

Module 3:

Special and Control Functions Walkthrough

DIRECT LOAN SYSTEM
SPECIAL SERVICING

The system contains special control functions to assist the user in accurately record tracking and servicing of a borrower's account.

These functions include:

- ✗ Adding a category
- ✗ Deleting a category
- ✗ Editing a category
- ✗ Category Hold
- ✗ Category Resume
- ✗ Adding a Branch
- ✗ Adding a Path
- ✗ Ending a Path
- ✗ Ending a Category
- ✗ Jumping to correct servicing
- ✗ Jumping to continue with servicing

Control Functions

Edit Category

Delete Category

Add Path

Add Branch

Add Category

Adding a Category

To add a second servicing category, users will select “add category” from the open categories screen.

Open Categories Add Category

90 Days Past Due

Category Name: 90 DAYS PAST DUE
Initialized Date: 08/03/2010 Status: Open Version: 1.3
Default Date: 08/02/2010
Days Delinquent: 71 Edit Category Delete Category

Function Activities Time Clocks

Open Activity Paths

Branch	Branch Type	Open Activity	Activity Type	Activity Name	Due Date
BRANCH, JOHN R	Primary Borrower	A1	Standard	DETERMINE IF BORROWER HAS BEEN DISCHARGED OF FLP DEBT	08/03/2010

Completed Activity Paths

Branch	Branch Type	Path	Completion Reason	Completion Date
No Completed Paths found.				

Initiate Category Process

Step 1 of 2. Select the special servicing category to initialize the borrower to begin servicing. The Initialization date is the date servicing begins and determines the version of rules that will be applicable. Choosing a different Initialization date may change the list of available categories shown below.

Initialization Date:

Version: 1.3 Start Date: 09/24/2010

Select Category:

--- Select Category ---
--- Select Category ---
Bankruptcy

Continue to next step Cancel

An Initiate Category screen will allow users to initiate the borrower into a second, concurrent category.

Deleting a Category

The delete category option can be selected if no completed activities have been recorded.

Open Categories Add Category

90 Days Past Due

Category Name: 90 DAYS PAST DUE
Initialized Date: 08/03/2010 Status: Open Version: 1.3
Default Date: 08/02/2010
Days Delinquent: 71 Edit Category Delete Category

Function Activities Time Clocks

Open Activity Paths

Branch	Branch Type	Open Activity	Activity Type	Activity Name	Due Date
[REDACTED], JOHN R	Primary Borrower	A1	Standard	DETERMINE IF BORROWER HAS BEEN DISCHARGED OF FLP DEBT	08/03/2010

Completed Activity Paths

Branch	Branch Type	Path	Completion Reason	Completion Date
No Completed Paths found.				

Users will be asked to confirm the decision to delete the selected category.

Delete Category Confirmation

You have chosen to remove "90 DAYS PAST DUE" initialization for the borrower. Continuing this operation will remove any assigned open activities or time clocks.

Do you want to delete the category assignment "90 DAYS PAST DUE"?

Delete Cancel

Editing a Category

The category edit function allows the user to change the default date recorded for the account.

Open Categories

90 Days Past Due

Category Name: 90 DAYS PAST DUE
Initialized Date: 08/03/2010 Status: Open Version: 1.3
Default Date: 08/02/2010
Days Delinquent: 71

Edit Category **Delete Category**

Function **Activities** **Time Clocks**

Open Activity Paths

Branch	Branch Type	Open Activity	Activity Type	Activity Name	Due Date
, JOHN R	Primary Borrower	A1	Standard	DETERMINE IF BORROWER HAS BEEN DISCHARGED OF FLP DEBT	08/03/2010

Completed Activity Paths

Branch	Branch Type	Path	Completion Reason	Completion Date
No Completed Paths found.				

Users can correct the Date of Default. The updated date will then be reflected on the Open Categories screen.

Edit Category

Category Name: 90 DAYS PAST DUE
Initialized Date: 08/03/2010 Status: Open Version: 1.3
Date of Default: 05/02/2010

Update **Cancel**

Control Functions

Control functions are accessed by selecting the icon from the open activity section of the open categories screen.

