Collections System

UPDATE

First Quarter-April 1, 2004
Upcoming Enhancements and Helpful Hints

Upcoming Enhancements-RAAN

As published in the *AMS Servicing Group Update*, we have added a **Randomly Assigned Account Number** (**RAAN**) field to the System III database. We plan to enhance the *Collections System* as follows to accommodate for the new **RAAN**. We will add the **RAAN** to the:

- **Borrower Index** - You will be able to sort the Borrower Index by borrower name, social security number, borrower number, or **RAAN**.

- **Worklist** - **RAAN** will be a sort option on the Worklist Screen.

- **Reports** - We will add a **RAAN** field to the **Worklist**, **Borrower**, and **Skip Trace Report**s.

- We will be making the following changes to merge codes on the 'Custom Letters' screen:

    Replace <<Account Number>> with System Number/RAAN/Consolidation Number, and

    Add a new merge code <<Prog/Seq Number>> (Program Number/Sequence Number).

Company Name Change

As announced in the *AMS Servicing Group Update*, JPT Partners, LLC purchased AMS Servicing Group on January 26, 2004. Although we are still doing business as AMS Servicing Group, our name will change soon. Shortly after this change occurs, you will see our new logo and name when you log on to the *Collections System*.

We also will notify you when our name changes. At that time, you should update our name on any of the 'Custom Letters' that you send to borrowers. If you do not use our name in your 'Custom Letters,' you will not need to make any changes.

Helpful Hint!
Borrower Information Screen – Pending Tab

If you need to cancel a borrower's letter, use the **Borrower Information Screen – Pending Tab**:

1. Click on the letter you want to cancel. Make sure that the black arrow on the left-hand side is pointing to the letter.

2. Scroll to the right side of the Pending Tab page by using the scroll bar at the bottom of the page.

3. Click your mouse in the column labeled **"Cancelled"** in order to cancel the letter**.**

4. Enter the current date in the following format: MM/DD/YYYY**.**

5. After you input the date, you may move to another tab. When you go back to the Pending Tab, the letter is no longer listed.

Reminder!

You can assess a fee when a loan is first placed on the *Collections System*. You have the following choices on the '**System Default**' **table** under '**Initial Placement Fee**:'

- ➢ Collection fee verses other cost,
- ➢ Amount of fee verses a percentage, and
- ➢ If you choose a percentage, you can assess a percentage of the past due amount or the payoff.

This fee will be sent to System III automatically.