# LOAN SERVICING SOFT Investor Management

This document will explain how to set up and manage your investors or "Lenders". How Lenders are entered into the system, assigned to loans, processing payments out to your Lenders, etc… in the LOAN SERVICING SOFT system.

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

To enter your Lenders into the system, follow the steps in the screenshot below:
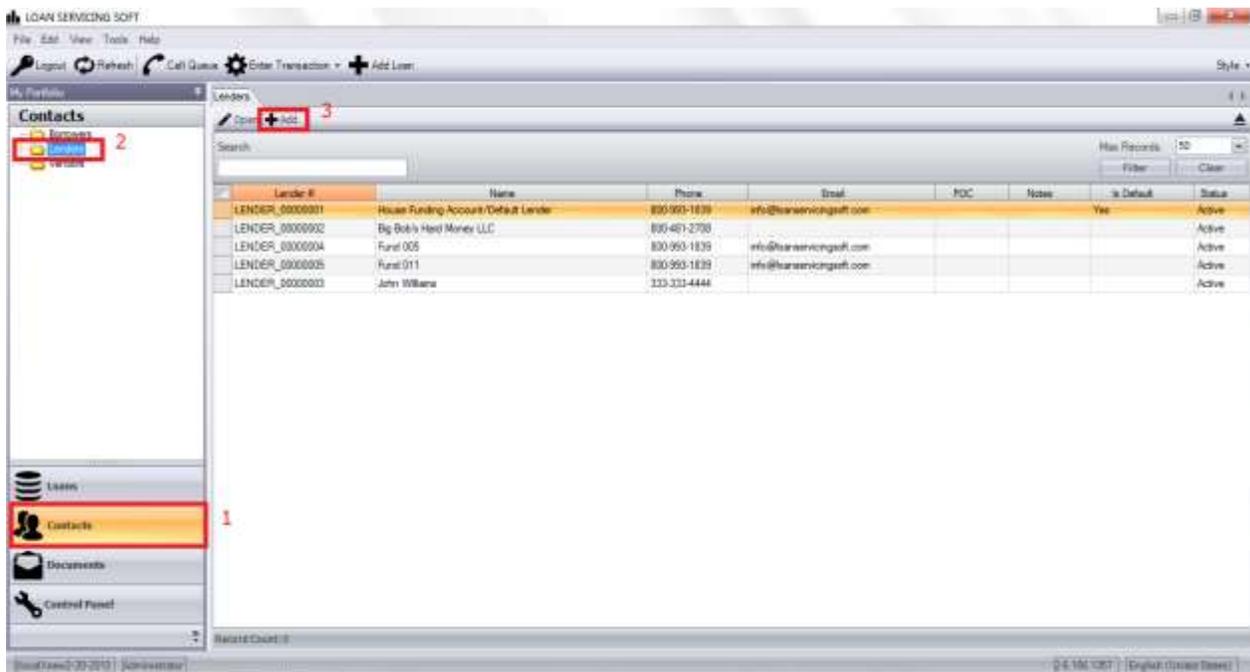
And here is the Lender screen:
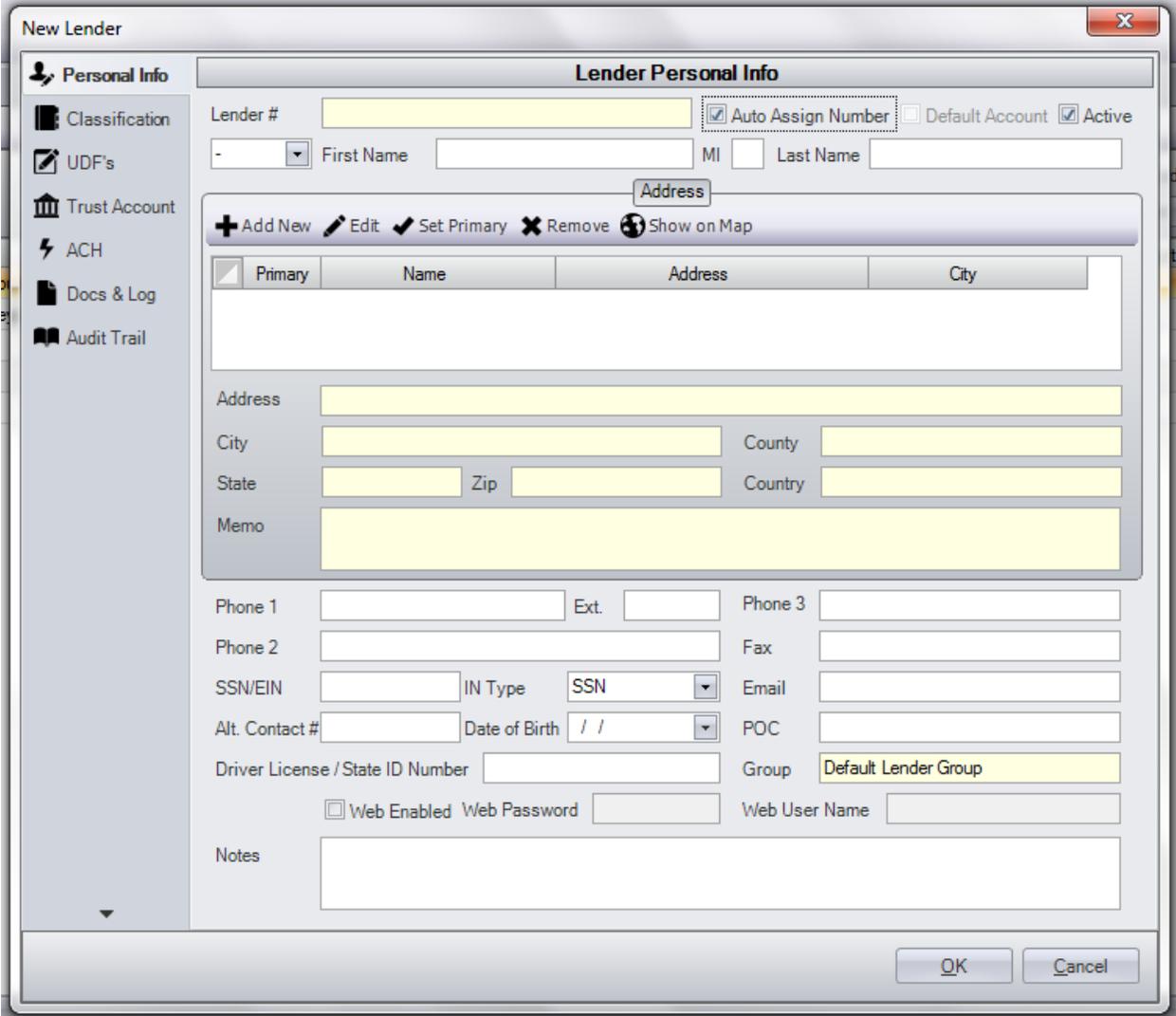
Simply enter your Lenders information. If you want a Lender to be set up for automatic debit/ACH electronic payments go to the ACH tab and fill out the information. You will need to be set up and configured for ACH of course. The classification and UDF's tabs are for setting up and tracking anything you like. The Docs & Log and Audit Trail tabs are just that, screens for notes and a call log along with document management and then a complete audit trail tab. The Trust Accounting tab shows all the subsidiary account activity, from contact to contact as funds flow in and out of the system. The system provides support for an unlimited number of all

