



UPDATE

Collections System

Fourth Quarter Enhancements

AMS Servicing Group is pleased to announce the following enhancements to The Collections System, effective January 15, 2004.

Worklist

We have added 'Days Past Due' to the Worklist screen and reports. 'Days Past Due' has also been added as a sort option on the Worklist screen.

Available sort options are:

- Follow-up date,
- Program number,
- Loan number/Sequence number,
- Borrower Name,
- City/State,
- Cohort,
- Loan Balance,
- Borrower ID,
- Collection Agency number,
- Status,
- Amounts Due,
- Past Due, and
- Days Past Due.

Administration

You can now open records that you want to view by double clicking on them when you are working within the Administration menu and browsing within "Collector," "Borrower Response," and "Custom Letters."

This option eliminates having to select the record and then go to 'Maintenance' in order to view the record.

Skip Trace Report

Thanks to recent enhancements to the *Collections System*, loans for borrowers who are scheduled to receive a letter through Event Processing and have a bad address are sent to the *Skip Trace Report*. The *Skip Trace Report* has been modified to reflect each undeliverable letter for a borrower. The option to manually send a borrower to skip trace is still available on the Contact Log screen.

Reminder!!

Cohort and Projected Cohort loans can be assigned to the *Collections System* based on a different number of days past due than your Perkins portfolio. For example, within your Perkins portfolio, you may send your cohort loans at 15 days past due and your non-cohort loans at 60 days. Remember that you can assign cohort and projected cohort loans to an individual collector within the *Collections System*.

Reassign Existing Assignments by Group

This option gives you the ability to change open existing assignments by group (program/collection agency/alpha/social security number/cohort). This feature only changes existing worklist items not processed or cancelled and existing scheduled letters that have not been printed or cancelled. Future collector assignments is still determined by 'Collector Maintenance.'

The *Collections System Update* is published quarterly, detailing enhancements we have made to the System. An updated manual is available at www.amsservicing.com/documentation. If you have any questions, please contact the Help Desk at AMS Servicing Group at 1-800-458-4492 x2111 or helpdesk@amsweb.com.