

## 6.3.5. Contact/Promise (Collection) Section Details

### Account Screen - Contact/Promise Section Details

| Contact Date / Time | Contact Code | Employee | Promise Date / Time  Note |
|---------------------|--------------|----------|---------------------------|
| 03/31/17 08:53      | 117          | 2        |                           |
| 03/30/17 09:24      | 117          | 48       |                           |
| 03/29/17 08:40      | SL 5         | 2        |                           |

View More Button      Print Button

Contact Promise section shows the last 3 collection entries. If you want to see more than the last 3, Click the (5) View More Button

If the field is **Green**, the entry was entered today or a Promise to Pay date was entered! If a Promise to Pay date has passed without payment, the text will turn black. The text will also turn black if no promise to pay and the entry was not made today.

#### 1 Contact Date / Time

Date and Time the entry was made for the collection attempt

#### 2 Contact Code

These codes are company defined and can be any association of a collection action type and number. Example: Contact Code "001" = "Called customer cell and left message", Contact Code "002" = "Called customer work and left message". Use of contact codes can prevent employees from entering collection info that is not company approved.

#### 3 Employee

Employee number that is logged in the software and make the contact/Promise collection attempt entry.

#### 4 Promise Date / Time | Note

If the customer was reached and a promise to pay date was selected and notes were entered in the Contact Screen, they would show on the entry.

#### 5 View More Button

View More Button allows you to see additional collection attempts if more than the last 3 entries, currently showing on screen.

#### 6 Print Button

Print Button allows you to print a list of all Contact/Promise collection attempts made on this loan