



Collections



Datamatic cannot accept any responsibility, financial or otherwise, for any consequences arising out of the use of this material. The information contained herein is subject to change. Revisions may be issued to advise of such changes or additions. The information and techniques contained in this document are the property of Datamatic and may not be disclosed in total or in part without the written permission of Datamatic.



TABLE OF CONTENTS

OVERVIEW	3
GETTING STARTED.....	4
Third Party Setup	4
Hardware Setup	4
Teller Security	4
Setup Screens	4
COLLECTION SETUP	5
COLLECTION QUEUE.....	6
Add Collection	8
Edit Collection	10
Delete Collection	13
COLLECTION NOTICES.....	14
AUDIT COLLECTION	16
COLLECTION INQUIRY	17

OVERVIEW

The Collection Software package is an extension of VIEW. All notes, communications, and member collection activities take place within VIEW. The information is online so users can interact instantly without re-keying or the hassles of a third-party solution. The software also eliminates the need to maintain card files for each member.

Collection records may be automatically or manually created for loans and overdrawn share accounts. Promise to pay records can be maintained based on communication between the member and the collection department. Promise to pay records are automatically tracked by the system. Fulfilled and unfulfilled promises are reported on demand. The loan or share account will remain in the active collection queue until it no longer meets the collection setup criteria.

Collection Letters can be customized by the credit union. The individualized collection letters are created on demand in a fillable PDF format.

Highlights

- Real Time documented notes
- On Demand Custom Collection Notices
- Automatically tracked promises to pay
- Ability to assign to a loan officer

GETTING STARTED

Setting up Collections requires optional software and initial setup. Contact Customer Service for more information.

Third Party Setup

There are no third-party setups needed.

Hardware Setup

The only hardware needed is a network/local laser printer to print collection notices/letters.

Teller Security

Collection security is required for staff that will access to the Collection Software. [[Main Ribbon > System Settings > Tellers > Basic Tab > Collections](#)].

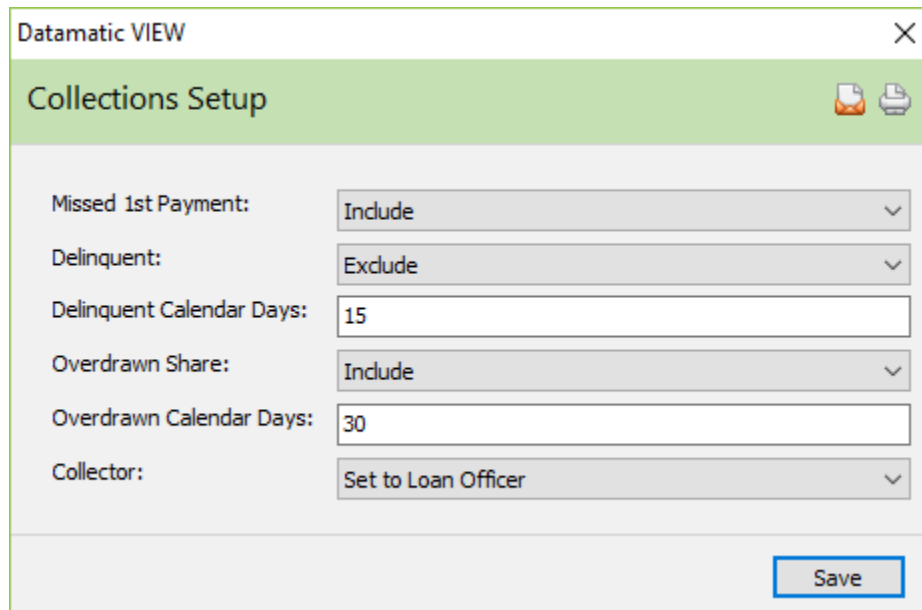
Setup Screens

Collections has the following initial setup screen that need to be completed:

- Collections Setup
- Collection Notices/Letters

COLLECTION SETUP

The collection setup screen contains the parameters for the collections queue. [[Main Ribbon > System Settings > Collections Setup](#)].

