000                                          +

        F7=Exit      F12=Update
```

The User Defined Windows Screen – Features

1. Win#:

The UDW window number you want to load the information to.

2. Line#:

The line number within the window you want to load the data to.

3. Str Pos:

The starting position on the line within the window you want to load the data to. Use 26 if you are using tags or titles.

4. Tag:

If you need to designate a tag (or title) to the data you are loading, you can enter up to 25 characters for the tag/title in the tag field. I-Load will load the tag/title and begin loading the data in the designated starting position. Tags will load even if there is no data in the file field. You must also set up the company UDW template system controls. Client UDW templates are not supported.

5. Valid Date Formats:

These fields indicate how the date appears in the file and is a required field for all dates.
MDY = Month Day Year
YMD = Year Month Day
MDCY = Month Day Century Year
CYMD = Century Year Month Day

6. Valid Sep Indicators:

These fields indicate how the data is separated in the file OR how it needs to appear on the account. Any character can be used to separate the data. It is mainly used with dates and is a required field for all dates.
Examples of Separators
/
*
,
-
~ (tilde) = blank space
N = no separator

NOTE: The maximum lines that can be added to a UDW are 99. To continue adding lines, update screen after each set of 15 lines. The maximum data per line is 80 characters including the 26 for the tag.

TABQ-ADDITIONAL INFO SCREEN

```
                        Load format maintenance
                        -TabQ-Additional Info.-

Format name    TESTD                      _                        PRIMARY
```

```
                                        *:Date
                                        $:Money
                                        F:1=MDY,2=YMD,3=MDCY,4=CYMD
                                        S:Separator
```

Line	POS	FLD	*/$	F	S	Line	POS	FLD	*/$	F	S	Line	POS	FLD	*/$	F	S

F7=Exit   F12=Update

The TabQ Additional Info Screen – Features

1. Line#:
The line number within the screen you want to load the data to.

2. Pos:
The starting position on the line within the screen you want to load the data to.

3. */$:
This field is used to indicate if the file field is a date field or a money field
* = date
$ = money

4. Valid Date F:
These fields indicate how the date appears in the file and is a required field for all dates.
1 = MDY (Month Day Year)
2 = YMD (Year Month Day)
3 = MDCY (Month Day Century Year)
4 = CYMD (Century Year Month Day)

5. Valid S Indicators:
These fields indicate how the data is separated in the file OR how it needs to appear on the account. Any character can be used to separate the data. It is mainly used with dates and is a required field for all dates.
Examples of Separators
/
*

,
-
~ (tilde) = blank space
N = no separator

NOTE: You can assign multiple file fields to the same line in this screen but be aware of field length limits. The top portion of this screen is only used as a reference to the actual size of the RMEx fields.

OTHER PHONE WINDOW (TAB+) SCREEN

```
                          Load format maintenance
                            -Tab+ Phone Window-

      Format name  TESTD _____  _                    PRIMARY _____

        Seq    Phone Field#    Phone Code Field#    Hard Coded Phone Code
         1        [000]              000                    [ ]
         2         000               000                    [ ]
         3         000               000                    [ ]
         4         000               000                    [ ]
         5         000               000                    [ ]
         6         000               000                    [ ]
         7         000               000                    [ ]
         8         000               000                    [ ]
         9         000               000                    [ ]
        10         000               000                    [ ]
        11         000               000                    [ ]
        12         000               000                    [ ]
        13         000               000                    [ ]
        14         000               000                    [ ]
        15         000               000                    [ ]            +


      F3=Search    F7=Exit    F12=Update
```

The Other Phone Window (Tab+) Screen – Features

1. Phone Field#:
Indicates the file field where the phone number resides.

2. Phone Code Field#:
Indicates the file field where the phone code resides.

3. Hard Coded Phone Code:
This field is used to indicate what phone code you want assigned to the number in the Tab+ screen and must exist in the Other Phone Code system controls

NOTE: In order for the Hard coded phone code to load correctly, you must have a hard coded client number on the "Hard Coded Data Information" screen on your I-Load setup.

NOTE: The phone code field# will rarely be used as most clients will not know what your phone codes are.

NOTE: A phone code is required when loading numbers to the Tab+ screen.

TABQ-CO-SIGNER #1 INFO SCREEN
TABQ-CO-SIGNER #2 INFO SCREEN
TABQ-CO-SIGNER #3 INFO SCREEN

```
                        Load format maintenance
                       -TabQ-Co-Signer #1 Info.-

  Format Name    TESTD                        _                    PRIMARY

     Co-Signer Last Name       [    ]    First Name    [    ]   Middle Initial    [    ]
     Co-Signer Name Combined        [    ]        Format      [    ]

