UPDATE

Collections System

Second Quarter Enhancements

AMS Servicing Group is pleased to announce the following enhancements to The Collections System, effective July 9, 2003.

Collector Maintenance

Now administrators can select particular reports that individual collectors will be able to view. The following reports are now listed separately in 'Collector Maintenance' under 'Menu Options Access.'

Borrower Report

This report provides a summary listing of borrowers sorted by the assigned collector. The available sort options are: Borrower ID, Program/Loan/Sequence, Borrower Name, Status, and Days Past Due. Another option for this report allows you to select a specific collector, status, loan/sequence, collection agency number, and/or program number.

Worklist Report

This report has the following options: select a specific collector, date posted range, and/or view loans on which 'no activity' has taken place since a specific date.

Progress Report

This report gives a summary sorted by collector of the number of worklist items open, completed, and cancelled and the number of letters assigned, printed, and cancelled. You can report the data on a daily, weekly, or monthly basis.

Logo and Signature

You now can imprint your school logo and collector signature on custom letters. The logo can be printed at the top of the letter and is assigned on the 'System Defaults' screen. Signature will appear after the body of the letter has printed and can be selected within 'Collector Maintenance.' You must store the logo and signature as bitmaps.

Custom Letters

The ability to add or remove the salutation, date, borrower name/address, collector signature, and/or logo from the 'Custom Letter Maintenance' screen is now available.

System Default

You now have the ability to evenly distribute worklist assignments from the 'System Default' screen. This option disables individual collector assignments (by alpha, numeric, collection agency and program number), and allows the system to distribute new borrower assignments among all collectors who do not have administrative rights. Existing assignments will not be changed.

Reminder!

You can send your questions, concerns, comments, or suggestions regarding the Collections System to AMS Servicing Group by selecting the 'Contact AMS Servicing Group' button located on the 'Main Screen.' When this option is selected, the 'Contact Us' screen opens, allowing you to send questions or remarks to us in a manner similar to e-mail. We will collect and review these messages daily for action or response.

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.