LOAN SERVICING SOFT Task Types

This document will give you an explanation of Task Types in LOAN SERVICING SOFT.

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

These tasks can be assigned to a single user or to a user group and can be enabled or disabled. The message body of the new created task record can be customized (it is static text and cannot be parametrized).

User Requests / User Reminders

These are regular tasks created by a system operator and assigned to a user or user group. These tasks can be added from 3 places in the software:

:up stup Ids Setup Label Defaults		\$309,362 Application Active			0-20
ng	Ê M	ly Tasks	🕈 Add Task 🖌	🖍 Edit Task 🗶 Delet	e Task 🦊 Assign T
		Subject	From	Assigned To	Created On
qL		Late notices count 1 on 08/14/2018	Administrator	Administrator	08/15/18 3:36 F
		Borrower statements count 1 on 08/15/2018	System	Administrator	08/15/18 3:36 F
able		Loan application that needs to be completed: L10000030	Administrator	Administrator	09/06/18 2:26 F
55		Borrower statements count 1 on 09/11/2018	System	Administrator	09/11/18 12:07

a) from Control Panel -> My Tasks:

b) from Collection / Call Queue Screen

	ВОП	ower		LOa	an Type	
	Collection S	Screen - [Queue: 30 Days Late]				
Fee	Q Jump to Loa	n \$ One Time Card / ACH Draw	+ Add Us	er Task		
or F			Loan	Data		
est	Loan	L10000049	Open 🖍	0/0/0/0/0		
owr	Borrower	Test Paydown	Open 🖍	Days Late		47



c) from Payment Reversal Screen.

Transaction Reversal		
Print NSF Notice	+ Add User Task	
Reversed Transactio	n Data	
Loan Number	L10000049	Amount
Deposit Date	5/15/2019 Ref #	Payment #
	Transaction Reversal Print NSF Notice Reversed Transaction Loan Number Deposit Date	Transaction Reversal Print NSF Notice Add User Task Reversed Transaction Data Loan Number L10000049 Deposit Date 5/15/2019 Ref #

Loan Status Tasks

These tasks are controlled from Control Panel -> Configuration Options -> Task Assignment -> Loan Status tab:

PLogout ORefresh Call Que	Je	E-Mail 🔆 Enter Tra	insact	tion - 🖓 Recent F	iles 👻 📥 Add Loan	_
My Portfolio 4	Tas	k Assignments				
Control Panel	E	Save				
My Control Panel IT Administration	Ge	eneral Notifications and Tas	ks	Loan Status Tasks		
E-Mail		Status		Status Type	Assigned To	ls
E-Mail Manager		Entered	Enter	red		
• · · · implates		Application	Appli	cation		
Configuration Options		Pending	Appli	cation		
Classification Setup		Pre-Approved	Appli	cation		
Lookup Value Setup		Approved	Appli	cation		
User Defined Fields Setup		Pending Funding	Appli	cation		

When active, these task types will generate a new task for every loan status change or when a new loan is created. It can be enabled for loan main status change and/or for loan special status change.



Unfinished Applications Posted Tasks (discontinued)

This type of task is generated when a new web application is imported or when a new loan under the Application status is added to the system.

The task body/message is hardcoded to this text: "Loan application that needs to be completed <Loan Number>"

In the future this type of task will be discontinued because users don't have configuration control and its functions were replaced by two other types of tasks: "Loan Status Changed" and "Web Applications Received" tasks.

General Notifications and Tasks

1. Web Applications Received Tasks

This type of task is generated when a new web application is automatically imported to LSS from the web application portal or from other external sources.

It can be controlled from Control Panel -> Configuration Options -> Task Assignment - > General Notifications and Tasks:

Task Assignments				
P Save				
General Notifications and Tasks Loan Status Tasks				
Name	Assigned To	Is Active		
Web Applications Received	User: Administrator			
Borrower Statements Ready to Print	User: Administrator			
Checks Ready to Print	User: Administrator			
Late Notices Ready to Print	User: Administrator			



2. Borrower Statements Ready to Print Tasks

This type of task is generated when borrower statements are ready to print. LSS will generate a single task for all statements due on a date. An operator will see the task and be able to execute it (process the batch list and print or email the statements to each borrower from the list). Finally, the task should be set to the completed or canceled status to be removed from the list.