     Extra Address      [    ]    Street Address    [    ]
     City      [    ]    State    [    ]    Zip    [    ]   Combined CSZ    [    ]    CS  [    ]    SZ  [    ]
     Home#     [    ]    SS#    [    ]
     POE       [    ]
     Work#   [    ]    DOB    [    ]      Format    [    ]       Sep   [  ]
     Bank Name    [    ]
     Letters (Y)    [    ]     Equal Responsiblity (Y)    [    ]      Score    [    ]
     Relationship    [    ]     Co-User/Signer(U/C)    [    ]



  F7=Exit     F12=Update
```

The TabQ-Co-Signer Info Screens – Features

1. Combined Formats:
These fields are used if the data is combined into one field in the file.
Combined City and/or State and/or Zip codes
Combined Names:
Only include the First and Last name in the format field. If the middle name or initial exists it will be loaded along with the First name.
Examples of Combined names
L,F = Last,First
F,L = First,Last
F L = First Last

2. Valid Date Formats:
These fields indicate how the date appears in the file and is a required field for all dates.
MDY = Month Day Year
YMD = Year Month Day
MDCY = Month Day Century Year
CYMD = Century Year Month Day

3. Valid Sep Indicators:
These fields indicate how the data is separated in the file OR how it needs to appear on the account. Any character can be used to separate the data. It is mainly used with dates and is a required field for all dates.
Examples of Separators
/
*

,
-
~ (tilde) = blank space
N = no separator

4. Letters:
This field can be used to indicate if you want to automatically send letters to the co-signer in the file.
Y = always
Blank = no

5. Equal Responsibility:
This field can be used to indicate if you want to automatically assign responsibility for the debt to the co-signer in the file.
Y = yes
Blank = no

NOTE: All 3 of these screens load data to the RMEx TabQ-3. Multiple Cosigners feature. The individual I-Load screens represent each individual co-sign on this feature.

INSURANCE INFO SCREEN

```
                      Load format maintenance
                       -F16-Insurance Info.-

 Format name TESTD _____       _                    PRIMARY _____
                   Ins 1              Ins 2              Ins 3              Ins 4
 Ins Comp       [ ]                [ ]                [ ]                [ ]
 Ins Name       [ ]                [ ]                [ ]                [ ]
 Ins ID         [ ]                [ ]                [ ]                [ ]
 Group#         [ ]                [ ]                [ ]                [ ]
 Grp Name       [ ]                [ ]                [ ]                [ ]
 Phone#         [ ]                [ ]                [ ]                [ ]
 Address        [ ]                [ ]                [ ]                [ ]
 C/S/Z/+4       [ ][ ][ ]          [ ][ ][ ]          [ ][ ][ ]          [ ][ ][ ]
 L Bill Dt/F/S  [ ][ ][ ]          [ ][ ][ ]          [ ][ ][ ]          [ ][ ][ ]
 Plan#          [ ]                [ ]                [ ]                [ ]
 Proration      [ ]                [ ]                [ ]                [ ]
 Resp Cd/Val    [ ][ ]             [ ][ ]             [ ][ ]             [ ][ ]

 Orignal Balance   [ ][ ]       More Information    [ ]
 Patient DOB       [ ]     Format    [ ]     Sep [ ]
 Patient Social    [ ]
 Multi Record/File all the same      [ ]
 F7=Exit    F12=Update
```

The Insurance Info Screen – Features

    1. L Bill Dt/F/S

These 3 fields left to right indicate the field#, format and separator

    2. Valid Date F or Format:

These fields indicate how the date appears in the file and is a required field for all dates.
1 = MDY (Month Day Year)
2 = YMD (Year Month Day)
3 = MDCY (Month Day Century Year)
4 = CYMD (Century Year Month Day)

    3. Valid S or Sep Indicators:

These fields indicate how the data is separated in the file OR how it needs to appear on the account. Any character can be used to separate the data. It is mainly used with dates and is a required field for all dates.
Examples of Separators
/
*
,
-
~ (tilde) = blank space
N = no separator

    4. Multi Record/File all the same

This field is ONLY used for Multi File/Records Formats and it is ONLY used if a Multi file/Record Format does not distinguish between Insurance 1, 2, 3 or 4. In this case a "Y" must be placed in this field. This "Y" will tell I-Load to load the insurance information into the fields based on how it is presented in the file(s). Ex. 2 insurance records in the file with no indicator to primary or secondary. I-Load will load the 1st record in Ins.1 and the 2nd record in Ins.2 if there is a "Y" in this field.

NOTE: When using the Multi Record/File all the same option ONLY enter field numbers in the Ins.1 portion of the screen. I-Load will do the rest.

NOTE: On this screen you will need to use both the numerical date format indicator and the alpha date format indicator.

TABQ-ADDITIONAL ADDRESS INFO SCREEN

```
                        Load format maintenance
                       -TABQ Special Address info-