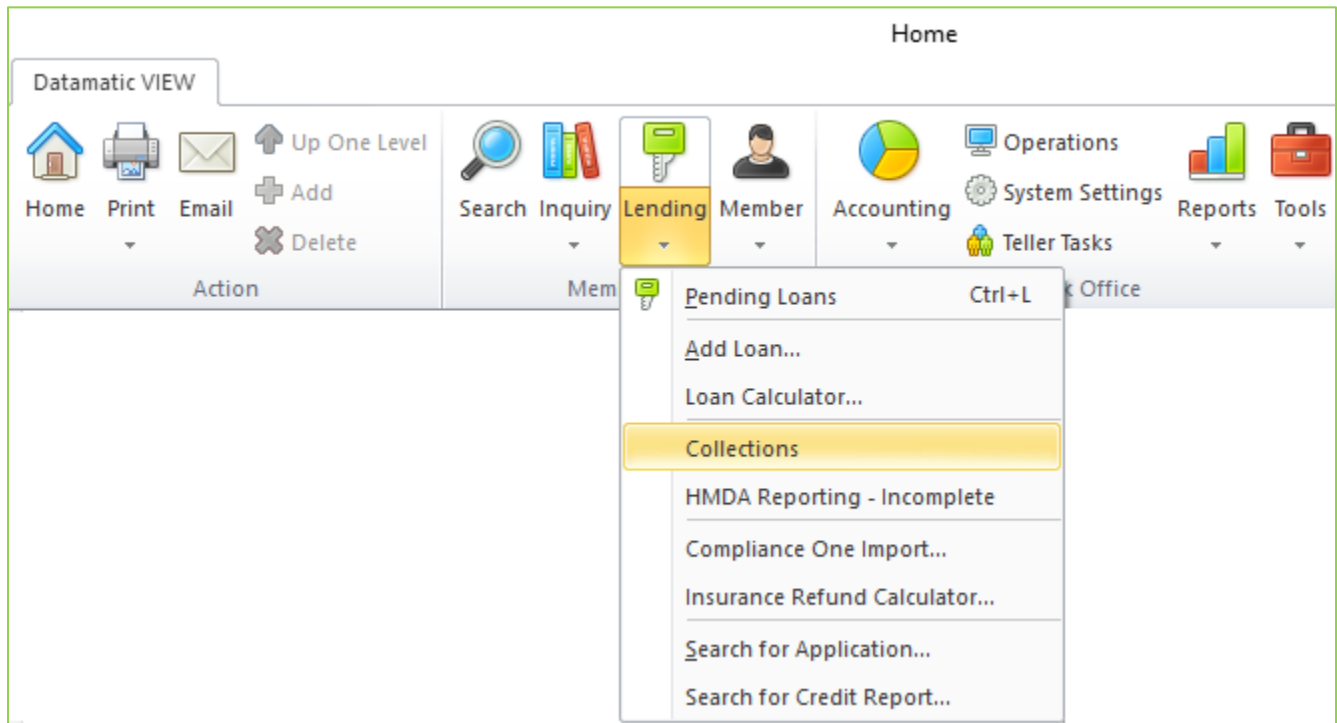


Field	Comments
Missed 1st Payment	Selection to display loans that 1 st payment was missed
	<input type="checkbox"/> Include <input type="checkbox"/> Exclude
Delinquent	Selection to display delinquent loan accounts
	<input type="checkbox"/> Include – stays in queue regardless of days delinquent
	<input type="checkbox"/> Include <input type="checkbox"/> Exclude
Delinquent Calendar Days	Number of days delinquent before account displays in collection queue
Overdrawn Share	Selection to display overdrawn share accounts (Suffixes 00-01, 70-74)
	<input type="checkbox"/> Include <input type="checkbox"/> Exclude
Overdrawn Calendar Days	Number of days overdrawn before account displays in collection queue
Collector	Selection on who is assigned the collection record
	<input type="checkbox"/> Set to unassigned <input type="checkbox"/> Set to Loan Officer

COLLECTION QUEUE

The Collection queue displays all loan and share suffixes in collections. Collection records are automatically created by the system based off the parameters used Collections Setup. [[Main Ribbon > System Settings > Collections Setup](#)].

Collections queue is located in [[Main Ribbon > Lending > Collections](#)].



Collections							
NAME	ACCOUNT	REASON	AMOUNT	DATE	DAYS	PAID	COLLECTOR
Smith, Sam	8000-2-65	Missed 1st Pmt	-	-	832	-	#444
Ball, Doug	9854-1-05	Missed 1st Pmt	-	-	924	-	#200
Smith, Sam	111111-1-70	Overdrawn Acct	-	-	119	-	#099
Jones, Doug	157777-4-00	Overdrawn Acct	-	-	918	-	-
Typo Inc	25644-6-00	Overdrawn Acct	-	-	918	-	-
WELLSA, JOHN	12371-1-12	Missed 1st Pmt	-	-	964	-	#025
Ball, Doug	9854-1-07	Delinquent	\$75.00	07-31-2004	131	-	#045
Ball, Brandon	145-3-00	Manual Entry	\$250.00	08-01-2004	-	\$1,193.24	#200
Ball, Doug	9854-1-06	Delinquent	\$1,000.00	08-01-2004	979	\$100.00	#200
Oakley, Annie	621581-8-60	Delinquent	\$5,008,152.08	08-15-2004	921	\$2,500.00	#021
Ball, Charlie	65844-3-07	Missed 1st Pmt	\$100.00	08-02-2012	765	-	#350
Smith, Sam	8000-2-05	Manual Entry	\$250.00	02-25-2018	503	\$450.00	#025
Jones, Rufus	68599-0-06	Missed 1st Pmt	\$60.00	01-15-2018	887	-	#200
JONES, RICHARD P	615-5-06	Missed 1st Pmt	\$60.00	12-31-2018	826	-	#003


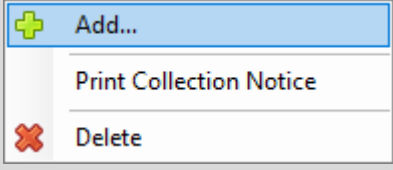

Field	Comments
Name	Primary Name
Account	Loan account number
Reason	Reason the account is in collection
	Delinquent
	Manual Entry
	Missed 1st Pmt
	Overdrawn Acct
Amount	Promise to Pay Amount
Date	Promise to Pay Date
Days	Number of days delinquent or overdrawn
Paid	Amount paid towards the promise to pay amount
Collector	Assigned collector number
	Collection account is not past the promise to pay date
	Collection account is past the promise to pay date


Note

List order is defined by the Collections sort option [\[Main Ribbon > Tools > Options > Lending Tab\]](#).


Add Collection

The **Add Collection wizard** screen allows user to enter a manual collection record. The screen can be launched by:

Click	Right Click	Shortcut Key
		

Datamatic VIEW
✕

←
Add Collection

Account: 

Field	Comments
Account Number	Account Base – Check Digit – Suffix
	Search for Account

Datamatic VIEW
✕

← **Add Collection**

Assigned Collector:

Promise to Pay:

Promise Date:

Field	Comments
Assigned Collector	Teller Number to assigned to the collection record. Defaults to current teller number.
Promise to Pay	Amount of promises to pay
Promise Date	Date of promise to pay
	Search for Account
	Calendar

Edit Collection

The **Edit Collection** screen allows user to modify the collection record. The screen can be launched by:

Double Click	Right Click	Shortcut Key
Item	None	Enter

Datamatic VIEW
✕

Edit Collection (12371-1-11)
🖨

General | Promises | Comments

Description	Value
Name	JOHN WELLSA
Address 1	1234 TWENTYFIRST ST APT55
Address 2	
City, State Zip	ATLANTA, GA 30341-0000
SSN	001-88-0000
Home Phone	
Work Phone	
Mobile Phone	
Other Phone	
Reason	Missed 1st payment on 08-02-2012
Balance	\$26,000.00
Security	New Vehicle
Delinquent Amount	\$25,854.40
Days Delinquent	1,964
Last Payment	(none)
Next Payment	\$397.76 on 08-02-2012

Save

General

At a glance view of the collection record

Datamatic VIEW
✕

Edit Collection (12371-1-11)
🖨

General Promises Comments

Promise to Pay:

Promise Date: 📅

Paid on Promise:

Collector Assigned: 🔍

Promises	
Field	Comments
Promise to Pay	Amount of Promise to Pay
Promise Date	Date of Promise to Pay
Paid on Promise	Amount that has been paid since the Promise to Pay amount was entered
Collector Assigned	Teller Number

Datamatic VIEW
✕

Edit Collection (12371-1-11)
🖨

General Promises Comments

Date: 📅

New Comment: +

Date	Time	Teller	Comment


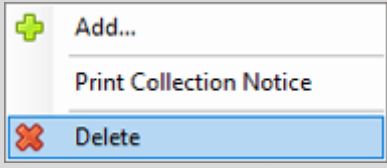

Comments	
Field	Comments
Date	Date the comment was added
New Comment	Text for comment
+	Adds comment to display list below
List	Displays a list of previously added comments



Note
Comments cannot be edited or deleted.

Delete Collection

Collection records can be deleted by:

Click	Right Click	Shortcut Key
		



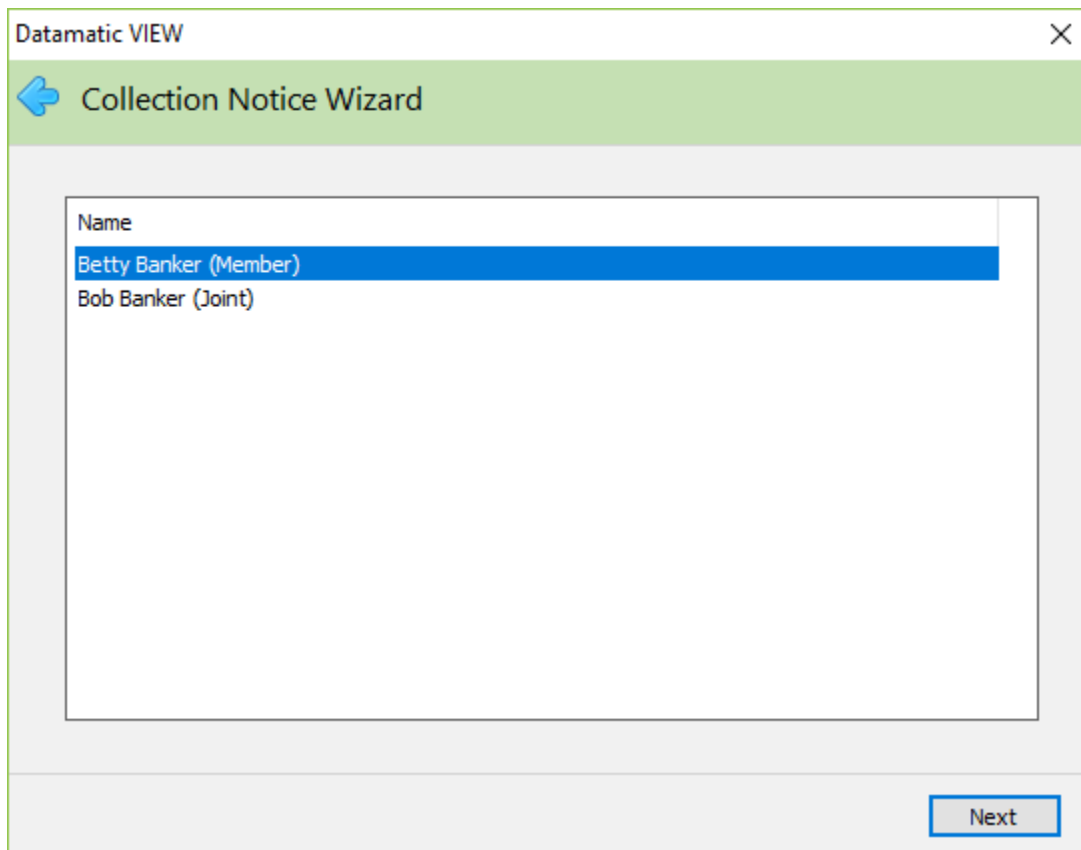
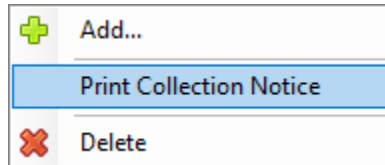
Note

Only manually entered collection records can be removed.

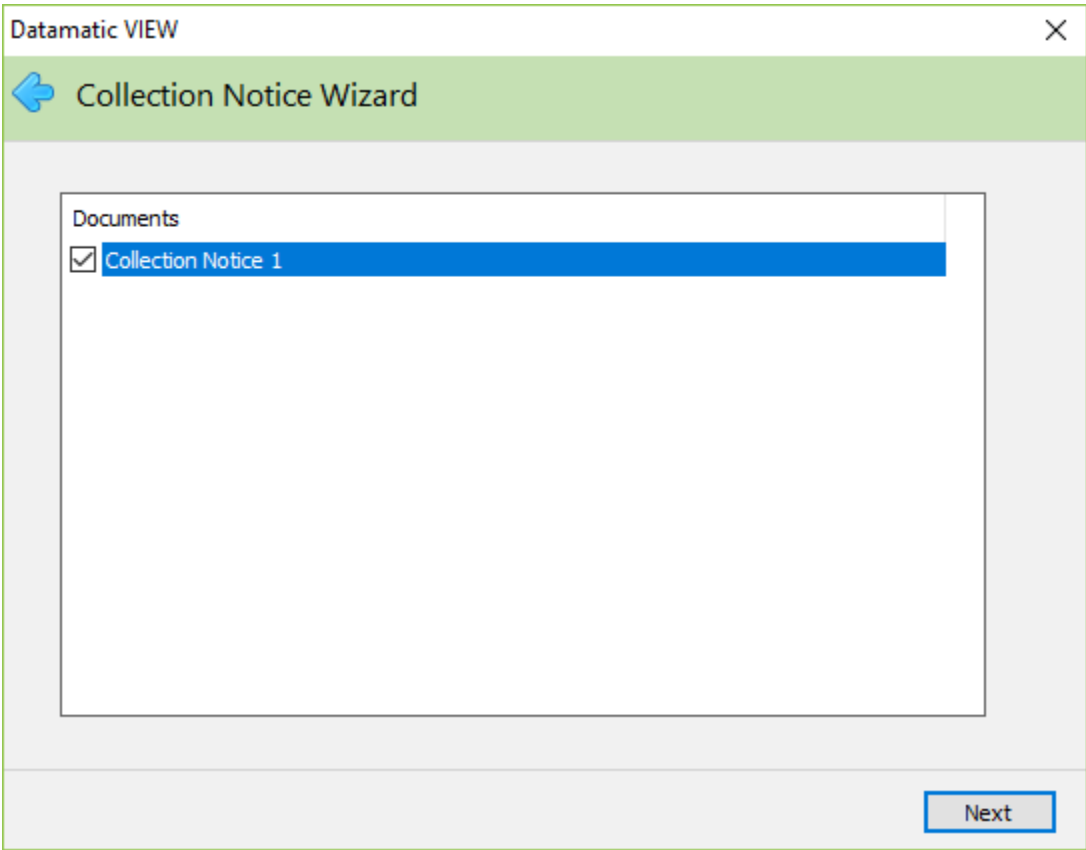
COLLECTION NOTICES

The collection notice wizard is used to print a collection notice. Notices can be printed for both share and loan suffixes. Notices or collection letters display after completing the wizard as a PDF document. This allows the user to add any comments on the document before printing.

Collection notices can be printed by right clicking on a selected collection record.



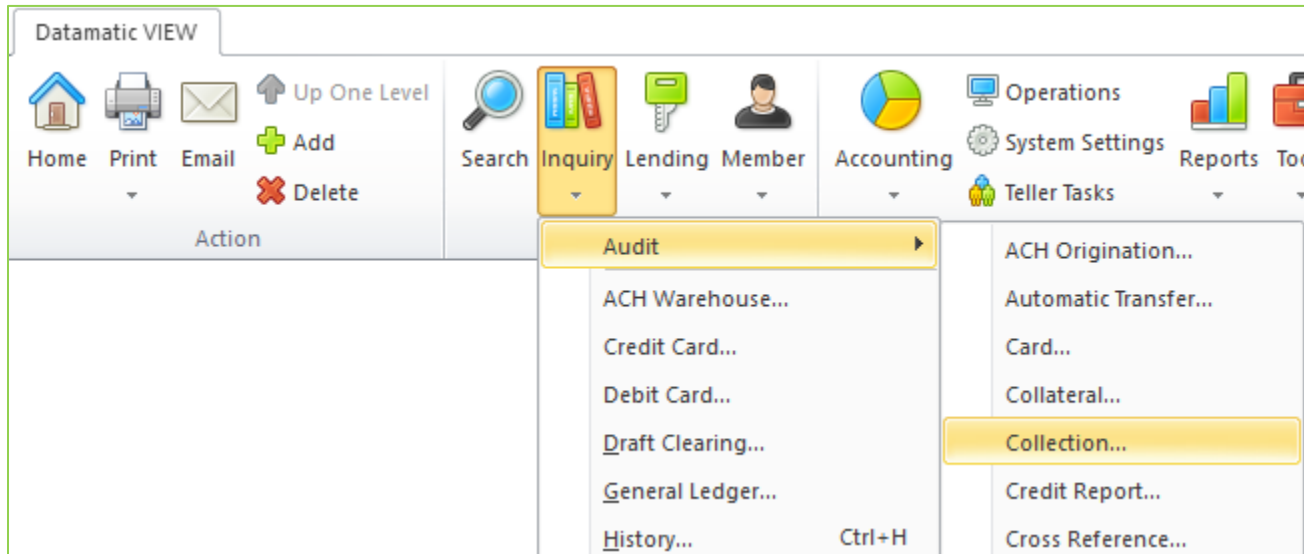
Field	Comments
Name	List of names on the collection record available to print.



Field	Comments
Documents	List of collection notices

AUDIT COLLECTION

The Collection Audit inquiry displays any changes made to the Promise to Pay Fields. [[Main Ribbon > Inquiry > Audit > Collection](#)] or [[Member Ribbon > Inquiry > Audit > Collection](#)]



Datamatic VIEW

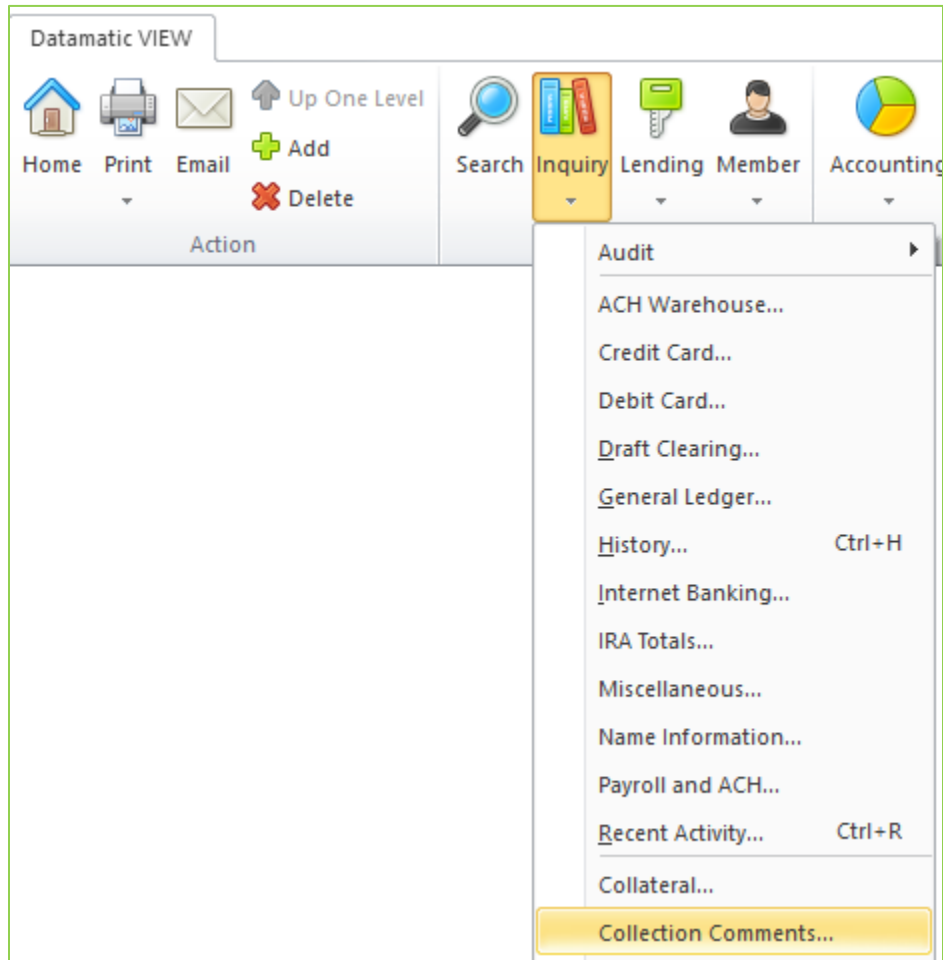
Audit Collection (9854-1-06)

Account:

Date	Time	Teller	Description	Old Value	New Value
12-18-2017	12:37 PM	Jacque Ross (25)	Collector	200	60
12-18-2017	12:37 PM	Jacque Ross (25)	Promise Amount	1,000.00	25.00
12-18-2017	12:37 PM	Jacque Ross (25)	Promise Date	08-01-2004	09-04-2005
12-18-2017	12:37 PM	Jacque Ross (25)	Paid on Promise	100.00	0.00

COLLECTION INQUIRY

The Collection Comments Inquiry displays the comments on the collection record. [Main Ribbon > Inquiry > Collection Comments](#)] or [\[Member Ribbon > Inquiry > Collection Comments\]](#)



Datamatic VIEW

Collection Comments (65844-3-07)

Account:

Date	Time	Teller	Comments
01-25-2005	12:49 PM	25	Promised to pay half pament on Friday 1/30 (\$65.00)
01-20-2004	12:48 PM	25	Called LMTC denied request to lower payment
01-20-2004	12:47 PM	25	Member called want to lower payment.
01-15-2004	12:46 PM	25	Defaulted on 1st Payment - Letter Sent