

Loan and Payments Alerts Documentation for LOAN SERVICING SOFT

This document will guide you through the process of creating and using loan and payments alerts.

For additional information or questions please feel free to contact our support group at support@loanservicingsoft.com or 1-800-993-1839 x2.

Types of Alerts

In LSS there are three types of loan and payment alerts:

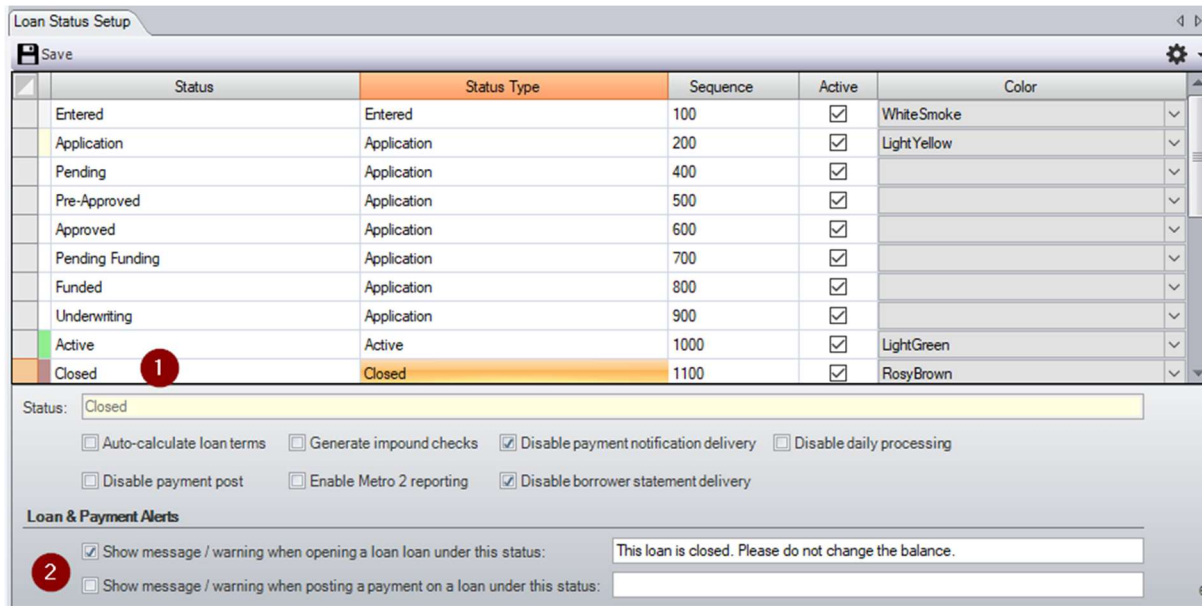
- Alerts at status level – these alerts are going to affect all loans which are under the status where the alert is defined.
- Alerts at loan level – these alerts, when active, are going to affect only the loan where they are defined
- Alerts when a loan is past maturity date

Alerts at Status Level

Loan status setup screen can be found under Control Panel -> Configuration Options.

These alerts can be defined for each loan status level (main status or special status).

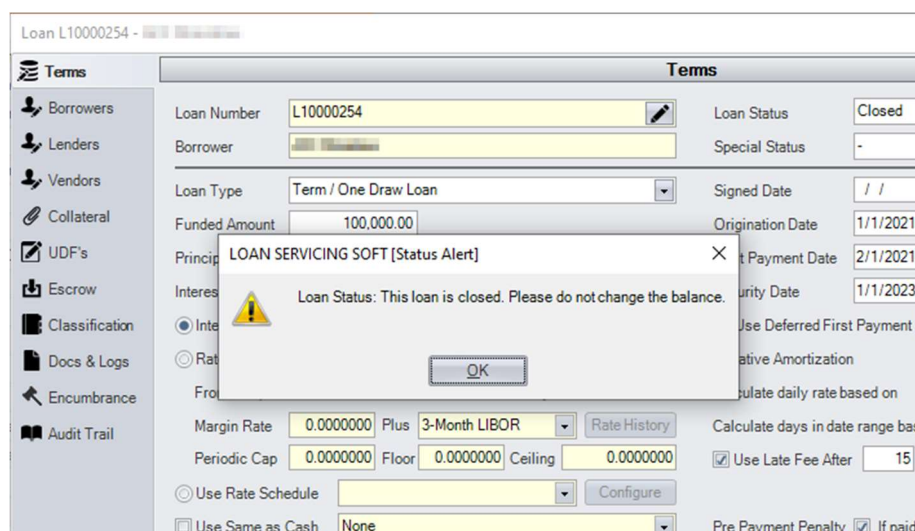
They are defined in loan status screen:



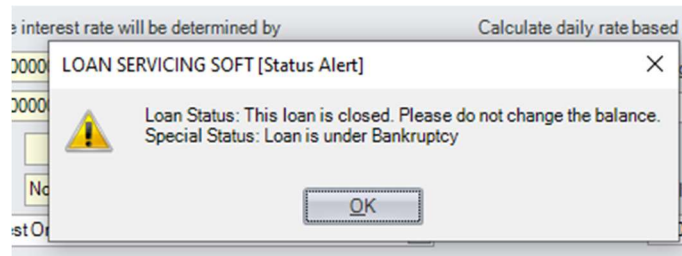
To create a new status alert, select one of the status records then on the bottom panel, there are two options:

1. “Show message / warning when opening a loan under this status” checkbox. This checkbox is enabling the alert.
2. The edit box where the alert message can be defined. If an alert is enabled but no message is setup then the alert won’t pop-up when a loan under this status opens.

