

# Customer Support Tips and Techniques

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# System Control Parameters

SYSTEM CONTROL PARAMETERS ARE NOT FREQUENTLY CHANGED BUT CONTROL DAILY PROCESSING - A REVIEW OF SOME FIELDS THAT IMPACT YOUR DAY.



# Why should we check these?

SETTINGS TO REVIEW WHEN RESULTS ARE NOT AS EXPECTED

### System Control

Business parameters of how the system will operate – default rules

System Control is established for each data library, access is controlled in security maintenance

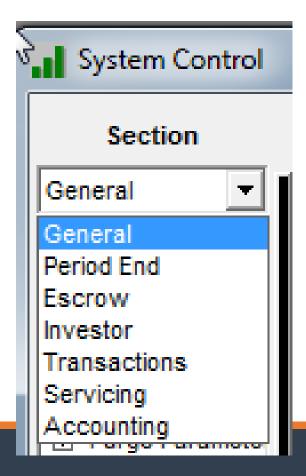
Parameters will not normally change in the system control records

Review a few parameters in system control that could impact processing

- Forbearance processing
- Billing
- Company changes
- SOFR and index changes

### System Control

Categorized by Sections – each section can have sub-categories

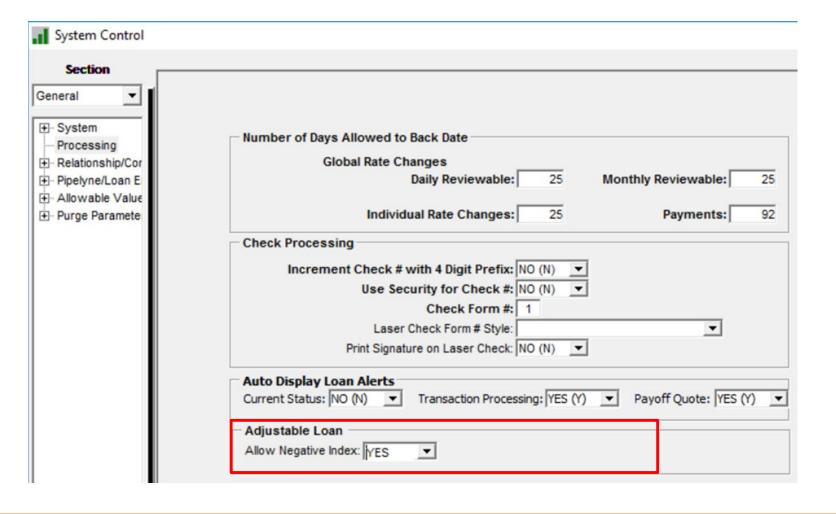


### How do I update my allowable values?

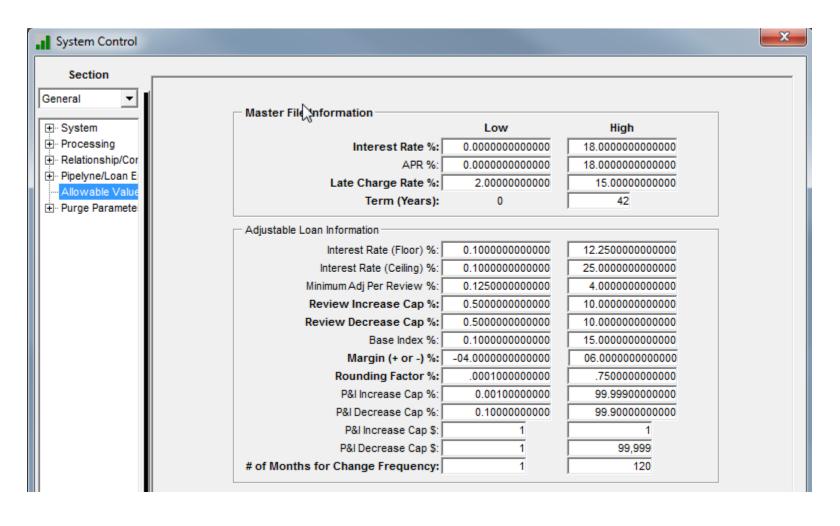
My ARM rates and indexes are changing....

- System Control>General>Allowable Values
- Release 19E allows you to enter a negative base index as your low end
  - If the Allow Negative Index value was set as Yes

## General Section – Processing window, new parameter to allow negative index rates



#### General Section – Allowable Values window



### Payment Processing - receivables

I am processing payments but not all my receivables are showing up....

Where do we control recognizing receivable records?

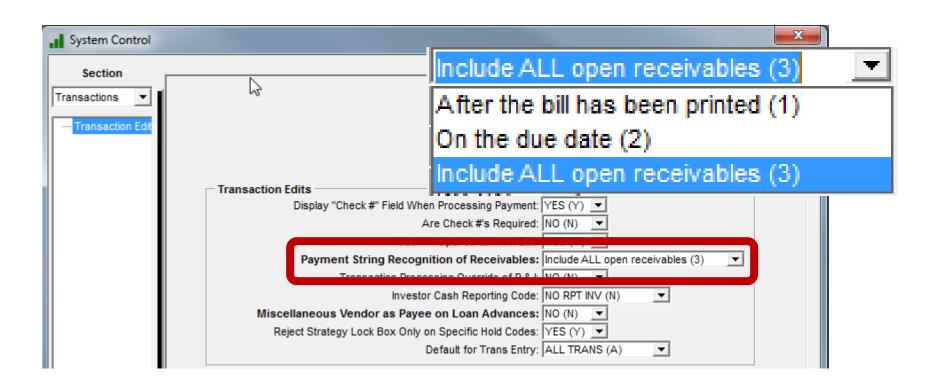
 This setting is helpful when processing forbearance loans that might have many old open receivable records

#### Transactions Section – Transaction Edits

#### Payment String - Recognition of Receivables

- This relates only to horizontal or vertical payment processing, this code governs when STRATEGY recognizes the receivable record:
- 1 Receivable is recognized once bill has been printed.
- 2 Receivable is recognized on the payment due date.
- 3 All open receivables are recognized.