LOAN SERVICING SOFT

contact addresses. If you have multiple addresses for a contact, one will always be set as Primary. This will be the address used for documents and reports.

Your Default Lender/Funding Source

Upon installation your portfolio is given a default Lender. It is this Lender that will be assigned to all new loans by default. Details for this default Lender can be changed at any time here:
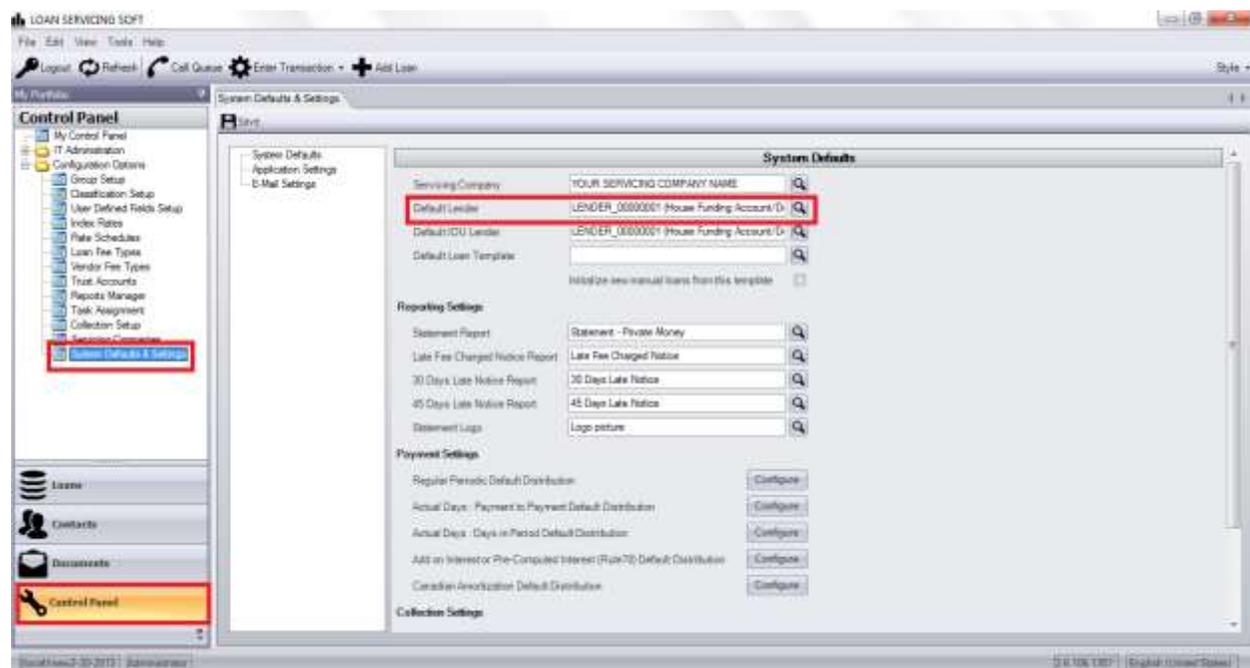
Assigning Lenders to Your Loans

Each loan has a Lenders screen where loans can have an unlimited number of Ownership Periods and an unlimited number of Lenders per Ownership Periods. The first Ownership Period must match with the loans Origination Date.

If you do have multiple owners of your loans or "fractionalized ownership", you can configure that ownership by dollar amount or percentage. Who gets the borrower late fees and pre-payment penalty (PPP) can also be configured. The Sold Rate field allows you to assign points of the interest to any contact in the system. For more information on how these features can be used please contact our support group.

Payments Out To Your Lenders

Payments out to your Lenders are automatically managed by the system and controlled by each payments "Hold To Date" as the payments flow into the system through the payment processing screen.