     Format name  TESTD_____   _

     Address line 1    [    ]
     Address line 2    [    ]
     Address line 3    [    ]
     Address line 4    [    ]

     Phone [    ]  Code [    ]
     Phone [    ]  Code [    ]
     Phone [    ]  Code [    ]
     Phone [    ]  Code [    ]

     Email address   [    ]
     Send E-Mail     [    ]




     F7=Exit    F12=Update
```

The TabQ Additional Info Screen – Features

    1. Phone Field#:
Indicates the file field where the phone number resides.

    2. Phone Code Field#:
Indicates the file field where the phone code resides.

UTILITY INFORMATION SCREEN

```
                        Load format maintenance
                          -F16-Utility Info.-

     Format name  TESTD_____    _                     PRIMARY___


     Service Address - Primary        [  ]
     Service Address - Secondary      [ ]
     Service Address - C/S/Z      [  ] / [  ] / [  ]    Combined [  ]
     Telephone#  [  ]
     Termination Date  [ ]   Format  [  ]     Sep  [ ]
     Information #1  [ ]
     Information #2  [ ]
     Information #3  [ ]
     Informaiton #4  [ ]
     Information #5  [ ]
         Combine Information (Y)   [ ]




     F7=Exit    F12=Update
```

The F16 Utility Info Screen – Features

1.   Combined Formats:
These fields are used if the data is combined into one field in the file.
Combined City and/or State and/or Zip codes

2.   Valid Date Formats:
These fields indicate how the date appears in the file and is a required field for all dates.
MDY = Month Day Year
YMD = Year Month Day
MDCY = Month Day Century Year
CYMD = Century Year Month Day

3.   Valid Sep Indicators:
These fields indicate how the data is separated in the file OR how it needs to appear on the account. Any character can be used to separate the data. It is mainly used with dates and is a required field for all dates.
Examples of Separators
/
*

,
-
~ (tilde) = blank space
N = no separator

4.   Combine Information (Y):
This field is used if you want to concatenate the 5 More Information fields together when loading data to RMEx. The first 4 More Information fields are 46 characters long and the last one is 23 characters long. The data normally loads to each field individually which could result in the loss of data from the file.
 A "Y" in this field will allow you to take advantage of all characters by combining all 5 fields into 1 long field while processing and basically "wrapping" the data.

MEDICAL INFORMATION SCREEN

```
                          Load format maintenance
                           -F16/F6-Medical Info.-

Format name    TESTD                           _                          PRIMARY

Dr. Name    First    [  ]      Last    [  ]    Combined    [  ]
Financial Class   [  ]         Patient Type    [  ]
Admit date  [  ]    Format  [  ]    Sep  [  ]    Discharge Date   [  ]    Format  [  ]    Sep  [ ]
Disability from   [  ]      Format  [  ]    Sep  [ ]
Disability to     [  ]      Format  [  ]    Sep  [ ]
Outside lab    [  ]      Charges    [  ]        Prior Auth    [  ]        Relationship    [  ]
Primary Proc   [  ]      Description  [  ]
Diagnosis      [  ]      Description  [  ]            Patient and Guarantor the same
Service Type   [  ]                                Based on     [  ]    (N,S,B)
Original Balance   [  ]  [ ]                   Duplicate:     DOB:  [ ]
Adjustments        [  ]  [ ]                                   POE:  [ ]
Final Bill Date  [  ]  Format  [  ]   Sep  [ ]                 SSN:  [ ]
Ins Bill Date    [  ]  Format  [  ]   Sep  [ ]
Paid by ins.     [  ] [ ]       Employer Name     [  ]
Paid by patient  [  ] [ ]       Employer Address  [  ] [  ]
Comments         [  ]           Employer C/S/Z    [  ]  /  [  ]  /  [  ]

F7=Exit    F12=Update
```

The F16/F6 Medical Info Screen – Features:

1. Combined Formats:
Combined Names:
Only include the First and Last name in the format field. If the middle name or initial exists it will be loaded along with the First name.
Examples of Combined names
L,F = Last,First
F,L = First,Last
F L = First Last

2. Valid Date Formats:
These fields indicate how the date appears in the file and is a required field for all dates.
MDY = Month Day Year
YMD = Year Month Day
MDCY = Month Day Century Year
CYMD = Century Year Month Day

3. Valid Sep Indicators:
These fields indicate how the data is separated in the file OR how it needs to appear on the account. Any character can be used to separate the data. It is mainly used with dates and is a required field for all dates.
Examples of Separators
/
*
,
-
~ (tilde) = blank space
N = no separator

4. The fields:
Original balance
Adjustments
Paid by insurance
Paid by patient
Have a field to the right of them that is used to fields indicate how the various balances appear in the file.
Y=Implied decimal (decimal does not exist in file)
I=IBM numeric
Blank=Decimal in file

5. Patient and Guarantor the same:
If the patient and the guarantor are the same person, this field allows you to manipulate certain data fields based on the non-existence of data in the file.
Example: If you have the patients SS# but the guarantor SS# field is blank, I-Load can duplicate the patients SS# to the guarantor SS# field.
Select the criteria required for a match:

N=name
S=social security number
B=both
Select what data should be duplicated by placing a "Y" in the appropriate field(s)
DOB:
POE:
SSN:

TRANSLATION RULES SCREEN