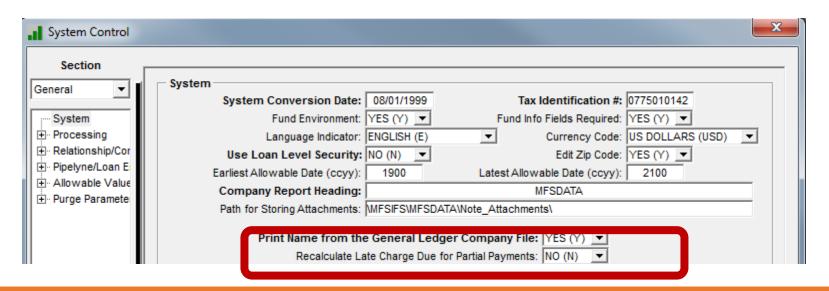
#### Transactions Section – Transaction Edits window



#### Recalculate Late Charge Due for Partial Payments

This item controls the recalculation of late charges for partial payments, review this if you have a lot of loans with late charge method % of Full Payment.

With many forbearance agreements, a lot of borrowers are now sending partial payments



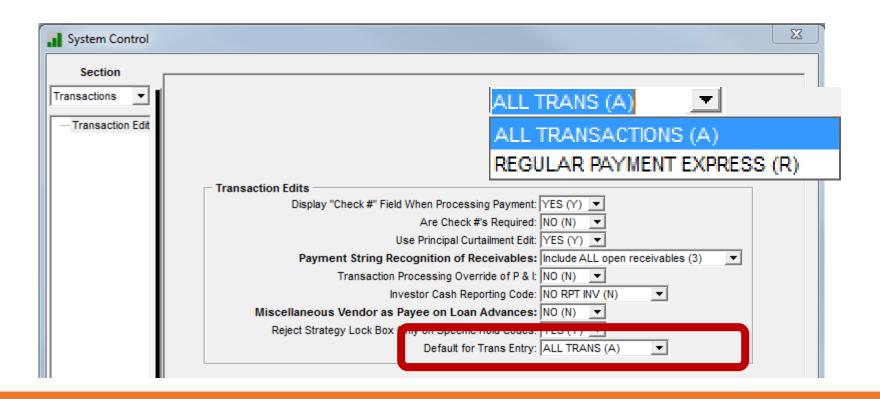
#### Transaction Processing -

What transaction window do payment processors use most often?

Change the default window for Transaction Entry.

#### Transactions Section – Transaction Edits window

**Default for Trans Entry** 



#### Billing – Interest Adjustments

Borrowers call because the payment is different from the bill....

Where do I control interest adjustment posting?

#### Servicing Section – Processing Activities window

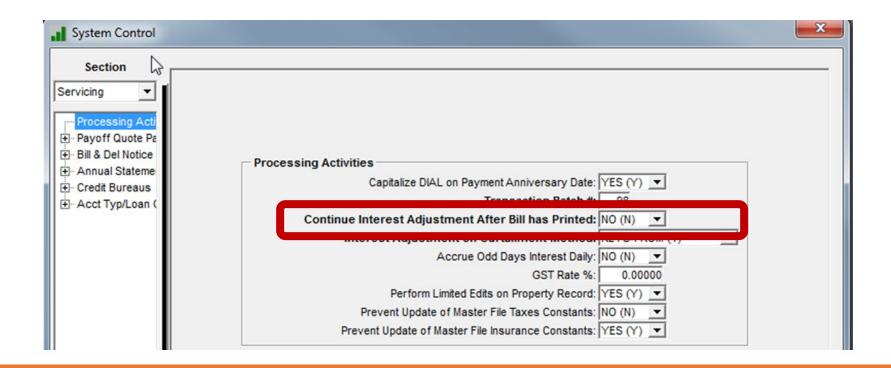
Continue Interest Adjustment After Bill Has Printed Y/N

Y = Interest Adjustments will still occur after the bill has printed.

N = Interest Adjustments cannot take place after the bill has printed.

#### Servicing Section – Processing Activities window

Continue Interest Adjustment after Bill has Printed



#### Loan Alerts

Bonus Tip –

Make sure the alerts are showing as your users are entering modules

#### Loan Alerts – Additional Info

The system control parameter allows three locations where the system can automatically pop up the Loan Alerts window

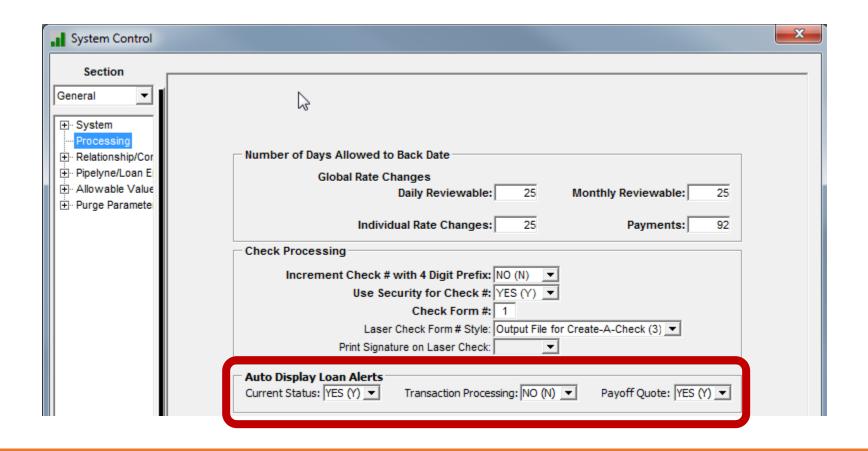
- Current Status
- Transaction Processing
- Payoff Quote

Users can always access the Loan Alerts window from the tool bar icon:



Users must have security to Loan Alerts window: Security task/System Wide/Loan Alerts

#### General Section – Processing window



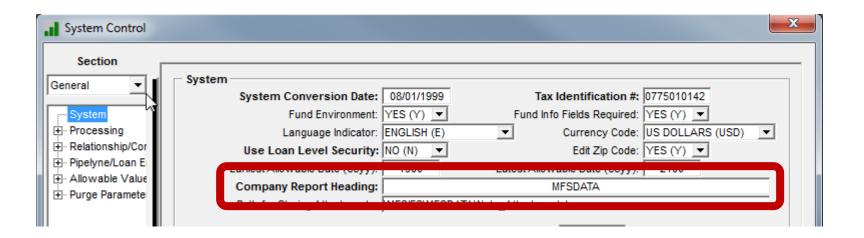
#### New company name

Our company is changing names....

Where do I update all the report headings?

