



UPDATE

Collections System

Second Quarter Enhancements

Campus Partners is pleased to announce the following enhancements to the Collections System effective July 7, 2004

Printing Options Enhanced

We have added print functionality to the Borrower General Tab and Loan Tab. The new 'print' button can be found at the bottom of these two screens along with the 'Log Contact,' 'Comment,' 'Payoff,' and 'Exit' buttons.

Company Name Change

On June 1, 2004 our name changed to **Campus Partners**. This involved changes to the Collections System. You will now see our new logo and name when you log on to the Collections System. If you have not done so, you will need to update our name on any of the 'Custom Letters' that you send to borrowers. If you do not use our name in 'Custom Letter,' you do not need to make any changes.

Contact Log Screen and Custom Letters

We have added two new fields to the 'Contact Log' screen called 'Reply By' date and 'Return Form By' date. These two fields can be used as merge codes on customized letters. The letter text on the 'Custom Letter' screen may include one or more of the predefined and system limited merge codes.

The following is an updated list of available merge codes:

Borrower Name, Borrower Address, Account Number, Loan Type, Current Date, Collector Name, Collector Title, Collector Phone, Collector Fax, Collector Email, Collection Agency Name, Collection Agency Phone, Amount Committed, Promise Date, Special Bill Amount, Special Billing Begin, Special Billing End, Separation Date, Original Loan Amount, Principal Loan Balance, Loan Current Amount Due, Loan Past Due Amount, Loan Fees Due, Total Loan Amount Due, Return Check Fee, Loan Balance, Last Payment Date, Last Payment Amount, Lender Name, Deferment Start Date, Deferment End Date, Deferment Grace Date, Invoice Amount, Total Invoice Amount, Reply By Date, and Return Form By Date.

Suppress Collection Activity

We have added the ability to suppress collection activity on a specific loan while maintaining the loan on the Campus Partners Collections System.

Lock

We have added a lock on the Borrower Information 'Loan' tab that will indicate if that particular loan is locked or unlocked. To lock (suppress) a loan from collection activity, just press the 'lock' located beside the Program name and status on the Loan tab. You will be asked if you are sure that you would like to suppress activity on this loan. For a list of loans that have been suppressed from collection activity (locked), go to Reports (from the Main Menu)/Collection Reports and select 'Activity Suppression Report.' This new report will list the Borrower ID, Borrower Name, Program number, Loan number, Sequence number, Locked as of Date, and the name of the Collector. This report can be sorted by Borrower ID, Borrower Name, Collector/Borrower ID, or Collector/Borrower Name. You may choose these sort options for a specific collector or for all collectors.

Reminder!

The administrator controls whether or not certain types of response codes will satisfy an outstanding worklist item from the 'Borrower Response' Screen.

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