Open Category

Category: 90 DAYS PAST DUE
Initialized Date: 08/03/2010 Status: Open Version: 1.3
Default Date: 05/02/2010
Days Delinquent: 163

Branch / Path
Primary Borrower Branch: [redacted] JOHN R Path: A Open
Initialized [redacted], JOHN R into 90 DAYS PAST DUE on 08/03/2010

Completed Activities

Open Activity

A1: **DETERMINE IF BORROWER HAS BEEN DISCHARGED OF FLP DEBT**

Activity Purpose: BORROWER IS 90 DAYS PAST DUE. IF BORROWER HAD PREVIOUSLY FILED BANKRUPTCY AND BEEN DISCHARGED, AND REMAINED A BORROWER, OGC ADVICE MAY BE NEEDED. IF NO PREVIOUS BAP, SEND NOTICES AS

Select Single Outcome

- BORROWER HAS NOT PREVIOUSLY FILED BANKRUPTCY
SEND FSA 2510, 2511, AND 1951-C OFFSET LTR TO ALL B BY SEP CERT MAIL
- B HAS PREV FILED BANKRUPTCY, RECD A DISCHARGE & REMAINED A BORROWER
CONSULT OGC TO DETERMINE IF NOTICES SHOULD BE SENT TO B

Submit Back **Control Functions** Add Branch Add Path

Activity Completion Process

Category: 90 DAYS PAST DUE
Initialized Date: 08/03/2010 Status: Open
Default Date: 05/02/2010
Days Delinquent: 163

Branch / Path
Primary Borrower Branch: BROWN, JOHN R
Initialized BROWN, JOHN R into 90 DAYS PAST DUE on 08/03/2010

Control Function

Step 1 of 2. Select the desired control function.

Select Function: [redacted] [redacted]
[redacted] [redacted]
[redacted] [redacted]
[redacted] [redacted]
[redacted] [redacted]
[redacted] [redacted]

Select Reason:

Continue to Next Step

Specific Control functions to be used are selected from a drop down menu.

Control Function: Hold

The category hold function is used to designate that the account cannot currently be serviced due to one of the selectable reasons.

Hold Reasons

- Appeal- The account is involved in the appeals process
- Assign- The account is in the process of being assigned to a Tribe or the Sec. of the Interior
- Bankrupt- The account filed bankruptcy and is being serviced under that category
- Civil- The account has filed a civil rights complaint which is being investigated by OCR.
- Convert- The account is being investigated for conversion

Activity Completion Process

Category: 90 DAYS PAST DUE
Initialized Date: 08/03/2010 Status: Open Version: 1.3
Default Date: 05/02/2010
Days Delinquent: 163

Branch / Path
Primary Borrower Branch: BROWN, JOHN R Path: A Open
Initialized BROWN, JOHN R into 90 DAYS PAST DUE on 08/03/2010

Control Function

Step 1 of 2. Select the desired control function.

Select Function: Category Hold

Select Reason: --- Select Reason ---

Continue to Next Cancel

Appeal
Assign
Bankrupt
Civil
Convert

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The hold status will be displayed on the open categories screen and will also postpone special servicing reminders on the dashboard.

Open Categories Add Category

90 Days Past Due

Category Name: 90 DAYS PAST DUE Status: Hold Version: 1.3
 Initialized Date: 08/03/2010
 Default Date: 05/02/2010 Hold Reason: Civil
 Days Delinquent: 163 Edit Category

Function Activities Time Clocks

Open Activity Paths

Branch	Branch Type	Open Activity	Activity Type	Activity Name	Due Date
[Redacted], JOHN R	Primary Borrower	A1	Standard	DETERMINE IF BORROWER HAS BEEN DISCHARGED OF FLP DEBT	08/03/2010

Completed Activity Paths

Branch	Branch Type	Path	Completion Reason	Completion Date
No Completed Paths found.				