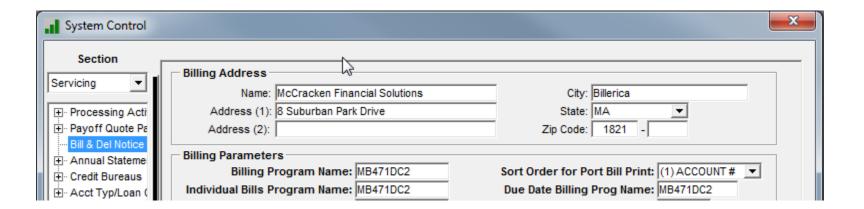
### System Control – Company Name

General Section > System window>Company Report Heading



#### Addresses on Bills and Notices

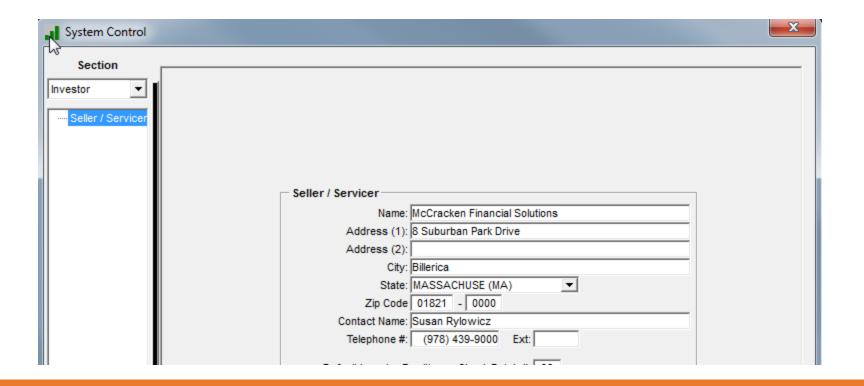
Servicing Section > Bill and Del Notice window > Billing Address



#### System Control – Company Name

Investor Section > Seller/Servicer window

Also review, G/L Company vendor record forcompany name





# Dayend or Month end Edit Reports

#### Dayend or Month end Edit Reports

- MB442 Daily Supervisor Report
- MB504 Daily File Maintenance
- MB442B Daily Interest Adjustment Posting
- MB430 Balance Exception Report at Month End or On Demand

### MB442 Report: Daily Supervisor Messages

- Separates edits by program and type
- Identifies the program that detected the error
- Error type indicates the severity
  - "For info"
  - "Action Req" = high priority
  - "Serious" = high priority

### MB442 Report: Daily Supervisor Messages

MB442 FEATURE NO. 001							ANNE19D Big Dev DAILY SUPERVISOR MESSAGES					
RECORD KEY	PROGRAM ERI	R#	ERRO	R MESSAGE								
00-00000702282011	MB404	4	No	receivable	record	for	amortization	of	scheduled	principal	balance.	
00-000999902012011	MB404	4	No	receivable	record	for	amortization	of	scheduled	principal	balance.	
05-001000501312012	MB404	4	No	receivable	record	for	amortization	of	scheduled	principal	balance.	

### MB442 Report: Daily Supervisor Messages

#### Sample messages:

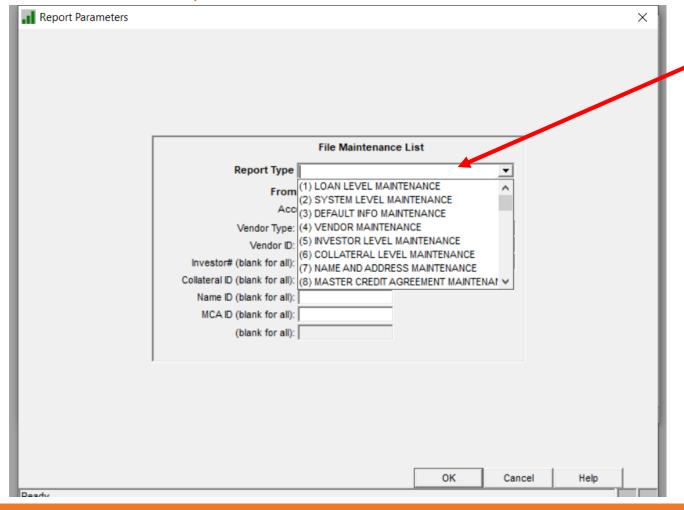
- MB404 The date last accrued is in the future "For Info"
- MB442A Loan paid off: process a credit G/L interest adjustment –
   "Action Req"
- MB444M1 Duplicate investor loan number found in file PIMST "For Info"

#### MB504 Report: Daily File Maintenance

- Reports file maintenance by users and Strategy programs
- Reports loan level and system wide changes
- Can be run on-demand for a specific date range or type of change

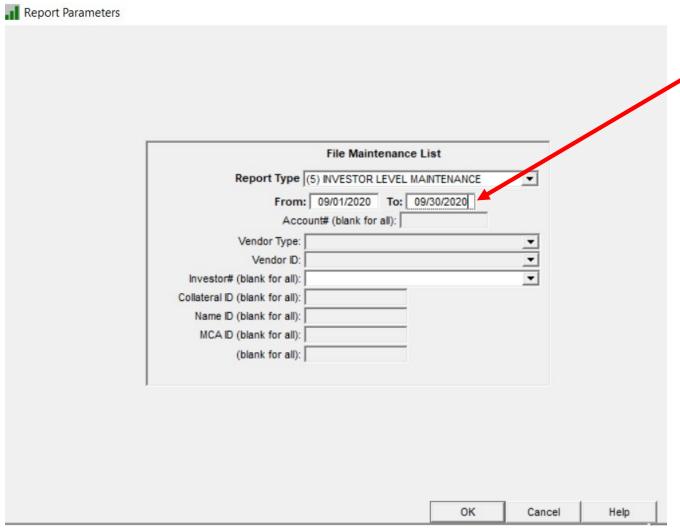
#### On Demand File Maintenance Report

➤ Go to: Tools > Reports > Then select: Individual F/M List



Select your report type

#### On Demand File Maintenance Report



Select the date range

#### MB442B Report: Daily Interest Adjustment Posting

- Edits all interest adjustments in dayend
- Open adjustments need immediate attention
- Provides an id that processed the adjustment; either a user ID, program name or transaction

#### MB442B Report: Daily Interest Adjustment Posting

#### Provides messages such as:

- Record not posted: Adjustment amt is negative
- Record not posted: Receivable interest is satisfied

#### MB430 Report: Balance Exceptions

- Can add CNMB430 to the Monthend jobstream
- May be run on demand
- Shows balance differences between the Master File and Transaction history for the following items: Principal, Taxes, Insurance, Other escrow



# Create Your own File Maintenance Report

#### Create Your Own File Maintenance Report

- You can Create own Report to look for specific messages in file maintenance
- Query the File Maintenance History and the Message File

