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:



LOAN SERVICING

teSmoke tYellow tGreen
tGreen
yBrown
vBrown

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:

Loan L10000254 - 🔚	1 Northward Control of	
E Terms	Tems	
Sorrowers	Loan Number L10000254 📝 Loan Status 🗸	Closed
Lenders	Borrower Special Status -	
Sy Vendors	Loan Type Term / One Draw Loan 🔽 Signed Date	11
Collateral	Funded Amount 100,000.00 Origination Date 1	/1/2021
UDF's	Princip LOAN SERVICING SOFT [Status Alert] X t Payment Date 2	2/1/2021
Escrow	Interes Loan Status: This Ioan is closed. Please do not change the balance.	/1/2023
Classification	Inte Jse Deferred First P	ayment [
Docs & Logs	Rat DK ative Amortization	•
K Encumbrance	Fro	ed on [
Audit Trail	Margin Rate 0.0000000 Plus 3-Month LIBOR Rate History Calculate days in date rate	ange base
	Periodic Cap 0.0000000 Floor 0.0000000 Ceiling 0.0000000 IV Use Late Fee After	15 d
	OUse Rate Schedule	
	Use Same as Cash None Pre Payment Penalty	lf paid b

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.

Loan & Payment Alerts	
Show message / warning when opening a loan loan under this status:	
Show message / warning when posting a payment on a loan under this statu	s: Loan is charge off. Do not post new payments!

These payment alerts are visible as a screen pop-up when a <u>new</u> 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:



S O F T

Other Loan Settings		· · · · · · · · · · · · · · · · · · ·	×
E Other Settings	Servicing Company	YOUR SERVICING COMPANY NAME	1
Statements & Notices	Communication Language	English	
HMDA	Loan Group	Default Loan Group	
✤ Note Transactions	Payment & Calculation Settin	15	
	Daily Rate Decimals	Not set Payment Distribution	
	Yearly / Quarterly Reporting		
	Include in 1098 Reporti	Exclude from RE852	
	Loan Reporting		
	Transaction Type	None	1
	Loan Type / Purpose	Other	
		CFPB / Consumer Loan	
		Article 7 Loan	
		Duan 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	Special warning	
*	Payment Alert	•	
		QK Cancel	

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

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

0	Information
?	Question
	Warning
\times	Error
-	No icon

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

LOAN SERVICING

Open 🕂 Add			
Search	Search Reset		
Loan Number	Borrower	Origination	Maturity
L10000458	togen and their	06/21/2023	06/21/2025
L10000456	ST REPORT AND	05/01/2023	05/01/2025
L10000455	Service Revers	07/01/2022	07/01/2024
L10000454	Sine Same Department	01/01/2023	01/01/2030
L10000452	All strate from	04/20/2023	04/20/2023
L10000450	And the off factor	04/20/2023	04/20/2023
L10000447	Ward Int	04/20/2023	04/20/2023

E Terms		Terms
Borrowers	Loan Number L10000456	Loan Status
Lenders	Borrower LOC #0#1 Nummer	Special Statu
Ly Vendors	Loan Type Line of Credit Loan	 Signed Date
Collateral	Funded Amount 200,000.00 LOC / Rev	olving Details Origination Da
UDF's	Principal Balance 184,436.84 Credit Limit	500,000.00 First Paymen
Classification	Interest Method Regular Periodic	Maturity Date
Docs & Logs	Initial Rate 10.00000 % / year (will start with)	Use Defer
Audit Trail	Rate will adjust every 6 Month(s) from	n 1/1/2023 🔹 Negative Amo
	From that point on the interest rate will be determined to	y Calculate dail
	Margin Rate 1.5000000 Plus 3-Mo LOAN SER	/ICING SOFT [Loan Alert] 🛛 🗙 ay
	Periodic Cap 0.0000000 Floor 1.5	Special warning
	⊙ Use Rate Schedule	
	Use Same as Cash None	OK
	Amortized Amortized	

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:

	L10000272	Negative Amortization
	Alert text is very le	ong this time. Please read everything before you post any payments.
	L10000274	Adjustable Rate
	L10000275	Fractional Period Loan
3	L10000276	Albert Vasquez

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.

Loan Alert		
Contract		
Payment Alert	A 🔽 Important message when posting a payment on this loan	

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

Hold To Date	6/28/2023	Current La	ate Fee
Interest Paid To	4/1/2021	Past Due	Impound
	/ICING SOFT [Loan Alert]	×	pound Due Principal
Pay In Refe	mportant message when posting a paymer	nt on this Ioan	incipal Du rincipal
Men	<u>O</u> K		<u>ees</u> Borrower
		Past Due	Collection
		Collection	1

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.



Loan Alerts

Save			_
ystem Defaults	General Call Queue & User Task		
ystem Settings	General Call Queue & User Task	s Address Web Application Daily Proc	essin
iUI Settings	Servicing Company	YOUR SERVICING COMPANY NAME	Q
eporting Settings	Default Lender	LENDER_00000001 (House Funding Account	t Q
Email Settings	Default Loan Template	TMPL_0001	Q
ystem Defined Fields	Use Default Loan Template To Initialize New Loans		
	Show Warning On Loan Screer Warning Message Dont	Open When Past Maturity oost payment after maturity 1	
	Distribution Bucket Labels	Ch	ange
	Regular Periodic Default Distribu	tion	figure
	Actual Days : Payment to Payme	nt Default Distribution Con	figure
	Actual Days : Days in Period Def	ault Distribution Con	figure
	Add on Interest or Pre-Computed	Interest (Rule78) Default Distribution Con	figure
	Canadian Amortization Default D	istribution Con	figure
	Lease Rent Default Distribution	Con	figure
	Show Warning When Posting Par	manufa Affra Maturita	