National Office State Office Service Center **Borrower**

Borrower FL OM CR GR LR YA FV

- -

Reminders Special Servicing

Reminders

	Pending Reminder	Due	Alert
	Bankrupt	10/15/2011	09/30/2011
	A1,SEND FSA 2510, 2511, AND 1951-C OFFSET LTR TO A	10/15/2010	10/15/2010
	A2,SEND FSA 2510, 2511, AND 1951-C OFFSET LTR TO A	10/15/2010	10/15/2010
	Closed Reminder	Due	Closed
	A1,DETERMINE IF BORROWER HAS BEEN DISCHARGED OF FL	10/15/2010	10/15/2010

A category on hold will only display the control functions option for open activities until action is taken to resume servicing or end the category.

Open Category			
Category:	90 DAYS PAST DUE		
Initialized Date:	08/03/2010	Status: Hold	Version: 1.3
Default Date:	05/02/2010		
Days Delinquent:	163		
Branch / Path			
Primary Borrower Branch:	██████, JOHN R	Path: A Open	
Initialized ██████, JOHN R into 90 DAYS PAST DUE on 08/03/2010			
Completed Activities			
Open Activity			
A1: DETERMINE IF BORROWER HAS BEEN DISCHARGED OF FLP DEBT			
Activity Purpose:	BORROWER IS 90 DAYS PAST DUE. IF BORROWER HAD PREVIOUSLY FILED BANKRUPTCY AND BEEN DISCHARGED, AND REMAINED A BORROWER, OGC ADVICE MAY BE NEEDED. IF NO PREVIOUS BAP, SEND NOTICES AS		
Back		Control Functions	

Activity Completion Process

Category:	90 DAYS PAST DUE		
Initialized Date:	08/03/2010	Status: Hold	Version: 1.3
Default Date:	05/02/2010		
Days Delinquent:	163		
Branch / Path			
Primary Borrower Branch:	██████, JOHN R	Path: A Open	
Initialized BROWN, ██████ into 90 DAYS PAST DUE on 08/03/2010			
Control Function			
Step 1 of 2. Select the desired control function.			
Select Function:	--- Select Function ---		
Select Reason:	End Category Category Resume		
Continue to Next Step		Cancel	

The Hold must be resumed in order to continue with special servicing activities or ended if servicing will not continue for the account.

Control Function: Adding a Branch

Adding a branch to a borrower enables the tracking of other parties (not related entities) which may require notification as part of a servicing activity.

Note: Examples of when to add a branch may be found in the SS Quick Reference Guide.

Open Category			
Category:	90 DAYS PAST DUE		
Initialized Date:	08/11/2010	Status: Open	Version: 1.2
Default Date:	08/06/2010		
Days Delinquent:	40		
Branch / Path			
Primary Borrower Branch:	***	Path:	A Open
Initialized *** into 90 DAYS PAST DUE on 08/11/2010			
Completed Activities			
Open Activity			
A4: SEND B FSA 2516 REG MAIL 30 DAYS AFTER FSA 2510 RECEIVED			
Activity Purpose:	30 DAYS AFTER FSA 2510 IS RECEIVED BY BORROWER, FSA WILL REMIND B OF THE IMPENDING DUE DATE TO APPLY FOR SERVICING. SEND B FSA 2516 UNLESS AN APPLN HAS ALREADY BEEN RECEIVED OR SERVICING ENDED.		
Select Single Outcome			
<input type="radio"/>	FSA 2516 SENT TO B REG MAIL WITHIN 30 DAYS OF FSA 2510 RECD End Path, End of Current Servicing Path		
<input type="radio"/>	FSA 2516 NOT NEEDED; COMPLETE APPLN ALREADY RECD OR SERV ENDED End Path, End of Current Servicing Path		
<input type="radio"/>	Jump to next activity - Continuation of service <input type="text"/>		
<input type="radio"/>	Jump to next activity - Correction of service <input type="text"/>		
		Select Next Activity	Select Complete Activity
Submit	Back	Control Functions	Add Branch
Add Path			

When creating a branch, users enter the name of the branch and select the applicable chart and activity to begin recording servicing for the added branch.

Users enter a name for the new branch.

Users select an activity to begin recording servicing from.