#### Create Your Own File Maintenance Report

#### File Selections:

File: PFMHST – File Maintenance History File

File: PMFSMSG- Message File

Joining Files for Your Own File Maintenance Report

FIELD	TEST	FIELD
HSMSGN	EQ	RFID
HSMSGF	EQ	RFMSGN



# Updating Business Calendars

#### **Business Calendars**

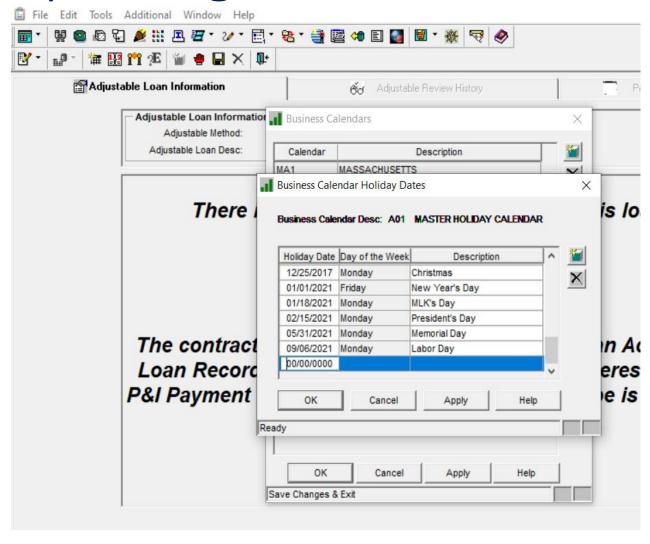
We always state the importance of updating business calendars because the fields are everywhere!

- Late Charges
- ARM reviews and changes
- Calculation of due dates
- Calculation of accruals
- Split components

#### Business Calendars-ARM Module

➤ Adjustable Loan Module ➤ Go to Tools/Business Calendar or Bus. Calendar icon File Edit Tools Additional Window Help Adjustable Loan Information Adjustable Review History Adjustable Loan Information | Business Calendars Adjustable Method: Adjustable Loan Desc: Description MASSACHUSETTS MASTER HOLIDAY CALENDAR TEST BUSINESS There is nis loan an Adju The contract Loan Record terest F P&I Payment f pe is ch Apply Changes

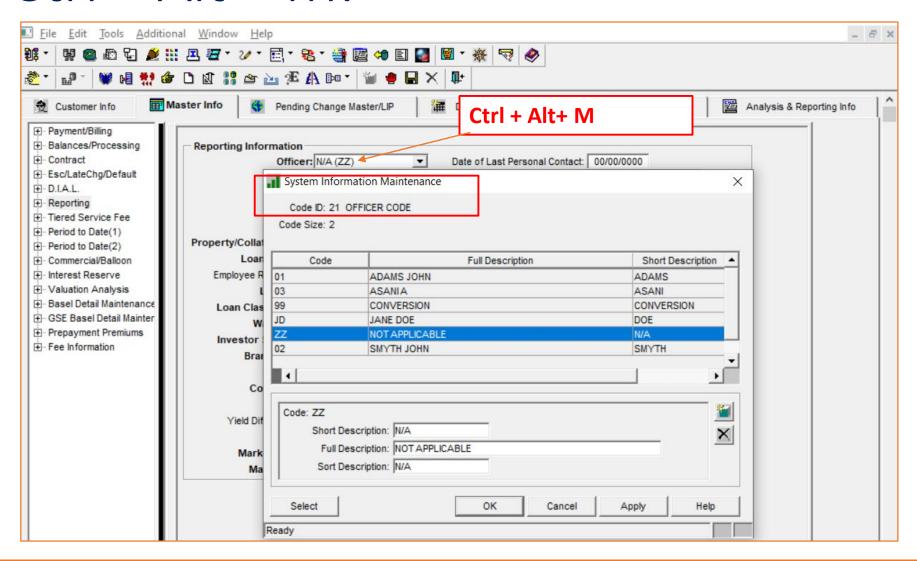
## **Updating Business Calendars**





# Ctrl+Alt+M Helpful Hint

#### Ctrl + Alt + M:





# My Loan Stopped Accruing

ANNE EHRLICH

#### MY LOAN STOPPED ACCRUING

Receivables stopped being built on the due date

Date last accrued is several days ago instead of yesterday

What is wrong??

#### Where do I start?



#### Dayend reports

MB442 Supervisor Message report – take notice

- Negative amortization not allowed (please build a recv record, manually).
- No receivable record for amortization of scheduled principal balance.
- Review these reports on the last Starting Date for Next Accrual Period

## Check these places

#### Billing Module/Accrual record

- Starting Date for Next Accrual
- Next Accrual Receivable
- Accrued Through Date

#### Current status/File maintenance

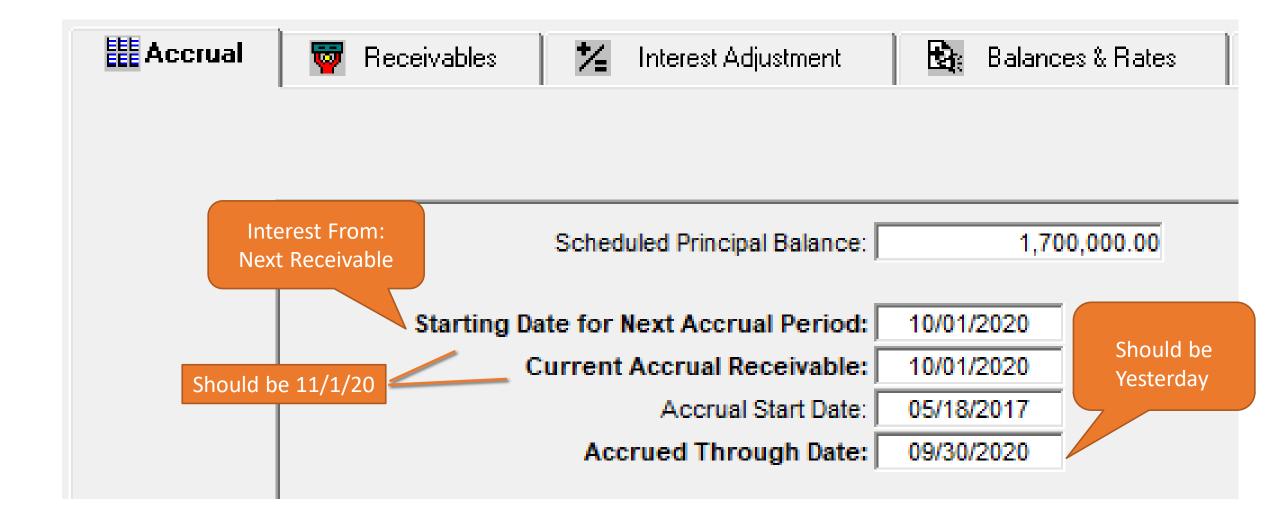
- Pending Changes
- Any recent file maintenance
- Due date changes

#### File maintenance

#### Look for:

- Changing due dates
- Changing Scheduled balance
- Changing P&I payment
- Changing receivable amounts monthly
- Lots of file maintenance with someone trying to correct the loan

#### Accrual record clues



#### Possible inconsistencies

Your P&I amount on the loan is insufficient to cover the interest calculated in the receivable record

The Due date was changed in some places but not in others creating a disconnect

#### Loan Administration

Calculate interest due for the month = 14,333.33

P&I constant = 12,500.00

Interest for the period is <u>less</u> than the P&I constant = the loan will stop accruing at the Starting Date for Next Accrual.