```
                              Load format maintenance
                               -Translation Rules-

        Format name TESTD_____  _                    PRIMARY___

        Mail return         [    ]
        Original creditor   [    ]
        Client code         [    ]
        Description code    [    ]
```

```
F7=Exit    F12=Update
```

The Translation Rules Screen – Features

1. After the Data Translation Tables have been created, you will need to enter the file field numbers for the fields being translated.

2. This screen associates the Data Translation Tables to the NB Load Format.

OTHER INFORMATION SCREEN

```
                        Load format maintenance
                        -F16-Other Information-

 Format name    TESTD                      _                        PRIMARY
 |_____|
 |_____|
 |_____|
 |_____|
 |_____|              *:Date
 |_____|              $:Money
 |_____|              F:1=MDY,2=YMD,3=MDCY,4=CYMD
 |_____|               S:Separator
 Line  POS  FLD  */$  F  S   Line  POS  FLD  */$  F  S   Line  POS  FLD  */$  F  S
```

F7=Exit   F12=Update

The F16 Other Info Screen – Features

1. Line:

The line number within the screen you want to load the data to.

2. Pos:

The starting position on the line within the screen you want to load the data to.

3. */$:

This field is used to indicate if the file field is a date field or a money field
* = date
$ = money

4. Valid Date F:

These fields indicate how the date appears in the file and is a required field for all dates.
1 = MDY (Month Day Year)
2 = YMD (Year Month Day)
3 = MDCY (Month Day Century Year)
4 = CYMD (Century Year Month Day)

5. Valid S Indicators:

These fields indicate how the data is separated in the file OR how it needs to appear on the account. Any character can be used to separate the data. It is mainly used with dates and is a required field for all dates.
Examples of Separators
/
*

,
-
~ (tilde) = blank space
N = no separator

NOTE: You can assign multiple file fields to the same line in this screen but be aware of field length limits. The top portion of this screen is only used as a reference to the actual size of the RMEx fields.

FILE LOADING INFORMATION SCREEN

```
                         Load format maintenance
                        -File Loading Information-

        Format name TESTD                    _                    PRIMARY

        Description  |                              |
        File name    [          ]
        File library [          ]
        File folder  [                                          ]
        File link    [                                          ]
        Is this a fixed length file? (Y)      [   ]
        OR
        Is it a TAB delimited file? (Y)       [   ]
        OR
        Is it another type of delimited file? (Y)   [   ]
        If so, what is the delimitor?         [   ]
        Start at record      [ 1 ]




        F7=Exit    F12=Update
```

NOTE: File loading information must be save twice

The File Loading Info Screen – Features

      1. Description:
This field is used to further describe this load.

      2. File Name:
The file name that I-Load should process.

      3. File Library:
The library name where I-Load can find the file.

      4. File Folder:
AS400 QDLS folder (Q document library system) (transfer folder) = WRKFLR command

      5. File Link:
AS400 IFS folder (integrated file system) = WRKLNK command

      6. Is this a fixed length file? (Y)
Indicates that this is a fixed length file and I-Load should use the appropriate screens for processing.

      7. Is it a TAB delimited file? (Y)
Indicates that this is a TAB delimited file.

      8. Is it another type of delimited file? (Y)
Indicates that this is another type of delimited file.

      9. If so, what is the delimiter?
Enter the type of delimiter into this field.
Example of common delimiters are:
, = comma
| = pipe
~ = tilde
] = right bracket

      10. Start at record
Some files may have headers in them. This field allows you to indicate which record the data begins in.

NOTE: The delimiter being used as a field separator cannot also be used with in a field. Ex. If the fields separator is comma, then the consumers name cannot be separated by a comma if that name is supposed to all be in one field.

NOTE: Do NOT copy a delimiter from a doc, etc. Always key the delimiter from a standard keyboard.

NOTE: File Folder and File Link are NOT commonly used.

NOTE: For multi file layouts - you **must** set up the File Loading Information screen for each file.

HARD-CODED DATA INFORMATION SCREEN

```
                          Load format maintenance
                        -Hard Coded Data Information-

