



UPDATE

Collections System

Second Quarter Enhancements

Campus Partners is pleased to announce the following enhancements to the Collections System effective July 27, 2005.

We have added the ability to manually and automatically send emails to the borrower. This new option enhances different functions of the Collections System.

Contact Log

The new 'Send Email' option allows you to schedule, from a select set of emails, an email to be sent to a borrower either on the current processing date or on a future date. A drop down menu associated with the new email feature displays a list of available emails.

If the borrower has an email address on file with Campus Partners, it will be displayed on the Borrower/General Tab, and will automatically populate the 'Current Email Address' field when the 'Send Email' box is checked. You can send the desired email to that email address or, if no email address is on file or the borrower has provided a different email address, you can enter or replace the email address in the 'Current Email Address' field. Please note: The input of an email address in the 'Current Email Address' field on the Contact Log Page will not update the borrower's email address with Campus Partners. If the email address should be retained by Campus Partners for future use, you should update the email address on the Transactions/Name/Address screen.

As with the follow up date, emails may also be automatically scheduled for generation by 'Event Processing' rules, based on other activity on the loan.

Reports Menu

• Pending Email Summary

Selecting Pending Email Summary allows you to see a list of emails scheduled to be sent. The Email Summary Report gives a list of borrower names, the email address, scheduled email, and assigned collector before the user

sends the email. This option gives you the ability to print an Email Summary Report by collector, borrower, and/or email.

• Email Generation

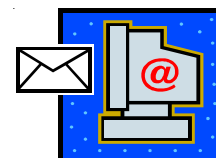
The Collections System email generator will compile a list of emails that have been manually and automatically scheduled for generation each day. The collector or administration can view, edit and send the emails. Selecting 'Email Generation' from the Report menu allows you to send: all emails regardless of the collector, all emails assigned by or for a specific collector, all emails scheduled for a specific borrower, or only a specific email for all borrowers who are scheduled to receive an email.

Event Processing

From the automatic Event Processing screen, the Collections System administrator can set up rules to control the automatic scheduling of future emails based on activity on the loan that has or has not occurred. Each listed system email event may be enabled or disabled to meet the needs of the client. The administrator schedules the email to occur at a specified number of days after the defined system event.

Administration Menu – Email Maintenance

The Collections System administrator may add, edit or delete custom collection emails and define the Email Code, description and subject line from this new screen. The email text may include one or more of the predefined and system limited merge codes. You have the option to write the body of your email in HTML format or not. Writing your email in HTML format just gives you more control of your document structure (paragraphs, font size, bold, underlined, etc.)



The *Collections System Update* is published quarterly, detailing enhancements we have made to the System. An updated manual is available online. If you have any questions, please contact your Customer Service Representative at Campus Partners at 1-800-458-4492.