On the 10/1/2020 dayend reports:

MB442 Supervisor Message report – take notice

Negative amortization not allowed (please build a recv record, manually).

#### Interest Calculation

#### **Every Day During Dayend**

- The per diem is added to the Accrual amounts
- The Accrued Interest Current Period is projected out for the # of days in the period
- An interest adjustment is generated if the receivable record does not contain the estimated amount due for the month
- If the interest adjustment cannot be posted to the receivable (for example, if the interest is higher than the P&I payment) an error is listed on the Interest Adjustment report and may be listed on the Supervisor message report based on your System control setting.
- MB442B-1 Interest Adjustment report has this message: Error Message: Non-Neg Am loan with principal going negative with this adjustment; cannot process

# Keep These Dates in Sync/Due Date Change

Loan Administration:

Next Payment Due Date without Business Calendar

Due Date for Delinquency

Next Billing Date

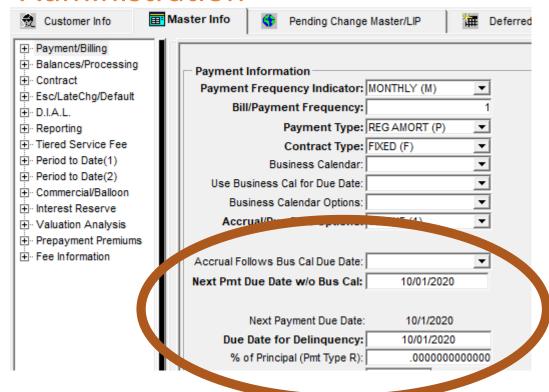
Accrual:

Starting Date for Next Accrual Period

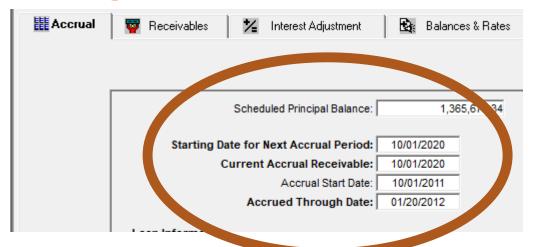
**Current Accrual Receivable** 

# Due Date Changes Loan

#### Administration



#### Billing



# Dates in Sync (simple loan no business calendar or independent due date)

Due date 10/1/20

Starting date for next Accrual Period 10/1/20

Interest from in 10/1 receivable 9/1-9/30

On 10/1/20 Starting Date Next Accrual Period rolls forward to 11/1/20 and amortizes down if P&I

Starting date for next Accrual Period 11/1/20

Interest from in 11/1 receivable 10/1-10/31

## Corrections May Be Needed

Correct Scheduled Balance in the accrual record

Check existing receivables

Build missing receivables/delete unneeded receivables

Get the dates in sync: moving the accrual dates forward if necessary

After these changes and dayend runs, check that the Accrued through date has caught up

Post interest adjustments to correct the Accrual

Call Customer Support with questions



# Portfolio Analysis

RUTH MCNALLY

- Loans in Strategy can be quickly and easily viewed and compared using the Portfolio Analysis web-based module.
- Portfolio Analysis provides an interactive display where users can view information related to one or more Entity, Investor, Collateral, Tenant, or Loan.
- It allows for the analysis of multiple loans for the same borrower, and it provides a quick way to do portfolio analysis through an export to excel spreadsheet option.

### Accessing Portfolio Analysis





Support 3

McCracken

Portal

✓ Lock Portal



The Portfolio Analysis module will open to the first window, allowing users to search for a Name, Loan, Tax ID, MCA, or Named Relationship.



#### Search Box

Portfolio Analysis allows users to search for the appropriate record in a variety of ways.

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

Note: The Search Box Dropdown Menu defaults to an Entity Search.

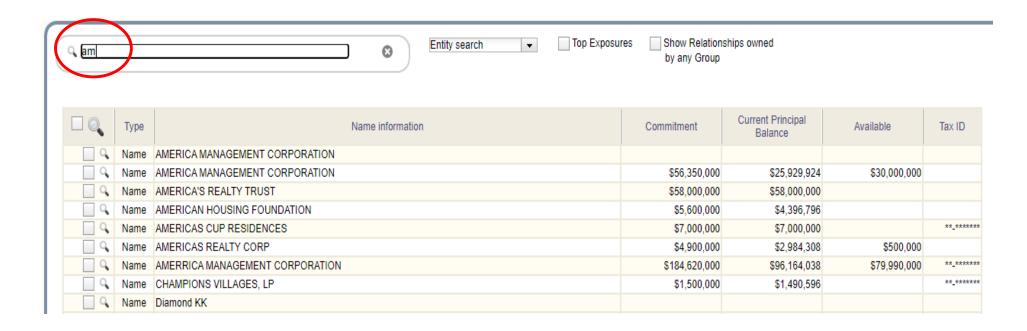


## **Entity Search**

To perform an Entity
Search, users enter the first letter or series of letters of an account to find all records that match the criteria entered. Once the information has been entered, click the Search icon.

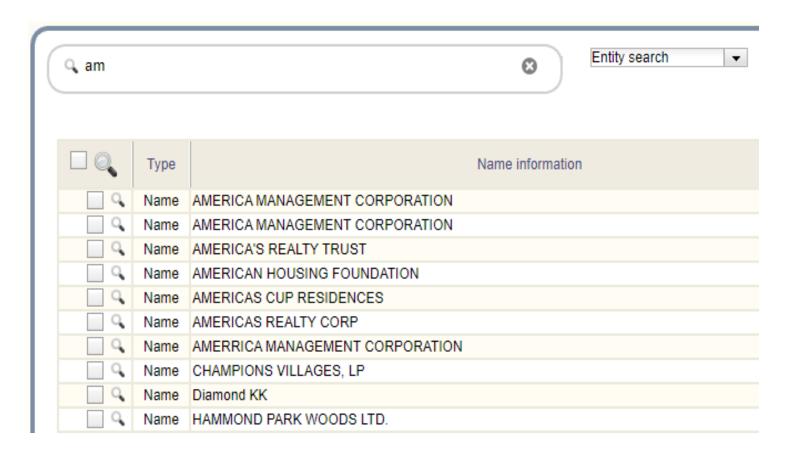


In this case, all instances of "am" in the "Name Information" column are listed.