        Format name  TESTD                    _                  PRIMARY


                Add Interest (Y)          |  |
                Interest Frequency (M/D)  [  ]
                Client code               [     ]
                Smart Code                [   ]
                Smart Code Ovr            [   ]
                Contact Series            [  ]
                ACAT                      [   ]
                QCAT                      [   ]
```

F3=Search   F7=Exit   F12=Update

The Hard-Coded Data Info Screen – Features

1. These fields are mainly used to override whatever is set up on the Client Master and are self-explanatory.

2. The Client code field is used to automatically assign 1 specific client code to the whole load. If this field is not used, then client code(s) must be assigned by Data Translation Table or by entering the client code at the time of requesting the edit reports.

NOTES:
F3-Search: Allows you to search the client master for client numbers

FIXED LENGTH FILE SPECS SCREEN


```
                        Load format maintenance
                      -Fixed Length File Specs-        #=Field Number
                                                       Str=Starting position
     Format name    TESTD                    _                    PRIMARY
     #  Str  Len    #   Str  Len     #   Str  Len    #   Str  Len     #   Str  Len    #   Str  Len
     1.               2.               3.               4.               5.               6.
     7.               8.               9.              10               11               12
     13              14               15               16               17               18
     19              20               21               22               23               24
     25              26               27               28               29               30
     31              32               33               34               35               36
     37              38               39               40               41               42
     43              44               45               46               47               46
     49              50               51               52               53               54
     55              56               57               58               59               60
     61              62               63               64               65               66
     67              68               69               70               71               72
     73              74               75               76               77               78
     79              80               81               82               83               84
     85              86               87               88               89               90
     91              92               93               94               95               96
     97              98               99              100
     F7=Exit     F12=Update
```

The Fixed Length File Specs Screen – Features

     1. # sign:
This is the field number you will be creating.

     2. Str:
This is the starting position of the field from the client's file.

     3. Len:
This is the total length of the field from the client's file.

Example: If the data in the file for Guarantor name starts in position 3 and is 20 characters long, you can create field #1 by putting a 3 in the Str field and a 20 in the Len field. If the Guarantor SS# starts in position 25 and is 9 characters long, you can create field # 2 by putting a 25 in the Str field and a 9 in the Len field.

#	Str	Len	#	Str	Len	#	Str	Len	#	Str	Len	#	Str	Len	#	Str	Len
1.	3	20	2.	25	9	3.			4.			5.			6.		
7.			8.			9.			10			11			12		

SPECIAL NOTES SCREEN

```
                      Load format maintenance
                    -F11/F9/F8 - Special Notes-

     Format name   TESTD                  _                PRIMARY

       Seq  Field#   Tag                 OverFlow   Format   Sep
        1    000     [              ]      [ ]       [   ]    [ ]
        2    000     [              ]      [ ]       [   ]    [ ]
        3    000     [              ]      [ ]       [   ]    [ ]
        4    000     [              ]      [ ]       [   ]    [ ]
        5    000     [              ]      [ ]       [   ]    [ ]
        6    000     [              ]      [ ]       [   ]    [ ]
        7    000     [              ]      [ ]       [   ]    [ ]
        8    000     [              ]      [ ]       [   ]    [ ]
        9    000     [              ]      [ ]       [   ]    [ ]
       10    000     [              ]      [ ]       [   ]    [ ]
       11    000     [              ]      [ ]       [   ]    [ ]
       12    000     [              ]      [ ]       [   ]    [ ]
       13    000     [              ]      [ ]       [   ]    [ ]
       14    000     [              ]      [ ]       [   ]    [ ]
       15    000     [              ]      [ ]       [   ]    [ ]        +

     F7=Exit   F12=Update
```

The Special Notes Screen – Features

      1. Tag:
If you need to designate a tag (or title) to the note you are loading, you can enter the tag/title in the tag field. I-Load will load the tag/title first and then begin loading the data from the file field.

      2. Overflow:
This field is used when the file's note field is longer than the 25 character RMEx note field. A "Y" in this field indicates that I-Load should "wrap" the notes to the next line on RMEx.

      3. Valid Date Formats:
These fields indicate how the date appears in the file and is a required field for all dates.
MDY = Month Day Year
YMD = Year Month Day
MDCY = Month Day Century Year
CYMD = Century Year Month Day

      4. Valid Sep Indicators:
These fields indicate how the data is separated in the file OR how it needs to appear on the account. Any character can be used to separate the data. It is mainly used with dates and is a required field for all dates.
Examples of Separators
/
*

,
-
~ (tilde) = blank space
N = no separator

NOTE: This screen does not load to the temporary note fields. These are located on the Account Detail Screen.

SECONDARY FILES SCREEN

```
                        Load format maintenance
                            -Secondary file-

Format name  TESTD_____  _                      PRIMARY____


                       Primary  Links   Primary  Links   Primary  Links
  Secondary File Name    Field    To      Field    To      Field    To
  [              ]       000     000     000      000     000      000
  [              ]       000     000     000      000     000      000
  [              ]       000     000     000      000     000      000
  [              ]       000     000     000      000     000      000
  [              ]       000     000     000      000     000      000
  [              ]       000     000     000      000     000      000
  [              ]       000     000     000      000     000      000
  [              ]       000     000     000      000     000      000
  [              ]       000     000     000      000     000      000