As payments are processed into the system the funds flow into the subsidiary ledgers of the appropriate Lenders and other contacts.
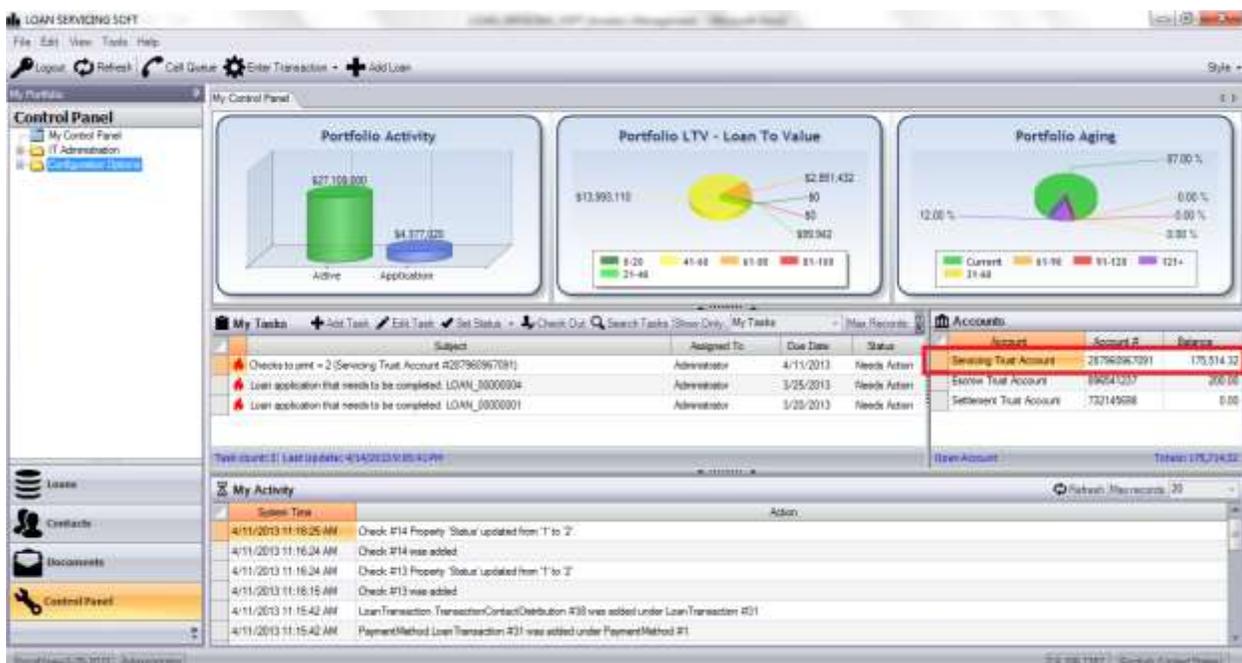
To open up the subsidiary accounts double click on the account you want to open.

That will open this screen:
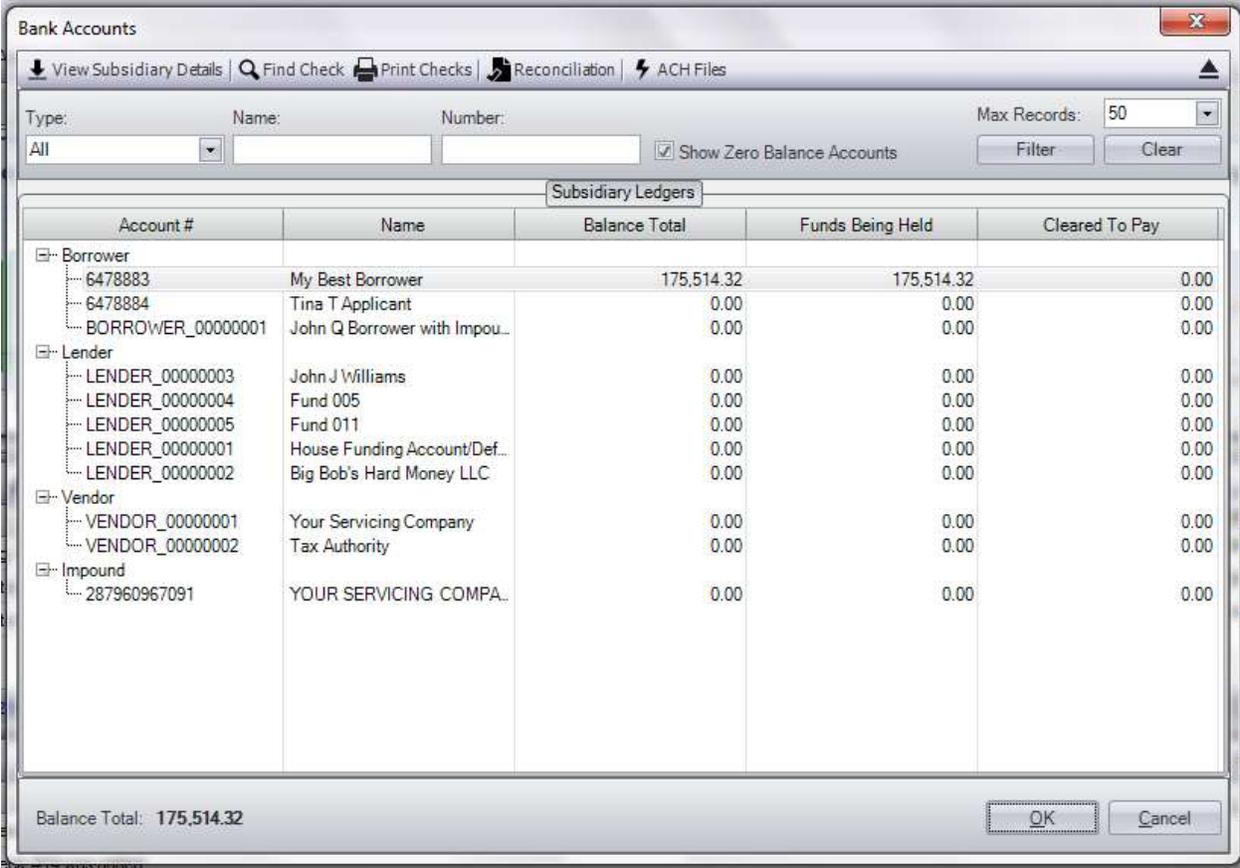
If you now double click on any of the line items or "subsidiary ledgers" that will open that subsidiary screen where you can see each individual payment into the system associated with that Lender contact. You will notice a Release Date. This is the Hold To Date chosen when the payment was processed into the system. This is the date the system will automatically cut a check out for this payment. Note: This date can be changed by highlighting the payment and selecting the "Change Payment Date" button at the top of the screen.