Open Category			
Category:	90 DAYS PAST DUE	Status: Open	Version: 1.2
Initialized Date:	08/11/2010		
Default Date:	08/06/2010		
Days Delinquent:	40		
Branch / Path			
Primary Borrower Branch:	***	Path: A	Open
Initialized *** into 90 DAYS PAST DUE on 08/11/2010			
Branch Name:	Notification to Executor of Estate for Partner in Operatio	Path: A	Open
Select First Activity - Create Branch			
Select Chart:	Chart 3, 90 DAYS PAST DUE		
Select Activity:	Activity 2, SEND FSA 2510, 2511, AND 1951-C OFFSET LTR TO ALL B BY SEP CERT MAIL		
Submit		Cancel	

The new branch and selected activity are now visible on the open category screen.

Special Servicing

Open Categories

Borrower History

Customer Management

Customer Profile

Total Payoff

FBP Loan Schedule

Manage Case Number

Manage Flags

Manage Suspend Code

Manage Mail Code

Transactions

Loan Making

Process Application

Loan Servicing

Process Application

Process Assumption

Customer Transfer

Loan Transfer

Dashboard

Open Categories Add Category

90 Days Past Due

Category Name: 90 DAYS PAST DUE

Initialized Date: 08/11/2010 Status: Open Version: 1.2

Default Date: 08/06/2010

Days Delinquent: 40 Edit Category

Function

Activities
Time Clocks

Open Activity Paths +

Branch	Branch Type	Open Activity	Activity Type	Activity Name	Due Date
***	Primary Borrower	A4	Standard	SEND B FSA 2516 REG MAIL 30 DAYS AFTER FSA 2510 RECEIVED	09/11/2010
		B2	Standard	WAIT FOR B'S RESPONSE TO 1951-C-1 OR C-2 OFFSET LTR	09/16/2010
		C1	Standard	WAIT FOR B'S RESPONSE TO FSA 2510 & 2511- 60 DAYS	10/11/2010
Notification to Executor of Estate for Partner in Operation	User Created Related Entity	A1	Certified Mail	SEND FSA 2510, 2511, AND 1951-C OFFSET LTR TO ALL B BY SEP CERT MAIL	09/15/2010

Completed Activity Paths +

Branch	Branch Type	Path	Completion Reason	Completion Date
No Completed Paths found.				

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Control Functions: Adding a Path

The add path selection should be used when another servicing path is needed in conjunction with the current servicing path.

Note: Examples of when to add a path may be found in the SS Quick Reference Guide.

Open Category

Category:	BANKRUPTCY		
Initialized Date:	04/06/2006	Status:	Open
Default Date:	10/02/2002	Version:	1.2
Days Delinquent:	2905		

Branch / Path
Primary Borrower Branch: *** Path: E Open
Activity Path created by activity *** A5

Completed Activities

Open Activity

E3: **WAIT FOR RESULTS OF BANKRUPTCY**

Activity Purpose: NO FURTHER ACTION CAN BE TAKEN UNTIL THE BANKRUPTCY COURT ISSUES AN ORDER. ONE OF THE FOLLOWING OUTCOMES WILL OCCUR WHEN THE BANKRUPTCY IS SETTLED.

Select Multiple Outcomes

- RECD CONFIRMED OR AMENDED REORGANIZATION CHAPTER 11 PLAN
DETERMINE FSA TREATMENT IN CHAPTER 11 PLAN
- RECEIVED CHAPTER 7 BANKRUPTCY DISCHARGE OF FSA DEBT
DETERMINE IF BORROWER HAS SECURITY REMAINING
- RECEIVED DISMISSAL OF BNK PRIOR TO CONFIRMED PLAN
DETERMINE IF B WAS NOTIFIED PRIOR TO BAP
- BORROWER REAFFIRMED FSA DEBT (SERVICE ACCORDINGLY)
DETERMINE IF B WAS NOTIFIED PRIOR TO BAP
- TRUSTEE ABANDONED PROPERTY & LIFTED STAY
OBTAIN OGC'S ADVICE TO INITIATE LIQUIDATION
- RECEIVED CONFIRMED OR AMENDED REORGANIZATION PLAN
SEND DOCUMENTS TO FO TO ESTABLISH BNK ACCOUNT
- CONVERTED TO DIFFERENT BANKRUPTCY CHAPTER
SELECT BANKRUPTCY TYPE - COMPLETE DATE WHEN FSA RECD BAP NOTICE
- RECEIVED NON-DISCHARGEABLE JUDGMENT
MONITOR JUDGEMENT ANNUALLY
- RECEIVED DISMISSAL OF BANKRUPTCY AFTER CONFIRMED PLAN
DETERMINE IF ONE FULL PAYMENT MADE ON CONFIRMED PLAN
- Jump to next activity - Continuation of service
- Jump to next activity - Correction of service