F7=Exit    F12=Update
```

The Secondary Files Screen – Features

       1. Secondary File Name:

This field is used to associate the different secondary files to the Primary file. Enter each Secondary file name that needs to be associated with the Primary file.

       2. Primary Field:

Put the field number from the file for the Primary file that will be used for linking the files. I-Load allows for up to 3 fields for file linking.

       3. Links To:

Put the field number from the file for the Secondary file that will be used for linking the files. I-Load allows for up to 3 fields for file linking.

NOTE: The data from each secondary file will need to be mapped to its own corresponding I-Load screens. This is done by changing the File field on the Load Format Maintenance screen from PRIMARY to the actual file name. The file that is considered the PRIMARY file will maintain the word PRIMARY in the file field.

NOTE: For multi file layouts - you **must** set up the File Loading Information screen for each file.

Example:
Client sends you three separate files that contain data that contains various data needed to load the accounts.

The 1st file is named FACCT and it contains all the basic account information like debtor name, address, balance, etc.

The 2nd file is named FINS and it contains insurance company information.

The 3rd file is named FNOTE and it contains notes.

All 3 files have the Client account number in field 2.

The FACCT record has debtor's SS# in field 3, the FINS record has the debtor's SS# in field 8 and the FNOTE has the debtor's SS# in field 25.

The Client account number and the debtor's SS# should both be used to link the files when loading.

The screen would be filled in as shown below:

The Record ID is located in field 1 of the file
Secondary File Name = FINS
Secondary File Name = FNOTE
The common fields that link the 3 files together are:
The Client account number in Primary file and Secondary files is field 2
The debtor's SS# in Primary file is field 3, in Secondary file FINS is field 8 and the Secondary file
FNOTE is field 25

Load format maintenance
-Secondary file-

Format name F_____ _   PRIMARY___

Secondary File Name	Primary Field	Links To	Primary Field	Links To	Primary Field	Links To
FINS	2	2	3	8	000	000
FNOTE	2	2	3	25	000	000
	000	000	000	000	000	000
	000	000	000	000	000	000
	000	000	000	000	000	000
	000	000	000	000	000	000
	000	000	000	000	000	000
	000	000	000	000	000	000
	000	000	000	000	000	000

F7=Exit   F12=Update

MULTI RECORD FILE SCREEN

```
                        Load format maintenance
                        -Multi record definition-

   Format name    TESTD_____    _                    PRIMARY____

   Field # of the Record ID      [    ]

   Primary ID        [        ]
                              Primary   Links   Primary   Links   Primary   Links
   Secondary ID                Field     To      Field     To      Field     To
                 [          ]    000      000      000      000      000      000
                 [          ]    000      000      000      000      000      000
                 [          ]    000      000      000      000      000      000
                 [          ]    000      000      000      000      000      000
                 [          ]    000      000      000      000      000      000
                 [          ]    000      000      000      000      000      000
                 [          ]    000      000      000      000      000      000
                 [          ]    000      000      000      000      000      000
                 [          ]    000      000      000      000      000      000


   F7=Exit     F12=Update
```

The Multi Record File Screen – Features

4. Field # of the Record ID
This field is used to tell I-Load what field in the file contains the Record ID.

5. Primary ID:
This field is used to indicate what the record ID name is that should be used as the Primary record. It is usually the 1st record in the file.

6. Secondary ID:
These fields are used to indicate what the record ID name is that should be used as the Secondary record. I-Load allows for up to 9 Secondary Record IDs.

7. Primary Field:
Put the field number from the file for the Primary record ID that will be used for linking the records. I-Load allows for up to 3 fields for record linking.

8. Links To:
Put the field number from the file for the Secondary record ID that will be used for linking the records. I-Load allows for up to 3 fields for record linking.

NOTE: To associate or link records together so I-Load knows which Secondary record belongs to which Primary record there must be at least one common field (usually client account number).

NOTE: The data from each secondary record ID will need to be mapped to its own corresponding I-Load screens. This is done by changing the File field on the Load Format Maintenance screen from PRIMARY to the actual record name. The record that is considered the PRIMARY record will maintain the word PRIMARY in the file field.

Example:
Client sends a single file to you that has two records for each account.

The 1st record has the word ACCT in field 1 and it contains all the basic account information like debtor name, address, balance, etc.

The 2nd record has the word INS in field 1 and it contains insurance company information.

Both records have the Client account number in field 15.

The ACCT record has debtor's SS# in field 3 but the INS record has the debtor's SS# in field 8.

The Client account number and the debtor's SS# should both be used to link the records when loading.

The screen would be filled in as shown below:

The Record ID is located in field 1 of the file
Primary ID = ACCT
Secondary ID = INS
The common fields that link the 2 records together is:
The Client account number in both Primary ID and Secondary ID fields is 15
The debtor's SS# in Primary ID field is 3 and Secondary ID field is 8

