



UPDATE

Collections System

Fourth Quarter Enhancements

AMS Servicing Group is pleased to announce the following enhancements to The Collections System, effective January 8, 2003.

Sample Letter

We have added a new 'Sample Letter' to the Custom Letter Maintenance table. This 'Sample Letter' can be used to test different "includes" on the Custom Letter Maintenance table (i.e. school name/address, collector name, enclosures, etc.). The sample letter will also help you when testing the margins for letters (left, right, top, and bottom) on the System Defaults table. To print the sample letter, go to Reports/Letters/Letter Generation. On the Letter Generation screen press the new button labeled *Sample*. Thanks to the University of California – Los Angeles for this suggestion!

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.')

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.

Helpful Hint:

Custom Letter Maintenance Table

When editing a custom letter using a merge code field, you need to type the new merge code field as seen (example: <<Loan Type>>). If you try to double click on the merge code, the merge code (i.e. <<Loan Type>>) will appear at the end of your text.

Thanks for your Feedback!

The Collections System has been developed by you, for you. We welcome your feedback and suggestions for improving this tool. Since the system was released last year, we have implemented over twenty-five enhancements, including improved printing options and new reports. We hope that you have benefited from these changes. Please contact Kim Wilson to submit other suggestions.

We will continue to release enhancements to the Collections System on a quarterly schedule and will provide updated documentation to coincide with system updates.

The *Collections System Update* is published quarterly, detailing enhancements we have made to the Collections System. If you have any questions, please contact Kim Wilson, Technical Coordinator, at 1-800-458-4492 x2826 or kwilson@amsweb.com.

Contact your School Relations Coordinator for information on obtaining an updated Collections System Manual on-line.