Select Next Activity

Select Complete Activity

Submit Back Control Functions Add Branch **Add Path**

Users will select an applicable chart and activity to begin recording servicing for the newly created path.

Special Servicing	Open Category
Open Categories	Category: BANKRUPTCY
Borrower History	Initialized Date: 04/06/2006 Status: Open Version: 1.2
Customer Management	Default Date: 10/02/2002
Customer Profile	Days Delinquent: 2905
Total Payoff	Branch / Path
FBP Loan Schedule	Primary Borrower Branch: *** Path: E Open
Manage Case Number	Activity Path created by activity *** A5
Manage Flags	Select First Activity - Create Path
Manage Suspend Code	Select Chart:
Manage Mail Code	Chart 3, 90 DAYS PAST DUE
Transactions	Select Activity:
Loan Making	Activity 35, REQUEST APPRAISAL IF NEEDED
Process Application	<input type="button" value="Submit"/> <input type="button" value="Cancel"/>
Loan Servicing	
Process Application	
Process Assumption	
Customer Transfer	
Loan Transfer	
Dashboard	

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Once added, the new path is visible on the open categories screen.

Special Servicing

Open Categories

Borrower History

Customer Management

Customer Profile

Total Payoff

FBP Loan Schedule

Manage Case Number

Manage Flags

Manage Suspend Code

Manage Mail Code

Transactions

Loan Making

Process Application

Loan Servicing

Process Application

Process Assumption

Customer Transfer

Loan Transfer

Dashboard

Open Categories
Add Category

Bankruptcy

Category Name: BANKRUPTCY

Initialized Date: 04/06/2006 Status: Open Version: 1.2

Default Date: 10/02/2002

Days Delinquent: 2905

Edit Category

Function Activities Time Clocks

Open Activity Paths

Branch	Branch Type	Open Activity	Activity Type	Activity Name	Due Date
***	Primary Borrower	E3	Standard	WAIT FOR RESULTS OF BANKRUPTCY	11/19/2006
		G1	Standard	REQUEST APPRAISAL IF NEEDED	10/15/2010

Completed Activity Paths

Branch	Branch Type	Path	Completion Reason	Completion Date
***	Primary Borrower	A	End of Current Servicing Path	09/18/2006
		B	End of Current Servicing Path	04/06/2006
		C	End of Current Servicing Path	04/06/2006
		D	End of Current Servicing Path	08/24/2005
		F	End of Current Servicing Path	08/24/2005

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Control Function: End Path

The end path function ends only the selected servicing path for the borrower and is recorded using a drop-down list of reasons.

Activity Completion Process

Category: BANKRUPTCY
 Initialized Date: 04/06/2006 Status: Open Version: 1.2
 Default Date: 10/02/2002
 Days Delinquent: 2905

Branch / Path
 Primary Borrower Branch: *** Path: G Open
 Activity Path created by activity *** E3

Control Function

Step 1 of 2: Select the desired control function

Select Function: ▼
 Select Reason: ▼

Function					
Activities		Time Clocks			
Open Activity Paths					
Branch	Branch Type	Open Activity	Activity Type	Activity Name	Due Date
***	Primary Borrower	E3	Standard	WAIT FOR RESULTS OF BANKRUPTCY	11/19/2006
Completed Activity Paths					
Branch	Branch Type	Path	Completion Reason		Completion Date
***	Primary Borrower	A	End of Current Servicing Path		09/18/2006
		B	End of Current Servicing Path		04/06/2006
		C	End of Current Servicing Path		04/06/2006
		D	End of Current Servicing Path		08/24/2005
		E	End of Current Servicing Path		08/24/2005
		G	End of Current Servicing Path		09/15/2010

The manually-ended path now shows up on the Open Categories screen as completed.

