



UPDATE

Collections System

Third Quarter Enhancements

AMS Servicing Group is pleased to announce the following enhancements to The Collections System, effective October 16, 2003.

Transactions - Update Name/Address Screen

You now have the ability to input the borrower 'Work Phone Number' and 'Extension,' 'Mobile Phone Number,' and 'E-mail Address' fields on the Name/Address Transaction screen. When you select 'Update,' you can update the information to the Transaction file for processing on System III.

If you enter the borrower work phone number and extension, mobile phone number, and e-mail address on the new Borrower Supplemental Information screen (BSUP) on System III, this information will then be downloaded to the Collections System for display.

Changing PC Collection Flag from 'W' to 'Blank'

On System III you can now reset the PC Coll Flag from 'W' (withhold) to 'Blank' on loans that have been brought current which are with an external collection agency. This release is for customers that have loans automatically removed from collection agencies when they are brought current on System III and concurrently withhold loans with an external collection agency from the Collections System. With this release, the PCCS Coll Flag will be reset to 'Blank' so that the loan can be sent back to the Collections System if the loan becomes past due again.

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.

PCCS Activity Flag on System III

Two fields, the 'PC COLL ACTVTY FLG' and 'PC COLL ACTVTY DTE,' can be found on System III on the Collection Screen (COLL). Valid values for the 'PC COLL ACTVTY FLG' are:

- S = Send to the Collections System
- D = Do not automatically remove from the Collections System
- R = Remove from the Collections System
- W = Withhold from the Collections System (The withhold flag is the only flag that can be changed back to 'blank'.)
- Blank = Not on Collections System-Eligible to be sent

You can update these fields online and by due diligence. To verify the number of days delinquent at which you are sending loans to the Collections System, please contact your Customer Service Representative. Remember that you can assign cohort and projected cohort loans to the Collections System based on a separate number of days past due.

The following screens on System III display 'PCCS' on loans that are on the Collections System (PC Coll Activity flag on the 'COLL' screen equals S or D): MAIN, LN1, LN2, LN3, LN4, LN5, and BASE.

You will see the following comment in history on System III when a loan has been sent to the Collections System: 'PC COLL ACTY FL FROM TO S.'

Reminder!!

Loans that are 'Placed with an External Agency' will be removed from the Collections System and flagged with a 'PC COLL ACTVTY FLG' of 'W' (withhold) on System III if 'PLACED WITH EXTERNAL AGENCY' is flagged 'YES' on the 'Event Processing' table.