This task can be controlled from Control Panel -> Configuration Options -> Task Assignment -> General Notifications and Tasks:

Tas	Fask Assignments			
P	Bave Save			
Ge	General Notifications and Tasks Loan Status Tasks			
	Name		Assigned To	Is Active
	Web Applications Received		User: Administrator	
	Borrower Statements Ready to P	rint 🖌	User: Administrator	
	Checks Ready to Print		User: Administrator	

Every active loan can be configured to send borrower statements on a certain day of the billing period. This can be done from loan terms screen -> Other Options -> Borrower Statement Tab:

Other Loan Settings		
差 Other Settings		Reporting Settings
Borrower Statement	Borrower Statements & Notices Delive	яу
CFPB/HMDA	Print E-Mail To	
	Borrower Statement Template	Statement - Private Money
	Statement Billing Cut Off	Annually On Date 💌 Month 8 💭 Day 2 💭
	Į.	Interest Is Due On Billing Date



3. Checks Ready to Print Tasks

This type of task is generated when there is money scheduled to disburse to lenders/vendors or when there are unprinted checks (checks in created or entered status).

An operator will see the task in their task list and be able to execute it (process the batch list and print each check from the list). Finally, the task should be set to the completed or canceled status to be removed from the list.

It can be controlled from Control Panel -> Configuration Options -> Task Assignment -

ſ	as	k Assignments			
	-	Save			
	Ge	eneral Notifications and Tasks	.oan Status Tasks		
	4	Name		Assigned To	Is Active
		Web Applications Received		User: Administrator	
		Borrower Statements Ready to Prin	t	User: Administrator	\checkmark
		Checks Ready to Print		User: Administrator	
		Late Notices Ready to Print		User: Administrator	\checkmark

> General Notifications and Tasks:



4. Late Notices Ready to Print Tasks

This type of task is generated when borrowers are late on their current monthly payment.

It can be controlled from Control Panel -> Configuration Options -> Task Assignment -

> General Notifications and Tasks:

Save				
General Notifications and Tasks	Loan Status	s Tasks		
Name		Assigned To	Is Active	Late Notices Ready to Print
Web Applications Received		User: Administrator		Message to Assignee (added to the
Borrower Statements Ready to F	Print	Group: Users		
Checks Ready to Print		User: Administrator		
Late Notices Ready to Print		Group: Users		
System Errors		User: Administrator		
Insurance Expiring		User: Administrator		
Credit Agency Password Expiring	,	User: Administrator		
	i i			

There are 4 levels of late notices available for configuration. Each level can be enabled or disabled. These can be configured from Control Panel -> Configuration Options - >System Defaults & Settings -> Reporting Settings -> Late Notice Delivery:

				_		_
System Defaults			Derest Terrelate		C and Tamalata	
System Settings	Default Reports		Report Template	_	E-mail remplate	
aUI Settings	Borrower Statement		Statement - Private Money	Q	Statement Email Template	Q
Reporting Settings			Add Statement Copy to Docs & Lo	gs Whe	n Batch Generate 🗵	
Email Settings	Web Application			Q		
System Defined Fields	Payment Receipt			Q		
	NSF Notice		NSF Notice	Q		٩
	Late Notice Delivery	Active	Days Report Template		E-mail Template	
			0 Late Fee Charged Notice	Q		Q
	Level 1 Notice					
	Level 1 Notice Level 2 Notice		30 30 Days Late Notice	Q		Q
	Level 1 Notice Level 2 Notice Level 3 Notice		30 30 Days Late Notice 45 45 Days Late Notice	Q		9

To send a notification the day a loan becomes delinquent the "Days" field must be set to 0 days. The report set under each level is used to print the notification but also to generate the attachment when emails are setup.



5. System Errors Tasks

This type of task is generated by the synchronization processor (in charge with synchronizing date between LSS database and borrower, lender or vendor web portals or the web application portal). This task should usually be assigned to a system admin.

It can be controlled from Control Panel -> Configuration Options -> Task Assignment - > General Notifications and Tasks:

	Task Assignments				
	Bave Save				
ĺ	General Notifications and Tasks	Loan Status Tasks			
	Nam	9	Assigned To	Is Active	System Errors
	Web Applications Received		User: Administrator		Message to Assignee
	Borrower Statements Ready to	Print	Group: Users		
	Checks Ready to Print		User: Administrator		
	Late Notices Ready to Print		Group: Users		
	System Errors		User: Administrator		
ĺ	Insurance Expiring		User: Administrator		
Ì	Credit Agency Password Expirin	g	User: Administrator		
	Web Required Item Received		Group: Administrators		
			A		

6. Insurance Expiring Tasks

This type of task can be generated when a loan insurance (setup under loan -> collateral -> insurance screen) is about to expire or is expired.