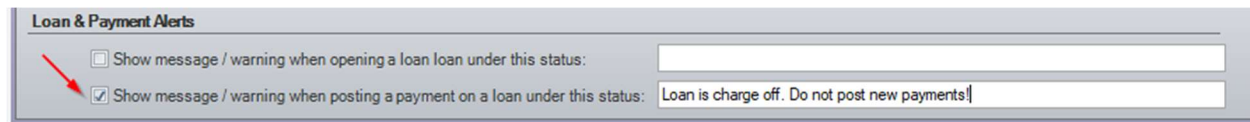
Once the loan alert is active, any loan under the status will show the alert at open:



If a loan is under a status and special status and both have defined alerts then both alert messages will show up at loan open:



From this screen, payment alerts can also be defined same way.



These payment alerts are visible as a screen pop-up when a new payment is posted on a loan which is under a loan status or special status with the payment alert enabled. The payment alerts are not showing when editing an existing payment.

Alerts at Loan Level

These alerts can be defined for each loan from the “Other Loan Settings” screen:

Other Loan Settings

Other Settings

- Statements & Notices
- HMDA
- Note Transactions

Servicing Company: YOUR SERVICING COMPANY NAME

Communication Language: English

Loan Group: Default Loan Group

Payment & Calculation Settings

Daily Rate Decimals: Not set | Payment Distribution

Yearly / Quarterly Reporting

Include in 1098 Report | Exclude from RE852

Loan Reporting

Transaction Type: None

Loan Type / Purpose: Other

- CFPB / Consumer Loan
- Article 7 Loan
- Loan to Refinance Loans Previously Negotiated By Reporting Broker or Affiliate
- Loan Covered Under Financial Code Section 4970
- Application Received From 3rd Party

Accounting Link

General Ledger Code: []

Loan & Payment Alerts

Loan Alert | [Warning Icon] Special warning

Payment Alert | [-] []

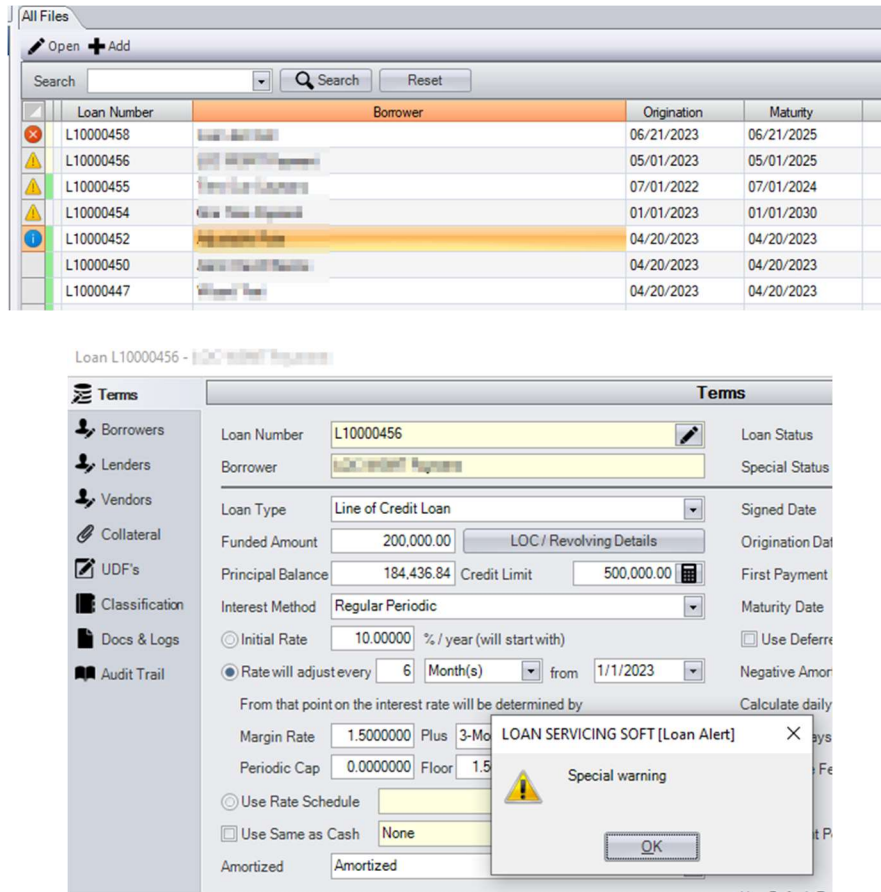
OK Cancel

There are two types of alerts available: loan and payment alerts.