Control Function: End Category

Entire categories may also be ended at one time by using the end category function and selecting an applicable reason.

Activity Completion Progress	Activity Completion Process
<input checked="" type="checkbox"/> Step 1 Control Function	Category: 90 DAYS PAST DUE
<input type="checkbox"/> Step 2 Final Confirmation	Initialized Date: 04/02/2010 Status: Open Version: 1.2
	Default Date: 01/02/2010
	Days Delinquent: 256
	Branch / Path
	Primary Borrower Branch: [REDACTED] WILLIAM Path: B Open
	Activity Path created by activity: [REDACTED] WILLIAM A2
	Control Function
	Step 1 of 2. Select the desired control function.
	Select Function: End Category
	Select Reason: --- Select Reason ---
	<input type="button" value="Continue to Next"/>

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- Select Reason ---
- Cured Non-Monetary Default
- Paid Current
- Paid In Full
- DSA Used to Bring Current
- Borrower Has Now Become 90 Days Past Due
- Borrower No Longer Has FSA Debt
- Bankruptcy Dismissed, Borrower Not 90 Days Delinquent
- Bankruptcy Dismissed, Borrower Is Now 90 Days Delinquent
- Bankruptcy Dismissed, Borrower Is Current
- Distressed Borrower Did Not Submit A Complete Application
- Distressed Borrower Did Not Accept Re-Amortization
- Distressed Borrower Did Not Request Appeal Of Re-Amortization Denial
- Current Borrower Does Not Request Appeal Of Conversation Contract Denial
- Current Borrower Does Not Accept Final Conservation Contract Offer
- No Default Exists
- Borrower Cures Default Or Foreclosure Called Off
- Bankruptcy Dismissed, Borrower Is In Non-monetary Default

Ending a category ends all paths and closes all reminders and time clocks.

No open categories will now be shown.

All reminders will be shown as closed on the dashboard.

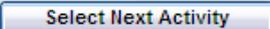
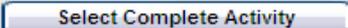
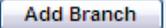
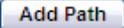
Special Servicing Open Categories Borrower History	Open Categories Add Category No Open Categories found for the Borrower, Click the Add Category button to Select and Initiate a Category.
Customer Management Customer Profile Total Payoff FBP Loan Schedule Manage Case Number Manage Flags Manage Suspend Code Manage Mail Code Transactions	
Loan Making Process Application	
Loan Servicing Process Application Process Assumption Customer Transfer Loan Transfer Dashboard	

Reminders		Special Servicing	
Reminders			
Pending Reminder			
Postponed Reminder			
Closed Reminder			
	Due	Closed	
	A1, DETERMINE IF BORROWER HAS BEEN DISCHARGED OF FL	10/15/2010	10/15/2010
	A1, SEND FSA 2510, 2511, AND 1951-C OFFSET LTR TO A	10/15/2010	10/15/2010
	A2, SEND FSA 2510, 2511, AND 1951-C OFFSET LTR TO A	10/15/2010	10/15/2010
	Bankrupt	10/15/2011	10/15/2010

Special Function: Jumping to Next Activity

Jump to next activity – continuation of service is used to advance a borrower to a different activity within the same category.

Jump to next activity – correction of service is used to return to a previously completed activity in order to correct servicing from that point.