🗾 Insurance Det	ails		
Description	Fire Insurance		
Policy Number	123-456-AAC	Expire Date	5/1/2019 💌
Insurance Cost	5,002.58	Coverage Amount	569,887.55
Insurance Comp.	Insurance Corp.		
Agent Name	John Smith	Phone 45	6-456-7878 E-mail is
Insured Name			
Memo			

It can be controlled from Control Panel -> Configuration Options -> Task Assignment -

> General Notifications and Tasks:



Ta	sk Assignments			
E	Save			
G	eneral Notifications and Tasks Loan Status Tasks			
	Name	Assigned To	Is Active	Insurance Expiring
	Web Applications Received	User: Administrator		Message to Assignee (add
	Borrower Statements Ready to Print	Group: Users		
	Checks Ready to Print	User: Administrator		
	Late Notices Ready to Print	Group: Users		
	System Errors	User: Administrator		
	Insurance Expiring	User: Administrator		
	Credit Agency Password Expiring	User: Administrator		
	Web Required Item Received	Group: Administrators		
	Web Request Received	Group: Administratore		

There are 3 levels of expiration notices available for configuration. These can be configured from Control Panel -> Configuration Options -> System Defaults & Settings -> Reporting Settings -> Insurance Expired Delivery:

Insurance Expired Delivery	Active Days Repor	rt Template E-mail Temp	plate
Level 1 Notice	0	Q	Q
Level 2 Notice	20	Q	Q
Level 3 Notice	✓ 45	Q	Q
	If the Days v If the Days v	value is negative, the insurance task will b value is positive, the insurance task will b	be generated that number of days before the expire date. e generated that number of days after the expire date.

The notification can be configured to send email or print.



7. Credit Agency Password Expiring Tasks

When pulling credit from a credit agency, the credit report pulling account password can reset every few weeks for security reasons. To avoid credit pulling request interruption, the expiration date can be set under servicing company. This type of task can be generated when the credit agency password (setup under Control Panel -> Servicing Company -> Credit Report Request) is about to expire or is expired.

Servicing Company		
Scompany Info		Credit Report Request
Credit Report Request	Provider & Product Type	Credit Report Request Defaults
A Credit Reporting	Provider	Request Credit Score
5 ACH	Report Type	Import Credit Report Liabilitie
🛓 E - Sign	Credit Agencies Equifax Experia	n TransUnion Clear Old Liabilities On New
\$ Pay Gateway		Include Co-Borrower in Requ
UDF's	Connection Settings	Import Liabilities From a Sing
	Subscriber #	Subscriber Password
	Server URL	
	Certificate SN	Test Certificate
	Password Changed On / /	Password Expiration Warning After days

8. Web Required Item Received Tasks

This task is generated when a borrower/applicant uploads a required document (ID copy, proof of income, driving license etc.) on the borrower portal. This usually happens when loans are in application or underwriting statuses and documents are expected from the applicant. The task also has a reference to the loan that the item/document was uploaded under.

- 11			
	Credit Agency Password Expiring	User: Administrator	
	Web Required Item Received	Group: Administrators	
	Web Request Received	Group: Administrators	



9. Web Request Received Tasks

This task is generated when a borrower, lender or vendor posts a user request on their web portal. The generated task has a reference to the contact that the request was posted under. The notification will also generate a Docs & Logs record under the same contact.

стешк лустноу газатога скритту	USCI, Autimistrator	
Web Required Item Received	Group: Administrators	\checkmark
Web Request Received	Group: Administrators	
Web Data Received	Ilser Administrator	

10.Web Data Received Tasks

This task is a generic one and can be configured when a certain action happens on the web portals (it can be configured for borrowers, lenders or vendors). If certain data is required online and if the web user does that action, then this task will be generated and added to LSS. The generated task has a reference to the source contact. For example, if a borrower is required to submit their ACH data online and there is a form available to collect this data, then after the borrower submits the data the task can be generated and assigned to the right operator.

Web Request Received	Group: Administrators	\checkmark
Web Data Received	User: Administrator	\checkmark
NSE Notes Ready to Print	Ilser: Administrator	

11. NSF Notes Ready to Print Tasks

This type of task is generated when NSF reversals were posted to the system. This task can be used to batch send emails or to batch print NSF notices in order to inform the borrowers about the payment rejection. To identify a reversal as a NSF, a fee should be charged on reversals and this fee type should contain "NSF" in its code.

