



# Collections System

## Third Quarter Enhancements

*Campus Partners is pleased to announce the following enhancements to the Collections System effective September 23, 2004*

### RAAN

As we published earlier this year, we have added a Randomly Assigned Account Number (RAAN) field to the System III database. We have made the following enhancements to the Campus Partners Collections System to accommodate the new RAAN.

- **Borrower Index Listing** - We have added RAAN as a sort option on the Borrower Index Listing that is found on the Borrower screens and Contact Log screen. This listing can be changed from an alphabetical (borrower name) to numeric (social security number, borrower number, or RAAN).
- **Worklist** - A column has been added to the Worklist for RAAN, and it has also been added as a sort option. The available sort options are as follows: Follow-up Date, Program Number, Loan #/Sequence #, RAAN, Borrower Name, City/State, Cohort, Loan Balance, Borrower ID, Collection Agency, Status, Amount Due, Past Due, and Days Past Due.
- **Reports** - RAAN has been added to the following reports on the Campus Partners Collections System: Worklist Report, Borrower Report (Also added RAAN to the 'Order' selection), Skip Trace Report (Account Number is now 'System number – RAAN – Consolidation Number')
- **Custom Letters** - We have changed/added merge codes as follows for RAAN:
  1. Replaced <<Account Number>> with System Number – RAAN – Consolidation Number
  2. Added <<Prog/Seq number>> (Program Number – Sequence Number)
  3. The Include 'Loan Account #' has been changed to the following:  
System Number – RAAN – Consolidation Number – Program Number – Sequence Number

### Worklist Balancing

We have added a new screen called "Worklist Balancing" that can be found under 'Administration' from the main menu. From the Worklist Balancing screen, the Collections System administrator can adjust workloads to accommodate changes in personnel work schedules (vacation, sick time, etc.). The administrator may elect to share the worklist assignments for a collector among all collectors or reassign them to one particular collector.

### Worklist Defaults

On the Worklist screen we have added a new option called worklist defaults. Clicking the new 'default' button in the bottom right hand corner of the Worklist screen will launch the 'Worklist Default' screen. This option allows the user to choose the columns that they would like displayed on their Worklist Screen.

Options available are:

Follow Up date, Program number, Loan number, Sequence number, RAAN, Borrower name, Collection Agency number, City, State, Amount due, Amount Past due, Loan balance, loan status, last action, last event, days past due, Borrower ID, cohort (cohort or projected cohort), and worklist type (shared or reassigned).

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](http://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](mailto:helpdesk@campuspartners.com).