```
                    Load format maintenance
                  -Multi record definition-


  Format name   F_____  _                    PRIMARY___


  Field # of the Record ID   1


  Primary ID   ACCT_____
                    Primary  Links   Primary  Links   Primary  Links
  Secondary ID      Field     To      Field     To      Field     To
  INS_____        15       15       3        8       000      000
  _____        000      000      000      000      000      000
  _____        000      000      000      000      000      000
  _____        000      000      000      000      000      000
  _____        000      000      000      000      000      000
  _____        000      000      000      000      000      000
  _____        000      000      000      000      000      000
  _____        000      000      000      000      000      000
  _____        000      000      000      000      000      000



    F7=Exit      F12=Update
```
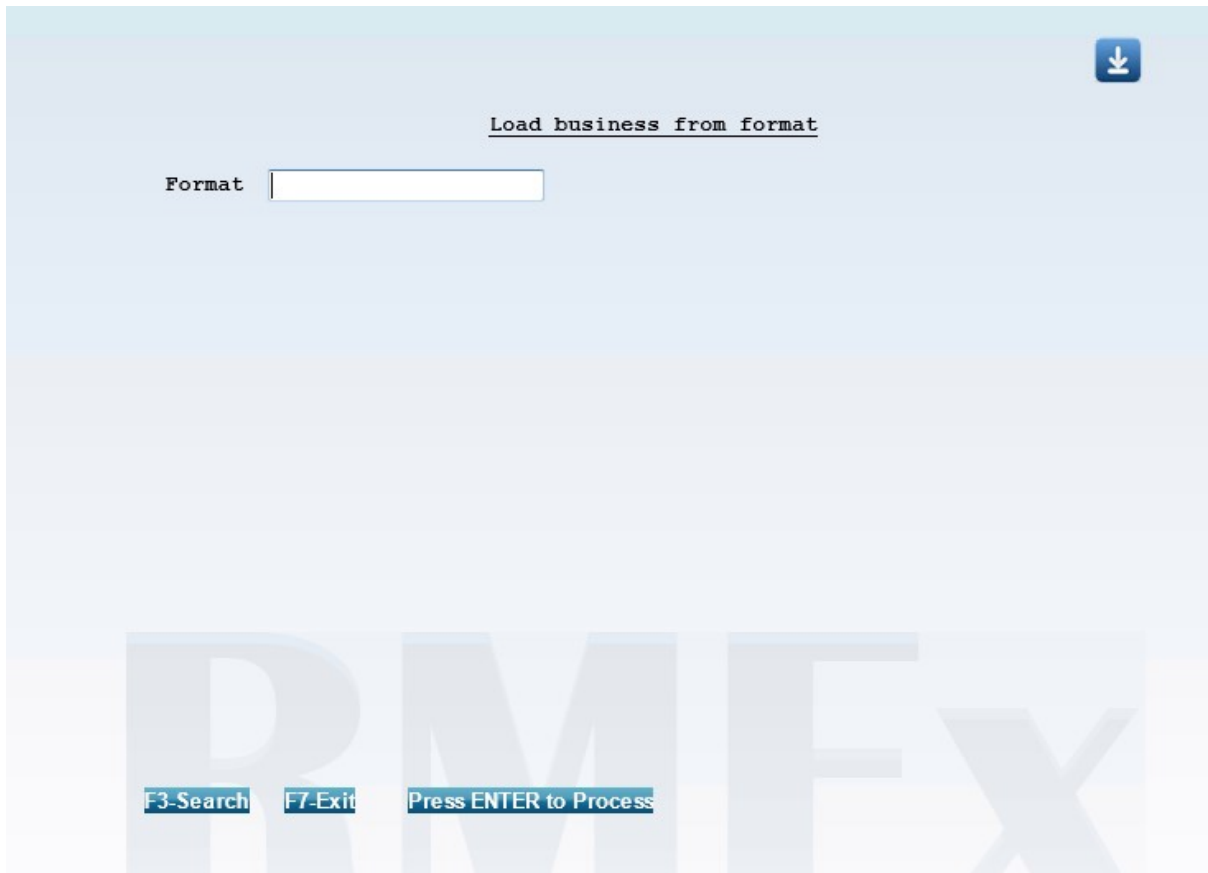
Step 3 - Loading New Business

To Process a New Business Load, select option 3.

Load business from format

Format

F3-Search   F7-Exit   Press ENTER to Process

Enter the NB Load Format Name and hit enter

Or

Hit F3-Search and select the NB Load Format Name needed and hit enter

New Business Load Format Listing

Opt	Format
	IPI
	LOAD1
	MULFIXED
	MULTITEST
	ST MARYS PHY 100
	ST MARYS PHYSICIANS
	TEST
	TESTD
	TEST2

F7-Exit

```
Go to Special Options Menu and
       take options 5 and 6.