It can be controlled from Control Panel -> Configuration Options -> Task Assignment -> General Notifications and Tasks:



Web Data Received	User: Administrator	\checkmark
NSF Notes Ready to Print	User: Administrator	\checkmark
Desiminant Dura Data in Americanteine	Heren Administration	

The report used to generate the notice and the email template can be configured from Control Panel -> Configuration Options -> System Defaults & Settings -> Reporting Settings -> NSF Notice:

System Defaults & Settings				
Save		_		
System Defaults				
System Settings	Default Reports		Report Template	E-mail Template
GUI Settings	Borrower Statement		Statement - Private Money	Statement Email Template
Reporting Settings			Add Statement Copy to Docs &	Logs When Batch Generate
Email Settings	Web Application			Q
System Defined Fields	Payment Receipt			Q
	NSF Notice		NSF Notice	Q
	Late Notice Delivery	Active	Dave Report Template	F-mail Template

The NSF Notice report can also be printed from the Payment Reversal screen.

12. Payment Due Date is Approaching Tasks

This type of task is generated when the payment due date of a loan is approaching. There are 4 levels of notices and each can be configured to trigger a pre-set number of days before the payment is due. The notification can be configured to send email or print. It can be controlled from Control Panel -> Configuration Options -> Task Assignment -> General Notifications and Tasks:

niouranice exprining		<u>ت</u>	P	_
Credit Agency Password Expiring	User: Administrator			_
Web Required Item Received	Group: Administrators		Notice 2 Notice 3 Notice 4	
Web Request Received	Group: Administrators		Send Notification 0 💭 Days Before Next Due Date	
Web Data Received	User: Administrator		Report Template	
NSF Notes Ready to Print	User: Administrator		Send Email	
Payment Due Date is Approaching	User: Administrator			
Loan is Past Due	User: Administrator			
Credit Card Has or Will Expire	User: Administrator			



13. Loan is Past Due Tasks

This type of task is generated when a loan payment is past due date. There are 4 levels of notices and each can be configured to trigger a pre-set number of days after the payment due date. The notification can be configured to send email or print. It can be controlled from Control Panel -> Configuration Options -> Task Assignment -> General Notifications and Tasks:

Credit Agency P	assword Expiring	User: Administrator		
Web Required I	tem Received	Group: Administrators	Notice 1 Notic	e 2 Notice 3 Notice 4
Web Request F	Received	Group: Administrators	Send Notific	ation 0 Days After Payment Due Date
Web Data Rece	eived	User: Administrator	Report Tem	plate
NSF Notes Rea	dy to Print	User: Administrator	Send Em	
Payment Due D	ate is Approaching	User: Administrator		
Loan is Past Du	e	User: Administrator		
Credit Card Has	or Will Expire	User: Administrator		

14. Credit Card Has or Will Expire Tasks

This type of task is generated when a borrowers active credit card is about to expire. There are 4 levels of notices and each can be configured to trigger a pre-set number of days before the start of the month when the credit card is going to expire. The credit card data can be configured on the Borrower screen -> ACH & Card tab.

To view the Credit Card tables on the Borrower screen, the "Show Other Payment Methods Tab on ACH Section" setting should be set (under Control Panel -> System Defaults & Settings -> GUI Settings).

The notification can be configured to send email or print.

It can be controlled from Control Panel -> Configuration Options -> Task Assignment -> General Notifications and Tasks:

Credit Agency Password Expiring	User: Administrator	N.C. A. N.C. D.		
Web Required Item Received	Group: Administrators	Notice 2	Notice 3 Notice 4	
Web Request Received	Group: Administrators	Send Notification	10 Days Before Expiration Month	
Web Data Received	User: Administrator	Report Template		Q
NSF Notes Ready to Print	User: Administrator	Send Email		Q
Payment Due Date is Approaching	User: Administrator			
Loan is Past Due	User: Administrator			
Credit Card Has or Will Expire	User: Administrator			
A Borrower Had or Is Having a Birthday	User: Administrator			



15. A Borrower Had or Is Having a Birthday Tasks

This type of task is generated when a borrower is having his birthday (based on the Date of Birth set on borrower screen). There are 4 levels of notices and each can be configured to trigger a pre-set number of days before the birthday.

The notification can be configured to send email or print.

It can be controlled from Control Panel -> Configuration Options -> Task Assignment -

> General Notifications and Tasks:

Credit Card Has or Will	Expire	User: Administrator	
A Borrower Had or Is Ha	aving a Birthday	User: Administrator	
Loan Reaches Maturity		User: Administrator	

16. Loan Reaches Maturity Tasks

This type of task is generated when a loan is about to reach maturity date. There are 4 levels of notices and each can be configured to trigger a pre-set number of days before the maturity date. The notification can be configured to send email or print.

It can be controlled from Control Panel -> Configuration Options -> Task Assignment - > General Notifications and Tasks:

Ciedic Cald Has of Will Expire	USEL AUTIMISTICU	
A Borrower Had or Is Having a Birthday	User: Administrator	
Loan Reaches Maturity	User: Administrator	

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