



# UPDATE

## Collections System

### First Quarter Enhancements

*AMS Servicing Group is pleased to announce the following enhancements to The Collections System, effective April 2, 2003.*

#### Worklist Screen

Our recent enhancements make it possible to resize (minimize and maximize) the worklist screen.

#### Contact Log Screen

Now when you pull up the 'Contact Log' screen, the follow-up box will have a check mark beside the 'Follow-up Date?' field. You can still uncheck this box whenever necessary.

#### Borrower Response Table

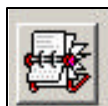
Within the 'Borrower Response' table, the follow-up date on the 'Contact Log' screen now defaults to a specified number of days in the future for each response (action code). This new option will automatically calculate the appropriate follow-up date based on the values selected and placed on the 'Borrower Response' table for the action performed on the loan. The system will add the selected number of days to the current date for this estimate. The calculated date will immediately display in the 'Follow-up Date' field based on the response code selected on the 'Contact Log' screen.

#### Reminder!

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

#### Rolodex

We have added the option to enter only a name and telephone number for a contact person to the 'Rolodex.'



#### Custom Letters

An option to print the current letter being viewed or to print all letters has been added to the 'Custom Letter Maintenance' screen.

#### Event Processing

We have added the following event codes and actions to the 'Event Processing' table:

Enrolled, graduate student	CALL
Enrolled, undergraduate student	CALL
Grace following enrollment	CALL
Grace, deferred while in grace status	CALL
Hardship deferment/hardship billing	LETTER
Placed with External Agency	TRANS

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.

The date of its last update has been added to the 'Event Processing' table. It is displayed in the bottom left hand corner.

#### Pending Letter Summary

With our latest enhancements, you now can see a list of letters scheduled to be printed, a list of borrower names, and assigned collectors before you print. We have added a new option under Reports/Letters called 'Pending Letter Summary.' This new option gives you the ability to print a 'Letter Summary Report' by collector, borrower, and/or letter.

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](http://www.amsservicing.com/documentation). If you have any questions, please contact Kim Wilson, Technical Coordinator, at 1-800-458-4492 x 2826 or [kwilson@amsweb.com](mailto:kwilson@amsweb.com).