Special Servicing	Open Category
Open Categories	Category: B IN NON-MONETARY OR MONETARY & NON-MONETARY DEFAULT
Borrower History	Initialized Date: 08/11/1992 Status: Open Version: 1.2
Customer Management	Default Date: N/A
Customer Profile	Days Delinquent: N/A
Total Payoff	Branch / Path
FBP Loan Schedule	Primary Borrower Branch: ***** Path: A Open
Manage Case Number	Initialized ***** into B IN NON-MONETARY OR MONETARY & NON-MONETARY DEFAULT on 08/11/1992
Manage Flags	Completed Activities 
Manage Suspend Code	Open Activity
Manage Mail Code	A10: THE ACCOUNT IS BEING HELD IN SUSPENSE AND CANNOT BE SERVICED
Transactions	Activity Purpose: USE WHEN A BORROWER'S ACCOUNT IS BEING HELD IN SUSPENSE AND CANNOT BE SERVICED. WHEN SERVICING IS RESUMED, JUMP TO THE NEXT APPROPRIATE ACTIVITY OR END AND CONTINUE TRACKING UNDER  
Loan Making	Select Single Outcome
Process Application	<input type="radio"/> CONTINUE TO HOLD IN SUSPENSE STATUS THE ACCOUNT IS BEING HELD IN SUSPENSE AND CANNOT BE SERVICED
Loan Servicing	<input checked="" type="radio"/> Jump to next activity - Continuation of service
Process Application	<input type="text"/> 
Process Assumption	<input type="radio"/> Jump to next activity - Correction of service
Customer Transfer	<input type="text"/> 
Loan Transfer	    
Dashboard	

Jump to next activity – Continuation of Service

Users will select an applicable chart and activity to jump to in order to continue with servicing.

Special Servicing	Open Category
Open Categories	Category: B IN NON-MONETARY OR MONETARY & NON-MONETARY DEFAULT
Borrower History	Initialized Date: 08/11/1992 Status: Open Version: 1.2
Customer Management	Default Date: N/A
Customer Profile	Days Delinquent: N/A
Total Payoff	Branch / Path
FBP Loan Schedule	Primary Borrower Branch: ***** Path: A Open
Manage Case Number	Initialized ***** into B IN NON-MONETARY OR MONETARY & NON-MONETARY DEFAULT on 08/11/1992
Manage Flags	Select Next Activity - Continuation Of Service
Manage Suspend Code	Select Chart:
Manage Mail Code	Chart 4, B IN NON-MONETARY OR MONETARY AND NON-MONETARY DEFAULT
Transactions	Select Activity:
Loan Making	Activity 6, CONSULT OGC TO DET IF NOTICES SHOULD BE SENT TO B
Process Application	<input type="button" value="Submit"/> <input type="button" value="Cancel"/>
Loan Servicing	
Process Application	
Process Assumption	
Customer Transfer	
Loan Transfer	
Dashboard	

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Jump to next activity – Continuation of Service

When jumping, after selecting the activity to jump to, the user will be required to complete a details screen including providing a completion date for the jump and comments indicating why the activity jump was required.

Activity Completion Progress

- Step 1
Activity Detail
- Step 2
Final Confirmation

Activity Completion Process

Comments are required for activities when performing a jump to next activity. Please enter text for the comments.

Category: B IN NON-MONETARY OR MONETARY & NON-MONETARY DEFAULT
Initialized Date: 08/11/1992 Status: Open Version: 1.2
Default Date: N/A
Days Delinquent: N/A

Branch / Path
Primary Borrower Branch: ***** Path: A Open
Initialized ***** into B IN NON-MONETARY OR MONETARY & NON-MONETARY DEFAULT on 08/11/1992

Activity Completion Details

Step 1 of 2. Provide the required completion date and optional comments.

Activity A10: THE ACCOUNT IS BEING HELD IN SUSPENSE AND CANNOT BE SERVICED
Activity Type: Standard

Completion Date:  Due Date: 12/11/1993 Alert Date: 12/11/1993

Comments:

Selected Outcome: Jump to next activity - Continuation of service
CONSULT OGC TO DET IF NOTICES SHOULD BE SENT TO B

Users are required to input comments in order to proceed with the jump.

Jump to next activity – Continuation of Service

The open activities screen will now displays the activity which was jumped to.

Add Category

Special Servicing

Open Categories
Borrower History

Customer Management

Customer Profile
Total Payoff
FBP Loan Schedule
Manage Case Number
Manage Flags
Manage Suspend Code
Manage Mail Code
Transactions

Loan Making

Process Application

Loan Servicing

Process Application
Process Assumption
Customer Transfer
Loan Transfer
Dashboard

Open Categories

B In NM or M/NM DFLT

Category Name: B IN NON-MONETARY OR MONETARY & NON-MONETARY DEFAULT
 Initialized Date: 08/11/1992 Status: Open Version: 1.2
 Default Date: N/A
 Days Delinquent: N/A

Function **Activities** **Time Clocks**

Open Activity Paths

Branch	Branch Type	Open Activity	Activity Type	Activity Name	Due Date
*****	Primary Borrower	A11	Standard	CONSULT OGC TO DET IF NOTICES SHOULD BE SENT TO B	09/15/2010

Completed Activity Paths

Branch	Branch Type	Path	Completion Reason	Completion Date
No Completed Paths found.				