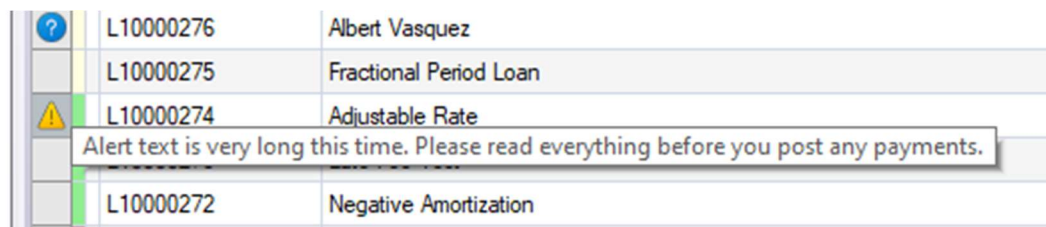
Both types can have an icon assigned. Available icons are:

	Information
	Question
	Warning
	Error
-	No icon

Loan alerts, when enabled, are showing on two places: on loan list and at loan open.

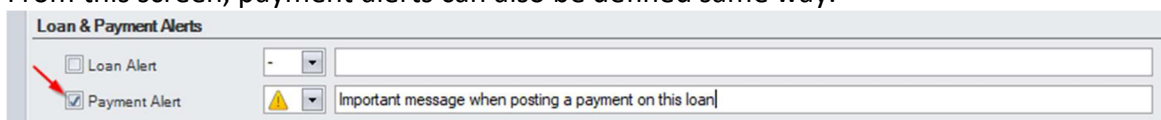


On loan list, if a message is defined for an active loan alert a tooltip is visible if mouse hovers the icon from row header:

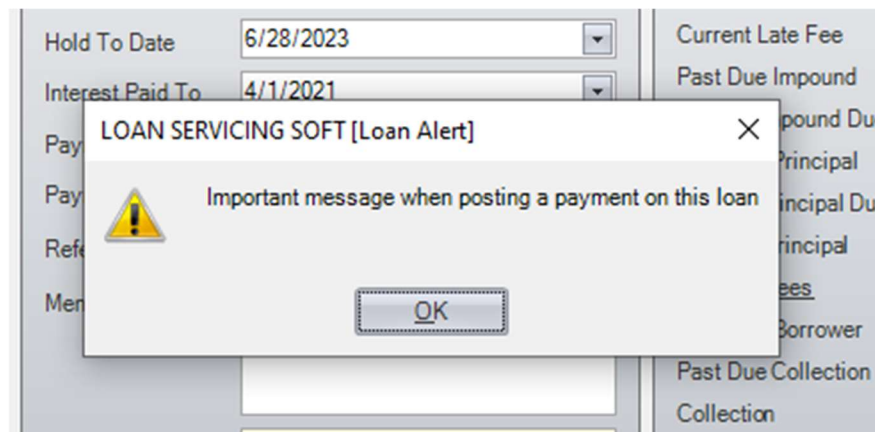


This feature is useful to check an alert message without opening the loan record.

From this screen, payment alerts can also be defined same way.



These payment alerts are visible as a screen pop-up when a new payment is posted on a loan with the payment alert enabled.



The payment alerts are not showing when editing an existing payment.

Past Maturity Date Loan & Payment Alerts

This special type of alerts is visible when opening a loan past maturity date or when posting a payment on a loan which is past maturity date.

They can be enabled or disabled from System Defaults & Settings -> General (under Control Panel).

These alerts are global and affect all portfolio loans.

System Defaults & Settings

Save

- System Defaults
- System Settings
- GUI Settings
- Reporting Settings
- Email Settings
- System Defined Fields

General | Call Queue & User Tasks | Address | Web Application | Daily Processing

Servicing Company: YOUR SERVICING COMPANY NAME

Default Lender: LENDER_00000001 (House Funding Account)

Default Loan Template: TMPL_0001

Use Default Loan Template To Initialize New Loans:

Show Warning On Loan Screen Open When Past Maturity:

Warning Message: Don't post payment after maturity 1

Payment Settings

Distribution Bucket Labels: [Change](#)

Regular Periodic Default Distribution: [Configure](#)

Actual Days : Payment to Payment Default Distribution: [Configure](#)

Actual Days : Days in Period Default Distribution: [Configure](#)

Add on Interest or Pre-Computed Interest (Rule78) Default Distribution: [Configure](#)

Canadian Amortization Default Distribution: [Configure](#)

Lease Rent Default Distribution: [Configure](#)

Show Warning When Posting Payments After Maturity:

Warning Message: