2018 McCracken Conference

CUSTOMER SUPPORT TIPS AND TECHNIQUES
PAT DEMAIO
LISA VIJIL
RUTH MCNALLY
ANNE EHRLICH

McCRACKEN
FINANCIAL SOLUTIONS CORP.

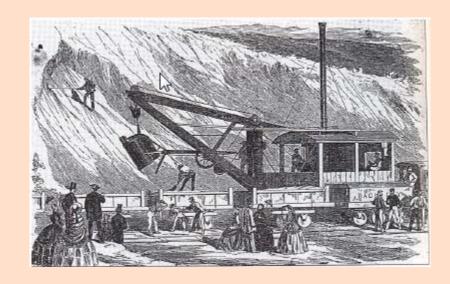# Test Environments

PAT DEMAIO

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Copley Square

- Boston - Back Bay was formed from Needham soil. Starting in 1858, for more than 30 years, trains from Needham were loaded with gravel and dirt to fill up the marsh known as Back Bay to make a new part of the city. Trains ran day and night, making 16 trips, and pulled 35 loaded cars into Boston each day.

My Test Environments

- Test Environments
  - What do we have
  - Testing new releases
  - Multiple environments
- Test Dayend, Month End and Year End requests
  - Helpful tips

Test Environments

- **Copy of Production**
  - Current release level
  - Often the same library name (MFS)DATA
  - No program fixes
  - Current custom programs
  - Might be testing a new loan type, a new escrow process

- **Production with program fixes**
  - Current release level
  - Library name often (MFS)TSTA
  - Contains program fixes for current release
  - Could also contain custom work

Test Environment for Future Release

- Library converted to next release (19A, 19B, 19C)
- Contains custom programs brought to next release
- Contains new release functionality
- Contains Strategy program fixes in the release

Portal

- Your test Portal releases have to match up with your test libraries
- If you are testing a new release for your company, like release 19C, the Portal programs associated with that release have also changed

Extra Tip

- It is common in test to need your password reset, sometimes the user ids are not used for a while

- You can add your test user ids to ASP Password Self Service at https://pss.mfsasp.com/pss/Default.aspx

- Contact ASP_Support@mccrackenfs.com for help

Test Dayend Requests

- Test dayend requests are reviewed for library, processing date and release information

- With multiple test environments available and test libraries at various points in time it is important for dayend processing to know the business date of the library and the release level

Test Dayend Requests

- Items to include in the request
  - Library Name
  - What dates to process
  - Do you want test transmissions
  - Customer Support will confirm the request with you if there are any questions

Test Dayend Requests

- Library Name
  - Which test library
  - Customer Support will confirm what release level
  - Let us know if you are testing something specific, in case you are looking for a specific set of reports, transactions, etc.

Test Dayend Request

- Dates
  - Test libraries are usually not on the actual calendar date
  - We use the date the library is on – Session date (business day)
  - Process through what date you request – some times a test dayend is run for a period of days
  - If it comes up to the last day of the month, do you want a month end processed and possibly a year end

Test Dayend Requests

- Library Name
- Dates: bring the library to a specific date or process for one day
- Does it include a month end and/or year end
- Does it include test transmissions

Sample Test Request
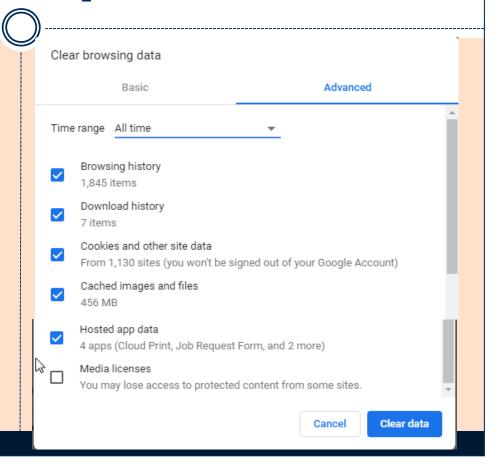
- Process a test dayend for library (MFS)TSTA, the library is on 8/17/18 process through 8/31/18, include month end. We want to be on 9/1/18 when completed. Also include the general ledger transmission with the dayend and month end.

Considerations

- If you ask for a test dayend to process one day and the next day falls on a Saturday that is how we will run it
- We do this as you might want to see a cutoff report, transactions, or bills for that specific date
- Actual business days are not really a consideration in test

Extra Tip

- **If clearing internet browser history make sure all the options shown are selected.**

- **Sometimes you have to clear browser history if you have received a Portal update or there have been dropped internet sessions that cause errors.**

Clear browsing data

Basic | Advanced

Time range   All time ▼

☑ Browsing history
1,845 items

☑ Download history
7 items

☑ Cookies and other site data
From 1,130 sites (you won't be signed out of your Google Account)

☑ Cached images and files
456 MB

☑ Hosted app data
4 apps (Cloud Print, Job Request Form, and 2 more)

☐ Media licenses
You may lose access to protected content from some sites.

Cancel   **Clear data**

Extra Tip

- IE 11

- Edge

Thanksgiving Day Football

- The Needham-Wellesley Thanksgiving Day Football Game is the oldest public high school football rivalry in the country.

- The Wellesley Raiders and Needham Rockets have been squaring off on Thanksgiving Day since 1882.

- In 2015 the game was played at Fenway Park

Codes, Misc. Info, Status Fields

LISA VIJIL

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Houston, TX

- The Port of Houston ranks first in the United States in international waterborne tonnage handled and second in total cargo tonnage handled.
- The Texas Medical Center is the largest medical center in the world:
  54 Institutions, 21 hospitals, over 1,000 acres, 7.2 million visitors/year, and more heart surgeries performed than anywhere else in the world.
- Home to NASA's Johnson Space Center, where Mission Control is located.
- Definition of a bayou: a marshy arm inlet, or outlet of a lake, river, etc., usually stagnant or sluggish.

Codes

Hold Codes

- Pending Payoff
- Foreclosure
- Pending Service Release
- PAT processing
- Lockbox processing
- Escrow processing
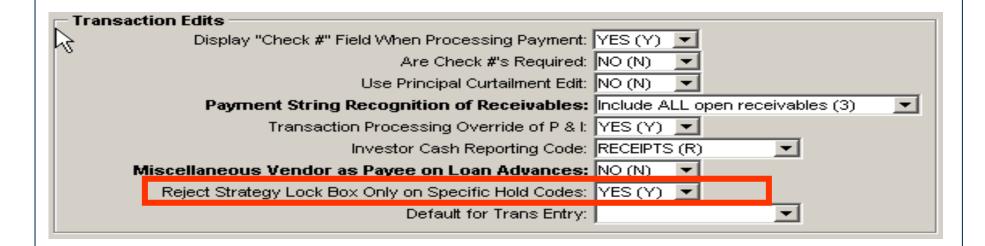
Master File

◯

- Hold Code is a 1 position user-defined alpha numeric field tied to System Information table 26.

- There are three Hold Code fields available for each loan.

Loan Admin\Master Info \Balances Processing:

Processing Information

Hold Code #1:	BANKRUPTCY (B)	Payment Status: 180/> DAYS (07)
Hold Code #2:	SEE NOTES (N)	Loan Status #1:
Hold Code #3:	WRITTEN OF (W)	Loan Status #2:
G/L Company:	ANNE MORTG (05)	Lockbox Location Code:
Wrap Code:		G/L Matrix: ANNES (R2FNF40)
Payoff Date:	00/00/0000	**Active Status:** (Y) YES

Lockbox Processing Hold Codes

- The file PSTOP is a listing of hold codes that affect lockbox processing
- Must set a System Control Parameter

  Transactions/Transaction Edits/Reject Strategy Lockbox Only on Specific Hold Codes Y/N

- If Y, only hold codes entered into this file and assigned to the loan will prevent a payment from posting through lockbox processing

- If N, any hold code attached to the loan will prevent a payment from posting through lockbox

System Control Transaction Section
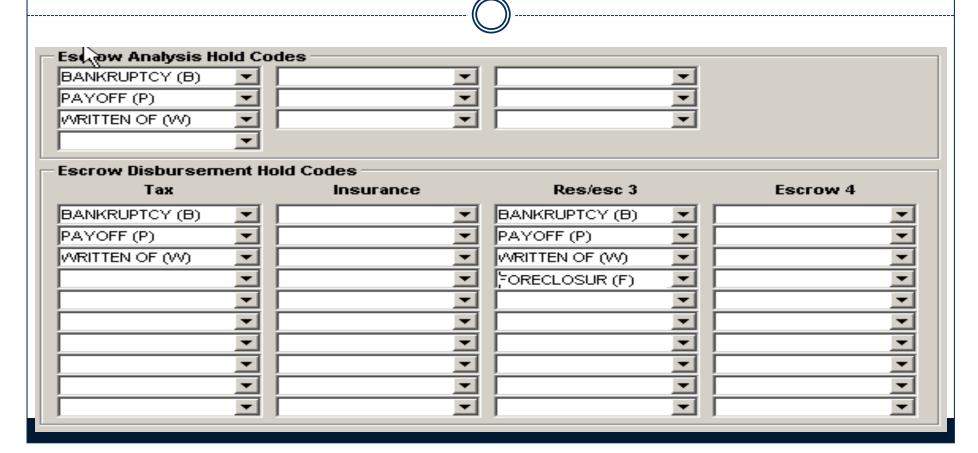
PAT Hold Codes

- Review edit reports on the Cycle Date for warning messages
- Warning: a hold code is on the loan
- This is the opportunity to change the processing: update the Override field in the Payment Record
- Note: If you put a hold code on a loan <u>after</u> the cycle date the payment will still post on schedule

Escrow Hold Codes

- System Control - Escrow/Hold Codes
- Analysis Hold Codes: This section captures up to 10 hold codes that prevent an Escrow Analysis. If a loan has a hold code matching one entered here, escrow analysis will bypass the loan.
- Disbursement Hold Codes - This section captures up to 10 hold codes for each Escrow Type. If Strategy encounters one of these hold codes on the loan, the disbursement will not take place for that loan.

System Control: Escrow Section, Hold Codes

Escrow Analysis Hold Codes

BANKRUPTCY (B) ▼	▼	▼
PAYOFF (P) ▼	▼	▼
WRITTEN OF (W) ▼	▼	▼
▼		

Escrow Disbursement Hold Codes

Tax	Insurance	Res/esc 3	Escrow 4
BANKRUPTCY (B) ▼	▼	BANKRUPTCY (B) ▼	▼
PAYOFF (P) ▼	▼	PAYOFF (P) ▼	▼
WRITTEN OF (W) ▼	▼	WRITTEN OF (W) ▼	▼
▼	▼	FORECLOSUR (F) ▼	▼
▼	▼	▼	▼
▼	▼	▼	▼
▼	▼	▼	▼
▼	▼	▼	▼
▼	▼	▼	▼
▼	▼	▼	▼

Miscellaneous Information Fields

Miscellaneous Information Fields

A total of 40 fields are available
to hold 25 position alpha data, or
13 position numeric data (99,999,999,999.99).

Three files are used to setup the fields
and
Three files are used to hold the loan-level data.
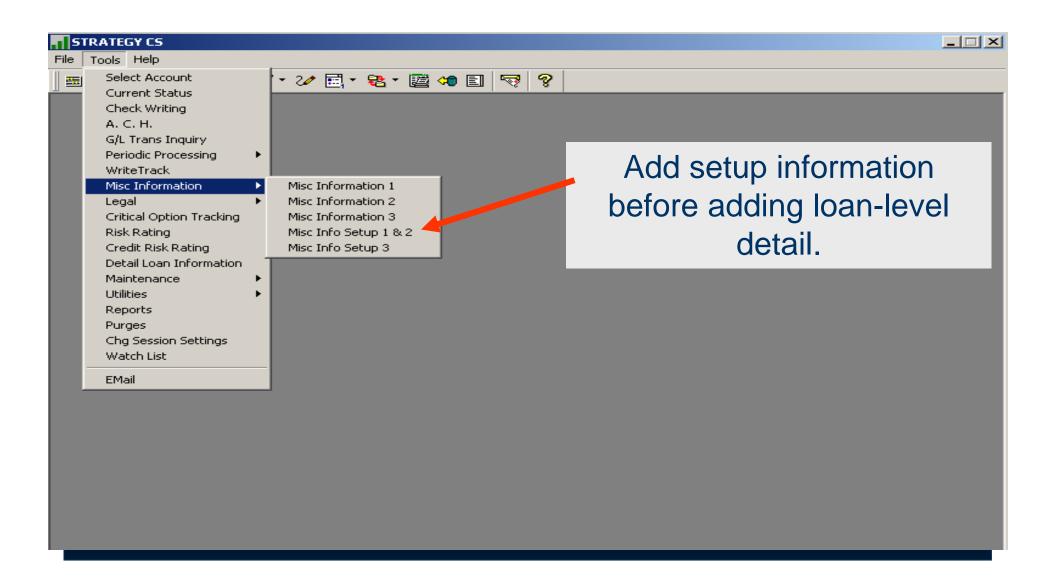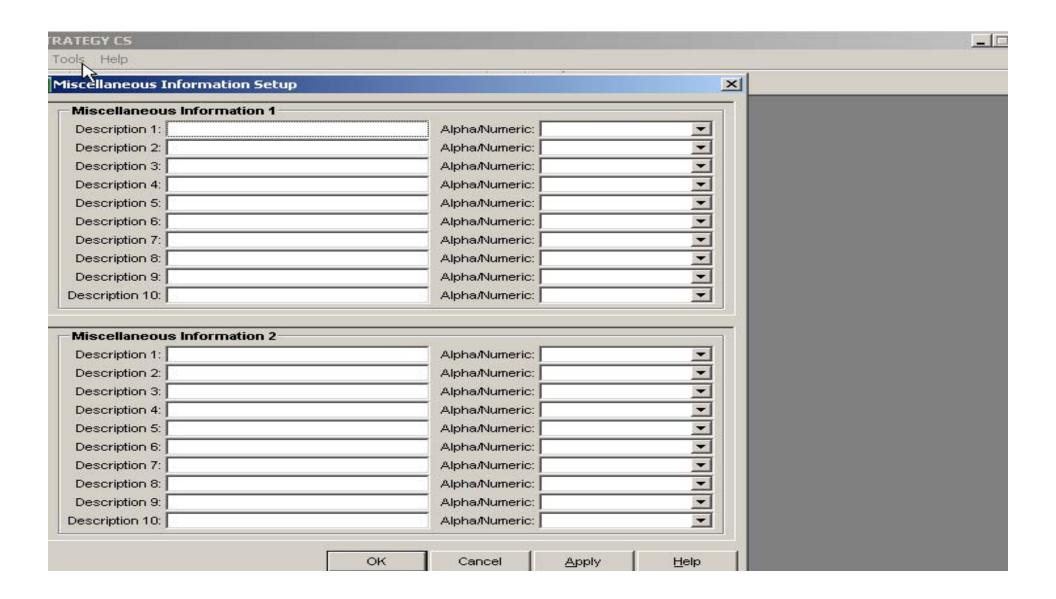
Misc Info fields – description files
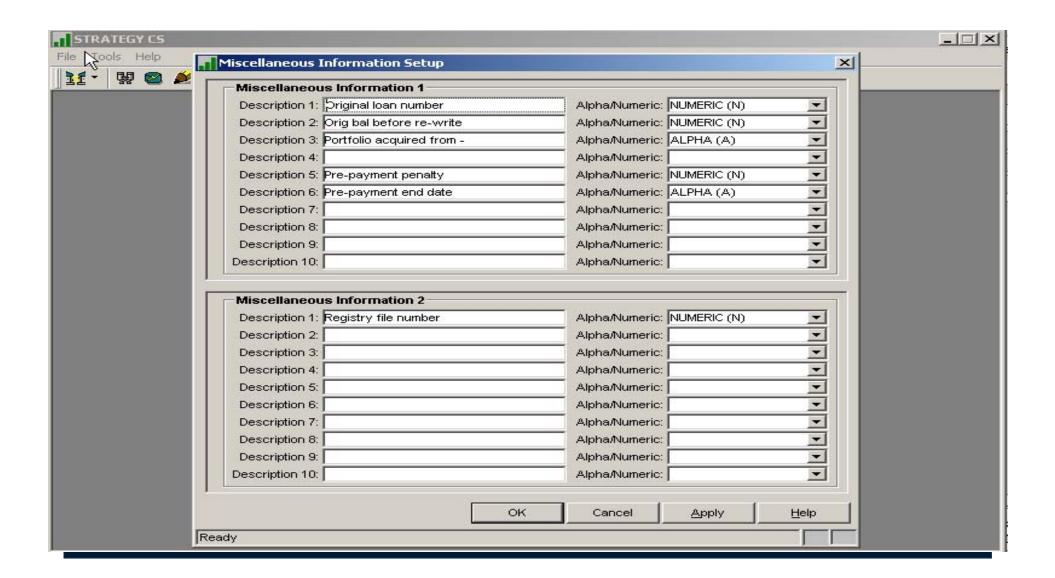
- PMDESC: Misc Info 1 Setup File
- PMDESC2: Misc Info 2 Setup File
- PMDESCR3: Misc Info 3 Setup File

Misc Info fields – detail files

- There are three files holding miscellaneous loan-level information:
- Misc Info 1 (PAAMISC)
- Misc Info 2 (PAAMSC)
- Misc Info 3 (PAAMISC3)

STRATEGY CS

File   Tools   Help

Tools menu
Select Account
Current Status
Check Writing
A. C. H.
G/L Trans Inquiry
Periodic Processing ▶
WriteTrack
Misc Information ▶
Legal ▶
Critical Option Tracking
Risk Rating
Credit Risk Rating
Detail Loan Information
Maintenance ▶
Utilities ▶
Reports
Purges
Chg Session Settings
Watch List
EMail

Misc Information submenu:
- Misc Information 1
- Misc Information 2
- Misc Information 3
- Misc Info Setup 1 & 2
- Misc Info Setup 3

Add setup information before adding loan-level detail.

Tools Help

Miscellaneous Information Setup

Miscellaneous Information 1

		Alpha/Numeric:	
Description 1:		Alpha/Numeric:	
Description 2:		Alpha/Numeric:	
Description 3:		Alpha/Numeric:	
Description 4:		Alpha/Numeric:	
Description 5:		Alpha/Numeric:	
Description 6:		Alpha/Numeric:	
Description 7:		Alpha/Numeric:	
Description 8:		Alpha/Numeric:	
Description 9:		Alpha/Numeric:	
Description 10:		Alpha/Numeric:	

Miscellaneous Information 2

		Alpha/Numeric:	
Description 1:		Alpha/Numeric:	
Description 2:		Alpha/Numeric:	
Description 3:		Alpha/Numeric:	
Description 4:		Alpha/Numeric:	
Description 5:		Alpha/Numeric:	
Description 6:		Alpha/Numeric:	
Description 7:		Alpha/Numeric:	
Description 8:		Alpha/Numeric:	
Description 9:		Alpha/Numeric:	
Description 10:		Alpha/Numeric:	

OK   Cancel   Apply   Help

STRATEGY CS

File Tools Help

Miscellaneous Information Setup

Miscellaneous Information 1

Description 1:	Original loan number	Alpha/Numeric:	NUMERIC (N)
Description 2:	Orig bal before re-write	Alpha/Numeric:	NUMERIC (N)
Description 3:	Portfolio acquired from -	Alpha/Numeric:	ALPHA (A)
Description 4:		Alpha/Numeric:	
Description 5:	Pre-payment penalty	Alpha/Numeric:	NUMERIC (N)
Description 6:	Pre-payment end date	Alpha/Numeric:	ALPHA (A)
Description 7:		Alpha/Numeric:	
Description 8:		Alpha/Numeric:	
Description 9:		Alpha/Numeric:	
Description 10:		Alpha/Numeric:	

Miscellaneous Information 2

Description 1:	Registry file number	Alpha/Numeric:	NUMERIC (N)
Description 2:		Alpha/Numeric:	
Description 3:		Alpha/Numeric:	
Description 4:		Alpha/Numeric:	
Description 5:		Alpha/Numeric:	
Description 6:		Alpha/Numeric:	
Description 7:		Alpha/Numeric:	
Description 8:		Alpha/Numeric:	
Description 9:		Alpha/Numeric:	
Description 10:		Alpha/Numeric:	

OK   Cancel   Apply   Help

Ready

File   Tools   Help

Miscellaneous Information Setup 3

Miscellaneous Information

Description 1:	Favorite color	Alpha/Numeric:	ALPHA (A)
Description 2:		Alpha/Numeric:	
Description 3:		Alpha/Numeric:	
Description 4:		Alpha/Numeric:	
Description 5:		Alpha/Numeric:	
Description 6:		Alpha/Numeric:	
Description 7:		Alpha/Numeric:	
Description 8:		Alpha/Numeric:	
Description 9:		Alpha/Numeric:	
Description 10:		Alpha/Numeric:	
Description 11:		Alpha/Numeric:	
Description 12:		Alpha/Numeric:	
Description 13:		Alpha/Numeric:	
Description 14:		Alpha/Numeric:	
Description 15:		Alpha/Numeric:	
Description 16:		Alpha/Numeric:	
Description 17:		Alpha/Numeric:	
Description 18:		Alpha/Numeric:	
Description 19:		Alpha/Numeric:	
Description 20:		Alpha/Numeric:	

OK   Cancel   Apply   Help

Ready

Access screen to add loan level data – Option #2

Teeny 1, 2, 3 icons

on all Strategy screens

Miscellaneous Information 1

Account #   451231223   Doe

Original loan number :	.00
Orig bal before re-write :	.00
Portfolio acquired from - :	
Pre-payment penalty :	.00
Pre-payment end date :	.00

Space here because only 1, 2, 3,

5 and 6 were populated.

OK   Cancel   Apply   Help

Ready

Miscellaneous Information 1

Account #:   451231223   Doe

Original loan number :	1,234,567.89
Orig bal before re-write :	50,000,000,000.00
Portfolio acquired from - :	BankBoston
Pre-payment penalty :	5,000.00
Pre-payment end date :	10/20/2020

Any or all fields can be populated for a selected loan.

OK	Cancel	Apply	Help

Ready

Loan Status Fields

Loan Status Fields

- Two 2-position alpha numeric user-defined fields – Loan Status #1 & Loan Status #2

  PMASTR/CMLS1 & CMLS2

  PINFO table 64 – Loan Status

- Not to be confused with Active Status field – PMASTR /CMASC

Current Status - Loan Terms\Status Screen

STRATEGY CS - [Loan Administration => 451231223 - Doe]

File Edit Tools Additional Window Help

Customer Information

- Payment/Billing
- Balances/Processi
- Contract
- Esc/LateChg/Defau
- D.I.A.L.
- Reporting
- Tiered Service Fee
- Period to Date(1)
- Period to Date(2)
- Commercial/Balloo
- Interest Reserve

To view, modify or add possible values from here, use my favorite command –

Ctrl+Alt+M

and get to . . .

Insurance Balance: $.00   Late Charge Due: $.00
Reserve Balance: $.00
Escrow 4 Balance: $.00

Processing Information

Hold Code #1:   Payment Status: NO PMT DUE (90)
Hold Code #2:   Loan Status #1:
Hold Code #3:   Loan Status #2:
G/L Company: ANNE MORTG (05)   Lockbox Location Code: 0
Wrap Code: G/L Matrix: SOLD (SOLD)
Payoff Date: 00/00/0000   Active Status: (Y) YES

STRATEGY CS – [Loan Administration => 451231223 - Doe]

File   Edit   Tools   Additional   Window   Help

Customer Info

System Information Maintenance

Code ID: 64 LOAN STATUS

Code Size: 2

Code	Full Description	Short Description
AH	PAT PAYMENTS	PAT
AM	MODIFIED	MODIFIED
LA	SOLD TO BOB	BOB
NS	WAREHOUSE	WAREHOUSE
PC	PAYMENT DUE DATE CHANGE	PYMT CHG
WC	WRITEOFF CLOSED	WRITEOFF C

Code: AH

Short Description: PAT

Full Description: PAT PAYMENTS

Sort Description: PAT PYMTS

Select   OK   Cancel   Apply   Help

Open System Info Maintenance Selection List

Payment/Billing
Balances/
Contract
Esc/LateChg/Def
D.I.A.L.
Reporting
Tiered Service Fe
Period to Date(1)
Period to Date(2)
Commercial/Ballo
Interest Reserve

venue & Expenses

$.00
$.00
$.00
$.00

(90)

What the Screens are Telling Us

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Toolbars

Hover view

Full description view

STRATEGY CS - [Loan Administration => 000107329 [USD] - PAWN MANAGEME]

File   Edit   Tools   Additional   Window   Help

| Customer Info | Master Info | Pending Change Master/LIP | Deferred Revenue & Expenses | Holdbacks | Analysis & Reporting Info |

- Payment/Billing
- Balances/Processing
- Contract
- Esc/LateChg/Default
- D.I.A.L.
- Reporting
- Tiered Service Fee
- Period to Date(1)
- Period to Date(2)
- Commercial/Balloon
- Interest Reserve
- Valuation Analysis
- Basel Detail Maintenance
- GSE Basel Detail Mainter
- Prepayment Premiums
- Fee Information

Payment Information

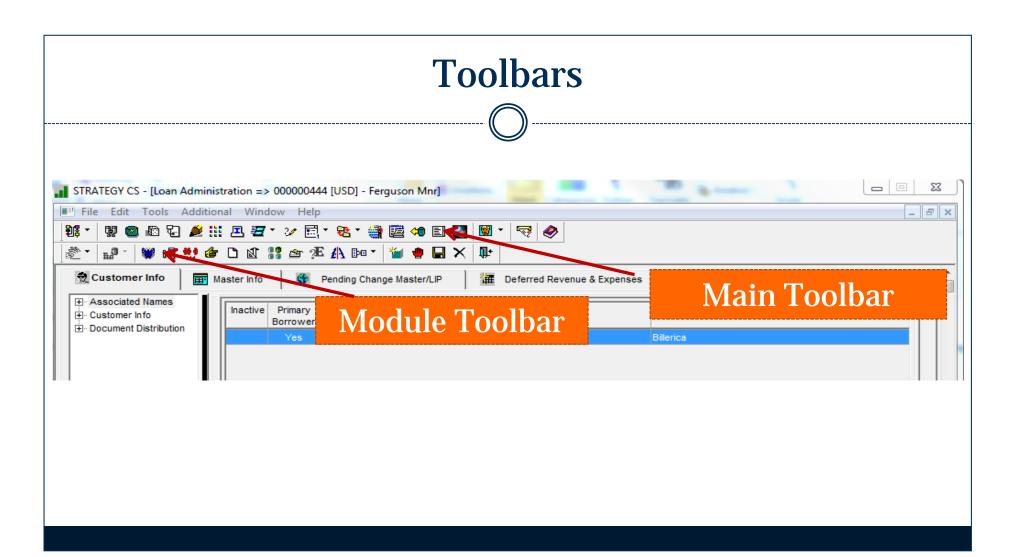| Payment Frequency Indicator: | MONTHLY (M) | Loan in Process: | NO (N) |
Bill/Payment Frequency:	1	Interest Rate%:	8.7500000000000
Payment Type:	REG AMORT (P)	Expanded Interest Rate%:	.0000000000000000000000000
Contract Type:	FIXED (F)	Annual Percentage Rate%:	8.7500000000000
Business Calendar:	MASTER HOL (A01)	Neg Amortization% Allowed:	.00
Use Business Cal for Due Date:	NO (N)	Deposit Account#:	
Business Calendar Options:		Subsidy:	Y
Accrual/Due Date Options:	INDEP DUE (3)	**Mod Pmt Sched on File:**	NO (N)
Bus Cal Options Accrual End Date:		Pmt App String:	KMM TEST (V25)
Accrual Follows Bus Cal Due Date:	NO (N)	**Allow Partial Payments:**	YES (Y)
Next Pmt Due Date w/o Bus Cal:	01/01/2008	**Principal & Interest Pmt:**	8,899.92
		Taxes Payment:	4,104.27
Next Payment Due Date:	1/1/2008	Insurance Payment:	.00
Due Date for Delinquency:	01/01/2008	Reserves Payment:	.00
% of Principal (Pmt Type R):	.0000000000000	Pmi/fha Payment:	.00
Simple Interest:	NO (N)	Misc. Payment:	.00

Billing Information

Next Billing Date:	04/01/2014	Legal Maturity Date:	10/01/2028
Billing Cycle Method:	1ST TO 14T (1)	Internal Maturity Date:	00/00/0000
# of Coupons to Print:	0	Review Date:	00/00/0000
Print Bills	YES (Y)	Call Date:	10/01/2027
Print Notices:	YES (Y)	Bill in Full at Internal Mat/Call:	NO (N)
Print Statements:	YES (Y)	**Interest Compounding Frequency:**	N/A (N)
Borrowing Type:	OTHER (O)		
Note Type:	NOT APP. (MG)		

Alternate Payment Schedule

Separate Schedule for Split Components: NONE   ...

Ready

L | SD: 09/20/2018 | CONF19A | Rel: 19A | S1034246 | 09/20/2018 10:53:12

Strategy Sign On

Strategy security has not been applied to this User ID

Portal Sign On

Please enter your Strategy ID and Password.

User ID: _____

Password: ••••••••

Datalibrary: _____ ▼

Log in   Authentication failed. No job function exists for this user.

Job function does not exist

- The user has not been set up with job functions in the Portal Organizational Chart and Job Functions widgets

Lookups, Searches, Business Calendars

RUTH MCNALLY

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Various Lookups

- Search Screens in Strategy and Portal
- Export, Filter & Find
- Business Calendars -

  (1st task back at your desk)

Search Screens in Strategy
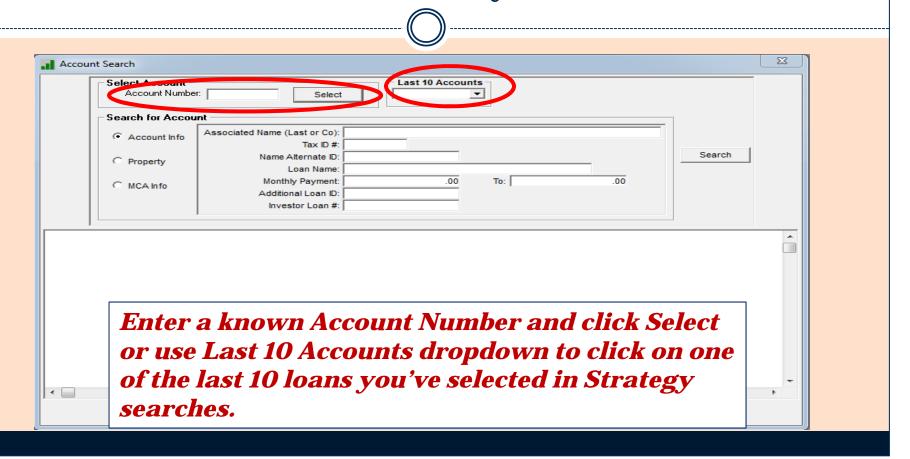
- Account Number/Last 10 Accounts
- Associated Name
- Tax ID#
- Monthly Payment
- Wildcards
- Escrow Processing
  - Parcel # Search
  - Policy #/FHA Case # Search

Search Screen starting point...

Go to Tools > Select Account, or click on the Select Acct. icon.

Account Search

Select Account
Account Number: [ ] Select

Last 10 Accounts
[▼]

Search for Account

○ Account Info

○ Property

○ MCA Info

Associated Name (Last or Co): [ ]
Tax ID #: [ ]
Name Alternate ID: [ ]
Loan Name: [ ]
Monthly Payment: [.00] To: [.00]
Additional Loan ID: [ ]
Investor Loan #: [ ]

Search

OK   Cancel   Help
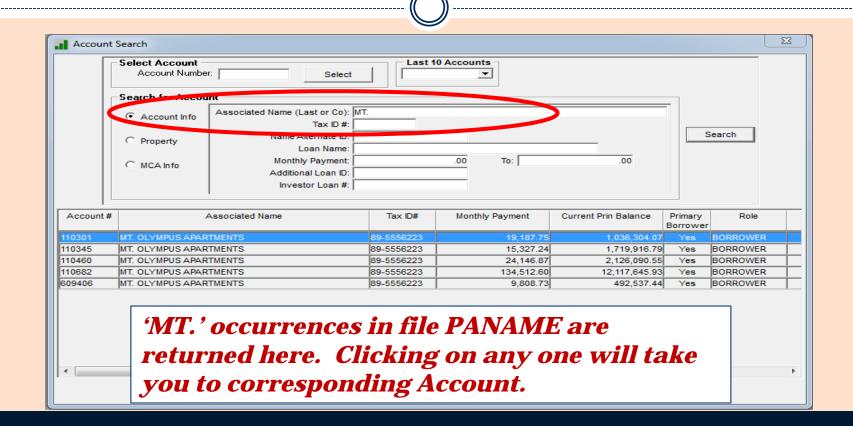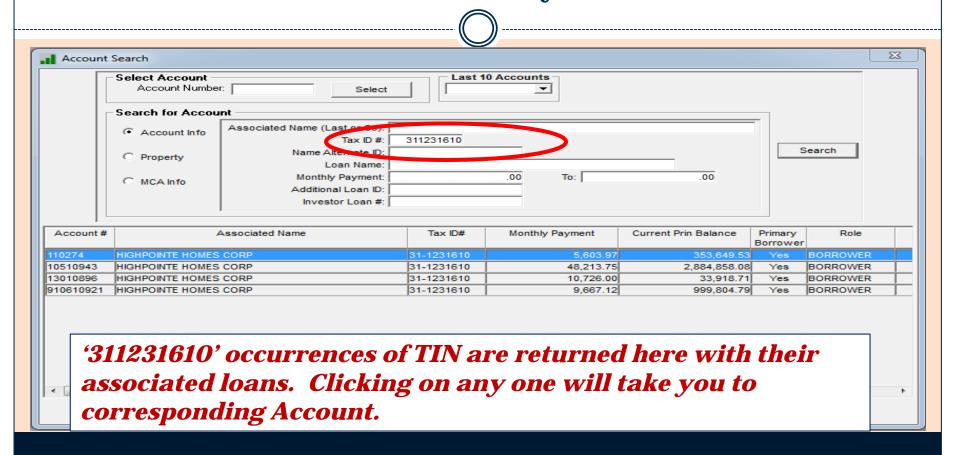
Search Screen - by Account

Enter a known Account Number and click Select or use Last 10 Accounts dropdown to click on one of the last 10 loans you've selected in Strategy searches.
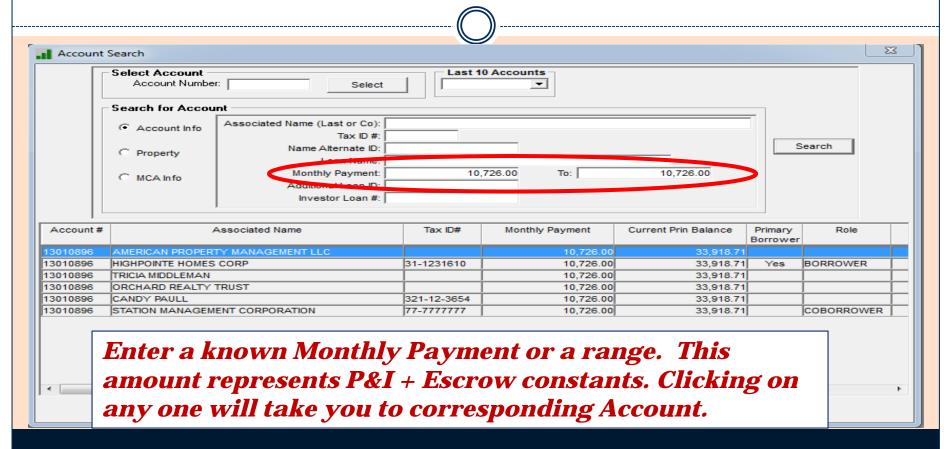
Search Screen – by Associated Name

'MT.' occurrences in file PANAME are returned here. Clicking on any one will take you to corresponding Account.

Search Screen – by Tax ID

‘311231610’ occurrences of TIN are returned here with their associated loans. Clicking on any one will take you to corresponding Account.
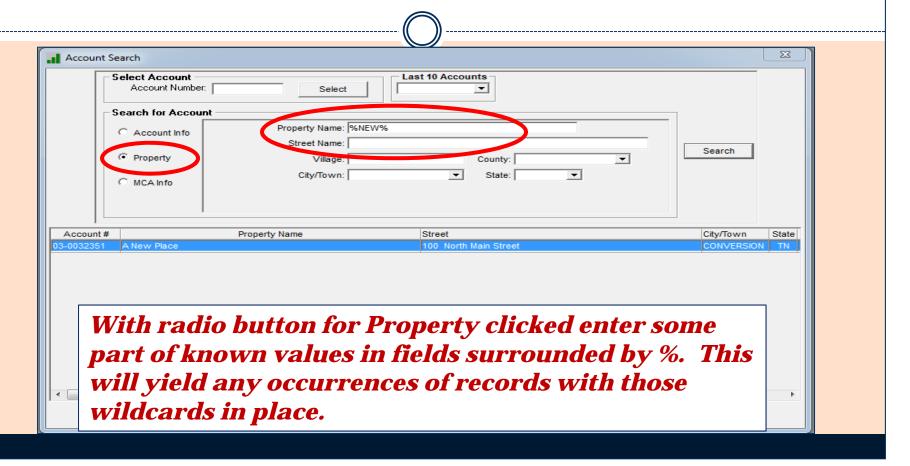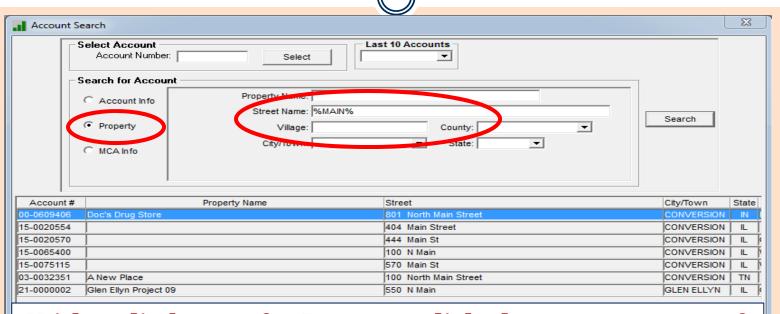
Search Screen – by Monthly Payment
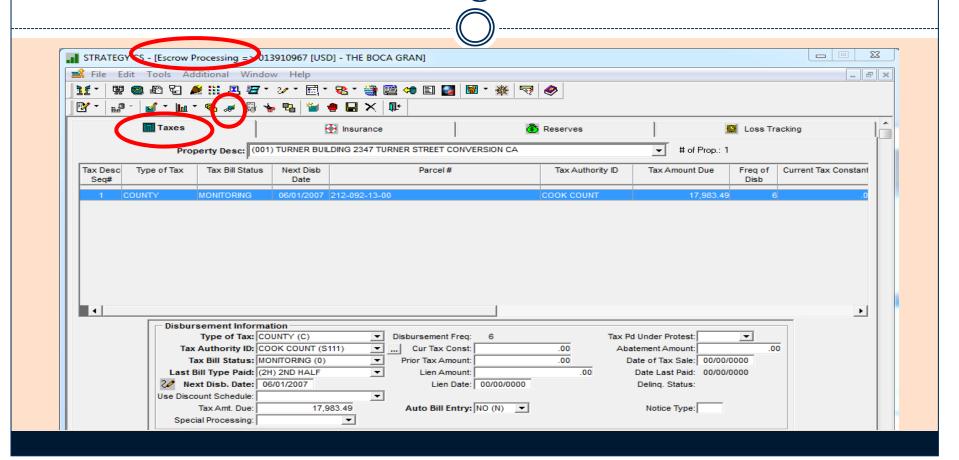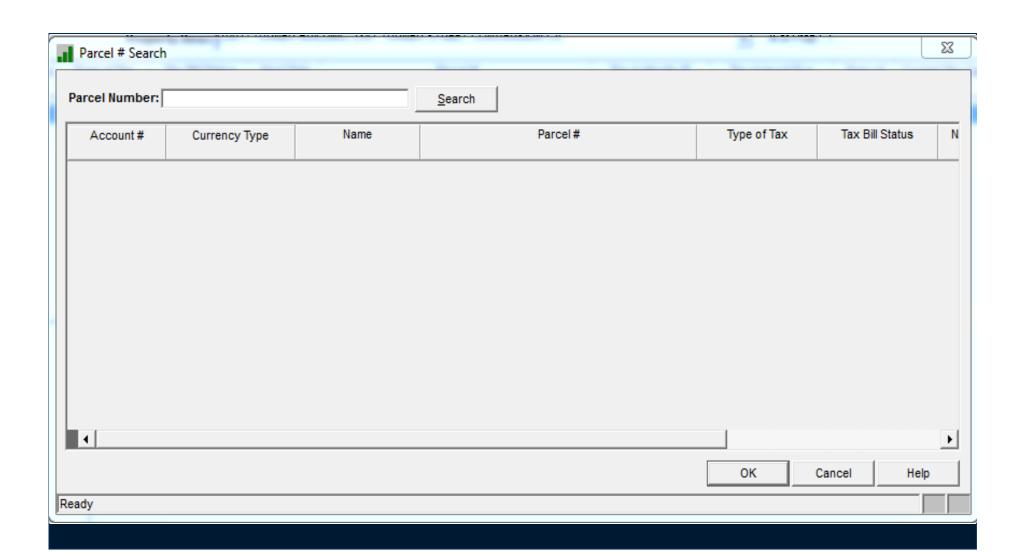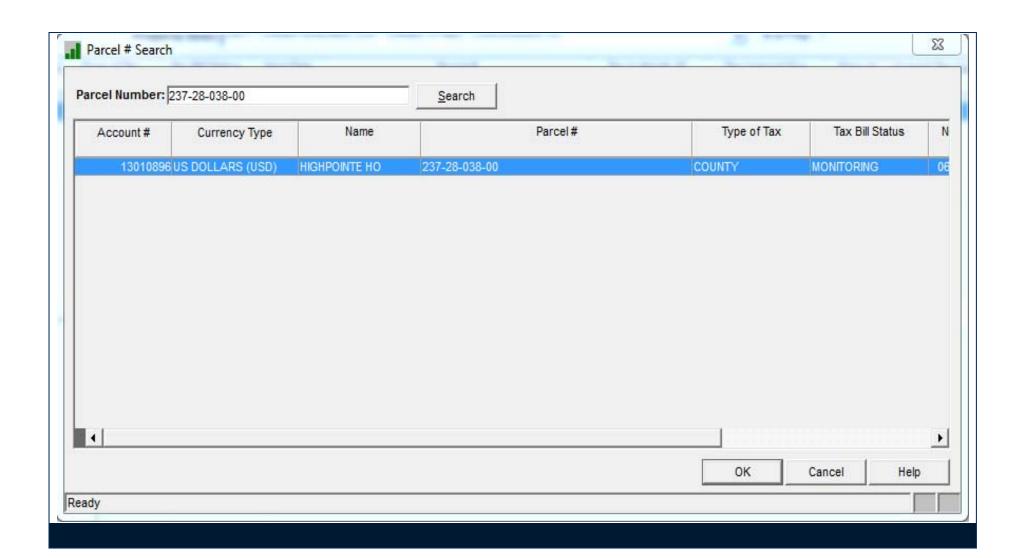
Enter a known Monthly Payment or a range. This amount represents P&I + Escrow constants. Clicking on any one will take you to corresponding Account.

Search Screen – Wildcards

With radio button for Property clicked enter some part of known values in fields surrounded by %. This will yield any occurrences of records with those wildcards in place.

Search Screen – Wildcards

With radio button for Property clicked enter some part of known values in fields surrounded by %. This will yield any occurrences of records with those wildcards in place.

Escrow Processing: Parcel # Search

Parcel # Search

Parcel Number: [   ]   [Search]

Account #	Currency Type	Name	Parcel #	Type of Tax	Tax Bill Status	N

[OK]   [Cancel]   [Help]

Ready

Parcel # Search

Parcel Number: 237-28-038-00   [Search]

Account #	Currency Type	Name	Parcel #	Type of Tax	Tax Bill Status	N
13010896	US DOLLARS (USD)	HIGHPOINTE HO	237-28-038-00	COUNTY	MONITORING	06

[OK]   [Cancel]   [Help]

Ready
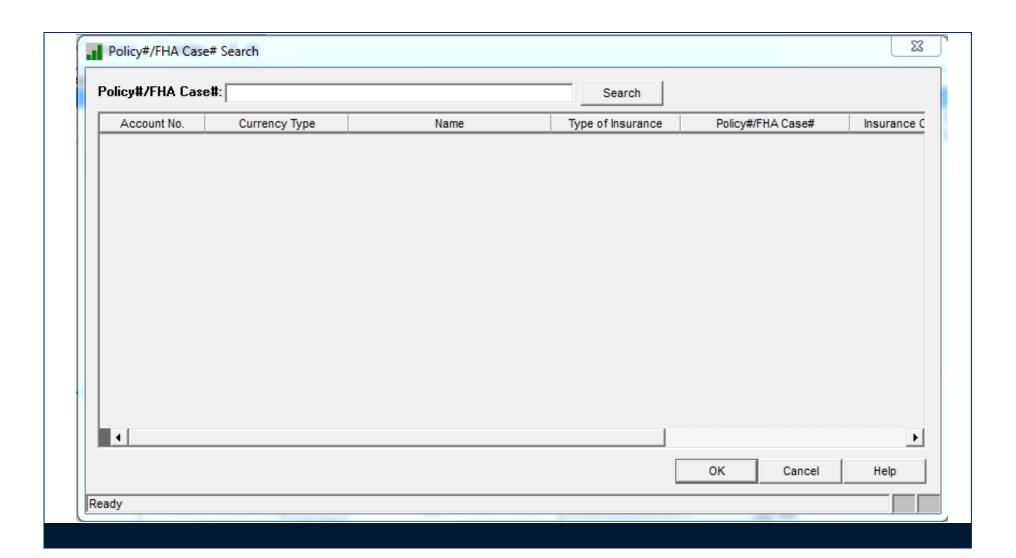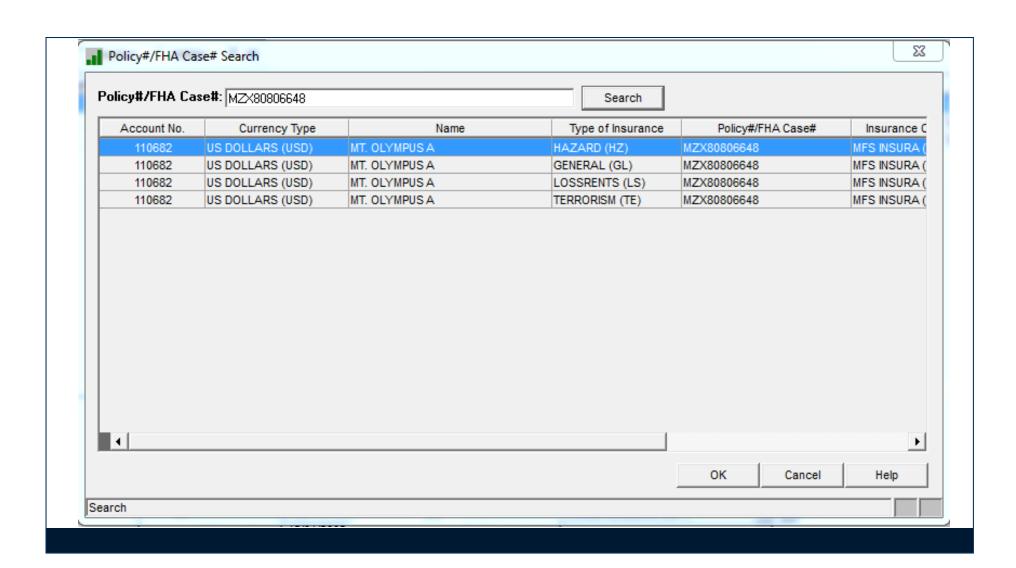
Escrow Processing: Policy #/FHA Case # Search

Policy#/FHA Case# Search

Policy#/FHA Case#: [   ]   [Search]

Account No.	Currency Type	Name	Type of Insurance	Policy#/FHA Case#	Insurance C

[OK]   [Cancel]   [Help]

Ready

Policy#/FHA Case# Search

Policy#/FHA Case#: MZX80806648 [Search]

Account No.	Currency Type	Name	Type of Insurance	Policy#/FHA Case#	Insurance C
110682	US DOLLARS (USD)	MT. OLYMPUS A	HAZARD (HZ)	MZX80806648	MFS INSURA (
110682	US DOLLARS (USD)	MT. OLYMPUS A	GENERAL (GL)	MZX80806648	MFS INSURA (
110682	US DOLLARS (USD)	MT. OLYMPUS A	LOSSRENTS (LS)	MZX80806648	MFS INSURA (
110682	US DOLLARS (USD)	MT. OLYMPUS A	TERRORISM (TE)	MZX80806648	MFS INSURA (

[OK] [Cancel] [Help]

Search

Export, Filter and Find commands

- The *Export, Filter* and *Find* commands are available as a Right Click when positioned on a grid in Strategy.

- *Export* will allow the information from the grid to be downloaded to your desktop or other location.

- *Filter* will select records matching a specific formula.

- *Find* will scroll through records matching specific data in a specific column.

Select **Export** and choose *Save in*, *File name* and *Save as Type*.

Data from the grid has now been captured and placed in Excel, Text, etc.

Save As

Save in: Desktop

Libraries
System Folder

Ruth McNally
System Folder

Computer

File name:

Save as type: Excel

Encoding:

Save

Cancel

Help

- Regular Payr
- Misc Rcvbl/E
- Lt Chg/Dflt/D
- Trans Histor
- Property Info
- Pend Chgs/A
- Reserves
- Interest Adj
- Cross Ref L
- Investors
- Reporting Ba
- YTD Amount
- Escrow Infor
- File Maintena
- Prepayment
- Notes

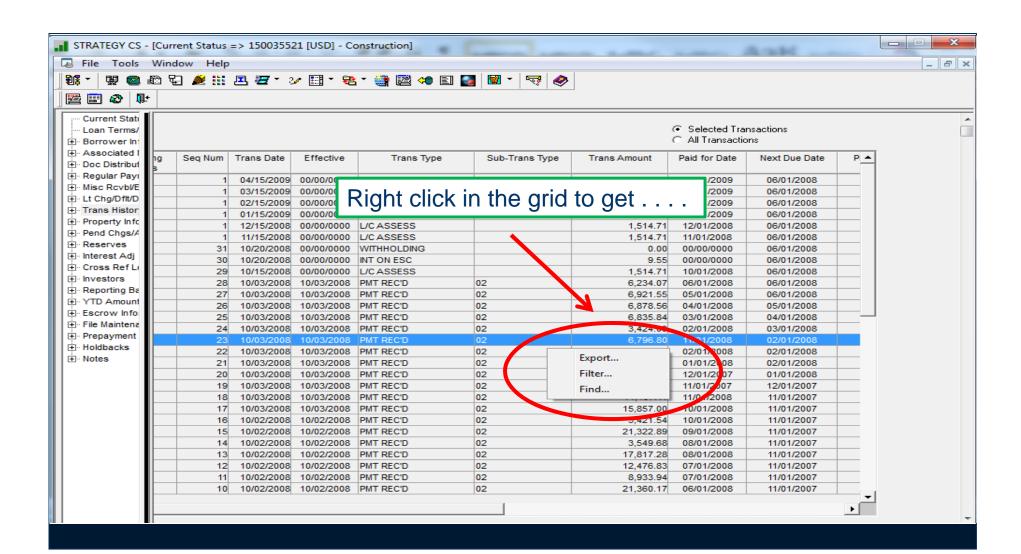|			Description					
7/14/2016 13:42:44	SHARTWEL	PMAST2	Record added to the file.					
2/23/2016 07:37:25	MFSDEMO1	PDOCDTL	Record added to the file.					
2/23/2016 07:36:58	MFSDEMO1	PDOCDTL	Record added to the file.					
2/23/2016 07:36:46	MFSDEMO1	PDOC	Record deleted from the file.					
2/23/2016 07:36:26	MFSDEMO1	PDOCDTL	Record added to the file.					
2/23/2016 07:36:16	MFSDEMO1	PDOC	Record deleted from the file.					
2/23/2016 07:36:02	MFSDEMO1	PDOCDTL	Record added to the file.					
2/23/2016 07:33:23	MFSDEMO1	PDOC	Record deleted from the file.					
2/23/2016 07:33:08	MFSDEMO1	PDOCDTL	Record added to the file.					
2/19/2016 10:11:02	MFSDEMO1	PARM	ABCPI New P&I payment	0000000004000	0000000000000000	SARMRU03	Adjustable Loan	Add
2/19/2016 10:11:02	MFSDEMO1	PARM	ABPPI Previous P&I payment	0000000006400	0000000000000000	SARMRU03	Adjustable Loan	Add
2/16/2016 17:00:44	SHARTWEL	PROLELOAN	Record added to the file.			SROLELRU	Loan Administra	Role
2/16/2016 16:59:37	SHARTWEL	PANAME	Record added to the file.			SANAMERL	Loan Administra	Ass
1/28/2016 14:42:37	SHARTWEL	PRRAT	Record added to the file.			SRRATRU0	System Wide	Criti
1/28/2016 14:41:25	SHARTWEL	PMASTR	CMDMD Balloon	N	Y	SMASTRRL	Loan Administra	Com
1/28/2016 14:41:25	SHARTWEL	PDMND	Record added to the file.			SMASTRRL	Loan Administra	Com
1/28/2016 14:40:43	SHARTWEL	PMASTR	CMIRL Maximum Interest Reserve Amount	000000000000000	0000000002000000	SMASTRRL		
7/14/2014 11:27:02	KDUFFY	POPMST	Record deleted from the file.			SOPMSTRU	Asset Managem	Fin
7/14/2014 11:26:50	KDUFFY	POPMST	Record deleted from the file.			SOPMSTRU	Asset Managem	Fin
7/14/2014 11:26:40	KDUFFY	POPMST	Record deleted from the file.			SOPMSTRU	Asset Managem	Fin
3/4/2014 14:10:32	MFSDEMO1	PARM	ABCPI New P&I payment	0000000200000	0000000000000000	SARMRU09	Adjustable Loan	Add
3/4/2014 14:10:32	MFSDEMO1	PARM	ABPPI Previous P&I payment	0000000200000	0000000000000000	SARMRU09	Adjustable Loan	Add
3/1/2014 00:08:41	MB404ARM	PMASTR	CMRATE Interest Rate	0425000000000	0475000000000	MB404		
3/1/2014 00:08:41	MB404ARM	PMASTR				MB404		
1/29/2014 09:57:39	SHARTWEL	PCAB	Record added to the file.			SCABRU02	Loan Administra	G/L
12/1/2013 00:09:05	MB404ARM	PMASTR	CMRATE Interest Rate	0425000000000	0475000000000	MB404		
12/1/2013 00:09:05	MB404ARM	PMASTR				MB404		

For a simple **Filter** command, start with a selection from *Columns tab* - double click on it. . . .

Next, double click **=** on the *Operators* tab . . .

Finally, double click on CMRATE – Interest Rate on the *Values* tab and click OK . . .

STRATEGY CS - [Current Status => 210000002 [USD] - burke]

File   Tools   Window   Help

Date/Time of Change	User	File Name	Description	Old Field	New Field	Program	Module	Ta
3/1/2014 00:08:41	MB404ARM	PMASTR	CMRATE Interest Rate	042500000000	047500000000	MB404		
12/1/2013 00:09:05	MB404ARM	PMASTR	CMRATE Interest Rate	042500000000	047500000000	MB404		
9/1/2013 00:12:25	MB404ARM	PMASTR	CMRATE Interest Rate	042500000000	047500000000	MB404		
6/1/2013 00:06:23	MB404ARM	PMASTR	CMRATE Interest Rate	042500000000	047500000000	MB404		
3/1/2013 00:00:36	MB404ARM	PMASTR	CMRATE Interest Rate	042500000000	047500000000	MB404		
1/2/2013 00:01:18	MB404ARM	PMASTR	CMRATE Interest Rate	042500000000	047500000000	MB404		
11/3/2008 00:09:41	MB404ARM	PMASTR	CMRATE Interest Rate	036500000000	042500000000	MB404		

Tree items (left panel):
- Current Statu
- Loan Terms/
- Borrower Int
- Associated l
- Doc Distribut
- Regular Payr
- Misc Rcvbl/E
- Lt Chg/Dflt/D
- Trans Histor
- Property Info
- Pend Chgs/A
- Reserves
- Interest Adj
- Cross Ref L
- Investors
- Reporting Ba
- YTD Amount
- Escrow Infor
- File Maintena
- Prepayment
- Notes

This will yield lines with the Description of CMRATE Interest Rate. Note the Date/Time of Change column as well as the Old Field and New Field Columns.

Select **Find** and pick a column from the **Find where** dropdown. Then enter some part of a known character string. Click **Find Next**. This will bring you to . . .

PMT REC'D in the **Trans Type Description** column.

When looking for a dollar amount enter the full amount and leave off the $ and comma.

○ Selected Transactions
○ All Transactions

Note	Pending Trans	Seq Num	Trans Date	Effective	Trans Type	Sub-Trans Type	Trans Amount	Paid for Date	Next Due Date	P
		1	06/01/2005	06/01/2005	PMT REC'D		19,869.34	06/01/2005	07/01/2005	
		1	05/01/2005	05/01/2005	PMT REC'D		19,869.34	05/01/2005	06/01/2005	
		1	04/01/2005	04/01/2005	PMT REC'D		19,869.34	04/01/2005	05/01/2005	
		1	03/01/2005	03/01/2005	PMT REC'D		19,869.34	03/01/2005	04/01/2005	
		1	02/01/2005	02/01/2005	PMT REC'D		19,869.34	02/01/2005	03/01/2005	
		1	01/01/2005	01/01/2005	PMT REC'D		19,869.34	01/01/2005	02/01/2005	
		1	1				869.34	12/01/2004	01/01/2005	
		1	1				869.34	11/01/2004	12/01/2004	
		1	1				869.34	10/01/2004	11/01/2004	
		1	0				869.34	09/01/2004	10/01/2004	
		1	0				869.34	08/01/2004	09/01/2004	
		1	0				869.34	07/01/2004	08/01/2004	
		1	0				869.34	06/01/2004	07/01/2004	
		1	0				869.34	05/01/2004	06/01/2004	
		1	0				869.34	04/01/2004	05/01/2004	
		1	03/01/2004	03/01/2004	PMT REC'D		19,869.34	03/01/2004	04/01/2004	
		1	02/01/2004	02/01/2004	PMT REC'D		19,869.34	02/01/2004	03/01/2004	
		1	01/01/2004	01/01/2004	PMT REC'D		19,869.34	01/01/2004	02/01/2004	
		3	12/03/2003	12/03/2003	PMT REC'D		19,869.34	12/01/2003	01/01/2004	
		26	11/27/2003	11/27/2003	PMT REC'D		19,869.34	11/01/2003	12/01/2003	
		25	11/27/2003	11/27/2003	PMT REC'D		19,869.34	10/01/2003	11/01/2003	
		24	11/27/2003	11/27/2003	PMT REC'D		19,869.34	09/01/2003	10/01/2003	
		3	11/05/2003	00/00/0000	L/C ASSESS		536.08	11/01/2003	09/01/2003	
		4	10/06/2003	00/00/0000	L/C ASSESS		536.08	10/01/2003	09/01/2003	
		4	09/05/2003	00/00/0000	L/C ASSESS		536.08	09/01/2003	09/01/2003	
		2	08/01/2003	08/01/2003	PMT REC'D		19,869.34	08/01/2003	09/01/2003	
		1	08/01/2003	00/00/0000	RES/ESC INT		2.95	00/00/0000	08/01/2003	
		2	07/25/2003	07/25/2003	GRP INS CR		18,076.09	00/00/0000	08/01/2003	

Find

Find where: Trans Amount

Find what: 19869.34

Search: Up

☐ Match Case

Find Next
Cancel
Help

Tree panel items:
- Current Stat
- Loan Terms/
- Borrower In
- Associated
- Doc Distribut
- Regular Payr
- Misc Rcvbl/E
- Lt Chg/Dflt/D
- Trans Histor
  - Trans Hi
  - Trans Re
  - Trans G
- Property Info
- Pend Chgs/A
- Reserves
- Interest Adj
- Cross Ref L
- Investors
- Reporting Ba
- YTD Amount
- Escrow Info
- File Maintena
- Prepayment
- Notes

Find Next again highlights the next occurrence, etc., etc.
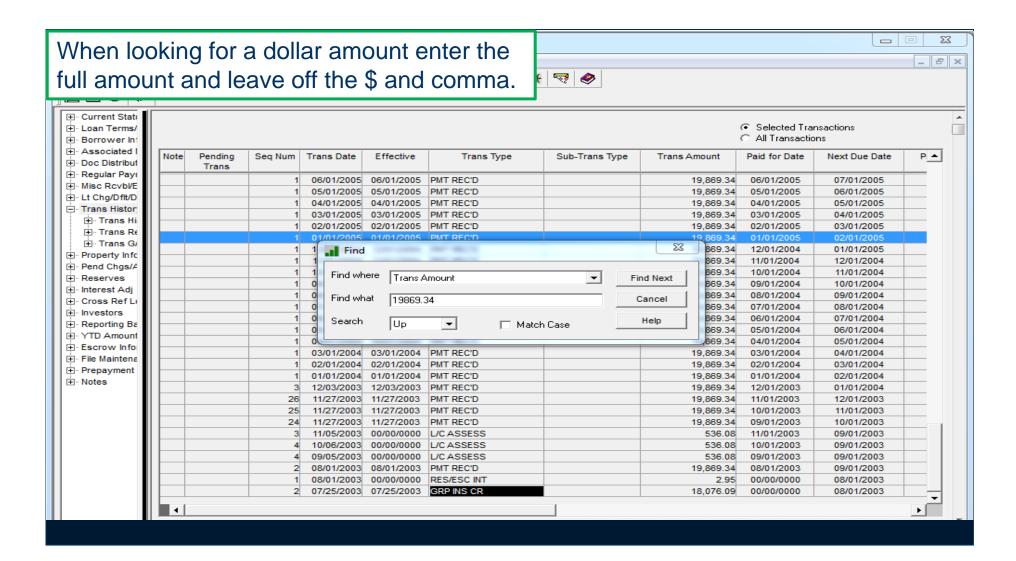
Super Search in Portal

- Super Search window allowing users to search for an Entity Name, Loan Number

Welcome Jane Doe

McCRACKEN
Financial Solutions Corp.

Asset Manager 4 ▾

Powered by McCracken

🔍 [   ]

CONF19A

Super Search in Portal

- Enter Loan Number in search box

- Confirm this is the loan you want

Super Search in Portal

The screen will show only widgets with data for this loan.

Super Search in Portal

When you select "Continue to Search results" button it will navigate you to the screen below, then select the loan you want to view.

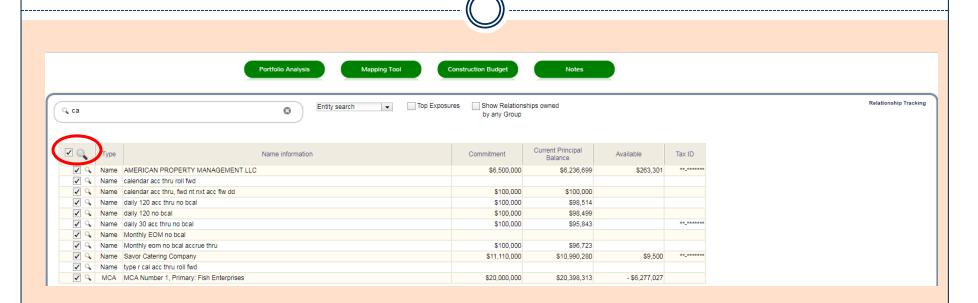# Search through Portfolio Analysis

Search through Portfolio Analysis

Choose how you would like to search by clicking a category in the drop down box.

Search through Portfolio Analysis

For a general search, enter a letter(s) or number(s) in the search box.

Search through Portfolio Analysis

In this case, all instances of "ca" in the "Name Information" column are listed.
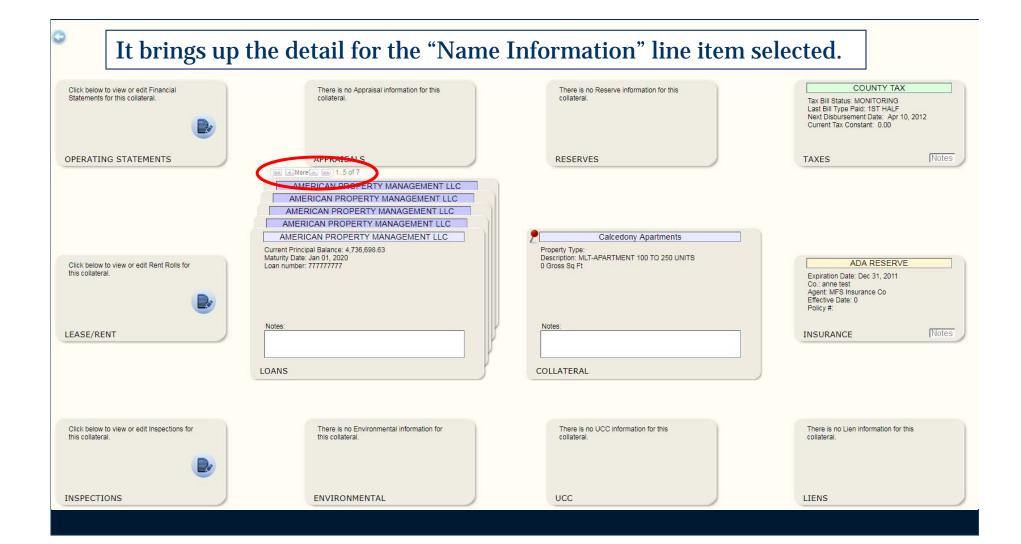
Search through Portfolio Analysis

Clicking on the Large box and spy glass (Select All) will give the following results:

It brings up the detail for ALL "Name Information" items selected.

Click below to view or edit Financial Statements for this collateral.

OPERATING STATEMENTS

There is no Appraisal information for this collateral.

APPRAISALS

There is no Reserve information for this collateral.

RESERVES

COUNTY TAX
Tax Bill Status: MONITORING
Last Bill Type Paid: 1ST HALF
Next Disbursement Date: Apr 10, 2012
Current Tax Constant: 0.00

TAXES   Notes

<< < More > >>) 1..5 of 26

Dean Eli
Dean Eli
Fish Enterprises
Savor Catering Company

Click below to view or edit Rent Rolls for this collateral.

LEASE/RENT

AMERICAN PROPERTY MANAGEMENT LLC

Current Principal Balance: 4,736,698.63
Maturity Date: Jan 01, 2020
Loan number: 777777777

Notes:

LOANS

Calcedony Apartments

Property Type:
Description: MLT-APARTMENT 100 TO 250 UNITS
0 Gross Sq Ft

Notes:

COLLATERAL

ADA RESERVE
Expiration Date: Dec 31, 2011
Co.: anne test
Agent: MFS Insurance Co
Effective Date: 0
Policy #:

INSURANCE   Notes

Search through Portfolio Analysis

Clicking on a Small box and spy glass will give the following results:

It brings up the detail for the "Name Information" line item selected.

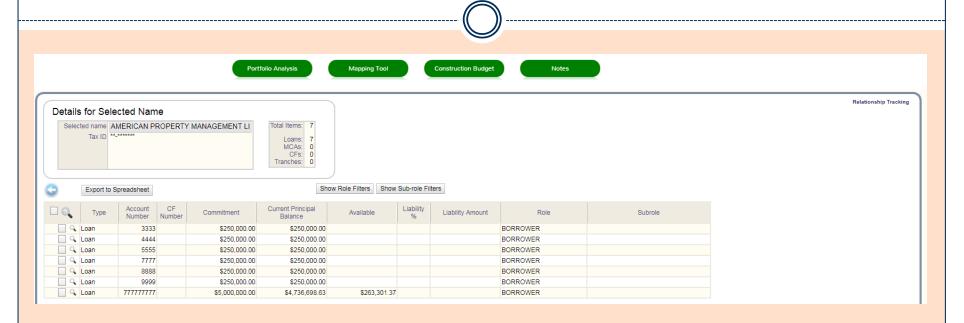**OPERATING STATEMENTS**
Click below to view or edit Financial Statements for this collateral.

APPRAISALS
There is no Appraisal information for this collateral.

RESERVES
There is no Reserve information for this collateral.

COUNTY TAX
Tax Bill Status: MONITORING
Last Bill Type Paid: 1ST HALF
Next Disbursement Date: Apr 10, 2012
Current Tax Constant: 0.00

TAXES | Notes

`<< < More > >> 1..5 of 7`

AMERICAN PROPERTY MANAGEMENT LLC
AMERICAN PROPERTY MANAGEMENT LLC
AMERICAN PROPERTY MANAGEMENT LLC
AMERICAN PROPERTY MANAGEMENT LLC
AMERICAN PROPERTY MANAGEMENT LLC

Current Principal Balance: 4,736,698.63
Maturity Date: Jan 01, 2020
Loan number: 777777777

Notes:

LOANS

Calcedony Apartments
Property Type:
Description: MLT-APARTMENT 100 TO 250 UNITS
0 Gross Sq Ft

Notes:

COLLATERAL

ADA RESERVE
Expiration Date: Dec 31, 2011
Co.: anne test
Agent: MFS Insurance Co
Effective Date: 0
Policy #:

INSURANCE | Notes

LEASE/RENT
Click below to view or edit Rent Rolls for this collateral.

INSPECTIONS
Click below to view or edit Inspections for this collateral.

ENVIRONMENTAL
There is no Environmental information for this collateral.

UCC
There is no UCC information for this collateral.

LIENS
There is no Lien information for this collateral.

Search through Portfolio Analysis

Clicking one line item under "Name Information" will give the following results:

Search through Portfolio Analysis

Portfolio Analysis   Mapping Tool   Construction Budget   Notes

Relationship Tracking

Details for Selected Name

Selected name	AMERICAN PROPERTY MANAGEMENT LI		Total Items:	7
Tax ID	**-*******		Loans:	7
			MCAs:	0
			CFs:	0
			Tranches:	0

Export to Spreadsheet   Show Role Filters   Show Sub-role Filters

		Type	Account Number	CF Number	Commitment	Current Principal Balance	Available	Liability %	Liability Amount	Role	Subrole
	🔍	Loan	3333		$250,000.00	$250,000.00				BORROWER	
	🔍	Loan	4444		$250,000.00	$250,000.00				BORROWER	
	🔍	Loan	5555		$250,000.00	$250,000.00				BORROWER	
	🔍	Loan	7777		$250,000.00	$250,000.00				BORROWER	
	🔍	Loan	8888		$250,000.00	$250,000.00				BORROWER	
	🔍	Loan	9999		$250,000.00	$250,000.00				BORROWER	
	🔍	Loan	777777777		$5,000,000.00	$4,736,698.63	$263,301.37			BORROWER	

All loans for the Selected Name are listed. You are able to open each loan for more details.

Search By Widget

Search by Widget

Portal remembers what you did last and will bring up that loan number, or you can search by letter or number.
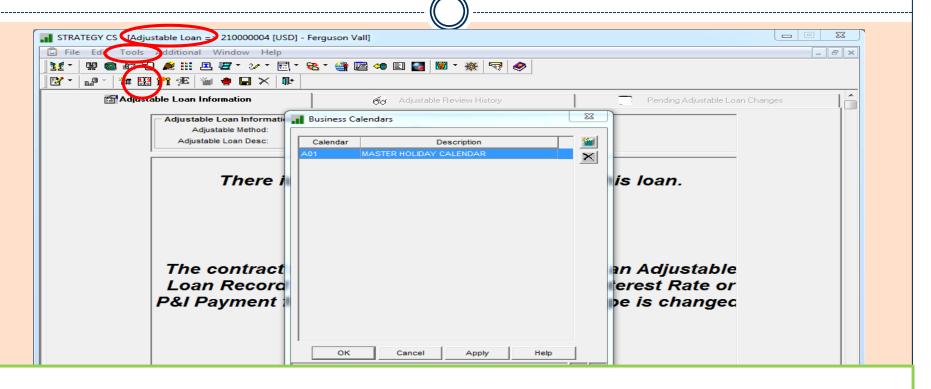

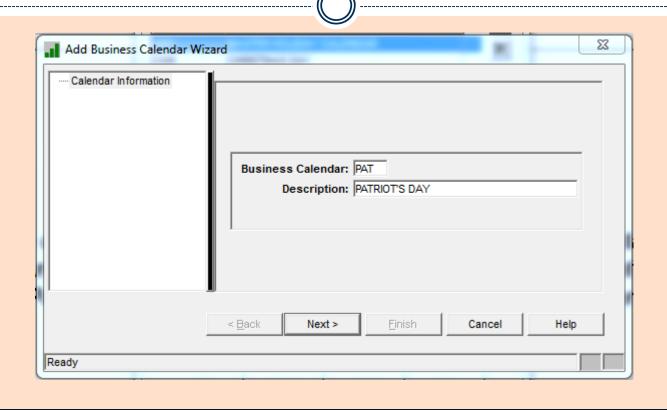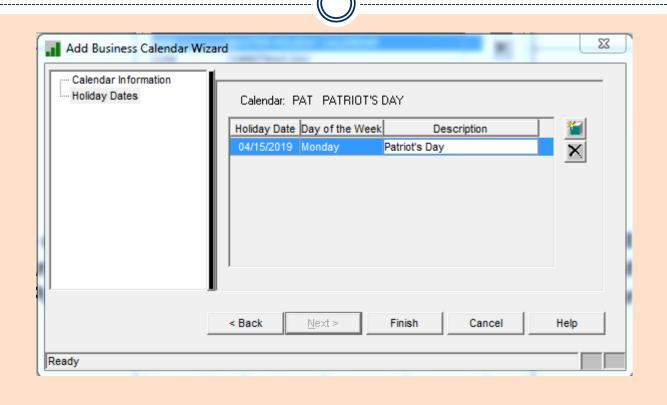If you click on the first line under Loan Search Results, it brings you to....

search text   [Search]

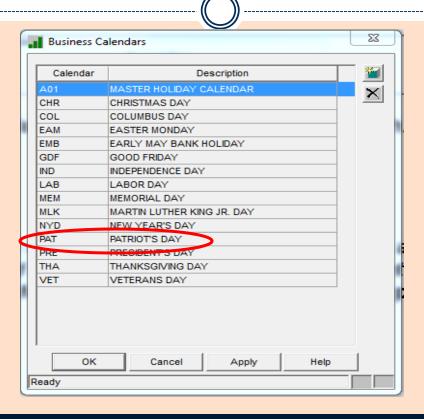**Welcome, Ruth McNally**
Collateral Maintenance

Search » Property - Loan: 151717171-1

Property Details

Property Description
(001) Collateral 17 17 Electric Avenue CONVERSION IL   No. of Properties 2

[Ok] [Apply] [Cancel] [New] [Delete] [Options ▼]

Property

Collateral Type	RESIDENTIAL REAL ESTATE (RRE) ▼	Property Status	-- ▼	Eff Date of Status Change	
Collateral ID	17 ...	Loan Allocation %	0	Defeased Date	
Project Name		Allocated Loan Amt	0.00	Client Collateral ID	
Lien Position	-- ▼	Allocated Loan Amt @ Contribution	0.00	Allocated % of Loan @ Contribution	0
		Appraisal Value @ Contribution	0.00	Appraisal Date @ Contribution	

Address/Location

Property Name	Collateral 17				
Street #1	17	Street Name #1	Electric Avenue		
Street #2		Street Name #2			
Village		**City/Town**	CONVERSION (999) ▼		
County	DU PAGE COUNTY (DUP) ▼	**State**	ILLINOIS (IL) ▼	Zip	60187
Country	-- ▼	Cross Collateral Group		MSA/MD	16974 ...

Management

Prop Mgr	-- ▼	Mgmt Cont. on Site	-- ▼	Mgmt Fee %	0

General

Measured In	SQ. FEET (S) ▼	Foreclosure Start Date		Gross Sq Ft	100,000	Property Type	WAREHOUSE (WH) ▼
Primary Desc	COMMERCIAL (20) ▼	REO Date		Total Rentable Sq Ft	0	Rent Control	-- ▼
Secondary Desc	-- ▼	Overall Condition	-- ▼	Resd NRA	0	Owner Occupied	-- ▼
Expected Res/Forcl Date		Overall Rating	-- ▼	Comm. NRA	100,000	Cur. Photo on File	-- ▼
Ground Lease	YES (Y) ▼	Ground Lease Expiration Date		Ground Lease Amount	0.00	REO Property	-- ▼

Business Calendars (IMPORTANT!!!)

- Business calendar fields are everywhere!

  - Late Charges

  - ARM reviews and changes

  - Calculation of due dates

  - Calculation of accruals

  - Split components

Updating Business Calendars

Access Adjustable Loan Module: Go to Tools > Business Calendar, or the Business Calendar icon

Updating Business Calendars

Updating Business Calendars

Updating Business Calendars

Woburn, Massachusetts

- **Woburn** (/ˈwuːbərn/ *WOO-bərn*), not (wo-burn)

Timing is everything

ANNE EHRLICH

McCRACKEN
FINANCIAL SOLUTIONS CORP.

One Day in Oregon

Topics

- Timing of pending changes
- Starting date for next accrual period
- Interest Adjustment System Control setting
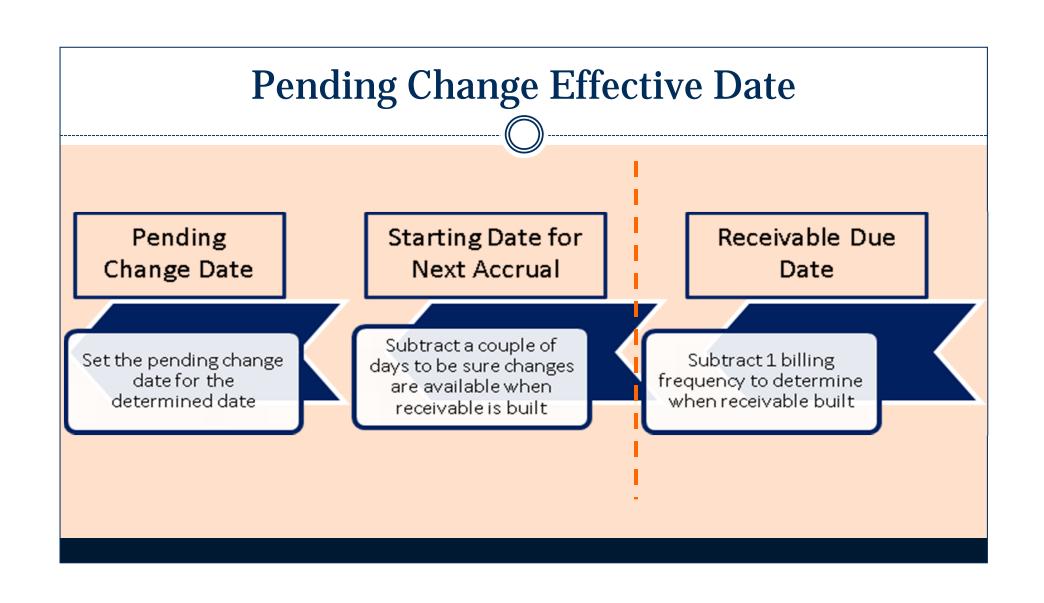
Pending Changes
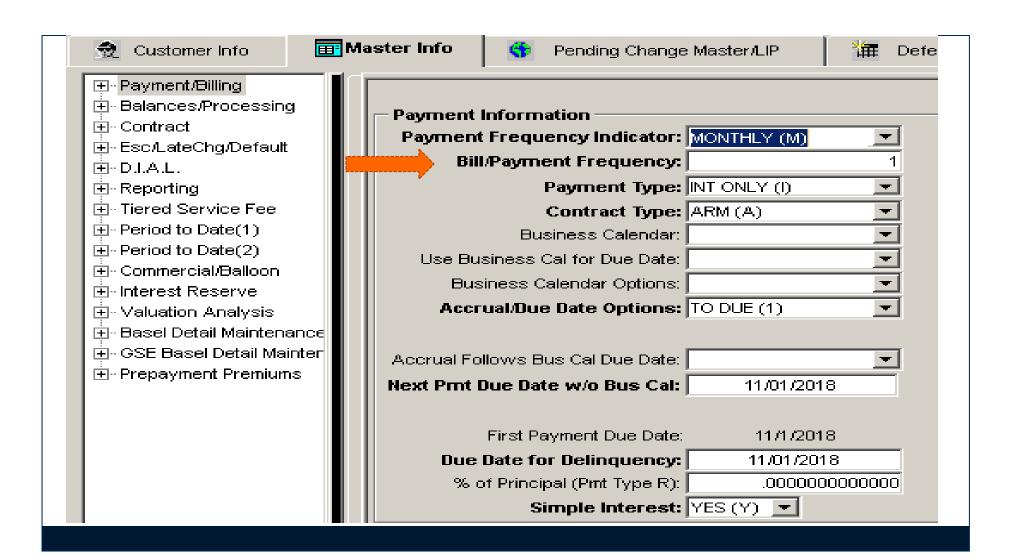
- Potential changes:
  - P&I changes
  - Fixed to Adjustable contract type
  - Fixed principal payment changes

Pending Change

- Loan is changing from Interest only to P&I
- Payment type is changing from I (Interest only) to P (Principal and interest)
- Simple Interest Y is changing to N

Which effective date to use for the pending change?

	Customer Info		Master Info		Pending Change Master/LIP		Defe

Payment/Billing
Balances/Processing
Contract
Esc/LateChg/Default
D.I.A.L.
Reporting
Tiered Service Fee
Period to Date(1)
Period to Date(2)
Commercial/Balloon
Interest Reserve
Valuation Analysis
Basel Detail Maintenance
GSE Basel Detail Mainter
Prepayment Premiums

Payment Information

Field	Value
Payment Frequency Indicator:	MONTHLY (M)
Bill/Payment Frequency:	1
Payment Type:	INT ONLY (I)
Contract Type:	ARM (A)
Business Calendar:	
Use Business Cal for Due Date:	
Business Calendar Options:	
Accrual/Due Date Options:	TO DUE (1)
Accrual Follows Bus Cal Due Date:	
Next Pmt Due Date w/o Bus Cal:	11/01/2018
First Payment Due Date:	11/1/2018
Due Date for Delinquency:	11/01/2018
% of Principal (Pmt Type R):	.0000000000000
Simple Interest:	YES (Y)

Starting date for next accrual

- **Receivable is built for the next period**
  - Late charge is calculated
  - Due date is determined
  - Interest from to dates calculated
- **Next accrual period begins**
- **Scheduled Balance is reduced if P&I loan**
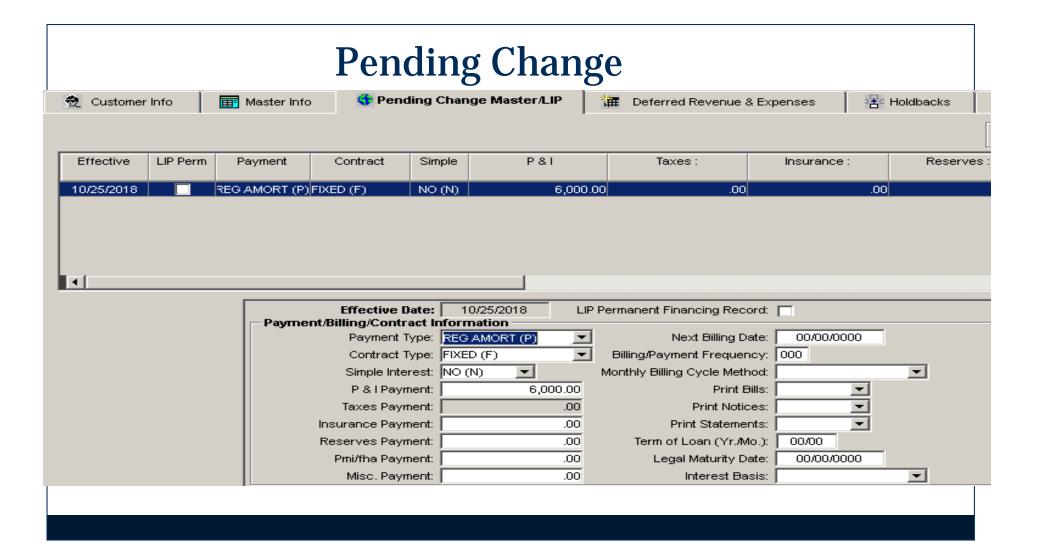- **Accrual will start using new scheduled balance for interest calculation**

Starting Date for Next Accrual

Loan	Receivable Created	Interest From	Interest To	Due Date	Frequency	Business Calendar
000001	11/01/18	11/01/18	11/30/18	12/01/18	1(M)	
000002	11/01/18	11/01/18	11/30/18	12/03/18	1(M)	Due Date
000003	11/01/18	11/01/18	1/31/19	2/01/19	3(M)	

Accrual Record

STRATEGY CS - [Billing => 000002526 [USD] - toller]

File   Edit   Tools   Additional   Window   Help

Accrual   Receivables   Interest Adjustment   Balances & Rates

Scheduled Principal Balance: 495,000.00

→ Starting Date for Next Accrual Period: 11/01/2018
Current Accrual Receivable: 11/01/2018
Accrual Start Date: 07/01/2018
Accrued Through Date: 09/01/2018

Pending Change

How does this work??
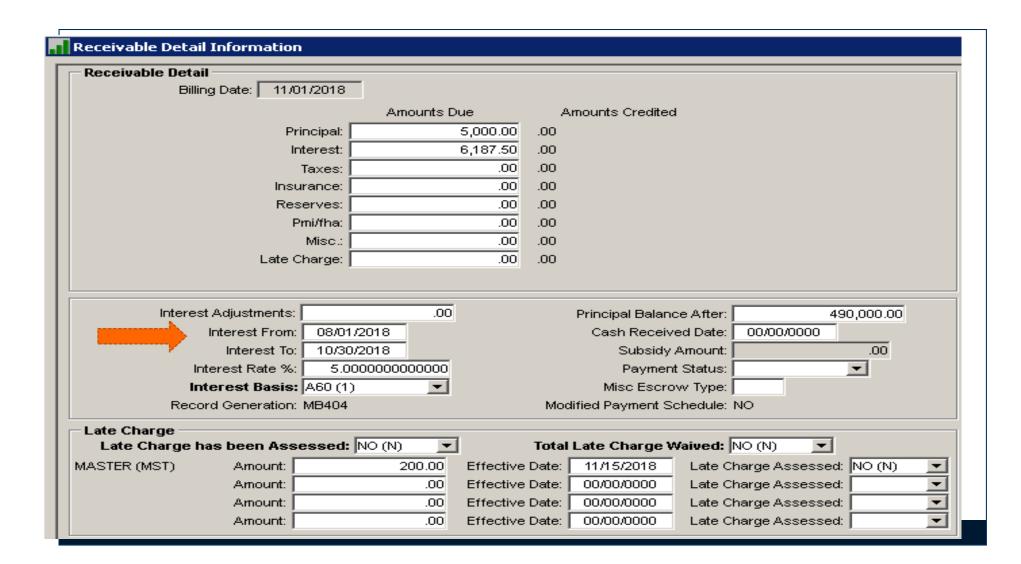
- 10/25/18 during dayend:
- Loan Administration Payment Type will be changed from I (interest only) to P (P&I)
- Principal and interest amount will be updated
- Simple interest Y/N will be updated to N

And then…..

- 11/1/18 during dayend:
- 12/1/18 Receivable record is created with all the good stuff
- P&I is correct
- Interest is calculating correctly
- Scheduled Balance is updating correctly

Even more happens....

- 11/1/18 during dayend:
- When the receivable is created, the late charge is calculated
- The late charge effective date is calculated
- The due date is calculated
- The investor master information is used to create the Investor remittance record

Receivable Detail Information

Receivable Detail

Billing Date: 11/01/2018

	Amounts Due	Amounts Credited
Principal:	5,000.00	.00
Interest:	6,187.50	.00
Taxes:	.00	.00
Insurance:	.00	.00
Reserves:	.00	.00
Pmi/fha:	.00	.00
Misc.:	.00	.00
Late Charge:	.00	.00

Interest Adjustments:	.00	Principal Balance After:	490,000.00
Interest From:	08/01/2018	Cash Received Date:	00/00/0000
Interest To:	10/30/2018	Subsidy Amount:	.00
Interest Rate %:	5.0000000000000	Payment Status:	
Interest Basis:	A60 (1)	Misc Escrow Type:	
Record Generation:	MB404	Modified Payment Schedule:	NO

Late Charge

Late Charge has been Assessed: NO (N)   **Total Late Charge Waived:** NO (N)

MASTER (MST)	Amount:	Effective Date:	Late Charge Assessed:
	200.00	11/15/2018	NO (N)
	.00	00/00/0000	
	.00	00/00/0000	
	.00	00/00/0000	

Interest Adjustments and Billing

- Interest is calculated
- Transactions occur or other changes to adjust the interest due
- Dayend or manual interest adjustments occur
- Receivable interest adjusted
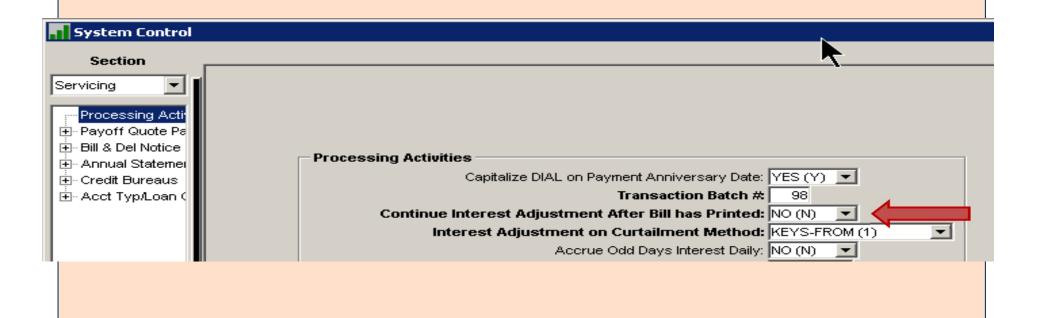
After a bill is generated

- The specific receivable having been billed will no longer be adjusted
- If an action occurs to generate an interest adjustment, it will be calculated and saved until the following receivable is created
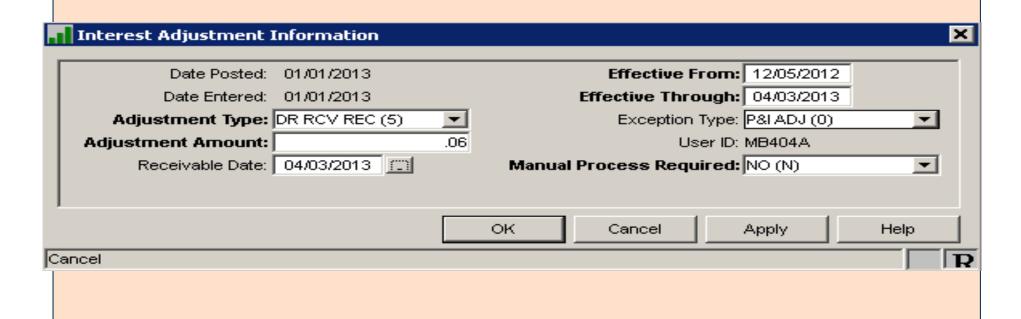- The following receivable will be adjusted when it is built

Example

- Bill prints on 10/18/18 for 11/01/18
- Transaction causing interest adjustment occurs on 10/24/18
  - Loan Advance
  - Principal curtailment
- 11/01/18 receivable will not be recalculated
- Interest increase or decrease will be applied to the 12/1/18 receivable when it is built

Interest Adjustments

Interest Adjustment Example

Consider…

- Make sure pending changes are happening at the correct time based on projecting back from receivable record affected
- Consider whether or not a bill has been sent when reviewing interest adjustments
- The next receivable may not be affected by the interest adjustment
- Make sure holiday dates are in place before receivables, late charges, ARM reviews occur

Questions?

Thank you
Customer Support

PHONE 978-439-9000

SUPPORTCENTER@MCCRACKENFS.COM

McCRACKEN
FINANCIAL SOLUTIONS CORP.