## Adding a Relationship and Analyzing

From Search box, users can select multiple records and save them as a Relationship.



This is accomplished by performing the following steps:

1. Click the checkbox to the left of the appropriate records that should be selected in the Summary Grid.



2. Enter the Name of the Relationship in the Rel+ box in the bottom left hand corner of the window.

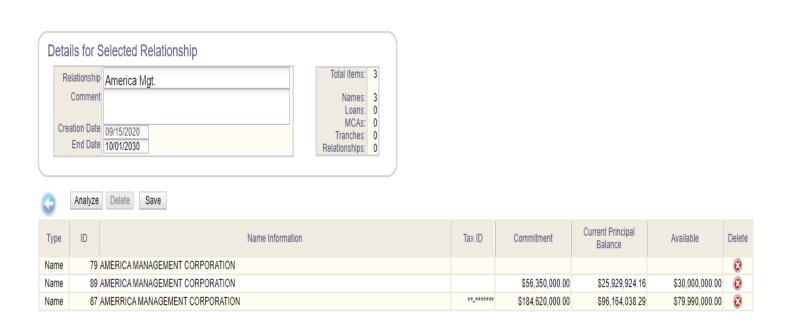


3. Click the **Rel+** box to add the records to a new Relationship.



4. Click the **View** icon to show the records and analyze the Relationship.





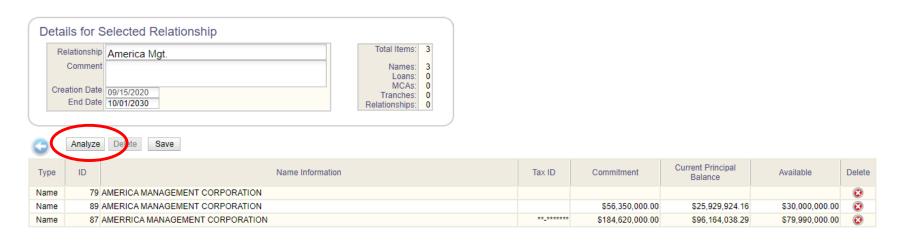
#### From this window you can:

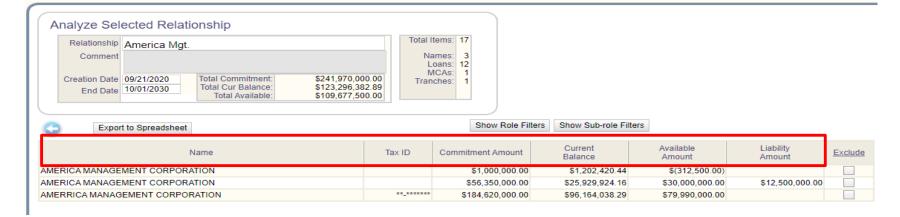
- Add other entities or items to the Relationship
- Delete the Relationship
- Save the Relationship and Changes



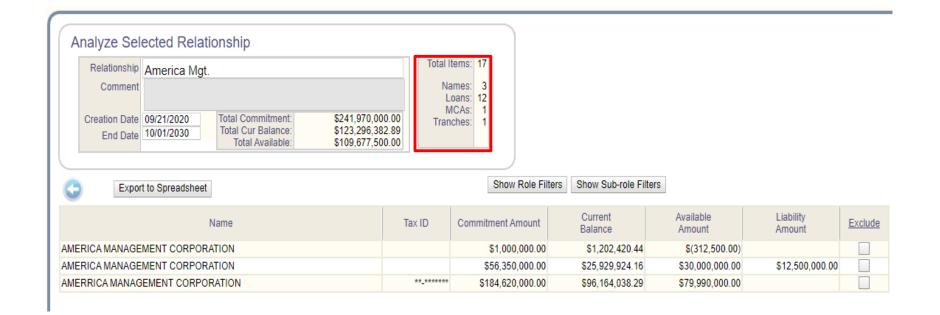
Additionally, users can analyze the Relationship by clicking the **Analyze** button.

This button shows the Name, Tax ID, Commitment Amount, Current Balance, Available Amount, and Liability Amount for all items in the Relationship.



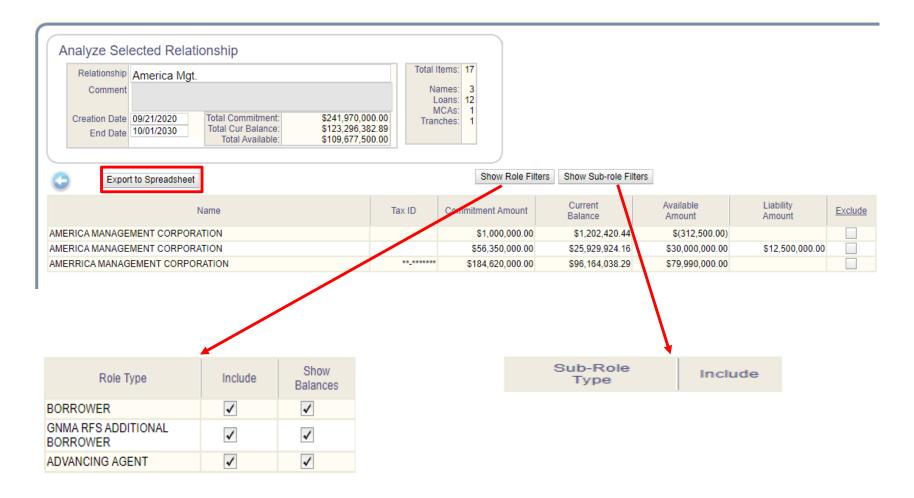


The upper right- hand portion of the screen displays the aggregate information for the Relationship, including the Total Items, and Number of Names, Loans, and Credit Agreements.



The Filter button allows users to include and exclude records in the analysis based on Roles and Sub-Roles displayed on the Loans.

The Export to
Spreadsheet button
exports the information
to a spreadsheet.
Formulas are transferred
and remain live.



To go back to the previous window, click the Back button.