LOAN SERVICING
S O F T

When checks are created by the system a task will be sent to the appropriate user on their My Control Panel screen:
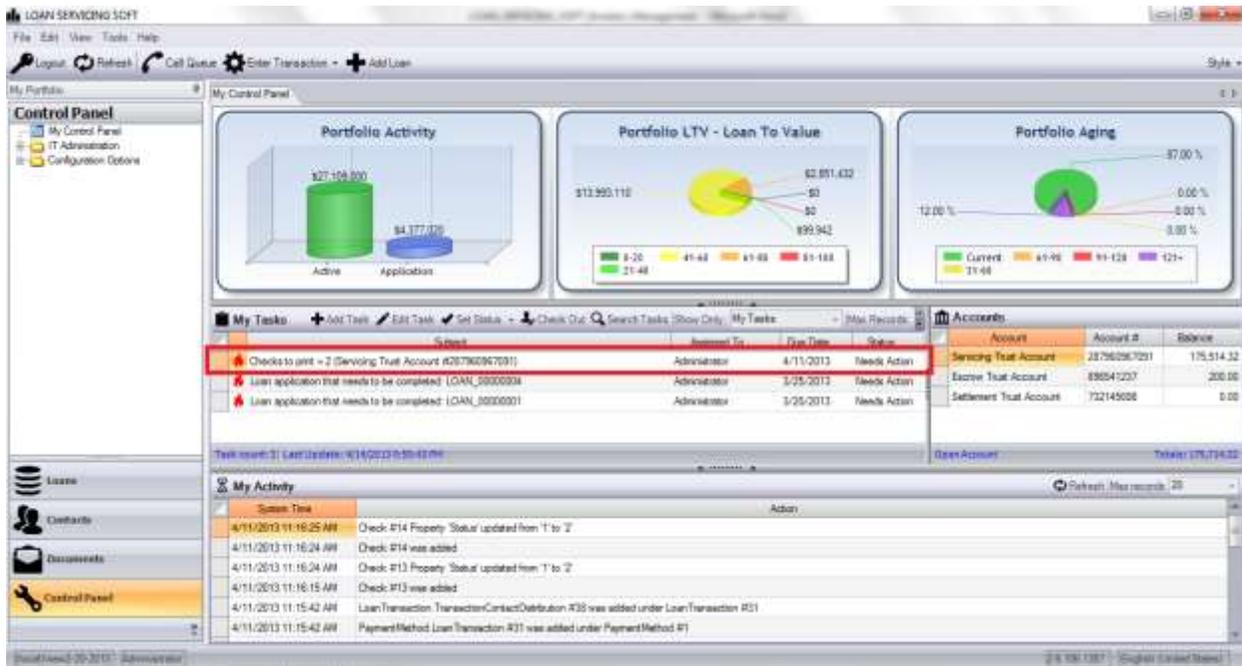
To print checks simply open the "Checks to print" task and execute.