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Jump to next activity – Correction of Service

A list of previously completed activities in that path is presented for the user to select in order to correct servicing from that point forward.

Special Servicing	Open Category			
Open Categories	Category: B IN NON-MONETARY OR MONETARY & NON-MONETARY DEFAULT			
Borrower History	Initialized Date: 08/11/1992 Status: Open Version: 1.2			
Customer Management	Default Date: N/A			
Customer Profile	Days Delinquent: N/A			
Total Payoff	Branch / Path			
FBP Loan Schedule	Primary Borrower Branch: ***** Path: A Open			
Manage Case Number	Initialized ***** into B IN NON-MONETARY OR MONETARY & NON-MONETARY DEFAULT on 08/11/1992			
Manage Flags	Select Next Activity - Correction Of Service			
Manage Suspend Code	Completed Activities			
Manage Mail Code	Select	Activity	Activity Name	Completion Date
Transactions	<input type="radio"/>	A10	THE ACCOUNT IS BEING HELD IN SUSPENSE AND CANNOT BE SERVICED	09/15/2010
Loan Making	<input type="radio"/>	A09	COMPLETE FSA 2580 & 2581 & SEND FILE TO STO FOR CIVIL RIGHTS REVIEW	06/15/1993
Process Application	<input checked="" type="radio"/>	A08	WAIT FOR BORROWER'S RESPONSE TO FSA 2514 & 2515	02/16/1993
Loan Servicing	<input type="radio"/>	A07	SEND FSA 2514 & 2515 REGULAR MAIL	12/18/1992
Process Application	<input type="radio"/>	A06	WAIT FOR CERTIFIED MAIL FSA 2514 & 2515	12/18/1909
Process Assumption	<input type="radio"/>	A05	SEND B FSA 2514 & 2515 & 1951-C OFFSET LTR BY SEPARATE CERT MAIL	11/30/1992
Customer Transfer	<input type="radio"/>	A04	DET IF PREV RECD A BAP DISCHARGE	11/30/1992
Loan Transfer	<input type="radio"/>	A03	DET IF BORROWER ACTED IN GOOD FAITH	11/30/1992
Dashboard	<input type="radio"/>	A02	OBTAIN OGC OPINION AND DETERMINE RESULTS	11/30/1992
	<input type="radio"/>	A01	DETERMINE IF OGC OPINION NEEDED ON DEFAULT	08/11/1992
<input type="button" value="Submit"/> <input type="button" value="Cancel"/>				

Jump to next activity – Correction of Service

A completed jump will return the user to the open categories screen and display the open activity that was jumped to for correction.

Special Servicing

Open Categories

Borrower History

Customer Management

Customer Profile

Total Payoff

FBP Loan Schedule

Manage Case Number

Manage Flags

Manage Suspend Code

Manage Mail Code

Transactions

Loan Making

Process Application

Loan Servicing

Process Application

Process Assumption

Customer Transfer

Loan Transfer

Dashboard

Open Categories Add Category

B In NM or M/NM DFLT

Category Name: B IN NON-MONETARY OR MONETARY & NON-MONETARY DEFAULT

Initialized Date: 08/11/1992 Status: Open Version: 1.2

Default Date: N/A

Days Delinquent: N/A

Function Activities Time Clocks

Open Activity Paths ↻

Branch	Branch Type	Open Activity	Activity Type	Activity Name	Due Date
*****	Primary Borrower	A12	Standard	WAIT FOR BORROWER'S RESPONSE TO FSA 2514 & 2515	11/14/2010

Completed Activity Paths ↻

Branch	Branch Type	Path	Completion Reason	Completion Date
No Completed Paths found.				

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