5. Click Save.



## Top Exposures

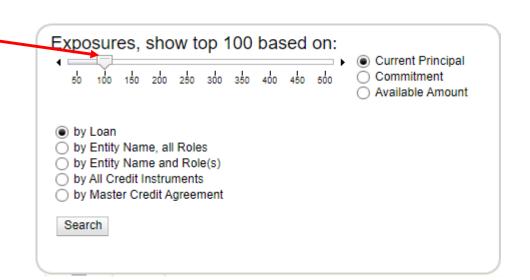
Users also have the ability to limit the records shown.



These can be accessed by clicking the Top Exposures check box.

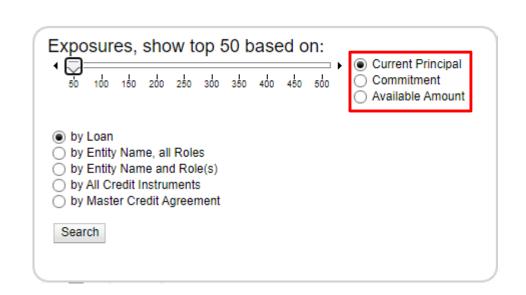
The sliding scale at the top of the window allows users to determine how many records to include in the result set that should be shown.

The default setting is 100.



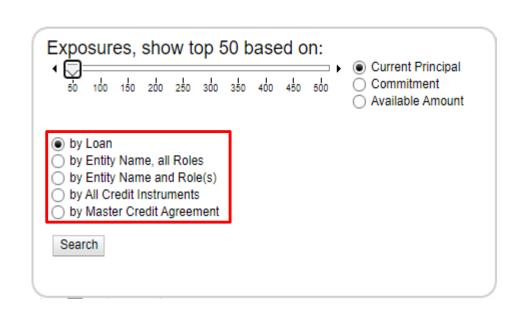
Additionally, users can select what value or balance is analyzed.

This is determined by clicking on of the radio buttons to the right of the Exposures sliding scale.



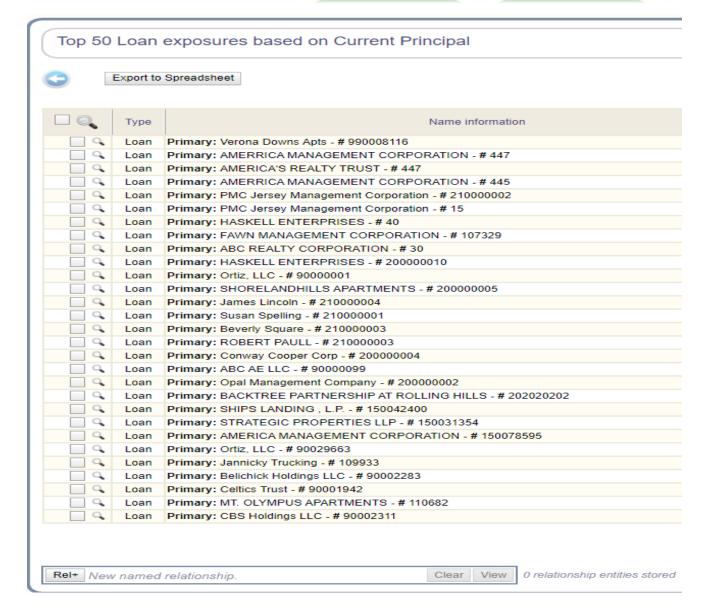
Finally, this window also allows users to select how to arrange the information.

This is controlled by selecting the appropriate radio button beneath the Exposures sliding scale.



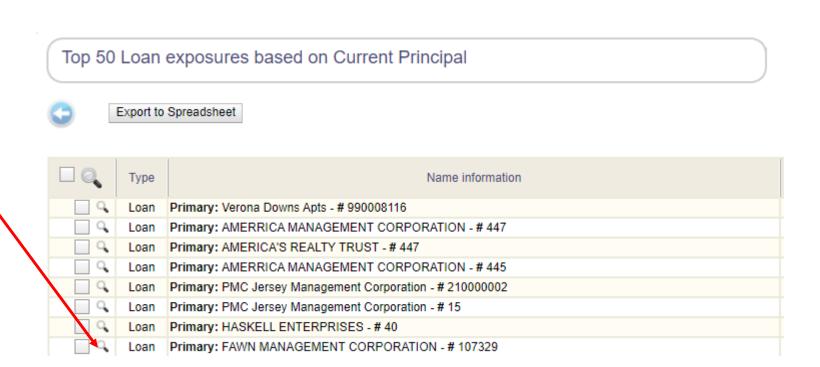
Once the criteria has been entered, click the Search button to show the appropriate results.

The results are shown in the Summary Grid giving users the ability to create a new Relationship or view the records in the Portfolio Analysis Dashboard.



## Using the Portfolio Analysis Dashboard

To view a single record in the Dashboard, click on the small Magnifying Glass icon associated with the appropriate record.



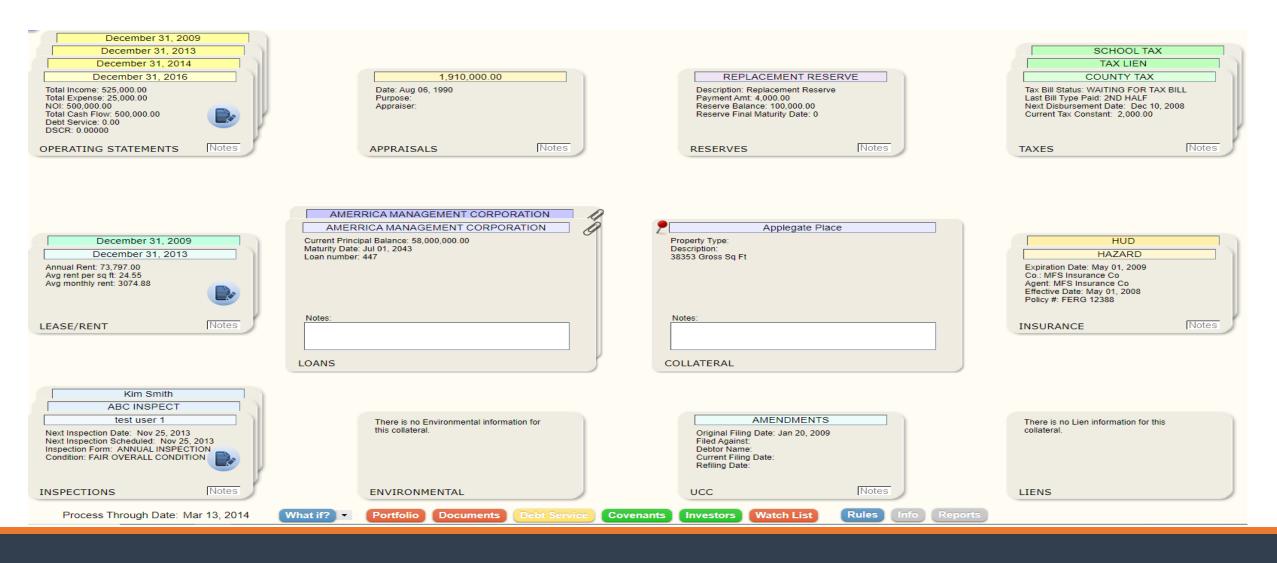
To select all records, use the Large Magnifying Glass icon in the heading row and all items listed in the Summary Grid will open in the Portfolio Analysis Dashboard.