Press ENTER to continue
```

At this point the I-Load processing is complete. Press enter and follow the normal procedures for running your edits and posting your batch.

NOTE: For any NB Load (I-Load or Custom) we recommend you view all possible data fields using the Edit Option 2. Account load update

Trouble Shooting the Most Common Support Issues:

1. Edit warning "Invalid Client Code":
If you are using the I-Load Data Translation Table to assign the client code:
- Check the file on the AS400 to make sure field used for Client Code has proper data in it. Check the I-Load Data Translation Table and verify all fields are properly populated (NOTE: Data must be entered in upper case).
- Check the I-Load Translation Rules screen to make sure the Client Code field is populated with the same field number used in the I-Load Data Translation Table.
- Make sure the client number in the Translation Table is set up with all 6 digits, even leading zeros.
- Delete the Translation Table and re-set it back up and try again.

If you are NOT Using the I-Load Data Translation Table to assign the client code:
- Check the I-Load Hard Coded Data Information screen to make sure the Client Code is populated.

If you are not using either of the above:
- Re-process and make sure you enter the Client Code when the edit is requested and make sure the Client Code set up in the Client Master for this Company

2. Edit warning "Invalid Last Transaction Date":
- Check the file on the AS400 and verify the field that contains the date being used for the Last Transaction Date is formatted properly (for dates with no separators, they must include any leading zeros) and all accounts have dates populated in that field. Ex. Aug. 1st, 2012 must appear as 08012012 NOT 8012012.
- Check the I-Load Account Detail screen to make sure the Last Transaction date fields for field number, format and separator are set up properly.

3. Data is not loading to the proper fields:
- Check the file on the AS400 to make sure the fields in question have the proper data in them.
- Check the corresponding I-Load screen to make sure the fields in question are set up properly.

4. Error message "Call to CONVERTDAT ended in error":
- There is an issue with a date field. You will need to check all date fields in the file to make sure they are formatted properly and check the corresponding I-Load screens to make sure the date fields for field number, format and separator are set up properly.
- Make sure you have set up the File Loading Information screen for each file involved in the Format.

5. Cannot see the I-Load NB Load Format Name in the F3-search:
- The File Loading Information screen must be set up in order for the Format to appear in the F3-search feature.

6. Message "Format not found":
   - The File Loading Information screen must be set up on the existing Format before you are allowed to process it.
   - The File Loading Information screen can ONLY have values in 1 of the following fields:
     o File library
     o File folder
     o File link

7. The Copy From Existing NB Load Name feature is not copying:
   - The original format MUST have the File Loading Information screen populated to qualify to be copied.
   - Make sure the New NB Load Name is in the "NB Load Name" (top) field and the Existing NB Load Name is in the "For New Load Copy From Existing NB Load Name" (bottom) field.
   - NOTE: The File Loading Information screen will NOT copy to the new format from the original format. This screen MUST always be manually set up.

8. Error message "An array Index is out of range":
   - There is a field in the load format screens that has been set up with a field number that is greater than the file. You will need to check and correct any problem load format fields.
   - If you are loading phone numbers to the tab+ screen, make sure you have either associated a phone code to the numbers or associated a phone code field from the file.
   - Make sure you have set up the File Loading Information screen for each file involved in the Format.

9. No accounts are appearing on the edit report:
   - If you are loading phone numbers to the tab+ screen, make sure you have either associated a phone code to the numbers or associated a phone code field from the file.
   - Make sure you have set up the File Loading Information screen for each file involved in the Format.
   - If using FTP Job Processing Module to transmit the file to the AS400, check the F8 log and if message says records are truncated, use WRKF command and delete the existing file and re-process the FTP module. If you still get truncated records, contact Quantrax.

10. Error message "Call to CHARBALANC ended in error":
    - There is an issue with a balance field. You will need to check all balance fields in the file to make sure they are formatted properly and check the corresponding I-Load screens to make sure the balance fields for field number, format and type of balance are set up properly.
    - Make sure you have set up the File Loading Information screen for each file involved in the Format.

11. A character representation of a numeric value is in error:
    - There is an issue with a numeric field. You will need to check all numeric fields in the file to see if there are any values that are not numeric (a character or an alpha may exist) (balance fields, SS#, date fields, etc).
    - Check the file to see if the file format has changed.

12. Error message "The target for a numeric operation is too small to hold the result":

- There is an issue with a numeric field. You will need to check all numeric fields in the file to see if there are any values that exceed the field length on RMEx (balance fields, SS#, date fields, etc).
- Check the file to see if the file format has changed.