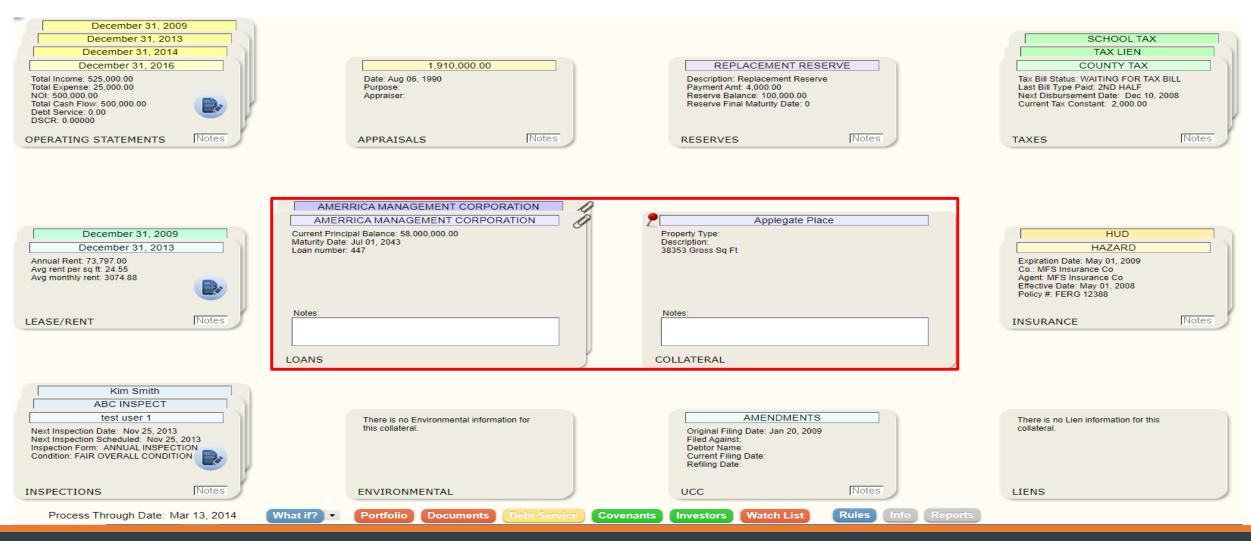
Finally, if there are items checked off in the Summary Grid and the large Magnifying Glass icon is clicked, those records that have been selected will open in Portfolio Analysis Dashboard.



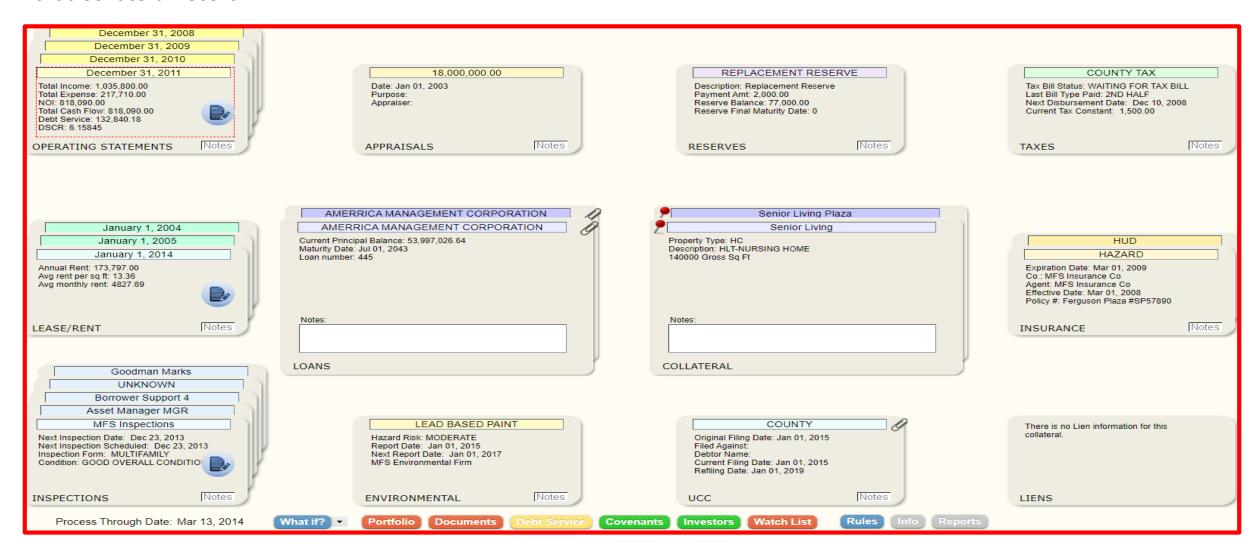
This window represents the **Loan and Collateral** information for the record or records selected. Each deck of cards represents different types of information. Clicking on a card farther back in the stack will bring that information to the front of the pile, allowing users to see that information.



The **Loan** card below displays the Loans that have been selected, while the **Collateral** card shows the Collateral records associated with that Loan card. The cards around the perimeter represent various performance and condition information associated with the Collateral card. Note: The following cards contain multiple tabs: • Loans • Collateral • Taxes • Lease/Rent • Insurance.



If a **Loan** card from within the pile is selected, all of the other cards will reset, showing the information for the new Loan. If a Collateral card from beneath the top card is selected, the perimeter cards will reset to show the information relating to that Collateral record.



## Highlighting a record

To see additional information about a particular record, hover over the card until a box outlining the summary information with a Red (---- ) dashed line appears.

Click the card within the box to maximize the card and see additional details about the record.



When a card is maximized the additional information may include additional tabs. Clicking a tab will change the view to display more detail. The detail view can be closed by clicking in the left margin of the window.



## Questions